

APPENDIX F

Phase 1 Engagement Summaries

Three rounds of outreach and engagement activities were held over the course of the Transit Development Plan Update study. Each round corresponded to a key inflection point in the project. The first round of outreach and engagement began in January 2023 with a focus on gathering input from current riders and BARTA/RRTA stakeholders on the ways they use transit, reasons for riding, opinions on current service, and priorities for future service. The first round of outreach and engagement included the following elements:

- Two in-person public meetings held in Reading and Lancaster, and two virtual public meetings held via Microsoft Teams but focused on the BARTA and RRTA service areas, respectively.
- In-person focus-group meetings held with BARTA and RRTA stakeholders, respectively. Attendees included representatives from local planning departments, universities, and other city and county staff members.
- Listening sessions for BARTA and RRTA drivers and operations staff.
- A community survey distributed online and at public meetings.
- An on-board passenger survey for BARTA and RRTA customers.
- A shared-ride survey and agency interviews for BARTA and RRTA shared-ride customers and service providers.

The input collected in the first round of outreach and engagement helped inform the assessment of current service and the development of preliminary service improvement scenarios for BARTA and RRTA.

1. BARTA PUBLIC Meeting #1 Summary

January 25, 2023; 5:30pm – 7:00pm

PARTICIPANTS: 6

What is BARTA doing well?

- BARTA is the only mass transit that is available in the region.
- BARTA serves members of the disabled community well, particularly the on-demand service.
- BARTA's app works well.

How could BARTA serve the community better?

- Exeter Township is interested in service to the Exeter Community Library.
- Exeter Township also is interested in coordinating with BARTA on future bus service to a proposed mixed-use development (at the Promenade Complex).
- There is interest in providing service to future industrial/warehouse uses at Berks Park 183 near the Reading Regional Airport.
- The process for coordinating with BARTA on bus stop requests or proposed land development projects is unclear.
- Marketing can be expanded to attract riders and highlight how transit is a solution to common issues, such as parking limitations (in Downtown Reading) or high gas prices.

Do passengers have the tools they need to understand and use BARTA (i.e., trip planning tools, maps, schedules, etc.)?

- Figuring out transfers can be challenging, particularly for people who are not regular riders.

Does BARTA provide an inviting passenger environment?

- There is a need for more shelters and other amenities at bus stops.
- BARTA's "Be Nice" campaign for employees has been effective.

Are there other communities that "get transit right" and could serve as a model for BARTA?

- Washington, DC Metro: The system is easy to navigate.
- Reutlingen, Germany (Reading's sister city): People are not as dependent on travel by car, likely because of land use patterns.
- An agency had specialty bus wraps (e.g., old Cadillac) to convey that transit is in the community and fun.

What is the top change that BARTA could make to encourage transit use?

- Provide shelters at more locations so bus stops are more visible and inviting for passengers.
- Host a regular (possibly annual) meeting with government officials regarding what is happening in the community.
- Improve route interconnectivity to reduce travel times, possibly by developing hubs or transfer points outside of downtown.
- Communicate with municipalities on how to coordinate with BARTA on suggestions/requests for stops.
- Provide positive messaging about cleanliness (particularly after COVID).

Other comments

- Sinking Spring Borough is interested in a bus hub and a more direct connection to Spring Ridge.
- Some people may use park-n-rides. How will park-n-rides be considered in the plan? *(Responded that riders boarding/alighting at a park-n-ride will be included in the ridership analysis.)*
- What are plans for bringing microtransit to Berks County? *(Responded that microtransit will be evaluated as part of the TDP.)*

2. BARTA Stakeholder Meeting #1 Summary

January 25, 2023; 9am – 11am

PARTICIPANTS: 12

Table 6: BARTA STAKEHOLDER MEETING ATTENDEES (Not including SCTA and consultant team Staff)

FIRST NAME	LAST NAME	ORGANIZATION
Edward	Granger	Abilities in Motion
Michael	Golembiewski	Berks County Planning Commission/RATS
David	Hunter	Berks County Planning Commission/RATS
Alan	Piper	Berks County Planning Commission/RATS
Dan	Fogarty	Berks County Workforce Investment Board
Bethany	Ayers-Fisher	City of Reading
Michele	Scribbick	Commuter Services of Pennsylvania
Annmarie	Morganti	Gage Personnel
Lara	McQue	RACC
Yamil	Sanchez	Reading School District
Dr. Jennifer	Murray	Reading School District
Mike	Hart	Sinking Spring Borough

What is BARTA doing well?

