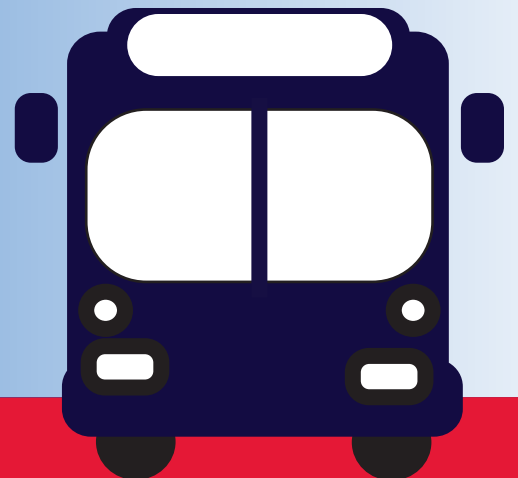




# Annual Report

July 1, 2022 - June 30, 2023

Serving Lancaster and  
Berks Counties  
in Pennsylvania



# Message from Our Director



Greg Downing  
SCTA Executive Director

Dear Valued Riders, Stakeholders, and Friends of SCTA,

As we close out another year of service to the communities of Berks and Lancaster Counties, I take this opportunity to reflect on the remarkable progress we've made and express my heartfelt gratitude to all those who have contributed to our success.

Last year, we stood at the threshold of a post-pandemic world, cautiously emerging from the shadow of COVID-19. While the challenges of the past few years have undoubtedly left an indelible mark, I am proud to say that SCTA has emerged stronger and more resilient than ever.

As the country moves beyond COVID, public transportation is poised to play an even more critical role in connecting people, communities, and opportunities. We are witnessing a growing recognition of the importance of accessible, affordable, and sustainable transportation solutions.

In Berks and Lancaster Counties, the needs of our riders are as diverse as the landscapes we serve. BARTA, our Berks County service, celebrates its 50th anniversary this year, a testament to its unwavering commitment to providing safe, reliable, and accessible transportation for generations of residents. In contrast, Lancaster County, served by our Red Rose Transit Authority (RRTA), faces unique challenges due to its sprawling rural geography and growing population. RRTA is adapting to these challenges with proposals to expand its service network and implement innovative demand-responsive solutions.

Despite their distinct needs, both BARTA and RRTA share a common goal: to connect people to the places they need to be, whether it's work, school, shopping, healthcare, or simply enjoying the vibrant communities we call home. At SCTA, we are committed to meeting the evolving needs of our riders by embracing innovation, expanding partnerships, and fostering a culture of excellence. We have invested in new technologies, explored and investigated alternative fuel sources, and continue to search for new ways to reach underserved communities.

As we look to the future, I am filled with optimism and excitement. We stand at the forefront of a transportation revolution, where public transit is not just a means of getting around, but a catalyst for economic growth, social equity, and environmental sustainability. I am incredibly grateful to our dedicated workforce, whose commitment to serving our riders is unwavering. Their hard work and dedication are the foundation of our success.

I also extend my gratitude to our valued riders, who have entrusted us with their journeys. Your feedback and support are invaluable as we strive to continuously improve our services. Finally, I thank our stakeholders, including government officials, community leaders, and business partners, for their unwavering support. Together, we are shaping a brighter future for public transportation in Berks and Lancaster Counties.

As you delve into the pages of this annual report, you will gain a deeper understanding of SCTA's accomplishments and the path we are charting for the future. I am confident that together, we will continue to make SCTA a model of excellence in public transportation.

Thank you for your continued support.

Sincerely,  
Greg Downing



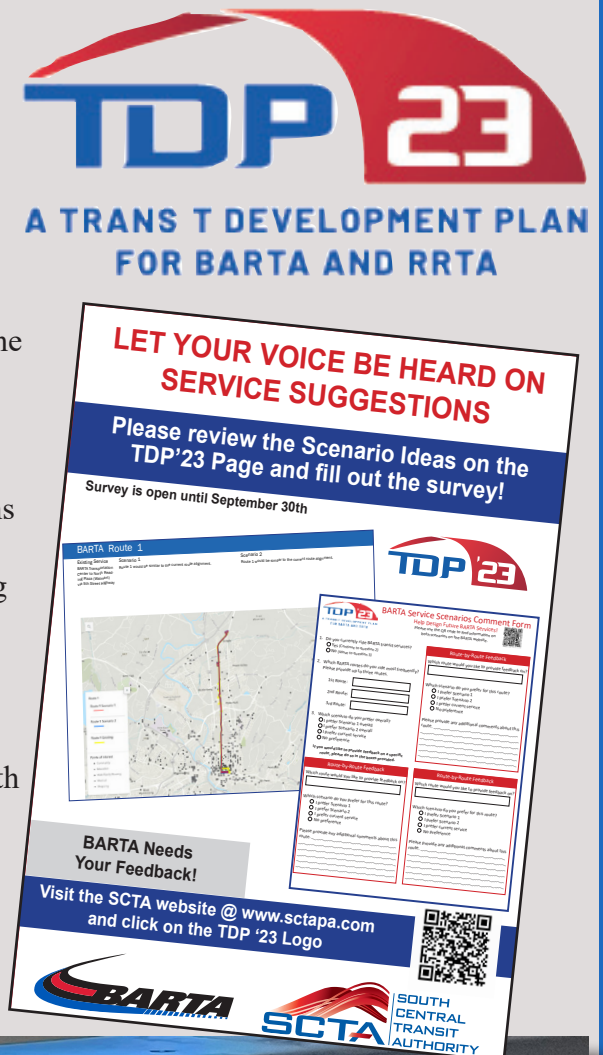
# SCTA Transit Development Plan (TDP) Review of Existing Services and Gaining Feedback for Future Improvements

