



Accessibility Advisory Committee

300 7th Street, SW
Washington, DC 20024

METROACCESS SUBCOMMITTEE WORK PLAN STATUS OF RECOMMENDATIONS AND ACTIONS

Item Number or Action	Description	Meeting Date	Presenter	Status
2018-01	Easter-Seals Project <i>Provide information about the project/application</i>	09/17/18	Larry Bram (Innovation, Easter Seals)	Ongoing
	Update	11/19/18	Allison Anderson (MetroAccess)	Ongoing
	Update	12/17/18	Allison Anderson	Ongoing
	Update	01/22/19	Allison Anderson	Complete
	Easter-Seals Project Update	02/19/19 03/18/19	Larry Bram (Innovation, Easterseals)	Update on completion
2018-02	Implementation of Abilities-Ride <i>Information about the awarding of the contracts, introduce the providers, overview of the program.</i>	09/17/18	Christiaan Blake	Complete
	Abilities-Ride Program <i>Scope-of-work (modified)</i>	11/19/18	Christiaan Blake	Complete
2018-03	MetroAccess Fleet: New Modification Update / Vehicle Demonstration	09/17/18	Donald Scruggs	Complete
	MetroAccess Fleet:	10/15/18	Christiaan Blake	Complete
	Considered Sedans Demonstration	02/19/19	Christiaan Blake	Complete

Item Number or Action	Description	Meeting Date	Presenter	Status
	MetroAccess Fleet: Van Seat Reconfiguration	03/18/19 06/17/19	Christiaan Blake Christiaan Blake	Complete Complete
	MetroAccess Fleet: Sedan Reconfiguration	07/15/19	Christiaan Blake: <i>Vehicle (sedan) Demonstration</i>	Complete
	MetroAccess Fleet: Van - Next Generation	09/16/19	Glenn Millis	Ongoing 03/16/20
	MetroAccess Fleet: Van – Next Generation Update	03/16/20 04/20/20	Glenn Millis	04/20/20
	MetroAccess Fleet: Sedans – Update on status	06/15/20	Christiaan Blake	06/15/20
	MetroAccess Fleet: Van – Next Generation	07/20/20	Glenn Millis	07/20/20
	MetroAccess Fleet: Sedans – Update on Procurement Decision	10/19/20	Christiaan Blake	10/19/20
	MetroAccess Fleet:	11/16/20	Christiaan Blake	11/16/20

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	Next Generation Van Solicitation			
	MetroAccess Van Update	2/16/2021	Christiaan Blake	2/16/2021
	MetroAccess Next Generation Van – Technical Specifications	3/15/2021	Christiaan Blake	3/15/2021
	MetroAccess Sedans Update	4/19/2021	Christiaan Blake	4/19/2021
	MetroAccess Fleet Update: Old Business	4/19/2021	Christiaan Blake	4/19/2021
	MetroAccess Sedans: Child Safety Lock	5/17/2021	Christiaan Blake	5/17/2021
	MetroAccess Sedans: Child Safety Lock - Update	6/21/2021	Christiaan Blake	6/21/2021
	MetroAccess Sedans: Child Safety Lock – Update	7/19/2021	Christiaan Blake	7/19/2021
	MetroAccess Sedans: Update	11/15/2021	Christiaan Blake	11/15/2021
	MetroAccess Vans: Update	11/15/2021	Christiaan Blake	11/15/2021
	MetroAccess Sedans and Vans	02/22/2022	Christiaan Blake	02/22/2022

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	Procurement: Update			
	MetroAccess Fleet: Mini Vans	09/19/2022	Christiaan Blake	09/19/2022
	MetroAccess Fleet: Mini Vans Update	10/11/2022	Christiaan Blake	10/11/2022
	MetroAccess Fleet: Mini Vans – Procurement Update	11/21/2022	Christiaan Blake	11/21/2022
	MetroAccess Fleet: Mini Van Discussion	02/21/2023	Christiaan Blake, Committee	02/21/2023
	MetroAccess Fleet: Mini Van Discussion	03/20/2023	Christiaan Blake, Committee	03/20/2023
	MetroAccess Fleet: Mini Van – Update	05/15/2023	Christiaan Blake	05/15/2023
	MetroAccess Fleet: Mini Van – Update	06/20/2023	Christiaan Blake	06/20/2023
	MetroAccess Fleet: Mini Van – Update	07/17/2023	Christiaan Blake	07/17/2023
	MetroAccess Fleet: Mini Van – Update	10/16/2023	Christiaan Blake	10/16/2023
	MetroAccess Fleet: Mini Van – Update	11/20/2023	Christiaan Blake	11/20/2023

