

# **SRTA PWD ADVISORY COMMITTEE**

Meeting Minutes

Wednesday, January 17, 2024

## **Attendance**

Roger Jones	Jeff Iseman	Sherry Welsh
Mark Edwards	Danielle Rudy	George Gilmer
Carolyn O'Brien	Vernae P. Shaw	Joan Myers-Goodman
Londa Peterson	Cathy Long	Dan Kerstetter
Mike Begler	Jaritza Nguyen	Bob Garret (11:15)
Cynthia Gibbs-Pratt	Steve Herman	
Liz Pabon	Sufyan Baig	

Dec. 2023 minutes distributed via email prior to this meeting.

Roger Jones began the meeting with a statement about the performance metrics. He would like everyone to have enough time to look over the metrics and present any questions they may have offline so that the answers can be ready to present at the meeting.

- Due to the length of time it may take rabbit to gather accurate totals for the metrics, a solution might be to distribute the metrics from two months ago rather than one month ago.

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

- Fare collection technology - release of the RFP on January 22, 2024. Hoping that it will be able to go live in July.
- Putting together an RFP for a van pool to help those with second and third shift employment.
- Website merge - Looking forward to merging CAT transit.com into Rabbit transit.org in mid-February.
- The use of red wagons on buses will be discontinued April 1, 2024.
- Today, Wednesday, January 17, 2024, is the last day for the 50% off fixed route and express bus passes to celebrate 50 years of service.
- RAISE grant -SRTA is asking for a letter of support from the committee to get some funds to reconstruct the facility in Dauphin County.

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

- State Budget – the 2023-2024 budget has been finalized. The E-scooter project is not in the budget and will not continue. Governor Shapiro's address will be Tuesday February 6, 2024.
- Appropriations CMTE meetings from February 20 to March 7, 2024.
- Next PA Transportation Alliance MTG on 2/ 20 at 1:30PM-2:30PM.

- HB – 147 - proposed study on rural transit. The study will look at the different aspects of the impact of transportation and what people use it for. The study remains in the house transportation committee and will take about a year to finalize.
- PA SILC virtual board meeting on Thursday, February 15, 2024.
- PA Transportation Summit #1 (done) and #2 on Wednesday, 2/7/24 from 1-3pm.
- There is ADA work being done on the Lewistown station.
- Annual disability mental health summit April 18 and 19 in the Pittsburgh area. You can see post sessions after those conferences on the website. [Disability Summit](#)
- The National Council on Independent Living conference in late July 2024, info on [ncil.org](http://ncil.org).

### **Other business:**

- The rider alert system is set up so you can specify the route that you want to get updates on. You can get alerts via e-mail, text or phone call. On the rabbit website click on rider alerts at the very top of the home page. Select either York/Adams or Capital Region. First time users need to create a username and password by clicking sign up in the upper right-hand corner of the page. <https://www.rabbittransit.org/rider-alerts/>.
  - Providers are recommended to sign up to get alerts that include their stop.
  - Updates can also be found on the SRTA Facebook page.
- Brittany Boyd- Chisholm, new CILCP CEO.
- HATS is looking for Cumberland County residents to serve on their committee. The deadline is Feb. 2, 2024. <https://www.pennlive.com/news/2024/01/cumberland-county-seeks-residents-to-serve-on-area-transportation-study.html>.
- Vernae, CCB, enlightened everyone that dialysis in Mechanicsburg is starting a third shift. Discussion followed regarding the transportation patients might need.

### **Action Items:**

- Sherry W provided Roger with a sample letter of support for the RAISE grant. Roger will share that sample letter, plus the letter of support Roger wrote for a previous grant, with Mike.
- Is there any way the bus routes weather updates can be broadcasted on the news? Sherry will share this suggestion with the marketing group.
- Sherry will also find out if the alerts are available in Spanish.
- When Londa was being picked up by shared ride on January 16, it was noticed that the tires on the bus were nearly bald. She will provide Sherry with more details as to which bus.
- Vernae, CCB, reported that the state is asking that anyone interested in becoming a transportation provider for MATP contact the county's transportation provider. She asked if anyone had contacted Rabbit.

- Carolyn will send Vernea the most current SRTA bus driver employment numbers.

### **Total staffing needed:**

#### **SRTA:**

- 2 Dispatchers
- 1 Maintenance Manager
- 1-P T & 2 -F T Customer service reps
- 1 Operations Supervisor

Latest number of drivers needed for SRTA busses.

#### **Columbia:**

1 P T Paratransit

#### **Cumberland:**

2 P T & 1 F T Paratransit

#### **Franklin:**

1 P T & 1 F T Paratransit

#### **Montour:**

1 P T Paratransit

#### **Union/Snyder:**

1 P T Paratransit

#### **York:**

- 5 Fixed Route
- 5 Paratransit
- 1 Class C Mechanic
- 1 Express
- 1Potrer

#### **Dauphin:**

- 4 full time fixed route
- 1 part time fixed route
- 11 full time paratransit
- 8 part time paratransit
- 2 Mechanics

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

### **Performance Metrics**

#### **December 2023 Capital Region:**

Fixed route ridership: 96,360. 5,761 riders increase as compared to 12/2022.

- 54% were on time, 25% late, 20% early.

Paratransit ridership: 11,310 total trips booked. 270 more than in 12/2022.

- No shows 1,173 total = 10,137 trips completed.
- 86% on time,14% late.

Customer service feedback – 30 total. 4 were MATP.

- Inadequate service, Late bus, Bus never showed.

### **Performance Metrics**

**December 2023 York/Adams:**

Fixed route ridership: 93,263. 486 riders increase as compared to 12/2022.

- 76.4% on time, 10.4% late, 13% early.

Paratransit ridership: 14,834 trips booked. 2,214 less than in 12/2022.

- 1023 no-shows = 13,811 trips completed.
- 83% on time, 17% late

Customer service feedback – 87 total.

- Late bus, Inadequate service, Other.

Dauphin, York & Adams Call Center – 28,671 total calls. 27,845 answered, 826 dropped. 97% answer rate.

**Next meeting is Wednesday, February 21, 2024 @ 10:30 on Zoom.**

**Upcoming SRTA PWD Advisory Committee meetings:**

February 21, 2024

April 17, 2024

June 19, 2024

March 20, 2024

May 15, 2024

**Meeting Adjourn**