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Accessibility Advisory Committee

METROACCESS COMPLAINT RESOLUTION REPORT – May 2016

Accessibility Advisory Committee Public Comment: May 2, 2016

Customer #1

Comment/Complaint: The patron stated customers were more inclined to use MetroAccess as opposed to Metrorail due to accessibility concerns, such as elevator outages.

Resolution: The patron was thanked for his comment.

Customer #2

Comment/Complaint: The patron stated the McKinsey Report, submitted in January 2016, included a number of recommendations related to MetroAccess and therefore should be discussed at an upcoming AAC meeting.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services, stated the McKinsey Report was available for anyone to review on the WMATA website. The intent of the report was to provide an operational summary for the new General Manager and Chief Executive Officer (GM/CEO) and to provide suggestions on possible ways to increase Metro efficiency. Mr. Kent stated the GM/CEO has already established plans to improve Metro and discussed these with the AAC when he met with them. Therefore, the ideas in the McKinsey Report have already been weighed and considered so there is not a benefit to the committee to discuss it further.

Customer #3

Comment/Complaint: The patron stated his organization released a report about transportation agencies partnering with Transportation Network Companies (TNC). The study showed TNC partnerships only promoted cost-saving efforts but did not address labor and disability concerns. The patron stated the study listed recommendations on how to improve the current service.

Resolution: The patron was thanked for his comment.

Customer #4

Comment/Complaint: The customer suggested the AAC submit a document to the Metro Board and General Manager describing their concerns about AbilitiesRide.

Resolution: The customer was thanked for her comment.

AAC Member #1

Comment/Complaint: The AAC member stated she attempted to book a trip to the MetroAccess Operations Control Center for the May 2016 MetroAccess Subcommittee Meeting but was unable to do so because she did not have the exact address. She attempted to call Reservations on May 1, 2016, and her call was disconnected before she was connected with an agent.

Resolution: Dr. B. Moore Gwynn, AAC Coordinator, Office of ADA Policy & Planning, stated she would provide the exact address to members of the AAC. Mr. Omari June, Director, MetroAccess, stated there were intermittent issues with the interactive voice response system (IVR) that would be resolved soon.

AAC Member #2

Comment/Complaint: An AAC member stated the IVR was working, but the service was not consistent.

Resolution: Mr. June stated there were intermittent issues with the IVR that would be resolved soon.

AAC Member #3

Comment/Complaint: The AAC member inquired if there were any TTY issues identified with the recent IVR problems.

Resolution: Mr. June stated he was not aware of any TTY issues but would investigate and report the findings. An investigation was performed; WMATA staff identified that the TTY phone line was not functioning as intended. Verizon provides support for this line, and the Verizon employee strike has delayed procuring a technician for a site visit to resolve. Staff will press to resolve this issue as quickly as possible.

MetroAccess Subcommittee Public Comment: May 16, 2016

AAC Member #1

Comment/Complaint: The AAC member stated there was not enough time to enter the ID number and password when he called the EZ-Pay line. The call recording interrupted him before he could enter all of the information, and it made him start again.

Resolution: Ms. Allison Anderson, MetroAccess Operations Manager, stated the matter would be investigated. An investigation was performed; it was determined that phone system adjustments were necessary. The time period to input an ID number and password in the IVR system was extended on May 20, 2016 to allow sufficient time to enter the information.