

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, November. 16, 2022

Attendance

Cathy Long	Sherry Marks	Sufyan Baig
Jeff Iseman	Vernae P. Shaw	Mike Begler
Cynthia Gibbs-Pratt	William Peterson	Rider attendees...
Pam Auer	Steve Herman	George Gilmore
Carolyn O'Brien	Danielle Rudy	"Adjunct hard of hearing"
Eric Orr	Damar Lopez	
Roger Jones	Jaritza Nguyen	
	Londa Peterson	

Meeting held @ 10:30am via ZOOM.

October 2022 minutes distributed via email prior to this meeting. Approved.

Opening Statements -Roger Jones:

To access the SRTA PWDAC webpage on the Rabbitransit website, click on the Susquehanna Regional Transit Authority People with Disabilities Advisory Committee link under the About Us tab. By doing the same on the CAT website, a link will redirect you to the Rabbit PWDAC page. The committee's page includes the mission & vision statements as well as links to the committee minutes, bylaws, & new member procedure.

Ginger Monstat has retired, and Jodi Lubinsky has taken her place. Also, Angela Bednar, our contact for scheduling Zoom meetings, has left her post and Darla Shadle will be our new contact moving forward.

Statewide Independent Living Council - Jeff Iseman:

- At the October 18th Transportation Alliance meeting changes to MATP were discussed. For a 16 page basics 101 PowerPoint click this link, [MATP 101.pptx \(live.com\)](#).
- New PA DHS Transportation Referral Form, link [MA0583.pdf \(pa.gov\)](#).
- PennDOT talked about a 6-month Human Services Transportation study beginning in January 2023 which will include all transportation programs funded by state government for human services.
- Next PA Transportation Alliance meeting, Tuesday December 20th, 2022, at 1:30pm. Guests are PA L&I, PA DHS OLTL& MATP, PennDOT, PA Leg. Staffs. Anyone who wants to participate in the meetings can contact Jeff for an invite.
- Jeff gave an update on the elections.

CCB quarterly update - Vernea Patterson Shaw:

July, August, September 2022:

- Bus passes issued to MATP consumers, 351. 2500 total trips were taken on mass transit.
- 260 new consumers from Upper & Lower Dauphin.
- 22,643 trips booked.
- Mileage reimbursement was provided to 111 consumers. 3,866 trips plus tolls and parking equaling \$12,736.65.
- Out of county/premium trips total 199. That includes 38 Amtrak, Harrisburg to Philadelphia.
- There have been some complaints about patients getting to their dialysis treatments late and Vernea asked to speak with someone from SRTA to try and solve this issue.
- If an applicant is found not eligible for the MATP program, they are advised to find out if they are eligible for any of the other SRTA programs.

Performance Metrics – Damar Lopez:

October 2022 Rabbit:

Fixed route ridership: 99,308 total, rider increase of 12,544 as compared to 10/2021.

- 74% on time, 11% late, 14% early.

Paratransit ridership: 16,730 total, rider increase of 2,685 compared to 10/2021.

- 15% late, 85% early.
- No shows 2,409 out of 16,730 trips booked.

131 complaints

- Inadequate service, Late bus. careless driving.

Customer service calls – 24,009 total. 98% answer rate.

October 2022 CAT:

Paratransit ridership: 12,379 total, rider decrease of 58 as compared to 10/2021.

- 77% on time, 23% late,
- 709 no shows out of 10,499 trips booked. 373 were MATP.

47 complaints, 17 were MATP.

- inadequate service, late bus, no show

Customer service calls – 12,785 total, 73% answer rate.

PHFA - Danielle Rudy:

they have reviewed their LIHTC (Low Income Housing Tax Credit) applications, and they have now gone to the board. Approved ones to be announced in December 2022. All LIHTC properties are required to be within 2 blocks of a bus stop.

SRTA Transportation Update – Damar Lopez:

- Recently awarded a grant for Construction to the CAT operations and maintenance facilities.
- Rabbit Cares Partnerships Working Meeting, November 30, 2022 from 2:30pm-4:00pm via zoom. Link <https://us02web.zoom.us/j/84187680767?pwd=MzNkNHlkYTFRMzJ0Rkt2NmxiTHkrdz09>. For More info contact Carolyn cmt01967@hotmail.com.
- Same Day Shared Ride Pilot Project –The flyer was presented at the meeting and distributed via email afterwards.
 - Same Day and Next Day requests must be made by 1:30PM.
 - Same Day requests must be made at least 2 hours prior to the trip.
 - Same Day trips will be charged an additional convenience fee of \$1.00.
 - During this pilot program, the safest way to reserve your trips to book the day before. Space is limited and same day trips may be denied.
 - All trip requests must fit within standard county guidelines. The idea of this program is to accommodate more riders who are going in the direction of a current bus as opposed to Paratransit trips going outside the bus route.
 - For more information or to schedule your trip, call 1-800-632-9063.
- Rider survey – Tentatively December 19, 2022 to January 6, 2023.
- New Gettysburg Fixed Route schedules – Tentatively December 4, 2022.

Total staffing needed:

SRTA:

1-PT & 1-FT Customer service reps
1 HR business partner
3 Dispatchers

Adams:

2 PT Paratransit

Cumberland:

Paratransit 5 Part time

Franklin:

1 PT Paratransit

Perry:

1 PT paratransit
1 Porter

York:

9 Fixed Route
12 Paratransit

Dauphin:

4 full time fixed route
1 part time fixed route
3 full time paratransit
5 part time paratransit
2 Servicemen

Other business:

By signing up for find my ride, you can schedule and cancel your own trips at whatever time is convenient for you. Damar offered to give a short presentation on signing up at a future meeting. The app is not presently accessible to the sight impaired, this is an issue for PennDOT. PennDOT will be on the December 20th Transportation Alliance call and anyone wanting to discuss the Find My Ride accessibility issue should attend. Zoom meeting is at 1:30pm. Contact Jeff at JLlseman@pasilc.org for Zoom link.

Action Items:

Damar will initiate the communication with PennDOT about the accessibility of Find My Ride.

A copy of the performance metrics, no shows and complaints, to CCB.

Next meeting is Wednesday, Dec. 21, 2022 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

Jan.18, 2023

Feb. 15, 2023

March 15, 2023 (elections)

Meeting Adjourn