- BARTA is capable and competent at operating fixed route bus and paratransit services in the County.
- BARTA is generally perceived as a safe mode of transportation.
- BARTA has kept the vehicle fleet up to date. Buses are visible and well maintained.
- BARTA drivers are generally viewed as safe and competent.
- BARTA conducts time checks on a regular basis (based on recommendations from the last TDP). As a result, on-time performance has improved over the last five years.
- BARTA has a sincere interest and commitment to serve and address needs of the community. BARTA representatives are responsive, willing to work with partners, and willing to help develop solutions. BARTA representatives have strong communication skills. Examples include:
 - BARTA offered summer transportation for students in the Reading School District through a partnership with Wyomissing Community Foundation.
 - BARTA representatives met with representatives from the Reading School District and tried to help develop solutions to address some of the student transportation issues, particularly those resulting from the School District’s driver shortage.

How could BARTA serve the community better?

- New employment centers are developing in the county in lower density and non-residential areas that are a significant distance from the urban core of the City of Reading and existing BARTA fixed route bus services. (Some of these developments, such as the Amazon Fulfillment Center in Shartlesville may not show up in readily available employment data.) These are areas where employers have difficulty attracting/retaining employees and transportation has been identified as an employment issue. Additionally, it is challenging to serve these employment centers with traditional fixed route transit due to the location, layout/design of the facilities, shift work and overtime requirements, and 24-hour/7-day a week operations. Also, transit is often not as convenient and has longer travel time compared to driving to these locations.

Specific locations where this is current or emerging issue in Berks County is:

- East Penn Manufacturing in Lyons, PA
 - ~7,500 employees
 - Traffic congestion in/around the facility is an issue, particularly at the time of shift changes.
 - 24-hour/7-day operations requires transit service on the weekends and other off-peak times.
- I-78 Corridor (Bethel and Shartelsville), where there continues to be strong demand for warehousing
- US 222 Corridor (particularly west of Kutztown)
- Morgantown, which is experiencing growth in warehousing/industrial development

Many of these locations are near the county's border and there might be a need for coordination/connecting service with other transit agencies. Additionally, there is a need for up-front coordination with developers/ employers. Many employers are not interested in taking on additional liability associated with providing transportation services to/from work.

Serving these locations may require considering different service models, such as microtransit or site-specific shuttles (operated with contributions from the major employers). There is interest in knowing what other options are available and how they have worked in other areas (including other areas in Pennsylvania).

- Provide more frequent and direct service to serve students in the Reading School District, including transportation for students with internships and "courtesy students" who live less than two miles from school and are not provided bus transportation by the district. Specific areas of need include:
 - More direct routes to Reading High School
 - Service along Spring Street (which has steep grades for walking)
 - Service to the High School from City Park/16th St and Haak St Area (possibly along 13th Street)
 - Riverside area in the northwest section of the city, where bus routes have been reduced/cut and pedestrian access is limited by the Charles Evans Cemetery.
- Consider service to other educational centers, particularly during off-peak/evening periods. Examples include:
 - Reading Muhlenberg Career and Technology Center (2615 Warren Road, Reading), which will be offering additional adult/evening education programs.
 - Reading Area Community College (RACC) will be offering an evening nursing program.
- Expand service to recreational centers and/or recreational areas (such as trailheads). Recreational centers in the City of Reading are key locations for youth programs and there is a need/interest for

students have safe access to the centers for after school and weekend programs.

- The current driver shortage (which is an issue nationally and locally) has negatively impacted BARTA's special services. Drivers are picking up more passengers, which means passengers have longer wait times for pick-up on both ends of their trip. This has been particularly an issue for people using the special service to get to/from work, where they have specific times when they start or end work.
- There is no direct link between BARTA and neighboring transit services, including Red Rose Transit Agency (RRTA), Lebanon County Transit, Pottstown Area Rapid Transit (PART), SEPTA, and LANTA.

Do passengers have the tools they need to understand and use BARTA (i.e., trip planning tools, maps, schedules, etc.)?

