



**SUSQUEHANNA REGIONAL
TRANSPORTATION AUTHORITY**

901 N. Cameron Street, Harrisburg PA, 17101

RECIPIENT ID 7422

Serving Adams, Columbia, Cumberland, Dauphin, Franklin,
Harrisburg City, Montour, Northumberland, Perry,
Snyder, Union, and York Counties

**TITLE VI
PROGRAM**

9/30/2026



SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY (SRTA)
dba: rabbittransit

Recipient ID 7422

Title VI Program

Submitted: 9/30/2026

Prepared by: SRTA

901 N Cameron ST

Harrisburg, PA 17101

Tel: (717) 233-5657

URL: www.rabbittransit.org



Recipient Information

RECIPIENT: **Recipient ID 7422**

SUSQUEHANNA REGIONAL
TRANSPORTATION AUTHORITY
dba: rabbittransit

Urban Transit Agency – population over 200,000, over 50 peak buses
There are NO subrecipients

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Title VI Objectives

The direction, guidance and procedures in this document will facilitate ongoing efforts undertaken by the Susquehanna Regional Transportation Authority (herein referred to as “SRTA” or “rabbittransit”) to:

- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Provision of Title VI Assurance

SRTA hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

- A. No person, on the basis of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Further, no person will be subjected to discrimination in the level and quality of transportation services and transit-related benefits;
- B. Title VI information will be compiled, maintained, and submitted as required by FTA Circular 4702.1B and in compliance with the Department of Transportation’s Title VI Regulation, 49 CFR, Part 21. rabbittransit will keep such records and submit to the FTA timely, complete, and accurate compliance reports at such times, and in such form and containing such information, as rabbittransit may determine to be necessary to ascertain whether rabbittransit has complied or is complying with Title VI rules;
- C. rabbittransit Title VI Assurance will be submitted on an annual basis, as part of the agency’s annual Certification and Assurance submission to the FTA;
- D. rabbittransit will also integrate into the agency’s programs and activities considerations expressed in the FTA’s Policy Guidance Concerning Recipients’ Responsibilities to Individuals with Limited English Proficiency (“LEP”) (70 FR 74087, December 14, 2005); and
- E. SRTA will make it known to the public that those persons or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint

with the Federal Transit Administration and/or the U.S. Department of Transportation.

Title VI Notice to the Public

SRTA shall provide information to the public regarding the agency's Title VI



Susquehanna Regional Transportation Authority

**Operates its programs
without regard to race, color or national origin.**

For more information on rabbittransit's **Civil Rights Program**,
the obligations, and procedures to file a complaint,
please visit our website at:
www.rabbittransit.org

Or call **717-888-9801** to speak with our Civil Rights Officer,

Or visit our **Administrative Office** at
901 N. Cameron Street, Harrisburg, PA 17101

Autoridad de Transporte de Susquehanna Regional

**Opera sus programas
sin distinción de raza, color o nacionalidad de origen.**

Para obtener más información sobre los **Programa de Derechos Humanos** de rabbittransit, las obligaciones, y procedimientos para
presentar una queja, consulte nuestro sitio web en:
www.rabbittransit.org

O llame **717-888-9801** para hablar con nuestro funcionario de
Derechos Humanos

O visite nuestra **oficina administrativa** en
901 N. Cameron Street, Harrisburg, PA 17101

obligations and apprise members of the public of the protections against discrimination afforded to them by the Title VI. The following is the Public Notice Information:

Notice Posting Locations

- Interior of most revenue service vehicles
- Public areas of the rabbittransit offices
- All rabbittransit bus schedules
- SRTA website

Title VI Instructions to the Public

The Susquehanna Regional Transportation Authority (SRTA) (dba rabbittransit) offers instructions to the public regarding how to file a Title VI complaint, including a copy of the complaint form. These are available at our site lobbies and on our website:

<https://www.rabbittransit.org/accessibility-compliance-information/civil-rights/>.

Statement of Title VI Complaint Procedures/Policy –

English

The Susquehanna Regional Transportation Authority (SRTA) (dba rabbittransit) was formed on November 16, 2021, pursuant to resolutions duly passed by the Board of Commissioners of Adams, Cumberland, Dauphin and York Counties as well as the City Council of the City of Harrisburg and pursuant to the Pennsylvania Municipal Authorities Act of 1945. This Authority was created for multiple purposes including carrying out the missions and operations of CPTA (Central Pennsylvania Transportation Authority) and CAT (Cumberland-Dauphin-Harrisburg Transit Authority) through shared resources of executive and administrative functions. SRTA is committed to a policy of non-discrimination in how it conducts its business, including its Title VI responsibilities – the delivery of equitable and accessible transportation services. rabbittransit recognizes its responsibilities to the communities in which it operates and to the society it serves. It is rabbittransit's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

Toward this end, it is SRTA's objective to:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in transportation decision making;

- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out SRTA's commitment to this program has been delegated to the Executive Director by the Board of Directors. Staff is responsible for the day-to-day operations of this Program and the Compliance Officer who will receive and investigate Title VI complaints which come through the complaint procedure. However, all managers, supervisors and employees share in the responsibility for making SRTA's Title VI Program a success.

Additional information concerning SRTA's Title VI obligations and the complaint procedure can be obtained by calling (717) 849-0731.

If someone believes they have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color, or national origin under SRTA's program of transit service delivery or related benefits, they may file a complaint with SRTA's Equal Employment Opportunity (EEO) Officer and Civil Rights/Title VI Officer, 415 N. Zarfoss Drive, York, PA 17404 or by telephone 717-849-0731.

Individuals should visit the following link, <https://www.rabbittransit.org/accessibility-compliance-information/civil-rights/> to download a complaint form. We encourage you to make your complaint in writing. All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The SRTA Compliance Officer will review every complaint, and when necessary, assign a neutral party to investigate.

At a minimum, the investigating officer will:

- Identify and review all relevant documents, practices, and procedures;
- Identify and interview persons with knowledge of the Title VI violation (i.e., the person making the complaint);
- Investigate witnesses or anyone identified by the Complainant;
- Identify anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the SRTA Compliance Officer will complete a final report for the Executive Director with a copy to the General Counsel. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately.

The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than 25 business days. If no violation is found and the Complainant wishes to appeal the decision, they may appeal directly to the Executive Director of SRTA, 415 N. Zarfoss Drive, York, PA 17404.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination, 1200 New Jersey Avenue, SE Washington, DC, 20590, Phone: 888-446-4511.

The Compliance Officer shall maintain a log of Title VI complaints received from this process, which log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by SRTA in response to the complaint. Should SRTA receive a Title VI complaint in the form of a formal charge or lawsuit, the General Counsel shall be responsible for the investigation and maintaining a log as described herein.

Spanish

Título VI “Declaración de política”

La Autoridad de Transporte de la región Susquehanna (SRTA) fue creada por la Junta de Comisionados del Condado de York por una resolución en virtud de las disposiciones previstas por la Ley de Autoridades Municipales de Pennsylvania de 1945 para proporcionar a los residentes del condado de York otros servicios de transporte colectivo de autobuses.

SRTA es dirigida por su Junta Directiva. De conformidad con la resolución del condado y la Ley de Autoridades Municipales de Pennsylvania de 1945, la Junta Directiva de SRTA determina el nivel y la naturaleza de los servicios a ser proporcionados por compra de acuerdos de servicios con transportistas contratados privados, y unidades de gobierno local y por operación directa de servicios por parte de personal de SRTA. SRTA está comprometida con una política de no discriminación en el ejercicio de su actividad, incluyendo las responsabilidades de su Título VI; entrega de servicios de transporte equitativos y accesibles. SRTA reconoce sus responsabilidades con las comunidades en las que opera y la sociedad a la que sirve. Es política de SRTA utilizar sus mejores esfuerzos para asegurar que ninguna persona, por motivos de raza, color u origen nacional, sea excluida de participar o se le nieguen los beneficios o sea objeto de discriminación en su programa de prestación de servicios de tránsito y otros beneficios relacionados.

Para este fin, el objetivo de SRTA es:

1. Asegurar que el nivel y la calidad del servicio de transporte se proporcione sin distinción de raza, color u origen nacional.
2. Identificar y encarar, según proceda, los efectos ambientales y de salud humana desproporcionadamente elevados y adversos, incluidos los efectos sociales y económicos de los programas y actividades en las poblaciones minoritarias y de bajos ingresos.
3. Promover la participación plena y equitativa de todas las poblaciones afectadas en la toma de decisiones de transporte.

4. Evitar la negación, reducción o retraso en los beneficios relacionados con los programas y actividades que beneficien a las poblaciones minoritarias o de las poblaciones de bajos ingresos.
5. Asegurar un acceso significativo a los programas y actividades de las personas con dominio limitado de inglés.

La responsabilidad de llevar a cabo el compromiso de SRTA con este programa fue delegada al Director Ejecutivo de la Junta Directiva. El personal es responsable de las operaciones cotidianas de este programa y del Oficial de Cumplimiento, quien recibirá e investigará las quejas del Título VI que lleguen a través del procedimiento de quejas. Sin embargo, todos los gerentes, supervisores, y empleados comparten la responsabilidad de que el programa del Título VI de SRTA sea exitoso.

Llamando al (717) 849-0731 se puede obtener información adicional sobre las obligaciones del Título VI de SRTA y el procedimiento de quejas.

Título VI Procedimientos de quejas

La Autoridad de Transporte de la región Susquehanna está comprometida con una política de no discriminación en el ejercicio de su actividad, incluyendo las responsabilidades del Título VI – entrega de servicios de transporte equitativos y accesibles. SRTA reconoce sus responsabilidades con las comunidades en las que opera y de la sociedad a la que sirve. Es política de SRTA utilizar sus mejores esfuerzos para asegurar que ninguna persona, por motivos de raza, color u origen nacional, sea excluida de participar, se le nieguen los beneficios o sea objeto de discriminación en su programa de prestación de servicios de tránsito y otros beneficios relacionados.

Si usted cree que ha sido excluido de participar, se le negaron los beneficios o fue sujeto a discriminación por motivos de raza, color u origen nacional en el marco del programa de prestación de servicios de tránsito o beneficios relacionados de SRTA, puede presentar una queja con el Oficial de Cumplimiento de SRTA, 415 N. Zarfoss Drive, York, PA 17404 o por el teléfono (717) 849-0731.

Haga clic [aquí](#) para descargar un formulario de queja. Le animamos a presentar su queja por escrito.

Todas las quejas serán investigadas rápidamente. Se llevarán a cabo medidas razonables para conservar toda información confidencial. El Oficial de Cumplimiento de SRTA revisará cada queja y, cuando sea necesario, designará a un tercero neutral para investigar.

Como mínimo, el oficial investigador deberá:

- Identificar y revisar todos los documentos relevantes, prácticas, y procedimientos;

- Identificar y entrevistar personas con conocimiento de la violación del Título VI, es decir, la persona que presenta la queja;
- Investigar testigos o cualquier persona identificada por la parte demandante;
- Identificar toda persona que pueda haber sido objeto de una actividad similar o cualquier persona con información relevante.

Al término de la investigación, el Oficial de Cumplimiento de SRTA completará un informe final para el Director Ejecutivo, con copia al Consejo General. Si se encuentra una violación del Título VI, se tomarán inmediatamente las medidas correctivas, según proceda y sea necesario. La parte demandante también recibirá un informe final junto con las medidas correctivas. El proceso de investigación y el informe final no deben tomar más de 25 días hábiles. Si no se encuentra violación y el demandante desea apelar la decisión, puede apelar directamente al Director Ejecutivo de SRTA, 415 N. Zarfoss Drive, York, PA 17404.

Las quejas también pueden presentarse ante la Oficina de Derechos Civiles de la Administración Federal de Tránsito, a más tardar 180 días después de la fecha de la supuesta discriminación, 1200 New Jersey Avenue, SE Washington, DC, 20590, teléfono: 888-446-4511.

El Oficial de Cumplimiento deberá mantener un registro de las quejas recibidas por el Título VI de este proceso, y dicho registro deberá incluir la fecha de presentación de la queja, un resumen de las alegaciones, el estado de la denuncia y las acciones tomadas por SRTA en respuesta a la queja. Si SRTA recibiere una queja por el Título VI en forma de una acusación formal o juicio, el Asesor General será responsable de la investigación y el mantenimiento de un registro como se describe aquí.

The Following Procedures and Forms can be found at all facility lobbies and on the website: <https://www.rabbittransit.org/accessibility-compliance-information/civil-rights/>



Susquehanna Regional Transportation Authority

Service • Safety • Stewardship

**SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY
TITLE VI | CIVIL RIGHTS COMPLAINT FORM**

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Please call for our policy or visit our website at www.rabbittransit.org.

If you feel you have been discriminated against in transit services, please print and complete the following form, sign (signature in Section 4 required) and return to:

rabbittransit (Susquehanna Regional Transportation Authority)
ATTN: Sherry Welsh, SRTA Compliance Officer
415 Zarfoss Drive
York, PA 17404
Telephone - (717) 849-0731
Fax - (717) 846-1232

Section I:

Please print CLEARLY

1. Name (Complainant):

2. Home Address:

City, State, Zip Code:

3. Telephone Number: _____ Email Address: _____

Section 2:

1. Are you filing this complaint on your own behalf? ☐ Yes ☐ No

(If you answered "yes" to this question, please go to Section III.)

2. If you answered "no" to question 1, please describe your relationship to the person (Complainant) for whom you are filing and why you are filing for a third party:

3. Have you obtained permission of the aggrieved party (Complainant) to file this complaint on his or her behalf? ☐ Yes ☐ No

Section 3:

1. Date of Incident: _____

2. If applicable, name of person(s) who allegedly discriminated against you: _____

3. Discrimination based on (please check all that apply): ☐ Race ☐ Color ☐ National Origin
☐ Other, please describe _____

4. Please provide a brief explanation of the incident and how you feel you were discriminated against including how you feel others may have been treated differently than you.

5. Please list addresses and phone numbers of all witnesses' names or others we can contact to support or clarify your complaint.

Name	Address	Phone Number
------	---------	--------------

_____	_____	_____
_____	_____	_____

6. What type of corrective action would you like to see taken?

7. Please attach any documents you have which support the allegation. Attached ☐ Yes ☐ No

8. Have you previously filed a Title VII complaint with Susquehanna Regional Transportation Authority?
☐ Yes ☐ No If yes, please provide date of incident. _____

Section 4:

Signature: _____ Date of Filing: _____

Print your name: _____

Please note: Susquehanna Regional Transportation Authority cannot accept your complaint without a signature.



**SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY
FORMULARIO DE QUEJAS RELATIVAS A LOS DERECHOS CIVILES DEL TÍTULO VI**

El Título VI de la Ley de Derechos Civiles de 1964 exige que "Ninguna persona en Estados Unidos, por motivos de raza, color u origen nacional, será excluida de participar o recibir beneficios ni será objeto de discriminación en ningún programa o actividad que reciba asistencia financiera federal". Por favor, llame para consultar nuestra política o visite nuestro sitio web en www.rabbittransit.org.

Si usted considera que ha sido víctima de discriminación en los servicios de transporte, imprima y complete el siguiente formulario, fírmelo (se requiere la firma en la Sección 4) y envíelo a:

rabbittransit (Susquehanna Regional Transportation Authority)
ATTN: Sherry Welsh, responsable de cumplimiento de SRTA
415 Zarfoss Drive
York, PA 17404
Teléfono - (717) 849-0731
Fax - (717) 846-1232

Sección I:

Escriba CLARAMENTE

1. Nombre (Reclamante):

2. Domicilio:

Ciudad, estado, código postal:

3. Número de teléfono: _____ Correo electrónico: _____

Sección 2:

1. ¿Va a presentar esta queja en su nombre? ☐ Sí ☐ No
(Si contestó "sí" a esta pregunta, pase a la Sección III.)

2. Si contestó "no" a la pregunta 1, describa su relación con la persona (Reclamante) en cuyo nombre va a presentar la queja y por qué la presenta para un tercero:

3. ¿Ha obtenido permiso de la parte agraviada (Reclamante) para presentar esta queja en su nombre?
☐ Sí ☐ No

Sección 3:

1. Fecha del incidente: _____
2. Si procede, nombre de la(s) persona(s) que presuntamente ha(n) ejercido discriminación en contra suya: _____
3. Discriminación por motivos de (marque todas las que correspondan): ☐ Raza ☐ Color ☐ Origen nacional
☐ Otro, describa _____
4. Por favor, dé una breve explicación del incidente y la forma en que cree que ha sido víctima de discriminación, incluyendo la forma en que cree que otras personas recibieron un trato diferente al suyo.

5. Indique las direcciones y números de teléfono de los nombres de todos los testigos u otras personas con las que podamos ponernos en contacto para respaldar o aclarar su queja.
- | Nombre | Dirección | Número de teléfono |
|--------|-----------|--------------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
6. ¿Qué tipo de medidas correctivas le gustaría que se adoptaran?

7. Sírvase adjuntar cualquier documento que tenga en su poder que respalde la alegación. Adjunto ☐ Sí ☐ No
8. ¿Ha presentado anteriormente alguna queja respecto al Título VII con Susquehanna Regional Transportation Authority?
☐ Sí ☐ No En caso afirmativo, indique la fecha del incidente. _____

Sección 4:

Firma: _____ Fecha de presentación: _____

Escriba su nombre en letra de imprenta: _____

Nota: Susquehanna Regional Transportation Authority no puede aceptar la queja sin su firma.

Title VI Investigations, Lawsuits, & Complaint Log TITLE VI

- A. There are no active Title VI investigations or lawsuits involving SRTA. Title VI complaints received during the reporting period are listed below.
- B. During the course of the last three (3) years, there have been no pending applications for Federal financial assistance, and there is no Federal financial assistance currently being provided to SRTA for public transit purposes other than that being supplied by the Federal Transit Administration (FTA).
- C. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to the SRTA and, to the best of our knowledge, there are not presently any ongoing civil rights compliance review activities being conducted with respect to SRTA.
- D. During the course of the next three (3) years, if applicable, SRTA shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming SRTA that allege discrimination on the basis of race, color, or national origin. Such list shall include:
- Date the investigation, lawsuit, or complaint was filed;
 - Summary of the complaint(s);
 - The status of the investigation, lawsuit, or complaint; and
 - Actions taken by SRTA in response to the investigation, lawsuit or complaint.
- E. SRTA will track Title VI complaints filed against them and the finding of the complaint.

Date	Title VI	Issue (Race, color, national origin)	Status of complaint	Outcome
11/5/2024	Race	Spanish-speaking rider alleged driver made derogatory remarks about Puerto Rico.	Closed	Staff attempted to contact the rider multiple times and left messages; however, the rider did not return the calls. As a result, no additional information was available to support or substantiate the allegation. The operator was coached regarding appropriate communication with passengers.

3/20/2025	Race	Passenger alleged the operator acted in a discriminatory/racist manner during a dispute involving wheelchair boarding and safety procedures.	Closed	The operator reported that service was denied because the passenger did not comply with required lift safety procedures. Management reviewed the incident and applicable safety requirements with the passenger's husband. The passenger remained eligible for service but was advised that future transportation required compliance with established lift safety procedures. The investigation determined that the denial of service was based on safety requirements rather than discrimination.
3/28/2025	Race	Complainant alleged that a temporary suspension was discriminatory	Closed	Reviewed video; discrimination allegation was not substantiated. The investigation determined that the matter resulted from repeated refusal to comply with the seatbelt requirement, which is applied consistently to all riders regardless of race. The suspension was determined to be based on conduct and consistent rule enforcement rather than a civil rights violation. The rider was temporarily assigned to another vehicle to de-escalate the situation and later returned without further incident.
4/3/2025	National Origin	Rider alleged he was treated poorly and his trip was scheduled incorrectly because of his immigration status.	Closed – allegation withdrawn	Management contacted the rider to investigate the discrimination allegation. The rider stated that he had been angry when making the complaint, reported that he generally has positive experiences with rabbittransit, and retracted the discrimination allegation. Based on the rider's retraction, the discrimination complaint was closed.

4/21/2025	National Origin	Spanish-speaking rider selected the Spanish-language option but was connected to a representative who did not speak Spanish. Rider disconnected the call.	Closed	Staff confirmed that the call was disconnected and that the rider was connected to an English-speaking representative. rabbittransit apologized to the rider and advised that the telephone system had been updated with a dedicated Spanish-language queue to provide appropriate routing for Spanish-speaking customers. Staff also reviewed the appropriate telephone menu prompts with the rider. The language-access concern was addressed through the system update and customer guidance.
5/28/2025	Race/Color	Rider alleged an operator used a racial slur during an interaction while transporting the rider to dialysis.	Closed	The driver was interviewed regarding the allegation and denied making racially motivated or disrespectful comments. The driver reported that the interaction became contentious and acknowledged becoming frustrated during the exchange. No evidence was identified to substantiate the allegation of race-based discrimination. The driver was coached on de-escalation techniques and monitored for additional incidents. No similar incidents have been reported to date.
8/9/2025	National Origin	Caller reported non-English-speaking rider fell from chair after sudden braking and driver was rude afterward.	Closed	Onboard video was reviewed and showed the bus proceeding lawfully when a vehicle ahead suddenly stopped at a green light, requiring the operator to brake abruptly to avoid a collision. A passenger slid from the seat to the floor, denied injury, and was able to return to the seat. Another passenger subsequently became disorderly and threatened the operator. Staff attempted to contact the complainant for additional information and left a message, but the call was not returned. Based on the available video evidence, no evidence was identified to substantiate that the operator's actions were discriminatory.

8/26/2025	Race	Rider alleged the operator responded to her in a racist and dismissive manner when she attempted to ask a question.	Closed	Staff attempted to contact the rider multiple times and left messages; however, the rider did not return the calls. As a result, no additional information was available to support or substantiate the allegation. The operator was coached regarding appropriate communication with passengers.
9/12/2025	Race	Rider alleged racial profiling and described the operator as racist during an incident involving alleged aggressive driving and unprofessional conduct.	Closed	Onboard video and route information were reviewed. That video showed the rider was actually confrontational and used profanity toward the operator. The formal investigation did not substantiate the allegations; operators nevertheless received refresher training in professional de-escalation techniques.
12/5/2025	Race	Rider's daughter alleged driver repeatedly yelled at and mistreated her mother, who did not understand English.	Closed	Staff interviewed the customer and reviewed available video footage. Based on the information reviewed, no driver-related violation was identified. The conflict was determined to be related to interactions involving the rider's daughter. The complaint was not substantiated against the operator.
2/12/2026	Race	Rider alleged driver used racial slur and threatened to remove him from Hopper.	Closed	Staff interviewed the customer and reviewed available video footage. The review did not substantiate the allegation that the operator used a racial slur. The allegation was therefore determined to be unsubstantiated.

Title VI Public Participation/Outreach Plan

Title: Public Participation Plan

Effective Date: May 1, 2019 Revised:

Introduction:

Early, Continuous and Meaningful - The steps outlined in the public participation plan offer early (in the planning process), continuous and meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at SRTA. It is a guide for how SRTA engages its diverse community. SRTA may continue to improve its public participation methods over time based on feedback from all of its riders and community members including low-income, minority and LEP populations as well as customer and community-based organizations.

Goals of the Public Participation Plan

- Clarity – The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
- Consistent Commitment – SRTA communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.
- Diversity – Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low income neighborhoods, minority communities and residents from Limited English Proficiency.
- Accessibility – Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- Relevance – Issues are framed in such a way that the significance and potential effect is understood by participants.
- Participant Satisfaction – People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- Partnerships – SRTA develops and maintains partnerships with communities through the methods described in its Public Participation Plan (PPP).
- Quality Input and Participation – That comments received by SRTA are useful, relevant and constructive, contribution to better plans, projects and strategies and decisions.

SRTA's Public Participation Plan is based on the following principles:

- Flexibility – The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- Inclusiveness – SRTA will proactively reach out to and engage low income, minority and LEP populations from the SRTA service area.
- Respect – All feedback will be given careful and respectful consideration.
- Proactive and Timeliness – Participation methods will allow for early involvement and be ongoing.

- Clear, Focused and Understandable – Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand.
- Honest and Transparent – Information provided will be accurate, trustworthy and complete.
- Responsiveness – SRTA will respond and incorporate appropriate public comments into transportation decisions.
- Accessibility – Meetings will be held in locations which are fully accessible and welcoming to all area residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

Public Participation Plan

Federal law dictates that any increase in fares or major reduction in service must allow for a local process to solicit and consider public comment prior to implementation of the fare increase or service change. The following procedures will outline how SRTA will comply with this requirement.

Conditions Requiring Public Comment Process

The SRTA will solicit and consider public comment for the following types of actions:

1. Any increase in passenger cash fares, pass and/or ticket prices.
2. Any major reduction in service. A “major” reduction in service will be defined to be any change in specific route that reduces its daily, weekly, or annual revenue miles or hours of service by twenty-five percent (25%) or more. A public comment process will be required when any one of these measures meets the 25% threshold.
3. A new route is established or an existing route is proposed for elimination.
4. Annual “Program of Projects” for which the Authority will seek Federal Assistance.
5. State grant and contract programs that require public comment periods as part of their application process.
6. For minor schedule and service changes not rising to the level of those above, SRTA will post service change notices on appropriate buses, stops in advance of the change and the use of social media as appropriate if possible.

Notice of Public Comment Process

SRTA will provide adequate public notice and opportunities for public comment on proposed service or fare changes. Notice will be provided through SRTA’s primary communication channels and other outreach methods appropriate to the nature, location, and populations affected by the proposed change.

SRTA will use outreach strategies designed to encourage meaningful participation by minority and Limited English Proficient (LEP) populations. Outreach will be conducted consistent with SRTA's Language Assistance Plan and may include print or electronic notices, social media, rider communications, public meetings, stakeholder notifications, and distribution through community and partner organizations.

Notices will describe the proposed change, the public comment period, methods for submitting comments, and information regarding any public hearing. Public hearings will be accessible, and reasonable accommodations and language assistance will be provided as appropriate.

Public comments will be accepted for a period of not less than thirty (30) calendar days from the initial public notice and will be considered prior to final action.

Public Hearing Procedure

In order to assure that each interested party has an adequate opportunity to present testimony, and in order to maintain an orderly process, the following procedures will be followed for all public hearings:

1. Members of the public attending hearings will be asked to sign in as they arrive at the hearing site. The sign-in sheet will include the individual's name, address and organization they represent (if any). The sheet will also indicate whether or not the individual wishes to present verbal testimony.
2. The public will be invited to present their testimony in the order in which their names appear on the sign-in sheet.
3. As they present testimony, each member of the public will again be asked to identify themselves by name, give their address, and the name of the organization they represent (if any).
4. Each individual testifying will be given a time limit of five (5) minutes in order to afford all interested parties an opportunity to speak. Anyone wishing to speak for more than five minutes can sign in again after they have spoken.

Consideration of Public Comments

At the conclusion of the comment period, all comments received orally or in writing will be reviewed by the Executive Director. A complete comment package, including hearing minutes, transcripts and/or written comments will be put together, along with a summary of those comments prepared by SRTA staff. The Executive Director will forward this package, along with the staff recommendation to members of the appropriate Board committee. Following committee review, the committee will forward the package, along with their recommendation and comments to the full Board of Directors for final action. Summaries and recommendations should indicate what consideration of public comments was made in developing the final recommendation.

Language Assistance Plan (LAP) & Four Factor Analysis

Improving Access for People with Limited English Proficiency

In order to ensure meaningful access to programs and activities, SRTA uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps SRTA to determine if it communicates effectively with individuals with Limited English Proficiency (LEP) and informs language access planning.

SRTA updates the LAP with each Civil Right Program update. SRTA evaluates the actions it took over the program period and feedback, if any, from the community and incorporates that knowledge into the next plan. Throughout the past program period, the defined communication process was effective. This was evident as we received participation when we were asking for it. Employees are trained on how to use the telephone interpretation services annually. They also are trained on who speaks non-English languages on staff and are empowered to make the connections as needed.

The Four Factor Analysis is a local assessment that considers:

1. The number of proportionate individuals who are LEP eligible to be served or likely to be encountered by SRTA;
2. The frequency with which individuals who are LEP come in contact with SRTA services and programs;
3. The nature of importance of SRTA's services and programs in people's lives; and
4. The resources available to SRTA for LEP outreach, as well as the costs associated with that outreach.

The Four Factor Analysis Applied

1. The number or proportion of individuals with LEP eligibility in SRTA service area who may be served or likely to use SRTA service.

Language Spoken at Home

Using the U.S. Census Bureau 2024 American Community Survey (ACS) 5-Year Estimates, Table C16001, Language Spoken at Home for the Population 5 Years and Over, it was determined that:

- Approximately **6,802, or 6.7%**, of the Adams County population age 5 and over spoke a language other than English.
- Approximately **1,939, or 3.1%**, of the Columbia County population age 5 and over spoke a language other than English.
- Approximately **26,490, or 10.4%**, of the Cumberland County population age 5 and over spoke a language other than English.
- Approximately **40,299, or 14.8%**, of the Dauphin County population age 5 and over spoke a language other than English.
- Approximately **11,269, or 7.6%**, of the Franklin County population age 5 and over spoke a language other than English.
- Approximately **1,304, or 7.6%**, of the Montour County population age 5 and over spoke a language other than English.

- Approximately **3,777, or 4.4%**, of the Northumberland County population age 5 and over spoke a language other than English.
- Approximately **2,759, or 6.3%**, of the Perry County population age 5 and over spoke a language other than English.
- Approximately **3,271, or 8.7%**, of the Snyder County population age 5 and over spoke a language other than English.
- Approximately **4,463, or 11.0%**, of the Union County population age 5 and over spoke a language other than English.
- Approximately **36,301, or 8.3%**, of the York County population age 5 and over spoke a language other than English.

Source: U.S. Census Bureau, *American Community Survey, 2024 ACS 5-Year Estimates Detailed Tables, Table C16001: Language Spoken at Home for the Population 5 Years and Over*. Data accessed September 3, 2026.

System-Wide Language Analysis

Using the **U.S. Census Bureau 2024 American Community Survey (ACS) 5-Year Estimates**, the system-wide analysis is:

Total System Population Age 5 and Over: 1,502,248

Speak Spanish: 66,488

- Speak English less than "very well": **27,224**
- Percent of system population speaking English less than "very well": **1.81%**

Speak French, Haitian, or Cajun: 4,593

- Speak English less than "very well": **2,005**
- Percent of system population speaking English less than "very well": **0.13%**

Speak German or other West Germanic languages: 15,343

- Speak English less than "very well": **3,644**
- Percent of system population speaking English less than "very well": **0.24%**

Speak Russian, Polish, or other Slavic languages: 5,221

- Speak English less than "very well": **2,004**
- Percent of system population speaking English less than "very well": **0.13%**

Speak Other Indo-European languages: 21,724

- Speak English less than "very well": **8,605**
- Percent of system population speaking English less than "very well": **0.57%**

Speak Korean: 1,157

- Speak English less than "very well": **508**
- Percent of system population speaking English less than "very well": **0.03%**

Speak Chinese (including Mandarin and Cantonese): 3,593

- Speak English less than "very well": **1,624**
- Percent of system population speaking English less than "very well": **0.11%**

Speak Vietnamese: 3,890

- Speak English less than "very well": **2,260**
- Percent of system population speaking English less than "very well": **0.15%**

Speak Tagalog (including Filipino): 2,120

- Speak English less than "very well": **607**
- Percent of system population speaking English less than "very well": **0.04%**

Speak Other Asian and Pacific Island languages: 6,306

- Speak English less than "very well": **2,095**
- Percent of system population speaking English less than "very well": **0.14%**

Speak Arabic: 3,481

- Speak English less than "very well": **1,344**

- Percent of system population speaking English less than "very well": **0.09%**
- Speak Other and unspecified languages: 4,758**
- Speak English less than "very well": **1,197**
 - Percent of system population speaking English less than "very well": **0.08%**

2. The nature and importance of the program provided by SRTA to the LEP community.

The 2024 U.S. Census Bureau American Community Survey (ACS) 5-Year Estimates indicate that the large majority of the population age 5 and over within SRTA's service area speaks only English. Of the 1,502,248 persons age 5 and over within the 11-county service area, approximately 134,500, or 9.0%, speak a language other than English at home.

The 2024 ACS data identify LEP populations throughout SRTA's service area, although the size and concentration of these populations vary by county and language. Spanish is the most prevalent non-English language category across the service area. Approximately 66,488 individuals speak Spanish at home, including 27,224 individuals who speak English less than "very well," representing approximately 1.81% of the total service-area population age 5 and over. Other Indo-European languages represent the next largest LEP language category, with approximately 8,605 individuals speaking English less than "very well."

Dauphin, Cumberland, and York Counties contain some of the largest populations of individuals who speak languages other than English. Approximately 14.8% of Dauphin County's population age 5 and over speaks a language other than English, compared with approximately 10.4% in Cumberland County and 8.3% in York County. Other counties within SRTA's service area also contain populations that speak languages other than English, although generally in smaller numbers.

SRTA provides demand-response transportation throughout its service area, providing access to essential destinations and activities such as employment, medical care, shopping, human services, and recreation. Fixed-route transit service is also provided in portions of the service area, including Cumberland, Dauphin, and York Counties. Because transportation can be necessary to access employment, health care, food, services, and other basic needs, ensuring that individuals with LEP can obtain information about available transportation, eligibility, fares, schedules, policies, and how to use SRTA services is important to providing meaningful access.

SRTA considers these demographic findings together with actual language-assistance usage, community and staff-identified needs, the nature and importance of public transportation, and available resources in determining the language assistance measures necessary to provide meaningful access to its programs and services.

3. The resources available to SRTA.

SRTA assessed the resources available to provide meaningful language assistance to individuals with LEP. These resources include multilingual staff, telephone interpretation, professionally translated documents, translated standard materials, community partnerships, and employee training.

SRTA employs Spanish-speaking staff within its workforce, including customer-facing functions, and provides standard printed materials in Spanish. When direct assistance in a customer's

preferred language is not available through staff, SRTA provides access to a contracted telephone interpretation service.

From September 2023 through July 2026, SRTA used 2,463 minutes of telephone interpretation services across 11 recorded languages. Arabic accounted for the largest amount of interpretation during this period, with 1,427 minutes, followed by Spanish with 476 minutes and Haitian Creole with 312 minutes. Interpretation was also provided in Nepali, Egyptian, French, Portuguese (Brazil), Swahili, Vietnamese, Laotian, and Cantonese.

SRTA also uses professional translation services for written materials. Since January 1, 2023, SRTA has completed 18 paid document translation projects through GetBlend, primarily in Spanish, with several projects in Haitian Creole. Translation needs are identified through customer and community requests as well as through SRTA staff and partner organizations that identify populations that would benefit from translated information. This allows SRTA to respond proactively to identified language needs rather than relying solely on individual requests.

SRTA provides standard printed materials in Spanish and translates vital documents in accordance with applicable Title VI language-access requirements and the Safe Harbor Provision. Because numerous languages are represented within SRTA's service area, SRTA also provides translation of vital information into other languages when necessary to provide meaningful access.

In addition to paid interpretation and translation resources, SRTA maintains relationships with community organizations that can assist in connecting individuals with language resources. Language assistance information is available through SRTA's website and printed rider information, and employees are trained on LEP requirements and how to access SRTA's contracted interpretation service.

4. The costs of providing language assistance balanced against the resources available to SRTA.

SRTA considered the costs associated with providing language assistance in relation to the resources available to the Authority and the frequency with which language assistance is needed.

Telephone interpretation is available at a cost of **\$1.65 per minute**, allowing SRTA to provide language assistance in numerous languages without the substantially greater cost of maintaining staff interpreters for every language that may be encountered. From September 2023 through July 2026, SRTA utilized **2,463 minutes of telephone interpretation services across 11 languages**. At the current rate of \$1.65 per minute, that level of usage represents approximately **\$4,064** in interpretation services.

SRTA also incurs costs for professional document translation through GetBlend. Since January 1, 2023, SRTA has completed **18 paid translation projects**, primarily in Spanish and Haitian Creole. Because many translated documents can be used repeatedly, the cost of document translation is generally incurred once while providing an ongoing benefit to customers.

SRTA supplements these paid services through Spanish-speaking staff, translated standard materials, employee training, and relationships with community organizations and partners.

These resources allow SRTA to provide meaningful language access while managing the overall cost of its language assistance program.

Based on the frequency and types of language assistance encountered, SRTA has determined that the costs of its current language assistance measures are reasonable in relation to the resources available and the importance of ensuring access to public transportation. **Cost will not be used as a basis for denying meaningful language assistance to an individual with LEP.**

SRTA will continue to monitor demographic data, actual interpretation usage, requests and identified needs for translated information, and associated costs. SRTA will adjust its language assistance resources as necessary to ensure that individuals with LEP have meaningful access to its programs, activities, and services.

Safe Harbor Provision

In accordance with FTA's Safe Harbor Provision, SRTA will provide written translations of vital documents for each eligible LEP language group that meets the Safe Harbor threshold of **5 percent or 1,000 persons, whichever is less, of the population eligible to be served or likely to be affected or encountered.**

SRTA has identified the following as vital documents:

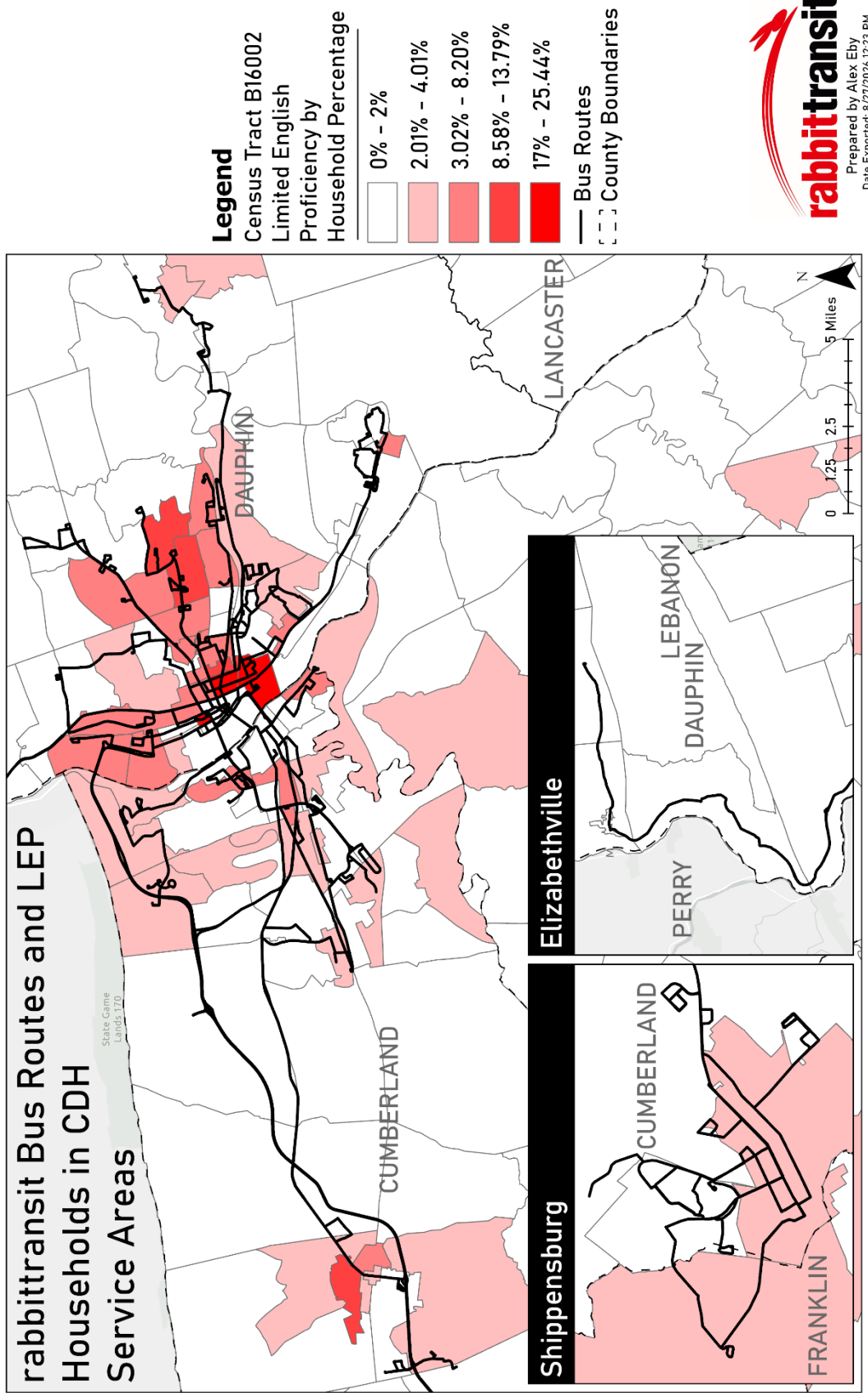
- Civil Rights Program, Complaint Procedures and Forms
- Public Notices on Service Changes – Routes and Fares
- Ride Guides and Schedules
- Applications to Register for Programs
- Language Assistance Notification
- **Passenger Etiquette**

For large documents or publications, SRTA may translate the vital information necessary to provide meaningful access rather than translating the entire document. SRTA may also translate additional materials when warranted by its Four-Factor Analysis, customer requests, actual language-assistance usage, or language needs identified by staff and community partners.

Individuals whose primary language does not meet the Safe Harbor threshold will continue to have access to free oral interpretation and other appropriate language assistance necessary to provide meaningful access to SRTA programs and services.

	Adams County, Pennsylvania	Columbia County, Pennsylvania	Cumberland County, Pennsylvania	Dauphin County, Pennsylvania	Franklin County, Pennsylvania	Montour County, Pennsylvania	Northumberland County, Pennsylvania	Perry County, Pennsylvania	Snyder County, Pennsylvania	Union County, Pennsylvania	York County, Pennsylvania
Total:	101,216	62,583	254,256	272,534	148,631	17,110	86,131	43,791	37,589	40,620	437,787
Speak only English	94,414	60,644	227,766	232,235	137,362	15,806	82,354	41,032	34,318	36,157	401,486
Spanish:	4,730	725	6,621	18,409	7,526	386	1,997	624	564	1,457	23,449
Speak English "very well"	2,547	382	4,584	10,351	4,308	237	1,113	399	409	758	14,176
Speak English less than "very well"	2,183	343	2,037	8,058	3,218	149	884	225	155	699	9,273
French, Haitian, or Cajun:	162	29	648	1,581	211	67	77	25	31	93	1,669
Speak English "very well"	112	28	431	694	162	67	73	25	24	82	890
Speak English less than "very well"	50	1	217	887	49	0	4	0	7	11	779
German or other West Germanic languages:	336	315	2,543	1,911	1,694	282	992	1,589	2,222	1,902	1,557
Speak English "very well"	255	229	1,800	1,617	1,230	140	864	1,342	1,618	1,415	1,189
Speak English less than "very well"	81	86	743	294	464	142	128	247	604	487	368
Russian, Polish, or other Slavic languages:	528	174	1,506	1,092	266	27	266	102	98	141	1,021
Speak English "very well"	476	168	834	618	115	27	200	19	51	118	591
Speak English less than "very well"	52	6	672	474	151	0	66	83	47	23	430
Other Indo-European languages:	494	277	6,627	9,356	707	305	175	258	94	359	3,072
Speak English "very well"	274	228	4,891	4,293	526	229	164	103	88	297	2,026
Speak English less than "very well"	220	49	1,736	5,063	181	76	11	155	6	62	1,046
Korean:	20	6	553	328	50	1	11	5	0	16	167
Speak English "very well"	19	6	294	201	24	0	11	4	0	7	83
Speak English less than "very well"	1	0	259	127	26	1	0	1	0	9	84
Chinese (incl. Mandarin, Cantonese):	89	208	801	1,171	122	26	14	31	96	130	905
Speak English "very well"	34	200	474	626	43	11	7	10	48	73	443
Speak English less than "very well"	55	8	327	545	79	15	7	21	48	57	462
Vietnamese:	159	17	846	1,745	129	0	0	16	21	13	944
Speak English "very well"	70	6	417	561	94	0	0	16	6	13	447
Speak English less than "very well"	89	11	429	1,184	35	0	0	0	15	0	497

Tagalog (incl. Filipino):	51	7	732	521	44	103	13	0	34	18	597
Speak English "very well"	38	5	539	380	39	103	5	0	12	10	382
Speak English less than "very well"	13	2	193	141	5	0	8	0	22	8	215
Other Asian and Pacific Island languages:	114	66	3,179	1,566	239	8	134	81	27	77	815
Speak English "very well"	54	48	2,203	1,147	56	0	92	74	25	54	458
Speak English less than "very well"	60	18	976	419	183	8	42	7	2	23	357
Arabic:	62	12	1,376	835	49	48	52	8	0	85	954
Speak English "very well"	28	12	775	406	29	48	47	4	0	68	720
Speak English less than "very well"	34	0	601	429	20	0	5	4	0	17	234
Other and unspecified languages:	57	103	1,058	1,784	232	51	46	20	84	172	1,151
Speak English "very well"	51	103	698	1,290	232	40	29	20	75	127	896
Speak English less than "very well"	6	0	360	494	0	11	17	0	9	45	255





The PA Department of Human Services issued a bulletin, 99-25-09, noting that communications and public-facing materials must include Notices of Availability in the top 15 non-English languages in Pennsylvania and ensure free interpretation, translation, and accessibility services are provided upon request.

Arabic	Bengali	Cambodian
Chinese- Cantonese	Chinese- Mandarin	French
Gujarati	Haitian Creole	Korean
Nepali	Portuguese	Russian
Spanish	Ukrainian	Vietnamese

SRTA Board, Advisory Council, and Committees

Susquehanna Regional Transportation Authority (SRTA) (dba rabbittransit) was formed on November 16, 2021, pursuant to resolutions duly passed by the Board of Commissioners of Adams, Cumberland, Dauphin and York Counties as well as the City Council of the City of Harrisburg. This newly formed Authority was created for multiple purposes including carrying out the purposes/operations of CPTA (Central Pennsylvania Transportation Authority) and CAT (Cumberland-Dauphin-Harrisburg Transit Authority) through shared resources of executive and administrative functions. SRTA is operated under the control of a Board of Directors consisting of up to 11 members appointed by the Adams, Cumberland, Dauphin, Franklin, and York County commissioners and City of Harrisburg..

SRTA's Board of Directors

Raymond Rosen	Chairman of the	York	Caucasian
Eric Bugaile	Vice Chairman	Dauphin	Caucasian
Thomas Wilson	Secretary	Adams	Caucasian
Keith Martin	Treasurer	York	Caucasian
Diane Bosak	Member	Cumberland	Caucasian
Jason Graves	Member	Harrisburg City	African American
Carrie Gray	Member	Franklin	Caucasian
Richard Kotz	Member	Harrisburg City	Caucasian
Kirk Stoner	Member	Cumberland	Caucasian
LaToya Winfield	Member	Dauphin	African American
Jill Nagy	Counsel	Pennsylvania	Caucasian

The PA Municipal Authorities Act of 1945 states the following:

§ 5610. Governing body

- a) Board.**--The powers of each authority shall be exercised by a board composed as follows:

(1) If the authority is incorporated by one municipality, the board shall consist of a number of members, not less than five, as enumerated in the articles of incorporation. The governing body of the municipality shall appoint the members of the board, whose terms of office shall commence on the effective date of their appointment.

