

2021 Annual Report

July 1, 2020-June 30, 2021



Providing a Lifeline to the Community.

South Central Transit Authority

Overseeing BARTA and RRTA in
Berks & Lancaster Counties in Pennsylvania



The Final Countdown



David W. Kilmer
SCTA Executive Director

We have now experienced almost two full years of dealing with the COVID-19 pandemic and while some things appear to be getting better, other things appear to be keeping the pandemic going. This has had devastating effects on not only our bus ridership, but also our shared ride services with ridership levels still nearly 30% lower than pre-pandemic levels. Our saving grace through this crisis has been the added funding provided by Congress for public transit. Those funds have helped us deal with the revenue loss and the added expenses of extra cleaning of buses and facilities, the purchase of PPE, and other related equipment to ensure that we can provide safe and clean services for the public. We are also dealing with a big side effect of the pandemic; filling job openings. We have never experienced the current difficulty in filling job openings, at all levels, like we have now. It has always been our goal to provide the highest levels of service we can and expand service when needed and justified. Trying to maintain the current levels of service has become difficult and there is potential for service reductions due to driver shortages.

During the past year we have also been able to keep up with our replacement of older buses and shared ride vehicles and make improvements to our facilities to keep them in a state of good repair. SCTA has made over \$5 Million in new vehicles purchases and facility improvements in the last year with more vehicles on order for delivery during the next twelve month period. Nine new buses and 16 new shared ride vehicles are on order. At the beginning of the year we implemented our new mobile ticketing system to make it easier for customers to pay their bus fare with their smart phone. And we restructured our bus fares to eliminate fare zones to make it easier and more economical to ride the bus.

As this will be my last annual report due to my pending retirement after 42 years in public transit, I would like to express my appreciation to all the staff, operators and mechanics that provide our customers with the best public transit services in the state of Pennsylvania! They all work hard to ensure that the bus shows up on-time and gets customers to work, school, medical appointments, favorite shopping places, and sometimes just for a pleasant ride. We are very fortunate to have a great Board of Directors for SCTA that have always put the needs of the customer first and provide the level of support needed to have a successful public transit system for both Berks and Lancaster Counties. I appreciated the opportunity to serve the public and lead SCTA over the years and sometime soon hope we can all get back to normal!!

Tough Shoes to Fill

Kilmer started his career in Williamsport, PA in 1979, then moved to the Peninsula Transportation District Commission in Hampton, VA in 1987. After that, in 1989, he began a long period at Red Rose Transit Authority as the Director of Operations. He continued his transit career by taking on the position of Assistant Executive Director at both BARTA and RRTA for brief periods of time before moving up to the Executive Director position at RRTA in 2006. In 2015, Kilmer was a key leader in helping with the merger and the creation of SCTA. His leadership and experienced will be greatly missed. **The SCTA Board Wishes Dave Well!**

SCTA 2020-2021 Stats

Fixed-Route

Total Ridership: 2,793,144

Total Revenue Miles: 3,149,479

Total Revenue Hours: 244,776

Total Passenger Miles: 12,238,573

Paratransit (shared-ride)

Total Ridership: 254,259

Total Revenue Miles: 1,876,703

Total Revenue Hours: 121,059

Total Passenger Miles: 2,180,583

Total Operating Revenues, Federal, State, Local Funding: \$31,720,354

Total Operating Expenses: \$32,169,122

RRTA - Lancaster Division

Red Rose Transit (fixed-route)

996,535 one-way trips

Total Revenue Miles: 1,622,497

Total Revenue Hours: 112,485

Total Passenger Miles: 4,890,462

Red Rose Access (paratransit)

127,371 one-way trips

Total Revenue Miles: 1,118,273

Total Revenue Hours: 68,920

Total Passenger Miles: 1,369,975

Financial Statistics

Operating Revenues: \$4,578,248

Federal Funding: \$10,071,815

State Funding: \$11,681

Lancaster County Funding: \$409,930

Operating Expenses: \$15,157,843

BARTA - Reading Division

BARTA Bus (fixed-route)

1,796,609 one-way trips

Total Revenue Miles: 1,526,982

Total Revenue Hours: 132,291

Total Passenger Miles: 7,348,111

BARTA Special Services (paratransit)