In Fall 2022, SCTA began the creation of a new Transit Development Plan (TDP) for the fixed-route bus and paratransit services in Berks and Lancaster Counties. Through 2023, consultants gathered data from customer surveys, stakeholder meetings, public meetings and gps data to compile suggestions for improvements to the services. Once completed, the TDP will serve as a guide for meeting future demands for transit services and increasing overall use of public transit. The TDP will propose recommendations for SCTA to consider spanning the next 10 years.

Things Included in the Development of the TDP:

- Identifying demographics, travel trends, and land use patterns
- Evaluating current BARTA and RRTA service
- Gathering input from riders and the public regarding existing services and future needs
- Establishing goals and strategies to address unmet transit needs and service issues, such as connecting employees to their place of work
- Identifying and evaluating opportunities for potential growth
- Estimating the level of funding available to provide transit services over the life of the plan
- Evaluation of Microtransit in Lancaster County

When the TDP is complete and accepted by the SCTA Board, SCTA staff will begin determining which recommendations they would like to implement. A public notification process will begin where customers and the public will be able to comment on the proposed changes before they are approved by the SCTA Board and go into effect.



# Capital Projects

## Diesel Tank Replacements in Lancaster & Reading Locations

Both the Lancaster and Reading facilities had Diesel Tanks that were past their useful life and needed updating. The useful life of a diesel tank is twenty (20) years. In August 2022, activities started to replace the diesel tanks in Lancaster and Reading.

In Lancaster, at the RRTA Operations Center facility, two 10,000 gallon above ground diesel tanks replaced the 20,000 gallon tank. The new tanks were placed at the same location as the old tank.

In Reading, at the 1700 North 11th Street facility there was some extra work needed since the current fuel tank was underground. Excavation was done to remove the underground tank. Two 10,000 gallon diesel fuel tanks were added above ground.



The two new diesel tanks installed at the RRTA Operations Center, 45 Erick Road, Lancaster.



The two new diesel tanks installed at the 1700 N. 11th Street Reading facility.

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## RRTA Operations Center Solar Panel Project

In September 2022, SCTA began the Solar Panel Project at the RRTA Operations Center, 45 Erick Road, Lancaster. The goal of the project was to add additional solar panels to the existing panels that were originally installed in 2010.

332 additional solar panels were installed throughout 2022 and 2023. The purpose of installing the solar panels is to try and have the entire RRTA Operations facility primarily dependent on solar energy for its electrical needs. Solar energy helps to reduce the carbon footprint and dependence of fossil fueled electric generation. The previous and additional solar panels have helped reduce operating expenses due to lower electric bills.



Aerial view of the Solar Panels at the RRTA Operations Center property.

# Rider Appreciation Day

BARTA and RRTA participated in a statewide Rider Appreciation Day on Wednesday, May 3, 2023, offering FREE RIDES all day. The free ride day was part of a statewide Rider Appreciation initiative developed in coordination with the Pennsylvania Public Transportation Association (PPTA) and transit agencies across the Commonwealth. Many transit agencies offered customers complimentary rides to show appreciation for their continued ridership. The coordinated effort was to try and highlight public transit in PA communities.



Greg Downing, SCTA Executive Director and Dominique Thompson, RRTA's Director of Operations surprised customers while they were waiting to take RRTA and BARTA. Prize packs included RRTA and BARTA Promotional Items and a complimentary 31 Day Pass!



## Customer Service Program

In Fall 2022, SCTA unveiled their new customer service program to the BARTA & RRTA Customers, informing them about a renewed customer service focus and that all employees are encouraged to put our customers at the forefront when performing their jobs every day. SCTA recognized that there was some needed customer service improvements so the **BE NICE** Customer Service Program was created. The program focuses on employees and customers with the goal to just "BE NICE". Employee and Customer Code of Conducts were created to express and remind everyone what is expected as an employee and a customer when using either BARTA or RRTA services. The code emphasizes treating everyone with respect, co-workers and customers alike. Other parts of the program focus on customer amenities like solar bus stop signs with lights and Wi-Fi on buses. Internally, SCTA has created more appreciation and recognition efforts for our employees, with a plan to continue growing the program each year.



