



COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)

Planning & Community Outreach Subcommittee Meeting Report

Online Zoom Virtual Meeting

Tuesday, February 2nd, 2021

Members in Attendance:

Roger Downing, Chair

Brandi Lavoie

Michael Lefevor

Petrine Griffin Falsone

Absent: Ron Nelson

Others in Attendance:

Cherissa Alldredge, UTA ADA Compliance Officer

Christy Allen, UTA Coordinated Mobility Specialist

Doralee Taulanga, UTA Travel Trainer

Jacob Baker, UTA Travel Trainer

EiLeen Billings, UTA Senior Office Specialist

Call to Order – Roger Downing, Subcommittee Chair
Chair Downing called the meeting to order at 10:03 a.m.

Safety Minute: “Getting Rid of Stigma of Mental Illness” – Cherissa Alldredge

- UTA’s Safety and Security Department talk a lot about things like climbing a ladder, slips trips, falls, weather-related issues or driving into work safely and so on. This message is no different. We believe the theme for this month’s theme absolutely applies to safety and security. This month’s theme is “Getting Rid of the Stigma of mental illness”. Some people view mental illness as a character weakness or defect and that if you suffer from depression or even major depressive disorder (MDD), anxiety, eating disorders, PTSD, psychotic disorders, like schizophrenia or bipolar disorder, you are somehow ‘less-than.’ This concept is 100% untrue. This is a very small list of only a few mental illnesses. In the most recent version of Diagnostic and Statistical Manual (DSM-5), put out by the American Psychiatric Association, they have recently updated the list of mental

illnesses to include autism, ADHD, sleep/wake issues, even substance abuse and addictive issues, among others.

- I would bet that many of us know some people at UTA, even ourselves, who might suffer with one or more of these disorders. Our main reason for approaching this very sensitive and delicate issue is that there is help. For those who struggle with substance abuse, eating disorders, depression or anxiety, or many other mental illnesses, there are resources. There is HOPE!
- Let us be clear, we are not saying that everyone who has a clinically defined mental illness is a safety or security hazard and should not be allowed to work. Though we do encourage you to seek help from a professional so that there is no question as to whether or not you are a risk at work and might need some assistance. The purpose is to continue to talk about these issues without judgment or negatively labeling someone we know in our community or at work.
- We all need to be united in eradicating the stigma of mental illness. We all struggle with something, whether it is considered a mental illness or not. This is a serious topic for the month but one that needs to be addressed, and one we should not be afraid to talk about. Let us adopt a non-judgmental attitude towards anyone who struggles with mental illness. We need to embrace acceptance and kindness and not judging anyone for any of these various issues, instead, let us show encouragement, kindness and compassion.

Approval of Minutes from December 1st, 2020, 2020 Meeting – Roger Downing

- Petrine Falsone moved to approve the December 1st, 2020 minutes as written.
- Brandi Lavoie seconded the motion, motion passed unanimously.

Public Comment – Cherissa Alldredge

No public comments/request for comments were made

Ongoing Discussion Regarding CAT Presence on UTA Website – Cherissa Alldredge

- “Accessibility Two” has been named as a temporary place holder on the website.
- The goal of the new website is to make it more accessible with a layout that has all the CAT information in one place that is easier to locate.
- The international symbol for disability will be added at the top of the main landing page of rideuta.com.
- An icon will direct you to the Accessibility landing page. The Accessibility landing page will contain sub-category information/topics, i.e.:
 1. Accessibility: This is where all the service related information will be located.

2. Accessibility Services, including services for people with disabilities.
 - a. Coordinated Mobility
 - b. Paratransit
 - c. Flex Route
 - d. Fare programs
 - e. Travel Training, with emphasis on the disability community
 3. Community Resources:
 - a. ADA Information
 - b. Dial 211
 - c. Customer Service
 - d. Partner Organizations
 - e. UTA Travel Training Program
 4. CAT Committee Information: This is where you can learn about the CAT Committee members, their goals, what they do, which community they represent, eligibility, benefits, etc.
 5. Meetings and Events:
 - a. Full CAT meetings, including dates, times, agendas and meeting minutes.
 - b. Subcommittee meetings, including dates, times, agendas and meeting minutes.
 - c. Upcoming meetings and events.
 6. Meet the CAT Members
 - a. Brief Introduction
 - b. List of CAT members including concise bios.
 - c. Awards program information.
- As the website development continues, space will be reserved to add future videos for ASL/hearing impaired individuals.
 - As the project moves forward, updates/progress will be reported back to the subcommittee on a monthly basis for ongoing discussion and feedback. This topic will be a standing item on the agenda until the CAT website project has been completed.

