

# Access Same Day Service Pilot

Access Paratransit Advisory Committee

April 24, 2023

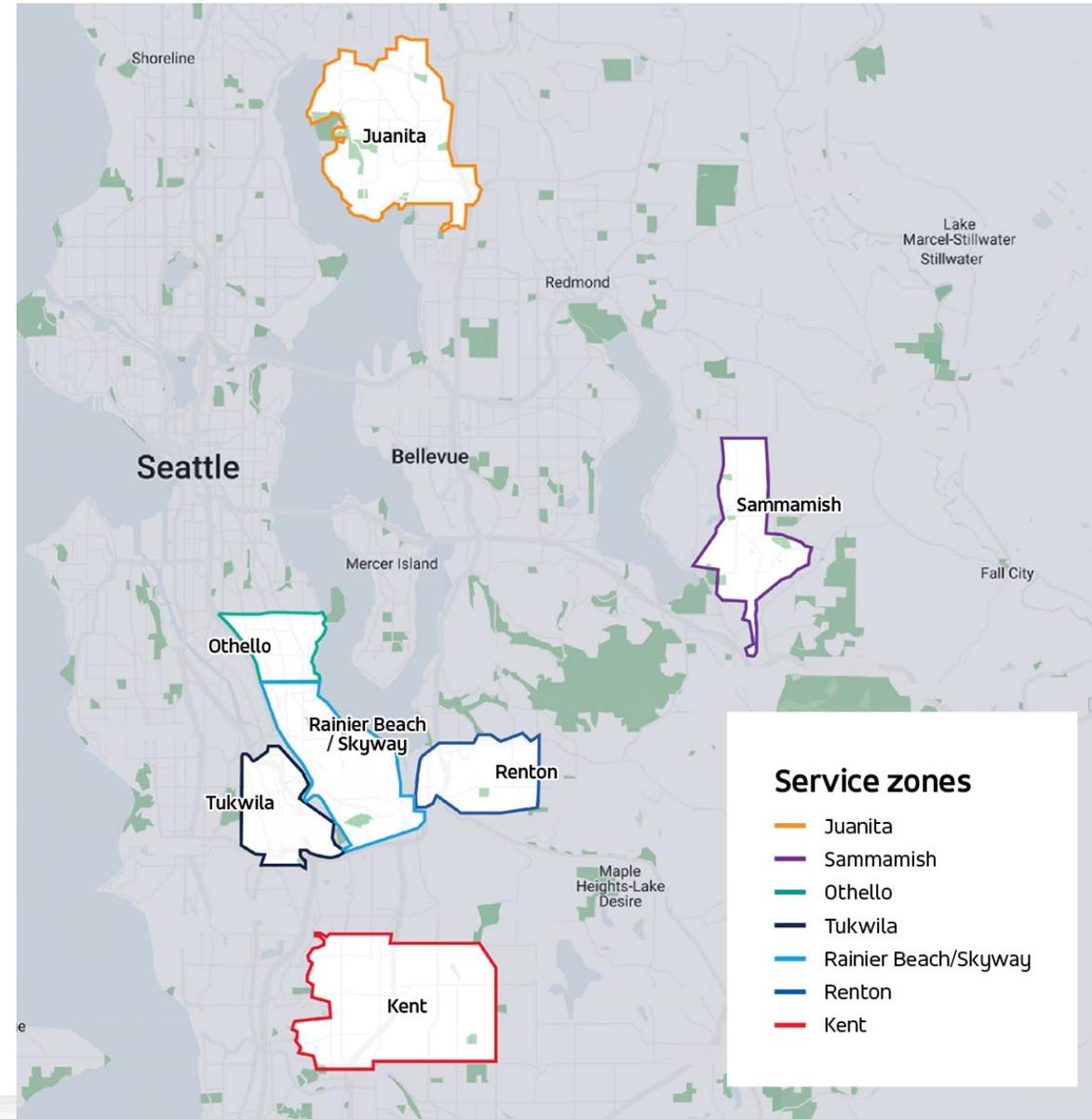
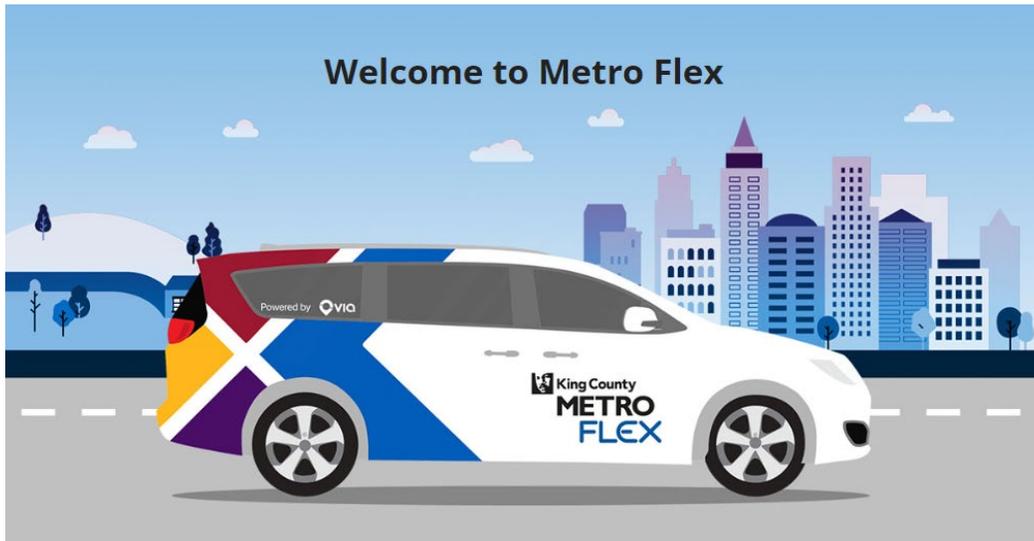
Jeremy Trenhaile and Casey Gifford

