



Washington Metropolitan Area Transit Authority



**Metro Accessibility Programs
and
MetroAccess Free Ride Program**

Customer Service, Operations and Safety Committee

October 20, 2005



Purpose

Information portion

- Provide information on the on-going Metrorail and Metrobus Accessibility Programs, and on the pilot MetroAccess Free Ride Program which enrolls and supports persons with disabilities wanting to use fixed route instead of MetroAccess

Action item

- Request the Board to authorize the GM/CEO to effect the necessary changes in tariff to continue the MetroAccess Free Ride Program on a permanent basis.



Metrorail Accessibility Status

In compliance with all federal regulations:

- stations have elevators
- wide fare gates
- “talking” vendors
- mezzanine elevator messages
- TTY phones
- braille signs
- emergency intercoms
- ADA rehab of elevators (110) complete
- trains have narrow platform gaps and priority seats.

Action beyond ADA compliance:

- large redundant elevators at new stations
- auto dispatch
- directional elevator signage
- platform gap reducers
- new priority seating signage
- car announcements
- visual displays
- electronic accessible system information available



Metrobus Accessibility Status

In compliance with all federal regulations:

- 1,353 of 1,476 buses are lift/ramp equipped
- new bus orders will retire 124 inaccessible buses by Winter
- all buses “kneel”
- PA for announcements
- priority seating and signage
- lift tie downs
- accessible stop call system

Action beyond ADA compliance:

- 726 buses have stop enunciators
- newer buses are low floor
- improved wheelchair restraints
- high intensity exterior signage
- smartrip fare boxes
- new priority seating signage being installed



Summary

Metrorail and Metrobus Accessibility

- Metrorail is fully accessible. Metrobus will be fully accessible by end of Winter 2005-2006
- Major enhancements that exceed basic ADA requirements added and coordinated with disability community
- WMATA staff continues to look at further enhancements in coordination with the WMATA's Elderly and Transportation Advisory Committee



Metro Is Accessible Program

- Working to enroll and support persons with disabilities to use accessible Metrobus and Metrorail instead of MetroAccess
- Outreach
 - Marketing campaign complete – 1,756 posters
 - Speaker Bureau Outreach – 190 presentations
 - ADA Newsletter and Video, Listserv
- Support
 - Trained 130 Travel Trainees at 4 Workshops
 - 2 Transit Agency Forums for local coordination
 - Onsite school enrollment and School Travel Training
- Training – Disabled and WMATA employee training
 - Outreach program to train disabled individuals/groups on mobility training and riding metro
 - Incorporated ADA training in all WMATA regular training for Bus and Rail operations



MetroAccess Free Ride Program Background

- The recommendation for this program originated with the Regional Paratransit Task Force
- As part of the FY2005 Budget, the Board approved an 18-month demonstration program - MetroAccess Free Ride Program. The program provides MetroAccess participants free rides on Metrorail and Metrobus service and participation and usage has been monitored
- That program was implemented in Summer 2005
- The program requires Board authorization to be continued after December 2005



MetroAccess Free Ride Program Results

- Reduced Fare Program Enrollment up 10.7% from CY2004 to CY2005
- About 690 or 5% of MetroAccess users now taking free rides on Metrorail and Metrobus
- Small shifts in mode of travel result in large savings, estimated currently at \$1.3 million in FY05 and consistent with estimates provided at the time the Pilot Program was approved.



MetroAccess Free Ride Program Action

- Request Board approval of a Resolution to make permanent the program providing free Metrobus and Metrorail rides to MetroAccess customers and to authorize the GM/CEO to effect the necessary change in tariff.

PRESENTED & ADOPTED:

SUBJECT: Establishment of Permanent MetroAccess "Free Ride" Program

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

WHEREAS, In June 2005, the Board of Directors (the "Board") authorized and directed the establishment of a "Free Ride" demonstration program to allow MetroAccess registrants and one person accompanying that MetroAccess registrant who boards and exits the system at the same time and location as the MetroAccess registrant, to take trips on Metrobus and Metrorail without paying any fare for an 18-month period; and

WHEREAS, Staff has implemented that program and found that nearly 700 MetroAccess registrants are taking some of their trips by Metrobus and Metrorail, providing flexibility in travel choice to those customers while reducing paratransit cost; and

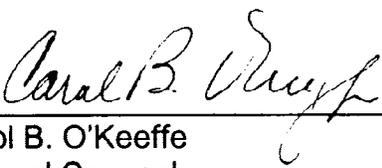
WHEREAS, The "Free Ride" demonstration program is due to expire in December 2005; now therefore be it

RESOLVED, That the Board desires to continue the benefit of the "Free Ride" program to both MetroAccess customers and to WMATA; and be it further

RESOLVED, That the Board authorizes and directs the General Manager and Chief Executive Officer and appropriate WMATA staff to make changes in the Tariff, including the addition of "MetroAccess registrants and one accompanying person" as a new section 7.e., to permanently permit MetroAccess registrants and one person accompanying that MetroAccess registrant who boards and exits the system at the same time and location as the MetroAccess registrant, to take trips on Metrobus and Metrorail without paying any fare; 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