

Strategies and Alternatives Access Improvement Study

April 27, 2023

Presented to **WeGo** | by **Dan Freudberg (WeGo)** and **Ken Hosen (KFH)**

A Holistic Approach - Key Focus Areas



❖ **Service Reliability**

❖ **Customer Experience**

❖ **Service Efficiency**

❖ **Service Design & Delivery**

❖ **Business Process Improvement**

❖ **Regulatory Compliance**

Remaining Project Schedule

TASK DESCRIPTION	DATE	WEEK														
		Apr 30	May 7	May 14	May 21	May 28	Jun 4	Jun 11	Jun 18	Jun 25	Jul 2	Jul 9	Jul 16	Jul 23	Jul 30	Aug 6
MTA Board Strategies Review	Apr 27 (Today)															
Public Outreach and Engagement, Round 2	May															
APAC Draft Recommendations Review	May 24															
Internal Review of Public Feedback	Jun 2															
Draft Final Recommendations/Report	Jun 16															
MTA Board interim update (if needed)	Jun 22															
Draft Implementation Plan	Jun 30															
MTA Board Adoption of Recommendations	Jul 27															
Final Recommendations/Report and Implementation Plan	Aug 31															

Upcoming Public Engagement Activities

- Two focus group meetings (remote)
- Five stakeholder interviews (remote or in person)
- Two public meetings (in-person with remote option)
 - May 16, 4:30 PM to 6:00 PM at the Downtown Library
 - May 18, 9:00 AM to 10:30 AM at the East Park Community Center
- APAC presentation and discussion

Short-Term Actions

Action	Status
Move Access supervisors within same group as Scheduling	Complete
Remove 50% subscription limit	Complete
Diversify fleet to address vehicle shortages	Ongoing
Improve on-time performance through less aggressive scheduling	Ongoing
Resume in-person eligibility interviews	May 8
Implement Access dispatch performance monitoring, KPIs	In Development

Potential Changes – Core Access ADA Paratransit Program

Change	Benefits	Potential Issues
Implement Provider Option Program (POP)	Gives customers and WeGo additional low-cost options	Fare collection complications, customer confusion
Apply No-Show Policy	Increases reliability and productivity	Service suspensions
Reduced or Free Bus and WeGo Link Fares	Encourages fixed-route utilization	Increase in Access applicants
Tie On-Board Limits to Fixed Route Travel Times	Creates equivalent Fixed vs Para service standards	Some trips will be longer than current 90 minute limit
Implement Trip Negotiation	Improves reliability and productivity by ‘smoothing’ demand	Customers may no longer get the exact trip times they request
Procure New Software	Improves reliability, productivity, and customer ‘self-service’ options	Initial cost, implementation effort/risk

Potential Changes – Access On Demand Program

Change	Benefits	Potential Issues
Remove D&A Testing Requirements	Increases provider choice and supply (including TNCs)	Service consistency, safety concerns
Remove Door-to-Door Service Requirement	Increases provider choice and supply (including TNCs)	Service consistency
Revise Fare/Subsidy Structure	Reduces costs by incentivizing less expensive trips	Some customers may pay more for some trips
Replace daily trip caps with monthly caps	Gives riders more flexibility while reducing potential agency cost exposure	Some riders may prefer current policy
Eliminate Trip Grouping Requirement	Increases provider choice and supply (including TNCs)	Minor impact on federal formula funding



Questions & Discussion