



Accessibility Advisory Committee

300 7th Street, SW
Washington, DC 20024

September 3, 2024

Dear Chair Santos, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of July 2024. The primary issues we reviewed were: 1) MetroAccess Update, 2) MetroBus Seats Material, and 3) MetroAccess Transportation Options.

Issues of the Month

MetroAccess Updates:

Christiaan Blake, Vice President, Access Services introduced Marshall King, General Manager, Transdev, who will be managing the Operations Call Center (OCC). Mr. King stated his background is running the call centers for several years. They anticipate quicker response time, and plan on bringing all the employees in one call center for better monitoring. As a result, overall service should improve for MetroAccess customers. Mr. King stated the Where is My Ride Office is expected to have shorter hold times and customers should experience polite employees. Mr. Blake stated customers using other paratransit services managed by Transdev, are using an app called My Transit App, and we will assess usefulness of that app for MetroAccess customers. Mr. King stated we have used mobile based technology for our customers to receive information about their trips, check on their pickups, or even cancel their trips. That app is expected to be available for MetroAccess in about a month.

Metrobus Seats Material:

Raphael Alfred, Assistant Chief Fleet Officer, Bus Maintenance, provided a status update about Metrobus vinyl seat transition. Mr. Alfred stated this is a part of WMATA's Strategic Transformation Plan, as an effort to provide service excellence and convenience, with a goal to improve customer-experience on-board-buses and to improve cleanliness. Mr. Alfred stated two procurements were awarded in December 2023 for 35 buses. The selected buses were the ones with more than 2-3 years of service-life, across three bus garages, and 20 buses have been completed. Mr. Alfred stated the Mid-Life Rehabilitation Program was implemented in March 2024 and 42 buses have been completed. Mr. Alfred stated procurement is underway for acquisition of fleet-wide reupholstering. They are meeting with vendors and finalizing install plans. Based upon the experience of the initial set of buses, completion is estimated in Q2 2025.

MetroAccess Transportation Options:

Mr. Blake stated non-dedicated providers with wheelchair accessible vehicles (WAVs) are being incorporated to provide door-to-door service. Mr. Blake stated we would treat them as Abilities-Ride trips thus those trips will be selected by a lottery system and will be free of charge to customers at this time. Mr. Blake provided information about the seven service providers as follows: Userve, DMV Medical, We Drive You, KTS Transportation, Regency, Navarre Corporation, and Yellow Cab. Mr. Blake stated as the providers continue to get more vehicles, they will continue to receive trips accordingly.

Mr. Blake further stated we anticipate having additional information to share with the Committee in September.

The AAC looks forward to receiving some measurable data when it is available.

Sincerely,

Patrick Sheehan
Chair