

PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

Meeting Minutes

Tuesday, November 12, 2019

Attendance

Roger Jones	Mark Edwards	Vernae Patterson-Shaw	Cathy Long
Angela Susten	Carolyn O'Brien	Sherry Marks	Gerald Curylo
Kirstie Weidman	Ginger Monsted	Jeff Iseman	

At the start of the meeting, Sherry Marks passed around samples of the various CAT bus passes so that committee members could feel the difference. Paper passes for single rides, Poly passes for 11 rides and 31 day passes, and the upcoming smart cards, 31 day passes that can also be refilled. They feel like a credit card. Cathy Long asked if a rider would be able to place their own identifying mark on the card without it affecting anything. Miguel Aciri-Rodriguez, CAT, absent today, will be able to answer this next month at the December 3rd meeting.

Performance metrics:

- Year-to-date ridership for September fixed-route is 562,408, last year, 525,319. Paratransit, 55,813, last year, 53,342.
- MyPass Ticket sales for September, 4,251. Token Transit Sales – 1,799.
- On-time performance - Paratransit dipped to 84% in September but rose back up to 89% in October. Fixed route on time performance at 71% with a goal of 80%.
- Customer feedback – 51 in September.
- Inbound calls - Fixed route, 3,941 calls in September. 3,851 answered. 90 dropped. 97.7% answer rate. Paratransit, 8,740 calls in September. 8,636 answered. 104 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.)

Paratransit Update – CAT and Rabbit are working on improving the no-show letters system by making sure it's uniform and accurate.

Feedback on the new Paratransit Shared Ride fare structure which began November 4th 2019, has been mixed. The fees were based on zones and are now based on mileage. ADA Riders now pay a flat rate of \$3.60 no matter the amount of miles they travel, whereas before they were paying up to \$4.70 and they are happy about that. Although this new rate change means some people pay more and some people pay less, the majority of people pay more. Gerald Curylo mentioned that his senior shared-

ride trips have gone from \$3 to \$3.65. The new fare structure is a state-approved plan. A paper showing the new rates was distributed among the committee members. This paper was offered to anyone making reservations there was also a press release about the rate changes. It has been posted on the website.

Newsletter – Carolyn O'Brien - Carolyn asked the committee if they are still interested in having a newsletter, and if so, they would need to contribute articles. It was decided to send out a newsletter quarterly or when pertinent information arises. Carolyn will remind committee members via email when information is needed for future newsletters.

CCB Update – Vernae Patterson-Shaw - The last quarter, July, August and September, CCB issued 541 bus passes and tickets for MATP, with 5,340 rides taken.

- Paratransit and mass transit - 22 new customers for upper Upper Dauphin, 379 for Lower Dauphin, totaling 401 customers added to the MATP program.
- A total of 28,333 trips were booked in the last quarter.
- Mileage reimbursement was provided to 74 customers, a total of 1,465 one-way trips. \$0.12 per mile.
- CCB now provides transportation for mothers and their children when they don't have childcare. Its taxi cab company provided these families with transportation and other customers with transportation for trips outside Dauphin County, 334 total.
- 20 customers used Amtrak and 2 customers used Trailways and Greyhound to go to Philadelphia and Pittsburgh.
- 19,355 telephone calls in July, 17,888 in August, 18,563 in September. An average of 592 calls a day over the 3 months.

Link to Aging & Disability Resources - Ginger Monsted – On November 22nd, 9:30 to 11 at the United Way in Carlisle, the United Way and Cumberland County will hold a training regarding fair housing needs. Someone from the state will speak about the fair housing requirements that landlords need to meet. Ginger Monsted will send Carolyn O'Brien the invite and Carolyn will forward it to committee members.

Transportation & CHC – Jeff Iseman, SILC – Jeff explained that Pennsylvania is shifting its current Medicaid system from fee-for-service to Managed Care. Wednesday, November 13th, 2019, was deadline to choose your Community Health Choices plan.

PASILC is doing a state plan for Independent Living for the disability community. They are providing forums to hear about what your life experiences are as Pennsylvanians with disabilities. Jeff distributed a flyer providing forum dates, times and places.

Anyone can also submit comments to PASILC through December 31st 2019. PASILC, 207 House Avenue Suite 107, Camp Hill, PA 17011. Email, spil@pasilc.org or call, 717-364-1732

PennDOT and Human services asked the Statewide living Council to reach out to those concerned about MATP and the brokers. Jeff passed out flyers requesting people to participate in a conference call on Wednesday, November 13th, 2019 from 1:30 to 2:30. The flyer provided the phone number.

There is a Senate Health and Human Services Committee hearing Wednesday, November 20th at 9:30 in the north office building, hearing room one. Anyone with an interest in the transportation issue is asked to attend. There will be a question-and-answer period after the hearing.

New Business:

Roger Jones and Mike Begler will meet to study the process for the induction of new members onto the committee.

As the meetings are open for anyone to attend, it's important to maintain a distinction between voting members and others present at the meetings.

Roger spoke with Miguel Aciri-Rodriguez, CAT, about testing the call-in system.

Also note CCB reservations phone number 717-232-7009. To speak to someone about a CCB complaint, call 717-232-9880. CAT reservations is 717-238-8304.

Next meeting is Tuesday, December 3, 2019 @ 10:30.

Upcoming CAT/PWD Advisory Committee 2020 meeting dates:

January 7, 2020

February 4, 2020

March 3, 2020

Meeting Adjourn