The Paratransit Advisory Committee held a special meeting to discuss changing the current 30 minute “ready window” to 20 minutes.

Elizabeth Whitt opened the meeting with discussing both the pros and cons of going to a 20 minute window.

Pros:

1. Less wait time.
2. Happier passengers.
3. UW Faculty & Staff members would have to use less leave time to accommodate the window.

Cons

1. Less possibility for same day add-on rides.
2. Less flexibility of requested windows for subscription riders.

The Committee discussed how a possible 20 minute window would work. Kevin Coleman presented to the Committee some handouts/graphs showing how a 20 minute window would work versus the current 30 minute window.

All members present voted in favor of submitting a proposal to change the window from 30 to 20 minutes; and having the window start at the rider’s requested pickup time.

The proposal will include:

- Implementing the change for the Spring semester, 2013
- Drivers and dispatchers work together to make the transition go smoother and faster.
- Riders will be instructed to request a pick-up time, and their ride will be there within 20 minutes from that time.
- Should something go wrong with the transition, propose to be prepared with a 4th ambulatory vehicle staffed with a part-time student driver.

All members present voted in favor of starting this change for the upcoming spring semester.

- Both Elizabeth Whitt and Garrett Cruzan agreed that Garrett should be a voting member since he is the student representative and there is not another student representative on the Committee. Elizabeth will not be a voting member.