

# Preliminary Service Scenarios and Stakeholder Reactions

# Preliminary Service Scenarios and Stakeholder Reactions

The opportunities identified at the end of each diagnostic route profile present a range of possible options for improving the performance of the respective route. In some cases, the options that are presented are contradictory, because there is almost always more than one way to improve service. For example, if a route has poor productivity, its frequency can be reduced to achieve a better ratio between service supply and demand. Alternatively, the route could be replaced with an on-demand service that only serves an area upon request.

## Overview of Scenarios

Using the opportunities from the route profiles as a starting point, the study team developed two preliminary service redesign scenarios for the BARTA and RRTA networks. The scenarios for each transit network incorporated a subset of service improvement ideas that emerged from the route profiles. The scenarios were also built upon the notion that an effective transit network consists of strong individual routes. A strong route is one that is easy to access, intuitive to understand, and serves a robust mix of destinations that tend to generate high transit ridership, such as multi-family housing dwellings, grocery stores, retail centers, medical facilities, and academic institutions.

The scenarios developed for both BARTA and RRTA were intended to generate feedback and clarify the specific elements that are most popular with stakeholders and the public. The feedback received on the two scenarios during public and stakeholder engagement activities helped form the basis for the final recommendations, presented in **Chapter 9 Final Recommendations**.

## BARTA SCENARIOS

BARTA's Scenario 1 and Scenario 2 incorporate microtransit in addition to fixed-route transit services. Microtransit is an app-based on-demand service that operates much like Uber and Lyft, but it uses transit specific vehicles and serves a designated geographic area (or zone). Microtransit can be an effective tool for serving lower-density and automobile-oriented environments. Microtransit vehicles are smaller than a typical fixed-route transit bus, making it easier to navigate suburban areas. Where it is available, microtransit can provide both local circulation within a designated zone and first-/last-mile connections to fixed-route services.

In Scenario 1, microtransit service is limited to outlying boroughs surrounding Reading. In Scenario 2, microtransit is used to provide connections both within and between boroughs to the north, east, and west of Reading. In addition to the introduction of microtransit service, the two scenarios propose alignment changes to nearly every route in the system, as well as the addition of some new routes and the elimination of others. These modifications are meant to address the strengths, weaknesses, and opportunities identified through a comprehensive assessment of each current route and the markets it

serves, presented in **Chapter 5 Market Analysis** and **Chapter 7 Service Assessment**. A map of the proposed system for Scenario 1 is shown in **Figure 23** and **Figure 24**. Descriptions of the proposed alignment changes for BARTA Scenario 1 are displayed in **Table 9**. Changes to the BARTA system for Scenario 2 are visualized in and described **Figure 25** and **Figure 26** in **Table 10**.

Figure 23: Proposed BARTA System - Scenario 1

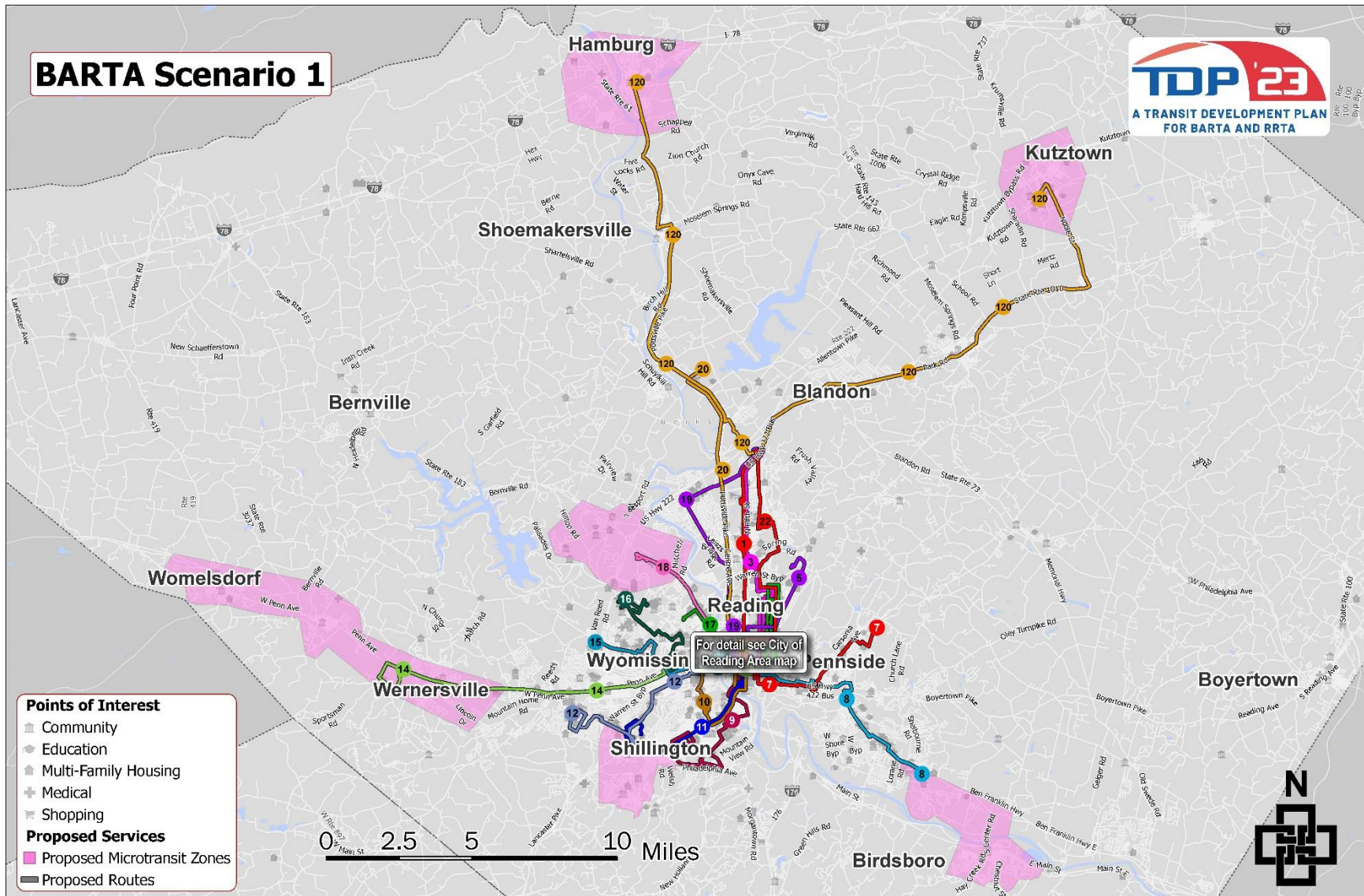
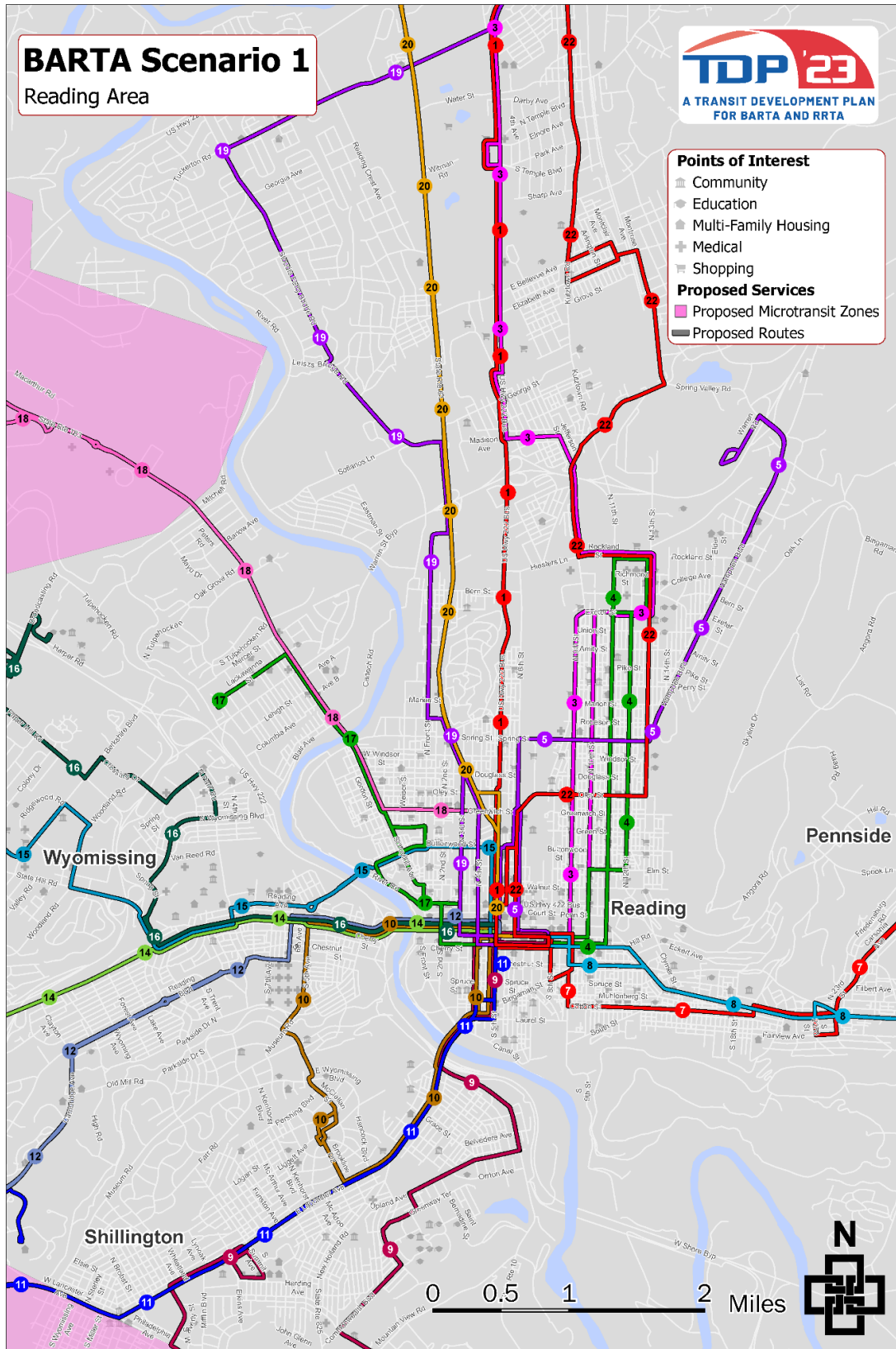


