



## Accessibility Advisory Committee

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

October 7, 2024

Dear Chair Santos, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of September 2024. The primary issues we reviewed were: 1) Metro Performance Update, 2) Waymap Update, and 3) MetroAccess Dedicated Service Provider.

### Issues of the Month

#### Metro Performance Update:

Jay Westreich, Performance Analyst, and Jordan Holt, Senior Director, Performance and Global Benchmarking, provided an update on Metro Performance. Mr. Westreich stated we have four strategic goals with a focus on Service Excellence involving safety and security, reliability, and convenience. MetroAccess customer injury rate reduced 34% compared to same time last year as of March 2024. Metro's new initiative of new high-visibility seatbelt-covers is being introduced to further reduce customer injuries. A new tool called AlertMeter, detects fatigue, is being used by all the MetroAccess drivers before their shift. MetroAccess on-time-performance (OTP) missed its target due to high ridership and less budgeted service, although it has been over 90%. MetroAccess delivers 3,300 trips per day and misses only 35 of them.

Fixed route ridership increased 20% year over year. Crime and fare evasion decreased over the last year although bus fare evasion is almost 70%. About 75% of customers on all modes are satisfied with their last trip. Service reliability remains an area of focus with some improvements in rail and bus OTP in Q3.

The AAC appreciated the detailed report and looks forward to receiving another report with specifics at the MetroAccess Subcommittee meeting in October.

#### Waymap Update:

Tom Pey, Celso Zucollo, and Zankar Sevak, Waymap, provided an update about the Waymap application (app). Mr. Pey stated Waymap has mapped all the Metrorail Stations except Pentagon, and all the 11,000 bus stops in the region. Waymap is ready to be rolled out in this area. They are in the final stages of testing and invited the Committee to try the app. Waymap integrates different modes of transit indoors and outdoors, is designed for blind and people with disabilities. The user can choose to use escalators or step free access. Integrated with the GTF from WMATA, the app provides correct information to take the route for user's destination. Mr. Pey mentioned the assistance of the CLB, other members with disabilities, thanked the ADAP team, and stated a lot of hard work is done by to get this app working. Mr. Pey stated they are working with LA Metro, Singapore, are about to start in a state in Germany and a few locations in United Kingdom. Washington DC is the first city in the World where they have done the full bus and rail system.

The AAC looks forward to testing the app in October.

MetroAccess Dedicated Service Provider:

Christiaan Blake, Vice President, Access Services, introduced the MetroAccess Dedicated Service Provider: Robert Werth, We Drive You. Mr. Werth stated we are operating 100% of MetroAccess dedicated service from three locations: Central Avenue and Hubbard Road locations have fuel tanks which they were able to buy, and the Virginia location on Industrial Road, Springfield. Mr. Werth stated they offered employment to incumbent operators and majority of them were retained per qualifications. They are working on pull-outs in the mornings in getting the vehicles out to the field on-time. Mr. Werth shared some information about the corporate side and management and stated they have great support from Corporate, and they look forward to providing great service to MetroAccess customers.

The AAC was pleased to hear Mr. Werth's commitment of providing high level of service to MetroAccess customers.

Sincerely,

Patrick Sheehan  
Chair