



Pennsylvania's Intercity Bus Program Overview

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PA's Intercity Buses Get You There...



Hershey - The Sweetest Place On Earth!

Steel City Football



Fly Eagles, Fly!



Evaluating the Service...



Pennsylvania's Unique ICB Model: Responding to Service Challenges

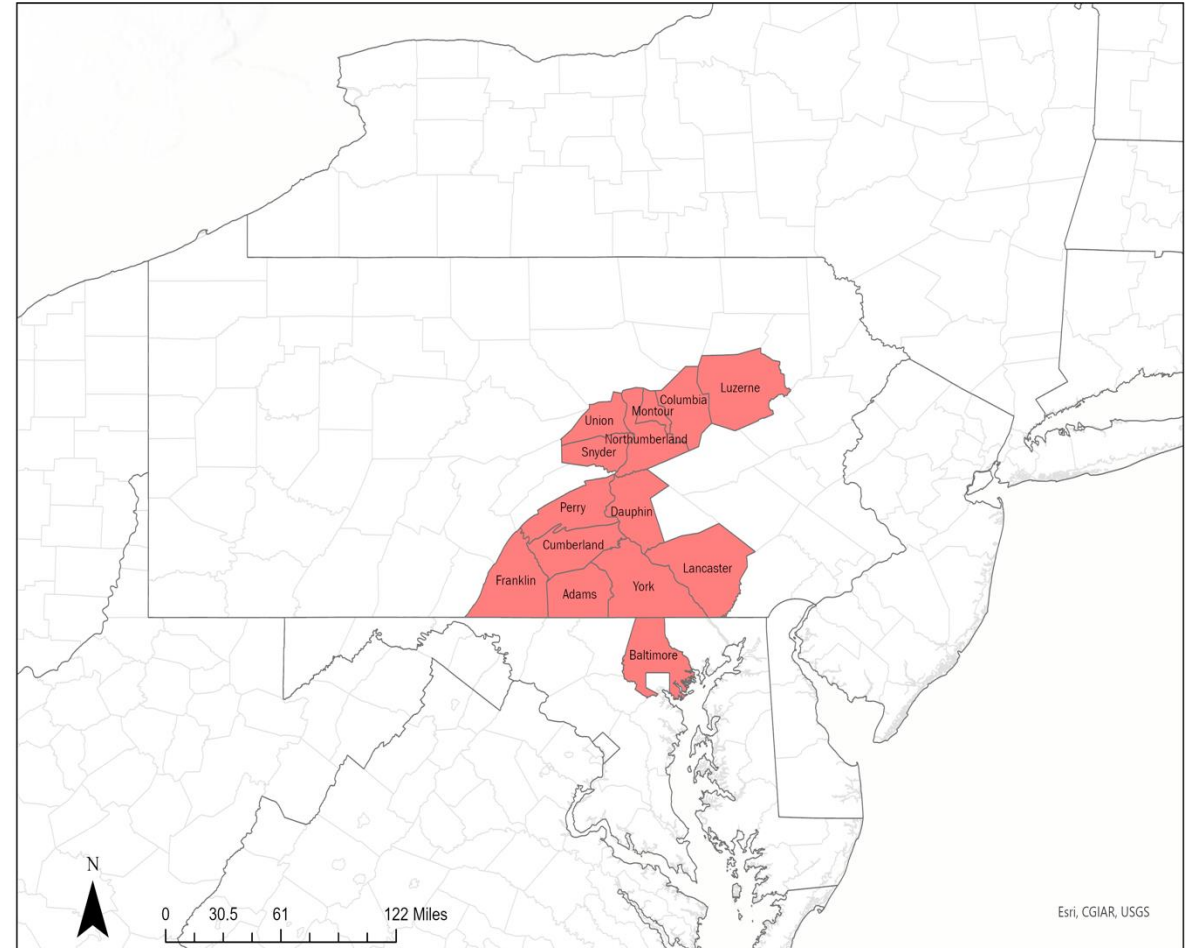
- In 2020, Pennsylvania's Department of Transportation conducted an analysis of rural ICB service provided by private operators.
- The study concluded that:
 - Rural ICB network coverage decreased dramatically over the prior 30 years;
 - The frequency of service on some subsidized routes exceeded levels justified by passenger demand and farebox recovery; and
 - A competitive bid process would allow the program to better leverage private sector technical expertise and efficiencies.
 - Pay carriers based on transportation rendered on a per mile basis.
 - Remove deficit calculations to justify 5311(f) funding – Remove revenue calculations.
 - Revenue numbers are still provided for NTD reporting.
 - Carriers may generate profit or loss at their own risk.
- **Action needed**: Design a statewide network to maximize rural coverage, connectivity, ridership, equity and farebox recovery.

The Players – Pennsylvania Department of Transportation / Bureau of Public Transportation

- Pennsylvania invests more than \$1.6 billion annually in public transportation - ranking fourth in the nation in direct support for public transportation.
- Pennsylvania fixed route transit systems provided 231.6 million trips in FY 22-23.
- Pennsylvania Lottery proceeds allowed senior citizens to take more than 4.5 million trips on community transportation curb-to-curb service at reduced fares. Persons with disabilities and some Medicaid recipients also used community transportation curb-to-curb service at reduced fares and took more than 284,800 trips.

