



## Accessibility Advisory Committee

600 Fifth Street NW  
Washington, DC 20001  
202-962-6060

### **METROACCESS COMPLAINT RESOLUTION REPORT – July 2016**

#### **Accessibility Advisory Committee Public Comment: July 11, 2016**

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

**Comment/Complaint:** The customer stated on June 10, 2016, her trip was moved onto another operator's route, and she was not shown. The customer stated she was not advised of the trip movement and she had to pay for someone to take her home.

**Resolution:** Following the AAC meeting, Mr. Leland Petersen, MV Regional Vice President, discussed the purpose of trip movement with the customer. Mr. Petersen also provided information regarding the MetroAccess No Strand Policy. Ms. Jennifer Weber, MTM Quality Assurance, confirmed the customer's complaints had been formally reported and investigated. After further investigation, it was determined that the proper protocol was not followed by the employees involved. These findings were reported to appropriate management personnel for review and corrective action. Mr. Carlton Brown spoke with the customer on July 22, 2016 to discuss the findings of the investigation.

##### **AAC Member #1**

**Comment/Complaint:** The AAC member stated she spoke with a customer who had been experiencing problems with MetroAccess. The AAC member stated she spoke with Ms. Jennifer Weber over the phone in regards to the customer's complaints. The AAC member provided staff with written documentation detailing the customer's experiences with MetroAccess.

**Resolution:** The customer's complaints were investigated by MTM Quality Assurance. It was determined that the cause of the customer's service issues were attributed to improper geocoding of the home address. The geocoding was corrected to mitigate the service delays outlined in the letter. Ms. Jennifer Weber spoke with the customer on July 22, 2016 to discuss the findings of the investigation and corrective measures taken.

## **MetroAccess Subcommittee Public Comment: July 18, 2016**

### **Customer #1**

**Comment/Complaint:** The customer's Grandmother stated she experienced issues with rude dispatchers. She disagreed with the policy that required an operator to leave after five minutes even though the customer was expected to be prepared to leave during the entire 30-minute pick-up window. She reported a complaint was filed and a call back received from an investigator stating MetroAccess was unable to change the policy. The customer's Grandmother stated operators were rude and would benefit from additional sensitivity training. She reported dispatch told an operator to pull over because he left his ID behind at the last stop. Subsequently, they had to wait for another vehicle. The customer's Grandmother stated a male employee told the customer not to complain and that she should be quiet. She has filed many complaints.

**Resolution:** Ms. Allison Anderson, Operations Manager – Operations Control Center, apologized for the customer's inconvenience and advised that an investigation would be completed into the customer's service issues. Ms. Anderson spoke with the customer and her Grandmother following the meeting to discuss means to improve the service she was receiving. The Operations Control Center Subscription Department assisted the customer with booking by subscription, to maintain consistent trip times. An investigation was conducted into the concerns brought forth by the customer's Grandmother. It was determined that the customer's Grandmother's calls with dispatch and the complaint investigator were not handled appropriately. The calls were shared with MV-OCC and MTM management for coaching and counseling. The out of service event that impacted the customer's trip was reviewed, and the investigation was shared with MV-OCC and Service Delivery management for coaching and counseling of the personnel involved. Ms. Jennifer Weber spoke with the customer and her grandmother on July 21, 2016 to discuss the findings, and they were both encouraged to contact Ms. Weber with any additional questions or concerns. Additional follow up will be made with the customer to ensure service improvement.

### **AAC Member #1**

**Comment/Complaint:** The AAC member asked if the alternative programs like Transport DC and Abilities-Ride needed to be ADA compliant if they received government funding.

**Resolution:** Mr. Christian Kent, Assistant General Manager, Access Services, stated the requirement for ADA compliance was less dependent on the funding

source and more dependent on the level and type of service provided. Mr. Kent explained how MetroAccess was funded by local governments, but alternative programs were not defined as paratransit services by ADA, and therefore not subject to the same set of policies.