The Paratransit Advisory Committee met on Tuesday, May 7, 2013 from 11:00 – 12:00pm.

Open Forum

Elizabeth Whitt opened the meeting with a public forum. Lisa Owen presented to the committee an idea about the possibility of rewarding riders who have no no-shows for any given period.

Garrett Cruzan brought before the committee some issues he has been having with pick-up ETA text messages differing significantly from the assigned pick-up times provided to drivers on their tablets (in situations where no outside factors should have caused a texted ETA/arrival time mismatch). No causes or solutions were known; Elizabeth Whitt recommended he contact the dispatcher right when this happens so that they may look into what is causing it.

Updates

Email notifications have been tested and will be rolled out to the public on Monday, May 13, 2013.

The recommendation for the premium rate increase will be reviewed in October, and then at the next Trustee meeting in November or December.

An FAQ document has been provided on the website. Riders may access this at any time.

A public forum was held on April 25th, however no one attended.

Review and Revise Charter

Elizabeth Whitt reviewed an updated Committee Charter with committee members. Included in the change are:

- Changing number of SEO representatives from 2 to 1
- Committee members shall be appointed to serve a two year term, and shall be eligible to serve a total of two (2) terms in succession (pending committee approval)- each commencing in a staggered manner as follows:
• Student – Term starts beginning of Fall Semester (will start Fall, 2013)
• Faculty – Term starts beginning of Fall Semester (will start Fall, 2014)
• Staff – Term starts beginning of Spring Semester (will start Spring, 2015)
• Community Member – Term starts beginning of Spring Semester (will start Spring, 2014)
• Driver – Term starts end of Spring Semester (will start in 2015)

- The driver representative will be recommended by Transit & Parking Services.
- In the event that no other replacement candidate may be found for a particular representative at the end of their term limit, such limits may be extended to ensure all positions remain filled.
- Transit & Parking Services Management, SEO, Ark, and Auxiliary Services members will all be appointed by their respective organizations/ departments, and shall serve terms deemed appropriate by those organizations. All appointments shall be approved by the committee.

All members present voted in agreement with these changes.

**Continued No-Show Policy Discussion**

Elizabeth Whitt opened this discussion with asking members if they still want to continue discussing a possible monetary penalty, and no one did. The discussion then continued with each member presenting their research on other Paratransit Services in the region and around the country.

- CATC – 2 no show’s in one month’s time; suspension for a period of 2 weeks.
- Cornell – 3 no show’s in time period results in suspension of service. If a rider missed their first ride, all other rides for the day are cancelled.
- Montana – 3 no shows in 30 day period results in suspension effective immediately. Any cancellation less than one hour is considered a no show.
- Colorado – 3 no show’s, or 6 same day cancellations in 30 day period results in suspension. Recurring suspensions result in loss of subscription ride services.
- Utah & South Dakota – Point system used based on % of no show’s. 3% of rides in 60 day period resulted in a written warning. When this rises to 5% of rides, rider is suspended.

The committee discussed at length these different services and possibilities for our Paratransit System. Because this is such an important and lengthy subject, the committee will have longer meetings over the next couple of months in order to make sure all options are discussed.

The next meeting is scheduled for June 4, 2013 from 10:00 am – 12:00pm, in the Wyoming Union, room 010.