

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

CAT Conference Room
Tuesday, March 6, 2018

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

Miguel Aciri-Rodriguez	Sherry Marks	Deb Clayton	Cathy Long
Bob Philbin	Mike Begler	Mark Edwards	Ginger Monsted
Vernae Patterson	Carolyn O'Brien	Danielle Rudy	Roger Jones

February minutes approved.

Customer Comment Update - The total number of customer complaints and inquiries continue to rise due to an improving customer feedback system in which every comment and complaint is captured more accurately. More than half of February's customer feedback is comments or questions about the new schedule.

CAT paratransit update – The final draft of the no-show policy is still in the works and will be in need of the board's approval before going into effect.

CCB and MATP - Will call has been reinstated.

Travel Training Program – Sara Gales, OVR, attended February's meeting. OVR is enthusiastic about partnering with CAT on this project. They discussed making training videos. OVR works with Commonwealth media. Ms. Gales is going to investigate cost. Before taking on this project, CAT understood it would be providing some of the costs that may develop. CAT will hopefully share their training resources with the travel training program.

The sub-committee would like to collect training procedures from Rabbit Transit, SEPTA and CAT to tailor them to be CAT specific. Although they decided to expand the scope of the program to include all riders, they plan on asking knowledgeable organizations for their input on PWD procedures before modifying the program to fit the needs of this population.

The travel training subcommittee meets after the advisory committee meetings.

Next advisory meeting is April 3rd at 10:30.