



A CONNECTED ROAD

2016 Annual Report

FROM OUR LEADERSHIP



Teri Giurintano
SRTP Board Chair

It's amazing for me to see the calendar bring 2016 to a close, while at the same time wrapping up the first 12 years of the Commuter Services of Pennsylvania Program. As Chair of the Susquehanna Regional Transportation Partnership (SRTP), over the past two years, I've had the honor of seeing the programs and services of our organization continue to grow and expand to additional commuters in the region. My fellow members of the Executive Board, Jon Fitzkee, Tim Reardon and Kim Williams have shared their exceptional leadership advice, direction and guidance to the organization and have enabled the Commuter Services of Pennsylvania Program to prosper and succeed.

On the heels of the passage of ACT 89 in the Commonwealth of Pennsylvania, we all knew to expect exciting activity on our regional infrastructure in 2016. The cooperative weather and aggressive construction schedule allowed a multitude of orange construction signs to appear in the region. Outdated bridges quickly disappeared and were replaced with new spans. Sections of deteriorating roadway were removed and replaced with a smooth travel surface, and even the appearances of new round-a-bouts have decorated the landscape of Pennsylvania.

Infrastructure improvements offer Transportation Demand Management (TDM) projects such as Commuter Services of Pennsylvania a unique opportunity to lend assistance to regional travel patterns. Although everyone enjoys the finished work of new bridges and roadways, the transition period from old to new can be dotted with orange construction signs, brake lights, delayed travel and additional traffic congestion. Keeping commuters apprised of these changing conditions and offering alternative modes of transportation is one small piece of the puzzle offered by Commuter Services.

One of those alternative options to move commuters from place to place are our regional transit lines. With the merger of BARTA and Red Rose Transit a couple of years ago, we saw the creation of the South Central Transportation Authority. As continued transit consolidation opportunities were identified, the Central Pennsylvania Transportation Authority was created through the merger of rabbittransit and Freedom Transit and the inclusion of Shared Ride services in York, Adams, Cumberland, Franklin, Northumberland, Columbia, Union, Snyder and Montour Counties. As new commuters continue to recognize the many benefits of transit ridership— lower consumer costs, greater convenience, more personal free time— the demand on regional transit lines will continue to increase and offer transit providers the chance to morph into the travel mode of choice in many areas.

As the SRTP prepares for 2017, I would like to take a moment to thank the many Members of the organizational Board of Directors. These individuals dedicate countless hours of their time and energy to ensure the scope and mission of the Commuter Services of Pennsylvania program remains relevant and pertinent to the needs of regional commuters. As volunteers on the Board of Directors, these individuals make a cognizant decision to partake in the advancement of our transportation options and assist commuters in finding the most cost effective, timely and convenient mode to get to and from work on a daily basis. Without their efforts and commitment to the challenge of removing vehicles from our roadways and improving our air quality, the many programs benefitting regional commuters would never be implemented and recognized.

A Message from the Executive Director

The 12 months of 2016 seem to have disappeared with the blink of an eye. The hectic pace of our day-to-day lives, coupled with ever-changing challenges and goals we chase, leaves us all reflecting on what we've accomplished and what tasks have yet to be completed. Every time we cross out a line on our "to-do" list, it seems an additional two lines appear at the bottom. Here at Commuter Services of Pennsylvania, we strive to offer individuals quality programs and services with the intent to not only be relevant in the lives of our participating commuters but also impactful to the point of improving their overall well-being and financial fitness.

The alternative modes of transportation put forth by Commuter Services have all seen great levels of activity in 2016. Our registry of commuters seeking carpool matches grew to nearly 30,000 individuals. Enrollment in our Emergency Ride Home (ERH) program has soared to new heights. Interest in new vanpool opportunities has sprung up in the NEPA region, and added vanpool vendors entered the marketplace in the Commonwealth of Pennsylvania. The conversation about new transit lines and getting people to work on the bus has been invigorated by the multi-modal discussion occurring across the Keystone State. Communities are again making bicycling and walking a priority as they develop downtown transportation options, and the lure of tourists to many destinations has spurred the implementation of new bike-sharing programs.

