



# Washington Metropolitan Area Transit Authority

## **Abilities-Ride**

A New Choice for MetroAccess Customers

Presentation to:

Metropolitan Washington Council of Governments – Access for All Committee

November 30, 2017



# Background

- Continuation of Metro's successful paratransit alternatives initiative.
- MetroAccess Eligibility is required.
- Subsidize a portion of trip costs of customers when using Regency Taxi or Silver Cab for trips that begin and end in Maryland.
- Possible expansion to all jurisdictions coming later.



# Abilities-Ride Program Outline

- Decision to use services under this program is totally up to the customer
- Decision to use these services will not impact a customer's
  - paratransit eligibility, or
  - right to schedule MetroAccess trips
- None of the vehicles used are owned or operated by Metro



# Customer Amenities

- Same-day Service
- Direct trips (non shared-ride service)
- Trip reservations can be made by telephone, mobile app or website
- Metro fare subsidy of up to \$15 per trip
  - Customer pays the first \$5 of fare and any fare above \$20



# Accessibility

- Wheelchair Accessible Vehicles.
- Mobile Apps certified as 508 and Web Content Accessibility Guidelines 2.0 (WCAG) Compliant
- Drivers:
  - required to accept all customers traveling with service animals
  - required to have training related to serving customers with disabilities
  - required to pass state level mandatory background checks.



# Thus Far

Month	Number of Customers	Number of Trips
September 2017	42	135
October 2017	140	694