

CAPITAL AREA TRANSIT
PEOPLE WITH DISABILITIES ADVISORY COMMITTEE
Meeting Minutes

CAT Conference Room
Tuesday, December 5, 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

Roger Jones	Cathy Long	Miguel Aciri-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 Aciri-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.

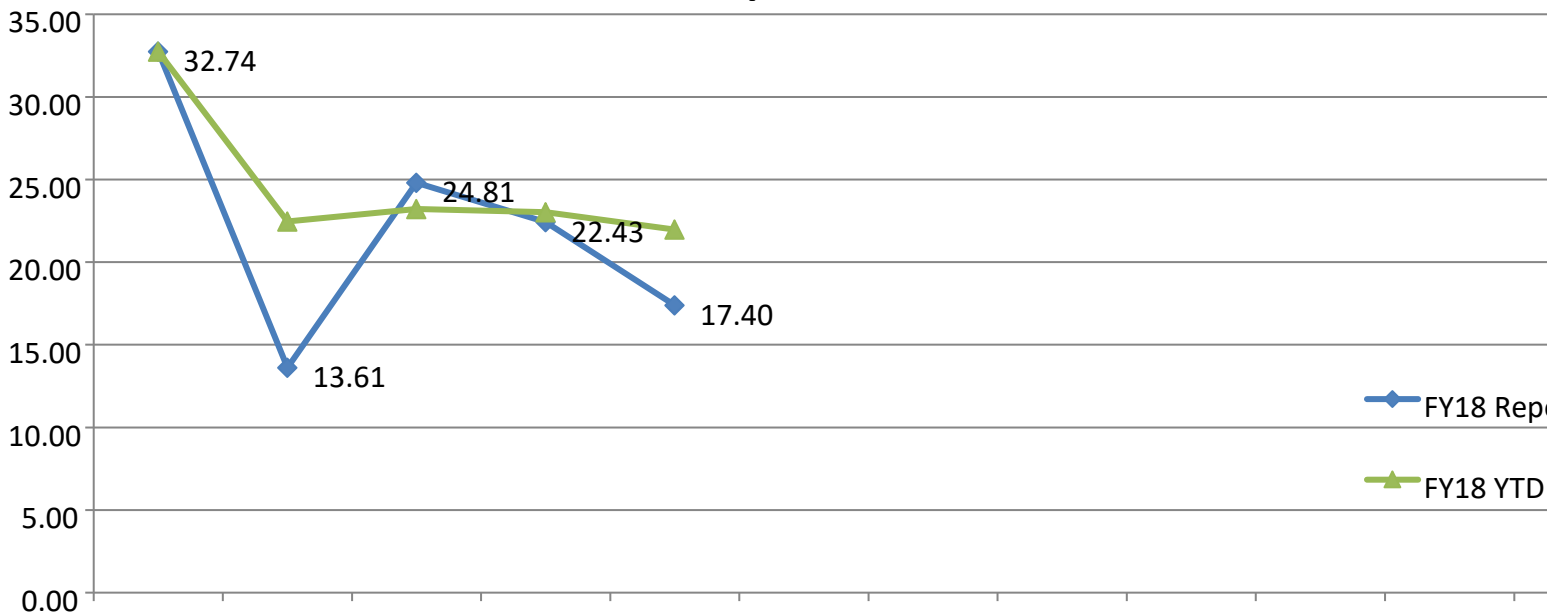
Mileage Re-embersment – Note that CCB can provide a mileage re-embersment fom to drivers who provide transportation of MATP customers to medical appointments. The form can also be found on their website.

Next meeting is January 9th.

CAT Fixed Route Division - Customer Service Department

	Jul, 2017	Aug	Sep	Oct	Nov	Dec	Jan, 2018	Feb	Mar	Apr
Rude & Discourteous	4	1	6	1	1					
Passing passengers	4	1	2	4	2					
No shows	3	2	4	3	3					
Route knowledge	7	0	1	0	4					
Reckless Driving	4	5	4	2	1					
Early bus	0	2	1	2	1					
Late bus	8	3	7	1	3					
Other customer reports	26	13	18	28	14					
TOTAL REPORTS	56	27	43	41	29					
Monthly per 100k customers	32.74	13.61	24.81	22.43	17.40					
Total monthly ridership	171,044	198,326	173,333	182,828	166,676					
YTD per 100K Customers	32.74	22.47	23.22	23.02	21.97					

