

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, Oct. 19, 2022

Attendance

Cathy Long	Sherry Marks	Ginger Monsted
Jeff Iseman	Vernae P. Shaw	Sufyan Baig
Cynthia Gibbs-Pratt	William Peterson	
Pam Auer	Sherry Welsh	Rider attendees...
Carolyn O'Brien	Danielle Rudy	Dan Kerstetter
Eric Orr	Damar Lopez	George Gilmore
Mark Edwards	Jaritza Nguyen	Heather Shoenwald
	Londa Peterson	

Meeting held @ 10:30am via ZOOM.

Carolyn O'Brien served as Chair in Roger Jones's absence.

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

SRTA Transportation Update - Sherry Welsh:

- Same Day Shared Ride Pilot Project – SRTA continues to work out some kinks so the project can launch successfully.
- Token Transit Pass Sale-50% off Fixed route bus pass sale in Adams, Harrisburg & York counties Oct.1-31 2022.
- Cashless Fares - Diminishing balances that has been available in the York County region is now in Dauphin County. By contacting customer service, riders can put money into an account, and as they board the bus, the fare will be deducted from the account.
- Londa & Sherry discussed the accessibility of Find My Ride for the visually impaired. The JAWS software is not reading some features. Sherry forwarded the problems to PennDOT.

Performance Metrics – Damar Lopez:

Sept. 2022 Rabbit:

Fixed route ridership: 89,137 total, rider increase of 11,900 as compared to 9/2021.

- 76% on time, 12% late, 12% early.

Paratransit ridership: 15,147 total, rider increase of 3,366 compared to 9/2021.

- No shows 906 out of 17,068 trips booked.

93 complaints

- Inadequate service, Late bus. careless driving.

Customer service calls paratransit – 18,285 total. 71.4% answer rate.

Sept. 2022 CAT:

Paratransit ridership: 9,778 total, rider increase of 142 as compared to 9/2021.

- 644 no shows out of 10,422 trips booked.

48 complaints, 10 were MATP.

- inadequate service, careless driving, no show

Customer service calls paratransit – 7,971 total. 70.8% answer rate.

Total staffing needed:

SRTA:

2 Transit Safety Ambassadors

Maintenance Supervisor

Operations Supervisor

Executive Assistant

Program Specialist

2-PT & 2 -FT Customer service reps

1 HR business partner for dispatchers

Adams:

1 PT Paratransit

Cumberland:

Paratransit 5 Part time

York:

8 Fixed Route

9 Paratransit

Dauphin:

5 full time fixed route

1 part time fixed route

4 full time paratransit

5 part time paratransit

2 Servicemen

Union/Snyder:

1 PT Paratransit

Statewide Independent Living Council - Jeff Iseman:

- Disability Pride Day- Tuesday October 25th, 10am-3pm. [Disability Pride PA](#) .The food truck will need a count of the attendees, so please register.
- Voting - [PA Statewide Candidates & Congressional Districts](#) Other PA Disability Voting & Candidate Outreach: [AAPD- PA Rev Up](#) [Disability Rights PA \(DRP\)](#).
- Federal DOT - Stakeholder Engagement Guide: [PROMISING PRACTICES FOR MEANINGFUL PUBLIC INVOLVEMENT IN TRANSPORTATION DECISION-MAKING](#).
- The current CHC waiver as well as other participants, is going to be extended for a year if the federal government approves it. Office of Long-term Living has been receiving public comments.
- MATP is working on some policy changes including urgent care rides in updating the no-show policy.
- The federal government authorized SILCs current state plan to continue for another year. SILC will be having some joint meetings with the Office of Deaf and Hard of Hearing.

Other business:

- **Complaint procedure/process** - If a rider has a grievance, complaint, requests or other feedback, they, or someone on their behalf, 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. MATP incidents are sent to the MATP Program Administrator, Eira Andrade-Hall.
- **Transit Development Plan (TDP)** – Every 5 years the planning team looks at the complaint system and reviews the service requests. The requests and comments are taken under consideration when making any service changes.
- **Transportation from Dauphin to York for medical appointments-** Not at this time, however, it is a goal and being explored.
- **SRTA Board members** were appointed by state commissioners of the areas. Most of the counties serviced by SRTA have reps on the board. When asked if any members had a disability, the answer was that none of the members have a visible disability.

Action Items:

- Will individuals wanting to attend Disability Pride Day be able to get a Paratransit ride to and from the event? (Answered the following evening: SRTA will do their best to accommodate the requests for the extended time. Place your reservations for the full 10:00am-3:00pm timeframe and they will see what the demand shows the day prior. Based on the locations of the trips, some of the requests may not be able to be accommodated.)
- Damar an Sufyan will discuss MATP complaint procedure.

Next meeting is Wednesday, Nov. 16, 2022 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

Dec. 21, 2022

Jan.18, 2023

Feb. 15, 2023

Meeting Adjourn