The Paratransit Advisory Committee met from 11:00am – 12:30pm on November 6, 2012.

- Elizabeth Whitt handed out a draft of the Committee Charter to discuss.
  - All members agreed with the Mission and Purpose as presented.
  - Committee discussed Member terms of service and how appointments are made.
    - Important to have the option to renew a term if desired.
    - See if current members know of anyone who would be interested in being on the committee when their term is up.
    - All agree that a term limit may not be appropriate at this point. Will revisit terms and appointments at the end of the year.
  - All members agreed with member duties.
  - Under meetings, it was recommended that the minutes be made available on the Transit & Parking website so that those who may not get a hard copy of them can still view them. All agreed and it will be added to the website.
  - All members agreed with the agenda section.
  - Under Voting/Recommendations section, it was recommended that the Chair and Co-Chair do not cast a vote except in the case of a tie. A tie will be revisited at the next meeting.
    - Elizabeth Whitt and Garrett Cruzan will discuss whether there should be another student member who can vote, since he will be unable to.
- Add-On Rides/Prioritizing
  - The system currently does not allow for add on rides less than 20 minutes before they are to happen. This can be overridden in cases of emergencies, but overrides do not happen if at all possible.
  - Every effort is made to not schedule an add-on ride if it will affect someone close to that time, or push away someone else’s ETA dramatically. If this does happen and can’t be avoided, every effort is made to contact the person who’s ETA has been changed.
  - Add-on rides are not given priority over those already scheduled.
  - Possibility of charging more for add-on rides will be on the agenda for the December meeting.
  - Ride prioritizing is very complicated and set up in the computer system a certain way. Rides based on location and direction, load/unload times, how many riders there are, how long a certain rider will be on the bus, etc. The set time is no more than 20 minutes. Sometimes this is
stretched out to 45 minutes however. Sometimes the first person picked up is the last to be dropped off because of how the computer prioritizes rides.

- Efforts are continually being made to lessen the frequency of unnecessarily long ride times - keeping in mind that it is also important to decrease the number of deadheads.
  - Drivers take time each morning to identify areas of concern in the computer-generated schedule and work out more efficient alternatives with dispatch.
    - There is no opportunity to do that in the afternoon, so there tend to be more problems in the afternoon and evening hours. Drivers would like to request a block of time between 2:30-3:00pm where they have no rides and will be able to plan ahead.
    - Kevin Coleman made a motion that the committee make a recommendation to management to block rides between 2:30-3:00pm to allow drivers to examine the tablet and have morning shift drivers talk to evening shift drivers. **All in favor, motion carries.**
  - There may be no way in the system to tag passengers who are not able to ride certain buses. But will look into whether there is some way to tag these things.

- Text Messaging System
  - Dispatchers are now set up to see all outgoing text messages, so they can keep tabs on them and watch ETA’s. If an ETA deviates significantly from the time given to a passenger in a text, they are able to contact the rider and inform them.
  - Sometimes a text message is received after the bus arrives. This is most likely due to cell carriers and how long it takes the text message to arrive.
  - Transit & Parking is working on having a dispatcher available after 5pm so that when these things come up, they can be taken care of and there be fewer opportunities for errors.

- 20 Minute Window discussion
  - Another meeting is set up on 11/27/12 from 10:00-11:30 to discuss this matter.
  - Try to make possible changes at spring semester, or wait a year and see how 30 minute window works.
  - Special meeting will discuss possibilities of how a 20 minute window could work if the window starts when the person requests to be picked up. Pros and cons will be discussed.

Next meeting is scheduled for November 27, 2012 from 10:00-11:30 in the Wyoming Union room 221A.

Next monthly meeting is scheduled for December 4, 2012 from 11:00-12:00pm in the Wyoming Union room 221A.