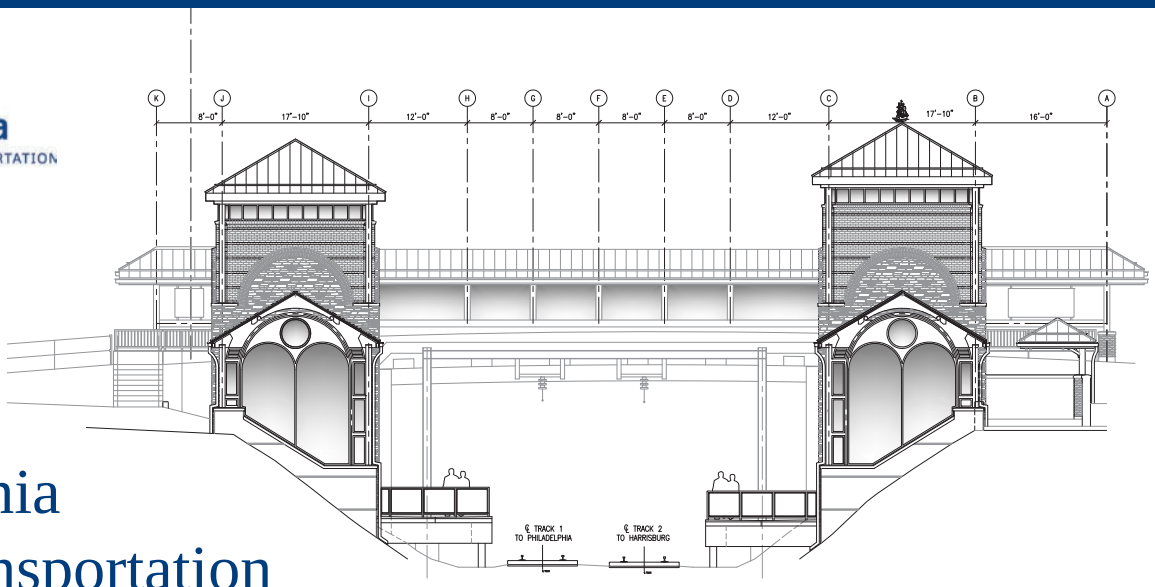
pennsylvania
DEPARTMENT OF TRANSPORTATION



Pennsylvania Public Transportation

ANNUAL PERFORMANCE REPORT

Fiscal Year 2014–15

April 30, 2016

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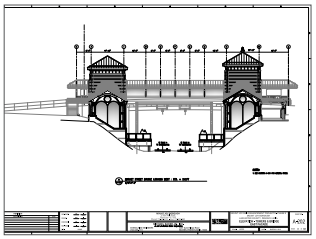

Mount Joy Amtrak Station
Preliminary design, Market Street Bridge looking west
Courtesy of Michael Baker International

Beaver County Transit Authority Station
Courtesy of Southwestern Pennsylvania Commission

Washington City Transit (now Freedom Transit) Paratransit Bus
Courtesy of Southwestern Pennsylvania Commission

SEPTA Commuter Train at Secane Station
Courtesy of PennDOT

The “T” Light Rail, Pittsburgh
Courtesy of Southwestern Pennsylvania Commission

Capital Area Transit Fixed-Route Bus, Harrisburg
Courtesy of Michael Baker International

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DEPARTMENT OF TRANSPORTATION

April 30, 2016

Dear Fellow Pennsylvanians,

I am pleased to submit the Pennsylvania Public Transportation Annual Performance Report for the state 2014-2015 fiscal year.

Pennsylvania's public transportation is moving toward the future, in part with additional and critically needed resources provided by Act 89 of 2013, the far-reaching funding plan that put transit on a more solid footing. The Commonwealth is very fortunate to have a world class transportation system, which adds value to the lives of millions of Pennsylvanians every day. This report shows you how transportation operates throughout our state.

Innovations in public transportation help seniors travel safely to the grocery store, allow individuals to book shared ride trips online, and cost effectively get hardworking Pennsylvanians to jobs that drive our economy. This year, the Annual Performance Report reflects the advancements that have taken place, including regionalization and the implementation of cutting-edge scheduling software, solutions that streamline transportation systems and save Pennsylvanians money, while continuing to offer a superior customer product.

Please use this document to see how Pennsylvania works for its residents. Included are transit agency performance reports published since the last year. These reports show how transit agencies compare against their peers on specific performance criteria. Capital highlights demonstrate how the added funding provided by Act 89 has been effectively managed to modernize agencies' fleets, facilities, and other capital improvements. These improvements will be long lasting and allow agencies to maintain a state of good repair into the future. Additionally, the Bureau of Public Transportation revamped its website, www.penndot.gov/doing-business/transit, adding greater transparency and connection with customers.

Many dedicated individuals have contributed to the success of public transportation in Pennsylvania, from vehicle operators, mechanics, and clients to communities and private organizations. Pennsylvania continues to invest in its future with pride through quality public transportation programs and capital projects.

Sincerely,

Leslie S. Richards

Secretary

Department of Transportation

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Section I

Transit Agency Performance Review Executive Summaries

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Pennsylvania's Public Transportation Performance Review Program

In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework to assess transit agency performance through a formal review process. The review identifies ways to improve transit system efficiency and effectiveness and best practices that may be beneficial to other transit systems. Transit agencies develop an action plan to address findings and achieve five-year performance targets. The Bureau of Public Transportation works with each transit system, providing technical assistance and monitoring progress on performance targets.

Since January 2010, 37 performance reviews have been conducted and 31 reports have been published on the Bureau's website. PennDOT continues to refine the process and best practices continue to emerge.

To date, the following reports have been published:

- Cumberland Dauphin Harrisburg Transit Authority (CAT) – March 2010
- Fayette Area Coordinated Transportation (FACT) – March 2011
- Monroe County Transportation Authority (MCTA) – July 2011
- Endless Mountains Transportation Authority (EMTA) – August 2011
- Luzerne County Transportation Authority (LCTA) – August 2011
    - Luzerne County Transportation Authority Revised (LCTA) – February 2014
- County of Lebanon Transit Authority (LT) – November 2011
- Beaver County Transit Authority (BCTA) – May 2012
- Altoona Metro Transit (AMTRAN) – September 2012
- County of Lackawanna Transit System (COLTS) – November 2012
- Venango County Transportation Office (VCTO) – December 2012
- Cambria County Transit Authority (CamTran) – January 2013
- Mid County Transit Authority – March 2013
- DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST) – April 2013
- Pottstown Area Rapid Transit (PART) – April 2013
- New Castle Area Transit Authority (NCATA) – June 2013
- Centre Area Transportation Authority (CATA) – September 2013
- City of Washington Transit – December 2013
- Area Transportation Authority of North Central Pennsylvania (ATA) - May 2014
- Mid Mon Valley Transit Authority (MMVTA) - July 2014
- Berks Area Regional Transportation Authority (BARTA) - August 2014
- Crawford Area Transportation Authority (CATA) - August 2014

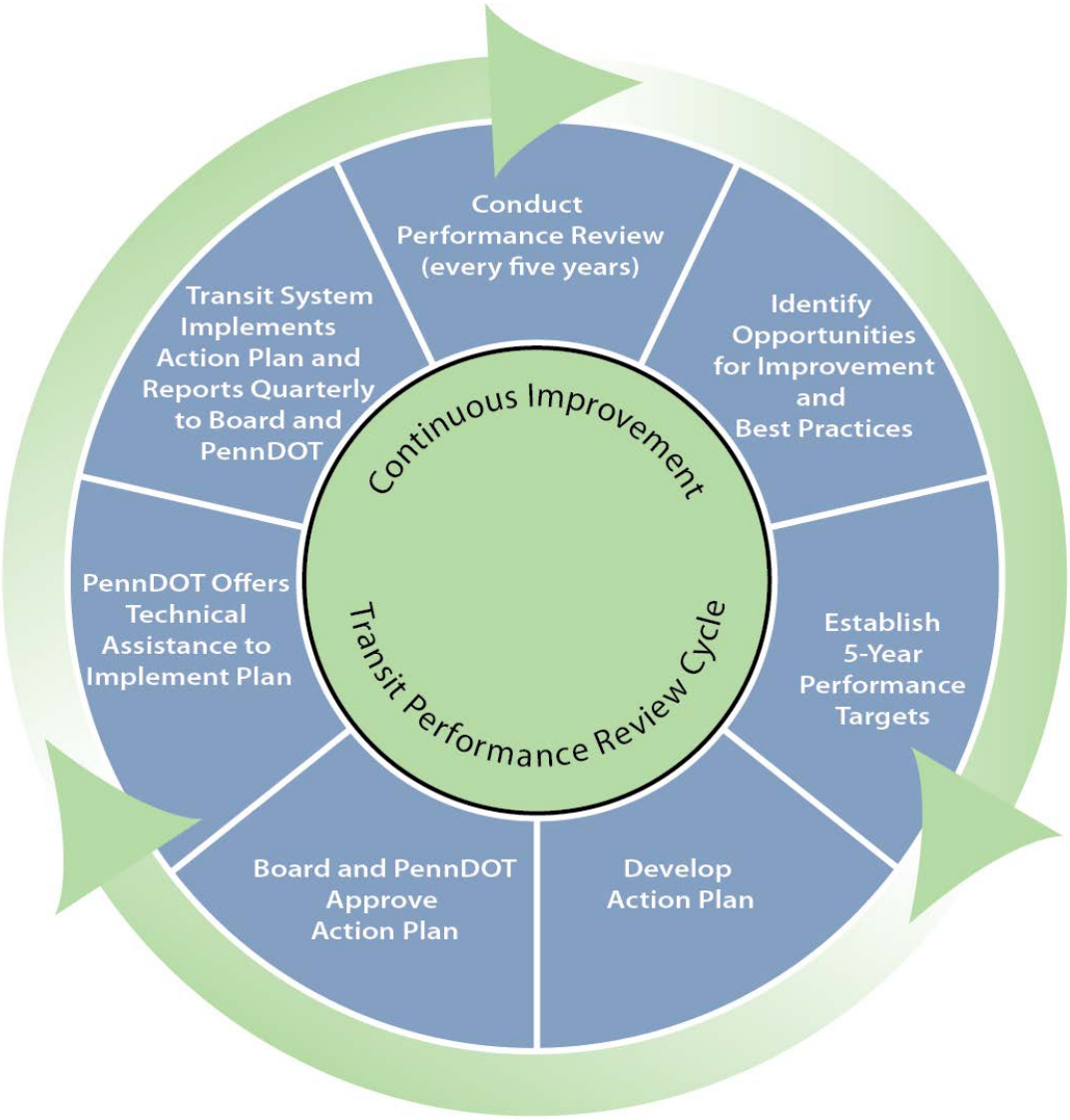
- Schuylkill Transportation System (STS) - August 2014
- Erie Metropolitan Transit Authority (EMTA) - October 2014

PennDOT publishes transit agency performance review reports in their entirety on the Bureau of Public Transportation's website at www.penndot.gov. The Department has committed to completing performance reviews on a five-year cycle. The remaining agencies are tentatively scheduled as follows, listed in anticipated chronological order:

- Williamsport River Valley Transit (RVT) - Review completed; Report not yet published
- Southeastern Pennsylvania Transportation Authority (SEPTA) - Review completed; Report not yet published
- Mercer County Regional Council of Governments (MCRCOG) - Review completed; Report not yet published
- Transit Authority of Warren County (TAWC) - Review completed; Report not yet published
- South Central Transit Authority (SCTA) / Red Rose Transit Authority (RRTA) - Review completed; Report not yet published
- Port Authority of Allegheny County (PAAC) - Review completed; Report not yet published

The following section includes executive summaries for the performance reviews of:

- Lehigh and Northampton Transportation Authority (LANta) - June 2015
- Butler Transit Authority (BTA) - August 2015
- York Adams Transportation Authority (YATA) - August 2015
- Carbon County Community Transit (CCCT) - September 2015
- Westmoreland County Transit Authority (WCTA) - November 2015
- Lower Anthracite Transit System (LATS) - February 2016
- Hazleton Public Transit (HPT) - March 2016
- Indiana County Transit Authority (IndiGO) - March 2016


Conduct Performance Review (every five years)
Identify Opportunities for Improvement and Best Practices
Establish 5-Year Performance Targets
Develop Action Plan
Board and PennDOT Approve Action Plan
PennDOT Offers Technical Assistance to Implement Plan
Transit System Implements Action Plan and Reports Quarterly to Board and PennDOT
Continuous Improvement
Transit Performance Review Cycle

Lehigh and Northampton Transportation Authority (LANta)
Transit Performance Review
Executive Summary

Agency Profile

Agency Name	Lehigh and Northampton Transportation Authority (d.b.a. LANta)	
Year Founded	1972	
Reporting Fiscal Year End (FYE)	FYE 2013	
Service Area (square miles)	106	
Service Area Population	389,000	
Annual Operating Statistics	Fixed-Route Bus	Paratransit (Shared Ride + ADA)
Vehicles in Maximum Service (VOMS)	69	105
Operating Cost	$20,545,390	$9,845,312
Operating Revenues	$4,624,779	$6,654,470
Total (Actual) Vehicle Miles*	2,783,936	4,708,868
Revenue Miles of Service (RVM)	2,586,388	4,285,070
Total Vehicle Hours	234,348	284,968
Revenue Vehicle Hours (RVH)	219,864	261,932
Total Passenger Trips	4,877,236	419,584
Senior Passenger (Lottery) Trips	801,099	131,228
Act 44 Performance Statistics		
Passengers / RVH	22.18	1.06
Operating Cost / RVH	$93.45	$37.59
Operating Revenue / RVH	$21.03	$25.41
Operating Cost / Passenger	$4.21	$23.46
Other Performance Statistics		
Operating Revenue / Operating Cost	22.51%	67.59%
Operating Cost / Total Vehicle Hours	$87.67	$34.55
Operating Cost / Total Vehicle Miles	$7.38	$2.09
Total Passengers / Total Vehicle Hours	20.81	1.47
Operating Cost / RVM	$7.94	$2.30
RVM / Total Vehicle Miles	92.90%	92.00%
RVH / Total Vehicle Hours	93.82%	91.92%

In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment makes transit agencies aware of improvement opportunities and identifies best practices that can be shared with other transit agencies.

The Act 44 transit performance review of the Lehigh and Northampton Transportation Authority (d.b.a. LANta) was conducted in November 2014. The performance review focused on fixed-route bus service. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services - LANta trends and a comparison of LANta to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist LANta in meeting the future targets. This report also addresses the management and general efficiency and effectiveness of services.

After receipt of this performance review report, LANta will develop an action plan which identifies the steps LANta will take to meet the agreed to Act 44 performance criteria targets by FY 2018-19. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by LANta management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of the report. PennDOT will work with LANta to agree to a plan which, when approved by the LANta Board, will be submitted as the final action plan. At the very least, LANta must report quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. LANta's success will be measured in part on meeting performance targets established through the review.

Act 44 Performance Determination

Act 44 performance factors were analyzed to quantify LANta's fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2012 and over a five year trend period from FYE 2007 to FYE 2012 (the most recent NTD data available at the time of the peer selection). Peers were selected through an analytical process and were agreed to in advance by LANta.

A transit agency's performance can fall into two categories: "In Compliance" or "At Risk." The following criteria are used to make the determination:

- "At Risk" if more costly than one standard deviation **above** the peer group average in –
  - ◊ Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Cost / Passenger

- "At Risk" if performing worse than one standard deviation **below** the peer average in –
  - ◊ Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

If the agency falls outside of these prescribed boundaries, it is considered "At Risk" for that factor and must improve as agreed upon between PennDOT and the agency.

An analysis of the eight key criteria mandated by Act 44 was conducted and **it was determined that LANTA is "In Compliance" for seven criteria and "At Risk" for one** . The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

In Compliance

1. **FYE 2012 passengers / revenue vehicle hour** ranks 5th out of the 13 transit agencies and is better than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is worse than the peer group average. This is due to a decrease in ridership that followed a fare increase and service changes that occurred in the fall of 2011.
3. The **FYE 2012 operating cost / revenue vehicle** hour ranks 9th out of the 13 transit agencies and is worse than the peer group average.
4. The **five-year trend for increase in operating cost / revenue vehicle hour** is slightly worse than the peer group average.
5. **FYE 2012 operating revenue / revenue vehicle hour** ranks 5th out of the 13 transit agencies and is better than the peer group average.
6. The **five-year trend for operating revenue/ revenue vehicle hour** is better than the peer group average.
7. **FYE 2012 operating cost / passenger** ranks 6th out of the 13 transit agencies and is better than the peer group average.

At Risk

1. The **five-year trend for operating cost / passenger** is than worse than the peer group average. This is due to a decrease in ridership that followed a fare increase and service changes that took place in the fall of 2011.

A summary of the specific Act 44 measures and their values are presented in the following table.

Performance Criteria		Determination	Rank (of 13)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2012	In Compliance	5	Better	22.43	19.55
	Trend	In Compliance	12	Worse	-4.65%	0.17%
Operating Cost / Revenue Hour	2012	In Compliance	9	Worse	$93.80	$89.05
	Trend	In Compliance	6	Worse	2.61%	2.11%
Operating Revenue / Revenue Hour	2012	In Compliance	5	Better	$21.55	$19.09
	Trend	In Compliance	8	Better	3.03%	2.19%
Operating Cost / Passenger	2012	In Compliance	6	Better	$4.18	$4.97
	Trend	At Risk	12	Worse	7.61%	2.12%

General Findings

In accordance with Act 44, findings are indicated as "Opportunities for Improvement" or "Best Practices." Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency. Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of LANta and may be shared with other agencies as techniques for improvement. Major themes are indicated below.

Best Practices

1. Regularly evaluating and adjusting multi-ride pass prices to maintain effective fare recovery
2. Establishing route guarantee arrangements with Amazon, Penn State, a Community College and the Allentown Parking Authority
3. Self-insuring for healthcare resulting in lower than industry average increase in annual healthcare costs
4. Keeping scheduled overtime to 5% or less and carefully managing unscheduled overtime
5. Recommending "transit friendly" site design guidelines that can be used by local governments through its "Transit Supportive Land Use for the Lehigh Valley"
6. Receiving funds from the Department of Housing and Urban Development "Sustainable Communities" program to support planning and support transit oriented development policies
7. Rotating the Chairman of the Board between Lehigh and Northampton counties to bring fresh ideas to governance and greater buy-in to the decision-making
8. Using automated passenger counters (APC) to inform service planning by providing the exact location and time of passenger boardings and alightings

Opportunities for Improvement to Address in the Action Plan

1. Develop a long-term strategy to increase cash reserves and move away from credit-based financing
2. Review the payment terms of future shared-ride service delivery contracts to try to better align the way it compensates contractors with how it receives payments for shared-ride service
3. Evaluate the implications of BRT on overall operating costs to determine the long-term fiscal impacts of the proposed service
4. Reassess organizational structure to see if there are cost-effective ways to better distribute responsibilities and provide greater depth of resources for routine administrative functions
5. Integrate conversion to CNG fueled vehicles into five-year capital and operating plans
6. Establish a process for conducting routine customer satisfaction surveys
7. Coordinate with PennDOT staff to find a way to account for LANTA Flex Service consistently in its dotGrants and NTD reporting
8. Establish a citizen advisory committee to provide community input to service planning and other agency actions
9. Explore opportunities to centrally manage its facilities maintenance records electronically
10. Work with the Lehigh and Northampton counties to ensure that the Board's makeup is more reflective of the community makeup

Financial Review

Lehigh and Northampton county governments contribute monies to help cover LANTA's operational funding requirements. Per PennDOT dotGrants, LANTA has used most of those amounts to balance its budget and comply with state requirements. The total of fixed-route farebox, route guarantee and contract revenues as a percentage of operating cost is similar to that in similar-sized transit systems in the Commonwealth hovering between 20% and 23%. Fixed-route full fares are $2.00 and transfers are $0.25. The effective fare is around $1.00 per trip. Management actively monitors and adjusts multi-ride pass pricing to maintain farebox recovery.

LANTA has low cash reserves but can use a line of credit for its day-to-day cash flow needs. However, the practice of using a line of credit leads to increases in operating cost. LANTA management should continue to take appropriate actions to control costs, rebuild cash reserves and avoid using its line of credit for day-to -day cash flow needs.

Five-Year Performance Targets

This transit agency performance report outlines areas where improvements may be made in order to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of "performance targets" has been established and detailed on page 16. These performance targets are required to comply with Act 44 performance criteria and represent the minimum performance levels that LANTA should work to achieve during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited PennDOT dotGrants information available (FYE 2013). Standards were extrapolated to FYE 2019 and are designed to be aggressive, yet achievable. They are summarized as follows:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2011* Actual	2012 Actual	2013 Unaudited	2019 Target	
Passengers / Revenue Hour	28.13	22.43	22.18	24.98	2.0%
Operating Cost / Revenue Hour	$95.88	$93.80	$93.45	$111.58	3.0%
Operating Revenue / Revenue Hour	$24.17	$21.55	$21.03	$23.69	2.0%
Operating Cost / Passenger	$3.41	$4.18	$4.21	$4.47	1.0%

*LANTA had a major service change and a day pass fare increase in the fall of 2011 that impacted all Act 44 performance criteria in FYE 2012 and future years.

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that LANta "…shall develop and submit to the Department within 90 days…a strategic action plan that focuses on continually improving the system to achieve the established minimum performance targets." The action plan should outline corrective action that will be taken to address "Opportunities for Improvement" – as prioritized by the LANta oversight board and management.

Functional area "opportunities for improvement" are areas in which adjustments may result in cost savings, improved service quality, and ridership and/or revenue increases. Achieved improvements in these areas will assist in meeting the performance targets by directly addressing areas that affect Act 44 performance criteria. It should be noted that many functional areas are interrelated, and the action plan should establish a comprehensive program that focuses on actions that address the larger issues within LANta.

The template for the Action Plan has been provided as an appendix to the final report. This template includes two parts:

- **Part 1- Act 44 Performance Metric Findings Templates** is where LANta should address its proposed actions to address the "Opportunities for Improvement" findings that directly affect the Act 44 performance metrics.
- **Part 2- Other Actions to Improve Overall Performance Template** should be used to address the "Other Findings that Impact Overall Agency Performance" identified during the review. LANta should use the format provided in **Appendix A: Action Plan Improvement Strategies** to develop its proposed draft Action Plan.

It should be noted that specific actions identified may only partially address the broadly noted opportunities for improvement found in the "**General Findings**." Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period of time. The template provides a simple-to-follow order of key findings. LANta must select, prioritize and schedule its intended actions using the template.

LANta must submit the proposed draft Action Plan using the format provided in **Appendix A: Action Plan Improvement Strategie**s to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between LANta's management and the Department. The finalized Action Plan then must be approved by the LANta Board and formally submitted to PennDOT. At the very least, LANta's management must report quarterly to the Board and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for upcoming quarter(s).

Butler Transit Authority (BTA)
Transit Performance Review
Executive Summary

Agency Profile

Agency Name	Butler Transit Authority (d.b.a. BTA)	
Year Founded	1989	
Reporting Fiscal Year End (FYE)	FYE 2013	
Service Area (square miles)	15	
Service Area Population	33,339	
Annual Operating Statistics	Fixed-Route Bus	ADA Paratransit
Vehicles in Maximum Service (VOMS)	4	Subcontracted
Operating Cost	$1,677,037	$11,641
Operating Revenues	$192,601	$1,190
Total (Actual) Vehicle Miles*	216,574	6,739
Revenue Miles of Service (RVM)	212,290	6,739
Total Vehicle Hours**	18,451	192
Revenue Vehicle Hours (RVH)	17,829	192
Total Passenger Trips	217,446	832
Senior Passenger (Lottery) Trips	45,605	0
Act 44 Performance Statistics		
Passengers / RVH	12.20	4.33
Operating Cost / RVH	$94.06	$60.63
Operating Revenue / RVH	$10.80	$6.20
Operating Cost / Passenger	$7.71	$13.99
Other Performance Statistics		
Operating Revenue / Operating Cost	11.48%	10.22%
Operating Cost / Total Vehicle Hours	$90.89	$60.63
Operating Cost / Total Vehicle Miles	$7.74	$1.73
Total Passengers / Total Vehicle Hours	11.79	4.33
Operating Cost / RVM	$7.90	$1.73
RVM / Total Vehicle Miles	98.02%	100.00%
RVH / Total Vehicle Hours	96.63	100.00%

Source: PennDOT dotGrants 2013 reporting
*BTA reported total fixed-route vehicle mileage was estimated due to some odometer equipment failures and misunderstanding of revenue vs. total reporting requirements by BTA.
**BTA reported fixed-route bus total vehicle hours are from Rural NTD reports.

In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment identifies best practices that can be shared with other transit agencies and makes transit agencies aware of improvement opportunities.

The Act 44 transit performance review of Butler Transit Authority (d.b.a. BTA) was conducted in December 2014. The performance review focused on fixed-route bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services: BTA trends and a comparison of BTA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist BTA in meeting the future targets. This report also addresses the management and general efficiency and effectiveness of services.

After receipt of this performance review report, BTA will develop an action plan which identifies the steps BTA will take to meet the agreed to Act 44 performance criteria targets by FY 2018-19. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by BTA management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of the report. PennDOT will work with BTA to agree to a plan which, when approved by the BTA Board, will be submitted as the final action plan. At the very least, BTA must report quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. BTA's success will be measured in part on meeting performance targets established through the review.

Act 44 Performance Determination

Act 44 performance factors were analyzed to quantify BTA's fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2012 and over a five year trend period from FYE 2007 to FYE 2012 (the most recent NTD data available at the time of the peer selection). Peers were selected through an analytical process and were agreed to in advance by BTA.

A transit agency's performance can fall into two categories: "In Compliance" or "At Risk." The following criteria are used to make the determination:

- "At Risk" if more costly than one standard deviation **above** the peer group average in –
    - ◊ Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
    - ◊ Single-year and five-year trend for Operating Cost / Passenger

- "At Risk" if performing worse than one standard deviation **below** the peer average in –
    - ◊ Single-year and five-year trend for Passengers / Revenue Vehicle Hour
    - ◊ Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

If the agency falls outside of these prescribed boundaries, it is considered "At Risk" for that factor and must improve as agreed upon between PennDOT and the agency.

An analysis of the eight key criteria mandated by Act 44 was conducted and **it was determined that BTA is "In Compliance" for seven criteria and "At Risk" for one**. The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

In Compliance

1. **FYE 2012 passengers / revenue vehicle hour** ranks 3rd out of the 11 transit agencies and is better than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is better than the peer group average.
3. The **five-year trend for increase in operating cost / revenue vehicle hour** is better than the peer group average.
4. **FYE 2012 operating revenue / revenue vehicle hour** ranks 4th out of the 11 transit agencies and is better than the peer group average.
5. The **five-year trend for operating revenue / revenue vehicle hour** is worse than the peer group average.
6. **FYE 2012 operating cost / passenger** ranks 6th out of the 11 transit agencies and is better than the peer group average.
7. The **five-year trend for operating cost / passenger increase** is better than the peer group average.

At Risk

1. **FYE 2012 operating cost / revenue vehicle hour** is the most expensive of the 11 transit agencies of the peer group.

A summary of the specific Act 44 measures and their values are presented in the following table.

Performance Criteria		Determination	Rank (of 11)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2012	In Compliance	3	Better	13.61	9.12
	Trend	In Compliance	6	Better	1.23%	0.99%
Operating Cost / Revenue Hour	2012	At Risk	11	Worse	$87.18	$63.91
	Trend	In Compliance	5	Better	1.79%	2.08%
Operating Revenue / Revenue Hour	2012	In Compliance	4	Better	$9.60	$8.18
	Trend	In Compliance	9	Worse	-0.46%	2.79%
Operating Cost / Passenger	2012	In Compliance	6	Better	$6.41	$8.58
	Trend	In Compliance	5	Better	0.55%	1.10%

General Findings

In accordance with Act 44, findings are indicated as “best practices” or “opportunities for improvement.” Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of BTA and may be shared with other agencies as techniques for improvement. Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency.

Best Practices

1. Active use of automated vehicle location (AVL) to assess on-time performance and for customer service
2. Close coordination with the local MPO to secure funding for capital projects
3. Use of website and social media as primary instruments in marketing
4. Adopting, then adapting, procurement manual materials from peer agencies
5. Coordinated vehicle purchases with other Pennsylvania transit systems
6. Partnership with Slippery Rock University to evaluate on-time performance for all bus routes
7. Outsourcing of grant writing services in a cost effective manner
8. Use of Transportation Options/Transportation 101 forums to receive community and agency comments and suggestions
9. Sale of tokens to social service agencies

Opportunities for Improvement to Address in the Action Plan

1. Address shortcomings of current subcontracting practices including RFP development, basis of contractor payment and overall contract management
2. Conduct periodic formal Board training using resources available from PennTRAIN
3. Develop a formal strategic plan that is adopted by the Board
4. Publish Board meeting agendas and minutes online to promote transparency and to inform citizens of agency activities
5. Conduct a structured, well-documented annual review of the Executive Director
6. Develop formal succession plans for all key positions
7. Ensure that preventative maintenance (PM) on BTA vehicles is conducted within + / - 10% of manufacturers recommended service schedules
8. Develop performance targets for key agency functions
9. Adjust service planning to include a realistic assessment of operating resources available to support the proposed commuter service to Pittsburgh and coordinate with Myers Coach and NCATA to avoid duplication of service
10. Develop procedures to ensure that capital project plans are accompanied by realistic operating cost budgets and make sure that adequate funding is in place to support the increased long-term operating costs as well as the short-term capital costs
11. Refine approach to tracking revenue miles and hours of service used in Act 44 operating formula
12. Explore the potential of having a designated, separate and secured money counting room

13. Develop and implement a formal annual driver evaluation process where drivers are evaluated and provided feedback on important aspects of their duties such as customer service, safety, etc.
14. Adopt a formal protocol for customer complaint handling and follow up that encourages accountability, and has clear, but not redundant, responsibilities for BTA and its contractor

Financial Review

Butler City and Butler Township contribute monies for BTA's local match funding requirements. BTA has no outstanding debt or line of credit. BTA has a balanced operating budget. BTA projections of service levels and budgets indicate that BTA plans to maintain a balanced budget over the next five years. Capital and operating budget projections do not account for the potential addition of commuter service into Pittsburgh. BTA had $170,462 available in state 1513 carryover funds and $284,208 in local carryover funds at the end of FYE 2013. This amounts to state reserves equal to 10.1% of BTA's annual operating cost. By the end of FYE 2014, state and local carryover subsidies had decreased to $106,118 and $246,572 respectively. BTA management should continue to take appropriate actions such as controlling costs and increasing carryover reserves to improve BTA's overall financial health.

Five-Year Performance Targets

The transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of "performance targets" have been established and detailed below. These performance targets are required to comply with Act 44 and represent minimum performance levels that BTA should work to achieve for each Act 44 performance criteria during the next review cycle (i.e., five years from the date of the report). These performance targets were created using historical data analyzed during the first five-year trend analysis as well as the most current unaudited PennDOT dotGrants information available (FYE 2015). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2013 Actual	2014 Actual	2015 Unaudited	2020 Target	
Passengers / Revenue Hour	12.20	12.27	12.90	14.24	2.0%
Operating Cost / Revenue Hour	$94.06	$100.26	$119.41	$138.43	3.0%
Operating Revenue / Revenue Hour	$10.80	$10.51	$12.83	$14.17	2.0%
Operating Cost / Passenger	$7.71	$8.17	$9.26	$9.73	1.0%

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that BTA "…shall develop and submit to the Department within 90 days…a strategic action plan that focuses on continually improving the system to achieve the established minimum performance targets." The action plan should outline corrective action that will be taken to address "Opportunities for Improvement" – as prioritized by the BTA oversight board and management.

Functional area "Opportunities for Improvement" are areas in which improvement may result in cost savings, improved service quality, and ridership and/or revenue increases. Improvements in these areas will assist in the achievement of the performance targets by directly addressing areas that affect Act 44 performance criteria. It should be noted that many functional areas are interrelated, and the action plan should establish a comprehensive program that focuses on actions that address the larger issues within BTA. The template for the Action Plan is provided in the Appendix of the report. This template includes two parts:

- **Part 1 - Act 44 Performance Metric Findings Template** is where BTA should address its proposed actions to address the "Opportunities for Improvement" findings that directly affect the Act 44 performance metrics.

- **Part 2 - Other Actions to Improve Overall Performance Templates** should be used to address the "*Other Findings that Impact Overall Agency Performance*" identified during the review

Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period of time. The template provides a simple-to-follow order of key findings. BTA must select, prioritize and schedule its intended actions using the template.

BTA must submit the proposed draft Action Plan using the format provided in **Appendix A: Action Plan Improvement Strategies** to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between BTA management and the Department. The finalized Action Plan then must be approved by the BTA Board and formally submitted to PennDOT. Subsequently, BTA management must report at least quarterly to the Board and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for coming quarter(s).

York Adams Transportation Authority (YATA)
Transit Performance Review
Executive Summary

Agency Profile

Agency Name	York Adams Transportation Authority (d.b.a. YATA, rabbittransit, rabbitEXPRESS, Freedom Transit)	
Year Founded*	1974	
Reporting Fiscal Year End (FYE)	FYE 2014	
Service Area (square miles)	911	
Service Area Population	381,751	
Annual Operating Statistics	Fixed-Route Bus	Paratransit (Shared Ride + ADA)
Vehicles in Maximum Service (VOMS)	50	72
Operating Cost	$10,048,824	$4,497,668
Operating Revenues	$1,819,053	$1,989,172
Total (Actual) Vehicle Miles	1,711,704	2,033,617
Revenue Miles of Service (RVM)	1,633,650	1,721,706
Total Vehicle Hours	136,676	114,044
Revenue Vehicle Hours (RVH)	125,626	100,025
Total Passenger Trips	1,684,176	237,009
Senior Passenger (Lottery) Trips	174,154	101,482
Act 44 Performance Statistics		
Passengers / RVH	13.41	2.37
Operating Cost / RVH	$79.99	$44.97
Operating Revenue / RVH	$14.48	$19.89
Operating Cost / Passenger	$5.97	$18.98
Other Performance Statistics		
Operating Revenue / Operating Cost	18.10%	44.23%
Operating Cost / Total Vehicle Hours	$73.52	$39.44
Operating Cost / Total Vehicle Miles	$5.87	$2.21
Total Passengers / Total Vehicle Hours	12.32	2.08
Operating Cost / RVM	$6.15	$2.61
RVM / Total Vehicle Miles	95.44%	84.66%
RVH / Total Vehicle Hours	91.92%	87.71%

Source: PennDOT dotGrants 2014 reporting
*YATA was originally founded in 1974 as York Area Transportation Authority. In 1990, it was renamed the York County Transportation Authority (YCTA). In 2011, YCTA merged with Adams County Transportation Authority to become the York Adams Transportation Authority.

In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment makes transit agencies aware of improvement opportunities and identifies best practices that can be shared with other transit agencies.

The Act 44 transit performance review of York Adams Transportation Authority (d.b.a. YATA) was conducted in November 2014. The performance review focused on fixed-route bus service. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – YATA trends and a comparison of YATA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist YATA in meeting the future targets. This report also addresses the management and general efficiency and effectiveness of services.

After receipt of this performance review report, YATA will develop an action plan which identifies the steps YATA will take to meet the agreed to Act 44 performance criteria targets by FY 2019-20. The general goals are to maximize efficiency and promote cost savings, improved service quality, and increased ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by YATA management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of the report. PennDOT will work with YATA to agree on a plan which, when approved by YATA Board, will be submitted as the final action plan. YATA must report at least quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. YATA's success will be measured in part on meeting performance targets established through this review.

Act 44 Performance Determination

Act 44 performance factors were analyzed to quantify YATA's fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five year trend period from FYE 2008 to FY 2013 (the most recent NTD data available at the time of the peer selection). Peers were selected through an analytical process and were agreed to in advance by YATA.

A transit agency's performance can fall into two categories: "In Compliance" or "At Risk." The following criteria are used to make the determination:

- "At Risk" if more costly than one standard deviation **above** the peer group average in –
  - ◊ Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Cost / Passenger

- "At Risk" if worse than one standard deviation **below** the peer group average in –
  - ◊ Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

An analysis of the eight key criteria mandated by Act 44 was conducted and **it was determined that YATA is "In Compliance" for seven of the eight criteria and "At Risk" for one**. The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

In Compliance

1. The **five-year trend of passengers / revenue hour** is worse than the peer group average. This is explained, in part, by recent expansions in commuter and rural transit service both of which typically have lower boardings per hour than urban systems.
2. **FYE 2013 operating cost / revenue vehicle hour** ranks 5th out of 15 transit agencies and is better than the peer group average.
3. The **five-year trend for increase in operating cost / revenue vehicle** is worse than the peer group average. However, it averaged only 3.16% per year, a sustainable value.
4. **FYE 2013 operating revenue / revenue vehicle hour** ranks 11th out of the 15 transit agencies and is worse than the peer group average.
5. The **five-year trend for operating revenue / revenue vehicle hour** is worse than the peer group average.
6. **FYE 2013 operating cost / passenger** ranks 12th out of the 15 transit agencies and is worse than the peer group.
7. The **five-year trend for operating cost / passenger** is worse than the peer group average.

At Risk

1. **FYE 2013 passengers / revenue vehicle hour** ranks as the lowest of the transit agencies within the peer group. This is somewhat attributable to YATA providing rural fixed-route and commuter service, both of which have lower than average boardings / revenue hour than traditional urban fixed-route service.

A summary of the specific Act 44 measures and their values are presented in the following table.

Performance Criteria	Fiscal Year End	Determination	Rank (of 15)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2013	**At Risk**	15	Worse	13.76	17.92
	Trend	**In Compliance**	12	Worse	-1.09%	0.11%
Operating Cost / Revenue Hour	2013	**In Compliance**	5	Better	$78.81	$91.68
	Trend	**In Compliance**	12	Worse	3.16%	1.37%
Operating Revenue / Revenue Hour	2013	**In Compliance**	11	Worse	$14.64	$18.96
	Trend	**In Compliance**	14	Worse	-0.25%	2.37%
Operating Cost / Passenger	2013	**In Compliance**	12	Worse	$5.73	$5.19
	Trend	**In Compliance**	12	Worse	4.30%	1.36%

General Findings

In accordance with Act 44, findings are indicated as "Opportunities for Improvement" or "Best Practices." Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency. Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of YATA and may be shared with other agencies as techniques for improvement. Major themes are indicated below; detailed recommendations on how these and more detailed issues identified should be addressed are found in the body of the report.

Best Practices

1. Implementing an action plan to improve performance on "distressed routes," based on empirical data that looks at on-time performance, safety, drivers/operators, congestion, start/stop times, vehicles and ridership
2. Performing quarterly ride checks to help management identify and address safety hazards along routes to reduce accidents
3. Using AVL to monitor the impact of adjusting schedules to improve on-time performance
4. Restructuring the collective bargaining agreement to eliminate all long-term liabilities
5. Using a callback feature on YATA's phone system to manage peak call volume
6. Updating the strategic plan every three years and conducting Board retreats every two years
7. Using sensitivity training to help drivers learn how to manage difficult customers
8. Developing a formal recruitment and selection guide for hiring drivers
9. Promoting an agency-wide culture of employee and customer safety

Opportunities for Improvement

1. Develop procedures to ensure that future capital project plans are accompanied by sustainable operating budgets
2. Submit applications and invoices for projects/grants in a timely manner
3. Identify a capital financing / cash flow management strategy during construction of the new Zarfoss facility
4. Develop strategies to minimize the use of federal funding to subsidize operating costs
5. Explore opportunities to improve on-time performance (OTP) through changes in schedules, routes or modification of dwell times
6. Develop mechanisms to track and report maintenance trends
7. Reevaluate organization of management team to establish clear job descriptions and lines of responsibility
8. Modify customer complaint handling procedures to automatically follow up with customers
9. Develop a strategic IT plan
10. Expand marketing plan to include metrics such as expected benefits, costs and a complete budget by marketing effort
11. Perform a benefit/cost analysis to assess the potential of installing registering fareboxes in vehicles stored at rural satellite locations

12. Continue to seek ways to ensure Board makeup reflects demographic makeup of the community
13. Find effective ways to ensure employees at satellite locations can provide feedback to management team
14. Develop formal protocols to conduct routine emergency response training with all employees at all satellite locations

Financial Review

York and Adams Counties, as well as the Wareheim and Gettysburg Foundations contribute monies to satisfy YATA's local match funding requirement. YATA currently has a balanced operating budget though it is heavily reliant on the use of federal funds for operations. YATA projections of service levels indicate that YATA plans to maintain a balanced budget through the use of carryover funds. YATA had $2,305,939 available in state 1513 carryover funds and $753,138 in local carryover funds at the end of FYE 2013. This amounts to state reserves equal to 17.2% of YATA's annual operating cost. By the end of FYE 2014, state carryover subsidies decreased to $2,179,619 and local carryover subsidies increased to $881,770 respectively. YATA's 5 year operating budget projection indicates that it will deplete all federal, state and local carryover funds by FYE 2019. Management should continue to take appropriate actions to control costs, achieve farebox recovery goals, and sustain cash reserves to maintain YATA's overall financial health.

Five-Year Performance Targets

This transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of "performance targets" has been established and detailed below. These performance targets are required to comply with Act 44 and represent minimum performance levels that YATA should work to achieve for each Act 44 performance criteria during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited PennDOT dotGrants information available (FYE 2014). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2012 Actual	2013 Actual	2014 Actual	2019 Target	
Passengers / Revenue Hour	13.07	13.76	13.41	14.23	1.0%
Operating Cost / Revenue Hour	$75.14	$78.81	$79.99	$101.56	3.0%
Operating Revenue / Revenue Hour	$13.69	$14.64	$14.48	$15.22	1.0%
Operating Cost / Passenger	$5.75	$5.73	$5.97	$6.93	2.0%

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that YATA "…shall develop and submit to the Department within 90 days…a strategic action plan that focuses on continually improving the system to achieve the established minimum performance targets." The action plan should outline corrective action that will be taken to address "Opportunities for Improvement" – as prioritized by the YATA oversight board and management.

Functional area "Opportunities for Improvement" are areas in which improvement may result in cost savings, improved service quality, and ridership and/or revenue increases. Improvements in these areas will assist in the achievement of the performance targets by directly addressing areas that affect Act 44 performance criteria. It should be noted that many functional areas are interrelated, and the action plan should establish a comprehensive program that focuses on actions that address the larger issues within YATA.

The template for the Action Plan has been provided as an Appendix to the full report. This template includes two parts:

- **Part 1- Act 44 Performance Metric Findings Template** is where YATA should address its proposed actions to address the "*Opportunities for Improvement*" findings that directly affect the Act 44 performance metrics
- **Part 2- Other Actions to Improve Overall Performance Templates** should be used to address the "*Other Findings that Impact Overall Agency Performance*" identified during the review

Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period of time. The template provides a simple-to-follow order of key findings. YATA must select, prioritize and schedule its intended actions using the template.

YATA must submit the proposed draft Action Plan using the format provided in **Appendix A: Action Plan Improvement Strategies** of the full report to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between YATA's management and the Department. The finalized Action Plan then must be approved by the YATA Board and formally submitted to PennDOT. Subsequently, YATA management must report at least quarterly to the Board and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for coming quarter(s).

Carbon County Community Transit (CCCT)
Transit Performance Review
Executive Summary

Agency Profile

Agency Name	Carbon County Community Transit (d.b.a. CCCT, The Lynx)	
Reporting Fiscal Year End (FYE)	FYE 2013	
Annual Operating Statistics	Fixed-Route Bus	Paratransit (Shared Ride + ADA)
Vehicles in Maximum Service (VOMS)	1	15
Operating Cost	$101,744	$1,965,374
Operating Revenues	$1,394	$1,765,375
Total (Actual) Vehicle Miles	34,900	854,485
Revenue Miles of Service (RVM)	33,156	683,500
Total Vehicle Hours	2,080	37,474
Revenue Vehicle Hours (RVH)	1,780	36,450
Total Passenger Trips	6,101	62,148
Senior Passenger (Lottery) Trips	4,725	31,930
Act 44 Performance Statistics		
Passengers / RVH	3.43	1.71
Operating Cost / RVH	$57.16	$53.92
Operating Revenue / RVH	$0.78	$48.43
Operating Cost / Passenger	$16.68	$31.62
Other Performance Statistics		
Operating Revenue / Operating Cost	1.37%	89.82%
Operating Cost / Total Vehicle Hours	$48.92	$52.45
Operating Cost / Total Vehicle Miles	$2.92	$2.30
Total Passengers / Total Vehicle Hours	2.93	1.66
Operating Cost / RVM	$3.07	$2.88
RVM / Total Vehicle Miles	95.00%	79.99%
RVH / Total Vehicle Hours	85.58%	97.27%

Source: PennDOT dotGrants 2013 reporting

In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment makes transit agencies aware of improvement opportunities and identifies best practices that can be shared with other transit agencies.

The Act 44 transit performance review of Carbon County Community Transit (d.b.a. CCCT) was conducted in November 2014. The performance review focused on fixed-route bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – CCCT trends and a comparison of CCCT to peers, targets for future performance (performance reviews are conducted on a five -year cycle), and opportunities for improvement which should assist CCCT in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

After receipt of this performance review report, CCCT will develop an action plan which identifies the steps CCCT will take to meet the agreed to Act 44 performance criteria targets by FY 2018-19. The general goals are to maximize efficiency and promote cost savings, improved service quality, and increased ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by CCCT management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of this report. PennDOT will work with CCCT to agree on a plan which, when approved by CCCT Board, will be submitted as the final action plan. CCCT must report at least quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. CCCT's success will be measured in part on meeting performance targets established through this review.

Act 44 Performance Determination

Act 44 performance factors were analyzed to quantify CCCT's fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five-year trend period from FYE 2007 to FYE 2012 (the most recent NTD data available at the time of the peer selection). Peers were selected through an analytical process and were agreed to in advance by CCCT.

A transit agency's performance can fall into two categories: "In Compliance" or "At Risk." The following criteria are used to make the determination:

- "At Risk" if more costly than one standard deviation **above** the peer group average in –
  - ◊ Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Cost / Passenger

- "At Risk" if worse than one standard deviation **below** the peer group average in –
  - ◊ Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

If the agency falls outside of these prescribed boundaries, it is considered "At Risk" for that factor and must improve as agreed upon between PennDOT and the agency.

An analysis of the eight key criteria mandated by Act 44 was conducted and **it was determined that CCCT is "In Compliance" for all eight of the eight criteria and "At Risk" for none**. The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

In Compliance

1. **FYE 2012 passengers / revenue vehicle hour** ranks 5th of the 7 transit agencies in the peer group and is worse than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is worse than average, is declining steeply, and ranks 6th out of the 7 transit agencies in the peer group.
3. **FYE 2012 operating cost / revenue vehicle hour** is better than average and ranks as the 3rd least costly of the 7 peer agencies.
4. The **five-year trend for operating cost / revenue vehicle hour** is better than average and ranks 3rd best of the 7 transit agencies in the peer group.
5. **FYE 2012 operating revenue / revenue vehicle hour** is the lowest of the peer group.
6. The **five-year trend for operating revenue/ revenue vehicle hour** ranks at number 1 and is much better than the peer group average.
7. **FYE 2012 operating cost / passenger** is the 4th highest of the peer group and is lower than the peer group average.
8. The **five-year trend for operating cost / passenger** is very close to the peer group average and ranks 5th out of the 7 transit agencies.

At Risk

1. None.

A summary of the specific Act 44 measures and their values are presented in the following table.

Performance Criteria	Fiscal Year End	Determination	Rank (of 7)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2012	**In Compliance**	5	Worse	4.56	5.57
	Trend	**In Compliance**	6	Worse	-5.35%	-3.01%
Operating Cost / Revenue Hour	2012	**In Compliance**	3	Better	$55.69	$71.63
	Trend	**In Compliance**	3	Better	2.17%	4.20%
Operating Revenue / Revenue Hour	2012	**In Compliance**	7	Worse	$1.50	$4.45
	Trend	**In Compliance**	1	Better	10.42%	1.13%
Operating Cost / Passenger	2012	**In Compliance**	4	Better	$12.20	$14.30
	Trend	**In Compliance**	5	Worse	7.95%	7.94%

General Findings

In accordance with Act 44, findings are indicated as "Opportunities for Improvement" or "Best Practices." Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency. Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of CCCT and may be shared with other agencies as techniques for improvement. Major themes are indicated below; detailed recommendations on how these and more detailed issues identified should be addressed are found in the body of the report.

Best Practices

1. Incorporating performance standards into shared-ride service delivery contracts including minimum passenger trips per hour (productivity) and financial incentives for productivity exceeding minimum standards
2. Outsourcing management of its operations given the size of CCCT's service
3. Coordinating with LANta on joint procurement opportunities

Opportunities for Improvement to Address in Part 1 of the Action Plan

1. Define clearly the governance roles, responsibilities and reporting expectations between the Carbon County Board of Commissioners, LANta's Board and management
2. Designate a county staff member to oversee and report to the Commission on CCCT performance
3. Develop a comprehensive strategic plan that includes a comprehensive marketing plan and budget, a formal set of performance goals and a regular report on agency performance for review by the Carbon County Commission, and an assessment of the effectiveness of fixed-ride service and adjust CCCT service to better meet customer needs
4. Create a transit development plan (TDP) to improve fixed-route service and ridership
5. Promote the new CCCT website from the County website and make a link available from the LANta website homepage
6. Explore the potential of generating revenues from bus advertising
7. Assess the potential benefits and costs of adding cameras when purchasing new vehicles
8. Reduce or eliminate the need to use fixed-route funding to subsidize shared-ride service
9. Conduct a comprehensive assessment of CCCT's shared-ride service to identify potential cost saving strategies that could eliminate its operating loss and minimize the need for fare increases
10. Incorporate operating performance standards into future service delivery contracts

Financial Review

Carbon County contributes monies to the CCCT to help cover operational funding requirements. CCCT has used all of those amounts, in any given year, to balance its budget and comply with state requirements. Fixed-route farebox revenues as a percentage of operating cost is much lower than that in similar-sized transit systems in the Commonwealth, typically hovering between 1% and 2%. Actual fixed-route full fares are $1.50. Because the majority of passengers are seniors who ride free and there are few fare paying passengers, the result is a very low farebox recovery ratio.

CCCT uses fixed-route subsidies from the USDOT, the County and from the Commonwealth to help cover a portion of the losses in its shared-ride operations. CCCT uses 74% of its fixed-route 1513 state funds to

subsidize the shared-ride program. No other Pennsylvania transit system in the peer group used for the Act 44 comparison uses more than 30% of its fixed-route funds to subsidize shared-ride expenses, and most do not use any fixed-route funding for this purpose. This use of fixed-route funding to subsidize shared-ride service severely limits potential investments that could improve the performance of CCCT fixed-route service.

CCCT's overall financial health is poor. This is largely attributable to losses in its shared-ride operations. Shared-ride operations account for approximately 95% of CCCT's total operating costs. CCCT's current liabilities exceed its current assets. This has been the case since at least 2008. If CCCT were an independent transit authority, its situation would be dire. The reason it is not bankrupt is because it has a line of credit form Carbon County and unpaid monies due to LANta which has not forced collection. Furthermore, CCCT's fixed-route program will experience additional cost increases as operating costs are expected to rise by more than 30% in FYE 2015 based on new contract terms with Easton Coach. Management should take appropriate actions to control costs, address losses in its shared-ride operation, and improve fixed-route farebox recovery so as to improve CCCT's overall financial health.

Five-Year Performance Targets

The transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of "performance targets" has been established and detailed below. These performance targets are required to comply with Act 44 and represent minimum performance levels that CATA should work to achieve for each Act 44 performance criteria during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited "dotGrants" information available (FYE 2013). Standards were extrapolated to FYE 2019 and are designed to be aggressive, yet achievable. They are summarized as follows:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2011 Actual	2012 Actual	2013 Actual	2019 Target	
Passengers / Revenue Hour	4.12	4.56	3.43	4.59	5.0%
Operating Cost / Revenue Hour	$54.85	$55.69	$57.16	$68.25	3.0%
Operating Revenue / Revenue Hour	$0.90	$1.50	$0.78	$1.05	5.0%
Operating Cost / Passenger	$13.30	$12.20	$16.68	$14.77	-2.0%

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that CCCT "…shall develop and submit to the Department within 90 days…a strategic action plan that focuses on continually improving the system to achieve the established minimum performance targets." The action plan should outline corrective action that will be taken to address "Opportunities for Improvement" – as prioritized by the Carbon County Board of Commissioners and management.

Functional area "Opportunities for Improvement" are areas in which improvement may result in cost savings, improved service quality, and ridership and/or revenue increases. Improvements in these areas will assist in the achievement of the performance targets by directly addressing areas that affect Act 44 performance criteria. It should be noted that many functional areas are interrelated, and the action plan should establish a comprehensive program that focuses on actions that address the larger issues within CCCT.

The template for the Action Plan has been provided as an Appendix to the full report. This template includes two parts:

- **Part 1- Act 44 Performance Metric Findings Template** is where CCCT should address its proposed actions to address the "*Opportunities for Improvement*" findings that directly affect the Act 44 performance metrics.
- **Part 2- Other Actions to Improve Overall Performance Template** should be used to address the *"Other Findings that Impact Overall Agency Performance*" identified.

Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period of time. The template provides a simple-to-follow order of key findings. CCCT must select, prioritize and schedule its intended actions using the template.

CCCT must submit the proposed draft Action Plan using the format provided in **Appendix A: Action Plan Improvement Strategies** to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between CCCT management and the Department. The finalized Action Plan then must be approved by the Carbon County Board of Commissioners and formally submitted to PennDOT. Subsequently, CCCT management must report at least quarterly to the Commissioners and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for coming quarter(s).

Westmoreland County Transit Authority (WCTA)
Transit Performance Review
Executive Summary

Agency Profile

Agency Name	Westmoreland County Transit Authority (d.b.a. WCTA)	
Reporting Fiscal Year End (FYE)	FYE 2014	
Service Area (square miles)	668	
Service Area Population	296,066	
Annual Operating Statistics	Fixed-Route Bus	Paratransit (Shared Ride + ADA)
Vehicles in Maximum Service (VOMS)	31	48
Operating Cost	$5,266,130	$6,033,395
Operating Revenues	$1,519,437	$4,437,384
Total (Actual) Vehicle Miles	1,367,397	2,437,598
Revenue Miles of Service (RVM)	912,292	2,175,124
Total Vehicle Hours	61,257	158,973
Revenue Vehicle Hours (RVH)	45,142	147,266
Total Passenger Trips	547,671	235,057
Senior Passenger (Lottery) Trips	72,967	128,533
Act 44 Performance Statistics		
Passengers / RVH	12,13	1.60
Operating Cost / RVH	$116.66	$40.97
Operating Revenue / RVH	$33.66	$30.13
Operating Cost / Passenger	$9.62	$25.67
Other Performance Statistics		
Operating Revenue / Operating Cost	28.85%	73.55%
Operating Cost / Total Vehicle Hours	$85.97	$37.95
Operating Cost / Total Vehicle Miles	$3.85	$2.48
Total Passengers / Total Vehicle Hours	8.94	1.48
Operating Cost / RVM	$5.77	$2.77
RVM / Total Vehicle Miles	66.72%	89.23%
RVH / Total Vehicle Hours	73.69%	92.64%

Source: PennDOT dotGrants 2014 reporting

In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment makes transit agencies aware of improvement opportunities and identifies best practices that can be shared with other transit agencies.

The Act 44 transit performance review of Westmoreland County Transit Authority (d.b.a. WCTA) was conducted in March 2015. The performance review focused on fixed-route bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – WCTA trends and a comparison of WCTA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist WCTA in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

After receipt of this performance review report, WCTA will develop an action plan which identifies the steps WCTA will take to meet the agreed to Act 44 performance criteria targets by FY 2019-20. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by WCTA management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of this report. PennDOT will work with WCTA to agree on a plan which, when approved by the WCTA Board, will be submitted as the final action plan. WCTA must report at least quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. WCTA's success will be measured, in part, on meeting performance targets established through this review.

Act 44 Performance Determination

Act 44 performance factors were analyzed to quantify WCTA's fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five year trend period from FYE 2008 to FYE 2013 (the most recent NTD data available at the time of the peer selection). Peers were selected through an analytical process and were agreed to in advance by WCTA.

A transit agency's performance can fall into two categories: "In Compliance" or "At Risk." The following criteria are used to make the determination:

- "At Risk" if more costly than one standard deviation **above** the peer group average in –
  - ◊ Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Cost / Passenger

- "At Risk" if worse than one standard deviation **below** the peer group average in –
  - ◊ Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

If the agency falls outside of these prescribed boundaries, it is considered "At Risk" for that factor and must improve as agreed upon between PennDOT and the agency.

An analysis of the eight key criteria mandated by Act 44 was conducted and **it was determined that WCTA is "In Compliance" for seven of the eight criteria and "At Risk" for one**. The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

In Compliance

1. **FYE 2013 passengers / revenue vehicle hours** ranks 8th out of the 13 transit agencies and is worse than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is better than the peer group average.
3. The **five-year trend for increase in operating revenue / revenue vehicle hour** is much worse than the peer group average.
4. **FYE 2013 operating revenue / revenue vehicle hours** ranks 3rd out of the 13 transit agencies and is better than the peer group average.
5. The **five-year trend for operating revenue / revenue vehicle hour** is better than the peer group average. This is due to an increase in commuter ridership following a rise in parking rates for the City of Pittsburgh.
6. **FYE 2013 operating cost / passenger** ranks 10th out of the 13 transit agencies and is worse than the peer group average.
7. The **five-year trend for operating cost / passenger** is better than the peer group average.

At Risk

1. **FYE 2013 operating cost / revenue vehicle hour** ranks 13th out of the 13 transit agencies and is worse than the peer group average. This is due, in part, to significant deadhead on returning commuter routes and increased costs from deferred maintenance for the fixed-route fleet.

A summary of the specific Act 44 measures and their values are presented in the following table.

Performance Criteria	Fiscal Year End	Determination	Rank (of 13)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2013	In Compliance	8	Worse	12.53	12.64
	Trend	In Compliance	5	Better	4.85%	3.37%
Operating Cost / Revenue Hour	2013	At Risk	13	Worse	$114.41	$82.24
	Trend	In Compliance	8	Worse	3.46%	2.33%
Operating Revenue / Revenue Hour	2013	In Compliance	3	Better	$30.33	$20.72
	Trend	In Compliance	5	Better	8.55%	5.78%
Operating Cost / Passenger	2013	In Compliance	10	Worse	$9.13	$7.24
	Trend	In Compliance	7	Better	-1.32%	-0.62%

General Findings

In accordance with Act 44, findings are indicated as "Opportunities for Improvement" or "Best Practices." Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency. Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of WCTA and may be shared with other agencies as techniques for improvement.

Best Practices

1. Use of an Interoperability Agreement increases WCTA market presence in the Greater Pittsburgh area
2. Maintains open communication with the service contractor with weekly meetings that discuss service issues, review driver complaints, and conduct occasional maintenance walkthroughs
3. Administrative staff takes a proactive role in contractor oversight and reporting
4. WCTA fixed-route fleet is directly linked to local emergency services for an improved response time

Opportunities for Improvement

1. Strategize and determine how to tackle the significant deadhead from commuter routes.
2. Consider limiting ADA service to only 0.75 mile of fixed-route service through Westmoreland County, and an expansion of PwD for certain trips outside the ADA service area
3. Explore ways to align shared-ride costs with shared-ride revenues
4. Develop a prioritized fixed-stop system that matches current service demands, inform passengers of transfer locations, and provide an accessible online system map
5. Develop online trip planning services
6. Expand WCTA range of service metrics to include transit variables for future performance monitoring of fixed-route service
7. Establish performance standards to measure and evaluate current practices
8. Update WCTA transit development plan to demonstrate agency responsiveness to service needs for transit in Westmoreland County
9. Develop a quality control program for outsourcing maintenance needs
10. Coordinate a partnership with PAAC for large-scale repairs and heavy maintenance needs
11. Utilize PennDOT provided PennTRAIN board training
12. Form standing Board Committees and meet quarterly
13. Create attendance requirements for Board participation
14. Establish a formal annual performance review process for the Executive Director

15. Develop formal succession plan for all key positions
16. Update WCTA strategic plan every five years
17. Develop comprehensive marketing plan
18. Ensure drivers receive formal customer service training
19. Develop and implement a formal annual driver evaluation process
20. Revisit the transfer facility design and evaluate alternative departures scenarios
21. Look into vehicle refurbishment and corrective actions to correct rust damage and prevent further deterioration
22. Coordinate with the Southwestern Pennsylvania Commission (SPC) for transportation planning

Financial Review

Westmoreland County and 32 Westmoreland municipalities contribute monies for WCTA's local match funding requirements. Per PennDOT dotGrants, WCTA has a balanced operating budget. WCTA projections of service levels and budget indicate that WCTA plans to maintain a balanced budget over the next five years. WCTA had $1,070,429 in state 1513 carryover funds and $87,060 in local carryover funds at the end of FYE 2013. This amounts to state reserves equal to 33.1% of WCTA's annual operating cost. By the end of 2014, state and local carryover subsidies had increased to $1,148,591 and $86,102 respectively. Management should continue to take appropriate actions to control costs, achieve farebox recovery goals, and sustain cash reserves to maintain WCTA's overall financial health.

Five-Year Performance Targets

This transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of "performance targets" has been established and detailed below. These performance targets are required to comply with Act 44 and represent minimum performance levels that WCTA should work to achieve for each Act 44 performance criteria during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited "dotGrants" information available (FYE 2014). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2012 Actual	2013 Actual	2014 Actual	2020 Target	
Passengers / Revenue Hour	12.37	12.53	12.13	12.88	1.0%
Operating Cost / Revenue Hour	$111.27	$114.41	$116.66	$139.29	3.0%
Operating Revenue / Revenue Hour	$24.63	$30.33	$33.66	$35.37	1.0%
Operating Cost / Passenger	$9.00	$9.13	$9.62	$10.83	2.0%

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that WCTA "…shall develop and submit to the Department within 90 days…a strategic action plan that focuses on continually improving the system to achieve the established minimum performance targets." The action plan should outline corrective action that will be taken to address "Opportunities for Improvement" as prioritized by the WCTA oversight board and management.

Functional area "Opportunities for Improvement" are areas in which improvement may result in cost savings, improved service quality, and ridership and/or revenue increases. Improvements in these areas will assist in the achievement of the performance targets by directly addressing areas that affect Act 44 performance criteria. It should be noted that many functional areas are interrelated, and the action plan should establish a comprehensive program that focuses on actions that address the larger issues within WCTA.

The template for the Action Plan has been provided as an Appendix to the full report. This template includes two parts:

- **Part 1- Act 44 Performance Metric Findings Templates** is where WCTA should address its proposed actions to address the "*Opportunities for Improvement*" findings that directly affect the Act 44 performance metrics
- **Part 2- Other Actions to Improve Overall Performance Templates** should be used to address the "*Other Findings that Impact Overall Agency Performance*" identified during the review.

Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period of time. The template provides a simple-to-follow order of key findings. WCTA must select, prioritize and schedule its intended actions using the template.

WCTA must submit the proposed draft Action Plan using the format provided in Appendix A: Action Plan Improvement Strategies to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between WCTA management and the Department. The finalized Action Plan then must be approved by the WCTA Board and formally submitted to PennDOT. Subsequently, WCTA management must report at least quarterly to the Board and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for coming quarter(s).

Lower Anthracite Transit Authority (LATS)
Transit Performance Review
Executive Summary

Agency Profile

Agency Name	Lower Anthracite Transit Authority (d.b.a. LATS)
Year Founded	1982
Reporting Fiscal Year End (FYE)	FYE 2015
Service Area (square miles)	56
Service Area Population	33,000
Annual Operating Statistics	Fixed-Route Bus
Vehicles in Maximum Service (VOMS)	3
Operating Cost	$290,371
Operating Revenues	$11,567
Total (Actual) Vehicle Miles	72,498
Revenue Miles of Service (RVM)	61,273
Total Vehicle Hours	5,624
Revenue Vehicle Hours (RVH)	5,058
Total Passenger Trips	29,205
Senior Passenger (Lottery) Trips	13,103
Act 44 Performance Statistics	
Passengers / RVH	5.77
Operating Cost / RVH	$57.41
Operating Revenue / RVH	$2.29
Operating Cost / Passenger	$9.94
Other Performance Statistics	
Operating Revenue / Operating Cost	3.98%
Operating Cost / Total Vehicle Hours	$51.63
Operating Cost / Total Vehicle Miles	$4.01
Total Passengers / Total Vehicle Hours	5.19
Operating Cost / RVM	$4.74
RVM / Total Vehicle Miles	84.52%
RVH / Total Vehicle Hours	89.94%

Source: PennDOT dotGrants 2015 reporting

In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment identifies best practices that can be shared with other transit agencies and makes transit agencies aware of improvement opportunities.

The Act 44 transit performance review of the Lower Anthracite Transit System (d.b.a. LATS) was conducted in August 2015. The performance review focused on fixed-route bus service. This report addresses the performance criteria that Act 44 established, specifically related to fixed-route bus services. Also addressed are, LATS trends and a comparison of LATS to peers, targets for future performance, and opportunities for improvement which should assist LATS in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

On the basis of this performance report, LATS will develop an action plan that identifies the steps LATS will take to meet the agreed to Act 44 performance criteria targets by FY 2019-20. The general goals are to maximize efficiency and promote cost savings, improved service quality, and increased ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by LATS management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of this report. PennDOT will work with LATS to agree on a plan which, when approved by the LATS governing body, the Borough Council, will be submitted as the final action plan. At the very least, LATS must report quarterly to the Borough Council and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. LATS' success will be measured in part on meeting performance targets established through this review.

Background

When interpreting LATS historical trends, there are two important issues to be considered. First, PennDOT made adjustments to LATS state funding based on overstated senior and total ridership from FYE 2006 through FYE 2012. Senior and total ridership are two components used in the allocation of state funding for the section 1513 Operating Assistance and section 1517 Capital Improvement Programs. As a result, in August of 2014, LATS had to repay $229,111 of section 1513 and $34,398 of section 1517 funds. Reported passenger values in this report for FYE 2012 and before are based on revised estimates developed by the Department. Second, LATS procured a new operations contractor in 2014 based on suspicion that the former contractor had been overbilling LATS for services provided. The contract with the new operator is at a much lower cost per hour of service than the former, causing a large variance in LATS historical cost trends.

Act 44 Performance Determination

Act 44 performance factors were analyzed to quantify LATS' fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five-year trend period from FYE 2008 to FYE 2013 (the most recent NTD data available at the time of the peer selection). Peers were selected through an

analytical process and were agreed to by LATS.

A transit agency's performance can fall into two categories: "In Compliance" or "At Risk." The following criteria are used to make the determination:

- "At Risk" if more costly than one standard deviation **above** the peer group average in –
  - ◊ Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Cost / Passenger

- "At Risk" if performing worse than one standard deviation **below** the peer average in –
  - ◊ Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

If the agency falls outside of these prescribed boundaries, it is considered "At Risk" for that factor and must improve as agreed upon between PennDOT and the agency.

An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that **LATS is "In Compliance" for all eight criteria and "At Risk" for none**. The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

In Compliance

1. **FYE 2013 passengers / revenue vehicle hour** ranks 4th of the 7 transit agencies in the peer group and is worse than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is the best of the peer group average.
3. **FYE 2013 operating cost / revenue vehicle hour** ranks 2nd out of the 7 agencies and is better than the peer group average.
4. The **five-year trend for operating cost / revenue vehicle hour** is better than the peer group average.
5. **FYE 2013 operating revenue / revenue vehicle hour** ranks 6th out of the 7 transit agencies and is worse than the peer group average.
6. The **five-year trend for operating revenue/ revenue vehicle hour** is worse than the peer group average.
7. **FYE 2013 operating cost / passenger** ranks 3rd out of the 7 transit agencies and is better than the peer group average.
8. The **five-year trend for operating cost / passenger** is better than the peer group average.

At Risk

1. None.

A summary of the specific Act 44 measures and their values are presented in the following table.

Performance Criteria		Determination	Rank (of 11)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2013	In Compliance	4	Worse	4.81	5.01
	Trend	In Compliance	1	Better	2.58%	-3.06%
Operating Cost / Revenue Hour	2013	In Compliance	2	Better	$51.85	$65.15
	Trend	In Compliance	1	Better	-10.49%	0.43%
Operating Revenue / Revenue Hour	2013	In Compliance	6	Worse	$2.65	$5.35
	Trend	In Compliance	2	Better	9.09%	3.60%
Operating Cost / Passenger	2013	In Compliance	3	Better	$10.77	$14.76
	Trend	In Compliance	1	Better	-12.75%	4.12%

General Findings

In accordance with Act 44, findings are indicated as “best practices” or “opportunities for improvement.” Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of LATS and may be shared with other agencies as techniques for improvement. Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency.

Best Practices

1. Targeting the region’s largest employer and developing a successful seasonal rider base
2. Executive Director rides the routes on a weekly basis and actively engages passengers

Opportunities for Improvement to Address in the Action Plan

1. Coordinate with PennDOT to develop an ADA program that meets federal requirements
2. Complete PennTRAIN Board training
3. Provide monthly status briefings and report to the Borough Council
4. Start the process for selecting the next contracted service contract well before the current contract is set to expire
5. Develop protocols to monitor and report missed service
6. Develop a marketing plan
7. Improve oversight of contractor preventative maintenance practices
8. Develop website that includes a system map, fares, route and schedule information
9. Evaluate the potential of route guarantee funding with Knoebel’s Amusement Resort
10. Improve security for farebox revenue handling
11. Routinely test and evaluate TDP recommendations
12. Coordinate with the Borough of Mount Carmel to develop a succession plan
13. Explore technical resource sharing opportunities with SEDA-COG

Financial Review

Northumberland County, the Borough of Mount Carmel, and the surrounding municipalities contribute monies for LATS' local match funding requirements. LATS has no outstanding debt or line of credit. LATS has a balanced operating budget. LATS had $369,995 available in state 1513 carryover funds and $10,526 in local carryover funds at the end of FYE 2014. This amounts to state reserves equal to 112.4% of LATS' annual operating expenses. By the end of FYE 2015, state carryover subsides had decreased to $146,624 and local carryover subsidies had decreased to $4,844.

During FYE 2015, LATS 1513 reserves decreased greatly. This was because in August of 2014, PennDOT adjusted LATS' state funding for section 1513 Operating Assistance and section 1517 Capital Improvement Programs. The adjustments were necessary due to LATS overstating their senior citizen passenger counts from fiscal year 2005-06 through 2012-13. The funding adjustments resulted in LATS repaying $229,111 of section 1513 funding and $34,398 of section 1517 funding. In order to maintain overall financial health, LATS management should continue to take appropriate actions to control costs, achieve farebox recovery goals and build cash reserves.

Five-Year Performance Targets

This transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of "performance targets" has been established. These performance targets are required to comply with Act 44 performance criteria and represent the minimum performance levels that LATS should work to achieve during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current unaudited PennDOT dotGrants information available (FYE 2015). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2013 Actual	2014 Actual	2015 Unaudited	2020 Target	
Passengers / Revenue Hour	4.81	5.70	5.77	6.37	2.0%
Operating Cost / Revenue Hour	$51.85	$65.97	$57.41	$66.55	3.0%
Operating Revenue / Revenue Hour	$2.65	$2.33	$2.29	$2.52	2.0%
Operating Cost / Passenger	$10.77	$11.58	$9.94	$10.45	1.0%

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that LATS "…shall develop and submit to the Department within 90 days…a strategic action plan that focuses on continually improving the system to achieve the established minimum performance targets." The action plan should outline corrective action that will be taken to address "Opportunities for Improvement" – as prioritized by the LATS oversight council and management.

Functional area "opportunities for improvement" are areas in which improvement may result in cost savings, improved service quality, and ridership and/or revenue increases. Achieved improvements in these areas will assist in the meeting performance targets by directly addressing areas that affect Act 44 performance criteria. It should be noted that many functional areas are interrelated, and the action plan should establish a comprehensive program that focuses on actions that address the larger issues within LATS.

An Action Plan template is provided as an appendix to this report. This template is where LATS should address its proposed actions to address the "Opportunities for Improvement" findings that directly affect the Act 44 performance metrics. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period of time. The template provides a simple-to-follow order of key findings. LATS must select, prioritize and schedule its intended actions using the template.

LATS must submit the proposed draft Action Plan to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between LATS' management and the Department. The finalized Action Plan must be approved by the LATS Borough Council and formally submitted to PennDOT. LATS' management must report quarterly to the Borough Council and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for upcoming quarter(s).

City of Hazleton—Hazleton Public Transit (HPT)
Transit Performance Review
Executive Summary

Agency Profile

Agency Name	City of Hazleton—Hazleton Public Transit (d.b.a. HPT)	
Year Founded	1982	
Reporting Fiscal Year End (FYE)	FYE 2014	
Service Area (square miles)	144	
Service Area Population	58,043	
Annual Operating Statistics	Fixed-Route Bus	Paratransit (Shared Ride + ADA)
Vehicles in Maximum Service (VOMS)	8	4
Operating Cost	$2,196,453	$351,974
Operating Revenues	$221,468	$34,152
Total (Actual) Vehicle Miles	375,767	77,959
Revenue Miles of Service (RVM)	375,767	54,337*
Total Vehicle Hours	28,865	8,682*
Revenue Vehicle Hours (RVH)	28,865	6,052*
Total Passenger Trips	217,520	11,862
Senior Passenger (Lottery) Trips	64,187	0
Act 44 Performance Statistics		
Passengers / RVH	7.54	1.96
Operating Cost / RVH	$76.09	$58.16
Operating Revenue / RVH	$7.67	$5.64
Operating Cost / Passenger	$10.10	$29.67
Other Performance Statistics		
Operating Revenue / Operating Cost	10.08%	9.70%
Operating Cost / Total Vehicle Hours	$76.09	$40.54
Operating Cost / Total Vehicle Miles	$5.85	$4.51
Total Passengers / Total Vehicle Hours	7.54	1.37
Operating Cost / RVM	$5.85	$6.48
RVM / Total Vehicle Miles	100.00%	69.70%
RVH / Total Vehicle Hours	100.00%	69.71%

Source: PennDOT dotGrants 2014 reporting
*Values reported in dotGrants are incorrect. Paratransit RVM reported did not exclude deadhead and RVH reported is Live Miles. Estimated values are used in this summary.

In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment identifies best practices that can be shared with other transit agencies and makes transit agencies aware of improvement opportunities.

The Act 44 transit performance review of the Hazleton Public Transit (d.b.a. HPT) was conducted in September 2-3rd, 2015. The performance review focused on fixed-route bus service. This report addresses the performance criteria that Act 44 established, specifically related to fixed-route bus service. Also addressed are, HPT trends and comparisons with HPT peers, targets for future performance, and opportunities for improvement that should assist HPT in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

On the basis of this performance report, HPT will develop an action plan which identifies the steps HPT will take to meet the agreed upon Act 44 performance criteria targets by FY 2019-20. The general goals are to maximize efficiency and promote cost savings, maximize service quality, and maximize ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by HPT's management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of this report. PennDOT will work with HPT to agree on a plan which, when approved by the HPT Board, will be submitted as the final action plan. HPT must report quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. HPT's success will be measured in part on meeting performance targets established through this review.

Act 44 Performance Determination

Act 44 performance factors were analyzed to quantify HPT's fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five-year trend period from FYE 2008 to FYE 2013 (the most recent NTD data available at the time of the peer selection). Peers were selected through an analytical process and were agreed to in advance by HPT.

A transit agency's performance can fall into two categories: "In Compliance" or "At Risk." The following criteria are used to make the determination:

- "At Risk" if more costly than one standard deviation **above** the peer group average in –
  - ◊ Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Cost / Passenger

- "At Risk" if worse than one standard deviation **below** the peer group average in –
  - ◊ Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - ◊ Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

If the agency falls outside of these prescribed boundaries, it is considered "At Risk" for that factor and must improve as agreed upon between PennDOT and the agency.

An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that **HPT is "In Compliance" for three criteria and "At Risk" for five**. The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

In Compliance

1. **FYE 2013 operating cost / revenue vehicle hour** ranks 12th out of the 14 transit agencies and is worse than the peer group average.
2. **FYE 2013 operating revenue / revenue vehicle hour** ranks 10th out of the 14 transit agencies and is worse than the peer group average.
3. The **five-year trend for operating revenue / revenue vehicle hour** is better than the peer group average. This is due, in part, to rents collected starting in 2010.

At Risk

1. **FYE 2013 passengers / revenue vehicle hour** ranks 13th out of the 14 transit agencies and is worse than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is worse than the peer group average.
3. The **five-year trend for increase in operating cost / revenue vehicle hour** is worse than the peer group average.
4. **FYE 2013 operating cost / passenger** ranks 14th out of the 14 transit agencies and is worse than the peer group average.
5. The **five-year trend for operating cost / passenger** is worse than the peer group average.

A summary of the specific Act 44 measures and their values are presented in the following table.

Performance Criteria	Fiscal Year End	Determination	Rank (of 14)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2013	**At Risk**	13	Worse	7.53	12.25
	Trend	**At Risk**	13	Worse	-3.10%	1.52%
Operating Cost / Revenue Hour	2013	**In Compliance**	12	Worse	$76.39	$63.55
	Trend	**At Risk**	13	Worse	5.47%	2.49%
Operating Revenue / Revenue Hour	2013	**In Compliance**	10	Worse	$7.23	$10.80
	Trend	**In Compliance**	3	Better	7.80%	1.74%
Operating Cost / Passenger	2013	**At Risk**	14	Worse	$10.15	$5.55
	Trend	**At Risk**	14	Worse	8.85%	1.08%

General Findings

In accordance with Act 44, findings are indicated as "best practices" or "opportunities for improvement." Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of HPT and may be shared with other agencies as techniques for improvement. Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and /or quality of service of the agency.

Best Practices

1. Use of a secure third party site for farebox reconciliation, assists in oversight of farebox revenue verification
2. Use of fleet cards to track and monitor fuel consumption
3. Coordination of major maintenance repairs with LCTA and STS
4. Coordinates pooled procurement purchases with RRTA and STS

Opportunities for Improvement to Address in Action Plan

1. Develop a TDP to address decline in ridership
2. Complete PennTRAIN Board Training
3. Develop a routine status report covering ridership, farebox recovery, changes in operational costs and customer service
4. Calibrate fleet APCs to verify manual rider counts
5. Require contractors to maintain a well-organized system for PM recordkeeping
6. Develop an OTP goal for PM, and monitor and track progress
7. Develop a strategic marketing plan
8. Develop a strategic IT plan
9. Coordinate with Lackawanna/Luzerne MPO for mapping tools and non-rider data

Financial Review

Luzerne County is the sole contributor for local money for HPT's public transportation funding requirements. HPT has no outstanding debt or line of credit, and currently has a balanced operating budget. HPT projections of service levels and budget indicate that HPT plans to maintain a balanced budget over the next five years. HPT had $2,487,092 in 1513 carryover funds available, and $552,031 in local carryover funds at the end of FYE 2013. By the end of FYE 2014, HPT had $2,770,954 available state carryover subsidies and local carryover subsides had decreased slightly to $551,879. In FYE 2015, HPT was not approved for local match by Luzerne County, and had to rely on local subsidy reserves to meet 1513 match requirements. HPT was approved for local match by Luzerne County for FYE 2016, but was only approved for operating match without additional funds for capital projects. HPT will continue to request local match from Luzerne County, but believes that only operating subsidies will be approved in future requests until local subsidy reserves are depleted. HPT will need to take appropriate actions to control costs, achieve farebox recovery goals, and maintain adequate cash reserves to sustain HPT's overall financial health.

Five-Year Performance Targets

This transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of "performance targets" has been established. These performance targets are required to comply with Act 44 performance criteria and represent the minimum performance levels that HPT should work to achieve during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited PennDOT dotGrants information available (FYE 2014). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2012 Actual	2013 Actual	2014 Actual	2020 Target	
Passengers / Revenue Hour	8.05	7.53	7.54	9.00	3.00%
Operating Cost / Revenue Hour	$69.97	$76.39	$76.09	$90.86	3.00%
Operating Revenue / Revenue Hour	$7.23	$7.23	$7.67	$9.16	3.00%
Operating Cost / Passenger	$8.69	$10.15	$10.10	$10.10	0.00%

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that HPT "…shall develop and submit to the Department within 90 days…a strategic action plan that focuses on continually improving the system to achieve the established minimum performance targets." The action plan should outline corrective action that will be taken to address "Opportunities for Improvement" – as prioritized by the HPT oversight board and management.

Functional area "opportunities for improvement" are areas in which adjustments may result in cost savings, improved service quality, and ridership and/or revenue increases. Achieved improvements in these areas will assist in meeting the performance targets by directly addressing areas that affect Act 44 performance criteria. It should be noted that many functional areas are interrelated, and the action plan should establish a comprehensive program that focuses on actions that address the larger issues within HPT.

The template for the Action Plan has been provided as an appendix to this report. This template is where HPT should address its proposed actions to address the "Opportunities for Improvement" findings that directly affect the Act 44 performance metrics. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period of time. The template provides a simple-to-follow order of key findings. HPT must select, prioritize and schedule its intended actions using the template.

HPT must submit the proposed draft Action Plan using the format provided to the Department for comment. The proposed draft Action plan may then be revised based on consultation between HPT's management and the Department. The finalized Action Plan then must be approved by the Mayor of Hazleton and formally submitted to PennDOT. At the very least, HPT's management must report on a quarterly basis to the Mayor of Hazleton and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planed for upcoming quarter(s).

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Indiana County Transit Authority
Transit Performance Review
Executive Summary

Agency Profile

Agency Name	Indiana County Transit Authority (d.b.a. IndiGO)	
Year Founded	1979	
Reporting Fiscal Year End (FYE)	FYE 2015	
Service Area (square miles)	830	
Service Area Population	89,994	
Annual Operating Statistics	Fixed-Route Bus	Paratransit (Shared Ride + ADA)
Vehicles in Maximum Service (VOMS)	18	11
Operating Cost	$2,107,213	$615,217
Operating Revenues	$685,268	$460,716
Total (Actual) Vehicle Miles	408,823	311,078
Revenue Miles of Service (RVM)	393,649	258,484
Total Vehicle Hours	31,411	14,753
Revenue Vehicle Hours (RVH)	31,324	12,289
Total Passenger Trips	436,985	27,055
Senior Passenger (Lottery) Trips	12,053	23,498
Act 44 Performance Statistics		
Passengers / RVH	13.95	2.20
Operating Cost / RVH	$67.27	$50.06
Operating Revenue / RVH	$21.88	$37.49
Operating Cost / Passenger	$4.82	$22.74
Other Performance Statistics		
Operating Revenue / Operating Cost	32.52%	74.89%
Operating Cost / Total Vehicle Hours	$67.09	$41.70
Operating Cost / Total Vehicle Miles	$5.15	$1.98
Total Passengers / Total Vehicle Hours	13.91	1.83
Operating Cost / RVM	$5.35	$2.38
RVM / Total Vehicle Miles	96.29%	83.09%
RVH / Total Vehicle Hours	99.72%	83.30%

Source: PennDOT dotGrants 2015 reporting

In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment identifies best practices that can be shared with other transit agencies and makes transit agencies aware of improvement opportunities.

The Act 44 transit performance review of the Indiana County Transit Authority (d.b.a. IndiGO) was conducted in September 29-30th, 2015. The performance review focused on fixed-route bus service. This report addresses the performance criteria that Act 44 established, specifically related to fixed-route bus service. Also addressed are, IndiGO trends and comparisons with IndiGO peers, targets for future performance, and opportunities for improvement that should assist IndiGO in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

On the basis of this performance report, IndiGO will develop an action plan which identifies the steps IndiGO will take to meet the agreed upon Act 44 performance criteria targets by FY 2019-20 (FYE 2020). The general goals are to maximize efficiency and promote cost savings, maximize service quality, and maximize ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by IndiGO's management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of this report. PennDOT will work with IndiGO to agree on a plan which, when approved by the IndiGO Board, will be submitted as the final action plan. IndiGO management must report quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. IndiGO's success will be measured, in part, on meeting performance targets established through this review.

Act 44 Performance Determination

Act 44 performance factors were analyzed to quantify IndiGO's fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five-year trend period from FYE 2008 to FYE 2013 (the most recent NTD data available at the time of the peer selection). Peers were selected through an analytical process and were agreed to in advance by IndiGO.

A transit agency's performance can fall into two categories: "In Compliance" or "At Risk." The following criteria are used to make the determination:

- At Risk" if more costly than one standard deviation **above** the peer group average in –
    - ◊ Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
    - ◊ Single-year and five-year trend for Operating Cost / Passenger

- "At Risk" if worse than one standard deviation **below** the peer group average in –
    - ◊ Single-year and five-year trend for Passengers / Revenue Vehicle Hour
    - ◊ Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

If the agency falls outside of these prescribed boundaries, it is considered "At Risk" for that factor and must improve as agreed upon between PennDOT and the agency.

An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that **IndiGO is "In Compliance" for all eight criteria and "At Risk" for none**. The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

In Compliance

1. **FYE 2013 passengers / revenue vehicle hour** ranks 11th out of the 14 transit agencies and is worse than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is better than the peer group average.
3. **FYE 2013 operating cost / revenue vehicle hour** ranks 4h out of the 14 transit agencies and is better than the peer group average.
4. The **five-year trend for change in operating cost / revenue vehicle hour** is better than the peer group average.
5. **FYE 2013 operating revenue / revenue vehicle hour** ranks 3rd out of the 14 transit agencies and is better than the peer group average.
6. The **five-year trend for operating revenue/ revenue vehicle hour** is better than the peer group average.
7. **FYE 2013 operating cost / passenger** ranks 7th out of the 14 transit agencies and is worse than the peer group average.
8. The **five-year trend for operating cost / passenger** is better than the peer group average.

At Risk

1. None.

Performance Criteria	Fiscal Year End	Determination	Rank (of 14)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2013	In Compliance	11	Worse	12.47	16.74
	Trend	In Compliance	2	Better	4.02%	1.05%
Operating Cost / Revenue Hour	2013	In Compliance	4	Better	$65.64	$79.86
	Trend	In Compliance	3	Better	-0.83%	1.55%
Operating Revenue / Revenue Hour	2013	In Compliance	3	Better	$17.74	$12.89
	Trend	In Compliance	1	Better	8.62%	2.21%
Operating Cost / Passenger	2013	In Compliance	7	Worse	$5.26	$5.03
	Trend	In Compliance	1	Better	-4.66%	0.54%

General Findings

In accordance with Act 44, findings are indicated as "best practices" or "opportunities for improvement." Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of IndiGO and may be shared with other agencies as techniques for improvement. Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and /or quality of service of the agency.

Best Practices

1. Instituted a fare policy that includes a targeted farebox recovery goal as one element to consider when setting fares
2. Negotiated a route guarantee from a private developer for service to a housing complex
3. Set up video cameras on all fixed-route and paratransit vehicles, and uses video footage for customer service as well as claim resolution
4. Video footage for all routes are randomly reviewed each month, and the results are compared to AVAIL data as a secondary method of verifying ridership
5. Established a vehicle overhaul (VOH) program that performs a benefit cost analysis on each vehicle to determine if it is worth extending useful life
6. Hired an independent CPA to perform quarterly reviews and a different CPA to conduct the annual audit
7. Appointed Board members from geographically diverse parts of Indiana County
8. Board members ride buses and interact with passengers and drivers
9. Customer service policy ensures that complaints are addressed personally and in a timely manner
10. Partnered with the Indiana County Emergency Management Agency to develop a local emergency management plan

Opportunities for Improvement to Address in Action Plan

1. Expand marketing plan to include a budget tied to a schedule and a return on investment
2. Report on the progress of the strategic plan to the Board
3. Assess shared-ride program costs and fare pricing to identify strategies that recover more of the actual cost of shared-ride service
4. Develop a system map depicting all available service within Indiana County
5. Update the transit development plan (TDP) every five years to account for changes within the service area
6. Evaluate the potential of advertising on bus shelters where none currently exists to generate additional revenues
7. Develop an annual target for maintenance parts turnover
8. Expand annual evaluation of Executive Director to include measures directly tied to performance goals of the strategic plan
9. Develop a strategic IT plan to prioritize and guide IT investment decisions
10. Evaluate the potential of developing an internship program with IUP

Financial Review

Indiana County contributes money for IndiGO's public transportation funding requirements. IndiGO has a $350,000 line of credit available, a balanced operating budget and no outstanding debt. IndiGO's operating budget projections indicate that IndiGO plans to maintain a balanced budget over the next five years. IndiGO had $605,620 in 1513 carryover funds available, and $173,151 in local carryover funds at the end of FYE 2014. By the end of FYE 2015, IndiGO had $780,887 in available state carryover subsidies and local carryover subsides had increased to $180,889. A projected annual increase of 8.0% in operating costs reflect uncertainty in the projected cost of labor and fringe benefits. Management should take appropriate actions to control costs and achieve farebox recovery goals to maintain IndiGO's overall financial health.