Item Number or Action	Description	Meeting Date	Presenter	Status
	MetroAccess Next Generation Van – Update: MetroAccess Next Generation Van, Site Visit MetroAccess Next Generation Van – Update: MetroAccess Next Generation Van – Update MA Next Gen Van Site Visit - 2nd Review MA Next Gen Post Site Visit Discussion MetroAccess Fleet	12/18/2023 02/20/2024 09/12/2024 09/16/2024 2/18/2025 2/24/2025 3/17/2025 01/20/2026	Glenn Millis, Chris Blake AAC Members Chris Blake, Glenn Millis Christiaan Blake Site visit Chris Blake, AAC Chris Blake	12/18/2023 02/20/2024 09/12/2024 09/16/2024 2/18/2025 2/24/2025 3/17/2025 01/20/2026
2018-04	MetroAccess Service (Call): Five Minute Rule <i>Update</i>	9/17/18 04/15/19	Christiaan Blake Committee Discussion	Complete Complete
2018-05	Abilities-Ride Program <i>Service-Providers, provide update</i>	10/15/18 12/17/18	Sam Bland <i>(Regency Cab),</i> Hossein Khorsha	Ongoing <i>(3 months)</i> Complete

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	Update: Abilities-Ride New Providers Introduction	06/17/19 07/15/19	Service Providers Silver Cab: Hossein Khorsha	Complete 07/15/19
	Providers: Present Updates on Service	09/16/19	Christiaan Blake	09/16/19
	Abilities-Ride Providers: Updated List	10/21/19	Christiaan Blake	10/21/19
	Abilities-Ride Providers: New Provider Introduction	11/18/19	Christiaan Blake, Curb Mobility	11/18/19
	Abilities-Ride Providers: New Provider Introduction	12/16/19	Christiaan Blake	12/16/19
	Abilities-Ride Providers' Showcase (1)	01/21/20	Christiaan Blake, Ride with Via	Complete
	Abilities-Ride Update and Q & A (Committee)	02/08/20	Christiaan Blake, Uber Team	Complete
	Abilities-Ride Update	02/18/20	Christiaan Blake	02/18/20
	Abilities-Ride Service Update	06/15/20	Christiaan Blake,	06/15/20

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	Re-vamp/Flexibility Abilities-Ride Program	09/21/20	Committee Discussion	09/21/20
	Abilities-Ride Program, Update	7/19/2021	Christiaan Blake	7/19/2021
	Abilities-Ride Service Update	09/20/21	Christiaan Blake	9/20/2021
	Abilities-Ride Flex Program: Update	12/20/2021	Christiaan Blake	12/20/2021
	Abilities – Ride: Update	02/22/2022	Christiaan Blake	02/22/2022
	Abilities – Ride Program: Update	03/21/2022	Christiaan Blake	03/21/2022
	Abilities-Ride Service Providers: Update	05/15/2023	Christiaan Blake	05/15/2023
	Abilities-Ride Update	03/18/2024	Christiaan Blake	03/18/2024
	Abilities-Ride Update	09/16/2024	Christiaan Blake	09/16/2024
	Abilities-Ride Update	11/18/2024	Christiaan Blake	11/18/2024
	Abilities-Ride Update	01/21/2025	Christiaan Blake	01/21/2025

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	<p>Abilities Ride Update Abilities Ride Update: KTS</p> <p>Abilities Ride Update: Uber</p> <p>Abilities-Ride Program, Providers Update</p> <p>Uber Update</p> <p>Abilities-Ride Providers Update</p>	<p>2/18/2025 5/19/2025 6/16/2025</p> <p>7/21/2025</p> <p>10/20/2025</p> <p>12/15/2025</p> <p>01/20/2026</p>	<p>Christiaan Blake Christiaan Blake, KTS</p> <p>Chris Blake, Uber Rep</p> <p>Chris Blake</p> <p>Chris Blake, Kevin Hackshaw</p> <p>Chris Blake</p>	<p>2/18/2025 5/19/2025 6/16/2025</p> <p>7/21/2025</p> <p>10/20/2025</p> <p>12/15/2025</p> <p>01/20/2026</p>
2018-06	<p>Heddinger Award</p> <p>Heddinger Award</p> <p>Heddinger Award Discussion</p> <p>Heddinger Award Ceremony</p>	<p>10/15/18</p> <p>09/16/19</p> <p>10/21/19</p> <p>10/30/19</p>	<p>AAC presented the award to Denise Rush</p> <p>Committee Discussion:</p> <p>Recipient</p> <p>Award presented to Paul Semelfort</p>	<p>Complete</p> <p>09/16/19</p> <p>10/21/19</p> <p>Complete</p>

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	Heddinger Award	09/21/20	Committee Discussion	09/21/20
	Heddinger Award	11/02/20 (AAC)	Committee Discussion	11/02/20
	Heddinger Award (<i>virtual</i>) Ceremony (2020)	2/01/2021	Award presented to Charlie Crawford	Complete
	Heddinger Award (2021): Initiation	09/07/21 (AAC)	Committee Discussion	09/07/21 (AAC)
	Heddinger Award (2021): Nomination	10/4/2021 (AAC)	Committee Discussion	10/4/2021 (AAC)
	Heddinger Award (2021): Discussion and Vote	11/1/2021 (AAC)	Committee Discussion	11/1/2021 (AAC)
	Heddinger Award (2021): Virtual Award Ceremony	02/14/2022 (BRS)	Award presented to Barbara Milleville	Complete
	Heddinger Award (2022): Initiation	12/05/2022	Committee Discussion	12/05/2022