Figure 24: Proposed BARTA Scenario 1 – Reading Area



**Table 10: BARTA Scenario 1**

ROUTE	START OF LINE	END OF LINE	CHANGES FROM EXISTING SERVICE
1	BARTA Transportation Center (BTC)	North Reading Plaza (Walmart)	N/A, Route 1 would be similar to the current route alignment.
2	BTC	Fairgrounds Square Market	Eliminated due to low ridership. Connections between east side neighborhoods and Fairgrounds Square Market would be picked up by restructured Route 3.
3	BTC	North Reading Plaza (Walmart)	East of downtown Reading, Route 3 southbound service would be shifted from 8th Street to 10th Street to improve access for more residents. Service would be added to Weis Market and Albright College via 13th Street. Service would also be shifted from Kutztown Road to 5th Street Highway to serve more regional destinations.
4	BTC	Rockland Street and Kutztown Road	East of downtown, Route 4 southbound service would be shifted from 10th Street to 12th Street to reduce duplication with Route 3 recommendations. Service would be added to Weis Market and Albright College via 13th Street.
5	BTC	Albright College	Route 5 would be restructured to provide simplified bi-directional service between downtown Reading and Reading Muhlenberg Career and Technology Center via Albright College and Reading High School. Service would also be shifted to Spring Street to link east side neighborhoods to grocery destinations near 6th Street.
7	BTC	Stony Creek Towne Houses	Route 7 would be restructured to provide simplified bi-directional service between downtown Reading and Stony Creek Towne Houses via Carsonia Avenue, where ridership potential is higher than Butter Lane. Service would also be shifted from Perkiomen Avenue to Cotton Street to reduce duplication with Route 8 recommendations.
8	BTC	Birdsboro	Route 8 service would be truncated at Walmart to focus on areas with the highest ridership potential. Birdsboro coverage would be picked up by a proposed microtransit service.
9	BTC	Kenhorst Plaza (Redners) and Alvernia University	Route 9 would be restructured to provide simplified bi-directional service between downtown Reading and Giant on Lancaster Avenue, via Alvernia University, Redner's, and Governor Mifflin High School.
10	BTC	Wyomissing Boulevard (Reading Housing Authority - Oakbrook Homes)	Route 10 would be restructured to provide bi-directional circulation between downtown Reading, the Lancaster Avenue corridor, Reading Housing Authority - Oakbrook Homes, Reading Hospital, and the Penn Avenue corridor.
11	BTC	Mohnton	Route 11 would be restructured to operate between downtown Reading and The Highlands at Wyomissing via Lancaster Avenue and Grocery Outlet on Revere Boulevard.
12	BTC	Berkshire Hills in Sinking Spring	Route 12 would be similar to the current route alignment, but with service to The Highlands at Wyomissing shifted to proposed Route 11 to reduce out-of-direction deviations.
14	BTC	Wernersville State Hospital and Womelsdorf Park-and-Ride	Route 14 service would be truncated at Wernersville State Hospital, with Robesonia and Womelsdorf coverage picked up by a proposed microtransit service.

ROUTE	START OF LINE	END OF LINE	CHANGES FROM EXISTING SERVICE
15	BTC	Berkshire Mall and Giant on State Hill Road	In the vicinity of Berkshire Mall, Route 15 service would be simplified and streamlined. Service would also be shifted from Penn Street to Buttonwood Street to reduce duplication with Route 16 recommendations. Wyomissing and Spring Street coverage would be picked up by a restructured Route 16.
16	BTC	Penn State Berks and Broadcasting Square (Target)	Route 16 would be restructured to serve Penn State Berks after Broadcasting Square to allow for bi-directional service between the campus and retail center. Service would also be shifted from Park Road to Spring Street and Wyomissing Boulevard to help streamline Route 15.
17	BTC	Airport Industrial Park and Berks Heim	Route 17 service would be streamlined to reduce parking lot operations and unprotected left turns. Direct service to key destinations would be provided by a proposed microtransit service. Service would also be shifted from Greenwich Street to Schuylkill Avenue to add Fine Fare Supermarket and Reading Housing Authority to the route.
18	BTC	Windsor Street and St. Joseph Medical Center	Route 18 service would be extended to St. Joseph Medical Center on all trips for simplicity and consistency. Service would also be shifted from Front Street to Greenwich Street to pick up coverage from Route 17.
19	19th and Cotton Street	FirstEnergy Stadium	The Cotton Street branch of Route 19 would be eliminated to reduce duplication with proposed routes 7 and 8. The northern branch of Route 19 would be restructured to operate between downtown Reading and Walmart via Stoudts Ferry Bridge Road and Tuckerton Road. Service would be shifted from 6th and 8th Street to 3rd and 4th Street to reduce duplication with proposed Route 5 and to improve functionality of the route. Service would also be shifted from Centre Avenue to Front Street to improve job-access opportunities.
20	BTC	Leesburg and Hamburg	Route 20 service would be truncated at Ashley Furniture. Destinations further north would be picked up by proposed Route 120 and a proposed microtransit service.
22	BTC	Lyon Station and East Penn - Deka	Route 22 service would be truncated at Walmart. Destinations further northeast, including new service to Kutztown, would be picked up by proposed Route 120.
120	Walmart – Allentown Pike	Kutztown	Route 120 would operate as a new commuter route anchored at the Walmart on Allentown Pike. Its western leg would serve Leesport, Mohrsville, Shoemakersville, and Hamburg. Its eastern leg would serve Blandon, Fleetwood, Lyons, and Kutztown.
Microtransit Service			In Scenario 1, microtransit service is primarily used to provide coverage in outlying boroughs surrounding Reading.

