

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, March 16, 2022

Attendance

Roger Jones
Marc Roda
Cathy Long
Mike Begler
Jeff Iseman
Cynthia Gibbs-Pratt

Londa Peterson
Ginger Monsted
Jaritza Nguyen
Mark Edwards
Sherry Marks
Verna P. Shaw
Sherry Welsh

Damar Lopez
Pam Auer
Stacey Rice
Steve Herman
William Courtney

February 2022 minutes distributed via email prior to this meeting. Approved.

Meeting held @ 10:30am via ZOOM.

Opening statements - Roger Jones:

Rodger and Bobbie Simmons are no longer members. They have retired and moved out of state.

Committee minutes going back to 2016 have been recovered from the PWDAC page on CAT's previous website and will be added to the new committee's page.

Mike Begler and Roger Jones are gathering committee documents to be discussed by The Charter Update Subcommittee.

Performance Metrics – Damar Lopez:

February 2022 CAT:

Fixed route ridership: 74,930, 15.8% increase compared to 2/2021.

- 53% on time, 21% late, 25% early.

Paratransit ridership, 9,046. 13% decrease compared to 2/2021.

- 96% on time. 4% late, 0% early.
- No shows is 6%. 676 out of 11,079.

Fixed route customer service feedback – 34 complaints.

Paratransit customer service feedback – 1 complaint.

Top 3 complaints are inadequate service, Discourtesy, Late bus.

5 great job compliments.

Customer service calls general – 1,025 total. 588 answered. 437 dropped.

Customer service calls paratransit – 1,619 total. 1,195 answered. 424 dropped.

February 2022 Rabbit:

Fixed route ridership: 73,462, 21% increase as compared to 2/2021.

- 84% on time, 8% late, 9% early.

Paratransit ridership, on-time performance & no-shows

- 87% on time, 7.6% late.
- 600 no shows out of 11,240 trips booked.

Top 3 Fixed route and Paratransit complaints, inadequate service, discourteous, and careless driving.

Customer service calls general – 628 total. 433 answered. 122 dropped.

Customer service calls paratransit – 4,473 total. 3,435 answered. 763 dropped.

Total staffing needed as of March 2022 – 44 needed, 15 pending or in the process of employment:

Cumberland:

5 paratransit part t & 1 full t needed.
1 paratransit Part T & 1 full t pending.

Dauphin needs:

9 full time fixed route
3 part time fixed route
3 full time paratransit
7 part time paratransit
1 mechanic

Dauphin pending

4 paratransit full time
2 fixed route full time
2 servicemen

Franklin needs:

3 paratransit part time.

Northumberland:

1 paratransit Part T needed.
1 paratransit Part T pending.

Perry:

1 paratransit part time needed.

Union/Snyder:

1 paratransit casual.

York needs:

2 fixed route
2 paratransit
1 class C mechanic
1 porter
1 full time CSR
1 facilities manager
1 performance/maintenance analyst

York pending

4 paratransit
1 fixed route

SRTA should make it clear to all riders that there are no limitations on the types of trips riders take, the times available to take certain trips are limited.

Merger - Sherry Welsh:

- Some members are concerned about the committee not being alerted to changes sooner. Sherry provided the following info...
- The Board of Directors for the new Authority, SRTA- appointed by the County Commissioners, have voted to do business as Rabbit Transit. In the spirit of stewardship of taxpayer dollars, the buses will not be immediately transitioned to the Rabbit Transit brand. A sticker that says, "a service of Rabbit Transit" will be added to the buses under the existing CAT logo. As new vehicles are purchase, they will be branded as Rabbit Transit.
- Microtransit will be further expanded in the Northern tier in March 2022.
- A ribbon cutting for the completion of The King Street Station, the transfer center in the York area, will occur in April/May 2022.
- We are beginning to see slow improvements in recruitment which is necessary for service restoration.
- Damar Lopez is the staff member to contact for questions related to 'Find My Ride Apply' which is the technology that allows potential riders to apply online for transportation services.
- Mask wearing has been extended to April 18, 2022.
- A riders' survey will be conducted soon. Stay tuned for more information to come.

Statewide Independent Living Council - Jeff Iseman:

- **Appropriations Hearings** – The House & Senate just finished their meetings with PennDot & DHS.
- **Transportation Alliance** – SILC distributed a transportation survey via email to their entire email list statewide. Fill it out and return by Wednesday April 6, 2022.
- This information will be summarized and shared during the next scheduled meeting on Tuesday, April 19, 2022 @ 1:30PM. CHC session, Tuesday, May 24, 2022 @ 1:30 with representation of the 3 MCOs.
- **Federal Department on Transportation (USDOT)** -Working with NCIL on an air travel session with people with disabilities. Jeff emailed info on the all-day session; it can also be found @ NCIL.org.
- **Annual conference on independent living** is July 25-28 2022, virtual sessions August 1-3 2022.

Other business:

- **William Courtney** –Medical Transportation Management, servicing all counties in PA. Mr. Courtney is a broker for Keystone, Amerihealth & Centene.
Wcourtney@mtm-chc.net

- Committee members suggest that a representative of the disabled community be appointed to the Board of Directors. A letter of advocacy to the Board of Commissioners was suggested and will be drafted. It will be signed by members of this committee.
- There are no requirements at this time for employees to be vaccinated.
- Currently, call center employees do not work remotely but it is being considered.
- High necessity medical trips such as dialysis are a priority and Damar Lopez offered to investigate any rider's on-time performance issues.

Action Items:

- Roger will include Sherry on future agendas for corporate communication updates.
- Cathy, Cynthia, and Pam will draft a letter of advocacy requesting that a board member be appointed to represent the disabled community.

Next meeting is Wednesday, April 20, 2022 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates

May 18, 2022

June 15, 2022

July 20, 2022

Meeting Adjourn