

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

CAT Conference Room  
Tuesday, November 1, 2016  
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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**

Robert Philbin	Howard DeHart	Marsha Drenth	Seth Ambrose
Deb Clayton	Roger Jones	Michelle Larkins	Iris Fuentes
Carolyn O'Brien	Sherry Marks	Charles Carr	Erin Gual
Mike Begler	Tom Young	Bill Jones	Pam Auer

October minutes read and approved

Mike Begler, Business Resilience Plan Consultant & committee member, announced that a date has been set to finalize the conclusion analysis piece. The planning committee will meet at the CIILCP, November 21 at 9am. Between now and the 21<sup>st</sup>, the process of building the report will begin as members of the planning committee share his/her apparent findings with one another through emails so that comments as to their differences of opinion can be discussed before the meeting. On the 21<sup>st</sup>, the committee will be ready to identify conclusions and support for their findings. Next, they will ask CAT if they agree or disagree with these conclusions and find out their recommendations on how they would like to remedy the negative issues. This will be included in the report and presented to the board.

Mike extended an invitation to everyone at the table to look at the survey results and he welcomed their input. Seth Ambrose offered to email the raw data, survey results to anyone interested.

Cathy Long, CIILCP consumer & committee member, visited CAT dispatch and reservations in August. She was asked to share her insights on the CAT website so she drafted a "Tip Sheet" filled with facts and useful info about CAT. This document will be reviewed at a future meeting.

When asked about the sensitivity training, Tom Young, CAT AGM, Replied that he is waiting for new hires so the committee can observe the training process. Pam Auer, CILCP, asked if the workshop sub-committee can be provided with a curriculum of the training for now. Tom will forward the materials.

Carolyn O'Brien, CILCP consumer & committee member, made CAT aware that the frequently asked questions page on their current website has contradictory information regarding CAT's policies, i.e., "call CAT Share-A-Ride on Friday to get a bus to church on Sunday," when in fact no buses run on Sunday.

Mike Begler updated everyone on the new website. The RFP for the website is ready to go. That will get out this week. The complaint system software is a stand-alone system that will interface with the website but is not part of the website itself. It has its own database. He said, "Hopefully when everything is done, it all gets hooked up and we have an integrated global system."

Robert Philbin, chairman, said at some point prior to the integration, the CIL will be involved in the testing to make sure that it is easy to use, etc.

Bill Jones, CAT GM, said right now they will deal with the base website and then do the specs to do the customer notification and complaint system.

Regarding the phone system, CAT is using the same IT company to review the specifications for a new phone system. They are waiting for a response, which they requested ASAP.

Regarding Harrisburg curb cuts, CAT is involved with the city and planning. CAT got a grant from the Tri-County Commissioner to take a close look at curbs and routes in the city, to analyze bus stops in the area, which includes curb cuts and various amenities throughout the city. Wayne Martin, city engineer, has developed the specifications to get a consultant on board to do the evaluation. The specifications are in the city's legal department to be approved.

Pam, CILCP, is also waiting for information about this matter. She and others from the CILCP accompanied the mayor on an educational walk through the city. She said that the CILCP would like to form an advisory with the mayor that will help to improve more than just physical access for people with disabilities. Such as access to city employment, vacation events, etc.

CAT encourages people to send their comments, questions & complaints in many different ways, not just through the website, because they have a lot of shared ride customers who don't use computers. You can call a customer service rep. They also receive letters. The committee questioned whether people are told about the various ways to contact them. A mass mailing by CAT and/or CILCP was suggested to convey the information. CAT suggested re-wording the MATP brochures.

It was also suggested that something be developed to mail with the brochures. CAT does send information regarding policy changes when they occur. They also address service changes publicly.

The application for Share-A-Ride asks what method the applicant would like used for responses. It is also in the PWD.

CAT was asked about its policies regarding accidents aboard the bus and actions the bus driver should take. The procedure is... Secure the scene, contact dispatch, get emergency services. When asked about a specific seatbelt malfunction incident that occurred recently, CAT responded that they cannot require use of the lap belt and its use is optional. The shoulder harness is optional. They train their drivers to secure the wheelchair then automatically go to the shoulder harness unless it is refused.

Roger Jones, CILCP consumer & committee member, assembled a CAT ADA Paratransit Plan and shared it with everyone at the table. Pam recommended coordinating with the city's ADA plan.

### **Other Notes...**

CAT new hires: Michelle Larkins, HR manager; Iris Fuentes, Information Specialist (fixed route). Iris speaks and writes fluent Spanish.

All buses are supposed to announce the stops. If they don't, please let CAT know.

### **Meeting Adjourn**