- Existing maps and passenger information is confusing. It is difficult for potential riders to find out what bus routes they could take, schedules, etc.
- There is a need for a user-friendly and accessible mobile app.
- Consideration should be given on how apps and/or online materials serve the needs of those who do not speak/read English and individuals with visual or hearing impairments.
- There are concerns with how well BARTA is able to provide information to non-English speakers. (For example, individual route schedules are not available in Spanish on the website.) Having more bi-lingual drivers might be helpful for passengers to navigate the services.
- In-person training is good. (For example, BARTA representatives provided students in the Reading School District with traveler information and that was well received.)

Does BARTA provide an inviting passenger environment?

- Generally, the buses are clean and well maintained.
- There is a need for improvement of the appearance of shelters/stop areas, particularly in the City of Reading.

Are there other communities that “get transit right” and could serve as a model for BARTA?

- Switzerland: Good map with clear passenger information, both on and off the bus.
- Cleveland: Provide various park-n-rides that support regional connections to transit. They are used, particularly for special events.
- San Diego: Good service coverage which enables people to travel around without a car.

What is the top change that BARTA could make to encourage transit use?

- Better passenger information.
- More bus routes.
- More drivers.
- Support creative and competitive options for connecting people to employment opportunities. This may require public-private partnerships.

Other comments

- Based on local plans and ordinances, BARTA cannot count on increased density in the county. A key

consideration is how do we encourage transit use when density will not be increasing in most of the county. Traditional fixed route transit may not be a viable option in many areas of the county.

- The use and effectiveness of ridersharing companies (e.g., Uber, Lyft) and existing taxi services in the county should be considered as part of the evaluation of other transit service models, such as microtransit.
- Sinking Spring Borough has a redevelopment plan in place and is working on significant roadway improvements to address chronic congestion. The Borough is interested in possibly having a bus hub.
- The [Disconnected Young Adult Study](#) prepared by the Berks County Workforce Development Board notes that transportation is the top reason why young adults are disconnected from opportunities to be employed or enrolled in school.

3. RRTA Public Meeting #1 Summary

January 26, 2023; 5:30pm – 7pm

PARTICIPANTS: 23

What is RRTA doing well?

- RRTA bus drivers are generally friendly.
- Service is generally on time.
- Standardization of fares has helped.
- The app is a step in the right direction but has some issues. It is particularly helpful for people who don't use cash.
- The service gets you where you need to go.
- The schedule is well done and easy to find.

How could RRTA serve the community better?

- There are many riders who may not have access to the app.
- The app is not accessible for blind people. The text does not scale.
- The two separate apps (RRTA and MyStop Bus Finder) can be cumbersome and make it more difficult to navigate.
- Google maps integration is needed.
- MyStop has not been working. It used to tell you when a bus would arrive, but the arrival time information has not been accurate. The information on the app is not aligned with actual conditions.
- You must be part of a secret society to know how to use the bus.
- Provide more service outside of Lancaster, including Elizabethtown. (Agreement from multiple attendees in the room.) Because there are so few buses, travel times are very long and that is a barrier to using the bus.
- The hub-and-spoke routing may not be serving some areas well, including:
 - Manheim and Lititz
 - East side of the County
- Service to Park City has limited hours, particularly on the weekends (Sundays).
- RRTA's schedule does not align well with the Amtrak train schedule at the Lancaster Station.
- There are conflicts between individual bus drivers on whether they will stop at certain flag stops and safe locations for stops that aren't marked, particularly outside of the city.
- Stops could possibly be consolidated.
- There is a need for more facilities at bus stops.

- Buses arrive early at stops.

Do passengers have the tools they need to understand and use RRTA (i.e., trip planning tools, maps, schedules, etc.)?

- Provide travel training.
- Ride Guides are easy to find.
- There is a need for integration with Google Maps. Having Google Maps integration is needed to attract new passengers and/or visitors.
- Marketing is needed to get more people to ride the bus.
- Provide schedules at stops.
- Increase visibility of the bike-and-ride program.

Does RRTA provide an inviting passenger environment?

- Red Rose Access does not provide a positive passenger environment or experience. Drivers do not listen and one rider expressed concern with their personal safety using Red Rose Access.
- Red Rose Access couldn't provide access to this meeting.
- Red Rose Access users don't have a good experience for calling in ride requests.
- Red Rose Access users are waiting one to two hours for pick-up.

