

COUNCIL OF THE CITY OF PHILADELPHIA  
COMMITTEE ON TRANSPORTATION AND  
PUBLIC UTILITIES

Room 400, City Hall  
Philadelphia, Pennsylvania  
Monday, January 30, 2017  
1:20 p.m.

PRESENT:

COUNCILMAN MARK SQUILLA, CHAIR  
COUNCILWOMAN CINDY BASS  
COUNCILMAN ALLAN DOMB  
COUNCILMAN CURTIS JONES, JR.  
COUNCILMAN DAVID OH  
COUNCILMAN AL TAUBENBERGER

BILL 161058 - An ordinance adopting an amendment to the Articles of Incorporation of the Philadelphia Energy Authority ("Authority") increasing the number of members on the Authority's Board from five to seven...

RESOLUTION 160798 - Resolution authorizing Council's Committee on Transportation and Public Utilities to hold hearings concerning the adequacy, safety and consistency of SEPTA's CCT system...

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1  
2 COUNCILMAN SQUILLA: Thank you.  
3 Thank you all for being here. Good  
4 afternoon. This hearing is called to  
5 order. This is the public hearing for  
6 the City Council Committee on  
7 Transportation and Public Utilities. The  
8 purpose of the public hearing is to hear  
9 testimony on Bill No. 161058 and  
10 Resolution No. 160798.

11 I'm Councilmember Mark Squilla.  
12 I will be chairing today's hearing in the  
13 absence of our Chairman, Councilman  
14 Johnson.

15 I recognize the presence of a  
16 quorum of Committee members. To my left  
17 is Councilman Taubenberger, Councilman  
18 Jones, and to my right Councilwoman Bass  
19 and Councilman Oh.

20 Just one procedural note before  
21 we get underway. After all the testimony  
22 on Bill No. 161058, we will be recessing  
23 to a public meeting for the purpose of  
24 taking action on that bill. At the  
25 completion of our public meeting, we will

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2 go back into our public hearing for  
3 testimony on Resolution 160798.

4 With that, I would like the  
5 Clerk to please read the title of the  
6 bill.

7 THE CLERK: Bill No. 161058,  
8 adopting an amendment to the Articles of  
9 Incorporation of the Philadelphia Energy  
10 Authority increasing the number of  
11 members on the Authority's Board from  
12 five to seven, as proposed by the Board  
13 in a Resolution adopted November 30,  
14 2016.

15 COUNCILMAN SQUILLA: Thank you.  
16 Will the Clerk please call the witnesses  
17 for this bill.

18 THE CLERK: Christopher Lewis  
19 and Christine Knapp.

20 (Witnesses approached witness  
21 table.)

22 COUNCILMAN SQUILLA: Thank you.  
23 And in no particular order, please state  
24 your name for the record and proceed with  
25 your testimonies.

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2 MR. LEWIS: My name is  
3 Christopher Lewis. I'm the Chair of the  
4 Philadelphia Energy Authority. Good  
5 afternoon, Mr. Chairman and Committee.

6 COUNCILMAN SQUILLA: Good  
7 afternoon.

8 MR. LEWIS: Mr. Chairman, I am  
9 here today to testify in support of Bill  
10 No. 161058. This bill would increase the  
11 size of the Board of Directors of the  
12 Energy Authority from its current five to  
13 a total of seven directors. I have  
14 provided to the Committee a written  
15 statement in support of the bill and  
16 rather than take too much of your time  
17 today, I would submit that written  
18 statement as my testimony of record.

19 I am happy to answer any  
20 questions you might have. And if you  
21 have questions relating to the work of  
22 the Authority, I've also brought with me  
23 today our Executive Director and the Vice  
24 Chair of the Authority, Emily Schapira.

25 Thank you, Mr. Chairman.

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2 COUNCILMAN SQUILLA: Thank you  
3 for your testimony.

4 Are there any questions?

5 Councilman Taubenberger.

6 COUNCILMAN TAUBENBERGER:

7 Question on the authority that the Board  
8 has. I mean, tell me just a little bit  
9 about the scope of the Board. Like what  
10 do you -- tell me what you do.

11 MR. LEWIS: So the Philadelphia  
12 Energy Authority is an authority that was  
13 created under the Municipal Authorities  
14 Act. We have broad powers to help the  
15 City reduce its energy consumption and  
16 save on its energy expenses and help the  
17 residents of the City. Principally we're  
18 doing that via the Philadelphia Energy  
19 Campaign. The Energy Campaign is an  
20 effort targeted at four sectors -  
21 municipal buildings, the School District,  
22 low-income and moderate-income  
23 residential, and small businesses, and  
24 the purpose of the Energy Campaign is to  
25 target those sectors, implement energy

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2 savings measures, create jobs, and reduce  
3 the carbon footprint of the City.

4 COUNCILMAN TAUBENBERGER: These  
5 are all great things and noble causes.

6 One last question I have in  
7 regards to the Board. Does the Board  
8 have the ability to hire and fire staff?

9 MR. LEWIS: Absolutely, yes.

10 COUNCILMAN TAUBENBERGER: Okay.

11 MR. LEWIS: Thank you.

12 COUNCILMAN TAUBENBERGER:  
13 You're welcome. That's it. Thank you.

14 Mr. Chairman, thank you very  
15 much.

16 COUNCILMAN SQUILLA: Thank you.  
17 Councilwoman Bass.

18 COUNCILWOMAN BASS: Thank you,  
19 Mr. Chairman.

20 Good afternoon.

21 MR. LEWIS: Good afternoon,  
22 Councilwoman.

23 COUNCILWOMAN BASS: So I just  
24 wanted to state, I was just reading over  
25 your testimony and I just really wanted

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2 to commend you all for the work that  
3 you've done with a limited number of  
4 Board members, and I think that expanding  
5 the Board based on the fact that you're  
6 looking for additional expertise really  
7 makes a lot of sense. And at a time when  
8 energy is really an important topic as we  
9 think about our future, as we think about  
10 global warming and all the things in our  
11 carbon footprints, we need to pay  
12 attention to energy.

13 So I just really wanted to  
14 thank you all for the work that you do  
15 and also for acknowledging that a larger  
16 Board will be helpful to the mission and  
17 to really helping all Philadelphians. So  
18 I wish you well in finding those Board  
19 members who have the level of expertise  
20 that you're looking for, even though  
21 there's plenty of folks around. But  
22 thank you.

23 MR. LEWIS: Thank you,  
24 Councilwoman.

25 COUNCILMAN SQUILLA: Thank you.

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2 Any other questions?

3 Before I go to your next  
4 question, I'd just like to for the record  
5 recognize that Councilman Domb is  
6 present.

7 Councilman Jones.

8 COUNCILMAN JONES: I just want  
9 to echo Councilwoman Bass's comments. I  
10 don't know how we were able to  
11 convince/coerce you into taking this job,  
12 but we're glad that you did.

13 I will save my questions,  
14 Mr. Chairman, for budget on how much  
15 we're actually saving by way of your  
16 efforts, but I just remember when I was a  
17 freshman getting one statistic, that we  
18 have 85 million in utilities that we pay  
19 roughly annually. Are we still hovered  
20 around there?

21 MR. LEWIS: It is the City's  
22 second largest non-discretionary expense.

23 COUNCILMAN JONES: Right. So  
24 we need you to do what you're doing and  
25 things like energy contracts on



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2 conservation with PECO and others. We're  
3 counting on you to provide your expertise  
4 for and help us out. And we understand  
5 also the importance of environmental. We  
6 spend more time here than we do even at  
7 home awake. So we appreciate what you're  
8 doing to keep us kind of seeing and  
9 breathing and warm, and so we appreciate  
10 particularly in the complex.

11 So I have a lot more questions.  
12 I'll save them for budget. But thank you  
13 right now for what you guys are doing.

14 MR. LEWIS: Thank you,  
15 Councilman.

16 COUNCILMAN JONES: Thank you,  
17 Mr. Chairman.

18 COUNCILMAN SQUILLA: Thank you  
19 very much.

20 Are there any other questions?  
21 (No response.)

22 COUNCILMAN SQUILLA: Seeing  
23 none, is there anyone else here to  
24 testify on Bill No. 161058?

25 Christine, please state your

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2 name for the record.

3 MS. KNAPP: Good afternoon.

4 Christine Knapp. I'm the Director of the  
5 Office of Sustainability, and I'll also  
6 keep my remarks brief. I wanted to be  
7 heard today to testify in support of Bill  
8 161058 to expand the membership of the  
9 Energy Authority from five to seven  
10 members.

11 Mainly I wanted to sort of  
12 answer Councilman Taubenberger's question  
13 indirectly by stating a little bit about  
14 the work that our office does and how we  
15 work with the Energy Authority to give  
16 you a flavor for why expanding the Board  
17 could be helpful to us.

18 The Office of Sustainability  
19 manages Greenworks, the City's  
20 sustainability plan, which has a vision  
21 around clean and efficient energy. Our  
22 Energy Office within the Office of  
23 Sustainability does a variety of tasks to  
24 help meet that vision. For example, we  
25 manage the City's utility bills. We

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2 purchase the City's energy. We benchmark  
3 the City's buildings in order to save  
4 money and reduce greenhouse gas emissions  
5 and track building performance. We  
6 implement energy efficiency projects that  
7 reduce overall energy use, such as the  
8 quadplex project, which was the four  
9 major downtown office buildings,  
10 including City Hall, that were  
11 retrofitted. That project now saves one  
12 and a half million dollars a year  
13 approximately in energy savings.

14 We also use our capital funds  
15 to support smaller energy projects,  
16 swapping out LED lighting in the Fleet  
17 shop, for example, to help save that  
18 department money. We also promote solar  
19 energy by improving the permitting  
20 process and reducing barriers and soft  
21 costs in partnership with the Department  
22 of Energy and others. And in order to  
23 achieve these tasks, we work in close  
24 partnership with the Energy Authority.

25 For example, recently we

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2 released a request for information in  
3 partnership with the Authority seeking  
4 information about renewable energy  
5 projects that might work for the City to  
6 help make those projects more cost  
7 effective. We received over 20 responses  
8 to that RFI, and we're now working with  
9 the Authority to review them and decide  
10 on next steps that might help us increase  
11 the amount of solar energy or other  
12 renewable energy projects in the City.

13 We're also working with the  
14 Authority on looking at an energy  
15 efficiency project at the Art Museum,  
16 which is currently the largest energy  
17 consumer of the City's buildings. And  
18 we're also exploring converting street  
19 lighting to LED lights in order to save  
20 energy and money.

21 So just to give you, again, a  
22 scope of some of the projects that we  
23 manage that we work in partnership with  
24 the Authority on and why we think  
25 expanding the Board, expanding the

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2 expertise on the Board would be helpful  
3 to us. That's why we are here in support  
4 of this bill.

5 I'd be happy to answer  
6 questions.

7 COUNCILMAN SQUILLA: Thank you,  
8 Christine, for your testimony.

9 Are there any questions?

10 (No response.)

11 COUNCILMAN SQUILLA: Seeing  
12 none, is there anyone else here to  
13 testify on Bill No. 161058?

14 (No response.)

15 COUNCILMAN SQUILLA: Seeing  
16 none, thank you for your testimony.

17 We will now go into a public  
18 meeting to consider the action to be  
19 taken on this bill.

20 The Chair recognizes  
21 Councilmember Jones for a motion on Bill  
22 No. 161058.

23 COUNCILMAN JONES: Thank you,  
24 Mr. Chair. I move that Bill No. 161058  
25 be reported from this Committee with a

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2 favorable recommendation and further move  
3 that the rules of Council be suspended to  
4 permit first reading of this bill at our  
5 next session of Council.

6 (Duly seconded.)

7 COUNCILMAN SQUILLA: It has  
8 been moved and properly seconded that  
9 Bill No. 161058 be reported from this  
10 Committee with a favorable recommendation  
11 and further moved that the rules of  
12 Council be suspended to permit the first  
13 reading of this bill at the next session  
14 of Council.

15 All those in favor of the  
16 motion will signify by saying aye.

17 (Aye.)

18 COUNCILMAN SQUILLA: Any  
19 opposed?

20 (No response.)

21 COUNCILMAN SQUILLA: The ayes  
22 have it and the motion carries. Bill No.  
23 161058 will be reported from the  
24 Committee with a favorable recommendation  
25 with a request that the rules of Council

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2 be suspended to permit the first reading  
3 at the next Council session.

4 That concludes our public  
5 meeting. We will now resume our public  
6 hearing.

7 So we're back into the public  
8 hearing. Clerk, would you please read  
9 the title of Resolution No. 160798.

10 THE CLERK: Resolution No.  
11 160798, authorizing Council's Committee  
12 on Transportation and Public Utilities to  
13 hold hearings concerning the adequacy,  
14 safety and consistency of SEPTA's CCT  
15 system which provides paratransit  
16 services to individuals with disabilities  
17 and senior citizens.

18 COUNCILMAN SQUILLA: Thank you.  
19 Clerk, please read the title of the first  
20 panel.

21 THE CLERK: Cassandra West,  
22 Deborah Groeber.  
23 (Witnesses approached witness  
24 table.)

25 COUNCILMAN SQUILLA: Before we

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2 get started with testimony, the Chair  
3 would like to recognize Councilwoman Bass  
4 for a comment on the resolution.

5 COUNCILWOMAN BASS: Thank you  
6 very much.

7 Some time ago, I think it was  
8 back in the fall, we met with the  
9 Alliance of Social Service Providers and  
10 had a very thorough dialogue about some  
11 of the issues affecting their  
12 constituents in our communities at large,  
13 and one of the issues was around CCT and  
14 the access to it, the availability of it,  
15 and just the general feeling that for  
16 those who needed CCT the most, that there  
17 were some issues in terms of actually  
18 being able to utilize a service that was  
19 this important. And so that is where  
20 this hearing came from, the idea for this  
21 hearing actually started from. And we  
22 want to thank everyone who is here today  
23 to testify on this very important issue  
24 and also thank SEPTA for being willing to  
25 come and to participate and to really



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2 hear what some folks have. And this is  
3 really about finding resolutions. So  
4 bringing SEPTA and the community together  
5 to talk about CCT and really what ways  
6 can we improve it, how can we help SEPTA,  
7 are there things that we can do to be  
8 more helpful, and how can SEPTA help the  
9 community at large with CCT to make sure  
10 that it's an efficient operation that is  
11 really doing what it's designed to do.

12 And so I just wanted to open up  
13 with those comments and thank everyone  
14 for coming out today.

15 Thank you, Mr. Chairman.

16 COUNCILMAN SQUILLA: Thank you,  
17 Councilwoman Bass.

18 Councilman Taubenberger.

19 COUNCILMAN TAUBENBERGER: Yes.  
20 I just wanted a quick word on really  
21 thanking Councilwoman Bass for bringing  
22 this to our attention. This is, I think,  
23 a very, very important subject. I look  
24 forward to the hearings. And I thank you  
25 all for being here and I thank

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2 Councilwoman Bass for not only her  
3 ability but her passion to do this and  
4 bring this forward.

5 COUNCILWOMAN BASS: Thank you.

6 COUNCILMAN TAUBENBERGER:  
7 You're welcome.

8 COUNCILMAN SQUILLA: Thank you,  
9 Councilmember.

10 For the record, I guess just  
11 state your name for the record and then  
12 proceed one at a time with your  
13 testimony.

14 MS. WEST: My name is Cassandra  
15 West.

16 COUNCILMAN SQUILLA: Just state  
17 your name and then proceed with your  
18 testimony and then we'll do each  
19 individual testimony.

20 MS. WEST: Good afternoon,  
21 Mr. Chairman, members of the Committee on  
22 Transportation and Public Utilities. My  
23 name is Cassandra West and I am Manager  
24 of Program Eligibility and Regulatory  
25 Compliance at the Southeastern

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2 Pennsylvania Transportation Authority  
3 (SEPTA). I am here today to provide  
4 testimony on Resolution No. 160798.

