



Accessibility Advisory Committee

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Washington, DC 20001
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METROACCESS COMPLAINT RESOLUTION REPORT – SEPTEMBER 2013

Accessibility Advisory Committee Public Comment: September 3, 2013

No MetroAccess public comment submitted.

MetroAccess Subcommittee Public Comment: September 16, 2013

Customer #1

Comment/Complaint: The customer stated vehicle operators have humiliated and caused her personal injuries since April and operators have provoked other passengers into fighting with one another. The customer also stated operators were not letting down the ramps for customers' safety.

Resolution: Mr. Omari June, Director, Office of MetroAccess Services informed the customer that someone would follow up with her after the meeting. Ms. Jennifer Weber, MTM Compliance Auditor Quality spoke with the customer after the meeting and determined she was referring to Metrobus and Metrorail operators as opposed to MetroAccess operators. The customer was referred to appropriate Metro personnel to resolve her concerns.

Customer #2

Comment/Complaint: The customer inquired why there was not medical staff on the MetroAccess Eligibility Assessment Team.

Resolution: Mr. Frank Roth, Director, Office of Eligibility Certification & Outreach, Department of Access Services stated therapeutic specialists review applicants from a clinical perspective to determine how the disability would affect the individual's ability to safely utilize bus and/or rail service. Mr. Roth continued to explain that a disability assessment is not conducted but rather a functionality assessment.

Customer #3

Comment/Complaint: The customer stated she was glad to see MetroAccess Service Monitors at Washington Hospital and asked if monitors could be deployed to Georgetown University Hospital as well. The customer stated she had protested fare increases previously because she was concerned that ridership would drop. The customer stated that her fare was overcharged

several months ago and wanted to know if the issue had been corrected. The customer also stated MetroAccess operators were not always notified about traffic delays, road closures and events such as those that had occurred that day at the Navy Yard. The customer inquired about how drivers could be notified when these events are happening.

Resolution: MetroAccess Service Monitors will continue to be dispersed throughout the MetroAccess service area including but not limited to those areas referenced by the customer. Ms. Weber followed up with the customer to determine when the issue with her fare had occurred. The customer was unable to recall the date of the occurrence for Ms. Weber to conduct an investigation into the report. Mr. June informed the customer MetroAccess is able to identify and reach out to operators to inform them of applicable information relative to travel throughout the service area. Mr. Christian Kent, Assistant General Manager, Access Services stated MetroAccess carefully gauges how alerts are disseminated to operators. Mr. Kent stated information pertaining to local area emergencies are received and disseminated through instruction from Metro and Metro Transit Police.

Customer #4

Comment/Complaint: Ms. B. Moore-Gwynn, AAC Coordinator, spoke on behalf of a customer who was unable to attend the meeting but submitted her concerns in writing. The customer stated a driver had pulled into the driveway to offload her and the operator backed into her garbage can and the neighbors' garbage can as well. The customer stated that she had to ask several times that a road supervisor report to the scene. The customer stated she has been placed on hold a lot and felt staff has been dismissive. The customer stated she was experiencing problems with drivers not securing her safety belt properly. The customer stated she was grateful that a road supervisor had investigated this issue recently, but all the operators who had been observed were already familiar with her and thus did not provide a true example of the improper use of the safety belt. The customer inquired why the service delivery contractors had not yet reached out to her for sensitivity training.

Resolution: The customer had previously reported the incident regarding the vehicle hitting the garbage can to MetroAccess Customer Service and this issue has been investigated and followed up on by the service delivery provider involved. Ms. Weber consulted with the customer to correctly identify the call referenced in her statement. Ms. Weber reviewed the call and determined the customer was only placed on hold while the dispatcher located her supervisor. The dispatcher checked back in with the customer to ensure she was not left

unattended for an extended period of time. Both the dispatcher and supervisor were attentive to the customer's needs and took the necessary actions to address the issues brought forth. A Street and Safety Monitor will visit the customer to observe the safety belt application and ensure it is being performed properly. Contractors are responsible for determining suitable personnel and/or outsourced organizations to conduct sensitivity training for their employees.