

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, December 21, 2022

Attendance

Cathy Long	Roger Jones	Sufyan Baig
Jeff Iseman	Vernae P. Shaw	Mike Begler
Cynthia Gibbs-Pratt	Damar Lopez	Sherry Welsh
Pam Auer	Jaritza Nguyen	Rider attendees...
Carolyn O'Brien	Londa Peterson	George Gilmore
Eric Orr	Mark Edwards	
	Stacey Rice	

Meeting held @ 10:30am via ZOOM.

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

Statewide Independent Living Council - Jeff Iseman:

- Find My Ride – At the 12-20-22 transportation alliance meeting, John Taylor of PennDOT said the accessibility issue is limited to contractor for the scheduling software used by Rabbit and Delaware County Transportation Providers but not the entire program. There had been testing during the development process, but the problem wasn't picked up until later.
Jeff suggests that interested stakeholders work internally with RABBIT and they can coordinate with PennDOT per RABBIT leadership and the group's preference. He also reached out to someone involved with SEPTA and Delaware County for them to check on related concerns and will offer the same suggestions to them once he hears back.
John Taylor, Manager – Planning and Technology, PA Department of Transportation, can be contacted at Phone: 717.787.1217, or email: tjohn@pa.gov
- OVR gave an update on local district office transportation efforts. There is a disagreement on the rates that OVR is paying for transportation. This is preventing local contracts with OVR.
- Discussion about OVR's policy to assist with the vehicle modification costs. OVR will assist with Travel Training. OVR also has a small business policy for those who want to partner with another individual opening a small business.
- Community Health Choices will continue with the current 3 MCO's through December 2024.
- New form to track transportation costs, there will be one form as opposed to three.

Performance Metrics – Damar Lopez:

November 2022 Rabbit:

Paratransit On-time performance

- 87% on time, 13% late.

95 complaints

- Inadequate service, Late bus, Discourtesy

November 2022 CAT:

Paratransit ridership: 11,135 total, rider decrease of 570 as compared to 11/2021. The decrease is partly due to riders using fixed route buses more.

- 70% on time, 30% late.

106 complaints, 44 were MATP funding source.

- inadequate service, late bus, no show

CAT customer service calls – 11,791 total, 69.9% answer rate.

Rabbit customer service calls – 26,183 total. 70.8% answer rate.

A combined answer rate of 70.34%

Total staffing needed:

SRTA:

1-PT & 3-FT Customer service reps

(30 Call Center Reps = fully staffed)

1 Facilities PT

2 Dispatchers

1 Site Manager

Cumberland:

Paratransit 5 Part time

Northumberland:

1 PT Paratransit

Union/Snyder:

1 PT paratransit

York:

11 Fixed Route

13 Paratransit

Dauphin:

3 full time fixed route

1 part time fixed route

3 full time paratransit

5 part time paratransit

2 Servicemen

1 mechanic

There's been a lot of review in reference to **driver retention**. Human resources does an exit interview and SRTA has taken that feedback from drivers about what pain points they have with things that would probably retain them and what things would push them away.

SRTA Transportation Update – Sherry Welsh:

2 successful grants:

- One of which is for some work for the Harrisburg facility.
- The other is for the expansion of Microtransit in Franklin County.
- Shery continues to work on the Closed Captioning for the Zoom meetings.

Same Day Ride Pilot – SRTA always encourages riders to call ahead of time for their trips, but when someone has a same day, last minute emergency, SRTA will try their best to accommodate through this program. There are approximately three or four requests per day and about half of those were able to be accommodated since its start. Damar Lopez offered to get more specific numbers for the next meeting. More public advertising will be coming soon.

Cathy Long thanked SRTA for an out of county trip she requested recently.

Other business:

The call center is open until 7pm Monday through Friday and until 3pm Saturday.

If anyone is still hearing the message directing all MATP rider trips, not just Dauphin County riders, to call CCB, please report it by calling 1-800-632-9063.

Same day trips will be charged an extra convenience fee of \$1.00.

The subject of more and more seniors being directed to use shared ride was mentioned. It was suggested this issue be referred to an advocacy group.

Action Items:

- ✓ Damar will make sure that the 'call back' feature is working properly.
- ✓ Jeff is interested in seeing the complaint numbers from each county in the SRTA service area.
- ✓ Cynthia should contact Damar about her rider eligibility.

Next meeting is Wednesday, Jan. 18, 2023 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

Feb. 15, 2023 March 15, 2023 (elections) April 19, 2023

Meeting Adjourn