



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT - JANUARY 2012

Accessibility Advisory Committee Public Comment: January 3, 2012

Customer #1

Comment/Complaint: Customer expressed concerns about the training MetroAccess operators receive pertaining to interacting and communicating with passengers who are deaf and visually impaired.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services addressed the customer and thanked her for raising the issue. Mr. Kent informed the customer that the operator training curriculum includes techniques for assisting MetroAccess customers with a wide variety of disabilities. Mr. Kent invited the customer to talk with MV Transportation (MetroAccess contractor) to learn more about the training process. It was noted that MetroAccess welcomes community input regarding the training curriculum and looks forward to her assessment of the current curriculum.

MetroAccess Subcommittee Public Comment: January 17, 2012

Customer #1

Comment/Complaint: The customer questioned the fare she was charged on recent trips. The customer provided the trip details to Ms. Allison Anderson, Director, Customer Relations, MV Transportation for investigation. The customer also reported that on weekends she sometimes hears unprofessional chatter in the background during her calls to reservations.

Resolution: Ms. Anderson investigated the trip information provided by the customer and found the correct fares were charged. Additionally, Ms. Anderson analyzed recent weekend reservation calls made by the customer. Ms. Anderson did find some unprofessional agent behavior. This information was shared with the Reservations Manager for corrective action. Ms. Anderson attempted to reach the customer twice to relay findings on the reported issues. Ms. Anderson was unable to speak with the customer live but on both occasions left detailed voicemail messages explaining investigation findings and applicable resolution. Ms. Anderson also provided a contact number should the customer have questions or require assistance.

Customer #2

Comment/Complaint: The customer inquired whether or not Battle's Transportation would be exiting the MetroAccess contract as a subcontractor. The customer was concerned about the impact of having one less service provider. The customer also questioned whether it was likely that the MetroAccess fare cap was going to increase from \$7.00 to \$7.40 and whether it was likely to see other fare increases based upon proposed actions on Metrobus and Metrorail.

Resolution: Mr. Kent confirmed that Battle's Transportation had indicated their intent to cease providing MetroAccess service. Mr. Kent stated that there would be a seamless transition of service from Battle's to other providers and that customers would not notice any changes to their service.

Mr. Phil Posner, Vice Chairman, Accessibility Advisory Committee addressed the customer's fare question. Mr. Posner confirmed that the WMATA General Manager proposed an increase of the MetroAccess fare cap and based on proposed fare changes on the bus and rail system, some MetroAccess riders could see a fare increase. Mr. Posner encouraged the customer to attend the upcoming public hearings to voice her opinion on the proposed changes. Mr. Posner communicated to the customer that a final decision to proposed changes will be made by the WMATA Board of Directors by June 2012.

Customer #3

Comment/Complaint: The customer expressed her concern that it did not appear as though the MetroAccess Subcommittee was consulted on the fare changes proposed by the General Manager.

Resolution: Mr. Patrick Sheehan, Chairman, Accessibility Advisory Committee expressed his surprise on learning what the General Manager had proposed for MetroAccess fares in fiscal year 2013. Mr. Sheehan commented that the projected 28% increase in fare revenue should be plenty of encouragement for MetroAccess customers to attend Metro's public hearings to voice their concern over fare increases.

Customer #4

Comment/Complaint: The customer, a co-creator of the blog DC ParaTransit Info, offered the resource as a means for the Accessibility Advisory Committee to communicate with customers.

Resolution: The committee thanked the customer for the offer.