



Huntingdon-Bedford-Fulton AREA AGENCY ON AGING

MAIN OFFICE

Huntingdon Office
307 10th Street
Huntingdon, PA 16652
(814) 643-5115
(800) 528-9155
Fax No. (814) 643-4249

Bedford Office
240 Wood Street, P.O. Box 46
Bedford, PA 15522
(814) 623-8148
(800) 892-7903
Fax No. (814) 623-5929

Fulton Office
182 Buchanan Trail, Suite 145
P.O. Box 59
McConnellsburg, PA 17233
(717) 485-5151
(800) 637-0315
Fax No. (717) 485-5606

Transportation Advisory Committee Meeting

5/16/2024 10:00AM

Saxton Liberty Township Building

Minutes

Attendance: Lori Heaton, Anthony Molinary, Kaitlyn Strauss, Lavonne Lohr, Richard Roth, Tawnya Creager, Bruce Maxwell, Marty Dombrowski, Julie Dovey, Kathy Biddle, Jess Sunderland, Michele Heane, and Penny Stup

1. Welome: The meeting was called to order by Lori H. welcoming everyone to the meeting
2. Approval of minutes: Lori explained that the meeting minutes for the January 18th meeting were not available for the meeting and will be presented for approval at the next meeting along with the minutes from today.
3. PennDOT technical assistance project progress: Anthony M. reminded everyone that PennDOT had completed the 3 day onsite visit for a review of CART operations in January. In April, the results/feedback from PennDOT was received and reviewed. He reviewed that PennDOT acknowledged that HBF AAA CART program is very unique due to the 3 county joinder structure and due to the vast rural area and distance covered. He reported that PennDOT notes the average trip for a shared ride program is 3.5-5 miles, whereas HBF AAA CART average is 15 miles therefore making our expenses 3-5 times the amount. Anthony explained that PennDOT is still expecting HBF AAA CART to transition to a mileage based fee, but that when they ran the numbers the fee would be way too high. Therefore, we are awaiting a decision. Anthony M. explained that due to timelines, he had to base CARTs proposed annual budget based on current fare structure.
Marty D. expressed appreciation for Anthony's work through all of the frustration of this issue.
Bruce M. asked for some clarification on how many transits are in the state and how they are funded.
4. Staffing Compliment update: Anthony explained that within Central Dispatch the Reservationist and Scheduler recently resigned and that Kaitlyn S. has been jumping in to cover and everyone is working together. He explained they just hired Amber Stamm as a new reservationist and so far she is working out well. Lavonne L. complimented Amber's performance when calling to reserve a ride last week. Anthony went on to explain that within a week or so they will be holding interviews for the scheduler position.

Regarding Drivers, Anthony explained that they have hired 6, but have also lost 6 for various reasons. He reported that trips were up to 6000 trips for the month of April and we have not seen those kind of numbers since pre-Covid. So far trips are up for May also.

5. Quality Assurance: Tawnya Creager, Quality Assurance Specialist explained her process for providing quality assurance monitoring throughout agency programs and that monitoring CART is part of this process. She explained that recently surveys went out to riders. So far they have had 98 respondents of which 47% were from Bedford county, 32% from Huntingdn county and 19% from Fulton County. She explained that so far, overall the responses are very good. There are a few complaints that she will pass on to Anthony, Connie and Lori, but overall the respondents are satisfied and even giving shout outs to specific drivers. Also surveyed are people's thoughts about van comfort, following protocol, and how the staff and drivers treat the consumers.

Tawnya explained that she also does 10 random calls per month – 3 in each county and then a random extra. She also does monthly driver observations and occasional ride-alongs. She looks for issues such as distracted driving, watches pick ups and drop offs, checks the vans for cleanliness.

Lavone L. voiced a concern about drivers having to push wheelchairs through areas that do not have wide enough or proper sidewalks. Anthony explained the process for addressing those concerns.

Additional discussion:

Lavonne L. shared her recent experience in visiting the Depot.

Bruce M. asked how many calls come into central dispatch daily. The answer was 300-400 calls.

Kathy B. praised the subscription services saying how easy this makes it for repeat trips.

Marty D. shared that she feels the service allows people to “survive and thrive” in the community.

Bruce M had a question about ridership about the average number of people over vs under 60 and the difference in how those trips are paid for. Anthony M. explained the different funding sources.

Julie D. had questions about the surveys and expressed that she would like to work together with CART along with the Fulton County Focus group. She encouraged that if there are issue such as accessibility those could be reviewed by the focus group to see if there are resources or services to help.

Kathy B asked how we determine who the survey's go to. Tawnya explained the process.

Lori H. asked if there is a deadline for the responses and Tawnya stated that this is yet to be determined.

6. Provider Feedback: Michele Heane asked Anthony about the April billing and Anthony explained it will be delivered today. Michele also explained that they are working with CART on a summer program with transporting Merekey participants. The trips would be Tuesday, Wednesday and Thursday from 9 – noon. The details are still being worked out.
7. Status of Office relocation: Anthony M. explained that Central Dispatch continues to explore options. He explained that while the option of moving to the Liberty Township Building has been explored, the landlord at the current Central Dispatch location would like to try to accommodate the needs to allow the office to stay where it is. The landlord

expressed a willingness to make renovations and they are currently waiting on blueprints. Anthony M. explained that CART may be able to ask for some funding through a grant to help with the project, but this is all preliminary.

8. Open Forum:

Bruce M. told a story about a situation he was called into regarding a Greyhound bus that had broken down and left 13 tired and hungry travelers in Breezewood Plaza. Bruce praised the CART and driver Troy for listening and providing input that was very helpful.

9. Next meeting date: The next meeting is set for August 15th 2024 at 10:00AM at the Saxton Liberty Township Building and via the option for Zoom.

10. Meeting adjourned