



accessDC Study PAC Meeting #2



February 1, 2017

PAC Meeting #2 Agenda

- Introductions/Study Schedule 2:00 pm – 2:15 pm
- Existing Conditions Presentation 2:15 pm – 3:15 pm
- PAC Members Discussion 3:15 pm – 3:40 pm
- Public Comments/Questions 3:40 pm – 3:55 pm
- Next Steps 3:55 pm – 4:00 pm

Introductions/Study Schedule

Study Schedule



Study Schedule



Existing Conditions Presentation

Existing Conditions Presentation Overview

- Review of Transportation Services and Programs
- Review Transportation Linkages
- Customer Survey Results
- Strengths, Weaknesses and Opportunities

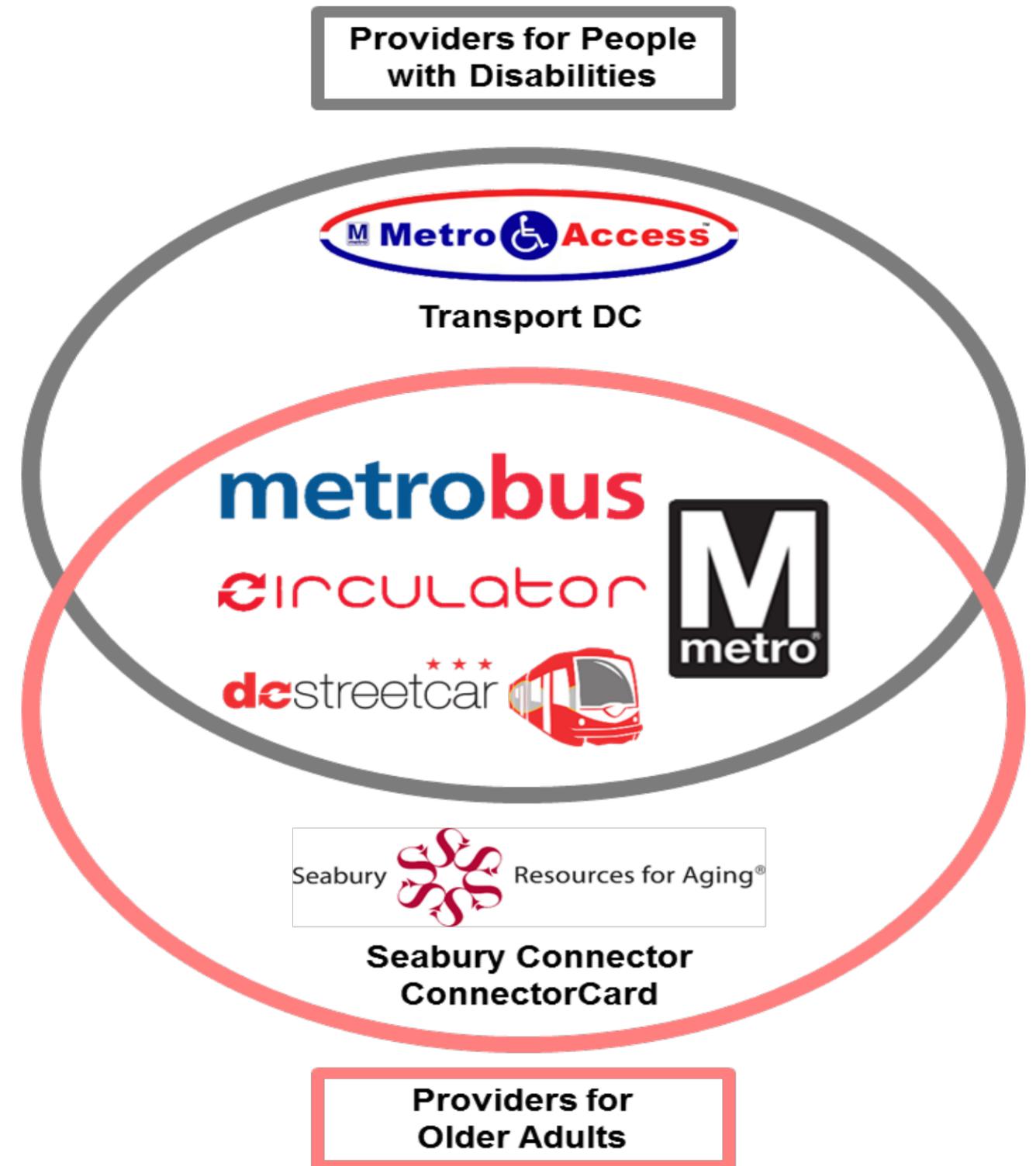
Transportation Services and Programs

Transportation Services & Programs available to Older Adults & People with Disabilities

- Fixed Route Public Transportation
- ADA Paratransit
- Alternative Taxi Program
- Senior Transportation
- Senior Transportation Subsidy Program
- Travel Training
- Medicaid NEMT

| Service | Registered Customers (60+) | Registered Customers (<60) |
|-----------------------------|----------------------------|----------------------------|
| Seabury Connector | 4,350 | Not eligible |
| ConnectorCard | 152 | Not eligible |
| MetroAccess/ TransportDC | 8,148 | 4,522 |
| Medicaid NEMT | 19,275 | 38,146 |

Source: DC Transportation Collective, March 2016 (FY15)



Fixed Route Public Transportation



| | | |
|-------------------------------------|--|---|
| Administrator/ Operator | WMATA | DDOT Operated with First Transit |
| Service Type | Fixed-route | Fixed-route |
| Service Area | District-wide + parts of Virginia and Maryland (along fixed-route corridors) | District-wide (along fixed-route corridors) |
| Service Hours | Varies by route | Varies by route |
| Customer Fare | Regular: \$1.75-\$5.90 Senior/Disabled Discount: \$1.07-\$2.95 Free for conditionally eligible MetroAccess customers | Regular: \$1.00 on Circulator/ Streetcar is free Senior/Disabled Discount: \$0.50 on Circulator/ Streetcar is free |
| Client Eligibility | No requirement | No requirement |
| Trip Eligibility | All trip types | All trip types |
| Available Accommodations | 100% ADA-compliant stations and vehicles | 100% ADA-compliant vehicles |
| Booking Process and Software | N/A | N/A |

ADA Paratransit and Senior Transportation



| | | |
|-------------------------------------|---|--|
| Administrator/ Operator | WMATA / Operations in the District contracted - Transdev and First Transit | DCOA/Seabury Resources |
| Service Type | ADA-complementary paratransit | Human services transportation |
| Service Area | Within ¾ of a fixed route corridor | District-wide + limited pre-arranged group service outside of the District |
| Service Hours | “At least during all hours of operation” of adjacent fixed-route services operated by WMATA | Varies by service |
| Customer Fare | Two times fastest comparable fixed-route fare with \$6.50 maximum fare | Free (Seabury encourages voluntary donations, but not at time of trip) |
| Client Eligibility | ADA disability OR Require a wheelchair ramp/lift to board public transit vehicle and none is available OR no accessible pathway to bus stop or rail station | DC Residents, 60+ Years old |
| Trip Eligibility | All trip types | Primarily to dialysis centers, adult daycare centers, wellness centers, deaf and hard of hearing centers, and senior centers. Also medical and social services appointments. |
| Available Accommodations | Door-to-door; Wheelchair-accessible vehicles | Curb-to-curb; Wheelchair-accessible vehicles |
| Booking Process and Software | Call center (operated by MV transportation), Online trip-booking portal, Trapeze | Seabury-operated call center, Trapeze |

