



**MICHAEL GOLEMBIEWSKI, Chair**

As we enter 2022, who would've thought that COVID would still be such a large part of our daily lives? Not only are we still dealing with masking, vaccinations and restrictions, but also changes in how we work, where we work and how we get there. The Susquehanna Regional Transportation Partnership (SRTP) and the Commuter Services program continue to directly meet these challenges and face the changing needs of daily commuters. With continued gratitude to our member agencies and partners at PennDOT & the Federal Highway Administration, the SRTP and our consultant team continues to expand our outreach, with more commuters and their employers, about commuting options.

As the Chairman of this great organization, I am proud of how our membership and consultant team have met these challenges head-on. We have reinvented our current programs, implemented some new ideas, and are continuing to investigate other programs. Although in-person events and travel are still curtailed, our mission, "To promote commuting options that reduce congestion, conserve natural resources, and improve safety and mobility at a regional level, by educating and implementing innovative Transportation Demand Management (TDM) programs" is being fulfilled! It is my sincere wish that 2022 brings continued recovery from the pandemic and good health for all.



**MATTHEW BOYER, Executive Director**

The 2021 year is in our rear-view mirror and it appears we've successfully weathered the majority of the COVID storm. As we traverse the remnants of this pandemic in early 2022, we set our sights on more positive aspects of life and begin the process of goal setting for the upcoming year(s). We look forward to returning to our educational outreach efforts and the dissemination of important Transportation Demand Management (TDM) information to our employer and community partners.

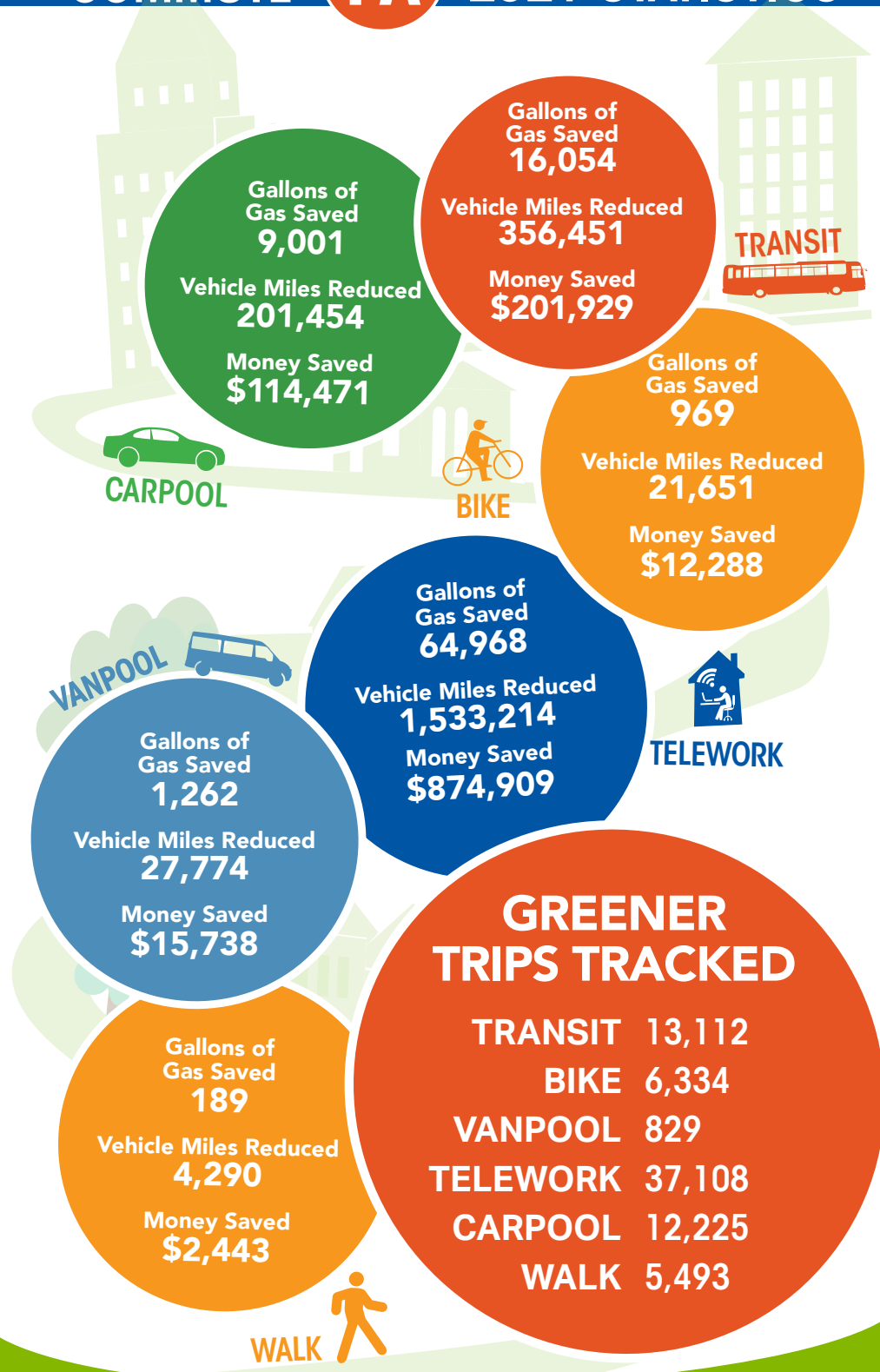
The challenges of the 2021 year necessitated changes in our delivery methods for the educational outreach information we provide to south-central Pennsylvania. The use of Zoom, Teams Meeting and several other virtual platforms has become common practice for our businesses and community organizations. With the normalization of this "at-home" technology we've also seen a massive shift in the use of telework across many industries and workforce programs. The ability to carry out the daily tasks of many jobs has been proven successful through the mandated use of teleworking, and no one is more pleased with this workforce shift than our Commuter Services of PA outreach team.

