

SUBJECT: MetroAccess Ad Hoc Advisory Committee and Best Practices Working Group Report and Recommendations

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

WHEREAS, The WMATA Board of Directors created the MetroAccess Ad Hoc Advisory Committee (the "Committee") to review WMATA's MetroAccess paratransit service on February, 16, 2006; and

WHEREAS, The WMATA Board of Directors tasked the Committee with recommending improvements for MetroAccess service because of difficulties experienced by customers with the transition to a new service provider; and

WHEREAS, The Committee's work was guided by the recommendations for improving MetroAccess service in the *"Improving Demand Responsive Services for People with Disabilities in the Washington Region"* study conducted by the Transportation Planning Board (TPB) which identified shortcomings in existing MetroAccess paratransit services and made recommendations based on innovative practices from around the country; and

WHEREAS, The scope of the Committee included providing a venue for MetroAccess riders to give input into ways to improve service and incorporate rider recommendations; reviewing industry "best practices" for paratransit service; and responding to recommendations made by the TPB MetroAccess study; and

WHEREAS, The Committee established a team of paratransit industry experts and MetroAccess users, called the Best Practices Working Group, to complete a review of "best practices" in paratransit services and to address issues raised in the TPB report; and

WHEREAS, The scope of the Best Practices Working Group included examining industry best practices and policies in paratransit service pertaining to reservations, scheduling, dispatch and driver/vehicle operations; door-to-door v. curb-to-curb service; no-shows and late cancellation policy; same-day service; and human service transportation coordination; now, therefore be it

RESOLVED, That the WMATA Board of Directors amends the MetroAccess Late Cancellation and No-Show Policy to enable customers to cancel their trips without penalty up to two (2) hours prior to the beginning of the scheduled pick-up window; and be it further


RESOLVED, That the WMATA Board of Directors amends the MetroAccess ADA Paratransit Plan so that customers can reserve MetroAccess trips up to seven (7) days in advance of travel instead of fourteen (14) days; and be it further

RESOLVED, That the WMATA Board of Directors adopts all of the other cost-neutral recommendations as outlined in the Ad Hoc Advisory Committee and Best Practices Working Group report; and be it further

RESOLVED, That the WMATA Board of Directors approves the initiation and award of a consultant contract, not to exceed \$50,000, for the financial analysis of the cost-bearing recommendations included in the Committee's final report; and be it finally

RESOLVED, That this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,



Carol B. O'Keeffe
General Counsel