Medicaid Non-Emergency Medical Transportation

| | |
|-------------------------------------|--|
| Administrator/ Operator | Department of Healthcare Finance (DHCF) and Four MCOs : <ul style="list-style-type: none"> AmeriHealth, Trusted Health Plan, MedStar Health Services for Children with Special Needs Brokered by MTM and Access2Care |
| Service Type | Non-Emergency Medical Transportation (lowest cost appropriate mode) |
| Service Area | To/from covered medical appointments in District and surrounding area |
| Service Hours | 24 hours a day / 7 days a week |
| Customer Fare | Free |
| Client Eligibility | Medicaid recipients (low-income) who have no other transportation options |
| Trip Eligibility | Trips to non-emergency medical appointments |
| Available Accommodations | Varies by service. Door-thru-door available. |
| Booking Process and Software | Varies |

Transportation Supportive Programs

TransportDC

ConnectorCard

| | TransportDC | ConnectorCard |
|-------------------------------------|---|---|
| Administrator/ Operator | DFHV; Operated by Capitol Cab and DC Yellow Cab | DCOA/Seabury Resources |
| Service Type | Taxi subsidy program | Transportation Subsidy Program |
| Service Area | District-wide | N/A |
| Service Hours | 24 hours a day / 7 days a week | N/A |
| Customer Fare | \$5.00 | \$12.00-\$38.00 per reload (income-based sliding scale) |
| Client Eligibility | Eligible for MetroAccess | District residents over 60 years of age |
| Trip Eligibility | 1st to 15th of each month: All trip types; 16th to end of month: Trips to registered medical offices and employers only* | Any trip on a service that accepts debit card payments |
| Available Accommodations | Curb-to-curb; Wheelchair-accessible vehicles available upon request | N/A |
| Booking Process and Software | Dedicated TransportDC phone line that connects to participating taxi companies | N/A |

*customers may submit their employer location via an on-line portal

Transportation Supportive Programs

MetroReady

| | |
|---|---|
| Administrator/ Operator | WMATA |
| Service Type | Travel training program |
| Service Area | MetroRail and MetroBus Service Area |
| Service Hours | Enrollment required for some travel training services |
| Customer Fare | Free |
| Client Eligibility | People with disabilities and older adults |
| Trip Eligibility | N/A |
| Available Accommodations | <ul style="list-style-type: none">• Presentations and Q&A Sessions• Individual and group travel training• MetroRail station tours• Bus accessibility demonstrations for groups• Travel training pamphlets |
| Booking Process and Software | N/A |

Service Statistics for District Partners

| Administering Agency | Service | Trips | District Cost per Trip (FY16) | Customer Fare per Trip (FY16) |
|---|--------------------------------|-----------------------|---|--------------------------------------|
| DC Office on Aging (DCOA) | Seabury Connector | 169,663* | \$23.00 | Free |
| | ConnectorCard | 2,058* | \$0.00 ² | \$5.43-\$15.84 |
| Department of Healthcare Finance (DHCF) | Medicaid NEMT (through DHCF) | 1,191,440# | Non-IDD: \$6.68 IDD Waiver: \$196.72 | Free |
| | Medicaid NEMT (through 4 MCOs) | 240,628# | (Per Member, Per Month Cost) | Free |
| Department of For- Hire Vehicles (DFHV) | TransportDC | 47,889* | \$28.00 | \$5.00 |
| Washington Metropolitan Area Transportation Authority (WMATA) | MetroAccess | 434,000* ¹ | \$50.75 | Up to \$6.50 |
| * FY15 # FY16 ¹ MetroAccess trips taken by District residents only ² Funded by grant | | | | |

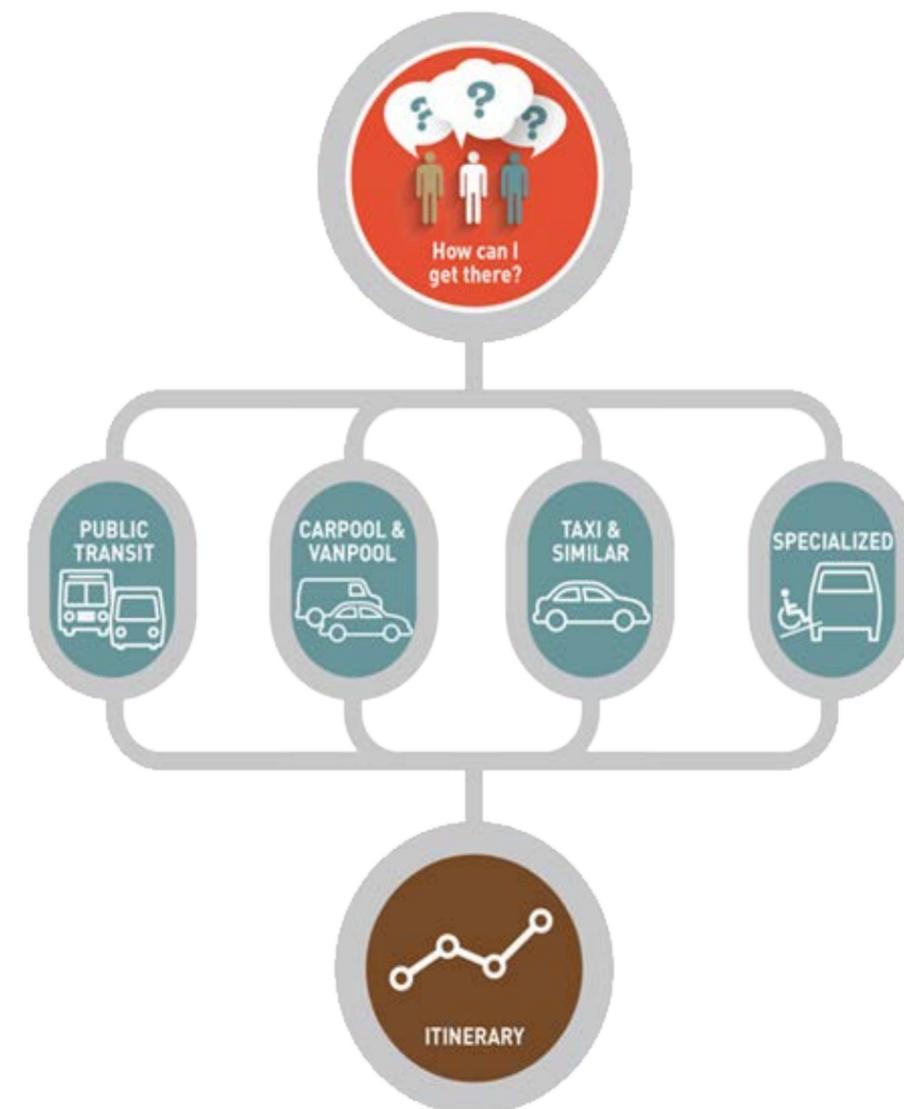
Source: DC Transportation Collective, March 2016; DHCF

Transportation Linkages

What is a Transportation Linkage?

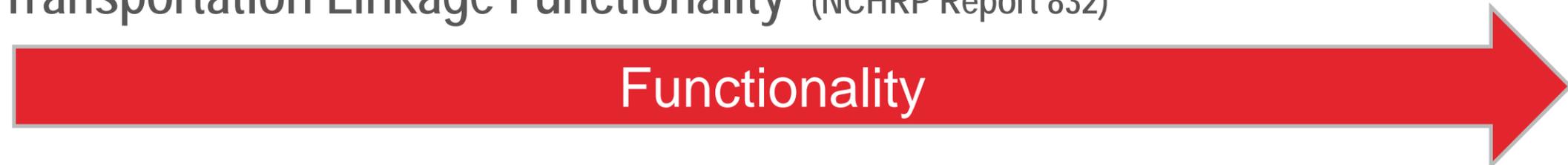
Linkages can assist transportation users in finding the transportation service(s) that will best meet their current travel needs.

