

### Attendance

Roger Jones O'Brien	Mike Begler	Angela Susten Kirstie Weidman	Carolyn Cathy
Long	Londa Peterson	Mark	
Edwards Monsted (PCA)		Ginger	Pam Eberle
Verna Patterson-Shaw Gibbs-Pratt		Miguel Aciri-Rodriguez	Cynthia

February minutes approved.

**Coronavirus** – Mike begler provided members of the committee with information about the Coronavirus and its effects on Transportation. Miguel Aciri-Rodriguez then informed the committee on what CAT is doing about this situation.

- CAT has been following the CDC. Posters have been posted throughout the building instructing employees and drivers to thoroughly wash their hands. Lysol and hand sanitizers have been distributed. Paratransit buses are cleaned and sprayed nightly and fixed route buses are clean 5 to 10 at a time on a rotating schedule. CAT has been scheduling meetings with other Transportation agencies and government officials to discuss how to further handle this situation.

There was a recommendation to ask Riders to use sanitizer as they get on the bus because of current circumstances. Roger Jones distributed an email providing a link to the PA Department of Health.

**IVR Update – Kirstie Weidman-** Kirstie thinks it would be beneficial to put an instructional article in the newsletter regarding the IVR system (automated reminder calls). Carolyn O'Brien asked for help with writing the article so it is accurate. Cathy Long, a Rabbit rider, offered to write a draft. The multiple phone numbers the automated calls are coming from, are displaying as, "potential scam", and therefore the customer may not answer. CAT is aware of this issue.

**PA Link to Aging and Disability Resources – Ginger Monsted** – Ginger asked that CAT help with advertising for the 2020 census by putting flyers on the buses. Carolyn will include info about the census in an April

newsletter, Ginger offered to e-mail Miguel and Carolyn the flyers. Miguel stated that census workers will be petitioning on CAT property.

**Survey** - Every two years CAT and Rabbit are encouraged by PennDOT to do a general survey. Paratransit and fixed route alternate. CAT Paratransit surveys went out about a month ago. When CAT gets the results from the survey, they will share the Data with the committee.

### **Performance metrics – Miguel Aciri-Rodriguez**

- **Ridership**
  - For January 2020 Fixed-route ridership was 171,443, last January, 158,178.
  - Paratransit ridership was 18,422, last January, 18,085.
- **No-shows** in January 2020 were 1,008 or 5.19% of the 19,030 total reservations.
- **On-time performance**
  - Fixed route on-time performance for January, 73%.
  - Paratransit on-time performance for January, 85%.
- **Customer feedback** for January 2020 was 48. 342 so far this fiscal year. Last fiscal year at this time there were 456.
- **Customer Service**
  - Inbound calls - Fixed route, 4057 calls in January. 3,957 answered. 100 dropped. 97.5% answer rate. Paratransit, 10,505 calls in January. 10,386 answered. 119 dropped. 99% answer rate.
  - Front office foot traffic, 245.
  - Strawberry Square foot traffic, 541.
- **Top 3 Year-to-date Paratransit Customer Service Complaints**
  - Reckless Driving 30%
  - Rude & Discourteous 21%
  - Late Bus 16%
  - 12% General Compliments

**CCB Update – Verna Patterson-Shaw** - The quarter, Oct., November, Dec.

- CCB issued 507 bus passes and tickets for MATP, with 5,374 rides taken.
- 332 customers added to the MATP program.

- A total of 28,268 trips were booked. Of those, 1,585 were no-shows.
- 318 premium trips outside of Dauphin County.
- Mileage reimbursement was provided to 59 customers

**Next meeting is Tuesday, April 7, 2020 @ 10:30.**

**Upcoming CAT/PWD Advisory Committee meeting dates:**

May 5, 2020

June 2, 2020

**Meeting Adjourn**