



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – January 2015

Accessibility Advisory Committee Public Comment: January 5, 2015

No MetroAccess public comment submitted.

MetroAccess Subcommittee Public Comment: January 20, 2015

Customer #1

Comment/Complaint: The customer stated Mr. Christian Kent, Assistant General Manager, Department of Access Services, previously reported that Bus and Rail route changes would be reported to MetroAccess since they impact ridership. The customer asked for a status update on this report.

Resolution: Mr. Kent thanked the customer for her comment, and stated the AAC's discussions have been helpful with determining to what degree Bus and Rail route changes will affect the MetroAccess community. Mr. Kent stated AAC members brought this matter to the attention of the WMATA Board and the public. Mr. Kent also stated he and the Board agreed that any potential bus route changes will be brought to the attention of Mr. Omari June, Director, Office of MetroAccess Service. Mr. June will then provide updates to the AAC on the impact of these changes to MetroAccess customers. Mr. Kent advised this impact would be weighed as a consideration before making any decisions regarding Bus and Rail route changes.

Customer #2

Comment/Complaint: The customer stated operators were encouraged to push the "arrive" button before they actually arrive to a location, particularly if the customer's trip had been inserted onto the route. The customer asked who was managing the operators' complaints, and stated it appeared as though operators suffered repercussions when they reported complaints. The customer stated a dispatch agent was ignoring her operator's attempt to contact them on a recent snow day, so she called Where's My Ride (WMR) and spoke with a dispatch supervisor. The customer stated the dispatchers frequently ignored the operators in this manner. The customer stated there was a designated entrance at Providence Hospital, and recently an operator was waiting at the wrong entrance. The customer stated the fares were being calculated incorrectly. The customer stated she hoped MetroAccess would increase the use of the newer vehicles (MV1 vehicles).

Resolution: Mrs. Allison Anderson, MetroAccess Operations Manager – Operations Control Center (OCC), thanked the customer for the information. Mrs. Anderson stated reports from operators of improper behavior from OCC agents were taken very seriously. Mrs. Anderson stated operators should report these issues to management at their base, and management should communicate any reports of inappropriate dispatcher behavior to her office. Mr. Christian Kent stated, though they receive extensive training, sometimes people may be less graceful when working in stressful situations. Mr. Kent stated Mrs. Anderson's team works with the OCC to help evaluate how to improve these types of situations, and he encouraged customers to provide specific details when able to aid in addressing. Mrs. Anderson stated her team monitors calls, and individuals walk the OCC floor to monitor live conversations between dispatchers and operators. Mrs. Anderson stated these methods aid in providing comprehensive and constructive feedback to the OCC contractor. Mr. Omar Browne, MetroAccess Operations Manager – Field Operations, stated there was construction at Providence Hospital affecting the pick up and drop off locations. Mr. Browne stated the information had been shared with the operators and dispatch agents, and it would continue to be shared. Ms. Jennifer Weber, MTM Quality Assurance, performed an investigation based on the customer's feedback. Ms. Weber discussed the findings with the customer on January 22, 2014.

Comments

Commentary stated: The customer stated operators were encouraged to put the "native" button before they actually drive to a location, particularly if a customer trip had been inserted into the wait. The customer stated who was managing the operators' complaints, and stated a supervisor reported the customer stated when they reported complaints. The customer stated a dispatcher agent was ignoring her operator's attempt to contact them on a recent snow day, so she called where's my ride (WVR) and spoke with a dispatcher supervisor. The customer stated the dispatcher frequently ignored the operator in this manner. The customer stated there was a designated entrance at Providence Hospital, and recently an operator was waiting at the wrong entrance. The customer stated the times were being calculated incorrectly. The customer stated the hoped MetroAccess would increase the use of the newer vehicles (MVI vehicles).