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**

Roger Jones            Cathy Long            Miguel Acri-Rodriguez      Mikiah Mellot
Sherry Marks            Chris Zdanis              Tom Reynolds              Pam Crowner
Bob Philbin                Mike Begler               Danielle Rudy              Ginger Monsted
Vernae Patterson      Ron Cottingham        Carolyn O'Brien

November minutes read and approved.

**Customer Complaint Update** – Handouts detailing CAT's fixed route and paratransit customer service complaints were distributed. Miguel Acri-Rodriguez, CAT, created the three-page document to show the kind, the frequency and the decrease or increase of customer comments and grievances throughout the fiscal year. This information can be easily understood in the forms of a graph and pie charts. He will update the handout every month to distribute at the monthly meetings. Note that if a complaint is categorized as a “valid systems” complaint, it is something CAT cannot quickly fix. For example, busses on Sunday. The document also contributes to driver training.

**CAT paratransit update** – CAT asks that, when making reservations, you specify which door you want to be dropped off and picked up at when traveling to any place with more than one entrance.

The CCB, and the CIL discussed which door to use as their drop-off and pick-up point. The CIL suggested labeling the building’s doors 1, 2 & 3. However, the committee recommends using the door nearest to the nephrology clinic and restrooms considering its accessibility. Door #2.

MATP and CAT paratransit discussed the differences in their no-show policies. They plan on further discussing how they can help each other.

Also, the PA Public Transit Association may have some guidance in improving the no-show policy.
Phone System Update – The phone system RFP has been posted on the CAT website and circulated to various vendors. Vendors have until the middle of January to voice their interest.

Pennsylvania Housing Finance Agency - Danielle Rudy reported that the PHFA makes sure that their patrons get the numerous services they need including transportation within 2 blocks of the properties they fund.

**CAT will hold three public outreach meetings** in early December to gather public input for the transit agency’s proposed 2018 service changes…

Thursday, December 7, 2017
11:00 AM – 1:00 PM
Strawberry Square
320 Market Street
Harrisburg, PA
717-255-1025

Friday, December 8, 2017
11:00 AM – 1:00 PM
Keystone Building
400 North Street
Harrisburg, PA

Monday, December 11, 2017
5:00 PM – 7 PM
East Pennsboro Township Municipal Building
98 S Enola Drive
Enola, PA
717-732-0711

There have been several requests to hold one in the city during the evening. One suggestion is Hamilton Health Center.

**Travel Training Program** – Mike Begler drafted and distributed a roadmap to follow for the program. He reviewed the roadmap. He and Ginger Monsted have started reaching out to hospitals and elderly care centers. OVR seems interested.

Subcommittee for this program includes…
Mike Begler, Ginger Monsted, Chris Zdanis, Roger Jones, Vernae Patterson

**Annunciators** – Ron Cottingham, CAT, agreed to follow-up through e-mail.
**Mileage Re-embursment** – Note that CCB can provide a mileage re-embursment form to drivers who provide transportation of MATP customers to medical appointments. The form can also be found on their website.

**Next meeting is January 9th.**
### CAT Fixed Route Division - Customer Service Department

<table>
<thead>
<tr>
<th>Category</th>
<th>July, 2017</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan, 2018</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
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<tbody>
<tr>
<td>Rude &amp; Discourteous</td>
<td>4</td>
<td>1</td>
<td>6</td>
<td>1</td>
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<td>1</td>
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<td>Other customer Reports</td>
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<td><strong>TOTAL REPORTS</strong></td>
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<td><strong>27</strong></td>
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</table>

### CAT Fixed Route Division - Customer Service Complaints

- **Other Customer Reports**: 42%
- **Rude/Discourteous**: 7%
- **Passing Passengers**: 7%
- **No Shows**: 8%
- **Route Knowledge**: 6%
- **Reckless Driving**: 8%
- **Late Bus**: 11%
- **Early bus**: 3%
- **Mobile App**: 5%
- **Fare Issue**: 3%
Meeting Adjourn