Figure 25: Proposed BARTA System - Scenario 2

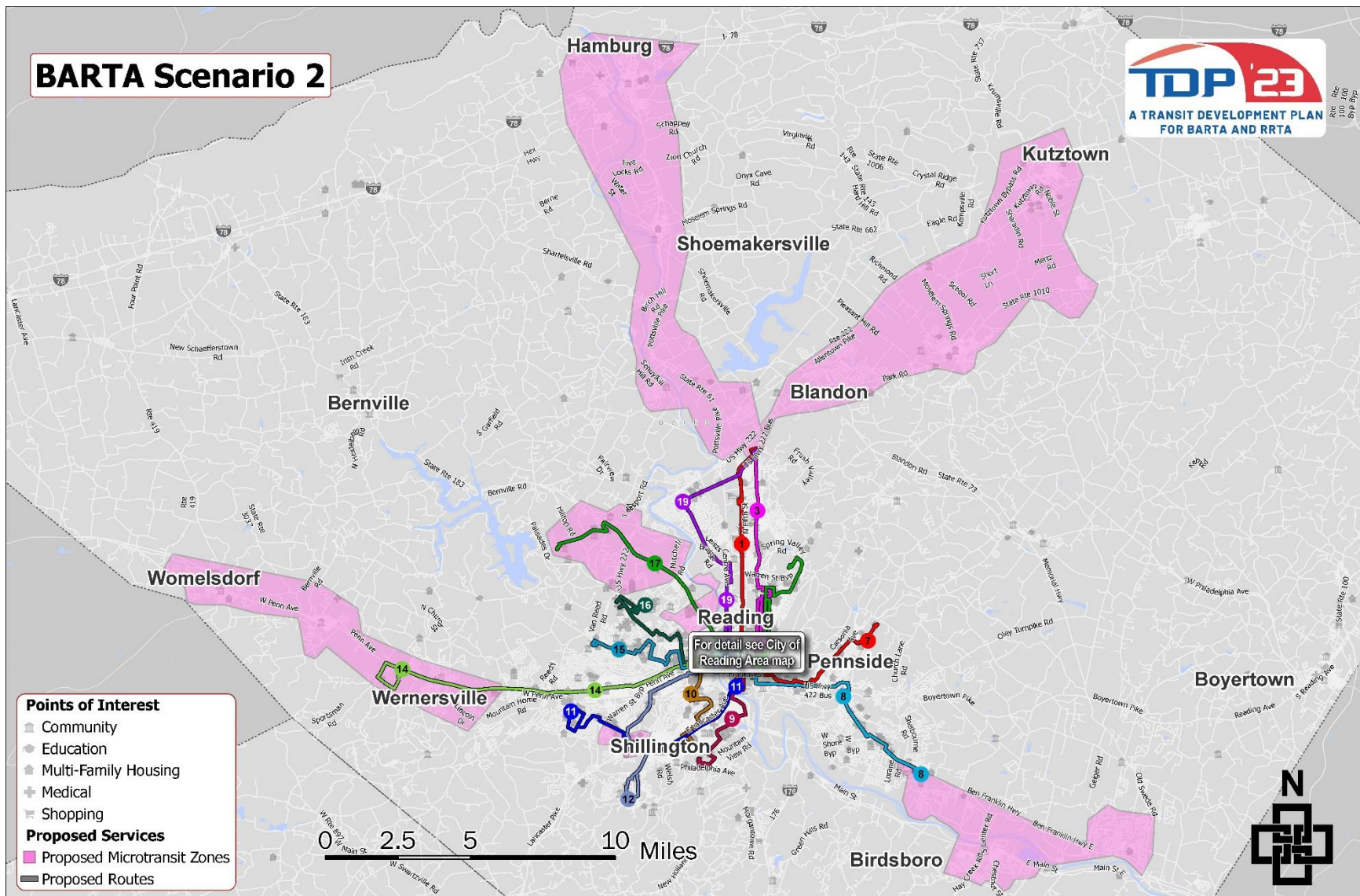
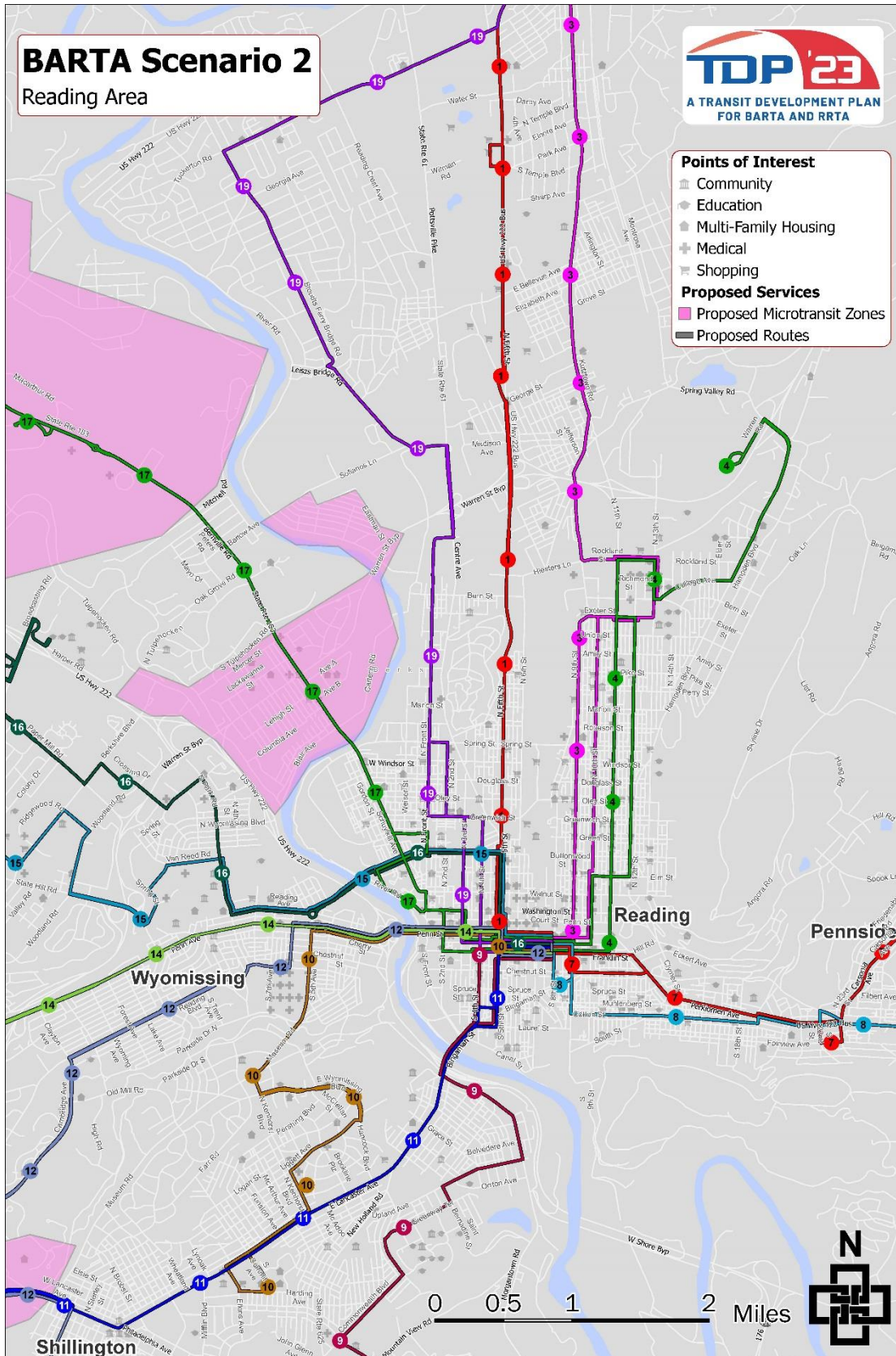