- One-stop shopping via phone or internet
- More accurate and accessible information about transportation services
- Many styles and functions
- Some using mobile technologies



Transportation Linkages

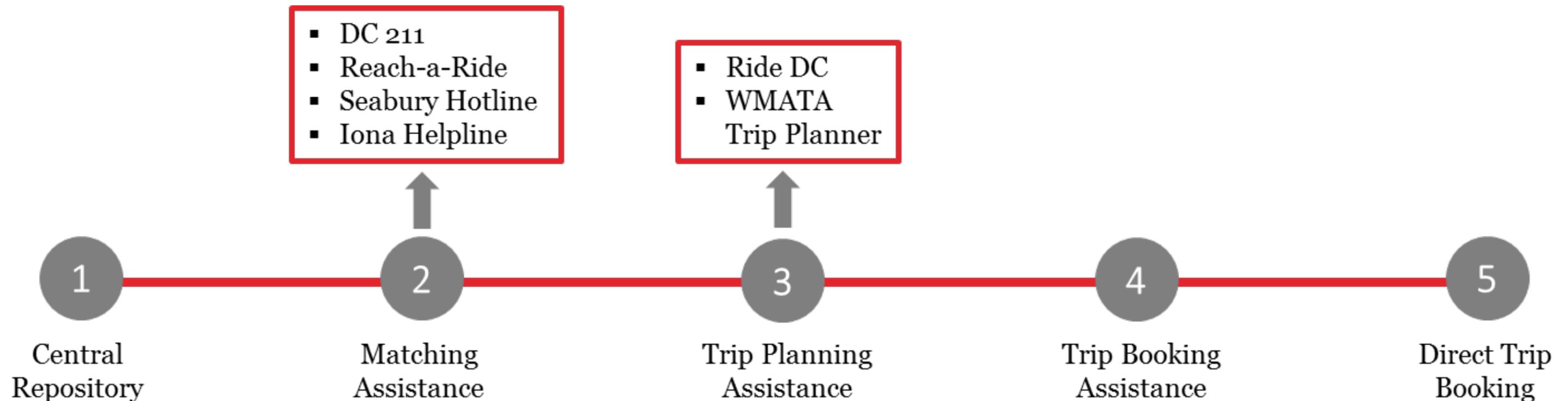
Continuum of Transportation Linkage Functionality (NCHRP Report 832)



| | Level 1 | Level 1A | Level 2 | Level 3 | Level 4 | Level 5 |
|----------------------|--|--|---|--|--|---|
| Name | Central Repository | Provider Portal | Matching Assistance | Trip Planning Assistance | Trip Booking Assistance | Direct Trip Booking |
| Functionality | Creation of, or linkage with, existing centralized repository of transportation resources | + provider portal | + ways to narrow down service and program options | + trip planning assistance | + trip booking by mobility specialists | + trip booking by customer |
| Description | Static, hard copy listing of services and programs distributed or accessed via phone or web-site | Service providers can update their information at any time | Customers supply search criteria or answer “triage questions” asked by mobility specialist (call-taker) or prompted by an online system to reduce providers to viable options | Customers use online system or call mobility specialist to get detailed ways to make a particular trip | Mobility specialist call provider to book trip on behalf of customer | Trip booking via links to paratransit systems (one system allows provider schedule to schedule trip onto a partner’s vehicle run) |

Transportation Linkages

- 6 major linkages
- None provide trip booking assistance or direct booking
- WMATA & DFHV do have service specific booking apps (MetroAccess and Taxis)



Level 2 Summary

■ 211 Answers, Please!

- Telephone-based referral service
- Available 24 hours a day
- Online search function available, but can be difficult to use



211 Answers, Please!

<https://answersplease.dc.gov/>

211 *Answers, Please!* call center at **(202) 463-6211**

■ Reach A Ride

- Most comprehensive specialized transportation services database
- Advanced online search function and complementary telephone-based referral service
- Available in English and Spanish
- Apparent low utilization



<http://recharide.org/>

CALL US TOLL FREE
855-732-2427
855- REACH-A-RIDE
TTY / TTD: 202- 962- 3213

Level 2 Summary

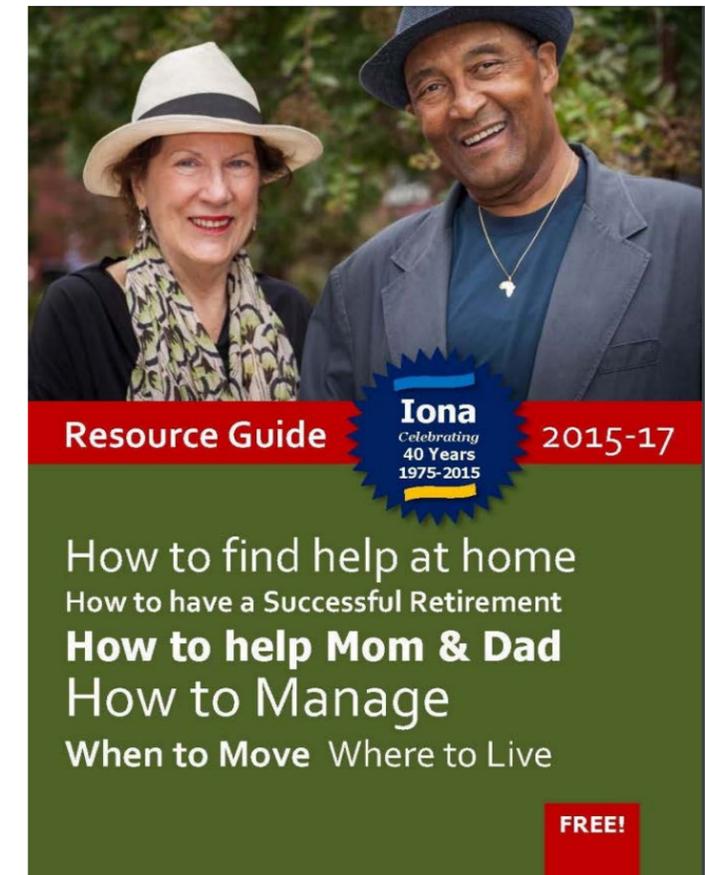
■ Seabury Information and Referral Hotline

- Telephone-based referral service
- No formal transportation service directory



■ Iona Resource Guide and Helpline

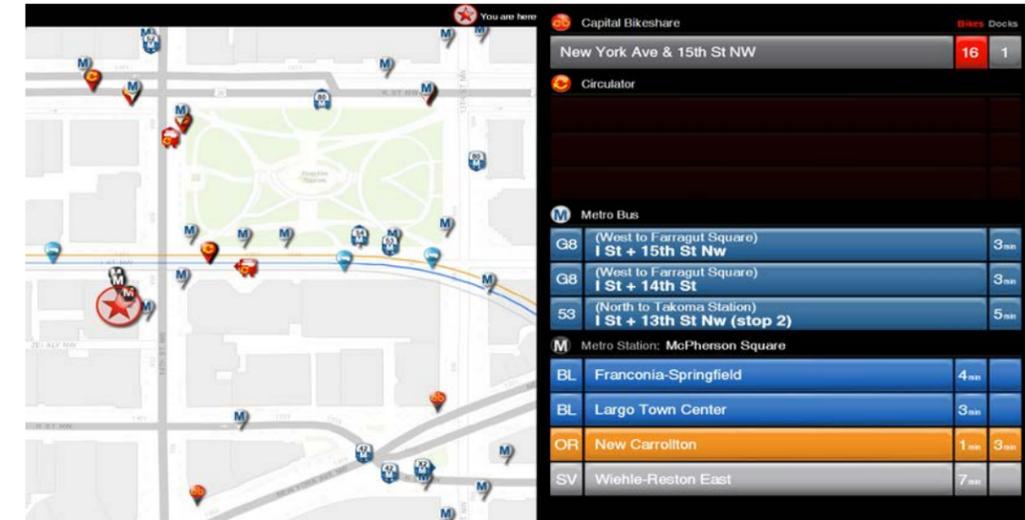
- Widely distributed hard-copy resource guide
- Telephone-based referral service
- No formal process for updating service and provider information in between bi-annual updates



