Reading Area
Transportation Study

SCTA SOUTH CENTRAL TRANSIT AUTHORITY

Coordinated Public Transit Human Services Transportation Plan For Berks County

Adopted November 10, 2022

The preparation of this report has been financed in part through grants from the U.S. Department of Transportation and the Pennsylvania Department of Transportation. The contents of this report reflect the views of the authors who are responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect the official policies of the U.S. Department of Transportation, Federal Highway Administration (FHWA), Federal Transit Administration (FTA) or the Commonwealth of Pennsylvania at the time of publication. This report does not constitute a standard, specification or regulation.

The Reading Area Transportation Study (RATS) fully complies with Title VI of the Civil Rights Act of 1964, Executive Order 12898 on Environmental Justice, and related nondiscrimination statutes and regulations in all programs and activities. RATS' website, www.co.berks.pa.us/planning, may be translated into multiple languages. Publications and other public documents can be made available in alternative languages and formats, if requested. RATS' public meetings are always held in ADA-accessible facilities and in transit-accessible locations when possible. Auxiliary services can be provided to individuals who submit a request at least seven (7) days prior to a meeting. Requests made within seven (7) days will be accommodated to the greatest extent possible. Any person who believes they have been aggrieved by an unlawful discriminatory practice by RATS under Title VI has a right to file a formal complaint. Any such complaint may be in writing and filed with RATS's Title VI Compliance Officer and/or the appropriate state or federal agency within 180 days of the alleged discriminatory occurrence. For more information on RATS' Title VI program, or to obtain copies of RATS' Title VI Policies, Complaint Procedures, or Complaint Form, please call (610) 478-6300 x6304, email planning@countyofberks.com, or visit our website at http://www.co.berks.pa.us/Dept/Planning/Pages/RATSMeetingSchedule.aspx .

Documents will be made available in alternative languages or formats if requested. Persons requiring additional accommodations or those with questions should call 610-478-6300.

Estos informes y/o documentos estarán disponibles en diversos lenguajes y formatos si es necesario. Personas que necesiten acomodo razonable o con preguntas pueden comunicarse al 610-478-6300.

English

ATTENTION: If you speak another language, language assistance is available to you FREE OF CHARGE. Call 610.478.6300

Español

Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 610.478.6300

中文

注意：如果您講廣東話或普通話， 您可以免費獲得語言援助服務。請致電 610.478.6300

Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 610.478.6300

한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 610.478.6300 번으로 전화해 주십시오.

Français

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 610.478.6300

العربية

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم المبرقة الكاتبة: 610.478.6300

עברית

שים לב: אם אתה מדבר עברית, סיוע בשפה, ללא תשלום, זמינים עבורך. התקשר 610.478.6300

Hmoob

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 610.478.6300

Русский

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 610.478.6300

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong se wika nang walang bayad. Tumawag sa 610.478.6300

ไทย

ความสนใจ: หากคุณพูดภาษาไทยคุณสามารถขอความช่วยเหลือด้านภาษาฟรีได้โทร 610.478.6300

ភាសាខ្មែរ

ចំណាំ៖ ប្រសិនបើលោកអ្នកនិយាយជាភាសាខ្មែរ
សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនសម្រាប់លោកអ្នកដោយមិនគិតថ្លៃ។ សូមទំនាក់ទំនងតាមរយៈលេខ៖ 610.478.6300. ។

Deutsche

ACHTUNG: Wenn Sie Deutsch sprechen, erhalten Sie kostenlose sprachliche Unterstützungsdienste. Telefonnummer 610.478.6300.

हिंदी

ध्यान दें: यदि आप हिन्दी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 610.478.6300 पर कॉल करें

日本人

注：日本語を話す人は、無料で言語サポートを利用することができます。電話番号 610.478.6300

Italiano

ATTENZIONE: se parli italiano, l'assistenza linguistica, a titolo gratuito, è a tua disposizione. Chiama il numero 610.478.6300

Português

POR FAVOR, OBSERVE: se você fala português, assistência linguística, grátis, está à sua disposição. Ligue para 610.478.6300

Nederlands

LET OP: als u Nederlands spreekt, is taalondersteuning gratis. Bel 610.478.6300

Ελληνικά

ΠΡΟΣΟΧΗ: αν μιλάτε ελληνικά, η υποστήριξη γλώσσας είναι διαθέσιμη δωρεάν. Καλέστε 610.478.6300

Polskie

UWAGA: jeśli mówisz po polsku, obsługa języków jest dostępna bezpłatnie. Zadzwoń 610.478.6300

Српски

ПАЖЊА: Ако говорите српски, на располагању вам је бесплатна помоћ. Позив 610.478.6300

Hrvatski

Pažnja: Ako govorite hrvatski, besplatna vam je pomoć dostupna. Nazovite 610.478.6300

Українська

Увага: якщо ви розмовляєте по-українськи, ви можете отримати безкоштовну допомогу. Зателефонуйте за номером 610.478.6300

فارسی

توجه: اگر حرف فارسی رایگان دریافت کمک. تماس610478.6300 .

ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:સુલ્કુ ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 610.478.6300

اردو

نوٹ: اگر آپ اردو بولتے ہیں، تو آپ مفت مدد حاصل کرسکتے ہیں .610.478.6300 کو کال کریں (ٹی ٹی آئی

বাঙালি

নোট: আপনি যদি বাংলা বলতে পারেন তবে আপনি বিনামূল্যে সহায়তা পেতে পারেন। কল করুন 610.478.6300

ਪੰਜਾਬੀ

ਨੋਟ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ ਤਾਂ ਤੁਸੀਂ ਮੁਫਤ ਮਦਦ ਲੈ ਸਕਦੇ ਹੋ. ਕਾਲ 610.478.6300

नेपाली

नोट: यदि तपाईं नेपाली बोल्नुहुन्छ भने, तपाइँ निःशुल्क मद्दत प्राप्त गर्न सक्नुहुनेछ। फोन 610.478.6300

Română

Atenție: Dacă vorbești limba română, poți obține ajutor gratuit. Telefon 610.478.6300

Albanian

Kujdes: Nëse ju flisni gjuhën shqipe, mund të merrni ndihmë falas. Telefoni 610.478.6300

Laotian

ຂໍ້ຄວນລະວັງ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານຈະໄດ້ຮັບການຊ່ວຍເຫຼືອຟຣີ. ໂທ 610.478.6300

Türk

Dikkat: Türkçe konuşursanız, ücretsiz yardım alırsınız. 610.478.6300 'i arayın

---

తెలుగు
శ్రద్ధ: మీరు తెలుగు మాట్లాడితే, మీకు ఉచిత సహాయం లభిస్తుంది. కాల్ చేయండి 610.478.6300

മലയാളം

ശ്രദ്ധിക്കുക: നിങ്ങൾ മലയാളം സംസാരിക്കുകയാണെങ്കിൽ നിങ്ങൾക്ക് സ്വതന്ത്ര സഹായം ലഭിക്കും. കോൾ ചെയ്യുക 610.478.6300

தமிழ்
கவனம்: நீங்கள் தமிழ் பேசினால், இலவச உதவி பெறலாம். அழைப்புக்கு 610.478.6300

မြန်မာ
အာရုံစူးစိုက်မှု: သင်မြန်မာစကားပြောဆိုလျှင်, သင်အခမဲ့အကူအညီလက်ခံရယူနိုင်ပါသည်။ 610.478.6300

Bahasa Indonesia

Perhatian: Jika Anda berbicara bahasa Indonesia, Anda dapat menerima bantuan gratis. Hubungi 610.478.6300

አማርኛ

ማስጠንቀቂያ: በአማርኛ የሚናገሩ ከሆነ, ነጻ እርዳታ ማግኘት ይችላሉ. በ 610.478.6300 ላይ መደወል

Yorùbá

Ifarabalẹ: Ti o ba sọ ni Yorùbá, o le gba iranlọwọ ọfẹ. Pe 610.478.6300

Igbo

Ntị: Ọ bụrụ na ị na-asụ Igbo, ịnwere ike ịnweta enyemaka n'efu. Kpọọ 610.478.6300

ລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 610.478.6300

日本語

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。610.478.6300.まで、お電話にてご連絡ください。

ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 610.478.6300

Table of Contents

1 INTRODUCTION	1
2 APPROACH	5
3 EXISTING COORDINATION	7
4 INVENTORY OF PROVIDERS	9
5 SERVICE AREA PROFILE	17
6 MOBILITY NEEDS ASSESSMENT	37
7 IDENTIFICATION OF STRATEGIES	41
8 IMPEMENTATION PLAN	45
APPENDIX	49

List of Figures

FIGURE 01	12	FIGURE 08	31
FIGURE 02	20	FIGURE 09	32
FIGURE 03	23	FIGURE 10	33
FIGURE 04	24	FIGURE 11	34
FIGURE 05	26	FIGURE 12	35
FIGURE 06	29	FIGURE 13	36
FIGURE 07	30	FIGURE 14	40

INTRODUCTION

1 INTRODUCTION

1.1 PURPOSE

The purpose of this plan is to help improve transportation services for persons with disabilities and older adults in Berks County through a better coordinated transportation system. The lead agency in such transportation planning initiatives is the designated Metropolitan Planning Organization (MPO) for the region, which for Berks County is the Reading Area Transportation Study (RATS) in coordination with the South Central Transit Authority (SCTA). SCTA operates the Berks Area Regional Transportation Authority (BARTA) public transportation system to assure mobility for Berks County residents and access to employment, shopping, medical and recreational sites in the communities within the County.

The preparation of this plan is required by federal transportation regulations (Section 5310 Program) and will provide a framework for the development of projects to address the transportation needs of these targeted populations and ensure that RATS and its public transportation and human service agencies coordinate their federally funded transportation resources. Essentially, the Coordinated Plan will identify the transportation needs of individuals in the target population(s), provide strategies for meeting these local needs, and prioritize potential solutions for funding and implementation. In this case, "local" refers to an area within the boundaries of Berks County, Pennsylvania. All applicants must reference this plan and identify how their application is consistent with the goals and priorities identified within this plan.

1.2 PROGRAM HISTORY

The Section 5310 program was established in 1975 as a discretionary capital assistance program. In cases where public transit was unavailable, insufficient, or inappropriate, the program awarded grants to private nonprofit organizations to serve the transportation needs of seniors and persons with disabilities. FTA (then the Urban Mass Transportation Administration [UMTA] apportioned the funds among the states by formula for distribution to local agencies, a practice made a statutory requirement by the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA). In the early years of the program, many of the subrecipient non-profit agencies used the vehicles primarily for transportation of their own clients. Funding for the Section 16 Program, as it was then known, ranged between $20 million and $35 million annually until the passage of ISTEA, when it increased to the $50 million to $60 million range. ISTEA also introduced the eligibility of public agencies under limited circumstances to facilitate and encourage the coordination of human service transportation. Increasingly, FTA guidance encouraged and required coordination of the program with other federal human service transportation programs. In lieu of purchasing vehicles, acquisition of service in order to promote use of private sector providers and coordination with other human service agencies and public transit providers was made an eligible expense under ISTEA. Other provisions of ISTEA introduced the ability to transfer funds to the program from certain highway programs and the flexibility to transfer funds from the Section 5310 program to the rural and urban formula programs.

With the codification of federal transit laws in 1994, the "Section 16" program became the "Section 5310" program. The Transportation Equity Act for the 21st Century (TEA-21) enacted in 1998, reauthorized the Section 5310 program. TEA-21 increased the authorized funding levels for the Section 5310 program but made no significant program changes. In 2005, Congress enacted the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU introduced the requirement that Section 5310 projects be derived from a locally developed, coordinated public transit-human services transportation plan; removed the flexibility that funds can be transferred to Section 5311 for Section 5311 program purposes during the fiscal year apportioned, if funds were not needed for Section 5310 program purposes; introduced a seven state pilot program that allowed selected states to use up to one-third of the funds apportioned to them for operating assistance; and allowed transfers to Section 5307 or 5311, but only to fund projects selected for Section 5310 program purposes.

On July 6, 2012 new transportation funding legislation known as Moving Ahead for Progress in the 21st Century (MAP-21) was signed into law. The bill is a two-year $105 billion surface transportation reauthorization. This new funding authorization consolidates previously separate Federal Transit Administration (FTA) human service transportation programs: Section 5310 Elderly Individuals and Individuals with Disabilities Program, Section 5316 Job Access and Reverse Commute Program (JARC) and Section 5317 New Freedom Program. MAP-21 took effect on October 1, 2012 and eliminates the JARC and New Freedom programs. Under MAP-21, JARC funds are consolidated with the Section 5307 and 5311 programs, and New Freedom funds are consolidated with the Section 5310 program. Funding for these consolidated programs are offset from increases into the formula funding, and by FY 2014 the Section 5310 and Section 5307 program grew by more than 90 percent and 7 percent respectively compared to FY 2012 funding levels. The FY 2012 allocation of JARC and New Freedom funds were the last allocation for these programs with funds already obligated for these programs able to be expended for current projects through Sept. 30, 2015.

As with the previous funding legislation, MAP 21 continues to allow recipients of Section 5310 funds to sub-allocate to private nonprofits or state/local government authorities, provided that the state/local authority coordinates service and has certified that no private nonprofit is readily available. The Section 5310 program recipients must certify that the projects selected are included in a locally developed, coordinated public transit-human services transportation plan. The law requires that this plan be "developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public." The FTA defines a coordinated plan as a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, individuals with limited incomes, lays out strategies for meeting these needs, and prioritizes services. Coordination of services will enhance transportation access, minimize duplication of services, and facilitate the most appropriate cost-effective transportation services.
On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST) Act (Pub. L. No. 114-94) into law – the first federal law in over a decade to provide long-term funding certainty for surface transportation infrastructure planning and investment. The FAST Act authorized $305 billion over fiscal years 2016 through 2020 for highway, highway and motor vehicle safety, public transportation, motor carrier safety, hazardous materials safety, rail and research, technology, and statistics programs. The FAST Act maintains the focus on safety, keeps intact the established structure of the various highway-related programs managed, continues efforts to streamline project delivery and, for the first time, provides a dedicated source of federal dollars for freight projects.

On November 15, 2021, President Biden signed the Bipartisan Infrastructure Law, enacted ast the Infrastructure Investment

and Jobs Act (IIJA). The legislation re-authorized the surface transportation programs for FFY 2022 through FFY 2026. The IIJA provides up to $108 billion for public transit over the next five (5) years. The FTA's priority is to invest this historic level of funding in workforce and rider safety, modernizing transit infrastructure, addressing the climate crisis and improving equity in transit. The IIJA authorized continuing and increasing the funding for the Urbanized Area Formula Program and the Buses and Bus Facilities Program; SCTA/BARTA annually receives funding from these programs. Ten (10) FTA competitive grant programs were also established in the IIJA. SCTA/BARTA will consider submitting funding applications for program(s) for which the authority is eligible based on identified infrastructure and/or service needs.

1.4 GUIDANCE FROM PENNDOT (FAST ACT)

As discussed previously, the Federal Section 5310 Program is authorized under the provisions set forth in the FAST Act and appropriated under the Consolidated Appropriations Act, 2016 (Pub. L. No. 114-113). The most recent project selection uses the federal appropriation of Section 5310 funding under the FAST Act and therefore must follow FAST rules and regulations.

This federal program provides formula funding to States for the purpose of improving mobility for senior citizens and individuals with disabilities throughout the country. The program requires coordination of federally assisted programs and services in order to make the most efficient use of Federal resources. The program also requires maximum feasible coordination of transportation services assisted by the Section 5310 Program with transportation services assisted by other Federal sources.

PennDOT leads the development of the program of projects for the FTA review and approval of grant funding. PennDOT ensures that local applicants and project activities are eligible and in compliance with Federal requirements, that private not-for-profit transportation providers have an opportunity to participate as feasible, and that the program provides for coordination of federally assisted transportation services. Once FTA approves PennDOT's application, funds are available for state administration of the program and for allocation to individual subrecipients within the state.

Eligible Applicants

The following organizations and entities are eligible to apply to PennDOT for funding:

- **Private non-profit (PNP) organizations;**
- **State or local governmental authorities; and**
- **Operators of public transportation services**

Eligible Capital Expenses

Funds for the Section 5310 program are available to support the procurement of vehicles for transportation services to meet the special needs of senior citizens and individuals with disabilities. Eligible vehicle expenses include:

1. **New** accessible small buses (seating capacity ranging approximately from 10 to 25)
2. **New** accessible vans or other paratransit vehicles

Although Federal regulations do not require vehicles to be specially equipped for wheelchair accessibility, the Commonwealth requires that all vehicles purchased under the Section 5310 Program be wheelchair accessible.

Eligible Passengers

Section 5310 vehicles are for transporting senior citizens and individuals with disabilities.

Senior citizens include all persons 65 years of age or older. Grantees may use a definition that extends eligibility for service to younger (e.g. 62 and older, 60 and over) persons

Individual with Disability means an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility. A disability substantially limits one or more of the major life activities of such an individual. It also includes a record of such impairment or being regarded as having such an impairment. An individual with a disability does not include an individual who is currently engaging in the illegal use of drugs.

After the needs of senior individuals and individuals with disabilities are met, the vehicle may be used for transporting the general public. PennDOT encourages the transporting of additional persons so that the vehicle is fully utilized. This action helps foster coordination efforts.

Vehicle Usage

Agencies funded under the Section 5310 Program are required to provide transportation services to seniors and individuals with disabilities originally designated in their application and within the geographical area described in their Section 5310 Application for the duration of their vehicle's useful life. Service offered must be equivalent to the level and the quality of service offered to individuals without disabilities as per the Americans with Disabilities Act (ADA) regulations.

Meal Delivery for Homebound Individuals

Transit service providers receiving assistance under the Section 5310 Program may coordinate and assist in providing meal delivery services for homebound persons on a regular basis if the meal delivery services do not conflict with the provision of transit services or result in a reduction of service to transit passengers. The number and size of vehicles applied for under Section 5310 must be determined only by the number of passengers to be transported, not meal delivery capacity. Section 5310 funds may not be used to purchase special vehicles to be used solely for meal delivery or to purchase specialized equipment such as racks or heating or refrigeration units related to meal delivery.

In-Home Services

Providing in-home services with a Section 5310 vehicle could result in a reduction of service to and interfere with transportation services for senior individuals and individuals with disabilities. Therefore, PennDOT discourages the use of vehicles for this activity

Incidental Uses

Incidental use is the use of equipment or facilities purchased under the Section 5310 Program during those periods when the equipment is not used for specific grant related purposes. This type of use is allowed but should be kept to a minimum and must not interfere with any transportation services for seniors and individuals with disabilities.

Out-of-State Usage

Agencies receiving assistance under the Section 5310 Program are to use the vehicle to provide transportation services to seniors and individuals with disabilities within the geographical area described in the agency's Section 5310 Application. Out-of-state trips are strictly forbidden under the Pennsylvania Section 5310 Program unless specifically approved for agencies located in border counties.

School Bus Prohibition

Grantees are prohibited from providing exclusive school bus service unless the service qualifies under an allowable exemption and is approved by the FTA Administrator. In no case can federally funded equipment or facilities be used to provide exclusive school bus service.

Charter Service

Section 5310 recipients may only provide charter service for program purposes as defined in 49 CFR Part 604 as transportation that serves the need of either human service agencies or targeted populations (seniors or individuals with disabilities). The agency's service only qualifies for the exemption contained in 49 CFR 604.2(e) if the service is designed to serve the needs of targeted populations. As examples, the following are considered charters and fall under the FTA charter rule:

1. An individual chartering a vehicle to take his relatives including elderly aunts and a cousin who is a disabled veteran to a family reunion; or
2. A charter for the Boy Scouts or a school group that includes grandparents.

APPROACH

2 APPROACH

2.1 PLANNING PROCESS

The FTA requires the states to carry-out the federal coordination initiative and develop policies and procedures to administer the federal funding programs, with the Pennsylvania Department of Transportation (PennDOT) assigned to carry out this program on behalf of the state and the agency's Bureau of Public Transportation (BPT) responsible for administering the program. PennDOT is the designated recipient of the Federal 5310 program for the entire state.

The Reading Area Transportation Study (RATS) is the federally designated Metropolitan Planning Organization (MPO) for Berks County and is responsible for preparing transportation plans and programs that must be consistent with federal legislation in order for the county to receive federal transportation funds. The transportation planning staff of the Berks County Planning Commission serves as the technical staff to the MPO. The MPO is comprised of local elected officials and representatives from the county and local municipalities, SCTA, PennDOT, the Berks County Planning Commission, and the Reading Regional Airport Authority. These individuals participate in the MPO through two committees – the Coordinating Committee and the Technical Committee. The Technical Committee reviews items brought before the group and recommends actions to the Coordinating Committee. The Coordinating Committee is the policy body that formally adopts items reviewed by the Technical Committee. SCTA serves on both committees. The last Coordinated Public Transit – Human Services Transportation Plan (CPTHSTP) was approved on September 19, 2013.

2.2 PLAN UPDATE AND ORGANIZATION

This document represents the second update to the Berks County CPT-HSTP. The Plan includes some of the same steps that were performed previously such as:

- Preparing/updating an inventory of the existing transportation system;
- Analyzing the demographic and economic characteristics in the county, and;
- Reaffirms and/or identifies new transportation needs and identifies additional strategies to maximize existing resources in order to maintain and/or increase service levels and travel mobility options for senior citizens and persons with disabilities (i.e., target populations).

Guidelines indicate that coordinated plans should be updated at least every four or five years, or at intervals that align with the local Transportation Improvement Program (TIP) and the Statewide Transportation Improvement Program (STIP). This Plan update was prepared around same time but prior to the SCTA Transportation Development Plan (TDP) which is updated approximately every five years and is used to determine the future direction of the system.
This plan puts an emphasis on policies designed to ensure human service transportation in Berks County moves forward in a predictable manner and implements projects and activities that are consistent with local priorities and state and federal guidelines.

