



accessDC Study

Open Mic Session #2

March 11, 2017



Meeting Agenda

- Study Goals & Schedule Update
- Existing Conditions Overview
- Initial Strategies
- Open Mic Session
- Conclude

Study Goals & Schedule

Study Goal

The accessDC Study will identify ways to give people with disabilities and older adults in the District of Columbia better access to multiple transportation services, allowing for greater mobility with dignity and independence, and easier integration in the community.

The study also provides an opportunity to include older adults and people with disabilities in an advisory and decision-making capacity.

Study Schedule



Study Progress

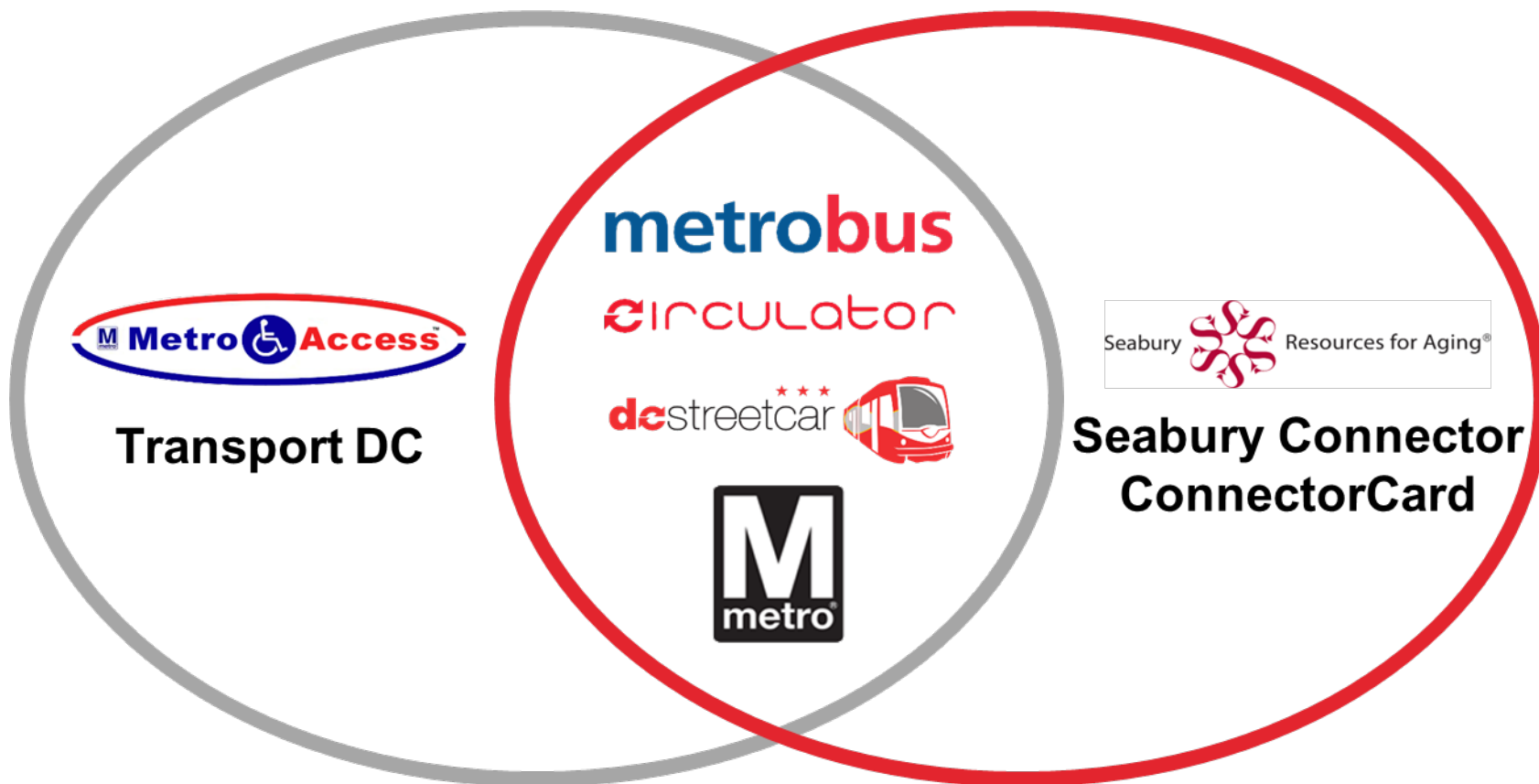


Existing Conditions Overview

Transportation Services and Programs

People with Disabilities

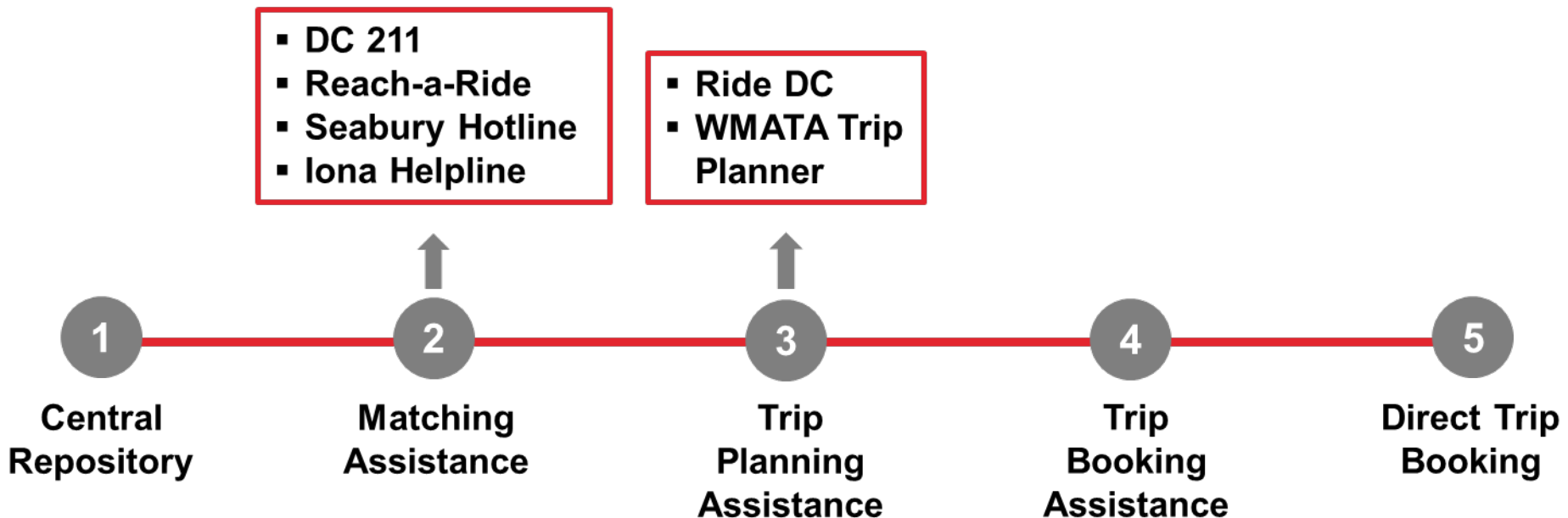
Older Adults (60+)



