

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

<b>Item Number or (A)ction</b>	<b>Description</b>	<b>Meeting Date</b>	<b>Presenter</b>	<b>Status</b>
2018-4	<b>Tour of MetroAccess OCC</b> <i>Tour and explanation of the components of the OCC.</i>	10/16/17	OCC Contractor/Allison Anderson	
2018-5	<b>Presentation of Revised MetroAccess Customer Guide</b> <i>Provide an overview of the revisions in the customer guide.</i>	11/20/17	Allison Anderson	
2018-6	<b>Paratransit Vehicle Vendor/Ford</b> <i>Q &amp; A regarding current model paratransit vehicle and future plans.</i>	11/20/17	Don Scruggs	
2018-7	<b>Real-Time Traffic Integration</b> <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>	12/18/17	Nicole Murray	
2018-8	<b>MetroAccess Severe Weather Protocol</b> <i>Provide an update/review of the severe weather protocol.</i>	12/18/17	Don Scruggs	
2018-9	<b>MetroAccess Customer Satisfaction Survey</b> <i>Review/discussion of MetroAccess Service per customer feedback.</i>	1/16/18	TBD	
2018-10	<b>MetroAccess Quality Assurance Report – MTM</b> <i>Presentation on current service performance and</i>	1/16/18	Carlton Brown	

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	<i>identified areas of improvement.</i>			
2018-11	<b>Abusive Behavior Process</b> <i>Provide information on how this policy is implemented and why it is necessary.</i>	2/20/18	Nicole Mack	
2018-12	<b>Door-to-Door Overview/Refresher</b> <i>Provide an overview/discussion of the door-to-door Policy and expectations of the customer and the operator.</i>	2/20/18	Terry Prevost	
2018-13	<b>Board Calendar</b> <i>Provide information on the hearings, service changes, and budget cycle</i>	3/19/18	TBD	
2018-14	<b>Web Booking Review</b> <i>Review of the web booking process and Q &amp; A on increasing customer usage.</i>	3/19/18	Celisse Little	
2018-15	<b>Discussion of Policy Issues/Complaints</b> <i>Discussion of the top 3 policy complaints to assist in a better understanding of the policies.</i>	4/16/18	TBD	
2018-16	<b>Performance Update</b> <i>Presentation on key service metrics.</i>	4/16/18	Leroy Hayford	
2018-17	<b>Community Outreach</b> <i>The importance of community outreach and suggestions for outreach events from the committee.</i>	5/21/18	TBD	
2018-18	<b>Overview of the MACS Assessment Process</b> <i>Explanation of the MetroAccess assessment process.</i>	5/21/18	Eligibility	

Item Number or (A)ction	Description	Meeting Date	Presenter	Status
2018-19	<b>MetroAccess Work Plan Updates for FY19</b> <i>Solicit topics from the committee for the FY19 work Plan.</i>	6/18/18	Allison Anderson	
2018-20	<b>Annual Driver Training by MTPD</b> <i>Provide information regarding this new training for MetroAccess operators. (If in place at this time)</i> -OR- <b>Updating Public Documents/Literature</b> 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	<b>MetroAccess Passenger Assistance Study</b> <i>Findings from Passenger Assistance Study which reviewed customer boarding and alighting the vehicle, Presentation was originally made to MAS Committee</i>	7/17/17	Don Scruggs	Completed

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	<i>April 2017. Request was made to present again to inform new committee members of findings.</i>			
2018-2	<b>Transport DC Discussion</b> <i>Update on current providers, service parameters, and Q &amp; A.</i>	9/18/17	Christiaan Blake	Completed
2018-3	<b>Implementation of Abilities-Ride</b> <i>Information about the awarding of the contracts, introduce the providers, and overview of the program.</i>	9/18/17	Christiaan Blake	Completed