Transportation Partnership on Mobility (TPOM) 415 Zarfoss Drive, York PA 17404

MEETING DATE: Sept. 15, 2016

<u>ATTENDEES</u>: Jay Smith, Rodger Simmons, Roberta Simmons, Eric Orr, Jaritza Nguyen, Rich Farr, Chris Zdanis, Odessa Trinkle, Dianna Benaknin

INTRODUCTIONS-

SUMMARY OF MEETING DISCUSSION:

Rich Farr - updates

- rabbittransit has been awarded a Rides to Wellness grant for a project in Franklin County - Keystone Health System. This project should result in automatic trip scheduling in Ecolane when a health appointment is scheduled for an individual that also needs transportation. Hope for York to be the second rollout for project. We received the largest of 13 grants awarded; 1.2 million!
- York rabbit was selected as 1 of 2 shared ride pilot locations. This will provide the opportunity to use flexibility to re-design how services are provided and paid for.
- York rabbit continues to work on the 3P Ride; More People, More Places, More Possibilities. The goal is to expand opportunities for individuals to connect with places they want to go
- Working on an "Access to Healthcare" initiative with Geisinger Health System.

 One of the things we will be looking at is "what does it mean to have transportation barriers"? Defining the situation to consider solutions.
- New Building Dedication/Ribbon Cutting will be October 13th @ 11 AM. Email Jenna at jreedy@rabbittransit.org if interested in attending.
- Increase in ridership in August of this year. A 7,000 trip increase from a year ago. Not easy to say why...hot temperatures? increase in employment? One of the ways we measure success is by more trips completed.
- Regionalization continues with Perry County scheduled to come on board in December. Hoping this will not increase wait time on phone. It takes a long time to train new customer service staff, and it is a higher turnover position. Optimistic that wait times will decrease as more staff are trained.
- Continue to have a challenge with processing applications. Currently receiving in excess of 100 per day. We will have 2 employees in Perry County devoted to processing applications for the region. Each application can take 15-20 minutes to complete.
- Administrative staff continues to be centralized in York.

Dianna Benaknin

- Asked for input to make the TPOM meetings more valuable for participants
- Varied locations? Group thought a good idea. CIL would be a good location. The location could be added to the phone message when the caller was on hold. Group likes regularly scheduled meetings at same time of month.
- NEEDS, PROBLEMS, BARRIERS IDENTIFIED
- Jay expressed a concern that staff at the Blind Center have difficulty canceling an
 afternoon ride because the time waiting on phone exceeds their morning break.
 They then get listed as a no-show. Do not have access to computer program to
 cancel electronically. Have not found a way yet to make Find My Ride accessible

for visually challenged. Rich indicated that there may be a way through the ecolane self service portal...will need to work with vendor and with several individuals to test.

- Some individuals still having an issue with automated calls, even when they answer and say hello. Not always getting a message. And if enter numbers and need to correct there is not option to erase or go back. Difficult to determine how much is a user issue and how much is a technology issue. Individuals are able to cancel a ride for the next day through the evening before call. Asked about a dedicated line for cancellation with entering a user id. We may have to actually have users bring lap top to try to work through accessibility issues so that we can work through some of these issues.
- Would like to continue to buy tickets but are unable to put in the 3 digits required.
 Audio function is blocked by security feature. Customer Service is good about ordering tickets but they prefer to be independent.
- Jay mentioned that he would appreciate a valid reason for late pickups when contacting customer service. Jay is still having issues getting to work on time. Was late 2 X this week.
- Discussed variations in call just before pickup. Based on last pick up/drop off.

OTHER TOPICS

Co-Pays - considering expanding contracts to additional vendors. Many will not
collect cash at trip time for co-pay. Group agreed that having a credit card on file
or paying into an account would be acceptable.

SOLUTIONS PROPOSED

 Bobbi participates on the PA council of Blind and mad the group aware of a service to make documents voice accessible for web sites, etc. LANTA is already using...Rich went on the web and accessed LANTA site. They are just starting to use it and only for paratransit so far. Rich is very interested in pursuing. Would be great to have the paratransit guide available this way.

NEXT MEETING - Thursday, October 10th at 2PM - location will be announced