THE REMAINDER OF THIS PLAN IS ORGANIZED INTO THE COMPONENTS OUTLINED BELOW:

- A summary of existing coordination occurring in Berks County;
- An inventory of the existing transportation services available in Berks County, including public, private and non-profit services;
- A demographic and economic profile of Berks County prepared using current information from the 2020 U.S. Census, 2015-2019 American Community Survey 5-year estimates, and other relevant planning documents;
- The formulation of guiding principles to provide the direction for continuing human service transportation in Berks County along with formulation of project development steps; and
- The Identification of projects and activities to be pursued that can improve the provision and availability of coordinated human service transportation in Berks County.

EXISTING COORDINATION

3 EXISTING COORDINATION

3.1 BARTA SPECIAL SERVICES

BARTA has been providing coordinated human service transportation in Berks County since 1978, when County Commissioners ordered 33 publicly funded social service agencies in the county to end their transportation programs and consolidate their services under the transit system to control costs and maintain consistent service quality. Today, BARTA's Special Services Division is responsible for operating and administering virtually all human service transportation in Berks County, including the Shared Ride, Americans with Disabilities Act (ADA), and Medical Assistance Transportation Program (MATP) programs. All administrative and customer service functions are centralized under BARTA with the delivery of service provided using both directly operated and contracted services, such as provided by the Easton Coach Company.

It is also important to point out that BARTA operates an extensive ADA accessible fixed route bus system that is heavily concentrated in the City of Reading and the surrounding Reading urbanized area, which is where the majority of Berks County's residents live and where most of the county's major employers and activity centers are located. The fixed route system provides a vital and affordable mobility option in the areas in which it operates and should be preferred over Special Services whenever possible since there is little or no cost associated with more people using the service. Further, senior citizens age 65 and older can ride the BARTA fixed route bus system for free and the transit system also provides a half-fare program for persons with disabilities.

3.2 HUMAN SERVICE TRANSPORTATION COORDINATION STUDY

n July 2009, PennDOT, the Pennsylvania Department of Public Welfare, Department of Aging, and Office of the Budget released a report providing a statewide assessment of human service transportation in the state. The study was mandated by Act 44 legislation and was guided by the following objectives:

1. Improve customer service
2. Improve service delivery
3. Quantify human service transportation needs
4. Maximize service efficiency and control the rate of cost growth
5. Develop objective and measurable service criteria

The main finding of the study was that regional consolidation of management and service
delivery would provide the greatest opportunity for improved efficiencies and cost savings as
well as increased service, quality, and availability.

3.3 REGIONAL TRANSIT COORDINATION STUDY

One of the outcomes of the statewide human service transportation study was the creation of a nine-county regional transit coordination demonstration pilot project conducted in South Central Pennsylvania funded by PennDOT and undertaken by the Susquehanna Regional Transportation Partnership (SRTP) with BARTA serving as the grantee. The purpose of the demonstration study was to determine if the transit agencies that operate within the nine-county study area could coordinate with one another to increase mobility options for the area's residents, workers, and employers. The plan was completed in September 2011. Among its many findings, it includes recommendations for providing intercounty connections between Berks County and Lebanon County by linking bus routes operated by BARTA and Lebanon Transit.

To implement the recommendation to provide intercounty connections, BARTA did establish and operate a Berks-Lebanon Express Service to connect with Lebanon Transit across county borders for a short period of time. Unfortunately, the service was discontinued due to lack of ridership. Nevertheless, the short pilot program proved that the coordination can be done efficiently.

3.4 COMMUTER SERVICES OF PENNSYLVANIA

Commuter Services of Pennsylvania is a regional transportation demand management organization that provides professional services to regional employers and commuters to promote options other than driving alone. In addition to Berks County and BARTA, participating counties include Adams, Cumberland, Dauphin, Franklin, Lancaster, Lebanon, Perry and York and the transit agencies that operate in these jurisdictions. The organization is funded by federal Congestion Mitigation & Air Quality funds, PennDOT, and the regional planning organizations in the nine-county service area. Commuter Services works closely with SCTA and the Reading MPO to promote the services offered by the organization and has established an Emergency Ride Home Program. The Emergency Ride Home Program is a free ride home for commuters who use alternatives other than commuting alone in their personal vehicle and are enrolled in the Commuter Services program.

INVENTORY OF PROVIDERS

4 INVENTORY OF PROVIDERS

4.1 BARTA

BARTA operates both fixed route bus service and demand responsive Special Services for residents with special needs. The services include fixed route bus service on 19 routes which operate six days per week (Monday through Saturday). Only eight routes operate on Sundays. BARTA also provides paratransit service for those persons eligible under provisions of the Americans with Disabilities Act (ADA), as well as senior citizens. BARTA Special Services is responsible for the management, oversight, and operation of a variety of major state and federally funded human service transportation programs. The organization, through either direct operation or use of a contractor, provides approximately 2,000 to 2,200 trips on weekdays, about 100 trips on Saturdays and 2 trips on Sunday.

All of the busses on BARTA's fixed-route fleet are equipped with kneelers and are wheelchair accessible. A "kneeler" lowers the front of the bus, bringing the bottom step closer to the sidewalk or street surface. The kneeler is designed to assist passengers who have difficulty reaching the lowest step comfortably. Figure 1 shows the current BARTA bus routes in Berks County.

PA Senior Citizens Free Ride Program – If you are 65 years of age or older, you may ride free on the BARTA Fixed Route bus system all day / every day. To participate in the program, register with BARTA to obtain a Commonwealth of Pennsylvania ID card. You can stop by the Special Services Office – 1700 North 11th Street in Reading (between 8:00AM and 5:30PM, Monday through Friday) and fill out an application and receive your card immediately. You can also stop by the BARTA Transportation Center at 8th and Cherry Streets in Reading (between 8:00AM and 5:30PM, Monday through Friday and Saturday between 8:30AM and 4:30PM). You must provide proof of age in order to receive your card.

The following documents may be used as proof of age: birth certificate, baptismal certificate, naturalization papers, passport, statement from the Social Security Administration, armed forces discharge/separation papers, PA identification card, photo motor vehicle operators license, or resident alien card.

This free bus transportation is provided under the Pennsylvania Lottery's Free Transit Program for Senior Citizens.

Half-Fare Program on BARTA Bus Service – Persons with disabilities who have a Medicare card and are under 65 years of age may qualify for the Half-Fare Program on BARTA's fixed-route bus service. If no Medicare card is available, the application must be completed by a medical professional. A half-fare application must be completed to determine eligibility. Once approved, the customer can show the half-fare card to the driver to receive the discounted fare. The card must be shown each time the customer rides.

Call BARTA at 610-921-2361 to request a Half-Fare Program application or apply in person at BARTA Special Services Office, 1700 North 11th Street, Reading, PA 19604.

BARTA Special Services Division – Provides door to door transportation, for any type of trip purpose. An application must be completed prior to using the services.

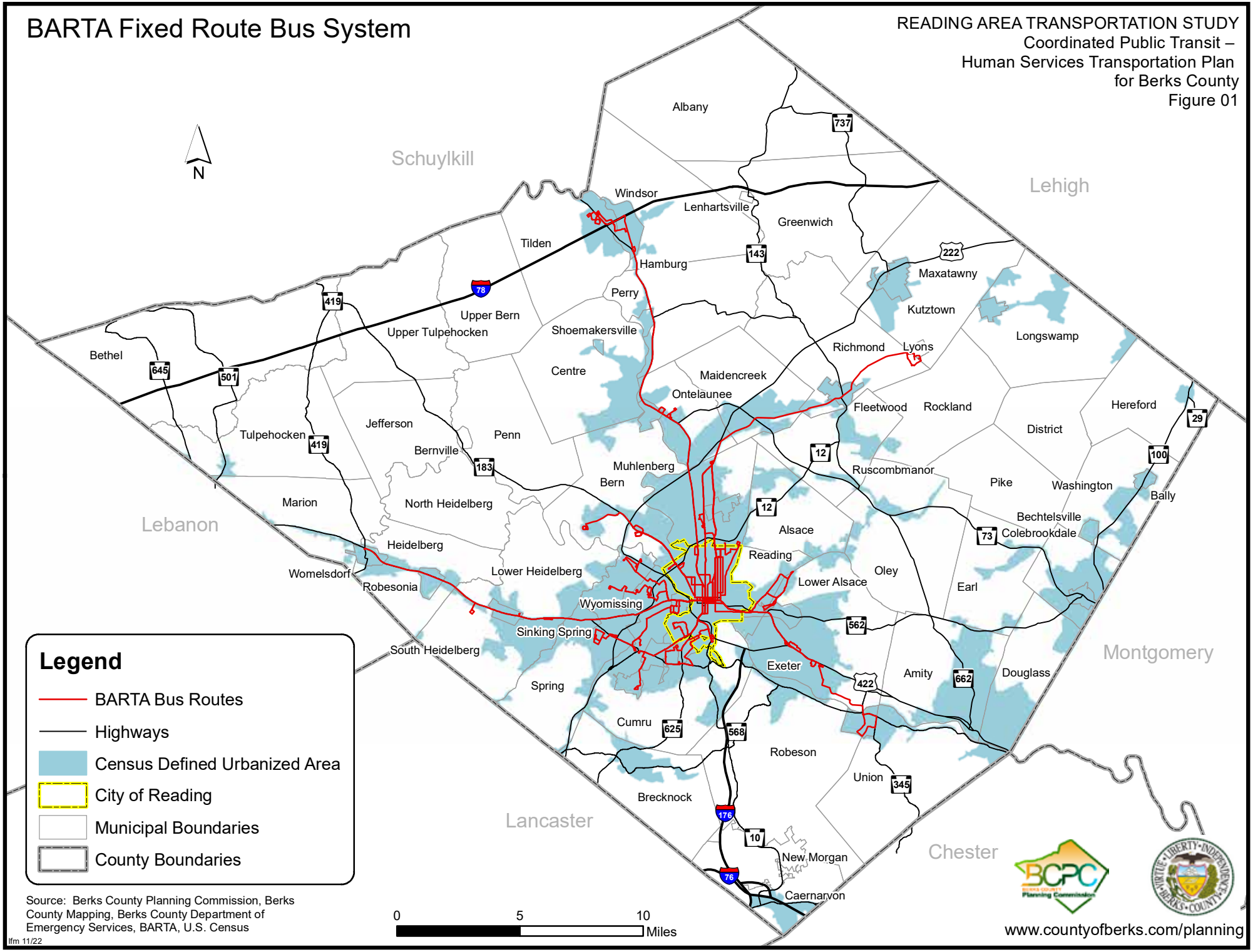
Trip reservations may be scheduled by calling 610-921-2361 between 8:00AM and 5:30PM, Monday through Friday. Transportation is generally available Monday through Friday from 5:30AM to 6:30PM daily. Monday through Friday evening service, from 6:30PM to 10:30PM is available for trips where the pick-up address and destination are located within a ¾ mile radius of the fixed route bus services. Saturday service is available 5:30AM to 10:30PM for trips where pick-up address and destination are located within 3/4 miles of the fixed route bus services. Sunday service is available from 10:30AM to 7:00PM for trips where the pick-up address and destination are located within a ¾ mile radius of the fixed route bus service.

Trips must be scheduled at least one day in advance. Customers can call up to two weeks before their appointment to reserve a ride. Saturday, Sunday, and holiday appointments can be made by leaving a message. This is only for ADA trips where the pick-up address and destination are located within 3/4 miles of the fixed route bus services.

Due to mileage and other programs that may assist an individual in paying a portion of their fare the cost per trip varies. When scheduling please check with BARTA staff.

BARTA Fixed Route Bus System

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 01



Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

4.2 HUMAN SERVICE AND NON-PROFIT TRANSPORTATION SERVICES

There are a number of for-profit and non-profit agencies that supply transportation to individuals in need of Special Services. Some of these agencies subcontract through BARTA to provide Special Services to persons when BARTA experiences limitations to their existing Special Services schedule. These agencies include:

AMERICAN RED CROSS (VETERANS TRANSPORTATION SERVICE)

– The American Red Cross provides transportation to and from medical appointments at no charge for qualified individuals. This service is for veterans of the armed forces and will provide transportation from an individual's home to the Lebanon Veterans Affairs Medical Center for morning medical appointments and return them to their residence. The service is available Monday through Friday 7:00 AM to 12:00 PM. Transportation should be scheduled as soon as an appointment with the medical provider is scheduled. This service is operated on a space available basis and cannot accommodate anyone in a wheelchair.

ASSURED ASSISTANCE

– Assured assistance provides a broad range of non-medical services. Transportation services vary depending on needs and cost $23.00 per hour in addition to the prevailing mileage rate at the time of service. Transportation services operate 24 hours a day, 7 days a week. If it is part of their "Accompaniment Service" there is a 3-hour minimum. Vehicles are not wheelchair accessible.

BOYERTOWN AREA MULTI-SERVICES, INC

– The Boyertown Area Multi-Service, Inc. is a non-profit social services agency that serves the Boyertown area and provides Meals on Wheels, non-emergency medical transportation, and occasional trips that BARTA Special Services is unable to provide. The agency relies primarily on volunteers using their own vehicles but does own one van to provide non-emergency medical trips and the occasional trip it receives from Special Services. The Meals on Wheels program is for older adults aged 60 and older who are homebound and/or unable to shop for groceries or prepare meals for themselves and is similar to the program coordinated by the Berks County Area Agency on Aging. The non-emergency medical transportation service is for individuals living in the Boyertown area who are unable to drive and have no other means to access medical appointments. Before a person can access the program, they are required to speak with a Multi-Service case manager and complete an intake form. Transportation is available on weekdays from 8:30 AM to 4:30 PM with the majority of trips confined to Berks and Montgomery Counties. There is no cost to use this service, but riders are encouraged to provide a donation. Reservations must be made one week in advance of the scheduled medical appointment. This program is provided using the agency owned vehicle and volunteer drivers. The transportation programs provided by Boyertown Area Multi-Service are funded by the United Way, the Berks County Area Agency on Aging, the Montgomery County Aging and Adult Services, individual donors, and general community support. The system also receives revenue from any trips they provide for Special Services.

DIAKON RSVP TRANSPORTATION SERVICE

– RSVP Transportation Service provides transportation assistance to Berks County residents aged 60 and older who have unexpected transportation needs related to medical or dental appointments, hospital discharges, or shopping needs. The service is operated by volunteers and administered by Diakon Volunteer Home Care and receives funding from the Pennsylvania Department of Aging

HAMBURG EMERGENCY SERVICES, INC.

– Hamburg Emergency Services, Inc. provides primary Advance Life Support (ALS) and Basic Life Support (BLS) ambulance service to 11 municipalities in northern Berks County and southern Schuylkill County. The 11 municipalities in Berks County are the Boroughs of Hamburg, Lenhartsville, and the Townships of Tilden, Upper Bern, Windsor, Albany, Upper Tulpehocken, Perry, Greenwich, and Bethel. They also provide door-to-door non-emergency wheelchair transportation for residents in those municipalities to regional medical facilities within Berks, Schuylkill, Lehigh, and Lebanon Counties. They provide wheelchair transportation services in locations, and to locations, that BARTA is not able to provide.

KUTZTOWN AREA TRANSPORT SERVICE, INC.

– Kutztown Area Transport Service, Inc., is a for-profit ambulance and transportation company offering emergent and non-emergent Advanced and Basic Life Support ambulance services. In addition, they offer other transportation services including Paratransit (wheelchair van), and Paratransit Bus for larger group outings, Bariatric Paratransit and Ambulance transports, as well as Medical Car service for those needing only mobility assistance. All transportation services are provided 24 hours a day, 7 days a week, throughout Berks and Lehigh Counties. Their wheelchair van transportation costs $53.00 base rate plus an additional $4.25 per mile. Costs for other services can be found by calling them directly.

SENIORS HELPING SENIORS

– Seniors Helping Seniors provides non-emergency transportation services to seniors in Reading, Wyomissing, Lancaster, and central Pennsylvania. The service operates 24 hours a day, 7 days a week. They do not have wheelchair accessible vehicles.

SOUTHERN BERKS REGIONAL EMERGENCY MEDICAL SERVICES

– The Southern Berks Regional Emergency Medical Services is a non-profit organization that provides emergency ambulance service, non-emergency medical transportation and general-purpose transportation to residents living in municipalities in the southern portion of Berks County, including Amity Township, Birdsboro Borough, Brecknock Township, Cumru Township, Kenhorst Borough, Mohnton Borough, Robeson Township, Shillington Borough, and Union Township. The non-emergency and general-purpose transportation is provided using lift-equipped wheelchair vans operated by certified emergency medical technicians (EMTs). The service is available to the general public 16 hours per day on weekdays and 12 hours per day on weekends. The cost of a round-trip varies depending on if the rider is a member or a senior citizen and/or covered by a medical plan. A typical round-trip ranges in price from $40.00 to $100.00.

VISION RESOURCE CENTER OF BERKS COUNTY

– The Vision Resource Center of Berks County (formerly the Blind Association of Berks County) offers non-emergency transportation services for visually impaired clients on Mondays through Thursdays between the hours of 9:00AM to 4:00PM. This service is offered free of charge to registered clients who have a documented significant vision impairment.

WESTERN BERKS AMBULANCE ASSOCIATION

– The Western Berks Ambulance Association is a non-profit organization that provides emergency ambulance service, as well as non-emergency medical transportation primarily in western Berks County and the southeastern portion of Lebanon County; the organization does operate certain non-emergency medical trips into other areas of Berks County on a space available basis. The non-emergency transportation is provided using six wheelchair units operated by certified emergency medical technicians (EMTs). The service is available to the general public 24 hours a day, 7 days a week at a cost of $106.00 per round trip. Riders covered under a medical plan pay a lower fare.

WESTERN BERKS SHEPHERDING MINISTRIES, INC.

– The Western Berks Shepherding Ministries, Inc. provides volunteers for individuals who need help with non-emergency transportation to medical appointments, tests, treatment, and therapy. They serve clients living in the school districts of Tulpehocken, Conrad Weiser, Wilson, and Wyomissing. Clients using this service must be ambulatory but can use a cane or walker. A home visit is required prior to being approved for service and one week notice is required for all appointments. There is no cost for this program, but donations are greatly appreciated.

PRIVATE/OTHER PROVIDERS

In addition to the publicly supported services provided by BARTA, the County is served by a number of private carriers providing taxi and transport services.

TAXI SERVICES

- Taxicabs operating within Pennsylvania are required to be licensed by the Public Utility Commission, maintain adequate insurance coverage, charge fees approved by the PUC and adhere to the commission's driver and vehicle safety regulations. Taxi companies must also comply with certain standards regarding service set by the commission such as:

1. **Providing service upon demand, regardless of the distance of the trip.**
2. **Taking the shortest route to the requested destination.**
3. **Charging a fare based on an approved flat rate, odometer mileage, a meter reading or in accordance with zones.**
4. **Posting rates inside vehicle.**
5. **Providing a receipt upon request.**
6. **Ensuring passenger area and trunk are clean and sanitary.**
7. **Ensuring vehicle meets all Pennsylvania equipment and inspection standards.**
8. **Marking vehicle with the name of the company, the PUC number (PUC A-#), and a vehicle number. Ensuring meter is sealed.**

Public Utility Commission enforcement officers conduct taxicab inspections throughout the year to ensure taxicabs are safe and clean, drivers are properly licensed, and companies are providing reasonable service. Insurance coverage is also monitored to ensure it remains in effect. A taxicab company failing to meet the commission's driver, vehicle and service standards may be subject to fines and/or loss of its operating license.

Four taxi companies were identified that operate in Berks County, with three of the four operators based in the City of Reading or the Reading urbanized area. This inventory may not be inclusive of all taxi companies operating in Berks County and the information that was available varies among the operators that were identified. For the purpose of this report, we identified taxi / transportation providers that are licensed by the P.U.C. at the time of this publication. The four taxi companies are listed below:

- **Reading Metro Taxi – This taxi operator is based in the City of Reading and operates a fleet of 38 sedans and two wheelchair accessible vans. They provide 24-hour service, 7 days a week throughout Berks County and also provide out-of-county service and airport transportation. The taxi operator is also bilingual. Reading Yellow Cab and Reading Checker Cab are affiliated with Reading Metro Taxi. The cost to use the service is $2.50 for the first 1/6 of a mile plus $1.80 for each additional mile. A waiting fee of $0.40 per minute is also charged to customers.**

- **Grab-A-Cab – This taxi operator is located in Muhlenberg Township. They provide 24-hour service primarily in the Reading area and operate sedans that are not wheelchair accessible. The cost to use the service is $2.80 for the initial flag and $1.40 per mile.**

- **La Mexicana Express Service LLC – This taxi operator is located within the City of Reading. They provide 24-hour taxi and limo service primarily in the Reading area and surrounding suburbs.**

- **Dominicana Taxi Express LLC - This taxi operator is located within the City of Reading. They provide 24-hour taxi and limo service primarily in the Reading area and surrounding suburbs.**

ALBRIGHT COLLEGE SHUTTLE SERVICE – Albright College operates a van service 7 days a week for students needing transportation to access on-campus destinations, as well as service to local shopping and restaurants located off-campus. The on-campus service is operated from 7:20 AM to 4:00 PM and then from 8:00 PM to approximately 2:00 AM for the extended shuttle service. This service will also accommodate medical transports upon request. All requests must come through the college health center and requests for service need to be made 24-hours in advance, except for emergency situations. There is a cost of $25.00 for local round trips. Over 10 miles a charge would be at the discretion of the Director of Public Safety and/or the Transportation Coordinator. All charges a submitted through the student's account.

Alvernia University Shuttle Bus Service – Alvernia University operates a shuttle service for students. It operates on a 45-minute scheduled loop and transports students to different destinations within and between Alvernia Campuses. If specialized transportation is needed then arrangements must be made prior to using the service.

KUTZTOWN UNIVERSITY SHUTTLE BUS SERVICE

– Kutztown University operates on-campus and off-campus transportation Monday through Saturday during the fall and spring semesters. This service is available to students, faculty, and staff, as well as community residents. The students pay for the bus through their student activity fee while faculty, staff and community residents are required to purchase a one semester bus pass for $35.00. On weekdays, separate on-campus and off-campus loop routes operate continuous service from 7:30 AM to 4:00 PM. An evening loop route providing continuous service between the campus and off-campus destinations operates Mondays through Thursdays between 4:00 PM and 10:00 PM. A late-night loop provides service between campus and off-campus destinations on Thursdays, Fridays, and nights between 7:00PM and 3:00AM.

