

Phase 3 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 third round of outreach and engagement began in December 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 third 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.

The input collected in the third 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 #3 Summary

December 5, 2023; 5:30pm – 7:00pm

PARTICIPANTS: 16

General Comments and Questions

- Can information about the TDP be provided at the BTC? Rider noted that larger signs at the BTC get more attention.
 - Response noted that flyers have been posted at the BTC.
- Can you explain the ten-year outlook for the TDP?
 - Response noted that the TDP is a ten-year outlook, which is then updated every five years.
- What is the next step? When will changes be implemented?
 - Response noted that not every suggestion in the TDP will be adopted. Based on the input from the public meetings, the consultant team will make final adjustments. After the TDP is complete, BARTA will identify potential changes for 2024, host public hearings, and present to the board for action. Any changes would take effect in September 2024, at the earliest.
- Are microtransit services still being considered?
 - Response noted that microtransit was considered, but is not included in the recommendations for BARTA service. It is a service model that BARTA will continue to consider and evaluate.
- Can the bus numbers be displayed on the head sign for the bus? Rider noted that they have boarded the wrong bus because the bus number is not on the head sign, particularly for the Route 1 and Route 3. Also noted that the bus head signs do not always reactivate/change until the bus pulls out for the return trip.

Route 1

- Why was the frequency on the Route 1 reduced from 20 minutes to 30 minutes? Today, it is sometimes standing room only. Request maintaining 20-minute frequency.

Route 11

- Does the recommended service go into Mohnton? Previous scenarios truncated service and did not go into Mohnton.
 - Response noted that the service is generally the same as it is today and maintains service to Mohnton.

Route 14

- How much extra time is added to accommodate the portion of the route along the Route 724? Noted a preference for keeping service on Penn Avenue.

- Is it recommended to add Sunday service?
- The current service ends at 6:00 pm and this makes it difficult for people to get home. The extension of service hours to 10:00 pm would be a benefit.

Route 15

- Destination signs on the buses at Wal-Mart are confusing. The sign says “Berkshire Mall” when the bus is actually going to Giant. The sign says “BTC” when the bus is actually going to the Berkshire Mall.
- Any consideration to extending service to 11:00 pm to give employees at the retail stores the opportunity to use transit for their trip home after the stores close? Suggest checking with Wal-Mart regarding typical shifts.

Route 16

- How will people who live on the southside of the city get to the Route 16?
 - Response noted that people could access/transfer at the BTC.
- Will it still serve Reading Hospital Rehabilitation at Wyomissing (2802 Papermill Road)?
 - Response noted that the recommended route includes a diversion to serve the Reading Hospital Rehabilitation facility.
- What is the reason for changing service from Penn Street to Buttonwood Street? Would the change increase the travel time?
- It might be challenging for the bus to make a left turn from 5th Street onto Buttonwood Street due to oncoming traffic. A left turn phase at the traffic signal may be needed.

Route 19

- Will the route serve the intersection of 5th Street and Spring Street?
 - Response noted that the recommended route operates on 3rd Street and 4th Street. The recommended Route 120 serves the intersection of 5th Street and Spring Street.
- How will the grocery store (Price Rite) at the corner of 6th Street and Spring Street be served?
- Is service being removed from Cotton Street? Will service be eastbound or westbound on Cotton Street? City Council voted against making Cotton Street one-way. Request keeping inbound service from Mt Penn to Reading on Cotton Street and shared concerns about impacts to parking. Also noted that Spruce Street is too narrow for the bus operations.
 - Response noted that Cotton Street service is included in Route 8. Also, BARTA is coordinating with the City of Reading and the Parking Authority regarding improvements to Cotton Street, including potentially consolidating bus stops.

Route 120

- Will there continue to be a 5:30 am bus that services the corner of 5th Street and Spring Street with service to the BTC? The proposed 60-minute headways are too long for reliable access to the BTC from this area of the city.

Route 122

- The new service to Kutztown will need to be well-advertised.

