

# **CAPITAL AREA TRANSIT**

## **PEOPLE WITH DISABILITIES ADVISORY COMMITTEE**

### **Meeting Minutes**

CAT, 901 N Cameron St, Harrisburg

Tuesday, May 7, 2019

### **Attendance**

|                |                  |                 |                  |
|----------------|------------------|-----------------|------------------|
| Robert Philbin | William Peterson | Mike Begler     | Roger Jones      |
| Cathy Long     | Ginger Monsted   | Carolyn O'Brien | Deborah Robinson |
| Sherry Welsh   | Angela Susten    | Mark Edwards    | Kirstie Weidman  |

April 2, 2019 minutes read and approved.

### **Performance metrics:**

**Fixed route ridership** – 171,528 total riders in April. 3,775 disabled.

**Paratransit ridership** – 19,686 completed trips in April.

**Paratransit no shows** - 1,052 no shows out of 20,738 scheduled trips. A 27% decrease as compared to April 2018.

**Fixed route customer service feedback** – 42 customer reports in April. Top 2 are rude/discourteous and passing passengers.

**Paratransit customer service feedback** – 10 reports in April, 4 are late bus complaints, 1 general compliment.

**Customer service calls fixed route** – 3,983 incoming calls in April. 3,668 answered, 315 calls dropped, 93% answer rate.

**Customer service calls paratransit** – 8,824 incoming calls in April. 8,704 answered, 120 dropped, 98.6% answer rate.

**Paratransit funding source** - These graphs show paratransit ridership broken down into MATP 43.9%, MHIDD 0.3%, PWD 4.7%, ADA 16.7%, and Senior 24.4% for April.

**Travel Training** - CAT has several trainings scheduled and continues to schedule future trainings.

**Paratransit Update** – The committee was updated on the benefits of the call back system. If a customer is on hold, they get the option of leaving their contact info to get a call back from CAT, rather than remaining on hold.

Mr. Peterson, CCB, suggested that CAT and CCB work together to try to better the communication about cancellations, particularly on weekends.

Riders do not have to be residents of Harrisburg to ride Share Ride busses. If someone comes to Harrisburg from any other location, CAT will request their application from they're previous or current share ride department and give them a 21 day ridership while their CAT application is being processed.

**Rabbit Trans** – Rabbit received a Grant to expand veteran transportation services. CAT and Rabbit will work together, expanding into Cumberland County, Adams County, Columbia County and Dauphin County. Expected to begin in June. Rich Farr, CATs interim general manager, sent an editorial to the Patriot news about the veterans Grant. Mr. Philbin suggest a PR campaign around fundraising for veterans in Dauphin County. There is an upcoming event with Commissioner Hayes on this issue.

Rabbit will be applying for a Grant that would link other transportation providers throughout the state to expand “mobility as a service.” Making it easier and simpler for customers if they are using multi-modal opportunities and options. Multi-modal transportation is several modes of transportation. The mode of transportation a person uses in one situation may not be the mode of transportation they need for another situation and people should be able to go from one mode of transportation to the other smoothly.

**Newsletter** – Copies of the first newsletter were distributed. Edits, links and additions were suggested and will be made before circulation. CAT has a collection of e-mails for dissemination. Committee members are asked to forward the newsletter to their contacts. It will be posted to the CAT website and CCB offered to post it to theirs.

**MATP** – For the quarter of January/February/March, MATP issued 524 bus tickets. 5,302 trips in Dauphin County. 335 new enrollees in the program. 45 mileage reimbursements amounting to over \$3000. 29,330 trips booked over 3 months. 401 trips outside Dauphin County using a mode of transportation other than a Share Ride bus, \$27,390. 57 complaints. CCB’s 3 person call center averaged 847 calls a day during those 3 months.

**Managed Long Term Services and Supports** – Expected to launch in January 2020. Managed care will be managing some of the transportation for Medical Assistance patients. Rich Farr, CATs interim general manager, was unable to attend the May 7th meeting and share his knowledge on this subject. However, William Peterson, CCB, spoke on the subject.

Mr. Peterson explained that the Department of Human Services was in charge of breaking the state into three regions. The central region consists of 27 counties. DHS will offer their services only to the transportation brokerages used in the 3 regions. They think that it could be more cost-effective. Many individuals agree that cutting costs means cutting services, and cutting services means less services, and poor service. Mr. Farr found evidence that Texas went to a brokerage and it's costing them a lot more money than what they had anticipated. There is a bill requesting the Department of Human Services to cease-and-desist and go back and do a reassessment. Mr. Farr, along with the Pennsylvania Public Transit Association, sent out some letters to the House and Senate in hopes of enforcing the bill and perhaps the Department of Human Services will talk with providers before determining what to do.

**PA Link to Aging and Disability Resources in Cumberland** County has a Community Meets meeting July 26, 2019 @ 9:30am United Way Building 145 Hanover St. Carlisle. Presentation on transportation with speakers from Rabbit and CAT. CCB is also interested.

**New Fare Boxes** – For fixed route busses coming this summer, the fare boxes will capture more data using mobile ticketing and magnetic swipe cards.

**FYI** – A recent article said that Lyft and Uber claim that they are not transportation companies and therefore should not be required to follow the same regulations that transit companies are required to follow.

**Note the CAT/PWD Advisory 2019 meeting dates**

|                |                   |                  |
|----------------|-------------------|------------------|
| June 4, 2019   | September 3, 2019 | December 3, 2019 |
| July 2, 2019   | October 1, 2019   |                  |
| August 6, 2019 | November 5, 2019  |                  |

**Next meeting is Tuesday, June 4, 2019 @ 10:30.**

**Meeting Adjourn**