Five-Year Performance Targets

This transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of "performance targets" has been established. These performance targets are required to comply with Act 44 performance criteria and represent the minimum performance levels that IndiGO should work to achieve during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited PennDOT dotGrants information available (FYE 2015). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2013 Actual	2014 Actual	2015 Actual	2020 Target	
Passengers / Revenue Hour	12.47	14.25	13.95	15.40	2.0%
Operating Cost / Revenue Hour	$65.64	$64.78	$67.27	$77.99	3.1%
Operating Revenue / Revenue Hour	$17.74	$19.53	$21.88	$24.15	2.0%
Operating Cost / Passenger	$5.26	$4.55	$4.82	$5.07	1.1%

In FYE 2014, IndiGO received a one-time insurance rebate of $74,733. This amount has been removed from revenues and credited to offset (reduce) fixed-route operating costs. In FYE 2015, IndiGO received a one-time alternative fuel rebate of $51,255 that reduced the cost of fuel and subsequently, overall operating costs. To account for the rebate, IndiGO's operating cost target has been set to a rate of 3.1% to more closely reflect operating costs in future years.

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that IndiGO "…shall develop and submit to the Department within 90 days…a strategic action plan that focuses on continually improving the system to achieve the established minimum performance targets." The action plan should outline corrective action that will be taken to address "Opportunities for Improvement" as prioritized by the IndiGO oversight board and management.

Functional area "Opportunities for Improvement" are areas in which adjustments may result in cost savings, improved service quality, and ridership and/or revenue increases. Achieved improvements in these areas will assist in meeting the performance targets by directly addressing areas that affect Act 44 performance criteria. It should be noted that many functional areas are interrelated, and the action plan should establish a comprehensive program that focuses on actions that address the larger issues within IndiGO.

The template for the Action Plan, provided as an appendix to this report, is where IndiGO should address its proposed actions to address the "Opportunities for Improvement" findings that directly affect the Act 44 performance metrics. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period of time. IndiGO must select, prioritize and schedule its intended actions using the template.

IndiGO must submit the proposed draft Action Plan using the format provided in the appendix to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between IndiGO's management and the Department. The finalized Action Plan then must be approved by the IndiGO Board and formally submitted to PennDOT. IndiGO's management must report quarterly to the Board and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for upcoming quarter(s).

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Section II

Section 1513 Distribution Factors

TABLE 1

Total Act 44 Passenger Trip Statistics (Includes Senior Citizens)

Agency	2012-13	2013-14	Percent Changes 12-13 vs. 13-14	2014-15	Percent Changes 13-14 vs 14-15
SEPTA	336,549,552	329,388,515	-2.1%	329,314,635	0.0%
PAAC	62,288,879	62,507,941	0.4%	64,128,410	2.6%
AMTRAN (Altoona)	687,793	642,524	-6.6%	585,457	-8.9%
BCTA (Beaver)	948,395	895,207	-5.6%	925,927	3.4%
BARTA (Berks)	3,212,652	3,259,487	1.5%	3,093,296	-5.1%
CAMTRAN (Cambria)	1,290,035	1,230,087	-4.6%	1,197,414	-2.7%
CAT (Cumberland, Dauphin, Harrisburg)	2,705,281	2,696,660	-0.3%	2,592,850	-3.8%
CATA (Centre)	7,126,185	7,399,865	3.8%	7,379,790	-0.3%
COLTS (Lackawanna)	1,162,260	1,157,424	-0.4%	1,132,246	-2.2%
COLT/LT (Lebanon)	292,478	310,501	6.2%	337,124	8.6%
EMTA (Erie)	3,378,642	3,274,894	-3.1%	3,355,186	2.5%
FACT (Fayette)	199,309	205,528	3.1%	194,122	-5.5%
HPT (Hazelton)	216,811	229,382	5.8%	221,088	-3.6%
LANTA (Lehigh, Northampton)	5,033,263	5,173,760	2.8%	5,055,306	-2.3%
LCTA (Luzerne)	1,193,093	1,208,830	1.3%	1,209,901	0.1%
MMVTA (Mid Mon Valley)	340,055	340,361	0.1%	327,724	-3.7%
POTTSTOWN	259,008	256,616	-0.9%	258,140	0.6%
RRTA (Lancaster)	1,925,555	1,923,101	-0.1%	1,958,060	1.8%
MCRCOG (Mercer)	104,609	114,597	9.5%	92,268	-19.5%
WASHINGTON CITY	57,785	71,755	24.2%	67,177	-6.4%
WCTA (Westmoreland)	579,935	563,223	-2.9%	541,413	-3.9%
Williamsport RVT	1,358,876	1,318,320	-3.0%	1,306,118	-0.9%
YATA (York, Adams)	1,583,049	1,699,341	7.3%	1,680,293	-1.1%
ATA (North Central)	430,438	440,865	2.4%	426,776	-3.2%
BTA (Butler)	218,278	222,268	1.8%	200,293	-9.9%
CCCT (Carbon)	7,198	6,687	-7.1%	7,418	10.9%
CATA (Crawford	237,705	235,672	-0.9%	244,735	3.8%
DuFAST (Clearfield)	65,266	60,016	-8.0%	57,696	-3.9%
EMTA (Endless Mountains)	125,316	137,256	9.5%	150,488	9.6%
ICTA (Indiana)	451,123	487,314	8.0%	437,387	-10.2%
MIDCO (Armstrong)	44,909	39,472	-12.1%	45,180	14.5%
MCTA (Monroe)	239,311	246,986	3.2%	243,101	-1.6%
BMC (Mount Carmel)	23,055	28,423	23.3%	29,205	2.8%
NCATA (New Castle)	624,707	616,359	-1.3%	593,430	-3.7%
STS (Schuykill)	217,381	212,250	-2.4%	208,500	-1.8%
VCTO (Venango)	63,787	56,270	-11.8%	52,151	-7.3%
TAWC (Warren)	72,229	70,484	-2.4%	65,888	-6.5%
WASHCO (Washington County)	18,211	21,266	16.8%	23,316	9.6%
Total	**435,332,414**	**428,749,507**	**-1.5%**	**429,739,509**	**0.2%**

TABLE 2

Total Act 44 Senior Citizens Trip Statistics

Agency	2012-13	2013-14	Percent Changes 12-13 vs. 13-14	2014-15	Percent Changes 13-14 vs 14-15
SEPTA	26,487,498	26,162,730	-1.2%	25,757,352	-1.5%
PAAC	4,878,315	4,799,145	-1.6%	4,812,063	0.3%
AMTRAN (Altoona)	71,975	67,843	-5.7%	69,134	1.9%
BCTA (Beaver)	77,165	79,039	2.4%	79,777	0.9%
BARTA (Berks)	465,485	455,012	-2.2%	413,238	-9.2%
CAMTRAN (Cambria)	257,314	207,466	-19.4%	164,071	-20.9%
CAT (Cumberland, Dauphin, Harrisburg)	211,007	220,704	4.6%	237,020	7.4%
CATA (Centre)	41,399	42,596	2.9%	49,526	16.3%
COLTS (Lackawanna)	207,555	197,931	-4.6%	186,922	-5.6%
COLT/LT (Lebanon)	53,759	59,609	10.9%	65,878	10.5%
EMTA (Erie)	184,070	175,443	-4.7%	171,661	-2.2%
FACT (Fayette)	23,411	19,787	-15.5%	21,684	9.6%
HPT (Hazelton)	67,913	64,187	-5.5%	60,722	-5.4%
LANTA (Lehigh, Northampton)	801,099	742,533	-7.3%	621,012	-16.4%
LCTA (Luzerne)	211,009	214,655	1.7%	194,889	-9.2%
MMVTA (Mid Mon Valley)	41,742	37,222	-10.8%	35,305	-5.2%
POTTSTOWN	38,653	38,030	-1.6%	40,257	5.9%
RRTA (Lancaster)	229,435	223,015	-2.8%	230,757	3.5%
MCRCOG (Mercer)	20,476	16,221	-20.8%	15,246	-6.0%
WASHINGTON CITY	9,114	10,335	13.4%	8,999	-12.9%
WCTA (Westmoreland)	72,340	72,967	0.9%	70,327	-3.6%
Williamsport RVT	228,885	210,430	-8.1%	186,664	-11.3%
YATA (York, Adams)	149,668	174,154	16.4%	170,524	-2.1%
ATA (North Central)	31,639	28,200	-10.9%	26,104	-7.4%
BTA (Butler)	45,605	39,423	-13.6%	40,170	1.9%
CCCT (Carbon)	4,725	3,972	-15.9%	4,089	2.9%
CATA (Crawford	36,708	36,171	-1.5%	36,488	0.9%
DuFAST (Clearfield)	24,586	21,282	-13.4%	19,506	-8.3%
EMTA (Endless Mountains)	11,437	12,505	9.3%	12,989	3.9%
ICTA (Indiana)	17,849	14,867	-16.7%	12,053	-18.9%
MIDCO (Armstrong)	17,546	13,145	-25.1%	14,914	13.5%
MCTA (Monroe)	30,105	29,016	-3.6%	26,464	-8.8%
BMC (Mount Carmel)	12,589	14,030	11.4%	13,103	-6.6%
NCATA (New Castle)	81,002	75,218	-7.1%	80,221	6.7%
STS (Schuykill)	82,832	71,750	-13.4%	61,063	-14.9%
VCTO (Venango)	11,482	10,436	-9.1%	10,411	-0.2%
TAWC (Warren)	8,991	8,386	-6.7%	8,757	4.4%
WASHCO (Washington County)	7,097	8,589	21.0%	8,416	-2.0%
Total	**35,253,480**	**34,678,044**	**-1.6%**	**34,037,776**	**-1.8%**

TABLE 3

Total Act 44 Revenue Vehicle Miles Statistics

Agency	2012-13	2013-14	Percent Changes 12-13 vs. 13-14	2014-15	Percent Changes 13-14 vs 14-15
SEPTA	85,767,977	86,962,204	1.4%	86,858,539	-0.1%
PAAC	25,405,897	25,542,475	0.5%	26,708,814	4.6%
AMTRAN (Altoona)	579,083	573,866	-0.9%	547,451	-4.6%
BCTA (Beaver)	941,820	942,567	0.1%	917,147	-2.7%
BARTA (Berks)	1,769,467	1,740,297	-1.6%	1,725,436	-0.9%
CAMTRAN (Cambria)	1,205,018	1,075,075	-10.8%	1,095,978	1.9%
CAT (Cumberland, Dauphin, Harrisburg)	1,878,610	1,851,668	-1.4%	1,861,128	0.5%
CATA (Centre)	1,632,005	1,718,237	5.3%	1,944,783	13.2%
COLTS (Lackawanna)	1,164,826	1,162,623	-0.2%	1,176,351	1.2%
COLT/LT (Lebanon)	500,264	516,250	3.2%	505,946	-2.0%
EMTA (Erie)	2,191,750	2,210,816	0.9%	2,294,194	3.8%
FACT (Fayette)	546,433	596,245	9.1%	585,844	-1.7%
HPT (Hazelton)	421,245	453,726	7.7%	436,380	-3.8%
LANTA (Lehigh, Northampton)	4,171,864	4,090,317	-2.0%	4,415,653	8.0%
LCTA (Luzerne)	1,134,185	1,146,272	1.1%	1,166,920	1.8%
MMVTA (Mid Mon Valley)	816,746	843,499	3.3%	783,445	-7.1%
POTTSTOWN	294,020	277,294	-5.7%	267,930	-3.4%
RRTA (Lancaster)	1,765,741	1,678,576	-4.9%	1,699,969	1.3%
MCRCOG (Mercer)	140,322	192,006	36.8%	177,653	-7.5%
WASHINGTON CITY	279,447	290,436	3.9%	280,800	-3.3%
WCTA (Westmoreland)	1,050,590	1,078,470	2.7%	1,115,339	3.4%
Williamsport RVT	830,877	856,527	3.1%	876,200	2.3%
YATA (York, Adams)	1,536,892	1,703,834	10.9%	1,766,822	3.7%
ATA (North Central)	1,401,295	1,404,576	0.2%	1,393,649	-0.8%
BTA (Butler)	219,029	220,369	0.6%	186,244	-15.5%
CCCT (Carbon)	39,906	34,050	-14.7%	40,227	18.1%
CATA (Crawford	238,645	249,536	4.6%	263,182	5.5%
DuFAST (Clearfield)	128,775	134,115	4.1%	127,068	-5.3%
EMTA (Endless Mountains)	469,600	441,831	-5.9%	429,867	-2.7%
ICTA (Indiana)	493,088	451,393	-8.5%	396,283	-12.2%
MIDCO (Armstrong)	144,061	126,513	-12.2%	125,062	-1.1%
MCTA (Monroe)	536,853	531,221	-1.0%	516,674	-2.7%
BMC (Mount Carmel)	51,058	56,400	10.5%	61,273	8.6%
NCATA (New Castle)	1,226,878	1,163,666	-5.2%	1,109,260	-4.7%
STS (Schuykill)	334,676	328,572	-1.8%	309,593	-5.8%
VCTO (Venango)	163,815	157,849	-3.6%	172,680	9.4%
TAWC (Warren)	187,802	192,480	2.5%	192,913	0.2%
WASHCO (Washington County)	83,818	84,220	0.5%	85,685	1.7%
Total	**141,744,378**	**143,080,071**	**0.9%**	**144,618,382**	**1.1%**

TABLE 4

Total Act 44 Revenue Vehicle Hours Statistics

Agency	2012-13	2013-14	Percent Changes 12-13 vs. 13-14	2014-15	Percent Changes 13-14 vs 14-15
SEPTA	6,489,873	6,658,956	2.6%	6,803,274	2.2%
PAAC	1,877,501	1,910,968	1.8%	1,948,840	2.0%
AMTRAN (Altoona)	45,103	44,262	-1.9%	44,013	-0.6%
BCTA (Beaver)	56,756	56,546	-0.4%	55,454	-1.9%
BARTA (Berks)	143,486	134,227	-6.5%	133,485	-0.6%
CAMTRAN (Cambria)	90,573	81,621	-9.9%	82,868	1.5%
CAT (Cumberland, Dauphin, Harrisburg)	138,756	135,745	-2.2%	136,452	0.5%
CATA (Centre)	139,683	155,603	11.4%	157,001	0.9%
COLTS (Lackawanna)	90,122	89,945	-0.2%	92,121	2.4%
COLT/LT (Lebanon)	30,193	31,199	3.3%	31,396	0.6%
EMTA (Erie)	184,094	184,996	0.5%	193,363	4.5%
FACT (Fayette)	27,618	28,967	4.9%	30,588	5.6%
HPT (Hazelton)	30,260	32,020	5.8%	34,583	8.0%
LANTA (Lehigh, Northampton)	316,779	299,594	-5.4%	319,253	6.6%
LCTA (Luzerne)	79,434	78,377	-1.3%	79,381	1.3%
MMVTA (Mid Mon Valley)	48,833	46,634	-4.5%	41,652	-10.7%
POTTSTOWN	20,933	21,410	2.3%	21,613	0.9%
RRTA (Lancaster)	129,662	120,364	-7.2%	126,608	5.2%
MCRCOG (Mercer)	9,704	13,486	39.0%	14,154	5.0%
WASHINGTON CITY	18,201	18,392	1.0%	16,446	-10.6%
WCTA (Westmoreland)	50,859	55,628	9.4%	57,080	2.6%
Williamsport RVT	54,678	55,540	1.6%	57,353	3.3%
YATA (York, Adams)	112,154	129,646	15.6%	127,623	-1.6%
ATA (North Central)	108,039	108,539	0.5%	107,601	-0.9%
BTA (Butler)	18,021	18,405	2.1%	14,611	-20.6%
CCCT (Carbon)	2,786	3,201	14.9%	3,029	-5.4%
CATA (Crawford	17,424	17,564	0.8%	17,493	-0.4%
DuFAST (Clearfield)	10,356	10,846	4.7%	9,796	-9.7%
EMTA (Endless Mountains)	22,884	20,135	-12.0%	20,308	0.9%
ICTA (Indiana)	36,246	34,284	-5.4%	31,450	-8.3%
MIDCO (Armstrong)	9,690	7,805	-19.5%	7,864	0.8%
MCTA (Monroe)	31,585	31,263	-1.0%	33,713	7.8%
BMC (Mount Carmel)	4,790	4,989	4.2%	5,058	1.4%
NCATA (New Castle)	57,152	56,510	-1.1%	55,002	-2.7%
STS (Schuykill)	19,143	18,354	-4.1%	17,610	-4.1%
VCTO (Venango)	7,803	9,025	15.7%	9,236	2.3%
TAWC (Warren)	10,087	10,508	4.2%	10,712	1.9%
WASHCO (Washington County)	5,264	5,275	0.2%	5,249	-0.5%
Total	**10,546,525**	**10,740,829**	**1.8%**	**10,953,333**	**2.0%**

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Section III

Urban Systems

Southeastern Pennsylvania Transportation Authority
1234 Market Street
Philadelphia, PA 19107-3780
Mr. Jeffrey Knueppel, General Manager
215-580-8280
www.septa.org
Customer Service: 215-580-7800

Service Area Statistics (2010 Census)

Square Miles:	839
Population:	3,797,325

Act 44 Fixed Route Distribution Factors

Total Passengers:	329,314,635
Senior Passengers:	25,757,352
Revenue Vehicle Miles:	86,858,539
Revenue Vehicle Hours:	6,803,274

Act 44 Operating Assistance

Section 1513 Allocation:	$582,992,500
Required Local Match:	$86,376,071

Current Fleet Size

Motor Bus:	1,404
Commuter Rail Cars:	404
Heavy Rail Cars:	369
Street Car Rail/Light Rail:	159
Trolley Bus:	38
Paratransit Vehicles:	457
System-wide:	2,831

House District
Bucks: 18, 29, 31, 140, 141, 142, 143, 144, 145, 178
Chester: 13, 26, 74, 155, 156, 157, 158, 160, 167
Delaware: 159, 160, 161, 162, 163, 164, 165, 166, 168, 185, 191
Montgomery: 26, 53, 61, 70, 146, 147, 148, 149, 150, 151, 152, 153, 154, 157, 166, 194
Philadelphia: 152, 170, 172, 173, 174, 175, 177, 179, 180, 181, 182, 184, 185, 186, 188, 190, 191, 192, 194, 195, 197, 198, 200, 201, 202, 203

Senate District
Bucks: 6, 10, 12, 24
Chester: 9, 19, 26, 44
Delaware: 8, 9, 17, 26
Montgomery: 4, 7, 12, 17, 24, 44
Philadelphia: 1, 2, 3, 4, 5, 7, 8

Current Fare Information

Fixed Route Base:	$2.25
Last Base Fare Increase:	July 2013
System-wide Increase:	July 2013

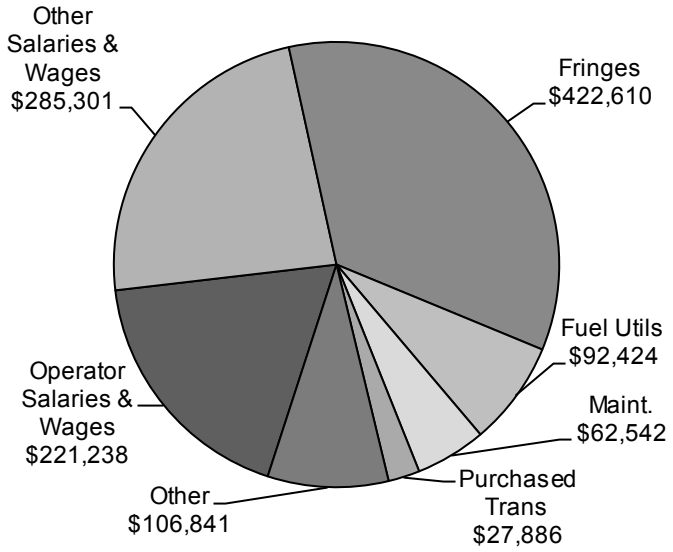
Current Employees

	Full-Time	Part-Time
Fixed Route:	9,098	163
Paratransit:	85	0
Subcontractor:	594	0
System-wide:	9,777	163

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

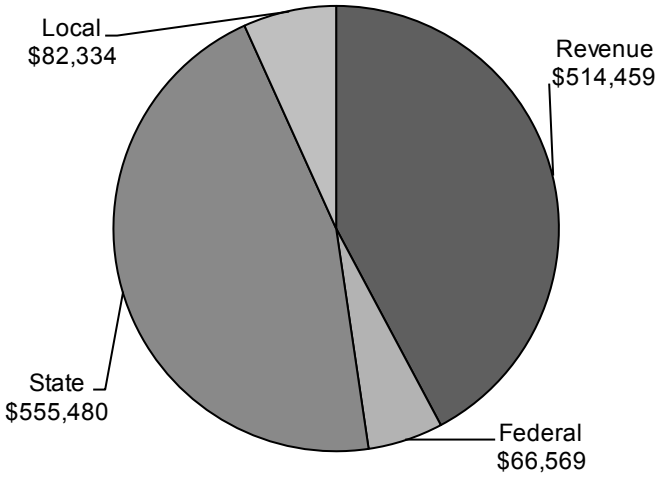
$1,218,842



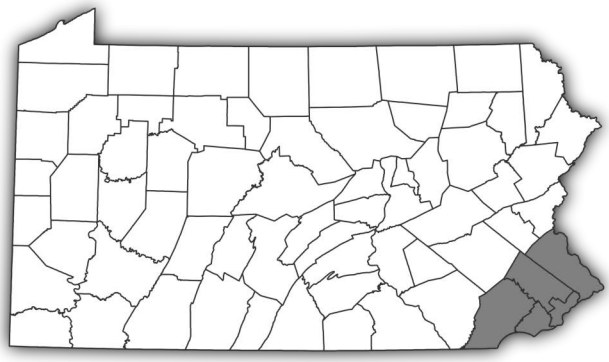
Expense includes ADA complementary expense.

Operating Funds (000's)

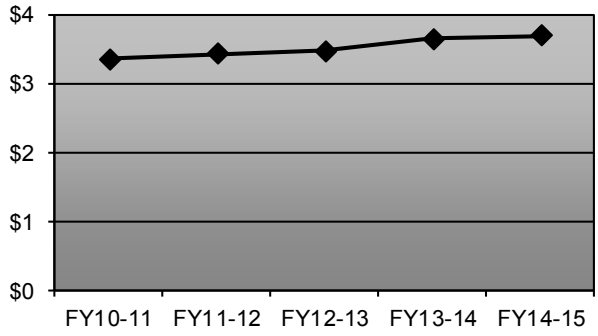
$1,218,842



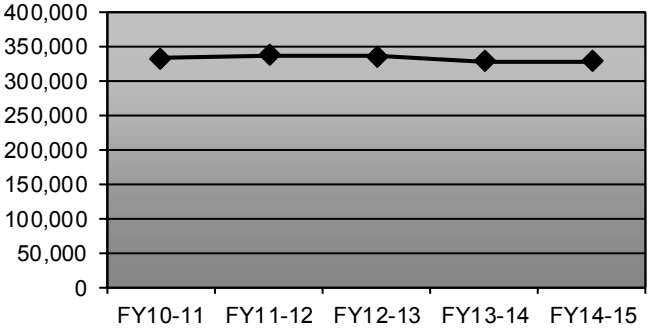
Revenue includes ADA complementary revenue.



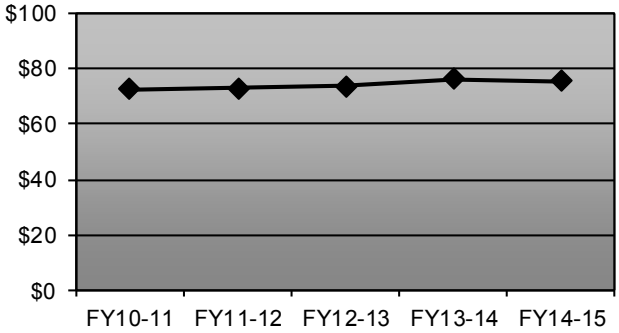
Operating Expense Per Passenger



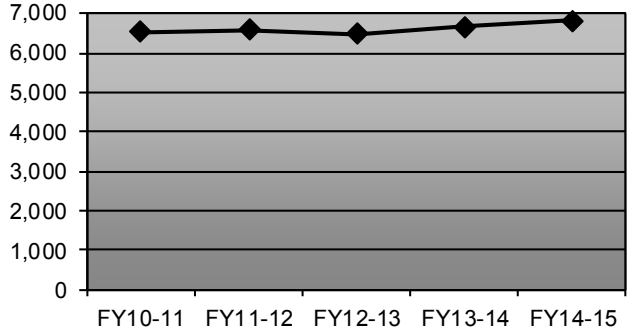
Total Passengers (000's)



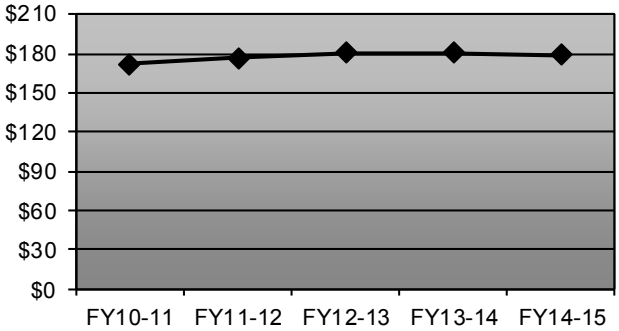
Operating Revenue Per Revenue Vehicle Hour



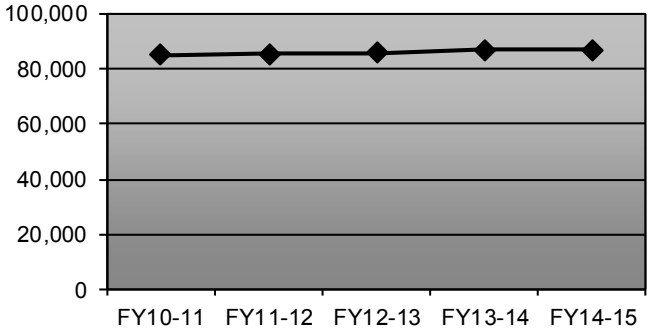
Revenue Vehicle Hours (000's)



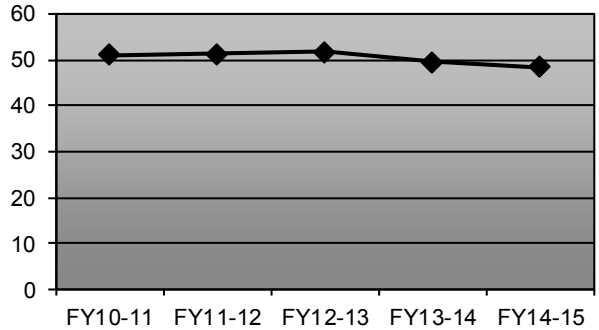
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

Southeastern Pennsylvania Transportation Authority
1234 Market Street
Philadelphia, PA 19107-3780
215-580-7800
Mr. Jeffrey Knueppel, General Manager

Service Area Statistics (2010 Census)
Philadelphia County

Square Miles:	135
Population:	1,526,006
65+ Population:	185,309
% of Population 65 and older:	12.1%

MATP Provider:	No
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$25.52
Cost to Commonwealth per Senior Citizen Trip:	$21.25
Fare Structure Implementation Date:	July 2007

Trip Information

65+ Trips:	765,610
Other Shared-Ride Trips:	37,271
Total Shared-Ride Trips:	802,881

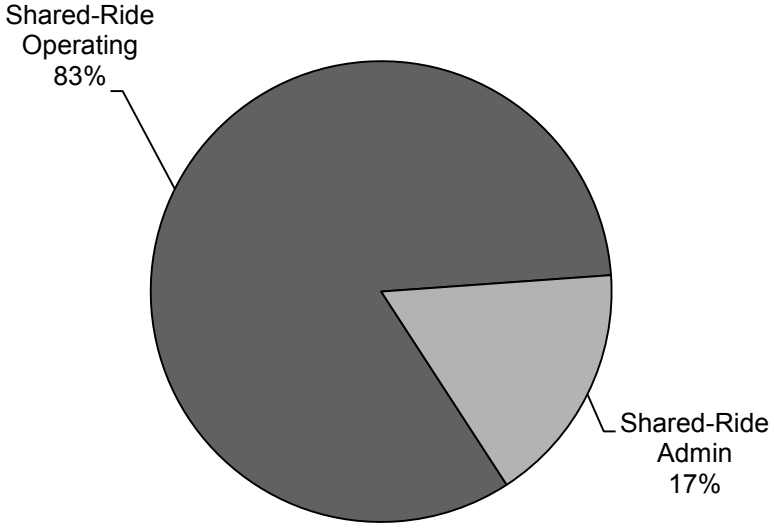
Vehicles Operated in Maximum Service

Community Transportation:	173

COMMUNITY TRANSPORTATION OPERATING BUDGET

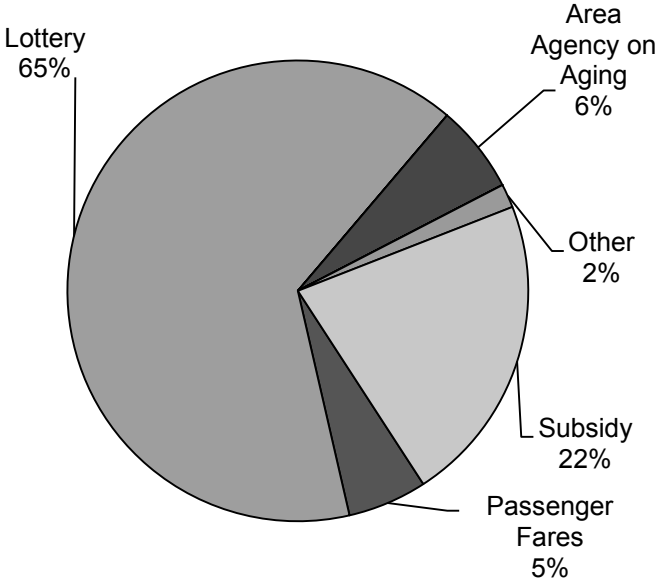
Operating Expenses

$25,982,994



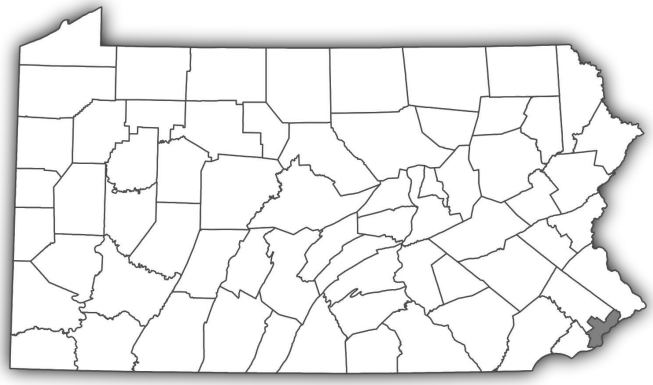
Sources of Funding

$25,982,994

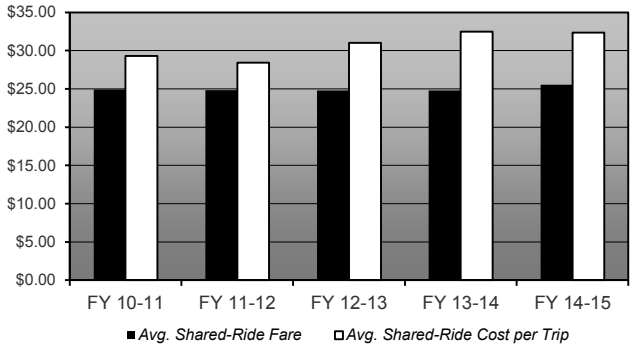


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

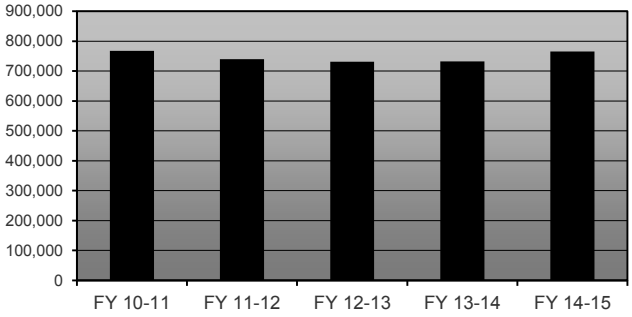
Agency Service Area



Shared-Ride Fare Recovery



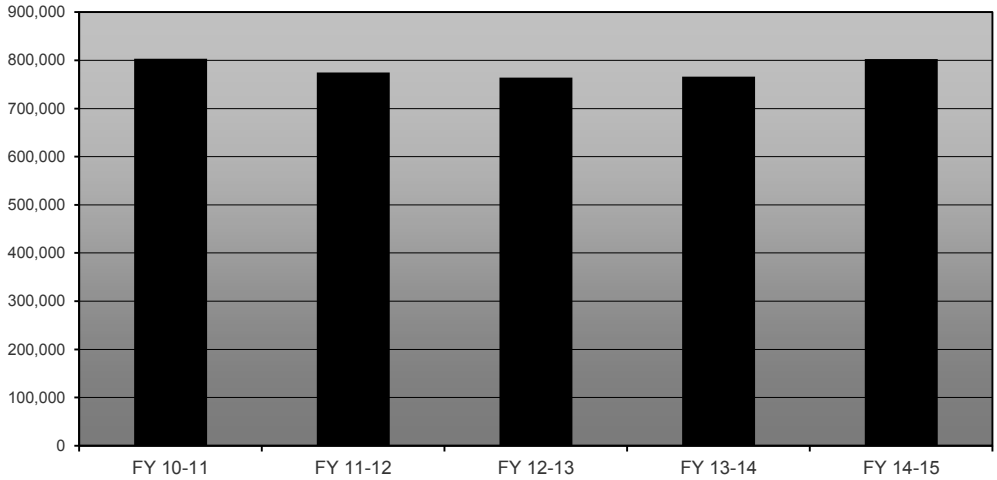
65+ Shared-Ride Trips



PwD Shared-Ride Trips

SEPTA does not provide shared-ride service through the Persons with Disabilities Program.

Total Shared-Ride Trips



Port Authority of Allegheny County
345 Sixth Avenue, Third Floor
Pittsburgh, PA 15222-2527
Ms. Ellen McLean, Chief Executive Officer
412-566-5186
www.portauthority.org
Customer Service:
412-442-2000

House District
Allegheny: 16, 19, 20, 21, 22, 23, 24, 25, 27, 28, 30, 32, 33, 34, 35, 36, 38, 39, 40, 42, 44, 45, 46

Senate District
Allegheny: 37, 38, 40, 42, 43, 45, 46, 47

Service Area Statistics (2010 Census)

Square Miles:	775
Population:	1,415,244

Current Fare Information

Fixed Route Base:	$2.50
Last Base Fare Increase:	July 2012

Act 44 Fixed Route Distribution Factors

Total Passengers:	64,128,410
Senior Passengers:	4,812,063
Revenue Vehicle Miles:	26,708,814
Revenue Vehicle Hours:	1,948,840

Current Employees

	Full-Time	Part-Time
Fixed Route:	2,463	0
Paratransit:	0	0
Subcontractor:	457	57
System-wide:	2,920	57

Act 44 Operating Assistance

Section 1513 Allocation:	$212,449,588
Required Local Match:	$31,867,438

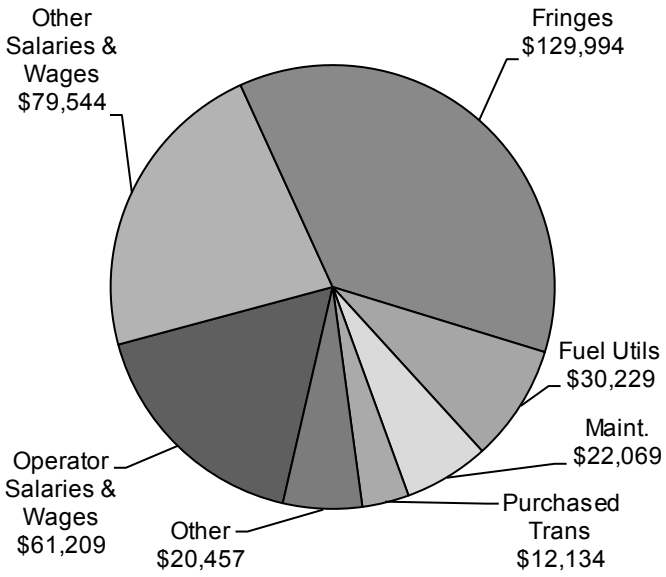
Current Fleet Size

Motor Bus:	741
Street Car Rail/Light Rail:	83
Inclined Plane Cars:	2
Paratransit Vehicles:	377
System-wide:	1,203

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

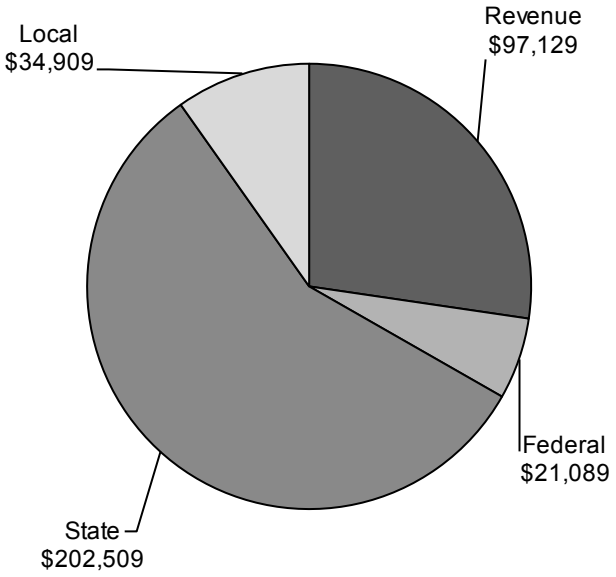
$355,636



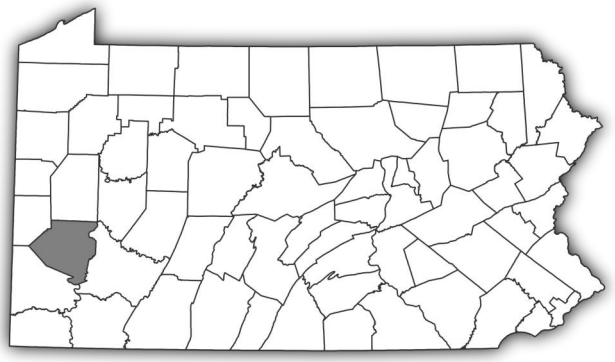
Expense includes ADA complementary and DAS expense.
Some contracted maintenance may be reported as "Other Services."

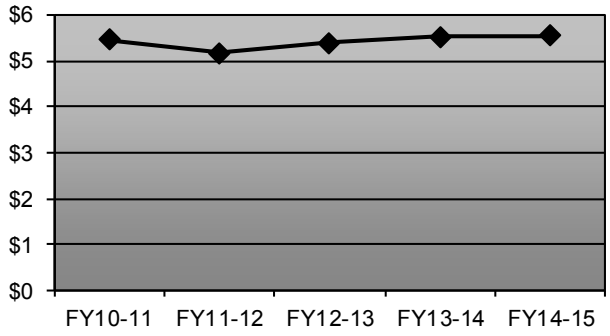
Operating Funds (000's)

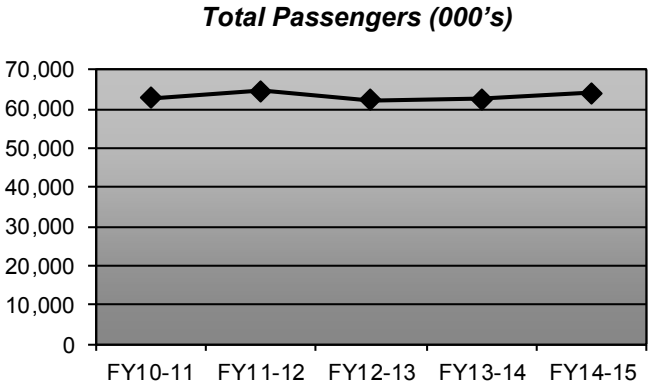
$355,636

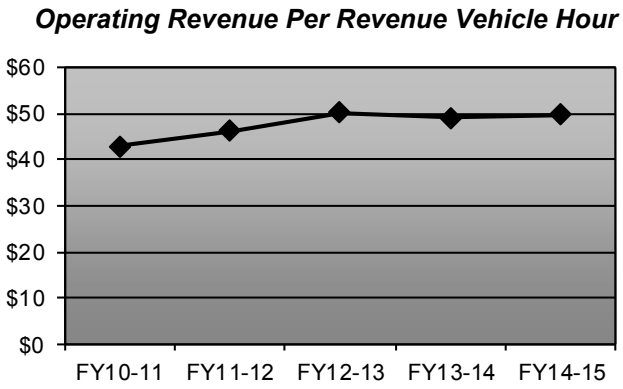


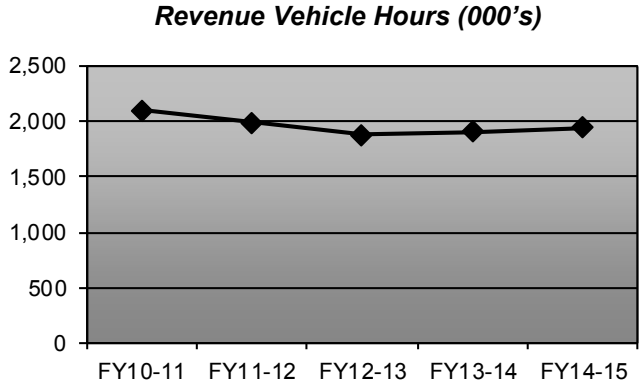
Revenue includes ADA complementary and DAS revenue.

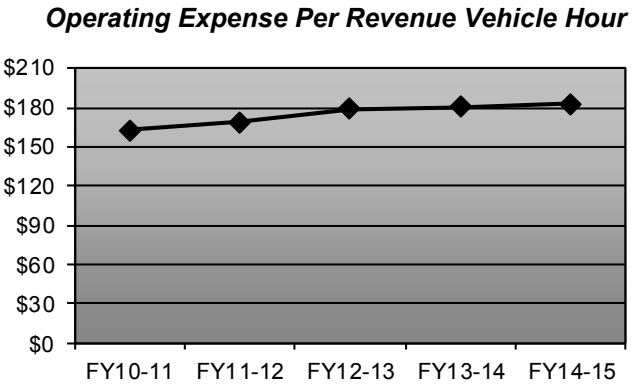


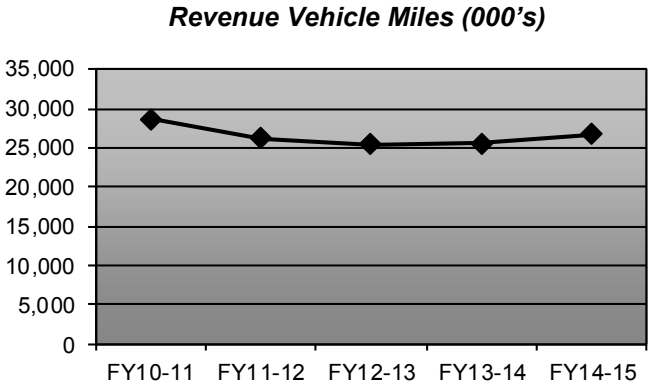


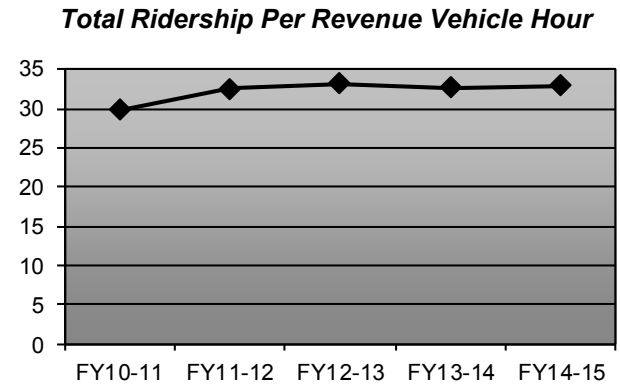












Passengers include ADA complementary passengers.

Community Transportation

Port Authority of Allegheny County/ACCESS
345 Sixth Avenue, Third Floor
Pittsburgh, PA 15222-2527
412-442-2000
Ms. Ellen McLean, Chief Executive Officer

Service Area Statistics (2010 Census)
Allegheny County

Square Miles:	730
Population:	1,223,348
65+ Population:	205,059
% of Population 65 and older:	16.8%

MATP Provider:	Yes
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$22.05
Cost to Commonwealth per Senior Citizen Trip:	$19.08
Fare Structure Implementation Date:	July 2015

Trip Information

65+ Trips:	670,903
PwD Trips:	60,955
Other Shared-Ride Trips:	299,740
Total Shared-Ride Trips:	1,031,598
Non-Public Trips:	2,098

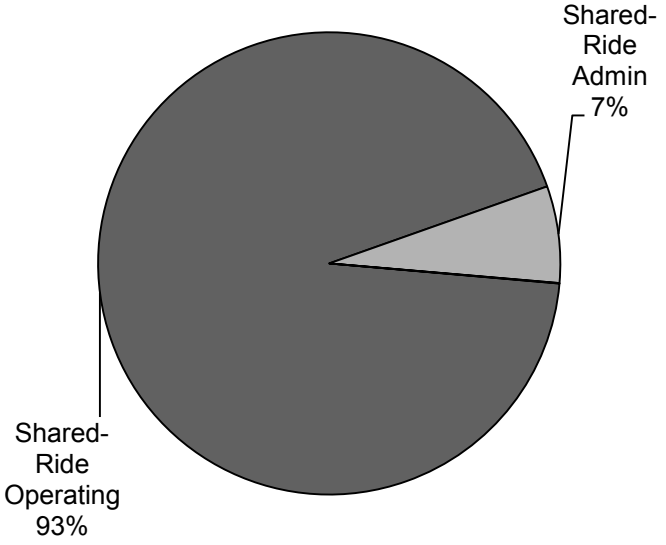
Vehicles Operated in Maximum Service

Community Transportation:	171

COMMUNITY TRANSPORTATION OPERATING BUDGET

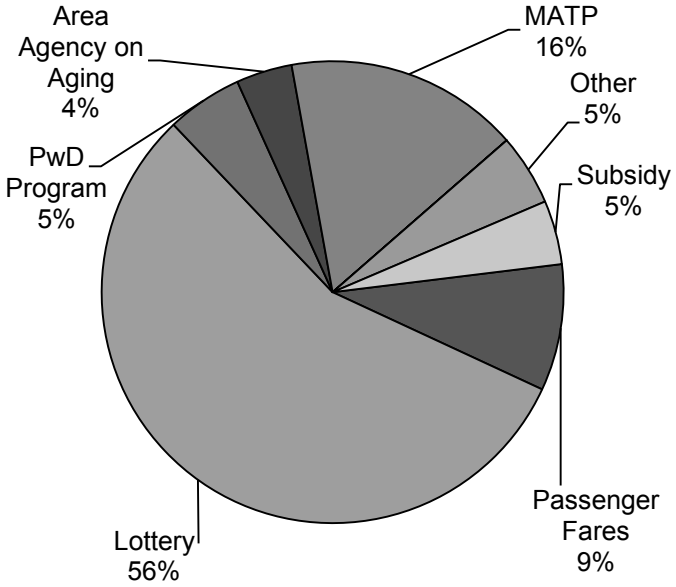
Operating Expenses

$22,863,671



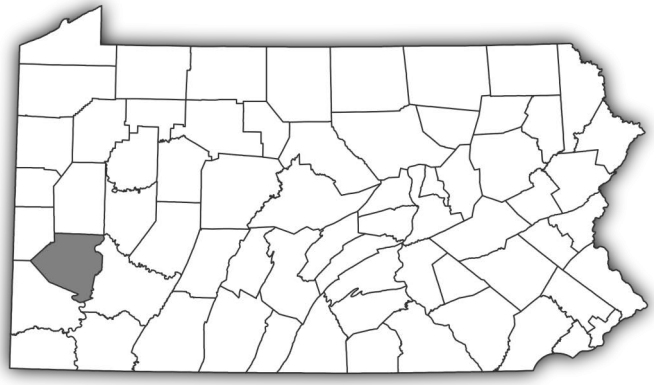
Sources of Funding

$22,863,671

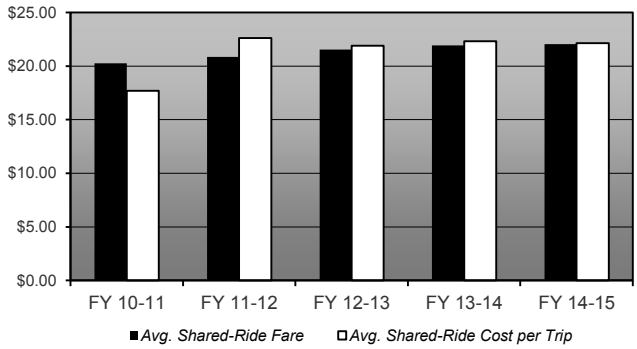


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

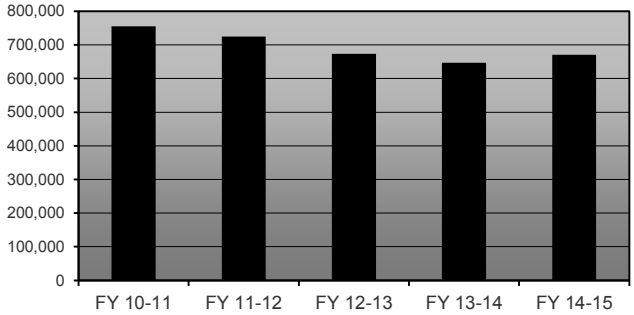
Agency Service Area



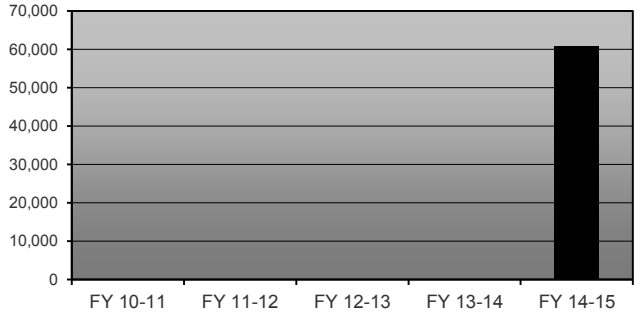
Shared-Ride Fare Recovery



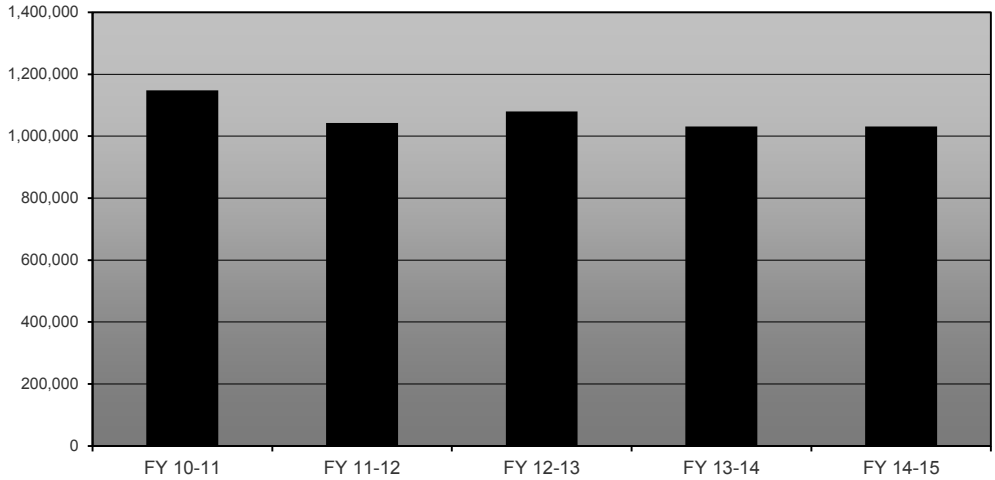
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



PAAC began providing PwD shared-ride trips in FY 2014-15.

Altoona Metro Transit
3301 Fifth Avenue
Altoona, PA 16602
Mr. Eric Wolf, General Manager
814-944-4074
www.amtran.org
Customer Service:
814-944-4074

House District
Blair: 79, 80, 81

Senate District
Blair: 30

Service Area Statistics (2010 Census)

Square Miles:	25
Population:	69,608

Current Fare Information

Fixed Route Base:	$1.50
Last Base Fare Increase:	August 2012

Act 44 Fixed Route Distribution Factors

Total Passengers:	585,457
Senior Passengers:	69,134
Revenue Vehicle Miles:	547,451
Revenue Vehicle Hours:	44,013

Current Employees

	Full-Time	Part-Time
Fixed Route:	37	7
Paratransit:	0	1
Subcontractor:	15	27
System-wide:	52	35

Act 44 Operating Assistance

Section 1513 Allocation:	$2,713,473
Required Local Match:	$136,056

Current Fleet Size

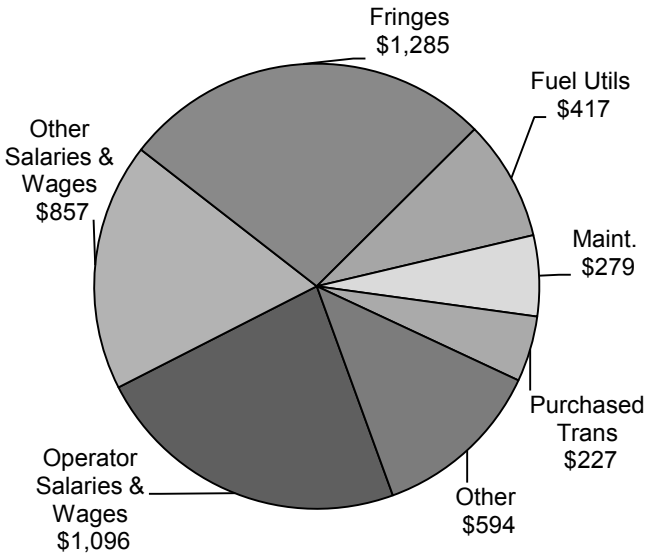
Fixed Route:	24
Paratransit:	2
System-wide:	26

Community transportation provided by Blair Senior Services, Inc. (see page 200)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

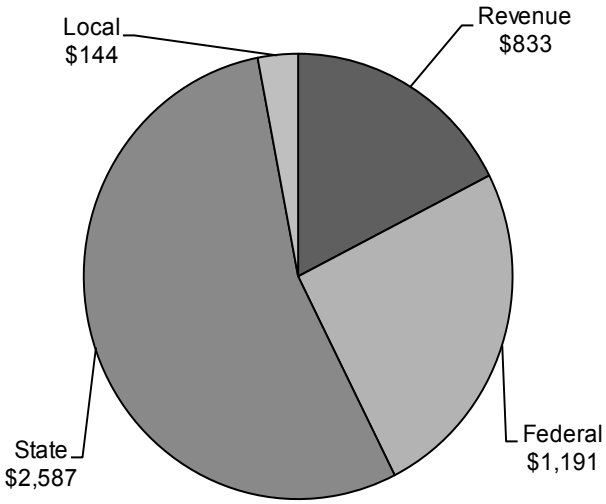
$4,755



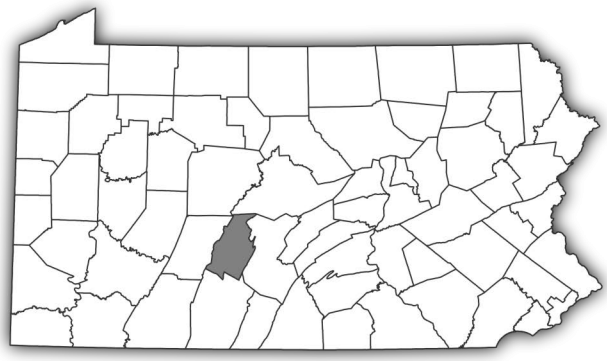
Expense includes ADA complementary expenses.
Some contracted maintenance may be reported as "Other Services."

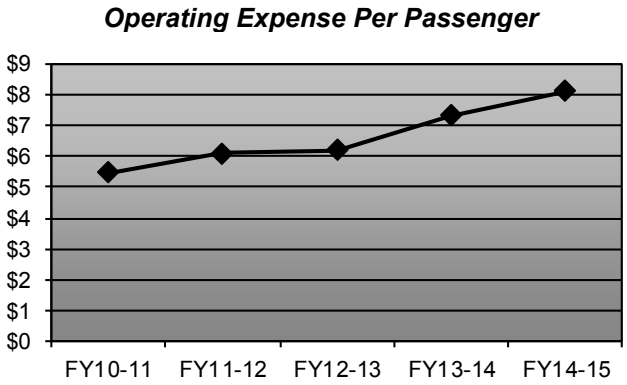
Operating Funds (000's)

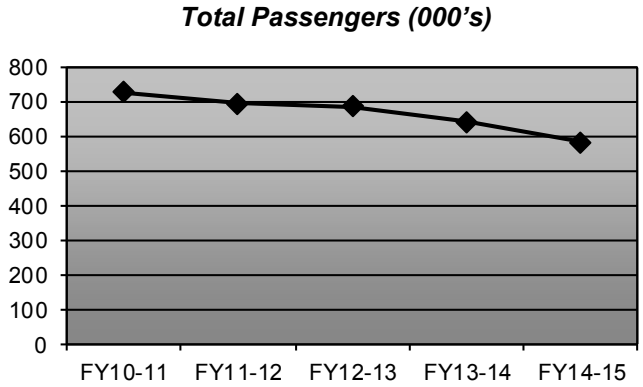
$4,755

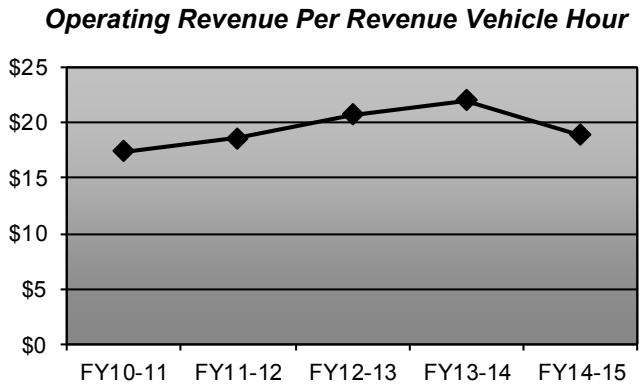


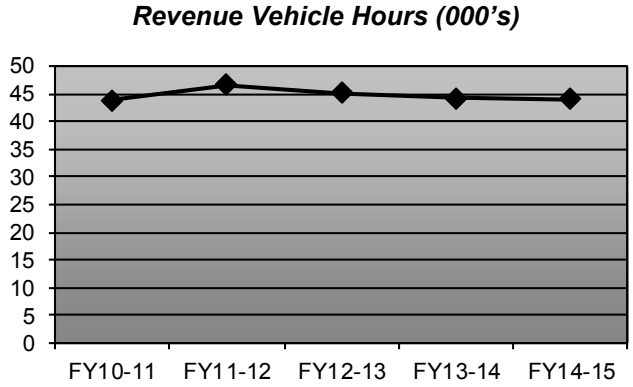
Revenue includes ADA complementary revenue.

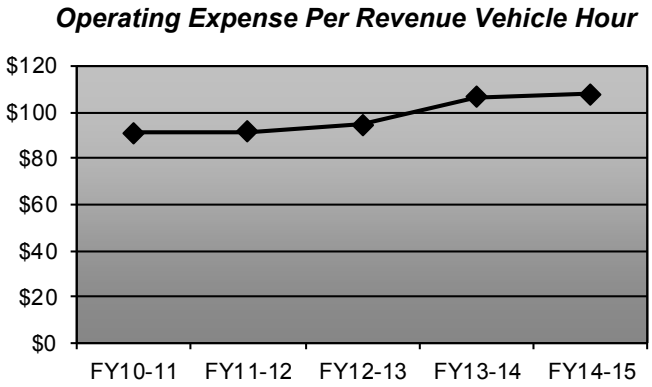


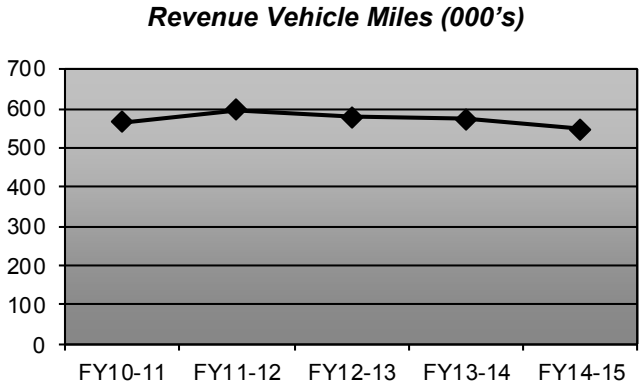


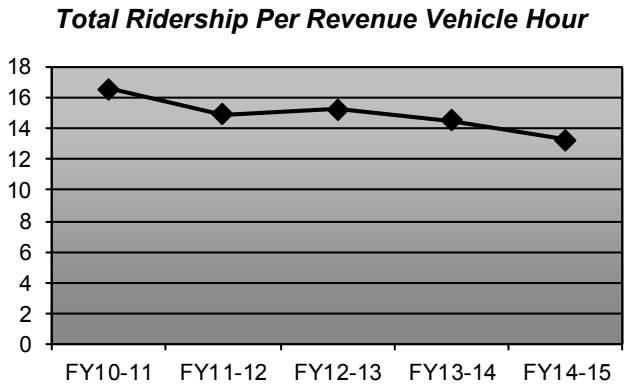












Passengers include ADA complementary passengers.

Beaver County Transit Authority
200 West Washington Street
Rochester, PA 15074-2235
Ms. Mary Jo Morandini, General Manager
724-728-4255
www.bcta.com
Customer Service:
724-728-4255

House District
Beaver: 9, 10, 14, 15, 16, 46

Senate District
Beaver: 46, 47

Service Area Statistics (2010 Census)

Square Miles:	440
Population:	170,596

Current Fare Information

Fixed Route Base:	$2.25
Last Base Fare Increase:	Jan 2013

Act 44 Fixed Route Distribution Factors

Total Passengers:	925,927
Senior Passengers:	79,777
Revenue Vehicle Miles:	917,147
Revenue Vehicle Hours:	55,454

Current Employees

	Full-Time	Part-Time
Fixed Route:	61	1
Paratransit:	35	1
System-wide:	96	2

Act 44 Operating Assistance

Section 1513 Allocation:	$3,340,221
Required Local Match:	$458,912

Current Fleet Size

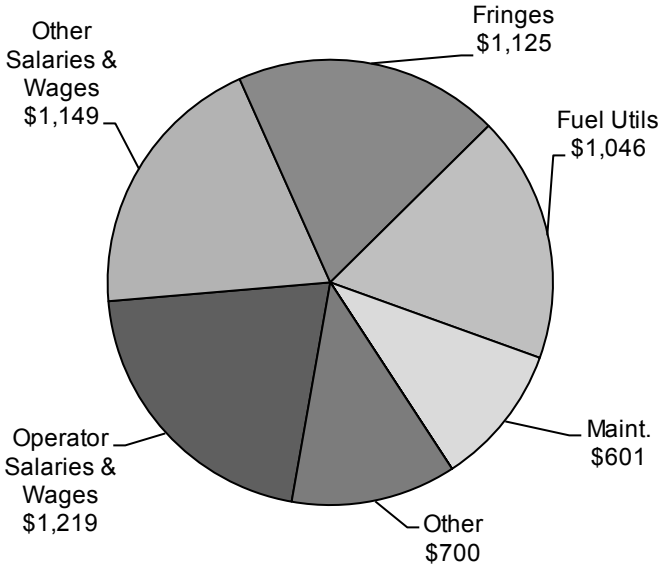
Fixed Route:	23
Paratransit:	24
System-wide:	47

*Includes Rural Service

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

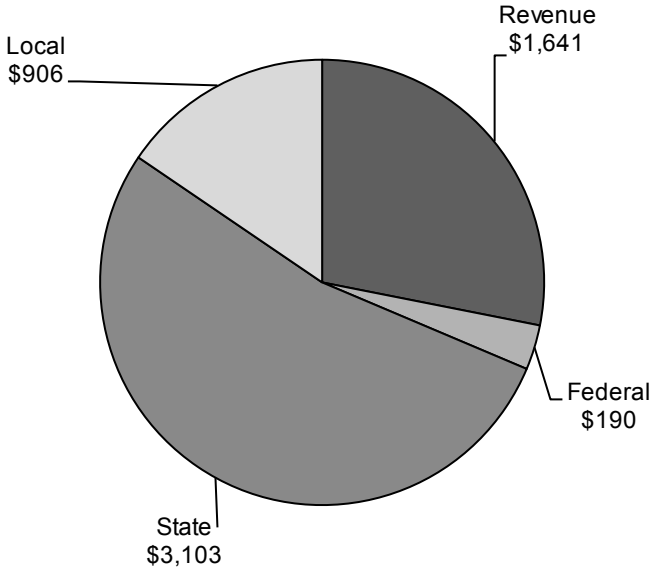
$5,840



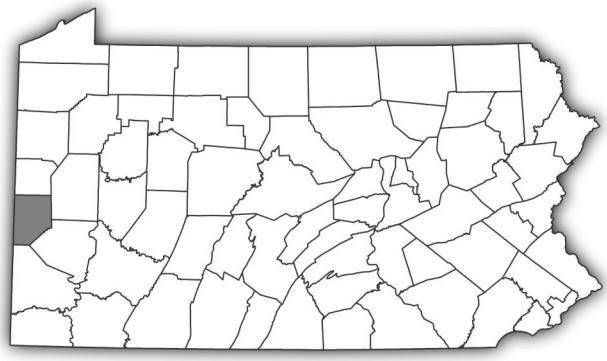
Expense includes DAS expense which is also included on the Community Transportation page.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

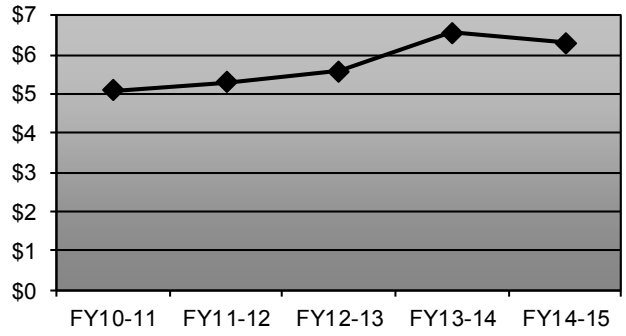
$5,840



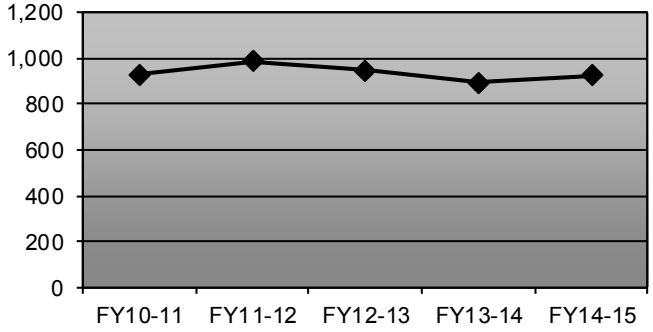
Revenue includes DAS revenue which is also included on the Community Transportation page.



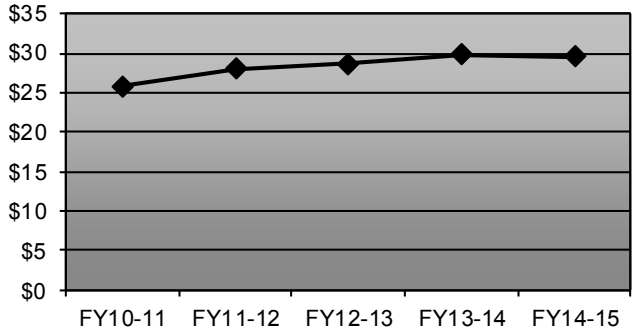
Operating Expense Per Passenger



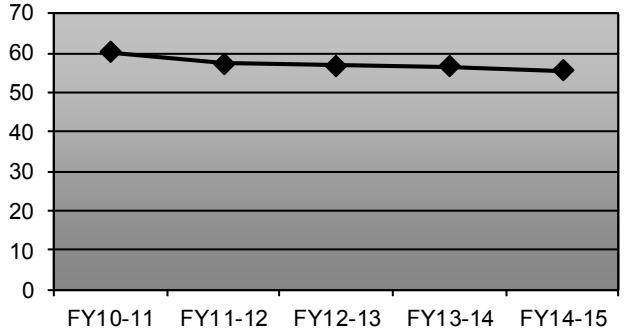
Total Passengers (000's)



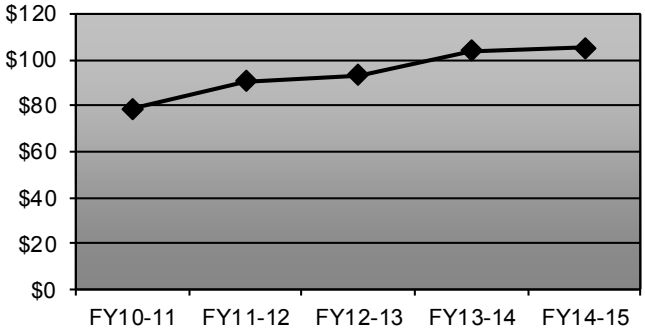
Operating Revenue Per Revenue Vehicle Hour



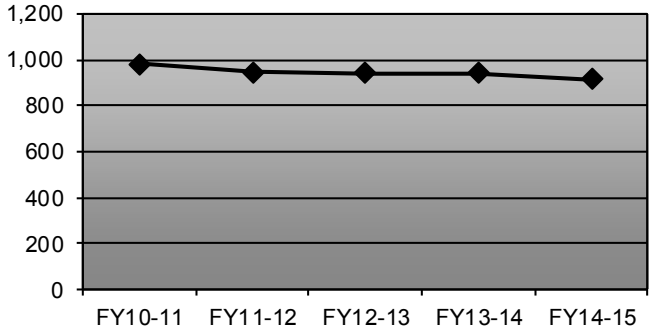
Revenue Vehicle Hours (000's)



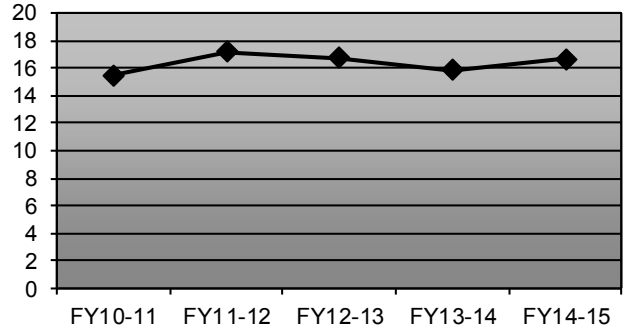
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Community Transportation

Beaver County Transit Authority
200 West Washington Street
Rochester, PA 15074-2235
724-375-2895
Ms. Mary Jo Morandini, General Manager

Service Area Statistics (2010 Census)
Beaver County

Square Miles:	434
Population:	170,539
65+ Population:	31,660
% of Population 65 and older:	18.6%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$20.52
Cost to Commonwealth per Senior Citizen Trip:	$17.40
Fare Structure Implementation Date:	January 2013

Trip Information

65+ Trips:	29,331
Other Shared-Ride Trips:	55,650
Total Shared-Ride Trips:	84,981
Non-Public Trips:	91,336

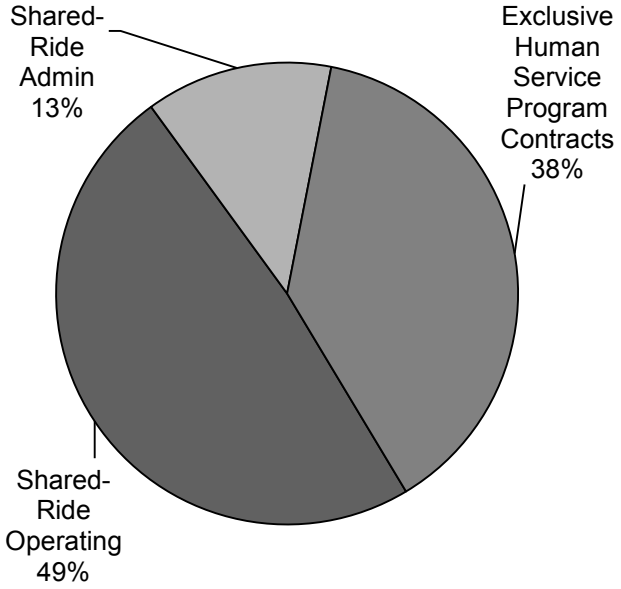
Vehicles Operated in Maximum Service

Community Transportation:	18

COMMUNITY TRANSPORTATION OPERATING BUDGET

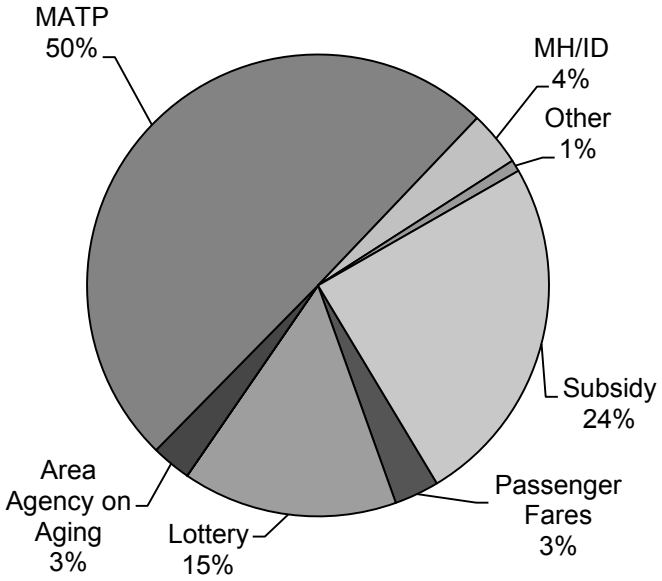
Operating Expenses

$3,389,366



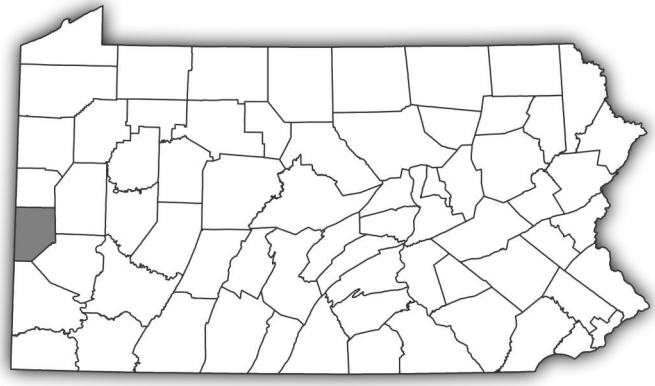
Sources of Funding

$3,389,366

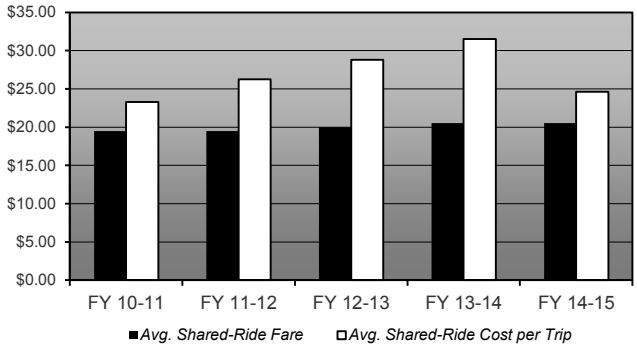


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

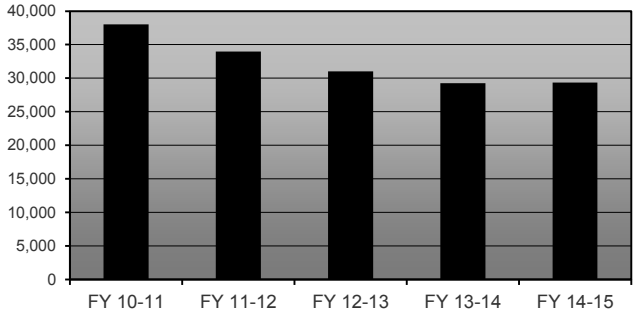
Agency Service Area



Shared-Ride Fare Recovery



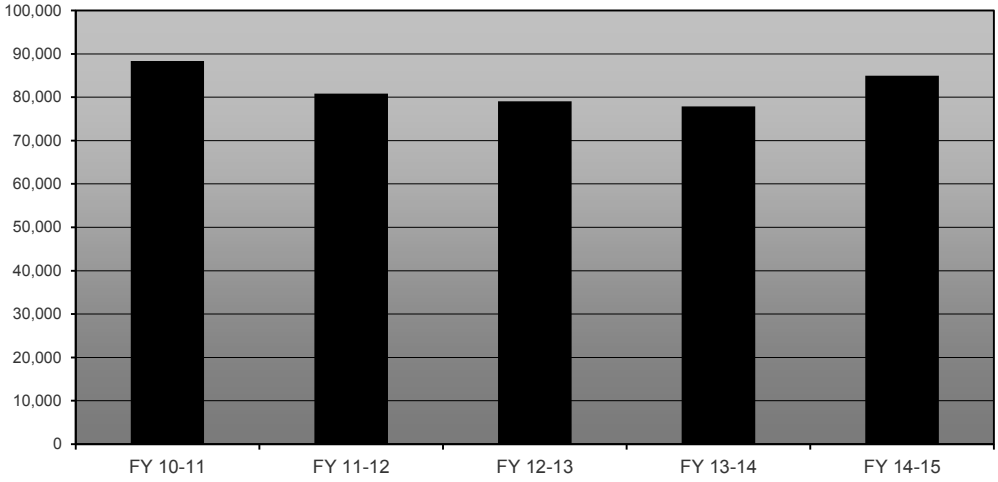
65+ Shared-Ride Trips



PwD Shared-Ride Trips

BCTA does not provide shared-ride service through the Persons with Disabilities Program.

Total Shared-Ride Trips



Berks Area Regional Transportation Authority
1700 North 11th Street
Reading, PA 19604-1599
Mr. David Kilmer, Executive Director
610-921-0605
www.bartabus.com
Customer Service:
610-921-0601

House District
Berks: 124, 125, 126, 127, 128, 129, 130, 134, 187

Senate District
Berks: 11, 24, 29, 44

Service Area Statistics (2010 Census)

Square Miles:	864
Population:	411,442

Current Fare Information

Fixed Route Base:	$1.70
Last Base Fare Increase:	January 2011

Act 44 Fixed Route Distribution Factors

Total Passengers:	3,093,296
Senior Passengers:	413,238
Revenue Vehicle Miles:	1,725,436
Revenue Vehicle Hours:	133,485

Current Employees

	Full-Time	Part-Time
Fixed Route:	93	5
Paratransit:	55	3
Subcontractor:	15	0
System-wide:	163	8

Act 44 Operating Assistance

Section 1513 Allocation:	$7,931,351
Required Local Match:	$483,566

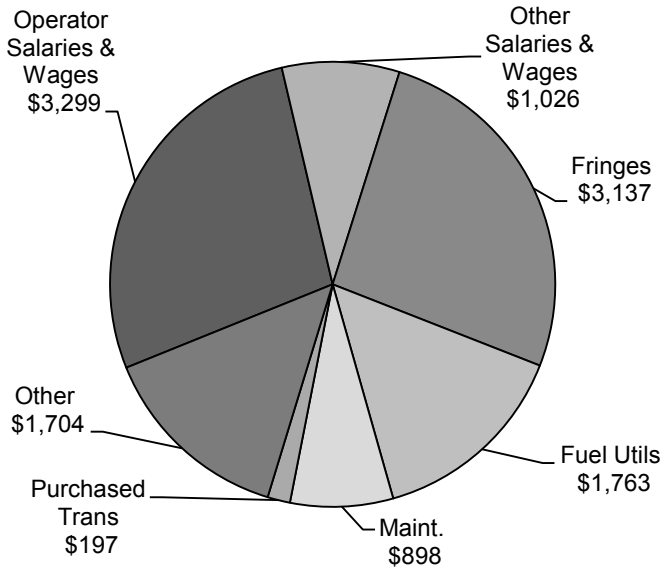
Current Fleet Size

Fixed Route:	57
Paratransit:	64
System-wide:	121

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

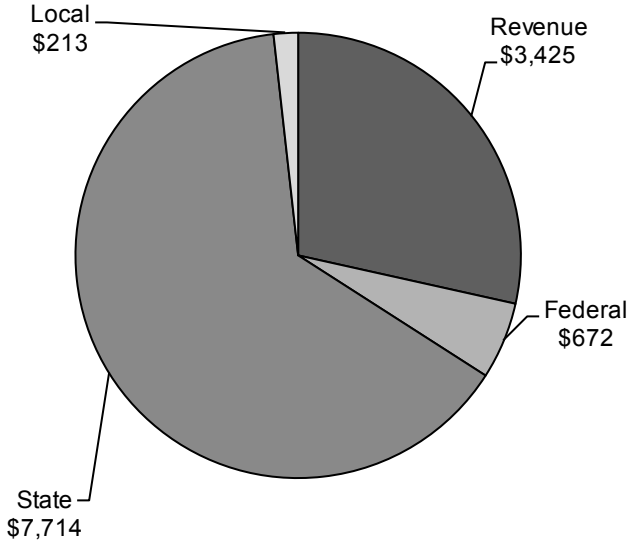
$12,024



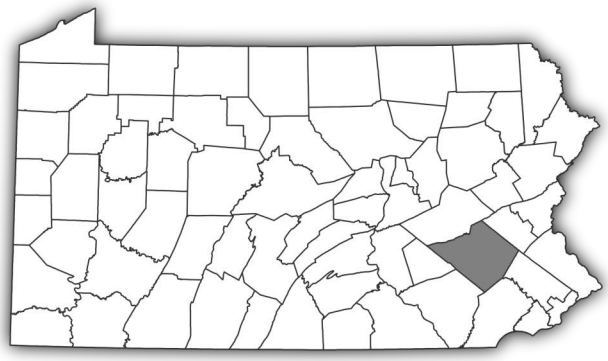
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

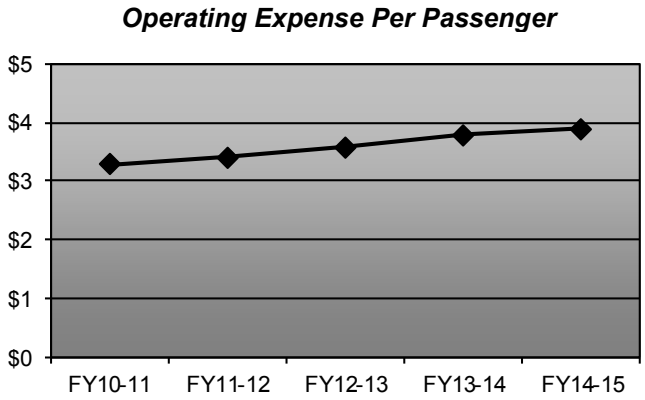
Operating Funds (000's)

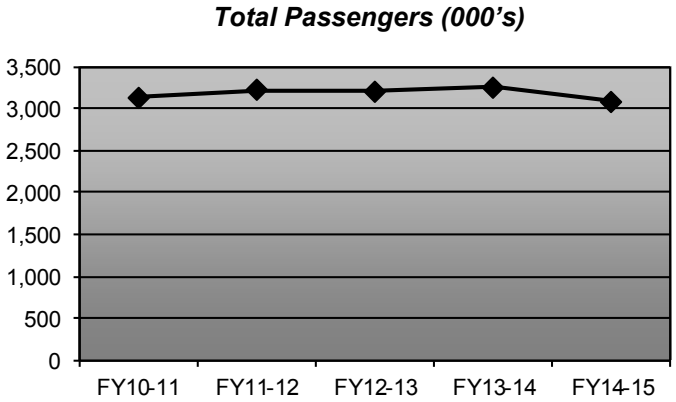
$12,024

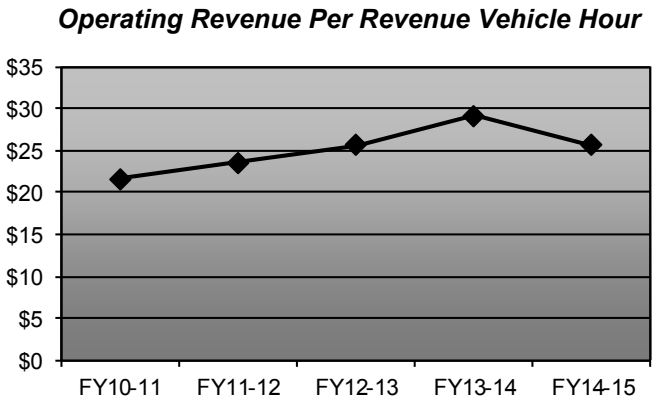


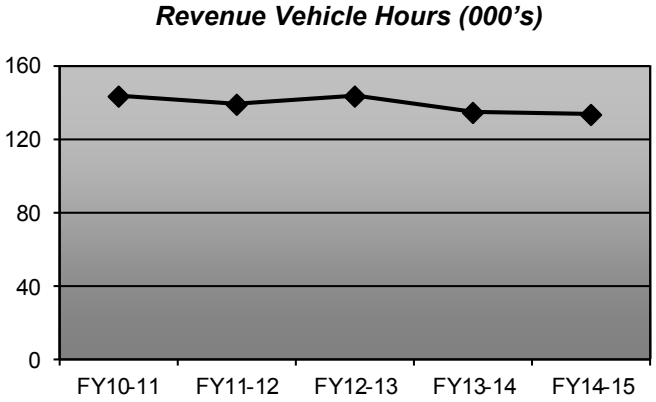
Revenue includes ADA complementary revenue.

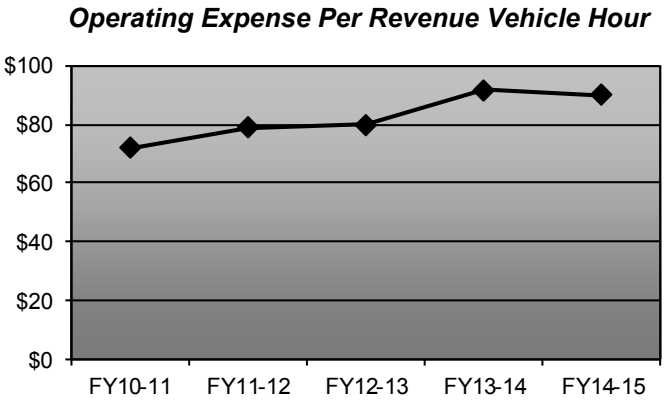


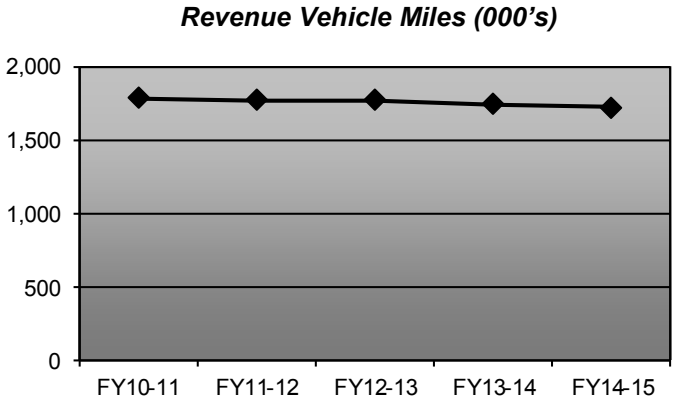


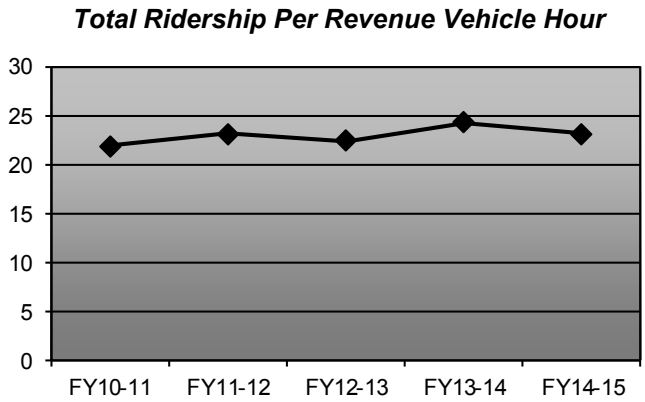












Passengers include ADA complementary passengers.

