



**AAC**

## **Accessibility Advisory Committee**

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### **METROACCESS COMPLAINT RESOLUTION REPORT – NOVEMBER 2013**

#### **Accessibility Advisory Committee Public Comment: November 4, 2013**

**No MetroAccess public comment submitted.**

#### **MetroAccess Subcommittee Public Comment: November 18, 2013**

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

**Comment/Complaint:** The customer inquired about the name of an operator who transported him on one of his recent trips. The customer stated he wished to commend the operator.

**Resolution:** Ms. Jennifer Weber, MTM Quality Assurance Agent, attempted to follow up with the customer on November 19th but did not get an answer. Ms. Weber left the customer a detailed voicemail with contact information. Ms. Keonda Washington, MTM Quality Support Facilitator, spoke with the customer the following day and thanked him for his positive feedback. The commendation was shared with the operator.

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

**Comment/Complaint:** The customer stated she understood MetroAccess was a shared ride service but thought some customers' trips should be scheduled differently based on medical priority. The customer suggested trips should be direct and expedited for customers that are, for example, on insulin schedules or receiving chemotherapy treatments.

**Resolution:** Mr. Christiaan Blake, Director, WMATA Office of ADA Policy and Planning, stated the law did not allow MetroAccess to prioritize trips. Mr. Blake stated MetroAccess is not designed to accommodate the individual medical needs of customers. Mr. Blake stated there were other services and means of transportation that customers should seek in these situations. Ms. Allison Anderson, Operations Control Center Manager, Office of MetroAccess Service, stated MetroAccess allows and encourages customers to book trips by appointment time if they need to arrive at a location by a particular time and MetroAccess makes every effort to accommodate those requests. Ms. Weber followed up with the customer to ensure her inquiry was addressed.

### **Customer #3**

**Comment/Complaint:** The mother of a MetroAccess customer spoke on his behalf stating her son was mentally challenged and had not previously experienced problems with his subscription service. The customer's mother stated a taxi cab arrived for a recent trip and the customer did not realize it was his ride. She stated her son was reported as a "No Show" and she wanted to know if the taxi drivers could indicate their arrival or affiliation with MetroAccess. The customer's mother stated taxi cab operators do not exit their vehicles to identify themselves.

**Resolution:** Mr. Omari June, Director, Office of MetroAccess Service, stated all operators should perform door-to-door service. Certain areas, however, may not meet the established requirements to perform door-to-door service, for example, Pennsylvania Avenue during rush hour. Mr. June stated, in this case, the operator should notify Dispatch and Dispatch would notify the customer to be prepared to receive curb-to-curb service. Mr. June stated Dispatch would also assist the customer in identifying the vehicle. Mr. June stated he recently re-addressed this with the taxi cab companies regarding door-to-door policy to ensure this service was being provided. Ms. Weber further investigated the issue brought forth by the customer's mother and followed up with her to discuss the findings. Ms. Jacqueline Quander, Service Monitor, Office of MetroAccess Service also followed up with the customer's mother to further assist with resolving the issue.

### **Customer #4**

**Comment/Complaint:** The customer stated dispatchers should be instructed to provide their names and/or employee ID numbers to operators to increase accountability. The customer suggested MetroAccess increase training to work with the blind due to a recent encounter where the operator grabbed her backpack in an attempt to provide direction. The customer reported she had three (3) unresolved no shows in the past year and the no shows were the result of issues that needed to be fixed. The customer stated she arrived late to the AAC Subcommittee meeting because there was an operator trainer texting while on board versus monitoring the trainee operating the vehicle.

**Resolution:** Mr. June stated operators had recently undergone increased sensitivity training pertaining to assisting individuals with visual impairments. Ms. Weber followed up with the customer on November 19th to determine the specific dates on which the improper operator assistance occurred for complete

resolution. The customer was unable to recall the specific date when the operator grabbed her backpack. Mr. Omar Browne, Field Operations Manager, Office of MetroAccess Service, spoke with the customer immediately following the meeting regarding the texting report and stated he would follow up with the service provider identified to take corrective action with the trainer. Mr. June stated that MetroAccess can review the customer's address geocode to ensure the GPS denotes the exact location of her residence to minimize no show events recently encountered. This review has been conducted and a minor adjustment was made to set the geocode as close to the residence location as possible. Ms. Quander followed up with the customer on November 19th to address her concerns. The customer agreed to call back with additional dates and details of other incidents that were brought forth during the telephone conversation. Ms. Quander is still awaiting the customer to provide this information as of this date.