



AAC

Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – October 2016

Accessibility Advisory Committee Public Comment: October 3, 2016

AAC Member #1

Comment/Complaint: An AAC member expressed concern about how MetroAccess fares were calculated. The member stated many DC to DC trips were charged the maximum \$6.50 fare, and she requested this be explained. The member stated her trips home from the AAC meetings sometimes generated a \$6.50 fare, and at other times generated a \$5.50 fare.

Resolution: Ms. Allison Anderson, Operations Manager – MetroAccess, stated the MetroAccess fare is two times the fastest fixed route equivalent not to exceed \$6.50. Ms. Anderson stated the fare would be higher if the fastest fixed route alternative was a combination of bus and Metrorail. The AAC member's fares were reviewed, and her trips home from later AAC meetings, such as the full committee meetings, had lower MetroAccess fares due to the fact that Metrorail peak fares ended after 7:00 pm. Ms. Jennifer Weber, MTM Quality Assurance, shared the findings with the customer on October 20, 2016.

Customer #1

Comment/Complaint: The patron stated her mother was a MetroAccess customer. The patron stated her mother had been delivered after appointment times, and No Strand Trips were booked for the return trips. The patron stated her mother had to wait an additional hour for the No Strand Trip to arrive. The patron stated the operators seemed insensitive and did not express enough compassion.

Resolution: Mr. Omari June, Director, MetroAccess, and Ms. Jennifer Weber spoke with the patron immediately following the meeting to discuss the details of her mother's trips. An analysis of the customer's trips was conducted, and the findings were shared with the management of the associated contractors. Ms. Jennifer Weber discussed the findings and MetroAccess policies with the patron on October 19, 2016. The customer's trips will continue to be monitored.

Customer #2

Comment/Complaint: The patron stated WMATA was considering partnering with Uber or Lyft during late night closures of Metrorail, and she suggested MetroAccess standards also be applied to the companies trying to provide the Abilities-Ride service. The patron thanked the AAC for the advocacy with Abilities-Ride. The patron stated the

Abilities-Ride Request for Proposal (RFP) did not include specific information about the driver needing to know how to properly secure a wheelchair.

Resolution: The customer was thanked for her comment.

Customer #3

Comment/Complaint: The patron requested an analysis of the previous CAPS Project in Montgomery County to confirm its success. The patron asked what would occur if Abilities-Ride was successful beyond budgetary constraints.

Resolution: The patron was thanked for his comment.

Customer #4

Comment/Complaint: The customer stated the AAC had made a difference with their advocacy. The customer stated TransportDC allowed people to travel more freely, and it was very difficult for people when the program was reduced. The customer stated DC was not saving a lot of money by reducing TransportDC, and she disagreed with the decision to reduce the program.

Resolution: The customer was thanked for her comment.

AAC Member #2

Comment/Complaint: The AAC member asked if MetroAccess fares were calculated differently during Metrorail service outages.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services, stated MetroAccess fares were only adjusted when the Trip Planner reflected schedule changes as a result of planned service outages. Mr. Kent stated the MetroAccess fares were not impacted by unplanned outages.

MetroAccess Subcommittee Public Comment: October 17, 2016

Customer #1

Comment/Complaint: The customer stated her organization, Project Action, had signed a letter from disability advocates across the United States in response to a lawsuit that had been filed against Uber in Chicago. The customer stated Uber had been operating in Chicago for four years but had only performed 14 wheelchair trips during this time. The customer stated this was proof of discrimination and inequity. The

customer stated several MetroAccess customers attended exercise classes at National Rehabilitation Hospital (NRH) throughout the week, and there was opportunity for better coordination with vehicles sent to pick them up.

Resolution: The customer was thanked for her comment. Ms. Allison Anderson stated someone would review trip coordination to and from NRH.

Customer #2

Comment/Complaint: The member of the public stated she was an operator employed by TransDev. She stated an operator was recently assaulted and she was concerned about operator safety. The patron also inquired about MetroAccess fare calculation as it is difficult to explain to customers.

Resolution: Mr. Conrad Marshall, TransDev General Manager, stated TransDev partnered with Metro Transit Police, and an officer visited their base a couple months ago to discuss safety concerns with TransDev operators. Mr. Marshall stated the operator was not assaulted by a customer, but another party, and she is receiving any assistance needed. Mr. Christian Kent stated there is a policy that addresses any assaults by a MetroAccess customer on an operator or other passenger. Mr. Kent stated Metro Transit Police continues to support MetroAccess.

Customer #3

Comment/Complaint: The customer stated she recently visited the African American History Museum, and Where's My Ride said there was no record of a return trip. The customer stated the pick up location at the museum was not safe because there were many food trucks parked there. The customer stated she had to navigate through the food trucks to reach the MetroAccess vehicle, and she suggested someone speak with the museum to negotiate a new pick up location.

Resolution: Mr. John Gray, MV Acting Project Manager, stated he would speak with the customer after the meeting. Mr. Gray stated he would also review the pick up location at the African American History Museum. An investigation of the customer's trip was performed; though the customer's return trip was booked, the miscommunication was due to dispatch error. The investigation findings were shared with MV-OCC management. Ms. Jennifer Weber left a voicemail for the customer on October 20, 2016.

October 17, 2016

Customer #4

Comment/Complaint: The customer inquired if MetroAccess service would be reduced if Abilities-Ride was a successful program. The patron inquired if a Title VI Analysis had been performed by WMATA.

Resolution: Mr. Christian Kent stated Abilities-Ride would help reduce the strain on MetroAccess and allow for service improvements. Mr. Kent stated a Title VI Analysis was not required.

AAC Member #1

Comment/Complaint: The AAC Member stated a MetroAccess vehicle was commandeered by a customer, and she wanted to know if there was anything in place to prevent this from happening.

Resolution: Mr. Alan Davis, Acting Fleet Maintenance Officer, stated there was a kill switch in the vehicle that placed the vehicle in park. Mr. Christian Kent stated the Door to Door Policy required the vehicle to be parked within line of sight of the operator.