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## **METROACCESS COMPLAINT RESOLUTION REPORT - DECEMBER 2011**

### **Accessibility Advisory Committee Public Comment: December 5, 2011**

#### **Customer #1**

**Comment/Complaint:** Customer stated she appreciated the discussions concerning fare policy and recent MetroAccess customer forums. However, the customer does not believe raising fares is the only answer to meeting budgetary needs and there are other customer concerns that need to be examined in their entirety. The customer does not believe customer concerns have been resolved to the satisfaction of stakeholders.

**Resolution:** Mr. Christian Kent, Assistant General Manager, Access Services addressed the customer and informed her that the recent MetroAccess Town Hall Meetings were held to obtain customer input on the development of the MetroAccess RFP/Contract and not meant to address fare policy. Mr. Kent explained the fare policy is reviewed by the WMATA Board of Directors every two years and that all comments made during the Town Hall Meetings were summarized and will be submitted to the WMATA Board of Directors. Mr. Kent also informed the customer that the Fare Policy Work Group sponsored by the AAC MetroAccess Subcommittee is examining the customer impact of the current fare policy and will submit their findings and recommendations to the WMATA Board of Directors. Ms. Allison Anderson, Director, Customer Relations, MV Transportation contacted the customer to confirm her concerns had been addressed. The customer was unable to speak with Ms. Anderson at the time of the call. However, a phone appointment was made with the customer to speak with her to review service concerns on Friday, December 30<sup>th</sup>.

#### **Customer #2**

**Comment/Complaint:** The customer requested confirmation that next MetroAccess contract will be split amongst multiple contractors.

**Resolution:** Mr. Kent reported that Metro is charged with making sure the completed contract has both the best interest and best value for Metro. He noted that Metro provided a recommendation to the WMATA Board of Directors to split the contract. Mr. Kent stated, however, no final decision has been made regarding the final contract language. Ms. Anderson contacted the customer to confirm her question concerning MetroAccess had been addressed. The customer confirmed her MetroAccess question had been answered to her satisfaction.

### **Customer #3**

**Comment/Complaint:** The customer stated that if the contract is split amongst multiple contractors, Metro is responsible for mediating conflicts between the parties.

**Resolution:** Mr. Kent thanked the customer for their comment.

### **MetroAccess Subcommittee Public Comment: December 19, 2011**

#### **Customer #1**

**Comment/Complaint:** The customer commented on the upcoming 2012 Metro Budget recommendations and the incorporation of a possible fare increase. The customer requested clarification of how MetroAccess calculates the average cost per MetroAccess trip.

**Resolution:** Mr. Kent informed the customer that the cost per trip figure is calculated by taking the entire cost of the program divided by the total number of trips. Mr. Kent also explained that five to six percent of the cost is covered by the fares paid by the customer. The remaining cost is paid for with subsidies received from the participating jurisdictions. Mr. James Lewis, Customer Service Manager, MV Transportation contacted the customer to confirm the customer's question had been addressed. The customer felt Mr. Kent's explanation of total trips divided by total cost was sufficient; however, she feels a more thorough answer can be provided. The customer has requested additional operational and accounting breakdowns of cost per trip. The customer will be directed to data published relative to her question.

#### **Customer #2**

**Comment/Complaint:** The customer asked if MetroAccess can use the tolled Maryland Inter-County Connector (Route 200) for free.

**Resolution:** Mr. Kent stated MetroAccess would review this recommendation for possible operational efficiencies. Mr. Lewis followed up with the customer regarding this inquiry and re-iterated a review of this proposal was being performed. The customer will be informed of future action regarding this recommendation.

#### **Customer #3**

**Comment/Complaint:** The customer thanked various MetroAccess personnel for their service. The customer requested that the Subcommittee be given a copy of the finance report presented at the December 5<sup>th</sup> AAC Committee Meeting by Ms. Carol Kissal, WMATA Chief Financial Officer. The customer wants this report to be examined by the AAC MetroAccess Subcommittee to review impact of proposals on MetroAccess service.

**Resolution:** Mr. Kent commented the Fare Policy Working Group is reviewing the proposals put forth by Ms. Kissal and will provide commentary and recommendations to the WMATA Board of Directors. Ms. Anderson contacted the customer to confirm her question was answered. The customer confirmed her question was answered and she obtained the information sought.

#### **Customer #4**

**Comment/Complaint:** The customer reports that service overall has been good. The customer noted that she has had some difficulty with web booking. The customer reports that information she has input into the MetroAccess web booking system has disappeared or pick-up windows have changed.

**Resolution:** Mr. Ryan Parr, ACCS Projects Control Officer, Office of MetroAccess Services asked that the customer provide dates and times of the reported events. The customer did provide date details for further investigation into the report. Mr. Parr conducted the investigations of the reported events. His investigations did not find any instances of disappearing reservations or changes to negotiated and confirmed travel time windows. Ms. Anderson communicated the findings to the customer via voicemail. Ms. Anderson requested, per Mr. Parr's recommendation, the customer print screenshots of the trip booking web page so that if she believes a trip has been changed, the database can be compared to her confirmation.

#### **Customer #5**

**Comment/Complaint:** The customer suggested a "train the trainer" program utilizing MetroAccess riders, and other individuals with disabilities to assist in customer orientation.

**Resolution:** Staff will evaluate this proposal.

### **Customer #6**

**Comment/Complaint:** The customer asked if the DriveCam could record Nextel communication between operators and dispatchers.

**Resolution:** Mr. Kent stated that DriveCams will only record for 10 seconds at a time and would not be very useful for such recordings.

### **Customer #7**

**Comment/Complaint:** The customer asked if the vehicle GPS systems could tell the operator to stop on one side of the street or the other. On a recent trip, a customer witnessed the GPS direct the vehicle across the street from the customer's house.

**Resolution:** Mr. Kent commented that customers are not required or expected to cross any street to board a vehicle. Operators should use judgment on these occasions, and will be trained or re-trained as appropriate.