

CAPITAL AREA TRANSIT  
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE  
Meeting Minutes

-  
CAT Conference Room  
Tuesday, June 6, 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	Roger Jones
Cathy Long	Chris Zdanis	Karin Caine	Deb Clayton
Carolyn O'Brien	Ginger Monsted		

May minutes read and approved.

**Committee new member outreach** – Mike Begler reported that he e-mailed several organizations about any interest they may have in becoming involved in the advisory committee. He introduced new member Ginger Monsted, Cumberland Manager, Service Area 9 Coordinator from PA Link to Aging and Disability Resources. Carolyn O'Brien also recruited new member Mark Edwards, a PWD/CAT rider.

**By-Laws Update** – It was decided that the by-laws would be updated after the membership enrollment is complete. Besides updating the section on membership, a section will be added to define the committee's involvement in CAT's no-show policy.

**Meeting time change** - Due to Rabbit Transit's rule of not traveling to Dauphin County after 1:30, committee meetings are now from 10:30am to 12pm. July 4<sup>th</sup> is a holiday so next month's meeting will be on the 11<sup>th</sup>. After that the meetings will continue to be the first Tuesday of every month.

**ADA Guide update** – The entire ADA guide file is too large to posts on the website and the committee discussed other options. It was suggested that a link be posted leading to the FTD site which contains all the info gathered in CAT's ADA binder. Another option was to simply post the table of contents on the website and anyone wanting further detail on a subject, can get it upon request. You would have the option of PDF or plain text. Chris Zdanis and Karin Caine will follow up.

**The phone system** - Unfortunately this process has been put on hold until CAT finds a new IT manager. Chris Zdanis will review the section of the ADA guide pertaining to a phone system. He will take the lead to create a new RFP.

**Report to the board** – The oral report is to consist of:

#1 the four areas that require the most attention from CAT according to the survey...

- the customer complaints process
  - website (on hold)
  - phone system (on hold)
  - complaint management policy and software
- on-time performance (improving)
- weekend services (acknowledged but not doable)
- shelters for fixed-route (a long term process)

#2 the completion of the ADA guide

#3 other accomplishments

Committee members Mike Begler and Carolyn O'Brien will give the report.

**CAT PWD Tip Flyer** – Karin Caine distributed copies of the flyer that lists suggestions to CAT riders. Copies will be made, laminated and posted in buses. Possibly tri-folds will be made and distributed to various organizations.

**Annunciators** – Drivers are not signing in before the trips which means there won't be announcements on those buses. CAT needs to get its drivers to log in their trips.

Cathy Long was asked to remind John Horst, PA Council of the Blind, to inform CAT of the bus numbers, dates and times of buses not using the annunciators.

**Meeting Adjourn**