The Paratransit Advisory Committee met on Tuesday October 22, 2013 from 11:00 – 12:00pm.

No Show Policy

The committee presented the updated no-show policy with revisions from the meeting on October 15th to Paul Kunkel & Carolyn Smith. Paul & Carolyn were present to discuss further revisions, as noted in the following:

✓ Requirements for excused no-show – Might help to have examples of what would constitute an excused no show.
  o Some basic, general criteria from FTA examples will be added into the policy (i.e. no-show due to a disability related incident, a mobility device failure, death in the family, etc).

✓ Definition of a no-show to be placed on appeal form
  o All committee members voted in favor of adding the definition from the policy to the appeal form.

✓ Warning Letter – Do riders get multiple letters starting at 6% threshold until they reach suspension level?
  o Riders are given only one letter starting at 6%
  o Dispatcher will communicate with rider after the letter is sent to keep them aware of their no show rate.
    ▪ This will be an internal policy, not included in the no-show policy.
  o Riders will be informed each time they have a no-show; included on notification will be wording that asks them to contact the office to find what their no show rate is.

✓ Suspension periods – Review process
  o Rider gets 10% no-show rate and is suspended. Doesn’t have a no-show for a period of time but then reaches a 10% threshold again. This would be a 2nd occurrence.
  o After first occurrence, the 6 month period restarts.
  o All committee members voted in agreement that following a suspension, calculations for corrective action will become effective after the rider’s 15th attempted trip.

The committee also discussed the formation of an appeals board with Paul & Carolyn. Carolyn spoke of keeping the board small (3 people) and having representatives from the UW Accessibility Committee, Wyoming Institute for Disabilities, and Student Health. A couple ex-officio members may also be called, including representatives from Transit & Parking Services. She is contacting General Council to see how formal the appointment needs to be. Once this is done, the board will be formed.
Paul informed the committee that before all of these changes go into effect, a public forum needs to be held. Due to this as well as the time it will take to approve the policy and set up an appeals board, the implementation date for this new policy could be 1/1/14.

The next meeting is scheduled for November 5, 2013 from 11:00am – 12:00pm, Wyoming Union Room 010