

2013 ANNUAL REPORT



Red Rose Transit Authority
July 1, 2012 - June 30, 2013

Serving Lancaster County since 1976

45 Erick Road, Lancaster, PA 17601 (717) 397-4246 www.redrosetransit.com

Red Rose Transit Service

Red Rose Transit provided 1,886,115 trips in Fiscal Year 2012-2013. RRTA was able to avoid any fixed-route fare increases or service reductions and maintained the service throughout the year.

Text Alerts

In an effort to improve customer communication and provide more real-time information, in the Fall of 2012 RRTA began offering text alerts to customers. When weather or traffic delays occur, RRTA sends out alerts through text messages on mobile devices or through email to customers who have signed-up.

Bike Lockers

In 2012, RRTA installed bike lockers at Queen Street Station for its customers; offering a secure, dry, storage area for bicycles and bike equipment. The lockers are located at Queen Street Station near the Route 20/Greenfield bus stop, underneath the parking garage facility. The location of the lockers allow a dry area for customers to store and retrieve their bike out of inclement weather. There are six lockers available for use.



New Hybrid Buses Added to Fleet

RRTA now has three hybrid buses joining our fleet of 43 total vehicles. The “green” buses were purchased during a normal replacement schedule that was planned to replace two older TMC buses. RRTA has been using the hybrid buses on some of the busier, city and county routes like Route 14/Rockvale Square. RRTA plans on purchasing two more hybrid buses that are scheduled to be delivered in October 2013.

Manufactured by Gillig LLC, the new buses have a BAE Hybrid Drive system. The BAE Hybrid bus is expected to produce a fuel economy improvement of 30%. The maintenance cost to operate the bus will be reduced due to a smaller engine, no belts, no starter, no hydraulic components and a self-contained air conditioning system.



Capital Projects

New Bus Stop Signs

In the spring of 2013, RRTA customers may have noticed something new while standing at their RRTA bus stop - *new bus stop signs*. RRTA installed 2,000 new bus stop signs throughout the Lancaster County area. Garden State Highway Products of Vineland, NJ was awarded the bid to produce the new signs. T&W Traffic Control of Lancaster, PA installed all of the new signs.

RRTA had not replaced bus stops signs since 1994. Many signs were faded and hard to read. The new signs are made out of a reflective material that will help them to be seen in the dark too. Another new feature of the bus stop signs is that each sign will include a decal # showing which bus routes stop at that bus stop location. This will help better communicate bus route information to our existing customers and new riders.



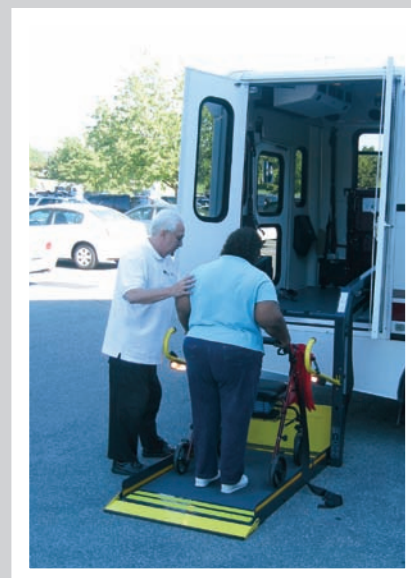
Red Rose Access Service

Red Rose Access provided 311,467 door-to-door trips in Fiscal Year 2012-2013.

New Shared-Ride Vehicles

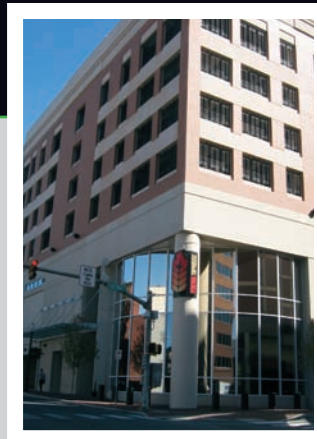
RRTA purchased 11 new shared-ride vehicles in fiscal 2012-2103 as part of the annual renewal program for the fleet. The vehicles will replace older vehicles that have met their useful life.

Red Rose Access provides door-to-door, shared-ride transportation to senior citizens and persons with disabilities. The Red Rose Access service is a life-line for many customers to get to critical health care appointments. Many customers use the Red Rose Access service for dialysis and chemotherapy treatments.



Queen Street Station Parking Garage

June 1, 2013 marked the first year of operation for the Queen Street Station Parking Garage. Located on the corner of Queen & Chestnut Street, the 395-space garage is available for daily and monthly public parking. Throughout the first year, activity increased each month for daily and monthly parkers. By the end of the year, RRTA had a total of 136 monthly parkers. Customer activity is set to continue growing now that The Federal Taphouse Restaurant has opened. After a lengthy construction throughout 2012 and 2013, The Federal Taphouse officially opened on June 24, 2013. Revenues from parking customers and the restaurant lease space will be used for RRTA operating expenses with its public transit services.



Excellence Award

RRTA recently received a 2013 Community Transportation Excellence Award for the Queen Street Station Parking Garage and Intermodal Center from the 10,000 Friends of Pennsylvania organization. 10,000 Friends of Pennsylvania is an organization that advocates for creating great communities and responsible land use. The Community Transportation Excellence Award recognizes exemplary community transportation projects, the projects' sponsors and leaders, and to demonstrate the importance of community transportation in creating healthy, sustainable communities. RRTA was presented the award on June 19, 2013 at an awards program.



General Statistics

Ridership

Red Rose Transit (fixed-route) passengers 1,886,115
Red Rose Access (paratransit) passengers 311,467
Total Passengers 2,197,582

Total Revenue Hours of Service: 270,352
Total Miles Operated 4,642,240

Total Passenger Miles 11,313,407

Service Area Lancaster County, PA

Square Miles 942

Population 519,445 (2010 census data)

Financial Statistics

Operating Revenues: \$7,093,705
Federal Funding: \$2,457,268
State Funding: \$6,079,810
Lancaster County Funding: \$269,843

Operating Expenses: \$15,900,626

Red Rose Transit Authority Board

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