

**CAPITAL AREA TRANSIT**  
**PEOPLE WITH DISABILITIES ADVISORY COMMITTEE**

**Meeting Minutes**

CAT, 901 N Cameron St, Harrisburg  
Tuesday, January 8, 2019

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	Amy Smith
Carolyn O'Brien	Deborah Robinson	Sherry Marks	Mike Begler
Bob Philbin	Angela Susten	Ginger Monsted	Miguel Aciri-Rodriguez
Danielle Rudy	Cynthia Gibbs-Pratt	Sherry Welsh	

December 2018 minutes read and approved.

**Performance metrics for 2018:**

**Fixed route ridership** - In 2018, there has been a decline in monthly ridership as compared to 2017. This is a common occurrence amongst many transit companies.

**Paratransit ridership** – Cat paratransit monthly ridership has increased in 2018 as compared to 2017. On-time performance averaging 91% each month since July in 2018.

**Paratransit funding source** - These graphs show paratransit ridership broken down into MATP 42.6%, MHIDD 10.8%, PWD 3.8%, ADA 17.5%, Senior 25.2% and other 0.1%.

**Paratransit no-shows** – About 5% of total trips each month in 2018 were no-shows. That's 1 out of 20 trips. More than 2017.

**Fixed route customer service feedback** – Complaints have decreased in December. In 2018, 31 per 100,000 fixed route customers provided feedback. Feedback includes complaints, comments and compliments. Improvement since 2017.

**Paratransit customer service feedback** - 15 customer reports in December. This includes 5 reckless driving complaints and 1 compliment. In 2018, 80 per 100,000 paratransit riders provided feedback. 15% of feedback is general compliments.

**Customer service calls fixed route** – 3,580 incoming calls in December. 3,308 answered. 272 total calls dropped. When a caller hangs up due to a long wait on hold, or for any other reason, it is labeled a dropped call. CAT fixed route calls had a 92% answer rate in December. The national industry standard is 85%.

**Customer service calls paratransit** – 7,536 incoming calls. 7,351 answered. 185 dropped/abandoned. 97% answer rate for December. A 99% average monthly answer rate since the new phone system has been installed.

CCB does not include this info in their monthly reports, however, some committee members think it would be helpful.

**Temple U.** –The committee participated in a survey conducted by Temple University for the Office of Vocational Rehabilitation. Some committee members have tried to get in touch with Grace Cooper, Temple U., but failed to do so at this time.

Ms. Cooper planned to have a completed report by January, 2019 to share with the committee.

**Travel Training** - CAT has done a travel training event in December 2018. Through that event, CAT has learned about other potentially interested customers. Committee members suggested that a follow-up evaluation might be helpful in any improvements. Miguel Aciri-Rodriguez, CAT, said he would let the committee members know about any future events they can attend.

**Uber/Lyft** – Sherry Welsh, Rabbit, shared her experience with Uber and Lyft. Both Uber and Lyft function as subcontractors for Rabbit Transportation. However, there are a lot of barriers working with them. Uber is nearly impossible to get in touch with. Although rabbit has gotten in touch with them initially, as time went on, they seemed to shut them out. When they did communicate, it did not go well. On the other hand, Lyft did work well with Rabbit. Lyft has a platform similar to what their website and apps look like. They have something called a concierge service that Rabbit has signed up for. When someone makes reservations for a trip, Rabbit looks to see if making that trip with Lyft would be more beneficial. Rabbit then requests the trip as if they were the customer. There have been times when Lyft drivers have refused the trip because Rabbit users do not tip as opposed to other customers who use Lyft. Lyft or Uber cannot accommodate a person who uses a motility device. Also, the customer has to pay a co-pay at each boarding and Rabbit is working with Lyft on that issue. Right now,

particularly in Cumberland County, seniors have no co-pay and have been riding Lyft. Ms. Welsh offered to provide CAT with Lyft contact information.

**Rabbit Trans** - Rabbit had a regional transportation meeting in November. The meeting was a discussion of challenges people face getting to and from the workplace. Their best solution was to create a technology app. The app would contain a database that would allow a user who does not have a car to share a ride with a user who does.

**PA Link to Aging** - Ginger Monsted announced free tax preparation for WD users. It's in every County. Also, a Health Choices advisory committee that meets quarterly is looking for Medicaid users that use Health Choices or Behavioral Health Services to serve on the committee. The meetings will be held throughout this 9 County region and will reimburse members for travel expenses and also provide lunch.

**Newsletter**- A motion was passed to create a CAT/PWD Advisory newsletter. The newsletter would be distributed by CAT via a database as a way to spread the word about things discussed in these meetings and other tips that might help Riders understand CAT policies. Members of the newsletter committee will be Carolyn O'Brien, Cathy Long, Mark Edwards and Bob Philbin.

**Next meeting is February 5<sup>th</sup> @ 10:30.**

**Meeting Adjourn**