



# Accessibility Advisory Committee

300 7<sup>th</sup> Street, SW  
Washington, DC 20024

## METROACCESS SUBCOMMITTEE WORK PLAN STATUS OF RECOMMENDATIONS AND ACTIONS

Item Number or Action	Description	Meeting Date	Presenter	Status
2018-01	<b>Easter-Seals Project</b> <i>Provide information about the project/application</i>	09/17/18	Larry Bram (Innovation, Easter Seals)	Ongoing
	<b>Update</b>	11/19/18	Allison Anderson (MetroAccess)	Ongoing
	<b>Update</b>	12/17/18	Allison Anderson	Ongoing
	<b>Update</b>	01/22/19	Allison Anderson	Complete
	<b>Easter-Seals Project Update</b>	<del>02/19/19</del> 03/18/19	Larry Bram (Innovation, Easterseals)	Update on completion
2018-02	<b>Implementation of Abilities-Ride</b> <i>Information about the awarding of the contracts, introduce the providers, overview of the program.</i>	09/17/18	Christiaan Blake	Complete
	<b>Abilities-Ride Program</b> <i>Scope-of-work (modified)</i>	11/19/18	Christiaan Blake	Complete
2018-03	<b>MetroAccess Fleet: New Modification Update / Vehicle Demonstration</b>	09/17/18	Donald Scruggs	Complete
	<b>MetroAccess Fleet:</b>	10/15/18	Christiaan Blake	Complete
	<b>Considered Sedans Demonstration</b>	02/19/19	Christiaan Blake	Complete

Item Number or Action	Description	Meeting Date	Presenter	Status
	<b>MetroAccess Fleet: Van Seat Reconfiguration</b>	03/18/19 06/17/19	Christiaan Blake Christiaan Blake	Complete Complete
	<b>MetroAccess Fleet: Sedan Reconfiguration</b>	07/15/19	Christiaan Blake: <i>Vehicle (sedan) Demonstration</i>	Complete
	<b>MetroAccess Fleet: Van - Next Generation</b>	09/16/19	Glenn Millis	Ongoing <del>03/16/20</del>
	<b>MetroAccess Fleet: Van – Next Generation Update</b>	<del>03/16/20</del> 04/20/20	Glenn Millis	04/20/20
	<b>MetroAccess Fleet: Sedans – Update on status</b>	06/15/20	Christiaan Blake	06/15/20
	<b>MetroAccess Fleet: Van – Next Generation</b>	07/20/20	Glenn Millis	07/20/20
	<b>MetroAccess Fleet: Sedans – Update on Procurement Decision</b>	10/19/20	Christiaan Blake	10/19/20
	<b>MetroAccess Fleet:</b>	11/16/20	Christiaan Blake	11/16/20

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	<b>Next Generation Van Solicitation</b>			
	<b>MetroAccess Van Update</b>	2/16/2021	Christiaan Blake	2/16/2021
	<b>MetroAccess Next Generation Van – Technical Specifications</b>	3/15/2021	Christiaan Blake	3/15/2021
	<b>MetroAccess Sedans Update</b>	4/19/2021	Christiaan Blake	4/19/2021
	<b>MetroAccess Fleet Update: Old Business</b>	4/19/2021	Christiaan Blake	4/19/2021
	<b>MetroAccess Sedans: Child Safety Lock</b>	5/17/2021	Christiaan Blake	5/17/2021
	<b>MetroAccess Sedans: Child Safety Lock - Update</b>	6/21/2021	Christiaan Blake	6/21/2021
	<b>MetroAccess Sedans: Child Safety Lock – Update</b>	7/19/2021	Christiaan Blake	7/19/2021
	<b>MetroAccess Sedans: Update</b>	11/15/2021	Christiaan Blake	11/15/2021
	<b>MetroAccess Vans: Update</b>	11/15/2021	Christiaan Blake	11/15/2021
	<b>MetroAccess Sedans and Vans</b>	02/22/2022	Christiaan Blake	02/22/2022

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	<b>Procurement: Update</b>			
	<b>MetroAccess Fleet: Mini Vans</b>	09/19/2022	Christiaan Blake	09/19/2022
	<b>MetroAccess Fleet: Mini Vans Update</b>	10/11/2022	Christiaan Blake	10/11/2022
	<b>MetroAccess Fleet: Mini Vans – Procurement Update</b>	11/21/2022	Christiaan Blake	11/21/2022
	<b>MetroAccess Fleet: Mini Van Discussion</b>	02/21/2023	Christiaan Blake, Committee	02/21/2023
	<b>MetroAccess Fleet: Mini Van Discussion</b>	03/20/2023	Christiaan Blake, Committee	03/20/2023
	<b>MetroAccess Fleet: Mini Van – Update</b>	05/15/2023	Christiaan Blake	05/15/2023
	<b>MetroAccess Fleet: Mini Van – Update</b>	06/20/2023	Christiaan Blake	06/20/2023
	<b>MetroAccess Fleet: Mini Van – Update</b>	07/17/2023	Christiaan Blake	07/17/2023
	<b>MetroAccess Fleet: Mini Van – Update</b>	10/16/2023	Christiaan Blake	10/16/2023
	<b>MetroAccess Fleet: Mini Van – Update</b>	11/20/2023	Christiaan Blake	11/20/2023

