

A woman with dark hair pulled back, smiling and looking out a window. She is leaning her arms on a grey metal railing, likely inside a bus. She is wearing a light blue long-sleeved shirt and a blue and white patterned skirt. The background is bright and out of focus, suggesting a sunny day outside.

A SMARTER COMMUTE

2017 Annual Report

The logo consists of a stylized orange swoosh above the company name.

COMMUTER SERVICES
OF PENNSYLVANIA

FROM OUR LEADERSHIP

TERI GIURINTANO

SRTP BOARD CHAIR

The Susquehanna Regional Transportation Partnership (SRTP) turned the page on another successful year in 2017. We acknowledged the storied history and longevity of our organization by celebrating our 100th Board Meeting in May. In the fall of the year, we convened a Board Retreat for our members, both newly inducted and those with a seasoned history, to share opinions and plan for the future of the SRTP. Each and every gathering of our members offers an opportunity to share ideas, work hand-in-hand with our transportation peers and make decisions to positively affect the lives of commuters in our region.

The past year saw several new and exciting ideas rise to the forefront of discussion in the transportation industry. In Pennsylvania, we convened with PennDOT and other partners for the first Autonomous Vehicle Conference in State College. Additional inroads were made with placement of new Compressed Natural Gas (CNG) stations across the region. The landscape of orange cones remained on many of our highways as the economic boom from Act 89 allowed for new bridges and roadway enhancements. The discussion of additional transit consolidations continues and improving connectivity between systems remains a high priority. On the national scene, talk of renewed interest in finding a way to fund a national transportation infrastructure bill has everyone hoping political cooperation will bring an economic influx into the repair of transportation systems across all modes.

Ground transportation in the northeast region of the United States is changing drastically with the

movement of more goods into the ports of the east coast. The majority of these goods will pass through the roadways of Pennsylvania on the way to their final destination. The warehousing and distribution sector of our regional economy is already booming, and the influx of these new shipping deliveries to nearby east coast ports will certainly bring new construction and additional jobs to the area. Engaging these new businesses and employees will be a priority for the Commuter Services Program in the year ahead. While the economy of the region will certainly feel a positive boost from these new warehouses and distribution centers, congestion on regional roadways will feel a negative effect due to the rampant increase in traffic. Introducing employees to the programs and tools offered by Commuter Services can help combat the additional congestion in the region while putting more disposable income back in the pockets of these regional workers.

Lastly, as an organization we face the ever present challenge of funding the educational programs and services offered by our organization. Several of our core members face the elimination of Congestion Management and Air Quality (CMAQ) funding from their Transportation Improvement Programs. Traffic congestion still remains, and challenges to maintain clean air will always be present, yet we must move forward with less financial resources than in years past. As we continue to plan our organizational path into future years, I look forward to working with the many dedicated volunteers of the SRTP Board of Directors. For nearly fourteen years we have orchestrated positive change in the region through our successful Transportation Demand Management (TDM) programming, and I enter 2018 refreshed and energized to continue this effort.





MATT BOYER

EXECUTIVE DIRECTOR

As we change the calendar from December to January, the reality of another year having passed flashes through our mind. We entered 2017 with a plan to chart a new course for the upcoming year. With the closure of the 2017 year, we now reflect on the accomplishments of the past twelve months and assess the number of milestones attained from our planning checklist. On a personal note, the end of this year also reflects the completion of the first five years of my leadership with the Commuter Services of PA program. Having arrived at the start of 2013, I find myself awestruck by the rapid pace of time passing while we work so diligently to remove traffic congestion from regional highways and improve air quality across a thirteen county segment of Pennsylvania.

The first half of 2017 included a remarkable historical moment for the Susquehanna Regional Transportation Partnership (SRTP). The SRTP held its 100th Board of Directors meeting over the course of its nearly fourteen years of existence. Members of the organization were thrilled to reflect back on the early pioneers of the organization and how proud they can be for the success and progress over the years. Many planners amongst our organization are quick to point out that “bigger is not always better,” however when carried out properly with the keen attention of our thoughtful board members, the growth and expansion of the Commuter Services of PA program has flourished. CSPA has expanded its geographical footprint and continues to add and serve new counties. Tens of thousands of commuters across Pennsylvania reap the benefits of the programs put forth by this organization.