5 SEPTA serves over 750,000  
6 passengers in Philadelphia and the  
7 surrounding counties each weekday. We  
8 are the nation's sixth largest public  
9 transportation system. The Americans  
10 with Disabilities Act of 1990 and the ADA  
11 Amendments Act of 2008 require that  
12 public transportation be accessible to  
13 and usable by people of all abilities.  
14 SEPTA has expended significant resources  
15 to achieve this goal. SEPTA's bus fleet  
16 has been 100 percent ADA accessible since  
17 July 2004, and we have more than 100  
18 accessible rail and rail transit  
19 stations, with more on the way. SEPTA is  
20 committed to building a fully accessible  
21 transit system.

22 For individuals unable to use  
23 accessible SEPTA for some or all of their  
24 trips, SEPTA operates the CCT Connect ADA  
25 paratransit service as required by the

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2 U.S. Department of Transportation's ADA  
3 regulations. In addition, SEPTA is the  
4 provider of the state lottery-funded  
5 Shared Ride Program for seniors residing  
6 in Philadelphia.

7 SEPTA does not directly operate  
8 our paratransit service, but contracts  
9 with six service providers which employ  
10 the drivers who transport our customers.  
11 Within Philadelphia, three contractors -  
12 Edens Corporation, MV Transit, and First  
13 Transit - provide service to our  
14 customers. Our contracted carriers are  
15 required to train drivers, maintain  
16 vehicles, and provide rides. The current  
17 annual cost of paratransit service for  
18 both programs in the City of Philadelphia  
19 is \$47.9 million. In Philadelphia,  
20 paratransit transports an average of  
21 3,700 riders daily and approximately  
22 103,000 passengers on a monthly basis.

23 Federal regulations require  
24 that ADA paratransit be comparable to  
25 regular bus and light rail service with

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2 respect to service area, response time,  
3 fares, trip purpose, service days and  
4 hours, capacity constraints, and trip  
5 denials. CCT Connect serves areas within  
6 three-quarters of a mile of regular SEPTA  
7 bus and trolley routes, and our service  
8 policies likewise mirror bus service.

9 While door-to-door service is not a  
10 regulatory requirement, SEPTA CCT  
11 provides door-to-door service to all  
12 customers. We may not discriminate based  
13 on trip or disability type. Individuals  
14 with physical, sensory or psychological  
15 disabilities must receive the same level  
16 of service as those with intellectual or  
17 neurological disabilities. In addition,  
18 we may not prioritize one trip over  
19 another. A medical appointment must be  
20 assigned the same priority as a trip to  
21 the Rothman skating rink at Dilworth  
22 Park. The ADA is civil rights  
23 legislation, and equality is essential in  
24 the service SEPTA must provide.

25 SEPTA paratransit customers

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2 expect reliability of service to improve  
3 their overall customer experience. Over  
4 the years, we have initiated many  
5 programs aimed at improving our system's  
6 performance. For example, in 2014,  
7 improvements to our no show/late  
8 cancellation, custodial care, and  
9 disruptive behavior policies were  
10 implemented. The fleet was expanded to  
11 its current level of 457 vehicles and  
12 additional technologies, including  
13 on-board Android tablets and cloud-based  
14 computing, were introduced. Our Agency  
15 Reservations and ADA application  
16 processes were streamlined and a new,  
17 shorter ADA application followed in early  
18 2015. Later in 2015, concurrent with  
19 efforts on our fixed-route service, our  
20 Boarding Policy was enforced, reducing  
21 significant and pervasive fare evasion on  
22 the part of our customers.

23 These initiatives, coupled with  
24 a concerted effort to review and cancel  
25 standing orders that went unused,

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2 resulted in a reduction of trips  
3 requested but untaken. Standing orders,  
4 regular daily trips to a specific  
5 location at the same time each day, are  
6 not a requirement of ADA regulations.  
7 They are a convenience both for our  
8 passengers and CCT's Reservations and  
9 Scheduling units. Federal regulations  
10 limit the number of standing orders a  
11 transit agency may provide to not more  
12 than 50 percent of available capacity in  
13 any hour of service. Our internal review  
14 in March 2015 revealed more than half, 58  
15 percent, of the riders with a  
16 cancellation rate of 90 to 100 percent of  
17 standing order trips were riders of our  
18 Shared Ride Program for seniors. This  
19 level of excessive no-shows was not  
20 limited to non-ADA service, however.  
21 Continued diligent reduction of standing  
22 order service from chronic no show/late  
23 cancellation violators has brought CCT  
24 into closer compliance with our governing  
25 regulations.

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2 In addition to monthly meetings  
3 with our contractors, SEPTA management  
4 meets regularly with the public about  
5 accessibility concerns. SEPTA CCT works  
6 closely with the Shared Ride Advisory  
7 Council and participates in the quarterly  
8 meetings held by Philadelphia Corporation  
9 for Aging. Just last week SEPTA CCT  
10 attended the general membership meeting  
11 of the Alliance for the first time. We  
12 engage in continual dialogues with the  
13 individual member organizations of the  
14 Alliance and all of the program providers  
15 we proudly serve.

16 The welcome and valued feedback  
17 from our stakeholders - riders, advocacy  
18 organizations, and our longtime partner,  
19 the SEPTA Advisory Committee for  
20 Accessible Transportation (SAC) - has  
21 helped drive the aforementioned policy  
22 initiatives. An example is the reduction  
23 of monthly customer no-shows from 9,900  
24 in March 2014 to 3,900 at the end of last  
25 year. This has greatly improved the



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2 efficiency of service to all CCT riders.

3 Safety and security continues  
4 to remain a top priority of SEPTA.

5 Camera-equipped vehicle integration began  
6 in January 2015. At this time, 60  
7 percent of the existing CCT fleet has  
8 been outfitted with cameras to protect  
9 both passengers and operators. We  
10 estimate that in-vehicle camera  
11 integration will be completed in 2018.

12 CCT Connect is public  
13 transportation. Like SEPTA's other modes  
14 of transportation, our customers use  
15 paratransit for every function of daily  
16 life, including, but not limited to, job  
17 training and work, shopping, medical  
18 appointments, religious services, and day  
19 programs. They also visit family and  
20 friends, attend social events, and  
21 perform volunteer services.

22 Just like fixed-route bus,  
23 driver assistance is limited on CCT  
24 service. Federal regulations that govern  
25 paratransit service are designed to

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2 promote independent travel. Independence  
3 is the hallmark of the ADA. A person who  
4 should not travel alone on a bus or train  
5 should not travel alone on CCT. In fact,  
6 the federal regulations provide for this  
7 by requiring ADA paratransit to permit  
8 someone to have a personal care attendant  
9 travel with them at no additional cost.  
10 The federal regulations require us to  
11 apply the same rules to every customer.  
12 Special care, medical care, and custodial  
13 care are not requirements of public  
14 transit providers.

15 Today, SEPTA CCT provides  
16 custodial care to approximately 650  
17 riders who are at risk of wandering.  
18 While not required to do so, it is a  
19 service that exceeds ADA regulations and  
20 is offered on a limited basis to  
21 individuals who are very vulnerable.  
22 Currently, there is no additional cost  
23 applied to custodial care service.  
24 However, SEPTA CCT still experiences  
25 delays when no one is home to receive a

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2 customer or, more frequently, when riders  
3 arrive before day programs' opening hours  
4 and program staff elects to not receive  
5 them before the start time. Such  
6 situations cause lateness to other riders  
7 and can result in situations that are  
8 both dangerous and unfair to the  
9 passenger. One such example is a rider  
10 whose caregiver was not at home, the  
11 listed emergency contact was not valid,  
12 and CCT was left with the customer on  
13 board for 6 hours and 49 minutes. During  
14 this time, the rider could not be fed,  
15 toileted or, if needed, medicated by the  
16 public transit bus driver who transported  
17 him from his program.

18 In another example, we  
19 experienced significant challenges with a  
20 young adult who lives less than 20  
21 minutes from her program, which has a  
22 start time of 8:30 a.m. Her caregiver  
23 needs to leave for work very early in the  
24 morning. Despite our repeated efforts,  
25 the caregiver has refused to submit

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2 paperwork for custodial care service

3 because it requires someone to be present

4 for the driver to hand the passenger off

5 to both at the program and at home. On

6 multiple occasions, the caregiver has

7 scheduled rides that cause the young

8 woman to arrive at her day program at

9 7:00 a.m. or even earlier. SEPTA CCT

10 dispatchers must make a decision to delay

11 service by keeping the vehicle on

12 location or avoid lateness to other

13 riders by keeping the passenger on board

14 and continuing service. This results in

15 returning the customer to the program

16 well after doors open. On one occasion,

17 the vehicle operator was instructed to

18 leave the passenger with an arriving

19 maintenance staff person. Because the

20 customer is not enrolled in our custodial

21 care service, federal regulations dictate

22 that responsibility for the passenger

23 ends upon arrival at the destination.

24 Public transportation is not

25 perfect. Beginning in late 2015, CCT's

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2 contracted service providers began  
3 experiencing labor shortages. An  
4 improved labor market and new employment  
5 opportunities adversely affected the pool  
6 of available vehicle operators. A  
7 significant number of uncovered tours  
8 forced CCT to juggle trips, and our  
9 service reliability suffered  
10 significantly. SEPTA experienced a spike  
11 in uncovered tours that impacted many of  
12 our riders. SEPTA aggressively applied  
13 every available contractual remedy to  
14 hold our contractors accountable. In  
15 addition, as the contract for one of the  
16 Philadelphia carriers came to an end, a  
17 decision was made to split the contract  
18 in two, increasing the number of  
19 contracted carriers and reducing the work  
20 burden. This ensures a future systemic  
21 impact can be prevented in the event a  
22 contractor fails to meet its obligations.  
23 Recent data has shown a 50 percent  
24 reduction in the number of uncovered  
25 tours, and this positive trend is

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2 continuing.

3 Last spring, Councilman Curtis  
4 Jones initiated a meeting with SEPTA  
5 management, our CCT providers, and union  
6 representatives to encourage our  
7 contractors' compliance with  
8 Philadelphia's Living Wage Ordinance.  
9 SEPTA willingly renegotiated existing  
10 contracts to facilitate compliance,  
11 improve driver wages, and reduce employee  
12 turnover. The contract adjustment had an  
13 operating budget impact to SEPTA of \$4.4  
14 million. The efforts of Councilman Jones  
15 and the favorable effect of the City of  
16 Philadelphia's Living Wage Ordinance were  
17 instrumental in stabilizing the operator  
18 workforce and improving service  
19 reliability to our customers with  
20 disabilities and Philadelphia's older  
21 adults.

22 When our contracted workforce  
23 stabilized, a software change in August  
24 2016 impacted vehicle scheduling and  
25 caused disruption to some of our riders.

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2 SEPTA worked with our vendor tirelessly,  
3 and the issue was resolved before the end  
4 of August.

5 Since September 2016, we have  
6 experienced a steady decline in customer  
7 complaints as well as improvement in  
8 reliability, which is measured by our  
9 on-time performance. SEPTA CCT's service  
10 reliability has increased from 77 percent  
11 last summer to 83 percent to date.

12 CCT must overcome many  
13 challenges on a daily basis. One of the  
14 greatest challenges any public service  
15 faces is aligning expectations with  
16 regulatory requirements. Concurrently,  
17 we balance service provision with  
18 coordination of multiple adult day  
19 programs and workshops, all of which have  
20 differing hours and drop-off procedures.  
21 Many young people with disabilities who  
22 have been in a school system with  
23 supports, including door-to-door school  
24 bus services, one-to-one staff support,  
25 and nursing care, are graduated into a

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2 public transportation system that is not  
3 only ill-equipped to handle their  
4 individual needs, it is not intended to  
5 do so.

6 We strive daily to meet the  
7 needs of the people of this City and the  
8 region we serve. However, it is  
9 imperative to acknowledge the limitations  
10 of public transportation cannot always  
11 align with health and human service  
12 needs. The line between human service  
13 and public service provision can be  
14 easily blurred when those limitations and  
15 the provisions of law are not clearly  
16 understood.

17 The ADA is civil rights  
18 legislation. SEPTA provided accessible  
19 service long before passage of this  
20 sweeping law. In the 26 and a half years  
21 since ADA was passed, SEPTA has worked  
22 tirelessly to meet the requirements of  
23 the United States Department of  
24 Transportation to guarantee that public  
25 transit is safe, equitable, fair, and



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2 reliable for people with disabilities.

3 We believe that we meet and in many areas

4 exceed the standards set forth in Title

5 49 of the Code of Federal Regulations,

6 Chapter 37, which govern paratransit

7 service. SEPTA continues to use

8 innovation, integration, and renewal to

9 build a future that will serve people of

10 all abilities in Philadelphia and the

11 Southeastern Pennsylvania region.

12 Thank you for the opportunity  
13 to offer this testimony today.

14 COUNCILMAN SQUILLA: Thank you  
15 so much for your testimony. There's  
16 going to be several questions, and I  
17 guess on the panel here we have -- are  
18 there any other SEPTA people testifying?  
19 Are you testifying?

20 MR. DAVIS: I'm responding to  
21 questions.

22 COUNCILMAN SQUILLA: Oh, you're  
23 going to respond to questions. Okay.  
24 State your name for the record before you  
25 respond to questions.

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2 MR. DAVIS: Henry Davis, Chief  
3 Officer, CCT.

4 COUNCILMAN SQUILLA: Thank you.

5 And also we'll have questions I  
6 think here. There's going to be a lot of  
7 people testifying, so hopefully you will  
8 stay in the audience to hear some of  
9 those concerns in case there's an  
10 interest to bring you guys back up to  
11 answer some questions.

12 Will that be fair?

13 (Yes.)

14 COUNCILMAN SQUILLA: Councilman  
15 Jones.

16 COUNCILMAN JONES: Thank you.  
17 Mr. Chairman, I appreciate you  
18 recognizing me. I also want to thank  
19 Councilwoman Bass for her opening  
20 statement, and the words that rang in my  
21 ear was I want you to know that this is  
22 designed to drag out ways that we can  
23 help you. You're not here just to be  
24 roasted over a spit. We understand in  
25 your testimony, which was very long but

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2 well done, it earmarked for us and we  
3 underscore that you have federal  
4 regulations that you have to deal with.  
5 You have budgetary constraints that you  
6 have to deal with. And we get all of  
7 that.

8 I want to personally thank you  
9 for -- because I was going to recognize  
10 the fact that about a year ago we met  
11 with some of the CCT drivers and they  
12 talked about some of the problems they  
13 face in trying to deliver these services.  
14 One of them was a sense of disrespect  
15 based on what they were paid. You  
16 enlightened and educated me about the  
17 subcontractor issue. You could have  
18 thrown your hands up and said, It's not  
19 us, it's them. When the contract comes  
20 back up, we'll deal with it. That is not  
21 what you did, and I will never forget  
22 that. You stepped up, realizing that it  
23 was going to be about a \$4 million  
24 impact, and did it anyway.

25 I want for the record also that

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2 you know that I appreciate that. The  
3 hundreds and hundreds of folk that use it  
4 appreciate it, including my now deceased  
5 mother who used that service. Sometimes  
6 she complained as well, but relied on it  
7 nevertheless and, without it, wouldn't  
8 have been able to get back and forth to  
9 her appointments. So I want to thank  
10 you, the drivers, and staff of that.

11 So what we hear coming after  
12 this is going to be frustration a little,  
13 maybe a lot, but it's not designed to not  
14 recognize what your contribution is, but  
15 to figure out how we and members of the  
16 Commonwealth of Pennsylvania up in  
17 Harrisburg can help with dealing with  
18 this important service to the citizens.

