

PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

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.

Meeting Minutes Tuesday, April 6, 2021

Attendance

Roger Jones	Carolyn O'Brien	Aimee Harwood
Londa Peterson	Mark Edwards	Ginger Monsted
Verna P. Shaw	Jeff Iseman (11:35)	Miguel Aciri-Rodriguez
Cathy Long	Danielle Rudy	Rich Farr (11:16)

Meeting held @ 10:30am via ZOOM

March 2020 minutes were approved.

Roger Jones began by reviewing Total Quality Management (TQM)

- If a subcommittee is formed, it is responsible for bringing the assigned info to the rest of the committee.
- Meeting minutes will be available the 2nd Friday after the meeting.
- Request for agenda items will be emailed 2 Fridays prior to meeting.
- Agenda to be emailed the Thursday prior to meeting.

Mike Begler's email to committee members:

During Rich's presentation last month, he mentioned the idea of hosting a future PWD meeting to discuss (in part) the future goals, objectives of our Committee, including our role in the context of other PWDs that Rabbit works with. I was wondering if it would be a worthwhile effort to have a "prep" meeting among our group prior to Rich's meeting to revisit and perhaps update our mission statement. This would allow for a more productive and efficient discussion with Rich. If the other PWDs have written By-Laws or charters, perhaps we could get copies for our review to determine how we are matching up.

- Roger suggested that gathering info such as bylaws, mission, goals, vision, history, etc., from Rabbit's PWDAC members and officers is a good idea.
- Ginger offered to help set up a meet-n-greet.

February Performance Metrics – Miguel Aciri-Rodriguez:

Fixed route ridership was down 59.6% compared to last February.

Paratransit ridership down 47.4%. On time performance at 96%. Whether or not a paratransit bus arrives early, it must wait at a location until the riders 15 minute window is up.

Paratransit no-shows have decreased due to lower ridership.

Fixed route customer service feedback – 19 complaints. Late bus, Rudeness, Route knowledge, Reckless driving.

Paratransit customer service feedback - 3 complaints.

Customer service calls fixed route –77.72% answer rate.

Customer service calls paratransit –94% answer rate.

To date, Rabbit & CAT provided approximately 800 trips to those needing transportation to vaccine appointments and has been highlighted in The Wall street Journal. 1 hour paratransit trips are being scheduled for these appointments although fixed route is an option.

CCB - Vernae P. Shaw: MATP trips dropped by 10,000 since the beginning of the pandemic due to on-line doctor visits. Numbers have recently been improving due to the vaccine. Although mileage reimbursement has gone up, premium trips have gone down now that CAT is providing trips to Carlisle.

PA Link to Aging and Disability Resources – Ginger Monsted – The PA Link recently obtained some CARES moneys. To date, 12 projects in 9 counties have benefitted.

- Under the marketing category, Mifflin-Juniata resort guide.
- Another marketing, programs for all counties with a booklet on activities for seniors.
- Food order delivery, Perry County building CARES shares.
- Care transitions, Dauphin, Derry, Adams, and York providing technology equipment to people transitioning from nursing homes.
- 7 projects under the mitigating social isolation category. Contact helpline/211. Supporting them with a part-time staff person and marketing to seniors and people with disabilities to use the free emotional support line.
- Franklin County, winter blues package. Games puzzles and info about vaccines delivered to seniors and people with intellectual disabilities.
- Library project with the Cumberland County Library System. Deliver Library materials to homebound people to prevent isolation.
- YMCAs in Dauphin, Cumberland and Perry. For running programs for people with disabilities and seniors to get physically fit via remote or in person.
- Training for staff on loss and depression.
- Unmet needs project with the Center for Independent Living. The CIL will purchase and deliver health and wellness products as well as provide food to those in need in Adams, Perry, York and Dauphin and also help find social activities to reduce their isolation.

- PA link coordinators to continue to operate.
- Bell Social Services in York County, provide laptops and TVs for Telehealth.
- \$7,900.00 is still available.

Statewide Independent Living Council – Jeff Iseman – For 2021/2022, the Department of Human Services decided no changes to the county MATP system. The report for recommendations from the public is due late July/early August. MATP is a “key item” in the 21/22 budget.

PA Transportation Alliance will be holding their upcoming call on next Tuesday April 20, 2021 from 1:30PM-2:30PM via zoom. They are every 2 months, the 3rd Tuesday @ 1:30, PA SILC will be hosting the April call, there will be an update on Community Health Choices.

PA SILC was appointed to the governor’s Transportation Revenue Options Commission (TROC), 1st meeting was March 25th, 2 meetings per month. A report of commission activities and funding options will be submitted to the Governor before August 1, 2021.

Money was provided to the transit sector for operating costs through the Federal American Rescue Plan. Money is for Covid relief. The aid also is meant to provide service for the elderly population and people with disabilities.

PA Senate Appropriations, state budget meeting Wednesday, April 21, 2021 @ 2. Appropriations, Department of Transportation, Hearing Room 1, North Office Building Thursday, April 22, 2021.

New Business:

Q. Will Stop Hopper, Rabbit’s microtransit, be available to Northern Dauphin residents?

A. Microtransit is a service where customers can use a smartphone app to request a ride to and from anywhere they wish to travel within the service zone boundaries. A microtransit application is being considered for the Harrisburg area. Microtransit requires a densely populated area.

Q. Will there be paratransit service on Sundays any time soon?

A. Not any time soon but it is a goal.

Q. Do ADA trainings include informing drivers to be helpful and patient with the visually impaired? It would be helpful if when boarding the bus, the rider can be told in which direction the bus is going.

A. Noted. Reminder to riders to report any rudeness. Be sure to include the time and buss number.

Q. Can CAT consider assigning a customer ambassador to assist passengers at the transfer center?

A. Noted.

Q. When drivers arrive to pick up a visually impaired person, are they required to announce themselves? Often times they ring the bell and go back to the bus to wait.

A. They certainly should announce themselves and this will be enforced.

Q. Are drivers trained to let blind passengers know when they're close to their stop.

A. This matter will be added to the ADA trainings.

Also:

Rabbit does consult visually impaired individuals before implementing projects and we are excited that this practice will carry over to CAT.

The committee will be hearing about an add-on feature to the CAT website for the visually impaired.

Action Items:

1. Ginger will send Vernea the number for the support line re. the CARES
2. Aimee can contact Ginger at vmosted@ccpa.net to find out how to participate in the projects.

Next meeting is Tuesday, May 4, 2021 @ 10:30 on Zoom.

Upcoming CAT/PWD Advisory Committee meeting dates:

June 1, 2021

July 6, 2021

August 3, 2021

Meeting Adjourn