



**AAC**

**Accessibility Advisory Committee**

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

**AGENDA**  
**MetroAccess Subcommittee**

April 21, 2014, 4:00 - 6:00 p.m.

*Please silence your mobile devices.*

*The audio of this meeting is being recorded and is made part of the public record.*

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|-----------|---|
| 4:00 p.m. | Call to Order                                 |
| 4:05 p.m. | Review of Agenda & Minutes from Prior Meeting |
| 4:10 p.m. | Customer Service & Outreach Reports           |
| 4:20 p.m. | Metro FY15 Budget Approved (Update)           |
| 4:55 p.m. | Smart Phone Technology for MetroAccess        |
| 5:30 p.m. | Public Comment Period                         |
| 6:00 p.m. | Adjourn                                       |

*Date of Next Subcommittee Meeting:*

**Monday, May 19, 2014**



600 Fifth Street NW  
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202-962-6060

## Accessibility Advisory Committee

### **METROACCESS SUBCOMMITTEE MEETING MINUTES: March 24, 2014**

In attendance: Mr. Paul Semelfort (Chair), Ms. Denise Rush (Vice-Chair), Dr. Tapan Banerjee, Ms. Carolyn Bellamy, Ms. Heidi Case, Dr. Phil Posner, Mr. George Aguehounde, Mr. Elver Ariza-Silva, Ms. Regina Lee, Dr. William Straderman, Ms. Mary Jane Owens, Ms. Doris Ray.

#### **Call to Order**

Chair Semelfort called the MetroAccess Subcommittee (MAS) meeting to order at 4:02pm.

#### **Review of March 2014 Agenda**

The MAS made a motion to add to the meeting agenda a discussion of the AAC By-Laws.

#### **Review of February 2014 Meeting Meetings**

The minutes were approved without amendments.

#### **Customer Service and Outreach Report**

Kimberly Clark, Regional Vice President of Operations, MTM, reported that all public comments from the previous meetings have been addressed.

A committee member commended the investigation and response process from Customer Service on a prior case.

#### **MetroAccess Employee Recognition**

Allison Anderson, Operations Manager – Operations Control Center, Office of MetroAccess Service, recognized Mr. Willie Carter as the Michael Wilson Staff Recognition Award winner. A detailed description of Mr. Carter's accomplishments can be found in the accompanying document titled "Michael Wilson Staff Recognition Award" located under the March 2014 heading at

[http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm).

#### **MetroAccess Fare Policy – Strategy Meeting**

Dr. Posner stated that at the WMATA Board of Directors Finance Committee meeting the Finance Committee was presented with a number of suggestions and requests regarding Metro's fare policy, including the AAC request regarding MetroAccess fare changes. He stated that there were in-depth discussions on the numbers.

Ms. Case expounded on the numbers presented during the Finance Committee meeting. She said that the Board asked the General Manager to make adjustments in his budget. During the meeting a question was raised regarding what the percentage impact would

be on MetroAccess customers relative to the proposed fare change. The Board came up with a number of 5.4%. One Board member asked if MetroAccess had a 3% increase like rail what multiplier would be used. The answer was 1.9%. Ms. Case stated she reviewed the numbers and concluded that 30% of customers will see no impact with the fare increases because 25% of customers currently pay the maximum fare. She said since there was no proposed increase in the maximum fare, this 25% will not be affected. She continued stating that 5% of the trips are on local jurisdictional bus routes only, which won't affect MetroAccess fare. She continued to say that if 30% had zero impact, then averaging the whole, 30% at zero impact dilutes the percentage for all other MetroAccess ridership. This is not a fair depiction of the impact for the MetroAccess customers because only 70% will actually be impacted, the percentage shows not a 5.4% average fare increase as suggested, but rather a 7.6% average fare increase for MetroAccess customers. She suggested that this information be shared with the Board.

Dr. Posner stated that both the Board and the Finance Committee have read the letter that the AAC drafted and are aware of the points in the letter, and understood the financial hardship of the community.

The MAS approved a motion to present talking points to the Board regarding this information and suggestions. MAS members were urged to attend the next Board meeting to voice concerns regarding the fare increase.

### **MetroAccess Fare Calculator**

Mr. Omari June, Director, Office of MetroAccess Service, stated that regarding the fare calculator topic, since a large part of the recommendation to the Board is the elimination of this fare calculator, his suggestion is to postpone the topic until after the vote. Dr. Posner stated that the recommendation is not to eliminate the fare calculator, but to modify it.

