**MetroAccess “Where’s My Ride?” App  
March 2019**

**The Problem**

* 7,825 rides each day for more than 163,000 rides each month
* 8% of rides are late
* 2,700 rides each month show up more than 20 minutes past the pick-up window
* 900 times each month the ride doesn’t show up at all
* The 30-minute pick-up window on each end of a ride costs at least $12 million per year in lost productivity
* Unexpectedly long trips can cause a number of issues for riders

**The Opportunity**

“Mr. Larry. What we need is an app that will tell us when our ride is going to show up”  
 —Mebrahtu, Easterseals intern

(animation of lightening bolt and graphic of Larry ‘Mind Blown’)

**The Solution**

* The National Aging and Disability Transportation Center (NADTC) “Getting Ready to Innovate” grant
  + 6 month planning grant to define the solution
  + Partners included:
    - WMATA
    - Independence Now (Center for Independent Living)
    - COG (5310 Agency)
    - Area Agencies on Aging

**The Working Group**

* Individuals with a wide range of disabilities
* Seniors
* Regional government employees
* Para-transit experts
* Mobile app developers
* WMATA MetroAccess employees

**The Process**

* 4 expertly facilitated working group sessions:
  + Understanding ADA requirements (October)
  + Designing the App (November)
  + Prioritizing with technical concerns in mind (December)
  + Reviewing the specifications (January)

**Key Outcomes**

* The final specifications include 42 features in the following categories:
  + Passenger Profile
  + Scheduling
  + Fare Payment
  + Pick-Up/Drop-Off
  + Cancellations
  + Evaluation
  + Communication
  + Accessibility
  + Other

**Next Steps**

* Final Specification document was submitted to WMATA and NADTC
* I’m presenting the results to WMATA, COG and other community advisory groups
* WMATA is using the document to determine next steps. We hope to partner with them in a 5310 submission this fall

**Questions**

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