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	Hedding Award (2022): Nomination	12/19/2022	Committee Discussion	12/19/2022
	Hedding Award (2022): Votes	01/03/2023	Committee Discussion	01/03/2023
	<u>Hedding Award (2022): Ceremony</u>	02/06/2023	02/06/2023	02/06/2023
	Hedding Award (2023): Initial Discussion	07/03/2023	Anu Sharma, Denise Rush	07/03/2023
	Hedding Award (2023): Planning	07/10/2023	AAC Members	07/10/2023
	Hedding Award (2023): Ceremony Date	07/17/2023	AAC Members	07/17/2023
	Hedding Award (2023): Nomination	09/05/2023	AAC Members	09/05/2023
	Hedding Award (2023): Nomination/Voting	10/2/2023	AAC Members	10/2/2021
	Hedding Award (2023): Nominee	11/06/2023	AAC Members	11/06/2024
	<u>Virtual Award Ceremony</u>	12/03/2023	Award Ceremony	12/03/2023
	Hedding Award 2024: Initialize	07/01/2024	Anu Sharma	07/01/2024
	Hedding Award 2024: Award Process	09/03/2024	Committee Members, Anu Sharma	09/03/2024
	Hedding Award 2024: Nomination/Voting Process	10/21/2024	Committee Members	10/21/2024
			Virtual Ceremony	
	Hedding Award 2024: Virtual Ceremony	12/02/2024	Patrick Sheehan	12/02/2024

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	<p>Hedding Award 2025: Initialize</p> <p>Hedding Award 2025: Discussed submission date for Nomination</p> <p>Hedding Award 2025: Nomination, Votes</p> <p>Hedding Award 2025: In-Person Award Ceremony</p>	<p>09/02/2025 (AAC)</p> <p>10/06/2025 (AAC)</p> <p>11/03/2025</p> <p>12/01/2025</p>	<p>Committee Discussion</p> <p>Committee Discussion</p> <p>Committee Discussion</p> <p>AAC</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>12/01/2025</p>
2018-07	<p>MetroAccess Customer Guide <i>Update on revised version</i></p> <p>MetroAccess Customer Guide: Discussion</p> <p>MetroAccess Customer Guide: Discussion on Updates in June 2022</p>	<p>11/19/18</p> <p>01/22/19</p> <p>03/18/19</p> <p>04/15/19</p> <p>09/16/19</p> <p>10/21/19</p> <p>06/15/20</p> <p>10/19/20</p> <p>11/16/20</p> <p>01/19/21</p> <p>06/21/2022</p> <p>07/18/2022</p>	<p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Denise Rush, Allison Anderson</p> <p>Allison Anderson, Paul Semelfort</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Updated</p> <p>09/16/19</p> <p>10/21/19</p> <p>06/15/20</p> <p>10/19/20</p> <p>11/16/20</p> <p>Complete</p> <p>06/21/2022</p> <p>07/18/2022</p>

Item Number or Action	Description	Meeting Date	Presenter	Status
	<p>MetroAccess Customer Guide and Insert Pamphlet: Budget Update</p> <p>MetroAccess Customer Guide Update</p> <p>MetroAccess Customer Guide Update</p>	<p>02/20/2024 03/18/2024</p> <p>09/16/2024 10/21/2024</p> <p>11/18/2024</p>	<p>Allison Anderson, Chris Blake</p> <p>Terrian Williams-Hall</p> <p>Terrian Williams-Hall</p>	<p>02/20/2024 03/18/2024</p> <p>09/16/2024 10/21/2024</p> <p>11/18/2024</p>
2018-08	<p>Discussion of Policy Issues/Complaints <i>Discussion of the top 3 policy complaints to assist in a better understanding of the policies.</i></p>	09/17/18	MTM	Ongoing
2018-09	<p>Web Booking Review <i>Review of the web booking process and Q & A On increasing customer usage.</i></p> <p>New MA Web Booking Site</p> <p>Web Booking Site: Update</p> <p>Web Booking Site Update</p> <p>Web Booking Site Update</p>	<p>09/17/18</p> <p>05/18/20</p> <p>07/20/20</p> <p>09/21/20</p> <p>10/19/20 11/16/20</p>	<p>Allison Anderson</p> <p>David Shaffer</p> <p>David Shaffer</p> <p>David Shaffer</p> <p>David Shaffer</p>	<p>Ongoing</p> <p>05/18/20</p> <p>07/20/20</p> <p>09/21/20</p> <p>10/19/20 11/16/20</p>

