



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

**FY17 METROACCESS SUBCOMMITTEE WORK PLAN
 STATUS OF RECOMMENDATIONS AND ACTIONS**

Item Number or (A)ction	Description	Target Date	Presenter	Completion Date
2016-32	MetroAccess Route Trip Insertion Process	11/21/16	MV Transportation	
2016-33	OCC Customer Service: Annual Update	11/21/16	MV Transportation	
2016-34	Proper Use of Seatbelt Extenders	12/19/16	Alan Davis	
2016-35	Ranger/GPS Mapping System	12/19/16	Nicole Murray	
2017-1	MetroAccess Severe Weather Protocol	1/18/17	Don Scruggs	
2017-2	Meet Your Service Delivery Provider – First Transit	1/18/17	Project Manager	
2017-3	Implementation of Abilities-Ride	2/20/17	Christiaan Blake	
2017-4	Meet Your Service Delivery Provider – Transdev	2/20/17	Project Manager	
2017-5	MetroAccess Customer Satisfaction	3/20/17	Jason Minser	
2017-6	Customer Education Campaign	3/20/17	Allison Anderson/MTM	
2017-7	Meet Your Service Delivery Provider – Diamond Transportation	4/17/17	Project Manager	
2017-8	To Be Determined	4/17/17	TBD	
2017-9	Tour of MetroAccess OCC	5/22/17	Allison Anderson/MV	
2017-10	Real-Time Traffic Overlay/Service Enhancement	6/19/17	Nicole Murray	

**COMPLETED - FY16 METROACCESS SUBCOMMITTEE WORK PLAN
 STATUS OF RECOMMENDATIONS AND ACTIONS**

Item Number or Action	Description	Target Date	Status	Completion Date
2016-20	Sensitivity Training	5/16/16	Customer Service/Drivers	11/16/15
2016-13	Safety	12/21/16	Seat Belt Waiver/Securements	12/21/15
2016-07	Alternatives to Paratransit Service	12/21/16	Maryland Abilities Ride	1/19/16
2016-29	Maryland Abilities Ride Proposal	2/16/16	Open Discussion	2/16/16
	RFI Update and Discussion	3/21/16	Open Discussion	3/21/16
2016-26	Safety	4/18/16	Seat Belt Incident Statistics	4/18/16
2016-09	MetroAccess Scheduling in the Region	5/16/16	Presenter: MV Transportation (Field Trip)	5/16/16
2016-03	MetroAccess Customer Service	6/20/16	Customer Service Review	6/20/16
2016-28	Abilities-Ride Final Recommendations	7/18/16	Christiaan Blake	7/18/16
2016-22	Work Plan Update	7/18/16	B. Moore-Gwynn	7/18/16
2016-29	Vehicle Pre-trip Inspection Demonstration	9/19/16	Irving Frye	9/19/16
2016-30	Vehicle Active Safety Package/Drive Cam	9/19/16	Alan Davis	9/19/16
2016-36	MetroAccess ID Card Conversion for Conditionally Eligible Customers	10/17/16	Cheryl O'Konek	10/17/16
2016-31	Travel Coordination with Centers	10/17/16	William Proctor/Allison Anderson	10/17/16