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Additional Public Comments from MAS Members: September 16, 2013

Committee Member #1

Comment/Complaint: Committee member inquired on behalf of a customer whether drivers' hours would be reduced from 13 hour work days to 8 – 10 hour work days. The member also stated she appreciated receiving notices regarding system interruptions but she did not always receive notifications when service resumed.

Resolution: Mr. Kent stated scheduling of operators was an operational issue and a business decision to be determined between the operators and their employers. Mr. June stated MetroAccess would provide service notifications informing customers when normal service has been restored when there has been a major service disruption. Ms. Weber followed up with the committee member to make sure her concerns were addressed.

Committee Member #2

Comment/Complaint: Committee member spoke on behalf of a friend who used MetroAccess but was unable to attend the meeting. The member stated she addressed her friend's concerns at the August 2013 MetroAccess Subcommittee meeting and spoke with Ms. Kim Clark, MTM Regional Vice President after the meeting. The member said her friend appreciated MTM Quality Assurance reaching out to her via phone after the meeting. The member also stated her friend thinks her experience with MetroAccess has improved since her report.

Resolution: Ms. Clark and Ms. Weber spoke with the committee member after the meeting to thank her for the commendation.