

## Update on Human Services Transportation Coordination and Related Efforts

TPB Technical Committee Meeting  
November 3, 2006

### 1) Proposal for a Regional Clearinghouse on Specialized Transportation

- Create a **user-friendly website with information on the different transportation programs** and eligibility requirements available to persons with disabilities, older adults and low-income individuals
- Offer **limited phone support** for people without Internet access
- WMATA proposes to **contract with COG/TPB** to develop and manage the website
- Proposed Budget: \$375,000 for the first year

## Website would be modeled after "STRIDE" site in San Diego

**STRIDE** Your source for San Diego County specialized transportation

Search About Frequently Asked Questions Feedback STRIDE - Your source for San Diego County specialized transportation me

**San Diego's Most Comprehensive Database of Public and Private Transportation Providers**

STRIDE San Diego is your source for comprehensive information about San Diego County's public and private specialized transportation providers for the elderly and disabled.

This service is provided free of charge and is sponsored by the several agencies that make up the [STRIDE Collaborative](#).

View a [list of all programs](#) that are available in the STRIDE database.

Print a compilation of all programs by their corresponding zip code listed on our [Referral by Region](#) document.

**WELCOME!**  
You can search for transportation services in two ways.

**Transportation Search**

You can search for transportation providers to take you from one specific location to another. You can even add specific services that you want, such as transportation to grocery shopping or a vehicle with a wheelchair lift.

**Program Search**

Looking for the name of a program or the agency that runs it? You can search for a specific program or agency with our program search.

WEDNESDAY  
November 01, 2006  
12:01 PM

We want to help you access your community!

[Terms of Use](#)

## 2) Status of MetroAccess Recommendations



- A series of recommendations have been made based on the **AFA study of MetroAccess** and adopted by the WMATA Board in June 2006
- Progress has been made on **some recommendations** while others are still **needed**
- Many problems with MetroAccess are a **symptom** of long-standing structural **problem**

*This document is available in an alternative format upon request. Please contact Wendy Klancher at [wklancher@mwkog.org](mailto:wklancher@mwkog.org), 202)962-3321 or (202)962-3213 (TDD). Allow 7 working days for preparation of the material.*

## Recommendations *that have been Implemented*

- MetroAccess Customer Guide Available in **Braille**
- Customers can cancel up to **two hours prior** to scheduled trip (instead of by 4:30 p.m. the day before)
- The 14-day advanced reservation window changed to **7-days**
- High level personnel changes with **paratransit professionals** that **increased visibility** of the MetroAccess program at WMATA



## Recommendations *Planned to be Implemented*

- Require MV to **increase staffing levels** for reservationists, drivers and schedulers
- Add more **vehicles**
  - Industry “best practice” spare vehicle ratio: 20%
  - MetroAccess ratio: 10%
- Provide **door-to-door service** rather than curb-to-curb
- TPB **Independent Review** will be conducted in 2007



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## Recommendations that *Need to be Implemented*

- Increase the **number of staff in the Office of MetroAccess** to allow for:
  - Performance data verification
  - Service quality monitoring
  - Complaint resolution and response
- Ensure **pay and benefits** attract experienced and stable workforce (especially drivers)
- Add **more dispatchers**
- Provide **clear public information about the eligibility process**, get feedback from users and offer transitional services
- Create an **effective MetroAccess Users Group**

