

SRTA

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

DATE: October 27, 2022

TIME: 10:00 AM

PLACE: Zoom Meeting. Public may participate at Cameron Street or Zarfoss Drive Locations.

PURPOSE: October Board Meeting

ORDER OF BUSINESS

1. Call to Order
2. Program of Projects – Public Hearing (Page 2)
3. Changes or Modifications to the Agenda
4. Public Comment: Accepted in Person or in Writing
5. Approval of Minutes
 - A. Meeting Minutes of September 29, 2022 (Pages 3-6)
6. Communications
 - A. Dauphin County Area Agency on Aging Contract Compliance Monitoring Report (Page 7-8)
 - B. Adams County Customer Correspondence (Page 9)
7. YAMPO Transit Committee – No Business
8. Treasurer's Report
9. Old Business
10. New Business
 - Resolution 2248 – Authorizing the Purchase of Dauphin Maintenance Service Vehicle (Page 10 - 11)
11. Future Procurements (Page 12)
12. Staff Report – Provided for Information Only.
 - A. Act 44 Transit Performance Review Action Plan Quarterly Update (Page 13-14)
 - B. EEO Update – (Page 15 -18)
 - C. Shared Ride Data – (Page 19)
13. Adjournment

Next Meeting: Thursday, November 17, 2022 - 901 N. Cameron Street, Harrisburg

Federal Fiscal Year 2023 Proposed Program of Projects

The Susquehanna Regional Transportation Authority (SRTA), in fulfillment of requirements to receive financial assistance from the Federal Transit Administration, has developed and is announcing the activities for which Federal assistance is sought. SRTA is responsible for the administration of the Cumberland-Dauphin-Harrisburg Transit Authority (CDH) and the Central Pennsylvania Transportation Authority (CPTA).

FFY 2023 Program of Projects					
Request	Total Amount	Federal 5339		Federal 5307	
		CDH	CPTA	CDH	CPTA
Operating Assistance	\$ 9,951,467			\$ 5,461,212	\$ 4,490,255
Associated Capital Expenses	\$ 931,712			\$ 931,712	
Zarfoss Facility	\$ 419,200		\$ 419,200		
Fuel Mgmt System	\$ 88,000			\$ 58,667	\$ 29,333
Vehicle Safety Annunciator	\$ 880,000			\$ 544,024	\$ 335,976
Fixed Route Vehicles - Replace	\$ 802,245	\$ 286,386	\$ 515,859		
	\$ 13,072,624	\$ 286,386	\$ 935,059	\$ 6,995,615	\$ 4,855,564

This proposed program of projects is in conformance with the comprehensive land use and transportation planning in this area and has been included in the Transportation Improvement Plan (TIP).

The proposed program of projects will constitute the final program if there are no changes.

Citizens, private transportation providers, and local elected officials may review and provide written comments on the Program of Projects. These written comments should be addressed to SRTA, Attention Eric Maguire, Manager of Grants, 901 N. Cameron Street, Harrisburg, PA, 17101, or by email at emaguire@rabbittransit.org and must be received by 4:00 PM, prevailing time, October 24, 2022.

The Susquehanna Regional Transportation Authority will hold a public Hearing on its Program of Projects on October 27, 2022, at 10:00 AM, prevailing time at the rabbittransit administration building, 415 North Zarfoss Drive, York PA 17401

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MINUTES OF SRTA BOARD MEETING

September 29, 2022

Present were board members: Raymond Rosen, York County; Thomas Wilson, Adams County; Keith Martin, York County; Richard Kotz, City of Harrisburg; Jarrod Johnson, Cumberland County; Richard Carson, York County; Eric Bugaile, Dauphin County; Kirk Stoner, Cumberland County; and Jill Nagy, Counsel, was also present.

Administrative Staff Members present were Richard Farr, Executive Director; Christopher Zdanis, Chief Operating Officer - Harrisburg; Trevor Manahan, Chief Operating Officer – York; Jenna Reedy, Chief of Staff; Jamie Leonard, Chief Human Resources Officer; Stephen Baldwin, Chief Financial Officer; Richard Trout, Safety, Security, and Training Officer; Brian Gillette, Controller; David Juba, Planning Manager; Nicole Hansen, Human Resources Business Partner – Labor Relations; Sherry Welsh, Senior Project Manager/rabbitcares Administrator; Eric Maguire, Grants and Procurement Manager; and Miguel Aciri-Rodriguez, Transit Planner.

CALL TO ORDER

The September Board meeting of the Susquehanna Regional Transportation Authority was called to order by Chairman Raymond Rosen at 10:01 AM.

CHANGES OR MODIFICATIONS TO THE AGENDA

No changes or modifications to the agenda.

Gary Eby of Perry County inquired about the status of the Same Day Shared Ride Pilot.

Richard Farr provided an update on the status of the pilot project as rabbittransit was one of nine transit systems in the state selected by PennDOT. Tentative October 3 or October 10 start date. Proposing a \$1.00 surcharge and requesting riders provide a two-hour notice. From a legislative perspective, ACT 89 allows for pilot initiatives.

PUBLIC COMMENT

No public comment.

APPROVAL OF MINUTES

Motion to approve the August 25, 2022, meeting minutes was raised by Keith Martin, seconded by Thomas Wilson, and passed unanimously.

COMMUNICATIONS

Jarrod Johnson's appointment letter was presented to the Board.

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YAMPO TRANSIT COMMITTEE

There was no YAMPO Transit Committee business.

TREASURER'S REPORT

Keith Martin presented the August 2022 Financial Statement and Statistical Notes. Keith Martin noted the auditors were onsite in York.

Keith Martin deferred to Stephen Baldwin for further details on the August 2022 Financial Statement and Statistical Notes. Stephen Baldwin noted the following highlights from the report:

- RIDERSHIP: Year to date comparisons to the prior year and to pre-covid levels are as follows:
 - Fixed Route ran 10% above last year and at 56% of pre-covid ridership.
 - Paratransit was 13% above the previous year and 81% of pre-covid ridership levels.
 - Commuter Express was 25% above last year (YTD) but only 32% of pre-covid levels.
 - During July and August, Microtransit's ridership was 133% above same time last year.
- REVENUE: Year to Date Operating Revenue is 19% or \$727 thousand higher than budget. This is slightly over \$1.0 million or 30% above same time last year.
- EXPENSES: Year to Date Total Expenses are \$822 thousand or 8% lower than budget. This favorable budget variance is the result of wage and associated benefit expenses being less than budgeted levels. Unfilled positions are responsible for the lower than budgeted wages. Please see the Graph of Positions by Division below.
- RESERVES: SRTA currently has 172 days of cash on hand. The Authority's target is to have reserve for 180 days.
- LINE OF CREDIT: There are no draws on the organization's line of credit.
- CAPITAL EXPENDITURES: Capital expenditures over \$50,000 for the month included Maintenance Software for \$109,567.

