

**AAC**

Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – April 2015

Accessibility Advisory Committee Public Comment: April 7, 2015

Customer #1

Comment/Complaint: The customer stated she was a member of a support group, and they had questions about the medical emergency plan to be used by MetroAccess operators. The customer stated she heard conflicting information and wanted to know the official procedure. The customer requested operators be re-trained on the procedure as well. The customer stated a man had a seizure on the van, and the operator brought him back home.

Resolution: Mr. Omari June, Director, Office of MetroAccess Service, stated he intended to re-distribute and reinforce the importance of this procedure to staff and operators. Mr. June stated the OCC should always be notified of an emergency situation. Mr. June stated operators had the ability to contact 9-1-1 from their hand held radios. Mr. June stated there was a specific timeframe allocated to notify the OCC of emergency situations, and it was very important that the OCC be notified quickly so road supervisors and additional MetroAccess staff could be summoned to the location. Mr. June stated the operators should contact their base dispatchers in the event they were unable to reach an OCC dispatcher right away. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer immediately following the meeting; the customer was unable to recall the exact date when the man had the seizure on the vehicle for further follow up.

Customer #2

Comment/Complaint: The customer stated operators did not know about the seatbelt waiver and were uninformed about the different types and colors of MetroAccess ID badges. The customer suggested road supervisors quiz the operators about this information at high traffic locations.

Resolution: Mr. Omari June stated all of the operators were required to sign a form after they were trained on the various codes and MetroAccess ID badges. Mr. June stated the operators were quizzed on this information in the manner suggested by the customer. Mr. June stated staff was exploring other methods to ensure the operators retained this information.

MetroAccess Subcommittee Public Comment: April 20, 2015

Customer #1

Comment/Complaint: The customer stated on Friday, April 17, 2015 she took a trip to Greenbelt; there were three people on board the vehicle, and the customer stated she should have been dropped off first but was dropped off last. The customer stated the long ride made her very tired.

Resolution: Ms. Allison Anderson, Operations Manager- Operations Control Center, Office of MetroAccess Service, stated someone would speak with the customer to obtain the details of this trip, and a thorough investigation would be performed. Ms. Jennifer Weber, MTM Quality Assurance, investigated the matter and confirmed the customer's trip was excessive in length. The investigation findings were reported to OCC Dispatch Management to ensure staff received coaching and counseling on proper trip insertion practices. Ms. Weber attempted to contact the customer on April 23 and April 27, 2015, but the customer was not available.

Customer #2

Comment/Complaint: The customer stated the Grandfathering Clause made it difficult to travel to some locations on the weekends.

Resolution: Mr. Christian Kent, Assistant General Manager, Department of Access Services, stated the policy was enacted on July 1, 2010 with the intent of maintaining service for those customers traveling outside of the ADA Service Area. Mr. Kent stated there are customers who desire to travel to the same locations where grandfathered customers are able to travel. Mr. Kent stated the AAC spoke with the Board about adjustments to bus routes and how that in turn impacts the MetroAccess service area. Mr. Kent stated the AAC will need to present this item to the Board so it can be addressed in a fair way. Ms. Allison Anderson stated someone would speak with the customer to investigate the particular addresses of concern. Ms. Jennifer Weber spoke with the customer on April 23, 2015; the customer stated he did not have any current locations that he needed assistance with, but he hoped to bring attention to the problem. Ms. Weber provided the customer with her contact information in case he needed assistance traveling to any of these locations in the future.

Customer #3

Comment/Complaint: The customer stated she traveled via MetroAccess several weeks ago, and another individual was being picked up at a senior facility. The customer stated the individual did not call Where's My Ride (WMR) when the ride was late. The customer stated the location was not geocoded properly.

Resolution: Mr. Christian Kent indicated this information could be reported immediately when it occurred, and Ms. Allison Anderson stated the information could be reported and corrected by filing a complaint through WMATA Customer Service. Ms. Jennifer Weber spoke with the customer after the meeting, and the customer provided the trip details. An investigation was performed, and no geocoding issues were identified associated with the trip referenced by the customer. Ms. Weber spoke with the customer on April 27, 2015; the customer indicated she was unsure of the exact date but would be sure to report any issues like this right away in the future.