Several questions arose regarding the fare calculator:

**1. What time frame is being used for calculating the fare? Is it by pick-up time window, arrival time requested or some other time?**

Ms. Anderson responded stating when a customer requests a pick-up time it is this requested time that is the basis for the fare calculation. The fare calculator will look fifteen minutes before the requested time to fifteen minutes after the requested time and locate the lowest possible fare within that thirty-minute time frame. The system will generate a requested time to get a customer to their destination when the customer requests a trip by appointment time. Once the requested time is generated by the system, the fare calculator will locate the lowest possible fare within the thirty minute window, fifteen minutes prior and fifteen minutes after the requested time.

**2. When booking by an appointment time, the requested pick-up time generated by the system is always too early. The window does not always coincide with the pick-up time.**

Mr. June stated that it's always based on the requested time. When a trip is booked by pick-up time the requested time is determined by the customer, when booking by appointment time, the system generates the requested time.

- 3. Will the system generate a pick-up time to ensure that a customer will not be on board the vehicle beyond what the ADA allows and comparable with fixed-route? There's a bug in the system that locks a customer into a particular pick-up time regardless of the requested time. Take a look at subscription trips to consider giving a little more leeway.**

Mr. June stated the optimization of the system is being worked on. Shorter trips don't work as well when scheduled by appointment time. On such trips it may be better to generate a practical pick-up time. The system is customizable to adjust the parameters. He stated that the issue with locking a customer into particular pick-up times will be investigated. Mr. June stated that demand trips scheduled around subscription trip have an impact as well as cancellations.

- 4. Why would the vehicle get a customer to their location thirty minutes or more before the appointment time? What does the fare have to do with appointment time?**

Ms. Anderson said that cancellations on the day of service impact the appointment time. Customers may book trips by pick-up time or appointment time. If booked by pick-up time the customer will choose the requested time, if booked by appointment time the system will generate the request time.

- 5. When a customer attempts to book a trip at a particular pick-up time to ensure they receive a particular fare but that time is not available, the customer may be required to pay a greater fare for a different pick-up time.**

Ms. Anderson said that when booking by pick-up time, the fare will always be based on the requested time. When booking by appointment time, the system will generate the requested time and the fare will be based on that requested time. The customer always has the option to refuse what is offered by the system and attempt to book a time that best suits their need.

- 6. How does the fare calculator calculate when there is no bus or rail route? How can the customer be guaranteed a smooth transition of the changes to the fare, if there is an increase in fare, through the fare calculator? Customers are saying that they are not receiving the lowest fare.**

Mr. June stated that MetroAccess does travel outside of the bus and rail service area. A different structure needed to be put in place for those fares. He said that since the fare calculator is tied directly to the WMATA trip planner for bus and rail, if bus and rail change their fare, it will automatically pull that information on each trip. Tests are run to ensure that it functions properly.

- 7. When a customer is outside of the three quarter mile are they charged seven dollars automatically? If inside three quarters of a mile but the**

**bus stop is still a half a mile away, will the fare be calculated on the bus stop that's a half mile away?**

Mr. June said no, all grandfathered trips are not seven dollars. Trips within the core service area are calculated based on the fastest equivalent fixed-route trip including bus, rail and walk time. The WMATA trip planner is aware of the closest fixed route and calculates based on that distance.

**8. If a customer requests a trip for a particular time and that time is not available but learns that another time is available and is cheaper than the original time requested, is the customer stuck with the requested time fare?**

Ms. Anderson said that the customer may cancel the original trip and book the trip for the time that has the lesser fare.

**9. Is the customer aware that they may cancel and rebook their trips for a lower fare? There are some customers who are not savvy or have limitations that would prevent them from understanding the system. Why can't a reservationist inform the customer that there is a lower fare at a different time?**

Mr. June affirmed that customers are aware that they have the option to choose their fare. Mr. June explained that the reservationist are not aware of the information until the customer makes the request, then the resulting fare is generated for the reservationist to view.

**10. Can the reservationists be allowed more time to assist customers with booking their trips?**

Mr. June stated that there is not an amount of time that reservationists are allotted to book a trip. They will continue to assist the customer until their trips are booked.

