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METROACCESS COMPLAINT RESOLUTION REPORT – JULY 2012

Accessibility Advisory Committee Public Comment: July 2, 2012

No public comments submitted.

MetroAccess Subcommittee Public Comment: July 16, 2012

Customer #1

Comment/Complaint: The customer reported he scheduled travel to attend the June 2012 AAC MetroAccess Subcommittee meeting but the vehicle went to the incorrect address which prohibited his transport to attend the meeting.

Resolution: Upon investigation of the customer report, it was determined that the MetroAccess vehicle was not at the correct pick up location as requested. Corrective action will be taken with the operator and the applicable trip history record will be correctly documented. Ms. Allison Anderson, Customer Relations Director, MV Transportation contacted the customer and informed him of the investigation findings and apologized for the inconvenience caused.

Customer #2

Comment/Complaint: The customer read an internal email from MV Transportation that contained a list of customers and instructions to the scheduling department to provide them with direct trips. The customer asked why the customers listed were on the list.

Resolution: Mr. Petersen stated that MV Transportation is committed to providing safe and reliable transportation for all customers. He then noted that it is unacceptable for the private customer information contained in the email to be made public and that MV is currently taking steps to ensure that such a disclosure does not happen again.

Mr. Petersen then stated that customers who report repeat service problems are temporarily monitored to ensure that their issues are resolved. He added that the list is fluid over time, and that the increased scrutiny on specific trips helps MV gather information to provide better service for the customer when they transition off of the list.

Customer #3

Comment/Complaint: The customer reported she is having difficulty resolving an accident claim and asked for assistance. The customer stated her disagreement with a recent service suspension that was levied against her. The customer noted a negative experience with the new MetroAccess vehicle type recently put into service. She then expressed frustration in trying to understand the MetroAccess fare structure.

Resolution: Mr. James Lewis, Customer Service Manager, MV Transportation contacted the customer and is working with her along with the service provider to resolve her claim issue. A secondary review of the customer actions that led to her service suspension was conducted. The suspension was upheld. Ms. Anderson discussed the fare calculation framework with the customer and offered to look into any individual trip where she may have fare questions. The customer has not presented any trips to be reviewed.

Customer #4

Comment/Complaint: The customer suggested changes to the door-to-door policy. The customer requested that operators have maps of area college campuses. The customer stated she has yet to receive a written response to service complaints.

Resolution: Ms. Carolyn Bellamy, AAC Subcommittee member informed the customer that a committee work group is in place to review the current door to door policy. Mr. Kent noted that MV Transportation will explore providing operators with maps of college campuses.