



POST PANDEMIC ISSUES SURVEY

Survey Results

Prepared by PennDOT Bureau of Innovations
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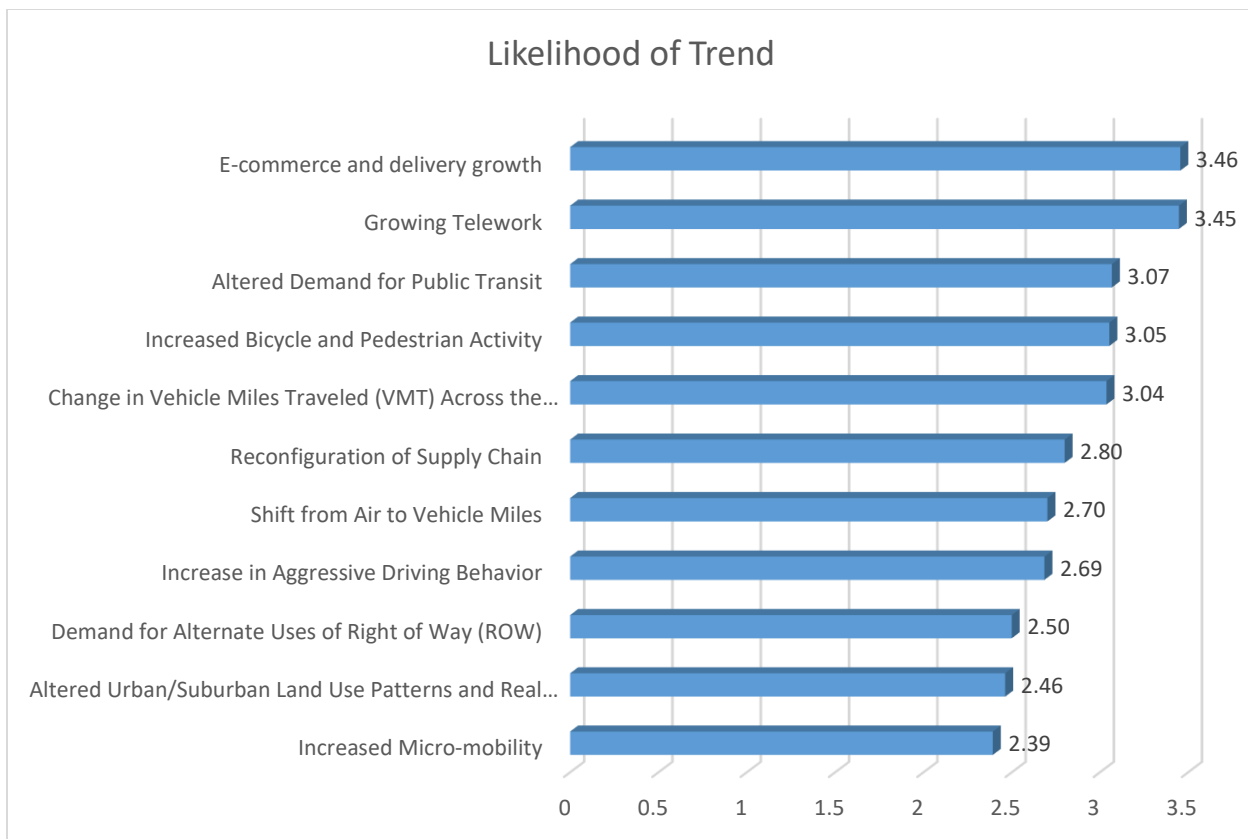
Background

The Post-COVID Roundtable has requested a survey of PennDOT planning partners to gain perspectives from transportation planning partners on transportation trends emerging from the COVID-19 pandemic. Approximately 120 partners were invited to participate and 64 responded. Results to the survey questions are provided in this report.

Responses by type of organization are as follows:

Metropolitan Planning Organization (MPO)	35.71%
Rural Planning Organization (RPO)	4.76%
City Planning Department/Agency/Organization	2.38%
County Planning Department/Agency/Organization	26.19%
Public Transit Agency/Authority/Organization	23.81%
Other (please specify)	7.14%

In your opinion, how likely is your geographic region to experience each of the following trends over the next 24-48 months?



Likelihood of Trend By District

	D1	D2	D3	D4	D5	D6	D8	D9	D10	D11	D12
Altered Demand for Public Transit	2.75	2.83	2.83	3	3.67	3.5	3	3	3.4	3	2.67
Increased Bicycle and Pedestrian Activity	2.33	3.83	3.83	3	2.5	3.5	3.25	3.25	2.33	2.2	2
Increased Micro-mobility	2.33	2.33	2.33	1.5	1.5	2.25	2.5	2.5	1.83	1.8	1.33
Altered Urban/Suburban Land Use Patterns and Real Estate Demands	3	2.33	2.33	3	2.5	2.75	2	2	2	2.25	1.67
Growing Telework	3.2	3.5	3.5	3	3.5	3.5	3.25	3.25	2.8	3.25	3
E-commerce and delivery growth	3.5	3.5	3.5	3	3.5	3.5	3.5	3.5	3.4	3.25	3
Shift from Air to Vehicle Miles	3	2.5	2.5	2.5	2	3	3	3	2.5	2.33	2
Reconfiguration of Supply Chain	2.5	3.5	3.5	2.5	4	2.75	2	2	2.25	2.25	1.5

Demand for Alternate Uses of Right of Way (ROW)	2.75	2.5	2.5	2.5	2	3	3	3	2	2	2
Change in Vehicle Miles Traveled (VMT) Across the Roadway Network	2.4	3.67	3.67	2.5	3	3.5	2.33	2.33	2.6	2.6	3
Increase in Aggressive Driving Behavior	2	2.83	2.83	2	3.5	3	3	3	2	2.2	2.33

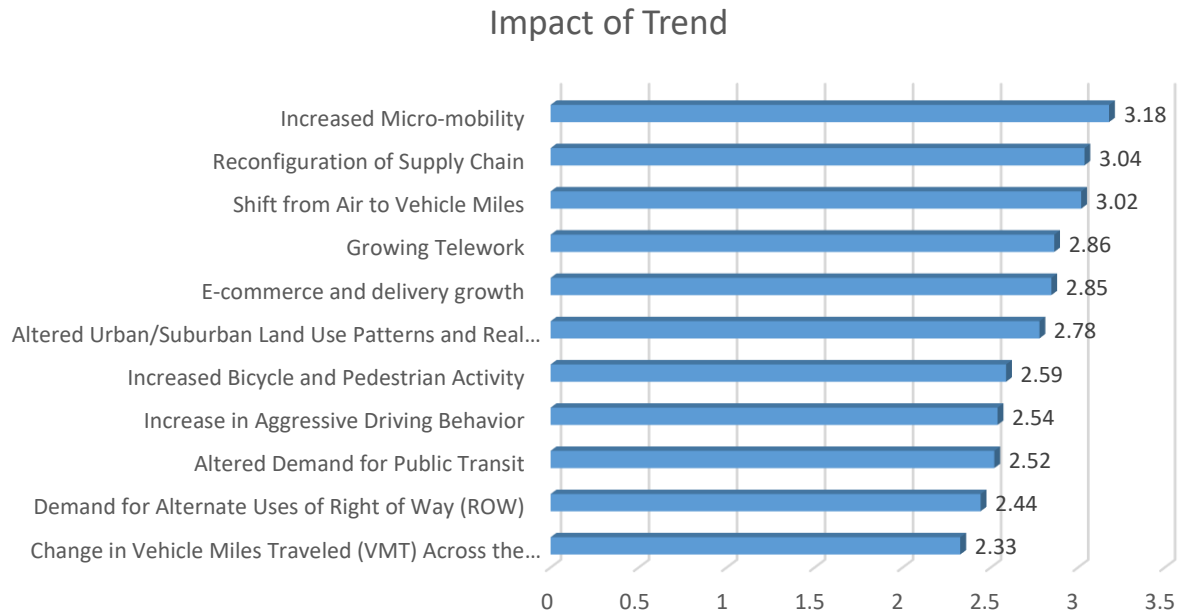
Likelihood of Trend Rural vs. Urban

	Rural	Urban
Altered Demand for Public Transit	3	3.29
Increased Bicycle and Pedestrian Activity	2.91	2.95
Increased Micro-mobility	2	2.38
Altered Urban/Suburban Land Use Patterns and Real Estate Demands	2.15	2.6
Growing Telework	3.41	3.25
E-commerce and delivery growth	3.43	3.35
Shift from Air to Vehicle Miles	2.71	2.71
Reconfiguration of Supply Chain	2.56	2.67
Demand for Alternate Uses of Right of Way (ROW)	2.36	2.61
Change in Vehicle Miles Traveled (VMT) Across the Roadway Network	2.74	3.05
Increase in Aggressive Driving Behavior	2.5	2.83

Likelihood of Trend By Type of Organization

	Metropolitan Planning Organization (MPO)	Rural Planning Organization (RPO)	City Planning Organization	County Planning Organization	Public Transit Organization
Altered Demand for Public Transit	3.47	1.5	2	3	3.1
Increased Bicycle and Pedestrian Activity	3.5	2.5	4	3.18	2.6
Increased Micro-mobility	2.5	1.5	4	2.18	2.2
Altered Urban/Suburban Land Use Patterns and Real Estate Demands	2.62	2	1	2.64	2.33
Growing Telework	3.57	3.5	4	3.27	3.1
E-commerce and delivery growth	3.64	3	3	3.36	3.44
Shift from Air to Vehicle Miles	2.64	2	0	3	2.63
Reconfiguration of Supply Chain	2.91	2.5	2	2.89	2.5
Demand for Alternate Uses of Right of Way (ROW)	2.86	1.5	4	2.64	1.75
Change in Vehicle Miles Traveled (VMT) Across the Roadway Network	3.29	3	3	3.2	2.78
Increase in Aggressive Driving Behavior	2.75	1.5	4	2.7	2.89

In your opinion, how impactful would the following trends be to the geographic region you serve if they were realized over the next 24-48 months?