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	<b>MetroAccess Next Generation Van – Update:</b>	12/18/2023 02/20/2024	Glenn Millis, Chris Blake	12/18/2023 02/20/2024
2018-04	<b>MetroAccess Service (Call): Five Minute Rule</b> <i>Update</i>	9/17/18 04/15/19	Christiaan Blake Committee Discussion	Complete Complete
2018-05	<b>Abilities-Ride Program</b> <i>Service-Providers, provide update</i>  <b>Update: Abilities-Ride New Providers</b> <i>Introduction</i>  <b>Providers: Present Updates on Service</b>  <b>Abilities-Ride Providers: Updated List</b>	10/15/18  12/17/18 06/17/19  07/15/19 09/16/19  10/21/19  11/18/19	Sam Bland ( <i>Regency Cab</i> ), Hossein Khorsha Service Providers Silver Cab: Hossein Khorsha – provided update on service  Christiaan Blake Christiaan Blake  Christiaan Blake, Curb Mobility  Christiaan Blake	Ongoing (3 months) Complete Complete  07/15/19 09/16/19  10/21/19  11/18/19

<b>Item Number or Action</b>	<b>Description</b>	<b>Meeting Date</b>	<b>Presenter</b>	<b>Status</b>
	<b>Abilities-Ride Providers: New Provider Introduction</b>	12/16/19	Christiaan Blake, Ride with Via	12/16/19
	<b>Abilities-Ride Providers: New Provider Introduction</b>	01/21/20	Christiaan Blake, Uber Team	Complete
	<b>Abilities-Ride Providers' Showcase (1)</b>	02/08/20	Christiaan Blake	Complete
	<b>Abilities-Ride Update and Q &amp; A (Committee)</b>	02/18/20	Christiaan Blake, Committee Discussion	02/18/20
	<b>Abilities-Ride Update</b>	06/15/20	Christiaan Blake	06/15/20
	<b>Abilities-Ride Service Update</b>	09/21/20	Christiaan Blake	09/21/20
	<b>Re-vamp/Flexibility Abilities-Ride Program</b>	7/19/2021	Christiaan Blake	7/19/2021
	<b>Abilities-Ride Program, Update</b>	09/20/21	Christiaan Blake	9/20/2021
	<b>Abilities-Ride Service Update</b>	12/20/2021	Christiaan Blake	12/20/2021
	<b>Abilities-Ride Flex Program: Update</b>	02/22/2022	Christiaan Blake	02/22/2022

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	<b>Abilities – Ride: Update</b>	03/21/2022	Christiaan Blake	03/21/2022
	<b>Abilities – Ride Program: Update</b>	05/15/2023	Christiaan Blake	05/15/2023
	<b>Abilities-Ride Service Providers: Update</b>	03/18/2024	Christiaan Blake	03/18/2024
2018-06	<b>Hedding Award</b>	10/15/18	AAC presented the award to Denise Rush	Complete
	<b>Hedding Award</b>	09/16/19	Committee Discussion:	09/16/19
	<b>Hedding Award Discussion</b>	10/21/19	Recipient	10/21/19
	<b>Hedding Award Ceremony</b>	10/30/19	Award presented to Paul Semelfort	Complete
	<b>Hedding Award</b>	09/21/20	Committee Discussion	09/21/20
	<b>Hedding Award</b>	11/02/20 (AAC)	Committee Discussion	11/02/20
	<b>Hedding Award (virtual) Ceremony (2020)</b>	2/01/2021	Award presented to	Complete

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	<b>Heddinger Award (2021): Initiation</b>	09/07/21 (AAC)	Charlie Crawford  Committee Discussion	09/07/21 (AAC)
	<b>Heddinger Award (2021): Nomination</b>	10/4/2021 (AAC)	Committee Discussion	10/4/2021 (AAC)
	<b>Heddinger Award (2021): Discussion and Vote</b>	11/1/2021 (AAC)	Committee Discussion	11/1/2021 (AAC)
	<b>Heddinger Award (2021): Virtual Award Ceremony</b>	02/14/2022 (BRS)	Award presented to Barbara Milleville	Complete
	<b>Heddinger Award (2022): Initiation</b>	12/05/2022	Committee Discussion	12/05/2022
	<b>Heddinger Award (2022): Nomination</b>	12/19/2022	Committee Discussion	12/19/2022
	<b>Heddinger Award (2022): Votes</b>	01/03/2023	Committee Discussion	01/03/2023
	<b>Heddinger Award (2022): Ceremony</b>	02/06/2023	02/06/2023	02/06/2023



