



# ANNUAL 2019 REPORT

## South Central Transit Authority

Providing Public Transportation  
for Berks & Lancaster Counties in Pennsylvania





# Overview - Fiscal Year 2018 - 2019



David W. Kilmer  
SCTA Executive Director

Providing access to jobs continued to be the theme for this past year for SCTA. We have made strides to approve more service and restructure some routes in both communities in order to provide better access to places of employment such as the new Belmont Shopping Center in Lancaster and added frequency along the Route 61 corridor to Hamburg in Berks County. Also, working with the Chambers of Commerce in both areas and employers in the northern part of Lancaster County, a special pilot van program was started to assist Four Seasons and High Concrete with widening their job recruiting efforts in the City of Lancaster. The program started in March with 70 trips and grew to over 250 trips by the end of the fiscal year and continues to grow. Future plans will include providing the same van service from the City of Reading to Northern Lancaster County in hopes of filling more job openings; providing the same opportunity for the residents of the City of Reading.

SCTA also continued to move forward with improving its facilities with the completion of a new roof at the BARTA Transportation Center in downtown Reading, along with finalizing plans to overhaul the HVAC systems at this facility. In Lancaster, plans are moving forward to increase the security of the Operations Center and expand the use of solar power at that facility. Vehicle replacements continued to be a high priority for both fleets of buses with five new buses in Lancaster and 10 new buses in Reading, all hybrid electric.

As we look forward to the new fiscal year, SCTA will be evaluating the restructuring of its bus fare system to make it easier for people to ride the buses. We are also looking at ways to improve our customer services to create a better experience when riding on the buses or our shared ride services. Continued funding for transit is always an ongoing effort and SCTA is watching closely at the potential loss of state funds from the PA Turnpike expiring in FY 2022.

**\$22,322,363**  
SCTA Reinvested Directly into  
Lancaster & Berks Counties

- SCTA Board Members**  
 June Wolf, Chairwoman  
 Kevin Barnhardt, Vice Chairman  
 James Schlegel, Secretary  
 Jeffrey Ouellet, Treasurer  
 Bonnie Glover  
 Gail Landis  
 Cheryl Love  
 Dennis Rex  
 Timothy Snyder  
 Sandra Thompson  
 Jill Nagy, Solicitor





# SCTA - #'s At A Glance



**Total Fixed-Route  
Ridership  
4,534,323**



**Total Shared-Ride  
Ridership  
530,439**

**# of Buses in Fleet  
BARTA - 51  
RRTA - 43**

**# of Bus Routes  
BARTA - 19  
RRTA - 17**

**# of Shared-Ride Vehicles  
BARTA - 56  
RRTA - 72**

## Fixed-Route

Total Revenue Miles: 3,138,121  
Total Revenue Hours: 245,563  
Total Passenger Miles: 20,019,031

## Shared-Ride

Total Revenue Miles: 3,131,143  
Total Revenue Hours: 201,507  
Total Passenger Miles: 5,114,417

Total Operating Revenues, Federal & State Funding: \$34,873,198

Total Operating Expenses: \$33,701,575

### **RRTA - Lancaster Division**

#### **Red Rose Transit (fixed-route)**

**1,778,283 one-way trips**

Total Revenue Miles: 1,652,306  
Total Revenue Hours: 115,148  
Total Passenger Miles: 8,735,279

#### **Red Rose Access (paratransit)**

**291,921 one-way trips**

Total Revenue Miles: 1,973,986  
Total Revenue Hours: 121,208  
Total Passenger Miles: 3,227,538

#### **Financial Statistics**

Operating Revenues: \$9,233,816  
Federal Funding: \$493,004  
State Funding: \$7,441,159  
Lancaster County Funding: \$0

Operating Expenses: \$16,900,348

Service Area: Lancaster County, PA  
Square Miles: 984  
Population: 542,903

### **BARTA - Reading Division**

#### **BARTA Bus (fixed-route)**

**2,756,040 one-way trips**

Total Revenue Miles: 1,485,815  
Total Revenue Hours: 130,415  
Total Passenger Miles: 11,283,752

