

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes
Wednesday, June 19, 2024

Meeting cancelled due to federal holiday Juneteenth.

May 2024 performance metrics were distributed via e-mail.

Performance Metrics

May 2024 Capital Region:

Fixed route ridership: 111,73. Rider increase of 6,624 as compared to 5/2023.

- 51% on time, 30% late, 19% early.

Paratransit ridership: 10,920 total trips booked. 940 more than in 5/2023.

- No shows. 1,065 total = 9,855 trips completed.
- 88.77% on time, 11.23% late.

Customer service feedback – 29 total. 9 were MATP.

Performance Metrics

May 2024 York/Adams:

Fixed route ridership: 116,780. 4,902 rider increase as compared to 5/2023.

- 75.34% on time, 10.67% late, 14% early.

Paratransit ridership: 16,033 trips booked. 1,272 more than in 5/2023.

- 944 no-shows = 15,089 trips completed.
- 85% on time, 15% late

Customer service feedback – 118 total.

Dauphin, York & Adams Call Center – 29,844 total calls. 29,029 answered, 815 dropped. 97% answer rate.

Upcoming SRTA PWD Advisory Committee meetings:

August 21, 2024

October 16, 2024

December 18, 2024

September 18, 2024

November 20, 2024