

**AAC**

Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – May 2017

Accessibility Advisory Committee Public Comment: May 1, 2017

Customer #1

Comment/Complaint: The customer thanked Mr. John Gray, MV Project Manager, and his associate who assisted when the customer was picked up late about eight months ago. The customer stated he had recently been picked up late on multiple occasions, and Where's My Ride had not fixed the problem. The customer stated a recent EZ-Pay transaction did not process immediately, and he ended up having to pay his fare to the operator. The customer stated some of the dispatchers were very disrespectful. The customer stated some funds were supposed to be returned to his EZ-Pay account and they had not appeared in the account for three months. The customer stated he called and requested to speak with a supervisor, and he waited on hold for 12 minutes before speaking with an agent named Wendy.

Resolution: Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer following the meeting, and the customer provided Ms. Weber with specific dates when the incidents occurred. An investigation was performed, indicating the customer was picked up within his trip windows on the dates discussed, and the trips were not booked with appointment times. It was also determined the trips were routed efficiently, and the funds were not placed on the customer's EZ-Pay account by an outside party until after the customer's trips were booked. The customer was referencing late trip credits he should have received three months prior; Ms. Weber reviewed the customer's EZ-Pay account and confirmed the late trip credits were placed on his account. Ms. Jennifer Weber spoke with the customer on May 16, 2017 to discuss booking trips with appointment times, EZ Pay policy, and the findings from the investigation.

Customer #2

Comment/Complaint: The customer stated her ride showed up over an hour late on April 25, 2017. The customer stated another customer was supposed to be picked up on Vermont Avenue, and the operator circled the block a few times before making contact with the customer. The customer stated the routing of the trip was not progressive, and she arrived home very late. The customer stated this was an ongoing issue, and her work had growing concerns.

Resolution: An investigation was performed; the operator arrived outside the trip window due to an extended dwell time at a previous stop. The customer's trip was routed efficiently, but it was not booked with an appointment time. The customer's overall trip performance was reviewed, and the Operations Control Center (OCC) agreed to increase monitoring efforts for the customer's trips. Ms. Keonda Washington, MTM Quality Assurance, left a voicemail for the customer on May 9, 2017. Ms. Weber spoke with the customer on May 16, 2017 and discussed the initiatives.

MetroAccess Subcommittee Public Comment: May 15, 2017

Customer #1

Comment/Complaint: The customer stated her operator on Friday did not check to see if her hands were on the safety handrails before raising the vehicle's lift. The customer stated the operator later spent ten minutes looking for another customer at the mall. The customer stated her trips should be grandfathered because she had been riding with MetroAccess for a long time, and her home address was not within the service area during weekends.

Resolution: Ms. Allison Anderson, Operations Manager, MetroAccess, stated an investigation would be performed to determine if the operator needed additional training. Ms. Anderson stated the Metro Board made a decision in 2010 to allow customers' trips to be grandfathered when the service area was reduced, but no additional customers' trips were to be grandfathered from this point forward. Ms. Anderson stated someone could assist the customer in identifying the closest location to her address that was serviced by MetroAccess on the weekends. An investigation was performed; the data confirmed the operator spent an extended amount of time looking for another individual while the customer was on board the vehicle. These findings were shared with Diamond's management for coaching and counseling. Ms. Weber shared the findings with the customer on May 18, 2017. For weekend travel, two public locations were identified to share with the customer. Ms. Stephanie Newsome, Service Monitor, MetroAccess, left the customer a voicemail with the findings on May 24, 2017.

Customer #2

Comment/Complaint: The customer stated an operator refused to let her out of the vehicle on the right side of the street, and dispatch would not allow the operator to turn the vehicle around so she could exit on the right side of the street. The customer stated an hour passed before this was resolved. The customer stated an operator had not performed door-to-door service the week

before. The customer stated she waved at the operator from the front steps of her residence, but he would not come over. The customer stated dispatch said door-to-door service depended on the distance of the location from the vehicle. The customer stated a road supervisor was sent to the location and determined the location was door-to-door serviceable. The customer stated she arrived 30 minutes late to her appointment as a result of the ordeal. The customer stated she encountered multiple operators who drove too fast, hit pot holes, and hit the brakes too hard. The customer stated she was a double amputee, and she had no way to brace herself when she was jostled around.

Resolution: Ms. Anderson stated the customer's feedback would be investigated. An investigation was performed; the operators were identified, and the findings were shared with Transdev's management team to ensure the issues were addressed with the operators. Ms. Weber spoke with the customer on May 18, 2017 to discuss the findings, and the customer was encouraged to notify Ms. Weber or Customer Service of any further issues. Ms. Celisse Little, Service Monitor, MetroAccess, spoke with the customer on May 24, 2017, left a message for the customer and advised upon booking with a reservationist to provide specific details and landmarks associated with her pickup location to further assist operators with locating her home.

Customer #3

Comment/Complaint: The customer stated she brought both of her mobility devices to the meeting, and both had been assessed and approved by her doctors, Metro, and ADA. The customer stated multiple MetroAccess operators would not transport her in one of the mobility devices. The customer stated this was interfering with her business, and she did not have time to wait two hours for another vehicle to arrive. The customer stated she had to schedule six trips to bring both mobility devices to the AAC meeting because MetroAccess would not allow her to transport an extra mobility device.

Resolution: Mr. Don Scruggs, Assistant Director, MetroAccess, stated the mobility device needed to be safely secured into the vehicle for the customer to travel with it. Mr. Scruggs stated it may be safe to transport the mobility device if the customer was able to transfer to a seat. Mr. Scruggs stated he would investigate the matter and speak with the customer following the meeting. An investigation was performed; the customer's mobility device was previously approved by the Office of ADA Policy and Planning, communication was forwarded to Service Delivery management for coaching and counseling of operators on device awareness and securement.

Customer #4

Comment/Complaint: The customer stated it was very difficult to secure wheelchair accessible vehicles during the evenings and weekends through Transport DC. The customer stated it was not financially feasible for the transportation companies to rent the wheelchair accessible vehicles, and so availability had decreased. The customer stated she waited two hours on Saturday, May 13, 2017 before eventually traveling home in the rain.

Resolution: Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, encouraged customers to advocate for the availability of wheelchair accessible vehicles with Transport DC. Mr. Blake stated Transport DC was a District of Columbia service, but he assured the customer that Abilities-Ride would require the availability of wheelchair accessible vehicles. Mr. Christian Kent, Assistant General Manager, Access Services, stated MetroAccess would continue to provide transportation services for customers. Mr. Kent encouraged customers to advocate for this type of issue not just with Metro but also with the individual jurisdictions.