2. BARTA VIRTUAL PUBLIC Meeting #3 Summary

December 12, 2023; 5:30 pm – 7:00 pm

PARTICIPANTS: 12

General Comments and Questions

- Request for presentation to be provided on BARTA’s website.
- Is Sunday afternoon service recommended for ALL routes?
 - Response noted that Sunday service is recommended, but implementation is dependent on available resources and funding.
- Request for additional information about microtransit options and how microtransit works. Noted that microtransit zones were included in previous scenarios.
 - Response noted that microtransit was considered, but is not included in the recommendations for BARTA service.
- Support for microtransit, particularly to make the fixed route bus system more accessible for people with disabilities. Noted that based on working with disabled students, many have difficulty getting from their home to fixed route bus service due to the lack of sidewalks and lack of safe crossings in many locations. Shared interest and excitement and request for future consideration of microtransit as an option.
 - Response noted that paratransit is available for people with disabilities and will continue to be provided.
- Support for expanding bus service to Pottstown, Philadelphia Premium Outlets, and providing a connection to SEPTA bus service.
- Support for providing bus service to the Amazon warehouse in Hamburg and other warehouses along the I-78 corridor to provide access to jobs. The rider noted that they get a ride to Amazon from the current bus to get to work.

Route 11

- Request for clarification of the route serving downtown Mohnton.
 - Response noted that the recommended route is the same as current service.

Route 120

- Does the bus route to Hamburg bus return on 4th Street?
 - Response noted that the recommended route utilizes 5th Street in both the inbound and outbound directions.

3. RRTA VIRTUAL PUBLIC Meeting #3 Summary

December 13, 2023; 5:30 pm – 7:00 pm

PARTICIPANTS: 22

General Comments and Questions

- Questions regarding next steps and potential implementation of recommended changes.
 - Response noted that once the TDP is accepted by the SCTA Board (anticipated in February 2024), staff will evaluate what recommendations can be implemented as part of annual service changes. Not all of the recommendations will be implemented at once. Actual implementation of the recommendations will depend on funding, public input, and other factors. There will be public hearings for any specific service changes. The earliest any changes might be implemented is September 2024.
- Any plans for providing transit service between Manheim and Lititz?
 - Response noted that it is not one of the current recommendations.
- Support for a cross-county route that connects Manheim, Lititz, Akron, and Ephrata could be useful. Not everyone wants to travel to downtown Lancaster and making connections downtown leads to long travel times. *(Note: At least six other meeting participants supported this comment.)*
- What route is going to serve the area of Manheim Pike west of Fruitvale Pike below where the Route 3 bus currently serves?
 - Response noted that this area is not served with proposed recommendations because it has low ridership today.
- Not for this plan, but a comment for the future: The transit center downtown, although somewhat new, is not a great location for the centralization of transportation. Suggest decommissioning and selling of the center for redevelopment (and maybe the sale of the garage to the Lancaster Parking Authority) and use proceeds to develop a transit center at the Amtrak Station for centralizing services.
- Support for keeping the transit center downtown and in walking distance for residents. Having the bus station at the Amtrak station at the far north part of town would be a huge disservice to people who live downtown.
- Currently, Red Rose Access is available during the times of the RRTA standard Bus Schedules. Will this still be the case with these proposed changes to the standard RRTA Schedules? For example, will Red Rose Access be available on Sundays with the new Sunday Services?

Route 6

- Can you explain the connection between the Amtrak Station and the Queen Street Station? If a rider is at the Amtrak Station, how will they know which bus to get on to go downtown?

Route 8

- Can you explain the service to Park City Mall?
- Is Route 8 the only route proposed to serve the Park City Mall? Do the recommendations include serving the Ollie's shopping center?
- This route would be very useful during the summer in the evenings for access to concerts at Longs Park.

Route 14 (and Route 21)

- There are dorms for Thaddeus Stevens Dorms located at the Griscom Education Center located at 1100 E Orange Street, Lancaster. It may be beneficial for Route 14 (and Route 21) to utilize Riverside Avenue and Orange Street for service to downtown Lancaster. There are parking issues in the area and RRTA service could help connect students to downtown and reduce student parking demand in the neighborhood. *(Note: RRTA representatives are invited to a public meeting in February regarding parking issues in the area.)*

Route 15

- Willow Valley requests service and stops on campus. There are approximately 2,600 residents living at both the Manor and Lake Campuses.
- Will the route serve the Community Action Partnership of Lancaster County (CAP) office located at 601 S. Queen Street, Lancaster?

Route 16

- Concern that service to Millersville ends at 7:00 pm and request for later service. While many classes end by 7:00 pm, there are clubs and other activities that are held later in the evening.
- Concern about hours of service and request for later. *(Note: Rider currently takes the 10:15 pm bus.)*
- Questions about potential changes to Millersville University services that are done by contract, such as the MU Xpress. If there are changes to the MU Xpress, it may require additional frequency on Route 16.
 - Response noted that no changes are recommended to the existing MU routes.

