

Transportation Partnership on Mobility (TPOM)

January 12th 2017

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

- In attendance were Stephanie Henry and Dianna Benaknin from rabbittransit. Also in attendance were Bernard Hartlove, Eric Orr, Jaritza Nguyen, Lisa Geyer, Ricky Decker, Zakya Odom, David Sealy, Lorita Greeland, Bobbi Simmons, and Roger Simmons.

- Reviewed the purpose of TPOM

- Follow ups from the last meeting
 - Rides to Wellness – (on hold for now) Program to better coordinate transportation and medical appointments.
 - PennDot Shared Ride Pilot Program
 - rabbittransit is one of 3 areas chosen to participate.
 - PennDot would like the program to run without additional cost.

 - Buying tickets online – rabbittransit is exploring the option of a reloadable card that clients could use to pay their fares. It would be able to be loaded online or with cash at the transfer center or rabbittransit main office. This program would initially be a pilot program with shared ride and then hopefully expand to include all avenues of service. Drivers of shared ride would use a reader attached to their tablets to accept the cards and deduct the fares. The hope is to have this in place by summer.

- Transit Plan Development Highlights – Mike Pritchard
 - Mike reviewed highlights of the plan that applies to fixed route only.

- Every fixed route stop was reviewed for safety and also whether or not updating needs done.
 - Every route was reviewed for the number of trips.
 - There are 500 bus stops in York County.
 - Twenty of those stops have less than 1 rider per day.
 - 3 of the fixed route stops account for 20% of total ridership per day.
 - 20 fixed route stops account for 50% of total ridership per day.
 - The 1E and 1W routes continue to be the busiest routes. The buses often become filled to capacity. This also creates difficulty for passengers utilizing mobility devices because of the overcrowding on these buses. The idea was brought up that we possibly need additional buses on this route.
 - Would ridership support expanding fixed route service onto route 24 in Red Lion?
 - Some participants are concerned with safety at the transfer center. They also stated that it is very confusing for clients that are visually impaired. At this time there are no major plans for renovation to any passenger areas.
- Transit Updates
 - Perry county joined the rabbittransit family on December 1, 2016.
 - Applications for shared ride are now being processed in 5 days or less.
 - Geisinger and rabbittransit are partnering on travel education.
 - The shared ride application has been reduced to 5 pages.
 - The shared ride user guide is in the process of being updated to make it more user friendly. At this time, it will not be in braille.
 - rabbittransit has started testing the use of Uber as an additional provider for MATP and 3P ride trips that are at risk of being late and can be supported by an Uber trip.
 - Sunday service expansion was proposed. We are currently looking at requests from focus groups and others to expand Sunday travel times

to allow better access to faith based services. There will hopefully be an expansion in times by the spring. It will be important to have ridership to support the expanded service times.

- 3P ride updates
 - The major themes from the focus groups were reviewed. There were concerns about long ride times, the need to use the bathroom on long rides, lateness to appointments, and the need for more evening and weekend service.
 - We will be conducting phone surveys in February to get more answers to issues that surfaced in the focus groups.

- Bus stop at the east York Walmart
 - Stephanie shared photos of 2 options for relocating the stop at Walmart. An attendee of the meeting reported that a rider tipped of the ramp exiting a bus at the current stop location. There was a significant concern expressed at the focus group meetings about this bus stop. The group decided that the location near the garden center of Walmart would be the best location for the stop. It would need a bus shelter as there is no other protection from the weather. Someone would also need to make sure there is a garbage can accessible.
 - The group agreed to work together on a letter. Eric will take the lead in drafting the letter and share it at the next 3P meeting. The hope is that a small team of partners will participate in this effort together.

- General discussion
 - There was concerned raised that drivers are not stopping correctly at RR crossings and also some drivers are driving too fast.

- There was also concern that stop announcements do not work in every bus and that drivers are not announcing stops. The initial thought was that some drivers were turning them off however it was explained that drivers cannot do that. This issue was a topic numerous times in focus groups also.
- The next TPOM meeting will be March 9th, 2017 at Bell 160 S George St at 2:00pm.