



Accessibility Advisory Committee

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

METROACCESS COMPLAINT RESOLUTION REPORT – September 2015

Accessibility Advisory Committee Public Comment: September 14, 2015

Customer #1

Comment/Complaint: The customer stated she received letters regarding her No Shows / Late Cancellations. The customer stated she called Where's My Ride (WMR) to explain, and the agents said she needed to cancel her trips two hours beforehand. The customer stated unforeseen events came up occasionally, and she was requesting some leniency in light of the fact that she notified WMR of the cancellation before the vehicle arrived.

Resolution: Mr. Omari June, Director of MetroAccess, stated there were circumstances beyond the customer's control that permitted No Shows and/or Late Cancellations to be excused. Mr. June stated the customer should call the No Show Department no later than two business days after the month end. An investigation of the customer's No Shows and Late Cancellations was performed; Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer on September 22, 2015 to discuss the investigation findings and the MetroAccess policies pertaining to these cancellations.

MetroAccess Subcommittee Public Comment: September 21, 2015

Customer #1

Comment/Complaint: The customer stated his IVR courtesy calls indicated he was traveling to dialysis appointments, but he was actually traveling to a class. The customer stated this same information was reflected on the trip manifests. The customer asked if there was anyone available to correct this error when he received the call at 8:00 pm. The customer expressed praise for the MetroAccess operators.

Resolution: Ms. Allison Anderson, MetroAccess Operations Manager – Operations Control Center, stated the Operations Control Center (OCC) was open 24 hours a day, and the customer should call and request to speak with a supervisor who would be able to assist. This information was shared with the Reservations Department for corrective action. Ms. Jennifer Weber, MTM Quality Assurance, shared this information with the customer on September 24, 2015.

Customer #2

Comment/Complaint: The customer stated Ms. Allison Anderson did a great job. The customer stated she was hosting an event on September 16, 2015 at a Takoma Park farmers market, but the operators had a difficult time finding the location. The customer stated there were several entrances into the market, and she thought there might be a problem with the way the location was geocoded. The customer stated three of the attendees were not picked up by MetroAccess, and she had to locate alternate transportation for them.

Resolution: Ms. Allison Anderson stated the three customers trips would be reviewed to identify what occurred. An investigation was performed; one of the three customers cancelled her trip before the trip window began. The two remaining customer's trips were no showed. The no shows were not a result of improper geocoding. Ms. Jennifer Weber followed up with the customers on September 24 and September 25, 2015.

Customer #3

Comment/Complaint: The customer stated she was concerned about WMATA's suggestions regarding the John Hopkins MetroAccess Sustainability Study. The customer stated she specifically had concerns about conditional eligibility. The customer stated that this change would have a negative impact on the customers and create extra work for staff. The customer stated she has not experienced any service problems with the Transport DC program. The customer stated the program was currently allowing for 100,000 trips, and there was a recommendation to increase the program's capacity to 300,000 trips. The customer suggested the program not be limited to 300,000 trips and rather provide services to as many people as wanted to use it.

Resolution: Mr. Christian Kent, Assistant General Manager, Department of Access Services, stated ADA and paratransit services were designed to serve as a safety net for those individuals who were unable to ride bus and rail. Mr. Kent stated significant advancements had been made to bus and rail to make them more accessible. Mr. Kent stated trip-by-trip eligibility was permitted by ADA, and it encouraged people to consider the bus and rail alternative to paratransit. Mr. Kent stated there would be functional assessments performed, and staff would listen to the customers' feedback and allow the opportunity for appeal. Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, stated they hoped to expand the Transport DC program but wanted to ensure the expansion was handled correctly, and that could take time.

Customer #4

Comment/Complaint: The customer stated she had been late twelve times since June 2015, and at least three of her trips were affected by trip insertions. The customer stated she had to cancel an appointment because she was projected to arrive late. The customer stated during her morning trip she traveled from Georgetown to Virginia before delivering her to work in Northwest DC. The customer suggested fares for the DC Cab program be deducted from customers EZ Pay accounts for convenience. The customer stated customers should not be required to pay their fares before boarding the vehicles at night because it was unsafe. The customer stated she preferred to be transported by MV1 vehicles.

Resolution: Ms. Allison Anderson stated that there are unforeseen events that come up on the date of service, and trip insertions were required to minimize the impact on trips. Ms. Anderson stated there were both good and bad trip insertions, and staff would continue to monitor the insertions. The customer's trips since June 2015 were reviewed, and the findings pertaining to lateness were shared with OCC Management for corrective action. The customer's September 21, 2015 morning trip was investigated, and it was found that the routing was not circuitous. Ms. Jennifer Weber spoke with the customer on September 25, 2015 to discuss the findings and relevant policies.

Customer #5

Comment/Complaint: The non-customer asked when the MetroAccess Sustainability Study would be discussed by the AAC.

Resolution: Mr. Paul Semelfort, Chair of the AAC MetroAccess Subcommittee, stated everyone on the AAC had a copy of the Sustainability Study. Mr. Christian Kent stated the study would be presented to the WMATA Board on November 5, 2015. Mr. Christian Kent advised that this study could be discussed by the AAC at any time. Mr. Christiaan Blake stated his office would work with the AAC Chairmen to determine how to move forward with this information.

AAC Member #1

Comment/Complaint: The AAC member stated people attending the meetings were spending too much time talking and texting on their phones, and she stated this was disrespectful. The AAC member stated that this distraction interferes with the committee resolving accessibility issues. The AAC member stated she had concerns about the suggestions regarding the MetroAccess Sustainability Study. The AAC member stated customers were afraid to complain because there was a

perception that retaliation may occur. The AAC member stated there was a problem with operators departing from locations as customers approached the vehicles. The AAC member suggested MetroAccess speak with customers at churches for outreach and education.

Resolution: Mr. Christian Kent stated operations staff in attendance of the AAC meetings needed to have their phones available to assist with service issues that might arise during the meetings. Mr. Kent stated the operational and complaint statistics suggested the service was improving. Mr. Kent stated there were other ways for customers to share feedback, such as through AAC members and customer surveys. Mr. Kent stated staff would monitor for any problems with complaint retaliation. Mr. Kent stated the AAC would be involved in determining how to proceed with customer surveys.

AAC Member #2

Comment/Complaint: The AAC member stated dispatchers were not paying close enough attention to how trips were arranged. The AAC member stated there was not always enough room for the customers on board the vehicle. The AAC member stated some individuals were on board the vehicle for 2.5 – 3 hours. The AAC member stated she had concerns about how seasonal weather might affect trip by trip conditional eligibility.

Resolution: Mr. Christian Kent stated the AAC's feedback pertaining to the MetroAccess Sustainability Study would be taken under consideration before any decisions were made. Ms. Jennifer Weber spoke with the AAC member on September 24, 2015; the AAC member provided Ms. Weber with examples of the dispatching concerns. This information was shared with OCC management for review and correction.

AAC Member #3

Comment/Complaint: The AAC member stated that WMATA should be very cautious before implementing conditional eligibility.

Resolution: Mr. Christian Kent stated the intent of any adjustments was not to stop individuals from using the service. Mr. Kent stated they hoped to remind customers that bus and rail service was available to them, and the free ride benefit served as encouragement to consider this option. Mr. Kent stated any changes would be discussed with the AAC for feedback.