



Transit Development Plan

December 2011



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Transit Development Plan

Chapter 1 – Inventory

Introduction

The York County Transportation Authority, known as *rabbittransit*, is the public transportation provider for York County Pennsylvania. *rabbittransit* provides 28 fixed routes, two express routes, plus paratransit service operating from one maintenance and administration facility. The transit service area covers the 911 square miles of York County and serves a population of 434,972, based on the 2010 US Census.

According to the Pennsylvania Public Transportation Annual Performance Report for the fiscal year 2009-2010, *rabbittransit* supplied 1,412,889 rides on fixed route service and 185,005 on paratransit. Weekday service span ran approximately 18 hours each day and weekend service approximately 14 hours. Providing these mobility services required approximately 1,566,498 vehicle revenue miles and 124,839 vehicle revenue hours of service, utilizing a total of 91 fleet buses with 36 for fixed route service, and 55 for paratransit, along with 156 full and part-time employees.


Fixed route transit service is focused mainly in the York City urban area with radial service to specific suburban area communities including Dover, Manchester, Red Lion, Shrewsbury, and Hanover, as well as a connection to Columbia in Lancaster County. Additionally, the Hanover urban area has its own self-contained fixed route service. *rabbittransit* also operates two express service routes during the workweek: one northbound to Harrisburg and the other southbound to Towson, Maryland.

For the years 2006 through 2010, *rabbittransit*'s overall ridership peaked in 2007 and, with the economic collapse in the fall of 2008, experienced a decline in ridership for the years 2008, 2009 and 2010. Despite these hard times, the overall system performance is good, and in a peer-comparison, *rabbittransit* receives thumbs-up in all but one measurement in four performance categories.


With the economy still in recovery, federal transportation legislation authorization pending, and Act 44 funding nonexistent, *rabbittransit* is facing an unclear future for public transit funding. They cannot afford to wait for what happens and react but must be ready to act in a variety of scenarios.

Thus, the goal of the 2011 *rabbittransit* Transit Development Plan (the Plan) is to ensure that its current resources are being allocated in the most efficient manner to meet the identified needs of the customer.

In the following chapters, the Plan will examine various aspects of *rabbittransit*'s fixed route and paratransit service, measure and analyze the transit demand of York County to evaluate whether those needs are being met, make recommendations to improve the efficiency of *rabbittransit*, and point the direction for future transit planning efforts.



The goal of the 2011 rabbittransit Transit Development Plan is to ensure that its current resources are being allocated in the most efficient manner to meet the identified needs of the customer.



Data Sources

A variety of data sources are used in the development of the Plan. Due to reporting requirements that have varying definitions and the different systems used to collect data, not all of the data is 100% reconcilable. Each section of evaluation and analysis utilizes the best data available and appropriate for that section, and every effort has been made to verify the various sets of data to each other. The data sources used for each section of the Plan are identified in the beginning of that section. Additionally, at the time of this plan's development, only the preliminary data for the 2010 US Census has been released, requiring the use of both 2010 and 2000 US Census data for population analysis.

Data Note: In Chapter 1 Inventory, the issue arose concerning the York Hospital Employee shuttle project. This project involved providing transportation from the Queensgate shopping center parking lot to the York Hospital facility during a large construction project at the York Hospital facility. During the project period, *rabbittransit* provided approximately 534,000 trips for York Hospital employees that were partially subsidized by the York Hospital. The shuttle project ended in November 2007, technically in the middle of fiscal year 2008. After much discussion by the Plan's development team, the ridership numbers for the shuttle project were removed from the ridership totals as the development team felt that these numbers skewed the ridership data and obscured impacts from other areas. The revenue from this project, however, does appear under the Funding and Expenses section of Chapter 1, as it was reported and published in the Pennsylvania Public Transportation Performance Reports for 2006 and 2007 and could not be easily subtracted. A note to that effect appears in that section.

Data Sources:

Regional Transit Coordination Study (2011)
Southern York County I-83 Park and Ride Study (2011)
rabbittransit Transit Development Plan (2006)
Pennsylvania Public Transportation Annual Performance Reports (2006-2010)
York County Comprehensive Plan
BARTA Comprehensive Route and Marketing Study (2008)
CAT Service Study (2010)
RRTA Long Range Public Transportation Plan (2008)
Integration of Paratransit and Fixed-Route Transit Service (TRB, 2008)
National Transit Database and Glossary
rabbittransit 2009 Paratransit Survey
rabbittransit 2010 Fixed Route Survey
rabbittransit Fixed Route Study (2011)

Chapter 1 – Inventory

This chapter will present a picture of *rabbittransit*'s service area, along with relevant demographic and socioeconomic characteristics, and existing operations with an overview of the five-year period 2006-2010. The operating data for this section comes primarily from the Pennsylvania Public Transportation Annual Performance Reports for those years (2006-2010) and the reports submitted to generate them. The individual years of 2006 – 2010 refer to the *rabbittransit* fiscal year, which encompasses July of the previous year through the end of June of the current year. For example, the year 2006 refers to the period of July 1, 2005 through June 30, 2006. The existing operation includes scheduled, fixed-route service as well as shared-ride, Persons with Disabilities (PWD), and non-public service that will be referred to collectively as paratransit service.

Setting the stage

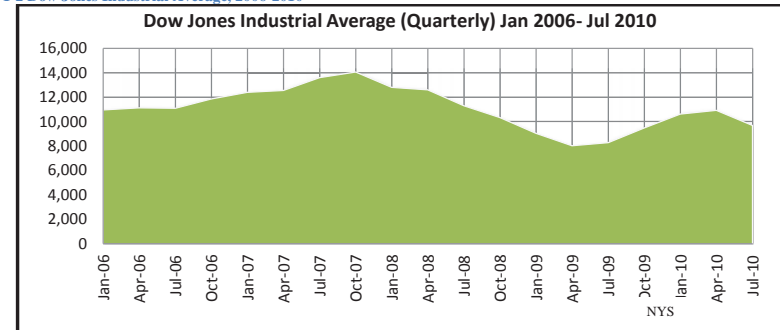
The years 2006 through 2010 were tumultuous years. A combination of widely fluctuating gas prices and a banking crisis triggered a stock market crash that caused an economic downturn with massive job losses, all making it difficult for both the private and public sectors to do more than just hang on until things get better. The following three graphs present a picture of these events: gas prices for York County (in blue) compared to the national average (in red), the Dow Jones Industrial Average, and the Employment rate for Pennsylvania.

- Gas prices rose steadily through 2006 and 2007. They peaked sharply in 2008, reaching a high for York County in June 2008 at a retail price of \$3.98 per gallon. As the graph shows, the York County price per gallon is very similar to the national average, and the impact of the high gas prices were felt everywhere as they were passed on through higher food and commodity prices. Even though gas prices fell through the fall of 2009, consumer prices have remained inflated from 2007 prices as gas prices have crept back up to remain in the mid-\$3.00 per gallon price range.

Figure 1-1 Average Retail Price per Gallon of Gasoline, York County and National

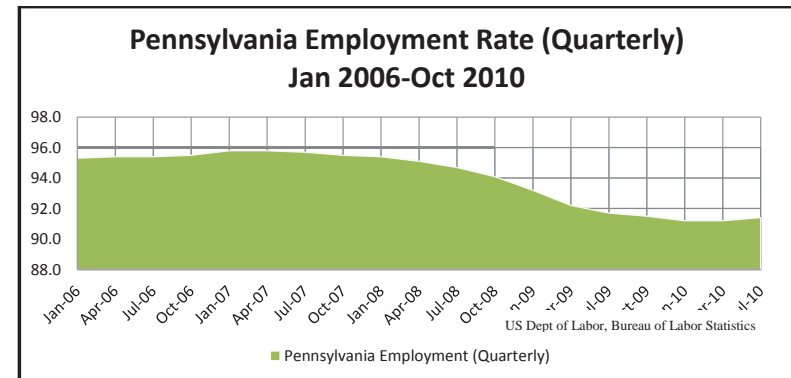


Figure 1-2 Dow Jones Industrial Average, 2006-2010



- The Dow Jones Average, while not the US Stock Market, is a clear indicator of market value. In October of 2007, the DOW reached a record high of 14,066. Following a series of banking crises, the US Stock Market fell 22% in the first two weeks of October 2008 and kept falling through April 2009, landing the DOW at 8,017. While the market's value has mostly recovered, it remains somewhat volatile, frequently fluctuating between the 10,000 and 12,000-point level.

Figure 1-3 Pennsylvania Quarterly Employment Rate, 2006-2010



- It is not surprising that the fall and fluctuations in the financial markets resulted in an economic recession that we are still experiencing in 2011. Following the drop in the market, many jobs were lost throughout the economy. The employment rate in Pennsylvania was at a near record high in January 2007 at 95.8% (unemployment rate of 4.2%) but fell steadily after that through January 2010 at 91.2% (unemployment rate of 8.8%). Despite the large job-creation effort by the federal government, the employment rate continues to hold around 92% in mid-2011.

As we review operating and fiscal data for *rabbittransit* for the 2006-2010 period, it is important to keep these economic rumblings in mind and add to these the drama of Pennsylvania's Act 44. Passed in July 2007, Act 44 was, concisely, an effort to provide an on-going mechanism for funding transportation, including transit. While a portion of the funding for this legislation was to come from the Pennsylvania Turnpike Commission (PTC), another portion of funding was to come from the tolling of Interstate 80 also through the PTC. After a series of applications, reviews and resubmissions, the federal government finally rejected Pennsylvania's application for the tolling of I-80. This failed attempt has left Pennsylvania several hundred million dollars short in funding for transportation infrastructure projects and transit operations. Currently, there is no plan in place to solve this funding quandary. The future of transportation funding at the federal level remains equally unclear.

In both reviewing *rabbittransit*'s performance over the past five years and plotting its direction for the future, it is necessary to keep the uncertainty of the today in mind. Operational efficiency will outweigh expansion without profoundly demonstrated need, and under-utilized resources, if identified, should be reallocated.

Service Area

The York County Transportation Authority, known as *rabbittransit*, is the public transportation provider for York County Pennsylvania. *rabbittransit* provides 28 fixed routes plus paratransit service operating from one maintenance and administration facility located in the northwest section of the York urban area. The transit service area covers the 911 square miles of York County and, based on the 2010 US Census, serves a population of 434,972.

Located in south central Pennsylvania, York City at the center of York County is 33 miles south of the state capitol, Harrisburg, and 55 miles north of Baltimore. It is bordered by Cumberland and Dauphin Counties to the north, Lancaster County to the east, and Adams County to the west. York County is adjacent to three Maryland counties along its southern border: Carroll County, Baltimore County, and Harford County, running west to east.

York County has two major transportation corridors. Interstate 83 runs north-south connecting York County with Harrisburg and Baltimore. I-83 provides the necessary connection to account for the steady increase over the past two decades that York County has experienced in the number of York County residents who commute to the Harrisburg and Baltimore metropolitan areas for work. U.S. Route 30 runs east-west making a connection to Lancaster and Gettysburg. The Pennsylvania Turnpike also runs through the very northern part of the county, and a section of Route 15, running from Maryland to Cumberland County, cuts through York County in the northwest. Map 1-1 shows York County in relation to its neighboring counties with these major roadways.

According to the 2000 US Census information, York County's senior population numbers 51,396 and its Under 18 population 94,057. There are approximately 203,500 people in the county's labor force and of these, 51,000 travel out of the county each day to work. The top three out-of-county commuter destinations are Cumberland County, Baltimore County, and Dauphin County. And nearly 9,850 of 148,219 households, or 7%, have no cars.

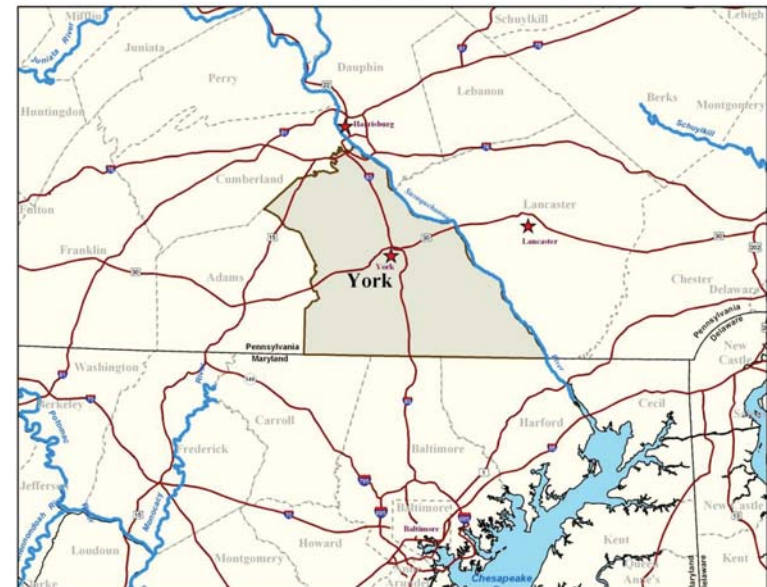
As shown in the following table, York County follows Lancaster County and Dauphin County among its neighbors in actual area. In both population and population density, York County follows both Baltimore County and Lancaster County.

Table 1-1 Population Density for York and Adjacent Counties

	Area (mi ²)	Population	Density (population/mi ²)
York County	911	434,972	477.47
Adams County	522	101,407	194.27
Cumberland County	551	235,406	427.23
Dauphin County	558	268,100	480.47
Lancaster County	984	519,445	527.89
Baltimore County, MD	682	805,029	1180.39
Carroll County, MD	452	167,134	369.77
Harford County, MD	527	244,826	464.57

Source: 2010 US Census

Map 1-1 York County, Pennsylvania and Surrounding Area



Fixed Route Service

Fixed route service, according to the National Transit Database Glossary, is transit service provided on a repetitive, fixed schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed route trip serves the same origins and destinations. *rabbittransit* provides 28 scheduled, fixed routes and two commuter express routes throughout the York County service area and into adjacent counties. The following tables list these routes with each one's origin and destination. The color code of blue for Core, pink for Radial, green for Hanover, and aqua for EXPRESS will follow the routes and service type throughout the Plan. During the development of the Plan, *rabbittransit* began a third express route that travels Route 15 from Gettysburg to Harrisburg. Since there is not yet sufficient data for analysis, this new express route was not included in the Plan.

Routes

All of the fixed routes can be broken into four service type categories:

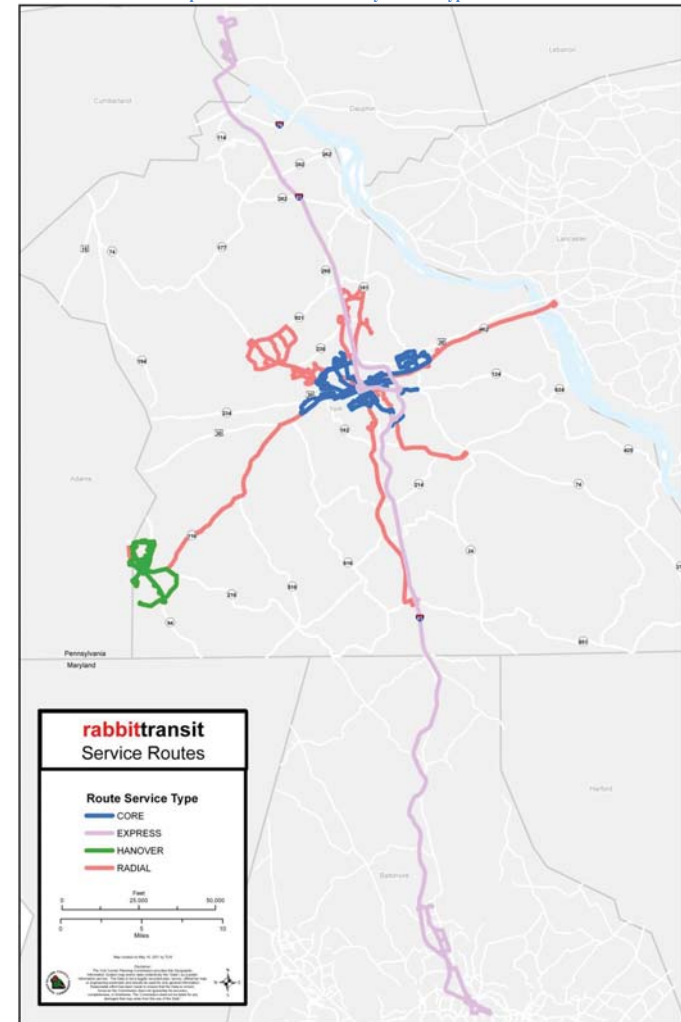
CORE: These 14 routes serve the York City urban area and the surrounding urban areas in adjoining municipalities. These routes are shown on the map on Page 1-5.

Route #	Origin	Destination
1A	Transfer Center	West Manchester
1B	Transfer Center	York Galleria
1C	Transfer Center	Pleasant Acres
2A	Transfer Center	North York via George St
2B	Transfer Center	South York via Pine St
3A	Transfer Center	Northwest Plaza
3B	Transfer Center	York College
4A	Transfer Center	Memorial Hospital
4B	Transfer Center	Queensgate
5A	Transfer Center	West York
5B	Transfer Center	K-Mart
6A	Transfer Center	North York via Beaver
6B	Transfer Center	South York via Pershing
55	York College	West Manchester Mall

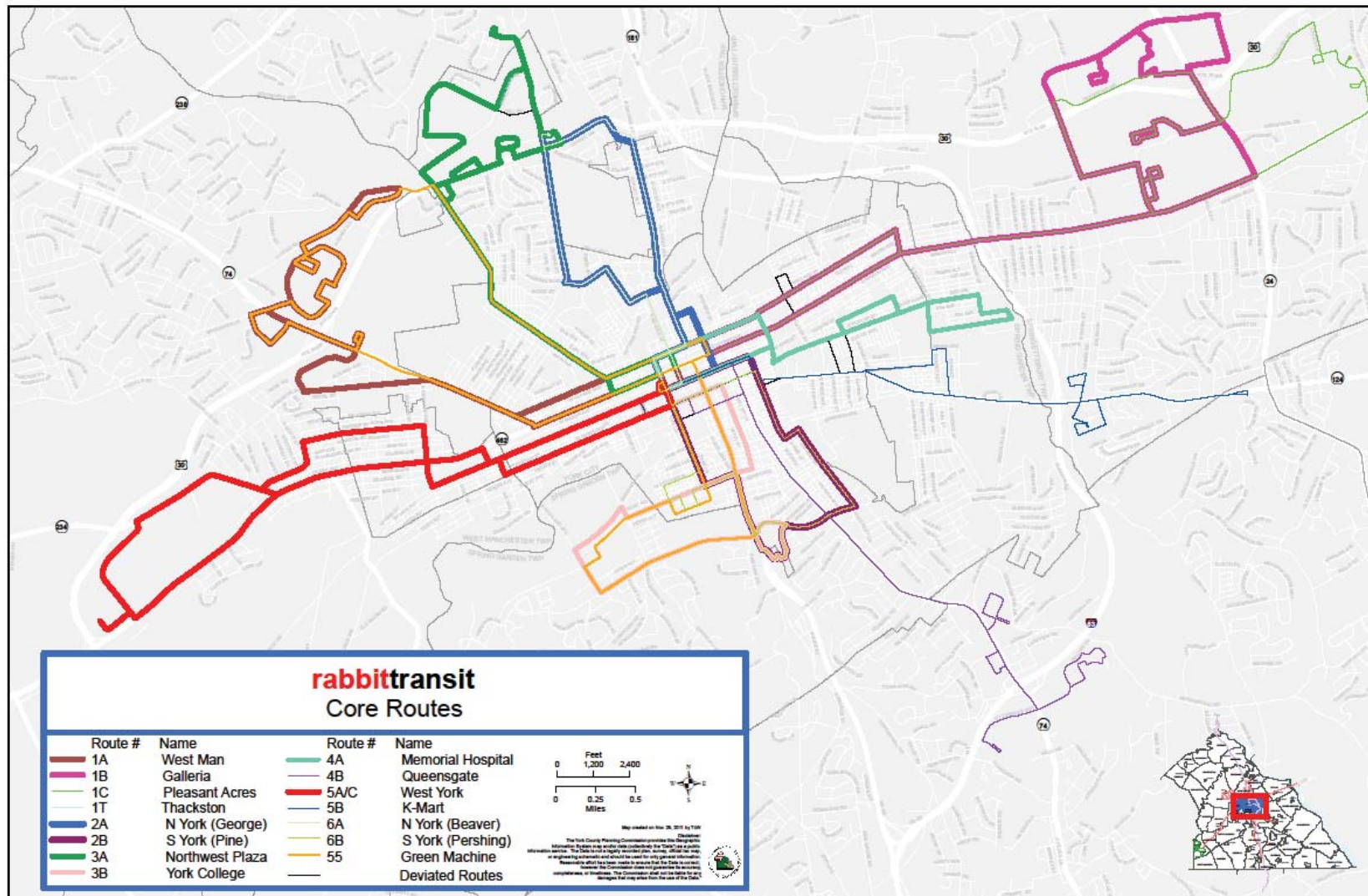
The Routes 1A, 1B, and 1C serve the York City urban center and points west (1A) and east (1B, 1C). The Routes 1 are at the center of the *rabbittransit* route system and have the greatest frequency and the highest ridership of all the route groups. While they are part of the CORE service type, the Routes 1 have been separated from the other CORE routes throughout the Plan for comparison purposes because their data skews the performance measure averages for the Core group.

During the development of the Plan, the 1B and 1C routes were combined into one route, called the 1B or the *new* 1B. A map showing the old 1B- 1C and the new combined 1B is on Page 1-6.