Are there other communities that “get transit right” and could serve as a model for RRTA?

- Indianapolis: Infrastructure at stops. A semi-seat overcomes issues of providing seating at stops.
 - People in Lancaster County have been leave metal chairs at stops.
- Toronto: Overall system is effective.
- Philadelphia: Buses run every 10 minutes and there are more connections between bus routes. Lancaster requires walking between routes to transfer.

What is the top change that RRTA could make to encourage transit use?

- Amenities at stops to make waiting more tolerable.
- Marketing to attract more riders.
- Get on Google Maps.
- Clockface headways.
- Increase trolley/circulator service to the train station.
- Improve comfort and efficiency.
- Provide more frequent service. “Frequency is freedom”
- Optimize routes.
- Microtransit may be a solution, particularly for areas outside of the City.

Other comments

- There is interest in microtransit as an option in Lancaster County.
 - Rabbittransit: How is it performing? Any lessons that could be applied to Lancaster?

- Request for the trolley to go back to the previous route at Career Link (where the benches are located).

4. RRTA Stakeholder Meeting #1 Summary

January 26, 2023; 9am – 11am

PARTICIPANTS: 13

Table 7: RRTA STAKEHOLDER MEETING ATTENDEES (Not including consultant team Staff)

FIRST NAME	LAST NAME	ORGANIZATION
Amanda	Dioszeghy	Eurofins
Bridget	May	Sauder’s Eggs
Caroline	Lalvani	Elizabethtown College
Douglas	Smith	City of Lancaster
Jeremy	Young	Lancaster City Alliance
John	Trescot	Lancaster County
Katharine	DeSantis	Lancaster Chamber
Laura	Heilman	Commuter Services of Pennsylvania
Marshall	Snively	Lancaster City Alliance
Mary Beth	Williams	Millersville University
Rebecca	Denlinger	Elizabethtown Borough
Scott	Standish	Lancaster County Planning Department
Will	Clark	Lancaster County Planning Department

What is RRTA doing well?

- It is well-regarded and well-known in the community.
- The service is valued by the community.
- The Millersville University students who try it, like it.
- The Authority does a good job connecting with other modes (i.e., bike racks).
- They are a good public/community partner.
- Employees are helpful.
- They do a lot with limited funds.
- The low fare allows people to take advantage of it.

How could RRTA serve the community better?

- The central hub is a barrier for riders. It creates very long trips for suburban origins and destinations.
- Infrastructure at stops can be improved. These include sidewalks, benches, cover, schedule availability and lighting.
- RRTA is sometimes perceived as an “equity line.” It would help to expand into other demographics. Predictability is important. How does RRTA overcome the stigma that it is only for poor/disabled?
- Bus stops need to be marked better. It’s not always clear that a stop is present, and infrastructure is

not well maintained.

- The process to request a stop is challenging.
- Outside of the city, there is a lack of sidewalks at bus stops.
- Transit needs to be a leader in sidewalk development, bike share, etc. to help provide the last mile connection.
 - SCTA should take-over bike share. Also, it should reach unbanked communities.
- Maps are not available for Google maps.
- There are challenges to reload fare cards. It should be easier for employers to provide fare instruments.
- The travel time from Elizabethtown is too long, so ridership is lower. There is a population who wants to use transit.
- Service schedules may need to consider Amtrak connections.
- There may be a need for access to Hershey area.
- There isn't a stop at Elizabethtown College because it hasn't shown ridership.
- Millersville students don't take the bus to the Ware Center because there is not a bus stop within 2 blocks, and it takes too long.
- The lack of express service is a barrier.

Do passengers have the tools they need to understand and use RRTA (i.e., trip planning tools, maps, schedules, etc.)?

- Google Transit integration is needed.
- Schedules are not clock-face and there is a need for 30-minute frequency. Riders must look at the schedule every time.
- Students don't use brochures or paper schedules.
- RRTA needs a better app.
- RRTA needs better public visibility.
- Marketing: Use of TikTok and Instagram. Make riding less intimidating. Make it seem cool.

Does RRTA provide an inviting passenger environment?

- Vehicles are clean/well maintained.
- Once you are on the bus, it is great.
- Waiting for the bus is the biggest challenge, particularly outside of the city.

