300 7th Street, SW
Washington, DC 20024

Accessibility Advisory Committee

Accessibility Advisory Committee Detailed Meeting Minutes
September 8, 2026 | Virtual Meeting | 5:30 PM - 7:30 PM

Attendees
AAC Members Present: Patrick Sheehan (Chair), Hawaya Abby, Susan Bowmaster, Tino Calabia, Vanessa Coles, Rico Dancy, Rose Dallimore, Tajuan Farmer, Debby Fisher, Marcie Goldstein, Steve Kaffen, Philippa Mezile, Sandy Neuzil, Noor Pervez, Phil Posner, Sarah Radt, and Paul Semelfort. Additional participants joined during the meeting.

WMATA Staff and Presenters: Jayme Johnson, Executive Vice President and Chief Safety and Readiness Officer; Dr. Maggie K. Butler, Vice President, Systemwide Accessibility; Christian Blake, Vice President, Access Services; Bonnie Sullivan, Customer Experience; and additional WMATA staff.
Meeting Support: ASL interpreters and virtual meeting support personnel.

MEETING SUMMARY
The AAC welcomed newly appointed and reappointed members, approved the agenda, amended prior minutes, and approved the Board Report. Members discussed FY2027 work plans, Bus and Rail priorities, MetroAccess priorities, customer communication, and data transparency. Systemwide Accessibility announced upcoming briefings and engagement opportunities. The committee also reviewed the Richard H. Heddinger Award, received confirmation that Station Ahead maps will retain a top-down reading sequence, and identified follow-up concerning VRI, MetroAccess call wait times, the Glenmont matter, fare enforcement, and accessible meeting chat.

AGENDA ITEM 1: Call to Order, Leadership Welcome, Accessibility Instructions, and Roll Call
Detailed Discussion
Chair Patrick Sheehan called the meeting to order at 5:30 PM. Jayme Johnson welcomed members and emphasized Metro's customer focus, the value of diverse perspectives, and the importance of listening and constructive partnership.
Dr. Maggie Butler reviewed participation instructions, including stating names, muting when not speaking, hand-raising controls, and providing a brief visual description the first time a participant speaks. Roll call was conducted and the meeting proceeded under Chair Sheehan.

AGENDA ITEM 2: Agenda, Prior Minutes, and Board Report
Detailed Discussion

300 7th Street, SW
Washington, DC 20024

Accessibility Advisory Committee

The agenda was approved without objection following a motion by Paul Semelfort and a second by Sarah Radt. Prior meeting minutes were approved as amended after members requested corrections to names and removal of routine participation boilerplate. The Board Report was approved with authority to incorporate relevant information from the meeting.
Members also raised difficulty downloading prior minutes. Leadership agreed to confirm that meeting materials are available and accessible.

- Correct spelling of Steve Kaffen and Philippa Mazel in prior minutes.
- Remove unnecessary participation boilerplate from prior minutes.
- Confirm accessible access to posted meeting minutes.

AGENDA ITEM 3: Welcome and Orientation of New AAC Members
Detailed Discussion
New members Hawaya Abby, Rose Dallimore, and Noor Pervez introduced themselves and outlined interests spanning technology governance, disability advocacy, MetroAccess performance, accessible communications, and multimodal travel.
Reappointed members Rico Dancy and Sandy Neuzil were recognized.
Current members introduced their backgrounds and priorities. Chair Sheehan stated that the coming year would include educational briefings on Metro operations, emergency preparedness, eligibility, regional initiatives, and succession planning. New members were advised that full AAC members may participate in either subcommittee and that onboarding would be scheduled.

AGENDA ITEM 4: AAC and Subcommittee Work Plans
Detailed Discussion
The committee discussed the purpose and format of FY2027 work plans. Dr. Butler explained that plans will be shared with the Board for awareness and may remain flexible as priorities evolve. Chair Sheehan requested a consistent look and feel across the AAC and subcommittee plans.
Bus and Rail priorities included open-gangway trains, station and bus-stop signage, Better Bus refinements, Purple Line connections, Prince George's County transit gaps, Fairfax County cross-county connections, and Trip Planner usability. MetroAccess priorities included customer satisfaction, complaint resolution, eligibility, accessible documents, My Transit Manager, driver and call-center operations, digital assistant performance, digital identification, customer-guide updates, communication, and performance data for dedicated and non-dedicated service.

