



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

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

### **Accessibility Advisory Committee Public Comment: May 5, 2014**

**No MetroAccess public comment submitted.**

### **MetroAccess Subcommittee Public Comment: May 19, 2014**

#### **Customer #1**

**Comment/Complaint:** The customer stated there were times when he felt unsafe riding in the vehicle with MetroAccess operators, and he asked what he should do if he was scared for his safety and wanted to get off the vehicle.

**Resolution:** Mr. Omar Browne, MetroAccess Operations Manager – Field Operations, stated the customer should report these occurrences to the OCC immediately, and a new operator will be sent to your location. Mr. Antonio Hamlin, MetroAccess Operations Manager – Field Operations, stated to ensure the safety of our customers, contact the OCC while onboard the vehicle and the driver will be given direction to pull over. Ms. Caroline Maze, MTM Quality Coordinator Lead, followed up with the customer on May 20, 2014 at 1:44 PM to discuss the issues brought forth at the AAC Subcommittee. The customer could not provide specific dates of occurrences. Ms. Maze reiterated what was told to the customer by Mr. Hamlin advising the customer to contact the OCC while on board the vehicle should he feel unsafe with an operator.

#### **Customer #2**

**Comment/Complaint:** The customer stated an operator dropped off two customers in DC before proceeding to her destination in Virginia. The customer stated she spent over two hours on board the vehicle, and woke up the next morning with pain in her legs. The customer stated MetroAccess needed to improve the scheduling of trips.

**Resolution:** Ms. Allison Anderson, MetroAccess Manager of Operations – OCC, stated staff would look into this and follow up with the customer. Ms. Anderson indicated the customer's trip history would be reviewed to determine if there were any trends directly related to scheduling. Ms. Caroline Maze followed up with the customer on May 20, 2014 at 1:47 pm to retrieve specific information in regards to issues brought forth at the AAC Subcommittee. An investigation was conducted; due to the high amount of trip movements on this route the customer's trip was delayed. Trip movements were addressed with the

appropriate staff involved for counseling. These findings were shared with the customer on May 21, 2014.

### **Customer #3**

**Comment/Complaint:** The customer stated she would like to propose that MetroAccess' door to door policy be optional. The customer stated in many cases low vision riders have familiarity with some locations. The customer stated there would be savings for MetroAccess if this service was optional, suggesting that the operators will not have to spend so much time doing door to door service. The customer asked if there was an incentive in the performance plan for Reservation Agents to ensure trips were booked accurately.

**Resolution:** Ms. Allison Anderson stated it was MetroAccess policy to provide door to door services, but the customer had the option of declining. Ms. Anderson stated in the Reservations Script agents are required to write down special comments or requests as provided by the customer. Ms. Anderson stated some investigations reveal the information provided by customers are not documented, when instances are identified those agents are counseled.

### **Customer #4**

**Comment/Complaint:** The individual stated he was speaking on behalf of a MetroAccess customer. The individual stated he had a family member with a pacemaker in their chest, and the shoulder harness was problematic. The individual stated the majority of states recognized there should be exceptions to this rule and stated the Maryland law was very broadly written. The individual stated he would encourage simplicity in interpretation.

**Resolution:** Mr. Leroy Hayford, MetroAccess Manager of Financial Operations, stated they acknowledged the individual's comments, and they would be taken into advisement.

### **Customer #5**

**Comment/Complaint:** The customer stated she has been attending meetings every month, and nothing has been done about her previous complaints. The customer asked why MetroAccess did not provide a courtesy call if the ride was going to be late.

**Resolution:** Ms. Allison Anderson stated she had been in contact with the customer, and staff would continue to work to resolve her service issues. Ms. Anderson stated MetroAccess performs on average 7,500 trips per day. Ms. Anderson stated calling each customer who has a projected late arrival was not a service MetroAccess could provide, but customers are encouraged to call Where's My Ride (WMR). The customer responded to Ms. Anderson by stating the information provided by WMR agents was not always accurate, and customers should not have to call multiple times. Ms. Anderson stated Dispatch agents review trips continuously, if a pickup is determined to occur outside the window available routes are surveyed to locate the closest vehicle to the customer. Ms. Anderson explained that it is possible to provide multiple estimated times of arrival (ETA) due to the amount of trip movement. Ms. Kim Clark, MTM Regional Vice President, contacted the customer to identify and discuss the issues requiring attention. Ms. Clark followed up with the customer again on May 21, 2014 at 7:32 pm to share the actions taken to address and resolve these issues.

#### **Customer #6**

**Comment/Complaint:** The customer stated trip insertions have been causing problems. The customer stated she was picked up late and arrived to her destination after the 7:00 am appointment time because they had to drop off someone else.

**Resolution:** Mr. Leroy Hayford stated someone would investigate the customer's statement and follow up. Ms. Caroline Maze followed up with the customer on May 21, 2014 at 10:48 to retrieve specific dates on which these incidents occurred. The investigation revealed the customer was transported within the timeframe determined by MetroAccess standards, and routing was appropriate. MetroAccess is a shared ride service, and other customers may be picked up or dropped off while a customer is on board the vehicle. The customer is encouraged to notify MetroAccess of any issues that might occur.

#### **Customer #7**

**Comment/Complaint:** The customer stated there was a lack of communication between customers and MetroAccess. The customer stated she missed Easter and New Year's events due to MetroAccess. The customer stated she moved into Southeast DC in September and had been experiencing problems with being no showed. The customer stated she requested to be picked up in the first parking lot by the trash dumpster. The customer stated MetroAccess operators are unable to locate her, and she has been no showed several times.

**Resolution:** Ms. Allison Anderson apologized to the customer and advised that she would have someone look into this incident and follow up. An MTM Street and Safety Monitor visited the site of the customer's pick up address to determine where the operators would need to meet the customer to minimize future no shows. The no show reports associated with the customer underwent a thorough investigation to ensure compliance with MetroAccess and No Show procedures. Ms. Caroline Maze followed up with the customer on 5/22/14 at 11:00 am to share the information.