The Players – Susquehanna Regional Transportation Authority (SRTA, dba rabbittransit)

- Susquehanna Regional Transportation Authority (SRTA), doing business as **rabbittransit**, is a regional public transit authority serving 11 counties in south-central Pennsylvania, with some services entering 2 neighboring transit authorities and Maryland.
- **rabbittransit** operates local fixed routes, commuter/express routes and shared-ride/paratransit services.
- Annual unlinked passenger trips*: 3,072,507
- Average weekday unlinked trips*: 10,784.
- Daily Ridership: 8,000–9,200 riders
- Total Operating Funds*: \$56mil



*NTD 2023

Proposing Change...



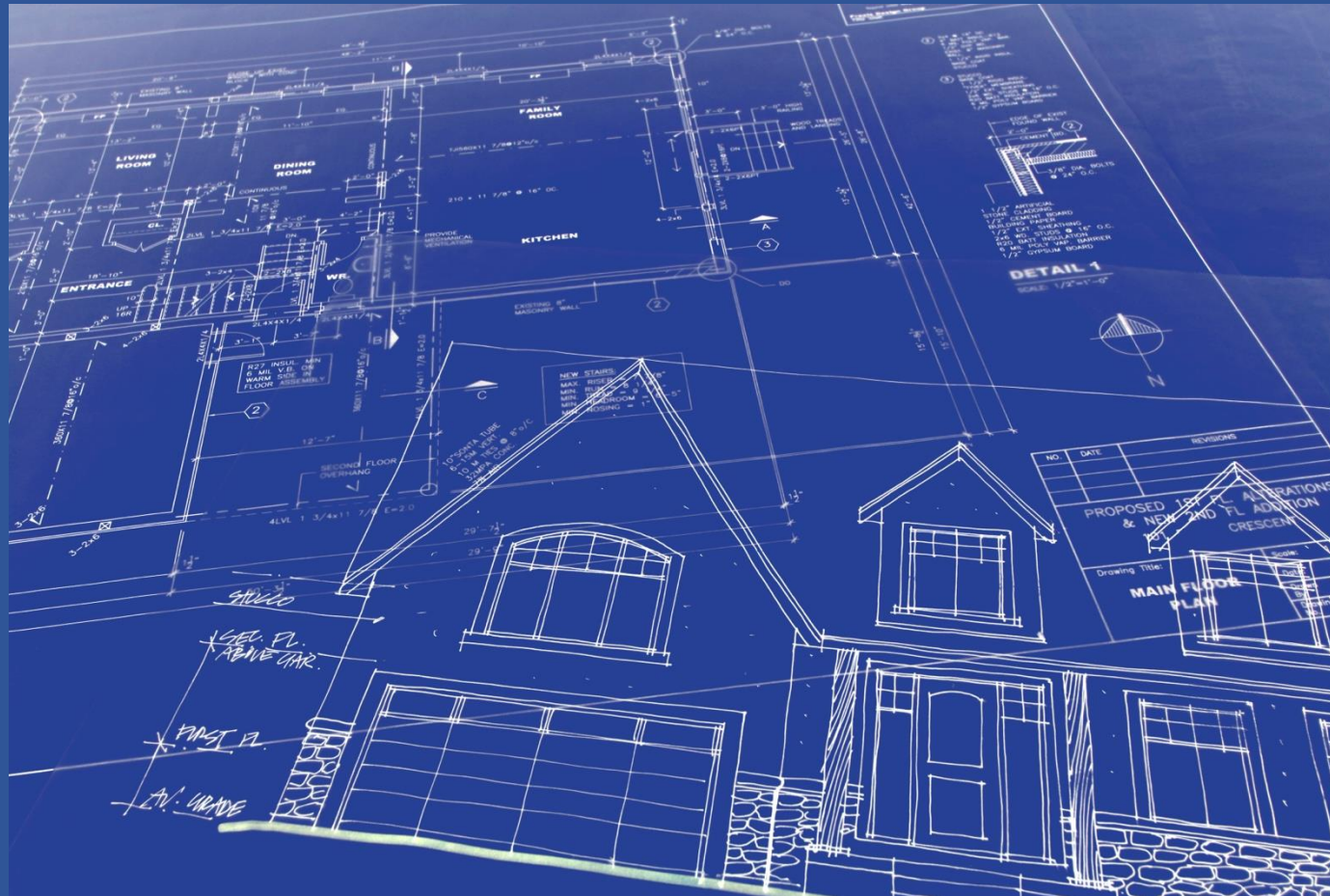
Steps Toward Change in Pennsylvania's ICB Program

- FTA allocates over \$4 million per year in 5311(f) funding to subsidize Pennsylvania's ICB service. Per federal law, those funds can be used to subsidize up to 50% of an ICB provider's operating ***losses***.
- **While financially challenging during the best of times, absorbing such a loss was impossible for bus companies during the pandemic and continues in the current economic environment.**
- Through consultation with and concurrence from FTA, because the intercity bus program is well connected to local transit, PA is allowed to use its **\$1.6 billion state investment in public transit** as in-kind match.

