



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – February 2017

Accessibility Advisory Committee Public Comment: February 6, 2017

Customer #1

Comment/Complaint: The customer stated he appreciated the new MetroAccess ID cards and the flexibility they provided customers. The customer also stated he was not provided instructions in an accessible format.

Resolution: Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, stated his office was reviewing the customer database to ensure all customers receive documents in the accessible format requested.

Customer #2

Comment/Complaint: The customer stated her ride time was too long on MetroAccess vehicles and she has arrived late to work twice. The customer stated the vehicle has traveled through Maryland to pick up a woman who lived on Georgia Avenue and the vehicle had to wait for the customer's trip window to begin. The customer stated she was routed with a customer who lived on Interstate 66, and these trips would sometimes result in extended on-board times of 2 hours or more.

Resolution: The customer's trips were reviewed and analyzed by MTM Quality Assurance and the findings were shared with MetroAccess Operations Control Center (OCC) staff to improve the customer's routing. The customer also made public comment at the MetroAccess Subcommittee meeting on February 20, 2017, regarding the improvement to her service. Ms. Jennifer Weber, Compliance Auditor, MTM Quality Assurance, left a voicemail for the customer on February 23, 2017 to discuss the findings.

Customer #3

Comment/Complaint: The patron stated the Abilities-Ride procurement process was not transparent, and he was interested in learning more details about the bids that were submitted.

Resolution: The patron was thanked for his comment. WMATA is unable to provide information on active procurements.

Customer #4

Comment/Complaint: The customer stated she was picked up at Washington Hospital Center, and the vehicle backtracked through Northwest Washington, DC before delivering her to Hyattsville, MD. The customer stated she was on board the vehicle too long.

Resolution: Mr. Christiaan Blake stated the customer's trips would be monitored. An investigation was performed by MTM Quality Assurance; the circuitous routing resulted from an improper trip movement by dispatch personnel. This issue was brought to the attention of OCC Contractor management for review and corrective action. Ms. Luquelle Tyler, MTM Quality Assurance, attempted to contact the customer on February 16, 2017, and Ms. Jennifer Weber left a voicemail for the customer on February 23, 2017 to discuss the findings.

MetroAccess Subcommittee Public Comment: February 21, 2017

Customer #1

Comment/Complaint: The customer stated her service had improved with shorter ride times and more efficient routing. The customer stated there were links on the MetroAccess web-booking site that did not work. The customer stated Mr. David Shaffer, Access Policy Officer, Office of ADA Policy and Planning, had been working with her, but she was under the impression that others were not cooperating with him.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services, thanked the customer for her comment. Mr. Kent stated Mr. Shaffer was working with the IT Department to fix the problems on the website. Mr. Kent stated there had been some changes made, but they were not finished. The customer's trips will continue to be monitored by MTM Quality Assurance and MV OCC staff. Ms. Jennifer Weber, MTM Quality Assurance, left a voicemail for the customer on February 23, 2017.

Customer #2

Comment/Complaint: The customer asked why MetroAccess sent the new ID cards without accessible forms of documentation. The customer stated this violated ADA policy, and this had occurred other times in the past. The customer stated he spoke with Mr. Frank Roth, Director, Office of Eligibility, who said he would add electronic documentation on the WMATA website, but this had not yet occurred. The customer requested a message be emailed to customers and added to the website. The customer stated blind customers were unable to distinguish between the customer ID and PCA cards because they felt the same.

Resolution: Mr. Christian Kent stated there was a database of customer email addresses, and MetroAccess had the capability to distribute e-alerts. Mr. Kent stated his office would work to make better use of electronic communication in the future. Mr. Christopher Colbert, Operations Manager, Office of Eligibility, stated they had worked with a contractor, and it had been challenging to accommodate this detail due to the magnitude of the project. Mr. Colbert stated the Office of Eligibility had a braille printer available for similar projects.

Customer #3

Comment/Complaint: The customer's representative stated the customer traveled to dialysis on Mondays, Wednesdays, and Fridays, and she frequently arrived late to her treatments. The representative stated the customer did not receive her full treatment on Friday because she arrived late. The representative stated today there were two people on board the vehicle when the customer was picked up, and another two individuals were picked up before the customer was delivered to her destination. The representative stated the routing was not progressive, and the customer arrived late. The representative stated other patients had to sometimes take the customer home because dialysis facility staff were unable to wait any longer. The representative stated the customer was once told the vehicle was only a few minutes away, but the vehicle was actually in Gaithersburg, MD.