# Education & Community Outreach Events

National Night Out in the City of Reading  
August 2, 2022



Staff handed out BARTA info. & BARTA promo. items



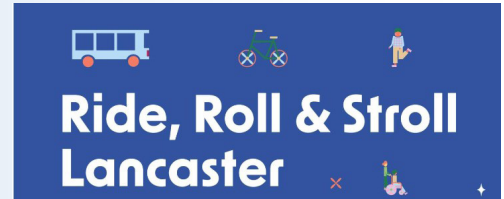
BARTA Stuff a Bus  
@ Berks Encore Senior Expo  
October 5, 2022

Collected non-perishable food items for Helping Harvest and pet food to benefit Humane PA.



Lancaster-Lebanon  
IU-13 Bus Training  
September 27, 2022

Held several "How to Ride RRTA" sessions to over 150 Lancaster County students



Global Shapers Ride,  
Roll & Stroll Lancaster  
in the City of Lancaster  
May 5, 2023

RRTA Bike Rack  
Demonstrations in front of  
The Common Wheel



TRANSIT DRIVER  
APPRECIATION DAY



SATURDAY, MARCH 18, 2023

National Transit Driver  
Appreciation Day  
March 18, 2023

Recognized Drivers for all the hard work they do for BARTA Customers

# SCTA 2022-2023 Stats

## Fixed-Route Bus Service

**Total Ridership: 3,228,219**

Total Revenue Miles: 3,248,208

Total Revenue Hours: 253,911

Total Passenger Miles: 14,268,728

Total Operating Revenue: \$5,235,488

(Federal, State, Local Funding): \$19,449,314

Total Operating Expenses: \$24,684,802



## Paratransit (Door-to-door Service)

**Total Ridership: 332,690**

Total Revenue Miles: 2,265,240

Total Revenue Hours: 142,616

Total Passenger Miles: 3,253,364

Total Operating Revenue: \$7,356,160

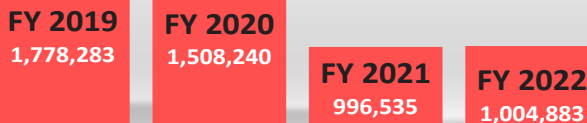
(Federal, State, Local Funding): \$4,126,923

Total Operating Expenses: \$11,483,083

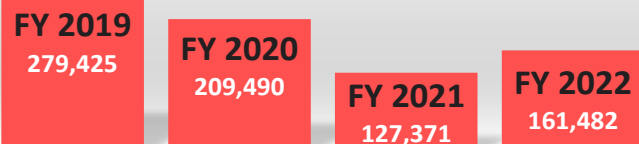


# Ridership Comparison

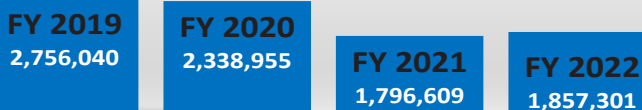
RRTA Fixed-Route Ridership



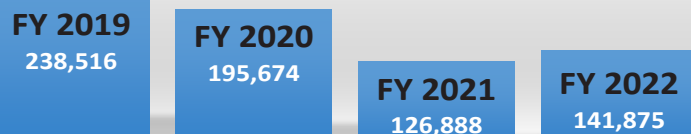
RRTA Shared-Ride Ridership



BARTA Fixed-Route Ridership



BARTA Shared-Ride Ridership





## South Central Transit Authority

45 Erick Road, Lancaster, PA 17601

717-397-5613

info@sctapa.com



### **Berks Area Regional**

### **Transportation Authority**

**Service Area:** Berks County, PA

**Square Miles:** 866

**Population:** 429,342 (2021)

**BARTA Employees:** 141

**# of Buses in Fleet:** 51

**# of Bus Routes:** 19

**# of Shared-Ride Vehicles:** 56



## RRTA

RED ROSE TRANSIT AUTHORITY

### **Red Rose Transit Authority**

**Service Area:** Lancaster County, PA

**Square Miles:** 984

**Population:** 553,662 (2021)

**RRTA Employees:** 86

**# of Buses in Fleet:** 43

**# of Bus Routes:** 17

**# of Shared-Ride Vehicles:** 72

### **Current SCTA Board Members**

June Wolf, Chair

Jim Schlegel, Vice Chairman

Gail Landis, Secretary

Cheryl Love, Treasurer

Bonnie Glover

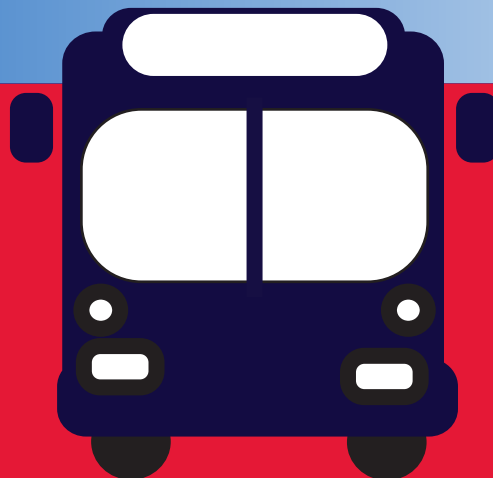
Joy Ashley

Timothy Snyder

Jessica Jones

Sandra Burke

Jill Nagy, Solicitor



[www.sctapa.com](http://www.sctapa.com)

[www.bartabus.com](http://www.bartabus.com)

[www.redrosetransit.com](http://www.redrosetransit.com)