

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, August 21, 2024

Attendance

Roger Jones
Mark Edwards
Carolyn O'Brien
Londa Peterson
Verna P. Shaw
Sufyan Baig

Pam Auer
Jaritza Nguyen
Steve Herman
Mike Begler
Danielle Rudy
Liz Pabon

Sherry Welsh
Joan Myers-Goodman
Bob Garrett
George Gilmer

July 2024 minutes distributed via email prior to this meeting. Minutes are posted on the advisory web page once approved by the committee. [SRTA PWD AC link](#),

Opening statements - Roger Jones

Committee member Jeff Iseman, Statewide Independent Living Council, is on vacation.

SRTA Business & Transportation Updates – Sherry Welsh

- The 1 East in the York area has moved towards a higher frequency doing 15-minute interval loops. SRTA is going to move the 1 West in a similar fashion, probably in October.
- Last month SRTA was successful in getting the RAISE grant to do the Harrisburg facility and transfer center much needed improvements. There will be someone speaking about the grant project at the September 18 meeting. Input from this committee is essential. If you know of any other interested individuals, please invite them to the meeting to give their input as well.
- Recruitment of bus drivers is an ongoing challenge. SRTA is a nonprofit and cannot compete with salaries a for-profit company can provide, although there has been a salary increase for drivers. Several other efforts have been made.
- The fare increase for paratransit first mentioned at the May meeting will begin October 1, 2024. Approximately \$0.70 each way.

CCB quarterly update - Vernea Patterson Shaw

April, May, June 2024:

- 380 new consumers from Upper & Lower Dauphin.
- 235 bus passes issued = 1,883 trips.
- 21,326 trips booked.
- Mileage reimbursement was provided to 153 consumers totaling 5,028 trips.
- Out of county/premium trips: 1,388 total. This includes capital city trips, tri-county, Amtrak trips, Uber or Lyft, and taxi.

- 80 complaints. Missed appointments, being late for an appointment, too long on the vehicle. MATP complaints should be made to Rabbit.
- 23,804 incoming and outgoing calls averaging 362 calls daily.

Other business:

- HATS through the Tri County Planning Commission for transportation issues. <https://www.tcrpc-pa.org/>. Individuals are needed to bring up disability issues at these meetings. Meetings are conducted online via zoom. Participation instructions and links to the meetings are available on the website and can also be read by clicking [Here](#). View meeting minutes and agendas by clicking this link, [meetings-and-minutes](#). Once the agenda for the upcoming meeting is posted, you can click on a meeting registration link. Contact Andrew Bomberger from Tri County Planning Commission if you have further questions. abomberger@tcrpc-pa.org
- The Pennsylvania Department of Human Services' Medical Assistance Transportation Program (MATP) is partnering with PennDOT to develop an exciting new component of the Find My Ride PA platform. Respond to Gwendolyn Zander, gzander@pa.gov by August 30, 2024, with names and email addresses of individuals who would be willing to serve as testers for this project.
- Disability rights and resource fair and voter registration - Wednesday, August 28, 2024. At soldiers Grove across from the accessible entrance to the capital 11:00 AM to 3:00 PM. The caravan for disability freedom will be there along with, disability resource organizations.

Action Items:

- Londa will provide Sherry with information on how to update the fares table on the website so that it is accessible to everyone.
- Carolyn will forward committee members and attendees the information under other business.
- For an accurate number of no shows, CCB asks Rabbit to provide them with the time pick up, appointment pick up, drop-off, and what time the driver was there. CCB will send Rabbit a copy of what they received before, to let them know the information needed.

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

Performance Metrics

July 2024 Capital Region:

Fixed route ridership: 105,416. Rider increase of 11,211 as compared to 7/2023.

- 52% on time, 27% late, 21% early.

Paratransit ridership: 5,830 total trips booked. more than in 7/2023.

- No shows. 548 total = 5,282 trips completed.
- 90.37% on time, 0.90% late.

Customer service feedback – 40 total. 14 were MATP.

Performance Metrics

July 2024 York/Adams:

Fixed route ridership: 116,294. 8,927 rider increase as compared to 7/2023.

- 78% on time, 10% late, 12% early.

Paratransit ridership: 15,381 trips booked. more than in 7/2023.

- 861 no-shows = 14,502 trips completed.
- 88% on time, 12% late

Customer service feedback – 122 total.

Dauphin, York & Adams Call Center – 32,092 total calls. 31,085 answered, 1,007 dropped. 97% answer rate.

SRTA staffing needed:

- 1 Planner
- 1 Marketing Communications Generalist
- 1 Maintenance Intern
- 1 Transit Safety Ambassador
- 1 Maintenance Supervisor
- 1 Customer Experience Quality Control Analyst
- 1 P T Customer service rep

Latest number of drivers needed for SRTA buses:

Adams:	Franklin:
1 F T Fixed Route	4 P T Paratransit
1 P T Paratransit	
	Northumberland:
Cumberland:	1 F T Paratransit
1 P T Paratransit	
1 F T Paratransit	Perry:
	2 P T Paratransit

Next meeting is Wednesday, September 18, 2024 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meetings:

October 16, 2024 November 20, 2024 December 18, 2024

Meeting Adjourn