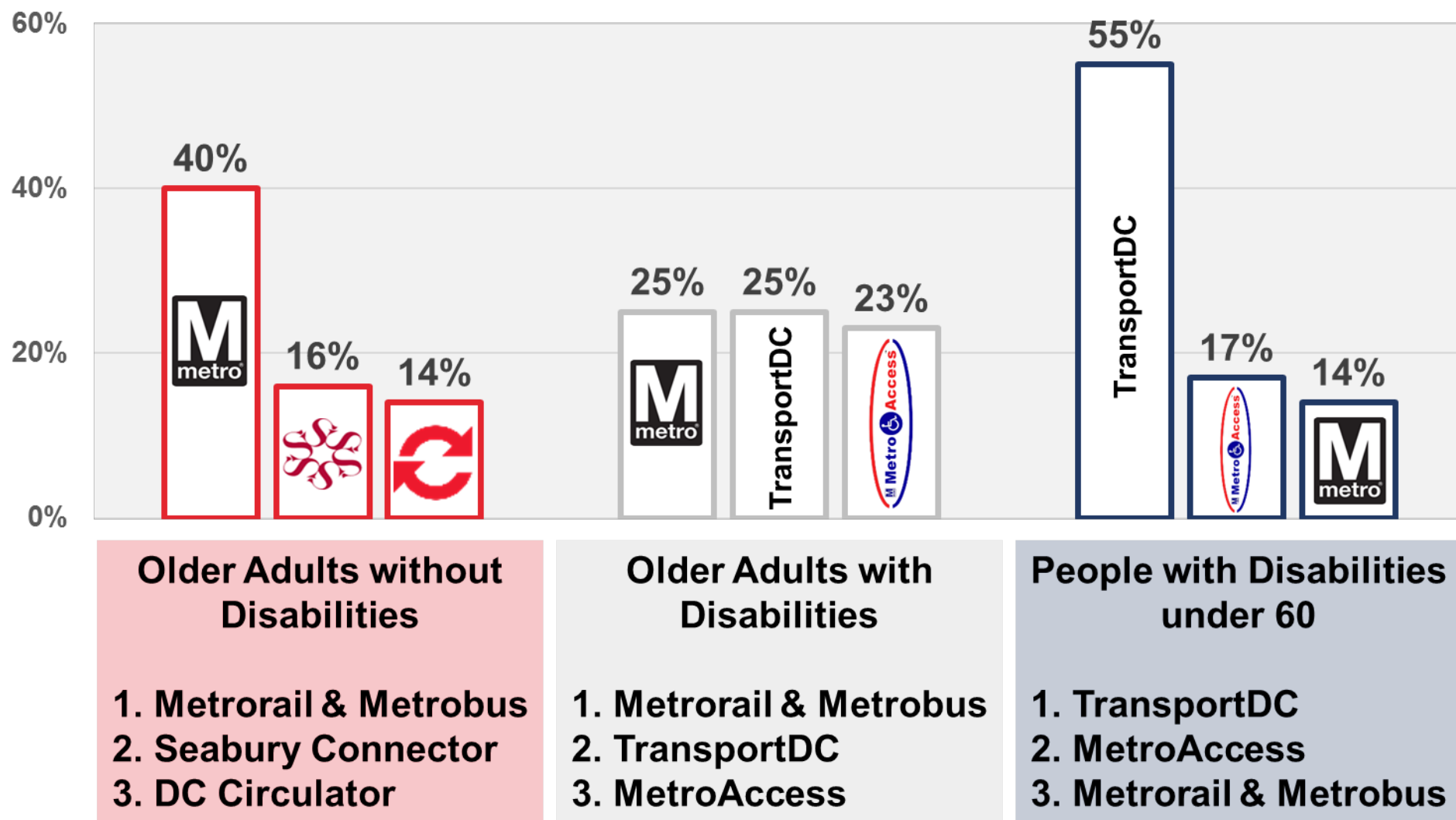
Medicaid Transportation

Transportation Linkages

Linkages can assist transportation users in finding the transportation service that will best meet their current travel needs.

