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**TPB ACCESS FOR ALL ADVISORY COMMITTEE  
MEETING SUMMARY**

August 25, 2016

**The next meeting of the AFA will be on Thursday, October 27 from 12 noon to 2 pm.**

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**1. WELCOME & INTRODUCTIONS**

*Eric Shaw, TPB Member; Director, D.C. Office of Planning*

Mr. Shaw welcomed committee members and advised that he would be sitting in for Chairman Allen in his absence. Mr. Shaw asked attendees to introduce themselves, including those participating via conference.

**2. PRESENTATION ON “MEDICAID TRANSPORTATION STUDY OF POLICY AND PRACTICES IN THE METROPOLITAN WASHINGTON REGION”**

*Elizabeth (“Buffy”) Ellis, KFH Group, Inc*

*Christiaan Blake, Director, WMATA Office of ADA Policy and Planning*

Ms. Ellis provided an overview of a study, conducted on behalf of WMATA through the TPB’s Technical Assistance program, on Medicaid Non-Emergency Transportation (NEMT) services in the metropolitan Washington region and four options for improvement. The study assessed how Medicaid transportation is provided in DC, Suburban MD, and Northern VA, documenting demand and overlap with WMATA’s ADA paratransit service, MetroAccess. The study also researched the different approaches to Medicaid’s non-emergency medical transportation (NEMT) in D.C., Maryland, and Virginia,

Mr. Blake assisted in responding to questions from members.

- Mr. Orleans, resident, asked if the 1998 Advisory Board for Medicaid was still in existence and if it was in each state. Ms. Ellis clarified that it was set up for Federal purposes only, didn’t exist in every state, and she wasn’t aware if it would be reconsidered.
- Ms. Brennan of Montgomery County DHHS asked if the cost of ride figures in the study include the cost of operating a call center and made the point that call center costs aren’t always a factor that is considered when discussing the cost of providing paratransit service. Ms. Ellis clarified that it differed in the different jurisdictions.
- Ms. Masliansky of SOME, Inc. asked about data on the number of denials in D.C. for the Medicaid program and asked for clarification on jurisdictional roles for each of the four options. Ms. Ellis said there wasn’t information on denials in D.C. and provided the requested clarification.
- Ms. Ray from the ENDependence Center of Northern Virginia asked if MetroAccess recovers the revenue for Medicaid trips they provide and who actually books the trips. She also brought up a concern that whatever is implemented could become regional and end up in Virginia, which currently has its own paratransit service apart from MetroAccess. She also asked how Title II and quality is addressed by Medicaid providers. Ms. Ellis shared that

people can be dually eligible (Medicaid and MetroAccess) and if they choose to use MetroAccess (a Civil Right) then the broker pays the fare for Metro Access. Medicaid doesn't have ADA requirements, but monitoring quality of service is the responsibility of the State Medicaid Agency and their contracts are comprehensive.

- Mr. Crawford, resident, said he finds it confusing because there are several options provided in the study but no single one being recommended, MS. Ellis clarified that the intent of KFH's study was not to come up with one recommendation but to provide a range of options for the different jurisdictions.
- Mr. Spooner of Yellow Paratransit raised concerns related to D.C .paying the higher MetroAccess cost instead of using a Medicaid broker where a trip is 70% covered by Federal funds and brought up the Transport DC program as an example. Ms. Ellis clarified that Medicaid regulations require the use of the least expensive, most appropriate provider which in some cases is MetroAccess, but other times MetroAccess trips are not Medicaid eligible. Mr. Blake of WMATA advised that MetroAccess has to make sure there are options because "one size does not fit all." ADA paratransit should be a safety net but not for every trip, and WMATA is trying to spread the wealth by finding quality and reliable options beyond MetroAccess. WMATA uses Transport DC as one such option.
- Mr. Shaw reminded members that they were being asked to comment on the study by September 9 and that comments should be sent to Wendy Klancher at TPB.
- Ms. Smith of the Arc of Prince William County/INSIGHT asked what happens next? Mr. Blake of WMATA advised that Metro will talk to jurisdictional partners and share the results of the study and its options as well as other alternatives the transit agency is developing. The study focuses on Medicaid eligible trips on MetroAccess, but this issue as well as options for more cost-effectiveness is one part of a big pool of options that WMATA is considering.
- Ms. Ray of the ENDependence Center of Northern Virginia asked for clarification of the number of trips being taken by Medicaid eligible people on Metro Access and who decides. Ms. Ellis clarified that the only Medicaid eligible trips being put on MetroAccess are for those who are Medicaid eligible and also certified for MetroAccess, whose trip origins and destinations are with the MetroAccess service area, and whose medical provider is approved by Medicaid.

