

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

CAT Conference Room
Tuesday, September 6, 2016
Page 1 of 2

The CAT People with Disabilities Advisory Committee has been organized to facilitate communications between and collaboration with CAT management to improve transit services for persons with disabilities and/or persons with low incomes.

Attendance

Robert Philbin	Elizabeth Pabon	Tom Young (AO)	Annette Brooks
Seth Ambrose	Roger Jones	Vernae Patterson	(Guest)
Carolyn O'Brien	Sherry Marks	Deb Clayton	
Mike Begler	Tom Young (AGM)	Bill Jones	

August minutes read and approved.

To date there have been 137 responses to the Riders with Disabilities Survey. 17 of these responses requesting follow-up.

An event encouraging people to take the CAT/PWD survey was held on August 3rd at Vision Resources and again at Hall Manor on August 20th.

Another survey-taking event will take place at Rutherford House Senior Center and also on September 10th at The Fall Festival in Elizabethville.

A sign to capture survey takers' attention at these events was suggested.

CILCP volunteers and committee members used tablets at these events provided by CAT to assist guests in completing the CAT/PWD on-line survey.

Lan Do, Disability Rights PA, completed a paper version of the survey. They will be available at the upcoming events. When a paper version of the survey is completed, the info will be transferred to the on-line survey.

Lan will also work on manufacturing a Spanish version and getting an event together for that. Bill Jones, CAT GM, gave the OK to get a professional translator.

Everyone was reminded that Rep. Rothman posted the survey link on his website.

Cathy Long and Pam Auer finished their task of observing CAT dispatch and reservations last month. Many questions were answered and it was suggested that Cathy share her insights on the CAT website in the near future, i.e. top 10 most asked questions about CAT answered; what causes delays, etc. Cathy and Liz Pabon are now making arrangements to observe at the Center for Community Building.

There are no new employee training classes scheduled at this time therefore no schedule for the sensitivity training.

Complaint system will consolidate with the website.

Seth, CILCP, submitted all info he had for the database.

Mike Begler, committee member, has been invited by CAT to work with them on the website. He conveyed that this committee requires that the website be ADA compliant and W3C accessibly compliant. One of Mike's goals is to make sure this website fits the needs of the disabled community.

Jeff Iseman, **Statewide Independent Living Council**, expressed some interest in the ADA Policy Sub-Committee. Bob Philbin, CAT, committee chairman, requested a meeting with Jeff and other committee members concerning this sub-committee.

Seth Ambrose discussed the need for new members that reside in Dauphin County.

The following statement was sent to Karin Caine to be posted on the website...

CAT transportation would appreciate your honesty when stating any complaint regarding our services. All complaints are reviewed by the appropriate management. We want you to be at ease and understand that there will not be any form of intimidation or retaliation as a result of any complaint. Your input will help improve transit service throughout the system not only for you, but for all riders utilizing the Capital Area Transit system. Thank you for actively engaging CAT. "Where CAT goes, Community Grows."

Meeting Adjourn