



## Accessibility Advisory Committee

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

January 6, 2025

Dear Chair Santos, and Members of the Board,

Wish you and yours, a very happy new year!

It is my pleasure to present you with the AAC report for the month of December 2024. The primary issues we reviewed were: 1) Richard W. Hedding Award 2024: 13<sup>th</sup> Annual Virtual Ceremony, 2) FY2026 Fares and Service, 3) Winter 2024 Shutdown, and 4) MetroAccess Inclement Weather Policy.

### Issues of the Month

#### Richard W. Hedding Award 2024: 13<sup>th</sup> Annual Virtual Ceremony:

The thirteenth Richard W. Hedding Award 2024 virtual ceremony was held at the beginning of the AAC meeting on December 2<sup>nd</sup>, 2024, from 5:30 pm to 6:05 pm. The recipient of this award was Carol Peredo Lopez, Retired Director, ADAP/Systemwide Accessibility, WMATA, for her steadfast advocacy for all people with disabilities, a commitment to the ideals of Mr. Hedding, exemplified by her assurance that WMATA's public transportation services met or exceeded ADA standards in public spaces, her proactive service to ensure ADA compliance. Ms. Sharma started the program with introductions. Glenn Millis, Senior Policy and Planning Officer, Access Services, provided the Opening Remarks. Dr. Jason Snyder, Vice President (Acting), Systemwide Accessibility, made the Welcome Remarks. Chris Blake, Vice President, Access Services, made the Special Remarks. AAC Tribute was made by Chair Sheehan, Dr. Posner, Mr. Calabria, Mr. Semelfort, and Ms. Neuzil. Ms. Peredo Lopez thanked everyone for the award.

The AAC appreciates everything that Ms. Peredo Lopez did to enhance accessibility during her tenure with WMATA.

#### FY2026 Fares and Service:

Mark Irvine, Director, Strategy and Policy; Alex Block, Manager, Strategy and Policy; and Kareen El Beyrouy, Director, Rail Operations Planning and Scheduling; provided the FY2026 Budget Advances Metro STP Goals. Mr. Block discussed the Service and Fare optimizations and stated Metro will optimize service within available funding for FY2026. Providing the service optimization context, Mr. Block stated ridership is growing with frequent and reliable service, thus WMATA anticipates the need for additional service. Ms. Beyrouy shared some service concepts to address current challenges on all rail lines and stated systemwide, the growing ridership requires increased capacity. Ms. Beyrouy stated the proposal is to optimize mix of 6-car and 8-car trains to increase capacity. Ms. Beyrouy discussed the Metrorail service, capacity, and efficiency improvements, along with the key budget milestones including the General Manager's proposal to the Board, the decision of the Board, Public Hearings, Board Budget adoption, and July 1<sup>st</sup>, 2025, when the new budget gets implemented.

Winter 2024 Shutdown:

Theresa Thomas, Supervisor, Wayside Work Planning; and Bobby Gilchrist, Program Manager, Bus Operations; provided the Winter Shutdown 2024 overview. Ms. Thomas stated the planned work includes restraining rail removal, curve maintenance, and grout pads to be addressed on the roadway. She stated the work will be done in two phases and provided information about Customer Experience and Engagement. Mr. Gilchrist provided the schedule overview of bus transportation and shuttle information for weekdays and weekends, for both phases. Mr. Gilchrist provided information about collaboration with Bus Planning regarding the shuttle bus location at Metro Center Station. Mr. Gilchrist shared bus staging locations at Foggy Bottom, Federal Triangle, Federal Center SW, and Farragut North stations.

The AAC appreciated Ms. Thomas and Mr. Gilchrist for their presentation and taking the questions of the Committee.

MetroAccess Inclement Weather Policy:

Christiaan Blake, Vice President, Access Services, discussed the Severe Weather Plan and stated the customers are informed of any alerts or warning issued by the National Weather Service, through the IVR and the ROBO calls. The messages include closing or reduction of service. If the service must be reduced or shutdown, ample warnings are given to the customers. We advise the customers to use the service for needed trips only. MetroAccess will start out by eliminating the outbound trips. MetroAccess will provide the inbound trips if we have taken the customer to their destination. In case of snow, if the streets or sidewalks have not been cleared, we may not be able to access the inner streets or provide door-to-door service, instead it may turn to curb-to-curb service. MetroAccess advises customers to cancel their trips even if it is a few minutes ahead of the pickup time.

The AAC and the disability community appreciate all the efforts that MetroAccess makes to transport customers during the severe weather conditions.

Sincerely,

Patrick Sheehan  
Chair