

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

-  
CAT Conference Room  
Tuesday, January 9, 2018

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	Miguel Aciri-Rodriguez	Mikiah Mellot
Sherry Marks	Chris Zdanis	Tom Reynolds	Daniel Kleinmann
Bob Philbin	Mike Begler	Danielle Rudy	Perpetua Njuguna
Vernae Patterson	Sherry Welsh	Carolyn O'Brien	Deb Clayton
Mark Edwards	Matt Seeley		

December minutes read and approved.

**Customer Complaint Update** – Miguel Aciri-Rodriguez, CAT, reported on the customer service department. He explained the monthly handout for fixed-route showed a Total of 32 customer reports in December. They include 31 complaints and one compliment. Year-to-date total complaints continue to decline monthly as shown through a graph. A pie chart further breaking down the complaints shows that a large percentage of these customer reports were inquiries and suggestions.

**CAT paratransit update** – CAT is working on improving the paratransit application. Riders will need to communicate with CCB to complete the MATP section of the application. The Center for Independent Living will give suggestions and input on making the application accessible online. Chris Zdanis will be meeting with members of the CIL and said that any committee members who wish to attend that meeting can contact him for information as to when it is. They will be discussing the new application. The new application will include an escort form.

**CCB and MATP** - October through December, second fiscal period, 27,274 trips. 1,233 no shows.

**Website and Phone System Update** – Due to new management and the lack of availability of financial resources, other possible avenues for a new website and phone system will be explored.

**Pennsylvania Housing Finance Agency** - Danielle Rudy, Supportive Housing officer, offered to share statistics that PHFA collected regarding their use of transportation.

**Travel Training Program** – The program is a one-on-one training. Sara Gales, OVR, has been sharing ideas with sub-committee Member Ginger Monsted. Mike Begler, project manager, has a list of contacts / providers who he will ask for input on this project. Sherry Welsh, Rabbit transit, will share her experience with this program.

**Managed Long-Term Services and Supports** - The state will be going to a Managed Care System and there are currently many transportation problems. Specifically medical transportation. MLTSS holds public meetings the first Wednesday of Every month at Pennsylvania Department of Education, Honors Suite, first floor, 333 Market Street Tower, Harrisburg from 10 to 1.

**Also Note** – Cat has a two-year contract with Rabbit Transit to be under their management beginning February 1st.

**And** - Rabbit Transit will be having meetings in the various regions it services so that all their customers will get an opportunity to voice their grievances.

**Next meeting is February 6<sup>th</sup>.**

**Meeting Adjourn**