



DRAFT
ADA Transportation Advisory Committee
 2 PM Thursday, September 20, 2012
 CCRPA Offices, 225 N Main Street, Suite 304, Bristol, CT

Committee Members: Please e-mail/call if you will be late or absent
 Special Needs: We do not discriminate on the basis of disability.
 Please call in advance if you need auxiliary aids.

- I. Call to order and roll call (report of noted absences and declaration of quorum – 51% of Committee Membership). The meeting was called to order at approximately 2:15 PM by Chairman Rob Newton with the following in attendance except as otherwise noted:

	Representative	Representative	Representative
Berlin	~	~	~
Bristol	Gary Allen, noted absence	Art Helfgott	Rob Newton, Chair
Burlington	~	~	~
New Britain	Mike Karwan	~	~
Plainville	Shawn Cohen, Vice Chair	Rob Palaski	
Plymouth	~	~	~
Southington	~	~	~
Ex officio	Dennis Kern		

II. Presentation

A. Nutmeg TV – Joanie McCauley

Ms. McCauley spoke about Nutmeg TV and options for advertising the ADA paratransit service. She indicated the Committee could have a show on a regular basis, film one show, create a video business card, or share information about the service on the community calendar. The cost varies depending on the option selected. The Committee discussed the video business card; the cost to produce a video business card is \$450, additional funds would be needed if the Committee wanted more copies of the video business card. Following the presentation Mr. Karwan was excused from the meeting.

III. Action Item

A. Approve the April 12, 2012 meeting minutes

MOTION: Art Helfgott moved to approve the April 12, 2012 meeting minutes as presented; seconded by Shawn Cohen; passed unanimously.

Art Helfgott noted that the topic of bus service in Southington should have reflected that the Committee is interested in advocating for such service.

IV. Information

A. Late Cancellation and No-Show Policy

The Committee reviewed the 'Late Cancellation and No-Show' policy. It was explained before implementation of the policy, notices would be posted on all paratransit vehicles and copies distributed on the vehicles to clients and guardians. Dispatchers would also be trained regarding entering the information into the system to ensure clients are not incorrectly given a no-show. All no-shows will be thoroughly investigated to prevent erroneous service suspensions which could then result in an appeal.

B. Dattco dispatcher and driver meeting

CCRPA met with dispatchers and new drivers to update them on new policies and clarify driver responsibilities/expectations. A customer service webinar was also suggested for all dispatchers. CCRPA will pursue this in the coming months.

C. Other business

1. Bus Service to Southington

The Committee wants to advocate for bus service in Southington so paratransit service can also be provided in Southington. It was asked if the Committee should request permission from the Agency Board to attend Southington Town Council meetings to advocate for the service. CCRPA staff will look into the procedure for moving forward and will report at the next meeting.

2. Paratransit Service Advertising

After discussing the Nutmeg TV options for paratransit advertising, the Committee will delay requesting funding from the Board for such advertising. Agency staff will continue to meet with facilities, discharge planners, rehab counselors, doctors, physical therapists, visiting nurses, etc. to discuss the paratransit service. Staff will provide an update at the December meeting.

3. Inclement Weather Notification

The Chair requested that inclement weather notices be distributed to paratransit clients. Agency staff will post notices in all paratransit vehicles in October and also make additional copies for drivers to give to clients. A holiday schedule will also be posted.

4. Data Collection

The Committee asked if data is available regarding how many people are eligible for the paratransit service but who may not know about the service. CCRPA staff will contact the Kennedy Center for any data pertaining to CT and see if any national data is available as well. CCRPA staff will also investigate to determine if such data is available through Census.

V. Adjournment was declared at approximately 3:47 PM.

Respectfully submitted: Abigail St. Peter, Assistant Planner