19 So first of all I wanted to say  
20 that, because I didn't want you to think  
21 that you weren't going to hear that at  
22 all.

23 So having said that,  
24 transitioning, if I could. So you have  
25 three or two subcontractors to you that

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2 you deal with?

3 MR. DAVIS: In the City of  
4 Philadelphia we currently have three.

5 COUNCILMAN JONES: Can you name  
6 for the record those three  
7 subcontractors?

8 MR. DAVIS: First Transit, MV,  
9 and Edens Transportation.

10 COUNCILMAN JONES: What is the  
11 total value of that contract?

12 MR. DAVIS: The three combined  
13 it's about \$75 to \$80 million.

14 COUNCILMAN JONES: Of which how  
15 much does the City of Philadelphia pay  
16 versus the Commonwealth of Pennsylvania  
17 pay?

18 MR. DAVIS: That I don't know.  
19 We can get that answer back to you.

20 COUNCILMAN JONES: Okay. And  
21 would you provide that to the Chair and  
22 members of the Committee.

23 You mentioned in your  
24 testimony, but could you repeat, how many  
25 drivers and vehicles do you have?

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2 MR. DAVIS: Approximately 500  
3 operators and 457 vehicles.

4 COUNCILMAN JONES: And of that,  
5 how many routes and passengers per week,  
6 month, however you want to measure it?

7 MR. DAVIS: We call them runs,  
8 and it's about 400 to 405 runs per day  
9 during the week.

10 COUNCILMAN JONES: And on  
11 average how many runs does a driver do a  
12 day?

13 MR. DAVIS: Usually they do  
14 just one.

15 COUNCILMAN JONES: So a run  
16 means how many stops?

17 MR. DAVIS: It depends upon how  
18 the tour is set up. It could be six  
19 stops, it could be 15 stops.

20 COUNCILMAN JONES: So the  
21 difference between six and 15 is probably  
22 why we are here today. Duly note that  
23 right there. That might be some of the  
24 angst that happens.

25 Those routes are determined by

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2 dispatchers?

3 MR. DAVIS: The routes are  
4 determined by the number of reservations  
5 we get for a given location, it could be  
6 for a given area, and then it's put into  
7 a schedule and then it's assigned to a  
8 specific carrier.

9 COUNCILMAN JONES: And drivers  
10 are held to a very high standard for  
11 making those routes in a timely fashion,  
12 correct?

13 MR. DAVIS: Yes.

14 COUNCILMAN JONES: And from  
15 time to time, do they get add-ons by the  
16 dispatcher?

17 MR. DAVIS: Yes. As we have  
18 cancellations that come in that create  
19 more space in the schedule, they will get  
20 add-ons.

21 COUNCILMAN JONES: Which  
22 changes the route often.

23 MR. DAVIS: We try to assign  
24 trips that are in the same basic area.  
25 So it's very rare that we go out of the

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2 area.

3 COUNCILMAN JONES: So, again,  
4 remember I said all those nice things in  
5 the beginning. I want you to remember  
6 that as I go forward.

7 But it's often -- there are  
8 times when someone might have a  
9 convenient route that was designed with a  
10 lot of thoughtfulness. Then a dispatcher  
11 will call and say, Can you pick up  
12 instead of somebody from Market Street  
13 somebody from Germantown Avenue that may  
14 need to be picked up, correct?

15 MR. DAVIS: That's rare, but it  
16 may occur.

17 COUNCILMAN JONES: It does  
18 happen. And so I won't -- I can't at  
19 this juncture make you tell me how many  
20 times it happens, but I think that is a  
21 factor, because then the drivers are held  
22 accountable even so -- here's the key:  
23 If they refuse that add-on, that's  
24 frowned upon. Would you say that?

25 MR. DAVIS: It's discouraged.



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2 COUNCILMAN JONES: It's  
3 discouraged, okay. But if they add that  
4 add-on, it changes the expectation of  
5 time. Depending on the time of day,  
6 depending on the traffic, that's why some  
7 of this happens and is the kind of thing  
8 that we need to kind of pay attention to  
9 under the logistics end of this.

10 The other thing is that often  
11 the respect of the drivers isn't as high  
12 by other drivers as an ambulance would  
13 be. So if an ambulance comes down the  
14 street, most people of care know that  
15 somebody is in that car that needs to get  
16 to a hospital, so we tend to, not always,  
17 but we tend to move out the way. That is  
18 not the case with sometimes your CCT  
19 drivers, including double parking and  
20 people just refuse to move because it's  
21 not an ambulance, and that creates a  
22 logistical nightmare at times; is that  
23 correct?

24 MR. DAVIS: Yes.

25 COUNCILMAN JONES: So if I'm in

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2 a narrow street and I'm picking up  
3 somebody and somebody double parks, I  
4 have to wait, because backing up out of  
5 that street is not an option.

6 MR. DAVIS: That's correct.

7 COUNCILMAN JONES: Because if  
8 they hit a car, are the drivers held  
9 liable?

10 MR. DAVIS: Yes.

11 COUNCILMAN JONES: And one  
12 instance can result in the removal of a  
13 driver's job?

14 MR. DAVIS: Depending upon the  
15 incident, yes.

16 COUNCILMAN JONES: Most of the  
17 time, right? You're a pretty truthful  
18 guy most of the time, right?

19 MR. DAVIS: Well, no, it  
20 depends. We have --

21 COUNCILMAN JONES: It ain't  
22 under oath, but...

23 MR. DAVIS: That's okay. We  
24 have instances where operators will have  
25 more than one accident in their driving

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2 career. It depends upon the incident.

3 Based upon the severity and how culpable  
4 they are, it may result in a one-time  
5 accident and they're done.

6 COUNCILMAN JONES: So I think  
7 it would -- let me phrase it differently.  
8 You hold them to a high standard on the  
9 number of accidents, so backing down the  
10 street might be considered risky driving.

11 MR. DAVIS: Yes. We discourage  
12 that unless there's someone there on the  
13 ground to actually guide the vehicle out,  
14 because it's a difficult maneuver.

15 COUNCILMAN JONES: And so on  
16 that other balance, Mr. Chairman and  
17 author of this bill, Councilwoman Bass,  
18 they are held to that standard. So they  
19 have to make a career decision, and back  
20 then it was \$7 an hour career decision.  
21 Wasn't that back when we met before that  
22 about \$7 an hour?

23 MR. DAVIS: They were closer to  
24 \$9 an hour. Now they're about 12.30,  
25 12.40.

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2 COUNCILMAN JONES: That's from  
3 your actions of that living wage. But if  
4 I got to make a decision and this is how  
5 people eat whether I'm going to back out  
6 of this street, clip a car, and possibly  
7 be fired or wait until they move and then  
8 be chastised on the other end because I  
9 didn't make my routes in time. I just  
10 want to give a sense to this Committee  
11 what they face. And then by the time  
12 they get to a customer, they are mad, and  
13 rightfully so, because there's an  
14 expectation of time. If they have a  
15 doctor's appointment to get to, they're  
16 penalized on the other end.

17 So one of the things that -- we  
18 need to recognize those challenges. Just  
19 like you put them in, I listened to you  
20 and I read it, we need to put that --  
21 because people might want to dump on the  
22 drivers and not understand their  
23 regulatory and job challenges.

24 I think, quite frankly, you  
25 need to invest a little more in training.

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2 We talked about that in closed door.

3 Like they get thrown out into the  
4 wilderness a little bit. I think you  
5 give -- how many hours of training do the  
6 drivers get?

7 MR. DAVIS: They get 32 hours  
8 of training down at SEPTA, but then the  
9 carriers are also required to give them  
10 training all the way through to  
11 proficiency.

12 COUNCILMAN JONES: All right.  
13 So I'm going to stop at this point,  
14 because the Chairman is kneeling me under  
15 the table, that's enough, Councilman.  
16 But I'll wait for another round.

17 Thank you, Mr. Chairman.

18 COUNCILMAN SQUILLA: Thank you,  
19 Councilman Jones.

20 And I know we have other  
21 witnesses here to testify but, Councilman  
22 Oh, you have a question for SEPTA?

23 COUNCILMAN OH: I do. I do.

24 Thank you very much. I'm just trying to  
25 make sure I understand kind of the

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2 financing here.

3 So SEPTA is complying with the  
4 federal regulations and has outsourced to  
5 three companies the services of providing  
6 the rides to persons with disabilities,  
7 and according to your written testimony,  
8 it costs about \$47.9 million per year to  
9 provide approximately 103,000 passengers  
10 rides on a monthly basis; is that  
11 correct?

12 MR. DAVIS: Yes.

13 COUNCILMAN OH: When you talked  
14 about like \$80 million, is that separate  
15 and apart from the expenses of providing  
16 these rides? Is it actually \$80 million  
17 per year on a monthly basis to provide  
18 103,000 passengers transportation?

19 MR. DAVIS: No. That was the  
20 approximate value of the contracts.

21 COUNCILMAN OH: The value of  
22 the contracts?

23 MR. DAVIS: Of the contracts.  
24 We have individual contracts with those  
25 three providers, and I was trying to

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2 answer the question by giving an  
3 approximate number of the value of the  
4 contract.

5 COUNCILMAN OH: What's the  
6 difference between the value of the  
7 contract at \$80 million and basically \$48  
8 million to provide the service? There's  
9 \$48 million on an annual basis to provide  
10 these rides to persons with disabilities  
11 and then the value is 80 million. What  
12 is the difference in that number?

13 MR. DAVIS: Well, the \$80  
14 million, it wouldn't be a one-year  
15 contract. All of our contracts are five  
16 years in length. So that's one of the  
17 primary differences. And then the other  
18 difference is, we have suburban providers  
19 as well which aren't included in that 47  
20 million that you're talking about now.  
21 That's just for the City of Philadelphia.

22 COUNCILMAN OH: So if I need a  
23 ride to Delaware County and back, is that  
24 included in the \$48 million or is that  
25 not included in the \$48 million?

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2 MR. DAVIS: In the example you  
3 just cited, your ride originated in  
4 Philadelphia, so that would probably be  
5 given to a Philadelphia provider to go  
6 into the county. Your ride back may be  
7 from a county provider back into the City  
8 of Philadelphia, which would be  
9 different.

10 COUNCILMAN OH: Okay. So every  
11 ride within the City is included in \$48  
12 million and then there may be additional  
13 amounts of money provided to the vendors  
14 if they are giving a ride to someone from  
15 a suburban area back into the City?

16 MR. DAVIS: Yes. That would be  
17 a different contract and a different  
18 provider, yes.

19 COUNCILMAN OH: Okay. So what  
20 I understand based on these numbers is  
21 that at minimum for 103,000 passengers on  
22 a monthly basis at 47.9 million, it is  
23 about \$39 per passenger per day.

24 MR. DAVIS: It's pretty close.  
25 It's pretty close, yes.



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2 COUNCILMAN OH: And if I  
3 assume -- and I don't know. I'm just  
4 saying. If I assume that on average  
5 people are taking one ride out and one  
6 ride in, because I know it takes a while,  
7 they're not taking three or four rides,  
8 but assuming -- I could be wrong -- that  
9 is about 19.5 dollars per ride, if we  
10 just assume that they're leaving and  
11 coming back one time per day.

12 MR. DAVIS: That sounds close,  
13 but keeping in mind, we pay our  
14 contractors by revenue hours. So it's  
15 not so much the number of trips. It's  
16 the amount of time it takes to provide  
17 the service.

18 COUNCILMAN OH: And can I ask  
19 based on all the testimony that was  
20 provided, the limitations and all that,  
21 is this model the best model available  
22 for SEPTA to provide this service? I  
23 mean, with smart phones today and the  
24 ability to pick up people and deliver  
25 them on location with GPS and bring them

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2 back, wheelchair accessible vehicles, is  
3 that better than providing a kind of --  
4 or should that be added to the options  
5 that riders have?

6 MR. DAVIS: Right now currently  
7 it's a good model. However, we just met  
8 with a consultant Friday just past and  
9 we've asked him to come in and analyze  
10 our service. That's one of the things we  
11 want them to look at. If they know a way  
12 for us to do something better, we want  
13 that information. If they have best  
14 practices we're not applying right now,  
15 we want that information, but for the  
16 moment, it's a good model.

17 COUNCILMAN OH: CCT is a good  
18 model, is what you're saying, for right  
19 now?

20 MR. DAVIS: Yes.

21 COUNCILMAN OH: Okay. I've  
22 heard complaints, and I suppose -- I  
23 don't know what the testimony is going to  
24 be, but I have heard complaints that kind  
25 of go on these lines - that CCT is

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2 unreliable, it often shows up late,  
3 people get on. Because they have to drop  
4 off many people -- and I'm not saying  
5 it's the driver's fault. There may be  
6 traffic jams, rainy day, slippery road,  
7 but for someone who needs to get some  
8 place on time, they're professional,  
9 their job, doctor's appointment, for  
10 people who need to get there on time at a  
11 cost of 19.5 dollars coming and going,  
12 wouldn't it be a better option for SEPTA  
13 to provide a resource whereby SEPTA is  
14 encouraging private providers with  
15 wheelchair accessible vehicles to respond  
16 and we can track their -- the time  
17 they're picked up, the time they're  
18 dropped off and those type of things?

19 MS. WEST: That is a model that  
20 we have looked at. However, just at the  
21 end of December, the Federal Transit  
22 Administration issued guidance to public  
23 transit providers that place severe  
24 limits on our ability to do that, more or  
25 less -- because the bottom line of the

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2 guidance says you can do this, but you  
3 can't do it because, and it lists every  
4 option. All of the arguments that you've  
5 just made for doing that are things that  
6 the FTA is saying that we're not able to  
7 do.

8 We have talked to organizations  
9 that have piloted programs, and based on  
10 their pilots, they haven't seen --  
11 they've actually seen an increase in  
12 cost. They haven't seen cost savings.

13 While it has -- I don't know if  
14 they've got feedback in terms of  
15 improving the efficiency, but the civil  
16 rights aspect of ADA essentially prevents  
17 us from exploring that option further at  
18 this time.

19 COUNCILMAN OH: So I'm sorry,  
20 Mr. Chairman.

21 As an attorney, can you explain  
22 that to me? Like what about the Federal  
23 Transportation Administration in terms of  
24 the guidelines that they've provided you  
25 would prevent you from using or

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2 contracting with Freedom Cab, wheelchair  
3 accessible, Uber? So they have written  
4 into those guidelines that you will be  
5 penalized or you are not -- you said that  
6 you can do it, but you can't do it.

7 MS. WEST: We can't use federal  
8 dollars for something that would not  
9 really be equivalent service. For  
10 example, in the City I know I was present  
11 here for the November 30th hearing and  
12 one of the things that we heard loud and  
13 clear was the lack of wheelchair  
14 accessible cabs in the City. With the  
15 demand that we have for vehicles,  
16 equivalent service would not be achieved  
17 based on the number of wheelchair  
18 accessible vehicles currently in the  
19 City. For us to provide or subsidize  
20 that kind of service, we would have to be  
21 able to provide equivalent service, and at  
22 that time, that does not exist.

23 In addition, the guidance spoke  
24 to things like access to technology,  
25 because everyone does not have a cell

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2 phone or smart phone, everyone does not  
3 have a credit card, people are unbanked,  
4 that those things are considered  
5 barriers, and as civil rights  
6 legislation, if there are barriers, there  
7 would be a discriminatory factor.

8 COUNCILMAN OH: Thank you very  
9 much. I will take a look at that.  
10 Sounds so odd to me that that would be  
11 the case, but we've seen that before. So  
12 thank you.