READING HOSPITAL SHUTTLE BUS SERVICE

– The Reading Hospital operates shuttle service for patients and visitors at the hospital's main campus in West Reading, as well as provides transportation between the West Reading campus and other medical facilities owned by the hospital that are located in Wyomissing, Reading, Muhlenberg Township, and Hamburg. The service is available at no cost and is available Monday through Thursday from 5:30 AM to 9:30 PM and on Fridays from 5:30 AM to 8:30 PM.

SENIOR CITIZEN FACILITY AND HOME CARE AGENCY TRANSPORTATION

– There are several senior citizen facilities and in-home care agencies in Berks County that offer transportation to their residents or clients on an as needed basis for personal reasons (i.e., medical appointments, shopping) or for group outings. In most instances, the cost of transportation is included in the overall package of services they provide to their residents, however, it is encouraged to call the facility itself to find out current available services and pricing. As shown in Table 1, there are 28 facilities that provide on-site transportation and 15 home care services that offer transportation options for their clients in Berks County. It should be noted that the location listed for in-home care agencies is the company office. Typically, in-home care agencies cover a wide geographical area.

Table 1 - Senior Citizen Facilities and Home Care Agency Transportation

Facility	Housing Type	Location
Columbia Cottage	Assisted Living Housing	Wyomissing
Keystone Villa	Assisted Living Housing	Douglasville & Fleetwood
Twin Spruce at Myerstown, Inc.	Assisted Living Housing	Myerstown
Amity Place	Personal Care Homes	Douglassville
Berks Leisure Living	Personal Care Homes	Leesport
Berkshire Commons	Personal Care Homes	Reading
Birdsboro Lodge Senior Living	Personal Care Homes	Birdsboro
The Buehrle Center Lutheran Home	Personal Care Homes	Topton
Celebration Villa of Exeter	Personal Care Homes	Reading
Chestnut Knoll	Personal Care Homes	Boyertown
Colonial Manor Adult Home	Personal Care Homes	Douglassville
Country Meadows of Wyomissing	Personal Care Homes	Wyomissing
Evans Retirement Center	Personal Care Homes	Fleetwood
Evergreen Elder Care	Personal Care Homes	Reading
Grand View Manor	Personal Care Homes	Fleetwood
Green Hills Manor	Personal Care Homes	Reading
Harmony Crest Personal Care	Personal Care Homes	Birdsboro
The Hawthorne	Personal Care Homes	Reading
The Highlands at Wyomissing	Personal Care Homes	Wyomissing
Laurel Center	Personal Care Homes	Hamburg
Liberty Square	Personal Care Homes	Stouchburg
Maidencreek Place	Personal Care Homes	Reading
The Manor at Market Square	Personal Care Homes	Reading
Mifflin Court	Personal Care Homes	Shillington
Miller Personal Care Home	Personal Care Homes	Reading
Morris Place Personal Care Home	Personal Care Homes	West Reading
Phoebe Berks Village Commons	Personal Care Homes	Wernersville
Rittenhouse Village at Muhlenberg	Personal Care Homes	Reading
Advantage Home Care	In-Home Care	Wyomissing
Angels on Call	In-Home Care	Reading
A Peace of Mind Home Care	In-Home Care	Wyomissing
Blessed Hands Home Health Care	In-Home Care	West Lawn
Caregivers America, LLC	In-Home Care	Reading
Comfort Keepers	In-Home Care	West Lawn
Daily Dove Care	In-Home Care	Reading
Hawkins Home Care, LLC	In-Home Care	Wyomissing
Home Instead Senior Care	In-Home Care	West Lawn
I Am Home Care, LLC	In-Home Care	Wernersville
Living Waters Senior Care	In-Home Care	Reading
Optimal Home Care	In-Home Care	Reading
Prostat Healthcare	In-Home Care	Reading
Visiting Angels of Berks County	In-Home Care	Wyomissing
Well by Design Home Care	In-Home Care	Shillington

SERVICE AREA PROFILE

5 SERVICE AREA PROFILE

The focus of this chapter is to present the demographic characteristics and geographic distribution of senior citizens and persons with disabilities. This chapter uses data from the 2020 Decennial Census along with five-year (2015-2019) estimates from the American Community Survey (ACS).

Other information in this chapter includes an overview of the general population, general employment characteristics, and locations of major trip origins and destinations. The target populations may have difficulty accessing many of these activity centers without adequate transportation service. Lastly, the areas in Berks County with the greatest numbers and concentrations of the target populations and households are identified to create a transit dependent population profile for the county.

The demographic and employment characteristics as well as the location of the major trip origins and destinations are presented at the municipal and county levels and were derived from a variety of sources other than the U.S. Census and ACS including the Berks County Planning Commission and the Pennsylvania Department of Labor and Industry. It is noted that any information related to the Reading Urban or Urbanized Area is still based on 2010 Decennial Census data, as the 2020 Urban Area information has not been released at the time of this writing.

Information on senior citizens and handicapped individuals was derived from the 2015-2019 5-year ACS estimates which provides the most current population estimates for townships and boroughs. It is based on a five-year average of population counts and characteristics collected between January 2015 and December 2019. It should be noted that at the time of preparation for this report only basic information from the 2020 Decennial Census has been released. More detailed age and household information has not yet been issued. In order to maintain consistency of data and sources, ACS data for all data points are used.

It is important to recognize that the ACS is an estimate-based information using data compiled from a sample of households that is subject to a margin of error and is not as accurate as the decennial census. H owever, even with this limitation, the ACS provides more timely information and a reasonable estimate of the population trends that have occurred throughout Berks County.

5.1 DESCRIPTION

Berks County comprises an area of 864 square miles with a 2020 population of 428,849 persons (2020 Decennial Census). The county is located in southeastern Pennsylvania and bordered by Schuylkill County (north), Lehigh County (northeast), Montgomery County (east), Chester County (southeast), Lancaster County (southwest), and Lebanon County (west). Sections of the Appalachian Mountains form its northern and southern boundaries. The county is divided into seventy-two municipalities (44 townships, 27 boroughs, and one Third Class city). An elected body governs each of the municipalities, with each municipality responsible for establishing and administering municipal financial budgets, providing general services and road maintenance, and responsible for land use controls such as zoning and subdivision regulations and building permits. A map of Berks County and the surrounding area is presented in Figure 2. Approximately two-thirds of the population resides within the Reading urbanized area (i.e., defined as an area with at least 50,000 people and an overall population density of at least 1,000 persons per square mile), which spreads out from the central portion of Berks County and encompasses all or portions of about half of the municipalities in the county. At the core of this urbanized area is the City of Reading, which is the largest population center and principal city in the county which also serves as the county seat. The Reading urbanized area is the primary economic activity center and labor market in the county. The BARTA fixed route bus system is primarily concentrated in the City of Reading and the surrounding municipalities in the Reading urbanized area. Except for three urban clusters (i.e., urban areas with less than 50,000 people but with an overall population density of at least 1,000 persons per square mile) that have developed around the Boroughs of Hamburg, Kutztown and Topton, the remaining sections of the county are still largely comprised of open space and woodlands with low residential densities and limited commercial activity.

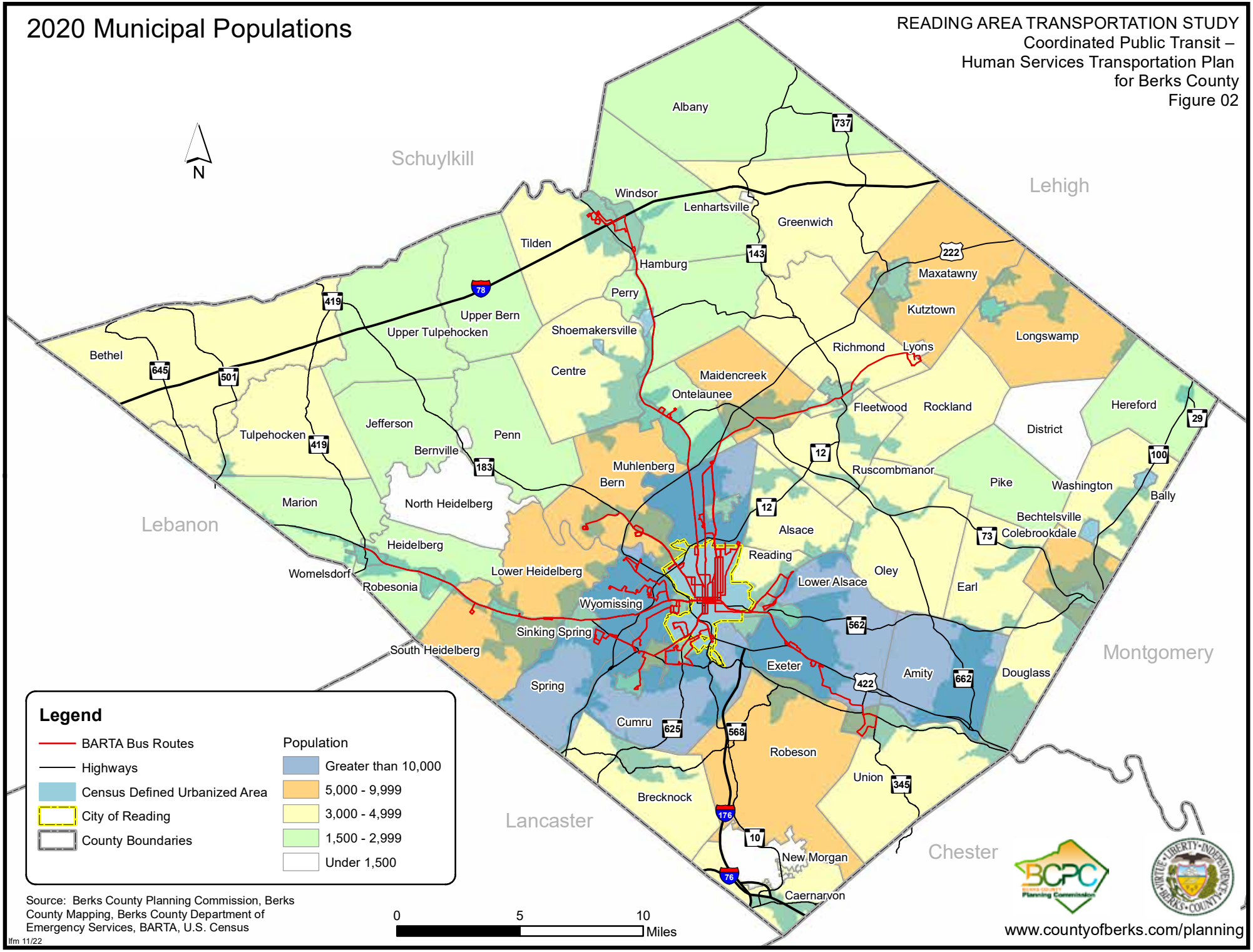
Berks County is served by a number of federal and state highways including I-176, I-76 (the Pennsylvania Turnpike) I-78, U.S. 222 and U.S. 422. These expressways and major arterials provide access to regional urban centers including Philadelphia, Harrisburg, Baltimore and New York City. The driving time from the Reading area to reach Harrisburg and Philadelphia is approximately one hour, with the Baltimore and New York City areas being about a two-hour drive.

5.2 POPULATION TRENDS

Berks County has consistently experienced a constant rate of growth dating back to the early 1900's. More recently, during the ten-year period between 1990 and 2000, the county's population increased from 336,523 to 373,638, an increase of 11 percent. From 2000 to 2010, the population in Berks County increased from 373,638 to 411,442, an increase of approximately 10 percent. However, the trend for consistent growth has slowed in the most-recent decade. Between 2010 and 2020, the County added only 17,407 new residents, an increase of only 4.2 percent. Berks County is presently the 9th most populous county in Pennsylvania and was the 12th fastest growing county in the state during the past decade in terms of both numeric growth and overall rate of growth. Population projections prepared by the Berks County Planning Commission estimate that by 2040 the county's population will grow by approximately nine percent to 467,942. The historical and projected population in Berks County is presented in Table 2.

2020 Municipal Populations

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 02



Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

TABLE 2 – BERKS COUNTY POPULATION CHANGES

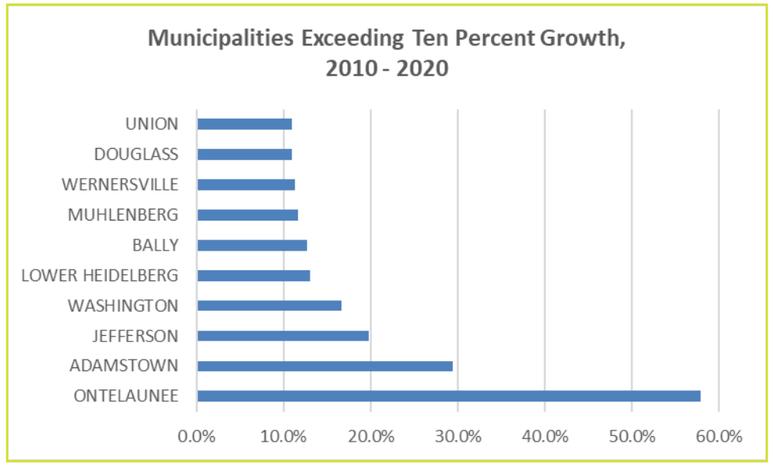
Year	Population	Population Change	Percent Change
2010	411,442	37,804	10.1
2020	428,849	17,407	4.2
2030*	448,095	19,246	4.5
2040*	467,942	19,847	4.4

** Projected*
Source: U.S. Census Bureau and Berks County Planning Commission

With 95,112 residents, the City of Reading is the most populous municipality in Berks County with a population over three times higher than the next largest municipality, Spring Township (pop. 28,407) and accounts for over one-fifth of the county's total population. The most populated municipalities are concentrated in the central portion of the county and within the Reading urbanized area (Figure 2). The least populated municipalities with less than 1,500 residents are located in the outlying areas of the county and are mostly comprised of smaller boroughs less than one square mile in size. The least populated municipality is New Morgan Borough with 54 residents.

There were 32 municipalities that grew faster than the countywide average of 4.2 percent between 2010 and 2020, and of this group, 10 had growth rates exceeding 10 percent (Table 3). Almost one-half of the municipalities exhibited growth rates that were below the county average, and 27 of those municipalities lost population over the ten-year period.

TABLE 3 – MUNICIPALITIES EXCEEDING TEN PERCENT GROWTH, 2010-2020

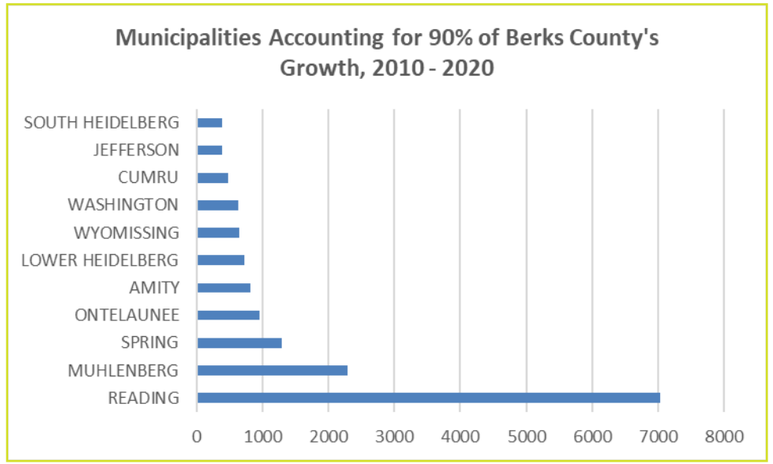


Source: 2010 and 2020 U.S. Census

Population growth is fairly evenly distributed throughout Berks County with the only noticeable pattern being that the municipalities that gained the most residents are generally located along the major corridors such as US-222, US-422, I-76 and I-176. The municipalities that lost population are primarily located in the northern, northwestern, and eastern sections of the county; three of the municipalities that lost population are located in the Reading urbanized area. The largest population declines occurred in Kutztown Borough and Maxatawny Township, where the overall population dropped by almost 1,600 persons. It should be noted, however, that these declines may be due to the large number of Kutztown University students who were not attending campus in-person due to COVID-19 shutdowns. The spatial distribution of municipal population change by percent is shown in Figure 4.

In terms of numeric population change, a total of 11 municipalities accounted for approximately 90 percent of the total population growth in Berks County (Table 4). Of this group of municipalities, nine were located in or within close proximity to the Reading urbanized area with the other three municipalities – Washington, Jefferson and Union Townships – located in the northern and eastern peripheries of the county, respectively (Figure 3). There were 15 municipalities located throughout Berks County that added less than 100 residents between 2010 and 2020, with this group almost evenly divided between boroughs and townships. Numeric population change follows a similar pattern to population change on a percentage basis, with Kutztown Borough and Maxatawny Township also losing the largest percentage of residents in Berks County over the ten-year period (-17.0% and -9.2%, respectively).

TABLE 4 – MUNICIPALITIES ACCOUNTING FOR 90% OF BERKS COUNTY'S GROWTH, 2010-2020



Source: 2010 and 2020 U.S. Census

5.3 POPULATION DENSITY

According to the 2020 U.S. Census, the overall population density in Berks County is approximately 496 persons per square mile, which is the 12th highest among Pennsylvania counties and is approximately two-thirds higher than the statewide average of 280. The population density of each municipality in Berks County is presented in Figure 5.

The City of Reading and several of the smaller boroughs located throughout Berks County exhibit the highest density levels. This is to be expected, as these urban areas were historically built at much greater densities on smaller lots compared to later development patterns and have generally been limited from annexing additional land, which constrains land area and tends to increase density. It should be recognized that the density total will exceed the actual population total if the municipality is less than one square mile in size.

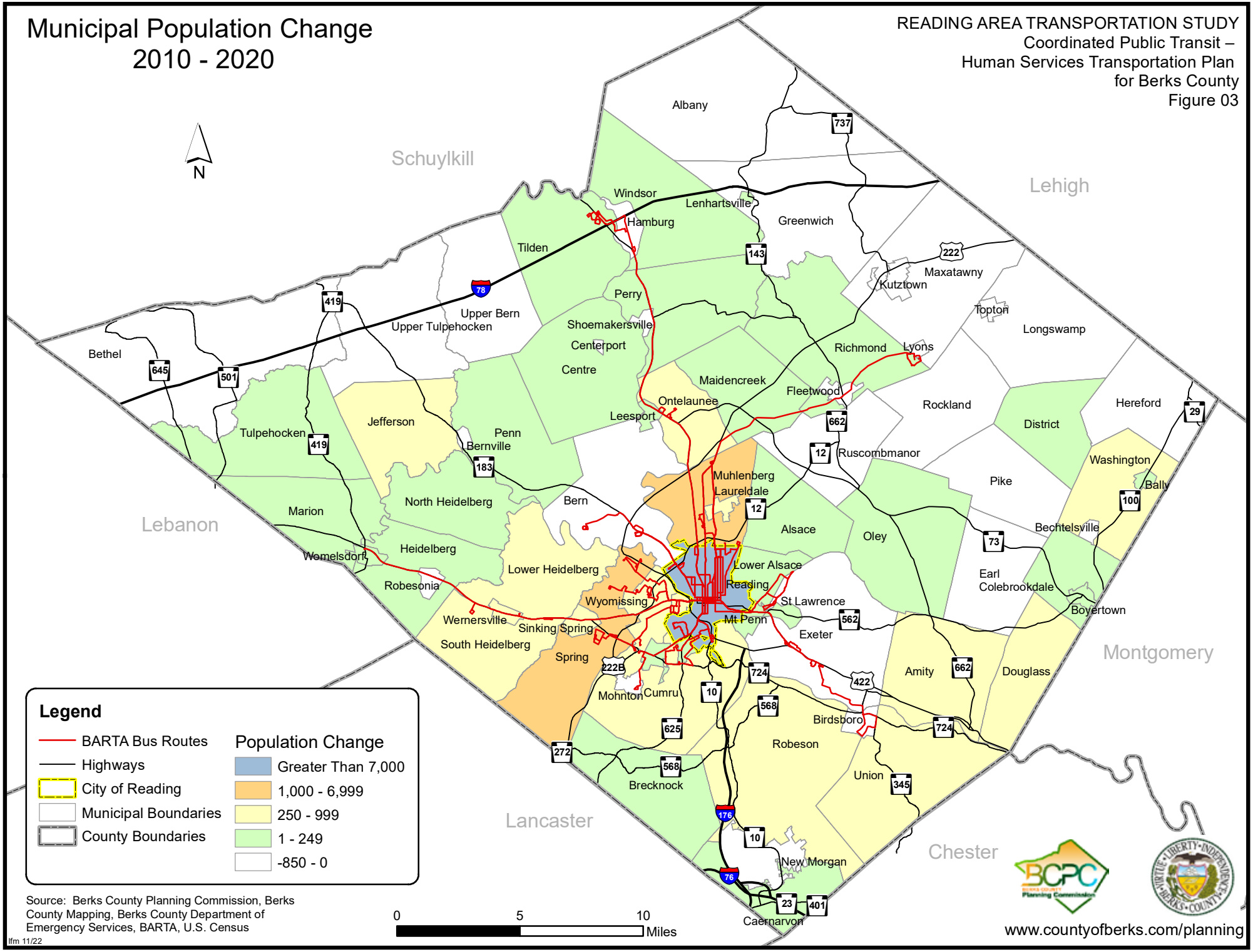
The Reading urbanized area comprises the most densely populated area in the county with approximately 2,600 persons per square mile. In contrast, most of the remaining land area in Berks County exhibits density levels below the county average of 476 persons per square mile. With the exception of the outlying Boroughs of Boyertown, Kutztown and Topton, the municipalities with population densities of at least 2,500 persons per square mile are served by the BARTA fixed route bus service.

