



## Accessibility Advisory Committee

300 7<sup>th</sup> Street, SW  
Washington, DC 20024

February 5, 2024

Dear Chair Smedberg, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of January 2024. The primary issues we reviewed were: 1) WMATA Budget FY2025, 2) Elevator and Escalator Update, and 3) MetroAccess Inclement Weather Policy.

### Issues of the Month

#### WMATA Budget FY2025:

Chair Sheehan, the Committee, Christiaan Blake, Managing Director, Access Services, and the members of the public, discussed WMATA Budget FY2025. As it was presented to the Committee at the AAC Meeting on December 4<sup>th</sup> 2023, the members realized the deficit is \$750 million. The following talking points were discussed by the Committee: fully funded Metro; maintain service area and hours; maintain MetroAccess flat fare, even if it needs to be increased; and service cuts would make it difficult to bring the service levels back and bring back the riders to the system. The Committee and the members of the public very strongly advocated for WMATA to inform MetroAccess customers of the current budget proposal. From the time the budget gets approved and implemented, two months is insufficient for people to make arrangements to get their lives going. There could be 9000 MetroAccess customers whose lives may be adversely impacted if the current proposed budget goes into effect, thus outreach is critical.

#### Elevator and Escalator Update:

Mitch Nicci, Acting Senior Vice President, Facility Engineer and Maintenance and Capital Del; Rolando Grimaldi, Acting Senior Director, Elevator and Escalator (ELES); and Vance Robertson, Assistant General Superintendent, ELES; presented an update about their department. Mr. Robertson provided ELES availability summary and stated thus far in FY24, it is above 94.2%. Mr. Robertson and Mr. Grimaldi provided the operational process of ELES outages. Mr. Robertson provided information about the new process improvements to enhance customer experience and discussed KNAP, the remote monitoring system that is going to be tested at three transfer stations, enabling about 10% of ELES tested. Mr. Robertson also discussed various forms of outage communication, i.e., station passenger information display system (PIDS) and kiosk information display system (KIDS), station public address system (PA), physical signs and/or barricades.

The AAC was pleased to hear about the efforts by ELES to improve customer experience.

#### MetroAccess Inclement Weather Policy:

Allison Anderson, Operations Manager, stated MetroAccess may make service modification during severe weather or even hazardous conditions or other emergency types of situations. Describing severe weather, Ms. Anderson stated this includes icy roads, snow accumulation, high winds, and during other parts of the year, tornados. During such conditions, door-to-door service may revert to curb-to-curb service. We ask customers to make sure path from their exterior door to pick up location is clear for safe

door-to-door service as applicable. It is important to know that MetroAccess would primarily operate on secondary streets, unlike Metrobus routes, that primarily operate on main roads. Thus, during severe weather, neighborhoods and secondary streets sometimes are not priority to clear and maintain for safe travel by local jurisdictions. If conditions warrant, service may be curtailed to return trips only, or suspended all together. Ms. Anderson explained that MetroAccess does not take curtailing lightly.

Mr. Blake added if fixed route is operating, MetroAccess will do its very best to provide service as well. Since MetroAccess provides service on secondary roads, the level of service may have to be altered based upon the road condition. Ms. Anderson further stated should there be any MetroAccess service changes, those will be announced via a variety of communication mediums such as Metro alert messages, local radio/television, the MetroAccess phone system, and Metro's website. MetroAccess also tries to accommodate customer request to change their window as much as possible if we see an impending weather report coming. There are times when MetroAccess would reach out to customers via phone to request time window change as well, should a severe weather warrant that. Thus, it is important that customers maintain their updated profile.

The AAC appreciates all that MetroAccess does to accommodate customers as best as possible.

Sincerely,

Patrick Sheehan  
Chair