

Section	Category	Existing (2016 plan and current practice)	Proposed (2017 update)	Expected Result
4.5	Subscriptions	<ul style="list-style-type: none"> <li>Subscription rate will not exceed 50% of capacity at any time</li> <li>Subscription rate will not exceed 25% of capacity during “peak times”</li> </ul>	<ul style="list-style-type: none"> <li>Subscription rate will not exceed 50% of capacity at any time</li> <li>Removed “peak times” limitations</li> </ul>	<ul style="list-style-type: none"> <li>Reduce amount of daily calls</li> <li>Provide improved group management capabilities for schedulers</li> </ul>
5.6	Excessively Long Trip	<ul style="list-style-type: none"> <li>Travel time (between pick-up and drop-off) of more than 90 minutes</li> </ul>	<ul style="list-style-type: none"> <li>Travel time is comparable to the amount of time it would take to make the same trip using FAST fixed-route bus service with any applicable connections (transfers).</li> </ul>	<ul style="list-style-type: none"> <li>Satisfy FTA Triennial Review findings</li> <li>Provide a comparable travel experience to fixed route service</li> </ul>
6.1	Cancelations	<ul style="list-style-type: none"> <li>Late cancelations defined as a cancelation made after 4:30 PM for next day reservations</li> </ul>	<ul style="list-style-type: none"> <li>Late cancelation occurs when customer fails to contact the FASTTrac! office at least two (2) hours before the start of the agreed upon 30-minute pick-up window unless the cancelation was beyond the customer’s control</li> </ul>	<ul style="list-style-type: none"> <li>Satisfy FTA Triennial Review findings</li> <li>Simplify late cancelation definition</li> </ul>
6.2	No-shows	<ul style="list-style-type: none"> <li>No –shows are now defined as all cancelations made less than two (2) hours prior to the time of the reservation, including “failure to appear”</li> </ul>	<ul style="list-style-type: none"> <li>No-show occurs when the vehicle arrives within the 30-minute pickup window and the customer does not board the vehicle, or the operator cannot reasonably see the customer approaching the vehicle after waiting five (5) minutes</li> </ul>	<ul style="list-style-type: none"> <li>Satisfy FTA Triennial Review findings</li> <li>Simplify no-show definition</li> </ul>