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	<p><b>Heddinger Award (2023): Initial Discussion</b></p> <p><b>Heddinger Award (2023): Planning</b></p> <p><b>Heddinger Award (2023): Ceremony Date</b></p> <p><b>Heddinger Award (2023): Nomination</b></p> <p><b>Heddinger Award (2023): Nomination/Voting</b></p>	<p>07/03/2023</p> <p>07/10/2023</p> <p>07/17/2023</p> <p>09/05/2023</p> <p>10/2/2023</p>	<p>Anu Sharma, Denise Rush</p> <p>AAC Members</p> <p>AAC Members</p> <p>AAC Members</p> <p>AAC Member</p>	<p>07/03/2023</p> <p>07/10/2023</p> <p>07/17/2023</p> <p>09/05/2023</p> <p>10/2/2023</p>
2018-07	<p><b>MetroAccess Customer Guide</b> <i>Update on revised version</i></p> <p><b>MetroAccess Customer Guide: Discussion</b></p> <p><b>MetroAccess Customer Guide: Discussion on Updates in June 2022</b></p>	<p>11/19/18</p> <p><del>01/22/19</del></p> <p><del>03/18/19</del></p> <p>04/15/19</p> <p><del>09/16/19</del></p> <p>10/21/19</p> <p>06/15/20</p> <p><del>10/19/20</del></p> <p><del>11/16/20</del></p> <p>01/19/21</p> <p>06/21/2022</p> <p>07/18/2022</p>	<p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Denise Rush, Allison Anderson</p> <p>Allison Anderson, Paul Semelfort</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Updated</p> <p><del>09/16/19</del></p> <p>10/21/19</p> <p>06/15/20</p> <p><del>10/19/20</del></p> <p><del>11/16/20</del></p> <p>Complete</p> <p>06/21/2022</p> <p>07/18/2022</p>

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	<b>MetroAccess Customer Guide and Insert Pamphlet: Budget Update</b>	02/20/2024 03/18/2024	Allison Anderson, Chris Blake	02/20/2024 03/18/2024
2018-08	<b>Discussion of Policy Issues/Complaints</b> <i>Discussion of the top 3 policy complaints to assist in a better understanding of the policies.</i>	09/17/18	MTM	Ongoing
2018-09	<b>Web Booking Review</b> <i>Review of the web booking process and Q &amp; A On increasing customer usage.</i>	09/17/18	Allison Anderson	Ongoing
	<b>New MA Web Booking Site</b>	05/18/20	David Shaffer	05/18/20
	<b>Web Booking Site: Update</b>	07/20/20	David Shaffer	07/20/20
	<b>Web Booking Site Update</b>	09/24/20	David Shaffer	09/24/20
	<b>Web Booking Site Update</b>	10/19/20 11/16/20	David Shaffer	10/19/20 11/16/20
	<b>Web Booking Site Update</b>	2/16/2021	David Shaffer	2/16/2021
	<b>Web Booking Password Update</b>	3/15/2021	David Shaffer	3/15/2021
<b>Web Booking Issues Reported</b>	11/21/2022	Paul Semelfort,	11/21/2022	

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	<b>Web Booking Reported Issues: Update</b>	12/19/2022	Terrian Williams Hall	12/19/2022
	<b>Web Booking Issues</b>	03/20/2023	Allison Anderson	03/20/2023
	<b>Web Booking Issues – Update</b>	04/17/2023	Allison Anderson	04/17/2023
	<b>Web Booking – Update</b>	05/15/2023	Allison Anderson	05/15/2023
	<b>Web Booking – Update</b>	06/20/2023	Allison Anderson	06/20/2023
	<b>Web Booking – Update</b>	09/18/2023	Allison Anderson	09/18/2023
	<b>Web Booking – Update</b>	10/16/2023	Terrian Williams-Hall	10/16/2023
	<b>Web Booking - Update</b>	11/20/2023	Terrian Williams-Hall	11/20/2023
2018-10	<b>Community Outreach</b> <i>The importance of community outreach and suggestions for outreach events from the Committee.</i>	09/17/18	Allison Anderson	Ongoing
		10/15/18	Allison Anderson	Ongoing
		11/19/18	Allison Anderson	Ongoing
		12/17/18	Allison Anderson	Ongoing
		01/22/19	Allison Anderson	Ongoing
		<del>02/19/19</del>	David Shaffer	Ongoing
		03/18/19	David Shaffer	Ongoing
		<del>04/15/19</del>	Allison Anderson	N/A
		05/20/19	David Shaffer	Complete
		06/17/19	Christiaan Blake	Complete
		07/15/19	David Shaffer	Complete

