

Ombudsman's Office Metro Transit Inquiries Jan 2016 - July 2017

Case No.	Case Type	Allegation	Closing Summary
2017-00354	Investigation	Complainant alleged King County Metro Transit driver van drove erratically.	Our office found that complainant's allegation was resolved. We found that a dangerous traffic incident involving a constituent and a Metro van driver was avoided. Complainant wanted Metro's drivers to be more aware of the hazards of the road and to engage in safer driving practices. We found that the Metro driver had been a driver with King County for nearly 25 years with no driving incidents. Given the circumstances, we found that there was human error and encouraged Metro to continue to promote driving safety.
2017-00037	Investigation	King County Metro failed to take responsibility for a vendor mistakenly issuing citizen a fare violation ticket that was dismissed by the court.	The Ombudsman's Office found that on 9/19/2016, the complainant filed a claim with Risk Management. Our office notified the complainant and explained that pursuant to King County's Forbidden Acts, our office would be forced to shut down the investigation on his complaint.
2016-01928	Investigation	Complainant alleged harassment and intimidation by a King County Metro Transit security guard.	We found allegation was unsupported. Metro found that the security officer in question was on shift and patrolled the area where complainant alleged the incident took place. But, pursuant to Metro's interview of the security officer, he had no recollection of interacting with the complainant. Metro also communicated to its employees that excellent customer service is paramount and behavior that deviated from this would not be tolerated. Also, complainant failed to provide photographs she originally stated she had of the officer.

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2016-00869	Investigation	Metro Transit; ADA; Bathrooms; Reasonable Modification Roll-Out Plan	The Ombudsman's Office collaborated with King County Metro Transit to address streamlining reasonable modification across King County and to notify constituents of its existence. The reason for this collaboration came about because of the need for reasonable modification to be readily available to disabled constituents. The reasonable modification coordinator had retired, but the project was handed off to and is being spearheaded by the Paratransit/Rideshare Operations Manager.
2016-00736	Investigation	Customer service representative unprofessional posts on social media.	Extensive intake with complainant to understand allegations. Reviewed documentary evidence provided. Found agency employee responsible for administering contract with outside contractor, whose employees were those complained about. Determined that employees' actions had been inappropriate. Recommended that agency respond to actions and make corrections to policy as necessary to prevent future occurrences.
2016-00493	Investigation	Complainant alleged that there was no security in bus tunnel at Westlake Seattle.	The Ombudsman's Office conveyed the complaint to Metro. Metro responded with an investigation and found that due to an officer being on break while another patrolling the plaza level, both platforms were left unattended. Metro has stated that they will review their internal policies and procedures to have consistent patrolling and surveillance on all levels and apologized for complainant's negative experience and welcomed any feedback or concerns. Complainant was satisfied and thankful for actions.
2017-00847	Assistance	Inoperable escalators in the Westlake Bus Tunnel.	Forwarded complaint to Metro Customer Service to review and resolve.

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2017-00516	Assistance	Pedestrian injured by Metro bus could not submit claim form.	Complaint that pedestrian was struck by bus several years ago and later developed symptoms. She claimed to have tried to file a report about the incident at the time but there is no record that it was received. We provided her with information on how to file a claim but she declined to submit one at this time.
2017-00386	Assistance	Rider sent complaint detailing multiple bad experiences as a Metro Transit rider.	Forwarded complaint to Chief of Customer Service for Metro who was working on response to same complaint which had been sent to constituent's Councilmember.
2017-00319	Assistance	Complainant alleged that Metro Transit failed to provide adequate customer service, information, and guidelines on the return and retrieval of her bike left on a Metro bus, which, being homeless, was complainant's primary mode of transportation. Complainant alleged that King County Metro Transit failed to disclose the guidelines for return or retrieval of a bike left on the Metro bus.	We found that Metro did not provide sufficient customer service or information to complainant on how to retrieve a lost bike. Metro failed to provide a call-back number, explanation on how to retrieve a lost bike, and the time frame in which a lost bike would need to be retrieved before its release from Metro's custody. Metro stated that complainant was not provided the level of customer service expected of its agency. Metro found that the lost bike was bought at a surplus auction, contacted the buyer, and explained the situation. Complainant was grateful Metro was able to retrieve and return her bike.
2017-00066	Assistance	Access rider requests compensation due to failure of Access to provide adequate service.	Elderly citizen who rides Access Transportation requested assistance obtaining taxi fare reimbursement due to Access' failure to provide adequate service. Contacted Assess Transportation who reimbursed the citizen and advised the citizen that Access Transportation does not guarantee that its vehicles will always perform on-time, and occasionally may run late.

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2017-00059	Assistance	Metro bus driver lack of customer service.	Senior citizen complained that a Metro bus driver lacked customer service when driver did not pick him up at bus stop on three separate occasions. Months ago, he complained and Metro spoke with the driver. When the driver passed him by again, he came to our office to complain. We contacted Metro's Customer Service Chief; he had a telephone conversation with the complainant and gave him his telephone number should he have any further issues. Caller was pleased.
2016-01569	Assistance	Metro Access staff failed to respond to rider complaint of injury by wheelchair.	Ombudsman staff communicated rider complaint and request to Metro Access Service Operations staff who immediately flagged Access users so they will not be transported on same vehicle.
2016-01307	Assistance	Complainant alleged that Metro Transit had poor customer service and communication; complainant alleged that Metro moved bus routes, violating their rights as a disabled constituent.	The Ombudsman's Office found that Metro did move bus routes, but moving bus routes was not a violation of complainant's constitutional rights. We contacted Metro and Metro ADA to see what services would be available to complainant. We found a Metro employee who followed up with constituent to provide information and updates on bus routes as well as suggestions on different routes. Metro ADA also has stated that the Access service was available to the complainant.
2016-01142	Assistance	Metro Customer Service failed to respond to report of dangerous driving by Metro bus operator.	Concern was brought to the attention of Metro Customer Service. Customer reported that he had heard back from Metro.

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2016-00709	Assistance	Complainant alleged that the lack of accessible bathroom facilities related to transit caused inhumane condition for complainant as a person in a wheelchair.	The Ombudsman's Office engaged Metro ADA in deep dive to discuss the lack of bathroom facilities for disabled people. Metro ADA acknowledged the inconvenience that the lack of bathrooms may cause constituents and stated that 'reasonable modification' was offered to help make bathroom accommodations. Metro ADA will phase in 'reasonable modification' at their transit stations.
2016-00712	Assistance	Access rider requests compensation for out of pocket taxi fare incurred due to failure of Access pick up after medical appointment.	Ombudsman staff forwarded complaint to Metro Paratransit/Rideshare Operations Manager. Notified complainant by letter that, following investigation by Access, a check will be sent to reimburse for transportation costs.
2016-00380	Assistance	Requests maintenance of church parking lot used by Metro as park and ride.	Ombudsman's Office conveyed request to Metro Transit Facilities. Metro contracts with Roads Services for maintenance of park and ride lots. Road staff have been in touch with church and lot is on list for repair and maintenance work. Inclement weather has been a factor in the delay of maintenance on the lot.