



Accessibility Advisory Committee

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

Additional Public Comments from MAS Members: August 19, 2013

Committee Member #1

Comment/Complaint: Committee member stated that she provided her state ID to an operator who would not accept it and would not allow her to board the vehicle without her MetroAccess ID. The committee member stated the operator showed her a flyer stating customers needed to provide operators with their MetroAccess IDs before boarding the vehicle.

Resolution: Mr. June responded operators will accept state or federal-issued picture IDs from customers awaiting a new MetroAccess ID. Mr. June asked the committee member to provide the date of this incident to ensure that the vehicle operator is counseled on MetroAccess' policy. The committee member did not have specific details of the incident when later questioned. Ms. Weber followed up with the customer concerning this issue to confirm the MetroAccess policy.

Committee Member #2

Comment/Complaint: Committee member inquired about different language options available for MetroAccess recordings, publications, and other services.

Resolution: Mr. June informed the committee member varying language options for MetroAccess literature are published and supplied upon request. Per the WMATA website, language assistance is provided free of charge to individuals "who have limited ability to read, write, speak or understand English" or are Limited English Proficient (LEP). Individuals interested in learning more about Metro's language assistance plan, available to persons riding Metrobus, Metrorail and MetroAccess can call 202-962-1082. MTM Quality Assurance attempted to contact the committee member to share this information but he was not available at the time of the call. Further attempts will be made to contact.

Committee Member #3

Comment/Complaint: Committee member inquired why operators were not allowed at AAC Subcommittee Meetings, and that she was informed by operators that they were prohibited from attending the meetings. The committee member stated operators should have a forum at which they can voice concerns regarding issues with customers and MetroAccess' service. The committee member stated vehicle operators would come to her door and not realize she was visually impaired. She stated that she understands the trip assignment on

the ranger shows “VI” (visually impaired) and some of the operators would see this information and still would not come to the door. The committee member also stated MetroAccess customers were not being properly educated about the bag limit policy.

Resolution: Ms. Anderson responded stating the AAC Meetings are open forums and operators may attend if they wish. Mr. June concurred with Ms. Anderson pointing out that operators have attended AAC meetings to receive awards over the years and chose to leave the meeting rather than stay to make comments. Mr. June also stated each of the service delivery providers have representatives at all AAC meetings. Ms. Anderson responded to the committee member’s other statement by re-iterating all customers are to receive door-to-door service. Regarding packages and bag limits, The MetroAccess Customer Guide denotes the policy on page 13 stating, “MetroAccess drivers will carry a limited amount of packages for the customer, not to exceed 40 pounds, and capable of being transported in a single trip to the door.” Ms. Weber spoke with the committee member to follow up.

Committee Member #4

Comment/Complaint: Committee member stated there were many operators still not performing door-to-door service. The committee member stated she observed operators becoming nervous when dispatchers would call their radios repeatedly which in turn made her nervous as a passenger on board the vehicle. The committee member suggested someone show dispatchers how much time the buckling and loading procedure requires and communicating to the dispatchers the need to be more sensitive.

Resolution: As explained in a previous public comment response, dispatchers are not to call operators prior to the customers’ pick up window. MTM Quality Assurance has scheduled a focus audit to monitor dispatchers’ customer service and overall levels of performance. In response to operators not performing door-to-door service, Ms. Anderson re-iterated all customers are to receive door-to-door service. Ms. Weber followed up with the committee member to make sure concerns were properly notated and addressed.