Commuter Services has again lent its Transportation Demand Management experience to several non-traditional endeavors in 2016. The rock slope project along U.S. Route 11/15 offered an opportunity to share alternative commuting knowledge with travelers going north and south during their daily commutes. Thanks to the cooperation between Commuter Services and PennDOT, coupled with the fast-paced construction of the contractor, this roadway project was completed ahead of schedule. In Berks County, Commuter Services has remained involved with the Reading Bridges initiative to offer commuters alternative commuting knowledge while the Buttonwood Street and Penn Street Bridges undergo major renovations over a four-year period. Partnering with the County of Berks and the Greater Reading Chamber of Commerce has provided commuters in the region up-to-date information about the Buttonwood Street Bridge closure and the upcoming reconstruction of lanes over the Penn Street Bridge.

The Best Workplaces for Commuters recognition was awarded to four new employers in the SRTP service area. Lancaster General Health, Quality Bicycle Products, Comcast and Schenker, Inc. accepted their awards in September. Businesses meeting the stringent criteria for this award have recognized the importance that commuting options play in the recruitment and retention of qualified employees.

All across the thirteen counties of the SRTP service area are successful stories of commuters finding more money in their pockets, additional free time at their disposal and less stressful lives through the use of alternative commuter options. The continued development and enhancement of the NEPA region will surely add to those positive experiences and help to grow this organization in the year ahead.

As big change occurred late in 2016 in Washington, D.C. the conversation has again centered on the need for improvements in our nation's infrastructure. The implementation of these plans for bigger and better roadways, railways, bikeways and pedestrian paths will remain on our organization's radar, and we'll anxiously watch for future opportunities to make an impact in Pennsylvania.

Matt Boyer
Executive Director



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.

2016 EXECUTIVE BOARD



Ms. Teri Giurintano, *Chair, Lebanon Transit*

Mr. Jonathan Fitzkee, *Vice Chairman, Lebanon County Planning Department*

Mr. Tim Reardon, *Secretary, Tri-County Regional Planning Commission*

Ms. Kimbarley Williams, *Treasurer, Boyer & Ritter*

Mr. Matthew Boyer, *Executive Director, Commuter Services of Pennsylvania*



“ We have worked with PA Commuter Services for almost two years. They have made the development of our employee commuter program so easy. They have spent numerous hours educating our employees, providing the tools/materials for our success, guiding us through the process and answering all of our questions. To date, we have grown our commuter parking from 9% of our parking lot, to over 17%, and soon to be 24%. Our current commuter parking eliminates almost 1,250,000 kgs of CO2 monthly.

This has become a valuable partnership that benefits everyone. A huge THANK YOU must go out to Kandi Fox and the rest of the team for their help in making our program such a success.”

- Schenker, Inc.

Commuter Services of PA Staff



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

TDM Honors for Commuter Services Staff



The Greater Valley Forge Transportation Management Association of eastern Pennsylvania selected Stacy Newcomer, Deputy Project Manager and Laura Heilman, Vanpool, Bicycle & Pedestrian Outreach Manager, as top Transportation Demand Management (TDM) Professionals under the age of 40 in the region. Stacy and Laura were recognized as leaders making a positive impact in the TDM industry. Congratulations to Stacy and Laura!



CONNECTING COMMUTERS TO THE ROADWAYS



Planning for success at the Susquehanna Regional Transportation Partnership (SRTP) involves a constant conversation amongst transportation and planning officials focused on decreasing traffic congestion on our highways and creating better air quality in our region. While the goal of the SRTP, and specifically the Commuter Services of Pennsylvania program, remains constant year after year, the path to success continues to change. The Transportation Demand Management (TDM) industry continually welcomes new strategies to assist with meeting program goals, and challenges TDM professionals to find the perfect mix of new and existing strategic tools to meet commuter needs and wants around the world.

In the SRTP service area during 2016, we witnessed the rapidly growing presence of ride hailing services, the targeted implementation of bike sharing programs, the stand up of a new vanpool service provider, the continued tweaking of regional transit services and the arrival of the autonomous vehicle. These changes to the TDM landscape offer exciting opportunities and serve as perfect examples of the new tools constantly arriving to assist commuters with their daily travels. Assuring these changes are utilized is part of the educational process undertaken by Commuter Services of Pennsylvania.