5.4 TARGET POPULATIONS

The section below presents the demographic characteristics of senior citizens, persons with disabilities, and carless households that comprise a significant portion of the ridership base using public transportation. All demographic data is presented at the municipal level and derived from the 2015-2019 ACS. Again, it is important to recognize that the ACS is an estimates-based survey using sample data that is subject to a margin of error and is not as accurate as the decennial census. Since the municipalities in Berks County vary in size, both geographically and in population, three maps for each population group were created – one that shows the absolute numbers of persons, a map showing the density (persons per square mile) and another map showing the percentage of the population. For example, a large geographic area will dilute the density of a large population, while a smaller population spread over smaller geographic area will have a higher density. As a result, the three separate maps for each target group viewed together provide a more useful measure of the conditions throughout Berks County.

Municipal Population Change
2010 - 2020

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 03



Legend

- BARTA Bus Routes
- Highways
- City of Reading
- Municipal Boundaries
- County Boundaries

Population Change

- Greater Than 7,000
- 1,000 - 6,999
- 250 - 999
- 1 - 249
- -850 - 0

0 5 10 Miles

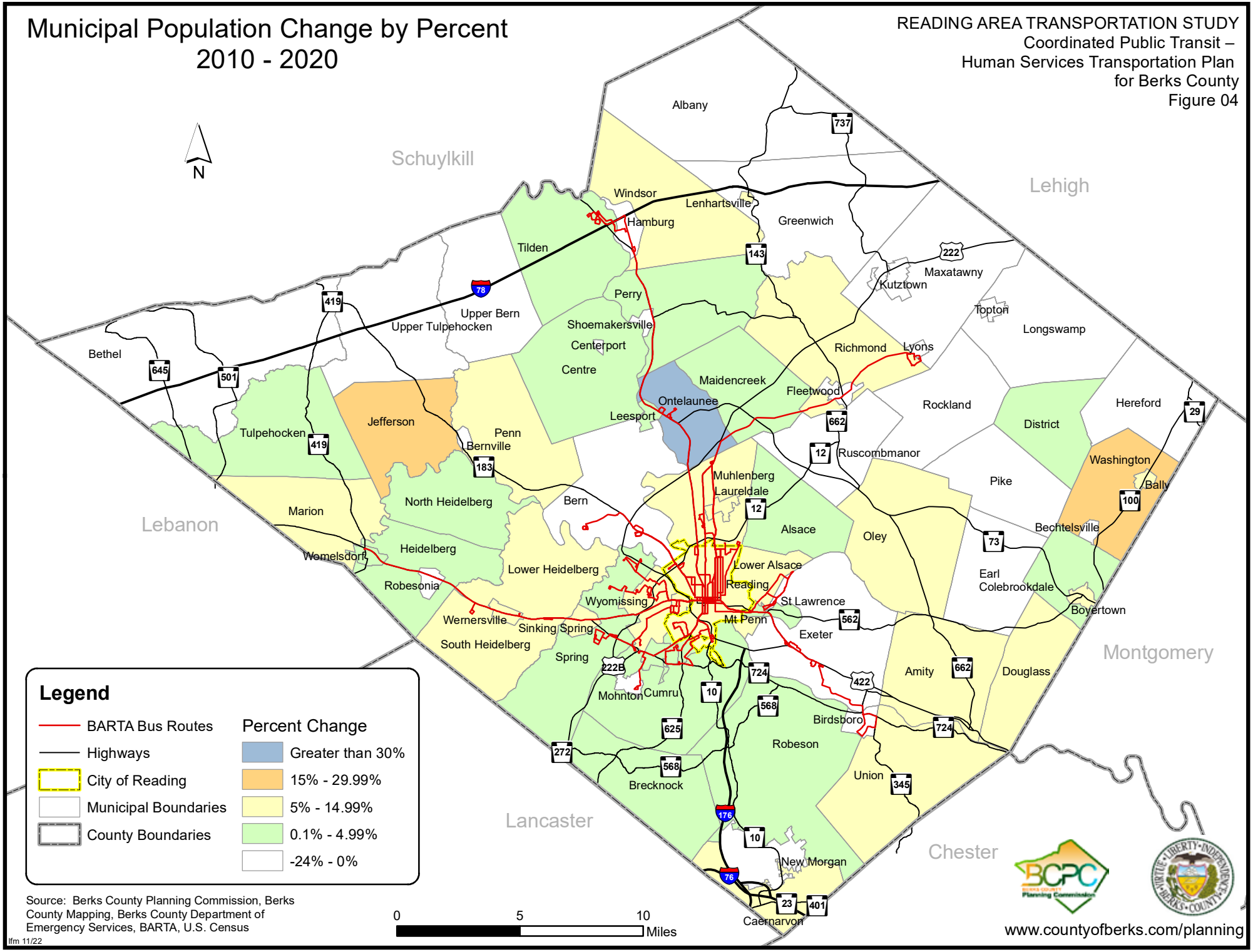
Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

Municipal Population Change by Percent 2010 - 2020

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 04



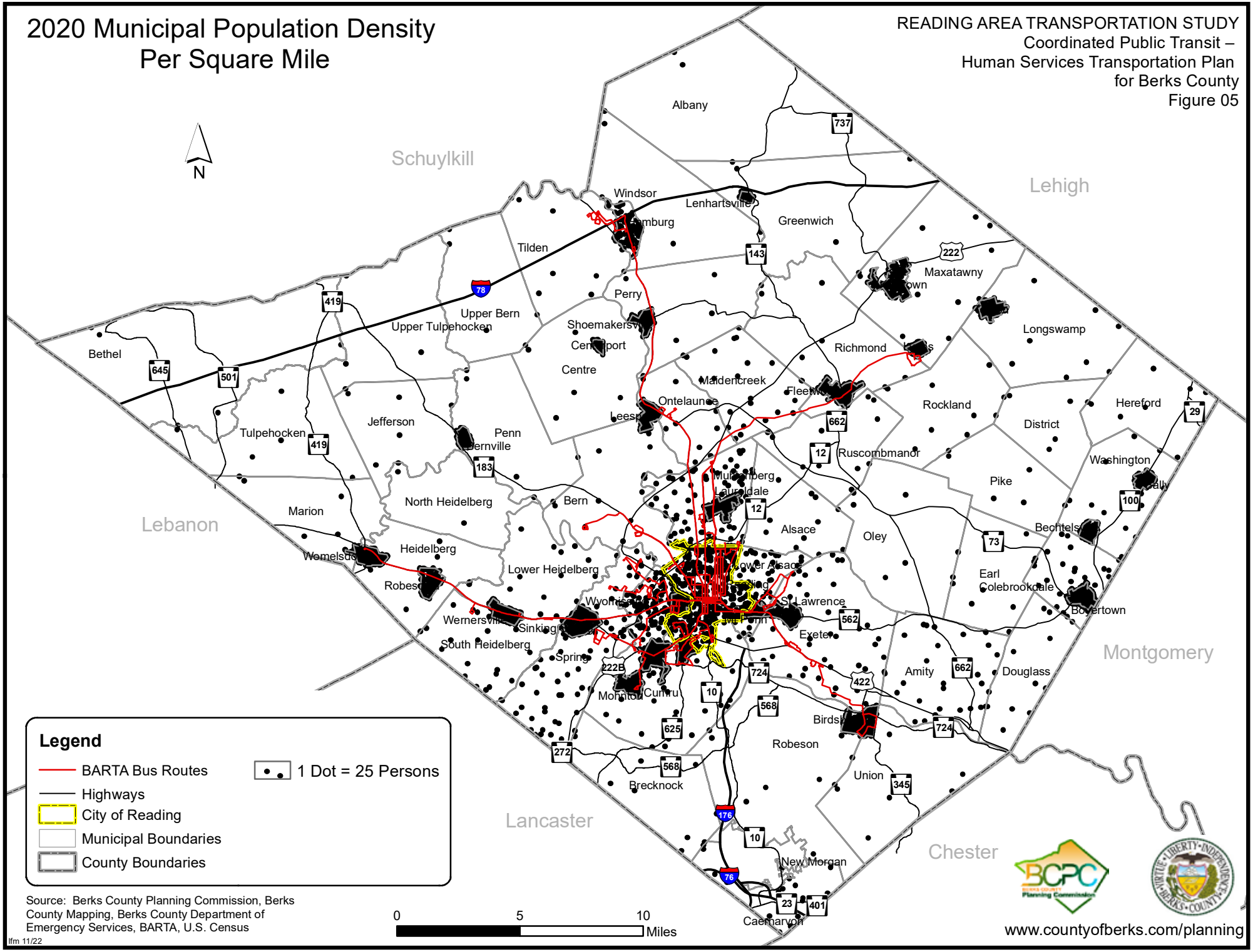
Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

2020 Municipal Population Density Per Square Mile

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 05



Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

SENIOR CITIZEN POPULATION

– Persons over 65 years old typically exhibit a greater reliance on public transportation compared to other age groups. Often, these individuals have limited income and, in some instances, may have a disability which limits their ability to operate an automobile. Senior citizens also tend to locate in the more urban areas, where access to healthcare and other activities are more readily available. However, it is important to recognize that with the baby boom generation – those born between 1945 and 1964 – beginning to retire, the traditional assumptions used to assess the travel behavior of this demographic category is rapidly changing. First, compared to previous generations of senior citizens, the senior citizen population of today has much less familiarity with public transportation and continues to rely on the use of their personal automobile well into old age. Second, a growing trend among the senior citizen population is the preference to age in place at home rather than enter some type of senior care facility. These two areas will continue to provide considerable challenges for transit systems in the future.

According to the 2015-2019 ACS, there are approximately 70,700 senior citizens living in Berks County, which represents 16.9 percent of the total county population and is slightly below the statewide average of 17.8 percent. Since the 2010 U.S. Census, the senior citizen population in Berks County has increased by 2.4 percentage points which demonstrates a continued aging of the population.

The geographic distribution of the senior citizen population in Berks County is shown on Figure 6. Eight municipalities with more than 1,500 senior citizen residents are located in or partially within the boundary of the Reading urbanized area. The senior populations in these municipalities range from 1,508 in Bern Township to 9,132 in the City of Reading.

There are nine municipalities in Berks County where the senior citizen population density exceeds the countywide overall density of 676 persons per square mile (Figure 7). Of this group, all but one (Boyertown Borough) are clustered in the Reading urbanized area with their senior citizen density levels ranging from 677.5 in Fleetwood Borough up to 1,387 seniors per square mile in West Reading Borough. The remaining municipalities are all boroughs and the City of Reading.

In almost 70 percent of our municipalities, the senior citizen population exceeds the countywide average of 16.9 percent (Figure 8). Given the large number of municipalities in this group, they are distributed throughout the County, in all geographic quadrants and both urban and rural. There are eight municipalities where Senior Citizens make up over one quarter of the total municipal population.

PERSONS WITH DISABILITIES

– Persons with disabilities are another segment of the population that has an above average need for transit services due to the potential for lessened access and mobility. In many instances, the disability experienced by this population group prevents them from driving an automobile. When discussing disabilities in this section, all disabilities are considered together. This includes hearing, vision, cognitive, ambulatory, self-care and independent living difficulties.

The 2015-2019 ACS indicated that a total of 56,526 persons in Berks County have some type of disability, which represents approximately 13.7 percent of the county population and is lower than the statewide average of 14.0 percent. Approximately two-thirds of the disabled population in Berks County lives in the Reading urbanized area, which is very similar to the overall share of the county's total population residing in this area. However, almost one third (29.8 %) of the disabled residents in the entire county live in the City of Reading (Figure 9). The disproportionate number of disabled residents living in the City of Reading is likely attributed to the concentration of services that are available, as well as the fact that the city is well served by the BARTA fixed route bus system.

Berks County had an overall density of 65.3 persons with a disability per square mile (Figure 10). Thirty four municipalities had densities higher than that, or slightly more than 47 percent. Two municipalities had densities with over 1000 disabled persons per square mile: Reading City (1,667.0) and Laureldale Borough (1,020.0). It could be inferred that these densities – along with other municipalities – could be influenced by the locations of nursing homes in those areas along with aging-in-place populations.

Overall, there were 13.7 percent of Berks County residents who reported a disability of some kind. Twenty-seven municipalities had either the same or higher percentage, scattered between small, rural boroughs and the City of Reading (Figure 11). The highest percentage was in New Morgan Borough (25.8%), with the smallest percentage (4.30%) in adjacent Caernarvon Township. Overall there is no discernable pattern among the percentage distribution of the County's population who report disabilities.

5.5 EMPLOYMENT AND COMMUTING

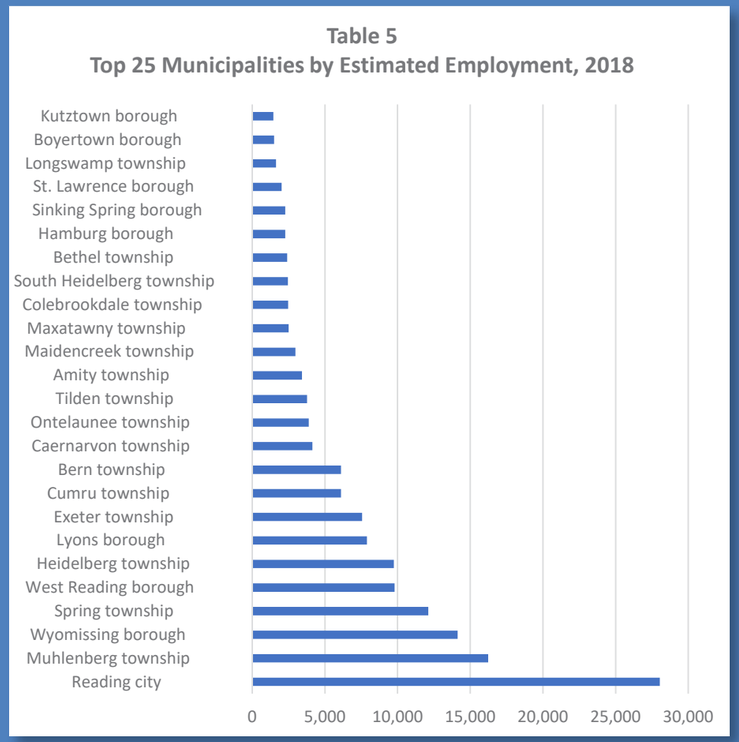
The need for and the nature of the public transportation services in an area also depends on certain economic factors such as employment and the commuting patterns of employees in a given area. It is essential to understand these factors when planning for employment related transportation services particularly for that portion of the elderly population still working and for disabled members of the community who are also employed. Employment data for Berks County was obtained from the PA Dept. of Labor and Industry for 2018 and 2021.

EMPLOYMENT TRENDS AND CHARACTERISTICS

– According to the PA Department of Labor and Industry, in 2021 there were a total of 173,802 jobs countywide in Berks. Of those jobs, the majority were in the Health Care and Social Assistance sector (30,400); Manufacturing (29,296); Retail Trade (18,730), Educational Services (12,217); and Accommodation and Food Services (10,700). The rest of the County's employment was spread among industries such as (but not limited to) Warehousing, Construction, Professional and Technical Services, Wholesale Trade, Public Administration, and many others.

Local level data were available only for 2018. Figure 12 shows the location of employers by size throughout the County. Based on the overview of Berks County's population and development characteristics, it is not surprising that employment is heavily concentrated in the City of Reading and other municipalities within the Reading urbanized area, as this area is where many of the county's services, institutions, and important transportation corridors are located. Other relatively high concentrations of jobs are evident in the Lyons, Boyertown and Kutztown areas.

THE 25 MUNICIPALITIES WITH THE HIGHEST EMPLOYMENT ARE SHOWN IN TABLE 5.



5.6 MAJOR TRIP ORIGINS AND DESTINATIONS

It is important to provide public transportation to certain locations where area residents, especially transit dependent populations, generally need to travel to and from to access employment opportunities, basic needs and/or lifeline services. These locations are referred to as activity centers and include major employers (i.e., at least 500 employees at a single location) or a grouping of employers at business and industrial parks, medical facilities, retail destinations (shopping centers and malls and stand-alone big-box retailers), senior citizen facilities, and multi-family housing.

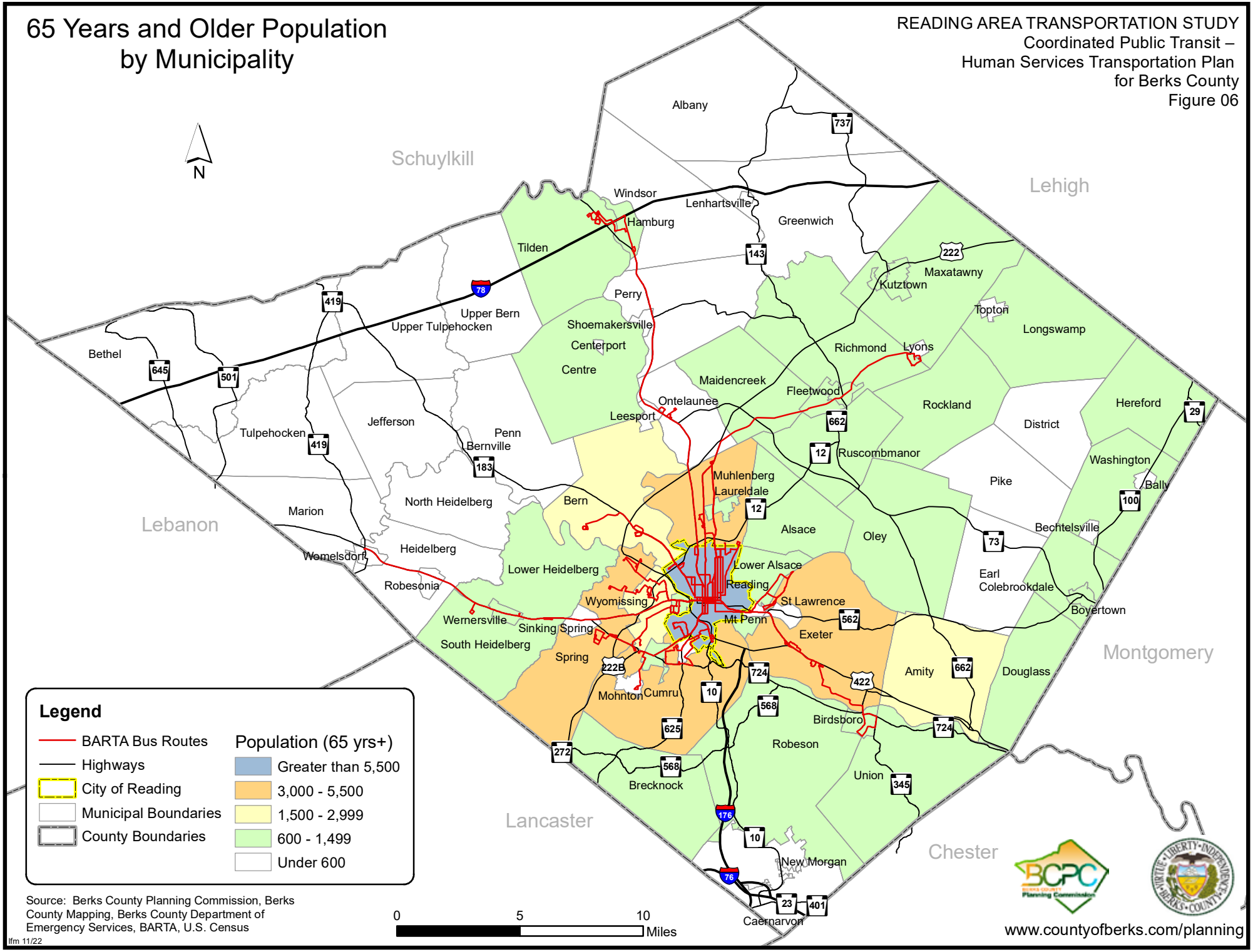
The major trip origins and destinations were identified through various government web sites such as the Pennsylvania Center for Workforce Information and Analysis, the Pennsylvania Department of Aging, the Berks County Planning Commission, and internet searches. Figure 13 depicts the distribution of the major trip origins and destinations throughout Berks County. There are certain attractions such as medical centers and shopping centers that are depicted twice on the map since they also act as major employers. Examples include East Penn Manufacturing, Tower Health - Reading Hospital, Kutztown University, numerous warehouses along Interstate 78, and Cabela's.

In general, the majority of trip generators are concentrated in the Reading urbanized area where most of the county's population resides. Smaller pockets of transit generators can be found in the eastern, northern, and northeastern sections of the county in and around the boroughs of Hamburg, Lyons, Kutztown, and Boyertown, respectively. Overall, most of the trip origins and destinations are served by BARTA fixed route bus service, with most of the un-served origins and destinations located in the eastern and northeastern peripheries of Berks County, which includes the boroughs of Boyertown and Hamburg.

Not shown on the map are social service agencies – employment assistance and job training, counseling, government services – which play an important role for many of the riders that use the BARTA transit system. Many social service agencies in Berks County are located in the City of Reading, which is consistent with the city being the county seat and principal urban center in the county. Many of the other social service agencies are in municipalities adjacent to the census defined Reading Urbanized Area.

