



AAC

Accessibility Advisory Committee

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METROACCESS COMPLAINT RESOLUTION REPORT – November 2014

Accessibility Advisory Committee Public Comment: November 3, 2014

Customer #1

Comment/Complaint: The customer stated MetroAccess was an excellent program. The customer stated she shared her complaints with Ms. Jennifer Weber, MTM Quality Assurance. The customer told Ms. Weber that her trips were routed circuitously on two separate dates. The customer stated the driver blamed the vehicle's Ranger on the first of the dates, and the second date was routed circuitously due to a trip insertion.

Resolution: Ms. Weber performed an investigation on the customer's trips; the Reservation Agent entered the wrong zip code when booking the customer's trip, and that resulted in the vehicle traveling away from the customer's intended destination address. This was corrected by Dispatch staff, and the customer was delivered to the correct address. During the second trip date, the vehicle traveled somewhat past the customer's destination to pick up another individual before returning to deliver the customer to the intended address. Though this routing was circuitous, it was established with the intent of picking up the other individual within his trip window, and the customer arrived to her destination prior to her appointment time. Both investigations and findings were shared with OCC Management to ensure the responsible staff was coached and counseled. Ms. Weber followed up with the customer on November 6, 2014 to discuss the findings.

MetroAccess Subcommittee Public Comment: November 17, 2014

Customer #1

Comment/Complaint: The customer wanted to thank MetroAccess for assisting at the National Federation of the Blind – National Harbor Chapter event her group recently held. The customer stated Ms. Carolyn Bellamy, Consumer Advocate, and Ms. Celisse Outlaw, MetroAccess Service Monitor, were in attendance and helped make the day a success. The customer stated prior to that day, a gentleman who assisted with registration within this group arrived late to another event they sponsored. The customer stated the gentleman was traveling from Greenbelt to Bladensburg with a 1:00 pm appointment time. The customer stated the gentleman was taken to Fairfax and did not arrive to the event until 3:00 pm. The customer stated this resulted in the group finishing their

project later than scheduled, and the MetroAccess customers in attendance consequently had to alter their travel times. The customer stated the gentleman's late arrival had a cascading effect.

Resolution: Ms. Allison Anderson, MetroAccess Manager of Operations – OCC, stated someone would speak with the customer immediately following the meeting. Ms. Jennifer Weber, MTM Quality Assurance, performed an investigation of the gentleman's trip and determined the circuitous routing was a result of a problematic trip insertion. These investigation findings were shared with Dispatch Management for review and correction. Ms. Weber followed up with the customer on November 19, 2014 to share the findings and thank the customer for her feedback.

Customer #2

Comment/Complaint: The customer thanked Ms. Allison Anderson, MetroAccess Manager of Operations – OCC, for recently helping her resolve an issue. The customer stated when she made her reservation, and the agent booked the trip to Bethesda rather than Riverdale. The customer stated Ms. Anderson assisted in resolving this issue. The customer stated on a separate occasion, Dispatch made the operator wait at her pick up address for an additional 20 minutes. The customer stated that clients were waiting for another MetroAccess operator to arrive, but the operator of the vehicle dispatched to them was lost. The customer stated Dispatch made her operator wait at the location to assist the lost operator in locating the clients.

Resolution: Ms. Anderson stated one of the main functions of the Dispatch Department was to assist operators when they became lost. Ms. Anderson stated she wanted to investigate what type of assistance was provided to this operator. Ms. Weber performed an investigation of the customer's statement and confirmed an operator became lost while attempting to locate the address to pick up the customer's client. The customer's vehicle dwelled at the location for approximately 20 minutes while waiting for the operator to find the location, though the customer arrived to her home address prior to her appointment time. The investigation findings were shared with the operator's manager and dispatch management to provide coaching and counseling to the involved staff. Ms. Weber followed up with the customer on November 19, 2014 to share the findings.

Customer #3

Comment/Complaint: The customer stated there needed to be more transparency in operator training. The customer stated she was not certified to train the operators, but she had training materials she hoped to share with MetroAccess. The customer requested to see the current operator training documents.

Resolution: Mr. Omar Browne, MetroAccess Manager of Operations – Operations, stated the documents were for internal use, and he would speak with the customer after the meeting. Ms. Anderson stated she had received feedback recently about taxi providers not performing door to door services or providing the same overall level of service as the dedicated providers. Ms. Anderson stated MTM's Quality Assurance staff was conducting increased observations of the taxi providers to ensure they were providing the same level of service. Mr. Efon Epanty, Assistant Director of MetroAccess, stated there was a very robust training program for operators.

Customer #4

Comment/Complaint: The customer stated operators needed vacuum cleaners in the vehicles. The customer stated debris collected around the hooks for wheelchair securements, and during a recent trip, an operator had to pull over the vehicle twice because the hook came loose. The customer stated this problem would likely become worse during the winter due to the snow and mud. The customer stated the GPS on the vehicles malfunctioned regularly, and an operator had to ask him for directions to his destination.

Resolution: Ms. Anderson thanked the customer for his feedback and said she would pass along his comments to Mr. Don Scruggs, MetroAccess Fleet Maintenance Officer, to ensure he was aware of the situation, and it would be addressed. Ms. Anderson stated there were two days over the last two months where there was a major system interruption, affecting the vehicles' Mobile Data Transmitters (MDT, or Rangers). Ms. Anderson stated the problem had been resolved, but on those days, the operators and dispatchers had to rely on more manual procedures in locating addresses. Ms. Anderson stated operators were trained to operate without the use of computers. The customer responded in explaining the GPS problem had occurred as recently as that day when he was traveling from visiting his mother. The customer stated he and the operator had to wait for the MDT to restart. Ms. Weber conducted an investigation and confirmed the vehicle's Ranger was not functioning properly while the customer was on board the vehicle. This issue was escalated and reported to the IT

Department for review and correction. Ms. Weber attempted to contact the customer to discuss the findings on November 19th and 20th, 2014, but the customer did not answer the phone.

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