

CAPITAL AREA TRANSIT  
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE  
Meeting Minutes

CAT Conference Room  
Tuesday, September 4, 2018

Attendance

Mike Begler	Robert Philbin	Mickiah Mellott	Sherry Marks
Cathy Long	Carolyn O'Brien	Mark Edwards	Ginger Monsted
Amy Smith	Roger Jones	Miguel Aciri-Rodriguez	
Angela Susten	Deborah Robinson		

**August minutes read and approved.**

**August Customer Comments Update** – There were a total of 81 paratransit & fixed route comments/complaints in August. 4 paratransit. Top 2 fixed route complaints were no shows and rude/discourteous drivers. Total monthly ridership was 171,121. So far, the fiscal year shows approximately 40 per 100 thousand customers provided feedback.

Upon further investigation, some complaints, prove to be false. For example, no shows; a rider might arrive late at a bus stop and the bus has already come and gone. Rude/discourteous complaints are also investigated through video, and drivers are made aware of any unacceptable behavior.

There was discussion about gathering compliments from riders regarding courteous & cooperative drivers. CAT will research this idea.

**Phone/Eclipse Update** – CAT has been using the new phone system for about a month. Mark Edwards questioned whether or not it would be possible to add a message informing medical paratransit riders from Cumberland County to call Rabbit for their medical trips because those residents do not need to call CCB like Dauphin County residents. Amy Smith will communicate this matter of changing, adding and/or rewording the message to the appropriate individuals and expressed to the committee to keep in mind that the cost does need to be approved.

**Conference Call Line** – Suggestion to have an open conference call line at every meeting. Cathy Long suggested freeconferencecall.com, used by Rabbit. The call-in info could be added to the monthly agenda.

- Bob Philbin will contact CCB since they have not had a representative at the last few meetings.
- Carolyn O'Brien will contact Liz Pabon about keeping CAT updated on the happenings in Northern Dauphin.

**Travel Training Program** - Miguel Aciri-Rodriguez, Chris Zdanis and Amy Smith put together a packet of all collected info and e-mailed it to the subcommittee members for their input. The document is geared toward the trainer. The trainer will decide which topics within the manuscript should be covered and presented to the trainee. Availability of this program will be made through outreach. The first outreach will be presenting an abbreviated version at Shippensburg University on September 11<sup>th</sup>.

**PA Link to Aging & Disability Resources** – The PA Link assist providers in sharing of resources to help seniors, those living with a disability and veterans. They provide informative trainings every other month. For example, September 27<sup>th</sup> Ginger Monsted will be having a training in Cumberland County on accessing utility assistance. They also provide people with housing resource information by attending senior fares and health fairs. Ginger manages Dauphin, Cumberland, Perry, York, Franklin, Adams, Mifflin and Juniata counties. Each county has its own coordinator. Ms. Monsted is the coordinator for Cumberland County.

It was also noted that anyone requiring housing assistance can dial 2-1-1.

Bob Philbin offered to post any advertisement for these trainings on the CAT website.

**Angela Susten.** - Angela Susten, Grants Management Coordinator, Dauphin County MH/ID Program, introduce herself. She will be filling Deb Clayton's seat.

**The Pennsylvania Rehabilitation Association** - PRA is committed to the advancement of rehabilitation to promote full inclusion of people with disabilities into the mainstream of our society. They are offering our community the opportunity to learn about issues in disability and rehabilitation, and to become empowered to enhance the lives of people with disabilities

Each Year the PRA hosts a Professional Development Institute, with a Town Hall the evening before. This year, they would like to host a Transportation Panel and invited one of the committee members to represent CAT. April 17 & 18 2019, Chris Zdanis will be representing CAT at the event.

**Board Presentation Update** – Roger Jones will be doing the presentation. It will include a brief description of the committee followed by a list of its accomplishments. Mr. Begler, Mr. Philbin, Mr. Jones and Carolyn O'Brien will get together to finalize a script of the oral presentation. It will be ready for review at the October 2<sup>nd</sup> PWD advisory meeting. The presentation will take place at the October 25<sup>th</sup> board meeting.

**Next meeting October 2.**

**Meeting Adjourn**