300 7th Street, SW
Washington, DC 20024

Accessibility Advisory Committee

November 3, 2025

Dear Chair Santos, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of October 2025. The primary issues we reviewed were: 1) Strategic Transformation Plan Upcoming Hearing, 2) Prince George's County Bus Service Update, 3) MetroAccess Performance.

Issues of the Month

Strategic Transformation Plan Upcoming Hearing:
Kimmy Feldbauer, Chief of Staff, discussed Your Metro, The Way Forward Strategic Transformation Plan Update (2025). Ms. Feldbauer stated significant progress was made in the past three years, and this is an appropriate time to Refresh our strategic transformation plan to ensure we are aspirational in our Goals, Objectives, and Key Results. She shared a few noteworthy accomplishments since WMATA adopted the Strategic Transformation Plan in 2023. About Service Excellence: Maintained more than 85% customer satisfaction for rail & bus in FY24/FY25, reduced Part 1 crime by over 50% since FY23, and implemented Tap/Ride/Go for Rail. Concerning the Talented Teams, WMATA established the MTPD Criminal Justice Academy, accelerated hiring through job fairs, is helping fill frontline roles quickly, and launched tech-driven employee training for critical safety roles. Regarding the Regional Opportunity and Partnership, WMATA launched Better Bus Network in 2025, served 250M trips in 2024, broke ground on five transit-oriented development projects. With regards to Financial Stewardship and Resource Management, WMATA reduced fare evasion on rail by about 82% since FY23, approved new subsidy allocation formulas for bus and rail, and identified $532M in cost savings over the past two years.

Ms. Feldbauer stated Metro's vision to be the region's trusted way to move more people safely and efficiently, is guided by three refreshed aspirational goals. The first goal is service excellence - to deliver safe, reliable, convenient, accessible, and world class service that customers can trust, across modes. The second goal is to have talented teams by attracting, developing, and retaining world class talent where individuals feel valued, supported, and proud of their contribution. The third goal is financial and organization efficiencies, to steward public resources and efficiently allocate resources where they drive the most value, to ensure service delivery. Ms. Feldbauer asked the AAC how Metro can further deliver world class transit service to the region and what should Metro prioritize to deliver on this ambition over the coming years, for our customers and teams, with our regional partners and for the broader community. The AAC appreciates the presentation and the questions for discussion.

Restroom Update:
Sarah Meyer, Executive Vice President and Chief Customer Officer, provided an update on Metro's customer restroom access initiative. She emphasized that although it is a courtesy, Metro is committed to maintaining safe and clean restrooms and noted that 94% of stations currently offer public restroom access—the highest among peer agencies

nationwide. Ms. Meyer outlined the four restroom classifications: (1) ADA-compliant, (2) restrooms with accessibility features, (3) temporarily out-of-service, and (4) permanently closed. She also detailed ongoing audits, with 57 stations completed and full system review expected by year-end 2025. Ms. Meyer informed a new signage pilot program has begun at Cleveland Park, Dulles, Grosvenor, New Carrollton, and Potomac Yard stations, featuring high-contrast designs and updated Metro branding. Feedback from AAC members was invited on signage color, contrast, and accessibility. Ms. Meyer stated in newer stations; a station manager does not need to open a locked door to provide access.

The AAC appreciates the update and understands that access to the restrooms for public in Metro rail stations, is a courtesy. AAC members provided feedback on color contrast, font legibility, and symbol clarity for low-vision users. Members discussed restroom accessibility challenges, safety concerns, and public communication improvements. Members concurred with Ms. Meyer about the concerns regarding safety and vandalism. Ms. Meyer confirmed that Metro aims to publish an accessible restroom map by end of November 2025.

Abilities-Ride Program and Providers Update:

Christiaan Blake, Vice President, Access Services, provided an update about the Abilities-Ride program and providers. Mr. Blake stated we anticipate Lyft will be joining the program in the next few weeks. The other providers are wheelchair lift companies, much like we currently have two currently, but their specialty is wheelchair lift service. Afterwards, the providers will be incorporated in the lottery system to provide the alternatives to our MetroAccess customers. Mr. Blake stated we have eight companies providing wheelchair-accessible service, and we are doing nearly 400 to 500 trips a day that are wheelchair trips through the serving region. Mr. Blake stated that as informed to the Federal Transit Administration, the Abilities-Ride Program is fully accessible to all customers.

The AAC appreciates all that is being done to assist the disability community with their transportation needs. The Committee looks forward to the service that will be provided by the additional service providers.

Sincerely,

Patrick Sheehan
Chair