Community Transportation

Berks Area Regional Transportation Authority
1700 North 11th Street
Reading, PA 19604-1599
610-921-2361
Mr. David Kilmer, Executive Director

Service Area Statistics (2010 Census)
Berks County

Square Miles:	864
Population:	411,422
65+ Population:	59,558
% of Population 65 and older:	14.5%

MATP Provider:	Yes
Percent of Service Subcontracted:	23.75%

Fare Information

Average Shared-Ride Fare:	$13.62
Cost to Commonwealth per Senior Citizen Trip:	$13.03
Fare Structure Implementation Date:	September 2015

Trip Information

65+ Trips:	76,281
PwD Trips:	2,628
Other Shared-Ride Trips:	47,455
Total Shared-Ride Trips:	126,364
Non-Public Trips:	61,863

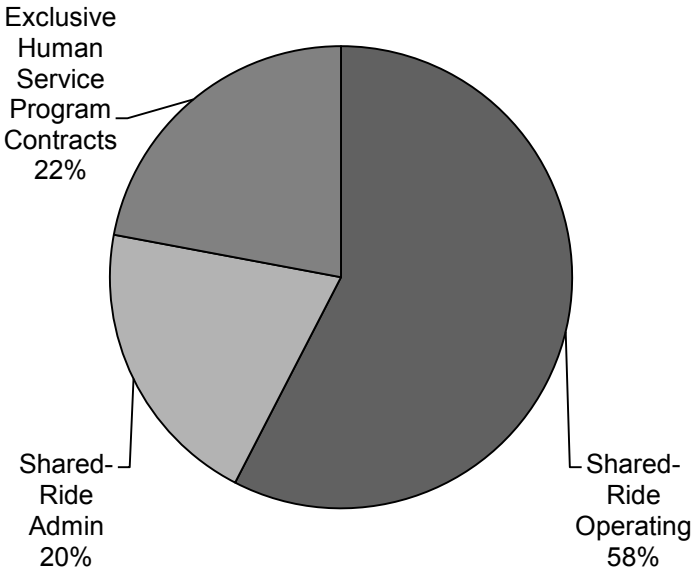
Vehicles Operated in Maximum Service

Community Transportation:	57

COMMUNITY TRANSPORTATION OPERATING BUDGET

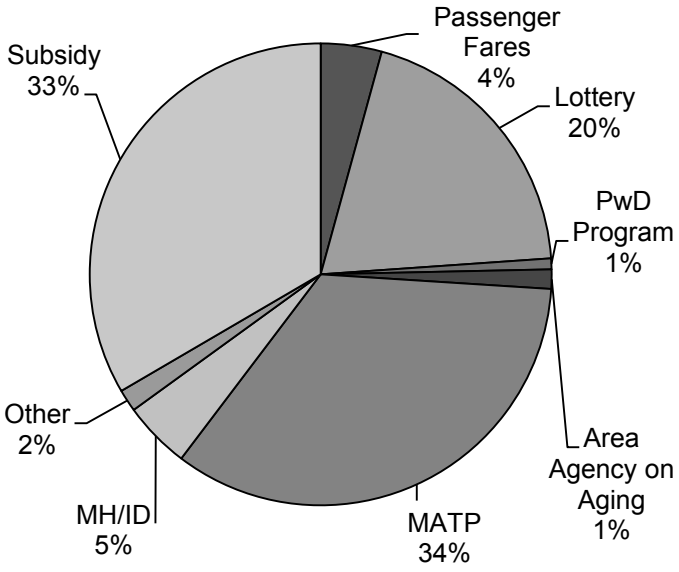
Operating Expenses

$5,064,277



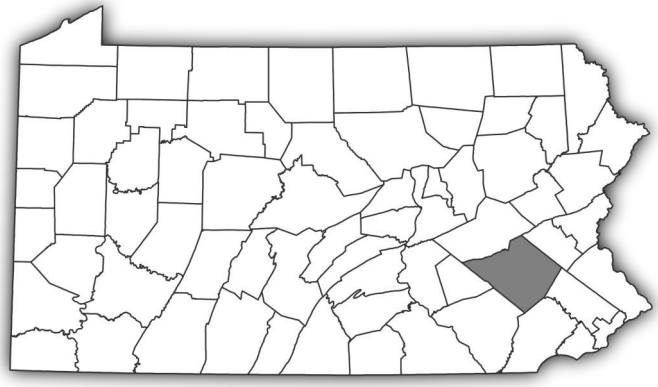
Sources of Funding

$5,064,277

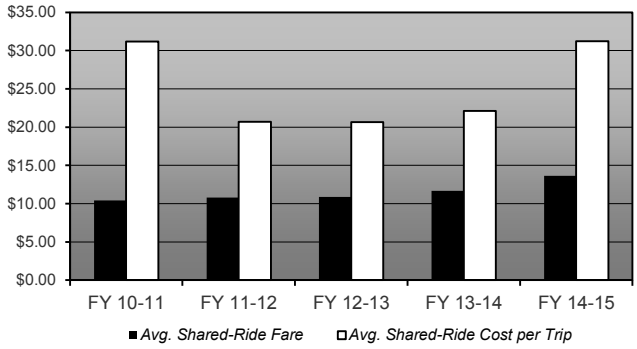


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

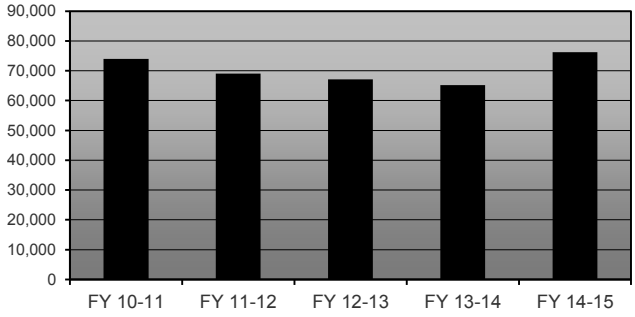
Agency Service Area



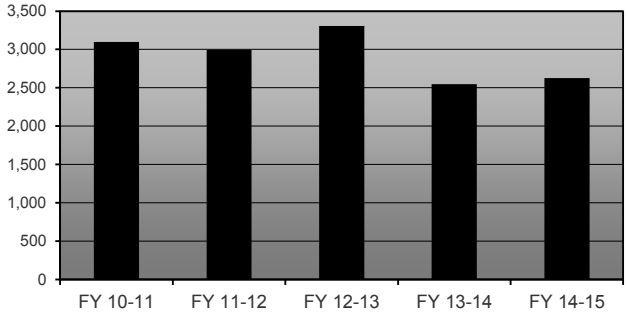
Shared-Ride Fare Recovery



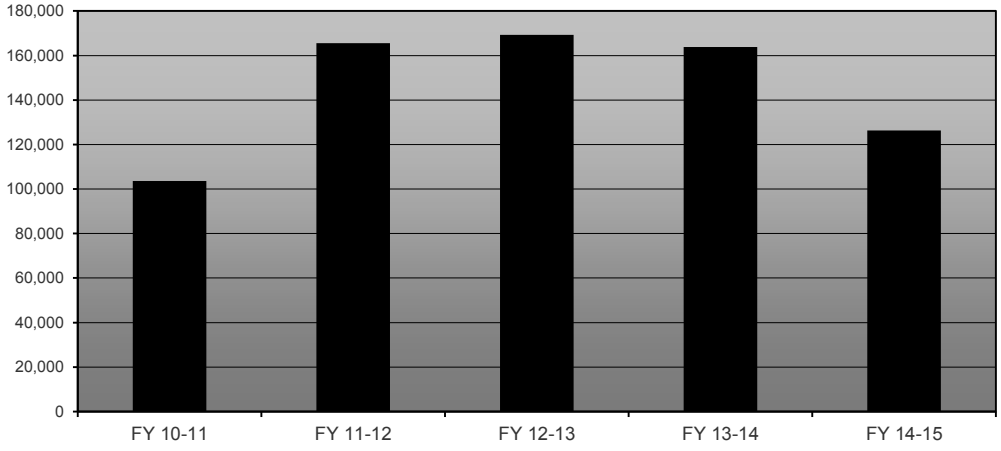
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Cambria County Transit Authority
502 Maple Avenue
Johnstown, PA 15901
Ms. Rose Lucey-Noll, Executive Director
814-535-5526
www.camtranbus.com
Customer Service:
814-535-5526

House District
Cambria: 71, 72, 73

Senate District
Cambria: 35

Service Area Statistics (2010 Census)

Square Miles:	693
Population:	137,732

Current Fare Information

Fixed Route Base:	$1.55
Last Base Fare Increase:	Jan 2016

Act 44 Fixed Route Distribution Factors

Total Passengers:	1,197,414
Senior Passengers:	164,071
Revenue Vehicle Miles:	1,095,978
Revenue Vehicle Hours:	82,868

Current Employees

	Full-Time	Part-Time
Fixed Route:	103	14
Paratransit:	4	0
System-wide:	107	14

Act 44 Operating Assistance

Section 1513 Allocation:	$6,344,363
Required Local Match:	$697,507

Current Fleet Size

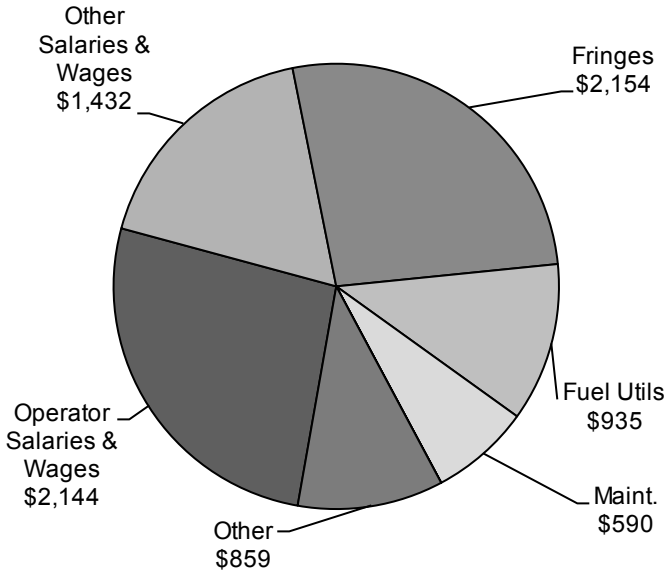
Motor Bus:	49
Inclined Plane Cars:	2
Paratransit Vehicles:	4
System-wide:	55

*Includes Rural Service

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

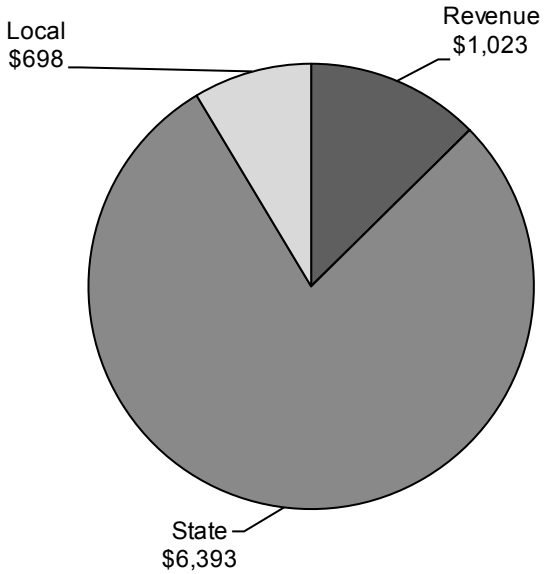
$8,114



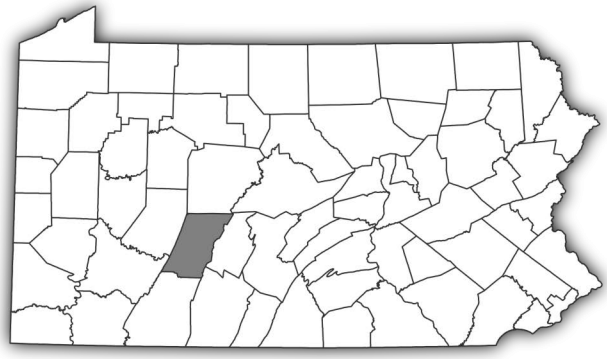
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

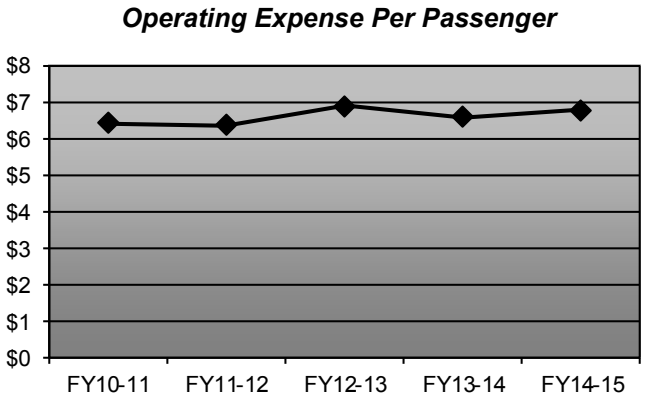
Operating Funds (000's)

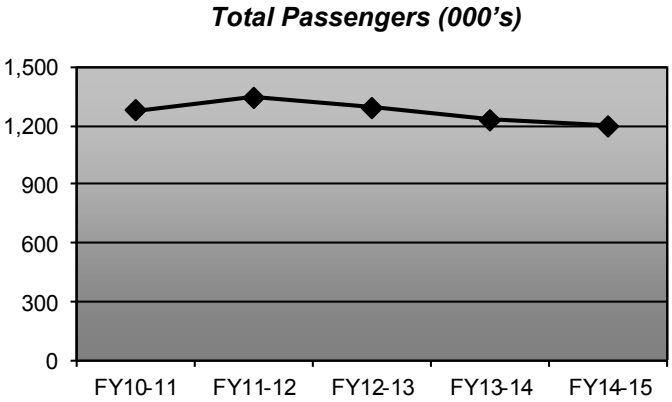
$8,114

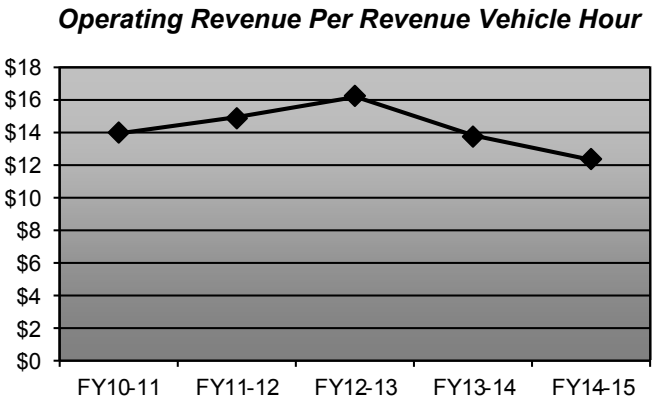


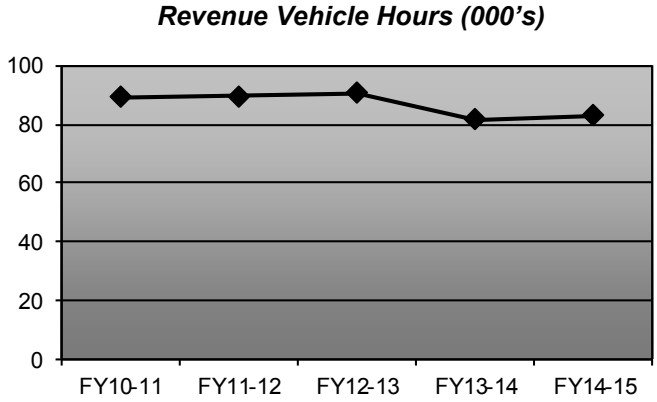
Revenue includes ADA complementary revenue.

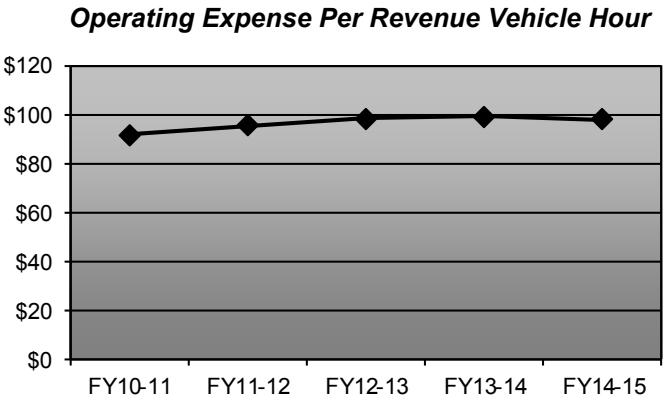


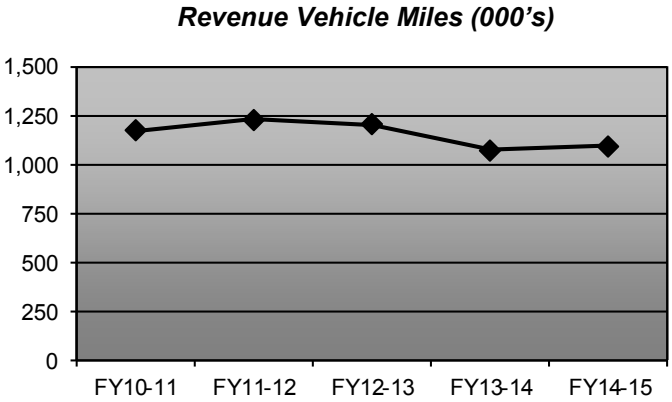


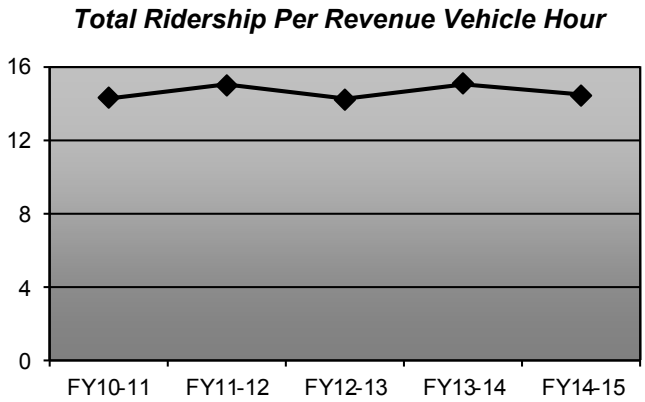












Passengers include ADA complementary passengers.

Community Transportation

Cambria County Transit Authority
502 Maple Avenue
Johnstown, PA 15901
814-535-5526
Ms. Rose Lucey-Noll, Executive Director

Service Area Statistics (2010 Census)
Cambria County

Square Miles:	688
Population:	143,679
65+ Population:	27,071
% of Population 65 and older:	18.8%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$14.17
Cost to Commonwealth per Senior Citizen Trip:	$11.89
Fare Structure Implementation Date:	January 2016

Trip Information

65+ Trips:	47,786
PwD Trips:	1,767
Other Shared-Ride Trips:	1,824
Total Shared-Ride Trips:	51,377

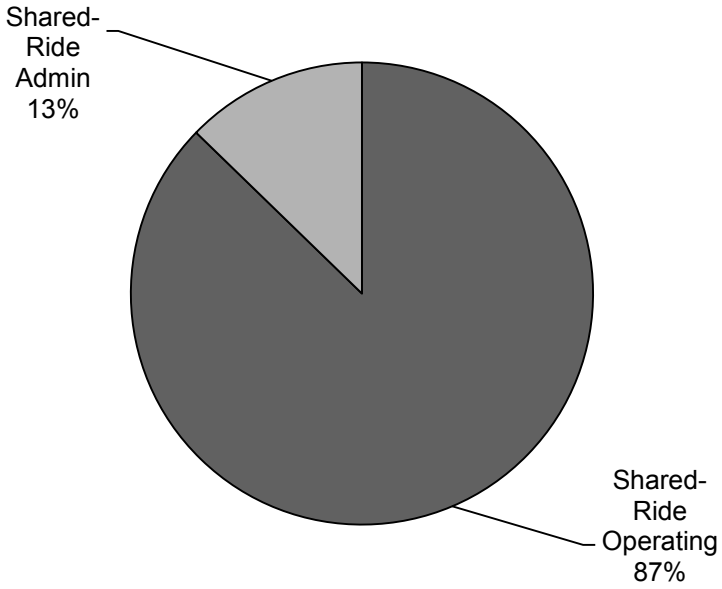
Vehicles Operated in Maximum Service

Community Transportation:	15

COMMUNITY TRANSPORTATION OPERATING BUDGET

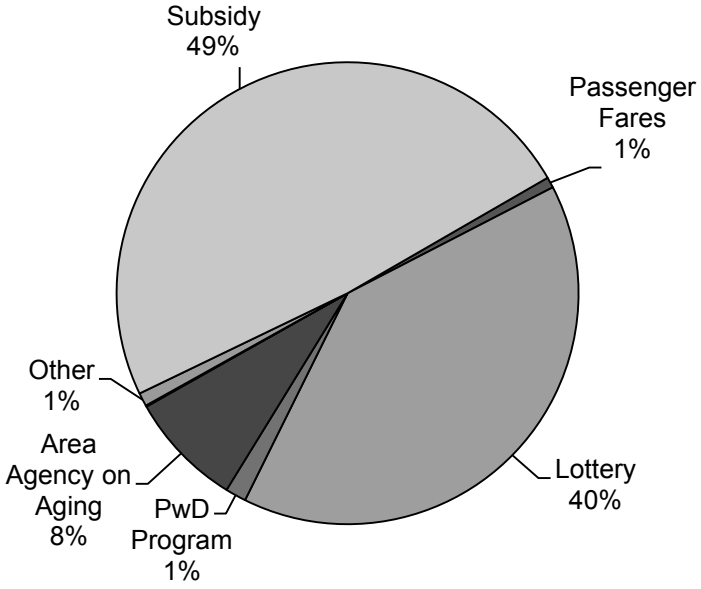
Operating Expenses

$1,418,575



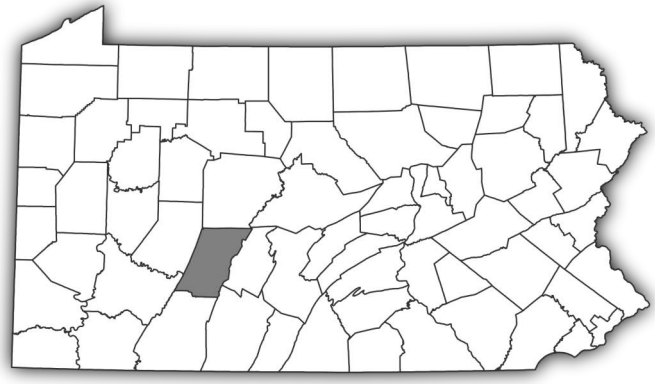
Sources of Funding

$1,418,575

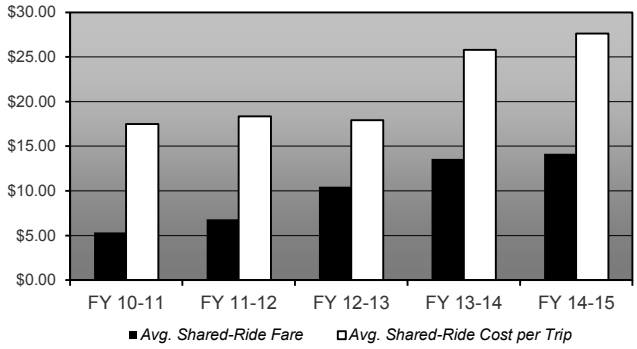


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

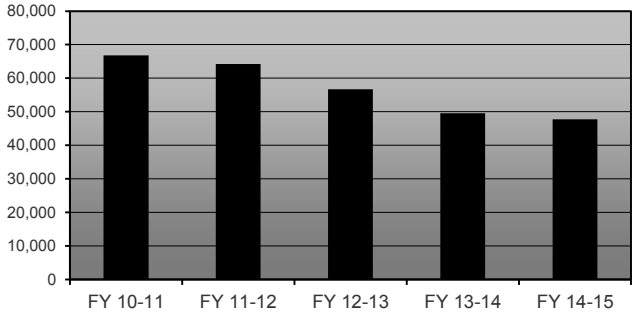
Agency Service Area



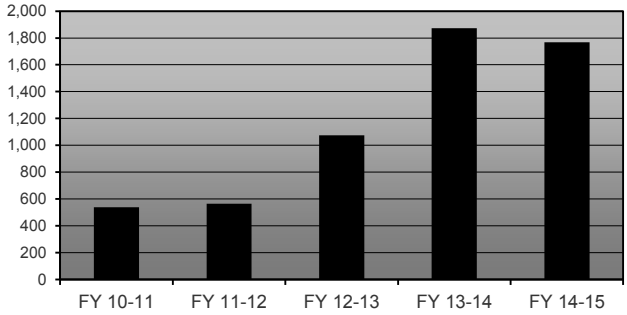
Shared-Ride Fare Recovery



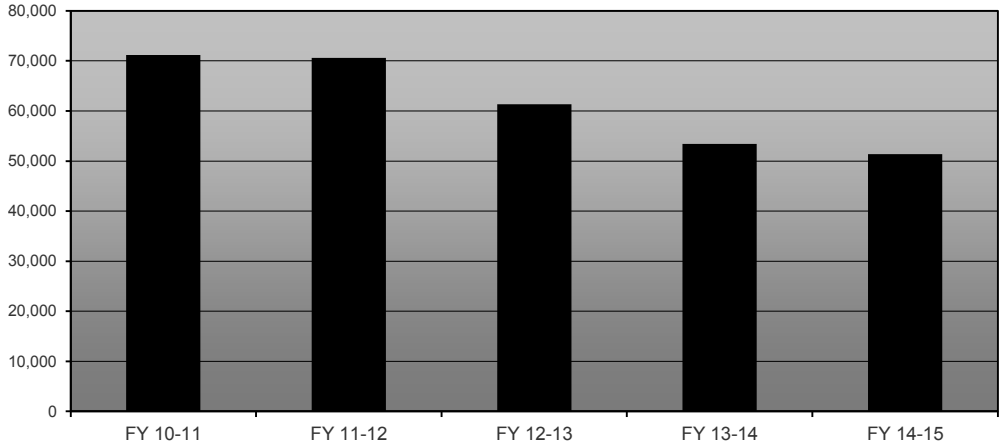
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Capital Area Transit
901 North Cameron Street
Harrisburg, PA 17101
Mr. William A. Jones, General Manager
717-233-5657
www.cattransit.com
Customer Service:
717-238-8304

House District
Cumberland: 87, 88, 89, 92, 199
Dauphin: 98, 103, 104, 105, 106

Senate District
Cumberland: 31
Dauphin: 15, 27, 48

Service Area Statistics (2010 Census)

Square Miles:	1,070
Population:	508,279

Current Fare Information

Fixed Route Base:	$1.75
Last Base Fare Increase:	October 2010

Act 44 Fixed Route Distribution Factors

Total Passengers:	2,592,850
Senior Passengers:	237,020
Revenue Vehicle Miles:	1,861,128
Revenue Vehicle Hours:	136,452

Current Employees

	Full-Time	Part-Time
Fixed Route:	141	15
Paratransit:	51	15
Subcontractor:	23	10
System-wide:	215	40

Act 44 Operating Assistance

Section 1513 Allocation:	$7,421,148
Required Local Match:	$804,941

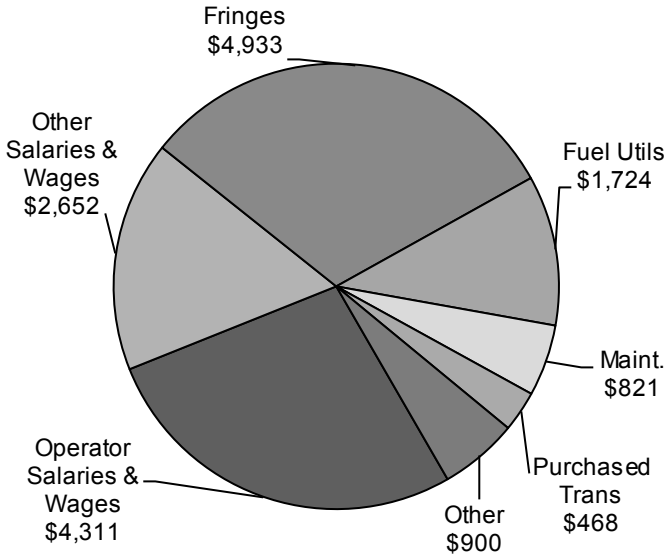
Current Fleet Size

Fixed Route:	78
Paratransit:	52
System-wide:	130

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

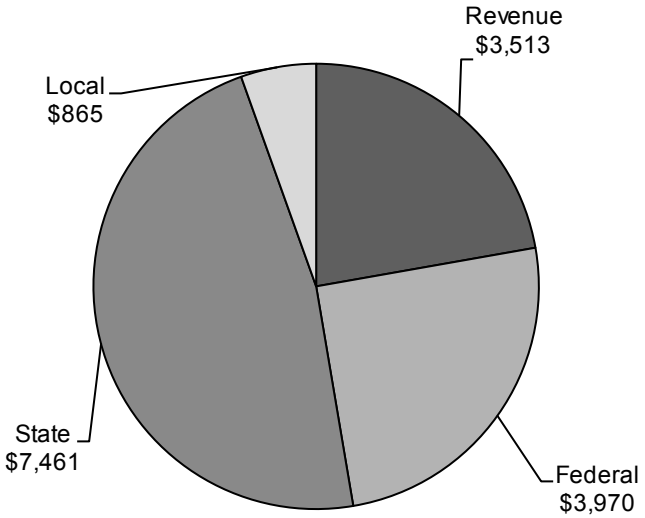
$15,809



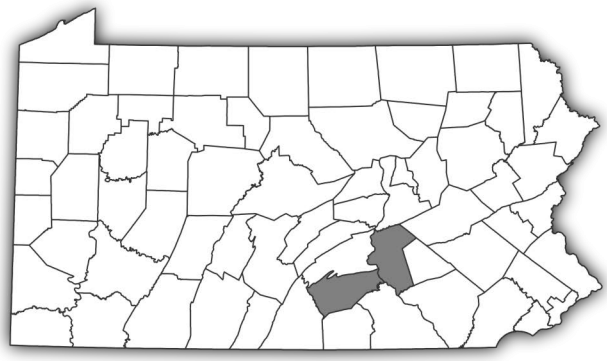
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

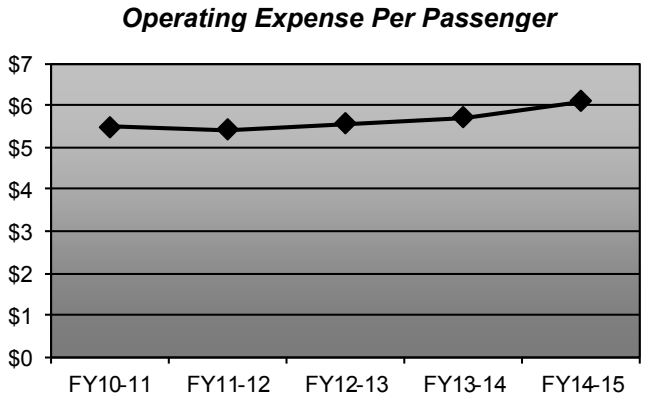
Operating Funds (000's)

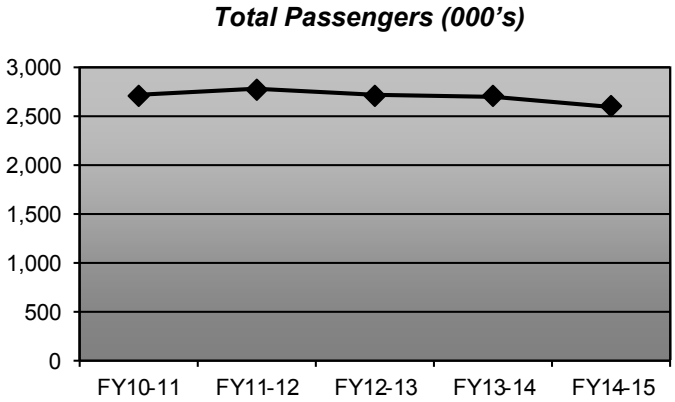
$15,809

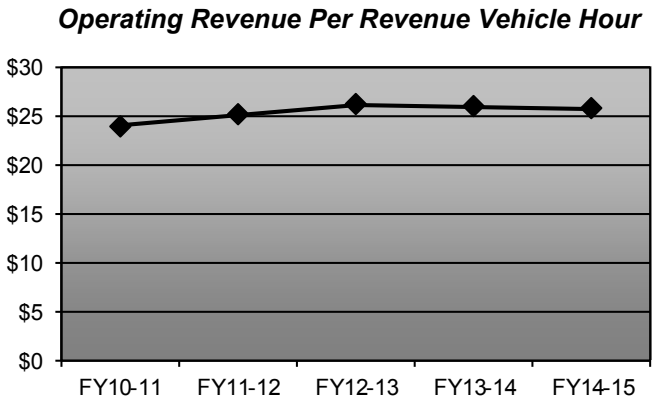


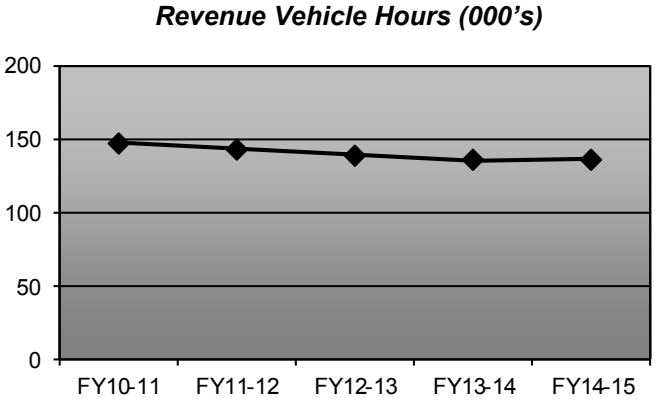
Revenue includes ADA complementary revenue.

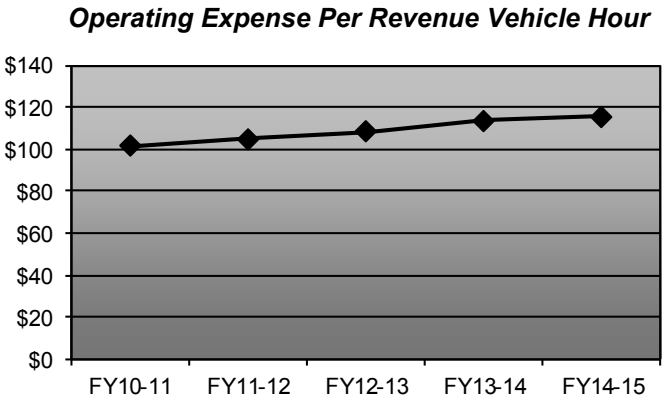


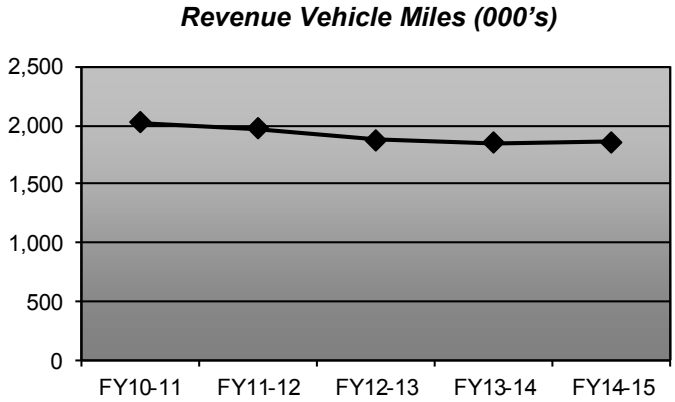


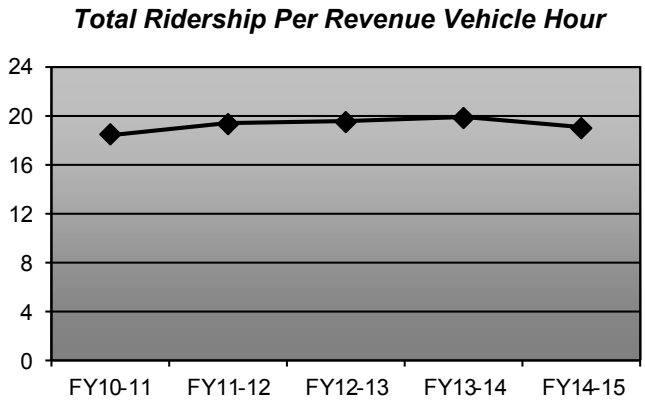












Passengers include ADA complementary passengers.

Community Transportation

Capital Area Transit
901 North Cameron Street
Harrisburg, PA 17101
717-232-6100
Mr. William A. Jones, General Manager

Service Area Statistics (2010 Census)
Dauphin County

Square Miles:	525
Population:	268,100
65+ Population:	36,841
% of Population 65 and older:	13.7%

MATP Provider:	Yes
Percent of Service Subcontracted:	39.27%

Fare Information

Average Shared-Ride Fare:	$20.29
Cost to Commonwealth per Senior Citizen Trip:	$16.92
Fare Structure Implementation Date:	February 2011

Trip Information

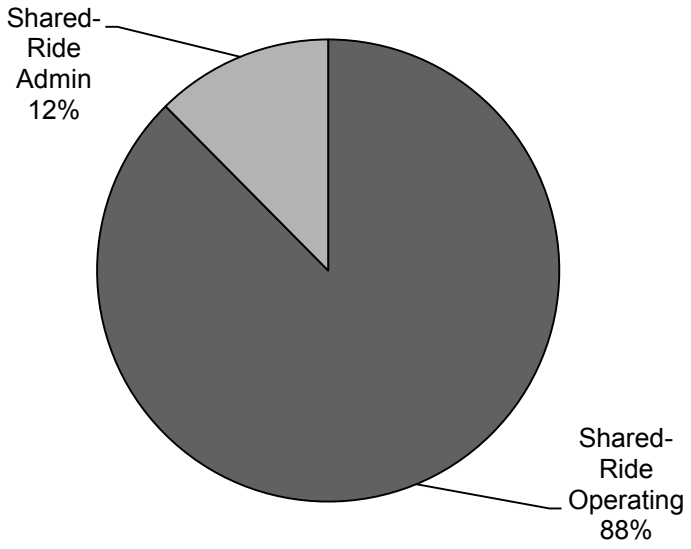
65+ Trips:	59,696
PwD Trips:	10,524
Other Shared-Ride Trips:	97,616
Total Shared-Ride Trips:	167,836

Vehicles Operated in Maximum Service

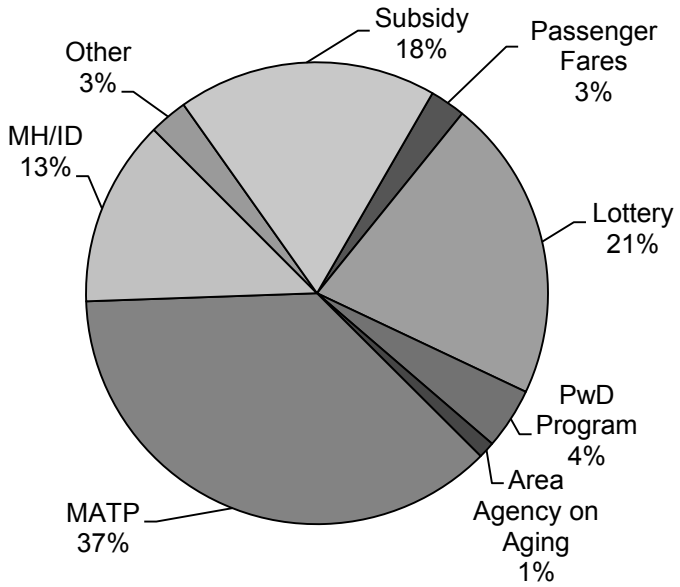
Community Transportation:	40

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$4,117,375

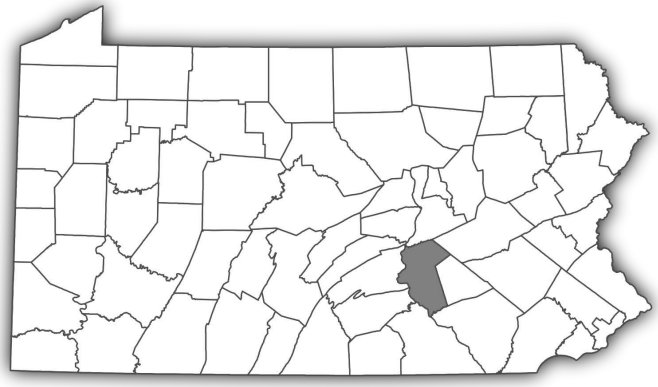


Sources of Funding
$4,117,375

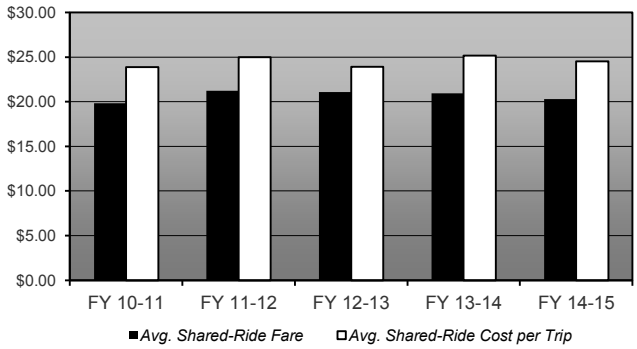


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

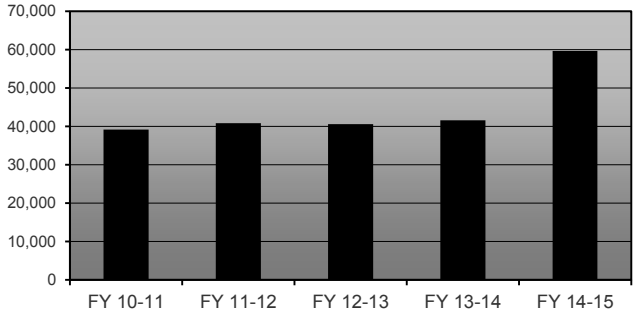
Agency Service Area



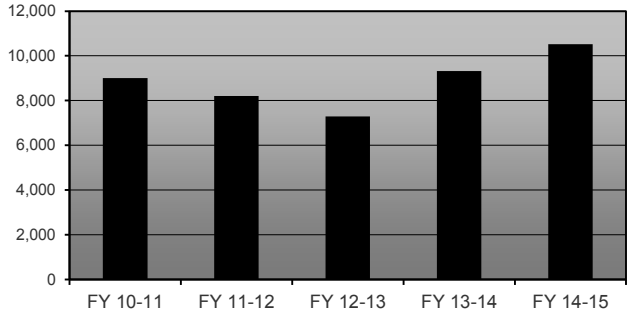
Shared-Ride Fare Recovery



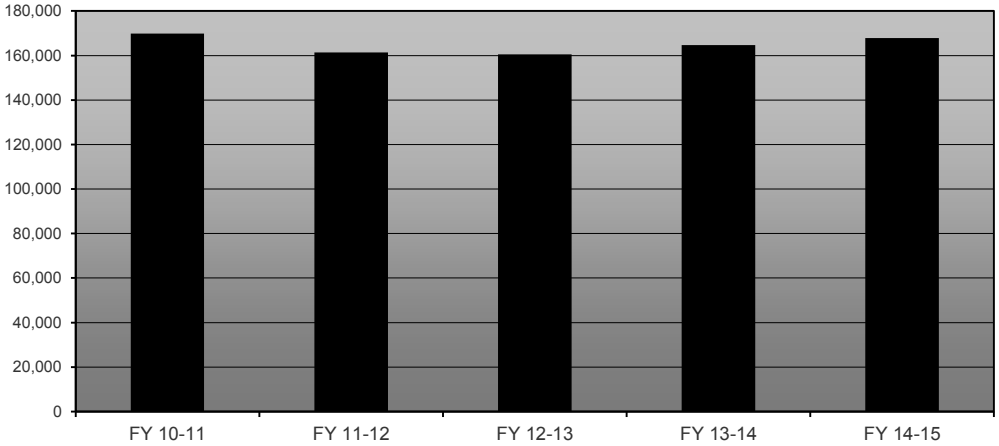
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Centre Area Transportation Authority
2081 West Whitehall Road
State College, PA 16801
Ms. Louwana Oliva, General Manager
814-238-2282
www.catabus.com
Customer Service:
814-238-2282

House District
Centre: 76, 77, 171

Senate District
Centre: 34

Service Area Statistics (2010 Census)

Square Miles:	89
Population:	104,360

Current Fare Information

Fixed Route Base:	$1.75
Last Base Fare Increase:	July 2014
System-wide Increase:	August 2011*

Act 44 Fixed Route Distribution Factors

Total Passengers:	7,379,790
Senior Passengers:	49,526
Revenue Vehicle Miles:	1,944,783
Revenue Vehicle Hours:	157,001

Current Employees

	Full-Time	Part-Time
Fixed Route:	180	5
Paratransit:	1	0
Subcontractor:	7	13
System-wide:	188	18

Act 44 Operating Assistance

Section 1513 Allocation:	$5,063,802
Required Local Match:	$499,299

Current Fleet Size

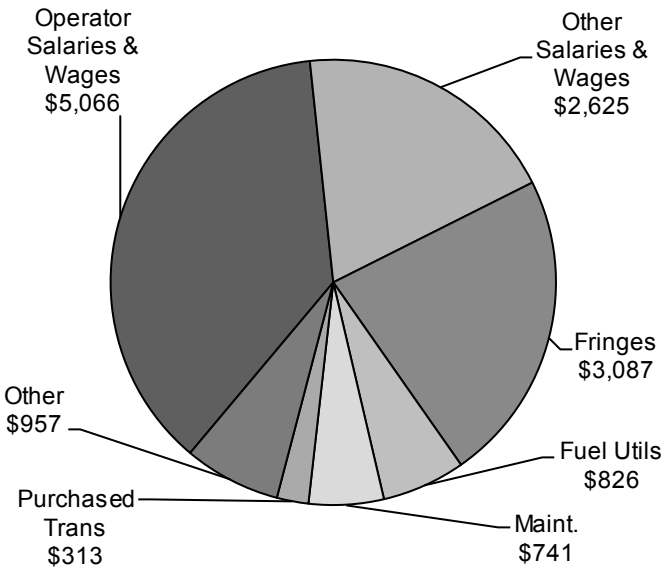
Fixed Route:	71
Paratransit:	5
System-wide:	76

*Tokens and multi-ride passes increased in price.

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

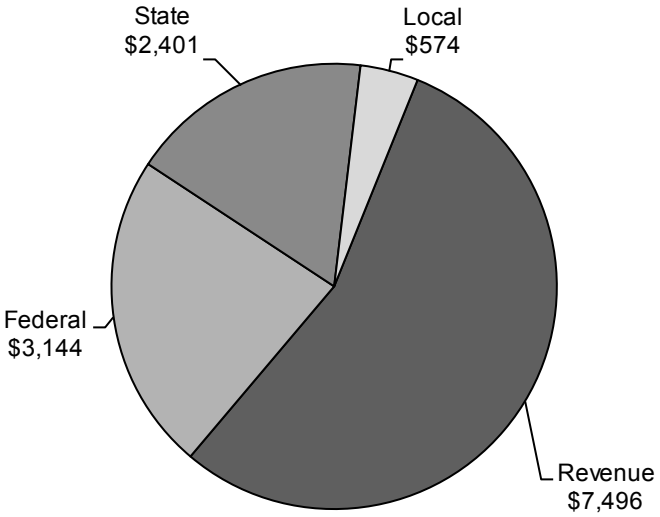
$13,615



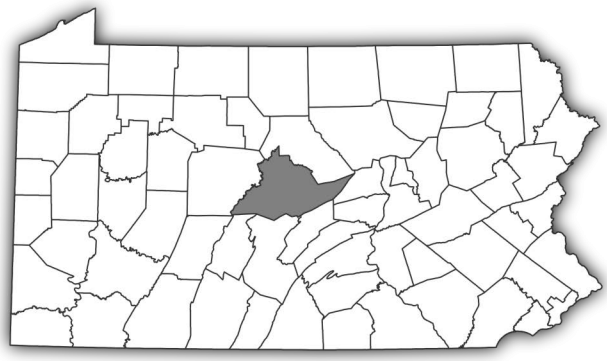
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

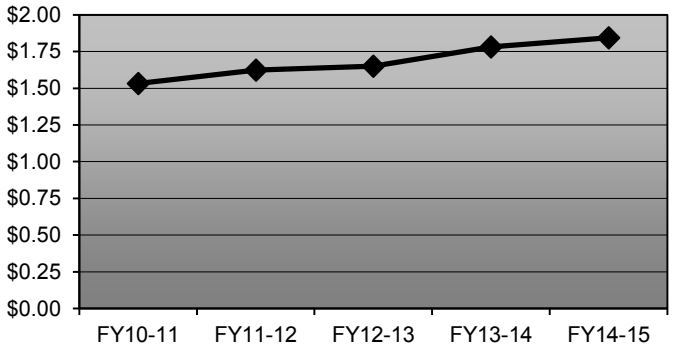
Operating Funds (000's)

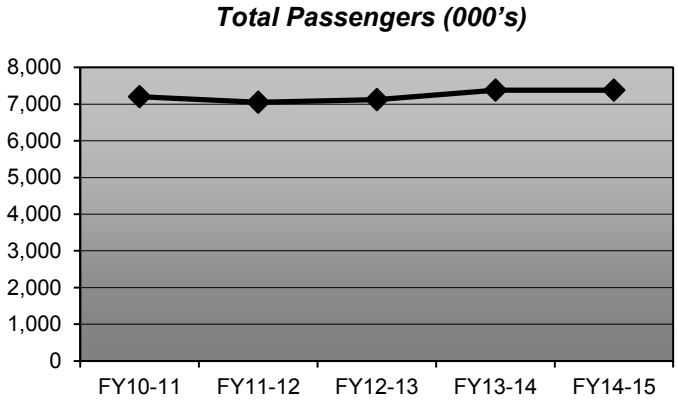
$13,615

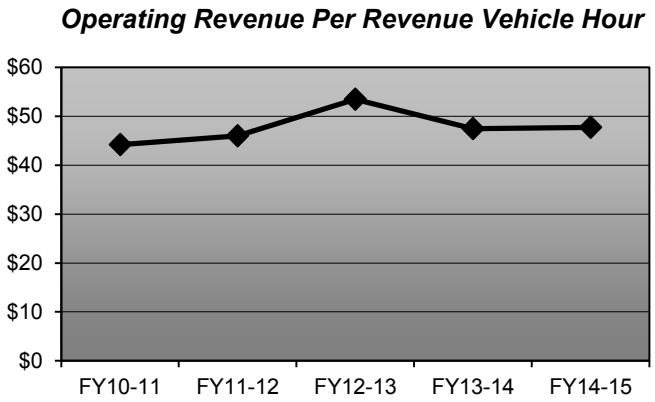


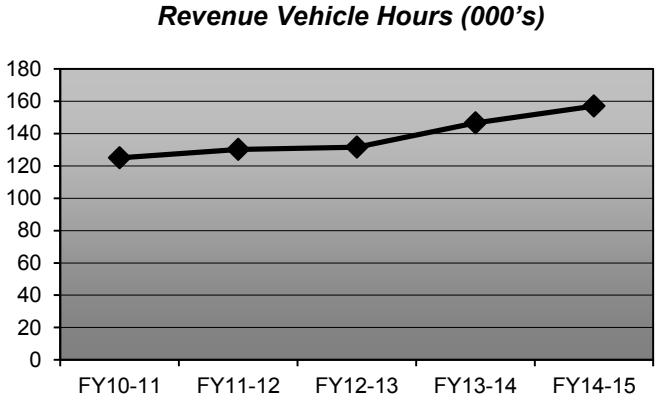
Revenue includes ADA complementary revenue.

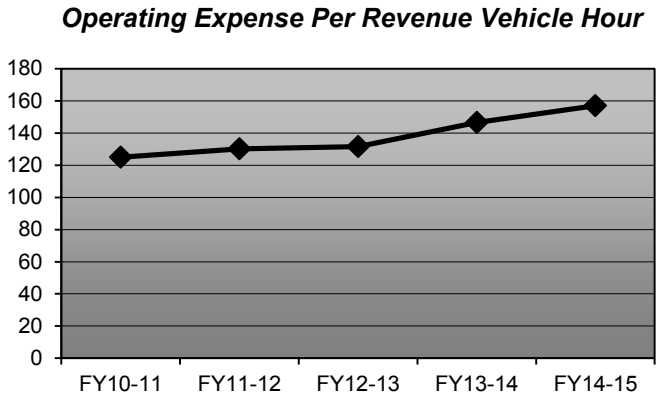


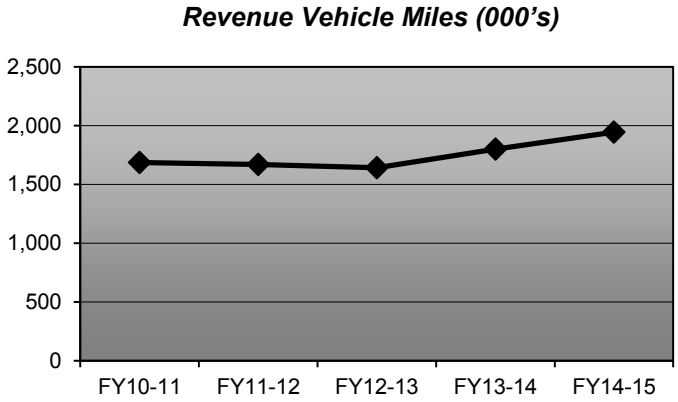


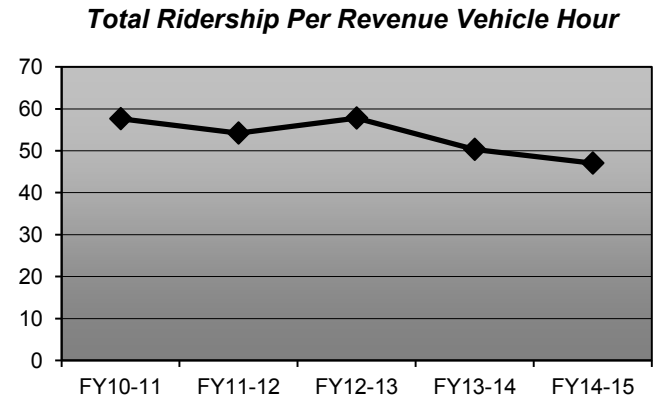












Passengers include ADA complementary passengers.

Community Transportation

Centre Area Transportation Authority
2081 West Whitehall Road
State College, PA 16801
814-238-2282
Ms. Louwana Oliva, General Manager

Service Area Statistics (2010 Census)
Centre County

Square Miles:	135
Population:	112,000
65+ Population:	12,631
% of Population 65 and older:	11.3%

MATP Provider:	No
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$19.94
Cost to Commonwealth per Senior Citizen Trip:	$17.00
Fare Structure Implementation Date:	July 2013

Trip Information

65+ Trips:	16,559
PwD Trips:	Centre County (see page 188)
Other Shared-Ride Trips:	832
Total Shared-Ride Trips:	17,265

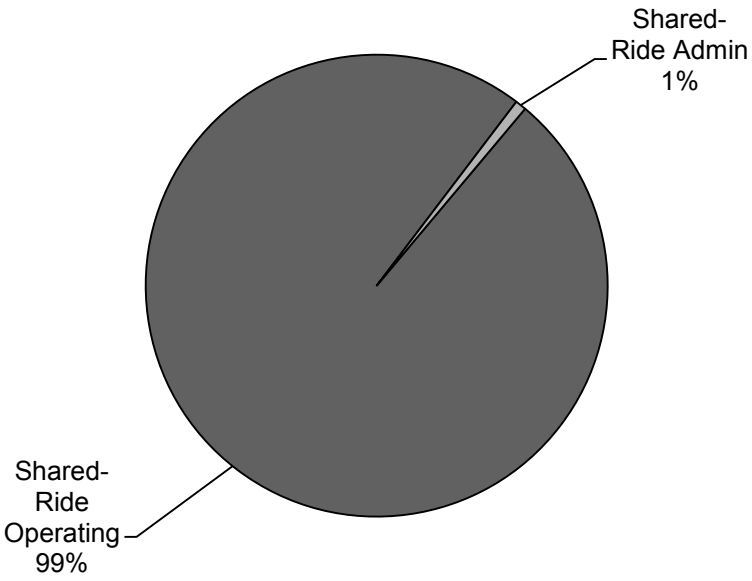
Vehicles Operated in Maximum Service

Community Transportation:	4

COMMUNITY TRANSPORTATION OPERATING BUDGET

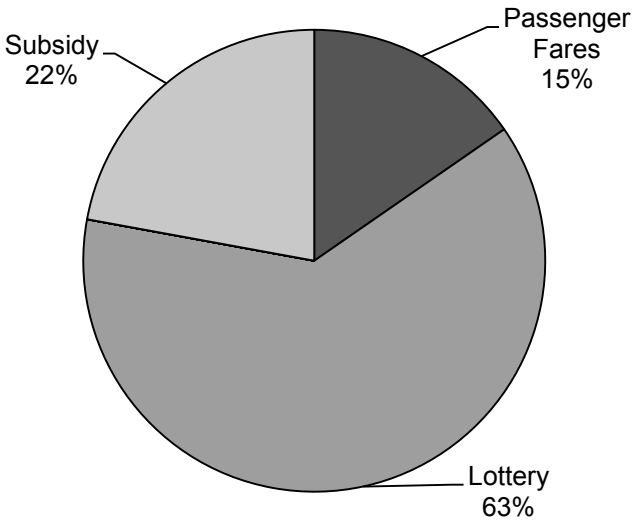
Operating Expenses

$450,318



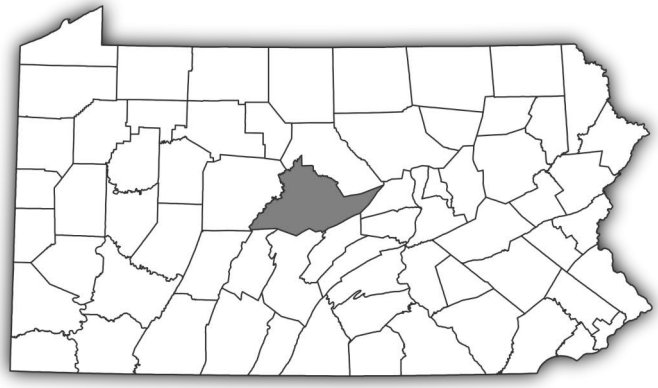
Sources of Funding

$450,318

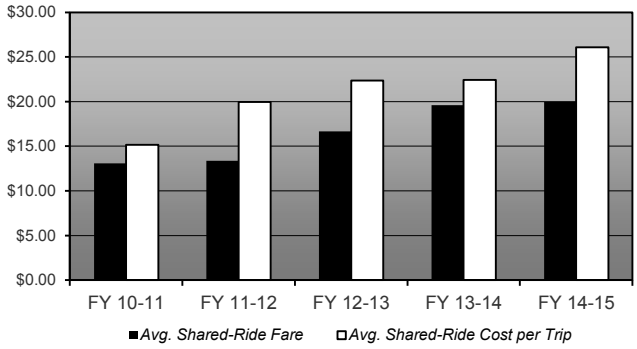


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

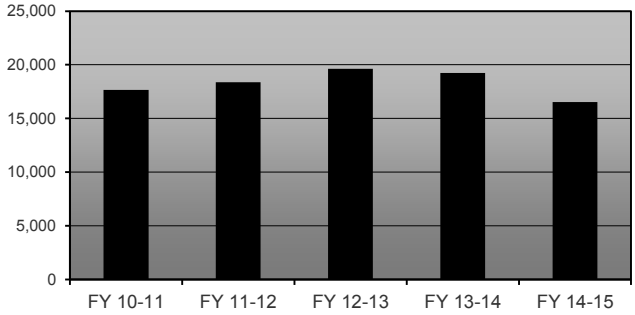
Agency Service Area



Shared-Ride Fare Recovery



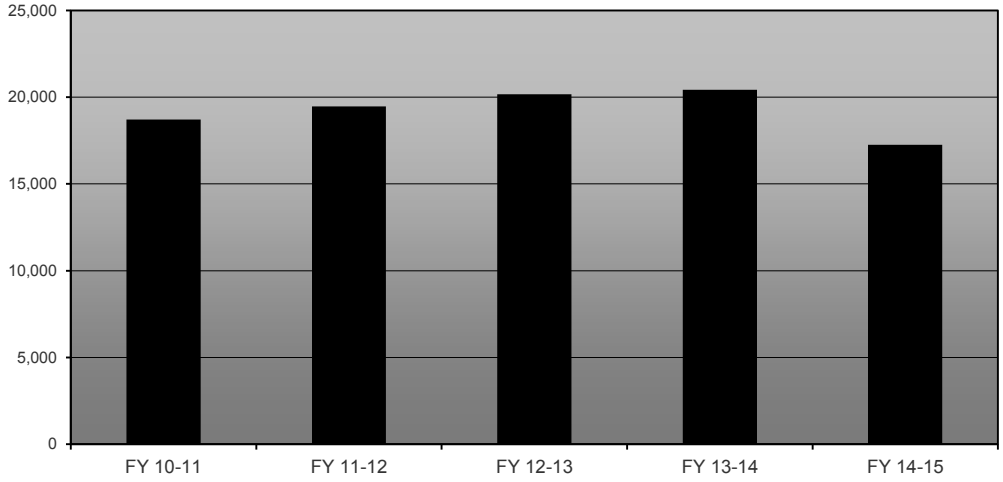
65+ Shared-Ride Trips



PwD Shared-Ride Trips

CATA does not provide PwD shared-ride service. Centre County provides PwD (see page 189).

Total Shared-Ride Trips



County of Lackawanna Transit System
800 North South Road
Scranton, PA 18504
Mr. Robert J. Fiume, Executive Director
570-346-2061
www.coltsbus.com
Customer Service:
570-346-2061

House District
Lackawanna: 112, 113, 114, 117, 118

Senate District
Lackawanna: 22

Service Area Statistics (2010 Census)

Square Miles:	459
Population:	214,437

Current Fare Information

Fixed Route Base:	$1.75
Last Base Fare Increase:	July 2013

Act 44 Fixed Route Distribution Factors

Total Passengers:	1,132,246
Senior Passengers:	186,922
Revenue Vehicle Miles:	1,176,351
Revenue Vehicle Hours:	92,121

Current Employees

	Full-Time	Part-Time
Fixed Route:	69	9
Paratransit:	35	7
Subcontractor:	0	7
System-wide:	104	23

Act 44 Operating Assistance

Section 1513 Allocation:	$6,289,858
Required Local Match:	$594,758

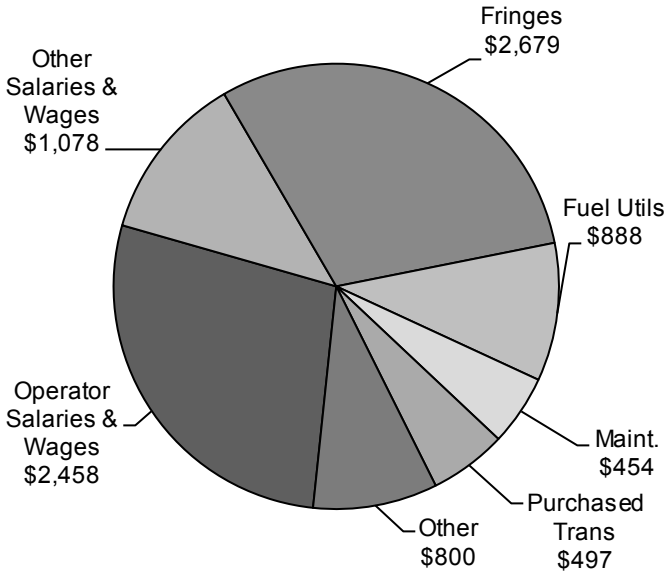
Current Fleet Size

Fixed Route:	35
Paratransit:	29
System-wide:	64

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

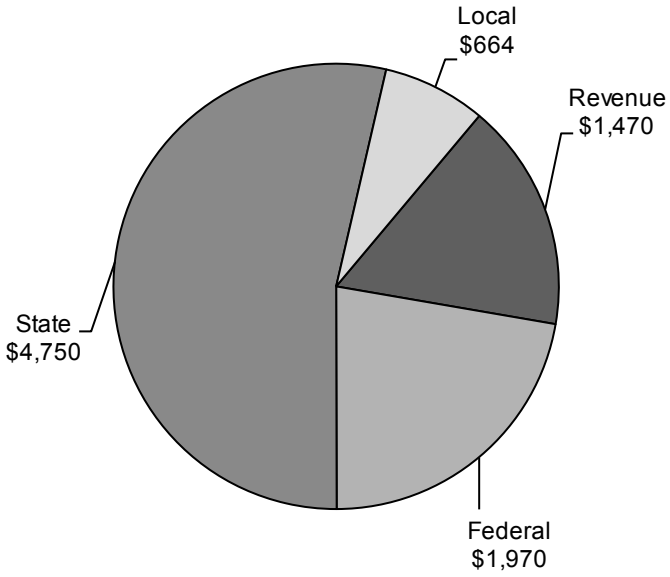
$8,854



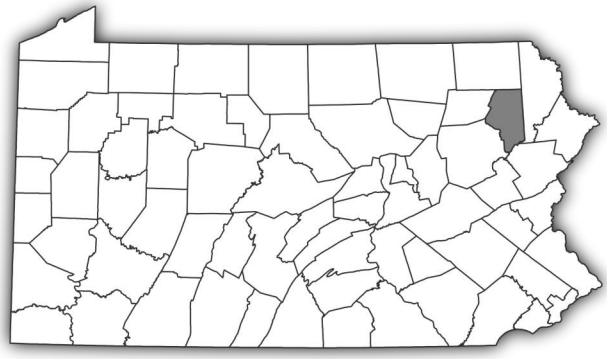
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

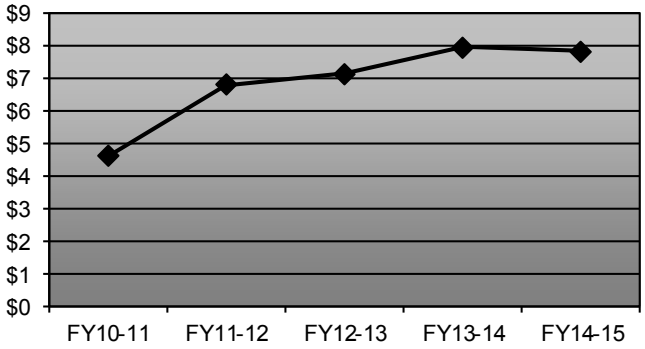
Operating Funds (000's)

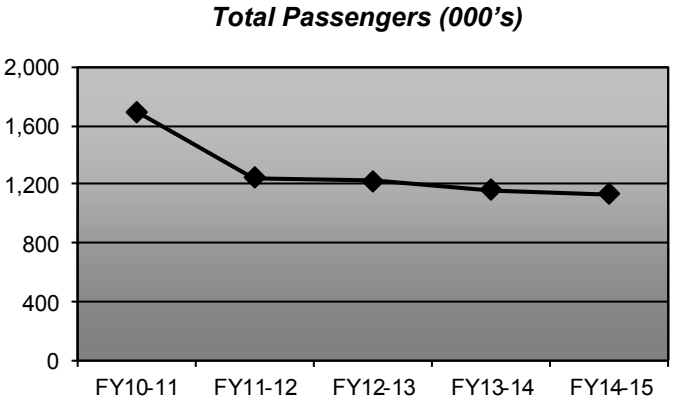
$8,854

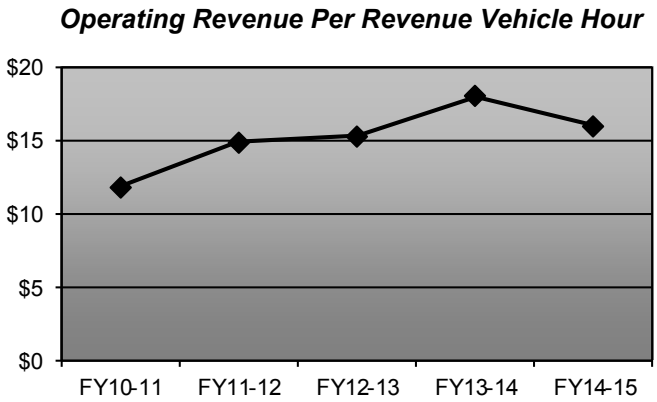


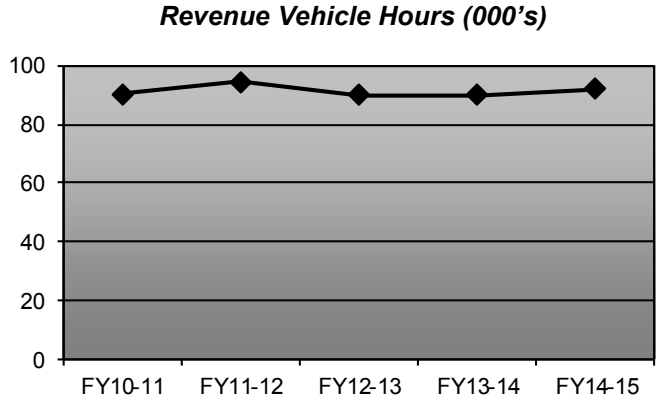
Revenue includes ADA complementary revenue.
Financial data is unaudited.

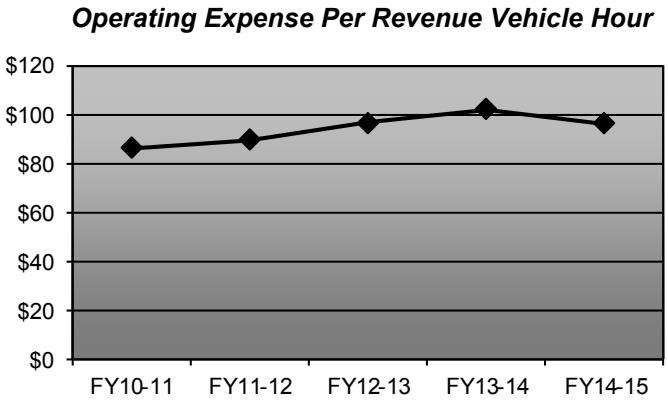


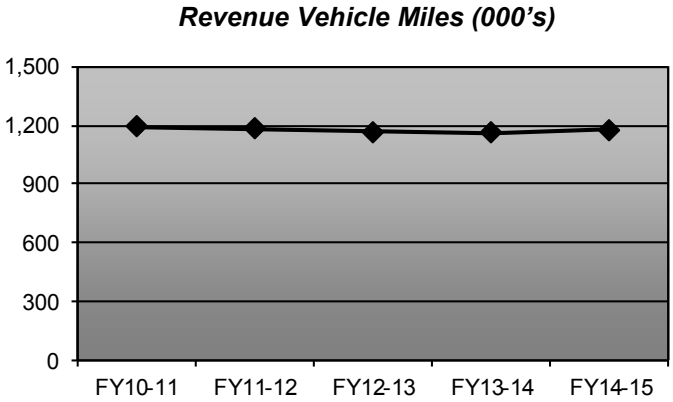


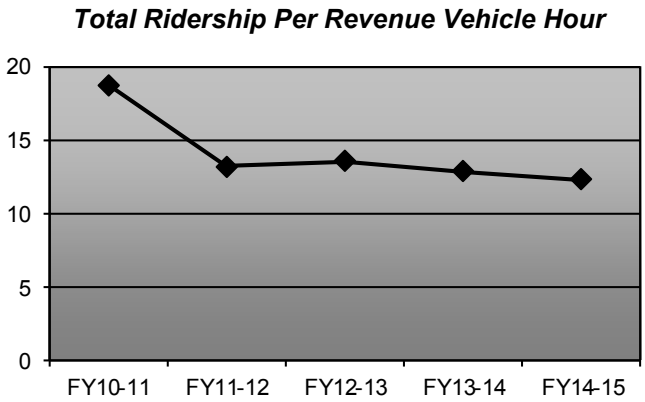












Passengers include ADA complementary passengers.
Reported ridership prior to FY 2011-12 may have been overstated.

Community Transportation

County of Lackawanna Transit System
800 North South Road
Scranton, PA 18504
570-346-2061
Mr. Robert J. Fiume, Executive Director

Service Area Statistics (2010 Census)
Lackawanna County

Square Miles:	459
Population:	214,437
65+ Population:	37,895
% of Population 65 and older:	17.7%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$19.90
Cost to Commonwealth per Senior Citizen Trip:	$16.39
Fare Structure Implementation Date:	July 2015

Trip Information

65+ Trips:	77,638
PwD Trips:	1,932
Other Shared-Ride Trips:	2,845
Total Shared-Ride Trips:	82,415
Non-Public Trips:	11,529

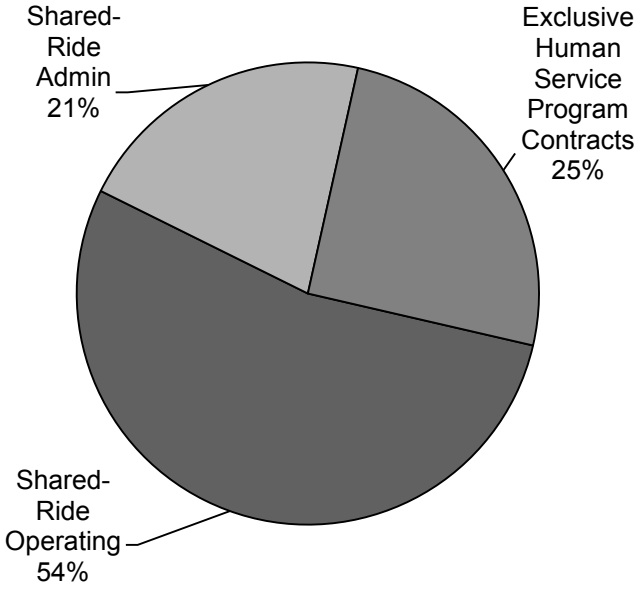
Vehicles Operated in Maximum Service

Community Transportation:	28

COMMUNITY TRANSPORTATION OPERATING BUDGET

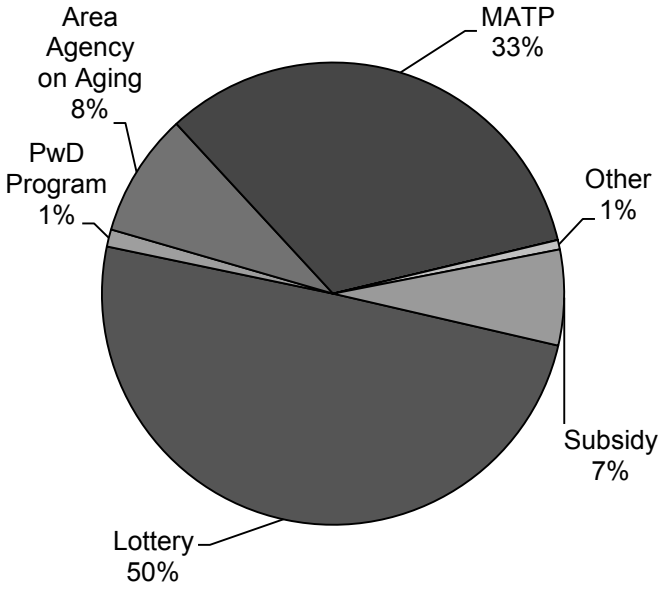
Operating Expenses

$2,782,693



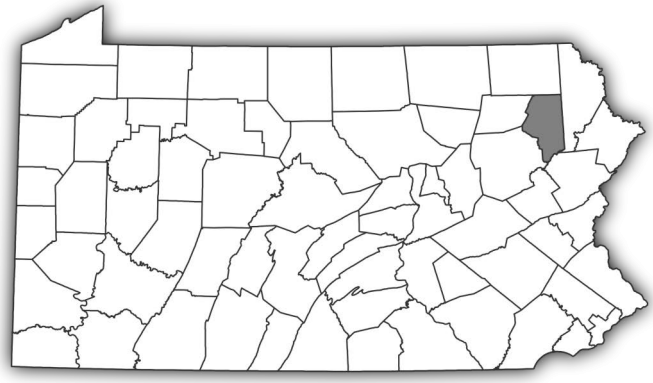
Sources of Funding

$2,783,745

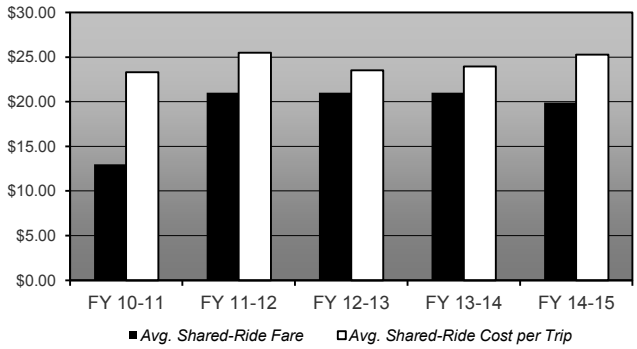


Financial data is unaudited.
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

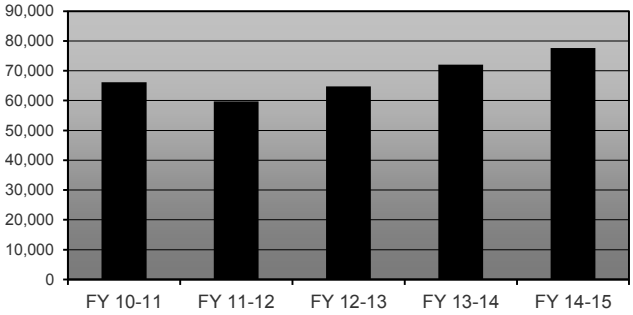
Agency Service Area



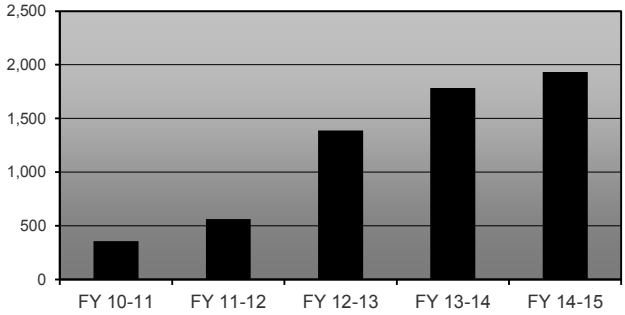
Shared-Ride Fare Recovery



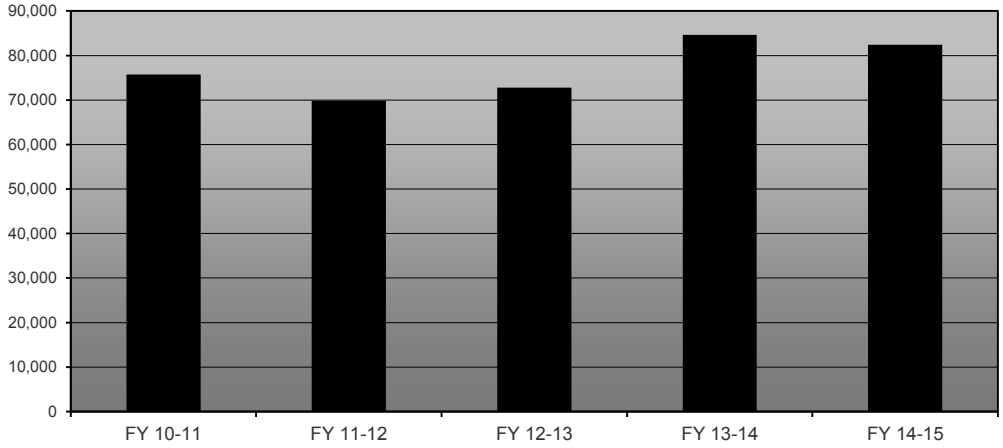
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



County of Lebanon Transit Authority
200 Willow Street
Lebanon, PA 17046
Ms. Theresa Giurintano, Executive Director
717-274-3664
www.lebanontransit.org
Customer Service:
717-274-3664

House District
Lebanon: 101, 102

Senate District
Lebanon: 48

Service Area Statistics (2010 Census)

Square Miles:	362
Population:	133,568

Current Fare Information

Fixed Route Base:	$1.50
Last Base Fare Increase:	August 2011

Act 44 Fixed Route Distribution Factors

Total Passengers:	337,124
Senior Passengers:	65,878
Revenue Vehicle Miles:	505,946
Revenue Vehicle Hours:	31,396

Current Employees

	Full-Time	Part-Time
Fixed Route:	28	1
Paratransit:	13	5
System-wide:	41	6

Act 44 Operating Assistance

Section 1513 Allocation:	$1,685,132
Required Local Match:	$92,458

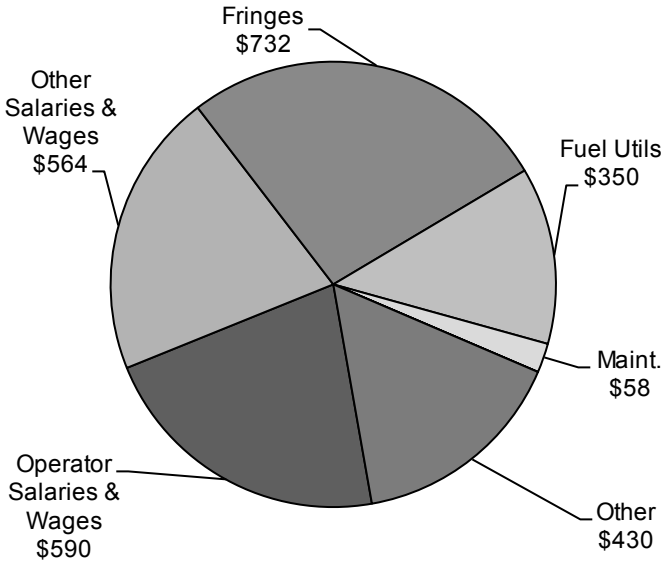
Current Fleet Size

Fixed Route:	18
Paratransit:	14
System-wide:	32

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

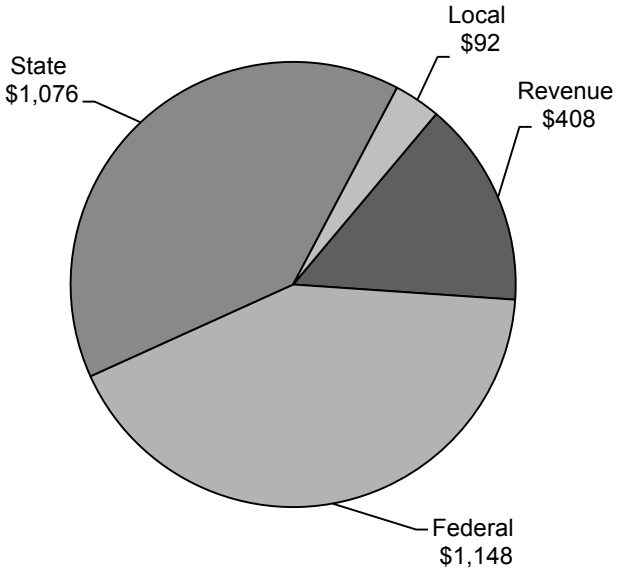
$2,724



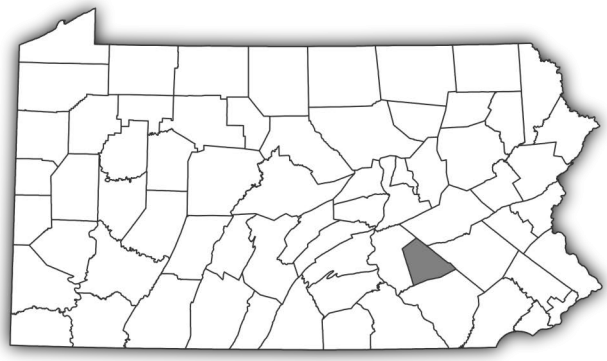
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

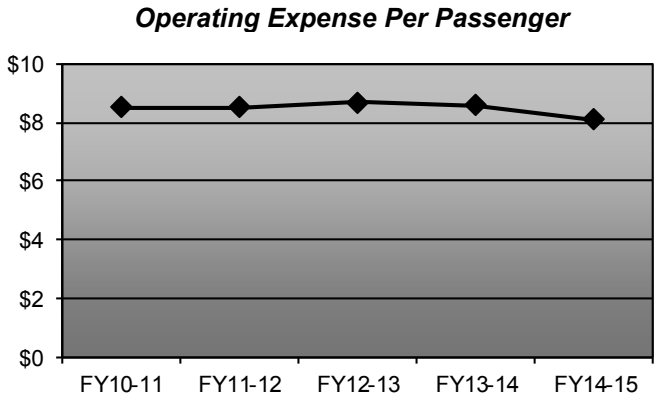
Operating Funds (000's)

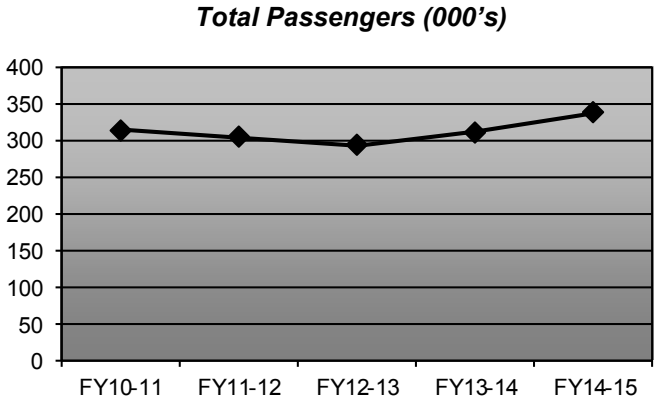
$2,724

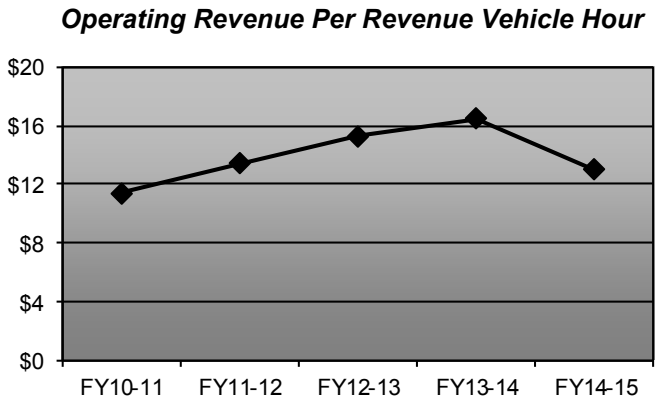


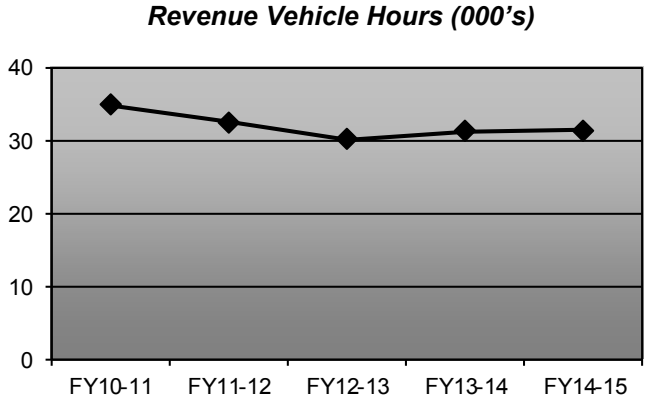
Revenue includes ADA complementary revenue.

