



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – March 2018

Accessibility Advisory Committee Public Comment: March 5, 2018

Customer #1

Comment/Complaint: The customer stated she received conflicting information about whether or not an address fell within the MetroAccess service area. The customer stated she frequently experienced excessive on board times.

Resolution: An investigation was performed; a geocode error made by the reservation agent who booked the initial reservation to the desired destination led to the miscommunication that the address was within the MetroAccess service area. The geocoding of the requested address was corrected and the location was confirmed to be outside the MetroAccess service area. The customer's trips were reviewed. The trip the customer references experiencing excessive on board times is a 33 mile one way trip. Upon review, this trip is taken during morning rush hour and is challenging to deliver her by 9:30am with the trip window she has even with a direct ride scenario. Since the trip is during rush hour, traffic can certainly be an issue and something MetroAccess cannot foresee. Also, given the length of travel, sharing the ride would also, at times, be necessary and also may impact the ability to meet the appointment time arrival. The fixed route equivalent is 146 minutes. It was suggested she adjust the pick up window back to meet her appointment time need. The customer said she would consider the recommendation. The customer's trips will be monitored for quality improvement purposes. Ms. Allison Anderson, Operations Manager – Operations Control Center, spoke with the customer on March 12, 2018.

MetroAccess Subcommittee Public Comment: March 19, 2018

Customer #1

Comment/Complaint: The customer stated she booked most of her trips online and did not understand why the return trip needed to be booked two hours after the first trip. The customer stated she understood MetroAccess was a shared ride, but the stops should be routed more efficiently. The customer stated she was traveling from Bethesda to Vienna recently, and there was another stop in Lanham, MD. The customer stated there was supposed to be another stop in downtown Washington, DC, but it was cancelled from the itinerary.

Resolution: Mr. Christiaan Blake, Acting Assistant General Manager – Dept. of Access Services, thanked the customer for her feedback. Mr. Blake stated the MetroAccess on board time should not exceed the on board time of the corresponding bus and/or rail itinerary. Ms. Terrian Williams-Hall, Director, MetroAccess, stated she had received similar feedback from other customers, and her team was working to correct MetroAccess routing issues. An investigation was performed; the customer was riding with Sun Taxi on the referenced date. Sun Taxi was notified of the incident and stated they would work to improve services in the future. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer regarding the findings on March 23, 2018.

Customer #2

Comment/Complaint: The customer stated she was traveling from Arlington to Centreville, VA on March 5, 2018, and the ride never arrived. The customer stated she called MetroAccess three times and waited 20 minutes each time. The customer stated her sister was able to assist. The customer stated she had three trips on March 19, 2018, and the total cost was \$19.17. The customer stated this was too much money, and it was difficult for her to afford the high fares. The customer stated she attempted to book a trip online to her mother's address in Arlington, VA, and a message said it was unable to locate the address. The customer stated she had booked trips to this address previously.

Resolution: Mr. Blake stated the customer's fare and online booking would be reviewed, and more affordable transportation would be identified if possible. An investigation was performed; the customer's trip was assigned to Red Top Taxi who did not arrive due to a data entry error. The customer spoke with three dispatchers who placed the customer on hold while contacting Red Top. The customer hold times did not meet or exceed 20 minutes; however, the investigation findings were shared with MV Transportation for review. The customer's fares were reviewed, and it was determined that they were calculated correctly. A lower fare could not be identified at the time of investigation. Ms. Weber discussed the findings with the customer on March 22, 2018.

Customer #3

Comment/Complaint: The customer stated the Rangers displayed information about her trips being curb to curb rather than door to door. The customer stated she missed an important appointment on March 15, 2018 because of MetroAccess arriving too late. The customer stated the operator was very kind and apologetic, but she arrived too late. The customer stated someone from MV previously said dispatchers were being monitored for their behavior, but they were very rude,

disrespectful, and non-responsive towards operators. The customer stated the trip insertions continued to be problematic. The customer stated she was waiting at Georgetown Hospital on one occasion, and the operator had to go to Camp Springs before returning to pick her up. The customer asked how many passengers could ride with a customer using Abilities-Ride. The customer stated information about a previous address popped up during one of her Reservations calls recently, and it should be removed from her account.

Resolution: Mr. Blake stated customers using Abilities-Ride could only take a PCA, but some drivers may be more accommodating. Mr. Blake stated trip insertions were intended to enhance the service and should not result in extended ride times. Mr. Mike Rademacher, MV Transportation, Administration Manager, stated the customer's file would be reviewed. An investigation was performed; the customer's trip was booked with a window that was too close to the appointment time. This information was shared with MV Transportation management to ensure the settings could be reviewed and adjusted within Trapeze. The customer was unable to recall the exact date on which the Georgetown trip occurred. The information on the customer's account was shared with the Office of Eligibility to ensure the requested adjustments were made. Ms. Weber spoke with the customer regarding the findings on March 22, 2018.