13 COUNCILMAN SQUILLA: Thank you,  
14 Councilman.

15 Councilman Taubenberger.

16 COUNCILMAN TAUBENBERGER: Yes.  
17 Thank you, Mr. Chairman.

18 Ms. West, thank you very much  
19 for your testimony. I thought it was  
20 very complete and a very good overview of  
21 what is going on. But I do have a  
22 question on something in particular what  
23 went on, and you had mentioned in your  
24 testimony one example is a rider whose  
25 caregiver was not at home, the listed

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2 emergency contact was not valid, the CCT  
3 was left with customer on board for 6  
4 hours and 49 minutes. That's pretty  
5 horrendous all around and for a person  
6 who could not get any medication or  
7 needed anything else or needed to use the  
8 facilities. Is there a law against that?

9 MS. WEST: Yes.

10 COUNCILMAN TAUBENBERGER: Was  
11 that imposed in any way? I mean, I think  
12 that's egregious. The poor person that  
13 happened to, that's awful.

14 MS. WEST: The only thing we  
15 can do is to report it to Adult  
16 Protective Services. Whether action was  
17 taken beyond that, we would not be aware,  
18 but we can report those type of  
19 incidents.

20 COUNCILMAN TAUBENBERGER: If I  
21 asked to go a little further, not here,  
22 and I understand you weren't prepared for  
23 that and I wasn't prepared to ask, but  
24 now that I saw it, I would hate to be  
25 that person that had that happen to them.

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2 Could you dig a little deeper and find  
3 out what was the final result of that? I  
4 mean, I think that's unbelievably  
5 terrible.

6 MS. WEST: We typically don't.  
7 We will follow up in filing our reports.  
8 We may look at the pattern of rides. In  
9 egregious situations such as that, that  
10 individual, I believe, stopped riding  
11 after that particular incident. I have  
12 seen other incidents where we have people  
13 who will do this chronically.

14 COUNCILMAN TAUBENBERGER: But  
15 it may not have been that person's fault  
16 at all. I wouldn't say it was totally  
17 their fault.

18 MS. WEST: In that specific  
19 instance, the caregiver, when she did  
20 finally show up said, I just neglected  
21 to -- I just didn't make other  
22 arrangements today.

23 COUNCILMAN TAUBENBERGER:  
24 Really? Okay. Ms. West, thank you very  
25 much.



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2 Mr. Chairman, thank you.

3 COUNCILMAN SQUILLA: Councilman  
4 Jones.

5 COUNCILMAN JONES: Yeah. Real  
6 quick. How do we compare to other  
7 systems? How do we rank? Are we as big?  
8 In Cali do they have a system, New York  
9 or Chicago?

10 MS. WEST: Every transit system  
11 that provides regular fixed-route service  
12 must provide some type of accessible  
13 service, whether it's complimentary  
14 paratransit service, deviated fixed-route  
15 service. So every fixed-route system  
16 must have a provision in place for people  
17 with disabilities.

18 COUNCILMAN JONES: So ATL, so  
19 DC, how do we rank?

20 MS. WEST: We are the sixth  
21 largest. In terms of quality of service,  
22 I can tell you that I worked ten years  
23 for New York City transit's paratransit  
24 division. I was quite surprised when I  
25 came here because I found that SEPTA CCT

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2 does much, much more for riders than New  
3 York City. One of the things I  
4 referenced in my testimony was  
5 door-to-door service. It's not a  
6 requirement under the federal  
7 regulations. In New York it's curb to  
8 curb. The bus stops, the person gets on,  
9 the bus stops, the person gets off.  
10 There's no escorting to the door. There  
11 is absolutely no custodial care. So in  
12 many areas, we do exceed the requirements  
13 of the federal regulations.

14 COUNCILMAN JONES: So we're  
15 sixth largest. Do we serve the counties  
16 as well, I think I heard? So are you  
17 responsible for the contracts in the  
18 county as well?

19 MR. DAVIS: Yes.

20 COUNCILMAN JONES: So what's --  
21 tailing wagging the dog. Are we bigger  
22 in the county or bigger in Philly proper?

23 MR. DAVIS: The City has much  
24 more ridership than the counties do.

25 COUNCILMAN JONES: And is that

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2 a separate contract with a separate  
3 provider?

4 MR. DAVIS: Yes. We have a  
5 contract with each one of the individual  
6 providers in each one of the counties.

7 COUNCILMAN JONES: Okay.

8 Thank you, Mr. Chairman.

9 COUNCILMAN TAUBENBERGER:  
10 Mr. Chairman?

11 COUNCILMAN SQUILLA: Councilman  
12 Taubenberger.

13 COUNCILMAN TAUBENBERGER:  
14 Ms. West, then, a follow-up with your  
15 experience in New York. Correct me if  
16 I'm wrong or tell me as you saw it. You  
17 were there in New York. A situation  
18 where someone was waiting on the bus for  
19 nearly seven hours, that would not happen  
20 in New York because they would then put  
21 the person at the bus stop; is that  
22 correct?

23 MS. WEST: That's correct.  
24 They would put them off the vehicle and  
25 the vehicle would continue on.

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2 COUNCILMAN TAUBENBERGER:

3 They're off the vehicle and they move on?

4 MS. WEST: That's correct.

5 COUNCILMAN TAUBENBERGER: Thank  
6 you. Thank you very much.

7 Mr. Chairman, thank you.

8 COUNCILMAN SQUILLA: Thank you.

9 Are there any other questions?

10 (No response.)

11 COUNCILMAN SQUILLA: Seeing  
12 none, I know we wanted to read the whole  
13 panel at that time, but I guess, Ms.  
14 Groeber, if you're available, state your  
15 name for the record and then continue  
16 with your testimony.

17 MS. GROEBER: Yes. My name is  
18 Deborah Groeber and I'm a person with  
19 multiple disabilities. I am low vision,  
20 person nearly deaf, also called late  
21 deafened, and I am a survivor of several  
22 traumatic brain injuries. Thank you very  
23 much for allowing me to testify today.

24 One of the things that -- I  
25 also wanted to mention that I am Vice

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2 Chairperson of the SEPTA Advisory  
3 Committee for Accessible Transportation,  
4 also called the SAC, that works with  
5 SEPTA.

6 What prompted me to testify  
7 today is that I understand that the  
8 Alliance of Community Service Providers,  
9 the Alliance, and others have raised  
10 concerns regarding the transportation  
11 services provided by CCT to the  
12 individuals attending or working at  
13 member agencies, and I know that some of  
14 these have been already discussed.

15 As we have alluded to, under  
16 federal regulations CCT is only required  
17 to provide services that are comparable  
18 to the level of service provided to  
19 individuals without disabilities who use  
20 a fixed-route system. So obviously it is  
21 not required to provide the door-to-door  
22 service that CCT Connect provides as a  
23 courtesy, just as a bus or a subway does  
24 not provide door-to-door service to the  
25 passengers that take fixed route.

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2 With CCT Connect, as some of  
3 you may know, the ride is scheduled by a  
4 reservation system that searches for  
5 available times either one hour -- up to  
6 one hour before or one hour after the  
7 time that is requested, and once the time  
8 has been accepted by the passenger, then  
9 rides can be scheduled to ride at the  
10 customer's pick-up location 10 minutes  
11 before or 20 minutes after the time that  
12 is accepted by the customer. Yes,  
13 occasionally the CCT ride is later than  
14 the scheduled time, but this is just like  
15 fixed-route buses are late, subways are  
16 late. Often subways and buses can be  
17 even cancelled, as we have found  
18 recently, and I think that this is just  
19 to be like -- it is unrealistic to think  
20 that a ride would never be late. And CCT  
21 Connect's on-time performance  
22 traditionally has been in the 80, 85  
23 percent or above range.

24 Now, the Alliance and its  
25 members have argued that the fluctuation

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2 in the pick-up times can be difficult  
3 with them meeting their work obligations  
4 and the other obligations. Now, just  
5 like SEPTA for their fixed-route  
6 transportation, they don't -- they're not  
7 responsible for individual family  
8 member's schedule. CCT is not  
9 responsible for working around the  
10 schedules of like individuals or families  
11 once the ride has been accepted. I would  
12 argue that it's up to the individuals  
13 once they accept a ride to work their  
14 schedule around that.

15 One thing that really hasn't  
16 been discussed yet is that the Alliance  
17 and the member agencies have complained  
18 that it's difficult for their clients and  
19 their workers to secure rides around the  
20 prime times, around 8:30 a.m. and 4:30  
21 p.m., and this is just because it's some  
22 of the busiest times. Now, unfortunately  
23 many people with and without disabilities  
24 are trying to commute to and from work  
25 during these times. Now, this makes it

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2 difficult for all CCT riders, both the  
3 clients and the workers of the non-profit  
4 agencies as well as all the other CCT  
5 riders, to try to get rides at this time.

6 Now, the Alliance and its  
7 members have proposed having standing  
8 orders for their clients and workers as  
9 this being a viable option. Well, as  
10 Ms. West mentioned, this is really not  
11 the answer to the problem, because even  
12 though standing orders are permissible  
13 under the ADA, they are not required and  
14 there's actually a limit on the number of  
15 standing orders that are available.

16 Ms. West had mentioned that there is a  
17 limit of 50 percent of all rides can be  
18 standing orders. No more than 50 percent  
19 of all rides can be standing orders  
20 unless it is excessive capacity in the  
21 system, and we really haven't seen  
22 excessive capacity within the CCT Connect  
23 system that I know of.

24 Now, in the resolution the  
25 argument has been made that public



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2 transportation services such as CCT are  
3 critical for the most vulnerable members  
4 of the community and should be made  
5 available in an equal, fair, and reliable  
6 manner. I think that everyone  
7 wholeheartedly agrees with this. But I  
8 think that if City Council is to  
9 acquiesce and to give in to what the  
10 Alliance and its member agencies are  
11 asking for, such as door-to-door  
12 transportation and standing orders for  
13 all their clients and workers, equal,  
14 fair, and reliable transportation will  
15 not only be impossible for their clients,  
16 it would not be possible for the rest of  
17 the population that desperately needs to  
18 rely upon CCT. And these are people that  
19 need to rely upon CCT to go to work,  
20 doctor's appointments, dialysis,  
21 meetings, day programs, and the many  
22 other locations that they travel to on a  
23 daily basis.

24 CCT Connect is always striving  
25 for improvement, and that is why the

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2 SEPTA Advisory Committee for Accessible  
3 Transportation continues to meet on a  
4 monthly basis, and it's the Committee  
5 along with SEPTA that gets together and  
6 talks about ways that we can improve and  
7 to improve upon on-time performance, find  
8 out ways that we can make the system  
9 better, and these meetings are open to  
10 the public. But I believe that currently  
11 CCT Connect is already more than  
12 adequately and safely meeting the needs  
13 of seniors and those with disabilities  
14 who cannot take accessible fixed-route  
15 transportation.

16 I think that, in my opinion, if  
17 Resolution 160798 were to be passed, the  
18 system would become terribly overburdened  
19 and CCT would no longer be able to meet  
20 the needs of many of its riders. So for  
21 this reason, I ask that the resolution  
22 not go forward, and I thank you for your  
23 time and consideration.

24 COUNCILMAN SQUILLA: Thank you  
25 for your testimony. Like you said, in

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2 any aspect of government, we're always  
3 looking for the best possible product and  
4 there's always room for improvement. We  
5 as a city know that by working together  
6 and listening to concerns often makes a  
7 product better. So even the dialogue  
8 that we're having today I think helps us  
9 as a city, us as SEPTA, the residents,  
10 the constituents, the people in need. To  
11 hear these things gives us that  
12 opportunity to look at ways to make this  
13 system better. Nobody, by any means, is  
14 calling this a failure, but just looking  
15 at improving on things can help everyone  
16 as we move forward.

17 Are there any other questions  
18 to this panel?

19 (No response.)

20 COUNCILMAN SQUILLA: Seeing  
21 none, can we please, Clerk, please have  
22 the title of the second panel.

23 THE CLERK: Cherie Brummans and  
24 Graham Gill.

25 (Witnesses approached witness

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2 table.)

3 COUNCILMAN SQUILLA: Thank you.  
4 Just state your name for the record and  
5 then proceed with your testimony, and  
6 then we'll wait until both of you are  
7 done testifying before we have questions.  
8 Thank you.

9 MS. BRUMMANS: Good afternoon,  
10 City Councilmembers. Thank you for your  
11 time today. Just one really quick thing  
12 I do want to mention, that on the  
13 schedule our last panelist under Panel 3  
14 is unexpected hospitalized and will not  
15 be here today. So we shouldn't be  
16 expecting Katie Finn.

17 So thank you again. My name is  
18 Cherie Brummans and I'm the Executive  
19 Director of the Alliance of Community  
20 Service Providers. The Alliance is  
21 essentially a trade association. We  
22 represent providers of behavioral health,  
23 intellectual disabilities, and autism  
24 services, and those providers who also  
25 work with individuals who are struggling

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2 with drug and alcohol rehabilitation  
3 issues.

4 So as you know, we're here  
5 today to bring attention to an issue  
6 that's of great concern to the Alliance  
7 and its providers. The issue is that CCT  
8 as subcontractor of SEPTA has failed to  
9 meet a number of the transportation needs  
10 for the people that we serve.

11 Specifically, we have issues with pick-up  
12 and drop-off times, that they are  
13 unreliable and often result in unsafe  
14 conditions for the consumer. In  
15 addition, drivers have been out -- been  
16 on numerous occasions rude and clearly  
17 unaware of how to work with the  
18 population that we serve. And, finally,  
19 providers have experienced financial  
20 losses in the hundreds of thousands of  
21 dollars due to an inability to bill for  
22 the people that they have staffed for but  
23 who don't arrive on time, if at all.

24 These issues are longstanding  
25 and we believe they need to change, and

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2 we're here today to find a collaborative  
3 approach and to speak out loud so that we  
4 can all hear and wrestle with the issues  
5 that are at hand here today.

6 Looking forward, federal and  
7 state mandates will require that  
8 individuals spend far less time in  
9 congregate care settings and much more  
10 time out into the community. Public  
11 transportation needs to keep up with  
12 these mandates. And so we believe that  
13 now is the time to get serious about  
14 where improvement is needed so that we  
15 can be better prepared to meet the needs  
16 of the people that we serve.

17 You will hear today from some  
18 individuals, family members and a  
19 provider, who rely or work with CCT for  
20 transportation needs. Reliable  
21 transportation is clearly essential to  
22 all of us, and to the individuals that we  
23 serve within the Alliance organizations,  
24 CCT is often the only option that they  
25 have for transportation.

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2 Finding and securing meaningful  
3 employment can be a challenge for any of  
4 us. For a person with a disability,  
5 there are oftentimes numerous obstacles  
6 to overcome. Once a person has a job,  
7 they need to be reliable and on time. It  
8 is not enough to simply give an employer  
9 a two-hour window for when they can  
10 arrive to work or leave at the end of the  
11 day. It is also the case that the family  
12 members and caretakers who support these  
13 people cannot tell their employer that  
14 they may or may not get to work at a  
15 certain time. It's important that  
16 everybody has consistency.

17 If I personally were to use a  
18 cab or Uber or another form of  
19 transportation, I could get myself from  
20 my home to my place of employment within  
21 15 or 20 minutes. And so we believe that  
22 while maybe it's not that, it could be  
23 something better than a two-hour  
24 timeframe.

25 You will hear and read

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2 testimony of stories about individuals  
3 who have been dropped off hours earlier  
4 than programs open for the day or taken  
5 home before the agreed-upon time. Both  
6 scenarios have led to people being left  
7 outside in extreme temperatures to fend  
8 for themselves. This is, of course, a  
9 serious liability, and I don't believe  
10 that any of us can afford to wait until a  
11 catastrophe happens before we do  
12 something about the practice.

