

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, April 15, 2026

Attendance

Roger Jones
Mark Edwards
Carolyn O'Brien
Londa Peterson
Liz Pabon
Verna P. Shaw

Josh Wilson
Jaritza Nguyen
Steve Herman
Jeff Iseman
Sufyan Baig
Sherry Welsh

Hillary Griffie
Bob Garrett
Preston Gaylor
Karen Dixon
Rebecca Wenschhof
Katerina Eller

SRTA Business & Transportation Updates – Sherry Welsh

- Spring training completed focusing on safety, ADA compliance, and customer service.
- Rabbit Works pilot launched for 2nd/3rd shift employees.
- Rabbit Pay system launching July 2026 with fare capping and mobile payments.
- Participation in Give Local Give Day (April 30 – May 1).

Statewide Independent Living Council - Jeff Iseman

Upcoming:

PA SILC Quarterly board meeting 5/14 & Highmark Walk Event on 5/16

Legislative Updates

Federal and state budget discussions ongoing.

Transportation-related legislation progressing.

MATP broker study expected May 2026.

Thrive Center for independent living and disability pride Pennsylvania are teaming up for a free community event on Friday, April 24, 2026, from 11:00 AM to 3:00 PM at Thrive CIL, 2901 Herr St. Harrisburg. Register in advance for a chance to win a prize Visit www.disabilitypridepa.org/harrisburg to sign up. Free to attend. All are welcome. Accessible venue.

CCB quarterly update - Vernea Patterson Shaw

January, February, March 2026:

- 372 bus passes were issued = 2616 trips.
- 360 new applications for MATP

March 2026 performance metrics distributed via e-mail prior to this meeting.

March 2026 performance metrics

Fixed route ridership Capitol Region:

- 101,552 total. 1,177 more riders than in 3/2025.
- § 50% on time, 25% late, 24% early.
Fixed route ridership York/Adams:
- 91,069 total. 14,971 less riders than in 3/2025.
- § 77% on time, 8% late, 15% early.
SRTA Paratransit ridership: 62,124 total trips booked amongst all the counties serviced by SRTA. 531 less than in 3/2025.
No shows. 3,874 total = 58,250 trips completed.
- § 84% on time, 16% late.
SRTA Call Center: 28,460 total calls. 4,084 dropped. 85.7% answer rate.
Capital Region complaints: 117 total, 28 were MATP.
- late trip, driver issue, no show
SRTA complaints minus Capital Region: 266
- accounting issue, late trip, driver issue

Next meeting is Wednesday, May 20, 2026 @ 10:30 on Microsoft Teams.

[Join the meeting now](#)

Upcoming SRTA PWD Advisory Committee meetings:

May 20, 2026	June 17, 2026	July 15, 2026
August 19, 2026	September 16, 2026	October 21, 2026

Past minutes are posted on the advisory web page:

<https://www.rabbittransit.org/accessibility/rabbittransit-advisory-committee/>

Meeting Adjourn