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## **METROACCESS COMPLAINT RESOLUTION REPORT – NOVEMBER 2012**

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

**No MetroAccess public comment submitted.**

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

#### **Customer #1**

**Comment/Complaint:** The customer stated Dispatch agents need to be held more accountable by Dispatch Supervisors. She complained that she was not receiving all applicable late trip credits due. The customer commented that she will continue to bring forth her request each meeting for MetroAccess to adjust the policy on operators contacting customers when executing pickups. She also expressed concern about operators doing paperwork upon customer boarding and delaying travel.

**Resolution:** Mr. Leland Petersen, MetroAccess Project Manager, MV Transportation informed the customer that her feedback was appreciated. Mr. James Lewis, MV Transportation Customer Service Manager, contacted the customer to acquire more information regarding professionalism concerns with dispatch agents the customer has encountered. MetroAccess employees are trained to provide safe, reliable and courteous service. We encourage customers to contact our Customer Service Department and report any incident where this standard has not been met. We will take corrective measures should information obtained warrant action.

A review of the customer's recent trip history was done and all applicable late trip credits through October 2012 have been credited to the customer's EZ Pay account. This information was provided to the customer. The customer did not provide any dates where a late trip occurred and applicable late trip credit was not administered.

MetroAccess operators are prohibited from communicating with customers via phone while in service. Customers are to be present at the outermost exterior door and ready to board the vehicle when their pick-up window begins. The operator will proceed to the door upon arrival to meet the customer if the location meets the conditions for door to door service. This policy has been explained to the customer when presented with this request in the past.

Any paperwork that is to be done by the operator in the course of performing his or her duties should not take an excessive amount of time that would thwart or delay customer travel time. MetroAccess employees are trained to provide safe, reliable, and courteous on-time service. This information was shared with the customer.

### **Customer #2**

**Comment/Complaint:** The customer had a concern with the AAC MetroAccess Subcommittee discussion pertaining to rendering door-to-door service from the first versus second door of a public entrance. The customer also requested that a written comment sheet she presented to the AAC MetroAccess Subcommittee be submitted as a part of public record.

**Resolution:** Mr. Dan O'Reilly, Director, Office of MetroAccess Services communicated with the customer there would be no policy change regarding pickups at public entrances. The current policy denotes operators at public entrances may open the first exterior door to announce their arrival. If the entrance has a second door nearby that leads to a waiting area, operators may open the second door to announce their arrival.

Mr. Paul Semelfort, Chairman, AAC MetroAccess Subcommittee and Ms. Regina Lee, member, AAC MetroAccess Subcommittee was presented the written comment sheet submitted by the customer for review and applicable follow up.

### **Customer #3**

**Comment/Complaint:** The customer thanked Mr. Dan O'Reilly, Director, Office of MetroAccess Services for delivering the service commendation given to Mr. Christian Kent, Assistant General Manager, Access Services at the October 2012 AAC MetroAccess Subcommittee meeting on his behalf. The customer also thanked MV Transportation for orchestrating a Thanksgiving Turkey Drive for needy area residents.

**Resolution:** The AAC MetroAccess Subcommittee thanked the customer for his comments.

### **Customer #4**

**Comment/Complaint:** The customer reported on November 10<sup>th</sup> she was picked up at noon and did not arrive to her destination until 3:00pm. The customer also reported she has had to submit late cancellations due to multiple day trips not

executed in a timely fashion. The customer reported she has encountered a no show designation when the vehicle was never at the front entrance of her home location. The customer reported on November 12<sup>th</sup> she rode on the vehicle for 2.5 hours and considered this to be an excessive ride time. The customer disputes suspensions that have been rendered. Lastly, the customer questioned why during the reservation process she was asked to verify her birth date. She questioned what that had to do with her trying to conduct travel arrangements.

**Resolution:** Ms. Allison Anderson, MV Transportation Director of Customer Service looked into the November 10<sup>th</sup> incident reported by the customer. The investigation did find the customer's travel time aboard the MetroAccess vehicle was excessive by 11 minutes. This was due to a scheduling error. This information was provided to the MetroAccess Scheduling Manager to implement corrective action.

The customer reported late cancellation trip designations have been assessed to her record due to multiple back-to-back trips not executed in a timely fashion causing the need for the cancellations. Upon investigation of this report, we find that the customer is not in many cases allowing adequate shared ride travel time in between bookings. The customer also is not booking trips by appointment time to notify scheduling of the need to arrive at a location by an appointed time. The number of late cancellations assessed has impacted the customer's record as it pertains to the MetroAccess No Show/Late Cancellation Policy and assessment of service suspensions.

Ms. Anderson looked into the customer report that took place on November 12<sup>th</sup>. The investigation found that the customer was on board the MetroAccess vehicle upon execution of her 2:45pm trip. Upon arriving to her final destination, the wheelchair lift had become inoperable. The operator and the customer had to wait for a road supervisor to be dispatched to the location to operate the manual lift procedure to disembark the passenger. The total time the passenger was onboard including travel time to the location was 2.5 hours. The safety of our passengers is our paramount concern. From time to time, a vehicle may encounter an equipment malfunction during the course of daily operation that may cause a delay in travel. Our staff tries their very best to minimize the delay and transport our customers in an expeditious and safe manner.

Ms. Anderson examined the customer's trip history from October 1<sup>st</sup> forward to locate a no show designation applied from the customer's home address. The customer reported she had been no show from her home address but the MetroAccess vehicle was not at her home location. The customer, however, did not provide a date of the occurrence. Upon investigation, Ms. Anderson did find

that on the travel date of November 4<sup>th</sup> a no show designation was applied to the customer's trip departing from the home address. Examination of the AVL data showed that the geocode information for the customer's address is incorrect and the MetroAccess vehicle on that date was not at the correct location. Information will be provided to the IT department to correct the geocode information so that operators will be directed to the correct location for pick up and drop off. The no show designation will be removed and the proper designation applied to reflect what actually took place.

The customer reported she had been asked to verify her date of birth as a part of the reservation booking process. The customer did not provide a date of this occurrence. Our investigation is unable to pinpoint the reservation call where this took place. In an effort to protect the information of the customer, the reservation agent may ask you to verify information on the customer profile for security purposes.

Ms. Anderson has tried to contact the customer to discuss all the items above and has left voicemail on the contact numbers provided. As of this date, Ms. Anderson has not personally spoken with the customer. She will continue her efforts to make contact.