

**AAC****Accessibility Advisory Committee**

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METROACCESS COMPLAINT RESOLUTION REPORT – January 2017**Accessibility Advisory Committee Public Comment: January 3, 2017****Customer #1**

Comment/Complaint: The customer stated his trips were frequently late. The customer stated he was waiting at Shady Grove Hospital with six other MetroAccess customers, and three vans showed up for the same customer. The customer stated four customers boarded one van. The customer stated the operator delivered one of the customers before returning to the hospital and picking up a fifth person.

Resolution: Mr. John Gray, MV Transportation Acting Program Manager, stated he would discuss the incident with the customer following the meeting. Mr. Gray said that over the past few months service has been less than acceptable, but staff was working to make improvements. Mr. Gray stated the incident would be investigated. An investigation was performed; the customer's On Time Performance (OTP) fell below standards during recent months; however, improvement was apparent during January 2017. Staff will continue to work towards improving the customer's service. It was also determined that two vans were sent to Shady Grove Hospital to pick up six customers. However, an improper trip movement resulted in a vehicle capacity issue, which caused the vehicle to return to the location to pick up the last customer. These findings were shared with OCC management for review and correction. Ms. Jennifer Weber, MTM Quality Assurance, shared the findings with the customer on January 19, 2017. The customer stated he had not experienced any additional problems since the meeting.

MetroAccess Subcommittee Public Comment: January 17, 2017**Customer #1**

Comment/Complaint: The customer stated she had filed many complaints. The customer stated she had been on board the vehicle for over two hours on many occasions, and the trips were not always routed well. The customer stated she had been working with the Ombudsman but she hoped to see more improvement. The customer questioned how Metro could consider a fare increase with the current state of service.

Resolution: Ms. Celisse Little, MetroAccess Service Monitor, stated she had reviewed the customer's trips and would speak with her following the meeting. The customer's trips were reviewed by Quality Assurance, and the findings and suggestions were shared with OCC staff in an attempt to improve the customer's routing. Ms. Jennifer Weber discussed the findings and initiatives with the customer on January 19, 2017.

Customer #2

Comment/Complaint: The customer stated he traveled to his bank in Suitland, MD, but the return trip was two hours late. The customer stated he was told the AAC meeting was on Thursday rather than Tuesday, January 17, 2017, and he was advised by Ms. Stephanie Thorne, MetroAccess Service Monitor, that his fares for those trips would be refunded. The customer advised that the policy stating operators could not assist with packages exceeding 40 pounds should be adjusted because customers could not afford to make multiple trips to the grocery store. The customer stated that during his trips traveling home from Georgetown University Hospital have resulted in him being on board the vehicle for over five hours each time, in the past year.

Resolution: Ms. Stephanie Thorne apologized for the customer's inconvenience in traveling to and from the meeting location on the incorrect date, and she stated the fare for those trips would be refunded. Ms. Thorne stated she would speak with the customer about the service issues after the meeting. An investigation was performed; the customer's trip was late due to the operator experiencing difficulty locating the pickup address. These findings were shared with First Transit and MV Transportation for coaching and counseling. The customer's trips from Georgetown between January 1, 2016 and January 17, 2017 were reviewed, and there were no instances of trips meeting or exceeding two hours. Ms. Jennifer Weber discussed the findings with the customer on January 19, 2017.

Customer #3

Comment/Complaint: The customer expressed his agreement with Ms. Carolyn Bellamy's statements about the potential fare increase.

Resolution: The customer was thanked for his comment.

Customer #4

Comment/Complaint: The patron inquired about alternative formats of documents distributed at the AAC meeting, specifically asking if the documents were available in braille format. The patron encouraged people to attend the public hearing. The patron suggested the AAC discuss ways to resolve the budget issues. The patron inquired about the number of Abilities-Ride RFP respondents and requested more specific information about the bids received by WMATA.

Resolution: Mr. Christiaan Blake, Director, ADA Policy and Planning, advised the patron to contact his office for assistance with alternative document formats, and that requests were accommodated on a case-by-case basis. Mr. Blake stated the Abilities-Ride bid would be discussed in greater detail once the contract was awarded.

Customer #5

Comment/Complaint: The customer stated an operator spent two hours trying to locate her work address, and her colleague eventually walked to meet her two blocks away. The customer stated she attended a concert, and her ride home was late. The customer stated she spoke with a dispatcher who insisted the customer needed to “see the operator,” despite the fact that the customer has a visual impairment. The customer stated the operator would not assist with her bags until she presented her MetroAccess ID, but her hands were numb after waiting in the cold. The customer stated the operator dropped her bag on the ground and damaged her note taker. The customer stated she inquired about an equivalent alternative to the online customer feedback form, and no remedy was suggested.

Resolution: Mr. Christiaan Blake stated his office had been working with the customer, and they had provided reasonable accommodations for an alternative to the online customer feedback form. Mr. Blake stated Mr. David Shaffer, Access Policy Officer, would reach out to the customer about filing a claim to replace the note taker. The customer’s trips were previously investigated, and the findings were shared by Ms. Jennifer Weber on January 17 and Zelda Nickles, MTM Quality Assurance, on January 18, 2017, respectively. Ms. Weber discussed the findings with the customer again on January 19, 2017.