Route 112

- IU13's Community Education Program, which serves adults (HSE/GED classes, ESL classes and others) consolidated its sites to Burle on New Holland Ave. There are classes during the week mornings and evenings. The last evening class ends at 8:30 pm. A stop along the New Holland Rt. at BURLE Business Park would serve the facility. Since IU13 has only been at this location for a few months, ridership data might be lower than then the actual need. The numbers might increase over time. Also, the IU serves hundreds of students from all over Lancaster. Many might not be coming to class because of the lack of transportation available in the evening especially. It's a long, and not a safe walk from any other stops. Thanks for your consideration now and in the future.

Route 117

- Can a stop be provided inside Stone Mill Plaza located at 1360 – 1380 Columbia Avenue, Lancaster?

Route 118

- How far is the route from the Elizabethtown Amtrak station? The neighborhood streets are tight and it can be difficult for a bus to operate.
- Support for serving the Amtrak station. It is a pretty long walk between the station and Market Street.
- Keep service to Elizabethtown Amtrak station intact.
- Concern about eliminating direct service to the Amtrak stations and the impact on efforts to change culture and provide multimodal connections.
- Is it possible to add a microtransit zone to serve the Elizabethtown Amtrak station and Elizabethtown College?
- Note that it may not be necessary to serve the Amtrak station in both directions. It might be possible to serve the station in one direction (suggest on the inbound). Another option to consider is providing a stop on High Street and not actually turning into the station.

Route 119

- Discussion and questions about the turnaround in downtown Manheim. Noted that renovations are being considered for the Market Square, including crosswalks and the corners of the square.
 - Support for keeping bus operations off Market Square in Manheim.
 - Support for having a stop on or close to Market Square makes sense, but I agree that making a U-turn at one of the ends of Market Square sounds like a bad idea for a vehicle as long as a bus.
 - Concern for visually impaired individuals being able to safely access a bus stop on Market Square.
- Support for maintaining bus service along Hazel Street in Manheim, including the bus stop at the Zion Lutheran Church located at 2 S Hazel Street, Manheim.
- Request for improving access to grocery stores and support diverting the route to serve shopping centers. For visually impaired individuals and seniors, it is difficult to navigate through parking lots between the bus stop and the front entrance for grocery stores and shopping centers.
 - Riders from Manheim lost reasonable access to a grocery store when Route 19 stopped serving the Red Rose Commons Shopping Center (including Weis grocery store) located at 1700 Fruitville Pike many years ago. Eliminating direct access to the Hawthorne Centre (including Walmart) will lead to similar issues.
- Support for having Route 119 directly serve the Hawthorne Centre Shopping Center (including the Walmart located at 2030 Fruitville Pike) to provide a more direct connection to Route 6.
- Any plans for access between Manheim and Lititz?
 - Response noted that it is not one of the current recommendations.

4. BARTA Stakeholder Meeting #3 Summary

December 5, 2023; 9:00 am – 11:00 am

PARTICIPANTS: 8

Table 10: BARTA STAKEHOLDER MEETING ATTENDEES (Not including SCTA and consultant team Staff)

| FIRST NAME | LAST NAME | ORGANIZATION |
|------------|--------------|--|
| Bethany | Ayers Fisher | City of Reading |
| Matt | Boyer | SRTP/Commuter Services of Pennsylvania |
| Dan | Fogarty | Workforce Development Board |
| Michael | Golembiewski | Berks County Planning Commission/RATS |
| Alan | Piper | Berks County Planning Commission/RATS |
| Rodney | Ridley | Alvernia University |
| Ashley | Showers | Berks County Planning Commission |
| Lori | Stoudt | Connections Work |

General Comments and Questions

- Questions regarding potential implementation of recommended changes.
 - Response noted that implementation of the recommendations will depend on funding, public input, and other factors. Once the TDP is adopted by the SCTA Board (anticipated in February 2024), any changes likely would not be implemented until the fall of 2024.
- What changes would you implement first?
 - Response noted that there are several low-hanging fruit, including changes to some end-of-the-line routing (such as Route 4 and 5). Near-term implementation opportunities will be noted in the TDP.
- Will there be a connection to Schuylkill Transportation System in Hamburg?
 - Response noted that Schuylkill Transportation System services the Orwigsburg area and does not extend further south to provide a connection in the Hamburg area.

Microtransit Comments and Questions

- It was noted that while microtransit is not specifically included in the recommended service changes, it can be considered and evaluated further in the future.

Route 1

- How will people access the Fairgrounds Market?
 - Response noted that current ridership is low and people will have access by walking from stops on 5th Street.

