



## Accessibility Advisory Committee

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

June 2, 2025

Dear Chair Santos, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of May 2025. The primary issues we reviewed were: 1) WMATA's Safety Processes and Updates, 2) Bus Service Changes, 3) Washington Suburban Transit Commission.

### Issues of the Month

#### WMATA's Safety Processes and Updates:

Assistant Chief Nader shared WMATA's Safety Processes and Updates with the AAC. George Nader, Assistant Chief (AC), Metro Transit Police Department (MTPD), covered some topics along with statistics year to date. He informed that due to some of the adopted strategies, the part one crime offence is down 41% from last year. He discussed MTPD's two-week campaign with bus. Assistant Chief Nader informed the AAC about the continuous outreach with increased number of the clinicials. The AAC was impressed by learning about the crime fighting strategies and the problem-oriented policing by addressing crime at its root cause before it occurs the problem-oriented policing by addressing crime at its root cause before it occurs. The AAC commends all the efforts of keeping school age children in school. WMATA's MTPD performs a tremendous job of keeping the crime rate low, and it is commendable how the ridership and employees remain safe in the system.

#### Bus Service Changes:

Al Himes, Director, Bus Service Planning and Scheduling; and Erica Cunningham, Vice President, Community Relations and Outreach; provided an overview about the Better Bus Network (BBN) effective June 29<sup>th</sup>, 2025. Mr. Himes explained the new route names and signs. Ms. Cunningham discussed the informational materials on the new network, including various tools available at [wmata.com/BetterBus](http://wmata.com/BetterBus). Mr. Himes discussed how WMATA continues to work closely with jurisdictional partners to implement the new network, on bus stops and on-street improvements, noting that some improvements may not be implemented until after the launch day.

The AAC congratulates WMATA on the major achievement and the upcoming implementation of the Better Bus Network on June 29<sup>th</sup>. The Committee is concerned about the bus stops that are being eliminated as it may cause inconvenience to customers, particularly those with disabilities.

#### Washington Suburban Transit Commission:

Ryan Trayer, transit analyst, WSTC; and Buffy Ellis, Senior Transportation Planner, KFH Group, provided background of the study. The objective of the study is to provide a strategy "roadmap" to the State of Maryland for managing the long-term costs for MetroAccess while ensuring the provision of quality paratransit. They discussed the three tasks and the schedule. They discussed the MetroAccess ridership and the subsidies per jurisdiction according to the ridership. The AAC was also informed about the cost changes

from FY2022 through FY2024. Discussing the Abilities Ride Program, they included the cost savings from 8,982 trips on the sample day and beyond. They discussed the ridership and major trip destinations, and efforts to address cost and demand in the two jurisdictions in Maryland. The specialized transportation in the two counties was discussed. They discussed the peer review and the next steps. The AAC would like to invite WSTC and receive additional updates in Fall, as those become available.

Sincerely,

Patrick Sheehan  
Chair