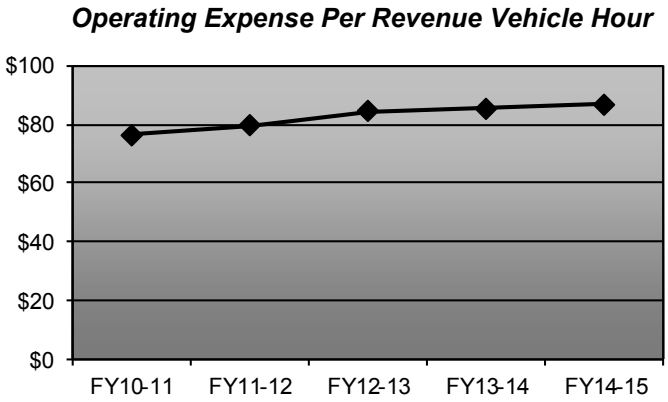


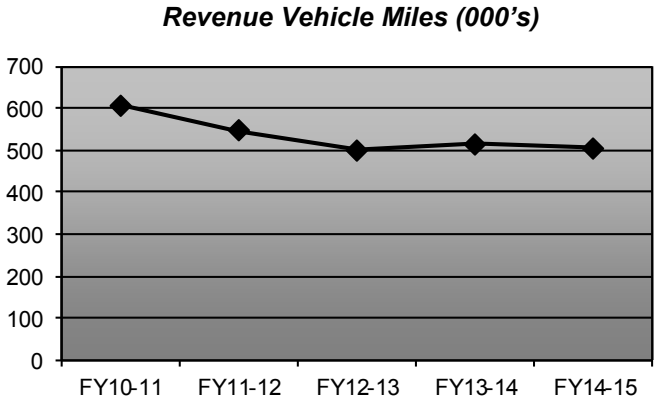


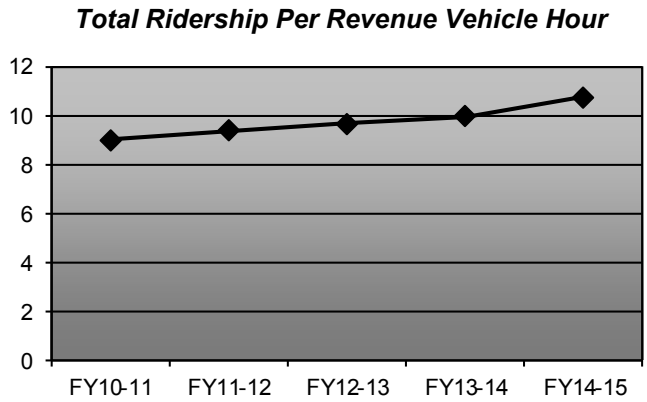












Passengers include ADA complementary passengers.

Community Transportation

County of Lebanon Transit Authority
200 Willow Street
Lebanon, PA 17046
717-274-3664
Ms. Theresa Giurintano, Executive Director

Service Area Statistics (2010 Census)
Lebanon County

Square Miles:	362
Population:	133,568
65+ Population:	22,729
% of Population 65 and older:	17.0%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$20.90
Cost to Commonwealth per Senior Citizen Trip:	$17.38
Fare Structure Implementation Date:	July 2013

Trip Information

65+ Trips:	26,829
PwD Trips:	2,534
Other Shared-Ride Trips:	16,906
Total Shared-Ride Trips:	46,269

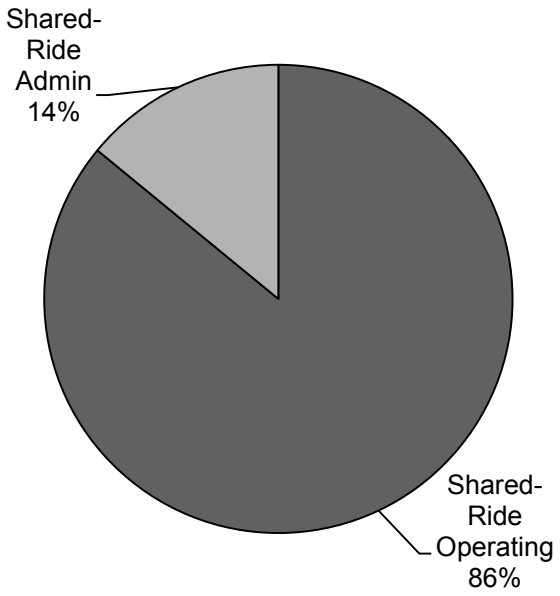
Vehicles Operated in Maximum Service

Community Transportation:	12

COMMUNITY TRANSPORTATION OPERATING BUDGET

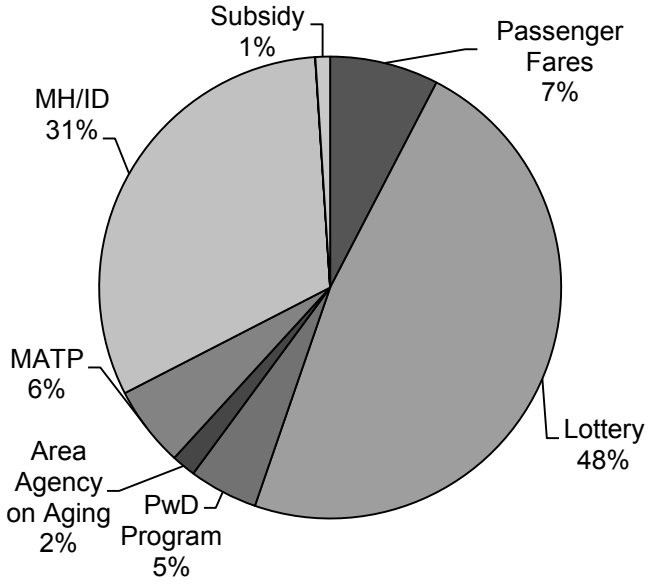
Operating Expenses

$977,987



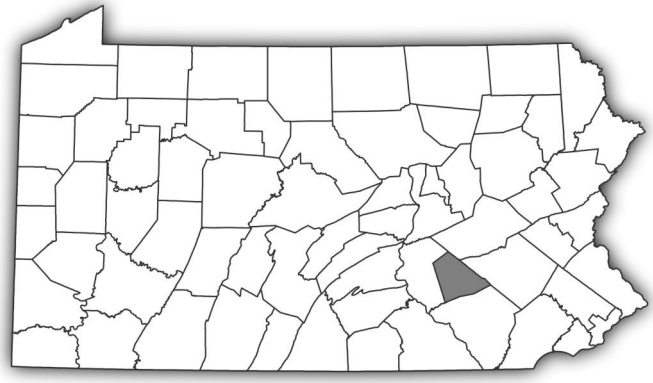
Sources of Funding

$977,987

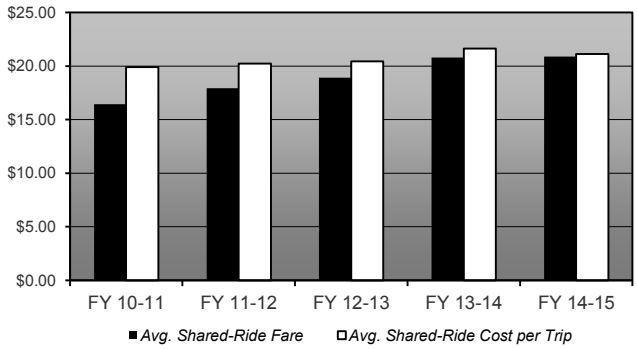


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

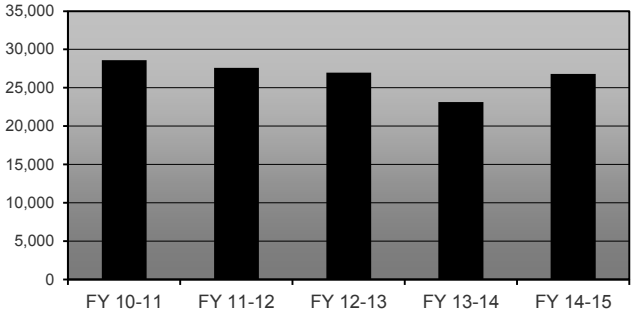
Agency Service Area



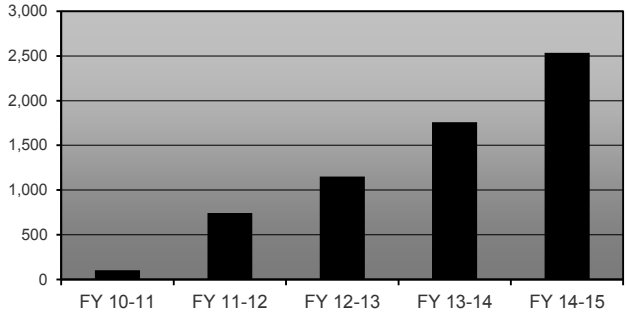
Shared-Ride Fare Recovery



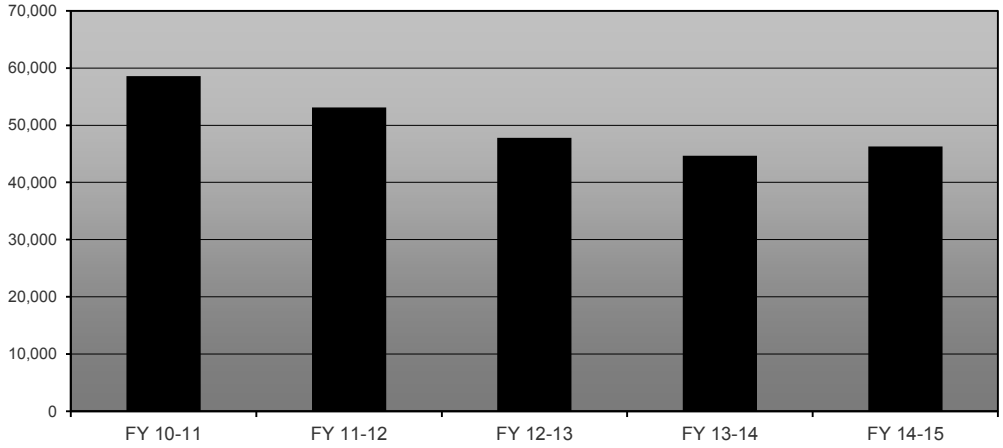
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Erie Metropolitan Transit Authority
127 East 14th Street
Erie, PA 16503
Mr. Michael C. Tann, Executive Director
814-459-4287
www.ride-the-e.com
Customer Service:
814-452-3515

House District
Erie: 1, 2, 3, 4, 6, 17

Senate District
Erie: 49, 50

Service Area Statistics (2010 Census)

Square Miles:	77
Population:	189,872

Current Fare Information

Fixed Route Base:	$1.35
Last Base Fare Increase:	October 2015

Act 44 Fixed Route Distribution Factors

Total Passengers:	3,355,186
Senior Passengers:	171,661
Revenue Vehicle Miles:	2,294,194
Revenue Vehicle Hours:	193,363

Current Employees

	Full-Time	Part-Time
Fixed Route:	143	3
Paratransit:	53	31
System-wide:	196	34

Act 44 Operating Assistance

Section 1513 Allocation:	$8,369,496
Required Local Match:	$861,049

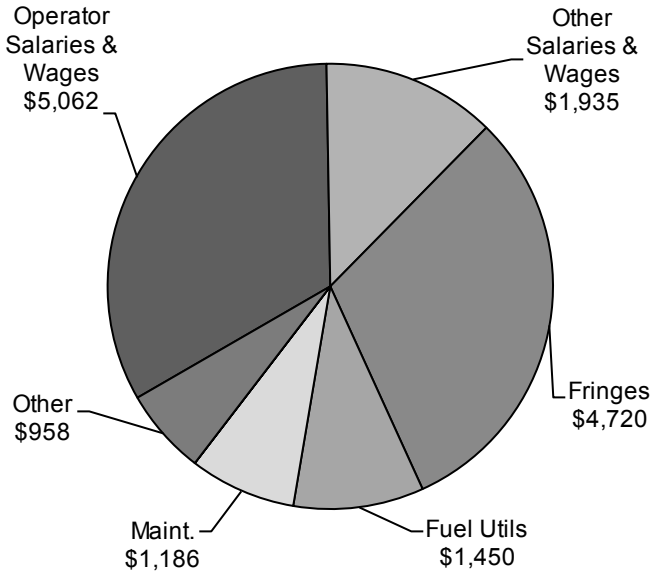
Current Fleet Size

Fixed Route:	74
Paratransit:	63
System-wide:	137

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

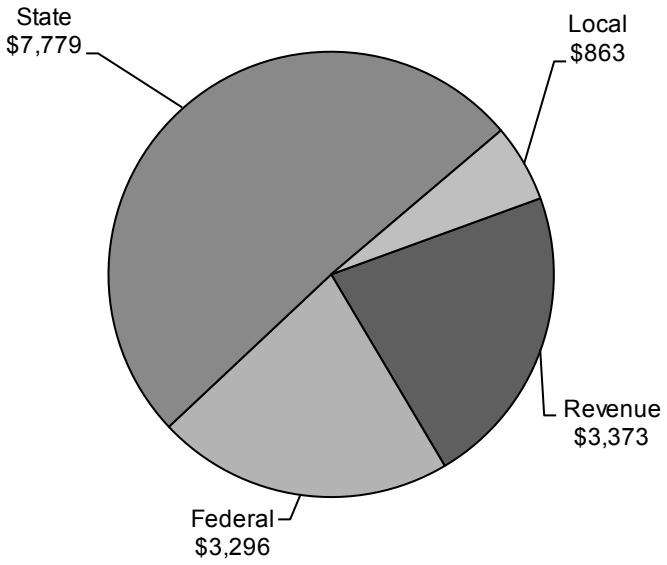
$15,311



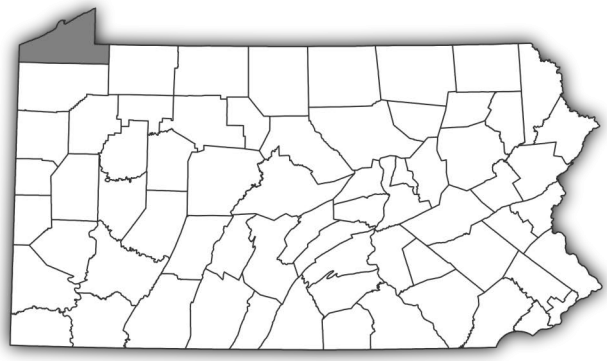
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

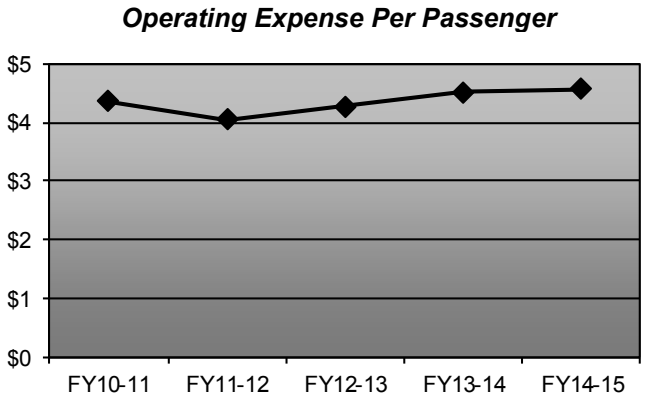
Operating Funds (000's)

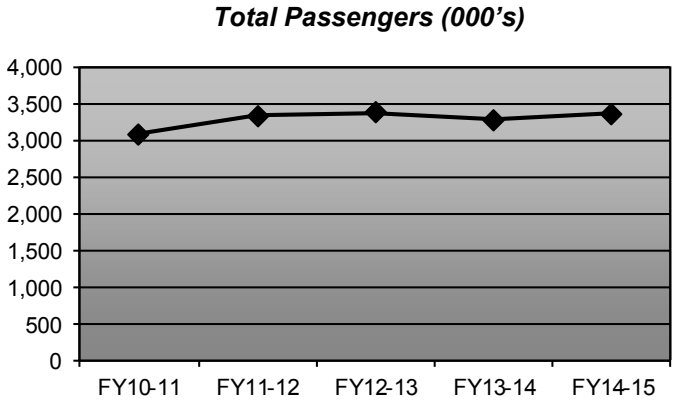
$15,311

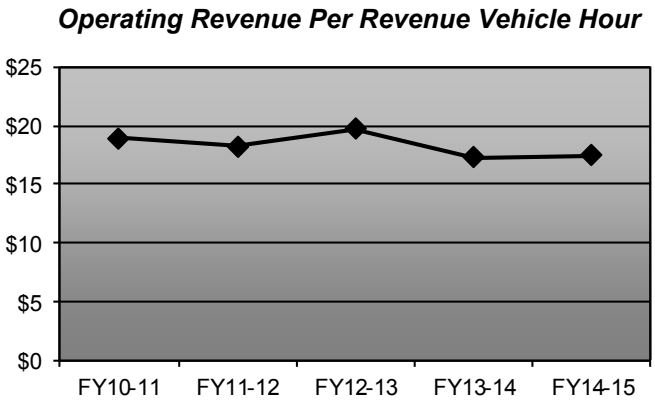


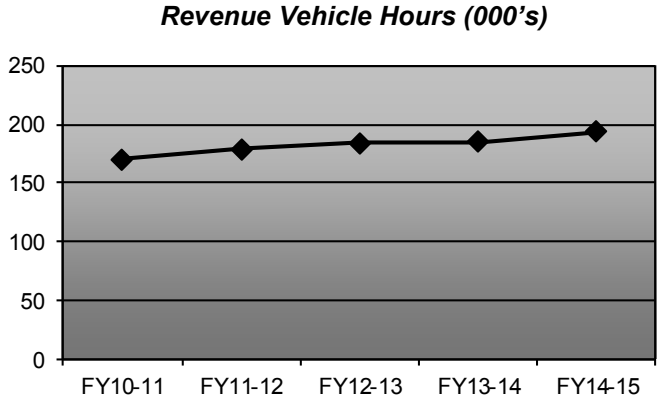
Revenue includes ADA complementary revenue.

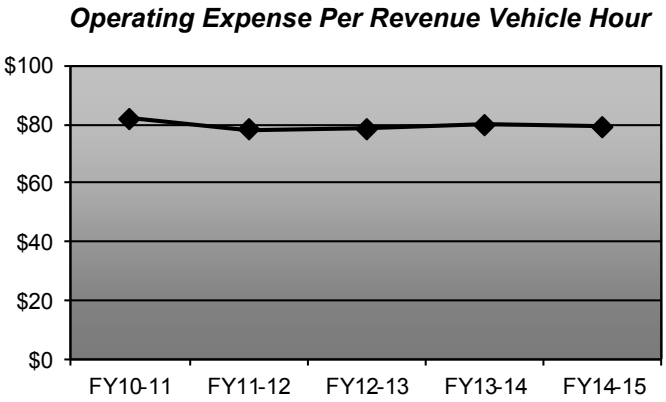


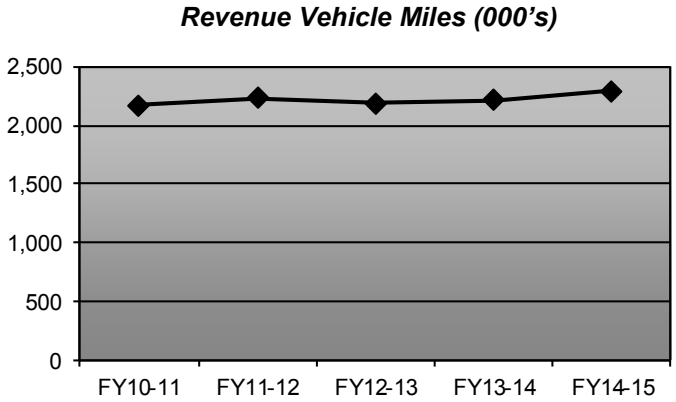


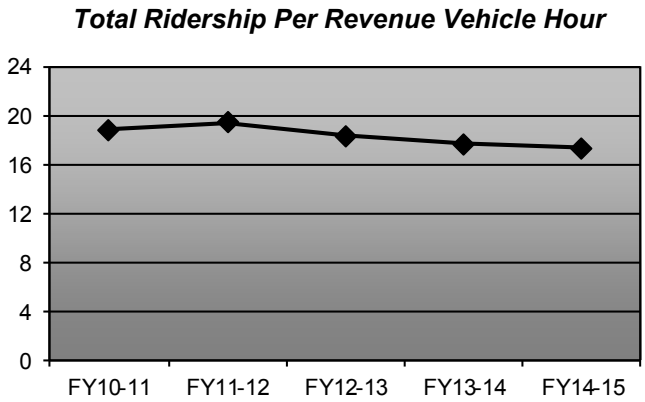












Passengers include ADA complementary passengers.

Community Transportation

Erie Metropolitan Transit Authority
127 East 14th Street
Erie, PA 16503
814-459-4287
Mr. Michael C. Tann, Executive Director

Service Area Statistics (2010 Census)
Erie County

Square Miles:	802
Population:	280,566
65+ Population:	40,824
% of Population 65 and older:	14.6%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$19.65
Cost to Commonwealth per Senior Citizen Trip:	$14.78
Fare Structure Implementation Date:	December 2013

Trip Information

65+ Trips:	67,017
PwD Trips:	3,779
Other Shared-Ride Trips:	87,653
Total Shared-Ride Trips:	158,449
Non-Public Trips:	10,625

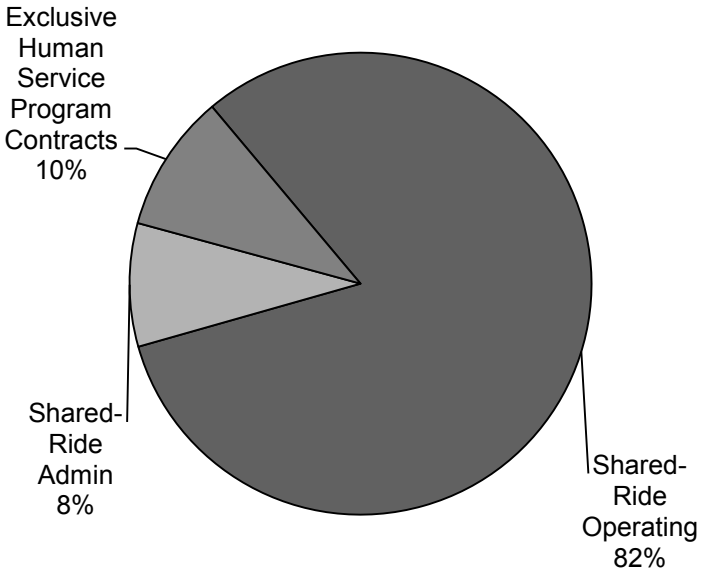
Vehicles Operated in Maximum Service

Community Transportation:	51

COMMUNITY TRANSPORTATION OPERATING BUDGET

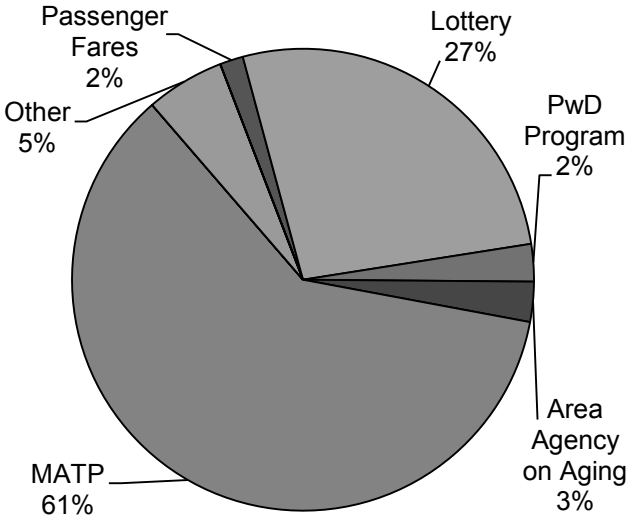
Operating Expenses

$3,020,377



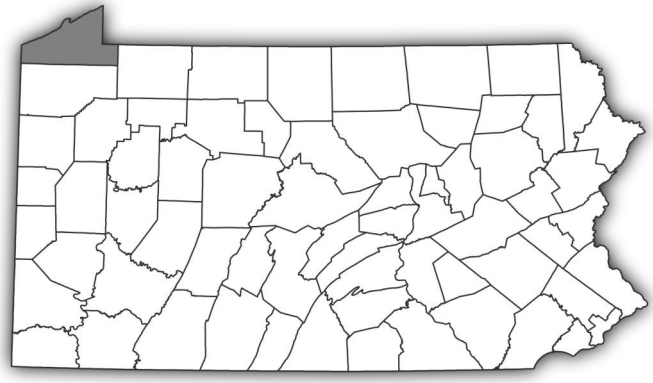
Sources of Funding

$3,692,825

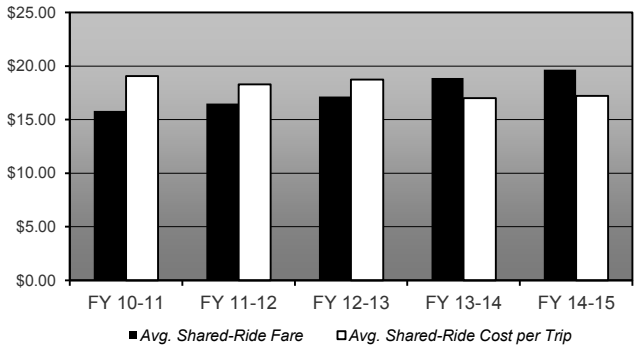


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

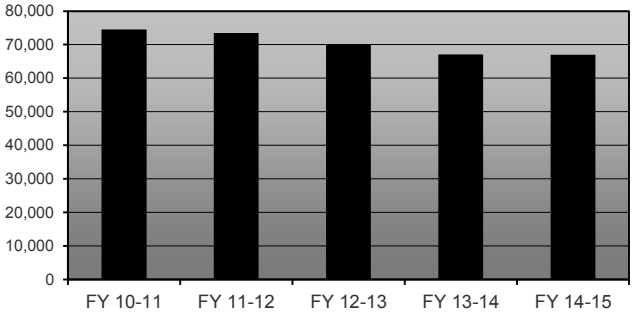
Agency Service Area



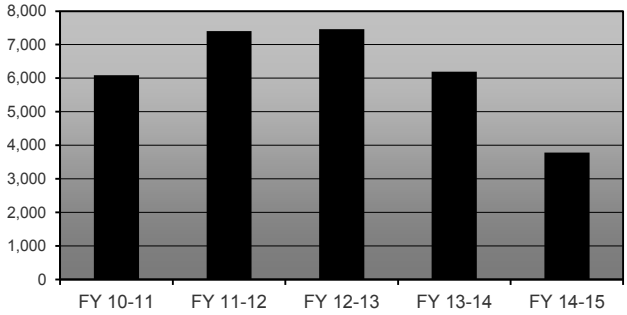
Shared-Ride Fare Recovery



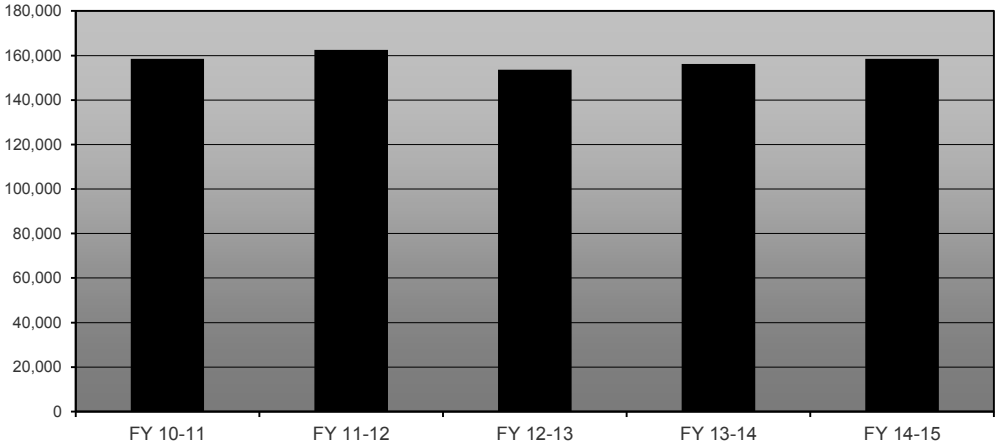
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Fayette Area Coordinated Transportation
825 Airport Road
Lemont Furnace, PA 15456
Ms. Lori Groover-Smith, Director
724-628-7433
www.factbus.com
800-321-7433

House District
Fayette: 49, 50, 51, 52, 58, 59

Senate District
Fayette: 32

Service Area Statistics (2010 Census)

Square Miles:	812
Population:	136,606

Current Fare Information

Fixed Route Base:	$2.00
Last Base Fare Increase:	July 2012

Act 44 Fixed Route Distribution Factors

Total Passengers:	194,122
Senior Passengers:	21,684
Revenue Vehicle Miles:	585,844
Revenue Vehicle Hours:	30,588

Current Employees

	Full-Time	Part-Time
Fixed Route:	13	5
Paratransit:	30	4
Subcontractor:	4	4
System-wide:	47	13

Act 44 Operating Assistance

Section 1513 Allocation:	$877,942
Required Local Match:	$107,248

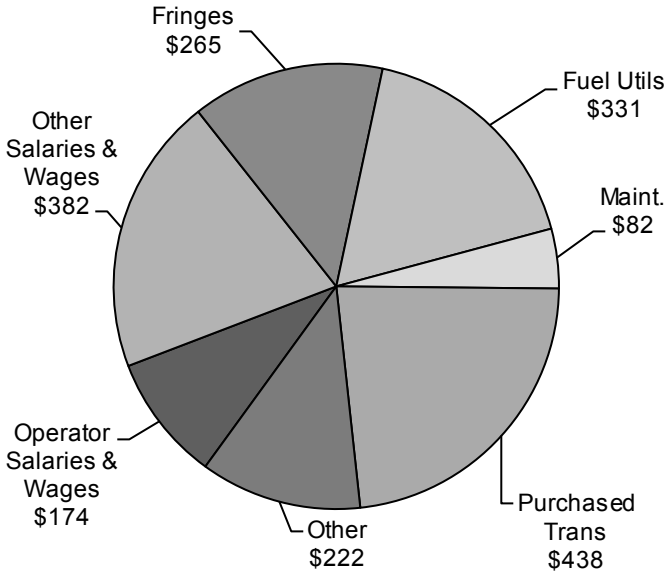
Current Fleet Size

Fixed Route:	12
Paratransit:	28
System-wide:	40

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

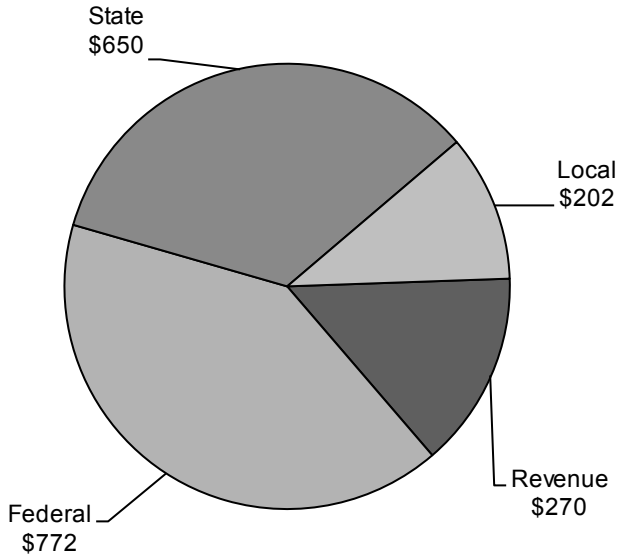
$1,894



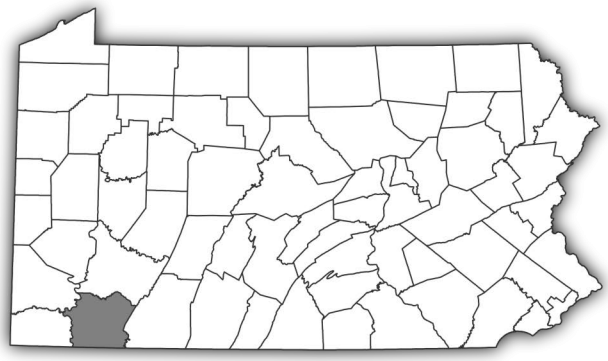
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

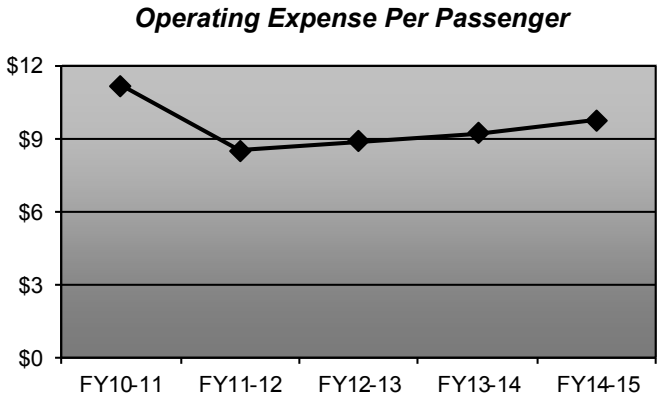
Operating Funds (000's)

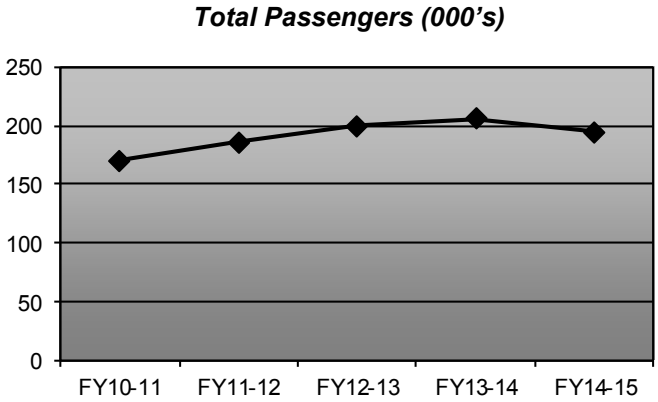
$1,894

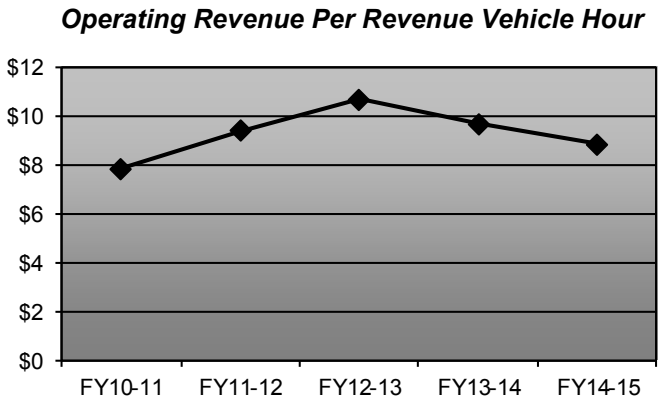


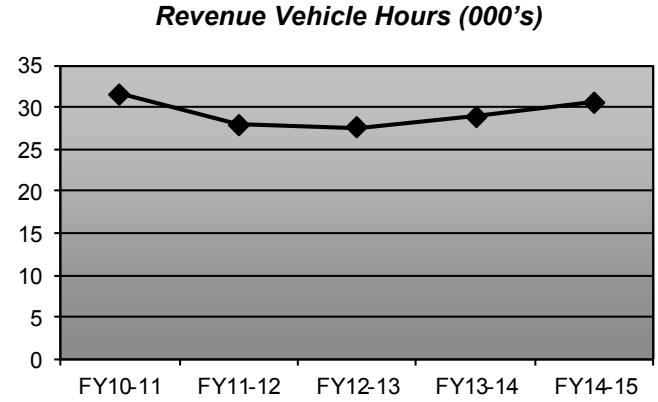
Revenue includes ADA complementary revenue.

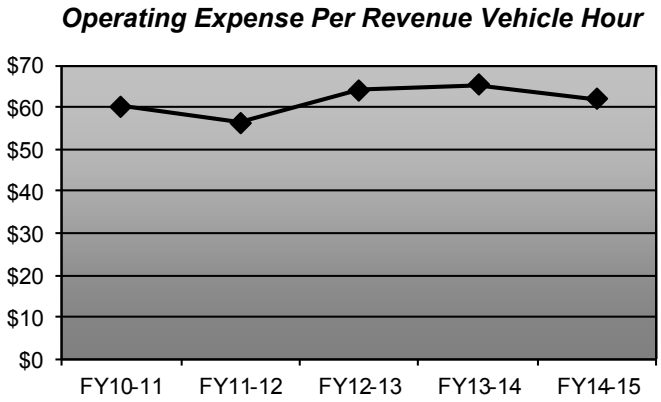


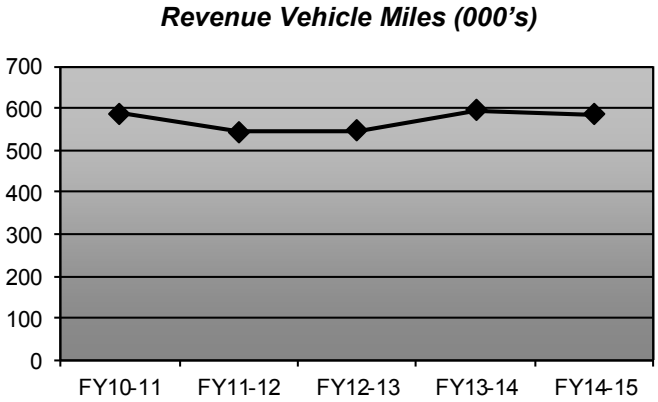


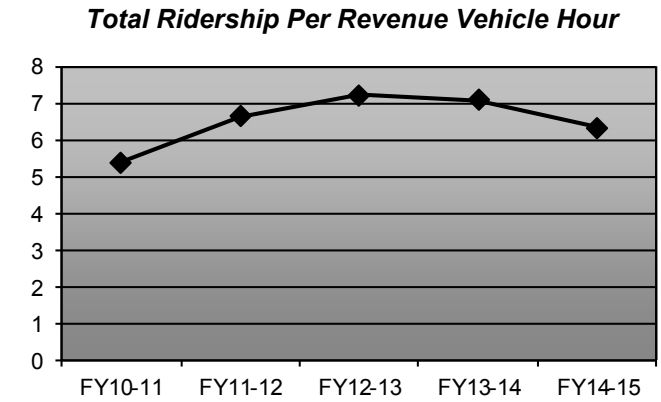












Passengers include ADA complementary passengers.

Community Transportation

Fayette Area Coordinated Transportation
825 Airport Road
Lemont Furnace, PA 15456
724-628-7433
Ms. Lori Groover-Smith, Director

Service Area Statistics (2010 Census)

Fayette County	
Square Miles:	790
Population:	136,606
65+ Population:	24,580
% of Population 65 and older:	18.0%

MATP Provider:	Yes
Percent of Service Subcontracted:	4.4%

Fare Information

Average Shared-Ride Fare:	$14.61
Cost to Commonwealth per Senior Citizen Trip:	$11.81
Fare Structure Implementation Date:	July 2012

Trip Information

65+ Trips:	35,268
PwD Trips:	3,695
Other Shared-Ride Trips:	56,137
Total Shared-Ride Trips:	95,100

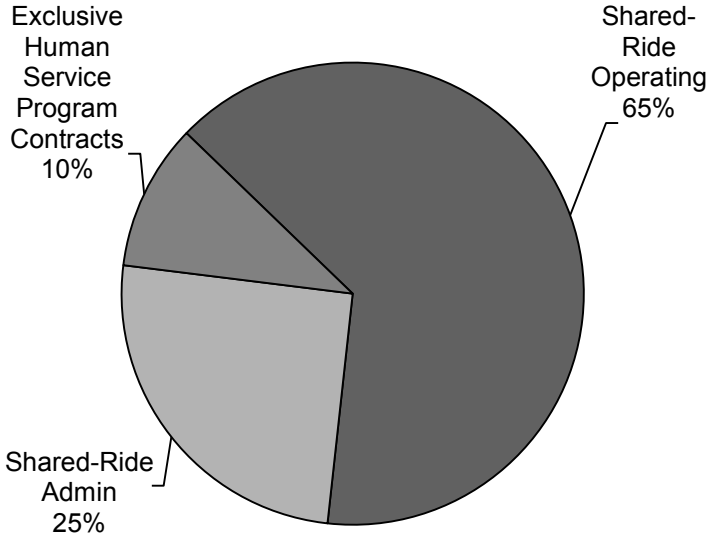
Vehicles Operated in Maximum Service

Community Transportation:	22

COMMUNITY TRANSPORTATION OPERATING BUDGET

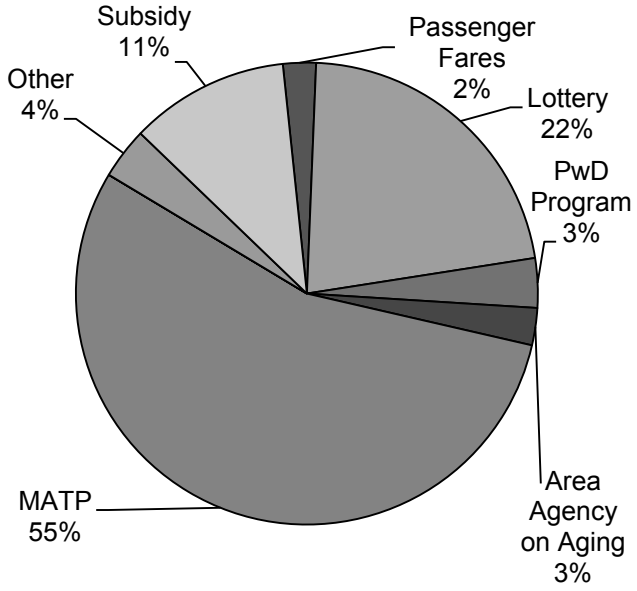
Operating Expenses

$2,011,201



Sources of Funding

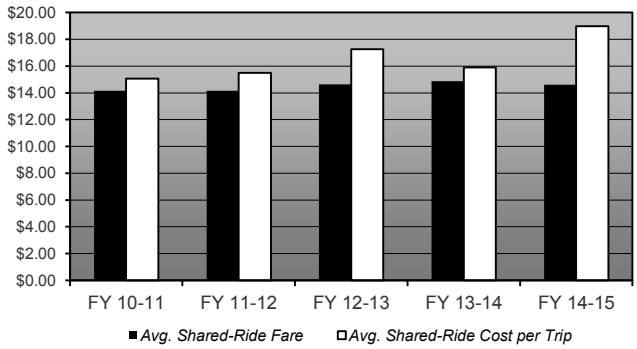
$2,011,201



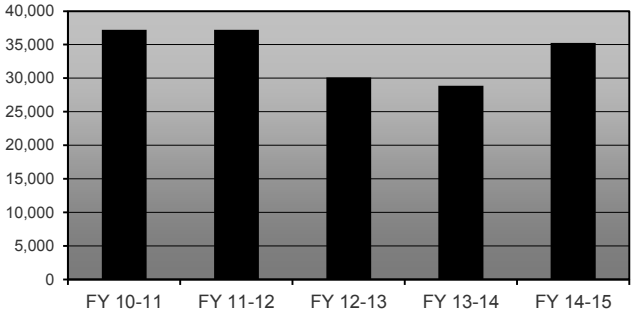
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole dollar.

Agency Service Area

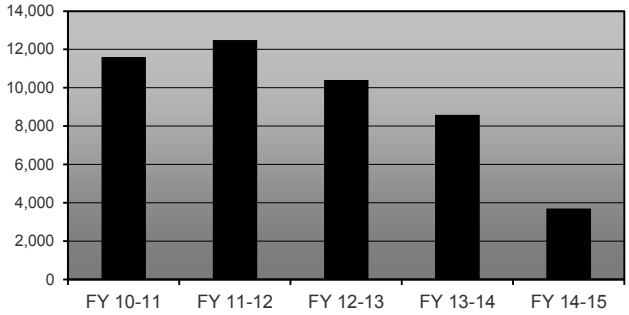
Shared-Ride Fare Recovery



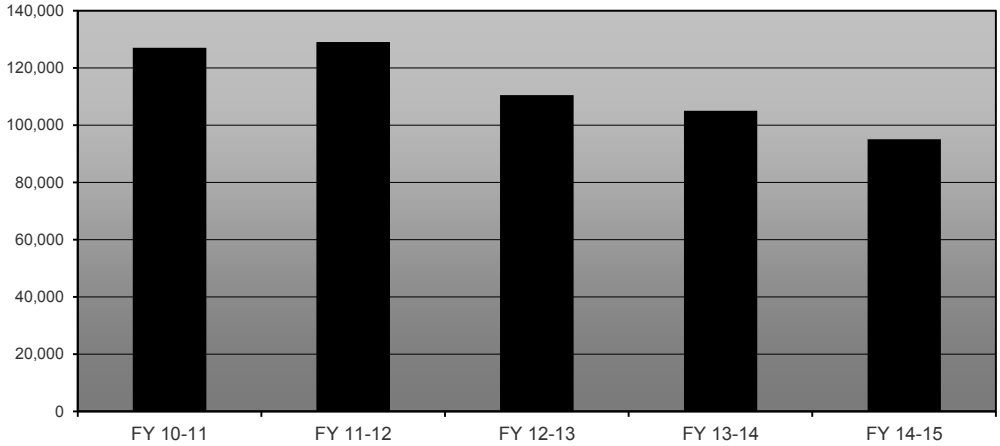
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Hazleton Public Transit
126 West Mine Street
Hazleton, PA 18201
Mr. Ralph Sharp, Transit Director
570-459-5414
www.ridehpt.com
Customer Service:
570-459-5414

House District
Luzerne: 116, 122, 124

Senate District
Luzerne: 14, 27, 29

Service Area Statistics (2010 Census)

Square Miles:	144
Population:	58,043

Current Fare Information

Fixed Route Base:	$1.20
Last Base Fare Increase:	October 2015

Act 44 Fixed Route Distribution Factors

Total Passengers:	221,088
Senior Passengers:	60,722
Revenue Vehicle Miles:	436,380
Revenue Vehicle Hours:	34,583

Current Employees

	Full-Time	Part-Time
Fixed Route:	5	0
Paratransit:	0	1
Subcontractor:	20	6
System-wide:	25	7

Act 44 Operating Assistance

Section 1513 Allocation:	$1,745,084
Required Local Match:	$134,346

Current Fleet Size

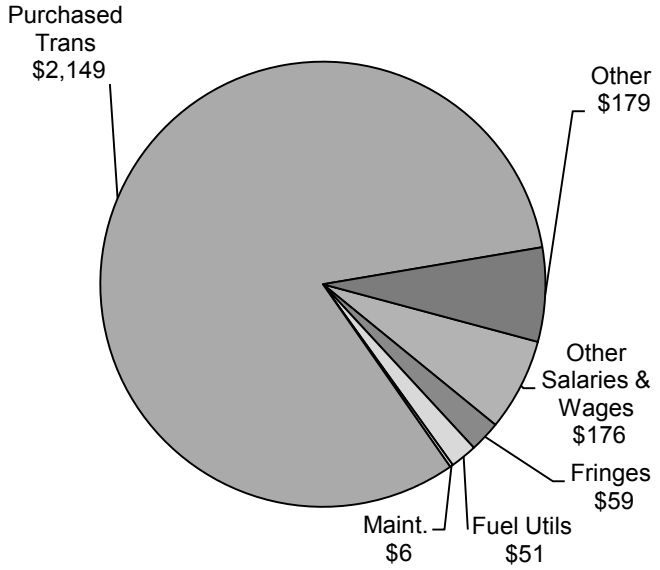
Fixed Route:	14
Paratransit:	4
System-wide:	18

Community transportation provided by Luzerne County Transportation Authority (see page 116)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

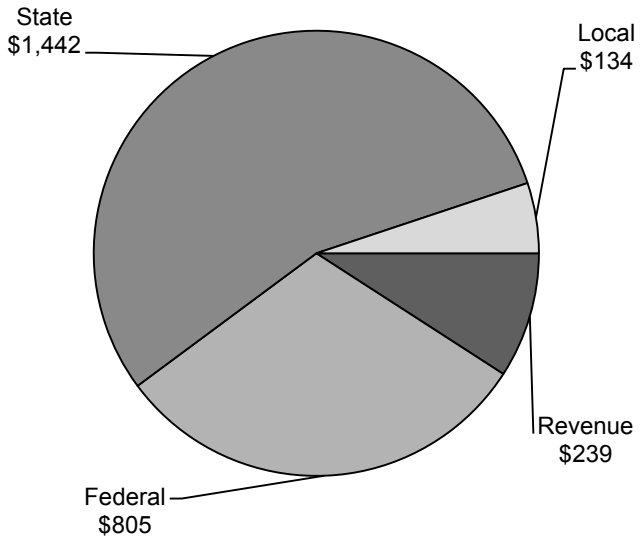
$2,620



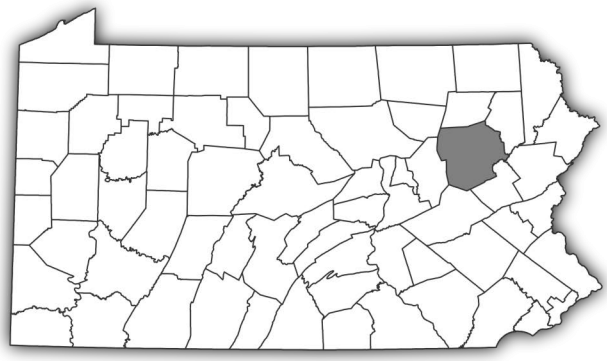
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

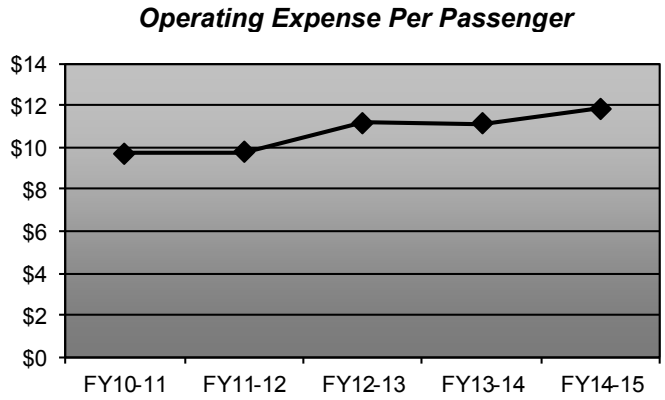
Operating Funds (000's)

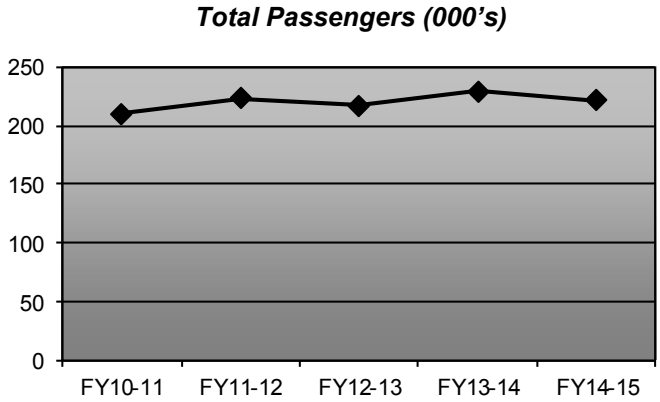
$2,620

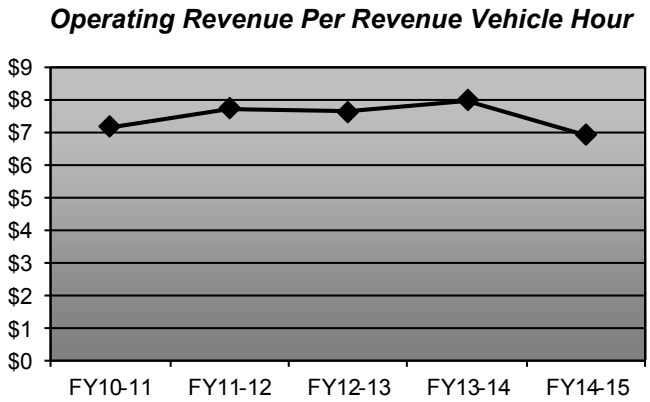


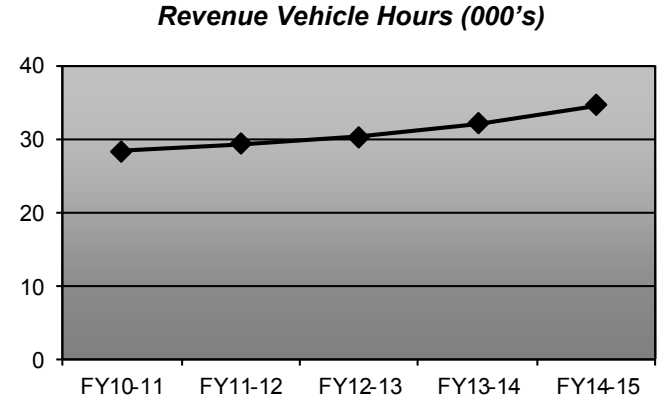
Revenue includes ADA complementary revenue.

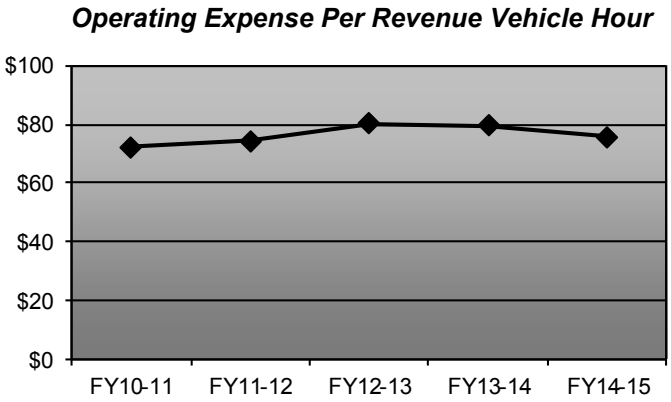


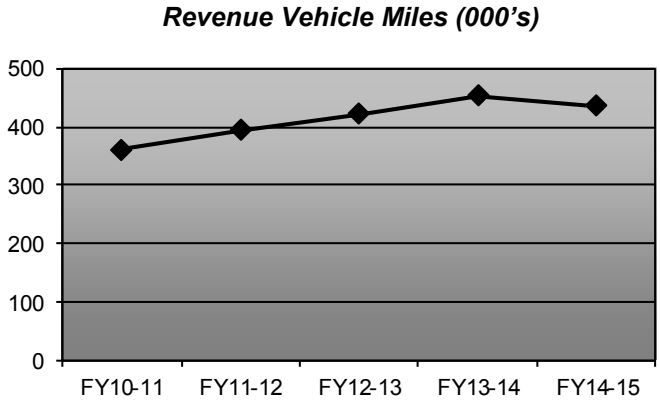


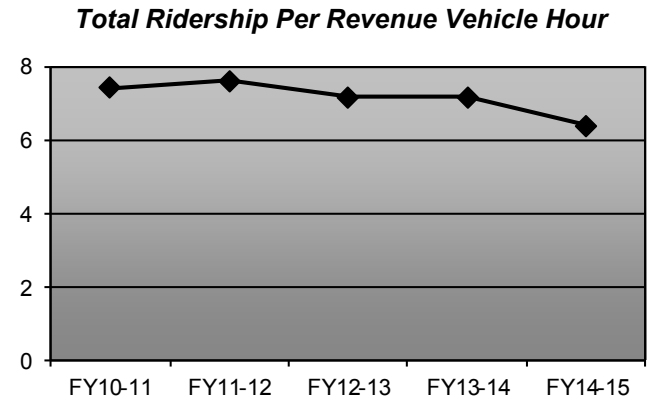












Passengers include ADA complementary passengers.

Lehigh and Northampton Transportation Authority
1060 Lehigh Street
Allentown, PA 18103
Mr. Owen O'Neil, Executive Director
610-435-4052
www.lantabus.com
Customer Service:
610-776-7433

House District
Lehigh: 131, 132, 133, 134, 135, 183, 187
Northampton: 131, 133, 135, 136, 137, 138, 183

Senate District
Lehigh: 16, 18, 24
Northampton: 16, 18, 19, 24

Service Area Statistics (2010 Census)

Square Miles:	106
Population:	389,000

Current Fare Information

Fixed Route Base:	$2.00
Last Base Fare Increase:	October 2008

Act 44 Fixed Route Distribution Factors

Total Passengers:	5,055,306
Senior Passengers:	621,012
Revenue Vehicle Miles:	4,415,653
Revenue Vehicle Hours:	319,253

Current Employees

	Full-Time	Part-Time
Fixed Route:	201	0
Paratransit:	5	0
Subcontractor:	141	33
System-wide:	347	33

Act 44 Operating Assistance

Section 1513 Allocation:	$14,673,110
Required Local Match:	$827,080

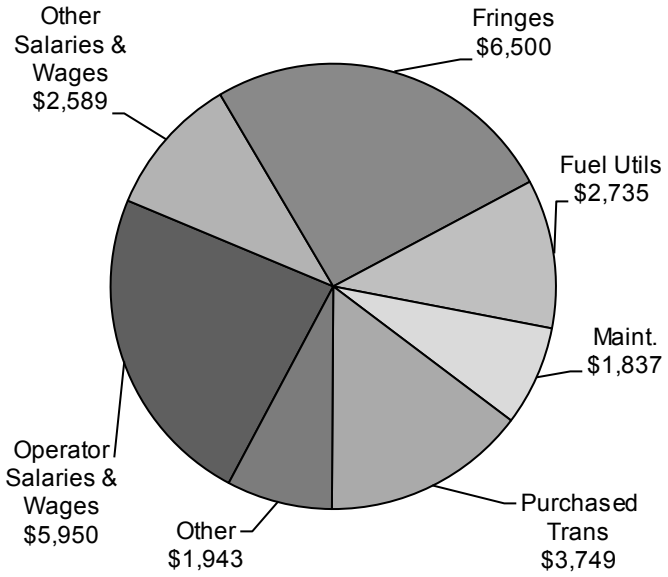
Current Fleet Size

Fixed Route:	83
Paratransit:	105
System-wide:	188

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

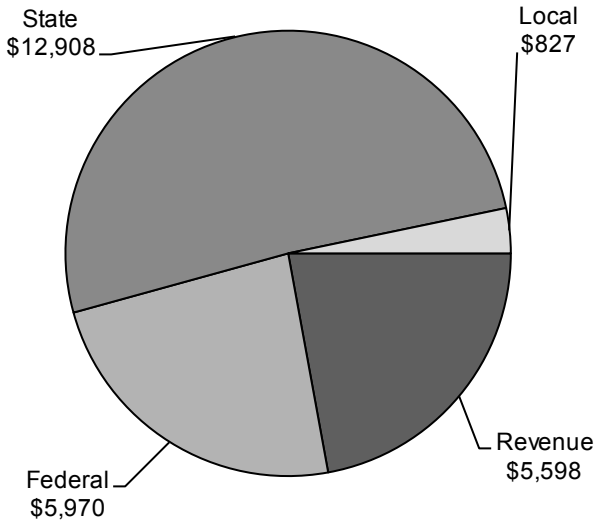
$25,303



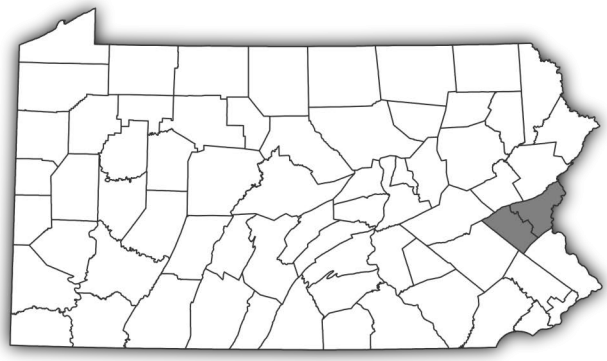
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

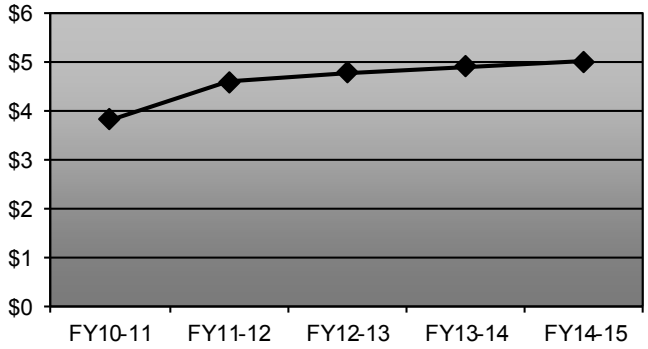
Operating Funds (000's)

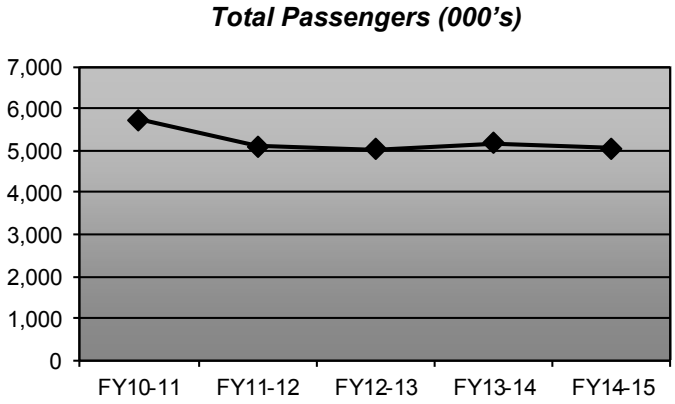
$25,303

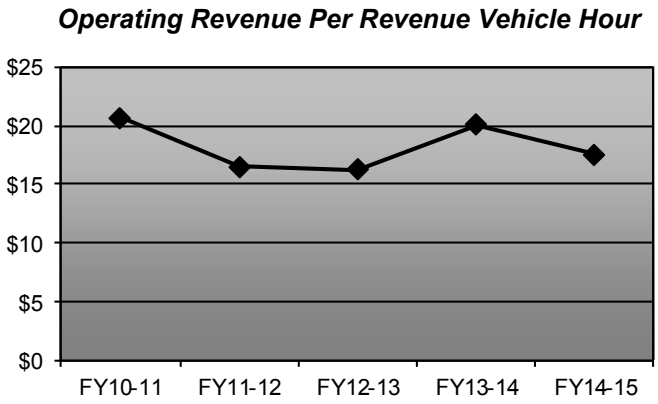


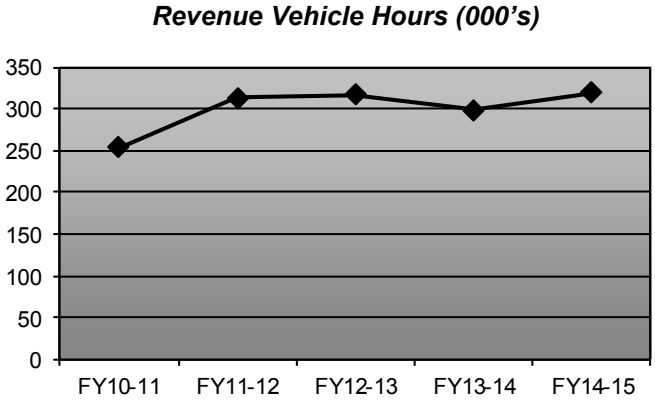
Revenue includes ADA complementary revenue.

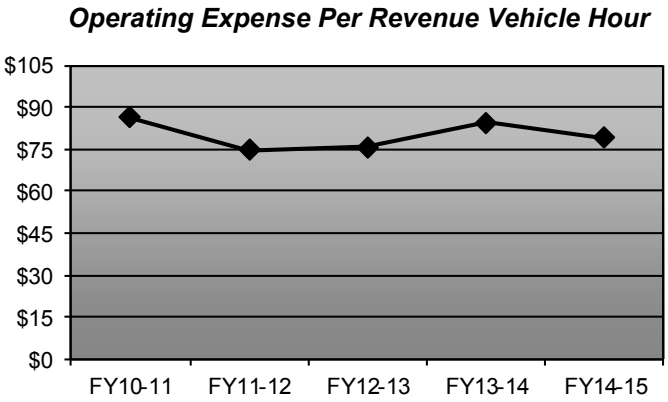


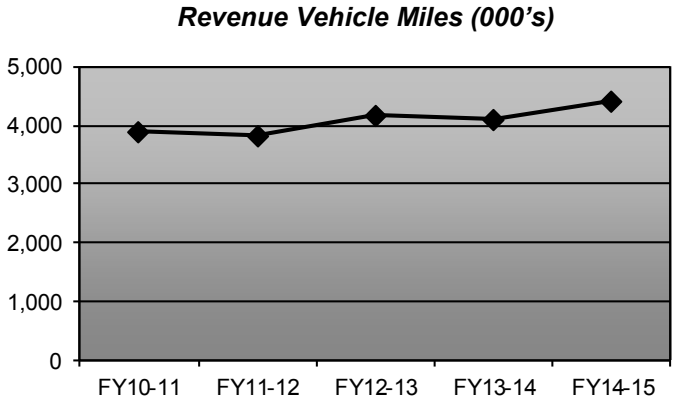


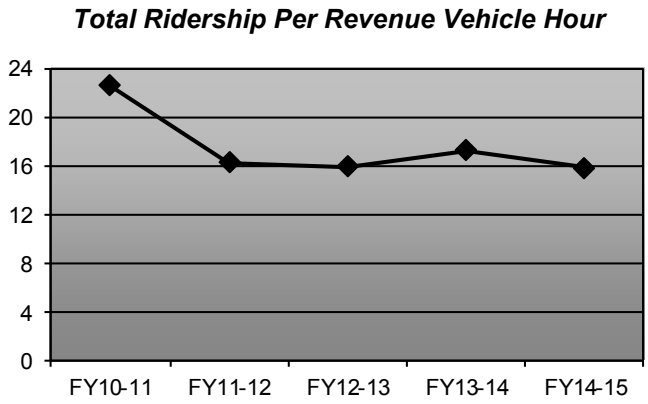












Passengers include ADA complementary passengers.

Community Transportation

Lehigh and Northampton Transportation Authority
1060 Lehigh Street
Allentown, PA 18103
610-435-4052
Mr. Owen O'Neil, Executive Director

Service Area Statistics (2010 Census)
Lehigh and Northampton Counties

Square Miles:	730
Population:	647,232
65+ Population:	98,210
% of Population 65 and older:	15.2%

MATP Provider:	Yes
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$21.15
Cost to Commonwealth per Senior Citizen Trip:	$18.80
Fare Structure Implementation Date:	October 2015

Trip Information

65+ Trips:	144,546
PwD Trips:	16,386
Other Shared-Ride Trips:	103,099
Total Shared-Ride Trips:	264,031
Non-Public Trips:	73,064

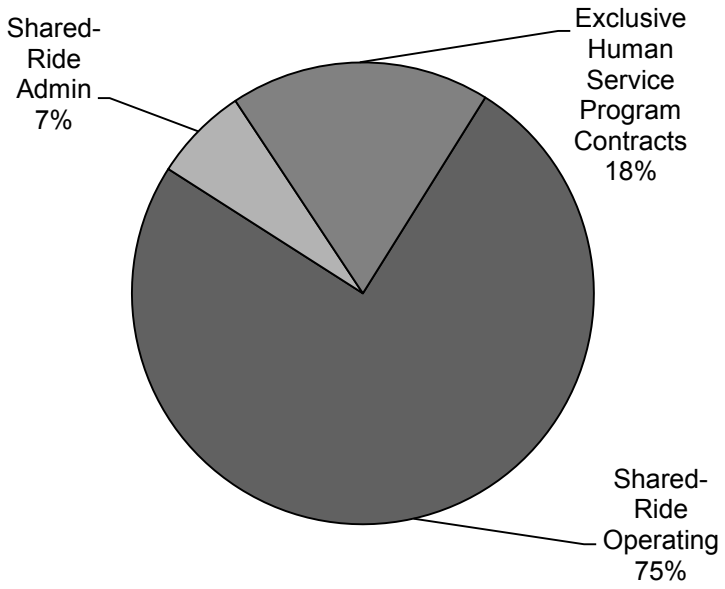
Vehicles Operated in Maximum Service

Community Transportation:	95

COMMUNITY TRANSPORTATION OPERATING BUDGET

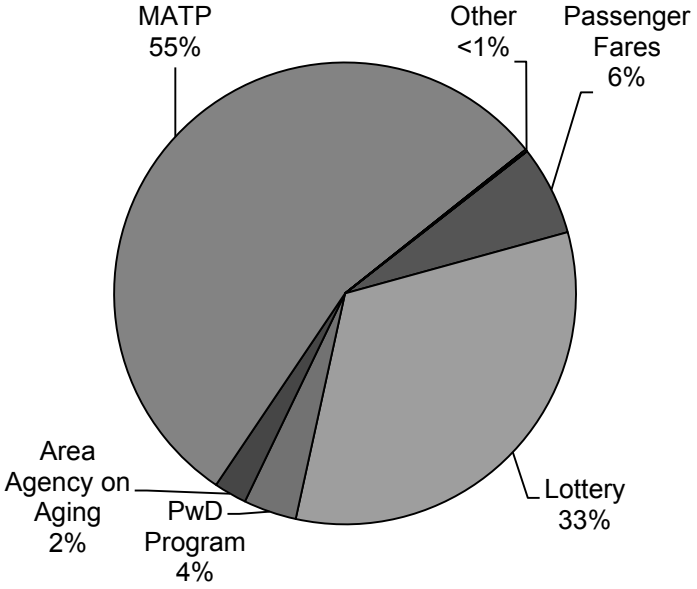
Operating Expenses

$7,753,344



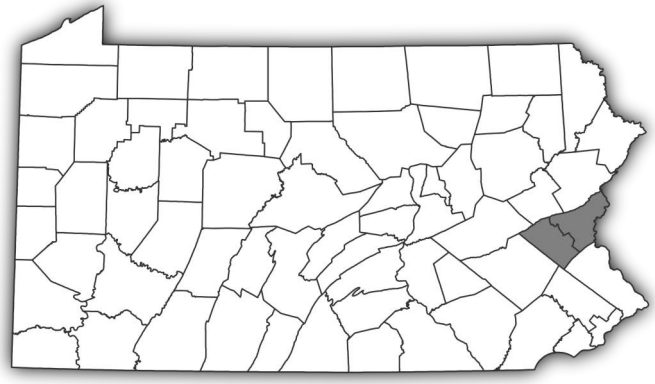
Sources of Funding

$8,263,052

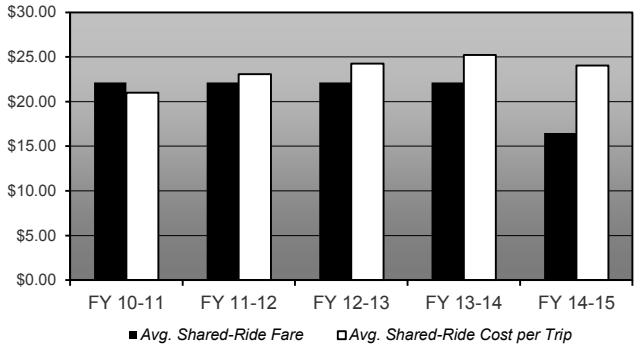


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

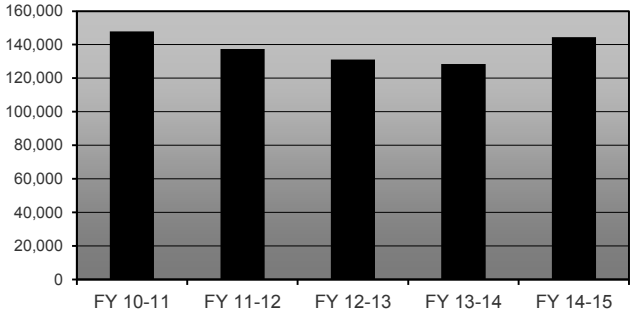
Agency Service Area



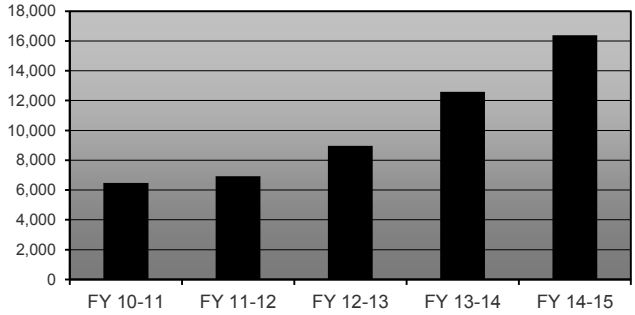
Shared-Ride Fare Recovery



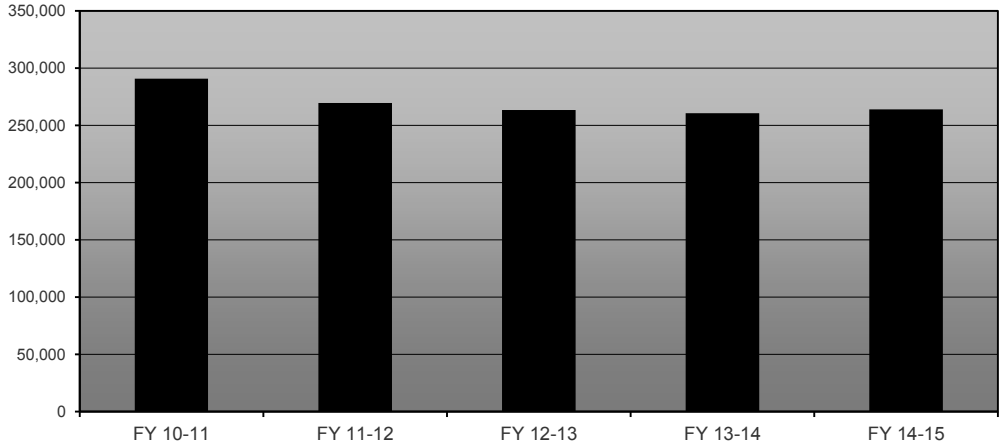
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Luzerne County Transportation Authority
315 Northampton Street
Kingston, PA 18704
Mr. Norm Gavlick, Executive Director
570-288-9356
www.lctabus.com
Customer Service:
570-288-9356

House District
Luzerne: 116, 117, 118, 119, 120, 121

Senate District
Luzerne: 14, 20, 22, 27

Service Area Statistics (2010 Census)

Square Miles:	56
Population:	202,500

Current Fare Information

Fixed Route Base:	$1.50
Last Base Fare Increase:	August 2006

Act 44 Fixed Route Distribution Factors

Total Passengers:	1,209,901
Senior Passengers:	194,889
Revenue Vehicle Miles:	1,166,920
Revenue Vehicle Hours:	79,381

Current Employees

	Full-Time	Part-Time
Fixed Route:	83	17
Paratransit:	34	26
Subcontractor:	0	3
System-wide:	117	46

Act 44 Operating Assistance

Section 1513 Allocation:	$5,149,086
Required Local Match:	$509,612

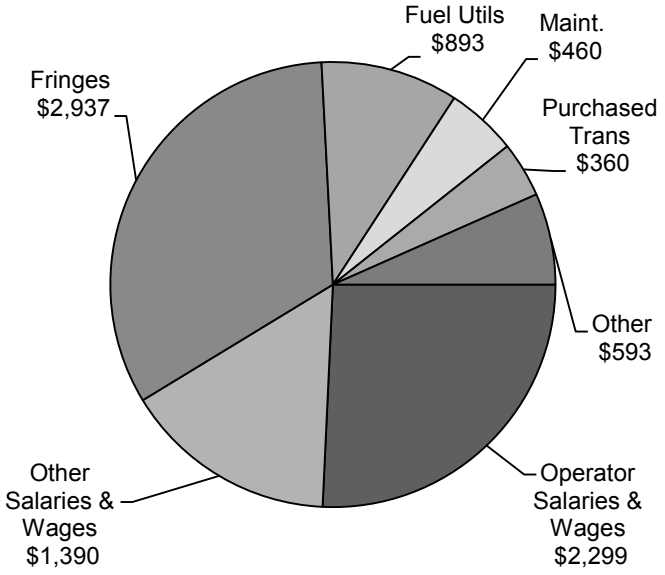
Current Fleet Size

Fixed Route:	38
Paratransit:	49
System-wide:	87

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

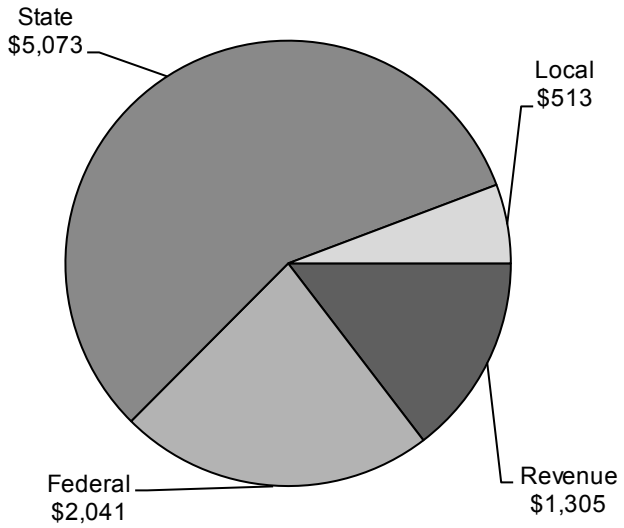
$8,932



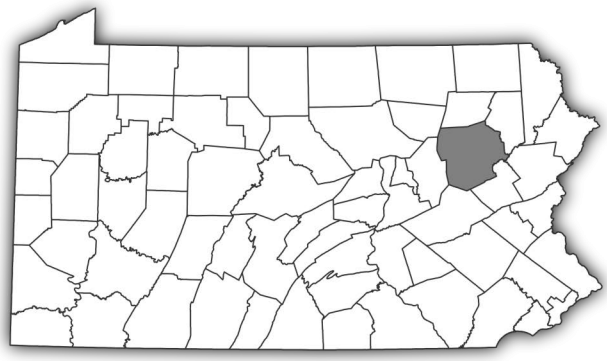
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

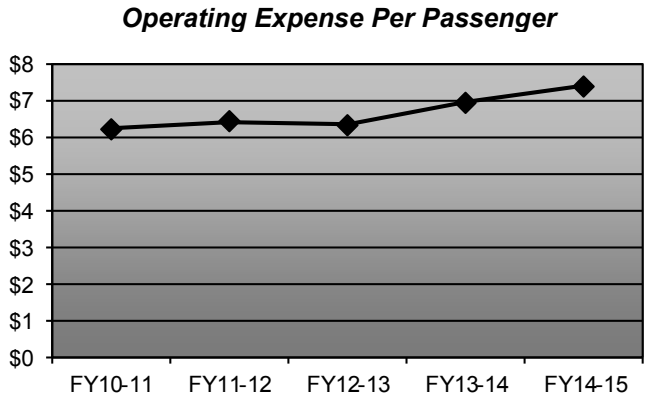
Operating Funds (000's)

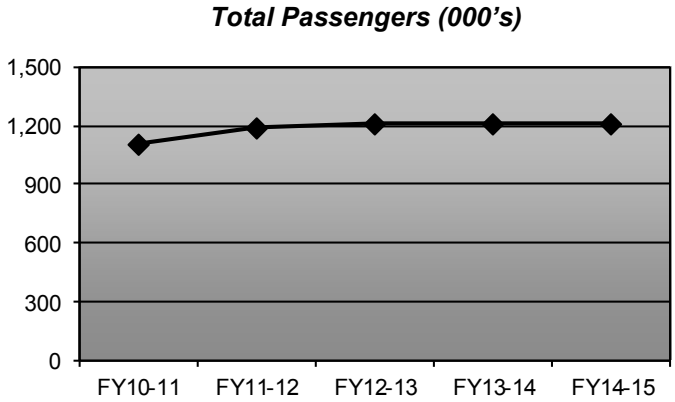
$8,932

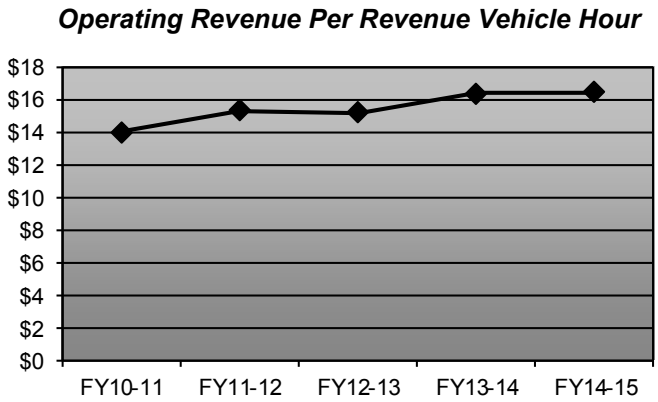


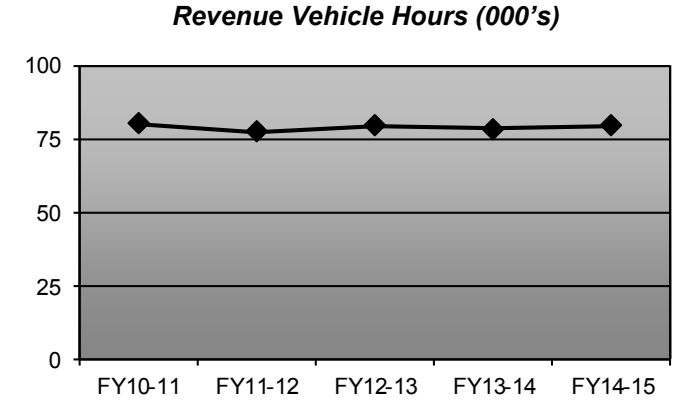
Revenue includes ADA complementary revenue.

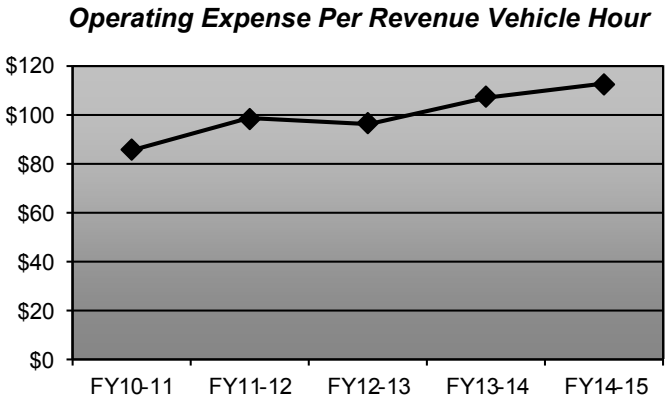


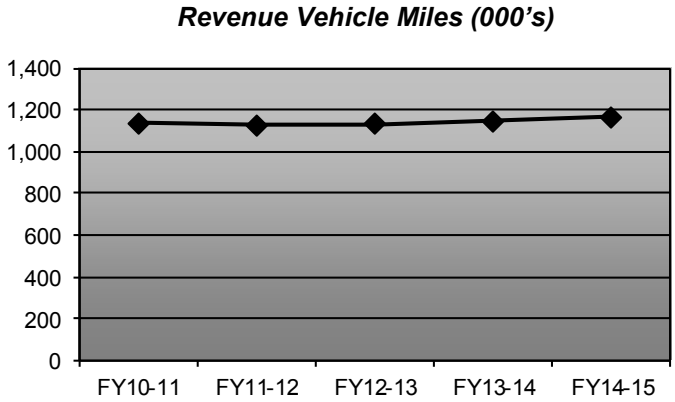


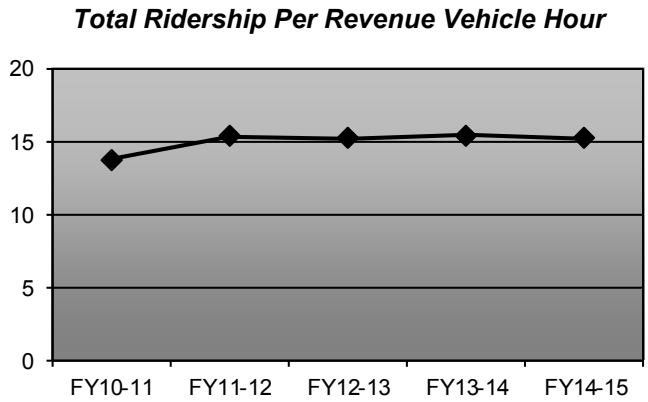












Passengers include ADA complementary passengers.
Reported ridership prior to FY 2011-12 was overstated. The Department has restated ridership and the changes are reflected above.