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	Web Booking Site Update	2/16/2021	David Shaffer	2/16/2021
	Web Booking Password Update	3/15/2021	David Shaffer	3/15/2021
	Web Booking Issues Reported	11/21/2022	Paul Semelfort, Terrian Williams Hall	11/21/2022
	Web Booking Reported Issues: Update	12/19/2022	Terrian Williams Hall	12/19/2022
	Web Booking Issues	03/20/2023	Allison Anderson	03/20/2023
	Web Booking Issues – Update	04/17/2023	Allison Anderson	04/17/2023
	Web Booking – Update	05/15/2023	Allison Anderson	05/15/2023
	Web Booking – Update	06/20/2023	Allison Anderson	06/20/2023
	Web Booking – Update	09/18/2023	Allison Anderson	09/18/2023
	Web Booking – Update	10/16/2023	Terrian Williams-Hall	10/16/2023
	Web Booking - Update	11/20/2023	Terrian Williams-Hall	11/20/2023
2018-10	Community Outreach <i>The importance of community outreach and suggestions for outreach events from the Committee.</i>	09/17/18	Allison Anderson	Ongoing
		10/15/18	Allison Anderson	Ongoing
		11/19/18	Allison Anderson	Ongoing
		12/17/18	Allison Anderson	Ongoing
		01/22/19	Allison Anderson	Ongoing

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		02/19/19 03/18/19 04/15/19 05/20/19 06/17/19 07/15/19 09/16/19 10/21/19 11/18/19 12/16/19 01/21/20 02/18/20 03/16/20 04/20/20 05/18/20 06/15/20 07/20/20	David Shaffer David Shaffer Allison Anderson David Shaffer Christiaan Blake David Shaffer David Shaffer David Shaffer David Shaffer David Shaffer Allison Anderson David Shaffer, Christiaan Blake David Shaffer Allison Anderson Allison Anderson Allison Anderson Allison Anderson	Ongoing Ongoing N/A Complete Complete Complete 09/16/19 10/21/19 11/18/19 12/16/19 01/21/20 02/18/20 03/16/20 04/20/20 05/18/20 06/15/20 07/20/20
2018-11	MetroAccess Work Plan Updates for FY19 <i>Solicit topics from the committee for the FY19 Work Plan.</i> MetroAccess Work Plan for FY20-21	06/17/19 07/15/19 July 2020	Allison Anderson <i>Rescheduled:</i> Allison Anderson Paul Semelfort	06/17/19 07/15/19 July 2020

Item Number or Action	Description	Meeting Date	Presenter	Status
	<p>MetroAccess Work Plan for FY21-22</p> <p>MetroAccess Work Plan for FY 22-23</p> <p>Work Plan: September 2023-July 2024</p> <p>Work Plan: September 2024 – July 2025</p> <p>Work Plan: September 2025 – July 2026</p>	<p>7/19/2021</p> <p>07/18/2022</p> <p>07/17/2023</p> <p>07/15/2024</p> <p>7/21/2025 09/15/2025</p>	<p>Committee Discussion</p> <p>Committee Discussion</p> <p>Committee Discussion</p> <p>Committee Discussion</p> <p>Committee Discussion</p>	<p>7/19/2021</p> <p>07/18/2022</p> <p>07/17/2023</p> <p>07/15/2024</p> <p>7/21/2025 09/15/2025</p>
2019-1	<p>Transport DC <i>Informational Session</i></p> <p>Transport DC Service Update</p> <p>Transport DC Service Update</p>	<p>01/22/19 07/15/19</p> <p>09/21/20</p> <p>09/20/21</p>	<p>Gerald Kasunick Gerald Kasunick</p> <p>Wendy Klancher, Michael Tietjen</p> <p>Wendy Klancher, Tyren Stover</p>	<p>Complete Complete</p> <p>09/21/20</p> <p>09/20/21</p>

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2019-2	MetroAccess Trip Time Explanation (Performance Reports) Update Update	03/18/19 04/15/19 05/06/19 11/18/19	Committee Discussion Terrian Williams-Hall Christiaan Blake	Ongoing 04/15/19 05/06/19 Complete
2019-3	Easter – Seals App for Regional Services	TBD	Committee Discussion	Ongoing
2019-4	MetroAccess GPS System: Can customers give driving direction to drivers? MetroAccess GPS System: Customers' directions to drivers	04/15/19 11/18/19	Allison Anderson, Committee Discussion Terrian Williams-Hall	04/15/19 Ongoing Complete
2019-5	MetroAccess Refund Policy: Taxi / Alternate Rides Build the Plan	04/15/19 05/20/19 07/15/19	Committee Discussion Committee Discussion Committee Discussion	04/15/19 05/20/19 07/15/19
2019-6	MetroAccess Seat Re-Configuration	06/17/19	Committee Discussion	06/17/19
2019-7	MetroAccess IT Discussion:	06/17/19	WMATA IT Staff	Complete

Item Number or Action	Description	Meeting Date	Presenter	Status
	<i>Telephone System and Trapeze Software</i> Software Update Software Update Software Update Software Update Software Update MA Scheduling and Software Update MA Scheduling and Software Update	 11/18/19 03/16/20 04/20/20 07/20/20 10/19/20 11/02/20 (AAC) 12/21/20 01/19/21 02/16/21	 Terrian Williams-Hall Terrian Williams-Hall Terrian Williams-Hall Terrian Williams-Hall Terrian Williams-Hall Terrian Williams-Hall Terrian Williams-Hall Terrian Williams-Hall	 Ongoing 03/16/20 04/20/20 07/20/20 10/19/20 11/02/20 (AAC) 12/21/20 01/19/21 02/16/21
2019-8	MACS Driver's Responsibilities	09/16/19	Committee Discussion	Complete
2019-9	Arrival – Calls <i>Provided information of pre-arrival calls: effective July 1st, 2019</i>	06/17/19	Christiaan Blake	Complete