65 Years and Older Population by Municipality

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 06



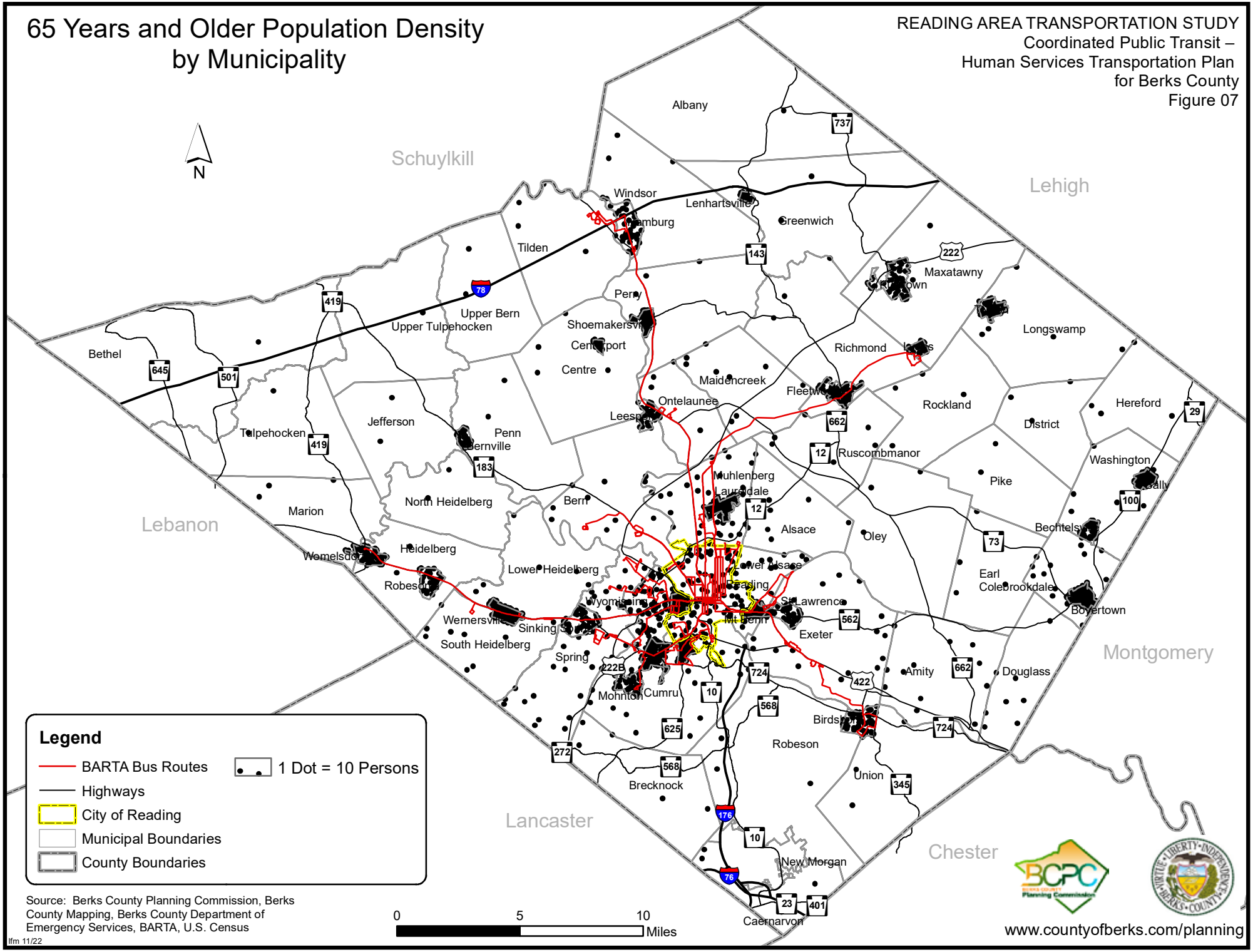
Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

65 Years and Older Population Density by Municipality

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 07



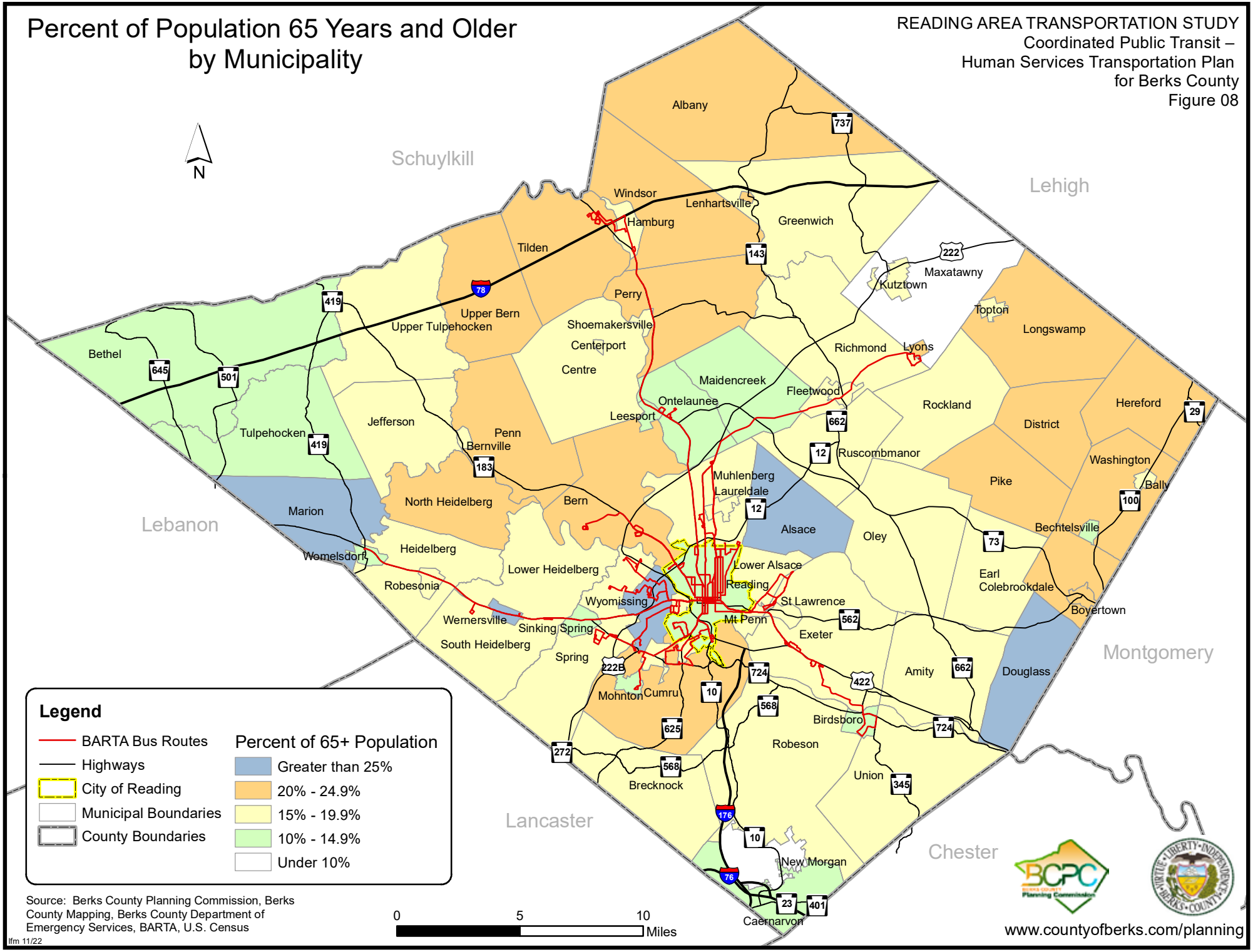
Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

Percent of Population 65 Years and Older by Municipality

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 08



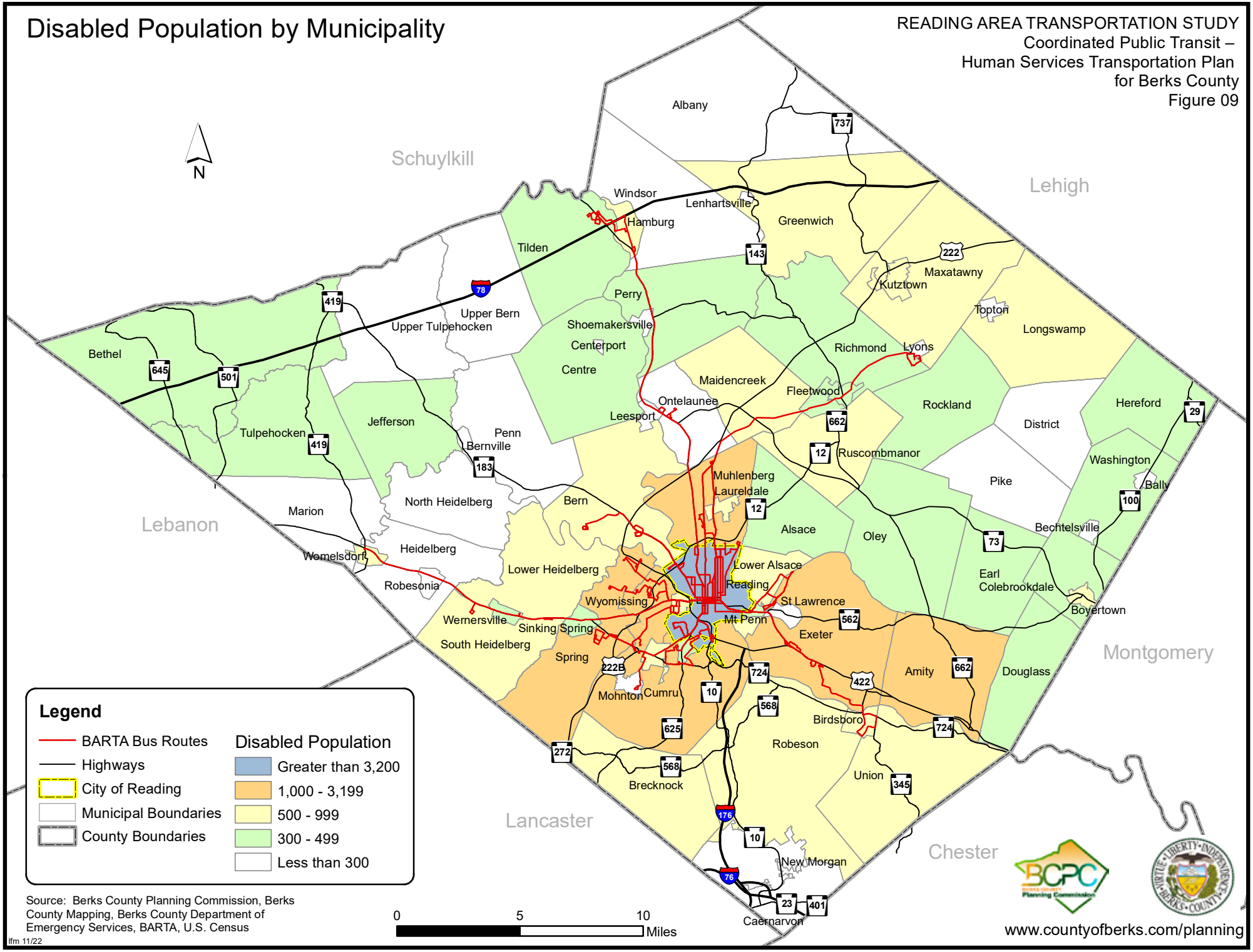
Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

Disabled Population by Municipality

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 09



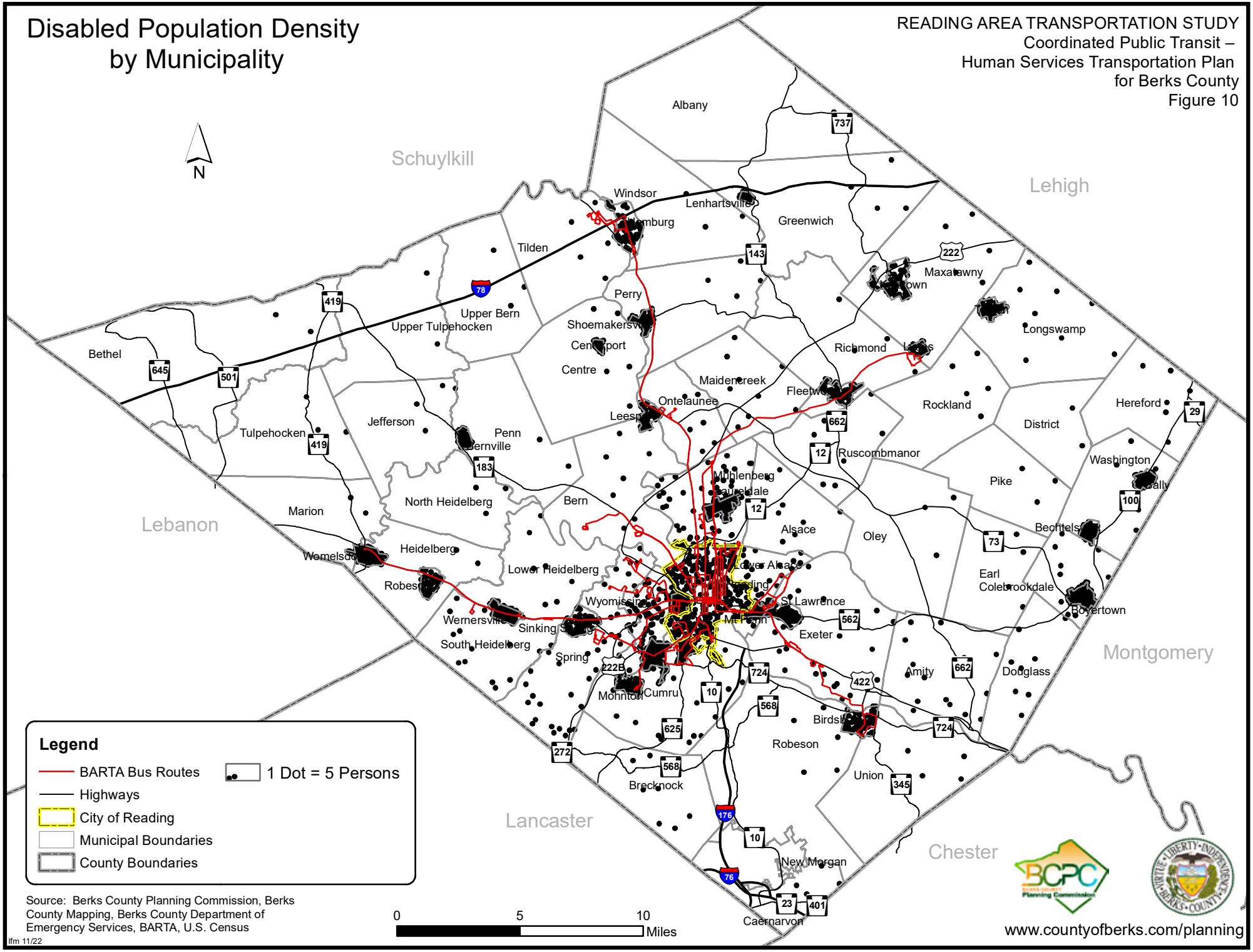
Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

Disabled Population Density by Municipality

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 10



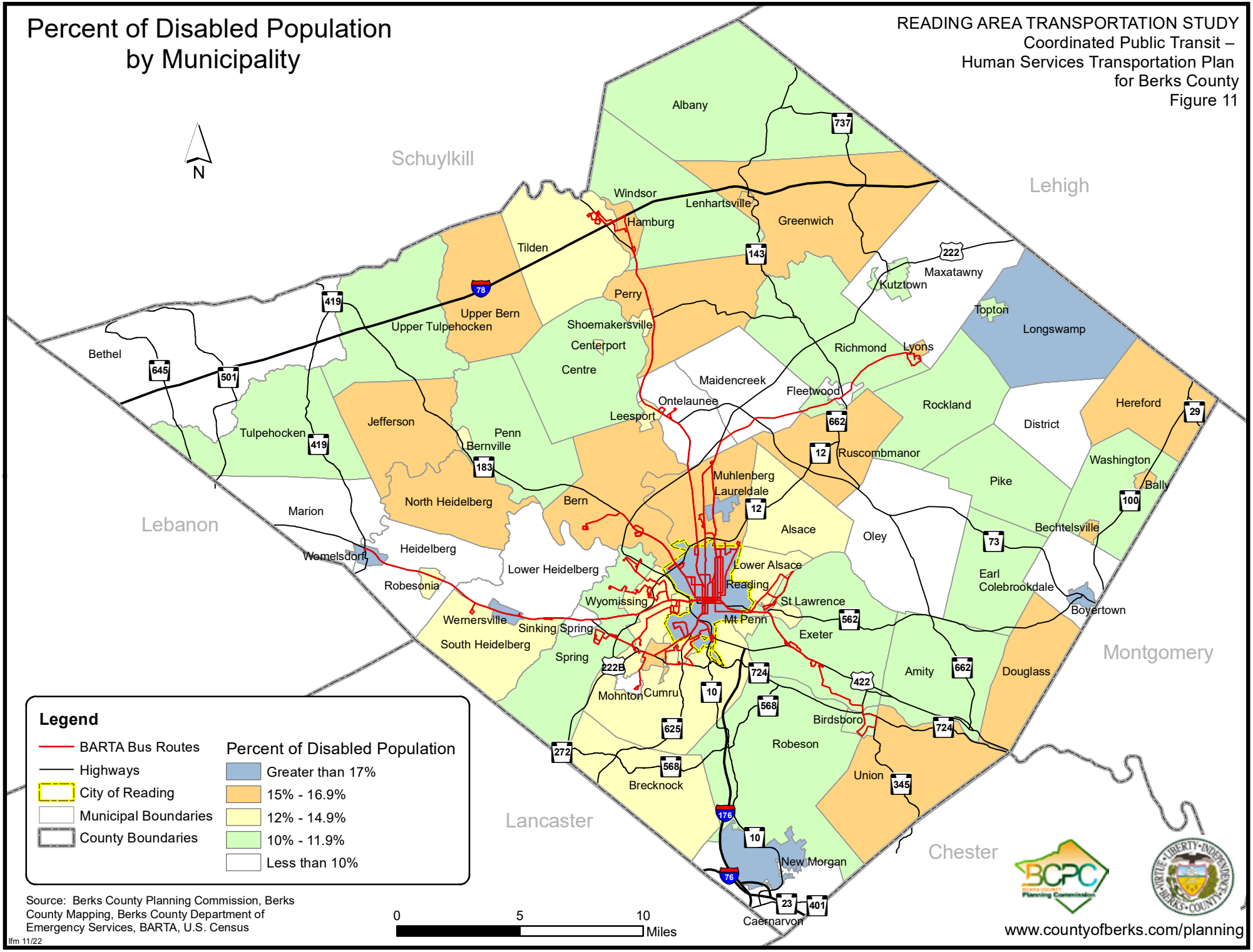
Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

Percent of Disabled Population by Municipality

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 11



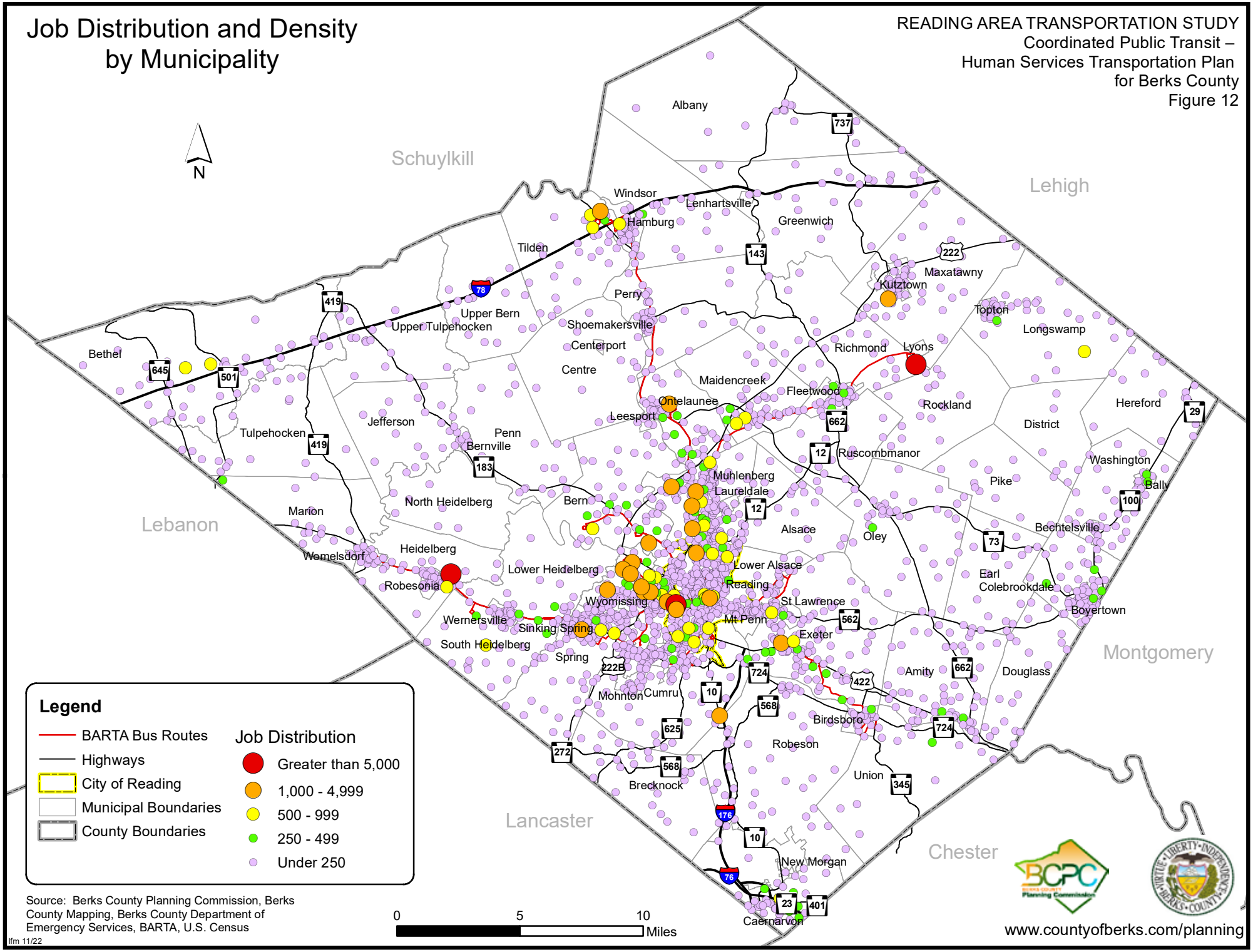
Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

