



Transportation
Partnership on Mobility

Meeting Minutes

January 10, 2019 @ 2:00 pm - 3:30 pm

York County

September House 1251 W. King Street, York, PA 17404

Gerry Hendley discussed the Ground Rules of the TPOM meetings:

- ✓ Remain Positive
- ✓ Allow all to Participate
- ✓ Bring your solution-oriented suggestions and ideas

Gerry asked if all comments could be held until discussion segment.

Introductions of all present:

Rabbit employees; Sherry Welsh and Gerald Hendley. Crystal Friend - Country Meadows, Alicia Zienkiewicz – The Arc of York County, Jaritza Nguyen – CFILO, Rodger Simmons – York Area Council of the Blind, Bobby Simmons – York Area Council of the Blind, Lee Groft - York County Area Agency On Aging, Director, Susan Jones – September House, Elisa Bissoli, Giorgio Bissoli, Jennifer Bissoli, Fran Donahue – riders.

On Conference line: Cathy Long rider and scribe,

We want to hear the barriers you face but also ideas of how you think they can be fixed. The purpose is to get the community, community leaders and business leaders involved. PWD, the Aging population and veterans are the groups that we want to discuss in these meetings.

Post October 10, 2018 Meeting – Sherry Welsh

- NCM Regional Transportation Meeting was held on November 7, 2018. Discussed transportation in connection to employment in rural areas. How we can help employers by broadening applicant base by trying to find ways to get people to places of employment. Final outcome of discussion – there should be some type of App developed to connect people without transportation to people with



transportation. A more cost effective way of transportation while keeping while keeping safety aspects of other transportation Apps (e.g. Uber).

- NADC Grant – testing and working on a technology innovation. After several focus groups and 61 surveys an App to connect people was recommended. RFPs (Request for Proposal) for development were sent out. Grantor offered additional money but wanted a commitment of money from PennDOT. After reviewing RFPs, the cost of App development was outside the Grant value. We met with PennDOT about funding. It was decided not to pursue additional grant money due to cost. It was decided to work with PennDOT to try and expand current App – Find My Ride.
- Submitted a grant to expand transportation for Veterans into surrounding counties.
- Presentations to civic clubs – Sherry has presentations coming up in Baltimore, MD about “Getting ready to Innovate Grant” and our plans for next steps. Also in State College, PA “Drivers to Riders Program” to educate senior population. Working with Center for Traffic Safety to create an educational campaign for senior and their families to decide if driving or riding is a choice.

Goals of TPOM Update on Data

- Improve Mobility Services
 - Aging (2016) York: >65 16% , 5-10 yr, +14% 11 – 20 yr +15%. In 20 yrs-45% total. Current median age 41
 - Veterans (2016) York – 32,011
- Operational Stats- York- December 2018:
 - York: Total 26033 Comp 13451 (52%), Canc. 11892 (45.5%), NS 689 (2.5%)
 - August OTP- 88%
 - August PPH- 2.06
 - August ATD- 37 minutes



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TPOM Monthly Schedule and Procedures were discussed including times and transportation.

The next meeting for this group is:

June 13, 2019 @ 2:00 pm - 3:30 pm

September House: 1251 W King St, York, PA 17404

The next meeting for the TPOM group is: February 14, 2019 Cumberland County (Cumberland/Perry)

rabbittransit 1601 Ritner Hwy, Carlisle, PA 17013

Other county residents may call in on Conference Call

(Phone Number: 1-712-451-0527, Access Number: 346039)

Discussion - Current service barriers, review of barrier list

- Fran Donahue complimented rabbit operators, both Fixed and Paratransit.
- It was asked that when emailing Barriers list to Visually Impaired please convert Excel to TXT file.
- It was asked the status of the Transfer Center improvements for Visually Impaired (#30 on Barrier List). Sherry stated it is still in working stage – Transit Development Plan.
- Customer service was discussed for by several riders. Operators being both rude and dismissive.
- Phone system complaints by riders. Several other participants expressed concern on long wait times in the afternoon.
- The Bissoli's have had issues scheduling for their daughter when changes in her schedule occur. Also extremely long rides (2 hours) for their daughter when driver has to pick up other passengers for a special trip.
- Fran Donahue suggested that rabbit contact Mark McKenzie of WSBA. He has a program on TV that rabbit could get the word out about Paratransit, TPOM, etc.



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- Arc of York County has Delta area issues. Has contacted Michael Bernhardt in the past about Delta Collaboration. Their clients still struggling with transportation. Sherry suggested setting up a meeting with Michael Bernhardt.
- Question about whether powered scooters were allow. Answered that both wheelchairs and scooters were allowed.

Ladder of Inclusion was discussed by Gerry. Survey was passed out and collected.

Adjournment at 3:30 pm