



Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – November 2017

Accessibility Advisory Committee Public Comment: November 6, 2017

Customer #1

Comment/Complaint: The patron suggested the AAC request the full Abilities-Ride contract.

Resolution: The patron was thanked for this suggestion.

MetroAccess Subcommittee Public Comment: November 20, 2017

Customer #1

Comment/Complaint: The customer thanked MetroAccess for attending her organization's recent event. On October 19, 2017, the customer reported she received a call to indicate her ride had arrived, but the security guards did not see the MetroAccess vehicle. She called Where's My Ride, and while on hold, she received another phone call. The customer stated the WMR agent returned from hold and said she had been no showed. She spoke with multiple agents before securing another ride within an acceptable timeframe. The customer volunteered to test the Abilities-Ride on-line applications and provide feedback.

Resolution: Ms. Allison Anderson, Operations Manager, MetroAccess, stated dispatchers and operators were trained to make contact with customers before no showing a trip. Ms. Anderson stated an investigation would be performed. An investigation was performed; the operator dwelled at the incorrect entrance, and the no show was excused from the customer's account. The investigation findings were shared with Transdev and MV management for review. Ms. Jennifer Weber, MTM Quality Assurance, discussed the findings with the customer on November 22, 2017.

Customer #2

Comment/Complaint: The customer reported she asked the operator if she could use the ATM before departing from her pick up location, and he said yes. The customer stated dispatch provided the operator with instructions, and the operator departed from the location without her. The customer consequently missed her brother's funeral. The customer recounted her first trip arrived very late on Friday, November 17, 2017, and she was forced to take a taxi so she would not miss her appointment. The customer was no showed for her trip home. She called

WMR to book a No Strand Trip, and was asked to wait four hours. The customer fell while waiting, and ended up in the hospital. The customer believes there needs to be someone available to handle these situations real time.

Resolution: Ms. Anderson apologized for the customer's experience and stated the trips would be investigated. Ms. Anderson suggested the customer request to speak with a supervisor or manager if the WMR agent was unable to solve the problem. The customer's November 17, 2017 trips were investigated; the first trip window was missed due to a booking error and improper trip movement. These findings were shared with MV management for review and correction. The operator was identified, and First Transit management was notified to address the allegations about door-to-door services not being provided. Ms. Weber attempted to contact the customer on November 21 and 22, 2017 to identify the other date of service and to discuss the findings, and voicemails were left on both dates.

Customer #3

Comment/Complaint: The patron stated there was a market in the United States and throughout the world for a purpose-built accessible vehicle, and an organization like WMATA should initiate the pursuit of such a vehicle. He was glad Silver Cab and Regency Taxi attended the meeting. The patron stated there had been questions about the number of accessible vehicles Silver Cab maintained in their fleet. The patron reported the WMATA Board of Directors expressed the intent to be a transparent agency for many years, and he felt the Abilities-Ride RFP should be made public.

Resolution: The patron was thanked for his comments.

Customer #4

Comment/Complaint: The customer reported operators arrived her trips before actually pulling up to her home address. Vehicles often arrived as soon as she called WMR. The customer stated she was picked up from Oxon Hill, MD on Friday, November 17, 2017. The trip was booked incorrectly, and the destination address was the same as the pick-up address. The customer reported she spoke with a rude dispatch supervisor.

Resolution: An investigation was performed; the customer's trip was booked incorrectly, and the findings were shared with MV management for review and correction. Ms. Weber spoke with the customer on November 22, 2017 regarding the findings and encouraged her to notify Customer Service when operators were arriving trips too early.

Customer #5

Comment/Complaint: The customer suggested the single seats in the new MetroAccess vehicles be moved to the left side and that they be made wider. The customer suggested the entire vehicle be made wider, and the passenger door be moved back.

Resolution: The customer was thanked for her comments.

Customer #6

Comment/Complaint: The customer stated she had to be cautious on the new MetroAccess vehicles because the steps were not as wide, and she had to bend over when entering. The customer reported she arrived home at 1:30 am on November 9, 2017. She was picked up in Hyattsville, MD, and the operator received another call while en-route to her home address. The operator had to return to her pick up address to pick up another individual and drop off that person before delivering the customer to her home address. The customer said this happened before because the same individual called WMR and demanded to be taken home immediately.

Resolution: Ms. Anderson thanked the customer for her feedback about the new vehicles. Ms. Anderson stated this should not be happening, and the calls would be reviewed. An investigation was performed; the other individual's trip was inserted onto the run and resulted in circuitous routing and an extended ride time for the customer. The investigation findings were shared with MV for review and correction. Ms. Weber spoke with the customer on November 28, 2017 to discuss the findings and resolution action.

Customer #7

Comment/Complaint: The customer thanked MetroAccess for the services provided. The customer stated he was waiting at FedEx field after a football game, and the ride did not arrive until 12:45 am. He had to wait in the rain and wind, and was told the vehicle could not get into the area. The customer reported he was returning home after dialysis on a Friday, and the female operator had her windows down. It was cold and drizzling, and he asked the operator to turn on the heat. The customer stated the operator responded, "I'm hot." He called WMR to report this matter and was placed on hold for nine minutes. The customer said this happened again on Wednesday, November 15, 2017.

Resolution: Mr. Terry Prevost, Field Operations Manager, MetroAccess, stated management was made aware of delays after the game due to police activity. Procedures have been streamlined to avoid similar delays for future trips. Mr. Prevost stated safety and customer service were primary goals, and management acted on the information as soon as it was received. Mr. Prevost expressed the issue with the operator would be investigated so action could be taken. Investigations were performed, and the findings were shared with First Transit and Transdev's management personnel for review and correction. Ms. Weber discussed the findings with the customer on November 22, 2017.

Customer #8

Comment/Complaint: The customer had to leave early, and Ms. Stephanie Thorne, Service Monitor, spoke on her behalf. The customer inquired why she was able to travel to an address in Clarksburg, MD on Wednesday but could not travel to the same address on Sunday.

Resolution: Ms. Thorne advised she would call the customer to discuss the MetroAccess service area policy, and she would provide the customer with information about Abilities-Ride so she could travel to the address on Sundays. Ms. Thorne spoke with the customer on November 28, 2017.

Customer #9

Comment/Complaint: The customer reported personnel in the Dispatch Department left a blind woman in the cold while waiting for her vehicle, and they refused to change the routes so that she could ride on the same vehicle as the customer. She and the woman were both traveling in the same direction, and it made sense for their trips to be paired together. The customer said she was on board the vehicle when a dispatcher repeatedly urged the operator to arrive a trip, and she was concerned about the operator having an accident. The customer believes the routing oftentimes does not make sense, and she suspects this is financially motivated. The customer suggests new staff be hired to correct these problems.

Resolution: Mr. Prevost stated there was a great deal of turnover in workforce, and it was important to keep reinforcing training. Mr. Prevost communicated an investigation would be performed, and action would take place. An investigation was performed; the other customer's trip window was missed due to an improper trip movement. The calls were reviewed, and there was opportunity for better customer service by dispatch personnel. The findings were shared with MV

management for review and correction. Ms. Weber discussed the findings with the customer on November 22, 2017.

Customer #10

Comment/Complaint: The AAC member stated her Abilities-Ride driver took a longer route, and she did not want to pay more just because the driver took a longer route.

Resolution: Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, stated the trip price was pre-determined when the trip was booked, and it should not be impacted by the route taken by the driver.