

**Washington Metropolitan Area Transportation Authority  
Board Action/Information Summary**

Action  
 Information

MEAD Number:  
99808

Resolution:  
 Yes  No

**PURPOSE**

To obtain Board approval to modify the MetroAccess paratransit operating contract C-05108 with MV Transportation and to revise the project list for the previously approved JARC funds earmarked for paratransit use in accordance with the recommendations of the Board's Ad Hoc Advisory Committee on MetroAccess.

**DESCRIPTION**

In December 2006, the Board of Directors approved the application of \$6.1 million in unexpended JARC funds for paratransit-related activities. Staff is asking the Board of Directors to approve the continued use of the JARC funds for paratransit purposes, but with a simplified listing of activities that expends these funds to achieve safer, more reliable and timely service.

Both internal and external reviews of current performance and resources dedicated for contract oversight indicated areas where increased staffing could significantly enhance MetroAccess performance. The previously approved funds from the Job Access / Reverse Commute (JARC) earmark have made it possible to augment fleet resources and fund a number of staff increases through FY07, but the ongoing provision of staffing and other resources requires modification of the MetroAccess contract in the following areas: fleet & facilities, staffing, service design, technology and performance standards.

**FUNDING IMPACT**

Modification will not exceed \$2,753,553 and is included in the proposed FY08 operating budget. The fleet and technology upgrades are a one-time cost not to exceed \$4,832,362 and will be drawn from the previously approved JARC paratransit earmark.

**RECOMMENDATION**

Recommend the Board authorize modification to the MetroAccess contract C-05108 and approve the amended resolution to allow for the revised use of JARC funds for paratransit operations.



# MetroAccess Contract Modification and Revision to JARC Paratransit Earmark

*Presented to the Board of Directors:*

**Customer Service, Operations, and Safety  
Committee**

June 14, 2007

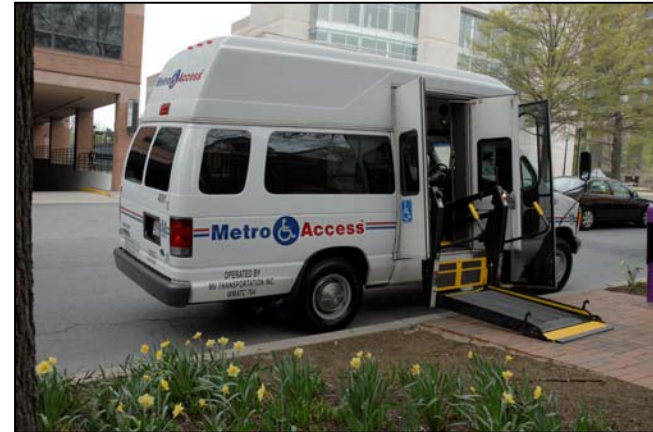




## Ad Hoc Committee Recommendations

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- Purchase vehicles to increase spare ratio
- Add personnel to contract operation for improved system performance and more responsive customer service
- Use technology for service planning to improve operational efficiency





## Requested Actions

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- Revise project listing for previously approved Job Access Reverse Commute (JARC) funds to:
  - Add only new vehicles to fleet
  - Acquire additional technology for service planning and operational efficiency
  - Align expenditures toward safety and operational priorities





## Safety and Operational Priorities

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- Adds time-based safety inspections to existing mileage-based vehicle maintenance
- Leverages existing resources in favor of fleet expansion
- Amends fuel purchase arrangement for greater savings
- Defers human services projects until regional coordination can be further developed





## Requested Actions

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- Modify paratransit contract in an amount Not-To-Exceed \$7.5M to implement the Committee's recommendations:
  - \$2.7M in proposed FY08 budget
  - \$4.8M from JARC earmark





## Cost Containment

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- Technology upgrades include service planning tools that will make MetroAccess more efficient
- Access services will steer customers toward Metrorail, Metrobus, and other regional services



## MANAGE SERVICE

DESCRIPTION OF EXPENDITURE	ORIGINAL COST	REVISED	CHANGE(S)
Provide resources for transition to door-to-door service including staff training, customer information, and initial standby capacity	\$255,000		
Purchase of up to 65 new <del>and used</del> MetroAccess vans <sup>1</sup>	\$2,793,032		New Vehicles Only
Extend use of 75 older MetroAccess vehicles through FY07 08 (insurance and dispatch coverage - other operating expenses are already covered in the FY07 and proposed FY08 MetroAccess budgets).	\$373,856	\$1,083,856	Was from 1/07 to 6/07, now extends to 6/08
Waive productivity requirement through June 2007 in lieu of enhanced staffing configuration	\$0		
Establish regional clearinghouse (internet site) for paratransit information arrangement with Council of Governments	\$350,000		
<del>Expand regional clearinghouse to include live telephone assistance using volunteers from ethnic and community organizations</del>	\$125,000	\$0	Reallocated to extended fleet <sup>2</sup>
Implement technology to enable cashless payment for MetroAccess customers and <del>charge back to appropriate agencies for human services transportation</del> upgrading the call center phone system for enhanced customer service options	\$125,000	\$235,000	Revised cost estimate for cashless payment system
Increase MetroAccess staff: <del>one eligibility manager</del> ; one business analyst, two eligibility agents; three field monitors	\$720,000	\$610,000	Manager included in FY08 operating
TOTAL	\$4,741,888	\$5,326,888	

1 MV contract includes annual purchase of 19 vans and seven sedans. Cost does not increase because new vehicles being purchased are of the same type as those currently in service. The previous request included larger capacity vehicles with a higher unit cost.

