

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, March 19, 2025

Attendance

Roger Jones
Londa Peterson
Carolyn O'Brien
Cathy Long
Sufyan Baig
Jaritza Nguyen

Mark Edwards
Mike Begler
Liz Pabon
Jeff Iseman
Steve Herman
Sherry Welsh

Missy Sweitzger
Hillary Griffie
Joan Myers-Goodman
Lou Diehl

Minutes are posted on the advisory web page once approved by the committee. [SRTA PWDAC link.](#)

Attending is Hillary Griffie, marketing manager at Rabbit, & Missy Sweitzger, the Center for Traffic Safety.

SRTA Business & Transportation Updates – Sherry Welsh, Hillary Griffie

- Fare Equity Survey - <https://www.surveymonkey.com> ends 3/21/25.
- Reminder for riders to reach out to their legislators and tell them why transit is important to them. The governor is asking for additional funds to be filtered into transit and legislators need to hear about its importance.
- Shared Ride Study – Link [Shared Ride Studies | Department of Transportation | Commonwealth of Pennsylvania.](#)
- The York County United Way did a transportation study to be released on March, 26, 2025.
- Hillary Griffie announced that SRTA has worked with PA Council of the Blind to create a Daisy reader and MP3 version of the paratransit guides. She is asking the committee for advice on how to communicate the availability of these versions. She shared a letter that SRTA drafted containing a QR code.
 - QR codes are fine but for visually impaired individuals, websites should be written out.
 - Although e-mail would be a better way of communication than a written letter, SRTA has only about 30% of their riders' emails.
 - Londa, a committee member and employee of Vision Resources, offered to discuss creating a Braille version.
 - A Word document on the Rabbit website can be easily read with JAWS or a screen reader.

Hillary also presented a flyer announcing shared ride services for Franklin County residents going to the Waynesboro YMCA; people with disabilities and anyone over the age of 60. There were suggestions to possibly post this in senior centers and community colleges.

Statewide Independent Living Council - Jeff Iseman

- State budget update - the governor proposed an increase for mass transit, which would include the shared ride program, both persons with disabilities and senior shared ride. There's also a smaller increase in the Human Services budget for the MATP program.
- Shared Ride Study – Link [Shared Ride Studies | Department of Transportation | Commonwealth of Pennsylvania](#). There will be an update from PennDOT on the study on the next PA Transportation Alliance call to be held on Tuesday April 15, 2025, from 1:30PM to 2:30 PM.
- The Office of Long-Term Living has a transportation group focused for a short-term grant.
- The State Transportation Commission is having a virtual session on April 10, 2025, from 6:30 PM to 7:30 PM. For more info click [2025 STC Online Public Forum - The Pennsylvania Municipal League](#)
- Federal budget - continuing resolution through the end of September.
- RCPA is going to have a rally on Wednesday, March 26, 2025, from 10:00 AM to 11:00 AM, in the capital.
- PA Home Healthcare Association advocacy day, April 9, 2025, 7:00 AM to 4:00 PM. Starting at the state museum and traveling to the capital later in the day.
- CILCP open house and the celebration of Disability Pride Day Thursday, April 24, 2025, 12:00 PM to 4:00 PM.
- The next SILC meeting is May 15, 2025. OVR will provide an update on the order of selection which will affect new customers starting April 1st, 2025.
- Transit for All PA : Link [Transit for All PA! – Lets make transit to move all Pennsylvanians](#). Harrisburg rally in June.
 - Contact person for Transit for All PA: Connor Descheemaker
connor@transitforallpa.org

Election of committee officers - The voting members present were Londa Peterson, Cathy Long, Liz Pabon, Jaritza Nguyen, and Jeff Iseman. The decision was unanimous to retain Roger Jones as Chair, Mark Edwards as Vice-Chair & Carolyn O'Brien as Secretary.

February 2025 performance metrics were distributed via e-mail prior to this meeting.

Performance Metrics for February 2025

Fixed route ridership Capital Region:

- 89,512 total. 12,296 less riders than in 2/2024.
 - 54% on time, 24% late, 22% early.

Fixed route ridership York/Adams:

- 95,203 total. 11,050 less riders than in 2/2024.
 - 76% on time, 9% late, 15% early.

SRTA Paratransit ridership: 54,932 total trips booked amongst all the counties serviced by SRTA. 28,360 more than in 2/2024.

- No shows. 4,204 total = 50,728 trips completed.
 - 89% on time, 11% late.

SRTA Call Center: 38,163 total calls. 20,989 answered, 17,174 dropped. 55% answer rate.

Capital Region complaints: 39 total, 13 were MATP.

- Late trip. other, bus no show

SRTA complaints minus Capital Region: 125.

- Driver issue, other, late trip

SRTA staffing needed:

8 total

Latest number of drivers needed for SRTA buses:

Adams:

2 F T Fixed Route
1 F T Paratransit

Union/Snyder:

1 P T Paratransit

Cumberland:

2 P T Paratransit
2 F T Paratransit
1 F T Paratransit Porter

York:

2 Fixed Route
2 Paratransit
2 Class C Mechanics
1 Porter

Franklin:

3 P T Paratransit

Dauphin:

3 F T Fixed Route
1 P T Fixed Route
4 F T Paratransit
1 P T Paratransit

Northumberland:

1 F T Maintenance Lead

2 Mechanics 1st Class

Perry

2 P T Paratransit

4 Service Person

Next meeting is Wednesday, April 16, 2025 @ 10:30 on Zoom.

Join Zoom Meeting

<https://us02web.zoom.us/j/89828795138?pwd=yLxLIKMY9Bnp77QApXjcAlwpGYe8PH.1>

Meeting ID: 898 2879 5138

Passcode: 375654 Find your local number: <https://us02web.zoom.us/j/89828795138?pwd=yLxLIKMY9Bnp77QApXjcAlwpGYe8PH.1>

Upcoming SRTA PWD Advisory Committee meetings:

April 16, 2025

June 18, 2025

August 20, 2025

May 21, 2025

July 16, 2025

September 17, 2025

Meeting Adjourn

