

CAPITAL AREA TRANSIT  
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE  
Meeting Minutes

-  
CAT Conference Room  
Tuesday, June 5, 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	William Peterson
Bob Philbin	Mike Begler	Carolyn O'Brien
Sherry Welsh	Cathy Long	Paul Mathis
Mark Edwards	Ginger Monsted	Roger Jones
Mickiah Mellott	Deborah Robinson (CAT rider)	

May minutes read and approved.

Paul Mathis introduced himself. He has been with CAT 3 years. Started as a part-time fixed route operator. Transitioned to a full-time paratransit driver. Became fixed route operations supervisor and is presently Operations Manager.

**Customer Comments Update** – Paratransit has been added to the customer feedback report as requested by the committee. Broken down into...

- General complaints...6
- Late bus...2, pick-ups after the 30 minute window
- Reckless driving...3

The chart shows Paratransit numbers going as far back as December.

Total reports for May, including fixed route, is 65.

Software for the complaint/comment system is Eclipse. It is a document management system that provides the complaint form to the customer. Once the form is completed, it is processed to go to the correct department. Once the ticket is closed, it is archived and searchable if needed in the future. Everyone at CAT has been trained to use the system.

**Phone system** – issues...

- Redeveloping the recording of the messages
- The call flow
- Call tree i.e. press 1 for..., etcetera.

The plan is to have a fully functioning and working phone system the first full week in July.

New features...

- Dialing any number, whether fixed route or paratransit, will get you the same menu.
- A message tells the caller, if you are calling for MATP call this number
- New system more accurately tracks call volume so CAT knows how to properly staff certain times of day.

CAT will be considering and or working on...

- Informing the caller what number they are in Que.
- Providing an option for a callback rather than remaining on hold.
- Reminder calls

**ADA Driver Training update** – 74 drivers trained the first weekend. More trainings are scheduled for June 9<sup>th</sup> & 10<sup>th</sup>. The training was videotaped. Mickiah Mellott, IT, will consult others at CAT to find out if they could show the video to the committee so that they could see what the training was like.

**Travel Training Program** – “To Do” list...

- Post Rabbit’s & CAT’s “Ride Guide” to the Google Docs platform to provide a starting point for developing a “Table of Contents” of TTP training subjects.
- Based on the above, add/modify training topics.
- Upload existing TTP procedures and related documentation for the identified training topics.
- Post meeting notes to Google Docs.

**MATP Update** – There was discussion about MATP no shows. It was stressed that the centers for Medicaid and Medicare run the medical assistance program through the Department of Human Services and they decided that nobody can be suspended from MATP transportation. The federal government has enforced this Nationwide. CCB can only try to lessen no shows through letters and phone calls.

It is recommended the new applicants to MATP be informed of the effects no shows have on the transportation system as stated in the shared ride suggestions written by the PWD committee.

**Annunciators** – CAT recently started to monitor the ADA announcements on buses at the transfer center and train station. They checked approximately 40 buses at the transfer station and two to three buses at the train station. If an announcement is not being made, they look into the mechanics, making sure the volumes are set or replacing it with a unit that works.

**Next meeting is July 10th @ 10:30**

**Meeting Adjourn**