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	<i>Updates on Pre-Arrival Calls</i>	07/15/19	Christiaan Blake	Complete
2019-10	Ranger Improvements	07/15/19	Christiaan Blake	07/15/19
	Ranger Improvement	09/16/19	Christiaan Blake	Ongoing
	MetroAccess GPS System Improvements	02/16/21	Terrian Williams-Hall	02/16/21
	MetroAccess GPS Solicitation Update	4/19/2021	Terrian Williams-Hall	4/19/2021
	MetroAccess GPS Update	7/19/2021	Terrian Williams-Hall	7/19/2021
	MetroAccess GPS Update	10/18/21	Terrian Williams-Hall	10/18/21
	MetroAccess GPS Update	01/18/2022	Terrian Williams-Hall	01/18/2022
	MetroAccess Navigation GPS System: Update	02/22/2022	Christiaan Blake	02/22/2022
	MetroAccess GPS Procurement – Update	03/21/2022	Terrian Williams-Hall	03/21/2022
	MetroAccess GPS Procurement – Update	07/18/2022	Terrian Williams-Hall	07/18/2022
	MetroAccess GPS – Update	10/17/2022	Terrian Williams-Hall	10/17/2022

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	<p>MetroAccess GPS – Installation Update</p> <p>MetroAccess GPS Garmin Discussion</p> <p>Garmin Device Update</p> <p>Garmin Device Update Garmin Device Update</p>	<p>11/21/2022</p> <p>07/17/2023</p> <p>09/18/2023</p> <p>10/16/2023 11/20/2023</p>	<p>Terrian Williams-Hall</p> <p>Christiaan Blake, Paul Semelfort, AAC</p> <p>Christiaan Blake, Allison Anderson, Paul Semelfort Terrian Williams-Hall Terrian Williams-Hall</p>	<p>11/21/2022</p> <p>07/17/2023</p> <p>09/18/2023</p> <p>10/16/2023 11/20/2023</p>
2019-11	<p>MetroAccess Shared-Ride: Incorporate guidelines for excessive time</p> <p>MetroAccess Shared – Ride: Suspended due to the pandemic, until further notice</p> <p>MetroAccess Shared – Ride: Information about return of shared-ride (atleast 30 notice to be provided)</p> <p>MetroAccess Shared – Ride:</p>	<p>10/21/19 11/18/19</p> <p>4/6/2020 (AAC) 4/20/2020</p> <p>7/19/2021</p> <p>9/7/2021</p>	<p>Committee Discussion</p> <p>Christiaan Blake</p> <p>Christiaan Blake</p> <p>Christiaan Blake</p>	<p>10/21/19 Ongoing</p> <p>4/6/2020 and 4/20/2020</p> <p>7/19/2021</p> <p>9/7/2021</p>

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	Update on return of shared-ride (re-start on November 1st, 2021)	(AAC) 9/20/2021		and 9/20/2021
	MetroAccess Shared – Ride: Update post restart of shared-ride	11/15/2021	Christiaan Blake	11/15/2021
	MetroAccess Shared-Ride: Returned, Update	12/20/2021	Christiaan Blake	12/20/2021
	MetroAccess Shared-Ride: Update	02/22/2022	Christiaan Blake	02/22/2022
	MetroAccess Shared-Ride: Update	03/21/2022	Christiaan Blake	03/21/2022
	MetroAccess Shared-Ride: Update	06/21/2022	Christiaan Blake	06/21/2022
	MetroAccess Shared-Ride: Update	07/18/2022	Christiaan Blake	07/18/2022
2019-12	Closed Routes – Impact on MetroAccess On-Time Performance	10/21/19	Committee Discussion	10/21/19
	MetroAccess On-Time Performance	12/16/19	Christiaan Blake	Complete
2019-13	MetroAccess Policies and Procedures: Safety Issue	12/16/19	Christiaan Blake	12/16/19

