

# **SRTA PWD ADVISORY COMMITTEE**

## Meeting Minutes

Wednesday, January 19, 2022

### Attendance

Roger Jones  
Carolyn O'Brien  
Cathy Long  
Mike Begler  
Ginger Monsted  
Jeff Iseman  
Liz Pabon

Cynthia Gibbs-Pratt  
Londa Peterson  
Marc Roda  
Janitza Nguyen  
Sherry Marks  
Verna P. Shaw  
Sherry Welsh

Rodger Simmons  
Bobbie Simmons  
Damar Lopez  
Stacey Rice  
Steve Herman

December 2021 minutes summarized and approved.

Meeting held @ 10:30am via ZOOM.

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

A Zoom meeting was held on Dec. 3, 2021 with Roger Jones, Carolyn O'Brien, Sherry Welsh, Rodger Simmons, Miguel Aciri-Rodriguez and Rich Farr to discuss Committee issues, transition, etc. Of special note was our Committee's page and content from CAT's previous website. Sometime during the pandemic shut-down, the existing CAT website was taken down and the often discussed "CAT's new website" came online. CAT's new website being a mirror of the Rabbit website. Unfortunately, all of the advisory committee's work product was archived on CAT's previous website and access was lost with the transition. This content is currently on a server or hard drive somewhere and Rabbit and CAT staff, along with the Committee Officers, will be working to recover the lost content, which will be completely carried over onto the current web pages.

A subcommittee will be formed to review the Committee's historical information and decide if they want to re-word or re-structure anything going forward in reimagining the Committee. Roger Jones will be sending out an email asking for volunteers interested in joining the subcommittee. The subcommittee will be soliciting input from members, attendees and other sources as it works through its duties. Whatever proposals the subcommittee produces, will be brought to the entire Committee for processing, further input and an eventual vote.

### **Next steps – Mike Begler:**

In November, 2021, Mike drafted and distributed a suggested agenda for the subcommittee to follow...

1. Finalize a vision and mission statement.

2. Suggest a committee name. In the meantime, SRTA PWD Advisory Committee will be the name.
3. Formalize committee membership, including officers, elections and guidelines for adding new members.

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

Damar Lopez will be reporting the metrics for both CAT and Rabbit from now on.

#### **December 2021 CAT:**

Fixed route ridership: 86,176, 15% increase compared to 12/2020.

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

Paratransit ridership: 10,667, 13.7% increase compared to 12/2020.

- 77% on time, 23% early.
- No shows is 7.7%. 819 out of 9,848.

Fixed route customer service feedback – 26 complaints.

Paratransit customer service feedback – 5 complaints. Inadequate service, Discourtesy, Late bus. 1 grateful compliment.

Customer service calls general – 3,592 total. 2,892 answered.

Customer service calls paratransit – 6,671 total. 5,936 answered.

#### **December 2021 Rabbit:**

Fixed route ridership: 77,485, 27.5% increase as compared to 12/2020.

- 79% on time, 9% late, 12% early.

Paratransit ridership is unavailable while SRTA transfers to their new tracking system.

- 91% on time, 8.5% late.
- No shows is 4.9%

Fixed route and Paratransit customer service feedback combined – 54 complaints.

Inadequate service, Discourtesy, 3 Pass by.

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

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

### **Driver shortage numbers:**

- CAT is down 12 full-time fixed route drivers and 3 part-time fixed route drivers. 7 Paratransit full-time drivers and 6 Paratransit part-time drivers. A total of 28 drivers for fixed route and Paratransit. Also needed are servicemen, detail cleaners, and mechanics.
- Rabbit Transit:
  - ✓ Cumberland is down 4 full-time Paratransit drivers and three part-time Paratransit drivers.
  - ✓ Franklin is down 3 part-time Paratransit drivers.
  - ✓ Northumberland is down 4 Paratransit drivers, 2 full-time and 2 part-time.

- ✓ Union/Snyder is down 8 Paratransit drivers, 4 part-time and 4 full-time.
- ✓ York is down 2 fixed route drivers, 3 Paratransit drivers, 2 classy mechanics.
- ✓ No numbers for Columbia, Montour and Adams.

Damar will try and get a percentage to let the committee know what is needed to eliminate the service restrictions necessary due to the driver shortages.

