

**CAPITAL AREA TRANSIT**  
**PEOPLE WITH DISABILITIES ADVISORY COMMITTEE**  
**Meeting Minutes**

CAT Conference Room  
Tuesday, August 2, 2016  
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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.

**Attendance**

Charles Carr	Elizabeth Pabon	Erin Gaul	Karin Cain
Howard DeHart	Robert Philbin	Vernae Patterson	Sherry Marks
Carolyn O'Brien	Seth Ambrose	Pam Auer	Roger Jones
Mike Begler	Bill Jones	Dale Verchick	Marsha Drenth
Cathy Long	Tom Young (AGM)	Tom Young (AO)	

July minutes read and approved.

To date there have been 103 responses to the Riders with Disabilities Survey. 13 of these responses requesting follow-up. The importance of having flyers posted in every CAT bus was stressed.

Committee members, Seth Ambrose, Cathy Long, and Carolyn O'Brien will attend an event at Vision Resources on August 3<sup>rd</sup> at 10 a.m. They will be collecting survey responses on tablets provided by CAT. Lan Do, Disability Rights PA, has created a unique link to enter responses and keep track from just this event. She will also be at the event to assist. More events like this are needed and suggestions were made; Broad Street Market, The Griller (CILCP event 8/24), Fall Festival in Elizabethville (9/10), Gratz Fair (9/18-9/24), also, contact Sharon at the Office of Deaf and Hard of Hearing to convert the survey into ASL. Seth and fellow committee member Charles Carr will meet with Harrisburg Housing on Monday. They hope to receive input from the residents that reside in the housing projects. Also, Lan has reached out to the Migrant Program. She should contact Karin Cain, CAT, to discuss translating the survey.

The committee was reminded to coordinate with Karin a few days before the tablets are needed.

There have been 41 successful outreach contacts so far. Deadline for the survey is Sept. 30<sup>th</sup>.

Pam Auer, Seth and Carolyn have started contacting survey takers who have requested follow-up via e-mail, phone or face-to-face. Seth created a spreadsheet to keep track of each follow-up. Carolyn sent out several e-mails that included instructions on how to file a complaint on-line and provided the CILCP contact info. A decision was made to record all follow-up phone calls and face-to-face interviews. A general protocol for follow-up requests was distributed to the committee members. The protocol contains; who we are, why we created this survey, a reminder to educate the patrons on filing a complaint and why it is important to do so within 1 month of the incident, ask if they want us to follow up with them. If someone claims to have not gotten any response to their grievance, refer them to Bob Philbin, CAT.

Committee member, Mike Begler, was invited to and attended the July 21<sup>st</sup> CAT board meeting. He presented a summary of the work the PWD committee has been doing. His presentation included a brief description of the on-line survey. He also spoke about the Priority Issues Subcommittee and its efforts to help make the CAT website more user friendly for disabled users including developing a new complaint procedure. He noted that the CAT/Advisory Committee Workshops will enable understanding of the CAT operational processes and improve communications between CAT staff and committee members. Pam Auer, CILCP, and committee member Cathy Long have made arrangements to visit the CAT scheduling office and observe operations. He clarified that the CILCP curb cutting initiative is driven by the CILCP however, CAT and/or the advisory committee will join any operational committee formed with the city to install the curb cuts and use available CAT resources for the project.

Pam Auer then reported that CILCP members spoke with the mayor and his staff Friday, July 29<sup>th</sup>, about the Nothing About Us Without Us campaign. They discussed getting everyone together, including transportation, to develop a 504 plan and curb cut money. The mayor's staff is going to send Theo Braddy, CILCP, a list of individuals who the city recommends to be at the table with CILCP advocates. They have also identified someone to be their ADA coordinator. This person has a history of dealing with the disabled community therefore they believe she would be a good fit. The education portion of this campaign starts the end of August.

Bill Jones, CAT GM, stated that CAT is anticipating a grant for lighting at bus stops within several years.

CAT is currently teaming up with the city on a regional connections grant. CAT hopes the city will take the lead on this because their contracting requirements are less cumbersome than CAT's. Under this grant, they would access key quarters; is it

necessary to stop at every block, should we make a curb cut here, how can we make the bus stop safer for the public, etc. CAT has been working with the Capital Complex Pedestrian Program, a program run by PennDOT, to widen bus stop areas to make more room for the ramps.

Bob Philbin informed the committee that the mayor has nominated Matthew Seeley. It now goes to city council the last week in August then to committee in early September.

CAT has identified someone to reconfigure the current website and make it ADA accessible. It will be compatible with multiple technologies; desktop, iphone, ipad, Mike Begler recapped that the committee should share its input about the accessibility of the website before its completion.

Cathy Long shared her experience after visiting with CAT dispatch on August 1<sup>st</sup>. She and Pam learned a lot and came back with a much better understanding of the procedure. The ladies will be observing reservations next week. They have been invited to observe reservations at the Center for Community Building.

Tom Young is planning a sensitivity training day for bus drivers but has not set a date.

Karin Cain has fashioned a mailing data base spreadsheet. The next step is filling in the fields.

Seth asked the committee if anyone could recommend somebody who would like to become an active member to replace the inactive members.

Other Notes...

It is suggested that when filing a grievance, you request a response.

## **Meeting Adjourn**