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	<p>Safety Issue - Update: <i>(Rescheduled)</i> (Rescheduled)</p> <p>MetroAccess Policies and Procedures: Scheduling Window effective July 1, 2020</p> <p>MetroAccess Policies Review During Inclement Weather</p> <p>MetroAccess Policies: 10-Minute Pre-Arrival Call Discontinued</p> <p>MetroAccess Policies and Procedures: Wait time of an hour for Return Trip</p> <p>MA Inclement Weather Policy</p> <p>MA Inclement Weather Policy</p>	<p>01/21/20 02/18/20 03/16/20</p> <p>05/18/20</p> <p>12/21/20</p> <p>10/18/21</p> <p>03/20/2023</p> <p>12/16/2024</p> <p>12/15/2025</p>	<p>Terrian Williams-Hall Terrian Williams-Hall Terrian Williams-Hall</p> <p>Christiaan Blake</p> <p>Christiaan Blake, Staff</p> <p>Committee Discussion</p> <p>Christiaan Blake</p> <p>Allison Anderson</p> <p>Allison Anderson</p>	<p>01/21/20 02/18/20 03/16/20</p> <p>Complete</p> <p>12/21/20</p> <p>Complete: Discontinue</p> <p>03/20/2023</p> <p>12/16/2024</p> <p>12/15/2025</p>
2020-01	Accountability for MetroAccess Trips assigned to Taxis	01/21/20	Christiaan Blake	Complete
2020-02	Enhanced Mobility Grants Awarded for MetroAccess Related Projects	02/18/20	Christiaan Blake	Complete
2020-03	COVID – 19 (Corona Virus): Service Impact	04/20/20	Terrian Williams-Hall	04/20/20

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	Safety & Service Procedures	05/18/20	Terrian Williams-Hall	Ongoing
	Safety & Service Procedures – Update	06/15/20	Terrian Williams-Hall	06/15/20
	Safety & Service Procedures – Update	07/20/20	Terrian Williams-Hall	07/20/20
	Safety & Service Procedures – Update	09/21/20	Terrian Williams-Hall	09/21/20
	Safety & Service Procedures – Update	3/15/2021	Terrian Williams-Hall	3/15/2021
	Safety and Cleanliness – Update	4/19/2021	Terrian Williams-Hall	4/19/2021
	Safety and Cleanliness – Update	5/17/2021	Terrian Williams-Hall	5/17/2021
	COVID – Positive Drivers, and Contact Tracing	01/18/2022	Christiaan Blake	01/18/2022
	Face-Mask Policy Update	04/18/2022	Christiaan Blake	04/18/2022
	MetroAccess Shared Ride – Update	04/18/2022	Christiaan Blake	04/18/2022
	MetroAccess Face-Mask Policy – Update	05/16/2022	Christiaan Blake	05/16/2022

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	MetroAccess Service Update	07/11/2022	Christiaan Blake	07/11/2022
	MetroAccess Service Updates	09/15/2025	Christiaan Blake	09/15/2025
2020-04	Summer 2020 Platform Project: Eligibility (Temporary) Process	05/18/20	Antoine Johnson	05/18/20
	Shuttle Service Update	06/15/20	David Shaffer	06/15/20
	Eligibility Process Update	06/15/20	Antoine Johnson	06/15/20
	Eligibility Process Update	07/20/20	Antoine Johnson	07/20/20
	Eligibility Requirements Regular Process	10/18/21	Antoine Johnson	10/18/21
	Eligibility Certification Process – Update	05/15/2023	Antoine Johnson	05/15/2023
	Jurisdictional Eligibility Bill	6/16/2025	Committee Discussion	6/16/2025
	Jurisdictional Eligibility Bill – Update	7/7/2025 (AAC)	Committee Discussion	7/7/2025 (AAC)
ELIG Process Policy	11/17/2025	Chris Colbert	11/17/2025	

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	ELIG – Advocate: Eliminate Recertification for Persons with Permanent Disabilities AAC Advocacy to modify recertification process for people with permanent disabilities	11/17/2025 12/15/2025	Sarah Radt, Committee Sarah Radt	11/17/2025 12/15/2025
2020-05	MetroAccess Communication Challenges MetroAccess Communication Challenges (Continued) MetroAccess Communication to Customers	10/19/20 11/16/20 12/21/20	Committee Discussion Committee Discussion Committee/Staff	10/19/20 11/16/20 12/21/20
2020-06	Metro Website	TBD	TBD	TBD
2020-07	Regional Paratransit Services	12/17/20	STAR – Arlington County Paratransit Service	12/17/20
2021-01	OIG Special Report on MetroAccess OIG Special Report on MetroAccess - Update	3/1/2021 (AAC) 3/15/2021	Christiaan Blake Christiaan Blake	3/1/2021 (AAC) 3/15/2021
2021-02	MetroAccess Ride: Fare Calculation	3/15/2021	OCC Team	3/15/2021

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	MetroAccess Flat Fare	4/19/2021	Committee Discussion	4/19/2021
	Flat Fare vs. Fare Calculator	5/17/2021	Christiaan Blake	5/17/2021
	Flat Fare vs. Fare Calculator	6/21/2021	Christiaan Blake	6/21/2021
	MetroAccess Fare Calculator: Questions Answered by the General Manager	09/20/21	Paul Wiedefeld, General Manager	09/20/21
	WMATA Budget: MA Fares	12/20/2021	Committee Discussion	12/20/2021
	WMATA Budget: MA Fares	01/18/2022	Committee Discussion	01/18/2022
	MetroAccess Fares	02/22/2022	Christiaan Blake	02/22/2022
	MetroAccess Flat Fare – Update	04/18/2022	Christiaan Blake	04/18/2022
	MetroAccess Fares: Impact of Station Closure	06/06/2022 (AAC)	Christiaan Blake	06/06/2022 (AAC)

