



CHATHAM URBAN TRANSPORTATION STUDY

ADVISORY COMMITTEE ON ACCESSIBLE TRANSPORTATION (ACAT) MEETING SUMMARY

Wednesday, February 18, 2004
Williams Court Apartments

2:00 P.M.
1900 Lincoln Street

Members Present:

Iaderosa, Jean
Jackson, Theodis
Jarrett, McArthur
Lamar, Tom
Palmer, Tyrone E.
Phillips, Doris
Wang, Wykoda

Representing:

Chatham Area Transit
Laidlaw
National Federation of the Blind
Chair
Rider/Consumer
L.I.F.E.
MPC

**AUDIO TAPES OF THE MEETING MINUTES ARE NOW AVAILABLE
ON REQUEST. PLEASE CONTACT MARILYN GIGNILLIAT AT
912/651-1477 FOR A COPY OF THE TAPE.**

Mr. Lamar called the February 18, 2004 ACAT meeting to order. Members were asked to introduce themselves and state the agency they represent.

Action Item:

Approval of Minutes – November 12, 2003

Ms. Iaderosa moved to accept the minutes as distributed. Mr. Jarrett seconded the motion.

ACAT Action: The motion carried with none opposed. The motion was to accept the minutes of the November 12, 2003 ACAT meeting as distributed. Voting were Mr. Lamar, Mr. Jarrett, Ms. Iaderosa, Ms. Phillips, and Mr. Jackson.

III. Status Reports

A. Congestion Management System

Ms. Wang stated that materials on this matter were distributed in the pre-meeting mailing. The consultant firm of Carter & Burgess has started collecting data. Within the next few months, mitigation strategies would be recommended.

B. Long Range Transportation Plan (LRTP) Update

1. Draft Goals and Objectives

Ms. Wang stated that the draft goals and objectives were taken from other planning documents. Committee members were asked to submit their comments on these goals.

Mr. Jarrett stated that it would be appropriate for this committee

to comment on these goals and objectives. He would be glad to work with others to develop a response.

Mr. Lamar appointed Mr. Jarrett, Mr. Jackson, and Mr. Dawson to provide the necessary comments on the draft goals and objectives.

- 2. Authorization for MPC Executive Director to Sign Memorandum of Understanding (MOU) Regarding Consultant Assistance with Post, Buckley, Schuh & Jernigan, Inc. (PBS&J)**

Ms. Wang stated that consultant assistance is required in order to develop traffic demand modeling. The consultant firm of PBS&J has been recommended by GDOT. This item is for information only.

- C. Draft FY 2005-2007 Transportation Improvement Program (TIP)**

Ms. Wang stated that the current TIP was sent to committee members because it has a detailed explanation of the Public Involvement Process. This year staff plans to call for projects from different jurisdictions to see how the projects are recommended. It is anticipated that a project priority list would be available by April.

Mr. Lamar stated that he would like this committee to become pro-active, rather than acting after the fact. He would appoint a subcommittee to study this information.

- D. Draft of FY 2005 Unified Planning Work Program (UPWP)**

Ms. Wang stated that the UPWP represents the work program for staff in the next fiscal year. The plan also includes an indication of money that is expected to be spent in order to complete that plan. A copy was included in the pre-meeting materials.

Mr. Lamar stated that the pre-meeting materials were not received in enough time to effectively study the information presented.

Mr. Jarrett added that it is good to ask for comments on material, but there should be adequate time to review the matters.

Mr. Lamar stated that he would appoint a subcommittee to review these documents.

IV. Informational Reports

A. Laidlaw/Teleride

Mr. Jackson reviewed the non-available trips from November 2003 through January 2004. Complaints for this period were also reviewed.

Mr. Jarrett questioned why some of these responses from drivers continue to persist. He can only assume that this is the very same response that Laidlaw gives to the consumer.

Mr. Jackson replied that the information shared with this committee is more detailed than what is given to the consumer. The action that is taken with the driver is fairly severe; especially if it is something that is going back and forth. Staff has participated in sensitivity training. Action is

taken. It is about three strikes and you are out. Two drivers are right on the edge.

Mr. Jarrett stated that it just seems that a number of these incidents are very similar to problems that have occurred in the past. It seems to happen again and again. There may be some consumer involvement in these incidents also. It just seems that this is a consistent level when it comes to some of these complaints.

Mr. Jackson stated that a safety meeting is held monthly. Every three months he tries to encourage people to help with sensitivity training. Sometimes it is better to have a member of the disability community to provide input on this topic. The drivers who have been employed less than a year seem to be involved in the issues of back and forth discussions with consumers.

Ms. Phillips offered to provide sensitivity training at the next safety meeting.

Mr. Lamar stated that it might be beneficial to have someone ride Teleride to make some observations. He is encouraged about the manner in which certain problems have been addressed. There is an important balance to be maintained between the consumer and the driver.

