

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

Meeting Minutes

CAT, 901 N Cameron St, Harrisburg
Tuesday, February 5, 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

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|---------------------|---------------|------------------------|--------------|
| Roger Jones | Cathy Long | Mark Edwards | Amy Smith |
| Carolyn O'Brien | Sherry Marks | Mike Begler | Sherry Welsh |
| Robert Philbin | Angela Susten | Miguel Aciri-Rodriguez | |
| Cynthia Gibbs-Pratt | | | |

January 2018 minutes read and approved.

Performance metrics:

Fixed route ridership - In January there were a total of 154,835 riders. A 6% decrease compared to last January. Possibly due to harsh weather conditions. Overall, however, the decrease in passengers this January has lessened as compared to previous years.

Paratransit ridership –There were 18,085 paratransit riders in January. 15,485 of them were clients, 1,492 were assistants, and 1,108 were companions. A 6.3% increase as compared to last year. On-time performance at 93%.

Paratransit funding source - These graphs show paratransit ridership broken down into MATP 45.1%, MHIDD 9.1%, PWD 4.5%, ADA 16.8%, Senior 24.4% and other 0.1%, for January.

Paratransit no-shows – 19,214 trip reservations were booked for the month of January. 1,129 of them were no-shows, 5.8%. An increase from last January by 53%. The majority of no-shows are MATP; those trips, being medical, may prevent a customer from calling to cancel. About a third of no-shows are ADA, Senior, and PWD and CAT cannot know exactly why a customer does not call to cancel their trip. It is a huge financial problem.

Fixed route customer service feedback – 48 complaints/feedback. Early bus showing the highest percentage. The number of monthly complaints continues to decrease. New management, disciplinary actions and enforced procedures are likely

the reasons. Also, the recent ADA training may be a factor and this training is now a requirement for all new hires.

Paratransit customer service feedback - 13 customer reports in January. This includes 3 compliments. 2 out of the 10 other feedback reports are late bus complaint.

Customer service calls fixed route – 4,386 incoming calls in January. 3,983 answered. 403 total calls dropped. CAT fixed route calls had a 91% answer rate in January. The national industry standard is 85%.

Customer service calls paratransit – 9,257 incoming calls. 9,058 answered. 199 dropped. When a caller hangs up due to a long wait on hold, or for any other reason, it is labeled a dropped call. 98% answer rate for January.

Temple U. – Committee members, Cathy Long, Carolyn O'Brien and Mark Edwards, participated in a survey conducted by Temple University for the Office of Vocational Rehabilitation. Cathy Long has been in touch with Grace Cooper from Temple U. She informed the committee that Ms. Cooper is working on the report. Her secretary sent Mrs. Long the executive summary via e-mail to be forwarded to the rest of the committee.

Mrs. Long explained that OVR does their state plan every few years and they have to meet certain criteria. They're subcontracting some of their work to Temple University.

Travel Training - CAT has done a total of five travel training events since its launch date. One is scheduled this month of February for Valley Youth House, targeting people ages 18-21. Two events are scheduled in March at Central Dauphin East, for students. Two events will take place at Central Dauphin High School in May. Committee member, Cynthia Gibbs-Pratt also requested an event take place after an advisory meeting which any committee members could attend. CAT also clarified that they will do one-on-one trainings if requested. Committee member representing Northern Dauphin, Liz Pabon, provide Carolyn O'Brien with 4 housing facilities.

- Lykens Senior Center @ 717-453-8350
- Millersburg Area Senior Center @ 717-692-2567.
- Rattling Hill and Gratz Apts., contact Dave Weaver at Laurel Hill in Williamstown 717-939-3901.

Carolyn forwarded the info to CAT.

CAT is drafting a short questionnaire for people to answer after their training. Sherry Welsh, Rabbit Transportation, offered to share Rabbit's version.

There was a suggestion to have a presentation on the objectives and goals of the travel training for the managers of various organizations so that they would be aware of

the program. Pennsylvania housing website has a list of e-mails to contact the managers of all their housing properties.

Rabbit Trans - Rabbit completed its research for the Getting Ready to Innovate grant. They realized that the portion of the grant that would fund the implementation of the product would expect it to be up and running within six months. Further research into developing the project proved a financial difficulty. Rabbit is now working with PennDOT to improve the Find My Ride app.

Newsletter - A newsletter will be drafted and presented at a future advisory committee meeting. Once approved, CAT will distributed it electronically to the database they have collected and members of the committee will distribute it to their databases. Committee member, Carolyn O'Brien has volunteered collect the information to be put in the newsletter. Information can be sent to cmt01967@[hotmail.com](mailto:cmt01967@hotmail.com),

There was a suggestion to post a newsletter on the bulletin board at Susquehanna View Apartments in Camp Hill.

Committee member, Roger Jones, mentioned that Susquehanna View Apartments in Camp Hill has a large community room and since many residents use CAT, it might be a good idea to set up a travel training there. There is a large Russian community at the apartments who would need an interpreter. Suggestion that a Russian Orthodox Church may be able to help with translation. You can also call an organization called Language Line. Susquehanna View Apartments has an exercise program a couple days a week and many of the people that attend also use CAT, so having the training on the same day as the exercise program might be beneficial.

Next meeting is Tuesday, March 5th @ 10:30.

Meeting Adjourn