



Finance, Administration and Oversight Committee

Action Item IV-A

April 9, 2009

FY 2010 MetroAccess Program Review

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

<input checked="" type="radio"/> Action <input type="radio"/> Information	MEAD Number: 100328	Resolution: <input type="radio"/> Yes <input checked="" type="radio"/> No
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TITLE:

MetroAccess Economics and Contract Authority

PURPOSE:

1) To provide the Board of Directors with a briefing on current MetroAccess economic factors for consideration of associated policy issues. 2) To request \$6.5M in additional contracting authority for the paratransit contract #CO5108. 3) To provide a summary of the corresponding 2009 APTA Peer Review.

DESCRIPTION:

The briefing will include a review of MetroAccess economic policy, a comparison of current service parameters as compared to ADA baseline requirements, and a summation of the recently conducted 2009 APTA Peer Review. The briefing will also include a recommendation to increase contracting authority for the paratransit contract in the amount of \$6.5M through the end of FY 2009.

FUNDING IMPACT:

Budget: **Operating Budget, Fiscal 2009**
Office: **MetroAccess Service**

Account: **Transportation Services**

This Action: **\$6,500,000**

Remarks: Ridership growth is exceeding the original forecast requiring increased work by the contractor. This in turn is requiring an increase in contracting authority.

FY2009

Budget: **\$62,499,000**

This Action: **\$6,500,000**

Prior Approval: **\$216,148,782**

Remaining
Budget: **N/A**

RECOMMENDATION:

Approval of the requested additional contracting authority in the amount of \$6.5M for the remainder of FY 2009. Contracting authority for FY 2010 will be requested in the Plan of Contracts that will accompany approval of the FY 2010 Operating Budget.



MetroAccess Economic Policy Briefing & Summation of 2009 APTA Peer Review

Presented to the Board of Directors:

**Finance, Administration, and
Oversight Committee**

April 9, 2009





Update from December 2008 FAO Presentation

- FY 2008 operating budget was \$59.8M; ridership increase and required adjustments to infrastructure resulted in \$6.2M cost overrun
- FY 2009 operating budget is \$62M; continuation of FY 2008 trends were projected to produce \$8.5M cost overrun
- Despite 16% increase in ridership between FY 2008 and FY 2009, cost per trip remains at \$38/trip. FY 2010 ridership projected to rise 12.7% to 2.2M passengers
- FY 2009 YTD actual expense is \$77M, exceeding budget by \$15M
- Updated FY 2010 forecast is \$86M—risk to proposed budget is \$7M





Contract Status

- Contract base period is four years with two renewable options at two years each; total contract authority is \$540M
- Base period (\$209M) ends 1/14/10
- \$185M expended as of 1/31/09; monthly expenses at nearly \$6M will exhaust contract authority by 5/31/09
- Requires an additional \$6.5M in contracting authority to continue through end of FY 2009





Potential MetroAccess Policy Issue: Changing Service Area/Hours

- **Initially estimated at \$750K, recent upgrades to paratransit software and GIS map data places savings at \$2.8M annually by reducing service to ADA corridor**
- **Shared regional resources needed to address growing demand for specialized transportation services**

OUT-OF-CORRIDOR TRAVEL ON METROACCESS, JANUARY 2009

<u>JURISDICTION</u>	<u>OUT OF CORRIDOR</u>	<u>TOTAL TRIPS</u>	<u>PCT OF TOTAL</u>
ALEXANDRIA	12	1267	.95
ARLINGTON	69	1473	4.68
DISTRICT OF COLUMBIA	254	33888	7.50
FAIRFAX CITY	11	329	3.34
FAIRFAX COUNTY	596	14441	4.13
FALLS CHURCH	1	156	.64
MONTGOMERY	819	30886	2.65
PRINCE GEORGE'S	2447	53964	4.53

***TOTAL 4209**

Number of unique customers = 394

*Trip count does not include Personal Care Assistants and Companions



Potential MACS Policy Issue: Changing Fare Structure

- **Current fare structure is a flat \$2.50/one-way trip**
- **No value pricing**
- **ADA permits charging up to twice the comparable fixed-route fare, which can include rail fares**



2009 APTA Peer Review

- **Peer Review was conducted March 2-6, 2009**
 - **Paratransit experts from New York City, Philadelphia, and Chicago participated, with additional background data submitted by Los Angeles**
 - **Scope of study included:**
 - **Geographic service area and hours**
 - **Fare structure**
 - **Eligibility certification process**
 - **Customer amenities**



2009 APTA Peer Review: Findings

- **Metro is delivering quality service that exceeds ADA baseline requirements in several areas:**
 - **Since Metro has the capability of precisely measuring the ADA $\frac{3}{4}$ -mile corridor, the panel supports limiting service to the corridor**
 - **When Metro obtains the capability of precisely quantifying the comparable fixed-route fare for a given paratransit trip, the panel considers a review of fare policy to be reasonable**
 - **The panel supports the movement of the eligibility function in-house and strongly recommends implementing conditional eligibility⁷**



Next Steps

- **Access Services will soon be opening Metro's Transit Accessibility Center in the Jackson Graham Building**
 - **Will include a centralized and streamlined eligibility process that will be faster and more customer friendly**
 - **Will ultimately include conditional eligibility following review by the Accessibility Advisory Committee and at jurisdictional public meetings**
- **Access Services will be applying for federal grant funds to support expanded travel training to provide alternatives to paratransit for customers with disabilities**



Recommendation

- **Approval of additional contracting authority in the amount of \$6.5M to fund the paratransit contract through June 30, 2009**



Appendix



TPB Independent Review, Nov. 2008

- **Metro received high marks for substantial improvements in MetroAccess since the previous review in 2006:**
 - **Praises successful information campaign and implementation of door-to-door service**
 - **Recognizes improved on-time performance**
 - **Validates Metro's five-year ridership projections**
 - **Supports planned changes in eligibility**
 - **Recommends review of contract structure, employee turnover, and travel time**



Staffing the Eligibility Function

- **Establishment of new structure was accomplished without staff increase in FY 2010**
 - ✓ **Director of Eligibility Certification was upgraded from existing vacant position**
 - ✓ **Existing support staff being reassigned from MACS to new office of Eligibility Certification (ELIG)**
 - ✓ **FY 2010 staffing is an actual reduction in headcount from FY 2009 organizational plan**
- **Separation of ELIG from MACS will allow for more attention to customer needs and more prompt and effective eligibility determinations**