



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – JUNE 2013

Accessibility Advisory Committee Public Comment: June 1, 2013

No MetroAccess public comment submitted.

MetroAccess Subcommittee Public Comment: June 17, 2013

Customer #1

Comment/Complaint: The customer stated his building would be under construction for a period of time and he was concerned about MetroAccess vehicle operators knowing where to pick him up.

Resolution: Mr. Brandyn Calland, MTM Quality Assurance Agent spoke with the customer via phone. The customer stated the anticipated construction would not begin for several months. The customer also informed Agent Calland that he spoke with his building manager who alleviated many of his concerns regarding the MetroAccess pick up location. The customer did not expect to be inconvenienced by the construction as much as initially anticipated. The customer said he would notify MetroAccess of any updates.

Customer #2

Comment/Complaint: The customer reported that her operator was unable to locate Arlington National Cemetery and was unable to read a map. The customer also expressed concern about MetroAccess Board Members' ability to arrive to the AAC Meeting on time when MetroAccess customers have not experienced the same success with timeliness. The customer inquired about a recent change made to the MetroAccess first aid policy. Finally, the customer discussed her concerns about MetroAccess vehicles not displaying WMATC numbers or identifying markings.

Resolution: Ms. Allison Anderson, Operations Manager – MetroAccess Operations Control Center informed the customer that applicable corrections were made to the Trapeze system location database. This information was relayed to the Service Provider to assess the operator's map reading skills. Mr. Christian Kent, WMATA Assistant General Manager, Department of Access Services addressed the customer's concerns regarding the MetroAccess First Aid Policy. Mr. Kent informed the customer that the WMATA First Aid Policy was applicable for all three modes of transportation. Mr. Antonio Hamlin,

MetroAccess Operations Manager – Field Operations stated the customer's statements would be taken under advisement. Mr. Kent informed the customer WMATA was in talks with the agency responsible for WMATC identifications and certifications. Mr. Kent re-iterated to the customer all MetroAccess customers are entitled to the same level of service performance. Mr. Brandyn Calland and Mr. Ali Samantar, MTM Quality Assurance Agents attempted to contact the customer on two separate occasions, but the customer was unavailable.

Customer #3

Comment/Complaint: The customer indicated that her comments shared at the previous AAC Meeting were not addressed, and responses had not been provided. The customer submitted a written inquiry and requested these responses be submitted in writing. The customer was additionally concerned that the shoulder strap of her seatbelt was sometimes placed behind her. The customer went on to explain how the vehicles' safety seat belts did not function properly at times. The customer requested maps of college and university campuses be provided to all WMATA MetroAccess vehicle operators. The customer indicated she had been picked up by several MetroAccess taxis recently, and she was concerned about what might happen if there were not enough taxis available. The customer most specifically expressed concern about how this potential scenario might affect the timeliness of her trip(s). The customer also expressed concern about speed bumps that have not been painted and indicated she has come out of her seat during trips when a MetroAccess vehicle operator did not see speed bumps due to lack of paint.

Resolution: The customer has received responses both written and verbal regarding previous inquiries. Operators undergo training for administering and practicing proper seatbelt use. MetroAccess is currently developing a system of maps and handouts to aid dispatch personnel in assisting operators' navigation of college and university campuses. In response to the customer's concern about the availability of vehicles, MetroAccess maintains a vehicle fleet that is applicable to service area ridership. To address the customer's final concern regarding the visibility of speed bumps, or lack thereof, operators undergo extensive training for defensive driving. The operators are trained to look for debris and obstructions ahead. Upon completing the investigations of the customer's concerns, Mr. Brandyn Calland followed up with the customer. The customer thanked Agent Calland for addressing her concerns in a timely manner. A written response, as requested, will be forwarded to the customer.

Customer #4

Comment/Complaint: The customer stated her seatbelt was being fastened too tight, and she had an internal bruise on her stomach from the seatbelt. The customer said she could not wear the seatbelt any longer for this reason.

Resolution: Ms. Jenny Barnes, MTM Quality Assurance Agent reviewed the customer's trip files and confirmed notifications had been provided to assigned operators that the customer requests not to wear a posey belt. MetroAccess policy, however, requires the customer to wear a seatbelt. This information was shared with the customer, and it was recommended that the customer notify operators if the seatbelt is fastened too tight for adjustment.