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		<del>09/16/19</del> 10/21/19 <del>11/18/19</del> 12/16/19 <del>01/21/20</del> 02/18/20  <del>03/16/20</del> 04/20/20 05/18/20 06/15/20 07/20/20	David Shaffer David Shaffer David Shaffer David Shaffer Allison Anderson David Shaffer, Christiaan Blake  David Shaffer Allison Anderson Allison Anderson Allison Anderson Allison Anderson	<del>09/16/19</del> 10/21/19 <del>11/18/19</del> 12/16/19 <del>01/21/20</del> 02/18/20  <del>03/16/20</del> 04/20/20 05/18/20 06/15/20 07/20/20
2018-11	<b>MetroAccess Work Plan Updates for FY19</b> <i>Solicit topics from the committee for the FY19 Work Plan.</i>  <b>MetroAccess Work Plan for FY20-21</b>  <b>MetroAccess Work Plan for FY21-22</b>  <b>MetroAccess Work Plan for FY 22-23</b>	<del>06/17/19</del> 07/15/19  July 2020  7/19/2021  07/18/2022	Allison Anderson <i>Rescheduled:</i> Allison Anderson  Paul Semelfort  Committee Discussion  Committee Discussion	<del>06/17/19</del> 07/15/19  July 2020  7/19/2021  07/18/2022

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	<b>MetroAccess Work Plan: September 2023-July 2024</b>	07/17/2023	Committee Discussion	07/17/2023
2019-1	<b>Transport DC</b> <i>Informational Session</i>  <b>Transport DC Service Update</b>  <b>Transport DC Service Update</b>	01/22/19 07/15/19  09/21/20  09/20/21	Gerald Kasunick Gerald Kasunick  Wendy Klancher, Michael Tietjen  Wendy Klancher, Tyren Stover	Complete Complete  09/21/20  09/20/21
2019-2	<b>MetroAccess Trip Time Explanation (Performance Reports) Update</b>  <b>Update</b>	<del>03/18/19</del> 04/15/19 05/06/19  11/18/19	Committee Discussion Terrian Williams-Hall  Christiaan Blake	Ongoing 04/15/19 05/06/19 Complete
2019-3	<b>Easter – Seals App for Regional Services</b>	TBD	Committee Discussion	Ongoing
2019-4	<b>MetroAccess GPS System:</b> Can customers give driving direction to drivers?  <b>MetroAccess GPS System:</b> Customers' directions to drivers	04/15/19  11/18/19	Allison Anderson, Committee Discussion  Terrian Williams-Hall	04/15/19 Ongoing  Complete

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2019-5	<b>MetroAccess Refund Policy: Taxi / Alternate Rides</b>	04/15/19	Committee Discussion	04/15/19
		05/20/19	Committee Discussion	05/20/19
	<b>Build the Plan</b>	07/15/19	Committee Discussion	07/15/19
2019-6	<b>MetroAccess Seat Re-Configuration</b>	06/17/19	Committee Discussion	06/17/19
2019-7	<b>MetroAccess IT Discussion: <i>Telephone System and Trapeze Software</i></b>	06/17/19	WMATA IT Staff	Complete
	<b>Software Update</b>	11/18/19	Terrian Williams-Hall	Ongoing
	<b>Software Update</b>	<del>03/16/20</del> 04/20/20	Terrian Williams-Hall	<del>03/16/20</del> 04/20/20
	<b>Software Update</b>	07/20/20	Terrian Williams-Hall	07/20/20
	<b>Software Update</b>	10/19/20	Terrian Williams-Hall	10/19/20
	<b>Software Update</b>	11/02/20 (AAC)	Terrian Williams-Hall	11/02/20 (AAC)

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	<p align="center"><b>Software Update</b></p> <p align="center"><b>MA Scheduling and Software Update</b></p> <p align="center"><b>MA Scheduling and Software Update</b></p>	<p align="center">12/21/20</p> <p align="center">01/19/21</p> <p align="center">02/16/21</p>	<p align="center">Terrian Williams-Hall</p> <p align="center">Terrian Williams-Hall</p> <p align="center">Terrian Williams-Hall</p>	<p align="center">12/21/20</p> <p align="center">01/19/21</p> <p align="center">02/16/21</p>
2019-8	<p align="center"><b>MACS Driver's Responsibilities</b></p>	<p align="center">09/16/19</p>	<p align="center">Committee Discussion</p>	<p align="center">Complete</p>
2019-9	<p align="center"><b>Arrival – Calls</b></p> <p align="center"><i>Provided information of pre-arrival calls: effective July 1<sup>st</sup>, 2019</i></p> <p align="center"><i>Updates on Pre-Arrival Calls</i></p>	<p align="center">06/17/19</p> <p align="center">07/15/19</p>	<p align="center">Christiaan Blake</p> <p align="center">Christiaan Blake</p>	<p align="center">Complete</p> <p align="center">Complete</p>
2019-10	<p align="center"><b>Ranger Improvements</b></p> <p align="center"><b>Ranger Improvement</b></p> <p align="center"><b>MetroAccess GPS System Improvements</b></p> <p align="center"><b>MetroAccess GPS Solicitation Update</b></p> <p align="center"><b>MetroAccess GPS Update</b></p> <p align="center"><b>MetroAccess GPS Update</b></p>	<p align="center">07/15/19</p> <p align="center">09/16/19</p> <p align="center">02/16/21</p> <p align="center">4/19/2021</p> <p align="center">7/19/2021</p> <p align="center">10/18/21</p>	<p align="center">Christiaan Blake</p> <p align="center">Christiaan Blake</p> <p align="center">Terrian Williams-Hall</p> <p align="center">Terrian Williams-Hall</p> <p align="center">Terrian Williams-Hall</p> <p align="center">Terrian Williams-Hall</p>	<p align="center">07/15/19</p> <p align="center">Ongoing</p> <p align="center">02/16/21</p> <p align="center">4/19/2021</p> <p align="center">7/19/2021</p> <p align="center">10/18/21</p>

