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METROACCESS COMPLAINT RESOLUTION REPORT - FEBRUARY 2012

Accessibility Advisory Committee Public Comment: February 6, 2012

Customer #1

Comment/Complaint: The customer asked that MetroAccess reschedule trips on the day of service should the federal government open late due to inclement weather.

Resolution: Mr. Daniel O'Reilly, Director, Office of MetroAccess Services informed the customer that MetroAccess is not able to reschedule same day trips due to equipment and staff constraints. Customers are not penalized for late cancellations which are deemed out of their control, such as when inclement weather causes closures or delayed openings.

Customer #2

Comment/Complaint: The customer stated she was concerned that all public comments collected during the October 2011 AAC Town Hall Meeting were not provided to the Board of Directors.

Resolution: Dr. Phil Posner, Vice Chairman of the Accessibility Advisory Committee informed the customer that the Board was in receipt of public comments made during the October 2011 AAC Town Hall meetings.

MetroAccess Subcommittee Public Comment: February 21, 2012

Customer #1

Comment/Complaint: The customer described two trips in which customer seating arrangements were problematic. The first instance required her to negotiate around a wheelchair passenger to disembark the vehicle. She then described a trip taken with a very large passenger that took up more than one seat, which did not allow enough room for all scheduled passengers to fit aboard the vehicle. The customer suggested the scheduling department take these matters into consideration when building the vehicle route.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services addressed the customer and informed her that even though MetroAccess does inquire about the usage of mobility devices during travel, MetroAccess cannot

always capture every person's individual nuance. However, the vehicle operator does have some discretion in arranging seating to create the best travel accommodations possible.

Customer #2

Comment/Complaint: The customer asked how Metro informs customers about public hearings.

Resolution: Mr. O'Reilly noted that a variety of media were being used to announce the public hearings.

Customer #3

Comment/Complaint: The customer asked if a customer with a SmarTrip card that became eligible for MetroAccess can transfer the SmarTrip balance into an EZ-Pay account. Additionally, the customer asked whether a person who was denied re-certification for MetroAccess can have their EZ-Pay balance refunded.

Resolution: Mr. Kent informed the customer that at this time there is no mechanism to transfer SmarTrip card balances to EZ-Pay, but that the need for such a transfer is understandable and will be researched by Metro staff. The customer was informed that individuals not re-certified by MetroAccess are eligible to receive a refund of their applicable EZ-Pay balance.

Customer #4

Comment/Complaint: The customer reported that she recently took a tour of the MetroAccess Operations Control Center and spoke with MetroAccess management regarding MetroAccess service concerns. The customer publicly thanked those that made the visit possible.

Resolution: The ACC Subcommittee Chairman thanked the customer for her comment.

Customer #5

Comment/Complaint: The customer expressed concern with inconsistent wheelchair securement. The customer also asked why she has been told to wear a MetroAccess posey belt when she has a posey belt of her own that she prefers to wear.

Resolution: Mr. Petersen informed the customer that all operators go through the same wheelchair securement training. As a part of the training, operators are exposed to a variety of wheelchairs to gain familiarity with the securement process. Ms. Allison Anderson, Director, Customer Relations, MV Transportation provided her direct contact information to the customer in case of future securement problems. Mr. Antonio Hamlin, Chief Safety Officer, MetroAccess, noted that the customer has the right to refuse to wear the posey belt and that it is not a required piece of equipment.

Customer #6

Comment/Complaint: The customer asked if a prepaid fare for a subscription trip is credited back to the EZ-Pay account if the trip is cancelled, and could then be used for an upcoming trip. The customer also asked why the web booking system automatically shuts down at 4:30pm even if a customer is in the middle of booking a trip.

Resolution: The customer was informed that fare credit for cancelled prepaid subscription trips are applied back to the EZ-Pay account. It was also explained that trips paid for with EZ-Pay are paid for at the time of booking, so the returned EZ-Pay funds would be available for the next trip booked. Trips already booked cannot have EZ-Pay funds applied to them.

The customer was also informed that the web booking system shuts down promptly at 4:30pm to coincide with the closing time of the MetroAccess Reservations Department. Since there is no way to know how long a customer will take to book a trip on the web once logged in, the website requires that trip booking be completed by 4:30pm.