



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

METROACCESS COMPLAINT RESOLUTION REPORT – June 2014

Accessibility Advisory Committee Public Comment: June 2, 2014

Customer #1

Comment/Complaint: The customer stated she received a call from MetroAccess but the agent disconnected the call before she could pass the phone to her sister. The customer stated she was unable to respond to the agent because she was non-verbal. The customer requested a note be added to her file to notify agents and operators that she was non-verbal.

Resolution: Ms. Jennifer Weber, MTM Supervisor of Administrative Operations, spoke with the customer during the meeting. Ms. Weber let the customer know a note would be added to her file to ensure agents and operators were aware that she was non-verbal. WMATA Eligibility added the note, and the customer was notified.

Customer #2

Comment/Complaint: The customer stated her doctor determined she required door to door services. The customer asked who was responsible for evaluating someone's eligibility for MetroAccess.

Resolution: Mr. Frank Roth, WMATA Director of Eligibility, stated the doctor's assessment was important, but a functional assessment was also performed to determine if the individual was able to use bus and rail. Mr. Roth stated an individual was able to appeal if they did not agree with the outcome. Ms. Kim Clark, MTM Regional Vice President, followed up with the customer immediately following the meeting to discuss the eligibility process.

MetroAccess Subcommittee Public Comment: June 16, 2014

Customer #1

Comment/Complaint: The customer stated that on June 11, 2014, she received a call indicating the MetroAccess operator had arrived. The customer stated she did not see the vehicle and spoke with three dispatchers who were unable to make contact with the operator. The customer stated she received a call, leading her to believe she was being reported as a No Show. The customer stated she was transferred to an agent who spoke with the operator for 30 minutes before

the operator arrived at her actual pick-up address. The customer stated the operator was located across the street in a park.

The customer stated that on June 12, 2014, she had a trip with an 8:45 AM appointment time. The customer stated the operator received a trip insertion from Dispatch when she boarded the vehicle. The customer stated she reached out to Dispatch, and the agent said she would arrive to her destination on time. The customer stated she reached out to another Dispatch agent to ask if the trip could be moved from the route, but the agent said they could not do that. The customer stated at 9:30 AM, the operator told her they would not arrive to her destination for another 30 minutes, and the customer requested to return home.

Resolution: Ms. Allison Anderson, MetroAccess Manager of Operations – OCC, stated staff would look into this and follow up with the customer. An investigation was conducted. On June 11, 2014, the operator had difficulty locating the customer. Although agents were initially unable to contact the operator, one agent was able to successfully assist the operator in locating the customer. On June 12, 2014, the customer did not arrive at her destination by the appointment time due to a late trip insertion. This information has been shared with OCC management for review and counseling. Ms. Jennifer Weber, MTM Supervisor of Administrative Operations, followed up with the customer to discuss these findings on June 18, 2014.

Customer #2

Comment/Complaint: The customer stated she had a pick-up window between 2:53 PM and 3:23 PM. The customer stated there was another individual being picked up from the same location, but the other individual did not come out of the building within the pick-up window. The customer stated she asked the operator to depart from the location, but he refused. The customer stated she contacted MetroAccess Quality Assurance and spoke with multiple individuals but received an unsatisfactory level of customer service.

Resolution: Ms. Allison Anderson stated her staff was in receipt of the customer's letter, and Ms. Jacqueline Quander, MetroAccess Service Monitor, would be in touch with the customer. An investigation was conducted; the vehicle dwelled at the customer's pick-up location for a period after the customer boarded the vehicle. This was due to the fact that driver waited for another customer to present themselves for boarding however, their trip was eventually cancelled. The customer's calls with MTM staff were reviewed, and staff was

counseled. Ms. Quander followed up with the customer after the meeting to share the findings.

Customer #3

Comment/Complaint: The mother of a MetroAccess customer stated that she attended the meeting to speak on behalf of her daughter. The mother thanked MetroAccess for helping in many ways. The mother stated her daughter uses MetroAccess for her commute to work, and she inquired if MetroAccess could pick her daughter up from her home rather than the nearby Wal-Mart. The mother stated the drive to her daughter's work was longer from the Wal-Mart than from her home.

Resolution: Mr. Omari June, Director of MetroAccess Services, stated an investigation would be performed to determine if the customer's home address was within the MetroAccess service area. Mr. June stated a member of the staff would follow up with the individual after the meeting. Mrs. Outlaw followed up with the customer after the meeting. An investigation was conducted by WMATA and MTM staff; the closest bus stop was 0.9 miles from the customer's residential address. MetroAccess customers are able to arrange transportation to and from locations up to 0.75 miles from the nearest bus stop or Metrorail station. Ms. Jennifer Weber followed up with the individual on June 18, 2014 to share this information.