**SRTA PWD ADVISORY COMMITTEE**

Meeting Minutes

Wednesday, December 18, 2024

**Attendance**

Roger Jones

Mark Edwards

Carolyn O’Brien

Cathy Long

Vernae P. Shaw

Sufyan Baig

Jaritza Nguyen

Steve Herman

Mike Begler

Liz Pabon

Sherry Welsh

Damar Lopez

Joan Myers-Goodman

George Gilmer

November 2024 minutes distributed via email prior to this meeting. Minutes are posted on the advisory web page once approved by the committee. [S R T A P W D A C link,](https://www.rabbittransit.org/accessibility/srta-pwdac/)

**Opening statements - Roger Jones**

Regarding last month's discussion about inviting seniors to join the committee, Mike Begler suggested appointing a subcommittee to help carry this out. This will be a priority for the coming year; 2025.

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

Reminder to check out the “Tell us how we’re doing” flyer posted on the buses.

**MATP/ HIPPAA Release Mailing - Damar Lopez**

SRTA is required to ensure MATP trips are used for medical reasons. A form has been sent out to riders who have used MATP in the last year. The form is basically asking for the rider’s consent for SRTA to verify the medical trip if necessary. Filling out the form will have no impact on their transportation services.

There was a question on how to fill out Section III, Disclosure, on the first page of the form. An example page was distributed to committee members after this meeting with the Susquehanna Regional Transportation Authority and its address written in the disclosure section.

* Via PA DHS MATP- Includes HIPAA Guidance- [MATP OPS Memo # 11/2022-001](http://matp.pa.gov/Pdf/memos/MATP_Ops_Memo_11_2022_001.pdf).

**Statewide Independent Living Council - Jeff Iseman**

* SILC plan for independent living is on the website, PASILC.org [State Plan for Independent Living - Pennsylvania Statewide Independent Living Council](https://pasilc.org/independent-living/state-plan-for-independent-living/)
* Update on federal required real ID, PA extension May 7th 2025.
* NCIL, National Council of Independent Living timeline has been posted. [Events from January 8, 2025 – July 21, 2025 – National Council on Independent Living](https://ncil.org/events/)
* Community Health Choices, AmeriHealth Caritas is now Vista.

**Other business:**

* When calling to cancel a ride, the paratransit bus may show up at the customer’s house while they are on hold. To cancel a ride quickly, go to <https://findmyridepa.org/#/>. Riders can schedule & cancel his or her own trips on the find my right app. You will need your Paratransit ID number. It is sent out with the welcome packet, anyone in the call center can find it for you, there is also a “forgot my ID” option on the website. When cancelling a trip, the destination trip and the return trip must be cancelled separately.
* Find my ride will not let you schedule a trip that crosses county lines. It will not schedule trips before 9:00 AM and after 4:00 PM.
* The text notification you received regarding the time of the bus’s arrival is based on where the bus is in relation to you.
* There have been, and will continue to be, discussions within SRTA to devise a text to riders when their bus is late.

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

**Performance Metrics**

November 2024 Fixed route ridership Capital Region:

* 101,045 total. 934 more riders as compared to 11/2023.
	+ 53% on time, 26% late, 21% early.

November 2024 Fixed route ridership York/Adams:

* 112,130 total. 3,039 more riders as compared to 11/2023.
	+ 74% on time, 12% late, 14% early.

SRTA Paratransit ridership: 58,510 total trips booked amongst all the counties serviced by SRTA. 238 more than in 11/2023.

* No shows. 3,631 total = 54,879 trips completed.
	+ 87% on time, 13% late.

SRTA Call Center: 38,077 total calls. 30,207 answered, 7,870 dropped. 79% answer rate.

Capital Region complaints: 54 in total, 17 were MATP.

* Driver issue, late trip, accident.

SRTA complaints total 102.

* Driver issue, late trip, accident.

**SRTA staffing needed:**

13 total

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

Adams:

1 F T Fixed Route

1 F T Paratransit

Cumberland:

2 P T Paratransit

Franklin:

5 P T Paratransit

Northumberland:

1 F T Paratransit

1 maintenance lead

Union/Snyder:

1 P T Paratransit

York:

5 fixed route

1 paratransit

2 Class C mechanics

Dauphin:

1 F T Fixed Route

4 F T Paratransit

2 mechanics 1st class

**Next meeting is Wednesday, January 15, 2025 @ 10:30 on Zoom.**

Join Zoom Meeting
<https://us02web.zoom.us/j/89828795138?pwd=yLxLlKMY9Bnp77QApXjcAIwpGYe8PH.1>

Meeting ID: 898 2879 5138
Passcode: 375654

Find your local number: <https://us02web.zoom.us/u/kduNwhiXbM>

**Upcoming SRTA PWD Advisory Committee meetings:**

January 15, 2025

February 19, 2025

March 19, 2025

April 16, 2025

May 21, 2025

June 18, 2025

**Meeting Adjourn**