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Accessibility Advisory Committee

METROACCESS COMPLAINT RESOLUTION REPORT – October 2014

Accessibility Advisory Committee Public Comment: October 6, 2014

Customer #1

Comment/Complaint: The customer stated he disagreed with the policy to adjust the MetroAccess service area when bus routes were updated. The customer stated this added strain to MetroAccess customers who depended on the service and were unable to adjust with the routes.

Resolution: Mr. Christian Kent, Assistant General Manager of Access Services, stated it was important to convince the region to acknowledge the need for specialized transportation was greater than what WMATA could provide. Mr. Kent stated there was potential for many individuals to come forward with compelling arguments for why their trips should be grandfathered, but MetroAccess was only able to accommodate the trips that fell within the service area. Mr. Patrick Sheehan, member of the AAC, stated the position of the AAC was to maintain and increase the level of bus service, and they understood the dependency of MetroAccess on the fixed route system.

Customer #2

Comment/Complaint: The customer stated she wished to dispute a No Show / Late Cancellation-related suspension. The customer stated she was sometimes still on the vehicle when her next ride would arrive at the location, and she would be penalized with a late cancellation or no show. The customer stated she was no longer able to travel to her mother's home on the weekends in Glenarden, Maryland.

Resolution: Mr. Omari June, Director of MetroAccess, stated an investigation would be performed. Ms. Jennifer Weber, MTM Quality Assurance Specialist, spoke with the customer immediately following the meeting and confirmed the suspension letter referenced No Show / Late Cancellation penalties accrued during August 2014. Ms. Weber performed a thorough review of the customer's trips that were cancelled no show and late cancellation during August 2014, and she confirmed the customer accumulated more than the minimum number of penalty points during the month as a result of her no shows and late cancellations. The customer requested to be picked up at a later time after arriving at her destination on one occasion, and she consequently received a late cancellation; however, the customer's trip on this date was not excessive, and the return trip time was adjusted prior to the vehicle's arrival to the location. The

customer provided Ms. Weber with her mother's address, and it was confirmed that MetroAccess serviced the area on weekdays and Saturdays but not on Sundays. Ms. Weber and the customer discussed the investigation findings on October 9, 2014.

MetroAccess Subcommittee Public Comment: October 20, 2014

Customer #1

Comment/Complaint: The customer stated when trips were inserted onto runs, dispatchers encourage operators to hit the arrive button before they actually arrived at the address. The customer stated dispatchers were calling operators while the vehicles were in motion. The customer stated dispatchers were also inserting trips onto runs during operators' lunch breaks, and it caused the operators to arrive late to pick up the customers. The customer stated she would like for operators to call her when they arrived to pick her up because, on one occasion, the ride was two and a half hours late, and on another occasion, the ride arrived at her home rather than her work address. The customer stated she could have straightened this out with the operator if they had called her. The customer stated the seatbelt extensions choked her, and they would not loosen again once they had tightened. The customer stated one of her rides delivered her late to an appointment at Georgetown due to dispatch activity. The customer requested individuals be permitted more than two minutes to speak at AAC meetings.

Resolution: Ms. Allison Anderson, MetroAccess Manager of Operations – OCC, stated someone would speak with the customer immediately following the meeting. Mr. Leland Petersen, MV Regional Vice President, spoke with the customer after the meeting and stated dispatchers are assigned to monitor the distance vehicles from their destination and if the operator would be late. Mr. Peterson also stated operator activity is monitored by pressing the arrive button at the appropriate time, rather than before arriving at the location or after the customer has already boarded the vehicle. Mr. Petersen stated that when occurrences are brought forth by customers MV will address. Ms. Jennifer Weber encouraged the customer to notify the operator if she experienced discomfort as a result of the safety restraints on the vehicle. All operators undergo training to ensure they understand the proper application of securement equipment. An investigation was performed by MTM's Quality Assurance staff; On September 15, 2014, the customer's ride arrived to her pick up address, but her trip had to be moved to another operator's route because the original vehicle's Ranger was not operating properly. The customer was picked up within her window and arrived to her destination at her scheduled appointment time. The customer was

encouraged to provide reservation agents with an appointment time, which will allow her a sufficient amount of time to exit the vehicle and enter the facility. The customer's trip on September 16, 2014 was late due to a systems issue that impacted customer wait and travel times on this date. The issue was addressed, and normal service resumed on September 17, 2014. The customer's September 18, 2014 trip was booked incorrectly, and the operator consequently arrived to her home address rather than her work address. Once this was identified, a No Strand Trip was booked for the customer with the correct addresses. This issue was brought to the attention of OCC Management to ensure the Reservations Agent received proper counseling and training. Ms. Jennifer Weber spoke with the customer on October 22, 2014 to discuss the investigation findings.