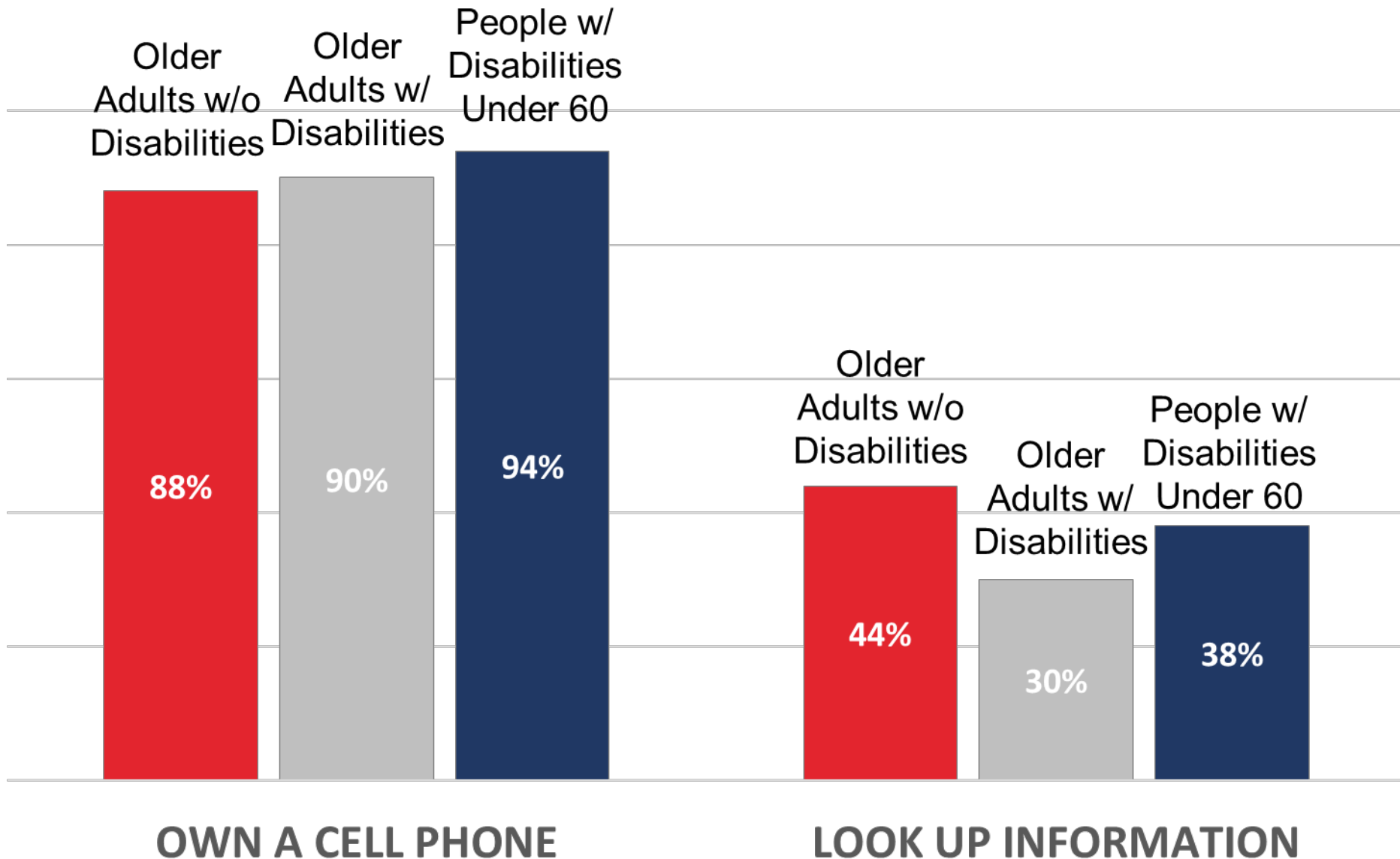


Most Preferred Transportation Option



Respondents: Older Adults without Disabilities (92); Older Adults with Disabilities (48); People with Disabilities under 60 (29)

Cell Phone Use



Respondents: Older Adults without Disabilities (110); Older Adults with Disabilities (59); People with Disabilities under 60 (31)

Transportation Services and Programs

Strengths

- There is a good mix of transportation options for older adults and people with disabilities
- All major District fixed-route public transportation services are ADA-compliant

Weaknesses

- TransportDC trip eligibility is restricted in second half of each month
- About half of survey respondents who use MetroAccess said that service is unreliable
- No integrated fare payment options across services

Opportunities

- ConnectorCard provides significant benefits, but is underutilized

Transportation Linkages

Strengths

- Strong building blocks for creating a high level linkage service

Weaknesses

- Reach A Ride has difficult-to-use website
- WMATA bus stop inventory is poorly integrated with trip planner
- DC Taxi app is not integrated with TransportDC

Opportunities

- Nearly half of surveyed customers use their smartphone to look up information
- 15% of MetroAccess trips are booked via the internet portal

Initial Strategies

Consolidation and Scale

■ Consolidation:

How many functions are centralized vs. decentralized



■ Scale:

How many services and programs are included



Status Quo Plus

Low Consolidation
Small Scale



Allow TransportDC program participants to use DC Taxi mobile app to request a taxi



Increase participation in the ConnectorCard program



Explore more options for spontaneous non-employment and non-medical trips all month long



Expand travel training options, including initiating a Bus Buddies program

Status Quo Plus

Low Consolidation
Small Scale



Establish one transportation resource directory from existing or new resources & assign maintenance



211 Answers, Please!

Train 211 staff to provide a “warm hand-off” - to stay on the line while directly transferring callers to transportation providers



Publish WMATA and DDOT bus stop and sidewalk accessibility data in an open format for developers



No Wrong Door Approach

Low Consolidation
Small-Mid Scale



Which Door?

