

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, September 20, 2023

Attendance

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

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

August 2023 minutes distributed via email prior to this meeting have been approved and posted to the webpage.

SRTA Transportation Update - Sherry Welsh

- How SRTA handles the trips that have gone wrong, i.e. a return trip is a no show. The trips are discussed in a Customer Focus Group. The group does some root cause analysis so they can prevent that situation from happening again.
- There is some movement in the General Assembly to fix some transit financial issues related to the loss of farebox revenue. This is due to some of the shutdowns related to COVID. The percentages of sales tax would be bumped up and 2% of that would be going into transit trust funds. If something like that would gain some traction, SRTA would ask various folks and groups to contact legislators for their support and possibly do some other advocacy work.
- PA Disability Pride Day – Soldier's Grove, 531 Commonwealth Ave., Harrisburg. Saturday, October 7th, 2023. [Disability Pride Capitol Region](#) . Fixed route will be servicing the event. Anybody with a question about transportation to this event and other events can call customer service.
- The Find My Ride app testing - Using their mobile devices, committee members, Cathy Long and Cynthia Gibbs-Pratt, participated in testing the app's accessibility for the site impaired. PennDOT and Cambridge have been made aware of the faulty issues. Londa Peterson, a JAWS user, will be testing the app's accessibility on her personal computer.
- Coming soon is a focus group centering on individuals who purchase tickets ahead of time. SRTA would like their insight on what they want regarding fare collection technology.
- MATP complaint system - the challenges of tracking and making sure the complaints get to the appropriate party are in the works. Bill Peterson, CCB, stated that he is being provided with the needed information.

Statewide Independent Living Council - Jeff Iseman

- 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. It remains in the Senate and no long-term agreement has been made.
- PA SILC state plan for independent living forums will be restarting. One will be in the Harrisburg area in September. 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 Transportation Alliance meeting will be Tuesday, October 17, 2023, 1:30pm to 2:30. CILs from the northeast will provide updates on what they are doing. PennDOT was asked to talk about the public right of way accessibility guidelines.
- Department of Labor and Industry, OVR, had proposed some changes to their guidelines regarding driver vehicle services and vehicle modifications.

Danielle Rudy, PHFA - PHFA would like to announce the next Low Income Housing Tax Credit (LIHTC) Allocation Round for property developers. All properties are required to have transportation within two blocks of the property.

- The online portal is currently open for the submission of Intent to Submits. The online portal can be accessed here: [Sign In / Create Account \(phfa.org\)](https://phfa.org).
- The Intent to Submits for the 9% applications are due by October 13, 2023.
- The full application is due by December 15, 2023.

Other business:

- There have been problems with the phone system and connecting to Easton Coach that this committee would like to discuss, but there was no one at this meeting with knowledge about the phone system.
- The customer service line is open from 7:00 to 7:00, the number is 1-800-632-9063.
- Cashless Rides - Will there be a way for riders to participate in cashless rides without using the app? This is something that should be discussed in the upcoming focus group regarding fare collection technology.
- Attendee, Joan Myers-Goodman, had technical difficulties when stating her concerns and was asked to text her questions to be answered in a future meeting.

The August performance metrics were distributed via e-mail the Monday prior to this meeting. There will be a question-and-answer period about the performance metrics at each meeting.

Performance Metrics

August 2023 Capital Region:

Fixed route ridership: 105,973. 8,963 more riders than in 8/2022.

- 51% on time, 27% late, 22% early.

Paratransit ridership: 12,299 total trips booked. 1,099 less riders than in 8/2022.

- 1,179 no shows = 11,120 trips completed.
- 90% on time, 10% late.

Customer service feedback – 28 total.

- Top Complaints: Bus running late, Discourteous, Inadequate service, Pass up.

Performance Metrics

August 2023 York/Adams:

Fixed route ridership: 125,343. 1,439 more riders than in 8/2022.

- 77% on time, 10.7% late, 11.7% early.

Paratransit ridership: 17,240 trips booked.

- 877 no shows = 16,363 trips completed.
- 88% on time, 12% late.

Customer service feedback – 123 total.

- Top Complaints: Inadequate service, Bus running late, Other.

Dauphin, York & Adams Call Center – 29,768 total calls. 29,086 answered, 682 dropped. 97.7% answer rate.

Action Items:

- 717-232-6100, the number CAT riders have been calling for years, cuts off after going through the prompts.
- Roger will contact Joan Myers-Goodman.

Next meeting is Wednesday October 18, 2023 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

Nov 15, 2023

Dec 20, 2023

Jan 17, 2024

Meeting Adjourn