

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, May 4, 2021

Attendance

Roger Jones	Carolyn O'Brien	Mike Begler
Londa Peterson	Mark Edwards	Ginger Monsted
Verna P. Shaw	Jeff Iseman (10:35 to 10:55)	Miguel Aciri-Rodriguez
Cathy Long	Liz Pabon	Sherry Marks
Cynthia Gibbs-Pratt		
Rodger Simmons (TPOM Chairman-Transportation Partnership on Mobility)		

Meeting held @ 10:30am via ZOOM

Rodger Simmons, chairman of TPOM, Rabbit Transit's PWD committee, Sherry Welsh, Rabbit, Roger Jones, chairman of the PWDAC, and Miguel Aciri-Rodriguez, CAT, met via Zoom the day prior to this meeting. A meeting between TPOM members and PWDAC members is being planned for later this May.

April 2021 minutes were approved.

Statewide Independent Living Council – Jeff Iseman:

- Center for Independent Living of Central PA new location & address: 3211 N. Front Street, Suite 100, Harrisburg, PA 17110-1342. Phone 717-731-1900 ext. 226, 800-323-6060
- Transportation Revenue Options Commission (TROC) – Goal is to eliminate the gas tax. A report of commission activities and funding options will be submitted to the Governor before August 1, 2021. Website link, [Transportation Revenue Options Commission \(penndot.gov\)](https://www.penndot.gov/transportation-revenue-options-commission)
- April 20th PA Transportation Alliance call: PennDot gave an update on personal delivery device (PDD) used for patient deliveries. Autonomous vehicles and safety concerns. CHC issues with transportation providers. The issues roundabouts create for the blind and deaf populations.

March Performance Metrics – Miguel Aciri-Rodriguez:

Fixed route ridership was down 29% compared to last March.
Paratransit ridership down 3.9%.

In April 2020, CAT stopped providing recreation based trips so ridership will start to increase in the coming months when compared to 2020.

Fixed route on time performance at 71%.

Paratransit on time performance at 91%.

Paratransit no-shows 605 or 4.76%

Fixed route customer service feedback – 15 complaints.

Paratransit customer service feedback - 10 complaints. 1 compliment.

Customer service calls fixed route –58% answer rate due to an employee resigning.

Customer service calls paratransit –94% answer rate.

CCB - Vernae P. Shaw: January, February, March 2021, 19,334 MATP trips booked, 981 no shows, 156 new consumers. 1,755 reimbursement trips. CCB no longer issues 11-ride tickets but 174 31-day bus passes were issued. 110 trips provided outside Dauphin County.

New Business:

Miguel investigated the following questions from last month...

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. Drivers cannot leave the bus unattended. Londa expressed that there needs to be a better plan for visually impaired passengers. To knock and run leaves a blind person wondering if they are still there. The passenger may also need assistance to the bus. Chris Zdanis, Chief Operations Manager, will be asked to attend the June meeting to discuss this issue.

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

A. CAT asks that the passenger inform the driver about their needs and limitations.

Suggestions:

It would be a good idea to recruit an advocate of the mental health community to attend these meetings.

Next meeting is Tuesday, June 1, 2021 @ 10:30 on Zoom.

Upcoming CAT/PWD Advisory Committee meeting dates:

July 13, 2021

August 3, 2021

Meeting Adjourn