

Transportation Partnership on Mobility (TPOM)

November 10 2016

Host-Center for Independent Living Opportunities

Attendees: Chris Zdanis and Dianna Benaknin, rabbittransit; Rodger Simmons, Roberta Simmons, Eric Orr, Jaritza Nguyen, Jay Smith, Deborah Pugh. Nancy Vallon-Reyes

- Chris Zdanis welcomed the group and started the session with a name changing Icebreaker, and then proceeded with introductions.
- Purpose of TPOM : Redefining TPOM
Chris talked about the desire to revitalize TPOM and support a better opportunity for productive discussion and sharing. He shared the definition of TPOM from rabbittransit website and discussed the importance of the various roles of group participants:

Transportation Partnership on Mobility (TPOM) is an advocacy group that meets on the 2nd Thursday of every other month to discuss solutions for issues in public transportation. Individuals with disabilities, seniors, families, advocates, community members and service providers are all welcome to join us in improving mobility services. We also connect with community organizations and providers by conducting round table discussions in an effort to identify links and to streamline service between providers in an effort to create a more accessible environment for our consumers.

- Group agreed that the definition still applied but that it was important to attract a more diverse representation and participation. Perhaps more older adults. That was one of the reasons that the group is looking at hosting the meeting at different locations. Possible locations are a senior center, For Sight Vision, Delphia House.
- Follow up from last meeting Chris Zdanis
 1. Rides to Wellness - Federal Grant to support connecting Health Care providers to transportation scheduling. This will start in Franklin County and York County (Family First Health Center) will be next. Hope to begin the process in February.
 2. Penn Dot Shared Ride Pilot Program
 - a. rabbittransit is one of 3 areas selected to participate in the Shared Ride Pilot Program. We are waiting for specific information and start date, but it is an initiative that will allow us to work outside of

some of the current rules to “test” new ways of doing things. Hopefully we will have more information by next meeting. This initiative works well in combination with 3 P Ride.

3. Daisy File - The new 3P Ride website was constructed using Word Press software, which is supposed to work exceptionally well with readers for visually impaired individuals. If it proves to be ADA compliant, rabbit is looking to convert main rabbit web page to same format. While it will not speak the content, it should be fully accessible and available. Rodger has gone to the 3P Ride website and found it very easy to navigate. We will continue testing.
4. Buying Tickets Online
 - a. rabbittransit is evaluating different Vendors that may be able to process without the security challenges. Even though there is a speaker function to identify the security code, Jaws blocks the sound and so it does not work for those that are visually impaired.
 - b. New payment methods. rabbittransit is looking for better ways to support a co-pay process that would be more efficient. May look to manage consumer accounts that could be used to pay co-pay. Still in early discussion stage, but group members would be glad to have a system in place.

- Transit Updates

Chris Zdanis

1. MATP Guidelines- There are some new processes to verify that appointments were kept before MATP pays for them. Eric asked what happens if an individual rides MATP one way, but then cancels the return trip (a friend picks them up). Chris will check on this. Chris also reminded the group that when using MATP to go to the pharmacy, you must use 1 of the 2 closest pharmacies to your home.
2. Perry County joins the rabbit family December 1st and customers may begin reserving rides Nov. 17th. Customer service should be able to handle the additional volume.
3. Applications-rabbittransit is working to process all backlogged applications, hopefully by December 1st. New applications are reviewed within 2 days.
4. Geisinger/rabbittransit partnering on Travel Education. A new travel brochure will be included with appointment mailings to patients and a new transportation video is being developed. Hopefully it can be adapted for other counties.

5. Self Service Portal with Ecolane - Still working with vendor to develop an additional way to book a trip independently, especially when Find My Ride not working (such as for those that are visually impaired) Will not replace Find My Ride, but will supplement it.
 6. Uber - rabbittransit has started testing the use of Uber as an additional provider for MATP and 3P Ride trips that are at risk of being late and can be supported by an Uber trip. Still a small number of rides being scheduled. Uber is expanding its ability to provide accessible service and we expect that to happen in York as well. It is still a fairly new service in this area.
- 3P-Ride Follow Up - Dianna Benaknin provided some updates and made the groups aware of the new web site 3p-ride.com. The group is completing its schedule of focus groups. Both Eric and Bobbi commented on the positive experience of facilitating a group.
 - Discussion points, Feedback and suggestions from the group
 - Jaritza gave some follow up on discussion that had occurred at the CIL focus group. Some individuals had expressed concern about the bus stop at the east York Walmart. It is in the middle of the parking lot. Very difficult for individuals that are visually impaired and for others that have mobility challenges. Not safe. Chris shared that this is a challenge from the owner of the parking lot. They feel that buses damage the parking lot and would prefer they were not allowed. Group feels that some advocacy is warranted on the issue, and that multiple groups could come together to support the effort. Chris will get more information on past efforts to facilitate an appropriate outcome and report to the group at next meeting.
 - Jay commented that there were some comments and questions following the focus group at For Sight Vision...individuals wished they had participated. Sometimes people just think that making comments or suggestions has no point.
 - Chris will check to see if Delphia House may be a good place for the next TPOM meeting.
 - Rodger reminded everyone that it would be his birthday.
 - All thanked Eric for hosting the meeting and providing cupcakes..
 - Next Meeting - January 12 2017 @ 2:00
 1. Will be at the Delphia House

TPOM Mission: *In partnership with advocates, community members, service providers, seniors, families, and individuals who are living with mobility barriers, rabbittransit will continue to develop, enhance, and support the protection of transportation and rights for persons with disabilities. The focus is to enable individuals to pursue physical well-being, personal and professional satisfaction, and participation as active community members through transportation.*

Vision: *Through support and collaboration we will ensure safe, affordable, and accessible transportation that is barrier free and where a high quality of life and self-determination are valued.*