New Community Contacts of Note – Roger Downing and Cherissa Alldredge

- Partnering with community organizations regarding UTA is one of the Planning and Community Outreach Subcommittee’s 2020-2021 goals.
- Conduct in-person meetings with staff representing organizations for the disability community. This will also provide valuable CAT Committee member recruitment information.

- Research specific contact names and job titles regarding the various organizations. This will assist with conducting personal phone calls and/or sending individual emails.
- Continue to develop a generalized running list of disability services and service providers. Consider making personal telephone calls and/or sending individual emails. This list will also be available on the UTA CAT website.
 1. Dial 211 information regarding transportation and other disability related services.
 2. The mental health field
 3. Blind/visually impaired and deaf/hearing impaired organizations.
 4. Independent living centers along the Wasatch Front. Michael Lefevor will contact these centers and report back to the subcommittee.
 5. Senior and retirement centers
 6. Community nursing services
 7. Veterans Administration
 8. Utah State Office of Rehabilitation – Division of Workforce Services
 9. Centers for Disability Services at universities and colleges throughout the UTA service area.
 10. Rehabilitation centers
- Develop a specific list of CAT Committee contacts.
- UTA’s Travel Training group would like to provide this list to their customers. Having this list will be beneficial when sending out information regarding awards, nominations, and ADA celebration.
- It is important to provide beneficial resources/answers when someone needs information regarding transportation and other disability services. We are continually looking for new consumers in the disability community that need assistance.
- Cherissa will keep this topic as a standing item on meeting agendas. Members will then have the opportunity to bring new/updated information to the subcommittee. Send all new contact information to Cherissa.
- As this list continues to be developed, Cherissa will bring it back to this subcommittee for ongoing review and discussion.

Initial CAT Recruitment Planning – Roger Downing and Cherissa Alldredge

- There are 4 to 5 CAT membership positions to fill this year. These members should represent diversity regarding geography and type of disability.

- Due to Covid-19, recruitment/interviews will be conducted virtually for all first-time applicants. Interviews will be conducted by the entire Planning and Community Outreach Subcommittee.

Timeline:

- Finalize marketing materials, application during the March 2nd subcommittee meeting. Katie Matisohn and Cherissa Alldredge are currently finalizing the marketing materials. Included in the marketing tools are the following:
 1. Social media, such as UTA’s website, Facebook, Instagram, Twitter.
 2. Printed posters placed on UTA bus and rail vehicles.
 3. Printed flyers for distribution to the disability community and/or centers.
 4. Personalized one-on-one contacts: Virtual meetings, telephone calls, emails.
 5. Utilize multiple platforms to contact various age groups.
 6. Reach out to retired people, senior centers, retirement centers and the Veterans Administration. Also contact personnel from the developmental centers and visually/hearing impaired community. The committee would also benefit by having a member with mobility issues who requires the use of a mobility device.
 7. Contact Travel Training as a potential recruitment tool.
 8. Personally contact anyone that you know related to disability organizations or the disability community.
 9. Contact the disability centers of each university and college throughout the UTA service area.
 10. Michael will contact the Utah Transition Action group. Mike will also contact Bob Morgan at the Center for Persons with Disabilities.
 11. Committee members will develop potential lists, including names of applicants, telephone numbers and email addresses.
- Marketing timeframe for recruitment: April 1st thru April 30th, 2021.
- Application deadline: Friday, April 30th, 2021.
- Review of applications during May 4th subcommittee meeting.
- Conduct interviews during June 1st subcommittee meeting.
 1. Meeting may need to be 3 hours long to allow enough time to conduct interview(s).
 2. May require a follow-up meeting to discuss applications/interviews and select new members.
- Notify individuals selected: Week of June 21, 2021.
- FY 2021 ADA Celebration scheduled for July 26th.
- Annual CAT Member Training (dates and times are tentative):
 1. Wednesday, August 11th from 10:00 a.m. – 12:30 p.m.

