

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, March 15, 2023

Attendance

Roger Jones	Mike Begler	Sufyan Baig
Carolyn O'Brien	Damar Lopez	Eric Orr
Cathy Long	Vernae Patterson-Shaw	Sherry Welsh
Marc Roda	Liz Pabon	Damar Lopez
Cynthia Gibbs-Pratt	Mark Edwards	Jaritza Nguyen
Sherry Marks	Steve Herman	Londa Peterson
Jeff Iseman	Stacey Rice	Pam Auer

Meeting held @ 10:30am via ZOOM.

February 2023 minutes distributed via email prior to this meeting. Approved.

Roger Jones was having difficulties signing on to zoom, so Mike Begler reviewed the spread sheet he drafted and distributed via email a week prior to this meeting. It lists the voting members and the non-voting members.

Enter Roger: the list of voting members: Carolyn O'Brien, Roger Jones, Cathy Long, Mark Edwards, Londa Peterson, CILCP, CIL York, PA SILC, Cynthia Gibbs Pratt, Mark Roda, Elizabeth Pabon. Motion made & carried.

Nominees for the officers: Roger Jones Chair, Mark Edwards Vice-Chair, Carolyn O'Brien Secretary. Motion made & carried. Suggestion to vote on officers individually in future elections.

Statewide Independent Living Council - Jeff Iseman

- PA House Appropriations Committee Hearings -March 20 to April 14, 2023
<https://www.legis.state.pa.us/cfdocs/legis/CMS/index.cfm?Chamber=H>
- PA Senate Hearings- -March 20 to April 14, 2023
<https://www.legis.state.pa.us/cfdocs/legis/CMS/index.cfm?Chamber=S>
- PA House Appropriations Committee members:
<https://www.legis.state.pa.us/cfdocs/CteeInfo/index.cfm?Code=62&CteeBody=H&SessYear=2023>
- PA Senate Appropriations Committee members:
<https://www.legis.state.pa.us/cfdocs/CteeInfo/index.cfm?Code=3&CteeBody=S&SessYear=2023>
- Next transportation alliance meeting April 18, 2023, at 1:30pm.

Performance Metrics – Damar Lopez

February 2023 Capital Region:

Fixed route ridership: 92,493. 16,681 riders increase as compared to 2/2022.

- 52.7% on time, 23.19% late, 23.75% early.

Paratransit ridership: 10,020 total trips booked. 1059 less than in 2/2022.

- No shows 561 total = 9459 trips completed.

Customer service feedback – 49, 8 of which are MATP.

- Inadequate service, bus running late.

Customer service calls – 7374 total. 7023 answered, 95% answer rate.

February 2023 York/Adams:

Fixed route ridership: 95020. 21515 riders increase as compared to 2/2022.

- 79% on time, 8.5% late, 12.45% early.

Paratransit ridership: 15704 trips booked.

- 735 no-shows = 14969 trips completed.

68 complaints.

- Bus running late, inadequate service.

Customer service calls – 20451 total. 19989 answered. 97% answer rate.

Total staffing needed:

SRTA:

1 F T Customer Service Rep.

1 dispatcher

1 P T facilities & 1 F T

1 safety & training,

1 Operations Supervisor

Franklin county:

4 part time Paratransit

Perry:

1 full time paratransit

Adams county:

2 F T Paratransit & 1 F T Fixed

York county:

10 Fixed Route

7 Paratransit

1 Class C Mechanic

Cumberland county:

Paratransit 5 P T

Dauphin county:

11 full time Paratransit

8 part time Paratransit

1 Mechanic

Closed Caption - The close captioning issue continues to be investigated. The problem is that close captioning will not work during these meetings. It has been working on the zoom recordings and anyone wishing to see the zoom recordings can contact Carolyn at cmt01967@hotmail.com.

- The meeting minutes can also be found on the CAT & Rabbit websites SRTA PWD page. [SRTA PWDAC - rabbittransit](#) They are posted after they are approved at the following month's meeting.
- Suggestion to include this information with the meeting reminder.

Other business:

- Some committee members think it would be a good idea to invite someone from PennDOT to an advisory meeting and discuss issues they've been having with them directly. Roger agreed to this and commented that a separate meeting should be considered.
- Pam Auer will be meeting with Rich Farr and asked if any committee members would like to work with her in preparing for the discussion.

Action Items:

- Roger & Cynthia will discuss a transportation issue she has been dealing with. He will also speak with Mark about his transportation needs.

Next meeting is Wednesday, April 19, 2023 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

May 17, 2023

June 21, 2023

July 19, 2023

Meeting Adjourn