



Improving Demand Responsive Services for People with Disabilities

Findings and Recommendations

National Capital Region
Transportation Planning Board
February 15, 2006

1



Study Background and Purpose



- Background
 - TPB/AFA called for study in 2004
 - Funded through WMATA technical assistance account of TPB work program
- Purpose
 - Identify benefits of paratransit
 - Examine innovative ways to improve services
 - Review potential coordination opportunities

2





Study Steering Committee

- Chaired by Kathy Porter
- Active Participants:
 - AFA members
 - Human service agencies
 - Office of MetroAccess and local paratransit providers
 - National organizations
- Met 6 times between April and December 2005
- On-line message board


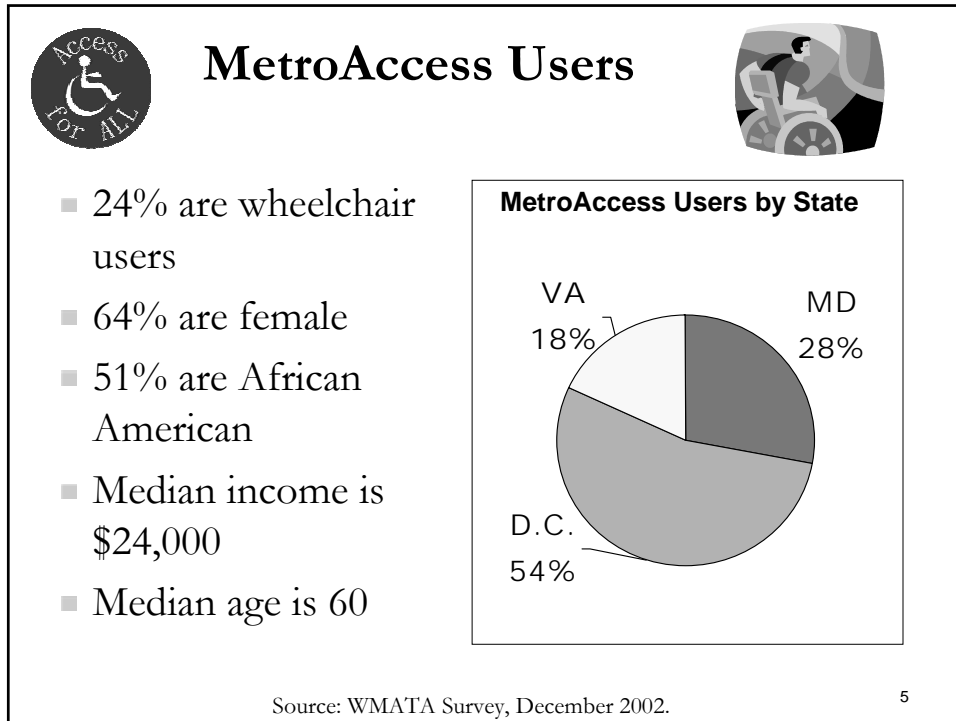


3


MetroAccess Findings and Recommendations

4





Information on MetroAccess



Findings

- Users are not well-informed about the services MetroAccess provides

Recommendation

- **Provide extensive, well organized materials**
 - Distribute widely in multiple accessible formats

6





The MetroAccess Complaint Process

Findings

- Customer complaints are not always properly investigated, tracked or responded to



Recommendation

- **Improve the MetroAccess complaint process**
 - Resolve and respond to complaints within 30 days
 - Designate a single entity responsible

7



MetroAccess User Input

Findings

- Users don't feel that their concerns are being heard
- Users feel that managerial approach has focused on the letter, not the spirit, of the ADA law



Recommendation

- **Create an effective MetroAccess Users Group**
 - Meetings should include MetroAccess management, the contractor and a designated WMATA Board member

8





Same-Day Service

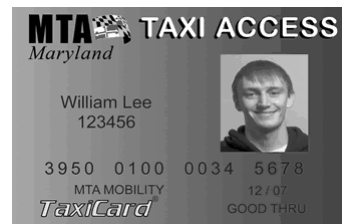
Findings

- No same day service presently
- Lack of wheelchair accessible cabs
- Baltimore has a successful same-day service program



Recommendation

- **Provide premium same-day service to MetroAccess customers**
 - Start with a pilot program
 - Provide incentives for wheelchair accessible cabs



9



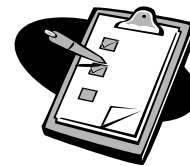
On-Going Review of MetroAccess

Findings

- Monitoring and management oversight should be strengthened
- Late pick-ups and excessively long travel times are major concerns

Recommendation

- **Conduct an independent review of MetroAccess over the next year**
 - Use checklist developed by study
 - Also a tool for MetroAccess service monitoring and management
 - Complete no later than January 2007



10





Checklist: 5 Key Questions

1. Has **service quality** improved?
2. Do **actual operating procedures** meet contract requirements and support service quality?
3. Have **policy issues** been addressed?
4. Do riders have **adequate input**?
5. Has the **eligibility process** been improved?



11

Coordination of Specialized Services

12





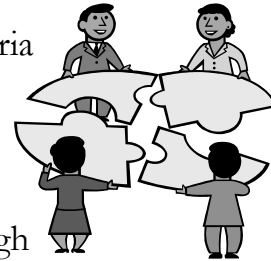
Coordination of Specialized Services

■ Findings

- Already some coordination occurring
- Myriad of services and eligibility criteria

■ Recommendations

- Local jurisdictions should explore opportunities for collaboration
- Explore regional opportunities through Human Service Transportation Coordination Plan (i.e. regional clearinghouse, accessible cab program)



13



Next Steps

- Present study recommendations to:
 - WMATA Board of Directors
 - Local human service and transportation agencies
 - Community organizations
- Hold kick-off meeting for Human Service Transportation Coordination Plan in April
- Conduct Access for All Committee follow-up
 - October 2006 – TPB Disability Awareness Month Report
 - January 2007 – Independent Review of MetroAccess



14