# What is the problem we're trying to solve?

- Access customers have **limited or no affordable, accessible, reliable options for taking spontaneous trips or trips that require flexibility.**

# Metro Flex

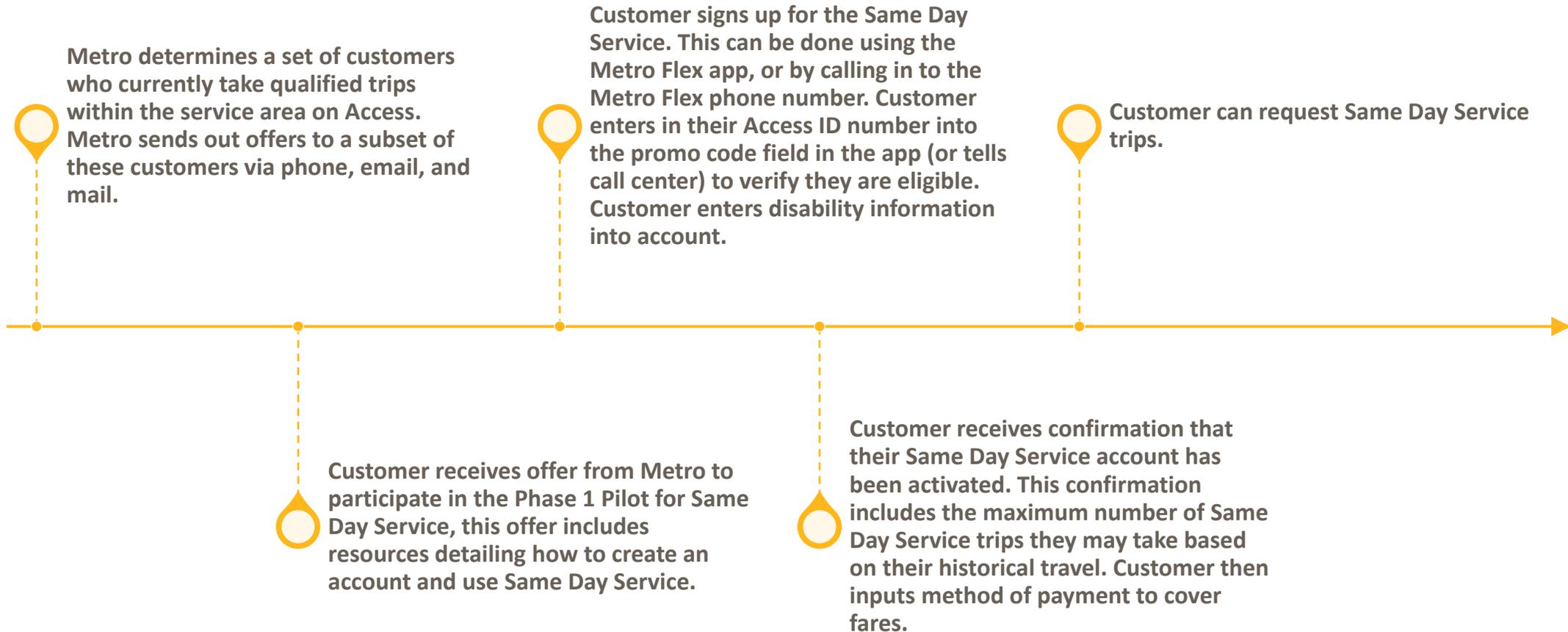
- Metro's on-demand service open to the general public
- Costs the same as Metro bus
- Mini vans (rear-loading wheelchair accessible vans available)
- Metro Flex app, call center, or web booker



