

CHAPTER 5

# Fleet and Facilities

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## Transit Centers

Both RRTA and BARTA services operate in a hub-and-spoke system to provide service between each county’s urban centers (the cities of Lancaster and Reading, respectively) and outlying areas. The ‘hubs’ of the systems are the downtown transportation centers.

### Queen Street Station

RRTA’s transit center, in downtown Lancaster, is served by twelve routes, with four other routes connected to the transit center property underneath the Queen Street Parking Garage. The outdoor waiting area contains bus shelters and benches; inside, there is a restroom and a sales counter as well as vending machines, an ATM, and LED screens displaying route information and bus status.

The Queen Street Station is open Monday to Friday from 8:00 a.m. to 5:30 p.m. and is closed on weekends.

### BARTA Transportation Center (BTC)

All BARTA bus routes serve the Transportation Center in downtown Reading. Amenities include indoor and outdoor waiting areas, a service counter, LED screens displaying route information and bus status, and cases providing paper materials with system information.

The BTC is open from 4:00 a.m. to midnight Monday through Saturday and from 9:30 a.m. and 7:30 p.m. on Sundays. The customer service sales window is open from 8:00 a.m. to 5:30 p.m. Monday through Friday and is closed on weekends.

## Administrative and Maintenance Buildings

RRTA’s administrative and operations activities are housed in the Erick Road Maintenance Facility, which underwent a complete renovation in 2010. BARTA’s administrative and operations activities are located at the Readings Operation Center. In 2020, SCTA expanded and renovated the bus storage area and upgraded HVAC systems throughout the facility. SCTA’s 2021 Transit Asset Management Plan found the condition of both facilities to be “good.”

## Bus Stops and Amenities

Within the RRTA and BARTA service areas, SCTA maintains the bus stop signs and bus shelters. The RRTA system has 1,165 bus stop signs that were all replaced in 2017 and 48 bus shelters. There are also several bus shelters that are privately owned and maintained, but RRTA does provide service at these stops. BARTA has 470 bus stop signs and 40 bus shelters. There are several municipally owned shelters in Berks County.

Bus riders are encouraged to stand at a signed bus stop location to be picked up. Within the Cities of Lancaster and Reading, the majority of bus stops are located approximately every other block so that riders can easily locate a stop. If a signed bus stop is not nearby, riders may stand at any safe location along the route and flag or wave down a bus to be picked up.

## Passenger Information

Schedule information is available on the RRTA and BARTA websites. Paper Ride Guides are available for pick-up at both agencies' transportation centers and operations centers and at approximately 300 businesses and other public locations throughout the two counties. Ride guides are also mailed to individuals upon request.

One channel for distributing schedule information that SCTA has not taken advantage of is Google Transit, which allows customers to take advantage of the trip planning functionality of Google Maps. SCTA's current transit scheduling platform, Avail, permits integration with Google Transit. Since integration with Google Transit would improve the accessibility of information about SCTA without additional cost or substantial effort, the agency should prioritize adding this functionality to its suite of customer information tools.

## Fleet

According to SCTA's 2021 Transit Asset Management Plan, SCTA's rolling stock consists of the following:

### RRTA

RRTA's fixed-route service is provided by a fleet of 42 Gillig buses. The fleet includes 30-, 35-, and 40-foot models. The agency's buses are 4.5 years old, on average. The agency's 73 paratransit vehicles are a combination of Dodge Grand Caravans and Ford Challenger, Senator, and Phoenix models, and average 3.4 years old.

### BARTA

BARTA's fleet consists of 50 Gillig buses (35- and 40- foot models)) and 63 paratransit vehicles (a combination of Dodge Grand Caravans and Ford Challenger, Senator, and Phoenix models). The average age of the agency's buses is 7.7 years; the average age of shared ride vehicles is 3.3 years.