Steps Toward Change...(continued)

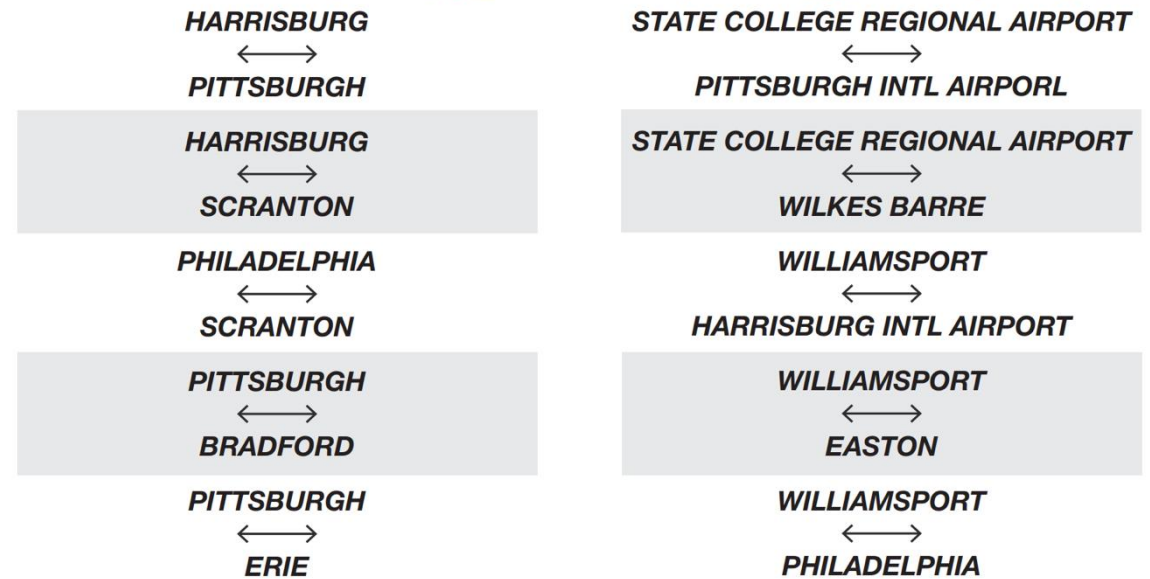
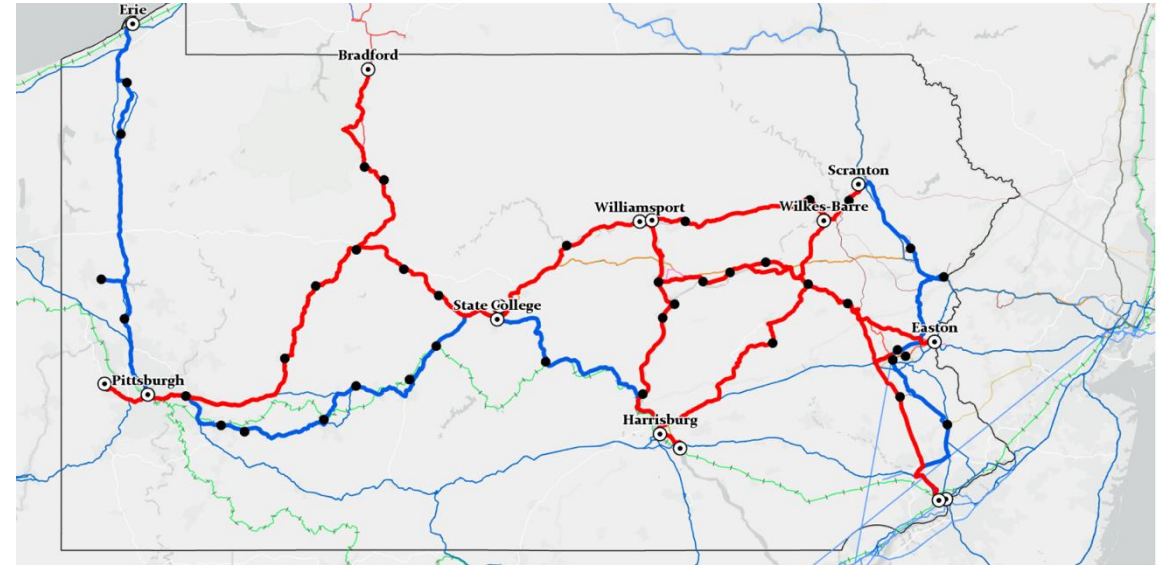
- Additionally, PA is allowed to use demand-response service subsidies as an in-kind match - \$75 million from the PA Lottery.
 - Who is eligible for PA's Shared Ride subsidy program:
 - senior citizens (65 years of age and older)
 - people with disabilities
 - Medicaid recipients who need help getting to medical appointments
 - [\(Transportation | Department of Aging | Commonwealth of Pennsylvania / Apply for the Find My Ride Transportation Assistance Program | Commonwealth of Pennsylvania\)](#)
- Program Administration and Operations Changes
 - Identify a program administrator to streamline oversight, service standards, procurement and program evaluation.
 - Conduct a competitive bid process to secure contractors to operate a statewide network designed to maximize rural coverage, connectivity, ridership, equity and farebox recovery.

Implementing Change...



Current Design

- Beginning March 1, 2022, on behalf of PennDOT/BPT, **rabbittransit** began administering ICB funding and providing program oversight, monitoring and evaluation.
- Via 5-year service agreements, Fullington Trailways (**FABCO**) and Greyhound (**GLI**) are the current operators for ICB subsidized routes.
- Pennsylvania's ICB program operates 10 routes with 58 stops serving multiple travel corridors.



