

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

-
CAT Conference Room
Tuesday, May 2, 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	Chris Zdanis	Adrienne Hoffman	Karin Caine
Carolyn O'Brien	Sherry Marks		

April minutes read and approved.

PWD By-Laws Update - Mike Begler will create a roadmap to show how the By-Laws should be amended. The roadmap will include an updated diversification of the members of this committee. This is due to the Center for Independent Living and the members they provided choosing to no longer participate. A discussion of how to “get something out to the riders” to advertise for new members ensued. A description of what the committee offers and what they’re looking for will be constructed.

CAT paratransit update – The SET application and the PWD application are posted on the CAT website. Coming soon...The SET application and Person with Disability application are being combined into one application.

New paratransit drivers are being trained and fixed route drivers are wanted.

Paratransit trips for April: 22,505 booked, 14,659 completed, 585 no-shows.

MATP trips for April: 29,597 booked, 1,101 no-shows. Although the MATP program cannot sanction a rider for no-shows, CAT can. CCB reported...at a meeting with MATP they learned that CAT is the transportation carrier and can take action against MATP no-shows.

Paratransit No-Show Policy - 3 no-shows results in a warning letter, 6 no-shows results in a second letter and a possible 2 month suspension from booking more than 1 trip at a time, 9 no-shows result in suspension of service for a month. If the rider appeals, this committee will take part in the final decision.

ADA Guide update – Chris Zdanis researched the ADA guide from 2016, the most recent from the FTA (Federal Transit Administration). He assembled a binder of the information. All departments within CAT are to consult this huge, sectioned binder to be sure they are in compliance with these regulations. It was decided that CAT would use this binder as their ADA policy guidelines. Chris offered to e-mail a PDF of the manuscript or sections of it to anyone interested. It will also be posted on the CAT website. Committee members can send any comments to Chris via e-mail. Then a representative from paratransit and a representative from this committee will present it to the CAT board at the June meeting.

Customer Complaint report– CAT statistics show that the number of complaints has diminished in the past 4 months.

CAT PWD Tip Flyer – Another draft flyer of suggestions to CAT riders was introduced and more edits were suggested. Karin Caine will circulate an updated copy before copies are posted on buses.

Annunciators – Cathy Long, committee member, spoke for John Horst, PA Council of the Blind. The bus annunciators at the train station are not working. Mr. Horst is asked to collect specifics; bus numbers, dates, times, so this matter can be investigated.

Also Note...

A summary of this committee's accomplishments will be presented to the CAT board at the June meeting.

The area at the transfer center designated for people with disabilities to board the buses offers laminated cards with bus numbers on them. They now include brail thanks to CAT rider Donal Bouie.

Meeting Adjourn