<b>Item Number or Action</b>	<b>Description</b>	<b>Meeting Date</b>	<b>Presenter</b>	<b>Status</b>
	<b>MetroAccess GPS Update</b>	01/18/2022	Terrian Williams-Hall	01/18/2022
	<b>MetroAccess Navigation GPS System: Update</b>	02/22/2022	Christiaan Blake	02/22/2022
	<b>MetroAccess GPS Procurement – Update</b>	03/21/2022	Terrian Williams-Hall	03/21/2022
	<b>MetroAccess GPS Procurement – Update</b>	07/18/2022	Terrian Williams-Hall	07/18/2022
	<b>MetroAccess GPS – Update</b>	10/17/2022	Terrian Williams-Hall	10/17/2022
	<b>MetroAccess GPS – Installation Update</b>	11/21/2022	Terrian Williams-Hall	11/21/2022
	<b>MetroAccess GPS Garmin Discussion</b>	07/17/2023	Christiaan Blake, Paul Semelfort, AAC	07/17/2023
	<b>Garmin Device Update</b>	09/18/2023	Christiaan Blake, Allison Anderson, Paul Semelfort	09/18/2023
	<b>Garmin Device Update</b>	10/16/2023	Terrian Williams-Hall	10/16/2023
	<b>Garmin Device Update</b>	11/20/2023	Terrian Williams-Hall	11/20/2023
2019-11	<b>MetroAccess Shared-Ride:</b>	<del>10/21/19</del>	Committee	<del>10/21/19</del>



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	<b>Incorporate guidelines for excessive time</b>	11/18/19	Discussion	Ongoing
	<b>MetroAccess Shared – Ride: Suspended due to the pandemic, until further notice</b>	4/6/2020 (AAC) 4/20/2020	Christiaan Blake	4/6/2020 and 4/20/2020
	<b>MetroAccess Shared – Ride: Information about return of shared-ride (atleast 30 notice to be provided)</b>	7/19/2021	Christiaan Blake	7/19/2021
	<b>MetroAccess Shared – Ride: Update on return of shared-ride (re-start on November 1<sup>st</sup>, 2021)</b>	9/7/2021 (AAC) 9/20/2021	Christiaan Blake	9/7/2021 and 9/20/2021
	<b>MetroAccess Shared – Ride: Update post restart of shared-ride</b>	11/15/2021	Christiaan Blake	11/15/2021
	<b>MetroAccess Shared-Ride: Returned, Update</b>	12/20/2021	Christiaan Blake	12/20/2021
	<b>MetroAccess Shared-Ride: Update</b>	02/22/2022	Christiaan Blake	02/22/2022
	<b>MetroAccess Shared-Ride: Update</b>	03/21/2022	Christiaan Blake	03/21/2022

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	<b>MetroAccess Shared-Ride: Update</b>	06/21/2022	Christiaan Blake	06/21/2022
	<b>MetroAccess Shared-Ride: Update</b>	07/18/2022	Christiaan Blake	07/18/2022
2019-12	<b>Closed Routes – Impact on MetroAccess On-Time Performance</b>	10/21/19	Committee Discussion	10/21/19
	<b>MetroAccess On-Time Performance</b>	12/16/19	Christiaan Blake	Complete
	<b>MetroAccess Policies and Procedures: Safety Issue</b>	12/16/19	Christiaan Blake	12/16/19
	<b>Safety Issue - Update: (Rescheduled)</b>	<del>01/21/20</del>	Terrian Williams-Hall	<del>01/21/20</del>
	<b>(Rescheduled)</b>	<del>02/18/20</del>	Terrian Williams-Hall	<del>02/18/20</del>
	<b>(Rescheduled)</b>	03/16/20	Terrian Williams-Hall	03/16/20
2019-13	<b>MetroAccess Policies and Procedures: Scheduling Window effective July 1, 2020</b>	05/18/20	Christiaan Blake	Complete
	<b>MetroAccess Policies Review During Inclement Weather</b>	12/21/20	Christiaan Blake, Staff	12/21/20
	<b>MetroAccess Policies: 10-Minute Pre- Arrival Call Discontinued</b>	10/18/21	Committee Discussion	Complete: Discontinue