Preparing a TDM plan for 2017 requires a keen awareness of not only transportation related factors, but also a wide array of economic variables. The unemployment rate has steadied and remains relatively low. Employment opportunities in the region are available in high numbers, but human resource departments struggle to find sufficient numbers of employees with the required skillsets. Warehouses and light manufacturing companies are in a bidding war to attract the individuals from the available workforce. Commuter Services must maintain its role as a resource for local businesses and work to identify

TDM solutions that assist the recruitment and retention of a regional labor force. Potential employees with transportation challenges are too valuable to our regional employers and must be shown solutions to connect their labor skills to the demand for manufacturing and production vacancies.

The thirteen counties participating in the Commuter Services of Pennsylvania program do not represent an island of commuters separated from the rest of the Commonwealth. Rather these thirteen counties serve as a connector for commuters traveling to all points of the compass. In 2016, we continued to grow our outreach programs in the four newly added northeast counties. These north/south travel patterns are key elements to commuters traveling between Reading and Scranton. Moving forward, we must keep our eye on the ability to facilitate additional commuting connections on the east/west corridor and strive to assure the region between Harrisburg and Philadelphia, with specific emphasis on the counties of Lehigh, Northampton and Chester to assure they are adequately supplied with the TDM tools needed by those commuters.

Commuter Services will continue its efforts to educate the public on viable transportation options to get to and from work without driving alone. Our outreach focus will continue to target regional employers but will also be expanded to include community groups, social organizations and other groups of individuals from throughout our service region. In partnership with our transit agencies, metropolitan planning organizations, chambers of commerce and governmental entities, we will succeed in meeting the transportation needs of the commuting public.





EXPANDING THE COMMUTE NETWORK

The Central Pennsylvania Transportation Authority, which does business as rabbittransit, advanced major regionalization initiatives in 2016. Starting on January 1, 2016, the Columbia County Commissioners appointed rabbittransit as the Shared Ride Coordinator of Columbia County. This operation is primarily operated through the existing sub-contractor from that area. On April 1, 2016, the Franklin County Commissioners approved the coordination of the County's shared ride transportation program with the shared ride division of rabbittransit. The Union, Snyder and Montour County Commissioners appointed rabbittransit as the Shared Ride Coordinator for those counties effective July 1, 2016. Closing out the year, the Perry County Commissioners appointed rabbittransit as the Shared Ride Coordinator for Perry County as of December 1, 2016. The Central Pennsylvania Transportation Authority was previously comprised of York, Adams and Cumberland Counties as part of the formal entity. As of January 1, 2017, Franklin and

Perry Counties officially joined the Authority to each hold a voting seat on the Board of Directors, which currently provides oversight of the new ten-county region that rabbittransit serves and works to advance mobility.



“ Partnering with Commuter Services has helped spark the conversation about holistically examining transportation and commuting at our campus and moving beyond driving alone. ”

-Dickinson College

BUILDING A MORE CONNECTED COMMUNITY



Best Workplaces for Commuters Awards

Commuter Services of Pennsylvania, in partnership with the National Center for Transit Research (NCTR) at the University of South Florida, designated four local employers as “Best Workplaces for Commuters” for 2016. The employers received this national recognition for the standard of excellence they set by offering an extensive list of commuter benefits and a wide range of transportation options to their employees. Companies who pursue “Best Workplaces for Commuters” status must meet a stringent set of national guidelines established by NCTR. Only a small percentage of employers nationwide possess the willingness and ability to attain this exceptional standing.

The “Best Workplaces for Commuters” designation acknowledges employers who have excelled at implementing green commuter programs. These programs include ridesharing, transit benefits, biking/walking, teleworking, flexible work schedules and other transportation demand management strategies designed to decrease traffic congestion and improve traffic related air pollution levels. By offering these commuter benefits, these employers commit to regional pollution reduction, greater economical savings related to commuting costs and lessening employee stress caused by single occupant vehicle travel to and from work.

