

RABBITTRANSIT ADVISORY COMMITTEE

Meeting Minutes

Wednesday, September 16, 2026

Attendance

Roger Jones
Mark Edwards
Carolyn O'Brien
Londa Peterson
Josh Wilson

Jaritza Nguyen
Sherry Welsh
George Gilmer
Katerina Eller

SRTA Business & Transportation Updates – Sherry Welsh

- **Week Without Driving:** rabbittransit is partnering with neighboring transit systems in connection with Week Without Driving, scheduled for October 1-8. Transit for All PA is inviting the public to participate. Additional rabbittransit information may be posted on its website and Facebook as plans are finalized.

<https://www.transitforallpa.org/join-the-week-without-driving-pa/vv>

- **Driver Recruitment:** rabbittransit continues to experience difficulty recruiting drivers and is conducting a community outreach campaign. Organizations may download and post recruitment flyers, and yard signs are available through rabbittransit marketing for businesses and organizations willing to display them.

Electronic Communications: rabbittransit is working to collect passenger email addresses so certain communications, including no-show notices, may be sent electronically when possible. The online incident-reporting system does not appear to automatically generate an email receipt confirmation. Using email where appropriate may also reduce postage costs.

Pickup and Drop-off Entrance Identification

Members discussed problems at facilities with multiple entrances, particularly hospitals and rehabilitation facilities. Sherry Welsh advised that passengers should specify the requested entrance when making a reservation so the information can be entered into the trip record. Some facilities restrict transit pickups and drop-offs to designated entrances, and customer service should communicate those restrictions when applicable.

Thrive Center for Independent Living - Josh Wilson

Fall fest 2026, Saturday, October 24, 2026, 11:00 AM to 2:00 PM, 2601 Hurst St. Harrisburg, PA 17103. Free and open to everyone.

[Fall Fest Donations — Thrive Center for Independent Living](#)

Statewide Independent Living Council - Jeff Iseman (absent) Sent to committee members and employees via e-mail.

PA DHS OLTL CHC Transportation Report is out

<https://tinyurl.com/59esbfr3>

* **Mobility concerns & safety:** public hearing by PA Senate D Policy CMTE (E-scooters & Ebikes) back on 9/1 in Allentown

<https://tinyurl.com/yts33f9j>

* Federal Budget- Continuing Resolution (CR) and separate transportation reauthorization through December 11, 2026

<https://tinyurl.com/344z5w67>

with one caveat for transportation programs for transit and passenger rail programs (Amtrak) where funding

<https://tinyurl.com/yd38678v>

* Events:

PA SILC SPIL

<https://tinyurl.com/yck45atz>

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

August 2026 performance metrics

Fixed route ridership Capitol Region:

- 98,664 total. 3,945 less riders than in 8/2025.

§ 51.5% on time, 24% late, 24.3% early.

Fixed route ridership York/Adams:

- 91,761 total. 15,956 less riders than in 8/2025.

§ 76% on time, 10.5% late, 13.5% early.

SRTA Paratransit ridership: 59,634 total trips booked.

No shows 3,694 total = 55,940 trips completed.

§ 81.6% on time, 18.4% late.

SRTA Call Center: total calls Dropped. % answer rate.

SRTA complaints: 298 total, 51 were MATP.

- driver issue, accounting issue, late trip

Next meeting is Wednesday, October 21, 2026 @ 10:30 on Microsoft Teams.

[Join the meeting now](#)

Upcoming SRTA PWD Advisory Committee meetings:

October 21, 2026

December 16, 2026

November 18, 2026

Past minutes are posted on the advisory web page:

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

Meeting Adjourn