



600 Fifth Street NW
Washington, DC 20001
202-962-6060

FY16 METROACCESS SUBCOMMITTEE WORK PLAN STATUS OF RECOMMENDATIONS AND ACTIONS

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2016-01	Long Term Sustainability Study Discussion	7/20/15		
2016-02	MetroAccess Customer Care	7/20/15	Customer Service Review	
2016-03	GPS system on MetroAccess	8/17/15	Update	
2016-04	MetroAccess Door-to-Door Program	8/17/15	R&D Discussion - Effectiveness of program: customer perspective Presenter: MTM	
2016-05	MetroAccess Quality Assurance	8/17/15	Maryland Pilot Program	
2016-06	Alternatives to Paratransit Service	9/21/15		
2016-07	MetroAccess Next Van Service	9/21/15	Real Time Information (Original: 2014-31)	
2016-08	MetroAccess Scheduling in the Region	10/19/15	Presenter: MV Transportation (Field Trip)	
2016-09	Conditional Eligibility	11/16/15	Discussion: Understanding the concept	
2016-10	Stops at non-Metro Locations	11/16/15	Large venue pick-up and drop-off locations Presenter: Leroy Hayford	
2016-11	Pick-up and Appointment time statistics	12/21/15	Prevention & Injury	
2016-12	Safety	12/21/15	(Policy and Times of Service)	
2016-13	MetroAccess service area	1/19/16		
2016-14	MetroAccess Grandfather Policy	1/19/16		

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2016-15	MetroAccess vehicle review (new)	2/16/16	Accessibility features	
2016-16	Vendors - MetroAccess Taxi Cab services	2/16/16	Who/What/When and Stats	
2016-17	Fare Policy for MetroAccess	3/21/16	Metro Budget (update)	
2016-18	NEPP for MetroAccess	3/21/16	SmartTrip and using Metro paratransit fare media in other jurisdictions	
2016-19	Sensitivity Training	4/18/16	Customer Service/Drivers	
2016-20	Fixed Route Comparability	4/18/16	Review - paratransit travel times from one destination to another	
2016-21	Work Plan	5/16/16	Development FY17	
2016-22	Mystery Riders Program	5/16/16	R&D Discussion	
2016-23	Travel Accessibility Guide	6/20/16	Promotion of Fixed Route Service	
2016-24	Alternative Forms of Transportation in MD			

Note: Quarterly Meeting Recommendations are marked with an asterisk symbol.

COMPLETED - FY15 METROACCESS SUBCOMMITTEE WORK PLAN STATUS OF RECOMMENDATIONS AND ACTIONS

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2015-01	Travel Training and Outreach update	7/21/14	Presenter: Frank Roth	7/21/14
2015-02	Alternatives to Paratransit Service	7/21/14	DC Taxi Dialysis Pilot	7/21/14
2015-03	Consolidation/Elimination of Bus Service: Impact on MetroAccess Service	8/18/14	Oxon Hill Area Bus Study (rescheduled)	8/18/14
2015-04	MetroAccess Stops on Non-Metro Property	8/18/14		8/18/14
2015-05	Work Plan (Update)	8/18/14		8/18/14
2015-07	MetroAccess Survey	9/15/14	Knowledge and Usage	9/15/14
2015-08	Seat Belt Safety	10/20/14	Report from Safety Office	10/20/14
2015-09	MetroAccess Bus Stop and High Density Areas (Update)	10/20/14		9/15/14
2015-13	MetroAccess Eligibility Process	12/1/14		10/20/14
2015-10	Compact: Bus Service	11/17/14	Services that accept MetroAccess and other forms of fare	11/17/14
2015-29	Coordination Study	12/15/14	Marketing of Fixed Route Services	12/15/14
2015-28	Bus service changes	12/15/14	The impact to MetroAccess customers	12/15/14
2015-30	MetroAccess Fare Policy	2/17/15	Strategy Meeting	2/17/15
2015-12	MetroAccess Long-term Sustainability Study (Update)	4/20/15	Presenter: Mr. Kent	4/20/15
2015-19	Knowledge and Usage Survey (Update)	4/20/15	Presenter: Jason Minser	4/20/15

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2015-14	Transit Training	5/18/15	Promotion of Fixed Route Service Presenter: Christopher Colbert	5/18/15
2015-15	Work Plan	5/18/15	Development FY16	5/18/15
2015-15	Long Term Sustainability Study	6/15/15	Presenter: Christian T. Kent	6/15/15
2015-16	DC Transport	6/15/15	Presenter: Christiaan Blake	6/15/15
2015-15	Work Plan	6/15/15	Development FY16	6/15/15

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