



Washington Metropolitan
Area Transit Authority

300 7th Street, SW
Washington, DC 20024
wmata.com
P: 202.962.1100
E: ACCESS@wmata.com

BUS STOP ACCESSIBILITY PROBLEMS FORM

Use this form to report accessibility concerns at or near a Metrobus stop. Complete the information you know so that Metro can review and route the concern.

NEED HELP OR ANOTHER FORMAT? Call 202.962.1100 (TTY 202.962.2033) or email
ACCESS@wmata.com.

1 REQUESTOR INFORMATION

First name	Last name		
Phone (primary)	Phone (alternate)		
Street address			
City	State	ZIP	
Email address			
Agency, department, office and title (if applicable)			
Date prepared	MetroAccess Customer ID (if applicable)		



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2 BUS STOP LOCATION AND USE

What street, state, zip code and D.C. quadrant (if in D.C.) is the bus stop on, street, jurisdiction/state, ZIP code, and D.C. quadrant (if in D.C.)

Closest major cross street

Bus stop number / Regional Stop ID

Bus route(s) or destination(s) served

Alternate address or other identifying location information

Direction of bus travel on the street:

☐ Northbound ☐ Southbound ☐ Eastbound ☐ Westbound ☐ Unknown

Position of the bus stop relative to the cross street:

☐ Before intersection ☐ After intersection ☐ Between intersections ☐ Unknown

How often do you use this bus stop? If inaccessible, how often would you use it if accessible? (times per week)

3 LANDING AREA ISSUES

Is there a landing area that can accommodate a customer using a wheelchair?

☐ Yes

☐ No

Describe any problems with the landing area surface or obstacles that would limit the use of a mobility device.



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4 BUS STOP SIGNAGE

Is the informational signage in a readable font size?

☐ Yes

☐ No

Does the sign include raised lettering and/or Braille?

☐ Yes

☐ No

5 PEDESTRIAN ACCESS AND SAFETY

Describe potential pedestrian safety concerns at or near the bus stop (for example, missing crosswalk, signal, countdown display,

Is there an audible pedestrian signal?

☐ Yes

☐ No

If there is no audible pedestrian signal, should one be considered?

☐ Yes

☐ No

Is the sidewalk or pathway leading to the bus stop accessible for a person using a wheelchair or mobility device?

☐ Yes

☐ No

Does the landing area connect to a sidewalk or pathway, and is the path clear of obstructions?

☐ Yes

☐ No

Are there curb ramps at the street corners?

☐ Yes

☐ No

Is there a tactile warning surface (truncated domes) on the curb ramps?

☐ Yes

☐ No

Additional details about pedestrian access, curb ramps, crossings, pathways, or safety



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6 BENCH AND SHELTER ISSUES

- Is there a bench or shelter at the bus stop? ☐ Yes ☐ No
- If not, should a bench and/or shelter be added? ☐ Yes ☐ No
- Is there room for a wheelchair user to maneuver into the shelter? ☐ Yes ☐ No
- Is seating available inside the shelter, if one is provided? ☐ Yes ☐ No

Describe any bench, shelter, seating, or maneuvering concerns

7 ATTACHMENTS AND SUBMISSION

You may attach photographs, a map, or other information that helps identify and explain the concern. Do not include more personal or medical information than is necessary.

List attachments or provide other comments

Signature

Date

EMAIL

ACCESS@wmata.com

MAIL OR HAND DELIVERY

Systemwide Accessibility
300 7th Street, SW
Washington, DC 20024

TELEPHONE

202.962.1100

METRO STAFF USE ONLY

Date received

Date forwarded to jurisdiction

Jurisdiction and contact