

First, I would like to express my appreciation and gratitude for the valuable service that Metro Access provides. If it weren't for Metro Access, many people with disabilities would not be able to get to work and necessary appointments. The purpose of this testimony is to bring attention to Metro Access deficiencies experienced by my niece and how the partnership with Uber has significantly improved her commuting experience. If my niece is experiencing these issues, there are so many others experiencing the same thing. In my opinion, Metro Access should re-examine their commute routes and timeline standards to better serve the population their mission is charged to serve. FYI: For a 27-mile ride (College Park to Clinton), the **Metro Access acceptable standard to get her home is 169 minutes = 2 hours 49 minutes**. With no traffic, it's a 40-minute ride, with traffic it's about 1 hour, 15 min. Uber gets her home between 1 hour to 1 hour, 15 min. Of all the people that need reliable and responsive service, it should be Metro Access recipients.

My 39-year-old niece has an intellectual disability and epilepsy. She takes medication to prevent seizures twice a day, 7:30am and 7:30pm. If she misses a dose, she will have a seizure.

My niece works two days a week at UMD, College Park. On Wednesdays, she clocks in at 10am; her Metro Access pickup window is between 7:30 to 8:15am. On Thursdays, she clocks in at 11am, her Metro Access pickup window is around 8:30 to 9:15am. I find these pickup windows acceptable because it is often a shared ride. The problem was on the ride home. I formally complained to Metro Access three times, once by phone and twice online (once to the board of directors). My last response from the Board of Directors was an acknowledgement of concerns, my message would be shared, and an appreciation of my input. At that point, the ARC and I worked out the Uber option for her return trip.

A summary of my complaints to Metro Access:

30 Apr 25: Complaint via phone - My niece clocked out at 5pm, was picked up at 5:30pm, dropped off at home at 8pm. The driver left PG county, went into DC, Georgetown Hospital to drop off/pick up, back into PG County. Response from Metro: Her ride was 160 minutes, within the 169-minute Metro Access standard.

27 Aug 25: Complaint via online portal – My niece's first day back to work after summer break. There were problems with pickup. The ride showed up, parked, then the ride was cancelled. Lots of calls to dispatch. It was eventually resolved. But it took a lot of involvement from my niece, the driver, and me.

3 Sep 25: Complaint via online portal - My niece was picked up somewhere between 5:30 and 6pm, and didn't return home until 8:40pm this evening. Once again, the driver departs PG county to pick up/drop off people in DC.

Now, she takes Metro Access to work from Clinton to UMD, College Park two days a week and she returns from work via Uber. The Uber arrangement was worked out with the ARC in response to my niece consistently returning home from work via Metro Access between 6:30

and 8pm. She clocks out on Wednesdays at 4pm and Thursdays at 5pm. She works a 6-hour day, but while taking Metro Access roundtrip, she was gone for almost 12 hours per day.

Since my niece began taking Uber on the way home, all of our frustrations were eliminated. She gets home at a reasonable time, which is within 1.25 hours (at the latest) of pickup, to take her medication and spend time with her 5-year-old daughter. Her quality of life has improved.

Below is a summary of the pros and cons of each transportation method.

Metro Access		Uber	
Pro	Con	Pro	Con
Safe, reliable	169-min standard for 27 mile-route	Safe, reliable	Sometimes final price higher than originally quoted
Reserved ride	Random cancellations	Reserved ride	No customer service #, all comm via App
	Shared ride	Not shared ride	Not enough \$\$ to cover entire month of trips
	Indirect route	Direct route	
	Frustrated/tired	User-friendly App	
	Often missed medication	See driver status (car type, driver name, arrival)	
		Shared trip details	
		Follow the route, see exact ETA	
		Communicate notes to driver (exact p/u location), back dock, etc.	
		Good customer service, but prefer to call	
	Home late	Home faster	

Please let me know if you have further questions.

Regards,

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