300 7th Street, SW
Washington, DC 20024

Accessibility Advisory Committee

Accessibility Advisory Committee (AAC) Bus and Rail Subcommittee (virtual)
Detailed Meeting Minutes: July 13, 2026

AAC Members Present: Tino Calabia (Chair), Patrick Sheehan, Sandy Neuzil, Sarah Radt, Steve Kaffen, Marcie Goldstein, Philippa Mazel, Tajuan Farmer, Rico Dancy. Additional AAC participants joined throughout the meeting.

WMATA Staff Present: Dr. Maggie K. Butler, Vice President, System-Wide Accessibility; Sarah Meyer, Chief Customer Experience Officer; Sam Serebin, Product Manager, Wayfinding and Service Information; Jill Cesari, Senior Vice President, Rail Modernization Programs; AAC Support Staff; and ASL Interpreters.

Approval of Agenda and Prior Meeting Minutes
The July 13, 2026, meeting agenda was approved as presented. Prior to approval, the Committee agreed to add an item for discussion regarding the recent 8000-Series railcar visit at the request of Sarah Radt.
The previous Meeting Minutes were approved as written.

Guests and Public Participants
Monica ML, Advisory Neighborhood Commissioner, Members of the public

MEETING SUMMARY
The Bus and Rail Subcommittee approved the meeting agenda and discussed the format and length of AAC meeting minutes. Members expressed a desire for more concise official minutes while preserving detailed meeting records for accessibility and transparency purposes. WMATA staff agreed to provide both detailed and abbreviated versions moving forward.
The committee received presentations on WMATA's customer restroom accessibility initiative, Station Ahead Maps and wayfinding improvements, and the Rail Modernization Program's future platform door project. Members raised numerous accessibility considerations related to restroom access, navigation, boarding, platform safety, wayfinding, customer communications, and rider independence.
Public comments addressed Better Bus implementation impacts, customer service responsiveness, and fare enforcement concerns. Several action items were identified for future reporting and follow-up.

AGENDA ITEM 1: Call to Order, Accessibility Instructions, and Roll Call
Detailed Discussion
Dr. Maggie Butler called the meeting to order and reviewed accessibility procedures for participants joining by phone and computer. She reminded participants to state their names before speaking to support interpreters, participants joining by phone, and future listeners of the recording.

Dr. Butler also reviewed the practice of providing visual descriptions to support equitable participation and accessibility.
The agenda was reviewed and roll call was conducted. Following roll call, facilitation of the meeting was transferred to Chair Tino Calabia.

AGENDA ITEM 2: Approval of Agenda and Prior Meeting Minutes
Detailed Discussion
Prior to considering the agenda, Sarah Radt requested time during committee discussion to provide a report regarding the recent 8000-Series railcar visit. Chair Calabia agreed to include the topic.
Marcie Goldstein moved approval of the agenda and Sarah Radt seconded the motion. The agenda was approved unanimously.
Discussion then shifted to approval of the prior Bus and Rail Subcommittee minutes.
Sandy Neuzil raised concerns regarding the recent growth in the size of subcommittee meeting minutes. She noted that lengthy documents can be difficult to review using assistive technologies and suggested future minutes focus on key actions, decisions, and discussion outcomes.
Sarah Radt agreed with the concern and indicated that while the minutes were accurate and comprehensive, they contained more detail than necessary for routine review.
Patrick Sheehan similarly recommended that minutes focus primarily on decisions, motions, recommendations, and actions rather than extensive discussion summaries.
Dr. Butler explained that the more detailed style resulted from previous member requests for greater transparency and accessibility. She suggested providing both a comprehensive record and a concise summary.
Following discussion, Sandy Neuzil moved that future Bus and Rail Subcommittee meetings include:

- A detailed discussion record.
- A shorter summary version for official reporting and review.

The motion was approved without opposition.
Commitment
System-Wide Accessibility staff agreed to produce both detailed and abbreviated versions of future meeting minutes.