The SRTP Board of Directors extended its commitment to serving the region by hosting a Board Retreat in the latter half of 2017. The ever changing landscape of the Transportation Demand Management (TDM) industry is a priority focus of the SRTP. The healthy exchange

of ideas, opinions and planning options at the Board Retreat facilitated a renewed planning strategy for the next few years and inspired both new and seasoned members to take ownership of the SRTP and lend creative philosophies for the future of the organization.

Over the past year, some of the cogs of our organization changed slightly, but the fine-tuned purr of our organizational engine remains strong. Our vanpool partnership saw a change in name with the merger of the vRide and Enterprise programs. Moving forward, Enterprise will remain as the nationally recognized brand working with Commuter Services of PA to provide vanpool assistance to commuters. Our long term marketing and advertising partner, Sacunas, Inc., also saw changes with its organizational brand and name change to Merit. Although some of the key names have changed, the strong professional services provided in support of the SRTP remain intact. We’ve also seen some members of the SRTP Board of Directors’ change, but with each and every tweak to our structure, new ideas and renewed excitement have spearheaded the “next steps” of the organization.

Several unanswered questions remain as the 2017 year expires. How will autonomous vehicles effect commuter options? What challenges emerge as CMAQ funding becomes available to a shrinking pool of Pennsylvania counties? When might we expect action on a new infrastructure bill from the federal government? Who will be the next great innovator in TDM programming? And lastly, why do commuters still choose driving alone when such a wide variety of greener and more cost effective options exist across the region?

Our team of TDM professionals at Commuter Services of PA looks forward to working with the visionaries and pace setters of the SRTP Board of Directors to find solutions to these questions and many more. Implementing change in commuter habits does not happen overnight, but with the combined efforts of the transit agencies, metropolitan planning organizations and chambers of commerce from around the region, the power to effect positive change is in our grasp.

BOARD OF DIRECTORS

ADAMS COUNTY

Ms. Darlene Brown, Gettysburg Adams Chamber of Commerce
Ms. Carrie Stuart, Gettysburg Adams Chamber of Commerce
Mr. Rich Farr, Central Pennsylvania Transportation Authority
(rabbittransit and Freedom Transit)
Ms. Jenna Reedy, Central Pennsylvania Transportation
Authority (rabbittransit and Freedom Transit)
Mr. Andrew Merkel, Adams Co. Office of Planning
& Development
Mr. Chris Caba, Adams Co. Office of Planning & Development

BERKS COUNTY

Ms. Gail Landis, Greater Reading Chamber Alliance
Ms. Natasha Manbeck, Greater Reading Chamber Alliance
Mr. David Kilmer, South Central Transit Authority (BARTA
and RRTA)
Mr. Jeff Glisson, South Central Transit Authority (BARTA
and RRTA)
Mr. Alan Piper, Berks County Planning Commission
Mr. Michael Golembiewski, Berks County Planning Commission

FRANKLIN COUNTY

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of Commerce
Mr. Phil Tarquino, Franklin County Planning Department

DAUPHIN, CUMBERLAND AND PERRY COUNTIES

Ms. Larissa Bailey, Harrisburg Regional Chamber & CREDC
Mr. Shaun Donovan, Harrisburg Regional Chamber & CREDC
Mr. Tom Reynolds, Capital Area Transit (CAT)
Mr. Robert Philbin, Capital Area Transit (CAT)
Mr. Tim Reardon, Tri-County Regional Planning Commission
Mr. Andrew Bomberger, Tri-County Regional Planning
Commission

MEMBER AT LARGE

Ms. Kelly Brennan, Capital BlueCross

LANCASTER COUNTY

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Mr. Thomas Baldridge, Lancaster Chamber of Commerce
Mr. David Kilmer, South Central Transit Authority (BARTA
and RRTA)
Mr. Jeff Glisson, South Central Transit Authority (BARTA
and RRTA)
Mr. Robert Bini, Lancaster County Planning Commission
Ms. Lauri Ahlskog, Lancaster County Planning Commission

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Ms. Karen Groh, Lebanon Valley Chamber of Commerce
Ms. Teri Giurintano, Lebanon Transit
Ms. Cindy Binner, Lebanon Transit
Mr. Jonathan Fitzkee, Lebanon County Planning Department
Mr. Song Kim, Lebanon County Planning Department

