

**FY18 METROACCESS SUBCOMMITTEE WORK PLAN
STATUS OF RECOMMENDATIONS AND ACTIONS**

Item Number or (A)ction	Description	Meeting Date	Presenter	Status
2018-9	Door-to-Door Overview/Refresher <i>Provide an overview/discussion of the door-to-door Policy and expectations of the customer and the operator.</i>	1/16/18	Terry Prevost	
2018-10	MetroAccess Quality Assurance Report – MTM <i>Presentation on current service performance and identified areas of improvement.</i>	1/16/18	Carlton Brown	
2018-11	MetroAccess Customer Satisfaction Survey <i>Review/discussion of MetroAccess Service per customer feedback.</i>	2/20/18	Ray Yau	
2018-12	Abusive Behavior Process <i>Provide information on how this policy is implemented and why it is necessary.</i>	2/20/18	Terry Prevost	
2018-13	Board Calendar <i>Provide information on the hearings, service changes, and budget cycle</i>	3/19/18	TBD	
2018-7	Real-Time Traffic Integration <i>Provide the committee with an overview on how the Ranger will provide real time traffic conditions to the operators and the anticipated service benefits.</i>	3/19/18	Nicole Murray	

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2018-14	Web Booking Review <i>Review of the web booking process and Q & A on increasing customer usage.</i>	3/19/18	TBD	
2018-15	Discussion of Policy Issues/Complaints <i>Discussion of the top 3 policy complaints to assist in a better understanding of the policies.</i>	4/16/18	TBD	
2018-16	Performance Update <i>Presentation on key service metrics.</i>	4/16/18	Leroy Hayford	
2018-17	Community Outreach <i>The importance of community outreach and suggestions for outreach events from the committee.</i>	5/21/18	TBD	
2018-18	Overview of Transit Accessibility Center <i>Explanation of roles and responsibilities.</i>	5/21/18	Christopher Colbert	
2018-19	MetroAccess Work Plan Updates for FY19 <i>Solicit topics from the committee for the FY19 work Plan.</i>	6/18/18	Allison Anderson	
2018-20	Annual Driver Training by MTPD <i>Provide information regarding this new training for MetroAccess operators. (If in place at this time)</i> -OR- Updating Public Documents/Literature Review current documents/literature and discuss changes or needed updates to the documents.	6/18/18	TBD	

**COMPLETED - FY18 METROACCESS SUBCOMMITTEE WORK PLAN
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Item Number or (A)ction	Description	Meeting Date	Presenter	Status
2018-1	MetroAccess Passenger Assistance Study <i>Findings from Passenger Assistance Study which reviewed customer boarding and alighting the vehicle, Presentation was originally made to MAS Committee April 2017. Request was made to present again to inform new committee members of findings.</i>	7/17/17	Don Scruggs	Completed
2018-2	Transport DC Discussion <i>Update on current providers, service parameters, and Q & A.</i>	9/18/17	Christiaan Blake	Completed
2018-3	Implementation of Abilities-Ride <i>Information about the awarding of the contracts, introduce the providers, and overview of the program.</i>	9/18/17	Christiaan Blake	Completed
2018-4	Tour of MetroAccess OCC <i>Tour and explanation of the components of the OCC.</i>	10/16/17	OCC Contractor/Allison Anderson	Completed
2018-6	Paratransit Vehicle Vendor/Ford <i>Q & A regarding current model paratransit vehicle and future plans.</i>	11/20/17	Don Scruggs	Completed
2018-21	Abilities-Ride Vendor Presentation	11/20/17	Representative from Silver Cab and Regency	

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2018-5	Presentation of Revised MetroAccess Customer Guide <i>Provide an overview of the revisions in the customer guide</i>	12/18/17	Allison Anderson	Completed
2018-8	MetroAccess Severe Weather Protocol <i>Provide an update/review of the severe weather protocol.</i>	12/18/17	Don Scruggs	Completed