Welcome/Introductions

This being the first meeting of the Paratransit Advisory Committee, all members and guests were introduced.

Establishing a Committee Charter

Committee members discussed the proposed mission statement and agreed upon the following: “It is the mission of the University of Wyoming Paratransit Advisory Committee to facilitate communication between Paratransit Services and the Paratransit Riders.”

The purpose of the Advisory Committee was discussed at length. It was decided that the Committee needs to also serve as a liaison between the drivers and Paratransit Services, providing an avenue to voice concerns. A section should be added to the charter to say that the Paratransit Advisory Committee is a safe environment and all opinions are open.

Committee members discussed that membership in the committee is voluntary, and that if one member isn’t able to attend, they can send an alternate in their place. A listing of members and their contact information will be made available to riders.

Duties of the committee members was discussed and it was decided that the Committee Co-Chair members will work together to schedule meetings and send out agendas and minutes.

Committee members decided that meetings should occur on a monthly basis, with the possibility to review frequency at each meeting. To start, meetings will occur every first Tuesday of each month.

Regarding meetings being open to the public, the committee discussed at length and decided that meetings will be open to the public, however those who would like to attend need to contact Elizabeth Whitt or Garrett Cruzan beforehand.

Texting

Elizabeth Whitt reported to the committee that the texting option is operational. Committee members discussed positives and negatives about this service, as well as ways to improve things for those who may not be able to utilize the texting feature.

- Imminent arrival text messages are, on average, within 9-11 minutes of the actual arrival time.
Texting has been well received by most riders who can utilize such a service, and relieves a great deal of stress associated with not knowing exactly when a ride will arrive.

Text messages giving estimated arrival times are in no way a guarantee of an arrival time, and riders are still responsible for watching for a ride during their ride window.

When a rider’s ETA changes significantly after a text has been sent, a second text with an updated time cannot be sent.

In cases when an ETA does change significantly after a text has been sent, phone calls are being made to passengers at the drivers’ and dispatch’s discretion.

Recorded voice messages are not an option to replace texting for passengers who don’t utilize texting at this time.

Add-On Rides

Committee members discussed at length the many challenges that come from add-on rides pushing other rides around and the hassles that this causes for both drivers and riders. Many suggestions were offered and Paratransit Services will look into the feasibility of these and report back to the committee in the next meeting.

Email Update

Elizabeth Whitt reported to the committee that the vendor is working on getting this set up, but no date has been given when this will be functional.

Ride Prioritizing

Committee discussed the importance of keeping rides on schedule and discussed changing settings within Trapeze to make sure ride times remain as constant as possible. Paratransit Services is looking into how to make these changes and will report back to the committee in the next meeting.

Use of Two Buses

Garrett Cruzan reported to the Committee that there have been some issues with the number of Paratransit buses being decreased from 3 to 2. Committee discussed the issues and possible solutions. The possibility of going to a 20 minute window will be discussed at the next committee meeting.

Future Meetings

At the next Paratransit Advisory Committee meeting, the committee will hear follow-up information from Paratransit regarding add-on rides and ride prioritizing. They will also be discussing the Charter, the possibility of a 20 minute window, and weekend Paratransit operations. The next meeting will be held on November 6, 2012 from 11-12pm (location TBD).