



Washington Metropolitan Area Transit Authority

# MetroAccess

## Scheduling Window

### Pilot Project

July 1, 2019 – June 30, 2020



# MetroAccess Scheduling Terms

1. Pick-up Request Time
2. Scheduling Window
3. Pick-up Time
4. Pick-up Window
5. Appointment Time
6. Fare Calculation



# Pick-Up Request Time

- The Pick-up Request Time is the time a MetroAccess customer requests to be picked up.



# Scheduling Window

- The Scheduling Window is the period of time for which MetroAccess can book the trip of a customer who has submitted a Pick-up Request Time.
- MetroAccess uses a 1-hour Scheduling Window, i.e. 30-minutes before thru 30-minutes after the Pick-up Request Time.



# Pick-up Time

- The Pick-up Time is the actual time the customer's MetroAccess trip has been scheduled for.



# Pick-up Window

- The Pick-up window is the period of time for which MetroAccess can arrive to pick-up a customer and be considered on-time.
- MetroAccess uses a 30-minute Pick-up Window, i.e. 15-minutes before thru 15-minutes after the Pick-up Time.



# Appointment Time

- The Appointment Time is time a MetroAccess customer requests to arrive at their destination.
- MetroAccess does not use a Scheduling Window for trips by Appointment Time. MetroAccess provides the customer a Pick-up Time intended to ensure arrival before the Appointment Time.



# Scheduling Window Pilot Project

- MetroAccess uses a 1-hour Scheduling Window, i.e. 30-minutes before thru 30-minutes after the Pick-up Request Time.
- From July 1, 2019 until June 30, 2020 MetroAccess will Pilot the use of a 90-minute Scheduling Window.





# Scheduling Window Pilot Project II

Example: (90-minute Scheduling Window)

MetroAccess receives the request of a customer to be picked up on May 7, 2019 at 4:00pm. MetroAccess will book that trip somewhere between 3:15pm and 4:45pm.



# Fare Calculation

MetroAccess fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$6.50.

- The MetroAccess Fare Calculator uses a 30-minute window around the Pick-up Request Time to find the lowest fare.
- There will be no impact to the customer fare as a result of the expanded Scheduling Window.



# No Other Changes during the Pilot Program

There are no proposed changes to the:

- Pick-up Request Time
- Pick-up Time
- Pick-up Window
- Appointment Time
- No Impact to MetroAccess Fares



# Washington Metropolitan Area Transit Authority

For more information, please contact:

Department of Access Services

600 Fifth Street NW

Washington, DC 20001

(202) 962-2686

Email: [cblake@wmata.com](mailto:cblake@wmata.com)