

Minutes for Transportation for Partnership On Disabilities

Meeting Date: Thursday, May 14, 2009

Attendance- William Underwood, Ted Dodge, Rosalyn Lockman, Robert Gage, Lou Diehl, Ruth Gurtizan, Mark Anderson, Harry Seitz, Sherry Welsh, Rodger Simmons, Jay Smith, Wendy Rock, Mike Rhine, Pennie Spiker, Sandra Carsten, Sylvia Rankin, Penny Carter, Franny Stambaugh, Amy Delozier

1. Rabbittransit Update- The following community projects are events rabbittransit are participating in the near future; Kids Run The Bases At York Revolution Baseball Stadium, Training Senior Citizens on the Fixed Route System, Puppy Love Project, Green Initiative, Energy Expo, Business Expo, Latino Fair, Prime of Life, Swine Flue Outbreak Protection, Partnership with Central Penn Business journal
2. Ridership Update- 2255 total trips
Work- 1035
Medical- 529
Education- 55
Shopping- 63
Recreational- 547
Other- 26
3. PA Transportation Alliance Update Lou Diehl- The PA Transportation Alliance held its first Board meeting as a 501c3 in April. Currently there are 12 members and the Alliance is seeking to possibly increase its board membership up to 25 members. If interested in being a board member of The PA Transportation Alliance, provide your resume and a letter stating why you want to be a member of the PA Transportation Alliance to the following person:

John Lorence
Fax 724-852-1869
jljr@tripil.com
TRIPIL 30 North Washington Street,
Waynesburg, PA 15370.

As for the Statewide Conference Calls, they are usually held the 3rd Tuesday of the month. Please contact John Lorence for exact time of call and telephone number to get on these statewide conference calls.

4. Future issues to consider- A limited amount of discussion was held on the issue of certain trips per day or per week to do activities like grocery shopping. No definite plans were discuss or outlined at this time of this meeting.

Another idea to consider is the beginning involvement of senior citizens at future meetings. Senior citizens will be invited to future meetings of this group beginning in July. As a result of the involvement of senior citizens to this group, this will probably constitute a name change of

this group. Therefore, if you have suggestions on a different name for this group, please contact Sherry Welsh.

5. Educational Round Tables- The York Area Agency on Aging will be invited to the July meeting to discuss their role in providing different transportation options to senior citizens in the York area. Example, what are the age requirements to be involved in their different paratransit programs, what are the costs to senior citizens when riding the fixed route system and finally how does the local Area Agency on Aging implements it "third party" subsidy program which allows senior citizens to ride paratransit services at a reduced cost. Finally, at these educational roundtables at future TPOD meetings, the different agencies who are invited will be first on the agenda and have a 30 minutes to present their information, provide updates and answer questions of TPOD members.
6. New Business- Persons who have "out of pocket" expenses as a result of using rabbittransit services for trips on the Medical Assistance Transit Program during calendar year 2009 have until June to submit their costs to rabbittransit for reimbursement of those costs.

For all future TPOD Meetings, persons requesting transit services to those meetings must reserve their trips by 11:00 a.m. the day before the TPOD meeting.

7. Issues & Concerns-

Guide dogs for the blind and their "owners" will begin to be seen on the fixed route buses more often since this type of interaction will be a part of their duties after the dogs get assigned to persons who are blind.

- R. Simmons- Dispatch informed him that regardless of whether he has a standing order or not, passengers are to call in to get pick up and drop off times. He states that this was not the procedure before.

There have been times he is picked up by one paratransit bus and taken to his destination, however a second paratransit vehicle also has arrived to take him to his destination and since Roger used the first vehicle, he is marked as a no show on the second vehicle.

His wife Bobby, was on the manifest to attend today's meeting, however she was at work in Hanover.

Response: rabbittransit has recently begun to use new trip scheduling software and they are trying different scheduling strategies for persons who use paratransit services for MATP trips and other non-medical trips. As a result of these different strategies, much inefficiency is occurring and it will take some time to get scheduling problems resolved.

As for the no show policy, it is available on www.rabbittransit.org and for the record, the no show policy is as follows; 1st time customer gets a card, 2nd time, customer gets a letter 3rd time, customer gets a letter which includes suspension of transit services.

Issues need to be resolved related to drivers on fixed routes calling out stops, bus drivers talking on cell phones while driving, and issues related to ticket orders.

- J. Smith-Trips to and from Waterford Apts. Trips are getting harder to reserve. Because of lack of demand for trips to and from this area, a trip may cost a customer full fare which is \$16 to \$19 a trip.
- R. Gauge- Stated he received a “no show” for a missed trip which happened on 5/14 and he thinks this no show is a result in the phone system used by the customer care staff when speaking to customers to reserve trips.
- M. Anderson- The wheelchair lift on route 18 bus has not been working. Also the hybrid buses lack power when operating in rural parts of the County. As result, rabbittransit will be using the hybrid buses more in the city and urban areas when providing paratransit services.
- M. Rhine- Some drivers on the fixed route buses enlist the assistance of passengers in aiding in the securing a scooter or wheelchair to the tie down system. Issues like this are to be reported as soon as possible to rabbittransit. At a minimum, the date on which this occurs, time of day and route number is to be reported.
- P. Spiker- noted that some people who have trouble walking when boarding the fixed route buses are given enough time to be seated. She believes this is a good courtesy and is to be continued. As a point of reference, rabbittransit states that typically when a passenger boards the bus and crosses the white line on the floor of the bus, the driver is permitted to proceed on the route. Rabbittransit wants to continue to provide this courtesy and encourages its drivers to wait a passenger is seated before proceeding on the route.
- S. Carston- Wanted to know if a driver is responsible for a customer’s no show, does the cost of the customer’s ride get deducted from the driver’s pay check. This is not true information.
- R. Gurtizen- States that even if a customer with a disability transfers to a nearby seat, the wheelchair or scooter still needs to be secured in the tie down system. She stated she was aware of times when this has not happened.

8. Next Meeting: Thursday July 9, 2009 at 2:00 p.m. at rabbittransit conference room