Resolution: Mr. John Gray, Acting Project Manager, MV Transportation, stated an investigation would be performed. Mr. Gray stated the customer's time could be extended if needed, and a No Strand Trip (NST) would be booked. MTM Quality Assurance performed an analysis of the customer's trips, and shared the findings with OCC with the intent of improving the customer's service. The errors resulting in the specific incidents described by the customer were brought to the attention

of OCC contractor management to address with dispatch staff. Ms. Jennifer Weber left a voicemail for the customer on February 23, 2017 to discuss the findings.

Customer #4

Comment/Complaint: The customer's representative stated the customer often arrived late to work. The representative stated once the vehicle was nearly to the customer's work address, dispatch called the operator to pick up and deliver another customer. The representative stated the vehicle had to turn around and the customer arrived late to work. The representative stated the customer was often picked up late even though she saw vehicles pass her location, and she would have to pay for alternate transportation home.

Resolution: Mr. John Gray stated an investigation would be performed. MTM Quality Assurance performed an analysis of the customer's trips and shared the findings with MV OCC with the intent of improving the customer's service. Ms. Jennifer Weber left a voicemail for the customer on February 23, 2017 to discuss the findings.

Customer #5

Comment/Complaint: The customer stated Dispatch removed the trips from the operators' manifests, and they sent the operators all around the service area. The customer stated many aspects of the service were good, but some staff needed additional training or be fired. The customer asked why new MetroAccess ID cards were distributed when the old cards still worked. The customer stated she once agreed to a trip window with a \$6.50 fare, and her fares had often been \$6.50 after that date. The customer stated her fares were previously \$3.50 on a consistent basis. The customer stated her fares had been investigated, and she was told they were calculated correctly. The customer stated the fare calculation did not make sense.

Resolution: Mr. John Gray stated he would speak with the customer following the meeting. The customer's fares were reviewed, and it was confirmed that they were calculated correctly. Ms. Jennifer Weber left a voicemail for the customer on February 23, 2017 to discuss the findings.

Customer #6

Comment/Complaint: The customer stated a MetroAccess operator had damaged her note taker and the claims process was not accessible. The customer stated she was asked about what she saw even though she was blind. The customer stated her service had become worse rather than improved. The customer stated she was stranded on one occasion. The customer stated she waited 30 minutes for her ride last week, and she lost her voice. The customer stated she reached out to someone who said other customers' service was worse than hers was.

Resolution: Mr. Christiaan Blake stated the customer was correct about the claims process. Mr. Blake stated he followed up on each step of the process, and the problems had been resolved. Mr. Blake stated the claims office had made a decision about the customer's request, and the decision had been shared with the customer. Mr. Blake stated WMATA was making a serious initiative with accessible communication moving forward. Mr. John Gray stated he was familiar with the incidents described by the customer, and someone would speak with the customer following the meeting. The incidents described by the customer had been previously reported and investigated, and the issues were brought to the attention of the employees' management for coaching and counseling. Mr. Carlton Brown, Administrative Services Manager, MTM Quality Assurance, left a voicemail for the customer on February 23, 2017 to discuss the findings.

Customer #7

Comment/Complaint: The person stated he was an operator for Diamond Transportation who had picked up many customers with negative experiences riding with MetroAccess. He stated many customers were afraid of being left behind and did not always receive calls when the vehicles arrived. He stated there were many great things about the MetroAccess service, but many operators relied too heavily on the on-board vehicle computer directions and did not know to use and avoid certain routes. He stated operators should listen to customers' directions rather than relying exclusively on on-board vehicle computer directions. He also suggested the trip insertion process be more efficient.

Resolution: The individual was thanked for his comments.

Customer #8

Comment/Complaint: The AAC member stated she was told all Washington, DC to Washington, DC trips were \$6.50 due to SafeTrack, and she was not provided with additional explanation. She stated her ride was late this morning because the operator could not find her. She stated her trip was removed from the run after the operator arrived to her pick up location, and the operator was unable to perform the trip. The AAC member stated her trips were typically inserted onto the run, and operators frequently had difficulty locating her address even though she provided notes during trip booking. She stated she adjusted the times for her subscription trips so she would not arrive late to work, but she still arrived late at least two times a week.

Resolution: Ms. Jennifer Weber reviewed the customer's fares and confirmed they were calculated correctly. Ms. Weber identified a requested pick up time that would produce a lower MetroAccess fare and shared this information with the customer on February 23, 2017. An investigation was performed on the customer's trip; the operator initially passed the customer's address but was able to resume her path and arrive shortly after the trip window ended. The customer's trip was improperly cancelled but was quickly added back to the run after the error was identified. The investigation findings were shared with the operator's and the dispatcher's respective management personnel for review and corrective action. Ms. Weber shared the findings with the customer and discussed her overall service, and the customer stated her service had been much better recently.