

**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 (Kathy Cryan)
- 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