

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

CAT Conference Room
Tuesday, February 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

Mike Begler	Vernae Patterson	Robert Philbin	Bill Jones
Cathy Long	Roger Jones	Iris Fuentes	Christopher Zdanis
Carolyn O'Brien	Sherry Marks	Liz Pabon (phone)	Lan Do
			John Horst

January minutes read and approved

Re. Transit survey. Mike begler recapped that due to the struggles the committee has been having to make an adequate and timely report, they decided to forego a written report in favor of an oral presentation supported with handouts to the board of directors.

According to the survey, the four areas that require immediate attention from CAT...

- the customer complaints process
- on-time performance
- weekend services
- shelters for fixed-route.

Workshops with CAT operational staff will be set up to discuss these issues.

Mike distributed a draft management response to the transit survey conclusion number one, customer complaint process. This draft shows the format CAT recommendations to the conclusions will look like. It begins, "CAT management acknowledges that the current complaint management process is not entirely responsive to customer needs." It contains recommendations by the advisory committee and timelines to complete the recommended changes. Bob pointed out that this draft is not CAT's official response.

Lan Do questioned whether or not CAT's responses are really necessary in presenting a final report to the board. After all, this committee has done its part in creating the survey, tabulating the results and recommending solutions. CAT may be already aware of some of the issues and working on fixing them.

- Mike responded that we should first find out from CAT if the committee's recommendations are workable before presenting.

Lan distributed copies of the latest survey report and asked that it be distributed to the board of directors at the time of the oral presentation so that the committee's works would not go unnoticed. She also stressed that the written report is needed for CAT to make their recommendations.

Motion... accept this as the working document in the framework of the survey activities and move forward. **Motion carried.**

Bill Jones summarized the annunciator situation for John Horst, PA Council of the Blind. Mr. Jones is working with the contractor to fix the various problems that the annunciators have presented. CAT is making sure drivers know their responsibilities to keep them turned on. CAT also researched an acceptable decibel level. Most issues should be resolved in 4 to 6 weeks.

On-time performance was clarified, fixed-route: if a bus arrives within 0 to 7 minutes it is considered on time, shared ride: has a 30 minute window so any time within 30 minutes is on time. Your 31st minute is late, being early is unacceptable too.

Shared ride is working with PennDOT on getting an IVR system. CAT's IVR will be through the same company as Rabbit's. Once the IVR is in place, more changes to improve on-time performance can and will be made. Chris Zdanis said cat is in the low 90% for consistent on-time performance. (30 run fleet, subcontractors, 1000 trips.)

CAT has been working on a new complaint system for a couple of months now. The RFP for the new telephone system is out. It has a new software system that will monitor, track and report complaints. Based on the new policy statement procedure, it identifies who is responsible for what. A new feature is a post telephone satisfaction survey. Another is a separate call in key for complaints, for example, press two for complaints. The goal is to have it up and running by late summer early fall.

Training classes for new drivers have begun. Dates for the ADA training sessions will be e-mailed to the committee in the next couple of days.

Roger Jones and Chris Zdanis are working on updating CAT's ADA policy

The 10 tip flyer suggested by the committee to be posted on buses and vans needs to be edited and Karin Cain will be made aware of this before it goes out.

Mark Pickens... Lan Do, Disability Rights PA, spoke for Mr. Pickens.

Mr. Pickens called Cat to apply for Shared Ride. Since his visual impairment requires things to be at least 36 point font, he asked the phone representative if he could apply over the phone. She stated no, they do not take applications over the phone and would send him an application. The representative on the phone did not ask him what format he needed the application in.

Chris Zdanis informed the committee that Cat is in the process of getting PennDOT's approval to put the application in electronic form so the applicant could enlarge the font to his/her preference. It was mentioned that ideally it would be great to fill it out online and print it out to sign it.

Chris talked to Mr. Pickens. He needed a trip for Saturday and he wanted to fill out the application on Thursday. Chris talked to him about his present transportation options and advised him that he should go to CAT headquarters to fill out his application. The various signatures and other info that he would need might take time to get.

Lan asked why the applicants can't send in the part of the application that is complete before the remaining part has been completed.

Answer... Due to the amount of applications CAT gets each week, the application must be entirely completed before being sent back. The applicant should make a copy of the completed application in case it gets lost in the mail, fax or mail in the original

The following is the current Medical Assistance Transportation Program (MATP) Standards and Guidelines, as of 11/2016, on Pick-up and Delivery.

Curb-to-Curb Service

The standard paratransit service for the Medical Assistance Transportation Program **(MATP) is curb-to-curb.** The transit vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. The curb-to-curb service is for consumers who need little if any assistance between the vehicle and the door of the pick-up point or destination. The assistance provided by the driver includes opening and closing the vehicle doors, helping the consumer enter or exit the vehicle, folding and storing the consumer's wheelchair or other mobility device as necessary, or securing the wheelchair or other wheeled mobility device in the vehicle. It does not include the lifting of any consumer. Drivers do not leave their vehicle or enter any buildings.

Door-to-Door Service

Door-to-door service is based on the level of service that is appropriate for the consumer's physical and mental capacities. The availability of door-to-door service must be communicated to all consumers at the time they apply for services and anytime they request a change to paratransit service. Verification is required from a medical provider, which may be obtained by the consumer or the MATP provider directly.

CAT Share-A-Ride is a door-to-door-service.

Other Notes...

January numbers... 24,381 shared rides trips booked in January. 15,039 successful delivered trips. 2,405 ADA trips. Approximately 430 no shows. CAT does not get reimbursed for no-shows.

Question... Will CAT shared ride be installing software on all the vans so people could see where their van is at any time. Answer... Echo Lane Software says no. But there is a way to backtrack and find out if your bus was waiting for you if you missed your ride.

As of this date, the Center for Independent Living will not be participating in the advisory committee.

Meeting Adjourn

Carolyn O'Brien, Secretary