No Wrong Door Approach

Low Consolidation
Small-Mid Scale



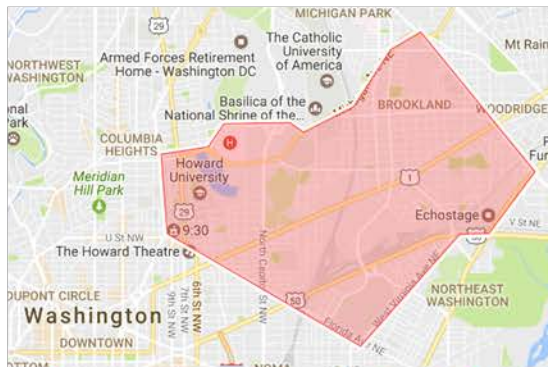
Accessible Trip Planning

Low Consolidation
Small-Large Scale

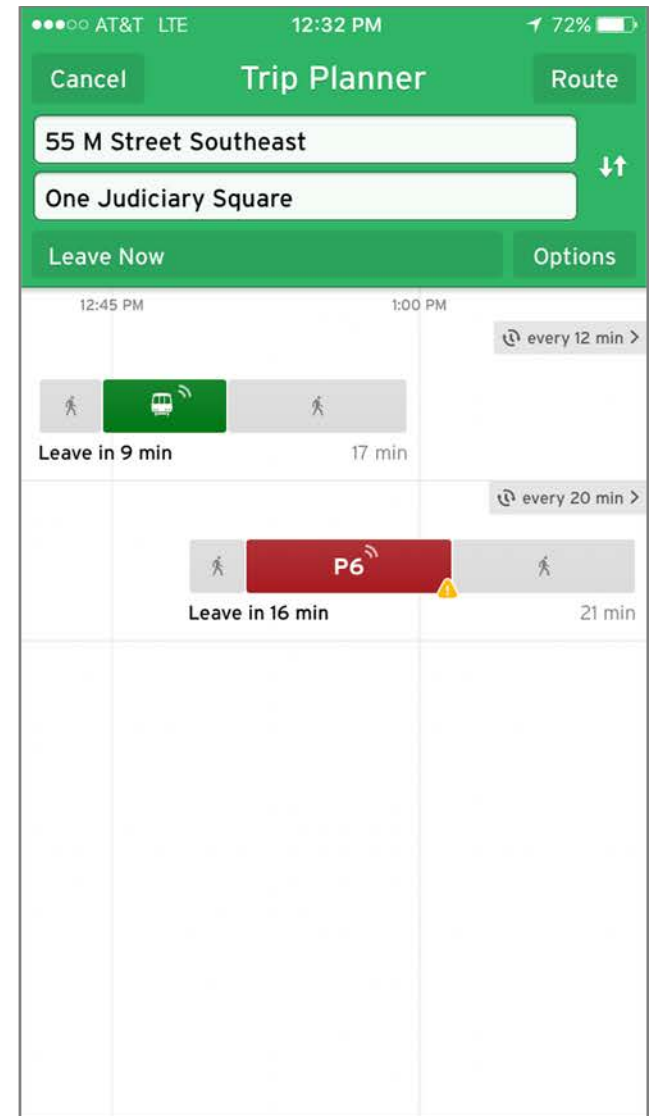
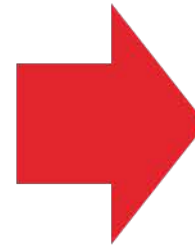
Sidewalk and
Bus Stop
Accessibility
Data



Demand
Responsive
Transit Data





Fixed-Route
Transit Data



Advanced Trip Booking

High Consolidation
Large Scale

 **FINDMyRide**_{PA}




Book a ride

with just 3 things:

Your Shared Ride ID

[Forgot your ID?](#)

