

# **SRTA PWD ADVISORY COMMITTEE**

## Meeting Minutes

Wednesday, November 20, 2024

### **Attendance**

Roger Jones	Sufyan Baig	Mike Begler
Mark Edwards	Jeff Iseman	Liz Pabon
Carolyn O'Brien	Damar Lopez	Sherry Welsh
Londa Peterson	Jaritza Nguyen	Joan Myers-Goodman
Vernae P. Shaw	Steve Herman	Bob Garrett

October 2024 minutes distributed via email prior to this meeting. All minutes are posted on the advisory web page once approved by the committee. [S R T A P W D A C link](#),

This meeting was held via a one-time zoom link. The link that is to be used for the next several months has been posted to the advisory web page and can be accessed by clicking on the link at the end of these minutes.

### **Update on performance metrics - Damar Lopez**

Damar asked the committee if they would want to see SRTA performance metrics as a totality of all the counties they service as opposed to only metrics for Dauphin County and York/Adams counties. The updated data would show the committee how SRTA is doing as a whole.

- If an individual or an organization requests data from a certain county, that information can be retrieved.
- There was agreement that the inclusion of performance metrics from other counties would help with recruitment.
  - Sherry Welsh stated that one thing she appreciated about the York group (TPOM), was that the committee combined both people with disabilities and seniors. People with disabilities and seniors often experience the same types of transportation issues. Let's consider opening up the committee to seniors and perhaps we would get more representation from other counties.

### **SRTA Business & Transportation Updates – Sherry Welsh**

- SRTA wants to make the fares uniform across the service area. They will be hosting some focus groups, doing some outreach and other public participation activities. Forthcoming in the next 6 to 8 months.
- The FTA requires that public transit agencies do risk assessments. A lot of that has to do with driver assault practices. Sherry asked the committee if they had witnessed any verbal or physical altercations against bus drivers. Have you had experiences on the bus where you felt unsafe?

- A few situations were brought up, the driver always handled the situation appropriately.

### **Statewide Independent Living Council - Jeff Iseman**

- State transit funding. The legislature and the government did not come to an agreement on transportation funding. [Shapiro says he 'will not let SEPTA fail' as agency faces financial troubles • Pennsylvania Capital-Star](#)
- An amendment has been put on the E-scooters bill 2218 which would limit the implementation of E-scooters to just the city of Pittsburgh.
- OVR will be using the order of selection. They are considering restructuring funding in various places due to the loss of \$13 million in federal allocations. They're going to be voting in December on the order of selection and then it'll be submitted to the federal government. Public comment on the order of selection was October 7, 2024, through October 20, 2024.
- The federal budget is still in a continuing resolution through December 20th 2024.
- [Casey vs McCormick: Recount updates](#)
- The next transportation alliance meeting will be December 17th, 2024, at 1:30 PM via zoom.

### **CCB quarterly update - Vernea Patterson Shaw**

#### **July, August, September 2024:**

- 11 new consumers from Upper Dauphin & 399 from Lower Dauphin.
- 375 bus passes issued = 1,882 trips.
- 21,293 trips booked. 2,053 no shows
- Mileage reimbursement was provided to 158 consumers totaling 5,383 trips.
- Out of county/premium trips: 378 Lancaster, Lebanon, Philadelphia. 8 Amtrak trips, 1,391 Uber/Lyft.
- 32 complaints.
- 26,121 incoming and outgoing calls.

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

#### **Performance Metrics**

##### **October 2024 Capital Region:**

Fixed route ridership: 107,077. Rider decrease of 6,930 as compared to 10/2023.

• 51% on time, 29% late, 20% early.

Paratransit ridership: 6,603 total trips booked. 2,855 more than in 10/2023.

• No shows. 744 total = 5,859 trips completed.

• 87% on time, 13% late.

Customer service feedback – 61 total. 15 were MATP.

## Performance Metrics

### October 2024 York/Adams:

Fixed route ridership: 123,657. 9,030 rider increase as compared to 10/2023.

· 72% on time, 13% late, 14% early.

Paratransit ridership: 17,002 trips booked. more than in 10/2023.

· 937 no-shows = 16,065 trips completed.

· 83% on time, 17% late

Customer service feedback – 88 total.

Dauphin, York & Adams Call Center – 33,234 total calls. 27,769 answered, 5,465 dropped. 83.6% answer rate.

### SRTA staffing needed:

7 positions total

### Latest number of drivers needed for SRTA buses:

Adams:

1 P T Fixed Route

Northumberland:

1 Maintenance Lead

Cumberland:

3 P T Paratransit

Perry:

1 P T Paratransit

1 F T Paratransit/Porter

1 F T Paratransit

Dauphin:

8 Fixed Route

York:

1 F T Fixed Route

2 Paratransit

1 P T Fixed Route

2 Class C Mechanics

2 F T Paratransit

Franklin:

2 First Class Mechanics

2 P T Paratransit

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

Join Zoom Meeting

[https://click\\_here](https://click_here)

Meeting ID: 898 2879 5138

Passcode: 375654

### Upcoming SRTA PWD Advisory Committee meetings:

January 15, 2025

March 19, 2025

May 21, 2025

February 19, 2025

April 16, 2025

**Meeting Adjourn**