13 By law, providers must staff  
14 their programs appropriately for the  
15 number of people who will attend a  
16 program on any given day. If and when a  
17 person arrives too early and there are  
18 not enough employees to stay in  
19 compliance with state and federal  
20 regulations, they cannot serve that  
21 person, or if they do, they are taking a  
22 big risk.

23 When someone arrives several  
24 hours late or not at all, providers lose  
25 money, because they can only bill for the



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2 time when a person is physically on the  
3 premises. These losses can reach up to  
4 anywhere between \$300,000 and \$500,000 a  
5 year, and this, let's remember, is  
6 taxpayer money.

7 The other impact is that  
8 individuals lose services when they don't  
9 use them. These services are essential  
10 to keep people thriving in the community,  
11 and so we don't want to lose those  
12 services for the individuals we are  
13 working with.

14 The CMS Final Rule will be  
15 implemented in early 2018 and will impact  
16 about 7,000 people with ID alone in the  
17 City of Philadelphia. That means that  
18 does not include autism. That's another  
19 group. That's another number. The Final  
20 Rule requires providers to support  
21 individuals in the community and will  
22 drastically reduce the likelihood that  
23 someone would simply be picked up in one  
24 location in the morning and dropped off  
25 at that same place by the end of the day.

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2 To the contrary, people will be moving  
3 around the City much more, and if we do  
4 not get a handle on fixing the current  
5 issues, this will only get worse. We  
6 believe that owning the issues now will  
7 greatly benefit CCT in the long run, in  
8 that they can look honestly and  
9 transparently at the unique challenges  
10 before them.

11 We have reached out on numerous  
12 occasions to collaborate with SEPTA. Our  
13 desire is for a collaborative approach  
14 that both serves the needs of those  
15 individuals who rely on CCT's services  
16 and prepares the system for what's going  
17 to happen in 2018. We're very interested  
18 in finding solutions, such as lobbying  
19 for increased federal and state funding.  
20 We've offered to help and assist with  
21 training of their staff so that they can  
22 have a better perspective from people who  
23 are actually working with individuals  
24 with disabilities, and we just want  
25 solutions that make sense for the world

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2 that we live in. I really believe that  
3 we can get better. I do believe that  
4 technology can be utilized better, and I  
5 don't think that we should see a lack of  
6 cell phones or technology as a block. I  
7 think we can also solve for that problem  
8 too. And I don't want the tail to be  
9 wagging the dog when we're thinking about  
10 collaborative solutions.

11 So thank you for your time.

12 COUNCILMAN SQUILLA: Please  
13 continue, state your name and proceed.

14 MR. GILL: I'm Graham Gill,  
15 Executive Director at Programs Employing  
16 People. I thank the Council for the  
17 opportunity to address you today.

18 Over the course of 2016 and  
19 many years prior, we've regularly been  
20 faced with challenges in dealing with  
21 SEPTA CCT services for our consumers at  
22 Programs Employing People. PEP provides  
23 services to individuals with intellectual  
24 disabilities, and their family and  
25 caregivers rely on CCT services to

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2 transport their loved ones safely and in  
3 a timely manner.

4 We as a provider agency  
5 servicing an intellectually disabled  
6 community rely on the paratransit system  
7 to transport most of our consumers into  
8 our program and to pick up consumers in a  
9 timely fashion to adhere to our hours of  
10 operations. We support up to 130  
11 individuals daily, and 85 utilize both  
12 SEPTA and CCT services to attend our  
13 program.

14 As a non-profit agency  
15 providing services to some of the most  
16 vulnerable citizens in our community, the  
17 financial viability of our service is  
18 directly tied to their timely attendance  
19 of the consumers to our programs. PEP  
20 has been burdened with accommodating the  
21 erratic service of SEPTA by having agency  
22 staff arrive earlier in the day at the  
23 center and staying later, which creates a  
24 cost burden for us. The office staff and  
25 service coordinators have to dedicate a

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2 sizable piece of their workday to deal  
3 with SEPTA concerns. PEP's program hours  
4 are typically 8:30 to 3:30 and the  
5 building opens at 8 o'clock to receive  
6 consumers and stays open until 6:30.  
7 Consumers are routinely dropped off  
8 before the building opens at 8:00 a.m.  
9 They are also brought in well past the  
10 start of the program day and picked up  
11 both well before the scheduled day end,  
12 as early as 2:00 p.m., and well past the  
13 end of the programs at 3:30.

14 The following is a financial  
15 assessment on the impact of CCT services  
16 based on late arrivals and early pick-ups  
17 in a three-month analysis from September  
18 through November. PEP lost \$20,551  
19 during that three-month period due to  
20 late arrivals and early pick-ups. That  
21 extrapolates out to \$82,202 annually.  
22 There have been years where we have lost  
23 up to \$185,000 in a year due to late  
24 arrivals and early pick-ups.

25 However, these numbers do not

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2 include the expenses incurred for  
3 staffing to accommodate early arrivals or  
4 late departures when you have hourly  
5 staff that have to stay beyond their  
6 normal shift of work waiting for CCT to  
7 arrive.

8 As far as the consumers impact,  
9 the circumstances range from just  
10 nuisances to outright neglect. Consumers  
11 frequently are kept on vans for extended  
12 periods, sometimes between two and three  
13 hours, and at times causing individuals  
14 to have toileting accidents or missing  
15 scheduled meal times.

16 As a moral question, it is  
17 unfathomable how human beings can be  
18 treated with such disregard by a system  
19 with a total lack of responsibility and  
20 decency.

21 Families are panicked about the  
22 whereabouts of their loved ones, and  
23 sometimes consumers become so distressed  
24 they are pushed to the point that they  
25 can start acting out because of their

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2 overwhelming frustration.

3 Consistency is crucial for many  
4 of our consumers. We work to create a  
5 safe and appropriate, supported  
6 environment to ensure the best possible  
7 outcomes, and yet the frustrations alone  
8 caused by SEPTA CCT put their successes  
9 in jeopardy. This environment is broken  
10 when consumers face indifference and  
11 neglect. The lack of response from SEPTA  
12 in dealing with these concerns fuels the  
13 frustration we all face.

14 Some of the most egregious  
15 incidents include a non-verbal  
16 intellectually disabled individual being  
17 abandoned at the back of our building an  
18 hour and a half before the building  
19 opened. This case was reported to the  
20 state and the Department of Behavioral  
21 Health and Intellectual disAbility  
22 Services. An investigation found there  
23 to be neglect.

24 Consumers have been left  
25 unattended outside of our facility

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2 anywhere from a half hour to an hour and  
3 a half before our building opens and left  
4 in extreme weather conditions. This  
5 morning alone an elderly consumer was  
6 left at the locked gates at our entrance  
7 at 7:00 a.m. in 30-some degree weather.  
8 It's inexcusable.

9 If the City declares a code  
10 blue, individuals living with  
11 intellectual disabilities as well as the  
12 homeless as well as people with  
13 behavioral health issues and many others  
14 should not be left unattended in the  
15 community. If a family member can't  
16 abandon a vulnerable human being, then  
17 CCT should not be allowed to abandon  
18 them. And abandonment may be a strong  
19 word when somebody is simply dropping  
20 somebody off at a day program or at their  
21 home, but essentially that's what's  
22 happening if there's not a caregiver to  
23 take and be responsible for that  
24 individual.

25 "Do not leave unattended" or



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2 custodial care forms are not readily  
3 available for caregivers. Given a recent  
4 search for the form is not included in  
5 the application packet nor can it be  
6 found on the website. It is the service  
7 that is offered, but not readily  
8 available. Families don't know about  
9 this. Yet, families are seemingly blamed  
10 for not having a form filed with SEPTA  
11 when their loved one is dropped off at a  
12 center that hasn't opened.

13 A consumer was dropped off at  
14 PEP without the necessary medical  
15 equipment, which was a simple walker.  
16 When we called SEPTA to ask for it to be  
17 returned that morning, we were told that  
18 they would provide a telephone number for  
19 this consumer to call and that he would  
20 be required to make arrangements to go  
21 and pick it up at some location later in  
22 the day. Only after much discussion with  
23 the Customer Service Department at SEPTA  
24 was the equipment returned about three  
25 hours later in the morning.

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2           Following are some random date  
3       examples or samples for arrivals and  
4       drop-offs at our program. In the month  
5       of March of 2016, four CCT consumers  
6       arrived at PEP before 7:30 a.m.; 136 of  
7       the riders during the month arrived at  
8       PEP after 9:30. That's an hour after  
9       their start time in the program; 150 of  
10      those riders that month were picked up  
11      after 4 o'clock p.m.

12           Random samples from October  
13      2016: 42 consumers were dropped off at  
14      PEP before 8 o'clock, including times of  
15      7:20, 7:22; 138 consumers were dropped  
16      off at PEP after 9:30; 99 consumers were  
17      picked up after 4 o'clock and as late  
18      between 5 and 6 o'clock that evening.

19           And the last example I want to  
20      give you is a random week selection from  
21      November 7th to 10th. Three consumers  
22      were dropped off before 8:00 a.m.; 51  
23      consumers were dropped off after 9:30  
24      a.m.; and 55 consumers were picked up  
25      after 4:00 p.m.

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2 Most recently a driver not  
3 bringing consumers to PEP saw a young  
4 female employee walking up to PEP on  
5 Federal Street and began asking her from  
6 his van for personal information. While  
7 the staff ignored the comments and waved  
8 him off, he proceeded to park his vehicle  
9 on the street and pursue her into our  
10 building, past the main entrance and  
11 proceeded up a staircase in pursuit.  
12 When that individual was stopped by the  
13 office staff, he finally presented  
14 himself as a CCT employee, as though it  
15 gave him some sort of license to stalk  
16 and harass a young female employee. Now,  
17 granted, that is an outlier, I'm sure.  
18 SEPTA has very, very many good and kind  
19 drivers, but this stuff seems to go  
20 unchecked.

21 In closing, we would like to  
22 note that SEPTA management and CCT Chief  
23 Officer Henry Davis, Frank Brandise, the  
24 Director of Service Operations, and  
25 Cassandra West, ADA Compliance Officer,

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2 met with PEP management on November 15th  
3 at their request. We were quite  
4 surprised and delighted to be able to  
5 communicate with the CCT officers. We  
6 shared our general concerns and data with  
7 the CCT management team. Within days of  
8 the meeting a SEPTA supervisor had been  
9 assigned to PEP in the morning and the  
10 afternoon to monitor pick-ups and  
11 drop-offs, and his presence continues to  
12 this date. While the CCT drivers appear  
13 more cordial in the supervisor's presence  
14 and spend less time lollygagging in the  
15 lobby when picking up or dropping off  
16 consumers, there has been no notable  
17 improvement in timely arrival or  
18 departure. Lateness in drop-offs and  
19 early or very late pick-ups have  
20 continued at a dismal rate, indicating  
21 deep-rooted management and scheduling  
22 issues within SEPTA CCT operations.

23 Up and down the line SEPTA is  
24 failing. It is failing our businesses  
25 but, more importantly, it's failing our

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2 community. There needs to be a proper  
3 and thorough training of contracted  
4 companies, of drivers, of in-house  
5 personnel. There needs to be culture of  
6 excellence in customer service and  
7 accountability for how SEPTA cares for  
8 its riders. SEPTA needs to treat riders  
9 and their families with respect and  
10 dignity. We haven't seen that with early  
11 drop-offs outside of a building on a cold  
12 morning. It's unacceptable. Our tax  
13 dollars pay for these services, and we  
14 demand services that reflect courtesy,  
15 compassion, and dignity.

16 I want to thank you again for  
17 the opportunity to present to you today.

18 COUNCILMAN SQUILLA: Thank you.  
19 Thank you for your testimony, Mr. Gill,  
20 and also Ms. Brummans. And I hear your  
21 coordination and I guess collaboration or  
22 trying to work with SEPTA and their  
23 advisory team. During that process --  
24 and I guess, Mr. Gill, just as you had  
25 stated, that when you made certain

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2 inquiries, there was some response to  
3 that. There just doesn't seem like that  
4 response is working to get a better  
5 product.

6 MR. GILL: Exactly.

7 COUNCILMAN SQUILLA: When you  
8 reach out to SEPTA, they seem amenable to  
9 making these changes. Is there a  
10 grievance process that you file when you  
11 see something that is wrong, similar to  
12 the person who followed the person into  
13 the building?

14 MR. GILL: We reported it to  
15 SEPTA management through the Customer  
16 Service Department.

17 COUNCILMAN SQUILLA: Do you  
18 follow that up after you report that to  
19 see if there was anything done with that  
20 employee?

21 MR. GILL: We will not be given  
22 that information because that would be  
23 confidential employee action. So we  
24 don't know what occurred. I would assume  
25 that some training would be done or

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2 disciplinary action, but I can't tell you  
3 what occurred in that particular case.

4 My office manager, who does  
5 most of the contacts for us, indicated  
6 that when we notify the office, we  
7 request a call back and they will --  
8 somebody with higher authority than  
9 whoever is monitoring the phones will  
10 call back and provide information, but  
11 not the details as to the outcome.

12 COUNCILMAN SQUILLA: Not that  
13 you're saying you're getting the end  
14 result that you want, but the  
15 communication and the lines of  
16 communication are open between you and  
17 SEPTA?

18 MR. GILL: Yes, but not  
19 necessarily the followthrough that one  
20 would expect.

21 COUNCILMAN SQUILLA: Okay.  
22 Maybe that's something that we need to  
23 work on a little better also. With SEPTA  
24 being able to have some type of formal  
25 grieving process and then somehow

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2 figuring out what the result of that  
3 grievance was I think would help you  
4 understand not only that they're taking  
5 your concern seriously, but there is a  
6 repercussion or an action to that concern  
7 I think would be helpful.

8 When you hear these bad  
9 incidents that are going on throughout  
10 the system -- and you gave certain facts  
11 of people being picked up either before  
12 or after their deadlines. We heard that  
13 I think it was in the 80's, 80 percentile  
14 of on-time travel -- (continued) do you  
15 see that same percentage by what your  
16 studies show?

17 MR. GILL: We've seen great  
18 variance in our attendance figures over  
19 the years. As I said, this past year --  
20 I don't have the percentages in my report  
21 with respect to on-time arrivals or  
22 departures, but we can certainly get  
23 those numbers for you if it's important.  
24 But we see it more in the revenue lost or  
25 not lost, but the bottom line is, we're a



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2 fee-for-service organization, and so when  
3 somebody arrives late and leaves early,  
4 whether it's 15 minutes or three hours  
5 combined for a day, that directly affects  
6 our revenue for providing services to our  
7 people, because we can only bill for the  
8 time they're there. It also is  
9 extraordinarily disruptive to the quality  
10 of the supports the consumer receives  
11 when they're planning on spending a  
12 seven-hour day in their program  
13 activities. So it's distressing to them,  
14 and they're not getting the full benefit  
15 of the services that we can provide to  
16 them.

17 COUNCILMAN SQUILLA: Okay.

18 Thank you.

19 Councilman Jones.

20 COUNCILMAN JONES: Yeah. Real  
21 quick, if either of you know. What is  
22 the percentage of senior ridership versus  
23 people with disabilities?

24 MS. BRUMMANS: Do you mean  
25 uniquely the case for each or -- what of

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2 the people who have disabilities are also  
3 seniors? Is that what you're asking? So  
4 if an organization that we represent is  
5 talking about their ridership and the  
6 people they serve, they're going to have  
7 some sort of behavioral health,  
8 intellectual disability, autism or drug  
9 and alcohol issue. So by nature of the  
10 fact that those providers belong to the  
11 Alliance, they would be working with  
12 people like that. So I think the  
13 question is which of them are also  
14 seniors if we're talking about this  
15 group? Okay.

16 MR. GILL: In my program,  
17 approximately 15 percent of the people  
18 that we support are senior citizens and  
19 are in a senior citizen-specific program.

