

# **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, March 2, 2021

Meeting held @ 10:30am via ZOOM

### **Attendance**

Roger Jones	Mike Begler	Carolyn O'Brien	Danielle Rudy (phone?)
Cathy Long	Londa Peterson	Mark Edwards	Ginger Monsted
Liz Pabon	Vernae P. Shaw	Jeff Iseman	Miguel Aciri-Rodriguez (CAT)
Cynthia Gibbs-Pratt		Pam Auer (Guest)	Rich Farr (CAT)
Sherry Welsh			Sherry Marks (CAT)

January 2021 minutes were distributed via email prior to this meeting.

The February 2nd Meeting was cancelled due to a snowstorm that prevented CAT's employees from attending.

**CAT/Rabbit Merger – Rich Farr** – Transportation benefits for regionalization include economic development, improved employment opportunities, more evening, weekend and longer trips, and veteran's transportation to VA hospital and jobs.

The service area would be Dauphin, Cumberland, York, Adams and Franklin. Through management agreements, Columbia, Union, Snyder, Perry, Northumberland and MATP in Indiana.

Although CAT and Rabbit will remain separate agencies with separate employees, the board and any new employees, will be under Susquehanna Regional Transportation Authority (SRTA). The board would consist of 1 Adams County representative, 2 Cumberland, 2 Dauphin, 1 Franklin, 2 Harrisburg, and 3 York.

Fixed Route operators will remain within their assigned service area. Shared Ride operators will work primarily in their assigned areas – cross utilization would occur when it makes sense.

Merger plan can be found on the CAT website>>> Click on the About Us tab at the top>>>Board minutes & Meeting Agendas>>>Public Hearing – January 28. You may also request an email by calling the call center, 717-233-5657 or by going to [cattransit.com](http://cattransit.com).

## CAT Updates – Rich Farr:

- **New Facility** – Currently CAT is located in a flood area. They are working with PennDot to find a new site that would be easier for the buses to navigate to, in and around; safer for riders/pedestrians; and meet the accessibility needs of any and all PWD riders.
- **Market Street Square Improvements** – Now passengers with a mobility device can board at any shelter.
- **New CAT & Transfer Center** – CAT is working with PennDot to find a new site for a larger transfer center.
- **CAT 2020/2021** - Due to COVID, CAT 20/20 was put on hold. CAT is in the process of looking at complete redesign to allow for cross town transfers and movement.
- **Same Day Shared Ride Proposal** – Currently working with PennDOT to see if we can provide same day shared ride.
- **Shared Ride Guidelines** – Updated ride guide for PT is being planned.
- **Systemness** – Systemness is providing an easier and balanced service. For example, if a rider is in Camp Hill and needs to go to Mechanicsburg, it makes more sense for a CAT bus to do it than rabbit. CAT is considering what makes sense for the riders.
- **PWD Committee** – CAT would like to set up meetings among both PWD groups to talk about next steps to see what we can do at both PWD committees.
- **Vaccine Transportation** – CAT/Rabbit are giving free transportation to vaccine appointments. Call and speak with a representative about the service.

## Q & A:

- Q: When someone calls CAT, and a Rabbit bus is sent because it can be there sooner, or provide better service at that time, how will the rider know that the Rabbit bus is there for them?  
A: Rich says that they are aware that a part of the merger MUST include a "common look/branding" for both CAT and Rabbit busses.
  - It was suggested to make the front of the all of the CAT and Rabbit SAR buses look the same, (hood, front fenders, front bumper & grill)
  - It was also suggested that initially all CAT and Rabbit buses could be fitted with a common identifying sign on the front bumper; something similar to the signs that read, "Student Driver", "Wide Load", etc.
- Q: Will there be better routes that wouldn't require riders always having to go into the Harrisburg Transfer Center before going back out to their final destination?  
A: Rich said that they were looking into creating a "loop" route as a short term experiment. This is presently on hold, but would most likely be tried as one trail loop route covering north and east of Harrisburg.

- Q: Will service to Northern Dauphin improve? Presently, there are only 2 runs going in to Harrisburg & only 2 runs back to Northern Dauphin each day.  
A: Rich mentioned that "Service should support travel into "touching counties". Northern Dauphin, Northumberland and Schuylkill Counties.
  - Committee member, Londa mentioned a micro transit, like Rabbit's current Stop Hopper.

**PA State Transportation Commission (STC) - Jeff Iseman** –There is an online or phone opportunity to join on Pa State Transportation Commission -12 year plan- Tuesday, March 23, from 6:30PM-7:30PM. RSVP by Monday March 15 if you need an accommodation or to join the meeting by phone.

The Public Comment Period for the 2023 12-Year Program Update begins Monday, March 1, and continues through Wednesday, April 14, 2021. Your feedback is important! It is used to inform the 12-Year Program, Pennsylvania's Long Range Transportation Plan, and the Freight Movement Plan.

Public comments link: <https://talkpatransportation.com/public-comment-period>  
Website: Home - Talk PA Transportation

### **Performance Metrics – Miguel Aciri-Rodriguez:**

Ridership for Fixed route for the month of January was 66,018 riders, down 61% compared to last January. Ridership for PT was 9,434, down 49% compared to last January. 543 no shows for the month.

The on time performance for fixed route for the month of January was 71% on time, 12% late, and 17% early. The on time performance for PT for the month of January was 98% on time, and 2% late. Fixed route had a total of 19 complaints for January and PT had a total of 3 complaints in January.

Fixed Route customer service had a total of 2,131 calls come in, with a total of 2,015 calls being answered, for a total of 94.56% answer rate.

PT customer service had a total of 4,728 calls come in, with a total of 4,403 calls being answered, for a total of 93.13% answer rate.

**New Business:**

It is very difficult and confusing for the blind and visually impaired riders to identify which bus they need to board because there are too many "dead heading" and "out of service" buses going through the Transfer Center. This ties in with, and compounds the shortcomings of the current annunciators.

Still quite concerned that the new fare boxes don't say/ speak/ announce what your Bus Pass balance is. A Rider who is blind or visually impaired has no way of knowing the balance on their Bus Pass is ZERO and that they can't ride.

**Next meeting is Tuesday, April 6, 2021 @ 10:30 on Zoom.**

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

May 4, 2021

June 1, 2021

July 6, 2021

**Meeting Adjourn**