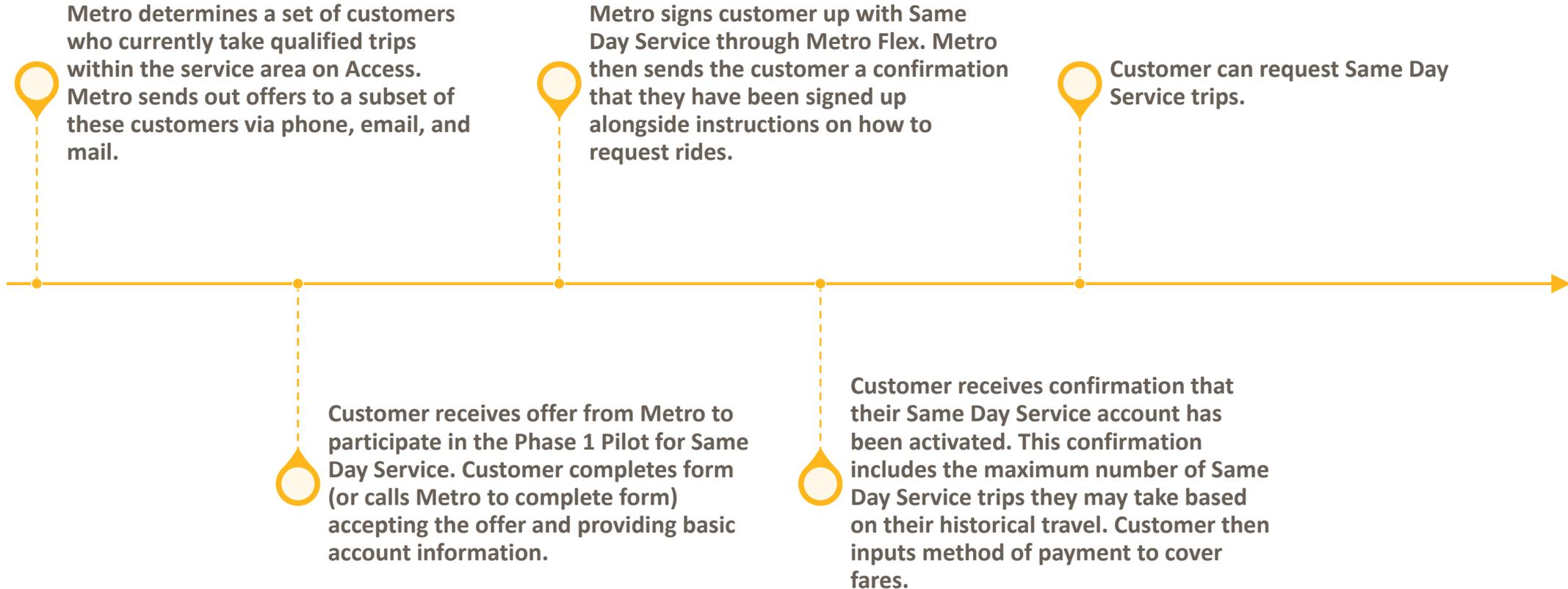
# Pilot Basics

Phase 1	Phase 2
<ul style="list-style-type: none"><li>• Launch fall 2023</li><li>• 30-60 Access clients</li><li>• Metro Flex app, call center, web booker</li><li>• Metro Flex vehicles</li><li>• Proof of concept, improve based on customer feedback and preliminary evaluation</li> <li>• Recommended parameters would have served (2022):<ul style="list-style-type: none"><li>• 47,000 (9%) of Access trips</li><li>• 859 Access clients</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Launch some time in 2024</li><li>• More pilot participants</li><li>• Metro Flex app, call center, web booker</li><li>• Metro Flex vehicles + TNCs &amp; taxis</li><li>• Rigorous evaluation (possible randomized control trial)</li> <li>• Expanded service parameters</li></ul>