Job Distribution and Density by Municipality

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 12

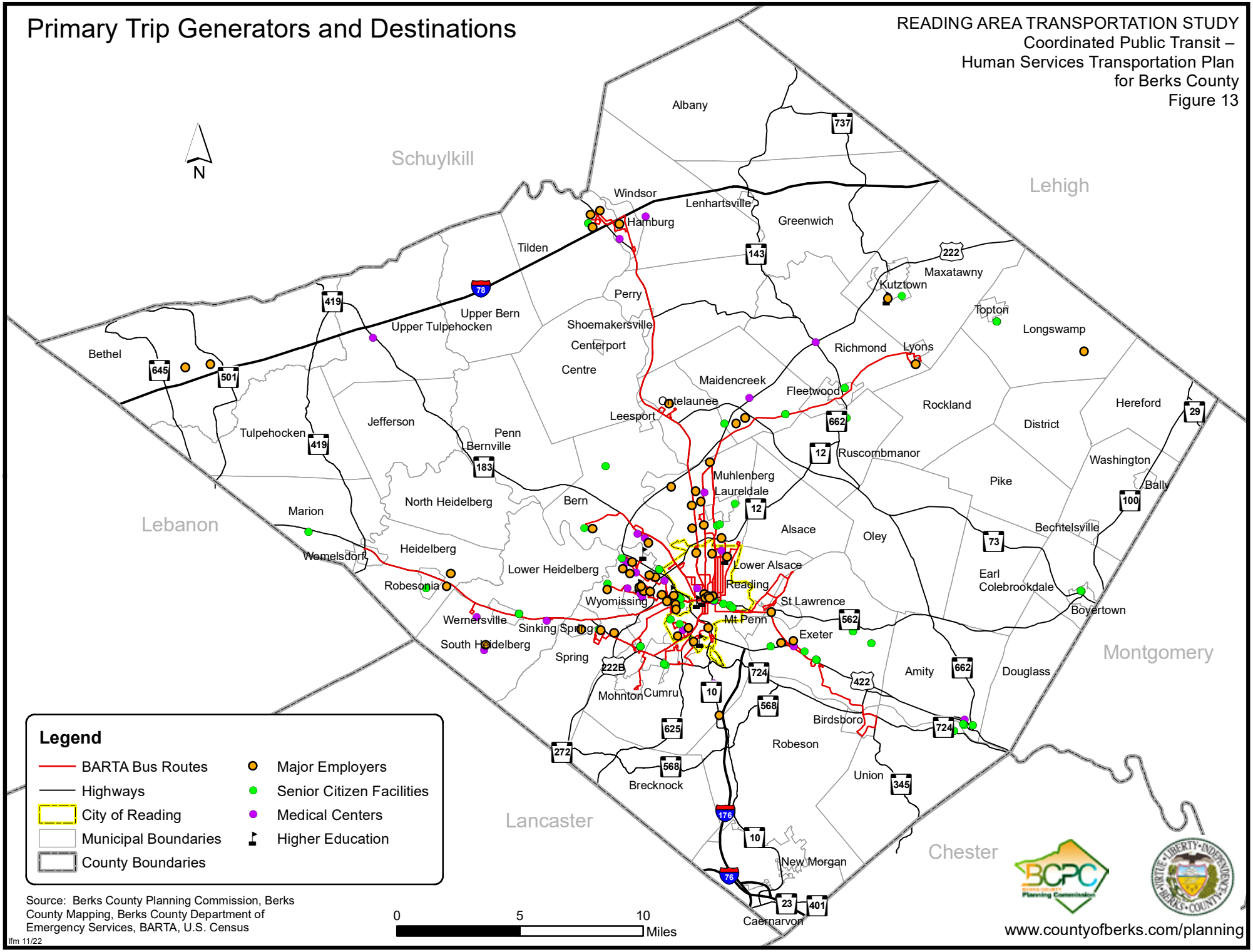


Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

Primary Trip Generators and Destinations

READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 13



Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning

MOBILITY NEEDS ASSESSMENT

6 MOBILITY NEEDS ASSESSMENT

An assessment of mobility needs was performed to identify areas in Berks County with the greatest need and potential demand for public transportation service. A simplified method was used to rate each municipality in terms of transit potential based on the two major population groups – Elderly and Disabled– being served through this Coordinated Plan.

6.1 MOBILITY NEEDS SCORE AND METHODOLOGY

Using the Total Number of Persons 65 Years and Older by Municipality (Figure 6) and the Disabled Population by Municipality (Figure 9) staff used Geographic Information Systems (GIS) to overlay municipalities where the total number of persons represented in each group was 1,000 persons or greater. The result of that analysis where each of those measures overlapped are shown in Figure 14. Not surprisingly, the six municipalities that result from this analysis are each included in the Urbanized Area: Reading, Amity Township, Cumru Township, Exeter Township, Muhlenberg Township, and Wyomissing Borough. It should be noted from Figure 14 that Amity Township does not have any fixed-route BARTA service at this time.

For both variables, higher populations of both groups are indicative of greater need and likelihood of transit use. For example, a municipality with a high senior citizen population and/or a high disabled population exhibits greater mobility need and propensity for transit use. In this simplified analysis, areas with high populations of both target groups exhibit the greatest potential transit needs.

6.2 BERKS COUNTY HEALTH AND HUMAN SERVICES SURVEY

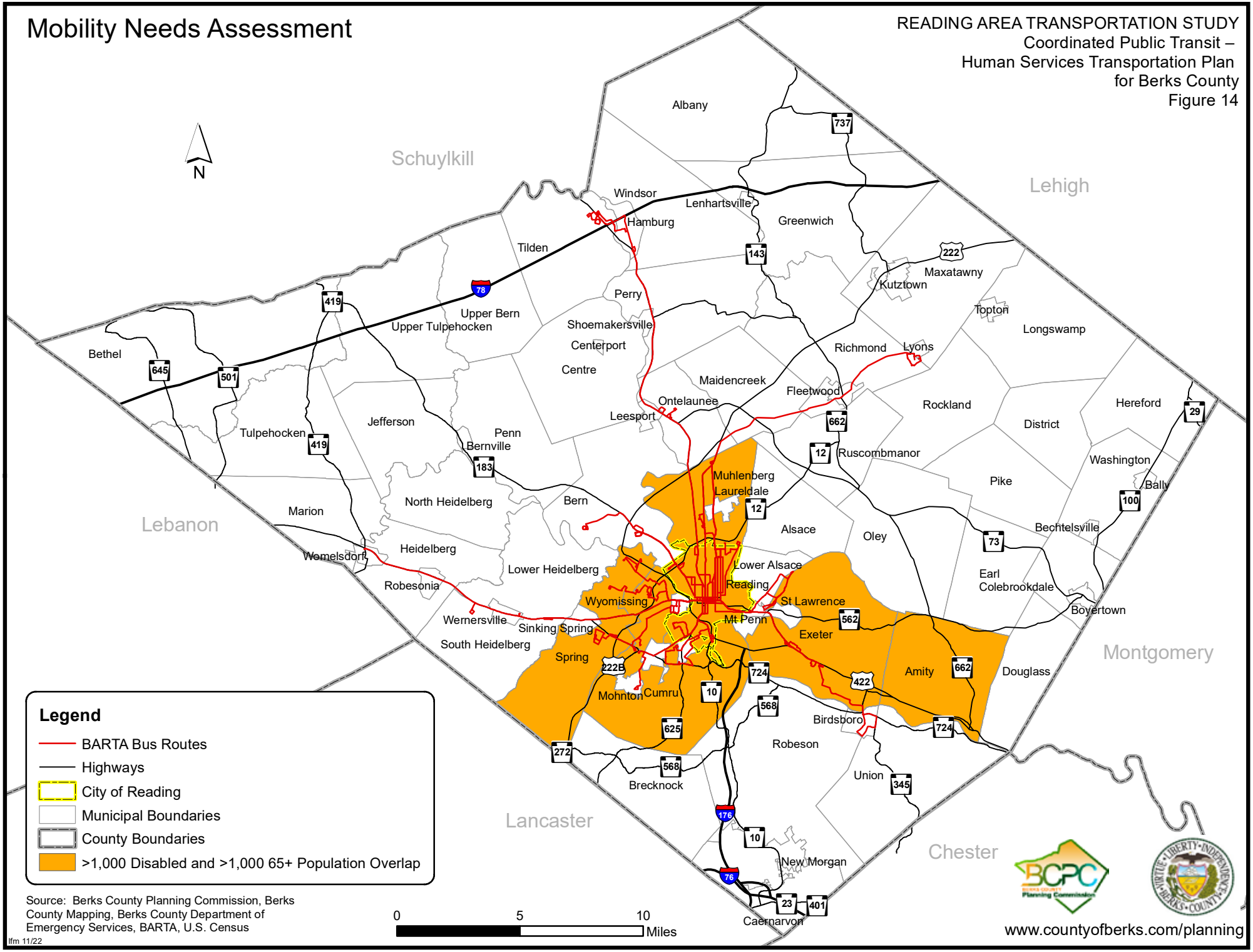
As part of the outreach effort to engage the agencies that provide and/or coordinate human services transportation throughout Berks County, a digital survey was prepared and sent out to both private and non-profit human service transportation providers in Berks County. The survey was designed to solicit input from the various providers as well as understand exactly what types of services are being offered and by whom. A total of 52 surveys (a copy of which can be found in the appendix) were distributed to management at these agencies. Out of those 52 surveys, thirteen were returned. Although the number of returned surveys was less than staff would have hoped for, staff was still able to glean valuable information from them. A number of the surveys conveyed similar concerns with the current state of transportation for the target populations. The following is a list of those concerns/ needs:

1. **Transportation wait times are problematic when scheduling medical appointments.**
2. **Cost, safety and availability of services have been impacted due to the COVID pandemic.**
3. **Fuel prices have had an impact on services. The dramatic rise in post pandemic fuel costs have impacted operating budgets.**
4. **Punctuality for appointments is a problem when patients have a specific and tight timeframe to receive life-sustaining treatments (i.e. kidney dialysis). When patients arrive late it can have an adverse effect on their health.**
5. **Proper training is needed for assisting persons with visual impairments.**
6. **Mass transit is unavailable in certain areas and times and rural locations are underserved.**
7. **The transit provider's schedule conflicts with the needs of the target populations.**

These concerns were also reiterated at various times during the plan development process and subsequently incorporated into the strategies for improving transportation to human services populations.

Mobility Needs Assessment

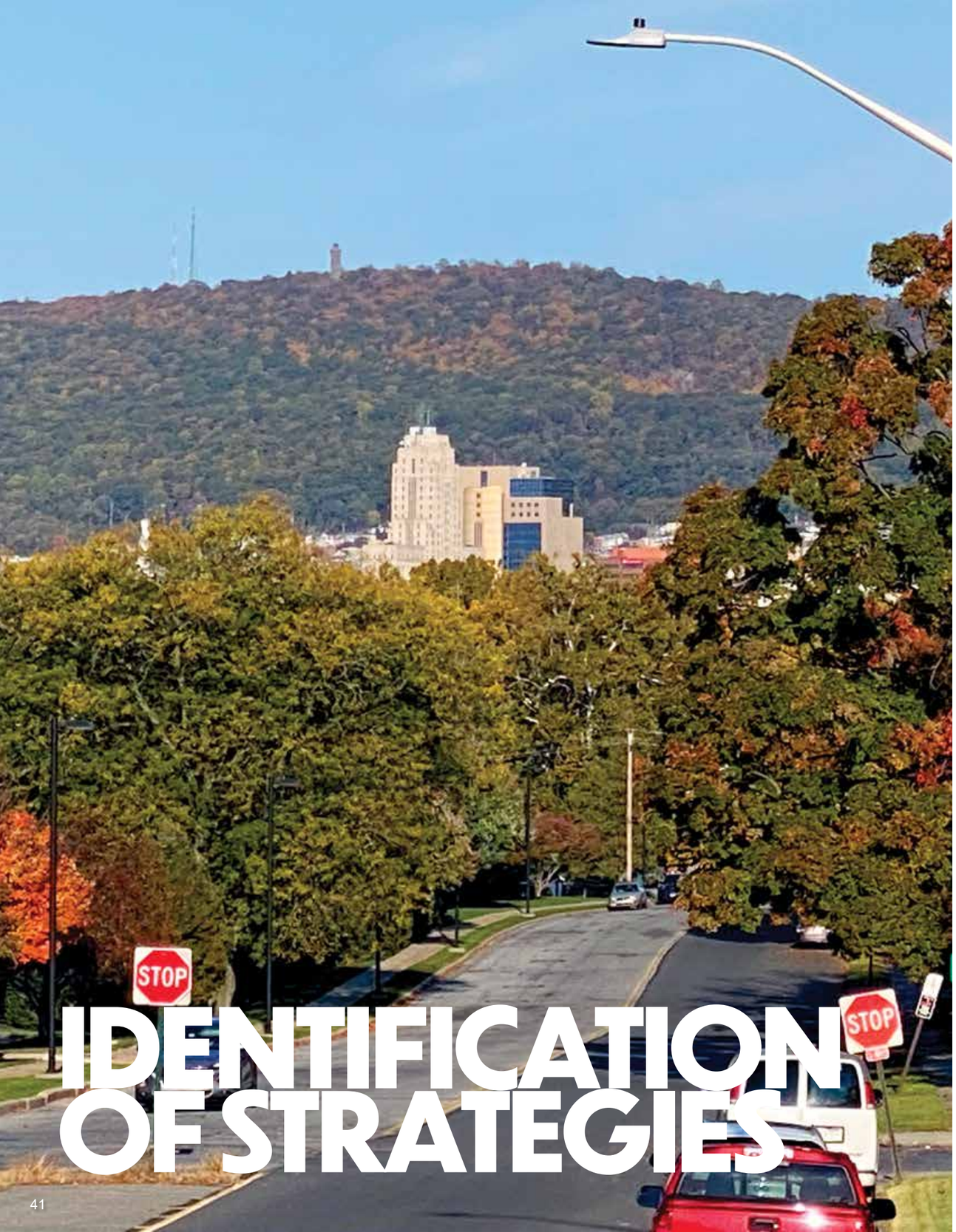
READING AREA TRANSPORTATION STUDY
Coordinated Public Transit –
Human Services Transportation Plan
for Berks County
Figure 14



Source: Berks County Planning Commission, Berks County Mapping, Berks County Department of Emergency Services, BARTA, U.S. Census

lfm 11/22

www.countyofberks.com/planning



IDENTIFICATION OF STRATEGIES

7 IDENTIFICATION OF STRATEGIES

The purpose of this chapter is to provide a set of guidelines consistent with local, state and federal principles to guide the direction of human service transportation in Berks County, as well as the development of a process for selecting projects to be funded with 5310 grants to improve transportation services and increase mobility options in the county for target populations.

7.1 GUIDING PRINCIPLES

It is important that the coordinated planning process clearly define local priorities and core objectives to ensure that human service transportation initiatives progress in a predictable manner and are consistent with local, state, and federal transportation priorities. Moreover, these principals should influence the selection of projects to be included in the TIP. Guiding principles can establish the framework for prioritizing strategies and guide the development of projects, as well as assist in evaluating and monitoring the success of projects and the plan itself. Guiding principles should be developed through a collaborative process between SCTA, County officials, organizations involved in the provision, funding and/or support of human service transportation, and the general public.

Guiding principles applicable for use in Berks are listed below. Projects developed according to these principles should be designed to address specific transportation needs and priorities that have been identified through the coordinated planning process.

1. **Projects should be part of a comprehensive strategy to address the transportation needs of the target population groups (i.e., senior citizens and persons with disabilities);**
2. **The development of projects and initiatives to improve human service transportation in Berks County should be consistent with and support the overall goals and objectives of public transportation in the County;**
3. **Provide a variety of convenient and affordable transportation options to improve mobility;**
4. **Projects and initiatives should be designed to improve efficiency and effectiveness to control costs and achieve long term sustainability;**
5. **Public transportation services should be developed in coordination with private providers and other forms of transportation to maximize service coverage; and**
6. **Project outcomes should be evaluated against specific performance measures and standards to ensure that objectives are being achieved.**

7.2 GOAL STATEMENTS

GOAL #1: Improve communication among providers to fill gaps and eliminate unnecessary duplication of service – Improving inter-agency communication is the first goal for Berks County because it represents a fundamental aspect of establishing a network of coordinated transportation. Each of the organizations and public stakeholders who participate in this planning process identified some unmet transportation needs that could be satisfied or at least reduced through communication between transportation providers.

GOAL #2: Collaborate to improve and increase transportation services - Funding and policies that require public transportation providers to operate primarily within their individual jurisdictions (i.e., counties, municipalities, and towns) restrict the ability for these operators to meet the increasing needs for people to travel between counties. Strategies and objectives discussed under this goal are intended to be steps toward overcoming jurisdictional boundaries and facilitate access to employment, medical, and social opportunities for people with disabilities, older adults, and the general public.

GOAL #3: Promote mobility options to increase awareness - Marketing and promoting a positive image for public and coordinated transportation is the focus of this goal. In some cases service to meet transportation needs are already available but older adults, people with disabilities, and the general public do not use them because they may have a perception that public transportation is not for them. Promotion of existing and new transportation programs, including educational materials to teach passengers how to utilize the services are the objectives listed under this goal.

GOAL #4: Expand service characteristics (area, hours, etc.) to meet specified needs - Throughout the county, human service agency transportation providers typically operate service on weekdays between 7:00 AM and 6:00 PM. Private taxi companies are the exception. Transportation providers need to expand their hours and days of service to facilitate full access to medical center hours of operation, and additional vehicles could provide more service coverage to avoid long waits due to infrequent service.

GOAL #5: Improve safety and accessibility to vehicles, stops and shelters - Transportation amenities include bus stop benches, signs, and shelters. Stakeholders indicated that, in some areas of the county, the bus amenities are appropriate but they are not accessible for people with disabilities and/or older adults. Sidewalks with wheelchair accessibility are needed around bus stops and shelters, especially for the suburban service areas.

GOAL #6: Incorporate new technology and capital to improve mobility options - Technology creates new levels of efficiency in terms of scheduling trips, billing, and managing a safe transportation program. As the service capacity and areas increase, transportation providers will benefit from incorporating new technology into their programs. Additional capital resources, along with technology, will create efficiencies and improve communication within and between providers.

7.3 PROJECT DEVELOPMENT FRAMEWORK

Through these goals, Berks County can identify its needs and establish priorities for human service transportation. In general, priorities will likely fall into one of three categories:

01 SUSTAIN EXISTING SERVICES

– These projects would be designed to ensure that existing services, whether operated by BARTA or another provider, continue in operation for transit dependent individuals in Berks County. Project elements may include operating assistance, vehicle replacement, purchase of technology, or other capital enhancement.

02 EXPAND EXISTING SERVICES

– This category includes projects that would expand the level of existing services such as additional hours of service or the expansion of the service area to address an identified need. Specific project elements may include operating assistance, planning assistance, purchase of vehicles for service expansion, purchase of technology, or other capital items.

03 INTRODUCE NEW SERVICES

– Projects in this category would respond to emerging community needs by implementing services to meet an identified need, for which noexisting service is provided. Examples of such services may include:

Implement new transportation services to meet the needs of specific user groups (e.g., geographical coverage or hours of operation);

Implement new programs or activities such as mobility management, vanpools, volunteer driver network, etc.; and

Develop partnerships that increase resources or reach out to new riders and geographical areas.

Once the project scope is determined, the next step would be to develop a project proposal, with the proposals tailored to meet federal and state guidelines for 5310 funding. The project proposal would include four specific components:

01 PROJECT ELEMENTS

– The project elements would include the type of service that would be provided (i.e., additional service hours, expanded/new services, mobility management, etc.) as well as the equipment (e.g., vehicles) and staffing needs. For technology projects, the elements would also include the hardware and software (e.g., scheduling software) that would be required. This element would also include demonstrated evidence of adequate technical, administrative, and managerial personnel and skills to properly administer the program.

02 COORDINATION

– All projects must be derived from a local Coordinated Plan. The applicant will be asked to provide a description of their participation in the planning process, and thepriorityorrecommendationdocumented in the plan that this project addresses.

03 PROJECT COSTS

– Based on the levels of service, equipment, and technology needs, an estimate of the project's operating and capital costs would be developed. The operating and capital costs should be projected for a three- to five-year time frame to ensure compliance with federal requirements for financial capacity.

04 PROJECT FUNDING

– Local, state and federal funding sources should be identified to show the project is sustainable (i.e., that the project costs can be covered) beyond the initial funding period. Similar to the project costs, funding should be projected for a three- to five-year time frame to ensure compliance with federal requirements for financial capacity.

05 PROJECT BENEFITS

– Lastly, the project would justify how it would address the unmet transportation need and improve the access, efficiency, and effectiveness of human service transportation. Specific performance measures will be developed in coordination with the state and current federal funding legislation.

Applying the Project Development Framework will assist Berks County to ensure that future projects are viable, adhere to the stated goals of this plan, meet the needs of the target populations, and satisfy state and federal requirements for funding eligibility.

IMPEMENTATION PLAN

7 IMPEMENTATION PLAN

The objective of this planning update to the initial coordinated plan is to continue to build off the success of the coordinated transportation system operated by BARTA as well as provide strategies for improving the overall human service transportation network in Berks County. The strategies included in this plan provide effective ways to provide transportation services to target population groups through the most appropriate use of limited resources and a focus on maximizing the efficiency and effectiveness of service. This plan does not expect BARTA to solve every human service transportation problem in Berks County because existing resources will not allow for this to happen. Instead, improvements will require the participation of multiple entities to partner with BARTA to accomplish these objectives.

The following strategies were developed using data from this plan as well as information derived from the existing SCTA Transit Development Plan Update 2018.

8.1 PRIORITIZATION OF STRATEGIES

One of the important recommendations is to maintain existing transportation services through maximizing resources and strategically allocating funds to projects and activities that are critical in meeting transportation needs and/or can be implemented in a cost-effective manner. Accordingly, replacing vehicles used in the delivery of Special Services transportation that have exceeded their useful life is a top priority, as is obtaining additional funding to cover operating and capital expenses. Both of these are recognized by BARTA staff and has guided the Special Services Division. Further, implementing additional service or operating new services should be provided through the utilization of existing resources or by using potentially more cost-effective non-traditional service delivery methods. To ensure the most appropriate services are being provided, the project solicitation and selection process should be reviewed by BARTA and the Reading MPO to determine if the current process of evaluating projects is best suited to local conditions and priorities.

8.2 MOBILITY MANAGEMENT

The transit authority recognizes the importance of mobility management and its role in leading this effort in Berks County to address the changing mobility needs and travel patterns occurring in the county. Mobility management is a systems approach to managing transportation resources and seeks to optimize all transportation resources in a community. Instead of focusing on one mode or on specific services, mobility management takes a broad approach by matching the transportation needs of individuals – including senior citizens and persons with disabilities – with a range of transportation options.

