



Accessibility Advisory Committee

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Washington, DC 20001
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METROACCESS COMPLAINT RESOLUTION REPORT – December 2015

Accessibility Advisory Committee Public Comment: December 7, 2015

Customer #1

Comment/Complaint: The customer stated that recently she was working with another MetroAccess customer, and he encountered some service issues. The customer stated the individual had taken the bus to the location but was planning to take MetroAccess for his return trip. The customer stated the individual was no showed. The customer also stated that the individual was not provided a no strand trip by the dispatch department.

Resolution: The customer provided Ms. Jennifer Weber, MTM Quality Assurance, with the trip information. An investigation was performed, and the findings were shared with MV-OCC management for corrective action. Ms. Weber spoke with the involved customer on December 23, 2015 to discuss the findings.

MetroAccess Subcommittee Public Comment: December 21, 2015

Customer #1

Comment/Complaint: The customer stated Transport DC was performing 12,000 trips per month, but government officials were attempting to reduce the numbers to as few as 4,000 trips per month. The customer stated a number of groups had collaborated to write a letter to protest. The customer suggested disability advocates may need to get involved to make the effort successful.

Resolution: The customer was thanked for her comment.

Customer #2

Comment/Complaint: The customer commended all MetroAccess operators. The customer stated the MetroAccess vehicle broke down during his trip on the previous Thursday and again on the way to the AAC Subcommittee meeting. The customer requested clarification about the grandfathering clause.

Resolution: Ms. Allison Anderson, MetroAccess Operations Manager – Operations Control Center, stated the MetroAccess service area was constricted to locations within $\frac{3}{4}$ of a mile from the closest fixed route stop in July 2010. Ms. Anderson stated the customers who traveled outside the service area between July 2009 and July 2010 were grandfathered, but those who attempted to travel

outside the service area after July 2010 were not covered under the grandfathering clause. An investigation was performed into the trips provided by the customer. It was determined that on both dates the proper procedure was followed. Ms. Jennifer Weber contacted the customer on December 23, 2015 to discuss the findings.

Customer #3

Comment/Complaint: The customer requested MetroBus operators secure her rolling cart in the same way that other customers' mobility devices were secured. The customer stated she should have a wheelchair, and it was unfair for others to make assumptions about her mobility based on the fact that she did not. The customer stated she received a letter when she last visited WMATA Headquarters, and she was curious if the person who sent it was still working there. The customer stated the Eligibility Office was not open seven days a week, and there was no way for her to replace an ID if the office was closed.

Resolution: The customer's inquiries regarding MetroBus were shared with the appropriate staff. Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, spoke with the customer following the meeting.