



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – January 2018

Accessibility Advisory Committee Public Comment: January 2, 2018

There were no public comments at the AAC Full Committee meeting.

MetroAccess Subcommittee Public Comment: January 16, 2018

Customer #1

Comment/Complaint: The customer stated Trapeze was the cause of extended ride times for customers. The customer advised she heard of a new paratransit software called Via and asked if it was being considered as an alternative to Trapeze.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services, stated he was aware of Via. Mr. Kent stated Metro staff and Trapeze discussed the need to adapt with service needs. Mr. Kent stated Trapeze was integrated with several components of the operation, and it would be a large overhaul to replace the software. Mr. Kent stated staff would continue to monitor the market for what was available to improve the service.

Customer #2

Comment/Complaint: The customer stated she had been a MetroAccess customer for seven years. The customer stated she preferred the old vehicles to the new ones. The customer inquired on the reason MetroAccess did not consult with the customers prior to purchase. The customer thanked MetroAccess staff for their work.

Resolution: Mr. Kent thanked the customer for her comment. Mr. Kent stated Ford representatives recently attended AAC meetings to receive customer feedback on the new vehicles. Ms. Weber spoke with the customer regarding this matter on January 22, 2017.

Customer #3

Comment/Complaint: The customer stated she appreciated the same day service with Abilities-Ride. The customer requested clarification on the two types of step liners available for the new vehicles.

Resolution: Mr. Mark Roberts, Transit Works, stated the first type of liner had anti-skid and anti-slip qualities, and the second type of liner used sand. Mr. Roberts stated the first liner was less abrasive and preferred for the MetroAccess van.

Customer #4

Comment/Complaint: The customer stated she had positive experiences with Abilities-Ride and enjoyed the flexibility of same day service. The customer stated there were many customers who were unaware of the program, and she asked how the information was being shared with customers.

Resolution: Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, stated at the inception of this program, his office performed a review of travel patterns and identified individuals that would be ideal users. Those customers were contacted and provided information. As the program continues to progress, this information will be disbursed to all MetroAccess customers.

Customer #5

Comment/Complaint: The customer stated operators should be able to call customers directly. The customer stated her ride arrived late due to a trip insertion. The operator had to leave after arriving to her pick up address, pick up the other individual, and return to pick up the customer after her trip window ended. The customer stated routing and extended ride times were still problematic. The customer stated many trips were scratched out on the operators' paper manifests due to the fact that trips were being moved around all the time. The customer stated she did not receive an arrival call for a recent trip, and the operator left by the time she came downstairs. The customer stated another ride had to be sent.

Resolution: Ms. Allison Anderson, MetroAccess Operations Manager, Operations Control Center, stated the customer's trip had been reviewed after the customer contacted Ms. Weber. Ms. Anderson stated MetroAccess staff was reviewing the application of the No Show process and routing and was working with the AAC to do so. An investigation was performed; the late trip insertion findings were shared with MV-OCC, and the customer's no show was performed without error. The customer received an arrival call to the number she provided when the trip was booked, and the operator waited at the location for several minutes after the customer spoke with the dispatch agent. Ms. Weber spoke with the customer regarding the investigations on January 18, 2018.

Customer #6

Comment/Complaint: The AAC member stated customers should not need additional time to come downstairs when they are picked up at work, and customers should know to wait at the door during their trip window. The AAC member stated it would take customers too long to come downstairs if they waited until the arrival call was received. The AAC member stated the arrival call was not always dependable. The AAC member stated customers were responsible to make sure the next person could be picked up on time too. The AAC member suggested investigation findings be shared at AAC meetings to hold people accountable to the complaints shared during the public comment period.

Resolution: The AAC member was thanked for her comment.