

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

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CAT Conference Room
Tuesday, July 11, 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
Danielle Rudy	Chris Zdanis	Deb Clayton	Lan Do
Carolyn O'Brien	Iris Fuentes	Mark Edwards	Tom Reynolds

June minutes read and approved.

Committee new member outreach – Daniel Rudy, a support housing officer from the Pennsylvania Housing Finance Agency has joined the advisory committee. To get more riders on the committee, CAT has offered to spread the word. Both fixed route and shared ride riders are wanted. Q... “Is there a bus stop at the CAT transit station for any fixed route committee members?” A...There is a bus stop nearby. CAT agreed to look into rider reimbursement for committee members.

Committee Accomplishments –

- Creating, distributing and conducting a survey.
 - New website RFP.
 - New telephone system requirements.
 - Complaint process defined and improved.
 - An updated ADA requirements binder was assembled.
 - A trifold with a list of suggestions to CAT riders was printed and distributed.
 - Members of the committee met with CAT’s fixed route bus driver trainer.
- “The committee is having an impact on CAT.”

Survey - Many of the buses still have flyers posted promoting the survey. Although the link is still active, the data is not being analyzed at this time. The survey ended September 30th of 2016. The areas that needed the most attention have been recognized. The committee plans on conducting an updated survey in the future.

CAT paratransit update – Wrapping up the data reporting fiscal year 2017. 2.8% Paratransit ridership increase, 6000 additional trips. No shows decreased by 2, that's 7400 no shows throughout the entire year. On-time performance did not increase but it

did not decrease either, it maintains at just over 90%. There is an average of 2.5 passengers per bus per hour.

Although PENNDOT has explored the concept of booking trips on-line, CAT feels taking reservations over the phone is more efficient.

Cat Paratransit is also considering prepaid tickets for all passengers, similar to the tickets that SET Riders use. Tom Reynolds, interim general manager, demonstrated a way to use tickets on a smart phone with a credit card.

ADA Guide update – Chris Zdanis will make sure the IT department posts a link to the guide on the website and he will follow up by circulating an e-mail so the committee members could check it out. He wants to be sure it works with all possible browsers.

Customer Complaint report– Out of 2000 phone calls in the last month there were 68 complaints, 32 not responded to yet. There is a problem when people call after hours. They are unsure of how to leave a message. This is not typical and will be corrected.

CAT PWD Tip Flyer – CAT printed trifold brochures of rider tips written by members of the committee. Bob Philbin passed out bundles of these brochures so they can be distributed throughout the community. He also provided samples of the laminated flyers to be placed on buses.

No-Shows - Educating riders on the no-show policy was said to be most important and the idea of a no-show guide was agreed to be helpful. CAT will provide an initial draft of a brochure to be edited by the committee.

West Shore Rider Sub-committee – The committee discussed whether or not to get involved with CAT's issue with regionalization services. They may consider a subcommittee. Or perhaps nominating an advisory member to participate in a CAT subcommittee that deals with this issue.

Newly printed and updated pamphlets describing the Medical Assistance Transportation Program were distributed.

Also Note...

Karin Caine will be retiring and introduced Mickiah Mellott as the new IT Manager.

Tom Reynolds is the new, interim General Manager. His background includes being a member of the Federal Regulatory Advisory Committee, active in pushing for the provisions of the ADA.

Meeting Adjourn