

CAPITAL AREA TRANSIT  
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE  
Meeting Minutes

CAT, 901 N Cameron St, Harrisburg  
Tuesday, October 2, 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

Roger Jones	Cathy Long	Mark Edwards	Angela Bednar
Carolyn O'Brien	Deborah Robinson	Sherry Marks	
Bob Philbin	Angela Susten	Miguel Acri-Rodriguez	

October minutes read and approved.

**September Customer Comments** – In September, there was a total of 73 customer service feedback reports. Of these 73 were 13 were requests for information and 5 compliments. 20 paratransit complaints; up from 6 in each of the previous two months. 13 of the paratransit complaints were due to late buses, (late pickups and drop-offs). CAT logs on-time performance for both fixed-route and Paratransit.

It was suggested that drivers to notify dispatch when they're running late.

A pie chart shows that the percentage of drivers being complimented are higher this year than they have been previous years; possibly due to the ADA training that took place ,in late May and early June of this year. CAT has shown there fixed route drivers appreciation for their on time performance through gift certificates.

Customer Service tracking has shown noticeable Improvement due to the new Eclipse software.

**Temple U. Grace Cooper** – The Institute on Disabilities at Temple University is conducting a survey of public transportation in Pennsylvania for the Office of Vocational Rehabilitation. They are interested in issues and initiatives for people with disabilities accessing public transportation and its impact on employment.

Ms. Cooper interviewed Committee Member Cathy Long. Mrs. Long talked about her experiences with CAT transportation. She told Ms. Cooper how pickup times affected her work schedule.

Anyone interested in scheduling an interview can call Grace Cooper at 215-204-7660. Or email [gracefaycooper@temple.edu](mailto:gracefaycooper@temple.edu)

**Travel Training** - The travel training program packet has been completed. Now to get the word out. Any contacts should be forwarded to Miguel Aciri-Rodriguez at [macrbi@cattransit.com](mailto:macrbi@cattransit.com)

Some suggestions:

- Senior homes
- Federal funded communities
- Section 8 housing
- Cumberland County Housing Authority

CAT would like to test the process by doing a training internally and offered any committee members to participate.

**Phone System/Eclipse** – Committee Member Deborah Robinson commented on how helpful it is to know what number you are in queue and therefore, how long you will be waiting to speak to a live operator.

The question as to whether or not a message can be added to the phones that informs Cumberland County residents where to call for medical transportation rides was brought up again and the answer is still pending.

Also, is it possible to do this for Cumberland County residents calling CCB?

**Board Report** – Roger Jones will be meeting with CAT manager, Rich Farr, on October 15<sup>th</sup> to inform him of the oral presentation he will be giving to the board at the October 25<sup>th</sup> meeting at 12 noon. Other committee members are welcome to attend the board meeting.

**Also Note** - CAT will be installing a live, electronic, routing schedule board at the transfer center. Riders will be able to see the times their buses are coming and going. They are also anticipating getting a system that will track buses as they are traveling and these boards will be placed at various locations.

**Next meeting is November 13<sup>th</sup> @ 10:30.**

**Meeting Adjourn**