



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001

April 4, 2022

Dear Chair Smedberg, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of March 2022. The primary issues we reviewed were: 1) Wapmap – Way Finding Application Introduction, 2) Platform Improvement Projects, and 3) Trip Booking – Minimum Duration of Stay.

Issues of the Month

Waymap Way-Finding Application Introduction:

Tom Pey, CEO, Waymap, and Zankar Savek, Project Manager, Waymap, presented their way-finding application. Mr. Pey presented an introduction of Waymap, that was tested by some of the AAC members at the Crystal City Metro Station. Mr. Savek provided a summary of Crystal City demonstrations where 26 people (including blind and able) participated. Mr. Savek stated the purpose of Washington DC WMATA Pilot is to demonstrate Waymap's technology and navigation system for blind users at selected Washington DC metro stations and bus stops. Sharing the scope of the pilot, Mr. Savek stated it will be done at the Silver Spring and Braddock Road metro stations, and adjacent bus stops/terminus. Mr. Savek informed that the pilot's success factors would include users being able to: use and interact with the Waymap mobile applications, plan their desired routes and their familiarization, follow the application's guidance and effectively navigating to the desired location without any fear or stress, and various maps data and their precision.

Providing a high-level post-pilot plan, Mr. Sevak stated the project will have regular engagement with various stakeholders, users and community including the September comprehensive pilot phase. The September Comprehensive Pilot will have approximately 25 train stations, close to 1000 bus stops and significant relevant outdoor data. He provided a list of the 25 above ground stations from Red, Yellow and Green, Yellow and Blue, as well as Orange and Silver lines. The AAC looks forward to the tests using the Waymap app to improve accessibility.

Platform Improvement Projects:

Hannah Ro, Project Manager, Capital Programs; and Jameisha Peterson, Planning Manager, Office of Bus Planning; Morgan Bassford and Saba Gyemfi, Communications Team; provided information about the Summer 2022 Platform Improvement Project. Ms. Ro provided information about the summer closures of Orange Line stations from New Carrollton through Minnesota Avenue, as part of the final phase of the Platform Improvement Project. These Orange Line stations will be closed from May 27 through September 5, for platform reconstruction and station modernization. During this time, Metro will take advantage of the closed tracks to rehabilitate six bridges on this section of the Orange Line. For pre-closure weekend shutdowns between Stadium-Armory and New Carrollton stations, the first and successful shutdown was on March 5-6, 2022.

Ms. Peterson informed about travel alternatives and stated during the weekend closures as well as summer closures, Metro will provide free shuttle buses. Ms. Peterson stated free shuttle bus service will be available as follows: local service every 15-20 minutes, and express service every 10-15 minutes. Ms. Bassford stated additional information and travel alternatives for the summer closure and preparatory work are available at www.wmata.com Ms. Gyemfi informed that Metro would keep customers and stakeholders informed during the summer shutdown. There is a link to sign up for updates to receive the latest project information. The AAC commends the team involved in the platform improvement project for their efforts of consistently ensuring accessible options available for people with disabilities.

Trip Booking – Minimum Duration of Stay:

Allison Anderson, Operations Manager, MetroAccess Office, provided information about Trip Booking – Minimum Duration of Stay. Ms. Anderson informed that MetroAccess is in the process of removing a service distinction regarding the Online Web Booking Service. Currently, when customers book trips with a reservation's agent, they must allow at least one hour between the drop-off time and the scheduled pick-up time on their return trip. Until now, MetroAccess did not have a technical mechanism to hold customers who book trips on the web booking service to the same one-hour minimum restriction. Beginning April 3, the MetroAccess Online Web Booking Service will enforce the same minimum stay duration restriction as trips booked via Reservation's Agents. When planning multiple trips utilizing the online web booking service, customers will be required to allow a minimum of one hour between drop-off and pick-up times. We have identified 103 customers that booked trips online in the last two months that had a minimum duration of less than 1 hour between trips. These customers will be contacted via email and be informed of the system change and provide a contact number should they have questions.

As usual, the AAC appreciates communication with the community as any changes occur to improve service for all.

Sincerely,

Philip Posner
Chair