

Status Report on Recommendations to Improve MetroAccess Service

National Capital Region Transportation
Planning Board (TPB)
November 15, 2006

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Background



- A number of recommendations were made based on the **AFA study of MetroAccess** and adopted by the WMATA Board in June 2006
- **Some recommendations** have been implemented or are under consideration, while others are pending
- Many problems with MetroAccess are a **symptom** of long-standing structural **problem**

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Recommendations *that have been Implemented*

- MetroAccess Customer Guide Available in **Braille**
- Customers can cancel up to **two hours prior** to scheduled trip (instead of by 4:30 p.m. the day before)
- The 14-day advanced reservation window changed to **7-days**
- Creation of the Office of Community Transportation Services with **paratransit expertise** that **increased visibility** of the MetroAccess program at WMATA



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Recommendations *Under Consideration for Implementation*

WMATA Customer Service, Operations and Safety Committee Approved November 9
Scheduled for WMATA Board Approval November 16

- Require MV to **increase staffing levels** for reservationists, drivers and schedulers
- Add more **vehicles**
 - Industry "best practice" spare vehicle ratio: 20%
 - MetroAccess ratio: 10%
- Provide **door-to-door service** rather than curb-to-curb
- Web-based **regional clearinghouse** of specialized transportation services



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Recommendations *Still Pending*

- Increase the **number of staff in the Office of MetroAccess** to allow for:
 - Performance data verification
 - Service quality monitoring
 - Complaint resolution and response
- Ensure **pay and benefits** attract experienced and stable workforce (especially drivers)
- Add **more dispatchers**
- Provide **clear public information about changes to the eligibility process**, get feedback from users and offer transitional services
- Create an **effective MetroAccess Users Group**

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Next Steps

- **AFA will continue to monitor and follow-up**
- **Independent TPB Review and Report back to the TPB in Feb/March 2007**

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