The Paratransit Advisory Committee met on Wednesday, October 14, 2015 from 2:15pm – 3:00pm.

Open Forum

Garrett Cruzan asked if there were plans to add a stop at the Grove for those who ride the Laramie Link bus who may have a handicap.

No Show Materials & Seatbelt Signs

Elizabeth Whitt informed the committee that the no-show materials are back on the buses as well as the seatbelt signs.

Review Statistics

Elizabeth Whitt provided the committee with a snapshot showing riders who have met the criteria for excessive no-shows for the past year and a half. Over the last 6 months, there has been a 4.2% no-show rate.

Software Upgrade

Elizabeth informed the group that they have been testing a new Trapeze system, and hope to have it rolled out in January, 2016 when students are gone over winter break.

Ripple – This is a new text messaging module. Would allow for customized messages and for dispatchers to send update messages. There is only one university using this system at the moment; will consider after more testing is done.

Customer Portal – This would give customers the ability to go online and see their currently scheduled rides, as well as track the bus with GPS right before their scheduled pick up time. The committee thought that this would be a nice option for customers.

Marketing

There is a new marketing coordinator working for Transit & Parking Services, and she will be looking into ways to market the text messaging and email service to passengers; as well as developing marketing for those in the community who could use the service but don’t know about it (i.e. veterans). Ideas were discussed to work with entities on campus like UDSS to distribute materials to incoming students so that they are aware of the service. It was also discussed to place signs in the Laramie Link buses advertising Paratransit Services.

Future Meetings

The next meeting is scheduled for 1/13/16 from 2:15pm – 3:00; Wyoming Union Room 206.