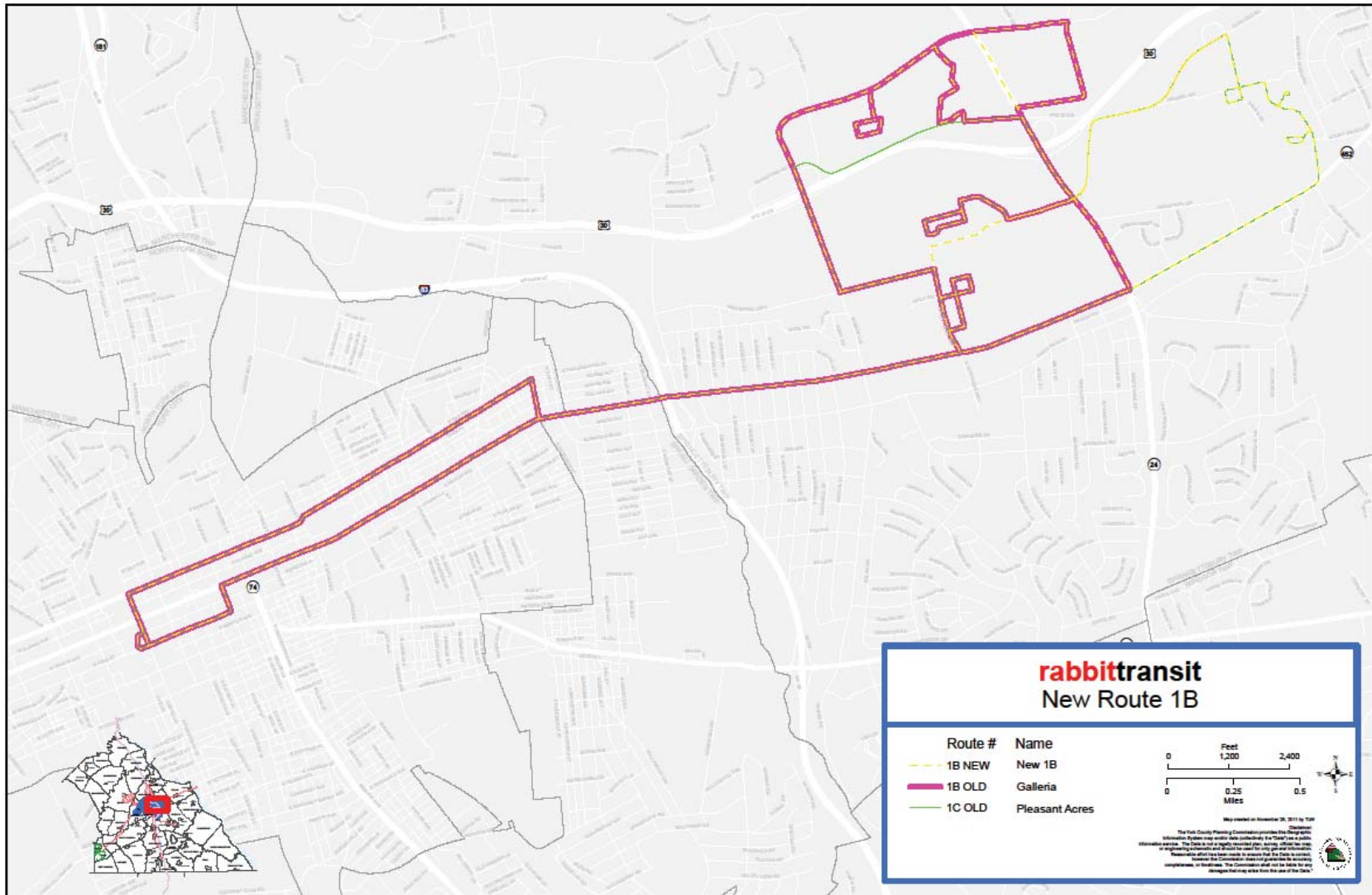
Map 1-2 rabbittransit Routes by Service Type



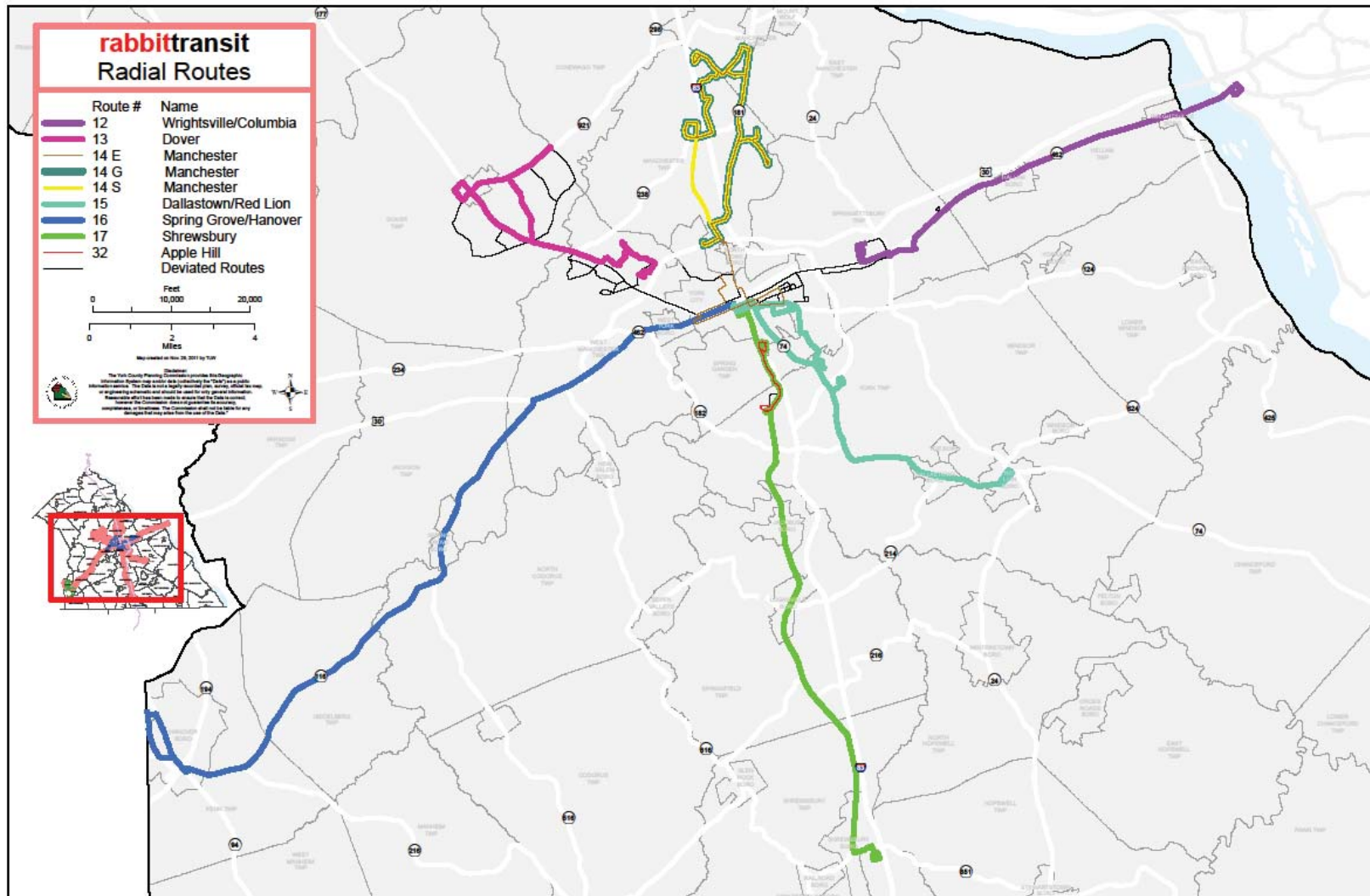
Map 1-3 Core Service Area Routes



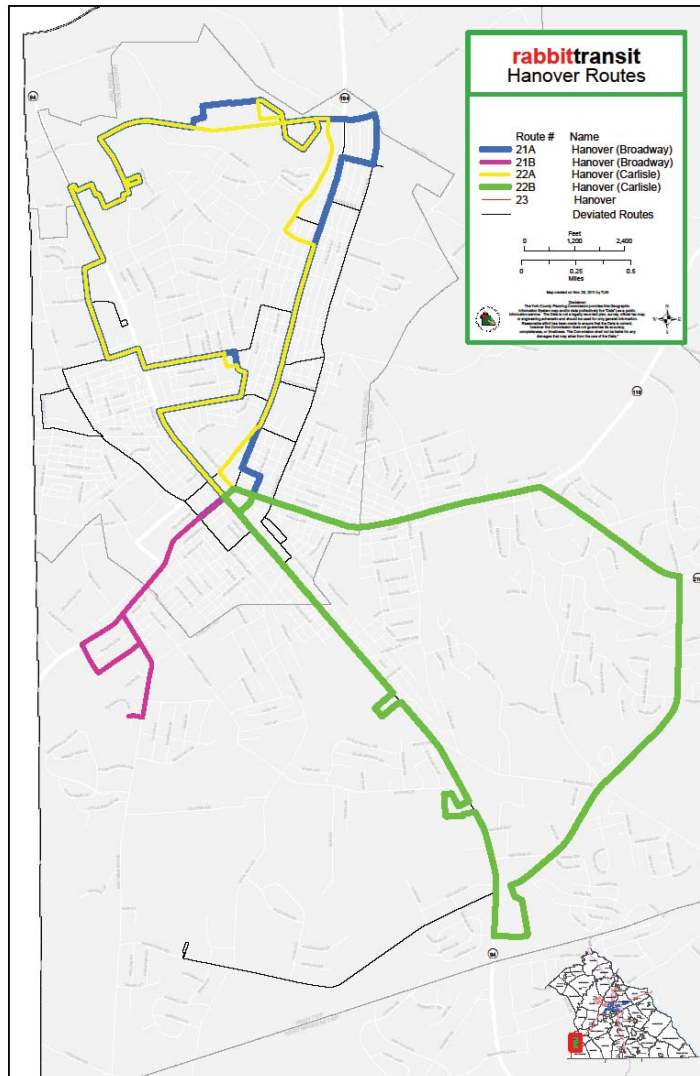
Map 1-4 New Route 1B



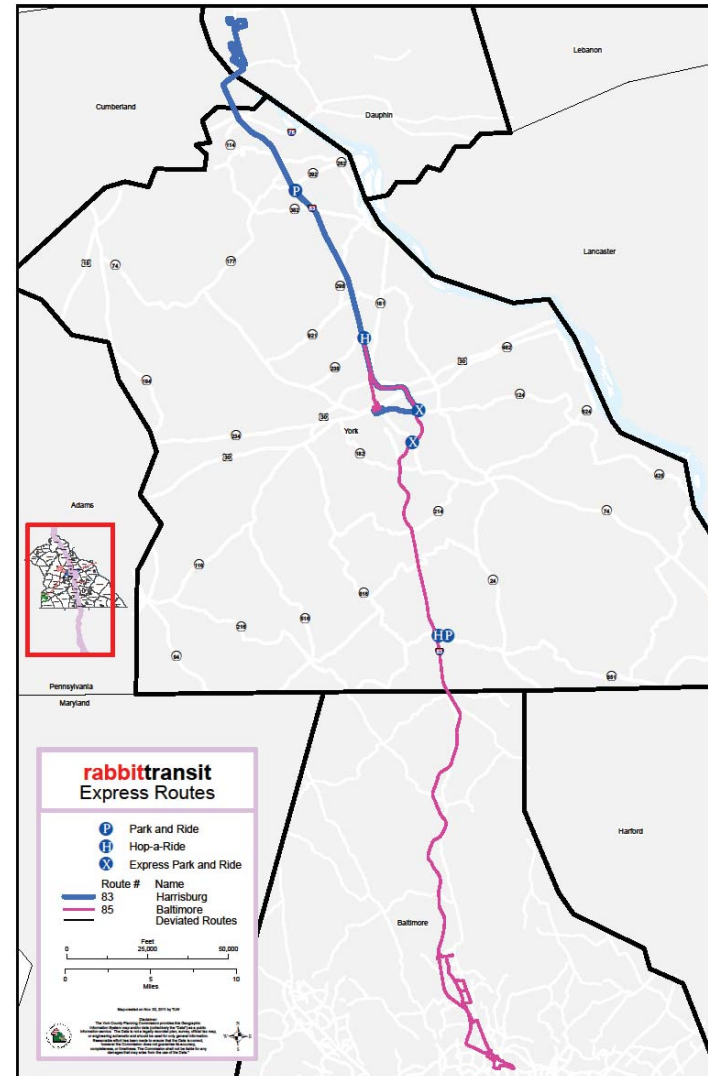
Map 1-5 Radial Service Area Routes



Map 1-6 Hanover Service Area Routes



Map 1-7 Express Service Routes





RADIAL: These nine routes serve specific communities in York County outside the York City urban area and are shown on the map on Page 1-7.

Route #	Origin	Destination
12	Galleria Mall	Wrightsville/Columbia
13	West Manchester Mall	Dover
14E	Manchester Crossroads	Manchester
14G	Manchester Crossroads	Manchester
14S	Manchester Crossroads	Manchester
15	Transfer Center	Dallastown/Red Lion
16	Transfer Center	Spring Grove/Hanover
17	Transfer Center	Shrewsbury
32	York Hospital	Apple Hill Medical Center

HANOVER: These five routes serve the greater Hanover area inclusively. They are shown Page 1-8.

Route #	Origin	Destination
21A	Hanover Square	N. Hanover Mall (Broadway)
21B	Hanover Square	Homewood Village
22A	Hanover Square	N. Hanover Mall (Carlisle St)
22B	Hanover Square	Grandview Plaza
23	Hanover Square	Hanover Middle School

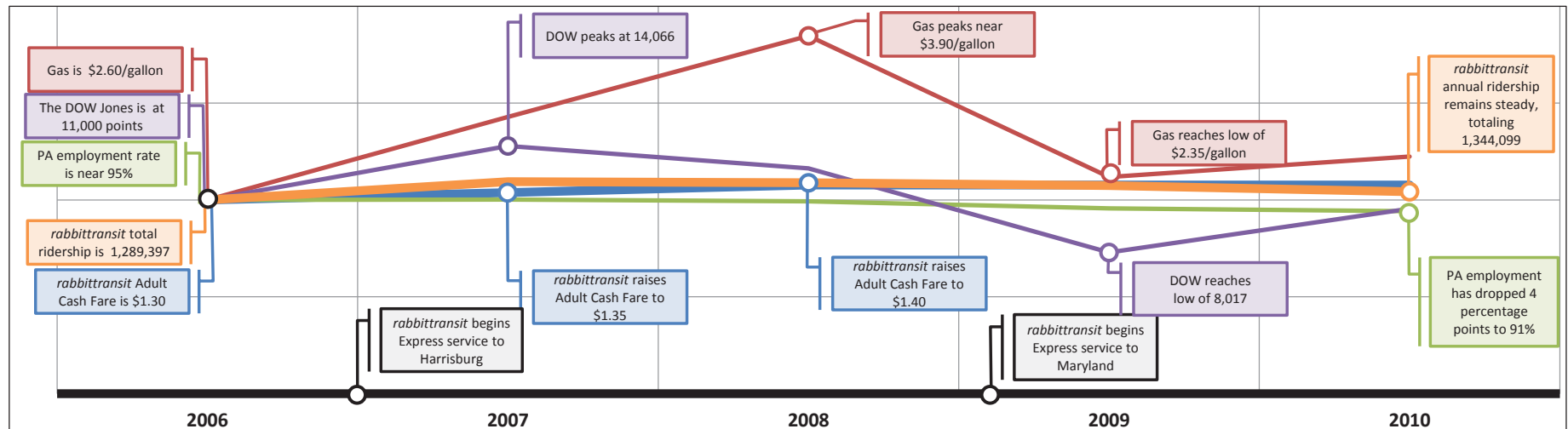
During the development of the Plan, the Board of Directors for the York County Transportation Authority and the Adams County Transit Authority voted to merge the two groups becoming the York Adams Transportation Authority. While previously, the service area for the Hanover circulator routes was strictly within York County; this merger will provide an opportunity to expand the Hanover service to the entire Hanover urban area, part of which is in Adams County.

EXPRESS: These two routes serve York County's growing out-of-county commuter population. One route travels from York City north to Harrisburg and the other routes travels from York City south to Towson, Maryland. These routes are shown the map on Page 1-8.

Route #	Origin	Destination
83	Transfer Center	Harrisburg
85	Transfer Center	Towson

As mentioned earlier, *rabbittransit* began another express service route during the development of the Plan. This route travels Route 15 from Gettysburg to Harrisburg.

Timeline



Overall Ridership 2006-2010

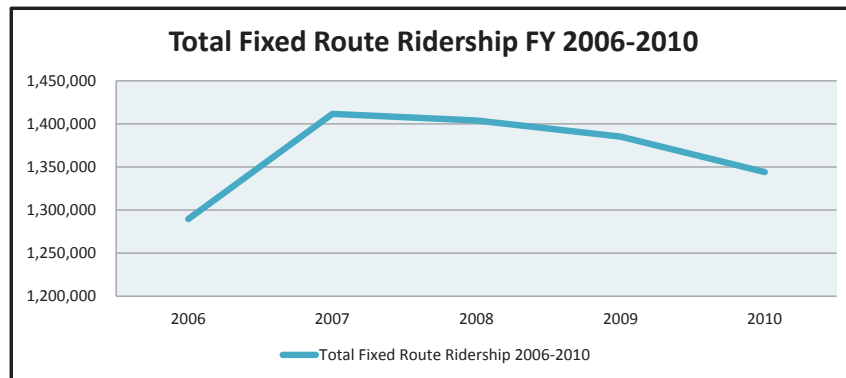
For the period from 2006 to 2010, *rabbittransit*'s fixed route ridership increased overall by 4.2%; however, 2007 was the pinnacle for annual ridership during this period, and from this point to 2010, fixed route ridership declined by 4.79%.

The table and graph below show the ridership levels for the fixed routes as a total for the years 2006-2010, along with the percentage increase or decrease from the prior year.

Table 1-2 Total Fixed Route Ridership, FY 2006-2010

	2006	2007	2008	2009	2010
Total	1,289,397	1,411,672	1,403,815	1,385,076	1,344,009
		9.48%	-0.56%	-1.33%	-2.96%

Figure 1-4 Total Fixed Route Ridership, FY 2006-2010



rabbittransit's ridership basically follows the same pattern as the Dow Jones Average and the employment rate, as a total system and individual service types; the Hanover routes and the new EXPRESS service excepted. The following graph (Figure 1-5) shows the annual percentage change in ridership for all service types, including paratransit and all transit service combined (System), in relation to the employment rate for York County.

The pie chart (Figure 1-6) shows a breakdown of all *rabbittransit* transit riders for the fiscal year 2010 by route service type.

While the ridership levels of the Routes 1 remained relatively steady during 2006-2010, the ridership levels of the Other Core and Radial routes reflected the layoffs and job loss experienced by York County residents. The ridership for the two main Hanover routes remained fairly stable. Only the EXPRESS service that

began operating in 2006 showed an increase for the period 2006 – 2009 but a ridership level decrease in 2010.

Figure 1-5 Annual Percent Change in Ridership for Each Service Type, and Employment

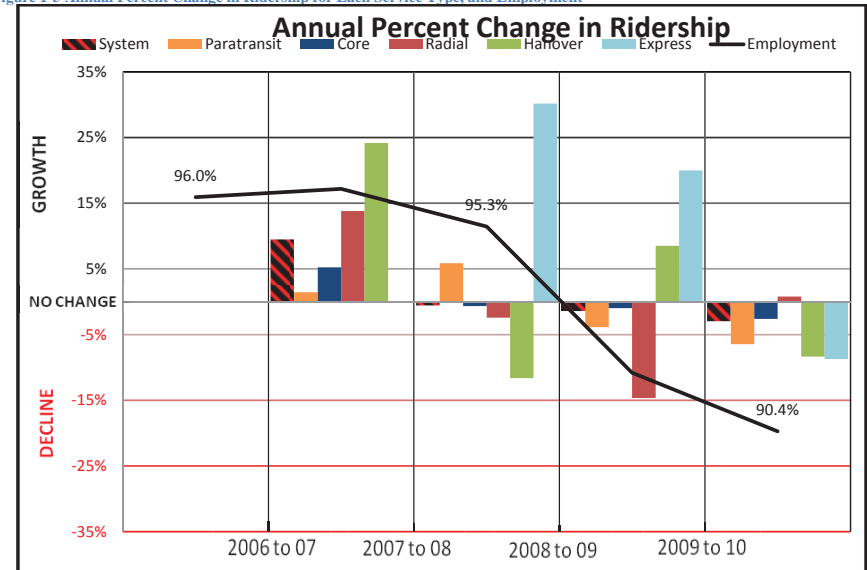
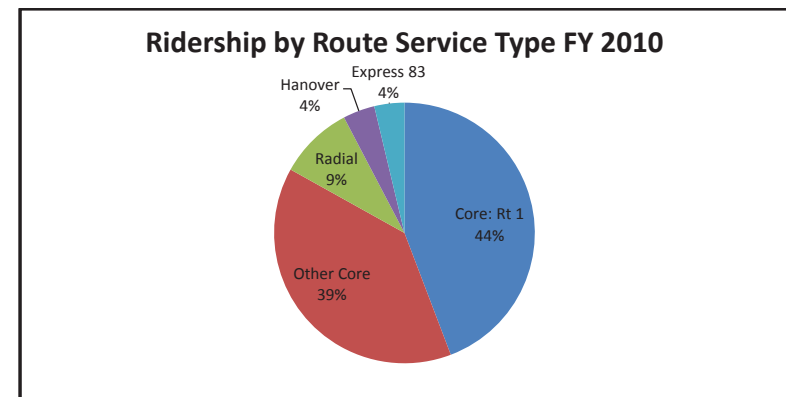


Figure 1-6 Ridership by Route Service Type FY 2010



The following table and graphs show the ridership levels for all of the Core routes shown grouped by the Routes 1 and the Other Core routes individually.

