

# **PEOPLE WITH DISABILITIES ADVISORY COMMITTEE**

## **Meeting Minutes**

Tuesday, October 15, 2019

### **Attendance**

Roger Jones	Aimee Harwood	Vernae Shaw	Cathy Long
Sherry Welsh	Angela Susten	Jeff Iseman	Carolyn O'Brien
Chris Zdanis	Kirstie Weidman	Ginger Monsted	Miguel Aciri-Rodriguez

CAT requested the meeting date changed to October 15<sup>th</sup> as no CAT staff could attend on October 1st.

Meeting was Chaired by Roger Jones, Vice Chair.

Roger announced that Robert Philbin has retired from CAT and as Chair of the PWD-AC. He read a farewell letter Bob wrote expressing his gratitude, respect and confidence in our Committee and our ongoing Mission.

Roger will serve as Chair for the November, December and January meetings. The annual Election of Officers occurring at the January, 2020, meeting.

Roger announced that Deborah Robinson has resigned her position on the committee.

Roger contacted Mickiah Mellott, CAT IT, to request the removal of committee members' personal emails and to post the mailing address info@[cattransit.com](mailto:info@cattransit.com).

### **Performance metrics –**

- Year-to-date ridership for fixed-route is up 6.6%, Paratransit, 6.7%. The new fare boxes on fixed-route buses have been gathering better data.
- MyPass Ticket sales – 6,294 in August.
- Token Transit Sales (Mobile App to purchase tickets) – 289 in July, 1,284 in August, 1,700 in September.
- On-time performance –Paratransit, 17% late, and fixed route, 16% late, 13% early.
- Customer feedback – 44 in August 2019 compared to 79 in August 2018.
- Inbound calls - Fixed route, 4,217. 4099 answered. 118 dropped. 97% answer rate. Paratransit, 9,555. 9,453 answered. 102 dropped. 99% answer rate. (When a caller hangs up due to a long wait on hold, or for any other reason, it is labeled a dropped call.)

**Half Fare** passes cannot be purchased on Token Transit. Aimee Harwood suggested that when a person with reduced fare signs on, after they register, the app recognizes their number as being a reduced fare number and therefore offers the Half Fare pass. Miguel Aciri-Rodriguez, CAT, offered to share this suggestion with the team responsible for Token Transit.

**Dauphin County & MATP – Angela Susten** - Pennsylvania Public Transportation Association has some good information about the managed-care brokers on their home page that highlights some of the issues and problems the broker models will cause for the citizens of our community. Angela read an excerpt. One disturbing fact is that Brokers can contract with private transportation providers who do not meet the safety training, drug and alcohol testing, and insurance standards required by public transit systems. Read more at [ppta.net](http://ppta.net)

**Transportation & CHC – Jeff Iseman** - The report to legislature on the transportation Brokers has been delayed for another 30 days, from September 28th to October 28<sup>th</sup>. The Department of Human Services has been meeting with MATP, OLTL, Department of Aging and PennDOT. Recommendations have gone to legal counsel for the Department of Human Services, although this has not been confirmed. They are hoping to get a report to legislature by the end of December. At a recent MLTSS meeting the question arose about how much awareness there has been on this subject. Mercer is the firm that does the studies. They will participate on a Transportation Alliance call once the study is completed.

**Statewide Independent Living Council News – Jeff Iseman** - OLTL and the Pennsylvania Council of Independent Living agreed to have more sessions about Community Health Choices. The Center for Independent Living will be having a session on October 30th. It will be run by the Office of Long-Term Living and anyone can attend. Contact Jeff to find out where other sessions will be.

Anyone interested is also invited to attend an MLTSS meeting from 10am to 1pm, at the Pennsylvania Department of Education, Honors Suite 1st floor, 333 Market Street Tower Harrisburg, November 6th and December 3rd. You can also call and listen in, 717-772-2549.

PASILC will be doing a state plan for Independent Living for the disability community Thursday, November 7th, 11 to 2. Contact Jeff with any questions.

PASILC is also active with Keystone transportation Funding Coalition, KTFC. The most recent discussion was about the Federal Transportation bill under the FAST Act, Fixing America's Service Transportation.

## **Statewide Independent Living Council News (cont.)**

There has been a study on disability travel, HR 445, two hearings were held in the spring to get feedback. Jeff will circulate the study to anyone interested.

**Rabbit Transit – Sherry Welsh** - Rabbit received a grant to sustain the veterans program in York.

They are also participating in the Adams County giving spree. November 7<sup>th</sup>, 4 to 7 at Gettysburg Middle School. You can also donate at [adamscountyCF.org](http://adamscountyCF.org)

**Link to Aging & Disability Resources – Ginger Monsted** - Medicare open enrollment is October 15<sup>th</sup> thru December 7<sup>th</sup>. All County Aging offices offer an APPRISE program, free counseling for your Medicare open enrollment. ADRC has free trainings of the services they provide.

### **PA Link Meeting Schedule**

**Perry** 1st Thursday of every month 12:00-1:30  
Penn State Extension of Perry County  
8 S. Carlisle St  
New Bloomfield, PA 17068  
Local Coordinator: Pam Auer; [pauer@cilcp.org](mailto:pauer@cilcp.org)

**Dauphin** 2<sup>nd</sup> Tuesday of even-numbered months; 9:30am-11:00am  
Pheasant Hill Estates  
4400 Pheasant Hill Rd.  
Harrisburg, PA 17110  
Local Coordinator: Pam Auer; [pauer@cilcp.org](mailto:pauer@cilcp.org)

**Cumberland** Last Friday of odd-numbered months; 8:30-11:30  
145 S Hanover St  
Carlisle, Pa 17013  
Local Coordinator: Ginger Monsted; [vmonsted@ccpa.net](mailto:vmonsted@ccpa.net)

### **Miguel Aciri-Rodriguez, CAT, spoke on Rich Farr's behalf:**

“With Bob retiring, Rich would like to see this committee continue to grow. Many great things have come from this. We established a great travel training. We've got a lot of great feedback from this group. We talked about Token Transit and how to improve that. We discussed the Fareboxes, New Media, announcements on the buses; so his main focus is we continue to grow this committee.”

## **New Business:**

### **Visually Impaired Concerns, Aimee Harwood**

1. The passes for reduced fare feel the same as a transfer. This may cause the person to accidentally use they're 20 Ride Pass instead of their transfer.
2. How do people who are blind know when their tickets are running out?
3. CAT Schedules and Times are not formatted to be readable for the sight impaired. Many transit agencies have this information integrated and readable through Google or My Stop.
  - Miguel Aciri-Rodriguez, CAT, responded that CAT is working on getting My Stop and the new CAT website will have Google Transit.
  - Upcoming at CAT, durable, multi useful smart cards.

**New Members** - The committee is always looking for a diversity of disabilities represented at their meetings. A procedure will be discussed at the next meeting.

**Conference Calls** - The committee discussed testing the call-in system so that absent members could still participate in our Meetings. Cathy Long recommended [freeconferencecall.com](http://freeconferencecall.com) used by Rabbit Transportation.

Roger Jones made a motion to set the next three meeting dates for the PWD-AC. Motion carried. The next three meetings will be November 12, 2019, December 3, 2019, and January 7, 2020.

**Next meeting is Tuesday, November 12, 2019 @ 10:30.**

**Also Note** - CAT has decided to provide services for Region 3.

**Meeting Adjourn**