

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, April 17, 2024

Attendance

Roger Jones

Carolyn O'Brien

Londa Peterson

Cynthia Gibbs-Pratt

Liz Pabon

Jeff Iseman

Vernae P. Shaw

Pam Auer

Cathy Long

Jaritza Nguyen

Steve Herman

Mike Begler

Sufyan Baig

Sherry Welsh

Joan Myers-Goodman

Bob Garrett

March 2024 minutes distributed via email prior to this meeting. Minutes are posted on the advisory web page. [Susquehanna Regional Transit Authority People With Disabilities Advisory Committee](#)

Carolyn O'Brien started the meeting by reading the following information provided by Stacey Rice, @Home in Adams County:

1. @Home is collaborating with the Adams County Arts Council on The People Project 2024 – a live event with artistic components. They are looking for Adams County musicians, artists, and storytellers to share what “At Home in Adams County” means to them. More information is on the flier which was distributed after this meeting, or folks can contact Stacey via email. srice@sscap.org
2. @Home received \$65,000 in grants from WellSpan Health and Adams County Community Foundation to help move their initiatives forward – including viable transportation opportunities. You can learn more at [Home In Adams County](#).
3. Adams County will be forming a Transportation Working Group to brainstorm opportunities and challenges around transportation in Adams County. They'd also like to identify transportation already in place (Stacey has a list started!). They will meet at the SCCAP café in Gettysburg on May 13 at 9:30 am. They'll have light refreshments available. If you'd like to participate, please email Stacey at srice@sccap.org.

This information was also forwarded to the committee members after this meeting.

Statewide Independent Living Council - Jeff Iseman

Jeff summarized the Transportation Alliance meeting held on April 16th 2024.

- Department of Human Services programmatic review:
 - ✓ The National Council for independent living has asked stakeholders from all parts of the country to reach back to the states to see if their state Medicaid transportation entities are in compliance.
 - ✓ MATP rates are \$0.25 a mile for those providing their own transportation.

- ✓ There was discussion about getting MATP some sort of public common or place where people could bring issues up.
- PennDOT talked about adding a second train from Harrisburg to Pittsburgh.
- There is a need for CIL's, and others involved in a disability community to advocate with their counties for matching dollars. If there's no local match for shared ride and other programs that require it, PennDOT does not give their funding.
- Aging our way plan will be on the Department of Aging website when completed.
- PA SILC will put together a draft spill plan for independent living. There will be an in-person meeting in Erie, Thursday, April 25, 2024. Comments on the plan will be until late in May. Hybrid forum Thursday, May 30th, 9:30 to 3:00 at the Hershey Harrisburg Sheraton.
- SILC has moved to 300 Corporate Dr., 3rd floor, Camp Hill.

SRTA Business & Transportation Updates – Sherry Welsh

- Sherry asked for suggestions from committee members concerning riders bringing an overabundance of groceries and other packages on the buses. Traditionally, Rabbit's policy says you can bring on board what you can carry. Drivers will assist in getting those packages onto the vehicle. Riders have been bringing an excessive number of groceries, several bags. It's a hardship for the drivers, it's time consuming, and there is a problem with securing so many packages.
 - During the discussion a concern about carts and strollers blocking the aisles on fixed route buses was brought up.
- July 1st, 2024 there will be an increase of approximately \$0.60 in share ride trips. That's coming from the pay increases that have come with trying to retain and keep operators on board.

Action Items:

- Pam Auer: Would Rabbit consider partnering with advocates to get a safer bus stop on 6th and division?

The March 2024 performance metrics were distributed via e-mail prior to this meeting.

Performance Metrics

March 2024 Capital Region:

Fixed route ridership: 104,946. Rider increase of 742 as compared to 3/2023.

- 52% on time, 25.7% late, 21.7% early.

Paratransit ridership: 12,000 total trips booked. 863 more than in 3/2023.

- No shows 1,095 total = 10,905 trips completed.
- 82% on time, 18% late.

Customer service feedback – 31 total. 4 were MATP.

Performance Metrics

March 2024 York/Adams:

Fixed route ridership: 114,710. 7,276 riders increase as compared to 3/2023.

- 75% on time, 15% late, 9% early.

Paratransit ridership: 15,824 trips booked. 362 more than in 3/2023.

- 891 no-shows = 14,933 trips completed.
- 85.6% on time, 14.3% late

Customer service feedback – 129 total.

- Diver was late, Didn't like the way bus was routed, Trip took too long

Dauphin, York & Adams Call Center – 28,967 total calls. 28,099 answered, 868 dropped. 97% answer rate.

SRTA staffing needed:

1 IT Support Specialist

1 IT System/Network Administrator

1 HR Business Partner

Latest number of drivers needed for SRTA buses:

Adams:

1 PT Fixed & Paratransit

Columbia:

1 FT Paratransit

Cumberland:

5 PT Paratransit

Franklin:

3 PT Paratransit

Montour:

1 FT Paratransit

York:

5 Fixed Route

2 Paratransit

1 Class C Mechanic

Dauphin:

8 full time fixed route

1 part time fixed route

3 full time paratransit

8 part time paratransit

2 Mechanics

1 service person

Next meeting is Wednesday, May 15, 2024 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meetings:

June 19, 2024

August 21, 2024

July 17, 2024

September 18, 2024

Meeting Adjourn