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## Accessibility Advisory Committee

### METROACCESS COMPLAINT RESOLUTION REPORT - APRIL 2012

#### Accessibility Advisory Committee Public Comment: April 2, 2012

**Comment/Complaint:** The customer inquired whether the AAC MetroAccess Subcommittee Policy Work Group chaired by Ms. Carolyn Bellamy was open for public participation. The customer also asked for clarification on the MetroAccess customer trip grandfathering policy. Lastly, the customer inquired about the applicable communication lead time that would be given should there be a fare increase impacting MetroAccess.

**Resolution:** Ms. Bellamy informed the customer that the work group initially is not open to public participation but that going forward that may change. Mr. Daniel O'Reilly, Director, Office of MetroAccess Service provided clarification to the customer concerning the customer grandfathering process levied when the MetroAccess service area changed as of July 1, 2010. Mr. Christian Kent, Assistant General Manager, Access Services addressed the customer and informed her that no decision has been made concerning fare policy changes. He did highlight that the WMATA Board of Directors was looking to pass the WMATA 2013 Budget Proposal earlier in the process than previous years to assist in preparation to execute approved actions.

#### MetroAccess Subcommittee Public Comment: April 16, 2012

##### Customer #1

**Comment/Complaint:** The customer commented she has experienced phone issues in the evening when trying to reach the MetroAccess Operations Control Center "Where's My Ride" department. The customer states she encountered a quick busy signal when placing a call. The customer was concerned that this was a safety issue.

**Resolution:** Mr. Leland Petersen, Project Manager, MV Transportation informed the customer that MV Transportation personnel would speak with her to collect further detail on her report and noted that a fast busy signal would indicate an equipment problem and not an overburdened Where's My Ride department. Unfortunately, the customer was not able to provide dates or times of the quick busy signal occurrence reported. The report was forwarded to MetroAccess IT support for a general investigation and there were no findings of documented phone system malfunctions during the reported timeframe. The customer was encouraged to log specific details should she experience this phone issue in the future to assist in reviewing the matter.

## **Customer #2**

**Comment/Complaint:** The customer stated that he sometimes preferred to use taxis within the District of Columbia because taxis offer same day trips, but that the taxi industry in Washington, DC was below standard.

**Resolution:** Mr. Christian Kent communicated to the customer that interest has been expressed by District of Columbia taxi providers to improve taxi service for the disability community. Mr. Kent stated that WMATA is happy to entertain taxi provider participation in MetroAccess as long as they meet the service requirements WMATA dictates for paratransit service providers.

## **Customer #3**

**Comment/Complaint:** The customer reported that on various dates her trip status was notated as a no show when she was actually picked up outside her scheduled window. The customer is requesting an inquiry into these trips.

**Resolution:** Ms. Allison Anderson, Director, Customer Relations, MV Transportation spoke with the customer to gather specific details relative to the report. The trips in question were investigated and the trip statuses were found to be reported accurately within the scheduling system but were not displaying as intended on the customer's web booking page. The customer was not assessed no shows for the trips in question. Work is underway to make changes to the web booking system to provide more clarity to the trip designation in customer's web booking pages. Ms. Anderson contacted the customer and reviewed the findings and resolution.

## **Customer #4**

**Comment/Complaint:** The customer had a question about the pros and cons of sole source vendors versus multiple source vendors as it pertains to the MetroAccess RFP currently under development.

**Resolution:** Mr. Christian Kent explained to the customer that the initial proposal put forth to the WMATA Board of Directors was a multiple source vendor structure with the vendors providing service delivery, Operations Control Center, and quality assurance being separate firms. Mr. Kent expressed the desire of WMATA to award the contract to the vendors that can offer the best service at the best value. Mr. Kent stressed the goal of the RFP is to foster a bid process that will allow potential vendors to offer creative and innovative ideas to execute safe and reliable MetroAccess service.

