

# **SRTA PWD ADVISORY COMMITTEE**

Meeting Minutes

Wednesday, December 17, 2025

## **Attendance**

Roger Jones  
Carolyn O'Brien  
Mike Begler  
Verna P. Shaw  
Josh Wilson

Jaritza Nguyen  
Steve Herman  
Jeff Iseman  
Sufyan Baig  
Sherry Welsh

Hillary Griffie  
Robert Garrett  
George Gilmer  
Preston Gaylor  
Joan Myers-Goodman

## **Opening statements - Roger Jones**

There was a discussion about a new name for the committee. An e-mail asking committee members for suggestions was distributed on December 30, 2025.

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

- MATP Broker Study - The study was effective 11/12/25 and PA DHS has to complete the study by May 11, 2026. MATP website: [Medical Assistance Transportation Program](#)
- PA DHS Rural Health Transformation Grant is a federal grant addressing transportation for both MATP and Emergency services. Here is some information on PA efforts:
  - [Shapiro Administration Unveils Rural Health Transformation Plan to Improve Rural Health Care Services, Recruit More Health Care Professionals in Rural Communities | Department of Human Services | Commonwealth of Pennsylvania](#)
  - [Rural Health Transformation Plan | Department of Human Services | Commonwealth of Pennsylvania](#)
  - [HEALTH TRANSFORMATION \(RHT\) PROGRAM](#)
- Find My Ride Schedule has recently been migrated to be hosted by internal commonwealth resources. PennDOT now working to rewrite the majority of its code to bring it up to commonwealth standards. ([standards linked here](#)). This effort should be completed in the second half of 2026.
- TSA announced \$45 fee for those without [Real IDs starting in February 2026 who do air travel](#)
- PA Home care increase approved in state budget for OBRA and CHC Waivers. Also for Act 150 consumer model programs. This does not provide increase for The 94% of consumers in agency model programs.

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

- Sherry gave the committee a reminder on SRTA holiday hours.
- The annual report can be found on the website: home > about > organizational reports & plans

## **CCB quarterly update - Vernea Patterson Shaw**

### **July, August, September 2025:**

- 336 bus passes were issued = 2,795 trips.
- 13 upper Dauphin, 375 lower Dauphin new applications for MATP
- 23,032 trips booked.
- Mileage reimbursement was provided to 146 consumers totaling 3,119 trips.
- Out of county/premium trips, 1624 total.
- A total of 61 complaints.

**Other Business:**

MATP riders in Dauphin County must deal with CCB. For MATP riders in the other counties serviced by SRTA, regular bus passes are issued, and the consumer fills out a fixed route reimbursement form that requires a doctor's signature confirming their appointment.

**November 2025 performance metrics**

Fixed route ridership Capital Region:

- 90,463 total. 10,582 less riders than in 11/2024.  
§ 49% on time, 27% late, 23% early.

Fixed route ridership York/Adams:

- 103,751 total. 8,379 less riders than in 11/2024.  
§ 76% on time, 10% late, 15% early.

SRTA Paratransit ridership: 53,298 total trips booked amongst all the counties serviced by SRTA. 5,212 less than in 10/2024.

- No shows. 3,669 total = 49,629 trips completed.  
§ 86% on time, 14% late.

SRTA Call Center: 24,717 total calls. 3,815 dropped. 84.6% answer rate.

Capital Region complaints: 47 in total, 10 were MATP.

- Late trip, driver issue, accounting issue

SRTA complaints minus Capital Region: 132

- Driver issue, late trip, accounting issue.

**SRTA administrative positions needed:**

3 total

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

<u>Adams</u>	1 P T Paratransit	<u>Dauphin:</u>
2 F T Paratransit	<u>Perry</u>	1 F T Fixed Route
<u>Cumberland</u>	1 PT Paratransit	1 F T Paratransit
2 F T Paratransit	<u>York:</u>	1 P T Paratransit
2 P T Paratransit	6 Paratransit	1 Mechanic 1 <sup>st</sup> Class
Paratransit Casual	1 Class C Mechanic	1 Mechanic 2 <sup>nd</sup> Class
<u>Franklin:</u>	1 Porter/Apprentice	

**Next meeting is Wednesday, January 14, 2026 @ 10:30 on Microsoft Teams.**

[Join the meeting now](#)

**Upcoming SRTA PWD Advisory Committee meetings:**

January 14, 2026	March 18, 2026
February 18, 2026	April 15, 2026

Past minutes are posted on the advisory web page. [SRTA PWD AC link.](#)

**Meeting Adjourn**