

**AAC**

## **Accessibility Advisory Committee**

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### **METROACCESS COMPLAINT RESOLUTION REPORT – June 2015**

#### **Accessibility Advisory Committee Public Comment: June 1, 2015**

##### **Customer #1**

**Comment/Complaint:** The customer stated he had a problem with the MetroAccess fare policy. The customer stated he took a trip on Saturday, May 30, 2015, and the fare was \$3.50. The customer stated he was scheduled to take the same trip on Saturday, June 6, 2015, and the fare was \$4.75. The customer inquired on the cause of the fare increase.

**Resolution:** Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, stated someone would assist the customer and review the trip and fare calculation. Mr. Blake stated that MetroAccess fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$6.50. Ms. Sara Morris, MTM Quality Assurance, investigated fares generated for the customer's trips on both dates provided; the variance in fare amounts was the result of time and destination differences. Ms. Morris shared the findings with the customer on June 2, 2015.

#### **MetroAccess Subcommittee Public Comment: June 15, 2015**

##### **Customer #1**

**Comment/Complaint:** The customer stated his trips were grandfathered from Upper Marlboro, MD, but the fares varied between weekdays and weekends.

**Resolution:** Mr. Christiaan Blake stated fares were based on the fixed route equivalent. Mr. Blake stated someone would review the trip information to determine why the fares were different. Ms. Jennifer Weber, MTM Quality Assurance, performed an investigation of the customer's trip fares; the customer's weekend trips were not within the core service area and thus generated a higher fare than the customer's grandfathered weekday trips, which were in the core service area. Ms. Weber spoke with the customer regarding the findings on June 17, 2015.

## **Customer #2**

**Comment/Complaint:** The customer stated that on June 11, 2015, she called Where's My Ride (WMR) several times to check on the status of her trip but the agents would not provide the drivers location. The customer stated she eventually spoke with a supervisor who stated there was a change to the policy, and they were no longer able to provide the estimated time of arrival.

**Resolution:** Ms. Allison Anderson, MetroAccess Operations Manager- Operations Control Center, stated there were no changes to the policy pertaining to information shared by WMR agents. Ms. Anderson stated that WMR agents inform customers if a ride is projected to arrive within the scheduled window, and contact the operator for an estimated time of arrival if the ride is projected to be late. Ms. Anderson stated the agents should inform the caller when the vehicle is scheduled to arrive to the best of their abilities. Ms. Anderson stated an investigation would be performed in regards to this service issue. Ms. Jennifer Weber reviewed the customer's trip and the corresponding calls; it was confirmed that the dispatch supervisor expressed incorrect information in regards to a policy change. The investigation findings were shared with Operation Control Center management for coaching and counseling. Ms. Weber contacted the customer on June 17, 2015 to discuss the findings.

## **Customer #3**

**Comment/Complaint:** The customer stated he was completely blind. The customer stated on Monday, June 15, 2015, he was walking down the stairs of his apartment to meet the MetroAccess vehicle outside, but the vehicle pulled off just as he was walking out the door. The customer stated he was told someone from MetroAccess had called him, but he did not receive the call because he was walking down the stairs. The customer stated the vehicles should wait for more than five minutes. The customer asked if the operators were trained.

**Resolution:** Mr. Omar Browne, MetroAccess Operations Manager – Field Operations, stated all operators are trained. Mr. Browne stated the operators are required to wait five minutes to maintain their schedule throughout the day and meet trip windows for customers. Ms. Allison Anderson stated someone would speak with the customer directly to obtain the trip details. Ms. Jennifer Weber reviewed the customer's trip and confirmed the customer was called at all numbers on his file during the No Show Cancellation process. Ms. Weber contacted the customer to discuss the investigation findings on June 17, 2015.

