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## **METROACCESS COMPLAINT RESOLUTION REPORT - JUNE 2012**

### **Accessibility Advisory Committee Public Comment: June 4, 2012**

#### **Customer #1**

**Comment/Complaint:** The customer thanked Mr. Christian Kent, Assistant General Manager, Access Services for seeing to it that scheduling concerns brought forth in a previous meeting were addressed. The customer indicated that she has seen significant improvement in this area. The customer commented that she would like to review the new vehicle type introduced into the MetroAccess operating fleet. The customer inquired about the progress being made on resolving confusion at pick-up locations with multiple entrances and multi-building campuses.

**Resolution:** The new vehicles were available for viewing at the May 10, 2012 WMATA Board Meeting and the June 18, 2012 AAC MetroAccess Subcommittee Meeting. The vehicles are now in revenue service. The Office of MetroAccess Service is currently reviewing ideas to improve pick-up performance at locations with multiple entrances and campuses with multiple buildings.

#### **Customer #2**

**Comment/Complaint:** The customer asked for a description of the information that will be returned by the proposed MetroAccess fare calculator. The customer also inquired as to why the fare calculator was not developed at an earlier date.

**Resolution:** Mr. Kent explained that the web-based fare calculator allows the customer to enter a requested pick-up time, origin, and destination for a trip and receive the lowest available fare within fifteen minutes before and fifteen minutes after the requested pick-up time. The fare calculator tool was developed as a result of recent discussions with the AAC in order to help customers determine the cheapest fare for their trips.

#### **Customer #3**

**Comment/Complaint:** The customer stated she has experienced very long trips. The customer also asked why customers are not reimbursed the fare paid for a late trip instead of \$6.00.

**Resolution:** Ms. Allison Anderson, Director, Customer Relations, MV Transportation reviewed the customer's trip history from March 2012 to May

2012. Three trips were found that exceeded two hours, one of which fell outside applicable travel time standards by three minutes. Based on the customer's report, MetroAccess will monitor customer trips for the short term to ensure MetroAccess service standards are met or exceeded. Ms. Anderson contacted the customer and educated the customer on the MetroAccess late trip credit process, which includes providing the customer with a credit of \$6. The customer was satisfied with the explanation.

### **MetroAccess Subcommittee Public Comment: June 18, 2012**

#### **Customer #1**

**Comment/Complaint:** The customer commented that all customers should be able to be informed of the lowest possible fare for their trip by a reservations agent.

**Resolution:** Ms. Anderson informed the customer WMATA's Board of Directors determined the MetroAccess fare policy and that input from the AAC and MetroAccess customers was considered during that process. The fare calculator will be made available to as many people as time and resources allow.

#### **Customer #2**

**Comment/Complaint:** The customer expressed a thank you to Mr. Omar Browne, Service Monitor, Office of MetroAccess Service and Ms. Anderson for their assistance with MetroAccess issues and concerns. The customer stated that she had a pleasant ride experience on a new MetroAccess vehicle. The customer inquired how many times customers would be allowed to request different pick-up times to find the lowest possible MetroAccess trip fare.

**Resolution:** Mr. Daniel O'Reilly, Director, Office of MetroAccess Service responded that customers will be returned to the reservations queue after refusing two pick-up windows in order to preserve short hold times for the entire customer base. Reservations agents will not utilize the fare calculator because doing so would result in a greater need for already scarce financial, operational, and administrative resources. WMATA has submitted a request to the company that designed the scheduling software to include a "lowest fare" feature in its next version.

#### **Customer #3**

**Comment/Complaint:** The customer reported that she had called in advance to cancel her trips for the week of June 18<sup>th</sup> and her request was not honored in a timely fashion.

**Resolution:** Ms. Anderson investigated the customer's report and confirmed that the reservation agent she spoke with did not cancel the customer's trips as requested. The findings of the investigation were forwarded to the Reservations Department Manager for corrective action. Applicable changes were made to trip history to reflect advance cancellation of the requested trips.