Stephen Baldwin noted the layout of the Dashboard includes a graphic comparison of approved positions to actual filled positions -- 9% of all approved positions are open at this time. He also noted that 5 PMs were delayed due to catalytic converter theft and the number of riders with bicycles had increased.

RESOLUTIONS

RESOLUTION 2245 – AWARD OF CONTRACTS FOR SNOW AND ICE REMOVAL

Motion to approve was raised by Eric Bugaile, seconded by Richard Carson, and passed unanimously.

RESOLUTION 2246 – AWARD OF CONTRACT TEMPORARY OFFICE PLACEMENT

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Motion to approve was raised by Richard Carson, seconded by Thomas Wilson, and passed unanimously.

RESOLUTION 2247 – RENEWAL OF TRIPARTITE AGREEMENT WITH SHIPPENSBURG UNIVERSITY, SHIPPENSBURG UNIVERSITY STUDENT SERVICES, INC. AND SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

Motion to approve was raised by Richard Carson, seconded by Eric Bugaile, and passed unanimously.

OLD BUSINESS

No old business.

NEW BUSINESS

No new business.

Chairman Rosen inquired if there was any exploration of electric vehicles. Richard Farr commented there may be some application opportunities for microtransit. Electric is part of the conversation for the future new facility in Dauphin County. Any new facilities in Cumberland County would most likely include charging stations as a microtransit application may originate there.

FUTURE PROCUREMENTS

Richard Farr referred to the list of procurement projects reviewed at the August meeting. No new additions.

STAFF REPORT

The following staff updates were presented by Richard Farr. Updates included:

- Adams County 101: An introductory presentation regarding services in Adams County.
- Awarded Warehime Foundation grant to cover local match requirement for pilot program.
- Facility Updates:
 - Dauphin County Goodwill Property Update:
 - Attorney Nagy working to advance sale.
 - Cell tower needs to be moved.
 - West Milton Property – working through appraisal process and negotiating with landowner.
 - Perry County – attempting to identify property.
 - Northumberland County – negotiating with neighboring property to purchase.
 - Franklin County – identifying parcel that has deed restriction for transportation use only.
 - Cumberland County – large lot next to county maintenance, which would allow for a long-term lease to build upon with bus barn and bus wash.
- Same Day Shared Ride Pilot – \$1.00 surcharge can be used as fare revenue.

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- Shared Ride Fare Increase – Attempting to identify plan before the end of year in order to hold visits with funding partners from January through March 2023.
- Update on Executive Assistant search.
- Dauphin County Bridge Update: Finalizing agreement related to fiber optics line. Tri-County and PennDOT hosting independent meetings related to bridge.

ADJOURNMENT

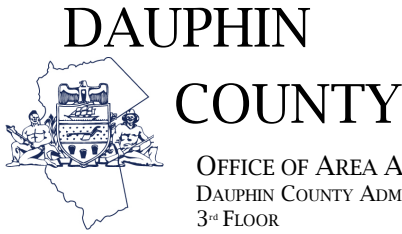
The next scheduled Board of Directors meeting will take place via zoom on October 27, 2022, at 10:00 AM.

The meeting adjourned at 11:12 AM.

Respectfully Submitted,



Richard Kotz
Secretary



OFFICE OF AREA AGENCY ON AGING
DAUPHIN COUNTY ADMINISTRATION BUILDING
3rd FLOOR
2 SOUTH SECOND STREET
HARRISBURG, PA 17101
(717)780-6130

BOARD OF COMMISSIONERS
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DIRECTOR OF HUMAN SERVICES
RANDIE YEAGER

HUMAN SERVICES SOLICITOR
FREDRICK W. LIGHTY, ESQUIRE

ADMINISTRATOR
ROBERT BURNS

Damar Lopez & Christopher Zdanis
Capital Area Transit
901 N. Cameron St.
Harrisburg, PA 17101

September 26, 2022

Dear Mr. Lopez & Mr. Zdanis:

Please regard the following correspondence as a *Summary Report* of the contract monitoring visit conducted by the Dauphin County Area Agency on Aging to Capital Area Transit’s Shared Ride Program (CAT) on September 19, 2022. Should you identify any inconsistencies between the *Summary* and your service records, please supply the Agency with the appropriate supporting documentation to amend this account.

SERVICE RESPONSE

- **Of the ten (10) Options consumer files reviewed, I found that the Provider was able to meet the *Service Response* standard, as defined by the *Purchase of Service Agreement*.**

SERVICE QUALITY

All ten (10) consumer files included an application which was used in place of an Enrollment Form. Each consumer trip record is found consistent with the Agency’s records. CAT’s records and documentations are all done electronically, thus, the recordings of pick-up and drop-off times of consumers are efficient and accurate.

The scheduled pick-up and drop-off times are designed with a fifteen-minute grace period, before and after the scheduled time. Most times, the consumers were picked up and dropped off within the allotted time, and occasionally, the consumers were picked up and/or dropped off shortly before or after the allotted time.

NECESSARY CORRECTIVE ACTIONS

Nothing is required at this time.

I would like to extend my gratitude to you for your cooperation during the monitoring process. All acknowledgments extend to the Capital Area Transit staff for their assistance to the Agency Representative through the compliance survey.

Sincerely,

Michele Rider
Contract Compliance Monitor
Dauphin County Area Agency on Aging

[REDACTED]
Sent: Wednesday, October 5, 2022 1:28 PM

To: rabbittransit <info@rabbittransit.org>; Jamie Leonard <jleonard@rabbittransit.org>

Subject: Thanks for the good experience

Dear RabbitTransit:

I recently had a great experience riding the RabbitTransit bus in Gettysburg. My car was under repair for about a week, waiting for a part to come in. While I've lived in Gettysburg for 20 years, this was the first time I've taken the bus. I'll also mention that I moved here from a large city, where I was used to grumpy employees and commuters on public transportation.

To my surprise, the RabbitTransit buses were all on time and the drivers were all friendly and pleasant. I especially want to mention a driver named Ty (I'm not sure how to spell his name), a silver-haired man in his 50's or 60's who drove a bus out of the Gettysburg Transit Center. Extremely helpful, he's a true asset to your company.

All in all, I'm impressed with the local bus service and wanted to pass on my appreciation.

Sincerely,

Holly Grant

Gettysburg PA 17325

RESOLUTION NO. 2248

**AUTHORIZING THE PURCHASE OF DAUPHIN MAINTENANCE
SERVICE VEHICLE**

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has a service vehicle at the Cameron Street location which is eligible for replacement; and,

WHEREAS, quotes will be solicited from various Ford Automotive dealerships from the Pennsylvania COSTARS program for both the truck chassis and the body up-fit; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to allow the Executive Director to authorize the purchase of a new service vehicle with a not to exceed cost of One-hundred, thirty-two thousand Dollars (\$132,000).

