

PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

Meeting Minutes

Tuesday, September 10, 2019

Attendance

Robert Philbin	Aimee Harwood	Mike Begler	Cathy Long
Sherry Welsh	Angela Susten	Jeff Iseman	Carolyn O'Brien
Mark Edwards	Roger Jones	William Peterson	Londa Peterson
Danielle Rudy			

The meeting started with a review of meeting procedure and the benefit of returning to a more structured meeting, respective to Roberts Rules of Order.

Bob Philbin presented that CAT and Rabbit have been collaborating to reduce costs, create efficiencies and improve over-all level of service. This 2-year contract will end in February 2020. The Board will vote on renewing the contract closer to that time.

Mike Begler presented a review of the PWDAC Bylaws. Of special note, Section 2.02, the PWDAC was formed to serve a strictly advisory role to the CAT Board. To identify PWD issues, formulate possible solutions and advise the Board on these issues and our recommendations. The CAT Board alone has actionable power and responsibility.

The committee agreed to remove their e-mail addresses from the CAT website for security reasons. They will use info@cattransit.com.

A Member and email list will be sent to all Members.

It was also clarified that this committee advises on all CAT programs that impact people with disabilities.

Performance metrics – Starting Fiscal Year 2020

- Ridership – Fixed Route, 168,341. Paratransit, 18,954. There was a request for a breakdown of the Paratransit programs.
- MyPass Ticket sales – 16,127. Token Transit Sales – 289.
- On-time performance - Pie charts show Paratransit on time performance at 89% and fixed route on time performance at 77%.
- Customer feedback – 42.
- Inbound calls - Fixed route, 4170 calls in July. 4049 answered. 121 dropped. 97% answer rate. Paratransit, 9151 calls in July. 9055 answered. 96 dropped. 99% answer rate.

There was a request for the sight impaired members to get these numbers before the meetings.

Newsletter – Suggestion to include an update on the transportation brokers associated with Community Health Choices. Jeff Iseman agreed to help provide info on the subject. Motion was made that Jeff Eiseman, SILC, report monthly on the subject.

Rabbit Transit - Rabbit and 3P Ride (more people, more places and more possibilities) are participating in a pilot program providing non-typical transportation services to a large medical facility. 3P Ride is a nonprofit organization whose mission is to provide transportation to more people that fall outside of traditional transportation funding streams.

Pennsylvania Housing Finance Agency – PHFA works to provide affordable homeownership and rental apartment options for older adults, low and moderate-income families and people with special housing needs through its carefully managed mortgage programs and investments in multi-family housing developments and funding of community development projects, PHFA also promotes economic development across the state. If you or someone you know is in need of housing, go to www.PHFA.org.

Annunciator System - Roger Jones: The current annunciator software only supports a single announcement per stop. It is not possible to change this.

- It is suspected, however, that many of the annunciator problems are caused by Drivers lowering the volume or turning off the system.
- If Driver intervention is the cause, we can get this fixed by using the Comments and Complaints System.
- Each time anyone cannot hear the annunciator, **please** file a Complaint, noting the Date, Time, Bus Number and Route if possible.
- It is also suggested that you 1) ask the Driver if it is working, and 2) tell them that you cannot hear it. This will be captured by the video and sound recording equipment fitted to every CAT bus.
- Filing the Complaint, along with the on-bus recording provides CAT with actionable information to address and correct Driver issues.

Comments/Complaints – A customer comment/complaint form can be filled out online by clicking "Customer Service" in Quick Links (right side of CAT homepage), or calling 717-238-8304. An e-mail can also be sent to info@cattransit.com.

Note the CAT/PWD Advisory 2019 meeting dates

October 1, 2019

November 5, 2019

December 3, 2019

Next meeting is Tuesday, October 1, 2019 @ 10:30.

Meeting Adjourn