

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, July 20, 2022

Attendance

Roger Jones
Cathy Long
Jeff Iseman
Cynthia Gibbs-Pratt

Carolyn O'Brien
Sherry Marks
Mark Edwards
Verna P. Shaw
Sherry Welsh

Damar Lopez
Mike Begler
Londa Peterson
Johnnie Chapman
✓ (Rider attendee)

Meeting held @ 10:30am via ZOOM.

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

Opening Statements - Roger Jones- On June 29, 2022, a meeting was held to review and vote on the new bylaws. Roger will be distributing them to all committee members via email along with a document on the recruitment and replacement of new members. He will also send everyone a link to the Zoom meeting, the recorded meeting will be deleted August 1st.

Roger introduced Johnnie Chapman, disabled veteran and CAT paratransit user. He would like to share his knowledge of working with the military's transportation system SRTA.

Performance Metrics – Damar Lopez:

June 2022 CAT:

Paratransit ridership: 12,750 total, 2.4% increase compared to 6/2021.

- 86% on time, 7% late, 7% early. 6% No shows, 769 total.

Fixed route customer service feedback – 15 complaints.

Paratransit customer service feedback – 15 complaints 3 were MATP

Not on time, rudeness, inadequate service

Customer service calls general – 3,926 total. 2,961 answered 75.4% answer rate.

Customer service calls paratransit – 5,594 total. 4,622 answered 82.6% answer rate.

June 2022 Rabbit:

Fixed route ridership: 86,054 total, 22.21% increase as compared to 6/2021.

- 81% on time, 11% late, 8% early.

Paratransit ridership: 16,466 total, almost a 4,000 ridership increase over 6/2021.

- 93% on time, 7% late, 782 no-shows

82 Fixed route and Paratransit complaints combined. 12 discourteous, 5 late bus, 13 inadequate service.

Customer service calls general – 3,291 total. 2,656 answered. 80.7% answer rate.

Customer service calls paratransit – 22,583 total. 72.6% answer rate.

SRTA Transportation Updates - Sherry Welsh:

- **Veteran Transportation** - Successful in receiving the next round of veteran trust funds for service that provides transportation to & from the VA hospital as well as employment
- **Franklin County Microtransit service** – Kickoff August 15th, 2022
- **Gettysburg/Hanover connector** – Local match has been requested to continue service for the next 3 years.
- **Same-day Service** – Pilot project, first planning meeting coming at the end of July 2022. The CIL of Camp Hill offered any needed help.
- **Closed Captioning at Zoom meetings** – SRTA's present Zoom service does not include Closed Captioning. They have several Zoom accounts & would need to upgrade all of them, so anyone with suggestions about another service that includes this feature please contact Sherry, swelsh@rabbittransit.com.

Total staffing needed:

SRTA:

Site Manager
Customer Service Rep- 1 PT
Safety & Training Coordinator
Accounting Specialist
Dispatcher
Maintenance Clerk
Maintenance Supervisor
Human Resources
Mobility Planning Rep.
Inner City Bus Program Specialist

Adams:

1 full time Paratransit

Columbia:

1 part time Paratransit

Cumberland:

Paratransit 5 PT & 1 FT

Franklin:

1 full time Paratransit.

York:

3 Fixed Route

3 Paratransit

1 Express

Dauphin:

6 full time fixed route

2 part time fixed route

2 full time paratransit

4 part time paratransit

Statewide Independent Living Council - Jeff Iseman:

- **Transportation Alliance & Disability Placard Changes** – PA Transportation Alliance will be holding a separate call on Thursday July 23, 2022 at 1:30PM to discuss state legislation [HB 2337](#), Disability Placard Changes. Placards would be printable online raising several questions about potential fraud. It has passed the

PA House and sits in PA Senate Transportation Committee. The bill has been distributed to those on the SILC email list and is open for comments.

- **Transportation Alliance bi-monthly meeting** – Tuesday, August 16 at 1:30PM - Kelly Buckland from Federal DOT / former NCIL Director on Disability Air Travel updates, related Q&A.
- **CHC** - Future follow up meeting in late September or October 2022 on CHC Transportation event with OLTL.
- **State Budget** – Passed.
- **SCIL State Plan for Independent Living** – SPIL forums coming fall 2022.
- **PA SILC board meeting** – August 18, 2022, 9:30am – 3pm
- **NCIL Conference** -July 25-28, 2022 Washington, DC, CILs will be discussing the ABLE Age Adjustment Act.

Other business:

- Pam Auer provided the following Closed Caption info...
<https://www.youtube.com/channel/UCC-hdvsHPLPL3YzM3a9nY5Q>
Otter AI
https://otter.ai/business?utm_content=brand&utm_source=bing_ads&utm_medium=search&utm_campaign=search-core-prospecting-consumer-non_edu-web-brand&utm_term=otter%20ai&msclkid=f8f0c5d9e4f218d259b6a701ffd0533d&utm_content=brand-root_ai-none-exact
- A celebration of the 32nd anniversary of the ADA will be held Tuesday, July 26, 2022, at the State Capitol behind the fountain.
- Transition to SRTA is complete.
- Rabbitcares partnership meeting is Oct. 6, 2022 @10am.

Action Items:

- Request to get an update on the annunciators. Sept. 2019 minutes, the current annunciator software only supports a single announcement per stop.

Next meeting is Wednesday, August 17, 2022 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

Sept. 21, 2022

Oct. 19, 2022

Nov. 16, 2022

Meeting Adjourn