Community Transportation

Luzerne County Transportation Authority
315 Northampton Street
Kingston, PA 18704
570-288-9356
Mr. Norm Gavlick, Executive Director

Service Area Statistics (2010 Census)
Luzerne Counties

Square Miles:	883
Population:	320,918
65+ Population:	57,595
% of Population 65 and older:	17.9%

MATP Provider:	Yes
Percent of Service Subcontracted:	5.34%

Fare Information

Average Shared-Ride Fare:	$16.32
Cost to Commonwealth per Senior Citizen Trip:	$12.68
Fare Structure Implementation Date:	November 2008

Trip Information

65+ Trips:	41,991
PwD Trips:	1,835
Other Shared-Ride Trips:	91,320
Total Shared-Ride Trips:	135,146
Non-Public Trips:	25,935

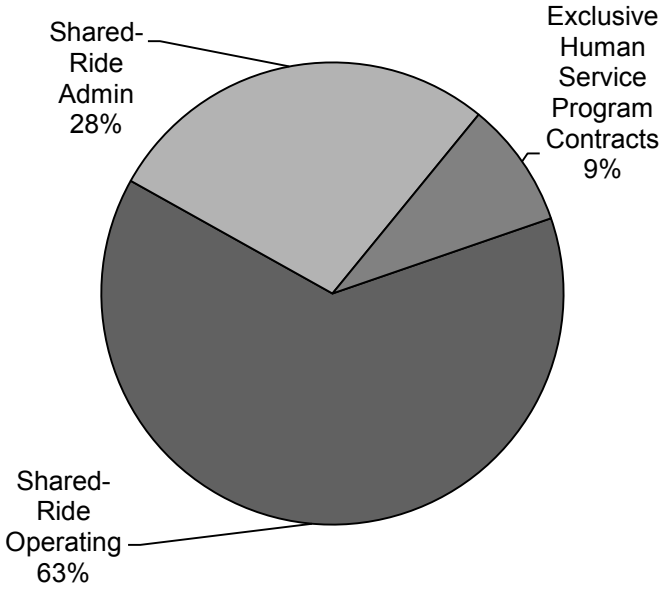
Vehicles Operated in Maximum Service

Community Transportation:	45

COMMUNITY TRANSPORTATION OPERATING BUDGET

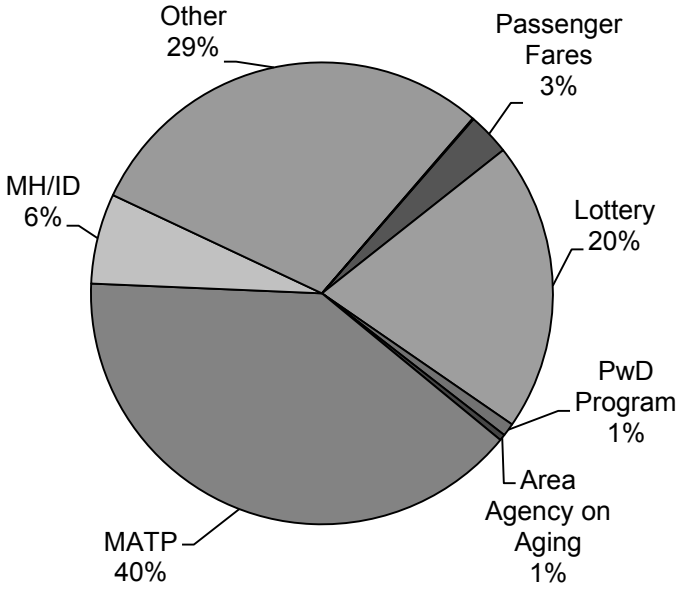
Operating Expenses

$3,445,897



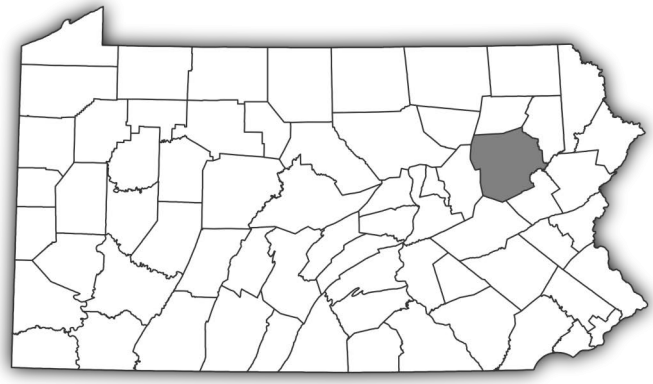
Sources of Funding

$2,964,130

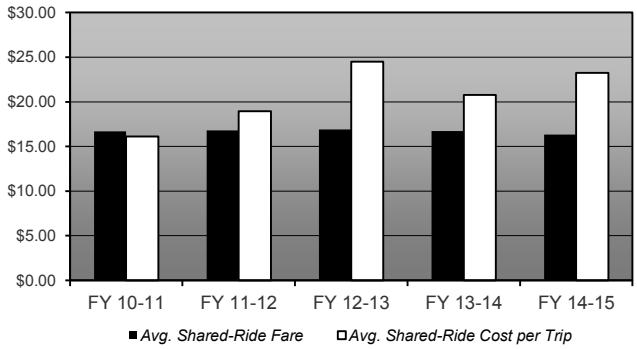


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

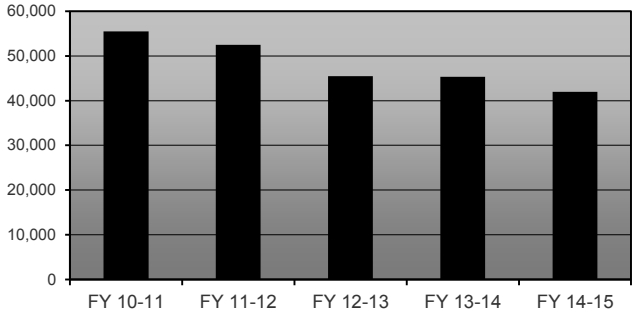
Agency Service Area



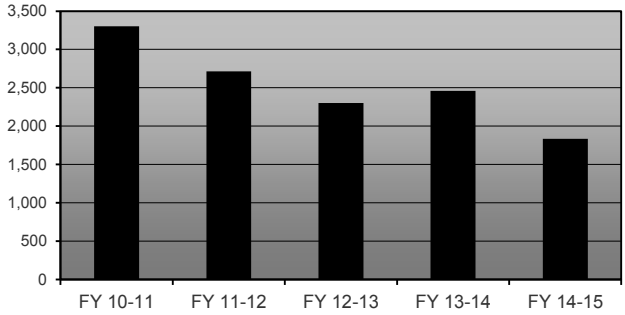
Shared-Ride Fare Recovery



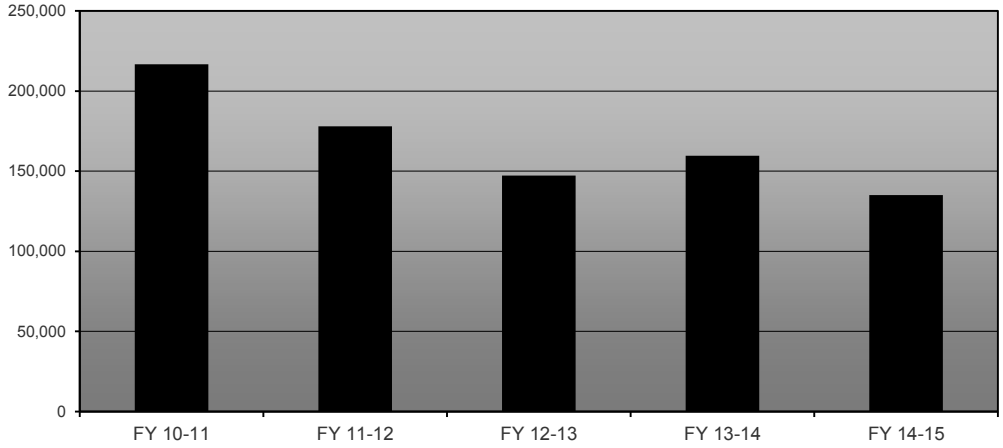
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Mercer County Regional Council of Governments
2495 Highland Road
Hermitage, PA 16148
Mr. Thomas Tulip, Executive Director
724-981-1561
www.mcrcog.com
724-981-1561

House District
Mercer: 7, 8, 17

Senate District
Mercer: 50

Service Area Statistics (2010 Census)

Square Miles:	670
Population:	41,279

Current Fare Information

Fixed Route Base:	$1.25
Last Base Fare Increase:	July 2014

Act 44 Fixed Route Distribution Factors

Total Passengers:	92,268
Senior Passengers:	15,246
Revenue Vehicle Miles:	177,653
Revenue Vehicle Hours:	14,154

Current Employees

	Full-Time	Part-Time
Fixed Route:	6	0
Paratransit:	21	8
System-wide:	27	8

Act 44 Operating Assistance

Section 1513 Allocation:	$696,789
Required Local Match:	$53,370

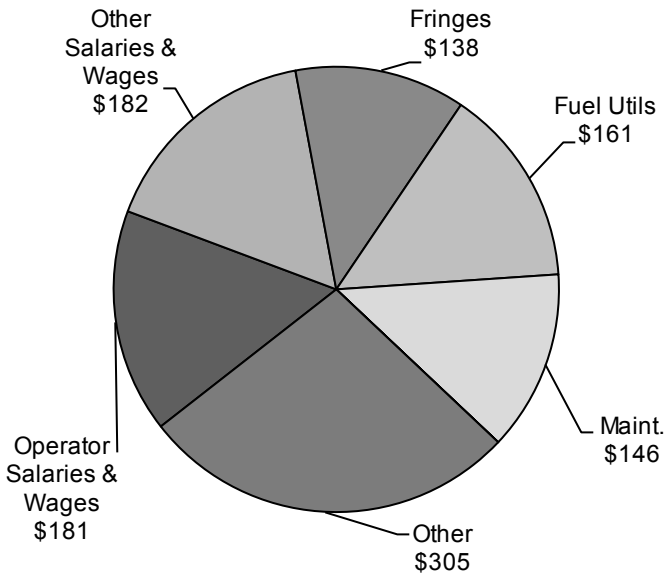
Current Fleet Size

Fixed Route:	5
Paratransit:	31
System-wide:	36

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

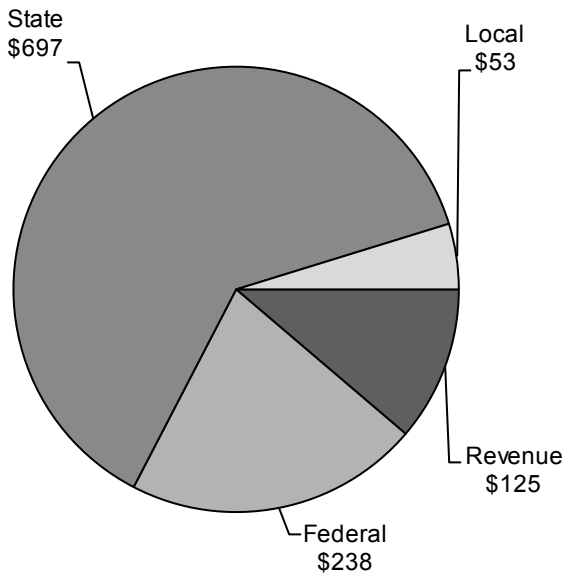
$1,113



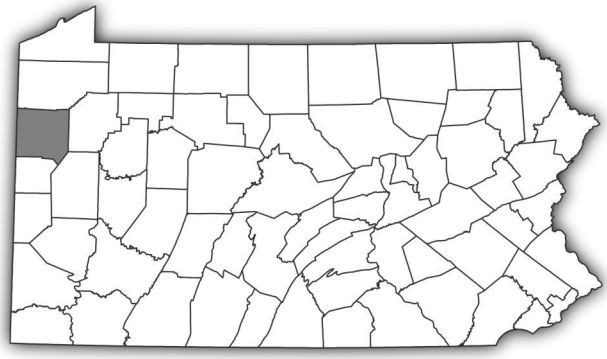
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

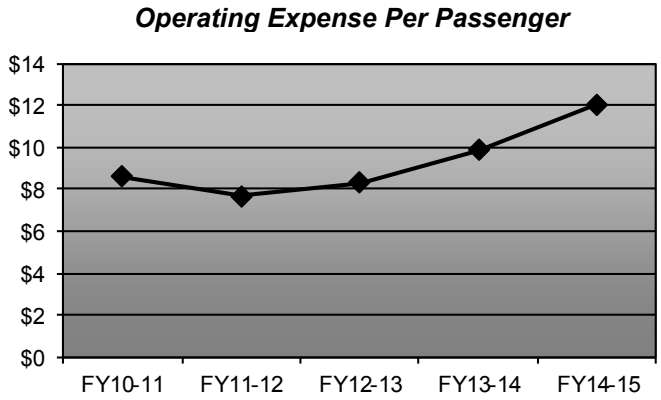
Operating Funds (000's)

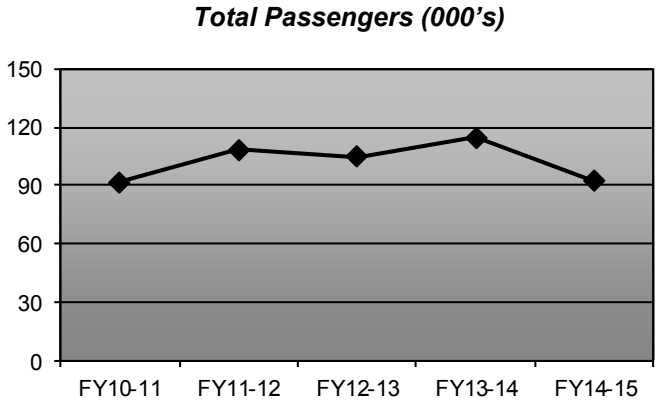
$1,113

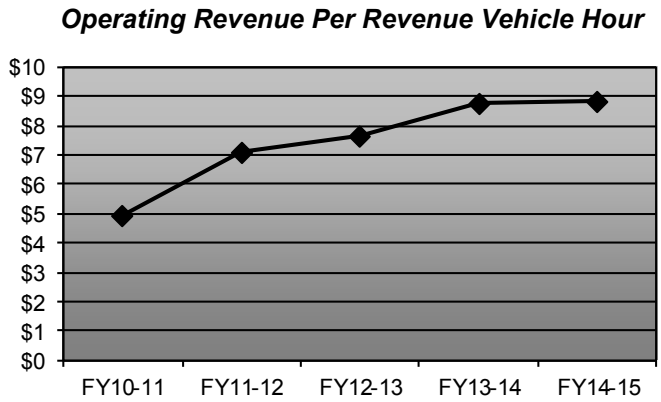


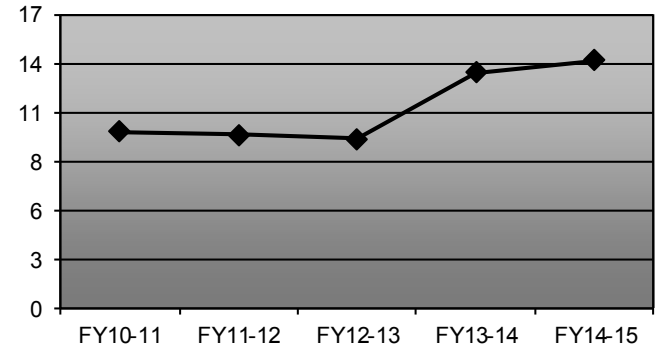
Revenue includes ADA complementary revenue.

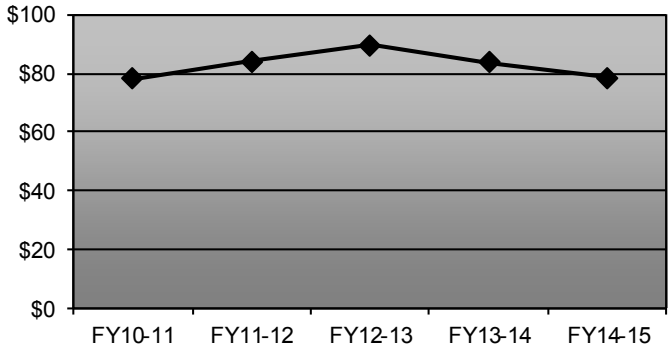


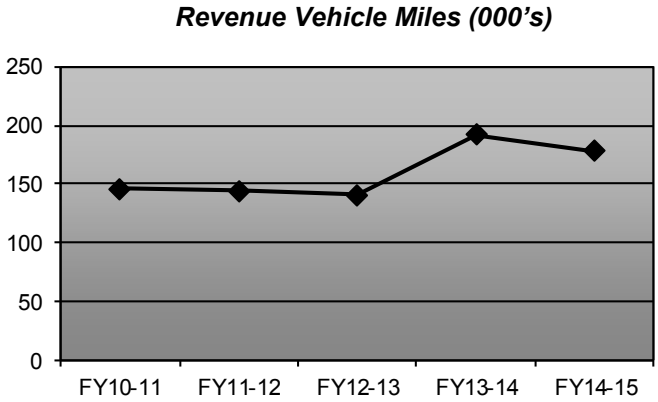


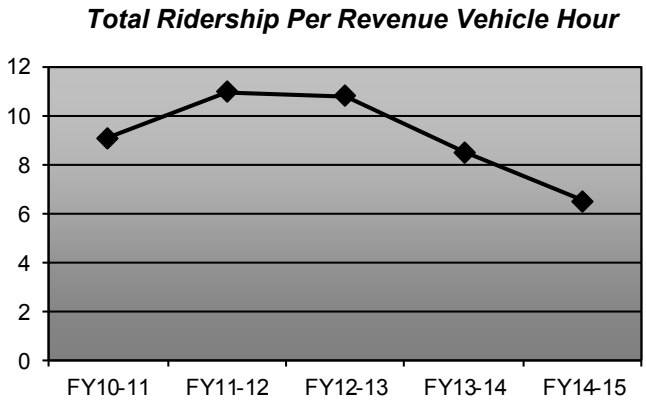












Passengers include ADA complementary passengers.

Community Transportation

Mercer County Regional Council of Governments
2495 Highland Road
Hermitage, PA 16148
724-981-1561
Mr. Thomas Tulip, Executive Director

Service Area Statistics (2010 Census)
Mercer County

Square Miles:	672
Population:	116,638
65+ Population:	21,556
% of Population 65 and older:	18.5%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$21.59
Cost to Commonwealth per Senior Citizen Trip:	$13.95
Fare Structure Implementation Date:	July 2013

Trip Information

65+ Trips:	50,065
PwD Trips:	2,012
Other Shared-Ride Trips:	33,156
Total Shared-Ride Trips:	85,233
Non-Public Trips:	1,456

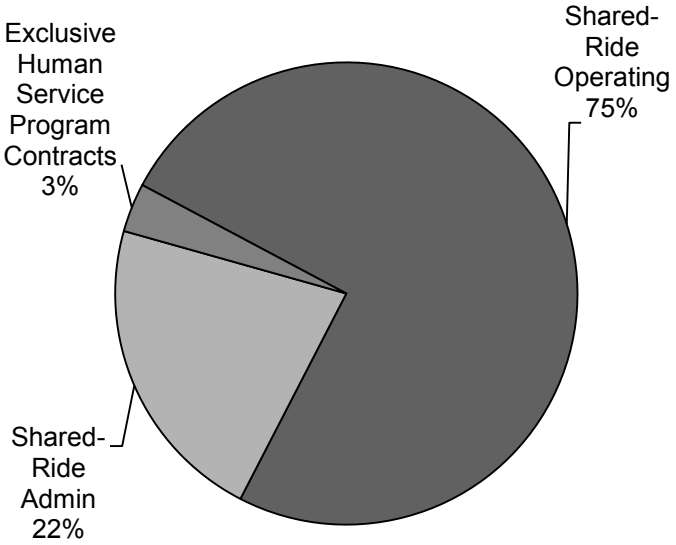
Vehicles Operated in Maximum Service

Community Transportation:	24

COMMUNITY TRANSPORTATION OPERATING BUDGET

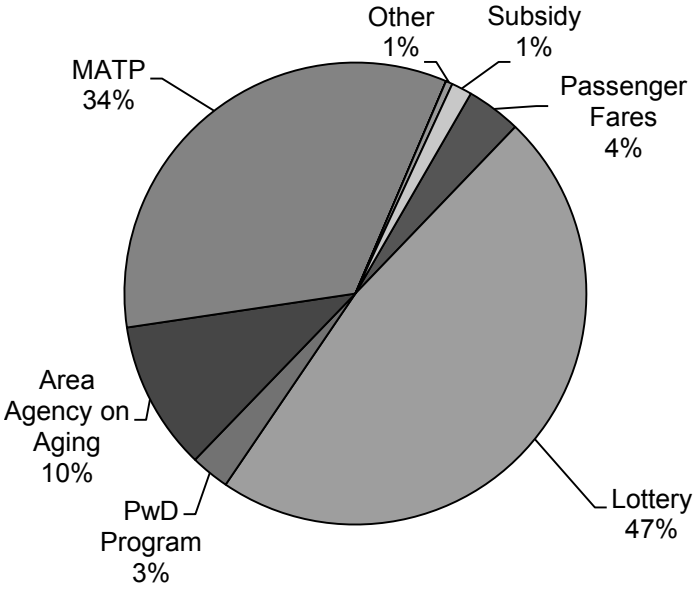
Operating Expenses

$1,469,666



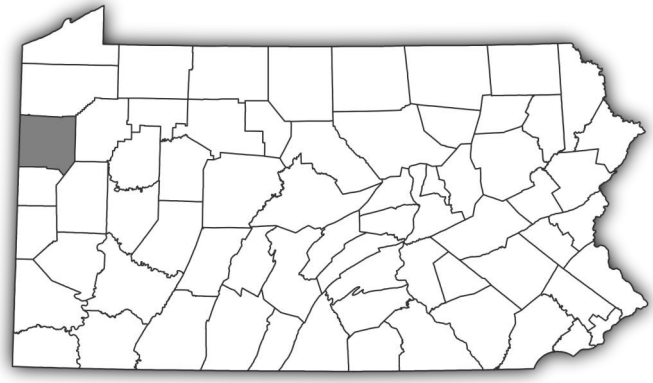
Sources of Funding

$1,505,236

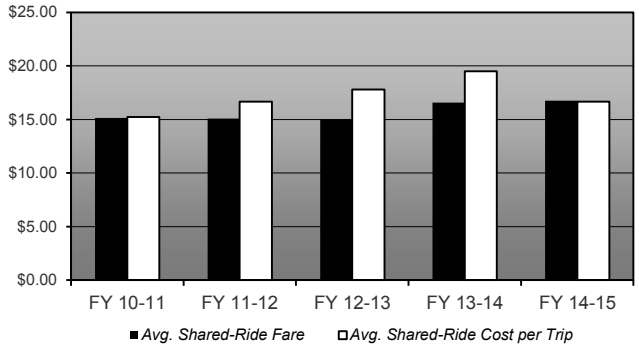


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

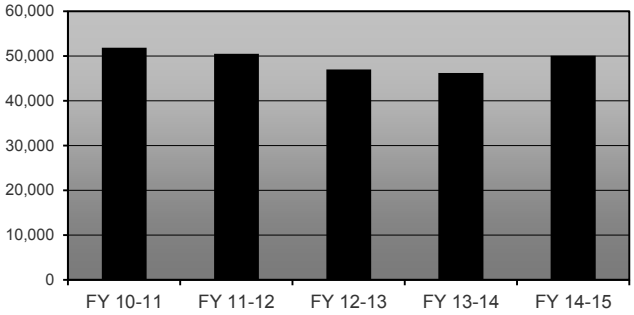
Agency Service Area



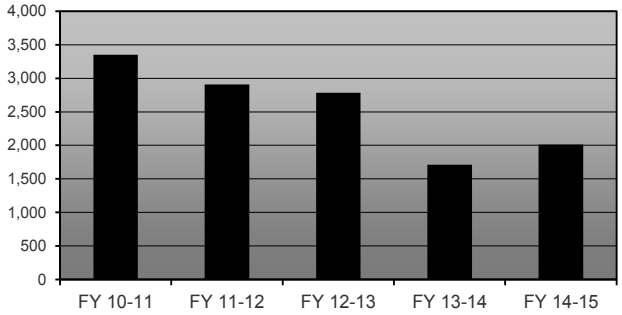
Shared-Ride Fare Recovery



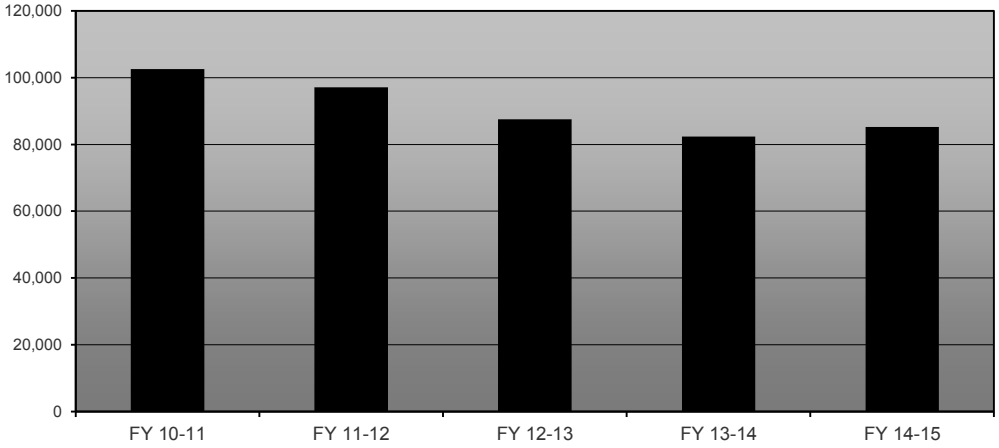
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Mid Mon Valley Transit Authority
1300 McKean Avenue
Charleroi, PA 15022
Ms. Donna Weckoski, Executive Director
724-489-0880
www.mmvta.com
Customer Service:
724-489-0880

House District
Washington: 39, 46, 48, 49, 50
Westmoreland: 25, 52, 54, 55, 56, 57, 58, 59

Senate District
Washington: 32, 37, 46
Westmoreland: 32, 38, 39, 41, 45, 46

Service Area Statistics (2010 Census)

Square Miles:	45
Population:	66,086

Current Fare Information

Fixed Route Base:	$2.00
Last Base Fare Increase:	July 2014

Act 44 Fixed Route Distribution Factors

Total Passengers:	327,724
Senior Passengers:	35,305
Revenue Vehicle Miles:	783,445
Revenue Vehicle Hours:	41,652

Current Employees

	Full-Time	Part-Time
Fixed Route:	6	0
Paratransit:	0	0
Subcontractor:	39	4
System-wide:	45	4

Act 44 Operating Assistance

Section 1513 Allocation:	$2,527,291
Required Local Match:	$63,486

Current Fleet Size

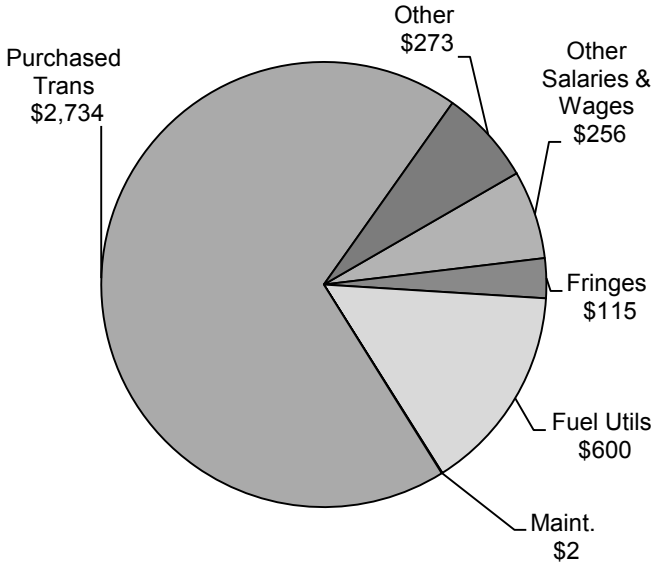
Fixed Route:	28
Paratransit:	1
System-wide:	29

Community transportation provided by Washington County Transportation Authority (see page 132) and Westmoreland County Transit Authority (see page 138)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

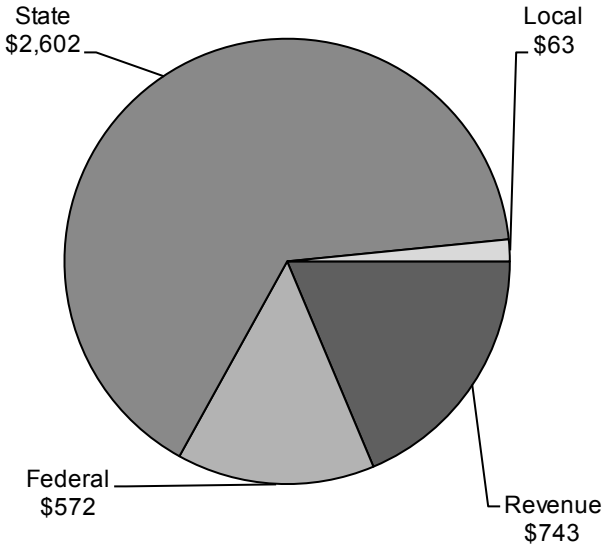
$3,980



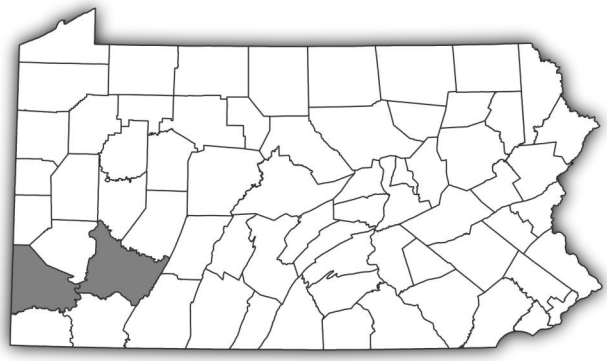
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

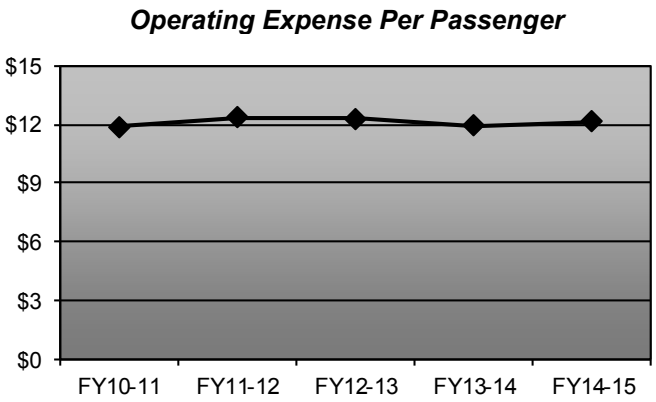
Operating Funds (000's)

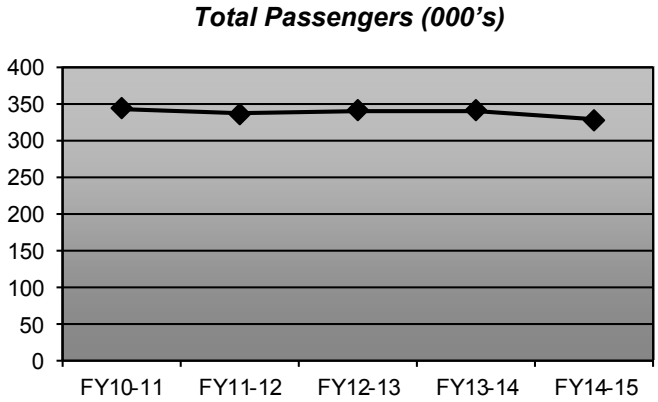
$3,980

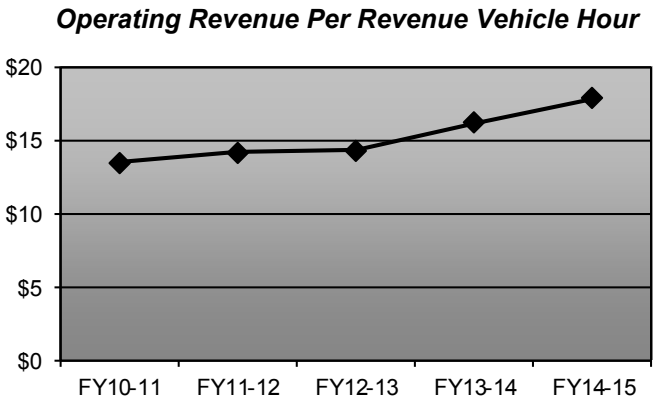


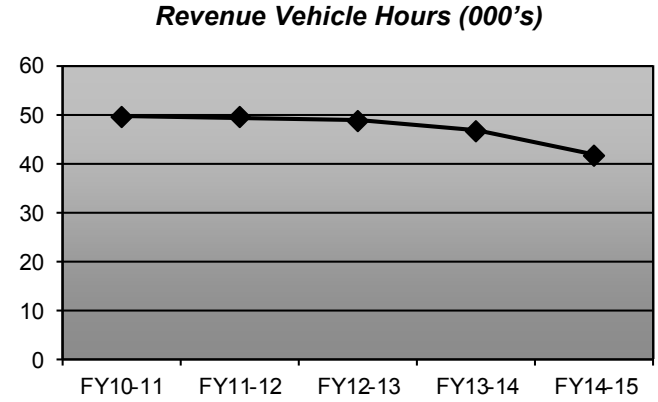
Revenue includes ADA complementary revenue.

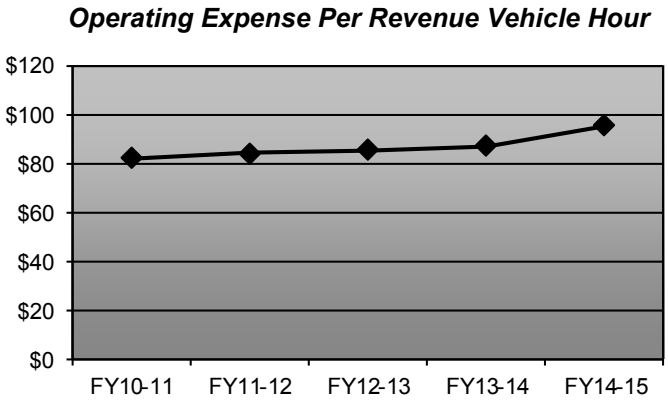


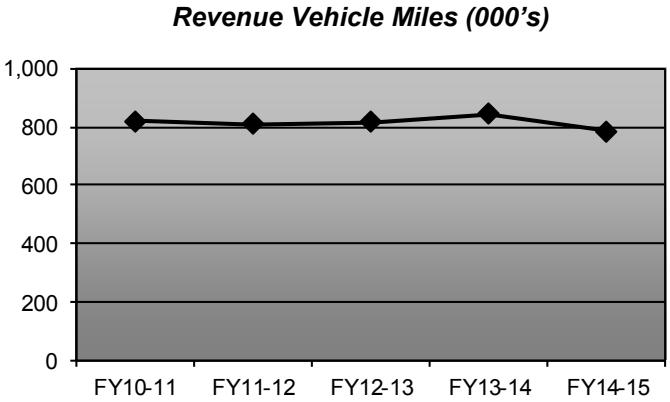


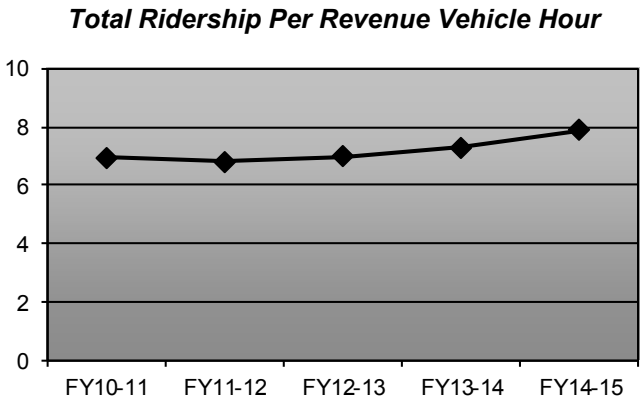












Passengers include ADA complementary passengers.

Pottstown Area Rapid Transit
100 East High Street
Pottstown, PA 19464
Mr. Mark D. Flanders, Borough Manager
610-970-6515
www.pottstownarearapidtransit.com
Customer Service:
610-326-5413

House District
Montgomery: 53, 61, 70, 146, 147, 148, 149, 150, 151, 152, 153, 154, 157, 170, 194

Senate District
Montgomery: 4, 7, 10, 12, 17, 19, 24, 44

Service Area Statistics (2010 Census)

Square Miles:	34
Population:	51,000

Current Fare Information

Fixed Route Base:	$1.90
Last Base Fare Increase:	July 2014

Act 44 Fixed Route Distribution Factors

Total Passengers:	258,140
Senior Passengers:	40,257
Revenue Vehicle Miles:	267,930
Revenue Vehicle Hours:	21,613

Current Employees

	Full-Time	Part-Time
Fixed Route:	0	5
Paratransit:	0	0
Subcontractor:	13	11
System-wide:	13	16

Act 44 Operating Assistance

Section 1513 Allocation:	$1,109,802
Required Local Match:	$73,871

Current Fleet Size

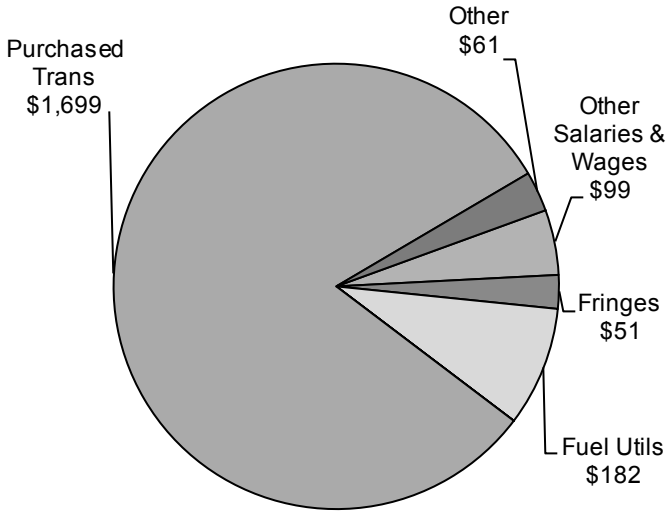
Fixed Route:	9
Paratransit:	2
System-wide:	11

Community transportation provided by Suburban Transit Network, Inc. (see page 240)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

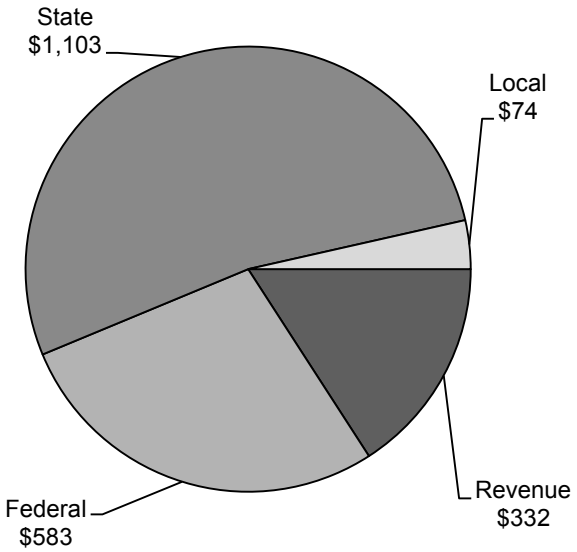
$2,092



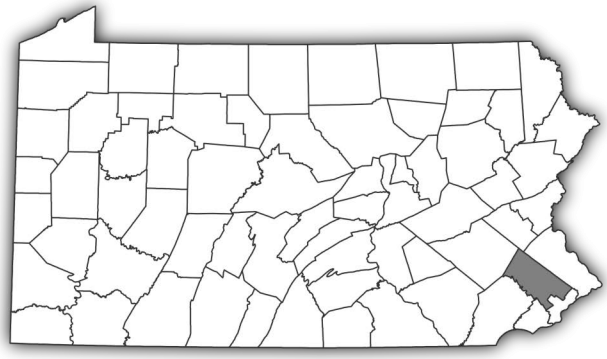
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

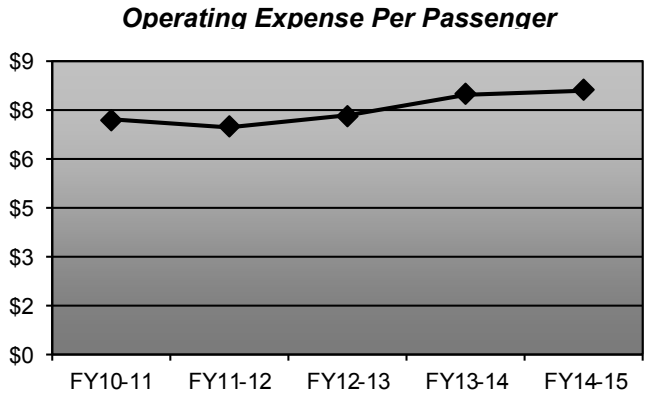
Operating Funds (000's)

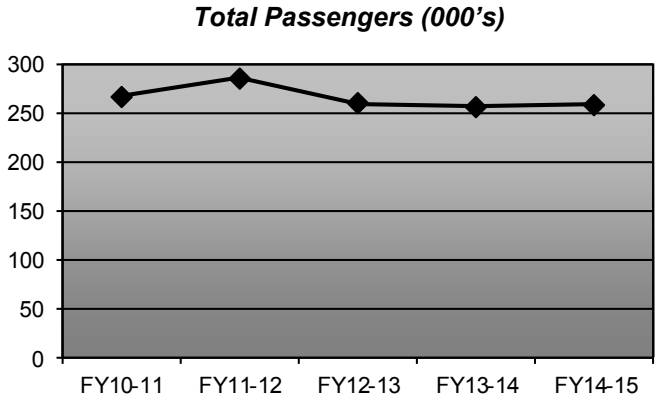
$2,092

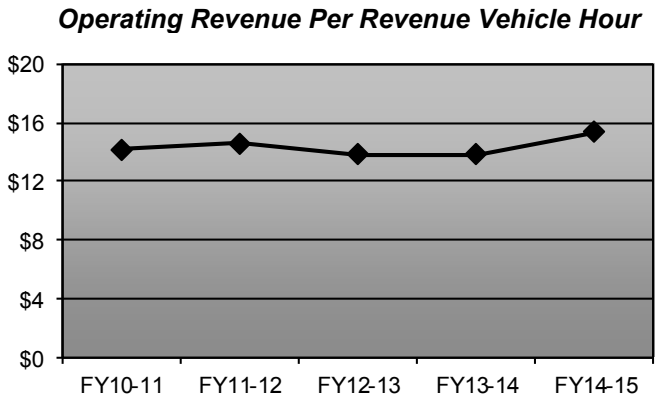


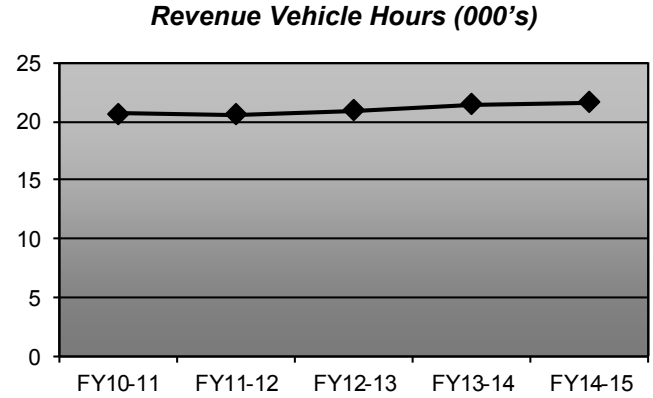
Revenue includes ADA complementary revenue.

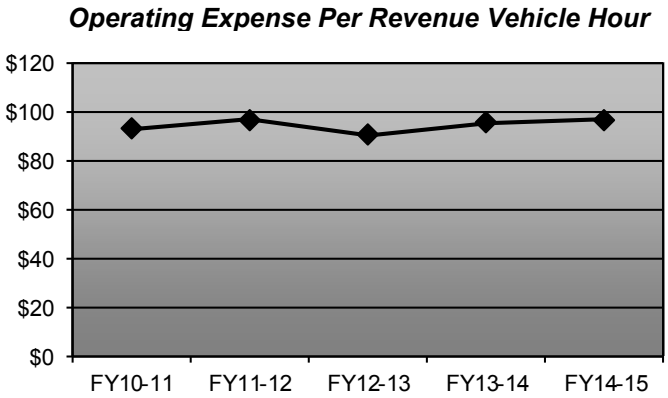


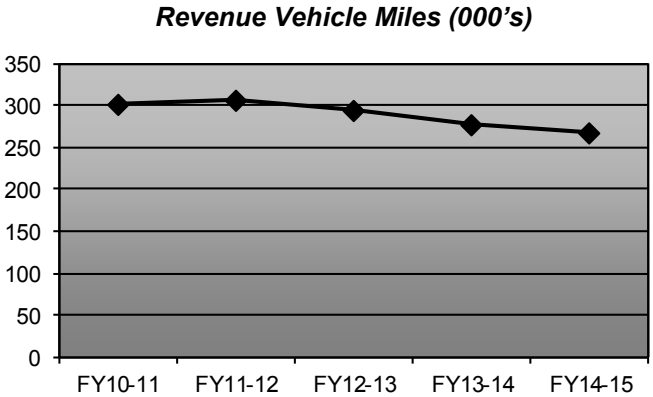


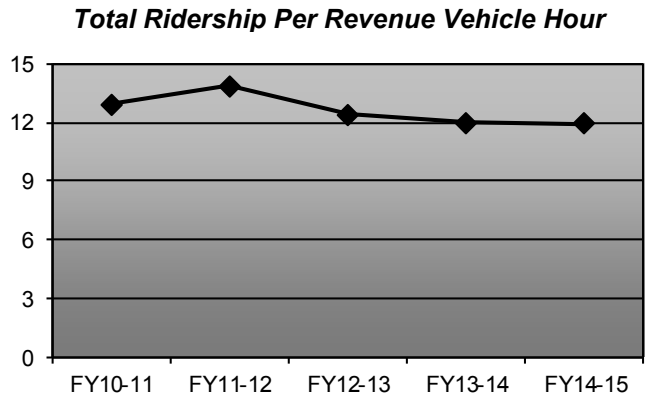












Passengers include ADA complementary passengers.

Red Rose Transit Authority
45 Erick Road
Lancaster, PA 17601
Mr. David Kilmer, Executive Director
717-358-1920
www.redrosetransit.com
Customer Service:
717-397-5613

House District
Lancaster: 37, 41, 43, 96, 97, 98, 99, 100

Senate District
Lancaster: 13, 36, 48

Service Area Statistics (2010 Census)

Square Miles:	952
Population:	420,920

Current Fare Information

Fixed Route Base:	$1.70
Last Base Fare Increase:	August 2011

Act 44 Fixed Route Distribution Factors

Total Passengers:	1,958,060
Senior Passengers:	230,757
Revenue Vehicle Miles:	1,699,969
Revenue Vehicle Hours:	126,608

Current Employees

	Full-Time	Part-Time
Fixed Route:	86	12
Paratransit:	10	0
Subcontractor:	133	2
System-wide:	229	14

Act 44 Operating Assistance

Section 1513 Allocation:	$5,832,842
Required Local Match:	$259,336

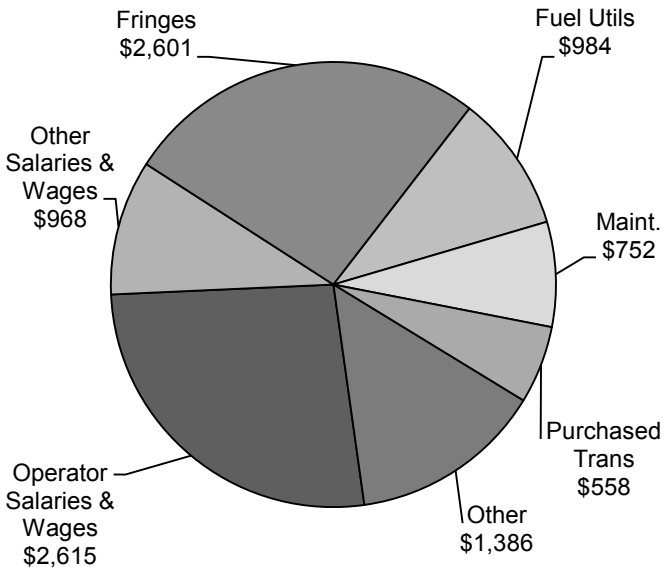
Current Fleet Size

Fixed Route:	42
Paratransit:	73
System-wide:	115

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

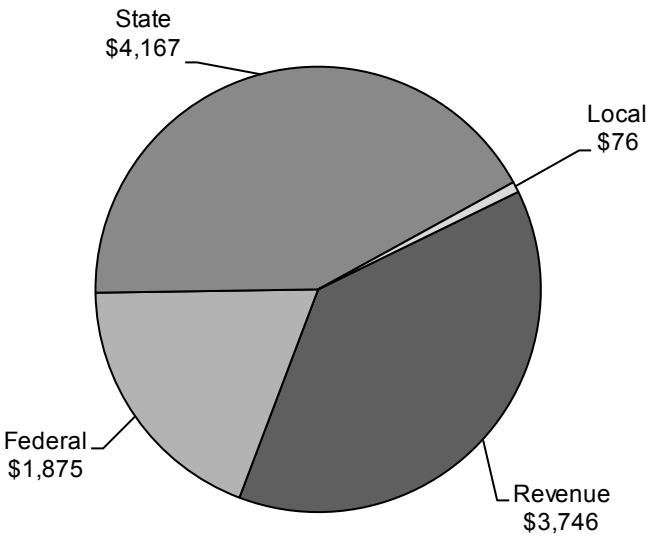
$9,864



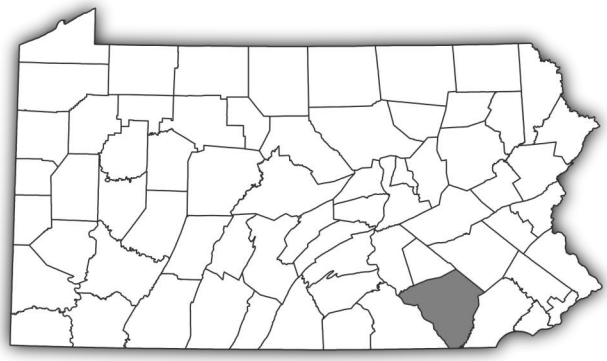
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

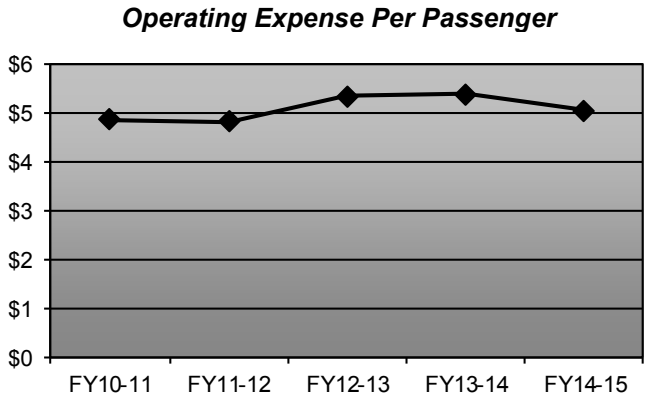
Operating Funds (000's)

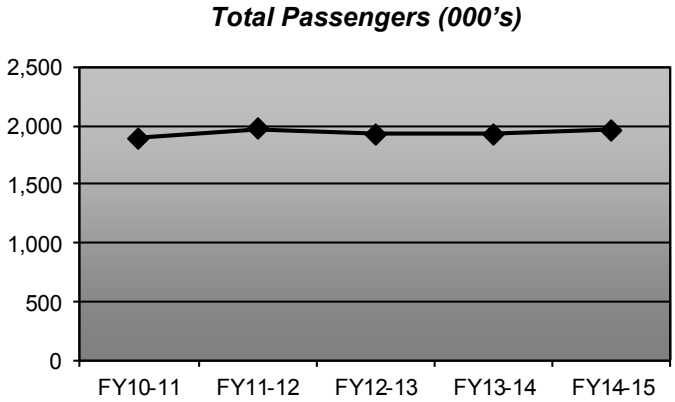
$9,864

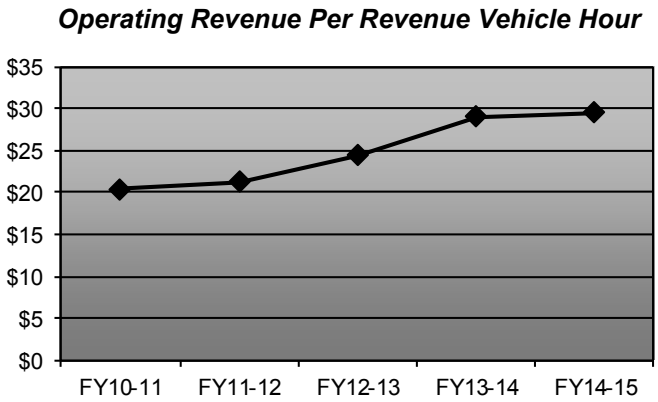


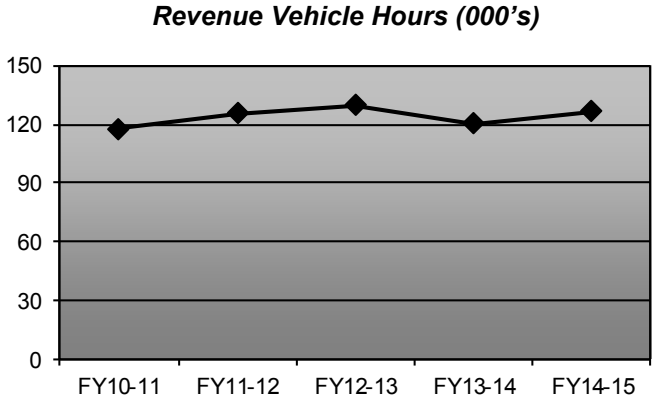
Revenue includes ADA complementary revenue.

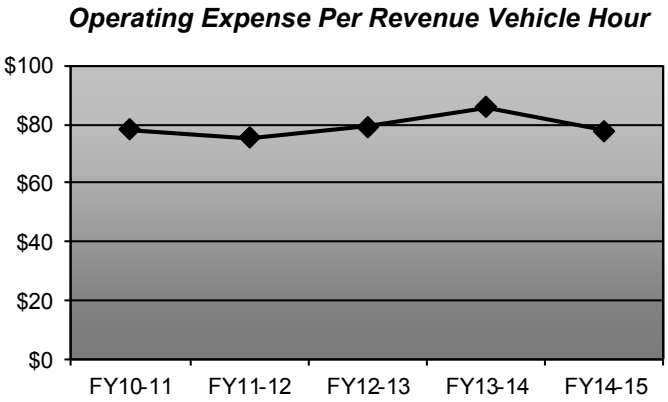


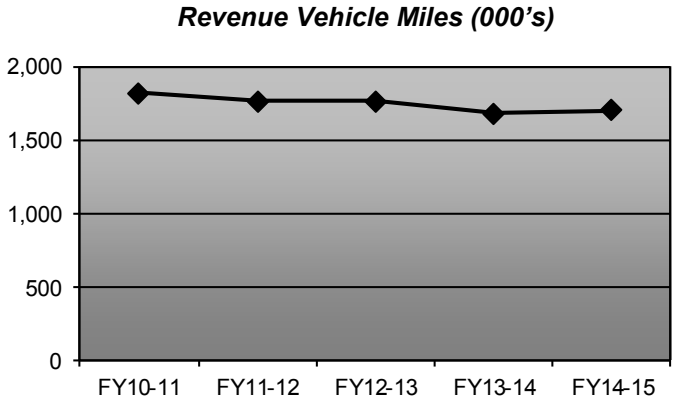


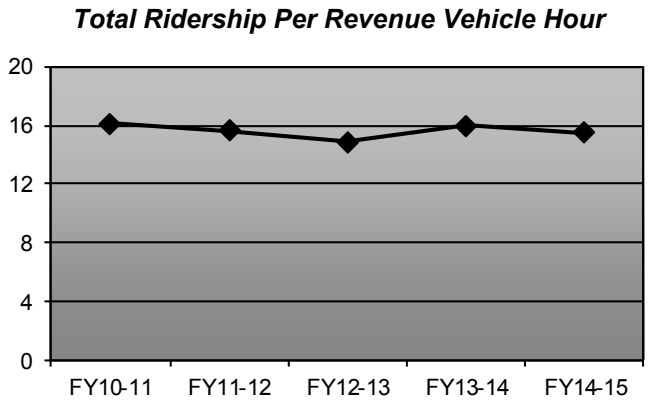












Passengers include ADA complementary passengers.

Community Transportation

Red Rose Transit Authority
45 Erick Road
Lancaster, PA 17601
717-358-1920
Mr. David Kilmer, Executive Director

Service Area Statistics (2010 Census)
Lancaster County

Square Miles:	949
Population:	519,445
65+ Population:	77,780
% of Population 65 and older:	15.0%
MATP Provider:	Yes
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$21.59
Cost to Commonwealth per Senior Citizen Trip:	$16.07
Fare Structure Implementation Date:	May 2015

Trip Information

65+ Trips:	101,219
PwD Trips:	11,852
Other Shared-Ride Trips:	136,152
Total Shared-Ride Trips:	249,223
Non-Public Trips:	28,211

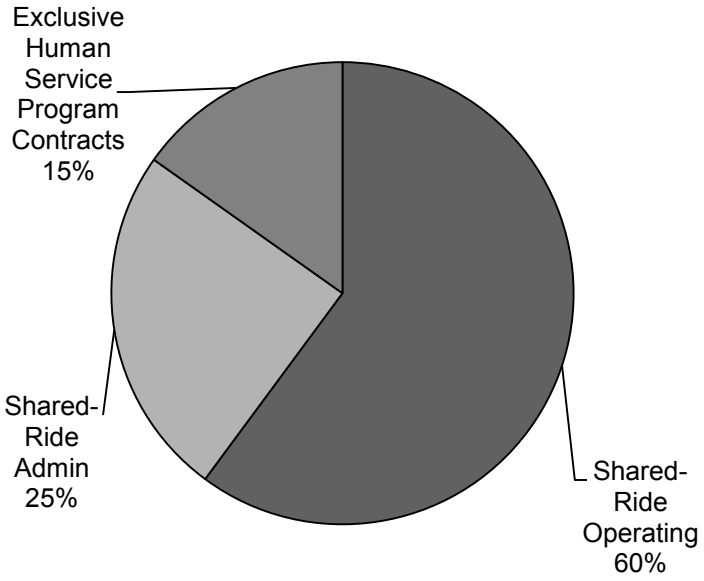
Vehicles Operated in Maximum Service

Community Transportation:	50

COMMUNITY TRANSPORTATION OPERATING BUDGET

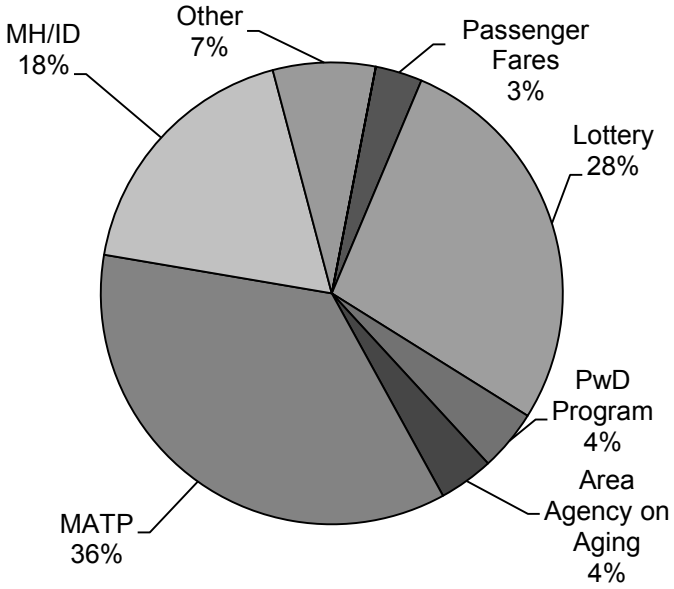
Operating Expenses

$6,387,103



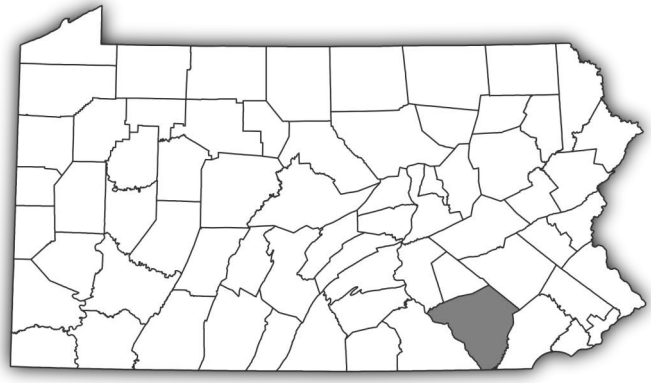
Sources of Funding

$6,422,471

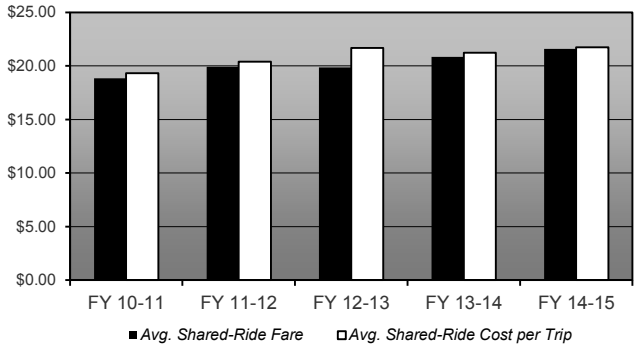


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

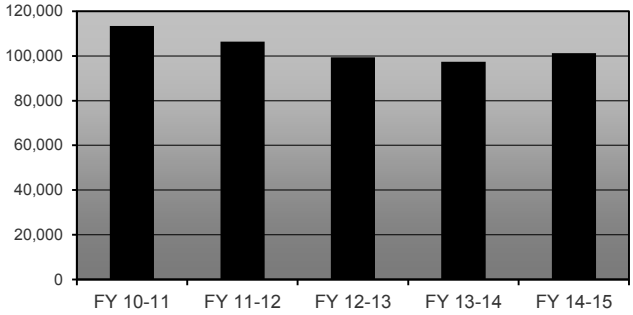
Agency Service Area



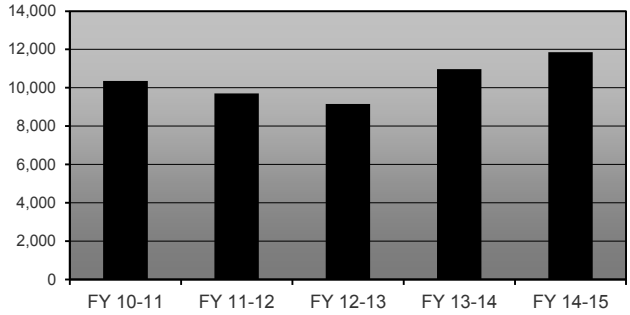
Shared-Ride Fare Recovery



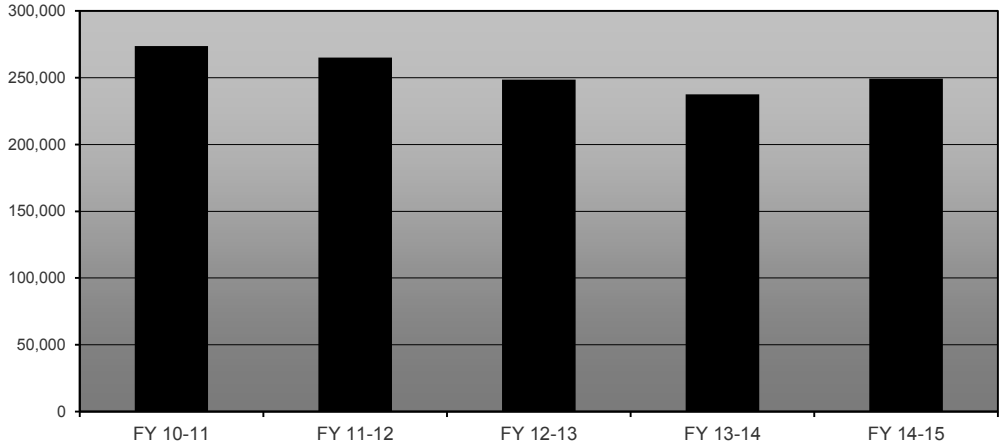
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Washington County Transportation Authority
50 East Chestnut Street
Washington, PA 15301
Ms. Sheila Gombita, Executive Director
724-223-8747
www.freedom-transit.org
Customer Service:
724-223-8747

House District
Washington: 39, 40, 46, 48, 49, 50

Senate District
Washington: 32, 37, 46

Service Area Statistics (2010 Census)

Square Miles:	33
Population:	61,634

Current Fare Information

Fixed Route Base:	$1.50
Last Base Fare Increase:	May 2011

Act 44 Fixed Route Distribution Factors

Total Passengers:	23,316
Senior Passengers:	8,416
Revenue Vehicle Miles:	85,685
Revenue Vehicle Hours:	5,249

Current Employees

	Full-Time	Part-Time
Fixed Route:	0	1
Paratransit:	12	0
Subcontractor:	73	26
System-wide:	85	27

Act 44 Operating Assistance

Section 1513 Allocation:	$217,048
Required Local Match:	$32,557

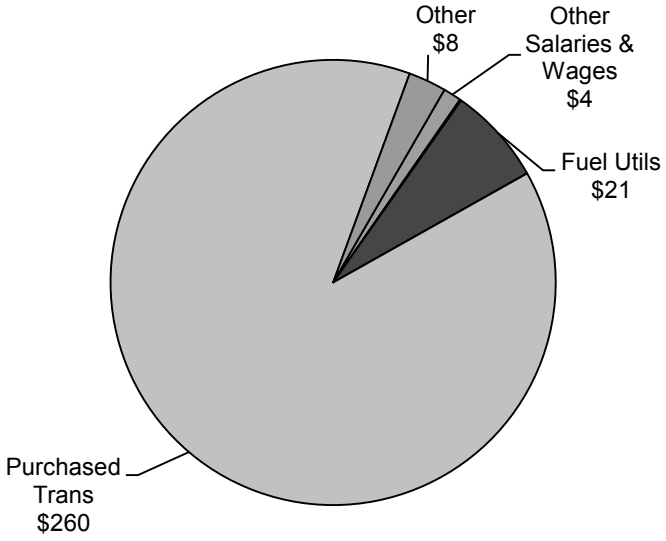
Current Fleet Size

Fixed Route:	3
Paratransit:	73
System-wide:	76

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

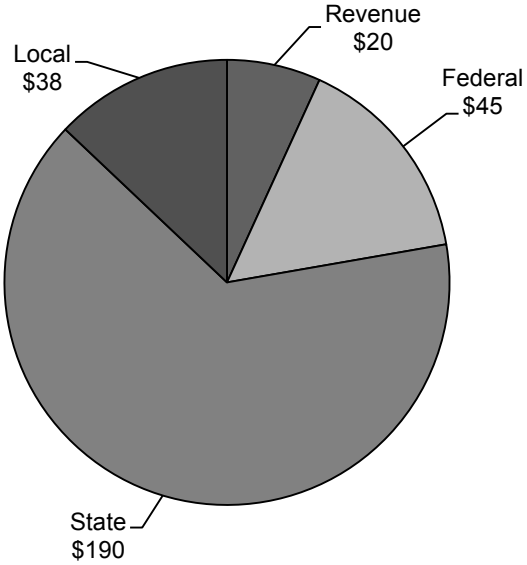
$293



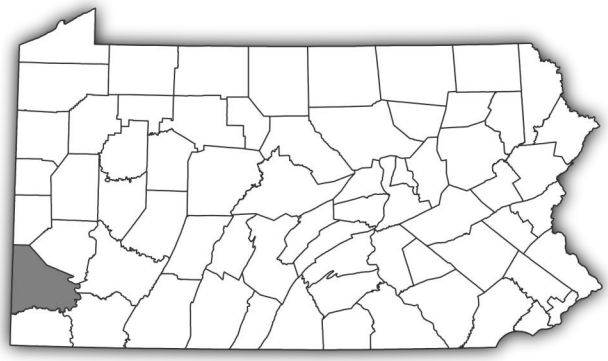
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

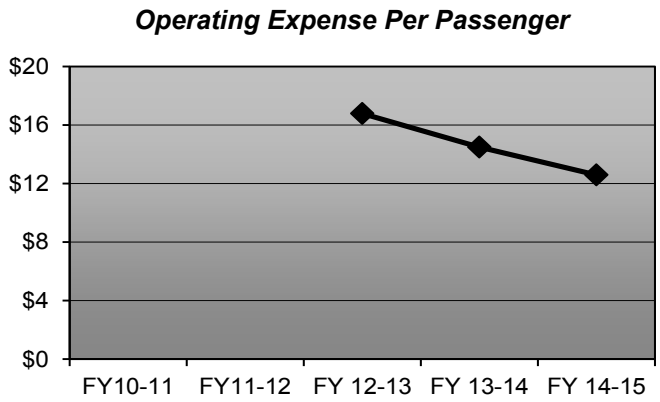
Operating Funds (000's)

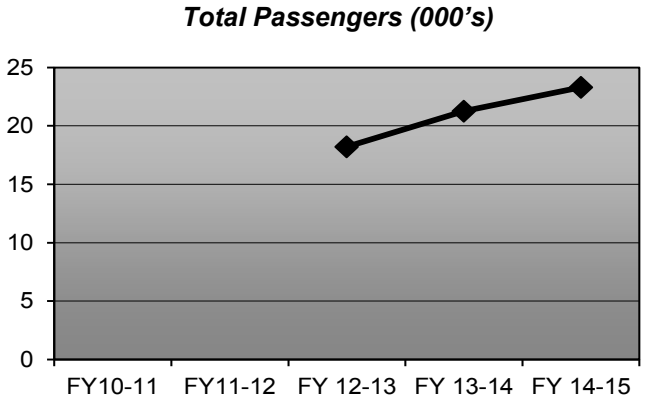
$293

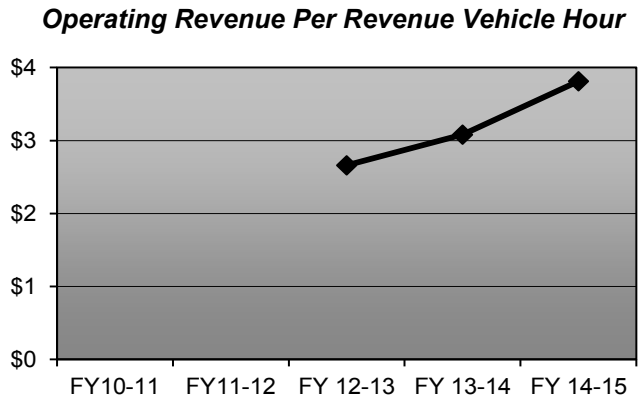


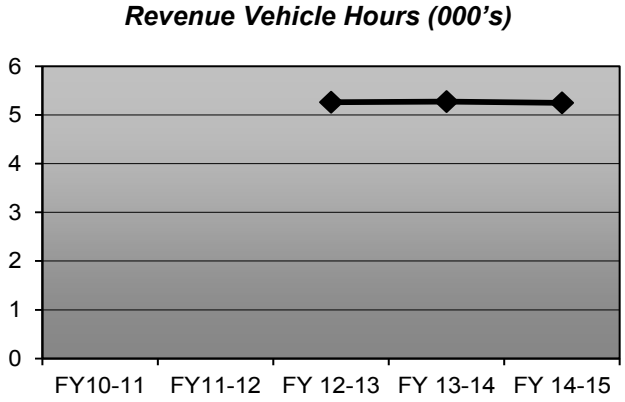
Revenue includes ADA complementary revenue.

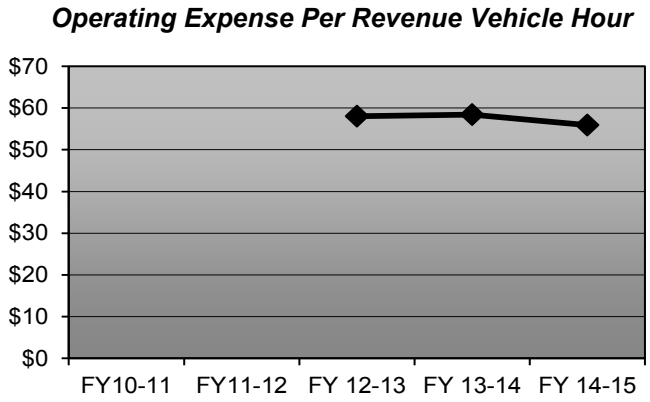


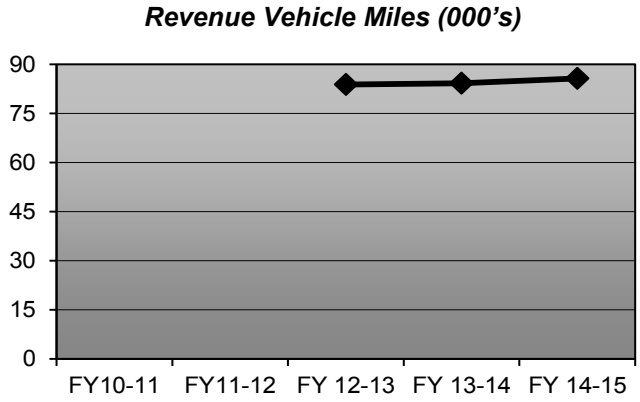


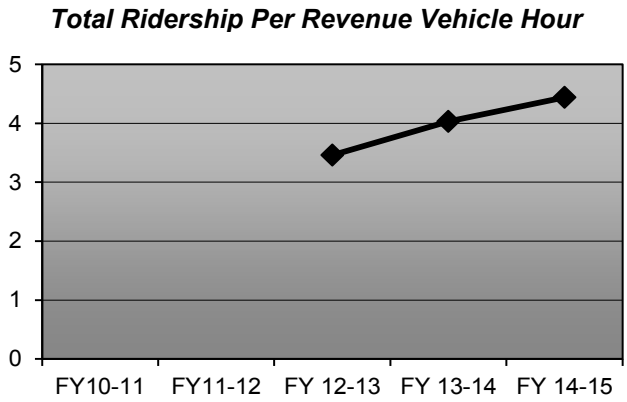












Washington County Transportation Authority began providing fixed-route service in FY2011-12.

Community Transportation

Washington County Transportation Authority
50 East Chestnut Street
Washington, PA 15301
724-223-8747
Ms. Sheila Gombita, Executive Director

Service Area Statistics (2010 Census)
Washington County

Square Miles:	857
Population:	207,820
65+ Population:	36,366
% of Population 65 and older:	17.5%

MATP Provider:	Yes
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$23.19
Cost to Commonwealth per Senior Citizen Trip:	$17.65
Fare Structure Implementation Date:	May 2014

Trip Information

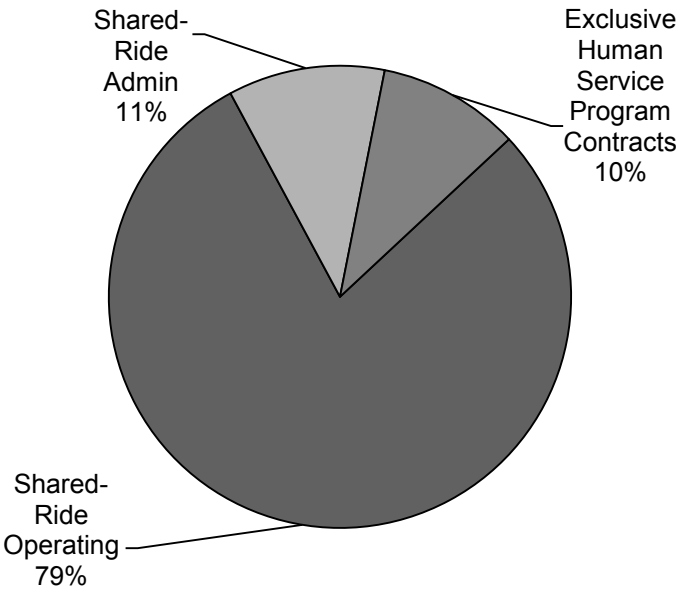
65+ Trips:	96,686
PwD Trips:	26,400
Other Shared-Ride Trips:	69,470
Total Shared-Ride Trips:	192,556
Non-Public Trips:	13,816

Vehicles Operated in Maximum Service

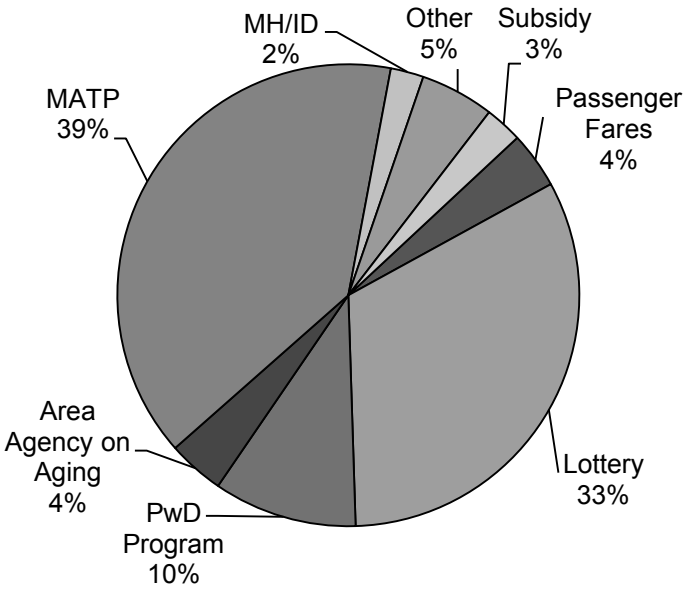
Community Transportation:	56

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$5,332,187

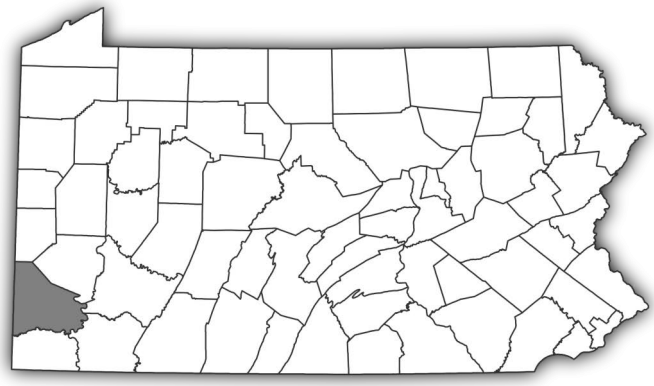


Sources of Funding
$5,251,989

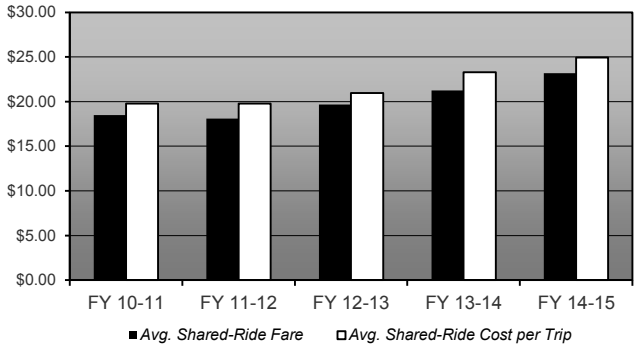


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

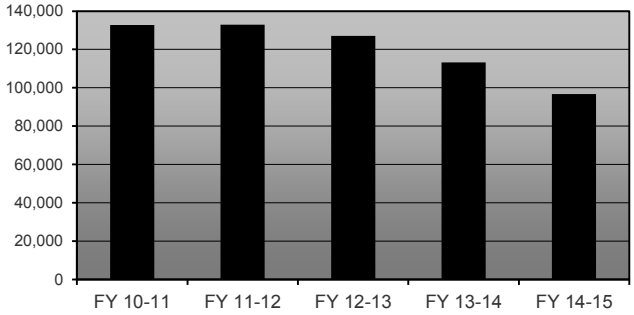
Agency Service Area



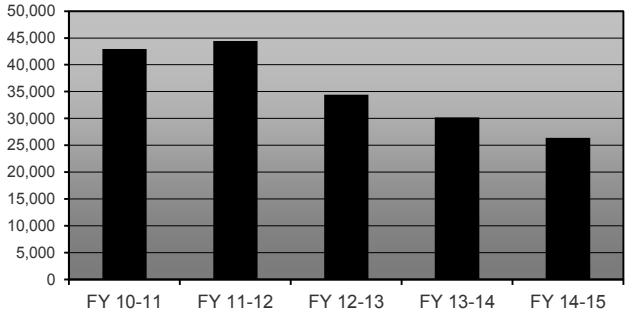
Shared-Ride Fare Recovery



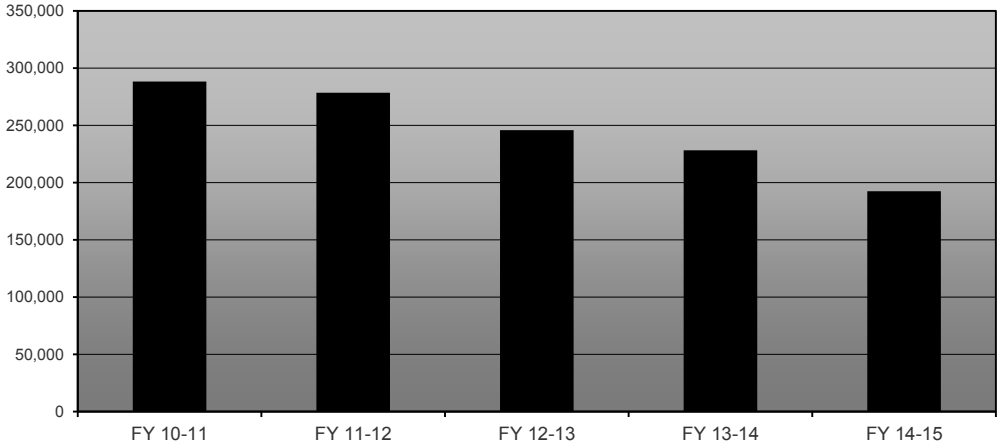
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



City of Washington
50 East Chestnut Street
Washington, PA 15301
Mr. Joe Thomas, Dir. Fixed Route Services
724-223-8747
www.freedom-transit.org
Customer Service:
724-223-8747

House District
Washington: 39, 40, 46, 48, 49, 50

Senate District
Washington: 32, 37, 46

Service Area Statistics (2010 Census)

Square Miles:	33
Population:	61,634

Current Fare Information

Fixed Route Base:	$1.50
Last Base Fare Increase:	July 2012

Act 44 Fixed Route Distribution Factors

Total Passengers:	67,177
Senior Passengers:	8,999
Revenue Vehicle Miles:	280,800
Revenue Vehicle Hours:	16,446

Current Employees

	Full-Time	Part-Time
Fixed Route:	2	1
Paratransit:	2	1
Subcontractor:	11	0
System-wide:	15	2

Act 44 Operating Assistance

Section 1513 Allocation:	$1,092,284
Required Local Match:	$154,752

Current Fleet Size

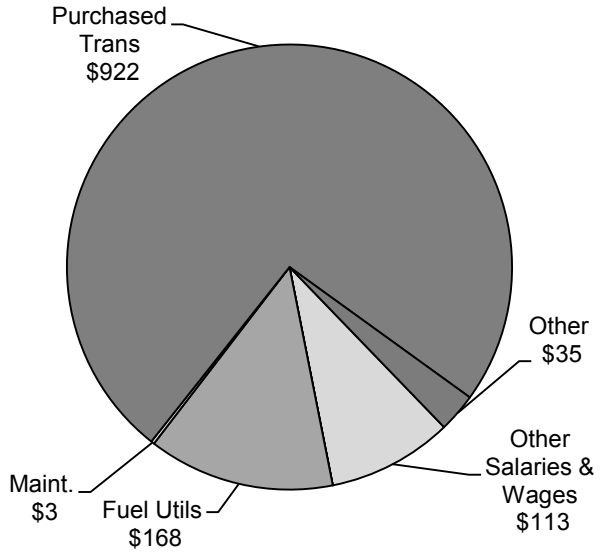
Fixed Route:	8
Paratransit:	3
System-wide:	11

Community transportation provided by Washington County Transportation Authority (see page 132)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

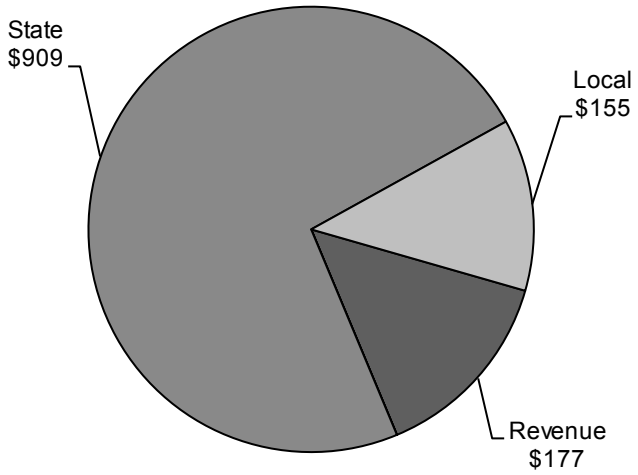
$1,241



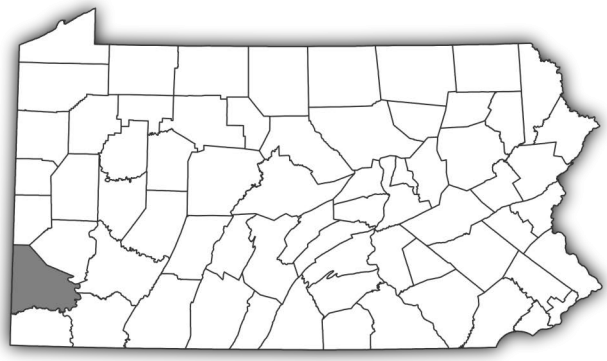
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

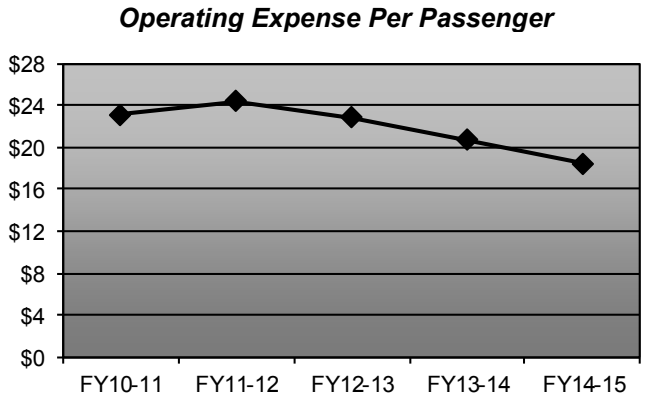
Operating Funds (000's)

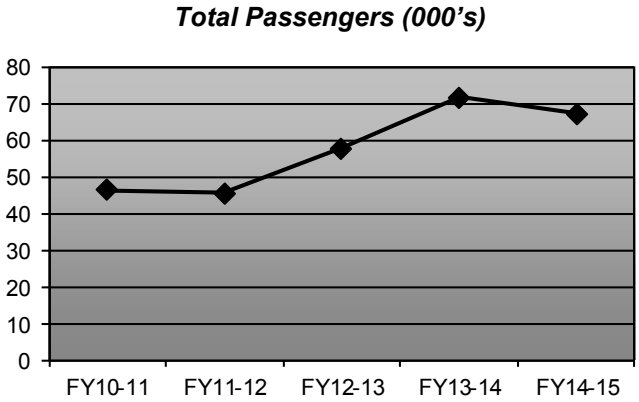
$1,241

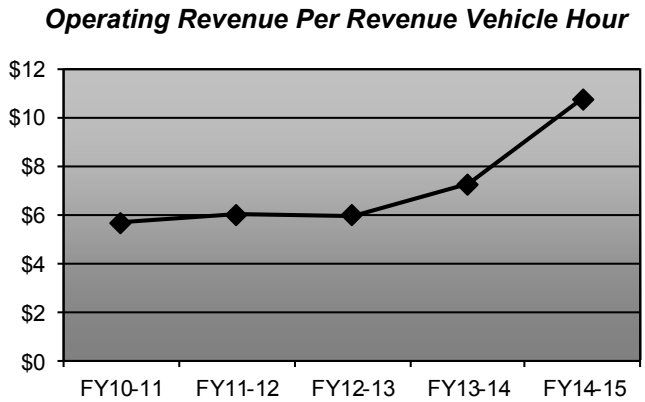


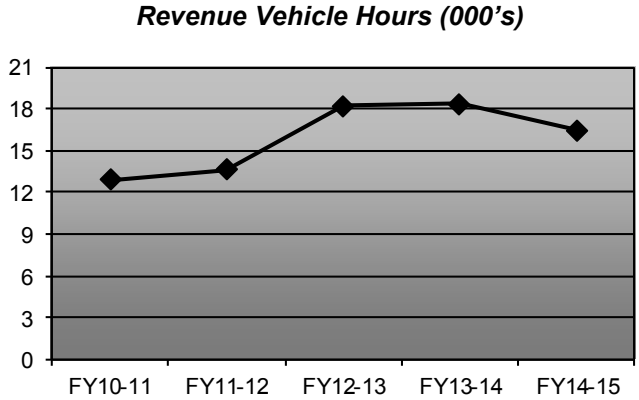
Revenue includes ADA complementary revenue.

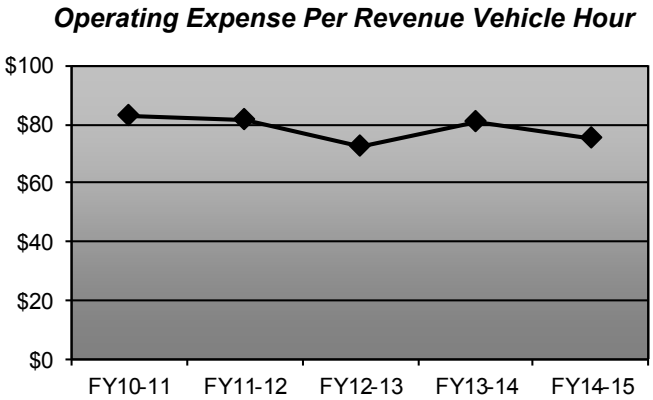


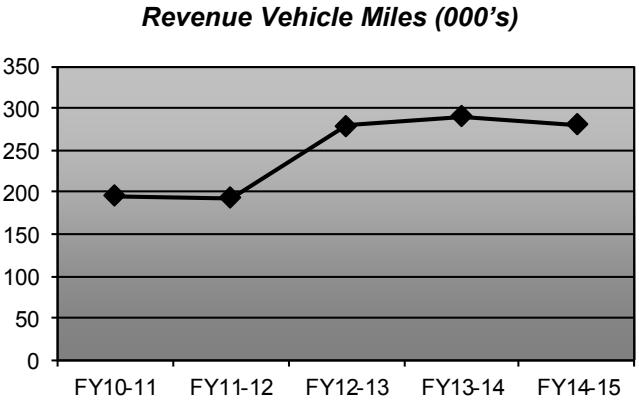


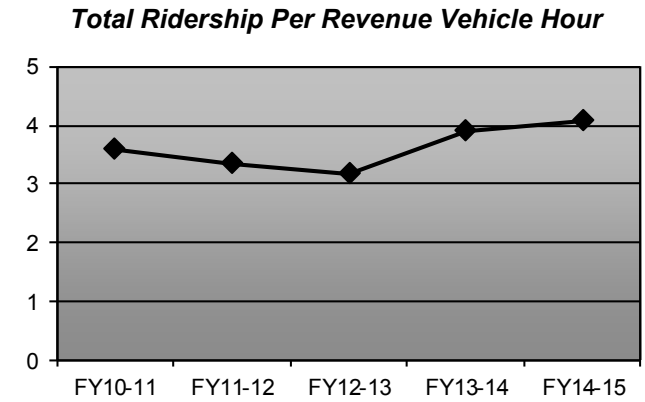












Passengers include ADA complementary passengers. Began commuter service to Pittsburgh on July 1, 2012.

