

PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

Meeting Minutes

Wednesday, October 20, 2021

Attendance

Roger Jones	Vernae P. Shaw	Tiffany Snook
Carolyn O'Brien	Sherry Welsh - Rabbit	✓ Union/Snyder
Cathy Long	Rodger Simmons	Agency on Aging
Mark Edward	Janitza Nguyen, York CIL	Kevin Di Guiseppe
Mike Begler	Eric Orr – York CIL	✓ Advocacy-
Ginger Monsted	Damar Lopez- Rabbit	Manager
Jeff Iseman	Wayne-Cawlay	Harrisburg-
Liz Pabon	Lee Groft	Chamber-of
Cynthia Gibbs-Pratt	Steven Herman	Commerce-
Londa Peterson	Fanny-Stambaugh	&CREDC
Miguel Acri-Rodriguez	✓ popped in and out	
Sherry Marks	very briefly	

Meeting held @ 10:30am via ZOOM

August 2021 minutes summarized by Carolyn O'Brien & approved by committee.

CAT Performance Metrics – Miguel Acri-Rodriguez:

Fixed route ridership for **August 2021** was 89,273, 5% increase compared to 8/2020.

- 70% on time, 16% late, 14% early.

Paratransit ridership for August 2021 was 12,236, 15% increase compared to 8/2020.

- 80% on time, 20% late.
- No shows is 6%. 811 out of 13,047.

Fixed route customer service feedback – 17 complaints.

Paratransit customer service feedback – 8 complaints. Inadequate service, Discourtesy, Late bus.

Customer service calls fixed route – 3481 total. 2090 answered.

Customer service calls paratransit – 6321 total. 6103 answered.

September 2021 – Fixed route ridership 80,075, 6% decrease compared to 9/2020.

- 69% on time, 19% late, 13% early.

Paratransit ridership was 11,573, 6% decrease compared to 9/2020.

- 91% on time, 3% late.
- No shows is 5.5%. 675 out of 12,248.

Fixed route customer service feedback – 38 complaints.

Paratransit customer service feedback – 8 complaints. Inadequate service, Discourtesy, Late bus.

Customer service calls fixed route – 3481 total. 2090 answered.

Customer service calls paratransit – 6470 total. 5946 answered.

Rabbit Performance Metrics – Demar Lopez:

Ridership numbers will be distributed via e-mail or can be provided upon request. “General” numbers are an average of rabbit’s various fixed route bus services.

July 2021 Customer service calls general route – 2922 total. 2537 answered.

- Approximately 30 riders can be on hold at a time.

Customer service calls paratransit – 20,260 total. 18,331 answered.

General route & Paratransit total 92 complaints. Top 3, 18 inadequate service, 13 discourteous, 11 late bus.

August 2021 Customer service calls general route – 3166 total. 2559 answered.

Customer service calls paratransit – 21,704 total. 18,622 answered.

General route & Paratransit total 98 complaints. Top 3: 21 inadequate service, 11 discourteous, 12 late bus.

September 2021 Customer service calls general route – 3366 total. 2695 answered.

Customer service calls paratransit – 21,557 total. 18,783 answered.

General route & Paratransit total 101 complaints. Top 3: 17 inadequate service, 9 careless driving, 19 late bus.

There was a request to break the complaint numbers down by county.

CCB Quarterly Report - Vernae P. Shaw: New customers, July, 4 customers from northern dauphin and 83 from lower. August, 1 northern Dauphin and 10 from lower. 7441 trips booked in July. 398 no shows. 7625 trips booked in August. 443 no shows. 7795 trips booked in September. 382 no shows. 7706 calls in July. 8067 calls in August. 8434 calls in September. There are 4 staff members answering calls. 64 bus passes issued in July. 78 bus passes issued in August. 69 bus passes issued in September. 1064 fixed bus rides total.

Statewide Independent Living Council - Jeff Iseman:

- Bipartisan Infrastructure Plan the Senate had passed it and it’s sitting in the House, with an end of October 2021 deadline.
- Fixing America's Surface Transportation (FAST) Act expired in September but was extended for through October 31, 2021.
- American Rescue Plan dollars are supporting various projects that have been held up and they are now moving forward.
- MATP broker report is in the final stages.
- Community Health Choices Transportation benefits depend on the individual’s MCO contracting with the county’s provider

- Transportation Alliance will be reviewing and updating its mission. It began in 1995.
- Next Transportation Alliance meeting will be Tuesday, December 31 2021 @ 1:30pm

Rabbit - Sherry Welsh:

- The marketing team recently attended a training called Better Marketing through Better Accessibility and some of the things they learned helped with creating the invitation/flyer.
- The websites have been updated with the new time and dates and Zoom link to these committee meetings.
- The press release went out October 14, 2021.
- Sherry will distribute a survey for RabbitCARES strategic plan to SRTA users and those who are dependent on public transportation when the merge is completed in January 2022.
- Sherry also reminded the committee that we need to decide on the new name. Roger Jones suggests we communicate through emails and put it on the agenda in November.

Find My Ride Demonstration – Demar Lopez: FMR online application for riders to set up their own transportation. Go to Rabbit or CAT Home page, click Shared Ride, from the drop down menu select Apply for Paratransit then scroll to FMR video and follow instructions.

Other Business:

Rabbit/CAT Merger Timeline – There are legislative processes that have to happen and waiting periods to get approvals by various representatives. It has taken longer than expected to get everyone on board but things are moving forward nicely and January is the tentative date. Once SRTA is formed, the board members will be appointed by the counties.

MATP & No Shows – There is a problem getting dialysis facilities to cooperate with CCB by reporting a patient's unexpected hospital stay or other reason for a trip cancelation.

CCB IVR - CCB discontinued their reminder calls to riders, however, CAT does not include MATP riders in their night before reminder calls.

No show - If a CAT reservationist is responsible for your bus arriving on the wrong date, report it so that you will not be considered a no show.

Meeting Priorities – Suggestion to draft future agendas in a way that would provide more conversation time to the most important issues.

Wayne Cawley, Rabbit Rider – “I live in Northumberland County and when I want to travel to a different county, specifically Union county, FMR suggests that I take a taxi. Why?”

- FMR will suggest several methods of transportation, if the only suggestion is taxi, it’s probably out of Rabbit’s range of transportation. Mr. Cawley can contact Demar Lopez @ Rabbit for a more direct answer.

Follow-up question – Are there certain days that Rabbit does not transport between Northumberland and Union?

- No, however, the ride guide location times provides a schedule of when travel to specific areas are easily done. If a request for transportation is made outside the ride guide times, FMR may suggest an alternate form of transportation.

Suggestion to make the ride guide times more available.

If a rider no longer has Medical Assistance, find out if they qualify for other funding sources that will compensate the fare.

Wayne feels unsafe when riding the bus; he feels his scooter is not strapped appropriately.

- Demar suggests filing a complaint so appropriate actions can be taken.

Rabbit comments/complaints can be sent to info@rabbittransit.org

CAT comments/complaints can be sent to info@cattransit.com

Next meeting is Wednesday, November 17, 2021 @ 10:30 on Zoom.

Upcoming CAT/PWD Advisory Committee meeting dates

November 17, 2021

December 15, 2021

January 19, 2022

Meeting Adjourn