

RABBITTRANSIT ADVISORY COMMITTEE

Meeting Minutes

Wednesday, August 19, 2026

Attendance

Cathy Long

Mike Begler

Mark Edwards

Carolyn O'Brien

Londa Peterson

Josh Wilson

Jaritza Nguyen

Jeff Iseman

Sherry Welsh

Bob Garrett

George Gilmer

Joan Myers-Goodman

Willow Perkins

Londa Peterson chaired the meeting.

Willow Perkins, SEDACOG (Council of Governments), Transportation Planner

SRTA Business & Transportation Updates – Sherry Welsh

- **Rabbit Pay Fare Payment System**
 - Rabbittransit transitioned its fixed-route service to the Rabbit Pay smart-card fare system on July 21, 2026.
 - Outstanding paper tickets will continue to be accepted through the end of October 2026. Riders with unused paper tickets should exchange them so the value can be placed on a Rabbit Pay card.
 - Fare capping allows riders to pay per trip until reaching the monthly cap of \$55; after the cap is reached, additional rides during that monthly period are not charged.
 - A registered Rabbit Pay account protects stored value if a card is lost, because the balance is linked to the rider's account.
 - Cards may be loaded at service windows, online, or through an app. Ticket vending machines are also planned for locations throughout the counties.
 - The smart-card trip fare was described as \$1.80 compared with a \$2.00 cash fare.
 - The new system allows riders to use one card across the Harrisburg and York integrated with paratransit.

Dauphin County MATP Transition

The committee discussed the Medical Assistance Transportation Program (MATP) transition in Dauphin County, including applications and the transition timeline.

· Sherry Welsh stated that riders transitioning to Rabbittransit were asked to reapply for service.

· If a rider is eligible for MATP but Rabbittransit does not yet have the application on file, trips may be provided for up to 30 days while the application is completed.

Rabbittransit does not broadly advertise the 30-day allowance because the agency may have to reimburse the state for trips if the rider does not submit an application by the end of that period.

Rabbitransit staff are available to assist riders with applications. Riders may also receive help from caseworkers.

- Applications are available both on paper and online. Online applications are also available for regular paratransit service.

Sherry Welsh reported that Rabbitransit is testing artificial intelligence as a possible tool to reduce call-center wait times and improve rider access to information.

Statewide Independent Living Council - Jeff Iseman

- Pennsylvania's state budget was enacted without a new sustainable funding increase for mass transit or shared ride. The senior shared-ride funding gap remains an issue for 2027 advocacy.

- PennDOT Secretary Mike Carroll participated in a PA SILC board discussion.

Continued advocacy with state legislators and the Governor's Office was encouraged.

- A late-June report on a potential statewide or county MATP broker was released. Jeff characterized the report as generally favorable toward a broker model while noting that Pennsylvania differs from other states cited in the report.

- The Office of Long-Term Living Community Health Choices transportation study is expected to be discussed at the September 2, 2026 LTSS meeting.

- Transportation was included among issues raised in public comments on Community Health Choices, including concerns about rates and coordination of services.

- Pending state legislative topics mentioned included scooter legislation, Senate Bill 802 regarding drivers with communication barriers, and House Bill 1963 concerning a medical adviser on the PennDOT driving board. Jeff reported no significant movement at the time of the meeting.

- At the federal level, transportation advocates raised transit priorities related to renewal of infrastructure legislation. Jeff referenced H.R. 8870 and described transit funding as largely level-funded.

- The Shared Ride Advisory Committee is scheduled to meet August 31, 2026; meetings are public.

- The Transportation Alliance is seeking a new chair. The role involves helping develop agendas and facilitating meetings. The next meeting is October 20, 2026 at 1:00 p.m.

- PA SILC's Capital Region state-plan forum is planned for November 12, 2026, with a hybrid meeting and a public comment period from 1:00-3:00 p.m.

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

July 2026 performance metrics

Fixed route ridership Capitol Region:

- 92,869 total. 6,269 less riders than in 7/2025.

§ 52% on time, 30% late, 19% early.

Fixed route ridership York/Adams:

- 91,512 total. 14,908 less riders than in 7/2025.

§ 77% on time, 9% late, 14% early.

SRTA Paratransit ridership: 61,632 total trips booked amongst all the counties serviced

No shows 3,853 total = 57,779 trips completed.

§ 83% on time, 17% late.

SRTA Call Center: 50,971 total calls 16,998 Dropped. 67% answer rate.

SRTA complaints: 276 total, 70 were MATP.

- driver issue, accounting issue, late trip

Next meeting is Wednesday, September 16, 2026 @ 10:30 on Microsoft Teams.

[Join the meeting now](#)

Upcoming SRTA PWD Advisory Committee meetings:

September 16, 2026

November 18, 2026

October 21, 2026

December 16, 2026

Past minutes are posted on the advisory web page:

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

Meeting Adjourn