Table 1-3 Total Ridership, Core, FY 2006-2010

	2006	2007	2008	2009	2010
1	604,194	606,220	605,613	586,466	594,253
2	98,864	109,254	99,980	97,035	99,749
3	105,261	86,978	82,948	111,276	99,766
4	77,561	124,508	131,210	112,409	97,039
5	140,827	142,523	154,986	162,200	144,505
6	83,260	98,735	85,618	79,711	81,372
55	-	-	-	-	2,477
	1,109,967	1,168,218	1,160,355	1,149,097	1,119,161
		5.2%	-0.7%	-1.0%	-2.6%

Figure 1-7 Total Ridership, Routes 1, FY 2006-2010

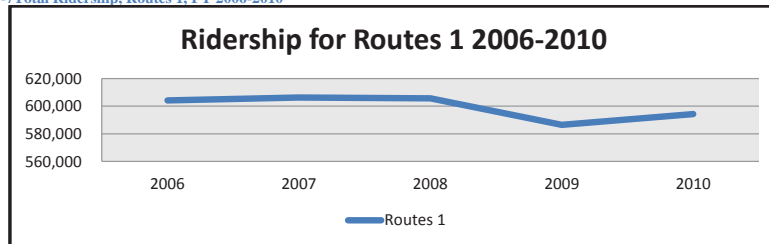
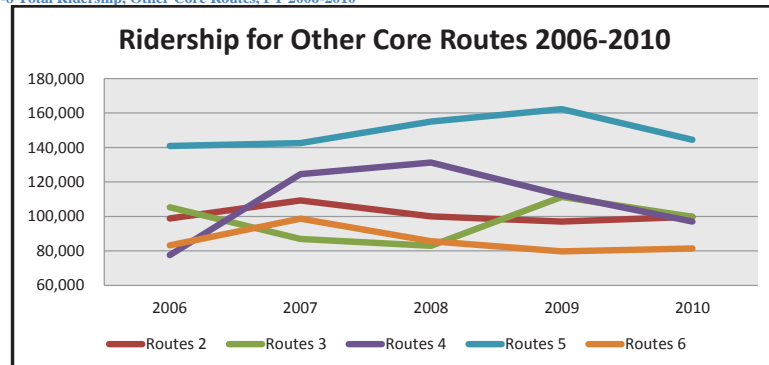


Figure 1-8 Total Ridership, Other Core Routes, FY 2006-2010



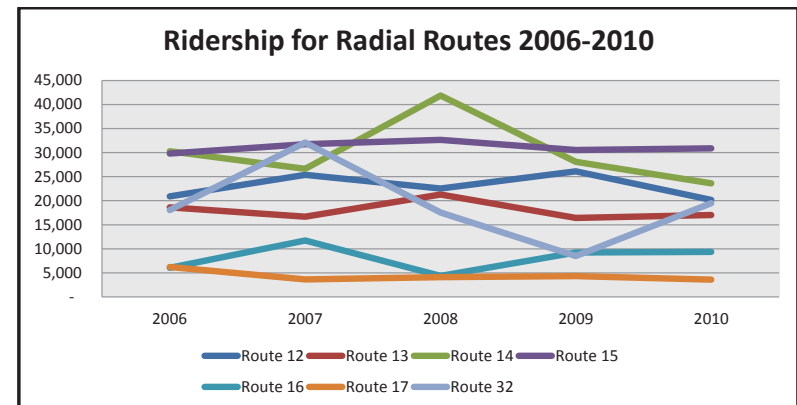
The Core routes represent approximately 83% of the fixed route ridership for any of the years 2006-2010., and the Routes 1 carry roughly 53% of the Core ridership or about 43% of the total fixed route riders. Individually, all routes in the Core group show the impacts of the economic downturn in ridership decreases from 2006-2008 levels vs. 2009-2010 levels.

The following table and graph shows the ridership levels for the Radial routes, 2006-2010, shown individually.

Table 1-4 Total Ridership, Radial, FY 2006-2010

	2006	2007	2008	2009	2010
12	20,923	25,389	22,526	26,117	20,186
13	18,638	16,699	21,292	16,411	17,013
14	30,264	26,637	41,884	28,073	23,605
15	29,820	31,744	32,646	30,532	30,907
16	6,039	11,736	4,357	9,216	9,365
17	6,238	3,635	4,097	4,338	3,616
32	18,070	32,086	17,543	8,501	19,465
	129,992	147,926	144,345	123,188	124,157
		13.80%	-2.42%	-14.66%	0.79%

Figure 1-9 Total Ridership, Radial Routes, FY 2006-2010



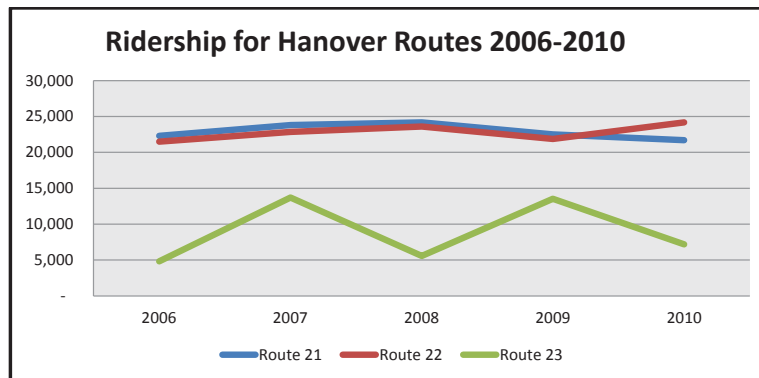
The Radial Routes represent 9% of *rabbittransit*'s total ridership in 2010. Route 14 serves several industrial parks north of York City and shows the impact of the York County's job loss from 2008-2010 more than any other route. Route 15 and Route 17 ridership levels remained relatively flat during the entire period, while the other routes had varying fluctuation.

The following table and graph shows the ridership levels for the Hanover routes, 2006-2010, shown both in total and individually.

Table 1-5 Total Ridership, Hanover, FY 2006-2010

		2006	2007	2008	2009	2010
Hanover	21	22,291	23,813	24,183	22,495	21,690
	22	21,496	22,857	23,600	21,867	24,171
	23	4,826	13,702	5,573	13,529	7,192
		48,613	60,372	53,356	57,891	53,053
			24.19%	-11.62%	8.50%	-8.36%

Figure 1-10 Total Ridership, Hanover, FY 2006-2010



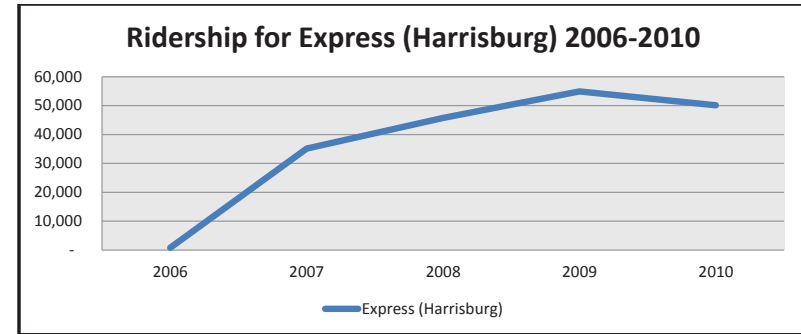
The Routes 21 and 22 ridership levels remained both relatively stable during 2006-2010 and almost equal. Overall, the Hanover routes experienced an increase in ridership of 9.1% from 2006 to 2010.

The following table and graph shows the ridership levels for the EXPRESS route (Harrisburg), 2006-2010. This commuter service route began in July of 2006. EXPRESS service to the Baltimore area began in February 2009 and because the service reported for the Plan timeframe was less than one year, this route was not included in the ridership numbers.

Table 1-6 Total Ridership, Express, FY 2006-2010

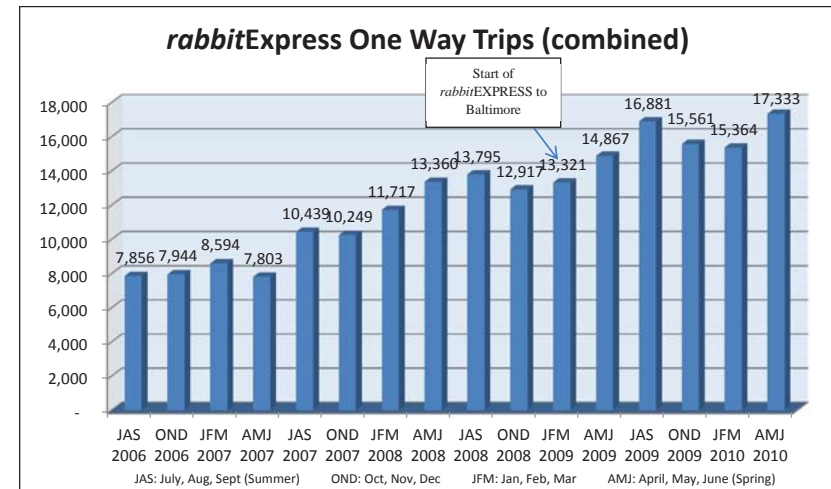
		2006	2007	2008	2009	2010
XP	83	825	35,156	45,759	54,900	50,115
				30.16%	19.98%	-8.72%

Figure 1-11 Total Ridership, Express Harrisburg, FY 2006-2010



From the *Southern York County I-83 Park N Ride Study* (Jan 2011), the following graph shows the ridership level of both express routes combined from 2006-2010.

Figure 1-12 Total Ridership, Express, FY 2006-2010



From the first quarter of operation in the Summer of 2006 through the end of Spring 2010, the ridership levels rose from 7,856 to 17,333 – that's 120.6%. Overall, measuring the July-August-September quarters from 2006 through 2009, average growth in ridership has increased steadily by just under 30% annually.

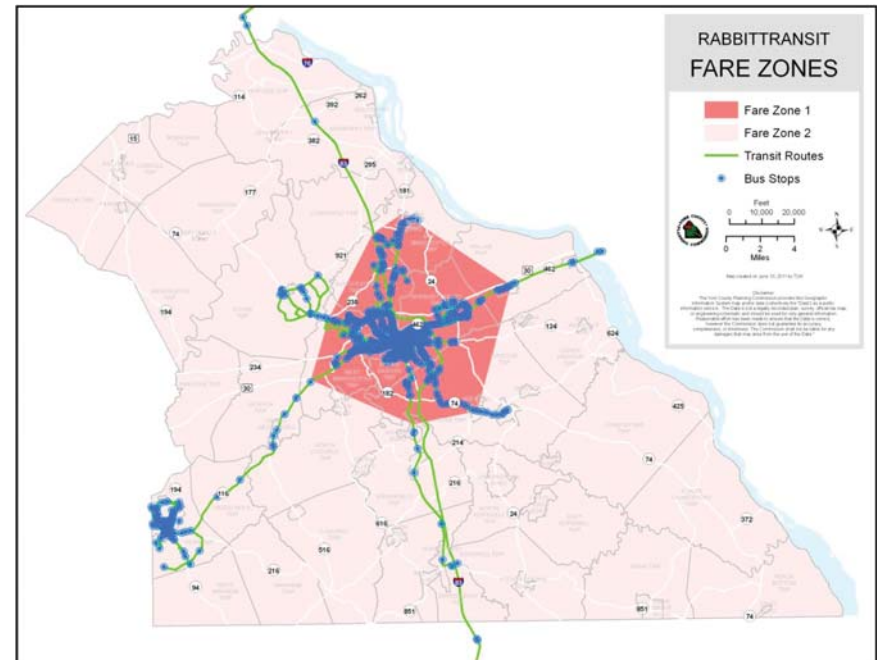
The schedules for the fixed routes are shown below in Table 1-7. All 28 fixed routes and two express routes operate during the weekdays Monday through Friday. All Core routes, plus one Radial route, and two Hanover routes operate on Saturdays. On Sundays, 13 of the 14 Core routes operate, along with one Radial route. In 2010, weekday service began as early as 5:20am and ended as late as 11:40pm; Saturday service began as early as 7:15am and ended as late as 9:55pm and on Sunday 5:45am until 8:15pm.

Table 1-7 Route Span

		Weekday	Saturday	Sunday
Core	1A	5:20 AM - 10:20 PM	7:15 AM - 9:50 PM	9:20 AM - 6:20 PM
	B	6:00 AM - 9:55 PM	8:00 AM - 9:55 PM	9:00 AM - 6:25 PM
	C	5:45 AM - 11:30 PM	7:15 AM - 9:45 PM	9:15 AM - 6:25 PM
	2A	6:15 AM - 10:30 PM	7:15 AM - 9:45 PM	9:15 AM - 6:20 PM
	B	6:45 AM - 10:15 PM	7:45 AM - 9:15 PM	9:45 AM - 6:15 PM
	3A	6:35 AM - 10:15 PM	7:05 AM - 9:50 PM	9:05 AM - 5:50 PM
	B	6:15 AM - 10:20 PM	7:15 AM - 9:45 PM	9:15 AM - 5:45 PM
	4A	6:15 AM - 9:45 PM	7:15 AM - 9:45 PM	9:15 AM - 5:45 PM
	B	6:45 AM - 10:15 PM	7:45 AM - 9:50 PM	9:45 AM - 5:50 PM
	5A	6:15 AM - 10:20 PM	7:45 AM - 9:50 PM	9:45 AM - 6:00 PM
	B	6:15 AM - 10:20 PM	7:15 AM - 9:20 PM	9:15 AM - 6:15 PM
	6A	6:45 AM - 10:15 PM	7:45 AM - 9:50 PM	9:45 AM - 6:15 PM
	B	6:15 AM - 10:20 PM	7:15 AM - 9:45 PM	9:15 AM - 6:20 PM
	55	7:15 PM - 2:55 AM	7:15 PM - 2:55 AM	
	12	6:00AM - 6:25 PM	-	-
	13	6:00 AM - 6:00 PM	-	-
	14E	8:30 PM - 11:40 PM	5:45 AM - 7:57 AM	5:45 AM - 8:15 PM
Radial		-	5:45 PM - 7:57 PM	5:45 PM - 8:15 PM
	14G	6:30 AM - 8:30 AM	-	-
		2:30 PM - 5:30 PM	-	-
	14S	6:30 AM - 9:30 AM	-	-
		1:30 PM - 6:30 PM	-	-
	15	5:20 AM - 7:00 PM	-	-
	16	7:45 AM - 6:30 PM	-	-
Hanover	17	6:15 AM - 4:45 PM	-	-
	32	7:30 AM - 5:30 PM	-	-
	21	6:05 AM - 6:05 PM	7:05 AM - 6:05 PM	-
EXPRESS	22	6:00 AM - 6:05 PM	6:55 AM - 6:05 PM	-
	23	7:10 AM - 3:50 PM	-	-
	83	5:45 AM - 9:35 AM	-	-
		2:05 PM - 6:20 PM	-	-
EXPRESS	85	4:40 AM - 9:54 AM	-	-
		2:40 PM - 7:39 PM	-	-

The fixed route service has a basic two-zone fare structure. The basic fare for adults, age 23-64, is \$1.40 for Zone 1 and \$1.90 for Zone 2. Students, age 6-22, are charged a basic fare of \$1.15 for Zone 1 and \$1.40 for Zone 2. Registered Senior Citizens age 65 and older ride free, along with children age 5 and under. Persons with disabilities are charged a basic fare of \$.70 for Zone 1 and \$.95 for Zone 2. Passengers on the EXPRESS bus to Harrisburg pay a basic fare of \$3.50 each way and those to Towson, Maryland pay \$5.00.

Map 1-8 rabbittransit Fare Zones



Non-Express Service Fares

Passengers accessing the Core, Radial, and Hanover service can pay their fare in a variety of ways ranging from pay-as-you-board to pre-purchased, discounted passes. The fare structure for these routes is shown below in Table 1-8.

Table 1-8 Fixed Route Fare Structure for Core, Radial and Hanover Service








	ZONE		Cost Per Trip	
	1	2		
Adult (Age 18-64)	\$ 1.40	\$ 1.90	\$ 1.40	
Student (6-22)	\$ 1.15	\$ 1.40	\$ 1.15	
Persons with Disabilities	\$ 0.70	\$ 0.95	\$ 0.70	
11 Ride (Adult)	\$	13.00	\$ 1.18	
11 Ride (Student)	\$	9.00	\$ 0.82	
Adult 31 Day Pass	\$	39.00	\$ 0.89	
Student 31 Day Pass	\$	32.00	\$ 0.73	
Registered Senior Citizen (Age 65+)		Free	\$ -	

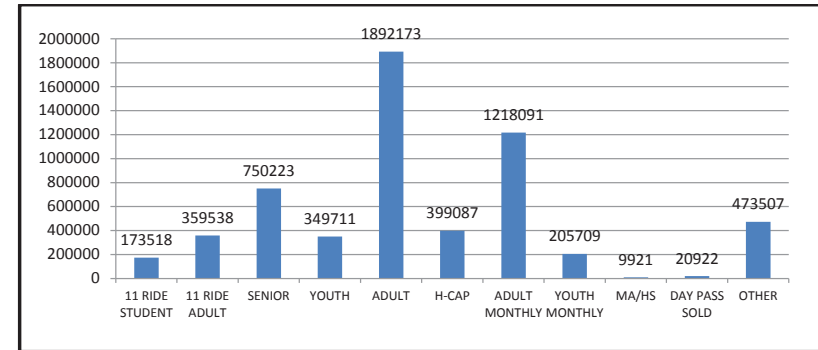
Table 1-9 and Figure 1-13 show the total ridership by fare type for the Core, Radial and Hanover services for 2006 through 2010. The Adult fare or cash paid by a rider age 23-64 is the most common fare paid on these routes combined, followed by the Adult Monthly pass.

Table 1-9 Total Riders, FY 2006-2010 by Fare Type, Non-Express Service

	11 RIDE STUDENT	11 RIDE ADULT	SENIOR	YOUTH	ADULT	H-CAP	ADULT MONTHLY	YOUTH MONTHLY	MA/HS	DAY PASS SOLD	OTHER
2006	23,974	53,089	149,638	97,023	397,357	49,022	228,574	15,108	1,969	3,887	84,929
2007	25,392	69,452	155,836	73,027	365,304	84,755	249,014	43,211	2,251	4,427	114,122
2008	29,225	81,904	145,747	73,542	387,755	87,438	246,698	51,939	4,175	4,735	102,736
2009	32,092	84,764	152,993	48,303	343,444	118,003	247,370	72,213	123	4,128	83,546
2010	62,835	70,329	146,009	57,816	398,313	59,869	246,435	23,238	1,403	3,745	88,174
Total	173,518	359,538	750,223	349,711	1,892,173	399,087	1,218,091	205,709	9,921	20,922	473,507

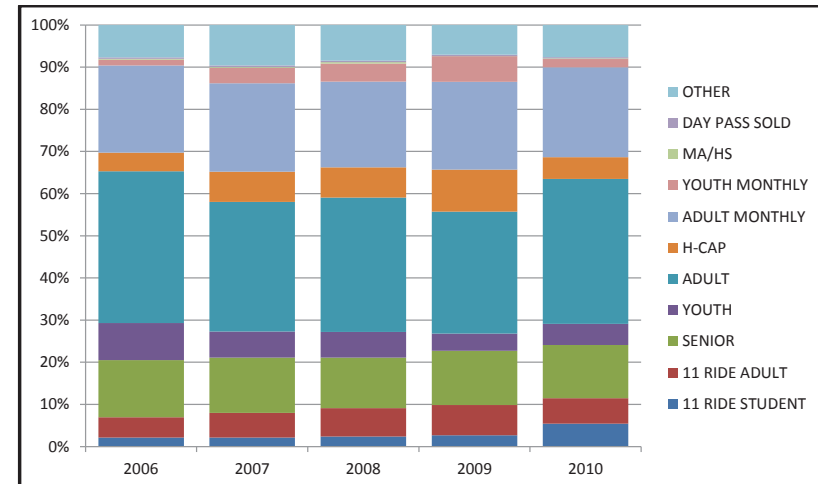
*Does not include EXPRESS; Removed Single Ride Pass Issue Emergency Day Pass and Event Pass from 2010

Figure 1-13 Total Riders, FY 2006-2010 by Fare Type, Non-Express Service



The distribution of riders among the various fare types for the individual years 2006 through 2010 is shown in Figure 1-14. In the column for each year, the percentage of riders by fare type is shown in the height of each fare type by color. It is easy to see the decrease in the Youth fare from 2006, a corresponding increase in the Youth Monthly pass from 2006 to 2009, and then the decrease in the Youth monthly pass and corresponding increase in the 11-Ride Student pass from 2009 to 2010.

Figure 1-14 Breakdown of Riders by Fare Type, FY 2006-2010, Non-Express Service



Express Service Fares

EXPRESS service passengers also have the option to pay-as-you-board or pre-purchase discounted passes. The fare structure for EXPRESS service is shown below in Table 1-10.