**Public Comments**

Comments were received with regard to: drivers not making eye contact with deaf customers to communicate; late pick-ups; rude drivers; reservations process; canceling due to inclement weather; GPS system; unprofessional dispatch staff; problems with fare; vehicle routing; dispatch and driver communication; should not be require to pay to attend monthly meetings; allowing same day booking; appreciation for reservations and dispatch assistance; appreciation for drivers; drivers should be better appreciated by MetroAccess; free travel for short distances; drivers do not know how to operate lifts; commendation for Action taxi #270; appreciation for Ms. Anderson and Eligibility for assistance with getting new ID card; problem with getting issues resolved by customer service and MetroAccess staff; appreciation for numbers on vehicles, but they should be in front of vehicle.

**Public Comment from committee members:**

Ms. Rush commented that MetroAccess service is public transportation. She stated that customer's expectations of the service are great and outside of the policy.

For detailed descriptions and resolutions of public comments made during the meeting, please refer to the March 2014 Complaint Resolution Report located at [http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm).

### **New Business**

Ms. Case discussed the MAS By-Laws stating that the committee is out of compliance by not having MAS materials available for review to the committee a full week in advance. The material is also not provided in alternate formats, particularly braille.

Ms. Ray informed that the By-Laws should state materials in alternative formats will be provided upon request, and WMATA will have further discussion on an individual basis on the most suitable format. Ms. Ray also stated if braille is the most effective format for an individual than this request should be met.

Mr. Kent stated that WMATA is receptive to the timeframe listed in MAS By-Laws and makes every attempt to distribute the documents promptly to committee members. MAS materials can be issued separately at the request of the committee members. The By-Laws state accessible formats are available upon request. When an alternative format request is received further conversation takes place in an effort to accommodate the needs of individuals. Although WMATA's capabilities on producing materials in braille are limited, equivalent formats such as audio and readable versions are available.

**Meeting adjourned at 6:08pm.**



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### **METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION:**

**Meeting Date:**

**Michael Wilson Recognition Award Recipient  
Mr. Ali Samantar – Quality Assurance Supervisor  
Veolia Transportation – Hubbard Road**

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Mr. Ali Samantar has held several positions during his 6 years tenure with MetroAccess to include his current position as a supervisor of Quality Assurance with Veolia Transportation. Mr. Samantar's greatest strength is his adaptability and has been consistently impressed by both WMATA and Veolia Transportation for his attitude towards his work and performance in ensuring customer satisfaction. Mr. Samantar's interpersonal and communication skills have allowed him to develop strong working relationships with both Veolia Transportation and WMATA. He is a model employee and great asset to the MetroAccess team. Veolia Transportation highly commends his strong writing skills which enables him to compose quality correspondence pertaining to complaint investigations. We are pleased to recognize Mr. Ali Samantar for his dedication and outstanding commitment to the MetroAccess Service.



# Accessibility Advisory Committee

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## METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

April 21, 2014

### NUMBER OF REGISTRANTS:

As of February 28, 2013: 28,814  
As of February 28, 2014: 32,841  
Change: (+ 13.9%)

### SERVICE PROVIDED:

<b>Ridership</b>	<b>(Passengers</b>	<b> </b>	<b>Completed Trips):</b>
February 2013:	163,082		140,754
February 2014:	156,794		133,904
Change:	(-3.9%)		(-4.9%)
2013 FYTD:	1,328,003		1,143,766
2014 FYTD:	1,384,809		1,180,100
Change:	(+4.3%)		(+3.2%)

### **Average Weekday Ridership:**

February 2013: 7,172  
February 2014: 6,804  
Change: (-5.1%)

2013 FYTD Average: 6,668  
2014 FYTD Average: 6,922  
Change: (+3.8%)

### **Reservations:**

February 2013: 236,400  
February 2014: 238,670  
Change: (+1.0%)

2013 FYTD: 1,947,092  
2014 FYTD: 2,014,604  
Change: (+3.5%)



**Trips Scheduled:**

February 2013:	179,149
February 2014:	175,714
Change:	(-1.9%)

2013 FYTD:	1,461,412
2014 FYTD:	1,518,283
Change:	(+3.9%)

**No-Shows (as a percentage of scheduled trips):**

February 2013:	2,959	(1.7%)
February 2014:	3,085	(1.8%)
Change:	(+4.3%)	(+0.1%)

