

# **SRTA PWD ADVISORY COMMITTEE**

Meeting Minutes

Wednesday, December 20, 2023

## **Attendance**

Roger Jones	Bill Peterson	Sherry Welsh
Mark Edwards	Vernae P. Shaw	Rich Farr
Carolyn O'Brien	Cathy Long	George Gilmer
Londa Peterson	Jaritza Nguyen	Joan Myers-Goodman
Cynthia Gibbs-Pratt	Steve Herman	Vini Portzline
Jeff Iseman	Sufyan Baig	

Roger Jones is collecting men's clothing for Bethesda Mission of Harrisburg.

Oct. & Nov. 2023 minutes distributed via email prior to this meeting. Approved.

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

- Same Day Shared Ride – May 2023 through October 2023 stats: 1762 same day trips. Top four counties are: 640 trips in York County, 368 in Cumberland County, 178 in Dauphin County, 178 in Franklin County. Purposes: medical 40%, dialysis .7%, pharmacy 9.7%, grocery 18.8%, adult daycare .2%, bank 1.6%, employment 1.1%.
- Fair collection technology - Rabbitransit sent out a survey and assembled a focus group to improve the fare collection technology. Presently there is token transit and diminishing balances for paratransit. Fair boxes are used for collecting fares and it is one of their most expensive costs.

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

- PA SILC State Plan for Independent Living (SPIL)- taking comments through December 31, 2023
- Disability Air Travel & Budget, DOT public comment through 1/5/24.
- Harrisburg Area of Transportation (HATS) - the meetings focus on community type issues for Dauphin, Cumberland, and Perry County.
- Disability & mental health summit April 17<sup>th</sup> & 18<sup>th</sup> 2024 in the South Hills of Pittsburgh.
- 2024 PA Transportation Alliance Virtual Meetings- 3rd Tuesdays of Even numbered months from 1:30PM-2:30PM. Dates are February 20, April 16, June 18, August 20, October 15, and December 17 of 2024. Sometimes, there are separate sessions for particular topics such as CHC Waiver Transportation and also doing position statements on hot issues, such as E-Scooters in 2023.

## **Other business:**

- Cynthia Gibbs-Pratt shared an experience she had on shared ride Dec. 15<sup>th</sup>. The passengers' poor treatment of the driver was uncalled for.
  - Carolyn suggested asking a volunteer to deal with irate passengers on the buses.
- Balance for shared ride can be found at [www.findmyridepa.org](http://www.findmyridepa.org)

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

## **Performance Metrics**

### **November 2023 Capital Region:**

Fixed route ridership: 104,976. 8,861 riders increase as compared to 11/2022.

- 54% were on time, 26% late, 19% early.

Paratransit ridership: 11,467 total trips booked. 332 more than in 11/2022.

- No shows 1,169 total = 10,298 trips completed.
- 84% on time, 6% late.

Customer service feedback – 31 total. 2 were MATP.

- Inadequate service, Bus never showed, Pass up.

## **Performance Metrics**

### **November 2023 York/Adams:**

Fixed route ridership: 110,991. 17,133 riders increase as compared to 11/2022.

- 76% on time, 20% late, 14% early.

Paratransit ridership: 16,649 trips booked. 1,762 less than in 11/2022.

- 1033 no-shows = 15,616 trips completed.

Customer service feedback – 112 total.

- Inadequate service, Late bus, Careless driving.

Dauphin, York & Adams Call Center – 30,524 total calls. 29,710 answered, 814 dropped. 97.3% answer rate.

**Next meeting is Wednesday, January 17, 2024 @ 10:30 on Zoom.**

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

February 21, 2024

March 20, 2024

April 17, 2024

**Meeting Adjourn**