

Docket B10-2

Proposed MetroAccess Changes

- 1. Align MetroAccess service area with the ADA definition in terms of service hours and locations, and/or charge a premium for service provided to locations beyond the $\frac{3}{4}$ -mile corridor around fixed-route services. The premium for the zones would be: Zone 1 - \$5 extra, Zone 2 -\$10 extra, Zone 3 -\$15 extra, and Zone 4 -\$20 extra.**

Option 1. Align MetroAccess service area with ADA definition to expand and contract based on the availability of fixed-route service by day, time, and location. This means that no paratransit service would be offered for trips that either start or end beyond $\frac{3}{4}$ mile of existing fixed-route services (otherwise known as the ADA corridor) that would otherwise be operating at the day/time/location of the desired trip.

Option 2. Align MetroAccess service area with ADA definition as in Option 1, except that service would be provided beyond the ADA corridor but at a premium fare added to the base fare depending on the existing zone structure that are discussed in earlier in this docket.

- Zone 1- up to three miles beyond the corridor would carry a \$5 premium fare;
- Zone 2- between three and six miles beyond the corridor would carry a \$10 premium fare;
- Zone 3- between six and nine miles beyond the corridor would carry a \$15 premium fare; and
- Zone 4- more than nine miles beyond the corridor would carry a \$20 premium fare.

The boundaries of the MetroAccess service area presently coincide with the County lines of the member jurisdictions. Under the proposed changes, Option 1 would reduce the service area to that legally required under the ADA; whereas Option 2 would maintain the existing geographic boundaries but would impose an increase in premium fares for those trips that extend beyond the legally required service area.

- 2. Align MetroAccess fare structure to the maximum allowed under the ADA definition (twice the equivalent fixed-route fare).**

The travel path between origin and destination for each paratransit trip will be measured against Metro's Trip Planner to identify what fixed-route services would be available and required to provide a comparable trip. Comparable trip shall be defined as any combination of available bus and/or rail services that would facilitate travel

between the requested origin and destination for the shortest possible duration. The fare for the paratransit trip will then be calculated as twice the fare of the comparable trip.

These proposed fare changes are discussed in the fare section of this docket.

3. Align Free Ride Program with conditional eligibility.

Currently, all duly-registered MetroAccess customers are permitted to ride free without limitation on Metrobus and Metrorail. The proposed change would limit this privilege to those customers who are found to be conditionally eligible for MetroAccess paratransit service. The impact of this change would become effective as each individual customer participates in the assessment process, either as a new applicant or an existing customer applying for recertification. Conditional eligibility shall be defined as eligibility for paratransit service for certain trips in which prevailing conditions would make use of fixed-route service impossible for the customer in question. The basis for providing full paratransit eligibility is that the customer is not able to use fixed-route services due to their disability and would therefore have no need for the Free Ride Program.