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	<b>MetroAccess Policies and Procedures: Wait time of an hour for Return Trip</b>	03/20/2023	Christiaan Blake	03/20/2023
2020-01	<b>Accountability for MetroAccess Trips assigned to Taxis</b>	01/21/20	Christiaan Blake	Complete
2020-02	<b>Enhanced Mobility Grants Awarded for MetroAccess Related Projects</b>	02/18/20	Christiaan Blake	Complete
2020-03	<b>COVID – 19 (Corona Virus): Service Impact</b>	04/20/20	Terrian Williams-Hall	04/20/20
	<b>Safety &amp; Service Procedures</b>	05/18/20	Terrian Williams-Hall	Ongoing
	<b>Safety &amp; Service Procedures – Update</b>	06/15/20	Terrian Williams-Hall	06/15/20
	<b>Safety &amp; Service Procedures – Update</b>	07/20/20	Terrian Williams-Hall	07/20/20
	<b>Safety &amp; Service Procedures – Update</b>	09/21/20	Terrian Williams-Hall	09/21/20
	<b>Safety &amp; Service Procedures – Update</b>	3/15/2021	Terrian Williams-Hall	3/15/2021
	<b>Safety and Cleanliness – Update</b>	4/19/2021	Terrian Williams-Hall	4/19/2021
	<b>Safety and Cleanliness – Update</b>	5/17/2021	Terrian Williams-Hall	5/17/2021
	<b>COVID – Positive Drivers, and Contact</b>	01/18/2022	Christiaan Blake	01/18/2022

Item Number or Action	Description	Meeting Date	Presenter	Status
	<p style="text-align: center;"><b>Tracing</b></p> <p style="text-align: center;"><b>Face-Mask Policy Update</b></p> <p style="text-align: center;"><b>MetroAccess Shared Ride – Update</b></p> <p style="text-align: center;"><b>MetroAccess Face-Mask Policy – Update</b></p> <p style="text-align: center;"><b>MetroAccess Service Update</b></p>	<p style="text-align: center;">04/18/2022</p> <p style="text-align: center;">04/18/2022</p> <p style="text-align: center;">05/16/2022</p> <p style="text-align: center;">07/11/2022</p>	<p style="text-align: center;">Christiaan Blake</p> <p style="text-align: center;">Christiaan Blake</p> <p style="text-align: center;">Christiaan Blake</p> <p style="text-align: center;">Christiaan Blake</p>	<p style="text-align: center;">04/18/2022</p> <p style="text-align: center;">04/18/2022</p> <p style="text-align: center;">05/16/2022</p> <p style="text-align: center;">07/11/2022</p>
2020-04	<p style="text-align: center;"><b>Summer 2020 Platform Project: Eligibility (Temporary) Process</b></p> <p style="text-align: center;"><b>Shuttle Service Update</b></p> <p style="text-align: center;"><b>Eligibility Process Update</b></p> <p style="text-align: center;"><b>Eligibility Process Update</b></p> <p style="text-align: center;"><b>Eligibility Requirements Regular Process</b></p> <p style="text-align: center;"><b>Eligibility Certification Process - Update</b></p>	<p style="text-align: center;">05/18/20</p> <p style="text-align: center;">06/15/20</p> <p style="text-align: center;">06/15/20</p> <p style="text-align: center;">07/20/20</p> <p style="text-align: center;">10/18/21</p> <p style="text-align: center;">05/15/2023</p>	<p style="text-align: center;">Antoine Johnson</p> <p style="text-align: center;">David Shaffer</p> <p style="text-align: center;">Antoine Johnson</p> <p style="text-align: center;">Antoine Johnson</p> <p style="text-align: center;">Antoine Johnson</p> <p style="text-align: center;">Antoine Johnson</p>	<p style="text-align: center;">05/18/20</p> <p style="text-align: center;">06/15/20</p> <p style="text-align: center;">06/15/20</p> <p style="text-align: center;">07/20/20</p> <p style="text-align: center;">10/18/21</p> <p style="text-align: center;">05/15/2023</p>
2020-05	<p style="text-align: center;"><b>MetroAccess Communication Challenges</b></p>	<p style="text-align: center;">10/19/20</p>	<p style="text-align: center;">Committee Discussion</p>	<p style="text-align: center;">10/19/20</p>

