

To: Transit and Parking Commission

I will try to make this brief because I hope you are able to mention this at the meeting today. I don't know what the protocol is for having issues discussed at the meeting and I just found out this morning a meeting will be held and I am not able to attend.

I am a Job Consultant with Partners In Employment (a subsidiary of Careers Industries, Inc) and I am working with an individual who rides First Transit and DART.

We are having problems with the service. I realize they are unable to give a definite pick up time and return time but things have been happening with scheduling as well.

She has a set schedule for her work places. She works two different places at different times. She is learning to schedule her rides independently but does have a parent monitor her calls when she schedules her rides.

On Jan. 21<sup>st</sup> DART did not show up to take her home from work. I called 619-2438 after 4:00pm and got a recording. Never received a call back to confirm a van was en route. She had to call her mom to pick her up.

On Jan. 22<sup>nd</sup> I talked to a dispatcher (didn't get her name) about our no-show van and that no one returned my call to confirm a van was en route and she gave me 637-9000 to call after 4:00pm. She said we are able to call that number to locate the van so we know that a van is coming.

On Jan. 24<sup>th</sup> I called 637-9000 to confirm that she will be picked up. I called 3 different times, let it ring for 5 minutes each time and no one answered. A van did pick her up about 40 minutes after her scheduled time.

On Jan. 26<sup>th</sup> she was told she wasn't scheduled for rides this week, so her mom had to bring her to work and pick her up. Her mom told them she needed rides for the next 2 weeks but it wasn't registered into the computer.

On Jan. 27<sup>th</sup> I was going to pick her up since DART told her she wasn't on the schedule. She called me and said DART was at her house to take her to work.

Is there a subscription program for individuals who have set schedules week after week for their employment so there isn't a problem like this occurring day after day?

Or have someone available to speak to and confirm that a van is en route would eliminate any guessing. I am writing this because we will be working with more individuals in the near future who will be depending on the Transit system to get them to and from work.

Thank You for your time,

Sue McKeown  
Job Consultant

Partners In Employment  
262-902-7775