

**ADA Transit Subcommittee
Pending List
06.17.13**

Pending Items

- A. Tracking Fixed Route Ridership of People with Disabilities and Seniors during this period of very full buses (Quality of Experience)
- B. How to ID Bus Stops with Benches and or Shelters on line
- C. How Bus Stops are Designated to Have Shelters
- D. How to Identify which Bus Stops should have benches for Accessibility
- E. Electronic Communication with Customers - Marketing
 - Email correspondence
 - IVR – electronic ride confirmation, ride requests, ride cancels
- F. Negotiating Pick Up Times
 - Real Time Scheduling
 - How to get Stats on Negotiated Trips
- G. Same Day Paratransit Services or Voucher Program
 - User-Side Subsidy Program in Milwaukee
- H. Metro Paratransit Driver Selection and Training
- I. Snow Removal for Bus Stop Accessibility – Update
- J. Subcommittee Member Recruitment

Completed Items

Appeals Process

- In person component before convening appeals board 10/15/12 ✓
- (In-Person Assessments Pilot in Progress: Jan – Mar 2013) 5/20/13✓

Seatbelts on Buses 7/16/12 ✓

Staff Introductions

- New Maintenance Manager 1/12 ✓
- New Paratransit Dispatcher 3/19/12 ✓

Migration Issues

- Pass Programs – Milwaukee Program on Migration with F-R Pass Incentives 5/21/12 ✓

Inventory of Accessible Features on Fixed Route Buses 1/12 ✓

Consideration of Alternates for Subcommittee membership 1/12 ✓

Customer Service Center Hiring Criteria 11/11✓

Impact of Family Care on Paratransit MA Waiver Program – On-going

- Agency Fares ✓

Migration Issues

- Counting Wheelchair Boardings on Fixed Route ✓
- Fixed Route Incentives ✓

Electronic Communication with Customers - Marketing

- Web services ✓
- Email Alerts ✓

New Phone System Features – 11/23/09

Snow Removal & Bus Stops – 11/23/09

Driver Training Standards and Sensitivity Training - 11/23/09

- Paratransit – 11/23/09
- Fixed Route - ✓

Committee Orientation Packet – Aug 08

Duplication of Services Issues – Nov 07, Feb 08, Apr 08
Annual Visits by Maintenance Manager - Mar 08
Advertise How to Report a Problem - Feb 08
Impact of Family Care on Paratransit MA Waiver Program - Oct 07
Identifying Potential Metro Sales Outlets – Jun 08
Pedestrian Crossing Signals at new controlled intersections - Sept 07
Feedback Policy - Apr 07

- Valid and Invalid Feedback,
- How to apply feedback data to potential solutions
- How does Feedback Work

Senior Disabled Passes on Fixed Route - Mar 07
Standards to apply to Performance Indicators – Aug 06, Sept 06
balancing equity with equality
how to standardize measures when trips are assigned differently
what guidelines to use

Paratransit Fare Issues Mar 07
Are Peak Fare effective
What are the Alternatives

Outreach Plan - Dec 06

Subscription Service Apr 05
ADA Regulations
Level of variations in requests
ratio of casual to subscription requests
quantifying staff time/ technical expertise to manage changes in templates

Scheduling Updates - Apr 05, May 05, Jan 08

RFP Issues Nov 04, Dec 04 Apr 05
Performance Incentives
Penalties
company qualifications
investment in technologies
Are current standards meeting our needs
Issues with applying same standards to in-house versus contracted service

Newsletter Frequency and Topics – Mar 05
Strategic Plan & Marketing Plan – Feb 05
Replacement Vehicle Recommendations – Jan 05
Segways – Dec 04, Aug 08
How MA Waiver Funding Works - Nov 04
Door-to-Door Policy and Regulations - Oct 04
Guest Policy and Regulations - Oct 04
Leave Attended – serious complaint, policy and obligations Oct 04

Electronic Communication with Customers
Web services
No Show Appeals on-line
No Show Payments on-line
Newsletters on-line
Posting of Application on-line

Posting of Service Area Boundary Map on-line