Westmoreland County Transit Authority
41 Bell Way
Greensburg, PA 15601
Mr. Alan Blahovec, Executive Director
724-832-2712
www.westmorelandtransit.com
Customer Service:
800-221-9282

House District
Westmoreland: 25, 52, 54, 55, 56, 57, 58, 59

Senate District
Westmoreland: 32, 38, 39, 41, 45, 46

Service Area Statistics (2010 Census)

Square Miles:	668
Population:	296,066

Current Fare Information

Fixed Route Base:	$2.00
Last Base Fare Increase:	Jan 2014

Act 44 Fixed Route Distribution Factors

Total Passengers:	541,413
Senior Passengers:	70,327
Revenue Vehicle Miles:	1,115,339
Revenue Vehicle Hours:	57,080

Current Employees

	Full-Time	Part-Time
Fixed Route:	6	4
Paratransit:	8	1
Subcontractor:	98	10
System-wide:	112	15

Act 44 Operating Assistance

Section 1513 Allocation:	$2,981,743
Required Local Match:	$299,782

Current Fleet Size

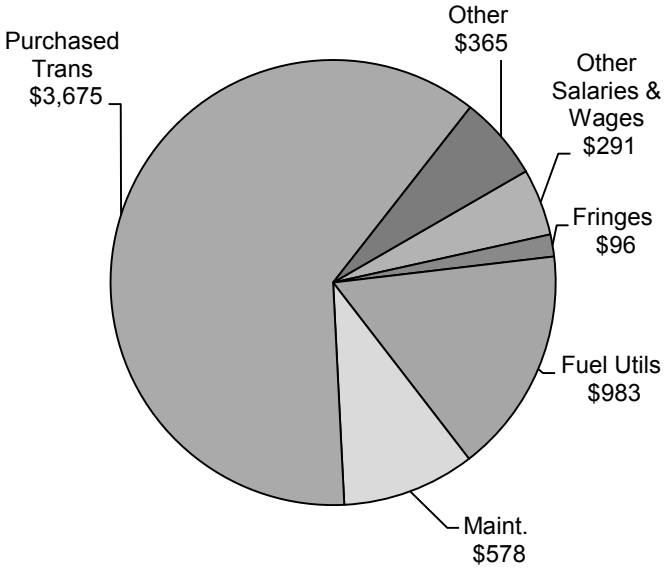
Fixed Route:	41
Paratransit:	61
System-wide:	102

*Includes Rural Service

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

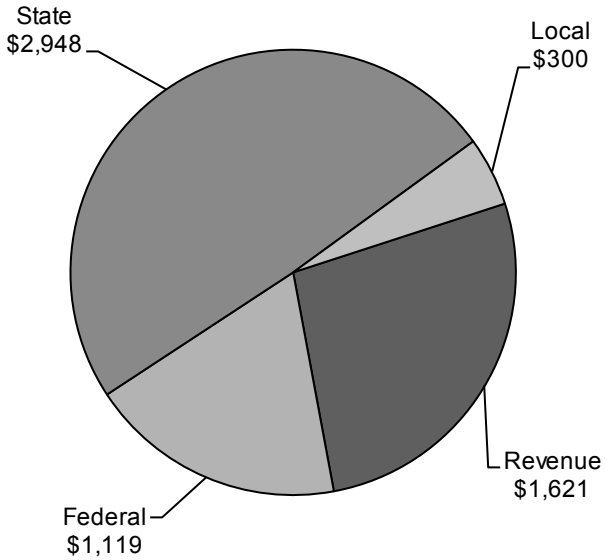
$5,988



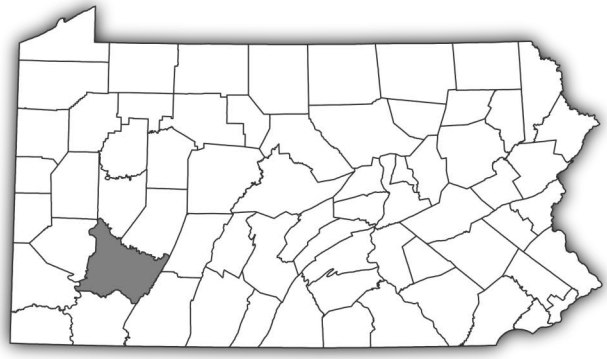
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

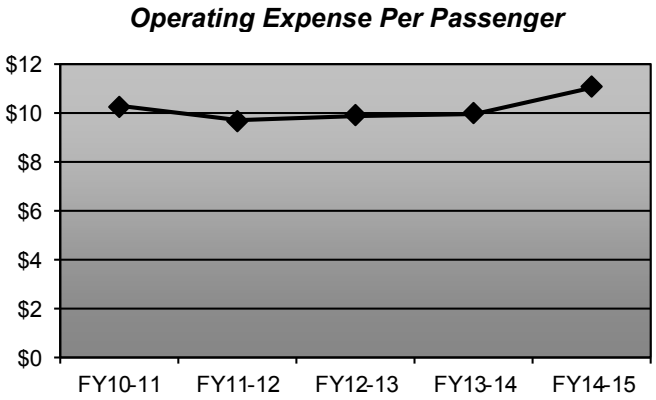
Operating Funds (000's)

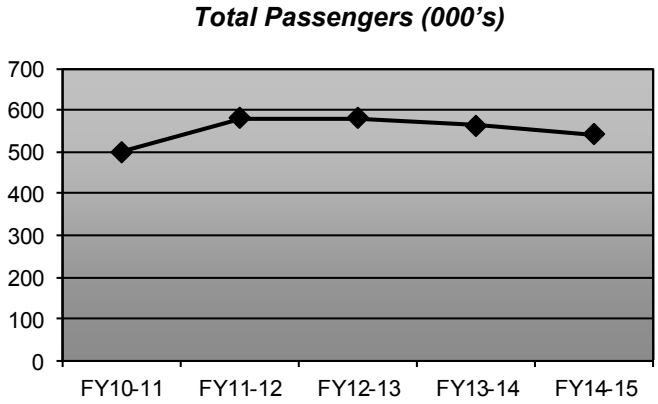
$5,988

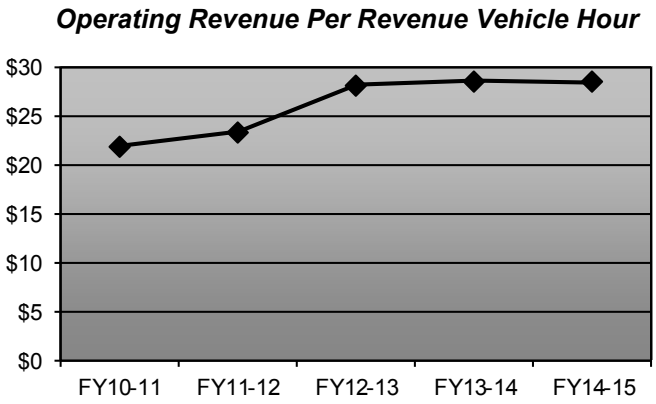


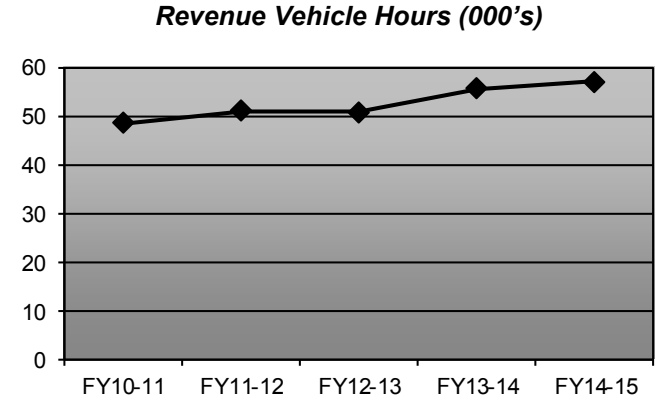
Revenue includes ADA complementary revenue.

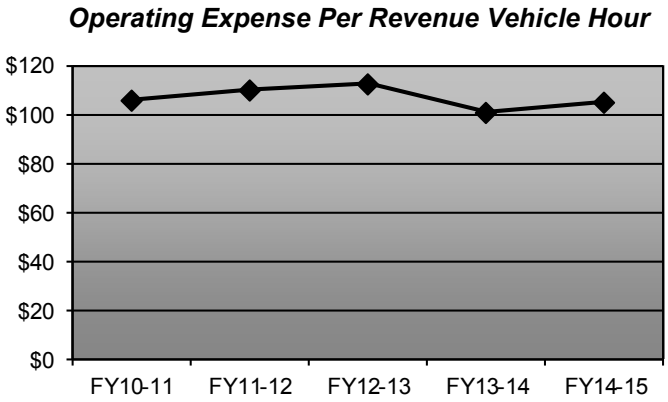


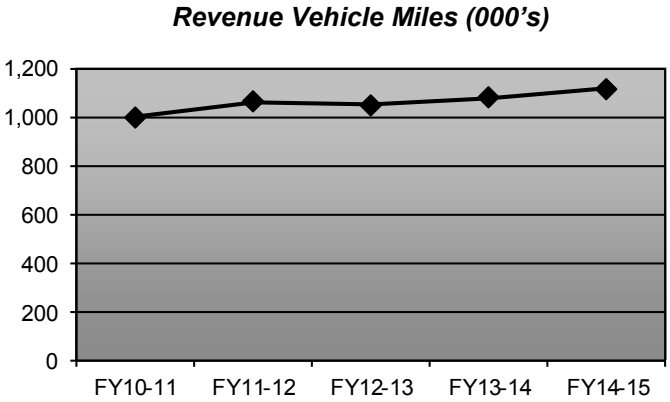


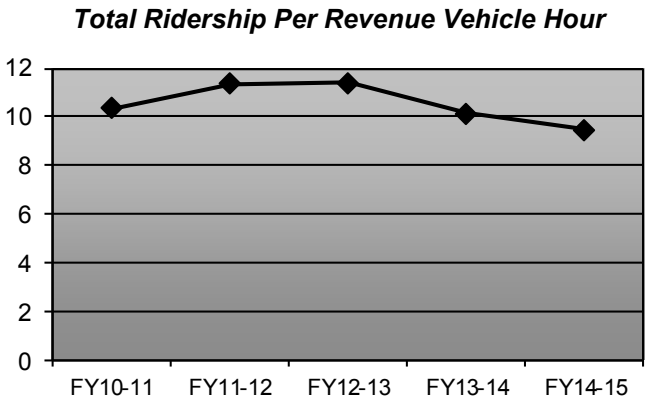












Passengers include ADA complementary passengers.

Community Transportation

Westmoreland County Transit Authority
41 Bell Way
Greensburg, PA 15601
724-832-2706
Mr. Alan Blahovec, Executive Director

Service Area Statistics (2010 Census)
Westmoreland County

Square Miles:	1,025
Population:	365,169
65+ Population:	68,877
% of Population 65 and older:	18.9%

MATP Provider:	Yes
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$21.47
Cost to Commonwealth per Senior Citizen Trip:	$16.55
Fare Structure Implementation Date:	August 2015

Trip Information

65+ Trips:	107,496
PwD Trips:	5,076
Other Shared-Ride Trips:	67,710
Total Shared-Ride Trips:	180,282
Non-Public Trips:	79,166

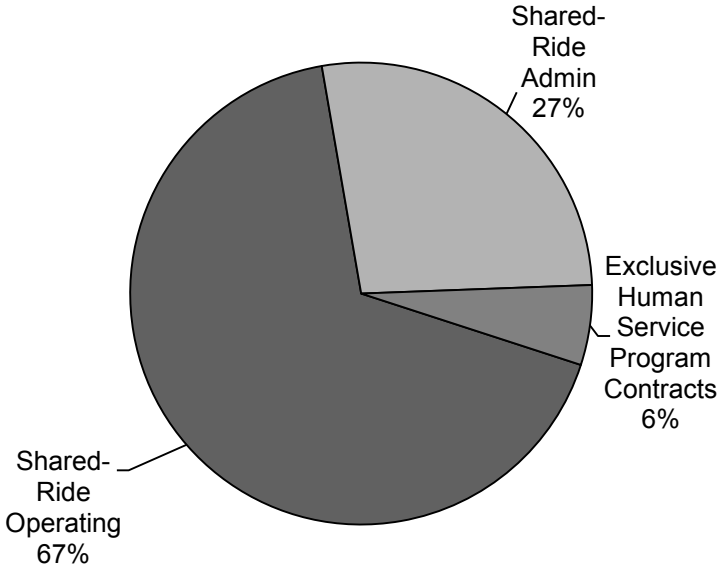
Vehicles Operated in Maximum Service

Community Transportation:	68

COMMUNITY TRANSPORTATION OPERATING BUDGET

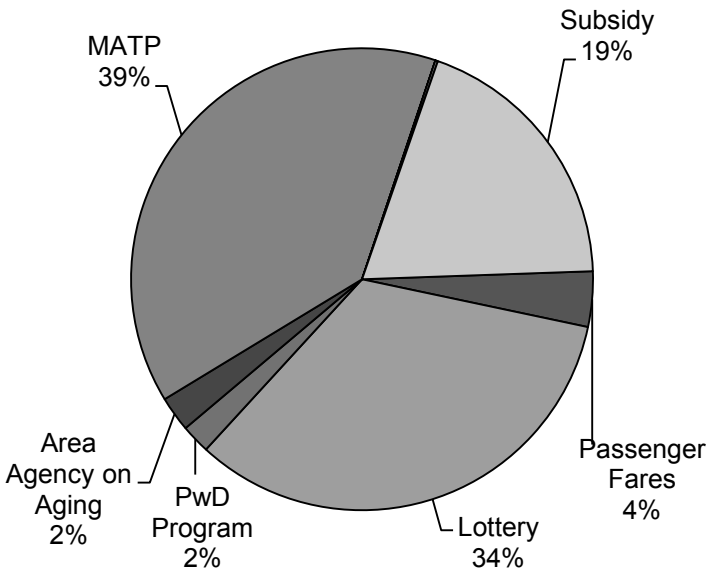
Operating Expenses

$5,292,754



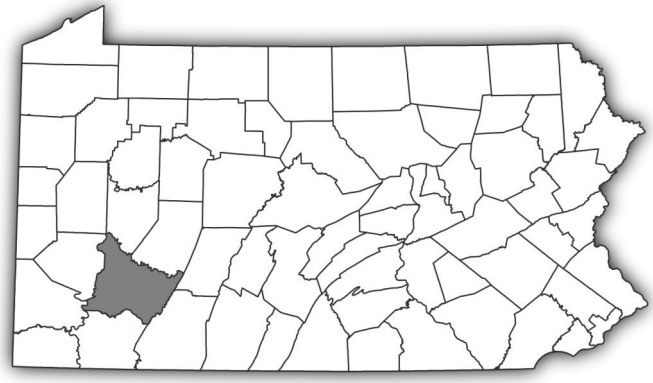
Sources of Funding

$5,292,754

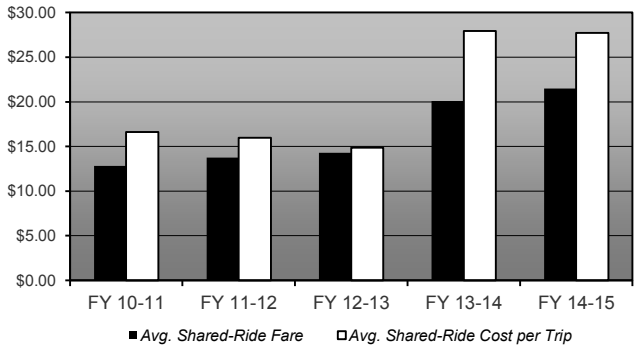


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

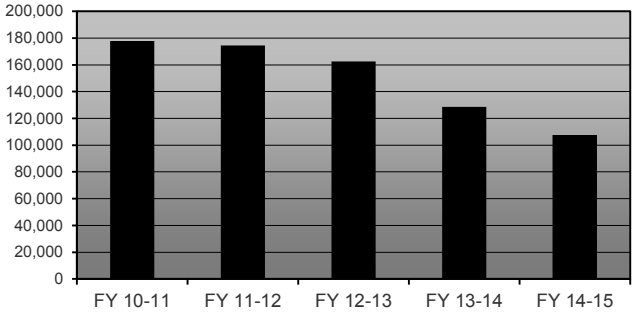
Agency Service Area



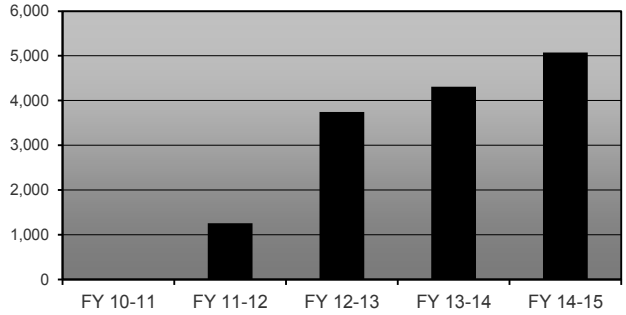
Shared-Ride Fare Recovery



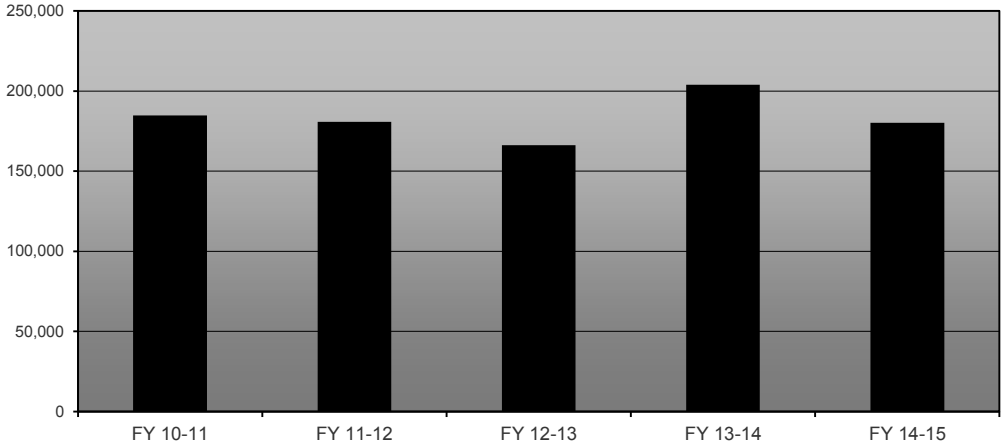
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Prior to FY 13-14 MATP trips were not reported in Total Shared-Ride trips.

Williamsport River Valley Transit (RVT)
1500 West Third Street
Williamsport, PA 17701
Mr. William Nichols, Jr., General Manager
570-326-2500
www.ridervt.com
Customer Service:
570-326-2500

House District
Lycoming: 83, 84

Senate District
Lycoming: 23

Service Area Statistics (2010 Census)

Square Miles:	89
Population:	69,764

Current Fare Information

Fixed Route Base:	$2.00
Last Base Fare Increase:	May 2005

Act 44 Fixed Route Distribution Factors

Total Passengers:	1,306,118
Senior Passengers:	186,664
Revenue Vehicle Miles:	876,200
Revenue Vehicle Hours:	57,353

Current Employees

	Full-Time	Part-Time
Fixed Route:	51	4
Paratransit:	0	0
Subcontractor:	0	2
System-wide:	51	6

Act 44 Operating Assistance

Section 1513 Allocation:	$3,675,461
Required Local Match:	$318,040

Current Fleet Size

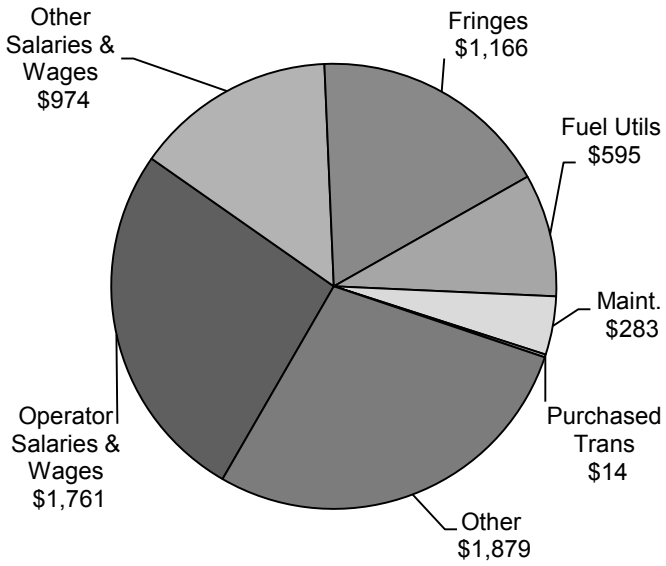
Fixed Route:	35
Paratransit:	0
System-wide:	35

Community transportation provided by provided by STEP, Inc. (see page 238)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

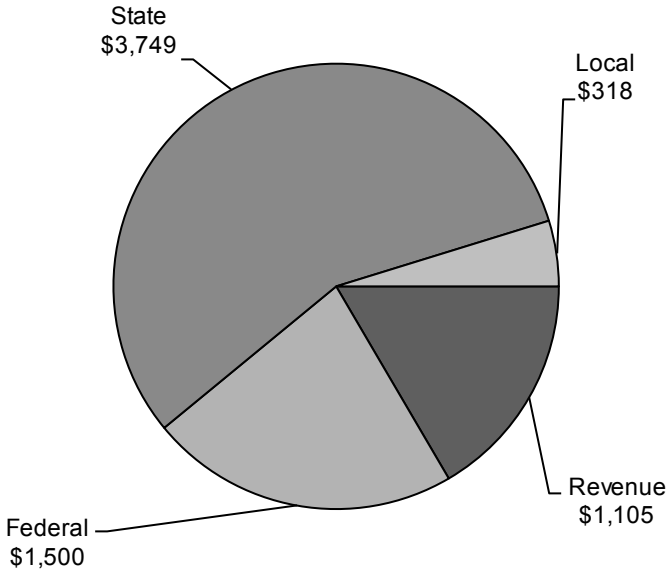
$6,672



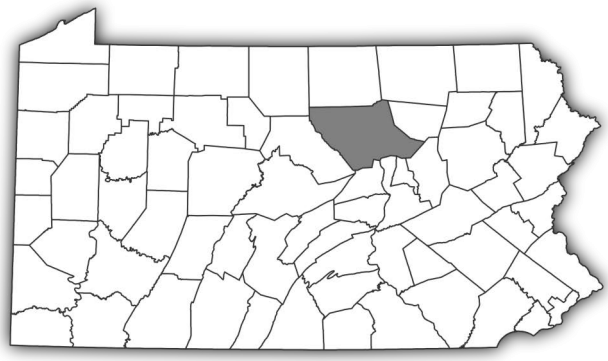
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

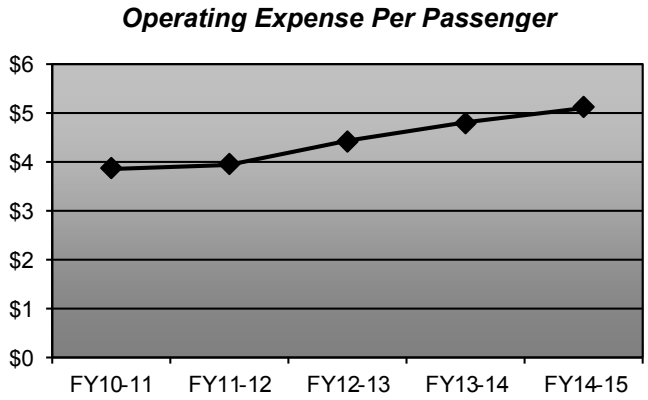
Operating Funds (000's)

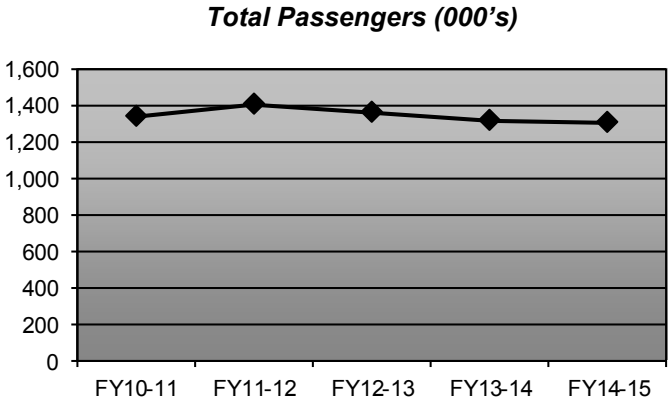
$6,672

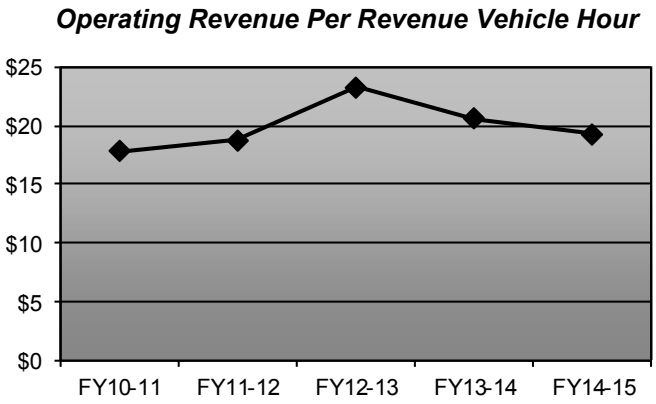


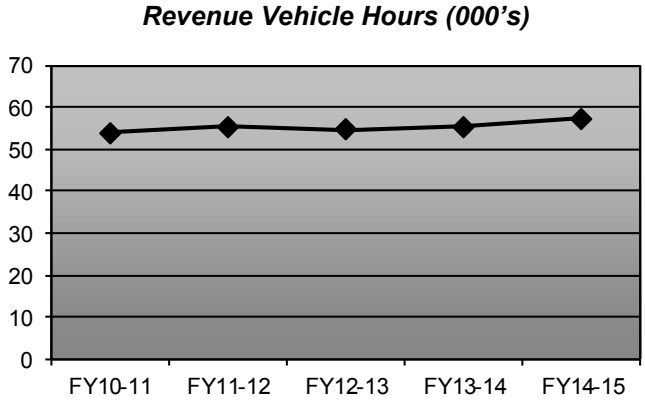
Revenue includes ADA complementary revenue.

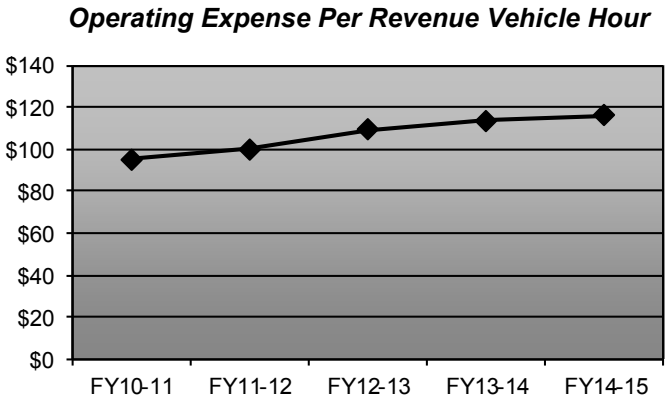


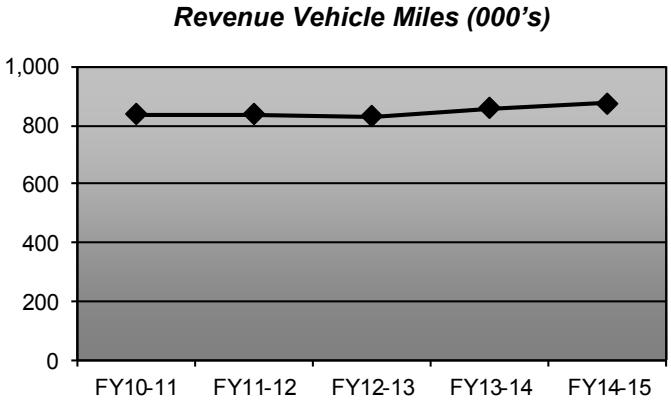


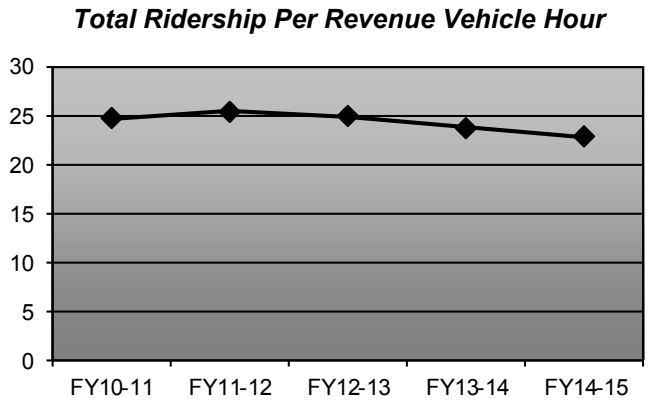












Passengers include ADA complementary passengers.

Central Pennsylvania Transportation Authority
1230 Roosevelt Avenue
York, PA 17404
Mr. Richard Farr, Executive Director
717-846-5562
www.rabbittransit.org
Customer Service:
717-846-7433

House District
York: 47, 91, 92, 93, 94, 95, 193, 196
Adams: 91, 193

Senate District
York: 13, 15, 28, 31, 33
Adams: 33

Service Area Statistics (2010 Census)

Square Miles:	1,433
Population:	537,169

Current Fare Information

Fixed Route Base:	$1.60
Fixed Route Average:	$1.40
Last Base Fare Increase:	July 2013

Act 44 Fixed Route Distribution Factors

Total Passengers:	1,680,293
Senior Passengers:	170,524
Revenue Vehicle Miles:	1,766,822
Revenue Vehicle Hours:	127,623

Current Employees

	Full-Time	Part-Time
Fixed Route:	102	16
Paratransit:	83	69
Subcontractor:	8	21
System-wide:	193	106

Act 44 Operating Assistance

Section 1513 Allocation:	$5,147,045
Required Local Match:	$379,913

Current Fleet Size

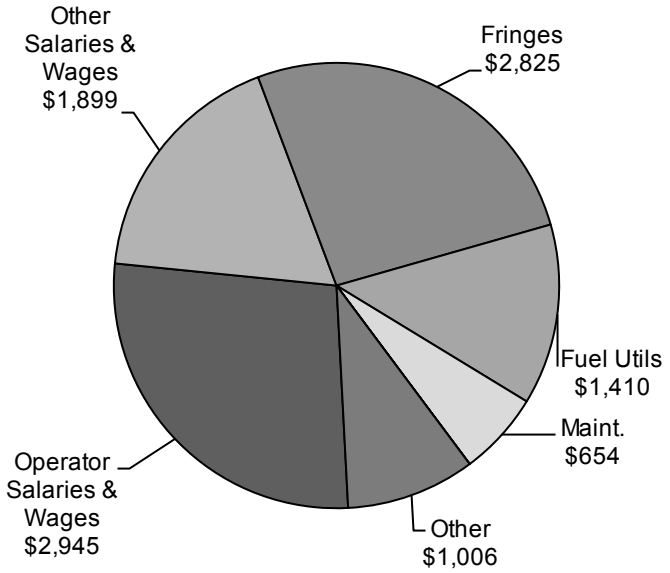
Fixed Route:	59
Paratransit:	129
System-wide:	188

*Includes Rural Service

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000's)

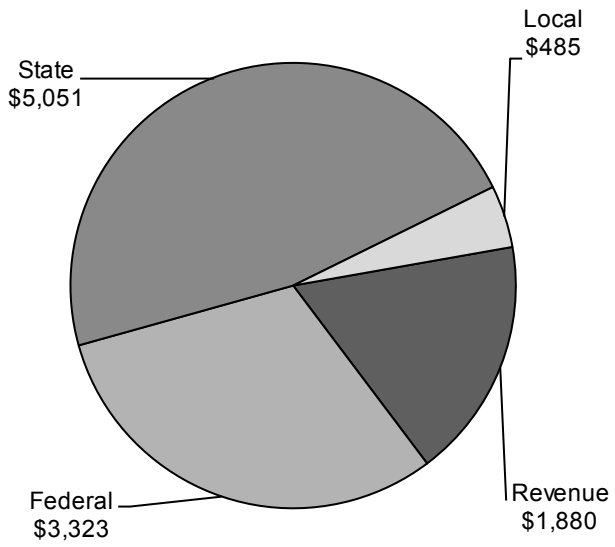
$10,739



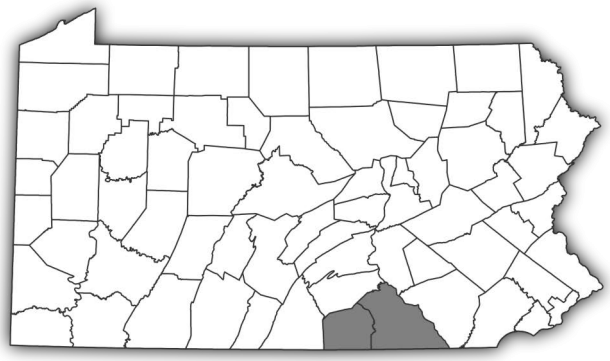
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

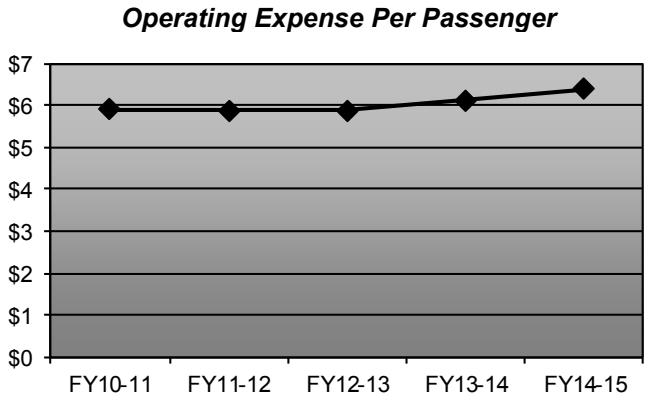
Operating Funds (000's)

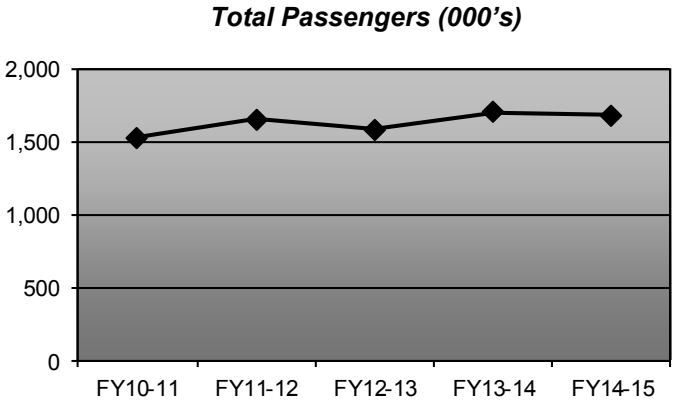
$10,739

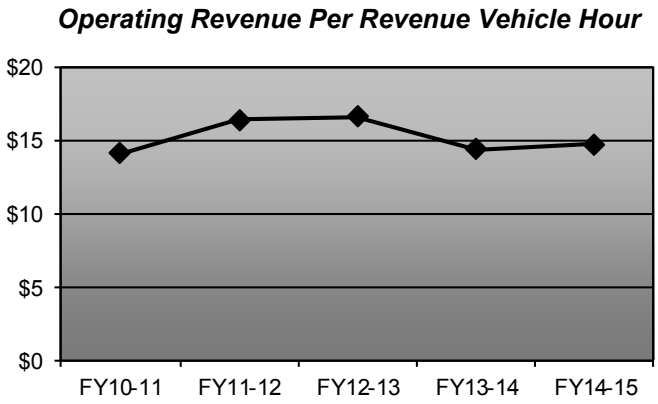


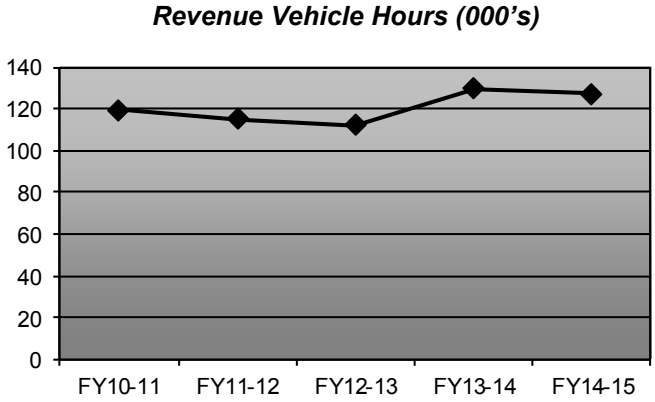
Revenue includes ADA complementary revenue.

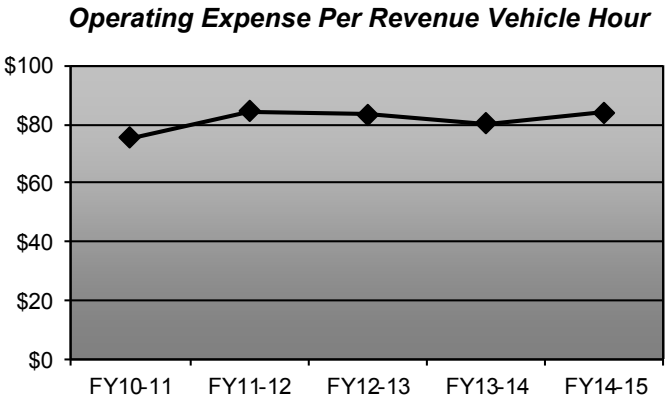


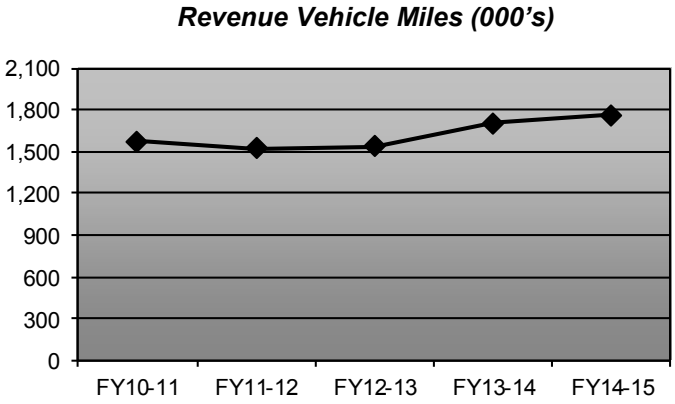


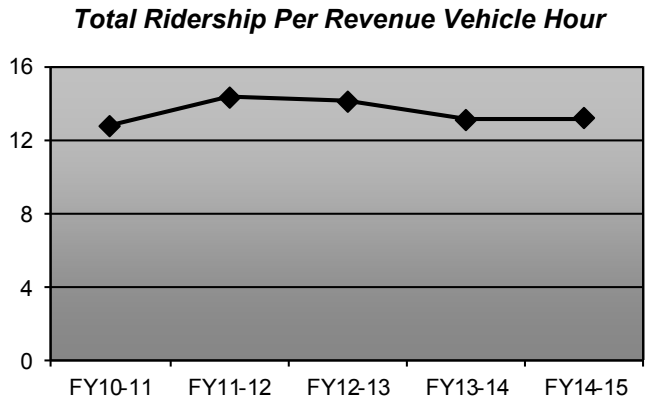












Passengers include ADA complementary passengers.

Community Transportation

Central Pennsylvania Transportation Authority
1230 Roosevelt Avenue
York, PA 17404
717-846-5562
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)
Adams and York Counties

Square Miles:	1,424
Population:	536,379
65+ Population:	77,011
% of Population 65 and older:	14.4%
MATP Provider:	Yes
Percent of Service Subcontracted:	3.31%

Fare Information

Average Shared-Ride Fare:	$17.68
Cost to Commonwealth per Senior Citizen Trip:	$14.76
Fare Structure Implementation Date:	October 2013

Trip Information

65+ Trips:	78,152
PwD Trips:	13,455
Other Shared-Ride Trips:	45,065
Total Shared-Ride Trips:	136,672
Non-Public Trips:	33,323

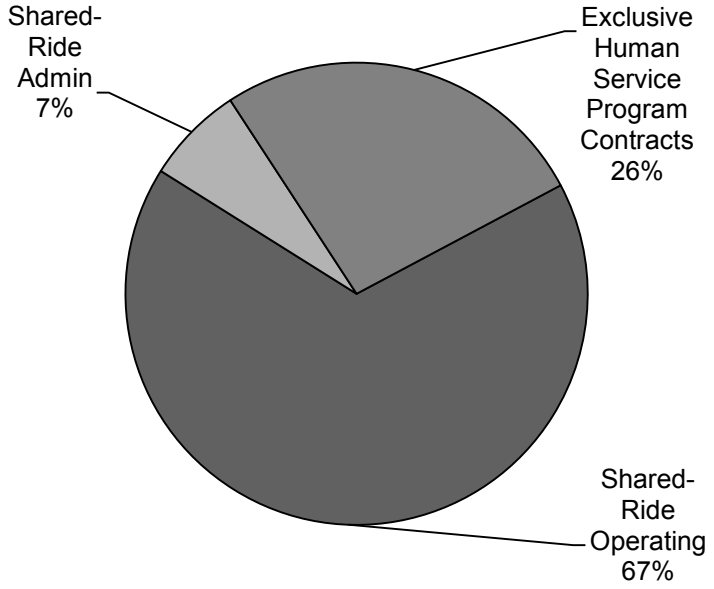
Vehicles Operated in Maximum Service

Community Transportation:	51

COMMUNITY TRANSPORTATION OPERATING BUDGET

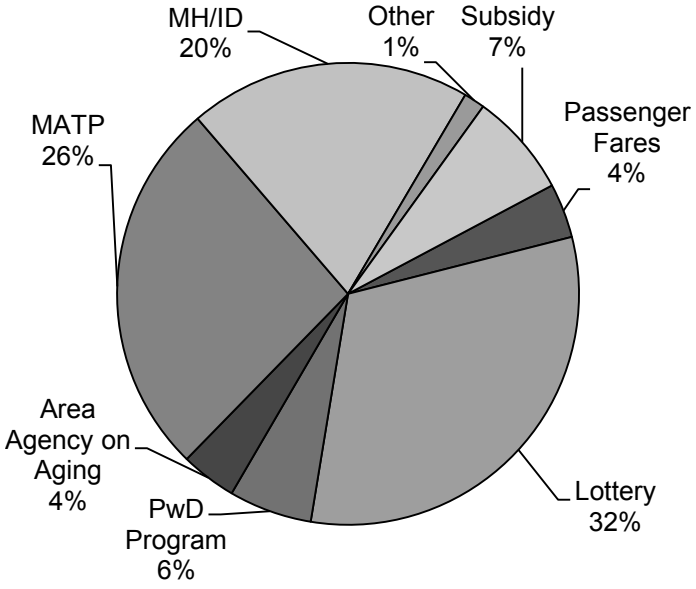
Operating Expenses

$3,656,283



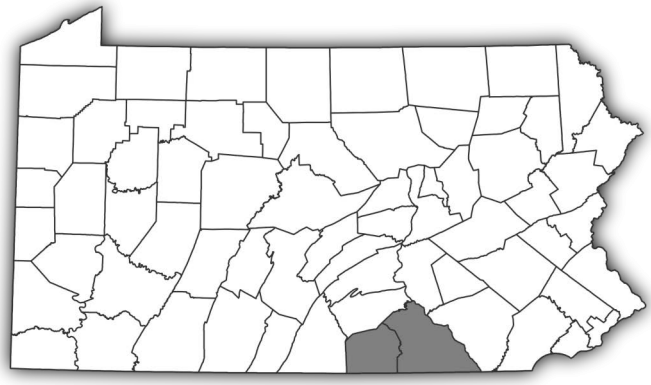
Sources of Funding

$3,656,283

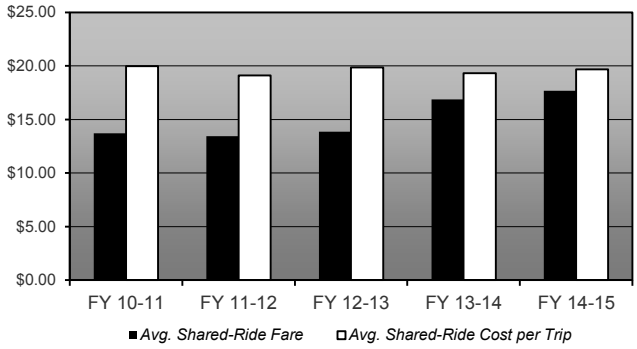


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

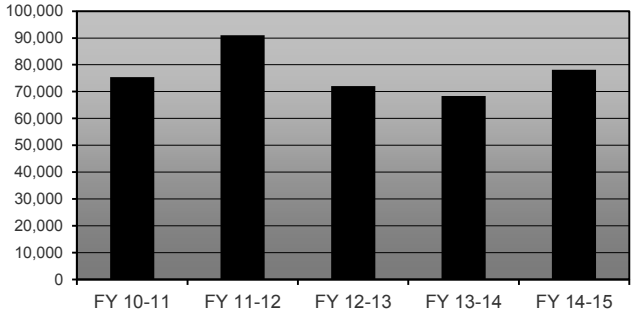
Agency Service Area



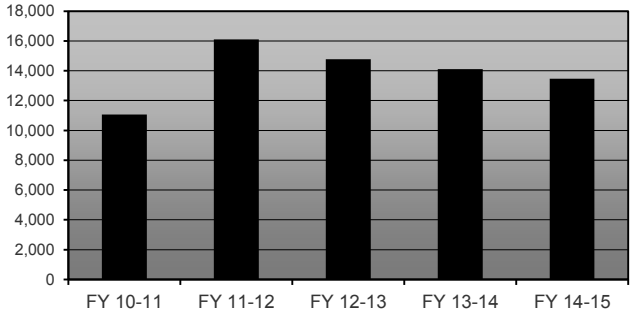
Shared-Ride Fare Recovery



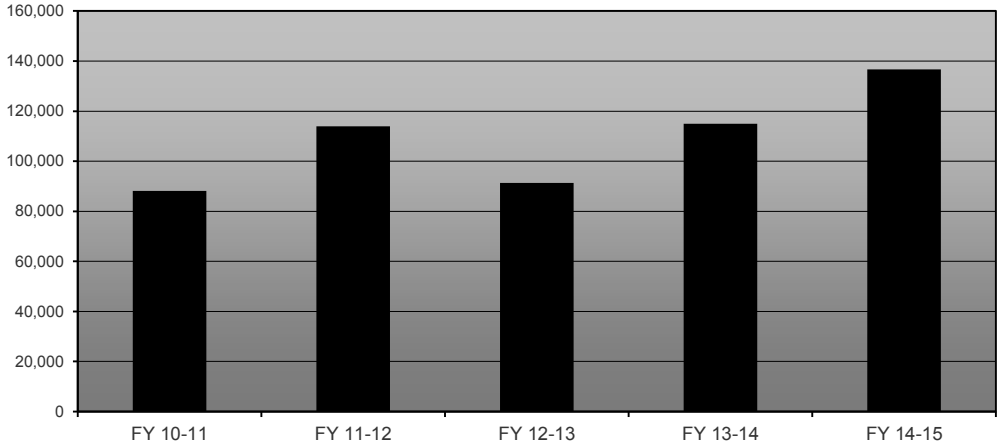
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Prior to FY 13-14 MH/ID trips were not reported in Total Shared-Ride trips.

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Section IV

Rural Systems

Area Transportation Authority
44 Transportation Center
Johnsonburg, PA 15845
Mr. Michael Imbrogno, CEO
814-965-2111
www.rideata.com
Customer Service:
866-282-4968

House District

Cameron: 67	Clearfield: 74, 75	Elk: 75
Jefferson: 66	McKean: 65, 67	Potter: 67

Senate District

Cameron: 25	Clearfield: 25, 35, 41	Elk: 25
Jefferson: 25	McKean: 25	Potter: 25

Service Area Statistics (2010 Census)

Square Miles:	5,092
Population:	224,780

Current Fare Information

Fixed Route Base:	$1.25
Last Base Fare Increase:	July 2008

Act 44 Fixed Route Distribution Factors

Total Passengers:	426,776
Senior Passengers:	26,104
Revenue Vehicle Miles:	1,393,649
Revenue Vehicle Hours:	107,601

Current Employees

	Full-Time	Part-Time
Fixed Route:	101	17
Paratransit:	0	0
Subcontractor:	3	4
System-wide:	104	21

Act 44 Operating Assistance

Section 1513 Allocation:	$4,063,597
Required Local Match:	$261,641

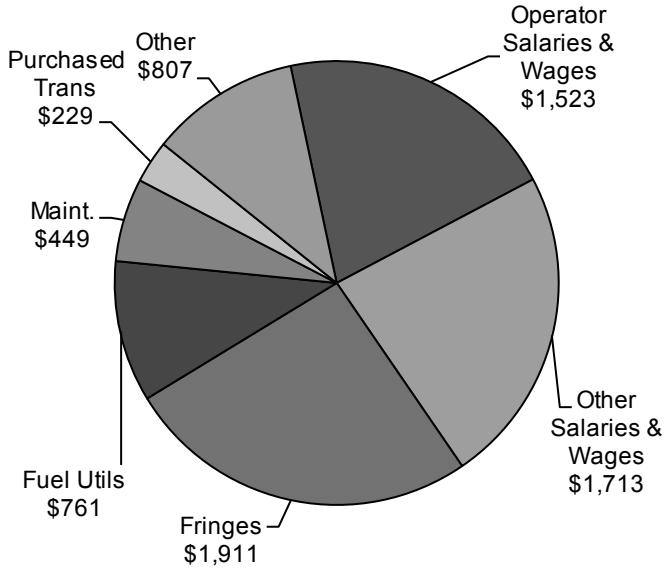
Current Fleet Size

Fixed Route:	40
Paratransit:	55
System-wide:	95

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000's)

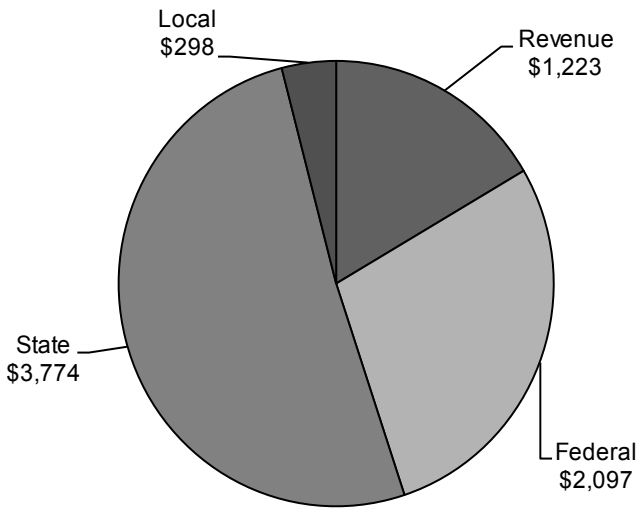
$7,393



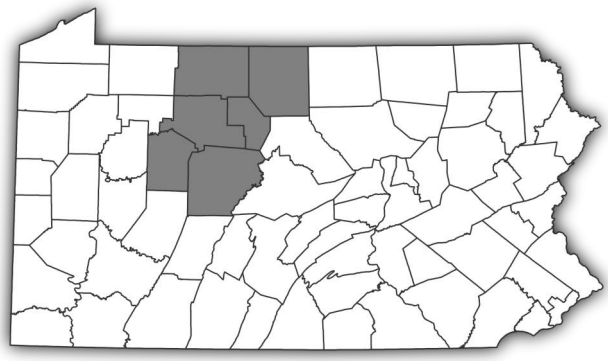
Expense includes DAS expense which is also included on the Community Transportation page.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

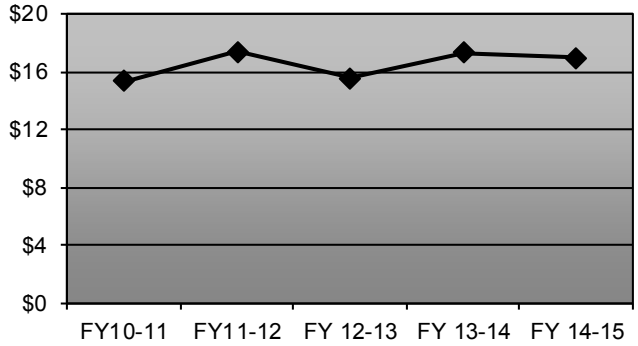
$7,393



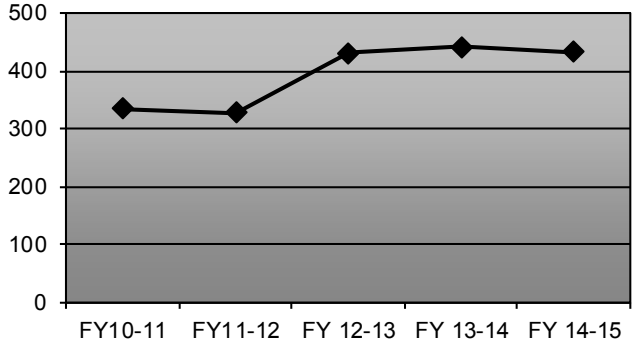
Revenue includes DAS revenue which is also included on the Community Transportation page.
Financial data is unaudited.



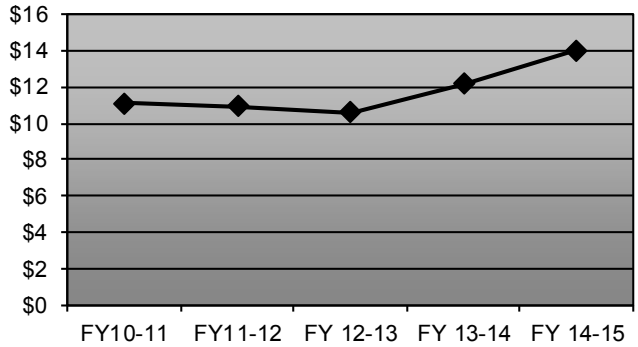
Operating Expense Per Passenger



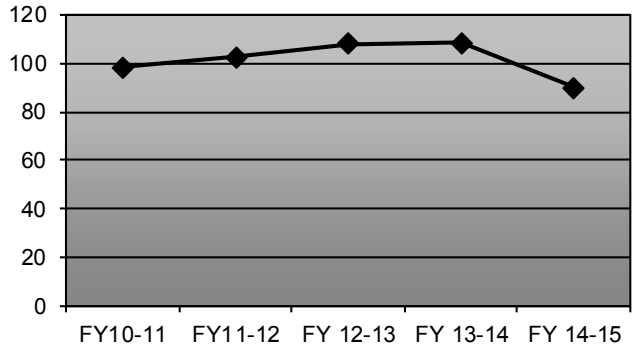
Total Passengers (000's)



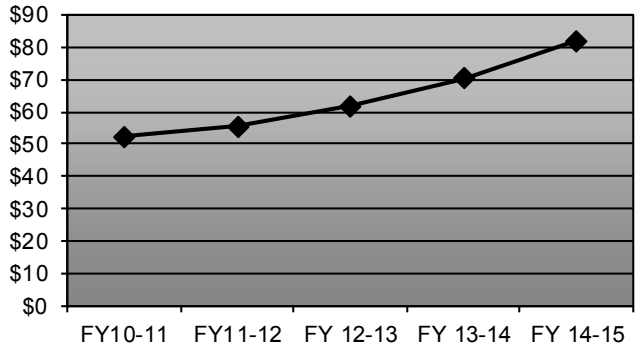
Operating Revenue Per Revenue Vehicle Hour



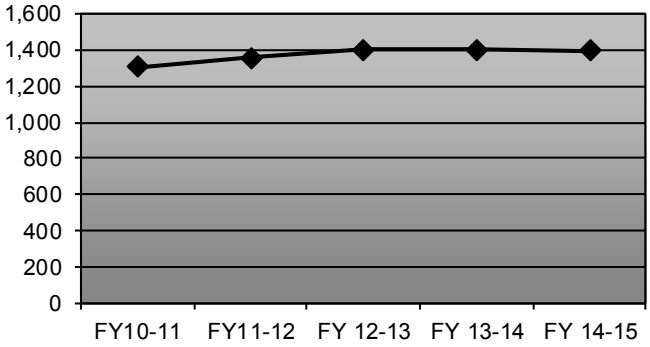
Revenue Vehicle Hours (000's)



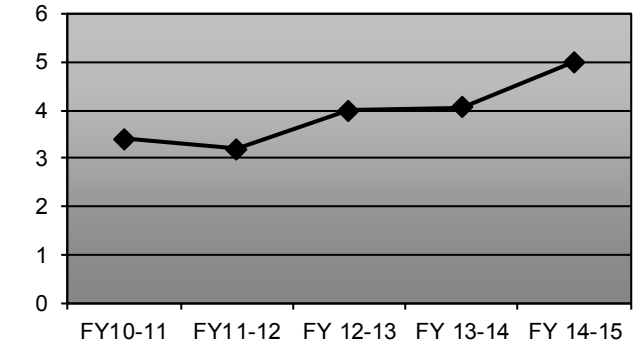
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include DAS passengers which are also included on the Community Transportation page.

Community Transportation

Area Transportation Authority of North Central PA
44 Transportation Center
Johnsonburg, PA 15845
866-282-4968
Mr. Michael Imbrogno, CEO

Service Area Statistics (2010 Census)
Cameron, Clearfield, Elk, Jefferson, McKean, and Potter Counties

Square Miles:	5,092
Population:	224,780
65+ Population:	40,449
% of Population 65 and older:	18.0%
MATP Provider:	Yes
Percent of Service Subcontracted:	1.57%

Fare Information

Average Shared-Ride Fare:	$5.50
Cost to Commonwealth per Senior Citizen Trip:	$5.06
Fare Structure Implementation Date:	July 2009

Trip Information

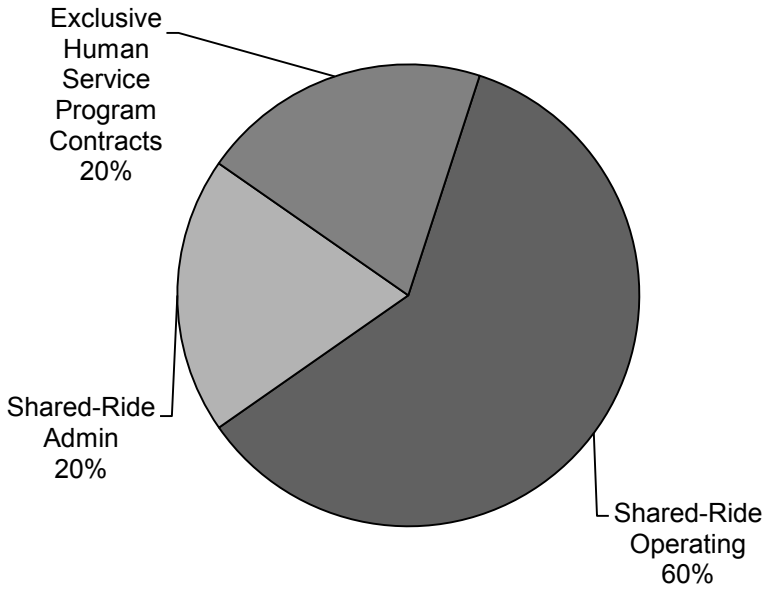
65+ Trips:	59,431
PwD Trips:	23,050
Other Shared-Ride Trips:	78,570
Total Shared-Ride Trips:	161,051
Non-Public Trips:	19,661

Vehicles Operated in Maximum Service

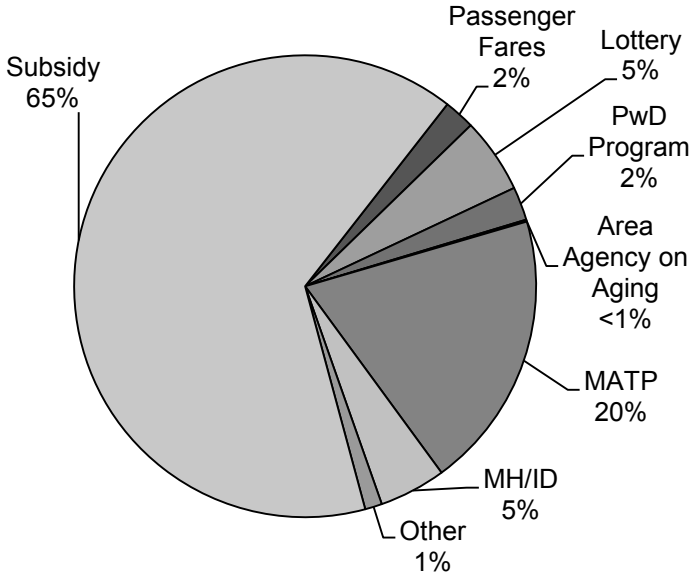
Community Transportation:	48

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$5,688,910

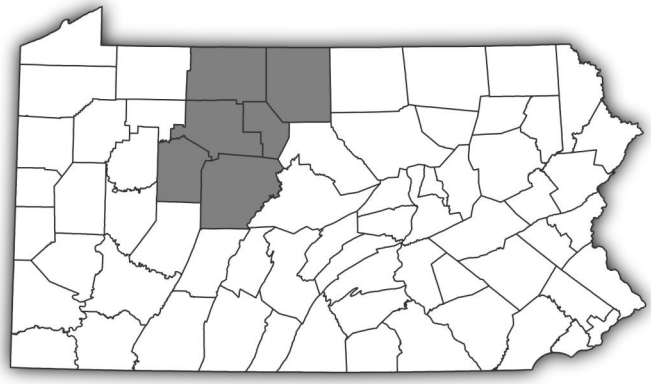


Sources of Funding
$5,695,573

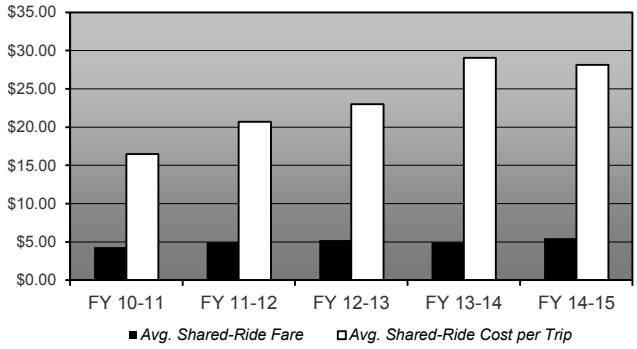


Financial data is unaudited.
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

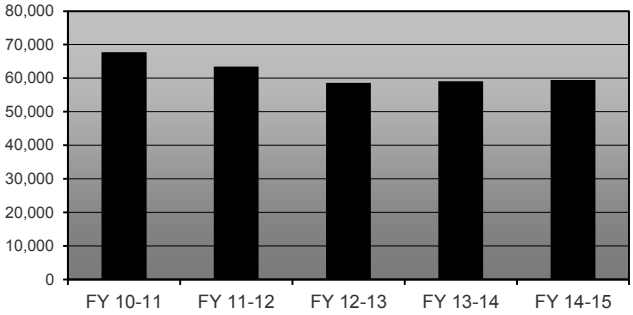
Agency Service Area



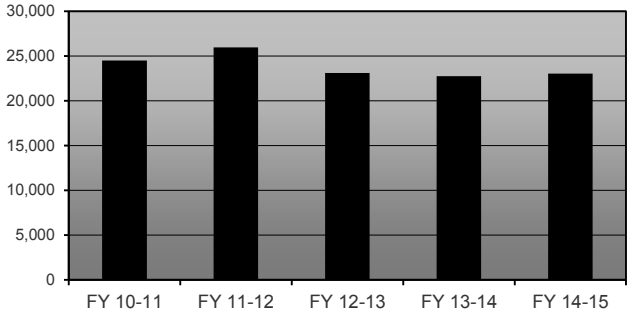
Shared-Ride Fare Recovery



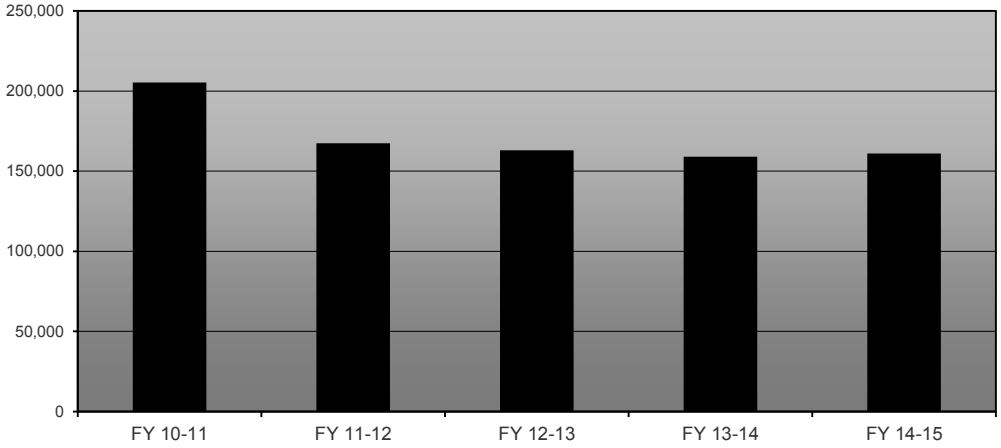
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Butler Transit Authority
130 Hollywood Drive, Suite 101
Butler, PA 16001
Mr. John H. Paul, Executive Director
724-283-0445
www.butlertransitauthority.com
Customer Service:
724-283-0445

House District
Butler: 8, 10, 11, 12, 64

Senate District
Butler: 21, 40, 41, 50

Service Area Statistics (2010 Census)

Square Miles:	25
Population:	31,084

Current Fare Information

Fixed Route Base:	$1.25
Last Base Fare Increase:	July 2012

Act 44 Fixed Route Distribution Factors

Total Passengers:	200,293
Senior Passengers:	40,170
Revenue Vehicle Miles:	186,244
Revenue Vehicle Hours:	14,611

Current Employees

	Full-Time	Part-Time
Fixed Route:	4	6
Paratransit:	0	0
Subcontractor:	10	6
System-wide:	14	12

Act 44 Operating Assistance

Section 1513 Allocation:	$803,352
Required Local Match:	$43,124

Current Fleet Size

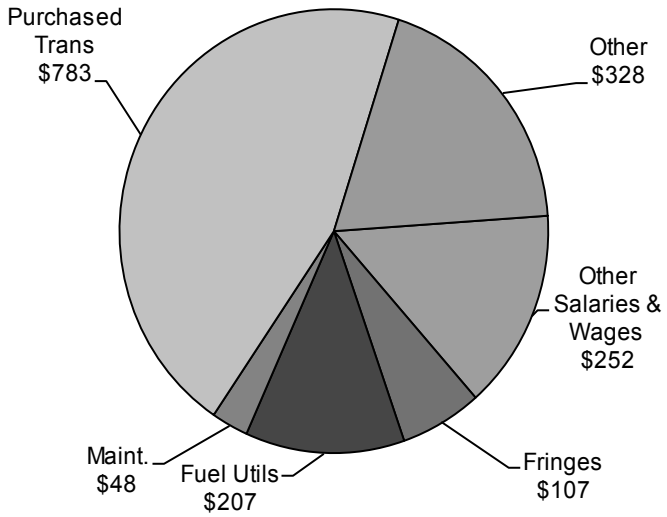
Fixed Route:	6
Paratransit:	0
System-wide:	6

Community transportation provided by Butler County Community Action and Development (see page 204)

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000's)

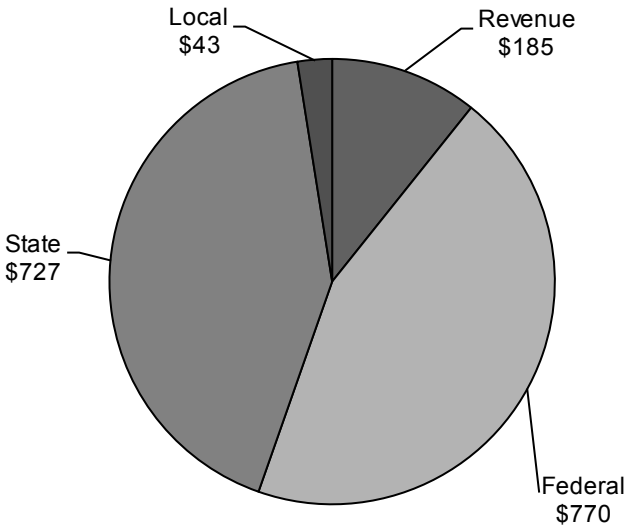
$1,725



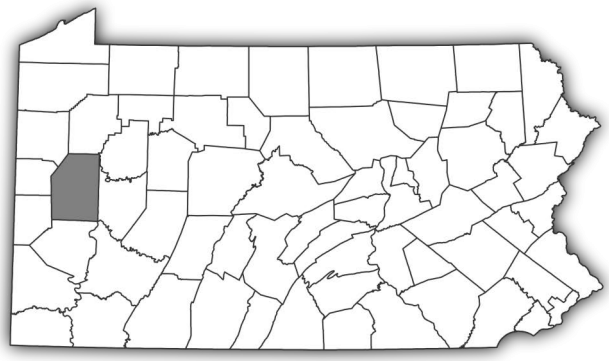
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

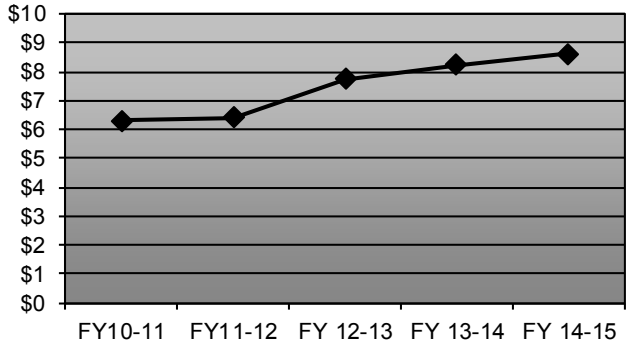
$1,725



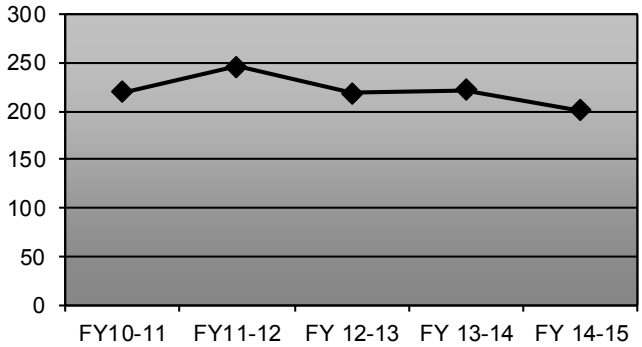
Revenue includes ADA complementary revenue.



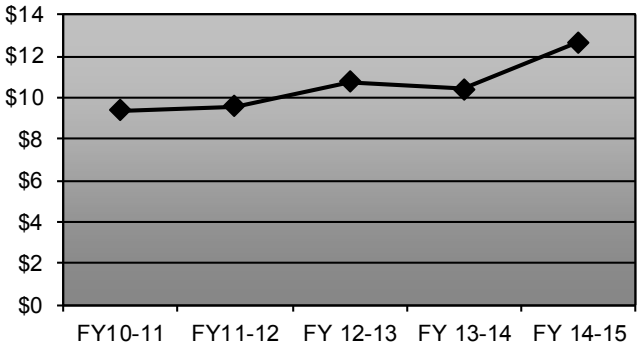
Operating Expense Per Passenger



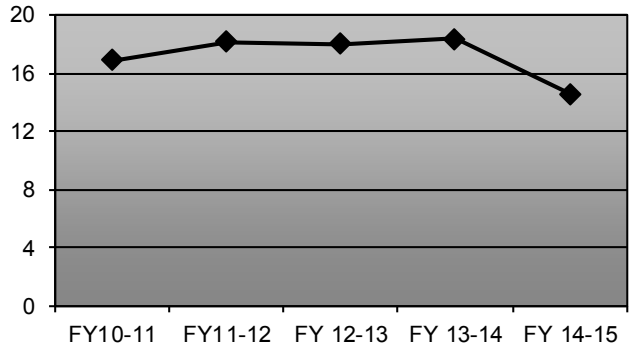
Total Passengers (000's)



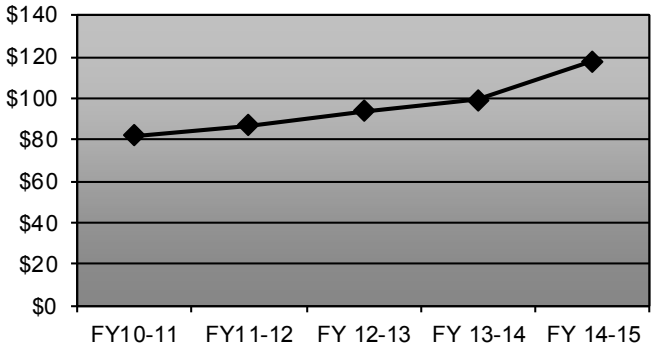
Operating Revenue Per Revenue Vehicle Hour



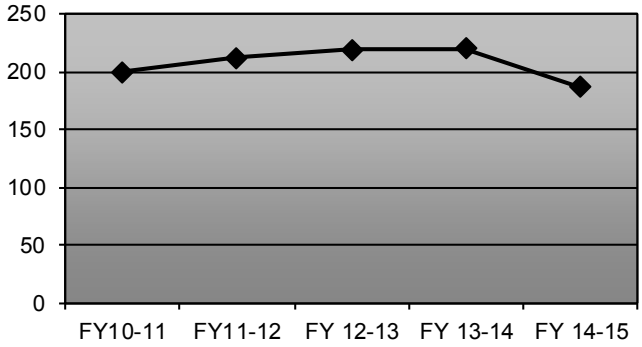
Revenue Vehicle Hours (000's)



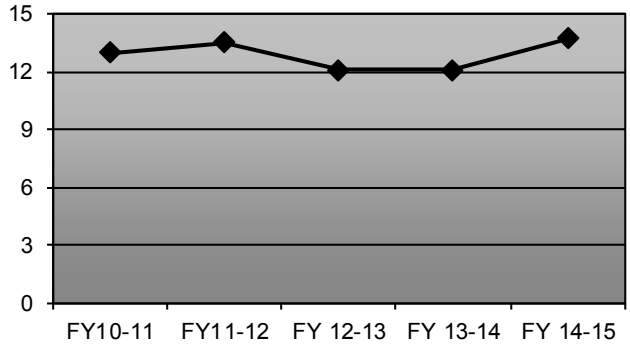
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Carbon County Community Transit
46 East Locust Street
Nesquehoning, PA 18240
Mr. Owen O'Neil Executive Director
570-669-6380
www.carbontransit.com
Customer Service:
800-990-4287

House District
Carbon: 122

Senate District
Carbon: 14, 29

Service Area Statistics (2010 Census)

Square Miles:	64
Population:	25,419

Current Fare Information

Fixed Route Base:	$1.50
Last Base Fare Increase:	Oct 2008

Act 44 Fixed Route Distribution Factors

Total Passengers:	7,418
Senior Passengers:	4,089
Revenue Vehicle Miles:	40,227
Revenue Vehicle Hours:	3,029

Current Employees

	Full-Time	Part-Time
Fixed Route:	0	0
Paratransit:	0	0
Subcontractor:	25	9
System-wide:	25	9

Act 44 Operating Assistance

Section 1513 Allocation:	$233,917
Required Local Match:	$33,870

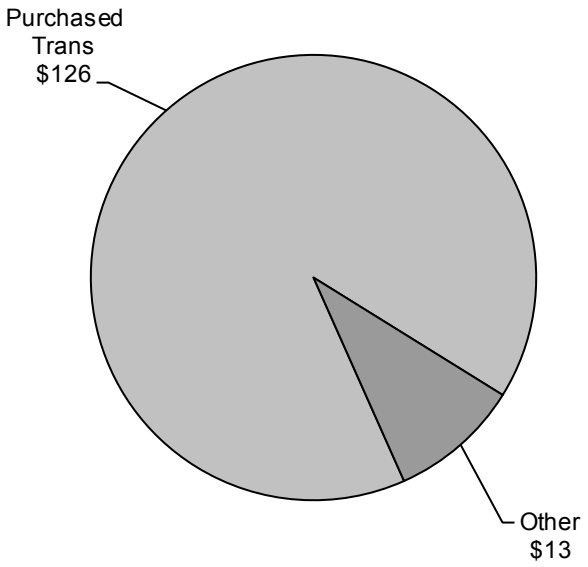
Current Fleet Size

Fixed Route:	1
Paratransit:	25
System-wide:	26

FIXED-ROUTE OPERATING BUDGET

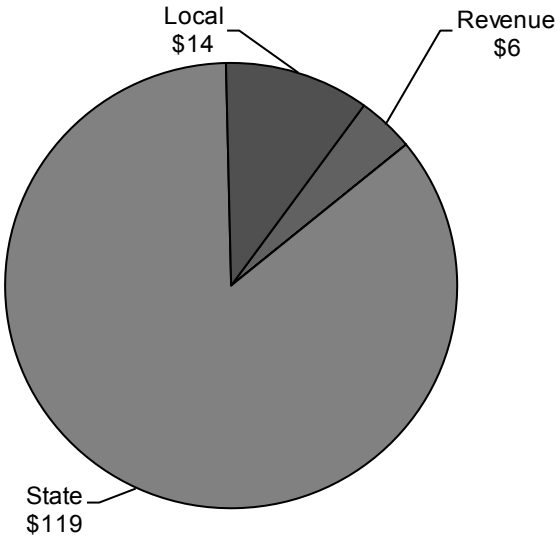
Operating Expense (000's)

$139



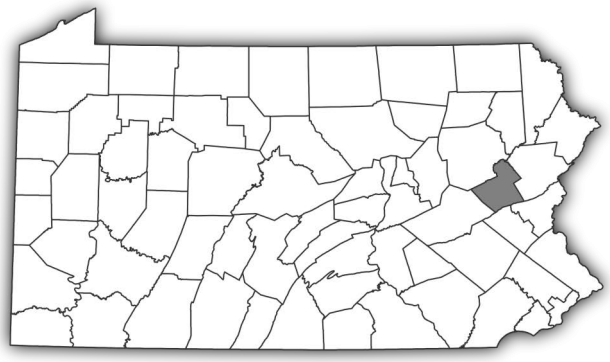
Operating Funds (000's)

$139

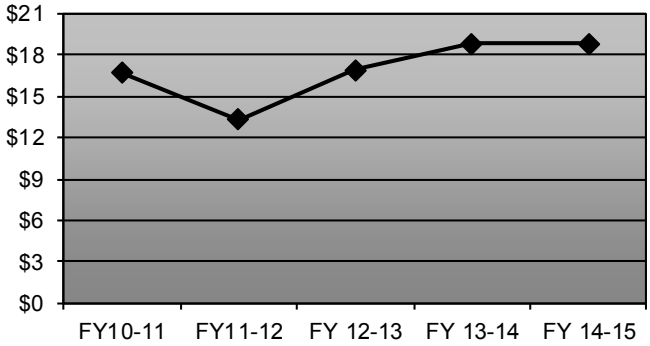


Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

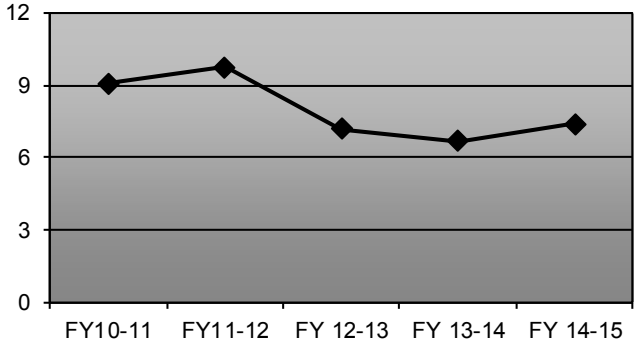
Revenue includes ADA complementary revenue.



