

**MAKING A DIFFERENCE**

*together*



  
**rabbittransit**  
2019-20 Annual Report



## WHO WE ARE

The Central Pennsylvania Transportation Authority does business as rabbittransit. The Authority is a joint Authority between the counties of Adams, Cumberland, Franklin, Perry and York established with governmental agreements. In addition, rabbittransit is the appointed Shared Ride Coordinator for the counties of Columbia, Montour, Northumberland, Snyder and Union as designated by their local county governments and the MATP Administrator for Indiana County. rabbittransit directly serves a 10-county geographical region, which is approximately the size of Connecticut. The Authority also currently manages the Capital Area Transit system known locally as CAT, which provides service in Cumberland, Dauphin and the City of Harrisburg.

*about us*

## VISION

rabbittransit is a champion for mobility, changing our world one ride at a time.

## MISSION

Mobility is an essential need in order to experience a high quality of life. rabbittransit dedicates itself to providing its constituents safe, reliable and customer-centered mobility services consistent with the stewardship of its resources.

## CORE VALUES

SAFETY • SERVICE • STEWARDSHIP

## *message* FROM THE DIRECTOR

Mobility is an *essential need* in order to experience a high quality of life. A common word in 2020 has been “essential”. The COVID-19 pandemic revealed how essential and important public transit is to our community. During the course of the year, there came a time when we were operating solely for life-sustaining purposes. We helped get people to work, medical appointments and provided access to food. rabbittransit never wavered on our commitment to provide safe and reliable transportation while following the established COVID-19 guidelines.

This 2020 annual report highlights many of the ways we were involved in the community at a time when they needed us most. After all, we’re in this together.







## COMMUNITY IS ESSENTIAL

rabbittransit is an essential business according to the Pennsylvania Department of Transportation and Department of Health, providing life-sustaining services to the communities we serve. During the COVID-19 pandemic, rabbittransit continued to provide trips for life essential purposes including trips to the grocery store, medical visits and employment. In addition, rabbittransit partnered with the local healthcare systems to assist with transportation to COVID testing sites and quarantine locations for individuals who were homeless or in temporary housing. The community also identified food insecurity as a major issue for individuals who were required to social distance, for which rabbittransit provided food deliveries. These two initiatives provided a safety net for community members who were most at risk.

*community impact*



### NEW FIXED ROUTE SERVICE TO UPMC

In order to better serve its riders, changes were made to the York Fixed Route service on August 18, 2019 to include service to the new UPMC Memorial Hospital in West York and the Route 3N and Route 13.



### RECRUITMENT CAMPAIGN

rabbittransit launched a multifaceted integrated marketing campaign for the recruitment of fixed route and paratransit drivers across the ten-county service area.



### MATP BROKER PAUSED

The Governor's Administration agreed with the General Assembly that the current structure of the Medical Assistance Transportation Program (MATP) should be further evaluated and agreed to halt the brokerage model that was being proposed. The entities involved decided to work closely for the next 18 months to explore options for the administration and create a report outlining potential service delivery models for MATP. While these options are being explored, the Administration stated that a statewide brokerage contract will not be awarded. rabbittransit continues to support a full service coordination position – a no broker model.

# diversity STATEMENT



rabbitransit renewed its commitment to its Diversity Statement (below) as a guiding principle and pledged to ensure it is doing its part to address solutions and uphold its responsibility to provide access to affordable, equitable mobility options for everyone. *Diversity is key!*

“The diversity of the people of Adams, Columbia, Cumberland, Franklin, Montour, Northumberland, Perry, Snyder, Union and York Counties has been the source of innovative ideas and creative accomplishments throughout the service area’s history into the present. Diversity—a defining feature of our past, present and future—refers to the variety of personal experiences, values, and worldviews that arise from differences of culture and circumstance. Such differences include race, ethnicity, gender, age, religion, language, abilities/disabilities, sexual orientation, socioeconomic status, geographic region and more.