126,888 one-way trips

Total Revenue Miles: 758,430

Total Revenue Hours: 52,139

Total Passenger Miles: 810,608

Financial Statistics

Operating Revenues: \$4,851,943

Federal Funding: \$9,235,109

State Funding: \$2,151,698

Berks County Funding: \$409,930

Operating Expenses: \$17,011,279

SCTA Board Members

Kevin Barnhardt, Chairman June Wolf, Vice Chairwoman Jeffrey Ouellet, Secretary

James Schlegel, Treasurer Bonnie Glover Gail Landis

Cheryl Love Dennis Rex Timothy Snyder Sandra Thompson

Jill Nagy, Solicitor

RRTA Restructures Fares for Better Customer Convenience

- One Adult Fare Anywhere
- No More Zones
- Pay When You Board Bus
- No Charge for Transfers

In January 2021, the SCTA Board approved to simplify the RRTA fare structure and eliminate the fare zones to make it easier and more convenient for customers to use RRTA. The new fare structure has one base zone fare, instead of the five fare zones that had been in place for so many years. The cash fare increased \$0.10 to \$1.80. The student cash fare was modified to \$1.00 per ride. The Half Fare Cash Fare for eligible persons with disabilities increased to \$0.90. Part of the approved changes, was also to require payment of all fares upon entry of the bus for all trips. Prior to the changes, customers had to pay at different times depending on the direction of travel. The change to have all customers pay when they board has eliminated confusion. Transfers are no charge.

The All Day Pass changed from \$3.40 to \$3.70 for all routes. The Adult 10 Ride Pass price rose to \$13.50. The Adult 31 Day Pass is \$42.00. Part of the changes was the creation of two new passes for students that RRTA has never offered before. Now students, grades K-12 can purchase discounted student passes to save money while riding.



A new Student 10 Ride & Student 31 Day Pass is now available for purchase.

As of 2021, RRTA Adult Cash Fare is \$1.80

RRTA Fares had not been modified since 2011



Base Adult Cash Fare:	\$1.80
Base Student Fare:	\$1.00
1/2 Fare Cash Fare:	\$0.90
Transfers - No Charge	
All Day Pass:	\$3.70
Adult 10 Ride Pass:	\$13.50
Student 10 Ride Pass:	\$9.00
1/2 Fare 10 Ride Pass:	\$6.75
Adult 31 Day Pass:	\$42.00
Student 31 Day Pass:	\$20.00

BARTA Increases Fares and Revises Pass Prices for Better Customer Savings

- One Adult Fare Anywhere
- Eliminated the Fare Zone
- No Charge for Transfers
- Revised Pass Prices

BARTA bus fares also went through some changes beginning in January 2021. The changes were to increase the cash fare from \$1.70 to \$1.80 and modify some of the pass prices to adjust them for better savings. The SCTA Board approved to eliminate the Zone One fare zone and approved to have one fare for anywhere a customer wanted to travel on the bus routes.

The All Day Pass increased from \$3.00 to \$3.70. The Adult 10 Ride Pass price was adjusted to \$13.50. The Adult 31 Day Pass was adjusted to \$45.00. It was approved to eliminate the Park-N-Ride Pass due to low usage. A newly created Half Fare 10 Ride Pass was approved for Persons with Disabilities to purchase.



Base Adult Cash Fare:	\$1.80
Base Student Fare:	\$1.00
1/2 Fare Cash Fare:	\$0.90
Transfers - No Charge	
All Day Pass:	\$3.70
Adult 10 Ride Pass:	\$13.50
Student 10 Ride Pass:	\$9.00
1/2 Fare 10 Ride Pass:	\$6.75
Adult 31 Day Pass:	\$45.00
Student 31 Day Pass:	\$20.00

A new Half Fare 10 Ride Pass is available for purchase for persons with qualifying disabilities.



RRTA GO MOBILE

BARTA GO MOBILE

A New Way to Pay

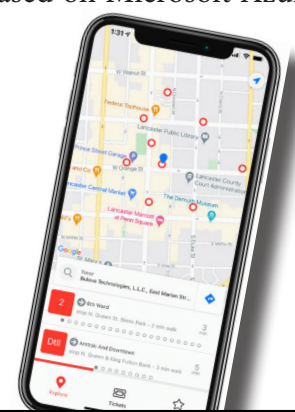


RRTA and BARTA unveiled a contactless mobile payment option for customers in the beginning of January 2021. The Go Mobile payment system allows customers to use their mobile phones to pay for their fare or bus passes, saving them time and money. RRTA customers need to download the app and create an account. After downloading the app, customers just pull up their purchased pass on their phone and scan it at the validator located near the driver inside the bus. The validator reads the QR code and approves the fare.