Route 8

- Is there existing bus service to the Boscov's Distribution Center located at 5 Birchmont Drive, Reading (near East Neversink Road)? Existing service is not shown on the online map? Is service recommended to be eliminated?
 - Response noted that there is existing service that is not shown on the TDP maps. Recommendations for service to this area will need to be further evaluated.

Route 10

- Will the bus deviate into the Giant parking lot or stay on Lancaster Avenue?
 - Response noted that the bus will remain on Lancaster Avenue and the stop will likely be located at a signalized intersection with crosswalks.

Route 11

- Will this route serve Berk County's south campus located at 400 E Wyomissing Avenue, Mohnton? The south campus is growing and having service will be important as County departments relocate to this area.
 - Response noted that the recommended service along E Wyomissing Avenue could serve the south campus.

Route 12

- What is the looping direction for Grocery Outlet and Ollie's Bargain Outlet?
 - Response noted that in both directions, the bus will serve the Grocery Outlet first, followed by Ollie's Bargain Outlet, and finally the Sheetz at the corner of Revere Blvd and Lancaster Pike.
- What is the looping direction for the Giant on PA 724?
 - Response noted that in both directions, the bus will serve the Giant from east to west with the doors opening to the Giant.

Route 14

- Can the routing be moved from Garfield Ave/Heister Blvd to Penlynn Drive, which is a new roadway being built as part of a new apartment complex?
 - Response noted the need to confirm that Penlynn Dr will be a public roadway and a bus can navigate the corridor and turns.
- It was noted that there are several roundabouts proposed along the State Hill Road corridor near the Berkshire Mall and a need to consider bus operations and bus stops as part of the design of the roundabouts.

Route 16

- It was noted that there is a significant mixed-use development proposed on the east side of Broadcasting Road between Route 222 and Paper Mill Road. This may be a future transit generator due to proposed multi-family housing.

Route 17

- Second shift workers do not have access to bus service home due to the hours of bus operations.
- New Sunday service may not align with the employer shift schedules at employment centers, such as

Berks Heim.

- Commuter Services has coordinated with Berks County and Berks Heim about potential strategies to support transportation solutions that will help to attract/retain employees due to staff shortages.
- It was noted that some employers may need to consider providing their own transit that better fits the needs of their shift work and employees.
- Does the Route stop at Berks Career and Technology Center – West Campus? There are evening classes for adults, which may or may not be served by the hours of the bus operations.
 - Response noted that the recommended route does pass by the campus.

Route 19

- Support expressed for the shift to 3rd and 4th Streets.
- Are any other destinations that will be served and benefit from the extension serving Amazon?
 - Response noted that there is an adjacent apartment complex and some other light industrial uses in the area.

Route 120

- Alpek Polyester is a light manufacturer located at 4030 Pottsville Pike, Reading. Employees could possibly benefit from more frequent bus service. However, it is difficult to cross Pottsville Pike (PA 61) in this location without a traffic signal.

Route 122

- There was discussion regarding the bus routing to serve Yuasa Battery. One participant noted that Yuasa may benefit from a shuttle service (possibly connecting to fixed route service) or carpooling due to the difficulty in serving the location on Montrose Avenue.

5. RRTA Public Meeting #3 Summary

December 6, 2023; 5:30 pm – 7:00 pm

PARTICIPANTS: 23

General Comments and Questions

- How do the statistics provided regarding previous participation and input relate to the number of transit riders?
- The only major change is to the circulator, which is great. Generally, the recommendations are tinkering with existing routes and essentially serving the same areas and same riders. How can we get people off the road and provide a viable transit option to other areas of the County. The microtransit would have provided a different transit option.
- Microtransit pilot is very limited and will not necessarily inform how microtransit in other areas might work.
- Not what I expected to see.
- What is the timeframe for the microtransit pilot?
 - Response noted that there is no timeline for implementation now.
- Will you be giving thought to the timetables to facilitate timed transfers?
- The biggest thing that can be done to increase ridership in areas already served is increase frequency of the service.
- Does this plan only look at bus routes? Does it include looking at the quality of stops and amenities at stops? Is access to stops being considered? What about shelters, benches, bicycle parking, etc.?
- It appears that the recommendations include “decluttering” some routes. What is the number of cumulative miles of the existing system vs. recommended system?
- It is frustrating for riders when a bus doesn’t come or comes early. Is there a way to address on-time performance and schedule adherence? Is there a way to report issues?
- User interface is a challenge with the current system. The two separate apps can be confusing. Is it possible to integrate the two apps for bus information and fare payment?
- There is a need for improved physical space configurations on the buses to better accommodate riders, particularly for things such as strollers, groceries, etc.
- Questions regarding potential prioritization and implementation of recommended changes.
 - Response noted that recommendations will be categorized in the TDP as near-, mid-, and long-term.
- Will the SCTA Board adopt the plan? Are recommendations binding?
 - Response noted that once the TDP is accepted by the SCTA Board (anticipated in February 2024),