AGENDA ITEM 3: Station Restroom Accessibility and Customer Restroom Program
Presenter
Sarah Meyer, Chief Customer Experience Officer
Detailed Discussion
Sarah Meyer presented an update regarding WMATA's customer restroom accessibility initiative.
She explained that WMATA recently completed a systemwide review evaluating restroom accessibility, customer needs, and operational feasibility. As a result, WMATA identified 36 stations where customer-accessible restrooms will be provided.
Ms. Meyer reported that each selected station will include at least one accessible restroom. Fourteen stations already contain accessible facilities, while twenty-two require renovation

work. Seventeen locations require only minor modifications, while five stations will require more extensive renovation and construction.
She explained that many older station restrooms were originally designed exclusively for employee use and are located within operational or secure areas that were not intended for direct public access. Newer stations generally provide more flexibility because they were designed with separate customer-accessible entrances.
The presentation also reviewed planned signage, wayfinding, accessibility indicators, and customer access procedures.

AAC Member Discussion

Steve Kappen raised concerns regarding long access corridors leading to restroom facilities and potential safety implications.
Patrick Sheehan commended WMATA for addressing a long-standing accessibility issue and asked about family restroom functionality, accessibility features, and changing tables.
Sandy Neuzil emphasized the significance of the initiative, noting that restroom access at more than one-third of Metro stations represents a substantial improvement for customer independence and trip planning.
Philippa Mazel and other AAC members expressed support for the program and encouraged clear signage and customer communications.

WMATA Staff Responses

Sarah Meyer explained that customer information materials will identify locations, accessibility features, renovation schedules, and stations requiring staff assistance.
She reported that most minor renovation work is expected to be completed by July 2027 and that updated schedules for major renovations will be available by the end of 2026.

AGENDA ITEM 4: Wayfinding and Station Ahead Maps Update

Presenter

Sam Serebin, Product Manager, Wayfinding and Service Information

Detailed Discussion

Sam Serebin provided an update regarding WMATA's Station Ahead Maps pilot program.
He reported that AAC members participated in field testing at L'Enfant Plaza and that participants successfully completed the majority of assigned navigation tasks.
Feedback focused on:

- Arrow orientation
- Color differentiation
- Accessibility for color-blind riders
- Contrast and readability
- Airport destination identification
- Silver Line branching presentation
- Sign placement and discoverability

Mr. Serebin reported that several design modifications have already been incorporated, including updated directional arrows, route identification enhancements, and improved contrast.

AAC Member Discussion

Patrick Sheehan asked whether revised recommendations would return to the Board for additional review.

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Philippa Mazel described outreach to approximately thirty-five Metro riders representing various disability communities and shared feedback regarding readability and usability.
Steve Kappen emphasized the continuing importance of full system maps and described difficulty locating maps during a recent trip.
Sandy Neuzil raised concerns about customer confusion during the transition period when legacy and future wayfinding systems may coexist.

WMATA Staff Responses

Mr. Serebin stated that Station Ahead Maps are intended to complement rather than replace system maps and indicated that WMATA is evaluating broader deployment opportunities.
He also committed to returning with additional implementation and deployment information as planning advances.

AGENDA ITEM 5: Rail Modernization Program and Platform Doors

Presenter

Jill Cesari, Senior Vice President, Rail Modernization Programs

Detailed Discussion

Jill Cesari presented an overview of the Rail Modernization Program, including planned deployment of platform doors on the Red Line.
She reviewed various platform barrier technologies used internationally and explained why WMATA selected partial-height platform doors as the preferred approach for existing infrastructure.
Ms. Cesari described planned modifications to station platforms, including replacement of current edge infrastructure and integration of platform doors, warning features, and emergency access elements.
The presentation emphasized expected benefits including:

- Improved customer safety
- Reduced track intrusions
- Fewer service disruptions
- Reduced maintenance impacts
- Reduced fatalities and serious incidents

Accessibility Discussion

Sarah Radt expressed support for the project and encouraged attention to:

- Platform gap mitigation
- Wheelchair boarding
- Boarding assistance
- Wayfinding enhancements
- Predictable boarding locations

Philippa Mazel asked questions regarding train-door alignment, emergency access, warning systems, and operational safety.
Patrick Sheehan asked how visual warning systems would be maintained after platform-edge lights are removed.
Chair Calabia highlighted the broader human impacts of track incidents on operators, staff, and customers.