SRTA has six local funding partners that appoint our eleven-member volunteer Board of Directors. The funding partners include the Counties of Adams, Cumberland, Dauphin, Franklin (ex-officio), and York County commissioners and City of Harrisburg. Adams County has one seat on the board, Cumberland has two, Dauphin has two, Franklin ex officio has one, York has three, and the City of Harrisburg has two. At the time board vacancies exist, SRTA staff communicate with the appropriate jurisdiction the need to consider the participation of minority members. However, the decision is the sole discretion of the appropriate jurisdiction to replace the vacant position.

As positions on the Board become available, SRTA seeks members of the community with areas of specific expertise that would further strengthen the oversight of the organization. SRTA offers to the respective funding partner boards the names and the expertise associated with the individuals for appointment consideration. The Board is sometimes receptive to the Authority's suggestions and makes the appointments as requested and other times they are not.

SRTA currently has two Board members who identify as members of minority populations. SRTA plans to continue its effort for board appointments through seeking individuals who have the required skill set and while actively promoting and seeking a more diverse Board of Directors.

SRTA is engaged in a rider-facilitated Transportation Advisory group, but does not specifically select membership. The group meets to discuss solutions for issues related to local and regional public transportation. Individuals with disabilities, seniors, families, advocates, community members and service providers are all encouraged to attend. The purposes of this committee are as follows:

- To advance opportunities for persons with disabilities and/or persons with low incomes to obtain access to local public transportation systems, consistent with Title II of the Americans with Disabilities Act (ADA), Pub. Law. No. 101-336, and other applicable federal and/or state legislation that pertains to PWD related transportation services;
- To facilitate communication between and collaboration with SRTA management and those social service organizations that advocate for persons with disabilities, all in an effort to improve transit services for such persons;
- To increase awareness of the existence and availability of all SRTA operated and/or affiliated transportation services for persons with disabilities, and to recommend ways in which such persons can more effectively and efficiently utilize these types of services;

- To identify opportunities to improve the quality of services to persons with disabilities and/or persons with low incomes and/or provide these services at a reduced cost; and
- To review and comment upon pending state or federal legislation of interest or concern to persons with disabilities, to the extent that such legislation involves or affects their rights under the ADA to obtain access to local public transportation systems.

This Committee shall consist of a mixture of transit-involved members.

Transportation Advisory Committee Chairperson
Transportation Advisory Committee Vice-Chairperson
Transportation Advisory Committee Secretary
SRTA Representatives
Center for Community Building Representative
PA Link to Aging and Disability Resources Representative
County Representative
Rider Representatives

- Committee members shall:
 - Have a disability as defined in Section 3 of the Americans With Disabilities Act (ADA) as well as being a user of local transit services
 - Be required to attend a minimum of two-thirds of the scheduled monthly meetings and not miss 3 consecutive meetings
 - Represent an area social and/or governmental agency that provide PWD services.
 - Not, on the grounds of race, color, or national origin, deny a person the opportunity to participate as a member of the PWD Committee.

The agency further coordinates with a non-profit, rabbitcares (<https://www.rabbittransit.org/rabbitcares/>). Senior staff regularly attend the rabbitcares board and advisory meetings. This organization focuses on identifying transportation options to better connect people to their community. Older adults, people with disabilities, racially diverse individuals, and vulnerable families and individuals are core partners for project planning and implementation to remove barriers to service utilization and to fill gaps in existing transportation services.

Staff members serve as liaisons between the rabbitcares group and the Board. The

partners (<https://www.rabbittransit.org/rabbitcares/rabbitcares-partners/>) include both organization representatives of the senior population, persons dealing with behavioral health issues and intellectual and developmental disabilities, the veterans population, local human service agencies, the Pennsylvania Bureau of Occupational and Vocational Rehabilitation, and Pennsylvania Career Link which serves unemployed, individuals from the healthcare industry and underemployed persons. The rabbitcares partners do include representation of minorities.

Subrecipients

SRTA has no subrecipients.

Equity Analysis / Environmental Justice Analysis

During the reporting period, SRTA conducted equity analyses to evaluate whether proposed agency actions could result in disparate impacts to minority populations or disproportionate burdens on low-income populations.

2025 Fare Equity Analysis

SRTA completed a systemwide Title VI Fare Equity Analysis associated with proposed changes to fixed-route, commuter bus, and microtransit fares and fare media. The analysis incorporated American Community Survey data, SRTA demographic and travel-pattern survey data, ridership and fare-use information, GIS mapping, and public engagement. SRTA applied its adopted 25 percent threshold for determining potential disparate impact and disproportionate burden.

The analysis determined that the proposed fare changes did not result in a disparate impact on minority populations or a disproportionate burden on low-income populations. SRTA also considered public comments regarding affordability and modified several proposed monthly pass rates before final implementation.

2026 Lemoyne Transfer Center Equity Analysis

SRTA completed an Equity Analysis for the renovation of the existing Lemoyne Transfer Center in Cumberland County. The analysis evaluated a one-half-mile area surrounding the facility using American Community Survey demographic data and GIS mapping to examine minority populations, low-income populations, zero-vehicle households, and persons with disabilities. The project involves rehabilitation of the existing facility at its current location and does not involve relocation, expansion, or changes to transit service.

The analysis found that minority and low-income populations are present in the study area at percentages above the Cumberland County average; however, no adverse impacts were identified. Construction impacts are expected to be temporary and

localized, while the completed project will improve ADA accessibility, passenger safety, lighting, and passenger amenities. The analysis concluded that the project would not result in disparate impacts to minority populations or disproportionate burdens on low-income populations.

Copies of the completed equity analyses and supporting documentation are maintained by SRTA and incorporated into the Title VI Program by reference.

Board Meeting Resolution – Adopting Title VI Program Update

RESOLUTION NO. _____

ADOPTING TITLE VI PROGRAM UPDATE

WHEREAS, Federal Transit Administration Circular 4702.1B requires recipients of Federal Transit Administration financial assistance to develop and implement a Title VI Program; and,

WHEREAS, Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance; and,

WHEREAS, the Susquehanna Regional Transportation Authority is committed to ensuring that its programs, services, and activities are provided without discrimination on the basis of race, color, or national origin and to providing meaningful access to Limited English Proficient (LEP) persons; and,

WHEREAS, the Authority has prepared its updated Title VI Program for the three-year period 2026–2029 in accordance with applicable Federal Transit Administration requirements; and,

WHEREAS, staff has provided the Board of Directors with a copy of the updated Title VI Program and briefed the Board regarding the Authority's Title VI responsibilities and the contents of the Program; and,

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Susquehanna Regional Transportation Authority, that the Board hereby adopts the Authority's 2026–2029 Title VI Program and authorizes staff to submit the Program to the Federal Transit Administration, as required.

CERTIFICATION OF OFFICERS

OF

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a Resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board of Directors held on _____, 2026.

Secretary
Susquehanna Regional Transportation Authority

attest: _____
Raymond Rosen
Chairman
Susquehanna Regional Transportation Authority

Fixed Route Service

Introduction

SRTA's fixed route service operates in the urbanized areas. The fixed route network has a centrally located hub in the specific county. The principal group of fixed routes, known as Core routes, originate at the Transfer/Transit Center, travel outbound through the downtown and urbanized core in all directions and return inbound to the Centers. SRTA schedules these routes to meet at the Center to allow riders to transfer from one route to another.

Secondary groups of fixed routes, or Radial routes, originate at strategic locations on the perimeter of the Core routes' service area and coordinate with Core route schedules, allowing riders to travel to and from more suburban locations.

A high percentage of transit riders use more than one route to complete their journey.

The following section summarizes transit service standards and policies specific to each mode. At SRTA, each mode develops their own service standards and policies unique to the service they provide and their riders' needs. The following SRTA service standards are used to guard against service design or operational decisions that may result in disparate impacts and to ensure that services are provided equitably to all persons in the service area without regard to race, color, or national origin.

Express Service

Introduction

SRTA's express service is designed to move commuters from York or Adams Counties to and from the high employment density destinations outside of those counties using the major road network at travel speeds comparable to car travel during peak periods of vehicle travel.

Service Coverage

Aligning express routes to populations and activity centers that produce transit trips

Express service connects commuters to their jobs in neighboring cities. Express service routes should be designed where Census Bureau journey to work data shows large numbers of commuters working outside the County in a compact area of high employment concentration with mostly pay-for-parking. Trips lengths should be in excess of 20 miles along major connecting roadways. Local transit trips are not allowed on express service routes.

Service Frequency

Express service frequency should be sufficient to meet demand.

Service Span

Express service is a weekday-only service and should operate during the AM peak and PM peak travel periods.

Transit Stops

Express service requires a minimum number of stops to keep travel times as short as possible. Express service stops should be placed at strategic locations, such as park and ride or large retail locations, where express riders can either park their cars or be dropped off for loading along the major roadway network. Stops should be strategically located in the destination area where the minimum number of stops are required for the greatest number of alightings, usually closest to the major attractors.

Transit Amenities

All park-and-ride locations should have at least one shelter with seating.

Transfers

Express service routes should not be designed for any transfers among routes; however, connections between fixed route service and express routes should be coordinated.

Route Directness

Travel time and route directness is a critical factor for express service. SRTA's express service routes should have a route directness ratio less than 1.5%.

Percent Deadhead Travel

To the greatest extent possible, SRTA will endeavor to schedule all routes to begin revenue service as soon or as close as possible and end revenue service as late and as close as possible to the rabbit transit garage.

Service Area

SRTA is made up of the former CPTA (Central Pennsylvania Transportation Authority) and CAT (Cumberland-Dauphin-Harrisburg Transit Authority). In the monitoring of the SRTA system, some of the service standards and service policies are divided into the following two sections:

1. CDH, which represents the service area that makes up the former CAT (Cumberland-Dauphin-Harrisburg Transit Authority)
2. York Adams, which represents the service area that makes up the former CPTA (Central Pennsylvania Transportation Authority)

Below is a breakdown of the minority and low-income population along each of the system routes, along with a corresponding map for both CDH and York Adams.

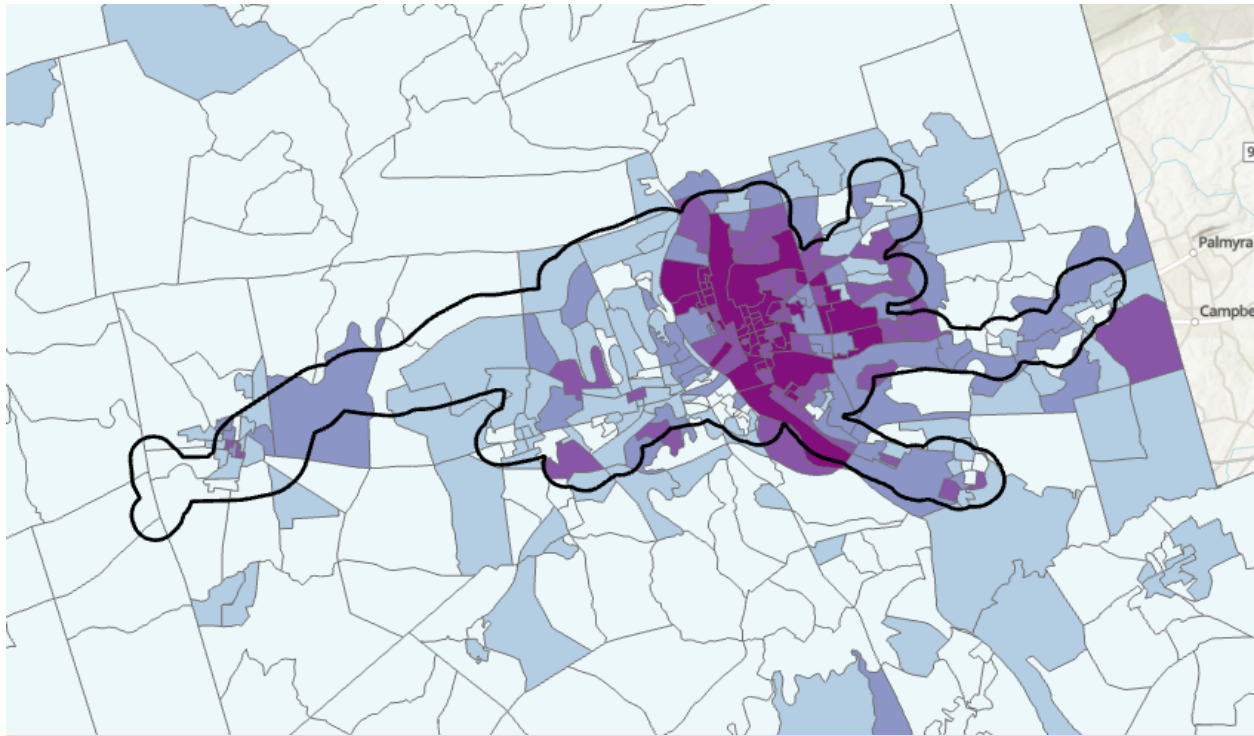
CDH

Source: CDH_Census_MIN_LI_V3.xlsx - Summary Data

Route	CBG Count	CBG Min > Avg.	Min Route (CBG)	CBG Pop	CBG Min Pop	CBG LI Pop	Pct Min	Pct LI	Min Route (%Pop)	LI Route (%Pop)
1	10	9	Y	11707	8448	3579	72.2%	31.6%	Y	Y
2	6	5	Y	7182	4762	2967	66.3%	43.1%	Y	Y
3	15	10	Y	14809	8417	4773	56.8%	33.1%	Y	Y
3-6	17	14	Y	18914	13054	7608	69.0%	41.6%	Y	Y
6-13	24	22	Y	28624	21778	12836	76.1%	48.7%	Y	Y
7	28	19	Y	31956	17846	10841	55.8%	35.5%	Y	Y
8	19	14	Y	27321	15098	6187	55.3%	22.9%	Y	Y
9	10	7	Y	13796	7791	2901	56.5%	21.9%	Y	Y
12	34	22	Y	44994	24272	11378	53.9%	25.5%	Y	Y
14	20	18	Y	31867	19451	6537	61.0%	20.8%	Y	Y
17	20	19	Y	29112	20585	9086	70.7%	31.7%	Y	Y
19	23	20	Y	24055	15238	7062	63.3%	32.0%	Y	Y
20	17	13	Y	20025	11447	5589	57.2%	30.5%	Y	Y
39	16	15	Y	23065	14957	5347	64.8%	23.7%	Y	Y
114	28	21	Y	32482	18416	7914	56.7%	26.0%	Y	Y
322	29	16	Y	38749	18635	9951	48.1%	27.0%	Y	Y
A	22	8	Y	19750	6732	5374	34.1%	27.7%	N	Y
AB	38	22	Y	46678	24587	14308	52.7%	32.3%	Y	Y
B	25	9	Y	28656	10202	7539	35.6%	26.7%	N	Y
C	38	9	N	58905	17899	9531	30.4%	16.7%	N	N
D	20	7	Y	28081	9920	5136	35.3%	18.7%	N	N
E	28	9	N	35550	11741	7537	33.0%	21.5%	N	Y
F	16	4	N	27595	7841	3381	28.4%	12.6%	N	N
M	35	11	N	55318	18307	8674	33.1%	15.8%	N	N
W	53	32	Y	78925	37815	20007	47.9%	26.7%	Y	Y
RRT Blue	12	0	N	15630	2381	3398	15.2%	25.6%	N	Y
RRT Red	13	0	N	17738	2832	3910	16.0%	25.4%	N	Y
CDH Service Area	235	95		336279	128278	62835	38.1%	19.2%		

Route Avg.: Minority 49.8% Low Income 27.6%

*Service area includes a consolidation of all CBGs with service within the above routes.



York Adams

Source: CPTA_Census_MIN_LI_V3.xlsx - Summary Data

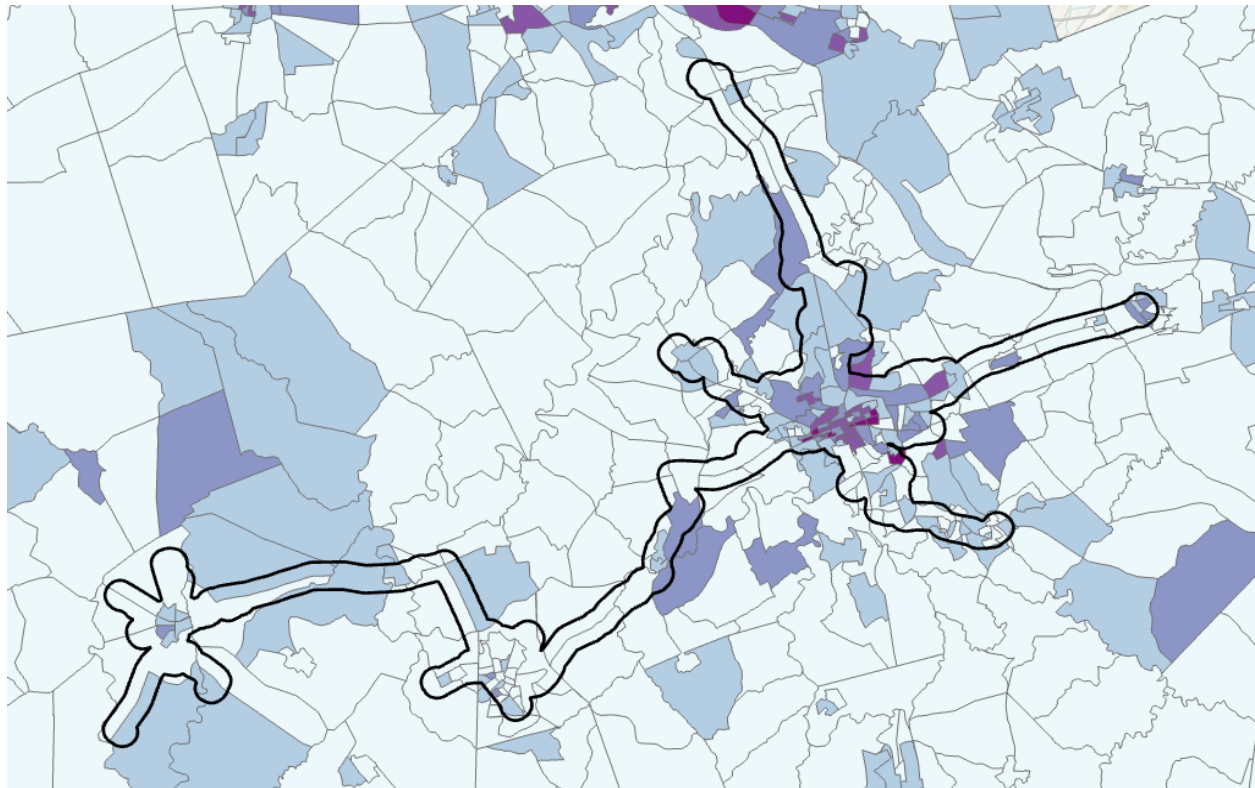
Route	CBG Count	CBG Min > Avg.	Min Route (CBG)	CBG Pop	CBG Min Pop	CBG LI Pop	Pct Min	Pct LI	Min Route (%Pop)	LI Route (%Pop)
1E	18	13	Y	23140	9721	6028	42.0%	28.6%	Y	Y
1W	11	8	Y	13178	7663	4451	58.1%	35.1%	Y	Y
2N	7	7	Y	7948	5002	2507	62.9%	31.7%	Y	Y
3N	14	10	Y	17672	8776	4782	49.7%	27.8%	Y	Y
4E	12	12	Y	10423	6196	3456	59.4%	33.3%	Y	Y
5E	21	14	Y	18925	7354	4066	38.9%	21.6%	Y	Y
5W	19	16	Y	18522	10287	6111	55.5%	33.1%	Y	Y
6N	22	14	Y	28742	11371	6470	39.6%	22.8%	Y	Y
8S	7	6	Y	7011	3996	2325	57.0%	36.3%	Y	Y
9S	8	6	Y	9025	4480	3254	49.6%	41.9%	Y	Y
10S	33	16	Y	38611	12216	7842	31.6%	20.7%	Y	Y
12	17	6	Y	24386	5546	4730	22.7%	21.0%	N	Y
13	14	2	N	24267	5142	2952	21.2%	12.3%	N	N
16	32	13	Y	40588	10241	8407	25.2%	20.8%	N	Y

Route	CBG Count	CBG Min > Avg.	Min Route (CBG)	CBG Pop	CBG Min Pop	CBG LI Pop	Pct Min	Pct LI	Min Route (%Pop)	LI Route (%Pop)
20N	16	5	N	19052	3743	3909	19.6%	20.9%	N	Y
20S	8	2	N	6214	1021	1471	16.4%	23.7%	N	Y
22N	19	5	N	26099	4480	5040	17.2%	19.6%	N	Y
32	6	2	Y	7412	1855	713	25.0%	10.7%	N	N
33	49	31	Y	63149	23045	14125	36.5%	23.3%	Y	Y
BL	12	4	Y	16490	3389	2143	20.6%	16.5%	N	N
GD	1	0	N	1255	27	324	2.2%	25.8%	N	Y
GHC	23	6	N	36129	6722	5363	18.6%	16.5%	N	N
GL	7	4	Y	11629	2900	1519	24.9%	18.9%	N	Y
LL1	8	3	Y	10608	2534	1685	23.9%	22.3%	N	Y
LL2	10	3	N	13914	3096	2235	22.3%	20.7%	N	Y

York Adams Service Area	212	85	282847	77260	50992	27.3%	18.7%
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Route Avg.: Minority 33.6% Low Income 24.2%

*Service area includes a consolidation of all CBGs with service within the above routes.



Service Standards

Service standards are a set of guidelines established to assist in the design and evaluation of transit services. Service standards allow existing services to be evaluated according to their performance. This document details design and performance standards for the fixed route and express services operated by *rabbittransit* – part of the Susquehanna Regional Transportation Authority (SRTA) – along with the process used to evaluate these services. SRTA operates its fixed route and express services in York, Adams, Cumberland, Dauphin, and Franklin Counties.

SRTA strives to provide as much transit service to as many people as possible. Tradeoffs between costs, benefits, efficiency, and convenience are required in order to maximize transit service available to the most people possible within fiscal restraints while maintaining a geographic balance between and within communities. These service standards provide a mechanism for evaluating these tradeoffs in an objective and equitable manner. This process involves both the continuous monitoring and the annual review of services for possible changes.

Vehicle Load

SRTA strives to provide a seat for every transit passenger traveling on a fixed route. However, during peak periods, this is not always possible. This standard is designed to ensure safety, passenger comfort and operational efficiency. The load factor measures the number of passengers on board a vehicle and is expressed as a percentage of the number of passengers on a vehicle compared to the total number of seats on that vehicle. When the load factor reaches 100%, all the seats on that vehicle are full and any additional passengers will have to stand.

The maximum loading standard, or the most people allowed on a transit vehicle, is determined by the manufacturer's specifications and PennDOT transit guidelines requiring 5 foot 2 per passenger for 15-minute travel periods for all service except that on limited-access highways (express service), which is set by the Pennsylvania motor vehicle code. The maximum loading factor is the maximum loading standard divided by the vehicle's seating capacity expressed as a percentage.

Vehicle Load is a capacity guideline that the number of passengers will not exceed the maximum load factor at the maximum load point in the prevailing direction. With a few exceptions based on bus type and manufacturers specifications. SRTA employs a maximum load standard 1.5 times the total seated capacity (i.e., 26 seats equals a maximum load of 39 passengers).

SRTA's transit vehicle loading standards for their various vehicles is shown below.

	Vehicle Type	Average Passenger Capacities			
		Seated	Standing	Total	Maximum Load Factor
Capital Region	35' low floor bus	31	15	46	150%
	40' low floor (city)	38	19	57	150%
	40' low floor (suburban)	39	19	58	150%
	60' Articulated Bus	65	33	98	150%
York/Adams	27' BOC Van	18	9	27	150%
	30' low floor bus	27	13	40	148%
	35' low floor bus	35	17	52	149%
	40' low floor bus	43	21	64	149%
Commuter	40' low floor (suburban)	39	0	39	100%
	40' coach / BRT Style	39	0	39	100%
	45' coach	49	0	49	100%

Variance by region in same vehicle type is based on floor plan and schematic between York and Harrisburg builds in the past.

Load factors greater than 100% on particular trips should not be tolerated for more than 20 minutes. When more than two consecutive trips on a route consistently exceed the target load factor, service should be adjusted to reduce passenger crowding by one or more of the following:

- Adding a trip
- Adjusting trip times
- Using larger or additional buses
- Instituting trippers along the route to accommodate identifiable work shifts, student travel, etc.

Vehicle Headway

Headway is the time between transit vehicles at a given point and is expressed in minutes. Frequency is the number of transit vehicles per unit of time that passes a certain point on a route, expressed as vehicles per hour. In this section, we will use the term headway instead of frequency.

There are many factors that determine a fixed route's headway such as time of day, ridership, network architecture, transfer timing considerations, and SRTA's financial resources. The table below shows *SRTA's* service headway standard by time of day and day of the week by

level of indicator concentration and establishes the maximum headway for *SRTA's* fixed route service.

CDH Headway

Weekday Headways Per Route (Updated 8/21/2026)								
		MORNING	AM PEAK	MIDDAY	PM PEAK	NIGHT	Minority Route	Low Income Route
Route	Service Type	12:00 AM - 5:59 AM	6:00 AM - 8:59 AM	9:00 AM - 3:29 PM	3:30 PM - 6:29 PM	6:30 PM - 11:59 PM		
1	Fixed	N/A	30	30	60	60	Y	N
2	Fixed	N/A	30	60	30	N/A	Y	N
3	Fixed	N/A	45	45	45	N/A	Y	N
3/6	Fixed	N/A	N/A	N/A	N/A	60	Y	N
6/13	Fixed	N/A	45	45	45	N/A	Y	Y
7	Fixed	45	45	45	45	45	Y	N
8	Fixed	60	60	60	60	60	Y	N
9	Fixed	N/A	90	90	90	N/A	Y	N
12	Fixed	30	30	45	30	45	Y	N
14	Fixed	N/A	N/A	N/A	N/A	N/A	Y	N
17	Fixed	N/A	45	45	45	45	Y	N
19	Fixed	60	60	60	60	N/A	Y	Y
20	Fixed	N/A	90	90	90	90	Y	N
23X	Commuter	N/A	N/A	N/A	N/A	N/A	Y	N
39	Fixed	N/A	45	90	90	N/A	Y	N
81X	Commuter	N/A	N/A	N/A	N/A	N/A	Y	N
322	Fixed	N/A	75	150	75	N/A	Y	N
A	Fixed	N/A	45	90	90	N/A	N	N
AB	Fixed	N/A	N/A	N/A	N/A	N/A	N	Y
B	Fixed	N/A	120	120	90	N/A	N	N
C	Fixed	N/A	60	90	60	N/A	N	N
D	Fixed	N/A	60	60	30	N/A	Y	N
E	Fixed	N/A	N/A	N/A	N/A	N/A	Y	N
F	Fixed	N/A	120	120	45	N/A	N	N
Groc-E	Fixed	N/A	N/A	N/A	N/A	N/A	Y	N
M	Fixed	N/A	45	60	45	N/A	N	N
RRT Blue	Fixed	N/A	60	60	60	N/A	N	N
RRT Red	Fixed	N/A	60	60	60	N/A	N	N
W	Fixed	N/A	N/A	N/A	N/A	N/A	Y	Y

Notes:

Route 3/6

Night Loop Trip Only

Route 14:

AM and PM Peak Trips Only

Route 23X:

AM and PM Peak Trips Only

Route 81X:

Commuter Route - AM and PM Peak Trips Only

***Special Grocery Route - Only operates 4 trips
- 2 outbound and 2 inbound midday. Total
span of 2.5 hours of service***

Route Groc-E:

Warehouse Route - AM and PM Peak Trips Only

Route AB:

Commuter Route - AM and PM Peak Trips Only

Route E:

Warehouse Route - AM and PM Peak Trips Only

Route W:

Weekend Headways Per Route (Updated 8/21/2026)						
		SAT MORNING	SAT PEAK	SAT NIGHT	Minority Route	Low Income Route
Route	Service Type	12:00 AM - 8:29 AM	8:30 AM - 6:29 PM	6:30 PM - 11:59 PM		
1	Fixed	45	45	45	Y	N
2	Fixed	N/A	N/A	N/A	Y	N
3	Fixed	90	90	N/A	Y	N
3/6	Fixed	N/A	N/A	60	Y	N
6/13	Fixed	60	60	N/A	Y	N
7	Fixed	120	120	N/A	Y	N
8	Fixed	90	90	90	Y	N
9	Fixed	N/A	N/A	N/A	Y	N
12	Fixed	45	45	45	Y	N
14	Fixed	N/A	N/A	N/A	Y	Y
17	Fixed	90	90	90	Y	N
19	Fixed	N/A	120	N/A	Y	N
20	Fixed	90	90	90	Y	Y
23X	Commuter	N/A	N/A	N/A	Y	N
39	Fixed	N/A	120	N/A	Y	N
81X	Commuter	N/A	N/A	N/A	Y	Y
322	Fixed	N/A	N/A	N/A	Y	N
A	Fixed	N/A	N/A	N/A	Y	N
AB	Fixed	N/A	N/A	N/A	N	N
B	Fixed	N/A	N/A	N/A	Y	N
C	Fixed	N/A	N/A	N/A	Y	N
D	Fixed	N/A	90	N/A	Y	Y
E	Fixed	N/A	N/A	N/A	N	N
F	Fixed	N/A	N/A	N/A	N	N
Groc-E	Fixed	N/A	N/A	N/A	Y	N
M	Fixed	120	120	N/A	Y	Y

RRT Blue	Fixed	N/A	60	N/A	Y	N
RRT Red	Fixed	N/A	N/A	N/A	N	N
W	Fixed	N/A	N/A	N/A	N	N

York/Adams Headway

Weekday Headways Per Route (Updated 8/21/2026)								
		MORNING	AM PEAK	MIDDAY	PM PEAK	NIGHT		
Route	Service Type	12:00 AM - 5:59 AM	6:00 AM - 8:59 AM	9:00 AM - 3:29 PM	3:30 PM - 6:29 PM	6:30 PM - 11:59 PM	Minority Route	Low Income Route
1W	Fixed	30	30	15	30	30	Y	Y
1E	Fixed	30	30	15	30	30	Y	Y
2N	Fixed	60	60	60	60	60	Y	Y
3N	Fixed	60	60	60	60	60	Y	Y
4E	Fixed	60	60	60	60	60	Y	Y
5W	Fixed	30	30	30	30	30	Y	Y
5E	Fixed	60	30	60	30	60	Y	Y
6N	Fixed	30	30	60	60	60	Y	Y
8S	Fixed	N/A	60	60	60	60	Y	Y
9S	Fixed	N/A	60	60	60	60	Y	Y
10S	Fixed	60	60	60	60	60	Y	Y
12	Fixed	N/A	60	60	60	N/A	N	N
13	Fixed	N/A	60	N/A	60	N/A	N	N
32	Fixed	N/A	30	30	30	N/A	Y	Y
33	Fixed	N/A	N/A	N/A	N/A	N/A	Y	Y
16	Fixed	N/A	120	120	120	N/A	Y	Y
20N	Fixed	N/A	120	120	120	N/A	N	N
20S	Fixed	N/A	120	120	120	N/A	N	Y
22N	Fixed	N/A	120	120	120	N/A	N	N
15N	Commuter	N/A	N/A	N/A	N/A	N/A	N	N
83N	Commuter	N/A	N/A	N/A	N/A	N/A	N	N
83S	Commuter	N/A	N/A	N/A	N/A	N/A	N	N
LL2	Fixed	N/A	120	120	120	120	N	N
LL1	Fixed	N/A	120	120	120	120	N	N
GHC	Fixed	N/A	120	120	120	N/A	N	N
BL	Fixed	N/A	180	120	N/A	N/A	N	N
GL	Fixed	N/A	60	60	60	60	N	N
GD	Fixed	N/A	N/A	30	30	N/A	N	N

Notes:

Route 33:

*Commuter shuttle design - AM, Midday, PM,
Eve Peak Trips Only*

Route 15N:

*Commuter Route - AM and PM Peak Trips
Only*

Route 83N:

*Commuter Route - AM and PM Peak Trips
Only*

Route 83S:

*Commuter Route - AM and PM Peak Trips
Only*

Weekend Headways Per Route (Updated 8/21/2026)						
		MORNING	PEAK	NIGHT	Minority Route	Low Income Route
Route	Service Type	12:00 AM - 8:29 AM	8:30 AM - 6:29 PM	6:30 PM - 11:59 PM		
1W	Fixed	30	30	30	Y	Y
1E	Fixed	30	30	30	Y	Y
2N	Fixed	N/A	60	N/A	Y	Y
3N	Fixed	N/A	60	N/A	Y	Y
4E	Fixed	N/A	60	N/A	Y	Y
5W	Fixed	N/A	30	N/A	Y	Y
5E	Fixed	N/A	60	N/A	Y	Y
6N	Fixed	N/A	60	N/A	Y	Y
8S	Fixed	N/A	60	N/A	Y	Y
9S	Fixed	N/A	60	N/A	Y	Y
10S	Fixed	N/A	60	N/A	Y	Y
12	Fixed	N/A	N/A	N/A	N	N
13	Fixed	N/A	N/A	N/A	N	N
32	Fixed	N/A	N/A	N/A	Y	Y
33	Fixed	N/A	N/A	N/A	Y	Y
16	Fixed	N/A	N/A	N/A	Y	Y
20N	Fixed	N/A	120	N/A	N	N
20S	Fixed	N/A	120	N/A	N	Y
22N	Fixed	N/A	120	N/A	N	N
15N	Commuter	N/A	N/A	N/A	N	N
83N	Commuter	N/A	N/A	N/A	N	N
83S	Commuter	N/A	N/A	N/A	N	N
LL2	Fixed	N/A	120	120	N	N
LL1	Fixed	120	120	120	N	N
GHC	Fixed	N/A	N/A	N/A	N	N
BL	Fixed	N/A	N/A	N/A	N	N
GL	Fixed	60	60	60	N	N
GD	Fixed	N/A	30	N/A	N	N

Not all routes operate on Saturdays and/or Sundays. The service frequency standard for those days applies only to routes that are operating.

Many fixed routes travel through more than one level of indicator concentration area. Whenever possible, a fixed route headway should follow the standard for the highest level of concentration in its footprint.

Service Span

The minimum hours fixed route service is available

The information below outlines the service span standard for rabbittransit's fixed route service. Not all routes operate on Saturdays and/or Sundays. The service span standard for those days applies only to routes that are operating.

York/Adams fixed route operates service Monday through Sunday. Weekday span of service is 5:00 a.m. to 12:00 p.m., and Saturday span of service is 7:00 a.m. to 7:00 p.m. Weekday morning peak period is 6:00 a.m. to 9:00 a.m. and its evening peak period is 3:30 p.m. to 6:30 p.m. Saturday peak period service is 8:30 a.m. to 6:30 p.m. Not all routes operate on Saturday.

CDH fixed route operates service Monday through Saturday. Weekday span of service is 5:00 a.m. to 11:00 p.m., and Saturday span of service is 6:00 a.m. to 11:30 p.m. Weekday morning peak period is 6:00 a.m. to 9:00 a.m. and its evening peak period is 3:30 p.m. to 6:30 p.m. Saturday peak period service is 8:30 a.m. to 6:30 p.m. Not all routes operate on Saturday and Sunday.

The policy weekday headways for fixed routes are 30 or 60 minutes during peak periods and 60, 90, or 120 minutes during non-peak periods. Saturday Sunday headways for fixed routes are 45, 90, or 120 minutes depending on the route and time.

Headways shall vary between peak and off-peak periods based on demand. Data such as ridership counts, on-board surveys of vehicle loads, on-time performance reports and customer input, are used in considering headways adjustments.

Weekday Headways Per Route						
		MORNING	AM PEAK	MIDDAY	PM PEAK	NIGHT
Route	Service Type	12:00 AM - 5:59 AM	6:00 AM - 8:59 AM	9:00 AM - 3:29 PM	3:30 PM - 6:29 PM	6:30 PM - 11:59 PM

Weekend Headways Per Route				
		SAT MORNING	SAT PEAK	SAT NIGHT
Route	Service Type	12:00 AM - 8:29 AM	8:30 AM - 6:29 PM	6:30 PM - 11:59 PM

On Time Performance

On-time performance measures adherence to published schedules at designated time points along a route. Performance data are collected and recorded through SRTA's

Automatic Vehicle Locator (AVL) system.

A trip is considered on time when it arrives between one minute before and five minutes after the scheduled time. SRTA's on-time performance standard for fixed-route service is that at least 80% of trips operate within this on-time window.

Service Availability

Fixed Route Mode defines service availability as the percentage of households or population that live within one-quarter mile of a station or stop. SRTA regularly evaluates routes to determine if each route meets the needs of agency's riders. The agency uses service standards of the following measures of service effectiveness to carry out that assessment:

- Unlinked passenger trips per revenue mile
- Passengers per revenue hour
- Passengers per trip
- Cost per passenger

SRTA uses a combination of the above measures rather than a single measure to evaluate a route. This policy is primarily designed to guide SRTA Fixed Route for short term modifications, and secondarily to provide a framework for long-term improvements and modifications.

Due to the fluid nature of bus stops, and the ease with which stops can be placed or moved, service is not measured by walking distance from the closest bus stop, but by walking distance from the route itself.

SRTA will ensure that at least 50% of the service offered is located within an area that is comprised of a minority census block group.

Fixed route urban bus stops will have a minimum spacing of 500 feet and a maximum spacing of 1000 ft. Fixed route suburban bus stops will have a minimum spacing of 1,000 feet between stops and no defined maximum stop.

Service Policies

Transit Amenities

Acceptable locations and conditions for shelters and benches

It is SRTA's policy to equitably distribute transit amenities inclusive of bus stop spacing, shelters, lighting, garbage bins, and seating availability. SRTA does not discriminate in the distribution of its transit amenities and follows a procedural model while taking into account local demographics such as low income and minority status to ensure mindfulness to equity in decisions. SRTA does not have sole control over the location and signage of bus stops, shelters, and park and ride lots. Municipalities and

cities in which the service operates also have jurisdiction over the location and signage of bus stops and park and ride lots. They may also opt into installing or implementation of transit amenities outside of SRTA's ownership. Finally, several shelters are managed by an advertising company within the system.

SRTA utilizes the following general guidance for the distribution of transit stops, categorized by urban and suburban operations:

Urban Areas Bus Stops

Established routes will have a minimum spacing of 500 feet (approximately one city block). New routes will have a minimum spacing of 1,000 feet (approximately two city blocks). The current preference is for stops to be located approximately ¼ mile from one another. Exception: Closer stop spacing will be considered to serve major traffic generators and transfer points and/or to address specific geographic or demographic conditions.

Routes will have a minimum spacing of 1,000 feet (approximately two city blocks). The current preference is for stops to be located approximately ¼ mile from one another.

Exception: Closer stop spacing will be considered to serve major traffic generators and transfer points and/or to address specific geographic or demographic conditions.

Suburban Areas Bus Stops

Bus stops will have a minimum spacing of 1,000 feet in residential areas; and safe, logical stop locations at major traffic generators to be established in less dense areas.

NOTE: Express service and service operating on limited-access highways will be exempt from Transit Stop and Station Spacing Standards.

Bus stops will have a minimum spacing of 1,000 feet in residential areas; and safe, logical stop locations at major traffic generators to be established in less dense areas.

Shelters

Shelters should be prioritized at bus stop locations where:

- Passenger volumes exceed 40 boardings per day or are within the top 10% of stops by rider boardings.
- Major transfer points away from the Transfer Center
- At bus stops with significant senior or persons with disabilities populations

Benches should be installed at bus stop locations where:

- Passenger volumes exceed 20 boardings per day or is within the top 20% of stops by rider boardings.
- At bus stops with significantly low income, minority, senior or persons with disabilities populations.

Shelters and/or benches may be installed at any existing or proposed bus stop location by a property owner or developer. While these should be documented according to the agency inventory, they should not be considered against the agency equitable distribution as it is outside of the agency's direct control.

Other Amenities

Other such amenities, as denoted previously, will be evaluated within similar criteria as bench distribution with a specific focus on core value-based needs such as Safety. These amenities are much more rarely implemented outside of combination projects with shelters and should be documented along with other stop attribute data.

SRTA will periodically audit the location of amenities and shelters to ensure consistency with above practices or justification for variances. In such cases, an inadequate consideration or distribution of amenities would be identified during this assessment, corrective actions through redistribution or additional amenities along minority or low-income corridors with sufficient ridership demand would be recommended.

Transfers

Given the hub system architecture of the *SRTA* network, many riders must transfer from one route to another to complete their journey. The transit network must be designed to align routes so that logical travel patterns can be facilitated through transfers at convenient and safe locations. Individual routes must be coordinated to arrive at transfer locations just prior to the departure times of any other connecting route. Outside of the service design standard, operators are instructed to await riders from coordinated routes at transfer locations for three minutes past scheduled departure times or more if it can be granted without jeopardizing the rest of the schedule.

Route Directness

The difference in time between driving and riding

This standard can be measured in either distance or time; *SRTA* uses time. It is calculated as the ratio of the amount of time it takes the bus to travel from origin to destination to the amount of time it takes a car to drive the same route. **Each route should have a route directness ratio less than 1.5.**

Percent Deadhead Travel

The time or miles, when compared to the total that a bus drives into or out of revenue service

The amount of deadhead travel for a route impacts its cost effectiveness. Routes with longer travel distances to begin or end revenue service have less of their total service hours or miles available to generate revenue than do those with shorter travel distances. As each route has a different distance to travel before beginning or after ending service, there is no standard for this measure. To the greatest extent possible, SRTA will endeavor to schedule all routes to begin revenue service as soon as or as

close as possible and end revenue service as late as and as close as possible to the rabbittransit garage.

Revenue to Total Service Ratio

This standard compares the number of revenue hours for all the transit vehicles on one route to the total number of service hours for those same vehicles, measuring a transit route's cost effectiveness. A system-wide cost effectiveness measure would compare the total number of revenue hours for the total *rabbittransit* system to the total number of service hours. **The system wide revenue to total service ratio standard should not be less than 85%.**

Vehicle Assignments

The assignment of assets across routes and service types.

The assignment of vehicles is based on route characteristics and typical passenger loads from historical ridership data. Vehicles are assigned, by type, to accommodate those aspects. SRTA does not discriminate on assigning its vehicles to routes. Vehicles are randomly assigned. At this time, all of SRTA's vehicles have the same amenities including technologies and as such, the variations in vehicles are age and size. SRTA assigns vehicles to each route, based on routing viability of the road network and capacity requirements, and historic ridership. Vehicles are assigned based on where they are parked after servicing. Assets are lined up in service lanes based on vehicle type at the end of service daily and are assigned to drivers in order of that lineup in the morning by dispatch. This effectively randomizes the assignment of assets within a given vehicle type as the vehicles go in and out of service at different times daily. This model is used to eliminate any potential bias in bus assignment.

The only exception to this practice is the assignment of commuter bus services, which specific to the Capital Region services, have a limited overall fleet (2) and are thus assigned by availability. These assets are similar in age and condition and provide no significant variance in service, but are assigned to this mode specifically to their capability to handle the volume of ridership and design.

SRTA also has several community restrictions that affect and or limit the ability to assign certain bus fleet type to certain routes based on the following:

- Low bridge clearance – limits use of Hybrid buses
- Highway travel – no hybrid buses
- Narrow roadways – 45' coach turning radius
- Low density routes – assigned smaller 35'
- Posted bridges limiting assets above a certain GVWR

Ultimately these are external conditions that are not within the control of the Authority, but are taken into consideration in replacement planning.

Demographic and Service Profile Maps and Schedules

Demographic and service profile maps and schedules were generated from the following resources.

