

ADA Transit Subcommittee
Pending List

Item	Pending Items	Check	Priority
A.	Migration Issues – Counting wheelchair boardings on Fixed Route, Pass Programs, Fixed-Route Incentives.		10
B.	Electronic Communication with Customers – Using web or email to communicate: ride requests, ride confirmations, no show appeals (August 07), newsletter (January 07). Ponder differences between fax & e-mail, Staff time/skills/tech needed to access email or web.		4
C.	Appeals Process – In-person component before convening appeals board.		
D.	Duplication of Services Issues		
E.	Comparable Travel Times between paratransit and fixed route.		
F.	Negotiating Trip Pick-Up Times		
G.	New Phone System Features		
H.	Fixed Route Stop Request Chime to be same on all busses for wheelchair positions.		
I.	How to Identify which bus stops should have benches.		
J.	Impact of Managed Care programs on paratransit and MA Waiver program. Continuing...	√Oct 07	
K.	Pilot Project Reports: Bus Wraps, S/D Bus Passes on Fixed Route.		
L.	Annual visits by Maint. Manager		
M.	Snow Removal & Bus Stops, Locations, Streets		
N.	Driver Training Standards & Sensitivity Training		
O.	Advertise “How to Report a Problem”		
P.	Diligence on Advisory Referrals to ADA TS		
Item	Completed Items	Check	Priority
C	Pedestrian Crossing signals at new controlled intersections.	√Sept 07	
A	Feedback Policy – Valid and Invalid Feedback, How to apply feedback data to potential solutions. How does Feedback work?	√April 07	5
B	Senior / Disabled Passes on Fixed Route	√March 07	
O	Standards to Apply to Performance Indicators – Balancing “equity” and “equality”: how can we standardize these measures when trips are assigned differently? What guidelines to use?	√ August, Sept. 06	6
E	Paratransit Fare Issues – Is peak fare effective? What are the alternatives?	√March 07	
F	Outreach Plan – Had been waiting on ordinance change. (Added Member Reports from Community Meetings to monthly Agenda)	√ Dec 06	
H	Subscription Service –ADA Regulations; Level of variations in subscription requests; interaction between casual & subscription requests; quantifying staff/time/tech needed to manage changes with	√ Apr. 05	10

	templates		
J	Scheduling Updates - Real time information, goals for scheduling.	√Apr 05 √May 05	9
G	RFP Issues – What barriers exist to applying same standards to Metro as to contractors, penalties, performance incentives, company qualifications, investment in technologies. Fundamentals, are current standards serving our needs? Issues with applying same standards in-house & subcontractor.	Part I: √ Nov. 04 Part II: √ Dec. 04 Apr. 04	11
P	Newsletter Frequency & Topics	√Mar 05	4
R	Strategic Plan, Marketing Plan	√Feb 05	
Q	Replacement Vehicle Recommendations	√ Jan 05	
K	Segways – Capacity Issues: Permitted on fixed route? Paratransit? What other systems are doing?	√Dec 04	9
I	How MA Waiver Funding Works –How it works, Are these “ADA rides” or “agency rides”? If not, what are the consequences of the difference? When is the next possibility of a funding reduction/change?	Part I:√ Nov. 04	10
L	Door –to – Door – What is the policy and obligations? Generates a high portion of complaints.	√Oct. 04	8
M	Guest Policy – traveling with friends.	√Oct. 04	8
N	Leave Attended – serious complaint, also related operation issues, what are the policy and obligations.	√ Oct. 04	7