If customers do not have a smart phone or choose not to download the app, they can purchase a reusable smart card. The card can be reloaded with fares and passes when their current pass expires.

Another part of the app is a Trip Planner feature. Customers can enter their origin and destination information and a detailed trip is created showing them how far to walk, where the bus stop is and which bus route to ride.

Go Mobile app was created by Modeshift, Inc. Modeshift is a technology company with a mission to enable small and middle size transit agencies to provide intelligent transportation services. Their core product is an Account based Fare Collection System, based on Microsoft Azure cloud and delivered as a service (Software as a Service – SaaS).



- Benefits of The Go Mobile App:**
- Contactless Payment
 - Customers control their purchases in their account.
 - Purchases are immediate so customers don't have to wait to receive passes in the mail.

Continuing to Provide Service with Safety at the Forefront



3/23/2020 - Began No Fare Collection & Rear Door Entry on RRTA and BARTA

3/30/2020 - Began Saturday service during weekdays on RRTA and BARTA

8/10/2020 - Began collecting fares on RRTA and BARTA

10/5/2020 - RRTA resumed normal service

10/19/2020 - BARTA resumed normal service

In FY 2020-2021, SCTA, RRTA & BARTA all continued efforts to keep our customers safe while using our services. Enhanced daily cleaning continues as does a Bio-Cleaning spray coating application on all buses and facilities every three months. Plastic Shield Barriers and Hand Sanitizer Units are standard. Many were hopeful that the pandemic would not be as long as it has been. And even though ridership is down and challenges to find operators is currently a struggle, SCTA, RRTA and BARTA continue to serve the community. SCTA, RRTA and BARTA will continue to provide the important service for those who need and choose to use the service.



Hand Sanitizer Units on all Buses

COVID-19 Ridership Impact

Fixed-Route Ridership

	FY 2018 - 2019	FY 2019 - 2020	FY 2020 - 2021
BARTA	2,756,040	2,338,948	1,796,609
RRTA	1,778,283	1,508,239	996,535
Total	4,534,323	3,847,187	2,793,144

Shared-Ride Ridership

	FY 2018-2019	FY 2019 - 2020	FY-2020 - 2021
BARTA Special Services	238,518	195,674	126,888
Red Rose Access	291,921	209,490	127,371
Total	530,439	405,164	254,259

Free Rides to Vaccination Clinics



Governor Wolf visited the Vaccinate Lancaster site to promote getting the vaccine and how public transportation could help get people there.



Dave Kilmer, SCTA's Executive Director, explains how RRTA will help provide service to the clinics.

In an effort to assist the public with transportation to the mass vaccination clinics that opened in the Spring of 2021 in Lancaster and Berks Counties, RRTA and BARTA offered Free Rides on bus routes that traveled to the clinics. RRTA and BARTA also provided Free rides on their shared-ride services.

RRTA provided FREE Rides to Vaccinate Lancaster Clinic from 3/10/2021 - 6/30/2021

BARTA provided FREE Rides to Berks Cares Vaccine Center from 5/3/2021 - 7/31/2021

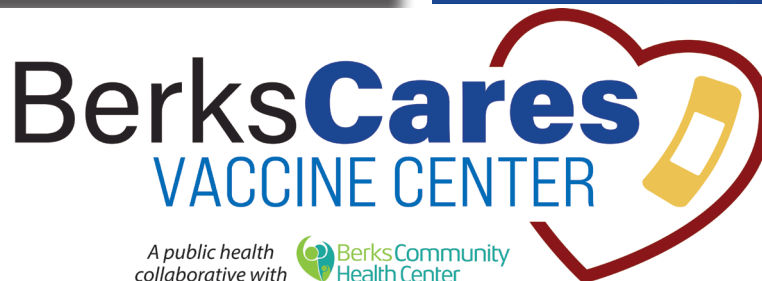
BerksCares VACCINE CENTER
 A public health collaborative with the Berks Community Health Center

COVID-19 vaccinations available for patients 12 and up!
 By appointment or walk-in!

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		19	20	21	22
		26	27 7 am to 6 pm	28 7 am to 6 pm	29
31	1 9 am to 2 pm	2 7 am to 6 pm	3 7 am to 6 pm	4 8 am to 2 pm	5 8 am to 12 pm
7	8	9	10	11	12

Vaccine Type:
 Pfizer (12 and up)
 Moderna
 Johnson & Johnson

www www.DoYourPartBerks.com/vaccinecenter
 Call Center: 1-888-712-2772



Christian Street Parking Lot Opens



The Pennsylvania Department of Transportation (PennDOT) and South Central Transit Authority (SCTA) opened the Christian Street Parking Lot on April 1, 2021 to assist Amtrak users originating in Lancaster.

