

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes
Wednesday, May 18, 2022

Attendance

Roger Jones	Danielle Rudy	Vernae P. Shaw
Cathy Long	Sherry Marks	Sherry Welsh
Stacey Rice	Ginger Monsted	Damar Lopez
Jeff Iseman	Jaritza Nguyen	Pam Auer
Cynthia Gibbs-Pratt	Mark Edwards	Sufyan Baig
Carolyn O'Brien	Eric Orr	

Meeting held @ 10:30am via ZOOM.

April 2022 minutes distributed via email prior to this meeting. Approved.

Total staffing needed:

SRTA:	Franklin:
Site Manager	2 Paratransit part time.
Customer Service Rep- FT & PT	York:
Accounting Specialist	4 Fixed Route
Human Resources	1 Paratransit
Cumberland:	Dauphin:
4 Paratransit PT & 1 FT	7 full time fixed route
	3 part time fixed route
	6 full time paratransit
	4 part time paratransit

Performance Metrics – Damar Lopez:

April 2022 CAT:

Fixed route ridership: 87,478, 15% increase compared to 4/2021.

- 70% on time, 17% late, 14% early.

Paratransit ridership: 12,288, 1.16% increase compared to 4/2021.

- 97% on time, 3% late.
- No shows is 5.4%. 663 out of 12,288.

Fixed route customer service feedback – 20 complaints.

Paratransit customer service feedback – 16 complaints.

Customer service calls general – 1,305 total. 1045 answered. 80.1% answer rate.

Customer service calls paratransit – 2,192 total. 2046 answered. 93.3% answer rate.

April 2022 Rabbit:

Fixed route ridership: 82,082 total, 9.9% increase as compared to 4/2021.

- 82% on time, 9% late, 9% early.

98 Fixed route and Paratransit complaints combined. 17 discourteous, 14 Late bus, 12 inadequate service (Grievances about bus routes not covering a specific area.),

Customer service calls general – 3,243 total. 2214 answered. 68% answer rate.

Customer service calls paratransit – 22,180 total. 16,821 answered. 75.8% answer rate.

CCB quarterly update - Vernea Patterson Shaw:

3rd quarter January, February, March 2022:

- 31-day Fixed Bus passes issued to MATP consumers, 399. Each bus pass comes with a bus pass waiver form for consumers to record their trips. 2300 total trips were taken. 53,000 \$ savings over Paratransit.
- 13 new consumers from Upper Dauphin. 234 Lower Dauphin. 247 total.
- 22,980 trips booked, averaging 371 trips/day.
- Mileage reimbursement was provided to 468 trips with a total of 58,000 miles.
- Premium trips provided, trips outside of Dauphin County, 121 total trips with taxi, 28 with Amtrak, and 48 with Lyft.
- 22,085 phone calls averaging 342 phone calls a day.

Statewide Independent Living Council - Jeff Iseman:

- **Transportation Alliance Call** – meeting regarding Community Health Choices (CHC) Waiver Transportation on Tuesday May 24, 2022, from 10:30AM-12:00PM. presenters will be staff from PA DHS Office of Long-Term Living (OLTL), the 3 CHC MCOs (UPMC, PA Health & Wellness (PHW), AmeriHealth Caritas/ Keystone West) and the two transportation brokers (MTM and CTS).
- **Federal** -ABLE Age Adjustment Act (S. 331, HR 1219)-hoping to raise current age of eligibility from 26 to 46.
- **State Budget** – The revenues have been coming in. PennDOT is aware of the need for more money to compensate drivers, but whether action has been taken is unclear.
- **Highmark Walk for A Healthy Community - PA SILC**- Saturday May 21 at 9:00AM -HACC-Harrisburg -everyone is invited to come out:
http://hcf.convio.net/site/TR/Harrisburg/HighmarkWalk?pg=entry&fr_id=3796

Charter Update Subcommittee – Mike Begler popped in to update the committee on the progress of the subcommittee. An email of the completed bylaws will be distributed to the committee and a meeting separate from the advisory committee's monthly meeting will be called to discuss the changes.

Corporate Communication Updates - Sherry Welsh:

- **Intercity Bus Program for the State of PA** began in March. A fixed route service that connects larger cities across the state of PA. Currently evaluating Selinsgrove/Lewisburg area & ATA area.
- **Geisinger's 4-Ride Program** – SRTA is in partnership with other transportation providers to provide transportation for Geisinger. Geisinger applied to be an MCO for the Medicaid program. They will offer their recipients 4 trips per month to places other than medical appointments. Coming soon.

Other business:

- **No Shows** - Reasons for no-shows:
 - Subscription – Rider's with fixed working hours or medical appointments such as dialysis do not report when there is a change in their schedule.
 - Decide not to ride because a family member or friend offers a ride.
- **Transportation Restrictions** – Although the temporary restrictions include not crossing county lines, ADA trips, medical trips, and work trips are not impacted by this restriction. Restrictions are aimed to be lifted in June 2022.
- **Transportation process for someone who needs a litter** – CCB sends a referral to the County Assistance Office & a referral to the customer or their case worker. The customer in turn sends it to their MCO to find proper transportation.

Action Items:

- Sherry W & Vernea will contact one another through email to discuss coordinating Dauphin/York trips.
- Sufyan Baig, MATP Dauphin County, reported that the state needs the 3rd quarter documented paratransit complaints and their resolutions. Damar Lopez asked Sufyan to send him an email at dlopez@rabbittransit.org and a meeting will be set up to discuss specifics.

Next meeting is Wednesday, June 15, 2022 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates

July 20, 2022

August 17, 2022

Sept. 21, 2022

Meeting Adjourn