### **3. OVERVIEW OF REACH-A-RIDE: THE ONE-STOP WEBSITE WITH INFORMATION ON SPECIALIZED TRANSPORTATION SERVICES IN THE REGION**

*Lynn Winchell-Mendy, TPB Transportation Planner*

Mr. Shaw pointed out that this presentation speaks directly to a theme that came up during the initial meeting of the committee about lack of information about transportation options.

Ms. Winchell-Mendy provided an overview of the Reach-A-Ride program, a regional tool that helps consumers and social service agencies with improved access to information via the web or phone about transportation options for people with disabilities and older adults. Reach a Ride was implemented by COG in 2011 at the request of WMATA ; it has historically been funded under the FTA JARC program with WMATA providing the requisite matching funds.. Ms. Winchell-Mendy also demonstrated the website search function and provider portal and emphasized the importance of providers maintaining their program details in the database.

- Ms. Carillo of Multicultural Community Services asked about plans for outreach to speakers of languages other than Spanish and if a rider could identify language spoken in a trip request. Ms. Winchell-Mendy mentioned the use of the Language Line to serve speakers of other languages and Mr. Johnston clarified that the rider doesn't input any information about themselves in the system. Mr. Johnston said they would take into consideration how to identify languages spoken by agencies or drivers as part of the provider portal.
- A discussion followed on marketing/advertising of the site, Ms. Smith recommended that Reach a Ride have a continuing presence so people think about it as a resource, advertising by partners such as WMATA, and how AFA members can make their clients, colleagues, etc. aware of it. Ms. Winchell-Mendy said that she would provide brochures to members at the next meeting so they can distribute them.
- Ms. Ray from the ENDependence Center of Northern Virginia asked about advertising with the network of disability organizations and how Reach a Ride coordinates with Maryland Access Point, Area Agencies on Aging and other Information & Referral services. Ms. Winchell-Mendy agreed to research this and follow up at the next meeting.

#### **4. PRESENTATION ON CAPITAL BIKESHARE'S EFFORTS INVOLVING TRADITIONALLY-DISADVANTAGED POPULATIONS**

*Paul DeMaio, Capital Bikeshare Manager for Arlington County*

*Marina Budimir, Transportation Demand Management Planner, District Department of Transportation*

Mr. DeMaio presented on Capital Bikeshare's efforts to provide bike share opportunities to people with limited-incomes, minority communities and people with limited English skills throughout the region including payment options based on use frequency and length (30 minutes free) and free memberships for people with low-incomes. Ms. Budimir discussed specific efforts in the District of Columbia around equity, including Capital Bikeshare's Community Partner Program that offers a low-cost transportation option to District residents (discounted membership and 60 minutes free).

- Mr. Shaw brought up prior committee concerns about rules of the road and sidewalks. How do they educate people about the rules of the road? Ms. Budimir and Mr. DeMaio advised that they provide training and a safe biking class through Washington Area Bicyclist Association (WABA), every new customer receives safety information, and all bikes have safety info on them.
- Ms. McFadden-Resper of DC Office of Disability Rights introduced the 3 Vision Zero fellows who are working on a project that hopes to end transportation-related fatalities (bike, pedestrian, and people with disabilities), then asked about the availability of accessible bikes for people with disabilities. Mr. DeMaio discussed the challenges around it, including lack of equipment with current vendor, sidewalk access near bike stations and means for storage of wheelchair, but confirmed they are interested in making Capital BikeShare more accessible.

- Mr. Ezike of the Congressional Black Caucus Foundation asked about paying with Smartrip and Mr. DeMaio advised that they were working on that feature.
- Mr. Malone of the Arc of Prince George's County asked for examples of partners for the Community Partner Program. Ms. Budimir clarified that there were 6 non-profit agencies and community service agencies involved.

