



Accessibility Advisory Committee

METROACCESS COMPLAINT RESOLUTION REPORT – JANUARY 2014

Accessibility Advisory Committee Public Comment: January 6, 2014

No MetroAccess public comment submitted.

MetroAccess Subcommittee Public Comment: January 27, 2014

Customer #1

Comment/Complaint: The customer asked who was responsible for posting AAC Subcommittee meeting minutes, and with what frequency are minutes posted.

Resolution: Dr. B. Moore Gwynn, AAC Coordinator, stated minutes are posted on the WMATA website. Dr. Gwynn. stated they were working to post recent meetings' minutes and bring this up to date. Mr. Christian Blake, Director of ADA Policy and Planning, stated there were two options offered on Metro's website to view the meeting minutes.

Customer #2

Comment/Complaint: The customer stated the fare to her frequently traveled location was \$3.20, and the fare home was \$6.60. The customer stated another passenger recently commented that her fare home from the same location was \$3.20, but the other passenger was traveling farther from this location than the customer. The customer stated an operator also inquired about the difference in her fare and she wanted to know why her fare was higher than the other passenger's. The customer also stated her rollator has been damaged by MetroAccess operators' improper handling of her mobility device.

Resolution: Mr. Omari June, Director, MetroAccess Service, someone would reach out to the customer to obtain more details concerning her fare inquiry. Mr. June also stated a member of the MetroAccess Operations Team would speak with the customer about her mobility device. The customer's recent trip history and applicable fares charged were reviewed and evaluated. No errors were found regarding the trip fares charged. Ms. Keonda Washington followed up with the customer on January 28, 2014 to inform her of the findings. A member of the MetroAccess Operations Team and a representative from the WMATA Claims Department followed up with the customer to discuss the damage to her mobility device.

Customer #3

Comment/Complaint: The customer stated in October, Maryland Department of Transportation began funding a pilot project to utilize other approved transportation services to reduce the utilization of MetroAccess services. The customer suggested Mr. Christian Kent present a report on this project to the AAC. The customer also stated the Board expressed interest in a fatigue study and requested Mr. Kent discuss and explain applicability of the study to MetroAccess operators.

Resolution: Mr. Christian Kent, Assistant General Manager, Access Services, stated some customers' disabilities were such that they required more assistance than a MetroAccess operator was able to provide. Mr. Kent stated a service provider was identified to participate with this pilot project in Montgomery County, Maryland. The pilot project has been very successful. Mr. Kent stated this project was part of a long-term plan to use alternative transportation sources to bring down cost. Mr. Kent confirmed with the customer that there has been a lot of discussion regarding fatigue management. Mr. Kent stated the MetroAccess policy would be very similar to that of Metro Bus and Rail. Mr. Kent stated he would be more than happy to brief the AAC Committee on this topic relative to the impact on MetroAccess operators.

Customer #4

Comment/Complaint: The customer stated she had a pick up time of 8:45am. on Friday, but the ride did not arrive until 9:40am. The customer stated a young lady was taken to school, and the vehicle went back past her house before picking up additional passengers who were dropped off at church before delivering the customer to her destination at 10:45am. The customer stated this trip cost her \$7.00. The customer stated she had another trip on the preceding Wednesday, and she was unable to reach anyone at MetroAccess OCC until noon. The customer stated she asked if her evening trip had been cancelled since her morning trip had been due to inclement weather, and the agent said no. The customer stated she did not understand why this trip was not cancelled as well.

Resolution: Ms. Allison Anderson, Operations Manager – MetroAccess Operations Control Center, stated someone would investigate the customer's statements and follow up promptly. Ms. Anderson apologized for any confusion with the inclement weather trip cancellations. Ms. Anderson stated MetroAccess considers each trip to be an individual trip, and no trips outside of the specified timeframe are cancelled unless indicated otherwise by the customer. An

investigation was conducted on the customer's late pick up report. The customer had a pick up window from 8:45am to 9:15am with no requested appointment time. The MetroAccess vehicle arrived at the customer's pick up location at 9:06am, within the scheduled window. The customer arrived at her destination at 10:22am. The trip travel time fell within the comparable fixed route equivalent. The vehicle path was reviewed using GPS data. Even though the customer on board time fell within performance standards, the route did reflect backtracking that was less than optimal. A representative from the Office of MetroAccess Service has been in contact with the customer to resolve her travel concerns.

Customer #5

Comment/Complaint: The customer stated she never heard back from anyone about prior fare inquiries. The customer stated MetroAccess arrival times were earlier than they should be. The customer stated on January 15, she arrived at her destination before the building opened and had to walk around in the cold. The customer thanked Mr. Christian Kent for being responsive to her inquiries and thanked Emani Lee-Odai, MetroAccess Dispatch Supervisor, for being very honest, helpful and professional. The customer stated she was picked up from Georgetown University Hospital the other day, and the ride arrived one hour and 15 minutes late.

Resolution: Ms. Jennifer Weber, MTM Senior Administrative Coordinator, followed up with the customer on December 19, 2013 to discuss her previous public statement from the December AAC Subcommittee regarding the customer's fare inquiry. The customer's trip was reviewed from January 15, 2014, and it was confirmed that she arrived prior to the requested appointment time. Trip cancellations or other route adjustments may result in customers arriving to their destination earlier than their appointment time request. The customer's trips from Georgetown University within the preceding month were reviewed and none of these trips were found to be excessively late. Ms. Keonda Washington attempted to follow up with the customer on January 28, 2014. Ms. Weber attempted to follow up with the customer on January 30, 2014. In both follow up instances, voicemail messages were left with follow up contact information provided.