

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD
777 North Capitol Street, N.E.
Washington, D.C. 20002**

**RESOLUTION TRANSMITTING THE REPORT “INDEPENDENT REVIEW OF THE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY’S (WMATA)
METROACCESS SERVICE” TO THE WMATA BOARD OF DIRECTORS**

WHEREAS, the National Capital Region Transportation Planning Board (TPB), which is the metropolitan planning organization (MPO) for the Washington Region, has the responsibility under the provisions of Safe, Accountable, Flexible, and Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU) for developing and carrying out a continuing, cooperative and comprehensive transportation planning process for the Metropolitan Area; and

WHEREAS, the TPB Access for All Advisory Committee has had ongoing concerns about the MetroAccess service for people with disabilities unable to use fixed route services;

WHEREAS, in 2003, the AFA recommended that a study of MetroAccess be conducted to identify the best and most cost-effective ways to serve the greatest number of people;

WHEREAS, on February 15, 2006 the TPB approved resolution R12- 2006 to transmit the report “Improving Demand Responsive Services for People with Disabilities in the Washington Region” to WMATA;

WHEREAS, one of the five priority recommendations from the demand responsive study was that an independent review of MetroAccess be conducted based on operational and management considerations that MetroAccess has had difficulties with in the past;

WHEREAS, the TPB FY2008 and FY2009 Unified Planning Work Programs identified the independent review as a work activity under the Human Service Transportation Coordination program element;

WHEREAS, the independent review was overseen by the TPB Access for All (AFA) Advisory Committee, which is chaired by TPB member Catherine Hudgins, and the TPB Human Service Transportation Coordination Task Force, which is chaired by TPB member Timothy Lovain;

WHEREAS, the TPB Access for All Advisory Committee and the Human Service Transportation Coordination Task Force prioritized issues that the review should investigate and prioritized the most significant findings and recommendations from the report;

WHEREAS, in addition to discussion about the review at the committees' regularly scheduled meetings, three joint AFA Committee and Human Service Transportation Coordination Task Force meetings were held on May 21, September 18 and October 15;

WHEREAS, the review was conducted between May and September 2008 by TranSystems and the KFH Group, Inc and included interviews of MetroAccess customers and a two-day on-site review of MetroAccess in July;

WHEREAS, the AFA Committee and Human Service Transportation Coordination Task Force identified the following five recommendations from the report as priorities for WMATA to address:

- Reduce employee turnover in order to retain quality, experienced managers, call center staff and drivers, and add an additional scheduler;
- Reduce long ride-times and address excessively early and late drop-offs and pick-ups;
- Complete and adopt a long-term capital plan for the MetroAccess service to ensure that adequate vehicles and equipment will be available in future years. In the short term, WMATA should add 24 vehicles as soon as possible to increase the fleet spare ratio from 10% to 15%;
- Consider changing the future contract structure to lessen the concentration of responsibilities and operating functions in any one company and to provide for a more stable, experienced workforce; and
- Simplify the recertification process for individuals found to be unconditionally ADA paratransit eligible and whose functional ability is not expected to improve over time.

NOW, THEREFORE, BE IT RESOLVED THAT THE NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD transmits the report: "Independent Review of the Washington Metropolitan Area Transit Authority's (WMATA) MetroAccess Service" to the WMATA Board of Directors and requests that the WMATA Board of Directors receive a presentation on the report findings and recommendations.

Adopted by the Transportation Planning Board at its regular meeting on November 19, 2008.