#### **BARTA Special Services (paratransit)**

**238,518 one-way trips**

Total Revenue Miles: 1,157,157  
Total Revenue Hours: 80,299  
Total Passenger Miles: 1,886,879

#### **Financial Statistics**

Operating Revenues: \$9,419,573  
Federal Funding: \$266,044  
State Funding: \$8,019,601  
Berks County Funding: \$0

Operating Expenses: \$16,801,228

Service Area: Berks County, PA  
Square Miles: 866  
Population: 415,732

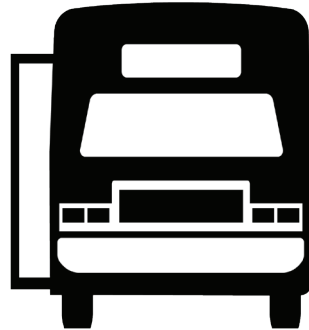
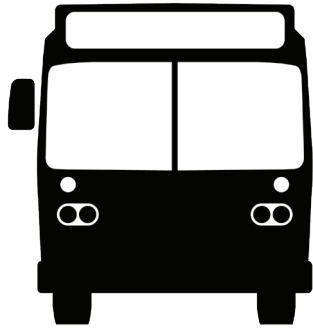
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# SCTA Annual Performance Report



Fixed Route	Shared-Ride	Customer Service
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<p><b>Miles Between Major Roadcalls</b> BARTA - 6,191 RRTA - 5,400</p> <p>Miles Between Minor Roadcalls BARTA - 5,586 RRTA - 20,399</p> <p><b>Major Bus Breakdowns</b> BARTA - 240 RRTA - 306</p> <p>Minor Bus Breakdowns BARTA - 266 RRTA - 81</p>	<p>Miles Between Major Roadcalls BARTA - 82,663 RRTA - 98,693</p> <p><b>Miles Between Minor Roadcalls</b> BARTA - 578,642 RRTA - 21,224</p> <p>Major Bus Breakdowns BARTA - 14 RRTA - 20</p> <p><b>Minor Bus Breakdowns</b> BARTA - 2 RRTA - 93</p>	<p><b>Telephone Calls Received</b> BARTA - 169,549 RRTA - 165,987</p> <p>Telephone Calls Answered BARTA - 160,493 RRTA - 148,337</p> <p><b>Call Answer Rate</b> BARTA - 94.66% RRTA - 89.37%</p>
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**Major Bus Breakdowns** are failures that cause the bus to go out of service because of safety concerns. Examples are Brakes, Doors, Steering.

**Minor Bus Breakdowns** are failures of some other mechanical element that are not a safety concern but are not working properly and may need repair for proper service. Examples are Fareboxes, Wheelchair Lifts, Air Conditioning.





# Saucony Creek Brewery Opens @ Franklin Street Station



In July 2019, Saucony Creek Brewing Co. opened its second location at BARTA's Franklin Street Station in Downtown Reading. The tap room and restaurant seats 90 people and leases the former train station from South Central Transit Authority. In 2005, BARTA acquired the run-down train station and spent \$5 million to transform it into a modern transit center that could serve both buses and passenger trains. Buses on a route between Reading and Lebanon began operating service out

of the station in 2013, but the service was ended several weeks later due to a lack of ridership. Since then the station has sat unused. Franklin Street Station was opened as a passenger train station in the early 1930s and was active until passenger service ended in 1981.

After SCTA began overseeing BARTA, officials began exploring leasing opportunities for the building. Saucony Creek Brewing Co. was looking to open a second location and they liked the location near the Doubletree Hotel and Santander Arena.



Photo Courtesy of Saucony Creek Brewing Co.



Franklin Street Station

**Saucony  
creek**  
independently brewed





# SCTA Begins Managing BARTA Parking Garages

In 2018, after a longtime agreement with The Reading Parking Authority (RPA), the SCTA Board chose to end its agreement with RPA and began managing the two garages BARTA owns. The agreement with RPA allowed RPA staff to take care of the daily operations and financial management for monthly patrons of the garages. Due to the ongoing financial issues with the Reading Parking Authority, SCTA chose to take over the operations and management of the parking garages moving forward.