Are there other communities that “get transit right” and could serve as a model for RRTA?

- Grand Rapids, MI: It is a small community. They converted some lines to rapid/express lines. They focused on commercial corridors, rather than coverage. They made investments in stops and have some dedicated lanes for buses (enforcement is a challenge). They also added more frequent service.
- Rabbitransit: Marketing has been successful. RRTA should consider re-branding. There could be branding for specific routes/services, which may also attract choice riders.

What is the top change that RRTA could make to encourage transit use?

- Better use of technology
- Looking at both short term and long-term actions.

Other comments

- There was significant interest and discussion regarding microtransit
 - Is the app typically integrated with an existing transit app? *(Response: Sometimes it is integrated and sometimes it is separate.)*
 - Are all vehicles ADA accessible? *(Response: Either all vehicles or a sub-set of vehicles.)*
 - Is more marketing required? How does it compete with Uber/Lyft? *(Response: Sometimes microtransit operates in low density areas that aren't well served by Uber/Lyft. Fares are set by public agency.)*
 - Is it typically subsidized? *(Response: Yes, typically, except for some completely private services in NYC. Via is the largest private operator of microtransit.)*
- Why is the Amish population not showing up on the Transit Need map given their zero-vehicle households? *(Response: The consultant team will look into this data further.)*
- From what year is the peer comparison data? Possibly look at numbers pre-COVID.
- RRTA is somewhat in competition with Parking Authority. Possibly consider a combination bus-parking pass. People are fearful to give up a parking pass. Look at how to accommodate hybrid work schedules.
- Red Rose owns the parking garage.
- Better coordinate parking, transit, bike share and microtransit. (Commuter Services has a wallet. Also consider use of the CommutePA app.)

5. BARTA VIRTUAL PUBLIC Meeting #1 Summary

February 1, 2023; 5:30pm – 7:00pm, via Zoom

PARTICIPANTS: 17

What is BARTA doing well?

- Drivers are polite, helpful, and courteous.
- It is a wonderful service and has great value.
- Service is on time.

How could BARTA serve the community better?

- Provide Sunday bus service on Route 14 (in Wernersville) for workers and church attendees.
- Kutztown is outside the reach of BARTA.
 - Bus service would support small businesses, Renningers' Antique and Farmers Market and Kutztown University. There is a warehouse proposed in that area that will have jobs.
 - Krista Evans (Kutztown University) noted that the number of students from the Reading area has decreased. Transit could help attract potential students, as well as providing access from campus to adjacent goods and services.
- Service to Laureldale to Yuasa Battery, a 24/7 operation, at 2901 Montrose Ave. was requested by a company representative.
- Interest in a connection (east/southeast) from Douglassville to Boyertown and Pottstown's PART system came from Montgomery Co. Planning Comm. staff.
 - Is there a relationship to the proposed Schuylkill River corridor passenger rail? (Response: That Authority is very early in the process of evaluating passenger rail service.)

Do passengers have the tools they need to understand and use BARTA (i.e., trip planning tools, maps, schedules, etc.)?

- Information is good.
- Information is available on the bus.
- The Ride Guide has information on schedules, fares, and passes.
- There is no system map available on the website for people from out of the area to understand service.
- BARTA bus stops are not found in Google Transit.

Does BARTA provide an inviting passenger environment?

- Bus drivers will accommodate flag stops.

Are there other communities that “get transit right” and could serve as a model for BARTA?

- Buffalo, NY has a trolley system with easy access, clear markings and access to sporting/entertainment venues. A similar service is needed in downtown Reading.
- SEPTA provides later service hours than BARTA.

What is the top change that BARTA could make to encourage transit use?

- More hours of service: Sundays and Late Night

Other comments

- Could microtransit be an option for service to Kutztown and/or weekends? *(Response: Yes, that is an option that can be considered as part of the planning process.)*
- Potentially allow BARTA bus to use Geigle Drive in the afternoon to address some challenges related to school dismissal and traffic. Testing it is an option.
- Have county school districts been engaged about the project? *(Response: Not yet, but contacts were requested from a Berks County Planning participant. Also, the Reading School District had representatives in stakeholder on public meetings.)*
- Possibly collect church service information in underserved communities to provide Sunday transit connections.

