

CAPITAL AREA TRANSIT  
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE  
Meeting Minutes

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CAT Conference Room  
Tuesday, May 1, 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	Vernae Patterson
Bob Philbin	Mike Begler	Chris Zdanis
Sherry Welsh	Cathy Long	Amy Smith
Mark Edwards	Ginger Monsted	Carolyn O'Brien
Danielle Rudy	Deborah Robinson (CAT rider)	Perpetua Njuguna

April minutes read and approved.

**Customer Complaint Update** – In April, CAT put into action the new complaint system, Eclipse. The total number of customer complaints and inquiries for April is considerably lower than the previous three months. CAT is curious to know if this drop in numbers is due to customers being hesitant to use the new system. Although, many of the comments in earlier months have been related to fixed route, express buses and those issues have been settled.

Paratransit has been added to the customer feedback report. 6 percent of the feedback is paratransit. There has been 1 ADA complaint so far this year.

**Travel Training Program** – The sub-committee met 2 or 3 times in April. They decided to use Google Docs for document management. Folders containing existing data have been set up. They are now deciding on and assembling the contents of a training module, PWD to start. They will use Rabbit's and Cat's riders' guides for their "How-to" information and collaborate on specialized categories as they find topics unique to particular groups. Sara from OVR will be helping with informative videos. Transportation Management Association (TMA) helped with SEPTA's travel training program and is going to work with us on developing our own.

**MATP Update** – April was the end of the third quarter. 372 new consumers. 27,886 trips booked for the third quarter...1,340 no shows.

**Rabbit Transit** – Rabbit will be applying for a grant through CPAA for Transit Planning 4 All. The purpose of the grant is to build inclusive, participatory meetings similar to this. Rabbit is asking for letters in support of this grant. The grant is for up to \$35,000

**ADA Training-** ADA training will be mandatory for both fixed route and paratransit CAT drivers in May and June. Dr. Bob Schmidt will participate, he has a knowledge of people with disabilities. Rich Farr reached out to a facility that deals with people with disabilities. It was also suggested that a script or a video be approved by this committee to include in the training.

The ADA training schedule...

- May 19th, fixed-route 8 to 10:30. Paratransit 11 to 1:30. Fixed-route 2 to 4:30.
- May 20th, fixed-route 9 to 11:30 and 1 to 3:30.
- June 9<sup>th</sup>, fixed-route 8 to 10:30, fixed Route 11 to 1:30, paratransit 2- 4:30.
- June 10.

**Paratransit Issue** - Deborah Robinson came to the meeting to discuss issues she has with Share ride. She stated that when she made reservations to a medical facility, she was unaware there was an upper level and a lower level, since it was her first time there. She does not know which level she was let out on when she arrived, but because her services were provided to her on the lower level, she waited there for her return trip. The bus came for her at the upper level. No one called her to ask about her whereabouts and the bus left without her, leaving her abandoned. Her most pressing complaint, however, is that when she calls dispatch after 4pm, no one answers the phone, and no one calls her back. CAT said that this is due to the number of persons answering calls at that time. They said they will address the situation. The committee has invited Deborah to attend the June 5 meeting to hear any solutions CAT has made to remedy this problem and stop it from re-occurring.

It was recommended that CAT provide certain locations and their guest services with a list of those individuals coming to their facility by way of Share ride. Guest services is in charge of making sure patients are where they need to be an order to be available at the location where the bus will be picking them up. This would work out well at Pinnacle East, Pinnacle West, Hershey Medical, and other facilities.

**Next meeting is June 5 @ 10:30**

**Meeting Adjourn**