Since 2018, SCTA has upgraded gate and payment equipment and installed security cameras to improve the garages for BARTA patrons.



**BARTA BTC Parking Garage**  
Lower Level of the BARTA Transportation Center (BTC)

701 Franklin Street,  
Reading, PA  
100 Spaces



**BARTA Park n Transit**  
Located beside  
Franklin Street Station

7th & Franklin Streets  
Reading, PA  
350 Spaces



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# BARTA Celebrates 45th Anniversary



Left to Right: Dave Kilmer, Dennis Louwarse, Jr. Jean Louwarse, Commissioner Kevin Barnhardt

## Re-Dedicates BARTA Transportation Center

On Monday, October 8, 2018, SCTA officials and guests gathered at the BARTA Transportation Center (BTC), 8th & Cherry Streets, in Downtown Reading to celebrate BARTA's 45th Anniversary as Berks County's public transit system. October 8, 1973, BARTA officially began operating the public bus system after The City of Reading and the County of Berks purchased the failing Reading Bus Company. In 1973, Berks Area Reading Transportation Authority (BARTA) was formed.

As part of the celebration, the BTC was rededicated and renamed The Dennis D. Louwarse BARTA Transportation Center in memory of Dennis Louwarse, former BARTA Executive Director. Louwarse served BARTA for 30 years and passed away in 2013. In a ceremony at the BTC, SCTA Officials and members of Louwarse's family joined to unveil the new name and plaque that was placed in the waiting area at the transit center.





## “Out of School” Summer Program



BERKS COUNTY  
COMMUNITY FOUNDATION



As part of efforts to offer a transportation solution for Reading School District (RSD) students during the summer months, Berks County Community Foundation (BCCF) and RSD approached BARTA to help give students a transportation option to get to jobs and constructive summer-time activities. BCCF and RSD created the pilot program “Out of School Time” after a report that BCCF commissioned showed that transportation was the biggest barrier for RSD students during the summer.

BCCF agreed to reimburse BARTA for the ridership of the participating students during the 13-week program. The program was made eligible for 8th through 12th grade RSD students. Students had to submit a parental/guardian permission form and participate in a 30 minute bus training program from BARTA. BARTA provided 31 Day Student Passes to the students participating in the program. BARTA Passes were tracked by serial # for usage to compile the total student ridership.

The purpose of the pilot program is to determine whether free access to public transportation increases ridership and gives more job access to students

## SWAT TEAM Training

Being Berks County’s public transit system, BARTA recognizes the importance of community partnerships and assists other organizations to meet their goals when possible.



In April 2019, Berks County Emergency Response Team (BCERT) requested the use of a BARTA Bus for their team to train on hostage rescue techniques should an incident ever happen.







## Last CTC Employee Retires After 47 Years



During the May SCTA Board meeting, the SCTA Board presented St. Clair with a resolution, recognizing and showing appreciation for his 47 years of dedicated service.



Dave Kilmer, SCTA Executive Director presents Dane St. Clair with an antique farebox.

SCTA recognized the last Conestoga Transportation Company (CTC) employee who transferred to a Red Rose Transit Authority (RRTA) Employee in 1973 when RRTA began operation.

**Dane St. Clair** has been a CTC/RRTA employee for 47 years and retired in 2019. At the age of 17, St. Clair began his employment as a mechanic on September 9, 1972. Through his career as a mechanic, he advanced to become RRTA's senior mechanic. He is the only mechanic that can state that he has worked on every bus model that RRTA has had in operation to date.

CTC was a private transportation business that provided local bus service for Lancaster County. After many years of struggling with the business, CTC ended providing local bus service and RRTA was officially created as a public municipal authority. CTC employees were able to transfer their employment with RRTA.

## Annual Route & Schedule Changes

As part of the Annual Route and Schedule process, RRTA began operating minor service changes on September 4, 2018 to address some on-time performance adjustments.

