

## Transportation Partnership on Mobility (TPOM)

May 11, 2017

Hosted by September House @ 1251 West King Street, York, PA

In attendance were Dianna Benaknin, Michael Bernhardt, Stephanie Henry and Sherry Welsh from rabbittransit. Also in attendance were Marie Hollabaugh, Susan Jones, Eric Orr, Jaritza Nguyen, Bobbi Simmons, Rodger Simmons, Dean Melloh, and Linda Sexton.

- Continued discussion on the East York Walmart Bus stop
  - TPOM Group discussed the status of the advocacy efforts at East York Walmart. Rich had scheduled a meeting with Walmart, but on the day of the appointment, Walmart staff cancelled. They have not been responsive to rescheduling. Since that time, we have spoken to Mr. Ridell, the property manager who has detailed the history of the stop from his perspective. The group has decided to proceed with sending a letter to Mr. Ridell to request a meeting to discuss solutions with him determining an accessible location that will accommodate a group of attendees. TPOM will invite rabbittransit staff, Springettsbury township manager and chairman, and possibly other businesses in the complex. The letter has been tweaked and issued to the group for feedback. Once it is finalized, we will send to Mr. Ridell and all invited parties.
  
- Giant Shuttle
  - The new Giant Shuttle was discussed. rabbittransit staff shared the current ridership numbers. Dean reported that he rides the route and it runs well. He reported that some of the drivers were not familiar with the routing. Stephanie indicated that it was a new route and as drivers become more familiar, it should get better, if it has not already.
  
- Rabbittransit shared Organizational Stats with the group
  - Stephanie from Operations reported that average trip duration is 40.2 minutes, there have been 56,198 trips provided since

January, On-time performance is currently at 89%, and passengers per hour is at 2.18.

- Michael from Customer Service/Mobility Planning- Phones and Applications reported that there have been 151,000 calls since January; the abandonment rate is at 16.8%, average hold time is 56 seconds, there have been 2300 applications for new clients since January, and it is taking less than 24 hours to process each application.
- Michael discussed best times to call in to customer service to avoid long wait times.
  
- 3P Ride Nonprofit
  - Dianna briefly discussed the high-level goals of the 3P Ride nonprofit that is being created. These goals include collecting donations, gaining sponsors, and generally supporting mobility planning and expanding services.
  
- TPOM as Extension of 3P Ride
  - Dianna briefly discussed the role of the TPOM group as we move forward with it being a committee of the 3P Ride nonprofit. She explained that the primary roles would be advocacy and working through the barriers list systematically.
  
- 3P Phone Survey
  - Dianna reported that the survey has been completed. There were 530 respondents, including some of the TPOM members. Preliminary results were shared including the desire for expanded service on evenings and weekends.
  
- Videos Status- Dianna shared that the 3P partnership has finalized a 3-minute video to be released on Tuesday, May 16. An update on the short videos was also provided.
  
- Cashless Fare Collections
  - Cashless fare systems are an ongoing desire for transit systems and customers alike. Sherry explained that PennDOT is now trying to do procurement for a statewide cashless fare system for the sake of stewardship. For now, transit systems are on hold until PennDOT rolls something out.

- Follow-ups from the last TPOM meeting – Shared with the group:
  - TPOM meeting was advertised on phone system for this meeting.
  - Training occurred for customer service staff regarding website security code barrier for visually impaired.
  
- Health Access Focus Groups
  - Dianna discussed the Health Access initiative, including the focus groups that are being held in our northern tier of the service area. She explained that the format for the next TPOM meeting (July 12) is as a focus group. Attendees should be prepared to discuss access to health care with public transportation.
  
- General discussion
  - Questions about the possible expansion of the MySTOP signs that are scannable came up.
  - There was a report that there have been several instances where the driver was not helpful to a visually impaired customer because the driver was not aware of the impairment.
  
- The next TPOM meeting (A FOCUS GROUP) will be on July 13, 2017 at 1251 W King St, York, PA 17404.