CERTIFICATION OF OFFICERS

OF

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board Members held on October 27, 2022.

attest:

Richard Kotz
Secretary

Raymond Rosen
Chairman

RESOLUTION NO. 2248

AUTHORIZING THE PURCHASE OF DAUPHIN MAINTENANCE SERVICE VEHICLE

FACT SHEET

- Truck will be a Ford F450, gas engine, 4x4
 - Open top utility bed, 9 feet long
 - Lift gate
 - Integrated air compressor and air tank
- Will be capable of and used for road service calls to repair revenue vehicles with the air compressor and lift gate being used to perform roadside tire repairs.
- The utility body has compartments for the storage of tools, spare parts, and supplies while also providing a space to transport larger vehicle components and can be used for facilities maintenance.
- Though not part of this purchase, the truck would be capable of receiving a snow plow and salt spreader should that need arise at a future time.

Current and Future Procurement Projects

Name	Type	Released	Questions Due	Bid/ Proposal Due	Contract Start	Value	Notes	Notes	Grant Number	Federal?
20211217 - rabbit Dispatch Area Remodel	Small Quote					\$ 50,000.00	Have PO's for Construction, Glass, and Electric. Need Paint, Furniture, and Flooring Quotes and PO's CPTA-21-22-#8164			
20220217 - Stand up Desks	small Quote					\$ 17,000.00		Trevor to try one from Amazon		
20220218 - Zarfoss Compressor	Small Quote	TBD				\$ 20,000.00			Need Grant Information	
20220311 - Fleet Management Software	RFP	8/8/2022	8/29/2022	9/19/2022	11/10/2022	\$ 400,000.00				
TASK ORDER - CAMERON STREET BUS SHELTER	Task Order					\$ 8,000.00	Design		JMT Work	
20220328 - Dauphin Oil-Water Separator	IFB	Initially released 05/23 No interest. Will Delay until autumn				\$ 300,000.00	JMT design and solicitation		21-22 CCA	
20220331 - Cameron Shelter	IFB	TBD					KCI design and solicitation			
20220411 - Plumbing Maintenance Contract RFP	RFQ	4/19/2022	5/5/2022	5/23/2022	7/6/2022	\$ 10,000.00	No Response TBD			
20220428 - York Transfer Center Call Box	Small Quote	4/28/2022				\$ 12,000.00	Need quotes for concrete cutting and repour			
20220519 - Zarfoss Camera Replacement	Small Quote	5/18/2022				\$ 35,000.00		Need PO	Operating Expense	
20220606 - Zarfoss Water Line Retrofit	Small Quote	6/6/2022			TBD	\$ 40,000.00		Need Quotes. Difficult to obtain	TBD	
20220611 - York Vending RFP	RFP	7/25/2022	8/22/2022	9/5/2022	10/14/2022	TBD	No Cost/No Income			
20220721 - Zarfoss Fire Suppression Inspections							Need Quotes			
20220712 - Genfare Boxes - FastFare Conversion	Sole Source					\$ 1,400,000.00			Need Details	Yes
20220725 - Parts Contract	IFB	8/22/2022		10/14/2022	1/2/2023					
20220727 - NovelVox Server Upgrade	IFB	TBD				\$ 30,000.00			Need PO	
20220809 - Dauphin Admin Vehicle Lights	Small Quote					TBD	Waiting on Information			
20220815 - Union County Lot Cameras	Small Quote					\$ 35,000.00	Need Direction and confirmation of grant.			
20220824 - Engine Coolant Recovery Machine	RFI	8/30/2022	9/16/2022	9/30/2022	No Purchase	Unknown	Need to determine options for increased service efficiency. No purchase planned at this time.			
20220910 - Ambassador Vehicle	Small Quote					TBD			Operating Expense	
20220912 - Seat Cleaning	Small Quote					\$ 10,000.00				
20220916 - Dauphin Emergency Shelter Repair	Small Quote					TBD				
20220930 - York Vacuum	Small Quote					\$ 2,000.00				
20221003 - Dauphin Torque Wrench	Small Quote					\$ 4,000.00				
20221011 - Dauphin Lighting Repairs	Small Quote					\$ 30,000.00				
20221011 - Dauphin Lighting Repairs	RFP					TBD				
In Process Total						\$ 2,357,000.00				
Future Activity										
Shop Supply Contract - Dauphin/York	IFB	TBD				Need Informaton	Need to receive total costs from accounting			
20211223 - York/Adams Pressure Washing/ Window Cleaning	TBD	Need Quotes					Waiting until Spring 2023			
20220317 - Cameron Street Shelter	IFB					TBD			Operating Expense	
Call Center Recording Software								Need Details		
Northumberland Cameras	Small Quote					\$ 35,000.00		Need Details	Funding Confirm	
Paperless Pre/Post Trip Inspections	RFP							Need Details part of Fleet Management?		
IT Services							Contract renewed in May for both York and Harrisburg without procurement procedures.			- Contract expired
MTS - Mobilitiy Transport Services Paratransit	TBD							Expires August 2022	Operating Expense	
York and Dauphin Groundskeeping	Small Quote	October								
Future Total						\$ 35,000.00				
Combined Total						\$ 2,392,000.00				

CPTA Act 44 Transit Performance Review Action Plan - October 2022

Actions to Increase Passengers / Revenue Hour	CPTA Action Plan	Progress Report Update(s)
1. Assess alternative transportation options for southern York County as part of the next TDP update.	CPTA anticipates a TDP update in 2022. Based on the outcome of the TDP update, rabbittransit will prepare a pilot funding application that will be submitted to PennDOT should opportunities be identified.	Currently undergoing a Stop and Shelter Assessment with assistance from PennDOT and a contractor. This will add a framework for the future TDP scope. Project currently at preparation of prioritization and decision support matrix.
2. Continue to work with municipalities experiencing population growth and new commercial development to include a CPTA review of proposed site development plans.	CPTA is heavily engaged in local and regional planning organizations and has recently been a working member of PPTA's "Build a Better Bus Stop" Project which worked to prepare transit oriented development language for agencies to revise and tailor to their regional needs. Further, CPTA seeks to continue efforts to find third-party funding partners as state and federal resources don't allow for adequate source expansions.	Ongoing, no update.
Actions to Increase Operating Revenue / Revenue Hour	CPTA Action Plan	Progress Report Update(s)
1. Continue to monitor its fixed-route farebox recovery and maintain a satisfactory fare recovery level.	CPTA does maintain and monitor farebox recovery and will evaluate a potential change in fare and farebox collection policy. Special consideration will need to be given for pandemic / post-pandemic consumer needs and ability to pay. It is worth noting that this element may see significant updates with the coordination of CAT and rabbittransit services.	SRTA has continued tracking and reporting fixed-route ridership and farebox recovery monthly to internal teams and the Board. Dashboards and reports have been consolidated for SRTA. No significant changes or updates.
Actions to Contain Operating Costs / Revenue Hour	CPTA Action Plan	Progress Report Update(s)
1. Develop a more detailed strategic IT plan that defines desired IT specifications, interdepartmental information flow, and an investment plan.	CPTA requests assistance from PennDOT in the providing of templates, a framework, or technical expertise in the development of such a plan with consideration given to the coordination of CAT and rabbittransit services in terms of timeline factors.	SRTA has begun its initial strategic IT plan draft.

