

## **SRTA PWD ADVISORY COMMITTEE**

Meeting Minutes  
Wednesday, August 20, 2025

### **Attendance**

Roger Jones  
Mark Edwards  
Londa Peterson  
Carolyn O'Brien  
Verna P. Shaw  
Sufyan Baig

Jaritza Nguyen  
Josh Wilson  
Jeff Iseman  
Steve Herman  
Sherry Welsh  
Hillary Griffie

Preston Gaylor  
Ethan Benedict  
George Gilmer  
Joan Myers-Goodman

### **SRTA Business & Transportation Updates – Sherry Welsh**

- For those who ride Microtransit - Stop Hopper survey link: <https://www.surveymonkey.com/r/Z63NDK6>  
It is only online, no print version.
- Upcoming paratransit survey
- Fare technology upgrades to be implemented for fixed route around November.
  - New fare boxes and infrastructure and mobile ticketing app. Expanded capabilities: point of sales system, smart cards, ticket vending machines and fair capping.

### **User friendly print materials on the website - Hillary Griffie**

- Rabbit wants to hire a consultant to review all the materials on the website to ensure they are user-friendly and compliant with ADA standards. Hillary asked this committee for any suggestion or advice on anyone who provides these services. Hillary could be contacted at [hgriffie@rabbittransit.org](mailto:hgriffie@rabbittransit.org)
- CAPTCHA, a security feature used on websites when purchasing items, is a huge problem for people who are sight impaired. Hilary asked if anyone knows about the pro version which is said to have more accessibility features.

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

- No consensus on transportation funding.
- MATP funding levels are up to the state as far as how they meet the federal requirement. According to the One Big Beautiful Bill, there will be less money for states to work with.
- MyCIL Center for Independent Living Scranton transition skill center where students with disabilities learn how to drive.
- Disability Empowerment Center, DEC, Center for Independent Living covering Lancaster and Lebanon counties closed their doors.

### **Other business:**

- **SRTA Paratransit restrictions for Dauphin, Cumberland, and Franklin counties.** Clients may only schedule non-medical transportation on Mondays, Tuesdays, and Thursdays between 10AM and 2PM.  
Exceptions can be made for appointments that cannot be rescheduled to fall within these timeframes, such as work obligations or court appearances.
- **Online scheduling** - Find my ride is set up based on the time guidelines That are in the ride guide. And trips that are cross county Are between 10 and 2 so it won't let you book outside those parameters. However, if you have an urgent medical appointment that's outside those parameters, call, and be sure to let the reservationist know about your dilemma.

- **Canceling a ride online** - When you go to rabbittransit.org, click on cancel a ride at the top of the page or the cancel your ride button. It takes you to a form. Once filled out and submitted, it goes to the operations department e-mail. The operations personnel then go into Find My Ride and cancels the ride. This is to avoid a rider having to call in and sit on hold passed their pickup window.

#### **Action Items:**

- Londa will send Sherry and Hillary information on CAPTCHA.
- Sherry will verify whether the HIPAA form is required.

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

Fixed route ridership Capital Region:

- 99,138 total. 6,278 less riders than in 7/2024.
  - 51% on time, 27% late, 22% early.

Fixed route ridership York/Adams:

- 106,420 total. 9,874 less riders than in 7/2024.
  - 75% on time, 12% late, 13% early.

SRTA Paratransit ridership: 62,337 total trips booked amongst all the counties serviced by SRTA. 13,997 more than in 7/2024.

- No shows. 4,628 total = 57,710 trips completed.
  - 90.3% on time, 9.7% late.

SRTA Call Center: 58,328 total calls. 13,225 dropped. 65.5% answer rate.

Capital Region complaints: 89 in total, 23 were MATP.

- Driver issue, late trip, trip scheduling

SRTA complaints minus Capital Region: 127.

- Driver issue, late trip, commendation

#### **SRTA staffing needed:**

8 total

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

Adams:

1 P T Fixed Route

1 F T Paratransit

Cumberland:

3 P T Paratransit

Franklin:

6 P T Paratransit

Perry:

1 P T Paratransit

Union/Snyder

1 P T Paratransit

York:

2 Paratransit

2 Class C Mechanics

Dauphin:

5 F T Paratransit

2 Mechanics 1<sup>st</sup> Class

1 serviceperson

**Next meeting is Wednesday, September 17, 2025 @ 10:30 on Microsoft Teams.**

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

September 17, 2025

November 19, 2025

October 1, 2025

December 17, 2025

**Meeting Adjourn**