



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – March 2016

Accessibility Advisory Committee Public Comment: March 7, 2016

Customer #1

Comment/Complaint: The customer stated she continues to arrive to her destination late, even when scheduling her trips with an earlier pick up window.

Resolution: An investigation was performed; it was determined that the customer has booked all of her trips with a requested pickup time. Ms. Jennifer Weber, MTM Quality Assurance, followed up with the customer on March 21, 2016 and encouraged the customer to book her future trips by appointment time.

Customer #2

Comment/Complaint: The non-customer inquired about the February 1, 2016 AAC meeting minutes. The non-customer stated the minutes indicated a consultant had been hired for an efficiency study, and the non-customer stated this information should be made public.

Resolution: Mr. Patrick Sheehan, Accessibility Advisory Committee Chair, stated the matter would be discussed later during the meeting.

Customer #3

Comment/Complaint: The customer stated she knew of someone who was picked up from National Rehabilitation Hospital (NRH) around 4:00 pm and was on board the vehicle until 12:00 am. The customer stated 50 wheelchair vehicles would not be enough for the Abilities Ride program. The customer stated the Transport DC program was not reliable in inclement weather.

Resolution: The customer was thanked for her comments regarding the Abilities Ride program. After further investigation the customer was unable to identify the individual's name with the extended ride at NRH. A review of the trips from NRH over the past three months did not present any results meeting the qualifications described by the customer. Ms. Jennifer Weber shared these findings with the customer and provided her contact information.

Customer #4

Comment/Complaint: The non-customer stated she was concerned that the current Abilities Ride proposal stated phone access may be available but was not a requirement. The non-customer stated the current Abilities Ride proposal also did not require compliance with the Americans with Disabilities Act (ADA) outside the paratransit requirements. The non-customer stated she was concerned about the availability of wheelchair accessible vehicles with Abilities Ride. The non-customer stated the current Abilities Ride proposal did not speak to ensuring adequate wages for drivers or the quality of working conditions, including drivers with disabilities.

Resolution: The non-customer was thanked for her comments.

Customer #5

Comment/Complaint: The customer suggested the number of Abilities Ride trips per day per customer be increased from four. The customer stated there was a great deal of concern about the quality assurance measures for Abilities Ride.

Resolution: The customer was thanked for her comments.

Customer #6

Comment/Complaint: The non-customer stated she was the guardian for a MetroAccess customer with a hearing impairment. The non-customer suggested texting would be a more accessible way for the deaf community to communicate with MetroAccess. The non-customer stated there was no MetroAccess signage identifying the taxi providers when they arrived. The non-customer inquired if magnetic signs could be used to identify the vehicles. The non-customer stated the Operations Control Center (OCC) staff was polite, helpful, and very efficient.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services, stated the taxi vehicles should display MetroAccess placards, and this would be brought up with the taxi providers. Mr. Kent stated there were efforts to integrate text messaging into MetroAccess services, but this was still a work in progress. Mr. Kent stated the feature would be available when it was completely ready for customer use. Ms. Jennifer Weber spoke with the non-customer again on March 23, 2016 pertaining to the taxi providers' use of the MetroAccess placards. Ms. Weber thanked the non-customer for her feedback and agreed to share it with management for review and correction.

MetroAccess Subcommittee Public Comment: March 21, 2016

Customer #1

Comment/Complaint: The customer stated he wished to commend the operators and thank them for their work.

Resolution: The customer was thanked for his commendation.

Customer #2

Comment/Complaint: The customer stated he always treated the MetroAccess operators with respect. The customer stated he read an article that said the Metro headquarters were relocating.

Resolution: The customer was thanked for his comment. Mr. Christian Kent stated there were no plans to relocate Metro headquarters.

Customer #3

Comment/Complaint: The customer stated she sometimes had to wait for a station manager to arrive to the MetroRail gate when she used her MetroAccess ID for entrance. The customer inquired if a chip could be inserted into the MetroAccess IDs to allow customers to use the regular gate with SmarTrip users.

Resolution: Mr. Christian Kent advised the customer that someone would speak with her following the meeting and address all of her concerns. Ms. B. Moore-Gwynn, Accessibility Advisory Committee Coordinator, Office of ADA Policy and Planning spoke with the customer following the meeting.

Customer #4

Comment/Complaint: The customer stated she was picked up in Largo, Maryland on March 4, 2016, and the operator said they had to wait at another customer's location for 45 minutes until the pick-up window began. The customer stated she filed a complaint about this matter and was told the operator was counseled. The customer asked why dispatch was not counseled. The customer stated she was picked up on March 15, 2016, and the operator passed her destination three times to pick up another person.

