



MICHAEL GOLEMBIEWSKI, Chair

As we enter our 16th year, the world as we knew it has changed significantly. The impacts of COVID-19 are still being felt in the workplace and in our homes, with unfortunate job losses for many and significant changes for those still employed. Among those changes was the sudden – and unexpected – rise in telecommuting, declines in transit ridership, and health concerns with carpooling/vanpooling. Through it all, the Susquehanna Regional Transportation Partnership (SRTP) and the Commuter Services program have pivoted to meet the changing needs of daily commuters. With continued gratitude to our member agencies and partners at PennDOT & the Federal Highway Administration, the SRTP along with our consultant team continues to educate commuters and employers about their 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, all while simultaneously investigating other programs to be impactful in the years ahead. While in-person events and travel have been cut, 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 still being fulfilled! It is my sincere hope that 2021 will be a healthier year for all as we adjust to the new "normal" in our daily lives.



MATTHEW BOYER, Executive Director

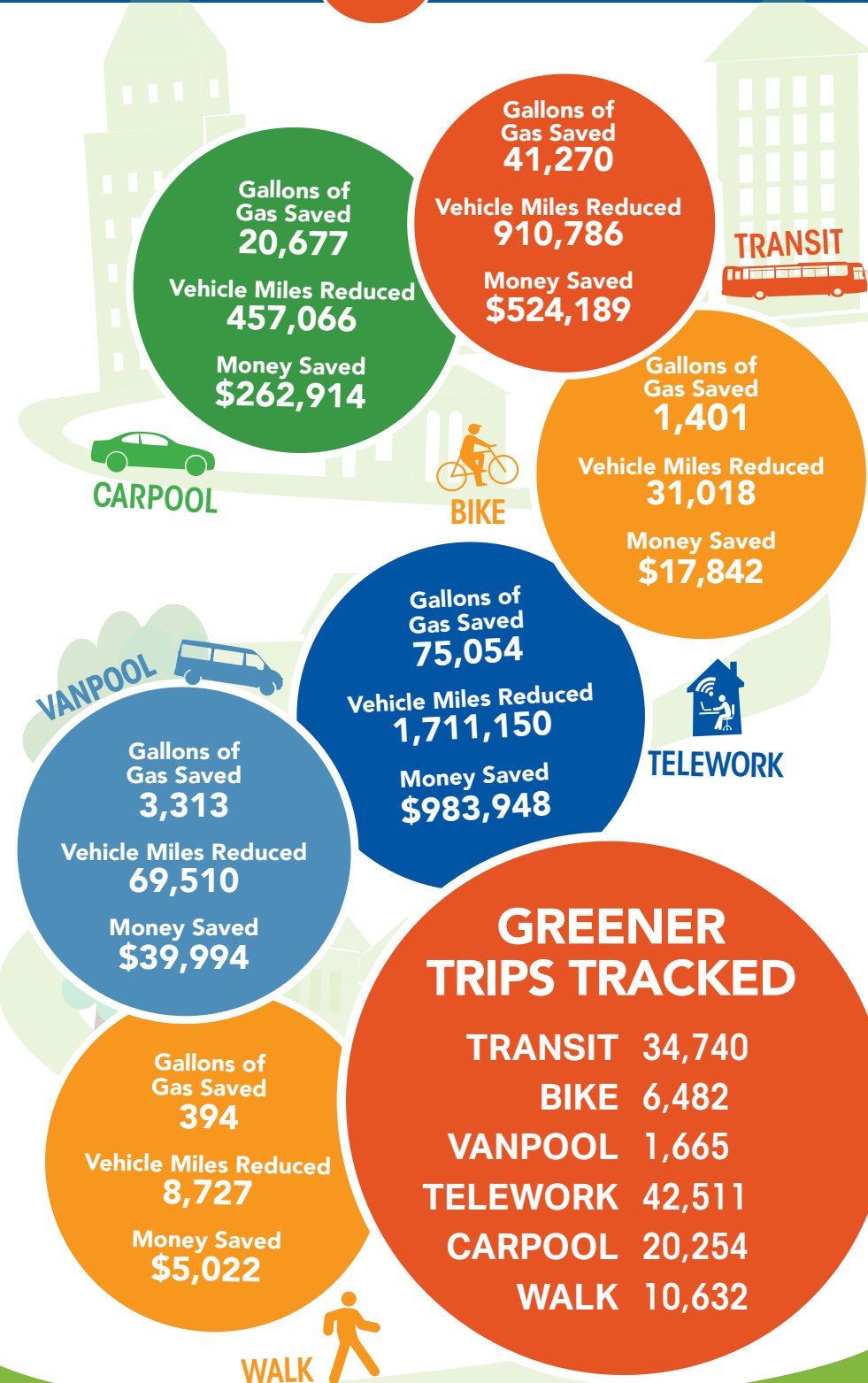
The majority of the past year and most likely a good portion of 2021 will be dominated by the unfortunate story lines surrounding the COVID-19 pandemic. The effects of this healthcare crisis obviously affected the transportation industry and nearly all its users and providers. Those offering Transportation Demand Management (TDM) services witnessed our outreach models turned upside down by the mandated work at home orders and limitations on transit, carpooling and vanpooling.

