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## Accessibility Advisory Committee

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

#### **Accessibility Advisory Committee Public Comment: October 1, 2012**

**No MetroAccess public comment submitted.**

#### **MetroAccess Subcommittee Public Comment: October 15, 2012**

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

**Comment/Complaint:** The customer inquired about MetroAccess Operator experiences with the MV1 vehicle models within the MetroAccess service fleet.

**Resolution:** Mr. Leland Petersen, MetroAccess Project Manager, MV Transportation informed the customer that MetroAccess Operators are given the opportunity to provide feedback concerning their vehicle operation experiences within employee satisfaction surveys as well as other employee outreach. Mr. Antonio Hamlin, Operations Manager-Field Operations, Office of MetroAccess Services also informed the customer that a questionnaire was under development for operators and customers to provide feedback on these vehicles.

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

**Comment/Complaint:** The customer reported that on many occasions her daily subscription trip is late. She also reported that due to her speech impediment, she finds it difficult to communicate with the MetroAccess Operation Control Center when calling the “Where’s My Ride” line to inquire on her trip.

**Resolution:** Ms. Allison Anderson, Customer Relations Director, MV Transportation, spoke with the customer through a co-worker to confirm MetroAccess service concerns. Ms. Anderson has discussed these service concerns with the scheduling department in an effort to find resolution to resolve the probability of late trips occurring. This customer’s evening trips will be monitored for the short term in an effort to uncover issues that may be causing delay. This action plan was discussed with the customer and Ms. Anderson will follow up accordingly as events move forward. In regard to communications with the MetroAccess Operation Control Center, Ms Anderson suggested that the customer appoint a personal care assistant to assist in communication with MetroAccess personnel when needed.

### **Customer #3**

**Comment/Complaint:** The customer presented a letter and certificate of achievement to Mr. Christian Kent, Assistant General Manager, Access Services for the excellent service MetroAccess has provided.

**Resolution:** Mr. Dan O'Reilly, Director, Office of MetroAccess Services accepted the letter and certificate on behalf of Mr. Kent and thanked the customer for their commendation.

### **Customer #4**

**Comment/Complaint:** The customer commented door-to-door service is fine if there is a place to sit at the pick up location. The customer referenced the lack of seating at the Department of Labor pick up location. The customer commented she would like to communicate with the operator directly by phone upon pick up arrival to make contact and confirm the vehicle has arrived and is waiting outside. The customer reported she has walked a long distance from her front entrance to a waiting MetroAccess vehicle only to find out that the vehicle is not assigned to her trip. The customer states this creates a hardship on riders that have mobility issues. The customer also reported her mother had recently encountered an invalid no show.

**Resolution:** Ms. Allison Anderson discussed the lack of seating at the customer's pick up location. This accommodation is not within the purview of MetroAccess service. However, Ms. Anderson did suggest to the customer that they bring this situation to light with their employer to see if they can make a reasonable accommodation to resolve this issue. 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 driver will proceed to the door upon arrival to meet the customer if the location meets the conditions for door to door service. The location that the customer is speaking of is door to door serviceable under normal conditions. Ms. Anderson investigated the reported no show experienced by the customer's mother. Ms. Anderson did conclude that the no show process was followed in its entirety.

### **Customer #5**

**Comment/Complaint:** The customer inquired about lost and/or stolen MetroAccess IDs and how a customer's account is protected. The customer also inquired about her fare charged for a frequent trip she takes from her home address to the Foggy Bottom area of Washington, DC. The customer also had a question regarding the client/contractor relationship between MetroAccess and MV Transportation.

**Resolution:** Misuse, alteration or counterfeiting of your MetroAccess ID card is a violation of the laws of the District of Columbia, Maryland, and Virginia. If a customer loses their MetroAccess ID card or if it is stolen, you must report the loss immediately. Ms. Allison Anderson looked into the fare charged for the referenced trip brought forth by the customer. The fare charged is correct and complies with the MetroAccess Fare Policy. Ms. Anderson has tried to contact the customer on several occasions to discuss and address these concerns. She has been unable to make contact with the customer but has left messages on the customer's voice mail with contact information for follow up.

During the meeting, the customer inquired about the client/contractor relationship between MetroAccess and MV Transportation. Mr. Omari June, Operations Manager-Operation Control Center, Office of MetroAccess Services addressed this question with the customer immediately following the customer's public comment.