

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, February 21, 2024

Attendance

Roger Jones	Jeff Iseman	Sufyan Baig
Mark Edwards	Pam Auer	Damar Lopez
Carolyn O'Brien	Vernae P. Shaw	George Gilmer
Londa Peterson	William Peterson	Joan Myers-Goodman
Stacey Rice	Cathy Long	
Cynthia Gibbs-Pratt	Jaritza Nguyen	
Liz Pabon	Steve Herman	

Jan. 2024 minutes distributed via email prior to this meeting. Approved.

Roger Jones announced that the new committee officers will be elected at the March meeting. Anyone interested in taking the position of chair, co-chair or secretary is encouraged to put themselves up for nomination by emailing Roger Jones, roger_cat_pwdac@yahoo.com CC Carolyn O'Brien, cmt01967@hotmail.com. Roger also reminded committee members to e-mail him with any questions about the metrics before the monthly meeting, this way SRTA has time to prepare an answer. The transportation summit will be rescheduled but the date was not known at this time.

Statewide Independent Living Council - Jeff Iseman

- PA State Budget came out Tuesday, February 6, 2024. – Proposal included an increase for public transportation:
Power Point- see p.9 for public transportation; [BUDGET DAY - 2024-25 Executive Budget Presentation.pdf \(pa.gov\)](#)
- PA DHS MATP and other state budget line items (see p.6 for Medical Assistance Transportation Program) [2024-25 Executive Budget - Web Track.pdf \(pa.gov\)](#)
- State Budget Hearings, 2/20/24-3/7/24. Tuesday, March 5, starting at 9:30 AM, PA Department of Human Services and Monday, March 4, at 10:00 AM, appropriations hearing with PennDOT for those related to SRTA.
- Click the following 2 links and scroll down for Appropriations Committee meetings:
 - [Senate Committee Meetings - PA State Senate](#)
 - [House Committee Meetings - PA House of Representatives \(state.pa.us\)](#)
- Human Services Transportation Study - not out yet.
- Current Federal Budget under Continuing Resolution for Transportation in HUD until March 1, 2024. [Deadline for FY2024 Spending Bills - National League of Cities \(nlc.org\)](#)
- FAA Reauthorization- not finalized yet.

- [Senate Commerce Committee Passes 5-Year Bipartisan Senate FAA Reauthorization Fo...](#)

Upcoming Events:

- PA Rep. Dan Miller Disability & Mental Health Summit-April 18-19,2024 in the South Hills of Pittsburgh, PA. [Disability & Mental Health Summit \(disabilitysummit.com\)](#)
- NCIL 2024 Conference- Back to the Future -July 22-25, 2024. [2024 ANNUAL CONFERENCE – NCIL Member Center](#)
- PA Disability Pride Harrisburg - May 1, 2024. [Disability Pride Pennsylvania \(disabilitypridepa.org\)](#)

SRTA Business & Transportation Updates – Damar Lopez

- The public transportation money in the state budget can be used for: driver wages, to increase drivers in some of the outlying areas, support the high intensity corridor study.
- The high intensity corridor study is a study to identify corridors to improve bus rapid transit, BRT. BRT would provide better, more frequent stops and signal light prioritization. BRT can be found in larger cities.
- SRTA is currently bringing together municipal leaders to talk about their transit needs. There will be public stakeholder sessions soon and SRTA asks that this committee participate. The sessions are to ensure the money for public transportation stays in the budget. You will be able to book paratransit trips to those hearings. If you have any problems booking a trip, please contact Damar in customer service.
- New complaint system - Complaint system was updated in January 2024. The complaint system now has a tracking mechanism that shows everything that has been done to resolve the complaint.

CCB quarterly update - Vernea Patterson Shaw

October, November, December 2023:

- 324 new consumers from Upper & Lower Dauphin.
- 20,744 trips booked.
- Mileage reimbursement was provided to 149 consumers totaling \$17,024.90.
- Out of county/premium trips, Lancaster, Lebanon, York & Philadelphia total 335. That includes 42 Amtrak trips. 250 on Uber or Lyft, which they must schedule themselves. 1,652 total trips throughout outside carriers.
- 24,676 incoming and outgoing calls.

Other business:

- Of the 11 counties that SRTA services, York and Adams are still on share ride restrictions. The restrictions are based off of driver availability and staffing. As for the same day scheduling in these counties, Wednesday & Fridays are restricted

for medical and necessity trips. However, those with PWD or lottery funding can call before 1:30 for grocery shopping and transportation may be provided depending on availability.

- There is an option available to translate the rider alerts provided on the website and Facebook into different languages.
- SRTA continues to search for a solution regarding passengers being late to their appointments due to buses falling behind schedule.
 - There was a suggestion made that the driver can notify dispatch that they are running late. Also, why not drop off the first person picked up?
- Riders are encouraged to make a reservation for a trip at least 15 minutes before their appointment time. There is a problem when it comes to scheduling out-of-county trips; they can only be scheduled between 10 and 2.
 - Damar commented, the rider can confirm that they can't make their medical appointment at any other time, especially if they're using MATP, SRTA will make an exception to their transportation scheduling time.

Action Items:

- Damar will set up a meeting with Sufyan, Andrea, and Bill to discuss MATP complaints and no shows.
- Update on the RFP for a van pool to help those with second and third shift employment.
- Roger will look into the number of MATP rides versus the rides provided through the community health choices program.
- There needs to be future discussion about drop off and pick up points at buildings with multiple entrances.

The January 2024 performance metrics were distributed via e-mail prior to this meeting.

Performance Metrics

January 2024 Capital Region:

Fixed route ridership: 100,656. Rider increase of 4,548 as compared to 1/2023.

- 54% on time, 24% late, 21% early.

Paratransit ridership: 4,966 total trips booked. 1,517 more than in 1/2023.

- No shows 508 total = 4,458 trips completed.
- 84% on time, 16% late.

Customer service feedback – 97 total. 4 were MATP.

Performance Metrics

January 2024 York/Adams:

Fixed route ridership: 123,143. 28,431 riders increase as compared to 1/2023.

- 77% on time, 8.7% late, 14% early.

Paratransit ridership: 15,145 trips booked. 278 more than in 1/2023.

- 1,058 no-shows = 15,087 trips completed.
- 81.4% on time, 18.5% late

Dauphin, York & Adams Call Center – 37,932 total calls. 32,509 answered, 5,423 dropped. 86% answer rate.

Next meeting is Wednesday, March 20, 2024 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meetings:

April 17, 2024

June 19, 2024

August 21, 2024

May 15, 2024

July 17, 2024

Meeting Adjourn