2013 FYTD:	25,227	(1.7%)
2014 FYTD:	25,194	(1.7%)
Change:	(-0.1%)	(0%)

**Late Cancellations (as a percentage of scheduled trips):**

February 2013:	8,345	(4.7%)
February 2014:	9,712	(5.5%)
Change:	(+16.4%)	(+0.8%)

2013 FYTD:	68,732	(4.7%)
2014 FYTD:	78,131	(5.1%)
Change:	(+13.7%)	(+0.4%)

**PERFORMANCE OUTCOMES:**

**Safety - Collisions per 1,000,000 Service Miles:**

February 2013:	23.7
February 2014:	36.0
Change:	(+52.2%)

2013 CYTD:	23.3
2014 CYTD:	33.5
Change:	(+43.9%)

**Safety - Preventable Collisions per 1,000,000 Service Miles:**

February 2013:	9.7
February 2014:	9.2
Change:	(-5.6%)

2013 CYTD:	8.2
2014 CYTD:	12.3
Change:	(+49.4%)

**Safety - Passenger Injuries per 1,000,000 Passengers:**

February 2013:	24.5
February 2014:	12.8
Change:	(-48.0%)

2013 CYTD:	15.1
2014 CYTD:	25.1
Change:	(+66.6%)

**On-Time Performance [Goal = 92.0%]**

February 2013:	92.3%
February 2014:	90.2%
Change:	(-2.1%)

2013 FYTD:	92.6%
2014 FYTD:	91.6%
Change:	(-1.0%)

**Percentage of Missed Trips\*  
(More than 20 minutes late) [Goal = 0.75%]:**

February 2014	0.8%
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**Percentage of Excessively Late Trips\*  
(More than 20 minutes late) [Goal = 0.75%]:**

February 2014:	2.6%
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\*Based on new contract performance measures effective July 1, 2013.

**Customer Satisfaction Measure\***

**(Complaints per 1,000 trips requested) [Goal = 5.0]:**

February 2013:	4.2
February 2014:	5.8
Change:	(+37.1%)

2013 FYTD:	3.6
2014 FYTD:	4.7
Change:	(+32.7%)

\* Valid complaints only. Determination of validity is continuously subject to WMATA review.

**AUTOMATED PROCESSES:**

**Trips Booked by Internet:**

February 2013:	31,804
February 2014:	36,207
Change:	(+13.8%)

**Trips Cancelled by Internet:**

February 2013:	13,406
February 2014:	13,699
Change:	(+2.2%)

**Trips Cancelled by Interactive Voice Response System (IVR):**

February 2013:	7,225
February 2014:	7,722
Change:	(+6.9%)

**EZ-Pay Transactions and Value Added:**

February 2013:	4,539		\$327,815.32
February 2014:	4,576		\$323,250.45
Change:	(+0.8%)		(-1.4%)

**FARES (PAYING PASSENGERS ONLY):**

**Average Fare:**

February 2014:	\$4.70
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**Percentage Paying Maximum \$7 Fare:**

February 2014:	24.5%
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### **METROACCESS COMPLAINT RESOLUTION REPORT – First Quarter 2014 Public Hearings**

#### **Customer #1**

**Comment/Complaint:** The customer stated she was in an accident during which the vehicle was hit, and she was transported to the hospital. The customer stated she went home on Friday and called all weekend but did not reach anyone until Tuesday. The customer stated she called back again two days later and was still waiting to hear back.

**Resolution:** The incident referenced by the customer was identified. The review of events found the customer was contacted the following day after being released from the hospital. The customer was been contacted since the report and she indicated she has spoken with the claims department concerning her incident.

#### **Customer #2**

**Comment/Complaint:** The customer requested MetroAccess implement mandatory phone calls to visually impaired customers prior to their pick up time. The customer also requested that new MetroAccess vehicles be equipped with loud speakers to announce their arrivals since visually impaired customers were unable to see the logos and were unaware when the MetroAccess vehicle arrived to their pick up location.

**Resolution:** Every effort is made to supply the arrival call to notify MetroAccess customers of vehicle arrival, however, this call is not guaranteed. MetroAccess provides door-to-door service at locations that meet the requirements for door-to-door service. Customers should be present at the outermost exterior door and ready to board the vehicle when their pick-up window begins. Upon arriving at the door for a pick-up, drivers will knock and identify themselves as "MetroAccess. This information was shared with the customer.

