

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

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CAT Conference Room
Tuesday, April; 3, 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 Acri-Rodriguez
Bob Philbin
Sherry Welsh
Mark Edwards

Sherry Marks
Mike Begler
Cathy Long
Ginger Monsted

Deb Clayon
Matt Seeley

March minutes read and approved.

Customer Complaint Update – Miguel Acri-Rodriguez distributed the monthly customer complaints and inquiries report. The report does not include paratransit because MATP calls to customer service are directed to CCB.

The new complaint system is in place. The on-line layout is new but the customer complaint process remains the same. It will be put into operation when everyone who will need to utilize it is aware and has an understanding of it.

A meeting regarding the phone system is scheduled.

Travel Training Program – Mike Begler recapped that the subcommittee decided to expand the scope of the program to include all riders rather than just elderly and disabled. This would include the student population. Sensitivity training will be included in all profiles.

Dauphin County update – CAT missed a route last week due to a snow storm. They canceled fixed route service to the northern part of the county. As a result, some people were stranded here. CAT is responding to that situation.

Managed Long-Term Services and Supports – Reminder to CAT...The state has been going to a Managed Care System. In the western part of the state, it is causing many transportation problems. A meeting will be held May 25 @ 9:30 at The United Way in Carlisle.

MLTSS will be here in about a year and a half. MLTSS has public meetings the first Wednesday of Every month at Pennsylvania Department of Education, Honors Suite, first floor, 333 Market Street Tower, Harrisburg from 10-1.

Rabbit Transit – Rabbit has been having their advocacy meetings, Transportation Partnership on Mobility (TPOM), in the various counties it services. Prior to this year, they have had their meetings only in York. They also have a conference line to the meetings.

Sherry Welsh, Rabbit, shared information about 3P Ride, More **P**eople. More **P**laces. More **P**ossibilities. . A nonprofit organization they created to plan and make decisions about providing access to transportation needs. Read more on their website.

Next meeting is May 1st @ 10:30

Meeting Adjourn