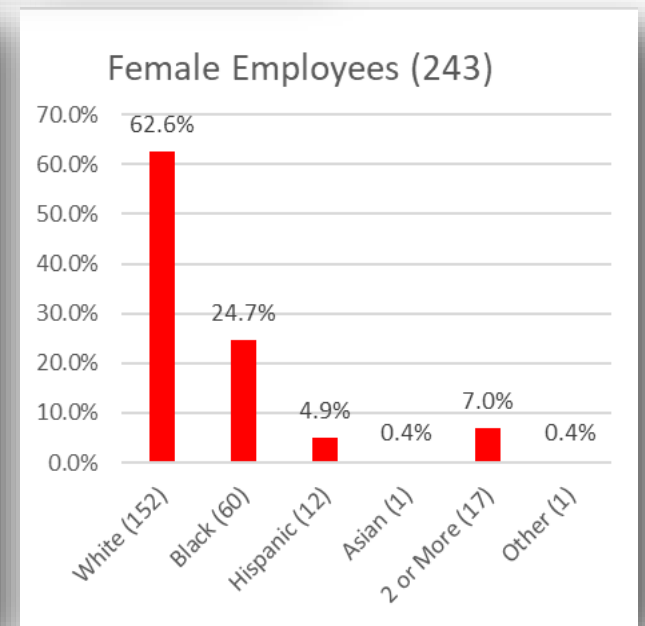
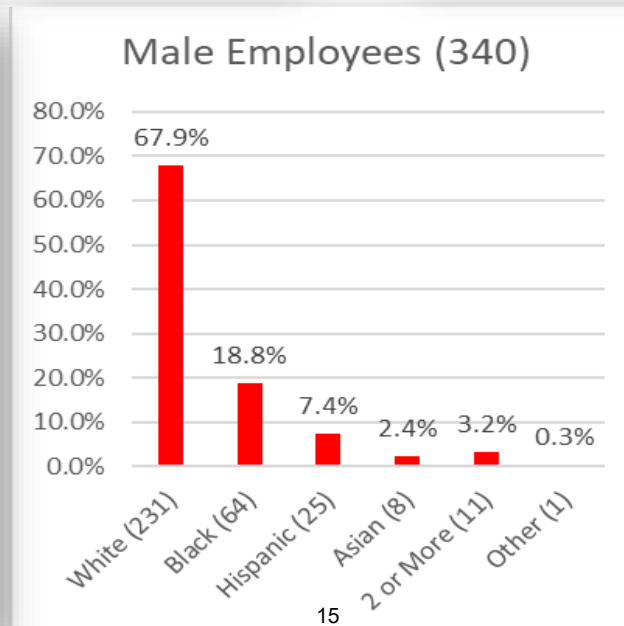
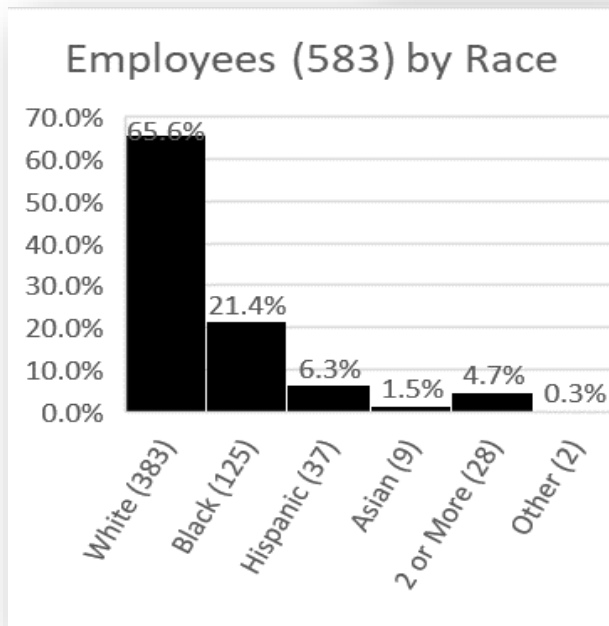
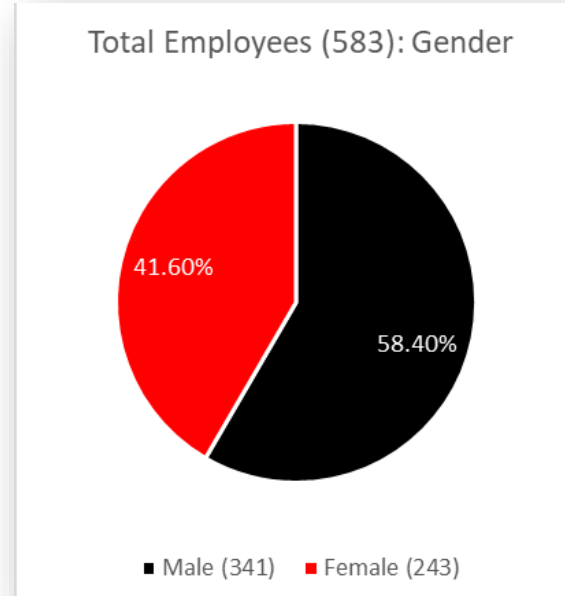
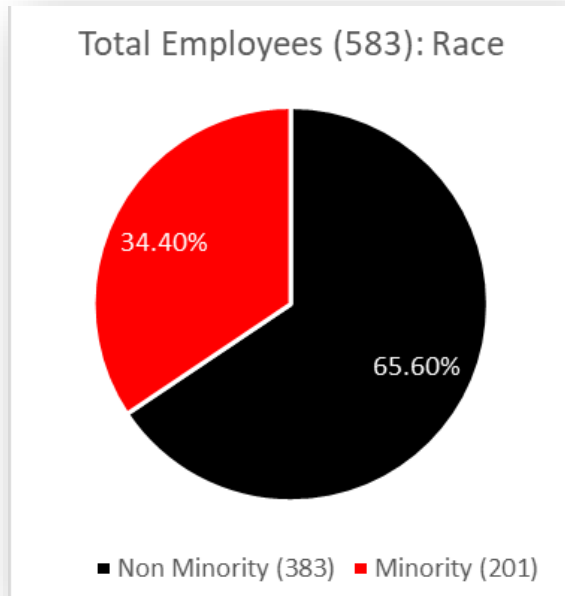
CPTA Act 44 Transit Performance Review Action Plan - October 2022