Telework education soared to a priority in our outreach efforts and many hours have been spent helping devise telework policies and handbooks for many employers across the region. As we all steer towards the horizon of life hoping for an end to this current challenge you can be assured the Commuter Services team will remain dedicated to offering advice and guidance to commuters in the region. As we band together across our community, our nation and the world to combat this calamity we will remain steadfast to our organizational mission and strive to help commuters find safe, healthy, green and cost-effective transportation options.

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** 2020 STATISTICS



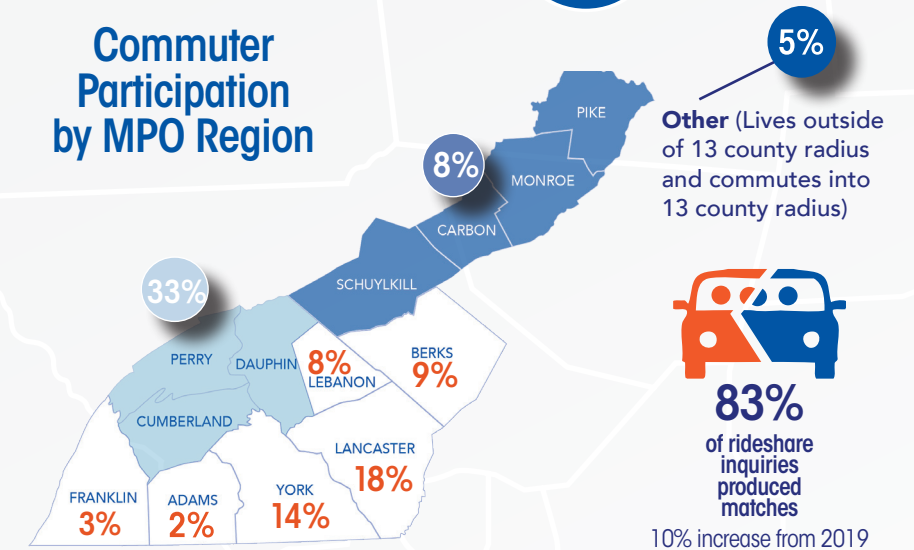
Total Commuter Savings

VEHICLE MILES REDUCED	GALLONS OF GAS SAVED	MONEY SAVED
3,188,257	142,109	\$1,833,909

BY THE NUMBERS



Commuter Participation by MPO Region



Emissions Reduced

	NITROGEN OXIDE NOx (lbs.)	VOLATILE ORGANIC COMPOUND VOCs (lbs.)	CARBON DIOXIDE CO2 (tons)
CARPOOL	698	688	235.1
WALK	11.92	11.76	4.02
TRANSIT	1,195	1,179	405
BIKE	41.44	40.81	13.94
VANPOOL	133.1	132	46.84
TELEWORK	2,321	2,290	761

Total Reductions

NOx (lbs.)	VOC (lbs.)	CO2 (tons)
4,400.66	4,341.57	1,465.9

Customer Service Inquiries

60% 33% 7%



PHONE CALLS EMAILS LIVE CHATS

8 New Community Partners
8 New Employer Partners
6 ERH Trips Provided
163 Events Held
345 Meetings Held

OUTREACH INITIATIVES



The year 2020 was anything but normal requiring almost all businesses and organizations to change their "business as usual" approach to adapt for the COVID-19 pandemic. Commuter Services made several changes to our outreach activities including prioritizing telework; taking the majority of our outreach methods to virtual platforms and remaining extremely flexible in how we educated employers and commuters in our area.

At the beginning of the pandemic, many essential workers needed to commute to their physical work location and sought the help of Commuter Services to be shown the best commuting options available and how to safely commute during those unknown times. In order to reach those commuters and be cognizant of safety measures in place at employer sites, we began developing new virtual outreach components to continue to provide transportation resources.

Two of those new initiatives included the "Tap the App Live" event and "Tap the App in a Box" event – both of which focused on providing information to commuters on how to use our Commute PA rideshare and rewards program.