#### **Customer #3**

**Comment/Complaint:** The customer stated her rides with MetroAccess were excessive. The customer stated her ride to work should only take five (5) minutes but lasted two (2) hours because the operator had to stop in DC and Germantown on the way to Rockville.

**Resolution:** The customer's December and January trips were reviewed and there were two (2) trips that exceeded a 60 minute ride time. A trip taken on January 24th resulted in a customer on board time of 62 minutes and did not exceed the fixed-route equivalent ride time guideline. The routing was reviewed and was found not to be circuitous. Another trip taken on January 28th resulted in the customer being on board for 67 minutes and did not exceed the fixed-route equivalent ride time guideline. A review of the routing did find the vehicle path to be circuitous. This information was forwarded to the Dispatch department for corrective action. The customer was informed of the investigation findings and corrective action taken for resolution.

#### **Customer #4**

**Comment/Complaint:** The customer stated MetroAccess operators and reservationists were excellent, but the dispatchers would benefit from additional training. The customer stated operators sometimes became lost and suggested better Rangers were needed.

**Resolution:** MetroAccess thanked the customer for her feedback. MTM (Quality Assurance Contractor) and MV Transportation (MetroAccess Operations Control Center Contractor) monitor communication by dispatch personnel and take action as appropriate. MetroAccess is currently in the process of upgrading the navigation system. MetroAccess hopes to include navigation abilities similar to those used by Google Maps that monitor road closures and traffic conditions. Drivers can always enlist the assistance of dispatch to help navigate to a trip location. This information was shared with the customer.

#### **Customer #5**

**Comment/Complaint:** The customer stated visually impaired customers needed courtesy calls because they were unable to look outside and see the van. The customer stated the call needed to be mandatory.

**Resolution:** Every effort is made to supply the arrival call to notify MetroAccess customers of vehicle arrival, however, this call is not guaranteed. MetroAccess provides door-to-door service at locations that meet the requirements for door-to-door service. Customers should be present at the outermost exterior door and ready to board the vehicle when their pick-up window begins. Upon arriving at the door for a pick-up, drivers will knock and identify themselves as "MetroAccess. This information was shared with the customer.

### **Customer #6**

**Comment/Complaint:** The customer stated MetroAccess should re-examine the door-to-door policy, and she did not agree with the fact that operators were not permitted to open her gate. The customer suggested MetroAccess staff ride around on the vehicles to see what was going on.

**Resolution:** It is important to note that the driver is not a personal care assistant. MetroAccess drivers are strictly prohibited from entering or unlocking a customer's private residence at any time. MetroAccess employs service monitors and a third party Quality Assurance contractor to review and monitor significant components of the MetroAccess service. This information was shared with the customer.

### **Customer #7**

**Comment/Complaint:** The customer stated operators did not call when they arrived, and this resulted in her being no showed.

**Resolution:** Every effort is made to supply the arrival call to notify MetroAccess customers of vehicle arrival, however, this call is not guaranteed. MetroAccess provides door-to-door service at locations that meet the requirements for door-to-door service. Customers should be present at the outermost exterior door and ready to board the vehicle when their pick-up window begins. Upon arriving at the door for a pick-up, drivers will knock and identify themselves as "MetroAccess. This information was shared with the customer.

### **Customer #8**

**Comment/Complaint:** The customer stated MetroAccess operators were great!

**Resolution:** MetroAccess thanked the customer for her commendation.

### **Customer #9**

**Comment/Complaint:** The customer complained about MetroAccess' requirement for customers to wear the shoulder strap. The customer stated the strap could not go over his arm, and kept getting tighter and tighter when the vehicle hit potholes. The customer stated he wished for his surgeon to fill out a statement indicating he had a medical issue that prevented him from wearing the shoulder strap.

**Resolution:** Vehicle seatbelts or lap belts are mandatory and must be worn by all customers. A signed letter from a physician in the appropriate medical specialty will be required for exemption from wearing the lap belt and/or shoulder harness. The letter must explain why, in detail, wearing a lap belt and or shoulder harness will cause physical harm to the customer. The letter is subject to review by WMATA. WMATA may also conduct an examination of the customer. WMATA will accept the letter unless WMATA can demonstrate that the certificate is invalid or otherwise not consistent with current medical knowledge. Once the exemption is approved, it shall be placed in the customer's file, and the exemption will be notated on the operator's manifest). Customer was informed of this requirement.



