



Washington Metropolitan Area Transit Authority

Long-Term Sustainability Study of MetroAccess

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Presented to WMATA Board of Directors
March 12, 2015

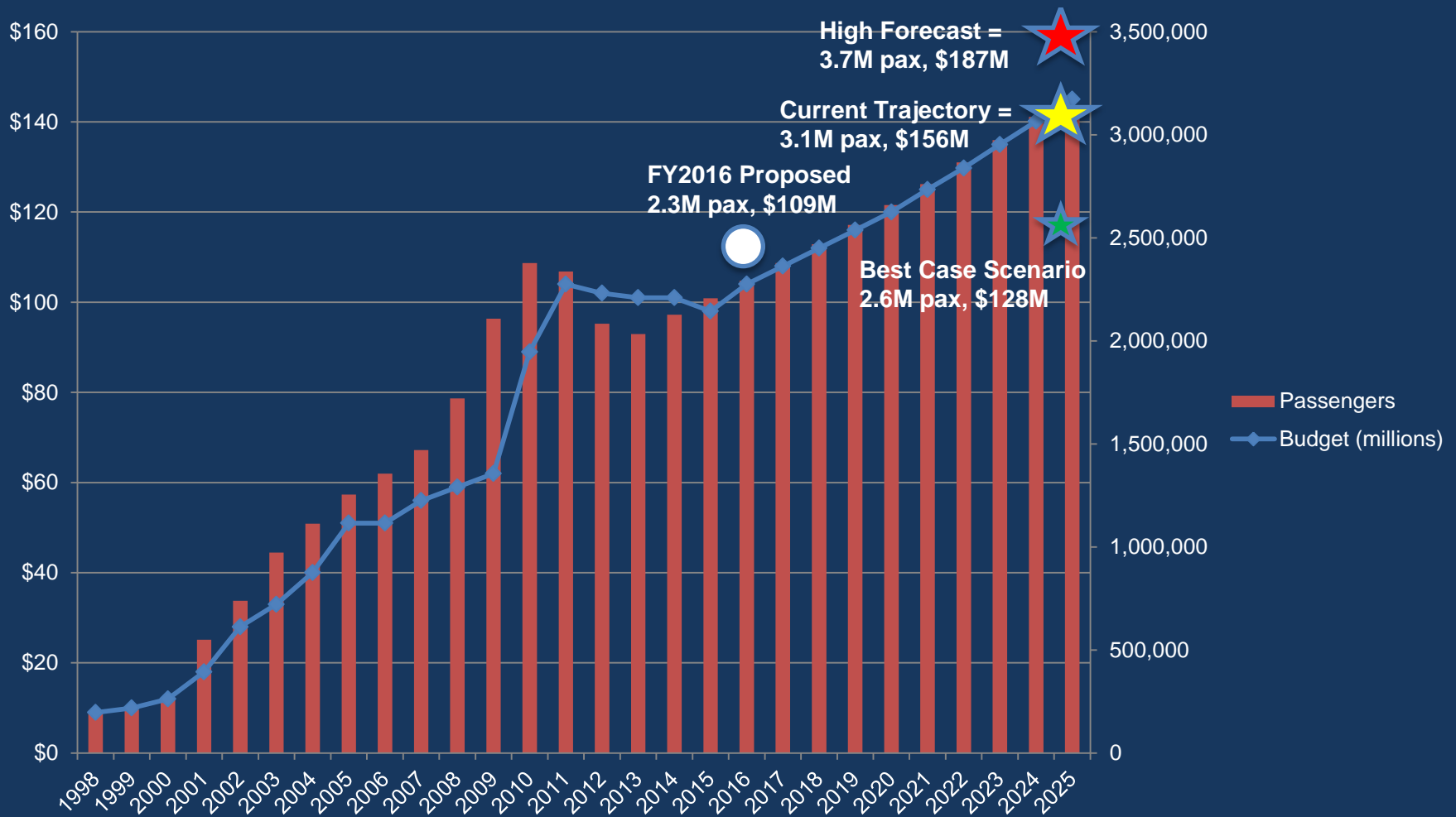


Board Resolution 2014-15

- Study the long-term sustainability of MetroAccess and related services in coordination with other regional and jurisdictional examinations of transportation services for people with disabilities, including:
 - Demographic changes that will impact the number of eligible riders
 - Improvements to bus/rail facilities to promote accessibility on fixed route transit
 - Effectiveness of MetroAccess in comparison to human service healthcare and other providers in addressing riders' needs
 - Alternative service delivery models for MetroAccess riders
 - Impact of MetroAccess costs on riders and funding jurisdictions
- After receipt of input from the Board, propose a plan for meeting MetroAccess riders' needs through 2025



Ridership and Cost Outlook





Study Findings

DEMAND MANAGEMENT

- ✓ Maintain ADA-defined policies on service area, fares
- ✓ Bus Stop Improvements
- ✓ Expanded Travel Training
- Improved Marketing of Bus/Rail to Constituency
- Trip-by-Trip Eligibility Enforcement

COST REDUCTION

- Explore dedicated, Metro-owned facilities that minimize deadhead and consolidate resources
- Decentralize delivery of service through jurisdiction-based services, funded separately from WMATA



Study Findings

LEVERAGE HUMAN SERVICES AGENCIES (HSA)

- Enable HSA to directly operate service by providing:
 - ✓ In-Kind Contributions
 - Vehicles
 - Subsidy
- Establish customized solutions for each jurisdiction with the possible capability of being administered regionally in the future
- The CAPS pilot projects have been successful and are consistent with national best practices



Next Steps

- Final report of sustainability study released, June 2015
- Action plan to be provided to the Board this summer with new initiatives to be built into FY2017 budget process
- Customer-facing policy components to be vetted concurrently with Accessibility Advisory Committee
- Access Services will work with jurisdictional staff on bus stop improvement and HSA partnerships – suggest designating point of contact from each jurisdiction able to make funding recommendations