Impact By District

	D1	D2	D3	D4	D5	D6	D8	D9	D10	D11	D12
Altered Demand for Public Transit	2.8	3	3	3.5	3.67	3.5	2.75	2.75	2.6	3.5	2.67
Increased Bicycle and Pedestrian Activity	2.17	3.33	3.33	3.5	2.5	2.75	3	3	1.83	2	2
Increased Micro-mobility	2.2	2.33	2.33	3	2	2.5	2.5	2.5	1.6	1.75	1
Altered Urban/Suburban Land Use Patterns and Real Estate Demands	3.25	2.33	2.33	3	2.5	3	2.25	2.25	1.8	2.25	2.33
Growing Telework	3.2	2.83	2.83	2.5	2.5	3.75	2.5	2.5	2.4	3	2.67
E-commerce and delivery growth	3.25	3	3	4	3.5	3.5	2	2	2.2	2.5	2.67
Shift from Air to Vehicle Miles	2.33	2.17	2.17	3	2	2.5	1.33	1.33	2	2	2.5
Reconfiguration of Supply Chain	3	2.67	2.67	3	3	2.75	1.67	1.67	2	2.5	2.33
Demand for Alternate Uses of Right of Way (ROW)	2	3	3	3	2.5	2.75	2.75	2.75	1.8	2	1.67
Change in Vehicle Miles Traveled (VMT) Across the Roadway Network	2.4	2.83	2.83	3	3	3	2.25	2.25	2.17	2.2	2.67
Increase in Aggressive Driving Behavior	2.25	2.67	2.67	3.5	3.5	2.75	3.25	3.25	1.83	2.4	2.67

Impact Rural Vs. Urban

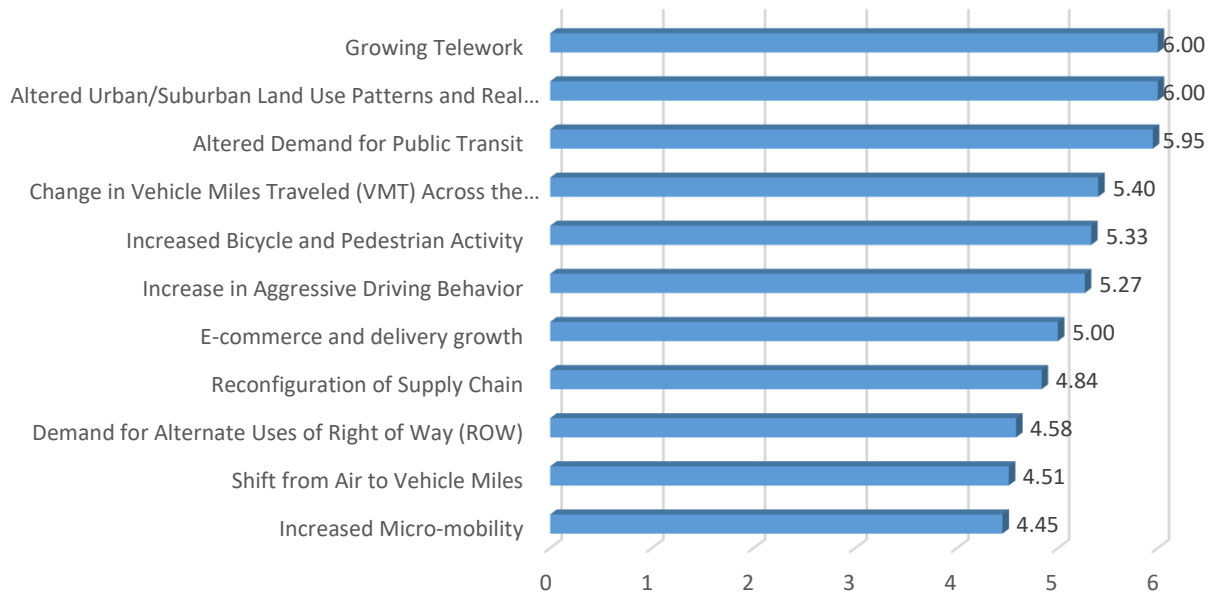
	Rural	Urban
Altered Demand for Public Transit	3.09	3.19
Increased Bicycle and Pedestrian Activity	2.7	2.62
Increased Micro-mobility	2.14	2.53
Altered Urban/Suburban Land Use Patterns and Real Estate Demands	2.33	2.75
Growing Telework	2.86	3.05
E-commerce and delivery growth	2.95	3.05
Shift from Air to Vehicle Miles	2.26	2.5
Reconfiguration of Supply Chain	2.5	2.65
Demand for Alternate Uses of Right of Way (ROW)	2.29	2.58
Change in Vehicle Miles Traveled (VMT) Across the Roadway Network	2.64	2.9
Increase in Aggressive Driving Behavior	2.71	2.95

Impact By Type of Organization

	Metropolitan Planning Organization (MPO)	Rural Planning Organization (RPO)	City Planning Organization	County Planning Organization	Public Transit Organization
Altered Demand for Public Transit	3.4	2	3	2.82	3.4
Increased Bicycle and Pedestrian Activity	3.14	2.5	4	2.73	2.7
Increased Micro-mobility	2.5	2.5	4	2.45	2.44
Altered Urban/Suburban Land Use Patterns and Real Estate Demands	2.71	3	3	2.73	2.56
Growing Telework	3.21	3	3	2.73	2.8
E-commerce and delivery growth	3.21	3	2	3.09	3
Shift from Air to Vehicle Miles	2.58	2.5	1	2.36	2.5
Reconfiguration of Supply Chain	2.92	2.5	2	2.6	2.5
Demand for Alternate Uses of Right of Way (ROW)	2.93	2.5	3	2.45	2.11
Change in Vehicle Miles Traveled (VMT) Across the Roadway Network	2.86	3.5	3	3	2.89
Increase in Aggressive Driving Behavior	2.93	2.5	4	2.89	3.11

The combined weighted averages for likelihood and impact are provided below. These averages combine participant responses for both impact and likelihood. Scores have been weighted to account for participants that responded to one, but not both, questions.

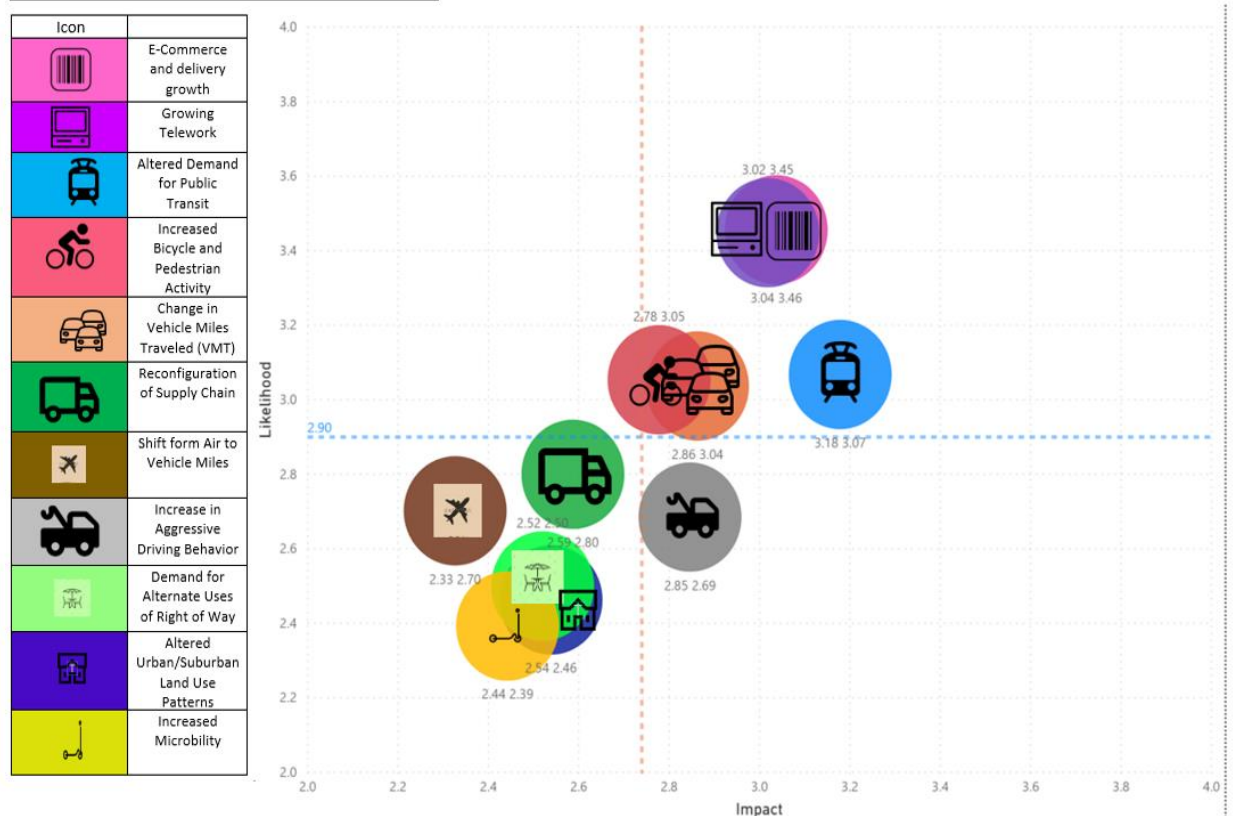
Impact/Likelihood Weighted Average



Likelihood/Impact of Trends Matrix

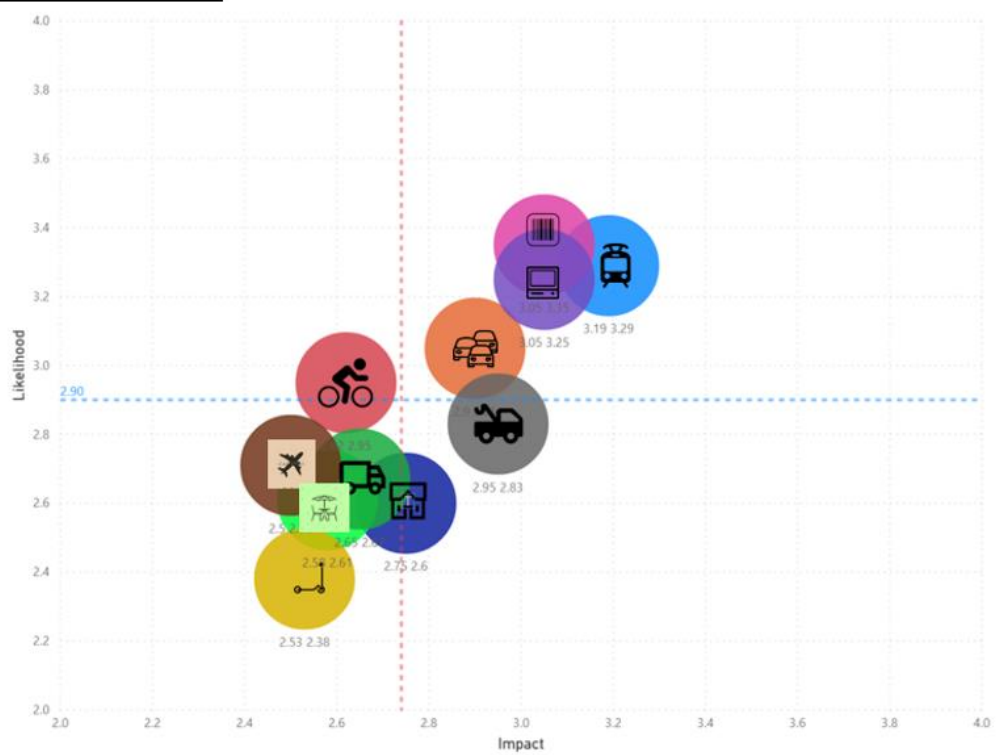
The weighted averages of likelihood and impact have been plotted for all respondents, as well as urban and rural respondents, on the graphs below. Trends falling in the upper right quadrant of the graphs are trends that participants indicated are the most likely and impactful scenarios. In both the overall results, as well as the rural/urban comparison, Growing Telework and E-Commerce and delivery growth are the most likely and impactful scenarios. Altered demand for Public Transit, however, is viewed as the most likely of all scenarios.