2 WMATA will fund the startup of this project only.



## MANAGE DEMAND

DESCRIPTION OF EXPENDITURE	ORIGINAL COST	REVISED	CHANGE(S)
<del>Purchase of five 19-passenger vehicles after operating agreements are signed with partnering organizations and offer MetroAccess scheduling and other resources to be used by Metro Partners experienced in human service transportation. Purchase price will be amortized by partnering organizations. Create Community Transportation services to attract targeted riders from MetroAccess. Attract low-income riders currently using special Medicaid transportation to Metrobus and Metrorail through provision of SmartCards, thereby freeing capacity on Metro Partners for group rides and reducing Medicaid expenditures by the District of Columbia, Maryland and Virginia.</del>	\$424,250	\$0	Reallocated to extension of surplus fleet
<del>Add one staff position to</del> Initiate and award consultant contract to revise and update general MetroAccess ridership and demand projections, as well as for specific demographic groups.	\$91,700	\$81,700	Change from staff position to consultant contract
<del>Initiate and award consultant contract to develop and implement</del> Develop revised MetroAccess eligibility process to mainstream riders' transit use to the extent their disabilities will allow <sup>3</sup>	\$50,000		Allows for combination of consultant and in-house services
TOTAL	\$565,950.00	\$131,700	

<sup>3</sup> Future Board approval will be requested for recommended policy changes on eligibility.

## MANAGE RESOURCES

DESCRIPTION OF EXPENDITURE	ORIGINAL COST	REVISED	CHANGE(S)
<del>Require dedicated MetroAccess contractors to obtain membership in Community Transportation Association of American, enabling cooperative fuel purchase with an annual fuel cost savings of \$345,000 per year after 10 month amortization of above-ground fuel tanks</del>	\$281,630	\$0	Reallocated to extension of surplus fleet
Initiate and award consultant contract to recommend and develop protocol for CTS/MetroAccess staff to audit MetroAccess contractor performance and invoicing	\$50,000		
Initiate and award consultant contract to recommend geographic boundaries and operations strategy for zoned MetroAccess services	\$40,000	\$50,000	Revised cost estimate
Purchase and implement technology enhancements to facilitate high-level data extraction, route analysis and planning; call center monitoring; and cashless fare payment option	\$380,532	\$501,412	Revised cost estimate
<del>Increase frequency of vehicle preventive maintenance and inspections</del> Institute monthly safety inspection for all vehicles in addition to existing mileage-based preventive maintenance inspection requirement	\$40,000		Establishes separate inspection protocol for safety issues
TOTAL	\$792,162	\$641,412	
TOTAL JARC EXPENDITURES	\$6,100,000	\$6,100,000	

PRESENTED AND ADOPTED:

SUBJECT: APPROVAL OF FEDERAL FUNDS FOR PARATRANSIT

PROPOSED  
RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, In December 2006, the Board of Directors approved the amendment of the paratransit mode of the FY 2007 operating budget to include \$6.1 million in JARC federal funds that were made available for paratransit purposes; and

WHEREAS, The Board of Directors authorized staff to expend these funds in accordance with detail included in a document referred to as Attachment A; and

WHEREAS, Staff has refined the MetroAccess paratransit program to reflect alignment of priorities to safety and operations; and

WHEREAS, WMATA recently reorganized its paratransit and ADA accessibility functions into the Department of Access Services; and

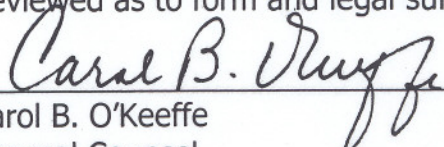
WHEREAS, The remaining JARC funds not expended in FY 2007 are to be incorporated into the paratransit mode of the FY 2008 and subsequent operating budgets until fully expended; and

WHEREAS, Staff proposes that the Assistant General Manager of Access Services shall have access to the JARC federal funds as they are drawn down by WMATA; now, therefore be it

*RESOLVED*, That the Board of Directors directs the Assistant General Manager of Access Services to expend the remaining JARC funds as detailed on the revised Attachment A, and in accordance with applicable federal regulations, and authorizes the initiation and award of contracts and modifications to contracts in support of the expenditure of these funds for the listed projects; and be it finally

*RESOLVED*, That this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,

  
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Carol B. O'Keeffe  
General Counsel