



AAC

Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
202-962-6060

METROACCESS COMPLAINT RESOLUTION REPORT – March 2017

Accessibility Advisory Committee Public Comment: March 6, 2017

Customer #1

Comment/Complaint: The customer stated she was picked up late last Monday and arrived late to her appointment. The customer stated she was picked up late for the return trip as well, and dispatch provided many excuses for the late arrival. The customer requested more honest communication from dispatchers. The customer stated her trip to the meeting arrived late due to multiple trip insertions, and another customer had to walk a block to meet the vehicle.

Resolution: The customer's trips were investigated, and the findings were shared with MV and Transdev for review and corrective action with the involved employees. Ms. Jennifer Weber, Compliance Auditor, MTM Quality Assurance, left a voicemail for the customer on March 24, 2017.

Customer #2

Comment/Complaint: The customer stated she was typically paired with another customer on the way to her work. The customer stated they both arrived late to work due to another customer's trip insertion, and this has happened frequently.

Resolution: The customer's trips were reviewed. Operations Control Center (OCC) management personnel will increase efforts to focus on improving the customer's routing. Ms. Jennifer Weber left a voicemail for the customer on March 24, 2017.

MetroAccess Subcommittee Public Comment: March 20, 2017

Customer #1

Comment/Complaint: The AAC member stated operators frequently were unable to locate her home address, and they were unable to make contact with Dispatch for assistance. The AAC member suggested MetroAccess timeliness might be improved if operators were more easily able to contact dispatchers. The AAC member stated the information about inclement weather had been distributed too late for customers to make changes to their trips. The AAC

member stated she appreciated that many of the operators provided door-to-door services despite the snow.

Resolution: Mr. Christian Kent, Assistant General Manager, Department of Access Services, thanked the AAC member for her suggestion. Mr. Kent stated staff would work on improving communication between operators and Dispatch.

Customer #2

Comment/Complaint: The AAC member stated two trips were booked under her account within the same hour, and two operators arrived to the pick-up location. The AAC member stated this occurred on two occasions over the past two weeks. The AAC member stated she did not think the system allowed for this to happen.

Resolution: Ms. Allison Anderson, Manager, MetroAccess Operations Control Center, stated an investigation would be performed. The investigation confirmed the trips were double-booked due to a Reservations error, and the problem was not corrected by the Scheduling Department. The findings were brought to the attention of MV management for review and correction. Ms. Jennifer Weber shared the findings with the AAC member on March 22, 2017.

Customer #3

Comment/Complaint: The customer stated she was pleased with MetroAccess service. The customer stated she was picked up outside her 12:45 – 1:15 pm window yesterday. The customer stated she arrived home at 2:15 pm, and she had another trip at 2:30 pm. The customer stated the operator said her trip was inserted during the beginning of his lunch break, and her trip had to wait until the break was over. The customer suggested MetroAccess have operators on call to accommodate late trips.

Resolution: Ms. Allison Anderson stated dispatchers reassign late trips to available operators in service rather than utilizing on-call operators. Ms. Anderson stated in order to maintain route efficiency, dispatch must identify vehicles in the best position to complete trips that are running behind. An investigation was performed, and the operator's schedule was pushed behind due to an excessive dwell time, ultimately resulting in the customer's missed trip window. The findings were shared with MV and Transdev management for review and correction. Ms. Jennifer Weber left a voicemail for the customer on March 24, 2017.

Customer #4

Comment/Complaint: The customer stated she was previously told she could read statements on behalf of other customers, but the AAC voted against allowing this practice. The customer stated she was attempting to assist other customers who were unable to attend the AAC meetings. The customer stated her fare was \$6.50 rather than \$4.50. The customer stated the timeliness and routing of her trips had improved. The customer suggested MetroAccess be more compassionate towards individuals traveling to and from dialysis appointments.

Resolution: Ms. Allison Anderson stated someone would speak with the customer after the meeting regarding actions taken to resolve customer service concerns presented. Ms. Anderson requested the customer provide written complaints from the other customer to ensure they were investigated. 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 March 24, 2017.

Customer #5

Comment/Complaint: The customer stated her service had improved, and she appreciated MetroAccess being proactive during the recent inclement weather conditions. The customer stated operators were offered bonuses around Christmas, but payroll had not followed through with payment. The customer stated it was important to take care of the operators, particularly with the recent operator shortages.

Resolution: The customer was thanked for her comment.