The employers who received this recognition include:

- **Comcast, Dauphin County**
- **Lancaster General Health, Lancaster County**
- **Quality Bicycle Products, Lancaster County**
- **Schenker, Inc., Cumberland County**

“Best Workplaces for Commuters recognized employers who offered commuter benefits, such as subsidized transit passes, vanpool subsidies, ridematching services or telework programs,” said Phil Winters, NCTR’s National Transportation Demand Management Program Director and Co-manager for Best Workplaces for Commuters. “Offering commuter benefits was a win-win situation for employees who changed their commuting habits, saved time, money and stress, and gained a competitive edge in employee recruiting and retention.”

Commuter Services held an awards ceremony on July 24th to congratulate these employers and publicly recognize their efforts.

For more information on “Best Workplaces for Commuters,” please visit www.bestworkplaces.org.

COMMUTER SERVICES OF PENNSYLVANIA SELECTED FOR AWARD



Comcast Award



Lancaster General Health Award



Quality Bicycle Products Award



Schenker, Inc. Award



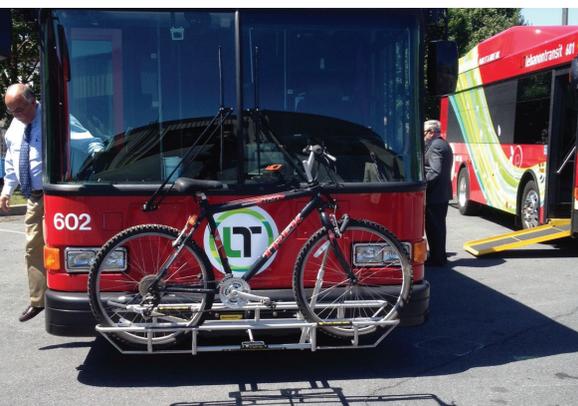
Commuter Services of Pennsylvania was awarded a silver medal for being a 'Best Support Agency' in the Best Workplaces for Commuters 'Race to Excellence'. The 'Race to Excellence' recognizes organizations and supporting agencies who work to offer high level commuter benefits programs. During the 2016 Race to Excellence, 18 winners were recognized who have exceptional commute programs or who work to support the on-site commute programs of employers.

COMMUTING FOR A GREENER EARTH

To engage with our community, Commuter Services of Pennsylvania hosts several events and promotions throughout the year designed to encourage community members to choose alternative commuting options.

EARTH DAY CHALLENGE

Commuter Services asked the community to participate in its Earth Day challenge. **343** commuters logged **70,787** miles by riding transit, carpooling, vanpooling, bicycling, walking or teleworking during the week of Earth Day. Winner photos to the right and below.



BIKE MONTH CHALLENGE

This year, the annual bike challenge was held throughout the entire month of May. A total of **73** participants logged **8,451** miles while commuting to work by bicycle in May. Winner photos to the right.



DUMP THE PUMP

The Dump the Pump essay competition encouraged commuters to write about their participation in a more efficient transportation mode. Commuters wrote about how much money they saved and how their quality of life improved when they “Dumped the Pump” on June 16th and used a non-single occupancy vehicle commuting option. Winner photos to the right.



“TRY TRANSIT” MONTH

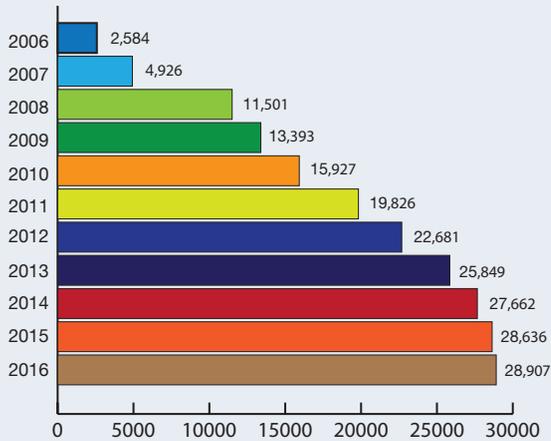
Commuter Services of Pennsylvania’s sixth annual “Try Transit” Month, held in September, encouraged local commuters to try bus or rail transportation options rather than driving alone. **292** participants across **19** counties logged their transit trips for a total of **183,762** miles traveled by bus or train instead of their cars during the month of September. Winner photos to the right.



