



600 Fifth Street NW
Washington, DC 20001
202-962-6060

METROACCESS COMPLAINT RESOLUTION REPORT – DECEMBER 2012

Accessibility Advisory Committee Public Comment: December 3, 2012

No MetroAccess public comment submitted.

MetroAccess Subcommittee Public Comment: December 17, 2012

Customer #1

Comment/Complaint: The customer expressed concern over the proposed MetroAccess RFP business model. The customer had specific concerns in the area of communication between multiple contractors and the uniformity of training amongst personnel. The customer also expressed concern about the application of contractor responsibility and oversight.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services assured the customer that Metro took very seriously the training component when constructing the RFP. Mr. Kent informed the customer contractor bids submitted were required to include a sample of their training module and demonstrate their capacity to train as a prerequisite for initial consideration. Once contractors have been selected, a review and consolidation of training curriculums will be done to come up with a uniform curriculum to be implemented as a whole. The Office of MetroAccess Services, as the process currently is today, will be responsible for contractor oversight.

Customer #2

Comment/Complaint: The customer reported a service incident which occurred on December 3rd where she was no showed and subsequently missed her appointment. The customer also reported a service incident on December 7th where she was left at a local grocery store and had to procure alternate means of transportation to get home. Lastly, the customer suggested should a customer's trip be assigned to a taxi provider, MetroAccess communicate to the customer which taxi provider to be on the lookout for.

Resolution: The customer filed a formal complaint with the WMATA Customer Service Department on December 3rd regarding the no show which occurred on the same day. A Customer Service Investigator completed the investigation and found the no show valid. The no show operation procedure was followed. However, if the customer becomes available, is visually recognized by the

operator during a no show event, and the vehicle is still on location, the trip is to be re-booked and the customer transported. The no show designation remains valid and reported on the customer record. Operators are not to abandon a customer when contact has been made even after a no show has been granted if the above parameters are met. The operator involved in the December 3rd incident was identified and this information will be forwarded to their supervisor for applicable corrective action.

On December 7th, the customer had a scheduled return trip back home with a pick up window of 3:47pm - 4:17pm. Redtop Taxi was assigned to execute this trip. Our investigation concludes communication deficiencies led to Redtop Taxi not arriving to the pickup location until 6:10pm. Operation Call Center records denote the trip assignment was forwarded to Redtop via fax on three separate occasions but Redtop confirms receipt of the assignment as of 5:29pm on December 7th. Redtop Taxi, however, does have access to the vehicle management system used by the Operations Control Center and could have utilized the system to obtain information pertaining to this trip which may have avoided the service issues encountered. The MV Transportation Director of Operations will review this component with Redtop Taxi. Our investigation also reviewed calls placed by the customer as she tried to obtain information concerning her transportation. She was unsuccessful in having her issue resolved which led to her finding alternate means of transportation to travel home. This information has been shared with the Call Center Director to review current processes relative to taxi trip management and resolving "Where is My Ride" issues involving MetroAccess taxi partners.

Mr. James Lewis, Customer Service Manager, MV Transportation explained to the customer MetroAccess policy does not allow dispatchers to advise which vehicles are being dispatched prior to the arrival of the vehicle at the pick up location. The reason MetroAccess does not provide vehicle information is because this information may be subject to change prior to the scheduled arrival window.

Mr. Lewis has informed the customer of the above findings and provided answers for operation policy inquiries.

Customer #3

Comment/Complaint: The customer reported that upon her pick up at 3rd and C St. NW on December 12th, the MetroAccess operator received a trip insertion that would have routed the vehicle to a pick up at 1900 E St NW which she felt was circuitous and would have caused her 5:00pm appointment time request not to

be met if she had not intervened to have the trip insertion removed. The customer also reports that on November 28th MetroAccess was late for her pick up due to a trip insertion that diverted the vehicle to a pick up in Hyattsville, MD when the vehicle was enroute to pick her up at 3rd and C St. NW. Lastly, the customer reported upon being picked up outside her pick up window on November 2nd, the MetroAccess vehicle continued on to another pick up a short distance away but that the second passenger's final destination was in Clinton, MD and her final destination was in the opposite direction in upper NW Washington, DC. The customer made a final suggestion that MetroAccess operators be allowed to have passenger contact information and able to contact customers directly upon arrival to the pickup location.

