



AAC

Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – November 2016

Accessibility Advisory Committee Public Comment: November 7, 2016

Customer #1

Comment/Complaint: The patron expressed concern on if an amendment will be made to the Abilities-Ride Request for Proposal (RFP) based on the questions and concerns submitted by the public.

Resolution: Mr. Christiaan Blake, Director, ADA Policy and Planning, stated the RFP was not changed; however, the questions were used to give details into the intended goal for the program.

Customer #2

Comment/Complaint: The customer stated over the last three months her service has declined. The customer stated she has been picked up late on a frequent basis.

Resolution: An analysis of the customer's trips was conducted, and the findings were shared with MV Transportation for corrective action. Management in the Operations Control Center (OCC) have continued to monitor the customer's trips for improvement. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer about the findings and resolution initiatives.

Customer #3

Comment/Complaint: The customer inquired on the reason Where's My Ride (WMR) agents were unable to share information on the vehicle's location. The customer stated he had been picked up outside his trip window several times recently.

Resolution: Ms. Allison Anderson, MetroAccess Operations Manager, stated Dispatch was working to locate a vehicle that could pick up the customer as quickly as possible, and consequently the vehicle information was subject to change. The customer's trips were reviewed, and the findings were shared with MV Transportation for corrective action. Management in the Operations Control Center (OCC) have continued to monitor the customer's trips for improvement. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer about the findings and resolution initiatives.

Customer #4

Comment/Complaint: The customer stated she was picked up from her church, and the operator engaged in a dispute with her church director for parking in multiple parking spots. The customer stated she contacted WMR, but the agents were not helpful. The customer stated a dispatch manager offered to send a road supervisor, but the road supervisor did not arrive until after midnight and would not take her statement regarding the incident. The customer stated she filed a complaint but did not receive a response. The customer stated the reservation agents did not always request information about the entrance where she would be picked up, and this information was critical for a visually impaired individual.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services, apologized for the customer's experience. Mr. Kent stated operators were expected to maintain a professional composure and this incident would be investigated. The incident was reported and investigated in September 2016 and the findings were shared with the Service Delivery Provider and MV Transportation for coaching and counseling. It was also determined the road supervisor was properly dispatched to the customer's location within an acceptable timeframe. Ms. Jennifer Weber spoke with the customer regarding the findings.

Customer #5

Comment/Complaint: The customer stated she had experienced recent problems with late and extended rides. The customer stated the trip arrangement did not always make sense. The customer stated she called to cancel a trip due to a missed trip window, and the dispatch agent said the cancellation would count against the customer. The customer spoke with seven employees before she was able to ensure the cancellation would not count against her. The customer requested the WMR agents provide more accurate information about the estimated time of arrival because she was unable to see when the vehicle arrived.

Resolution: Mr. Christian Kent stated it was important to stress the value of providing assistance and empathy when assisting customers. Mr. Kent stated the customer's calls would be reviewed to ensure re-training took place where needed. The customer's trips were reviewed, and the findings were shared with MV Transportation for corrective action. Management in the Operations Control Center (OCC) have continued to monitor the customer's trips for improvement. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer, and the customer reported improvements in her service since the meeting.

MetroAccess Subcommittee Public Comment: November 21, 2016

Customer #1

Comment/Complaint: The customer stated a question was raised about the training requirements for Abilities-Ride. The customer stated WMATA should better define the training requirements because this was a safety issue. The customer stated Maryland may require fingerprint background checks for Transportation Network Companies (TNCs), and she wanted to know how this may impact Abilities-Ride.

Resolution: Mr. Christiaan Blake stated they wanted the companies bidding for the Abilities-Ride contract to describe their training plans. Mr. Blake explained how Abilities-Ride would be a MetroAccess alternative rather than a new MetroAccess service, and businesses were allowed the opportunity to present their plans. Mr. Blake stated the Abilities-Ride contractor would be required to comply with Maryland state laws.

Customer #2

Comment/Complaint: The patron stated the Abilities-Ride pre-proposal conference was held and 20 pages of questions and answers were available on the WMATA website. The patron stated she was disappointed that WMATA was not implementing requirements for a cash payment option or a landline option, versus requiring the customer to use a smart phone. The patron stated she was grateful for the requirement for wheelchair accessibility and appreciated the data requirement. The patron explained how the contractor would be required to provide monthly data showing the customer service and complaint records.

Resolution: The patron was thanked for her comments.

Customer #3

Comment/Complaint: The patron stated he represented a non-profit organization that worked with people with disabilities. The patron stated a customer was delivered 30 minutes early, and the taxi provider left the customer alone at the location. The patron asked what was done to hold the taxi providers accountable.

Resolution: Mr. John Gray, MV Transportation Acting Project Manager, stated the taxi provider should notify the Operations Control Center (OCC) if no one was available to greet the customer. Ms. Allison Anderson stated a road supervisor could be sent to the location. Ms. Anderson stated the taxi drivers received the same training as the rest of the MetroAccess operators. Mr. Conrad Marshall, Transdev Project Manager, stated the taxi drivers had received refresher training over the past year, and they should not leave a customer stranded at a location. An investigation was conducted and the issue was

brought to the attention of the taxi provider for review and correction. An investigation was performed, and Ms. Jennifer Weber spoke with the patron regarding the findings.

Customer #4

Comment/Complaint: The customer stated he was blind and traveling by himself and the taxi driver did not provide door-to-door service. The customer stated the taxi driver expected him to cross the street by himself.

Resolution: Ms. Heidi Case spoke with the customer following the meeting. A review was conducted into the customer's trips, it was determined that the customer was referencing a trip taken with Transport DC.

Customer #5

Comment/Complaint: The customer stated she was told to exit the vehicle on one occasion by a driver, and she felt like this was dangerous. The customer stated she encountered Ms. Carolyn Bellamy on one occasion, and Ms. Bellamy tried to exercise authority regarding whether the customer could travel with her shopping cart. The customer stated she did not agree with the MetroAccess certification process and thought it was humiliating. The customer stated she sold Mary Kay, and her products were removed from the vehicle and placed on the ground.

Resolution: The customer's allegations regarding MetroAccess services were reported and addressed in 2014. The findings were shared with the customer at that time. Ms. Jennifer Weber spoke with the customer after the meeting; the incident with Ms. Bellamy occurred on a Montgomery County Ride On bus. Ms. Weber advised the customer that the incident would need to be reported to and addressed by Ride On. The customer's comments regarding the certification process were received by the Office of Eligibility staff during the meeting. Ms. Jennifer Weber attempted to contact customer on November 23 and November 28, 2016 to discuss the findings.