Likelihood/Impact by Trend - Overall

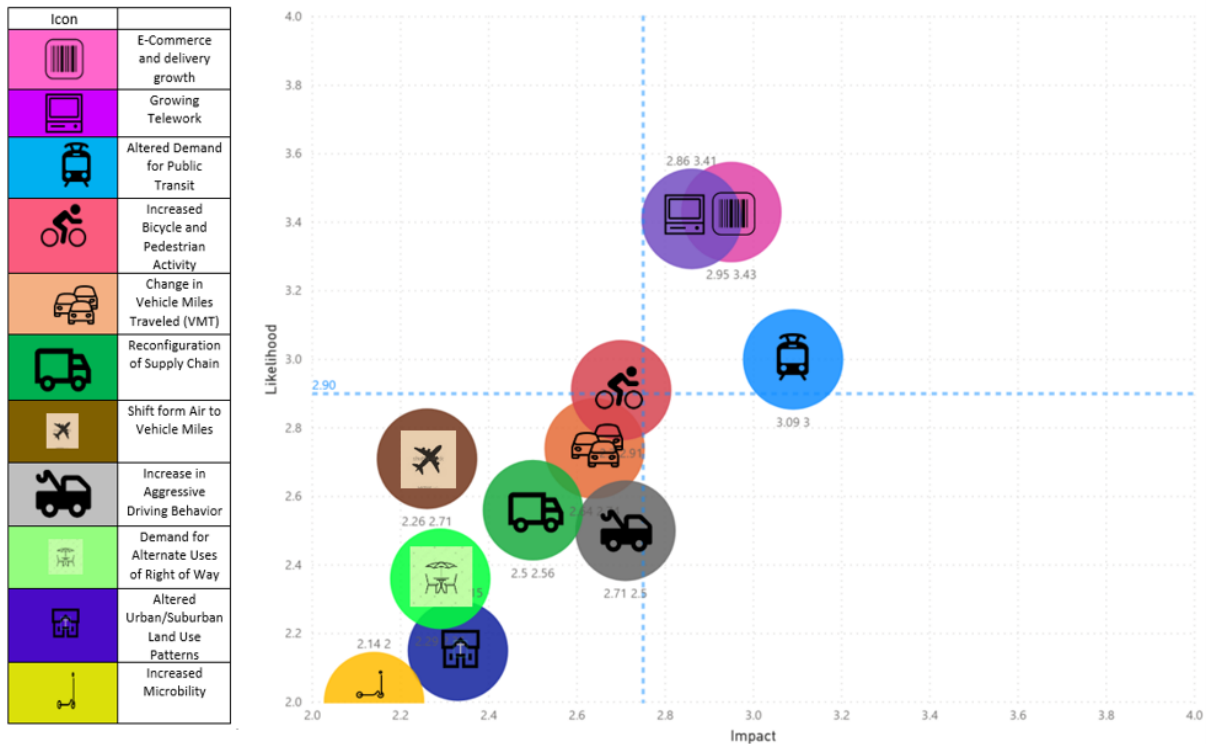


Likelihood/Impact by Trend - Urban

Icon	
	E-Commerce and delivery growth
	Growing Telework
	Altered Demand for Public Transit
	Increased Bicycle and Pedestrian Activity
	Change in Vehicle Miles Traveled (VMT)
	Reconfiguration of Supply Chain
	Shift form Air to Vehicle Miles
	Increase in Aggressive Driving Behavior
	Demand for Alternate Uses of Right of Way
	Altered Urban/Suburban Land Use Patterns
	Increased Microbility

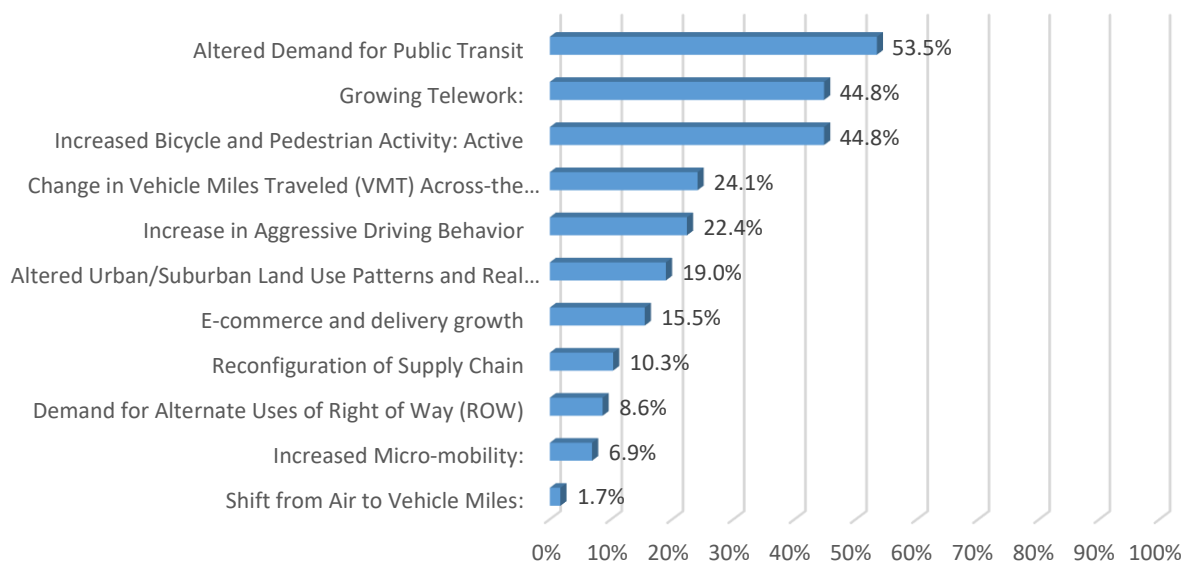


Likelihood/Impact by Trend - Rural

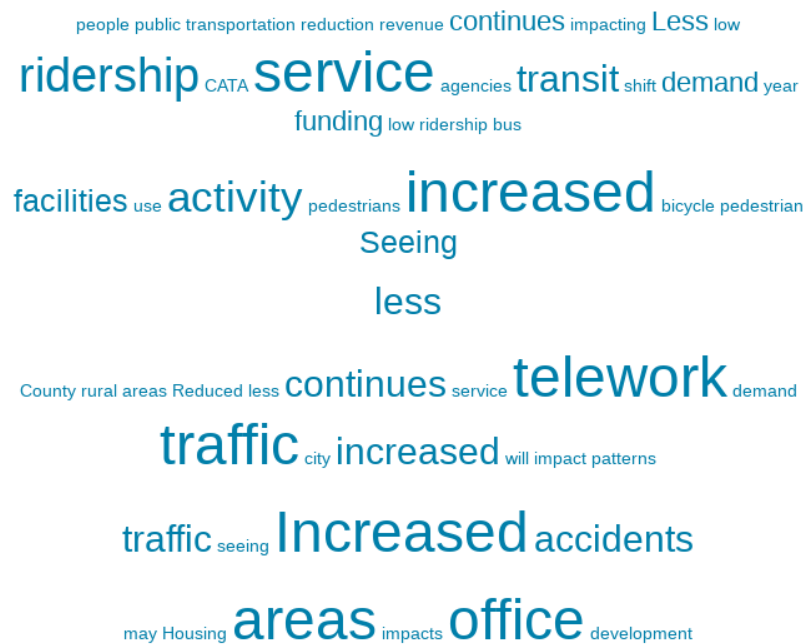


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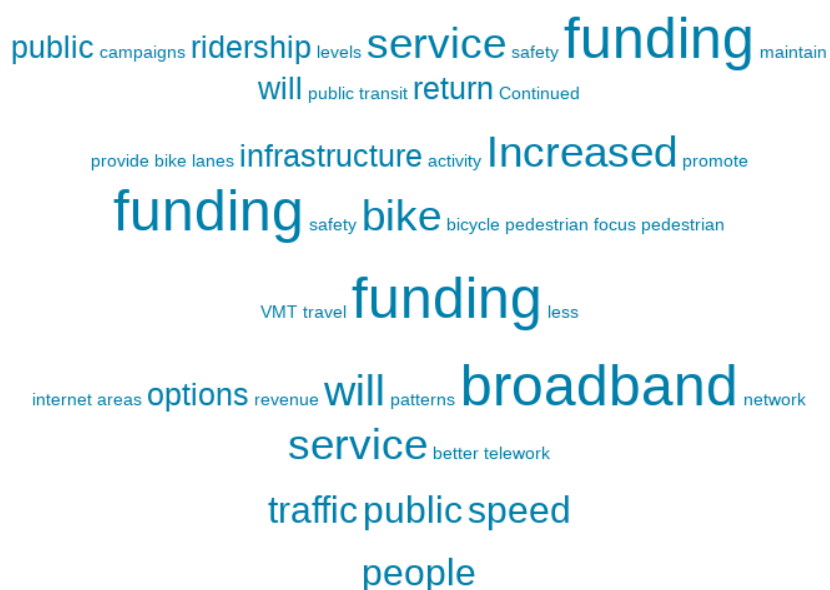
Issues That Participants Provided Feedback



Q5 How is this specifically impacting your geographic region now?



Q6 What strategies do you think would be effective to promote or mitigate the effects of this trend?



Q7 What, if any, actions are currently being taken in your geographic region to promote or mitigate this trend?

