



**AAC**

## **Accessibility Advisory Committee**

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### **METROACCESS COMPLAINT RESOLUTION REPORT – August 2014**

#### **Accessibility Advisory Committee Public Comment: August 4, 2014**

No MetroAccess public comment submitted.

#### **MetroAccess Subcommittee Public Comment: August 18, 2014**

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

**Comment/Complaint:** The customer stated there were issues with the coordination of trip schedules. The customer stated she was a dialysis patient, and she sometimes spent two to three hours on the vehicle after her dialysis appointments. The customer stated on Friday, August 15, 2014, MetroAccess took her past her destination address to pick up another individual before the customer was delivered. The customer asked why operators could not deliver her beforehand without dispatch approval. The customer stated the pilot program was a great idea but did not benefit her because she was not a DC resident and lived in Prince George's County.

**Resolution:** Ms. Allison Anderson, MetroAccess Manager of Operations – OCC, stated she was sorry to hear about the customer's experience, and someone would look into the potential for grouping customers with similar trip parameters together. Ms. Anderson stated sometimes passengers seem like their trips would fit well together, but certain trip parameters may cause difficulty in grouping them together. An investigation of the customer's trips was performed by the Quality Assurance Department; many of the customer's trips followed progressive paths towards her destination addresses, but one was identified as having circuitous routing. This issue was brought to the attention of OCC Management. The customer's longest trip caused her to spend 103 minutes on board the vehicle, but all of the customer's trips fell within the permissible timeframe based on the MetroAccess standards. Ms. Jennifer Weber, MTM Quality Assurance Specialist, spoke with the customer on August 20, 2014 to discuss the routing of her trips. MetroAccess Consumer Advocate, Ms. Carolyn Bellamy also reached out to the customer and left a message on August 25, 2014 in an effort to provide additional insight regarding MetroAccess' services.

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

**Comment/Complaint:** The customer stated she spoke with an operator who normally acted happy, courteous and kind but appeared to be upset. The customer stated the operator told her he was disrespected by his company. The

customer stated the operator told her he had a medical emergency and called dispatch who said they had no time for him and hung up on him. The customer stated the operator told her he was written up; the customer asked what the policy was for this type of situation.

**Resolution:** Mr. Paul Comfort, MV Assistant Project Manager, stated MV had a 10 point attendance policy; employees could accumulate 10 attendance points within a 12 month period and receive no type of penalty. Mr. Comfort explained other transportation companies had similar attendance policies. Mr. Christian Kent, Assistant General Manager of Access Services, stated employees should be encouraged to report these types of issues to a manager because telling a customer about it would not change the operator's experience. Ms. Jennifer Weber attempted to contact the customer on August 20, 2014 to discuss her statement, but the customer was not available at the time of the call.

### **Customer #3**

**Comment/Complaint:** The customer stated one of his trips was late, and when he called Where's My Ride, he was informed that his trip window was changed. The customer stated this meant he would not receive a late trip credit. The customer stated he lived in Virginia but was picked up in DC, and one of his trips took him through Forest Hills, MD before arriving at his destination. The customer stated he did not think MetroAccess was transparent enough. The customer stated he waited 4 – 5 weeks for a complaint follow up call, and by that time his anger had abated.

**Resolution:** Ms. Allison Anderson stated staff would investigate and follow up with the customer afterwards. Mr. Christian Kent stated MetroAccess was working to establish an application similar to NextBus that would assist customers in determining the estimated time of the vehicle's arrival. Mr. Kent stated the OCC had been working to improve the efficiency of routing, but there was opportunity for AAC input. Quality Assurance performed an investigation of the customer's statement; the customer spoke with a dispatch agent who mistakenly provided incorrect information about the pick-up window, but the window was not actually changed. The investigation confirmed the customer's trip was late, and a late trip credit will be applied to his account accordingly. The customer's trip from DC to Virginia was reviewed, and it was confirmed that the routing was circuitous. This issue was brought to the attention of OCC Management for review. The customer's complaint history for the past few months was reviewed, and the only complaint was received on the day of the AAC Subcommittee. Quality Assurance staff is responsible for following up with customers regarding investigation findings within five business days of the initial

complaint. Ms. Jennifer Weber contacted the customer on August 20, 2014 to discuss the investigation findings.