



Accessibility Advisory Committee

Washington Metropolitan
Area Transit Authority

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June 29, 2026

Dear Chair Santos,

I am submitting the Accessibility Advisory Committee (AAC) report for the month of June 2026 based on discussions held during the MetroAccess Subcommittee. The Committee's review focused on MetroAccess service delivery, contractor transition, eligibility policy updates, digital systems, fare administration, and customer feedback related to service performance and accessibility features.

Issues of the Month

MetroAccess Service Delivery and Contractor Transition:

The Committee received a briefing regarding the termination of a MetroAccess service contractor and the reassignment of service operations to Transdev and Challenger. The transition required immediate cessation of service from the outgoing contractor and onboarding of approximately 500 drivers and staff under compressed timelines. As of the May meeting, more than 200 drivers were offered positions and approximately 60 had completed onboarding requirements. Members discussed impacts to service reliability, call center performance, and reservation systems during the transition. MetroAccess leadership confirmed that reservation systems remain operational and that service performance is being managed while onboarding continues.

MetroAccess Recertification Policy Update:

The Committee reviewed changes to eligibility and recertification policy effective July 1, 2026. Customers with non-temporary disabilities will receive five-year eligibility determinations and will not be required to submit physician documentation for recertification. Initial eligibility applications will continue to require medical documentation, and temporary conditions will remain subject to one-year certification. Members discussed how determinations will distinguish temporary from non-temporary conditions and the need to update forms and customer guidance materials.

Digital Systems and Customer Interface:

The Committee received an update on the digital assistant and customer interface tools. The system currently resolves approximately 12% to 15% of calls. Enhancements were reported to improve call routing and integration with Uber Central. Members raised issues regarding repeated information entry when transferring from automated systems to live agents and requested improved continuity. MetroAccess leadership stated that system upgrades under procurement will allow transfer of customer data and call context between systems and agents.

Digital Fare Media and Smartrip Integration:

The Committee discussed Smartrip card functionality and mobile integration. It was stated that when Smartrip cards are added to mobile devices, physical cards may become inactive. MetroAccess-specific card configuration requires further evaluation before integration into mobile wallets. Additional updates will be provided as the evaluation proceeds.

Abilities Ride Program and Fare Administration:

The Committee reviewed implementation of the \$3 administrative fee for Abilities Ride services. The long-term plan is to assess fees after completion of ten trips. Interim implementation may occur monthly while system controls are refined. Members discussed ensuring that charges apply only to completed trips and the interaction between subscription trips, refunds, and EasyPay accounts. Questions were also raised regarding notification processes and account balance management. MetroAccess leadership indicated that system controls are under development for validation and billing accuracy.

Customer Service Performance and Operational Feedback:

The Committee reviewed customer-reported issues including delays in receiving Uber trip links, extended call center wait times, difficulty reaching live agents, driver navigation practices, and trip assignment failures during the contractor transition. Feedback also included issues related to Lyft trip management and system response during service changes. MetroAccess leadership described current mitigation efforts, including direct escalation processes, mobile application use for trip monitoring, and ongoing system improvements.

Accessibility Infrastructure and Pickup and Drop-Off Operations

The Committee discussed difficulties in identifying accurate pickup and drop-off locations at Metrorail stations due to multiple address entries and inconsistent wayfinding information. A recommendation was raised to standardize location naming conventions, including clear identification of Kiss and Ride areas, to improve overall accessibility and customer navigation.

The Committee also approved a motion to support a study evaluating mid-block pickup and drop-off locations in areas where existing conditions create accessibility challenges. This study is being conducted by the District of Columbia Multimodal Accessibility Advisory Committee (MAAC), a District-based, external advisory body focused on multimodal transportation infrastructure and public right-of-way accessibility within the District of Columbia.

The AAC's role is limited to acknowledging and supporting the MAAC study as it relates to broader accessibility considerations in the built environment, including pedestrian access, curb management, and station-area design.

Customer Engagement and Committee Participation:

Members of the public indicated interest in participating in AAC activities and MetroAccess discussions. Metro leadership confirmed that follow-up will occur regarding engagement opportunities.

Cross-Cutting Priorities:

Across all discussions, the Committee identified priorities including maintaining service reliability during transitions, improving customer communication clarity, strengthening digital

system usability, increasing transparency in fare administration, and supporting accessibility in both service delivery and infrastructure planning.

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Respectfully submitted,
Patrick Sheehan
Chair, Accessibility Advisory Committee