### **Customer #5**

**Comment/Complaint:** The customer inquired about MetroAccess obligation to wait for customers five minutes from arrival within the pick-up window at the pick up location. The customer was of the opinion that this policy was not being applied consistently. The customer states she has witnessed a customer that was afforded a vehicle wait time beyond five minutes.

**Resolution:** Mr. Petersen noted that operators must wait for dispatcher confirmation that they can perform a No Show and that the operator must wait for the dispatcher to complete the No Show process as required on their end, which sometimes requires that the dispatcher finish assisting another customer or operator first. He also informed the customer that vehicle wait time is incorporated in the quality assurance and operator road observation process to measure route efficiency. Mr. Kent also referred the customer to the policy review that is initially underway by the Customer Information Work Group chaired by Ms. Bellamy.

### **Customer #6**

**Comment/Complaint:** The customer reported hearing a different recording than usual when utilizing the interactive voice response system recently. The customer stated only two options were offered when normally there are more offerings. The customer requested definitions of items reported within the published MetroAccess Performance Report. The customer also inquired when the current MetroAccess service area designation was enacted. Lastly, the customer requested information on MetroAccess fuel supplies.

**Resolution:** Based upon the reported date and time in which the customer experienced a different recording, it was determined that weekly system maintenance was underway. During this brief timeframe, the interactive voice response system reverts to an automatic failover system which offers limited options. Mr. Leroy Hayford, Manager, Financial Operations, Office of MetroAccess Service met with the customer after the meeting to provide definitions to the items published within the MetroAccess Performance Report. Mr. Kent informed the customer that the current MetroAccess service area designation was enacted as of July 1, 2010. Mr. Kent also informed the customer that MetroAccess has been phasing in, where applicable, gas purchases and distribution to MetroAccess service providers because WMATA's buying power results in savings.

### **Customer #7**

**Comment/Complaint:** The customer reported they were late to an appointment on April 5, 2012. The customer reported on April 9, 2012 their trip was booked for the wrong address. The customer inquired why her trip to the MetroAccess Subcommittee was late but she was told by dispatch that her pickup was on time. Lastly, the customer inquired about obtaining information on applied trip credits posted to their EZ-Pay account.

**Resolution:** Ms. Allison Anderson investigated the service report lodged for April 5<sup>th</sup>. The investigation did denote the operator waited beyond the applicable five minutes to obtain approval from dispatch before proceeding on their route. MetroAccess follows a no show procedure before assessing a no show designation to a customer, which includes the operator waiting for dispatcher confirmation that they may proceed on their route. Sometimes completion of the procedure may last longer than five minutes. This was the case in this instance. This information has been shared with the MetroAccess Call Center Director for review. Ms. Anderson confirmed upon review of the reservation call for the trip date of April 9<sup>th</sup> that a reservation error occurred. The requested trip was booked for G St NW instead of T St NW. The reservation agent who made this error has been identified and supporting documentation has been forwarded to reservation department management for follow up and corrective action. Ms. Anderson investigated the late trip experienced by the customer traveling to the AAC MetroAccess Subcommittee meeting. The investigation concludes the operator failed to monitor in a timely fashion adjustments to their route which caused the customer to be picked up late beyond their scheduled time window. All supporting information has been gathered and forwarded to applicable management for corrective action. Ms. Anderson arranged with the customer an appointment time to educate over the phone how a customer can access their EZ-Pay account via the web and obtain trip credit information.

### **Customer #8**

**Comment/Complaint:** The customer reported that her mother, who uses MetroAccess would like to see improved quality and empathy toward passengers utilizing MetroAccess.

**Resolution:** Mr. James Lewis, Customer Service Manager, MV Transportation met with the customer at the conclusion of the AAC MetroAccess Subcommittee meeting to gain more information relative to the public comment statement. The customer was not prepared to provide any additional information. Mr. Lewis provided his contact information based upon the customer's request to e-mail

information to be investigated and resolved. As of this date, Mr. Lewis has not received any further contact from the customer and is unable to address her comment.