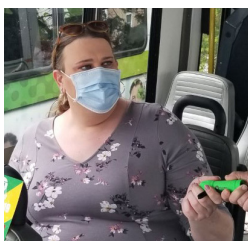




TransNet
SUBURBAN TRANSIT NETWORK, INC.

ANNUAL REPORT 2020-2021



**TOGETHER
WE...**

**ENDURE
EMERGE
EVOLVE**



INSIGHT FROM THE EXECUTIVE DIRECTOR

As we began Fiscal Year 2020-2021, we did so with anticipation of a better year ahead, and a desire to leave everything “COVID” behind us. Contrary to our expectations, we quickly realized that was not going to be the case, and we would need to endure the impact of COVID-19 much longer than anyone ever anticipated.

TransNet and our dedicated transportation partners persevered despite the many highs and lows of the year, always focused on the transportation needs and safety of our consumers and communities, while working together to keep each other safe.

Front-line staff emerged as true heroes throughout the pandemic, putting the needs of the consumers ahead of their own, assuming additional responsibilities to ensure everyone’s safety, and taking great pride in the services they provide each day. These are all remarkable qualities, for which we are grateful.

We continue to face many challenges in the coming months and possibly years; however, TransNet will use this opportunity to transform and evolve into a renewed version of our organization that is poised and ready to serve the changing transportation needs of our communities now and in the future.

With the help of our exceptional transportation partners, the guidance of a superior board of directors, the dedication of our front-line and administrative teams, and the support of our valued business partners, TransNet will continue to achieve our goals for what we are today, and for what we will be tomorrow.

- Susan Kopysteck

BOARD OF DIRECTORS

Sam Valenza, President, Bux-Mont Transportation
Jim Tammaro, Vice President, Tri County Transit
Roman Pronczak, Secretary/Treasurer, Whitpain Township
Matthew Edmond, Montgomery County Planning Commission
Jason Ellis, Ecolane, Inc.
Mark Glatz, Easton Coach Company
Todd Long, Wells Fargo
Annetta McHale, Montgomery County Department of BHDD
Zakary Pyzik, Office of State Senator Daylin Leach
Rich Swoger, Montgomery County Office of Senior Services

OUR MISSION

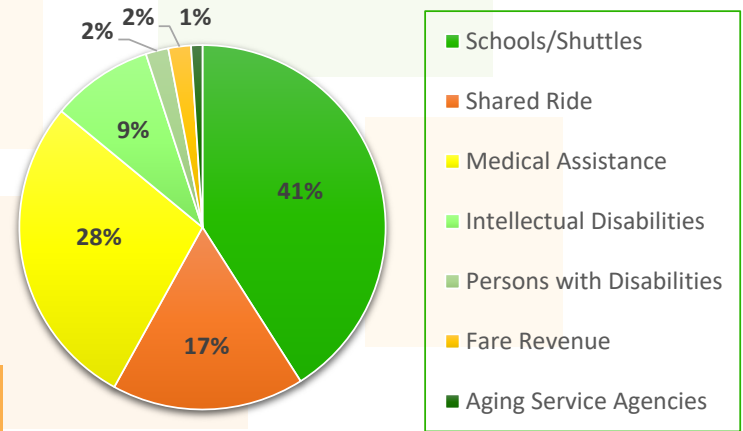
TransNet will provide safe, reliable, professional transportation that connects people to community resources and opportunities, enhancing the quality of life for our consumers.

OUR VISION

TransNet will utilize dynamic technology and innovation to provide high quality, sustainable service and increased customer satisfaction.

NOT EVEN THE PANDEMIC STOPPED US FROM SERVING

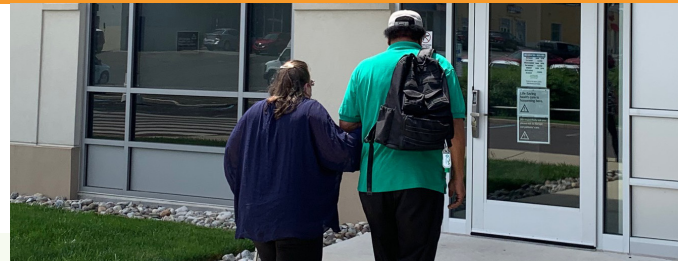
Common terms and phrases throughout the pandemic consisted of unprecedented times, we are in this together, mask-up, disinfect, social distance, 50% capacity, self-check temperature, and more. TransNet, our partners, drivers, aides, and staff continued to work hard and accepted the high health risks of COVID-19 so the Montgomery County community could continue to depend on TransNet. We never stopped providing trips to essential destinations including doctor's offices, pharmacies, and grocery stores. Adults 60 years of age and older, persons with disabilities age 18-64, medical assistance recipients, students, faculty, universities, corporate centers, municipalities, and employers continue to rely on TransNet's transportation services. Thank you to our partners, drivers, aides, and staff for continuing to make a difference in people's lives.