Level 3 Summary

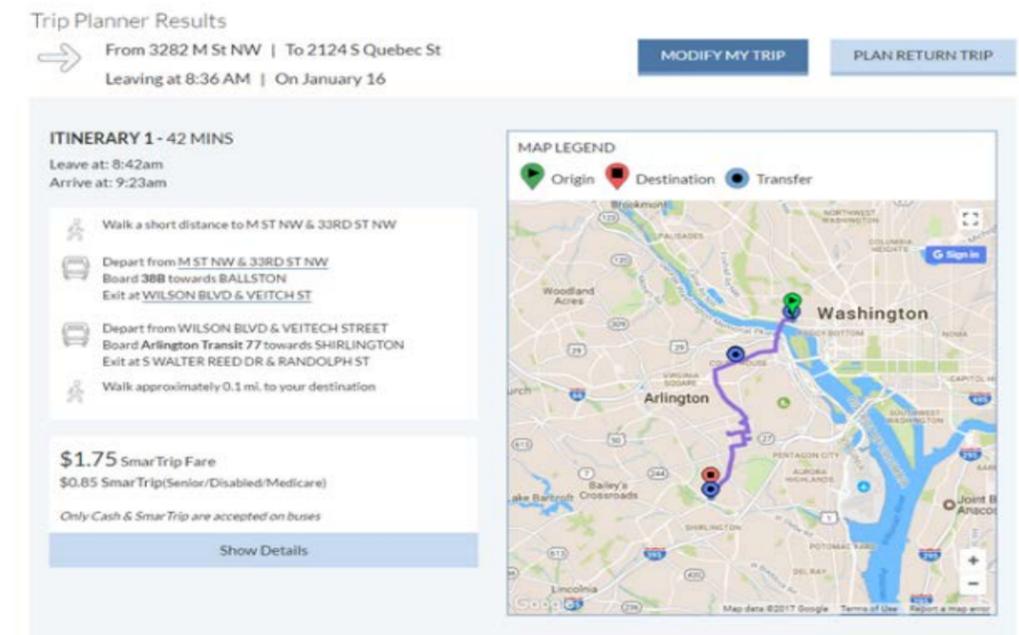
■ RideDC

- Real-time fixed-route service information and trip planning
- Less functional than many existing private apps
- No service accessibility information



■ WMATA Trip Planner

- Trip planning on fixed-route service
- Comprehensive bus stop accessibility information
- Cannot filter trips by stop accessibility
- Does not provide real-time arrival information in search results



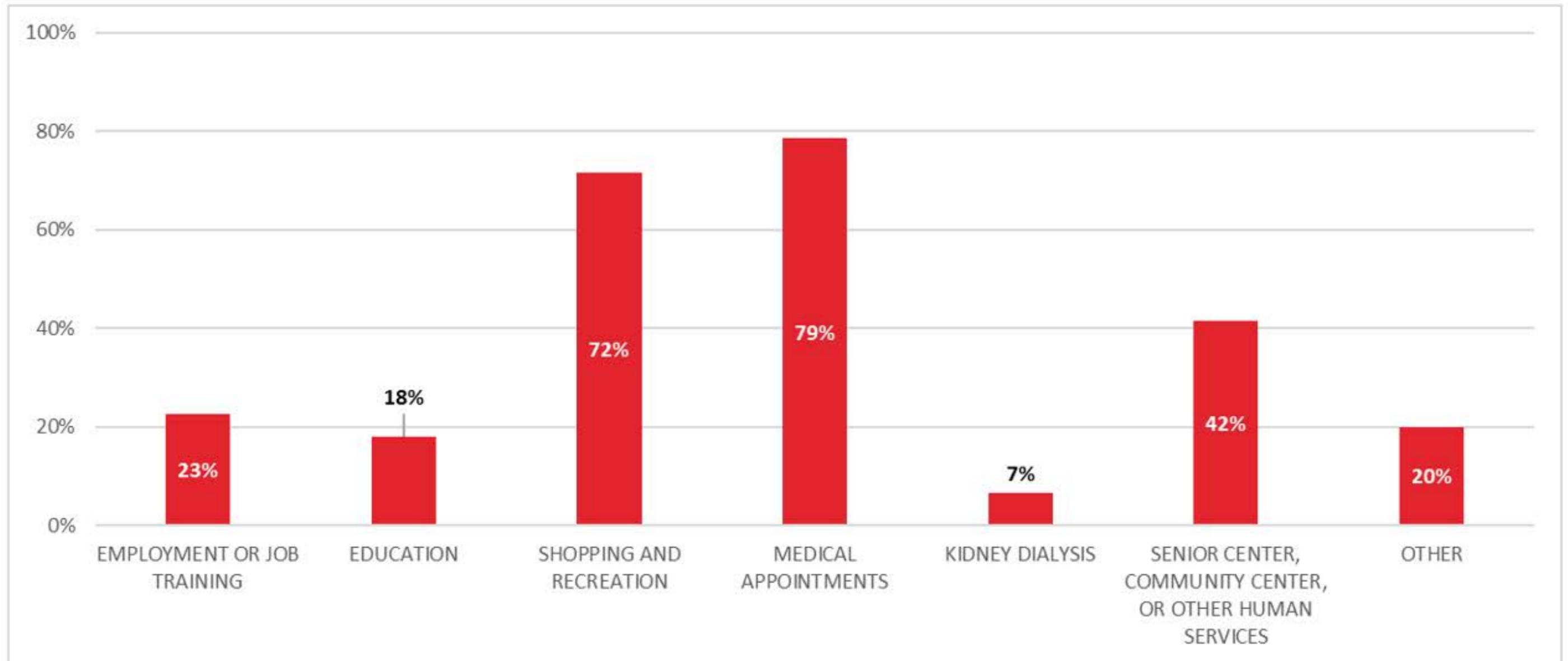
Customer Survey

Customer Survey

- The survey was open from November 21 to December 15, 2016
- Spanish survey closed on January 15, 2017
- 255 people responded to the survey
 - 194 respondents completed the survey
 - An additional 61 partially completed the survey
- 66% of respondents were classified as older adults
- 36% of respondents reported a disability
- 35% of older adults reported a disability

