



## Accessibility Advisory Committee

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### **METROACCESS COMPLAINT RESOLUTION REPORT - MARCH 2012**

#### **Accessibility Advisory Committee Public Comment: March 5, 2012**

No public comments were submitted regarding MetroAccess service.

#### **MetroAccess Subcommittee Public Comment: March 19, 2012**

##### **Customer #1**

**Comment/Complaint:** The customer stated that sometimes the reservations agent books her trip for a pick-up window that she has passed over in favor of the second option. The customer requested to know what she can do when this situation occurs.

**Resolution:** Mr. Leland Petersen, Project Manager, MV Transportation informed the customer that when a mistake like this occurs, she can request the assistance of a reservations supervisor to resolve the matter and take appropriate corrective action with the agent. Dr. Phil Posner, Vice Chair of the Accessibility Advisory Committee, also suggested techniques that emphasize only the window time that the customer wants in order to avoid confusing the reservations agent.

##### **Customer #2**

**Comment/Complaint:** The customer inquired about the amount of assistance operators are able to provide MetroAccess customers, stating that he is unable to manipulate his keys and needs operator assistance to lock or unlock his door. The customer reported operators having problems finding his home pick up location. Additionally, the customer had a safety concern about the MetroAccess vehicle parking on the side of the road instead of parking in a driveway to avoid oncoming cars.

**Resolution:** Mr. Petersen advised the customer that operators are not permitted to assist customers with locking or unlocking their doors. The customer was contacted after the meeting by Ms. Allison Anderson, Director, Customer Relations, MV Transportation who re-iterated the level of assistance that MetroAccess operators will provide to customers. Ms. Anderson also informed the customer that operators are not personal care assistants and are not permitted to provide assistance beyond what is outlined within operating policy guidelines. Customers are responsible for making arrangements for any additional assistance.

Ms. Anderson reviewed the system information on record pertaining to the customer home location. Ms. Anderson confirmed the home location is geocoded correctly but advised the customer that additional directions in the “comments” field may assist drivers in locating the pick-up location and minimize confusion. The customer agreed and additional records were added to the location profile.

Ms. Anderson also suggested that a road supervisor be deployed to the home pick-up location to conduct a site investigation and provide an assessment on the safe positioning of the MetroAccess vehicle to conduct future pickups from this location. Based upon the assessment, appropriate actions will be taken.

### **Customer #3**

**Comment/Complaint:** The customer questioned what other paratransit service charges \$7.00 for a one way trip. The customer commented that the MetroAccess scheduling department needs to do a better job in assessing customer capacity and drop-off order to avoid visually impaired passengers having to maneuver around mobility devices when leaving the vehicle. The customer questioned whether there was a MetroAccess ridership goal that Metro hoped to achieve through increasing fares.

**Resolution:** Various AAC Committee members provided examples of paratransit services that charge one way travel fares in excess of \$7.00.

Ms. Anderson contacted the customer to explain that scheduling does their best to take into account vehicle capacity and the applicable mobility aids attached to a customer’s profile along with the scheduled reservation request to execute the trip. The operator also should use their discretion to make sure all passengers are able to board and disembark the vehicle in a safe manner.

Mr. Christian Kent, Assistant General Manager, Access Services stated that WMATA had no agenda to affect ridership with the fare policy change implemented last year. Mr. Kent informed the audience there was not much authoritative literature regarding the elasticity of paratransit ridership and that the effects of the fare increase were being evaluated.

### **Customer #4**

**Comment/Complaint:** The customer reported that the arrival call for his morning pick-up from his home is going to his cell phone instead of his landline. The customer stated that he did receive his trip reminder phone call at the

landline on record the night before as he should. The customer requested assistance to resolve the issue.

**Resolution:** This matter has been referred to the IT department for further investigation. The customer will be contacted once the review is complete.

#### **Customer #5**

**Comment/Complaint:** The customer stated that operators were distributing a frequently asked questions fact sheet concerning fare policy that was originally issued a year ago. The customer reports that the reissuance of the document caused confusion and was interpreted as pertaining to the recent fare policy discussion taking place at public hearings.

**Resolution:** A review of the document presented found that the information was out of date and pertained to the fare change that took place in February 2011.

#### **Customer #6**

**Comment/Complaint:** The customer inquired that she has experienced trips inserted into a vehicle route that have caused her to arrive after her appointment time. The customer wants to know how she can obtain assistance when this occurs during non-business hours. The customer states she has called in and has been transferred or directed to other extension numbers that have not been answered by a supervisor.

**Resolution:** Mr. Petersen informed the customer that there is always a supervisor on duty however they may be assisting another customer at the time of her call. He asked the customer to provide specific dates and times when such an event occurred so that the phone records can be reviewed for quality assurance.