Figure 26: Proposed BARTA Scenario 2 - Reading Area



**Table 11: BARTA Scenario 2**

ROUTE	START OF LINE	END OF LINE	CHANGES FROM EXISTING SERVICE
1	BTC	North Reading Plaza (Walmart)	N/A, Route 1 would be similar to the current route alignment.
2	BTC	Fairgrounds Square Market	Eliminated due to low ridership. Connections between east side neighborhoods and Fairgrounds Square Market would be available via Route 3 and a transfer to Route 1 at the BARTA Transportation Center or Walmart on Allentown Pike.
3	BTC	North Reading Plaza (Walmart)	East of downtown Reading, Route 3 southbound service would be shifted from 8th Street to 10th Street for greater ridership potential. Service would be added to Weis Market via 13th Street.
4	BTC	Rockland Street and Kutztown Road	East of downtown, southbound service would be shifted from 10th Street to 12th Street to reduce duplication with Route 3 recommendations. North of downtown, service would be added to Weis Market and Albright College, and extended to Reading Muhlenberg Career and Technology Center via Hampden Boulevard.
5	BTC	Albright College	Route 5 would be eliminated, with much of its coverage picked up by proposed Route 4.
7	BTC	Stony Creek Towne Houses	Route 7 would be restructured to provide simplified bi-directional service between downtown Reading and Stony Creek Towne Houses via Carsonia Avenue, where ridership potential is higher than Butter Lane.
8	BTC	Birdsboro	Route 8 service would be truncated at Walmart to focus on areas with the highest ridership potential. Birdsboro coverage picked up by a proposed microtransit service. Service would also be shifted to Cotton Street to reduce duplication with Route 7 recommendations.
9	BTC	Kenhorst Plaza (Redners) and Alvernia University	Route 9 would be restructured to provide simplified bi-directional service between downtown Reading and Redner's via Alvernia University.
10	BTC	Wyomissing Boulevard (Reading Housing Authority - Oakbrook Homes)	Route 10 would be restructured to provide bi-directional service between downtown Reading and Giant on Lancaster Avenue, via Reading Hospital and Reading Housing Authority - Oakbrook Homes.
11	BTC	Mohnton	Route 11 would be restructured to operate between downtown Reading and Berkshire Hills in Sinking Spring to better link multifamily housing with grocery and retail destinations.
12	BTC	Berkshire Hills in Sinking Spring	Route 12 would be restructured to operate between downtown Reading and Mohnton via Reading Boulevard and Cambridge Avenue. Service to Berkshire Hills would be picked up by proposed Route 11. Service to The Highlands at Wyomissing would be picked up by a proposed microtransit service.
14	BTC	Wernersville State Hospital and Womelsdorf Park-and-Ride	Route 14 service would be truncated at Wernersville State Hospital, with Robesonia and Womelsdorf coverage picked up by a proposed microtransit service.
15	BTC	Berkshire Mall and Giant on State Hill Road	In the vicinity of Berkshire Mall, Route 15 service would be simplified and streamlined. Service would also be shifted from Penn Street to Buttonwood Street to reduce duplication with Route 16 recommendations.
16	BTC	Penn State Berks and Broadcasting Square (Target)	Route 16 would be restructured to serve Penn State Berks after Broadcasting Square to allow for bi-directional service between the campus and retail center. Service would also be shifted from Penn Street to Buttonwood Street to reduce duplication with Route 15 recommendations.

ROUTE	START OF LINE	END OF LINE	CHANGES FROM EXISTING SERVICE
17	BTC	Airport Industrial Park and Berks Heim	Route 17 service would be streamlined to reduce parking lot operations and unprotected left turns. Direct service to key destinations would be provided by a proposed microtransit service. Service would also be shifted from Greenwich Street to Schuylkill Avenue to add Fine Fare Supermarket and Reading Housing Authority to the route.
18	BTC	Windsor Street and St. Joseph Medical Center	Route 18 would be eliminated, with its coverage picked up by Route 17 .
19	19th and Cotton Street	FirstEnergy Stadium	The Cotton Street branch of Route 19 would be eliminated to reduce duplication with proposed routes 7 and 8. The norther branch of Route 19 would be restructured to operate between downtown Reading and Walmart via Stoudts Ferry Bridge Road and Tuckerton Road. Service would be shifted from 6th and 8th Street to 3rd and 4th Street to reduce duplication with proposed Route 5 and to improve functionality of the route. Service would also be shifted from Spring Street to Front and 2nd Streets to pick up coverage from Route 18. Service would be shifted from Centre Avenue to Front Street to improve job-access opportunities.
20	BTC	Leesburg and Hamburg	Route 20 would be eliminated, with its coverage picked up by a proposed microtransit service.
22	BTC	Lyon Station and East Penn - Deka	Route 22 would be eliminated, with its coverage picked up by a proposed microtransit service.
120	N/A	N/A	Route 120 does not operate in Scenario 2, but its coverage is picked up by a proposed microtransit service.
Microtransit Service			Route 120 does not operate in Scenario 2, but its coverage is picked up by a proposed microtransit service.

## BARTA SCENARIO FEEDBACK

To solicit feedback about the two different proposed scenarios for updating BARTA service, SCTA conducted an online survey and held three engagement meetings. Full summaries of the feedback received during the stakeholder meeting and public meetings are available in **Appendix G**.

Participants in the engagement events and online survey provided feedback on the proposed service scenarios, including feedback about the potential changes to the following routes:

- Participants noted that Route 1 experiences overcrowding and suggested additional service, particularly later in the day.
- Attendees expressed concerns regarding pedestrian access to stops on Route 4.
- Some participants worried that the reduction of service to the Mohnton area proposed in Scenario 1 would decrease access to employment sites, schools, and community resources (Routes 11 and 12).
- Many survey respondents expressed concern about the reduction of service to outlying areas, including:
  - Birdsboro (via Route 8)
  - Womesldorf (via Route 14)
  - Hamburg (via Route 20, in Scenario 2)
- While a few people said they prefer the existing service pattern of Route 22, which extends from Reading to Lyons, many more said they would prefer either Scenario 1 (which includes fixed-route service to Kutztown via Route 122), or the replacement of Route 22 with a microtransit zone.