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	MetroAccess Flat Fares	06/21/2022	Christiaan Blake	06/21/2022
	MetroAccess Fare Cap of \$4.00	04/17/2023	Christiaan Blake	04/17/2023
	MetroAccess Fares – Update	05/15/2023	Christiaan Blake	05/15/2023
	MetroAccess Fares – Update	06/20/2023	Christiaan Blake	06/20/2023
	WMATA Budget FY2025 Presentation	12/04/2023 (AAC)	Marc Irvine, Alex Block	12/04/2023 (AAC)
	WMATA Budget FY2025, Focus MA Service	12/18/2023	Christiaan Blake	12/18/2023
	WMATA Budget FY2025: Talking Points	01/03/2024 (AAC)	Committee Discussion	01/03/2024 (AAC)
	WMATA Budget FY2025: MA Impact	01/16/2024	Committee Discussion	01/16/2024
	WMATA Budget FY2025: Communications Plan	02/05/2024 (AAC)	Alex Block, Marc Bowman, Matthew Tingstrom.	02/05/2024 (AAC)
	WMATA Budget FY2025:	02/20/2024	Committee Discussion	02/20/2024
	WMATA Budget FY2025: Board Decision	05/20/2024	Christiaan Blake	05/20/2024

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	WMATA Budget FY2026: Fares and Service	12/16/2024	Mark Irvine	12/16/2024
2021-03	MetroAccess Vehicle Audio and Video Recording	4/19/2021	Christiaan Blake	4/19/2021
	MetroAccess Vehicle Audio and Video Recording Discussion	5/17/2021	AAC Leadership, Christiaan Blake	5/17/2021
	MetroAccess Vehicle Audio and Video Recording Discussion, Round Two	6/21/2021 7/19/2021	AAC Leadership, Christiaan Blake	6/21/2021 7/19/2021
2021-04	MetroAccess Service Updates	6/21/2021	Christiaan Blake	6/21/2021
2022-01	MetroAccess Automated System Adjustment	2/22/2022	Allison Anderson	2/22/2022
2022-02	Transit Accessibility Center: WMATA New DC Headquarter location	2/22/2022	Chris Colbert	2/22/2022
	Transit Accessibility Center: Senior Reduced Fare - Faremedia	7/18/2022	Chris Colbert	7/18/2022
2022-03	MetroAccess ID Cards, New Faregates	2/07/2022 (AAC)	Chris Colbert	2/07/2022 (AAC)
2022-04	MetroAccess Metrics and Statistics	05/16/2022	Chris Blake	05/16/2022
2022-05	MetroAccess Focus Groups	04/18/2022	Paul Semelfort, Chris Blake	04/18/2022

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	MetroAccess Focus Groups Quarterly Presentations Discussion	05/16/2022	Paul Semelfort, Chris Blake	05/16/2022
	MetroAccess Focus Groups Quarterly Presentation: Presented	06/21/2022	Chris Blake	06/21/2022
2022-06	MetroAccess Call Center	07/19/2022	Christiaan Blake	07/19/2022
	MetroAccess Call Center – Update	09/19/2022	Christiaan Blake, Terrian Williams-Hall	09/19/2022
	MetroAccess Reservations and Where Is My Ride Agents	05/15/2023	Christiaan Blake, Allison Anderson	05/15/2023
	MetroAccess New Call Center Site Visit Post site visit discussion	3/13/2025 3/17/2025	AAC Members Committee Discussion	3/13/2025 3/17/2025
2022-07	MetroAccess Service Area – Silver Line II	10/17/2022	Christiaan Blake	10/17/2022
	MetroAccess Service Area – Silver Line II Update	11/07/2022 11/21/2022	Christiaan Blake Christiaan Blake	11/07/2022 11/21/2022
	MetroAccess Service Area – Silver Line II	09/18/2023	Christiaan Blake	09/18/2023
2022-08	Where is My Ride (WMR) Response Application (App)	10/17/2022	Christiaan Blake	10/17/2022

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	WMR Response App Pilot Update	11/21/2022	Christiaan Blake	11/21/2022
	WMR Response App Update	02/21/203	Christiaan Blake	02/21/2023
	WMR Response App Update	03/20/2023	Christiaan Blake	03/20/2023
	WMR Response App Update	04/17/2023	Christiaan Blake, Paul Semelfort	04/17/2023
	WMR App: Find My Ride	06/20/2023	Christiaan Blake	06/20/2023
2023-01	Six Months Service Plan Update	01/17/2023	Christiaan Blake	01/17/2023
2023-01	MetroAccess Pick-Up Window: Change for Consideration	02/21/2023	Christiaan Blake	02/21/2023
	MetroAccess Pick-Up Window Change: Update	03/21/2023	Christiaan Blake	03/21/2023
	MetroAccess Pick-Up Window Change: Update	04/17/2023	Christiaan Blake	04/17/2023
	MetroAccess Pick-Up Window Change: Update	05/15/2023	Christiaan Blake	05/15/2023