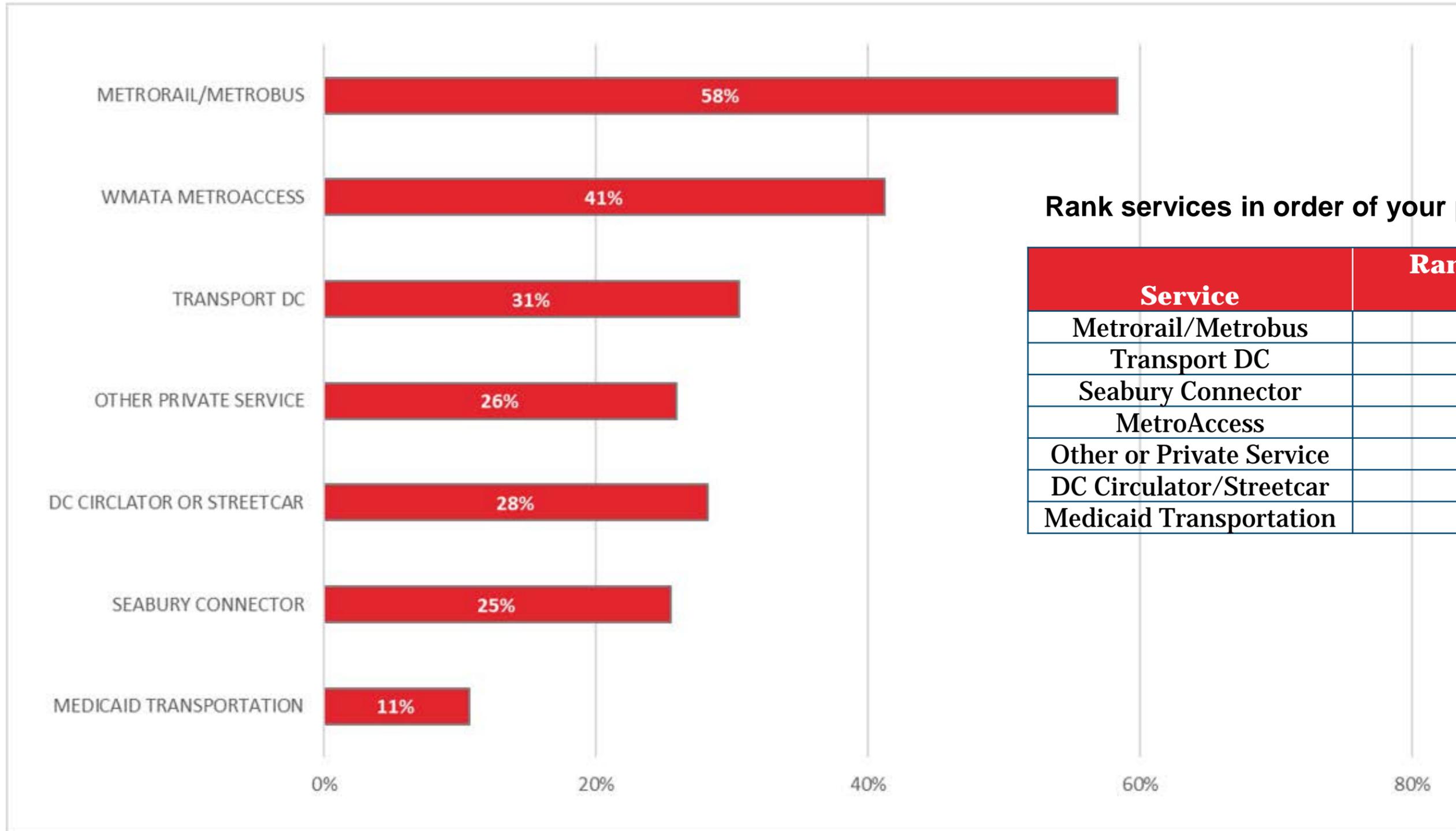
Most use transportation services to reach medical appointments, shopping and recreation

What types of trips do you use these services for? (Select all the apply)



Nearly 60% indicate they use MetroRail + Metrobus & 30% say they prefer it over other alternatives.

Which transportation options do you typically use? (Select all that apply)

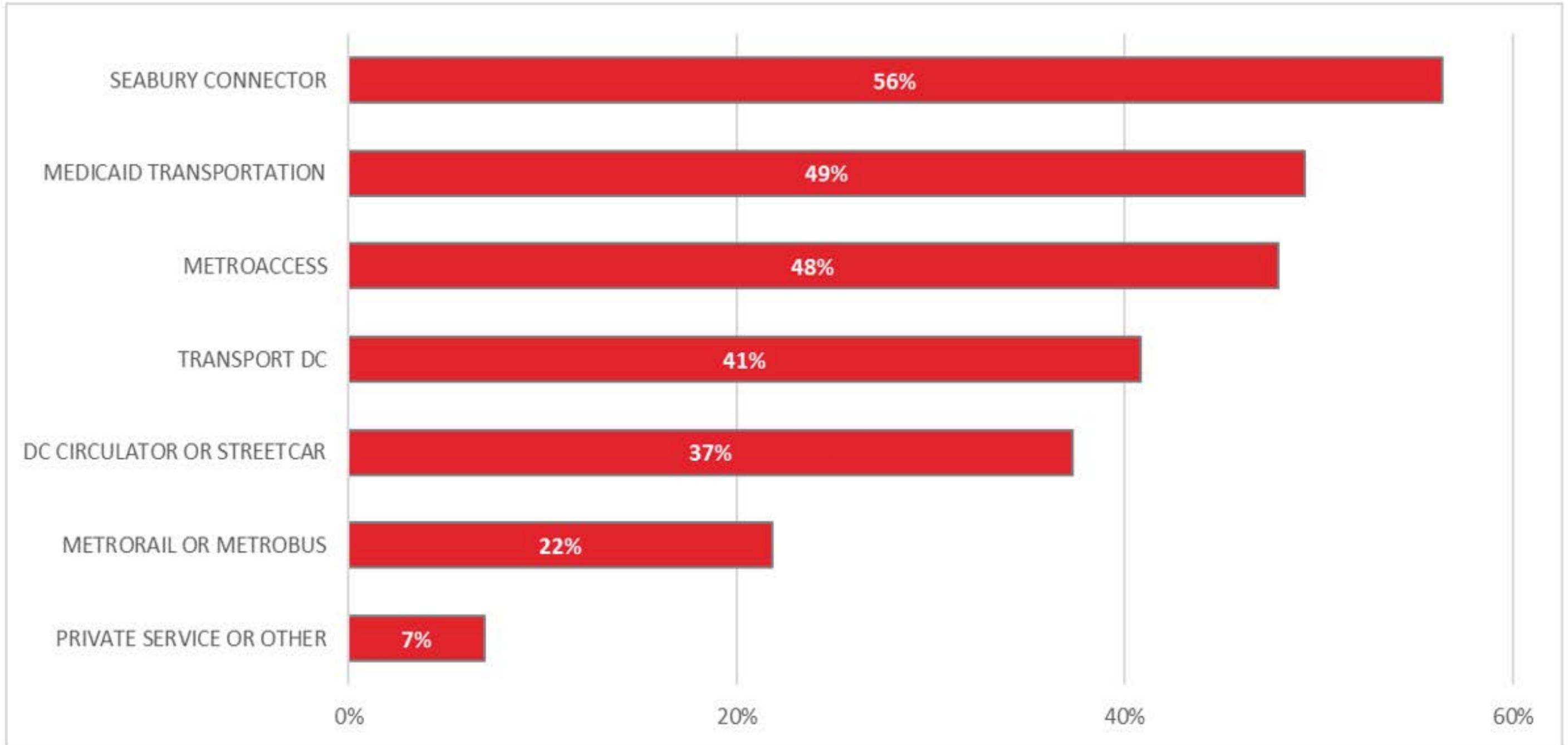


Rank services in order of your preference

| Service | Ranked as First Choice |
|--------------------------|------------------------|
| Metro rail/Metrobus | 30% |
| Transport DC | 18% |
| Seabury Connector | 16% |
| MetroAccess | 15% |
| Other or Private Service | 11% |
| DC Circulator/Streetcar | 8% |
| Medicaid Transportation | 2% |