- One participant lamented that neither existing service nor either scenario would provide fixed-route service to Glenside Apartments, or Jamestown Village, although new microtransit zones proposed as part of both Scenario 1 and Scenario 2 would cover those destinations and provide a connection to routes 17 and 18.
- Some participants opposed the proposal to reduce service along Cotton St on Route 19.
- Attendees also had suggestions for destinations that were not served by either proposed scenario, including the City of Lancaster, Pottstown, and the casino in Morgantown.

Participants at all three meetings had questions and concerns about the proposal to introduce new microtransit service in Berks County. Some attendees worried that microtransit service would not adequately replace the fixed route service that it would be intended to replace. Some participants worried that using microtransit to facilitate access to the reduced fixed-route system would inconvenience riders by forcing them to transfer multiple times. Others worried that BARTA would rely on contractors to provide microtransit service, or that the introduction of microtransit would reduce the funding available for fixed-route service. Other participants saw the proposed microtransit service as an opportunity to increase access. Community college students, for example, currently use taxis to get to class; a microtransit service, one participant suggested, could be a cost-effective substitute.

Those in attendance at the three engagement meetings also provided feedback about BARTA service beyond the proposed scenarios themselves. Participants suggested the agency improve its information for customers who are visually impaired and provide integration with Google Transit.

## RRTA SCENARIOS

Like with the BARTA scenarios, the RRTA scenarios include both microtransit and fixed-route service recommendations. In Scenario 1, microtransit service is limited to outlying boroughs surrounding Lancaster. In Scenario 2, microtransit is used to provide connections both within and between boroughs to the north, east, and west of Lancaster. In addition to the introduction of microtransit service, the two scenarios propose alignment changes to nearly every route in the system, as well as the addition of some new routes and the elimination of others. These modifications are meant to address the strengths, weaknesses, and opportunities identified through a comprehensive assessment of each current route and the markets it serves, as presented in **Chapter 5 Market Analysis** and **Chapter 7 Service Assessment**. The proposed changes to RRTA in Scenario 1 are visualized in **Figure 27** and **Figure 28** and described in **Table 11**. The proposed changes to RRTA in Scenario 2 are visualized in **Figure 29** and **Figure 30** and described in **Table 12**.

Figure 27: Proposed RRTA Scenario 1

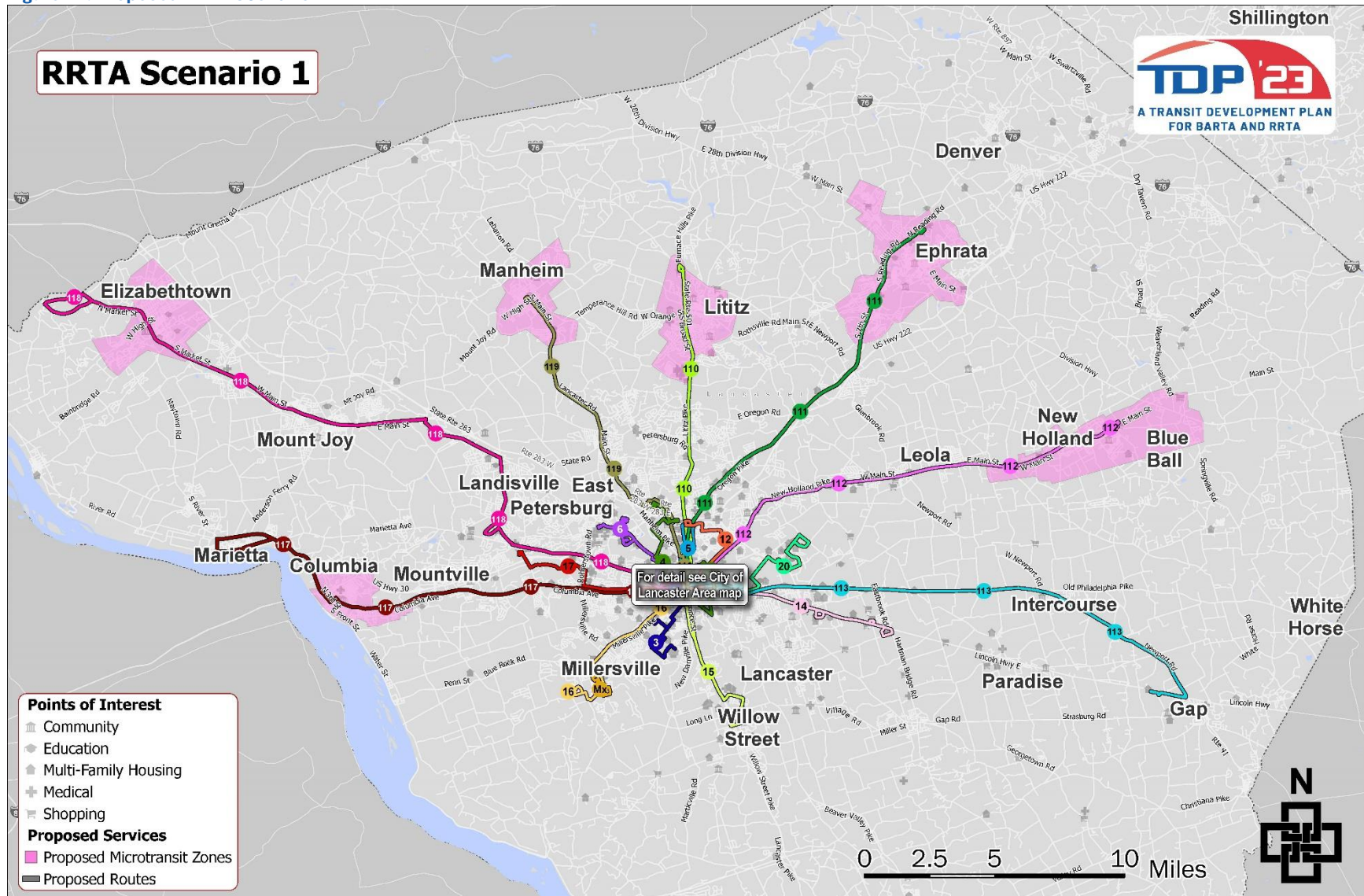
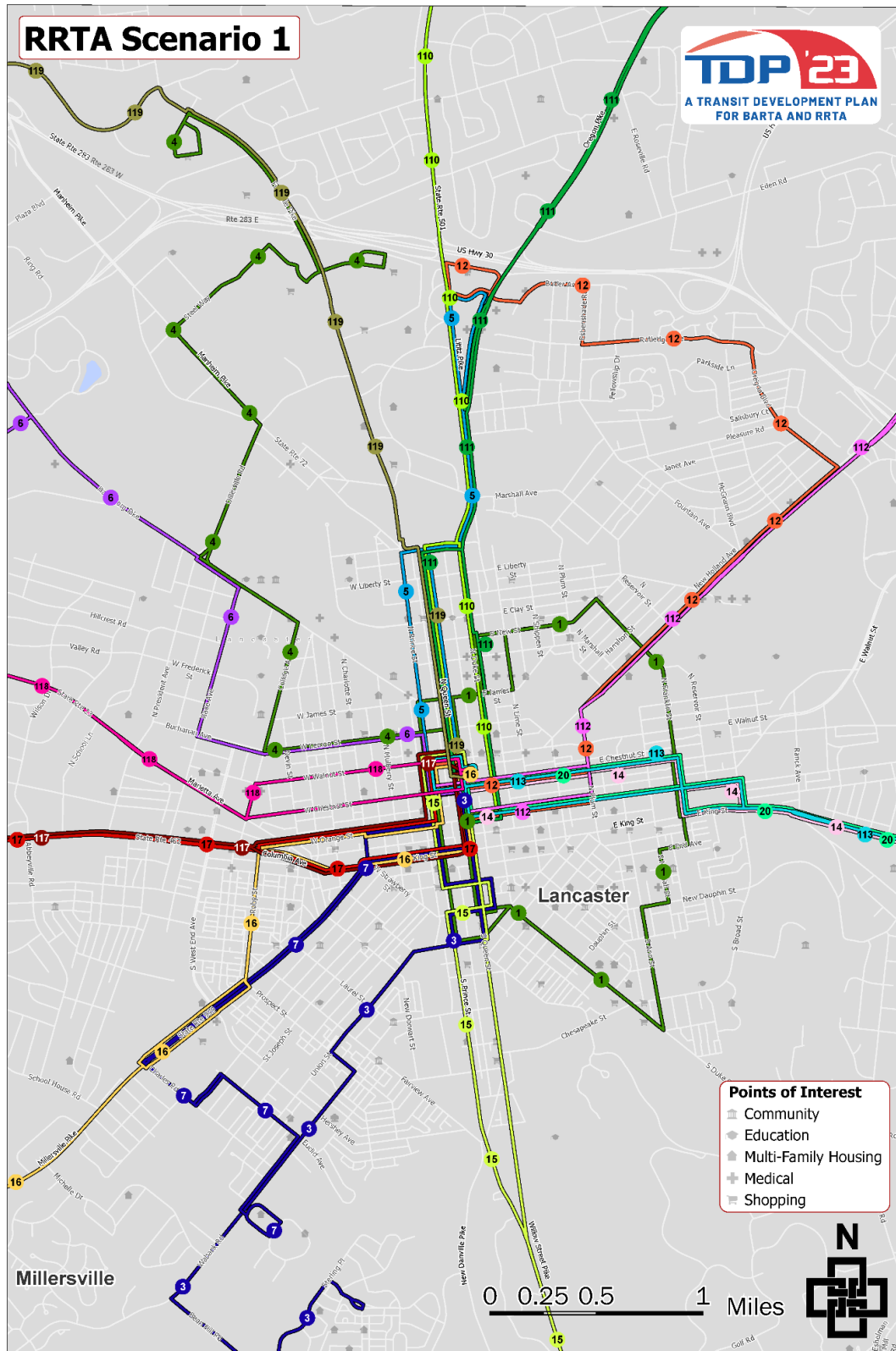