NEPA

Ms. Kathy Henderson, Carbon Chamber & Economic
Development
Mr. Michael Mrozinski, Pike County Community Planning
Ms. Peggy Howarth, Monroe County Transit Authority
Mr. David Bekisz, Schuylkill Transportation System
Ms. Christine Meinhart, Monroe County Planning Commission
Mr. David Bodnar, Carbon County Planning and Development

YORK COUNTY

Ms. Kimberly Hogeman, York County Economic Alliance
Mr. Rich Farr, Central Pennsylvania Transportation Authority
(rabbittransit and Freedom Transit)
Ms. Jenna Reedy, Central Pennsylvania Transportation
Authority (rabbittransit and Freedom Transit)
Mr. Will Clark, York County Planning Commission
Ms. Felicia Dell, York County Planning Commission

COMMUTER SERVICES OF PENNSYLVANIA BOARD OF DIRECTORS



OUR MISSION STATEMENT

The Susquehanna Regional Transportation Partnership (SRTTP)/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.

EXECUTIVE BOARD



Mr. Jonathan Fitzkee, Vice Chairman, Lebanon County Planning Department | Ms. Kimbarley Williams, Treasurer, Boyer & Ritter | Ms. Teri Giurintano, Chair, Lebanon Transit | Mr. Matthew Boyer, Executive Director, Commuter Services of Pennsylvania | Mr. Tim Reardon, Secretary, Tri-County Regional Planning Commission



SRTP'S 100TH BOARD MEETING



The Commuter Services program is in its fourteen year of delivering transportation programs to the region and recently held its 100th meeting of the Board of Directors on May 17th, 2017.

TIM REARDON - CONGRATULATIONS ON YOUR RETIREMENT!

The SRTP Board of Directors and the entire outreach team from the Commuter Services of PA program would like to extend our congratulations to Tim Reardon on the occasion of his retirement from the Tri-County Regional Planning Commission (TCRPC). Tim proudly served the TCRPC for thirty-three years, starting in 1984, and worked in a wide variety of roles and across a great breadth of projects. In addition to his service to the TCRPC, Tim also served on the SRTP Board of Directors for the past seven years and on the Executive Board



as Secretary for the past year. Tim played an immense role in the day-to-day financial success of the SRTP by working as the conduit for funding between seven MPO's, PennDOT and the FHWA. Tim's attention to detail and never-ending passion for the programs and services of the SRTP is a model for all to strive after. As an organization, we acknowledge the loss of a huge supporter and contributor of time and effort, while offering our complete and selfless congratulations on reaching his retirement milestone!



Clockwise from left, front row: Stacy Newcomer, Deputy Project Manager; Amy Minnich, Programs Coordinator; Christi Smith, Community Outreach Specialist; Cheryl Comp, Employer Outreach Manager. **Clockwise from left, back row:** Tristan Benson, Community Outreach Specialist; Eric Ziegmont, Community Outreach Specialist; Rob Mordan, Employer Outreach Manager; Kandi Fox, Employer Outreach Manager; Matt Boyer, Executive Director/Project Manager; Mark Easteadt, Employer Outreach Manager; Laura Heilman, Vanpool, Bicycle & Pedestrian Outreach Manager; Tim Beckwith, Marketing Manager.

TWO COMMUTER SERVICES OF PA STAFF MEMBERS RECEIVE NATIONAL RECOGNITION



Stacy Newcomer, Deputy Project Manager, and Laura Heilman, Vanpool, Bicycle & Pedestrian Outreach Manager, were announced as Association of Commuter Transportation's (ACT) 40 Under 40 Award recipients. ACT stated, "These awards recognize leaders who are committed to developing programs that shift behavior and create long-lasting change within their communities and organizations. Their work makes a very real difference: their creative solutions are bringing about an improved quality of life for commuters and increased livability of communities, resulting in a better future for everyone."

