300 7th Street, SW
Washington, DC 20024

Accessibility Advisory Committee

Accessibility Advisory Committee (AAC) (Virtual) Summarized Meeting Minutes:
July 13, 2026

Attendance
AAC Members Present
Tino Calabia (Chair), Patrick Sheehan, Sandy Neuzil, Sarah Radt, Steve Kaffen, Marcie Goldstein, Philippa Mezile, Tajuan Farmer, Rico Dancy, and additional AAC participants.

WMATA Staff and Presenters
Dr. Maggie 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.

Public Participants
Monica ML, Advisory Neighborhood Commissioner, and members of the public.

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.

Meeting Overview
The Bus and Rail Subcommittee approved the meeting agenda and discussed future improvements to the format of committee meeting minutes. The committee received presentations on station restroom accessibility, Station Ahead Maps and wayfinding improvements, and the Rail Modernization Program's platform door initiative. Members provided accessibility-focused feedback on restroom access, navigation, customer communications, platform safety, boarding accessibility, and future rail modernization planning. Public comments addressed Better Bus implementation impacts, customer-service responsiveness, and fare enforcement concerns.

Approval of Agenda and Prior Meeting Minutes
The meeting agenda was approved unanimously.
During discussion of prior meeting minutes, several members expressed concern regarding the increasing length of committee minutes and recommended a more concise format that focuses on decisions, actions, and key discussions while preserving accessibility and transparency.
Dr. Butler explained that the detailed format evolved in response to prior requests for additional documentation and context. Following discussion, the committee supported development of two versions of future meeting records:

- A detailed discussion record.

- A concise summary version for review and official reporting.

Action Approved
System-Wide Accessibility staff will provide both detailed and summary versions of future meeting minutes.

Station Restroom Accessibility and Customer Restroom Program
Presenter: Sarah Meyer, Chief Customer Experience Officer
Ms. Meyer presented an overview of WMATA's customer restroom accessibility initiative. WMATA completed a systemwide evaluation and identified 36 stations where customer-accessible restrooms will be provided. Each location will include at least one accessible restroom.
Key project highlights included:

- Fourteen stations already contain accessible restroom facilities.
- Twenty-two stations require renovations.
- Seventeen locations require minor improvements.
- Five stations require major renovations.

Ms. Meyer explained that many older restrooms were originally designed for employee use and are located in areas not intended for public access. Newer stations generally provide layouts better suited for customer use.
Committee members raised questions regarding:

- Accessibility features.
- Family restroom accommodations.
- Signage and wayfinding.
- Customer communications.
- Safety concerns related to long restroom access corridors.

Committee members expressed strong support for the initiative and emphasized the importance of restroom access as an accessibility and rider-independence issue.
WMATA Commitments

- Publish restroom information, accessibility status, and customer guidance materials.
- Provide updated renovation schedules as projects advance.
- Continue customer communication efforts regarding restroom availability.

Wayfinding and Station Ahead Maps Update
Presenter: Sam Serebin, Product Manager, Wayfinding and Service Information
Mr. Serebin provided an update on WMATA's Station Ahead Maps pilot program and field-testing activities.
AAC members participated in user testing at L'Enfant Plaza and provided feedback on:

- Map orientation.
- Color differentiation.
- Readability and contrast.
- Accessibility for color-blind riders.
- Airport destination identification.

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- Station map placement.
- Silver Line service representation.

WMATA reported that several design improvements have already been incorporated based on feedback, including improved directional arrows, route identification markers, and visual contrast enhancements.
Committee members emphasized the continued importance of traditional system maps and discussed concerns about customer confusion during the transition from older wayfinding systems to new signage.
WMATA Commitments

- Continue refining Station Ahead Maps.
- Evaluate future deployment strategies.
- Return with implementation and rollout updates.
- Continue obtaining AAC feedback throughout project development.