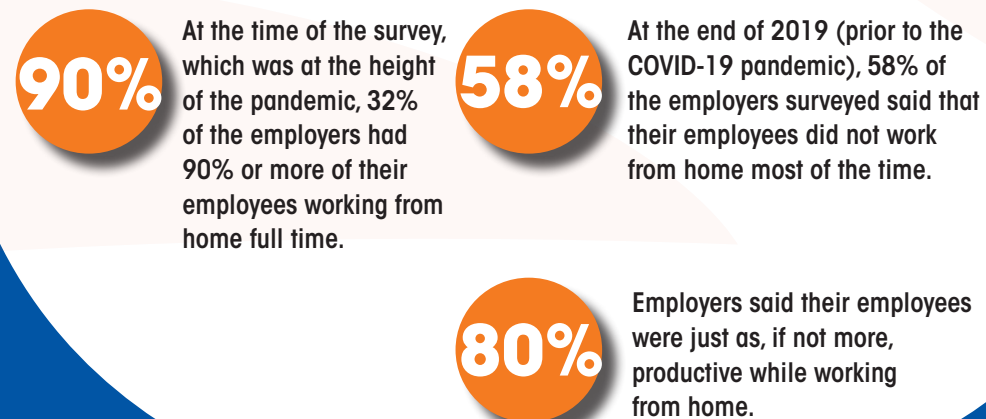
With the "Tap the App in a Box" launch, we packaged our normal outreach materials (table tents, posters, fliers, brochures) into a box and sent these to employer locations, where the educational items could be displayed in prominent locations in company lunchrooms. The goal was to continue to educate commuters on options available for their commute.

The other virtual outreach initiative was our "Tap the App Live" event where commuters already enrolled in Commute PA had the opportunity to attend a 30 minute live webinar to learn more about how to find rides and track their trips in Commute PA.

We will continue to evaluate these initiatives and think 'outside the box' to continue outreach during this "new normal" in 2021 and beyond!

EMPLOYER TELEWORK SURVEY

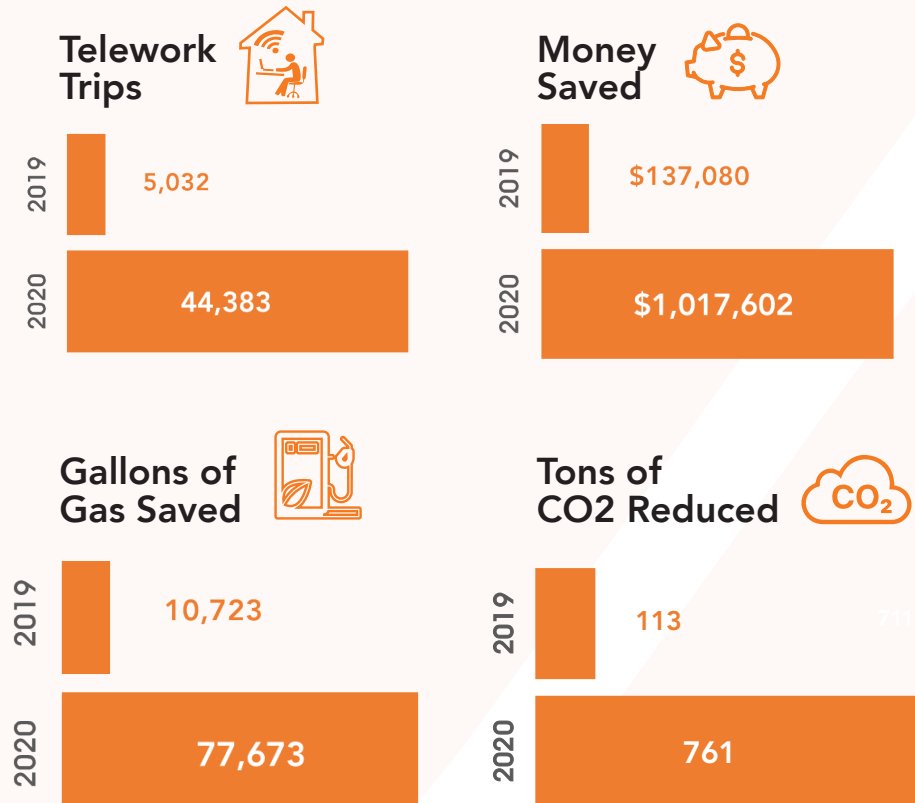
In April, we surveyed 127 employers we work with about the COVID-19 situation, see some of the top line responses below.



TELEWORK GROWS



As the pandemic continued in 2020 and businesses were encouraged to keep employees working from home, there was a huge increase in the number of commuters tracking their telework trips. Check out the data below from Commute PA.



2020

Adapting to a

**NEW
NORMAL**

ABOUT US

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

TRANSIT AUTHORITIES

Capital Area Transit, Lebanon Transit, Monroe County Transportation Authority, Schuylkill Transportation System, South Central Transit Authority and Central Pennsylvania Transportation Authority

METROPOLITAN PLANNING ORGANIZATIONS (MPOS)

Adams, Franklin, Harrisburg (Cumberland, Dauphin and Perry counties), Lancaster, Lebanon, NEPA (Schuylkill, Carbon, Monroe and Pike counties), Reading and York

CHAMBERS OF COMMERCE AND ECONOMIC DEVELOPMENT

Carbon Chamber & 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.

COMMUTER SERVICES
OF PENNSYLVANIA

PaCommuterServices.org
1.866.579.RIDE