20 COUNCILMAN SQUILLA: Thank you.  
21 Councilman Domb.

22 COUNCILMAN DOMB: Thank you,  
23 Mr. Chairman.

24 And thank you for being here  
25 today. What do you think the solution

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2 is?

3 MR. GILL: I think that the  
4 demand response system that SEPTA has is  
5 well intentioned. They don't have the  
6 capacity, I believe, to handle the number  
7 of people requiring the service to do it  
8 in a timely manner. I mean, earlier the  
9 members of your panel had talked about  
10 other on-demand response systems such as  
11 Uber or the cab services, and it is  
12 something that the Alliance and provider  
13 agencies have knocked around to try and  
14 see would this be a better recommendation  
15 to go and seek funding for.

16 Now, our consumers are all  
17 supported through Medicaid Waiver  
18 Program, and with that funding, they use  
19 Medicaid Waiver money to pay for their  
20 transportation to buy SEPTA passes to  
21 ride on SEPTA services. Now, the cost to  
22 SEPTA, it may be much higher than the  
23 value of that pass, but they're also, I  
24 am assuming, receiving additional funds  
25 either through the City or the federal

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2 government or the state transportation  
3 authority. I don't know exactly how that  
4 breaks out, but if it were -- if using an  
5 Uber or a cab service would be a viable  
6 alternative financially, I think that  
7 we'd be much better off.

8 COUNCILMAN DOMB: I will say  
9 this: I agree with my colleague  
10 Councilman Oh that it's something we need  
11 to look at, because I think your service  
12 will improve dramatically and I think the  
13 cost could be cut in half. In the  
14 business world, when you can improve  
15 service 50 percent and cut your cost by  
16 50 percent, it's usually a pretty good  
17 option.

18 MS. BRUMMANS: Yeah. Agreed.

19 COUNCILMAN SQUILLA: Coming  
20 from a businessman.

21 So thank you. Are there any  
22 other questions for this panel?

23 (No response.)

24 COUNCILMAN SQUILLA: Thank you  
25 so much for your testimony.

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2 MS. BRUMMANS: Thank you for  
3 your time today. I also have written  
4 testimony from individuals who are not  
5 here today, if someone wants to hand them  
6 to you. Thank you.

7 COUNCILMAN SQUILLA: Yes. The  
8 Sergeant-of-Arms will pick them up.  
9 Thank you very much.

10 Clerk, could you please read  
11 the next panel, please.

12 THE CLERK: Rita Shah, Richard  
13 Roberts, Jimmy and John Cinque, and Katie  
14 Finn.

15 (Witnesses approached witness  
16 table.)

17 COUNCILMAN SQUILLA: Thank you,  
18 everybody, for coming for testimony.  
19 What we could do is -- what you do is  
20 state your name first for the record and  
21 then just proceed with your testimony.  
22 We'll let you all testify, and if there's  
23 any questions by the Committee, we'll ask  
24 them when you're all complete.

25 So we'll start here to the

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2 left, all the way to the left first.

3 State your name for the record and then  
4 testify, and then we'll go to the right.

5 MS. SHAH: Rita Shah.

6 COUNCILMAN SQUILLA: Now you  
7 start with your testimony.

8 MS. SHAH: We have --

9 COUNCILMAN SQUILLA: Bring your  
10 mic real close to you, though.

11 MS. SHAH: I'm the parent of a  
12 disabled daughter, Nancy, 22 years old.  
13 Me and my husband, we work both full  
14 time. We have to leave our home at a  
15 certain time.

16 (Audience member speaking  
17 without microphone.)

18 COUNCILMAN SQUILLA: Say that  
19 again.

20 (Audience member speaking  
21 without microphone.)

22 COUNCILMAN SQUILLA: You want  
23 to speak closer to the mic. Thank you.

24 MS. SHAH: We have to leave our  
25 home at a certain time. My daughter, she

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2 started to use this CCT since September.

3 Since September through January, there

4 were very few days that went without

5 frustration. The ten minutes window and

6 20 minutes window is not working at all

7 for us. Most of the time the bus came

8 more than 20 minutes late or if it came

9 early, more than 20 minutes early.

10 Two weeks before, it happened

11 that the bus came more than 15 minutes

12 early. My home is like ten minutes from

13 the workshop that she goes. So ten

14 minutes we know and plus ten minutes

15 early, and she's the only rider. Most of

16 the time she's the only rider in the bus.

17 So because she went early, so she was put

18 on a suspension for two weeks. So for

19 two weeks, we have to deal with her CCT,

20 and my husband, he had to drop her off.

21 I had to take every day a few hours off

22 to pick her up without the services.

23 Now, insult to that injury, the

24 suspension was over on this Sunday, past

25 Sunday, so I was able to schedule three

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2 days at once for Monday, Tuesday,  
3 Wednesday. So when I call for Thursday,  
4 Customer Service say because she's on  
5 suspension, she cannot schedule. So  
6 while I was talking to the person, she  
7 cancel already scheduled time that was on  
8 Tuesday because something pop up on the  
9 screen that she's on suspension, without  
10 confirming with anything. Now she cannot  
11 put back to the original time. So these  
12 things happen like every day. Every day  
13 it is frustrating, and we cannot like  
14 deal with this.

15 Very few days went like in a  
16 smooth ride. There is no consistency in  
17 Customer Service and Reservation. When  
18 you talk to a manager, the manager  
19 supposed to come back to you. I never  
20 got any response. One time I file a  
21 complaint. I never got back -- anybody  
22 got back to me, and this happens like  
23 most of the time.

24 COUNCILMAN SQUILLA: Thank you  
25 for your testimony. Again, we'll ask



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2 questions once everybody is completed.

3 So if you could state your name  
4 next for the record and then proceed with  
5 your testimony.

6 MR. JIMMY CINQUE: I'm Jim.  
7 They call me Jim.

8 MR. JOHN CINQUE: I'm Jim's  
9 dad. I'm John Cinque.

10 Councilman Taubenberger, who is  
11 leaving, happens to --

12 MR. JIMMY CINQUE: Hi, Tom.  
13 It's me, Jimmy.

14 COUNCILMAN TAUBENBERGER: Good  
15 to see you.

16 MR. JIMMY CINQUE: I wanted to  
17 see you.

18 COUNCILMAN TAUBENBERGER: I'm  
19 running out, but I'm sorry. I apologize.

20 MR. JIMMY CINQUE: I know. I  
21 wanted to --

22 MR. JOHN CINQUE: Al's daughter  
23 used to be his --

24 MR. JIMMY CINQUE: I don't see  
25 you.

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2 MR. JOHN CINQUE: --

3 babysitters.

4 COUNCILMAN TAUBENBERGER: I'm  
5 staying. I'm staying.

6 MR. JOHN CINQUE: Okay, Jim.  
7 Have a seat.

8 COUNCILMAN SQUILLA: Okay,  
9 Jimmy. Come on, Jimmy. We want to hear  
10 what you have to say.

11 (Applause.)

12 MR. JOHN CINQUE: I'm Jimmy's  
13 dad.

14 MR. JIMMY CINQUE: I got two  
15 jobs.

16 MR. JOHN CINQUE: Go ahead,  
17 tell them real quick.

18 MR. JIMMY CINQUE: This job and  
19 I'm a beekeeper.

20 MR. JOHN CINQUE: Jimmy is a  
21 beekeeper through CIS job coaching. He  
22 has one of the most successful  
23 companies --

24 MR. JIMMY CINQUE: Excellent,  
25 excellent bees. Excellent honey. Honey

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2 does not go bad.

3 MR. JOHN CINQUE: Jim, let me  
4 start.

5 MR. JIMMY CINQUE: Go ahead.

6 MR. JOHN CINQUE: So Jimmy  
7 needs to get to his job. Just a few  
8 specifics.

9 COUNCILMAN SQUILLA: I know  
10 you're Jimmy's dad. Just state your name  
11 again.

12 MR. JOHN CINQUE: John Cinque.

13 COUNCILMAN SQUILLA: Okay. Go  
14 ahead.

15 MR. JOHN CINQUE: So Jimmy, say  
16 he gets picked up not prime time. Jimmy  
17 gets picked up at 10:00 a.m. in the  
18 morning. So he's not prime time.  
19 There's times when he might not get  
20 picked up until 11:00, 11:30 in the  
21 morning, but his job goes from like 10:45  
22 to 1:00. There's been times when the bus  
23 driver will call Jimmy and say --

24 MR. JIMMY CINQUE: Give me five  
25 minutes.

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2 MR. JOHN CINQUE: Yeah.

3 Jimmy's pick-up is at 1 o'clock. His job

4 coach will say, We'll be there in two

5 minutes. They'll get there at like 1:06.

6 His ride was at 1:00, and the bus driver

7 is gone. They'll call CCT. They'll say,

8 Jimmy's bus driver was there until 1:13.

9 CIS has -- the job coach says, We were

10 there at 1:13. We were there at 1:06.

11 You're going to hear stories.

12 It's all the same. You know, you make a

13 system that service is supposed to serve

14 people that have disabilities, and then I

15 hear SEPTA say that we're not here to do

16 door to door, we're not here to -- don't

17 expect us to be able to help them, but

18 yet it's a service for people with

19 disabilities. They don't work. They

20 don't walk. They don't talk. They don't

21 move as fast as us. Okay?

22 You know, I have a business in

23 Philly and I look at it -- you know, I

24 have an analytical mind. They're missing

25 empathy. They have nothing for consumers

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2 to use the service that, you know, where  
3 there's not like a three-minute window or  
4 a four-minute window. Now, somebody  
5 doesn't show up for half an hour, I  
6 understand that, but most of these  
7 instances with Jimmy, it's been like  
8 minutes.

9 There was an instance once  
10 where Jimmy had to come to my shop. He  
11 gets picked up at Welsh and Verree, has  
12 to go down to Keystone Street near the  
13 Tacony Bridge. I was saying -- I call  
14 him, Jim, where are you?

15 I'm up at Neshaminy Mall.

16 What are you doing up there?

17 He says, Dad, I'm on the bus.

18 He went from Welsh and Verree  
19 up to Neshaminy Mall to come down to the  
20 Tacony Bridge area, to Wissinoming. It's  
21 like the logistics, I just think  
22 sometimes it's just who makes these  
23 plans. And I think if I was running that  
24 business, like how do these things  
25 happen?

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2 When he used to work at Temple,  
3 he used to bus tables.

4 MR. JIMMY CINQUE: I had two  
5 James. There was two James.

6 MR. JOHN CINQUE: Hold on.  
7 I'll tell them.

8 MR. JIMMY CINQUE: Hold on. I  
9 wasn't finished.

10 There was two James. This guy  
11 was James Bickley and me. I don't live  
12 here. This lady -- I don't live here,  
13 and she dropped me off.

14 MR. JOHN CINQUE: There's two  
15 James that worked at Temple. So they  
16 opened the door and says, James. Jimmy  
17 gets on. Don't check ID, don't check who  
18 he is. Jimmy gets dropped off in Upper  
19 Darby. The lady says, Get out of the  
20 bus.

21 I'm at home like, Jim, where  
22 are you?

23 Still on the bus.

24 It's like three hours. Okay?

25 She never checked his ID, because she

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2 picked up the wrong James. That's the  
3 empathy part, like just the human  
4 element. Like these people are disabled.  
5 They're not looking for sympathy.  
6 They're just looking for an extra five  
7 minutes. They're looking for a helping  
8 hand. You know, if you're going to make  
9 a system that's for people with  
10 disabilities, then maybe you should in  
11 your bylaws maybe Philadelphia could be a  
12 little bit different.

13 That's about it.

14 MR. JIMMY CINQUE: Yeah.

15 COUNCILMAN SQUILLA: Thank you.

16 Thank you so much for your testimony.

17 (Applause.)

18 MR. JIMMY CINQUE: Thanks.

19 MR. ROLAND: Hi. My name is  
20 Richard Roland.

21 COUNCILMAN SQUILLA: Go ahead.

22 MR. ROLAND: Hi. My name is  
23 Richard Roland, and sometimes I have  
24 problems with CCT Connect. Sometimes  
25 they'll come early or sometimes they'll

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2 come late. And I'm visually impaired.

3 Sometimes they won't escort me to the

4 door or take me to the bus or sometimes

5 they'll come and say, You're ten minutes

6 early. And I tell them sometimes, but

7 they won't wait, they'll leave you.

8 COUNCILMAN SQUILLA: Thank you.

9 Thank you.

10 MR. ROLAND: You're welcome.

11 COUNCILMAN SQUILLA: Thank you

12 for your testimony.

13 I do want to say that this was

14 very impressive that you're willing to

15 come up here and testify and give your

16 story. It's important for us to hear as

17 Council, but also the citizens of the

18 City of Philadelphia to hear. And we

19 know we need to do a better job, and

20 whether it's through SEPTA and their

21 contractors, whether it's through

22 training of their contractors, empathy

23 should be something that is given to all,

24 and understanding I think is something

25 that it goes a long way. Mistakes do



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2 happen, unfortunately. Hopefully when  
3 these mistakes happen, there is again a  
4 grievance process that we could follow to  
5 make sure that we could learn from those  
6 mistakes and what it is that we need to  
7 do. And that's the purpose of this  
8 hearing.

9 I'd like to thank Councilwoman  
10 Bass for bringing this up and also to be  
11 able to work to make this system a better  
12 system. Your testimony today will help  
13 do that. So what you have done is  
14 actually helped us here as the City and  
15 helped SEPTA and helped CCT to come up  
16 with ways to better the system, to make  
17 sure that we're paying attention to all  
18 the concerns of our constituent base.

19 So I want to thank you again.  
20 I think it takes a lot of courage to come  
21 up here and testify. I think you have  
22 done a great job. So thank you so much.

23 And, Councilwoman Bass, you  
24 have questions?

25 COUNCILWOMAN BASS: Thank you.

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2 I just wanted to echo  
3 Chairman's statement and thanks really  
4 for you coming out today and sharing your  
5 stories with us, because it really does  
6 help us get a sense of what the problem  
7 is and what we need to do to be helpful  
8 in this matter. And I think that we can  
9 all agree -- and we certainly hope that  
10 SEPTA would agree -- that the detail, the  
11 level of detail that is required for a  
12 SEPTA or a CCT driver specifically is at  
13 a higher level than I think most of the  
14 other drivers that SEPTA may encounter  
15 for transit users.

16 So we certainly hope that the  
17 folks from SEPTA would recognize that the  
18 level of detail and making sure that  
19 things that are done make sense. Like if  
20 someone has been on a CCT vehicle beyond  
21 a certain amount of time, that should be  
22 a red flag. If you're dropping them off  
23 and you're dropping them off at a place  
24 and they say, Well, wait a minute, I need  
25 some help or this is unfamiliar,

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2 obviously that is a red flag, and there's  
3 many, many other red flags that I'm sure  
4 that drivers know that maybe I should  
5 take an extra second or two or three and  
6 really pay attention to what is happening  
7 here.

8 So we look forward to having  
9 continuing dialogue to try to get this  
10 thing right. We think we can fix this.  
11 This is not rocket science. This is  
12 something that is fixable, we believe,  
13 and we think that this is a system that  
14 can and should work for everyone. So  
15 thank you so much for being here.

16 MR. JIMMY CINQUE: Thank you.

17 COUNCILMAN SQUILLA: Thank you.

18 Any other questions?

19 (No response.)

20 COUNCILMAN SQUILLA: Seeing  
21 none, thank you so much for your  
22 testimony. We really appreciate it.

23 And I know we have some more  
24 public comment people who would like to  
25 testify. We'll be adding them. The

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2 Clerk is going to call you all up at the  
3 same time. If you can try to summarize  
4 your testimony, but let us know your  
5 story, and we will go from there.

