

Transportation Partnership on Mobility (TPOM)

March 9, 2017

Hosted by Bell Socialization 160 S. George St. York, PA

In attendance were Stephanie Henry and Sherry Welsh from rabbittransit. Also in attendance were Eric Orr, Jaritza Nguyen, Bobbi Simmons, and Roger Simmons.

- Continued discussion on the East York Walmart Bus stop
 - Group discussed the advocacy letter that was written and all agreed that it was well done. We discussed the importance of having collaboration and having a larger number of people making the request in order to achieve the goal to have the stop moved. Sherry shared that Rich would like to meet with Walmart to try to get their support so we could request the move as partners with the property management company. Following the meeting with Walmart, the letter will be tweaked and sent to the property management group. The group supported this course of action.

- Giant Shuttle
 - The new Giant Shuttle was discussed. The group brainstormed ways in which we could market the service in order to increase ridership. In addition to current ideas (Door Hangers/ Ads in Community Courier/Days of Caring/ Shuttle Assistants) TPOM members suggested adding information to the on-hold message on the phones and hanging fliers on the paratransit vans, at churches and in barber shops.

- Embracing Aging Grant
 - Sherry shared that rabbittransit has submitted an Embracing Aging grant request to the York County Community Foundation. The proposed program is a “Drivers to Riders Program” which would include the development of educational materials and the creation of a volunteer program. The group discussed the volunteer portion in detail and suggested that we seek out volunteers from the Office of Vocational Rehab (OVR).

- TPOM as an Extension of 3P
 - Sherry introduced and asked for opinions related to the idea of restructuring the TPOM group as a committee of the 3P Partnership. Discussion brought up several points including:
 - Low attendance numbers could be increased by being more closely tied to the larger 3P network
 - Any group that advocates for a cause becomes more effective as numbers grow. Members asked that TPOM be advertised on the on-hold message.
 - Frequency of meetings as a n advocacy committee would be determined by the individual committee.
 - The group would have at least one more meeting as the separate TPOM group before it transitions.
 - The groups supports this action, however, we want to make sure that we still have a voice for people with disabilities. We also want to make sure that if the 3P project were to discontinue, the TPOM group would be resurrected as a separate group. The group discussed the PwD requirement to have such a meeting so it will always be in place, regardless of a 3P merge.

- Faith-Based Discussions
 - Members talked about the potential for expanding paratransit service on the weekends to accommodate faith-based activities.

- 3P Phone Survey
 - The upcoming survey, purpose, and timeline was discussed.

- Items from the 2/28/2017 3P meeting
 - Door-to-Door Service- A reminder was given that drivers may open a door of a medical or human service facility and yell in to alert a customer of their arrival, but drivers may not enter into any building. This is to ensure the safety of the passengers on the vehicle and the vehicle itself.
 - Reporting Issues- rabbittransit takes complaints seriously every time. Investigating each complaint is a time intensive process. Stephanie shared that some of that time is alleviated when operations receives all of the information/details that they need

to investigate. Stephanie informed us that there are times when complaints cannot be investigated because operations staff does not have that necessary information (includes the date, time of day, bus number, and the details of the incident). It was noted that some pieces of that information (bus number) is not available to passengers who have visual impairment.

- Cashless Fare Collections
 - Sherry gave an update on the continued research of the cashless fare system. At this point, rabbittransit has met with a vendor, Heartland, and a proposed plan has been drafted. That plan will be discussed with the internal rabbittransit team to evaluate for feasibility. While it was noted that there has not been a lot of progress at this point, members were glad to hear this item hasn't been put on the back-burner because it hasn't been discussed for awhile.

- Follow-ups from the last TPOM meeting – Shared with the group the flyers that were distributed as a result of discussions from the January 12th meeting.
 - Railroad Crossings and Pass-Ups

- General discussion
 - The concern was brought up that the on-hold time when calling in to book trips sometimes exceeds 30 minutes. Stephanie suggested that customers call after 12:00 pm, which should shorten the hold time. This method should be practiced, except for the trip request is for the next business day (because requests are cut off at 12:00 pm).
 - Members asked that rabbittransit staff pass on to customer service staff that individuals with visual impairments are not able to order tickets online due to the Security Code.

- The next TPOM meeting will be May 11, 2017 at TBD.