



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – October 2018

Accessibility Advisory Committee Public Comment: October 1, 2018

Comment/Complaint: An AAC Committee Member reported a geocoding error for their home pick up/drop off location. She requested the geocode be reviewed and corrected.

Resolution: Mr. Christiaan Blake, Acting Assistant General Manager – Access Services, stated staff would obtain further information and review the geocoding. A review was conducted and the geocode was corrected to reflect the appropriate pick up/drop off location.

MetroAccess Subcommittee Public Comment: October 15, 2018

Customer #1

Comment/Complaint: The customer stated there was a fire in her building, and she has been calling to request a replacement MetroAccess ID. She was asked to pay for the replacement ID even though she provided documented evidence of the fire. The customer stated this seemed unfair. The customer also suggested there be a MetroAccess meeting held in Fairfax, Virginia and perhaps it could be held at a local library.

Resolution: Mr. Blake stated Mr. Christopher Colbert, Director of Eligibility, would meet with the customer after the meeting to discuss the ID replacement policy. The customer was given a refund based on the documented evidence provided. Dr. Phil Posner, AAC Chairman, suggested the customer speak with another AAC member regarding her meeting suggestion.

Customer #2

Comment/Complaint: The customer stated she was supposed to be picked up on Monday, October 8, 2018 between 5:45 and 6:15 pm, but the ride did not arrive until 7:00 pm. The customer stated she spoke with many dispatchers and received no reasonable explanation for the late arrival. The customer stated she ended up being very late to a meeting. The customer stated she feels like customers deserve an explanation and compensation if the trip window is missed. The customer stated the back seat of the new vehicles are too high and affect her circulation.

Resolution: Mr. Paul Semelfort, AAC MetroAccess Subcommittee Chairman, stated customers receive late trip credits when the trip window is missed. Mr. Blake

stated MetroAccess attempts to pick up all customers on time, and he confirmed with the customer that late trips are not a recurring issue. Mr. Blake stated an investigation would be performed, and someone would follow up with the customer. Mr. Blake stated MetroAccess staff has been working with the AAC to make changes to the new vehicles, and he thanked the customer for her feedback. An investigation was performed; the customer's trip window was missed as a result of an improper trip movement. The findings were shared with MV management for review and correction. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer on October 18, 2018 to discuss the findings. The customer was thanked for her feedback and was advised that she would receive a two late trip credits.

Customer #3

Comment/Complaint: The patron stated it was suggested at an earlier meeting that the market would come up with the best paratransit vehicle they could provide. He suggested MetroAccess coordinate with other paratransit agencies to work together and come up with a better vehicle. The patron stated this may have positive implications for the private sector as well. The patron asked why the AAC did not take action on this.

Resolution: Mr. Blake thanked the patron for his suggestion. Dr. Posner stated another AAC member had been working on coordination efforts.

Customer #4

Comment/Complaint: The AAC Committee Member asked if someone could attend a future AAC meeting to discuss the changes made to Transport DC.

Resolution: Mr. Blake stated Transport DC had their own committee, and they had been exploring different changes recently. Mr. Blake stated he would look into the AAC Committee Member's request.