



**AAC**

## Accessibility Advisory Committee

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### METROACCESS COMPLAINT RESOLUTION REPORT – December 2016

#### Accessibility Advisory Committee Public Comment: December 5, 2016

##### Customer #1

**Comment/Complaint:** The customer stated an operator refused to transport her due to the scent of her perfume. The customer stated she had to wait for another vehicle, and she arrived three and a half hours late to work. The customer stated the road supervisor who arrived at the location did not display any compassion.

**Resolution:** Mr. John Gray, MV Transportation Acting Program Manager, apologized for the incident. Mr. Gray stated the operator was advised to transport the customer, and a road supervisor was sent to the location. Mr. Gray stated the operator's behavior was inappropriate, and alternate transportation was sent as quickly as possible. An investigation was performed into this incident; the findings were shared with the Service Delivery Provider for coaching and counseling. Ms. Jennifer Weber, MTM Quality Assurance, shared the findings with the customer on December 14, 2016.

##### Customer #2

**Comment/Complaint:** The AAC member stated a Spanish-speaking customer and his mother were picked up in Washington, DC at 11:15am for a trip scheduled with a 12:15pm appointment time. The AAC member stated the customer and his mother were taken into Maryland and waited at a location for an hour. The AAC member stated the customer and his mother did not know what was happening because the situation was not communicated to them in Spanish. The AAC member stated the operator refused to speak with someone that was bilingual and willing to assist.

**Resolution:** Mr. Omari June, Director, MetroAccess, stated there were bilingual agents in the OCC, and someone should have been able to assist. An investigation was performed; the customer's vehicle was temporarily placed out of service, during that timeframe dispatch was not notified that the customer and his mother were Spanish-speaking. The findings were shared with the Service Delivery Provider for coaching and counseling. Ms. Jennifer Weber attempted to follow up with the AAC member on December 21 and 22, 2016. Staff will continue to pursue follow up until contact is made.

**MetroAccess Subcommittee Public Comment: December 19, 2016**

**Customer #1**

**Comment/Complaint:** The customer stated MetroAccess contractors would be more likely to retain operators if they were paid reasonable wages, and provided vacation and sick leave. The customer stated operators performed a very important job, and contractors should commit to paying the employees more.

**Resolution:** The customer was thanked for her comment.

**Customer #2**

**Comment/Complaint:** The customer stated he spoke with Mr. David Shaffer, Access Policy Officer, about his late trips. Mr. Shaffer assisted the customer with an adjustment to his trip subscription. The customer stated his service only temporarily improved. He was thankful for the service, but dispatch caused problems. The customer stated once he was picked up from Howard University at 4:30pm, and he did not arrive home until 7:45pm due to the routing.

**Resolution:** Mr. Mark Nash, Field Operations Manager, MetroAccess, stated that on time performance (OTP) for the service had recently been an issue. Mr. Nash stated the customer's trips would be reviewed, and staff would take steps to alleviate any further issues. MTM Quality Assurance performed an analysis of the customer's service, and the findings were shared with MV-OCC who in turn identified areas where they would focus efforts for improvement. Ms. Jennifer Weber discussed the findings and improvement initiatives with the customer on December 21, 2016.

**Customer #3**

**Comment/Complaint:** The customer stated the service would improve if employees receive additional training. The customer stated customers' drop off times needed to be more closely monitored. The customer stated operators should perform door-to-door service more consistently, and operators should not have to reach out to dispatch to contact customers during the No Show process. The customer stated dispatchers should not contact operators while the vehicle was in motion. The customer reported she arrived to work two hours late on the previous Monday. The customer stated there should be a way for dispatchers to determine if another dispatcher had contacted an operator. The customer reported her fare had recently increased and she did not know why. The

customer suggested customers traveling home from medical appointments should not have to make any additional stops.

**Resolution:** Mr. Mark Nash thanked the customer for her suggestions. Mr. Nash stated there were circumstances that might prevent operators from performing door-to-door service. Mr. John Gray stated the OCC had experienced some challenges with trip routing, but they were making improvements to this process. Mr. Gray stated dispatchers were only supposed to call operators when the vehicle was stopped. Mr. Gray stated the dispatchers would call the operator when the operator had not yet hit “perform” on the ranger. An investigation was performed; the customer was picked up outside of her trip window as the result of operator error. The findings were shared with the Service Delivery Provider and MV Transportation for coaching and counseling. The customer’s increased fare was the result of schedule changes to Metrobus and Metrorail. Ms. Jennifer Weber left a voicemail for the customer on December 22, 2016.

#### **Customer #4**

**Comment/Complaint:** The customer stated there were many older vehicles in service. The customer stated the alignment was problematic in some vehicles, and he could feel them swaying as they entered the beltway. The customer stated an operator was unable to open the door, and he had to wait an hour and a half for a replacement vehicle. The customer stated an operator was supposed to take him to work but arrived with a flat tire. The customer stated an operator was unable to lower the vehicle’s lift.

**Resolution:** Mr. Al Folks, TransDev Director, Fleet Maintenance, stated staff works to troubleshoot problems with operators to minimize impact on service whenever possible. Mr. Folks stated there was a vehicle cleanliness crew on site, and there was staff available at their base to inspect vehicles every day, including vehicle alignment. Mr. Mark Nash stated a MetroAccess contractor inspects 100% of the vehicle fleet and maintenance records. Ms. Jennifer Weber spoke with the customer on December 22, 2016; the customer was unable to recall the specific dates of the incidents. The customer was encouraged to report vehicle issues through WMATA Customer Service on the dates when they occur.

### **Customer #5**

**Comment/Complaint:** The customer reported she was on board the vehicle for an hour and a half while the operator waited for another passenger. The customer stated the operator was socializing and smoking a cigarette while the customer waited on board the vehicle. The customer reported the other passenger was finally no showed, and the operator took her home. The customer stated the operator said she had to return and pick up the other passenger after delivering the customer. The customer felt there was a lack of communication by dispatch staff. The customer reported dispatchers improperly cancelled her trips, saying the customer cancelled them. The customer reported the operators would arrive, but she would not board the vehicles because she thought the trips were cancelled. The customer stated she wanted to find out what happened to the money in her EZ Pay account. The customer stated dispatchers spoke too fast.

**Resolution:** Mr. John Gray stated staff would look at the customer's EZ Pay account and review the customer's calls with dispatch. Mr. Gray stated operators should never be waiting an hour and a half for a no show, especially with a customer on board the vehicle. The customer's trip was previously reported to WMATA Customer Service, and MTM Quality Assurance investigated the incident. The investigation findings were addressed with the Service Delivery Provider and MV Transportation for coaching and counseling, and Ms. Zelda Nickles, MTM Quality Coordinator, spoke with the customer on November 5, 2016. Ms. Jennifer Weber spoke with the customer to discuss the findings again on December 21, 2016. Ms. Weber and the customer reviewed her EZ Pay account to ensure the funds were accurate.