

4 CAPITAL AREA TRANSIT

PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

Meeting Minutes

CAT, 901 N Cameron St, Harrisburg

Tuesday, December 4, 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	Adrienne Hoffman
Carolyn O'Brien	Cynthia Gibbs-Pratt	Sherry Marks	Mike Begler
Bob Philbin	Angela Susten	Daniel Ruby	

Performance metrics update – CAT customer service department has created drafts of its various performance metrics.

- CAT ridership
- Paratransit ridership
- Paratransit funding source
- Paratransit passenger no-shows
- Fixed route customer service feedback
- Paratransit customer service feedback
- Customer service calls fixed-route
- Customer service calls Paratransit.
- Fixed route on-time performance
- Ticket sales-finance
- Ticket sales-Info Center
- Ticket sales-Strawberry Square
- Front office customer tracker

Addition to Phone menu – Question: Can a message and phone number be added to the phones that informs Cumberland County residents to call Rabbit Transportation for medical transportation trips. Answer from CAT: It's too expensive.

Many committee members feel this is important and urge CAT to consider it in future updates to the phone system.

Temple U. – The Institute on Disabilities at Temple University is conducting a survey of public transportation in Pennsylvania for the Office of Vocational Rehabilitation. Anyone interested in scheduling an interview can call Grace Cooper at 215-204-7660. Or email gracefaycooper@temple.edu

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

Travel Training – It was recommended to have a simple questionnaire or survey for feedback of the effectiveness of the travel training program. Or a follow-up after the trainees/student have used public transportation.

Miguel Acri-Rodriguez, CAT customer service, is keeping a list of places interested in the travel training program. Committee members Mike Begler and Roger Jones expressed interest in attending future trainings.

Rabbit Transportation – A letter from Sherry Welsh was read in her absence. Rabbit continues to work through grants to add to their toolbox of options for riders.

PHFA – The Pennsylvania Housing Finance Agency is currently offering their low income housing tax credit program. They offer developers tax credits to develop properties for low-income housing. They also have the opportunity to offer specific groups to reserve units, such as, people with disabilities and homeless. On December 10th they will begin reviewing the applications.

Committee member, Daniel Rudy, circulated pamphlets titled Help with Housing and instructions on how to use the website, PAHousingSearch.com. Bob Philbin, CAT, offered to add the link to the PWD web page.

Dauphin County Update – The first MATP Coordination meeting involving Dauphin County, CCB and CAT was held Friday, November 30th. The next meeting will be in 6 months. CCB and Dauphin County will resume quarterly meetings with Case Management Unit and keep CMU informed of the MATP service.

Officer Elections – The committee decided to re-elect the current officers. Bob Philbin, CAT, Chairman, Roger Jones, PWD, Vice Chairman, Carolyn O'Brien, PWD, Secretary. Cynthia Gibbs-Pratt offered to assist Ms. O'Brien as necessary.

Newsletter – A newsletter posted to the PWD page on the CAT website was suggested. It would also be sent out to various e-mails collected when doing the

survey and TTP outreach. The committee agreed that it would be a good way to communicate the helpful information discussed in the meetings.

No-Show Pamphlet - A pamphlet regarding no-shows was suggested. Although the effects of no-shows is listed among the suggestions assembled by the committee, a separate pamphlet would bring more attention to the subject. It would need to be in a DAISY (**D**igital **A**ccessible **I**nformation **S**ystem) format on the website.

Uber/Lyft - Uber has teamed up with MV Transportation, a national third-party transportation provider, to bring their fleet of drivers and wheelchair-accessible vehicles on to their app in several cities. Mike Begler will further investigate whether or not this is a good and practical option for CAT. Bob Philbin will provide Mr. Begler with a phone number.

Also Note – Cynthia Gibbs-Pratt is now a member of the committee. She shared info on the paratransit system in New York. Access-a-Ride started a pilot program. They partnered with taxi cab companies to give paratransit riders the option of booking a trip with Access-a-Ride or a cab. It is called E-Hale.

Next meeting is January 8th @ 10:30.

Meeting Adjourn