6. RRTA VIRTUAL Public Meeting #1 Summary

February 2, 2023; 5:30pm – 7pm; via Zoom

PARTICIPANTS: 18

What is RRTA doing well?

- Scheduling and price are good. It adds value to people who don't drive.
- It provides an easy commute to/from the city of Lancaster.
- Vision Corps clients and staff rely on the bus system because they cannot drive. The RRTA website was improved to provide much better accessibility.
- Service is reliable and connects the city with communities around the area, such as Elizabethtown and Middletown.
- There was appreciation for simplifying the transit prices.
- It was agreed that any travel to and from downtown is convenient.

How could RRTA serve the community better?

- More dignified bus stops. Stops are hard to find and are not well marked.
- Have more stations and seating areas so that stops are more visible. It feels like they are slapped on the side of very busy roads.
- Bus stop signs are mounted too high for shorter persons to read.
- Getting people to more jobs outside of the city. Getting people to work is a challenge.
- More accurate bus arrival information. Buses typically arrive 5-7 minutes earlier than the text alerts or app says they will. Sometimes the buses' systems are not communicating, so there is no ETA given.
- Poor on-time performance
- Address a lack of service on Sundays.
- It is hard to find bus arrival/departure information.
- Red Rose Access is awful and I don't know how it can be fixed.
- On Red Rose Access, riders have to wait for one-to-two hours before or after pick-up/drop-off times.
 - *Greg Downing from SCTA replied that Easton Coach is the operating contractor, but RRTA manages the contract. Easton Coach has been having staffing issues that affects the ability to provide service. They are in the process of offering classes to hire more drivers.*
- Many of the bus stops farther out of the city stop getting served early in the afternoon. Many routes don't run during Sundays, which makes commuting difficult for some people.

Do passengers have the tools they need to understand and use RRTA (i.e., trip planning tools, maps, schedules, etc.)?

- Hard to find bus arrival/departure information.
- As for planning tools, the "plan your route" option uses a secondary maps app and tells riders to walk and use Uber. Online tools for planning rides can be improved.
- Provide access for real-time bus information for people without a cell phone.
- The app has been a HUGE help, but sometimes there are lags and it can take a half an hour to load a single ticket.
- The Go Mobile app does not work for the blind.
- The bus stops for Lancaster do not show on Google Maps. There was strong support for Google Maps integration.
- Are there tools for people who speak and read different languages that use services? – *Ride Guides in English and Spanish*
 - What are the plans to expand the languages? There are a lot of refugees that use buses and public transport that do not speak Spanish.
- Passengers have tools but may not know how to use them.
- Robust service (more frequent trips and more weekend service) would be great. RRTA service could become convenient enough that people who normally drive a personal vehicle would consider RRTA a good option. It would alleviate traffic, air pollution, and provide greater mobility for all.

Does RRTA provide an inviting passenger environment?

- It is an inviting environment. Bus drivers have been nice and friendly.
- Buses are generally very clean.
- Ticket counter staff were given a signature guide for blind to sign for tickets and it is used.
- On board, the buses themselves feel good and safe. Drivers are great.
- Certain bus stops feel hostile at times, as folks have shared earlier.
- I've personally not had many issues on the vehicles. But I have quite a few unpleasant customer service representatives have been rude. One even telling me that I had just "missed the bus" even though I had waited for 7 minutes before and after the arrival time. I couldn't believe that someone was telling me that the experience I was in the middle of simply wasn't true.
- One big issue for the blind is that they can often ride the bus safely in one direction but can't safely cross a busy road to take the bus in the other direction.

Are there other communities that "get transit right" and could serve as a model for RRTA?

- Pittsburgh has dedicated bus lanes. This could attract more riders.
- Microtransit in East York helps the visually impaired.

What is the top change that RRTA could make to encourage transit use?

- Increased access afterhours (after 8:00 p.m.). Lancaster has a nightlife and senior living.
- More frequent service. 15-minute headways would be amazing and would be an absolute game changer.
- The biggest thing that turns people away from using the bus is the speed. The fact that it takes 2+ hours to get from Marietta to Elizabethtown because you have to go into town, rather than drive 15-30 minutes by car, turns people away.
- Informing/educating more people as to why they should ride the bus, including benefits.
- More frequent service and make it easy for people to choose the bus rather than a personal vehicle. Connect educational institutions in and around Lancaster to each other with a bus route.

