

PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

Meeting Minutes

Tuesday, December 3, 2019

Attendance

| | | | |
|----------------|-----------------|---------------|-----------------------|
| Roger Jones | Mike Begler | Chris Zdanis | Londa Peterson |
| Angela Susten | Carolyn O'Brien | Sherry Marks | Gerald Curylo |
| Ginger Monsted | Jeff Iseman | Danielle Rudy | Vernae Patterson-Shaw |

November minutes approved.

Miguel Aciri-Rodriguez was absent due to another meeting. The testing of the conference call system and the fare box demo is postponed until a future meeting.

Performance metrics:

- Ridership for October. Fixed-route is 193,708. Last year was 186,106. Paratransit, 19,791. Last year, 20,714.
- MyPass Ticket sales for October, 6,073. Token Transit Sales – 2,408.
- On-time performance – Paratransit, 89%, fixed route, 70% with a goal of 80%.
- Customer feedback – 78 in October.
- Inbound calls - Fixed route, 4,421 calls in October. 4,380 answered. 131 dropped. 96.8% answer rate. Paratransit, 9,573 calls in October. 9,442 answered. 104 dropped. 98.6% answer rate

When a caller hangs up for any reason, it is labeled a dropped call.

If a caller leaves a voicemail, it is not a dropped call.

Paratransit Shared Ride fare structure – Began November 4, 2019. The fees are now based on mileage. The Funding Partners ultimately make the rules as to how much of the fare they will pay and the Rider must pay the rest. It was suggested to escalate concerns about the fare changes to the Department of Aging and to possibly invite one of their representatives to a future meeting.

CCB Update – Vernae Patterson-Shaw – The Center for Community Building has recently gotten a new computer system.

PA Housing Finance Agency – Danielle Rudy - The 2020 Low Income Housing Tax Credit applications are available. Interested customers will fill them out and PHFA will review them before deciding who best qualifies for the limited number of housing units sometime in April. Danielle distributed a list of available properties, though not all will meet PHFA requirements. They are also listed on PHFA.org.

Link to Aging & Disability Resources - Ginger Monsted – Ginger received a Nationwide Transportation Survey via email from Policy Information Exchange. The survey is for transportation providers and stakeholders. Ginger offered to forward it to Chris Zdanis at CAT and Jeff Iseman at PA SILC.

Statewide Independent Living Council -- Jeff Iseman – Jeff circulated a survey to the committee members via email from PA Health Access. It is in regards to providing input on issues around the proposed Medical Assistance Transportation Program broker and related impact issues. The email provided links to the survey in both English and Spanish. Jeff also offered hard copies to anyone interested. The survey needs to be completed by December 11th.

New Business:

Mike Begler and Roger Jones met prior to today's meeting to discuss the processes and bylaws of our committee; with special focus on committee member diversity and the qualifications, rights and responsibilities of members. It was discovered that the bylaws are lacking as to member candidate nomination and acceptance/ rejection. It is suggested that this be addressed.

Roger will be meeting with Rich Farr, Executive Director of CAT and Rabbit Transportation, to discuss the vision of this committee. Should representatives of more groups be members? Is this committee strictly advisory? Etc.

A suggestion was made to use focus groups when needed to investigate specific issues and report their findings to the committee.

PA Transportation Alliance will be holding its' bi-monthly call on Tuesday December 17, 2019 @ 1:30PM. 1-800-344-7211. Press option 9. The PIN is 0088. Hit pound (#) sign if you don't get connected.

My CIL, (CIL of NEPA located in Scranton) is hosting the call.

Please RSVP to Jeff Iseman, PA SILC, at 717-364-1732 if you plan to attend and feel free to suggest any transportation related topics.

Next meeting is Tuesday, January 7, 2019 @ 10:30.

Upcoming CAT/PWD Advisory Committee 2020 meeting dates:

February 4, 2020

March 3, 2020

April 7, 2020

Meeting Adjourn