

**AAC**

## **Accessibility Advisory Committee**

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

### **METROACCESS COMPLAINT RESOLUTION REPORT – June 2017**

#### **Accessibility Advisory Committee Public Comment: June 5, 2017**

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

**Comment/Complaint:** The customer stated people recognized improvement with MetroAccess. The customer stated Transport DC had declined in their ability to accommodate wheelchair accessible trips, and there were long waits for vehicles to arrive. The customer invited MetroAccess and the AAC to work together and explore dialogue and possible solutions for this issue.

**Resolution:** The customer was thanked for her comment. Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, stated the Transport DC director and spokesperson had been invited to join an AAC meeting.

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

**Comment/Complaint:** The customer stated her MetroAccess service had improved over the past couple weeks.

**Resolution:** The customer was thanked for her comment. Ms. Jennifer Weber, MTM Quality Assurance, spoke with the customer on June 22, 2017.

#### **MetroAccess Subcommittee Public Comment: June 19, 2017**

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

**Comment/Complaint:** The AAC member stated her MetroAccess profile indicated she used a wheelchair, traveled with a PCA, and used a walker or cane. The AAC member stated she only used the wheelchair some of the time, and she asked if this impacted her fare. The AAC member stated the operators sometimes arrived with the expectation that she would be traveling with a wheelchair and PCA, and she was unsure why this was the default trip information.

**Resolution:** Ms. Allison Anderson, Operations Manager, MetroAccess, stated the information may be included in the AAC member's subscription trip and would need to be adjusted. Ms. Anderson stated this would not impact the customer's fare. Ms. Cheryl O'Konek, Operations Manager, Office of Eligibility, spoke with the customer on June 23, 2017 and advised the subscription trip was adjusted per the customer's request.

## **Customer #2**

**Comment/Complaint:** The customer stated she had experienced some on time performance issues. The customer stated a gentleman was on board the vehicle when she was picked up from work, and he was coming from the VA Hospital. The customer stated she was on board the vehicle for a long time, and the gentleman was expected to be on board the vehicle at least half an hour after she was dropped off. The customer stated both of their ride times were too long.

**Resolution:** Ms. Anderson stated the customer's complaint had previously been reported, and staff was in receipt. Mr. Christian Kent, Assistant General Manager, Access Services, stated efforts had been made to improve overall service. Mr. Kent stated the customer should continue to see improvements. An investigation was performed; the circuitous routing resulted from the scheduling of the trip itinerary, and the findings were shared with MV management for corrective action. Ms. Maame Brakatu, MTM Quality Assurance, left voicemails for the customer on June 12 and June 13, 2017. Ms. Weber shared the findings with the customer on June 22, 2017.

## **Customer #3**

**Comment/Complaint:** The customer stated she had concerns about the wheelchair capacity of the new MetroAccess vehicles. The customer stated the new vehicles' doors only opened 45 degrees, and that may prove challenging for many customers. The customer said the vehicle manufacturer may be motivated to listen to the AAC feedback about the vehicles since MetroAccess made such a large purchase. The customer also reported another event where another customer was trying to get off a MetroAccess vehicle lift on an incline, and the customer's mobility device became stuck in the mud. The customer stated the other customer had to wait in that position while a road supervisor was sent to the location, and it was very hot.

**Resolution:** The customer was thanked for her comments. Mr. Kent stated the lift should not have been placed on an incline, and it sounded like more could have been done to assist the customer. The customer's trip was reviewed, and the findings were shared with the operator's and dispatch staff's management for corrective action. Ms. Weber spoke with the customer on June 23, 2017.

#### **Customer #4**

**Comment/Complaint:** The customer stated she was picked up outside of her 12:15 – 12:45 trip window on May 27, 2017. The customer stated she had not received a late trip credit.

**Resolution:** Ms. Anderson stated May 2017 late trip credits would be issued around June 25. Late trip credits are posted automatically on or around the 25<sup>th</sup> day of the following month in which the late trip occurred. An investigation was performed; the late arrival resulted from an improper trip movement. The findings were shared with MV for corrective action. Ms. Weber spoke with the customer on June 23, 2017.