Item Number or Action	Description	Meeting Date	Presenter	Status
	<b>MetroAccess Communication Challenges (Continued)</b>	11/16/20	Committee Discussion	11/16/20
	<b>MetroAccess Communication to Customers</b>	12/21/20	Committee/Staff	12/21/20
2020-06	<b>Metro Website</b>	TBD	TBD	TBD
2020-07	<b>Regional Paratransit Services</b>	<del>12/17/20</del>	STAR – Arlington County Paratransit Service	<del>12/17/20</del>
2021-01	<b>OIG Special Report on MetroAccess</b>	3/1/2021 (AAC)	Christiaan Blake	3/1/2021 (AAC)
	<b>OIG Special Report on MetroAccess - Update</b>	3/15/2021	Christiaan Blake	3/15/2021
2021-02	<b>MetroAccess Ride: Fare Calculation</b>	3/15/2021	OCC Team	3/15/2021
	<b>MetroAccess Flat Fare</b>	<del>4/19/2021</del>	Committee Discussion	<del>4/19/2021</del>
	<b>Flat Fare vs. Fare Calculator</b>	5/17/2021	Christiaan Blake	5/17/2021
	<b>Flat Fare vs. Fare Calculator</b>	6/21/2021	Christiaan Blake	6/21/2021
	<b>MetroAccess Fare Calculator: Questions</b>	09/20/21	Paul Wiedefeld,	09/20/21

Item Number or Action	Description	Meeting Date	Presenter	Status
	<b>Answered by the General Manager</b>		General Manager	
	<b>WMATA Budget: MA Fares</b>	12/20/2021	Committee Discussion	12/20/2021
	<b>WMATA Budget: MA Fares</b>	01/18/2022	Committee Discussion	01/18/2022
	<b>MetroAccess Fares</b>	02/22/2022	Christiaan Blake	02/22/2022
	<b>MetroAccess Flat Fare – Update</b>	04/18/2022	Christiaan Blake	04/18/2022
	<b>MetroAccess Fares: Impact of Station Closure</b>	06/06/2022 (AAC)	Christiaan Blake	06/06/2022 (AAC)
	<b>MetroAccess Flat Fares</b>	06/21/2022	Christiaan Blake	06/21/2022
	<b>MetroAccess Fare Cap of \$4.00</b>	04/17/2023	Christiaan Blake	04/17/2023
	<b>MetroAccess Fares – Update</b>	05/15/2023	Christiaan Blake	05/15/2023
	<b>MetroAccess Fares – Update</b>	06/20/2023	Christiaan Blake	06/20/2023
	<b>WMATA Budget FY2025 Presentation</b>	12/04/2023	Marc Irvine, Alex	12/04/2023

Item Number or Action	Description	Meeting Date	Presenter	Status
	<p><b>WMATA Budget FY2025, Focus MA Service</b></p> <p><b>WMATA Budget FY2025: Talking Points</b></p> <p><b>WMATA Budget FY2025: MA Impact</b></p> <p><b>WMATA Budget FY2025: Communications Plan</b></p> <p><b>WMATA Budget FY2025:</b></p>	<p>(AAC) 12/18/2023</p> <p>01/03/2024 (AAC) 01/16/2024</p> <p>02/05/2024 (AAC)</p> <p>02/20/2024</p>	<p>Block Christiaan Blake</p> <p>Committee Discussion Committee Discussion</p> <p>Alex Block, Marc Bowman, Matthew Tingstrom. Committee Discussion</p>	<p>(AAC) 12/18/2023</p> <p>01/03/2024 (AAC) 01/16/2024</p> <p>02/05/2024 (AAC)</p> <p>02/20/2024</p>
2021-03	<p><b>MetroAccess Vehicle Audio and Video Recording</b></p> <p><b>MetroAccess Vehicle Audio and Video Recording Discussion</b></p> <p><b>MetroAccess Vehicle Audio and Video Recording Discussion, Round Two</b></p>	<p>4/19/2021</p> <p>5/17/2021</p> <p><del>6/21/2021</del> 7/19/2021</p>	<p>Christiaan Blake</p> <p>AAC Leadership, Christiaan Blake</p> <p>AAC Leadership, Christiaan Blake</p>	<p>4/19/2021</p> <p>5/17/2021</p> <p><del>6/21/2021</del> 7/19/2021</p>
2021-04	<p><b>MetroAccess Service Updates</b></p>	<p>6/21/2021</p>	<p>Christiaan Blake</p>	<p>6/21/2021</p>
2022-01	<p><b>MetroAccess Automated System Adjustment</b></p>	<p>2/22/2022</p>	<p>Allison Anderson</p>	<p>2/22/2022</p>

