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### **WMATA Accessibility Advisory Committee (AAC) Report**

The Accessibility Advisory Committee (AAC) held its annual elections at its November, 2025 meeting. Patrick Sheehan was elected Chair, Denise Rush was elected Vice Chair and Sarah Radt was elected Second Vice Chair. Tino Calabia was re-elected Chair of the Bus-Rail Subcommittee and Paul Semmelfort was re-elected Chair of the MetroAccess Subcommittee.

The annual Richard W. Hedding Award was given posthumously to David Shaffer, former WMATA employee, for enhancing accessibility within Metro. The nomination highlighted Mr. Shaffer's distinguished career in advancing equity, accessibility, and justice for people with disabilities, women, and minorities.

Adrienne Queen of the Office of Safety Investigations presented a safety update regarding a smoke event that occurred on October 31, 2025, which resulted in emergency offloading at Farragut North following conditions at Dupont Circle. Ms. Queen explained that during the offloading process, a customer using a mobility device experienced difficulty exiting the train when a single door panel was opened using a crew door switch. She stated that the subsequent review focused on operational procedures, decision-making, and customer response handling and identified areas where procedures were not applied as intended. Actions taken following the review included retraining for the station manager and rail vehicle operator involved, reinforcement of expectations regarding door reopening to support customer egress when conditions warrant, and additional guidance related to customer service routing processes. Ms. Queen also noted that a customer service flagging issue categorizing the matter as not requiring response was addressed through coaching and training.

A proposal was presented and unanimously approved to streamline MetroAccess eligibility recertification for riders with permanent disabilities. The proposal would extend the recertification interval from three to five years and eliminate redundant medical documentation unless a condition changes, aligning with peer agency practices and recent state models.

Additional topics of discussion included availability of accessible bathrooms at each Metro station and signage that can be seen by low-vision customers.

Respectfully,  
Debby Fisher