### **Outreach:**

- There have been Note Boards done.
- SRTA has worked with CareerLink and is creating a Career Pathways program to help introduce people to the transit industry.
- They have been doing different events including career fairs with not much success.
- Also sending information to all their partners who in turn are sending the information out to their Networks.
- It is in Transit Talk.
- Advertisement on buses.
- Raised the amount in their referral program.
- Sent postcards to ex-employees eligible for rehire.
- Contacted veterans' organizations.
- Partnered with AARP.
- They met with prisons for work release.
- QR codes connecting people to the website were put on the placemats at various restaurants.
- They are studying the application process to improve any possible barriers.
- They met with drivers to find out if a struggle with the technology may be a reason why people are hesitating to apply.
- They are working on creating apprentice programs.

Any other suggestions can be forwarded to Sherry Welsh and she will forward the suggestions to HR.

- ✓ Jeff Iseman suggested outreach to OVR district offices covering CAT/ RABBIT areas. Also Vo-Tech training schools & private employment agencies.
- ✓ Mike Begler added, the Turnpike is also represented by the Teamsters, I know they track their retirees.
- ✓ Roger Jones, "Mechanics need to have a CDL. As do lot managers. I wonder if there's a way to tap into the mechanic/ex-mechanic population. The lot managers and other non-union 'management' class would be a good group to try to tap into. There are MULTITUDES of former employees in this class. Harder to get to perhaps as they're not under any union umbrella."
  - Many individuals with CDLs are looking for the best paying jobs and SRTA is nonprofit. Nonprofit does not compete from a salary perspective right now.

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

- The governor's budget comes out February 8th. This is Governor Wolf's final budget since he is term-limited so we will be electing a new governor. A 3 week Petition period will be February 15th through March 7th. Primary elections are in May.
- Upcoming PA Appropriations Hearings with DHS are March 8th and 9th. PennDOT is going to be the 24th, Senate and the House is March 2nd.
- PennDOT has not confirmed whether or not the money from the Bipartisan Infrastructure Plan can be used to increase driver rates or incentives. FederalDOT has been interested in air travel, particularly wheelchair accessibility.
- Autonomous vehicles is a federal & state issue.
- January 18, 2022 was the ribbon-cutting for the ADA updates of Amtrak service in Middletown.
- PA SILC has a grant for their state plan. They will be doing their state plan for independent living hearings in late Fall of 2022. Anyone interested in continuing accessible transportation should voice their opinions including those on Personal Delivery Devices. A PDD is a ground-based delivery device that is manufactured for transporting cargo or goods and is operated by a driving system that allows for autonomous and/or remote operations. PDDs are currently being used in larger populated areas.
- The next PA SILC board meeting is Thursday, February 17, 2022. State budget secretary is scheduled from 10-10:30.

### **BlindSquare:**

Paired with third-party navigation apps, BlindSquare's self-voicing app delivers detailed points of interest and intersections for safe, reliable travel both outside and inside. Roger mentioned that the visually impaired members of this committee might want to get together and have a ZOOM about this. Maybe even develop an advice article that the committee can offer to riders. This may also be useful for non-visually impaired individuals too, such as, individuals with brain fog or other cognitive deficits, or for anyone in an unfamiliar area. [What is BlindSquare? – BlindSquare](#)

### **Rabbit Cares survey:**

Sherry Welsh announced that she will be emailing the survey within the week. It will help identify the priority areas for Rabbit Cares. She asks that you forward it to your networks.

**Other questions answered:**

- Miguel Aciri-Rodriguez is no longer in the same job capacity as he was previously, he is now in a planning role. His attendance to these meetings may be periodic going forward.
- Fixed route drivers are unionized for both CAT and Rabbit. Each has their own union, one is Teamsters.
- MATP does not allow CCB to use Lift or Uber because the services will not permit drug tests and background checks. They will however, reimburse the rider if they choose to use these services on their own.
- Rabbit does cancel fixed-bus routes when needed. They have extra board operators. They have a force policy which they try not to utilize because that only exacerbates the problem. Forcing people to work when they don't want to work, may make them choose to quit.
  - Note that CAT's route cancellations have gone down since Rich Farr came on board.

**Action Items:**

- Mike begler is going to resend the subcommittee agenda to Carolyn and Roger.
- Rodger will send an email out to the committee asking which members are interested in the subcommittee and he will choose a group of approximately 5 members.

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

**Upcoming SRTA PWD Advisory Committee meeting dates**

March 16, 2022      April 20, 2022      May 18, 2022

**Meeting Adjourn**