Customer #4

Comment/Complaint: The customer stated he was grandfathered under the clause, but he noticed a recent change to his trip fares. The customer asked why the fares would vary between his trips to and from the location.

Resolution: Ms. Allison Anderson stated someone would speak with the customer to obtain the details and investigate. Ms. Jennifer Weber spoke with the customer on April 23, 2015; the customer provided information about the trips in question, and Ms. Weber confirmed the fare was calculated correctly. Ms. Weber shared this information with the customer and provided her contact information in case the customer requires additional assistance.

Customer #5

Comment/Complaint: The customer advocate thanked Mr. Christian Kent for his comments pertaining to the Grandfathering Clause. The advocate stated she represented a group of customers in the Fort Washington area and asked if there was anything customers could do to gain access to MetroAccess when their addresses fell outside of the service area on weekends. The advocate stated it would be helpful to receive transportation to the nearest Metro station.

Resolution: Mr. Christian Kent thanked the advocate for her comment, and he spoke with her further about this issue after the meeting.

Customer #6

Comment/Complaint: The customer requested someone address the issue of trip insertions. The customer stated that sometimes trips last for hours at a time, and customers were no showed when they did not answer the phone after the driver arrived late. The customer stated her trips sometimes went through Maryland and Virginia. The customer stated she was placed on hold for extended periods of time when she requested to speak with dispatch supervisors. The customer stated she was still waiting on a refund from her deceased mother's EZ-Pay account. The customer stated the vehicles appeared dirty and needed to be inspected more thoroughly.

Resolution: Mr. Leland Petersen, MV Regional Vice President, stated he appreciated the customer's comments, and these comments were always shared with dispatchers during their training sessions. Mr. Petersen spoke with the customer more about dispatcher performance after the meeting. Ms. Jennifer Weber spoke with the customer immediately following the meeting and again on April 22, 2015; the customer indicated these issues were ongoing rather than in reference to any particular dates. Ms. Weber provided the customer with her contact information to report any future examples as they occurred. Ms. Celisse Outlaw, Service Monitor, Office of MetroAccess Service, spoke with the customer on April 24th to assist with the customer's EZ-Pay account refund request.

Customer #7

Comment: The customer informed attendees of the Rally for Accessibility on May 1st, 11:30am at the Jackson Graham Building sponsored by ATU Local 689.

Committee Member #1

Comment: The Committee Member indicated that as we consider sustainability we should look at the alternatives for other jurisdictions such as Alexandria STAR and DOT. The committee member stated the committee should discuss the differences in consumer perception and the ability for a jurisdiction to build up the alternative service.

Committee Member #2

Comment: The Committee Member indicated she wanted to discuss trip insertions. The committee member stated routes are downed due to driver shortages, trips are divided amongst remaining drivers, which in turn result in trip insertions. The committee member stated the salary and how we treat the drivers needs to be discussed as part of sustainability.

Committee Member #3

Comment: The Committee Member indicated he got a call from an individual who might have to switch from fixed route to MetroAccess because the bus stop was moved.

Resolution: Mr. Blake, Director, Office of ADA Policy and Planning, indicated Mr. Antonio Stevens, ADA Ombudsman, Office of ADA Policy and Planning, spoke with the customer to discuss the relocation of this bus stop.

Committee Member #3

Comment: The Committee Member indicated the committee should add projected and completion date columns to the work plan.

Resolution: Mr. Blake indicated with the agreement of committee members this addition would be completed.

Committee Member #4

Comment: The Committee Member stated MetroAccess management as well as the contractors' management should make more of an effort to reach out to front-line employees that interact most with customers. The Committee Member stated these front-line employees have great knowledge and understanding of the operation, but they are not respected or acknowledged as this type of resource.

Committee Member #5

Comment: The Committee Member provided information on his experience at the safety exercise. He indicated training should be enhanced to better prepare the emergency personnel involved. He stated additional exercises should be held with individuals with different types of disabilities to educate each person on how to handle these situations.