Mr. Jackson noted that the most recent sensitivity training was held on December 18, 2003.

Mr. Lamar commended Mr. Jackson on the progress that has been made so far.

B. Teleride Handbook Update

Ms. Iaderosa stated that she had received the original corrections to the Teleride Handbook. These very minor grammatical corrections were incorporated into the Handbook. However, upon further review additional grammatical areas were identified. In addition a reference was made to buses that were not accessible; now the entire system is accessible so it seems logical to delete those references.

Mr. Jarrett stated that it is not necessary to review the updates comment by comment. However, he asked if the committee was expected to approve the handbook at this meeting.

Ms. Iaderosa replied that this item is on the Agenda under Informational Reports. No action is requested. There are no policy changes. A change in the language just to correct grammatically such as Teleride will consider themselves on time as long as they arrive no earlier than 15 minutes before the scheduled time, so she changed it to Teleride will be considered on time as long as a van arrives no earlier than 15 minutes. She was trying to make it clearer and grammatically correct. In other instances, drivers will assist wheelchairs over a curb or one step. That was changed to read drivers will assist persons in wheelchairs over a curb or one step. Changes also reflect the new CUTS meeting schedule. Then in line with what was discussed at the previous ACAT meeting about comments or complaints, the plan was to evolve to a point where people would call CAT directly. Therefore text was suggested that all comments regarding Teleride service should be submitted to Chatham Area Transit. Finally since Ms. McGinnis is no longer with CAT, her name was removed. E-mail addresses were also

provided.

Mr. Jarrett stated that he would like an opportunity to read this in its entirety. It was his understanding that once this was done by Mr. Berlon, who initiated the matter, the changes would be brought back to the committee so that members could review the changes. The Handbook would then be approved.

Ms. Iaderosa replied that ACAT approved the original changes. There were three of them. That was in November. When she went into the Handbook and began to look at it closely, she saw that it needed some updating and some tightening up of the grammar.

Mr. Jarrett stated that he is concerned that revisions have been placed in the Handbook, copies have been made for use on the Teleride vans and ACAT has not had an opportunity to review those revisions.

Ms. Iaderosa stated that she sent an e-mail with the suggested changes to Mr. Jarrett and the majority of people on this committee. The Handbook has not gone into circulation at all.

Ms. Phillips stated that she received the e-mail.

Mr. Jarrett stated that he received the e-mail. His thing is that if ACAT is supposed to be an advisory committee then these issues should be handled in a way that would be germane to the whole thing. That is what should be done. If that is not going to be done in this capacity then there is no value in the group doing it at all. He knows for a fact that these corrections were not agreed upon. There was supposed to

be more discussion and the matter would be brought back to the committee. Mr. Berlon was not here at the last meeting. This should be reflected in the minutes. None of that is reflected in the minutes. The revisions were never agreed upon.

Ms. Iaderosa stated that these grammatical corrections are put before the committee for review.

Mr. Jarrett stated that he is trying to get clarification. Mr. Berlon could provide clarification by producing the list of revisions other than those three mentioned. There were other recommendations made by this committee and other consumers.

Mr. Jackson stated that he printed out a copy of the manual and highlighted the items that Ms. Iaderosa was mentioning for correction.

Mr. Lamar stated that Ms. Iaderosa indicated that there are no substantive changes.

Mr. Jarrett stated that if the committee needs to go forward; then do so. He does not want to be the one to hold the process up.

Mr. Lamar stated that just enough copies to sustain could be prepared between now and the next meeting.

Mr. Jarrett stated that his job is to make sure that he is clear about these things. In any event it is not necessary to table the matter if everybody here agrees that the revisions are clear. Let's move on.

Mr. Lamar stated that enough copies would be printed to sustain us until the next meeting. The matter would come forward at the next meeting in order to have some opportunity for more input from the committee. The housekeeping changes that were mentioned could be incorporated.

Mr. Lamar moved that the committee incorporate Ms. laderosa's housekeeping suggestions and reproduce just enough copies to sustain us. The copies could be reproduced en masse after the next meeting. Mr. Jackson seconded the motion.

Mr. Jarrett stated that he could not agree to the motion. The changes that were made by Ms. laderosa are fine, grammar should be correct; but if the exact changes that were agreed to and voted in this committee it should be reflected in the minutes. He will hold the minutes responsible. The other part of it is that if all of them are on the van already he doesn't see the need for this motion. There is no need for the motion to do a select few. If they are already on the van and you have already got it on there because you say that we have voted and agreed on, which I disagree with so therefore I do not abstain but I object to the motion itself on its merit.

Mr. Lamar stated that this item would be revisited at the next ACAT meeting.

Mr. Jarrett stated that he wants his statement in the minutes, which is his objection to this very motion.

