



## Accessibility Advisory Committee

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

### **METROACCESS COMPLAINT RESOLUTION REPORT – December 2017**

#### **Accessibility Advisory Committee Public Comment: December 4, 2017**

##### **Customer #1**

**Comment/Complaint:** The customer stated Transport DC was available again for all trips and would be renewed without budgetary cuts for the fiscal year. The customer stated Metro's ADA Policy and Planning Department had been tasked to monetarily incentivize the program so people could travel more freely. The customer stated she had a friend in Maryland with a respirator attached to her wheelchair, and the wheelchair was very heavy. The customer stated the lifts on the new MetroAccess vehicles could not lift her friend's chair, and one operator had to manually crank the lift. The customer requested the weight limit for the vehicles' wheelchair lifts.

**Resolution:** Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, stated his office was studying the impact of Transport DC to see if Metro could take any actions to positively impact the program. Mr. Don Scruggs, Assistant Director, MetroAccess, stated wheelchair lifts could not lift more than 800 pounds. Mr. Scruggs suggested the customer book another trip so that MetroAccess staff could be present for and supervise another attempt at operating the lift with the wheelchair. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer on December 21, 2017, and shared the suggestions. The customer agreed to book another trip on a later date.

##### **Customer #2**

**Comment/Complaint:** The patron stated he hoped the AAC would direct WMATA staff to release Abilities-Ride contracts. The patron stated Metro was in the news when they retained a consultant to determine the impact of rideshare programs like Uber and Lyft on Metro. The patron stated legislation had been introduced to compare MetroAccess to other paratransit operations. The patron suggested Metro should take over the operation directly from the contractors if MetroAccess fell in the bottom tier of paratransit operations. The patron stated it did not make sense to use contractors who had varying mileage limits.

**Resolution:** The patron was thanked for his comments.

## **MetroAccess Subcommittee Public Comment: December 18, 2017**

### **Customer #1**

**Comment/Complaint:** The AAC member stated another customer was asked to turn off her wheelchair before they would operate the vehicle's lift. The AAC member stated this was very upsetting for the customer.

**Resolution:** During the meeting, Ms. Heidi Case stated customers were asked to turn off their wheelchairs while operating the lift for safety purposes, and Mr. Scruggs concurred with this statement. The AAC member brought attention to the fact that the customer was unable to switch on and off her wheelchair due to her disability. An investigation was performed; the operator asked the customer to switch off her wheelchair before operating the lift, and the customer said she was unable to do so. The customer contacted Where's My Ride, and a road supervisor was dispatched to the location. An exception was made for the customer on this trip date, allowing her to board the vehicle by way of the wheelchair lift without switching off the wheelchair's power. This matter is currently under review.

### **Customer #2**

**Comment/Complaint:** The customer asked whether MetroAccess waited three or five minutes at locations before not showing customers. The customer stated she received calls from dispatch before she could get to the vehicle, and they were asking if she had boarded yet. The customer stated she was rushed, but the operators would wait for 20 minutes at other locations. The customer stated she was picked up after another woman who was also picked up in Hyattsville. The customer stated the other woman was traveling to Georgetown and was supposed to be delivered before the operator delivered the customer in Largo, MD. The customer stated she arrived to her destination 45 minutes late. The customer stated the operator also hit the arrive button early. The customer stated the Rangers did not provide correct directions at her home address. The customer stated MetroAccess needed to hire people who knew the area better.

**Resolution:** Ms. Allison Anderson, MetroAccess Operations Manager, Operations Control Center, stated the Ranger would be reviewed for accuracy. An investigation was performed; the routing for the customer's trip was circuitous as a result of the route scheduling. These findings were shared with MV Transportation for review and correction. The geocoding for the customer's home address was updated to ensure operators were able to find the location. Ms. Weber spoke with the customer on December 20, 2017 to discuss the findings and

geocoding actions. The customer was encouraged to notify WMATA Customer Service if operators were not dwelling a full five minutes before cancelling trips.

