Paratransit Advisory Committee  
2/5/13  
11:00am – 12:00pm

Committee Members Present  
Elizabeth Whitt  
Garrett Cruzan  
Amanda Hearne  
Kevin Coleman  
John Burman  
Carly Clothier

Visitors  
Lisa Owen

The Paratransit Advisory Committee met on Tuesday, February 5, 2013 from 11:00 – 12:00pm.

Updates

Elizabeth Whitt opened the meeting by reviewing the progress being made to the email notification system as well as with the premium rate increase. Progress is being made with the email notification system, with a few things still being tweaked by the vendor.

The recommendation for the premium rate increase hasn’t been submitted yet; Elizabeth & Garrett are still working on a few things before it is sent to management.

Elizabeth was also asked by Kendall to report to the committee that he has purchased an MV1 van, which is what Paratransit is purchasing; they are able to comfortably fit one regular and one oversize wheelchair in the vehicle and that it has more room inside than it looks from the outside. This should be a nice vehicle for use by Paratransit Services.

Continued No-Show Policy Discussion

Administration wants a no-show policy in place with a review board. They won’t approve a 90 minute “block out” period as a consequence for no-shows unless a long-term suspension of services policy is also developed. The committee can start discussing the policy now, however, and decide what should be in it.

- The committee was asked to discuss this topic with their peers prior to this meeting. Only one member did so.
- Currently, there is no consequence for a rider who no-shows.
- Suspension of a rider’s service may be appropriate in cases where there are recurrent no-shows.
- Written notification will need to be sent to person before suspension is enforced. The person would have the opportunity to appeal.
- A review board would exist for the purposes of determining whether-or-not a decision to deny service is appropriate (when and if this decision is made by Paratransit), and to give passengers the opportunity to appeal such decisions.
Other options can include a monetary penalty in lieu of a suspension, but this needs more discussion to address the extent of its impact.

Elizabeth will get clarification from Carolyn and Paul as to how they would like the committee to proceed with the policy.

Pay Prior to Boarding Bus Discussion

The committee discussed at length having riders pay before boarding the bus.

- A lot of time is spent invoicing passengers each month.
- Policy is already in place that they can’t ride if they don’t pay up front. Paratransit Services has been lenient on this.
- Should invoicing be stopped?
  - Drivers would like to not have to deal with taking any form of payment (tickets, cash, etc). It takes 3 minutes to write a receipt and so adds time to each ride—though it was determined that the time it takes a driver to write a receipt is still less than the time and expense necessary to invoice a rider.
  - Could a punch card be devised? Would save time.
    - Hard to account for as there would be no receipt.
  - Kristin Blevins is attending a Trapeze conference and will inquire about their accounting module.
- Situations may arise where riders choose not to comply with this provision. Should such instances occur, Paratransit drivers would be in a position to enforce this rule.
  - Many drivers are uncomfortable making that decision because they don’t feel they have the proper backup.
  - Main office will back driver up.
  - Law enforcement is a last resort, but can be used.
- Should all payment be abolished? Some passengers can’t afford the rides, even at $1.
  - There are programs available that will pay for so many rides per month, if the passenger qualifies.
  - Payment will probably not be abolished. It’s either we accept payment, or we abolish premium rides.

The committee voted on whether or not to discontinue invoicing. The vote was 3 to 2 in favor of stopping invoicing. Motion carries.

Next meeting is scheduled for March 5, 2013 from 11am – 12pm in the Wyoming Union, Room 010.