6 Clerk, can you please read the  
7 title of the next panel.

8 THE CLERK: Hank Stahl,  
9 Madeline Shikomba, Diana Johnson, Zachary  
10 Lewis, Liam Dougherty, and Gerald Scott.

11 COUNCILMAN SQUILLA: As you  
12 come up, the first three could sit or  
13 stay at the table and then the rest just  
14 fill in the seats along the rail as the  
15 others --

16 MS. JOHNSON: Good afternoon.  
17 My name is Diana Johnson. I am the  
18 caregiver for Donna Webb. She is my twin  
19 sister. I think I'm in Curtis Jones'  
20 district. We live 3600 Conshohocken  
21 Avenue in the Wynnefield-Overbrook  
22 section. I'm a member of Cathedral of  
23 Praise Community Church, Dr. Laverne  
24 Adams. And I first want to start off  
25 saying the good things about CCT.

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2 We had a driver named Shawn.

3 Can everybody hear me? Because  
4 back there I could not hear well.

5 We had a driver named Shawn,  
6 who was exceptional. I've sent in  
7 letters of commendation for him.  
8 However, CCT did a change of tours, and  
9 those drivers going to Elwyn Institute at  
10 4040 Market Street, their routes were  
11 changed. So now we have a series of  
12 various drivers picking my sister up.

13 Also something else that has  
14 been good, the dispatchers,  
15 receptionists, customer service, their  
16 conversations to me on the telephone have  
17 always been polite.

18 Now, on the other side, my  
19 sister has been riding CCT for about 50  
20 years. The service up to the last five  
21 years has been pretty good, but for some  
22 reason -- I don't know what the change  
23 has been -- the service is fair to poor.  
24 Some folks have already gotten up and  
25 mentioned the lateness of the pick-up

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2 time. But SEPTA is good, CCT is good for  
3 letting you know if you're more than five  
4 minutes late, they will leave you, but we  
5 have no recourse when they're an hour, a  
6 half an hour to an hour late.

7 Also, a few instances the van  
8 was late and I asked for the location.  
9 The dispatcher said, We're three minutes  
10 away from your home.

11 I said, Where are you located?  
12 I said, Miss, that's going to be more  
13 than three minutes. It was a half hour  
14 later.

15 One driver came to me and said,  
16 Miss, I apologize for being late. I was  
17 so humbled by his apology, because  
18 oftentimes we don't get that. Oftentimes  
19 if they're late, they have to hurry to  
20 get to their next stop. And I don't  
21 think it's intentional, but it was  
22 awfully nice to hear a driver say, I'm  
23 sorry that I'm late. Sometimes it's not  
24 their fault. We might get a call that  
25 the van was in an accident or the van

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2 broke down or they're stuck in traffic,  
3 but for whatever reason, it was  
4 definitely nice to hear that driver say,  
5 I apologize for being late. I mean, all  
6 my, you know, attitudes just dissolved.  
7 It's how you relate to other people.

8 Her van number is 6937. Her  
9 scheduled pick-up time is 3:30, and it  
10 has been mentioned several times by other  
11 people that when she's not picked up at  
12 that time, the center closes at 4:30. So  
13 I've gotten calls from Elwyn 5 o'clock  
14 the van has not come. All the workers  
15 have gone, the doors are locked, and they  
16 have assigned one person to stay when CCT  
17 is late. That's something that needs to  
18 be addressed when the business itself is  
19 closed. And I said to CCT, You have it  
20 on record that the business is closed and  
21 my sister has not been picked up yet.  
22 That's a serious issue.

23 Hold on. One time recently I  
24 did receive a call from the driver  
25 stating we are late -- one time. We are

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2 late picking up your sister. It was  
3 4:30. I said, Thank you. So now I know  
4 what time she's expected to be home now.

5 The later the pick-up, for  
6 those of you who live in that area know  
7 you're in the City Line Avenue traffic,  
8 Belmont Avenue, the Wynnefield traffic,  
9 the later the ride. So CCT might be  
10 scheduling rides in the estimated time  
11 that it's going to get there, but the  
12 later the drop-off, the more involved the  
13 traffic is.

14 I wrote down a lot of things,  
15 because things came to me as I was  
16 listening. Just one other thing and then  
17 I'll let somebody else speak. There's  
18 been -- I don't know how the tour is  
19 scheduled, but there is someone that  
20 lives directly around the corner from us  
21 and she's on another bus tour, gets  
22 picked up on time and dropped off on  
23 time. So when the van was late picking  
24 my sister up from 4040, I said, Can you  
25 put her on the other van? I could see



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2 the van coming right past my house. So  
3 sometimes you're wondering what is going  
4 on with the scheduling. And I know  
5 sometimes they're add-ons. I heard that  
6 mentioned. But the add-on could be like  
7 two hours away, and that's an add-on that  
8 far away?

9 So thank you. I could go on  
10 and on. There's some good things about  
11 CCT. There's some good people about CCT,  
12 but on the other hand, when it comes down  
13 to the actual pick-up, drop-off and those  
14 things that happen in between, there's  
15 much to be desired. And I think with all  
16 the intelligent minds that are sitting  
17 here, that we as a group of people can  
18 come together to figure out how we can  
19 solve this issue.

20 Thank you.

21 COUNCILMAN SQUILLA: Thank you  
22 for your testimony.

23 Please proceed. State your  
24 name first.

25 Hold on one second.

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2 COUNCILMAN JONES: Thank you  
3 for also being from the Fourth District,  
4 and you are my constituent and I am your  
5 Councilperson, and we will fix this.

6 MS. JOHNSON: Thank you.

7 COUNCILMAN SQUILLA: State your  
8 name for the record and proceed.

9 MR. STAHL: My name is Hank  
10 Stahl and I'm the former Outreach  
11 Coordinator and Education Specialist for  
12 CCT Connect. I am currently retired. I  
13 am a user of both the fixed-route service  
14 and the CCT Connect paratransit service.

15 I've been listening with great  
16 awareness of problems by some of our  
17 consumers who use the service. I'm also  
18 aware of a lot of the rules and  
19 regulations that go with using CCT  
20 Connect.

21 To coin a phrase, we all have  
22 these rights. We also have  
23 responsibilities with these rights.

24 I have been available many  
25 times when I use CCT to talk to fellow

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2 riders and hearing their problems, and on  
3 more than, I'd say, a majority of  
4 occasions when I ask them have you read  
5 the guide that comes with your membership  
6 card, and unfortunately a lot of them do  
7 not. It's not a taxicab service. I  
8 realize that we are in a situation where  
9 we want to go from Point A to Point B.  
10 But in the ride guides that every  
11 customer gets when they are brought into  
12 the service or in my case recertified to  
13 be able to continue using the service,  
14 there are guidelines that help you decide  
15 how you should plan your ride.

16 An example would be for me to  
17 go from -- I live at Bustleton and Grant.  
18 For me to make it on public  
19 transportation from Bustleton and Grant  
20 to 1234 Market Street, the average public  
21 transportation ride would take me a  
22 little over an hour. Under the  
23 guidelines with CCT Connect, because it's  
24 not a direct bus service, we could be on  
25 that vehicle one and a half times that

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2 amount.

3 I found that when customers  
4 make their reservations, they don't allow  
5 that timeframe that is explicit in the  
6 guides that we receive. Well, it only  
7 takes me a half hour to drive from here  
8 to there. Yes, but if you had to take  
9 the bus from here to there, including  
10 waiting time for a bus, how long would it  
11 take you. That's one of the issues.

12 Are some of the operators late?

13 Yes. Unequivocally some of them are  
14 late. But, again, part of that has to do  
15 with sometimes people's disabilities or  
16 limitations, as I like to say. Someone  
17 of my ilk who uses a wheelchair -- and I  
18 use mine very well -- it may only take me  
19 two minutes to get from my front door to  
20 get on the vehicle and then be strapped  
21 down safely. Mary Jones, she may not  
22 handle her chair as well and take her  
23 twice as long or three times as long to  
24 get from her door just to get to the  
25 vehicle. Now, you add that time onto a

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2 GPS time of where it's supposed to go  
3 from A to B to C to D, all the sudden now  
4 you've got operators who might be running  
5 late. And that doesn't include your  
6 traffic issues, your detours or any other  
7 issues involved. These are issues that  
8 we all have to understand.

9 I have a right to be on time at  
10 work, but I have a responsibility to  
11 allow myself the travel time. Certain  
12 organizations represent groups of  
13 individuals for transportation, and they  
14 may say -- our center opens at 8:30 in  
15 the morning, and one individual might be  
16 responsible for getting rides for 10 or  
17 12 people that are coming there at 8:30  
18 in the morning. Well, obviously we're  
19 not going to be able to pick everybody up  
20 at 7:15 to be there by 8:30. We have to  
21 allow the fact we're going from Point A  
22 to Point B to Point C and so forth and  
23 also factor in the limitations of each  
24 individual who is using the system, those  
25 who have issues walking, navigating with

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2 a walker, conscious canes, wheelchairs,  
3 power chairs and/or manual. Everything  
4 is different. We try -- when I worked at  
5 SEPTA, we tried to manage that as well as  
6 we could.

7 As an education specialist, I  
8 was responsible to go to different  
9 schools and agencies and organizations to  
10 explain the full system to each group.  
11 Did I get an earful of complaints from  
12 each of those groups? Most certainly.  
13 Did I accept them? Not willingly, but I  
14 did, and I made efforts to contact -- to  
15 let our people know down at 1234 what we  
16 could do to try to alleviate some of  
17 these concerns.

18 Again, if I wanted a ride at a  
19 certain time of the morning and that's  
20 not available to me, they could offer me  
21 an alternative time, which I have the  
22 option of taking or not taking, because  
23 the policy at SEPTA is we have zero trip  
24 denial, which means under the law we have  
25 to give everybody a ride that wants a

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2 ride, but if we can't give them the time  
3 they want, we can offer them an  
4 alternative time, and then it's up to the  
5 individual at that time to determine  
6 whether they want to accept that time or  
7 not.

8 Several times I wanted to be --  
9 I had to be at work at 8:30 when I was  
10 with SEPTA. I figured I need to be  
11 picked up at 7 o'clock, figuring the hour  
12 and a half extra time. Some days -- a  
13 couple mornings when I tried to ride,  
14 they say, We don't have a 7 o'clock  
15 available. We have a 7:45 or a 6:30.  
16 Well, 7:45 is not going to get me to work  
17 at 8:30 on time. So I have a choice. Do  
18 I miss work and not take the early 6:30  
19 that they might offer me or do I arrive  
20 late? Those are options that we all have  
21 to bear. It's not idyllic, but it is the  
22 best that could be done under the  
23 circumstances, because we have a zero  
24 trip denial.

25 When it comes to driver issues,

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2 there is what they call a 10/20 window.

3 If I have a 7 o'clock request, I must be

4 ready by ten of, and the driver is

5 required to pick me up between ten of and

6 20 after. If he violates either of those

7 windows, I file a complaint. And when

8 you issue the complaint, the complaint is

9 investigated, and if it finds that the

10 complaint is verified, it's small

11 consolation, but a customer is offered a

12 free ride or two depending on the

13 severity of the complaint and the

14 frequency of the complaint.

15 These are other issues that --

16 are they utopian for everybody? No,

17 they're not, but they are considerations.

18 If you have a complaint regarding an

19 operator on a vehicle for, as I've heard,

20 rudeness or lack of concern for

21 individuals, a complaint is issued, and

22 those operators are brought in,

23 investigated, and a majority of those

24 that are -- all those that are found to

25 be legitimate, those operators are



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2 penalized to the point of either written  
3 reprimands, which escalate to personal  
4 reprimands and so forth and so on to  
5 finally exclusion of driving for the  
6 service.

7 Same way for customers. We  
8 talk -- they were talking about drivers  
9 leaving before a customer is ready to go.  
10 If I have a 7 o'clock pick-up and my  
11 driver shows up at ten of 7:00, which is  
12 within the 10/20 window, I must be ready  
13 to leave by five of. If I'm not ready to  
14 leave, they are permitted to leave, to  
15 leave me, at which point I have to find  
16 my own transportation in some cases, or  
17 if they have the capability of sending a  
18 vehicle later to get me, they will.

19 My mother who utilizes  
20 paratransit for her medical trips  
21 schedules her doctor's appointments  
22 accordingly so that she'd rather wait at  
23 the doctor for an extra period of time  
24 rather than miss her ride, because if she  
25 misses her ride and it's the return ride,

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2 we do come back for that customer, but it  
3 could be one hour, two hours later,  
4 because we can't inconvenience other  
5 customers who have their times scheduled.  
6 Same way this young lady that was just  
7 testifying about two vehicles, one around  
8 the corner or down the street from her  
9 and her vehicle. Sometimes there are two  
10 vehicles in the same area, but it's  
11 because of request times. Maybe her  
12 daughter's request time is for 3 o'clock,  
13 but this other person's request time was  
14 for 2:30. Well, they go pick this young  
15 lady at 2:30, but they can't sit and wait  
16 for you at 3 o'clock if you're not ready.

17 These are all issues. We are  
18 not a perfect organization.

19 COUNCILMAN SQUILLA: I think --

20 MR. STAHL: Thank you very much  
21 for your time, gentlemen and ladies.  
22 I'll be glad to answer questions whenever  
23 this young lady is finished.

24 COUNCILMAN SQUILLA: Thank you.

25 Thank you for your testimony. Appreciate

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2 that, because I know we have several more  
3 to come up.

4 So same thing, if you could  
5 please summarize next with your testimony  
6 while the other ones are coming forward.  
7 State your name first and then continue.

8 MS. SHIKOMBA: My name is  
9 Madeline Shikomba. I'm a CCT rider. I'm  
10 ambulatory. So it's this and buses. I  
11 don't know what he's talking about  
12 because he's in a wheelchair. But the  
13 buses that come pick me up are not  
14 picking up wheelchair people generally.  
15 They're picking up people like me,  
16 capable of walking and getting on and off  
17 the bus. I don't have the same  
18 experience he has.

19 Yes, there are some problems  
20 about SEPTA, but there are some things  
21 that are not. And, yes, they can be  
22 faced with providing a service in which  
23 we -- that's what we need, and that's the  
24 good thing about it. But they have to  
25 get their act together. Okay? One is

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2 that -- I only take it one way. I don't  
3 let them take me home. I just get on the  
4 bus and go home myself, but they do get  
5 me to the senior center in the morning.  
6 They 75 percent late and 25 percent on  
7 time. And when they late, they late.  
8 Because I'm on the phone and they say,  
9 Oh, the driver is on his way.

10 Twenty-five minutes later, the driver is  
11 still on his way.

12 Today I was late getting to  
13 where I had to go, and when I call them  
14 on the phone, they said, Well, he's  
15 supposed to be there from 10:30 to 10:50,  
16 I think it was. I said, Miss, that's not  
17 what the telephone thing you told me.  
18 He's supposed to been there from 10:20 to  
19 10:40. Now you telling me 10:30. Which  
20 one is it? What you telling me or what I  
21 got over the phone when I confirmed the  
22 fact I was going to be riding the bus?  
23 Different times for different folks, it  
24 look like.

25 Another thing is that when you

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2 ready to go somewhere -- one time I took  
3 it to go shopping -- they were late. I  
4 booked it from 2 o'clock to go to 4  
5 o'clock. My man showed up at 3:00. Then  
6 when I got where I wanted to go shopping,  
7 I called them before I left. Oh, he has  
8 to come pick you up on time, 4 o'clock.

9 I said, But I ain't got time to  
10 shop. Although he was late picking me  
11 up, the fellow who was ready -- picked me  
12 up at my house. The fellow who is ready  
13 to pick me up in the shopping place, oh,  
14 he got there on time, which meant I had  
15 to cut short my shopping, and they make  
16 no leeway for that.