CATA_{new} transit cleaning service safe

city

none

broadband

look make development

Feedback Provided			
	How is this specifically impacting your geographic region now?	What strategies do you think would be effective to promote or mitigate the effects of this trend?	What, if any, actions are currently being taken in your geographic region to promote or mitigate this trend?
Altered Demand for Public Transit	<ul style="list-style-type: none"> • Less transit service and reduction in number of routes. Possible reduction/increase of ride hailing services depending on the transit availability. • Less demand for the fixed route bus service with more people working from home. The CATA GO service has picked up demand for people who can't telecommute and is deemed safer/cleaner to ride versus the CATA buses. • Use of public transportation and community transportation options has significantly decreased • Lingering very low ridership, esp for 'peak of the peak' services, e.g., commuter rail. Over time threatens structural viability of transit agencies and ability to provide high quality choice service. This would have major negative ancillary 	<ul style="list-style-type: none"> • CATA is working on it now and we are not privy to that information. • If CATA GO is a sustainable option to continue operating, perhaps increase hours of operations daily with limited weekend hours, if feasible. • Promote safety procedure and protocol • Lifeline funding to weather the storm, and adjustments to service types for future viability (e.g., all-day community rail vs. commuter rail), Stable and secure funding for transit is needed • Continued promotion of telecommuting after the pandemic subsidies would allow excess vehicle lanes to be repurposed for bus lanes to expedite trips. PennDOT should also 	<ul style="list-style-type: none"> • CATA is working on it now and we are not privy to that information. • Continuation/expansion of CATA GO during regular operational hours with new service to Milesburg in the Bellefonte zip code. • Strongly promoting safety practices and protocols • SEPTA advocating for more funding, trying to optimize service patterns to weather storm, communicating to riders that transit is safe if good practice is followed • CAT has conducted a Bus Stop Optimization that includes better bus stop infrastructure and consolidated stops which

	<p>impacts on communities. Dramatic reduction in transit use leading to acute financial strain for SEPTA.</p> <ul style="list-style-type: none"> • Due to the stigma of enclosed spaces, it is likely that ridership is down, as the CAT system was only ever focused on commuters and not intraurban transportation. • Ridership dropped initially but is close to where it was pre-pandemic. As weather changes and pandemic continues, large shifts in ridership could lead to loss of revenue and greater economic insecurity for those using public transit systems. • All agencies seem to be seeing a downturn in use, uncertainty about stimulus funding and how long the demand downturn will last is impacting decision making. • CATA fixed-route ridership has been reduced by over 85%, impacting revenue streams and resulting in staff layoffs. • Demand for public transportation has decreased dramatically and continues remain low across the region. 	<p>follow through on the investment in Harrisburg's train station and surrounding infrastructure.</p> <ul style="list-style-type: none"> • Most likely, larger-scale funding infusions (at a federal and/or state level) will be the only meaningful way to mitigate any dramatic drops in local ridership, if and when they occur. • Continued federal or state level stimulus to maintain backbone service. Clear commitment at the state and local level to maintain existing services. • New operations protocols to ensure employee and rider safety and encourage riders to return. Outreach and public relations campaigns to encourage ridership. Consideration of different service models to address changes in demand and revenue streams. • A multifaceted problem that requires a robust public policy campaign as well as dedicated 	<p>will result in higher overall speeds.</p> <ul style="list-style-type: none"> • Local transit providers received federal stimulus funding to help mitigate initial effects. • Stakeholder discussions to ensure that COVID related impacts are captured in planning. Continuing active support for pilot and alternative solutions. • CATA is implementing a microtransit model for providing transit service in the Bellefonte area, which has maintained pre-pandemic ridership levels. CATA is right-sizing service capacity to meet current level of demand. • public campaigns promoting the safety of public transit • publicizing efforts to sanitize and sterilize vehicles and facilities along with personal interaction with business, industry and social service leaders
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	<ul style="list-style-type: none"> • lower ridership on all modes of public transportation • In a 20 year MTP, a 2 or 3 year data set could be an anomaly, not a trend. My concern is that any of this data shift is a long term policy shift. For instance, transit is down tremendously...does that mean we should reduce funding and cut routes....or do we increase capacity to allow less crowding? • Lower passenger volumes mean lower revenues and more subsidy to provide service • Lower levels of public transit users leads to decreased revenues for service providers • Lower levels of public transit users leads to decreased revenues for service providers • Low ridership and funding issues • Prior to COVID ridership was on the rise however people are now using public transit for food, work and medical purposes • Bus ridership has decreased, service has been cut • We are experiencing growth in warehousing and 	<p>revenues and the political will promote and prioritize the recovery of public transportation.</p> <ul style="list-style-type: none"> • increased PR documenting the facts taht riding public transit does not pose any more of a health risk to the public than other activities responsible individuals engage in • Need to address unemployment levels - the higher unemployment funding levels make it difficult for people to return to work. • More funding • Launch and implement marketing campaigns centered around public transit being clean and safe • Marketing the safety of public transit, modifying routes/schedules to new travel patterns • Additional funding and partnerships with developers/businesses. • Get a people back into doctor's, sr centers and grocery stores. • not sure 	<ul style="list-style-type: none"> • Restructuring fares to make it easier to use the service, increased cleaning of vehicles, and moving to touchless fare payment • COVID restrictions (ie., social distancing) reduces bus capacities • Will conduct new public transit plan • We are in the process of developing positive marketing campaigns to focus on our buses being safe and clean • A new route has been implemented connecting three existing parks with established routes. • Promoting a safe environment for travel, cleaning vans, wearing masks , putting up plexi glass shields • We are continuing promoting of our service • My transit agency has launched a "Safe to Go" marketing campaign aimed at highlighting those protocols we have in place to keep transit clean and safe.
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	<p>distribution outside of the existing transit service area not serviced by transit.</p> <ul style="list-style-type: none"> • We have seen less travel due to most appointments being done online • We are very rural and an aging population. Our seniors depend on our service to continue meeting their travel needs. • Ridership is down approximately 70%. If these trends continue, our agency will be facing very tough budgetary conditions next fiscal year when CARES Act funding is exhausted. 	<ul style="list-style-type: none"> • Another round of federal CARE Act funding or state-level assistance is absolutely necessary to help transit agencies maintain their current infrastructure and service capacity capabilities until ridership returns, and I do believe ridership will return - maybe in different area - but it will be back. 	
Increased Bicycle and Pedestrian Activity:	<ul style="list-style-type: none"> • At the moment, there is increased activity in the City of Erie • Since there is a major university in our county, we have many bicyclists and pedestrians and it will continue. • There has been a noticeable uptick in more walking and bicycling, since people are staying closer to home (especially those furloughed or laid off) and looking to get 	<ul style="list-style-type: none"> • Add bike more bike lanes, fix sidewalks, promote active transportation, etc. • Relearn skills and provide education opportunities, perhaps online options. • The State should increase its focus on alternative transportation and provide more funding for things like bike and pedestrian infrastructure. In Harrisburg, the State could start by redeveloping the CAT 	<ul style="list-style-type: none"> • We incorporated this data into the City of Erie's Active Transportation Plan • Provide education opportunities • The City of Harrisburg has been focused on implementing its Vision Zero program which involves bicycle and pedestrian improvements throughout the city, with a particular focus on

	<p>outside for exercise (as opposed to a gym).</p> <ul style="list-style-type: none"> • Seeing significant uptick in activity. Rare opportunity to build support for expansion of facilities. Increases exposure based risk, will be interesting to see if there is a corresponding increase in injuries. • Increased near-miss conflicts; increase in users on the cartway • Greater travel demand on shared use paths, increased demand for bike parking facilities. Greater need for cyclist and motorist education and enforcement. • identifying gaps • slight increase in bicycle traffic but it appears to be driven by recreational usage • Everywhere is to far for this. • Higher numbers of cyclists and pedestrians may lead to more non-vehicle crashes • Increase in bike/ped traffic without having enough facilities to accomodate. • More pedestrians where there are no sidewalks • Increased interest in trails and active recreation/ 	<p>Bridge connection between downtown Harrisburg and the West Shore.</p> <ul style="list-style-type: none"> • Leverage the uptick in activity in pending outreach activities (i.e. STC outreach for the TYP). Commit sustainable funding to addressing active transportation. • Increased visibility; improved sidewalks; separation where appropriate • More funding for infrastructure (bike racks, protected bike lanes, shared use paths, directional signage,etc.), community bike share program, and education. Increase supply of bicycles. • increasing the infrastructure to promote safe cycling and walking along rural streets and roadways. • NA • Complete streets for user safety. • More funding 	<p>new bike infrastructure when its rights-of-way permit such.</p> <ul style="list-style-type: none"> • None at this point in time • Expanded virtual and solo bicycle education activities. • None because there is not funding to address this issue in a timely fashion • Active streets plan via the City of Erie • NA • Finalizing a Bike/Ped Study in the downtown city regions • Will conduct active transportation plan • Coordination with various community groups on trail projects is underway • N/A • Additional trails are in development. • Regional planning
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	<p>transportation methods have been discussed by elected officials</p> <ul style="list-style-type: none"> • Given the indoor restrictions the amount of people seeking outdoor activity has risen tremendously • Seeing more bicycle and pedestrian activity, dangerous in areas not designed for this. • Our trail system is becoming more robust offering the potential for use of these modes more than before. • More bicycle and pedestrian activity that can create conflicts with vehicles in areas without dedicated non-motorized facilities. • We have already seen increases in nonmotorized serious injuries and fatalities in recent years. We have a largely anecdotal sense that bicycle and pedestrian volumes have increased especially as low wage hourly workers were out of employment and reluctant to use transit 	<ul style="list-style-type: none"> • Coordinated planning and funding of non-vehicular amenities. Specifically allocating resources at the RPO for bicycle and pedestrian resources instead of only competitive funding • Restrictions will need to be eased to mitigate this • Proper planning so that bicycle and pedestrian activity can be done safely • Increased trail development and providing additional safety measures along the trails. • Develop more dedicated bike trails, bike lanes and improved sidewalk networks • Destigmatization of walking and bicycling as "lesser" modes of transport and a major campaign to promote better bicycle and pedestrian safety that focuses on the poor infrastructure and hazards faced by pedestrians and cyclists rather than focusing on cyclist and pedestrian behavior. 	
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Increased Micro-mobility:	<ul style="list-style-type: none"> Observed more motorized bicycles and mopeds in the Milesburg/Bellefonte area. this was not available in our region and is being explored to provide a first mile last mile link to public transit. Other uses for it are not feasible on a for profit model. 	<ul style="list-style-type: none"> Sharing the road may be an issue between automobiles and micro-mobile operators so increased awareness in education and signage may be appropriate. funding for public transit to operate on demand transit particularly in first mile last mile environments Would allow for growth of evening transportation. Very little in our area 	<ul style="list-style-type: none"> Participating in collaborative industry efforts to model and funding it
Altered Urban/Suburban Land Use Patterns and Real Estate Demands	<ul style="list-style-type: none"> Overall economic downturn would slow new development/redevelopment. Difficulties with maintaining and expanding transit may lead to loss of confidence in transit-oriented development proposals. Also office market may be severely affected by telework. Not aware of any immediate impacts. Any impacts would be felt longer-term and depending upon the degree of permanent shifts in work environments, availability of reliable internet connectivity, 	<ul style="list-style-type: none"> Hold tight to smart growth principles, by continuing to invest in centers, transit, roadway and bridge maintenance, trails, and safety; don't support expanding road capacity. Hard to conceptualize at this point. Until regions get a sense of the permanent shifts in living and working patterns, and the degree that they affect less-urbanized areas (like Mercer County), it's hard to speculate what 	<ul style="list-style-type: none"> Continue to promote smart growth as efficient development pattern, through studies, grants, and technical assistance to municipalities. Hiring consultant to look at retail districts in region pre and post pandemic to determine strategies to help these districts recover. Upcoming Long Range Transportation Plan will look in greater detail at the longer-term possible shifts due to the