<p>2. Update its cost allocation plan to equitably assign costs across divisions, including other service lines like non-public transportation, CAT management, and 4Ride.</p>	<p>The authority will evaluate this recommendation, but has not identified any compelling reasons that the current model is not effective. CPTA's current model does allocate costs across divisions, including non-public transportation, but does not for fee for non-direct transportation services under an agreement such as the CAT management and 4Ride agreements CPTA would request PennDOT to provide expanded guidance to direct efforts.</p>	<p>SRTA has received guidance from its auditors and is engaged in the allocation process as part of the regionalization process. No significant changes or updates.</p>
<p>3. Develop standards and monitor mechanic efficiency for routine tasks.</p>	<p>Preliminarily anticipate deployment of new maintenance software in early 2022. CPTA is in the process of drafting a procurement for a new maintenance software. Further, CPTA will identify in the required scope of work or functionality evaluation the capability of the system to meet monitoring and reporting needs.</p>	<p>Maintenance Performance Analyst currently reviewing data validity and performing QA in input data. He will then proceed to process development of efficiency standards from the associated datasets.</p>
<p align="center">Other Actions to Improve Overall Performance</p>	<p align="center">CPTA Action Plan</p>	<p align="center">Progress Report Update(s)</p>
<p>1. Implement a formal capital planning process agency-wide that it can use to identify and prioritize CPTA's short and long-term capital needs.</p>	<p>Preliminarily anticipate deployment in FY2021-2022 planning cycle. The authority does have a formal capital planning process in place, but recognizes the reviewer recommendation to expand this with CAT services in mind.</p>	<p>SRTA continues to work with the PennDOT BPT workgroup on capital processes with the merger transition. No significant changes or updates.</p>



SRTA Equal Employment Opportunity Dashboard

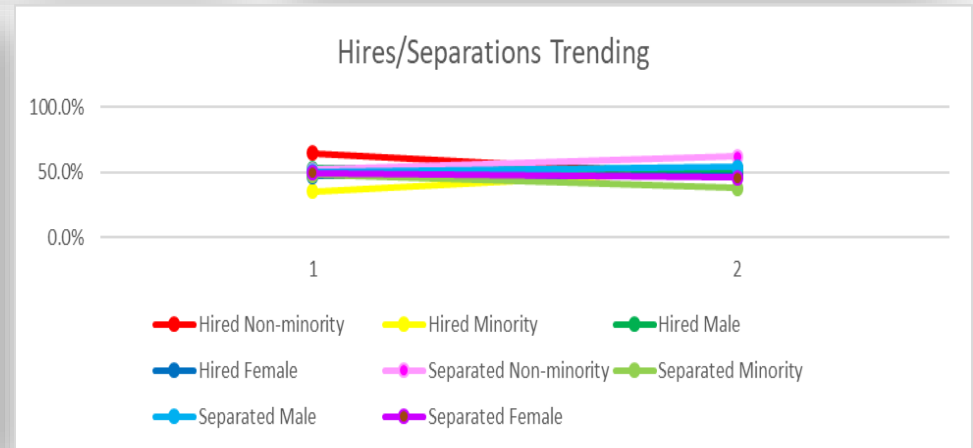
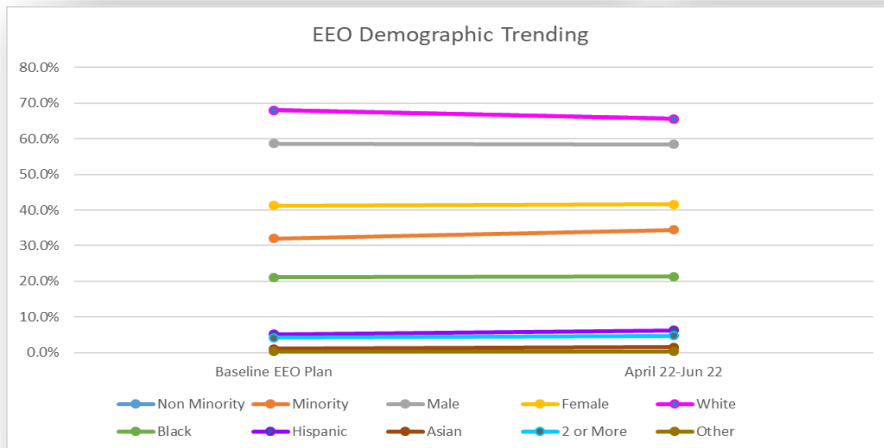
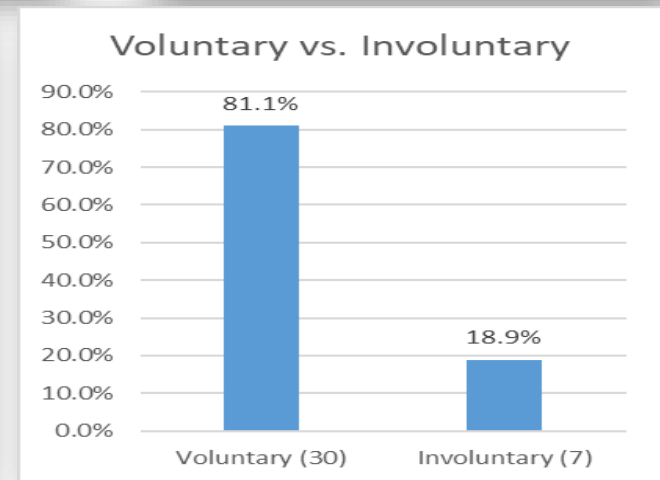
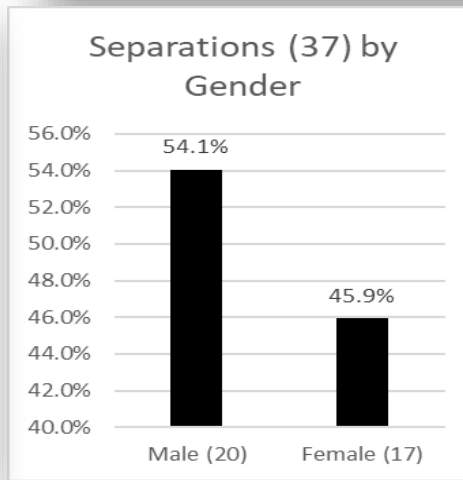
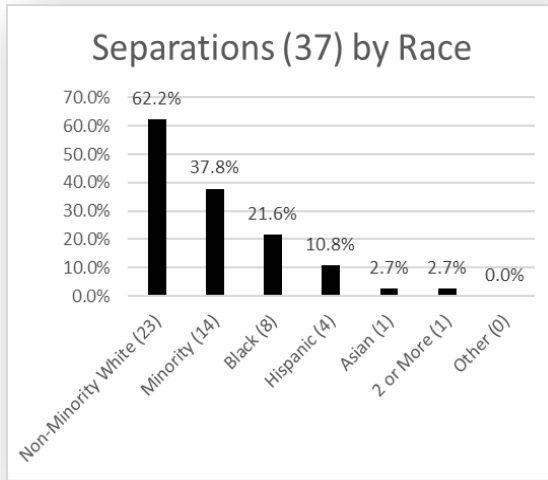
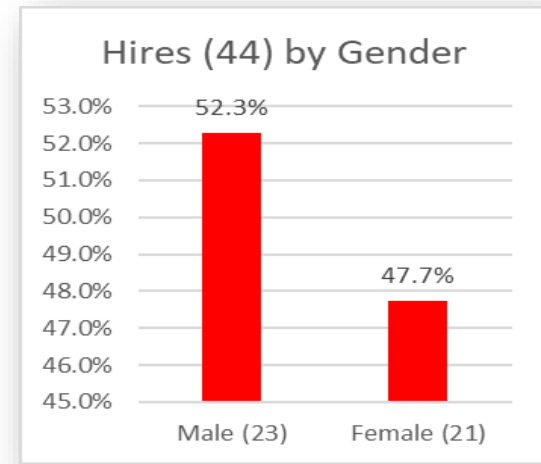
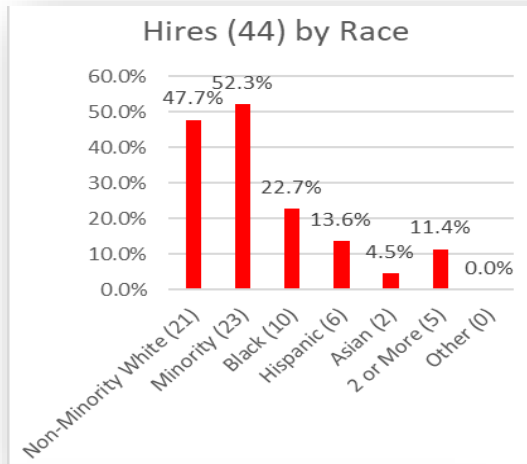
April 2022 — June 2022





