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METROACCESS COMPLAINT RESOLUTION REPORT – JANUARY 2013

Accessibility Advisory Committee Public Comment: January 7, 2013

No MetroAccess public comment submitted.

MetroAccess Subcommittee Public Comment: January 22, 2013

Customer #1

Comment/Complaint: The customer reported he had a scheduled pick up on MetroAccess January 8th between 9:45am and 10:15am. The customer reported the vehicle did not show up until 10:45am after he had already procured alternate transportation.

Resolution: Our investigation did confirm that the vehicle scheduled to execute this customer's trip did not arrive until approximately 10:44am on January 8th. Dispatch management monitoring the trip situation found that the operator was not following trained protocol and immediately removed them from service for re-training. The tenure of the operator in question had only been one month on the job. This operator was terminated as of January 12th for an unrelated event. The customer was informed of our investigation results.

Customer #2

Comment/Complaint: The customer reported during her MetroAccess re-certification appointment, she experienced an abnormal blood pressure reading. After obtaining a second check from her medical provider, her blood pressure readings were significantly lower. The customer is requesting the device utilized at the Transit Accessibility Center to take blood pressure readings be examined. The customer also inquired about the accessibility of Dispatch Supervisors between the hours of 4pm and 8pm weekdays. The customer is looking for immediate assistance versus filing a complaint the next day with WMATA Customer Service Department.

Resolution: Ms. Cheryl O'Konek, Operations Manager, Office of Eligibility Certification was in attendance and assured the customer she would have the blood pressure device examined to make sure it was in good working condition and providing accurate blood pressure readings. Mr. James Lewis, Customer Service Manager, MV Transportation contacted the customer after the meeting to attain more information regarding the customer's concern about the accessibility

of Dispatch Supervisors between the hours of 4pm and 8pm weekdays. Upon speaking with the customer, it was determined she was trying to contact a specific supervisor and was not able to do so. Mr. Lewis did re-iterate with the customer that Dispatch Supervisors are on duty 24 hours a day 7 days a week within the Operations Control Center. He explained that any Dispatch Supervisor can assist in handling customer issues should they arise.

Customer #3

Comment/Complaint: The customer inquired about the next time the MetroAccess Subcommittee Customer Service Task Force would be meeting. The customer also requested to receive minutes from prior meetings of the MAS Customer Service Task Force. The customer also reported that she is still experiencing issues with her pickups from the George Mason University campus and is requesting campus maps be made available to all MetroAccess operators.

Resolution: Ms. Carolyn Bellamy, MetroAccess Subcommittee Customer Service Task Force Chairperson informed the customer that the next meeting date had yet to be determined. However, once a date has been set, committee members will be notified and the customer can inquire with their committee representative to obtain date, time, and location details. Ms. Bellamy also informed the customer that no Customer Service Task Force Meeting minutes are kept thus none are available per the customer's request. Mr. Paul Comfort, Assistant Project Manager, MV Transportation spoke with the customer regarding her pickups from George Mason University campus. Mr. Comfort informed the customer that MV Transportation would identify the MetroAccess vehicle base(s) that most often execute her pick up from this location and provide additional training to operator personnel relative to campus details. The additional training would supplement campus maps already posted at MetroAccess vehicle bases that assist drivers in familiarizing themselves with this location.