

# **CAPITAL AREA TRANSIT**

## **PEOPLE WITH DISABILITIES ADVISORY COMMITTEE**

### **Meeting Minutes**

CAT, 901 N Cameron St, Harrisburg  
Tuesday, July 9, 2019

### **Attendance**

Robert Philbin	Aimee Harwood	Mike Begler	Cathy Long
Jeff Iseman	Angela Susten	Kirstie Weidman	Carolyn O'Brien
Mark Edwards	Roger Jones	Verna Patterson-Shaw	Ginger Monsted

**Filing a Complaint** - Aimee Harwood asked about the process for filing a complaint. She is a new member to the committee. Aimee has spoken to other CAT riders and would like to know if there is an accessible way to file grievances on-line rather than call? CAT members stated that it is on the website. They further explained that in the center of the first page there is a box titled MORE ABOUT CAT, in that box are 4 links from right to left, the first link says CUSTOMER SERVICE and it takes you to the complaint/compliment form. Carolyn O'Brien added that the process was also explained in the first newsletter. Carolyn asked what else can be done to communicate this to the public. Ginger Monsted suggested that some people might be uncomfortable filling out a form in which case they can be directed to agencies such as Centers for Independent Living, PA link to Aging & Disability, etc., to ask for help, or simply call CAT at 717-238-8304. Mike Begler talked about the survey the committee conducted 3 years ago, and how much the committee and CAT have tried to improve the complaint process.

LANTA transit, serving Bethlehem and Allentown, has worked with their local CIL to solve similar accessibility issues.

Paratransit has responded to 84,367 calls year to date.

**Travel Training** - Mike Begler again recommended to have a simple questionnaire or survey for feedback of the effectiveness of the travel training program, or a follow-up after the trainees/student have used public transportation.

**Newsletter** – Copies of a drafted newsletter were distributed to the committee members. Additions and subtractions were discussed, and an updated newsletter will be circulated among the committee via e-mail. The final product will be mass e-mailed by CAT and distributed to committee members to pass on to their contacts.

Mike Begler suggested having a permanent article in the newsletter talking about the committee and its mission statement. How one can participate or join if interested.

**MATP** – Hershey Med is having a lot of transplant patients traveling out of Dauphin County, specifically Pittsburg and Philadelphia. Preliminary patients can go to Lancaster. MATP met with dialysis case workers to discuss how they could provide their transportation. There is an issue with patients needing to travel in early morning hours. It is considered an emergency, and MATP is non-emergency. It was suggested they contact the county assistance office for exceptional transportation because they have to go by ambulance and helicopter.

They also discussed that they need to communicate better in order to lessen no shows. Many appointment cancellations happen after 5pm, and although CCB opens at 8am, the dialysis offices were asked to call CAT directly. The morning dispatcher is at CAT 4:45am. At that time, the phones are on, but because the dispatcher is on his own until 8 or 9, many calls go to voice mail and he may not get a cancellation message until drivers have already set out.

- Committee member, Mark Edwards, suggested investigating how other medical transportation providers handle dialysis no shows.
- It was also suggested to have a number the offices can call or text to cancel the transportation as soon as they cancel an appointment.
- Perhaps when a patient calls to cancel an appointment, the Dr. Office can remind the patient to cancel their transportation.

**Dauphin County Update** – Angela Susten read an excerpt from the budget report. “The state’s General Assembly made the decision to delay the implementation of any changes within the already efficient MATP. This delay will allow for a 180 day study to occur to fully vet the implications and possibilities of switching over to a full-risk brokerage mode so that the Commonwealth can fully understand what this program could bring.”

**PA Link to Aging and Disability Resources** is having a regional meeting to learn about the changes to Medicaid coming in January 2020. DHS and OLTL will present an overview of Community Health Choices. Newport Assembly of God Life Center, August 6, 2019, 10am-12pm., PLEASE SHARE. Also, Friday, July 26th, Chris Zdanis and Sherry Marks will speak about transportation services at a Cumberland County Community Needs Meeting.

**Department of Human Services and MATP** – Jeffrey Iseman distributed flyers from PHAN (Pennsylvania Health Access Network). Go to, **[pahealth.salsalabs.org/protectmedicaidtransportation](http://pahealth.salsalabs.org/protectmedicaidtransportation)**, to sign the petition telling leaders in Harrisburg that any changes to Medicaid transportation should not be made without listening and responding to the concerns of people who use the services. They're asking for stories from consumers, anyone who works for a disability organization, or anybody that's going to be under either one of these programs. These will be shared with DHS and other relevant stakeholders.

DHS is conducting a 180-day study, Bill Act 19 of 2019. The Department of Human Services changes started the outreach within the first 90 days. They called MATP. They're supposed to look at the 40 other states that do a similar brokerage model. We want to make sure we get consumers at the table, not just MATP, the broker also covers CHC transportation. They'll also be looking at impacts to other systems. It looks at Penn DOT, PWD Shared Ride, ADA paratransit and also Department of Aging Senior Shared Ride. So those programs and the impacts on its systems are going to be looked at too.

Verna Patterson-Shaw, CCB, offered to forward several articles on different cities that have done this brokerage, and the problems that they had.

**New Fare Boxes** – Aimee Harwood reported that the infographic about the new fare boxes does not read well. Some of it is unreadable. It is not JAWS compatible. JAWS is a computer screen reader program that aids blind and visually impaired users. Aimee Harwood will e-mail Bob Philbin more info.

- There is also concern about how blind people would know when their MyPass balance is getting low. Aimee suggested an audible tone or voice to alert the rider that their balance is low. And/or a number to call to find out the balance.
- The reduced fare card and reloadable card are currently 2 separate cards. Suggestion: Another transit provider has issued a person with disability ID card which eliminated 2 separate cards.
- Are the kiosks where you load the cards going to be audibly accessible?

CCB was hoping to be part of the pilot of the reloading. They issue approx. 300 bus passes a month. If they send CAT the numbers of the bus passes for an upcoming month, CAT could simply reload those cards and CCB could just send the paperwork to the riders.

Aimee has spoken to CAT's Operations Manager and he has referred her to the PWD committee. There will be a demonstration of the fare box in a future meeting. Aimee Harwood, Londa Peterson, and Mike Begler will serve on a sub-committee to try and help solve these issues.

**Also** - Dispatchers are working until 7pm. When calling to speak to dispatch, call CAT at 717-238-8304, dial 6, then 5136.

To learn more about the up and coming managed care system, please attend any MLTSS Sub Committee Meetings. PA Department of Education, 333 market St. Tower Harrisburg, 10am-1pm, August 9, 2019, September 5, 2019, October 2, 2019, November 6, 2019, December 3, 2019. You can also call to listen in, 717-772-2549.

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

August 13, 2019	October 1, 2019	December 3, 2019
September 3, 2019	November 5, 2019	

**Next meeting is Tuesday, August 13, 2019 @ 10:30.**

**Meeting Adjourn**