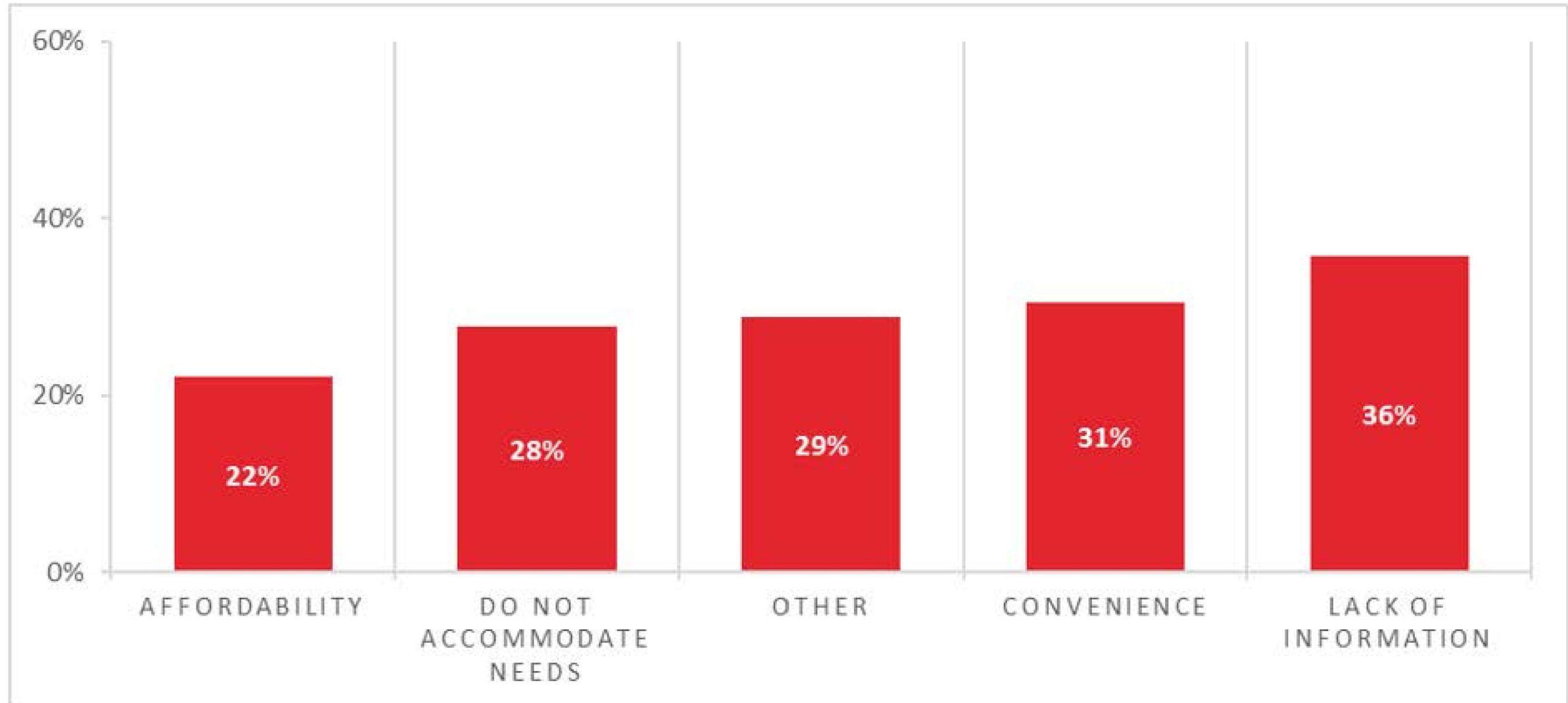
Respondents are aware of options they don't use...

**Which of the following transportation services are you aware of, but do not use?
(Select all that apply)**



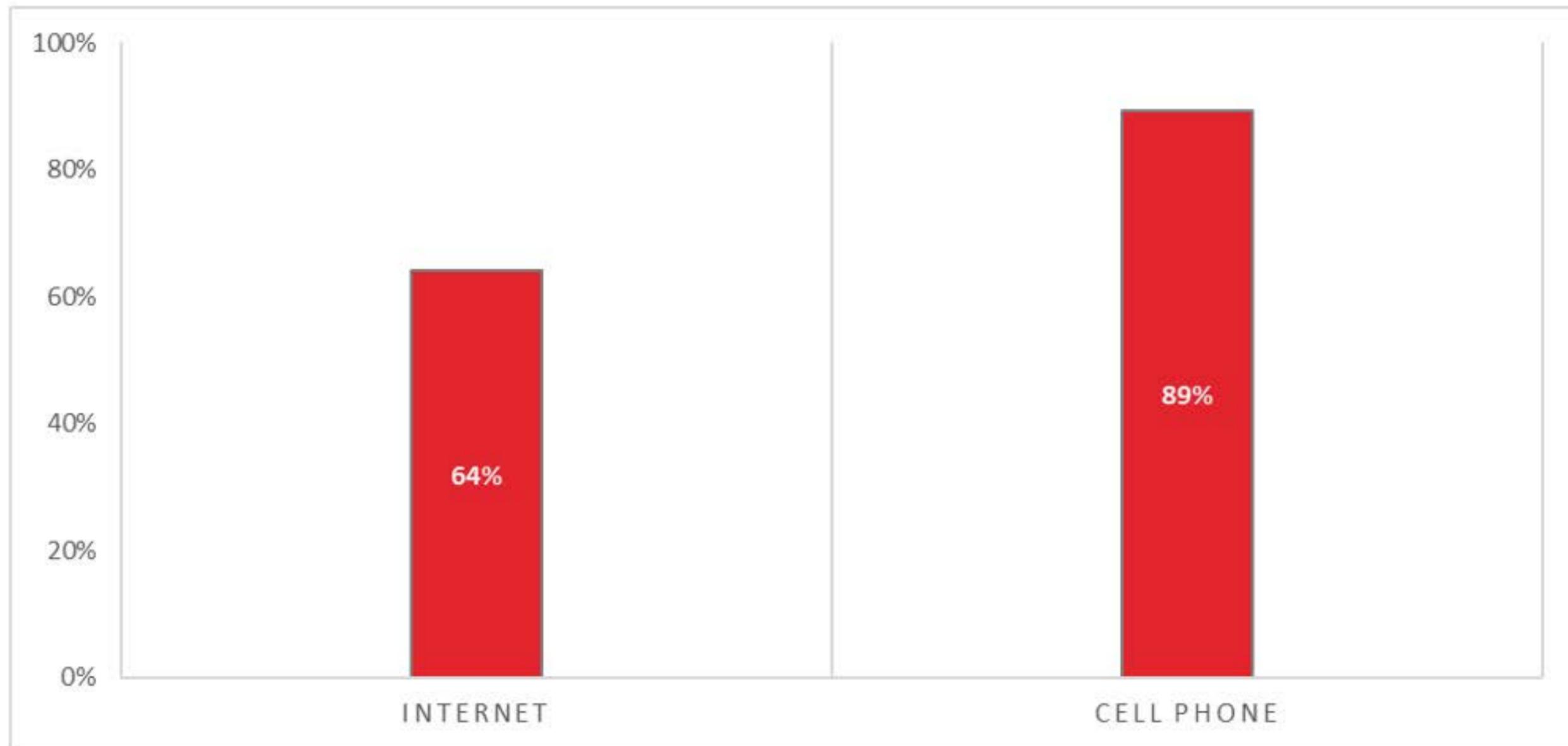
...But there's a wide variety of reasons they don't use them.

