



Accessibility Advisory Committee

300 7th Street, SW
Washington, DC 20024

July 7, 2025

Dear Chair Santos, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of June 2025. The primary issues we reviewed were: 1) FY2026 Budget Service Changes, 2) Metrorail Restroom Availability, 3) MetroAccess Service Updates.

Issues of the Month

FY2026 Budget Service Changes:

Jerry Ilar, Community Engagement Manager, Community Relations Outreach, provided the rail service changes effective as of Sunday, June 22nd. Most of them are optimizations for our Metrorail customers. The first rail service change will be the split of the Silver Line, from Stadium Armory to Downtown Largo and to New Carrollton. The second optimization is expanded weekend hours. On Fridays and Saturdays, the Metro system will close at 2AM. On Saturdays and Sunday mornings, Metro will open one hour earlier at 6am, allowing more time for people to travel, to get to and from. In December 2025, Metro will extend the Yellow Line to Greenbelt again, hence every other train will depart from Mount Vernon to Greenbelt. MetroAccess service hours will change as per the Metrorail hours of operation. Metro will add more Silver Line and Red Line service during super peak hours. System-wide, Metro is moving to Automatic Train Operation (ATO).

The AAC appreciates the added service, implementation of the ATO and reinvesting of the savings from this process - back into the system, yet, has a concern about the time needed for track maintenance, with increased Metrorail service effective June 22nd.

Metrorail Restroom Availability:

Henock Yohannes, Director, Mechanical Systems, Facility Maintenance, stated within the facilities, we strive to upgrade the restrooms as possible to make them accessible. One of the key challenges in older stations is the location of the restrooms. Many of our restrooms are in the ancillary rooms. As a result, there are some challenges in making those locations accessible. We strive to do our best by performing restroom renovations by upgrading the system, including the handrails, raising the stool, placing the mirror at the correct height per the requirement, making the hand wash systems accessible, and adjusting the door pressure to be compliant. All those areas are constantly upgraded, however the challenge often faced is accessing the door of the restrooms due to the design of the stations. In the new stations such as Potomac Yard Station or the Silver Line Phase 2, the restrooms were part of the design criteria. Therefore, those are accessible where customers do not have to go through the ancillary rooms or service rooms to get to reach the restrooms.

The AAC expects to receive further updates with status on stations with accessible restrooms, along with the progress on any feasible actions. The Committee understands that due to structural configurations, there may be some challenges for WMATA, in making those restrooms ADA compliant.

MetroAccess Service Updates:

Christiaan Blake, Vice President, Access Services, provided the service updates. MetroAccess has been working very closely with the service providers. As a result, in May, there were some positive results. The on-time-performance (OTP) was approximately 90%, which is also available on the Metro website. There was improvement in other areas as well. MetroAccess is going to continue to work with the service providers. If needed, there may be some adjustments over the next several months. At this time, MetroAccess continues to work with the service providers to continue to improve their overall performance.

The AAC appreciates the continuous efforts of MetroAccess and Access Services teams, to improve the paratransit service and provide better customer experience.

Sincerely,

Patrick Sheehan
Chair