Table 1-10 Express Service Fare Structure

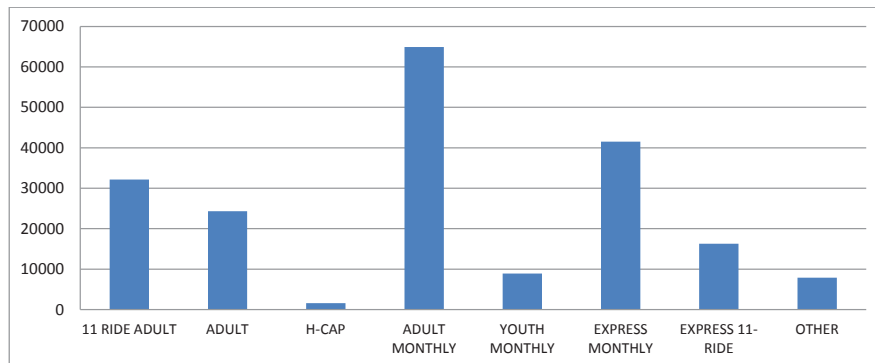
EXPRESS Fare Structure			
		Route	
		83N	83S
One-Way	\$	3.50	5.00
11- Ride		31.00	50.00
31-Day		95.00	136.00

Table 1-11 and Figure 15 show the total ridership by fare type for the EXPRESS service for 2006 through 2010. The Adult Monthly pass is the most common fare paid, followed by the EXPRESS Monthly pass.

Table 1-11 Total Riders by Fare Type, FY 2006-2010, EXPRESS Service

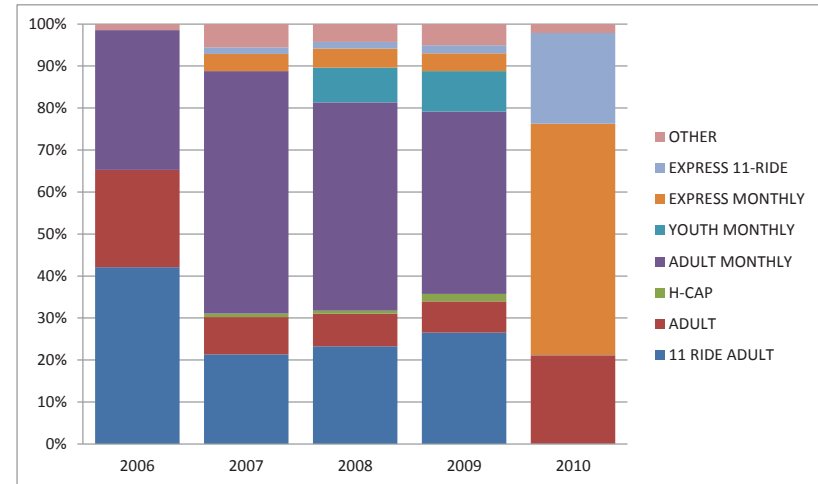
	11 RIDE ADULT	ADULT	H-CAP	ADULT MONTHLY	YOUTH MONTHLY	EXPRESS MONTHLY	EXPRESS 11- RIDE	OTHER
2006	347	191	-	274	-	-	-	12
2007	7,029	2,931	269	19,047	-	1,348	509	1,835
2008	10,207	3,386	333	21,735	3,630	1,989	686	1,880
2009	14,535	4,099	967	23,821	5,276	2,344	1,053	2,765
2010	24	13,703	11	36	1	35,815	14,051	1,400
Total	32142	24310	1580	64913	8907	41496	16299	7892

Figure 1-15 Total Riders by Fare Type, FY 2006-2010 EXPRESS Service



Since the start of the EXPRESS service, Figure 1-16 shows the growing commitment of York County commuters to Harrisburg and Maryland to use *rabbittransit*'s service for their journey to work in the dramatic increase in the percentage of riders purchasing monthly passes. By 2010, the EXPRESS monthly pass became the largest fare type used by EXPRESS riders.

Figure 1-16 Breakdown of EXPRESS Riders by Fare Type, FY 2006-2010



Paratransit

According to the National Transit Database Glossary, the term paratransit refers to various types of passenger transportation that are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. This type of service does not follow fixed routes or schedules. It most often refers to wheelchair-accessible, demand response service. In this Plan, paratransit includes demand responsive, shared-ride service.

One of the provisions of the Americans with Disabilities Act (ADA) is a requirement that public transit be equally accessible to passengers with disabilities.

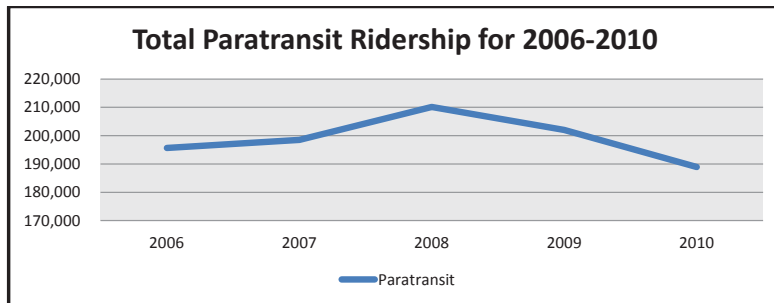
Paratransit service grew in the United States following the Americans with Disabilities Act which required complementary paratransit be provided alongside more urban public transit services in the United States which receive funding from the Federal Transit Administration (FTA). ADA complementary paratransit service is for people who are unable to access the bus stop by virtue of a disabling condition.

Paratransit service is available to populations other than ADA, such as the Medical Assistance Transportation Program (MATP). MATP is a county-based program that provides transportation to medical services for Medical Assistance consumers who do not have other transportation available. Senior citizens are also eligible to schedule transportation through paratransit, as is the general public.

Table 1-12 Paratransit Ridership, FY 2006-2010

	2006	2007	2008	2009	2010
Para	195,651	198,473	210,131	202,007	188,961
		1.44%	5.87%	-3.87%	-6.46%

Figure 1-17 Paratransit Ridership, FY 2006-2010



As shown in the table and graph above, paratransit ridership in 2006-2010 experienced fluctuations very similar to fixed route ridership.



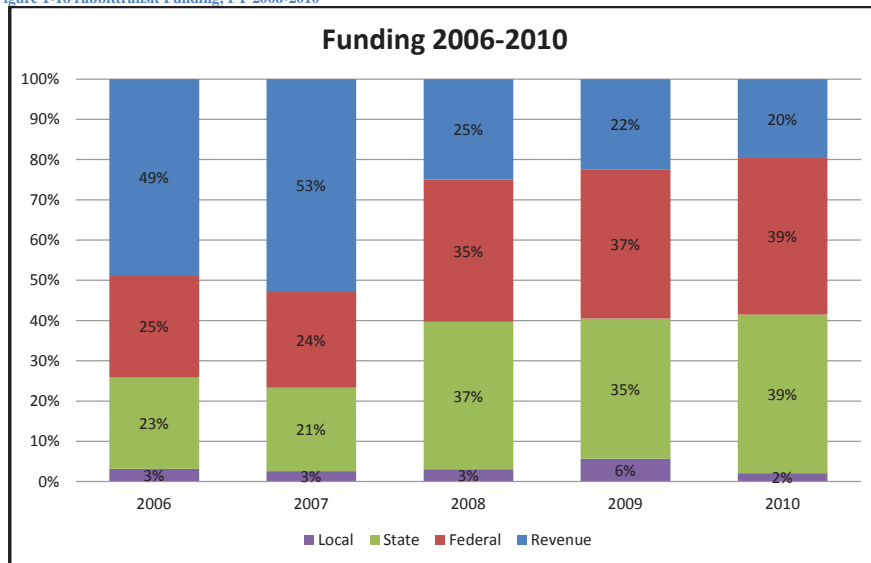
Funding and Operating Expenses

The following table and graph shows a breakdown of *rabbittransit*'s funding as reported in the Pennsylvania Public Transportation Annual Reports 2006-2010.

Table 1-13 *rabbittransit* Funding, FY 2006-2010

	2006	2007	2008	2009	2010
Revenue	4,169,800	5,315,300	1,895,000	1,838,000	1,568,000
Federal	2,181,200	2,392,000	2,677,000	3,041,000	3,105,000
State	1,943,600	2,082,600	2,778,000	2,857,000	3,144,000
Local	270,800	259,000	232,000	465,000	167,000
Total Funds	\$ 8,565,400	\$ 10,048,900	\$ 7,582,000	\$ 8,201,000	\$ 7,984,000

Figure 1-18 *rabbittransit* Funding, FY 2006-2010



The change in funding mix from 2007 to 2008 shown in the above graph stems primarily from the end of the York Hospital employee parking shuttle project mentioned in the Introduction. This project brought in just under \$100,000 in revenue per month in 2006 and 2007.

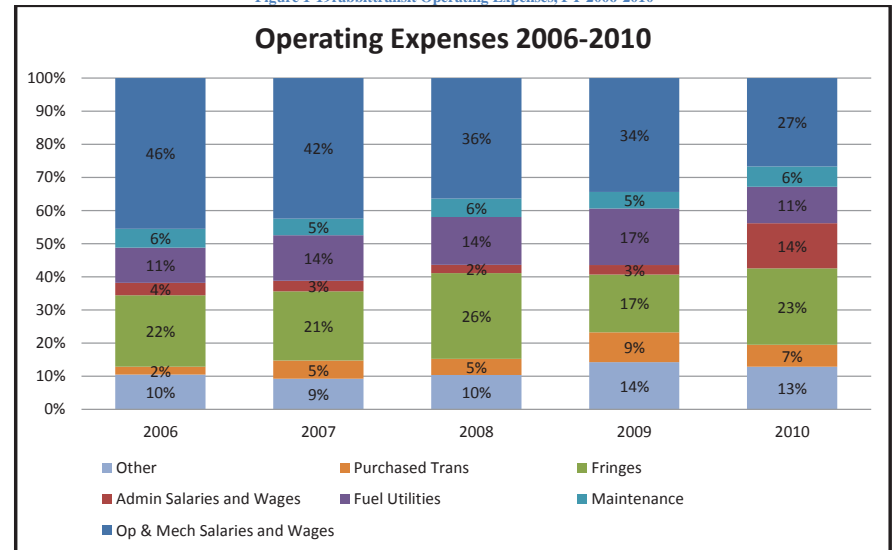
Under Operating Expenses, on the following graph, there is a shift between the Op & Mech Salaries and Wages categories and Admin Salaries and Wages in 2010. This shift is due to a change in category definitions for reporting purposes, not due to an actual change in expenditure for those categories.

The following table and graph shows a breakdown of *rabbittransit*'s operating expenses as reported in the Pennsylvania Public Transportation Annual Reports 2006-2010.

Table 1-14 *rabbittransit* Operating Expenses, 2006-2010

	2006	2007	2008	2009	2010
Op & Mech Salaries and Wages	3,899,700	4,268,700	2,760,000	2,821,000	2,132,000
Admin Salaries and Wages	321,000	318,300	189,000	236,000	1,092,000
Fringes	1,844,000	2,094,600	1,963,000	1,430,000	1,838,000
Fuel Utilities	911,600	1,386,200	1,096,000	1,398,000	874,000
Maintenance	485,600	497,800	418,000	411,000	491,000
Purchased Trans	205,000	552,600	369,000	736,000	530,000
Other	898,500	930,600	785,000	1,169,000	1,027,000
Total Expenses	\$ 8,565,400	\$ 10,048,800	\$ 7,580,000	\$ 8,201,000	\$ 7,984,000

Figure 1-19 *rabbittransit* Operating Expenses, FY 2006-2010



Peer Comparison

The following tables show the results of *rabbittransit*'s performance compared to 12 peer transit agencies from across the nation in 33 areas of measure. These performance measures used data from 2008. Overall, *rabbittransit* performed better than the peer group average in 18 performance measures and worse in 15 performance measures. In five performance measures, *rabbittransit*'s performance fell outside the standard deviation from the peer group average. In 4 of these 5 measures outside the standard deviation, *rabbittransit* outperformed its peers by a value greater than the standard deviation, earning the "thumbs up".

		Comparison with Peer Group Average	Within Standard Deviation	Indicator
Act 44 Performance Measures	Passengers/ RVH	Worse	Yes	👍
	Passengers/ RVH - 5-yr trend rate of chng	Better	Yes	👍
	Operating Cost/ RVH	Better	Yes	👍
	Operating Cost/ RVH - 5-yr trend rate of chng	Worse	Yes	👍
	Operating Revenue/ RVH	Better	Yes	👍
	Operating Revenue/ RVH - 5-yr trend rate of chng	Worse	Yes	👍
	Operating Cost/ Passenger	Better	Yes	👍
	Operating Cost/ Passenger - 5-yr trend rate of chng	Better	Yes	👍
Efficiency	Operating Cost/ RVM	Better	Yes	👍
	Operating Cost/ VOMS	Better	Yes	👍
Service Effectiveness	Passenger Miles/ RVH	Worse	No	👎
Cost Effectiveness	Operating Cost/ Passenger Mile	Better	Yes	👍

Under the Service Effectiveness measure of Passenger Miles/ RVH, it appears that *rabbittransit*'s performance is less than desirable. However, upon closer examination of this performance measure, it is the structure of the *rabbittransit* route system itself that renders this a questionable measure of service effectiveness. This measure looks at the length of a passenger's trip (average passenger miles) to the length of time that a bus is in service (revenue vehicle hours). Hence, the measurement favors longer passenger trips. The structure of *rabbittransit*'s route system makes it impossible for a passenger to ride from one side of the service area to the other without transferring to at least one other bus. *rabbittransit* riders tend to

make shorter trips on more than one vehicle. This results in worse than peer group average performance outside the standard deviation for this measure; however, it earns the "thumbs neutral" as a measure of performance for *rabbittransit*.

		Comparison with Peer Group Average	Within Standard Deviation	Indicator
Service Area (per Capita)	RVM per Capita	Worse	Yes	👍
	RVH per Capita	Worse	Yes	👍
	Operating Costs per Capita	Better	Yes	👍
	Passengers per Capita	Worse	Yes	👍
	VOMS/ 10,000 Population	Worse	Yes	👍
	Local Funding per Capita	Worse	Yes	👍
	State Funding per Capita	Worse	Yes	👍
	Federal Funding per Capita	Worse	Yes	👍
Transportation, Maintenance, G&A	Transportation Operating Cost/ RVH	Worse	Yes	👍
	Transportation Operating Cost/ Total Operating Cost	Better	No	👍
	RVH/ Vehicle Hour	Better	Yes	👍
	RVH/ Transportation Employee	Worse	Yes	👍
	Transportation Operating Cost/ Passenger	Better	Yes	👍
	Maintenance Operating Cost/ Vehicle Miles	Better	Yes	👍
	VOMS*/ VOAMS**	Better	Yes	👍
	Vehicle Miles/ VOMS	Worse	Yes	👍
	Vehicle Miles/ Maintenance Employee	Better	No	👍
	Vehicle Miles/ Gallon of Fuel (Gasoline, Bio-diesel, Diesel)	Worse	Yes	👍
	Vehicle Miles/ Major Road Call	Better	Yes	👍
	G&A Expense/ Vehicle Mile	Better	No	👍
	G&A Expense/ Total Operating Cost	Better	No	👍



Transit Development Plan

Chapter 2 – Route Evaluation

Chapter 2 – Route Evaluation

This chapter of the Plan involves taking a close look at the individual fixed routes and paratransit service provided by *rabbittransit* by analyzing data for a shorter, more specific time period at the most detailed level possible. The data that appears in this section is for the eight months (243 days) of July 2010 through February 2011 and is referred to as “the study period” or “the data period”. At the time that the data was collected for this section of the Plan, a full 12-month period of data was not available.

rabbittransit is able to collect rider, fare, and date/time data for the fixed routes at the individual bus stop level through integration of three data collection systems: Trapeze Scheduling software that establishes the bus stops and sequencing; GFI Genfare, the farebox or physical fare collection device; and the AVL/CAD system that associates each fare with the corresponding bus stop. The AVL/CAD system also has Automatic Passenger Counters or APC’s at each passenger door to collect boardings and alightings for each bus stop.

Using the Trapeze Scheduling system, each route is defined with bus stops in sequential order according to the direction of travel. The stop sequences are further defined by trip times for each leg of the route, and certain stops are defined by trip time and are used for measuring on-time performance or schedule adherence. This schedule and time information is used by the AVL/CAD system to update real-time public displays on LED boards and mobile applications.

By interfacing all three data collection programs through the AVL/CAD system, it is possible to collect ridership, fare and schedule adherence information by passenger, by bus stop, by hour, by day, by fare type.

The data collected for the fixed routes, using the integration of all three data collection technologies, is shown later in this chapter in the individual route dashboards. For paratransit, the data used for evaluation is from the same time period; however, it is from the Trapeze Scheduling software only.

Public involvement was also a key point in data collection for this chapter. During the development of the Plan, a variety of focus group interviews with *rabbittransit*’s fixed route operators, customer service and dispatch personnel were conducted. A variety of data findings were verified through direct observation while riding on fixed route and paratransit vehicles and speaking with transit riders on buses and at the Transfer Center. Survey information from *rabbittransit*’s on-going published fixed route and paratransit surveys, as well as a general population survey conducted as part of the development of the Plan, was also used.

Fixed Route Service

Total Ridership

To begin evaluating the study period data, *rabbittransit*’s total ridership for the period was broken down. During the study period or 243 days, there were a total of 962,777 individual trips taken on *rabbittransit*’s fixed route buses. These individual trips are referred to as “riders” or “passengers”.

The pie chart on the right, Figure 2-1, shows the breakdown for the total study period ridership by route service type. The same type of chart of was shown in Chapter 1 for FY 2010 (July 2009 – June 2010). The

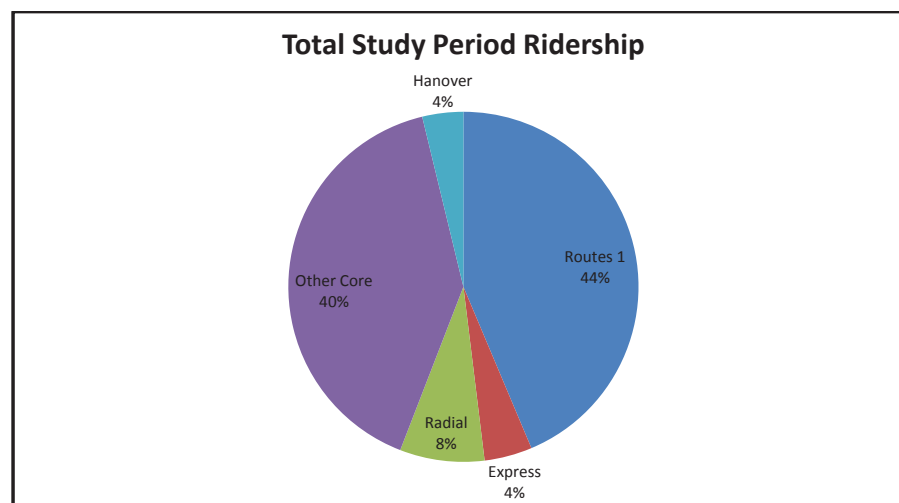
study period data covers eight months of FY 2011, and the ridership by service type percentages for the study period data are nearly identical to FY 2010.

The table and map on the following pages (Table 2-1 and Map 2-1) show how the ridership data falls by individual route by hour. The individual routes are grouped by the same service types as in Chapter 1.

Table 2-1 is color-coded from zero riders in red through the highest level or peak ridership in the darkest green with white numbers. The two hours with the two highest ridership levels are outlined, indicating the peak ridership hours. This table also shows the calculations for total route ridership, average daily ridership, and peak hour ridership that will appear on the route dashboards later in this chapter.

From this table, it is easy to see that the majority of routes have an AM peak hour ridership during the hour of 7am and a PM peak hour ridership at 3pm.

Figure 2-1 Total Study Period Ridership by Service Type



This same data is shown in Map 2-1. Here, the route ridership levels by hour are shown for the 22-hour period from 4 am to 2am. The color-code follows the same scale as Table 2-1 with red as the lower ridership levels, moving to yellow and then on to green as the ridership levels increase or decrease throughout a typical day.

From this map, it is easy to see that the Routes 1 and Other Core routes have the highest ridership for the most hours of the day, and that the Radial and Hanover routes ridership levels are comparatively lower.