## **5. PRESENTATION ON ACCESS AND EQUITY IN THE MBIKE PROGRAM FOR THE UNIVERSITY OF MARYLAND, COLLEGE PARK**

*Aaron Goldbeck, Bicycle Coordinator, University of Maryland*

Mr. Goldbeck presented on the mbike program (launched on May 5<sup>th</sup>), a partnership between the University of Maryland and the city of College Park and its efforts to improve access for people with limited-incomes, minority communities and people with limited English skills. mbike uses 'smart bikes' instead of 'smart docking stations', which provides more flexibility. They also have tri-cycles and hand cycles for people with disabilities and fee structures amenable to people with low-income.

- Mr. Shaw asked about lessons learned working with the campus disability office. Mr. Goldbeck shared that they did surveys to determine if people with disabilities would use the bikes before launching the program.
- Ms. Tyson, a guest at the meeting, commented that the mBike program was innovative in that it includes an adaptive hand-cycle in the program, and has developed a side by side storage method.
- Mr. Emerine of DC Office of Planning asked about the demand for the adaptive bikes and any plans to scale up. Mr. Goldbeck responded that they have preliminary data; hand cycles were used 4 times so far, other sites across the country show people are using them. They do want to add more adaptive bikes to the system.
- A discussion ensued around training on the rules of the road, pedestrians and those exiting taxicabs and the location of bike share docking stations, fears some people with disabilities have of bikers not following the rules of the roads, and the lack of jurisdictional laws/regulations around bikers and a complaint process. Mr. Goldbeck shared that he wasn't aware of specific laws but that Arlington County has a program called PAL (Predictable, Alert & Lawful) that addresses awareness of surroundings and being considerate of other street users.

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## ATTENDEES

Aaron Goldbeck, University of Maryland	Jeanna Muhoro, Fairfax County DOT	Shawn Brennan, Montgomery County DHHS
Aleksandra Miskovic, Essex House Apartment Tenants Association	Jeff Schaeffer, Liberty Transportation	Stephen Campbell, DC Department of General Services
Alkindi Kadir, Multicultural Community Services	Jennifer Kanarek (phone), NV Rides	Susie McFadden-Resper, DC Office of Disability Rights
Andy Wexler, Arlington Transit	Karen Smith, The Arc of Greater Prince William	Thomas Curtis, Maryland Department of Disabilities
Angela Miller, Direct Action (for people with Disabilities)	Kari Snyder, Maryland Department of Transportation	Fellows with DC Office of Disability Rights, Vision Zero - 3
Angela White, National MS Greater DC-Maryland Chapter	Kristen Franklin, Prince George's County Department of Public Works and Transportation	William Farrell (phone), Shepherd's Center of Oakton-Vienna
Anne Phelps, Office of Councilmember Charles Allen	Leonard Lewis, VDOT	John Swanson, staff
Buffy Ellis, KFH Group	Lessie Henderson, Prince George's Advocates for Community-Based Transit	Kanti Srikanth, TPB Staff Director
Brenda Richardson (phone), Earth Conservation Corps	Marieannette Otero, Safe Routes to School National Partnership	Lamont Cobb, staff
Charlie Crawford, Representing people with disabilities and AFA liaison to AAC	Marina Budimir, DDOT	Lynn Winchell-Mendy, staff
Chris Blake, Washington Metropolitan Area Transit Authority Office of ADA Programs	Nechama Masliansky, SOME (So Others Might Eat)	Sergio Ritacco, staff
Dan Emerine, DC Office of Planning	Paul DeMaio, Arlington County BikeShare	Travis Johnston, staff
Daria Cervantes, The Arc of Montgomery County	Richard Ezike, Congressional Black Caucus Foundation	Wendy Klancher, staff
Debby Fisher, CHI, Inc.	Rikki Epstein, The Arc of Northern Virginia	Bill Orleans, resident
Doris Ray, ENDependence Center of Northern Virginia	Robert Malone, Arc of Prince George's County	Carol Tyson, resident
Elizabeth Tesi, Episcopal Diocese – Norwood Parish	Rosa Carillo, Multicultural Community Services	Heidi Case, resident

Eric Shaw, DC Office of Planning

Roy Spooner, Yellow Paratransit

Kanti Srikanth, TPB Staff Director

Gloria Butler, Arc of Prince George's  
County

Sam Oji, MCDOT

Lamont Cobb, staff

Rev. Gloria Swierga, Prince George's  
County Commission on People with  
Disabilities

Susan Ingram (phone), CSS