Rail Modernization Program and Platform Doors
Presenter: Jill Cesari, Senior Vice President, Rail Modernization Programs
Ms. Cesari presented an overview of the Rail Modernization Program and proposed installation of platform doors on the Red Line.
The presentation outlined anticipated benefits including:

- Improved rider safety.
- Reduced track intrusions.
- Fewer service disruptions.
- Reduced maintenance impacts.
- Reduction of serious incidents and fatalities.

Ms. Cesari explained that WMATA is pursuing partial-height platform doors because they are more compatible with existing station infrastructure.
Accessibility Discussion
Members discussed:

- Platform gap mitigation.
- Wheelchair boarding considerations.
- Boarding assistance.
- Wayfinding enhancements.
- Emergency access.
- Visual and audible warning systems.
- Predictable boarding locations for riders with disabilities.

Sarah Radt emphasized opportunities to improve accessibility during the modernization process, particularly for wheelchair users.
Patrick Sheehan requested information regarding preservation of visual warning features currently located within station platforms.
Chair Calabia highlighted the broader safety benefits of platform barriers and their impact on riders, train operators, and staff.
WMATA Commitments

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- Continue engagement with AAC regarding platform-door design.
- Incorporate accessibility recommendations into planning efforts.
- Explore enhanced audio and visual accessibility features.
- Return with additional implementation details as the project advances.

Public Comment

Monica ML, Advisory Neighborhood Commissioner

Monica ML raised concerns regarding accessibility impacts associated with Better Bus implementation and Route C63 service changes.

Concerns included:

- Bus stop removals.
- Reduced shelter availability.
- Impacts on older adults.
- Impacts on riders with disabilities.

WMATA staff agreed to route the concerns to appropriate teams for review and follow-up.

Steve Kappen

Steve Kappen raised concerns regarding customer-service responsiveness and reported hearing from customers who receive automated acknowledgements without meaningful follow-up.

He recommended:

- Clear service-level expectations.
- Defined response timelines.
- Increased accountability for customer responses.

Mr. Kappen also expressed concerns regarding fare-enforcement arrests and encouraged further review of potential customer impacts.

Dr. Butler indicated that the comments would be shared with appropriate WMATA leadership.

Key Accessibility Recommendations

Throughout the meeting, members emphasized the importance of:

- Accessible restroom availability throughout the Metrorail system.
- Effective restroom and station wayfinding.
- Improved readability and contrast in wayfinding materials.
- Accessibility for color-blind riders.
- Consistent placement of station and system maps.
- Platform gap mitigation and boarding accessibility.
- Audible and visual accessibility features associated with platform doors.
- Strong customer communications regarding accessibility improvements.
- Consideration of accessibility impacts associated with Better Bus service changes.

Action Items

- Develop both detailed and summary versions of meeting minutes

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    - Responsible Party: System-Wide Accessibility
- Publish restroom accessibility information and renovation schedules
    - Responsible Party: Customer Experience
- Continue refinement of Station Ahead Maps
    - Responsible Party: Wayfinding Team
- Return with wayfinding implementation plans
    - Responsible Party: Wayfinding Team
- Continue AAC engagement regarding platform-door accessibility
    - Responsible Party: Rail Modernization Program
- Evaluate boarding, navigation, and platform accessibility improvements
    - Responsible Party: Rail Modernization Program
- Review Route C63 accessibility concerns and Better Bus impacts
    - Responsible Party: WMATA Staff
- Review customer service responsiveness concerns
    - Responsible Party: WMATA Staff and Leadership
- Review fare-enforcement concerns raised during public comment
    - Responsible Party: WMATA Leadership

Adjournment

Chair Calabia thanked AAC members, WMATA staff, presenters, interpreters, and members of the public for their participation.

The meeting adjourned shortly after 6:00 PM.

Following adjournment, members expressed appreciation for Chair Calabia's leadership and acknowledged the contributions of AAC members and staff during the committee year. Discussion related to the recent 8000-Series railcar visit will be circulated separately for future review and feedback.

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