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## **METROACCESS COMPLAINT RESOLUTION REPORT – APRIL 2013**

### **Accessibility Advisory Committee Public Comment: April 1, 2013**

**No MetroAccess public comment submitted.**

### **MetroAccess Subcommittee Public Comment: April 15, 2013**

#### **Customer #1**

**Comment/Complaint:** The customer gave a commendation to MV Transportation for its partnership with Columbia Lighthouse for the Blind regarding employment opportunities within the MetroAccess Operations Control Center. The customer requested MetroAccess provide additional sensitivity and door-to-door training. The customer experienced MetroAccess operators asking “where is your stick” and making statements such as “you don’t look blind”. Lastly, the customer suggested dispatch agents should provide detailed information regarding trip movement and estimated times of arrival.

**Resolution:** Mr. Leland Petersen, Regional Vice President, MV Transportation addressed the customer’s concerns regarding MetroAccess training and guidelines. Operators receive 8 hours of video based sensitivity training during new hire orientation. In addition, operators receive 24 hours of on-going training during safety meetings throughout the year. Door-to-door service is not optional; all operators are expected to assist passengers to and from the outer most exterior door during each trip. Door-to-door training occurs during new hire orientation, monthly safety meetings, and safety blitzes throughout the year. Road Supervisors conduct road observations and track door-to-door violations each week. Operators are terminated after receipt of two violations. Dispatch agents will inform customers of their estimated vehicle arrival time should the route forecast show the vehicle is scheduled to arrive outside the negotiated pick up window. Customers are free to inquire about the general route of the vehicle. This information, however, maybe subject to change based upon real time route management.