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

**Cumberland:**
- 5 paratransit part t & 1 full t.

**Franklin:**
- 2 paratransit part time.

**Dauphin:**
- 9 full time fixed route
- 3 part time fixed route
- 3 full time paratransit
- 5 part time paratransit

**York:**
- 4 fixed route
- 5 paratransit

**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.
- **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](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