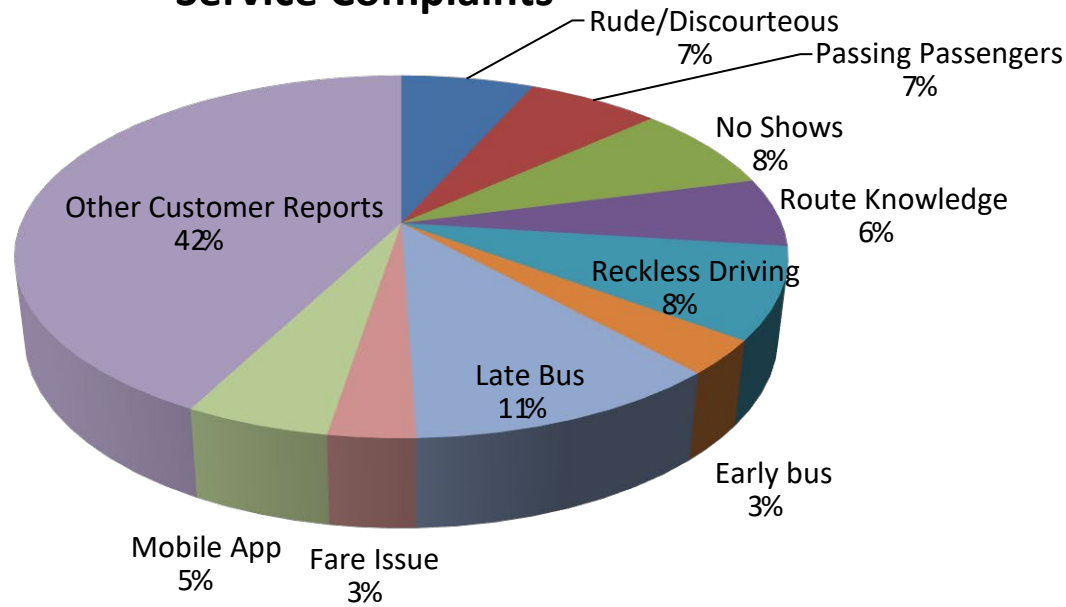
Customer Reports Per 100,000 customers



CAT Fixed Route Division - Customer Service Department

	<u>July, 2017</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan, 2018</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>
Rude & Discourteous	4	1	6	1	1					
Passing Passengers	4	1	2	4	2					
No Shows	3	2	4	3	3					
Route Knowledge	7	0	1	0	4					
Reckless Driving	4	5	4	2	1					
Early Bus	0	2	1	2	1					
Late Bus	8	3	7	1	3					
Fare Issue	0	3	2	1	0					
Mobile App	6	1	2	1	0					
Other customer Reports	20	9	14	26	14					
TOTAL REPORTS	56	27	43	41	29					

CAT Fixed Route Division - Customer Service Complaints

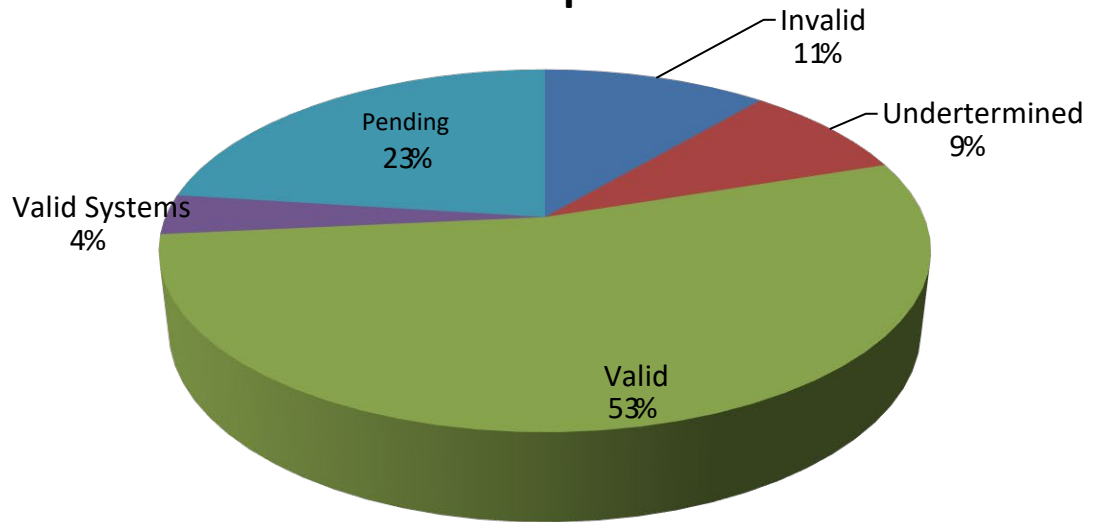


CAT Fixed Route Division - Customer Service Department

5

	<u>July, 2017</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan, 2018</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>
Invalid	3	10	7	0	2					
Undertermined	8	3	5	1	0					
Valid	23	13	14	34	21					
Valid Systems	6	0	0	0	1					
Pending	16	1	17	6	5					
TOTAL REPORTS	56	27	43	41	29					

CAT Fixed Route Division - Customer Service Complaints



Meeting Adjourn