	<p>and shifts in real estate prices. Also, likely reduction in values of office and commercial properties, particularly in less-prime locations, as fewer brick and mortar stores, offices, and other facilities are needed.</p> <ul style="list-style-type: none"> • long term impacts to leases on properties. Housing demand shortages as people move from city to rural areas • Business vacancies and less entrepreneurial risks. • Increasing traffic congestion and air pollution • Little new office development • Rising concerns that areas with higher density are unsafe which may cause additional interest in sprawling development patterns that place pressure on our infrastructure system • Our housing values are cheaper than New York/Philadelphia with more space and we are seeing a migration from those areas. • Housing supply in the affordable and starter home market is non-existent. Rental units are unavailable. People moving here from urban 	<p>strategies will help to promote or mitigate the effects...because effects are very much unknown. So much depends upon how impactful and prolonged the pandemic is and how the political landscape at national, state, and regional levels changes.</p> <ul style="list-style-type: none"> • More family housing • higher gas taxes or a carbon tax • Flexible zoning ordinances • Research demonstrating the negative impacts of sprawling development on public infrastructure (i.e. roads, bridges, etc.) on municipal and state transportation budgets • Marketing of the area. • Municipal zoning 	<p>pandemic. While this is purely speculative, It's possible that some communities are looking to make additional investments in the development of alternative transportation modes, such as development of walking trails and sidewalk networks. Likely reductions in competitive grant dollars will unfortunately cull much of the desire to make such changes.</p> <ul style="list-style-type: none"> • marketing to urban centers by realtors and chambers • Observation of a greater amount of vacant storefronts. • None • Encouraging mixed use options • County planning is working to provide educational resources to local municipalities on making smart land use decisions • Realtors are promoting the area.
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	areas could lead to more suburban growth		<ul style="list-style-type: none"> • Nothing
Growing Telework:	<ul style="list-style-type: none"> • Decrease traffic at peak hours and may impact allocation of resources for road maintenance. • Reduced traffic • Immediate impacts are limited mostly to a moderate reduction in VMT, which also leads to reductions in revenue for future transportation funding. There has also been an increased focus on improving broadband infrastructure into more rural areas. Continued telework, depending upon its prevalence and permanence, would likely alter living patterns, change traffic patterns, and cause shifts in real estate values. In many ways, the growth of telework might be net-positive for Mercer County—particularly in rural areas—because real-estate is very inexpensive but highway connectivity is excellent. • Reduced motor vehicle traffic; jammed/insufficient bandwidth 	<ul style="list-style-type: none"> • Municipal sharing of equipment and materials to help with road maintenance. • Implement and promote safety procedures for physical location of employment - some positions will likely remain telework • Probably the greatest barrier to the growth in effective telework is accessibility to the internet. This is both practical (i.e. where reliable and fast service exists and what options are available) and economic (i.e. will those who are able to work from home be able to afford the necessary equipment and in-home internet service?). Growth in telework will also likely have moderate changes in real estate prices, desirability of certain communities over others, commuting patterns and 	<ul style="list-style-type: none"> • Increasing broadband. • Evaluating the efficiencies of continued telework as a cost-saving measure • Not sure what, if anything, is being done in reaction to this. • Broadband research for expansion options • region is discussing the development a a regional broadband strategy and assisting counties in applying for funds. • Cooperation between telecommunication and electric companies to share pole/line space. • none • none • investments in broadband through EDA cares act funding • NA • Some businesses are governments are allowing this • A county plan on broadband expansion is

	<ul style="list-style-type: none"> • Demand for broadband service in rural areas is an acute and continuing issue. Needs to be addressed at a national level. • Showing where broadband internet access is lacking in the County. • Instability in travel patterns, reduced liquid revenues • With our close prox. to New York City and most companies switching to telework there has been less demand for public transit (inter city bus) and more people are moving out of the city and buying homes in our region so there will be an increase in local traffic. • As Commuter Services of PA, we are concentrating on retaining just 10% of the pandemic telework trips 2 years after the pandemic. • Less people driving • NA • Slight uptick • Lower ADT, less gas • Lots of demand for increased broadband services and interest in attracting jobs to the area for teleworking to 	<p>incoming tax revenue. Service sector employment patterns—those dependent upon workers being in a specific location like a restaurant or a store—may shift dramatically as the growth in telework creates new patterns of living, thus rendering some less essential than before.</p> <ul style="list-style-type: none"> • Major broadband investment • Again, needs to be addressed at the national policy level as well as a dedicated revenue stream to implement a nationwide broadband network. • Create more wi-fi hubs in areas lacking internet access. • consider strategies to obtain additional revenue from very fuel efficient vehicles • Increase funding to municipalities for their roadway networks. • better access and ability to connect to broadband services for employees 	<p>being developed at this time.</p> <ul style="list-style-type: none"> • N/A • nothing at this time • Rural broadband study • See above.
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	<p>compete with larger metropolitan areas.</p> <ul style="list-style-type: none"> • Given the pandemic telework continues to increase and will do so until there is a vaccine • I will refer to telemedicine. we are losing riders because they are staying home and using telemed • A large portion of our county is rural with poor internet service. This makes telework difficult, especially school work. • Telework has had a severe impact on my transit agency. Downtown Pittsburgh, where most of our service has historically been focused, continues to look like a ghost town with very few employers planning to bring their employees back to work - even on a staggered basis - until early next year. 	<ul style="list-style-type: none"> • NA • with the overhead of Covid would be a huge benefit to our area • This is a good trend; encourage and coordinate with business, governments etc to offer it as an option and incentivize • Coordination of broadband expansion projects with transportation investments to ensure autonomous vehicle needs are being incorporated in transportation project planning and design. Doing so may also expand the network of broadband to rural areas. • Until there is a vaccine telework will continue in abundance • It is my hope that once a vaccine is available telemed will be a secondary option • Development of better rural broadband or development of coworking or colearning 	
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		<p>centers with transport options</p> <ul style="list-style-type: none"> • My transit agencies is already starting to shift some service to local/neighborhood coverage routes in lieu of commuter routes/runs due to little commuter demand persisting. Long-term, I could see this trend contiuning. 	
E-commerce and delivery growth	<ul style="list-style-type: none"> • There has been an increase in the number of delivery trucks traveling our road network, along with more tractor trailers on local roads. • Potential to impact locally owned small businesses • Monitoring our Continuous Classification Counters in the region we have observed greater truck levels pre-COVID • growing slowly <p>I believe that the box stores with limited hours and having issues with demand push more people towards E-commerce</p>	<ul style="list-style-type: none"> • Increase funding for preservation/maintenance of local & state roads. • Mitigation may occur once a reliable vaccine is available. Until then limits on amount of people allowed in a store remain in effect. • Have people pay more for the impacts of freight and realize the industry is not paying its fair share for wear and tear • With people staying home more would be a wide open market • I believe there isn't anything you can do, It is the way now for most 	<ul style="list-style-type: none"> • none • None that I'm aware of • Transportation improvement projects and filling continuous degradation of road network • Alot of advertising for small businesses that are really hurt by restrictions

		people the pandemic has just solidified it.	
Shift from Air to Vehicle Miles:	NO FEEDBACK PROVIDED	NO FEEDBACK PROVIDED	NO FEEDBACK PROVIDED
Reconfiguration of Supply Chain	<ul style="list-style-type: none"> • Construction was particularly hit hard by COVID-19 closures and some manufacturing facilities modified work schedules which slowed production/output. • Powdered Metal industry unable to get raw supplies • Unsure as to its impacts, but certainly HOS regulations have significantly affected truck parking needs • Could add increased pressure for more warehousing • unknown 	<ul style="list-style-type: none"> • While relaxed/lifted restrictions have brought back construction and returned manufacturing to near pre-COVID, there is still a need to think about more economic diversity countywide. If medical products will be in high demand for the next pandemic, those who manufacturers in that sector should be encouraged to adapt technologies to produce such items. • Manufacturers will need to look for alternate suppliers of raw materials. • Better real-time data and "big data" for analysis at the MPO level • Proper land use planning; planning ahead for infrastructure impacts • unknown 	<ul style="list-style-type: none"> • Not sure. • I'm sure manufacturers are already looking for alternate suppliers • Not much, seems to be more of a private industry interest • None yet • unknown

Demand for Alternate Uses of Right of Way (ROW)	<ul style="list-style-type: none"> • With less commuter traffic expected over the next 24-48 months, there is less need for the excessive lanes that have been foisted upon the City of Harrisburg for the benefit of State workers; thus, these lanes can be repurposes for micro mobility devices, bicycles, and mass transit. • Increased near-miss conflicts • unknown • We're seeing an increase in businesses exploring ways to increase outdoor and especially drive-through service options. • 	<ul style="list-style-type: none"> • In Harrisburg, PennDOT should immediately explore all State routes through the city, identify opportunities for road diets and pedestrian bump outs, and transfer disconnected sections (such as parts of Walnut Street) to the City. • Increased visibility; improved sidewalks; separation where appropriate • unknown • Promotion of walk-up service rather than drive-through service where applicable. 	<ul style="list-style-type: none"> • Throughout the summer and fall of this year, the City has shut down North 2nd Street from Market Street to Pine Street, as well as several other downtown blocks, restricting traffic and accommodating outdoor seating that helps adjacent restaurants with their sales in this difficult period. • Specific study in one corridor; need additional attention area wide • unknown
Change in Vehicle Miles Traveled (VMT) Across-the Roadway Network	<ul style="list-style-type: none"> • Volumes returning to pre-pandemic levels but spread out more. • We have less daily commuter traffic and thus less traffic volume and better air quality. As a City resident, it's been great. • Pervasive worries about funding shortfalls impacting planning and decision making. Tied to worries of a more wide reaching shortfall tied to the economic downturn. 	<ul style="list-style-type: none"> • Less focus on peak period strategies; Impact on construction management. • PennDOT should begin utilizing VMT, and specifically the reduction thereof, as a measurement tool for success in transportation projects. All highway widenings in the State should immediately cease (since we don't have the 	<ul style="list-style-type: none"> • Keeping an eye on the data • Alongside its Vision Zero project, the City has revised the ways in which it reviews the traffic circulation and impacts of new development projects, with a focus on the movement of people as opposed to vehicles. • none at this time due to the unknown long-term

	<ul style="list-style-type: none"> • Reduction in commuter travel, including faculty, staff and students attending Penn State University's main campus in State College. • Seeing dramatic decreases in VMT in the urban core, whereas, the suburban and rural areas are near pre-COVID levels. • With less vehicles traveling the gas consumption is down so future funding to municipalities will be affected. • More remote working and people out just driving around • NA • Hard to monitor, would love to know how to do such on a short-term basis • Less gas usage, less congestion • Less vehicle trips is reducing traffic volumes • 	<p>money to maintain our roads, much less build new ones) and resources should focus on highway repairs only and build-out of a statewide train network.</p> <ul style="list-style-type: none"> • Plan ahead to reduce uncertainty. Support stimulus funding packages that take advantage of lower VMT by advancing shovel ready projects. Support well thought-out policies to mitigate impact adoption of alternative fuel vehicles on available funding. • Adjust signal timings. Reevaluate capital improvements. Encourage use of other modes of travel to assist in reducing greenhouse gas emissions. • This ties back to the need to get public transit back to pre-COVID levels as well as local and national strategies for teleworking. • Increased funding to local roadway networks. • Come up with other funding to maintain roadway networks that 	<p>impacts of the pandemic.</p> <ul style="list-style-type: none"> • none • none unless people are willing to accept other funding commitments • NA • None • Supplemental funding is needed to replace gas tax
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		<p>doesn't rely on gas tax and the driving public</p> <ul style="list-style-type: none"> • NA • Travel monitoring and travel demand modeling • Good change; less congestion, air pollution, etc • A reduction in VMT does not really need mitigated. It is a temporary benefit. 	
Increase in Aggressive Driving Behavior	<ul style="list-style-type: none"> • Observed more minor traffic accidents specifically at in-town intersections, increased speeding in town and side streets, and a decrease in giving pedestrians right of way. • Increased frequency of serious accident • More traffic accidents • Aggressive driving tends to lead to additional accidents • We have not evaluated the data. • Increased incidents of road rage type incidents • Increased incidents of road rage type incidents • We aren't seeing a substantial decrease in volumes, more of a spread across the day. With fewer cars out there in peak 	<ul style="list-style-type: none"> • Continue deployment of cameras, speed display signs and traffic calming devices. Where appropriate/allowed, pedestrian right of signs and more visible or better maintained pedestrian crossing markings. • Stress caused by the pandemic causes increased aggressive behavior - promote public transit options as safe option to eliminate the additional stress of driving • Increased enforcement of local traffic laws • Speed minders are varied locations, speed enforcement, and Public Service announcements 	<ul style="list-style-type: none"> • Noted temporary display signs rotated around the region on major highways. • Within our agency we are increasing training pertaining to defensive driving and stress management - Increased police presence • None that I'm aware of • All three happen strategies happen on some frequency • safety education, but aggressive drivers pay little attention • unknown • education • Operator awareness via safety messaging and alerts.

