

**CAPITAL AREA TRANSIT**  
**PEOPLE WITH DISABILITIES ADVISORY COMMITTEE**  
**Meeting Minutes**

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CAT Conference Room  
Tuesday, October 3, 2017

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**

Roger Jones	Cathy Long	Mark Edwards	Mikiah Mellot
Iris Fuentes	Chris Zdanis	Sherry Marks	Tom Reynolds
Bob Philbin	Mike Begler	Martha McGraw, PHFA	

September minutes read and approved.

**Customer Complaint Process Update** – In September, fixed route had 34 total complaints. 1 from paratransit.  
66 missed calls (callers who didn't talk with a representative) out of 2,508 calls.

**CAT paratransit update** – 1<sup>st</sup> quarter report as compared to last year's:  
Trip count up 1.9 percent.  
No-shows total 2,354 from July through September; up 54.6 percent.  
Successful competed trips/new ridership up .36 percent.

**Training Update** - The committee will be kept updated about the paratransit driver training that is starting soon. CAT has incorporated the committee's concerns in the training and will continue to note future concerns.

3 areas that were conveyed at the fixed route training:

- Reasonable accommodations
- Service animals
- ADA announcements (annunciators)

**By-Laws Update** – Committee member and business resilience consultant Mike Begler distributed copies of the updated by-laws. They were accepted and adopted by the committee.

**Phone System Update** – CAT has been working on the functional requirements of a good phone system. The departments have been communicating about what will be needed when choosing a new system. It was agreed that procedures and accountability are just as important as good software. Timeline for an RFP...3 months.

**Website** – CAT has moved its website to a new web hosting company.

- More space available for additional information.
- More/better capabilities.
- Cost efficient.

CAT was reminded that the committee's involvement and the website being ADA compliant is important. The new website will have improved and updated accessibility.

For now, CAT will keep the current website, modifying it as needed. The current website does work with screen readers and the font size can be adjusted. The change over to the new website will not be in place for at least 6 months.

### **Also Note...**

CAT will provide committee members that use CAT transportation with tickets for their trips to and from meetings.

It was brought to CAT's attention that some public buildings may not have a feasible way for riders to see when a bus arrives to pick them up. Therefore, they may want to consider communicating with these locations.

The B'nai B'rith apartments on 3<sup>rd</sup> Street, Harrisburg will participate in a rental subsidy program through **PA Finance Housing Agency**. Providing housing for 35 additional residents diagnosed with MHMR. CAT offered to visit and make a short presentation to its potential new riders.

**Meeting Adjourn**