

Johnson County Paratransit Advisory Board

Minutes

August 19, 2008

1410 South First Ave., Iowa City

Present:

Members: Terrence Neuzil, Vicky Robrock, Mike O'Donnell, Valerie Scher

Ex-Officio: Roger Goedken, Marc Rahe

Others: Tom Brase, SEATS Director, Angie Conard

Absent:

Members: Brian Buelow, Marian Karr

Ex-Officio: Dion Williams

Others: Shelby Francis, Bionic Bus

1. Meeting was called to order at 9:09 a.m.

2. Vote on Chairperson:

Tom: Nominations for vice chair?

Terrance: By laws say someone needs to be nominated. Who is eligible?

Tom: Nancy Ostrognai for vice-chair, Mark Rahe is nominated for president, and Vicky Robrock or Rod Sullivan for secretary.

Mike: I do not like to have elected officials.

Tom: Will talk to Nancy.

3. Chairperson's Report

Mark: Brian Buelow will not be able to make it, would Val Scher be interested?

Tom: All in favor of Mark say "I".

b. Recognize William Gorman

Tom: Will send something out if Bill doesn't come. Dion Williams will now be representing Systems. Will send a certificate.

4. Director's Report

a. End of fiscal year summary.

Tom: Performance report shows most costs have gone up. Most are under cost of fuel and maintenance. Rides went down and no-shows doubled.

b. Concerns with growing number of Missed Rides

Mike: Why the increase in no-shows?

Tom: Not sure why.

Terrence: What is the penalty?

Tom: Dispatch has access to the report policy on no-shows and missed rides. After three they get a letter and after five they will be suspended.

Terrence: Need to change penalty, not stick enough.

Mike: It would be necessary to know what is medical.

Tom: Medical missed ride does not count. Legally we can not cancel a ride, we need to have a call.

Mike: Who should call?

Tom: People at home or work. Dispatch is telling us who at the house or work is not calling.

Marc: Has there ever been a policy to have rider reimburse for the missed ride?

Tom: If the driver is at the spot they can pay and not have a missed ride.

Vicky: It is a bigger issue than the \$1.50. It cost a lot more than \$1.50, it is a significant amount to lose.

Tom: Five minute wait on survey – on time performance report.

Mike: What is your idea?

Tom: My staff is working hard on this. Other places go to a missed ride if they are not ready, or if they want to wait it is a “premium”.

Mike: How many rides a day?

Tom: 450 rides a day with eight drivers.

Terrence: Next meeting give us different options, what other communities are doing.

Tom: We can have stiff penalties but we need to have an appeals process. They would get 30-35 days to appeal. We need to change it from monthly and six months.

Mike: Care provider is who you need to target.

Vicky: Are the majority of the problems with individual or homes?

Tom: Most are in group homes, there are individuals, but majority are in homes.

Bionic: What phone number do you have?

Terrence: How does it happen that there is not staff?

Tom: From their point of view they have a 30 minute window so they know exactly when we will get there. They have a tight budget so they don't have staff there yet.

Mike: How many are in the group home?

Tom: 4-6

Mike: There has to be a way to be more efficient. Need to have house be more efficient.

Tom: Most of the folks that work in these homes do a good job, but there are a few that don't.

Mike: Have we sent letters explaining our policy?

Bionic: You need to go talk to the coordinators, it is the most effective.

Roger: Do letters go to individuals?

Tom: Yes

Terrence: Look into training throughout the year to let them know what our concerns are. Frustrating to hear this.

Tom: One possibility – our cancellations went down and no-shows went up with RouteMatch.

Mike: Who are the care providers?

Tom: REM and ES to name a couple.

Mike: Why don't we have a representative come to next meeting and ask them what they can do to help.

Vicky: How many medical missed are there?

Tom: I can check.

Marc: Are some of the missed rides where you have other riders?

Tom: Yes, we will make them wait at the hospital until another driver is going there.

Marc: Are some at homes where there are other riders being dropped off? Thinking that there are multiple riders at one pick up so this wouldn't cost as much.

Mike: I'm amazed that a care provider with less than five people can't pick up the phone to cancel.

Vicky: Client suffers when staff doesn't call.

Tom: Communication is the biggest problem.

Terrence: Suspension is very lenient, need to think about changing.

Mike: What method is there to solve this? Need to explain to providers. It is unforgivable that care provider is not calling in.

Bionic: Most effective to go to coordinator before going to staff.

c. Progress report on moving to the new building

Tom: New facility looks good, issue with the flooring but other than that it is good. They are focusing on the Admin. bldg. A shared calendar has been set up for the staff.

Mike: Where is the county line?

Terrence: Slothower Road is the line.

Mike: Any water in the Admin Bldg?

Terrence: No – Armory was ruined. They are not fixing it because they are moving. New SEATS facility looks nice, they added natural lighting (small controversy).

Tom: All vans will be inside. There are a couple that will still be out – Solon and Lone Tree. We usually have one in the shop.

Terrence: If you are not in the new building for the next meeting bring pictures.

5. Survey Committee

Rider response is still in progress. A copy of the survey was passed out along with the tally of responses.

Tom: For the most part the responses were positive.

Terrence: Great to see that “needs improvement/must change” are in single digits.

Marc: Issue with riders was the shortening of wait time.

Tom: We have not made a decision. Trying to educate riders at this point.

Marc: Out of 700 that went out only 193 responded. This is a small percentage.

Tom: Some comments were to shorten to 2-3 min. Some times we knock/call then wait 5 min. Can we change this?

Terrence: Take information and offer analysis. This would be helpful. Do you share the information with drivers?

Tom: Some – Some drivers asked if they were getting comments and most drivers were not (getting comments).

Mike: Find out how many responses we got from past surveys.

Terrence: Compare old survey and see if they changed.

Mike: Service is so good – most won't fill out if they are happy.

Roger: How long until we get final results?

Marc: Still coming in.

6. Old Business

Approval of last meeting's minutes as well as previous meetings minutes.

Terrence approved to last two meetings minutes, Vicky Robrock seconded

7. New Business

Terrence: Helpful to get ideas for next agenda for missed rides.

Tom: Will bring in report.

Vicky: Are there certain times of year that are higher (missed rides)

Tom: Holiday's have more.

Vicky: Does summer have more missed?

8. Open discussion - None

9. Next meeting set for December 2, 2008 at 9:00 a.m. at the new SEATS facility.

Adjourn 10:05