

AAC Bus And Rail Subcommittee Briefing



Washington Metropolitan Area Transit Authority
July 13, 2026

Customer Restroom Access

Project Overview

Metro conducted a comprehensive review of station restrooms focused on accessibility and safety. Based on findings, **Metro has decided to provide restrooms for customer use at 36 stations**: 10 terminal stations, 11 Silver Line stations that were built for customer restroom access, and 15 stations in the core system to provide geographic distribution of restroom access.

Most station restrooms were originally built for employee use and were not designed for customer use.

At least one restroom at each of the 36 stations will be accessible. Of the 36 stations, 22 will require some level of renovation:

- ☐ **Minor renovation** restrooms (17) require limited construction.
- ☐ **Major renovation** restrooms (5) require **major renovations** and will take longer.

Restrooms at all other stations will not be available for customer use. These changes are effective September 6, 2026.

Metro will provide customer restroom access only at select stations

Selected stations will have customer restrooms available, with at least one accessible option after renovations are completed. Restrooms will not be available for customer use at the remaining 62 stations.

36 stations with customer restrooms

14

Stations that already have 1+ accessible restroom(s)

Mostly Silver Line Phase 2 stations

22

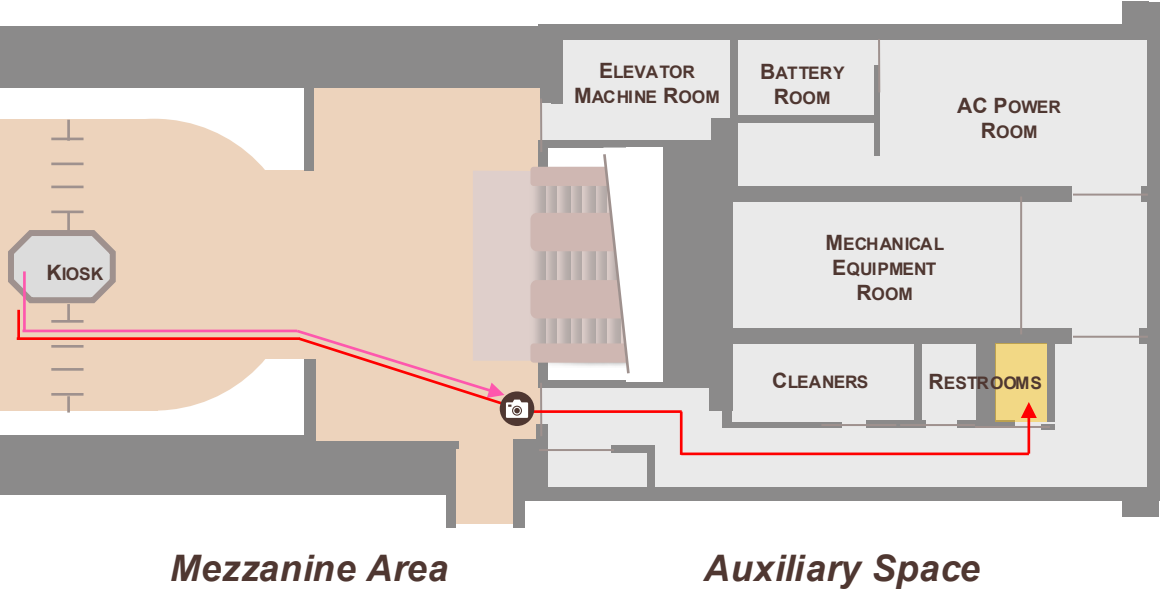
Stations that will require some level of renovation work

Selected based on the following criteria:

