

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, June 15, 2022

Attendance

Roger Jones
Cathy Long
Stacey Rice
Jeff Iseman
Cynthia Gibbs-Pratt
Carolyn O'Brien
Marc Roda

Sherry Marks (11:45)
Aimee Harwood
Jaritza Nguyen
Mark Edwards
Eric Orr
Jaritza Nguyen
Steve Herman

Vernae P. Shaw
Sherry Welsh
Damar Lopez
Pam Auer
Sufyan Baig
Londa Peterson
Brooklyn Fleming
✓ (rider attendee)

Meeting held @ 10:30am via ZOOM.

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

Rodger Jones started by informing the committee about the new committee webpage. Once approved, the bylaws, along with the committee minutes and the mission and vision statements, will be posted to the page on the SRTA website.

Total staffing needed:

SRTA:

Site Manager

Customer Service Rep- 3 FT

Safety & Training Coordinator

Accounting Specialist

Dispatcher

Program Specialist

Operations Supervisor

Human Resources

Mobility Planning Rep.

Adam:

1 Paratransit part time

Cumberland:

Paratransit 3 PT & 1 FT

Franklin:

1 Paratransit part time.

York:

4 Fixed Route

4 Paratransit

Dauphin:

7 full time fixed route

2 part time fixed route

8 full time paratransit

4 part time paratransit

Performance Metrics – Damar Lopez:

May 2022 CAT:

Fixed route: 54% on time, 21% late, 25% early.

Paratransit ridership: 10,420 total, 10% increase compared to 5/2021.

- 98% on time, 2% late. No shows is 5.3%. 558 out of 10,420.

Fixed route customer service feedback – 26 complaints.

Paratransit customer service feedback – 6 complaints.

32 Fixed route and Paratransit complaints combined. Not on time, rudeness, inadequate service (Grievances about bus routes not covering a specific area.),

Customer service calls general – 2,730 total. 75.5% answer rate.

Customer service calls paratransit – 3,992 total. 91.7% answer rate.

May 2022 Rabbit:

Fixed route ridership: 84,792 total, 18.62% increase as compared to 5/2021.

- 81% on time, 10% late, 9% early.

Paratransit ridership: 15,302 total.

- 91% on time, 9.2% late, 720 no-shows

86 Fixed route and Paratransit complaints combined. 20 discourteous, 14 Late bus, 16 inadequate service (Grievances about bus routes not covering a specific area.),

Customer service calls general – 3,360 total. 2913 answered. 86.7% answer rate.

Customer service calls paratransit – 23,583 total. 13,685 answered 79.2% answer rate.

Statewide Independent Living Council - Jeff Iseman:

- **Transportation Alliance Call** – Tuesday, June 21, 2022 @ 1:30.
- **Community Health Choices Transportation Forum on May 24, 2022** – Expecting follow-up documents from the Office of Long-term Living: What is CHC transportation for 2022 and a list of PA's 67 counties detailing each one's broker & operation system. Also, info from the 3 MCOs concerning the benefits of their transportation.
- **PA Legislation** - HB 2337, PennDot has some concerns regarding the temporary disability placards.

- **State Budget** – Aimed to be completed by the end of June 2022. Code Bills must be provided to explain how the dollars are spent.

Bylaws Update Subcommittee – Mike Begler announced the subcommittee's completion of the bylaws and a procedure for Adding/Replacing Committee Members. He will distribute them via email to the committee for review. Members are asked to send any comments to Mike by June 22 and a meeting will be held on Zoom Wednesday, June 29, 2022 to approve the documents.

SRTA Transportation Updates - Sherry Welsh:

- **Google Transit-** Google Transit is a public transportation planning feature that combines the latest agency data with the power of Google Maps. It integrates transit stop, route, schedule, and fare information to make trip planning quick and easy for users. By entering your origin and destination, Google Maps will show you the Fixed bus route and tell you, step by step, how to access that route.
- **Microtransit service** – Coming to Chambersburg in July 2022.
- **Gettysburg/Hanover connector** – GHC continues to grow.
- **Fare Increase** – Forthcoming, possibly in July 2023.
- **Intercity Bus Program for the State of PA** began in March. Rabbit Transit is coordinating fixed route services that go across the state. Connecting Paratransit services in various service areas, so riders can travel between larger cities across the state of PA. Currently evaluating Selinsgrove/Lewisburg area & ATA area. Connecting the Milton, Lewisburg, Selinsgrove area with the Harrisburg train station.

Other business:

- **Rabbit call center** – Ideally, there are between 25 and 28 agents answering calls on various shifts 7 a.m. to 7 p.m. Monday through Friday and 7 a.m. to 3 p.m. Saturday. Presently the call center has not been fully staffed resulting in the number of dropped calls and the average wait time. May was 21 minutes average wait time, 4-5 minutes previous months. Although a rider must make a reservation for the following day by 12 pm, rabbit does consider the number of riders waiting in the queue and does extend the reservation times. Callers also have a call back option.

- **Findmyridepa.org** – Riders can schedule & cancel his or her own trips. You do need your Paratransit ID number. It is sent out with the welcome packet and anyone in the call center can provide the information also a “forgot my ID” option on the website.
- **Paratransit late bus** - The late percentage is based off the window. The window is 15 minutes before or 15 minutes after the reservation time. As long as the driver shows up within that window he is considered on time.
- **RabbitTransit service area** – Southern Tier: York, Adams, Cumberland, Perry, Franklin. Northern Tier: Northumberland, Columbia, Union, Snyder, Montour. Capital Region: Dauphin.
- **The King Street Station Suggestion** – Visitors to the station may benefit from a detailed layout that shows entrances, ramps, ticket counter, etc.

Action Items:

- Jeff Iseman asked: What funds can be used for driver retention? PWD (PennDot) & Senior Shared Ride (Department of Aging). State & lottery funds or can you tap into Federal ARPA funds? Sherry W will follow up.
- Pam Auer requested that these meetings have closed captioning enabled.
- Aimee Harwood can contact Sherry W via email regarding Google Transit.

Next meeting is Wednesday, July 20, 2022 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

August 17, 2022

Sept. 21, 2022

October 19, 2022

Meeting Adjourn