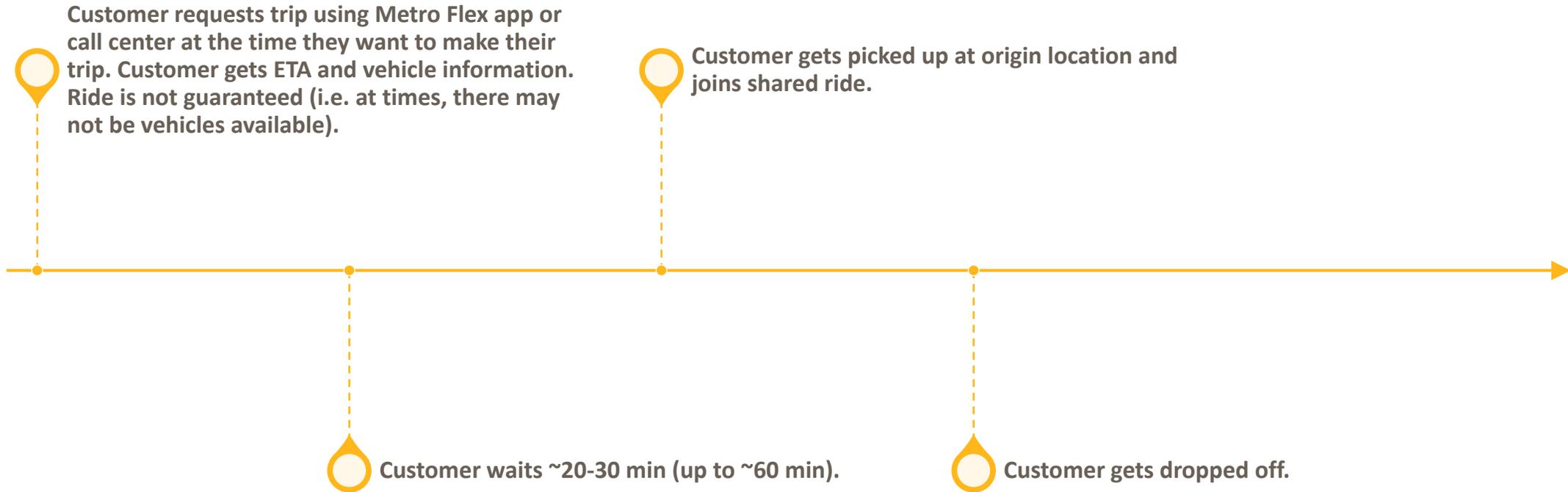
# Customer Journey Mapping – Self-serve Sign-up



# Customer Journey Mapping – Metro Sets Up Account



# Customer Journey Mapping – Taking trips



# Selecting Pilot Participants

- Curb to curb and door to door, no hand to hand
- Take trips within service parameters
- Metro will select 350 customers from this population to receive participation offers, including customers who have expressed interest in the pilot

# Phase 1 Recommended Service Parameters

- **Key components of the service that impact how the service is structured/used by riders**
  - Service hours
  - Service area
  - Response times
  - Cost to riders
  - Trip distance
  - Trip caps

# Service Hours

## Recommendation

- Weekdays 5am-7pm
- Weekends 7am-7pm

## Reason

- Recommended hours = Metro Flex service hours in Kent (vehicles would be shared)
- Survey data shows 72% of SDS trips desired between 5am-6pm
- Advisory group had mixed opinions on broad hours w/limited reliability vs limited hours w/higher reliability