A STRONGER NETWORK



Commuters in Database



Database growth 2006-2016

24
NEW
Employer
Partners in 2016

21
NEW
Community
Partners in 2016

55
Media
Hits

41
Vans in
Service

157
NEW
Employer
Meetings

33
Emergency
Rides Home

610
Follow up
Meetings

122
Live
Chat
Sessions

438
Employer and
Community
Events

4,833
New Rideshare Applications Collected

Working with
315
Employer and
Community
Organizations

973
Customer
Service
Phone Calls

1,362
Customer
Service
Emails



“Commuter Services has been an asset to our company because it offers a green and user friendly way for people to get to work. The emergency ride home is a wonderful feature that allows people to feel comfortable in their ability to get home in spite of the unexpected. Thanks Commuter Services for helping our company to stay green and productive!”

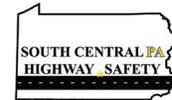
- Eurofins Lancaster Laboratories Inc

OUR PARTNERS



2016 Community Partners

- AARP Foundation Senior Community Service Equipment
- Aerotek Pottsville
- American Trauma Society
- Barrett Township
- Berks and Beyond
- Capital Area Greenbelt Association
- Capital Region Council of Governments
- Carbon County Community Transit
- Family Promise of Carbon County
- Healthy York County Coalition
- Jackson Township
- McCann School of Business
- MCTA
- Middle Smithfield Township
- PA CareerLink Schuylkill
- Penn Township
- Perry County Transportation
- SAMBA
- Schuylkill Transportation System
- South Central PA Highway Safety
- W. Manchester Township



2016 Employer Partners

- Albright College
- Always Bagels
- Amazon PHL 4
- ASK Foods, Inc.
- Birdsboro Kosher Farms
- Chartwell Staffing Solutions
- Chewy.com
- Comcast Lancaster
- EDSI Lebanon
- FedEx Ground
- Fresh Express
- Genco/Target
- Hollander Home Fashion
- Integrity Staffing Associates (for Amazon PHL5 PHL4)
- Menasha Packaging
- Millersville University
- PA CareerLink Capital Region
- PA CareerLink York
- Seneca Foods
- Skyline Homes
- Supervalu
- TE Landisville
- The Ames Companies – Camp Hill Facility
- Viwinco, Inc.



2016 BOARD OF DIRECTORS



Adams County MPO (ACTPO)



Harrisburg Area
Transportation Study (HATS)



Lancaster MPO

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 (rabbitransit and Freedom Transit)*

Ms. Jenna Reedy, *Central Pennsylvania Transportation Authority (rabbitransit and Freedom Transit)*

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Mr. Chris Caba, *Adams Co. Office of Planning & Development*

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Mr. Song Kim, *Lebanon County Planning Department*

NEPA

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Mr. David Bekisz, *Schuylkill Transportation System*

Ms. Christine Meinhart, *Monroe County Planning Commission*

Mr. David Bodnar, *Carbon County Planning and Development*

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Mr. Rich Farr, *Central Pennsylvania Transportation Authority (rabbitransit and Freedom Transit)*

Ms. Jenna Reedy, *Central Pennsylvania Transportation Authority (rabbitransit and Freedom Transit)*

Mr. Joe Heffner, *York County Planning Commission*

Ms. Felicia Dell, *York County Planning Commission*

MEMBER AT LARGE

Ms. Kelly Brennan, *Capital BlueCross*



Lebanon (LEBCO) MPO



Northeast Pennsylvania Alliance



Reading Area Transportation Study (RATS)



York MPO (YAMPO)



“ We work with many employers across the central Pennsylvania area regarding worksite wellness initiatives. Commuter Services of PA offers many opportunities for working individuals to enhance their daily lives. Bike-to-work programs promote the benefits of physical activity and ride-sharing programs encourage better financial health. The available services should definitely be considered by all employers as part of a holistic employee wellness program. ”

- Kelly Brennan, Member at Large, Capital BlueCross

HELP US BUILD A MORE CONNECTED COMMUNITY

Get Involved/Stay Informed:
visit us at www.PaCommuterServices.org
or call us at 1.866.579.RIDE.



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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 and Economic Development Corporation, Lancaster Chamber of Commerce & Industry and the York County Economic Alliance.

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