

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

CAT Conference Room
Tuesday, March 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 | Karin Caine |
| Cathy Long | Deb Clayton | Iris Fuentes | Anthony Johnson |
| Carolyn O'Brien | Kathy Torisky | Christopher Zdanis | John Horst |

February minutes read and approved.

PWD Transit Survey Update - 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.

CAT operational staff needs to inform the committee of their recommendations to solve these issues before a report can be presented to the board.

CAT Paratransit Update – Prior to this meeting, Chris Zdanis e-mailed a copy of the information that will be included in the Paratransit Shared Ride Guide to the committee members. They were asked to review it and make any changes as needed. Also to add info and make adjustments as needed. The process of gathering all the information has just begun and it will take time to complete considering the various procedures being updated that should and need to be included. He said it will contain all information about CAT services. Including ADA, cost guides, phone numbers. This booklet will be an excellent resource for riders and potential riders. There will be a booklet form and a digital form. Once the website is up, the information will be available to download.

Vernae Patterson asked Chris to share his draft with her. The Center for Community Building is planning to make a similar booklet for MATP riders.

ADA Training update - Kathy Torisky, CAT driver training, will be meeting with committee members Carolyn O'Brien and Cathy Long. Ms. Torisky will give a presentation of the training to the ladies.

John Horst, PA Council of the Blind, asked that CAT share their outline for sensitivity training of their shared ride drivers with him. He has statewide responsibilities and would like to get some idea of how to conduct these trainings so he can inform others that might be interested in having these trainings.

ADA policy review update – A lot of the information for the ADA guidelines will be in the guide book. The plan is to take the excerpt from booklet and personalize it to make it CAT's ADA policy.

CAT Customer Complaint Update - The new policy statement and supporting procedure have been drafted and are being reviewed to be made CAT specific. Once the policy and procedure are finalized, the next step is to work on the software.

CAT PWD 10-Tips flyer update - Karin Caine distributed copies of a flyer that shows 10 helpful hints for CAT riders. The Flyers are to be laminated and posted in the buses. This list can also be found on the CAT website. While reviewing the list, it was noted that more editing would have to be done before the list is made public. Karin ask about making the list in braille and Cathy Long suggested making a DAISY (Digital Accessible Information System) file instead. It was also suggested that the list be included in the guide booklet.

Ecolane - Chris Zdanis briefed the committee on Ecolane, the software used by CAT. He showed a PowerPoint. By logging into it, they can see the amount of scheduled trips, pick-ups, drop-offs and no-shows as they are happening. There were 27 no shows that day. If the drivers wait 5 minutes for every no-show, that's a lot of time altering CAT's on-time performance.

A discussion began about the no-show policy. To summarize, several no-shows may result in suspension which can be appealed. Tony Johnson, CAT GM, suggested that a committee of the accused's peers take part in his/her appeals process decision.

Also Note...

Bill Jones, CAT General Manager, has resigned. Anthony Johnson of McDonald Transit Associates, located in Fort Wayne, Texas, will provide interim management consultation services while the board conducts a search for a permanent General Manager.

Cathy Long's new e-mail – long.cathy1223@gmail.com

Meeting Adjourn