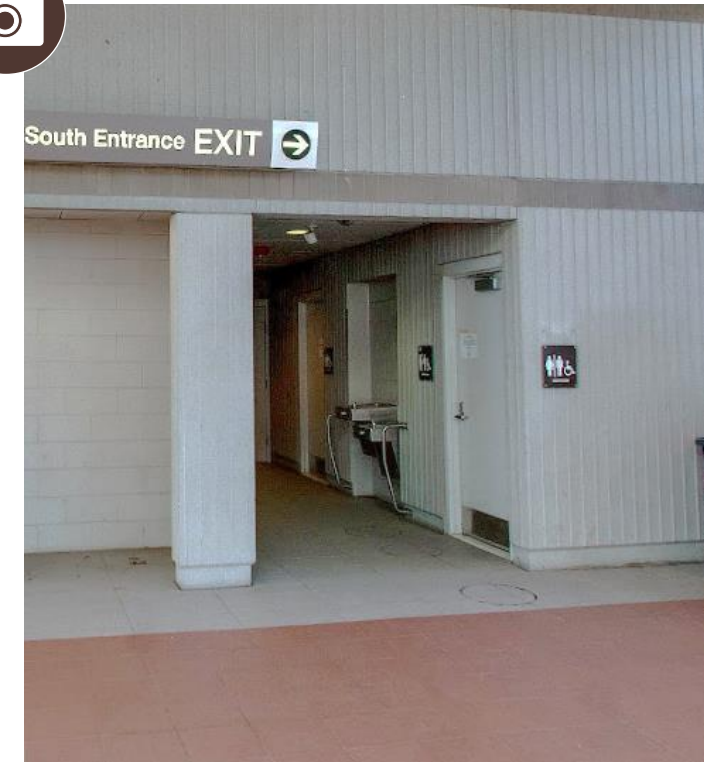
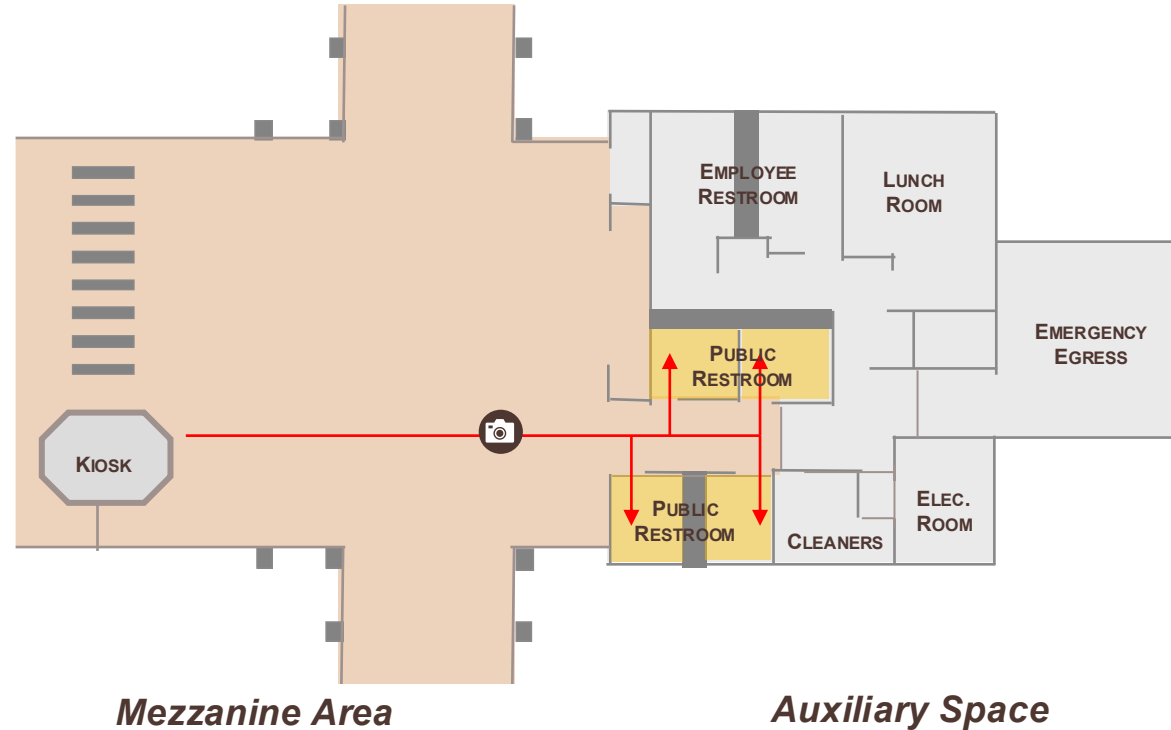
1. Terminal stations, which serve as key system entry points for many riders
2. High ridership & major transfer stations in the system core
3. Stations with restrooms requiring minimal renovation
4. Stations purpose-built for customer access (Silver Line stations and Potomac Yard)
5. Balanced geographic and jurisdictional distribution

