



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – February 2019

Accessibility Advisory Committee Public Comment: February 4, 2019

Customer #1

Comment/Complaint: The customer stated he attempted to book a trip with Abilities-Ride on Friday, February 1, 2019. The customer reported he initially called Silver Cab, and was told they did not serve Montgomery County before they disconnected the call. He then called Regency Taxi, and they said they would arrive on Saturday, February 2, 2019 at 10:00am. The customer stated the ride did not arrive, and Regency said they had no record of the trip. He was repeatedly told they were a few stops away, but ended up waiting over an hour. The customer stated the cab arrived at 11:40am, and did not arrive to his destination until 12:35 pm. He attempted to pay the driver, but the driver did not have change for \$10.00. The customer said he had to walk a block with the driver to find change for the \$10.00.

The customer reported he was also told Regency Taxi only had two accessible vehicles in their fleet.

Resolution: Mr. Christiaan Blake, Acting Assistant General Manager, Access Services, thanked the customer for his comments and let him know the matter would undergo investigation.

Customer #2

Comment/Complaint: The customer stated he took multiple trips in a day, and many of them were late. He called dispatch to ask if his trips could be monitored.

The customer said it was difficult for him to board the new vehicles in his wheelchair. Operators said they could not transport more than two wheelchairs in the new vehicles. The customer believed it was inefficient to send so many vehicles to pick up individuals after his meetings ended.

Resolution: Mr. Blake communicated there was not a list of customers that was specially monitored by dispatch. Mr. Blake stated MetroAccess staff would review the customer's trip statistics to determine why the trips were late.

Mr. Blake acknowledged and thanked the customer for his comments regarding the new vehicles. Mr. Blake shared the vehicles could technically hold more than two wheelchairs, but it was difficult.

An investigation was performed; the customer's trip statistics fell below standard. MTM Quality Assurance worked with MV OCC to identify a corrective action plan to address the customer's service issues. Ms. Jennifer Weber, MTM Quality Assurance, discussed the plan with the customer on February 22, 2019 and encouraged the customer to contact her if there were further issues.

Customer #3

Comment/Complaint: The customer stated he was on the board for the National Association for Black Deaf Advocates. The customer asked why there was not a monthly pass for people with disabilities.

Resolution: Mr. Blake stated individuals could advocate for a pass, and the WMATA Office of ADA Policy and Planning would push for equal services for individuals with disabilities.

Customer #4

Comment/Complaint: The AAC member stated she understood MetroAccess was a shared ride service. Her ride was supposed to arrive on Saturday, February 2, 2019 within the 11:00am hour. The next stop was on Silver Hill Road in Suitland, Maryland. The AAC member reported it took over an hour to find this individual because the Ranger provided incorrect directions. The AAC member arrived late to her destination, but dispatch was able to assist with rescheduling her next trip.

Resolution: Mr. Blake stated the trip would be investigated. Mr. Blake stated his office was working to make MetroAccess ride times similar to those on Bus and Rail.

An investigation was performed; the AAC member's trip did not exceed the permissible fixed route equivalent on-board time. The address on Silver Hill Road was geocoded incorrectly, and was corrected. Ms. Weber shared the findings with the AAC member on February 6, 2019.

Customer #5

Comment/Complaint: The customer stated he received a call regarding his previous statements, and he appreciated what had been done to resolve the issue.

Resolution: The customer was thanked for his comment.

Customer #6

Comment/Complaint: The following customer attended a public fare hearing in Greenbelt, Maryland. Ms. Weber spoke with the customer on the phone on February 6, 2019 to receive her statement. The customer stated she thought the operator training needed further attention.

The customer stated the MetroAccess rules were never provided in an accessible format.

The customer reported operators thought they would lose their jobs if customers attempted to board MetroAccess vehicles without an ID.

Resolution: The customer was thanked for her feedback. Ms. Weber provided information to the customer about obtaining an accessible format of the MetroAccess Customer Guide.

MetroAccess Subcommittee Public Comment: February 19, 2019

Customer #1

Comment/Complaint: The customer stated he previously made a report that a manager at Union Station laughed at him. The customer asked if there was any follow up with this report. The customer stated he did not think it was right that the manager laughed, and it was inappropriate.

Resolution: Mr. David Shaffer, WMATA Ombudsman, stated he was following up with Transit Police. Mr. Shaffer stated there was an investigation underway, and they were supposed to report back with the findings. Mr. Blake said he agreed with the customer's assessment of the incident, and they would get to the bottom of what occurred.

Customer #2

Comment/Complaint: The customer shared she lived in Virginia and arrived late to work in Bethesda, Maryland sometimes because she was routed through Washington, DC. The customer asked how trips were scheduled.

Resolution: Mr. Blake stated the customer's trip scheduling would be reviewed. Mr. Blake stated there may have been unexpected factors that impacted the scheduling. Mr. Blake shared his office was working to ensure customers had a shared ride that still allowed for them to arrive to their destinations on time.

An investigation was performed; there was only one recent example of the customer's trip from Vienna, Virginia to Bethesda, Maryland having been routed through Washington, DC. The trip did not exceed the permissible on-board time based on the fixed route equivalent, and the customer arrived to her destination well before her scheduled appointment time. Ms. Weber discussed the findings with the customer on February 22, 2019.