



Accessibility Advisory Committee

300 7th Street, SW
Washington, DC 20024

June 3, 2024

Dear Chair Smedberg, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of May 2024. The primary issues we reviewed were: 1) Safety and Readiness Team Report, 2) ADA Screen Resolution Guidelines, and 3) Non-Dedicated Service and Abilities-Ride Updates.

Issues of the Month

Safety and Readiness Team Report:

Elissa McDade, Senior Director, Organizational Development, Technical Training and Development (TT&D), stated the technical, maintenance, operational for bus and rail – all the trainings, are under TT&D. She stated the use of digital forms has begun to review and provide feedback to the training instructors. The forms are accessible to users and can be translated to multiple languages as needed. Ms. McDade discussed Microlearning Modules, the procedures are under development to establish a video library of easily accessible videos. Ms. McDade shared information about the automatic train control room, designed to accommodate guests with limited mobility and wheelchair accessible. It allows access from all sides of the track bed to see switches and control boxes without having to physically cross the tracks. She discussed the Bus Operator Training (BOT) and shared plans to add a first-hand understanding of the experience of a person using a mobility device including boarding and riding a bus, and using bus kneeling and securement techniques that are demonstrated, practiced, and evaluated during training.

The AAC was delighted to hear about the various trainings. The AAC supports these efforts and offers any assistance feasible for the training purposes.

ADA Screen Resolution Guidelines:

Sarah Meyer, Executive Vice-President and Chief Customer Experience and Engagement Officer, and Keith Tralins, Product Manager, Digital Screen Program, discussed the ADA screen resolution guidelines. Discussing the Designing Digital for Accessibility, Ms. Meyer stated WMATA now has a full design style guide specifically for signage that dictates the guidelines for maintaining consistency across all signs and public-facing points of contact. The Digital Signage Manual contains all of WMATA's digital signage guidelines and requirements. It is critical that these guidelines are followed, particularly when it comes to contrast, to maintain legibility for all riders. Ms. Meyer discussed the Contrast Guidelines, Graphics, and Typography. Ms. Meyer provided examples for acceptable/unacceptable contrast, and technology specifications.

The Committee appreciates the efforts discussed by Ms. Meyer, her willingness to the recommendations and feedback of the AAC, and her efforts of proving updates when available.

Non-Dedicated Service and Abilities-Ride Updates:

Christiaan Blake, Vice President, Access Services, stated the non-dedicated service is not new. A few years ago, customers used to book trips on MetroAccess and sometimes customers would receive a taxi. Those taxis provided door to door service just like MetroAccess. Those were MetroAccess trips, on non-dedicated service. With Abilities-Ride service, we stopped using non-dedicated service due to demand. Now we will bring it back and the procurement process is underway. The vehicles will be wheelchair accessible and will be MetroAccess trips as those will be door to door service and fares will be paid for those trips. Those trips will be in zones, within 10 miles radius. Mr. Blake stated we are trying to find a way to provide the same day service.

The AAC appreciates Mr. Blake for continuing to improve the service for MetroAccess customers, and for providing additional service options.

Sincerely,

Patrick Sheehan
Chair