Figure 28: Proposed RRTA Scenario 1 - Lancaster Area



**Table 12: RRTA Scenario 1**

ROUTE	END OF LINE 1	END OF LINE 2	CHANGES FROM EXISTING SERVICE
1	Park City Center	S. Broad Street (Southeast Lancaster)	The coverage currently provided by Route 1 would be picked up by three separate routes. East of downtown Lancaster, Route 1 would serve areas currently served by Route 1 and Route 2, and operate as a bi-directional circulator, linking downtown, LGH, McCaskey High School, Thaddeus Stevens College, Brothers Foodmax, Save-A-Lot, and several multi-family housing communities. Route 1 service west and north of downtown would be picked up by proposed Route 4 and Route 8.
2	LGH Health Campus	E. Ross Street (6 <sup>th</sup> Ward)	Route 2 would be eliminated, with its coverage picked up by two other routes. East of downtown Lancaster, Route 2 coverage would be picked up by proposed Route 1. Route 2 service west of downtown would be picked up by proposed Route 8.
3	Park City Center	Warbank Road (8 <sup>th</sup> Ward)	The coverage currently provided by Route 3 would be picked up by four separate routes. Route 3 would operate between downtown and Sterling Place Apartments via Wabank Street. Kensington Court service will be picked up by the proposed Route 7. Fruitville Pike service would be partially picked up by proposed Route 4. Park City Center service would be picked up by proposed Route 8.
4	Downtown Lancaster	Walmart on Fruitville Pike	New Route 4 would connect downtown Lancaster and Franklin and Marshall College to the Shoppes at Belmont (Whole Foods/Target) and Walmart on Fruitville Pike via Lemon Street
5	Downtown Lancaster	Golden Triangle Shopping Center	The coverage currently provided by Route 5 would be picked up by two separate routes. Route 5 would be restructured to provide simplified bi-directional service between downtown and retail/grocery destinations along Lititz Pike south of US-30 via Queen Street / Prince Street and Lititz Pike. Grandview Heights coverage would be provided by Route 12.
6	Downtown Lancaster	Downtown Lancaster	Route 6 would be eliminated due to low-ridership and redundancy with other proposed routes, including Route 5.
7	Downtown Lancaster	Manor Street	New Route 7 would operate between downtown Lancaster and Kensington Court via Walnut Street and Manor Street (Weis Market).
8	Downtown Lancaster	Park City Center	New Route 8 would connect downtown Lancaster and Franklin and Marshall College to Wegman's, Park City Center, and the LGH Health Campus.
10	Downtown Lancaster	Lititz	Route 10 would be replaced by proposed regional Route 110 and a proposed local microtransit service in Lititz.
11	Downtown Lancaster	Ephrata	Route 11 would be replaced by proposed regional Route 111 and a proposed local microtransit service in Ephrata.
12	Downtown Lancaster	New Holland	Route 12 would be restructured to provide bi-directional service between downtown and Giant on Lititz Pike, via New Holland Avenue and Grandview Heights. Service along New Holland Pike replaced by proposed regional Route 112 and proposed local microtransit service in New Holland.
13	Downtown Lancaster	White Horse	Route 13 would be replaced by proposed regional Route 113.
14	Downtown Lancaster	Rockvale Outlets	Route 14 would be similar to the current route alignment.

ROUTE	END OF LINE 1	END OF LINE 2	CHANGES FROM EXISTING SERVICE
15	Downtown Lancaster	Willow Street	Route 15 would be truncated to serve Kendig Square via Willow Valley and the VA Outpatient Clinic. Service south of Kendig Square would be eliminated due to low ridership.
16	Downtown Lancaster	Millersville	Route 16 would be extended to Knollwood Road. The Villages of Lancaster Green would be served from Millersville Pike only.
17	Downtown Lancaster	Columbia	Route 17 would be truncated to serve Giant on Centerville Road. Service in Columbia would be picked up by proposed local microtransit service and proposed regional Route 117.
18	Downtown Lancaster	Elizabethtown	Route 18 would be replaced by proposed regional Route 118 and proposed local microtransit service in Elizabethtown.
19	Downtown Lancaster	Manheim	Route 19 would be replaced by proposed regional Route 119 and proposed local microtransit service in Manheim.
20	Downtown Lancaster	PA College of Health and Sciences	Route 20 would be restructured to provide simplified bi-directional service in the Greenfield area, with service to HACC-Lancaster, the Social Security Administration office, and the PA College of Health Sciences.
21	Downtown Lancaster	Gap	Route 21 would be eliminated, with its coverage partially picked up by two other routes. Service between downtown Lancaster and Rockvale Outlets would be picked up by Route 14. Gap coverage would be picked up by proposed Route 113.
MU Xpress	Millersville University	Village Suites/Stayer Hall	The MU Xpress Route would be simplified to provide faster connections across the core Millersville University Campus, between Centennial Drive (Village Suites) and Lyte Road (Stayer Hall), via George Street. Hillview Avenue would be served by Route 16.
MU Park City Xpress	Millersville University	John Herr's Market/Park City Center	The MU Park City Xpress Route would be eliminated due to low ridership. Connections to John Herr's Village Market would be provided by Route 16. Park City Center would be accessible via downtown and a Route 8 transfer.
Micro-transit Service			In Scenario 1, microtransit service is limited to outlying boroughs surrounding Lancaster.



