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MV Transportation Takes Action To Ensure MetroAccess Passenger Safety & Security

MV Transportation, the Metro contractor responsible for operating the MetroAccess paratransit service, has initiated an independent inquiry of its hiring and training policies, to ensure the company and its subcontractors are maximizing passenger safety.

Former Federal Transit Administration Chief Counsel Patrick W. Reilly has been appointed to lead the inquiry, which will help MV determine how it can go beyond its legal responsibilities in an effective way to provide additional protections to passengers.

"The recent accusations of drivers abusing passengers has caused great concern not only for the passengers, their caretakers and the community, but for me personally and our dedicated workforce," said Kevin Klika, President/Chief Operating Officer. "While we take several measures during the hiring process to ensure drivers have clean backgrounds, there is always room for improvement."

Klika continued, "We consider it a privilege to serve the disability community to support their empowerment and independent use of public transit. MV Transportation takes this privilege very seriously."

"The inquiry will look for ways that maximize passenger safety that go beyond any applicable standards," Reilly said. Additionally, Reilly also will meet with representatives of passengers as part of the inquiry process.

Currently, MV does nationwide background checks upon hiring any drivers and the company does annual re-certifications on each existing employee. MV's taxi subcontractors use FBI background checks. Drivers are required to complete the company's 110 hour training program which includes 64 hours of riding with experienced trainers to learn how to appropriately interact with passengers. Additionally, drivers are trained in sexual harassment prevention.

The inquiry should be completed in 90 days and all findings and recommendations will be shared with Metro.

"I will personally work to ensure any changes made to our current policies will be implemented promptly and effectively," Klika said. "I want to be clear, MV is prepared



to tighten its already rigorous approach towards passenger safety and security and will do all we can to accomplish this goal.”

Based in Fairfield, California, MV is the largest private provider of paratransit services and the largest privately-owned transportation contracting firm in the United States. The company employs more than 12,000 dedicated transit professionals and operates more than 190 paratransit, fixed-route, shuttle and Medicaid contracts in 24 states Washington, DC and Vancouver, British Columbia.

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