The Paratransit Advisory Committee met on Tuesday July 8, 2014 from 9:30am – 10:30am.

Open Forum

Kendall Corbett brought before the committee some problems he’s been having with subscription rides being dropped. Also discussed was a problem that has developed in the system where it tries to put in all no-show’s immediately following the one hour wait time which moves already scheduled rides instead of rescheduling missed rides at the first available time. Problems with Trapeze are being addressed and hopefully resolved shortly.

Updates

Elizabeth Whitt informed the committee that the website has been updated with easier navigation and new forms.

The new Rider’s Guide went into effect on 7/1/14. Each new and current rider are asked to complete a new application form by 8/1/14. A summary of updates has been provided for each rider and the new Guide can be found on the website.

Elizabeth Whitt presented the committee with updated no-show statistics for the month of April. The statistics are comparing this year with last year. Some of the data isn’t a true comparison due to changes (i.e. the change to having a no-show be anything cancelled under one hour instead of two). There has been a decrease in the number of riders at or above the 10% no-show rate. Statistics will continue to be logged and the statistics for May and June will be presented at the next meeting.

Future Meetings

The next meeting is scheduled for 8/19/14 from 9:30 – 10:30am; Wyoming Union Room 206.