

CAPITAL AREA TRANSIT  
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE  
Meeting Minutes

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CAT Conference Room  
Tuesday, November 7, 2017

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

Roger Jones	Cathy Long	Mark Edwards	Mikiah Mellot
Sherry Marks	Chris Zdanis	Sherry Marks	Tom Reynolds
Bob Philbin	Mike Begler	Daniel Rudy	Ginger Monsted
Vernae Patterson	Liz Pabon	Deb Clayton	Perpetua Njuguna
Matt Seeley	Kathy Torisky		

October minutes read and approved.

Bob Philbin distributed CAT's 2017 annual report. It can also be found on the CAT website.

**Customer Complaint Process Update** – In October there were about 2,000 calls. 9 fixed route ADA complaints all of which were resolved. 8 paratransit complaints all resolved. Some of the calls were complimentary.

**CAT paratransit update** – 2,016 no-shows out of approximately 54,000 trips for the first quarter of the year. 219 ADA, 43 under the waiver, 1 general population, 1,186 MATP, 432 Lottery, 87 PWD, 41 County. 25% of no-shows are people with a disability or other life impact. By breaking down these numbers and identifying the purpose of the trip, CAT hopes to lessen the amount of no-shows which will increase on-time performance and ultimately improve its services. Reminder that the buses wait 5 minutes for each no show. If a bus shows up and an appointment is running late, it is considered an “accountable no-show”; there is a reason for your no-show.

**MATP** booked 27,734 trips for the first quarter and 1,186 were no-shows. 402 no-shows in October, 64 of which were dialysis patients. Unfortunately the dialysis units have not been contacting CCB to let them know when a patient/rider is in the hospital. To remedy this, the committee suggested that the family members take more responsibility for calling CCB when the patient cannot attend their appointment. It was also suggested CCB contact the Pennsylvania dialysis or nephrology association to help emphasize the importance of the clinics' cooperation.

**Training Update** – Perpetua Njuguna is in charge of driver training for Paratransit. She reported that drivers are being trained as they apply. Drivers are trained to be compassionate and provide special accommodations to riders when needed. Note that drivers are supposed to keep their bus in their line of sight when providing accommodations.

Kathy Torisky is in charge of training for fixed route. Turning on the annunciators and making sure they work are part of driver training. The problem with the annunciator not making announcements every time the door is open is a work in progress.

**Phone System Update** – The phone system RFP is ready for publication. The hope is that by next meeting it will be made public and possibly there will be bids. The RFP will be posted on CAT's homepage. The chosen bid will go to the December 21st board meeting for approval. Once the phone system is in, CAT will create the RFP for the complaint tracking system.

**Website** – In the last month CAT has reached out to various web designers. They are weighing their options for a new website.

**Pick-Up and Drop-Off** - There continues to be a problem with riders being dropped off at their preferred entrance at the CILCP. When people make their reservation, they are asked to be taken to 207 House Avenue but they do not specify whether they're going to the CILCP or the Nephrology Clinic. Discussion began. A subcommittee was formed to discuss solutions for dropping off and picking up passengers at destinations with multiple entrances. It was suggested that if a passenger asks to be taken to a particular entrance, the drivers remind the passenger which entrance they will be picked up at. Committee members Mike Begler, Cathy Long and Carolyn O'Brien will deliberate with CAT personnel.

**Travel Training Program** - Bob Philbin distributed an article titled [NFTA, U. of Buffalo study challenges faced by riders with disabilities](#) to the committee members prior to this meeting via email. As a result, Mike Begler contacted Anna Masopust via e-mail about further information regarding a Travel Training Program. The program is a one-on-one training to encourage increased flexibility and independence among disadvantaged riders. Westchester County has successfully implemented such a program. Mike Begler asked the meeting attendees to let him know of anyone who could provide some insight or expertise in helping develop a program.

Liz Pabon, representing Northern Dauphin, said many of the senior centers need to be educated on transportation and CAT offered to arrange Q&A presentations.

**CILCP** - CAT recently met with the Center for Independent Living. The CIL provided a list of concerns CAT riders have. CAT will provide answers that address those concerns and issues by Thanksgiving. The committee will then discuss how to implement those solutions.

CCB introduced The Living Well transportation service servicing Dauphin and Cumberland Counties. It will provide transportation for any reason 5pm-10pm Monday to Friday and 9am-10pm Saturday and Sunday.

**Meeting Adjourn**