SRTA EEO Dashboard

April 2022 — June 2022

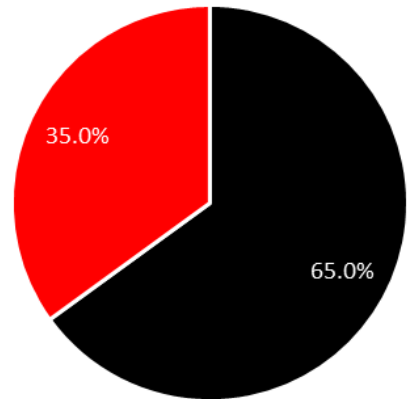




SRTA Equal Employment Opportunity Dashboard

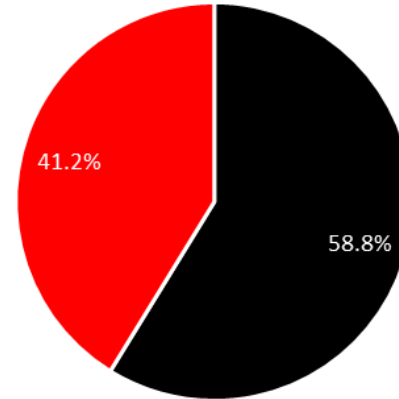
July 2022 — September 2022

Total Employees (580): Race



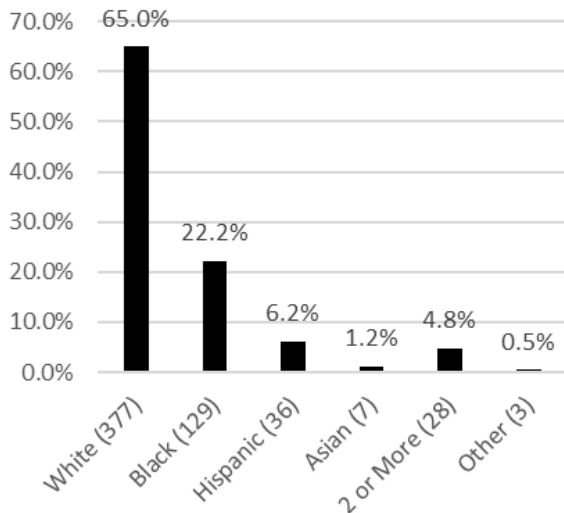
■ Non Minority (377) ■ Minority (203)

Total Employees (580): Gender

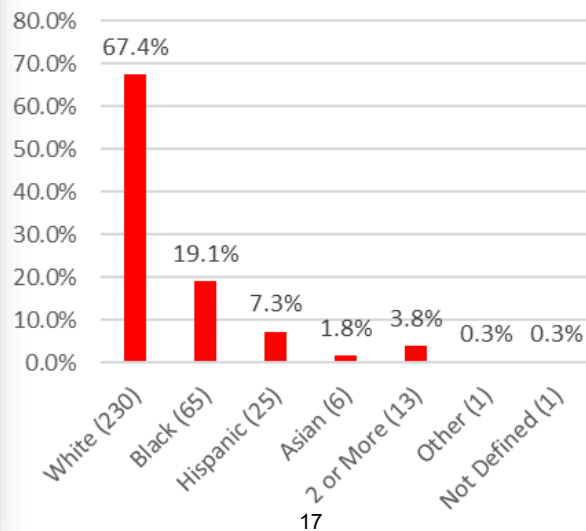


■ Male (341) ■ Female (239)

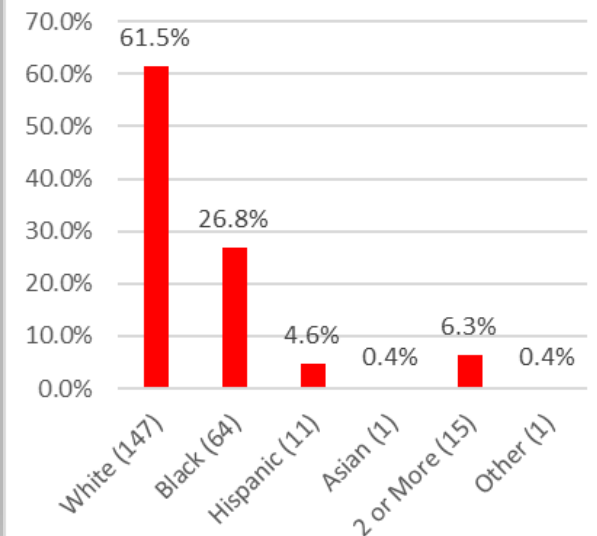
Employees (580) by Race



Male Employees (341)