Resolution: Ms. Allison Anderson, MV Transportation Director of Customer Service looked into the three incidents reported by the customer. Ms. Anderson found that the reported incident from December 12th was an error on the part of Dispatch personnel trying to make an improper trip insertion that did not factor the customer's appointment time request or the final destinations of the two passengers involved. The Call Center Director has been notified to take applicable corrective action.

The report submitted for the travel date of November 28th was investigated and it was concluded that the routing change conducted was not optimal because the Dispatch employee did not take into account enough time to deal with traffic barriers that are in play during the Washington, DC afternoon rush hour. The Call Center Director has been notified to coach with the Dispatch employee on this issue.

The incident that took place on November 2nd was due to a Dispatch employee orchestrating a trip insertion trying to pick up the two passengers as quick as possible but not paying attention to the final destinations of the two passengers. The Call Center Director has been notified to take applicable corrective action regarding this matter.

The suggestion put forth by the customer concerning MetroAccess operators contacting customers directly has been addressed with the customer on multiple occasions within this forum. This procedure is not allowed under current MetroAccess Operation policy.

Ms. Anderson contacted the customer and notified her of the investigation results and actions taken for resolution.

Customer #4

Comment/Complaint: The customer reported on December 16th that the MetroAccess operator pressed the “arrive” button prior to the start of her scheduled window and caused her concern that the vehicle would depart her pick up location if she did not present herself within five minutes of the early arrival. The customer expressed the early arrival brought forth panic that she was going to miss her ride. The customer also asked for clarification regarding fare calculation for her Sunday trip to church that she takes on a regular basis at the same departure time each week. The customer reports that her fare is not consistent and wants an explanation as to why.

Resolution: Ms. Allison Anderson looked into the December 16th incident reported by the customer. The investigation confirmed the MetroAccess vehicle arrived nine minutes prior to the start of the customer’s scheduled pick up window. The MetroAccess Customer Guide maintains that if your operator arrives early, he or she is only required to wait five minutes into the pick-up window. Customers are not required to board the vehicle until the pick-up window begins, but customers may board the vehicle early if they wish.

The MetroAccess Customer Guide documents MetroAccess fares are based on the distance and time of day that a customer travels. The MetroAccess fare is twice the amount of what the fare would cost on the fastest comparable trip if the same trip were taken on fixed-route transit services such as Metrobus or Metrorail, up to a maximum fare of \$7. Please note that fare calculations can be impacted by applicable route changes (short term or long term) that are encountered on the fixed-route transit service. To determine in advance how much a comparable Metrobus or Metrorail trip would cost, customers can visit Metro’s Trip Planner at MetroOpensDoors.com, and enter the origin, destination, time and date of their trip. The MetroAccess fare is calculated by doubling the Smartrip-based fare for the first itinerary that is generated, up to a \$7 maximum. Ms. Anderson examined the fare charged to the customer for the trip described beginning November 1st through December 16th. The investigation found a total of five trips in which two requested travel times were given. All of these trips calculated a one way fare of \$7.00 except for the most recent trip on December 16th which had a fare cost of \$6.30. This fare difference was due to a schedule adjustment created by weekend rail track work on the Green Line which computed a different fare based on the available fastest comparable trip if taken via fixed-route service.

Ms. Anderson contacted the customer via phone but was unable to talk with her in person. Ms. Anderson left a detailed voicemail with the results of the

investigation findings and provided contact information for the customer to follow up should she have questions or concerns.