Because the core mission of the Central Pennsylvania Transportation Authority is to serve the interests of the area, it must seek to serve the diversity among its passengers, stakeholders and among its employees. The Central Pennsylvania Transportation Authority has a compelling interest in making sure that people from all backgrounds are confident that access to our services and employment is possible from all groups.

Therefore, the Central Pennsylvania Transportation Authority renews its commitment to the full realization of its historic promise to recognize and nurture our mobility and employment goals by supporting diversity and equal opportunity in its employment and services.”



## HONORING ROSA

On February 4, rabbitransit and Capital Area Transit (CAT) promoted equity through a tribute to Rosa Parks on what would have been her 107th birthday. Signs were placed on the first forward-facing seat of each fixed route vehicle asking riders to reserve the seat in honor of Parks, who stood for justice by refusing to give up her seat in the midst of the Civil Rights Movement. The signs featured a photo of Parks, a quote by her and a QR code that, when scanned, pointed to a list of local library books on Parks’ remarkable life.



## MAKING A DIFFERENCE TOGETHER

Wearing t-shirts throughout the summer that read “Making a Difference Together”, staff worked collectively as a team to fight COVID-19 by taking extra safety precautions for themselves, each other and their riders.

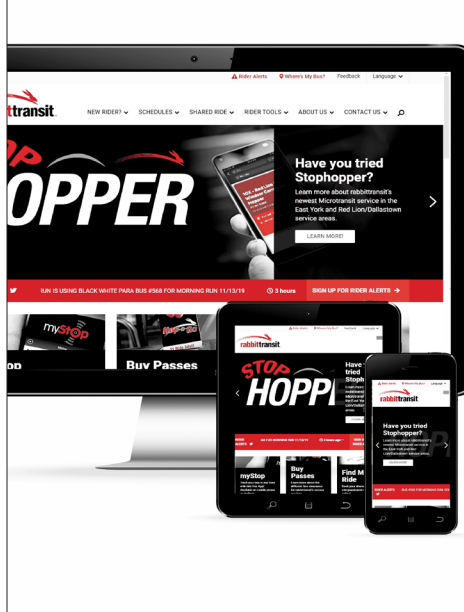


# highlights OF FY 19-20



## INDIANA COUNTY MATP ADMINISTRATOR

In November 2019, rabbittransit was appointed as the Medical Assistance Transportation Program (MATP) Administrator for Indiana County by the Indiana County Commissioners effective January 1, 2020. Previously, Indiana County served as the MATP Administrator. MATP eligible residents were required to complete new applications and rabbittransit partnered with IndiGO Transit to provide the transportation.



## NEW WEBSITE LAUNCHED

After more than a year of work to reorganize, prioritize, redesign and rebuild, rabbittransit launched its new website. The mobile responsive site is ADA accessible and showcases an area for new riders.



## CAT MANAGEMENT CONTRACT EXTENSION

rabbittransit extended its management contract with Capital Area Transit (CAT) to provide executive oversight for its operation and service delivery in an effort to advance regional collaboration for mobility.



## PARATRANSIT FARE REALIGNMENT

rabbittransit realigned the fares and zone structures in all ten counties of its service area. The new fares and structures became effective January 1, 2020. An electronic account feature was made available to add to an electronic balance remotely.



