

RABBITTRANSIT ADVISORY COMMITTEE

Meeting Minutes

Wednesday, June 17, 2026

Attendance

Roger Jones
Carolyn O'Brien
Londa Peterson
Liz Pabon
Verna P. Shaw
Jaritza Nguyen

Steve Herman
Jeff Iseman
Sherry Welsh
Hillary Griffie
Jennifer Zimmerman
William Shaw

George Gilmer
Ninh Nguyen
Preston Gaylor

Opening statements - Roger Jones

Quantum automatic wheelchair securement system - Jennifer Zimmerman

Jennifer Zimmerman introduced the deployment of three new buses, expected to enter service within the week. William Shaw confirmed that deployment was pending completion of a few electronic components. The new buses will feature the Quantum wheelchair securement system on the driver's side behind the operator, while the curbside securement position will continue using the Q'Straint QPod system.

Park your wheelchair on the bus, rear-facing, push a button, arms will automatically lower in place securing the wheels of the chair. Works on both manual and automatic wheelchairs. The new buses will be assigned to the busiest corridors of York and Harrisburg.

SRTA Business & Transportation Updates – Sherry Welsh

- **rabbittransit will launch rabbitPAY on July 21, 2026**, a new fare collection system designed to provide a faster, more convenient rider experience.
- **rabbitPAY will be available on:**
 - Capital Region fixed route service
 - Gettysburg fixed route service
 - Shippensburg fixed route service
 - York fixed route service
 - rabbitEXPRESS
 - Capital Region Commuter Routes
 - Stop Hopper services
- **rabbitPAY features include:**
 - Smart card and mobile payment options
 - Tap-and-go boarding with smart card technology
 - Fare capping, ensuring riders never pay more than the cost of a daily or monthly pass

- Multiple reload options through:
 - rabbitPAY Mobile App
 - rabbittransit website
 - Ticket Vending Machines
 - Customer service offices
- Improved fare integration across service areas for seamless regional travel
- **Benefits to riders:**
 - Faster boarding
 - Greater convenience and flexibility
 - Easier access to transit services
 - Simplified payment experience using a phone or smart card
- **Community outreach efforts:**
 - rabbittransit will host public engagement events before launch
 - Staff will assist riders with registration, answer questions, and help with the transition to rabbitPAY
 - Event dates and locations will be posted at www.rabbittransit.org
- **Fare adjustment effective July 21, 2026:**
 - First fare increase since 2018
 - Supports continued investment in safe, reliable, and modern transit services
 - Applies to:
 - Capital Region, Gettysburg, Shippensburg, and York fixed route services
 - rabbitEXPRESS
 - Capital Region Commuter Routes
 - Stop Hopper
 - Shared ride Persons with Disabilities (PWD) program
 - ADA Complementary Paratransit (ADA) program
- **More information:**
 - Visit www.rabbittransit.org/rabbitpay/
 - Email info@rabbittransit.com for questions or assistance.

Statewide Independent Living Council - Jeff Iseman

There are a number of transportation issues (PennDOT shared ride advisory CMTE) plus several bills for updates along with the state budget and CHC RFI public comment period through 7/15/26.

Other Business:

Ninh Nguyen attended the meeting to address some concerns of rabbittransit riders. Her concerns will be addressed at a future meeting with rabbit.

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

May 2026 performance metrics

Fixed route ridership Capitol Region:

- 100,364 total. 29 more riders than in 5/2025.
- § 19.7% on time, 26.5% late, 23.7% early.

Fixed route ridership York/Adams:

- 106,767 total. 3,773 more riders than in 5/2025.
- § 76% on time, 9.4% late, 14.6% early.
SRTA Paratransit ridership: 57,217 total trips booked amongst all the counties serviced
No shows 3,379 total = 53,838 trips completed.
- § 80% on time, 20% late.
SRTA Call Center: 39,914 total calls 6,172 Dropped. 84.5% answer rate.
Capital Region complaints: 92 total, 20 were MATP.
- late trip, driver issue, accounting issue
SRTA complaints minus Capital Region: 185
- late trip, driver issue, accounting is

Next meeting is Wednesday, July 15, 2026 @ 10:30 on Microsoft Teams.

[Join the meeting now](#)

Upcoming SRTA PWD Advisory Committee meetings:

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