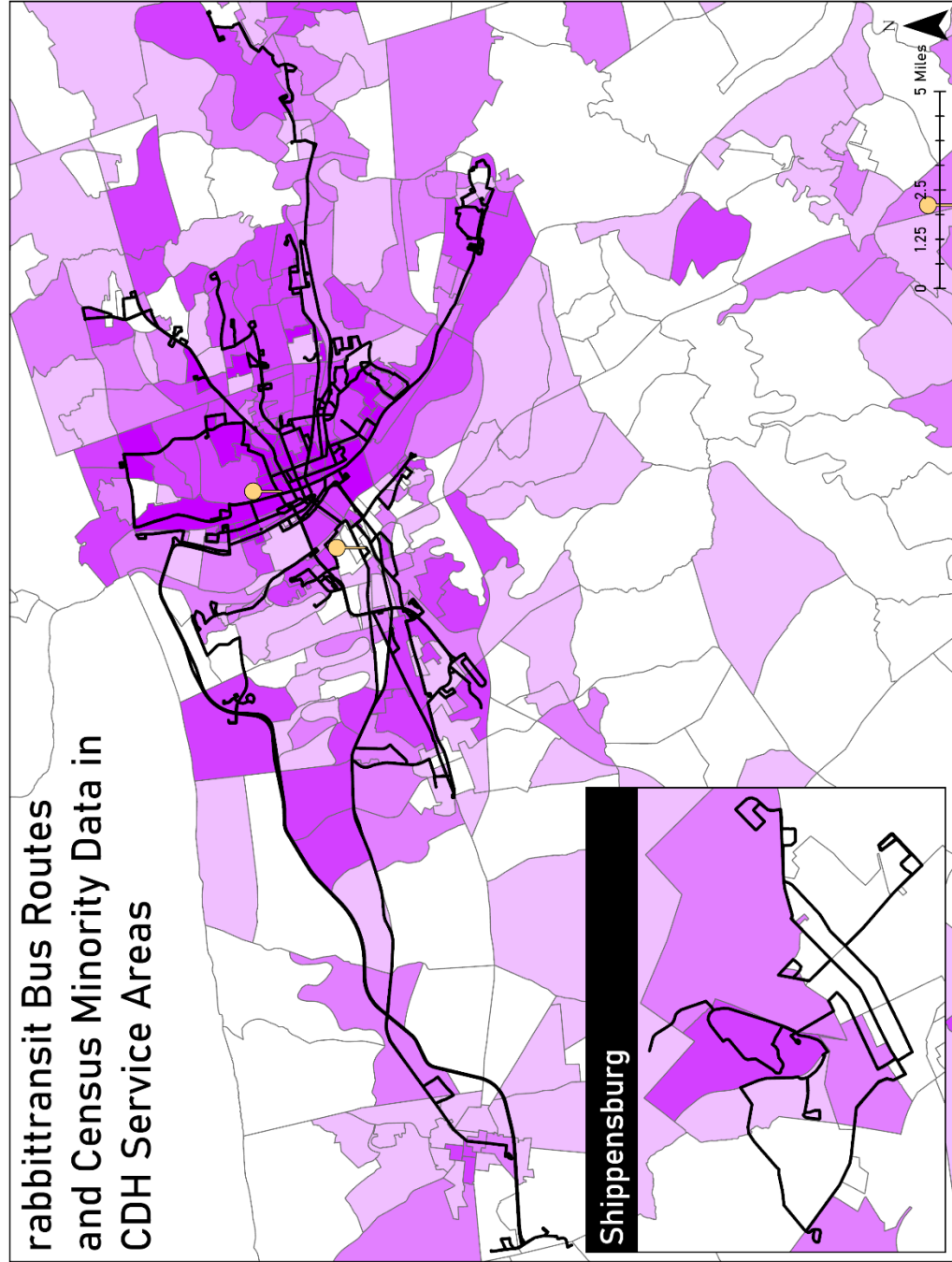
- Census Bureau- <https://www.census.gov/data.html>
 - Minority Population – B02001
 - Poverty – C17002
- 2024 ACS 5-Year Estimates
- The measure of adherence to published schedules SRTA Transit Tools
 - Avail – CAD/AVL, Service Monitoring, and On-Time Performance.
 - Optibus – Scheduling Software and analytical support.
 - Remix – Demographics and Census Data Analytical tool.
 - GFI – Fare collection and passenger counts.
 - ESRI ArcGIS – Geographic Information Systems tool

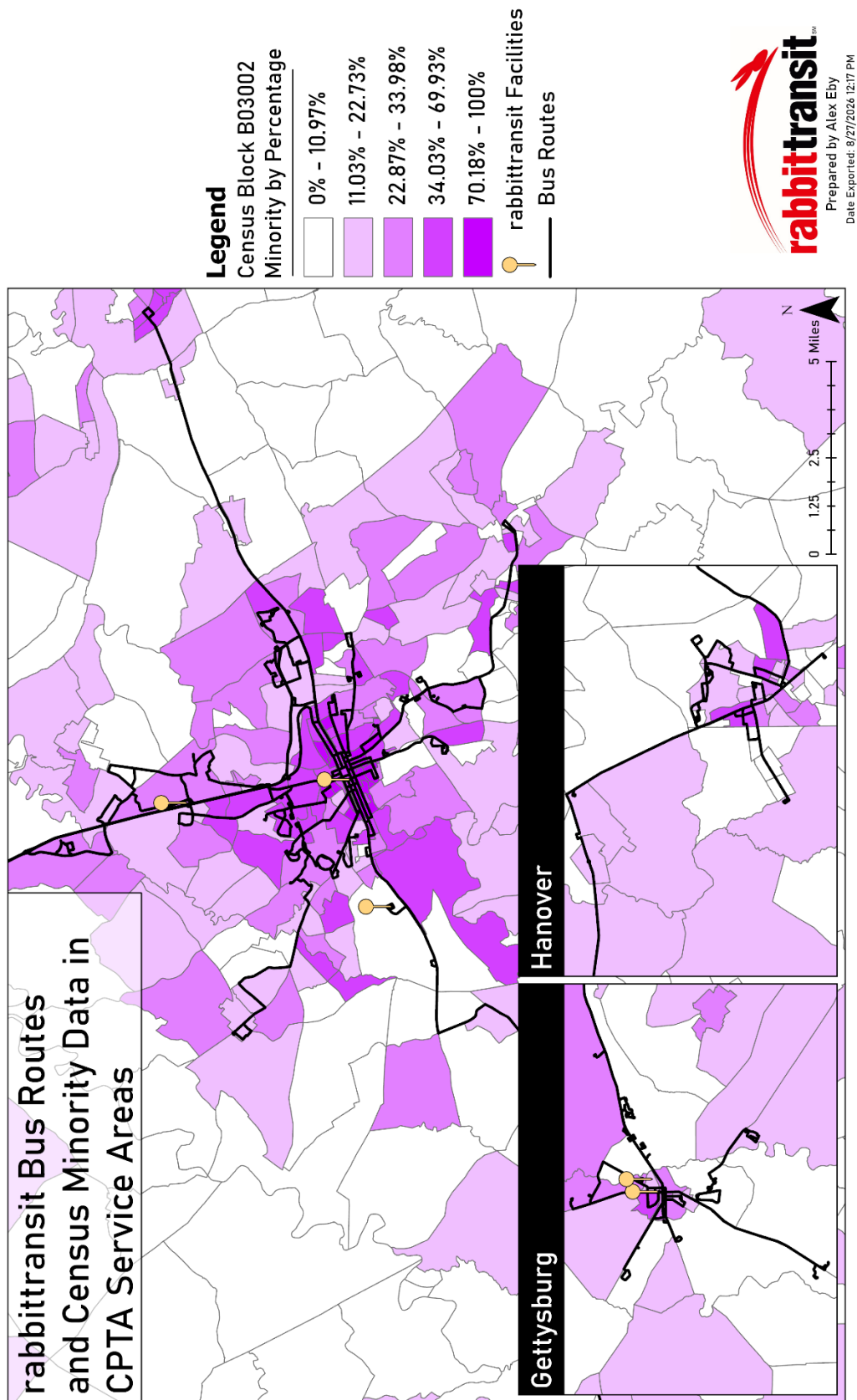
Data Explanation and Map with SRTA's Routes and Minority Areas

Data for the map titled “Service Area Minority Populations” were obtained from the most recent American Community Survey (ACS) 5-Year Estimates. Minority populations are defined as persons who identify as a race and/or ethnicity other than non-Hispanic White alone.

The service area minority percentage was calculated using population data for SRTA's eleven-county service area. Based on the updated data, 19.01% of the population within SRTA's service area is identified as minority, compared with 17.5% reported in the previous Title VI Program.

rabbitttransit Bus Routes and Census Minority Data in CDH Service Areas



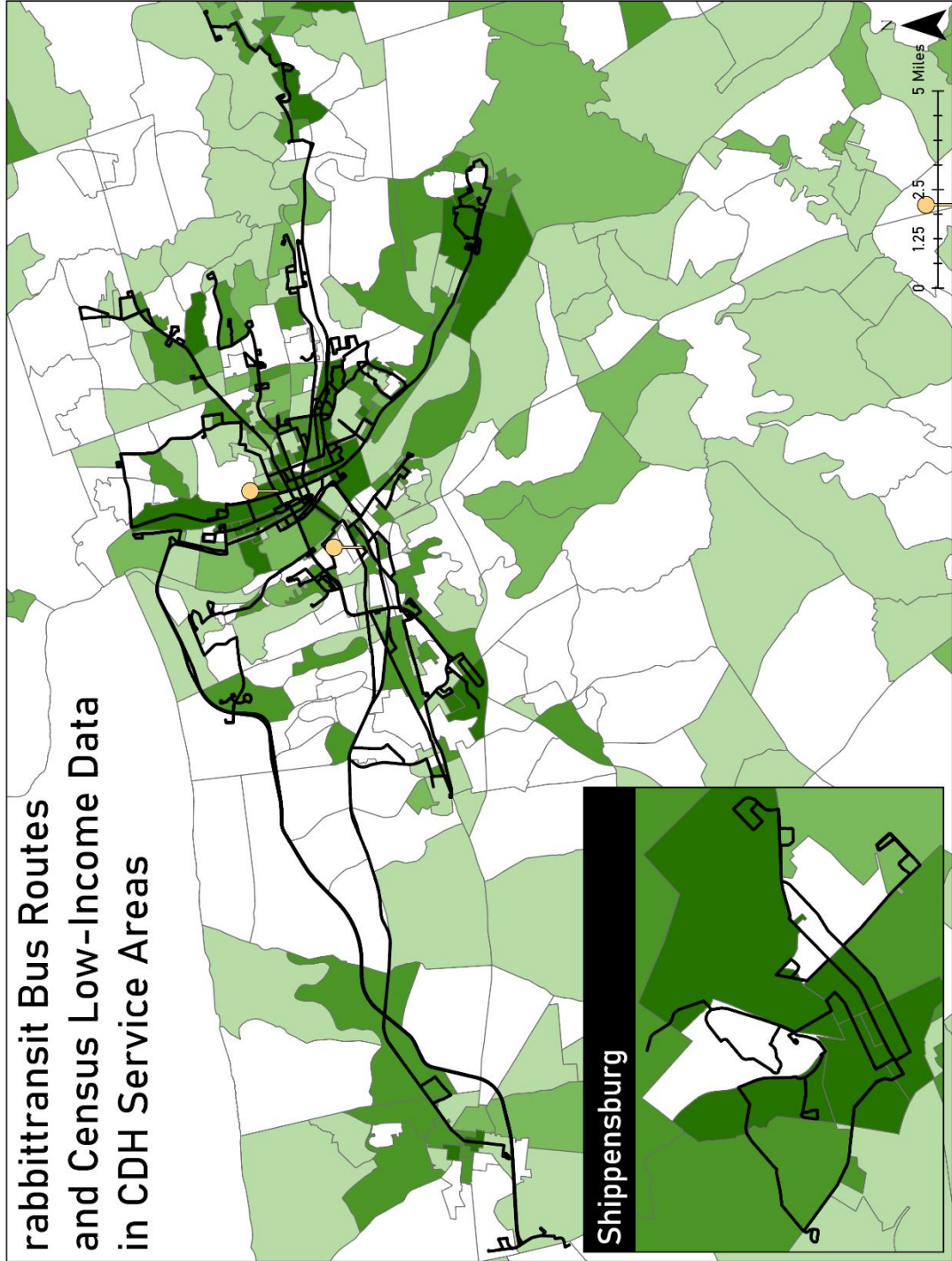


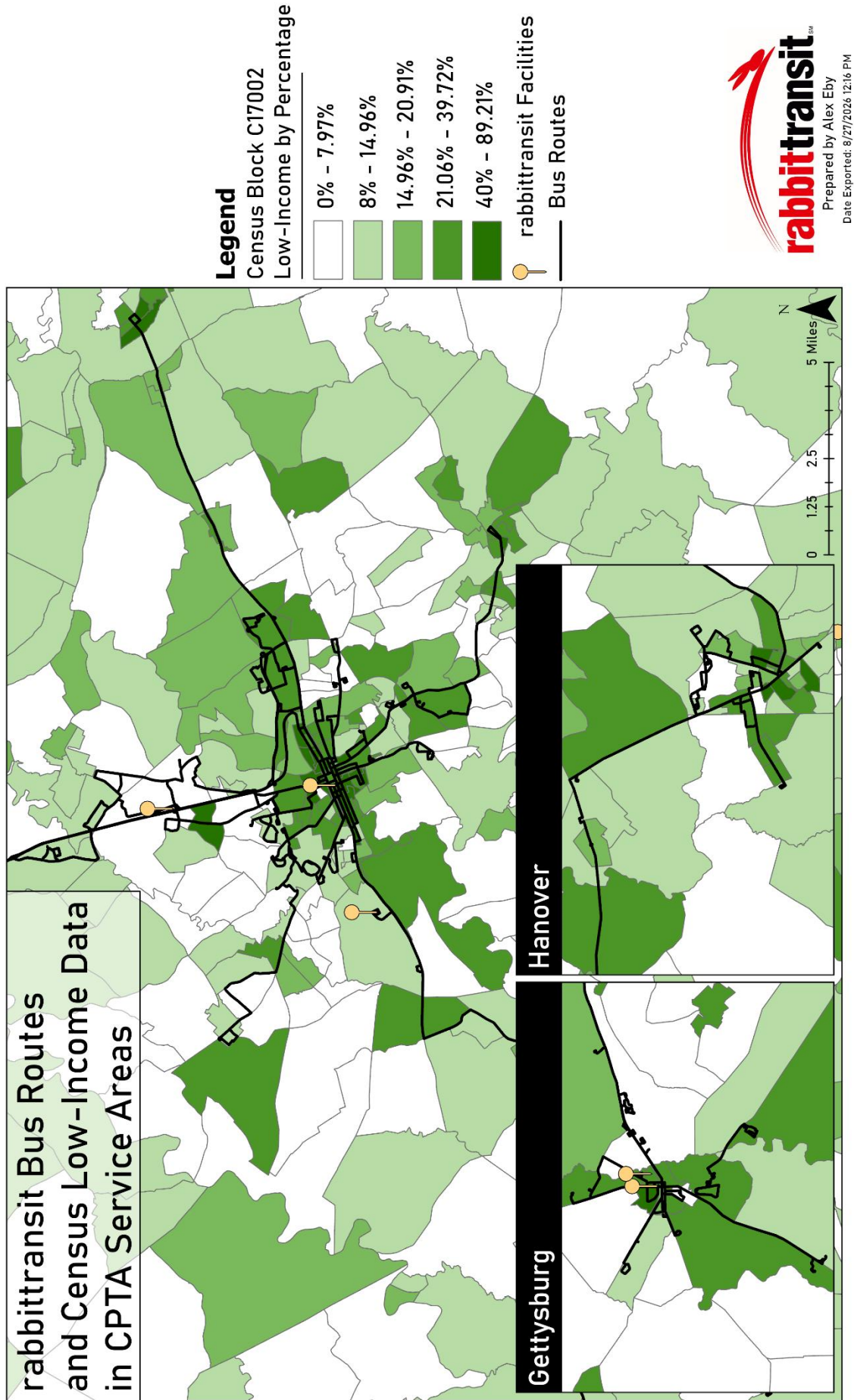
Data Explanation and Map with SRTA's Routes and Low-Income Areas

Data for the map titled "Service Area Low-Income Populations" were obtained from the most recent American Community Survey (ACS) 5-Year Estimates, using the Ratio of Income to Poverty Level (C17002) table. Low-income populations are defined as individuals with incomes at or below 150% of the federal poverty level.

The service area low-income percentage was calculated using population data for SRTA's eleven-county service area. Based on the updated data, 17.37% of the population within SRTA's service area is identified as low-income, compared with 17.9% reported in the previous Title VI Program.

rabbittransit Bus Routes and Census Low-Income Data in CDH Service Areas





Demographic Ridership and Travel Patterns

Surveys: SRTA every two years will conduct Fixed Route and Paratransit. Fixed Route will be initiated in the first year and paratransit will be in the second year. The cycle will repeat itself continuously.



Customer Satisfaction Survey rabbittransit

Route: _____

1) Please rate us in the following areas, over the last 30 days

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Overall satisfaction	☐	☐	☐	☐	☐
On-time arrivals	☐	☐	☐	☐	☐
On-time departures	☐	☐	☐	☐	☐
Frequency of weekday service	☐	☐	☐	☐	☐
Frequency of weekend service	☐	☐	☐	☐	☐
Comfort at bus stops	☐	☐	☐	☐	☐
Personal safety on buses/at stops	☐	☐	☐	☐	☐
Cleanliness inside the bus	☐	☐	☐	☐	☐
Price of bus fares	☐	☐	☐	☐	☐
Driver courtesy and friendliness	☐	☐	☐	☐	☐
Safe and competent drivers	☐	☐	☐	☐	☐
Helpfulness of customer service staff	☐	☐	☐	☐	☐
Park-and-ride lots	☐	☐	☐	☐	☐
Bus schedule - easy to understand	☐	☐	☐	☐	☐
Website - easy to navigate	☐	☐	☐	☐	☐
Helpfulness of online tools	☐	☐	☐	☐	☐

2) What is the primary reason you use the bus?

- | | |
|---|--|
| ☐ Work | ☐ School K-12 |
| ☐ Shopping | ☐ Higher Education |
| ☐ Medical/Dental | ☐ Social / Recreational |

3) How often do you ride the bus?

- | | |
|--|---|
| ☐ 6 - 7 days a week | ☐ 1 - 3 times a month |
| ☐ 5 days a week | ☐ Less than once a month |
| ☐ 2 - 4 days a week | ☐ First time riding |
| ☐ Once a week | |

4) How long have you been using this transit service?

- | | |
|--|--|
| ☐ More than 3 years | ☐ 1 month to 1 year |
| ☐ 1 - 3 years | ☐ Less than a month |

5) Will you continue using this bus service?

- | | | |
|-------------------------------------|-------------------------------------|---|
| ☐ Definitely | ☐ Unsure | ☐ Definitely not |
| ☐ Likely | ☐ Not likely | |

6) Would you recommend this bus service?

- | | | |
|-------------------------------------|-------------------------------------|---|
| ☐ Definitely | ☐ Unsure | ☐ Definitely not |
| ☐ Likely | ☐ Not likely | |

7) What is your local zip code?

- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| ☐ 17013 | ☐ 17110 | ☐ 17403 |
| ☐ 17102 | ☐ 17325 | ☐ 17404 |
| ☐ 17104 | ☐ 17401 | ☐ Other |

If "Other," please specify

--	--	--	--	--

8) What is your gender?

- | | |
|--------------------------------------|--|
| ☐ Male | ☐ Non-binary / non-conforming |
| ☐ Female | ☐ Other |
| ☐ Transgender | ☐ Prefer not to respond |

9) What is your age group?

- | | |
|---------------------------------------|---------------------------------------|
| ☐ 15 and under | ☐ 41 to 60 |
| ☐ 16 to 24 | ☐ 61 to 64 |
| ☐ 25 to 40 | ☐ 65 and older |

10) What is your current employment status? (Select all that apply.)

- | | | |
|---------------------------------------|----------------------------------|--------------------------------|
| ☐ Employed | ☐ Retired | ☐ Other |
| ☐ Not employed | ☐ Student | |

11) Do you have alternate transportation?

- | | |
|------------------------------|-----------------------------|
| ☐ Yes | ☐ No |
|------------------------------|-----------------------------|

Monitoring Program

Federal Title VI regulations require that public transit providers that operate 50 or more fixed route vehicles in peak service that are located in an urbanized area of 200,000 or more in population must monitor the performance of their transit system relative to the transit service standards and policies. Providers must do so while comparing minority transit routes with non-minority ones.

Service standards and policies provide the framework for monitoring and assessing service. The analysis of performance for service standards on vehicle loads, headway, on-time performance, and vehicle assignment compare the measures for “minority” and “non-minority” routes as defined by the FTA. SRTA has included all bus routes (a 100 percent sample) in the analysis comparing service standards.

The analysis of performance for service availability and distribution of amenities compares measures for “minority” and “non-minority” population in SRTA’s service area. SRTA will continue to monitor and evaluate performance in regard to established standards and policies triennially to ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Please refer to SRTA’s Service Policies and Standards for a more detailed description of each respective standard and policy.

Monitoring results will be presented to the Board on a triennial basis in alignment with the Title VI Program update cycle.

Vehicle Load

Vehicle load standards establish the average maximum number of passengers allowed per vehicle to provide a safe and comfortable ride. SRTA’s maximum vehicle load factor for fixed-route service is 1.5, or 150% of seated capacity.

Based on the FY2026 monitoring data, reported vehicle loads for both minority and non-minority routes remained below the established 150% standard during weekday and weekend service periods. No disparity in vehicle loading was identified between minority and non-minority routes. SRTA will continue to monitor vehicle loads and adjust service as necessary when passenger demand warrants.

CDH Vehicle Load

Weekday Vehicle Load Average Per Route (Updated 8/21/2026)								
		MORNING	AM PEAK	MIDDAY	PM PEAK	NIGHT	Min ority Rou te	Lo w Inc om e Rou te
Route	Service Type	12:00 AM - 5:59 AM	6:00 AM - 8:59 AM	9:00 AM - 3:29 PM	3:30 PM - 6:29 PM	6:30 PM - 11:59 PM		
1	Fixed	N/A	<150%	<150%	<150%	<150%	Y	N
2	Fixed	N/A	<150%	<150%	<150%	N/A	Y	N
3	Fixed	N/A	<150%	<150%	<150%	N/A	Y	N
3/6	Fixed	N/A	N/A	N/A	N/A	<150%	Y	N
6/13	Fixed	N/A	<150%	<150%	<150%	N/A	Y	Y
7	Fixed	<150%	<150%	<150%	<150%	<150%	Y	N
8	Fixed	<150%	<150%	<150%	<150%	<150%	Y	N
9	Fixed	N/A	<150%	<150%	<150%	N/A	Y	N
12	Fixed	<150%	<150%	<150%	<150%	<150%	Y	N
14	Fixed	N/A	N/A	N/A	N/A	N/A	Y	N
17	Fixed	N/A	<150%	<150%	<150%	<150%	Y	N
19	Fixed	<150%	<150%	<150%	<150%	N/A	Y	Y
20	Fixed	N/A	<150%	<150%	<150%	<150%	Y	N
23X	Commuter	N/A	N/A	N/A	N/A	N/A	Y	N
39	Fixed	N/A	<150%	<150%	<150%	N/A	Y	N
81X	Commuter	N/A	N/A	N/A	N/A	N/A	Y	N
322	Fixed	N/A	<150%	<150%	<150%	N/A	Y	N
A	Fixed	N/A	<150%	<150%	<150%	N/A	N	N
AB	Fixed	N/A	N/A	N/A	N/A	N/A	N	Y
B	Fixed	N/A	<150%	<150%	<150%	N/A	N	N
C	Fixed	N/A	<150%	<150%	<150%	N/A	N	N
D	Fixed	N/A	<150%	<150%	<150%	N/A	Y	N
E	Fixed	N/A	N/A	N/A	N/A	N/A	Y	N
F	Fixed	N/A	<150%	<150%	<150%	N/A	N	N
Groc-E	Fixed	N/A	N/A	N/A	N/A	N/A	Y	N
M	Fixed	N/A	<150%	<150%	<150%	N/A	N	N
RRT Blue	Fixed	N/A	<150%	<150%	<150%	N/A	N	N
RRT Red	Fixed	N/A	<150%	<150%	<150%	N/A	N	N
W	Fixed	N/A	N/A	N/A	N/A	N/A	Y	Y

Notes:

Route 3/6	<i>Night Loop Trip Only</i>
Route 14:	<i>AM and PM Peak Trips Only</i>
Route 23X:	<i>AM and PM Peak Trips Only</i>
Route 81X:	<i>Commuter Route - AM and PM Peak Trips Only</i>
Route Groc-E:	<i>Special Grocery Route - Only operates 4 trips - 2 outbound and 2 inbound midday. Total span of 2.5 hours of service</i>
Route AB:	<i>Warehouse Route - AM and PM Peak Trips Only</i>
Route E:	<i>Commuter Route - AM and PM Peak Trips Only</i>
Route W:	<i>Warehouse Route - AM and PM Peak Trips Only</i>

Weekend Vehicle Load Average Per Route (Updated 8/21/2026)						
		SAT MORNING	SAT PEAK	SAT NIGHT	Minority Route	Low Income Route
Route	Service Type	12:00 AM - 8:29 AM	8:30 AM - 6:29 PM	6:30 PM - 11:59 PM		
1	Fixed	<150%	<150%	<150%	Y	N
2	Fixed	N/A	N/A	N/A	Y	N
3	Fixed	<150%	<150%	N/A	Y	N
3/6	Fixed	N/A	N/A	<150%	Y	N
6/13	Fixed	<150%	<150%	N/A	Y	N
7	Fixed	<150%	<150%	N/A	Y	N
8	Fixed	<150%	<150%	<150%	Y	N
9	Fixed	N/A	N/A	N/A	Y	N
12	Fixed	<150%	<150%	<150%	Y	N
14	Fixed	N/A	<150%	N/A	Y	Y
17	Fixed	N/A	N/A	N/A	Y	N
19	Fixed	N/A	<150%	N/A	Y	N
20	Fixed	N/A	<150%	N/A	Y	Y
23X	Commuter	N/A	N/A	N/A	Y	N
39	Fixed	N/A	N/A	N/A	Y	N
81X	Commuter	N/A	N/A	N/A	Y	Y
322	Fixed	N/A	N/A	N/A	Y	N
A	Fixed	N/A	N/A	N/A	Y	N
AB	Fixed	N/A	N/A	N/A	N	N
B	Fixed	N/A	N/A	N/A	Y	N
C	Fixed	N/A	N/A	N/A	Y	N
D	Fixed	N/A	<150%	N/A	Y	Y
E	Fixed	N/A	N/A	N/A	N	N
F	Fixed	N/A	N/A	N/A	N	N
Groc-E	Fixed	N/A	N/A	N/A	Y	N
M	Fixed	N/A	<150%	N/A	Y	Y
RRT Blue	Fixed	N/A	<150%	N/A	Y	N
RRT Red	Fixed	N/A	N/A	N/A	N	N
W	Fixed	N/A	N/A	N/A	N	N

York Adams Vehicle Load

Weekday Vehicle Load Average Per Route (Updated 8/21/2026)								
		MORNING	AM PEAK	MIDDAY	PM PEAK	NIGHT	Minority Route	Low Income
Route	Service Type	12:00 AM - 5:59 AM	6:00 AM - 8:59 AM	9:00 AM - 3:29 PM	3:30 PM - 6:29 PM	6:30 PM - 11:59 PM		

								Route
1W	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
1E	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
2N	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
3N	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
4E	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
5W	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
5E	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
6N	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
8S	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
9S	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
10S	Fixed	<150%	<150%	<150%	<150%	<150%	Y	Y
12	Fixed	<150%	<150%	<150%	<150%	N/A	N	N
13	Fixed	N/A	<150%	<150%	<150%	<150%	N	N
32	Fixed	N/A	<150%	<150%	<150%	N/A	Y	Y
33	Fixed	N/A	N/A	N/A	N/A	N/A	Y	Y
16	Fixed	N/A	<150%	<150%	<150%	N/A	Y	Y
20N	Fixed	N/A	<150%	<150%	<150%	N/A	N	N
20S	Fixed	N/A	<150%	<150%	<150%	N/A	N	Y
22N	Fixed	N/A	<150%	<150%	<150%	N/A	N	N
15N	Commuter	N/A	N/A	N/A	N/A	N/A	N	N
83N	Commuter	N/A	N/A	N/A	N/A	N/A	N	N
83S	Commuter	N/A	N/A	N/A	N/A	N/A	N	N
LL2	Fixed	N/A	<150%	<150%	<150%	<150%	N	N
LL1	Fixed	N/A	<150%	<150%	<150%	<150%	N	N
GH C	Fixed	N/A	<150%	<150%	<150%	<150%	N	N
BL	Fixed	N/A	<150%	<150%	<150%	N/A	N	N
GL	Fixed	N/A	<150%	<150%	<150%	<150%	N	N
GD	Fixed	N/A	N/A	<150%	<150%	N/A	N	N

Notes:

Route 33: *Commuter shuttle design - AM, Midday, PM, Eve Peak Trips Only*
Route 15N: *Commuter Route - AM and PM Peak Trips Only*
Route 83N: *Commuter Route - AM and PM Peak Trips Only*
Route 83S: *Commuter Route - AM and PM Peak Trips Only*

Weekend Vehicle Load Average Per Route (Updated 8/21/2026)						
		MORNING	PEAK	NIGHT	Minority Route	Low Income Route
Route	Service Type	12:00 AM - 8:29 AM	8:30 AM - 6:29 PM	6:30 PM - 11:59 PM		
1W	Fixed	<150%	<150%	<150%	Y	Y
1E	Fixed	<150%	<150%	<150%	Y	Y
2N	Fixed	<150%	<150%	<150%	Y	Y
3N	Fixed	<150%	<150%	<150%	Y	Y
4E	Fixed	<150%	<150%	<150%	Y	Y
5W	Fixed	<150%	<150%	<150%	Y	Y
5E	Fixed	<150%	<150%	<150%	Y	Y
6N	Fixed	<150%	<150%	<150%	Y	Y
8S	Fixed	<150%	<150%	<150%	Y	Y
9S	Fixed	<150%	<150%	<150%	Y	Y
10S	Fixed	<150%	<150%	<150%	Y	Y
12	Fixed	N/A	N/A	N/A	N	N
13	Fixed	N/A	N/A	N/A	N	N
32	Fixed	N/A	N/A	N/A	Y	Y
33	Fixed	N/A	N/A	N/A	Y	Y
16	Fixed	N/A	N/A	N/A	Y	Y
20N	Fixed	N/A	<150%	<150%	N	N
20S	Fixed	N/A	<150%	<150%	N	Y
22N	Fixed	N/A	<150%	<150%	N	N
15N	Commuter	N/A	N/A	N/A	N	N
83N	Commuter	N/A	N/A	N/A	N	N
83S	Commuter	N/A	N/A	N/A	N	N
LL2	Fixed	N/A	<150%	<150%	N	N
LL1	Fixed	N/A	<150%	<150%	N	N
GHC	Fixed	N/A	<150%	<150%	N	N
BL	Fixed	N/A	<150%	<150%	N	N
GL	Fixed	N/A	<150%	<150%	N	N
GD	Fixed	N/A	N/A	N/A	N	N

Vehicle Headway

Vehicle headway measures the frequency of service provided on a route. SRTA reviewed weekday and weekend headways for minority and non-minority routes in both the CDH and York/Adams service areas.

FY2026 monitoring data show that headways vary by route, time of day, service type, and operating characteristics. Minority routes generally receive service frequencies

comparable to, and in many cases more frequent than, non-minority routes. Minority routes also provide substantial service during early morning, evening, and weekend periods. Based on the monitoring results, SRTA did not identify a pattern of less frequent service being provided to minority routes.

CDH Headway

Weekday Headways Per Route (Updated 8/21/2026)								
Route	Service Type	MORNING 12:00 AM - 5:59 AM	AM PEAK 6:00 AM - 8:59 AM	MIDDAY 9:00 AM - 3:29 PM	PM PEAK 3:30 PM - 6:29 PM	NIGHT 6:30 PM - 11:59 PM	Minority Route	Low Income Route
1	Fixed	N/A	30	30	60	60	Y	N
2	Fixed	N/A	30	60	30	N/A	Y	N
3	Fixed	N/A	45	45	45	N/A	Y	N
3/6	Fixed	N/A	N/A	N/A	N/A	60	Y	N
6/13	Fixed	N/A	45	45	45	N/A	Y	Y
7	Fixed	45	45	45	45	45	Y	N
8	Fixed	60	60	60	60	60	Y	N
9	Fixed	N/A	90	90	90	N/A	Y	N
12	Fixed	30	30	45	30	45	Y	N
14	Fixed	N/A	N/A	N/A	N/A	N/A	Y	N
17	Fixed	N/A	45	45	45	45	Y	N
19	Fixed	60	60	60	60	N/A	Y	Y
20	Fixed	N/A	90	90	90	90	Y	N
23X	Commuter	N/A	N/A	N/A	N/A	N/A	Y	N
39	Fixed	N/A	45	90	90	N/A	Y	N
81X	Commuter	N/A	N/A	N/A	N/A	N/A	Y	N
322	Fixed	N/A	75	150	75	N/A	Y	N
A	Fixed	N/A	45	90	90	N/A	N	N
AB	Fixed	N/A	N/A	N/A	N/A	N/A	N	Y
B	Fixed	N/A	120	120	90	N/A	N	N
C	Fixed	N/A	60	90	60	N/A	N	N
D	Fixed	N/A	60	60	30	N/A	Y	N
E	Fixed	N/A	N/A	N/A	N/A	N/A	Y	N
F	Fixed	N/A	120	120	45	N/A	N	N
Groc- E	Fixed	N/A	N/A	N/A	N/A	N/A	Y	N
M	Fixed	N/A	45	60	45	N/A	N	N
RRT Blue	Fixed	N/A	60	60	60	N/A	N	N
RRT Red	Fixed	N/A	60	60	60	N/A	N	N
W	Fixed	N/A	N/A	N/A	N/A	N/A	Y	Y

Notes:

Route 3/6

Route 14:

Route 23X:

Route 81X:

Route Groc-E:

Route AB:

Route E:

Route W:

Night Loop Trip Only

AM and PM Peak Trips Only

AM and PM Peak Trips Only

Commuter Route - AM and PM Peak Trips Only

*Special Grocery Route - Only operates 4 trips
- 2 outbound and 2 inbound midday. Total
span of 2.5 hours of service*

Warehouse Route - AM and PM Peak Trips Only

Commuter Route - AM and PM Peak Trips Only

Warehouse Route - AM and PM Peak Trips Only

Weekend Headways Per Route (Updated 8/21/2026)						
		SAT MORNING	SAT PEAK	SAT NIGHT	Minority Route	Low Income Route
Route	Service Type	12:00 AM - 8:29 AM	8:30 AM - 6:29 PM	6:30 PM - 11:59 PM		
1	Fixed	45	45	45	Y	N
2	Fixed	N/A	N/A	N/A	Y	N
3	Fixed	90	90	N/A	Y	N
3/6	Fixed	N/A	N/A	60	Y	N
6/13	Fixed	60	60	N/A	Y	N
7	Fixed	120	120	N/A	Y	N
8	Fixed	90	90	90	Y	N
9	Fixed	N/A	N/A	N/A	Y	N
12	Fixed	45	45	45	Y	N
14	Fixed	N/A	N/A	N/A	Y	Y
17	Fixed	90	90	90	Y	N
19	Fixed	N/A	120	N/A	Y	N
20	Fixed	90	90	90	Y	Y
23X	Commuter	N/A	N/A	N/A	Y	N
39	Fixed	N/A	120	N/A	Y	N
81X	Commuter	N/A	N/A	N/A	Y	Y
322	Fixed	N/A	N/A	N/A	Y	N
A	Fixed	N/A	N/A	N/A	Y	N
AB	Fixed	N/A	N/A	N/A	N	N
B	Fixed	N/A	N/A	N/A	Y	N
C	Fixed	N/A	N/A	N/A	Y	N
D	Fixed	N/A	90	N/A	Y	Y
E	Fixed	N/A	N/A	N/A	N	N
F	Fixed	N/A	N/A	N/A	N	N

Groc-E	Fixed	N/A	N/A	N/A	Y	N
M	Fixed	120	120	N/A	Y	Y
RRT Blue	Fixed	N/A	60	N/A	Y	N
RRT Red	Fixed	N/A	N/A	N/A	N	N
W	Fixed	N/A	N/A	N/A	N	N

York/Adams Headway

Weekday Headways Per Route (Updated 8/21/2026)								
		MORNING	AM PEAK	MIDDAY	PM PEAK	NIGHT		
Route	Service Type	12:00 AM - 5:59 AM	6:00 AM - 8:59 AM	9:00 AM - 3:29 PM	3:30 PM - 6:29 PM	6:30 PM - 11:59 PM	Minority Route	Low Income Route
1W	Fixed	30	30	15	30	30	Y	Y
1E	Fixed	30	30	15	30	30	Y	Y
2N	Fixed	60	60	60	60	60	Y	Y
3N	Fixed	60	60	60	60	60	Y	Y
4E	Fixed	60	60	60	60	60	Y	Y
5W	Fixed	30	30	30	30	30	Y	Y
5E	Fixed	60	30	60	30	60	Y	Y
6N	Fixed	30	30	60	60	60	Y	Y
8S	Fixed	N/A	60	60	60	60	Y	Y
9S	Fixed	N/A	60	60	60	60	Y	Y
10S	Fixed	60	60	60	60	60	Y	Y
12	Fixed	N/A	60	60	60	N/A	N	N
13	Fixed	N/A	60	N/A	60	N/A	N	N
32	Fixed	N/A	30	30	30	N/A	Y	Y
33	Fixed	N/A	N/A	N/A	N/A	N/A	Y	Y
16	Fixed	N/A	120	120	120	N/A	Y	Y
20N	Fixed	N/A	120	120	120	N/A	N	N
20S	Fixed	N/A	120	120	120	N/A	N	Y
22N	Fixed	N/A	120	120	120	N/A	N	N
15N	Commuter	N/A	N/A	N/A	N/A	N/A	N	N
83N	Commuter	N/A	N/A	N/A	N/A	N/A	N	N
83S	Commuter	N/A	N/A	N/A	N/A	N/A	N	N
LL2	Fixed	N/A	120	120	120	120	N	N
LL1	Fixed	N/A	120	120	120	120	N	N
GHC	Fixed	N/A	120	120	120	N/A	N	N
BL	Fixed	N/A	180	120	N/A	N/A	N	N
GL	Fixed	N/A	60	60	60	60	N	N
GD	Fixed	N/A	N/A	30	30	N/A	N	N

Notes:**Route 33:*****Commuter shuttle design - AM, Midday, PM,
Eve Peak Trips Only*****Route 15N:*****Commuter Route - AM and PM Peak Trips
Only*****Route 83N:*****Commuter Route - AM and PM Peak Trips
Only*****Route 83S:*****Commuter Route - AM and PM Peak Trips
Only***

Weekend Headways Per Route (Updated 8/21/2026)						
		MORNING	PEAK	NIGHT	Minority Route	Low Income Route
Route	Service Type	12:00 AM - 8:29 AM	8:30 AM - 6:29 PM	6:30 PM - 11:59 PM		
1W	Fixed	30	30	30	Y	Y
1E	Fixed	30	30	30	Y	Y
2N	Fixed	N/A	60	N/A	Y	Y
3N	Fixed	N/A	60	N/A	Y	Y
4E	Fixed	N/A	60	N/A	Y	Y
5W	Fixed	N/A	30	N/A	Y	Y
5E	Fixed	N/A	60	N/A	Y	Y
6N	Fixed	N/A	60	N/A	Y	Y
8S	Fixed	N/A	60	N/A	Y	Y
9S	Fixed	N/A	60	N/A	Y	Y
10S	Fixed	N/A	60	N/A	Y	Y
12	Fixed	N/A	N/A	N/A	N	N
13	Fixed	N/A	N/A	N/A	N	N
32	Fixed	N/A	N/A	N/A	Y	Y
33	Fixed	N/A	N/A	N/A	Y	Y
16	Fixed	N/A	N/A	N/A	Y	Y
20N	Fixed	N/A	120	N/A	N	N
20S	Fixed	N/A	120	N/A	N	Y
22N	Fixed	N/A	120	N/A	N	N
15N	Commuter	N/A	N/A	N/A	N	N
83N	Commuter	N/A	N/A	N/A	N	N
83S	Commuter	N/A	N/A	N/A	N	N
LL2	Fixed	N/A	120	120	N	N
LL1	Fixed	120	120	120	N	N
GHC	Fixed	N/A	N/A	N/A	N	N
BL	Fixed	N/A	N/A	N/A	N	N
GL	Fixed	60	60	60	N	N
GD	Fixed	N/A	30	N/A	N	N

On Time Performance

SRTA's on-time performance standard for fixed-route service is that 80% of trips arrive between one minute before and five minutes after the scheduled time. On-time performance is tracked through SRTA's AVL system.

FY2026 monitoring shows that CDH minority routes achieved an average on-time performance of 49%, compared with 47% for non-minority routes. York/Adams minority routes achieved 76%, compared with 69% for non-minority routes. Systemwide, minority routes averaged 63% on-time performance, compared with 58% for non-minority routes. These results are based on group averages and are not weighted.

While overall on-time performance remains below SRTA's 80% standard, minority routes performed at or above non-minority routes in both service areas. SRTA will continue to monitor and address overall on-time performance across the system.

On-Time Performance FY2026		
System	Minority Routes	Non-Minority Routes
CDH	49%	47%
York Adams	76%	69%
SRTA	63%	58%

NOTE: Based on group averages, not weighted.

CDH On-Time Performance

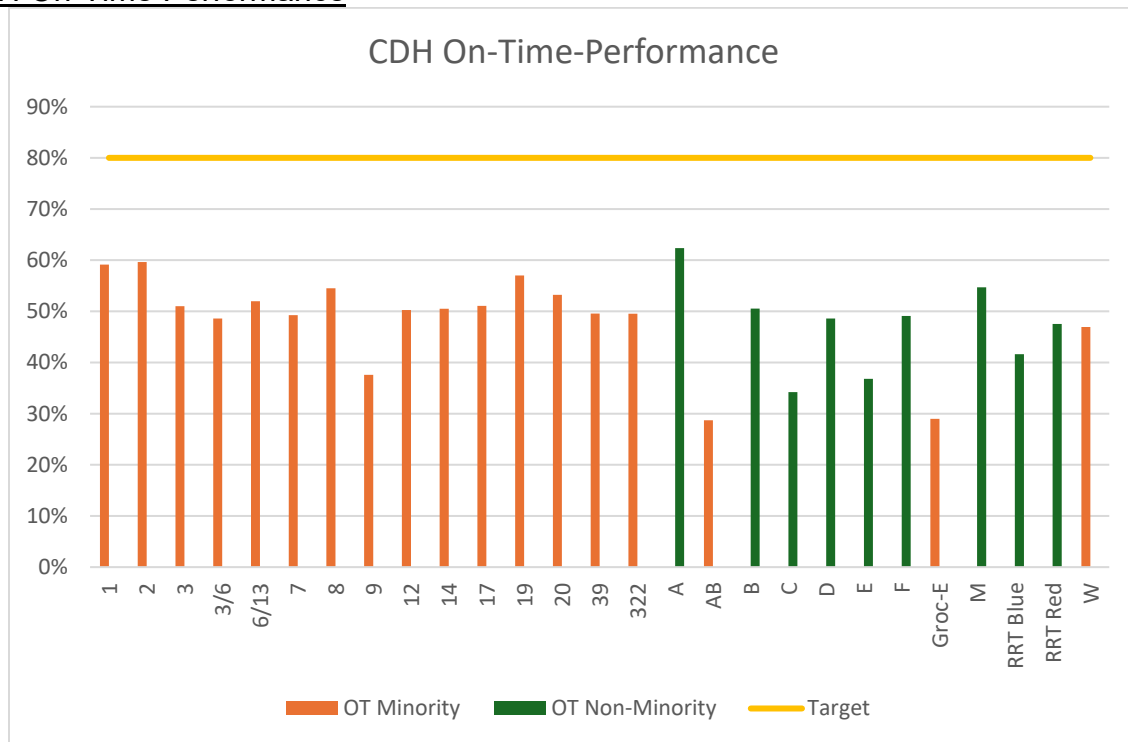
FY2025 (July 1, 2025 - June 30, 2026)									
Route	Service Type	On-time Percent	Early Percent	Late Percent	Early Outlier Percent	Late Outlier Percent	Minority Route	Low Income Route	
1	Fixed	59%	27%	14%	0%	0%	Y	Y	100%
2	Fixed	60%	25%	15%	0%	0%	Y	Y	100%
3	Fixed	51%	18%	31%	0%	0%	Y	Y	100%
3/6	Fixed	49%	28%	23%	0%	0%	Y	Y	100%
6/13	Fixed	52%	29%	18%	0%	0%	Y	Y	100%
7	Fixed	49%	17%	33%	0%	0%	Y	Y	100%
8	Fixed	55%	19%	26%	0%	0%	Y	Y	100%
9	Fixed	38%	37%	23%	2%	0%	Y	Y	100%
12	Fixed	50%	20%	30%	0%	0%	Y	Y	100%
14	Fixed	50%	37%	12%	0%	0%	Y	Y	100%
17	Fixed	51%	26%	23%	0%	0%	Y	Y	100%
19	Fixed	57%	9%	33%	0%	0%	Y	Y	100%
20	Fixed	53%	18%	29%	0%	0%	Y	Y	100%
39	Fixed	50%	35%	14%	1%	0%	Y	Y	100%
322	Fixed	50%	25%	25%	0%	0%	Y	Y	100%
A	Fixed	62%	21%	17%	0%	0%	N	Y	100%
AB	Fixed	29%	41%	30%	0%	0%	Y	Y	100%
B	Fixed	51%	25%	24%	0%	0%	N	Y	100%
C	Fixed	34%	29%	37%	1%	0%	N	N	100%
D	Fixed	49%	23%	28%	0%	0%	N	N	100%
E	Fixed	37%	48%	11%	3%	0%	N	Y	100%
F	Fixed	49%	30%	21%	0%	0%	N	N	100%
Groc-E		29%	7%	64%	0%	0%	Y	Y	100%
M	Fixed	55%	13%	32%	0%	0%	N	N	100%
RRT Blue	Fixed	42%	31%	27%	0%	0%	N	Y	100%
RRT Red	Fixed	48%	17%	35%	0%	0%	N	Y	100%
W	Fixed	47%	24%	28%	1%	0%	Y	Y	100%
Overall		48%	25%	26%	0%	0%			100%
Route	Service Type	On-time Percent	Early Percent	Late Percent	Early Outlier Percent	Late Outlier Percent	Minority Route	Low Income Route	
23X	Commuter	40%	39%	19%	2%	0%	Y	N	100%
81X	Commuter	45%	32%	19%	3%	0%	Y	N	100%
Overall		43%	36%	19%	2%	0%			100%

York/Adams On-Time Performance

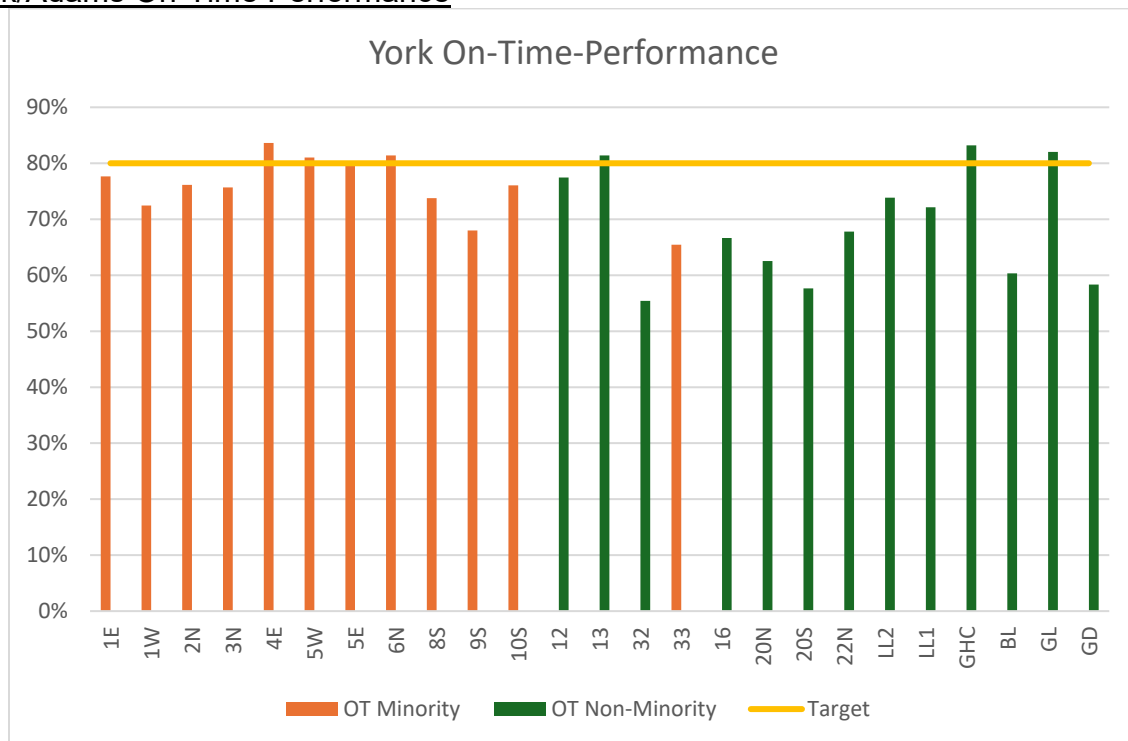
FY2025 (July 1, 2025 - June 30, 2026)

Route	Service Type	On-time Percent	Early Percent	Late Percent	Early Outlier Percent	Late Outlier Percent	Minority Route	Low Income Route	
1E	Fixed	78%	13%	9%	0%	0%	Y	Y	100%
1W	Fixed	72%	17%	11%	0%	0%	Y	Y	100%
2N	Fixed	76%	17%	7%	0%	0%	Y	Y	100%
3N	Fixed	76%	18%	7%	0%	0%	Y	Y	100%
4E	Fixed	84%	9%	7%	0%	0%	Y	Y	100%
5E	Fixed	81%	10%	9%	0%	0%	Y	Y	100%
5W	Fixed	80%	11%	9%	0%	0%	Y	Y	100%
6N	Fixed	81%	11%	7%	0%	0%	Y	Y	100%
8S	Fixed	74%	22%	4%	0%	0%	Y	Y	100%
9S	Fixed	68%	29%	3%	0%	0%	Y	Y	100%
10S	Fixed	76%	10%	14%	0%	0%	Y	Y	100%
12	Fixed	77%	10%	13%	0%	0%	N	Y	100%
13	Fixed	81%	6%	13%	0%	0%	N	N	100%
32	Fixed	55%	39%	5%	0%	0%	N	N	100%
33	Fixed	65%	24%	10%	1%	0%	Y	Y	100%
16	Fixed	67%	15%	18%	0%	0%	N	Y	100%
20N	Fixed	63%	7%	31%	0%	0%	N	Y	100%
20S	Fixed	58%	7%	35%	0%	0%	N	Y	100%
22N	Fixed	68%	8%	25%	0%	0%	N	Y	100%
LL1	Fixed	74%	22%	4%	0%	0%	N	Y	100%
LL2	Fixed	72%	23%	4%	0%	0%	N	Y	100%
GHC	Fixed	83%	6%	11%	0%	0%	N	N	100%
BL	Fixed	60%	22%	17%	0%	0%	N	N	100%
GL	Fixed	82%	12%	6%	0%	0%	N	Y	100%
GD	Fixed	58%	13%	15%	0%	13%	N	Y	100%
Overall		72%	15%	12%	0%	1%			
Route	Service Type	On-time Percent	Early Percent	Late Percent	Early Outlier Percent	Late Outlier Percent	Minority Route	Low Income Route	
15N	Commuter	67%	2%	31%	0%	0%			
83N	Commuter	58%	30%	12%	1%	0%			
83S	Commuter	64%	22%	13%	0%	0%			
Overall		63%	18%	18%	0%	0%			

CDH On-Time Performance



York/Adams On-Time Performance



Service Availability

SRTA evaluates service availability to determine whether transit service is equitably distributed throughout the service area, including areas serving minority and non-minority populations. The FTA defines a minority bus route as one where one-third or more of the route's revenue miles fall within a minority Census Block Group.

