Paratransit Advisory Committee
1/8/13
11:00am – 12:00pm

Committee Members Present
Elizabeth Whitt
Garrett Cruzan
Amanda Hearne
Kevin Coleman
Kendall Corbett
Carly Clothier

The Paratransit Advisory Committee met on Tuesday, January 8, 2013 from 11:00 – 12:00pm.

Updates

Elizabeth Whitt opened the meeting by updating the committee regarding the email notifications process. Progress is being made, and UW IT is working to fix problems before this can be up and running. Hopefully it will be running by February.

Drivers have been using the blocked time from 2:30-3pm. Have only had to give one ride during that time. Seems to be working well.

May 13, 2013 has been chosen as the implementation date of the new 20 minute window.

Transit & Parking is still working with Trapeze regarding the accounting module. Committee will be updated as progress is made.

Continued Discussion of Add-On Premium Rate Increase

Kendall Corbett reported to the committee members that he has discussed the possible raise in add-on rates with a few people, and they all said that $3 is more reasonable than $5.

Committee discussed the possibility of giving each rider a coupon for one free ride per month. This ride can be either one way or round trip. The coupon wouldn’t transfer from month to month. This would be good to cover emergency situations (i.e. person gets sick and needs a ride home or to the doctor, etc) and help those where even $1 add on rate is a hardship.

Kevin Coleman brought up the concern that no shows and late cancellations need to be addressed as well, because they have the same negative effects on the subscription rides and scheduling system as add-on’s do. Committee members discussed possible penalties for no show’s and late cancellations including suspension of service and blocking rider for 90 minutes.

- Because you need a review board to handle suspension of service, that isn’t an option at this time. A review board should be formed in the near future, but isn’t there yet.
- ADA requires that Paratransit Services provide written notification of suspension of service and allow for a written appeal.
Since suspension of service isn’t an option at this time, the committee discussed the possibility of blocking the rider for 90 minutes, meaning they wouldn’t be allowed to schedule another ride for 90 minutes after the no show, or 90 minutes after their scheduled time for late cancellations. Before this is decided upon, committee members are asked to discuss with their peers and see what the feedback is. This will be revisited at the next meeting.

Elizabeth Whitt proposed that the committee write a proposal to increase the fee for add-on’s to $3.00 and submit to Administration. All committee members present were in favor.

All members present were also in favor of developing a “one free pass” per month coupon.

Elizabeth Whitt will submit these two things to Management for approval.

Next meeting is scheduled for February 5, 2013 from 11am – 12pm in the Wyoming Union Senate Chambers, 221A