

CAPITAL AREA TRANSIT  
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE  
Meeting Minutes

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CAT Conference Room  
Tuesday, February 6, 2018

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

Miguel Aciri-Rodriguez	Sherry Marks	Chris Zdanis	Deb Clayon
Bob Philbin	Mike Begler	Perpetua Njuguna	Richard Farr
Vernae Patterson	Sherry Welsh	Carolyn O'Brien	
Mark Edwards	Ginger Monsted	Cathy Long (phone)	

January minutes read and approved.

**Customer Complaint Update** – Miguel Aciri-Rodriguez, CAT, reported on the customer service department. According to the monthly hand out, January complaints and inquiries for fixed route were up. Complaints about late buses were higher than previous months and inquiries about the new, proposed service changes were a factor for the rise in numbers.

Richard Farr, acting supervisor from Rabbit Transportation, explained that there may be a rise in the number of complaints over the next few months as his role of acting supervisor has just begun and he will be analyzing all inquiries in detail. Mr. Farr said he would also review the report that the committee prepared on the complaint process.

**CAT paratransit update** – A draft of CAT's updated shared ride no-show and suspension policy was distributed. CAT is adopting a new no-show policy. One that is "fair and reasonable". CAT will take into consideration the frequency of trips a rider takes when determining consequences of multiple no-shows. Signs will be placed in buses encouraging riders to read the new policy on their website or call and request the written policy. It will also be mailed to riders upon their first violation. In the interest of time, CAT will make the final decision when an appeal form is submitted, however, they will consult the committee for their input.

**Paratransit Data** - There were 17,016 passenger trips in January. Easton Coach does 40 to 45% of CAT's trips. Easton 7300, CAT 9700.

No shows 873.

On-time performance, Easton 92% cat 95% average 94%.

A bus can seat 14 passengers. Total passengers on a bus presently is 2.35 per hour.

Although more passengers may benefit CAT financially, over three passengers per hour can result in longer trip times.

No show letters, 8 warning letters sent out in December. 7 second warning letters sent out.

1,161 completed calls over the New Year holiday. The next couple of weeks there were 1,500 calls per week. Last week of January was 1,481 calls. An average of three reservationists. Time on hold has been improving. Call volume data will improve with the upcoming new phone system.

**Travel Training Program** – The first travel training meeting was January 18th. The subcommittee decided to expand the scope of the program to include all riders rather than just elderly and disabled. They also decided to learn about the laws and procedure of the current travel training program before contacting various organizations about their riders' particular needs. The subcommittee would like to create a "SharePoint" among committee members for collected materials, assembled documents, a list of Transportation providers, etc.

The travel training subcommittee will meet after the advisory committee meetings.

- Objective: The objective of this program is to enhance the quality of life for all potential passengers by providing the training and assistance necessary so that they may become more independent and self-sufficient in selecting and using available transportation services.
- Goal: The goal of this project is to create and implement a Travel Training Program (TTP) that will support all potential customers in making informed decisions about, and, to the extent possible, allow for increased access to fixed route and other available transportation services.

**CCB and MATP** - CCB announced that there will be no more "will call" for return trips. They will give regular medical appointments 2 hours but Dialysis riders will continue to have "will call" returns.

**Also Note** – New/additional customer service email address is [info@cattransit.com](mailto:info@cattransit.com)

**Next meeting is March 6th.**

**Meeting Adjourn**