Resolution: Ms. Allison Anderson stated a thorough investigation would be performed regarding these matters. The customer's March 4, 2016 trip was re-investigated, and it was confirmed that the operator dwelled for a significant amount of time before the other customer's window began as a result of dispatch activity. Ms. Dominique Thomas, MTM Quality Assurance, shared these findings with the customer via voicemail on March 10, 2016 and later during a phone call on March 23, 2016. The findings were shared with OCC management for review and correction. An investigation of the customer's March 15, 2016 was performed; the trip was routed efficiently, but the operator had to drive around the other customer's apartment property in an attempt to make contact with her. Ms. Jennifer Weber shared the findings with the customer on March 25, 2016.

Customer #5

Comment/Complaint: The customer asked if the customer would be required to pay if the Abilities Ride fare was less than fifteen dollars. The customer asked if the low-vision community was being considered while developing Abilities Ride proposal. The customer asked about the maximum amount per trip WMATA would be willing to pay the Abilities Ride contractor(s).

Resolution: Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, confirmed customers would not be required to pay if the Abilities Ride fare was less than fifteen dollars. Mr. Christian Kent stated he was unable to provide information about the amount WMATA would be willing to pay, as it would undermine the procurement process.

Customer #6

Comment/Complaint: The customer stated an operator rang her doorbell but went back to the vehicle to wait. The customer stated she attempted to communicate with the operator, but he was unable to hear her because the vehicle's windows were closed. The customer stated people were on board the vehicle for several hours at a time. The customer stated she was waiting to be picked up from Georgetown Hospital recently, and she saw MetroAccess vehicles in the area. The customer stated she spoke with dispatch, and they sent a van that previously left the location. The customer stated she recognized her name on his manifest alongside a note that said her trip was cancelled. The customer stated the same operator was sent back later to pick her up. The customer stated she oftentimes arrived late to work. The customer stated she was unwilling to share specific trip information because of retaliatory actions taken against drivers.

Resolution: Ms. Allison Anderson stated staff would look into the customer's trips. Ms. Jennifer Weber followed up with the customer on March 24, 2016; the customer stated she was unable to recall the dates when the operator was waiting in the vehicle and when she was waiting at Georgetown. The customer stated she was unwilling to share information about the date when her name reflected a trip cancellation on the operator's manifest. Ms. Weber encouraged the customer to call back with the information if she located the dates. The described information was not apparent after a review of the customer's recent trips.

AAC Member #1

Comment/Complaint: The AAC member suggested data should be collected pertaining to the number of Abilities Ride trip denials and why they occurred.

Resolution: The AAC member was thanked for her comment.

AAC Member #2

Comment/Complaint: The AAC member stated operators experienced difficulty locating her home, and she suggested the GPS might need to be updated. The AAC member suggested dispatchers be trained in the field to better understand the operator's experience on the road.

Resolution: Mr. Omari June, Director, Office of MetroAccess Service, stated the GPS was updated annually. Mr. June stated a more robust map was currently undergoing implementation. Mr. June stated the geocoding of the location would be reviewed. The geocoding for the AAC member's home address is being worked on and tested to resolve the issue. Ms. Jennifer Weber followed up with the AAC member on March 25, 2016; the AAC member was encouraged to contact Ms. Weber if she had any further issues with operators locating her address.

AAC Member #3

Comment/Complaint: The AAC member stated her work address was geocoded incorrectly, and operators arrived in the median of Connecticut Avenue rather than in front of her office building. The AAC member stated that on March 19, 2016 a customer on board the MetroAccess vehicle with her experienced difficulties with dispatch. The AAC member stated the customer was strapped into the vehicle when dispatch called the operator and said he should be taken

off the vehicle. The AAC member stated the operator argued with the dispatch agent until they agreed to leave the customer on the vehicle. The AAC member stated this customer advised her that he is repeatedly late to his dialysis appointments. The AAC member stated the customer had attempted to use Transport DC but was told he was not on the list.

Resolution: Mr. Christiaan Blake stated the Transport DC list was updated monthly, and the customer should have been included on the list. The geocoding for the customer's work address was corrected. Ms. Jennifer Weber spoke with the AAC member on March 25, 2016 to let her know about the geocoding correction. An investigation was performed on the other customer's trip; the operator deviated from the manifest order as the result of inefficient routing. This matter was discussed between the operator and dispatch staff after the customer had been picked up. Ms. Weber spoke with the customer about the findings on March 25, 2016. The customer agreed to provide Ms. Weber with more information about the dates when he arrived late to dialysis. The customer experienced the most problems arriving to his appointments on time when the trips were not booked by appointment times. Ms. Weber encouraged the customer to book his trips with an appointment time.

AAC Member #4

Comment/Complaint: The AAC member asked if there was a way to equip the MetroAccess IDs so customers could go through the regular MetroRail gates without waiting for station managers.

Resolution: Mr. Christiaan Blake stated until this feature is available, all MetroRail emergency gates should be unlocked.