

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

CAT Conference Room
Tuesday, May 3, 2016
Page 1 of 2

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.

Attendance

Committee members

Charles Carr		Dale Verchick	Pam Auer
Howard DeHart	Elizabeth Pabon	Bill Peterson	Tom Young (AO)
Carolyn O'Brien	Diana Steel	Sherry Marks	Louis LeBoy*
Mike Beglar	Seth Ambrose	Bill Jones	Sarah Harmen*
Cathy Long		Tom Young (AGM)	

Charles Carr served as chairman for Robert Philbin.

April Minutes read and approved.

The tri-fold brochures currently being distributed to riders are difficult for blind and sight disabled riders to scan and read. Bill Jones, general manager, said they can and will be made accessible. Dale Verchick, Disability Rights of PA, offered to provide a sample of how the brochures should be printed. She also requested that a statement be put in the brochures confirming that riders can get the written material in any language upon request. Cathy Long suggested an MP3 file; an audio version. Mr. Jones made note of her suggestion.

Seth Ambrose, CILCP, stressed that the community needs some type of assurance that they can feel free to speak to a CAT official, about any situation, without any type of retaliation or "punishment".

Tom Young, assistant general manager, spoke about Find my CAT bus for paratransit. He said...The software is provided by pen dot. Presently they are working on an **Interactive Voice Response to be implemented after a new phone system is purchased and set up. No talk about a "find my ride" for paratransit.**

~~~~~

\*Rider with disability

**CAPITAL AREA TRANSIT  
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE  
Meeting Minutes**

Tuesday, May 3, 2016  
Page 2

Bill Peterson, Center for Community Building, said that eligibility determination, etc. for paratransit make a “find my ride” difficult at this time. Mr. Peterson reminded everyone that MATP has an IVR system in place.

An immediate priorities sub-committee is being formed. Pam Auer and Howard DeHart have been compiling suggestions for the new CAT website as the first issue of this sub-committee. Pam is working on having a draft ready ASAP. Discussion about the website ensued. There was confusion about the “**E**mergency **R**ide **H**ome” link; unsure if people with disabilities can use it. ERH is through Commuter Services. Mr. Jones will check into this.

The survey sub-committee will meet on a conference call later this month and hopefully have a survey drafted to present to the committee next month. Mike Begler pointed out that the survey being worked on right now is aimed at the riders/general public. A different survey will be needed for the providers.

Other Notes...

Unlike other transportation services by CAT, MATP does record all calls. All calls to Tom Young are entered as a complaint.

**Meeting Adjourn**