#### **Customer #4**

**Comment/Complaint:** The customer stated she received a call from MetroAccess indicating her vehicle was waiting at the front entrance of her work address. The customer stated she walked out of the building and the vehicle was not there. The customer stated there was a lack of communication between dispatch and the operators. The customer stated on the morning of the AAC meeting, the operator indicated her trip had been inserted onto a route. The customer stated the operator told her that a stop on 7<sup>th</sup> Street had been removed from the route, and it was replaced with a stop in Virginia. The customer stated there were too many trip movements, and there needed to be increased dispatch oversight. The customer stated on June 5, 2015, an operator assigned to her trip was spitting and did not perform door-to-door service at her home. The customer stated the operator tried to leave her without providing door-to-door assistance when they arrived to her work, and the operator threw the customer's bag at the door.

**Resolution:** Ms. Jennifer Weber performed an investigation of the customer's trips; it was confirmed that the operator was waiting on the wrong side of the customer's office building. This issue was brought to the attention of both dispatch management and the operator's management team. The allegations pertaining to the customer's June 5, 2015, operator were brought to the attention of her management for coaching and counseling. The issue of trip movements will be reviewed and monitored by MTM Quality Assurance. Ms. Weber spoke with the customer about the findings on June 18, 2015.

#### **AAC Member #1**

**Comment/Complaint:** The AAC member stated customers were paying to attend AAC meetings participate in public comment; however, they did not have enough time to speak. The AAC member suggested customers be allowed three minutes rather than two minutes to make their public comment. The AAC Member stated people were being encouraged to use fixed route services, but it seemed like there were several safety-related issues that had occurred recently on fixed route. The AAC Member asked if there was enough law enforcement available on Metro Bus and Rail. The AAC Member stated she had encountered difficulty booking trips with suitable trip windows.

**Resolution:** A motion was made to discuss the time available for public comments at the AAC Full Committee Meeting. The fixed route safety inquiry

was forwarded to the AAC Bus/Rail Subcommittee to be addressed within that forum. The AAC member was thanked for her comments.

### **AAC Member #2**

**Comment/Complaint:** The AAC member stated the Grandfathering Clause should be placed on the meeting agenda, as it had been brought up by many customers at preceding AAC meetings.

**Resolution:** The AAC member was thanked for her comment. The MetroAccess Grandfather Policy was placed on the FY-16 Work Plan with a target date of January 19, 2016.

### **AAC Member #3**

**Comment/Complaint:** The AAC member stated there seemed to be less available times when booking trips and it was difficult to coordinate the trip times with her schedule. The AAC member stated that on closed campuses such as NIH or Walter Reed, identification cards were required for all passengers to enter. The AAC member stated a customer's companion did not have an identification Card on her one day, and she had to be unloaded from the vehicle before the vehicle could enter the campus. The AAC member suggested providing notification to customers if their vehicles were scheduled to enter closed campuses along the route. The AAC member stated a recent operator did not have a seat belt extension on board the vehicle, and a posey belt was used instead. The AAC member stated she was unable to breathe with the posey belt in place.

**Resolution:** Mr. Omar Browne stated MetroAccess was working on equipping the vehicles with longer seatbelt extenders. The Operation Control Center (OCC) was made aware of the issue of accessing closed campuses within the service area.

### **AAC Member #4**

**Comment/Complaint:** The AAC member stated she encountered operators on a daily basis who were unaware of the seat belt waiver on her file.

**Resolution:** The AAC member provided MTM Quality Assurance with specific trip dates and times, and the matter was addressed with the individual operators. MTM and WMATA personnel will continue to monitor the AAC member's trips to address this concern.

**AAC Member #5**

**Comment/Complaint:** The AAC member suggested there should be a clear record established of the concerns that had been raised at prior meetings and how those concerns had been addressed.

**Resolution:** Mr. Patrick Sheehan, AAC Committee Chairman, stated that service issues brought forth during the public comment period have been addressed fairly and efficiently by staff. Mr. Paul Semelfort, Chair AAC MetroAccess Subcommittee, stated that specifics are also included in the MetroAccess Complaint Resolution Report provided on a monthly basis.