



AAC

Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – April 2017

Accessibility Advisory Committee Public Comment: April 3, 2017

Customer #1

Comment/Complaint: The customer stated she called Where's My Ride the week before because the operator was unaware that both she and her companion used wheelchairs. The customer stated the operator for her afternoon trip was also unaware, and they had to wait an hour for another vehicle. The customer stated there had been ongoing issues, and resources were stretched too thin. The customer stated another individual was picked up late because the operator had become lost, and there was not another operator available to take the trip.

Resolution: Mr. Christian Kent, Assistant General Manager Access Services, stated MetroAccess was aware of the service issues, and they were working with Service Delivery contractors to recruit additional operators with better wages. An investigation was performed; the customer's trips were booked incorrectly, and the findings were shared with OCC management so the agent could be coached and counseled. The other individual's complaint was previously reported through WMATA Customer Service, and MTM Quality Assurance shared the investigation findings with the operator's management for coaching and counseling. Ms. Jennifer Weber, MTM Quality Assurance, discussed the findings with the customer on April 13, 2017. Ms. Zelda Nickles, MTM Quality Assurance, discussed the complaint investigation findings with the other individual on April 3, 2017.

Customer #2

Comment/Complaint: The customer stated she was on a trip that was not routed efficiently. The customer stated another individual was picked up while she was on board the vehicle.

Resolution: Mr. Kent stated routing issues were more likely to occur when there were not enough operators in service. An investigation was performed; the routing of the referenced trip date was not progressive, and the findings were shared with the OCC and Service Delivery Contractors for corrective action. Ms. Jennifer Weber discussed the findings with the customer's mother on April 14, 2017. The mother stated she would share the information with the customer, and they would call back if additional clarification was needed.

Customer #3

Comment/Complaint: The customer's mother stated the customer had an 11:45 am appointment time but did not arrive to the destination until 12:15 pm because the operator had to backtrack and pick up another individual. The mother stated the customer was traveling from Silver Spring to Southwest Washington, DC on another occasion, and the vehicle traveled back to Silver Spring from Washington, DC. The mother stated the customer's name was no longer displayed on the Ranger, and the customer had to provide instructions to the operator. The mother stated she called Dispatch and was told the customer had no trips for the day. The mother stated the customer arrived very late to her destination.

Resolution: Ms. Allison Anderson, Operations Manager, MetroAccess, stated an investigation would be performed, and someone would follow up with the customer and her mother. An investigation was performed; the routing of the referenced trip was not progressive. The customer's trip disappeared from the Ranger's display due to operator error. These findings were shared with the OCC and Service Delivery Contractor management personnel for coaching and counseling. Ms. Jennifer Weber discussed the findings with the customer's mother on April 14, 2017.

Customer #4

Comment/Complaint: The customer stated the new MetroAccess ID card was confusing, and some Metrobus operators did not accept it. The customer requested more information about how to handle this situation.

Resolution: Mr. Christiaan Blake, Director, ADA Policy and Planning, stated the customer should just tap the card when boarding the bus, and she should not need to speak with the bus operator about it. Mr. Kent stated MetroAccess customers were provided with SmarTrip cards so they had autonomous access to the Metrobus and rail systems. Mr. Kent stated staff would continue to educate operators who were unfamiliar with the new cards.

Customer #5

Comment/Complaint: The customer stated an incident occurred in October 2016, and her niece's wheelchair was not secured properly. The customer stated her niece requested the operator secure the vehicle, and he did something but

did not properly secure the wheelchair. The customer stated the wheelchair tipped and was damaged. The customer stated she had reached out to the Risk Management Department, but she had not received a response yet. The customer stated she spoke with many different people, but the issue had not yet been addressed.

Resolution: Mr. Kent stated operators were removed from service when a customer is injured or a mobility device tipped due to improper securement. Mr. Kent stated an investigation would be performed to determine why the customer had not received response for her claim. A review was completed, it was determined that sufficient details were not provided during the initial claim review evaluation. The customer was contacted by WMATA personnel, and a follow up assessment is currently underway.

Customer #6

Comment/Complaint: The customer stated she could not be picked up by MetroAccess from her home address due to the service area policy. The customer asked how to advocate for more bus routes in her area.

Resolution: Mr. Kent stated a decision was made to restrict the MetroAccess area for financial reasons. Mr. Kent said individuals could advocate for an increased service area or for additional funding from the local jurisdictions.