Customer #5

Comment/Complaint: The customer said she lives and works in Virginia but is routed through Washington, DC on occasion. The customer said she experienced occasional minor service issues, but mostly the transition of contractors had functioned smoothly thus far.

Resolution: The AAC Committee thanked the customer for her observations.

Customer #6

Comment/Complaint: The customer inquired about the Fare Calculator. The customer questioned why her morning fare was more expensive than the evening fare. The Customer also inquired about the process for replacing vans and most specifically asked if an operator would be supplied with another van if it did not meet the vehicle inspection checklist criteria. The customer described a time when her appointment lasted over an hour, or longer than anticipated, and her ride was late. The customer also said the dispatch supervisor was rude on this occasion.

Resolution: The customer's address was recently corrected in the MetroAccess database, and this resulted in a fare alteration. The customer's current fare is correct. Mr. Ali Samantar spoke with the customer and clarified the date and supervisor name from the referenced issues since no detail was given during public comment. An investigation of the late trip was conducted and corrective action taken. Ms. Jennifer Weber, MTM Compliance Auditor reviewed the customer's call with the supervisor and acknowledged some confusion between the two parties that could have led to the customer's frustration.

Customer #7

Comment/Complaint: The customer suggested MetroAccess Board Members meet prior to the AAC Meeting to discuss and finalize changes made to the agenda. The customer requested MetroAccess should implement a process to increase transparency in policy changes, referring most specifically to the recent change in the First Aid policy. The customer requested improvements be made to improve the procedure for booking MetroAccess trips online, specifically making it easier for customer use.

Resolution: The AAC Board Members thanked the customer for his input regarding meeting agenda management. Policy changes are typically brought forth to the AAC Committee for input. Mr. Christian Kent spoke with the customer to acknowledge the first aid concern. MetroAccess thanks the customer for his comment and the issue will be taken under advisement. The customer's concerns regarding the online booking software have been acknowledged and deferred to MetroAccess for further consideration. Attempts were made to contact the customer but unsuccessful as of this date. Efforts will continue to make contact.

Customer #8

Comment/Complaint: The customer described his unease with the current process used by MetroAccess vehicle operators to locate customers in public locations, and he said it was very difficult to determine who had arrived to pick him up as he is both deaf and blind. The customer requested vehicle operators tap his shoulder to get his attention, and he requested that MetroAccess vehicle operators receive training on this procedure. The customer stated a vehicle operator once grabbed his cane to indicate where they were heading. The customer said vehicle operators may be confused about the meaning of visual and hearing impairments and should receive additional training in these areas. The customer specifically said he did not like the terms "vision impaired" or "hearing impaired" but rather preferred "deaf" or "blind" because they imply a complete disability rather than partial.

Resolution: Vehicle operators receive training to specifically understand ADA-relevant policies and procedures, and they are trained to understand that a customer's cane is considered an extension of the person. The vehicle operator is notified if the customer has a vision or hearing impairment. The operator should adjust his or her methods of notification accordingly to best meet the needs of the customer. Ms. Jenny Barnes reviewed the customer's personal file and confirmed a note was made to indicate that the customer was both blind and

deaf, and this information is passed along to the vehicle operator each time they receive this customer's trip assignment. Mr. Brandyn Calland attempted to contact the customer to further discuss his statement and what was being done, but he was unavailable at the time of the call.

Customer #9

Comment/Complaint: The customer, who is blind, said the vehicle operator pulled on her cane to indicate the direction they were moving. The customer expressed concern about the lack of MetroAccess vehicle operators who knew sign language and suggested efforts be made to fill this void, whether that meant recruiting additional vehicle operators with this skill or providing training to current vehicle operators. The customer also said she spent two hours and 45 minutes on a MetroAccess vehicle on one occasion.

Resolution: Vehicle operators receive training to specifically understand ADA-approved policies and procedures, and they are trained that a customer's cane is considered an extension of the person. Currently, MetroAccess operators are not provided with sign language training. This recommendation will be taken under advisement. The customer, when contacted, expressed interest in sign language training opportunities for vehicle operators. The customer specifically suggested she provide assistance in training. The customer did not provide specific details to conduct further investigation on the reported excessive on board time trip.