staff will evaluate what recommendations can be implemented as part of annual service changes. Not all of the recommendations will be implemented at once. Actual implementation of the recommendations will depend on funding, public input, and other factors. There will be public hearings for any specific service changes. The earliest any changes might be implemented is September 2024.

Route 1

- Will Route go to Franklin and Marshall College?
 - Response noted that it will not be served by Route 1, but will be served by Route 8.
- This is one of the routes that changes the most. It might be helpful to show how it relates to Route 2.
- Why is service to the Amtrak Station included in this connection?
 - Response noted that the Amtrak Station makes for a logical end of line.
- What about service to the Convention Center? It has been important to connect the Amtrak Station to the Convention Center. Where is the nearest stop serving the Convention Center?
- Questions about the routing to provide the connection to the Amtrak Station. The northern part of Prince Street is less populated. Would prefer the route to serve Duke Street. Using Prince Street will add time for northeast riders to get back and forth between downtown.
- Will this provide direct service between the Queen Street Station and Amtrak Station? Currently, it takes about 5 minutes. Will this be the same?

Route 2 / Route 8

- Does the current Route 2 serve Wegmans?
 - Response noted that the Route 2 does not currently deviate into the Wegmans shopping center.
- Will this bus serve the Penn State Health Medical Center?
 - Response noted that service will be provided to the Penn State Medical Center.
- Any consideration for providing access to the Penn State Children’s Lancaster Pediatric Center located at 1430 Harrisburg Pike? The pedestrian access between the Children’s Hospital and Wegmans is not very accessible and there are no pedestrian crossings of Harrisburg Pike at the entrance to the Children’s Hospital.
- Keep Route 2 the same and don’t change it. Stops can be added to Wegmans and the Penn State Health Lancaster Medical Center. Keep direct service between New Street and the LGH Health Campus.

Route 6

- Is service to the CareerLink provided by a different route?

Route 111

- Is it recommended to extend service past 7:00 pm?

Route 15

- How close is the route to the front of Willow Valley? Willow Valley is a large community and not serving it more directly could result in long walking distances to access the bus.

Route 117

- People in Marietta tend to shop and be oriented to the Mount Joy/Donnegal area. Suggest expanding the microtransit zone to include Mount Joy.
- Does the recommended microtransit zone include the Columbia Avenue corridor for shopping and groceries?

Route 20

- Is the recommendation to add Saturday and Sunday service?

6. RRTA Stakeholder Meeting #3 Summary

December 6, 2023; 9:00 am – 11:00 am

PARTICIPANTS: 17

| FIRST NAME | LAST NAME | ORGANIZATION |
|------------|-----------|--|
| Emma | Hamme | City of Lancaster |
| Byant | Heng | City of Lancaster |
| Laura | Heilman | Commuter Services |
| Diane | Garber | East Hempfield Township |
| Tara | Hitchens | East Lampeter Township |
| Ralph | Hutchison | East Lampeter Township |
| Nicole | Gonzalez | Elizabethtown College |
| Kat | DeSantis | Lancaster Chamber |
| Marshall | Snively | Lancaster City Alliance |
| Will | Clark | Lancaster County Planning Department |
| Anthony | Vallone | Manheim Township |
| Justin | Evans | Mount Joy Township |
| Ryan | Minnich | Mount Joy Township |
| Mark | Hiester | Penn Township |
| Jennifer | Tulonen | Penn Township |
| Hannah | Hoover | Water Street Mission / Health Services |
| Rebecca | Denlinger | West Lampeter Township |

Table 11: RRTA STAKEHOLDER MEETING ATTENDEES (Not including SCTA AND consultant team Staff)

General Comments and Questions

- What connections are provided to public parks?
 - Response noted that parks are not typically high transit ridership generators.
- What routes will serve the Lancaster Amtrak station?
 - Response noted that Route 1 would go directly into the station.
- Where is the ridership data coming from?
 - Response noted that previous data came from fareboxes and there are some inaccuracies with this data. However, RRTA now has automatic passenger counters, which will provide more accurate ridership data.
- Can you provide a summary of the 145 online survey responses?
 - Response noted more detailed information regarding online survey results can be shared.
- Questions regarding potential implementation of recommended changes.

