The Paratransit Advisory Committee met on Tuesday October 15, 2013 from 11:00 – 12:00pm.

Work Session for No Show Policy

The committee met to continue discussions on the no show policy.

- **Excused Missed Trips**
  - FTA states that a rider can’t be penalized for something that is beyond their control.
  - Committee voted all in favor of addressing possible excused no shows as they occur.

- **Form for requested excused trips**
  - Committee voted all in favor of providing a standard online form to be available in printed form or online.

- **Review by Transit & Parking management**
  - Form would be reviewed by the primary dispatcher, as well as Transit & Parking Services management.
  - Committee voted 4 to 1 in favor of requiring that an appeal form would need to be post marked or received within 7 days of occurrence.

- **Appeal to Board**
  - If management denies request for the no show to be an excused trip, the rider has the opportunity to bring it before the Review Board at the time of appealing a suspension. The ride will count as a no show until it is brought before the Review Board. All committee members voted in favor of this.

- **Same form used for Transit & Parking errors**
  - All members voted in favor of using one form whether the no show was beyond the riders control or an error on the part of Transit & Parking Services.

- **All members voted in favor of riders receiving a credit for any premium charges associated with an add-on as a replacement for an excused missed trip due to an error on behalf of Transit & Parking Services.**

- **All members were in favor of adding this information to the no show policy.**

- **Warning letter when a rider is nearing the 10% no-show rate**
  - Committee voted 4 to 1 in favor of sending out a warning letter when a rider reaches a 6% no show rate.
  - Elizabeth Whitt will be discussing with Carolyn Smith & Paul Kunkel the idea of allowing riders to access their information online to see what their rate is at any given time. Transit & Parking Services will notify riders of each no-show

- **Review Suspension Periods**
  - All committee members voted in favor of keeping the suspension periods as follows:
    - 1\(^{st}\) occurrence of 10% - 1 week suspension
    - 2\(^{nd}\) occurrence – 2 weeks suspension
- 3rd occurrence – 6 week suspension and loss of subscription service

✓ Review Board
  - Committee discussed how the review board would be organized.
    - Members possibly appointed by VP
    - Committee could suggest members
    - Members could begin to be appointed as soon as Carolyn Smith & Paul Kunkel approve the no-show policy

The next meeting is scheduled for October 22, 2013 from 11:00am – 12:00pm, Wyoming Union Room 010