Meeting held @ 10:30am via ZOOM.
August 2022 minutes distributed via email prior to this meeting. Approved.

Opening Statements – Roger Jones
If a rider has a grievance or complaint, he or she 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, to ensure this, you can request a call back when filling out the form.

Anyone interested in becoming an advisory committee member should follow the membership procedure posted on the advisory committee page of the CAT & Rabbit websites.

Performance Metrics – Sherry Marks
August 2022 Rabbit:
Paratransit ridership: 17,877 total trips booked.
   • 3,842 late. No shows 873 total.
Fixed route customer service feedback – 55 complaints.
   • Inadequate service, Discourteous, Careless driving.
Customer service calls general – 23,361 total. 22,758 answered 97.4% answer rate.

August 2022 CAT:
Paratransit ridership: 13,876 total trips booked.
   • 876 no-shows
Fixed route customer service feedback – 51.
MATP customer service feedback – 5 complaints
   • inadequate service, reckless driving, no show
Customer service calls general - 7,650 total. 7,320 answered. 95.7% answer rate.

CAT & Rabbit transit Fixed route ridership combined: 99,444 total, 19,941 rider increase as compared to 8/2021.
   • 78.5% on time, 10.5% late, 11% early.
Total staffing needed:

**SRTA:**
- 2-part T & 1 full Customer service reps
- Transit Safety Ambassador
- Maintenance Supervisor
- Operations Supervisor
- Executive Assistant
- Inner City Bus Program Specialist
- Marketing Communications

**Cumberland county:**
- Paratransit 4 Part time

**Northumberland county:**
- 1 full & 1 part time Paratransit

**York county:**
- 5 Fixed Route
- 7 Paratransit

**Dauphin county:**
- 4 full time fixed route
- 2 part time fixed route
- 2 full time paratransit
- 6 part time paratransit

**Adams county:**
- 1 full time Paratransit

SRTA Transportation Update - Sherry Welsh
- Sept 11, 2022, detours for routes 180,12, & 33 began due to the Market St. bridge replacement project in York.
- Same Day Shared Ride pilot is expected to launch Oct 1, 2022

Annunciators:
Carolyn O’Brien reported that the annunciators do not sound every time the bus doors open for passengers, however, Chris Zdanis said the requests has been submitted to AVAIL.

Other business:
- **Call Centers** - CAT & Rabbit call centers have merged so riders calling for reservations may be routed to a rep at either the Harrisburg or York call center.
- **New phone number** - 1-800-632-9063.
- **The WTS Foundation** - Awards scholarships to students pursuing careers in transportation [https://www.wtsinternational.org/mission/wts-foundation/scholarships](https://www.wtsinternational.org/mission/wts-foundation/scholarships)

Action Items:
- Carolyn will e-mail Londa & Sherry one another’s contact info so they can discuss the accessibility of Find My Ride for the visually impaired.

Next meeting is Wednesday, Oct. 19, 2022 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:
- Nov. 16, 2022
- Dec 21, 2022
- Jan. 18, 2023

Meeting Adjourn