

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

-
CAT Conference Room
Tuesday, August 7, 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

Mike Begler	Robert Philbin	Mickiah Mellott	Paul Mathis
Cathy Long	Carolyn O'Brien	Mark Edwards	Ginger Monsted
Pam Crowner	Sherry Welsh	Deborah Robinson	Sherry Marks
Grace Cooper, Temple University (Call-in)			

July minutes read and approved.

Grace Cooper, Temple University - The Institute on Disabilities at Temple University is conducting a survey of public transportation in Pennsylvania for the Office of Vocational Rehabilitation. They are interested in issues and initiatives for people with disabilities accessing public transportation and its impact on employment.

They are gathering data by interviewing individuals connected to transportation. They will then share that data with all the participating groups.

Objective: To provide a larger statewide needs assessment to OVR who in turn will give that information to the government.

Cathy Long will be Ms. Cooper's contact for this committee.

Grace Cooper can be contacted via mail at gracefaycooper@temple.edu and by phone at 215-204-7660.

Annunciators – Paul Mathis reported that the annunciators at the transfer center are working as designed. It is a system/software limitation that the annunciators only sound once. When the door opens at the front end of the transfer center to let passengers off, the announcement sounds. But it does not sound when the bus opens the door a second time to allow passengers on. This is a concern for the visually impaired. Especially since there is a problem with drivers not stopping at the ADA pick-up area.

A “Customer Ambassador” has been assigned to assist passengers at the transfer center. Nina is there Monday through Friday, 2:45 to 6. She briefly joined the meeting to hear the committee’s concerns and will keep an eye on the ADA platform to assist passengers.

July Customer Comments Update – There were a total of 56 complaints in July. 2 paratransit. Top 2 fixed route complaints were passing passengers and rude/discourteous. Total monthly ridership was 167,975. The first month of the fiscal year shows 33.34 per 100 thousand customers provided feedback.

Statistics for the fiscal year, fixed route:

- CAT ridership declined 3.7 percent
- on time performance improved 7 percent
- out of 35,000 to 40,000 phone calls, 720 were customer complaints

Top 5 areas of complaints

1. late bus
2. no shows
3. reckless driving
4. passing passengers
5. rude/discourteous service

Phone/Eclipse Update – CAT used the new system for a day. Everything was working fine until 4:00, when everyone went home. The flow and routing of the calls was not being properly done resulting in missed calls and missed information. They decided to reinstate the old system and have been using it since. The goal is to have the new system corrected by Monday and ready to go on Tuesday.

Website - A contractor has been awarded and the timeline for the website is approximately 6 months. The contractor is aware that requirements in the website must be accessible and functional on every device and every platform and that it must be ADA Compliant. CAT has requested the latest version of communication technology which is unanimously 3.0. The new website is a joint venture with both CAT and Rabbit so anyone that mirrors with both systems, the websites will be identical in navigation and site flow.

The committee has requested to review and give input on the prototype when it is completed. The people with disabilities section of the website will be presented to the committee in draft form so that they can do the editing and possibly add some ideas.

Travel Training Program - It was decided that cat would take the lead on the Travel training program. Miguel Aciri-Rodriguez put together a document of the program’s procedures and e-mailed it to the subcommittee members for comments. Chris Zdanis would like to schedule a meeting this week.

Board Presentation Update – Mike Begler sent a draft of the presentation to the committee members for their input. He offered to resend a copy to anyone who may need it.

Bob Philbin is redoing the **ADA process of interacting with CAT**. He asked the committee, “If an applicant cannot get a form and cannot write their own complaint, would members of the committee help?” He explained that someone from CAT would not be able to help because the customer would be filing a civil rights complaint.

Ginger Monsted suggested that CAT provide the customer with a list organizations who would help with this. She offered to send a list to Mr. Philbin.

Also Note...

- Deborah Robinson became a Committee member. Carolyn O'Brien will provide the committee with an updated list of members.
- Deb Clayton, Dauphin County, has retired. Carolyn O'Brien will email Dan Eisenhower to ask if anyone else from Dauphin County department is interested in becoming a Committee Member.
- Pam Crowner from dispatch has instructed her team to be sure to make call backs when a voicemail is left after 4.
- The importance of employees giving out correct information was stressed.
- Sherry Welsh shared news of Rabbit being awarded a grant. Congratulations!

Next meeting September 4.

Meeting Adjourn