Transit Development Plan
Chapter 2 – Route Evaluation

Table 2-1 Study Period Ridership by Route by Hour

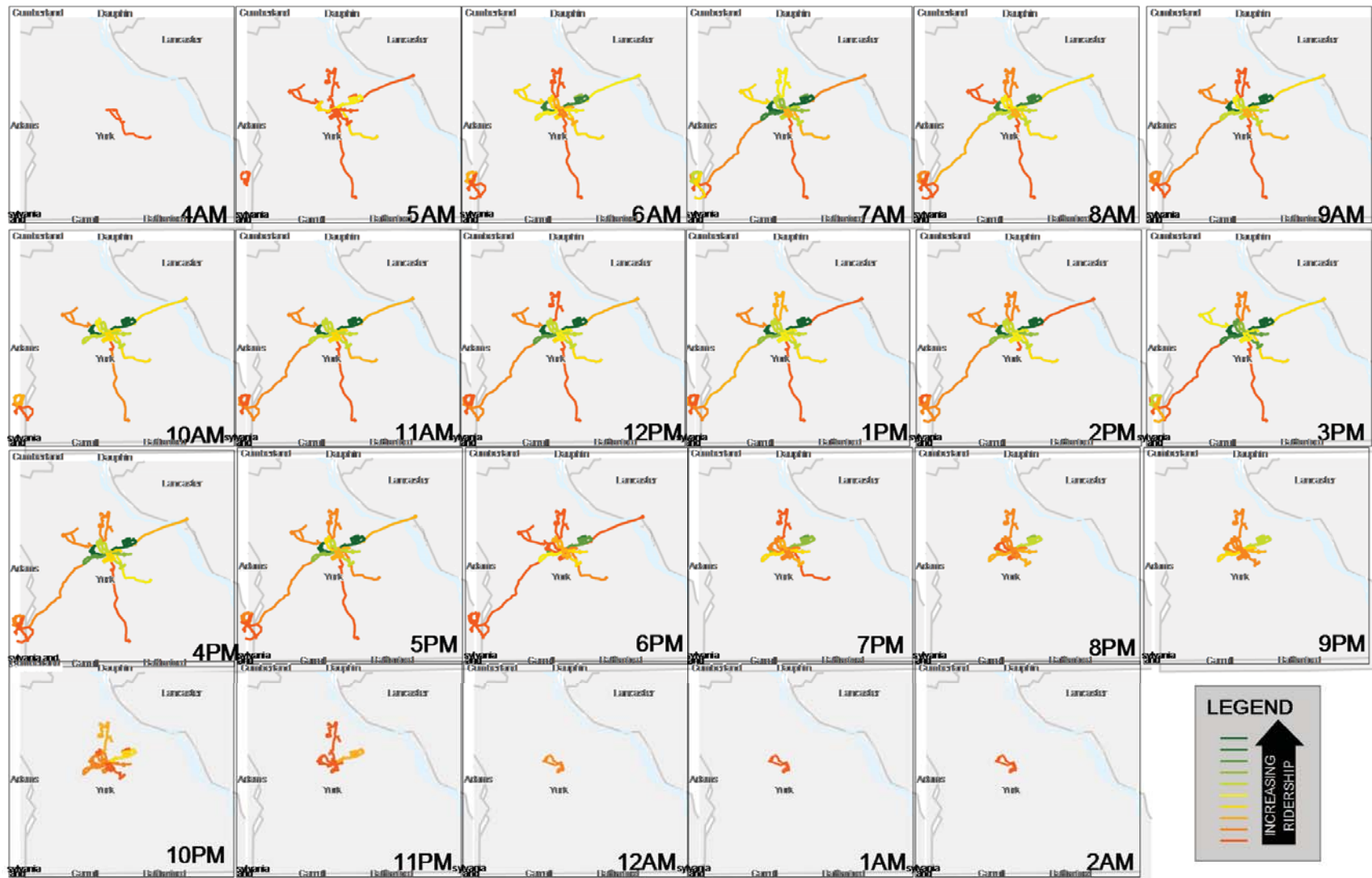
	1A	1B	1C	2A	2B	3A	3B	4A	4B	5A	5B	6A	6B	12	13	14E	14G	14S	15	16	17	32	21A	21B	22A	22B	23	83N	83S		System	
4am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	201	4am	211	
5	1621	55	2023	0	0	0	1	0	1	0	48	0	1	130	6	82	0	0	1776	0	2	0	0	0	0	19	0	0	1319	2335	5	9444
6	7261	4157	5656	4324	403	1811	1592	1394	1119	2251	2461	1302	521	2095	1608	22	119	302	1591	0	257	0	1380	1	1212	13	11	10357	2373	6	55994	
7	11141	4977	8750	4939	1580	3224	3004	3660	2688	5885	4055	3996	1033	498	1850	167	1318	2120	1435	681	238	0	2797	34	3585	47	1474	3718	277	7	88929	
8	7646	7197	7441	3840	1158	2190	3039	1979	2684	3459	2617	1927	1046	1926	322	1	111	741	1450	1024	8	30	647	42	469	29	14	113	29	8	53179	
9	9411	8091	9463	3295	1141	2571	3291	1645	2711	3435	2622	2770	1129	1624	779	0	0	291	1258	740	200	65	900	23	940	63	0	1	13	9	58513	
10	8765	8974	9536	2633	1187	2409	1787	1916	3037	3171	2995	2649	1747	1759	945	0	0	0	1657	0	444	62	916	22	1126	140	0	0	6	10	57889	
11	9693	9529	9910	2459	1812	2831	1581	1675	3232	3618	2863	3034	1586	1261	712	0	0	0	1168	804	60	83	685	14	220	903	0	0	14	11	59754	
12	9253	9995	10339	2237	1939	3062	1928	2312	3256	4918	3132	2723	2008	1428	809	0	6	0	1578	805	4	68	736	14	266	905	0	0	10	12	65396	
1pm	11504	11975	9930	3434	1809	3170	2067	2566	3056	4662	3680	2796	2067	42	818	0	0	1312	1935	1158	12	102	606	152	304	836	0	43	14	13	70172	
2	12842	11863	10577	3832	1756	3196	2115	2445	3514	4392	4498	3329	2240	12	645	0	239	890	1573	525	0	96	467	488	146	697	398	401	196	14	73536	
3	14978	11837	11599	4449	1727	5156	2594	2284	5402	7684	5628	4835	2165	1876	2320	0	777	1012	1975	393	353	116	3867	43	3718	270	1449	3884	729	15	116078	
4	11957	11252	11365	3772	1331	2868	1544	1603	3418	5350	4205	2716	1895	1188	535	0	450	849	1999	974	380	165	745	59	625	38	1	8317	2635	16	82881	
5	9010	9915	8446	3186	1345	1880	1294	1157	2963	3983	3094	2603	1424	1206	524	67	56	917	533	465	14	7	49	242	418	23	3	2287	1464	17	58644	
6	5569	7370	4975	1625	851	1344	960	839	1801	2063	1752	1414	1178	375	27	111	0	83	512	159	0	0	0	11	36	1	0	32	454	18	33614	
7	4329	5486	4119	1154	527	884	603	637	1109	1546	1583	1120	875	0	0	7	0	0	3	0	0	0	0	0	0	0	0	0	10	19	24638	
8	3688	4366	3550	1439	546	804	604	612	1418	1361	1179	992	617	0	0	457	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20	21883
9	3328	3509	3605	1239	420	836	484	1553	891	1637	1225	995	606	0	0	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	21	21361
10	755	241	1508	1288	79	194	276	0	149	457	542	410	161	0	0	1442	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	7910
11	5	0	1200	0	0	0	0	0	0	0	0	0	0	0	0	330	0	0	0	0	0	0	0	0	0	0	0	0	0	0	23	1685
12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0am	732	
1am	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	100	
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	234	
SUM	142756	130789	133992	49145	19611	38430	28764	28277	42449	59872	48179	39611	22299	15420	11900	3086	3076	8517	20453	7728	1972	794	13795	1145	13084	3965	3350	30472	10760	SUM	962777	
ADR	587	538	551	202	81	158	118	116	175	246	198	163	92	63	49	13	13	35	84	32	8	3	57	5	54	16	14	125	44	ADR	3962.05	
PkHr	62	49	48	20	8	21	14	15	22	32	23	20	9	9	10	6	5	9	8	5	2	1	16	2	15	4	6	43	11	PKHr	478	

SUM – the total ridership for the route during the study period

ADR – Average Daily Ridership; the total ridership divided by the 243 days in the study period

PkHr – the highest number of riders during any hour period divided by the 243 days in the study period

Map 2-1 Ridership by Route by Hour



Transfers

Because of the structure of *rabbittransit*'s route system, riders often have two- or three-seat rides to get to their destinations. In other words, riders may have to change buses once or even twice during a single trip. Thus, route connections or transfers are an important part of a rider's experience. Transfer data was collected for the study period timeframe and painstakingly analyzed to track rider patterns from origin routes to destination routes.

Table 2-2 Transfers – Percent of Ridership

		Transfers by Route by Destination																			
		as a percentage of route's total ridership																			
		TO																			
		Core							Radial							Hanover			Express		
		1	2	3	4	5	6	55	12	13	14	15	16	17	32	21	22	23	83	85	
FROM	Core	1	2%	2	2	1	3	2													
		2	7		1	1	2				4										
		3	8	1	2	2	2	1													
		4	7	1	2	1	2	1				1									
		5	9	2	1	1	2	1													
		6	11	1	1	1	3														
	55	2	1		1	1	1														
	Radial	12	14					1													
		13	8																		
		14	6	22	2	2	2	1				1									
		15	6	1	1	2	2	1													
		16	6	2	2	1	1	1													
		17	3	1	1	1	1														
	32																				
	Hanover	21																			
		22																			
	23																				
Express	83																				
	85	1																			
		Tier 1		Tier 2																	
July 09 - Feb 10																					

Table 2-2 shows these connections as a percentage of the FROM route's total ridership. The three largest patterns are 22% of all Route 14's riders transferred to Route 2 to continue to their destination during the

study period, 14% of Route 12's riders transferred to Route 1, and 11% of Route 6 riders transferred to Route 1 also.

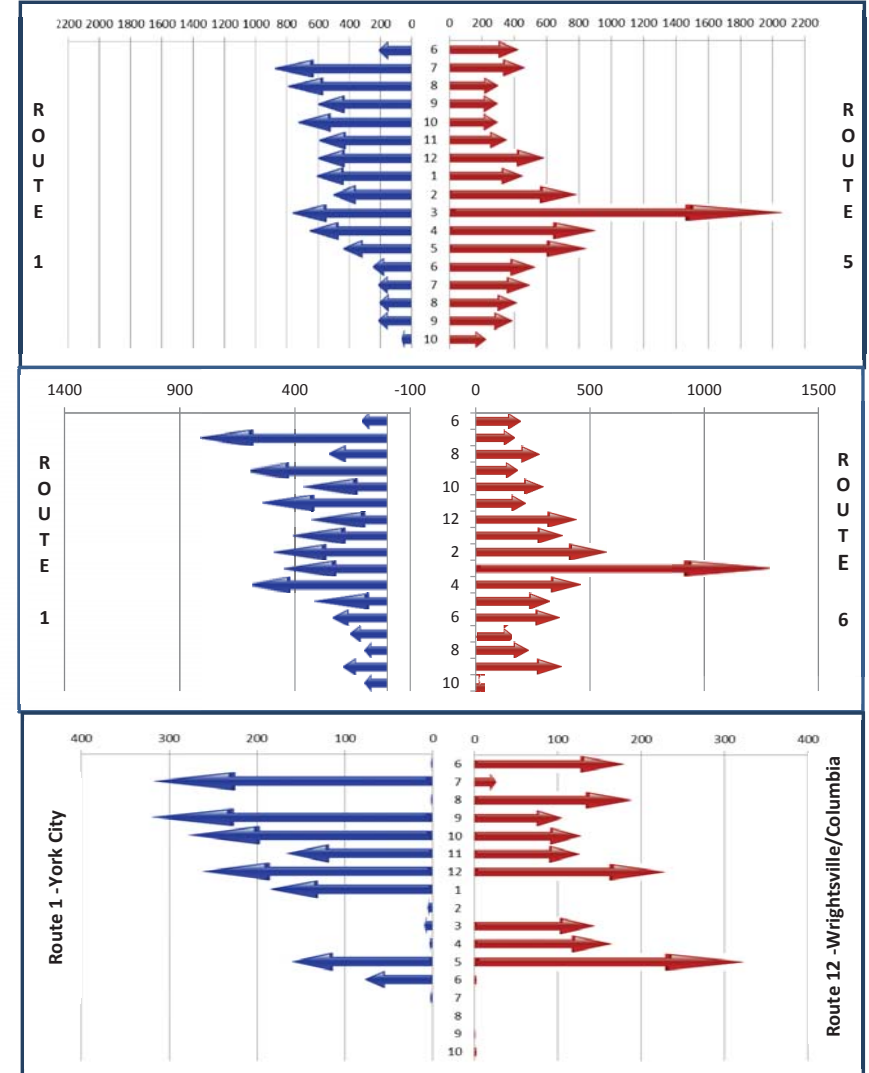
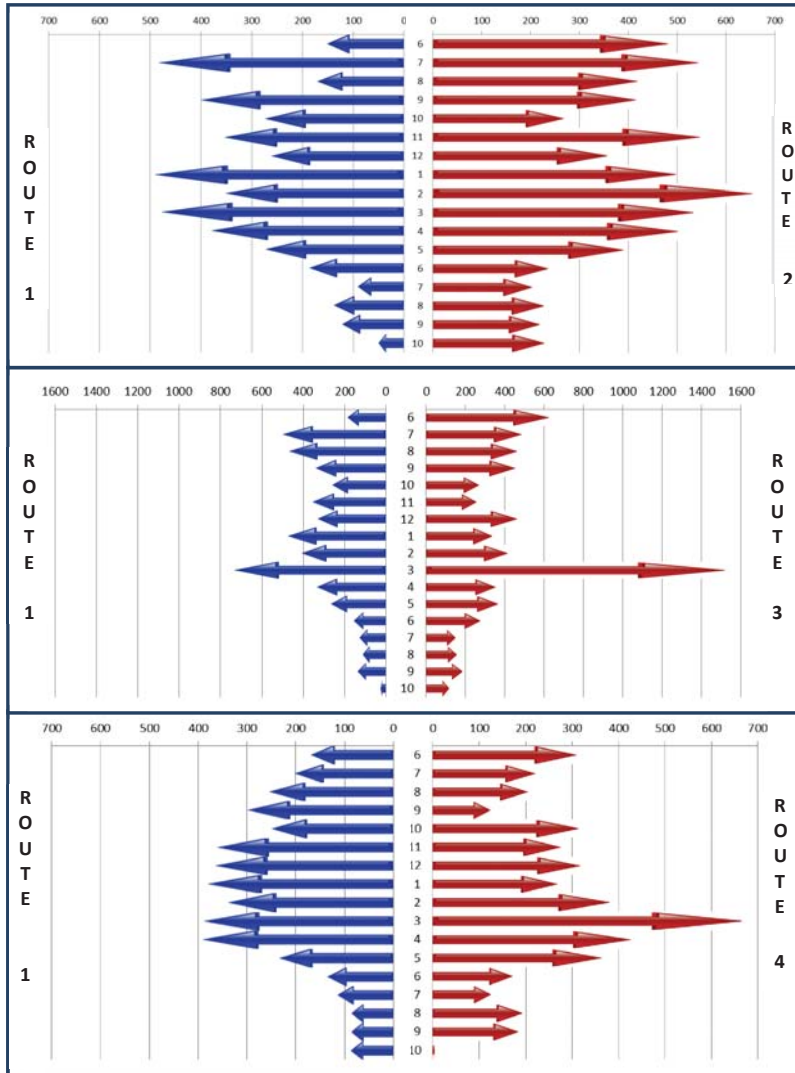
Table 2-3, the same information is shown but as a percentage of the origin route's total transfers. Again, Route 14 to Route 2, Route 12 to Route 1, and Route 6 to Route 1 are key transfers, along with Route 13 to Route 1 and Route 21 to Route 22.

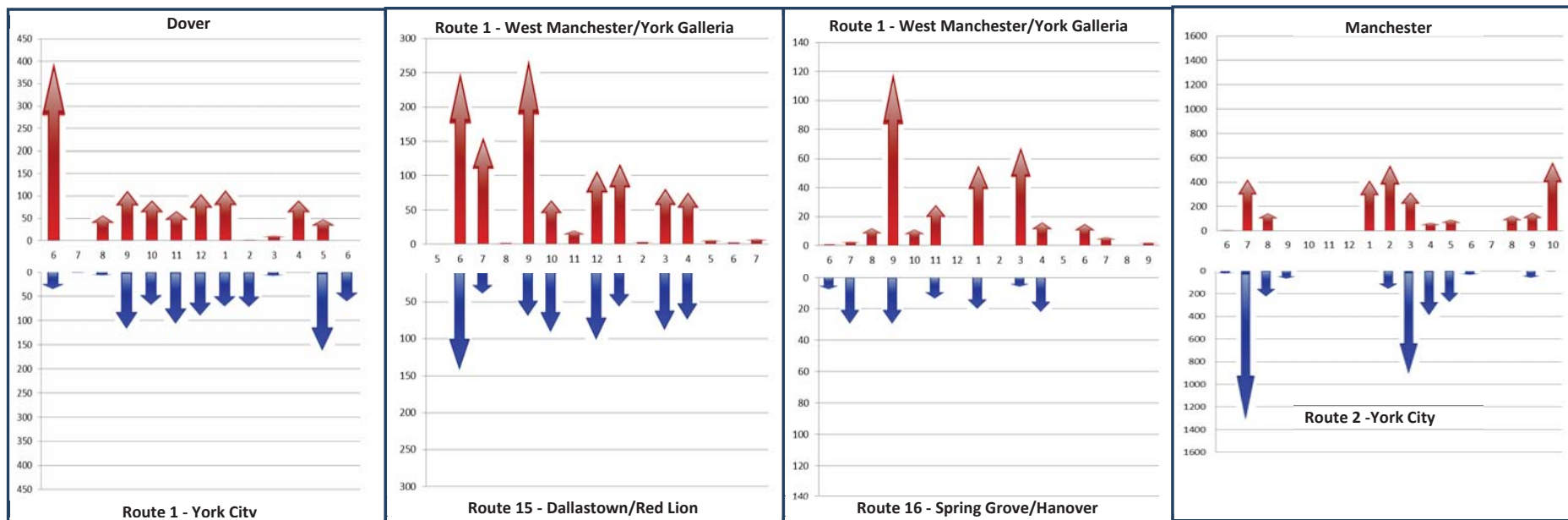
Table 2-3 Transfers - Percent of Transfers from Route

Transfers by Route by Destination																					
		as a percentage of all transfers from the route																			
		TO																			
		Core							Radial							Hanover			Express		
		1	2	3	4	5	6	55	12	13	14	15	16	17	32	21	22	23	83	85	
FROM	Core	1	14%	15	15	10	22	13		4	2	2	2								
		2	42	1	8	6	13	2				26	1								
		3	49	7	10	10	15	7					1								
		4	45	6	13	7	16	9				1	3								
		5	51	13	8	6	10	7				2	2								
		6	63	3	8	5	16	2				1	2								
	55	38	10	6	13	21	10	1			1										
	Radial	12	89	1	2	0	4	1		2		1									
		13	91	1	2	2	2	2													
		14	16	62	6	5	6	2				3									
		15	46	6	11	15	12	5				1			1						
		16	42	15	14	8	6	7				1	2	1			1	2			
		17	40	10	15	15	7	4				1	6				1				
	32	36	14	9	5	18	18														
	Hanover	21		1	1			4						17	4		5	65	1		
		22												36			49	12	3		
		23																			
	Express	83	36	12	8	2	17	22		1		1			1						
		85	47	4	17	5	16	3		3	4									1	
		Tier 1		Tier 2																	
July 09 - Feb 10																					

July 09 - Feb 10

The figures on the following pages are another way of looking at the transfer data. These graphics show the number of transfers between two routes by hour for the study period. The first graphic, for example, shows the number of transfers between Route 1 and Route 2 for individual hours from 6am to 10pm during the study period. The blue arrows show the number of transfers from Route 2 to Route 1 and the red arrows show the number of transfers from Route 1 to Route 2.





Route 1 and Route 2 occurs somewhat steadily throughout the day between the hours of 6am to 6pm, as do the majority of transfers from the Other Core routes (3 through 6) to the Routes 1. Transfers from the Routes 1 to the Other Core routes (3 through 6), however, have an afternoon peak during the 3pm hour. The transfers between the Routes 1 and the Radial routes each have individual peak periods.

There is also a significant transfer pattern between Route 2 and Route 14. While only 4% of Route 2's ridership, or 26% of all the transfers from Route 2, transfers to Route 14, just under one-fourth of Route 14's ridership, or 62% of all transfers from Route 14, transfer to Route 2. Broken out by hour, the largest amount of these transfers occurs during the 7am hour, followed by the 3pm hour.

The importance of these transfer patterns comes into play later in this chapter in discussing schedule adherence/on-time performance and later in proposed route modifications.

In order to evaluate the fixed routes in the *rabbittransit* system, a dashboard was created for each of the routes. Each dashboard has a map showing the path that the route follows, the individual stops along the route with the number of riders boarding and alighting at each stop during the study period. There is also various information and statistics for that route such as total population, employment and other populations in the service area buffer. The buffer areas vary by service type group: Core routes have a buffer of ¼ mile. Radial routes have a ½ mile buffer, and EXPRESS routes have a 1 mile buffer around the bus stop area. The 30 individual route dashboards are shown on the following 15 pages.

It is important to note while looking at the dashboards that each one is scaled individually for the boarding and alighting bar graphs shown by bus stop along the route. Refer to the bottom line in the Schedule Adherence data in the box in the upper right hand corner for the total number of riders boarding and alighting when comparing one route to another.