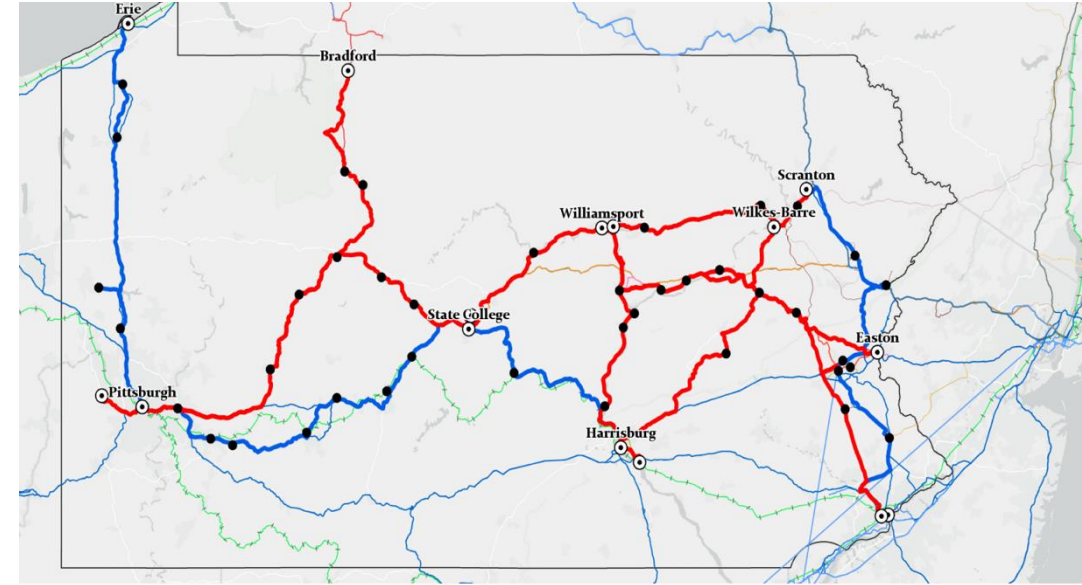
Contract Carriers

FABCO

- FABCO: Pittsburgh – Bradford
- FABCO: Pittsburgh Arprt– State College Reg. Airport
- FABCO: Scranton - Harrisburg
- FABCO: State College – Wilkes Barre
- FABCO: Williamsport – Easton
- FABCO: Williamsport Reg. Airport – Harrisburg Intl. Airport
- FABCO: Williamsport – Philadelphia

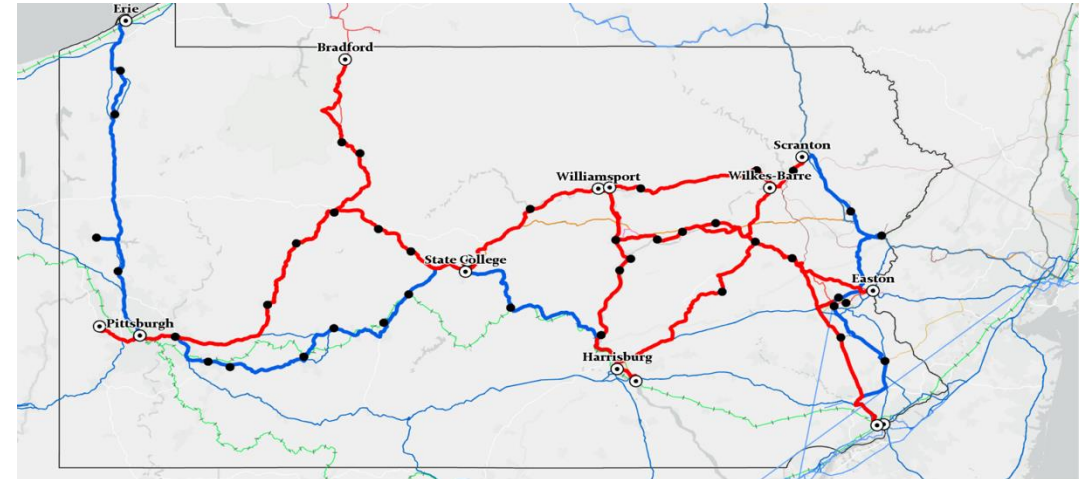
GLI

- GLI: Philadelphia - Scranton
- GLI: Pittsburgh – Erie
- GLI: Pittsburgh – Harrisburg



Pennsylvania Program Design Details

- **rabbittransit's** ICB Administration
 - Monthly Consult with PennDOT
 - Fiscal Reporting
 - NTD Statistics
 - General Program Operations Updates
 - Monthly Check-ins with Contractors
 - Technical Assistance / Corrective Actions
 - General Operations Updates
 - Ongoing Monitoring / Evaluation
 - On-Coach Anonymous Observation
 - Reporting
 - Monthly Field Reviews
 - Annual Evaluations
 - Schedule, Stop and Route Adjustments
 - Invoice Review & Payment
 - Facilitation / Liaison
 - Local Transit
 - Airports
 - State
 - Local government
 - Procurement / Contracting

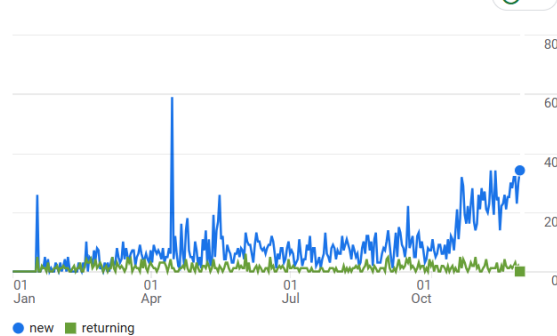


Intercitybus.org

- Statewide map
- Route-specific maps
- Promote connectivity
 - Local transit
 - Amtrak
 - International / Region Airports
- Site Design Influences:
 - [Virginia Breeze](#)
 - [Colorado Bustang](#)
 - [Travel Washington Intercity Bus](#)

Active users	New users	Average engagement time per active u...	Event count
2.8K	2.8K	33s	19K

New vs Returning users



Active users by First user source / m...

