

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, April 19, 2023

Attendance

Roger Jones	Liz Pabon	Pam Auer
Carolyn O'Brien	Mark Edwards	William Peterson
Cathy Long	Steve Herman	Bob Garrett
Cynthia Gibbs-Pratt	Damar Lopez	Dan Kerstetter
Sherry Marks	Jaritza Nguyen	
Jeff Iseman	Danielle Rudy	
Mike Begler	Sufyan Baig	

The meeting was held @ 10:30am via ZOOM.

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

Opening Statements – Roger Jones

Roger welcomed attendee, Bob Garrett, President & CEO Greater Susquehanna Valley Chamber of Congress (Union, Snyder, Northumberland, Montour)

Closed Caption - Roger Jones announced that the closed captioning for the SRTAPWD Advisory meetings is now working. The “CC” icon to enable the feature can be found next to the “raise hand” feature at the bottom of each participant’s screen.

SRTA Transportation Updates - Sherry Marks

- National Seating & Mobility, the Center for Independent Living of Central Pennsylvania, and Rabbitcares conducted a free Wheelchair Wash 'n' Tune event on April 19 from 10:00am-3:00pm. Rabbittransit provided transportation for those who needed it.
- Rider appreciation day is May 3, 2023. SRTA will be providing fixed route rides for free all day.
- The new Gettysburg summer schedule begins May 7, 2023. Info can be found on the CAT and Rabbit websites.
- York & Adams will be partnering with Rabbitcares to improve mobility for seniors and individuals with disabilities by removing transportation service barriers. Look for e-mail invites to upcoming meetings.

Statewide Independent Living Council - Jeff Iseman

- Human Services Study - The financial footing for shared ride is unstable and PennDOT is working with transit agencies and human services providers to provide a study on what future funding for transportation service could be.

- The State Transportation Commission (STC) and PennDOT are having a public comment period for the update of the 2023, 12-Year Transportation Program. The Public Comment Period to add your thoughts on all modes of transportation in Pennsylvania is open Wednesday, March 1, through Sunday, April 30, 2023. <https://talkpatransportation.com>

Performance Metrics – Damar Lopez

March 2023 Capital Region:

Fixed route ridership: 104,204. 15,062 rider increase as compared to 3/2022.

- 52% on time, 24% late, 23.5% early.

Paratransit ridership: 11,136 total trips booked. 1645 less than in 3/2022.

- No shows 544 total = 10,552 trips completed.

Customer service feedback – 62, 12 of which are MATP.

Customer service calls – 12,925 total. 9,252 answered, 71.6% answer rate.

March 2023 York/Adams:

Fixed route ridership: 107,434. 23,546 riders increase as compared to 3/2022.

- 80% on time, 8.4% late, 11.5% early.

Paratransit ridership: 14,164 trips booked.

- 629 no-shows = 14,164 trips completed.

111 complaints.

- Bus running late, inadequate service.

Customer service calls – 27,938 total. 24,903 answered. 89% answer rate.

Total staffing needed:

SRTA:

3 F T/4 P T Customer Service Rep.

3 dispatchers

1 P T facilities

Adams county:

1 P T Fixed route

Cumberland county:

Paratransit 3 P T

Dauphin county:

8 full time Paratransit

8 part time Paratransit

2 full time fixed route

1 Mechanic

Franklin county:

4 part time Paratransit

Perry:

1 F T/2 P T paratransit

York county:

8 Fixed Route

1 Paratransit

Other business:

- Roger Jones proposed that the Metrics 1) not be presented during the monthly meetings, 2) be made available before each meeting and 3) would continue to be included in the meeting minutes. Motion was made, seconded and voted in the affirmative.
- The transportation restrictions made 11/2021, asking riders to schedule their non-medical and social trips on certain days of the week, are still in place.
- There are several reasons a paratransit bus can be delayed, and the committee would like to **suggest that the bus driver contact riders to let them know when they are running late.**
- If a passenger is near his home, but the GPS is telling the driver to pass it, the passenger can ask the driver to call dispatch to redirect the trip.
- CIL's are encouraged to tell their consumers to follow the CAT and Rabbit Facebook pages for real-time updates.
- The Center for Community Building (responsible for booking trips for MATP riders) and CAT, have different rules for booking trips. [matp-brochure.pdf \(ccbincpa.org\)](#) or [Reservations for Shared Ride - Capital Area Transit \(cattransit.com\)](#)
- Complaint procedure/process - If a rider has a grievance, complaint, comment, or suggestions, 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 within 5 business days.
- 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 commented that a separate meeting should be considered. Interested members should start an email chain with the other committee members.

Action Items:

- Roger will investigate making the Metrics available prior to the monthly meetings.
- Damar will make sure a number is produced when complaints are filed.

Next meeting is Wednesday, May 17, 2023 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

June 21, 2023

July 19, 2023

August 16, 2023

Meeting Adjourn