

# **CAPITAL AREA TRANSIT**

## **PEOPLE WITH DISABILITIES ADVISORY COMMITTEE**

### **Meeting Minutes**

CAT, 901 N Cameron St, Harrisburg

Tuesday, November 13, 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	Mark Edwards	Amy Smith
Carolyn O'Brien	Deborah Robinson	Sherry Marks	Mike Begler
Bob Philbin	Angela Susten	Miguel Aciri-Rodriguez	
Verna Patterson			

October minutes read and approved.

**October Customer Comments** – Paratransit and fix route customer feedback are now shown in separate graphs and pie charts.

In October, there were 184,218 **fixed route** riders. 58 of them provided customer service feedback reports. 2 of which were general compliments. A pie chart shows that 17 percent of these were no-show complaints. Members of the committee expressed concerned about the percentage and CAT explained that a passenger can be really early for a bus and leave before it comes, really late for a bus, or even at the wrong bus stop. The bus may also have detoured.

There were 9,847 **paratransit** riders. 20 provided customer service feedback reports. 4 of which were general compliments. A pie chart shows that 36 percent were late bus complaints. The late bus complaint means that the passenger has gotten to their appointment or estimated time of arrival late. Rider no-shows are a big contributor to the late bus problem so, CAT plans on creating another chart broken down by funding source, no-shows and riders to help resolve this issue.

Operations manager, Paul Mathis, has heightened communication and disciplinary actions with drivers and there has been a decrease in complaints.

**Temple U.** – The Institute on Disabilities at Temple University is conducting a survey of public transportation in Pennsylvania for the Office of Vocational Rehabilitation.

Grace Cooper has interviewed committee members Cathy Long and Carolyn O'Brien. Ms. Cooper was interested in how public transportation has affected their social and work schedules. She also asked their thoughts on making it better. Anyone interested in scheduling an interview can call Grace Cooper at 215-204-7660. Or email [gracefaycooper@temple.edu](mailto:gracefaycooper@temple.edu)

Ms. Cooper plans to have a completed report by January, 2019 and will share it with the committee.

**Travel Training** - The travel training program packet has been completed. Lan Do, Disability Rights Pennsylvania, has agreed to help CAT with outreach. CAT has done a travel training event at Red Land High School. They have another event scheduled for December 2018. Miguel Aciri-Rodriguez, CAT customer service, is keeping a list of potential allies to the travel training program in Google Docs. Mike Begler and Roger Jones can also provide some contacts.

**MATP** - Medical Transportation has 3 modes of transportation. They provide bus tickets and bus passes, they do Paratransit, mileage reimbursement and out-of-county trips. According to the last quarterly report, the months of July, August and September, 541 bus passes and tickets were issued. A bus pass waiver form was sent with each ticket. When the forms were returned, the trips listed equaled 5,048. There were 29,471 trips booked during the three month period. 1194 no shows.

CCB shared its experience with Uber services. Uber has “Uber Help” which is HIPAA Compliant. The customer must have a smartphone and download the app.. Committee member Cathy Long revealed that a person who does not have a smartphone can call 855 GOGO USA. That's 855 4646 872

**Phone System/Eclipse** – CCB requested that CAT notify them of any changes to the new phone system and its menu/messages that may affect them. For example, a message about will-calls was on the previous phone system but not on the new system.

The question as to whether or not a message can be added to the phones that informs Cumberland County residents to call Rabbit Transportation for medical transportation rides was brought up. An answer is expected at the December meeting.

**Board Report** – The presentation that Roger Jones gave to the board on October 25<sup>th</sup> was e-mailed to all committee members. Copies were also distributed at the meeting.

**Officer Elections** – The Bylaws state, the officers of the committee shall be elected by the members at the first regular meeting of each calendar year. How to proceed with nominations was briefly discussed.

**Northern Dauphin** – The importance of including Northern Dauphin was discussed. Human Services has a building in Elizabethville which may be a good location for a future meeting.

**CAT Share-A-Ride is a door-to-door service** - Door-to-door service is based on the level of service that is appropriate for the consumer's physical and mental capacities. The availability of door-to-door service must be communicated to all consumers at the time they apply for services and anytime they request a change to paratransit service. Verification is required from a medical provider, which may be obtained by the consumer or the MATP provider directly.

**MATP is a curb-to-curb service** - The transit vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. The curb-to-curb service is for consumers who need little if any assistance between the vehicle and the door of the pick-up point or destination. The assistance provided by the driver includes opening and closing the vehicle doors, helping the consumer enter or exit the vehicle, folding and storing the consumer's wheelchair or other mobility device as necessary, or securing the wheelchair or other wheeled mobility device in the vehicle. It does not include the lifting of any consumer. Drivers do not leave their vehicle or enter any buildings.

**Also Note** - Dauphin County will be resuming semiannual MATP Coordination meetings with CCB and CAT. A meeting is scheduled for November 30 at 1:00.

**Next meeting is December 4<sup>th</sup> @ 10:30.**

**Meeting Adjourn**