

# **SRTA PWD ADVISORY COMMITTEE**

Meeting Minutes

Wednesday, November 15, 2023

## **Attendance**

Roger Jones  
Mark Edwards  
Londa Peterson  
Cynthia Gibbs-Pratt  
Mike Begler  
Jeff Iseman

Vernae P. Shaw  
Cathy Long  
Liz Pabon  
Jaritza Nguyen  
Stacey Rice  
Steve Herman

Danielle Rudy  
Sufyan Baig  
Sherry Welsh  
Heather Schoenwald

## **Total staffing needed:**

### **SRTA:**

4 Dispatchers  
2 Maintenance Supervisors  
1 Maintenance Manager  
1-P T & 2 -F T Customer service reps  
1 Financial Accountant

### **Perry:**

1 P T Paratransit

### **Union/Snyder:**

1 P T & 1 F T Paratransit

### **Adams:**

1 P T Paratransit

### **York:**

5 Fixed Route  
7 Paratransit  
1 Class C Mechanic

### **Columbia:**

1 P T & 1 F T Paratransit

### **Dauphin:**

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

### **Cumberland:**

3 P T Paratransit

### **Franklin:**

4 P T Paratransit

### **Northumberland:**

1 P T Paratransit

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

- The bus stop at the Amtrak bus station is often occupied by non-riders who are smoking marijuana, drinking, arguing/swearing, and begging for money. Is there any way these disorderly individuals can be moved from the bus seating area?

- To control behaviors at transfer centers, many transit agencies will play classical music. For some reason it stopped playing at the Amtrak stop. The music breakdown has been repaired recently and SRTA asks that you contact the police if the poor behavior continues.
- Planning for a new temporary transfer center on Cameron St. A better designed transfer center will hopefully provide better points of transfer.
- High intensity transportation - The most ridership occurs in route 1 in York County so Rabbit will be experimenting with having one route every 15 minutes instead of every half hour. The transfer center to the York mall route on Monday through Fridays only.
- SRTA continues to deploy strategies to hire paratransit drivers.
- Between December 15, 2023, and January 15, 2024, SRTA will be celebrating the 15th anniversary of both CAT and Rabbit. There will be a 50% off pass sale through token transit.
- Find My Ride was updated and released.
- A fare collection focus group was conducted.
- Hoppit Night - a van pool type service catered toward second and third shift employees.

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

- Jeff updated the November 7th transportation alliance meeting. The next Transportation Alliance meeting will be Tuesday, December 19th at 1:30. They are held on the third Tuesday of every month and somebody from PennDOT is usually in attendance.
- PA SILC is having their state plan forums. The next one will be in Newcastle PA on November 29th. There will also be 2 held virtually on December 4th at 11 AM and at 5 PM. They will have interpreters. The last one will be on Tuesday, December 5th from 11 to 2 at Hazel Township. You have until December 31st, 2023, to provide feedback.
- The office of long-term living is doing a transportation session on Monday, December 11, 2023, from 1-4 virtually.
- Tri County Regional Planning Commission [News & Events | TCRPC \(tcrpc-pa.org\)](https://www.tcrpc-pa.org)

### **Stacey Rice, coordinator of @ home in Adams County**

They are hosting the Adams County broadband task force on Monday, 11/20/23 at the Gettysburg campus of HCC. They are providing a light lunch at 12:30, meeting starts at 1. The task force will talk about the results of a study that they recently conducted about broadband access within Adams County. Register at [homeinadamscounty.org](https://homeinadamscounty.org). You can contact Stacey at [srice@sccap.org](mailto:srice@sccap.org)

## **Other business:**

- Heather Schoenwald, Northampton County - Many crosswalk audio signals in Harrisburg are not working.
  - Jeff Iseman suggested that this issue be further investigated by an advocacy group. Cynthia Gibbs-Pratt confirmed that this issue has been discussed in the CIL's advocacy group and that the city of Harrisburg has been made aware.
- Why aren't there any fixed route services on Sundays?
  - SRTA considers how they can serve the greatest number of people with the number of tax dollars that are allocated to them. They take the information they receive from the fixed route and paratransit surveys, public comments, and electronic software on buses. If they add a service, something has to be taken away.
- Suggestion for SRTA to check out TriMet Lift, Oregon paratransit, trimet.org, for comparison shopping.
- Transportation for crossing county lines is 10 to 2 Monday through Friday. Medical trips may not apply to these times.

## **Action Items:**

- Sherry Welsh will address the following issues at an upcoming meeting:
  - After 5 PM, the buses go on "The Night Loop," running every hour or later. Often a rider's connecting bus is either late or early. If the connecting bus is early, the driver often leaves before the bus arrives. Specifically, the 3rd St. the 6th St. and the 12th St. buses.
  - There's a lot of not-in-service buses downtown.
  - Same day shared ride numbers.
  - Are you still doing two buses in upper Dauphin County and two buses in lower Dauphin County?
- Sherry will email the specific route to Jaritza regarding the high intensity transportation experiment.

The October 2023 performance metrics were distributed via e-mail prior to this meeting.

## **Performance Metrics**

### **October 2023 Capital Region:**

Fixed route ridership: 111,166. 10,669 riders increase as compared to 10/2022.

- 54% were on time, 26% late, 20% early.

Paratransit ridership: 12,619 total trips booked. 240 more than in 10/2022.

- No shows 1242 total = 11,377 trips completed.
- 75% on time, 25% late.

Customer service feedback – 58 total. 7 were MATP.

- Inadequate service, Late bus, Bus never showed.

**Performance Metrics**

**October 2023 York/Adams:**

Fixed route ridership: 114,672. 20,596 riders increase as compared to 10/2022.

- 26% on time, 12 late, 12% early.

Paratransit ridership: 17,364 trips booked. 940 less than in 10/2022.

- 971 no-shows = 16,393 trips completed.

Customer service feedback – 102 total.

- Inadequate service, Late bus, Discourtesy.

Dauphin, York & Adams Call Center – 31,510 total calls. 30,721 answered, 789 dropped. 97.5% answer rate.

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

**Upcoming SRTA PWD Advisory Committee meeting dates for 2024:**

January 17, 2024

February 21, 2024

March 20, 2024

July 17, 2024

November 20, 2024

April 17, 2024

August 21, 2024

December 18, 2024

May 15, 2024

September 18, 2024

June 19, 2024

October 16, 2024

**Meeting Adjourn**