

**AAC**

Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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METROACCESS COMPLAINT RESOLUTION REPORT – April 2024

Accessibility Advisory Committee Public Comment: April 1, 2024

Customer #1

Comment/Complaint: A member of the public stated that he recently was unable to exit the Gallery Place Metrorail station using his MetroAccess card because of the new fare gates. The member stated that he attempted to contact a Station Manager but there was no Station Manager present. The patron recommended better staffing for Station Managers to be present in case customer assistance is needed, regular maintenance to ensure fare gates are functioning properly, as well as training for Metro employees to better assist disabled passengers.

Resolution: Ms. Anu Sharma, Accessibility Advisory Committee Coordinator, Office of ADA Policy and Planning System-Wide Accessibility / Safety and Readiness asked the member of the public to message her privately with his phone number and/or email so there could be follow-up regarding his concerns.

MetroAccess Subcommittee Public Comment: April 15, 2024

Customer #1

Comment/Complaint: A MetroAccess customer stated she wished to follow up on receiving a call regarding receipt of late trip credits.

Resolution: Mr. Christiaan Blake, Managing Director, Access Services, informed the customer that Ms. Allison Anderson, MetroAccess Operations Manager would follow up with her the next day.

Ms. Anderson and Mr. Blake followed up with the customer to address her concerns and managed as appropriate.

Customer #2

Comment/Complaint: An AAC member submitted his comments via email. Last Wednesday, on his return trip, the Return Operator called him “Hey Big Guy.” The AAC member stated that was not his name and that the Operator needed to learn how to call

people by their name. His name is not “Big Guy” and asked that this please be addressed.

Resolution: An investigation was conducted and sent to the applicable service delivery provider management for review and further action. A follow-up call was placed to the AAC Member, and a voice message was left informing the member of the investigation findings and corrective action taken.

Customer #3

Comment/Complaint: An AAC member submitted her comments via email. She had a concern about the automated system where you say “agent” to get a person on the line. Since many of these systems do not understand people that have speech disabilities, her suggestion is to press one to reach an agent.

Resolution: Mr. Blake has instructed staff to investigate this capability. He will provide an update at the May 2024 MetroAccess Subcommittee meeting.