

# **SRTA PWD ADVISORY COMMITTEE**

Meeting Minutes

Wednesday, March 20, 2024

## **Attendance**

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

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

Roger Jones announced that each voting member was sent an email with regards to the committee officer elections that are to be held during this meeting.

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

- PA Senate & House appropriation committee state budget hearings update. If you missed these hearings and want to watch them, you can do so here:
  - PA House Appropriations on 3/4/24: [Link - youtube.com](#)
  - PA Senate Appropriations on 3/6/24: [Link - pasenate.com](#)
- PA SILC has viewed the public comments and will put together a draft plan for independent living. There will be upcoming hearings to review the plan: Thursday, April 25, 2024 (in person meeting) at Community Resources for Independence and Thursday, May 9, 2024 (hybrid meeting).
- PA Rep. Dan Miller Disability & Mental Health Summit-Thursday & Friday, April 18 & 19, 2024 in the South Hills of Pittsburgh, PA. [Link - disabilitysummit.com](#)
- Latest on Federal Budget: <https://www.washingtonpost.com/>
- SILC will be moving starting Friday the 29th to 300 Corporate Dr.
- PA Disability Pride in Harrisburg behind Capitol on Wednesday May 1, 2024. [Link - \(disabilitypridepa.org\)](#)
  - PA Disability Pride Event Registration [click to view form](#)

## **SRTA Business & Transportation Updates – Damar Lopez**

- Soft launch expansion of the Franklin stop hopper in Fayetteville is forthcoming. More details to come.
- The program to help veterans with transportation to medical appointments in Martinsburg WV & in Hagerstown MD on Wednesdays out of Franklin County has begun.

## **Other business:**

- Annunciators - If the annunciators are not working, SRTA asks that you report what bus is it, what route, is the announcement not working at all or is it spotty? The importance of announcing the destinations at every bus stop is emphasized during driver training and will be added to the spring training of the operators.
- George Gilmer stressed the importance of commenting on the 10-year master plan for aging and disability which closes today, Wednesday March 20.
- There are paratransit buses from York to Harrisburg for medical and potential work trips.
- The pickup window for scheduled, recurring trips can move depending on availability and how many riders are on the bus that day. The recorded call you receive the night before your trip should give you the most accurate pickup window.
- Cynthia Gibbs Pratt announced that she has found employment and will no longer be able to attend advisory meetings after April.

**Voting** - The voting members present were Londa Peterson, Cathy Long, Cynthia Gibbs-Pratt, Liz Pabon, Jaritza Nguyen, and Jeff Iseman. With no new nominations, each voting member was asked if they want to retain Roger Jones as Chair, Mark Edwards as Vice-Chair & Carolyn O'Brien as Secretary. Unanimous to retain.

## **Action Items:**

- Update on the RFP for a van pool to help those with second and third shift employment.
- Jeff Iseman will help set up a time for someone from Rabbit to attend a PA Cares meeting and talk about their work with veterans.
- Will Rabbit be able to help with transportation to the disability prides event on May 1st?
- Cynthia Gibbs-Pratt will e-mail Rabbit with suggestions on how to make bus stops more accessible for the visually impaired.
- Cathy Long will e-mail Jeff Iseman.
- Vernee Peterson would like to meet with Damar Lopez about coordinating a trip from Harrisburg to York and back.

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

## **Performance Metrics**

### **February 2024 Capital Region:**

Fixed route ridership: 101,808. Rider increase of 9,315 as compared to 2/2023.

- 53% on time, 25% late, 22% early.

Paratransit ridership: 11,567 total trips booked. 1,547 more than in 2/2023.

- No shows 1,223 total = 10,343 trips completed.
- 82.7% on time, 17.3% late.

Customer service feedback – 29 total. 8 were MATP.

## **Performance Metrics**

### **February 2024 York/Adams:**

Fixed route ridership: 106,253. 11,233 riders increase as compared to 2/2023.

- 76.7% on time, 8.4% late, 14.8% early.

Paratransit ridership: 15,005 trips booked. 1,298 more than in 2/2023.

- 898 no-shows = 14,107 trips completed.
- 79% on time, 21% late

Dauphin, York & Adams Call Center – 29,592 total calls. 28,766 answered, 826 dropped. 97% answer rate.

### **SRTA staffing needed:**

- 1 Maintenance clerk
- 1-P T Customer service rep
- 1 HR Business Partner

### **Latest number of drivers needed for SRTA buses:**

Adams:  
5 P T Paratransit

Cumberland:  
5 P T Paratransit

Franklin:  
6 P T Paratransit

York:  
5 Fixed Route  
3 Paratransit  
1 Class C Mechanic  
1 Porter

Dauphin:  
9 full time fixed route  
1 part time fixed route  
6 full time paratransit  
7 part time paratransit  
2 Mechanics  
1 service person

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

### **Upcoming SRTA PWD Advisory Committee meetings:**

May 15, 2024  
June 19, 2024

July 17, 2024  
August 21, 2024

September 18, 2024

**Meeting Adjourn**

