

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, July 19, 2023

Attendance

Roger Jones
Carolyn O'Brien
Londa Peterson
Cynthia Gibbs-Pratt
Mike Begler
Sherry Marks
Sherry Welsh

Jeff Iseman
William Peterson
Verna P. Shaw
Liz Pabon
Mark Edwards
Steve Herman

Stacey Rice
Damar Lopez
Sufyan Baig
Pam Auer
George Gilmore

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

June 2023 minutes distributed via email prior to this meeting; approved and posted to the webpage.

Statewide Independent Living Council - Jeff Iseman

- The state budget has not been finalized.
- Senate bill 692, E scooter bill, has stalled in the Senate.
- Transportation alliance meeting - August 15th, 2023, 1:30 PM to 2:30 PM. PennDOT multimodal deputy secretary will be on the call.
- Labor and industry asked for public comments on OVR driver services and vehicle modifications. Any additional guidance is on hold possibly until December or later.
- Next PA SILC Hybrid Board Meeting August 10th, 2023, Best Western Harrisburg off union deposit. [PA Statewide Independent Living Council Board Meeting Minutes \(pasilc.org\)](https://www.pasilc.org/MeetingMinutes)

Other business:

- PA Disability Pride Day – Soldier's Grove, 531 Commonwealth Ave., Harrisburg. Saturday, October 7th, 2023. [Disability Pride Capitol Region — Disability Pride PA](#)
- We had talked about meeting face to face once a year or so, however, the challenge is the wide area that SRTA services. They would not be able to provide transportation across all county lines and this committee encourages all SRTA riders to attend.
- George Gilmore discussed problems/ grievances he has with Community Health Choices (CHC) trips and MTM, his CHC transportation broker. It was suggested that he follow his CHC's complaint process. If further escalation is needed, address with OLTL, MLTSS, his PA Representative/ Senator, disability rights advocacy groups and the Pennsylvania Health Law Project.

- Bringing in speakers on topics of interest was discussed. At the April 2023 meeting Roger suggested that separate meetings be considered. It was also suggested that the PA Link to Aging and Disability Resource Centers or Access Not Denied host these meetings. If the topic is relevant to SRTA, the speaker will be invited to these meetings. The discussion continued after this meeting.
- Individuals of York and Adams counties, regardless of whether they use Rabbit transportation or not, are being interviewed. The purpose of the plan is to identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation. If anyone knows anybody involved in organizations or agencies that serve Adams and York counties, please forward them the following survey. **Access the survey by using the QR code below or by clicking the following link:**

<https://www.surveymonkey.com/r/6F2JLJL>



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If you have any questions about the survey, reach out to Ben Dinkel at the York County Planning Commission at bdinkel@ycpc.org.

The June performance metrics were distributed via e-mail two days prior to this meeting.

Performance Metrics

June 2023 Capital Region:

Fixed route ridership: 97,293. 6,721 riders increase as compared to 6/2022.

- 52% on time, 26% late, 21% early.

Paratransit ridership: 11,525 total trips booked. 1,498 less than in 6/2022.

- No shows 1105 total = 10,147 trips completed.

Customer service feedback – 36 total.

- Inadequate service, Bus running late, Bus running early.

Performance Metrics

June 2023 York/Adams:

Fixed route ridership: 111,878. 26,962 riders increase as compared to 6/2022.

- 80% on time, 10% late, 10% early.

Paratransit ridership: 18,261 trips booked. 1,767 increase as compared to 6/2022.

Customer service feedback – 71 total.

- Inadequate service, Bus running late, Bus didn't show.

Dauphin, York & Adams Call Center – 30,938 total. 30,091 answered, 847 dropped. 97.3% answer rate.

Action Items:

- Request that paratransit on-time performance be included in future performance metrics.
- Jeff will email Londa the memo regarding E scooters.
- Although SRTA paratransit does not run on Saturdays, Sherry will inquire about transportation to Soldiers Grove for Disability Pride Day.
- Sherry W. offered to create a survey regarding guest speakers for Carolyn to distribute.

Next meeting is Wednesday, August 16, 2023 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

Sept 20, 2023

Oct 18, 2023

Nov 15, 2023

Dec 20, 2023

Meeting Adjourn