



**AAC**

## Accessibility Advisory Committee

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Washington, DC 20024  
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### **METROACCESS COMPLAINT RESOLUTION REPORT – December 2025**

#### **Accessibility Advisory Committee Public Comment: December 01, 2025**

There were no outstanding public comments to be addressed.

#### **MetroAccess Subcommittee Public Comment: December 15, 2025**

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

**Comment/Complaint:** A member of the public reported that she had a trip scheduled through the Abilities-Ride Program using UBER. She stated that the address listed in the UBER link did not match the address in the MetroAccess system. Additionally, after sending a text message to notify MetroAccess of the issue, she did not receive a follow-up response.

**Resolution:** Mr. Christiaan Blake, Vice President, Access Services, thanked the member of the public for the comment and requested the specific date the incident occurred so that the matter could be reviewed further.

Upon investigation, the referenced trip occurred on November 16, 2025. A detailed review determined that the service failure resulted from the customer not receiving a follow-up response after sending a text message regarding an incorrect address. This issue has been addressed with the OCC contractor, with emphasis placed on ensuring timely responses to inbound SMS text notifications.