

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, May 15, 2024

Attendance

Roger Jones
Mark Edwards
Carolyn O'Brien
Londa Peterson
Jeff Iseman
Verna P. Shaw

Pam Auer
Cathy Long
Jaritza Nguyen
Stacey Rice
Steve Herman
Mike Begler

Bill Peterson
Sherry Marks
Sherry Welsh
Joan Myers-Goodman
Dan Kerstetter

April 2024 minutes distributed via email prior to this meeting. Minutes are posted on the advisory web page once approved by the committee. [SRTAPWDAC link](#).

Roger Jones announced that Cynthia Gibbs-Pratt will no longer attend these meetings due to a job opportunity. He also stated that although one-hour meetings will continue to be the goal, time will be allotted for important discussions that may arise. He reminded the committee members and the attendees to file a formal online complaint if any problems with transportation occur. [Complaint Form](#)

Statewide Independent Living Council - Jeff Iseman

- SILC has moved to 300 Corporate Dr., 3rd floor, Camp Hill.
- State Planning for Independent Living (SPIL) draft version is out, and adjustments are being made. It will be voted on at the upcoming board meeting. Hybrid forum Thursday, May 30th, 9:30 to 3:00 at the Hershey Harrisburg Sheraton.
- SILC is raising money through the Highmark Walk for a Healthy Community. [Link](#)
- Public invited to comment on regional transportation project list – SEDA Council of Governments (seda-cog.org) -through May 20, 2024
- Public Comment Period for Harrisburg Region's 2025-28 Transportation Improvement Program Now Open tcrpc-pa.org – Deadline June 1, 2024

Steve Herman, SEDA-COG, contributed:

- Transportation Improvement Comment period deadline for Columbia, Montour, Northumberland, Snyder, and Union counties is May 20. <https://seda-cog/transportation-improvement-program/>
- There's also an open Coordinated Transit Plan user survey for our 8-county region with May 31 deadline: [Central PA transit user survey](#)

SRTA Business & Transportation Updates – Sherry Welsh

- Reasons why riders might cancel at the door:
 - Due to late bus or because of weather conditions.
- SRTA has followed up on some bus stop concerns.
- The RFP for a van pool to help those with second and third shift employment has been narrowed down to one vendor. SRTA is hoping it will be running by fall.
- Bikes on shared ride - bikes would be secured like any other mobility device.
- Fair collection technology - 4 proposals are currently being reviewed.
- The Gettysburg fixture route summer schedule is live.
- The July fare increase mentioned at the May meeting has been postponed.

CCB quarterly update - Vernea Patterson Shaw

January, February, March 2024:

- 380 new consumers from Upper & Lower Dauphin.
- 21,326 trips booked.
- 2,019 no shows.
- Mileage reimbursement was provided to 153 consumers totaling 5,028 trips.
- Out of county/premium trips: 345 capital city trips, 18 Amtrak trips. 189 on Uber or Lyft, which they must schedule themselves.
- 24,592 incoming and outgoing calls averaging 381 daily.

Other business:

The CIL in York has a new e-mail address: Jaritza Nguyen can be contacted at jnguyen@cilofyaf.org & Eric Orr at eorr@cilofyaf.org

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

Performance Metrics

April 2024 Capital Region:

Fixed route ridership: 107,355. Rider increase of 11,580 as compared to 4/2023.

- 52% on time, 27% late, 20% early.

Paratransit ridership: 10,790 total trips booked. 790 more than in 4/2023.

- No shows. 1,079 total = 9,711 trips completed.
- 78.8% on time, 21% late.

Customer service feedback – 38 total. 18 were MATP.

Performance Metrics

April 2024 York/Adams:

Fixed route ridership: 102,000. 11,718 rider increase as compared to 4/2023.

- 76% on time, 14% late, 10% early.

Paratransit ridership: 15,757 trips booked. 2,764 less than in 4/2023.

- 899 no-shows = 14,858 trips completed.
- 83% on time, 17% late

Customer service feedback – 104 total.

- Van was late, Driver missed stop.

Dauphin, York & Adams Call Center – 41,117 total calls. 30,322 answered, 10,795 dropped. 73.7% answer rate.

SRTA staffing needed:

CPTA/York

5 Fixed Route

2 Paratransit

2 Express

2 Class C Mechanics

1 Porter

CDHTA/Dauphin

3 Paratransit FT

8 Paratransit PT

7 Fixed Route FT

1 Fixed Route PT

1 Mechanic

1 Service Person

June 19th meeting cancelled due to federal holiday. Next meeting is Wednesday, Jul 17, 2024 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meetings:

August 21, 2024

October 16, 2024

December 18, 2024

September 18, 2024

November 20, 2024

Meeting Adjourn