



Washington Metropolitan Area Transit Authority

MetroAccess Eligibility Determination Process

Presentation to:
AAC MetroAccess Subcommittee
March 19, 2018



Application Process

1. Customer calls Metro's Office of Eligibility Certification and Outreach (ELIG) with application to schedule an assessment.
2. Customer completes assessment(s).
3. ELIG makes a determination of eligibility within 21 calendar days, and the customer is notified by mail.
4. If ELIG determines that the customer is not eligible for MetroAccess, customer has a right to appeal.



Types of Assessments

- Pre-assessment (phone interview)
- In-person Interview
- Functional Assessment



Pre-Assessment

- Verifies which service customer is applying for
- Confirms the application is complete
- Assists with determining type of assessment
- Schedule the assessment



In-Person Interview

- Conversation with customer about current travel needs and ability
- Questionnaires tailored to specific needs of customers
- Provides information on MetroAccess service
- Includes discussion on travel training and alternative transportation options
- Completed by all applicants



Functional Assessment

- Assesses customer's functional ability to access and navigate Metrobus and Metrorail
- Assessments include balance and endurance, Mini-Mental Status Examination, Beck Anxiety Inventory, Mood Scale, Bus Route Schedule Assessment, and field assessment
- Any portion of this assessment may be omitted depending on customer's medical and functional needs



Definitions of MetroAccess Eligibility

Conditionally Eligible

Customers who are determined eligible for MetroAccess and have demonstrated that they are able to independently use fixed-route service for at least some trips. These customers are encouraged to use fixed-route, when possible, at no cost.

Fully Eligible

Customers who are determined eligible for MetroAccess and have demonstrated that they are unable to independently use fixed-route service at any time. These customers are not issued Smartrip cards that enable free use of fixed-route services.



Types of MetroAccess Cards

- Two Types of MetroAccess ID Cards:
 - Conditionally Eligible
 - Includes access to free bus and rail service
 - SmarTrip® enabled for autonomous entry
 - Fully Eligible
 - Only provides access to MetroAccess





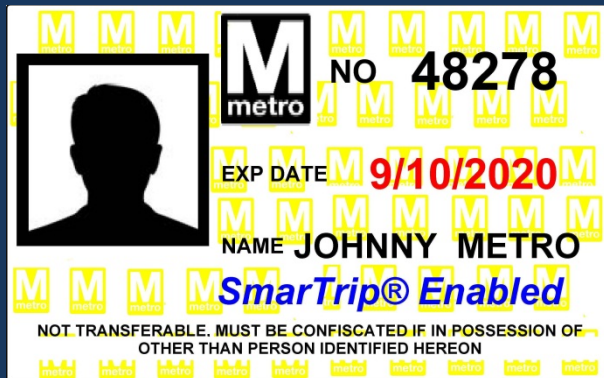
Other Eligibility Determinations

Eligible for the Reduced Fare Program

Customers who are not eligible for MetroAccess, but do have a disability that qualifies for Metro's Reduced Fare Program.

Not Eligible for MetroAccess or the Reduced Fare Program

Customers who demonstrate the ability to independently use Metrobus and Metrorail, and do not have a disability that would qualify for Metro's Reduced Fare Program.





Appealing a Determination

- Only denial of services can be appealed
 - Denial of Reduced Fare
 - Denial of MetroAccess
 - Conditional Eligibility

Appeal packets are given to customers upon determination and are handled by WMATA's Appeal Officer who can be reached at:

access@wmata.com

(202) 962-1100



Washington Metropolitan Area Transit Authority

For more information, please contact:

Office of Eligibility Certification & Outreach

Department of Access Services

600 Fifth Street NW

Washington, DC 20001

(202) 962-2703

Email: traveltraining@wmata.com