

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

CAT Conference Room
Tuesday, April 4, 2017

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

Mike Begler	Vernae Patterson	Robert Philbin	Roger Jones
Cathy Long	Deb Clayton	Adrienne Hoffman	Liz Pabon
Carolyn O'Brien	Sherry Marks		

March minutes read and approved.

PWD Transit Survey Update –

- **The customer complaints process:** Cat has provided their response to improve this issue
- **On-time performance:** According to the statistics, CAT's on-time performance is excellent. A new shared ride guide is currently under construction and may help solve this being an issue among paratransit riders. Fixed route data is currently being looked at.
- **Weekend services:** This is a money issue for CAT and does not look possible at this time.
- **Shelters for fixed-route:** CAT needs to inform the committee of their views on this issue.

CAT Paratransit Update – The committee's participation in a hands-on training may not be possible because the trainings take place as drivers are hired and therefore there is no set schedule.

ADA Guide update - Chris Zdanis, CAT Paratransit, continues to work with the committee on publishing an informative shared ride guide.

Customer Complaint Update - The 3 areas involved in the customer complaint process are: Website, phone system and complaint management system. Estimated completion date: September 2017.

Paratransit NO SHOW policy - Handouts explaining CAT shared ride no-show policy were distributed.

The committee was made aware that CAT verifies the reason for each absent rider before concluding they are a no-show. CAT has control of possible suspensions due to no-shows because they are a financial loss for CAT.

CCB handles the Medical Assistance riders and the state does not want anyone suspended from their transportation because of no-shows. CCB continues to ask dialysis and other medical agencies to let them know when a patient cancels an appointment.

The no-show process now includes a peer review and final decision by vote of the CAT PWD Advisory Committee before any rider suspension.

The **By-laws** were discussed and the committee agreed that the section clarifying the composition of the committee should be changed. Recruiting members is important. Suggestions were made: Can some shared ride drivers suggest possible members? CCB may be able to get some medical assist members but would they be willing to pay a co-pay to get transportation to the meetings? There was some discussion about waving the co-pays or possibly being reimbursed. There was talk of possibly getting some people from Harrisburg Housing Authority.

Mike Begler offered to compile a list of suggestions for the new by-laws and where to enlist members.

PEMA - Pennsylvania Emergency Management Agency

During a Homeland Security workshop conducted by PEMA, Mike Begler learned that PEMA created a Disabilities Integration Advisor position to advise and support response activities that potentially involve disabled individuals. Mike requested Advisory Committee permission to reach out to PEMA to determine if we could obtain any information concerning this position that would be useful to either CAT in general and/or the Advisory Committee in particular.

Bob Philbin stated that CAT has a relationship with the Emergency Response Team for the city of Harrisburg to assist disabled citizens when they have to evacuate their homes.

Also Note...

CCB has updated their website and ask Committee Member Cathy Long to review it.

Roger Jones is now Co-Chair.

Due to the extremely few riders, Cumberland County made the decision that it is not economically feasible to continue the Carlisle circulator service. It will be ending April 27.

Meeting Adjourn