300 7th Street, SW
Washington, DC 20024

Accessibility Advisory Committee

Accessibility Advisory Committee (AAC) MetroAccess Subcommittee (virtual)
Summarized Meeting Minutes: July 20, 2026

Attendance

AAC Members Present

Paul Semelfort (Chair), Tajuan Farmer (First Vice Chair), Patrick Sheehan, Sarah Rodt, Susan Bowmaster, Steve Kaffen, Sandy Neuzil, and Rico Dancy.

WMATA Staff Present

Dr. Maggie Butler, Christian Blake, Allison Anderson, Terrian Williams-Hall, and Access Services staff.

Public Participants

Janice Samuel and RoseAnn Ashby.

Approval of Agenda and Previous Minutes

The, July 20th, 2026, meeting agenda approved as presented.
The previous Meeting Minutes were approved as written.

Meeting Overview

The MetroAccess Subcommittee approved the agenda and discussed transitioning to a dual-record format consisting of detailed minutes and a shorter summary version for easier review and Board reporting. Members reviewed customer service performance, MetroAccess operational updates, eligibility processes, Abilities Ride implementation, and Digital Assistant initiatives. Public comments focused on same-day service, reservation reliability, and customer account transactions.

Customer Service and Outreach Update

Staff provided updates on previously reported customer concerns, including a missed MetroAccess trip that was successfully resolved through the Abilities Ride program and Uber, a scheduling concern that was reviewed and resolved, and an ongoing investigation into discrepancies between MyTransit vehicle information and Operations Control Center data.
MetroAccess contractors received 409 customer commendations during June 2026, reflecting continued strong customer service performance.
Staff also reported ongoing outreach efforts with disability community organizations.

Employee Recognition

The committee recognized:

- **Sean Bailey**, Dispatch Supervisor Assistant, with the Michael Wilson Recognition Award for outstanding customer service and support of staff development.
- **Marcia Glenn**, Challenger Transportation operator, with a Safety Recognition Award for more than 12 years of safe and professional service.

MetroAccess Work Plan Discussion

Members discussed priorities for the upcoming MetroAccess Subcommittee work plan.
Recommended recurring topics included:

- Customer satisfaction reporting.
- Complaint tracking and resolution performance.
- MetroAccess eligibility updates.
- MyTransit and customer technology updates.
- Driver training and operational presentations.
- Communications and outreach to riders with disabilities.
- Digital Assistant and customer service improvements.

Staff will circulate proposed topics and solicit additional member feedback prior to finalizing the work plan.

Eligibility and Customer Service Discussion
Members discussed concerns regarding responsiveness of the Eligibility Office, application processing, ID card issuance, and customer communications.
Key issues raised included:

- Delayed email responses.
- Extended call wait times.
- Inconsistent application status updates.
- Difficulties tracking submitted documents.

Members encouraged exploration of modernization opportunities, including electronic document submission, tracking systems, and automated customer notifications.
Staff agreed that modernization opportunities should continue to be evaluated while maintaining privacy protections for customer medical and eligibility information.
Additional discussion focused on:

- MetroAccess recertification processes.
- Delivery of MetroAccess identification cards.
- Reciprocal eligibility information for out-of-area riders.
- Standardization of five-year eligibility certification periods.

Abilities Ride Administrative Fee
Staff reviewed implementation of the Abilities Ride administrative fee and explained how fare refunds and fee transactions appear in customer EasyPay accounts.
Members emphasized the importance of providing customers with clear information regarding:

- Trip charges.
- Refund processing.
- Account activity.
- Transaction transparency.

Staff indicated that the current process was designed to support auditing, traceability, and customer dispute resolution.

Digital Assistant Update
Staff provided an update on MetroAccess Digital Assistant and artificial intelligence initiatives.

DRAFT

Current efforts include:

- Digital Voice Assistants for reservations and Where's My Ride services.
- Agent-support chatbots.
- AI tools designed to improve trip information accuracy and customer service efficiency.

Planned improvements are expected to:

- Improve customer response times.
- Provide more accurate real-time vehicle information.
- Reduce training time for customer service agents.
- Improve consistency of customer interactions.

MetroAccess leadership reported that procurement activities are underway for future enhancements, with contract award anticipated by the end of 2026.
Members also discussed the potential for AI tools to improve employment opportunities and workplace accessibility for people with disabilities.

Public Comment

Janice Samuel

Asked whether future Digital Assistant capabilities could support same-day trip booking. Staff explained that while same-day service may be technically feasible, implementation requires consideration of operational, financial, and regulatory factors.

RoseAnn Ashby

Raised concerns regarding:

- Online reservations that disappear after confirmation.
- Complexity of Abilities Ride fare transactions.

Staff acknowledged an ongoing technical investigation related to online reservations and explained the rationale for current fare-processing procedures.

Key Actions and Commitments

- Provide both detailed and summary versions of future meeting minutes.
- Circulate MetroAccess work plan proposals for member review.
- Review reciprocal eligibility information and published guidance.
- Continue evaluating eligibility process modernization opportunities.
- Continue investigating MyTransit and Operations Control Center data discrepancies.
- Address reported online reservation system issues.
- Continue Digital Assistant procurement and implementation efforts.
- Monitor customer impacts related to the Abilities Ride administrative fee.

Adjournment

The meeting adjourned shortly before 6:00 PM. Members were reminded that no MetroAccess Subcommittee meeting will be held in August and that the next meeting is scheduled for September 2026.