Transit Development Plan

Route 1A - West Manchester Mall

Route 1A—West Manchester

Weekday	Saturday	Sunday
5:20 AM—10:20 PM	7:15 AM—9:50 PM	9:15 AM—6:20 PM
Half-hour until 6:15 PM	Hourly 9:15—1:15	Hourly 9:15—1:15
Hourly after 6:15 PM	Hourly after 6:15	Half-hour other

Basics

Length of Route: 11.4 mi
Time: 60 min
Revenue Hours: 5,337.5
Car Comparison: 40 min
Revenue Miles: 66,397.1

Population Served

Population	Workers	Jobs	Under 18	65+
26,996	13,503	19,311	6,803	3,605
Zero-Car (HHID)	Minority	LEP	Poverty	PwD
1,940	6,759	755	3,898	9,903

Ridership

Ridership per Revenue Vehicle Hour: 27			Core: 26		
Cash		Pass		Transfer	
56.0%	Core: 50.4	33.0%	Core: 34.2	10.9%	Core: 15.4

Fiscal

Farebox Recovery: 41%
Expense per Passenger: \$2.47
Revenue per Passenger: \$1.01

Route 1: 39%

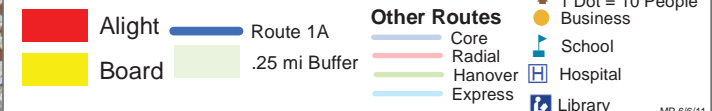
Route 1: \$2.58

Route 1: \$1.00

Connections

Connects to: Transfer Center, West Manchester Mall
Major Transfers from: 2B, 3A, 3B, 4A, 4B, 5A, 5B, 6A, 6B, 13, 15, 16, 17
Major Transfers to: 2A (North York) 13 (Dover)

Time	Stop	Alight	Board	OnTime	Late	Early
0:00	Transfer Center	32725	42407	57%	42%	10%
	1374 Beaver St.	2285	4606			
	104 W Philadelphia St	350	2153			
	Philadelphia & Newberry	3246	2393			
	415 W Philadelphia St (Roosevelt Ave)	2426	1895			
	N Hartely & W Philadelphia St	1984	897			
	609 W Philadelphia St	5547	2018			
	700 W Philadelphia St (Belvidere)	5067	2548			
0:05	Philadelphia & Carlisle	51	4	14%	88%	0%
	Carlisle Ave & Linden Ave	3513	1474			
	305 Carlisle Ave (Madison Ave)	2599	3131			
	601 Carlisle Ave (Florida St)	423	171			
	701 Carlisle Ave (Texas Ave.)	506	88			
	Bannister & Seward	1672	589			
	Bannister St & Clinton St	204	152			
	White St & Big Lots Store	1506	289			
0:10	Commerce Square S/C	2895	416	45%	31%	44%
0:15	Delco Center	5040	2791	53%	58%	13%
	Brougher Lane (Harland Rd.)	6880	270			
0:20	West Manchester Mall (Purple Ent.)	4574	857	50%	43%	50%
	Louisa Rd. GrandFood Entrance	13742	3400			
	Louisa Rd (S4Kenneth)	2250	618			
0:23	Rodneyrd	213	68	43%	54%	30%
	1525 Rodney Rd	894	656			
	1475 Rodney Rd (S4Kenneth)	1963	1075			
0:35	West Manchester Mall (Yellow)	8054	22214	78%	21%	0%
	Brougher Lane	456	2021			
	Target Store	640	506			
	York Crossing S/C	851	1804			
	Commerce Blvd (Big S)	694	1651			
0:45	Commerce Square S/C	720	3568	14%	56%	0%
	White St	196	1226			
	Bannister & Clinton	253	83			
	1770 Bannister St	348	811			
	518 Carlisle Ave (Florida Ave)	415	786			
	384 Carlisle Ave (Fairgrounds)	2278	2552			
	Carlisle Ave (S4Philadelphia)	2184	2030			
0:55	Market & Belvidere	3406	7554	70%	20%	5%
	500 W Market St (West St.)	3250	10947			
	400 W Market St. (Hartley St)	1372	2245			
	880 W Market St (Fleming's Mkt)	3194	1527			
	272 W Market St (Newberry St)	980	1318			
1:05	Total	132342	135784	45%	49%	16%





Transit Development Plan

Route 1B—York Galleria

Route 1B—York Galleria

Weekday	Saturday	Sunday
6:00 AM—9:55 PM	8:00 AM—9:55 PM	9:00 AM—6:25 PM
Hourly	Hourly	Hourly

Basics

Length of Route: 15.45 mi
Time: 90 mins
Revenue Hours: 4,940.7

Car Comparison: 46 mins
Revenue Miles: 51,460.2

Population Served

Population	Workers	Jobs	Under 18	65+
95,089	17,046	28,425	8,819	4,555
Zero-Car (-H+D)	Minority	LFP	Poverty	PwD
2,481	7,432	966	4,819	11,490

Ridership

Ridership per Revenue Vehicle Hour: 26		Core: 26			
Cash		Pass		Transfer	
62.3%	Core: 50.4	29.0%	Core: 34.2	8.7%	Core: 15.4

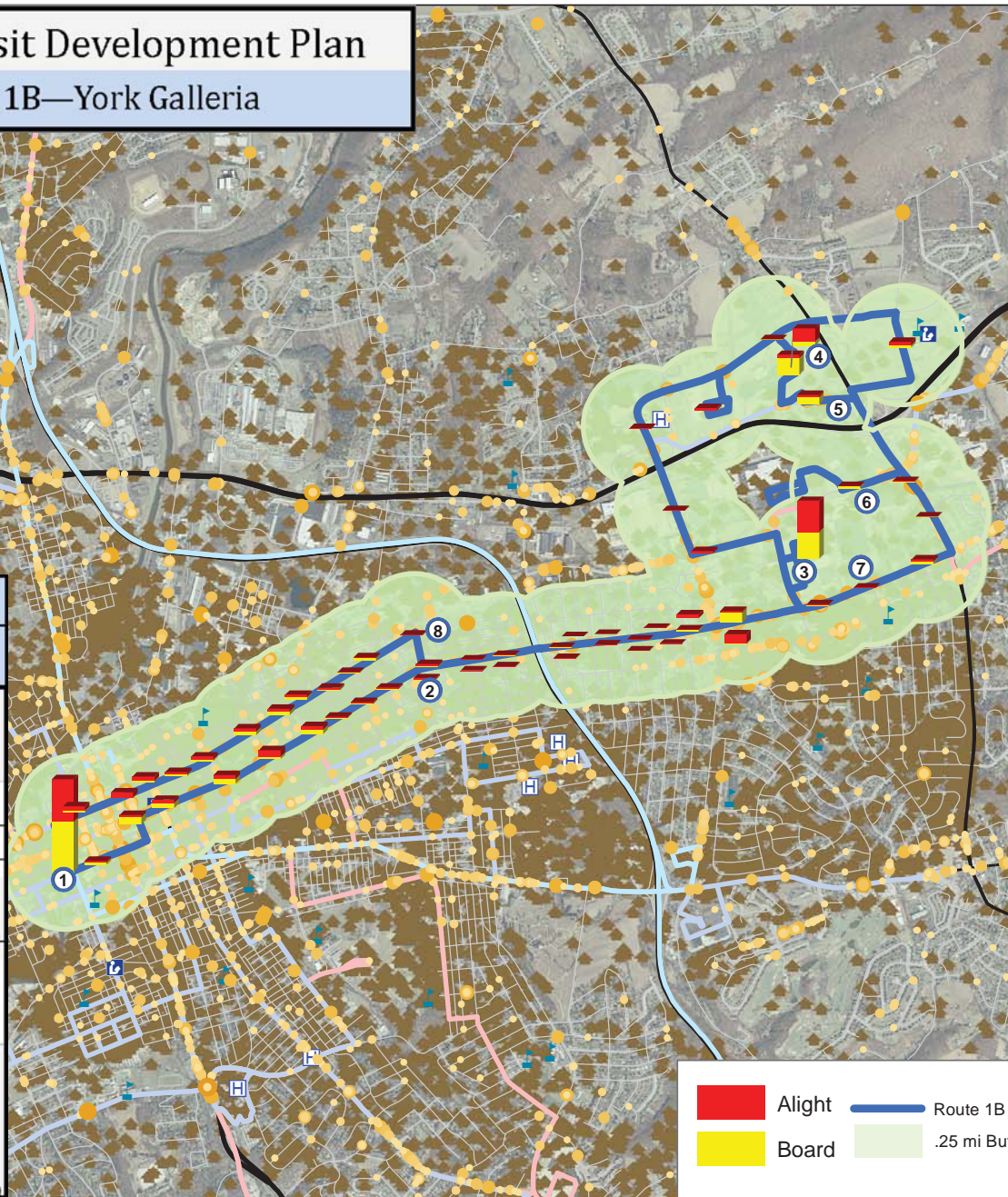
Fiscal

Farebox Recovery: 40%
Expense per Passenger: \$2.49
Revenue per Passenger: \$0.99

Route 1: 39%
Route 1: \$2.58
Core: \$1.00

Connections

Connects to: Transfer Center, York Galleria
Major Transfers from: 2A (North York), 2B (South York), 3A (Northwest Plaza), 3B (York College), 4A (Memorial Hospital), 4B (Queensgate), 5A (West York), 6B (South York), 13 (Dover), 15 (Dallastown/Red Lion), 16 (Spring Grove/Hanover), 17 (Shrewsbury)
Major Transfers to: 5A (West York), 5B (K-Mart), 12 (Wrightville/Columbia)



Time	Stop	Alighting	Boarding	OnTime	Late	Early
0:00	Transfer Center	25379	34791	58%	42%	0%
	109 W King St	961	1668			
	175 Duke St (Yorktowne)	1463	5653			
	206 E Market St (Queen St)	2259	3399			
	424 E Market St (Broad St)	2549	3374			
	614 E Market St (State St)	4415	1634			
	808 E Market St (Sheeman)	2391	3211			
	E Market St & S Transmont	850	413			
	1002 E Market St (Albemarle)	946	546			
	1100 E Market St (Lehman St)	830	366			
0:10	Market & Harrison	700	740	40%	51%	1%
	E Market St & Ogontz St	487	146			
	1550 E Market St	406	192			
	E Market St & Eastern Blvd	403	216			
	2000 E Market St (Kearney St)	179	37			
	2100 E Market St (Vernon St)	171	67			
	2206 E Market St (Kenshaw St)	533	20			
	2300 E Market St (Royal St)	2296	296			
	2500 E Market St (Ames Store)	6297	511			
0:20	York Mall	21482	18597	68%	32%	1%
	Industrial Highway	1368	287			
	300 Memory Lane (C&E)	359	31			
	2300 Pleasant Valley Rd	171	58			
	Target Store	1178	748			
	2902 Pleasant Valley Rd	115	29			
0:30	York Galleria Mall - Boscov's	9101	2661	52%	37%	11%
	2900 Whiteford Rd (Meadowbrook)	1673	4919			
	York Business Center	594	867			
	1409 Williams Rd	2349	1526			
0:35	Williams Road	54	34	53%	39%	17%
0:50	Galleria Mall - Boscov's	2250	11441	69%	7%	24%
0:55	Yorktown Center	386	1184	63%	12%	25%
	400 Mount Zion Rd	120	845			
	62 Mount Zion Rd	166	106			
	3205 E Market St (Lynchhurst)	1429	1596			
1:05	Market & Mills	58	53	64%	7%	29%
	2901 E Market St (York Mall)	405	432			
	2810 E Market St (York Marketplace)	948	7142			
	2201 E Market St (Royal St)	257	1946			
	E Market St & N Kensington St	18	214			
	2005 E Market St (Vernon St)	108	179			
	1505 E Market St (Kearney St)	37	72			
	1811 E Market St	26	63			
	1815 E Market St (Oxford St)	194	192			
	1605 E Market St (Yale St)	230	328			
	1447 E Market St (Ogontz St)	162	292			
	1305 E Market St (Harrison St)	1355	759			
1:15	Philadelphia & Harrison	199	401	73%	11%	17%
	1039 E Philadelphia St (Berts Ln)	692	1884			
	989 E Philadelphia St (Albemarle St)	290	599			
	857 E Philadelphia St (Tremonst St)	935	962			
	755 E Philadelphia St (Sheeman St)	1692	1889			
	697 E Philadelphia St	1516	2381			
	529 E Philadelphia St (State St)	2024	2680			
	399 E Philadelphia St (Broad St)	2119	1111			
	557 E Philadelphia St (Pine St)	1725	1189			
	145 E Philadelphia St (Queen St)	2995	648			
	57 E Philadelphia St (Duke St)	3384	458			
	104 W Philadelphia St	3125	930			
1:30	Total	2124	2154	62%	26%	12%

Alight

Board

Route 1B

.25 mi Buffer

Other Routes

Core

Radial

Hanover

Express


1 Dot = 10 People

Business

School

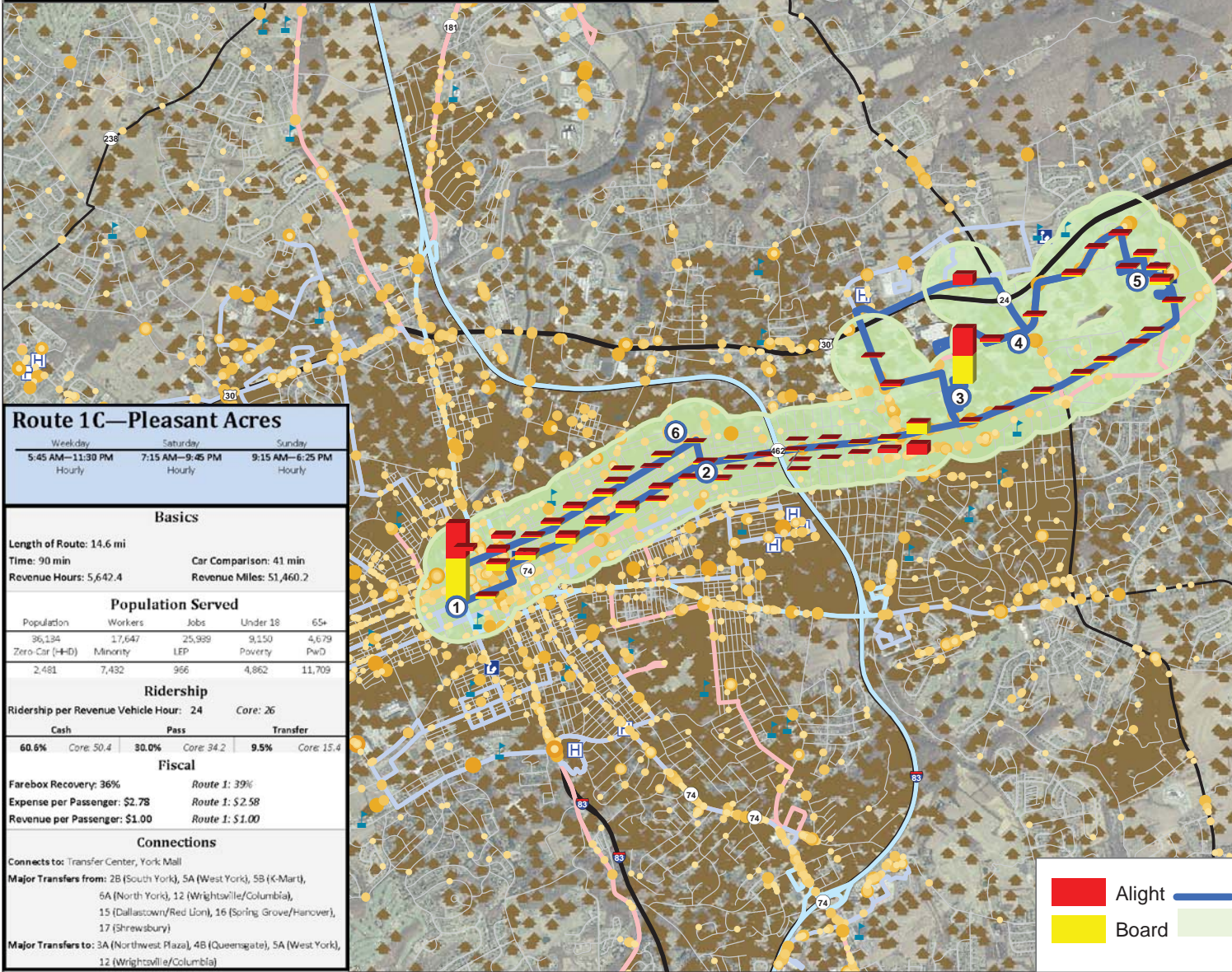
Hospital

Library



Transit Development Plan

Route 1C—Pleasant Acres



Route 1C—Pleasant Acres		
Weekday	Saturday	Sunday
5:45 AM—11:30 PM	7:15 AM—9:45 PM	9:15 AM—6:25 PM
Hourly	Hourly	Hourly

Basics					
Length of Route: 14.6 mi					
Time: 90 min			Car Comparison: 41 min		
Revenue Hours: 5,642.4			Revenue Miles: 51,460.2		
Population Served					
Population	Workers	Jobs	Under 18	65+	
96,134	17,647	25,989	9,150	4,679	
Zero-Car (-H+D)	Minority	LFP	Poverty	PwD	
2,481	7,432	966	4,862	11,709	
Ridership					
Ridership per Revenue Vehicle Hour: 24			Core: 26		
Cash		Pass	Transfer		
60.6%	Core: 50.4	30.0%	Core: 34.2	9.5%	Core: 15.4
Fiscal					
Farebox Recovery: 36%		Route 1: 39%			
Expense per Passenger: \$2.78		Route 1: \$2.58			
Revenue per Passenger: \$1.00		Route 1: \$1.00			
Connections					
Connects to: Transfer Center, York Mall					
Major Transfers from: 2B (South York), 5A (West York), 5B (K-Mart), 6A (North York), 12 (Wrightville/Columbia), 15 (Dallastown/Red Lion), 16 (Spring Grove/Hanover), 17 (Shrewsbury)					
Major Transfers to: 3A (Northwest Plaza), 4B (Queensgate), 5A (West York), 12 (Wrightville/Columbia)					

Time	Stop	Alighting	Boarding	On Time	Late	Early
8:00	Transfer Center	29956	35254	62%	42%	0%
	108 W King St	1318	1584			
	17 S Duke St (Yoketowne)	1624	5087			
	205 E Market St (Queen St)	2640	4024			
	424 E Market St (Broad St)	3109	4056			
	614 E Market St (State St)	3301	2597			
	808 E Market St (Sherman)	2948	8994			
	E Market St & S Tremont	890	768			
	1002 E Market St (Albemarle)	1944	1159			
	1100 E Market St (Dufrenoy St)	1159	526			
8:10	Market & Harrison	1055	1134	48%	53%	1%
	E Market St & Ogontz St	519	362			
	1550 E Market St	358	179			
	E Market St & Eastern Blvd	557	207			
	2005 E Market St (Kenney St)	263	136			
	2100 E Market St (Vernon St)	189	68			
	2206 E Market St (Kenshaw St)	687	67			
	2200 E Market St (Royal St)	3325	375			
	2500 E Market St (James Stone)	9058	570			
8:20	York Mall	23804	24642	61%	39%	0%
	Industrial Highway	2502	385			
	800 Memory Lane (Carl)	1315	98			
	2000 Whitford Rd (Academybrook)	9065	643			
	Yarlington Center	2755	768	47%	57%	16%
8:30	2300 Concord Rd	1719	383			
	Concord Rd (Post Office)	1906	1545			
	Concord Rd (Hendrick Rd)	768	424			
	Concord Rd (Davies Rd)	1655	461			
	Hendrick Rd & Davies	926	282			
	Pleasant Acres Home	1562	1891	18%	50%	27%
	Pleasant Acres Rd (Dorsey Brook Manor)	838	765			
	Pleasant Acres Home	3132	3271	77%	14%	10%
	3641 E Market St	646	913			
	3603 E Market St	637	502			
8:40	3441 E Market St	759	1288			
	3407 E Market St	706	1372			
	3205 E Market St (Lynchburg)	939	1735			
	Market & Mills	24	21	72%	18%	15%
	2401 E Market St (York Hill)	262	607			
	2800 E Market St (York Marketplace)	1179	8356			
	2301 E Market St (Royal St)	182	1403			
	E Market St & N Kensington St	27	249			
	2625 E Market St (Vernon St)	131	136			
	1305 E Market St (Kenney St)	65	99			
8:50	1011 E Market St	96	60			
	1015 E Market St (Oxford St)	129	223			
	1005 E Market St (Duke St)	272	313			
	1447 E Market St (Ogontz St)	161	196			
	1305 E Market St (Harrison St)	1258	774			
	Philadelphia & Harrison	119	305	68%	18%	15%
	1003 E Philadelphia St (Eberts Ln)	619	1154			
	999 E Philadelphia St (Albemarle St)	366	622			
	657 E Philadelphia St (Tremont St)	812	900			
	735 E Philadelphia St (Sherman St)	1318	991			
9:00	697 E Philadelphia St	1309	1967			
	529 E Philadelphia St (State St)	2887	1889			
	895 E Philadelphia St (Broad St)	2818	1044			
	557 E Philadelphia St (Pine St)	1345	1133			
	145 E Philadelphia St (Queen St)	1555	451			
	57 E Philadelphia St (Duke St)	3366	396			
	104 W Philadelphia St	3272	437			
	York Business Center	375	99			
	Total	144404	133228	55%	35%	9%

Alight

Board

Route 1C

.25 mi Buffer

Other Routes

Core

Radial

Hanover

Express

1 Dot = 10 People

Business

School

Hospital

Library



Transit Development Plan

Route 1T—Thackston

Stop	Alighting	Boarding	OnTime	Late	Early
Transfer Center	4673	5080	50%	35%	27%
108 W King St	95	152			
Thackston School	5881	494	18%	55%	27%
145 E Philadelphia St (Queen St)	12	4050			
104 W Philadelphia St	62	1			
Total	10723	9777	49%	35%	16%

Route 1T—Thackston

Weekday Saturday Sunday

Basics

Length of Route: 3.3 mi
 Time: 25 min
 Revenue Hours: 307.8
 Car Comparison: 13 min
 Revenue Miles: 1,736

Population Served

Population	Workers	Jobs	Under 18	65+
7,781	3,651	11,977	2,154	768
Zero-Car (HHD)	Minority	English Proficiency	Poverty	PwD
1,438	3,660	527	2,304	4,117

