

# **SRTA PWD ADVISORY COMMITTEE**

Meeting Minutes

Wednesday, October 18, 2023

## **Attendance**

Roger Jones  
Carolyn O'Brien  
Mark Edwards  
Londa Peterson  
Cynthia Gibbs-Pratt  
Mike Begler

Jeff Iseman  
Verna P. Shaw  
William Peterson  
Cathy Long  
Jaritza Nguyen  
Steve Herman

Danielle Rudy  
Sufyan Baig  
Pam Auer  
Sherry Welsh  
George Gilmer

September 2023 minutes distributed via email prior to this meeting. Approved.

### **Opening Statements – Roger Jones**

The performance metrics are distributed via e-mail to committee members prior to the meetings. Roger requested the committee to reply to the emails with any questions regarding these statistics so that SRTA can provide a satisfying answer at the upcoming meeting.

### **SRTA Business & Transportation Updates - Sherry Welsh.**

- Courtesy of Shiloh Baptist Church, York County fixed route bus service will be free on Election Day, Nov. 7, 2023.
- The newly constructed Harrisburg bus station at the train station is now open.
- Rabbittransit is a sponsor for making strides against breast cancer South Central PA walk/run event.
- SRTA will be closed for Thanksgiving.

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

The October 17<sup>th</sup> PA Transportation Alliance was cancelled due to technical difficulties. It will be rescheduled soon.

- State Budget & Code Bill HB 1300 is not finalized.
- Update for PA SILC SPIL (State Plan) Meeting Thursday, 11/9/2023, 1 PM, Hershey Harrisburg Sheraton. Millersville University, Tuesday 11/14/23, 11 AM. Virtually on Monday, 12/4/23 11 AM and 5 PM.
- Federal Budget & FAA Reauthorization, 3-month extension.

### **CCB quarterly update - Vernea Patterson Shaw**

- 1,934 trips performed on fixed bus in July 2023.
- 2,555 trips performed on fixed bus in August 2023.

**For July, August, September**

- 366 New consumers in Upper Dauphin & Lower Dauphin.
- 19,449 trips booked.
- Mileage reimbursement was provided to 107 consumers 3,657 one-way trips.
- Out of county/premium trips, 482 in the capital city region, 38 Amtrak trips to Philadelphia. 300 on Uber or Lyft. Although the CCB will not book Uber and Lyft trips, they do reimburse customers who booked their own. CCB will refer consumers to county assistance if they need to travel beyond the state line.

### **Other business:**

- Despite reports about training new employees, drivers have continued to vacate their positions, often due to pay. SRTA is a nonprofit and unfortunately cannot raise wages unless taxes are raised.
- There is a problem with the buses not connecting. Often a rider's connecting bus is either late or early.
- CCB trips must be booked by 10:00 the day before and by 10:00 on Friday for Monday trips. Office is open from 8:00 to 4:00. After hours phone number, 717-903-1345.

The September 2023 performance metrics were distributed via e-mail the Monday prior to this meeting.

### **Performance Metrics**

#### **September 2023 Capital Region:**

Fixed route ridership: 112,579. 9,984 riders increase as compared to 9/2022.

- 53% were on time, 26% late, 21% early.

Paratransit ridership: 11,563 total trips booked. 774 less than in 9/2022.

- No shows 1135 total = 10,428 trips completed.
- 89.60% on-time, 12.40% late.

Customer service feedback – 39 total. 5 were MATP.

- Inadequate service, Late bus, Bus never showed.

### **Performance Metrics**

#### **September 2023 York/Adams:**

Fixed route ridership: 110,472. 15,368 rider increase as compared to 9/2022.

- 76% on time, 12.45% late, 11% early.

Paratransit ridership: 15,494 trips booked. 3,161 less than in 9/2022.

- 819 no-shows = 14,675 trips completed.

Customer service feedback – 94 total.

- Inadequate service, Late bus, Discourtesy.

Dauphin, York & Adams Call Center – 25,498 total calls. 24,829 answered, 669 dropped. 97.4% answer rate.

## **Total staffing needed:**

### **SRTA:**

4 Dispatchers  
2 Maintenance Supervisors  
1 Maintenance Manager  
1-PT & 2 -FT Customer service reps  
1 Financial Accountant

### **Adams:**

1 PT Paratransit

### **Columbia:**

1 FT Paratransit

### **Cumberland:**

2 PT Paratransit

### **Franklin:**

3 PT Paratransit

### **Northumberland:**

1 PT & 1 FT Paratransit

### **Perry:**

1 PT & 1 FT Paratransit

### **York:**

5 Fixed Route  
2 Paratransit  
1 Express  
1 Porter  
1 Class C Mechanic

### **Dauphin:**

1 full time fixed route  
1 part time fixed route  
8 full time paratransit  
9 part time paratransit  
1 Service person  
1 Mechanic

**Next meeting is Wednesday, November 15, 2023 @ 10:30 on Zoom.**

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

December 20, 2023

January 17, 2024

February 21, 2024

**Meeting Adjourn**