	<p>hours, people are more aggressive and we're seeing an increase in fatalities.</p> <ul style="list-style-type: none"> • unkown • I think as a whole the population is frustrated and you can see it in the behavior's on the road. • I have observed since the "stay-at-home" restrictions were lifted, instances of drivers speeding and tailgating seem to have increased. Likely due to "essential workers" being used to no traffic for several weeks/months. For my agency, accidents continue to be high though there is low ridership and still less overall road traffic, which I attribute - at least in part - to drivers becoming more reckless and expecting not to encounter any traffic. 	<ul style="list-style-type: none"> • Great question. I think it probably comes down to demand for increased enforcement. • unkown • I think effective planning for roadway's and leff stop and go traffic would be a start, Also when some of the restrictions and business lifted will allow more pople to unwind. • This is a danger across the board, and a public campaign aimed at curbing aggressive driving and warning of the penalties for same. 	
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We recognize the limitations of funding constraints and uncertainties. Beyond funding levels, identify any obstacles you foresee in addressing this issue: (check all that apply)

	Public opinion/support	Policy Development	Technical Assistance
Altered Demand for Public Transit	85.71%	38.10%	23.81%
Increased Bicycle and Pedestrian Activity	61.11%	55.56%	33.33%
Increased Micro-mobility	33.33%	66.67%	0.00%
Altered Urban/Suburban Land Use Patterns and Real Estate Demands	100.00%	44.44%	0.00%
Growing Telework	35.29%	58.82%	52.94%
E-commerce and delivery growth	80.00%	40.00%	20.00%
Shift from Air to Vehicle Miles	0.00%	0.00%	0.00%
Reconfiguration of Supply Chain	40.00%	0.00%	80.00%
Demand for Alternate Uses of Right of Way (ROW)	33.33%	66.67%	33.33%
Change in Vehicle Miles Traveled (VMT) Across-the Roadway Network	50.00%	90.00%	60.00%
Increase in Aggressive Driving Behavior	60.00%	50.00%	20.00%

Besides the above, please describe any other non-financial resources needed.

- More public engagement to address issues as they become known.
- I want to be clear that in selecting "policy development" I'm referring to the policy at the State and regional levels, as the City is strongly focused on promoting and implementing a multimodal vision for the city.
- This is a critical opportunity to foster the development of a well thought out and accessible network for EVs that makes them a practical choice for all of PA.
- Public opinion in the form of health fears may prevent transit riders from returning to ride the bus. Regarding bike/ped activity, changes are needed in PA vehicle code to for parking-protected bike lanes and additional forms of micromobility, such as e-scooters.Regarding
- Lower the unemployment rate
- Lack of capacity at the local level to undertake an initiative
- Maybe a non aggressive driving campaign

Prior to COVID-19, what were the most important issues facing your organization?

Q9 Prior to COVID-19, what were the most important issues facing your organization?

challenge development projects levels services broadband needs limited
funding MPO transportation lack local address region
financial planning

- Normal issues of a County Planning Department and an MPO.
- Multiple needs within the community including but not limited to housing, social services, policing, lack of broadband, educational support (school age), emergency services due to the need for volunteers/fundraising/consolidation of service.
- Budget balancing and service delivery.
- Hiring qualified drivers and other staff. Balancing consumer needs in a cost effective way
- Structural funding shortfalls for system improvements vs just SGR, as well as securing needed funding for transportation projects and generating additional funding from local sources.
- Funding and State support for progressive, sustainable transportation methods and infrastructure.
- For the MPO, the most important issues pre-pandemic were probably making sure that long range planning and shorter-term TIP programming lined up. Having insufficient funds sometimes would not allow for addressing of some safety and efficiency needs within the region, and incorporating non-automotive elements into transportation projects was often a challenge. Working to line up PennDOT's metrics with our MPO's priorities could sometimes be a challenge too, although many times these overlapped and we had a good overall relationship with our district.
- Transportation funding is inadequate/inconsistent. 2. Asset Management and PBP must address local needs. 3. System improvements must address resiliency. 4. Modern travel patterns and technology have outdated the technology in some corridors. 5. Operations are essential to systematic incident management. 6. The region must be conveniently multi-modal.
- Limited staff to address non-motorized modes
- Overall funding levels for transportation improvements were declining. Challenges in promoting changes in vehicle code or other laws and regulations to accommodate all modes of travel.
- lack of sufficient and sustainable revenues for regional needs related to both highways and bridges and public transportation.
- Broadband internet
- Lack of funding for local roads and bridges.
- N/A
- Meeting the growing transportation needs of the region with limited funding, reduced further
- Facing my organization...nothing. Facing the planning policies we were considering...How to address growth in an area that is only maintaining. Trying to develop strategies to include private development money into the transportation system.

- Providing service for second and third shift workers
- access to broadband services throughout the region Financial
- Increasing ridership and local municipal match.
- High property taxes, poor health of residents, education funding
- NA
- Freight growth, warehousing and the impacts of freight were already a large concern. Adjusting to our new funding formula requirements along with financial cuts to a growing region were devastating
- Getting more buses
- We were focusing on community development projects at the local level more than county-wide initiatives.
- Continuing to provide transportation services in Cambria County that were needed and expected.
- Recruiting and hiring employees to maintain service levels.
- Safety and congestion
- Funding
- Funding
- Loss of ridership
- Sustainability
- Always the challenge of increasing ridership
- Decreasing population and tax base. Need for economic development/employers. Deteriorating infrastructure.
- Financial
- Looming transit funding bill. Labor agreements. Completion of large scale-capital projects.

Since COVID-19, have the key issues facing your organization changed? If so, how?

Q10 Since COVID-19, have the key issues facing your organization changed? If so, how?

also serve become need COVID-19 inadequacy service loss concern support
 issue budget funding staff Yes affected public still much trip
 focus ridership

- The key issues include working remotely and out reach to the public effectively through virtual formats. Also managing and distributing Cares funds for transit, CDBG, and County funds are significant issues.
- Impact on budget especially for social services. Reduction in employees. Greater attention to health and wellness. Difficulty in supporting municipal projects. Difficulty in having an office routine due to social distancing.
- Revenue shortfalls and balancing a 2021 budget. Limited staff capacity with hiring freezes. Staff rotations to maintain social distancing. Virtual meetings vs. in person.

- Yes, significant loss of funding and service demand resulting in furloughs, lay offs, elimination of positions, etc.
- Structural funding concern for public transit specifically is much more severe, and public support is now also a concern.
- In many ways, they have not, but the funding issue has been exacerbated.
- COVID really hasn't affected these primary issues yet, although there are concerns about how revenue shortfalls will likely affect our overall goals and plans. How this shakes out will be revealed over the coming months, as the 2021 TIP takes effect and we partner closely with PennDOT on our new Long Range Transportation Plan.
- Conditions since COVID-19 has emerged have more keenly focused attention on some the issues already noted - inadequacy of funding, inadequacy of multi-modal facilities, etc. Inadequacy of existing broadband internet access has emerged as a leading concern to providing services and facilitating economic activity in a travel-restricted environment.
- Still need to focus on non-motorized modes
- Yes. Resources to support MPO staff could be a challenge for County and municipal funding partners.
- only change is the more acute focus on the need for rural broadband.
- Broadband internet has become more important!
- no
- N/A
- Same issue as previous.
- funding and public perception regarding dangers of riding public transit
- There are positives and negatives to all sides.
- Yes, the dramatic reductions in ridership up to 50% is the major issue
- remote working financial constraints have worsen with state budget cuts from DCED
- COVID-19 restrictions, local match and regaining ridership
- No
- NA
- Absolutely, however development seems to not have been affected whatsoever and trip generation accommodations are still very much are concern. Changes have been a concern for liquid fuels taxes and uncertainty to the future of funding as well as safety concerns and the increased speeding
- Reduced ridership and overcoming the fear and getting our customers to feel safe
- Yes, broadband development has become a hot topic subject that wasn't receiving as much push prior to COVID-19.
- Yes. Our focus has shifted to keeping our employees and customers safe while meeting their transportation needs.
- Yes, main issue now is how to adapt transit service to best serve residents
- Not really
- No
- more funding and loss of demand
- Yes, With loss of shared funding source trips across the board we are still trying to serve the public with availability to the large geographical area we serve with out the ridership, our cost is the same but less revenue.
- public health and economic resiliency
- Gaining back the trip we lost

- Not currently
- With the cares act money we are more financially stable
- Funding has become more precarious. COVID-19 safety protocols have alerted much about our operations and how service is delivered. Racial equality has also become a front-burner issue.

Has the COVID-19 pandemic caused your organization to consider any business changes to ensure long-term organizational financial sustainability? If so, how?