FIRST USER SOURC...	ACTIVE USERS
(direct) / (none)	1.3K
rabbittransit.org / ref...	797
google / organic	314
pa.gov / referral	254
bing / organic	36
findmyride.penndot...	29
duckduckgo / organic	9

Route-specific Pages

- Interactive route-specific maps
- Route departure and arrival imagery
- Route itinerary w/ stop departure times
- Downloadable documents
- Carrier links

HARRISBURG - PITTSBURGH
GLI 4593/GLI 4590
(Fix 0190)

[DOWNLOADABLE SCHEDULE](#)

USING THE MAP

HARRISBURG
GOOGLE STREET VIEW

GLI 4593 (Fix 0190)
Harrisburg
→
Pittsburgh

STOP	DEPARTURE
Harrisburg	11:25 AM
Lewistown	12:30 PM
State College	1:25 PM
Tyrone	2:00 PM
Altoona	2:30 PM
Ebensburg	3:10 PM
Johnstown	3:45 PM
Latrobe (Arnold Palmer Regional Airport)	4:50 PM
Greensburg	5:15 PM
Pittsburgh	Arriv - 6:10 PM

PITTSBURGH
GOOGLE STREET VIEW

GLI 4590 (Fix 0190)
Pittsburgh
→
Harrisburg

STOP	DEPARTURE
Pittsburgh	9:15 AM
Greensburg	10:10 AM
Latrobe (Arnold Palmer Regional Airport)	10:30 AM
Johnstown	11:35 AM
Ebensburg	12:05 PM
Altoona	12:50 PM
Tyrone	1:15 PM
State College	2:00 PM
Lewistown	2:45 PM
Harrisburg	Arriv - 3:50 PM

Purchase Tickets
Visit the Greyhound website to purchase tickets. Carrier fares are subject to change. Please confirm pricing on their website. [PURCHASE TICKETS](#)

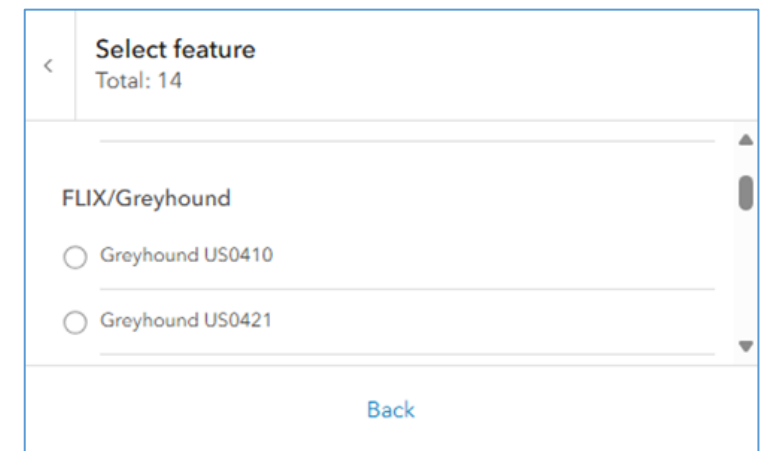
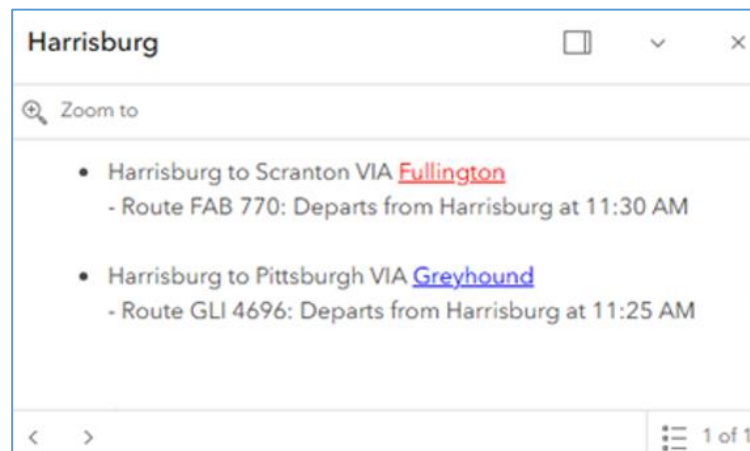
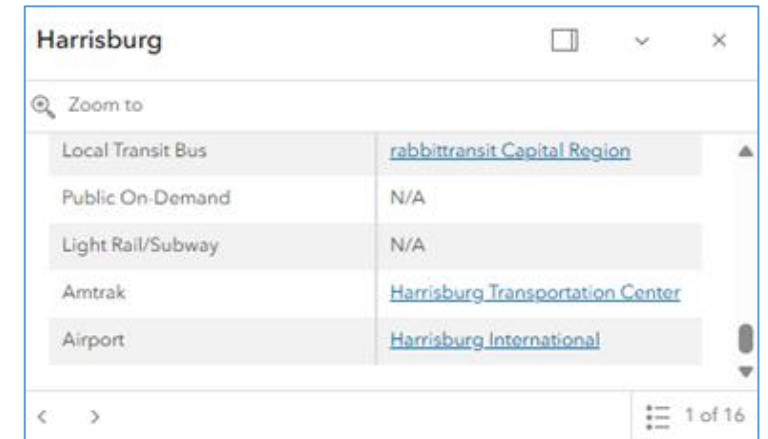
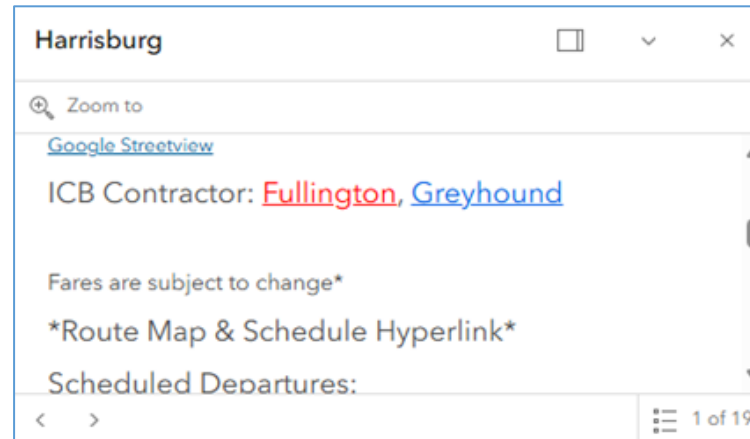
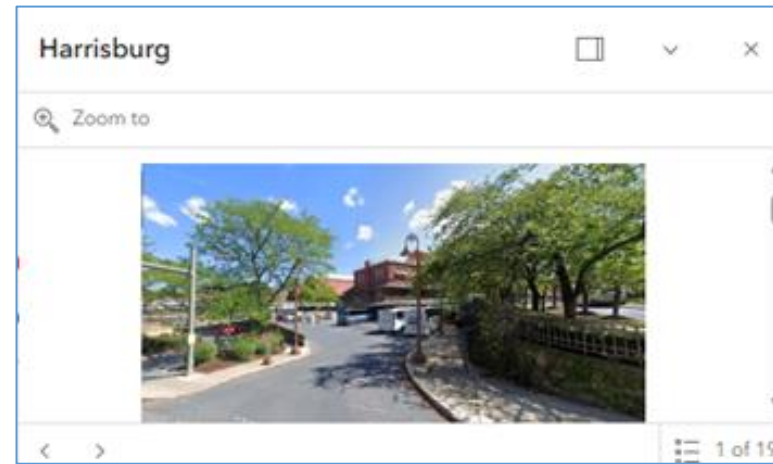
INTERCITY BUS
The Intercity Bus Service (IBS) provides long-distance, fixed route coach transportation options for rural areas 7 days a week/760 days a year. IBS operates 59 routes with 54 stops across PA connecting local communities to major hubs, as well as supporting connections with Amtrak, airports, local transit authorities, and beyond. The coach buses have amenities such as Wi-Fi, room for luggage and restrooms. The buses are ADA accessible to accommodate any mobility needs.