### **Customer #3**

**Comment/Complaint:** The customer stated individuals successfully shut down the November Metro Board meeting temporarily, and they were able to work with the General Manager to reinstate Transport DC trips. The customer brought attention to the fact that Ms. Denise Rush had brought along board members to travel train with her, and she was raising attention for the program. The customer suggested Ms. Rush speak with the media to raise awareness for this initiative. The customer stated operators pushed the arrive button before arriving to the actual location, and this manipulated on time performance statistics.

**Resolution:** The customer was thanked for her comments.

### **Customer #4**

**Comment/Complaint:** The customer suggested dispatchers call customers when the ride was running late to ensure people were not waiting outside in inclement weather conditions. The customer suggested operators approach the door at a location before hitting arrive. The customer stated she previously submitted some suggestions, but nothing had changed. The customer stated she had a doctor's appointment on December 8, 2017, and she requested to delay her return trip. The customer stated dispatch said they could only take her home rather than to her work address. The customer stated someone was able to assist, and she was successfully able to book her trip to her work. The customer stated on December 14, 2017, she was on the vehicle with someone traveling to Chevy Chase, MD, and another customer on board the vehicle was traveling to Clinton, MD. The customer said she was traveling to a location near the Capitol building, and the routing did not make sense. The customer stated she witnessed more late trips for customers with subscriptions, and she suggested this was the result of trip insertions. The customer suggested operators call customers directly when they arrive.

**Resolution:** Ms. Anderson stated the person who assisted the customer did a great job. An investigation was performed; the agent with whom the customer spoke on December 8, 2017 was identified, and the findings were shared with MV Transportation for review and correction. The other customer's routing was circuitous on December 14, 2017 due to an improper trip movement. These findings were shared with MV Transportation for review and correction. Ms. Weber spoke with the customer on December 19, 2017 regarding the findings.

### **Customer #5**

**Comment/Complaint:** The customer stated she was very pleased with the actions taken after her public comment at the November 2017 AAC meeting.

**Resolution:** The customer was thanked for her commendation.

### **Customer #6**

**Comment/Complaint:** The customer stated on November 28, 2017, she was supposed to be picked up between 11:30 and 12:00 from McLean, VA, and the vehicle was sent to Silver Spring, MD. The customer stated she called Where's My Ride and was told the vehicle had come by 11:30. The customer stated her sister spoke with seven dispatchers before they rebooked her trip. The customer stated the fares were too high, and \$4.00 per trip added up over time. The customer stated there were no other transportation options where she lived.

**Resolution:** Ms. Anderson apologized for the customer's experience and thanked her for sharing the information. An investigation was performed; the customer's trip was originally booked online with a Silver Spring address. The trip was cancelled, and a new trip was booked for the customer after she explained what occurred. The findings were shared with MV Transportation for review. Alternative transportation options were identified for the customer. Ms. Weber left voicemails for the customer on December 20 and 21, 2017.

### **Customer #7**

**Comment/Complaint:** The customer stated on December 13, 2017, his ride did not arrive within the trip window. The customer stated he called Where's My Ride at 11:45 and was told the ride would arrive in five minutes. The customer stated he went back inside the dialysis clinic because it was too cold. The customer stated dispatch would not instruct the operator to meet the customer inside the building, but Mr. Irving Frye, MetroAccess Service Monitor, called dispatch to instruct them to call when the operator arrived. The customer stated the nurses at the facility called him a cab at 12:17 because the ride had not yet arrived. The customer stated dispatch supervisors would place him on hold for five or more minutes while they spoke with one another. The customer stated some people wanted to form an independent committee to oversee MetroAccess and report their findings to DC government.

**Resolution:** Ms. Anderson stated she was glad Mr. Frye was able to assist the customer, and an investigation would be performed. An investigation was performed; the ride was late due to an improper trip movement and the operator becoming lost. The findings were shared with MV Transportation and First Transit for review and correction. Ms. Weber spoke with the customer regarding the findings on December 20, 2017.