



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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METROACCESS COMPLAINT RESOLUTION REPORT – November 2018

Accessibility Advisory Committee Public Comment: November 5, 2018

There were no public comments at the AAC Full Committee meeting.

MetroAccess Subcommittee Public Comment: November 19, 2018

Customer #1

Comment/Complaint: The patron asked the following questions regarding the Abilities-Ride program:

1. Will the new Abilities-Ride solicitation be open to providers outside of Prince George's County and Montgomery County?
2. Will the expanded Abilities-Ride be available to customers in DC and Virginia?
3. Will the new and expanded Abilities-Ride payment scale be the same as that which has been used in Maryland?
4. Have Abilities-Ride complaints been counted and analyzed? The patron expressed interest in seeing this information.

Resolution: Mr. Christiaan Blake, Acting Assistant General Manager, Access Services, stated the new Abilities-Ride solicitation would be available to providers in other jurisdictions within the MetroAccess service area, and the service would be available to customers in the entire service area. Mr. Blake stated the payment scale would be the same as that which has been used in Maryland. The patron was thanked for his suggestions.

Customer #2

Comment/Complaint: The AAC member stated individuals were discussing the Metro budget hearings and how the proposed Bus and Rail weekend fares would impact MetroAccess fares. The AAC member stated the committee needed to discuss this. The AAC member stated they also needed to discuss a potential MetroAccess pass that would be similar to the weekly and monthly Bus and Rail passes.

Resolution: The AAC member was thanked for his comment and staff would take these recommendations under advisement and review.