Other comments

- Would SCTA operate a microtransit service? *(Responded: There are several different models for operating microtransit service, which may involve SCTA operating the service or hiring a contractor to provide some or all operations.)*
- Have there been staffing issues due to COVID? Has service been limited post-COVID as a result? *(Greg Downing from SCTA responded that Red Rose has not had to miss trips due to lack of bus drivers but has been close.)*
- Manor House Apartments may have a shuttle (once a week).
- Is it any part of this plan to partner to have dedicated bus lanes and/or up-zone areas near stops to build ridership? *(Responded: Yes, those are options that will be considered.)*
- Picture this: You live along a bus route and want to take your sweetie on a date night on First Friday. You hop on the bus, arrive in the city, and you don't have to circle the block to find parking. You get to the bar, both of you drink as much as you want. You have a lovely evening together, catch a bus home while holding hands, and you never have to worry about getting a designated driver or driving impaired. Public transit is beautiful.
- Is there any plan to circulate profiles to specific municipalities? *(Responded: Yes, can seek municipal input on proposed routes and engage with municipalities in future rounds of outreach.)*
- Does the “revenue hours per capita” comparison to peers mean that RRTA will be expanding individual bus route hours of operation? *(Responded: Possibly.)*
- Are fixed routes in danger of being cut after this analysis? *(SCTA staff responded that the TDP will provide a plan for potential changes to bus services. Any changes to service will be go through RRTA's annual service planning process, which will include public hearings and additional opportunities for public input.)*
- This meeting provided reassurance that RRTA is listening to riders. - **Nick Dennis**, Regional Housing Coordinator
(nicholas.dennis@inglis.org)

7. BARTA Driver Listening session #1 Summary

January 25, 2023; 12:00 – 4:00 pm

- Passengers request service to casino.
- Pulse periods are too short for passengers to find and make their connections.
- Sunday service in general is very difficult on drivers – not enough buses; not enough time to stay on schedule.
- Constant battle to keep bus stops clear of parked cars.
- Incorrect info often provided to passengers by agents at ticket window at TC – drivers and agents don't seem to communicate with one another, so issue is never addressed.
- Unmarked bus stops create conflict and confusion – drivers confuse riders with pedestrians on the street; passengers demand to be let out in places drivers don't feel comfortable stopping.
- Route 8 and 19 schedules are tough to maintain on trips with variants.
- Some Route 18 trips are scheduled for 30 minutes instead of 40, making it difficult to stay on time.
- Shortage of paratransit drivers.
- Paratransit software pushes trips to drivers that not always logical or realistic (i.e. pick-up across town in 5 minutes).
- Big issue with pigeons all around TC, including inside – health concern with amount of droppings.
- Some drivers don't want to go into retail centers to avoid conflicts with cars; others say the opposite due to difficult pedestrian conditions.

8. RRTA Driver Listening session #1 Summary

January 26, 2023; 12:00 – 4:00 pm

- Route 3 (C) is very circuitous and serves too many stops, making it hard to stay on schedule and forcing out-of-direction travel for passengers.
- Ephrata needs more coverage and possibly a connection to BARTA.
- Very dangerous crossing from Lincoln Highway into East Towne Centre – Route 14 buses have to cross over highway exit ramp to enter shopping center – cross-traffic moves fast and there is no signal.
- Incorrect info often provided to passengers by agents at ticket window at TC.
- Drivers would like to be able to park in garage above TC and/or have shifts start/end at same location
- Not enough bathrooms for drivers at Queen St. Station
- Since Route 1 operates north and south of Queen St. Station, passengers often got on the bus heading in the wrong direction.
- Route 6 (Downtown Loop) has almost no riders
- Riders want north/south service on Centerville Rd.
- Need security at Queen St. Station
- Last Route 13 bus gets downtown at 10:40, but connecting buses (A, B, and C) have already left
- Route 2 needs to go closer to Wegman's
- Route 10 needs Sunday service and later weekday service – lots of new development along the route, including Rock Lititz area.
- Route 14 has a hard time serving stop farside of Greenland Dr. on Lincoln Hwy because cars in turn lane by Wawa often go straight through the intersection.
- Sunday schedules tight on all routes