Based on the FY2026 monitoring analysis, service availability was 68.8%, and SRTA's established service availability standard was achieved.

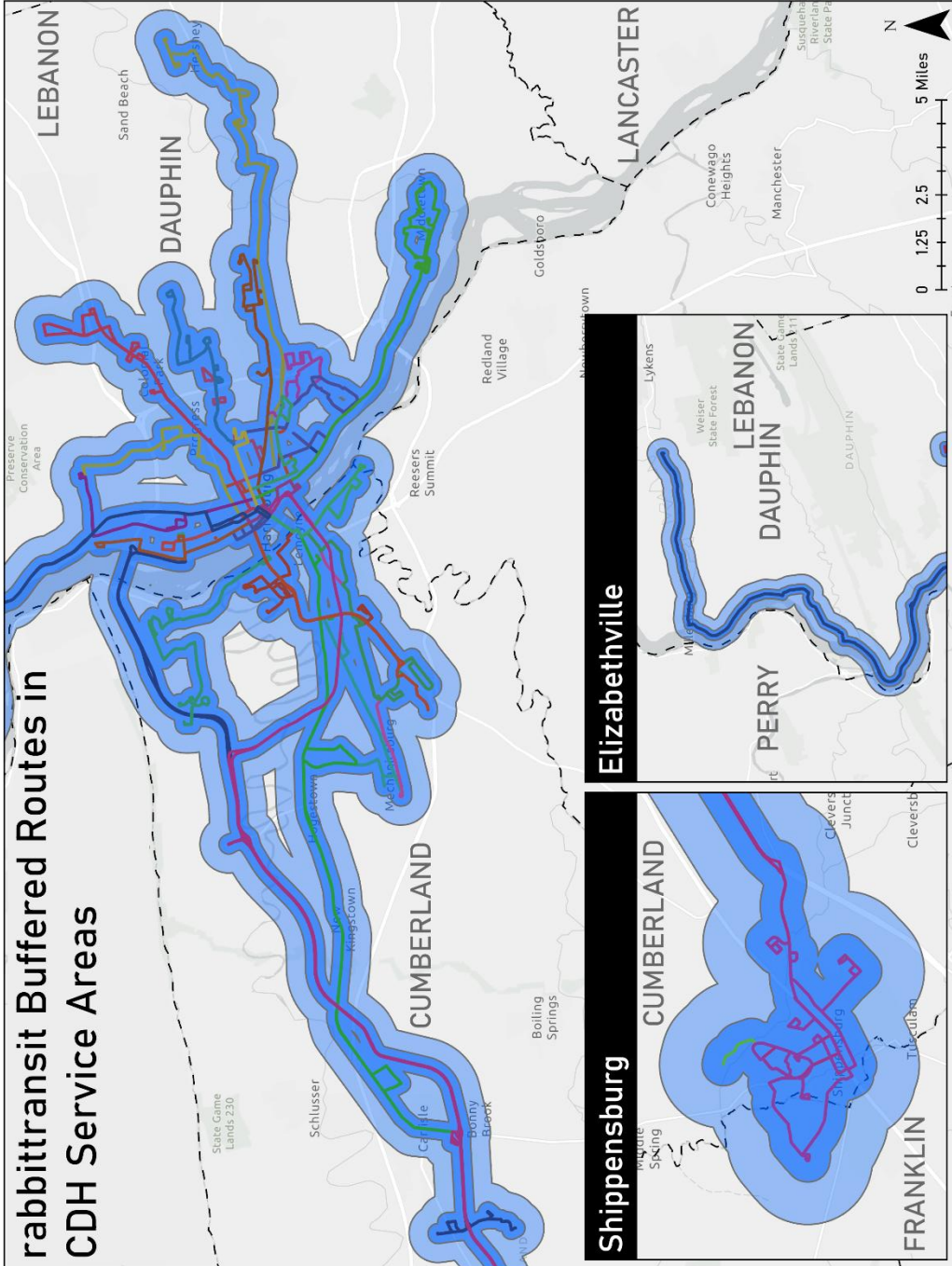
CDH Service Availability

FY2025 (July 1, 2025 - June 30, 2026)					
Route	Service Type	Pct. RvM.	Pct. RvH.	Minority Route	Low Income Route
1	Fixed Route	3.0%	5.1%	Y	Y
2	Fixed Route	1.4%	1.9%	Y	Y
3	Fixed Route	4.4%	5.6%	Y	Y
3/6	Fixed Route	0.6%	0.9%	Y	Y
6/13	Fixed Route	5.1%	7.8%	Y	Y
7	Fixed Route	10.2%	8.3%	Y	Y
8	Fixed Route	5.6%	6.2%	Y	Y
9	Fixed Route	1.8%	2.1%	Y	Y
12	Fixed Route	8.9%	10.5%	Y	Y
14	Fixed Route	1.9%	1.9%	Y	Y
17	Fixed Route	5.8%	7.9%	Y	Y
19	Fixed Route	3.7%	3.2%	Y	Y
20	Fixed Route	3.6%	3.1%	Y	Y
39	Fixed Route	3.2%	3.4%	Y	Y
322	Fixed Route	5.4%	4.1%	Y	Y
A	Fixed Route	1.9%	2.1%	N	Y
AB	Fixed Route	0.6%	0.4%	Y	Y
B	Fixed Route	3.4%	3.0%	N	Y
C	Fixed Route	8.6%	6.2%	N	N
D	Fixed Route	4.4%	4.1%	N	N
E	Fixed Route	0.4%	0.4%	N	Y
F	Fixed Route	3.6%	3.1%	N	N
Groc-E	Fixed Route	0.1%	0.1%	Y	Y
M	Fixed Route	5.6%	4.7%	N	N
RRT Blue	Fixed Route	0.3%	0.2%	N	Y
RRT Red	Fixed Route	2.7%	2.3%	N	Y
W	Fixed Route	3.6%	1.6%	Y	Y
Overall		100.0%	100.0%		
FY2025 (July 1, 2025 - June 30, 2026)					
Route	Service Type	Pct. RvM.	Pct. RvH.	Minority Route	Low Income Route
23X		35.6%	39.6%	Y	N
81X		64.4%	60.4%	Y	N
Overall		100.0%	100.0%		

York/Adams Service Availability

FY2025 (July 1, 2025 - June 30, 2026)					
Route	Service Type	Pct. RvM.	Pct. RvH.	Minority Route	Low Income Route
1E	Fixed	14.1%	18.1%	Y	Y
1W	Fixed	9.8%	11.6%	Y	Y
2N	Fixed	2.0%	2.5%	Y	Y
3N	Fixed	4.3%	4.9%	Y	Y
4E	Fixed	2.0%	2.4%	Y	Y
5W	Fixed	6.1%	7.8%	Y	Y
5E	Fixed	4.0%	4.8%	Y	Y
6N	Fixed	8.8%	8.6%	Y	Y
8S	Fixed	1.5%	2.4%	Y	Y
9S	Fixed	1.8%	2.4%	Y	Y
10S	Fixed	8.6%	7.7%	Y	Y
12	Fixed	4.6%	2.5%	N	Y
13	Fixed	2.1%	1.4%	N	N
32	Fixed	1.4%	1.6%	N	N
33	Fixed	5.3%	2.9%	Y	Y
16	Fixed	5.4%	3.2%	N	Y
20N	Fixed	1.2%	1.1%	N	Y
20S	Fixed	0.3%	0.3%	N	Y
22N	Fixed	1.4%	1.3%	N	Y
LL2	Fixed	1.8%	1.9%	N	Y
LL1	Fixed	2.5%	1.9%	N	Y
BL	Fixed	1.4%	1.3%	N	N
GHC	Fixed	4.8%	2.7%	N	N
GL	Fixed	4.4%	4.4%	N	Y
GD	Fixed	0.4%	0.5%	N	Y
Overall		100%	100%		
FY2025 (July 1, 2025 - June 30, 2026)					
Route	Service Type	Pct. RvM.	Pct. RvH.	Minority Route	Low Income Route
15N	Express	18.7%	18.9%	N	N
83N	Express	36.7%	45.7%	N	N
83S	Express	44.6%	35.4%	N	N
Overall		100%	100%		

rabbittransit Buffered Routes in CDH Service Areas



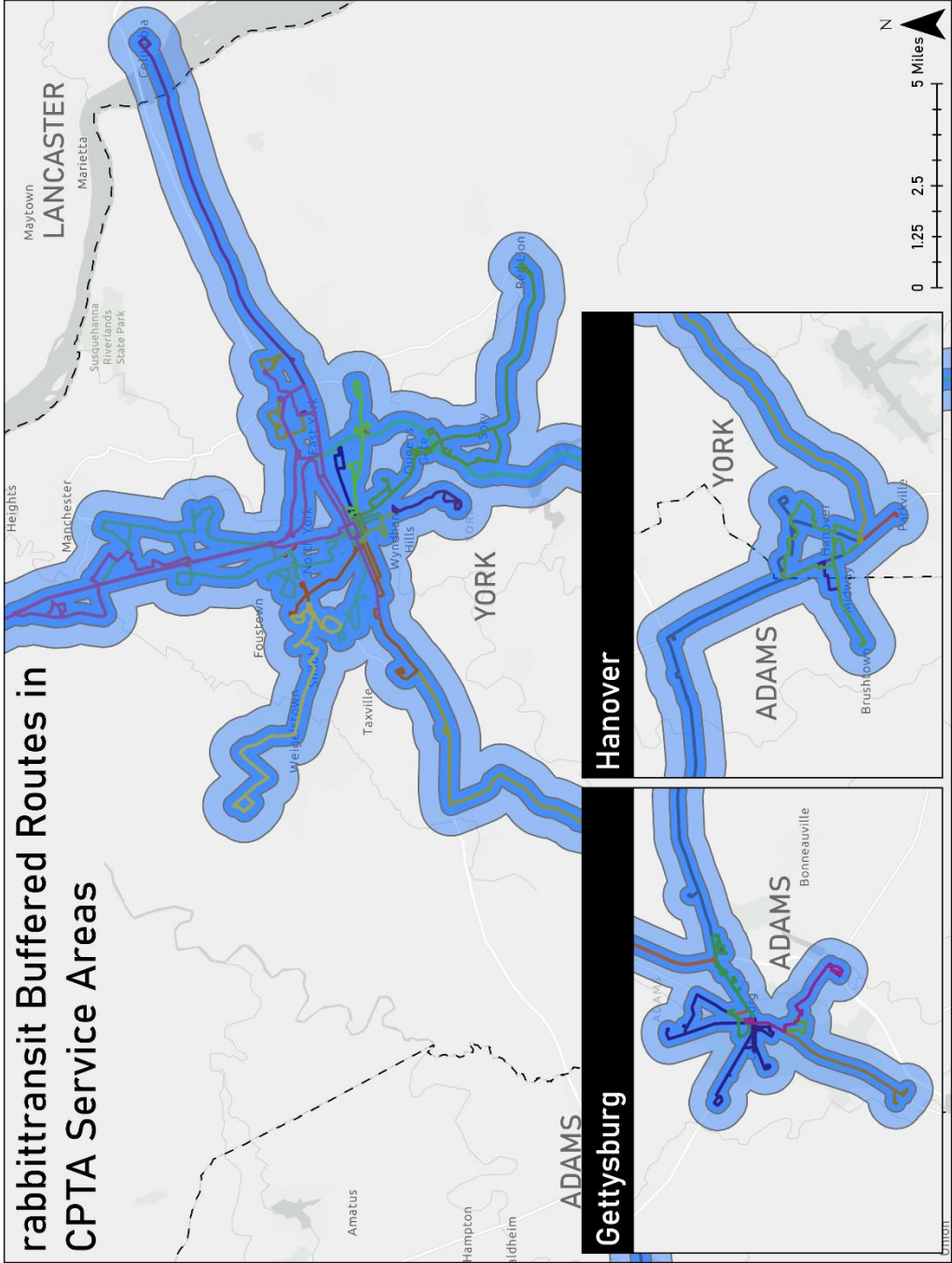
Legend

Commuter Routes	Shippensburg Routes
Route 81X	RRT Blue
Route 23X	RRT Red
East Shore Routes	West Shore Routes
Route 1	Route A
Route 2	Route AB
Route 3	Route B
Route 3/6	Route C
Route 6/13	Route D
Route 7	Route E
Route 8	Route F
Route 9	Route M
Route 12	Route W
Route 14	
Route 17	
Route 19	
Route 20	
Route 39	
Route 114	
Route 322	
Service Route Buffers	
1/4 Mile Buffer	
3/4 Mile Buffer	
County Boundaries	



Prepared by Alex Eby
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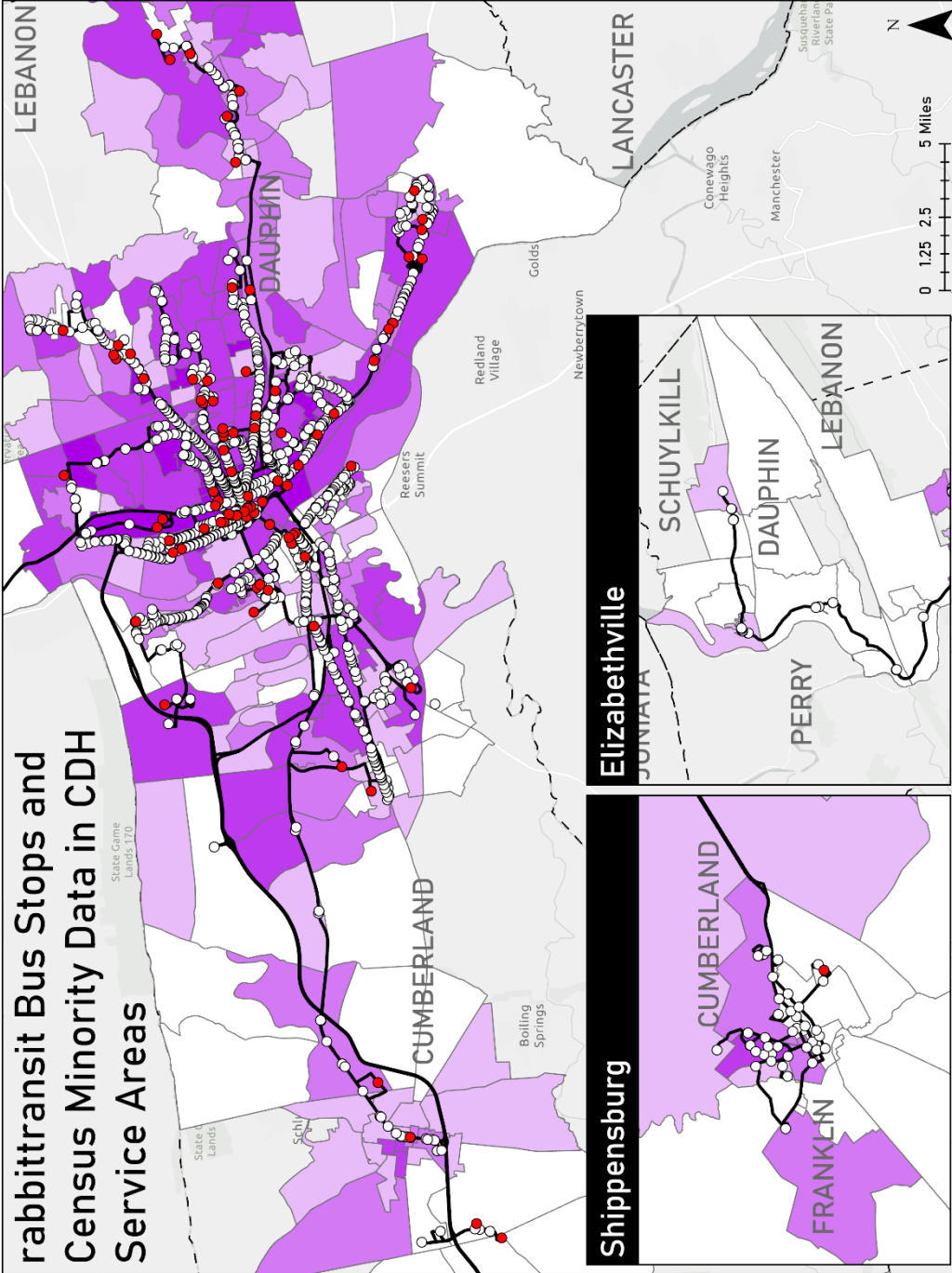
rabbittransit Buffered Routes in CPTA Service Areas



Legend

Computer Routes	Gettysburg Routes
Route 83S	Gettysburg LL2
Route 83N	Gettysburg LL1
Route 15N	Gettysburg Grey
Route 33	Gettysburg Gold
Route 32	Gettysburg GHC
Route 13	Gettysburg Blue
Route 12	Hanover Routes
Route 10S	Route 22N
Route 9S	Route 20S
Route 8S	Route 20N
Route 6N	Service Route Buffers
Route SW	1/4 Mile Buffer
Route SE	3/4 Mile Buffer
Route 4E	
Route 3N	
Route 2N	
Route 1W	
Route 1E	
Route 16	

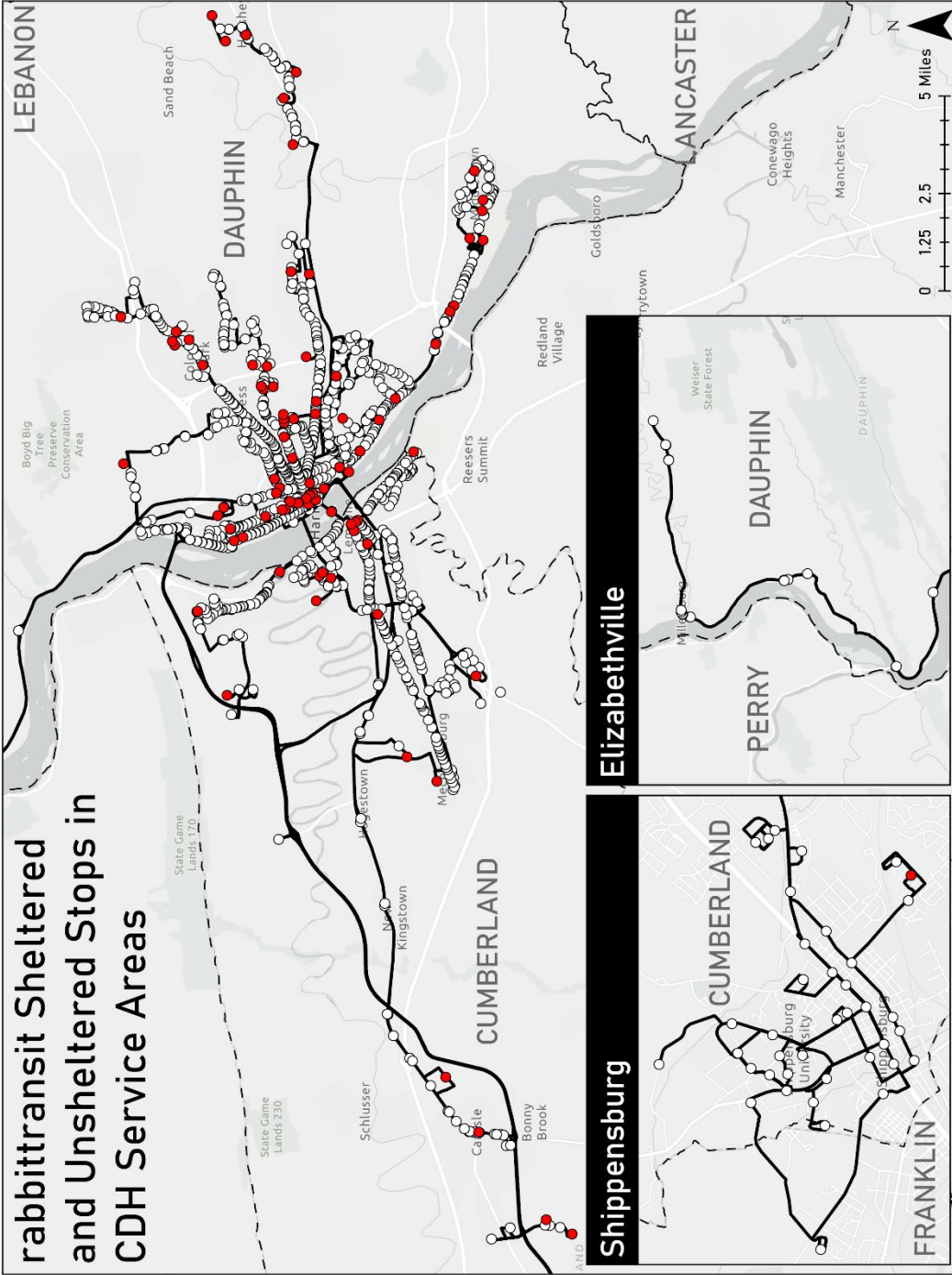
rabbittransit Bus Stops and Census Minority Data in CDH Service Areas



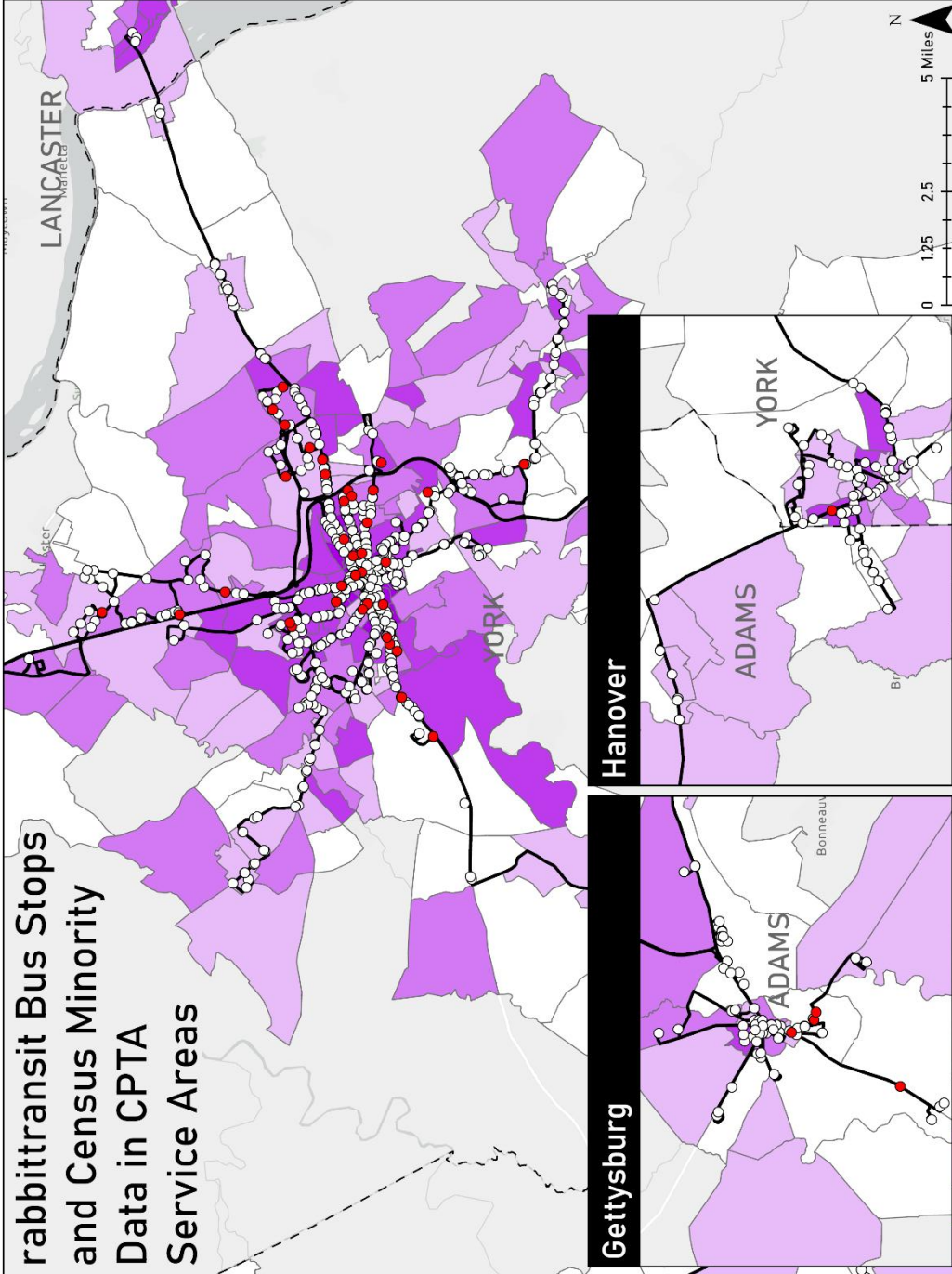
Legend
Census Block B03002
Minority by Percentage

0% - 10.97%
11.03% - 22.73%
22.87% - 33.98%
34.03% - 69.93%
70.18% - 100%

○ Stops Without Shelters
● Stops With Shelters
— Bus Routes
- - - County Boundaries



rabbittransit Bus Stops and Census Minority Data in CPTA Service Areas



Legend

Census Block B03002

Minority by Percentage

0% - 10.97%

11.03% - 22.73%

22.87% - 33.98%

34.03% - 69.93%

70.18% - 100%

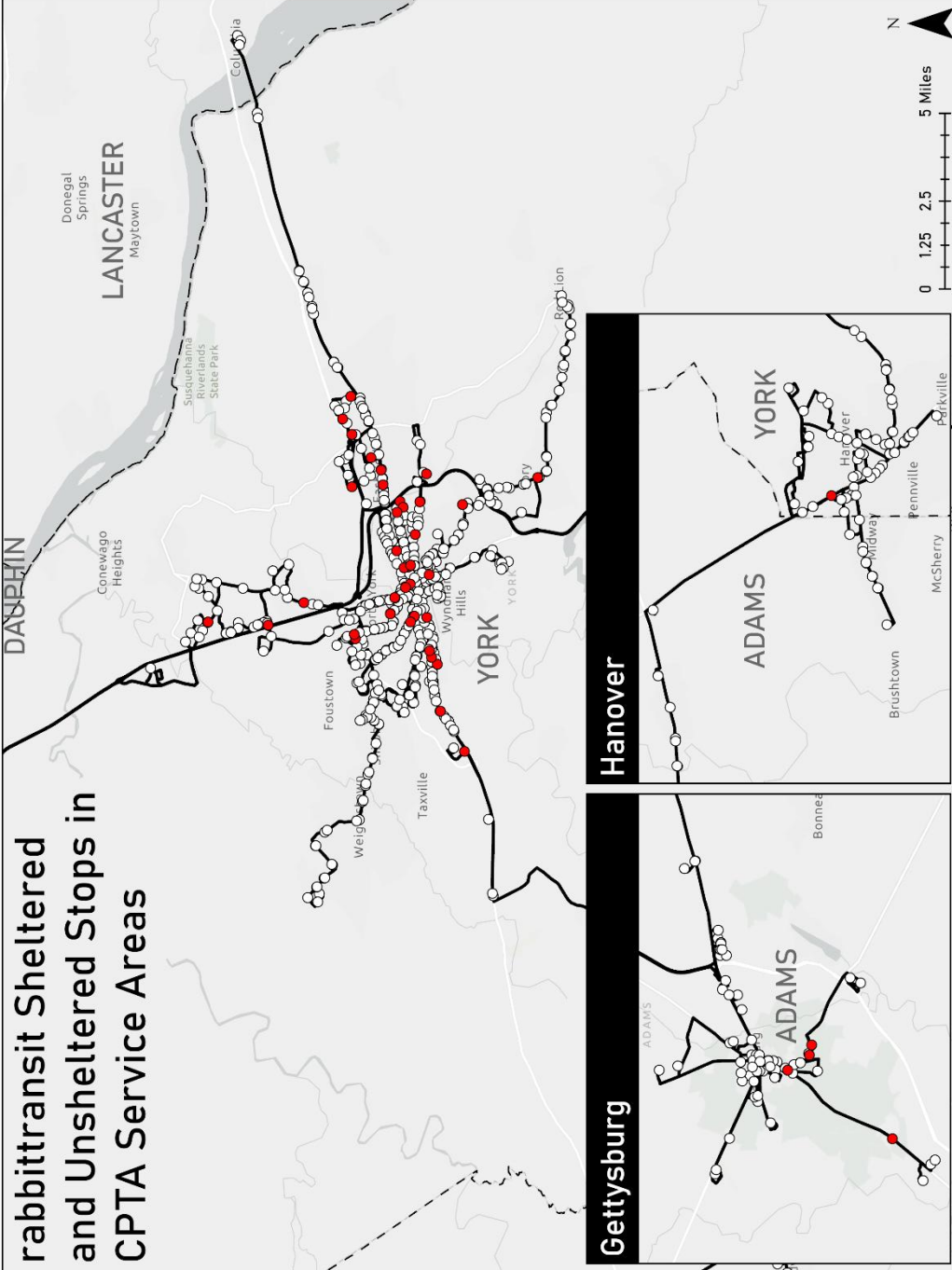
○ Stops Without Shelters

● Stops With Shelters

— Bus Routes

- - - County Boundaries

rabbittransit Sheltered and Unsheltered Stops in CPTA Service Areas



- Legend**
- Stops Without Shelters
 - Stops With Shelters
 - Bus Routes
 - - - County Boundaries

Transit Amenities

Transit amenities are items of comfort, convenience, and safety available to the general riding public. SRTA monitors the distribution of transit amenities throughout the system, including posted information, shelters, benches, lighting, and trash receptacles. The following inventory documents the availability of these amenities at SRTA transit stops.

Stop Name	Posted Information	Shelter	Bench	Lighting	Trash Receptacles
W Harrisburg Pike & First St	No	Yes	Yes	Yes	No
Hanover St & High St (Carlisle Courthouse)	No	Yes	Yes	No	Yes
2nd St & Lumber St EB	No	Yes	Yes	No	No
2nd St & Broad St WB	No	Yes	Yes	No	Yes
S Front St & R St WB	No	Yes	Yes	No	No
Mohn St & S Front St	No	Yes	Yes	No	No
N Front St & Adams St	No	Yes	Yes	Yes	No
E Trindle Rd & S 34th St EB	No	Yes	Yes	No	No
Lemoyne Transfer Center	No	Yes	Yes	Yes	Yes
S Cameron St & S 13th St EB	No	Yes	Yes	No	No
Hummel Ave & S 3rd Shelter	No	Yes	No	No	No
Market St & N 5th St (Lemoyne) WB	No	Yes	No	Yes	No
Market St & 3rd St (Lemoyne) EB	No	Yes	Yes	Yes	Yes
Gibson Blvd @ Juvenile Center	No	Yes	Yes	Yes	Yes
S Cameron St & Sycamore St EB	No	Yes	No	No	No
S Cameron St & Sycamore St WB	No	Yes	Yes	No	No
City Island (South Side Shelter)	No	Yes	Yes	No	No
City Island (North Side Shelter)	No	Yes	Yes	Yes	No
Sycamore St & S 20th St	No	Yes	Yes	No	No
S 2nd St & Vine St	No	Yes	Yes	Yes	No
Erford Rd @ Camp Hill Commons	No	Yes	Yes	No	No
Poplar Church Rd. at Erford Shelter	No	Yes	Yes	No	No
Derry St & Kelso St WB	No	Yes	Yes	Yes	No
Derry St & S 29th St WB	No	Yes	Yes	No	No
Market Square Transfer Center	Yes	Yes	Yes	Yes	Yes
Highmark Blue Shield (Camp Hill)	No	Yes	Yes	No	Yes
Chestnut St & S 4th St	No	Yes	Yes	Yes	No
N 3rd St & Cranberry St	No	Yes	No	No	No
Harrisburg Transportation Center (Aberdeen St side)	Yes	Yes	Yes	Yes	Yes
Harrisburg Transportation Center (Market St side)	Yes	Yes	Yes	Yes	Yes
S Cameron St @ Mulberry St Bridge	No	Yes	Yes	No	No

Commonwealth Ave & Walnut St	No	Yes	Yes	Yes	No
Commonwealth Ave & North St (Finance Building)	No	Yes	Yes	Yes	Yes
Commonwealth Ave & North St (Keystone Building)	No	Yes	Yes	No	No
Rudy Rd & 29th St	No	Yes	Yes	Yes	No
Rutherford Square - Inbound Stop (Somerset St & N 67th St)	No	Yes	Yes	Yes	Yes
Market St & 19th St WB	No	Yes	No	No	No
N 7th St & Boas St (L&I)	No	Yes	No	No	No
N 6th St opp. Verbeke St	No	Yes	Yes	No	No
Market St opp. Briarcliff Rd	No	Yes	Yes	No	No
N 6th St & Basin St	No	Yes	Yes	No	No
Herr St & N 12th St EB	No	Yes	No	No	No
Herr St & N 12th St WB	No	Yes	No	No	No
S Enola Rd & Market St	No	Yes	Yes	No	No
N Cameron St opp. Verbeke St	No	Yes	Yes	Yes	No
Herr St & N 15th St EB	No	Yes	No	No	No
Herr St & N 15th St WB	No	Yes	No	No	No
Londonderry Rd opp. Avila Rd (Osteopathic Hospital)	No	Yes	Yes	No	No
W Chocolate Ave & Ridge Rd	No	Yes	Yes	No	No
N 3rd St & Polyclinic Ave	No	Yes	Yes	Yes	No
Shamokin St & N 3rd St	No	Yes	Yes	No	No
N 6th St & Division St (NW corner)	No	Yes	Yes	No	No
HACC Dr opp. Credit Union PI (PSECU)	No	Yes	Yes	Yes	Yes
Jonestown Rd opp. Miller Rd	No	Yes	No	No	No
College Hill Rd & B St	No	Yes	Yes	No	No
Susquehanna View Apartments	No	Yes	Yes	No	No
Walmart (Grayson Rd)	No	Yes	Yes	No	No
N Mountain Rd opp. Blue Stone Ave (Amelia's Park & Ride Lot)	No	Yes	No	No	No
Tecport Dr @ U-Gro Learning Center	No	Yes	Yes	Yes	No
XPO Logistics (Heinz St)	No	Yes	No	No	Yes
Hummelstown Park & Ride Lot	No	Yes	Yes	Yes	Yes
Hersheypark Service Center	No	Yes	Yes	No	Yes
Penn State Hershey Medical Center	No	Yes	Yes	No	Yes
Tanger Outlets - Hershey	No	Yes	Yes	Yes	Yes
Forster St @ PA Dept of Labor	No	Yes	Yes	Yes	Yes

C.I.T. (Shelter Stop)	No	Yes	Yes	No	Yes
HACC - West Parking Lot	No	Yes	Yes	No	No
Middletown Amtrak	No	Yes	Yes	Yes	Yes
Riverfront Office Complex	No	Yes	Yes	No	No
N 6th St & Muench St NB	No	Yes	Yes	Yes	No
E-ZPass Customer Service Center	No	Yes	Yes	No	No
Ritter Rd @ #5070 (VA Outpatient Clinic)	No	Yes	Yes	No	No
Cumberland County Prison	No	Yes	No	No	No
Amazon (675 Allen Rd) - Main Entrance	No	Yes	Yes	No	No
Amazon (2 Ames Drive)	No	Yes	Yes	No	No
N Cameron St & Arsenal Blvd	No	Yes	Yes	No	No

Vehicle Assignments

Vehicle assignment is the process by which transit vehicles are placed into service. SRTA assigns vehicles based on operational requirements, including vehicle capacity and features, route characteristics, ridership demand, spare ratio, and population density. All SRTA buses are accessible and equipped with air conditioning, wheelchair ramps or lifts, and bicycle racks. SRTA deploys vehicles throughout the system based on service and operational needs.

Harrisburg				
Transit Vehicles	Average Age (Yrs)	Avg. Pct. EUL	% ADA Accessible	% Bike Rack
<i>Minority Routes</i>	8.66	104%	100%	100%
<i>Non-Minority Routes</i>	12.5	72%	100%	100%
Total Fleet	8.96	75%	100%	100%

York/Adams				
Transit Vehicles	Average Age (Yrs)	Avg. Pct. EUL	% ADA Accessible	% Bike Rack
<i>Minority Routes</i>	7.43	76%	100%	100%
<i>Non-Minority Routes*</i>	3.78	62%	100%	100%
Total Fleet	6.62	65%	100%	100%

SRTA				
Transit Vehicles	Average Age (Yrs)	Avg. Pct. EUL	% ADA Accessible	% Bike Rack
<i>Minority Routes</i>	7.13	69%	100%	100%
<i>Non-Minority Routes</i>	8.25	87%	100%	100%
Total Fleet	8.10	71%	100%	100%

**Non-Minority Routes are serviced predominantly by body-on-chassis (BOC) cutaway buses with 5y/150k mi*

Monitoring Results

Service Standard	Outcome	SRTA Plan to Address
Service Availability	Service availability was 68.8%	Standard Achieved
On-Time Performance	SRTA's 80% on-time performance standard was not met. Systemwide, on-time performance averaged 63% for minority routes and 58% for non-minority routes.	<u>CDH</u> - A new AVL/CAD system was implemented in January 2022 to assist and improve performance. SRTA will conduct monthly performance meetings to review on-time performance for routes that do not meet the 80% threshold in order to identify errors and opportunity for improvement. - Route assessments are currently being done system-wide. - Future Transfer Center construction will prompt a complete overhaul of the routes within the CDH system. <u>York/Adams</u> - Operator behavioral factors are being assessed and addressed accordingly.
Vehicle Headway	Vehicle headway was within peak and non-peak standards within minority and non-minority areas.	Standard Achieved
Vehicle Load	Vehicle loads did not exceed the established maximum capacity standard on minority or non-minority routes.	Standard Achieved

Service Policy	Outcome	SRTA Plan to Address
Transit Amenities	Transit amenities were equitably	Standard Achieved

	distributed between minority and non-minority routes.	
Vehicle Assignment	All fixed-route vehicles are 100% ADA accessible and equipped with bicycle racks. Systemwide, the average age of vehicles assigned to minority routes was 7.13 years, compared with 8.25 years for vehicles assigned to non-minority routes. The average percentage of Estimated Useful Life (EUL) was 69% for vehicles assigned to minority routes and 87% for vehicles assigned to non-minority routes.	Standard Achieved

Public Engagement: Major Service Change, Disparate Impact, & Disproportionate Burden Policies

As part of its Title VI Program, SRTA conducts a service equity analysis whenever the agency proposes a major service change and a fare equity analysis whenever the agency proposes a fare change. Equity analyses are conducted regardless of whether the proposed changes would result in an increase or decrease in service or fares. In accordance with FTA Circular 4702.1B, SRTA applies its Major Service Change, Disparate Impact, and Disproportionate Burden policies uniformly.

In accordance with FTA Title VI requirements, SRTA has established policies defining a Major Service Change, Disparate Impact, and Disproportionate Burden. These policies establish the thresholds SRTA uses when evaluating proposed service and fare changes. Applicable equity analyses are presented to the SRTA Board of Directors for consideration prior to implementation and are documented as required in SRTA's Title VI Program. These policies and thresholds are applied uniformly.

Major Service Change Policy

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the SRTA Board for its consideration and included in the SRTA Title VI Program with a record of the action taken by the Board.

SRTA defines a major service change as any service change meeting the following criteria:

- Major service reduction shall be defined as a reduction of 25% or more in the

route miles traveled by a revenue vehicle in the performance of regularly scheduled service on any one of the Authority's established routes or an aggregate reduction of 25% or more of the route miles traveled by revenue vehicles in the performance of regularly scheduled service on all established routes.

- Establishing a new transit route.
- Discontinuing any transit route in its entirety.
- Any permanent change in transit fares or fare media

Note: Any change that is a temporary or interim change due to construction or maintenance projects, or seasonal work is exempt from the definition and is not considered a “major service change.”

DEFINITION OF “ADVERSE EFFECT”

An adverse effect is defined as any change in service or fares that may negatively impact transit passengers which includes, but is not limited to, fare increases, headway changes, route segment elimination, re-routing, or route discontinuation.

Adverse effects are measured by the change between the existing and proposed service levels that would be deemed significant. Changes in service that have an adverse effect and that may result in a disparate impact or disproportionate burden include reductions in service (e.g., elimination of route, shortening a route, rerouting an existing route, increase in headways). Elimination of a route will generally have a greater adverse impact than a change in headways. Additions to service may also result in disparate impacts, especially if they come at the expense of reductions in service on other routes.

EVALUATION OF “MAJOR SERVICE CHANGE”

If any of the criteria listed under “Major Service Change” is met, SRTA shall:

- Consider the adverse effects of the proposed fare or service changes.
- Conduct the appropriate equity analysis to determine whether the proposed change would result in a disparate impact on minority populations and/or a disproportionate burden on low-income populations.
- Assess the alternatives available for people affected by the change.
- Describe the actions proposed to avoid, minimize, mitigate, or offset any adverse effects.

Disparate Impact Policy

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin. SRTA evaluates proposed major service changes and fare changes to determine whether the adverse effects of the proposed change would be borne disproportionately by minority populations compared with non-minority populations.

SRTA has established a 25% disparate impact threshold. A disparate impact occurs when the difference between the adverse effects borne by minority populations and the adverse effects borne by non-minority populations is 25% or greater. The threshold will be applied uniformly to all applicable major service changes and fare changes.

When an analysis identifies a disparate impact, SRTA will evaluate alternatives and consider modifications to avoid, minimize, or mitigate the disparate impact. If SRTA determines that a proposed change resulting in a disparate impact should proceed, SRTA will follow applicable FTA requirements, including demonstrating a substantial legitimate justification for the proposed action and determining whether alternatives are available that would have a less disparate impact. SRTA will provide an opportunity for public comment on proposed mitigation measures and available alternatives.

Disproportionate Burden Policy

Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations compared with non-low-income populations. SRTA evaluates proposed major service changes and fare changes to determine whether the adverse effects of the proposed change would be borne disproportionately by low-income populations.

SRTA has established a 25% disproportionate burden threshold. A disproportionate burden occurs when the difference between the adverse effects borne by low-income populations and the adverse effects borne by non-low-income populations is 25% or greater. The threshold will be applied uniformly to all applicable major service changes and fare changes.

When an analysis identifies a disproportionate burden, SRTA will evaluate alternatives and, where practicable, take steps to avoid, minimize, or mitigate impacts on low-income populations. SRTA will also identify and describe alternatives available to low-income passengers affected by the proposed change

Board Meeting Resolution – Acceptance of Title VI Service Standards and Monitoring Results

RESOLUTION NO.

ACCEPTANCE OF TITLE VI SERVICE STANDARDS AND MONITORING RESULTS

WHEREAS, the Federal Transit Administration requires transit agencies to ensure that public transportation services are provided in a nondiscriminatory manner, as required by Title VI of the Civil Rights Act of 1964; and,

WHEREAS, to ensure that public transportation services are provided in a nondiscriminatory manner, Susquehanna Regional Transportation Authority (SRTA) is required to monitor the performance of their transit system relative to their system-wide service standards and service policies as required by Title VI of the Civil Rights Act of 1964; and,

WHEREAS, SRTA must submit the results of the monitoring of its system-wide service standards and service policies to the Federal Transit Administration for inclusion in their system Title VI Plan;

NOW, THEREFORE, BE IT RESOLVED THAT, the SRTA Board does hereby approve the Authority's Title VI plan and the results of the system-wide service standards and service policies monitoring; and,

BE IT FURTHER RESOLVED THAT, the results of the system-wide service standards and service policies monitoring will be forwarded to the Federal Transit Administration for inclusion in the Title VI Plan.

CERTIFICATION OF OFFICERS

OF

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a Resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board Members held on September XX, 2026.

attest: _____

Secretary

Raymond Rosen
Chairman

Appendix

- Title VI Fare Equity Analysis – SRTA Fare Rate and Media Realignment – September 2025
- Equity Analysis – Lemoyne Transfer Center Renovation Project – June 2026

Susquehanna Regional Transportation Authority (SRTA)
Title VI Fare Equity Analysis
SRTA Fare Rate and Media Realignment

Initiated April 2025

Prepared by SRTA Planning Department
Finalized September 4, 2025

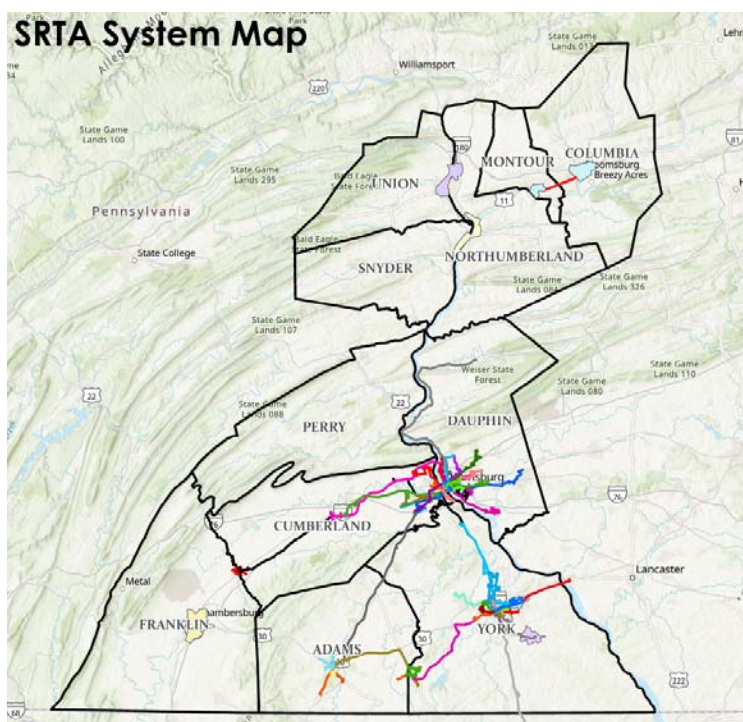
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Background

rabbittransit, a regional public transportation provider, offers a variety of transportation services to the residents of Adams, Columbia, Cumberland, Dauphin, Harrisburg City, Franklin, Montour, Northumberland, Perry, Snyder, Union, and York Counties. Nearly 9,000 people depend on rabbittransit each day to get to work, medical facilities, school, and other life-sustaining activities. rabbittransit is dedicated to helping all residents in the region get to where they want to go.

