

## **PEOPLE WITH DISABILITIES ADVISORY COMMITTEE**

The CAT People with Disabilities Advisory Committee has been organized to facilitate communications between and collaboration with CAT management to improve transit services for persons with disabilities and/or persons with low incomes.

### **Meeting Minutes**

Tuesday, January 7, 2020

#### **Attendance**

Roger Jones	Mike Begler	Chris Zdanis	Londa Peterson
Angela Susten	Carolyn O'Brien	Sherry Marks	Kirstie Weidman
Ginger Monsted	Jeff Iseman	Vernae Patterson-Shaw	
Aimee Harwood	Miguel Acr-Rodriguez	Sherry Welsh	Matthew Seeley
Cathy Long	Mark Edwards	Pam Eberle (PCA)	

#### **November minutes approved.**

Miguel Aciri-Rodriguez, CAT, offered to take suggestions from the committee regarding adding information to the dashboard showing CAT's statistics.

- Jeff Iseman expressed interest in driver retention and pay. Also, how does weather effect on-time performance.
- Carolyn O'Brien suggested adding no-shows.

#### **Performance metrics – Miguel Aciri-Rodriguez**

- Ridership is up YTD; 915,562 for fixed-route compared to 862,941 last year. 92,683 for Paratransit compared to 91,372 last year.
- MyPass Ticket sales for November 2019 were 6,091. Token Transit Sales were 2,551.
  - Token Transit is a mobile app so people can purchase passes on their phone. Passes are purchased every month. It started at the end of July with 289 passes sold, and November sales are up to 2,551. Committee Member, Londa Peterson, had some trouble with the app's accessibility and Miguel offered to talk to her about that. The app does not work for reduced fare riders because they need to show ID when purchasing passes. Aimee Harwood has ideas to include reduced fair riders.
- On-time performance for November– Paratransit, 91%, fixed route, 70% with a goal of 80%.
- Customer feedback for November is 59.

- Inbound calls - Fixed route, 3,588 calls in November; 3,499 answered. 89 dropped. 97.5% answer rate. Paratransit, 8,326 calls in November; 8,227 answered. 99 dropped. 98.8% 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.

A demo of the fair boxes will be held after the February 4<sup>th</sup> CAT/PWD Advisory Committee meeting.

**Statewide Independent Living Council -- Jeff Iseman** – Regarding the state's plan for independent living, SILC did get comments from people concerned about the possible broker for paratransit, the lack of enough accessible vehicles from Uber and Lyft, MATP, and hours. SILC will put together a plan after considering these comments and concerns. Hopefully everything's good to go by October 1, 2020.

**Rabbit Transit – Sherry Welsh** - To date, there is not much ridership for the veterans program in Dauphin County. In order to continue to receive Grant funds for the program, a need for the program must be demonstrated. Mark Edwards started a discussion on outreach for the program. Several committee members offered help with distributing flyers announcing the program. Vernae P. Shaw, CCB, contributed, Veterans' Stand-down at the Armory, 1400 Calder St. Harrisburg. Homeless vets can get services such as dental, medical, drivers' license, etc. They spend the weekend there. February 21-23, 2020. Organized by the YWCA.

**New CAT Website** – Schedules are going to be linked to DTSS files which will take time. CAT is planning on getting their 20/20 plan in place first. Rabbit Transit's new website is underway and CAT' website will mimic Rabbit's.

### **New Business:**

Chris Zdanis, Committee Member and CAT employee, stated that the PWD community wasn't the only community that benefited from this committee. He has offered to draft a re-structured version of this committee to become an open forum addressing the challenges of transportation the community faces, and bring it to the February 7th meeting. A discussion ensued. Mike Begler explained that the bylaws need to be updated. Chris confirmed that PWD would always be a focus of the committee. However, he proposes having a variety of focus groups. Cathy Long brought up the issue of having such a diversity of members to represent everyone. The importance of including acting chairman, Roger Jones, in any side meetings was mentioned. Amy Harwood mentioned the importance of advising before an action is implemented rather than after. Angela Susten stated that perhaps that the chairman or other committee member attend board meetings. Matt Seeley Esq., questioned why a CAT employee

would be chairman. He also questioned why a member of CAT was writing the committee's redevelopment. Chris replied that it is a group effort.

**Elections** - Mike Begler recommended that the committee continue with the existing 2 officers pending the proposed re-structure of the committee. Londa Peterson made a motion to elect Roger Jones as the chair, Carolyn O'Brien remains secretary and to elect a vice chair. Mark Edwards seconded. Carolyn recommended Miguel Aciri-Rodriguez be vice chair. With half the committee wanting elections postponed, and half the committee wanting to follow the bylaws and hold elections, also due to time, elections were put on hold.

**Next meeting is Tuesday, February 4, 2020 @ 10:30.**

**Upcoming CATPWD Advisory Committee 2020 meeting dates:**

March 3, 2020

April 7, 2020

**Meeting Adjourn**