

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes
Wednesday, July 16, 2025

Attendance

Roger Jones
Londa Peterson
Carolyn O'Brien
Cathy Long
Mike Begler

Vernae P. Shaw
Sufyan Baig
Jaritza Nguyen
Steve Herman
Liz Pabon
Shane Moore

Josh Wilson
Preston Gaylor
Ethan Benedict
Joan Myers-Goodman

Statewide Independent Living Council - Jeff Iseman

- Joe Honstein Disability Summit Sept. 25, 2025, Temple University Philadelphia.
- National Council on independent living, NCIL conference, July 21-24 2025. Washington DC <https://ncil.org/2025-conference/>
- Disability Pride in Williamsport- Next Saturday July 26 -Parade is 10AM-11AM, Festival is 11AM-3PM [Disability Pride Williamsport — Disability Pride Pennsylvania](#)
- PA Training and Technical Assistance Conference, Penn State college, July 28-31, 2025. \$200 to join in person, \$100 to join virtually.
- PA L&I OVR -Order of Selection / VR Waiting List for PA & Other states via Federal Government. [Order of Selection Information | Rehabilitation Services Administration](#)
- For Transportation Issues in Dauphin, Cumberland, Perry: The public comment period for the HATS 2050 Regional Transportation Plan (RTP) and the HATS 2025 Public Participation Plan (PPP) began on July 1 and runs through August 15. To view the draft HATS 2025 RTP, [click here](#). To view the draft HATS 2025 PPP, [click here](#). Public comments for either plan must be submitted in writing to planning@tcrpc-pa.org.
- As part of the public comment period, HATS staff will host an in-person public meeting on July 23 at the Strawberry Square Atrium (320 Market Street, Harrisburg), from 11:30 am to 1 pm. In addition to the in-person public meeting, virtual public information sessions are being held on July 15 at 2 pm ([click here to register](#)) and July 17 at 6 pm ([click here to register](#)). Upon completion of each session, a recording will be made available for those unable to attend.

Liz Pabon, Northern Dauphin, mentioned that there has been a problem with shared ride not showing up. Roger Jones suggested that she speak with Vernae at the Center for Community Building for help getting an MATP ride.

Shane Moore, SRTA customer service, attended In lieu of Sherry Welsh.

- Requesting a call back - Some consumers are not getting a call back. There are technical difficulties with the callback system and the issue is being Investigated.

- Suggestion to allow online scheduling to give riders a window when scheduling a 9 AM trip. (A bit of time before 9:00 AM)
- New online feature to cancel a shared ride trip. www.rabbittransit.org → Click on cancel a ride at the very top of the page → fill out the form.
 - Whether or not you can use this to cancel a ride within the hour is to be determined.

Rabbittransit phone numbers: 1-800-632-9063, 717-846-7433.

SRTA July 2025 performance metrics, distributed via e-mail prior to this meeting.

Fixed route ridership Capital Region

- 93,453 total. 4,026 less riders than in 7/2024.
 - 50% on time, 27% late, 22% early.

Fixed route ridership York/Adams:

- 97,907 total. 17,524 less riders than in 7/2024.
 - 76% on time, 10% late, 14% early.

SRTA Paratransit ridership: 59,047 total trips booked amongst all the counties serviced by SRTA. 1,512 more than in 7/2024.

- No shows. 4,372 total = 54,575 trips completed.
 - 83.5% on time, 16.5% late.

SRTA Call Center: 35,933 total calls. 11,545 dropped. 68% answer rate.

Capital Region complaints: 101 in total, 33 were MATP.

- Late trip, other

SRTA complaints minus Capital Region: 148.

- Other, driver issue, Late trip

SRTA staffing needed:

6 total

Latest number of drivers needed for SRTA buses

Adams:

2 F T Fixed Route

Cumberland:

3 P T Paratransit

2 F T Paratransit

Franklin:

3 P T Paratransit

Northumberland:

1 P T Paratransit

Perry:

2 P T Paratransit

York:

1 Fixed Route

4 Paratransit

2 Class C Mechanics

1 Express

Dauphin:

1 F T Fixed Route

1 P T Fixed Route

3 F T Paratransit

2 Mechanics 1st Class

Next meeting is Wednesday, August 20, 2025 @ 10:30 on Zoom.

[Join the meeting](#)

Meeting ID: 211 254 493 937 0

Passcode: TQ3LM7wx

Upcoming SRTA PWD Advisory Committee meetings:

August 20, 2025

November 19, 2025

September 17, 2025

December 17, 2025

October 1, 2025

Meeting Adjourn