2. Thursday, August 12th from 10:00 a.m. – 12:30 p.m.
3. Friday, August 13th from 10:00 a.m. – 12:30 p.m.

Initial ADA Annual Celebration Planning – Roger Downing and Cherissa Alldredge

- Due to Covid-19 we are currently planning a virtual event.
- Event is tentatively scheduled for Monday, July 26th, 2021.
- If anyone has any celebration event ideas or suggestions regarding speakers, please send them to Cherissa.
- Regarding treats such as cupcakes or swag bags, various ideas were discussed how to make this possible with a virtual event. Various suggestions were made such as having designated areas where you drive by and pick up the treats, mailing out gift certificates, or by using a food delivery service such as Grub Hub.
- A suggestion was made to watch “Lives Worth Living”. This is a documentary regarding disability rights. The subcommittee members were also in favor of holding another book club event.
- During the March 3rd subcommittee meeting, a theme will be determined and various event ideas discussed.

Travel Training Curriculum Feedback – Jacob Baker and Doralee Taulanga

- Recently the department staff have been concentrating on the travel training process/curriculum. A detailed guide/manual is being developed. This will be a helpful guide for travel trainers.
- This comprehensive document has been written as a guide Travel Trainers and how to Train the Trainer. It will be updated as required in the future.
- There are two basic aspects within the curriculum.
 1. Informational Resources: This aspect of the manual covers actual processes and methods used to train people. It is a resource that specifically outlines the correct order of doing things as a travel trainer.
 2. Technical Resources: This covers the actual training process. It includes, tips, tricks and work arounds learned from past job experience that could help the Trainers perform better in the future. This aspect also includes information regarding technical resources.
- Travel Training Referrals. Many times riders who are new resident to the Wasatch Front, seniors, minors, and individuals from the disabilities communities are referred to the training department. These riders would most likely benefit from individualized. Customized travel training. A summary of the contact process is as follows:

1. Initial Referral: Someone requests travel training or is referred to us for travel training.
 2. Initial Contact: This is when we first speak to the person regarding the possibility of training. We request information regarding any barriers or obstacles that need to be addressed to make the training more effective. Issues addressed are type of disability, language barrier, medical problems, prescribed medications, challenges regarding housing/family situation, problems with accessing public transit.
 3. Once the person or their caretaker has been spoken with and agreed to meet with a travel trainer, an appointment is scheduled to personally meet the rider and conduct a home assessment. Issues discussed in further detail during the home assessment include:
 - a. Regarding transit service, what is the rider's ultimate goal?
 - b. Personal limitations, requirements, needs
 - c. Type of disability
 - d. Medications
 - e. The following assessments are made:
 - Does the client qualify for standard fixed-route services (having no obstacles)?
 - Can the client be trained to use fixed-route services, however also qualifies for paratransit services
 - Determine if the client can use fixed route services, but not independently. Client requires a caretaker.
 - Assess whether the rider meets the criteria for paratransit services.
- Jacob will summarize this document and extract portions primarily relative to ADA travel training. He will return to the committee at a future date and discuss travel training specifically for riders with disabilities and other challenges.

Other Items – Cherissa Alldredge

- No additional items brought forth by the subcommittee members.

Meeting Adjourn – Roger Downing

Michael Lefevor moved to adjourn meeting. Brandi Lavoie seconded the motion. Meeting adjourned at 12:03 p.m.

Next Meeting:

The next meeting of the Planning and Community Outreach Subcommittee has been scheduled for Tuesday, March 3rd, 2021, starting at 10:00 a.m.

Meeting Report Transcribed By:
EiLeen Billings, Senior Office Specialist
Utah Transit Authority
Tel: 801-287-3209
Cell: 801-230-3428
Email: ebillings@rideuta.com