## DBE

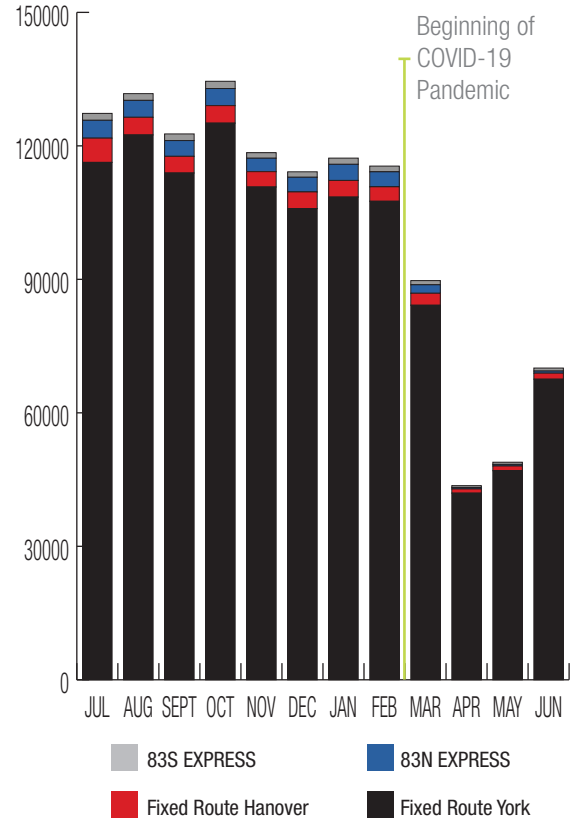
In June 2020, rabbittransit sought public comment for its three-year program goals for 2021-2023 for its Disadvantaged Business Enterprise (DBE) Program in accordance with the U.S. DOT. The DBE Program seeks to ensure non-discrimination in the award and administration of DOT-assisted contracts and to create a level playing field on which DBEs can compete fairly for DOT-assisted contracts.

**Scan to learn more!**

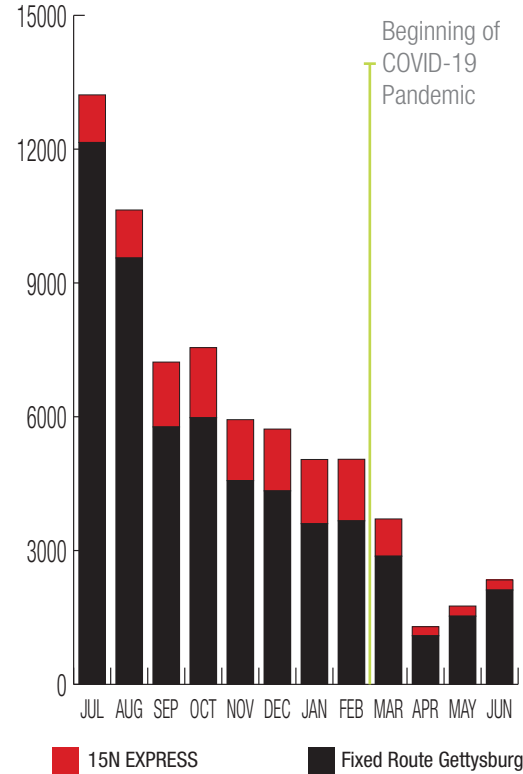


# FIXED ROUTE *ridership*

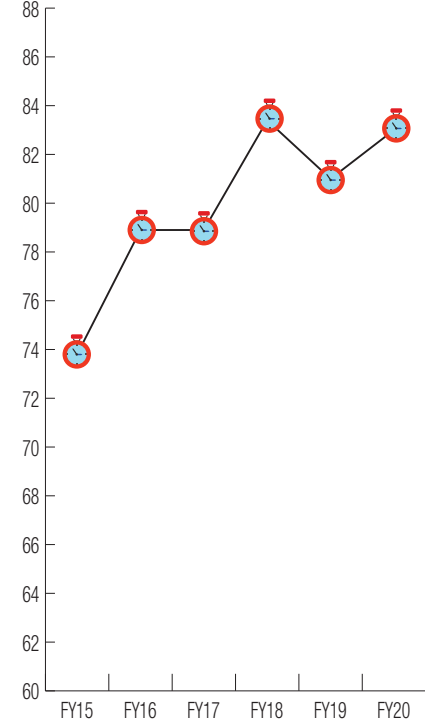
**Fixed Route Ridership  
York County FY2020**