**AAC**

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### METROACCESS COMPLAINT RESOLUTION REPORT – MARCH 2014

#### Accessibility Advisory Committee Public Comment: March 10, 2014

No MetroAccess public comment submitted.

#### MetroAccess Subcommittee Public Comment: March 24, 2014

##### Customer #1

**Comment/Complaint:** The customer stated operators did not make eye contact with her, and they did not contact her directly. The customer stated operators were almost always late. The customer specified that on one occasion last summer, she was picked up an hour late from Union Station. The customer stated she contacted MetroAccess several times, and they would not tell her why the operator was late. The customer stated she did not think the operators used GPS. The customer provided a letter stating she was on board the vehicle for two hours on one occasion in March 2013. The customer's letter also stated she arrived late to two appointments in the past month.

**Resolution:** Mr. Antonio Hamlin, Operations Manager – Field Operations, Office of MetroAccess Service, apologized for the customer's experience. Mr. Hamlin stated operators were trained on proper passenger assistance, and MetroAccess was currently working with someone to enhance training for hearing impaired and visually impaired customers. The customer reported her late pick up through WMATA Customer Service during July 2013, and the investigation determined the customer was picked up within her scheduled trip window. Operators are to use the Ranger as the preferred method of navigation unless otherwise directed by Dispatch. The customer's trips from the past six (6) months were reviewed for timeliness, and there was only one instance where the customer was picked up outside of her trip window. Investigations were performed on the customer's written statements, and Ms. Keonda Washington, MTM Quality Support Facilitator, followed up with the customer on March 25 to share the investigation findings.

##### Customer #2

**Comment/Complaint:** The customer stated when booking her trips, only one time window was offered rather than two. The customer stated the routing to her dialysis appointments caused the vehicle to backtrack.



**Resolution:** Ms. Allison Anderson, Operations Manager – Operations Control Center, Office of MetroAccess Service, stated when a customer calls to book a trip, the system searches within a span of 30 minutes before and after the requested time in an attempt to accommodate the requested time of travel. Ms. Anderson stated if the customer is not satisfied with the time that is offered, they could request another window to see if another time is available. Ms. Anderson stated requesting a different time can change the list of available options. Ms. Anderson stated someone would investigate the routing issue. Mr. Tim Mudrinich, MTM Senior Operations Coordinator, followed up with the customer immediately following the AAC Subcommittee. The customer's trips were investigated, and Ms. Jennifer Weber, MTM Supervisor of Administrative Operations, followed up with the customer on April 1 to discuss findings.

### **Customer #3**

**Comment/Complaint:** The customer stated in the past, traveling from Maryland to DC would cost \$7.00, and now traveling just from DC to DC could cost \$7.00. The customer stated operators were using the lift incorrectly. The customer stated he tried to correct the operators, but they did not listen. The customer stated the lift was tilted, and it could potentially cause him to fall backwards.

**Resolution:** Mr. Omar Browne, Operations Manager – Field Operations, Office of MetroAccess Service stated operators were not trained to operate the lift as described by the customer, and rather operators were trained to lower the lift onto the curb. Mr. Browne encouraged the customer to report specific dates if this should occur to Customer Service for investigation. Ms. Allison Anderson stated the MetroAccess fare policy had not changed, and someone would investigate the customer's specific fare calculations. MetroAccess fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$7.00 per one-way trip. The customer's statement was investigated, and Ms. Jennifer Weber followed up with the customer on April 1 to discuss fare policy.

### **Customer #4**

**Comment/Complaint:** The customer stated she attempted to cancel her trips online for the past four or five Wednesdays, but there was not an option available to indicate she was cancelling due to inclement weather.

**Resolution:** Ms. Allison Anderson stated MetroAccess did not count late cancellations or no shows against customers on days when service was suspended. Ms. Anderson stated the No Show / Late Cancellation Policy allowed for several cancellations before the customer was considered abusive. Ms.

Anderson stated the customer could contact the No Show / Late Cancellation Department to appeal her case, and each case was reviewed individually. A review was performed of the customer's trips, and there were no No Show or Late Cancellation reports for the indicated dates. Ms. Keonda Washington followed up with the customer on March 25.