Q11 Has the COVID-19 pandemic caused your organization to consider any business changes to ensure long-term organizational financial sustainability? If so, how?

meetings long term revenue service planning impact funding much
needs fees Yes reduced time year staff program budget will
use increases work necessary yet changed travel

- Immediate measures at the County level such as limiting overtime and travel were undertaken. The long-term effects are still being evaluated.
- Conservative plan for the next budget year.
- Not sure.
- Yes, we are operating with less staff - some positions have been eliminated, combined, or reduced to part-time
- Unknown
- The SVATS MPO staff works within the Mercer County Regional Planning Commission (MCRPC). To date, the planning funding we receive from PennDOT/FHWA to conduct transportation planning activities. However, some other revenue sources that comprise the overall MCRPC budget are down. There is concern that as staff salaries and health care costs rise, but collected revenue (from other program budgets, subdivision review fees, and municipal membership fees) stagnate or are reduced, the overall budget will be much tighter. Smaller year-to-year salary increases, more out-of-pocket health care contributions, and marginally higher fees will help to address this to some degree (how exactly these look is yet to be determined, but is being discussed in detail).
- Too soon to say. The immediate impact needs to support CARES Act funding distribution have been staggering and judged mission critical. Longer term sustainability will have to be considered after these extraordinary needs are met.
- Not as yet
- Reduced expenditures where possible.
- More flexible work schedules, revenue shortfalls in the economic development program. Increased focus on project prioritization and project delivery.
- We've had a flexible telework policy, but now we're wondering if being in the office all the time is 100% necessary.
- N/A

- Still looking at funding models that deliver funding streams necessary to maintain network needs keeping in minds MPG efficiencies, electric cars, etc.
- curtailed service hours and laid off employees along with increased PR regarding the facts pertaining to the perceived dangers of riding
- The only switch at this point, has been to allow employees to use their banked sick time in the same manner they use vacation time. There is a concern about long term impact to the overhead rate, due to staff not taking as much time for personal travel and the PC carrying more accrued time.
- Yes, ensuring the public that service is safe and restructuring the fares to make it easier to use
- we are considering long term remote working
- Right size the routes offered to focus on high use corridors.
- Not that I'm aware of.
- NA
- Yes, we have held back on staffing needs and significantly changed the manner in which we conduct public meetings. Preparation for meetings and presentations are much more stressful and time consuming than ever - this has caused a large shift in time dedicated to fulfilling other requirements. We are attempting to expedite any grant program funding in order to "beat the inevitable clock" in greater funding cuts
- Reducing part-time routes
- We have started using digital means of communication and meetings more frequently than in person which has reduced travel expenses.
- Yes. We have been monitoring ridership trends and customer behavior in the event that we need to make necessary changes.
- Yes, need to realign resources to best serve our residents.
- No
- No
- service and staffing
- yes we have laid off employees, some maybe permanently.
- We have been performing trip since the beginning for work, medical and food trips. Moving forward I believe we can get most of them back without changing what we have done
- Not yet but the full revenue impacts of COVID haven't yet been seen
- NO
- Continuing to analyze this. Flat budgeting for current fiscal year. CARES Act funding helping to maintain stability.

Please identify underserved or vulnerable groups that are affected by transportation changes resulting from COVID-19 in your area. Please be specific as possible in defining the groups affected.

Low-income people	87.18%
BIPOC (Black, indigenous, or other people of color) communities	58.97%
Persons with disabilities	84.62%
Seniors	89.74%
Other (please specify)	20.51%

Other groups identified:

- college students and school age students
- Homeless
- rural communities, LEP individuals
- the transportation services are available but not being used to their fullest extent because senior services and services for the disabled have been curtailed
- Students
- Employees with jobs of the fringe of the transportation network with longer commutes, usually warehouse or large-center employees who rely on services
- All are vulnerable
- Youth

What opportunities has COVID-19 presented with respect to serving these groups?

Q13 What opportunities has COVID-19 presented with respect to serving these groups?

funds place groups opportunities **None** needs service people
transportation

- Opportunities include expanding meals or wheels service with Cares funds, and expanding transit facilities with Cares funds. Erie County has declared racism a public health crisis.
- Additional CARES Act and CDBG and rental/utility assistance funds and EMS funding support
- CATA GO and the County's transportation office maintain a continuity of operations and drivers have adapted/followed safety protocols. CATA GO's service expansion was helpful to low income workers who can't telecommute.
- None
- An enhanced focus on the needs of these groups, particularly the urgency with which they must be met.
- Anecdotal evidence is that more people of every group are exploring active transportation options.
- More people are more aware of the limits the transportation system places on these people. There is a need to make the transportation system more than an roadway system (for motor vehicles)
- COVID has revealed the faults in accessing opportunities and providing safe, efficient transportation to each of these communities.
- Our MTAP providers have continued service
- None
- Federal government has provided income relief funding to many individuals in order to offset the lack of funds coming into the household.
- NA- it's been all downside
- None that I can think of
- very little, many of these individuals have suffered the most during COVID19
- Mainly restrictions, rather than opportunities

- NA
- I guess a better workout trying to catch the bus and exercise getting from place to place? Nothing...
- Unknown at this time.
- The above mentioned groups have been able to ride for free as part of our efforts to lessen the interaction between our customers and our drivers.
- With commuter ridership down, resources can be allocated to better serve local transportation needs.
- None
- none
- It hasn't The centers are still closed
- None
- Have been able to shift some commuter coverage to local/neighborhood coverage. ACCESS temporarily shifted focus to food and medical supply delivery services to vulnerable groups at height of pandemic.

What challenges has COVID-19 presented with respect to serving these groups?

Q14 What challenges has COVID-19 presented with respect to serving these groups?

access_{available} groups communities challenges overall
 funding_{time} services_{many} make increase
 safety vulnerable ridership work issues

- There are many challenges including organizing outreach for projects. It has lead to confusion with the Erie Bayfront Central Corridor Project and delayed two on-going transportation studies.
- Possible challenges transporting people to medical appointments due to changes in the operations of medical offices. Significant reduction in services for day to day living.
- Local medical offices were closed for some time which meant all doctors appointments were centralized at State College facilities. This increased overall trip mileage which likely presented more reschedulings.
- Safety of transporting vulnerable consumers - must build trust with consumers on the safety of traveling through comprehensive safety protocols and policies - funding to assist with additional costs of added safety practices and reduced vehicle capacity due to necessary physical distancing
- A lack of funding and attention to address the issues.
- Overall economic issues—current or projected—make all of the above populations rather vulnerable. In Mercer County, there is a strong correlation between our lowest income populations and highest minority communities (particularly in portions of Sharon and Farrell). Many of these groups live in car-less households and rely on public transportation to get to

work, often in the service-sector economy. Many of these stores and restaurants are or may face challenges due to the pandemic, which has and could lead to an increase in unemployment.

- With potentially fewer jobs available, this would make the working poor population much more vulnerable and cause downstream effects for their overall communities' health. People with disabilities and seniors who rely on public transportation are also quite vulnerable. Worries about their own health and safety are likely forcing many to avoid venturing out into public, which leads to decreases in ridership. So far, overall ridership is not dramatically off course from the baseline.
- The uncertainty in funding availability has derailed several ongoing attempts to increase services available.
- Wireless and broadband networks are insufficient to communicate with those homebound, particularly when there is demand for work-at-home and school-at-home. Need a way to cut service for games and entertainment during the pandemic, similar to how phone service is limited during a natural disaster
- Lack of other options when transit service is reduced because of low ridership.
- same as question above. it makes reaching, engaging and serving these communities more challenging.
- Less capacity for transit related to additional sanitizing of vehicles as well as potential users not wanting to leave home.
- There has been a decrease in services for these groups since most services have gone virtual. Also the restriction on the number of passengers on one vehicle is making it tough to make sure everyone can get to their appointments/services.
- Unwillingness of passengers to ride in an enclosed space with others.
- Limited income families in rural communities don't always have a teleworking option. As a result, household funds are reduced since they still are driving to the same job location with possibly a reduction in paid time or benefits.
- none from the provision of public transportation. it is available for their use if they opt to travel
- The high unemployment of these groups is the key factor effecting ridership
- Its only heightened the problem with access to transportation, limited broadband access and ability to remote work
- Access issues in terms of virtual meetings and support services
- Reduction in service, increase in contact with people infected with COVID
- NA
- Time management, stress, uncertainty, issues providing for their families properly, fear of catching COVID
- Since I can't speak at Senior places losing valuable access to let the public know about the services that we offer.
- Unknown at this time.
- The above mentioned groups have been challenged by being required to wear masks when riding the bus, boarding the bus through the rear door and only traveling for food, work and medical purposes.
- Funding
- fear of disease, lack of companionship because of groups and centers not being allowed to be open.
- There was not enough money pre-COVID-19 to serve all these groups, now it is magnified. Some of these individuals do not have access to technology or internet to support remote learning, tele-medicine, etc.

- Some center are too small to social distance
- With more seniors and people with disabilities using pedestrian infrastructure, it has really exposed the poor conditions of a lot of the sidewalks in urbanized areas without a good way to fund improvements especially in low income residential areas.
- Unable to transport because their destination would not allow them on public transportation
- Financial uncertainty and questions about future ridership affect our ability to further grow and refine service in a sustainable manner to better serve these groups. We were making great progress in this regard and COVID-19 feels like a big punch in the gut.

Regarding transportation mobility, what opportunities has COVID-19 presented?

Q15 Regarding transportation mobility, what opportunities has COVID-19 presented?

vehicles bus people use less Reduced Increased
 community travel transportation mobility congestion
 opportunities

- When places shut down such as workplaces and gyms, many people began to walk and bike around their neighborhoods in urban areas.
- Increased bike/ped to see the community assets and increase family time. Reduced congestion and travel to support our local businesses.
- Workers who can telecommute has incurred less personal vehicle miles and sometimes reduced auto insurance.
- None
- More appreciation for bike and ped infrastructure; more opportunities to rethink street space for community uses, less congestion and higher vehicle speeds.
- While perhaps unlikely due to funding limitations, there will probably be a growth in demand (even if minor) in walkability and resulting pedestrian network connections, which would assist those unable or who choose not to drive for various reasons. Fewer vehicles on the road could translate to more reliable and safe mobility.
- Awareness of our limitations. These are now in the public eye.
- Increased attention on bicycling, pedestrian travel.
- Gives us the opportunity for re-examining the entire transportation network and will force us to focus on the individual traveler, not the mode. I.E. - increased opportunities for active transportation and re purposing of streets in the urban core.
- A good basis to increase the Federal Functional Class for our state roads.
- Unknown
- Possible restructuring of Public transit providing the necessary bus routes and ensuring buses are at necessary capacity.
- re examine existing services for the possibility of realignment in the future based on projected demand. emphasize the extent to which vehicles and facilities are routinely cleaned and sanitized for use by the public.
- No new mobility options

- Its only heightened the problem with availability and access to transportation
- Has encouraged more people to bicycle
- NA
- For a while and still so to a lesser degree, peak hour congestion levels have dropped and overall less congestion
- Increased interest with non-motorized vehicles.
- COVID-19 has provided opportunities for people who need transportation mobility to continue to use it.
- We have the opportunity to redesign our service with a focus on local travel
- An additional bus route.
- less ridership
- Reduced traffic volumes/congestion as more people are working remotely and there is less through traffic on main arteries due to the pandemic. Also more people are biking and walking for health, recreation and transportation.
- nothing really
- None
- COVID-19 has shown there are a core group of "essential workers" - particularly in low income/racially diverse communities that rely on public transit as their sole/primary means of transportation.

What challenges to transportation mobility has COVID-19 presented?

