



Washington Metropolitan Area Transit Authority

Abilities-Ride

A New Choice for MetroAccess Customers

Presentation to:

Metropolitan Washington Council of Governments – Regional Public Transportation
Subcommittee

February 27, 2018



Background

- Continuation of Metro's successful paratransit alternatives initiative.
- MetroAccess Eligibility is required.
- Subsidize a portion of trip costs of customers when using Regency Taxi or Silver Cab for trips that begin and end in Maryland.
- Possible expansion to all jurisdictions coming later.



Abilities-Ride Program Outline

- Decision to use services under this program is totally up to the customer
- Decision to use these services will not impact a customer's
 - paratransit eligibility, or
 - right to schedule MetroAccess trips
- None of the vehicles used are owned or operated by Metro



Customer Amenities

- Same-day Service
- Direct trips (non shared-ride service)
- Trip reservations can be made by telephone, mobile app or website
- Metro fare subsidy of up to \$15 per trip
 - Customer pays the first \$5 of fare and any fare above \$20



Accessibility

- Wheelchair Accessible Vehicles.
- Mobile Apps certified as 508 and Web Content Accessibility Guidelines 2.0 (WCAG) Compliant
- Drivers:
 - required to accept all customers traveling with service animals
 - required to have training related to serving customers with disabilities
 - required to pass state level mandatory background checks.

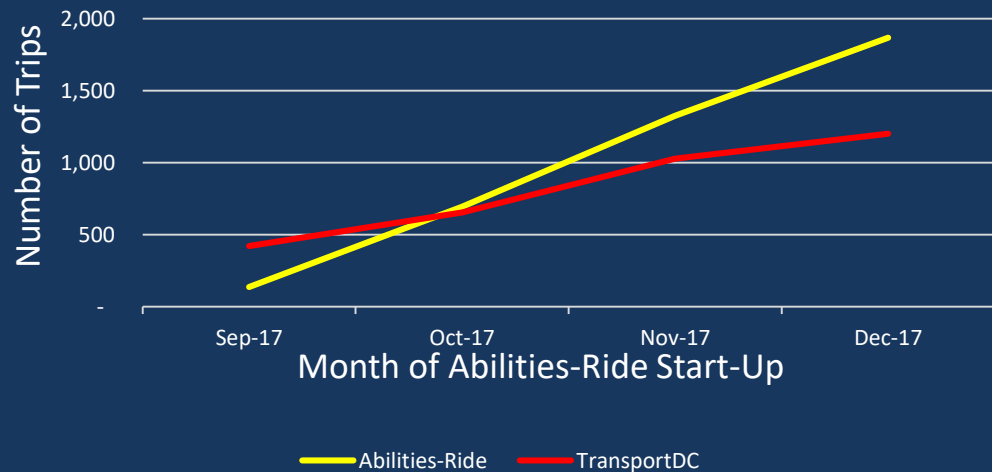


Thus Far

- 4,021 trips completed
- 131 trips have required wheelchair accessible vehicles
- Use is slightly exceeding early adoption of TransportDC
- Favorable feedback from customers

Abilities-Ride and TransportDC

First Four Months - Trip Comparison





Array of Options for MetroAccess Customers

Service	Bus/Rail	Transport -DC	Abilities- Ride	STAR/ Fastran	MetroAccess
Fare	FREE	\$5	\$5 and any amount > \$20	\$3.50 - \$9 Income-based	\$3.50 - \$6.50
Range	Regional	DC	MD	VA	Regional
Same-Day?	Yes	Yes	Yes	24-Hr Advance	24-Hr Advance
Limits	None	Varies	4 trips per day	None	None
Cost	\$4	\$23	\$15	N/A	\$50