

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, April 20, 2022

Attendance

Roger Jones	Londa Peterson	Sherry Welsh
Cathy Long	Ginger Monsted	Damar Lopez
Mike Begler	Jaritza Nguyen	Pam Auer
Jeff Iseman	Mark Edwards	Steve Herman
Cynthia Gibbs-Pratt	Eric Orr	Sufyan Baig
Carolyn O'Brien	Vernae P. Shaw	Rich Farr
Danielle Rudy		

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

Meeting held @ 10:30am via ZOOM.

Corporate Communication Updates - Sherry Welsh:

- Microtransit, a service designed to get riders to destinations that are just out of the fixed route boundaries, has been expanded into the Northern area.
- A ribbon cutting for the completion of The King Street Station, the transfer center in the York area, will occur in April/May 2022.
- Employment has been successful, but recruitment continues.
- A Fixed route riders' survey will be conducted in April.

Performance Metrics – Damar Lopez:

March 2022 CAT:

Fixed route ridership: 87,994, .2% increase compared to 3/2021.

- 54% on time, 24% late, 22% early.

Fixed route customer service feedback – 22 complaints including 4 discourtesy and 4 late bus.

Customer service calls general – 3,865 total. 80.2% answer rate.

Customer service calls paratransit – 6,631 total. 92% answer rate.

March 2022 Rabbit:

Fixed route ridership: 83,888 total, 4.5% increase as compared to 3/2021.

- 82% on time, 7.7% late, 9.6% early.

102 Fixed route and Paratransit complaints including 19 inadequate service (Grievances about bus routes not covering a specific area.), 18 discourteous, and 8 pass by.

Customer service calls general – 3,430 total. 80.9% answer rate.

Customer service calls paratransit – 22,400 total. 87.8% answer rate.

Sufyan Baig, MATP, expressed concern about MATP customer complaints and clarified that MATP guidelines state the service providers are supposed to notify the county within 7 business days of any incident as well as provide a report as per the incident report policy.

Total staffing needed as of April 2022:

SRTA:

Site Manager

Customer Service Rep

Full time MCO Mobility Planning

- Setting up transportation for riders registered with the Geisinger Medicaid plan

Dauphin:

9 full time fixed route

3 part time fixed route

3 full time paratransit

5 part time paratransit

Cumberland:

5 paratransit part t & 1 full t.

York:

4 fixed route

5 paratransit

Franklin:

2 paratransit part time.

Statewide Independent Living Council - Jeff Iseman:

- **Transportation Alliance Call** – Kelly Buckland, NCIL, will be on the next call June 21, 2022 @ 1:30PM.
- **Federal Department of Transportation (USDOT)** -On March 24, 2022, some advocates and disabled individuals testified on the difficulties with air travel. NCIL is still taking comments until April 25, 2022.
- **Federal Budget** - good until Sept. 30, 2023.
- **SILC Board Meeting** – May 11 ,2022.
- **State Plan for Independent Living sessions this fall. (Oct/Nov 2022)**
- **NCIL conference on independent living** is July 25-28, 2022, virtual sessions August 1-3, 2022.
- **May 17, 2022 is primary election day.** Upcoming Republican PA Governor Candidate Forum for next Thursday April 28th at 6:30PM.
<https://www.familycareact.com/candidate-forums>

Charter Update Subcommittee – Mike Begler updated the committee on the first 2 meetings of the subcommittee. Members: Mike Begler, Roger Jones, Stacey Rice, Londa Peterson, Eric Orr, Carolyn O'Brien, Mark Edwards.

Other business:

- **Sufyan Baig** – Administrative Officer at the Department of Mental Health / Autism and Developmental Programs in Dauphin County. MATP Contract Monitoring. He is the contact for Dauphin County MATP. SBaig@dauphinc.org
- **Uptown Plaza** – Modifications to traffic flow have been made at Division & Seventh. There was discussion to make it safer for pedestrians. This is an issue for city planning.
- **Facemask/Vaccine** - There is no longer a facemask requirement on public transportation, however, if a rider is more comfortable wearing a facemask, they are encouraged to do so. Also, if an employee is vaccinated and is later diagnosed with Covid, he/she will receive 5 days paid leave.
- <https://www.rabbittransit.org/go-ride-the-bus/> If the Travel Training Program resumes, Roger recommends the committee members participate.

Next meeting is Wednesday, May 18, 2022 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates

June 15, 2022

July 20, 2022

August 17, 2022

Meeting Adjourn