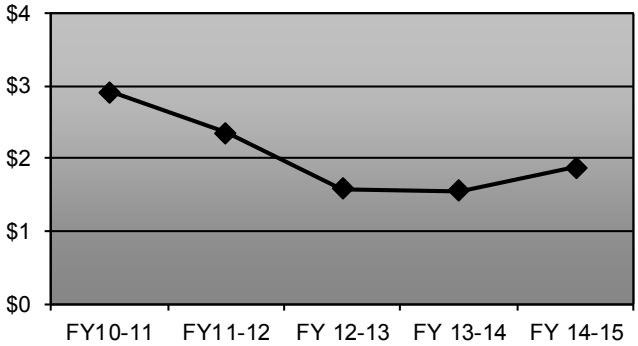
Operating Expense Per Passenger



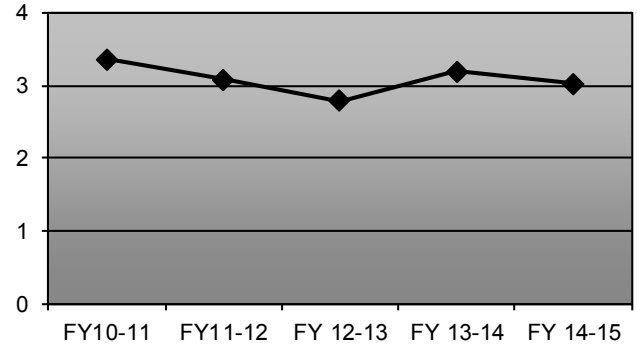
Total Passengers (000's)



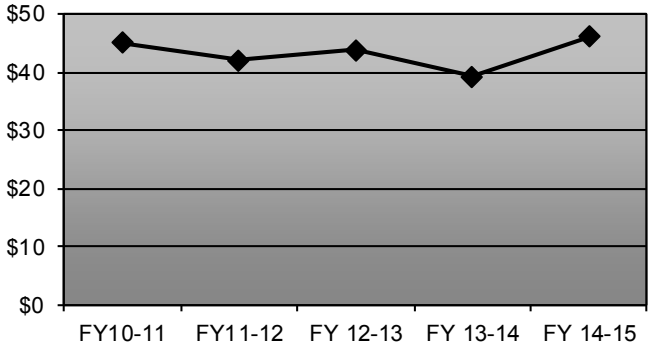
Operating Revenue Per Revenue Vehicle Hour



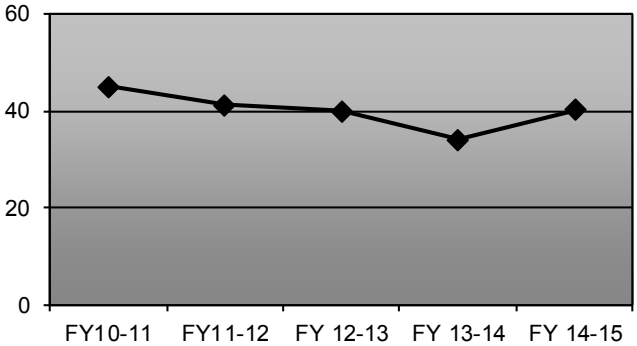
Revenue Vehicle Hours (000's)



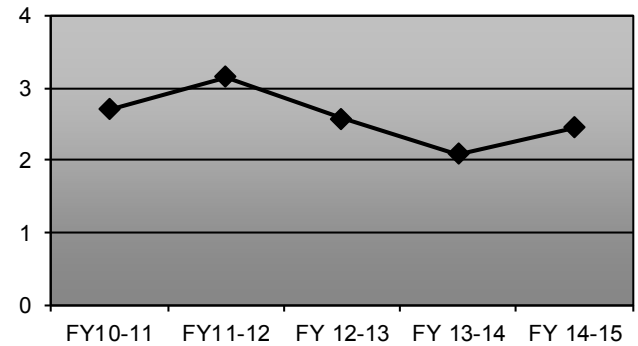
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

Carbon County Community Transit
46 East Locust Street
Nesquehoning, PA 18240
570-669-6380
Mr. Owen O'Neil, Executive Director

Service Area Statistics (2010 Census)
Carbon County

Square Miles:	381
Population:	65,249
65+ Population:	11,644
% of Population 65 and older:	17.8%

MATP Provider:	Yes
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$18.98
Cost to Commonwealth per Senior Citizen Trip:	$15.05
Fare Structure Implementation Date:	March 2016

Trip Information

65+ Trips:	30,922
PwD Trips:	6,366
Other Shared-Ride Trips:	15,617
Total Shared-Ride Trips:	52,905
Non-Public Trips:	6,598

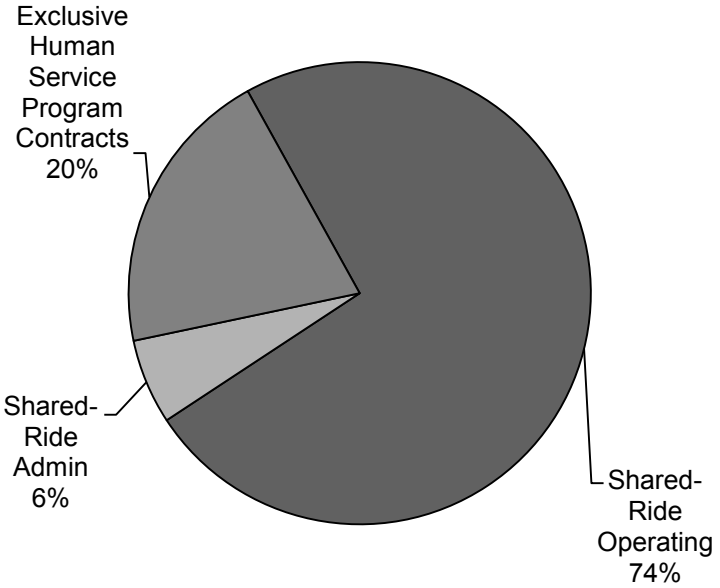
Vehicles Operated in Maximum Service

Community Transportation:	19

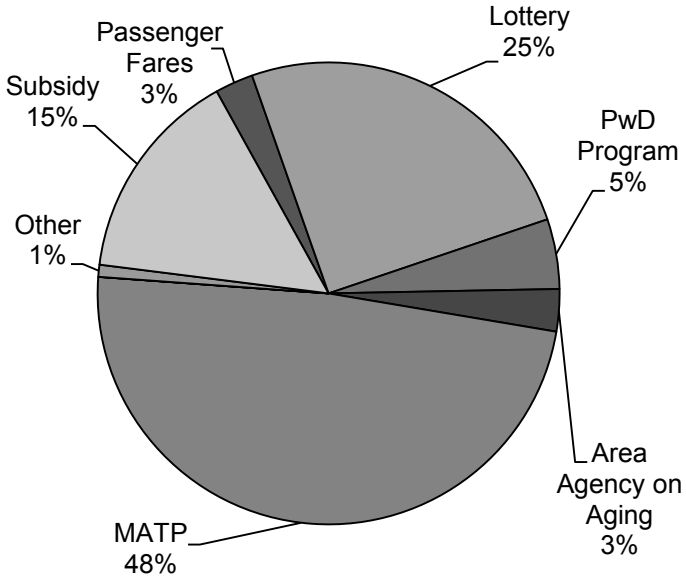
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,161,018

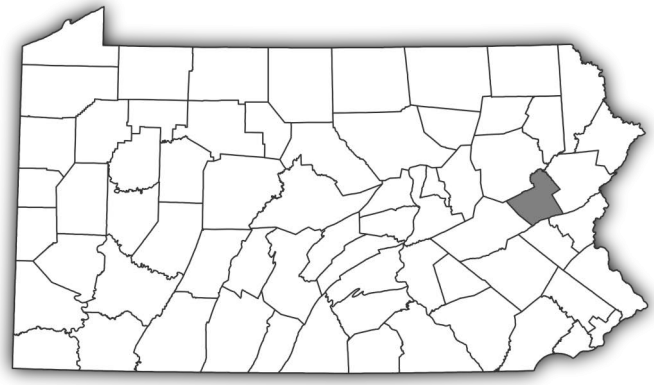


Sources of Funding
$2,052,169

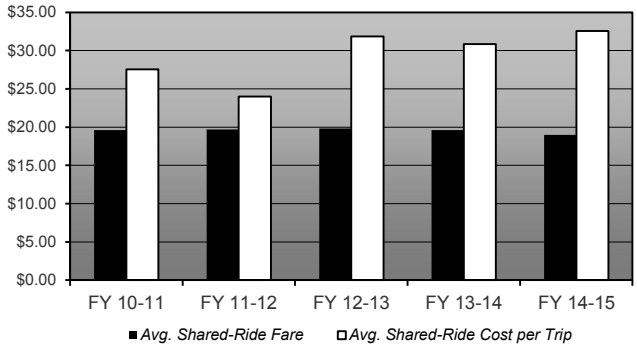


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

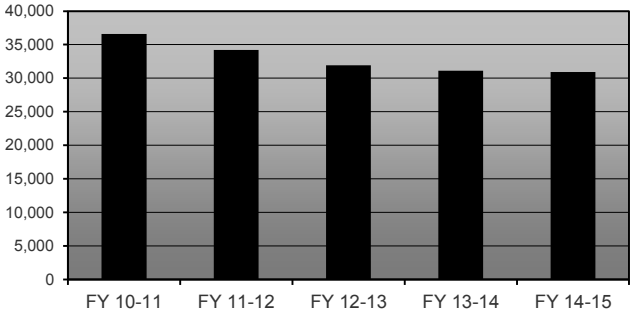
Agency Service Area



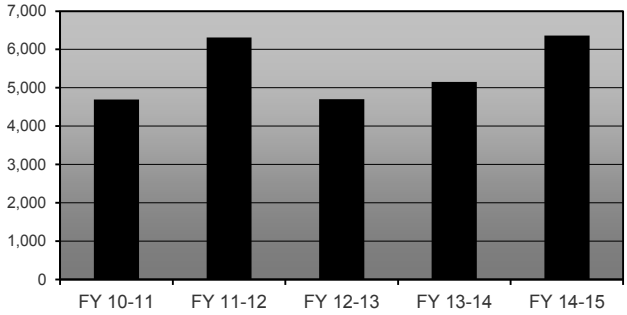
Shared-Ride Fare Recovery



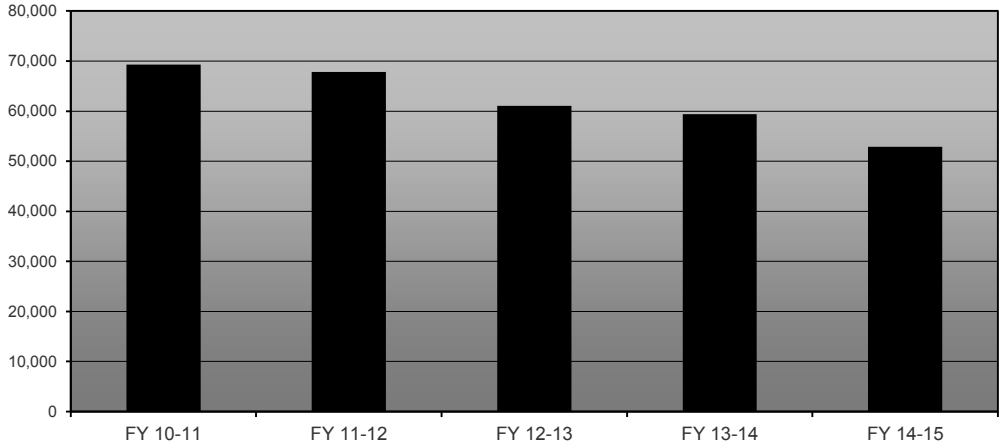
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Crawford Area Transportation Authority
214 Pine Street
Meadville, PA 16335
Mr. Timothy Geibel, Executive Director
814-336-5600
www.catabus.org
Customer Service:
814-336-5600

House District
Crawford: 6, 17, 65

Senate District
Crawford: 50

Service Area Statistics (2010 Census)

Square Miles:	12
Population:	20,060

Current Fare Information

Fixed Route Base:	$1.25
Last Base Fare Increase:	October 2014

Act 44 Fixed Route Distribution Factors

Total Passengers:	244,735
Senior Passengers:	36,488
Revenue Vehicle Miles:	263,182
Revenue Vehicle Hours:	17,493

Current Employees

	Full-Time	Part-Time
Fixed Route:	12	7
Paratransit:	13	11
System-wide:	25	18

Act 44 Operating Assistance

Section 1513 Allocation:	$725,190
Required Local Match:	$34,440

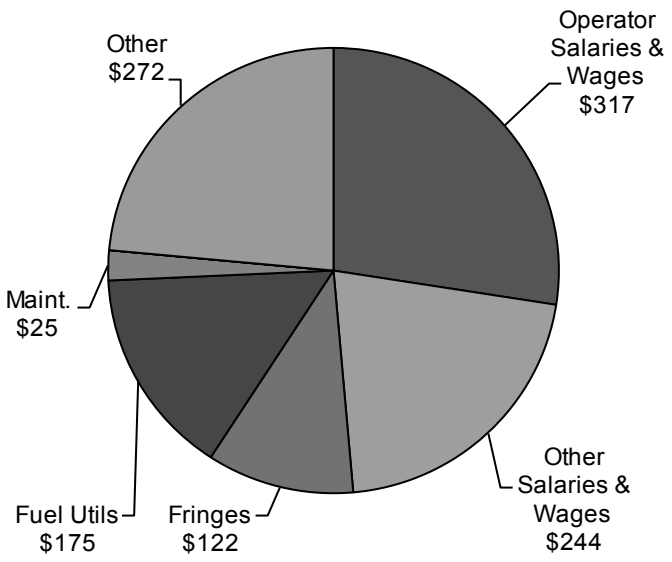
Current Fleet Size

Fixed Route:	7
Paratransit:	31
System-wide:	38

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000's)

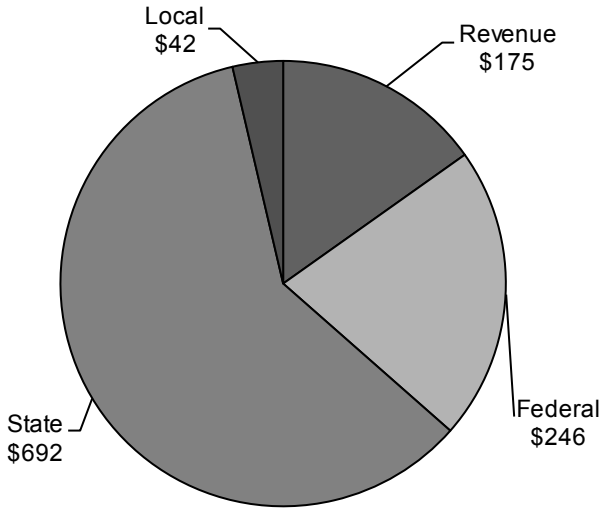
$1,156



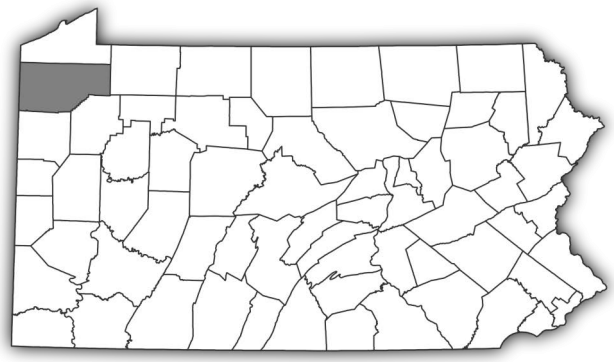
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

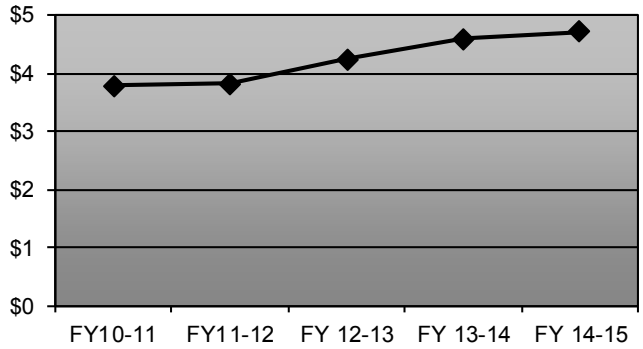
$1,156



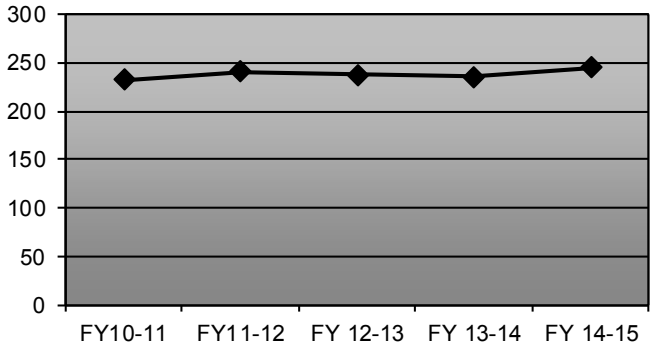
Revenue includes ADA complementary revenue.



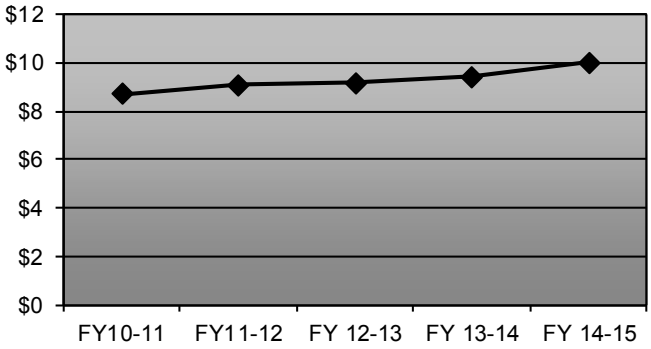
Operating Expense Per Passenger



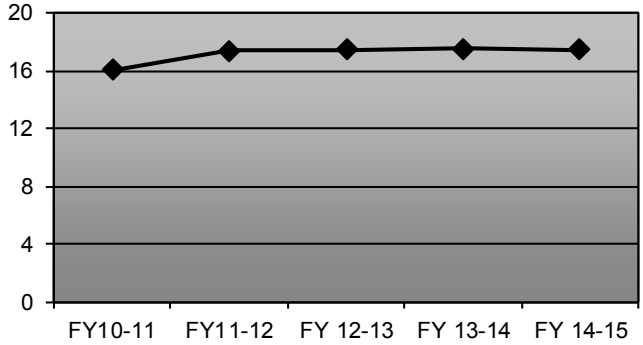
Total Passengers (000's)



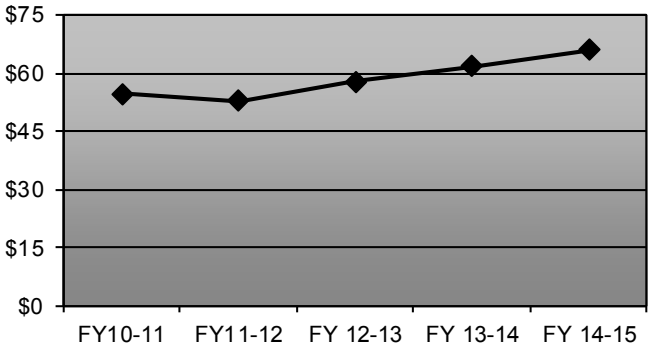
Operating Revenue Per Revenue Vehicle Hour



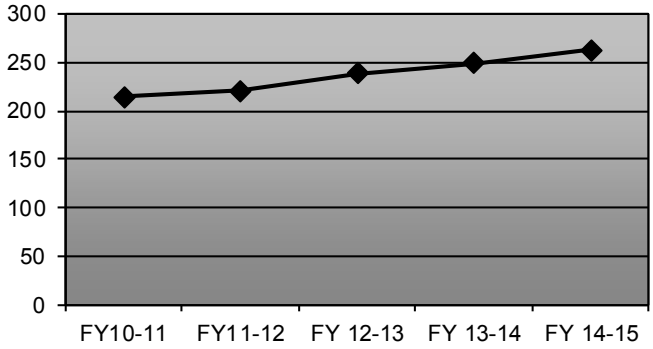
Revenue Vehicle Hours (000's)



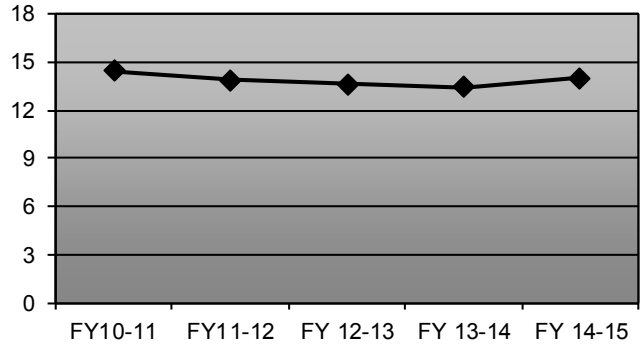
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

Crawford Area Transportation Authority
214 Pine Street
Meadville, PA 16335
814-336-5600
Mr. Timothy Geibel, Executive Director

Service Area Statistics (2010 Census)
Crawford County

Square Miles:	1,013
Population:	88,765
65+ Population:	14,712
% of Population 65 and older:	16.6%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$18.81
Cost to Commonwealth per Senior Citizen Trip:	$16.01
Fare Structure Implementation Date:	July 2013

Trip Information

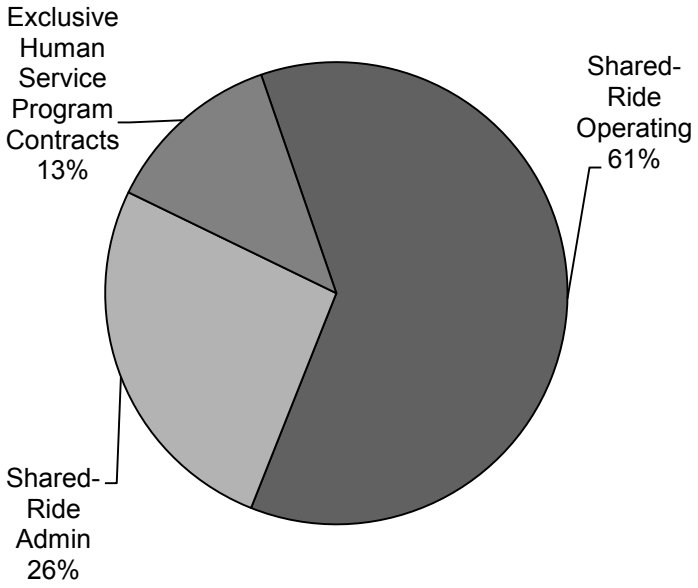
65+ Trips:	38,492
PwD Trips:	4,510
Other Shared-Ride Trips:	5,733
Total Shared-Ride Trips:	48,735
Non-Public Trips:	12,901

Vehicles Operated in Maximum Service

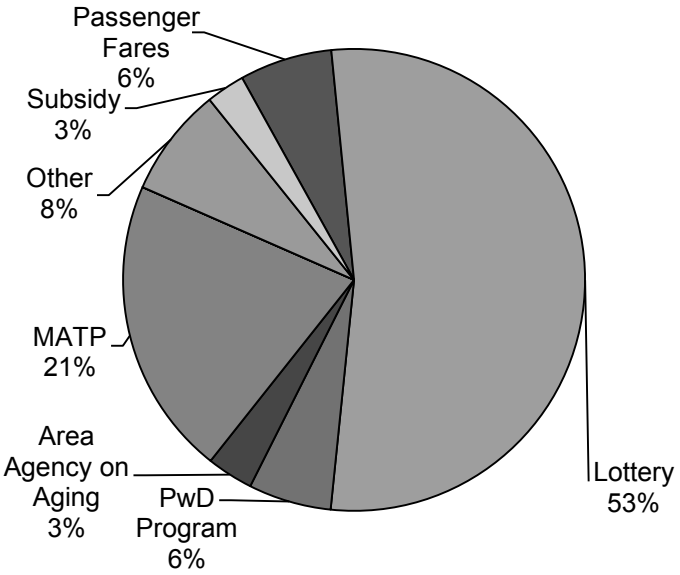
Community Transportation:	14

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,138,471

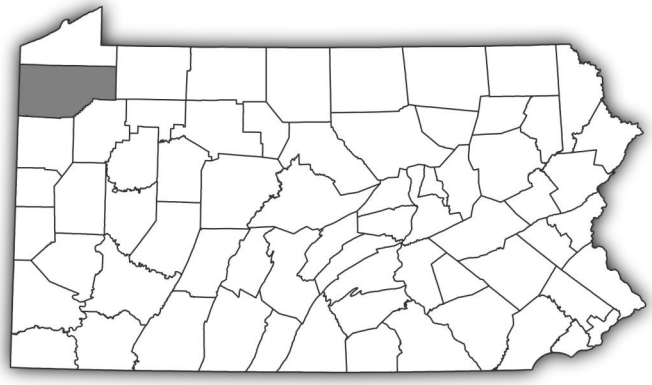


Sources of Funding
$1,152,845

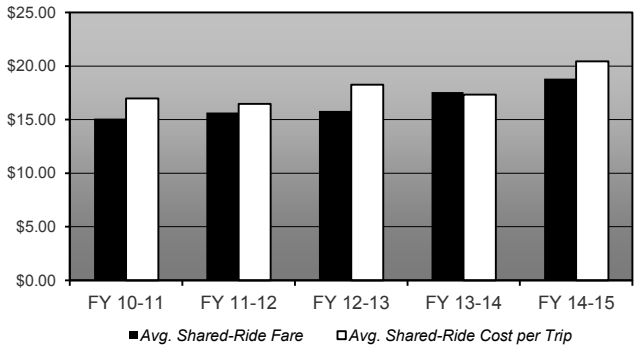


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

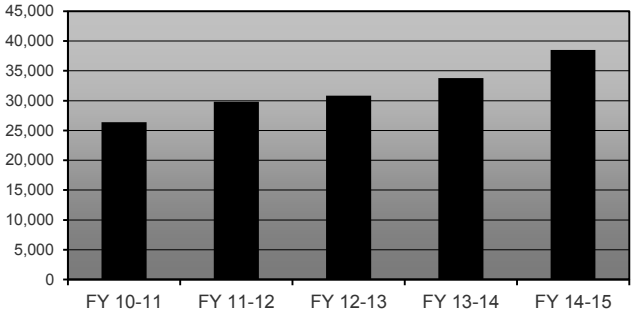
Agency Service Area



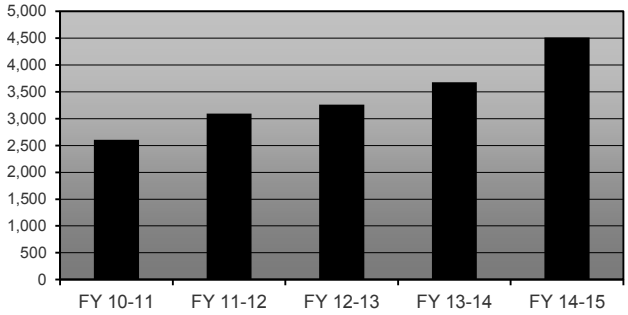
Shared-Ride Fare Recovery



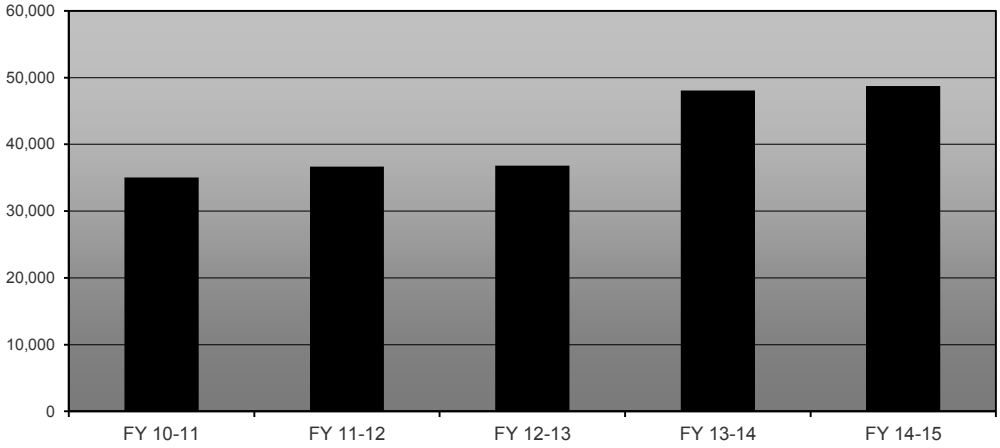
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



DuBois, Falls Creek, Sandy Township Joint Transportation Authority
178 Spider Lake Road
DuBois, PA 15801
Ms. Kristen Vida, Executive Director
814-371-3940
www.dufast.com
Customer Service:
814-371-3940

House District
Clearfield: 75

Senate District
Clearfield: 25

Service Area Statistics (2010 Census)

Square Miles:	56
Population:	20,327

Current Fare Information

Fixed Route Base:	$1.25
Last Base Fare Increase:	July 2009

Act 44 Fixed Route Distribution Factors

Total Passengers:	57,696
Senior Passengers:	19,506
Revenue Vehicle Miles:	127,068
Revenue Vehicle Hours:	9,796

Current Employees

	Full-Time	Part-Time
Fixed Route:	7	5
Paratransit:	0	0
System-wide:	7	5

Act 44 Operating Assistance

Section 1513 Allocation:	$517,410
Required Local Match:	$42,064

Current Fleet Size

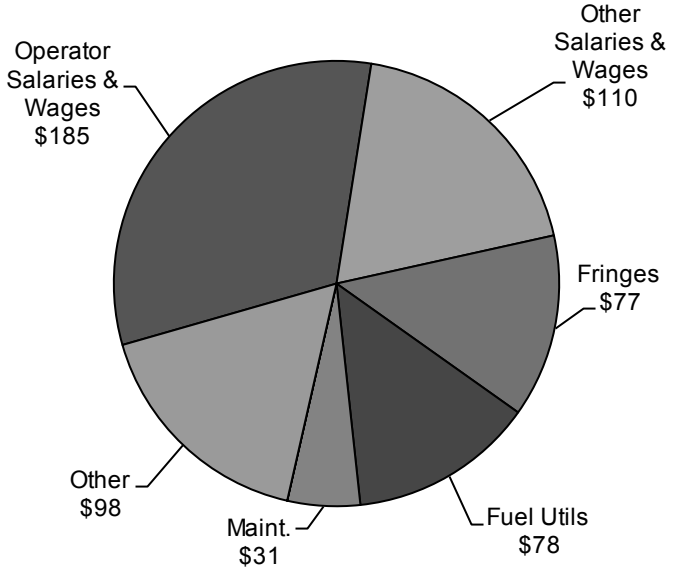
Fixed Route:	6
Paratransit:	0
System-wide:	6

Community transportation provided by Area Transportation Authority of North Central PA (see page 150)

FIXED-ROUTE OPERATING BUDGET

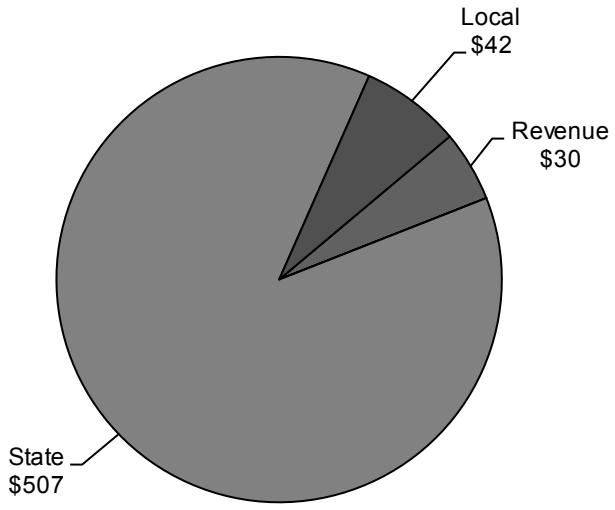
Operating Expense (000's)

$579

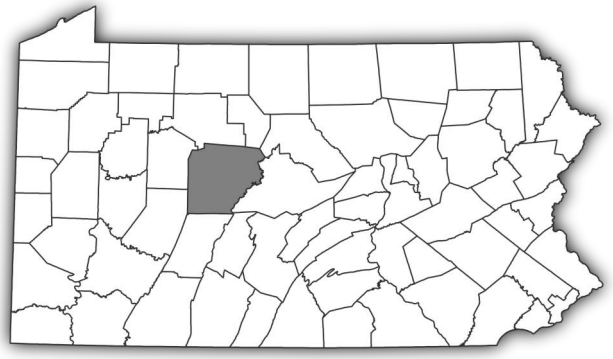


Operating Funds (000's)

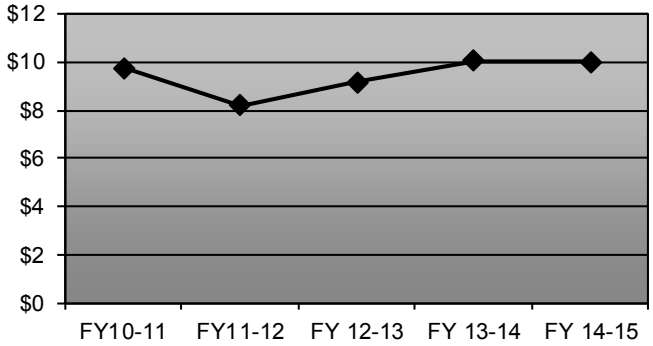
$579



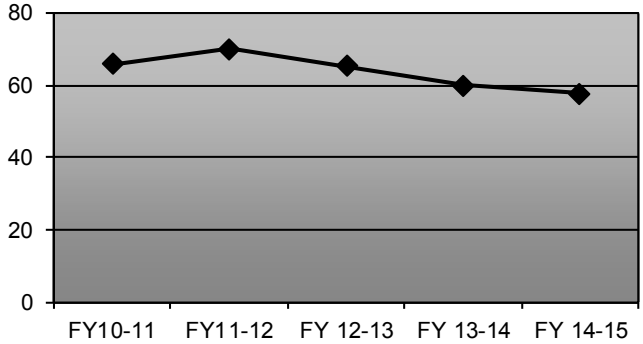
Some contracted maintenance may be reported as "Other Services."



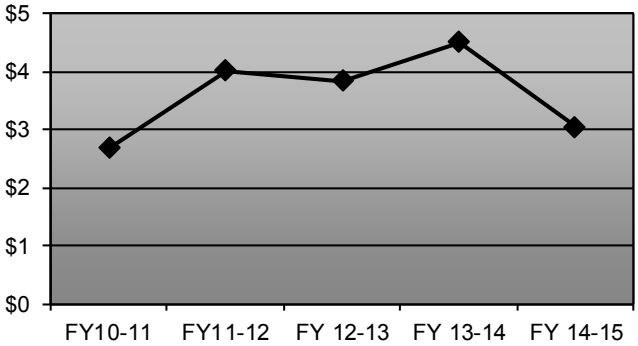
Operating Expense Per Passenger



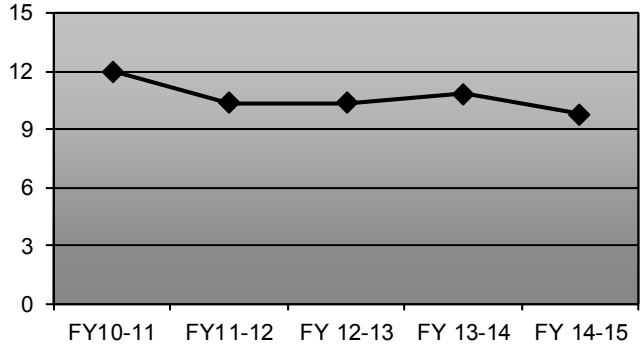
Total Passengers (000's)



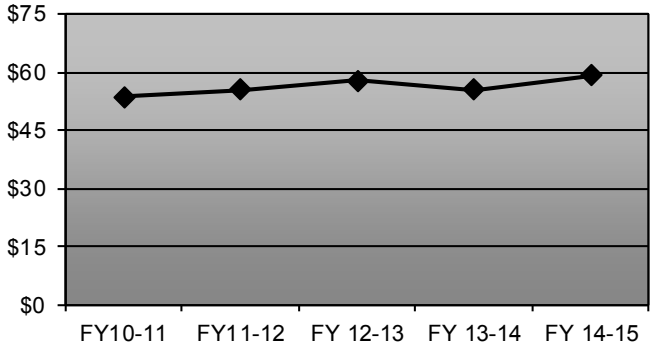
Operating Revenue Per Revenue Vehicle Hour



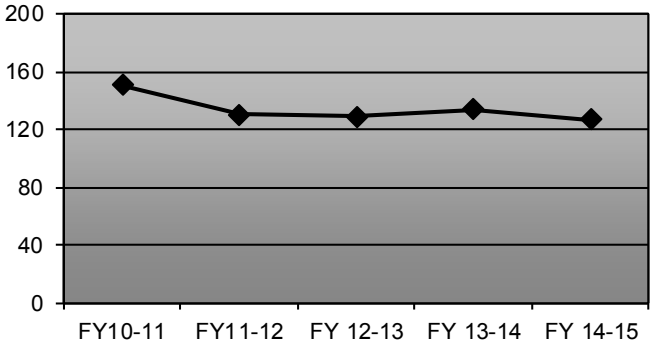
Revenue Vehicle Hours (000's)



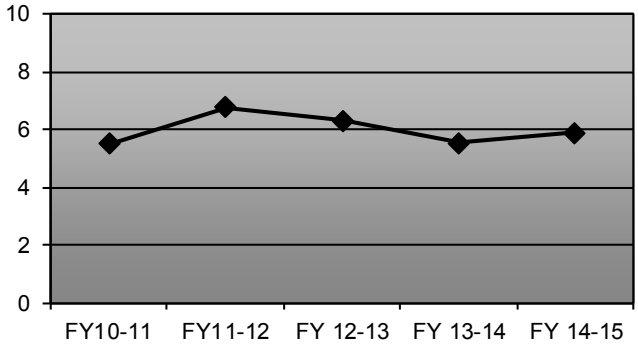
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Endless Mountains Transportation Authority
27824 Route 220
Athens, PA 18810
Mr. William Nichols, Jr., CEO
570-326-2500
www.emtatransit.com
Customer Service:
800-242-3484

House District
Bradford: 68, 110 Sullivan: 110
Tioga: 68

Senate District
Bradford: 23 Sullivan: 23
Tioga: 25

Service Area Statistics (2010 Census)

Square Miles:	726
Population:	61,852

Current Fare Information

Fixed Route Base:	$1.00
Last Base Fare Increase:	October 2005

Act 44 Fixed Route Distribution Factors

Total Passengers:	150,488
Senior Passengers:	12,989
Revenue Vehicle Miles:	429,867
Revenue Vehicle Hours:	20,308

Current Employees

	Full-Time	Part-Time
Fixed Route:	10	4
Paratransit:	37	24
System-wide:	47	28

Act 44 Operating Assistance

Section 1513 Allocation:	$819,265
Required Local Match:	$57,069

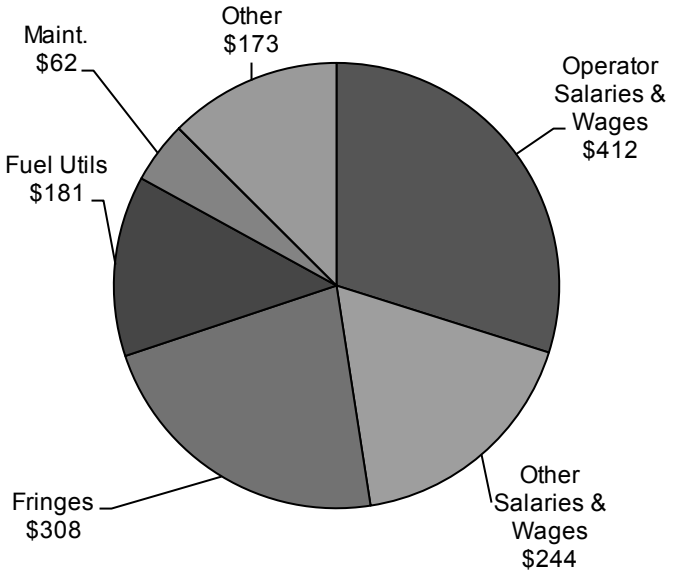
Current Fleet Size

Fixed Route:	16
Paratransit:	43
System-wide:	59

FIXED-ROUTE OPERATING BUDGET

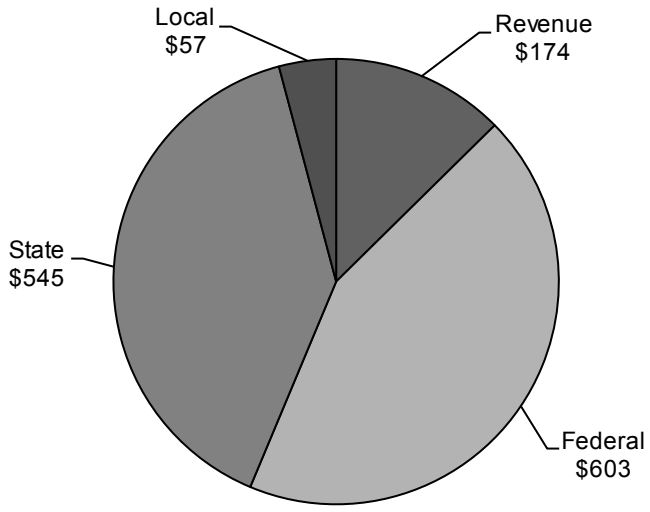
Operating Expense (000's)

$1,379

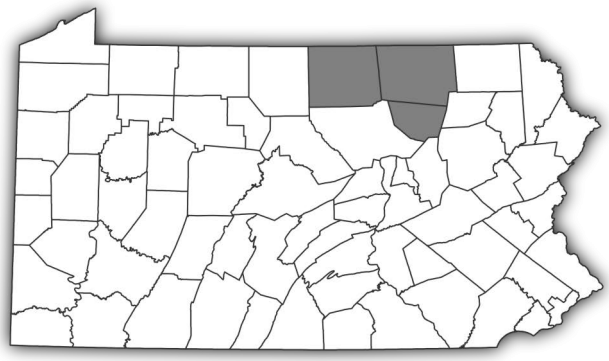


Operating Funds (000's)

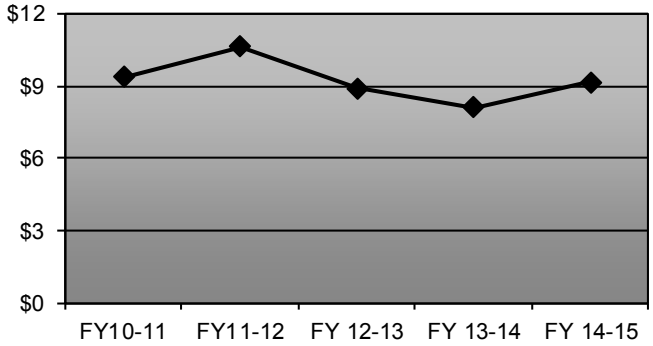
$1,379



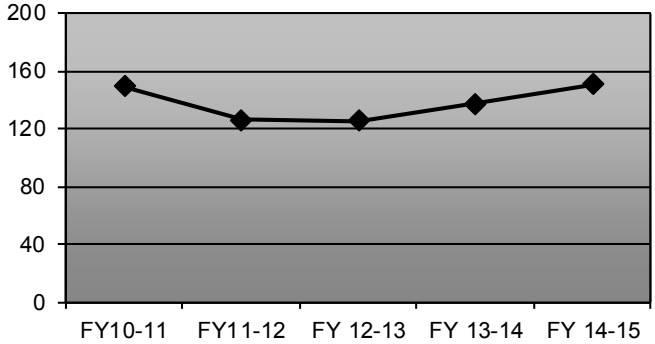
Some contracted maintenance may be reported as "Other Services."



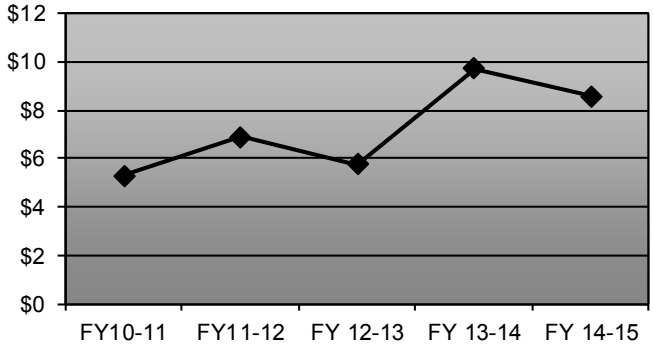
Operating Expense Per Passenger



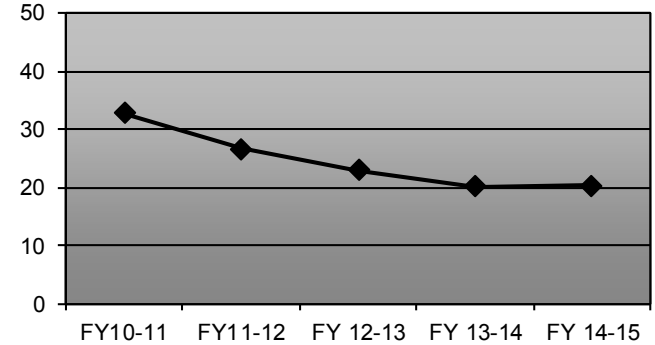
Total Passengers (000's)



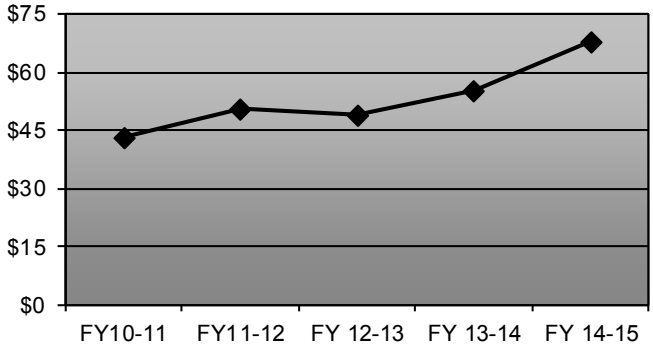
Operating Revenue Per Revenue Vehicle Hour



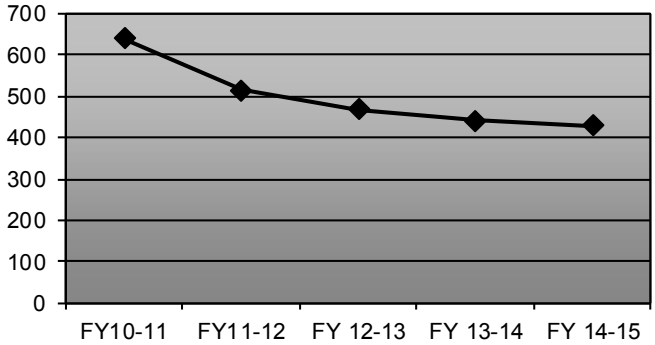
Revenue Vehicle Hours (000's)



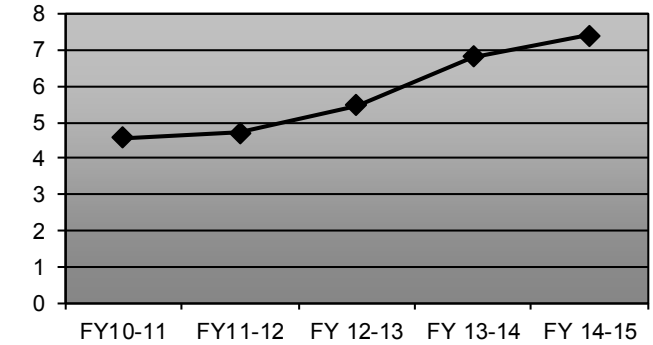
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Community Transportation

Endless Mountains Transportation Authority
27824 Route 220
Athens, PA 18810
570-888-7330
Mr. William Nichols, Jr., CEO

Service Area Statistics (2010 Census)
Bradford, Sullivan, and Tioga Counties

Square Miles:	2,734
Population:	111,031
65+ Population:	20,271
% of Population 65 and older:	18.3%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$30.61
Cost to Commonwealth per Senior Citizen Trip:	$25.93
Fare Structure Implementation Date:	July 2015

Trip Information

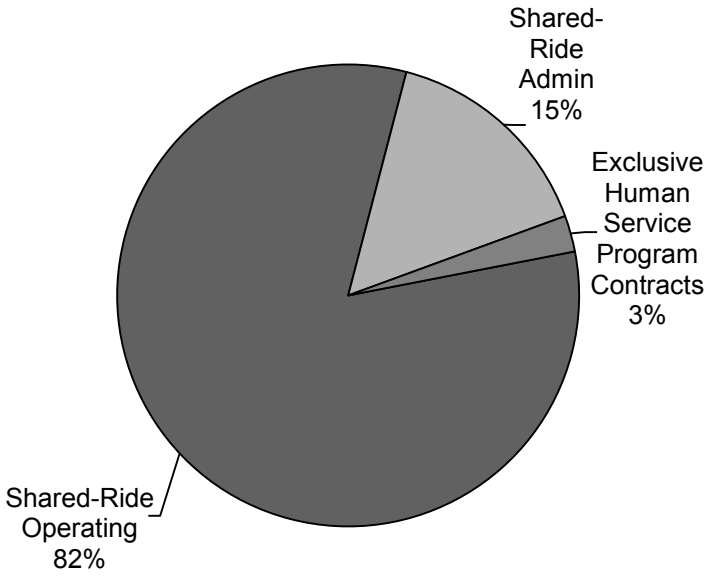
65+ Trips:	30,611
PwD Trips:	7,483
Other Shared-Ride Trips:	29,465
Total Shared-Ride Trips:	67,559
Non-Public Trips:	219

Vehicles Operated in Maximum Service

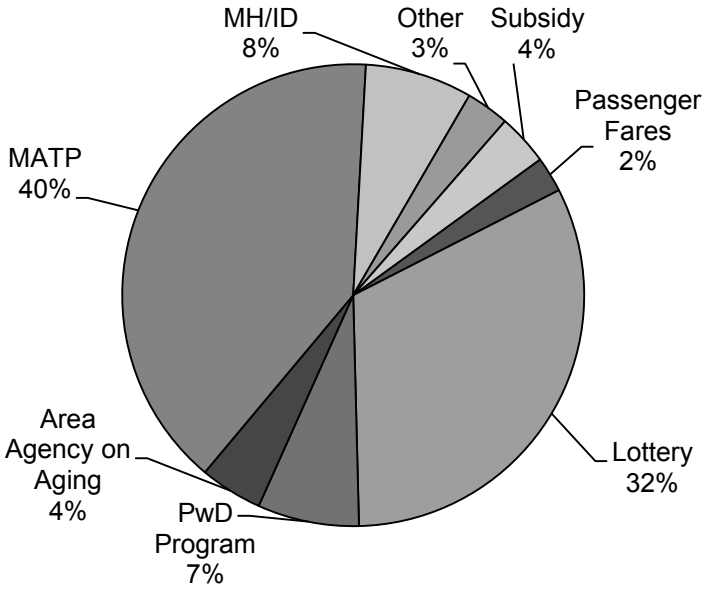
Community Transportation:	31

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,478,793

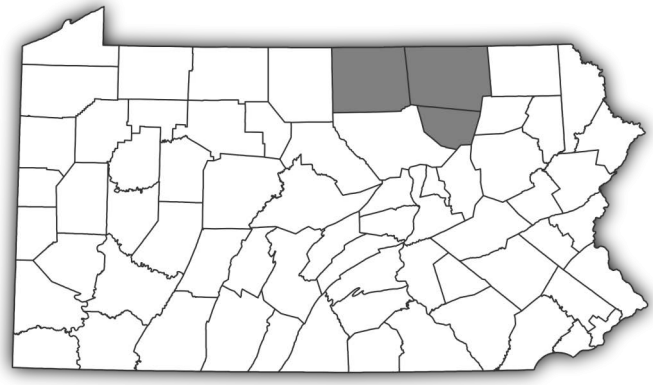


Sources of Funding
$2,478,793

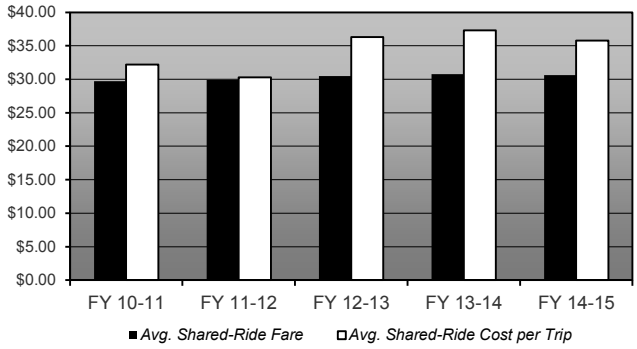


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

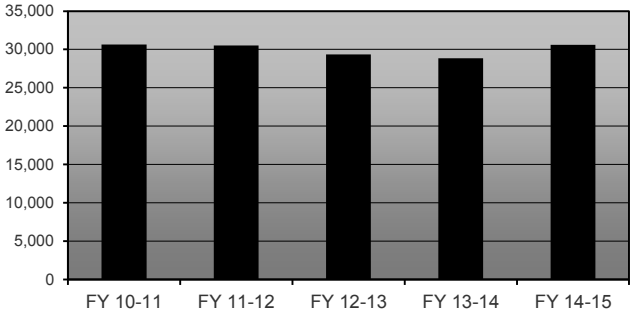
Agency Service Area



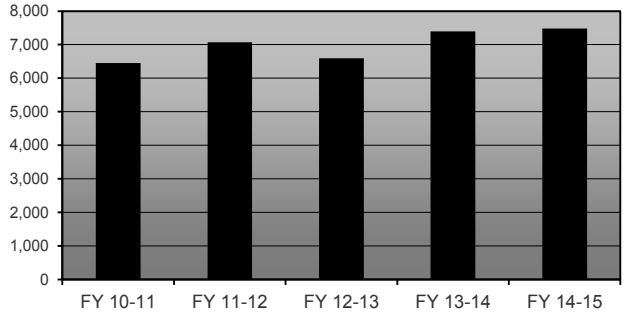
Shared-Ride Fare Recovery



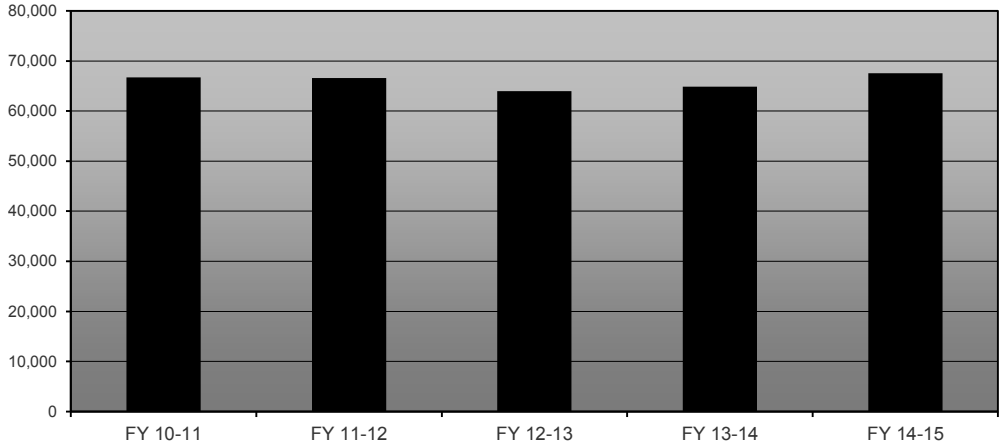
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Indiana County Transit Authority
1657 Saltsburg Avenue, P.O. Box 869
Indiana, PA 15701
Mr. John R. Kanyan, Executive Director
724-465-2140
www.indigobus.com
Customer Service:
724-465-2140

House District
Indiana: 60, 62, 66

Senate District
Indiana: 41

Service Area Statistics (2010 Census)

Square Miles:	504
Population:	65,500

Current Fare Information

Fixed Route Base:	$1.30
Last Base Fare Increase:	July 2015

Act 44 Fixed Route Distribution Factors

Total Passengers:	437,387
Senior Passengers:	12,053
Revenue Vehicle Miles:	396,283
Revenue Vehicle Hours:	31,450

Current Employees

	Full-Time	Part-Time
Fixed Route:	35	5
Paratransit:	9	5
System-wide:	44	10

Act 44 Operating Assistance

Section 1513 Allocation:	$1,418,420
Required Local Match:	$54,427

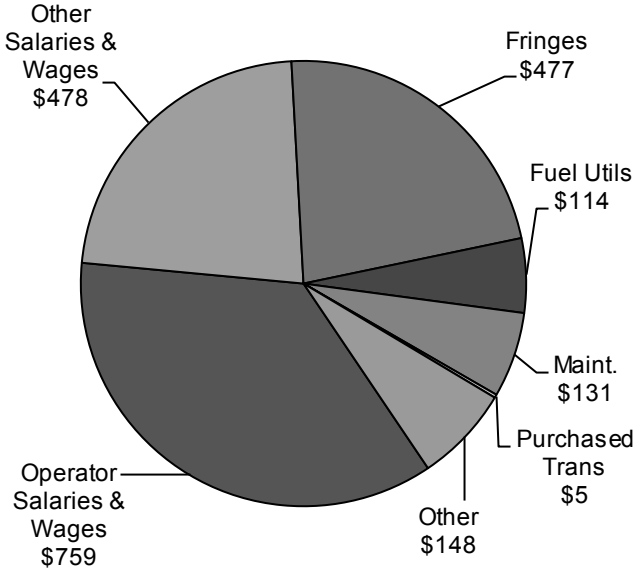
Current Fleet Size

Fixed Route:	16
Paratransit:	14
System-wide:	30

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000's)

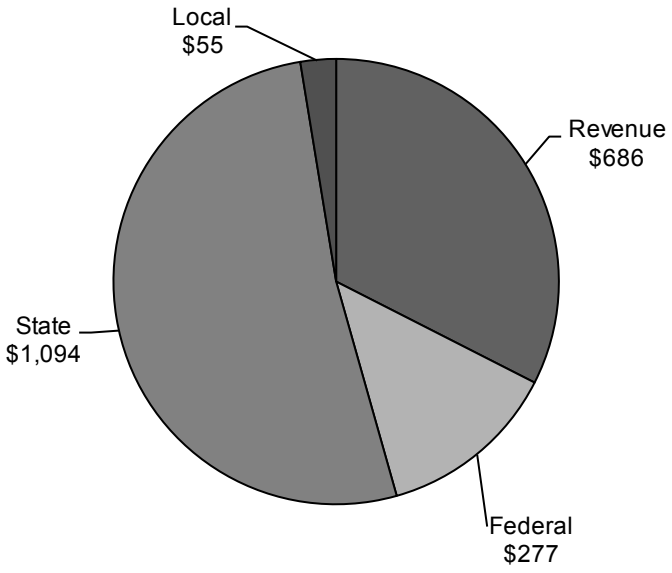
$2,112



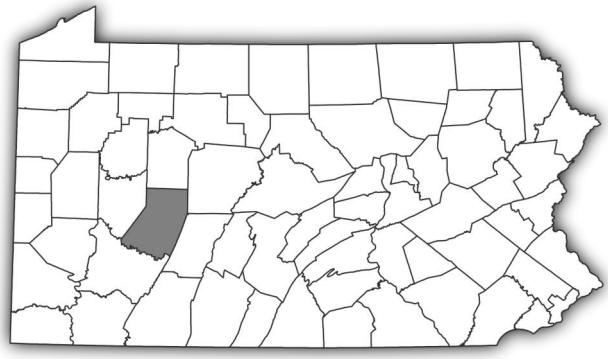
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

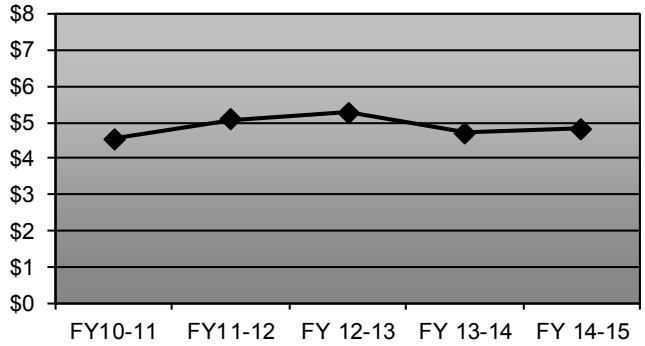
$2,112



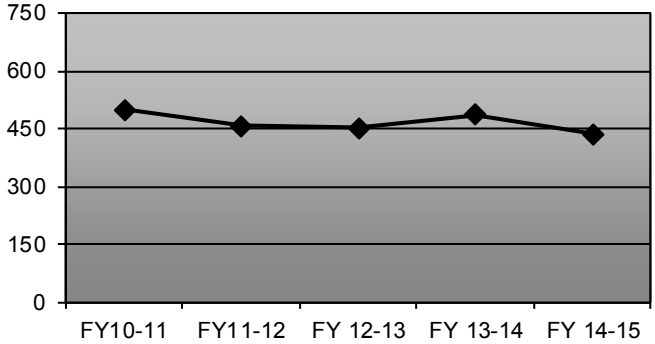
Revenue includes ADA complementary revenue.



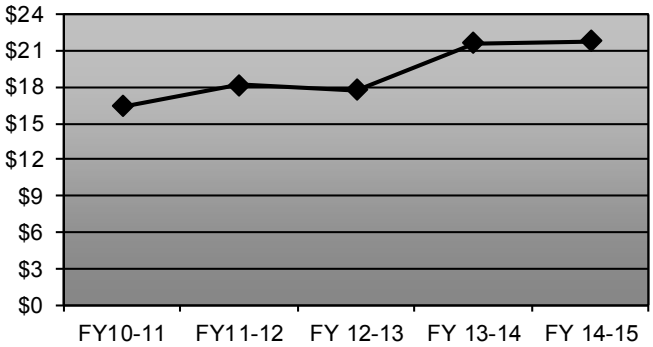
Operating Expense Per Passenger



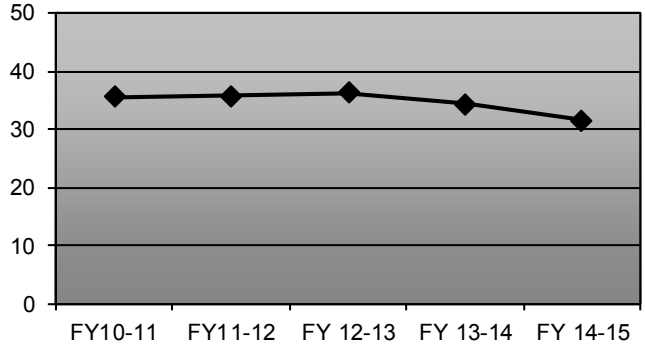
Total Passengers (000's)



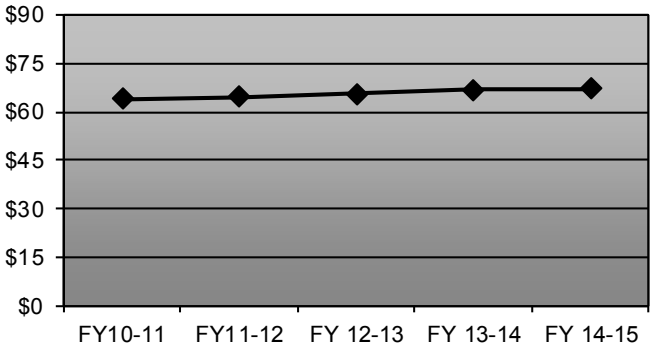
Operating Revenue Per Revenue Vehicle Hour



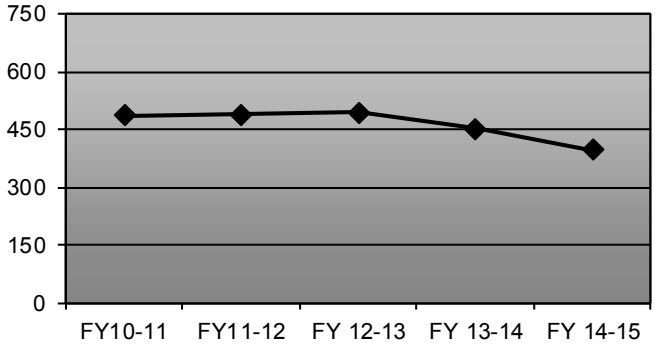
Revenue Vehicle Hours (000's)



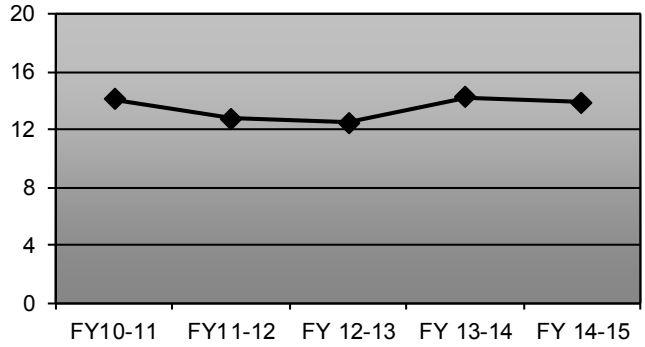
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

Indiana County Transit Authority
1657 Saltsburg Avenue, P.O. Box 869
Indiana, PA 15701
724-465-2140
Mr. John R. Kanyan, Executive Director

Service Area Statistics (2010 Census)
Indiana County

Square Miles:	829
Population:	88,880
65+ Population:	13,944
% of Population 65 and older:	15.7%

MATP Provider:	No
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$17.96
Cost to Commonwealth per Senior Citizen Trip:	$15.30
Fare Structure Implementation Date:	July 2015

Trip Information

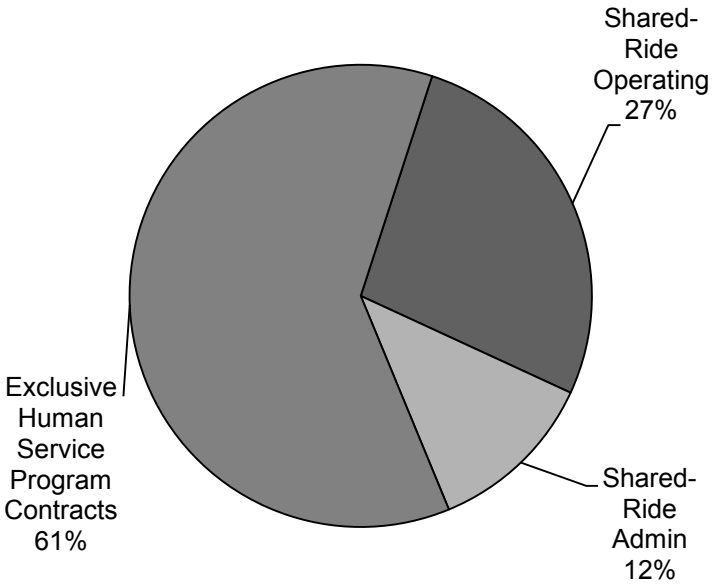
65+ Trips:	23,498
PwD Trips:	798
Other Shared-Ride Trips:	2,357
Total Shared-Ride Trips:	26,653
Non-Public Trips:	29,823

Vehicles Operated in Maximum Service

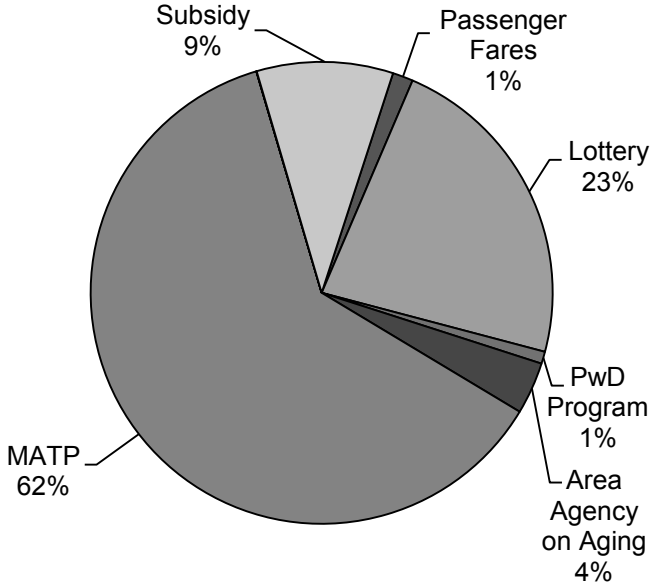
Community Transportation:	11

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,573,810



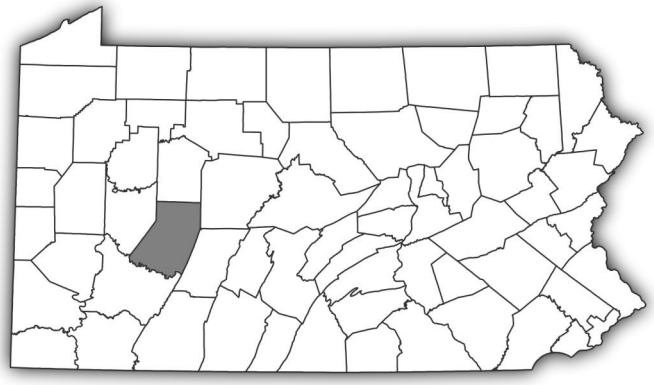
Sources of Funding
$1,577,708



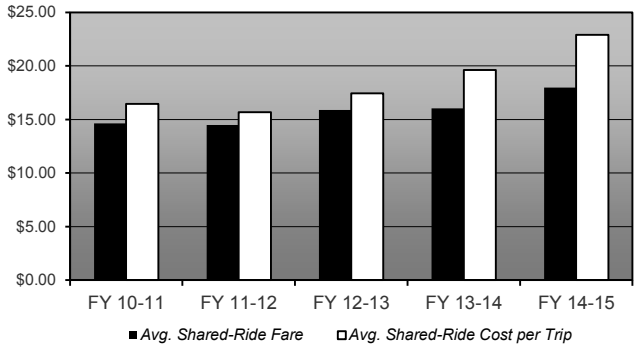
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

ECOLANE Scheduling Software

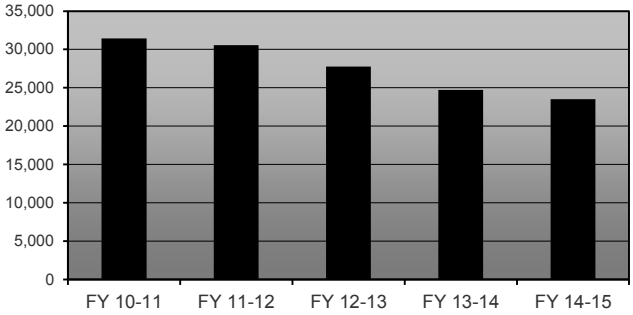
Agency Service Area



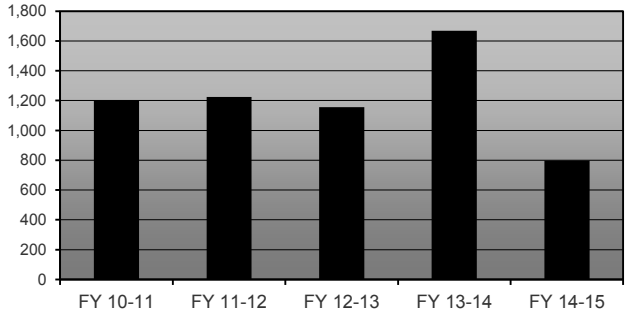
Shared-Ride Fare Recovery



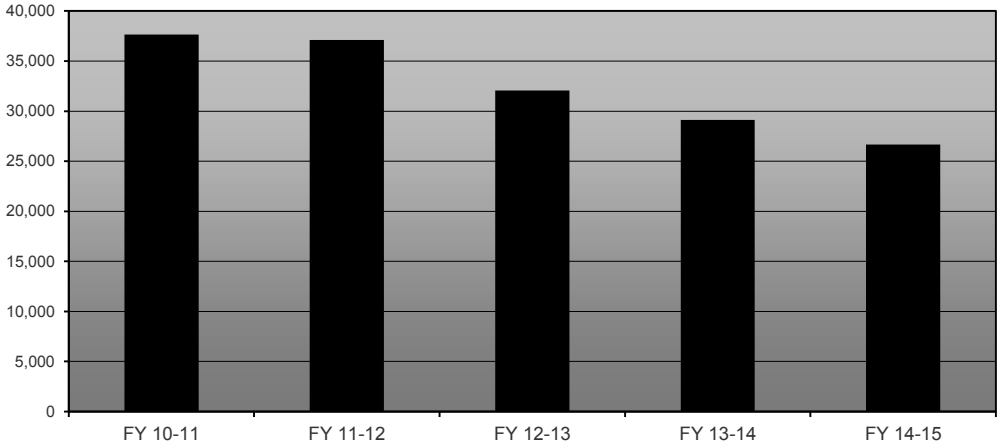
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Mid County Transit Authority
220 North Grant Avenue
Kittanning, PA 16201
Ms. Patti Lynn Baker, General Manager
724-548-8696
www.tandctransit.com
Customer Service:
724-548-8696

House District
Armstrong: 60, 63

Senate District
Armstrong: 41

Service Area Statistics (2010 Census)

Square Miles:	24
Population:	17,610

Current Fare Information

Fixed Route Base:	$1.25
Last Base Fare Increase:	April 2012

Act 44 Fixed Route Distribution Factors

Total Passengers:	45,180
Senior Passengers:	14,914
Revenue Vehicle Miles:	125,062
Revenue Vehicle Hours:	7,864

Current Employees

	Full-Time	Part-Time
Fixed Route:	7	2
Paratransit:	14	5
System-wide:	21	7

Act 44 Operating Assistance

Section 1513 Allocation:	$546,849
Required Local Match:	$38,401

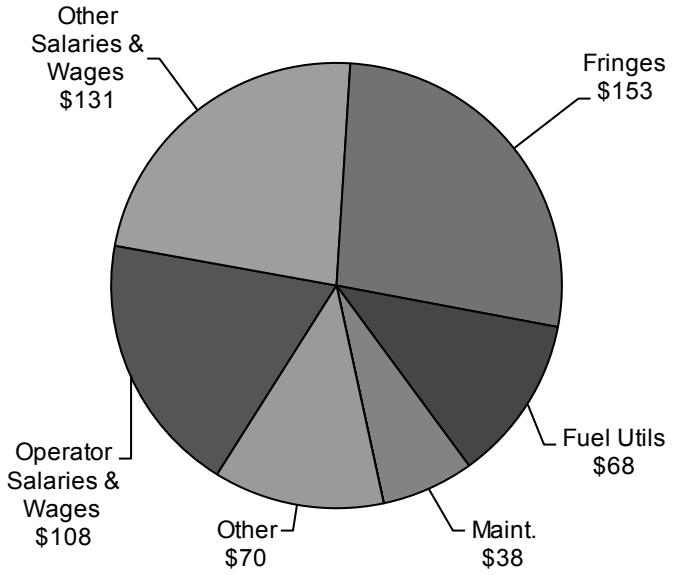
Current Fleet Size

Fixed Route:	6
Paratransit:	23
System-wide:	29

FIXED-ROUTE OPERATING BUDGET

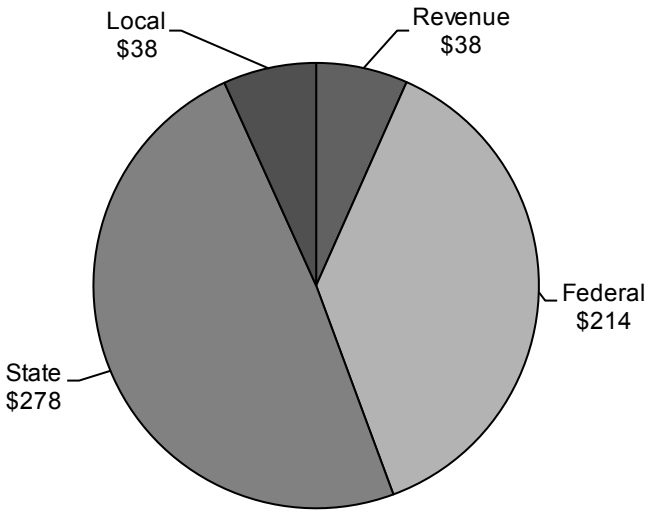
Operating Expense (000's)

$568

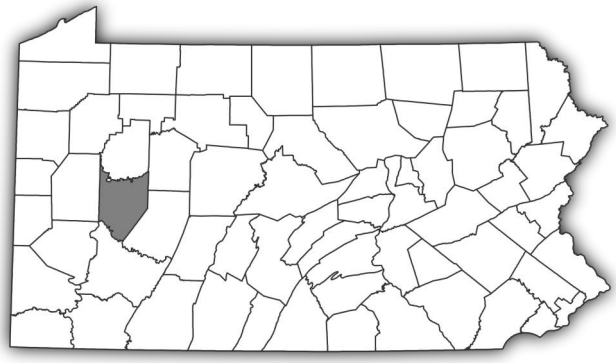


Operating Funds (000's)

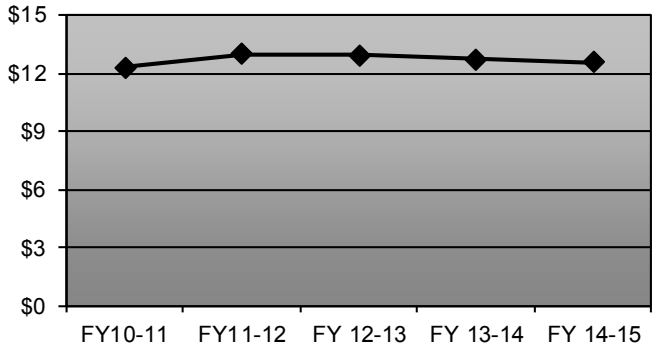
$568



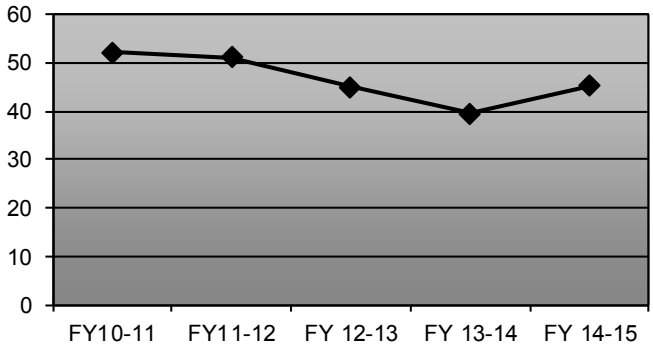
Some contracted maintenance may be reported as "Other Services."



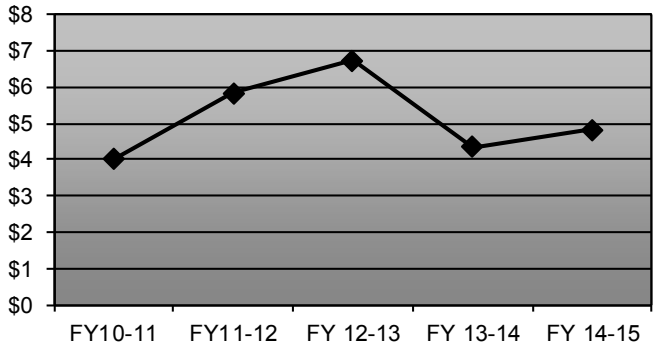
Operating Expense Per Passenger



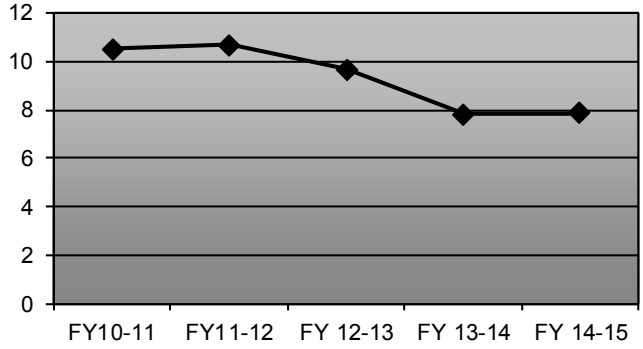
Total Passengers (000's)



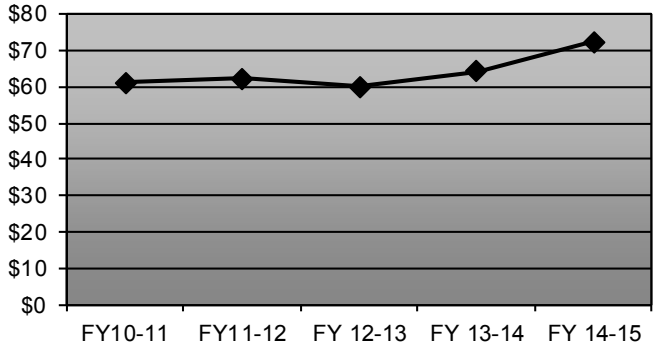
Operating Revenue Per Revenue Vehicle Hour



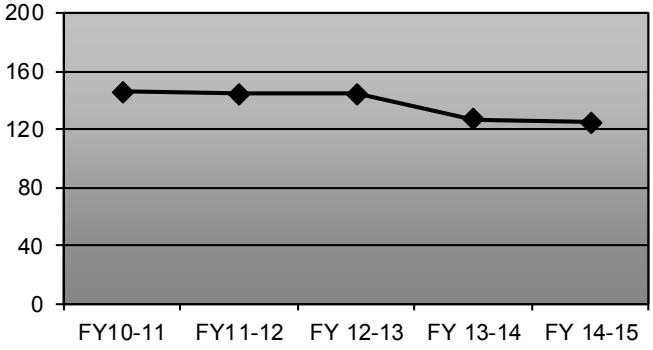
Revenue Vehicle Hours (000's)



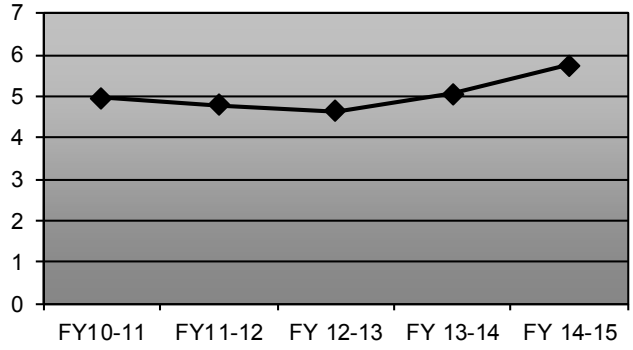
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Community Transportation

Mid County Transit Authority
220 North Grant Avenue
Kittanning, PA 16201
724-548-8696
Ms. Patti Lynn Baker, General Manager

Service Area Statistics (2010 Census)
Armstrong County

Square Miles:	654
Population:	68,941
65+ Population:	12,687
% of Population 65 and older:	18.4%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$18.67
Cost to Commonwealth per Senior Citizen Trip:	$15.61
Fare Structure Implementation Date:	July 2015

Trip Information

65+ Trips:	24,969
PwD Trips:	5,115
Other Shared-Ride Trips:	6,501
Total Shared-Ride Trips:	36,585

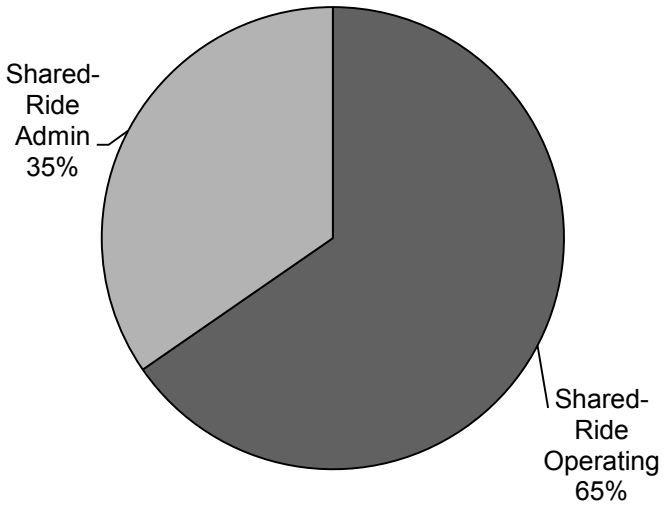
Vehicles Operated in Maximum Service

Community Transportation:	16

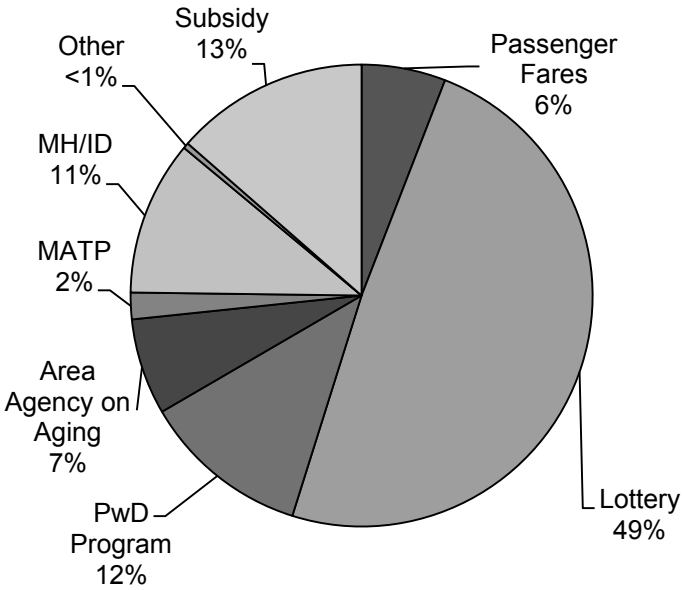
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$795,438

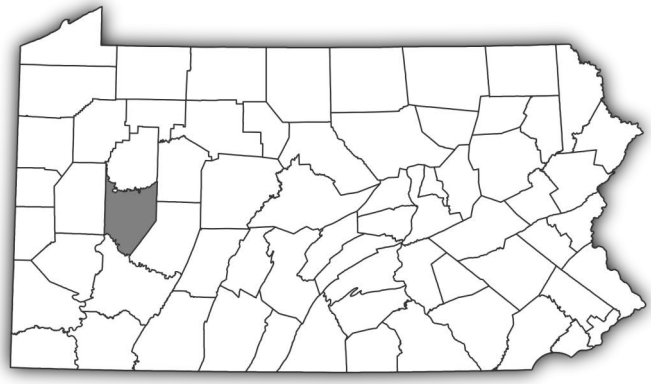


Sources of Funding
$795,438

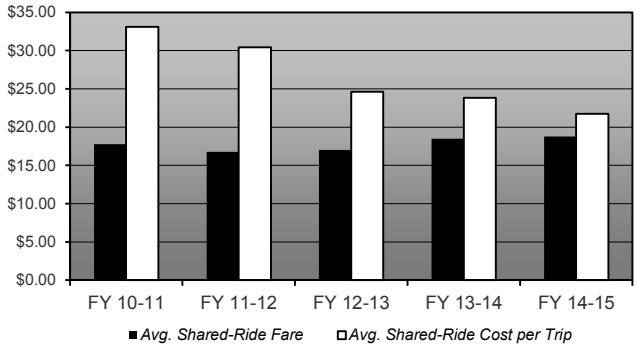


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

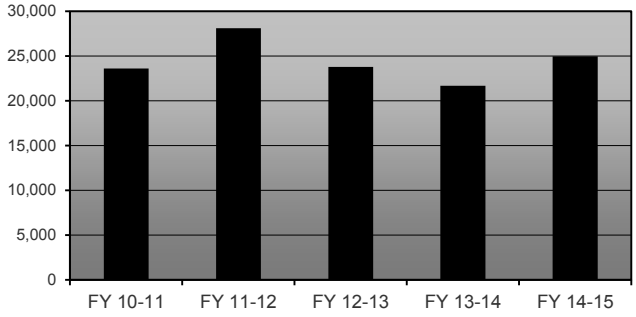
Agency Service Area



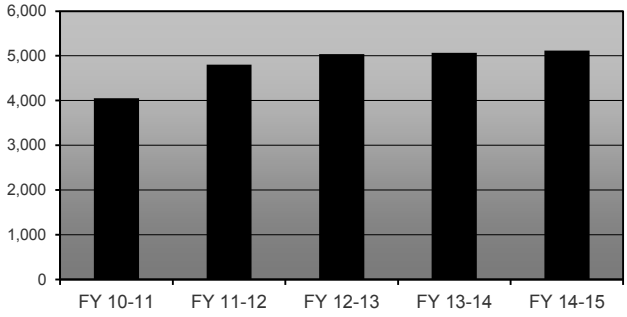
Shared-Ride Fare Recovery



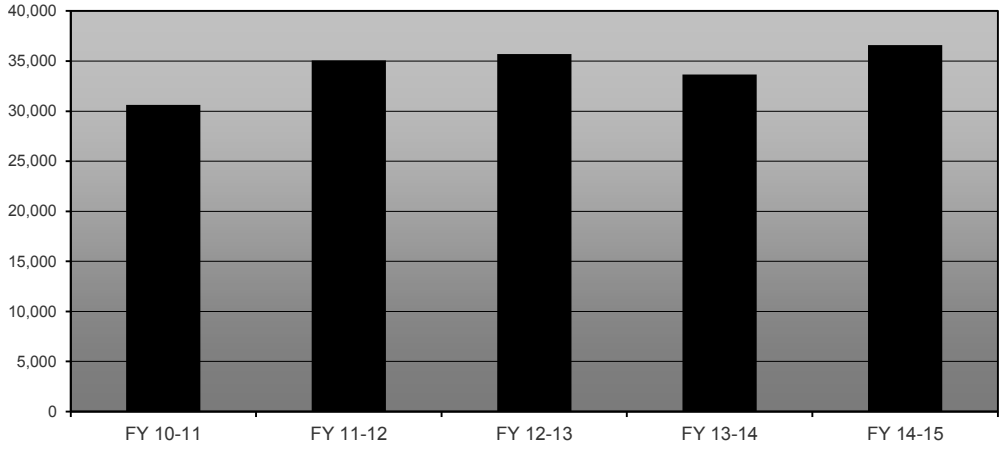
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Monroe County Transportation Authority
P.O. Box 339
Scotrun, PA 18355
Ms. Peggy Howarth, Executive Director
570-839-6282
www.gomcta.com
Customer Service:
570-839-6282

House District
Monroe: 115, 176, 189

Senate District
Monroe: 22, 40

Service Area Statistics (2010 Census)

Square Miles:	417
Population:	141,292

Current Fare Information

Fixed Route Base:	$1.50
Last Base Fare Increase:	July, 2014

Act 44 Fixed Route Distribution Factors

Total Passengers:	243,101
Senior Passengers:	26,464
Revenue Vehicle Miles:	516,674
Revenue Vehicle Hours:	33,713

Current Employees

	Full-Time	Part-Time
Fixed Route:	33	29
Paratransit:	21	31
System-wide:	54	60

Act 44 Operating Assistance

Section 1513 Allocation:	$1,766,626
Required Local Match:	$140,951

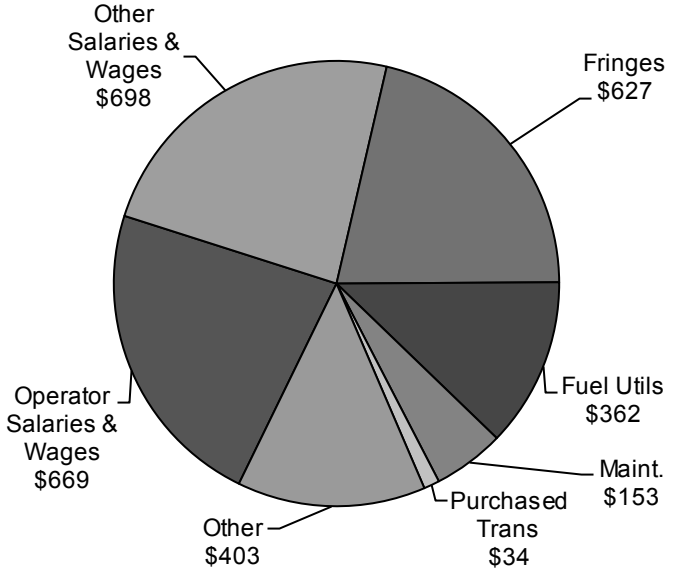
Current Fleet Size

Fixed Route:	15
Paratransit:	39
System-wide:	54

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000's)

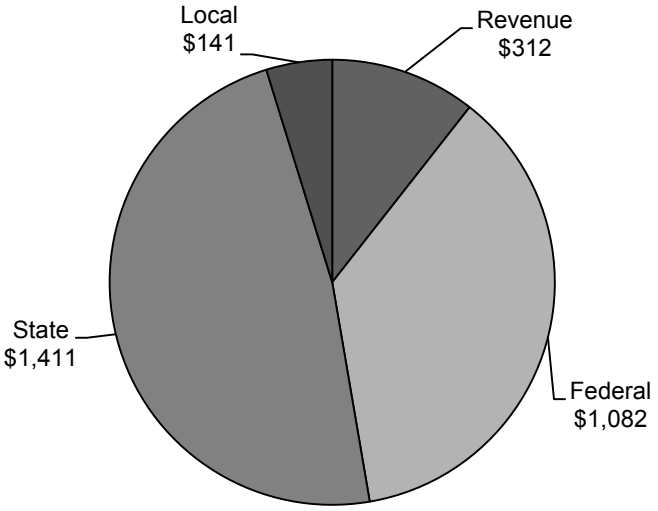
$2,946



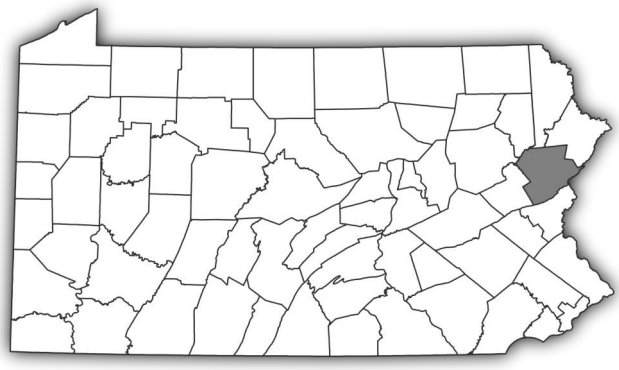
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

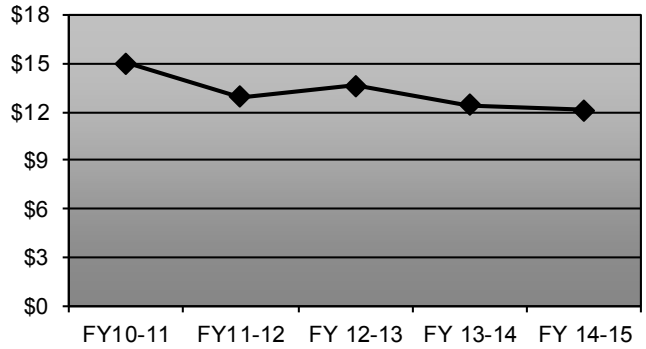
$2,946



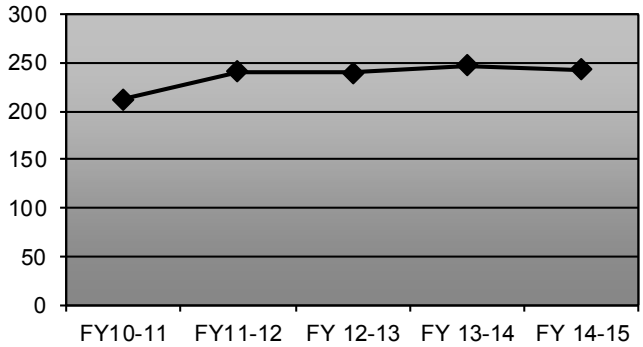
Revenue includes ADA complementary revenue.