Susquehanna Regional Transportation Authority (SRTA) (doing business as rabbittransit) operates under the authority of the Pennsylvania Municipal Authorities Act of 1945. SRTA became the effective overseeing administrative and management entity of the Capital Area Transit (CAT, CDH, or Cumberland-Dauphin-Harrisburg) and Central Pennsylvania Transportation Authority (CPTA) fixed route and commuter services on January 2, 2022. These operational elements, for fixed route purposes, are recognized as rabbittransit York/Adams Region for CPTA and rabbittransit Capital Region for historic CDH service areas. Capital Region fixed route services predominantly operate in the associated geographic areas of Cumberland County, Dauphin County, and the City of Harrisburg with some extended services provided to Franklin County through purchased transportation. York/Adams Region fixed route and commuter services operate in Adams County, York County, and provide commuter access into the City of Harrisburg and Towson, Maryland. Beyond the extended service of the Route 83S from the York/Adams Region, all operated services are provided in Pennsylvania.



The above visual presents the 11 contiguous counties of service operated by SRTA. Within those, the line traces indicate fixed or commuter bus services and the polygons depict Stop Hopper or Microtransit service polygons.

SRTA is undergoing a project to update its fare collection systems through a procurement with Modeshift. This project is ongoing at the time of the report with a target full system implementation go-live in early 2026. This solution is designed to integrate all fixed route, commuter bus, and

microtransit services into a consolidated infrastructure inclusive of validation tools, updated fareboxes, smartcards, a smart app, and innovations to the fare structure and rule configurations such as incorporation of potential fare capping functionality. This process will include a robust operational deployment and rider engagement process to make this as seamless as possible to encourage the adoption of the new solution. The rider will ultimately reap the benefits of simplified accessibility and expansion of tools to promote rider independence in their transportation planning.

During this fare collection upgrade project, it has become increasingly clear that SRTA was in need of a fare structure and media realignment. This is predominantly tied to the complexity and confusion of the current variety of pass types and fare zones as the organization has grown. Currently, there are different fare rates and media options operated across four fixed route systems, three commuter bus services, and one microtransit service area. No significant changes have been made to reduce the complexity and simplify the user fare payment experience. Further, no notable innovation to methods of payment has occurred at SRTA since the implementation of mobile payment through Token Transit in 2018. Fare rates have not been increased to remain consistent with inflationary considerations, creating an increasing gap between operational costs and operational revenue; thereby reducing the fare recovery ratio and sustainability of services. Much of the necessary conversation around fare rates and payment options has remained largely untouched through the pandemic due to prioritization of health, safety, and maintenance of operation. This combination of elements and timing of the new systems presented the opportunity to streamline fares and fare media across the SRTA system supporting a need for a robust impact analysis. A detailed expression of fare pricing and media modifications will follow. In a short prelude to that detailed assessment, this overhaul will predominantly focus on standardization in pricing between zones of operations that share characteristics and streamlining of available fare media/payment types.

Per SRTA's Title VI Program, the following requires a fare equity analysis:

- Any permanent change in transit fares or fare media

This action triggered a Title VI fare equity analysis, as fare rates and fare media would be assessed across the entirety of SRTA's fixed route, commuter bus, and microtransit services.

Public comment and participation was solicited per the guidance of the Authority's Title VI program and incorporated in the analysis and decision making process to attempt to mitigate or reduce the interruption to individual travel needs while being mindful of the resources available.

Overview of Current Fare Structure

Currently, SRTA operates fixed route and commuter bus services in Adams, Cumberland, Dauphin, Franklin, and York Counties. Microtransit services are operated in Columbia, Cumberland, Northumberland, Montour, Snyder, Union, and York Counties. Based on the areas serviced and modes, SRTA currently operates a total of eight (8) unique fare structures with a variety of fare rates and media options.

A detailed summary of fare rates by service mode, region of service, and media types are defined below.

For Fixed Route Services:

		<i>York</i>	<i>Cumberland/Dauphin</i>	<i>Adams</i>	<i>Franklin</i>
Fare	Medium	York Fixed	CDH Fixed	Gettysburg Fixed	Shippensburg Fixed
Adult Base	Cash	\$ 1.60	\$ 1.80	\$ 1.00	\$ 1.30
Half-Fare	Cash	\$ 0.80	\$ 0.90	\$ 0.50	\$ 0.65
1-Ride	Stored Rides	\$ 1.50	---	---	---
10-Ride	Stored Rides	---	---	\$ 9.00	---
11-Ride Adult	Stored Rides	\$ 15.00	\$ 17.50	---	---
11-Ride Student	Stored Rides	\$ 10.00	---	---	---
1-Day	Period Pass	\$ 4.50	\$ 5.00	\$ 3.00	---
7-Day	Period Pass	---	\$ 20.00	---	---
31-Day Adult	Period Pass	\$ 42.00	\$ 49.00	\$ 27.00	---
31-Day Student	Period Pass	\$ 35.00	---	---	---
Senior (65+)	Special	FREE	FREE	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE	FREE	FREE
Transfers	Special	FREE	\$ 0.25	FREE	FREE
Change Cards	Special	FREE	FREE	FREE	FREE

For Commuter Bus Services:

Fare	Medium	Harrisburg Commuter	EXPRESS North	EXPRESS South
Adult Base	Cash	\$ 2.75	\$ 3.50	\$ 5.00
Half-Fare	Cash	---	---	---
1-Ride	Stored Rides	---	---	---
10-Ride	Stored Rides	\$ 18.00	---	---
11-Ride Adult	Stored Rides	\$ 27.50	\$ 31.00	\$ 50.00
11-Ride Student	Stored Rides	---		
1-Day	Period Pass	---		
7-Day	Period Pass	---		
31-Day Adult	Period Pass	\$ 77.00	\$ 95.00	\$ 136.00
31-Day Student	Period Pass	---		
Senior (65+)	Special	---	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	---	---
Transfers	Special	\$ 0.25	FREE	FREE
Change Cards	Special	FREE	FREE	FREE

For Microtransit Services:

Fare	Microtransit
Adult Base	\$ 2.00
Half-Fare	---
1-Ride	\$ 2.00
10-Ride	\$ 18.00
11-Ride Adult	---
11-Ride Student	---
1-Day	---
7-Day	---
31-Day Adult	---
31-Day Student	---
Senior (65+)	FREE
Child w/ Fare Paying Adult	FREE
Transfers	FREE
Change Cards	FREE

Some key takeaways that were identified in the assessment of these fares include the following:

- Fixed route base cash rates range from \$1.00 to \$1.80.
- Commuter base cash rates range from \$2.75 to \$5.00.
- Microtransit base cash rate of \$2.00 has not changed since implementation.
- Assorted passes include: 1-ride, 10-ride, 11-ride, 1-day, 7-day, 31-day, transfers, etc. that are inconsistently applied or accepted across the multiple service areas in SRTA.

This diversity, based on the historic presence of passes and types that were absorbed without assessment, has created significant challenges in integrating and simplifying fare payment options for the community. This is particularly felt by those who travel between regions or services as SRTA becomes a more interwoven system of services. The lack of systemic review of rates and media types has amplified the administrative burden in managing fare procedures and policy for the organization as well as failed to keep up with market conditions such as inflation.

All fare collection is currently managed through two key systems: Genfare and Token Transit. Genfare is the fare collection system that manages the hardware and software of physical farebox and fare collection in-vehicle. Token Transit is, at the drafting of this report, the mobile ticketing solution utilized across all of these modes. Unfortunately, based on the legacy of the previous agency systems with their individual rates, procedures, and policies, there are two operational fare collection environments that manage the assortment of the fare ecosystem. This is targeted to be remedied by the integration under one fare collection system through Modeshift, the new fare collection provider as indicated in the background. However, the integration of systems falls short if the underlying structure does not align in a way that is practical and functional for the rider.

Community Demographics & Patterns

SRTA performed an update to its Title VI demographics and travel pattern survey dataset in March 2025, to supplement agency understanding of community utilization and patterns in advance of any proposed actions. This survey provided a sample of three hundred twenty-four (324) complete surveys across the SRTA service areas.

Further, SRTA focused on incorporation of available datasets to supplement the responses of the survey and evaluate the sample size against the larger service area population. This was done using the 2020 census tables or appropriate American Community Survey (ACS) 5-year datasets. Title VI populations of interest, low income and minority populations, were prioritized in the case of assessing disparate impact (for minority populations) or disproportionate burden (for low income populations). Data was assessed at the census tract level for both the B02001: Race and B17001: Poverty Status in the Past 12 Months by Sex by Age ACS 5-year datasets from 2023.

Proposed Changes

Proposed Price Model

Preliminary assessment of potential changes began with consideration of what an appropriate fare price model would look like. As previously noted, there is a wide range of rates for all passes as well as inconsistency on pricing model for stored ride or period pass value. The Agency approached review of the potential price changes from several lenses in order to try and account for the potential impact any proposed actions would have on transit-dependent populations.

Recognizing the desire to simplify the mode breakdown and the base fare structures between them, preliminary assessment recommends the simplification of the base rates as follows:

	<i>Adult Base</i>		
Fare Group	Current	Updated	Fare Group
York Fixed	\$1.60	\$2.00	Fixed Urban
CDH Fixed	\$1.80		
Gettysburg Fixed	\$1.00	\$1.50	Fixed Rural
Shippensburg Fixed	\$1.30		
Microtransit	\$2.00	\$2.50	Microtransit
Harrisburg Commuter	\$2.75	\$4.00	Commuter
EXPRESS North	\$3.50		
EXPRESS South	\$5.00		

This would simplify the fare groups within the three modes of service down from eight (8) to four (4), grouping like services and updating the base fare rate accordingly. These recommended base fare rates align with the logic provided in the first and second methodology of reviewing reasonableness as proposed rates are below the market's own assessment. The proposed structure would provide a modest increase in fares that would assist with maintaining operational integrity through good fiscal practice and account for market conditions that have not been assessed for several years. This proposal also recognizes the potential of any fare alignment process to impact the transportation opportunities of the served community. While several of these fare rates may

seem significant, no adjustments to the base fares have occurred in ten plus years in many of these services to adequately account for changes in funding or regular market considerations. The reduction of the base fare from the upper reasonable limit also correlates with that consideration.

Comparing to Other Agencies

The recommended base fare rates proposed by rabbittransit are not significantly outside of the market's rates when assessing peer agency fare rates. Several examples of fares are available below:

	<i>FIXED</i>
Agency	Adult Cash
PRT	\$2.75
SEPTA	\$2.50
CATA (State College)	\$2.20
LANTA	\$2.00
MCTA	\$2.00
MMVTA	\$2.00
RVT	\$2.00
RRTA	\$1.80
BARTA	\$1.80
LCTA	\$1.75
Amtran	\$1.75
CamTran	\$1.75
LT	\$1.50
ATA	\$1.25

**Data assessed as of March 2025 base adult rates.*

This assessment becomes more complex when comparing against other agencies in terms of commuter and microtransit services. The reason for this is largely based on individual agency service models in relation to these two modes. Commuter bus services are operated in variable frameworks and environments, with the only common factor being their meeting of the National Transit Database (NTD) definition, which is as follows: "... primarily connecting outlying areas to a central city, especially during peak periods, and typically featuring limited stops in both areas and at least five miles of closed-door service." Similarly, agency models relative to microtransit are highly variable and thus the pricing is not often comparable without significant clarification. In nearly all cases, these services are offered at a premium fare rate or are tied to zone-based charges. The Agency previously pivoted away from zone-based structures for simplicity for the rider as well as improve fare transparency. Ultimately, the comparison against peers in these modes does not contribute sufficient argument either for or against the price modeling proposed.

Proposed Fare Period and Media Passes

In terms of the assessed fare media, it is recommended to maintain the single-ride, 11-ride, 1-day period pass, and 31-day period pass with updated rates for each. This ultimately would result in the elimination of the 10-ride pass, which is only applicable to the Gettysburg fixed route service, and the 7-day pass which is only applicable to the CDH fixed route. Both passes accounted for less than 0.1% of total passes utilized by riders in the most recent calendar year's assessed data,

indicating their overall limited utilization to date anyway. This simplification of available ride-based and period-passed passes should improve clarity as to the best option for the rider's need and improve consistency of value between pre-purchased media.

Considering Special Fares

It is necessary to review some special fare considerations that the Agency currently manages. There are no anticipated changes to how registered seniors would be able to ride for free within the updated structure.

Student-specific passes will be removed due to their inconsistent application and the challenges that occur related to fraud. Instead, the Agency will approach these fare options as an adult-rate pass with a percentage discount based on validation of student status prior to ticket purchase.

Transfer charges are anticipated to be removed. At current, the only service that maintains a transfer cost is the CDH fixed route. Transfers are a method to provide a rider the means to complete one complete trip from origin to destination, while taking into account the limits of individual routes. Incurring cost on the transfer has been an inconsistently applied challenge based on service area and this would bring all transfers into the same structure. Further, the value of providing additional community connection outweighs the benefit of the additional fare revenue. With improvements to a separate project relative to fare collection systems, the associated costs for the agency to maintain this functionality is also anticipated to be reduced.

SRTA proposes maintaining the current fare rule relative to children who are below the height requirement of three (3) feet, eight (8) inches or forty-four (44) inches, are able to ride for free with a fare paying adult.

Finally, as it relates to special fare considerations, the Agency is proposing the elimination of the change card. In connection with the updated fare collection system, issuing of change cards becomes impractical and unnecessary with improvements to account management options. Rather than issuing change cards, the Agency will promote the use of the account-based wallet functionality to recognize the full value of any unused currency. This benefits the rider in that they will receive improved functionality and easier access to these residual funds. The agency will see savings in terms of reduced maintenance for hardware with wear and tear that occurs with moving parts in a farebox when printing or reading the volume of magnetic strips currently managed. For those riders that are classified as unbanked or underbanked who would prefer to opt out of that functionality, change will still be offered through qualified points of sale where customer service staff are available. Otherwise, any fare transaction in which a rider puts in more than the designated fare will be classified as a donation.

Existing vs. Proposed Fare Tables

The tables below attempt to provide a cleaner depiction of the above narrative in a visualized format.

York and Harrisburg Fixed Route → Fixed Route Urban:

	FARE TYPE	MEDIUM	EXISTING FARE	PROPOSED FARE	ABSOLUTE CHANGE	PERCENT CHANGE
YORK FIXED ROUTE	Fare	Medium	York Fixed	FIXED URBAN	ABSOLUTE CHANGE	PERCENT CHANGE
	Adult Base	Cash	\$1.60	\$2.00	\$0.40	25%
	Half-Fare	Cash	\$0.80	\$1.00	\$0.20	25%
	1-Ride	Stored Rides	\$1.50	\$1.80	\$0.30	20%
	11-Ride	Stored Rides	\$15.00	\$18.00	\$3.00	20%
	1-Day	Period Pass	\$4.50	\$5.25	\$0.75	17%
	31-Day Adult	Period Pass	\$42.00	\$60.00	\$18.00	43%
	Senior (65+)	Special	FREE	FREE	N/A	N/A
	Child w/ Fare Paying Adult	Special	FREE	FREE	N/A	N/A
	Transfers	Special	FREE	FREE	N/A	N/A
CDH FIXED ROUTE	Fare	Medium	CDH Fixed	FIXED URBAN	ABSOLUTE CHANGE	PERCENT CHANGE
	Adult Base	Cash	\$1.80	\$2.00	\$0.20	11%
	Half-Fare	Cash	\$0.90	\$1.00	\$0.10	11%
	1-Ride	Stored Rides	---	\$1.80	NEW	NEW
	11-Ride	Stored Rides	\$17.50	\$18.00	\$0.50	3%
	1-Day	Period Pass	\$5.00	\$5.25	\$0.25	5%
	31-Day Adult	Period Pass	\$49.00	\$60.00	\$11.00	22%
	Senior (65+)	Special	FREE	FREE	N/A	N/A
	Child w/ Fare Paying Adult	Special	FREE	FREE	N/A	N/A
	Transfers	Special	\$0.25	FREE	N/A	N/A

Gettysburg and Shippensburg Fixed Route → Fixed Route Rural:

	FARE TYPE	MEDIUM	EXISTING FARE	PROPOSED FARE	ABSOLUTE CHANGE	PERCENT CHANGE
GETTYSBURG FIXED ROUTE	Fare	Medium	Gettysburg Fixed	FIXED RURAL	ABSOLUTE CHANGE	PERCENT CHANGE
	Adult Base	Cash	\$1.00	\$1.50	\$0.50	50%
	Half-Fare	Cash	\$0.50	\$0.75	\$0.25	50%
	1-Ride	Stored Rides	---	\$1.25	NEW	NEW
	11-Ride	Stored Rides	---	\$12.50	NEW	NEW
	1-Day	Period Pass	\$3.00	\$3.75	\$0.75	25%
	31-Day Adult	Period Pass	\$27.00	\$40.00	\$13.00	48%
	Senior (65+)	Special	FREE	FREE	N/A	N/A
	Child w/ Fare Paying Adult	Special	FREE	FREE	N/A	N/A
	Transfers	Special	FREE	FREE	N/A	N/A
SHIPPENSBURG FIXED ROUTE	Fare	Medium	Shippensburg Fixed	FIXED RURAL	ABSOLUTE CHANGE	PERCENT CHANGE
	Adult Base	Cash	\$1.30	\$1.50	\$0.20	15%
	Half-Fare	Cash	\$0.65	\$0.75	\$0.10	15%
	1-Ride	Stored Rides	---	\$1.25	NEW	NEW
	11-Ride	Stored Rides	---	\$12.50	NEW	NEW
	1-Day	Period Pass	---	\$3.75	NEW	NEW
	31-Day Adult	Period Pass	---	\$40.00	NEW	NEW
	Senior (65+)	Special	FREE	FREE	N/A	N/A
	Child w/ Fare Paying Adult	Special	FREE	FREE	N/A	N/A
	Transfers	Special	FREE	FREE	N/A	N/A

Microtransit:

	FARE TYPE	MEDIUM	EXISTING FARE	PROPOSED FARE	ABSOLUTE CHANGE	PERCENT CHANGE
MICROTRANSIT	Fare	Medium	Microtransit	MICROTRANSIT	ABSOLUTE CHANGE	PERCENT CHANGE
	Adult Base	Cash	\$2.00	\$2.50	\$0.50	25%
	Half-Fare	Cash	---	\$1.25	NEW	NEW
	1-Ride	Stored Rides	\$2.00	\$2.25	\$0.25	13%
	11-Ride	Stored Rides	---	\$22.50	NEW	NEW
	1-Day	Period Pass	---	\$6.75	NEW	NEW
	31-Day Adult	Period Pass	---	\$82.50	NEW	NEW
	Senior (65+)	Special	FREE	FREE	N/A	N/A
	Child w/ Fare Paying Adult	Special	FREE	FREE	N/A	N/A
	Transfers	Special	FREE	FREE	N/A	N/A

Harrisburg Commuter, EXPRESS North, and EXPRESS South → Commuter:

	FARE TYPE	MEDIUM	EXISTING FARE	PROPOSED FARE	ABSOLUTE CHANGE	PERCENT CHANGE
HARRISBURG COMMUTER	Fare	Medium	Harrisburg Commuter	COMMUTER	ABSOLUTE CHANGE	PERCENT CHANGE
	Adult Base	Cash	\$2.75	\$4.00	\$1.25	45%
	Half-Fare	Cash	---	---	N/A	N/A
	1-Ride	Stored Rides	---	\$3.60	NEW	NEW
	11-Ride	Stored Rides	\$27.50	\$36.00	\$8.50	31%
	1-Day	Period Pass	---	\$9.00	NEW	NEW
	31-Day Adult	Period Pass	\$77.00	\$132.00	\$55.00	71%
	Senior (65+)	Special	---	FREE	N/A	N/A
	Child w/ Fare Paying Adult	Special	FREE	FREE	N/A	N/A
	Transfers	Special	\$0.25	FREE	N/A	N/A
EXPRESS North (83N, 15N)	Fare	Medium	EXPRESS North	COMMUTER	ABSOLUTE CHANGE	PERCENT CHANGE
	Adult Base	Cash	\$3.50	\$4.00	\$0.50	14%
	Half-Fare	Cash	---	---	N/A	N/A
	1-Ride	Stored Rides	---	\$3.60	NEW	NEW
	11-Ride	Stored Rides	\$31.00	\$36.00	\$5.00	16%
	1-Day	Period Pass	---	\$9.00	NEW	NEW
	31-Day Adult	Period Pass	\$95.00	\$132.00	\$37.00	39%
	Senior (65+)	Special	FREE	FREE	N/A	N/A
	Child w/ Fare Paying Adult	Special	---	FREE	N/A	N/A
	Transfers	Special	FREE	FREE	N/A	N/A
EXPRESS South (83S)	Fare	Medium	EXPRESS South	COMMUTER	ABSOLUTE CHANGE	PERCENT CHANGE
	Adult Base	Cash	\$5.00	\$4.00	-\$1.00	-20%
	Half-Fare	Cash	---	---	N/A	N/A
	1-Ride	Stored Rides	---	\$3.60	NEW	NEW
	11-Ride	Stored Rides	\$50.00	\$36.00	-\$14.00	-28%
	1-Day	Period Pass	---	\$9.00	NEW	NEW
	31-Day Adult	Period Pass	\$136.00	\$132.00	-\$4.00	-3%
	Senior (65+)	Special	FREE	FREE	N/A	N/A
	Child w/ Fare Paying Adult	Special	---	FREE	N/A	N/A
	Transfers	Special	FREE	FREE	N/A	N/A

Summary of Impacts

Impact to Fare Zones

The proposed fare changes would reduce SRTA from a total of eight (8) total fare sets to a total of four (4), consistent with the visual presented below showing the current and proposed fare groups and base rates. It is worth noting that while Shippensburg service did provide adequate room based on assessment to increase it to the \$2.00 base of the Fixed Urban, it was deemed that the design and purpose of the service aligns more strongly with Gettysburg and kept at that reduced “Fixed Rural” rate.

	<i>Adult Base</i>		
Fare Group	Current	Updated	Fare Group
York Fixed	\$1.60	\$2.00	Fixed Urban
CDH Fixed	\$1.80		
Gettysburg Fixed	\$1.00	\$1.50	Fixed Rural
Shippensburg Fixed	\$1.30		
Microtransit	\$2.00	\$2.50	Microtransit
Harrisburg Commuter	\$2.75	\$4.00	Commuter
EXPRESS North	\$3.50		
EXPRESS South	\$5.00		

Impact to Fare Media Options

The below summary is inclusive of three groups: no change, change, removal. This assessment is based on the status of the fare media option availability and does not account for any rate changes in that media option. “No Change” identifies that a fare option remains available across all fare structure groups and was previously available. “Change” would imply that this pass was not previously available in one or more fare groups and is now available. “Removal” implies that an existing fare media option is proposed to be removed.

Media or Fare Options classified as “No Change”:

- Half-Fare
- 1-Ride

Media or Fare Options classified as “Changed”:

- 1-Ride Pass: Added to CDH Fixed, Gettysburg Fixed, Shippensburg Fixed, and All Commuter
- 11-Ride Pass: Added to CDH Fixed, Gettysburg Fixed, Shippensburg Fixed, and Microtransit
- 1-Day Pass: Added to Shippensburg Fixed, Microtransit, and All Commuter
- 31-Day Adult: Added to Microtransit

Media or Fare Options classified as “Removal”:

- 10-Ride Pass: Removed from Gettysburg Fixed with addition of 11-Ride Pass to align for system consistency.
- 11-Ride Student Pass: Removed from all fare groups. Will be managed as an 11-Ride Adult at a discount rate.
- 31-Day Student Pass: Removed from all fare groups. Will be managed as a 31-Day Adult at a discount rate.
- 7-Day Pass: Removed from CDH Fixed based on low utilization and lack of consistency of option between other modes.
- Change Cards: Removed from all fare groups. Replaced by wallet or stored value on account system in new fare collection system.

In all scenarios identified above with the available fare media options, the only example of a removal without an equivalent alternative is the elimination of the CDH fixed 7-Day pass. As identified, this pass had very low purchase rates and utilization. Based on a prior calendar year’s data, the 7-day pass had a total of four utilizations, meaning that potentially 1-4 total passes in this type were purchased in that period. Further, it is confusing as to why a 7-Day period pass would be available for a service that does not operate on Sundays. In consideration of the low use and inconsistent label, the impact of this removal is negligible.

Impacts to Fare Rates

In identifying these rates, SRTA began this process by identifying what would constitute a reasonable threshold in modifying the base fare rate. Being that all corresponding fare media options were based on a scaling of the base rate, this would provide a strong rationale for an assessment of fairness and reasonability. To accomplish this, three distinct models were used to try to account for different methods of review.

First a consideration of demographics was reviewed. Low income households often have a necessity to allocate more than a traditional 50-30-20 (Needs – Wants – Savings) breakdown of household’s resources to transportation needs. Of that 50% allocated to Needs, 15-30% is often dedicated to transportation needs. In order to account for this, poverty rates, per capita income, and target percentage of household income expended on transportation were assessed to identify an appropriate upper-limit that would be achievable for the average person, but within a reasonable recovery ratio for the Agency to hold true to its stewardship efforts in generating a reasonable fare recovery rate from associated fare collection.

Demographic Assessment Model							
Dataset	York	Harrisburg Local	Gettysburg	Shippensburg	Microtransit	Harrisburg Commuter	York EXPRESS
Poverty %	9.20%	12.50%	8.40%	7.50%	9.20%	12.50%	9.20%
Per Capital Income	\$ 39,471.00	\$ 38,522.00	\$ 36,150.00	\$ 40,088.00	\$ 39,471.00	\$ 38,522.00	\$ 39,471.00
% on Transportation	16%	16%	16%	16%	20%	30%	30%
% Transportation Budget	\$ 6,315.36	\$ 6,163.52	\$ 5,784.00	\$ 6,414.08	\$ 7,894.20	\$ 11,556.60	\$ 11,841.30
1-Round Trip per weekday (262)	\$ 12.53	\$ 12.23	\$ 11.48	\$ 12.73	\$ 15.66	\$ 22.93	\$ 23.49
Target 18% Farebox Recovery	\$ 2.26	\$ 2.20	\$ 2.07	\$ 2.29	\$ 2.82	\$ 4.13	\$ 4.23

A second method of assessment was based on a passenger fare evaluation model that has been maintained by the Account team of the Agency with annual Consumer Price Index (CPI) assessments occurring between FY2017 and FY2023. In that scaling, the recommended rates are met or exceeded by the approximate 46% escalation identified. Specific date subset data is provided below, in a similar format as above:

Accounting Passenger Fare Evaluation Model							
Dataset	York	Harrisburg Local	Gettysburg	Shippensburg	Microtransit	Harrisburg Commuter	York EXPRESS
Current Base Fare	\$ 1.60	\$ 1.80	\$ 1.00	\$ 1.30	\$ 2.00	\$ 2.75	\$ 3.50
45.968% Escalation (FY17 - 23)	\$ 2.34	\$ 2.63	\$ 1.46	\$ 1.90	\$ 2.92	\$ 4.01	\$ 5.11

Finally, a third model was used to approach this using the Bureau of Labor Statistics (BLS) CPI, with a specific use of the sub-index for transportation services in the Northeast urban environment. This dataset was selected based on the fact that the transportation service index provides a better reflection of operational cost variables and it carries a clearer depiction of inflationary pressures on operational decision making compared to other available options. It also provides an opportunity to focus specifically on the area of interest in the designated Northeast region, where service is operated. Comparison between the half-year datasets for 2014 and 2024 were used as the baseline and comparative value based on this being the most readily available half-year dataset at time it was pulled and providing a 10-year period of review. Excluding the CDH anticipated fare evaluation in 2019, no other fare increase actions have occurred across any of these modes since at least the July 2014 period. The below table provides the comparable report based on this dataset:

Consumer Price Index (CPI) Transportation Service In Northeast Urban, All Urban Consumers							
Dataset	York	Harrisburg Local	Gettysburg	Shippensburg	Microtransit	Harrisburg Commuter	York EXPRESS
Current Base Fare	\$ 1.60	\$ 1.80	\$ 1.00	\$ 1.30	\$ 2.00	\$ 2.75	\$ 3.50
42.26% Escalation (FY14 - 24)	\$ 2.19	\$ 2.56	\$ 1.42	\$ 1.85	\$ 2.85	\$ 3.91	\$ 4.98

Combining these three models into a unified approach, the average results of the models provide for a fair and reasonable assessment against the Agency proposed base fare rates. Being that all ride-based and period-based passes are based on discounted rates from the base fare rate itself, it can be extrapolated to support the fair and reasonable assessment of those options by extension.

Framework	York	Harrisburg Local	Gettysburg	Shippensburg	Microtransit	Harrisburg Commuter	York EXPRESS
Base	\$ 1.60	\$ 1.80	\$ 1.00	\$ 1.30	\$ 2.00	\$ 2.75	\$ 3.50
Model 1	\$ 2.26	\$ 2.20	\$ 2.07	\$ 2.29	\$ 2.82	\$ 4.13	\$ 4.23
Model 2	\$ 2.34	\$ 2.63	\$ 1.46	\$ 1.90	\$ 2.92	\$ 4.01	\$ 5.11
Model 3	\$ 2.19	\$ 2.56	\$ 1.42	\$ 1.85	\$ 2.85	\$ 3.91	\$ 4.98
Model Avg.	\$ 2.26	\$ 2.46	\$ 1.65	\$ 2.01	\$ 2.86	\$ 4.02	\$ 4.77
Agency Proposed	\$2.00	\$2.00	\$1.50	\$1.50	\$2.50	\$4.00	\$ 4.00

On a more specific mode to mode assessment, only two modes had scenarios where the base rate proposed would be in excess of the absolute value defined by any of these individual models. Specifically, this is in reference to the Gettysburg fixed route rates and the Harrisburg Commuter rates. Gettysburg fixed route is proposed to rise from \$1.00 to \$1.50, where the model average

expects an upper limit of \$1.65. However, the CPI-based models #2 and #3 recommended values below that \$1.50 mark. With consideration for rounding and the average depiction, \$1.50 would be a marginal increase and permit for a cleaner fare transaction for the average rider. In relation to the Harrisburg Commuter, the base fare proposed to change from \$2.75 to \$4.00 was acceptable by model average of \$4.02. However, model #3 indicated an upper limit of \$3.91. Consistent with the logic and scenario for the Gettysburg fare, this is evaluated not to incur undue burden with variable alternate passes and tickets to see potential savings below the \$4.00 mark.

Public Outreach and Engagement

SRTA developed a public participation plan consistent with the requirements of its Title VI program. The legal advertisement for the proposed permanent service reductions was published in newspapers in the Capital Region service area via the Patriot News, and the York/Adams service area via the York Daily Record (YDR). Requested publication date for these to release was on Monday, June 16, 2025, with both being published on or prior to that designated date. Proof of publication validates a met deadline or earlier. This publication was provided in English and Spanish, the two languages meeting translation threshold for mission critical documentation, and provided information on the proposal, how to contact and submit feedback, and associated reference to public meeting dates. Further it was identified that public comments would be accepted through July 18, 2025 to provide a comment window in excess of the minimum thirty (30) day comment period.

Other actions taken to provide the public with access to the information and access to the Authority for comment included a press release, website banner and page updates for full details on the proposed permanent reduction, social media blasts, and flyers posted on-board vehicles, seat drops on-board vehicles, and several public meetings providing access to the SRTA Planning staff. For the public meetings, SRTA Planning tried to use a diverse array of locations and times of day to provide the most access. Further, virtual meeting options were presented through Zoom. This was to encourage continued efforts to incorporate alternative methods of access and engagement.

Public Information & Distribution		
Action	Date or Start Date*	Type
Legal Advertisement	Monday, June 16, 2025	Physical Media
Website Page	Thursday, June 12, 2025	Virtual
Social Media Blast - Facebook	Monday, June 16, 2025	Virtual
Seat Drops & Flyers on Bus	Monday, June 16, 2025	Physical Media
Press Release	Tuesday, June 10, 2025	Physical Media

In relation to the specific public engagement activities, the SRTA Planning team tried a diverse approach in order to cover the broad range of service areas as well as to accommodate various individual needs. All in-person sites selected were along routes or in service areas impacted by the fare changes and during service operation to provide access. The below indicates the list of direct interactive or engagement activities hosted by SRTA's Planning team. These were broken into public hearings, public events, and virtual sessions. The public hearings were operated in a format, presentation model providing opportunity for public comment for those indicating an interest to

speak. Public events were hosted at high-volume areas on or in the service areas impacted to go direct to riders.

Public Engagement Activities (by Date)					
Type	Location	Address	Date	Start	End
Public Hearing	Zarfoss Facility - Board Room	415 N Zarfoss Dr, York, PA 17404	Tuesday, July 8, 2025	3:30 PM	5:00 PM
Public Event	York Transfer Center	213 W King St, York, PA 17401	Wednesday, July 9, 2025	11:00 AM	1:00 PM
Public Event	Bloomsburg Public Library	225 Market St, Bloomsburg, PA 17815	Wednesday, July 9, 2025	3:30 PM	4:30 PM
Public Event	Chambersburg Public Library (Coyle)	102 N Main St, Chambersburg, PA 17201	Thursday, July 10, 2025	2:00 PM	3:00 PM
Public Hearing	Cameron Facility - Board Room	901 N Cameron St, Harrisburg, PA 17101	Friday, July 11, 2025	9:00 AM	10:30 AM
Public Hearing	Shippensburg Public Library (Coy)	73 W King St, Shippensburg, PA 17257	Friday, July 11, 2025	1:00 PM	2:00 PM
Virtual Session	Virtual Meeting #1 - Saturday Midday	Zoom Virtual Meeting	Saturday, July 12, 2025	10:00 AM	11:00 AM
Virtual Session	Virtual Meeting #2 - Weekday AM	Zoom Virtual Meeting	Monday, July 14, 2025	9:00 AM	10:00 AM
Virtual Session	Virtual Meeting #3 - Weekday Midday	Zoom Virtual Meeting	Monday, July 14, 2025	1:00 PM	2:00 PM
Virtual Session	Virtual Meeting #4 - Weekday PM	Zoom Virtual Meeting	Monday, July 14, 2025	6:00 PM	7:00 PM
Public Event	Strawberry Square - Atrium	320 Market St, Harrisburg, PA 17101	Tuesday, July 15, 2025	11:30 AM	1:30 PM
Public Hearing	Giant #6269 - Beverly Room	3301 E Trindle Rd, Camp Hill, PA 17011	Wednesday, July 16, 2025	5:00 PM	6:00 PM
Public Event	Gettysburg Transfer Center	103 Carlisle St, Gettysburg, PA 17325	Thursday, July 17, 2025	11:00 AM	1:00 PM

General engagement was highest at public events. Public hearings had low to no attendance. However, all sessions were consistently advertised with public participation plan requirements. During the scheduled engagement activities, a total of approximately 126 community interactions occurred.

Ultimately, from the public engagement efforts identified above, only a few specific comments were received. A total of 112 surveys were completed with 108 individual comments requiring evaluation were documented during the public comment period. A summary of all documented public comments is included within the Appendix. Anything denoted in quotations indicates a direct quote from the original submitted. Otherwise, comments were verbally documented to the best of the ability of the recording party. Each item below has an SRTA response relative to the Authority's preliminary review. While all comments were reviewed and a response was provided by the Agency, only select comments indicated a subject of direct consideration relative to the fare change or required agency mitigation actions. The comments specifically relevant to the fare change were reviewed by SRTA's Planning team.

Of the total 108 individual comments, seven (7) comments had specific and actionable concerns that were assessed for opportunities to mitigate impact or evaluate alternatives. It is notable, however, that this does not identify a final determination as that will be pending acceptance of the recommendations as part data and equity analysis incorporation and, ultimately, on Board approval.

Data and Equity Analysis

Along with the public engagement and comments, SRTA endeavored to develop an understanding of the service needs, and regional demographics of the ridership and communities impacted by the proposed changes. This involved gathering data from a collection of sources including, but not limited to: the Census' American Community Survey (ACS), SRTA travel pattern and demographic survey data, and making use of historic engagement information and other survey efforts for the associated service areas.

The data preparation was grouped into two product workflows. The first of these was pulling the appropriate tabular data from the associated databases. Low income data was generated through the ACS table B17001 using percentage of population meeting poverty status level being considered in the low income category. This is an adjustment from past evaluations done for service equity based on the C17002 report using the reference of the percentage from poverty line threshold. The data utilized was from the ACS 2023, which was the last 5-year dataset available at the time of preparation. Minority data was generated via the ACS table B02001 and included all populations that were not counted under the "white alone" column. Both datasets are portrayed a percentage of total population.

The above identified datasets were then visualized via a geographic information system (GIS), with specific attention to the ACS and internal survey data. This included development of reference maps, with one focused on low income and the other on minority populations. These two datasets for the underlying polygon visuals were selected, as these are the Title VI required populations of interest. The maps themselves included overlays of the impact services and areas of operation. The associated reference maps are included as part of the Appendix.

Once the datasets and visualizations were prepared, the Authority's Title VI program was referenced in relation to evaluative criteria for impacts on the low income and minority populations. In a scenario where a major service change occurs and low income populations are significantly impacted compared to the non-low income population, there is the potential for a disproportionate burden. If there is a scenario where a major service change occurs and minority populations are significantly impacted, there is the potential for a disparate impact. In either scenario, it would be required of the Authority to assess the potential impacts and evaluate alternative opportunities to mitigate this impact to demographic balance in the decision making. For both populations, a 25% absolute difference between the affected population in the service areas impacted by the service reductions, and the affected population in the entire service area of the mode of transportation were to be used. To provide an example, if the total service of the mode has a low income population of 25% a disparate burden impact would be assumed to be triggered if the low income population of an impacted service was 50% or greater.

The following dataset identifies the assessment of SRTA's Planning team:

Proposed Change Base Fare Overview:

Fare Group	Current Fare	Proposed Fare	Fare Group	Abs. Diff.	Pct. Diff.	FY25 Annual Ridership
York Fixed	\$1.60	\$2.00	Fixed Urban	\$0.40	25.00%	1,221,374
CDH Fixed	\$1.80			\$0.20	11.11%	1,216,440
Gettysburg Fixed	\$1.00	\$1.50	Fixed Rural	\$0.50	50.00%	52,809
Shippensburg Fixed	\$1.30			\$0.20	15.38%	10,313
Microtransit	\$2.00	\$2.50	Microtransit	\$0.50	25.00%	79,268
Harrisburg Commuter	\$2.75	\$4.00	Commuter	\$1.25	45.45%	9,254
EXPRESS North	\$3.50			\$0.50	14.29%	19,694
EXPRESS South	\$5.00			-\$1.00	-20.00%	7,746

The above data table reviews the proposed change percentage by the base rate. Being that all tickets and passes sold above the base rate are scaled against this rate, it is viewed as a strong baseline for evaluation of impact.

System and Mode-Specific Demographics Overview:

Census Tract Grouping	Total Population	% Minority	% Low Income
SRTA Serviced Census Tracts*	1,146,515	21.15%	10.01%
<i>SRTA Microtransit Census Tracts</i>	288,357	13.46%	10.74%
<i>SRTA Fixed Route Census Tracts</i>	942,895	23.12%	9.67%
<i>SRTA Commuter Census Tracts</i>	376,603	21.92%	10.08%

The above depicts the system and mode-specific demographics in relation to population, percentage of population that is minority, and percentage of population that is low-income. High-level assessment indicates that low-income, which is a primary driving factor in relation to disproportionate income assessments for fare-related changes, is fairly consistent across modes of service and regions of service. Minority population distribution is also consistent, barring a minor deviation in microtransit, where minority population is approximately 60% of the service area average. Microtransit services are focused around less-density population centers as feeder services into larger operational environments or resolving lower-demand models. Based on demographics, these rural environments tend to have lower non-white populations compared to urban centers where other modes are more prevalent.

Utilization Rates by Mode and Fare for Low Income Populations:

Fixed Route	% Total Pop	% Low Income	Abs. Diff.
Cash	14.8%	20.8%	6.0%
Half Fare ADA Program	2.7%	4.2%	1.5%
Multi-Ride Passes	23.3%	17.5%	5.8%
Other (please specify)	7.2%	10.0%	2.8%
Period Passes	30.9%	31.7%	0.7%
Senior Free Fare	7.6%	5.8%	1.8%
Single-Ride Pass (pre-purchased)	13.5%	10.0%	3.5%

Commuter	% Total Pop	% Low Income	Abs. Diff.
Cash	15.4%	26.7%	11.3%
Multi-Ride Passes	36.5%	20.0%	16.5%
Other (please specify)	5.8%	13.3%	7.6%
Period Passes	25.0%	33.3%	8.3%
Senior Free Fare	5.8%	0.0%	5.8%
Single-Ride Pass (pre-purchased)	11.5%	6.7%	4.9%

Microtransit	% Total Pop	% Low Income	Abs. Diff.
Cash	37.5%	40.0%	2.5%
Multi-Ride Passes	25.0%	20.0%	5.0%
Period Passes	37.5%	40.0%	2.5%

The above data table presents the utilization rates by mode and fare type within low-income compared to total service area population. These results were generated via survey activities conducted by SRTA. Initial review of these tables does not indicate any specific fare payment type or mode to have a significant distribution variance that would meet the 25% disproportionate burden considerations. Some noteworthy takeaways indicate that the highest variance between total population and low-income is the distribution of users who use cash vs. multi-ride passes in commuter bus service. This is within expectation due to the distribution of commuter populations, whereas this service tends to cater to workers who travel five days a week and have a higher propensity for ticket or pass purchases for discounted rates comparative to tourist or intercity travelers using the services intermittently where there is less potential value in multi-ride options. This understanding along with the table would present different use cases rather than a difference in capability to utilize based on financial limitations.

Utilization Rates by Mode and Fare for Minority Populations:

Fixed Route	% Total Pop	% Minority	Abs. Diff.
Cash	14.3%	21.3%	7.0%
Half Fare ADA Program	3.5%	2.7%	0.8%
Multi-Ride Passes	22.2%	17.3%	4.8%
Other (please specify)	6.1%	8.0%	1.9%
Period Passes	30.0%	28.0%	2.0%
Senior Free Fare	8.3%	5.3%	2.9%
Single-Ride Pass (pre-purchased)	15.7%	17.3%	1.7%

Commuter	% Total Pop	% Minority	Abs. Diff.
Cash	14.0%	27.3%	13.2%
Multi-Ride Passes	36.8%	9.1%	27.8%
Other (please specify)	7.0%	27.3%	20.3%
Period Passes	24.6%	18.2%	6.4%
Senior Free Fare	5.3%	0.0%	5.3%
Single-Ride Pass (pre-purchased)	12.3%	18.2%	5.9%

Microtransit	% Total Pop	% Minority	Abs. Diff.
Cash	37.5%	0.0%	37.5%
Multi-Ride Passes	25.0%	100.0%	75.0%
Period Passes	37.5%	0.0%	37.5%

The above data table presents utilization rates by mode and fare type within minority populations compared to total service area population. While the predominant focus for the fare equity analysis focuses on disproportionate burden, there is still an ongoing desire to ensure disparate impact where minority populations are considered. There are four fare media categories that trigger an absolute difference of 25% or greater, which would encourage a more detailed analysis. Those specific areas are related to commuter multi-ride pass use and all three microtransit fare payment mediums. In relation to the commuter multi-ride pass a separation of 27.8% from total population, it is noteworthy that minority survey responses included a significant outlier in terms of “other (please specify responses).” However, on further review of the specific and specified responses, the majority of those specific text responses are multi-ride or single-ride passes. Considering this, the threshold falls closer to 7-13% difference and is within the threshold. The microtransit data sample pool in terms of respondents was considerably smaller than the peer fixed route and commuter groups, which is also sensible based on its lower overall service availability in terms of area, hours, and miles. However, being that neither the cash or period passes indicate a disparate impact on minority populations due to the higher than average response rate of multi-pass users, it can be deduced there is no adverse impact in the proposed rates due to scaling with rate and ride volume for multi-ride passes from the base fare.

Base Fare Elasticity Assessment:

Fare Group	Fare % Change	Ridership % Change	Est. Fare Revenue % Change
York Fixed	25.00%	-10.8%	11.6%
CDH Fixed	11.11%	-4.8%	5.8%
Gettysburg Fixed	50.00%	-21.5%	17.8%
Shippensburg Fixed	15.38%	-6.6%	7.8%
Microtransit	25.00%	-10.8%	11.6%
Harrisburg Commuter	45.45%	-19.5%	17.0%
EXPRESS North	14.29%	-6.1%	7.3%
EXPRESS South	-20.00%	8.6%	-13.1%
Estimated System	13.46%	-5.8%	8.6%

The above data table reviews base fare elasticity. This methodology was deemed appropriate, with the understanding that all tickets and passes are based on a scaling model which is based on a discounted per-ride rate, and number of rides equivalent model for per-ride or monthly pass options. Under this simplified logic, there is an estimated total impact on average fare of +13.46%. Using traditionally accepted fare elasticity modeling of -0.43 (which would indicate for each 1% increase in fare, there would be a corresponding decrease of 0.43% ridership), estimated ridership impact would be at -5.79%. Using total annual ridership from FY2025, with exclusion of any natural growth in ridership, estimated fare revenue would see an increase of 8.57%, a net positive overall impact for the Agency.

Assessing Impact

Absolute differences, as noted for both disparate impact on minority populations and disproportionate burden on low-income populations, are within the 25% absolute threshold, or have been adequately reviewed to verify impact is not focused or targeted to directly focus on specific fare media or populations of note.

The following public comments were pulled from the complete list of assessed feedback to provide additional context for consideration in the modification and/or alternatives section below. These responses were provided in context of two questions asked during the survey. Specifically, they included:

- Q8. If you were designing this fare structure change, what would you do differently?
- Q9. What additional concerns or suggestions do you have about the proposed fare changes?

Public Comment

I would probably keep the 31 day local pass at \$50 to create an incentive to buy that option over others. This could be beneficial to both the customer and to Rabbit Transit.

Less increase bus pass holders

A slight increase. \$18 is huge. I struggle to get a monthly.

The monthly tickets are \$49 now it shouldn't go up \$11. Maybe 54. \$11 is a lot esp. when everyday prices are going up

Putting local rides up in York by .40 for a one way ticket is insane! And the 31 day pass is going up \$18?? That is nearly a 50% increase. I have a hard time paying the 42/month fee.

The bus is my transportation to and from work and I struggle now to pay \$42 for a monthly pass and if it goes to \$60 then I'll have to start walking to work cause I won't be able to afford the bus

This type of fare increase, especially with 31-day bus passes) will significantly those who are lower income families, disabled, and older adults not eligible for age related discounts, etc. who DON'T use paratransit to get to the supermarket, pharmacy, etc. It will cost \$216/year more for monthly passes. That \$216 could be weekly/monthly groceries, utility bill, childcare cost, etc.

