



## Accessibility Advisory Committee

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

### **METROACCESS COMPLAINT RESOLUTION REPORT – September 2018**

#### **Accessibility Advisory Committee Public Comment: September 4, 2018**

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

#### **MetroAccess Subcommittee Public Comment: September 17, 2018**

##### **Customer #1**

**Comment/Complaint:** The customer stated she had experienced ongoing problems with her transportation since the introduction of the new MetroAccess vans. The customer stated she was unable to be transported in the new vans. The customer stated she had reported this problem to multiple individuals, including Mr. Frank Roth, former Director, Office of Eligibility Certification & Outreach, Mr. David Shaffer, Access Policy Officer and ADA Ombudsman, Mr. Don Scruggs, Assistant Director, MetroAccess, Mr. Carlton Brown, MTM Quality Assurance Administrative Manager, and C. Hill, MetroAccess Road Supervisor. The customer stated it was suggested that she use two seat belt extenders, but she only needed one seatbelt. The customer stated it was also suggested that the new vans would be equipped with a foot stool. The customer spoke with Mr. Brown about reimbursement of \$26, and she stated she never heard back from him. The customer stated she never heard back from Road Supervisor Hill either. The customer stated the experience made her feel vulnerable and marginalized, and she wanted to be heard.

**Resolution:** Mr. Christiaan Blake, Acting Assistant General Manager, Access Services, stated he was not previously aware of the customer's situation. Mr. Blake stated he would contact the customer the next day to discuss accommodations for the customer's transportation. Mr. Blake spoke with the customer on September 18, 2018, and a solution for the customer's transportation needs was identified.

##### **Customer #2**

**Comment/Complaint:** The customer stated taxi drivers should not ask customers to meet them across the street from their pick up address. The customer stated this was insensitive to customers, particularly to those who are blind. The customer suggested taxi providers meet with advocates on a quarterly basis to bring these types of issues to their attention.

**Resolution:** Mr. Paul Semelfort, Chair of the AAC MetroAccess Subcommittee, stated the Abilities-Ride contractors attended an AAC meeting the previous year, and he hoped to have them attend a future meeting.

### **Customer #3**

**Comment/Complaint:** The AAC member asked if customers were informed of the fare breakdown with Abilities-Ride trips.

**Resolution:** Mr. Blake stated the fare information was shared with customers during the reservations call when booking a trip.

### **Customer #4**

**Comment/Complaint:** The patron stated MetroAccess differed from traditional taxi service because there is no same day service. The patron suggested MetroAccess include a taxi service to ensure people have same day, accessible service when they needed it. The patron suggested this would be a better investment in transportation services.

**Resolution:** The patron was thanked for his comment.

### **Customer #5**

**Comment/Complaint:** The AAC member stated taxi contractors were agents of Metro when they agreed to take trips for Abilities-Ride. The AAC member stated Maryland's new tax on Transportation Network Companies (TNCs), such as Uber and Lyft, displayed a recognition that people with disabilities needed better transit options. The ACC member stated people with disabilities should be able to easily summon taxis.

**Resolution:** The AAC member was thanked for his comment.