No action was taken on the motion.

C. Chatham Area Transit

Ms. Iaderosa acknowledged that LIFE included information in two newsletters about offering travel training to people who may use Teleride or really to the general public travel training on the fixed route service. Laidlaw is in the process of sending out a large post card to all Teleride users who are in the database. The mailing is for people who may be interested in using the fixed route service. CAT has a new service now that two staff members have attended Project Action travel training and are ready and willing to meet with consumers to review bus routes, accessibility issues, or other matters. The Board supports this direction.

Ms. Iaderosa added that Mr. Hakim provided her with an update on the goal of installing 100 bus shelters. Eleven shelter slabs have been constructed. The slabs represent new shelters, not replacements. As of February 12 seven new shelters were installed on the eleven slabs. These new shelters combined with the replacements bring the total of new shelters to 28. This is an involved process. The 63 shelters to complete the goal of 100 are ordered. The projected delivery date for the remaining shelters is May of 2004. CAT will continue with placement of concrete slabs while waiting for the shelters to be delivered.

Mr. Jarrett stated that once again CAT has been remiss about the blind. Savannah Association for the Blind should be

involved in the travel training process.

Ms. Iaderosa stated that CAT has been in contact with Ms. Lerch of the Savannah Association of the Blind. CAT has obtained a list of the routes that are in use by her clients. CAT will be providing the schedules either in large print or in taped format.

Mr. Jarrett stated that he believed he heard that these were people from CAT that went to get this travel training.

Ms. Iaderosa stated that there were two individuals from Chatham Area Transit who attended a three-day workshop that was provided by Easter Seals Project Action in St. Louis on train the trainer. This training includes meeting with consumers, interviewing them in order to learn their needs, teaching them to use the fixed route system and then shadowing them for a period. CAT is trying to promote this program as much as possible through dissemination in newsletters.

Mr. Jarrett stated that it would behoove CAT and Teleride to involve the blind community and the blind consumer groups. When CAT is doing these processes, the blind community and consumer groups and agencies should be fully included. CAT is not doing it. It needs to be done. Nor are there any blind people involved in the process at this point. The blind community is always at the end of the process. That is not correct. Nobody cooperates more than the blind community in this city, with CAT and all other entities that provide transportation. It is time something concludes here as to whether CAT is ready to serve all of the client public or it is not. No offense to anyone here but the wheelchair population is not the only people to be considered here.

Ms. laderosa asked for the e-mail address of people to whom this information could be sent, she would disseminate it to them as well. CAT has been working closely with Ms. Lerch.

Mr. Jarrett added that he needs to speak to the director also. That follow-through is not correct either. If that is correct then she should be dealing with those consumers in the appropriate manner. He would discuss this with her in person. The National Federation of the Blind is never included in these matters. That group has the larger representation in the community. The group is never included in any notices from CAT, nor is the group included in any of the offered training and in other exercises.

Ms. laderosa asked to use this as an opportunity to establish some ties. She does not have the contact information.

Mr. Jarrett replied that he is always willing to work with people. The group meets the third Saturday of every month from 2:30 to 4:30 in the library of the Williams Court Apartments.

Ms. laderosa stated that she would contact Mr. Jarrett the next day in order to make some plans.

Mr. Lamar stated that the disability community includes ambulatory disabilities as well as sighted and hearing people.

**D. STIP Minor Amendment #3 I-16 Bridges Widening
PI #511180**

Ms. Wang stated that staff recently received a notice of a two million dollar increase for this project.

E. Invitation to Final Stakeholder Committee Meeting for GDOT's Interstate System Plan

Ms. Wang stated that there will be a public meeting in Savannah on Wednesday, February 25, 2004. The meeting will be held in the MPC Hearing Room. GDOT and their consultant will make a presentation on the Interstate system. Information on this meeting was included in the pre-meeting materials that were mailed to committee members.

F. Other Business

Ms. Iaderosa stated that at the last meeting Mr. Dawson indicated that he was going to work on the policy for the input and how customer comments or complaints would be handled through Teleride. The discussion has involved that the focus would be shifted to the calls coming into CAT. Mr. Dawson is not present and she has no information on this development.

Mr. Jarrett asked if the chairman would permit a called meeting before a regularly scheduled meeting. He would like to do something about the Handbook before April.

Ms. Wang stated that if the committee wants a called meeting, that should be coordinated with the Chairman, who would then work with staff on this.

Ms. Iaderosa stated that it would be great if the committee

could meet the new Executive Director of the MPC.

Mr. Lamar stated that the he had a productive meeting with Mr. Thomson, the Executive Director. Mr. Thomson could be invited to the next meeting.

7. Adjournment

There being no further business, the February 18, 2004 ACAT meeting was adjourned.

Respectfully submitted,

**Wykoda Wang
Transportation Planner**