



## Accessibility Advisory Committee

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### **METROACCESS COMPLAINT RESOLUTION REPORT – February 2018**

#### **Accessibility Advisory Committee Public Comment: February 5, 2018**

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

**Comment/Complaint:** The customer stated she attended a budget hearing, and they discussed how people with Medicaid transportation benefits received funding to take MetroAccess. The customer asked if the funding could be used for Transport DC and suggested this could also be implemented for Abilities-Ride after the program was expanded into Washington, DC.

**Resolution:** Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, stated there was a cab voucher program in Prince George's County, and Call-A-Ride was available in Montgomery County. Mr. Blake stated his office encouraged the collaboration with these types of programs and would continue to do so.

#### **MetroAccess Subcommittee Public Comment: February 20, 2018**

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

**Comment/Complaint:** The customer stated she had been riding with MetroAccess for nine years and appreciated the AAC. The customer stated she felt like she had been treated poorly because of her disability. The customer reported an operator rudely told her to sit down in the vehicle. The customer expressed she should be safe and comfortable on the vehicles, and wanted to be treated with respect. The customer observed she was treated very well on the weekends, but had less positive experiences on weekdays. The customer reported her trips from Virginia to work in Washington, DC were sometimes routed through Oxon Hill, MD. The customer reported she was left at work until 6:30 pm on one occasion, and she asked the operator for assistance walking to the vehicle. The customer reported she slowly walked across the icy stairs before the operator started to approach her.

**Resolution:** Ms. Allison Anderson, Operations Manager, MetroAccess Operations Control Center, thanked the customer for sharing her experiences. Ms. Anderson stated the feedback allowed staff to look at the service from a different perspective so changes could be made. The customer's trips were reviewed, and the routing was not circuitous. The customer provided information about the other trips referenced, and Ms. Jennifer Weber, MTM Quality Assurance, followed up with the customer on February 21, 2018 for further clarification in attempt to identify the trip dates. The customer was unable to recall the specific trip dates. Ms. Weber

encouraged the customer to contact WMATA Customer Service as soon as these types of incidents occurred, and she provided the customer with the Customer Service phone number.

### **Customer #2**

**Comment/Complaint:** The customer stated he lived in Greenbelt and traveled to Gaithersburg. The customer was of the opinion the routing did not always make sense. The customer reported they made stops in Washington, DC recently. The customer reported he opted to get off the vehicle rather than arrive late to his destination. The customer stated he filed a complaint and was told corrective action had been taken, but he was routed through Alexandria, VA two weeks later. The customer reported he was held on the vehicle for 3.5 hours. The customer reported operators told him they were unable to share information about where they were going. The customer believes he should not have been on the vehicle for that long, and he should have been able to find out where they were going.

**Resolution:** Ms. Anderson stated customers are permitted to ask operators and dispatchers which direction they are heading. Ms. Anderson stated this information is available for customers riding MetroBus and MetroRail, and MetroAccess was no different. Ms. Anderson thanked the customer for sharing his feedback and stated staff would work on addressing this. The circuitous routing resulted from improper trip movements, and the investigation findings were shared with MV management. MV stated the agent would receive additional training regarding strategic trip movement procedures. The customer's feedback about the operator was shared with First Transit management. First Transit stated the operator was reminded that employees may share information with customers about the direction the route is headed. The operator was also advised to contact the OCC when in need of assistance. Ms. Weber discussed the findings and actions taken with the customer on February 22, 2018.

### **Customer #3**

**Comment/Complaint:** The patron stated he heard the Inspector General was conducting an investigation or audit but was told the investigator could not speak about it. The patron stated the AAC should be informed if this type of investigation is taking place. The patron stated he was told the WMATA Board had requested a review of the Riders Advisory Committee (RAC), and he asked if the Board had requested the same of the AAC. The patron stated he was informed that Mr. Christian Kent no longer worked with WMATA, and he requested contact information be shared so individuals could wish him farewell.

**Resolution:** Mr. Patrick Sheehan, AAC, stated the WMATA Board was reviewing the strengths and weaknesses of the RAC to ensure it was an effective organization. Mr. Sheehan said there was no indication that a similar review was taking place with the AAC. Ms. Terrian Williams-Hall, Director, Office of MetroAccess Service, stated Staff was not at liberty to discuss any investigations, and all questions should be directed to the Inspector General. Ms. Williams-Hall requested the opportunity to reach out to Mr. Kent and ask about any information he wished to be released.

#### **Customer #4**

**Comment/Complaint:** The customer stated there were continued problems with on-board times. The customer reported she was taken about 20 blocks out of the way on her trip home from work. The customer reported she was only one block away from her house, and the operator kept driving to another location. The customer believes dispatchers need to be trained to quit updating trip manifests. The customer believes dispatchers should contact the operators less and instead use that time to let customers know when rides are running late. The customer reported she almost slipped on icy steps because the operator was afraid to exit the vehicle when the dispatchers were contacting him. The customer believes operators should be permitted to contact customers directly. The customer reported another customer had to ride from Fort Washington to downtown Washington, DC, resulting in an extended ride time.

**Resolution:** Ms. Anderson stated the customer's feedback was appreciated, and Staff were working on improvements. Ms. Anderson stated there are many moving parts that need to be addressed. Ms. Williams-Hall stated the problems would not be rectified immediately, but the team was working on them. Ms. Williams-Hall stated trip insertions would sometimes impact other trips on a route, and the team was working to reduce the frequency of these trip insertions. Ms. Williams-Hall stated she appreciated the feedback and the opportunity to address these problems. An investigation was performed, and the circuitous routing reported resulted from an improper trip movement. The findings were shared with MV Transportation management for review and correction. Ms. Weber spoke with the customer on February 22, 2018 to discuss the findings. The customer stated she was unable to recall the specific dates of the other incidents discussed at the meeting.