Why do you not use other transportation options? (Select all that apply)



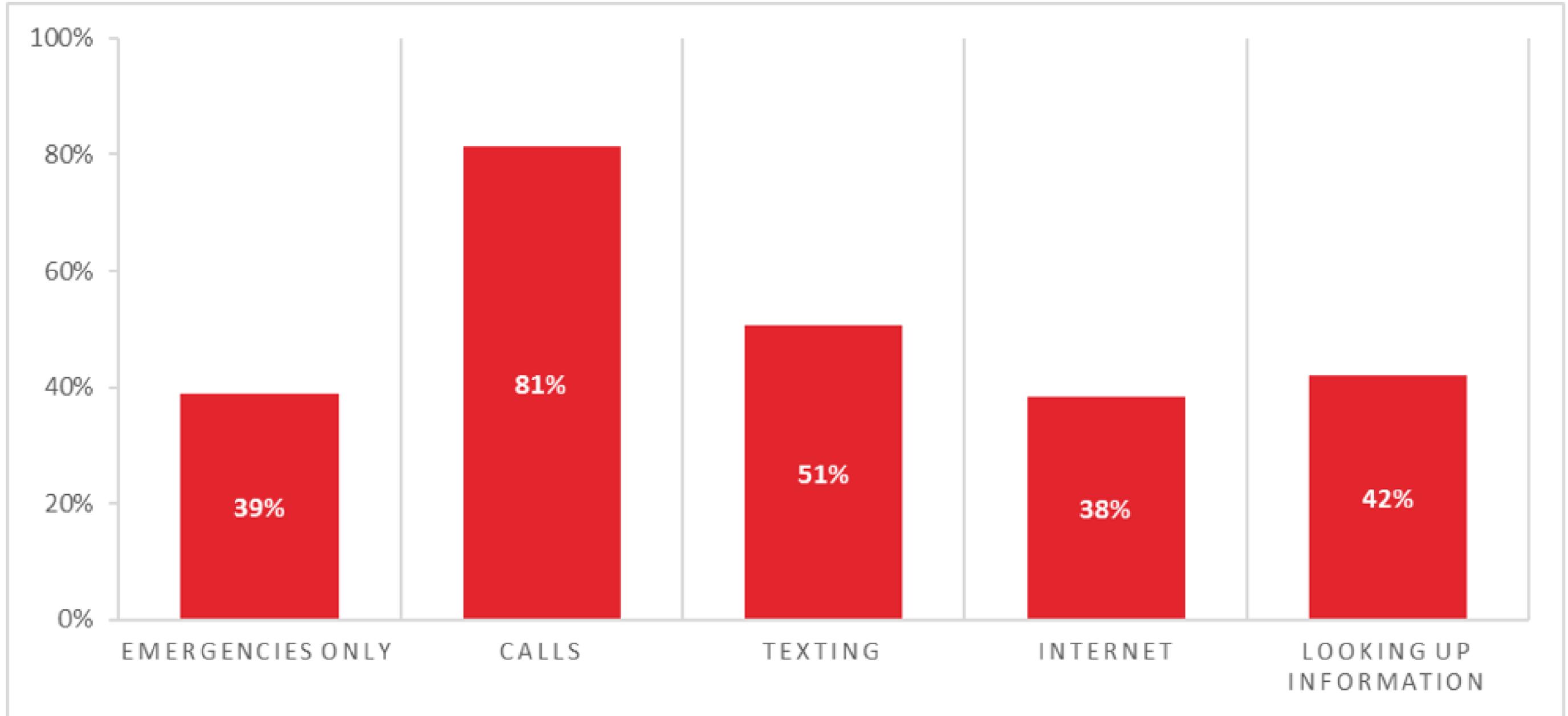
89% of respondents have cellphones...

Do you have access to/own the following?



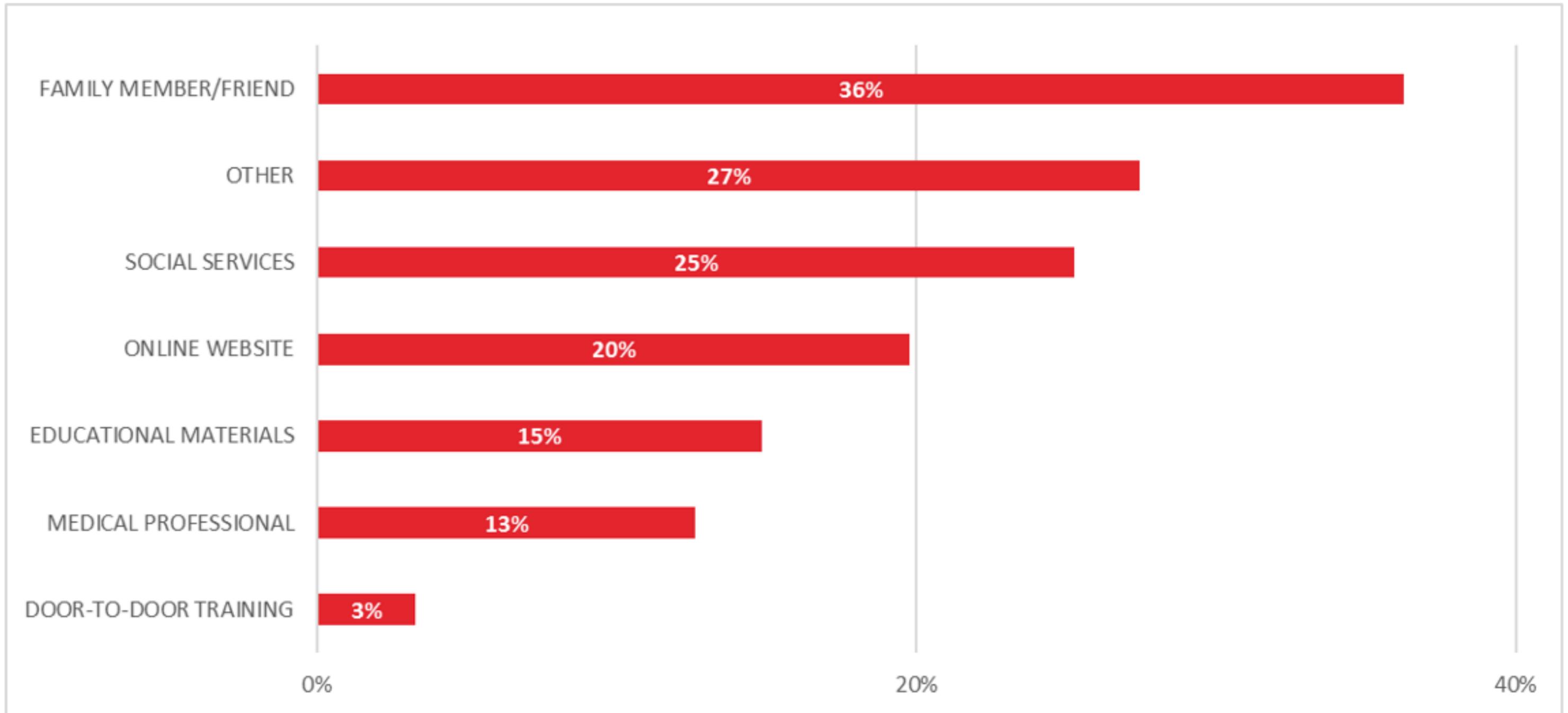
... But only 42% use them to look up information

What do you use your cell phone for?