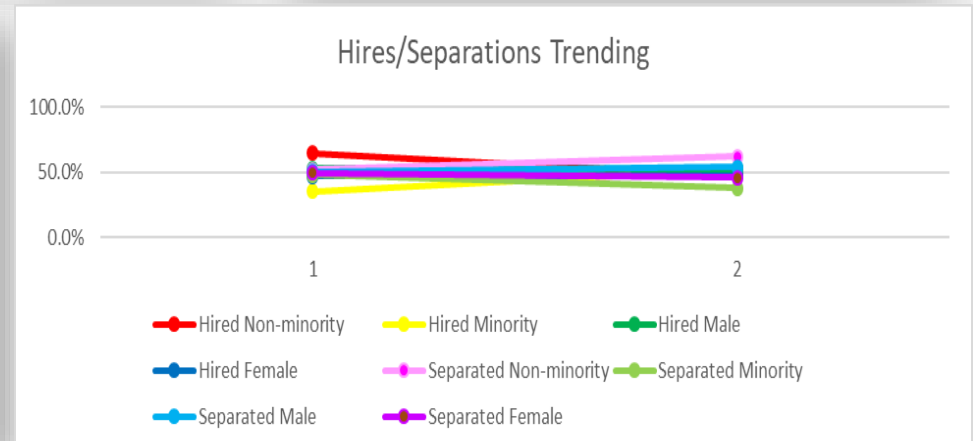
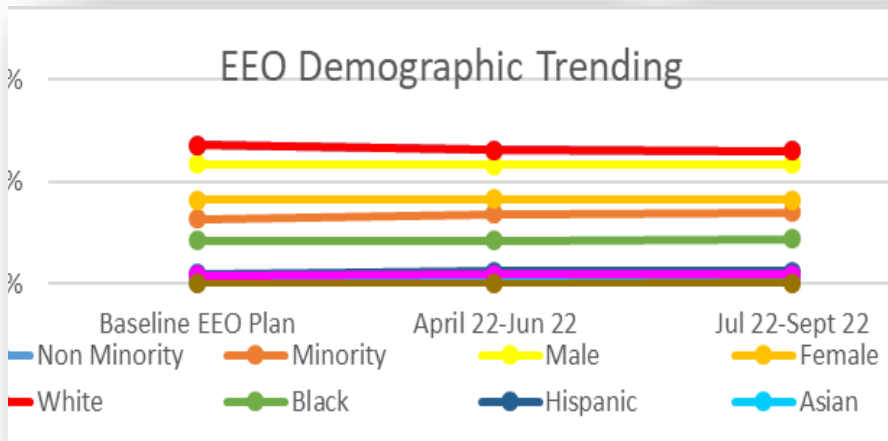
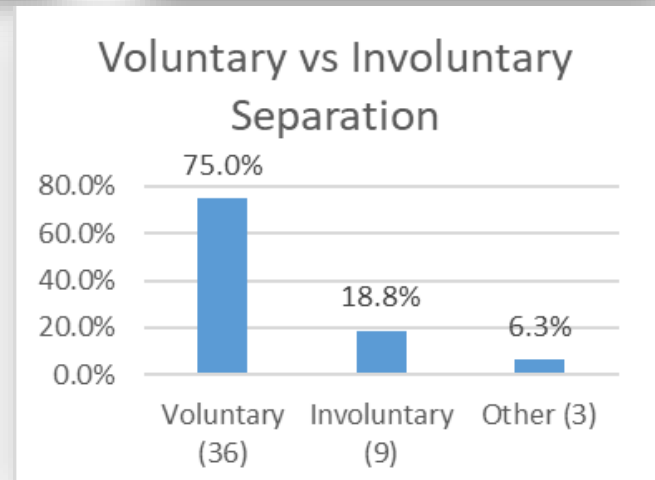
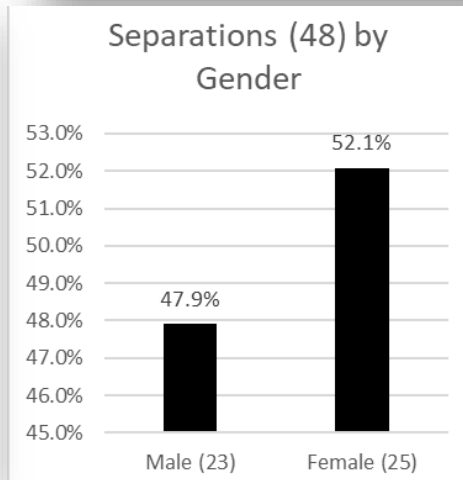
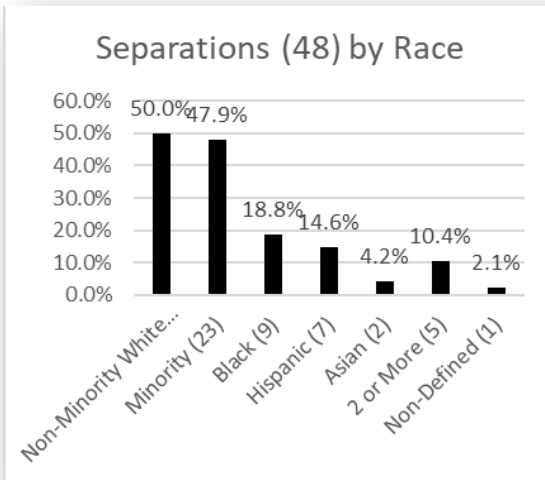
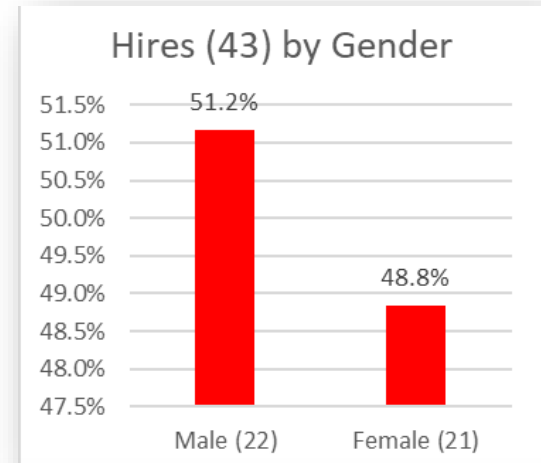
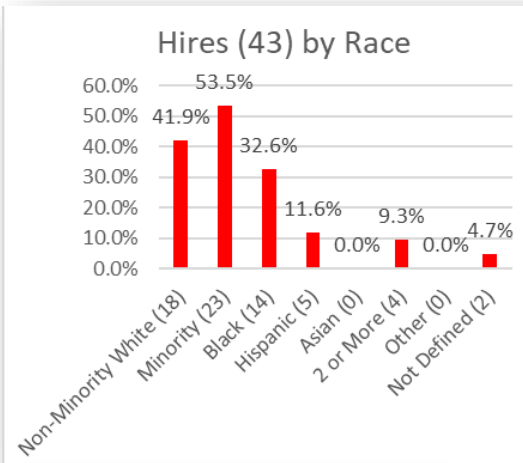
Female Employees (239)