#### **Customer #5**

**Comment/Complaint:** The customer submitted an email asking if there was a standard procedure for when a customer has an accident on board the vehicle. The customer asked if all customers should receive a call upon arrival. The customer stated the recent Washington Post article about MetroAccess used the phrase “add-on,” but she had previously been told the proper phrase was “trip insertion.”

**Resolution:** Mr. John Gray, Project Manager, MV Transportation, stated a vehicle will be taken out of service if a customer has an accident on board the vehicle. The vehicle would be taken back to the base for a thorough cleaning and inspection. Another vehicle would be sent to the location to pick-up any customers on board, and there would be communication between the OCC and operator during this process. Mr. Gray stated customers should receive a call upon arrival unless a customer requests not to receive a call. Customers are encouraged to notify staff if they do not receive the arrival call to look into the reason why the arrival call did not take place. Mr. Gray stated “trip insertion” was the correct terminology. Ms. Weber spoke with the customer on June 19, 2017.

#### **Customer #6**

**Comment/Complaint:** The customer thanked Ms. Anderson and Ms. Weber for resolving her recent fare concern. The customer suggested forming a committee in response to the topics addressed in the recent Washington Post article about MetroAccess. The customer stated she was exiting a vehicle and tripped over a wheelchair tie down, and she hurt her foot as a result. The customer stated she did not receive follow up after this occurred. The customer stated this scenario

was dangerous, and she saw other people struggling to navigate through the vehicle to their seat. The customer stated she hoped the new vehicles provided a smoother ride, similar to the MV-1 vehicles. The customer stated her vehicle arrived outside the trip window and then could not leave because something was wrong with the Ranger. The customer stated dispatch did not respond to the operator, and this delayed their departure. The customer stated she eventually spoke with a supervisor who was able to assist. The customer stated customers should not be required to walk so far to meet the vehicles on one-way streets.

**Resolution:** Mr. Gray stated dispatchers should write down the radio number if they are unable to assist an operator immediately, and he was disappointed to hear the customer waited so long. Ms. Anderson stated the operator should contact the base if they are unable to reach a dispatcher. Ms. Anderson stated the wheelchair tie downs were reviewed during a recent passenger assistance study. Ms. Anderson stated the study was intended to address issues with passenger safety and assistance. Ms. Anderson stated customers could not board the vehicle in the street because it was unsafe, and the vehicle needed to be parked in a place that allowed the customer to board from a safe location. An investigation was performed, and the findings were shared with MV management for review and correction. Ms. Weber spoke with the customer after the meeting, and the customer was unable to recall the date when she tripped on board the vehicle. Ms. Weber discussed the findings with the customer on June 22, 2017.

### **Customer #7**

**Comment/Complaint:** The customer stated his trip on June 15, 2017 was booked to the wrong address. The customer stated the operator was unable to locate his correct address, though the customer attempted to provide directions. The customer stated a dispatch manager instructed the operator to take the customer back home, and he was unable to give testimony at an event.

**Resolution:** Mr. Gray apologized for the customer's experience and stated dispatch should have provided more assistance to the operator. An investigation was performed; the customer's trip was booked with the addresses provided by the customer during the call. A new trip was booked for the customer, but the operator was unable to locate the correct address. The customer was transported back to his home address. The findings were shared with Transdev and MV management for review and correction. Ms. Weber discussed the findings with the customer on June 22, 2017.

**Customer #8**

**Comment/Complaint:** The customer stated his trips had been late on many occasions since late March 2017. The customer stated dispatchers typically said the vehicle would arrive in five minutes, but that was not always true. The customer stated there should be a more effective way to resolve service problems than filing complaints. The customer stated he did not file complaints anymore because the follow up calls seemed generic.

**Resolution:** Mr. Kent stated he welcomed feedback from the AAC about how to improve communication regarding customer feedback. The customer's trips were reviewed, and his service will be monitored to ensure improvement takes place. Ms. Weber left a voicemail for the customer on June 22, 2017.