In December 2018, RRTA proposed more significant route and schedule changes to go into effect in March 2019. Many of the proposed changes were suggestions provided from the Transit Development Plan that was completed in 2018. Due to the large amount of public comments during the public hearing process, SCTA officials decided to postpone the proposed schedule changes to give more time to review and reevaluate the route and schedules.





# RRTA

RED ROSE TRANSIT AUTHORITY

## Shuttle Van Service Pilot Begins for Employment at Northern Lancaster Employers



David W. Kilmer  
SCTA Executive Director

A Press Conference was held at the Lancaster Chamber Offices on March 22, 2019 to inform the press and community about the launch of the shuttle.



Nelson Longenecker, Vice President - Business Innovation at Four Seasons and J. Seroky, President at High Concrete Group



Danielle Spila, Public Transportation Bureau Director, PennDOT

When recruiting employees, transportation can be a barrier. Over the course of several months, several Lancaster County partners worked together to create a pilot program to offer a transportation option to help recruit employees in Northern Lancaster County. In collaboration with Lancaster City Mayor's Office, the Lancaster Chamber, Commuter Services and South Central Transit Authority, a pilot van shuttle service began February 2019 from Lancaster City to Four Seasons Family of Companies and High Concrete Group employers in the Denver area. Designated van stops in Lancaster City allow employees scheduled pick-up and drop-off locations. The shuttle then travels out of Lancaster City via Route 222 to the Denver employers. Employees using the shuttle service pay \$10.00 per week.





# Update on RRTA's Solar Panels

**RRTA's Solar Panels were installed and operational in October 2010 and have been busy generating green energy savings ever since.**

**Since then the panels have generated 5,549,497 KWH (kilowatt-hour)**

RRTA's Solar Array has provided enough energy to:

- Operate a TV for 466,162 days
- Power 12,382.82 computers for 1 year
- Reduce the pollution an average car emits over 486.46 years

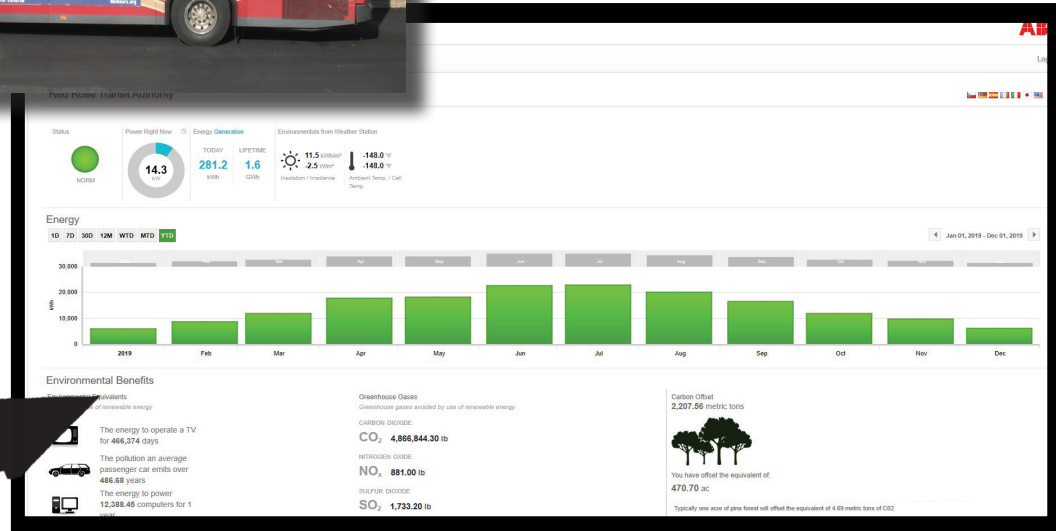


## Greenhouse Gases Avoided

CO<sub>2</sub> 4,864,635 lbs  
 NO<sub>2</sub> 880.6 lbs  
 SO<sub>2</sub> 1,732.4 lbs.

Carbon offset - 2,206.65 Metric Tons  
 This carbon offset is equivalent to 470.5 acres.

The Solar Panel generation can be viewed through a link on the RRTA website to track the activity.





# South Central Transit Authority

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