“Excellent service all around. I would not have been able to get the COVID vaccine if I did not have access to TransNet.
- Jan Feigus, TransNet Rider

**OVER 200,000
ONE-WAY TRIPS**

**OVER 4,300
UNDUPLICATED PASSENGERS**



TRUE HEROES



Senior adults, persons with disabilities, and medical assistance recipients in Montgomery County and the surrounding areas rely on TransNet to transport them to receive dialysis, prescription medication, blood pressure screenings, blood sugar tests, to buy groceries and more. The drivers and aides come to work every day with a smile and positive attitude knowing they are making a difference in people's lives. They attend multiple training classes for days to ensure they perform their tasks to the best of their ability and with the greatest amount of knowledge. They travel during the most difficult situations and obstacles including rain, snow, sleet, traffic, road closures, and detours. The personalities and positive attitudes of our drivers and aides affect everyone they meet and make each trip a wonderful experience for the rider. Even when the pandemic closed other organizations, TransNet and partner staff, the drivers, and aides put their lives at risk to continue to provide transportation to essential destinations. While always putting the safety of the consumers and staff first, cleaning and mask protocols were also implemented. The drivers and aides who provide this transportation and perform these tasks daily are true heroes.

EMPLOYEES TELL THE STORY

The drivers and aides realize the importance of their jobs and how they impact the lives of their riders and how the riders impact their lives as well. They shared their heartfelt stories and experiences on video in hopes to reach out to others like themselves who want to make a difference in people's lives and join our team. "It's a wonderful experience. It's nice to know you put smiles on people's faces and it's very gratifying," expresses Betty Lou Schumack, Aide at Bux-Mont Transportation. "I enjoy the people...I would miss them. I can't imagine not doing this...that's why I can come in and smile", shares Philip Stonier, Driver at Easton Coach Company. Visit www.suburbantransit.org/driver-aide-video-testimonials to view the complete videos of their stories.



98% OVERALL SATISFACTION

The Pennsylvania Department of Transportation (PennDOT) and TransNet worked together to conduct a random survey for TransNet shared ride and community transportation consumers over the period February 19, 2021 through March 26, 2021. The surveys were mailed to a total of 1,245 randomly selected consumers who used the service at least once in the 6 months prior to the survey. A total of 418 completed surveys were returned. TransNet received an overall satisfaction rating of 98%. Although we received a high satisfaction rating, we continue to seek input to serve you better.

“

Thank goodness for TransNet. I don't know what I would do without it. Before COVID I used it 4 times a week to go to water exercise at the Artman Home and to volunteer at Jeanes Hospital. All the drivers were very kind to this old lady (94) and the girls in the office were absolutely great. Kudos to all.” - Ann K., TransNet Rider

**I am very pleased with the courteous and polite drivers at TransNet. I couldn't be more pleased with your service.
- Elizabeth, TransNet Rider**

**It has been a Godsend for many years.
- Barbara Zimmerman, TransNet Rider**

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PROPANE...TRANSNET'S CHOICE OF ALTERNATIVE FUEL

Eastern Pennsylvania Alliance for Clean Transportation (EP-ACT) presented the Alternative Fuel Leadership Award to TransNet. According to Tony Bandiero, Executive Director at EP-ACT, the award is given to “An organization that has proven over time that it is committed to deploying, developing or installing alternative fuel technologies. Leadership organizations have consistently taken risks on new technologies and remain committed to finding new ways to deploy and introduce Alternative Fuel Vehicle (AFV) technologies. This organization has also made AFV's core to their business and/or fleet operations and promote AFV technologies.” TransNet's transportation partners currently operate 34 propane vehicles.



TransNet in partnership with Bux-Mont Transportation, Eastern Pennsylvania Alliance for Clean Transportation (EP-ACT), Propane Education and Research Council (PERC), ROUSH CleanTech, and Sharp Energy produced a video explaining the significance of TransNet's alternative fuel choice and the positive impact on our environmental and fiscal sustainability. Ryan Zic, Vice President of Sales at ROUSH CleanTech, states, “[TransNet] They're looking to bring, I think, the best experience and reduce their footprint in the communities they operate in, also to the clients that they serve. So alternative fuels have been something they've done before and they continue to push forward. And they're really paving the way for propane powered vehicles in the state of Pennsylvania.”

A SPECIAL THANK YOU

**"ALONE WE CAN DO SO LITTLE, TOGETHER
WE CAN DO SO MUCH" - HELEN KELLER**

TRANSNET PARTNERS

**Bux-Mont Transportation
Willow Grove**

**Easton Coach Company
Norristown and North Wales**

**Main Line Transit
Bridgeport**

**Tri County Transit
Sanatoga**

**Valley Transit
Red Hill**

AFFILIATIONS

**Community Transportation
Association of America (CTAA)**

**Eastern PA Alliance for Clean
Transportation (EP-ACT)**

**Greater Valley Forge
Transportation Management
Association (GVFTMA)**

**The Partnership Transportation
Management Association (PTMA)**

**Pennsylvania Public
Transportation Association (PPTA)**

**"GROWTH IS NEVER BY MERE CHANCE; IT IS THE
RESULT OF FORCES WORKING TOGETHER."
- JAMES CASH PENNEY**



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