

## SAFETY ISSUES, DRIVERS' ASSISTANCE, AND CUSTOMER RIGHTS AND RESPONSIBILITIES

- Passengers must comply with the MetroAccess Securement Policy, or have an exception on file with Metro, or they will not be transported. Posey belts, which help to maintain an upright posture, are available but are not mandatory.
- For the safety of the drivers and customers, **PERSONAL STOPS ARE NOT ALLOWED**. If you request to leave the vehicle before reaching your scheduled destination, your trip will end at that location.
- In order to perform door-to-door service during severe or hazardous weather conditions, construction work and presence of debris, drivers must have a clear and accessible pathway from the door to the vehicle. If there is no clear and accessible pathway, drivers will perform curb-to-curb service.
- Drivers may carry a limited amount of packages for the customer. Packages are not to exceed 40 pounds and should be able to be transported in a single trip to the exterior door.
- Customers may travel with a service animal, such as a guide dog, and must notify the reservation agent when scheduling the trip.
- Customers may bring a respirator, portable oxygen or other life-support equipment, as long as it does not violate hazardous material transportation laws. The equipment must be small enough to fit into the vehicle and be secured.
- Customers are responsible to ensure brakes, batteries, and other parts of their mobility devices are in good working condition.
- MetroAccess service may be suspended or terminated due to inappropriate, aggressive, threatening or abusive behavior toward other customers or MetroAccess employees; any illegal conduct; intentionally providing incorrect information during the reservation process such as the wrong customer name, ID, address, phone number, mobility device, or presence of PCA or companion(s); and non-payment of MetroAccess fare.

Rev. 6/23

# Essential MetroAccess Policies

Excerpt from MetroAccess Customer Guide



Developed by Metro's Accessibility Advisory Committee  
for MetroAccess Customers

For more information, contact the  
Department of Access Services  
at 202-962-1100.



This document can be made available in different languages and/or formats upon request.

## **RESERVATIONS**

Reservations for MetroAccess service can be made by phone or internet. Please remember that MetroAccess DOES NOT provide same-day service. Be prepared to give the reservation agent any information that can assist the driver in locating your exact pick-up or drop-off location. For example, appropriate entrance, color or type of building, store name or any other specific description. This information should be kept to no more than 64 typed characters or the equivalent of one short sentence.

## **FARE PAYMENT POLICY**

Payment MUST be in EXACT CHANGE or prepaid through EZ-Pay. Drivers will collect payment BEFORE customers board the vehicle; drivers are NOT PERMITTED to provide change. All customers have the right to travel with one personal care assistant (PCA) free-of-charge. Companions, including children five and over, must pay full fare.

## **PICK-UP WINDOW / WAIT TIME**

MetroAccess schedules pick-ups within a 30-minute window to allow for traffic and other delays. Customers are to be present at the outermost exterior door for boarding — with exact fare and MetroAccess photo ID card — at the beginning of their pick-up window. Drivers are obligated to wait for customers FIVE MINUTES from arrival within the pick-up window. The automated phone call upon arrival is a COURTESY CALL and NOT GUARANTEED.

## **DOOR-TO-DOOR SERVICE**

- The outermost exterior door must be no more than 150 feet from the vehicle.
- The driver must be able to maintain sight of the vehicle at all times.
- There must be a direct accessible path and safe access from the vehicle to the door.
- There must be safe parking on a public roadway or public parking lot.
- The parked vehicle must not block or impede traffic.

If all of the above conditions are met upon arriving at the outermost exterior door, drivers will knock and identify themselves as “MetroAccess”. At public entrances, drivers may open the first exterior door to announce their arrival; however, they are NOT TO ENTER the building. If the entrance has a second door nearby that leads to a waiting area, drivers may open the second door to announce their arrival, but will NOT proceed into the waiting area. If any of the noted conditions are not met, the location is not serviceable for door-to-door and the driver will render curb-to-curb service at the identified location.

## **HOW TO CANCEL A TRIP**

Customers are expected to cancel trips at least two hours before the beginning of their pick-up window. Trips not cancelled within two hours are subject to the No-Show/Late Cancellation policy. You may cancel a trip by internet, phone or InstantAccess.