Ridership

Ridership per Revenue Vehicle Hour: 79

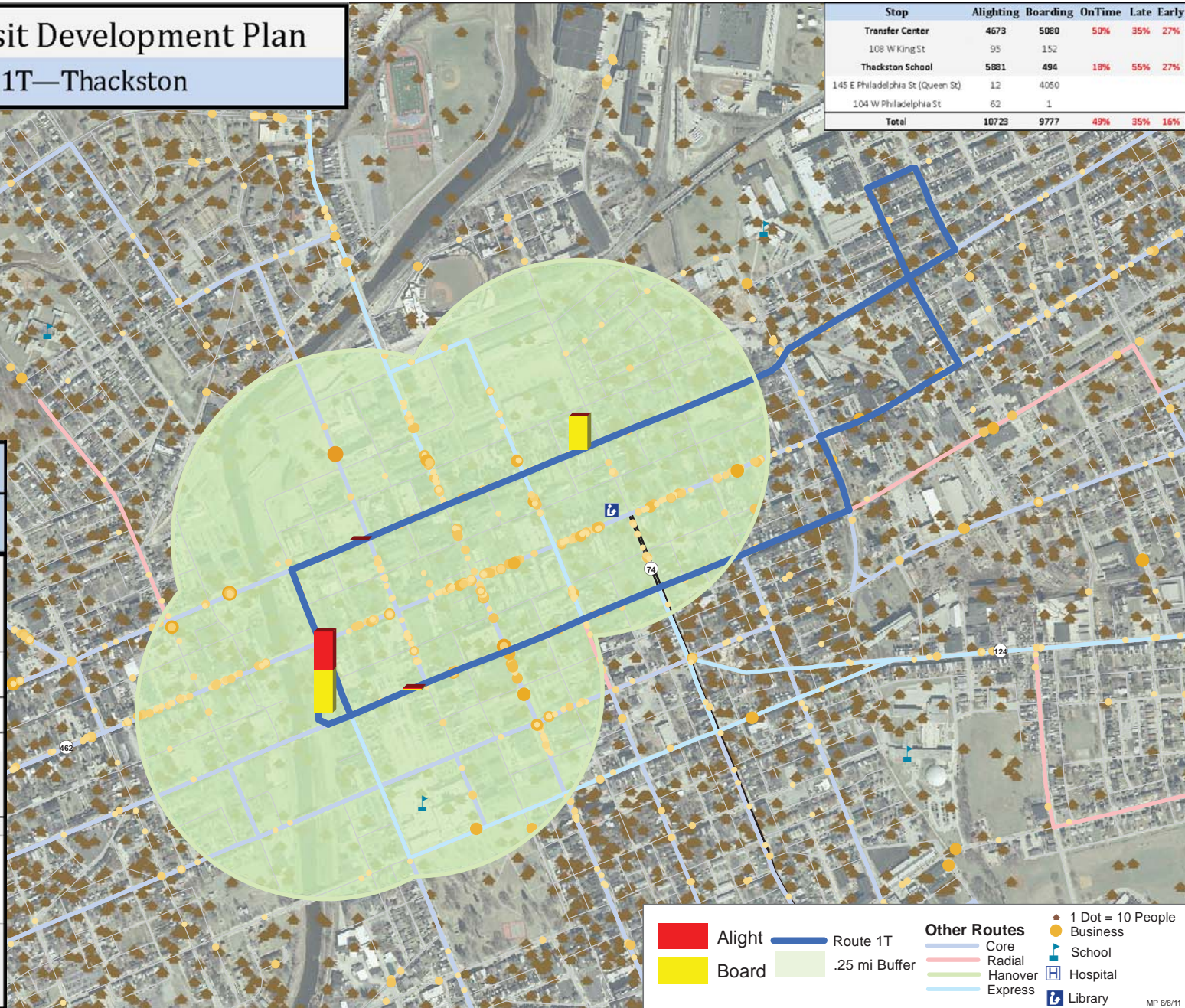
Cash	Pass	Transfer
3%	75%	22%

Fiscal

Farebox Recovery: 87%
 Expense per Passenger: \$ 0.84
 Revenue per Passenger: \$ 0.73

Connections

Connects to: Transfer Center
 Major Transfers from: None
 Major Transfers to: None



Red Rectangle

Alight

Yellow Rectangle

Board

Blue Line

Route 1T


Green Line

.25 mi Buffer

Other Routes

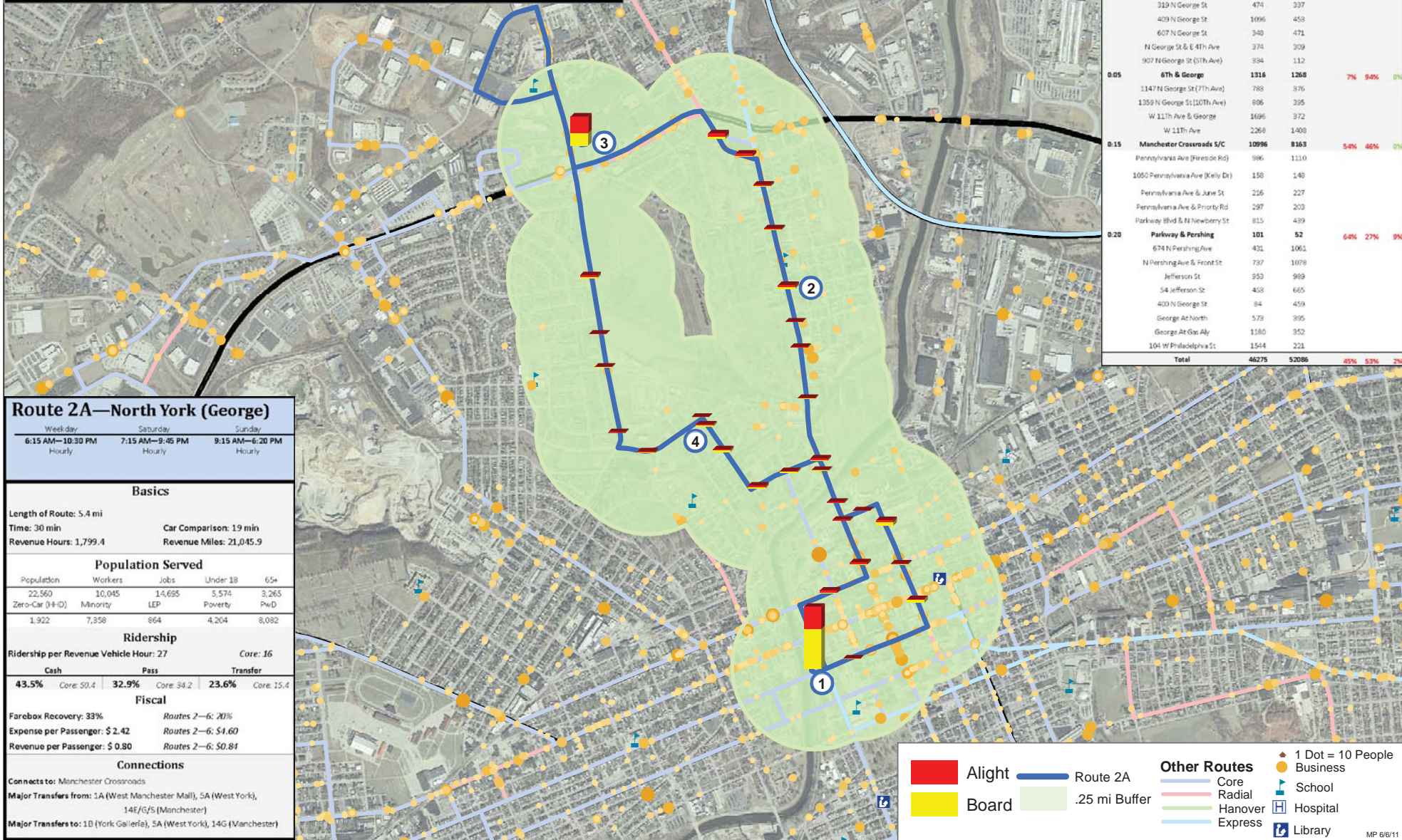
- Light Blue Line: Core
- Pink Line: Radial
- Green Line: Hanover
- Light Blue Line: Express

- 1 Dot = 10 People
- Orange Dot: Business
- Blue Triangle: School
- Blue Square: Hospital
- Blue Square: Library



Transit Development Plan

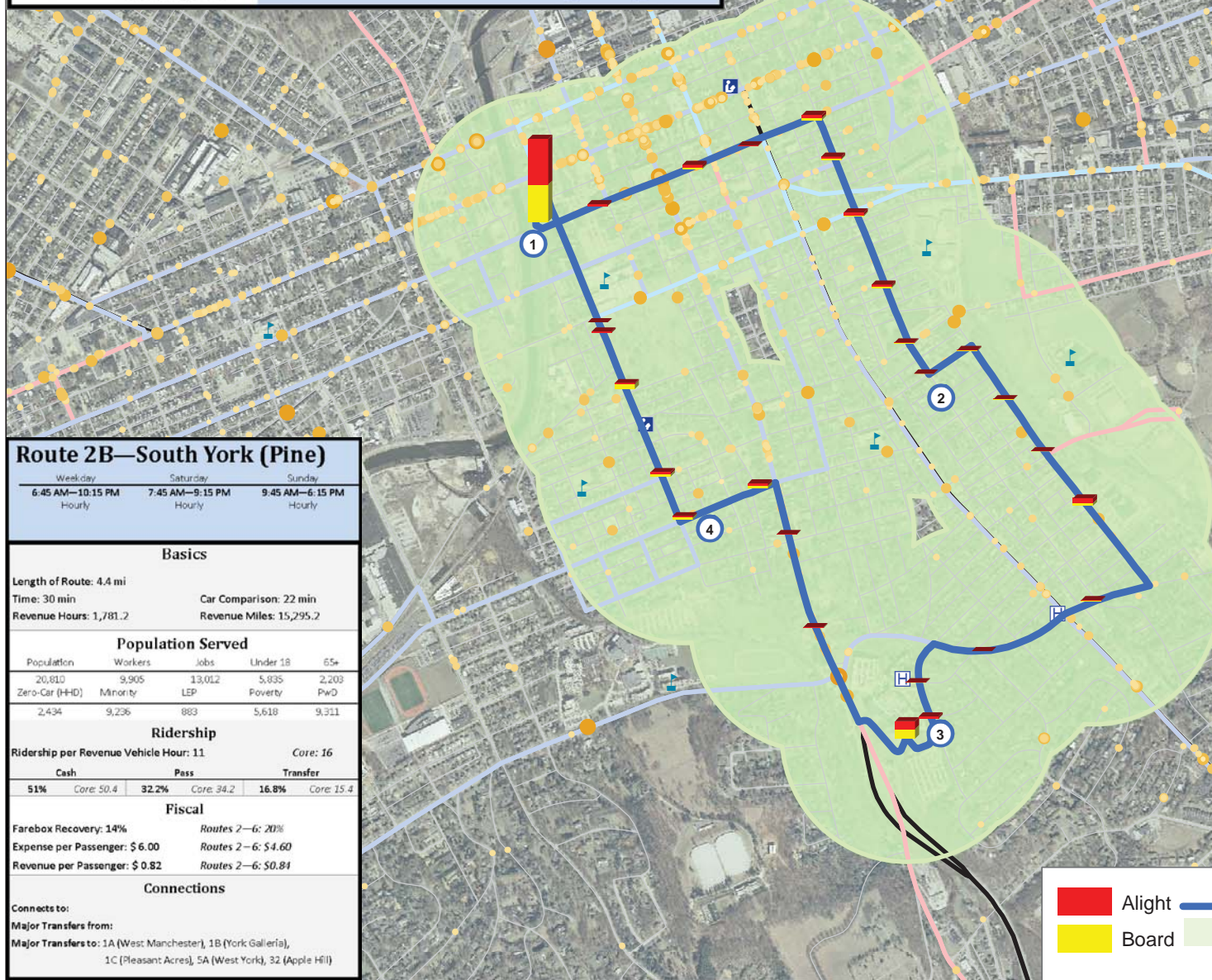
Route 2A—North York (George St)





Transit Development Plan

Route 2B—South York (Pine)



Time	Stop	Alighting	Boarding	OnTime	Late	Early
0.00	Transfer Center	11189	9078	43%	56%	1%
	108 W King St	370	163			
	30 E King St	696	278			
	146 E King St	134	57			
	262 E King St (Pine St)	751	515			
	S Pine St & E Princess St	512	212			
	S Pine St (College Ave)	657	234			
	S Pine St (Harding Ct)	463	340			
	S Pine St & Boundary Ave	215	65			
0.05	S Pine & Cottage	58	8	22%	78%	0%
	346 Cottage Place	166	109			
	Edgar St (Jackson St)	35	61			
	930 Edgar St (Rockdale)	89	5			
	Edgar St & Irving Rd	1188	658			
	Radison & S Pine St	153	121			
	Radison Rd & Peyton Rd	22	5			
	Irving & Cafeteria Stop	102	8			
	Irving Rd & Ketterman Ent.	446	190			
0.15	York Hospital Ed	1942	2375	78%	20%	3%
	955 S George St	129	125			
	400 S George St (Springettsbury Ave)	36	40			
	W Jackson St & Cleveland Ave	521	738			
	159 W Jackson St (Pershing Ave)	388	570			
	639 S Pershing Ave (Cottage Pl)	573	573			
	425 S Pershing Ave (Lafayette St)	329	1115			
0.20	College & Pershing	29	22	69%	24%	7%
	311 S Pershing Ave	281	83			
	Total	21424	17743	56%	41%	3%

Route 2B—South York (Pine)

Week-day	Saturday	Sunday
6:45 AM—10:15 PM	7:45 AM—9:15 PM	9:45 AM—6:15 PM
Hourly	Hourly	Hourly

Basics

Length of Route: 4.4 mi
Time: 30 min
Revenue Hours: 1,781.2
Car Comparison: 22 min
Revenue Miles: 15,295.2

Population Served

Population	Workers	Jobs	Under 18	65+
20,810	9,905	13,012	5,835	2,203
Zero-Car (HHH)	Minority	LEP	Poverty	PwD
2,434	9,236	983	5,618	9,311

Ridership

Ridership per Revenue Vehicle Hour: 11		Core: 16	
Cash	Pass	Transfer	
51%	Core: 50.4	32.2%	Core: 34.2
		16.8%	Core: 15.4

Fiscal

Farebox Recovery: 14%
Expense per Passenger: \$6.00
Revenue per Passenger: \$0.82
Routes 2—6: 20%
Routes 2—6: \$4.60
Routes 2—6: \$0.81

Connections

Connects to:
Major Transfers from:
Major Transfers to: 1A (West Manchester), 1B (York Galleria),
1C (Pleasant Acres), 5A (West York), 32 (Apple Hill)

Alight

Board

Route 2B

.25 mi Buffer

Other Routes

Core

Radial

Hanover

Express


1 Dot = 10 People

Business

School

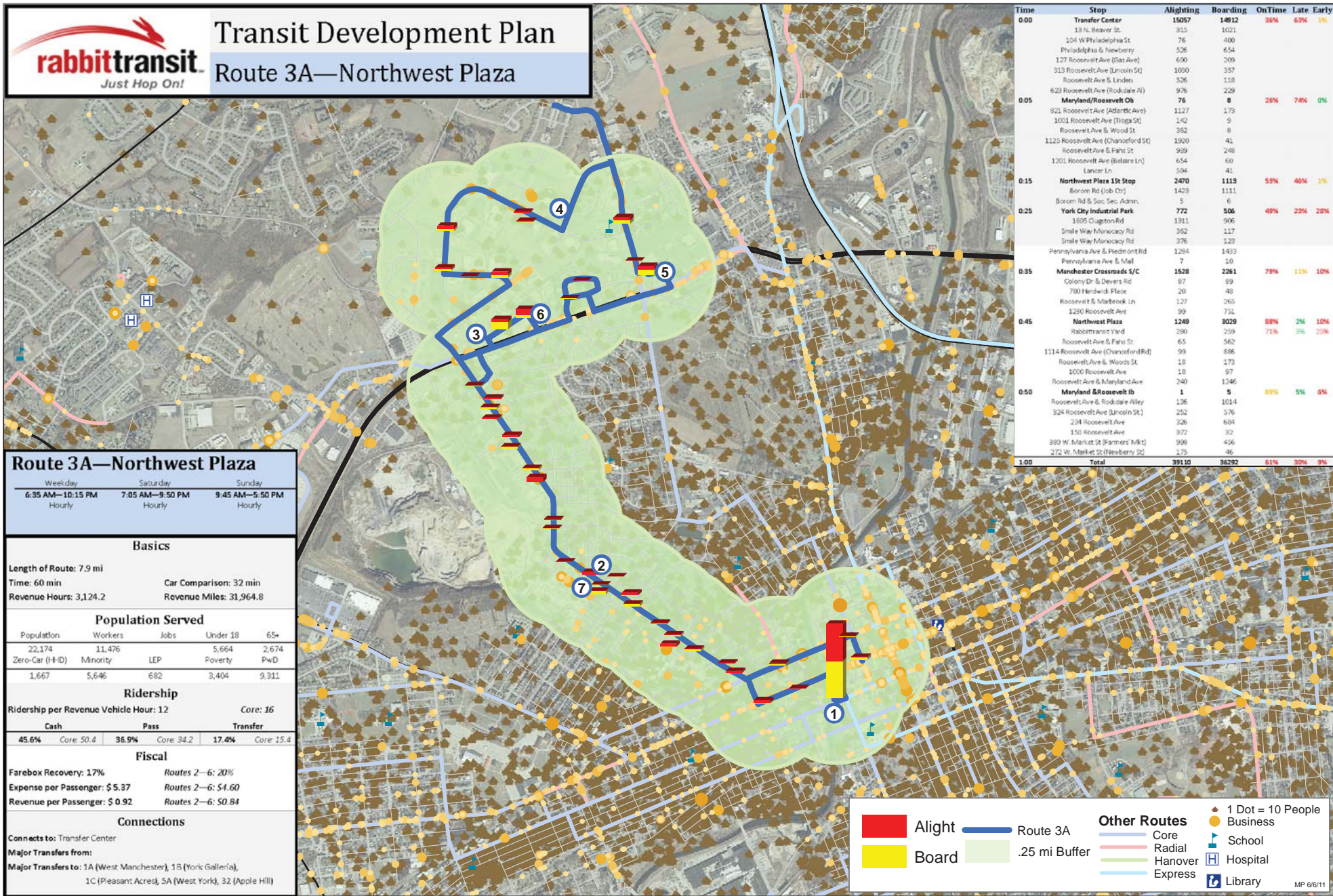
Hospital

Library



Transit Development Plan

Route 3A—Northwest Plaza





Transit Development Plan

Route 3B—York College

Route 3B—York College

Weekday	Saturday	Sunday
6:15 AM—10:20 PM	7:15 AM—9:45 PM	9:15 AM—5:45 PM
Half hour	Hourly	Hourly

Basics

Length of Route: 4.9 mi
Time: 30 min
Revenue Hours: 2,106.8
Car Comparison: 18 min
Revenue Miles: 27,079.0

Population Served

Population	Workers	Jobs	Under 18	65+
16,029	7,782	12,174	4,306	1,789
Zero-Car (HHID)	Minority	LEP	Poverty	PwD
1,799	6,629	589	3,948	6,629

Ridership

Ridership per Revenue Vehicle Hour: 14
Core: 16

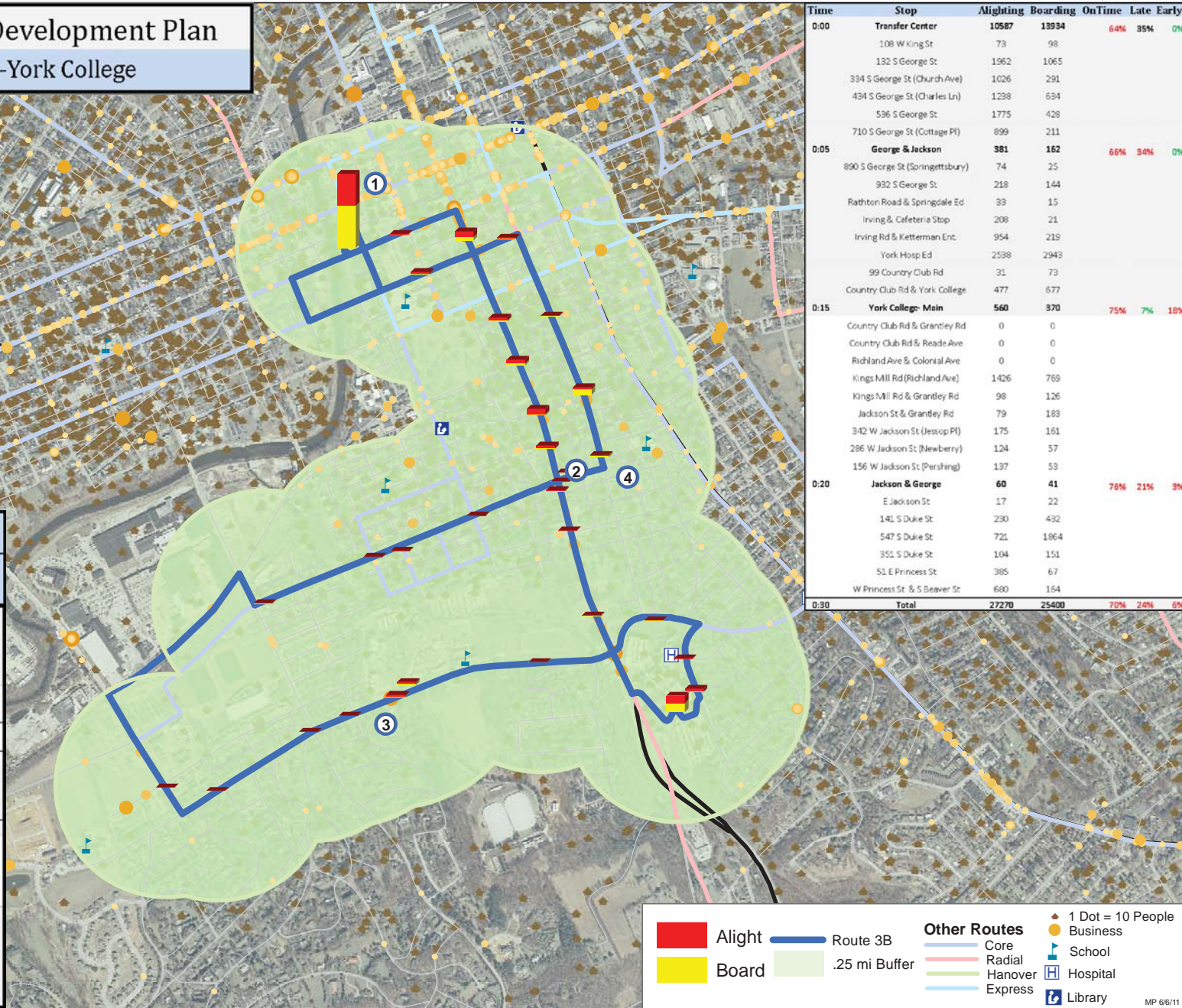
Cash	Pass	Transfer
43%	Core: 50.4	Core: 34.2
		Core: 15.4