While the proposed rates do fall within a reasonable assessed threshold based on the three different methodologies presented previously in this document, the Agency re-assessed the monthly pass rates based on this concern for the sake of identifying potential opportunities to mitigate the financial impact or reduce the overall burden of the proposed changes.

Modifications and/or Alternatives, As Applicable

During the data and demographic review, equity analysis, and assessment of impact there were no required actions. However, upon the due diligence of the Agency in the review of public comments, the agency proposed the following modifications from the publicly posted rates with corresponding rationale for the modification.

Changes to Proposal's Monthly Pass Rates:

- Reduction of the "Fixed – Urban" monthly rate from \$60 to \$55 (-\$5).
- Reduction of the "Commuter" monthly rate from \$132 to \$120 (-\$12).
- Reduction of the "Microtransit" monthly rate from \$82.50 to \$80 (-2.50).

Justifications:

- Mitigates affordability concerns and consistency of 55 – 60% discount per equivalent ride of monthly rate.
- Encourages ridership retention, which would have higher potential impact on funding than the benefit of corresponding fare collected.
- Demonstrates responsiveness to the most commonly voiced concerns surrounding monthly-rate increase and impact on low-income or other disadvantaged populations.
- Psychological improvements based on rounded or simplified rate values.
- Reduction in the commuter monthly rate attempts to promote workforce utilization and growth in services with patterns of deteriorating or stagnant ridership.

- o Increases competitiveness with parking rates or alternative options.

Clerical Revision to Half-Fare:

- Removal of half-fare pricing for Microtransit.

Justification:

- Service is not classified in such a way that requires or encourages the implementation of half-fare in this mode. Proposal's inclusion of half-fare for this item was in error and is thus struck from the final proposal.

Concluding Remarks

The aforementioned assessment was completed consistent with the requirements of the SRTA Title VI Program. Any future modification or adjustments to the proposed services will be viewed as separate instances and be reviewed accordingly, but the above analysis incorporates the final opinion of the SRTA Planning team conducting the assessment. All associated documentation from this Title VI service equity analysis will be provided to the Title VI Officer and included as part of the Title VI Program's next update.

Appendix

Resolution 2516 – Approval to Proceed with Title VI Fare Equity Process
Resolution 2533 – Acceptance of Title VI Fare Equity Analysis & Recommended Action
Patriot News – Proof of Publication
York Daily Record (YDR) – Proof of Publication
Service Area Demographics - Areas of Impact Map
Service Area Demographics – Equity Analysis (Minority & Low Income) Map
Survey Data & Responses
Public Comments
Final Fare Table Rates - 2025

RESOLUTION NO. 2516

APPROVAL TO PROCEED WITH TITLE VI MAJOR FARE CHANGE PROCESS FOR FARE RATE AND MEDIA REALIGNMENT

WHEREAS, Susquehanna Regional Transportation Authority (SRTA) is a recipient of federal funding primarily from the Federal Transit Administration (FTA); and

WHEREAS, consistent with Title VI of the Civil Rights Act of 1964 and guidance per FTA's Circular 4702.1B, SRTA is committed to:

- Providing services without regard to race, color, or national origin,
- Promoting the full and fair participation of affected populations in transit decision making,
- Preventing denial, reduction, or delay in benefits related to programs and activities that benefit minority or low-income populations, and

WHEREAS, SRTA shall evaluate the impact of modifying its fare rates and media types for fixed route, commuter bus, and microtransit services with the purpose of simplifying the rider experience, improving consistency across service areas, and improving operational fare recovery ratios to better align with current economic conditions; and

WHEREAS, in accordance with its Title VI Program, SRTA anticipates a major change threshold to be triggered on the following grounds: "any permanent change in transit fares or fare media"; and

WHEREAS, in accordance with FTA's Title VI requirements, SRTA is required to conduct a fare equity analysis when any major change threshold is met; and

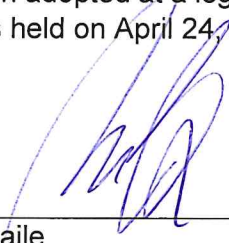
NOW THEREFORE BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority that, in accordance with Title VI of the Civil Rights Act of 1964, and associated SRTA Title VI Program, the agency may proceed with the major fare change process.

CERTIFICATION OF OFFICERS OF SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board Members held on April 24, 2025.

Attest:


Thomas Wilson
Secretary


Eric Bugaile
Chairman

RESOLUTION NO. 2516

APPROVAL TO PROCEED WITH TITLE VI MAJOR FARE CHANGE PROCESS FOR FARE RATE AND MEDIA REALIGNMENT

Fact Sheet:

- SRTA, as an entity, has never conducted any type of fare rate or media assessments in relation to its fixed route, commuter bus, or microtransit services. The prior reporting entities of Cumberland-Dauphin-Harrisburg (CDH) and Central Pennsylvania Transportation Authority (CPTA) have not conducted any assessment or proposed changes in the identified modes of service since prior to the pandemic with CDH having the most recent changes established in 2019.
- Currently, SRTA operates fixed route and commuter bus services in Adams, Cumberland, Dauphin, Franklin, and York Counties. Microtransit services are operated in Columbia, Cumberland, Northumberland, Montour, Snyder, Union, and York Counties. Based on the areas serviced and modes, SRTA currently operates a total of eight (8) unique fare structures with a variety of fare rates and media options.
 - Fixed Route base cash rates range from \$1.00 to \$1.80.
 - Commuter base cash rates range from \$2.75 to \$5.00.
 - Microtransit base cash rate of \$2.00.
 - Assorted passes include: 1-ride, 10-ride, 11-ride, 1-day, 7-day, 31-day, transfers, etc.
- SRTA will conduct the following high-level process, including but not limited to:
 - Consolidation of fare rates and media data across all identified modes.
 - Analyze survey data from demographics and travel pattern survey conducted in March 2025.
 - Explore most currently available and granular census and demographic data for impacted areas, with specific emphasis on consideration of minority and low-income populations.
 - Incorporate economic factors including, but not limited to: household transportation costs, inflation, and historic rates changes.
 - Propose modification of fare rates and media types, as applicable.
 - Evaluate the potential for disparate impact on minority and disproportionate burden on low-income populations along with any potential mitigation opportunities, in accordance with Title VI Program.
 - Engage public for comment and feedback regarding proposed modifications and incorporate substantive response into impact considerations.
- Board approval of the proposed changes following this fare equity process will be sought before implementation of any changes or final deployment plan.

RESOLUTION NO. 2533

ACCEPTANCE OF TITLE VI FARE EQUITY ANALYSIS

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) is a recipient of federal funding primarily from the Federal Transit Administration (FTA); and,

WHEREAS, consistent with Title VI of the Civil Rights Act of 1964 and guidance per FTA's Circular 4702.1B, SRTA is committed to:

- Providing services without regard to race, color, or national origin,
- Promoting the full and fair participation of affected populations in transit decision making,
- Preventing denial, reduction, or delay in benefits related to programs and activities that benefit minority or low-income populations; and,

WHEREAS, in accordance with its Title VI Program, SRTA conducted an equity analysis to assess the impact of the proposed modification in fare rates and media types for fixed route, commuter bus, and microtransit services as a major fare change; and,

WHEREAS, SRTA's equity analysis took into account public comment as well as demographic assessment of affected service areas, with specific focus on Title VI protected groups including minority and low-income populations; and,

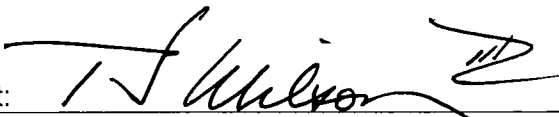
WHEREAS, SRTA's assessment did not identify any targeted disparate impact on minority populations or disproportionate burden on low-income populations; and,

NOW THEREFORE BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority that, in accordance with Title VI of the Civil Rights Act of 1964, and associated SRTA Title VI Program, the agency is authorized to proceed with implementation of the proposed fare changes.

CERTIFICATION OF OFFICERS OF SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a Resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board Members held on, August 28, 2025.

Attest:


Thomas Wilson
Secretary


Eric Bugaite
Chairman

RESOLUTION NO. 2533

ACCEPTANCE OF TITLE VI FARE EQUITY ANALYSIS

Fact Sheet:

- SRTA Board adopted Resolution 2516 in April 2025 approving SRTA staff to begin the process of a Title VI fare equity analysis for fixed route, commuter bus, and microtransit fares rates and media.
- SRTA has included, as Appendix A of this Resolution, a complete fare table.
- While not required as a modification or alternative under the definition of the Title VI program, SRTA incorporated the following changes to the original proposal based on public feedback:
 - **Changes to Proposal's Monthly Pass Rates:**
 - Reduction of the "Fixed – Urban" monthly rate from \$60 to \$55 (-\$5).
 - Reduction of the "Commuter" monthly rate from \$132 to \$120 (-\$12).
 - Reduction of the "Microtransit" monthly rate from \$82.50 to \$80 (-2.50).
 - Mitigates affordability concerns and consistency of 55 – 60% discount per equivalent ride of monthly rate.
 - Encourages ridership retention, which would have higher potential impact on funding than the benefit of corresponding fare collected.
 - Demonstrates responsiveness to the most commonly voiced concerns surrounding monthly-rate increase and impact on low-income or other disadvantaged populations.
 - Psychological improvements based on rounded or simplified rate values.
 - Reduction in the commuter monthly rate attempts to promote workforce utilization and growth in services with patterns of deteriorating or stagnant ridership.
 - Increases competitiveness with alternative options.
 - **Clerical Revision to Half-Fare:**
 - Removal of half-fare pricing for Microtransit.
 - Service is not classified in such a way that requires or encourages the implementation of half-fare in this mode. Proposal's inclusion of half-fare for this item was in error and is thus struck from the final proposal.
 - **Incorporation of 11-Ride and 31-Day Student Rates:**
 - Original proposal does not include direct rate reference and points to reference of discounted adult rate. This remains true that the Student rates are dependent on a discount rate of 15% from the Adult equivalent 11-Ride and 31-Day passes for all fixed route services. This is shown in Appendix A how that applies currently.
- SRTA anticipates implementation of these proposed fare changes consistent with the deployment of the new fare collection system technology.

rabbittransit - 2025 Fare Change Final Rates

Yellow Highlight Notes Changes From Original Proposal - Details in Fact Sheet

YORK FIXED ROUTE

Fare	Medium	York Fixed	FIXED URBAN
Adult Base	Cash	\$1.60	\$2.00
Half-Fare	Cash	\$0.80	\$1.00
1-Ride	Stored Rides	\$1.50	\$1.80
11-Ride	Stored Rides	\$15.00	\$18.00
1-Day	Period Pass	\$4.50	\$5.25
31-Day Adult	Period Pass	\$42.00	\$55.00
31-Day Student*	Period Pass	\$35.00	\$47.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE
Transfers	Special	FREE	FREE

CDH FIXED ROUTE

Fare	Medium	CDH Fixed	FIXED URBAN
Adult Base	Cash	\$1.80	\$2.00
Half-Fare	Cash	\$0.90	\$1.00
1-Ride	Stored Rides	---	\$1.80
11-Ride	Stored Rides	\$17.50	\$18.00
1-Day	Period Pass	\$5.00	\$5.25
31-Day Adult	Period Pass	\$49.00	\$55.00
31-Day Student*	Period Pass	\$35.00	\$47.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE
Transfers	Special	\$0.25	FREE

GETTYSBURG FIXED ROUTE

Fare	Medium	Gettysburg Fixed	FIXED RURAL
Adult Base	Cash	\$1.00	\$1.50
Half-Fare	Cash	\$0.50	\$0.75
1-Ride	Stored Rides	---	\$1.25
11-Ride	Stored Rides	---	\$12.50
1-Day	Period Pass	\$3.00	\$3.75
31-Day Adult	Period Pass	\$27.00	\$40.00
31-Day Student*	Period Pass	---	\$34.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE
Transfers	Special	FREE	FREE

SHIPPENSBURG FIXED ROUTE

Fare	Medium	Shippensburg Fixed	FIXED RURAL
Adult Base	Cash	\$1.30	\$1.50
Half-Fare	Cash	\$0.65	\$0.75
1-Ride	Stored Rides	---	\$1.25
11-Ride	Stored Rides	---	\$12.50
1-Day	Period Pass	---	\$3.75
31-Day Adult	Period Pass	---	\$40.00
31-Day Student*	Period Pass	---	\$34.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE
Transfers	Special	FREE	FREE

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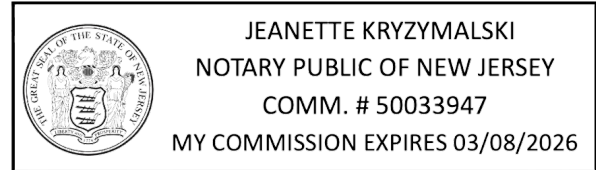
County of Hunterdon)

Maria Nunez being duly sworn, deposes that he/she is principal clerk of PA Media Group; that Patriot News is a public newspaper published in the city of Mechanicsburg, with general circulation in Cumberland and Dauphin and surrounding counties, and this notice is an accurate and true copy of this notice as printed in said newspaper, was printed and published in the regular edition and issue of said newspaper on the following date(s):

Patriot News 06/12/2025

Principal Clerk of the Publisher

Sworn to and subscribed before me this 12th day of June 2025

Notary Public**NOTICE FOR PUBLIC TRANSPORTATION
SERVICE CHANGES**

Susquehanna Regional Transportation Authority (SRTA) is proposing fare changes to its microtransit (Stop Hopper) across all counties and commuter bus and fixed route systems in the Capital Region, Gettysburg, Shippensburg, and York service areas. The changes are to be implemented following public comment, reassessment, and Board approval.

The purpose of the comment period will be to receive feedback from the public on the proposed fare changes. The proposed changes can be found at <https://www.rabbittransit.org/2025-fare-changes/> along with dates and locations for public hearings. The public may offer comments until July 18, 2025 by providing feedback via mail to 901 N Cameron St. Harrisburg, PA 17101, via email to info@rabbittransit.org or by calling 1-800-632-9063.

Limited English Proficiency (LEP) and other support services are available upon request.

AVISO DE CAMBIOS DE SERVICIO DEL TRANSPORTE PUBLICO

Susquehanna Regional Transportation Authority (SRTA) esta proponiendo cambios tarifarios para sus sistemas de microtránsito (Stop Hopper) en todos los condados y, autobús de cercanías, y rutas fijas en las áreas de servicio de la Región Capital, Gettysburg, Shippensburg y York. Los cambios se implementarán tras la consulta pública, la reevaluación y la aprobación de la Junta.

El objetivo del período de comentarios será recibir comentarios del público sobre los cambios tarifarios propuestos. Los cambios propuestos se pueden consultar en <https://www.rabbittransit.org/2025-fare-alignment/>, junto con las fechas y lugares de las audiencias públicas. El público puede enviar sus comentarios hasta el 18 de julio de 2025 enviando sus comentarios por correo postal a 901 N Cameron St., Harrisburg, PA 17101, por correo electrónico a info@rabbittransit.org o llamando al 1-800-632-9063.

AFFIDAVIT OF PUBLICATION

Allen Hollenbach
Central Penn Trans Authority (Dba Rabbitransit)
415 Zarfoss Drive
York PA 17404

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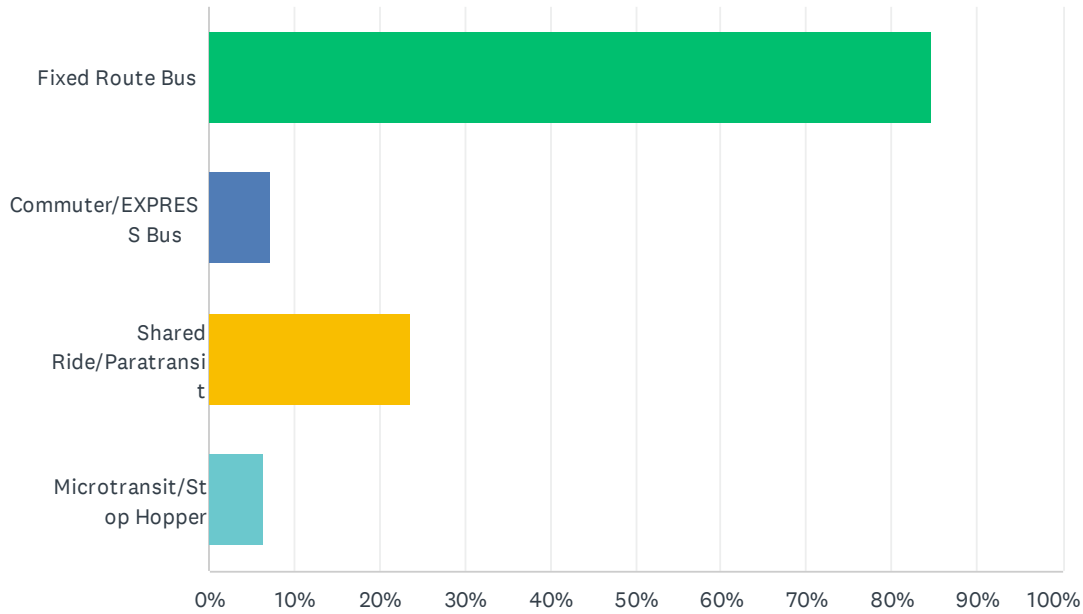
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PUBLICO**

Susquehanna Regional Transportation Authority (SRTA) esta proponiendo cambios tarifarios para sus sistemas de microtransito (Stop Hopper) en todos los condados y, autobuses de cercanias, y rutas fijas en las areas de servicio de la Region Capital, Gettysburg, Shippensburg y York.. Los cambios se implementaran tras la consulta publica, la reevaluacion y la aprobacion de la Junta. El objetivo del periodo de comentarios será recibir comentarios del público sobre los cambios tarifarios propuestos. Los cambios propuestos se pueden consultar en <https://www.rabbitransit.org/2025-fare-changes/>, junto con las fechas y lugares de las audiencias públicas. El público puede enviar sus comentarios hasta el 18 de julio de 2025 enviando sus comentarios por correo postal a 901 N Cameron St., Harrisburg, PA 17101, por correo electrónico a info@rabbitransit.org o llamando al 1-800-632-9063. Limitado del Ingles (LEP) y otros servicios de apoyo estan disponibles a petición.

KAITLYN FELTY
Notary Public
State of Wisconsin

Q1 What rabbittransit services do you utilize? (Select all that apply)

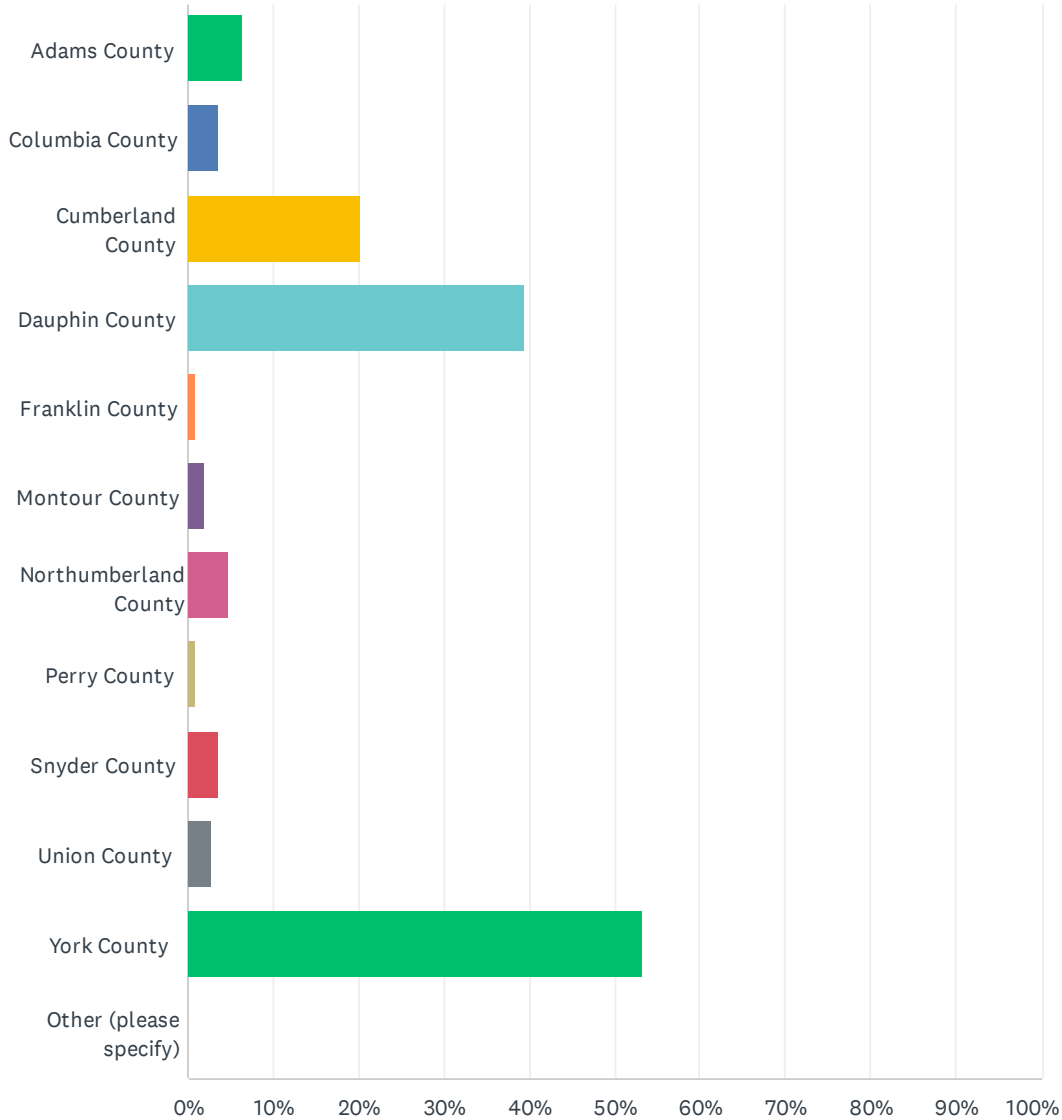
Answered: 110 Skipped: 1



ANSWER CHOICES	RESPONSES	
Fixed Route Bus	84.55%	93
Commuter/EXPRESS Bus	7.27%	8
Shared Ride/Paratransit	23.64%	26
Microtransit/Stop Hopper	6.36%	7
Total Respondents: 110		

Q2 What impacted counties do you use rabbittransit services? (Select all that apply)

Answered: 109 Skipped: 2



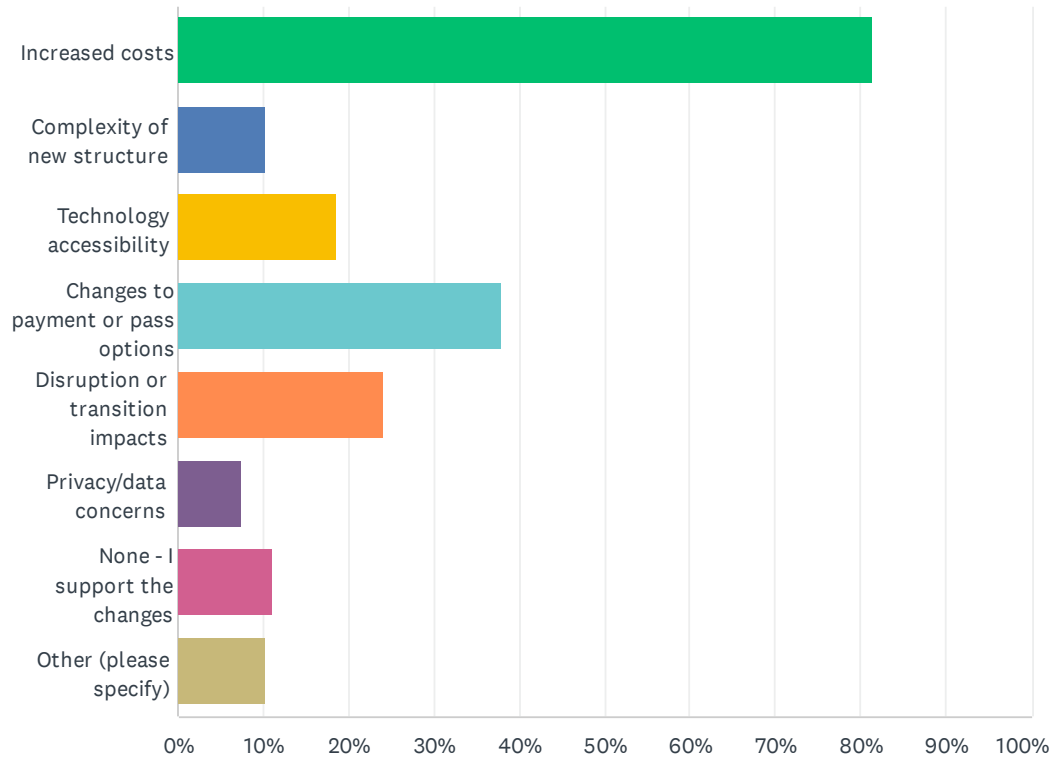
2025 Fare Realignment Survey

ANSWER CHOICES	RESPONSES	
Adams County	6.42%	7
Columbia County	3.67%	4
Cumberland County	20.18%	22
Dauphin County	39.45%	43
Franklin County	0.92%	1
Montour County	1.83%	2
Northumberland County	4.59%	5
Perry County	0.92%	1
Snyder County	3.67%	4
Union County	2.75%	3
York County	53.21%	58
Other (please specify)	0.00%	0
Total Respondents: 109		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q3 Which aspects of the proposed changes concern you most? (Select all that apply)

Answered: 108 Skipped: 3



ANSWER CHOICES	RESPONSES	
Increased costs	81.48%	88
Complexity of new structure	10.19%	11
Technology accessibility	18.52%	20
Changes to payment or pass options	37.96%	41
Disruption or transition impacts	24.07%	26
Privacy/data concerns	7.41%	8
None - I support the changes	11.11%	12
Other (please specify)	10.19%	11
Total Respondents: 108		

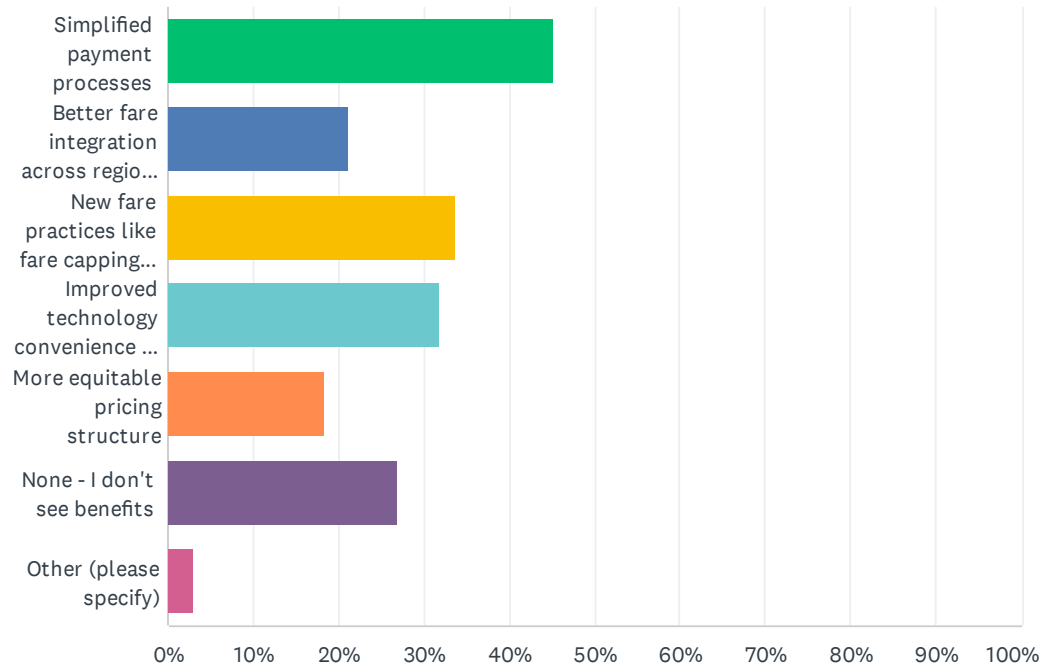
#	OTHER (PLEASE SPECIFY)	DATE
1	I'm on disability and I'm barely living now. I'm not allowed to drive, so I have to rely on the bus service and with an increase in the fair it will be hard, because I'm hearing president Trump is trying to cut SSA and Medicaid???	7/17/2025 8:33 PM
2	Getting rid of some services	7/8/2025 9:18 PM

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3	I don't see a change to Paratransit fares so I don't have a concern	7/6/2025 7:58 PM
4	changing of bus route and stops	7/1/2025 1:33 PM
5	Use debit/credit for bus fares!	6/30/2025 3:06 PM
6	Your number of phone lines and customer service provided through minimal phone lines is INADEQUATE and INFURIATING and UNACCEPTABLE. You want to charge the same rates as Uber, and expect us to tolerate being on hold for over an HOUR, EVERY TIME? YOU'RE CRAZY. NO, WE WILL NOT USE YOUR WEBSITE TO SAVE YOU COST OF ADDING PHONE LINES AND PAYING CUSTOMER SERVICE WORKERS! WE WILL JUST ORDER UBER AND LYFT INSTEAD!	6/18/2025 1:53 PM
7	Change cards	6/13/2025 3:47 PM
8	Age of buses and lack of drivers	6/12/2025 4:15 AM
9	Reduced Fairs	6/11/2025 10:18 PM
10	I have only learned about the fare changes; I am ignorant about the other changes	6/10/2025 6:05 PM
11	How to pay difference in cost for passes already purchased	6/10/2025 3:57 PM

Q4 Which aspects of the proposed changes do you find most beneficial? (Select all that apply)

Answered: 104 Skipped: 7

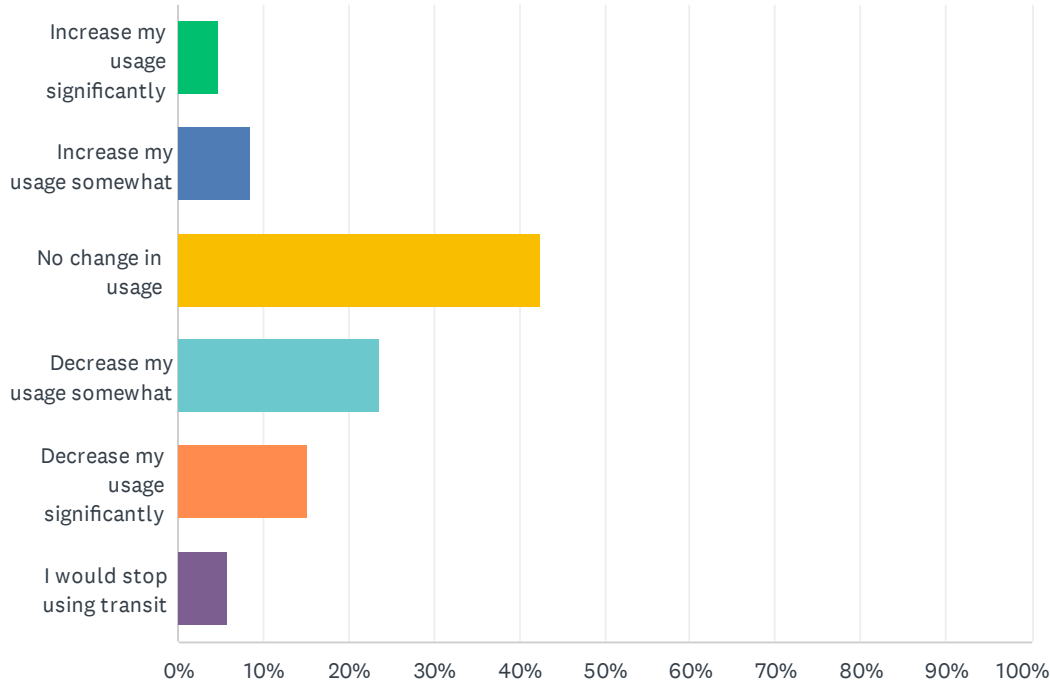


ANSWER CHOICES	RESPONSES	
Simplified payment processes	45.19%	47
Better fare integration across regions and modes	21.15%	22
New fare practices like fare capping for cost savings	33.65%	35
Improved technology convenience and digital access	31.73%	33
More equitable pricing structure	18.27%	19
None - I don't see benefits	26.92%	28
Other (please specify)	2.88%	3
Total Respondents: 104		

#	OTHER (PLEASE SPECIFY)	DATE
1	Having both paper and chip/credit card use in case nfc doesn't work	7/1/2025 10:56 AM
2	No transfer fee	6/13/2025 3:47 PM
3	I don't know; I have yet to learn about all the changes	6/10/2025 6:05 PM

Q5 How would the proposed pricing and structural changes affect your transit usage?

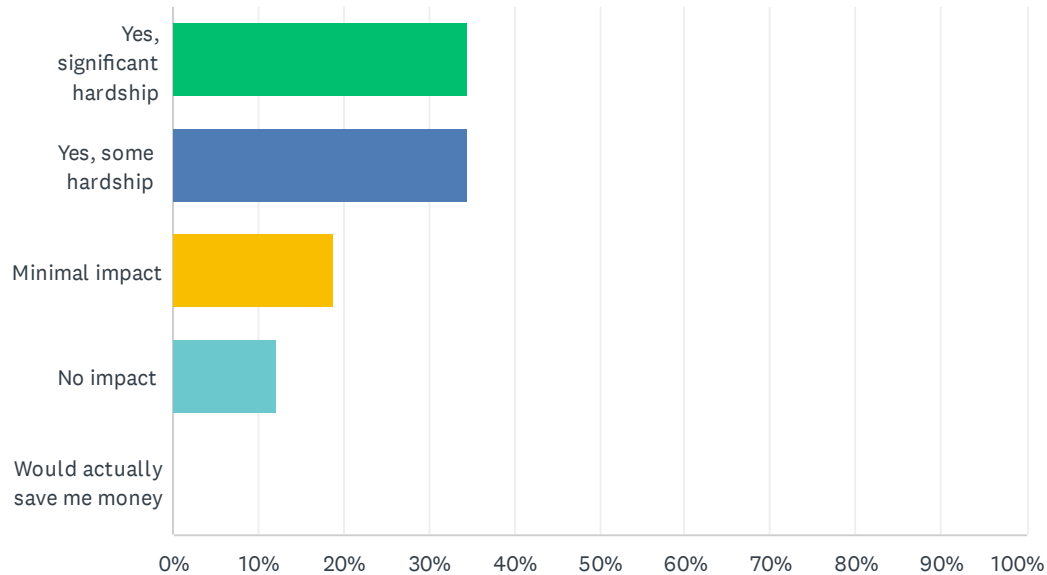
Answered: 106 Skipped: 5



ANSWER CHOICES	RESPONSES	
Increase my usage significantly	4.72%	5
Increase my usage somewhat	8.49%	9
No change in usage	42.45%	45
Decrease my usage somewhat	23.58%	25
Decrease my usage significantly	15.09%	16
I would stop using transit	5.66%	6
TOTAL		106

Q6 Would the proposed changes create financial hardship for you or your household?

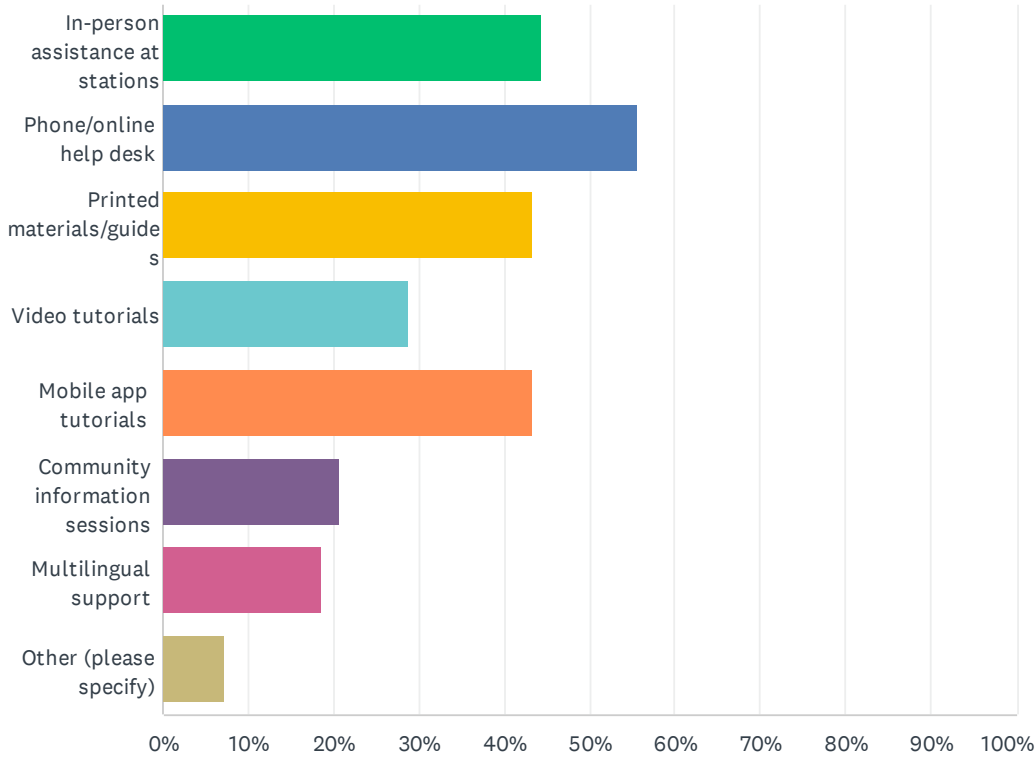
Answered: 107 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes, significant hardship	34.58%	37
Yes, some hardship	34.58%	37
Minimal impact	18.69%	20
No impact	12.15%	13
Would actually save me money	0.00%	0
TOTAL		107

Q7 What type of customer support would be most helpful during the transition? (Select all that apply)

Answered: 97 Skipped: 14



ANSWER CHOICES	RESPONSES	
In-person assistance at stations	44.33%	43
Phone/online help desk	55.67%	54
Printed materials/guides	43.30%	42
Video tutorials	28.87%	28
Mobile app tutorials	43.30%	42
Community information sessions	20.62%	20
Multilingual support	18.56%	18
Other (please specify)	7.22%	7
Total Respondents: 97		

#	OTHER (PLEASE SPECIFY)	DATE
1	None	7/17/2025 8:33 PM
2	On the 5East we need more bus route pamphlets. A route that goes down to memory lane and Hanes road maybe even camp Betty Washington rd	6/25/2025 10:37 AM

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3	None	6/17/2025 5:04 PM
4	Fix app glitches	6/11/2025 3:05 PM
5	None	6/11/2025 12:42 PM
6	No one answers the phone.	6/11/2025 11:26 AM
7	Better publicize the changes	6/10/2025 6:05 PM

Q8 If you were designing this fare structure change, what would you do differently?

Answered: 48 Skipped: 63

#	RESPONSES	DATE
1	They have a chip that you put in the diagnostic plug that is supposed to decrease the amount of fuel that is gas or diesel, that's what I would try first, and an increase of 10 cents would be understandable.	7/17/2025 8:33 PM
2	I would probably keep the 31 day local pass at \$50 to create an incentive to buy that option over others. This could be beneficial to both the customer and to Rabbit Transit.	7/17/2025 5:33 PM
3	Save my money	7/13/2025 2:09 PM
4	Keep it the same	7/10/2025 9:13 AM
5	I realize funding comes from different sources however the disparity in fares by individual situation is horrible. Plenty of examples of elderly who can afford to pay and disabled who cannot and the reverse.	7/8/2025 11:26 AM
6	Nothing	7/5/2025 6:12 PM
7	Less increase bus pass holders	7/5/2025 9:23 AM
8	This transit system could improve its use of technology to streamline and reduce costs with potentially less impact to fares charged to consumers. These changes could also improve customer experience. Examples: - accept credit card payments or cash on busses. Eliminate or greatly reduce use of customer printed bus and transfer passes. - improve self service options, consolidate mobile apps - IoT fuel and maintenance monitoring - route options (as a consumer I find some routes to be inefficient)	7/5/2025 9:06 AM
9	frequently ask questions about the changes	7/1/2025 1:33 PM
10	Add chip if necessary for non nfc purposes keep Paper but use electronic payment to reduce use of paper	7/1/2025 10:56 AM
11	Let people use cashless options Venmo Apple Pay debit/credit cards!	6/30/2025 3:06 PM
12	Make it affordable for everybody	6/28/2025 12:33 PM
13	Keep it at \$2	6/27/2025 7:55 PM
14	Make it easier to pay	6/27/2025 10:16 AM
15	Nothing	6/25/2025 5:56 PM
16	Bring the zone 2 Fair back	6/25/2025 1:56 PM
17	More routes aswell	6/24/2025 4:56 PM
18	NA	6/23/2025 7:53 PM
19	Add more routes and maybe let the busses run 24/7 or til 11pm	6/20/2025 4:31 PM
20	Make sure people are aware of the price changes ahead of time. Programs for free or reduced cost bus passes	6/20/2025 7:40 AM
21	I'd have people pay according to their income. People with food stamps and Medicaid would ride free EVERYWHERE, NOT only medical appointments. Your rates should NEVER be equal or close to equal with Uber and Lyft! It shouldn't be OUR PROBLEM id the DINO Governor wants to let the corporations be federally TAX FREE, let the top 10% get away with NOT paying their taxes, then cry there's not enough money in the budget to give rabbit transit!!!!	6/18/2025 1:53 PM
22	A slight increase. \$18 is huge. I struggle to get a monthly.	6/17/2025 5:04 PM

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23	I wouldn't increase the fare. I'd cut back on jobs.	6/17/2025 1:07 AM
24	Make it lower	6/16/2025 1:17 PM
25	Lower it to 1.50	6/15/2025 1:19 PM
26	Nothing, but maybe get the buses checked every other week	6/14/2025 8:50 AM
27	I would charge riders based on stops/distance traveled, not routes traveled. Having a person who rides for 3 stops versus 8 paying the same isn't fair.	6/13/2025 3:47 PM
28	The monthly tickets are \$49 now it shouldn't go up \$11. Maybe 54. \$11 is a lot esp when everyday prices are going up	6/13/2025 9:12 AM
29	If looking to raise prices, I wild extend the hours to later period for more workers	6/12/2025 9:04 PM
30	Take in consideration that not everyone has wifi or a cell phone, or computer knowledge	6/12/2025 1:18 PM
31	Not change the amount and be able to use cards instead of just cash	6/12/2025 1:04 PM
32	If we have to pay more then it be equitable to have more running busses to reduce wait time.	6/11/2025 6:21 PM
33	I would make 8 and 17 use both Derry St at some point for 17 and Berryhill st at some point for 8	6/11/2025 4:57 PM
34	Give time for people to adjust	6/11/2025 2:42 PM
35	Zone based pricing. The largest change I see is \$30+ increases for commuter passes. It should be more distance based.	6/11/2025 1:59 PM
36	I like it the way it is as it's simple and straightforward	6/11/2025 1:51 PM
37	Nothing	6/11/2025 1:49 PM
38	Find competent workers. Who pick you up at said time.	6/11/2025 12:42 PM
39	I would keep it just the way it is.	6/11/2025 12:26 PM
40	More routs and times of day. Why do yo have to wait for up to an hour for a bus?	6/11/2025 11:26 AM
41	Keep the prices where they currently are or lower.. that would keep people riding the bus.	6/11/2025 11:06 AM
42	Na	6/11/2025 10:28 AM
43	N/A	6/11/2025 8:55 AM
44	Keep prices the same, most citizens struggle with inflation already, it's sad and unfair prices are raising for public transportation as well.	6/11/2025 6:07 AM
45	No change, other than better publicizing the changes beforehand.	6/10/2025 6:05 PM
46	Issue prepaid bus passes for shared ride and hopper	6/10/2025 5:38 PM
47	Nothing	6/10/2025 4:02 PM
48	I would consider the most vulnerable of your riders to such an increase first and foremost.	6/10/2025 3:31 PM

Q9 What additional concerns or suggestions do you have about the proposed fare changes?

Answered: 42 Skipped: 69

#	RESPONSES	DATE
1	Cut the 15 minutes ride to Walmart, that's not needed, a half hour wait is fine.	7/17/2025 8:33 PM
2	Putting local rides up in York by .40 for a one way ticket is insane! And the 31 day pass is going up \$18?? That is nearly a 50% increase. I have a hard time paying the 42/month fee.	7/17/2025 8:16 PM
3	Don't change fares. People are on a fixed income	7/13/2025 2:09 PM
4	I didn't see fare information for the Gettysburg-Hanover transit. It would greatly impact me if this were to stop. I use this service to visit my parents in a nursing home. I live in Hanover and they are in a home in Gettysburg.	7/8/2025 9:18 PM
5	I am ok with fare changes if it drives efficiency and ease of use.	7/8/2025 11:26 AM
6	If you're going to be in increasing fares, at least get people to answer the phone.	7/7/2025 6:40 PM
7	The bus is my transportation to and from work and I struggle now to pay \$42 for a monthly pass and if it goes to \$60 then I'll have to start walking to work cause I won't be able to afford the bus	7/7/2025 5:11 PM
8	No. I believe it's a fair increase.	7/5/2025 6:12 PM
9	None no one wants an increase just concern how much	7/5/2025 9:23 AM
10	Many of the system's consumers are low income individuals who would be negatively impacted by the fare increases. The system should first consider improving efficiency, instead of maintaining the status quo for operations while impacting consumers.	7/5/2025 9:06 AM
11	understand that fares going up, will this effect stops and how to buy passes	7/1/2025 1:33 PM
12	Higher fares would Not help the general population since the economy is already getting expensive I feel as If reduced if possible or even keeping the same fare would be fare the the public and benefit bus riding in general	7/1/2025 10:56 AM
13	If I'm going to be able to afford the new price	6/28/2025 12:33 PM
14	Less people riding the bus	6/27/2025 7:55 PM
15	Not being able to afford It everyday	6/27/2025 10:16 AM
16	Concerned about accessibilty for non tech using patrons.	6/26/2025 3:33 PM
17	It could effect the route bus I use	6/25/2025 5:56 PM
18	Nott at this time	6/24/2025 4:56 PM
19	NA	6/23/2025 7:53 PM
20	I understand that the fares will need too increase but the increase seems very high. A lot of people use the bus service for work, some really don't have a choice but too pay the increase in order to get and forth to work.	6/20/2025 6:40 PM
21	I hope it doesn't increase much	6/20/2025 4:31 PM
22	Cost of bus passes	6/20/2025 7:40 AM
23	You should have 2 goals 1- lower fares across the board 2- provide services to ALL counties 7 days a week, with no 2-day advanced notice required for appointments!!!! The service is sparse in most of PA. Stop mismanaging funds at the management level, and you can provide more affordable and equal service for all counties! And YOU DO lose ridership (money)	6/18/2025 1:53 PM

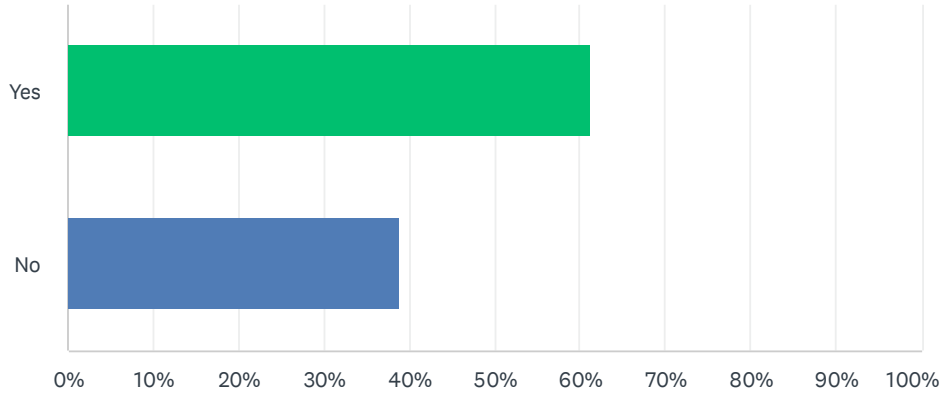
2025 Fare Realignment Survey

EVERY DAY because of NOT ANSWERING YOUR PHONES!!! ADD MORE PHONES LINES.
You'll get MORE PAYING RIDERS.

