

# **SRTA PWD ADVISORY COMMITTEE**

Meeting Minutes

Wednesday, August 16, 2023

## **Attendance**

Roger Jones	Jeff Iseman	Stacey Rice
Carolyn O'Brien	William Peterson	Damar Lopez
Londa Peterson	Vernae P. Shaw	Sufyan Baig
Cynthia Gibbs-Pratt	Liz Pabon	Pam Auer
Mike Begler	Mark Edwards	George Gilmer
Sherry Welsh	Steve Herman	Joan Myers-Goodman

The meeting was held @ 10:30am via ZOOM.

June 2023 minutes distributed via email prior to this meeting; approved and posted to the webpage.

- Roger Jones, Chair, Mark Edwards, Vice Chair, Carolyn O'Brien, Secretary, and Mike Begler, got together twice prior to this meeting to discuss future changes.
- A motion was made to the entire committee to make these meetings 1 hour. Motion carried. Mike Begler offered to keep track of discussion times.
- PA Disability Pride Day – Soldier's Grove, 531 Commonwealth

Ave., Harrisburg. Saturday, October 7<sup>th</sup>, 2023. [Disability Pride Capitol Region](#)

There is fixed route transportation that goes up to about 400 feet from the event. A planning committee for the event is gathering resources to drive individuals to those fixed route locations. Although paratransit buses will not be running that day, ADA transportation will be available as usual. SRTA is also working on a helpline to educate individuals on how to navigate the fixed route system to and from the event. Sherry Welsh will be able to provide transportation updates from the planning committee.

- Jeff reported that any communities interested in having a PA disabilities pride event can contact Vicki Landers.

## **SRTA Transportation Update - Sherry Welsh**

- Renovations at the Harrisburg train station center have been completed or will be completed soon. There is signage with larger print in buttons that will read the signs in English or Spanish.
- There are service changes in Shippensburg and public comment we'll be from the end of August to the end of September.
- September 5th, 2023, there will be a Go Live regarding Harrisburg service adjustments. Please check for any changes that may impact you.
- Accessibility in the find my ride software Are being made. Some changes provided by Londa Peterson are being implemented and deployment of Find My Ride release #4 is scheduled for late November. Cambridge will be seeking

participants to test screen reader and keyboard accessibility starting in late September. Anyone interested can contact Sherry at [swelsh@rabbittransit.org](mailto:swelsh@rabbittransit.org).

### **Statewide Independent Living Council - Jeff Iseman**

- The state budget has been finalized. Increase of about 5% to the transportation program.
- The Human Services transportation study. PennDOT has all the feedback from the other state agencies and should have the report available this fall, both senior and disability shared ride was a part of that.
- FAA reauthorization act. The house had passed the bill HR 3935 near the end of July. This bill reauthorizes activities and programs related to airport planning and development, facilities and equipment, and The National Transportation Safety Board.
- PA SILC state plan for independent living forums will be restarting. At these forums any disability related issues can be brought up and discussed, possibly resulting in new programs that improve disabled persons living independently.
- Next alliance meeting will be Tuesday, October 17, 2023, at 1:30pm.

### **Other business:**

- Attendee Joan Myers-Goodman introduced herself. She is a resident of York, Rabbit rider, and a member of the Pennsylvania Rehabilitation Council for the Blind. Her present concern is transportation from York to Harrisburg and York to the Maryland line for working individuals with disabilities. The Harrisburg transfer station's departure and arrival times do not coordinate with the paratransit system, and an individual who does not drive cannot get to the transfer station in time for a fixed route bus. The paratransit system runs from 7 to 7, the last bus in Harrisburg leaves the last station before 7:00. People who are able to use a fixed route service need a way to get to the transfer station.
- Individuals with a visual impairment can click the following link for an audio format of the Paratransit Shared Ride Guide. <http://www.accessidocs.com/rabbittransit/>. You can also go to the Rabbit or CAT website, go to the about us tab at the top of the page, in the second column of the drop-down list click on ADA/Reasonable Modification, and scroll down to the blind or low vision section.

The July performance metrics were distributed via e-mail prior to this meeting.

### **Performance Metrics**

#### **July 2023 Capital Region:**

Fixed route ridership: 94,205. 13,551 more riders than in 7/2022.

- 50% on time, 23% late, 27% early.

Paratransit ridership: 10,756 total trips booked. 1,099 less riders than in 7/2022.

- 87% on time, 12% late.
- 1,060 no shows out of 10,756 trips booked = 9,696 trips completed.

Customer service feedback – 32 non-MATP, + 4 MATP, = 38 total.

- Top Complaints: Inadequate service, Bus no show, Careless driving.

## **Performance Metrics**

### **July 2023 York/Adams:**

Fixed route ridership: 107,367. 17,768 more riders than in 7/2022.

- 78% on time, 10% late, 12% early.

Paratransit ridership: 16,616 trips booked. 1,480 more riders than in 7/2022.

- 88% on time, 12% late.
- 799 no shows out of 16,616 trips booked = 9,696 trips completed.

Customer service feedback – 76 total.

- Top Complaints: Inadequate service, Careless driving, Bus running late.

Dauphin, York & Adams Call Center – 28,007 total. 27,758 answered, 749 dropped.  
97.3% answer rate.

### **Action Items:**

- Sherry W will investigate the MATP complaint process for CCB.
- Carolyn will forward George Gilmer contact information for William Peterson, Tammi Carter, and David Johnson.
- Someone who can jot down action items needing immediate attention is needed.

**Next meeting is Wednesday September 20, 2023 @ 10:30 on Zoom.**

### **Upcoming SRTA PWD Advisory Committee meeting dates:**

Oct 18, 2023

Nov 15, 2023

Dec 20, 2023

**Meeting Adjourn**