

## **SRTA/PWD ADVISORY COMMITTEE**

Meeting Minutes

Wednesday, February 16, 2022

### **Attendance**

Roger Jones  
Carolyn O'Brien  
Cathy Long  
Mike Begler  
Jeff Iseman  
Cynthia Gibbs-Pratt  
Londa Peterson

Jaritza Nguyen  
Eric Orr  
Sherry Marks  
Verna P. Shaw  
Sherry Welsh  
Rodger Simmons

Bobbie Simmons  
Damar Lopez  
Pam Auer  
Stacey Rice  
Steve Herman

Danielle Rudy  
January 2022 minutes summarized and approved.

Meeting held @ 10:30am via ZOOM.

### **Opening statements - Roger Jones:**

Sherry Welsh provided a draft for the committee's new webpage which includes an announcement that the meetings are held the 3<sup>rd</sup> Wednesday of each month @ 10:30, a link to the Zoom meetings, and the committee minutes from April 2016 to present. A subcommittee has been appointed to add information to the webpage such as an official name for the committee and mission and vision statements. Changes to the existing bylaws will also be discussed by the subcommittee. Currently members include Roger Jones, Rodger Simmons, Londa Peterson, Mike Begler, and Mark Edwards. Sherry Welsh offered to help with creating a link to the Zoom meetings. A starting date has not yet been discussed.

### **Rabbit Cares survey results - Sherry Welsh:**

Sherry distributed a survey via email at the end of January 2022. There were 90 responses to date. The purpose of the survey was to determine the priority areas of Rabbit Cares. They will always focus on the areas covered by the existing funding program which include seniors, persons with disabilities, and low-income people who are going to medical appointments. Over the last 3 years they have also focused on bettering access to food as well as access to care and have created several programs that have addressed those areas. One question in the survey asks what the stakeholder's views are on what those priority areas should be. The results: access to care, access to work, access to food, and veterans. Two additional proposals were access to services for reentry, and drug addiction treatment. Results of the survey will be going to the SRTA board of directors for their work on a strategic plan. From there the SRTA plan will be given to the Rabbit Cares board of directors who will then figure out how Rabbit Cares can support the objectives of SRTA which in essence is the function of Rabbit Cares.

## **Statewide Independent Living Council - Jeff Iseman:**

- Jeff updated the committee on the MATP report which came out a few weeks prior to this meeting. It includes various MATP issues, including Medicaid transportation county and broker models from across PA and other states. He offered to email the report to anyone who requests it. [JLIseman@pasilc.org](mailto:JLIseman@pasilc.org)
- The transportation alliance is thinking about having a separate call at the end of March about the transportation brokers. They hope to have MTM, the broker for PA Health and Wellness and AmeriHealth Caritas and CTS, the broker for UPMC, on the call.
- State budget came out last Tuesday. No change in the funding of Paratransit programs.
- Upcoming May 2022 election - The petition period for candidates in Pennsylvania has been delayed so the elections might be pushed to late May or even June.
- Federal budget is expected 2/18/2022. Continual Resolution is likely for another 3 weeks. And that might impact how much money comes out of the state bipartisan infrastructure plan. It can impact how soon states get their dollars.
- National Council of Independent living, NCIL, annual conference is the end of July there is a proposal period for our possessions trying to get some new transportation riders. Also looking at disability employment. The sign-up deadline is Monday March 7th 2022.

## **CCB quarterly update - Vernea Patterson Shaw:**

All MATP trips performed in Dauphin County should go through CCB (Center for Community Building) to ensure they are eligible for transportation. CCB renews its contact with CAT July 1st of every year.

### **For October, November, December 2021**

- Bus passes issued to MATP consumers, 333. Each bus pass comes with a bus pass waiver form for consumers to record their trips. 2018 total trips were taken. CCB sends the number of trips taken to the state.
- 427 new consumers from Lower Dauphin.
- 21,611 trips booked. 1158 no shows.
- Mileage reimbursement was provided to 78 consumers with a total of 2445 trips.
- Premium trips provided, trips outside of Dauphin County, 97 total trips with Capital City and 128 with Amtrak.
- 21,000 phone calls averaging 350 phone calls a day. CCB has 4 call representatives. Rabbit has 23 to 25 call representatives and averages 30000 per month = 1000 per day. Cat Transit has three representatives for paratransit and 3 fixed route.

## **Performance Metrics – Damar Lopez:**

### **January 2022 CAT:**

Fixed route ridership: 67,077, 1.6% increase compared to 1/2021.

- Fixed route on time performance is unavailable while SRTA transfers to their new tracking system.

Paratransit ridership, on time performance and no-shows

- 77% on time.
- No shows is 7.2%. 769 out of 10,656

Fixed route customer service feedback – 29 complaints.

Paratransit customer service feedback – 7 complaints.

Top 3 complaints out of the 36 are inadequate service, Discourtesy, Late bus.

2 great job compliments.

Customer service calls general – 3,086 total. 2,947 answered.

Customer service calls paratransit – 5,139 total. 4,851 answered.

### **January 2022 Rabbit:**

Fixed route ridership: 67,368, 11.13% increase as compared to 1/2021.

- 83% on time, 9% late, 8% early.

Paratransit ridership, on-time performance & no-shows unavailable while SRTA transfers to their new tracking system.

Top 3 Fixed route and Paratransit complaints, inadequate service, careless driving, and bus running late.

Customer service calls general – 3,116 total. 2,089 answered.

Customer service calls paratransit – 21,156 total. 15,832 answered.

### **Total staffing needed as of January 2022 – Damar Lopez:**

#### **SRTA**

3 Administrative (Facilities Manager, Performance/Maintenance Analyst, full time CSR)

5 part time paratransit for Cumberland

1 full time paratransit for Cumberland

3 part time paratransit for Franklin

1 part time paratransit for Northumberland

1 part time paratransit for Perry

1 casual part time paratransit for Union/Snyder

#### **CAT**

9 full time fix route

3 part time fixed route

3 full time paratransit

7 part time paratransit

1 mechanic specialist

## **CPTA (York)**

2 fixed route

1 paratransit

1 class C mechanic

1 porter

SRTA will pay for new hires to get their initial CDL. The Rabbit Academy does trainings.

**Transit Talk** – Sign up for Rabbit’s newsletter by requesting mailings at [info@rabbittransit.org](mailto:info@rabbittransit.org). Suggestion to put it online.

**Next meeting is Wednesday, March 16, 2022 @ 10:30 on Zoom.**

### **Upcoming SRTA PWD Advisory Committee meeting dates**

April 20, 2022

May 18, 2022

June 15, 2022

**Meeting Adjourn**