

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, September 21, 2022

Attendance

Roger Jones
Cathy Long
Cynthia Gibbs-Pratt
Carolyn O'Brien
Ginger Monsted
Sherry Marks
Stacy Rice

Liz Pabon
Mike Begler
Sufyan Baig
Eric Orr
Sherry Welsh
Jaritza Nguyen
Londa Peterson

Rider attendees...
Bridget Fleming
Dan Kerstetter
George Gilmer (apple b)

Meeting held @ 10:30am via ZOOM.

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

Opening Statements – Roger Jones

If a rider has a grievance or complaint, he or she should fill out the on-line contact form on the CAT or Rabbit website. Once filed, it's given a tracking number. The rider can also call customer service for help filing the complaint at 1-800-632-9063. The documented complaint will be directed to the correct department and handled appropriately. Someone will get back to you, to ensure this, you can request a call back when filling out the form.

Anyone interested in becoming an advisory committee member should follow the membership procedure posted on the advisory committee page of the CAT & Rabbit websites.

Performance Metrics – Sherry Marks

August 2022 Rabbit:

Paratransit ridership: 17,877 total trips booked.

- 3,842 late. No shows 873 total.

Fixed route customer service feedback – 55 complaints.

- Inadequate service, Discourteous, Careless driving.

Customer service calls general – 23,361 total. 22,758 answered 97.4% answer rate.

August 2022 CAT:

Paratransit ridership: 13,876 total trips booked.

- 876 no-shows

Fixed route customer service feedback – 51.

MATP customer service feedback – 5 complaints

- inadequate service, reckless driving, no show

Customer service calls general - 7,650 total. 7,320 answered. 95.7% answer rate.

CAT & Rabbittransit Fixed route ridership combined: 99,444 total, 19,941 rider increase as compared to 8/2021.

- 78.5% on time, 10.5% late, 11% early.

Total staffing needed:

SRTA:

2-part T & 1 full Customer service reps
Transit Safety Ambassador
Maintenance Supervisor
Operations Supervisor
Executive Assistant
Inner City Bus Program Specialist
Marketing Communications

Adams county:

1 full time Paratransit

Cumberland county:

Paratransit 4 Part time

Northumberland county:

1 full & 1 part time Paratransit

York county:

5 Fixed Route

7 Paratransit

Dauphin county:

4 full time fixed route

2 part time fixed route

2 full time paratransit

6 part time paratransit

SRTA Transportation Update - Sherry Welsh

- Sept 11, 2022, detours for routes 180,12, & 33 began due to the Market St. bridge replacement project in York.
- 50% off Fixed route bus pass sale in Adams, Harrisburg, & York counties Oct.1-31 2022.
- Same Day Shared Ride pilot is expected to launch Oct 1, 2022

Annunciators:

Carolyn O'Brien reported that the annunciators do not sound every time the bus doors open for passengers, however, Chris Zdanis said the requests has been submitted to AVAIL.

Other business:

- **Call Centers** - CAT & Rabbit call centers have merged so riders calling for reservations may be routed to a rep at either the Harrisburg or York call center.
- **New phone number** - 1-800-632-9063.
- **The WTS Foundation** - Awards scholarships to students pursuing careers in transportation <https://www.wtsinternational.org/mission/wts-foundation/scholarships>

Action Items:

- Carolyn will e-mail Londa & Sherry one another's contact info so they can discuss the accessibility of Find My Ride for the visually impaired.

Next meeting is Wednesday, Oct. 19, 2022 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

Nov. 16, 2022

Dec 21, 2022

Jan. 18, 2023

Meeting Adjourn