

South Central  
Transit Authority



# 2022 Annual Report



Serving Lancaster  
and  
Berks Counties  
in Pennsylvania

# New Beginnings



**Greg C. Downing, Sr.**  
SCTA Executive Director

Welcome aboard SCTA's 2022 Annual Report which provides highlights from the year in review and takes a look at new projects, new services and new goals.

When I became Executive Director of SCTA on July 1, 2021, I knew I had big shoes to fill. Many of you know, my predecessor David Kilmer had been the only executive director since the Authority's inception in 2015. He retired after 40+ years in public transportation culminating with his tenure at the helm of SCTA. As Director of Operations and most recently, Chief Operations Officer, I had the pleasure of working very closely with Dave for over five years. I will forever be grateful for his tutelage and remain in awe of the amazing achievements that he accomplished during his tenure. He left an indelible mark on SCTA and the industry. I am truly honored to carry on that torch and serve our Lancaster and Berks County residents with excellence.

For the past 14 months, I have focused on furthering the vision and meeting the ambitious goals set during our 2022 SCTA Board Retreat. These goals center on addressing critical operational and workforce challenges brought on by the pandemic, meeting the new demands of our post-COVID world which include: new commuting and service patterns, requests for new service options and increasing shared ride effectiveness & efficiencies.

I have worked in public transit for nearly 30 years and I know firsthand that these things are not easy, but I am committed to doing everything possible within our ability and budget to meet these goals while fostering the Authority's growth and success. To date, my top priorities have been to increase overall ridership, improve customer service through our BE NICE program, hire and retain staff for all positions, attract a diverse workforce, invest in our employees and mentor my executive team by providing more opportunities for their growth and development.

As I reflect on 2022, I want to say thank you to all of our employees, partners, contractors, board members, stakeholders and of course, our riders. We could not have accomplished anything successfully without your support, dedication and partnerships. The future of SCTA looks promising because of you. As we continue to grow, innovate and improve our offerings, I look forward to serving you all and applying the same bold visionary strategies and excellent services that SCTA is known for.

## SCTA Ridership & Operating Stats

**Fixed-Route**

<b>Total Ridership</b>	<b>Total Revenue Miles</b>	<b>Total Revenue Hours</b>	<b>Total Passenger Miles</b>
<b>2,862,184</b>	<b>3,261,988</b>	<b>254,919</b>	<b>12,650,853</b>



**Paratransit  
(shared-ride)**

<b>Total Ridership</b>	<b>Total Revenue Miles</b>	<b>Total Revenue Hours</b>	<b>Total Passenger Miles</b>
<b>303,357</b>	<b>2,166,411</b>	<b>135,726</b>	<b>2,944,969</b>





# Highlights from FY 2021 - 2022

## Trying To Get Back To “Normal”

After dealing with COVID-19 for over a year, the middle of 2021 seemed to move towards a positive trend to a new normal. Governor Wolf lifted the state-wide mask mandate on June 28, 2021. The county vaccination clinics closed by the end of June & July. People were getting back out in the community. Due to public transportation needing to follow Federal Transit Administration (FTA) guidelines, BARTA & RRTA had to continue to require customers & employees to wear masks. Originally, the FTA mask requirement was scheduled to be lifted in September 2021 but the date continued to be extended into 2022.

On top of mask requirements, January 2022 was extra challenging for BARTA. Hiring difficulties had already started being an issue Pre-COVID and continued in the middle of the pandemic. BARTA had a large # of open driver positions. Add to that, a spike in COVID infections among working BARTA drivers, the bus service was disrupted and scheduled trips were missed in January and part of February. Even with healthy drivers working many hours of over-time, there still wasn't enough drivers to perform the service. It was the first time, that BARTA missed operating trips. BARTA drivers bounced back but BARTA and RRTA continue to have hiring challenges and low ridership that have not gotten back to pre-covid #'s.

## Transit Driver Appreciation Day - March 18, 2022



Transit Driver Appreciation Day, an annual day of celebration, is held each year on March 18th. On Friday, March 18, 2022, SCTA staff took time to show appreciation to BARTA and RRTA Operators working hard to provide public transit service for our communities in Berks and Lancaster Counties. This annual day helped acknowledge all our front-line employees and all they do on a daily basis for our customers. SCTA provided Grab 'n Go Breakfast items for our operators as they started their day and customers were encouraged to post appreciative messages on social media to acknowledge operators.



## High Gas Prices Campaign April 2022

When gas prices were at record highs during the beginning of 2022, SCTA started its "SAVE MONEY WITH RRTA/BARTA" campaign to remind the public how transit saves money. SCTA created billboards and social media campaigns to encourage and remind the public how they could save money and find relief from high gas prices.

<b>RIDE</b> RRTA \$42 a month UNLIMITED RIDES	<b>SAVE MONEY WITH RRTA</b> Frustrated with this?  Why not try this? <a href="http://www.RedRoseTransit.com">www.RedRoseTransit.com</a>
<b>RIDE</b> BARTA \$45 a month UNLIMITED RIDES	<b>SAVE MONEY WITH BARTA</b> Frustrated with this?  Why not try this? <a href="http://www.BARTAbus.com">www.BARTAbus.com</a>

## Amtrak Thruway Bus Service - June 2022



On Monday, June 6, 2022, an Amtrak Thruway Bus Service launched in The City of Reading, with two daily round trips connecting Reading, Pottstown and Philadelphia. The regional bus service begins at the BARTA Transportation Center (BTC), 701 Franklin Street, Reading, PA then travels to Pottstown and ends in Philadelphia. The service is being provided by Amtrak in coordination with South Central Transit Authority and Pottstown Area Economic Development.

The service is operated by Krapf Coaches under an agreement with Amtrak.



### RRTA Fixed Route

**1,004,883**  
 Fixed Route One Way Trips

**1,688,582**  
 Fixed Route Revenue Miles

**117,807**  
 Fixed Route Revenue Hours

**4,441,583**  
 Fixed Route Passenger Miles

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



### Red Rose Access

**161,482**  
 Paratransit One Way Trips

**1,348,139**  
 Paratransit Revenue Miles

**80,617**  
 Paratransit Revenue Hours

**2,276,139**  
 Paratransit Passenger Miles



### Financial Statistics

**Operating Revenues: \$5,736,706**

Federal Funding: \$7,682,301

State Funding: \$2,947,746

Lancaster County Funding: \$441,187

**Operating Expenses: \$17,469,329**

### BARTA Fixed Route

**1,857,301**  
 Fixed Route One Way Trips

**1,573,406**  
 Fixed Route Revenue Miles

**137,112**  
 Fixed Route Revenue Hours

**8,209,270**  
 Fixed Route Passenger Miles

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



### BARTA Special Services

**141,875**  
 Paratransit One Way Trips

**818,272**  
 Paratransit Revenue Miles

**55,109**  
 Paratransit Revenue Hours

**668,830**  
 Paratransit Passenger Miles



### Financial Statistics

**Operating Revenues: \$6,154,346**

Federal Funding: \$10,325,164

State Funding: \$718,722

Berks County Funding: \$441,187

**Operating Expenses: \$17,370,205**

### SCTA Board Members

June Wolf, Chairwoman   Kevin Barnhardt, Vice Chairman   James Schlegel, Secretary  
 Jeffrey Ouellet, Treasurer   Joy Ashley   Bonnie Glover   Gail Landis   Cheryl Love  
 Ineavelle Ruiz   Timothy Snyder   Jill Nagy, Solicitor