<b>Item Number or Action</b>	<b>Description</b>	<b>Meeting Date</b>	<b>Presenter</b>	<b>Status</b>
2022-02	<b>Transit Accessibility Center: WMATA New DC Headquarter location</b>	2/22/2022	Chris Colbert	2/22/2022
	<b>Transit Accessibility Center: Senior Reduced Fare - Faremedia</b>	7/18/2022	Chris Colbert	7/18/2022
2022-03	<b>MetroAccess ID Cards, New Faregates</b>	2/07/2022 (AAC)	Chris Colbert	2/07/2022 (AAC)
2022-04	<b>MetroAccess Metrics and Statistics</b>	05/16/2022	Chris Blake	05/16/2022
2022-05	<b>MetroAccess Focus Groups</b>	04/18/2022	Paul Semelfort, Chris Blake	04/18/2022
	<b>MetroAccess Focus Groups Quarterly Presentations Discussion</b>	05/16/2022	Paul Semelfort, Chris Blake	05/16/2022
	<b>MetroAccess Focus Groups Quarterly Presentation: Presented</b>	06/21/2022	Chris Blake	06/21/2022
2022-06	<b>MetroAccess Call Center</b>	07/19/2022	Christiaan Blake	07/19/2022
	<b>MetroAccess Call Center – Update</b>	09/19/2022	Christiaan Blake, Terrian Williams-Hall	09/19/2022
	<b>MetroAccess Reservations and Where Is My Ride Agents</b>	05/15/2023	Christiaan Blake, Allison Anderson	05/15/2023
2022-07	<b>MetroAccess Service Area – Silver Line II</b>	10/17/2022	Christiaan Blake	10/17/2022



Item Number or Action	Description	Meeting Date	Presenter	Status
	<b>MetroAccess Service Area – Silver Line II Update</b>	11/07/2022 11/21/2022	Christiaan Blake Christiaan Blake	11/07/2022 11/21/2022
	<b>MetroAccess Service Area – Silver Line II</b>	09/18/2023	Christiaan Blake	09/18/2023
2022-08	<b>Where is My Ride (WMR) Response Application (App)</b>	10/17/2022	Christiaan Blake	10/17/2022
	<b>WMR Response App Pilot Update</b>	11/21/2022	Christiaan Blake	11/21/2022
	<b>WMR Response App Update</b>	02/21/2023	Christiaan Blake	02/21/2023
	<b>WMR Response App Update</b>	03/20/2023	Christiaan Blake	03/20/2023
	<b>WMR Response App Update</b>	04/17/2023	Christiaan Blake, Paul Semelfort	04/17/2023
	<b>WMR App: Find My Ride</b>	06/20/2023	Christiaan Blake	06/20/2023
2023-01	<b>Six Months Service Plan Update</b>	01/17/2023	Christiaan Blake	01/17/2023
2023-01	<b>MetroAccess Pick-Up Window: Change for Consideration</b>	02/21/2023	Christiaan Blake	02/21/2023
	<b>MetroAccess Pick-Up Window Change: Update</b>	03/21/2023	Christiaan Blake	03/21/2023

Item Number or Action	Description	Meeting Date	Presenter	Status
	<b>MetroAccess Pick-Up Window Change: Update</b>	04/17/2023	Christiaan Blake	04/17/2023
	<b>MetroAccess Pick-Up Window Change: Update</b>	05/15/2023	Christiaan Blake	05/15/2023
	<b>MetroAccess Pick-Up Window Change: Update</b>	06/20/2023	Christiaan Blake	06/20/2023
2023-03	<b>Budget Hearing: Talking Points</b>	02/21/2023	Committee Discussion	02/21/2023
2023-04	<b>MetroAccess EZ Pay</b>	04/17/2023	Allison Anderson	04/17/2023
2023-05	<b>MetroAccess Service Area and Grandfathering</b>	06/20/2023	Christiaan Blake, AAC Members	06/20/2023
	<b>MetroAccess Service Area/Grandfathering</b>	07/17/2023	Christiaan Blake, AAC Members	07/17/2023
	<b>MetroAccess Service Area/Grandfathering</b>	09/18/2023	AAC Members	09/18/2023
	<b>MetroAccess Service Area/Loudoun County, VA</b>	12/18/2023 01/16/2024	Christiaan Blake	12/18/2023 01/16/2024
2023-06	<b>MetroAccess Reservations by Phone</b>	07/17/2023	Christiaan Blake,	07/17/2023

<b>Item Number or Action</b>	<b>Description</b>	<b>Meeting Date</b>	<b>Presenter</b>	<b>Status</b>
	<b>Discussion</b>		Paul Semelfort	
	<b>MetroAccess Reservations Phone System</b>	09/05/2023	Terrian Williams-Hall	09/05/2023
	<b>MetroAccess Reservations Phone System: Update</b>	09/18/2023	Terrian Williams-Hall	09/18/2023
	<b>OCC Digital Assistant: Update</b>	10/10/2023	Terrian Williams-Hall	10/10/2023
	<b>OCC Digital Assistant: Update</b>	11/20/2023	Terrian Williams-Hall	11/20/2023
2023-07	<b>Metro/MetroAccess Performance Report</b>	10/16/2023	Jay Westreich	10/16/2023
2023-08	<b>MetroAccess Contract Solicitation</b>	12/18/2023	Christiaan Blake	12/18/2023