

**ADA Transit Subcommittee
Pending List
02.09.12**

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 3/19/12 ✓
- F. Customer Service Center Hiring Criteria 11/11✓

- G. Migration Issues
 - Pass Programs – Milwaukee Program on Migration with F-R Pass Incentives 5/21/12 ✓

- 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 10/15/12 ✓
 - (In-Person Assessments Pilot in Progress: Jan – Mar 2013)

- 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

- M. Seatbelts on Buses 7/16/12 ✓

- N. Metro Paratransit Driver Selection and Training

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