Q16 What challenges to transportation mobility has COVID-19 presented?

limited make people challenges may road capacity concerns
 reduced bus less public transportation service due
 transit public mobility will vehicles difficult Funding

- During the lockdowns, most buses and airplanes were not operating.
- Forced people/communities to re-evaluate the transportation options.
- On the flip side, not everyone has adequate internet service to perform work at home which still requires travel to work location to perform tasks.
- Requiring additional vehicles and drivers to complete less trips due to reduced capacity (physical distancing), limited opportunity for coordination of trips due to reduced vehicle capacity and reduced demand
- Perception and reality that transit is more dangerous than SOV and less willingness to take transit; difficulties for carless households. Transit riders may trust the operator to sanitize but not another rider to stay socially distant and wear a mask.
- Concerns about safety of public transportation—whether real or perceived—could limit mobility for vulnerable populations.
- Anecdotal evidence of deferred need for medical services. Lack of guidance in aid packages has led to confusion in how the funds may be spent, and may be limiting appetite to engage in some of the opportunities presented.

- People dependent on some forms of transport are finding mobility restricted, including some people who have become home bound
- Reduction or elimination of public transit service on particular routes has reduced mobility for low income and senior populations. Health concerns related to transit riders being in close proximity on the bus and at bus stops has reduced demand.
- Reduced revenues in traditional collection methods. Reduced public transportation service.
- Increased bicycle usage. However, this may be due to recreation based trips instead of commuter based trips.
- The road networks in our Boroughs have seen near capacity traffic volume.
- Unknown
- Getting individuals to be willing to get back to pre COVID mindset of doing business locally and traveling as needed. This may improve when a vaccine becomes available.
- vehicle loading restrictions and public perception of the appropriateness of them.
- Reducing capacity on paratransit vehicles
- limited access to public transportation especially nights and weekends.
- Funding support concerns from municipalities.
- Reduction in transit service, lack of safe bicycle facilities
- NA
- More trucks on the road and quality of road conditions were sketchy at best during the beginning of COVID Now mobility challenges are more difficult for those using public transit
- People fear that public transportation is not safe
- Increased vehicular traffic due to less ride sharing and more pick ups or deliveries from commercial establishments.
- Social distancing, specific trips purposes and mandatory mask wearing have all been challenges to transportation mobility.
- Still many unknowns that make it difficult to plan or make decisions
- Lack of additional service to low income areas.
- less ridership less revenue, less availability
- Bike trails are overcrowded creating user conflicts between pedestrians and bicyclists. Funding issues will be a problem due to lower gas tax receipts.
- We have had to be aware of some of our larger runs and split them into smaller groups
- Our area recently made a multimillion dollar investment in a regional airport facility in order to attract more air service. There is currently no commercial air service to the airport after federal subsidies ended.
- None
- Funding uncertainty is the biggest challenge. If ridership does not return in the long-term, it will be difficult to maintain current service capacity levels without further stimulus relief.

Regarding transportation safety, what opportunities has COVID-19 presented?

Q18 What transportation safety challenges has COVID-19 presented?

accidents social distancing challenges concern traffic time cleaning traveling safety
people increase transit less speeding COVID-19 changing
implement vehicles

- A decrease in vehicular traffic will likely lead to a decrease in accidents.
- Give companies time to maintain their fleet.
- Not sure.
- The need to improve safety practices and protocols ongoing
- Desire for more Vision Zero efforts to protect all road users.
- Potential for increased consideration of safety improvements to non-motorized modes; Fewer vehicles on roadway (at least temporarily) combined with various other safety-focused projects could lead to a much safer network.
- Unique opportunity to advocate for expansion of active transportation infrastructure.
- Reduced traffic decreases motor vehicle conflicts and encourages active transport alternatives, which positively impacts health
- Reduction in VMT could result in reduction in motor vehicle crashes.
- less VMT, accidents and incidents.
- With a lot of people working from home there has been less vehicles on the roads during the week.
- Low traffic volume has decreased aggressive driving and traffic accidents
- Provides an opportunity to rethink transportation modes and needs for our regional constituents.
- increased communication regarding dignity and respect among employees and passengers i.e. for example, my mask protects you -your mask protects me". etc.
- Increased the cost of cleaning and sanitizing vehicles and facilities
- we are missing out on opportunities to fix our roads and bridges with less people on the roads. Now is the time to be doing construction projects were less people will be impacted by closures. Less people on the roads traveling means less accidents
- For people who can telecommute, it reduces travel and exposure to potential crashes
- NA
- Less congestion
- COVID-19 has presented our organization to work to keep our drivers and customers safe by providing hand sanitizer, masks, clorox wipes and plexiglas barriers.
- Opportunity to focus on the health and safety of riders and staff
- None
- daily cleaning of the vans
- Fewer cars on the road = lesser opportunity for crashes

- I think moving forward this has made everyone more careful dealing with their customers
- Lower overall volumes have likely led to a decrease in crashes
- More thorough cleaning than before
- COVID-19 provided a unique and fast-paced opportunity to implement new safety protocol for cleaner vehicles and a workforce more mindful of germ spread preventative measures.

What transportation safety challenges has COVID-19 presented?

Q19 How will the long-term effects of the COVID-19 pandemic affect the environmental quality of your geographic region?

travel air pollution time increased use negative may benefits reduce due
sure impacts Unknown less

- The cleanliness of buses and planes are challenges.
- Possible increase in bike/peds with vehicle accidents. People remembering how to drive.
- Not sure.
- Building consumer trust in the safety of traveling on public transit/community transit - difficulty procuring the necessary safety equipment and supplies - the added staff time and cost attributed to cleaning during a time when revenues are significantly impacted
- Less congestion and higher speeds and more crashes.
- COVID-19 likely presents some risk to those carpooling or populations riding public transit. Also, if decreases in revenue affect budgets used for winter maintenance, there could be additional safety concerns related to the safe passage of roadways during winter months.
- Anecdotal evidence that speeding has increased with lower traffic volumes, carrying some attendant increase in risks.
- Increased near miss conflicts between motor vehicle and other modes. Also, less motor vehicle traffic is resulting in higher speeds
- Lack of familiarity by new bicyclists with laws and safe operating practices. Motorists may not be familiar with the laws and safe operating practices of bicyclists. Challenges in maintaining social distancing for transit users.
- Greater chance for pedestrian/bicycle related incidents.
- There is increase traffic on weekends as people are spending less time traveling and more time in their home towns.
- Inability to travel to other places has increased local traffic which could lead to more accidents.
- overcoming public perception that riding public transit will increase the odds of becoming infected with COVID-19. Maintaining proper social distancing on vehicles
- Providing clean and sanitized vehicles and protecting workers from exposure
- Less people on the roads traveling means less resources coming in to implement safety measures
- Exposure to COVID on public transit, lack of safe bicycle routes
- NA

- Accidents and speeding, with concern for more dangerous and severe crashes than fender benders
- The ever changing COVID-19 direction has proven to be a challenge to safety as we plan and implement things based on CDC and Health Department guidance only for the guidance to change resulting in us changing our strategy.
- Implementing enhanced cleaning procedures and communicating what we are doing to the public.
- more aggressive driving and speeding
- None
- keeping vans cleaned, social distancing, and rider travel time
- More bikers and walkers and not enough dedicated facilities for them.
- just the everyday worry and concern for our drivers. We are doing everything we can to be safe. There is always a chance to get the virus even being careful
- Higher volumes of pedestrians and cyclists increase the likelihood of nonmotorized serious injuries and fatalities.
- Trying to keep buses sanitized
- COVID-19 was all consuming for several months and diverted us somewhat from our primary safety focus on implementing our new federally compliant transit agency safety plan.

How will the long-term effects of the COVID-19 pandemic affect the environmental quality of your geographic region?

Q19 How will the long-term effects of the COVID-19 pandemic affect the environmental quality of your geographic region?

travel air pollution time increased use negative may benefits reduce due
sure impacts Unknown less

- This is unknown.
- Do not know at this time.
- Less vehicle trips with telecommuting may decrease vehicle emissions, better air quality.
- Unknown
- If we switch to more SOV travel as economy re-opens, will lead to higher GHG emissions; also if economic downturn continues, less investments may be available for land preservation, building retrofits, trail development, climate change mitigation efforts, etc.
- I don't feel qualified to speculate on this...too soon to tell. I suppose reductions in VMT would have air quality benefits, but I'm sure there are many other positive and negative ramifications. For example, if/as telework becomes an increasingly viable option, this could accelerate the decentralization of places, which would have negative land use ramifications (i.e. sprawl).
- Benefits due to reduce traffic volumes and congestion.

- There is cleaner air, particularly in the urban area.
- May result in reduced greenhouse gas emissions, and increased personal health benefits from greater bicycling, walking, or use of micromobility devices. Telecommuting and use of virtual platforms for work and other purposes can reduce VMT and greenhouse gas emissions.
- potential for better air quality and healthier communities.
- In the beginning I believe it helped because there were fewer people leaving their homes. I think the impacts have become larger due to people looking for ways to find alternative activities so they are spending more time outdoors.
- Not sure yet.
- should not
- Reductions in vehicle miles traveled will reduce air pollution from telework
- Due to the coronavirus outbreak's impact on travel many regions experienced a drop in air pollution
- It might reduce transit ridership and increase car use, which would be a negative effect.
- NA
- Less congestion means less idling and toxic air pollution, however these long-term effects may be offset by the growing freight industry
- N/A
- We are prepared for being impacted for the next 3-5 years.
- na
- none
- Unknown

What challenges to environmental quality has the pandemic revealed?

Q21 What challenges to environmental quality has the pandemic revealed?

See people products modes many transit **public** will paper impacts parking

- The pandemic has not revealed many environmental challenges.
- Possible public sewer systems and septic failure due to non degradable paper into the system.
- The issue of using non-degradable paper products into the public sewer system and into on lot septic tanks with the toilet paper shortage!
- Unknown
- Lack of adjacent park space or place to recreate (or lack of easy access to) affects some communities more than others.
- See Q 19
- Suspended projects left some BMPs to founder without maintenance for a few months. Supply chain back-up has caused increase in waste products, especially regarding perishable or dated products

- Reduced transit ridership could force riders to utilize personal motor vehicles. Has highlighted equity issues when a mode or modes of travel are no longer available to the public.
- Challenges to accessibility in EJ communities.
- What effect will the switch to single-serve containers have on recycling?
- Transportation modes and amount of time using them appears to have changed.
- none given the rural nature of the region
- There has been an increase in the number of people utilizing the regions open space and most places run out of parking so people are parking in unsafe areas.
- Larger impact on outdoor activities could lead to degradation of trails, rivers, etc.
- Business impacts and impacts on workers while the country was shut down will take years to recover from financially and you will likely see many programs that support environmental programs being cut or reduced as Federal, state and local budgets continue to be constricted and focused on business recovery
- Having a definitive answer on how the flu spreads, especially on surfaces
- If people don't take transit and drive more, air quality would get worse.
- NA
- Cars pollute the atmosphere
- N/A
- That no matter how clean we think things are there is still a lot of work that needs to be done as far as cleaning and disinfecting.
- unknown
- none
- We've seen much higher usage of public lands and public recreation facilities
- More garbage and recyclables are being generated. Funding being diverted from environmental programs to fund the public health crisis.
- That we need to be better prepared for something like this in the future
- Not sure
- Public transit has become less traffic and many are returning to single vehicle commuting habits.