24	I can barely afford the \$1.60 fare as it stands now. Increasing it by 40 cents (\$2.00) would drastically affect me. I wouldn't be able to get to and from work.	6/17/2025 1:07 AM
25	Why are they doing this to people who needs this the most?	6/14/2025 8:50 AM
26	None	6/13/2025 3:47 PM
27	None	6/12/2025 1:04 PM
28	Discontinuing the student passes. My morning busses are standing room only because of the students utilizing the service. How are they getting to school if they have to pay full fare?	6/11/2025 1:59 PM
29	Concern: The App changing and the passes bought on there no longer being accepted	6/11/2025 1:51 PM
30	Nothing	6/11/2025 1:49 PM
31	None. I'll walk	6/11/2025 12:42 PM
32	I just don't think increasing the fare price is gonna help anyone and I know because I use the bus 5 times a day every week.	6/11/2025 12:26 PM
33	More vouchers	6/11/2025 11:26 AM
34	Alot of the customers are on a very fixed income and cannot afford the rise of costs due to being on SSI and such. I am medically not able to get a drivers license due to physical and memtal health issues so I depend on using the bus. I truly feel raising prices is a huge mistake and not beneficial to the customera.	6/11/2025 11:06 AM
35	Na	6/11/2025 10:28 AM
36	N/A	6/11/2025 8:55 AM
37	Having more accountability for bus drivers consistently being late/not on time. This affects citizens in. bad way.	6/11/2025 6:07 AM
38	I'm concerned that people of lesser financial means will be unable to afford to make their commute.	6/10/2025 6:05 PM
39	Accessablity for those who may not have the electronic means to complete fare transactions.	6/10/2025 5:38 PM
40	Most elderly don't have access to internet to set up or monitor balances. Need to be able to tell clients if they're in the negative or positive when calling.	6/10/2025 5:38 PM
41	Someone with a disability like me makes it harder to afford the cost when it goes up.	6/10/2025 4:02 PM
42	This type of fare increase, especially with 31-day bus passes) will significantly those who are lower income families, disabled, and older adults not eligible for age related discounts, etc who DON'T use paratransit to get to the supermarket, pharmacy, etc. It will cost \$216/year more for monthly passes. That \$216 could be weekly/monthly groceries, utility bill, childcare cost, etc.	6/10/2025 3:31 PM

Q10 Would you be willing to provide some demographic data to support our Survey? This will add seven (7) additional questions.

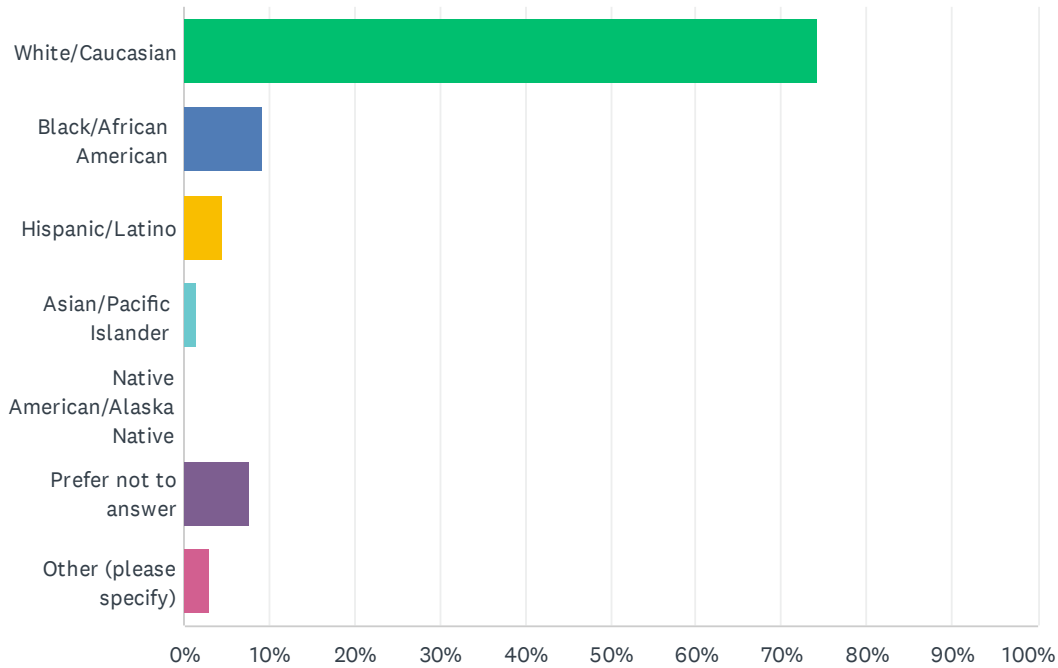
Answered: 111 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.26%	68
No	38.74%	43
TOTAL		111

Q11 What is your race/ethnicity? (Select one)

Answered: 66 Skipped: 45

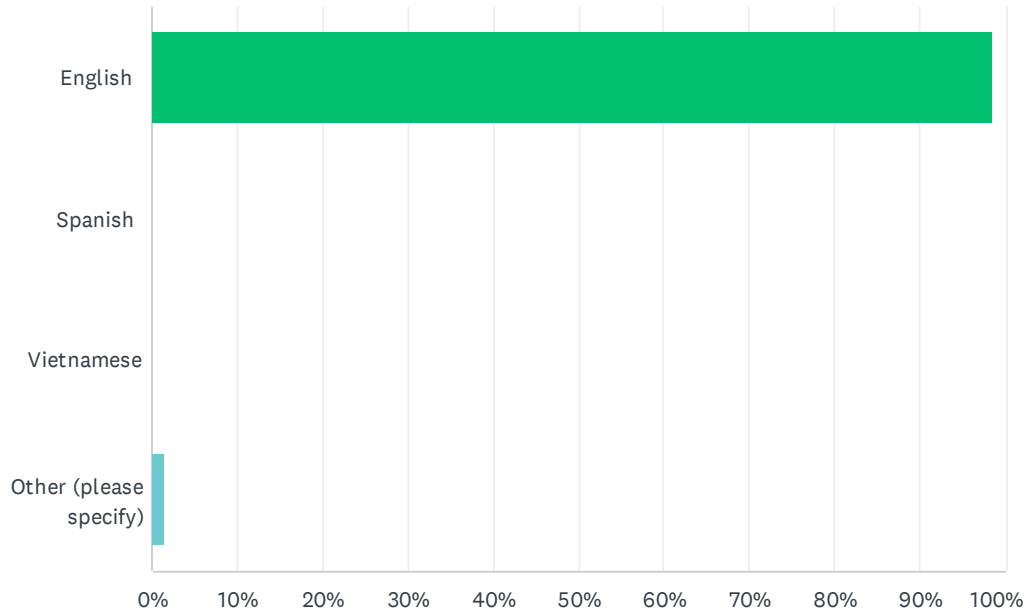


ANSWER CHOICES		RESPONSES	
White/Caucasian		74.24%	49
Black/African American		9.09%	6
Hispanic/Latino		4.55%	3
Asian/Pacific Islander		1.52%	1
Native American/Alaska Native		0.00%	0
Prefer not to answer		7.58%	5
Other (please specify)		3.03%	2
TOTAL			66

#	OTHER (PLEASE SPECIFY)	DATE
1	Mix	6/28/2025 12:33 PM
2	Mixed	6/19/2025 7:29 PM

Q12 What is your primary language spoken at home?

Answered: 65 Skipped: 46

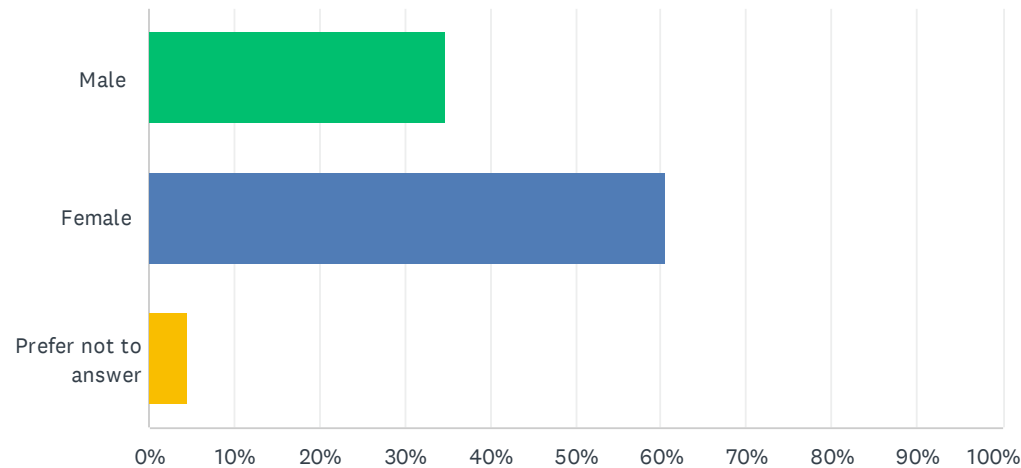


ANSWER CHOICES		RESPONSES	
English		98.46%	64
Spanish		0.00%	0
Vietnamese		0.00%	0
Other (please specify)		1.54%	1
TOTAL			65

#	OTHER (PLEASE SPECIFY)	DATE
1	Pig latin	6/16/2025 1:18 PM

Q13 What is your gender?

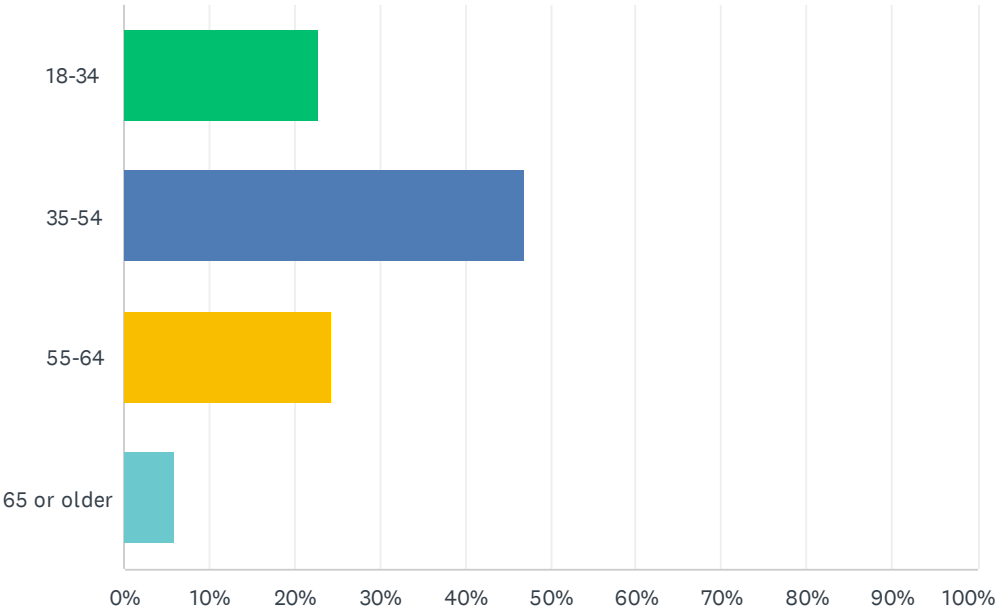
Answered: 66 Skipped: 45



ANSWER CHOICES		RESPONSES	
Male		34.85%	23
Female		60.61%	40
Prefer not to answer		4.55%	3
TOTAL			66

Q14 What is your age group?

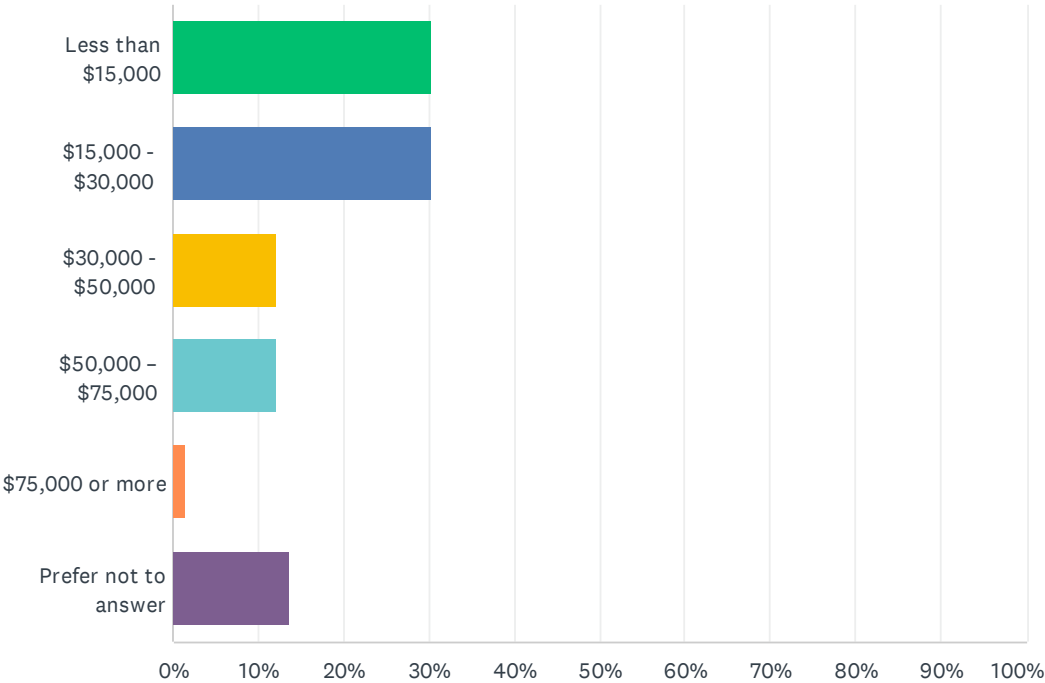
Answered: 66 Skipped: 45



ANSWER CHOICES	RESPONSES	
18-34	22.73%	15
35-54	46.97%	31
55-64	24.24%	16
65 or older	6.06%	4
TOTAL		66

Q15 What is your household's gross (before tax) income?

Answered: 66 Skipped: 45



ANSWER CHOICES	RESPONSES	
Less than \$15,000	30.30%	20
\$15,000 - \$30,000	30.30%	20
\$30,000 - \$50,000	12.12%	8
\$50,000 – \$75,000	12.12%	8
\$75,000 or more	1.52%	1
Prefer not to answer	13.64%	9
TOTAL		66

Q16 How many people live in your household (including yourself)?

Answered: 64 Skipped: 47

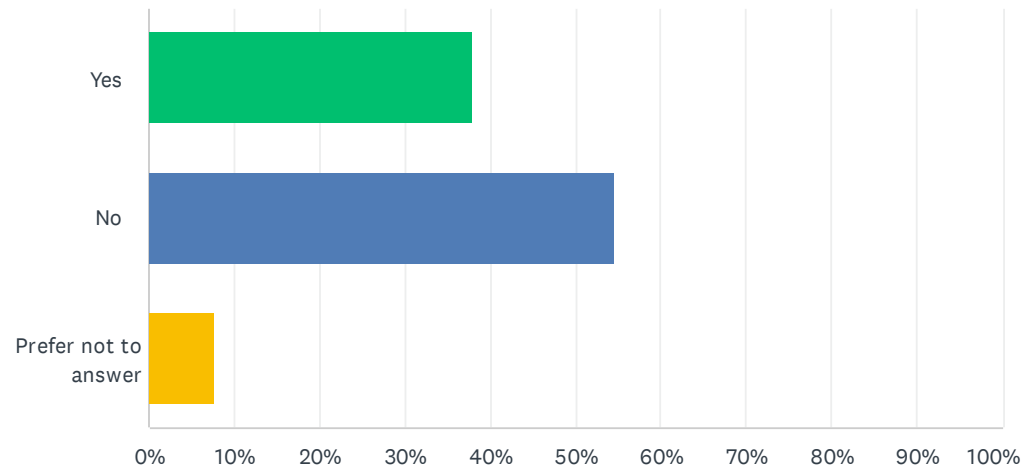
#	RESPONSES	DATE
1	2	7/17/2025 8:16 PM
2	1	7/17/2025 5:33 PM
3	1	7/13/2025 2:09 PM
4	1	7/10/2025 5:06 PM
5	4	7/10/2025 9:13 AM
6	1	7/8/2025 9:18 PM
7	1	7/8/2025 6:08 PM
8	1	7/8/2025 11:26 AM
9	4	7/7/2025 6:40 PM
10	1	7/7/2025 1:08 PM
11	1	7/6/2025 7:58 PM
12	3	7/5/2025 9:23 AM
13	6	7/5/2025 9:06 AM
14	2	7/3/2025 4:52 PM
15	1	7/2/2025 9:32 PM
16	1	7/1/2025 1:33 PM
17	2	6/30/2025 3:06 PM
18	1	6/28/2025 12:33 PM
19	1	6/27/2025 7:55 PM
20	2	6/27/2025 7:00 PM
21	7	6/27/2025 10:17 AM
22	1	6/26/2025 3:33 PM
23	1	6/26/2025 2:42 PM
24	4	6/25/2025 10:37 AM
25	1	6/23/2025 7:54 PM
26	2	6/20/2025 6:40 PM
27	6	6/20/2025 7:40 AM
28	2	6/19/2025 7:29 PM
29	3	6/18/2025 7:48 PM
30	1	6/18/2025 1:54 PM
31	One	6/17/2025 12:40 PM
32	2	6/17/2025 6:51 AM
33	6	6/17/2025 1:08 AM

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34	1	6/16/2025 1:18 PM
35	3	6/15/2025 8:23 AM
36	3	6/13/2025 3:48 PM
37	2	6/12/2025 4:01 PM
38	1	6/12/2025 1:18 PM
39	6	6/12/2025 1:05 PM
40	4	6/12/2025 9:20 AM
41	2	6/12/2025 4:44 AM
42	2	6/11/2025 10:18 PM
43	3	6/11/2025 6:21 PM
44	1	6/11/2025 3:05 PM
45	1	6/11/2025 3:00 PM
46	1	6/11/2025 2:50 PM
47	2	6/11/2025 2:42 PM
48	One	6/11/2025 2:09 PM
49	1	6/11/2025 1:59 PM
50	4	6/11/2025 1:52 PM
51	3	6/11/2025 1:49 PM
52	2	6/11/2025 12:43 PM
53	3	6/11/2025 11:26 AM
54	1	6/11/2025 11:06 AM
55	1	6/11/2025 9:46 AM
56	2	6/11/2025 6:38 AM
57	7	6/11/2025 6:08 AM
58	4	6/10/2025 6:05 PM
59	1	6/10/2025 5:47 PM
60	1	6/10/2025 5:39 PM
61	1	6/10/2025 3:57 PM
62	2	6/10/2025 3:57 PM
63	1	6/10/2025 3:32 PM
64	1	6/10/2025 9:46 AM

Q17 Do you identify as having a disability?

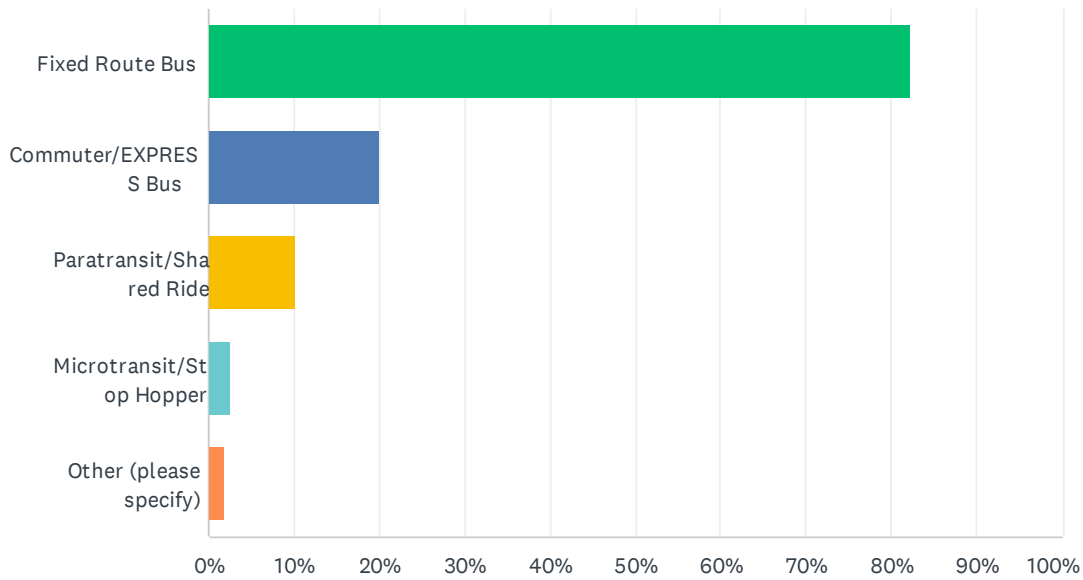
Answered: 66 Skipped: 45



ANSWER CHOICES		RESPONSES	
Yes		37.88%	25
No		54.55%	36
Prefer not to answer		7.58%	5
TOTAL			66

Q1 What rabbittransit services do you utilize? (Select all that apply)

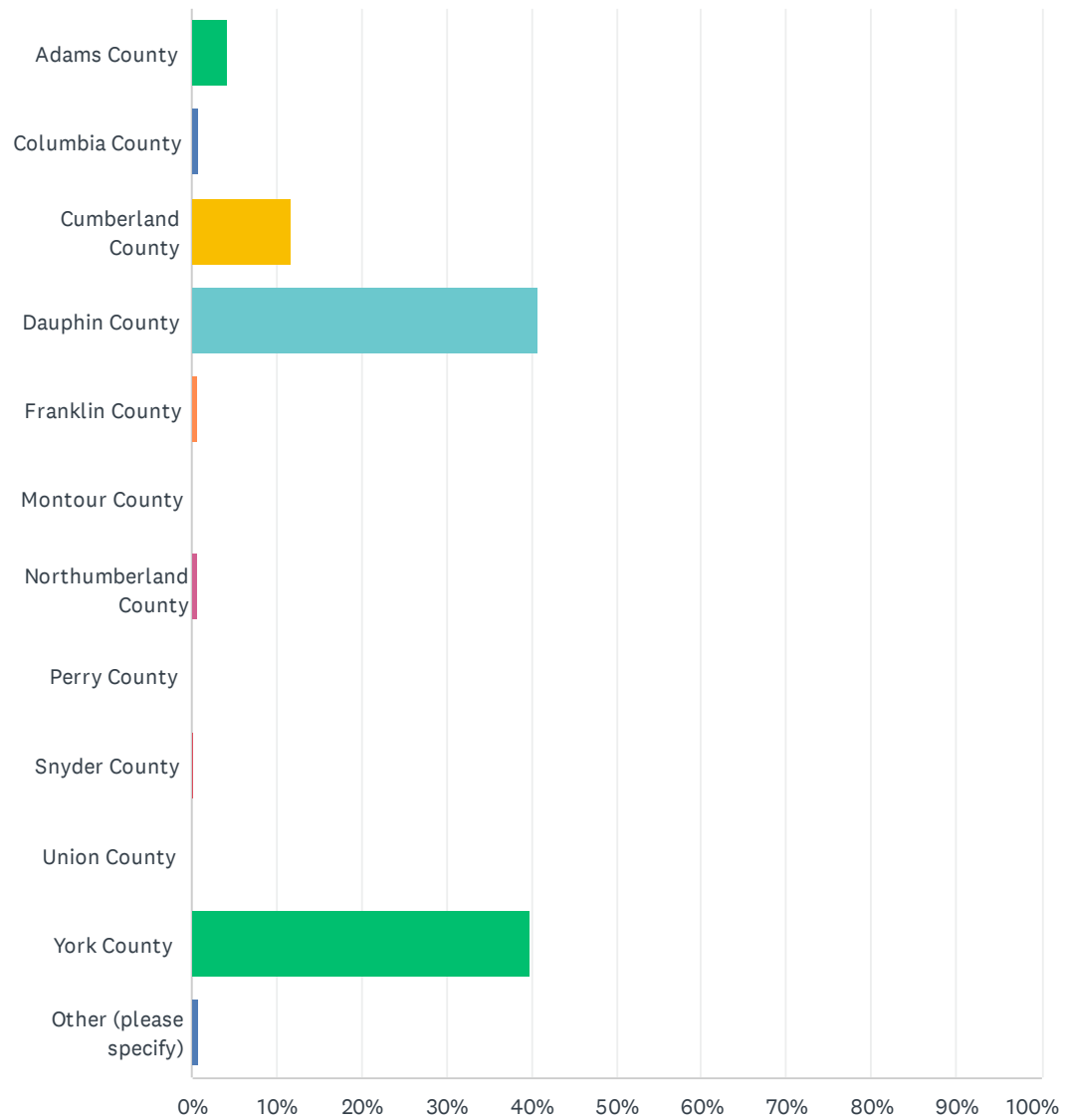
Answered: 324 Skipped: 3



ANSWER CHOICES	RESPONSES	
Fixed Route Bus	82.41%	267
Commuter/EXPRESS Bus	20.06%	65
Paratransit/Shared Ride	10.19%	33
Microtransit/Stop Hopper	2.47%	8
Other (please specify)	1.85%	6
Total Respondents: 324		

Q2 What county do you live in? (Select one)

Answered: 324 Skipped: 3

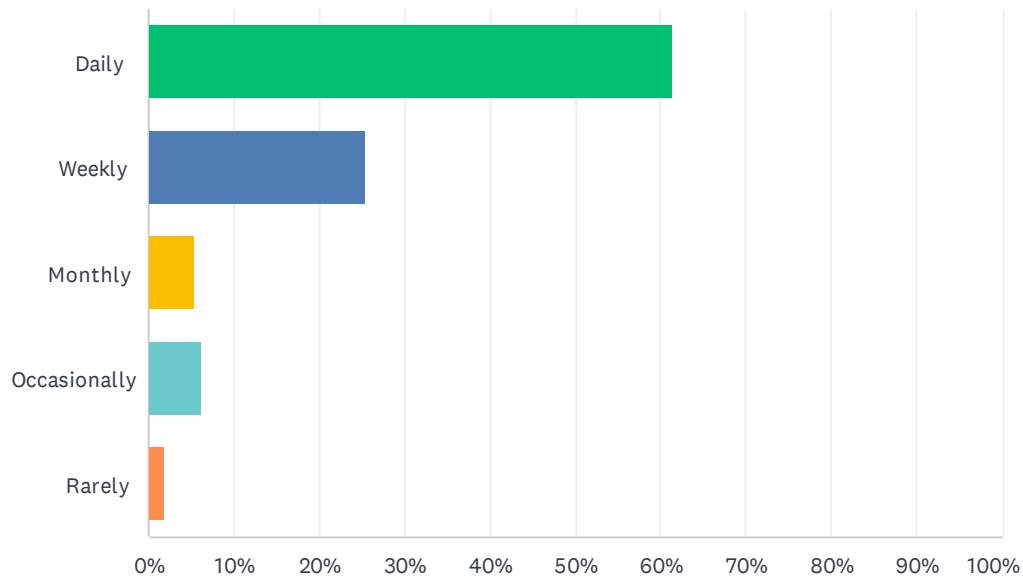


Fare Survey for Transit Riders

ANSWER CHOICES	RESPONSES	
Adams County	4.32%	14
Columbia County	0.93%	3
Cumberland County	11.73%	38
Dauphin County	40.74%	132
Franklin County	0.62%	2
Montour County	0.00%	0
Northumberland County	0.62%	2
Perry County	0.00%	0
Snyder County	0.31%	1
Union County	0.00%	0
York County	39.81%	129
Other (please specify)	0.93%	3
TOTAL		324

Q3 How frequently do you use public transit?

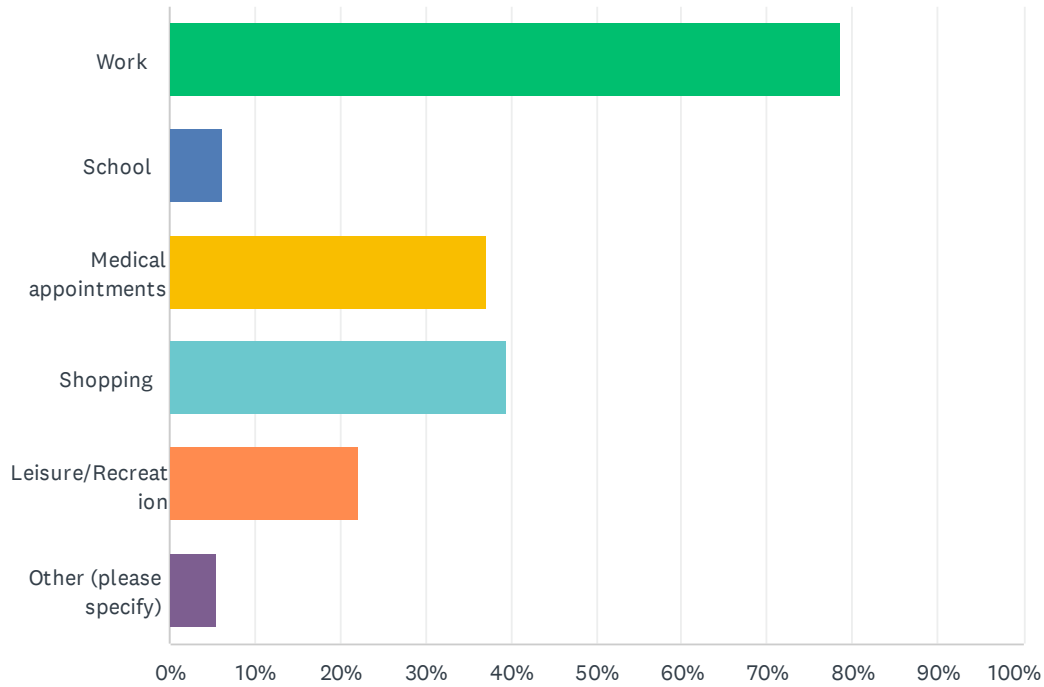
Answered: 324 Skipped: 3



ANSWER CHOICES	RESPONSES	
Daily	61.42%	199
Weekly	25.31%	82
Monthly	5.25%	17
Occasionally	6.17%	20
Rarely	1.85%	6
TOTAL		324

Q4 What is your primary reason for using public transit? (Select all that apply)

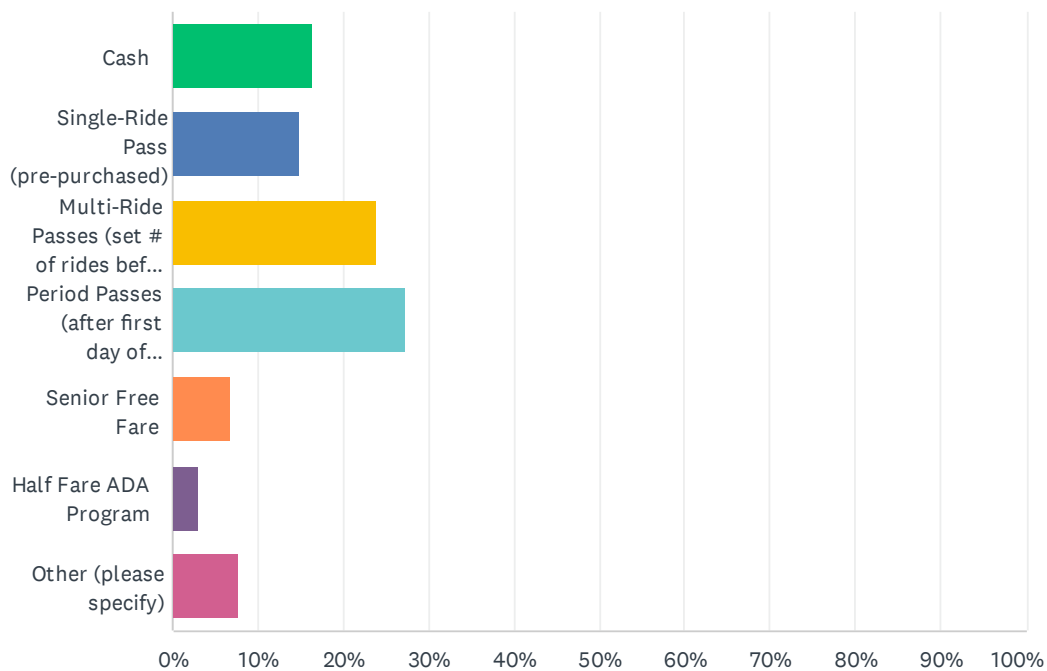
Answered: 324 Skipped: 3



ANSWER CHOICES	RESPONSES	
Work	78.70%	255
School	6.17%	20
Medical appointments	37.04%	120
Shopping	39.51%	128
Leisure/Recreation	22.22%	72
Other (please specify)	5.56%	18
Total Respondents: 324		

Q5 Which type of fare do you typically use? (Select one)

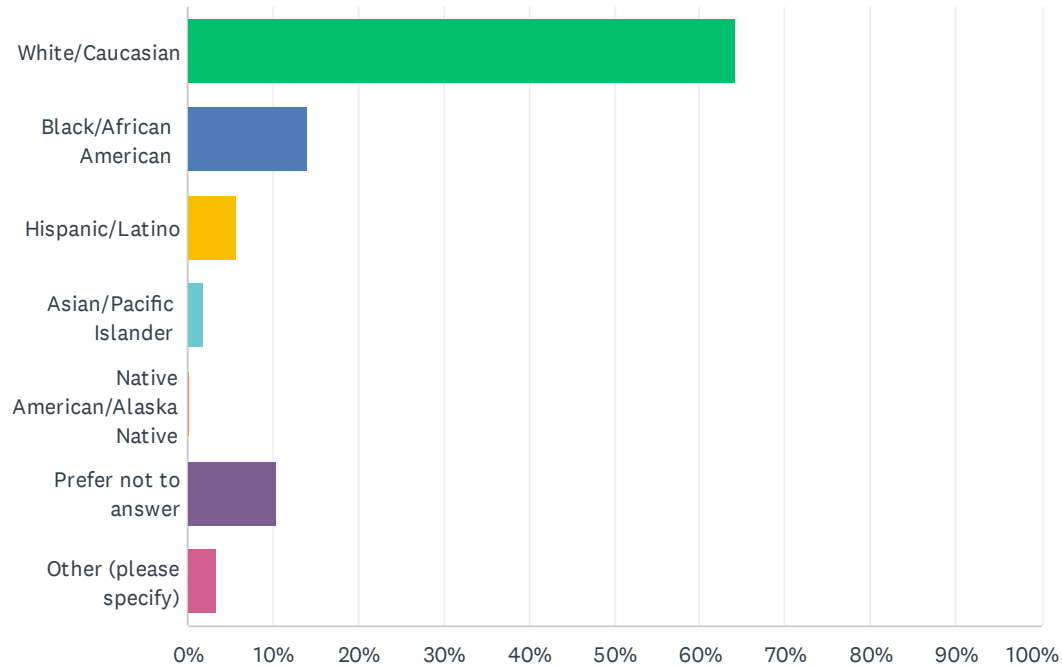
Answered: 327 Skipped: 0



ANSWER CHOICES	RESPONSES	
Cash	16.51%	54
Single-Ride Pass (pre-purchased)	14.98%	49
Multi-Ride Passes (set # of rides before expiring)	23.85%	78
Period Passes (after first day of activation, pass expires after set # of days)	27.22%	89
Senior Free Fare	6.73%	22
Half Fare ADA Program	3.06%	10
Other (please specify)	7.65%	25
TOTAL		327

Q6 What is your race/ethnicity? (Select one)

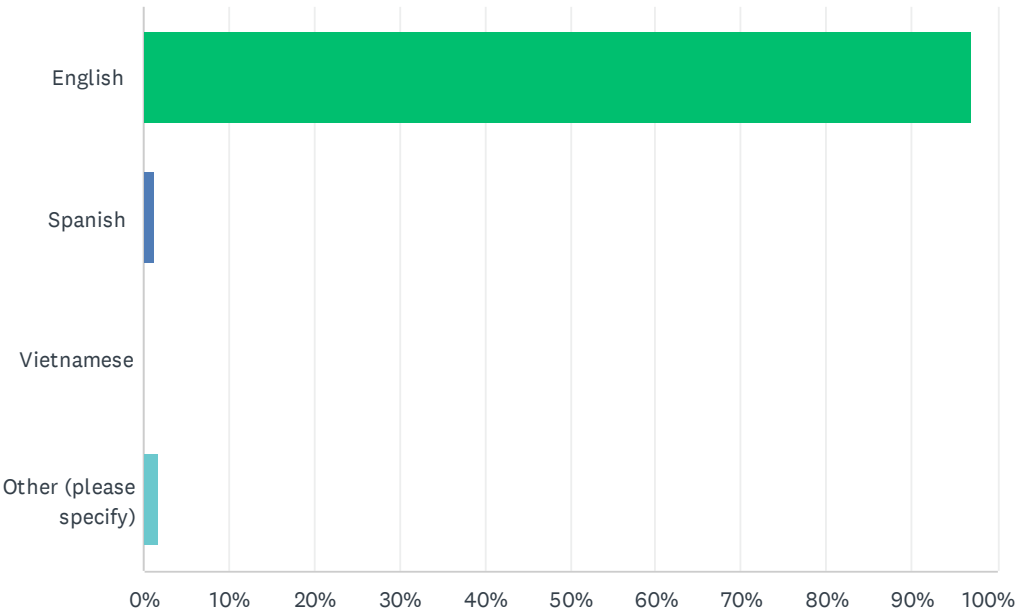
Answered: 315 Skipped: 12



ANSWER CHOICES	RESPONSES	
White/Caucasian	64.13%	202
Black/African American	13.97%	44
Hispanic/Latino	5.71%	18
Asian/Pacific Islander	1.90%	6
Native American/Alaska Native	0.32%	1
Prefer not to answer	10.48%	33
Other (please specify)	3.49%	11
TOTAL		315

Q7 What is your primary language spoken at home?

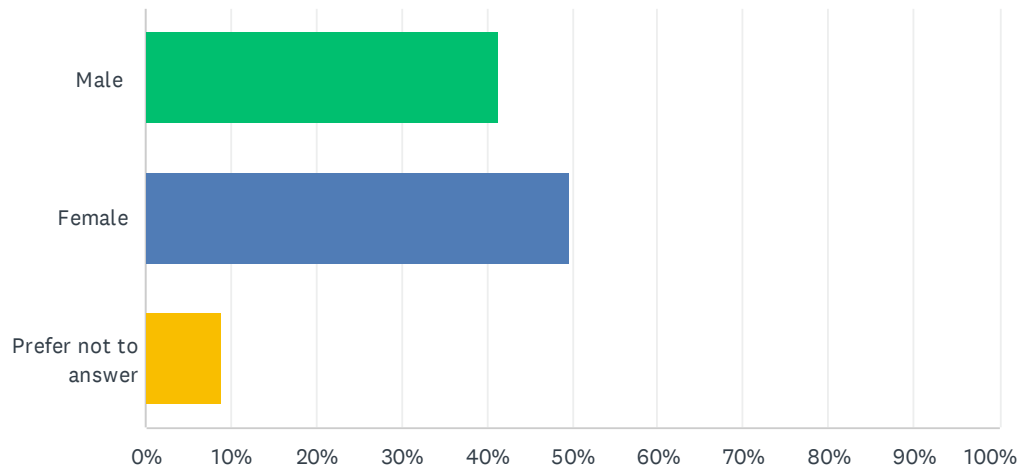
Answered: 309 Skipped: 18



ANSWER CHOICES	RESPONSES	
English	97.09%	300
Spanish	1.29%	4
Vietnamese	0.00%	0
Other (please specify)	1.62%	5
TOTAL		309

Q8 What is your gender?

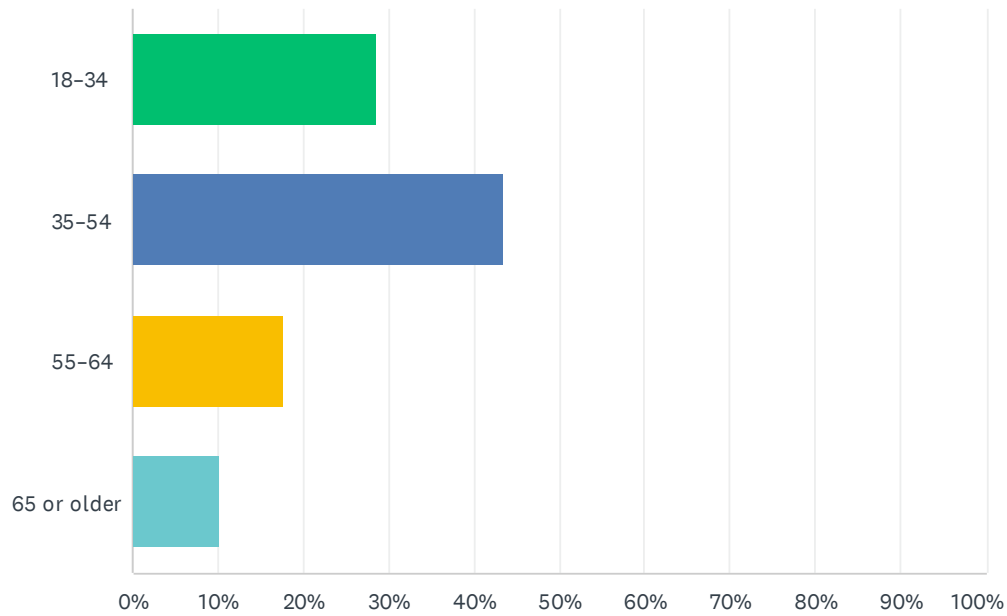
Answered: 312 Skipped: 15



ANSWER CHOICES	RESPONSES	
Male	41.35%	129
Female	49.68%	155
Prefer not to answer	8.97%	28
TOTAL		312

Q9 What is your age group?

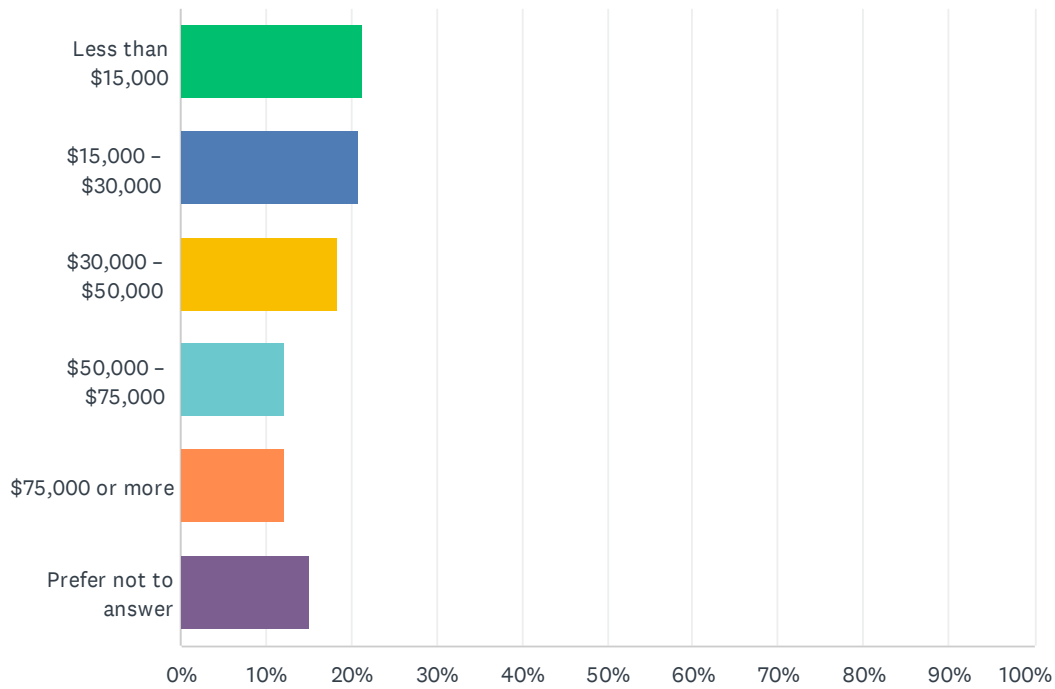
Answered: 311 Skipped: 16



ANSWER CHOICES	RESPONSES	
18-34	28.62%	89
35-54	43.41%	135
55-64	17.68%	55
65 or older	10.29%	32
TOTAL		311

Q10 What is your household's gross (before tax) income?

Answered: 315 Skipped: 12



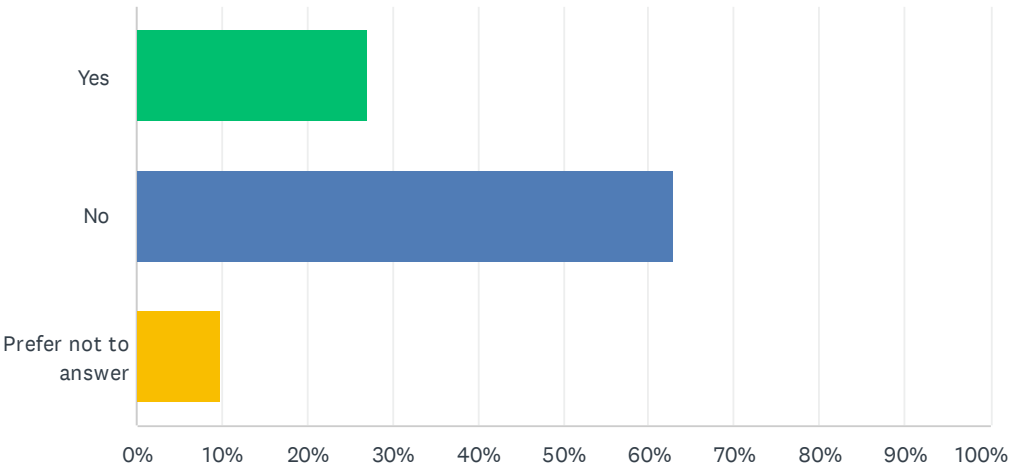
ANSWER CHOICES	RESPONSES	
Less than \$15,000	21.27%	67
\$15,000 – \$30,000	20.95%	66
\$30,000 – \$50,000	18.41%	58
\$50,000 – \$75,000	12.06%	38
\$75,000 or more	12.06%	38
Prefer not to answer	15.24%	48
TOTAL		315

Q11 How many people live in your household (including yourself)?

