

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, October 15, 2025

Attendance

Roger Jones
Mark Edwards
Carolyn O'Brien
Mike Begler
Verna P. Shaw

Josh Wilson
Jaritza Nguyen
Steve Herman
Jeff Iseman
Sufyan Baig

Sherry Welsh
Hillary Griffie
Preston Gaylor
Joan Myers-Goodman

Statewide Independent Living Council - Jeff Iseman

- White Cane Safety Day, October 15, 2025: ['White Cane Safety Day' to highlight vision impairment awareness, safety in PA](#)
- A few state-funded centers for independent living had to limit services and enforce temporary layoffs due to no state budget.
- E scooter house bill 1633 and senate bill 1008.
- Federal shutdown is delaying Social Security annual cost of living increase: [Government shutdown delays Social Security's cost-of-living announcement. Here's what to know. - CBS News](#)
- Any trainings through the US Access Board have been shelved.
- Reminder of upcoming elections Tuesday, November 4, 2025.
- Next PA SILC board meeting November 13, 2025.
- Rep Dan Miller's disability summit May 7, 2026. If you or anyone you know wants to do a presentation, apply by October 27, 2025; Jeff will share more info.
- HIPPA guidance for PA DHS MATP: http://matp.pa.gov/Pdf/memos/MATP_Ops_Memo_07_2024_001.pdf

SRTA Business & Transportation Updates – Sherry Welsh

- Please cancel your ride and reduce the number of no shows. Riders can call the call center to cancel; a feature has been added that allows the rider calling to cancel a ride without having to remain on hold. When the IVR calls the night before your ride, you have an option to cancel. Also, a cancel your ride feature has been added to the home page, click on the cancel your ride button and fill out the form to cancel immediately.
- Updates to the new Harrisburg facility can be found on the Rabbittransit website, search Cameron St. project.
- Rabbit is partnering with WellSpan on a wash and tune wheelchair event In the York area Saturday, November 8, 2025. A flyer will be posted along with registration on the Rabbittransit Facebook page.
- FMR Schedule is a Pennsylvania-based service designed to help anyone identify and evaluate options to meet their transportation needs. PennDOT has transitioned to a new website: <https://schedule.findmyride.penndot.pa.gov./#!/>

Thrive Center for Independent Living Fundraising Gala - Josh Wilson

Monday, December 29, 2025, 5:00 to 10:00 PM, Susquehanna Art Museum, 1401 N 3rd Street Harrisburg. Consumers \$50 per ticket, General \$80 per ticket, Sponsors, such as organizations, \$200 per ticket. 100% of the proceeds go to Thrive CIL. Register or donate @ <https://www.zeffy.com/en-US/ticketing/thrive-cil-36th-anniversary-gala>

Other Business:

- SEPTA, PRT, And LANTA are using their capital funds for operating expenses. The Rabbittransit fixed route crisis comes next year. So, they are not in position to ask for an emergency use of operating for capital until that time.
- If a resident of the nursing home has transportation needs, the facility is responsible for contracting with a transportation service for that individual.
- The orange boxes seen on fixed route buses are the new bus pass validators.
- The design of the regular passes and the design of the reduced fare passes will be different.

Action item:

Josh Wilson from Thrive CIL is assisting a coworker with issues he is having with Rabbit. Sherry suggests that he file an official complaint by clicking contact on the website and if he does not get a satisfying response, he can contact her at swelsh@rabbittransit.org

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

Fixed route ridership Capital Region:

- 110,176 total. 3,099 more riders than in 9/2024.
 - 51% on time, 30% late, 19% early.

Fixed route ridership York/Adams:

- 107,378 total. 8,543 less riders than in 9/2024.
 - 75% on time, 13% late, 13% early.

SRTA Paratransit ridership: 59,986 total trips booked amongst all the counties serviced by SRTA. 4,279 less than in 9/2024.

- No shows. 4,176 total = 55,811 trips completed.
 - 84% on time, 16% late.

SRTA Call Center: 31,728 total calls. 10,292 dropped. 67.6% answer rate.

Capital Region complaints: 102 in total, 33 were MATP.

- Late trip, driver issue, accounting issue.

SRTA complaints minus Capital Region: 174

- Late trip, driver issue, accounting issue.

SRTA staffing needed:

9 total

Latest number of drivers needed for SRTA buses:

Adams:

2 F T Fixed Route

1 F T Paratransit

1 P T Fixed Route

1 P T Paratransit

Cumberland:

1 F T Paratransit

3 P T Paratransit

1 Paratransit Casual

Franklin:

5 P T Paratransit

Montour:

1 P T Paratransit

Northumberland:

1 F T Paratransit

Union/Snyder

1 F T Paratransit

York:

2 Paratransit

2 Class C Mechanics

Dauphin:

2 F T Fixed Route

1 P T Fixed Route

2 F T Paratransit

1 P T Paratransit

2 Mechanics 1st Class

Next meeting is Wednesday, November 19, 2025 @ 10:30 on Microsoft Teams.

[Join the meeting now](#)

Upcoming SRTA PWD Advisory Committee meetings:

November 19, 2025

January 14, 2026

March 18, 2026

December 17, 2025

February 18, 2026

April 15, 2026

Past minutes are posted on the advisory web page. [S R T A P W D A C link.](#)

Meeting Adjourn