

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

CAT Conference Room
Tuesday, December 6, 2016
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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	Marsha Drenth	Bill Jones	Karin Cain
Seth Ambrose	Cathy Long	Iris Fuentes	Deb Clayton
Carolyn O'Brien	Charles Carr	Kirstie Weidman	Liz Pabon (phone)
Mike Begler	Pam Auer	Vernae Patterson	Deborah Robinson
			Ron Cottingham

Bob Philbin, Chairman, made an announcement that Tom Young, CAT, left. His replacement will be introduced to everyone at the January 3 meeting. He will be assisting Roger Jones with the ADA project.

November minutes read and approved.

A thank you was extended to Lan Do and Mike Begler for their participation in the survey.

Mike Begler updated the committee on the survey. Copies of a sample report he created were distributed. The report listed the 5 areas where the survey indicated CAT needs improvement. These were preceded by 5 areas CAT has been doing a good job. He pointed out that driver courtesy topped the good list with well over 80 percent of survey takers claiming good to excellent. This is good to know because CAT is largely judged on the public's interaction with its drivers.

The next step will be for the committee members with the most knowledge of the disabled community to make recommendations for those 5 issues that need improvement.

Next, the appropriate CAT management will discuss how the recommendations can be implemented.

Next, somehow integrate graphs and charts into the report. Possibly a separate section for presentation of survey data.

A future survey will focus on the findings in this report and contain more detailed questions that the committee now realizes should have been asked.

Mike read the 5 areas included in the report where CAT needs improvement according to the survey results.

During a Q&A, it was recommended that the wording throughout the report be consistent (percentages broken down for each conclusion into good, very good, excellent).

There was no motion to accept the draft until the recommendations from the committee are included. Tentative timeline...Jan. 3 advisory meeting.

Re. Workshops. The committee will be working with the new shared ride manager starting Jan. 3. In the interim, CAT formed a training committee composed of representatives from fixed route and shared ride drivers, dispatch etc. CAT would welcome a member of the advisory committee. The advisory committee would like to nominate someone with a cross disability understanding. Members will advise on changes to the training program. Cat is also working on a rider trip advisory committee.

Mike Begler updated everyone on the new website.

- The RFP for the website went out Nov. 18th.
- 20 firms expressed interest.
- The time allowed for vendor clarification questions is almost over and the document containing those answers is scheduled to be out Dec. 16th.
- The proposals are due Jan. 5th
- The Cat selection committee makes their decision Feb.9th.
- To the board for final approval Feb. 23rd.
- Contracts finalized and approved by solicitor.

The main obstacle to customer service and the complaint system is the phone system. Therefore CAT is presently putting together an RFP for a new phone system. The goal is to have it done by the end of the year. They are looking into making it a functional requirement that after a time on hold, the caller can leave a number and come back as the same number in the queue. CCB is also working on a new queue-in system. CAT is also interested in acquiring an Interactive Voice Response. MATP has an IVR system in place.

The committee suggested that CAT make it possible for callers to be transferred to CCB if they call CAT by mistake and/or that the out-going message be revised and the number be added. For example: "If you are calling to schedule a medical appointment and are on medical assistance, please hang up and call _____."

Kirstie Weidman, CAT reservationist, pointed out that a simple transfer would not resolve the issue of the caller calling CAT instead of CCB for future reservations.

There was a suggestion to have only 1 phone number but since CAT and CCB are 2 different companies that may not be possible.

Ron Cottingham headed the team that worked to solve Matt Seeley's concerns about some confusion at the transfer station. He said that the new rule is, "If the service a bus is providing does not have an End-of-Line until it gets through the capital complex, the sign cannot be changed to Out-of-Service." Karin Cain read signs to be installed inside the shelters at the south end of the transfer center. They will help clarify where passengers can board. PWD riders need to be alerted to these changes. Once the signs are up, CAT will write a press release, get it to the CIL to send out to its consumers. CAT will also be sending out alerts and it will be posted on their website.

Audible alerts have been an ongoing issue. To solve this problem, as new buses are purchased, locked boxes are being installed around the switch for the audible alerts so that the bus driver cannot turn the volume down. CAT asks that you report any bus that does not use its audible alerts.

An observation report written by Cathy Long and Pam Auer was distributed. It contains recommendations based upon the ladies' observing dispatch and reservations in August. The monthly report that Bob Philbin provide as a reference for this report was very helpful. Bob said the monthly report is public knowledge after it is presented to the board.

A list titled suggestions that may make your CAT ride better was also distributed. Anticipated to be posted to the website and/or where CAT riders can see it.

Other Notes...

CAT rider, Deborah Robinson voiced her comments and concerns about shared ride. She expressed the importance of making her disabilities, other than her blindness, known to CCB so they can be considered. She asked that people with multiple disabilities request their own accessible seating needs.

Meeting Adjourn