On the horizon I see commuter passenger rail returning to the area, enhanced use of transit for daily commuting, and a heightened awareness of regional commuters desirous of sticking cash back into their pockets rather than the gas pump by using green modes of transportation.

**OUR MISSION STATEMENT**

The Susquehanna Regional Transportation Partnership (SRTP) /Commuter Services of Pennsylvania promotes commuting options that reduce congestion, conserve natural resources and improve safety and mobility at a regional level by educating and implementing innovative Transportation Demand Management (TDM) programs. The Transportation Demand Management (TDM) program, Commuter Services of PA, was developed and implemented by the SRTP Board of Directors which comprises the transit agencies, metropolitan planning organizations and chambers of commerce across these participating counties.

COMMUTE **PA** 2021 STATISTICS



**GREENER TRIPS TRACKED**

|          |        |
|----------|--------|
| TRANSIT  | 13,112 |
| BIKE     | 6,334  |
| VANPOOL  | 829    |
| TELEWORK | 37,108 |
| CARPPOOL | 12,225 |
| WALK     | 5,493  |

**TOTAL COMMUTER SAVINGS**

| VEHICLE MILES REDUCED | GALLONS OF GAS SAVED | MONEY SAVED |
|-----------------------|----------------------|-------------|
| 2,162,994             | 92,443               | \$1,221,778 |

BY THE NUMBERS



**Emissions Reduced**

|          | NITROGEN OXIDE NOx (lbs.) | VOLATILE ORGANIC COMPOUND VOCs (lbs.) | CARBON DIOXIDE CO <sub>2</sub> (tons) |
|----------|---------------------------|---------------------------------------|---------------------------------------|
| CARPPOOL | 264                       | 261                                   | 88.21                                 |
| WALK     | 5.63                      | 5.55                                  | 1.85                                  |
| TRANSIT  | 468                       | 461                                   | 157                                   |
| BIKE     | 28.4                      | 28                                    | 9.50                                  |
| VANPOOL  | 36.4                      | 35.9                                  | 12.4                                  |
| TELEWORK | 2,017                     | 1,990                                 | 637                                   |

**Total Reductions**

| NOx (lbs.) | VOC (lbs.) | CO <sub>2</sub> (tons) |
|------------|------------|------------------------|
| 2819.43    | 2781.45    | 905.96                 |

**Customer Service Inquiries**

|             |        |            |
|-------------|--------|------------|
| 68%         | 23%    | 8%         |
|             |        |            |
| PHONE CALLS | EMAILS | LIVE CHATS |

|                        |                       |                    |             |               |
|------------------------|-----------------------|--------------------|-------------|---------------|
| 3                      | 8                     | 2                  | 164         | 363           |
| NEW COMMUNITY PARTNERS | NEW EMPLOYER PARTNERS | ERH TRIPS PROVIDED | EVENTS HELD | MEETINGS HELD |

**Best Workplaces for Commuters (BWC)**

An innovative program providing qualified employers national recognition and an elite designation for implementing transportation demand management programs. By offering outstanding commuter benefits and meeting a National Standard of Excellence employers become eligible to join this exclusive group. Congratulations to our 2021 Best Workplaces for Commuters employers!

