



**Customer Service, Operations,
& Safety Committee**

Board Information Item IV-C

September 13, 2007

**Update on
Ad Hoc Committee
Recommendations
for MetroAccess**

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

<input type="checkbox"/> Action <input checked="" type="checkbox"/> Information	MEAD Number: None	Resolution: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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PURPOSE

To provide the Board with a status update of the 2006 Ad Hoc Advisory Committee recommendations on MetroAccess.

DESCRIPTION

In June 2006, the Ad Hoc Advisory Committee on MetroAccess delivered a set of 11 recommendations for improvements to WMATA's paratransit service. The recommendations included both operational and policy changes, and six of the non-economic items were immediately adopted by the Board. The remaining recommendations had economic implications that required further analysis, and per the Committee's direction, WMATA retained a consultant to measure those costs. The consultant determined that the implementation of door-to-door service would have insignificant cost implications, and in December 2006, the Board authorized staff to implement door-to-door service.

Following subsequent Board action authorizing the use of funds from the federal Job Access Reverse Commute grant program, staff gathered community input on operating procedures for door-to-door service and is now preparing instructional materials for drivers and literature for customers to ensure a complete understanding of how MetroAccess service will be changed in the new design. Only three items remain from the original list of recommendations, and completion of these tasks is anticipated by the end of this calendar year.

FUNDING IMPACT

All expenditures are funded in the FY08 MetroAccess operating budget and through the Job Access Reverse Commute federal grant program.

RECOMMENDATION

None



Update on Ad Hoc Committee Recommendations for MetroAccess

Presented to the Board of Directors:

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

September 13, 2007





8 of 11 Recommendations Complete

- **Scheduling Improvements**
- **Relationship with Human Service Transportation Providers**
- **Evaluation of Premium Same-Day Service**
- **Consultant Study of Remaining Cost-Bearing Recommendations of the Committee**
- **Increased Contractor Staff and Contract Monitoring**
- **Revised Late Cancellation & No-Show Policy**
- **Passenger Assistance & Safety Policy**
- **Customer Service Improvements**



Remaining Recommendations to Be Implemented

- **Implementation of Door-to-Door Service:**
Subject to completion of training and outreach materials and communication with riders to ensure full understanding of the change in service; anticipated full implementation in June 2008
- **Customer Service Improvements**
Web-based trip booking scheduled for full implementation in November 2007 and new customer guide to be released by the end of the year
- **Disability Awareness Event**



Next Steps

- **Develop and implement a comprehensive training plan for drivers, dispatchers, and reservationists**
- **Develop and implement a comprehensive public education plan for current customers**
- **Final implementation by June 2008**



Appendix

Detail on Completed Items

Items Completed	Effectiveness & Operations Impact	Financial Impact
<p>1. Scheduling Improvements</p> <ul style="list-style-type: none"> • 14-day reservations window reduced to seven days • Scheduling tasks assigned by geographic area 	<ul style="list-style-type: none"> • Inconclusive impact on early cancellations • Gradual reduction in complaints 	<p>Changes in methodology only; no financial impact.</p>
<p>2. Relationship with Human Service Transportation Providers</p> <ul style="list-style-type: none"> • Expansion of travel training program incorporated into Americans with Disabilities Act (ADA) Programs current work plan • Inclusion of external agencies in the development of driver sensitivity training • Development of Web-Based Regional Clearinghouse for Information on Transit Options for People with Disabilities 	<p>Impact will be observed on implementation</p>	<ul style="list-style-type: none"> • Expanded travel training activities and staffing included in FY08 budget for the Office of ADA Programs. • Regional Clearinghouse web site funded by federal Job Access Reverse Commute (JARC) grant approved for this use by the Board in December 2006.
<p>3. Premium Same-Day Service</p> <ul style="list-style-type: none"> • Comparative analysis indicated that such service would be cost prohibitive 	<p>N/A</p>	<p>N/A</p>

Detail on Completed Items

Items Completed	Effectiveness & Operations Impact	Financial Impact
<p>4. Consultant Evaluation of Cost</p> <ul style="list-style-type: none"> Adams Report completed in January 2007 	<ul style="list-style-type: none"> The report provided the necessary information to complete the staff augmentation and authorization to proceed with door-to-door service Other service enhancements were suggested in the study that are being incorporated into the program 	<p>The consultant study was completed within the MetroAccess budget using FY07 operating funds.</p>
<p>5. Increased Contractor Staff and Contract Monitoring</p> <ul style="list-style-type: none"> Staffing levels increased in accordance with recommendations from staff and the Adams Report 	<ul style="list-style-type: none"> Improved ratio of dispatchers to drivers Increase in scheduling personnel for optimal division of scheduling activities Significant improvement to call center responsiveness; up from 93% to nearly 100% 	<p>Staffing increases were accomplished via contract modification within the MetroAccess budget using FY08 operating funds.</p>
<p>6. Revised Late Cancellation & No-Show Policy</p> <ul style="list-style-type: none"> Cancellations now allowed as early as two hours before travel Courtesy warnings being issued No-shows of subscription customers examined 	<p>Inconclusive impact on late cancellations, but enforcement of the no-show policy has reduced no-shows by nearly 20%</p>	<p>Changes in methodology only; no financial impact.</p>

Detail on Completed Items

Items Completed	Effectiveness & Operations Impact	Financial Impact
<p>7. Passenger Assistance & Safety Policy</p> <ul style="list-style-type: none"> • Policy incorporated into definition of door-to-door service 	<p>Impact will be observed on implementation</p>	<p>Change in methodology only; no financial impact.</p>
<p>8. Customer Service Improvements</p> <ul style="list-style-type: none"> • Call recorder status upgraded • Customers made aware that call center staff are available during all hours of operation • Advisory group convened • Sensitivity training provided to drivers and dispatchers 	<ul style="list-style-type: none"> • 100% of customer calls recorded • Customers continue to receive late-night phone assistance as needed • Advisory group providing input on policy changes; riders are better represented • Gradual reduction in complaints 	<p>The call recorder upgrade was accomplished within the MetroAccess budget using FY07 operating funds. All other items were changes in methodology only, no financial impact.</p>