Customer #7

Comment/Complaint: The customer's daughter stated her father was traveling to the Kennedy Center on February 4, 2017. The daughter stated the operator arrived at the end of the trip window and did not know how to parallel park the MetroAccess vehicle. The daughter stated the operator spent a long time attempting to park the vehicle, and she eventually provided assistance. The daughter stated the operator could not properly secure the customer's wheelchair because the equipment was broken. The daughter stated the operator had to pick up another customer, and the vehicle's GPS did not work. The daughter stated they missed the show, and she requested reimbursement for the tickets.

Resolution: An investigation was performed prior to the meeting; there were no service failures identified within the investigation, and the customer's daughter was encouraged to book future trips with appointment times to ensure the customer arrives to the destination by the requested appointment time. Mr. Kent coordinated with the Kennedy Center, and the customer's daughter and father can return to the Kennedy Center for a future performance as a guest of

the Kennedy Center. A letter was sent to the customer's daughter to communicate resolution of this matter.

MetroAccess Subcommittee Public Comment: April 17, 2017

Customer #1

Comment/Complaint: The customer stated her trip was paired with someone who was picked up at the same location, but the other individual's trip window was later. The customer stated they had to wait for the other individual, and she was on board the vehicle too long on the way home. The customer stated she spoke with MTM Quality Assurance but was not told if the routing would be changed. The customer stated operators said they had to follow the Ranger's directions, but the routing did not always make sense.

Resolution: Mr. John Gray, Project Manager, MV Transportation, stated the customer's trips would be reviewed. Mr. Gray stated Rangers usually provided accurate directions, but the software would be updated in the future. The customer's trips were reviewed, and it was determined that the routing was circuitous due to route scheduling. OCC staff will monitor the customer's trips to ensure improvement occurs. Ms. Jennifer Weber spoke with the customer on April 20, 2017.

Customer #2

Comment/Complaint: The AAC member stated a customer was asked to exit the vehicle's back door on April 12, 2017 because the side door would not open. The AAC member asked why a road supervisor was not sent to the location to assist. The AAC member stated she also exited out the rear door when they arrived to her work address because she did not have time to wait until a road supervisor arrived. The AAC member stated the vehicle arrived to the wrong address for her afternoon trip on the same day. The AAC member stated the operator did not apologize or display good customer service. The AAC member stated new operators did not know to scroll down on the Ranger display, and they were not always aware of additional information. The AAC member stated an operator did not see her shoulder harness waiver and had to call Dispatch. The AAC member stated they waited 5 – 10 minutes, and the operator still did not see the waiver. The AAC member stated the operator eventually acknowledged the waiver but had an attitude.

Resolution: Mr. Gray stated the back door was an emergency exit and should not be used by customers boarding or exiting the vehicle. Mr. Gray stated the

operator should have reached out to Dispatch so the vehicle could be placed out of service. Mr. William Proctor, Operator Manager, MetroAccess, stated it should not have taken very long for a road supervisor to arrive at the location if the vehicle was placed out of service. Ms. Allison Anderson stated there were changes being made to the Ranger screen to ensure important trip information was displayed on the first screen. The customer reported the complaints through WMATA Customer Service prior to the meeting. MTM Quality Assurance performed investigations of the trips and reported the findings to the Service Delivery Providers to ensure the matters were addressed with the operators. Ms. Jennifer Weber spoke with the AAC member on April 21, 2017.

Customer #3

Comment/Complaint: The patron stated he was not satisfied with the update on the Abilities-Ride procurement. The patron stated staff seemed to agree with the AAC's suggestions, and he thought staff should share the Abilities-Ride bids to ensure they satisfied the AAC's requests.

Resolution: Mr. Blake stated the AAC provided feedback for the Abilities-Ride request for proposal, but the AAC did not have a role in the procurement process.

Customer #4

Comment/Complaint: The customer stated she booked her trips by appointment time, and her fare was higher than it was last week. The customer stated her work address should be 3rd and C, but recently it had been coming up as 3rd and D. The customer stated she was coming out for her ride the other day, and the operator left before she could board the vehicle. The customer stated the security guard heard a dispatcher talking to the operator over the radio, and the dispatcher was very rude. The customer stated she called Where's My Ride and was told she was no showed by a supervisor, but no one would provide her with the supervisor's name. The customer stated Supervisor Alfred sent another vehicle to the location very quickly.

Resolution: Ms. Allison Anderson stated someone would speak with the customer after the meeting. To alleviate the confusion of the designated customer pick-up location, an adjustment is being made to the frequent location table which will mitigate this issue. The customer's fares were calculated correctly. An investigation was performed on the no showed trip; the dispatch supervisor was identified, and the findings were shared with MV management for

review and correction. Ms. Jennifer Weber spoke with the customer on April 20, 2017.