2017 *BY THE NUMBERS*

 **10**

NEW EMPLOYER PARTNERS

22

NEW COMMUNITY PARTNERS

475



EMPLOYER/
COMMUNITY
EVENTS HELD

39

MEDIA
HITS

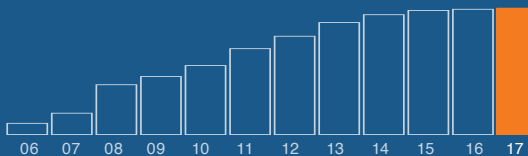
66

ERH TRIPS
PROVIDED

3,515



RIDESHARE
APPLICATIONS
RECEIVED



29,161

COMMUTERS IN DATABASE



A SMARTER COMMUTE: PLANNING FOR THE FUTURE

Around the world, and even across most of the nation, planning for enhanced transportation and commuting options occurs on a daily basis. The creation of new technologies to implement the next bullet train, the development of additional light rail routes, the advancement of autonomous vehicle opportunities, the inter-connection of regional transit routes and the priority placed on safer and smarter bicycle and pedestrian paths are just a few of these examples.

While commuters and businesses in Pennsylvania certainly have a desire for these opportunities within the Commonwealth, the likelihood of major changes positively affecting our infrastructure in the near future is very low. The lack of a revenue stream for infrastructure improvements coupled with a minimal political will for our elected officials to find a financing solution leaves the majority of the states across the nation with no options to greatly improve commuter options. Additional light rail for southern and/or central Pennsylvania is “light” years away based on current planning schedules for funding and infrastructure placement. Interconnectivity of our regional transit lines is finally on the “drawing board” across several regions however the timetable to actually effect these changes remains unclear. And although certain city landscapes in major Pennsylvania cities have seen the future of driverless cars arrive on their

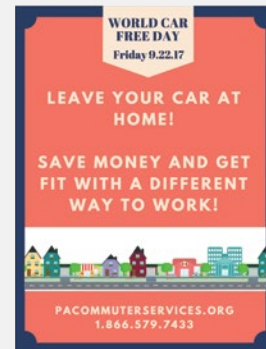
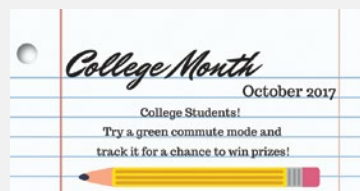
streets, the opportunity for this to become commonplace across the Commonwealth remains further down the road.

As we continue to use our desire to “catch up” infrastructure financing to update the currently available transportation technologies, it is important to keep commuters apprised of the many non-drive alone options currently available. Daily travelers must transform their ability to criticize the limited transportation options available now with a willingness to take action to remove single occupancy vehicles from the roads. Congestion is better managed with less cars and hence one bus rather than fifty cars; one vanpool rather than fifteen cars; one carpool rather than four cars and even one teleworker removes one car from the road. Taking ownership of the problem and acting to improve the situation is half the battle. We all need to drop the “let someone else fix the problem” mentality and instead lead by example by using a greener, more cost effective, mode of transportation.

The future is now for tackling traffic congestion. Rather than kicking this can down the road for someone else to take action, be part of the solution today and improve travel times immediately by shedding the single occupancy vehicle living at your home.



MARKETING CALENDAR A SUCCESS!



In 2017, Commuter Services of Pennsylvania staff created a new marketing piece to generate excitement and interest in its programs. Each month, a handful of new promotional events were centered around educating commuters on their best options to get to and from work instead of driving alone. The information

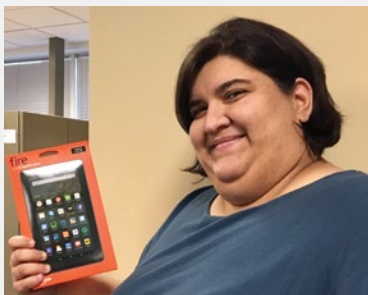
was distributed at outreach events and on social media. From Financial Wellness Month in January to Refer A Friend Month in December, the promotions helped renew conversations with commuters and provided excitement for helping them save money, get fit and help the environment!



APRIL 9-15

LIBRARY WEEK TRANSPORTATION DISPLAY

Commuter Services asked local libraries to provide a transportation display to the public including: Commuter Services information, transit information, and books related to transportation. Lebanon Community Library took first place, followed by Manheim Community Library in second, and Eastern Lancaster County Library in third.



APRIL 22

ANNUAL EARTH DAY CHALLENGE

To celebrate Earth Day in 2017, Commuter Services continued its annual Earth Day challenge by inviting commuters to try a green commuting option while traveling to work instead of driving alone. In total, **352** commuters logged **70,915** miles by using green modes of transportation during the week of Earth Day. Commuters who participated in the challenge represented **24** different Pennsylvania counties.



