

CAPITAL AREA TRANSIT

PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

Meeting Minutes

CAT, 901 N Cameron St, Harrisburg

Tuesday, April 2, 2019

Attendance

Robert Philbin	Miguel Aciri-Rodriguez	Mike Begler	Roger Jones
Cathy Long	Sherry Marks	Carolyn O'Brien	Deborah Robinson
Chris Zdanis	Sherry Welsh	Angela Susten	
Kirstie Weidman	Vernae Patterson		

March 5th meeting canceled. February 2019 minutes read and approved.

Performance metrics:

Fixed route ridership – Total riders in February, 140,389. Down 10.1% as compared to February 2018. Total riders in March, 158,187. Down 1.6% as compared to March 2018. The decrease is national. CAT also believes that as their technology is updated, their numbers will improve.

Fixed route customer service feedback – 28 in February, 32 in March. Numbers have been decreasing since previous years. New management, disciplinary actions and enforced procedures are likely the reasons. Complaints have been resolved within 24 hours. They are documented and noted if they are repeated.

Paratransit customer service feedback - 17 in February, 5 are late bus complaints. 8 in March, 4 being late bus. A pie chart shows that 15% of the year to date customer service feedback is compliments.

Customer service calls fixed route – 4,242 incoming calls in February; 3,959 answered, 283 calls dropped, 93% answer rate. 3,285 incoming calls in March; 3,098 answered, 187 calls dropped, 94% answer rate.

Customer service calls paratransit – 8,711 incoming calls in February; 8,873 answered, 138 dropped, 98% answer rate. 8,437 incoming calls in March; 8,344 answered, 93 dropped, 99% answer rate. Handled by 3 operators.

New Fare Boxes – Coming this summer, the fare boxes will capture more data using mobile ticketing and magnetic swipe cards.

CCB buys monthly, fixed route bus passes from CAT, how is that going to work with the new system? The design is changing, and a month prior to launching, CCB will be able to purchase the new tickets. CAT will also accept the old tickets while in the transition phase. There will be a 30-day Rolling Pass. When you first use the magnetic swipe, the 31 days begin. For example, if you swipe it on the 15th, it's good till the 15th of the next month.

Travel Training - CAT did a training in March. A couple are scheduled this month of April; Cedar Cliff Middle School and High School. Central Dauphin High School and Central Dauphin East in May. There will be a Senior and Health Expo at the Hummelstown fire department May. This Expo has occurred last year and in past years. Mike Begler, will reach out to the Center for Independent Living to ask if they would be interested, Cathy Long offered to help with connections. Roger Jones spoke with Kristin Mansberger, the Senior Community Manager at Susquehanna View Apts. Several of their residents are Russian Speaking and the Cumberland County Area Agency on Aging has provided an interpreter for events such as travel training. Mr. Jones will contact committee member, Ginger Monsted, Cumberland Manager, PA Link to Aging and Disability Resources regarding an interpreter, then report back to Miguel Aciri, CAT, for scheduling.

Survey – There was discussion to start work on a second survey. Carolyn O'Brien suggested to wait for CAT to launch its new web site. CAT plans on creating their new website this summer of 2019. Cathy Long stated that survey monkey is 508 compliant with regard to PCs but not for iPhones that use voiceover.

Rabbit Trans - On April 1st, Rabbit launched a ticket list fare system. Within the Eco Lane software, there's a diminishing balance. Instead of people purchasing and carrying tickets, they will make a payment into an account based system and the cost of each ride will be deducted from their account. There are several ways they can add money to their account. At any time they can ask a driver for their balance. Presently, hospitals and ERs have tickets to give patients who may need a ride home and it may be problematic once they run out of tickets. Tickets will no longer be issued but cash is always an option.

Rabbit will be doing presentations on, 1...Center for Traffic Safety, 2...Live Fully, Travel Safely Grant, an educational campaign to discuss when it's time for seniors to stop driving. 3... to the **Transportation Research Board**, Getting Ready to Innovate grant; is there a place for this in technology?

Grant to expand veteran transportation services. Rabbit and CAT will be working together, expanding with 3P dollars into Dauphin County. Expected to begin in June. If

anybody has any private foundation connections, please forward info to Sherry Welsh @ Rabbit Transportation

Newsletter – Robert Philbin and Carolyn O’Brien will meet before the next advisory meeting to gather the info for the newsletter.

MATP – MATP provider monitoring visits are wrapping up for this fiscal year. There are 6 providers in Dauphin County that collaborate with CCB. They are funded through MATP. CAT receives MATP funding for those providers. Dauphin County is currently working on developing contracts with the providers for the new FY which begins July 1st. Some providers are asking for increases in funding but that should not be a problem.

To help with no-shows, CCB is considering outstanding orders. They think that they should cartel them down to monthly or quarterly.

Managed Long Term Services and Supports – Expected to launch in January 2020. Managed care will be managing some of the transportation for Medical Assistance patients. Request to discuss at a future meeting the changes that are coming to MATP and how they will affect the community and the riders. Rich Farr, CATs interim general manager from Rabbit Transportation, will attend the May 7th meeting and share his knowledge on this subject. Sherry Welsh, rabbit transportation, added that the **Pennsylvania Public Transportation Association** is actively addressing this. The hope is that the governor will not want to pursue the MATP portion of the Managed Health Care Program. The Community Health choices portion is different from the affects that will be happening to MATP, though they are interrelated. You can have one without the other.

Northern Dauphin - Bob Philbin, CAT, noted that it is important to get input from Northern Dauphin. Angela Susten, Grants Management Coordinator, Dauphin County, offered to find a contact at Northern Dauphin Human Services who can attend meetings.

Note the CAT/PWD Advisory 2019 meeting dates

May 7, 2019	August 6, 2019	November 5, 2019
June 4, 2019	September 3, 2019	December 3, 2019
July 2, 2019	October 1, 2019	

Next meeting is Tuesday, May 7th 2019 @ 10:30.

Meeting Adjourn