#### **Customer #5**

**Comment/Complaint:** The customer stated he recently rode with Action Taxi on two separate dates, and he was picked up and dropped off on time both occasions.

**Resolution:** MetroAccess thanked the customer for his commendations and shared them with Action Taxi.

#### **Customer #6**

**Comment/Complaint:** The customer stated she lived in Capitol Heights where it was very hilly, there was lots of development, and there were many dead ends. The customer stated MetroAccess vehicles frequently ran into road blocks, and the GPS failed to navigate the vehicles around these road blocks. The customer stated the vehicles' GPS took them roundabout ways through the service area. The customer stated the GPS needed upgrading and wanted to know how often or when it would next be upgraded.

**Resolution:** Ms. Allison Anderson stated MetroAccess was currently in the process of upgrading the navigation system. Ms. Anderson stated MetroAccess hoped to include navigation abilities similar to those used by Google Maps that monitor road closures and traffic conditions. Ms. Anderson stated Dispatch currently monitor these conditions and share information with the operators, but MetroAccess is attempting to give operators more information directly about impediments on the road.

#### **Customer #7**

**Comment/Complaint:** The customer stated she was picked up late almost every day, and one Dispatch agent told her this was because she did not live on a regular street. The customer stated she wanted to know more information about how fares were calculated.

**Resolution:** Ms. Allison Anderson stated MetroAccess staff would investigate the customer's concerns. Upon review of the customer's trip history,

MetroAccess found operators were not going to the correct pick up entrance of the customer's designated pick-up location. In an effort to resolve the confusion, a common location designation was set up to geocode to the system map the requested pick-up entrance. MetroAccess Staff is currently monitoring and making adjustments as needed to resolve this issue. MetroAccess Staff has been in contact with the customer as we work to resolve this issue.

### **Customer #8**

**Comment/Complaint:** The customer thanked the reservationists for being very patient, and she thanked the dispatchers who were able to assist her in crisis situations. The customer stated some dispatchers were very rude to operators. The customer stated WMATA needed to cut operators' hours. The customer thanked MetroAccess for putting numbers on the vehicles, and she stated this was beneficial for reporting incidents. The customer stated she was surprised WMATA headquarters was not handicap accessible.

**Resolution:** MetroAccess thanked the customer for her commendations and shared them with the Dispatch and Reservations staff. Staff scheduling is considered an operational issue, and operators' schedules are business decisions to be determined between the operators and their employers. The Jackson Graham Building is accessible for all customers. MTM and MV Transportation (MetroAccess Operations Control Center Contractor) monitor communication between dispatchers and operators. Ms. Jennifer Weber followed up with the customer immediately following the AAC Subcommittee meeting.

### **Customer #9**

**Comment/Complaint:** The customer stated she was always accompanied by her service animal and notified the reservations agents of this when she booked her trips. The customer stated operators sometimes requested she place her service dog in her lap, and some operators did not know that "SA" stood for service animal. The customer stated she provided a lot of information about her pick up location to the reservations agents, but the operator did not know how to find her when they arrived.

**Resolution:** MetroAccess will ensure all Service Delivery Providers and their operators receive additional training documents pertaining to coding on trip manifests, including the meaning of "SA." The customer was encouraged to provide brief descriptions of her pick up locations to ensure it showed up on the immediate display on the Ranger, as received by the operator. Ms. Jennifer Weber followed up with the customer on March 27.

### **Customer #10**

**Comment/Complaint:** Speaking on behalf of a MetroAccess customer, the individual stated the reservationists were unsure of addresses for common locations, such as Wheaton Library. The individual stated he provided directions to indicate where the customer needed to be picked up, but the reservationists made mistakes even if the special instructions were provided in detail. The individual stated it would be desirable to allow customers to stop along the way while traveling to their final destinations to run errands. The individual stated riders were no longer able to take Metro with an aide, and MetroAccess was not as flexible as bus and rail. The individual stated many people did not want conditional eligibility certification because of the counter-intuitive name, but would later realize this meant they could not ride bus and rail for free.

**Resolution:** It is the responsibility of the customer to provide the exact address for the pick-up or drop-off location not just the name of the location. This level of detail helps to ensure that the trip booking is accurate for the travel request. MetroAccess is strictly prohibited from making additional vehicle stops that have not been pre-scheduled. All MetroAccess customers have the right to travel with one personal care assistant (PCA). PCA's traveling with certified customers ride for free on all Metro transportation modes. The Office of Eligibility Certification and Outreach conducts the certification process to determine applicable customer eligibility. Mr. Tim Mudrinich followed up with the individual and customer immediately following the AAC Subcommittee meeting.