## 3) Status of TPB Human Services Transportation Coordination Task Force

- First meeting October 5
- Next meeting November 9

## Targeted Timeline for the Coordinated Plan and Project Selection

### 2006

**October to Dec.:** Task Force meets monthly to oversee the development of the Coordinated Plan

### 2007

**February** Task Force Presents Draft Coordinated Plan to the TPB for Approval

**March/April:** TPB Approves Coordinated Plan and Reviews Framework for Competitive Selection Process

**May/June:** TPB Oversees Competitive Selection Process

**July/September:** TPB Approves Selection for Inclusion in the Transportation Improvement Program (TIP)

**Membership of the  
TPB Human Service Transportation Coordination Task Force  
October 20, 2006**

	<b>Name</b>	<b>Organization</b>	<b>Stakeholder Group</b>	<b>Jurisdiction</b>	<b>State</b>
1	Ted Daniels	D.C. Rehabilitation Services Administration	Human Services	D.C.	D.C.
2	Ray Spooner	Yellow Cab Co. of D.C.	Private Provider	D.C.	D.C.
3	Perry Moon	Far Southeast Community Collaborative	Non-Profit Provider	D.C.	D.C.
4	Brenda Richardson	TPB Access for All Advisory Committee	Consumer/User	D.C.	D.C.
5	Gil Williams	D.C. Department of Transportation (DDOT)	DOT	D.C.	D.C.
6	Lester Monica Wynn	Washington, D.C. Elderly Handicapped Transportation Service (WEHTS)	Public Transit	D.C.	D.C.
7	Elaine Lancaster	Tri-County Council	Humans Services/Public Transit	Charles Co.	MD
8	Ron Skotz	Corridor Transportation Corporation Transportation (CTC)	Public Transit	Laurel	MD
9	Peggy Maher	Veolia Transportation	Private\Provider	MD	MD
10	Phillip Strong	TPB Access for All Advisory Committee	Consumer/User	MD	MD
11	Joyce Taylor	Association of Retarded Citizens (ARC)	Non-Profit Provider	MD	MD
12	Trina Trotman	MD Transit Administration (MTA)	DOT	MD	MD
13	Calvin Green	Ride-On	Public Transit	Montgomery Co.	MD
14	Betsy Luecking	Aging and Disability Services	Human Services	Montgomery Co.	MD
15	Jim Raszewski	The Bus	Public Transit	Prince George's Co.	MD
16	Patricia Sanders	Department of Family Services	Human Services	Prince George's Co.	MD
17	Carolyn Bellamy	Consumer Advocate, MV Transportation	Consumer/User	Regional	

	<b>Name</b>	<b>Organization</b>	<b>Stakeholder Group</b>	<b>Jurisdiction</b>	<b>State</b>
18	Robyn Fleming	Goodwill of Greater Washington & WORC	Consumer/User	Regional	
19	Jane King	American Association of Retired Persons (AARP)	Consumer/User	Regional	
20	Robbie Werth	Chair of TPB Private Providers Task Force	Private Provider	Regional	
21	Steve Yaffe	Washington Metropolitan Area Transit Authority (WMATA)	Public Transit	Regional	
22	Cedar Dvorin	Area Agency on Aging	Human Services	Arlington	VA
23	Kelley MacKinnon	ART and Specialized Transit for Arlington Residents (STAR)	Public Transit	Arlington	VA
24	Lakeshia Lewis	Alexandria DOT Paratransit Services	Public Transit	City of Alexandria	VA
25	MaryAnn Griffin	Alexandria Office of Aging and Adult Services	Human Services	City of Alexandria	VA
26	Denis Paddeau	Fairfax Connector	Public Transit	Fairfax Co.	VA
27	Michael Artson	Fastran	Public Transit	Fairfax Co.	VA
28	Josephine Rutledge	Department of Family Services	Human Services	Fairfax Co.	VA
29	Lloyd Robinson	Fredericksburg Area Metropolitan Planning Organization (FAMPO)	Planning/Public Transit	Fredericksburg Area	VA
30	Anthony Foster	Potomac and Rappahannock Transportation Commission (PRTC)	Public Transit	Northern VA	VA
31	Jana Lynott	Northern Virginia Transportation Commission (NVTC)	Public Transit	Northern VA	VA
32	Shelby Holley	Department of Social Services	Human Services	Prince William Co.	VA
33			Non-Profit Provider	VA	VA
34	Mark McGregor	VA Regional Transit Association (VRTA)	Public Transit	Loudoun County	VA
35	Bud Keith	TPB Access for All Advisory Committee	Consumer/User	VA	VA
36	Charlie King	Red Top Cab	Private Provider	VA	VA
37	Neil Sherman	VA Department of Rail and Public Transportation (DRPT)	DOT	VA	VA