



Where CAT goes, community grows

Capital Area Transit News | People with Disabilities Advisory Committee **NEWS** | May 2019

901 N. Cameron Street, Harrisburg, PA 17101 | 717-238-8304

Capital Area Transit People with Disabilities Advisory Committee has created a newsletter to share information that might help riders understand CAT policies, procedures and benefits. The newsletter will also be posted on the CAT website, People with Disabilities page.



ADA UPDATE: SERVICE ANIMALS ON PUBLIC TRANSIT: Many people with disabilities use a service animal in order to fully participate in everyday life. Dogs can be trained to perform many important tasks to assist people with disabilities, such as providing stability for a person who has difficulty walking, picking up items for a person who uses a wheelchair, preventing a child with autism from wandering away, or alerting a person who has hearing loss when someone is approaching from behind. Under the Americans with Disabilities Act (ADA), a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. [[Click here for a helpful list](#) of frequently asked questions about service animals and the ADA. [CAT ADA policy is here.](#)]

CAT DRIVERS TAKE A WEEKEND OF ADA TRAINING: Capital Area Transit (CAT) Bus Operators took the last weekend in April to review CAT policy and procedures to insure service for people with disabilities reflects the highest standards of the Americans with Disabilities Act. Training covered Bus Operator guidelines, ADA equipment, Amplification Systems, and procedures designed to eliminate the barriers that might prevent people with disabilities from using transit. Barriers to accessing transit are removed partially through the use of equipment and partially by operators assisting customers.

NO-SHOWS INCREASE COSTS AND INCONVIENIENCE EVERYONE: No-shows cause drivers to make unnecessary trips. Since a driver must wait 5 minutes at every stop, no-shows have an impact on CAT's on-time pick-ups as well as raise the cost of CAT operations. Be sure to call CAT at 717-238-8304 as early as 4:30am, Mon-Fri, or Easton Coach at 717-230-9360 Sat., when canceling a trip reservation

CAT TIP: Any grievances, comments or compliments you may have with CAT transit service should be entered on the CAT web site. Click on Customer Service in the right hand column and you will find a [comment ticket](#) to fill out and submit to CAT. Once your comment has been successfully submitted, a unique confirmation number will be generated. Please retain this number for use in referencing the status of any complaint. Your comment will be recorded and processed and a response will be issue to you within 24 hours. If you cannot access the web site, please call customer service 717-238-8304. Your input will help improve transit service for all riders utilizing the Capital Area Transit system.

STAY CONNECTED: CAT connects with riders through on-board Wi-Fi and annunciators, Twitter, email alerts and real time vehicle location updates, as well as through fixed route and paratransit customer information specialists who are available to assist any transit user by phone or email.

Total CAT Riders: 2,248,416.

MEDICAL TRANSPORTATION: If you live in Dauphin County and are an MATP rider, please call the Center for Community Building (CCB) at 717-232-7009 for paratransit service. If you live in Cumberland County, please call Rabbit Transportation at 717-846-7433.

When you call CCB, they will confirm that you are eligible for medical assistance transportation and you can begin riding immediately, whether in their system or not. CCB will send you a packet which includes the MATP brochure. The brochure will tell you how to access MATP and provide necessary information on its do's and don'ts.

TRAVEL TRAINING PROGRAM: CAT and the People with Disabilities Advisory Committee have developed a travel training program. The program is a one-on-one or group training that encourages increased flexibility and independence among current or potential customers. It helps them make informed decisions about available transportation. If you or any organization would like to schedule a training, please contact CAT customer service 717-238-8304.

CAT FACT: LAST YEAR 205,923 PARATRANSIT RIDERS RODE WITH CAT

DEPARTMENT OF JUSTICE ENFORCES GREYHOUND LINES, INC., ADA VIOLATIONS: The Department of Justice announced payments by Greyhound Lines, Inc. totaling \$2,966,000 to over 2,100 individuals who experienced disability discrimination while traveling or attempting to travel on Greyhound. The payments were part of a broader settlement from 2016 resolving the Department's complaint that Greyhound, the nation's largest provider of intercity bus transportation, engaged in a nationwide pattern or practice of violating the Americans with Disabilities Act (ADA) by failing to provide full and equal transportation services to passengers with disabilities. The \$2,966,000 amount is in addition to \$300,000 paid by Greyhound in 2016.

For more tips from the CAT and the PWD Advisory Committee, go to the CAT website at www.cattransit.com



To purchase CAT tickets and passes on line, [click here](#)