



(Board Copy)
Washington Metropolitan Area Transit Authority
**METRO ELECTRONIC ACTION
DOCUMENT**

IDENTIFICATION			
MEAD ID:	99359	ACTION:	Initiate & Award
AWARD VALUE:	(Not yet awarded)	CONTRACT: (Proposed)	
FUND SOURCES: (View)		CONTRACTOR:	
LAST MODIFIED:	03/09/2006		

DESCRIPTION	
SUBJECT:	MetroAccess Operational and Customer Improvement Program
PURPOSE:	To request Board approval to award a sole-source contract, in the not-to-exceed amount of \$100,000, to Simple Solutions, LLC to conduct a comprehensive study of the customer service aspects of the MetroAccess paratransit program and develop an agenda for corrective action. Tasks include (1) Identify the immediate and persistent causes of service shortcomings to include operational service goals, operational service delivery, customer service expectations, customer service communications and data collection, reporting and measurement to guide performance oversight; (2) Develop a program of operational and customer service initiatives to rectify the identified shortcomings; (3) Support the implementation of the remedy program; and (4) Provide ad hoc support of these goals as needed. These tasks will be a continuation of those activities begun with the initial purchase order, Number 4746, awarded on March 9, 2006.

ORIGINATION			
INITIATOR		DEPARTMENTAL APPROVAL	
MICHAEL ANTIQUE on 03/08/2006		Approved by WILKINS , PAMELA 03/09/2006	
PHONE:	301-562-4782	OFFICE:	DEPT: CCSV MACS Administration

COORDINATION (ROUTING)		
OFFICE	NAME	ACTION/DATE
(7110)	WILKINS, PAMELA	Approved 03/09/2006
AUDT (7210)	STEWART, JAMES	Approved w/ Comments 03/09/2006
PRMT (7410)	JACKSON, LUCY	Approved w/ Comments 03/10/2006
COUN (1410)	O'KEEFFE, CAROL	Approved 03/10/2006

FINAL APPROVALS	
OFFICE	NAME/ACTION
OPER_CMTE	Approved for OPAS by JAMES HUGHES on 03/10/2006
BEMR	Approved for by Emeka Moneme on 03/10/2006
GM	Approved for GMGR by GMGR CEO on 03/10/2006
BOARD	BOARD WMATA (Not Yet Approved)



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NARRATIVE

WMATA provides on-call, curb-to-curb van service to about 16,000 disabled riders who are physically unable to ride the subway or regular bus and are eligible to ride MetroAccess across the DC metropolitan region. One of WMATA's most-expensive programs, MetroAccess costs taxpayers about \$50 million a year.

Despite its costs and the dependence of its customers on the service, MetroAccess service has long been the target of complaints. MetroAccess is considered by many to be an inflexible system that fails to meet the needs of users. A group of disabled riders filed a lawsuit in 2005 contending that the service is so poor it violates federal law.

On January 15, 2006, WMATA switched service providers from Logisticare Inc. to MV Transportation. In the first three weeks under the new contractor, WMATA received record numbers of complaints from riders, thousands of whom said they were stranded, picked up late or mistreated by drivers or reservationists. During this same time, regional officials, community advocates and U.S. Congressmen have added their voices to the complaints by disabled customers. Dozens of newspaper articles and ample media coverage have highlighted the problems with MetroAccess service.

On February 15, 2006, the Transportation Planning Board (TPB), which is the metropolitan planning organization for the Washington region, transmitted a 190-page report to WMATA on the quality and efficiency of public transportation services for persons with disabilities in the region. The report is the first comprehensive analysis of the MetroAccess program.

WMATA seeks a consultant to provide expert support and advice to its efforts to assess and improve the Customer Service operations of its MetroAccess service. **The role of the consultant is to work with staff by providing on-site coaching and hands-on assistance as they identify and implement quantifiable ways to improve the WMATA's MetroAccess paratransit program.** The principal tasks of this award will include:

1. MetroAccess Program Assessment – Help to establish goals and methodology to guide the MetroAccess Program Assessment.

2. MetroAccess *Customers-First!* Initiative Development – Identify immediate, short-term customer service, operational and communications improvements for the MetroAccess program.

The experience of Simple Solutions, LLC will afford WMATA immediate assistance in examining and improving the customer service and communication aspects of the MetroAccess Program as well as the needs of the disabled riding public. Simple Solutions, LLC has significant knowledge and experience in addressing customer service and communications issues in the local geographical area and has direct experience in the diagnosis and assessment of Call Center operations that involved coordination of all

municipal services in the District of Columbia, as well as, in the configuration and dissemination of information to potential end-users of such services. Simple Solutions, LLC is well qualified for the evaluation of the service and communications aspects of the MetroAccess Call Center and its customers with disabilities.

A purchase order, number 4746, in the not-to-exceed amount of \$9,500 to commence a critical review of the MetroAccess paratransit program was awarded to Simple Solutions, LLC on March 9, 2006.

ALTERNATIVE

We can elect not to obtain these services; however, there is a compelling and extremely urgent need for the correction of the noted deficiencies to re-establish confidence with WMATA's disabled riders. Delay in the resolution of these deficiencies will only exacerbate an already difficult and disruptive situation.

IMPACT ON FUNDING

Budget: Operating - Paratransit Budget
Office: MetroAccess Service (MACS) - 3120
Account: Paratransit Contract Services 5030201

FY06 Operating Budget (approved)

Budget Book Pg. 71

Fiscal Year:		FY06
Services, Paratransit:		\$49,534,900
Obligations:		\$48,410,072
(1) Logisticare	\$23,756,577	
(2) MV Transportation	\$24,653,495	
Available Funds:		\$1,124,828
This Action (FY06):		\$100,000
Remaining Funds (FY06):		\$1,024,828

NOTE: The total cost for this action is \$100,000. The action is programmed within the approved FY 2006 Operating budget. Sufficient budget authority is available to fund the estimated paratransit expenses. As such, this action requires no additional budget authorization.

AFFIRMATIVE ACTION REQUIREMENTS

MV Transportation, Inc. will be required to comply with Executive Order 11246 revised, Order Number 4.

DBE REQUIREMENTS

DBE Goals are not set for non-federally funded contracts

RECOMMENDATION

The Board approve the award of a sole-source contract, in the not-to-exceed amount of

\$100,000, to Simple Solutions, LLC to conduct a comprehensive study of the customer service aspects of the MetroAccess paratransit program and develop an agenda for corrective action.