

# PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

## Meeting Minutes

Tuesday, June 1, 2021

### Attendance

Roger Jones	Carolyn O'Brien		Rodger Simmons
Londa Peterson	Cynthia Gibbs-Pratt	Ginger Monsted	Sherry Welsh
Cathy Long	Jeff Iseman (11:35)	Liz Pabon	Bobbie Simmons
Miguel Aciri-Rodriguez		Sherry Marks	

### **Meeting held @ 10:30am via ZOOM**

May 2021 minutes were approved.

September meeting canceled.

### **April 2021 Performance Metrics – Miguel Aciri-Rodriguez:**

Fixed route ridership 42.9% increase compared to April 2020.

- 70% on time, 17% late, 14% early.

Paratransit ridership 84% increase compared to April 2020.

- 88% on time, 12% late.
- No shows in April 2020 were 354, April 2021 had 791.

Fixed route customer service feedback – 16 complaints. Early bus, Rudeness, Passing Passenger, No show.

Paratransit customer service feedback - 4 complaints. Rudeness, Reckless driving.

Customer service calls fixed route – 96% answer rate.

Customer service calls paratransit – 94% answer rate.

### **3P Ride & Veterans' Program – Sherry Welsh – 3P ride started as a project in 2017.**

It was created to bring together riders and organizations to identify barriers in using transportation to begin to address those challenges. Eventually the metrics that were established were all met. In 2018, they opted to create a non-profit to continue that work. Priorities were providing transportation for veteran services, access to food and access to care. The grant timeline is coming to a close and there have been difficulties getting donations, so 3P Ride has been calling themselves Rabbit Cares. Round 3 of the veterans' grant which includes help with transportation for employment as well as medical appointments was successful. SRTA will be managing 3P Ride, aka Rabbit Cares.

**Contact helpline – Ginger Monsted** – PA Link to Aging and Disability Resources and contact help line have partnered to provide moral support through an emotional support line. Efforts involve promoting and listing a line for seniors and those living with a disability. CAT, Rabbit and C.A.R.S., (Mifflin and Juniata paratransit), posted flyers on their buses. Contact helpline available 24/7 @ 1-800-932-4616. For a copy of the flyer, contact Carolyn or Ginger.

### **Statewide Independent Living Council – Jeff Iseman –**

- **TPOM meeting** – CIL's in Union, Snyder, Montour, Indiana, Columbian, Northumberland to get active advisory groups.
- **TROC update** – Discussion continues on bridge tolling and how to improve the collections process for state only programs.
- **Federal Update** - Resurface Transportation Bill for Highways & Bridges, money from Federal CARES and the Federal American Rescue Plan.
- **PA Transportation Alliance call** - Tuesday June 15, 2021 a1:30PM. PennDOT is to present on Roundabouts.
- **2021 PA Independent Living Conference**- Lehigh Valley CIL is taking proposals for an informative virtual conference. Deadline has been extended to June 4, 2021. Conference will be held September 14-16, 2021.  
<https://www.surveymonkey.com/r/thefightgoeson>
- National Conference on Independent Living, NCIL, July 19 – 30, 2021.
- PaTTAN transition conference August 11-12, 2021

### **New Business:**

**Meeting Time** - Several committee members have other important meetings to attend on the first Tuesday of the month, so changing the day PWDAC meetings are held was discussed. No changes have been made at this time.

**No shows suggestion** - Consider text to help riders report their cancellations; for example, text C to cancel. Also consider making it easier to cancel by calling and canceling by pressing a certain number rather than waiting in queue.

**CAT 2021 service redesign** - Visit <https://www.cattransit.com/cat2021/> to review route adjustments and leave feedback. You can also call 717-233-5657 or email [info@cattransit.com](mailto:info@cattransit.com). Public comment on proposed service adjustments run until June 13, 2021.

**Reminder calls** – In 2020, CAT introduced their IVR system. The multiple phone numbers the automated calls were coming from, were displaying as, “scam likely”, and therefore the customer may not answer. CAT updated the committee saying the system seems to be working.

**Paratransit issue** - When drivers arrive to pick up a passenger, they may announce their presence by knocking or ringing the bell. They go back to the bus to wait, so as not to leave the bus unattended. This is not a good system for the visually impaired. Chris Zdanis, Chief Operations Manager @ CAT, was asked to attend the meeting to discuss this issue, but he had a conflicting meeting. Chris is planning to be at the July 13th meeting but anyone can contact him about this subject through email.

[czdanis@cattransit.com](mailto:czdanis@cattransit.com)

**Mask wearing** - With the mask mandates and social distancing protocols are being lifted significantly, CAT continues to follow FTA rules and requires masks on buses.

**Common look for both CAT and Rabbit** - It was suggested that initially all CAT and Rabbit buses could be fitted with a common identifying sign on the front bumper; something similar to the signs that read, "Student Driver", "Wide Load", etc.

**Action Items:**

1. Miguel will set up a meeting between Roger Jones, Carolyn O'Brien, Rodger Simmons, Sherry Welsh and himself to discuss the future of the PWDAC.
2. Roger J. will contact committee members to decide on a new day & time to hold PWDAC meetings.
3. Sherry W. will e-mail Roger J. a list of individuals who attended TPOM meetings.

**Next meeting is Tuesday, July 13, 2021 @ 10:30 on Zoom.**

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

August 3, 2021

Sept. meeting canceled

October 5, 2021

**Meeting Adjourn**

The 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.