Answered: 315 Skipped: 12

Q12 Do you identify as having a disability?

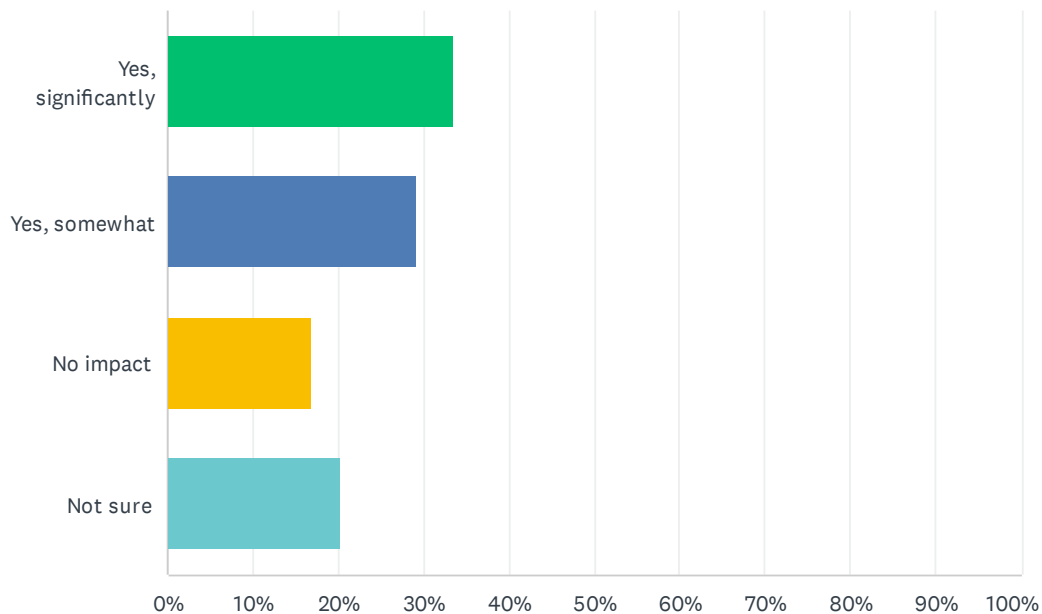
Answered: 313 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	27.16%	85
No	62.94%	197
Prefer not to answer	9.90%	31
TOTAL		313

Q13 If rabbittransit offered new ways to pay, such as an enhanced smart app, smartcards, and simplified fare structure design including the potential of not needing transfers and offering fare capping (a pay as you go option that allows free rides when you have reached an amount equivalent of a pass cost), would you say this would positively impact you?

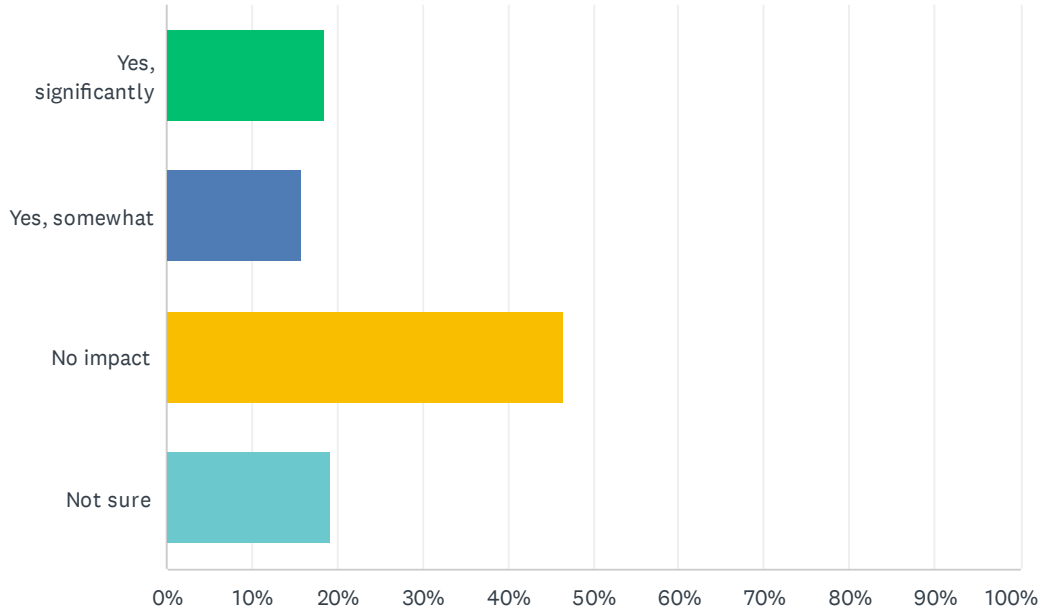
Answered: 307 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes, significantly	33.55%	103
Yes, somewhat	29.32%	90
No impact	16.94%	52
Not sure	20.20%	62
TOTAL		307

Q14 Do you believe that removal of change cards would impact your use of public transportation?

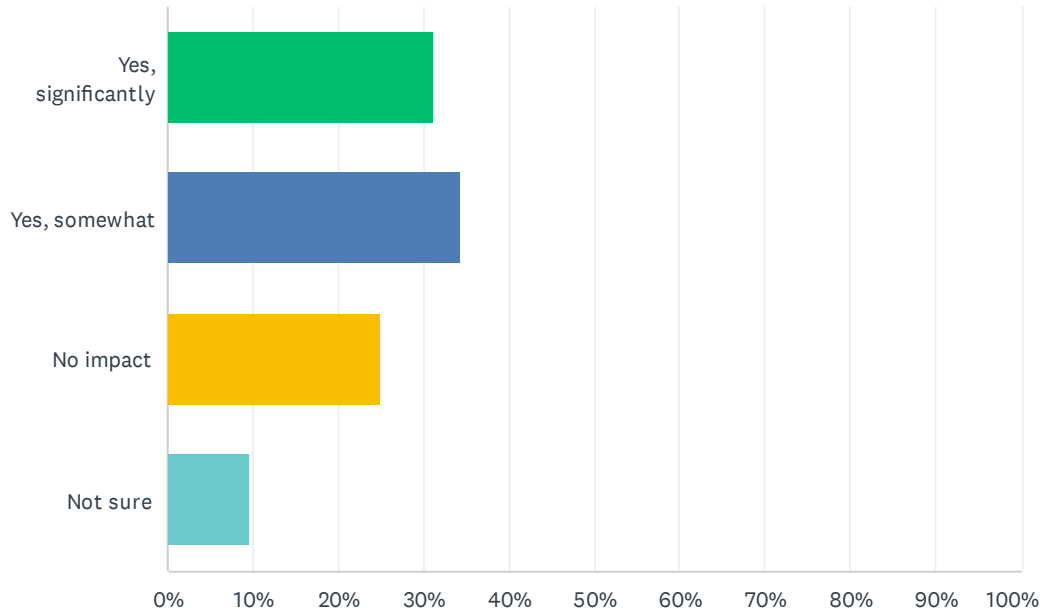
Answered: 306 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes, significantly	18.63%	57
Yes, somewhat	15.69%	48
No impact	46.41%	142
Not sure	19.28%	59
TOTAL		306

Q15 Do you believe that a small fare increase or change will impact your ability to use public transit?

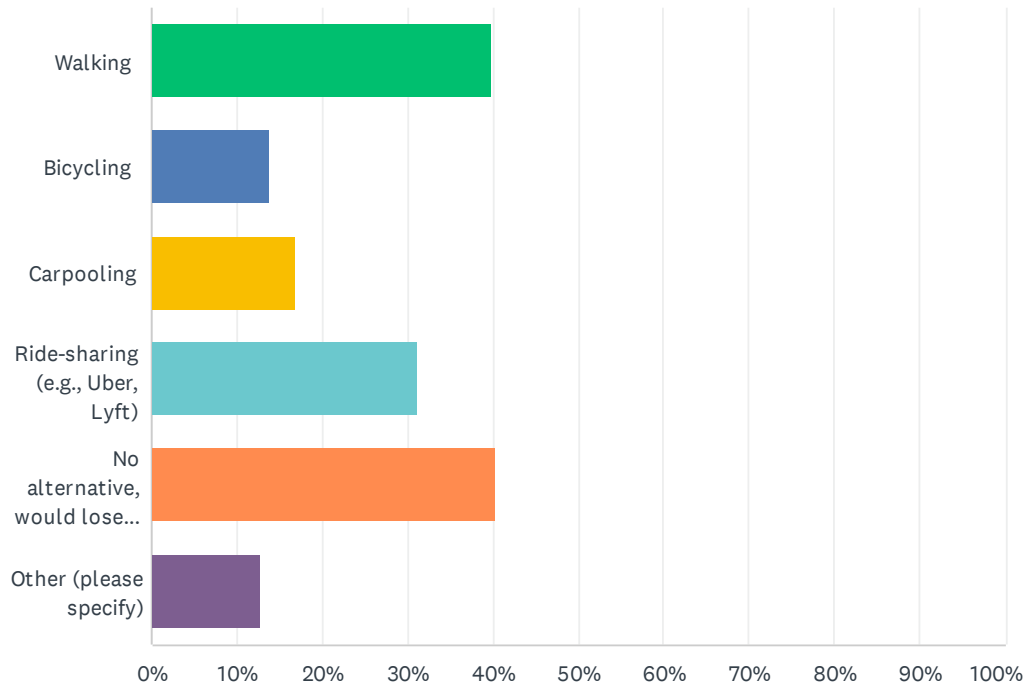
Answered: 305 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes, significantly	31.15%	95
Yes, somewhat	34.43%	105
No impact	24.92%	76
Not sure	9.51%	29
TOTAL		305

Q16 If a fare increase prevented you from riding the bus, what other transportation options would you consider and/or use? (Select all that apply)

Answered: 298 Skipped: 29



ANSWER CHOICES	RESPONSES	
Walking	39.93%	119
Bicycling	13.76%	41
Carpooling	16.78%	50
Ride-sharing (e.g., Uber, Lyft)	31.21%	93
No alternative, would lose access	40.27%	120
Other (please specify)	12.75%	38
Total Respondents: 298		

Q17 Do you have any additional comments, concerns, or suggestions regarding fare changes and their potential impacts on your community?

Answered: 120 Skipped: 207

Source	Question	Public Comment	Agency Response	Proposed Fare Action Needed
Survey	3	I'm on disability and I'm barely living now. I'm not allowed to drive, so I have to rely on the bus service and with an increase in the fair it will be hard, because I'm hearing president Trump is trying to cut SSA and Medicaid???	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	3	Getting rid of some services	The Agency is not proposing changes to service at this time.	No action needed.
Survey	3	I don't see a change to Paratransit fares so I don't have a concern	Proposed fare rate changes only impact fixed route, commuter bus, and microtransit services.	No action needed.
Survey	3	changing of bus route and stops	The Agency is not proposing changes to service at this time.	No action needed.
Survey	3	Use debit/credit for bus fares!	The Agency is implementing improvements to fare collection technologies that will improve payment methods. This functionality is being assessed as part of that process.	No action needed.
Survey	3	Your number of phone lines and customer service provided through minimal phone lines is INADEQUATE and INFURIATING and UNACCEPTABLE. You want to charge the same rates as Uber, and expect us to tolerate being on hold for over an HOUR, EVERY TIME? YOU'RE CRAZY. NO, WE WILL NOT USE YOUR WEBSITE TO SAVE YOU COST OF ADDING PHONE LINES AND PAYING CUSTOMER SERVICE WORKERS! WE WILL JUST ORDER UBER AND LYFT INSTEAD!	The Agency recognizes the quality of service concern and is constantly working to improve this experience. This concern is noted.	No action needed.
Survey	3	Change cards	Change cards provide a significant impact to service reliability in the form of volume of cards processed per rider impacting dwell time per stop and also impacts to hardware breakdowns, increasing road calls and disruption in service as well as increasing maintenance costs. The elimination of change cards will assist with improvements to service reliability and improve cost containment.	No action needed.
Survey	3	Age of buses and lack of drivers	Asset replacements are cycled based on vehicle lifecycle and capital funding availability. Staffing levels in Operations remain a priority, but current staffing levels do not pose any significant risk to availability or quality of service.	No action needed.
Survey	3	Reduced Fairs	The Agency proposal maintains current reduced fare program options.	No action needed.
Survey	3	I have only learned about the fare changes; I am ignorant about the other changes	The Agency was specifically soliciting feedback related to the fare changes. More detailed information on technology will be released as a separate and future communication.	No action needed.
Survey	3	How to pay difference in cost for passes already purchased	The Agency will communicate and facilitate a transition process between old fare mediums and the new fare collection technology. Every effort to honor prior purchases will be made.	No action needed.
Survey	8	They have a chip that you put in the diagnostic plug that is supposed to decrease the amount of fuel that is gas or diesel, that's what I would try first, and an increase of 10 cents would be understandable.	The Agency used three separate methodologies to evaluate the proposed pricing increases and are proposing below inflation-adjusted rates.	No action needed.
Survey	8	I would probably keep the 31 day local pass at \$50 to create an incentive to buy that option over others. This could be beneficial to both the customer and to Rabbit Transit.	The Agency proposed the 31-day pass scaling based on an estimated number of rides equivalence to improve the pricing logic. It is also consistent with peer monthly and 31-day pass rates in Pennsylvania.	Evaluate mitigation opportunity relative to significant increase in 31-day pass price scaling.
Survey	8	Save my money	The Agency appreciates your feedback and consistently makes every effort to be a good steward of funds.	No action needed.
Survey	8	Keep it the same	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	8	I realize funding comes from different sources however the disparity in fares by individual situation is horrible. Plenty of examples of elderly who can afford to pay and disabled who cannot and the reverse.	The Agency is aware of the array of individual needs across various socio-economic demographics and is making every effort to mitigate disproportionate burden for all groups to the extent practicable.	No action needed.
Survey	8	Nothing	The Agency appreciates your feedback.	No action needed.
Survey	8	Less increase bus pass holders	The Agency proposed the pass scaling based on an estimated number of rides equivalence to improve the pricing logic.	Evaluate mitigation opportunity relative to significant increase in 31-day pass price scaling.
Survey	8	"This transit system could improve its use of technology to streamline and reduce costs with potentially less impact to fares charged to consumers. These changes could also improve customer experience. Examples: accept credit card payments or cash on buses, eliminate printed bus or transfer passes, improve self-service options, improve mobile apps, improve fuel and maintenance monitoring, improve routing options, etc.	The Agency is implementing improvements to fare collection technologies that will improve payment methods. Several identified examples, such as improvement to payment methods, reduction in paper tickets, mobile payment apps, etc. are being accounted for in this transition.	No action needed.
Survey	8	frequently ask questions about the changes	The Agency is accounting for FAQ details through this public comment section. All pertinent details are available online.	No action needed.
Survey	8	Add chip if necessary for non nfc purposes keep Paper but use electronic payment to reduce use of paper	The Agency is implementing improvements to fare collection technologies that will improve payment methods. Several identified examples, such as improvement to payment methods, reduction in paper tickets, mobile payment apps, etc. are being accounted for in this transition.	No action needed.

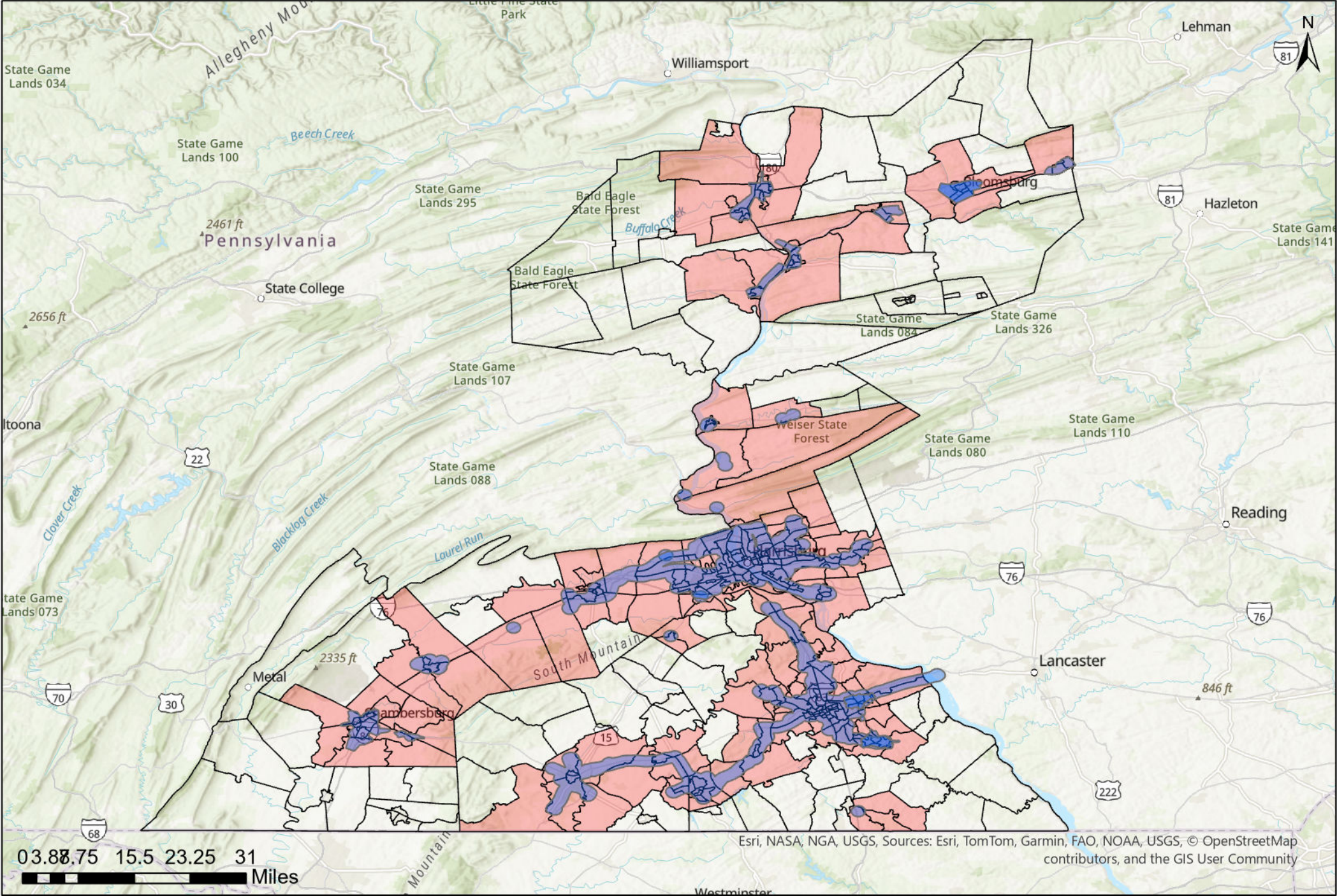
Source	Question	Public Comment	Agency Response	Proposed Fare Action Needed
Survey	8	Let people use cashless options Venmo Apple Pay debit/credit cards!	The Agency is implementing improvements to fare collection technologies that will improve payment methods. Several identified examples, such as improvement to payment methods, reduction in paper tickets, mobile payment apps, etc. are being accounted for in this transition.	No action needed.
Survey	8	Make it affordable for everybody	The Agency is aware of the array of individual needs across various socio-economic demographics and is making every effort to mitigate disproportionate burden for all groups to the extent practicable.	No action needed.
Survey	8	Keep it at \$2	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	8	Make it easier to pay	The Agency is implementing improvements to fare collection technologies that will improve payment methods. Several identified examples, such as improvement to payment methods, reduction in paper tickets, mobile payment apps, etc. are being accounted for in this transition.	No action needed.
Survey	8	Nothing	The Agency appreciates your feedback.	No action needed.
Survey	8	Bring the zone 2 Fair back	The removal and consolidation of the zone structure was a cost-savings model and simplification of fare rates. The proposal does not include a return of zone-based pricing due to the identifiable barrier this creates for riders.	No action needed.
Survey	8	More routes as well	The Agency is not proposing changes to service at this time.	No action needed.
Survey	8	N/A	The Agency appreciates your feedback.	No action needed.
Survey	8	Add more routes and maybe let the busses run 24/7 or til 11pm	The Agency is not proposing changes to service at this time.	No action needed.
Survey	8	Make sure people are aware of the price changes ahead of time. Programs for free or reduced cost bus passes	The Agency has provided a detailed breakdown of fares by areas and mode. All pertinent details are available online.	No action needed.
Survey	8	"I'd have people pay according to their income. People with food stamps and Medicaid would ride free EVERYWHERE, NOT only medical appointments. Your rates should NEVER be equal or close to equal with Uber and Lyft!	The Agency does not have individual personal or household income information to assess per-rider fares. Several reduced fare programs are available, such as the half-fare and registered senior (65+ with free transit ID) are available. Fare rates are not evaluated against Uber, Lyft, or other TNCs. Instead it is based on market rates and per-ride equivalence.	No action needed.
Survey	8	It shouldn't be OUR PROBLEM if the DINO Governor wants to let the corporations be federally TAX FREE, let the top 10% get away with NOT paying their taxes, then cry there's not enough money in the budget to give!!!!	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	8	A slight increase. \$18 is huge. I struggle to get a monthly.	The Agency proposed the pass scaling based on an estimated number of rides equivalence to improve the pricing logic.	Evaluate mitigation opportunity relative to significant increase in 31-day pass price scaling.
Survey	8	I wouldn't increase the fare. I'd cut back on jobs.	The Agency appreciates your feedback and consistently makes every effort to be a good steward of funds. At current, the Agency operates a very lean staffing well below peer operating cost per revenue hour. Reductions in staff would have corresponding impacts on quality of service.	No action needed.
Survey	8	Make it lower	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	8	Lower it to 1.50	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	8	Nothing, but maybe get the buses checked every other week	The Agency has a robust preventative maintenance program and operational reporting system that ensures vehicles are maintained in a state of good repair.	No action needed.
Survey	8	I would charge riders based on stops/distance traveled, not routes traveled. Having a person who rides for 3 stops versus 8 paying the same isn't fair.	Flat fares are more equitable, easier to understand, and more operationally cost effective to administer than distance-based pricing. Further, that would likely result in a much higher average rate per rider than the identified structure.	No action needed.
Survey	8	The monthly tickets are \$49 now it shouldn't go up \$11. Maybe 54. \$11 is a lot esp when everyday prices are going up	The Agency proposed the pass scaling based on an estimated number of rides equivalence to improve the pricing logic.	Evaluate mitigation opportunity relative to significant increase in 31-day pass price scaling.
Survey	8	If looking to raise prices, I would extend the hours to later period for more workers	The Agency is not proposing changes to service at this time.	No action needed.
Survey	8	Take in consideration that not everyone has wifi or a cell phone, or computer knowledge	The Agency will be supporting the implementation of any finalized fare change with on-site staff and street teams.	No action needed.
Survey	8	Not change the amount and be able to use cards instead of just cash	The Agency is implementing improvements to fare collection technologies that will improve payment methods. Several identified examples, such as improvement to payment methods, reduction in paper tickets, mobile payment apps, etc. are being accounted for in this transition.	No action needed.
Survey	8	If we have to pay more than it be equitable to have more running busses to reduce wait time.	The Agency is not proposing changes to service at this time.	No action needed.

Source	Question	Public Comment	Agency Response	Proposed Fare Action Needed
Survey	8	I would make 8 and 17 use both Derry St at some point for 17 and Berryhill st at some point for 8	The Agency is not proposing changes to service at this time.	No action needed.
Survey	8	Give time for people to adjust	The Agency will provide an advanced notice of any finalized fare changes and support through customer education efforts in various forms and formats.	No action needed.
Survey	8	Zone based pricing. The largest change I see is \$30+ increases for commuter passes. It should be more distance based.	Flat fares are more equitable, easier to understand, and more operationally cost effective to administer than distance-based pricing. Further, that would likely result in a much higher average rate per rider than the identified structure.	No action needed.
Survey	8	I like it the way it is as it's simple and straightforward	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	8	Nothing	The Agency appreciates your feedback.	No action needed.
Survey	8	Find competent workers. Who pick you up at said time.	The Agency strives to provide high quality service. Improvements to fare technology, which is happening tangentially to this fare change, should have a positive impact on service reliability.	No action needed.
Survey	8	I would keep it just the way it is.	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	8	More routs and times of day. Why do you have to wait for up to an hour for a bus?	The Agency is not proposing changes to service at this time.	No action needed.
Survey	8	Keep the prices where they currently are or lower that would keep people riding the bus.	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	8	Na	The Agency appreciates your feedback.	No action needed.
Survey	8	N/A	The Agency appreciates your feedback.	No action needed.
Survey	8	Keep prices the same, most citizens struggle with inflation already, it's sad and unfair prices are raising for public transportation as well.	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	8	No change, other than better publicizing the changes beforehand.	The Agency will provide an advanced notice of any finalized fare changes and support through customer education efforts in various forms and formats.	No action needed.
Survey	8	Issue prepaid bus passes for shared ride and microtransit	The Agency proposal does include pre-paid bus pass options for microtransit in the form of a day-pass, 11-ride and a 31-day pass. This fare change does not impact shared ride or paratransit services.	No action needed.
Survey	8	Nothing	The Agency appreciates your feedback.	No action needed.
Survey	8	I would consider the most vulnerable of your riders to such an increase first and foremost.	The Agency is aware of the array of individual needs across various socio-economic demographics and is making every effort to mitigate disproportionate burden for all groups to the extent practicable.	No action needed.
Survey	9	Cut the 15 minutes ride to Walmart, that's not needed, a half hour wait is fine.	The Agency is not proposing changes to service at this time.	No action needed.
Survey	9	Putting local rides up in York by .40 for a one way ticket is insane! And the 31 day pass is going up \$18?? That is nearly a 50% increase. I have a hard time paying the 42/month fee.	The Agency used three separate methodologies to evaluate the proposed pricing increases and are proposing below inflation-adjusted rates on the base fare rate. Further, the proposed the pass scaling based on an estimated number of rides equivalence to improve the pricing logic.	Evaluate mitigation opportunity relative to significant increase in 31-day pass price scaling.
Survey	9	Don't change fares. People are on a fixed income	The Agency is aware of the array of individual needs across various socio-economic demographics and is making every effort to mitigate disproportionate burden for all groups to the extent practicable.	No action needed.
Survey	9	I am ok with fare changes if it drives efficiency and ease of use.	The Agency appreciates your feedback.	No action needed.
Survey	9	If you're going to be in increasing fares, at least get people to answer the phone.	The Agency recognizes the quality of service concern and is constantly working to improve this experience. This concern is noted.	No action needed.
Survey	9	The bus is my transportation to and from work and I struggle now to pay \$42 for a monthly pass and if it goes to \$60 then I'll have to start walking to work cause I won't be able to afford the bus	The Agency used three separate methodologies to evaluate the proposed pricing increases and are proposing below inflation-adjusted rates on the base fare rate.	Evaluate mitigation opportunity relative to significant increase in 31-day pass price scaling.
Survey	9	No. I believe it's a fair increase.	The Agency appreciates your feedback.	No action needed.
Survey	9	None no one wants an increase just concern how much	The Agency has provided a detailed breakdown of fares by areas and mode. All pertinent details are available online.	No action needed.
Survey	9	Many of the system's consumers are low income individuals who would be negatively impacted by the fare increases. The system should first consider improving efficiency, instead of maintaining the status quo for operations while impacting consumers.	The Agency is aware of the array of individual needs across various socio-economic demographics and is making every effort to mitigate disproportionate burden for all groups to the extent practicable.	No action needed.
Survey	9	understand that fares going up, will this effect stops and how to buy passes	The Agency is not proposing changes to service at this time. The pass buying options will be expanded along with a fare collection technology improvement that is happening tangentially to this fare change.	No action needed.
Survey	9	Higher fares would Not help the general population since the economy is already getting expensive I feel as if reduced if possible or even keeping the same fare would be fare the the public and benefit bus riding in general	The Agency is aware of the array of individual needs across various socio-economic demographics and is making every effort to mitigate disproportionate burden for all groups to the extent practicable.	No action needed.

Source	Question	Public Comment	Agency Response	Proposed Fare Action Needed
Survey	9	If I'm going to be able to afford the new price	The Agency is aware of the array of individual needs across various socio-economic demographics and is making every effort to mitigate disproportionate burden for all groups to the extent practicable.	No action needed.
Survey	9	Less people riding the bus	The Agency appreciates your feedback.	No action needed.
Survey	9	Not being able to afford it everyday	The Agency is aware of the array of individual needs across various socio-economic demographics and is making every effort to mitigate disproportionate burden for all groups to the extent practicable.	No action needed.
Survey	9	Concerned about accessibility for non tech using patrons.	The Agency is providing multiple fare payment options including, but not limited to, cash, smart card, smart app, and paper tickets passes. Maintaining access for various technology levels and preferred methods of payment are being taken into account.	No action needed.
Survey	9	It could affect the route bus I use	The Agency is not proposing changes to service at this time.	No action needed.
Survey	9	Not at this time	The Agency appreciates your feedback.	No action needed.
Survey	9	N/A	The Agency appreciates your feedback.	No action needed.
Survey	9	I understand that the fares will need to increase but the increase seems very high. A lot of people use the bus service for work, some really don't have a choice but to pay the increase in order to get and forth to work.	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	9	I hope it doesn't increase much	The Agency appreciates your feedback.	No action needed.
Survey	9	Cost of bus passes	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	9	You should have 2 goals: lower fares across the board and provide services to ALL counties 7 days a week, with no 2-day advanced notice required for appointments!!!!	The Agency appreciates your feedback. Please note that the advanced notice applies only to shared ride or paratransit services, which are not impacted by the proposed fare changes.	No action needed.
Survey	9	The service is sparse in most of PA. Stop mismanaging funds at the management level, and you can provide more affordable and equal service for all counties!	The Agency appreciates your feedback and consistently makes every effort to be a good steward of funds.	No action needed.
Survey	9	And YOU DO lose ridership (money) EVERY DAY because of NOT ANSWERING YOUR PHONES!!!! ADD MORE PHONES LINES. You'll get MORE PAYING RIDERS.	The Agency recognizes the quality of service concern and is constantly working to improve this experience. This concern is noted.	No action needed.
Survey	9	I can barely afford the \$1.60 fare as it stands now. Increasing it by 40 cents (\$2.00) would drastically affect me. I wouldn't be able to get to and from work.	The Agency used three separate methodologies to evaluate the proposed pricing increases and are proposing below inflation-adjusted rates.	No action needed.
Survey	9	Why are they doing this to people who needs this the most?	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	9	None	The Agency appreciates your feedback.	No action needed.
Survey	9	None	The Agency appreciates your feedback.	No action needed.
Survey	9	Discontinuing the student passes. My morning busses are standing room only because of the students utilizing the service. How are they getting to school if they have to pay full fare?	The Agency proposed fare change discontinues the student pass and replaces it with a discounted adult-base pass to reduce the number of types of pass active in the system. The capability to get a discounted rate as a student remains.	No action needed.
Survey	9	Concern: The App changing and the passes bought on there no longer being accepted	The Agency will communicate and facilitate a transition process between old fare mediums and the new fare collection technology. Every effort to honor prior purchases will be made.	No action needed.
Survey	9	Nothing	The Agency appreciates your feedback.	No action needed.
Survey	9	None. I'll walk.	The Agency appreciates your feedback.	No action needed.
Survey	9	I just don't think increasing the fare price is going to help anyone and I know because I use the bus 5 times a day every week.	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	9	More vouchers	The Agency appreciates your feedback.	No action needed.
Survey	9	A lot of the customers are on a very fixed income and cannot afford the rise of costs due to being on SSI and such. I am medically not able to get a driver's license due to physical and mental health issues so I depend on using the bus. I truly feel raising prices is a huge mistake and not beneficial to the customer.	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	9	N/A	The Agency appreciates your feedback.	No action needed.
Survey	9	N/A	The Agency appreciates your feedback.	No action needed.
Survey	9	Having more accountability for bus drivers consistently being late/not on time. This affects citizens in bad way.	The Agency recognizes the quality of service concern and is constantly working to improve this experience. This concern is noted.	No action needed.
Survey	9	I'm concerned that people of lesser financial means will be unable to afford to make their commute.	The Agency is aware of the array of individual needs across various socio-economic demographics and is making every effort to mitigate disproportionate burden for all groups to the extent practicable.	No action needed.
Survey	9	Most elderly don't have access to internet to set up or monitor balances. Need to be able to tell clients if they're in the negative or positive when calling.	The Agency is providing multiple fare payment options including, but not limited to, cash, smart card, smart app, and paper tickets passes. Maintaining access for various technology levels and preferred methods of payment are being taken into account.	No action needed.
Survey	9	Accessibility for those who may not have the electronic means to complete fare transactions.	The Agency is providing multiple fare payment options including, but not limited to, cash, smart card, smart app, and paper tickets passes. Maintaining access for various technology levels and preferred methods of payment are being taken into account.	No action needed.

Source	Question	Public Comment	Agency Response	Proposed Fare Action Needed
Survey	9	Someone with a disability like me makes it harder to afford the cost when it goes up.	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Survey	9	This type of fare increase, especially with 31-day bus passes) will significantly those who are lower income families, disabled, and older adults not eligible for age related discounts, etc. who DON'T use paratransit to get to the supermarket, pharmacy, etc. It will cost \$216/year more for monthly passes. That \$216 could be weekly/monthly groceries, utility bill, childcare cost, etc.	The Agency used three separate methodologies to evaluate the proposed pricing increases and are proposing below inflation-adjusted rates on the base fare rate. Further, the proposed the pass scaling based on an estimated number of rides equivalence to improve the pricing logic.	Evaluate mitigation opportunity relative to significant increase in 31-day pass price scaling.
Public Event	N/A	Bull. This is only happening because Trump is giving our monies from taxes to his friends and his family.	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Public Event	N/A	I feel the routes shouldn't change. It's hard enough out here. They have people riding these buses all day every day. Some people are on fixed income!	The Agency is not proposing changes to service at this time.	No action needed.
Public Event	N/A	Keep fare \$1.60 (York base fare).	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Public Event	N/A	Like the rates the way the are!	The fare increases are intended to be reasonable, compared to market rates, and support maintaining the Agency's financial viability consistent with state and federally required funding requirements.	No action needed.
Public Event	N/A	I'm all for it.	The Agency appreciates your feedback.	No action needed.

SRTA 2025 Title VI Fare Equity Region of Impact



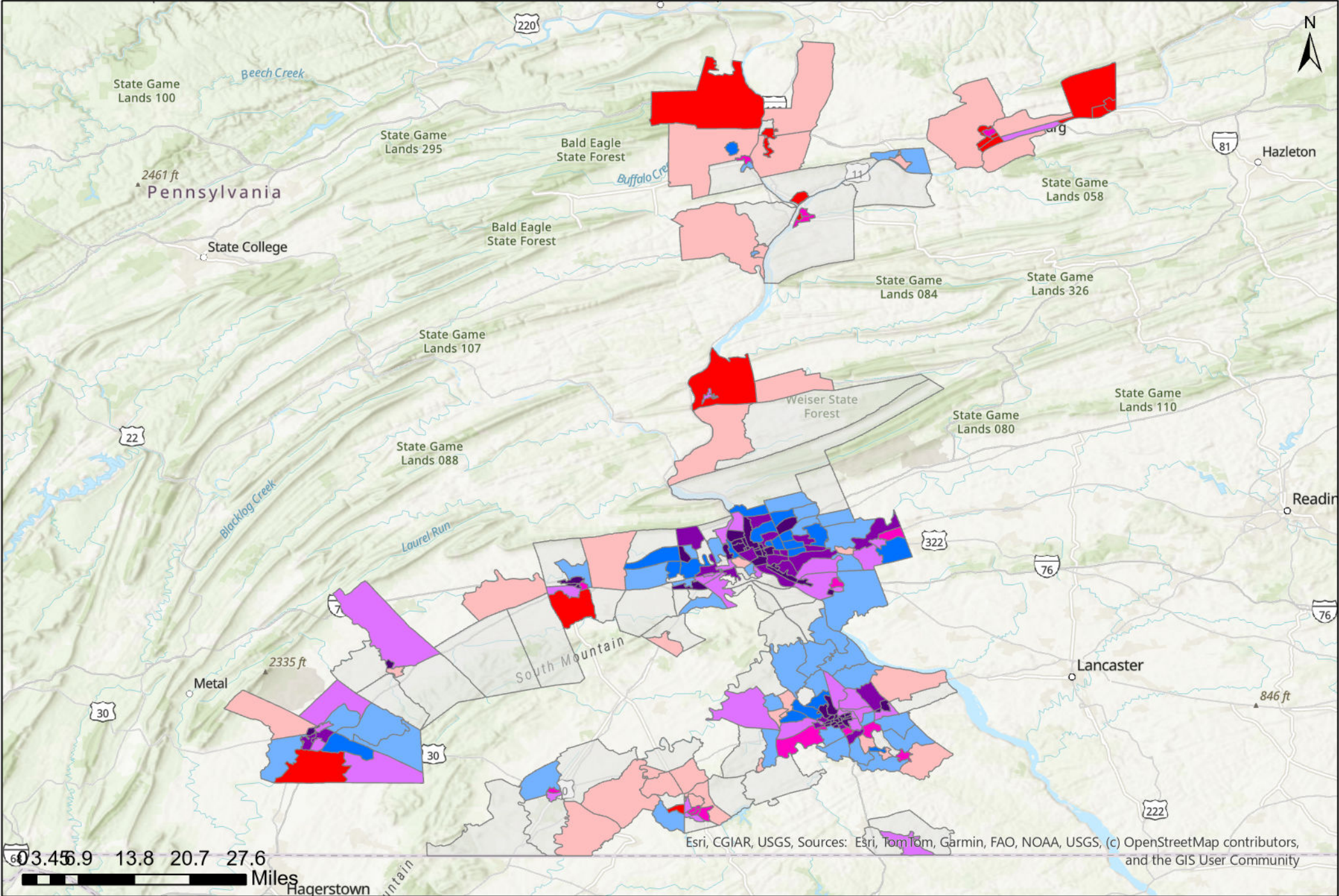
Legend

- Microtransit
- CPTARoutes_Buffer_Dissolve
- CDHRoutes_Buffer_Dissolve
- CPTACommuterStops_B_Dissolve
- CDHCommuterStops_Bu_Dissolve
- Relevant Census Tracts
- Counties of Service Census Tracts

The included visualization identifies the county census tracts impacted by proposed fare changes for fixed route, commuter bus, and microtransit service. Blue areas indicate route, stop, and zone buffers, which trigger the below census tracts in red to be selected based on coverage.

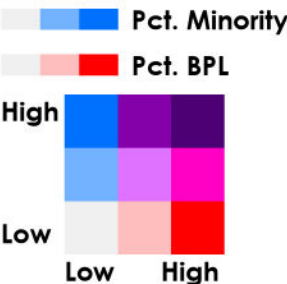


SRTA 2025 Title VI Fare Equity Analysis Impact Map



Legend

Title VI Bivariate Color



The above map is based on a bivariate color matrix showing low to high level of concentration of low income and minority populations based on ACS 2023 5-Year Data.



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YORK FIXED ROUTE

Fare	Medium	York Fixed	FIXED URBAN
Adult Base	Cash	\$1.60	\$2.00
Half-Fare	Cash	\$0.80	\$1.00
1-Ride	Stored Rides	\$1.50	\$1.80
11-Ride	Stored Rides	\$15.00	\$18.00
1-Day	Period Pass	\$4.50	\$5.25
31-Day Adult	Period Pass	\$42.00	\$55.00
31-Day Student*	Period Pass	\$35.00	\$47.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE
Transfers	Special	FREE	FREE

CDH FIXED ROUTE

Fare	Medium	CDH Fixed	FIXED URBAN
Adult Base	Cash	\$1.80	\$2.00
Half-Fare	Cash	\$0.90	\$1.00
1-Ride	Stored Rides	---	\$1.80
11-Ride	Stored Rides	\$17.50	\$18.00
1-Day	Period Pass	\$5.00	\$5.25
31-Day Adult	Period Pass	\$49.00	\$55.00
31-Day Student*	Period Pass	\$35.00	\$47.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE
Transfers	Special	\$0.25	FREE

GETTYSBURG FIXED ROUTE

Fare	Medium	Gettysburg Fixed	FIXED RURAL
Adult Base	Cash	\$1.00	\$1.50
Half-Fare	Cash	\$0.50	\$0.75
1-Ride	Stored Rides	---	\$1.25
11-Ride	Stored Rides	---	\$12.50
1-Day	Period Pass	\$3.00	\$3.75
31-Day Adult	Period Pass	\$27.00	\$40.00
31-Day Student*	Period Pass	---	\$34.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE
Transfers	Special	FREE	FREE

SHIPPENSBURG FIXED ROUTE

Fare	Medium	Shippensburg Fixed	FIXED RURAL
Adult Base	Cash	\$1.30	\$1.50
Half-Fare	Cash	\$0.65	\$0.75
1-Ride	Stored Rides	---	\$1.25
11-Ride	Stored Rides	---	\$12.50
1-Day	Period Pass	---	\$3.75
31-Day Adult	Period Pass	---	\$40.00
31-Day Student*	Period Pass	---	\$34.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE
Transfers	Special	FREE	FREE

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MICROTRANSIT

Fare	Medium	Microtransit	MICROTRANSIT
Adult Base	Cash	\$2.00	\$2.50
Half-Fare	Cash	---	---
1-Ride	Stored Rides	\$2.00	\$2.25
11-Ride	Stored Rides	---	\$22.50
1-Day	Period Pass	---	\$6.75
31-Day Adult	Period Pass	---	\$80.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE
Transfers	Special	FREE	FREE

HARRISBURG COMMUTER

Fare	Medium	Harrisburg Commuter	COMMUTER
Adult Base	Cash	\$2.75	\$4.00
Half-Fare	Cash	---	---
1-Ride	Stored Rides	---	\$3.60
11-Ride	Stored Rides	\$27.50	\$36.00
1-Day	Period Pass	---	\$9.00
31-Day Adult	Period Pass	\$77.00	\$120.00
Senior (65+)	Special	---	FREE
Child w/ Fare Paying Adult	Special	FREE	FREE
Transfers	Special	\$0.25	FREE

EXPRESS North (83N, 15N)

Fare	Medium	EXPRESS North	COMMUTER
Adult Base	Cash	\$3.50	\$4.00
Half-Fare	Cash	---	---
1-Ride	Stored Rides	---	\$3.60
11-Ride	Stored Rides	\$31.00	\$36.00
1-Day	Period Pass	---	\$9.00
31-Day Adult	Period Pass	\$95.00	\$120.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	---	FREE
Transfers	Special	FREE	FREE

EXPRESS South (83S)

Fare	Medium	EXPRESS South	COMMUTER
Adult Base	Cash	\$5.00	\$4.00
Half-Fare	Cash	---	---
1-Ride	Stored Rides	---	\$3.60
11-Ride	Stored Rides	\$50.00	\$36.00
1-Day	Period Pass	---	\$9.00
31-Day Adult	Period Pass	\$136.00	\$132.00
Senior (65+)	Special	FREE	FREE
Child w/ Fare Paying Adult	Special	---	FREE
Transfers	Special	FREE	FREE

Equity Analysis

Lemoyne Transfer Center Renovation Project

Rabbittransit (Susquehanna Regional Transportation Authority)
Lemoyne Borough, Cumberland County, Pennsylvania

1. Purpose of the Equity Analysis

This Equity Analysis evaluates potential Title VI and Environmental Justice (EJ) impacts associated with the FTA Section 5307–funded renovation of the Lemoyne Transfer Center located at 1000 State Street, Lemoyne Borough, Pennsylvania. The project involves rehabilitation of an existing transfer facility at its current location and does not include expansion, relocation, or changes in transit service.

2. Project Description

Rabbittransit proposes to renovate the existing Lemoyne Transfer Center to address aging infrastructure, improve ADA accessibility, enhance passenger safety, and modernize amenities. The facility will continue to serve the same routes, passengers, and surrounding community. The estimated project cost is \$1.9 million and will be funded using FTA Section 5307 Urbanized Area Formula Program funds.

3. Study Area

The study area for this Equity Analysis is defined as a ½-mile radius around the existing Lemoyne Transfer Center. This area reflects the pedestrian access shed for the facility and captures populations most likely to experience construction or operational effects. Comparison geographies include Lemoyne Borough, Cumberland County, and the Rabbittransit service area.

4. Demographic Characteristics

Demographic data were derived from the American Community Survey (ACS) 2019–2023 5-Year Estimates. GIS mapping using census tract and block group data (including ACS Tables B03002, B17001, B08201, and B18101) was used to evaluate minority populations, low-income households, zero-vehicle households, and persons with disabilities within the study area.

Population Group	½-Mile Study Area*	Lemoyne Borough	Cumberland County
Minority Population (%)	12.6%	12.6%	9.8%
Low-Income Population (%)	12.3%	12.3%	9.4%

Zero-Vehicle Households (%)	14.1%	14.1%	6.8%
Persons with Disabilities (%)	13.9%	13.9%	12.1%

*Study area demographics approximate Census Tract conditions encompassing Lemoyne Borough.

5. Impact Assessment

Construction impacts will be temporary and localized, including short-term noise, pedestrian circulation changes, and minor boarding adjustments. No displacement or service reductions are anticipated. Construction will be phased to maintain transit access.

Operational impacts are beneficial and include improved ADA accessibility, passenger safety, lighting, and amenities, with no changes to service levels or routes.

6. Disparate Impact and Disproportionate Burden Analysis

Population	Present Above Average?	Adverse Impacts Identified	Disparate Impact / Disproportionate Burden
Minority Populations	Yes	No	No
Low-Income Populations	Yes	No	No
Zero-Vehicle Households	Yes	No	No
Persons with Disabilities	Yes	No	No

7. NEPA and Record of Compliance

The project qualifies for a D-List Categorical Exclusion under 23 CFR 771.118(d) for rehabilitation and modernization of an existing transit facility. No property acquisition, displacement, or service changes are associated with the project.

8. Findings and Conclusion

The Lemoyne Transfer Center renovation does not result in disparate impacts to minority populations or disproportionate burdens on low-income, zero-vehicle, or disabled populations. The project improves safety, accessibility, and reliability at an existing facility serving transit-dependent communities and is consistent with Title VI, Environmental Justice, and FTA Section 5307 requirements.

Footnotes

1. Demographic data derived from the U.S. Census Bureau, American Community Survey (ACS) 2019–2023 5-Year Estimates.
2. Minority population defined consistent with FTA Circular 4702.1B as persons identifying as non-White and/or Hispanic or Latino.
3. Low-income population defined as individuals living at or below the federal poverty level, ACS Table B17001.
4. Zero-vehicle household data derived from ACS Table B08201, Vehicle Availability.
5. Disability status derived from ACS Table B18101, Disability Characteristics.
6. Study area demographics represent census tract conditions encompassing the Lemoyne Transfer Center ½-mile buffer and are considered an appropriate proxy where facility location and service remain unchanged.
7. The project qualifies for a D-List Categorical Exclusion pursuant to 23 CFR 771.118(d) for rehabilitation and modernization of an existing transit facility with no expansion of operational footprint.
8. Equity Analysis prepared in accordance with Title VI of the Civil Rights Act of 1964, Executive Order 12898, and FTA Circular 4702.1B.
9. Section 5307 Urbanized Area Formula Program funding supports capital improvements that maintain or improve existing transit facilities without altering service availability.