MAY 2017

ANNUAL BIKE MONTH CHALLENGE

Commuter Services issued its annual Bike Challenge in May to reward commuters for trying biking as a commute option. A total of **64** participants logged **7,603** miles throughout the month of May. Always Bagels of Lebanon County took first place as the employer with the most participants. Seven employees from Always Bagels logged **293** miles while bike-riding to work during the challenge.



MAY 21-27

BATTLE OF THE Y'S

Four local YMCAs participated in our first ever Battle of the Y's. YMCA members and staff were encouraged to bike or walk to the YMCA as well as on their work commute. As a result, **18** commuters logged a total of **367** miles and York YMCA won with a total of **156** miles.



JUNE 15

NATIONAL DUMP THE PUMP DAY

This year, National Dump the Pump Day took place on Thursday, June 15. The annual event focuses on the benefits of using green forms of transportation as opposed to driving alone. To enter the essay contest, commuters were encouraged to Dump the Pump by taking public transit, biking, carpooling, vanpooling, walking or teleworking, then submit a brief description of their experience.



SEPTEMBER 2017

ANNUAL TRY TRANSIT MONTH

The seventh annual 'Try Transit' month in September 2017 encouraged local commuters to try bus or rail transportation options to travel to work rather than driving alone. During this one month initiative, a total of **202** PA residents participated in the challenge and logged their transit trips. Commuters representing **22** counties logged a total of **144,885** miles traveled by bus or train instead of driving alone in an automobile.

2017 EMPLOYER PARTNERS



-
- HACC Lancaster
 - HACC Lebanon
 - Ingram Micro Harrisburg
 - Lebanon Valley College
 - Masterbrand Cabinets
 - Nordstrom
 - Pinnacle Health Lebanon Valley Advanced Care Center
 - Quadrant Engineering Plastic Products
 - Robesonia Logistics (C&S Wholesale)
 - SAPA Extrusion

“Commuter Services is an excellent group that has supported all of our efforts to get people to work using carpooling, bicycle and even helped us seek shuttle services or other vanpooling system. We organize events regularly with Commuter Services to ensure our employees understand how it works and the many benefits available to them. The Commuter Services crew is friendly, helpful and dynamic.

Always Bagels, Inc.

2017 COMMUNITY PARTNERS



-
- American Cancer Society
 - Brush Strokes on Canvas
 - Community Action Partnership of Lancaster County
 - Foltin's Music Center
 - Friends of Midtown
 - Harrisburg Area YMCA
 - Harrisburg East Shore YMCA
 - Jimmy O's Sports Bar
 - Kaltreider-Benfer Library
 - Lancaster Family YMCA
 - Lemoyne Borough
 - Manheim Community Library
 - McConkey Insurance & Benefits
 - Radius Bike Shop
 - Schuylkill Chamber
 - Schuylkill Conservation District
 - Schuylkill United Way
 - Schuylkill YMCA
 - Susquehanna Township
 - Tabor Community Services
 - United Way of York County
 - Visconti Garment Hangers

“Commuter Services has been a wonderful partner and very helpful in attending all of our events. They are always thinking of new ideas to help us promote their programs to our employees and are constantly available to answer my questions. When we have employees who have transportation issues, I know I can always reach out to the Commuter Services staff to get employees enrolled and to provide them with rideshare matches.

Comcast

HELP US BUILD A MORE CONNECTED COMMUNITY

Get Involved/Stay Informed:
visit us at PaCommuterServices.org
or call us at [1.866.579.RIDE](tel:1866579RIDE).



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

Capital Area Transit, Lebanon Transit, Monroe County Transportation Authority, Schuylkill County Transportation System, South Central Transit Authority and Central Pennsylvania Transportation Authority. Adams, Franklin, Harrisburg (Cumberland, Dauphin and Perry counties), Lancaster, Lebanon, NEPA (Schuylkill, Carbon, Monroe and Pike counties), Reading and York MPOs. The Carbon Chamber & Economic Development, the Harrisburg Regional Chamber & CREDC; the Gettysburg Adams, Greater Chambersburg and Lebanon Valley Chambers of Commerce; Greater Reading Chamber Alliance, Lancaster Chamber of Commerce & Industry and the York County Economic Alliance.

Funding is provided by the Federal Highway Administration and PennDOT in partnership with the participating MPOs. ©2018 Commuter Services of Pennsylvania