Legacy station restroom layout example

Cleveland Park: Opened 1981



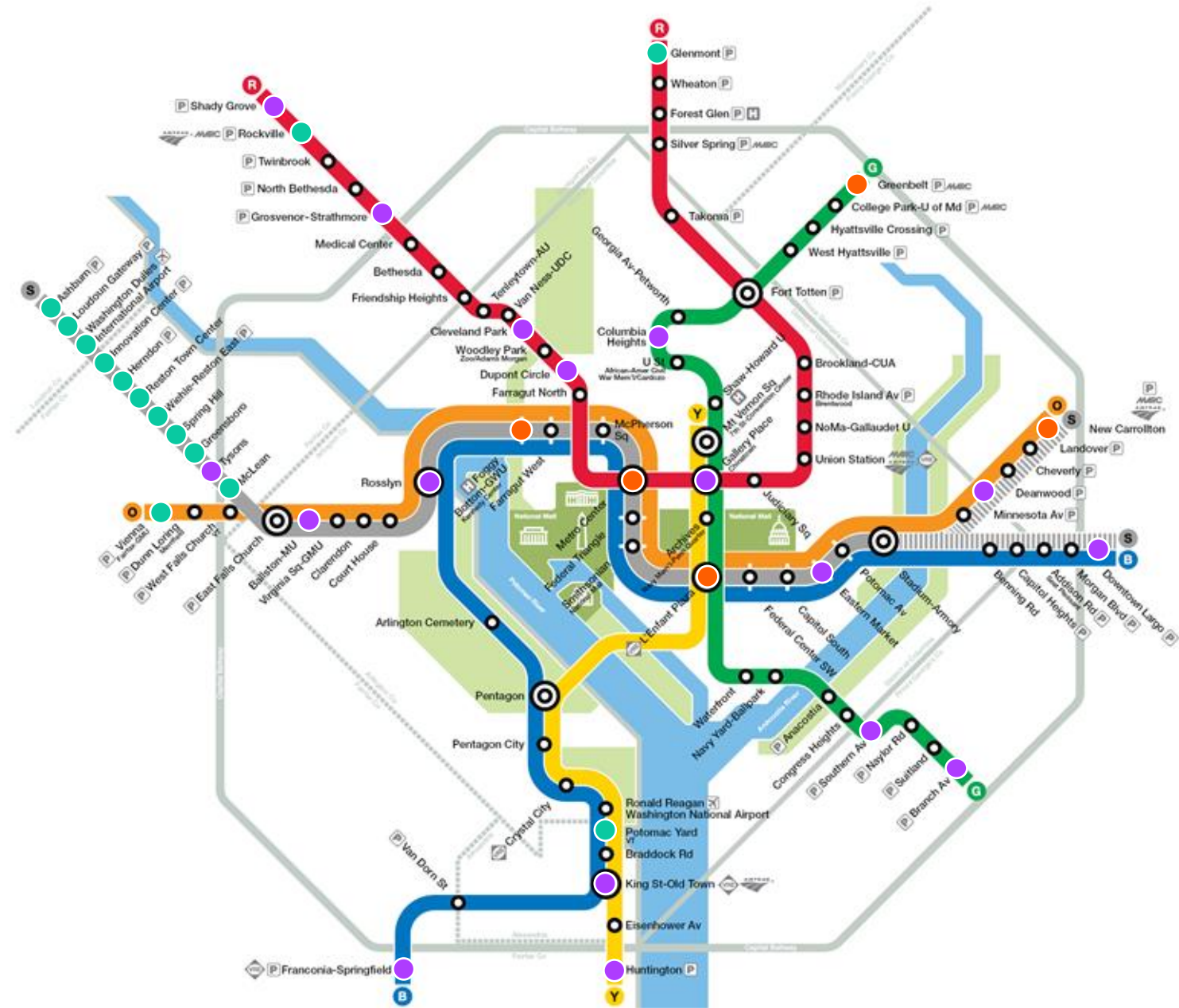
Stations built after 2003 policy change, allowing customer restroom access, have restrooms that are more accessible and visible



Customer restroom locations and accessibility upgrade status as of 7/13

Category	Station Count	DC	MD	VA
 Accessible	14	0	2	12
 Minimal Upgrades	17	7	5	5
 Major Upgrades	5	3	2	0
Total	36	10	9	17

Table with information displayed in the map will be available at wmata.com/restrooms



Station List by Renovation Status

Renovations Complete (14)	Minor Renovations (17)	Major Renovations (5)
• Glenmont • Rockville • Ashburn • Dulles • Greensboro • Herndon • Innovation Center • Loudoun • McLean • Potomac Yard • Spring Hill • Reston Town Center • Vienna • Wiehle-Reston East	• Cleveland Park • Columbia Heights • Deanwood • Dupont Circle • Eastern Market • Gallery Place • Rosslyn • Branch Avenue • Downtown Largo • Grosvenor-Strathmore • Shady Grove • Southern Ave • Ballston-MU • Franconia-Springfield • Huntington • King St • Tysons Corner	• L'Enfant • Metro Center • Foggy Bottom • New Carrollton • Greenbelt

wmata.com/restrooms

A dedicated webpage will provide information about customer restroom access.

