

**ADA Transit Subcommittee
Pending List
10.19.09**

Pending Items

- A. Migration Issues
 - Pass Programs – Milwaukee Program on Migration with F-R Pass Incentives

- B. Electronic Communication with Customers - Marketing
 - Email correspondence
 - IVR – electronic ride confirmation, ride requests, ride cancels

- C. Appeals Process
 - In person component before convening appeals board

- D. Negotiating Pick Up Times
 - Real Time Scheduling
 - How to get Stats on Negotiated Trips

- E. How to Identify which Bus Stops should have benches for Accessibility

- F. Same Day Paratransit Services or Voucher Program
 - User-Side Subsidy Program in Milwaukee

Completed Items

- 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