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Accessibility Advisory Committee

METROACCESS COMPLAINT RESOLUTION REPORT – DECEMBER 2013

Accessibility Advisory Committee Public Comment: December 2, 2013

No MetroAccess public comment submitted.

MetroAccess Subcommittee Public Comment: December 16, 2013

Customer #1

Comment/Complaint: The customer thanked Ms. Allison Anderson, Operations Manager-MetroAccess Operations Control Center and Mr. Charles Robinson – MetroAccess Service Monitor for their assistance. The customer stated she had three trips with excessive on board times during the month of October and the routes took her in different directions other than where she should have been heading. The customer suggested dispatchers are not monitoring trips that are moved and they should receive additional training to avoid sending drivers out of their way. The customer stated she did not know that her trip was cancelled on the snow day on December 10, 2013. The customer asked why she could not board one of the vehicles that were already in the area and going in her direction.

Resolution: Ms. Anderson stated the dispatch department should move trips in the most effective manner and in a way that makes sense. Ms. Anderson stated dispatch supervisors were responsible for making trip movements. Ms. Anderson pointed out trip movements were made as an attempt to pick up the customer on time due to unanticipated service delays. Ms. Anderson concluded in saying the MetroAccess Operations Control Center was working to reduce the amount of trip movements and to aid in this effort, has recruited a highly skilled scheduling manager that has already made improvements to the scheduling process. Customers are not permitted to board vehicles to which their trips were not specifically assigned to ensure other customers' trips are not potentially delayed. The OCC staff diligently manages and monitors the scheduling and dispatching of trips to pick up customers within their scheduled pick-up window and transport safely to their final destination in a timely manner. The customer's trips were investigated by a member of the MTM Quality Assurance staff and Ms. Jennifer Weber, MTM Senior Administrative Coordinator, followed up with the customer on December 19th to communicate investigation findings.

Customer #2

Comment/Complaint: AAC Subcommittee Member, Ms. Denise Rush spoke on behalf of two customers who were unable to attend the AAC Subcommittee Meeting. Ms. Rush stated the two customers were picked up from their location at the same time and were taken to the same destination address at the same time, but their trip fares were different.

Resolution: The two customers' trip fares were investigated, and the findings were shared by Ms. Jennifer Weber on December 19th. Upon investigation, it was found that one customer's fare was incorrect. A procedural audit was completed and the reservation agent that booked the trip was found to have utilized a routine that led to the incorrect fare being levied. IT staff is conducting a larger scope analysis to determine if this event was a system irregularity.