Figure 29: Proposed RRTA System - Scenario 2

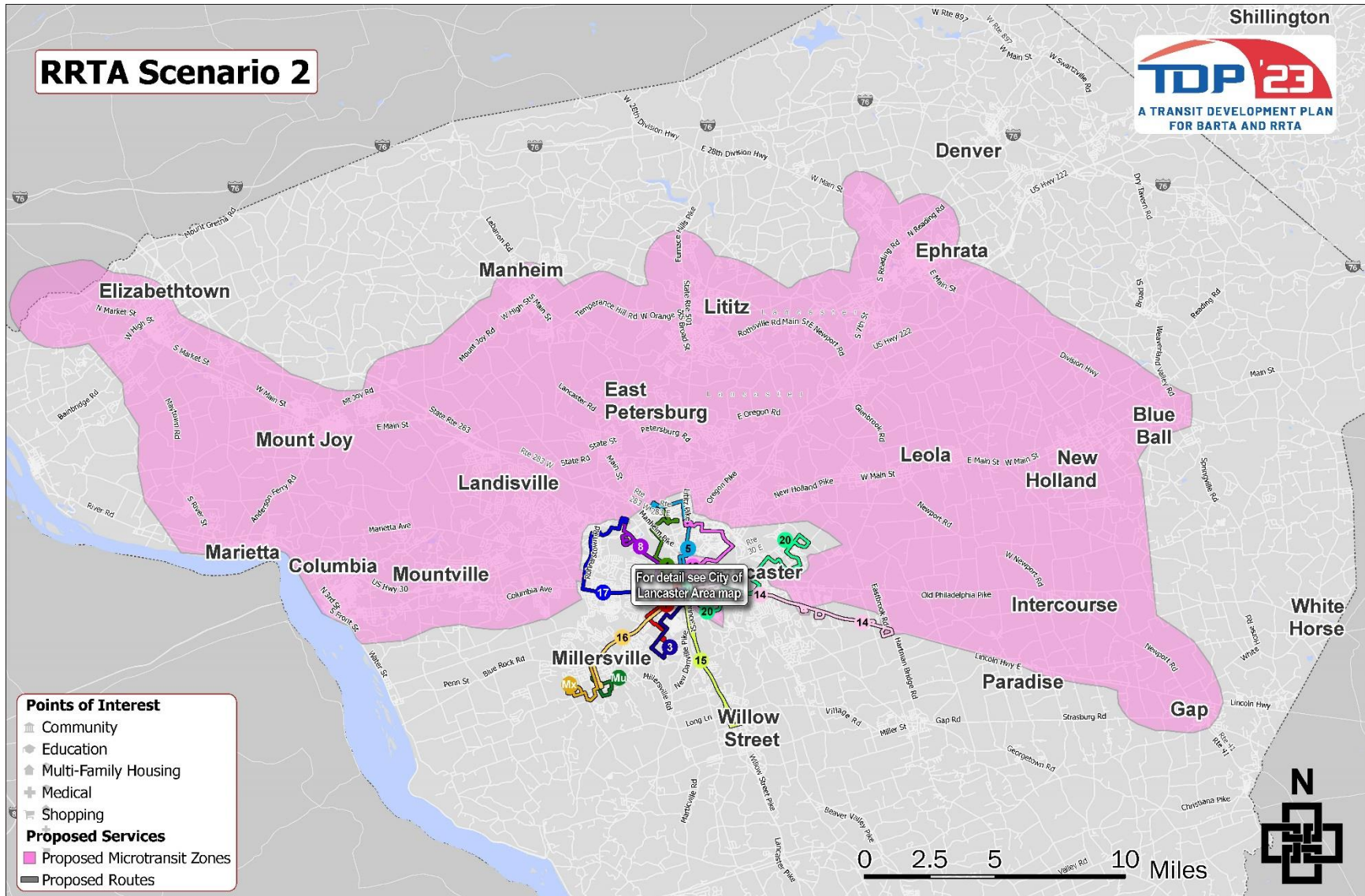


Figure 30: Proposed RRTA Scenario 2 - Lancaster Area

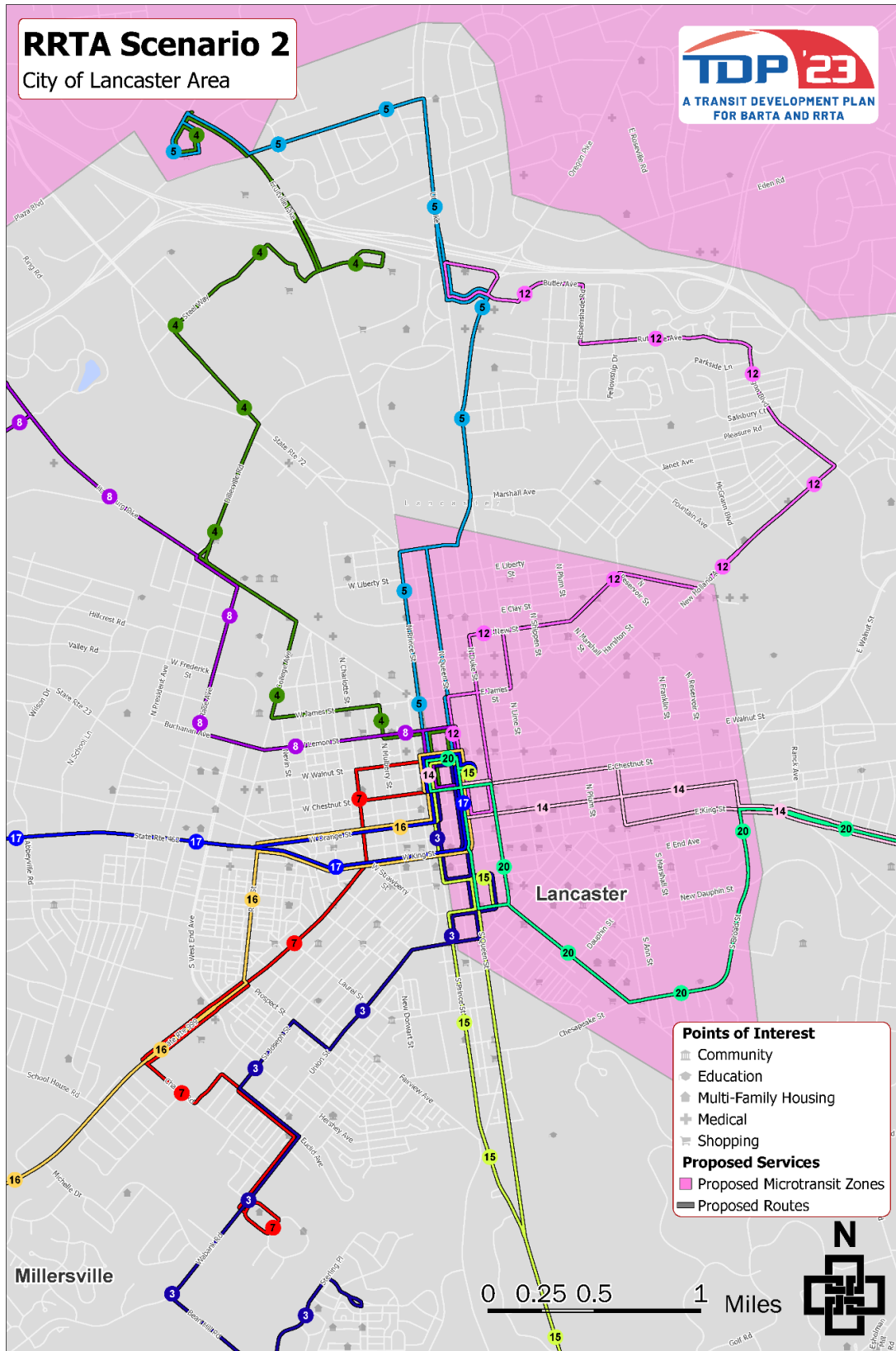


Table 13: RRTA Scenario 2

ROUTE	END OF LINE 1	END OF LINE 2	CHANGES FROM EXISTING SERVICE
1	Park City Center	S. Broad Street (Southeast Lancaster)	The coverage currently provided by Route 1 would be picked up by two separate routes and a proposed microtransit zone. East of downtown Lancaster, coverage would be provided by a proposed east Lancaster microtransit zone. Route 1 service west and north of downtown would be picked up by proposed Route 4 and Route 8.
2	LGH Health Campus	E. Ross Street (6 <sup>th</sup> Ward)	Route 2 would be eliminated, with its coverage picked up by another route and a proposed microtransit zone. East of downtown Lancaster, Route 2 coverage would be picked up by a proposed east Lancaster microtransit zone. Route 2 service west of downtown would be picked up by proposed Route 8.
3	Park City Center	Warbank Road (8 <sup>th</sup> Ward)	The coverage currently provided by Route 3 would be picked up by three separate routes. Route 3 would operate between downtown and Sterling Place Apartments via St. Joseph Street and Euclid Avenue. Kensington Court service will be picked up by the proposed Route 7. Fruitville Pike service would be partially picked up by proposed Route 4. Park City Center service would be picked up by proposed Route 8.
4	Downtown Lancaster	Walmart on Fruitville Pike	New Route 4 would connect downtown Lancaster and Franklin and Marshall College to the Shoppes at Belmont (Whole Foods/Target) and Walmart on Fruitville Pike via James Street.
5	Downtown Lancaster	Golden Triangle Shopping Center	The coverage currently provided by Route 5 would be picked up by two separate routes. Route 5 would be restructured to provide simplified bi-directional service between downtown and Walmart on Fruitville Pike via Golden Triangle Shopping Center. Grandview Heights coverage would be provided by Route 12.
6	Downtown Lancaster	Downtown Lancaster	Route 6 would be eliminated due to low-ridership and redundancy with other proposed routes, including Route 5.
7	Downtown Lancaster	Manor Street	New Route 7 would operate between downtown and Sterling Place Apartments via Orange Street and Manor Street (Weis Market).
8	Downtown Lancaster	Park City Center	New Route 8 would connect downtown Lancaster and Franklin and Marshall College to Wegman's and Park City Center.

ROUTE	END OF LINE 1	END OF LINE 2	CHANGES FROM EXISTING SERVICE
10	Downtown Lancaster	Lititz	Route 10 would be replaced by a regional microtransit zone covering boroughs north, east, and west of Lancaster.
11	Downtown Lancaster	Ephrata	Route 11 would be replaced by a regional microtransit zone covering boroughs north, east, and west of Lancaster.
12	Downtown Lancaster	New Holland	Route 12 would be restructured to provide bi-directional service between downtown and Giant on Lititz Pike, via LGH and Grandview Heights. Service along New Holland Pike would be replaced by a regional microtransit zone covering boroughs north, east, and west of Lancaster.
13	Downtown Lancaster	White Horse	Route 13 would be replaced by a regional microtransit zone covering boroughs north, east, and west of Lancaster.
14	Downtown Lancaster	Rockvale Outlets	Route 14 would be similar to the current route alignment.
15	Downtown Lancaster	Willow Street	Route 15 would be truncated to serve Kendig Square via Willow Valley and the VA Outpatient Clinic. Service south of Kendig Square would be eliminated due to low ridership.
16	Downtown Lancaster	Millersville	Route 16 would be truncated at Millersville University. Hillview Avenue service would be picked up by the proposed MX Route.
