

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes
Wednesday, May 17, 2023

Attendance

Roger Jones	Mike Begler	Damar Lopez
Carolyn O'Brien	Liz Pabon	Jaritza Nguyen
Cathy Long	Steve Herman	Sufyan Baig
Sherry Marks	Stacy Rice	William Peterson
Jeff Iseman	Jody Lubinski	Dave Ritter (OVR)

The meeting was held @ 10:30am via ZOOM.
April 2023 minutes distributed via email prior to this meeting. Approved.

Opening Statements – Roger Jones

Metrics will not be presented in-meeting. The numbers will be provided prior to our meeting. Roger will consult Londa to ensure accessibility.

Performance Metrics

April 2023 Capital Region:

Fixed route ridership: 95,775; 8,995 riders increase as compared to 4/2022.

- 52% on time, 25% late, 22% early.

Paratransit ridership: 10,000 total trips booked. 2,288 less than in 4/2022.

- No shows 563 total = 9,437 trips completed.

Customer service feedback – 48, 24 of which are MATP.

- Bus running late, inadequate service, no show.

Customer service calls – 11,127 total. 7,356 answered, 66% answer rate.

April 2023 York/Adams:

Paratransit ridership: 18,521 trips booked; 1,145 riders increase as compared to 4/2022.

- 629 no-shows = 17,713 trips completed.

68 complaints.

- Careless driving, buses running late, inadequate service.

Customer service calls – 25,737 total. 21,783 answered. 84.6% answer rate.

Attendee, David Ritter, introduced himself. He is a vocational rehabilitation counselor from the Harrisburg district office of OVR.

SRTA Transportation Updates - Sherry Welsh

- Gettysburg Schedule started on May 7, 2023.
- Roadwork Detour 1E, Market and 83 got pushed to May 19, 2023.

- The Department of Human Services will be requiring all Medical Assistance recipients to renew their health insurance benefits. Failure to renew will impact your coverage, including your Transportation benefit. You can renew by calling 1-877-395-8930 or 1-215-560-7226, or by reporting it online through your COMPASS account. MATP Renewal April 1, 2023 – March 31, 2024, <https://www.dhs.pa.gov/PHE/Pages/default.aspx>
 - By mail — Complete and return the forms by mailing them back in the provided envelope.
 - Online — Complete your renewal online in COMPASS.
 - Telephone — Call 1-866-550-4355 to talk to a customer service representative.
 - In-Person — Complete and submit your renewal in person at any local county assistance office (CAO)
 - Completing your renewal will help DHS determine if you are still eligible for health coverage through the state. If you are still eligible, your Medicaid or CHIP coverage will continue. If you are no longer eligible, you will be automatically referred to Pennie®.
- Public Comment for proposed service changes- Fixed route system in the Capital Region service area in Cumberland County, Dauphin County, and the City of Harrisburg. The proposed changes include the permanent discontinuation of Route CY and the addition of Route L. The proposed changes can be found at www.cattransit.com/may-2023-service-adjustments along with dates and locations for public hearings. The public may offer comments until June 9, 2023, by providing feedback by attending a public hearing, via mail to 901 N Cameron St. Harrisburg, PA 17101, via email to info@rabbittransit.org or by calling 1-800-632-9063.

Statewide Independent Living Council - Jeff Iseman

- **E-scooter bill is out and moving [SB 692](#)**- will get a PA Senate Floor vote during the week of June 5-7 when both chambers are in. We are convening a disability stakeholder group to provide both general issue comments as well as SB 692. This bill in some form will pass since the City of Pittsburgh Pilot program expires 6/30/23. SB 692 not only renews the program but expands it to PA.
- **Next PA Transportation Alliance MTG Tuesday June 20th MTG from 1:30PM-2:30PM- PennDOT leadership will be on- Meredith Biggica (Multimodal Deputy Secretary) and Nicole Tyler (Director, Equitable Transportation)** will attend the meeting. While they will get a few standing topics to provide updates on, it will be opened up for additional questions to attendees.
- **State Budget** -reminder on need for systems advocacy
- **NCIL Conference- July 24-27, in person march on Wednesday July 26 (ADA 33rd anniversary) in Washington DC www.ncil.org**
- **FAA Reauthorization –Disability air travel.** Hearings are occurring and our group may offer some public comments later this summer or fall.

- **Human Services Study** - The financial footing for shared ride is unstable and PennDOT is working with transit agencies and human services providers to provide a study on what future funding for transportation service could be.
- The State Transportation Commission (STC) and PennDOT are having a public comment period for the update of the **2023 12-Year Transportation Program**. The Public Comment Period to add your thoughts on all modes of transportation in Pennsylvania is open Wednesday, March 1, through Sunday, April 30, 2023. <https://talkpatransportation.com>

Other business:

- **Rider Appreciation Day** (Wednesday, May 3), SRTA provided 4,180 trips in York and Adams Counties and 4,670 trips in Dauphin County, for a total of 8,850 Fixed Route trips.
- If a paratransit bus is waiting for a pickup and the rider does not show up within 5 minutes, they will call to ensure that they have the right address.
- **Driver Pay** – SRTA is a nonprofit organization providing affordable services that require general expenses such as driver pay status, fuel, utilities, insurance etc. If driver rates are raised, the rider fare would need to be raised.

Action Items:

- The OVR board will be approving changes to vehicle modifications and driver services. Carolyn will ask Dave Ritter to provide an update.

Next meeting is Wednesday, June 21, 2023 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

July 19, 2023 August 16, 2023 Sept. 20, 2023

Meeting Adjourn