



600 Fifth Street NW
Washington, DC 20001
202-962-6060

Accessibility Advisory Committee

METROACCESS COMPLAINT RESOLUTION REPORT–May 2013

Accessibility Advisory Committee Public Comment: May 6, 2013

Customer #1

Comment/Complaint: The customer was concerned about their failed attempt to make a reservation. The reservation agent, due to the inability to understand the client, disconnected the client's call.

Resolution: Mr. James Lewis, MV Transportation Customer Service Manager, reviewed the customer's reservation calls throughout 2013 (via NICE – the MetroAccess' telephone recording system). Of the calls reviewed, the customer experienced one agent who was unable to comprehend and disconnected the call. The agent announced to the caller their inability to comprehend and that the agent would have to disconnect the call. The agent utilized the proper announcement procedure. However, according to Ms. Tania Santana, MV Reservation Manager the agent should have transferred the call to the first available supervisor or manager to complete the reservation before disconnecting the call. Corrective action was taken relative to the employee involved.

MetroAccess Subcommittee Public Comment: May 20, 2013

Customer #1

Comment/Complaint: The customer stated that MetroAccess drivers are still not sure of directions while on the George Mason University campus. This is attributed to the campus having one main street address. The customer is also under the impression all MetroAccess riders being picked-up from the University campus receive their arrival calls at the same time.

Resolution: Mr. Leland Petersen, MV Transportation Regional Vice President, addressed the customer's concerns. Mr. Petersen explained the Ranger GPS units, utilized by MetroAccess, provide directions by measuring longitude and latitude. The campus having one main street address should have little impact. Mr. Petersen explained that arrival calls are generated when the driver engages the arrival button on the Ranger. This should only impact the scheduled customer. Mr. Omari June, Director, Office of MetroAccess Service assured the customer that all dispatchers have access to maps.

Customer #2

Comment/Complaint: The customer asked if MetroAccess has a designated pick-up location at Fed-Ex Field. The customer also inquired if drivers are trained to request identification from MetroAccess passengers.

Resolution: Mr. Petersen addressed the customer's questions regarding designated pick-up locations at Fed-Ex Field and identity verification. MetroAccess is working on designated pick-up locations at Fed-Ex Field. He advised the customer we would be able to respond at a later date. Mr. Petersen also clarified that MetroAccess customers are required to present their MetroAccess ID or State issued identification cards prior to boarding and that the operators are trained on this procedure.

Customer #3

Comment/Complaint: The customer wanted to recognize MetroAccess' 20th anniversary. The customer appreciates the paratransit service being provided throughout the District of Columbia, Maryland, and Virginia. The customer feels MetroAccess should publish more positive results to dispel adverse media reports. The client mentioned a media campaign to talk about MetroAccess accomplishments and success stories. Lastly, the customer suggested that a rider award program be implemented to recognize good standing MetroAccess riders.

Resolution: MetroAccess representatives thanked the customer for the kind words and suggestions.

Customer #4

Comment/Complaint: The MetroAccess customer reported two safety concerns during recent trips. The seatbelt was strapped too tightly, causing pain to the customer's lower body (stomach region). The customer also reported that while boarding, there was a small gap between the lift and the vehicle. Lastly, the customer stated when she dialed 301-562-5360 and pressed option 2, the phone rang and no one answered.

Resolution: Mr. Lewis forwarded the two safety complaints to the Safety Manager at the Fairfax, VA division. Both drivers will be coached on seat belt securement and the handling of customer sensitivity concerns. All MetroAccess drivers receive securement and sensitivity training during their orientation. Operators also receive 8 hours of video based sensitivity training when hired. In

addition operators receive 24 hours of on-going training during safety meetings throughout the year. Mr. Pavel Lesho, Director of OCC Operations reported there were no phone problems on May 12th at 6:00 pm, roughly the time the client was calling into Dispatch.

Customer #5

Comment/Complaint: The customer reported that although his trips are scheduled by an appointment time, he has been arriving late. The customer asked who has the ability to modify the drop off order of customers during transportation. The customer had a question regarding the amount of late trip credits and commented that complaint responses are sometimes vague.

Resolution: Mr. Petersen addressed the customer's questions regarding arriving late for appointments and drop off modifications. Mr. Petersen requested specific trip information to fully address the matter. Drivers are trained to follow their manifests, however, dispatch supervisors and managers are allowed to modify drop offs based upon needs of the service. Mr. Omari June explained that the late trip credit is a \$6.00 courtesy offered by MetroAccess. Mr. Lewis has attempted to contact the customer regarding the vague customer service responses the customer alluded to and to obtain specific trip information. He has left detailed voicemail messages.

Customer #6

Comment/Complaint: A new MetroAccess customer commented that they have been very pleased with the service provided; however they recently moved outside of the service area and are no longer able to obtain the service. The customer was appealing to the MetroAccess staff and Advisory Board members to make an exception.

Resolution: Mr. Omari June explained the MetroAccess service area was changed on July 1, 2010 to provide paratransit service to locations within ¾ mile of fixed-route transit services such as Metrobus and Metrorail during same hours that fixed-route services are available. In an effort to continue to provide the same level of service to customers who traveled outside of the ADA service area and hours between July 1, 2009 and June 30, 2010, Metro's Board of Directors adopted a "Grandfathering" provision to allow those customers to continue to receive service. In order to qualify, customers must have traveled outside the ADA service area between July 1, 2009 and June 30, 2010. Mr. June also advised the customer that any changes or exceptions to the service area would need to be presented to the Board of Director.