

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, January 15, 2025

Attendance

Roger Jones
Londa Peterson
Carolyn O'Brien
Cathy Long
Verna P. Shaw

Sufyan Baig
Jaritza Nguyen
Steve Herman
Mike Begler
Liz Pabon

Jeff Iseman
Sherry Welsh
David Juba
Joan Myers-Goodman
George Gilmer

December 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](#).

David Juba, Rabbittransit Planning Manager, attended the meeting to discuss the new fare payment system.

Statewide Independent Living Council - Jeff Iseman

- Thursday, February 13, 2025, is the next SICL Board Zoom meeting. There will be an update on OVR's order of selection.
- The state budget will be out by February 4, 2025. Hearings February 18, 2025, to March 6th, 2025. PennDot house meeting will be February 19, 2025, at 10:00 AM, and the Senate meeting will be on February 20, 2025 at 1:00 PM.
- Fixed Route Intelligent Transportation System, FRITS, fixed route passengers are now able to see their bus and how far away it is from their location. [01.08.25 DOT FRITS Implementation | Department of Transportation](#) .
- PA Dept. of Aging- Aging Our Way Master Plan which includes transportation for people with disabilities and seniors. [Aging Our Way, PA - Origin Date April 2024](#).
- Check out [Pasilc.org](#) and PASILC on social media for more transportation information.
- The CILCP purchased a new building on Herr St. in Harrisburg. Target opening in May.

SRTA Business & Transportation Updates – Sherry Welsh

Rabbittransit will transition to a new fare payment system for fixed route, commuter bus, and micro transit in 2025. This solution will provide access to smart app, smart cards and hands free fare payment solutions. Eventually this will roll over to paratransit. Future developments include fare capping, ticket vending machines and new fare boxes. Focus groups have given feedback as to what riders would like to see implemented. Rabbit is asking for this committee's input on the name. The proposed names are Rabbit Pass, Rabbit Pay, Easy Hop, Hop and Pay.

- Rabbit Pay is the most popular amongst committee members. Using the Rabbit name makes it clear that it is their payment system.

Regarding accessibility, it's important that it works with voice over and talk back.

Update on expanding the committee membership – The committee's bylaws need to be changed to include non-disabled seniors as welcomed members. There was discussion on places to find interested senior riders.

- Seniors transitioning from nursing homes, Area Agencies on Aging, Aging and Disability Resource Centers, local AARP Chapters, "Embracing Aging" in York County, also consider the VA riders. Rabbit provides many seniors transportation to senior centers.

Seniors who ride fixed route may benefit from this committee as they may need to transition to paratransit.

Other business:

Suggestion for SRTA to use flex fuel as a cheaper resource to run their vehicles.

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

Performance Metrics for December 2024

Fixed route ridership Capital Region:

- 90,922 total. 5,438 less riders as compared to 12/2023.
 - 53% on time, 25% late, 22% early.

Fixed route ridership York/Adams:

- 104,946 total. 11,683 more riders as compared to 12/2023.
 - 73% on time, 12% late, 15% early.

SRTA Paratransit ridership: 57,530 total trips booked amongst all the counties serviced by SRTA. 3,545 more than in 12/2023.

- No shows. 4,179 total = 53,360 trips completed.
 - 86% on time, 14% late.

SRTA Call Center: 36,280 total calls. 25,118 answered, 11,162 dropped. 69% answer rate.

Capital Region complaints: 79 in total, 12 were MATP.

- Late trip, driver issue dispatch error

SRTA complaints minus Capital Region 101.

- Driver issue, CSR issue, late trip

SRTA staffing needed:

12 total

Latest number of drivers needed for SRTA buses:

Adams:
2 F T Fixed Route
1 P T Fixed Route

Union/Snyder:
1 P T Paratransit

Cumberland:
1 P T Paratransit
1 F T Paratransit

York:
8 Fixed Route
1 Paratransit
2 Class C Mechanics

Franklin:
4 P T Paratransit

Dauphin:
2 F T Fixed Route
3 F T Paratransit
2 Mechanics 1st Class
1 Service Person

Northumberland:
1 F T Maintenance Lead

Next meeting is Wednesday, February 19, 2025 @ 10:30 on Zoom.

Join Zoom Meeting

<https://us02web.zoom.us/j/89828795138?pwd=yLxLIKMY9Bnp77QApXjcAlwpGYe8PH.1>

Meeting ID: 898 2879 5138

Passcode: 375654 Find your local number: <https://us02web.zoom.us/j/89828795138?pwd=yLxLIKMY9Bnp77QApXjcAlwpGYe8PH.1>

Upcoming SRTA PWD Advisory Committee meetings:

March 19, 2025

May 21, 2025

April 16, 2025

June 18, 2025

Meeting Adjourn