



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
202-962-6060

METROACCESS COMPLAINT RESOLUTION REPORT – July 2020

Accessibility Advisory Committee Public Comment: July 6, 2020

There were no public comments given during the meeting for follow up.

MetroAccess Subcommittee Public Comment: July 20, 2020

Customer #1

Comment/Complaint: A doctoral student from Virginia Tech University, Arlington Campus, shared with the MetroAccess Subcommittee her efforts to conduct a research study on wheelchair accessibility of Uber and Lyft. She is trying to understand core use for the service via interviews and surveys with wheelchair users that live in the District of Columbia as a pre-test before launching the study. She mentioned she was looking for 250 responses.

Resolution: The student was thanked for her comment and instructed to leave her contact information with Anu Sharma, Access Services, Accessibility Advisory Committee Coordinator, to share with anyone interested in participating with the study.