Information will include:

- System map of customer restrooms
- Table with list of stations with customer restrooms, including:
 - Station Name
 - Jurisdiction
 - If Station Manager Assistance is Required
 - Current Status (Accessible, Closed for renovation, Planned Renovation)

Signage Plan



Room label
0.75" raised type
Braille

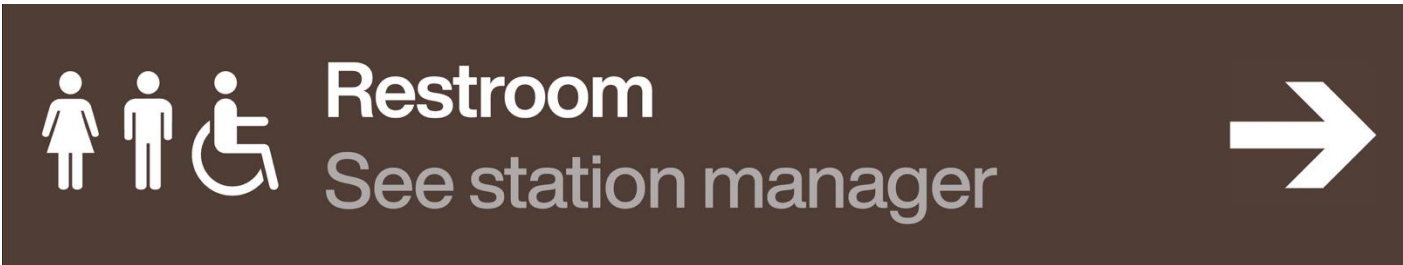


Kiosk directional
0.75" type

- We will use site visits to determine the in-station plan for each station
- Outdated signage removal will happen beginning July 14



In-station directional
3" type



In-station directional
2" type

Next Steps

- Wmata.com/restrooms published by end of July and monthly updates to it going forward (until work is complete)
- Signage planning and installation
- Construction timeline for major renovations shared with AAC by end of year
- Changes effective September 6, 2026

Station Ahead Maps (SAMs)

SAMs walkthroughs

- We conducted two in-person walkthroughs of new SAMs at L'Enfant Plaza, on June 29 and July 10
- A total of 11 AAC members participated
- Each AAC member was given an assigned station to locate on the SAM
- 11 out of 11 members successfully located their assigned station

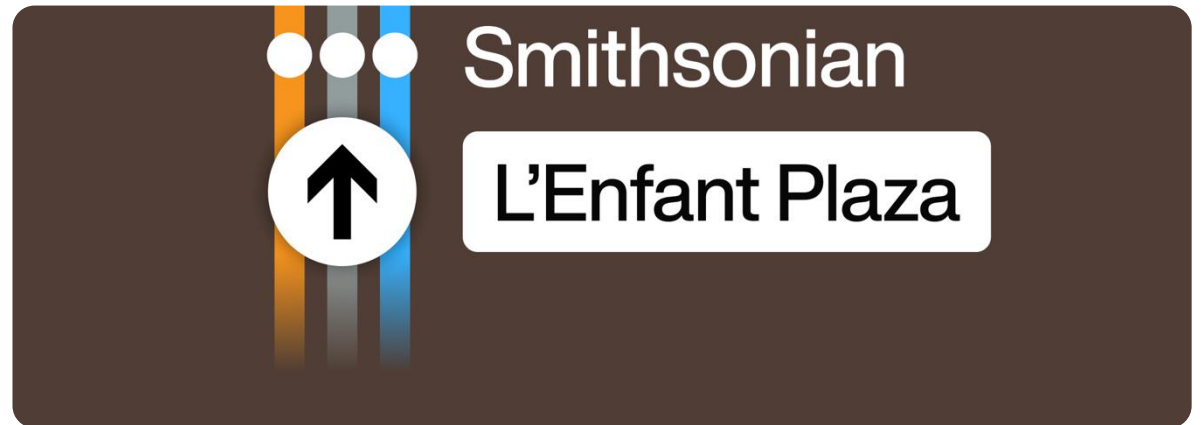


Feedback: Legibility

- Some users indicated a preference for a standard arrow instead of a GPS-style arrow
- Some users indicated difficulty distinguishing between line colors
- Sentiment was mixed on orientation — some spoke in support of “destination first,” others spoke in support of “current location first”

Response

- Arrow style changed to standard Metro arrow
- Rail discs were added above termini
- Terminal stations were outlined in a square to distinguish “end of line” from “you are here”



Feedback: Contrast and visibility

- Some users indicated a preference for the signs to be printed on matte material
- Some users indicated difficulty perceiving the state boundary lines

Response

- Exploring material options with facilities partners
- Increased contrast on state boundary lines



Feedback: Other

- Some users indicated the dashed lines did not clearly indicate our service pattern
- Some users indicated a preference for adding a large DCA badge on the Franconia-Springfield platform
- Some users indicated that having all stations aligned consistently horizontally would improve legibility

Response

- Cannot change dotted line at this time — need to explore impact on full system map
- Do not want to direct customers to take the Blue line to DCA from L'Enfant as it is a suboptimal trip
- Shifting horizontal alignment of station names is necessary to account for the way our system branches and to prevent the SAMs from being too wide to mount on existing hardware

