

PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

Meeting Minutes

Wednesday, November 17, 2021

Attendance

Roger Jones	Liz Pabon	Rodger Simmons
Carolyn O'Brien	Cynthia Gibbs-Pratt	Bobbie Simmons
Cathy Long	Miguel Aciri-Rodriguez	Janitza Nguyen
Mark Edward	Sherry Marks	Eric Orr
Mike Begler	William Peterson	Damar Lopez
Ginger Monsted	Vernae P. Shaw	Marc Roda
Jeff Iseman	Sherry Welsh	

Meeting held @ 10:30am via ZOOM.

October 2021 minutes summarized by Carolyn O'Brien & approved by committee. A majority of the committee voted in favor of summarizing the minutes at the start of the meetings.

CAT Performance Metrics – Sherry Marks:

Fixed route ridership for **October 2021**; 93,045, 9% increase compared to 10/2020.

- 68% on time, 19% late, 13% early.

Paratransit ridership for October 2021; 11,802, 2.4% increase compared to 10/2020.

- 71% on time, 29% late.
- No shows is 5%; 635 out of 11,802.

Fixed route customer service feedback – 45 complaints.

Paratransit customer service feedback – 13 complaints. Inadequate service, Discourtesy, Late bus.

Customer service calls fixed route – 3179 total. 2471 answered.

Customer service calls paratransit – 7167 total. 6472 answered.

Rabbit Performance Metrics – Demar Lopez:

Rabbit is working on a way to best report their metrics.

Paratransit ridership for **10/2021**; 13,470. Approximately 2200 more than 10/2020.

- 11,286 on time, 1600 late = 84% on time. No shows is 4.3%; 584 out of 13,470.
- 112 total ridership complaints including, 23 late bus, 19 inadequate service and 16 discourteous. Employment shortages are affecting on time performance.

Customer service calls include all counties serviced by Rabbit:

- Calls in the general routing queue-3102 calls; 2600 answered 304 Dropped.

- Paratransit queue - 21,000 calls; 19,239 answered, 1800 dropped = 89%. Pre-covid was an average of 93-94%.

Statewide Independent Living Council - Jeff Iseman:

Bipartisan Infrastructure Plan links:

- [Washington Post: Amtrak & Other Passenger Rail Funds included for ADA ,upgrades to passenger rail stations](#)
- [The Hill: Bipartisan Infrastructure Plan passes US House & President Biden - Infrastructure Week](#)
- [Pittsburgh Tribune Review- AP Article](#)
- [Anticipated Arrival of PA Bipartisan Infrastructure Plan \\$ & Funds Perspective](#)

Tolling in PA:

- A bill has passed from legislature and is going to the governor's desk but it doesn't meet PennDot standards and a veto is expected.

Medical Assistance Transportation Program:

- A final report is expected by the end of the year.
- PA Transportation Alliance meeting - Tuesday, December 21.2021 @ 1:30.

Q&A for Jeff: The Bipartisan Infrastructure Plan is a federal issue, so Jeff suggested contacting Amtrak when questioned about a local Amtrak station issue. He was also questioned about regional weekend paratransit bus services and suggested following up with CAT.

Marc Roda – proposed for Committee Membership by Roger Jones. Marc is a PWD, Harrisburg resident, Member of the PA BAR, formerly with the Commonwealth of PA, and a CAT fixed bus rider. The Committee voted to accept him as a Member, casting no dissenting votes.

Newsweek Article – Roger Jones: Engracia Figueroa's custom wheelchair was destroyed by a "transportation provider" while traveling in July, 2021. She died of medical complications resulting from the loss of her wheelchair. This tragedy is a heart crushing reminder of the delicacy of life and the critical, potentially life and death importance of what we do on our Committee.

Please read this article below:

<https://www.newsweek.com/disability-activist-memoraumdies-after-united-airlines-destroyed-her-custom-wheelchair-1646198>.

Our Committee – Roger Jones: (form, function, et al.)

It is important that the accomplishments and abilities of our Committee not be marginalized. It is equally important that we not succumb to mistrust and combativism.

The talent, experience, creativity; the grit, passion and drive of our Committee is truly world class (and I know I'm talking about here).

Throughout the history of our Committee we have grown and changed and evolved, continuously improving every step along the way and we will continue to do so.

It is we who actually know and experience transportation firsthand, who are best qualified to identify and advise. Our perspective is utterly unique and invaluable.

At this point in the meeting, Roger Jones, chairman, had technical difficulties and was unable to rejoin.

Rabbit Rider Issue – Cathy Long and Cynthia Gibbs-Pratt spoke on behalf of the Perry County rider. He is a veteran and has multiple medical appointments that include fittings for his prosthesis. He was told that he was not eligible for Rabbit MATP services. Damar Lopez offered to handle this situation and make sure the rider applies for the veteran services.

CCB IVR Issue - CCB discontinued their night before reminder calls to riders. William Peterson said they are currently looking for a new phone system capable of making these calls. CCB was not aware that CAT's IVR was not calling MATP riders the night before their trip.

Committee Name – Carolyn O'Brien proposed Transportation Advisory Committee as the committee name, however, many members suggest bylaws, mission and vision be reviewed first. Carolyn O'Brien was asked to email members the current mission & vision statements and to set up an additional meeting to decide the new name for this committee.

Next meeting is Wednesday, December 15, 2021 @ 10:30 on Zoom.

Upcoming CAT/PWD Advisory Committee meeting dates

December 15, 2021

January 19, 2022

February 16, 2022

Meeting Adjourn