

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, May 20, 2026

Attendance

Roger Jones
Mark Edwards
Carolyn O'Brien
Londa Peterson
Verna P. Shaw
Josh Wilson

Jaritz Nguyen
Steve Herman
Jeff Iseman
Sufyan Baig
Danelle Rudy
Sherry Welsh

Preston Gaylor
Karen Dixon
Rebecca Wenschhof
Katerina Eller
George Gilmer
Joan Myers-Goodman

Opening statements - Roger Jones

A motion has been made to change the committee's name to Rabbittransit advisory committee. Motion carried.

SRTA Business & Transportation Updates – Sherry Welsh

- New summer schedules were available for Gettysburg/Adams County service.
- Work continued on the Dauphin County CAT facility/building project, with updates available through rabbittransit's website.
- Implementation work continued on the new fare collection system, with a tentative July timeframe discussed.
- No new update was available at that time regarding the Lemoyne Transfer Center.

<https://www.apply.findmyride.penndot.pa.gov/tes-web/public/home>

<https://www.rabbittransit.org/wp-content/uploads/2024/12/Shared-Ride-Application-English-December-2024.pdf>

Statewide Independent Living Council - Jeff Iseman

- Transit for All PA planned a rally day at the State Capitol for June 3, with a preparation call scheduled in advance.
- Public transit funding discussions continue, including concern about the shared-ride funding gap, increasing operating costs, and the need for sustainable state transit funding.
- Jeff reported on recent conversations with state legislators regarding transit funding pressures and possible impacts on transit agencies if additional funding is not secured.
- Community Health Choices procurement remained under a period with no public comment; transportation may receive closer attention in the procurement process.
- <https://www.mobilize.us/ppt/event/949967/> .

CCB update - Vernea Patterson Shaw

The center for community building will be closing its doors and rabbittransit will be the Medical Assistance Transportation Program (MATP) Administrator for Dauphin County, effective July 1, 2026.

- Beginning July 1, 2026, rabbittransit will handle Dauphin County MATP applications, reimbursements, bus passes, and transportation administration.
- Customers may begin calling rabbittransit on June 15 to schedule trips occurring on or after July 1.
- June mileage reimbursement submissions must be provided to rabbittransit by the stated early-July deadline.
- Sherry clarified that rabbittransit did not initiate the change. The transition resulted from a Dauphin County decision affecting administration of the program.
- The change may streamline transportation access for customers who previously needed to contact separate agencies for MATP and other rabbittransit programs.
- Existing CCB knowledge, procedures, and provider relationships are being shared with rabbittransit to support the transition.
- Consumers currently enrolled in Dauphin County MATP through CCB will need to reapply through rabbittransit because rabbittransit must maintain its own MATP eligibility/application records for audit and regulatory purposes.
- Applications are available online through rabbittransit/Find My Ride, and a printable paper application is also available. Online applications are expected to process more quickly than paper applications.
- Each individual household member who needs MATP service must complete an application.
- Communications to consumers and stakeholders, including information about listening sessions, were scheduled to be distributed shortly after the meeting.
- The group discussed potential call-center impacts. Sherry noted that rabbittransit was preparing to launch an “AI front door” for the phone system, intended to streamline routine calls and free staff for more direct customer support.
- Find My Ride was also discussed as a tool customers can use to access trip information and vehicle status.

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

April 2026 performance metrics

Fixed route ridership Capitol Region:

- 107,400 total. 2,595 more riders than in 4/2025.
- § 50.5% on time, 25.5% late, 24% early.

Fixed route ridership York/Adams:

- 111,013 total. 9,750 more riders than in 4/2025.
- § 77.6% on time, 8.8% late, 13.5% early.

SRTA Paratransit ridership: 62,618 total trips booked amongst all the counties serviced

No shows 3,910 total = 58,708 trips completed.

§ 81.4% on time, 18.6% late.

SRTA Call Center: 41,426 total calls 5,157 dropped. 87.6% answer rate.

Capital Region complaints: 80 total, 24 were MATP.

- late trip, driver issue, accounting issue

SRTA complaints minus Capital Region: 284

- late trip, driver issue, accounting issue

Next meeting is Wednesday, June 17, 2026 @ 10:30 on Microsoft Teams.

[Join the meeting now](#)

Upcoming SRTA PWD Advisory Committee meetings:

June 17, 2026

July 15, 2026

August 19, 2026

September 16, 2026

October 21, 2026

Past minutes are posted on the advisory web page:

[rabbittransit Advisory Committee - rabbittransit](#)

Meeting Adjourn