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Accessibility Advisory Committee

METROACCESS COMPLAINT RESOLUTION REPORT – MARCH 2013

Accessibility Advisory Committee Public Comment: March 4, 2013

No MetroAccess public comment submitted.

MetroAccess Subcommittee Public Comment: March 18, 2013

Customer #1

Comment/Complaint: The customer gave commendation to all personnel involved in providing MetroAccess service to the community.

Resolution: The MetroAccess Subcommittee thanked the customer for his comment.

Customer #2

Comment/Complaint: The customer questioned why MetroAccess made the decision to cancel MetroAccess service on March 6th upon reports of severe weather but yet Metrobus and Metrorail service remained in operation on this date.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services addressed the customer and communicated MetroAccess has adopted a severe weather practice where if Metrobus service has the potential to shut down, MetroAccess service would be cancelled during the same timeframe. Due to the expected winter storm and potentially difficult road conditions, the decision was made to cancel all MetroAccess service on Wednesday, March 6. This decision was made due to the planned shutdown of Metrobus service on this date. Mr. Kent imparted with the customer that Metro did not want to have a situation occur where due to severe weather conditions, service would have to be discontinued midday leaving customers stranded. Mr. Kent did commit, however, to look into service recovery options that could be instituted should predicted severe weather not occur. MetroAccess Consumer Advocate and AAC Committee Member Ms. Carolyn Bellamy commended the MetroAccess staff on their communication process with the riders as this weather event was unfolding.

Customer #3

Comment/Complaint: The customer stated this was her second visit to an AAC MetroAccess Subcommittee meeting. The customer stated she had a list of service concerns she wanted to submit to MetroAccess staff. The customer asked if background checks are done on MetroAccess operators. The customer reported that she had traveled with two other customers via MetroAccess and they had told her of their experience with excessive rides when utilizing MetroAccess for their travel.

Resolution: Ms. Allison Anderson, Customer Relations Director, MV Transportation obtained the service concern list from the customer and conducted applicable investigations on the events where there was sufficient information to go off of. The three service events reviewed pertained to a late trip, circuitous routing, and excessive on board time. Corrective action will be taken with responsible personnel. Ms. Anderson informed the customer that all MetroAccess operators undergo a WMATA certified background check process. Ms. Anderson communicated with the customer that the information provided about the other two customers she traveled with recently was insufficient to carry forward an investigation of the report. However, Ms. Anderson encouraged the customer if she encountered a similar situation that she counsels customers to file a report with the WMATA Customer Service Department to have their service event investigated.

Customer #4

Comment/Complaint: The customer shared agreement with the comments conveyed by AAC Subcommittee Vice Chair, Ms. Denise Rush pertaining to the appearance of potential conflict of interest based on the WMATA Board Chairman and his relationship with the contractor that was awarded the largest percentage of the MetroAccess Service Delivery contract. The customer inquired whether or not the new vendors awarded the service delivery portion of the MetroAccess contract had to adhere to any successor clause pertaining to personnel hires. The customer also asked whether or not operators had the right to appeal the hiring decision if refused employment with the new contractors.

Resolution: Mr. Christian Kent addressed the customer and informed him there was no continuity agreement within the RFP. Each vendor abides by their own separate company hiring practices. Mr. Kent did communicate that it was the desire of WMATA to have existing MetroAccess employees that provide exceptional service to MetroAccess customers have the first opportunity to speak with the new vendors. The new vendors have committed to conducting job fairs

to source these employees. Job fair dates and times are currently being established.