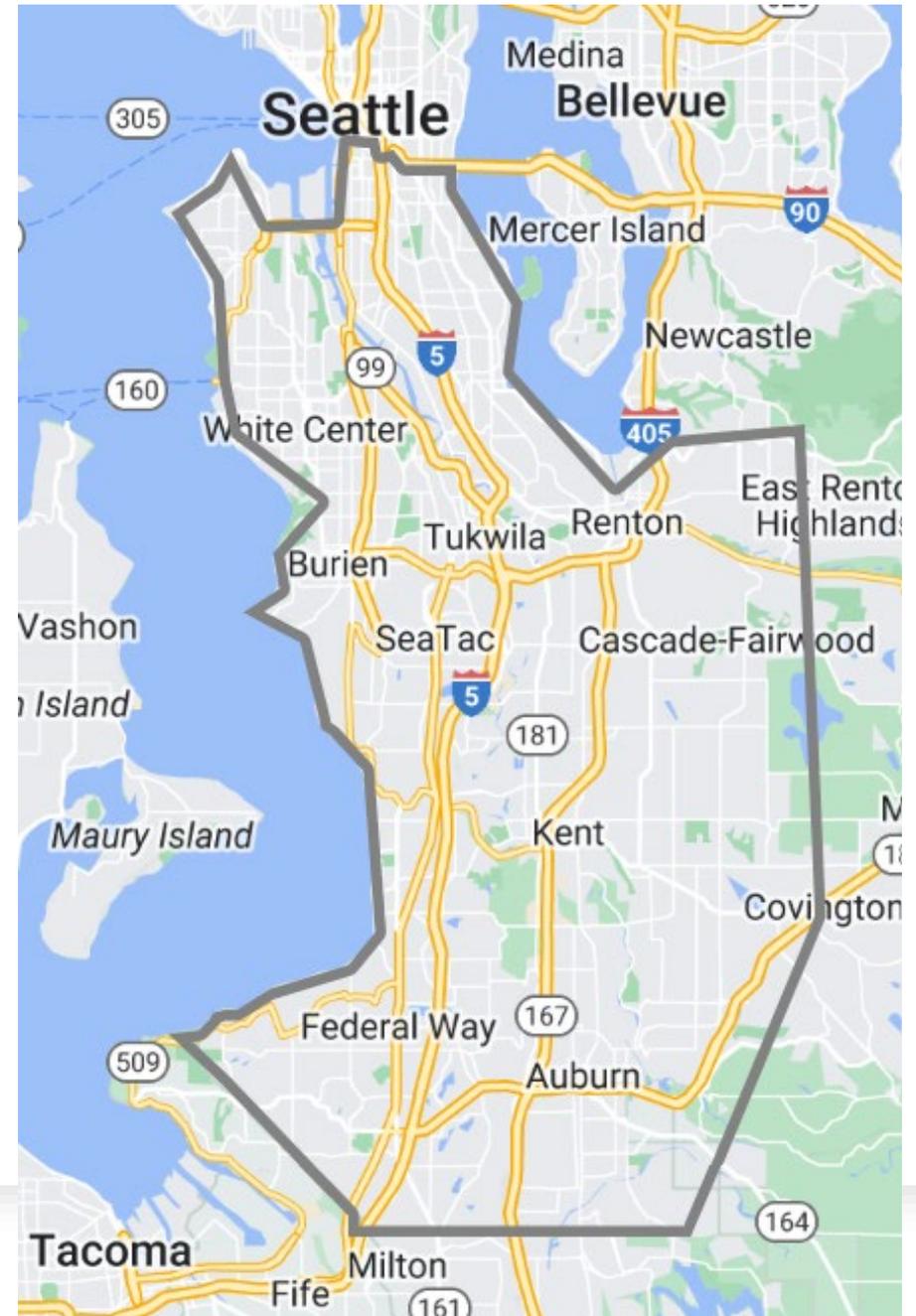
# Service Area

## Recommendation

- Trips must start and end within the service area

## Reason

- Desire for large service area
- 60% equity priority areas
- Significant overlap w/Metro Flex service areas = ability to share vehicles
- North = I-90/Jackson (includes King Street Center), west = water, south = county line, east = captures Access hotspots like Covington center



# When to Book Rides

## Recommendation

- On-demand
- Expect 20-30 min avg wait times, range of 2-60 min
- No advanced pre-booking
- Rides cannot be guaranteed

## Reason

- Advisory group said on-demand would be ideal; within 2-4 hours would work for most (survey data is similar)
- Metro Flex is on-demand, and on-demand is cheaper and easier to implement than w/pre-booking



# How Much to Pay/Fare Payment Method

## Recommendation

- \$1.75/trip (same as Access; offer low income fare if Access has one)
- Credit/debit/prepaid card
- Up to 3 additional riders, at \$1.75/rider
- PCA and youth ride free

## Reason

- Advisory group said fare should be simple and the same or less than Access fare
- Payment must be electronic to allow for use of TNCs/taxis in phase 2



# How Far to Travel/Trip distance

## Recommendation

- 10 mile max distance

## Reason

- Survey data suggests SDS trip needs are an average of 9 miles, median of 11 miles
- Advisory group said keep it simple, some said we should allow for trips that exceed 10 miles/trip cap, however this adds complexity
- 75% of Access trips in the proposed service area are <10 miles



# Trip Caps

## Recommendation

- Monthly trip caps would be based on a customer's historic use of Access + SDS (past 6 months). There would be three groups of trip caps:

Access Trips	Access/SDS Trips	SDS Trip Cap
<25%	0-6/month	6/month
25%-50%	7-21/month	12/month
50-100%	22+/month	24/month

- New Access customers would get the lowest SDS trip cap and then after 6 months, would be re-evaluated.

## Reason

- Survey data shows 2 trips per week would cover 90% of customer needs
- Limits Metro's cost exposure
- Similar to peer agencies w/successful SDS
- Advisory group supported this recommendation



# Next Steps

- Update recommendation w/APAC feedback
- Leadership approval
- Contracting and pilot prep
- Pilot phase 1 launch in ~Q3 2023