



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – January 2016

Accessibility Advisory Committee Public Comment: January 4, 2016

Customer #1

Comment/Complaint: The non-customer, identifying herself as a representative of United Spinal Association, stated WMATA had recently announced a partnership with Lyft, and there were concerns about Lyft's failure to provide accessible transportation options for their customers. The non-customer suggested WMATA attempt to influence Transportation Network Companies (TNC) like Uber and Lyft to improve their accessible services.

Resolution: Mr. Christian Kent, Assistant General Manager – Department of Access Services, stated a decision had not been made at that time, but WMATA was exploring options for sustainability of MetroAccess services. Mr. Kent stated the AAC would be actively involved and consulted throughout this process.

MetroAccess Subcommittee Public Comment: January 19, 2016

Customer #1

Comment/Complaint: The customer stated she recently was recertified to use MetroAccess, and one of the questions on the application inquired to whether she had a particular type of seizure. The customer stated there were various types of seizures that could leave a person incapacitated and would not allow them to use bus and/or rail.

Resolution: Mr. Christian Kent thanked the customer for her comment and stated the feedback would be reviewed by the Office of Eligibility.

Customer #2

Comment/Complaint: The customer stated many of the operators were rude, did not provide door to door services, did not assist with the vehicle lift or seatbelts, and did not ensure the customer was wearing the seatbelt before departing a location. The customer stated she filed complaints on these issues and received a call back where the agent apologized and stated the issue would be addressed. The customer stated these issues did not seem to be improving.

Resolution: Ms. Allison Anderson, MetroAccess Operations Manager – Operations Control Center, stated someone would speak with the customer in regards to her service issues and perform a thorough investigation. Mr. Christian Kent stated complaint numbers related to operator conduct had decreased significantly; however, he planned to improve in this area so that customers would no longer have those type of experiences. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer to identify specific information about the operators and trip dates. An investigation was conducted, and these service issues were addressed with the operators’ managers for corrective action. Ms. Weber followed up with the customer on January 21, 2016.

Customer #3

Comment/Complaint: The customer’s mother stated web booking did not display the available funds in an EZ Pay account until the trip had been booked, and she asked if this could be adjusted. The customer’s mother stated the trip time sometimes changed while the trip was being booked online. The customer’s mother stated the customer had several trips between Montgomery County and Prince George’s County that were routed through Washington, DC. The customer’s mother asked if there had been a policy change to reduce the number of MetroAccess vehicles in Washington, DC after the implementation of Transport DC.

Resolution: Ms. Allison Anderson stated someone would speak with the customer’s mother regarding her daughter’s trips. Ms. Anderson stated there had not been any policy changes to reduce the number of MetroAccess vehicles in Washington, DC. An investigation was conducted into the customers’ trips. It was determined two of her trips taken between Montgomery County and Prince George’s County were routed through Washington, DC. Both of the trips taken were routed efficiently and progressively to the customer’s destination. The comment regarding web booking will be taken under advisement. Ms. Jennifer Weber attempted to follow up with the customer’s mother on January 21, 2016 to discuss the findings.

Customer #4

Comment/Complaint: The non-customer stated there was a letter that proposed alternatives to MetroAccess, and he thought it should be brought to the attention of the AAC by WMATA staff. The non-customer stated the discussion of TNC involvement in the MetroAccess operation should not occur unless there was a formal proposal to partner with TNCs.

Resolution: The non-customer was thanked for his comment.

Customer #5

Comment/Complaint: The customer stated dispatchers often contacted the operators while the vehicle was in motion, and it was distracting and unsafe. The customer stated her previous address was coming up when she attempted to book trips. The customer stated earlier that day she saw five MetroAccess vehicles depart from her location before she was picked up. The customer stated she contacted Where's My Ride (WMR) three times to notify them of this issue, and she was transferred to the scheduling department. The customer stated one of her operators told her he could only hold her bag or take her arm while she was walking to the door. The customer stated the fare sometimes changed during the trip reservations process. The customer requested a no show be investigated for another customer.

Resolution: Mr. John Gray, MV - OCC General Manager, stated he was familiar with the customer's trip, and he would research further into the cause of her service issue. The investigation revealed the trip was delayed due to improper trip movement and traffic delays. MV Management coached and counseled the dispatch staff involved with the incident. An investigation of the customer's reservations did not display any changed fares during the booking process. Ms. Jennifer Weber spoke with the customer on January 21, 2016 and again on January 28, 2016; the customer was unable to recall the dates when the operator did not assist with her bag and taking her arm. The customer was also unable to recall when her old address came up during trip booking, but she agreed to notify Ms. Weber if it occurred again. Ms. Weber informed the customer that the other customer's no show had been investigated, and the findings had been shared with that customer.

AAC Member #1

Comment/Complaint: The AAC member stated many customers did not formally report their complaints, and there would be an increase in the complaint numbers if the customers reported everything. The AAC member stated another customer had been picked up from Bethesda before the AAC member was picked up from her work in Northwest Washington, DC.

Resolution: The AAC member was thanked for her comment. Ms. Jennifer spoke with the AAC member on January 28, 2016; the AAC member was unable to recall the exact date of the other customer's trip. Ms. Weber provided the AAC member with her contact information in the event of future concerns.