SRTA EEO Dashboard

July 2022 — September 2022



Paratransit Data Profiles

October 2019

Operational Paratransit Statistics Report

Passenger Trip Summaries: Totals

	Passenger Trips (Compl)	No-show Trips	Late Trips
South	42,989	1,811	4,137
North	20,115	1,269	1,312
Dauphin	16,625	916	1,874
Total	79,729	3,996	7,323

	On-Time Trips %	Avg. Trip Length (mi)	Avg. Trip Duration (min)	No-show Trips %
South	90%	12.6	32	4.0%
North	93%	14.6	34	5.9%
Dauphin	89%	9.5	29	5.2%

Service Provided Summaries: Totals

	Total Miles	Revenue Miles	Total Hours	Revenue Hours	Revenue Speed
South	502,346.4	408,779.8	26,985.8	20,555.9	19.9
North	250,485.0	200,959.6	12,997.9	10,079.4	19.9
Dauphin	145,360.6	126,806.9	8,589.2	7,481.9	17.0
Total	898,192.0	736,546.3	48,572.9	38,117.3	
Per Trip	11.27	9.24	0.61	0.48	

Trip Export Data Analysis

	Completed Trips	Unique CustIDs
South	42,994	3,570
North	20,116	2,092
Dauphin	16,625	1,860
Total	79,735	7,522

Avg # of trips per rider	10.6
Min # of trips per rider	1
Max # of trips per rider	88

There were 23 weekdays in 10/2019
The VA Shuttle performed 88 trips;
1 rider completed 88 trips.

Average Actual OnBoard Time (min)	32.3
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Trip Purposes

All Medical	36,408	46%
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Funding Sources

	# Trips	% of Ttl Trips
MATP	19,960	25%
Lottery	28,710	36%
Combined	48,670	61%

Count of All Wheelchairs Transported	11,047
Count of all PCAs Transported	6,651

April 2020

Operational Paratransit Statistics Report

Passenger Trip Summaries: Totals

	Passenger Trips (Compl)	No-show Trips	Late Trips
South	9,718	484	352
North	4,360	420	154
Dauphin	4,911	287	80
Total	18,989	1,191	586

	On-Time Trips %	Avg. Trip Length (mi)	Avg. Trip Duration (min)	No-show Trips %
South	96%	10.2	24	4.7%
North	96%	13.9	25	8.8%*
Dauphin	98%	8.1	21	5.5%

* reflects subscription trips being generated during lockdown

Service Provided Summaries: Totals

	Total Miles	Revenue Miles	Total Hours	Revenue Hours	Revenue Speed
South	154,691.2	114,656.5	8,262.3	5,945.8	19.3
North	82,393.8	58,791.1	4,729.8	3,178.2	18.5
Dauphin	50,633.3	42,842.4	3,442.0	2,847.8	15.0
Total	287,718.3	216,290.0	16,434.0	11,971.8	
Per Trip	15.15	11.39	0.87	0.63	

Trip Export Data Analysis

	Completed Trips	Unique CustIDs	Unique CustIDs continuing from 2019
South	9,719	965	694
North	4,360	514	369
Dauphin	4,911	518	329
Total	18,990	1,997	

Avg # of trips per rider	9.5
Min # of trips per rider	1
Max # of trips per rider	88; 57

There were 22 weekdays in 04/2020
The VA Shuttle performed 88 trips;
1 rider completed 57 trips.

Average Actual OnBoard Time (min)	23.8
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Trip Purposes

All Medical	13,827	73%
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Funding Sources

	# Trips	% of Ttl Trips
MATP	6,632	35%
Lottery	6,871	36%
Combined	13,503	71%

Count of All Wheelchairs Transported	4,347
Count of all PCAs Transported	2,330

August 2022

Operational Paratransit Statistics Report

Passenger Trip Summaries: Totals

	Passenger Trips (Compl)	No-show Trips	Late Trips
South	44,274	2,441	4,736
North	15,066	942	1,154
Dauphin	Dauphin trips included in South after database merger on 7/1/2022		
Total	59,340	3,383	5,890

	On-Time Trips %	Avg. Trip Length (mi)	Avg. Trip Duration (min)	No-show Trips %
South	89%	11.2	29	5.2%
North	92%	14.4	30	5.9%
Dauphin	Dauphin trips included in South after database merger on 7/1/2022			

Service Provided Summaries: Totals

	Total Miles	Revenue Miles	Total Hours	Revenue Hours	Revenue Speed
South	555,731.4	456,516.3	29,323.9	23,066.2	19.8
North	219,754.2	177,028.1	10,495.1	8,092.1	21.9
Dauphin	Dauphin Miles/Hours included in South after database merger on 7/1/2022				
Total	775,485.6	633,544.4	39,819.0	31,158.3	
Per Trip	13.07	10.68	0.67	0.53	

Trip Export Data Analysis

	Completed Trips	Unique CustIDs	Unique CustIDs continuing from 2020	Unique CustIDs continuing from 2019
South	44,293	4,163	1,214	439
North	15,066	1,610	635	234
Dauphin*	Dauphin trips included in South after database merger on 7/1/2022			
Total	59,359	5,773		

New CustIDs were assigned to Dauphin riders during the merger.
No CustID comparison can be made to 2019 or 2020.

Avg # of trips per rider	10.3
Min # of trips per rider	1
Max # of trips per rider	76; 75

There were 23 weekdays in 08/2022
1 rider completed 76 trips;
The VA Shuttle performed 75 trips.

Average Actual OnBoard Time (min)	29.2
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Trip Purposes

All Medical	31,710	53%
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Funding Sources

	# Trips	% of Ttl Trips
MATP	17,173	29%
Lottery	21,331	36%
Combined	38,504	65%

Count of All Wheelchairs Transported	8,244
Count of all PCAs Transported	5,114