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## **METROACCESS COMPLAINT RESOLUTION REPORT – July 2014**

### **Accessibility Advisory Committee Public Comment: July 8, 2014**

#### **Customer #1**

**Comment/Complaint:** The customer stated certain MetroAccess vehicles were too small, and she consequently bumped her head as she was entering one of these vehicles. The customer stated she requested to be transported in the larger of the vehicles, and she was initially told this request could not be taken.

**Resolution:** Ms. Jennifer Weber Weber, MTM Quality Assurance, spoke with the customer on July 21, 2014. The customer stated she had only been sent the larger MetroAccess vans since the meeting.

#### **Customer #2**

**Comment/Complaint:** The customer stated it was important for dialysis patients to receive the shortest rides home after their appointments. The customer stated she understood MetroAccess was a shared ride, but she felt customers who had similar trips should ride together. The customer applauded the operators but stated the vehicle Rangers were not effective. The customer stated the operators did not have clear directions if the Rangers were not available. The customer expressed dissatisfaction with the dispatchers.

**Resolution:** MetroAccess trips are dispatched based on the pick-up and destination addresses and timeframes. All operators receive map training to supplement the directives provided by the Ranger and dispatch staff. Dispatchers are monitored for quality assurance. Ms. Stephanie Audette, MTM Project Manager, and Ms. Allison Anderson, MetroAccess Manager of Operations – OCC, spoke with the customer immediately following the meeting. Ms. Jennifer Weber spoke with the customer on July 21, 2014 and the customer provided a specific date on which routing was problematic. On this date, the customer reached out to Dispatch to correct the routing because the stops were not arranged in the most efficient manner. This matter was reviewed and confirmed by Quality Assurance staff, and the findings were shared with OCC management.

## **MetroAccess Subcommittee Public Comment: July 21, 2014**

### **Customer #1**

**Comment/Complaint:** The customer commended MetroAccess' service and stated that she had concerns regarding the grandfathering process. The customer stated she was a member of the National Harbor's Chapter of The National Federation of the Blind and several of the members are not grandfathered customers and are unable to receive transportation to the location since it is outside of MetroAccess' service area. The customer stated it was important for these individuals to receive transportation to the meetings, and she inquired what could be done.

**Resolution:** Mr. Christian Kent, Assistant General Manager of Access Services, stated they were aware of the demand from individuals living outside the MetroAccess service area that were affected when the service area was changed in July 2010. Mr. Kent stated prior to the change in service area, MetroAccess was providing more service than it could afford and when requesting more financial assistance, they were told they were doing more than the law required. Mr. Kent stated the Metro Board made a decision to adhere to the legal requirements. Mr. Kent stated other businesses should be encouraged to come forward and provide a similar service to that provided by MetroAccess. Ms. Jennifer Weber attempted to speak with the customer on July 24, 2014 but the customer was not available.

### **Customer #2**

**Comment/Complaint:** The customer stated she felt privileged to have MetroAccess available to aid in her commute. The customer stated the five minute wait period was extremely short, and she had been no showed repeatedly as a result. The customer stated that MetroAccess needs to be more considerate of customers that live in apartment buildings and the time that it takes for them to get downstairs. The customer stated she recently received her third suspension letter. The customer stated many of her trips were no showed due to lack of communication. The customer stated some of her trips were cancelled in advance, but she called back to find out the trips had not actually been cancelled.

**Resolution:** Customers are required to board the vehicle within five minutes of the vehicle's arrival within the 30-minute pick-up window. Customers should be waiting for their ride at the beginning of the 30-minute pick-up window and ready to board at the time of the vehicle's arrival. An investigation was performed, and it was determined that the customer had cancelled many of her trips within two

hours of the beginning of her trip window; this is considered a “Late Cancellation.” MetroAccess customers are expected to cancel trips at least two hours before the beginning of their pick-up window. Ms. Jennifer Weber discussed these policies with the customer immediately following the meeting.

### **Customer #3**

**Comment/Complaint:** The customer stated dispatchers were sending operators all over the place. The customer stated recently an operator was picking up an individual but noticed the individual’s trip had been removed from the Ranger. The customer stated the operator reached out to Dispatch who advised the operator to return the individual to her house. The customer stated dispatchers also called operators repeatedly while they were driving to determine if customers were on board the vehicle, but operators had a difficult time contacting dispatchers when they needed assistance. The customer stated First Transit did not pay their operators holiday pay. The customer asked which airports were within the MetroAccess service area.

**Resolution:** Ms. Allison Anderson stated MetroAccess could transport customers to Reagan National Airport and to the Greenbelt Metro Station where there is a shuttle that goes to Baltimore Airport. Ms. Anderson also stated MetroAccess could transport customers to Rosslyn Metro Station where there is a shuttle that goes to Dulles Airport. Operators are encouraged to contact their base dispatchers if they are unable to make contact with OCC dispatchers. Ms. Jennifer Weber followed up with the customer immediately following the meeting, and the customer stated the incident referenced in her statement was shared by the operator; the customer did not know the identity of the individual who was removed from the operator’s run. Ms. Weber spoke with the customer again on July 24, 2014 to discuss the matter and encourage her to continue to report any feedback to WMATA Customer Service for MetroAccess’ awareness and action.