

## **PEOPLE WITH DISABILITIES ADVISORY COMMITTEE**

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.

### **Meeting Minutes**

Tuesday, February 4, 2020

#### **Attendance**

Roger Jones	Mike Begler	Angela Susten	Carolyn O'Brien
Kirstie Weidman	Danielle Rudy	Jeff Iseman	Aimee Harwood
Miguel Aciri-Rodriguez		Sherry Welsh	Cathy Long
Bill Peterson	Cynthia Gibbs-Pratt	Mark Edwards	Pam Eberle (PCA)

February minutes approved.

Committee transition has been tabled.

Addition of a "To Do" list will be added to the Committee agenda.

#### **Performance metrics – Miguel Aciri-Rodriguez**

- **Ridership** – Approximate 4% increase since last year.
  - For December 2019, Fixed-route ridership was 153,066, last December, 148,103.
  - Paratransit ridership was, 16,963; broken down into 14,113 clients, 1,812 assistants, 1,021 companions, 17 other. Last December, 16,433.
- **No-shows** in December 2019 were 1,244, a 23% increase since last December.
  - Paratransit no-shows have been increasing throughout the entire transit system.
- **On-time performance**
  - Fixed route on-time performance has been higher as compared to last fiscal year.
  - Paratransit on-time performance has been about 5% down the past few months as compared to the last fiscal year. Due to driver turnover.
- **Customer feedback** is 294 so far this fiscal year. Last fiscal year at this time there were 397.
- **Customer Service**
  - Inbound calls - Fixed route 96.7% answer rate. Paratransit 99% answer rate.
  - Front office foot traffic, 154.
  - Strawberry Square foot traffic, 732.

**No-Shows Discussion** - There is a concern that visually impaired customers may not have a way of knowing when sent a no-show letter. Aimee Harwood suggests that CAT ask Vision Resources to interpret them into brail. E-mail is an option and Aimee offered to share the contents of an accessible document from the National Federation of the Blind. Another option is to note which customers are visually impaired and contact them via telephone.

**Newsletter- Carolyn O'Brien** – February 2020 newsletter reviewed and edited by committee. Ready for distribution.

### **SILC/PA Transportation Alliance - Jeff Iseman**

- Regarding the transportation broker, currently some PA Counties have them and some don't. PPTA (PA Transit Providers) are supportive of PennDOT becoming the public broker if the state changes to that model.
- Last month the Federal DOT announced the issue regarding service animals and air travel. Public comment through March 22nd on the federal department of transportation website.
- House Appropriations Committee Budget Hearing, Department of Transportation, Tuesday, February 25<sup>th</sup>, 10am to 12pm, Senate Hearing, 1pm to 3pm.

**Share-A-Ride – Mark Edwards/Cynthia Gibbs-Pratt** – Mark and Cynthia shared with the committee their recent experiences with CAT Share-A-Ride. Mark was on the bus for 2.5 hours while Cynthia had to wait for her bus 1.5 hours. They filed official complaints prior to this meeting but started a discussion on why this happens. Factors are traffic, detours, driver shortage, and union.

**Paratransit Update – Kirstie Weidman-** IVR/reminder calls has begun. It is a work in progress. Since the number the call is coming from is not in most rider cell phone directories, “potential scam” may show on the screen.

**Dauphin County & MATP – Angela Susten-** Dauphin County is monitoring MATP subcontractors for the 2020 contract year. Starting the contract process for the 2021 contract year. Those contracts will go into effect July 1, 2020. Dauphin County is presently holding all of the contracts for MATP.

**3P Ride & Veterans' Program– Sherry Welsh** – 3P ride is a nonprofit organization that came about from a grant that Rabbit Transit received in 2016. Eventually the metrics that were established were all met. They opted to create a non-profit to continue that work. One of the areas the nonprofit decided to focus on was that of the veterans. Most recently they received a grant to expand their veterans' program into 4

additional counties including Dauphin County. Info on the veterans program in Dauphin County is in the CAT/PWDAC February 2020 newsletter.

**Action Items:**

1. Aimee Harwood will e-mail Roger Jones an accessible e-mail document from the National Federation of the Blind. Roger will forward info to Sherry Welsh.
2. Miguel Aciri-Rodriguez will find out the % of no-shows from riders.
3. Carolyn O'Brien asked to see the current no-shows procedure.
4. Roger Jones asked Sherry Welsh for info on the veterans' program in Cumberland County.

**Next meeting is Tuesday, March 3, 2020 @ 10:30.**

**Upcoming CAT/PWD Advisory Committee meeting dates:**

April 7, 2020            May 5, 2020

Committee members stayed for a fare box demo immediately following this meeting.

**Meeting Adjourn**