17	Downtown Lancaster	Columbia	Route 17 would be restructured to serve Park City Center. Service west of Rohrerstown Road would be picked up by a regional microtransit zone covering boroughs north, east, and west of Lancaster.
18	Downtown Lancaster	Elizabethtown	Route 18 would be replaced by a regional microtransit zone covering boroughs north, east, and west of Lancaster.
19	Downtown Lancaster	Manheim	Route 19 would be replaced by a regional microtransit zone covering boroughs north, east, and west of Lancaster.
20	Downtown Lancaster	PA College of Health and Sciences	Route 20 would be restructured to provide simplified bi-directional service in the Greenfield area, with service to HACC-Lancaster, the Social Security Administration office, and the PA College of Health Sciences via Chesapeake and Duke Street.
21	Downtown Lancaster	GAP	Route 21 would be eliminated with its coverage picked up by Route 14 and a regional microtransit zone covering boroughs north, east, and west of Lancaster.

ROUTE	END OF LINE 1	END OF LINE 2	CHANGES FROM EXISTING SERVICE
MU Xpress	Millersville University	Village Suites/Stayer Hall/Pucillo Drive	The MU Xpress Route would be simplified to provide faster connections across the core Millersville University Campus, between Centennial Drive (Village Suites), Lyte Road (Stayer Hall), and Pucillo Drive. Hillview Avenue would be served by the proposed MX Route.
MU Park City Xpress	Millersville University	John Herr's Village Market/Hillview Avenue/Knollwood Road	The MU Park City Xpress route would be restructured (and renamed MX Route) to connect the Millersville University campus to key off-campus destinations including John Herr's Village Market and housing along Hillview Avenue and Knollwood Road.
Microtransit Service			Scenario 2, microtransit is used to provide connections both within and between boroughs to the north, east, and west of Lancaster. It is also used to provide local circulation in east Lancaster.

## RRTA SCENARIO FEEDBACK

RRTA conducted an online survey and held three meetings to solicit feedback about the two proposed scenarios for service changes in Lancaster County. Full summaries of the feedback received during the stakeholder and public meetings is available in **Appendix G**.

Participants in the engagement events and online survey provided feedback on the proposed service scenarios, including feedback about the potential changes to the following routes:

- A meeting attendee requested that Route 4 be adjusted to connect the Shoppes at Belmont to the shopping center near Wal-Mart.
- One participant noted that new development on Charles Road may support a higher level of service on Route 7.
- Some participants expressed concern about the degree to which Scenario 2 would reduce fixed-route service in the outlying areas of the county, in particular, on routes 12 and 118.
- Another participant noted that, as proposed in scenario 1, Route 12 would travel on Rutledge Avenue, which is a busier street. Additionally, the participant noted that in scenario 1, Route 12 would not serve the Calvary Homes apartment complex or Lancaster Catholic High School.
- One attendee expressed the need for more frequent service in the southern part of the county, and in the South Prince Street area specifically, and suggested increasing frequency along Route 15.
- Attendees also had suggestions for destinations that were not served by either proposed scenario, including Adamstown and Denver.

Many participants had comments and questions about the proposal to launch a microtransit service to supplement or replace fixed route service. Some worried that microtransit would have lower ridership than the existing bus service. Others noted that microtransit offers benefits to riders but doesn't help alleviate congestion along busy arterial roads. One participant asked whether it would be possible to add a microtransit zone that would include Penn State Health Lancaster Medical Center.