



Accessibility Advisory Committee

300 7th Street, SW
Washington, DC 20024

April 7, 2025

Dear Chair Santos, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of March 2025. The primary issues we reviewed were: 1) Metro Performance, 2) Elevator and Escalator Department Update, 3) MetroAccess Next Generation Van Post Site Visit Discussion.

Issues of the Month

Metro Performance:

Jordan Holt, Senior Director, Performance and Global Benchmarking, provided FY2025 Q2 Service Excellence Report covering the time frame from July 1, 2024, through December 31st, 2024. Except for customer satisfaction, the measures are inclusive of the six-month timeframe. This report focuses on service excellence, one of Metro's four strategic goals in the strategic transformation plan. The customer satisfaction continues to be very high on Metro Rail whereas it decreased on Metrobus and MetroAccess. The ridership growth across the system has been up 10% during the first six months compared to the same time frame in fiscal year 2024. December marked the 45th consecutive month of growth, and we hope to get 48 months of consecutive growth. Crime in the system reduced by 40%, with continued monthly progress. Overall, the on-time performance (OTP) target was not met, yet the accuracy of trip planning improved.

Elevator and Escalator Department – Update:

Rolando Grimaldi, Director, Elevator and Escalator (ELES) Department; provided an overview of what has been done in the last six months along with the current projects. Mr. Grimaldi stated at the last BRS meeting ELES attended, a concern of the moving walkways reliability at the Dulles International Airport (IAD) was brought up, which has been addressed with the Metropolitan Washington Airport Authority (MWAA). Mr. Grimaldi provided an update about the Escalator and Elevator Rehabilitation projects on stations that have been completed in the current fiscal year thus far. Mr. Grimaldi shared information about Remote Monitoring. Now 216 elevators and escalators are reporting real time data driven specific information on outages. The system reports outages directly to ELES Vertical Transportation Operation Center (VTOC) in Metro's Integrated Control Center (MICC). Alerts via text/email are automatically generated alerting staff of the outage. Outages are captured allowing engineers to troubleshoot at a macro-level.

MetroAccess Next Generation Van – Post Site Visit Discussion :

The AAC was invited to visit the new call center, and the feedback received was very positive. Some of the comments shared, are as followed:

- Nice accommodation, cozy environment, the tour was very enlightening.
- Blind employees use JAWS software, amazingly quiet, good acoustics.
- Impressed by the complexity of the screen, not an easy job, a challenge and achievement. Positive inspirational and instructive signs posted.
- Impressive, AAC members treated with warmth and gratitude.
- Well-lit area, cubicles with sufficient space, uncluttered, light environment.

- Staff helpful and sensitive to AAC members' different disabilities.
- Screens could magnify up to 300 times.
- Efforts of cross training employees for reservations and dispatch offices.
- Large screens and computer's inbuilt software that can magnify and enhance colors. Computers have speech to text
- Employees wore a headset with earphones and a microphone and sound could be amplified for someone with hearing disability.

The AAC was impressed by the opportunities for employment through reasonable accommodations that stand out.

Sincerely,

Patrick Sheehan
Chair