

SRTA PWD ADVISORY COMMITTEE

Meeting Minutes

Wednesday, January 15, 2023

Attendance

Roger Jones
Jodi Lubinsky
Cynthia Gibbs-Pratt
Sherry Marks
Jeff Iseman
Verna Patterson-Shaw

Mark Edwards
Steve Herman
Mike Begler
Sufyan Baig
Eric Orr
Sherry Welsh

Damar Lopez
Jaritza Nguyen
Londa Peterson
Rider attendees...
Dan Kerstetter

Meeting held @ 10:30am via ZOOM.

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

Opening Statements – Roger Jones

- Closed captioning is working on the zoom video recording.
- Committee elections will be held at the March 2023 meeting. Anyone interested in becoming a committee officer should be put forth at the February 2023 meeting. You need to be a permanent/voting member of the committee to be eligible for office; have a disability or represent the disabled community.

Statewide Independent Living Council - Jeff Iseman

- Senate Bill 35 passed the transportation committee vote and the Senate, reducing reduce the state gas tax. It has yet to go to the House PA transportation subcommittee and from there, the appropriations committee.
- State transportation-the Human Services study that PennDOT is doing with the Department of Aging, DHS, OVR, and other transportation stakeholders will be updated at the next alliance meeting.
- President Biden signed a federal budget agreement which will continue funding for federal government through September 30, 2023.
- The ABLE Age Adjustment Act to raise the current age of eligibility from 26 to 46 will go into effect January 1, 2026.
- Tuesday, January 31, 7:00 AM to 8:00 PM, special election for PA Senate seat in Snyder, Northumberland, Montour, and Columbia counties covered by Rabbit.

Performance Metrics – Damar Lopez

December 2022 Rabbit:

Fixed route ridership: 92,081. 16.2% increase as compared to 12/2021.

- 77% on time, 13% late, 10% early.

Paratransit ridership: 11,570 total trips booked. 2542 less than in 12/2021.

- No shows 634 total. = 12,394 trips completed.

Customer service feedback – 81.

- Inadequate service, bus running late, Careless driving.

Customer service calls – 24,767 total. 18,664 answered, 75.4% answer rate.

December 2022 CAT:

Fixed route ridership: 90,599. 4% increase as compared to 12/2021.

- 53% on time, 23% late.

Paratransit ridership: 11,040 trips booked. 4% decrease as compared to 12/2021.

- 696 no-shows = 10,344 trips completed.

Fixed route customer service feedback – 51.

75 complaints, 17 were MATP funding source.

- Bus running late, inadequate service, careless driving.

Customer service calls – 11,636 total. 8757 answered. 75.3% answer rate.

Total staffing needed:

SRTA:

3 full Customer service reps
2 dispatchers
1 site manager
1 P T facilities
1 safety & training
Operations Supervisor

Adams county:

4 full time Paratransit

Cumberland county:

Paratransit 5 P T / 1 F T

Franklin county:

2 part time Paratransit

Perry:

1 part time paratransit

York county:

8 Fixed Route
9 Paratransit

Dauphin county:

2 full time fixed route
13 full time paratransit
9 part time paratransit
2 servicemen
1 mechanic

Due to staffing shortages, riders have gotten to their appointments extremely late. Rabbit transit has been successfully resolving this issue by not taking any more reservations when they are getting overwhelmed and recently, they have decided to try this in Dauphin County as well.

Same day trips - \$1.00 extra charge. As long as you call in before 1:30 or 2 hours prior to your trip and your using lottery funds or PWD, SRTA will try to get that trip into same day, but riders are still encouraged to do it in advance. If you call in the evening hours, customer service reps are going to tell you that if it's not an urgent trip to try to call the next day. Damar presented a chart showing the completed trips by purpose. The chart shows medical to be the highest number of completed trips, the primary reason for doing same day trips. Other trips include bank, grocery, store, shopping, work. These completed trips are significantly less in number. Although any request can be asked for, riders are asked to try to schedule trips as well in advance as possible. Another chart showed trips completed by county. York is number 1 followed by Northumberland and Cumberland.

The Hopper- A public transit version of an on-demand service such as Uber or Lyft. Anyone from the York County area and the upper north can call in or use the app to schedule a pickup and drop off.

It's not in Dauphin. The hopper would be in your area or to you within 15 minutes of scheduling. For more information on the area's serviced by The Hopper, go to www.rabbittransit.org and search the hopper.

SRTA Transportation Update - Sherry Welsh

- Upgrades to Find My Ride are in progress.
- Find My Ride Apply - meeting scheduled June 14th, 2023, to discuss DHS issues related to the keystone ID. Any comments or questions you have regarding this subject can be sent to Carolyn or Sherry.
- Transit Equity Day - SRTA is offering half off fixed route tickets in the token transit system on February 4th, 2023, which is Rosa Parks Day
- A customer survey for fixed route riders in the York area is ongoing. It has been distributed via e-mail to the committee members on January 18th, 2023.
- The shared ride black and white Rabbit vans are now being used in Dauphin County.
- Wash and tune wheelchair event - April 19th, 2023, from 10 – 12 and 1 – 3 at 6360 Flank Drive in Harrisburg. SRTA is offering transportation. A flyer for this event will be distributed once it is drafted.

Other business:

- SEDA COG - the council of governments, the MPO's of some of the North Central counties, is having a meeting Friday January 20, 2023, from 9:30 to 11. www.seda-cog.org

Action Items:

- Damar will provide the CIL In Harrisburg with same day flyers.

Next meeting is Wednesday, February 15, 2023 @ 10:30 on Zoom.

Upcoming SRTA PWD Advisory Committee meeting dates:

March 15, 2023

April 19, 2023,

May 17, 2023

June 21, 2023

Meeting Adjourn