300 7th Street, SW
Washington, DC 20024

Accessibility Advisory Committee

Members stressed that Section 508 compliance alone is insufficient if information remains difficult to use. Members also asked that new tools and benefits be communicated routinely to customers, rather than relying on word of mouth.

AGENDA ITEM 5: Systemwide Accessibility Update
Detailed Discussion
Dr. Butler announced that the October 5 AAC meeting would include briefings on new fare customer terminals, WMATA.com modernization, and bus rider tools. The General Manager was unavailable in October, with November 2 under consideration. Members were encouraged to participate in the Chief of Police search engagement.
The committee was also informed of the September 17 public hearing concerning the proposed Metro Training Center at New Carrollton and the availability of accommodations.

AGENDA ITEM 6: Richard H. Heddinger Award and December Meeting
Detailed Discussion
Chair Sheehan reviewed the history and purpose of the Richard H. Heddinger Award, which recognizes significant contributions to accessibility in the region. Nominations were due October 20, with presentation planned for the December in-person AAC meeting.
Members requested that prior recipients and accomplishments be made available online. Systemwide Accessibility agreed to work with the committee to verify the historical list before publication.

AGENDA ITEM 7: Station Ahead Maps and Signage Collaboration
Detailed Discussion
WMATA Customer Experience reported that Station Ahead maps will use the familiar top-down reading sequence rather than the bottom-up sequence previously proposed. Staff stated that the decision reflects AAC feedback, customer expectations, and consistency across the broader wayfinding system.
The committee praised the collaborative process and agreed that the planned signage motion did not need to advance. Members requested continued early engagement on future signage changes.

AGENDA ITEM 8: New Business and Customer Concerns
Detailed Discussion
Members requested follow-up on Video Remote Interpreting at stations, MetroAccess call wait times, trip-provider communication, wayfinding technology from The Arc of

300 7th Street, SW
Washington, DC 20024

Accessibility Advisory Committee

Northern Virginia, wheelchair accessibility in rideshare service, and the effect of fare-enforcement arrests.
The Glenmont matter was discussed only at a high level because of active litigation. Members requested a future discussion, when legally permissible, focused on lessons learned, station-manager disability training, and communication with people with intellectual or developmental disabilities. Members also requested a better method for making chat comments available to people who cannot monitor chat during meetings.

ACTION ITEMS

• Standardize FY2027 AAC and subcommittee work-plan formats.
Responsible Party: AAC Leadership / Subcommittee Leadership / Systemwide Accessibility
• Send examples of Trip Planner issues to Systemwide Accessibility for routing to Customer Experience.
Responsible Party: Steve Kaffen / Systemwide Accessibility / Customer Experience
• Develop broader MetroAccess customer communication about available tools and service options.
Responsible Party: Access Services / MetroAccess Subcommittee
• Confirm October and November AAC presenters and leadership participation.
Responsible Party: Systemwide Accessibility
• Verify the list of prior Richard H. Heddinger Award recipients and consider website publication.
Responsible Party: Systemwide Accessibility / AAC Leadership
• Table the Station Ahead map motion and report the collaborative resolution to the Board.
Responsible Party: AAC Chair
• Schedule follow-up on VRI at stations.
Responsible Party: Systemwide Accessibility / Bus and Rail Subcommittee
• Obtain details and investigate reported MetroAccess call wait times.
Responsible Party: Rico Dancy / Access Services
• Route fare-enforcement arrest concerns to appropriate law-enforcement staff.
Responsible Party: Systemwide Accessibility
• Distribute or otherwise preserve meeting chat with the minutes in an accessible format.
Responsible Party: Systemwide Accessibility

ACCESSIBILITY ISSUES AND RECOMMENDATIONS

- Clear, consistent station and bus-stop signage.

300 7th Street, SW
Washington, DC 20024

Accessibility Advisory Committee

- Usable and screen-reader-accessible websites, applications, and documents.
- Accessible communication of MetroAccess tools and service options.
- Equivalent access to meeting chat and written comments.
- Disability-informed training for customer-facing personnel.
- Accessible VRI and communication options for deaf and hard-of-hearing customers.

MEETING ADJOURNMENT

The committee adjourned at approximately 7:30 PM following a motion by Paul Semelfort and seconds from Tino Calabia and Sarah Radt. Subcommittee reports were deferred because of time.