

CAPITAL AREA TRANSIT

PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

Meeting Minutes

CAT, 901 N Cameron St, Harrisburg

Tuesday, August 13, 2019

Attendance

Robert Philbin	Aimee Harwood	Mike Begler	Cathy Long
Sherry Welsh	Angela Susten	Kirstie Weidman	Carolyn O'Brien
Mark Edwards	Roger Jones	Verna Patterson-Shaw	Londa Peterson
Miguel Aciri-Rodriguez			

Performance metrics

- Paratransit funding source - MATP is the highest percentage of ridership followed by Seniors, ADA, MHIDD, PWD.
- Ridership - 1.9 million Fixed Route Riders for the fiscal year of 2019 as compared to 2 million Riders fiscal year 2018. There has been a 13,000 rider increase for Paratransit.
- Ticket sales - Over 76 thousand tickets sold YTD.
- On-time performance - Pie charts show Paratransit on time performance at 87% and fixed route on time performance at 71%.
- Customer feedback - 696 fiscal year 2019 compared to 720 fiscal year 2018.
- Inbound calls - Fixed route, 3816 calls in June. 3668 answered. 148 dropped. 96% answer rate for June, 94% answer rate year-to-date. Paratransit, 8172 calls in June. 8088 answered. 84 dropped. 99% answer rate for June and 98% answer rate year-to-date.

CAT 2020 Redesign - CAT is working with Boston consultant Nelson Nygaard on a comprehensive study called CAT 2020 redesign. Final service report in December, implementing a service change sometime in May 2021. On August 12th there were two stakeholder meetings. The meetings were informative seminars about the bus industry. The stakeholders then worked in groups to map out their own bus routes using a map of the South Central PA region. Angela Susten attended the one in Harrisburg at the Keystone building. She emphasized the need for routes that go to places of employment outside of the city. Roger Jones and Carolyn O'Brien attended the one at Hampton Township in Mechanicsburg. Aimee Harwood commented that one

of the systems that she had experience with set up a Dial-A-Ride. In a small area, using smaller buses. You schedule a trip an hour ahead. It can take you to a fixed route stop and you can travel other places. It keeps buses from having a dedicated fixed route that runs all the time with few passengers.

Newsletter – Bob Philbin and Carolyn O’Brien asked that the committee members contribute information to the newsletter; what do riders need to know?

Rabbit Transportation - The Federal Transit Administration issued a request for a proposal for an Integrated Mobility Innovations Grant. It is the concept of mobility as a service which gives riders a streamlined access to various options of transportation. Rabbit submitted a request for August 6th.

4 ride is an access to care initiative in the Northern Tier of Rabbit Transit. Rabbit has been working with Geisinger Health Care. They have been doing research to determine if transportation is streamlined and if removing the barriers will have an impact on health care options.

Sherry Welsh is also working on the Local Municipal shares Grant to help out the veterans program in Dauphin County.

CCB – CCB has had a lot of trips going out of County. A lot are going to York, so they would like to work with Rabbit Transit.

For the last quarter, April, May and June, CCB has provided 550 fixed-route trips, 5,414 rides. Had those same people ridden Paratransit at a hypothetical rate of \$25, It would have cost \$135,000. The MATP bus tickets brought it down to 20,000 dollars. CCB had 377 new consumers for the last quarter. 25,799 trips booked. 1300 no shows, 1,161 one-way trip mileage reimbursement.

MATP – Dauphin County is continuing to keep their eye on The Department of Human Services and the changes to MATP.

Pennsylvania Transportation Alliance has a meeting on Tuesday, August 20.

Subcommittee – Cathy Long, Aimee Harwood, Londa Peterson and Mike Begler met on July 31st. The name of the subcommittee has been changed from “Fare Box Subcommittee” to “Visually Impaired Issues Subcommittee.” Rich Farr stopped in. He suggested to look at Token Transit app first. They will develop a written report to bring back to this committee before going to CAT with their requests.

Also – During a brief discussion about no-show warning letters, Cathy Long asked CAT to remember that people who are sight impaired may need to wait for someone to read their mail to them.

Note the CAT/PWD Advisory 2019 meeting dates

September 10, 2019

November 5, 2019

October 1, 2019

December 3, 2019

Next meeting is Tuesday, September 10, 2019 @ 10:30.

Meeting Adjourn