Because BARTA operates virtually all public transportation in Berks County, is the primary recipient of transportation funding in the county, and has the technical and managerial expertise to oversee the implementation of a diverse array of projects, the transit system is ideally suited to lead mobility management activities in the county.

This function could be facilitated through the hiring of a Mobility Manager that would be housed at BARTA and serve as a technical resource to help plan, design, and administer projects and coordination activities to increase mobility options, conduct outreach, coordinate policy, or support operations. Other job responsibilities could include:

1. **Lead coordination planning efforts in Berks County and possibly chair the HSTCC;**
2. **Increase awareness of existing transportation services throughout Berks County;**
3. **Identify federal, state, local, and private funding to help finance various projects and activities and prepare grant applications;**
4. **Develop partnerships with local employers and various organizations and institutions throughout the county to increase financial support for various transportation services;**
5. **Assist in the implementation of various technology improvements underway and/or planned by BARTA that will improve service efficiency and the dissemination of public information;**
6. **Partner with dialysis and medical facilities to coordinate appointments and clinic hours with BARTA transit schedule;**
7. **Administer human service transportation projects and/or activities and evaluate and monitor their performance;**
8. **Increase coordination among the various transportation services in Berks County – BARTA, non-profits, private entities – to maximize service efficiency and expand service coverage; and**
9. **Serve as the communication liaison for BARTA at various transportation planning events and work with regional transportation relating planning organizations such as Commuter Services of Pennsylvania to address coordination and transportation issues.**

It is recognized that for the Mobility Manager to be cost effective, he or she would have to perform other functions and support a variety of activities at BARTA such as planning, marketing and information technology. This situation reflects the current work load of the Special Services Director and the need for more support in administering the demand responsive system and maintaining a coordinated approach. Mobility management can be funded under many FTA funding programs, including Section 5310 and is considered a capital/administrative expense, which means that 80 percent of the cost of this position can be covered by federal funding and require only a 20 percent local match. Alternatively, BARTA could develop various projects and activities to be implemented and rely on Commuter Services of Pennsylvania for implementation and oversight.

8.3 VOLUNTEER DRIVER NETWORKS

BARTA should explore establishing a centralized volunteer driver reimbursement program to serve trips that cannot be made using BARTA services. This program would be applicable throughout Berks County to not only help address transportation service gaps but also provide a travel option for individuals requiring a level of personalized care BARTA is unable to provide. This program could be administered by BARTA or an existing agency like the Berks County Area Agency on Aging which administers the Meals on Wheels program in Berks County using volunteer drivers. Funding would be needed to cover costs related to providing insurance coverage above the volunteer driver's policy coverage, recruiting, screening and training drivers, mileage reimbursement costs, and various administrative expenses related to registering participants, scheduling and assigning trips, etc. The program could begin in certain areas and/or be limited to individuals with the greatest need for the service and expand as resources allow.

Funding options will need to be explored with the termination of the New Freedom and JARC programs under MAP-21.

Increasing the number of transportation providers in Berks County that cater to specific client groups may become important in the coming years due to the expected increase in the number of senior citizens "aging in place" throughout the county that will be difficult to serve using the conventional model of transit currently being used, as well as the uncertainty regarding the MATP program.

8.4 NON-PROFIT PROGRAMS

In the rural areas of Berks County, the geography and dispersion of the population makes it difficult and expensive for BARTA to operate a level of service similar to that provided in the Reading urbanized area. As a result, transit dependent individuals living in the rural portions of Berks County generally have to rely on BARTA Special Services, which does not operate sameday, evening or weekend services unless an individual lives within a three-quarter mile radius of fixed route service and is eligible to use the ADA program operated by Special Services. Further, Special Services fares can be cost prohibitive for individuals if they do not qualify for subsidized transportation and have to pay the full fare.

The non-profit organizations that operate transportation services in areas of Berks County where BARTA is limited or not available provide an important mobility option that needs to be maintained and possibly even expanded in certain areas of the county. Accordingly, BARTA should develop a more collaborative relationship among the local human service transportation providers and non-profits by assisting them in developing a county-based capital improvement program that prioritizes capital needs to maximize the limited funding available from the federal Section 5310 program. This capital improvement program would likely be used to plan for vehicle acquisitions and vehicle accessibility features. This process may also encourage Section 5310 eligible organizations that may want to provide transportation service but cannot afford the cost of purchasing a vehicle. The overall objective of this strategy is to ensure the continued operation of as many services throughout Berks County as possible, as long as these providers coordinate their services and/or address a transportation need identified in this coordinated plan, and do not duplicate the transportation services operated by BARTA.

Increasing the number of transportation providers in Berks County that cater to specific client groups may become an important issue in the coming years due to the expected increase in the number of senior citizens "aging in place" throughout the county and the uncertainty regarding BARTA's continued participation in the Medical Assistance Transportation Program (MATP) program.

Another possible option to provide transportation services to the target populations could be a Transportation Management Association (TMA). A TMA is a non-profit, member-controlled organization that provides transportation services in a particular area, such as a commercial district, mall, medical center or industrial park. A TMA is generally a public-private partnership, consisting of area businesses with local government support. The Reading MPO could explore developing a TMA as a supplement to the services that BARTA currently offers.

8.4 ADVISORY COMMITTEE

In previous iterations of this plan one of the recommendations was for the transit authority and MPO to consider forming a human services transportation advisory/coordinating committee. The thought behind forming such a committee was to provide an ongoing forum for members and other individuals or interest groups to discuss local transportation needs of the target populations. Since then, and also as a result of the merger between the Berks Area Regional Transportation Authority (BARTA) and the South Central Transit Authority (SCTA) the existing SCTA Special Services Advisory Committee fills this void. The SCTA Advisory Committee currently consists of two board members from the transit agencies, agency representatives and consumers from both Berks and Lancaster Counties. The committee meeting are held virtually; every quarter to review and discuss any issues, upcoming changes to the program, and to discuss any recommendations to improve services for Berks and Lancaster counties. Consideration could include expanding the responsibilities of this advisory committee. Other responsibilities could include:

1. **Provide input to the competitive selection process;**
2. **Assist in the public involvement element for future coordinated planning updates;**
3. **Responsible for reviewing future updates of the coordinated plan before it is adopted by the Reading MPO; and**
4. **Host one or two meetings each year in cooperation with BARTA/SCTA and the Reading MPO to discuss human service transportation issues related to operations, service quality/customer service, funding, state and federal legislation, etc. These meetings could also provide a forum to discuss accessibility and land use issues in the county that impede mobility for people with disabilities and senior citizens.**

Although a certain level of advocacy currently exists in Berks County, a countywide structure would create a platform from which the issues and concerns of the constituencies served by the participating agencies could be heard. RATS with the cooperation of BARTA/SCTA will continue to coordinate on the best ways to improve upon the advisory committee.

APPENDIX

Q1 Please tell us about your organization.

Answered: 13 Skipped: 0

ANSWER CHOICES	RESPONSES	
Organization Name	100.00%	13
Address	100.00%	13
City/Town	100.00%	13
State/Province	100.00%	13
Zip/Postal Code	100.00%	13
Organization Phone	100.00%	13
Organization Fax	61.54%	8
Website URL: http://	84.62%	11
Contact Person	92.31%	12
Contact Email	92.31%	12

#	ORGANIZATION NAME	DATE
1	Reading Metro	6/30/2022 7:18 PM
2	Prospectus Berco	6/29/2022 9:41 AM
3	Safe Berks	6/28/2022 7:34 AM
4	BARTA	6/23/2022 2:33 PM
5	Fresenius	6/22/2022 3:11 PM
6	Berks Encore	6/22/2022 1:35 PM
7	Vision Resource Center of Berks County	6/20/2022 1:02 PM
8	KUTZTOWN AREA TRANSPORT SERVICE	6/20/2022 12:05 PM
9	Fresenius Kidney Care	6/16/2022 3:53 PM
10	Western Berks Ambulance Association	6/15/2022 4:35 PM
11	Assured Assistance	6/15/2022 2:50 PM
12	Berks Connections/Pretrial Services	6/15/2022 2:21 PM
13	Abilities In Motion	6/15/2022 2:09 PM

#	ADDRESS	DATE
1	615 elm street	6/30/2022 7:18 PM
2	840 William Lane	6/29/2022 9:41 AM
3	255 Chestnut St	6/28/2022 7:34 AM
4	1700 N 11th Street	6/23/2022 2:33 PM
5	625 Spring St	6/22/2022 3:11 PM
6	40 N 9 St.	6/22/2022 1:35 PM

7	2020 Hampden Blvd.	6/20/2022 1:02 PM
8	87 SOUTH KEMP ROAD	6/20/2022 12:05 PM
9	1001 Reed Avenue	6/16/2022 3:53 PM
10	2506 Belmont Ave	6/15/2022 4:35 PM
11	225 N Kenhorst Blvd	6/15/2022 2:50 PM
12	19 North 6th Street, 4th Floor	6/15/2022 2:21 PM
13	210 N 5th Street	6/15/2022 2:09 PM

#	CITY/TOWN	DATE
1	Reading	6/30/2022 7:18 PM
2	Reading	6/29/2022 9:41 AM
3	Reading	6/28/2022 7:34 AM
4	Reading	6/23/2022 2:33 PM
5	Wyomissing	6/22/2022 3:11 PM
6	Reading	6/22/2022 1:35 PM
7	Reading	6/20/2022 1:02 PM
8	KUTZTOWN	6/20/2022 12:05 PM
9	Wyomissing,	6/16/2022 3:53 PM
10	Reading	6/15/2022 4:35 PM
11	Reading	6/15/2022 2:50 PM
12	Reading	6/15/2022 2:21 PM
13	Reading	6/15/2022 2:09 PM

#	STATE/PROVINCE	DATE
1	Pa	6/30/2022 7:18 PM
2	PA	6/29/2022 9:41 AM
3	PA	6/28/2022 7:34 AM
4	PA	6/23/2022 2:33 PM
5	Pa	6/22/2022 3:11 PM
6	PA	6/22/2022 1:35 PM
7	PA	6/20/2022 1:02 PM
8	PA	6/20/2022 12:05 PM
9	PA	6/16/2022 3:53 PM
10	Pennsylvania	6/15/2022 4:35 PM
11	PA	6/15/2022 2:50 PM
12	Pennsylvania	6/15/2022 2:21 PM
13	PA	6/15/2022 2:09 PM

#	ZIP/POSTAL CODE	DATE
1	19601	6/30/2022 7:18 PM
2	19604	6/29/2022 9:41 AM
3	19602	6/28/2022 7:34 AM

4	19604	6/23/2022 2:33 PM
5	19610	6/22/2022 3:11 PM
6	19601	6/22/2022 1:35 PM
7	19604	6/20/2022 1:02 PM
8	19530	6/20/2022 12:05 PM
9	19530	6/16/2022 3:53 PM
10	19609	6/15/2022 4:35 PM
11	19607	6/15/2022 2:50 PM
12	19601	6/15/2022 2:21 PM
13	19601	6/15/2022 2:09 PM

#	ORGANIZATION PHONE	DATE
1	6103745111	6/30/2022 7:18 PM
2	610-372-4637	6/29/2022 9:41 AM
3	6103731206	6/28/2022 7:34 AM
4	610-921-0605	6/23/2022 2:33 PM
5	4843884968	6/22/2022 3:11 PM
6	(610) 374-3195	6/22/2022 1:35 PM
7	6103758407	6/20/2022 1:02 PM
8	610-683-3012	6/20/2022 12:05 PM
9	610-378-7963	6/16/2022 3:53 PM
10	6108166057	6/15/2022 4:35 PM
11	6107964737	6/15/2022 2:50 PM
12	6103342776	6/15/2022 2:21 PM
13	6103760010	6/15/2022 2:09 PM

#	ORGANIZATION FAX	DATE
1	610-372-6672	6/29/2022 9:41 AM
2	6103724188	6/28/2022 7:34 AM
3	610-921-9420	6/23/2022 2:33 PM
4	(610) 374-7483	6/22/2022 1:35 PM
5	6103756467	6/20/2022 1:02 PM
6	610-683-9161	6/20/2022 12:05 PM
7	6107964739	6/15/2022 2:50 PM
8	484-577-4581	6/15/2022 2:21 PM

#	WEBSITE URL: HTTP://	DATE
1	www.prospectusberco.org	6/29/2022 9:41 AM
2	www.safeberks.org	6/28/2022 7:34 AM
3	bartabus.com	6/23/2022 2:33 PM
4	www.berksencore.org	6/22/2022 1:35 PM

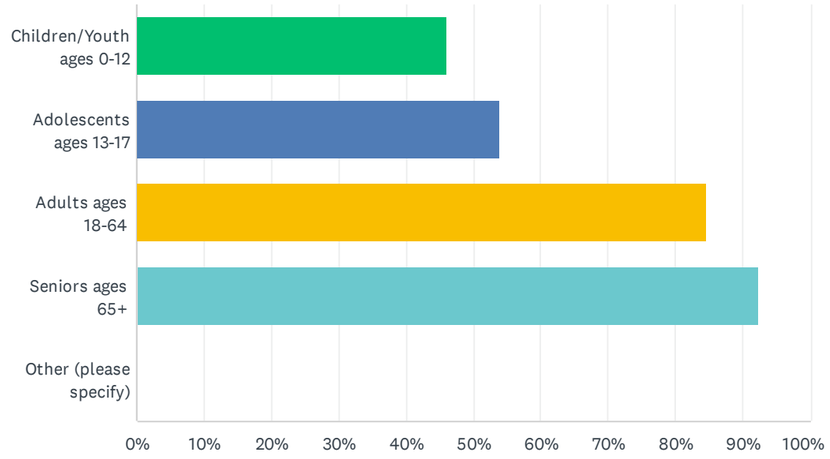
5	vrcberks.org	6/20/2022 1:02 PM
6	www,kutztownambulance.com	6/20/2022 12:05 PM
7	Freseniusmedicalcare	6/16/2022 3:53 PM
8	wbems.org	6/15/2022 4:35 PM
9	assuredassistance.com	6/15/2022 2:50 PM
10	https://www.berksconnections.org/	6/15/2022 2:21 PM
11	www.abilitiesinmotion.org	6/15/2022 2:09 PM

#	CONTACT PERSON	DATE
1	[redacted]	6/30/2022 7:18 PM
2	[redacted]	6/29/2022 9:41 AM
3	[redacted]	6/28/2022 7:34 AM
4	[redacted]	6/22/2022 3:11 PM
5	[redacted]	6/22/2022 1:35 PM
6	[redacted]	6/20/2022 1:02 PM
7	[redacted]	6/20/2022 12:05 PM
8	[redacted]	6/16/2022 3:53 PM
9	[redacted]	6/15/2022 4:35 PM
10	[redacted]	6/15/2022 2:50 PM
11	[redacted]	6/15/2022 2:21 PM
12	[redacted]	6/15/2022 2:09 PM

#	CONTACT EMAIL	DATE
1	[redacted]	6/30/2022 7:18 PM
2	[redacted]	6/29/2022 9:41 AM
3	[redacted]	6/28/2022 7:34 AM
4	[redacted]	6/22/2022 3:11 PM
5	[redacted]	6/22/2022 1:35 PM
6	[redacted]	6/20/2022 1:02 PM
7	[redacted]	6/20/2022 12:05 PM
8	[redacted]	6/16/2022 3:53 PM
9	[redacted]	6/15/2022 4:35 PM
10	[redacted]	6/15/2022 2:50 PM
11	[redacted]	6/15/2022 2:21 PM
12	[redacted]	6/15/2022 2:09 PM

Q2 What age group(s) does your organization serve? (select all that apply)

Answered: 13 Skipped: 0

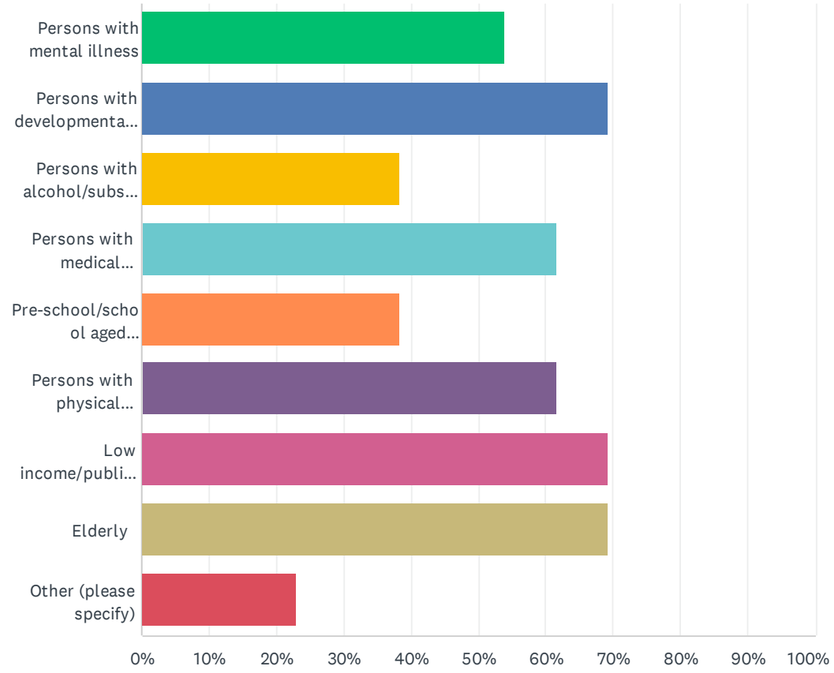


ANSWER CHOICES	RESPONSES	
Children/Youth ages 0-12	46.15%	6
Adolescents ages 13-17	53.85%	7
Adults ages 18-64	84.62%	11
Seniors ages 65+	92.31%	12
Other (please specify)	0.00%	0
Total Respondents: 13		

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

Q3 What special needs subgroups does your organization serve? (select all that apply)

Answered: 13 Skipped: 0



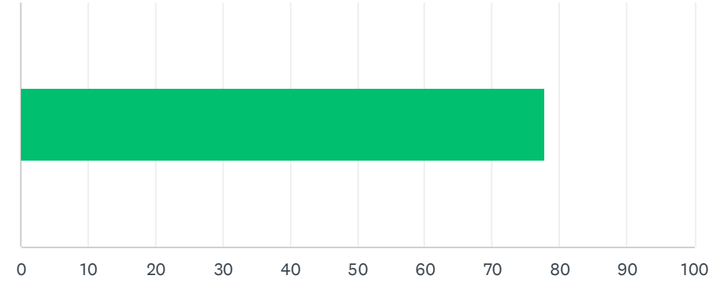
ANSWER CHOICES	RESPONSES	
Persons with mental illness	53.85%	7
Persons with developmental/intellectual disabilities	69.23%	9
Persons with alcohol/substance abuse	38.46%	5
Persons with medical problems	61.54%	8
Pre-school/school aged children with varied disabilities	38.46%	5
Persons with physical disabilities	61.54%	8
Low income/public assistance	69.23%	9
Elderly	69.23%	9
Other (please specify)	23.08%	3
Total Respondents: 13		

#	OTHER (PLEASE SPECIFY)	DATE

1	domestic and sexual violence survivors	6/28/2022 7:34 AM
2	People needing dialysis	6/22/2022 3:11 PM
3	blind and visually impaired	6/20/2022 1:02 PM

Q4 What percentage of your consumers do you estimate have transportation limitations?

