



Accessibility Advisory Committee

Washington Metropolitan
Area Transit Authority

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Dear Chair McAndrew,

It is my pleasure to present the Accessibility Advisory Committee's report for June 2026, reflecting discussions from the AAC full committee meeting and its standing subcommittees, including Bus & Rail and MetroAccess. Throughout the month, the Committee engaged actively with WMATA staff and regional partners on emergency preparedness, MetroAccess performance and customer experience, bus and rail accessibility, wayfinding and signage, digital tools, service provider transition issues, and regional transit improvements. The Committee appreciates WMATA's continued engagement and collaboration and recognizes ongoing efforts to advance accessibility while supporting safe, reliable service for all riders.

Issues of the Month

Emergency Preparedness and Accessible Communication

The Committee continued discussion of WMATA's emergency preparedness program, including the planned June site visit to the training facility at New Carrollton and future public-facing evacuation videos. Members appreciated the opportunity to observe training equipment, mock rail environments, station manager areas, third rail safety education, and procedures related to evacuating customers who use wheelchairs or need additional assistance. The Committee emphasized that emergency communication and training materials should reflect real rider experiences, allow sufficient time for customers with disabilities to respond, and include volunteers with lived experience in future video development.

Wayfinding and Passenger Information

The Bus & Rail Subcommittee continued detailed discussion on wayfinding, station signage, restroom information, and the delayed L'Enfant Plaza signage rollout. Members noted that the wayfinding information expected for the meeting was not presented as planned and discussed the importance of having information available to the Committee even when a project plan, schedule, or implementation approach has changed. Members requested timely interim updates when project schedules change and emphasized that incomplete but accurate status information is preferable to leaving the Committee without an update. Discussion focused on readability, sign placement, elevator and exit information, vertical station-ahead signs, and the need to consider riders with vision, mobility, cognitive, and other access needs. Members also discussed how clear signage, reliable project communication, and consistent customer information support independence, predictability, and trust across the system.

Regional Bus Access and Transit Coordination

The Bus & Rail Subcommittee received an update from Prince George's County on its Transit Vision Plan and related service improvements. Members welcomed progress on extended

service hours, expanded weekend service, planned Sunday service, bus stop improvements, microtransit planning, fare-free local bus service, supplemental paratransit, electric bus investments, and clearer service branding. The Committee recognized the importance of regional coordination so riders can better understand how Metrobus, local bus systems, microtransit, MetroAccess, and supplemental paratransit options work together across jurisdictions.

Rail Construction, Shuttle Service, and Accessible Operations

The Committee received information on the Summer 2026 Red Line rail construction project and related shuttle service between Friendship Heights and North Bethesda. Members focused on whether shuttle buses would be accessible, whether stops would be located near elevators where possible, how customers using wheelchairs or mobility devices would navigate temporary service changes, and how blind and low-vision riders would receive advance notice. The Committee appreciated commitments that all buses used for the shuttle service would be ADA accessible and that staff, signage, outreach materials, and bilingual support would be available to assist customers during the shutdown.

Systemwide Accessibility and Digital Engagement

The Committee received updates on systemwide accessibility initiatives, including MetroPulse 2.0 testing, exterior train digital signage review, the delayed L'Enfant Plaza wayfinding engagement, and outreach to disability organizations across the District of Columbia, Maryland, and Virginia. Members welcomed opportunities for broader representation of lived experience, including sensory, physical, cognitive, intellectual, and mental health disabilities. Discussion also highlighted the need for direct elevator-status information in digital tools, accessible survey and reporting practices, and continued coordination with Customer Experience and other departments on rider-facing technology.

MetroAccess Service Delivery and Innovation

The MetroAccess Subcommittee focused on service performance, customer experience, digital tools, the provider transition, and Abilities Ride. Members reviewed data showing increased MetroAccess and Abilities Ride ridership, overall customer satisfaction at approximately 76 percent, and the May decline in on-time performance and scheduled service delivered due primarily to the compressed service provider transition. Discussion emphasized the need for proactive trip management, accurate customer information, timely human assistance when digital tools cannot resolve an issue, and transparent communication during service disruptions. Members also discussed the Digital MetroAccess Card concept, TIM digital assistant, My Transit Manager, Abilities Ride administrative fee, and the need to address pickup location, GPS, and app accuracy concerns.

The Accessibility Advisory Committee appreciates WMATA leadership, staff, regional partners, interpreters, and members of the public for their continued collaboration and openness to dialogue. The Committee looks forward to continued engagement as initiatives advance and remains committed to supporting accessible, equitable, safe, and reliable transit for the region.

Respectfully submitted,

Patrick Sheehan

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Chair, Accessibility Advisory Committee