Paratransit Advisory Committee  
10/1/13  
11:00am – 12:00pm

Committee Members Present  
Elizabeth Whitt  
Amanda O’Brien  
Garrett Cruzan  
Kendall Corbett  
Kevin Coleman  
Brian Bryngelson

Visitors Present  
Carolyn Smith  
Paul Kunkel

The Paratransit Advisory Committee met on Tuesday October 1, 2013 from 11:00 – 12:00pm.

Open Forum

Garrett Cruzan informed the committee of problems with the stop at the Visual Arts building, south lot. There are no curb cut-outs on the south entrance. This stop should be changed in the scheduling program (to Willett Dr.) so it reflected the correct address. This would alleviate missed rides caused by drivers going to the wrong side of the building (opposite the one requested).

Gem City Grand/Paratransit Operations Changes

Elizabeth Whitt informed the committee that the proposed changes with the ACTA route will go into effect November 1, 2013, instead of October 1.

No-Show Policy Review

Carolyn Smith & Paul Kunkel were present to discuss the draft of the no-show policy. They brought forth two concerns to the committee and these were discussed.

✓ Paul was concerned about the length of the mandatory 90 minute waiting period proposed to take effect after a no show. He suggested that this seemed excessive if the rider accumulates points for the no show too, and that the time be lowered to 60 minutes instead of 90 minutes. Members of the committee explained that they had decided upon 90 minutes to help minimize severe alterations being made to other passengers’ ride times by the computer scheduling software. Paul still urged the committee to reconsider.

✓ Paul recommended that the committee reevaluate the use of a point system for no-show and late cancellations because the FTA recommends using a percentage based system. He said that this, in conjunction with a rolling 6 month ride history should be used when calculating a passenger’s no-show/late cancellation percentage, but should only go into effect after a certain number of rides had been attempted. The committee members commented that their research concerning this matter involved a survey of numerous Paratransit companies in a five-state radius around Wyoming, and none of them used a percentage-based no-show policy. Furthermore, it would add complications and necessitate more man-hours for the staff to keep track of statistics for a percentage-based system. Paul assured the committee members that the
Paratransit office would have no problem handling the extra work, and urged the committee to reconsider.

**Paul & Carolyn left**

The committee discussed the recommendations brought forth by Management. All were in favor of changing the 90 minute window to a 60 minute window. Also, the committee agreed to limit all same day add-ons to a minimum of one hour’s notice.

Elizabeth Whitt handed out a spreadsheet showing percentages of no show’s and late cancellations for the period of 8/26/13 – 9/25/13. The results were discussed briefly, but the time expired.

The next meeting is scheduled for October 8, 2013 from 10:30am – 12:00pm, Coe Library Room 504.