

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, June 21, 2023

Attendance

Roger Jones	Vernae P. Shaw	Sufyan Baig
Carolyn O'Brien	Liz Pabon	Pam Auer
Londa Peterson	Mark Edwards	George Gilmore
Cynthia Gibbs-Pratt	Steve Herman	Dan Kerstetter
Sherry Marks	Damar Lopez	
Jeff Iseman	Jaritza Nguyen	

Roger called the meeting to order at 11:00 AM due to technical difficulties on ZOOM. March 2023 minutes distributed via email prior to this meeting. Approved.

Performance Metrics

May 2023 Capital Region:

Fixed route ridership: 105,809. 17,955 riders increase as compared to 5/2022.

- 51% on time, 27% late, 22% early.

Paratransit ridership: 11,524 total trips booked. 1645 less than in 5/2022.

- No shows 1195 total = 10,329 trips completed.

Customer service feedback – 48 total.

Customer service calls – 5,943 total. 303 dropped, 95.1% answer rate.

Performance Metrics

May 2023 York/Adams:

Fixed route ridership: 111,878. 26,962 riders increase as compared to 5/2022.

- 80% on time, 10% late, 10% early.

Paratransit ridership: 18,261 trips booked. 2,972 riders increase as compared to 5/2022.

- 837 no-shows = 17,424 trips completed.

87 complaints.

- Bus running late, inadequate service.

Customer service calls – 26,237 total. 626 dropped. 97.6% answer rate.

SRTA Business & Transportation Updates - Sherry Marks

I 83 S bridge needs to be replaced. A motion for a letter of support to get funds for this project was put forth and carried. Roger will work with SRTA. There was a question of what the routes will be when construction is happening. The Harrisburg Area Transportation Study, HATS, needs to approve the constitution and it was recommended to consult them about the plans. [RTP - HATS Structure \(tcrpc-pa.org\)](https://www.tcrpc-pa.org)

Statewide Independent Living Council - Jeff Iseman

- Update for PA Transportation Alliance June 20, 2023, meeting. The head of Penn DOT's diversity and equity efforts spoke.
- Senate Bill 692 – E scooter bill has not passed through the Senate yet but needs to be voted on by Friday June 30, 2023, because the Pittsburgh pilot will be complete at that time. The alliance put together a memo on the issue, contact Jeff for a copy.
- House Bill 1307 will allow counties the option to raise revenues for transportation. The bill is new, and no action has been taken yet.
- House Bill 611 is the state budget. A “spend number” has not been determined yet.
- The minimum wage bill has been passed in the house and has been sent to the Senate.
- OVR has made proposals to update their vehicle modifications and drivers' services policies, they will be voted on anywhere from September to December.
- Federal: FAA Reauthorization (Air Travel Disability Related) Jeff will forward any information on this if interested.
- Next Transportation Alliance meeting is August 15th, 2023, 1:30PM-2:30PM, Special Guest PennDOT Multimodal Deputy Secretary.

CCB quarterly update - Vernea Patterson Shaw

January, February, March 2023

- Bus passes issued to MATP consumers, 450 = 3790 total trips.
- New consumers, 16 Upper Dauphin & 298 in Lower Dauphin.
- 21,806 trips booked.
- Mileage reimbursement was provided to 105 consumers at 25 cents a mile totaling \$13,971.85.
- Out of county/premium trips, 399 in the capital city region, 76 Amtrak trips to Philadelphia. 227 on Uber or Lyft. Although the CCB will not book Uber and Lyft trips, they do reimburse customers who booked their own trips on Uber and Lyft.
- 21,988 incoming calls and 461 outgoing calls.

Other business:

- NCIL conference July 24th to 27th 2003. Grand Hyatt in Washington DC. [2023 Annual Conference on Independent Living \(ncil.org\)](#) Any help from SRTA with transportation would be appreciated.
- The Center for Community Building will be extending its hours to 4:30pm starting July 1st, 2023.

Next meeting is Wednesday, July 19, 2023 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

August 16, 2023,

September 20, 2023

October 18, 2023

Meeting Adjourn