Your county

Select your county 

Your birthdate

/ /

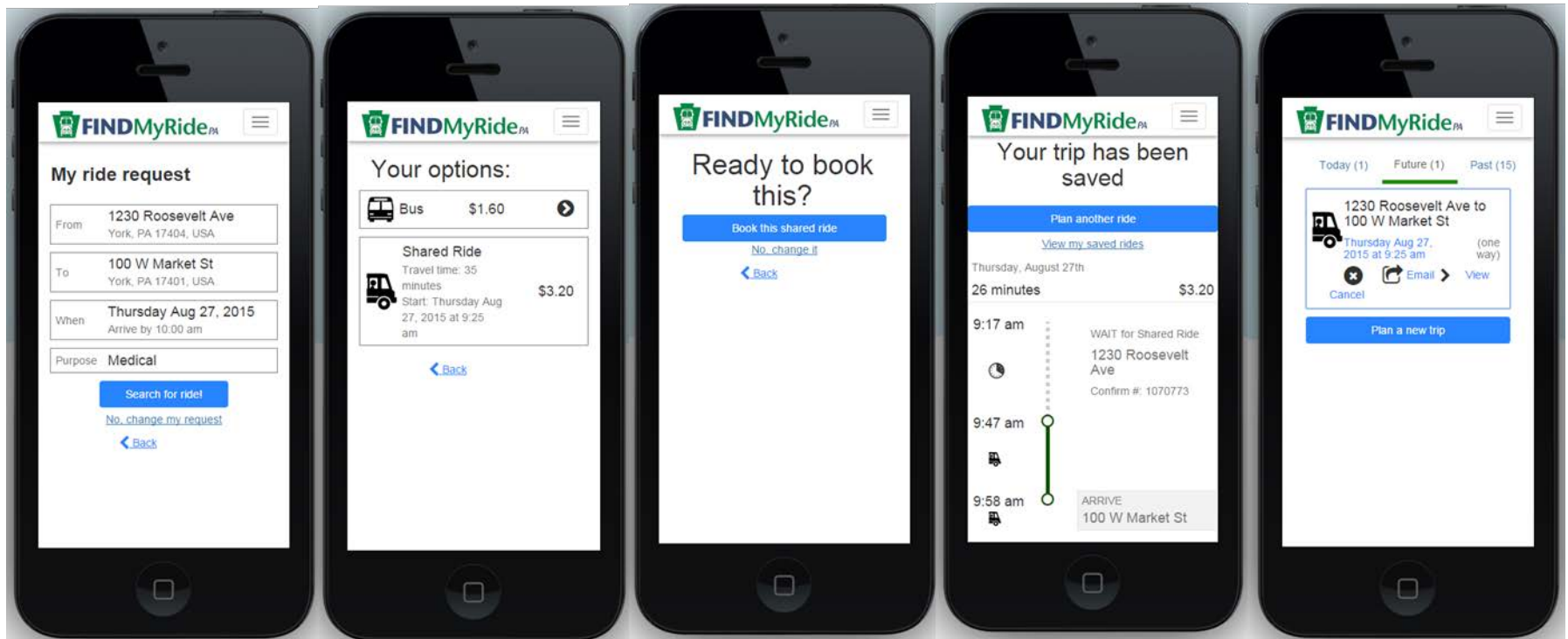
[Or, continue as a guest](#)

Next



Advanced Trip Booking

High Consolidation
Large Scale



Open Mic Session

Open Mic Session Ground Rules

- Each person will have three minutes to provide additional ideas and recommendations
 - Please state your name and where you live
 - Please stay within your 3 minutes, you will see a “yellow” card at 30 seconds out and a “red” card when you are out of time.
 - Speak from your own experience instead of generalizing
- Please be respectful of the person speaking and those around you during each 3-minute period.
 - Only one person speaks at a time
 - Listen and respect all points of view
- If you have written comments that you would like to read aloud, please give them to a project team member.

Key Questions

- **How should DDOT prioritize the potential transportation linkage approaches?**
 - Status Quo Plus
 - No Wrong Door Model
 - Accessible Trip Planning
 - Advanced Trip Booking

- **What other ideas do you have?**

Conclude

Thank You!

Questions/Comments, Contact:

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