QUICK LINKS
Routes
About
FAQs
Partners

CONTACT US
100 N. Commerce Street
Harrisburg, PA 17102
1-800-632-9063
intercitybus@rabbittransit.org

Bus Stop Details

- All Website Maps
- Interactive: Live URLs
- Identifies:
 - Subsidized Carrier Service
 - Route Departure Times
 - Unsubsidized Routes: Transcor Data Services (TDS)
- Promotes Connectivity
 - Local Transit
 - Amtrak
 - Airports



Website Tour

INTERCITY BUS ROUTES ABOUT FAQS PARTNERS English

Intercity Bus Map – Click Bus Stops within Map for Departure & Arrival Details

USING THE MAP

- Return to full view of map
- To zoom in and out
- To find current location
- Search your location relative to an ICB stop
- View map legend

Pennsylvania Intercity Bus Program (double click inside map to activate)

INTERCITY BUS ROUTE OPTIONS

Pennsylvania's ICB program operates 50 routes with numerous stops serving multiple travel corridors across the state, including connections with Amtrak, various airports and local transit systems. The goal of the program is to ensure that rural communities are connected to city transportation centers. Common riders on our buses are older travelers, college students and anyone wanting to avoid high fuel costs associated with car travel. Click on the route options below for route details, including maps, stop locations, schedules and carrier information.

HARRISBURG ↔ PITTSBURGH	HARRISBURG ↔ SCRANTON	PHILADELPHIA ↔ SCRANTON	PITTSBURGH ↔ BRADFORD	PITTSBURGH ↔ ERIE
STATE COLLEGE REGIONAL AIRPORT ↔ PITTSBURGH INTERNATIONAL AIRPORT	STATE COLLEGE REGIONAL AIRPORT ↔ WILKES BARRE	WILLIAMSPORT ↔ HARRISBURG INTERNATIONAL AIRPORT	WILLIAMSPORT ↔ EASTON	WILLIAMSPORT ↔ PHILADELPHIA

Amenities
Coach buses have amenities including Wi-Fi, room for luggage and restrooms.

ADA-Accessible
Buses are ADA-accessible to accommodate any mobility needs.

Buy Tickets
Riders can make ticket purchases through Tullington Transfers and Expressions Link, Inc. websites.

Downloadable Content
To download, save and share maps, schedules and other ADA compliant website content, please click here or go to our About page.

