

**ADA Transit Subcommittee
Pending List
11.23.11**

Pending Items

- A. Inventory of Accessible Features on Fixed Route Buses 1/12 ✓
- B. Consideration of Alternates for Subcommittee membership 1/12 ✓
- C. Tracking Fixed Route Ridership of People with Disabilities and Seniors during this period of very full buses (Quality of Experience)
- D. How to ID Bus Stops with Benches on the Route Maps
- E. Staff Introductions
 - New Maintenance Manager 1/12 ✓
 - New Paratransit Dispatcher
- F. Customer Service Center Hiring Criteria 11/11✓

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

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

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

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

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

- L. 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