- DHL Supply Chain (Newville)
- DHL Supply Chain (Carlisle)
- Eurofins Lancaster Laboratories (Lancaster)
- Tyson Foods Inc. (New Holland)
- WebFX (Harrisburg)



# EMPLOYER TRANSPORTATION COORDINATOR (ETC) TELEWORK PEER GROUP

In February 2021, Commuter Services started a Telework Peer Group among our Employer Transportation Coordinators (ETC) as a way to come together and navigate through remote work. At the start, most employees were working from home and running across challenges such as network capabilities, missing the personal connection, impact on company culture and developing a long term plan. Based on our monthly meetings, below are some of the highlights that were discussed among the group.

## Return to Work Plans

- Dedicated teams
- Set up Sharepoint
- Tiered approach
- Flex work areas
- Promote carpooling

## Best Practices

- Virtual new hire training
- Needs assessment of employees
- Define remote positions
- Free Friday or Focus Friday
- Hoteling
- Ergonomic assessment
- Meeting times (start 5 minutes after hour; end 5 minutes before hour)
- Gallery vs. Speaker view in virtual meetings
- "Time-off" on calendars

## Employee Engagement

- "Thanks" point system
- Wellness Wednesdays
- Virtual water cooler talk
- New hire mixer
- Mental Health Days
- Pop-up fitness classes
- Coordinated bike rides
- Get to know me form
- Open forums to chat

### Virtual:

- Costume contest
- Happy Hour
- Game Night
- Recipe swap

These meetings will continue in 2022 and we would like to have more employers become part of the discussion. If you or someone within your organization are interested in joining our peer group for open discussions centered around all things telework, please send an email to Stacy Newcomer at [stacy.newcomer@pacommuterservices.org](mailto:stacy.newcomer@pacommuterservices.org).

## ABOUT US

**Commuter Services is a program of the non-profit Susquehanna Regional Transportation Partnership, whose board includes:**

### TRANSIT AUTHORITIES

Lebanon Transit, South Central Transit Authority (BARTA & RRTA) and Susquehanna Regional Transportation Authority (CAT & rabbitransit)

### METROPOLITAN PLANNING ORGANIZATIONS (MPOS)

Adams, Franklin, Harrisburg (Cumberland, Dauphin and Perry counties), Lancaster, Lebanon, Reading and York

### CHAMBERS OF COMMERCE AND ECONOMIC DEVELOPMENT

Harrisburg Regional Chamber & CREDC, Gettysburg Adams Chamber of Commerce, Greater Chambersburg Chamber of Commerce, Lebanon Valley Chamber of Commerce, Greater Reading Chamber Alliance, Lancaster Chamber of Commerce & Industry and York County Economic Alliance

Funding is provided by the Federal Highway Administration and PennDOT in partnership with the participating MPOs.

# TRY-IT PROMOTIONAL EVENTS

## Earth-a-palooza



To celebrate Earth Day in 2021, we encouraged commuters to record their green commutes in Commute PA and engage on our Facebook page by answering questions related to Earth Day and green commuting for the month long promotion. During April, 72 commuters began following us on Facebook, representing a 5% increase of total followers.



8,342  
GALLONS  
OF GAS  
SAVED



192,890  
MILES  
NOT  
DRIVEN



108,069  
CALORIES  
BURNED



7,643  
GREENER  
TRIPS



\$110,912  
COMMUTER  
SAVINGS



81.7  
TONS  
OF CO2  
REDUCED

## Motorless May



This year, we challenged local bicyclists to record their bike trips in Commute PA and interact with our Facebook page. In May, there were 37 new Facebook followers.



39  
BICYCLISTS



106,545  
CALORIES  
BURNED



\$1,547  
COMMUTER  
SAVINGS



689  
BICYCLE  
TRIPS  
TRACKED



2,691  
MILES  
NOT  
DRIVEN



124  
GALLONS  
OF GAS  
SAVED

## Car Free Month! September 2021

During the month of September, we challenged commuters to find a new commute mode for work instead of driving alone. Commuters were asked to participate by recording green trips in Commute PA and engaging in social media posts.



5,618  
GREENER  
TRIPS



60,139  
MILES  
NOT  
DRIVEN



\$89,779  
COMMUTER  
SAVINGS



6,781  
GALLONS  
OF GAS  
SAVED



101,597  
CALORIES  
BURNED

## 2021

Steering Toward a

# BRIGHTER TOMORROW

**COMMUTER SERVICES**  
OF PENNSYLVANIA

PaCommuterServices.org  
1.866.579.RIDE