### **Customer #11**

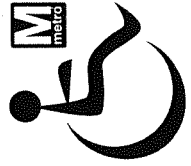
**Comment/Complaint:** The customer stated she should not have to pay to attend monthly AAC Subcommittee meetings. The customer stated many more people would attend if they did not have to pay. The customer stated there was a lot of information shared at the meetings that more people should know, and they could not afford to pay the MetroAccess fare to attend every month.

**Resolution:** Mr. Omar Browne stated MetroAccess policy required all customers to pay for their transportation. Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, stated MetroAccess was unable to prioritize trips under ADA guidelines. Recordings of AAC meetings in addition to meeting minutes are available on the WMATA website.

## **Customer #12**

**Comment/Complaint:** The customer stated he wanted the MetroAccess fare to be decreased and suggested MetroAccess eliminate the fare for short-distance trips. The customer stated there should be a way to book same-day trips online. The customer stated the online booking system should not offer trip windows prior to the time requested by the customer.

**Resolution:** It was previously noted during public comment that MetroAccess policy required all customers to pay for their transportation. Additionally, WMATA staff also communicated inability to prioritize trips to comply with ADA guidelines. MetroAccess does not accommodate same day service. Ms. Allison Anderson stated when a customer calls to book a trip, the system searches within the span of 30 minutes before and after the requested time in an attempt to accommodate the travel time request. Ms. Anderson stated if the customer is not satisfied with the time that is offered, they could request another window to see if another time is available. Ms. Anderson stated requesting a different time can change the list of available options.



# AAC

## Accessibility Advisory Committee

600 Fifth Street NW  
Washington, DC 20001  
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### FY14 METROACCESS SUBCOMMITTEE WORK PLAN STATUS OF RECOMMENDATIONS AND ACTIONS

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2014-08	Transit Accessibility Guide	11/18/2013	Rescheduled for December 15, 2014	
2014-17	Smart Phone Technology for MetroAccess	4/21/2014	Presenter: Efon Epany	
2014-18	Metro FY15 Budget Approved	4/21/2014		
2014-19	Performance Report	5/19/2014	Contractor On-time performance report; Rescheduled for May 2014 meeting.	
2014-20	Fare Policy discussion (Update)	5/19/2014		

MetroAccess Subcommittee  
 Status of Recommendations and Actions  
 Meeting: March 24, 2014

**FY14 COMPLETED - METROACCESS SUBCOMMITTEE WORK PLAN  
 STATUS OF RECOMMENDATIONS AND ACTIONS**

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2014-01	Develop and present MAS work plan for AAC approval	7/15/2013	Completed. Moved to AAC for approval	7/15/2013
2014-02	New contract implementation (Update)	7/15/2013	Completed	7/15/2013
2014-03	MetroAccess Customer Guide (Update)	8/19/2013	Reviewed on 7/15/13; follow-up at the 10/21/13 meeting	8/19/2013
2014-04	New contract implementation (Update)	8/19/2013		8/19/2013
2014- 05	Essential MetroAccess Policies Pamphlet (Update)	8/19/2013		8/19/2013
2014-06	Fixed Route Travel Time Comparability	8/19/2013		8/19/2013
2014-07	MetroAccess Fare Policy Working Group	9/16/2013		9/16/2013
2014-09	Travel Training and Outreach (Update)	9/16/2013	Reference 2013-16 from FY13 work plan	9/16/2013
2014-11	MetroAccess Fare Calculator (Update)	11/18/2013	Completed	10/21/13
2014-10	MetroAccess Performance Report (Update)	10/21/2013	Completed	10/21/13
2014-12	Safety Training – New drivers	11/18/2013	Completed	11/18/13
2014-13	New Paratransit Contractor	12/16/2013	MV Transportation – Overview and Call Center Process	12/16/13
2014-14	New Paratransit Contractor	12/16/2013	MTM – Overview and Quality Assurance Process	12/16/13
2014-15	GPS System on MetroAccess Vehicle	2/18/2014		2/18/14
2014-16	MetroAccess Bus Stop in High Density Areas	2/18/2014		2/18/14