

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, August 17, 2022

Attendance

Roger Jones	Carolyn O'Brien	1-717-232-9880
Cathy Long	Eric Orr	Chris Zdanis
Jeff Iseman	Mark Edwards	Damar Lopez
Cynthia Gibbs-Pratt	Vernae P. Shaw	Jaritza Nguyen
Steve Herman	Sherry Welsh	Londa Peterson
Pam Auer	Rich Farr	Bridget Fleming
	William Peterson	✓ (Rider attendee)

Meeting held @ 10:30am via ZOOM.

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

Phone Issues:

- CCB has been receiving an average of 10 calls/day from Rabbit customers. This is likely because when a rider calls Rabbittransit to schedule an MATP trip, the following occurs: prompt 1 for paratransit, share-a-ride, etc. Prompt 1 to make a new trip reservation. Then this message, "Are you calling for the Medical Assistance Transportation Program? All MATP applications for services and reservations are handled by the Center for Community Building. Please call 717-232-7009." Changing the message to specify residents of Dauphin County only, may help.
- Recently CCB has been getting calls from counties not serviced by SRTA.
- When Roger Jones called CAT to make a reservation, he was routed to a Rabbit reservationist. This is a result of the cross-training & merging process.

CCB quarterly update - Vernea Patterson Shaw:

3rd quarter April, May, June 2022:

- Bus passes issued to MATP consumers, 355. Each bus pass comes with a bus pass waiver form for consumers to record their trips. 2036 total trips were taken. CCB sends the number of trips taken, to the state.
- 253 new consumers from Upper & Lower Dauphin.
- 23,782 trips booked. 1150 no shows.
- Mileage reimbursement, .25 a mile, increase by DOHS due to pandemic, was provided to 104 consumers with a total of \$12,107.30 in parking, postage & tolls.
- 141 Premium trips provided by the subcontractor and 14 with Amtrak. CCB cannot schedule trips with Lyft or Uber, however, they provided mileage reimbursement for 36 total trips with Lyft & Uber.
- 19,153 incoming calls & 878 outgoing calls.

Performance Metrics – Damar Lopez:

June 2022 Rabbit:

Fixed route ridership: 87,209 total, 12.4% rider increase as compared to 7/2021.

- 80.5% on time, 7.9% late, 11.5% early.

Paratransit ridership: 15,136 total, 17.3% rider increase compared to 7/2021.

- 93% on time, 7% late. No shows 748 total.

Fixed route customer service feedback – 81 complaints.

Inadequate service, Late bus. Discourteous.

Customer service calls general – 6,404 total. 4,749 answered 74.2% answer rate.

Customer service calls paratransit – 21,612 total. 13,358 answered 61.8% answer rate.

June 2022 CAT:

Fixed route ridership: 80,095 total, 5.5% rider decrease as compared to 7/2021.

- 53% on time, 26% late, 21% early.

Paratransit ridership: 11,855 total, a small rider decrease compared to 7/2021.

- 739 no-shows

Fixed route customer service feedback – 12 complaints.

Paratransit customer service feedback – 15 complaints

3 inadequate service, 3 reckless driving, 3 no show

Customer service calls general – 3,900 total. 2,738 answered. 70% answer rate.

Customer service calls paratransit – 7,534 total. 5,052 answered. 67% answer rate.

Total staffing needed:

SRTA:

2 Transit Safety Ambassadors

Maintenance Supervisor

Operations Supervisor

Executive Assistant

Inner City Bus Program Specialist

Adams:

1 full time Paratransit

Cumberland:

Paratransit 5 Part time

Franklin:

1 full & 1 part time Paratransit.

Northumberland:

1 full & 1 part time Paratransit

York:

4 Fixed Route

5 Paratransit

Dauphin:

4 full time fixed route

2 part time fixed route

2 full time paratransit

6 part time paratransit

SRTA Transportation Update - Sherry Welsh:

- Sept 11, 2022, Go-Live re. changes to the York County fixed routes. A bridge replacement project will impact some routes.

Statewide Independent Living Council - Jeff Iseman:

- Federal DOT- Update from Disability Air Travel from Transportation Alliance call on 8/16, Advocates should attend PWD meetings a speak up about their transportation barriers/needs and file complaints.
- Future PA Transportation Alliance presenters: CHC Transportation-probably October, PA L&I OVR- December or early 2023 / also regional interests across PA
- Disability Placard Modernization -New disabled applicants must initially fill out the usual paperwork, but renewals can be done online.
- Virtual Board MTG- Thursday August 18, 2022, 9:30AM-3:00PM. Guests include the executive director for the Disability Environment Center serving Lebanon & Lancaster Counties, Labor & Industry secretary, and OVR.
- Upcoming SPIL & Joint Sessions with ODHH, Deaf-Hard of Hearing, & BBVS, Blind-Visual Services, Tuesday, August 30- Giant Community Center in Camp Hill location, 10am-1pm and 3:30pm-5:30pm. Also, in Phili. & Pittsburg regions in Sept.
- ABLE Age Adjustment Act, which would raise the current age of the ABLE Act eligibility from 26 to 45, still requires Congressmen Scott Perry & Fred Keller to jump on board. Any advocacy would be appreciated.

Annunciators – Chris Zdanis:

Upgraded from Syncromatics to the Avail System, PA mandated. It announces major time points at intersections. Lock boxes have been installed on the volume, and a way for drivers to adjust the level if needed is coming soon. There is a digital screen inside the bus for the deaf and hard of hearing to read the announcements. The question of whether the announcement of a stop will sound every time the doors are open, is unanswered at this time. When the annunciators used Syncromatics, the door would open at the front end of the transfer center to let passengers off, and the announcement would sound. But it did not sound when the bus opened the door a second time to allow passengers on.

Other business:

- **Complaint System** – The process is the same for both CAT & Rabbit.
- **Rider Restrictions** – York County transportation restrictions have been lifted but the other counties serviced by SRTA continue to focus on medical and necessity trips.
- **Mileage Reimbursement**- New applicants can go back 30 days within the fiscal year, July to July,

Action Items:

- When the door opens at the front end of the transfer center to let passengers off, the announcement sounds. Does it sound when the bus opens the door a second time to allow passengers on?

Next meeting is Wednesday, Sept. 21, 2022 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

Oct. 19, 2022

Nov. 16, 2022

Dec 21, 2022

Meeting Adjourn