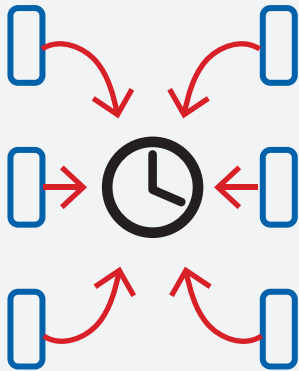
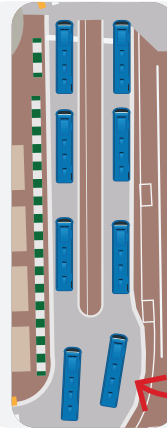


No Timed Transfers

Current Challenge at the Harrisburg Transfer Center



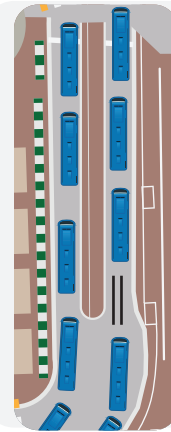
Timed transfers are when buses are timed to arrive at the station at the same time so no additional waiting is required for a rider to transfer from one bus to another.



The Harrisburg Transfer Center currently does not have timed transfers. The buses arrive at asynchronous times and pull into any available space. If no space is available, the bus must wait.



Passengers on the waiting bus have no choice but to wait as well. This becomes a problem if they need to make a transfer.



When a bus departs, it creates a space for the waiting bus. However, if a rider had wanted to transfer onto the bus that just pulled away, that rider must now wait a full cycle for that bus to return.

BENEFITS OF TIMED TRANSFERS FOR THE PASSENGER



Reliability: Riders can plan their schedules better if they know they can count on making the transfer they need.



Safety: Riders will not feel the need to rush off the bus and dash to the next bus, decreasing the chance of falls and accidents.



Greater Accessibility: Timed transfers, with route-specific bus bays, would allow adequate time for people with disabilities to exit and board vehicles to complete a transfer.

BENEFITS OF TIMED TRANSFERS FOR THE AGENCY



Lower Operating Cost: Timed transfers allow for more passengers to use a bus at a time, which could mean increased ridership.



Improved Customer Satisfaction: Riders will have greater peace of mind, making them more likely to ride in the future and to recommend the service to others.