



Accessibility Advisory Committee

300 7th Street, SW
Washington, DC 20024

March 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 February 2025. The primary issues we reviewed were: 1) Vehicle Laws - Bus Obstruction Monitoring Systems and Bus Stop Zones, 2) Prince George's County Service Updates and Next Steps, 3) MetroAccess Service Updates.

Issues of the Month

Due to the Budget Hearings, the AAC meeting was cancelled to allow members of the Committee and the Public, flexibility of time and release from the constraints of the meeting schedule.

Vehicle Laws - Bus Obstruction Monitoring Systems and Bus Stop Zones:

Reem Rayef, Government Relations, informed the AAC about a hearing on February 21st, 2025, at 1:00 p.m., concerning a Vehicle Law on Bus Obstruction Monitoring Systems and Bus Stop Zones. This bill is coming before the Maryland House of Delegates. The bill expands the existing permission to use the Clear Lanes program, an enforcement of protected bus lanes. Currently, anywhere there is a bus lane, the state of Maryland is allowed to use clear lanes, an automatic traffic enforcement to grab pictures of license plates of cars that are driving in the bus lane and ticket them for being where they are not allowed to be, which is the bus lane. Currently, the law is written that restriction does not extend to the bus stops, which is a big issue for efficiency, safety and accessibility to the bus stops. The lack of enforcement of Clear Lanes in DC at bus stops is an issue. The bill would allow to use the Clear Lanes program at bus stops and bus lanes. WMATA was to testify in Annapolis, at the in-person hearing, supporting the bill on February 21st.

Prince George's County Service Updates and Next Steps:

Sandy Neuzil, Second Vice Chair (SVC), Bus and Rail Subcommittee (BRS), stated Efon Epanty, Prince George's County (PGC), outlined how PGC has done customer outreach starting in 2023. The PGC has been working with WMATA on bus route changes in the county, in coordination with planned bus route changes by WMATA. About 75% of bus service in PGC is provided by WMATA. There will be some increases in bus routes planned up towards the purple line and up towards the planned new FBI headquarters. They would like to increase bus routes in the southern part of the county. SVC Neuzil picked up maps of the bus routes that WMATA has planned in the Better Bus Network Redesign (BBNR), effecting July 1st, 2025. The radius out from the center of DC in Fairfax County, Montgomery County, PGC is similar, although it may be less in southern part - going to the southeast of the PGC and that is the area AAC Vice Chair has talked about. There are some micro transit systems that serve in a small geographic area.

The AAC welcomes and looks forward to additional updated at the forth coming meetings, from PGC about the TVP.

MetroAccess Service Updates:

Christiaan Blake, Vice President, Access Services, stated there have been some steady improvements in the call center on Reservations side, and additional staff is being added for Dispatch side to improve the service level even better. The call center service delivery in January was just under 90% due to two heavy snow days and a day with computer glitches. Mr. Blake stated we have been talking to internal and external partners related to our computer system to avoid any future inconvenience to our customers. After the tough six-months, we expect to have normal service soon. The customer complaints have reduced, indicating improved service. Mr. Blake stated calls from customers who want all their trips on Uber to avoid fixed route equivalent service trips, are still active.

The AAC has noticed steady improvements in MetroAccess service. The Committee appreciates everything MetroAccess has been doing to enhance the service levels, and looks forward to continuous improvements.

Sincerely,

Patrick Sheehan
Chair