

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

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CAT Conference Room
Tuesday, July 10, 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

Mike Begler	Liz Pabon	Robert Philbin	Roger Jones
Cathy Long	Chris Zdanis	Deb Clayton	Amy Smith
Carolyn O'Brien	John Horst	Mark Edwards	Ginger Monsted
Miguel Aciri-Rodriguez	Pam Crowner	Sherry Welsh	Deborah Robinson

June minutes read and approved.

Phone/Eclipse Update – Due to trainings, some CAT members were not available for this meeting.

Amy Smith reported. Any CAT phone number dialed will be answer by a recorded menu. The menu will provide the caller with the number to push for the correct department. IVR/reminder calls, is a separate program and will be coming soon. Also coming soon, the option to remain on hold or to leave a callback number.

June Customer Comments Update – June closed the fiscal year. There were a total of 59 complaints in June. 9 paratransit, broken down into general, late bus and reckless driving. Top 2 fixed route complaints were reckless driving and no shows. Total monthly ridership was 165,211. The number of complaints, since the service change a few months ago, averages in the low 60s.

An YTD customer service feedback pie chart indicates that 51 percent of complaints are driver related. This is being addressed by CAT.

Annunciators – CAT continues to track and collect data concerning the annunciators. They are looking forward to acquiring a new system that will solve current software problems.

ADA Training – Approximately 120 drivers trained. 5 staff. More policies in the weeks to come.

Travel Training Program – This program is to support and assist potential customers by providing the training necessary so that they may become more independent and self-sufficient in selecting and using available transportation services. The goal is to do one-on-one trainings at various establishments.

A proposed table of contents has been distributed among the sub-committee members to review and make sure there is a procedure in place for each topic.

Using the available information, Chris Zdanis and Miguel Aciri-Rodriguez, CAT, have done 5 trainings in the past couple months. A discussion about adding an evaluation piece to this program ensued. It may improve future trainings.

Northern Dauphin - Bob Philbin asked Liz Pabon to inform him of any events taking place in Northern Dauphin so CAT can make presentations of their services. She will follow up.

Liz commented that many doctor offices do not understand that their patients from Northern Dauphin need appointments at certain times of the day in order to accommodate their transportation. Specifically, Team Care. Mr. Philbin offered to contact them.

Board Presentation Update – It was decided that Mike Begler would draft an initial outline of a presentation. The rest of the committee would add their input.

Also Note...

The importance of letting the customer know about any resolution to their complaint or grievance was stressed.

Meeting Adjourn