



## Accessibility Advisory Committee

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### **METROACCESS COMPLAINT RESOLUTION REPORT – AUGUST 2013**

#### **Accessibility Advisory Committee Public Comment: August 5, 2013**

**No MetroAccess public comment submitted.**

#### **MetroAccess Subcommittee Public Comment: August 19, 2013**

##### **Customer #1**

**Comment/Complaint:** The customer inquired about the attrition rate of vehicle operators and stated she was curious about recruitment and retention of operators. The customer asked what practices were in place and how the current process was going with the new providers.

**Resolution:** Mr. Omari June, MetroAccess Director, stated attrition statistics by service provider would be obtained and this information would be presented at the next AAC Subcommittee meeting. Ms. Jennifer Weber, MTM Compliance Auditor, spoke with the customer to gather specific details of the inquiry for follow up.

##### **Customer #2**

**Comment/Complaint:** The customer stated vehicle operators were not respecting and listening to her. The customer stated multiple operators had asked her PCA to sign the manifest on her behalf rather than asking the customer herself, assuming the customer was unable to sign. The customer stated she was concerned this was happening to other customers as well. The customer also stated she had not been contacted by MetroAccess about providing training to operators and staff regarding working with individuals with disabilities.

**Resolution:** Ms. Weber spoke with the customer after the AAC Subcommittee Meeting and the customer stated she was unable to recall any specific dates on which these issues with the vehicle operators occurred. A review of the customer's formal complaint history showed she had reported this issue previously to WMATA Customer Service. The incidents were investigated by MTM Quality Assurance and reported to the individual service providers with whom the responsible operators were employed to ensure corrective action was implemented. Ms. Allison Anderson, MetroAccess Operations Control Center Manager, confirmed with the customer that her sensitivity training proposal had

been distributed to all MetroAccess service providers. She also communicated that the decision to utilize her services was up to each individual company to pursue.

### **Customer #3**

**Comment/Complaint:** The customer stated he encountered many rude dispatchers that called customers when vehicle operators were at the pickup location for exactly five (5) minutes. The customer stated this was not enough time for an operator to secure a customer's wheelchair and operators became frustrated when dispatchers continued to call. The customer also commented that when customers arrive late to appointments and the return trip is scheduled to arrive before they will be prepared for pick-up due to the initial late arrival that this is an issue. The customer also reports operators are ready to leave after (5) minutes without providing enough time for some customers leaving dialysis to exit the facility and board the vehicle. The customer stated that the operators were rude and frequently informed customers that they were add-ons. The customer reported operators were still not performing door-to-door service. The customer stated he was still waiting to hear about his AAC application submitted in June and had not yet received a response from anyone.

**Resolution:** Ms. B. Moore-Gwynn, AAC Coordinator, addressed the customer and stated that selections were made and notification letters were in the process of being mailed to all applicants for AAC Committee appointments. Mr. Leland Petersen, MV Regional Vice President, responded that dispatchers should not be rude when addressing vehicle operators or customers and that said issue is currently being addressed with refresher training courses on customer service and sensitivity for all MetroAccess Operations Control Center (OCC) staff. Mr. Petersen also stated that his staff understands it takes various amounts of time for customers to board vehicles. MTM Quality Assurance has scheduled a focus audit to monitor dispatchers' customer service and overall levels of performance. Ms. Anderson responded that all customers are to receive door-to-door service regardless of the nature of their disability. Ms. Weber spoke with the customer to discuss the specific dates on which reported incidents had occurred. The customer's referenced incidents of concern were previously reported to WMATA Customer Service. MTM Quality Assurance investigated and addressed these reported complaints accordingly.

#### **Customer #4**

**Comment/Complaint:** AAC Subcommittee member spoke on behalf of a friend who used MetroAccess but was unable to attend the meeting. The customer felt the dispatchers were rude and said she was always added onto routes when she called too far in advance. The customer said she was also subject to being added onto routes when she called to report lateness, and the vehicle operators would inform her that she was added on to their route at the last minute.

**Resolution:** Mr. Petersen clarified trips are not “added on” on the same day but rather moved onto routes to accommodate changes and avoid delays. The committee member pointed out that it takes vehicle operators a little while to receive trips added to their routes and dispatchers call operators too frequently, further slowing them down. Mr. Petersen informed the committee member dispatchers are not to call if trips are assigned to an operators’ route prior to a customers’ pick up window since it is policy that the operators pull over to accept calls. Mr. Petersen stated there are written policies and procedures to promote efficiency in this process. Ms. Weber spoke with the customer. The customer reiterated the points brought forth by the committee member, but was unable to recall any specific dates on which the incidents occurred. The customer stated she has seen improvement with the service over the recent timeframe.