



## Accessibility Advisory Committee

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

February 3, 2025

Dear Chair Santos, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of January 2025. The primary issues we reviewed were: 1) Meet & Greet – WMATA Board Chair Santos, 2) Prince George's County Service Updates and Next Steps, 3) MetroAccess Service Updates.

### Issues of the Month

#### Meet and Greet – WMATA Board Chair Santos:

Valerie Santos, WMATA Board Chairperson, visited the AAC meeting on January 6<sup>th</sup>, 2025. It was a pleasure to meet her, hear her background and the Board update, along with sharing the AAC's activities and results of its advocacy. Ms. Santos shared information about WMATA Board's focus on financial sustainability and that the Board is making efforts to improve capital improvements and operations as efficient as possible while balancing the needs of the customers. The AAC appreciates the Board's attention around safety and efficiency of operations. The AAC participated in the budget activities earlier this month. The Committee appreciates the tremendous efforts of the General Manager and the Finance Team of improving customer experience without going beyond the budget. The Committee looks forward to the implementation of the Better Bus Network (BBN) effective July 1<sup>st</sup>, 2025. The Committee is pleased to know that the automated train operations is implemented. The AAC looks forward to future interactions with the Board.

#### Prince George's County Service Updates and Next Steps:

Efon Epany, Chief of Transit Planning and Innovation, Prince George's County (PGC), provided an update and stated the state of Maryland requires Transit Vision Plan (TVP) which gets updated every five years. PGC started work on TVP two years ago, the same time WMATA started working on the Better Bus Network Redesign (BBNR). PGC has coordinated with WMATA to sync the services. PGC ensures that TVP addresses seven key priorities: equity, safety and reliability, user friendliness, is community centric, innovative, meets the needs and expectations of the community and the riders, and that accessibility has been a focus to provide the right type of neighborhood services in the county and connects people to opportunities. PGC has done outreach to understand community's needs and challenges with the current transit services in the county, to address existing needs and determine the future steps.

The AAC appreciates all the efforts of Don Drummer, Board Member, in coordinating PGC participation at the Bus and Rail Subcommittee meeting and looks forward to receiving future updates when available.

#### MetroAccess Service Updates:

Christiaan Blake, Vice President, Access Services, stated in July 2024, we moved to one provider serving from two locations. Later, the number of locations was extended to three, and now we are operating five bases. As a result, the on-time-performance (OTP) has

improved, and it is above 95%. Mr. Blake stated this January is typical of the past Januarys, and the effort is to open another base around the DC line – to maintain the current service levels. Chair Semelfort commended that even with snow days in January, MetroAccess OTP is at 95%. Mr. Blake stated given the last six months of experience, we are highly sensitive. Mr. Blake stated the statistics show MetroAccess service is back to normal, however we would continue to monitor the service going forward. Mr. Blake stated as the OTP improves, it also impacts WMR as the number of calls reduces. Mr. Blake stated we are committed to improve call center customer experience for that, additional staff is being hired.

Sincerely,

Patrick Sheehan  
Chair