Fiscal

Farebox Recovery: 17%
Expense per Passenger: \$ 4.84
Revenue per Passenger: \$ 0.81
Routes 2—6: 20%
Routes 2—6: \$4.60
Routes 2—6: \$0.84

Connections

Connects to: Transfer Center, Manchester Crossroads
Major Transfers from: 1C (Pleasant Acres), 3B (York College),
4B (Queensgate), 6B (South York), 17 (Shrewsbury)
Major Transfers to: 1A (West Manchester), 1B (York Galleria),
4B (Queensgate)

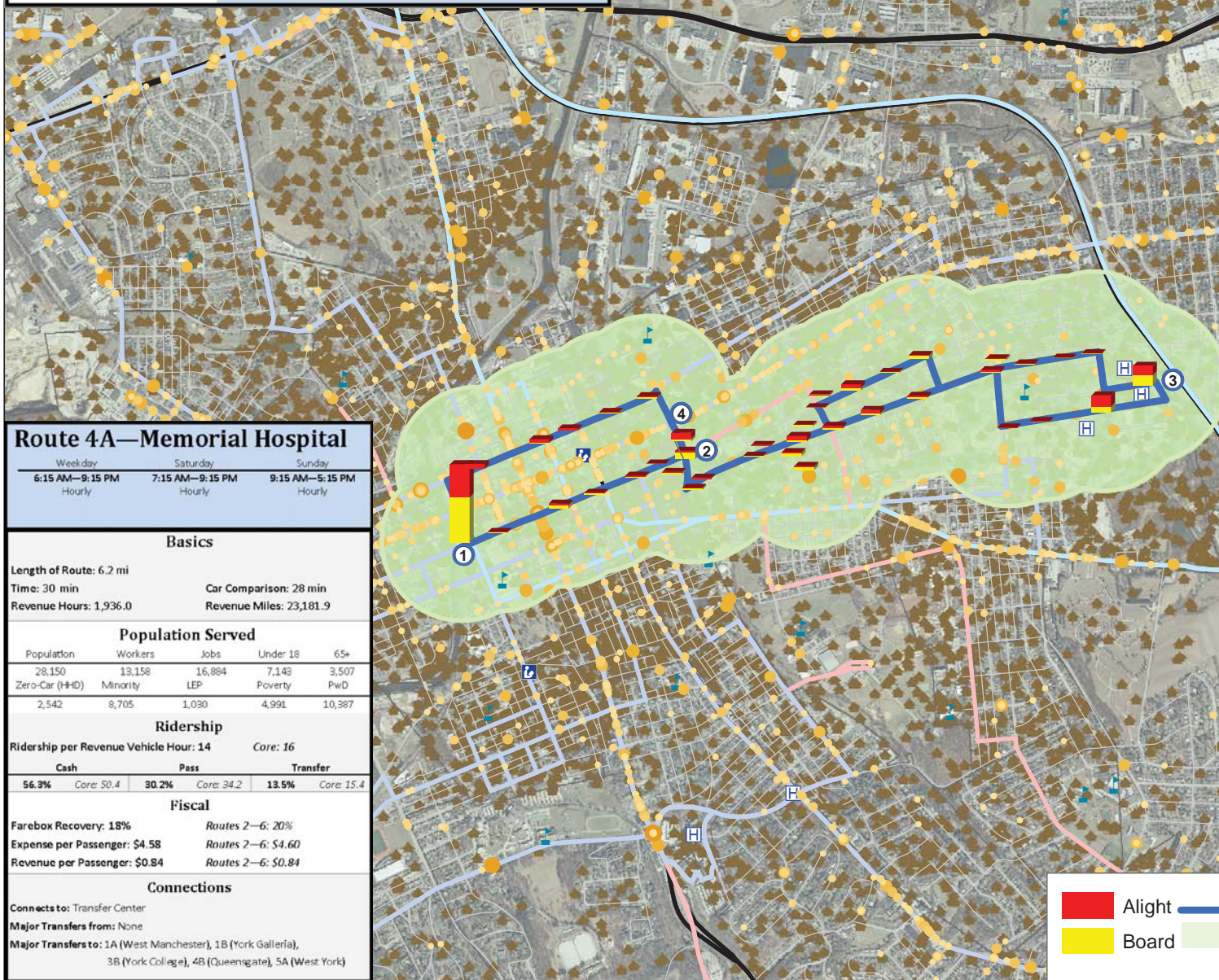


Time	Stop	Alighting	Boarding	OnTime	Late	Early
0:00	Transfer Center	10587	18934	64%	35%	0%
	108 W King St	73	98			
	132 S George St	1962	1065			
	334 S George St (Church Ave)	1026	291			
	434 S George St (Charles Ln)	1238	634			
	536 S George St	1775	428			
	710 S George St (Cottage Pl)	899	211			
0:05	George & Jackson	381	162	66%	34%	0%
	890 S George St (Springettsbury)	74	25			
	932 S George St	218	144			
	Rathton Road & Springdale Ed	33	15			
	Irving & Cafeteria Stop	208	21			
	Irving Rd & Ketterman Ent	954	219			
	York Hosp Ed	2538	2943			
	99 Country Club Rd	31	73			
	Country Club Rd & York College	477	677			
0:15	York College: Main	560	370	75%	7%	18%
	Country Club Rd & Grantley Rd	0	0			
	Country Club Rd & Reade Ave	0	0			
	Richland Ave & Colonial Ave	0	0			
	Kings Mill Rd (Richland Ave)	1426	769			
	Kings Mill Rd & Grantley Rd	98	126			
	Jackson St & Grantley Rd	79	183			
	342 W Jackson St (Jessop Pl)	175	161			
	286 W Jackson St (Newberry)	124	57			
	156 W Jackson St (Pershing)	137	53			
0:20	Jackson & George	60	41	76%	21%	3%
	E Jackson St	17	22			
	141 S Duke St	230	432			
	547 S Duke St	721	1864			
	351 S Duke St	104	151			
	51 E Princess St	385	67			
	W Princess St & S Beaver St	680	154			
0:30	Total	27270	25400	70%	24%	6%



Transit Development Plan

Route 4A—Memorial Hospital



Time	Stop	Alighting	Boarding	OnTime	Late	Early
0:00	Transfer Center	9404	11353	41%	58%	1%
	108 W King St	103	148			
	30 E King St	378	887			
	146 E King St	129	222			
	262 E King St (Pine St)	225	211			
	S Broad St	1558	589			
	Broad Park Manor Ob	117	459	66%	31%	3%
0:05	E Princess St & Broad St	227	331			
	E Princess St (Fulton St)	196	52			
	E Princess St & Patterson St	1166	298			
	Shadowfax Patterson	356	702			
	800 E Princess St (Sherman St)	586	233			
	E Princess St & Warren St	808	505			
	E Princess St & S Albemarle St	407	199			
	Edison & Lehman St	152	748			
	Edison & Albemarle St	20	216			
	Edison St & Tramount (Shadowfax)	866	702			
	Edison & S Sherman St	203	322			
	Edison & Sherman St	0	0	52%	15%	34%
0:15	E Princess St & Hill St	550	78			
	6Th Ave & Princess St	108	21			
	6Th Ave & Cigaretz St	202	38			
	6Th Ave & Belmont St	2630	1529			
	Memorial Hospital	2396	2470	82%	10%	9%
	1679 Third Ave (Belmont St)	44	63			
	3RD Ave & Yale St	47	64			
0:20	3RD Ave & Cigaretz St	92	191			
	1405 Third Ave (Hill St)	121	445			
	S Sherman St & E Princess St	56	491			
	679 E Princess St	223	738			
	E Princess St & Fulton St	25	75			
	E Princess St & Charles St	201	44			
	Broad Park Manor Ib	9	0	72%	22%	6%
0:45	S Broad St & King St	383	1764			
	399 E Philadelphia St (Broad St)	300	190			
	557 E Philadelphia St (Pine St)	78	365			
	145 E Philadelphia St (Queen St)	375	158			
	57 E Philadelphia St (Duke St)	640	114			
0:45	104 W Philadelphia St	1113	165			
	Total	25883	27167	64%	31%	5%

Route 4A—Memorial Hospital					
Weekday		Saturday		Sunday	
6:15 AM—9:15 PM		7:15 AM—9:15 PM		9:15 AM—5:15 PM	
Hourly		Hourly		Hourly	
Basics					
Length of Route: 6.2 mi					
Time: 30 min			Car Comparison: 28 min		
Revenue Hours: 1,936.0			Revenue Miles: 23,181.9		
Population Served					
Population	Workers	Jobs	Under 18	65+	
28,150	13,158	16,884	7,143	3,507	
Zero-Car (HHD)	Minority	LEP	Poverty	PwD	
2,542	8,705	1,030	4,991	10,387	
Ridership					
Ridership per Revenue Vehicle Hour: 14			Core: 16		
Cash		Pass	Transfer		
56.3%	Core: 50.4	30.2%	Core: 34.2	13.5% Core: 15.4	
Fiscal					
Farebox Recovery: 18%			Routes 2—6: 20%		
Expense per Passenger: \$4.58			Routes 2—6: \$4.60		
Revenue per Passenger: \$0.84			Routes 2—6: \$0.84		
Connections					
Connects to: Transfer Center					
Major Transfers from: None					
Major Transfers to: 1A (West Manchester), 1B (York Galleria), 3B (York College), 4B (Queensgate), 5A (West York)					

Alight

Board

Route 4A

.25 mi Buffer

Other Routes

Core

Radial

Handover

Express

1 Dot = 10 People

Business

School

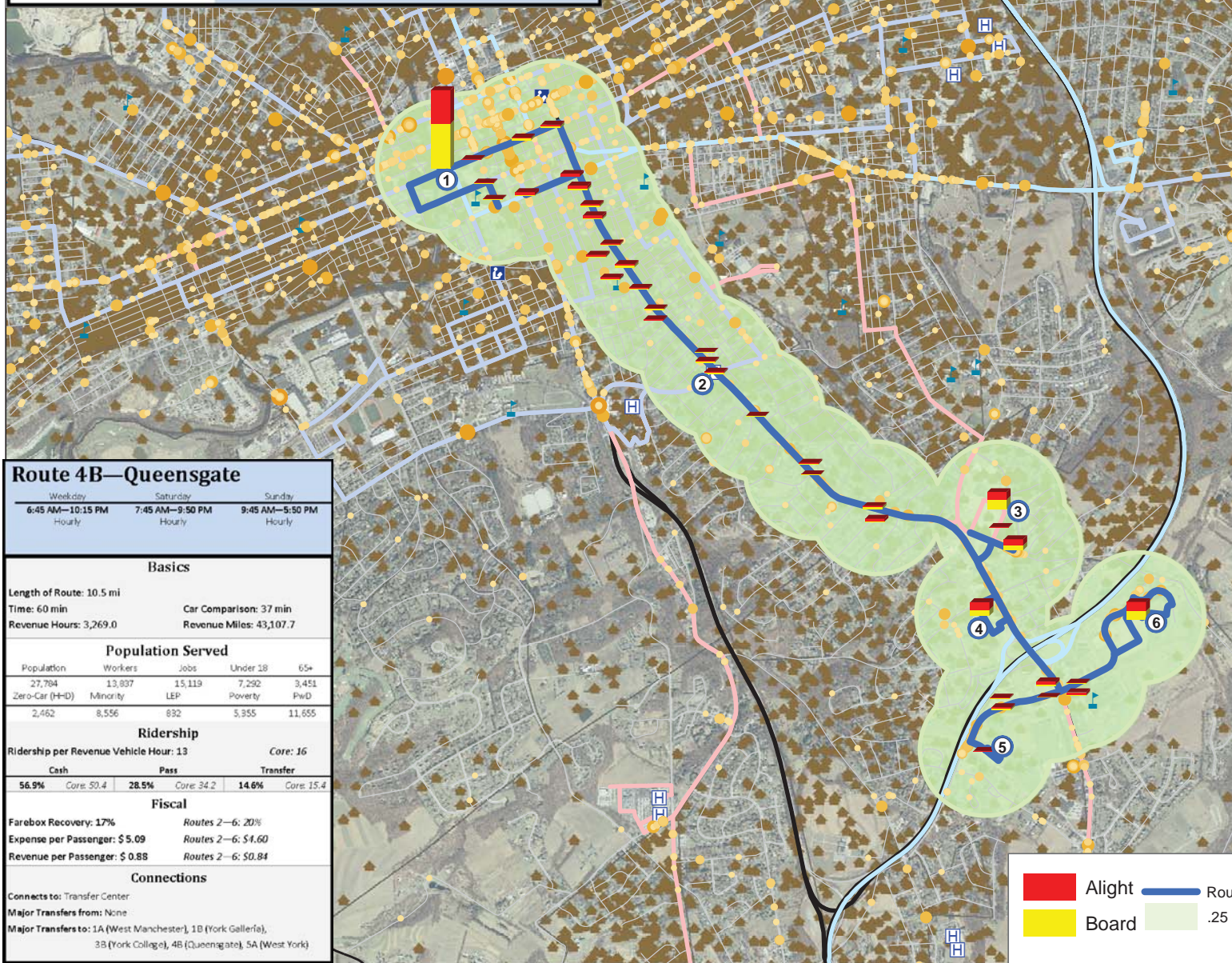
Hospital

Library



Transit Development Plan

Route 4B—Queensgate



Time	Stop	Alighting	Boarding	OnTime	Late	Early
0:00	Transfer Center	1028	1346	60%	40%	1%
	138 W King St	138	207			
	50 E King St	243	425			
	146 E King St	397	766			
	305 S Queen St (College Ave)	560	618			
	434 S Queen St (Herdin Ct)	842	459			
	500 S Queen St (Boundary Ave)	486	306			
	712 S Queen St (E. Cottage Pl)	480	251			
	802 S Queen St (E. Jackson St)	377	182			
	900 S Queen St (E. Springbury Ave)	310	76			
	1200 S Queen St (Boundary Ave)	284	246			
0:05	Queen & Rathbone Outbound	325	294	40%	49%	11%
	S Queen St & Tr-Hill Rd	400	55			
	S Queen St & Hillcrest Rd	628	41			
	Qg Row Off Lot	1560	1416			
	Qg CVS Pharmacy	167	31			
0:15	Queensgate 5/C	2392	2843	75%	25%	1%
0:20	So Yo Value Ctr/Priorite	2254	1789	73%	15%	12%
	200 St. Charles Way	807	454			
	St Charles Way (Ruby Tuesdays)	202	120			
0:23	St Charles Way (Dialysis)	190	139	65%	20%	15%
	St Charles Way (Ruby Tuesdays)	452	488			
	201 St. Charles Way	18	55			
	Fauline Drive (Vo-Tech)	719	316			
0:35	South York Plaza	2813	2444	68%	6%	4%
	104 Pauline Drive (Vo-Tech)	71	283			
	S Queen & Hillcrest Rd	302	863			
	S Queen & Tr-Hill Rd	26	152			
	1400 S. Queen St	18	49			
	1209 S Queen St (Playton St)	95	82			
	901 S Queen St (Springbury Ave)	110	309			
	713 S Queen St (Cottage Pl)	359	701			
	551 S Queen St (Boundary Ave)	354	308			
	409 S Queen St (South St)	365	375			
	158 E College St	796	149			
	E College Ave & George St	887	226			
	S Beaver St & St Paul's Church	139	57			
	W Princess St & S Beaver St	189	89			
	S Newberry St & W King St	25	3			
1:00	Total	32005	31379	66%	26%	7%

Route 4B—Queensgate					
Weekday	Saturday	Sunday			
6:45 AM–10:15 PM	7:45 AM–9:50 PM	9:45 AM–5:50 PM			
Hourly	Hourly	Hourly			
Basics					
Length of Route: 10.5 mi					
Time: 60 min		Car Comparison: 37 min			
Revenue Hours: 3,269.0		Revenue Miles: 43,107.7			
Population Served					
Population	Workers	Jobs	Under 18	65+	
27,784	13,837	15,119	7,292	3,451	
Zero-Car (H+D)	Minority	LEP	Poverty	PwD	
2,462	8,556	892	5,355	11,655	
Ridership					
Ridership per Revenue Vehicle Hour: 13			Core: 16		
Cash	Pass	Transfer			
56.9%	Core: 50.4	28.5%	Core: 34.2	14.6%	Core: 15.4
Fiscal					
Farebox Recovery: 17%	Routes 2–6: 20%				
Expense per Passenger: \$ 5.09	Routes 2–6: \$ 4.60				
Revenue per Passenger: \$ 0.88	Routes 2–6: \$ 0.84				
Connections					
Connects to: Transfer Center					
Major Transfers from: None					
Major Transfers to: 1A (West Manchester), 1B (York Galleria), 3B (York College), 4B (Queensgate), 5A (West York)					

Alight

Board

Route 4B

.25 mi Buffer

Other Routes

Core

Radial

Hanover

Express

1 Dot = 10 People

Business

School

Hospital

Library



Transit Development Plan

Route 5A—West York

Route 5A—West York

Weekday	Saturday	Sunday
6:15 AM—10:20 PM	7:45 AM—9:50 PM	9:45 AM—6:00 PM
Half-Hour	Hourly	Hourly

Basics

Length of Route: 9 mi
Time: 60 min
Revenue Hours: 3,348

Car Comparison: 29 min
Revenue Miles: 39,035.9

Population Served

Population	Workers	Jobs	Under 18	65+
21,667	10,544	8,462	5,349	2,781
Zero-Car (HHO)	Minority	LEP	Poverty	PwD
1,627	5,222	564	3,909	7,840

Ridership

Ridership per Revenue Vehicle Hour: 18		Core: 16	
Cash	Pass	Transfer	
44.7%	Core: 50.4	34.5%	Core: 34.2
		20.8%	Core: 15.4

Fiscal

Farebox Recovery: 22%
Expense per Passenger: \$3.69
Revenue per Passenger: \$0.83

Routes 2—6: 20%
Routes 2—6: \$4.60
Routes 2—6: \$0.84

Connections

Connects to: Transfer Center
Major Transfers from: 1B (York Galleria), 1C (Pleasant Acres),
2A (North York), 2B (South York),
4A (Memorial Hospital), 4B (Queensgate), 6B (North York),
15 (Dallastown/Red Lion)
Major Transfers to: 1A (West Manchester), 1B (York Galleria), 1C (Pleasant Acres),
2A (North York)

Time	Stop	Alighting	Boarding	OnTime	Late	Early
0:00	Transfer Center	21587	25820			
	5 Newberry St & Princess St	259	459			
	W Princess St & Penn St	1148	516			
	563 W Princess St (Hurdley)	2066	499			
	607 W Princess St (West St)	2450	507			
	655 W Princess St (Delaware)	2904	155			
	900 W Princess St (Shenston St)	2259	202			
	941 W Princess St (Highland Ave)	2651	326			
0:05	Dewey & King	1357	104	40%	50%	2%
	1129 W King St (Overbrook St)	1792	137			
	1241 W King St (Herman St)	1705	704			
	1301 W King St (Hoke St)	214	84			
	1395 W King St (Highland Ave)	431	57			
	W Market St & Highland Ave	1497	291			
	1507 W Market St (Adams St)	769	189			
	1601 W Market St (Seward St)	931	59			
	1701 W Market St (Summer St)	244	124			
	1801 W Market St (Clinton St)	240	213			
	W Market St & Diamond St	932	96			
	2005 W Market St (Oxford St)	915	665			
	W Market St & Geneva St	198	41			
0:15	West York	404	45	80%	8%	8%
	W Market St & Hoffman Lane	946	10			
	2801 W Market St (St. Paul St)	135	24			
	2961 W Market St (Hill Dr)	61	19			
	Zerfoss Rd & Gillespie Dr	567	369			
0:40	West York Industrial Park	607	615	53%	0%	7%
	Zerfoss Rd (500 Bk & Blvd)	162	155			
	W Philadelphia St & E Berlin Rd	1	0			
	2200 W Philadelphia St (100th St)	291	978			
	Berwick St & Stanton St	24	127			
	Filbert St & Oxford St	16	74			
	Filbert St & Diamond St	2	20			
	Filbert St & N Summer St	59	113			
	Filbert St & N Seward St	18	20			
	Filbert St & Highland St	246	629			
	1362 W Market St (Highland Ave)	140	1908			
	1226 W Market St	266	602			
	W Market St (Overbrook St)	414	3146			
	1128 W King St	121	2917			
0:45	King & Dewey	1	8	89%	29%	2%
	939 W King St (Richards Ave)	315	3216			
	752 W King St	224	2061			
	666 W King St (Delaware Ave)	383	107			
	W King St & Cedar St	456	1952			
	462 W King St (Hurdley St)	404	552			
	375 W King St (Penn St)	705	391			
1:00	Total	52234	50691	50%	40%	2%