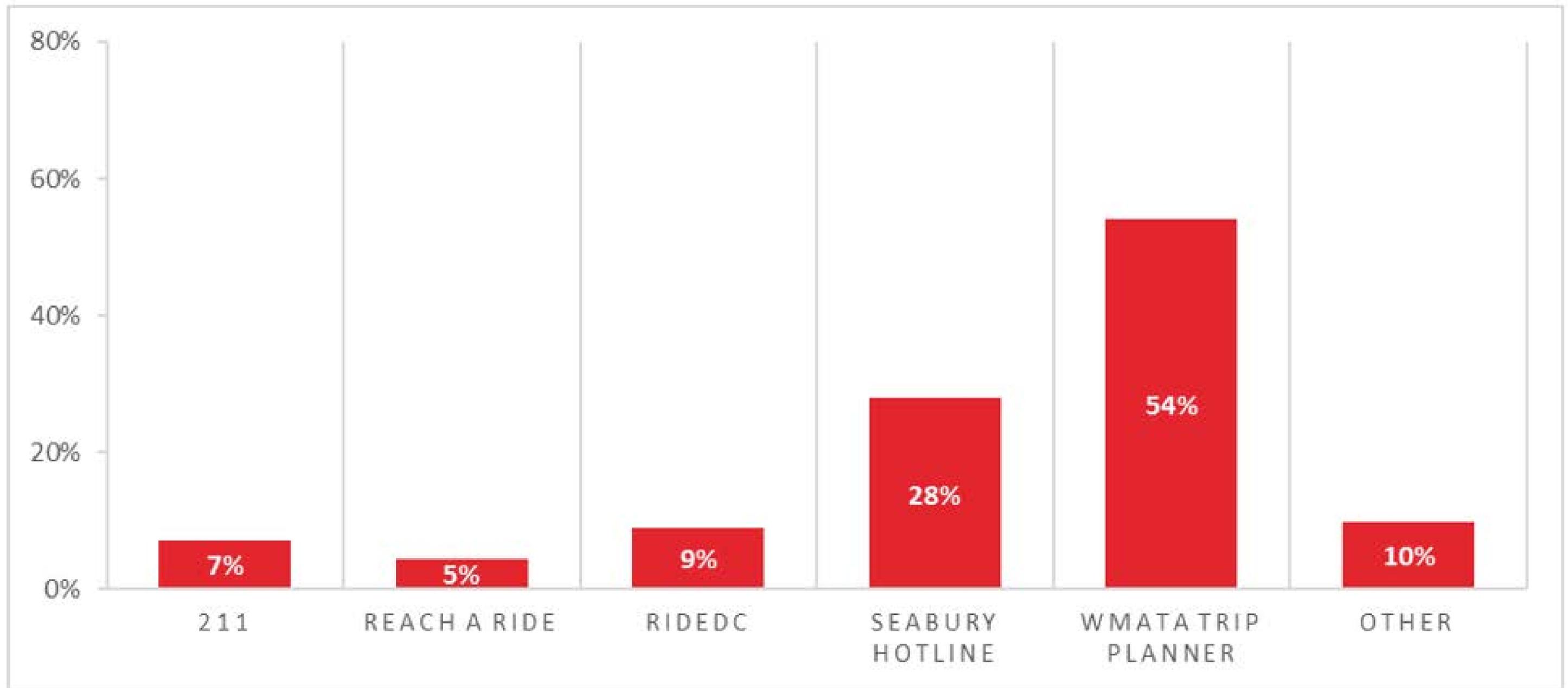
Most respondents learn about transportation services from family, friends, & social services

How did you learn about the transportation services that you typically use?



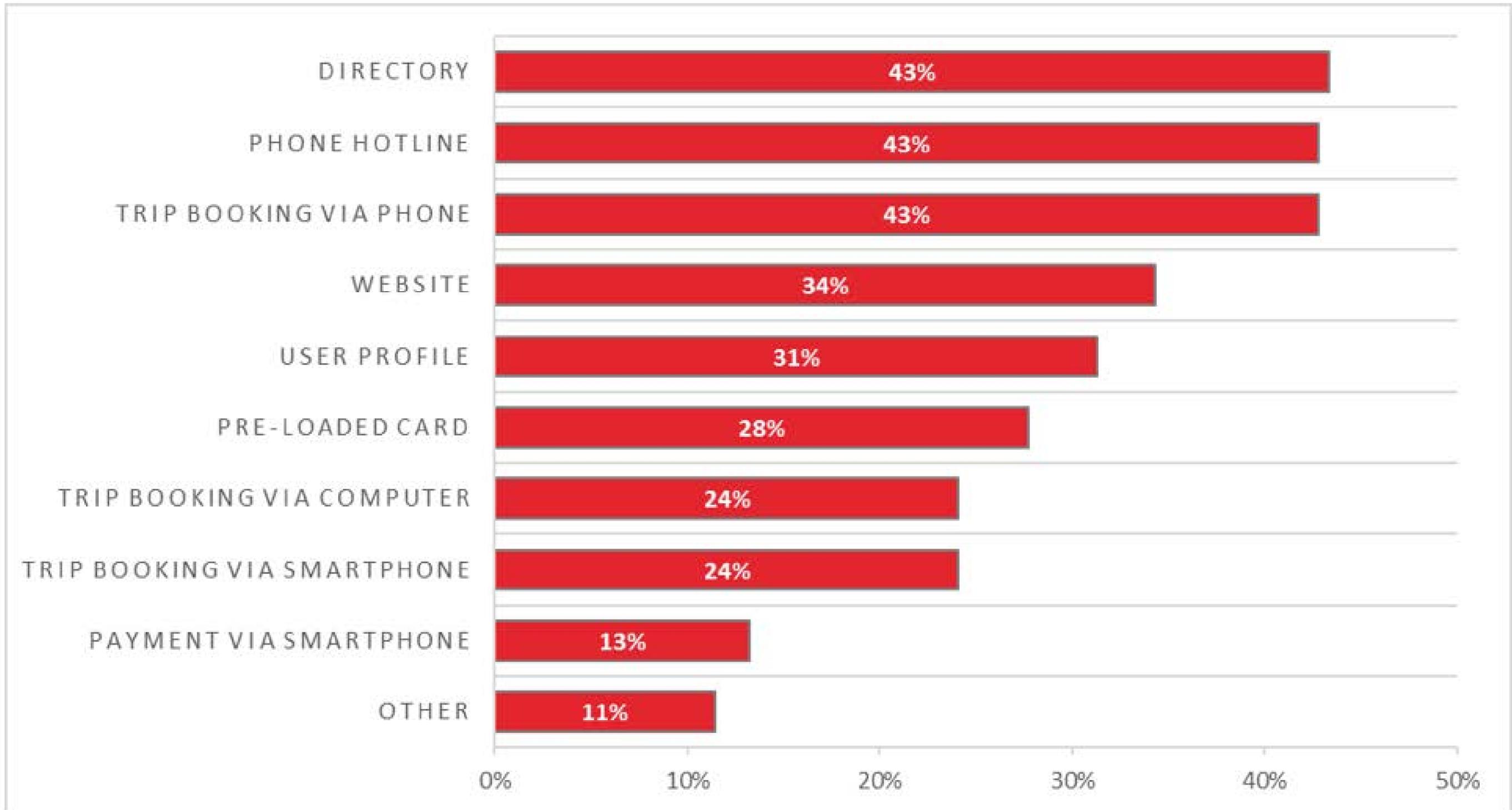
WMATA Trip Planner is the most widely used transportation linkage

Have you used the following services?



Survey respondents are interested in improving information access via a variety of forms.

What would make it easier for you to make trips?



Opportunities and Challenges

Strengths, Weaknesses, and Opportunities

Transportation Services

- Strengths
 - Older adults and people with disabilities complete most trips on existing services
 - 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.
 - MetroAccess and TransportDC do not have an integrated fare payment system.
- Opportunities
 - ConnectorCard provides significant benefits, but is underutilized



Strengths, Weaknesses, and Opportunities

Transportation Linkages

■ Strengths

- Strong building blocks for creating a high level linkage service
 - Several organizations operate telephone-based referral services
 - Reach A Ride has a comprehensive transportation service repository
 - WMATA and DDOT have real-time information for fixed-route services
 - Both MetroAccess and the Seabury Connector use Trapeze for reservations, scheduling, and dispatching.
 - DFHV has a ride-hailing DC Taxi app, with option to hail a wheelchair accessible taxi

■ 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



Next Steps

Study Schedule



Study Schedule



Draft Recommendations Open Mic Session
Saturday, March 11
10 am – 12 pm

Old Council Chambers (One Judiciary Square)
441 4th Street NW
MetroRail: Judiciary Square (Red Line)

Thank You!

Questions/Comments, Contact:

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