



## Accessibility Advisory Committee

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

October 6, 2025

Dear Chair Santos, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of September 2025. The primary issues we reviewed were: 1) Meet & Greet, EVP & Chief Safety and Readiness Officer, 2) Prince George's County Bus Service Update, 3) MetroAccess Performance.

### Issues of the Month

Meet and Greet with Executive Vice President and Chief Safety and Readiness Officer: Jayme Johnson, Executive Vice President and Chief Safety and Readiness Officer, informed about the recent organization changes. Mr. Johnson shared his work experience and stated he started in the transportation industry eight years ago when he joined WMATA. It was good to learn about his vast experience within WMATA, i.e. Chief Operating Officer's Leader of Strategic Initiatives, Bus/Rail Control Centers, followed by Safety. Mr. Johnson is leading Safety and Readiness, which comprises of six important departments including System-Wide Accessibility (SWACC). Mr. Johnson shared his experiences from London prior to coming to the USA and about the passion and interest that go back in his family. The AAC was glad to hear that Mr. Johnson is excited to work with SWACC and the Committee and appreciates the work done thus far. The AAC looks forward to having more collaboration and effective engagement with him through SWACC staff, for higher rewarding results.

### Prince George's County Bus Service Update:

Efon Epanty, Prince George's County (PGC), stated the Transit Vision Plan (TVP) has been completed, finalized and adopted by the County Council. That is county's official roadmap for transit development for the next five years. The focus is on implementing year one action plan (short-term fixes), i.e. bus stops and other facilities related improvements. The priority is to better serve residents and visitors and connect people across the county and into the Metro system. PGC has been moving forward with fleet improvement plan, thus embarked on buying new buses for the system. Mr. Epanty stated they are in the process of acquiring more vehicles for their paratransit system as well. The plan continues to implement Micro-Transit to improve accessibility and mobility for residents throughout the county. The Better Bus Network (BBN) was implemented, and weekday ridership has increased. Mr. Epanty stated data/information is still being collected to review and understand the needs and expectations of riders.

### MetroAccess Performance:

Jordan Holt, Senior Director, Performance and Global Benchmarking, discussed MetroAccess Performance over the fiscal year (FY) 25. Ms. Holt stated Metro Board approved Strategic Transformation Plan (STP) in February 2023. One of the four STP goals is service excellence, which is about how safe, reliable, and convenient our service is for customers. Ms. Holt shared five measures of service excellence: ridership, customer satisfaction, on-time performance (OTP), service delivered, and customer injuries. The

AAC was glad to hear that there were 2.6 million trips on MetroAccess and its Abilities Ride partners, 14% increase from FY24. Customer satisfaction for FY25 was 78%, missing the target of 85%. In November, the OTP was below 85%. Since then, there had been steady improvement, closing it out at 90% OTP for FY25. MetroAccess delivered 97.8% of all scheduled service, missing the target of 99.25%. The safety performance measure target was met as there were 13 injuries in FY25, vs. 20 injuries in FY24.

Sincerely,

Patrick Sheehan  
Chair