The Paratransit Advisory Committee met on Wednesday, April 13, 2016 from 2:15pm – 3:00pm.

Open Forum

Don Quinn discussed a few ideas regarding how to deal with no-show’s, charging a fee per ride, improving customer service, improving safety with use of seatbelt. Elizabeth Whitt will inquire further about these ideas and questions and report back to Don.

Review Statistics

Elizabeth Whitt provided the committee with a snapshot showing riders who have met the criteria for excessive no-shows for the past two years. Over the last 6 months, there has been a 4.2% no-show rate. Letters that are sent to those who no-show often seem to be helping.

Software Upgrade

Elizabeth informed the group that they have rolled out an upgrade to the Trapeze system.

Marketing

The marketing coordinator for Transit & Parking Services is working on a marketing campaign for Paratransit which includes surveys that will be sent out to passengers.

Future Meetings

The next meeting is scheduled for 7/13/16 from 2:15pm – 3:00; Wyoming Union Room 206.