17 Second thing is, I hope that  
18 you can reduce the price, because a lot  
19 of us, the price going one way is \$4. \$4  
20 one way. That's pretty high for people  
21 on fixed income. Okay? If you can  
22 reduce the price, it would be greatly  
23 appreciated, because that's \$8 round  
24 trip.

25 Second thing is that the

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2 add-ons. One time -- because mine is  
3 fixed, so they supposed to pick me up  
4 every single Monday. I call them one  
5 time. Oh, you a add-on.

6 I said, add-on? What you mean  
7 an add-on? I'm supposed to be a regular  
8 pick-up.

9 Well, we have to add you on  
10 because we didn't have you down for a  
11 pick-up.

12 I mean, all these things, the  
13 screwy up things that happen. SEPTA has  
14 got to get their act together. And, yes,  
15 they do apparently, how you say, farm out  
16 the things to different agencies, but  
17 they have -- it's the dispatcher that I  
18 find to be the problem. Like the people  
19 have told you, there are five people  
20 picked up in my area, and most of them  
21 are picked up around the same time I'm  
22 picked up. They were late picking me up.  
23 And then I decided not to wait because it  
24 was too late, and I teach a class at the  
25 senior center. So I get out and I'm

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2 walking to catch the bus, because I got  
3 tired. I can get there faster that way.  
4 And what do I see? SEPTA van. I said,  
5 Are you here to pick me up?

6 No, we're not here to pick you  
7 up. We here to pick up the lady who  
8 lives around the corner from you. Right  
9 around the corner from me, they're there  
10 to pick her up. Mine never showed up. I  
11 had to get there by bus. I said, What's  
12 going on here? How come you picking her  
13 up and she just lives around the corner  
14 from me and you can't pick me up?

15 Well, you're not on the list.

16 So these are some of the screwy  
17 things that go on with SEPTA and the CCT  
18 that I wish to complain about, and I hope  
19 that they can get their act together.  
20 It's a service that is needed, but still  
21 even though it's a needed service, you  
22 should provide good service. I mean,  
23 they seem to have what you call a  
24 monopoly, and once you have a monopoly,  
25 you don't give the service that's

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2 required. You got all kind of excuses.

3 And the second thing is that,  
4 yes, they do have people who may miss  
5 their trip. But let's not be like Trump.  
6 Give me one example of somebody who had  
7 to wait for six hours, like he give one  
8 person who was -- who voted multiple  
9 times as a means of massive voter fraud.  
10 Please. Don't give me this one person as  
11 a means of massive misuse by us. I would  
12 appreciate that.

13 Thank you.

14 COUNCILMAN SQUILLA: Thank you  
15 very much. Appreciate it.

16 Councilwoman Bass, before we  
17 continue with more testimony.

18 COUNCILMAN JONES: We don't use  
19 alternative facts here.

20 MS. SHIKOMBA: I'm glad about  
21 that, because he has a lot of them.

22 COUNCILMAN SQUILLA:  
23 Councilwoman Bass.

24 COUNCILWOMAN BASS: I just  
25 wanted to say a couple things. One, I



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2 wanted to acknowledge Captain Nestel and  
3 thank him for all of his hard work with  
4 the SEPTA Police Department. They do a  
5 fantastic job in keeping all of us safe  
6 as riders. So I just wanted to  
7 acknowledge his presence as well.

8 But also just hearing the  
9 comments and the similar tones to them  
10 makes me think that we probably need to  
11 bring together the advocacy community and  
12 SEPTA sooner rather than later. So we're  
13 going to put folks together in a room to  
14 try to resolve these issues before budget  
15 hearings, which starts in March. So we  
16 would like to start way before then. So  
17 hopefully by the time you come to us for  
18 budget hearings, we'll have it all  
19 resolved and worked out. That would be  
20 great.

21 Thank you.

22 COUNCILMAN SQUILLA: Thank you,  
23 Councilwoman.

24 Just please state your name for  
25 the record and then begin with your

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2 testimony.

3 MR. LEWIS: Hello. My name is  
4 Zachary Lewis. Thank you guys for having  
5 me here today.

6 There was a couple of things  
7 that I wanted to mention in addition to  
8 testimony that's already been submitted  
9 to you guys. You guys -- in the  
10 beginning, City Council asked how could  
11 you guys help. You know, you were  
12 talking as far as CCT, you know, and as  
13 far as the public. And with CCT is one  
14 issue, but, you know, I wanted to like  
15 bring this up, because it's not just the  
16 CCT issue that we are dealing with,  
17 because a lot of people that have taken  
18 CCT have been kicked off of CCT. So it's  
19 not -- for me what I'm bringing up is not  
20 so much just a CCT issue, but a SEPTA  
21 issue.

22 So a couple of things that I  
23 came up with were enforcement.  
24 Enforcement is so important when it comes  
25 to like the laws and the policies and

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2 procedures that SEPTA has, when it comes  
3 to like the vehicles at fixed bus routes  
4 and snow at fixed bus routes. What I  
5 mean is when a person with a disability  
6 is waiting for a fixed bus route, there's  
7 no access to board the bus. And, again,  
8 enforcement is a big issue. There could  
9 be cars that are -- vehicles that are in  
10 the bus zone or because of the snow.

11 Thank God we haven't had much to deal  
12 with, but, you know, it's going to always  
13 be an issue when those plows, you know,  
14 come through the streets and the buses --  
15 you know, those plows are -- the snow is  
16 either pushed at the SEPTA stop or just  
17 along where the cars are parked or piled  
18 up at corners, intersections. I'm a  
19 person with a disability. Once that is  
20 cut off for me, there's no way -- you  
21 know, there's nothing I can do about  
22 that. I'm just, you know, SOL. Like  
23 where am I supposed to go about that?

24 So enforcement when it comes  
25 to -- like we talked to SEPTA about this.

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2 We've met across the table, which is  
3 great, and let them know, hey, this is an  
4 issue for us, what can we do about it,  
5 how do we work together to enforce this.

6 By the way, I'm sorry. I'm  
7 with the Disabled in Action. So we've  
8 come and met across the table and asked,  
9 and we're asking you guys as well as far  
10 as enforcement, like how can you guys  
11 help us with this. It's a very important  
12 issue.

13 With snow and architectural  
14 barriers, having access is an enormous  
15 issue, like I just mentioned those two  
16 examples as far as the snow and cars  
17 being in the bus loading zones for people  
18 to, you know, get on the bus.

19 When a person with a disability  
20 is waiting for a fixed bus route, the  
21 vehicles continuously are in the pick-up  
22 zone. When cars do this, it disrupts the  
23 whole way we get picked up, if we even  
24 can. This becomes an enormous safety  
25 issue and then it becomes an issue with

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2 the bus drivers as far as attitude,  
3 how -- you know, they'll say, Well, I  
4 don't know what I can do for you. If  
5 there's a lot of snow on the ground and  
6 there's a steep incline and there's  
7 already snow there that's stopping me  
8 from being able to gain access to the  
9 buses, I don't know what I can do for  
10 you.

11 Well, you could offer to help.  
12 Or there has to be an option other than  
13 just throw your hands up. You know, that  
14 is so unacceptable. So, you know, like  
15 we said, we've met across the table with  
16 SEPTA about these issues, and we're  
17 asking you guys as well.

18 Also -- this is the big one --  
19 when the City is hosting an event,  
20 whatever event, even with Trump being  
21 here, there's always barriers. There's  
22 architectural barriers that are stopping  
23 people with disabilities for gaining  
24 access to the bus. There might as well  
25 be snow right there as well, because once

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2 those chains, those barriers are linked,  
3 there's no way, you know, with my  
4 superior strength that I could undo  
5 those. So it's like what do we do about  
6 that and in a timely manner. Because  
7 once they're there, it's like, well, how  
8 am I supposed to get access on the bus?

9 Market Street, when those  
10 barriers are put up, it was like maybe  
11 six blocks, maybe -- well, I'm sorry;  
12 four to six blocks, that there was no way  
13 that I was going to get on the bus unless  
14 I started at the beginning of the berth  
15 of the bus. That's unacceptable. Like  
16 if I'm in a manual wheelchair, or  
17 whomever, a person with a disability  
18 period, that's going to be a big issue.

19 So we ask SEPTA and we ask City  
20 Council, what can you guys do to help us  
21 out with that.

22 Also there was an issue that we  
23 had before. Once we actually boarded the  
24 bus or the attitude of the bus driver,  
25 again, we would say -- you know, once

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2 someone is already on the bus and the  
3 first three to four seats on each side  
4 of -- I'm sorry. Between four and five  
5 seats on each side of the passenger side  
6 and the driver's side of the bus, there  
7 are people already sitting there, and  
8 those seats say in yellow reserved for a  
9 person -- senior citizens or, I believe,  
10 a person with disability. We were told  
11 that like, Hey, we can't make them get  
12 up. Like where's the law that says that?  
13 Like are you serious? Like the fact that  
14 you were able to sit there, whether  
15 you're young, old or not, the fact that  
16 you were able to sit there means you have  
17 access to the bus. I'm in a wheelchair  
18 getting on a bus and like there's nowhere  
19 I can get on the bus -- like there's  
20 nowhere I can be properly seated if you  
21 do not get up and move a couple seats  
22 back.

23 The attitude of the bus drivers  
24 determines a lot as far as how is that  
25 ride going to go. And, like I said,

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2 enforcement. Is there a way that -- what  
3 ways can you think of or help us out to,  
4 you know, help enforce the issue with  
5 these drivers that like, hey, we're not  
6 second-class citizens. We want to get on  
7 and ride just like everybody else.

8 Thank you.

9 COUNCILMAN SQUILLA: Thank you  
10 for your testimony.

11 State your name and then  
12 proceed with your testimony.

13 MR. DOUGHERTY: Hi. I'm Liam  
14 Dougherty. I work full time in Liberty  
15 Resources. I'm with ADAPT and a Board  
16 member of DIA. And I don't use CCT right  
17 now, but I have a progressive disability  
18 and I will, and I'm scared. I was scared  
19 before today, and this day has only  
20 compounded that. I'm really scared. And  
21 it's obvious that this service is  
22 inadequate, and I think it was stated  
23 before, you know, that SEPTA and CCT is  
24 dealing with a scarcity -- a financial  
25 scarcity, and I got that, but the fact is



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2 like this is an outdated system. It has  
3 to be changed. Something has to be  
4 changed.

5 When I'm leaving Liberty, you  
6 know, if I need to stay later, 5:00 or  
7 6:00 for like, you know, some job, when I  
8 leave, I work with a lot of disabled  
9 people and there's always two or three  
10 people waiting on CCT there every day  
11 that I'm late. And I can't live like  
12 that. I can't imagine what that's like.  
13 And I need to get home, you know, as  
14 things are. I mean, from what Zach said,  
15 you know, the SEPTA conditions, they are  
16 on buses and, you know, I can't access  
17 the trolley that I would use for my  
18 commute, dealing with the elevators and  
19 curb cutouts and, you know, everything  
20 like that.

21 I don't know. I could go on,  
22 but something has to change.

23 COUNCILMAN SQUILLA: Thank you.  
24 Thank you for your courage to testify.  
25 We appreciate it.

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2 I believe this is our last  
3 person to testify. Just state your name  
4 and then continue with your testimony.

5 MR. SCOTT: My name is Gerald  
6 Scott and I am a disabled individual. I  
7 call myself challenged ability. And I  
8 can echo everything that everyone has  
9 said.

10 I was born with cerebral palsy.  
11 So I'm 65 years old. I'm a senior, birth  
12 defect. And so I've experienced it all,  
13 from not being able to get on anything  
14 until now we can get on the buses.

15 In terms of CCT, I have used  
16 them in the past. I could testify as  
17 others have that the time aspect of it is  
18 sometimes ridiculous coming and going.  
19 In fact, I had a meeting at my home I  
20 guess about a month ago, and one of the  
21 persons that came to the meeting was  
22 supposed to be picked up at 3 o'clock  
23 after the meeting was over, and they  
24 didn't get home -- the bus didn't even  
25 come until after 9:00. We called. We

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2 called there. Well, someone called, but  
3 nobody answered. Well, they're on their  
4 way. Well, she has to be put on an  
5 as-needed basis or whenever-is-available  
6 basis. So we waited, waited, waited.  
7 Ultimately they came.

8 But certainly there has to be a  
9 change. There has to be a change. There  
10 has to be a sensitivity as to the needs  
11 of those who are physically challenged.  
12 There has to be a sensitivity. I know  
13 many a time when I try to get on CCT to  
14 go to the doctor, to go to the church,  
15 things that are time essence events that  
16 I have to be there on time, and I'm  
17 getting there half hour, 45 minutes late.  
18 And I'm a preacher, so many times I'm on  
19 preaching engagements. I pastor at AME  
20 Church for over 25 years right here in  
21 this City and getting into places late.  
22 I don't like to be late when I don't have  
23 to be. And I understand what the  
24 gentleman said, sometimes you have to get  
25 advanced appointments to accommodate

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2 that, but when the church is not open  
3 until 11 o'clock or 10 o'clock and I'm  
4 sitting out there in the middle of the  
5 street and I look at now where in the  
6 wintertime it's 30 degrees, going on 29,  
7 I've been in that kind of situation even  
8 with regular SEPTA bus, standing, seeing  
9 buses go by me. The bus driver don't  
10 want to pick me up. They choose not to,  
11 so they go on by, tell me, Wait, there's  
12 somebody behind.

13 One day recently I had to wait  
14 for four buses. I followed one of them,  
15 because there were so many buses and cars  
16 in front of that particular bus, I caught  
17 up with the bus. I caught up with the  
18 bus in my old jalopy. And I caught up  
19 with the bus. There was a light. I  
20 said -- I banged on the door. I said,  
21 Let me in. Almost sound like the Three  
22 Little Pigs -- the wolf in the Three  
23 Little Pigs. Bang, bang, bang, let me  
24 in, let me in. And she finally let me  
25 in. I got on the bus. She wouldn't tie

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2 me down, because the bus straps were not  
3 working. So she said, Why don't you wait  
4 again.

5 I said, I'm not going anywhere.  
6 I'm staying right on this bus. I'll hold  
7 on. I'll hold out until my change comes,  
8 but I'm not getting off this bus.

9 But this is the kind of  
10 inconvenience. You know, of all the  
11 groups in this country, we make up the  
12 majority. We have more people that are  
13 disabled than any other minority group in  
14 this country and in the world. There are  
15 60 million people with disabilities in  
16 the United States, one billion people  
17 around the world, and yet we're the most  
18 misrepresented, ignored, marginalized  
19 group of any group. And that's the truth  
20 of the matter.

21 Thank you for the opportunity  
22 to speak. Thank you, Mr. Chairman.  
23 Thank you, Congresswoman [sic] and all  
24 the rest.

25 COUNCILMAN SQUILLA: Thank you.

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2 Thank you for your testimony. And I  
3 could tell by your voice that you didn't  
4 even need a microphone. That was good.  
5 Everybody could hear you.

6 MR. SCOTT: Thank you.

7 COUNCILMAN SQUILLA: But thank  
8 you very much for your testimony.

9 MR. SCOTT: Thank you.

10 COUNCILMAN SQUILLA: Is there  
11 anyone else here to testify?

12 (No response.)

13 COUNCILMAN SQUILLA: Seeing  
14 none, this Committee shall stand in  
15 recess to the call of the Chair.

16 Thank you so much.

17 (Committee on Transportation  
18 and Public Utilities concluded at 3:45  
19 p.m.)

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I HEREBY CERTIFY that the  
proceedings, evidence and objections are  
contained fully and accurately in the  
stenographic notes taken by me upon the  
foregoing matter, and that this is a true and  
correct transcript of same.

-----  
MICHELE L. MURPHY  
RPR-Notary Public

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