

#### 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

<ul> <li>Action</li> <li>Information</li> </ul>	MEAD Number: 100328	Resolution: • Yes • 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
 N/A

 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.

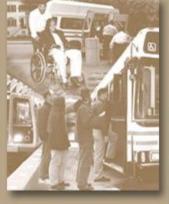
## MetroAccess Economic Policy Briefing & Summation of 2009 APTA Peer Review

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** 

JURISDICTION	<u>OUT OF</u> CORRIDOR	<u>TOTAL</u> TRIPS	<u>PCT OF</u> TOTAL	
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



• 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



- Metro is delivering quality service that exceeds ADA baseline requirements in several areas:
  - Since Metro has the capability of precisely measuring the ADA <sup>3</sup>/<sub>4</sub>-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 eligibility<sup>7</sup>



- 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**



- 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



- 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