



**AAC**

## **Accessibility Advisory Committee**

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### **METROACCESS COMPLAINT RESOLUTION REPORT – February 2016**

#### **Accessibility Advisory Committee Public Comment: February 1, 2016**

##### **Customer #1**

**Comment/Complaint:** The customer commended MetroAccess' performance during the inclement weather on January 27, 2016. The customer stated several organizations were represented at the most recent WMATA Board meeting. The customer stated she was interested in hearing more information about how Transportation Network Companies (TNC) may be involved with MetroAccess services.

**Resolution:** The customer was thanked for her commendation. The matter of TNC involvement with MetroAccess was discussed at the AAC MetroAccess Subcommittee meeting on February 16, 2016.

#### **Bus and Rail Subcommittee Public Comment: February 8, 2016**

##### **AAC Member #1**

**Comment/Complaint:** The AAC member stated she was unable to make a reservation on January 26, 2016. The AAC member stated she attempted to call several times but was unable to get through.

**Resolution:** An investigation was performed; the Reservations line opened on January 26, 2016 at 10:00am due to the inclement weather. It was determined that the AAC member successfully booked trips multiple times throughout the day. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the AAC member about this matter on February 16, 2016.

##### **AAC Member #2**

**Comment/Complaint:** The AAC member stated he had a trip from the store to the hotel where he was staying on January 22, 2016. The AAC member stated the trips after 12:00pm on this date were cancelled, and he was told the trips were only honored if customers were traveling to their home addresses. The customer stated he stayed at the hotel out of safety concerns, and he asked how this situation should have been addressed.

**Resolution:** On January 22, 2016, MetroAccess limited service to transporting customers to their home addresses after 1:00pm due to the inclement weather. The AAC member's comment was shared with MetroAccess management and taken under advisement. Ms. Jennifer Weber spoke with the AAC member about the matter on February 16, 2016, and the AAC member confirmed he was able to secure alternate transportation back to his hotel on January 22, 2016.

### **MetroAccess Subcommittee Public Comment: February 16, 2016**

#### **Customer #1**

**Comment/Complaint:** The customer stated she appreciated that AbilitiesRide would provide a same day service for MetroAccess customers. The customer stated she hoped the concerns brought up at the meeting would not hinder the future of the program.

**Resolution:** The customer was thanked for her comment.

#### **Customer #2**

**Comment/Complaint:** The customer stated there were several trip insertions that impacted the routing of her trip, and she was on the vehicle for an extended amount of time. The customer also stated she booked her trip with an appointment time. The customer stated she filed two complaints in which she requested to be refunded for the trip, but both requests were denied.

**Resolution:** Ms. Allison Anderson, MetroAccess Operations Manager – Operations Control Center, stated someone would speak with the customer in regards to her service issues and perform a thorough investigation. An investigation was performed and it was determined that the customer's trip was routed efficiently and progressively. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer on February 18, 2016 to discuss the investigation findings.

#### **Customer #3**

**Comment/Complaint:** The non-customer suggested the AbilitiesRide program should better define standards for the operators, such as those pertaining to working conditions and fair compensation. The non-customer stated there should be a clearly defined career path for any MetroAccess operators who may lose their jobs as a result of the AbilitiesRide program. The non-customer stated the information about operator training should be more robust.

**Resolution:** The non-customer was thanked for her comment.

**Customer #4**

**Comment/Complaint:** The customer stated she recently brought an issue to Ms. Allison Anderson's attention, and Ms. Anderson was able to resolve the matter. The customer thanked Ms. Anderson for her assistance.

**Resolution:** The customer was thanked for her commendation.

**Customer #5**

**Comment/Complaint:** The non-customer stated there should be additional discussion before a RFI was released for the AbilitiesRide program.

**Resolution:** Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, WMATA's procurement had issued the RFI, and it was available online. Mr. Blake stated the RFI would come to a conclusion on March 18, 2016. Mr. Blake stated they would decide how to move forward based on the comments submitted in response to the RFI.

**AAC Member #1**

**Comment/Complaint:** The AAC member stated that several members have not participated or attended critical events that directly affect MetroAccess Service. She also stated the commitment levels and the turnout at hearings needs to improve by members.

**Resolution:** The AAC member was thanked for her comment.

**AAC Member #2:**

**Comment/Complaint:** The AAC member stated that the committee was just informed of the hearing on Monday, February 22<sup>nd</sup>. The AAC member inquired on the reason the committee was informed at such a late date. The AAC member encouraged committee members to attend the upcoming hearing. The AAC member stated she would be unable to use a smartphone application for the AbilitiesRide program. The AAC member stated did not own a smartphone because she was unable to identify buttons on the smooth smartphone screen as a result of her visual impairment.

**Resolution:** The AAC member was thanked for her comment.

**AAC Member #3**

**Comment/Complaint:** The AAC member inquired on the origin of the funding for the AbilitiesRide program. The AAC member stated the AbilitiesRide program would only provide service to customers traveling in Maryland and suggested if other jurisdictions were contributing to the funding, the program should maybe be subject to the other jurisdictions' legal requirements. The AAC member stated there should be more effort to pursue options allowing customers to travel outside of the MetroAccess service area. The AAC member stated there were paratransit options in Virginia to supplement MetroAccess. The AAC member suggested the paratransit operations in Virginia as an example of how to reduce costs while remaining compliant with ADA.

**Resolution:** The AAC member was thanked for her comment. Mr. Christiaan Blake confirmed the AbilitiesRide program would remain compliant with ADA policies and Maryland law.

**AAC Member #3**

**Comment/Complaint:** The AAC member stated it would be important to ensure the AbilitiesRide program treated all customers equally regardless of their disabilities. The AAC member suggested a formula be created to ensure equity in services provided.

**Resolution:** The AAC member was thanked for his comment.

**AAC Member #4**

**Comment/Complaint:** The AAC member advised the committee that talking points have been sent in regards to the public hearing Monday, February 22, 2016. The AAC member encouraged the committee to attend the hearing and/or submit their comments so they can be heard.