

**ADA Transit Subcommittee  
Pending List  
01.18.07**

**Pending Items**

Impact of Family Care on Paratransit MA Waiver Program

Duplication of Services Issues

Migration Issues

Counting Wheelchair Boardings on Fixed Route

Pass Programs

Fixed Route Incentives

Electronic Communication with Customers

Web services

Email Alerts

Email correspondence

IVR – electronic ride confirmation, ride requests, ride cancels

Appeals Process

In person component before convening appeals board

Negotiating Pick Up Times

- Real Time Scheduling

New Phone System Features

How to Identify which Bus stops should have benches

Snow Removal & Bus Stops

Driver Training Standards and Sensitivity Training

Same Day Paratransit Services or Voucher Program

**Completed Items**

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 technologiues

Are current standrads 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