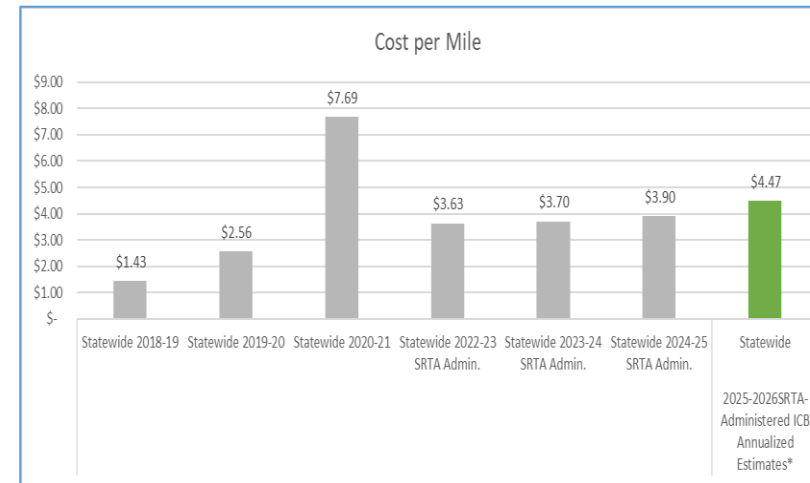
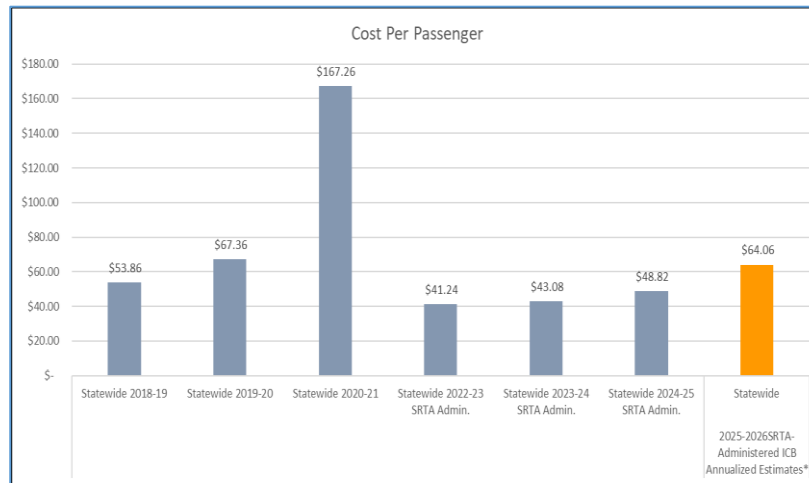
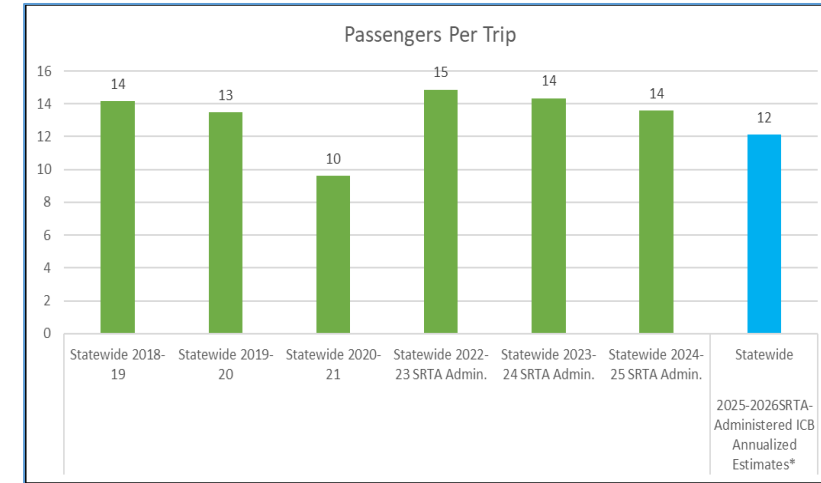
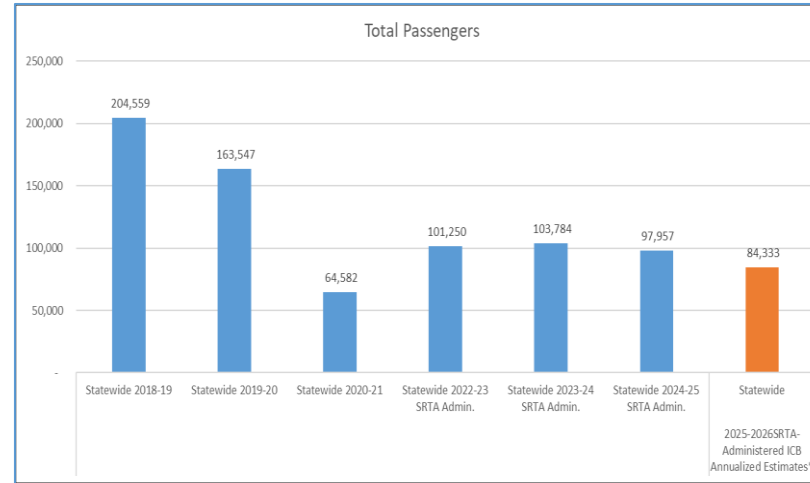
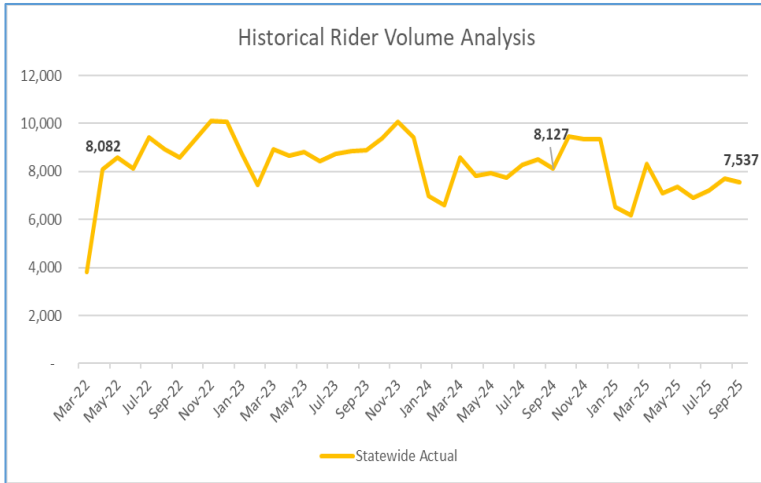
<p>INTERCITY BUS <small>Routes that are not listed on this site are funded with Federal Transportation Administration (FTA) funds through the Pennsylvania Department of Transportation (PennDOT). The program is administered on behalf of PennDOT Bureau of Public Transportation by the Susquehanna Region Transportation Authority (SRTA) as a subrecipient.</small></p>	<p>QUICK LINKS</p> <ul style="list-style-type: none"> Routes About FAQs Partners 	<p>CONTACT US</p> <p>3014 Corporation Street Harrisburg, PA 17101</p> <p>1-800-632-1063 intercitybus@rabbittransit.org</p>
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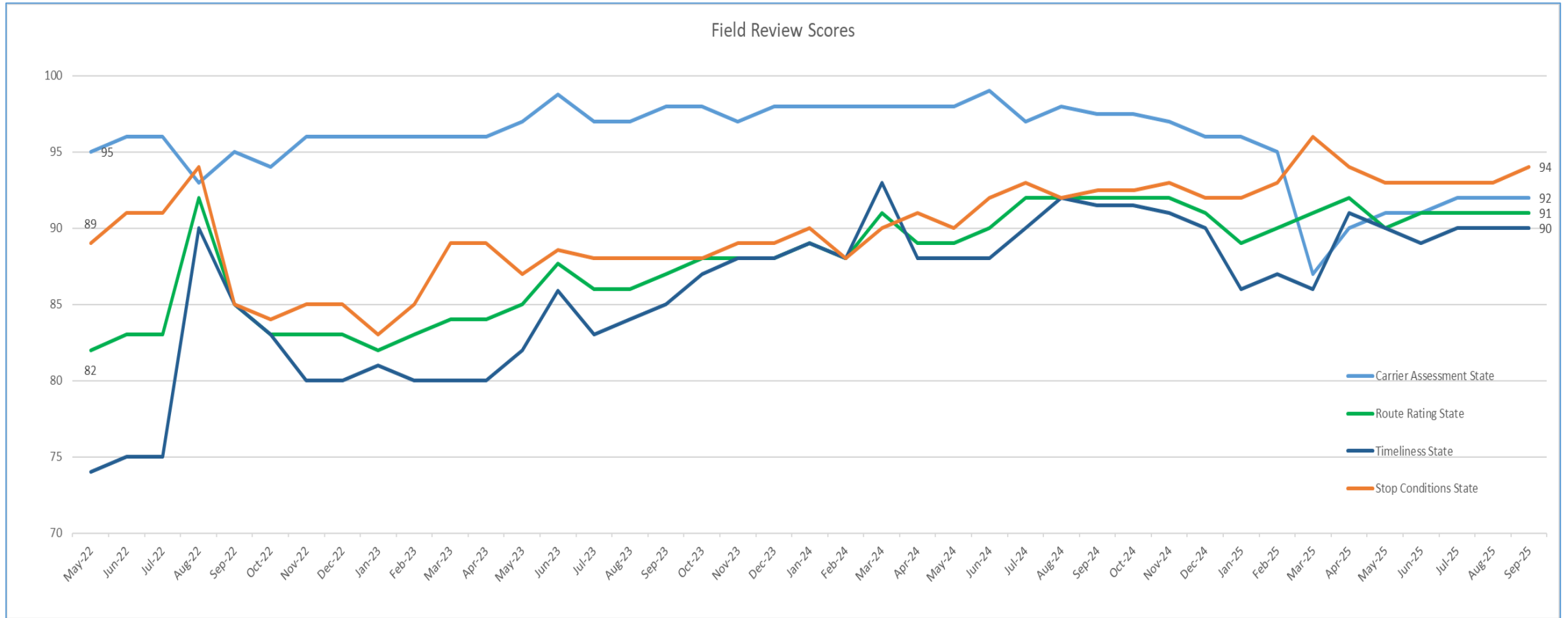
Evaluating Change...



How's It Going?



How's It Going? (continued...)



SRTA Planning for ICB

- The long-term goal of SRTA's oversight of the ICB program is to provide greater access to impacted communities by facilitating coordination and improving multimodal connections for complete trip planning.
- Major Steps to date:
 - Field work and performance monitoring for the purpose of understanding the service and framing long-term standards.
 - Outreach and engagement within the PA transportation industry to improve awareness of services and resources to assist riders in their travel planning.
 - Connecting ICB contractors to transit partners to improve shared use of infrastructure and services in the region.
 - 2026 RFP for 2027 program start
 - Explore service branding
 - Explore E-Commerce integration at [Intercitybus.org](https://www.intercitybus.org)

For more information contact:



Program Operations:

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