Response noted that implementation of the recommendations will depend on funding, public input, and other factors. Once the TDP is accepted by the SCTA Board (anticipated in February 2024), any changes likely would not be implemented until the fall of 2024.

- Noted that the recommendations (at a high level) seem to make the transit system simpler and more straightforward.
- Request for better traveler information, including integration with Google.
 - Response noted that RRTA is working on having a Google Transit Feed. Every bus has GPS and is tracked. Headsigns and announcements are automated based on GPS. RRTA does have real time transit feed on the myStop app and a separate app for passes/fare payment.
- Were shift times considered as part of the frequency/schedule recommendations?
 - Response noted it is very difficult to coordinate bus schedules with shift changes. One strategy is to have more frequent bus operations and one strategy is to extend the span of service hours. Recommendations are to have minimum of 60-minute headways.
- What can municipalities do to make it easier for RRTA to serve the community? How can municipalities make it easier for residents to access the service (in a way that is not cost prohibitive)?
 - Response noted the importance of land use, as well as pedestrian infrastructure, because everyone who uses transit is also a pedestrian. Some lower density or more suburban contexts are harder to serve with fixed route bus service. Municipalities can support transit by requiring developers to provide bus stop infrastructure and pedestrian connections. Also, municipalities can consider transit operations when installing/retiming traffic signals.
- Thank you for listening to the feedback on the Lancaster Medical Center and providing service to this growing area.

Microtransit Comments and Questions

- Have you looked at feasibility for an on-demand microtransit service in other areas? Will other areas be assessed for future phases of microtransit if the Columbia-Marietta pilot is successful?
 - Response noted that expanding microtransit service to other potential zones could be a longer term goal. Columbia was selected because of the plan's goal to try to continue to maintain service to Marietta. RRTA will keep microtransit in its toolbox. RRTA is also working with the City regarding a potential microtransit service in Lancaster.
- Pleasant View Communities is considering a microtransit service to provide a connection to Manheim.
 - Response noted that the concept of microtransit is spreading in communities across the country.

Route 8

- Thank you for listening to the feedback on the Lancaster Medical Center and providing service to this growing area.

Route 14

- Noted that there is a transportation improvement project in the area of the Route 30 Interchange area and it may impact options for the bus routing.
 - Response noted that SCTA is aware of the potential improvement project and would like to continue to coordinate with PennDOT and the township regarding bus operations and stops.

Route 15

- What is the ridership on the Willow Valley Campus?
 - Response noted that the highest ridership was at the Giant and there were no reported boardings on Willow Valley Campus itself.

Route 110

- Would the bus continue to provide service to UPMC Lititz (1500 Highlands Drive, Lititz).
 - Response noted the recommended route maintains a diversion to UPMC and includes more consistent hourly service.

Route 118

- This route previously served the industrial park and service was discontinued due to low ridership. Why is it being restored?
 - Response noted that an Amazon Distribution Center is located there now and has the potential to generate new ridership.
- The state and Borough are working on a parking management system at the Amtrak Station in Elizabethtown. The parking management system is considering and planning for future bus access/circulation to the station. Also, there will be a charge for parking. It seems counterintuitive to not make it intermodal.
 - Response noted that there was no ridership at the Amtrak Station, which is why the diversion to the station is not included in the recommendations. Automatic passenger count data is now available and can be tracked before service to the station is eliminated.
- Elizabethtown College supports having bus service and/or a bus stop closer to campus. Would it be possible to provide service to the campus in the morning, afternoon, and/or evening?
 - Response noted that the college is served within a couple of blocks.
- Is there a bus route serving the Mount Joy Amtrak Station?
 - Response noted that the recommended route on Main Street through Mount Joy is one block from the Amtrak Station.

Route 119

- The area along Manheim Pike east of Fruitvale Pike is being redeveloped with the potential for increased density and a mix of land uses. The CareerLink office and a UPMC Outpatient Center are located along this section of Manheim Pike. Stumpf Field also has the potential for redevelopment. A sketch plan has been developed for improvements at the intersection of Fruitvale Pike and Manheim Pike and there is a need for pedestrian crossing improvements if there is no bus service on Manheim Pike.
 - Response noted that ridership in this area has been low and the recommendations do not currently include service on this section of Manheim Pike.