

**AAC**

## Accessibility Advisory Committee

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

### METROACCESS COMPLAINT RESOLUTION REPORT – March 2024

#### Accessibility Advisory Committee Public Comment: March 4, 2024

##### Customer #1

Comment/Complaint: A MetroAccess customer spoke on behalf of a friend who is also a MetroAccess customer and is blind. The customer stated she receives texts from the friend informing her he has not been picked up by UBER and has not received applicable UBER links. The customer suggested blind customers be able to text someone at MetroAccess to inquire about UBER trips. The customer also mentioned she had to contact the MetroAccess Call Center four times to reach someone for her most recent trip and that she was not picked up until 2:00 AM.

Resolution: Ms. Sharma thanked the member of the public for her comments and requested that anyone making public comments pertaining to specific incidents send a direct message or email including trip information.

MetroAccess does provide a text feature for customers to inquire on ride status and/or follow up. The phone number is 301-547-7436 and is available for customer use 24/7.

Upon investigation of the customer report, staff did confirm a total of three calls made to the MetroAccess Call Center to assist the customer in resolving her UBER trip issue. The original call made was to inform the Call Center that an UBER link had been received some time ago but no UBER vehicle had arrived. A new UBER link was requested and the call was closed. A second customer call came into the Call Center 24 minutes later but their seemed to be a call connection issue and the call ended. A third customer call was made 4 minutes later in which ultimately a Where's My Ride Supervisor was able to confirm the customer received the link, confirm vehicle information, and expected vehicle time of arrival.

##### Customer #2

Comment/Complaint: The AAC member stated she wished to follow up regarding a previous public comment about the wait time customers experience when calling Where's My Ride. She asked that MetroAccess provide statistics regarding the frequency that customers are experiencing extended call wait times since this is a performance metric according to the ADA.

Resolution: Ms. Sharma thanked the committee member for her comments. Where's My Ride (WMR) Response Time information is shared with the committee in the Monthly MetroAccess Subcommittee Performance Report.

**MetroAccess Subcommittee Public Comment: March 18, 2024**

There were no outstanding public comments to be addressed.