

# PENNDOT RIDER SURVEY RESULTS

The rider survey, kicked off in June 2024, highlighted several notable achievements, including positive feedback on the cleanliness and comfort of the buses, the variety of routes offered, and the overall high level of personal safety experienced while riding or visiting the Transit Centre.

**98.2%** of riders are either satisfied or very satisfied with the service provided by River Valley Transit.

**80.8%** of riders would recommend or highly recommend River Valley Transit.

**91%** of riders consider the drivers to be courteous, friendly and helpful.

**89%** of River Valley Transit riders report that the buses are on time.



Longtime rider Cathy won in the RVT 12 Days of Prize Rides adventure, sponsored by Wegmans.



“Drivers are very friendly and personable - website/token transit makes life so much easier.”

“I’ve ridden on the buses since 1979 and I love to ride on them. The bus drivers are all nice and very helpful. Thank you for your service. They all do excellent work.”

“The drivers are approachable, easy to talk to and very open to questions.”

“I’m very grateful to have a bus service like ours, it helps me be more independent. Great job—and much thanks to all who make this bus system run smoothly.”

1500 West Third Street | Williamsport PA 17701 | 570.326.2500

### Transit Board

- Noah Bower .... Chairman of the Board
- Max Moore..... Vice-Chairman
- Chuck Crews ..... Treasurer
- Richard Staiman ..... Secretary
- M. Feif Gallagher..... Board Member

Getting You There... SAFELY!



**RIVER VALLEY**  
**TRANSIT**  
**AUTHORITY**

[www.rideRVT.com](http://www.rideRVT.com)



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# ANNUAL REPORT 2023-2024

JULY 1, 2023 - JUNE 30, 2024



**RIVER VALLEY**  
**TRANSIT**  
**AUTHORITY**





Todd Wright, Executive Director

# Letter from the Director

## Todd W. Wright | EXECUTIVE DIRECTOR

Our focus during Fiscal Year 2023-2024 was on reconnecting with and recommitting to the communities we serve.

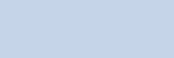
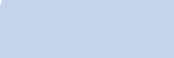
Behind the scenes, we made significant progress in continuing the separation of RVTA from its previous incarnation as the Williamsport Bureau of Transportation. Key milestones included establishing recipient status with the Federal Transit Administration, acquiring services to address audit backlogs, and working closely with the City to resolve legacy financial liabilities.

At the same time, we prioritized outreach, public engagement, and active participation in community activities. We undertook numerous initiatives to "reintroduce" public transportation, adapting to the changes in the community following the pandemic.

As we wrapped up Fiscal Year 2024, we conducted a long-awaited, thorough customer satisfaction survey. We're excited to discover our strengths and areas for improvement. We deeply appreciate the continued support of our local partners during the challenging and time-consuming process of getting RVTA up and running.

# MARKETING INITIATIVES

- Rider Appreciation Day
- Driver Appreciation
- Ride with Respect
- Transit Talk with Theresa
- Transit Trivia
- Books on Bus w/library
- Eclipse Event
- Dorn Day
- Montoursville HS Student Videos



## PARTNER ORGANIZATIONS FOR OUTREACH EVENTS

- Center for Independent Living
- Career Link YES to the Future
- Blast Intermediate
- Senior Expo
- Rescue Workers
- City Recreation Summer Camp
- Geo Reentry Coalition
- Sojourner Youth Ministries
- Food Pantry



# FINANCIAL STATEMENTS

Token Transit Fares Collected:	<b>\$91,974.25</b>
Token Transit Passes Sold:	<b>21,551</b>
Operating Revenue:	<b>\$945,636.00</b>
Operating Subsidy:	<b>\$8,500,028.00</b>
Operating Expenses:	<b>\$10,154,422.00</b>

Ridership:	<b>791,370</b>
Revenue Miles:	<b>871,090</b>
Revenue Hours:	<b>52,368</b>
Passenger Miles:	<b>4,965,832</b>
Diesel Fuel Used:	<b>25,006 Gal</b>
CNG Used:	<b>233,374 GGE</b>
Active Fleet Vehicles:	<b>40</b>
Lycoming County:	<b>24 Routes</b>
Employees:	<b>85</b>

# RVTA STATISTICS

# RVT OUTREACH TRAINING SERVICES



River Valley Transit offers educational training to organizations and groups on how to ride the bus. This complimentary service is available to schools, libraries, churches and any group that would like instruction on boarding buses, buying passes, selecting routes, rider etiquette, bringing a bicycle or wheelchair plus training on RVT's two rider smart phone applications; MyRide and Token Transit.

**137**  
Outreach Events

**55**  
Organizations Held Transit Training Events

Contact our Outreach Coordinator, Theresa at (570) 326-2500 to schedule a class at our downtown facility on Transit Drive or at your business or group location. Many times, we can provide a bus that includes a ride on a route to make learning easier for everyone!