**Fixed Route Ridership  
Adams County FY2020**

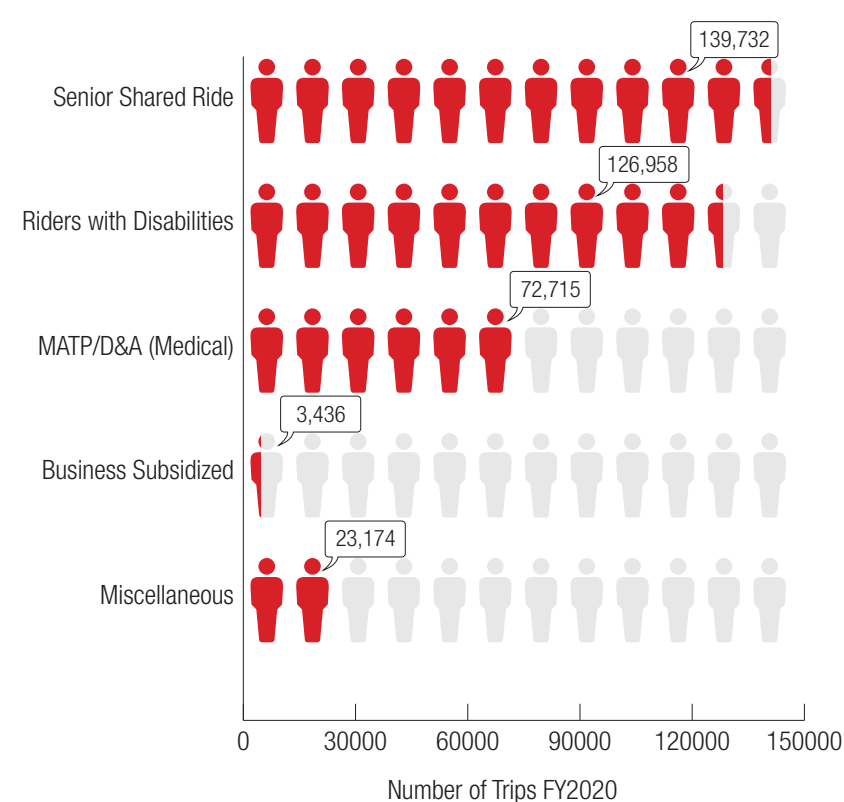


**System On-Time Performance**

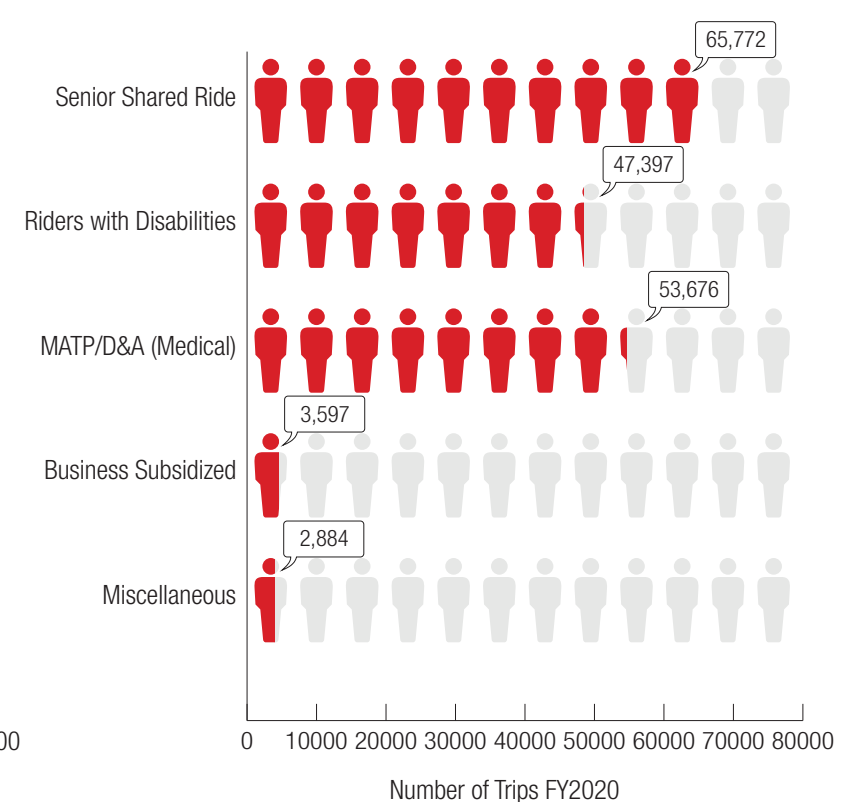


# PARATRANSIT *ridership*

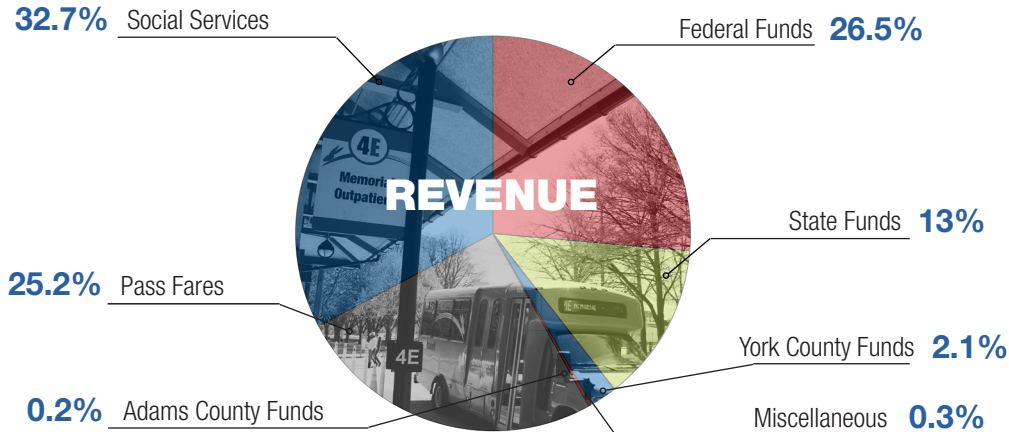
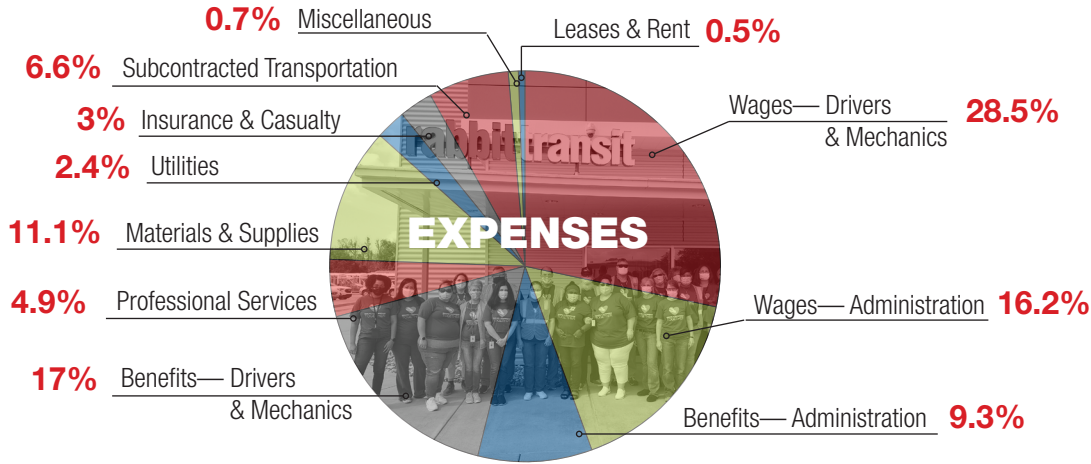
**Adams/Cumberland/Franklin/Perry/York  
Paratransit Ridership by Program**



**Columbia/Montour/Northumberland/Snyder/Union  
Paratransit Ridership by Program**



# expenses and revenue OF FY 19-20



## Board of Directors

Raymond Rosen, Chairperson  
 Darlene Brown, Vice Chairperson  
 Thomas Wilson, Secretary  
 Richard Carson, Assistant Secretary  
 Keith Martin, Treasurer  
 Kirk Stoner, Assistant Treasurer  
 Carrie Gray, Member  
 Philip Robbins, Member  
 Annie Strite, Member  
 Richard Farr, Executive Director



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