

PEOPLE WITH DISABILITIES ADVISORY COMMITTEE

Meeting Minutes

Wednesday, August 18, 2021

Attendance

Roger Jones	Carolyn O'Brien	Damar Lopez	Rodger Simmons
Mark Edwards	Danielle Rudy	Ginger Monsted	Sherry Welsh
Cathy Long	Jeff Iseman	Liz Pabon	Janitza Nguyen
Miguel Aciri-Rodriguez		Bobbi Simmons	Eric Orr
Cynthia Gibbs-Pratt		Londa Peterson	

Meeting held @ 10:30am via ZOOM

July 2021 minutes were approved.

New Meeting time – Future meetings will be held the third Wednesday of each month @ 10:30am.

Demar Lopez - Rabbit Transit customer service supervisor. He will be reporting the performance metrics for Rabbit Transit.

Account/Ticketless Fares -Re. Question asked at last month's meeting as to what happens to the unused money in a fares account? Demar Lopez, Rabbit Transit customer service, confirmed you will receive a refund upon request to a customer service rep. or supervisor. If you do not request a refund, Rabbit Transit will ask you if you would like to donate to Rabbit CARES. Info explaining this will be corrected on the website. Also, if for any reason the creator of an account cannot be reached and an account is inactive after 3 years, the unused money is turned over to Treasury.

CAT July 2021 Performance Metrics – Miguel Aciri-Rodriguez: Percentages do not include Easton.

Fixed route ridership 5% decrease compared to July 2020.

- 71% on time, 18% late, 14% early.

Paratransit ridership 12% increase compared to July 2020.

- 81% on time, 19% late.

- No shows is 6%. 752 out of 12,678 trips booked

Fixed route customer service feedback – 20 complaints.

Paratransit customer service feedback - 3 complaints. Inadequate service, Rudeness, Late bus.

Customer service calls fixed route – 73.2% answer rate.

- There are 2 fixed route reps. presently alternating schedules throughout the week and one will be leaving soon. One rep. has been hired and starts in September. And CAT plans on hiring another.

Customer service calls paratransit – 95.6% answer rate.

Rabbit June 2021 Performance Metrics – Demar Lopez:

“General” numbers are an average of rabbit’s various fixed route bus services.

General ridership 4700 rider increase compared to June 2020.

- 83% on time, 7% late, 10% early.
- Paratransit 92% on time, 7.6% late.
- No shows is 4%. 502 out of 12,538 trips booked.

General route & Paratransit total 78 complaints. 17 Inadequate service, 13 Discourteous. 9 Late bus.

Customer service calls general route – 90.2% answer rate.

Customer service calls paratransit – 87.8% answer rate.

PA Housing Finance Agency – Danielle Rudy – PHFA has received the applications for low income housing tax credit. They are in the process of narrowing them down to the properties that will receive the credit. The info will be posted on the website in September. Many of those applicants also applied for tax 31 which is for individuals needing additional services such as adults with disabilities, those with special medical needs, and veterans. Transportation is required to be within two blocks of the property for these individuals. [PHFA HOMEPAGE | Mortgage – Housing – Foreclosure Options](#)

Roger Jones asked about Dauphin County residents waiting to apply for Section 8. Anyone can pre-apply for Section 8 (rent assistance). They are then put on a list and when Section 8 housing is available, they are contacted and given an application for the housing. Those that pre-applied and no longer need Section 8 housing, request to be taken off the list. Danielle said PHFA housing properties are encouraged to b Section 8.

Sherry Welsh – Rabbit CARES is beginning their strategic planning efforts to work in tandem with SRTA. At the July meeting, Sherry mentioned that she will be reaching out to SRTA users for their input on existing barriers to those who are dependent on public transportation. The survey is supposed to align with the strategic planning following the merge of Rabbit Transit and CAT and the merge has been delayed until January. Sherry will be distributing the survey at the end of October and the beginning of November. With the survey results, In January the new SRTA board will do a strategic

planning effort. Once the plan is finalized, it will go to Rabbit CARES. The Rabbit CARES board will study that plan before making their own strategic plan. Until then, Rabbit CARES continues to work with Veterans Services, access to food, they are working with the Central PA food alliances regarding the cost of transportation to Food Banks.

Statewide Independent Living Council – Jeff Iseman

- Jeff summarized the PA Transportation Alliance call on August 17th 2021, they discussed COVID-19 protocols and transportation which included children with disabilities and others where masking can be problematic.
- They are waiting for MATP report which includes issues on the broker.
- CHC and transportation remains a big issue and Jeff recommends possibly inviting someone to an advisory meeting to speak on this subject.
- Federal Transportation legislation passed the Senate by two-thirds vote.
- All Stations Access Program (ASAP) which would require all federally funded transportation stations to be accessible, was voted down bipartisan vote and is not included in the Senate version of the transportation package.
- TROC, Transportation Revenue Options Commission sessions concluded. Recommended that PennDOT should always include accessibility and disability programs. TROC Report submitted to Governor Wolf - [PennDOT](#)
- Pennsylvania virtual Independent Living conference, September 14th to 16th. [PA Independent Living Virtual Conference – Online \(paddc.org\)](#)

New Business:

Flyer- On July 23, 2021 Sherry Welsh, Miguel Aciri-Rodriguez, Rodger Simmons, Roger Jones and Carolyn O'Brien discussed via Zoom the merging of TPOM and PWDAC. One topic was to draft and distribute a flyer inviting all Rabbit Transit riders and individuals representing riders to participate in the advisory meetings. Rabbit is in the process of drafting a flyer to be distributed in September. The following link is to a graphic that Jeff Iseman suggested for the flyer. It is a variety of disabilities symbols suggesting inclusiveness. <https://cdn4.vectorstock.com/i/1000x1000/32/28/disability-symbols-and-signs-collection-vector-26243228.jpg>

Also discussed was a new name for the new Advisory Group. Perhaps something that suggests a wide-range of riders.

Tony Johnson – Tony Johnson, a Rabbit rider, requested to speak at this meeting regarding a transportation issue. Attempts to communicate with him prior to this meeting were futile and he did not attend.

Hanover Express (GHC) - The Gettysburg/Hanover connector went from servicing 269 passengers in April to 300 passengers in June.

Branding of CAT & Rabbit Buses - Until the new SRTA board is formed in January and decides otherwise, Rabbit and CAT paratransit buses will not change.

Mask-wearing - [Covid-19 Transportation restrictions to be extended through January 18, 2022](#)

Action Item:

1. Rabbit transit to draft and distribute flyer before October meeting.

Next meeting is Wednesday, October 20, 2021 @ 10:30 on Zoom.

Upcoming CAT/PWD Advisory Committee meeting dates

Sept. meeting canceled 110

October 20, 2021

November 17, 2021

Meeting Adjourn