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	MetroAccess Pick-Up Window Change: Update	06/20/2023	Christiaan Blake	06/20/2023
2023-03	Budget Hearing: Talking Points	02/21/2023	Committee Discussion	02/21/2023
2023-04	MetroAccess EZ Pay	04/17/2023	Allison Anderson	04/17/2023
2023-05	MetroAccess Service Area and Grandfathering	06/20/2023	Christiaan Blake, AAC Members	06/20/2023
	MetroAccess Service Area/Grandfathering	07/17/2023	Christiaan Blake, AAC Members	07/17/2023
	MetroAccess Service Area/Grandfathering	09/18/2023	AAC Members	09/18/2023
	MetroAccess Service Area/Loudoun County, VA	12/18/2023 01/16/2024	Christiaan Blake	12/18/2023 01/16/2024
2023-06	MetroAccess Reservations by Phone Discussion	07/17/2023	Christiaan Blake, Paul Semelfort	07/17/2023
	MetroAccess Reservations Phone System	09/05/2023	Terrian Williams-Hall	09/05/2023
	MetroAccess Reservations Phone System: Update	09/18/2023	Terrian Williams-Hall	09/18/2023

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	OCC Digital Assistant: Update OCC Digital Assistant: Update Digital Assistant, TiM - Update	10/10/2023 11/20/2023 4/21/2025	Terrian Williams-Hall Terrian Williams-Hall Christiaan Blake, Terrian Williams-Hall	10/10/2023 11/20/2023 4/21/2025
2023-07	Metro/MetroAccess Performance Report	10/16/2023	Jay Westreich	10/16/2023
2023-08	MetroAccess Contract Solicitation	12/18/2023	Christiaan Blake	12/18/2023
2024-01	MetroAccess Transportation Options: Non-Dedicated Service	05/20/2024	Christiaan Blake	05/20/2024
	MetroAccess Transportation Options: Dedications, Non-Dedication, Abilities Ride	06/17/2024	Christiaan Blake	06/17/2024
	MetroAccess Dedicated Service	09/16/2024	Robbie Werth	09/16/2024
2024-02	MetroAccess Service Delivery	06/17/2024	Christiaan Blake	06/17/2024
2024-03	Digital Assistant – WMR Capabilities	06/17/2024	Terrian Williams Hall	06/17/2024
2024-04	<u>METROACCESS CONTRACTORS</u> OCC Contractor Introduction:	07/01/2024	Christiaan Blake, Marshall King Christiaan Blake, Marshall King Christiaan Blake, Grover Parham	07/01/2024
	OCC Contractor Update	07/15/2024		07/15/2024
	OCC Contractor Management Update	09/16/2024		09/16/2024
	Dedicated Service Provider	09/16/2024		09/16/2024

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	OCC Contractor Management Update	10/21/2024	Robert Werth, Christiaan Blake	10/21/2024
	OCC Service Update	11/18/2024	Grover Parham, Christiaan Blake	11/18/2024
	MA Service Update	12/16/2024	Christiaan Blake	12/16/2024
	MetroAccess Service Update	01/21/2025	Christiaan Blake	01/21/2025
	MetroAccess Service Update	2/18/2025	Christiaan Blake	2/18/2025
	MA Call Center Site Visit	3/14/2025		3/14/2025
	MA Call Center Post Site Visit Discussion	3/17/2025	AAC Site Visit Chris Blake, AAC	3/17/2025
	MA Service Update	3/17/2025	Chris Blake	3/17/2025
	MA Contractor (Transdev) Employee Service Monitoring Process	4/21/2025	Grover Parham	4/21/2025
	MA Service Update	5/19/2025		5/19/2025
	MA Service Update	6/16/2025	Chris Blake	6/16/2025
	MetroAccess Service Update	7/21/2025	Chris Blake	7/21/2025

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	MetroAccess Reservations Update	10/20/2025	Chris Blake Chris Blake	10/20/2025
2024-05	<u>WMATA Performance Report:</u> MetroAccess Performance MetroAccess Performance MetroAccess Performance	09/03/2024 10/21/2024 3/17/2025	Jordan Holt, Jay Westrich Jordan Holt Jay Westrich Jordan Holt	09/03/2024 10/21/2024 3/17/2025
2024-06	TiM, Digital Assistant – Update TiM, Digital Assistant – Update TiM, Digital Assistant – Update Ability to Phone, Text, Email, Digital Assistant Digital Assistant and MyTransit App	11/18/2024 4/21/2025 6/16/2025 10/20/2025 01/20/2026	Christiaan Blake Chris Blake, Terrian Williams-Hall Chris Blake, Terrian Williams-Hall Chris Blake Terrian Williams-Hall	11/18/2024 4/21/2025 6/16/2025 10/20/2025 01/20/2026
2025-01	Washington Suburban Transit Commission	5/19/2025	KFH (Contractor), Ryan Traher (WSTC),	5/19/2025 (Invite back in

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	MetroAccess Strategy Study Update by WSTC	11/17/2025	Don Drummer (Board Member) Ryan Traher	November 2025) 11/17/2025