Answered: 13 Skipped: 0

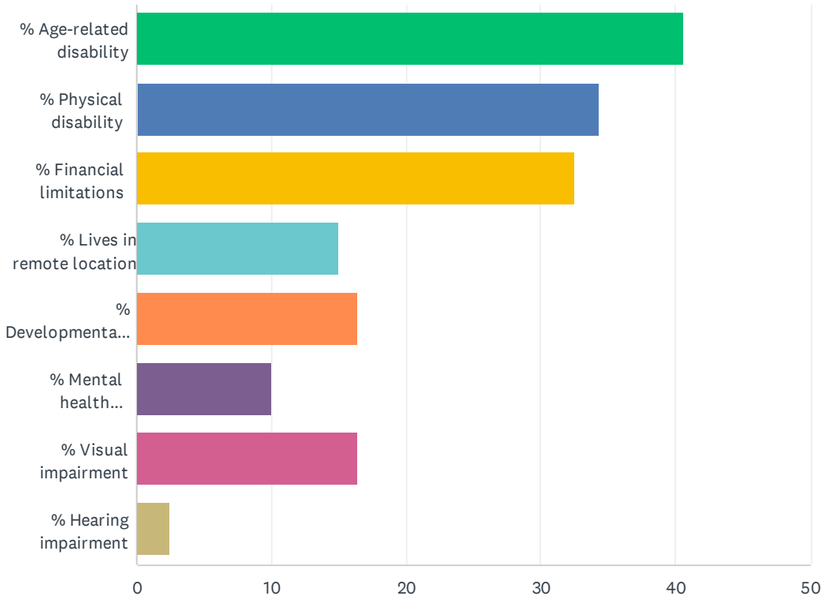


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	78	1,012	13
Total Respondents: 13			

#		DATE
1	80	6/30/2022 7:18 PM
2	85	6/29/2022 9:41 AM
3	75	6/28/2022 7:34 AM
4	30	6/23/2022 2:33 PM
5	40	6/22/2022 3:11 PM
6	75	6/22/2022 1:35 PM
7	85	6/20/2022 1:02 PM
8	98	6/20/2022 12:05 PM
9	90	6/16/2022 3:53 PM
10	75	6/15/2022 4:35 PM
11	100	6/15/2022 2:50 PM
12	80	6/15/2022 2:21 PM
13	99	6/15/2022 2:09 PM

Q5 Of those consumers identified in question 4, please estimate the percentage that have the following types of transportation limitations:

Answered: 13 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
% Age-related disability	41	325	8
% Physical disability	34	275	8
% Financial limitations	33	260	8
% Lives in remote location	15	135	9
% Developmental disability	16	115	7
% Mental health disability	10	60	6
% Visual impairment	16	115	7
% Hearing impairment	3	15	6
Total Respondents: 13			

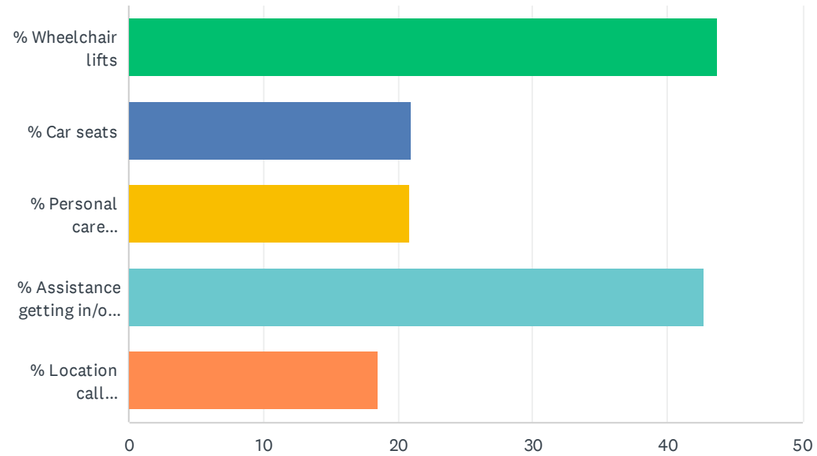
#	% AGE-RELATED DISABILITY	DATE
1	10	6/30/2022 7:18 PM
2	10	6/23/2022 2:33 PM
3	95	6/22/2022 3:11 PM

4	35	6/22/2022 1:35 PM
5	0	6/20/2022 12:05 PM
6	50	6/16/2022 3:53 PM
7	25	6/15/2022 4:35 PM
8	100	6/15/2022 2:50 PM
#	% PHYSICAL DISABILITY	DATE
1	20	6/30/2022 7:18 PM
2	25	6/29/2022 9:41 AM
3	10	6/23/2022 2:33 PM
4	25	6/22/2022 1:35 PM
5	80	6/20/2022 12:05 PM
6	10	6/16/2022 3:53 PM
7	25	6/15/2022 4:35 PM
8	80	6/15/2022 2:09 PM
#	% FINANCIAL LIMITATIONS	DATE
1	40	6/30/2022 7:18 PM
2	75	6/28/2022 7:34 AM
3	20	6/23/2022 2:33 PM
4	15	6/22/2022 1:35 PM
5	0	6/20/2022 12:05 PM
6	10	6/16/2022 3:53 PM
7	25	6/15/2022 4:35 PM
8	75	6/15/2022 2:21 PM
#	% LIVES IN REMOTE LOCATION	DATE
1	10	6/30/2022 7:18 PM
2	25	6/28/2022 7:34 AM
3	30	6/23/2022 2:33 PM
4	25	6/22/2022 1:35 PM
5	5	6/20/2022 1:02 PM
6	0	6/20/2022 12:05 PM
7	5	6/16/2022 3:53 PM
8	10	6/15/2022 4:35 PM
9	25	6/15/2022 2:21 PM
#	% DEVELOPMENTAL DISABILITY	DATE
1	10	6/30/2022 7:18 PM
2	75	6/29/2022 9:41 AM
3	10	6/23/2022 2:33 PM
4	10	6/20/2022 1:02 PM

5	0	6/20/2022 12:05 PM
6	5	6/16/2022 3:53 PM
7	5	6/15/2022 4:35 PM
#	**% MENTAL HEALTH DISABILITY**	**DATE**
1	5	6/30/2022 7:18 PM
2	10	6/23/2022 2:33 PM
3	5	6/22/2022 3:11 PM
4	20	6/20/2022 12:05 PM
5	10	6/16/2022 3:53 PM
6	10	6/15/2022 4:35 PM
#	**% VISUAL IMPAIRMENT**	**DATE**
1	5	6/30/2022 7:18 PM
2	10	6/23/2022 2:33 PM
3	85	6/20/2022 1:02 PM
4	0	6/20/2022 12:05 PM
5	5	6/16/2022 3:53 PM
6	0	6/15/2022 4:35 PM
7	10	6/15/2022 2:09 PM
#	**% HEARING IMPAIRMENT**	**DATE**
1	0	6/30/2022 7:18 PM
2	0	6/23/2022 2:33 PM
3	0	6/20/2022 12:05 PM
4	5	6/16/2022 3:53 PM
5	0	6/15/2022 4:35 PM
6	10	6/15/2022 2:09 PM

Q6 Of those consumers identified in question 4, please estimate the percentage who need special equipment or assistance:

Answered: 12 Skipped: 1



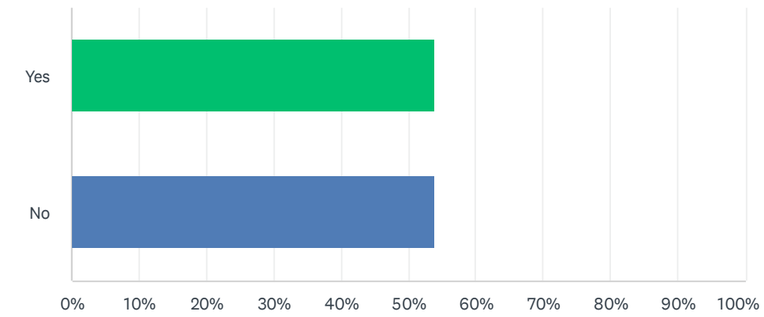
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
% Wheelchair lifts	44	350	8
% Car seats	21	105	5
% Personal care attendant/escort	21	230	11
% Assistance getting in/out of vehicle	43	385	9
% Location call outs/Navigation assistance for visually impaired	19	130	7
Total Respondents: 12			

#	% WHEELCHAIR LIFTS	DATE
1	50	6/30/2022 7:18 PM
2	25	6/29/2022 9:41 AM
3	20	6/23/2022 2:33 PM
4	25	6/22/2022 1:35 PM
5	70	6/20/2022 12:05 PM
6	5	6/16/2022 3:53 PM
7	75	6/15/2022 4:35 PM
8	80	6/15/2022 2:09 PM
#	**% CAR SEATS**	**DATE**
1	10	6/30/2022 7:18 PM

2	90	6/28/2022 7:34 AM
3	5	6/23/2022 2:33 PM
4	0	6/20/2022 12:05 PM
5	0	6/16/2022 3:53 PM
#	% PERSONAL CARE ATTENDANT/ESCORT	DATE
1	10	6/30/2022 7:18 PM
2	15	6/29/2022 9:41 AM
3	30	6/23/2022 2:33 PM
4	5	6/22/2022 3:11 PM
5	25	6/22/2022 1:35 PM
6	15	6/20/2022 1:02 PM
7	20	6/20/2022 12:05 PM
8	5	6/16/2022 3:53 PM
9	25	6/15/2022 4:35 PM
10	70	6/15/2022 2:50 PM
11	10	6/15/2022 2:09 PM
#	% ASSISTANCE GETTING IN/OUT OF VEHICLE	DATE
1	10	6/30/2022 7:18 PM
2	60	6/29/2022 9:41 AM
3	10	6/28/2022 7:34 AM
4	40	6/23/2022 2:33 PM
5	90	6/22/2022 3:11 PM
6	50	6/22/2022 1:35 PM
7	10	6/20/2022 12:05 PM
8	85	6/16/2022 3:53 PM
9	30	6/15/2022 2:50 PM
#	% LOCATION CALL OUTS/NAVIGATION ASSISTANCE FOR VISUALLY IMPAIRED	DATE
1	20	6/30/2022 7:18 PM
2	5	6/23/2022 2:33 PM
3	5	6/22/2022 3:11 PM
4	85	6/20/2022 1:02 PM
5	0	6/20/2022 12:05 PM
6	5	6/16/2022 3:53 PM
7	10	6/15/2022 2:09 PM

Q7 Does your organization specifically dedicate staff or volunteers, either full or part-time, to providing consumers with trip planning or travel training assistance?

Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.85%	7
No	53.85%	7
Total Respondents: 13		

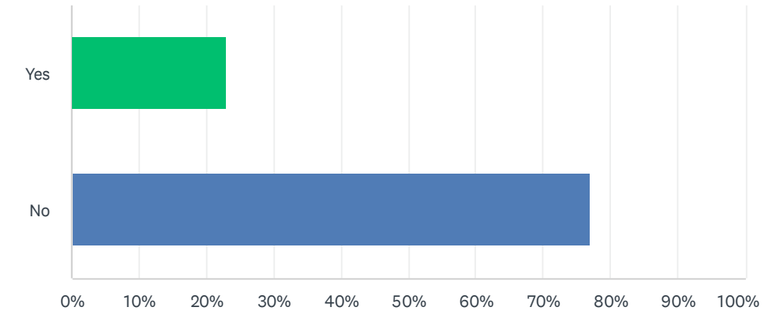
Q8 Approximately what percentage of your consumers arrange for their own transportation?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	0	6/30/2022 7:18 PM
2	2%	6/29/2022 9:41 AM
3	75	6/28/2022 7:34 AM
4	97%	6/23/2022 2:33 PM
5	10	6/22/2022 3:11 PM
6	75	6/22/2022 1:35 PM
7	50%	6/20/2022 1:02 PM
8	20	6/20/2022 12:05 PM
9	95	6/16/2022 3:53 PM
10	60	6/15/2022 4:35 PM
11	50	6/15/2022 2:50 PM
12	98	6/15/2022 2:21 PM
13	75	6/15/2022 2:09 PM

Q9 Do you reimburse clients for travel expenses?

Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	23.08%	3
No	76.92%	10
TOTAL		13

#	IF YES, APPROXIMATELY HOW MANY TOTAL TRIPS DO YOU REIMBURSE PER WEEK ON AVERAGE?	DATE
1	unknown	6/29/2022 9:41 AM
2	0	6/16/2022 3:53 PM
3	50	6/15/2022 2:21 PM

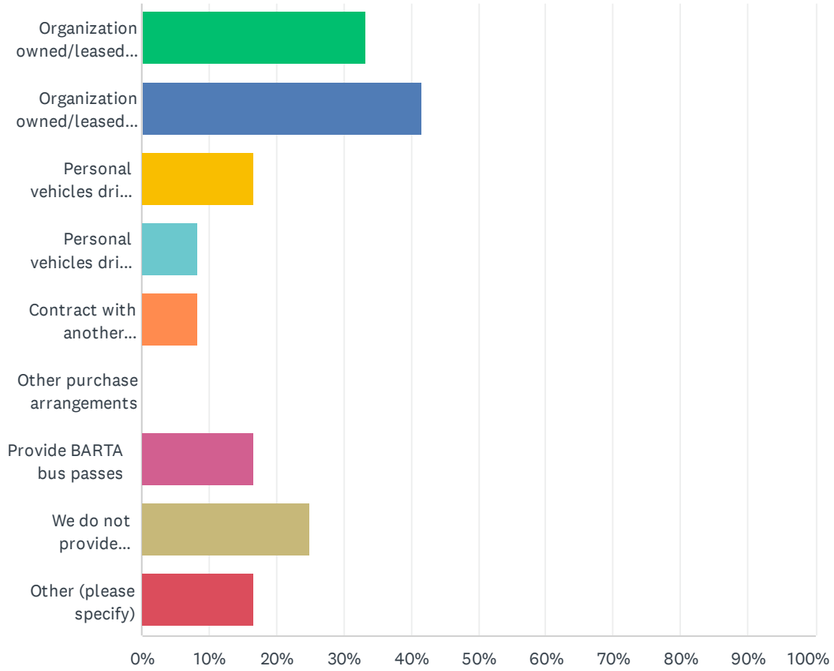
Q10 Please describe briefly the primary concern(s) that you have regarding the provision of transportation services to persons with transportation limitations:

Answered: 10 Skipped: 3

#	RESPONSES	DATE
1	The fuel prices are through the roof and transporting them on the budget that was initially agreed is near impossible	6/30/2022 7:18 PM
2	Availability, cost, and current safety precautions needed due to COVID	6/29/2022 9:41 AM
3	Access to free/low cost transportation anywhere in the county with car seats and/or pet friendly 24/7/365	6/28/2022 7:34 AM
4	Lack of schedule for rural areas ie Womelsdorf & Kutztown. Lack of drivers in general. Not having any buses run on holidays for dialysis pts.	6/22/2022 3:11 PM
5	Older adults cannot easily access transportation as BARTA specialized transportation services are extremely limited. Those needing transportation are liable to wait hours before reaching their end destination or return trip home.	6/22/2022 1:35 PM
6	Proper training for assisting people with low vision and blindness.	6/20/2022 1:02 PM
7	We have a trouble getting the buses here on time. Our patients are staggered and we have a very specific and tight time frame for life sustaining treatments. When patients arrive late, this impacts the amount of time they get their dialysis, which can impact their life or cause life threatening issues.	6/16/2022 3:53 PM
8	safety	6/15/2022 2:50 PM
9	Those we serve rely on public transportaiton to get to employment. Most have very limted income and affording bus passes is difficult. Also, if an employer is not located close to a current bus route those we serve cannot find employment there and/or often the timing of busses does not coincide with a bus route drop off or pick up. This happens a lot!	6/15/2022 2:21 PM
10	Increased costs to utilize accessible transportation	6/15/2022 2:09 PM

Q11 What kind of transportation assistance does your organization provide to your consumers? (select all that apply)

Answered: 12 Skipped: 1



ANSWER CHOICES	RESPONSES	
Organization owned/leased cars	33.33%	4
Organization owned/leased vans/busses	41.67%	5
Personal vehicles driven by employees	16.67%	2
Personal vehicles driven by volunteers	8.33%	1
Contract with another organization for transportation	8.33%	1
Other purchase arrangements	0.00%	0
Provide BARTA bus passes	16.67%	2
We do not provide assistance with transportation	25.00%	3
Other (please specify)	16.67%	2
Total Respondents: 12		

#	OTHER (PLEASE SPECIFY)	DATE

1	Arrange and pay for buses, Uber, taxi, Lyft, etc.	6/28/2022 7:39 AM
2	Provide Uber Gift Cards	6/15/2022 2:21 PM

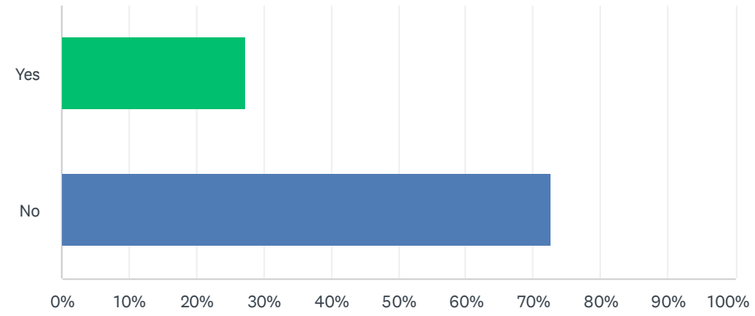
Q12 During 2021, how many one-way passenger trips per week did you provide or arrange on average? (each passenger pick-up and drop-off is counted as a one-way passenger trip)

Answered: 11 Skipped: 2

#	RESPONSES	DATE
1	Over 30000	6/30/2022 7:19 PM
2	10	6/28/2022 7:39 AM
3	135,429	6/23/2022 2:54 PM
4	unknown	6/22/2022 3:13 PM
5	0	6/22/2022 1:36 PM
6	500	6/20/2022 1:06 PM
7	40	6/20/2022 12:11 PM
8	None	6/16/2022 3:55 PM
9	600	6/15/2022 4:36 PM
10	none	6/15/2022 2:53 PM
11	50	6/15/2022 2:21 PM

Q13 Do you restrict the use of your transportation assistance only to consumers of your own organization's programs and services?

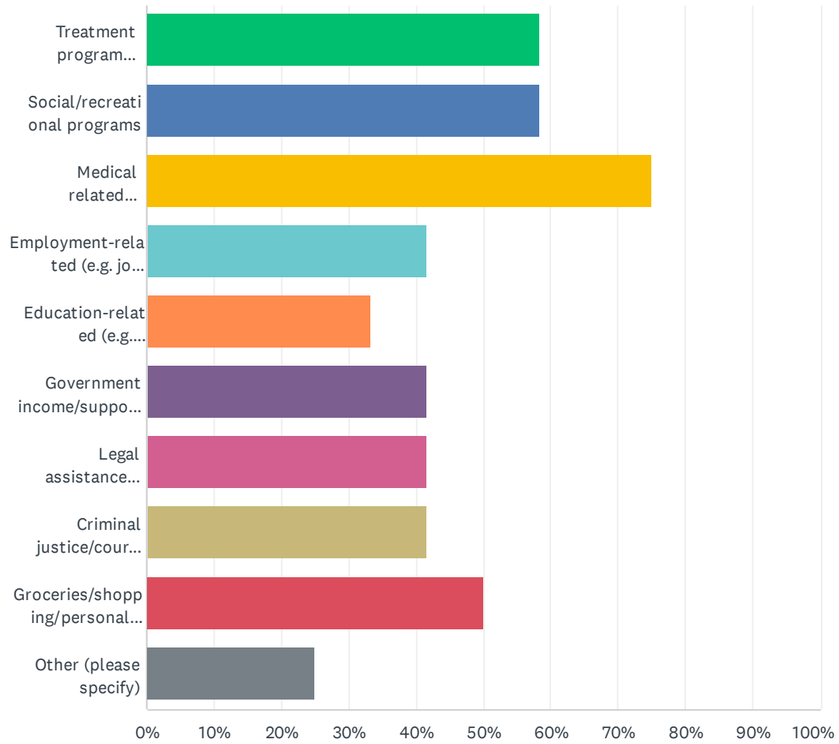
Answered: 11 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	27.27%	3
No	72.73%	8
Total Respondents: 11		

Q14 Please identify the purposes of your organization's transportation assistance (select all that apply):

Answered: 12 Skipped: 1

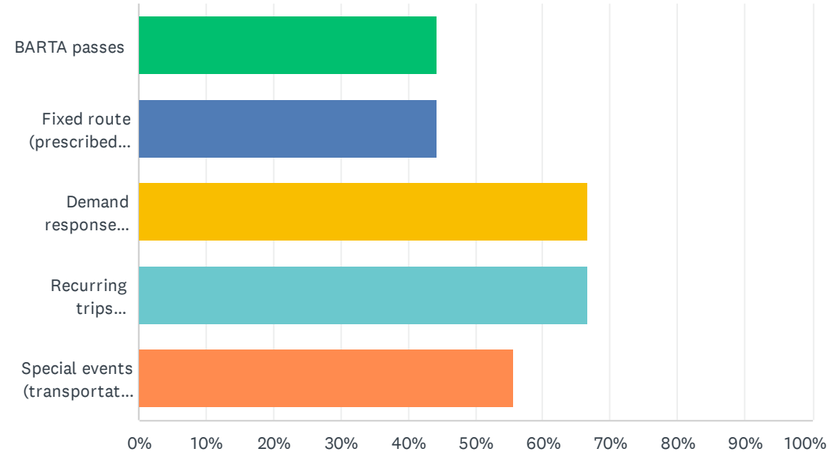


ANSWER CHOICES	RESPONSES	
Treatment program attendance	58.33%	7
Social/recreational programs	58.33%	7
Medical related appointments/services	75.00%	9
Employment-related (e.g. job, interviews, training, etc.)	41.67%	5
Education-related (e.g. school, vocational programs, etc.)	33.33%	4
Government income/support agencies (e.g. Social Security, other social services, etc.)	41.67%	5
Legal assistance agencies	41.67%	5
Criminal justice/court activities and appointments	41.67%	5
Groceries/shopping/personal business	50.00%	6
Other (please specify)	25.00%	3
Total Respondents: 12		

#	OTHER (PLEASE SPECIFY)	DATE
1	to leave abusive situations; relocate due to safety concerns	6/28/2022 7:39 AM
2	Senior center attendance, health & wellness event attendance, volunteer opportunities	6/22/2022 1:36 PM
3	N/A	6/16/2022 3:55 PM

Q15 Please indicate the type of transportation your organization either directly provides or purchases. (Check al

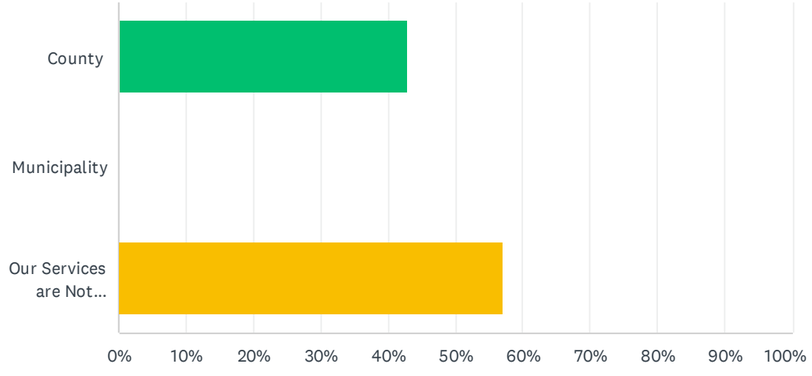
Answered: 9 Skipped: 4



ANSWER CHOICES	RESPONSES	
BARTA passes	44.44%	4
Fixed route (prescribed routes and fixable schedules)	44.44%	4
Demand response (consumer requests services when needed)	66.67%	6
Recurring trips (consumer-specific, recurring patterns of pick-up/destination, time and days of week)	66.67%	6
Special events (transportation for the specific purpose of customers getting to/from a special event)	55.56%	5
Total Respondents: 9		

Q16 Is the transportation services you provide restricted geographically by:

Answered: 7 Skipped: 6



ANSWER CHOICES	RESPONSES	
County	42.86%	3
Municipality	0.00%	0
Our Services are Not Restricted by Geographic Area	57.14%	4
TOTAL		7

#	PLEASE ADD ANY MORE INFORMATION YOU WOULD LIKE TO SHARE REGARDING THE AREA YOUR AGENCY SERVICES.	DATE
1	Out of County for Medicaid consumers to approved medical providers. Also for any trip purposes consumers can travel 10 miles outside of the county borders of Lancaster and Berks.	6/23/2022 2:54 PM
2	OUR PUC LICENSE ALLOWS US ONLY TO PICK UP IN PA.	6/20/2022 12:11 PM
3	Fresenius does NOT provide any transportation. It is all up to the patient.	6/16/2022 3:55 PM
4	We provide services to residents of Berks county only but we can take them outside of the county	6/15/2022 2:53 PM