The lot is located on the corner of Christian Street and McGovern Avenue across from the Amtrak station and has 53 surface spaces including three handicap spaces available for monthly parking. There is no daily parking option offered. The monthly rate for one parking space is \$100, making the cost less than \$4 a day.

The lot is owned and was constructed by PennDOT but is managed by SCTA. The total cost for construction was approximately \$530,000 in state transportation funds.

**53 Parking Spaces
Across from
Lancaster's Amtrak
Train Station**



Aerial View of the Christian Street Parking Lot



pennsylvania

DEPARTMENT OF TRANSPORTATION



**SOUTH
CENTRAL
TRANSIT
AUTHORITY**

RRTA's First Female Operator Retires After 41 Years

After 41 Years, Denise Smith, RRTA's first female driver retired on December 18, 2020. Starting in November 1979, Denise Stoltzfus (maiden name) was hired by RRTA as the first female operator. She was 23 years old when she began driving RRTA's buses.

"She will be missed," stated Dave Kilmer. "She was the first female driver but she also is one of our best drivers. I wish I could clone her."

Currently, 33 of RRTA's 65 Operators are female.



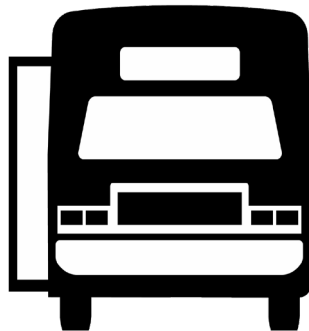
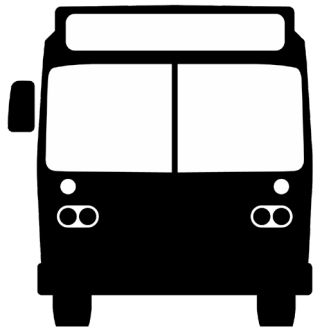
RRTA Donates Bus to Thaddeus Stevens College of Technology

As of June 11, 2021, RRTA's Bus #181 has a new home. Thaddeus Stevens College of Technology received Bus #181 in preparation for their new diesel mechanic program that was planned to start in Fall 2021 at their Greenfield Corporate Center location. The donated bus will help provide hands-on training for students in their diesel mechanic program. RRTA also donated old transmissions, engine, lifts and a sweeper.



Steve Myers, RRTA's Director of Maintenance; Pedro Rivera, President of Thaddeus Stevens College; Dave Kilmer, SCTA's Executive Director & Pam Smith, Thaddeus Stevens College pose with Bus #181 after it was delivered to the college.

Annual Performance Report



Fixed Route

Shared-Ride

Customer Service

Miles Between Major Breakdowns

BARTA - 10,985
RRTA - 6,705

Miles Between Minor Breakdowns

BARTA - 11,395
RRTA - 20,031

Major Bus Breakdowns

BARTA - 139
RRTA - 242

Minor Bus Breakdowns

BARTA - 134
RRTA - 81

Miles Between Major Breakdowns

BARTA - 108,374
RRTA - 1,539,543

Miles Between Minor Breakdowns

BARTA - 288,997
RRTA - 27,992

Major Vehicle Breakdowns

BARTA - 8
RRTA - 0

Minor Vehicle Breakdowns

BARTA - 3
RRTA - 55

Telephone Calls Received

BARTA - 142,075
RRTA - 115,791

Telephone Calls Answered

BARTA - 135,890
RRTA - 107,409

Call Answer Rate

BARTA - 96%
RRTA - 93%

Major Bus Breakdowns are failures that cause the bus to go out of service because of safety concerns. Examples are Brakes, Doors, Steering.

Minor Bus Breakdowns are failures of some other mechanical element that are not a safety concern but are not working properly and may need repair for proper service. Examples are Fareboxes, Wheelchair Lifts, Air Conditioning.



Red Rose Transit Authority

Service Area: Lancaster County, PA
Square Miles: 984
Population: 542,903
RRTA Employees: 86



Berks Area Regional Transportation Authority

Service Area: Berks County, PA
Square Miles: 866
Population: 415,732
BARTA Employees: 141

South Central Transit Authority

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