WMATA Staff Responses

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Ms. Cesari stated that accessibility concerns raised by members would be incorporated into future planning discussions.
She explained that warning-light functionality would remain available through the platform-door system and noted that future designs may include additional audio announcements and accessibility features.
She advised that implementation is expected to occur in phases over multiple years and that testing activities could begin around 2029.

PUBLIC COMMENT PERIOD
Monica ML, Advisory Neighborhood Commissioner
Monica ML expressed concerns regarding accessibility impacts associated with Better Bus implementation and Route C63 service changes.
She noted concerns regarding:
- Bus stop removals
- Shelter availability
- Impacts on older adults
- Impacts on riders with disabilities

She requested assistance identifying appropriate WMATA contacts and asked for additional opportunities for community engagement.
Follow-Up Request
WMATA staff agreed to route the comments to appropriate teams for further review.

Steve Kappen
Steve Kappen raised concerns regarding customer-service responsiveness and reported hearing from customers who receive automated acknowledgments but limited substantive follow-up.
He recommended:
- Service-level expectations
- Defined response timelines
- Improved accountability measures

Mr. Kappen also raised concerns regarding fare-enforcement arrests and encouraged WMATA leadership to consider broader impacts related to employment and housing opportunities.
WMATA Response
Dr. Butler stated that the comments would be shared with WMATA leadership for review.

COMMITMENTS MADE

Commitments and Responsible Parties
- **Develop detailed and abbreviated meeting minutes**
  - Responsible Party: System-Wide Accessibility Staff
- **Publish restroom information, maps, accessibility status, and renovation schedules**
  - Responsible Party: Customer Experience
- **Provide updated restroom renovation schedules**

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    - Responsible Party: Customer Experience
- **Continue refinement of Station Ahead Maps**
    - Responsible Party: Wayfinding Team
- **Return with implementation plans for new wayfinding signage**
    - Responsible Party: Wayfinding Team
- **Continue AAC engagement regarding platform-door accessibility**
    - Responsible Party: Rail Modernization Program
- **Evaluate accessibility improvements related to boarding, platform gaps, and navigation**
    - Responsible Party: Rail Modernization Program
- **Forward Route C63 accessibility concerns to appropriate teams**
    - Responsible Party: WMATA Staff
- **Share customer service responsiveness concerns with leadership**
    - Responsible Party: WMATA Staff
- **Review fare-enforcement concerns**
    - Responsible Party: WMATA Leadership

This format is more accessible for screen readers because each commitment is presented independently with its corresponding responsible party immediately following it.

ACCESSIBILITY ISSUES AND RECOMMENDATIONS

- Accessible restroom availability and wayfinding.
- Restroom safety and customer independence.
- Accessible signage and station navigation.
- Color contrast and readability improvements in wayfinding materials.
- Accessibility for color-blind riders.
- Platform gap mitigation and wheelchair boarding.
- Consistent location of system maps.
- Platform-door navigation features.
- Audible and visual warning systems.
- Public communications related to accessibility improvements.
- Better Bus impacts on seniors and riders with disabilities.

OUTSTANDING QUESTIONS AND FOLLOW-UP REQUESTS

- Provide updated restroom renovation schedules.
- Determine availability of changing tables within restroom facilities.
- Report on future Board review opportunities related to Station Ahead Maps.
- Return with deployment and implementation plans for wayfinding improvements.
- Continue AAC involvement in platform-door accessibility design.
- Evaluate concerns regarding Route C63 accessibility impacts.
- Review customer-service response expectations and accountability practices.

MEETING ADJOURNMENT

Following public comment and final discussion, Chair Calabia thanked AAC members, WMATA staff, interpreters, presenters, and members of the public for their participation. The meeting adjourned shortly after 6:00 PM.

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Following adjournment, Steve Kappen thanked Chair Calabia for his leadership and recognized the contributions of Sandy Neuzil and fellow AAC members. Chair Calabia also noted that discussion regarding the recent 8000-Series railcar visit would be circulated separately for additional member review and feedback.

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