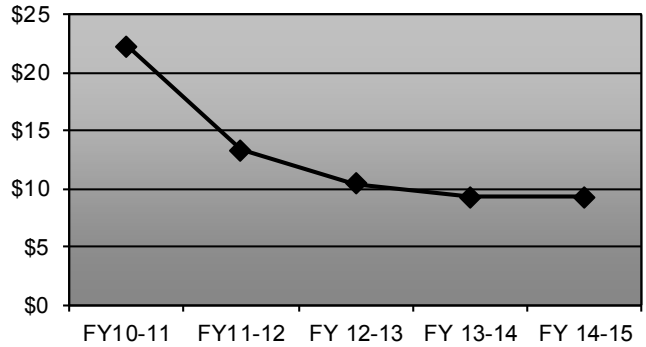
Operating Expense Per Passenger



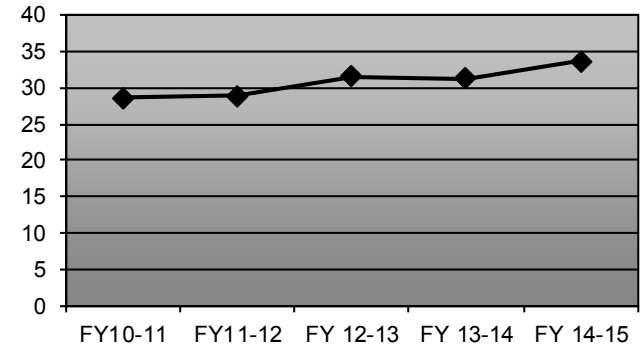
Total Passengers (000's)



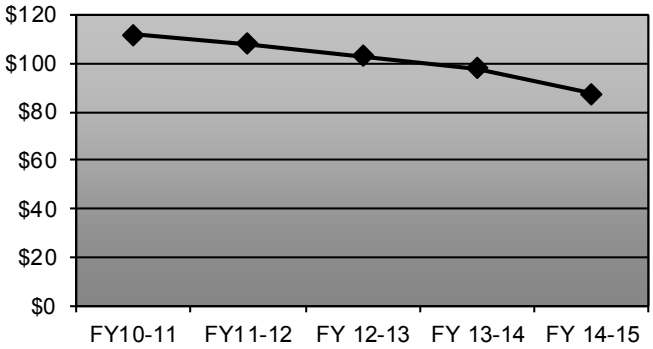
Operating Revenue Per Revenue Vehicle Hour



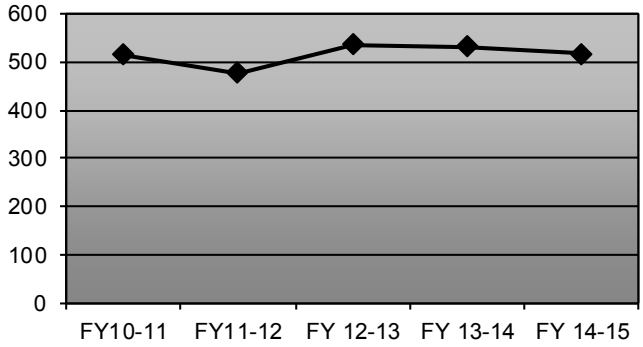
Revenue Vehicle Hours (000's)



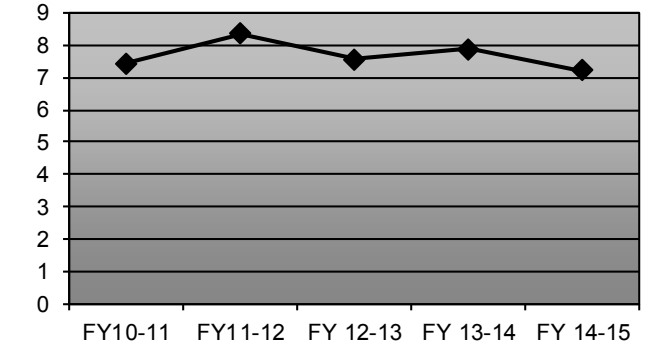
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

Monroe County Transportation Authority
P.O. Box 339
Scotrun, PA 18355-0339
570-839-6282
Ms. Peggy Howarth, Executive Director

Service Area Statistics (2010 Census)
Monroe County

Square Miles:	609
Population:	169,842
65+ Population:	21,701
% of Population 65 and older:	12.8%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$23.74
Cost to Commonwealth per Senior Citizen Trip:	$19.44
Fare Structure Implementation Date:	July 2014

Trip Information

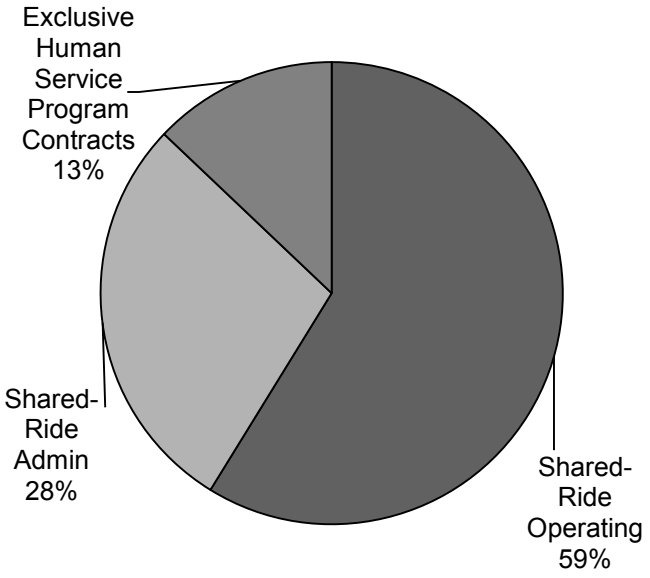
65+ Trips:	36,150
PwD Trips:	10,093
Other Shared-Ride Trips:	22,581
Total Shared-Ride Trips:	68,824
Non-Public Trips:	24,501

Vehicles Operated in Maximum Service

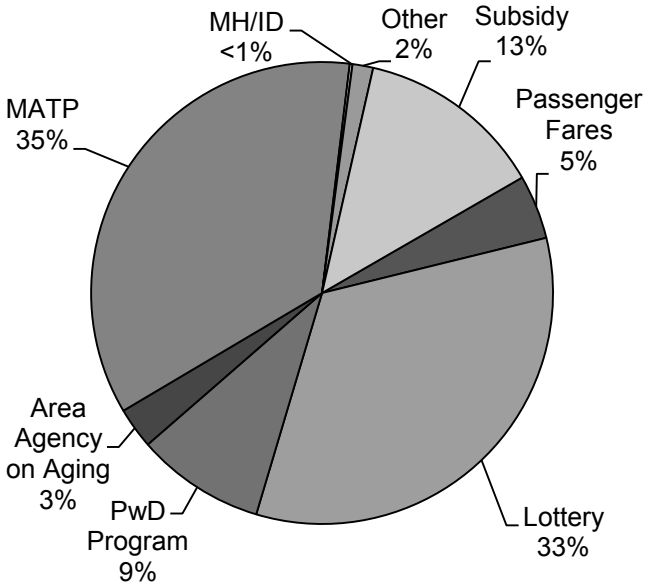
Community Transportation:	24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,241,102



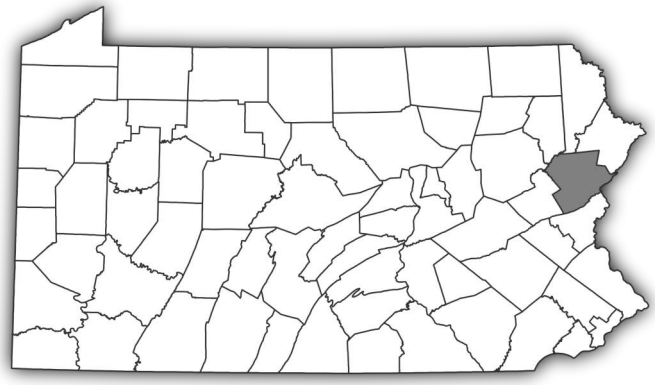
Sources of Funding
$2,241,102



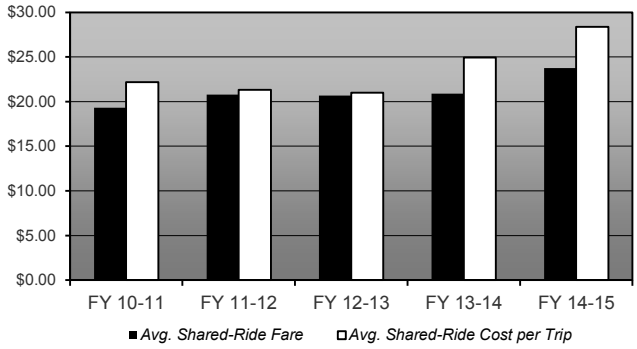
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

ECOLANE Scheduling Software

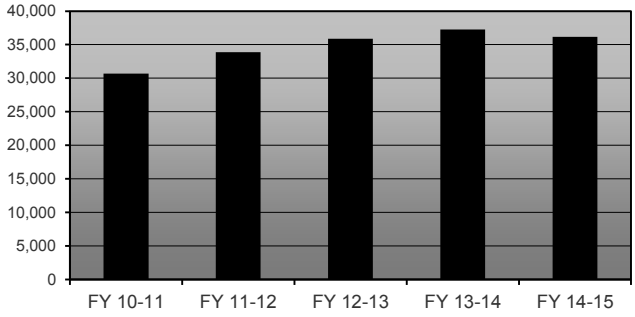
Agency Service Area



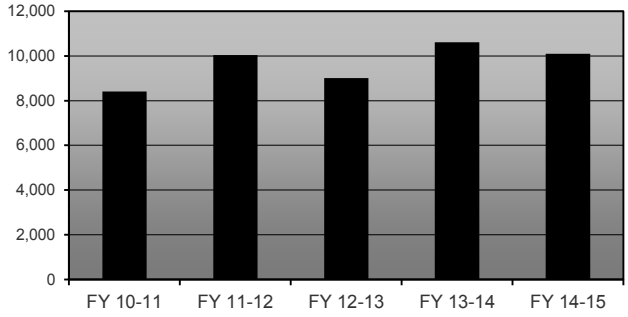
Shared-Ride Fare Recovery



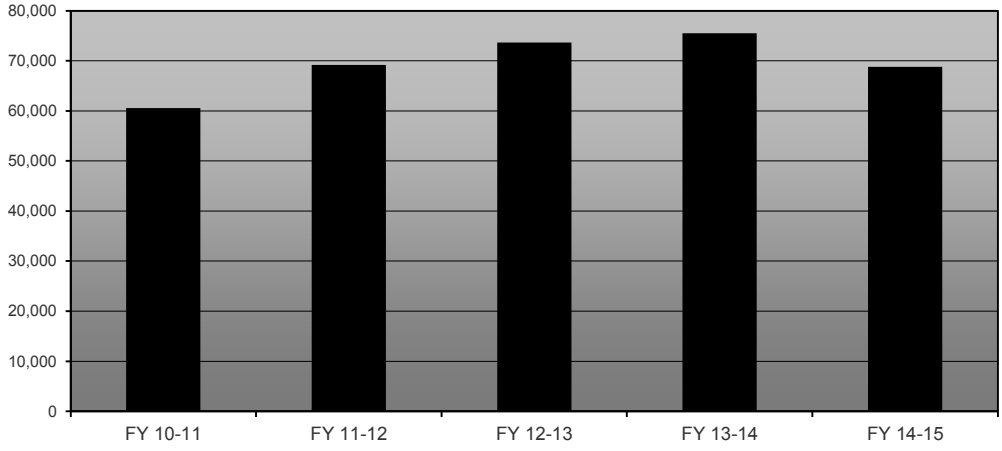
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Borough of Mount Carmel
137 West 4th Street
Mount Carmel, PA 17851
Mr. Victor Girardi, Transit Director
570-339-3956

House District
Northumberland: 107

Senate District
Northumberland: 27

Service Area Statistics (2010 Census)

Square Miles:	50
Population:	29,713

Current Fare Information

Fixed Route Base:	$1.00
Last Base Fare Increase:	August 2007

Act 44 Fixed Route Distribution Factors

Total Passengers:	29,205
Senior Passengers:	13,103
Revenue Vehicle Miles:	61,273
Revenue Vehicle Hours:	5,058

Current Employees

	Full-Time	Part-Time
Fixed Route:	1	1
Paratransit:	0	0
Subcontractor:	2	5
System-wide:	3	6

Act 44 Operating Assistance

Section 1513 Allocation:	$273,664
Required Local Match:	$11,052

Current Fleet Size

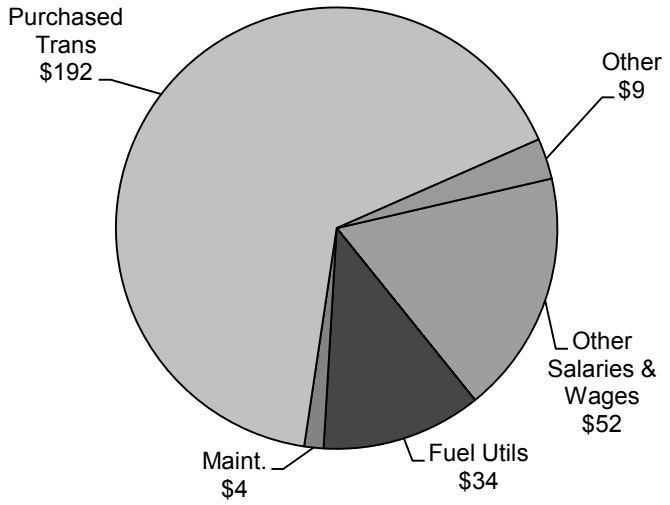
Fixed Route:	4
Paratransit:	0
System-wide:	4

Community transportation provided by Northumberland County Transportation (see page 230)

FIXED-ROUTE OPERATING BUDGET

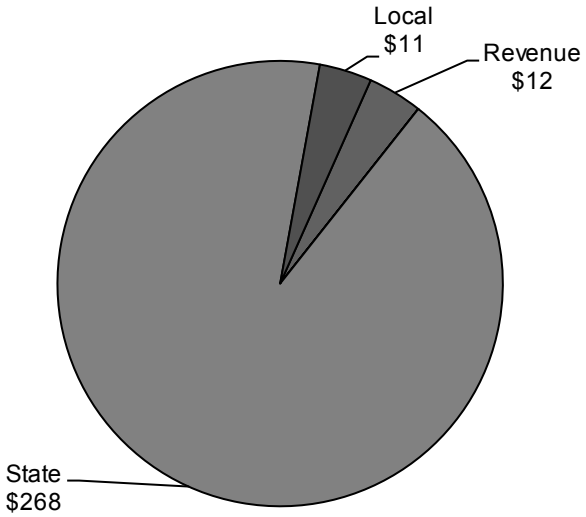
Operating Expense (000's)

$291

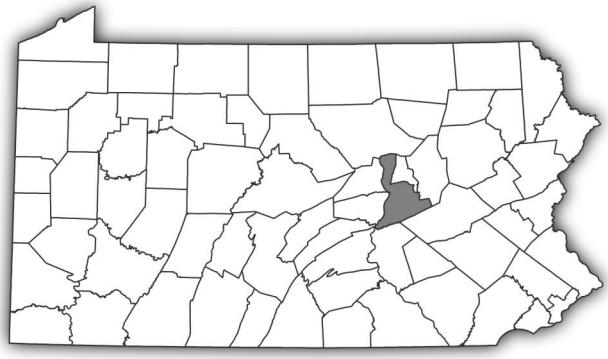


Operating Funds (000's)

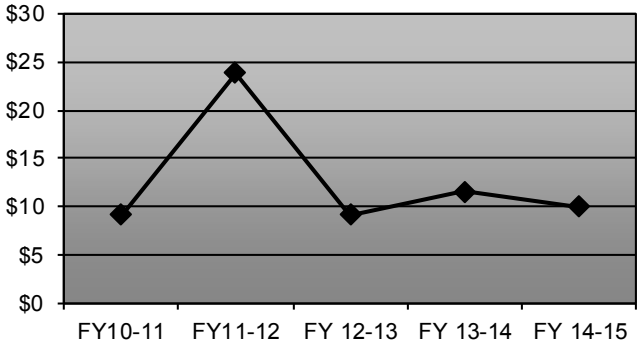
$291



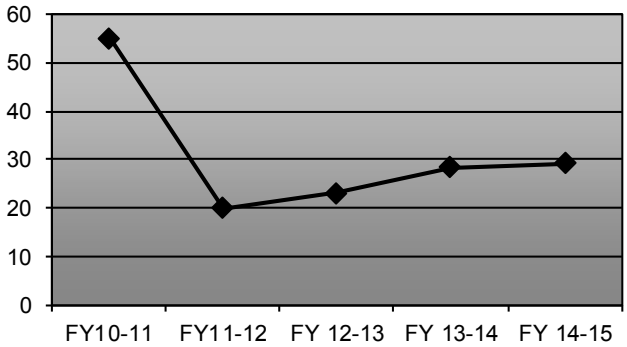
Some contracted maintenance may be reported as "Other Services."



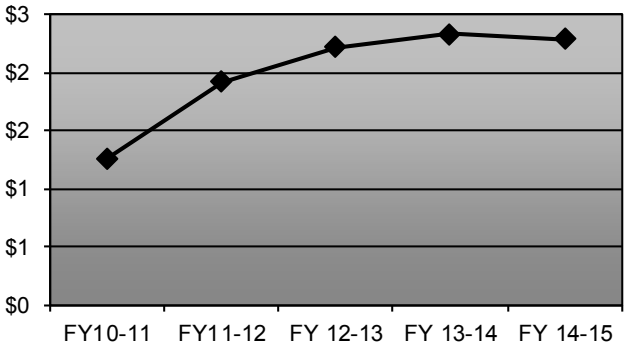
Operating Expense Per Passenger



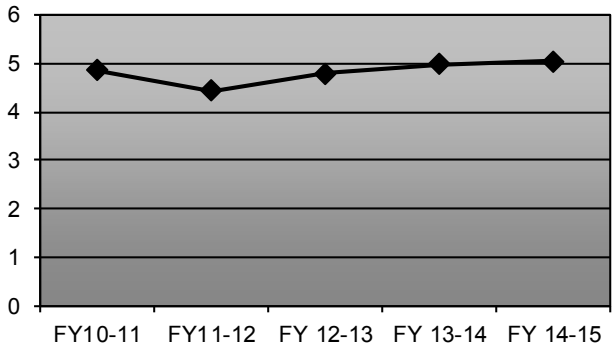
Total Passengers (000's)



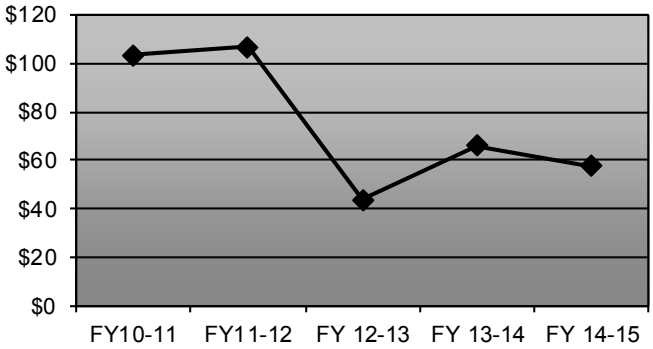
Operating Revenue Per Revenue Vehicle Hour



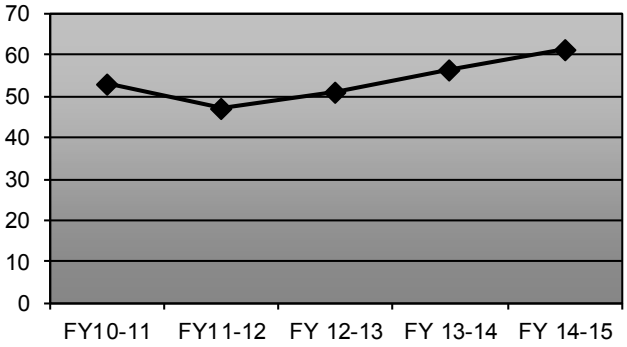
Revenue Vehicle Hours (000's)



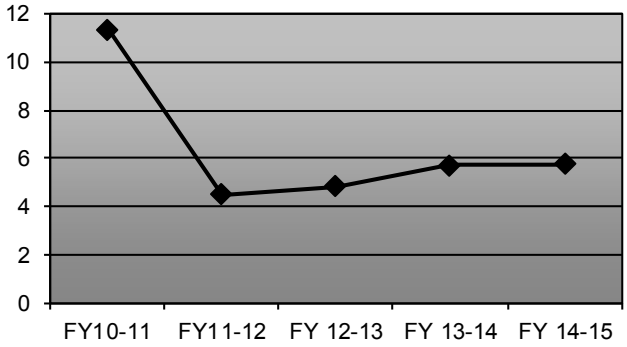
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Reported ridership prior to FY 2011-12 was overstated.

New Castle Area Transit Authority
311 Mahoning Avenue
New Castle, PA 16102
Mr. Leonard L. Lastoria, General Manager
724-654-3130
www.newcastletransit.org
Customer Service:
724-654-3130

House District
Lawrence: 9, 10, 17

Senate District
Lawrence: 47, 50

Service Area Statistics (2010 Census)

Square Miles:	178
Population:	74,880

Current Fare Information

Fixed Route Base:	$1.00
Last Base Fare Increase:	March 2012

Act 44 Fixed Route Distribution Factors

Total Passengers:	593,430
Senior Passengers:	80,221
Revenue Vehicle Miles:	1,109,260
Revenue Vehicle Hours:	55,002

Current Employees

	Full-Time	Part-Time
Fixed Route:	50	4
Paratransit:	0	0
Subcontractor:	9	14
System-wide:	59	18

Act 44 Operating Assistance

Section 1513 Allocation:	$3,887,427
Required Local Match:	$191,333

Current Fleet Size

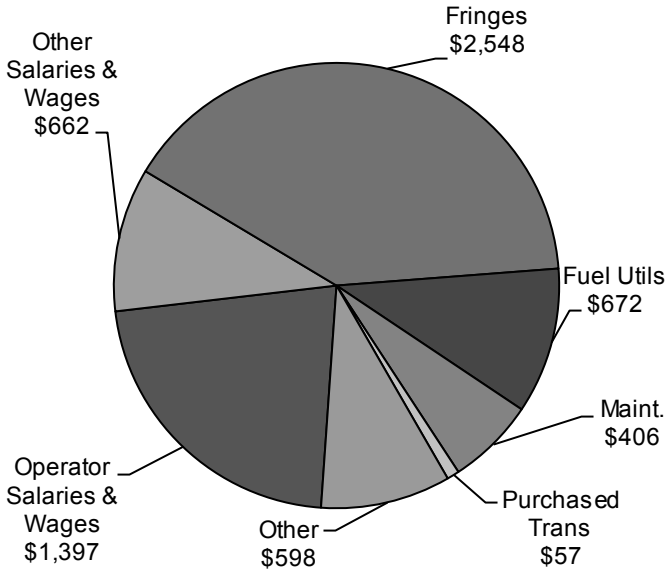
Fixed Route:	34
Paratransit:	0
System-wide:	34

Community transportation provided by Allied Coordinated Transportation Services, Inc. (see page 198)

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000's)

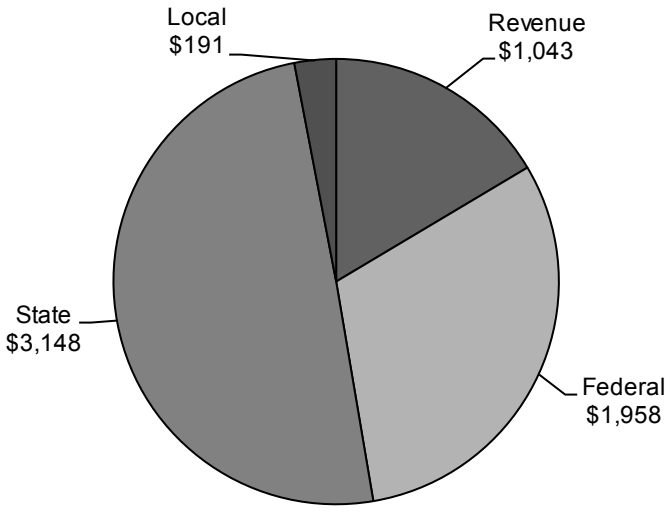
$6,340



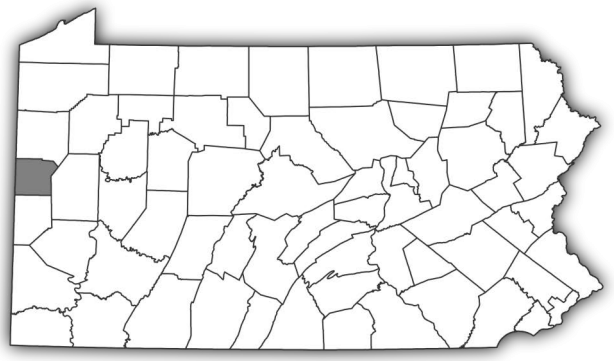
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

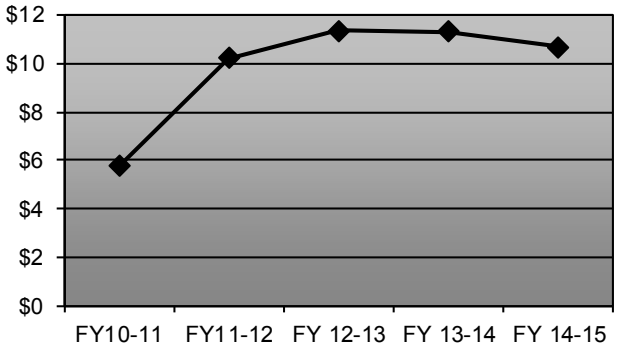
$6,340



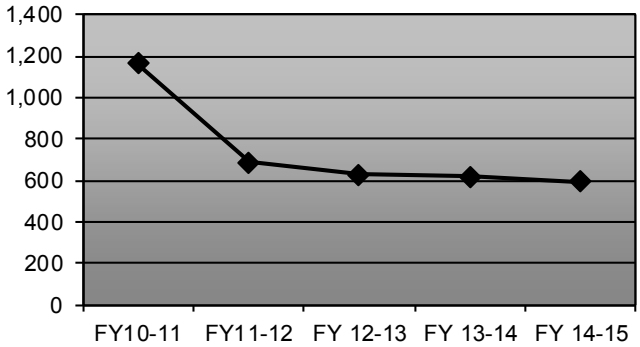
Revenue includes ADA complementary revenue.



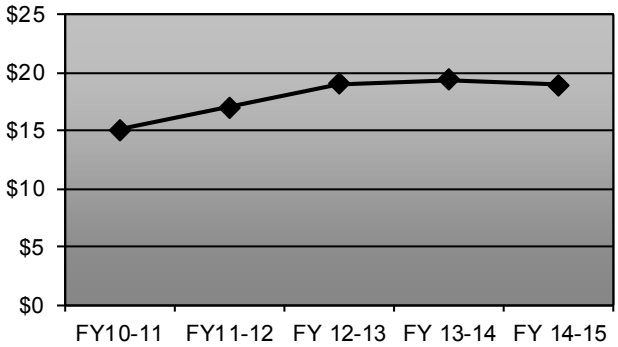
Operating Expense Per Passenger



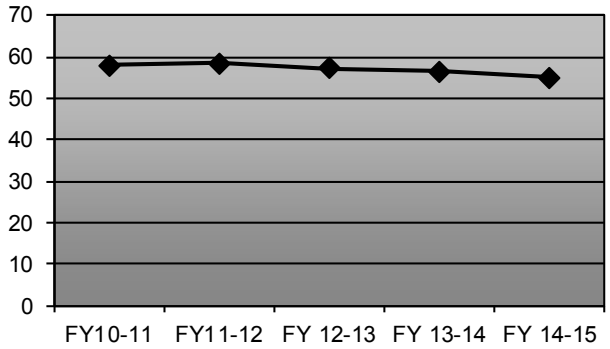
Total Passengers (000's)



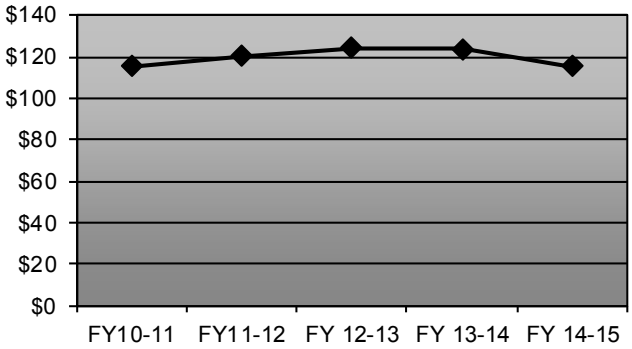
Operating Revenue Per Revenue Vehicle Hour



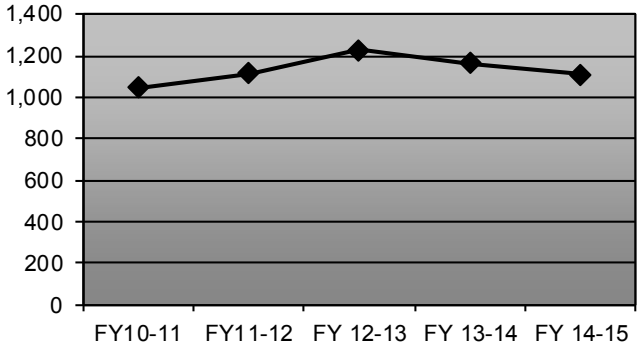
Revenue Vehicle Hours (000's)



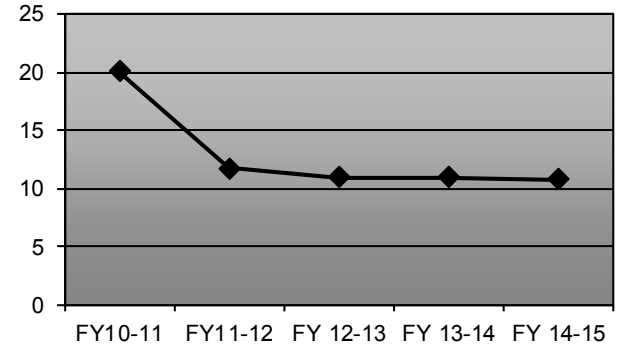
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.
Reported ridership prior to FY 2011-12 was overstated.

Schuylkill Transportation System
252 Industrial Park Road
St. Clair, PA 17970
Mr. David Bekisz, Executive Director
570-429-2701
www.go-sts.com
Customer Service:
800-832-3322

House District
Schuylkill: 123, 124, 125

Senate District
Schuylkill: 29

Service Area Statistics (2010 Census)

Square Miles:	277
Population:	97,441

Current Fare Information

Fixed Route Base:	$1.40
Last Base Fare Increase:	July 2015

Act 44 Fixed Route Distribution Factors

Total Passengers:	208,500
Senior Passengers:	61,063
Revenue Vehicle Miles:	309,593
Revenue Vehicle Hours:	17,610

Current Employees

	Full-Time	Part-Time
Fixed Route:	18	2
Paratransit:	11	10
System-wide:	29	12

Act 44 Operating Assistance

Section 1513 Allocation:	$1,435,508
Required Local Match:	$55,874

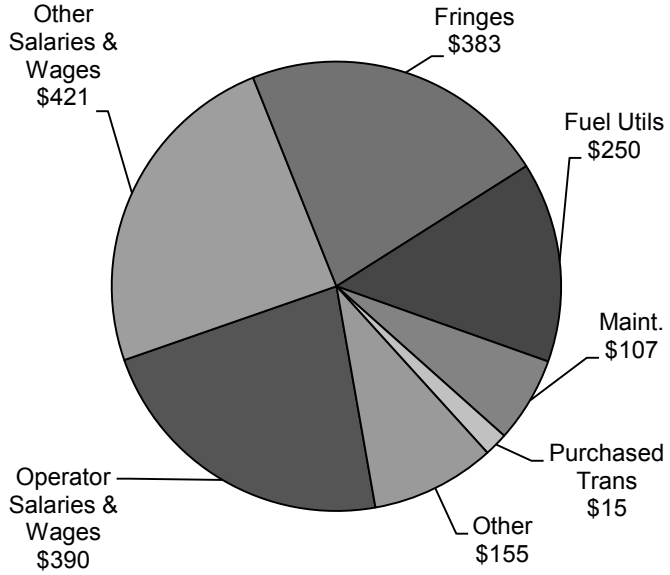
Current Fleet Size

Fixed Route:	12
Paratransit:	27
System-wide:	39

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000's)

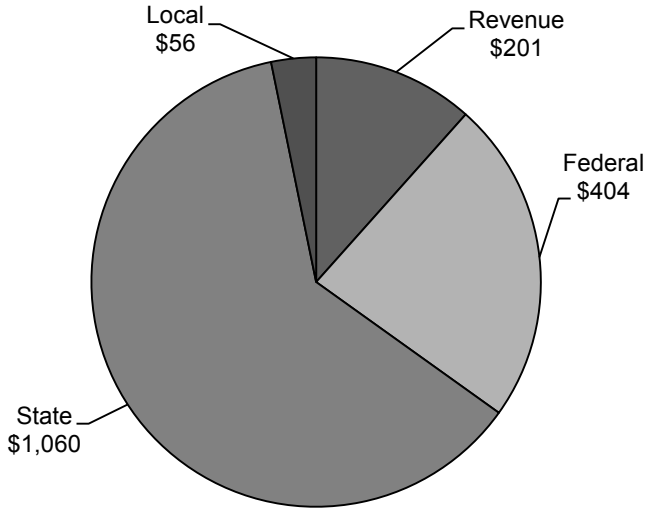
$1,721



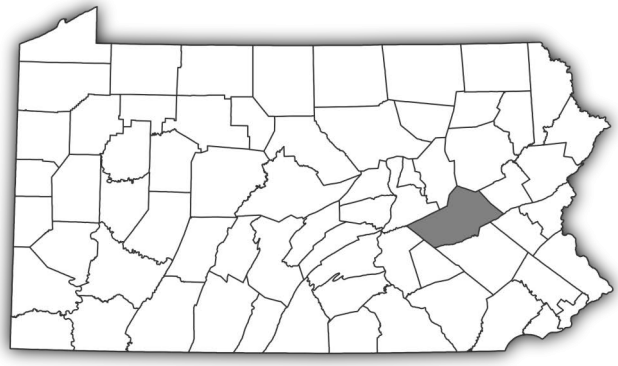
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

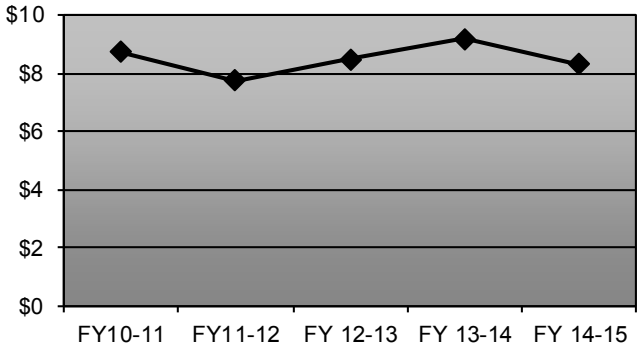
$1,721



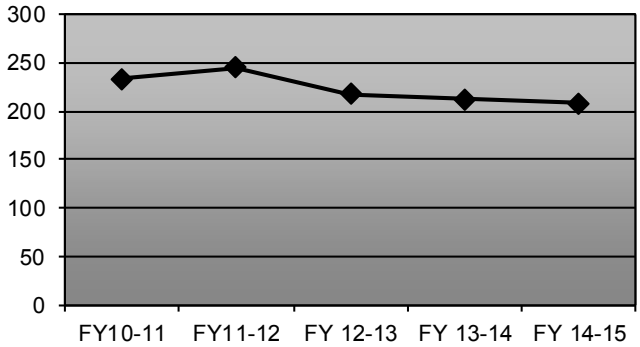
Revenue includes ADA complementary revenue.



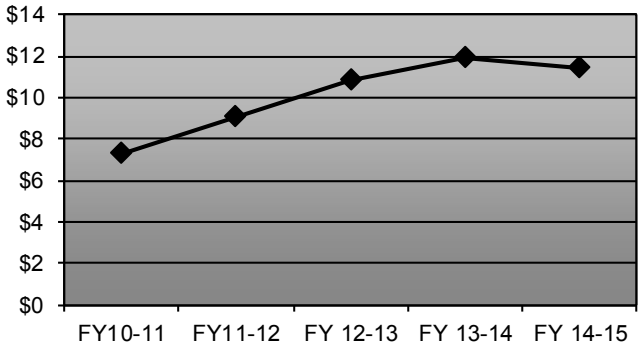
Operating Expense Per Passenger



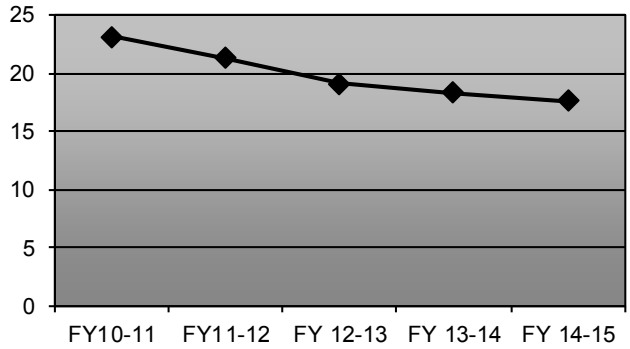
Total Passengers (000's)



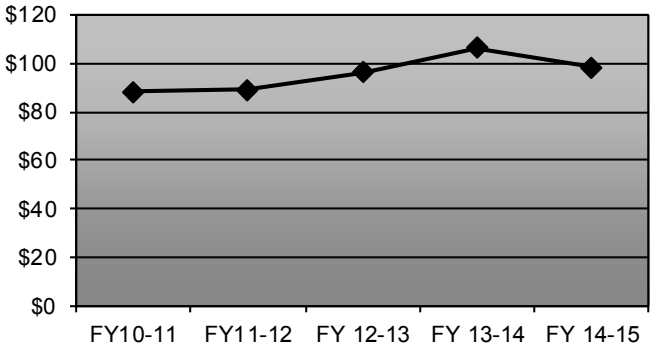
Operating Revenue Per Revenue Vehicle Hour



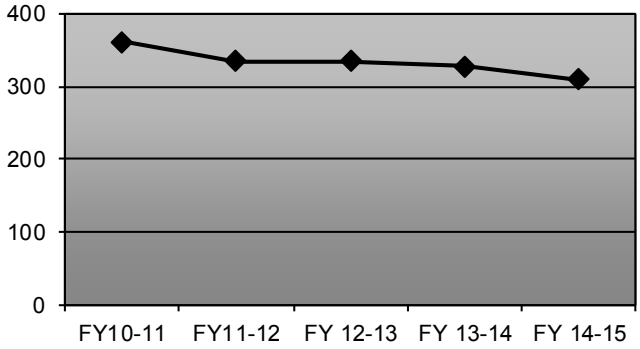
Revenue Vehicle Hours (000's)



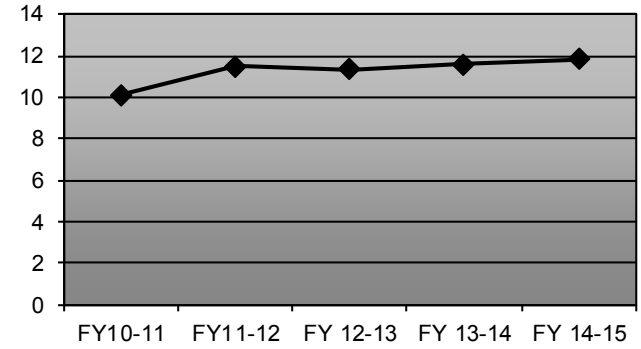
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

Schuylkill Transportation System
252 Industrial Park Road
St. Clair, PA 17970
570-429-2701
Mr. David Bekisz, Executive Director

Service Area Statistics (2010 Census)
Schuylkill County

Square Miles:	778
Population:	148,289
65+ Population:	26,828
% of Population 65 and older:	18.1%

MATP Provider:	Yes
Percent of Service Subcontracted:	24.0%

Fare Information

Average Shared-Ride Fare:	$17.56
Cost to Commonwealth per Senior Citizen Trip:	$15.04
Fare Structure Implementation Date:	July 2015

Trip Information

65+ Trips:	45,278
PwD Trips:	11,775
Other Shared-Ride Trips:	15,965
Total Shared-Ride Trips:	73,018
Non-Public Trips:	36,066

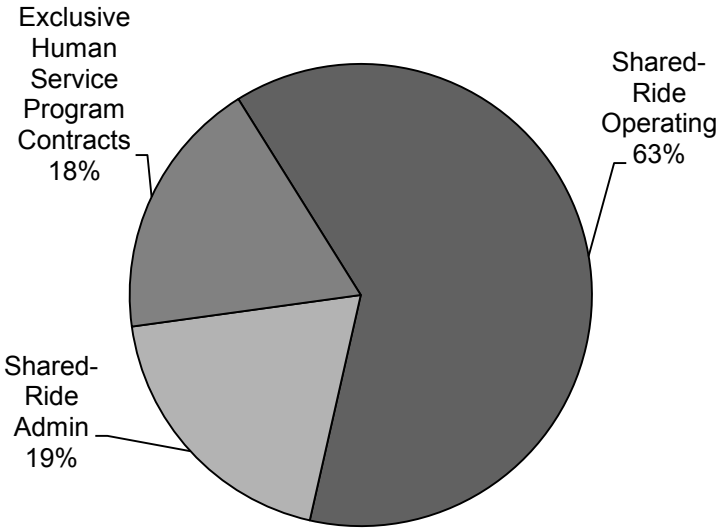
Vehicles Operated in Maximum Service

Community Transportation:	20

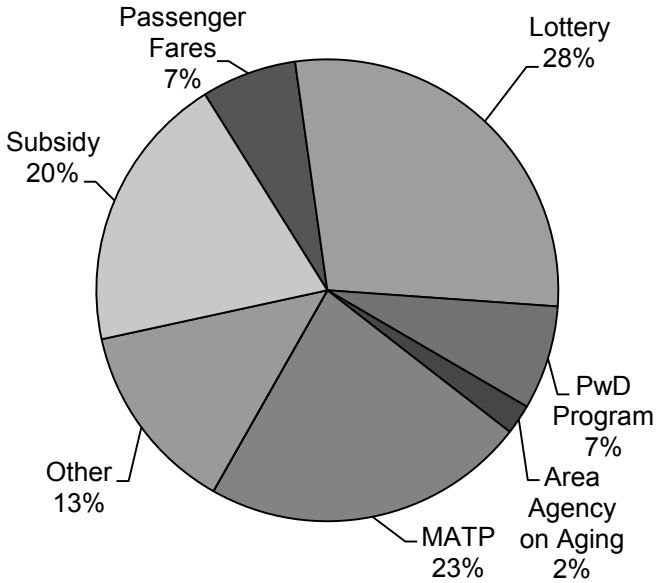
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,470,785

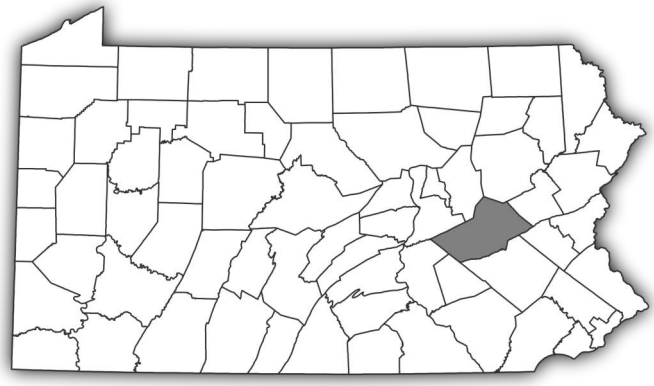


Sources of Funding
$2,400,452

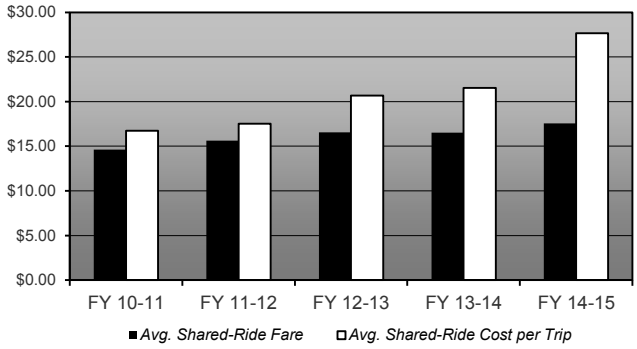


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

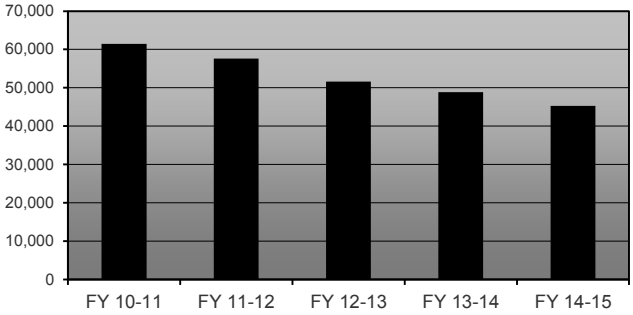
Agency Service Area



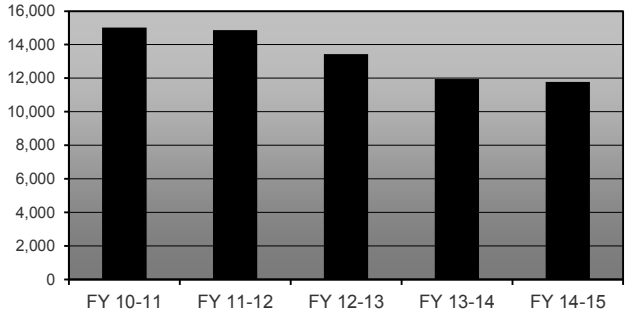
Shared-Ride Fare Recovery



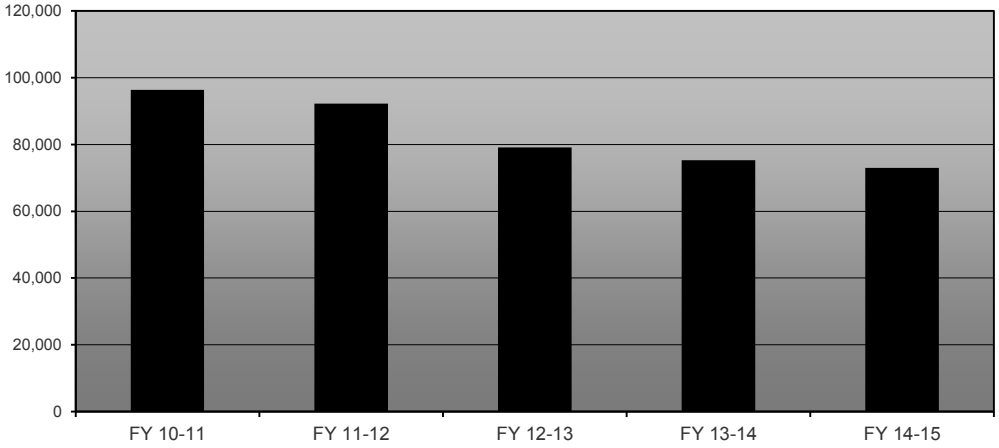
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Venango County Transportation Office
1 Dale Avenue
Franklin, PA 16323
Ms. Karen Clark, Transportation Specialist
814-432-3949
www.co.venango.pa.us
Customer Service:
814-432-9760

House District
Venango: 64

Senate District
Venango: 21

Service Area Statistics (2010 Census)

Square Miles:	100
Population:	33,759

Current Fare Information

Fixed Route Base:	$1.50
Last Base Fare Increase:	July 2005

Act 44 Fixed Route Distribution Factors

Total Passengers:	52,151
Senior Passengers:	10,411
Revenue Vehicle Miles:	172,680
Revenue Vehicle Hours:	9,236

Current Employees

	Full-Time	Part-Time
Fixed Route:	4	2
Paratransit:	10	6
System-wide:	14	8

Act 44 Operating Assistance

Section 1513 Allocation:	$383,979
Required Local Match:	$24,146

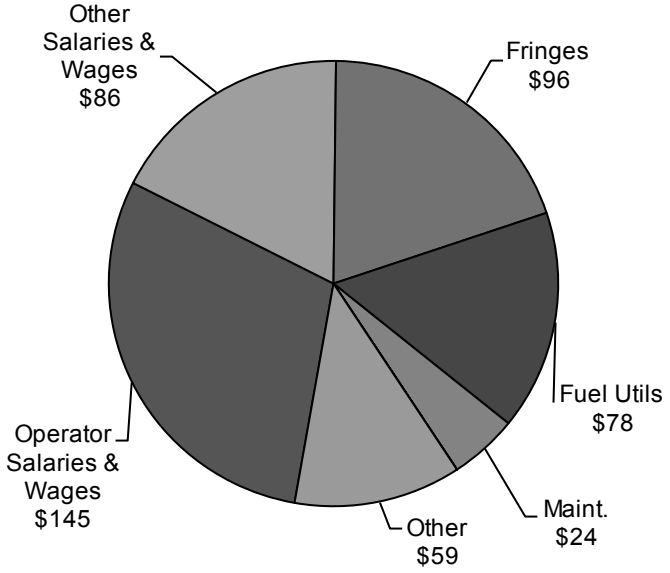
Current Fleet Size

Fixed Route:	5
Paratransit:	21
System-wide:	26

FIXED-ROUTE OPERATING BUDGET

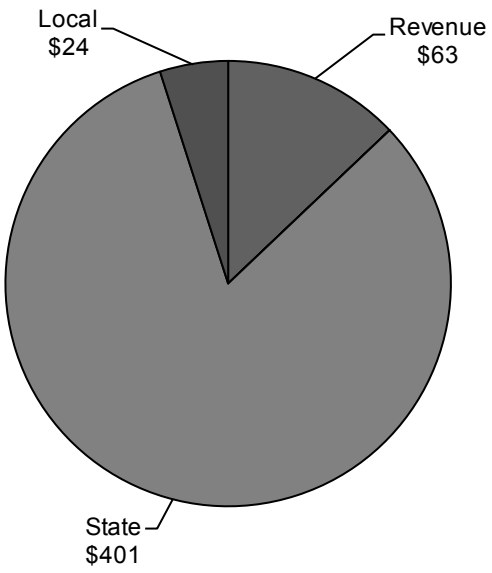
Operating Expense (000's)

$488

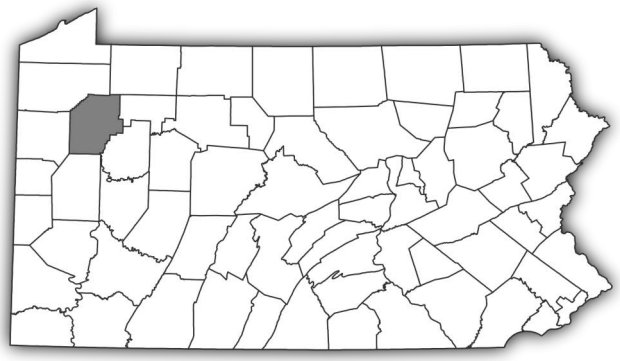


Operating Funds (000's)

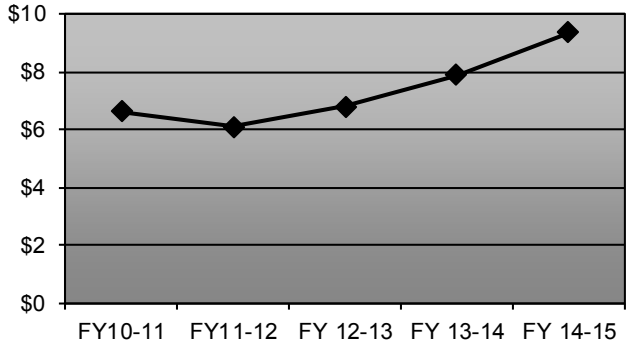
$488



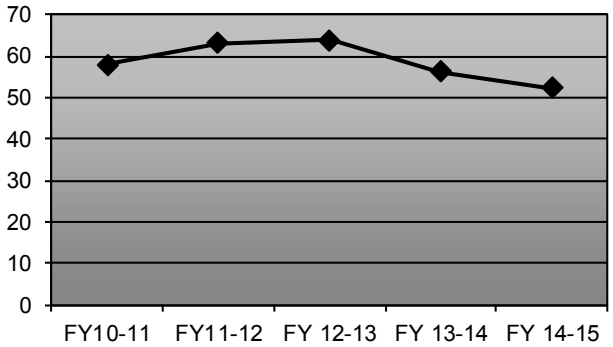
Some contracted maintenance may be reported as "Other Services."



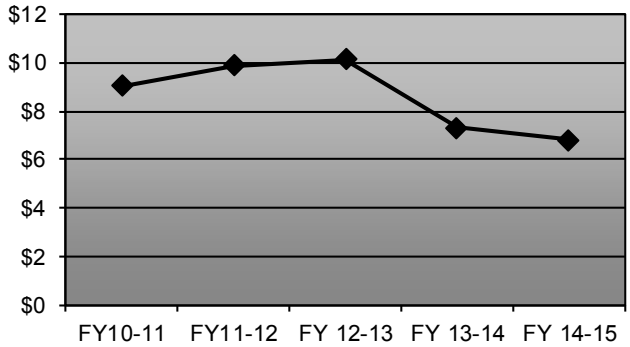
Operating Expense Per Passenger



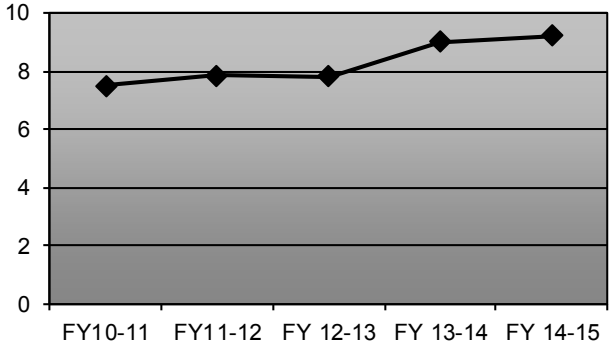
Total Passengers (000's)



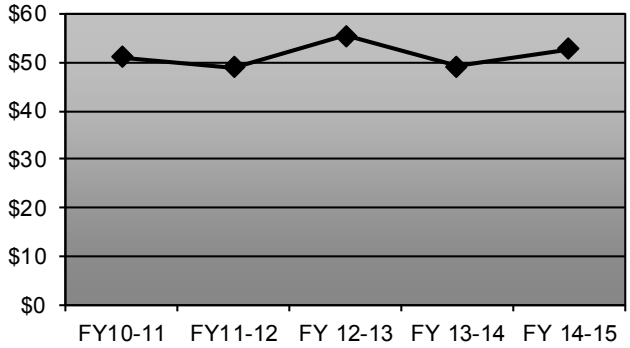
Operating Revenue Per Revenue Vehicle Hour



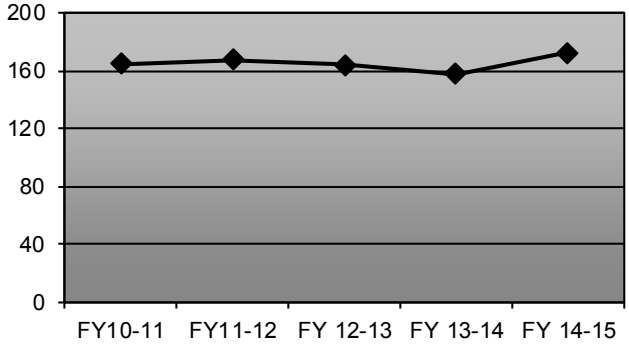
Revenue Vehicle Hours (000's)



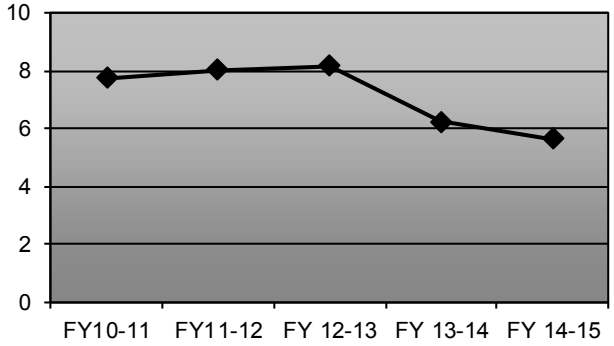
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Community Transportation

Venango County Transportation Office
1 Dale Avenue
Franklin, PA 16323
814-432-3949
Ms. Karen Clark, Transportation Specialist

Service Area Statistics (2010 Census)
Venango County

Square Miles:	675
Population:	54,984
65+ Population:	9,884
% of Population 65 and older:	18.0%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$17.23
Cost to Commonwealth per Senior Citizen Trip:	$13.69
Fare Structure Implementation Date:	April 2015

Trip Information

65+ Trips:	14,307
Other Shared-Ride Trips:	24,545
Total Shared-Ride Trips:	38,852

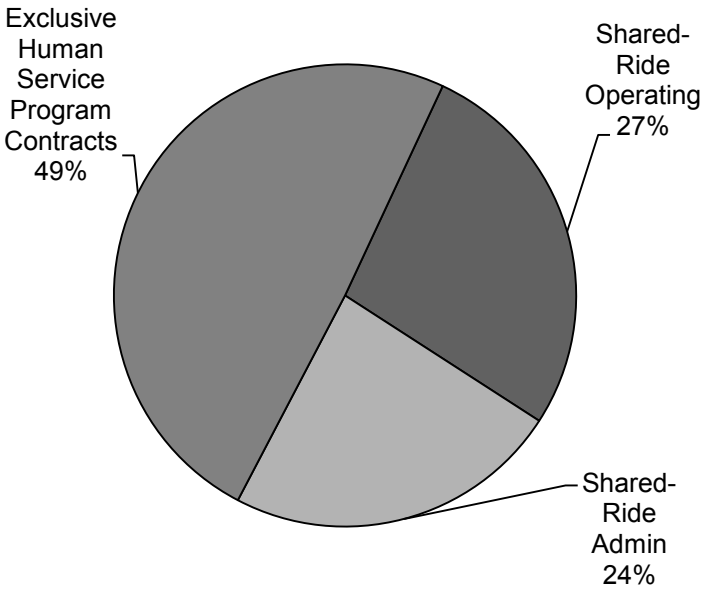
Vehicles Operated in Maximum Service

Community Transportation:	15

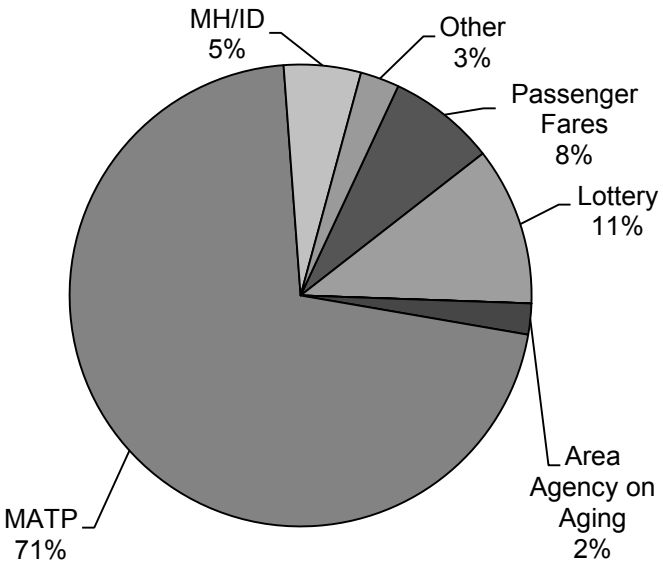
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,850,534



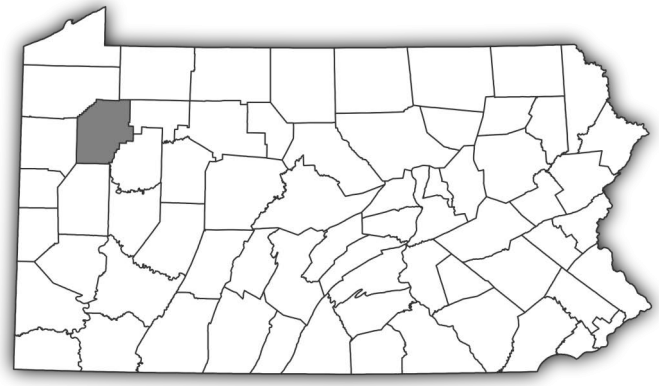
Sources of Funding
$1,968,487



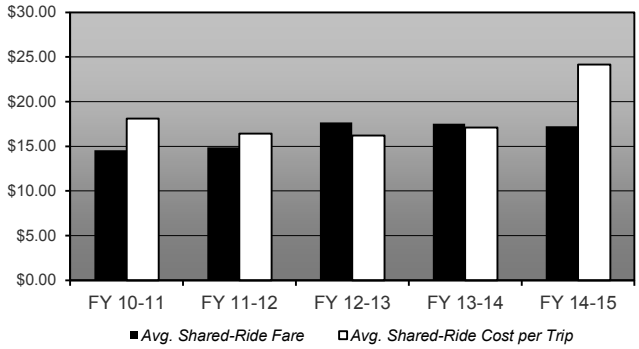
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

ECOLANE Scheduling Software

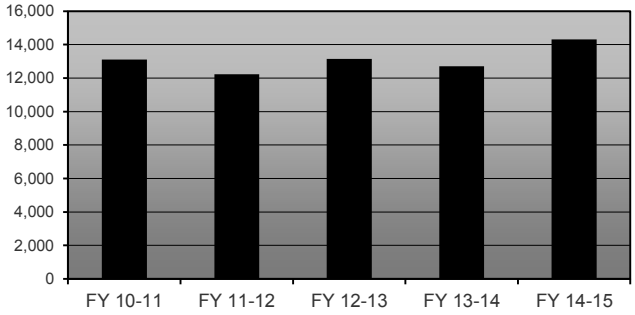
Agency Service Area



Shared-Ride Fare Recovery



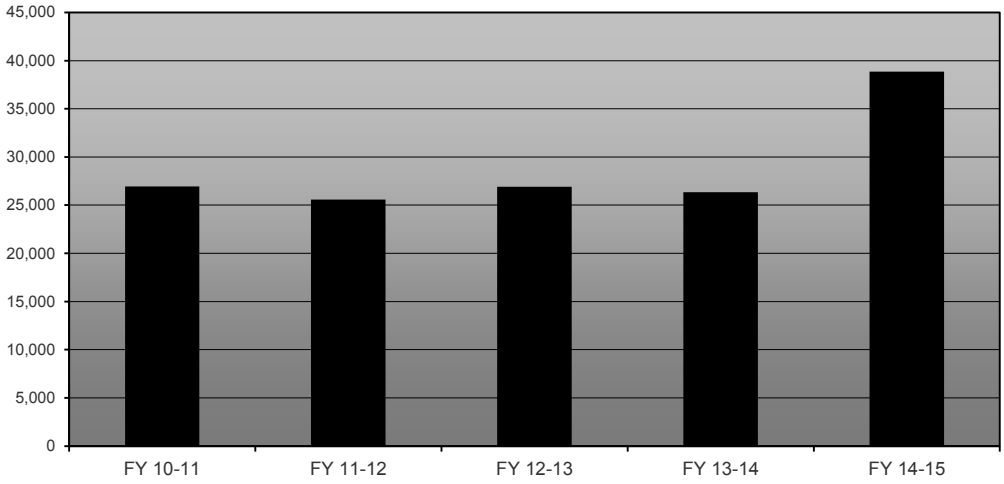
65+ Shared-Ride Trips



PwD Shared-Ride Trips

VCTO does not provide shared-ride service through the Persons with Disabilities Program.

Total Shared-Ride Trips



RURAL SYSTEMS

Transit Authority of Warren County
42 Clark Street
Warren, PA 16365
Mr. John Aldrich, Executive Director
814-723-1874
www.tawcbus.com
Customer Service:
814-723-1874

House District
Warren: 65

Senate District
Warren: 21, 25

Service Area Statistics (2010 Census)

Square Miles:	279
Population:	25,626

Current Fare Information

Fixed Route Base:	$1.00
Last Base Fare Increase:	July 2012

Act 44 Fixed Route Distribution Factors

Total Passengers:	65,888
Senior Passengers:	8,757
Revenue Vehicle Miles:	192,913
Revenue Vehicle Hours:	10,712

Current Employees

	Full-Time	Part-Time
Fixed Route:	6	5
Paratransit:	5	6
Subcontractor:	0	2
System-wide:	11	13

Act 44 Operating Assistance

Section 1513 Allocation:	$599,733
Required Local Match:	$38,256

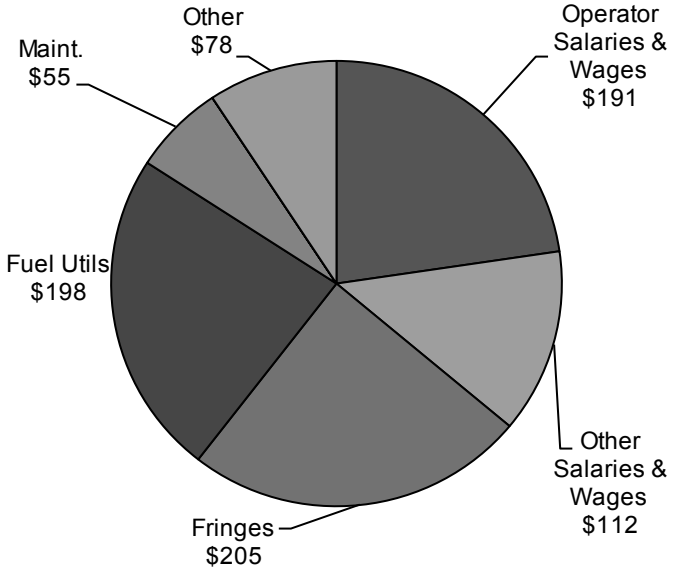
Current Fleet Size

Fixed Route:	5
Paratransit:	17
System-wide:	22

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000's)

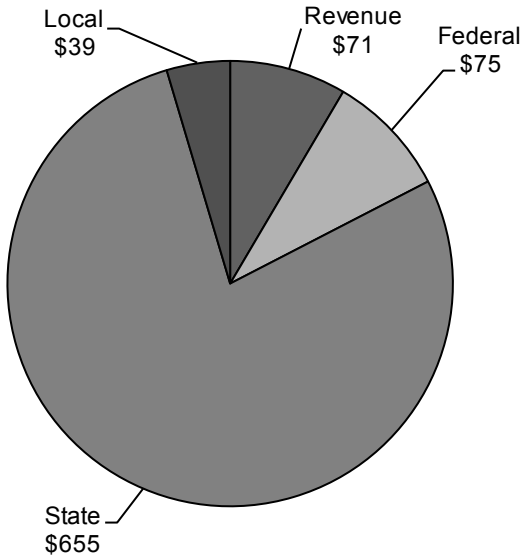
$840



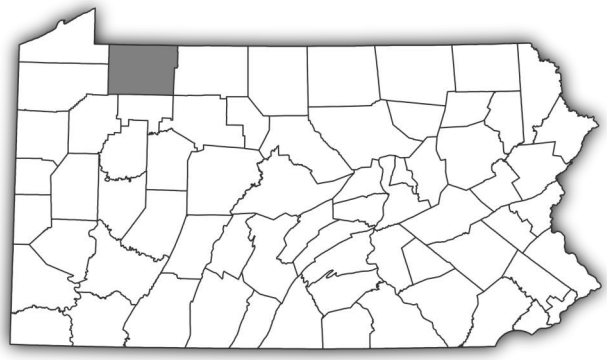
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

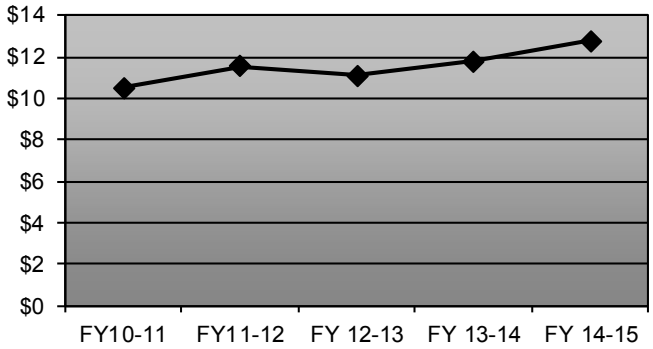
$840



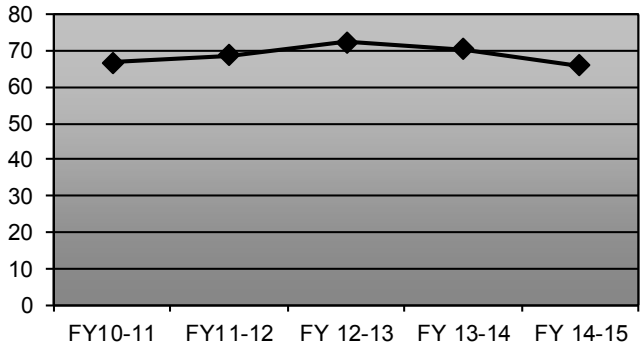
Revenue includes ADA complementary revenue.



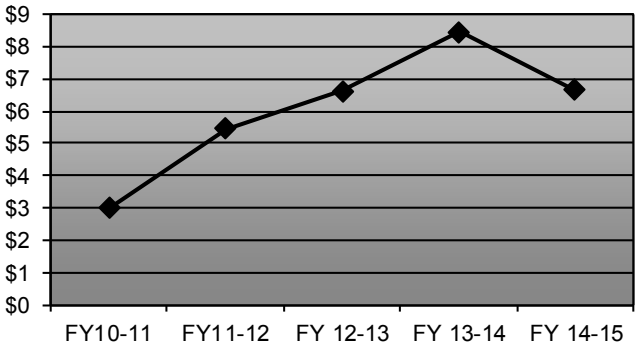
Operating Expense Per Passenger



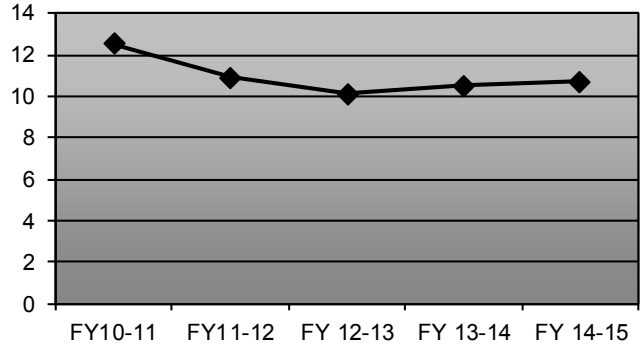
Total Passengers (000's)



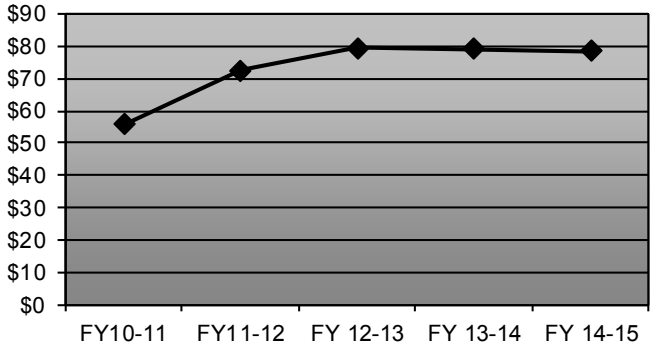
Operating Revenue Per Revenue Vehicle Hour



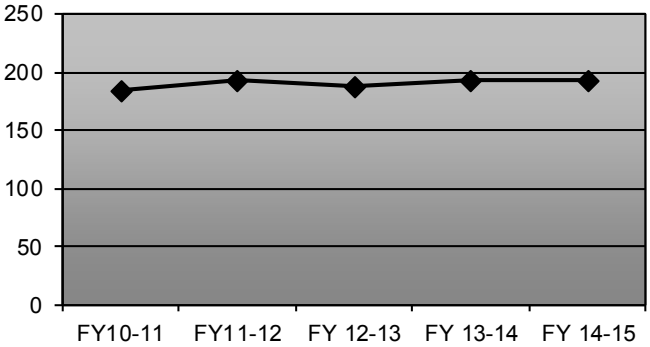
Revenue Vehicle Hours (000's)



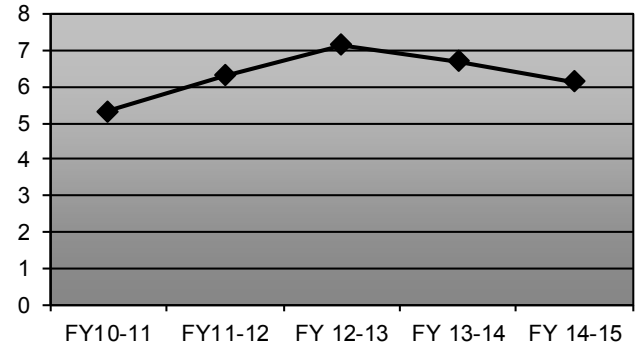
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

Transit Authority of Warren County
42 Clark Street
Warren, PA 16365
814-723-1874
Mr. John Aldrich, Executive Director

Service Area Statistics (2010 Census)
Warren County

Square Miles:	883
Population:	41,815
65+ Population:	7,840
% of Population 65 and older:	18.7%

MATP Provider:	Yes
Percent of Service Subcontracted:	9.8%

Fare Information

Average Shared-Ride Fare:	$13.87
Cost to Commonwealth per Senior Citizen Trip:	$11.82
Fare Structure Implementation Date:	September 2010

Trip Information

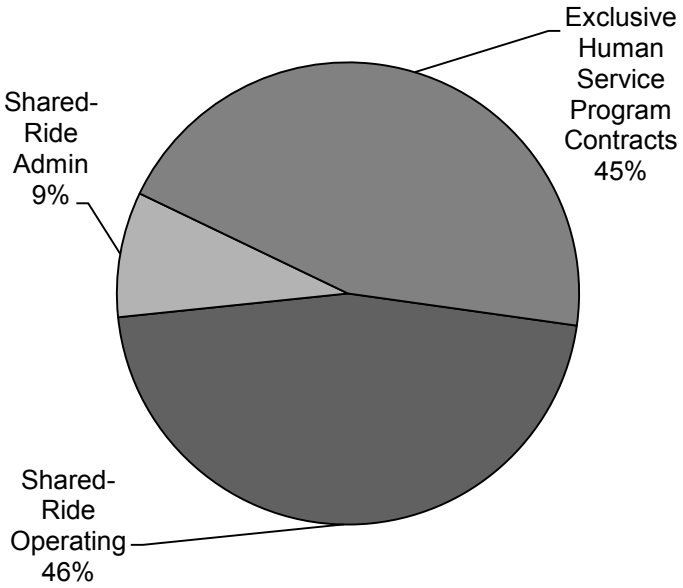
65+ Trips:	26,236
PwD Trips:	531
Other Shared-Ride Trips:	5,396
Total Shared-Ride Trips:	32,163
Non-Public Trips:	934

Vehicles Operated in Maximum Service

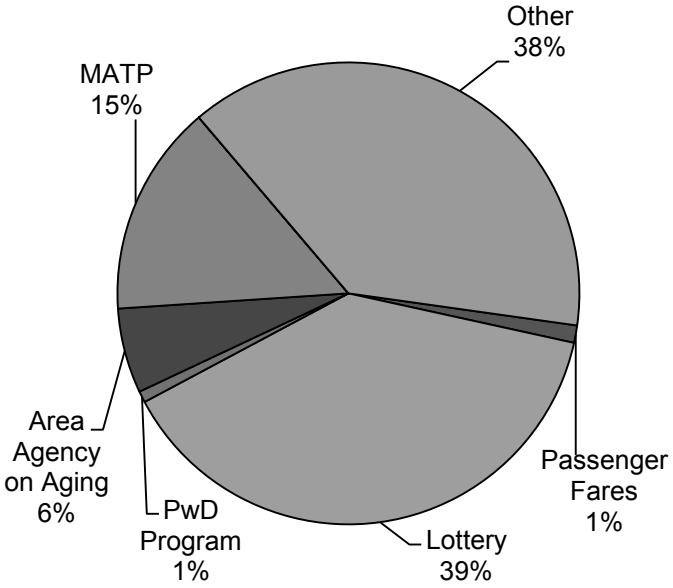
Community Transportation:	9

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$802,163

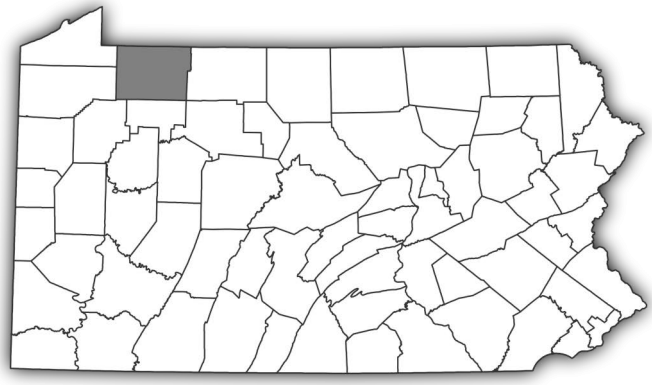


Sources of Funding
$819,068

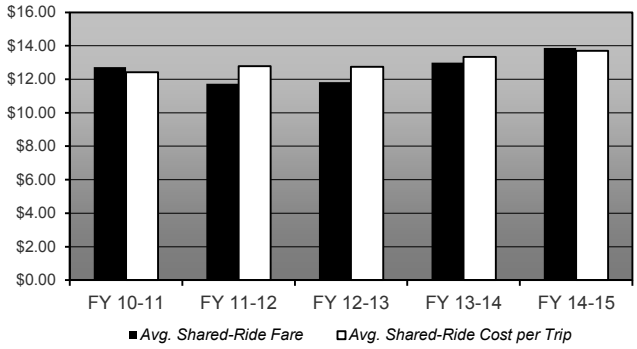


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

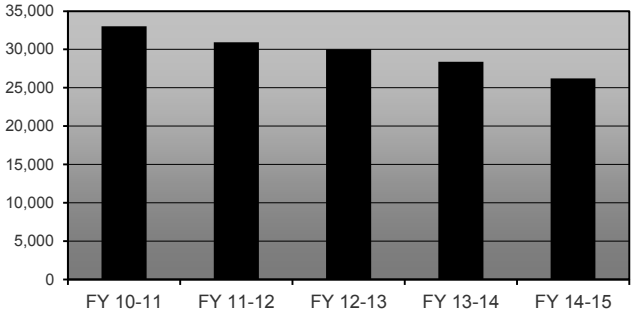
Agency Service Area



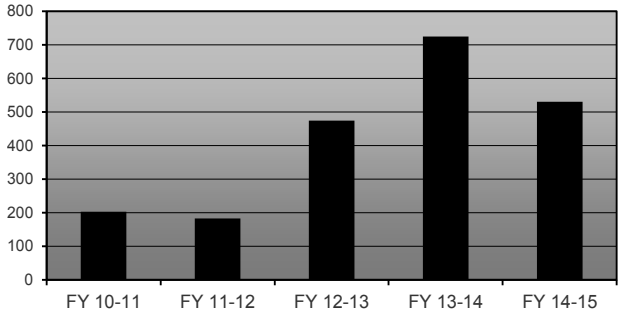
Shared-Ride Fare Recovery



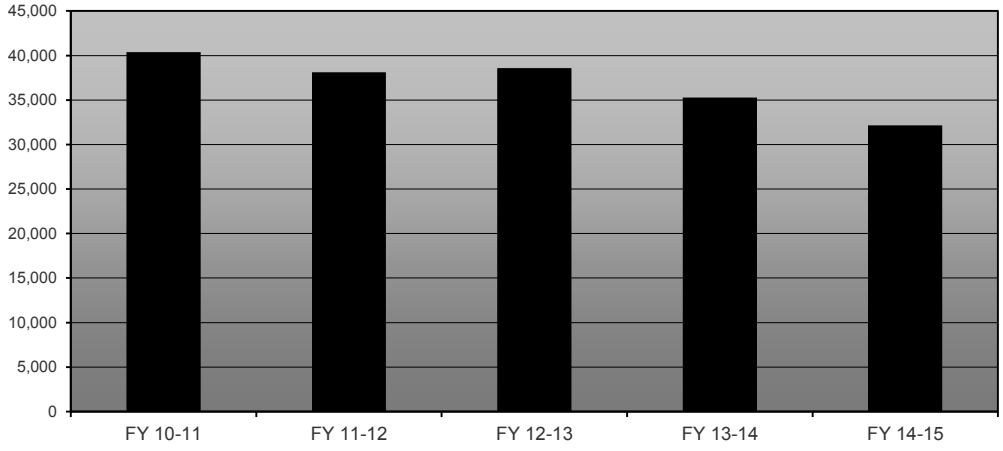
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



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Section V

Community Transportation

Community Transportation

Allied Coordinated Transportation Services, Inc.
241 West Grant Street
New Castle, PA 16103
724-658-7258
Mr. Thomas Scott, CEO

Service Area Statistics (2010 Census)
Lawrence County

Square Miles:	360
Population:	91,108
65+ Population:	17,128
% of Population 65 and older:	18.8%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$15.62
Cost to Commonwealth per Senior Citizen Trip:	$12.61
Fare Structure Implementation Date:	July 2012

Trip Information

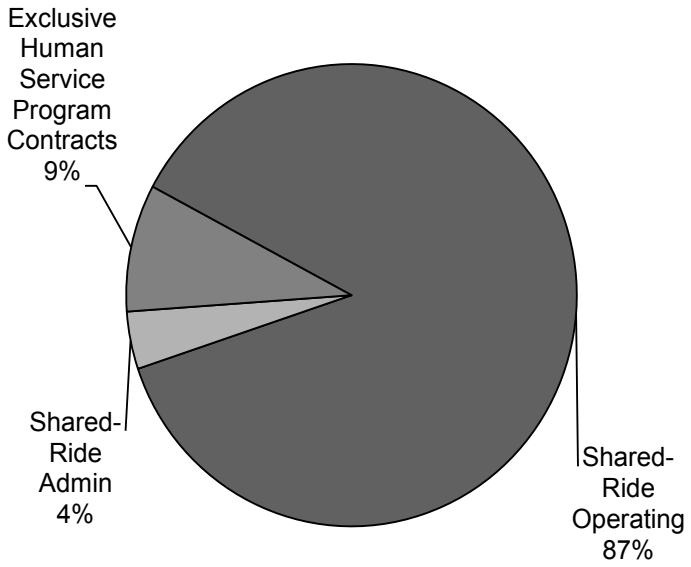
65+ Trips:	27,545
PwD Trips:	1,482
Other Shared-Ride Trips:	44,467
Total Shared-Ride Trips:	73,494
Non-Public Trips:	3,789

Vehicles Operated in Maximum Service

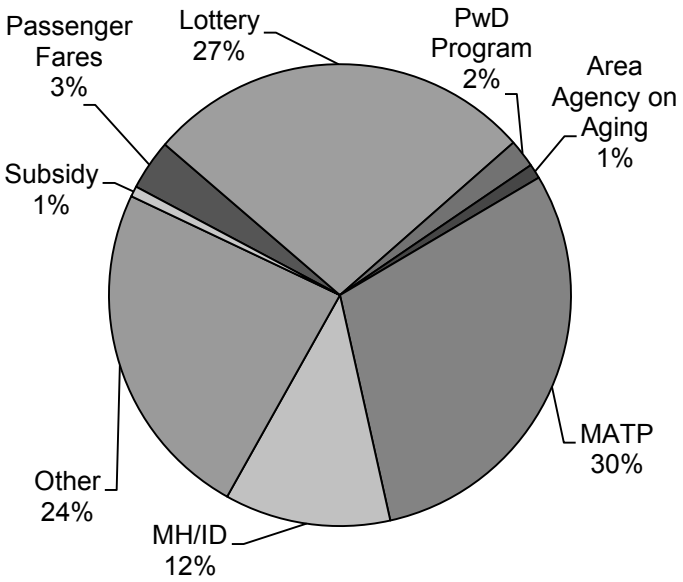
Community Transportation:	19

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,256,561

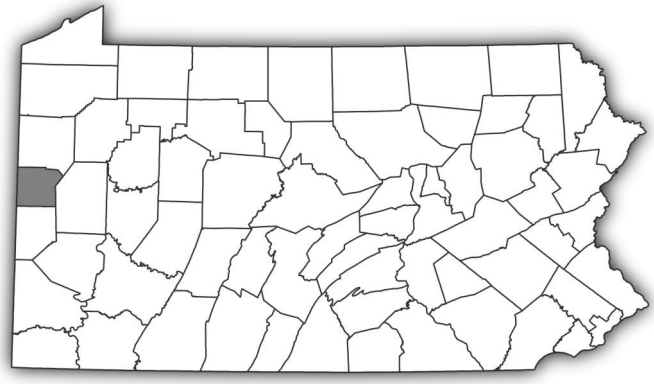


Sources of Funding
$1,276,826

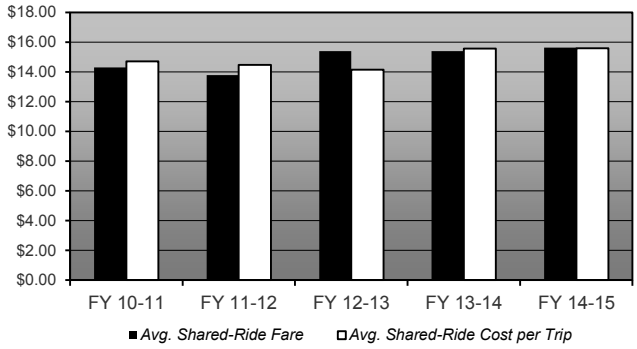


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

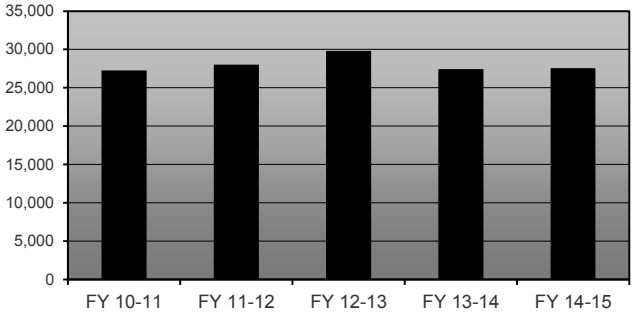
Agency Service Area



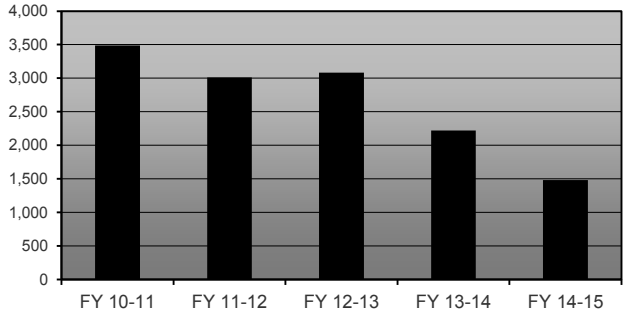
Shared-Ride Fare Recovery



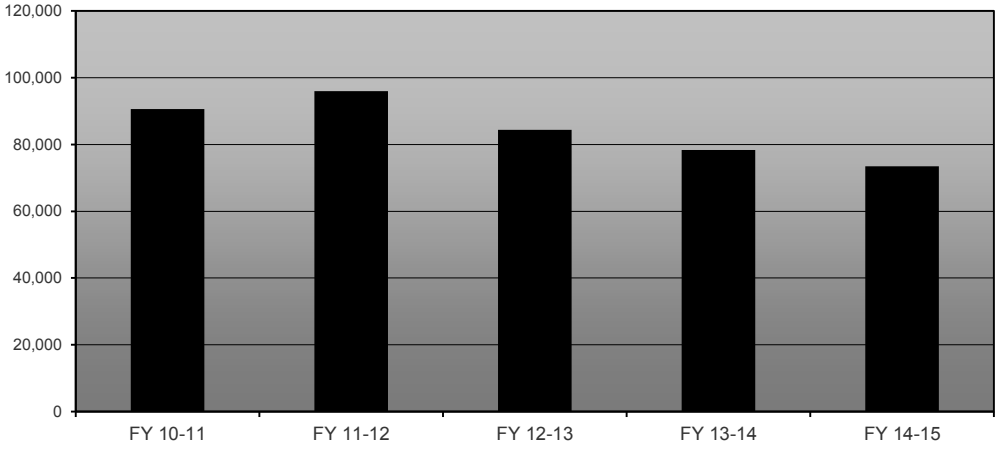
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Blair Senior Services, Inc.
1320 Twelfth Avenue
Altoona, PA 16601
814-695-3500
Mr. Steve Williamson, President

Service Area Statistics (2010 Census)
Blair County

Square Miles:	526
Population:	127,089
65+ Population:	22,527
% of Population 65 and older:	17.7%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$18.02
Cost to Commonwealth per Senior Citizen Trip:	$15.13
Fare Structure Implementation Date:	September 2014

Trip Information

65+ Trips:	80,750
PwD Trips:	1,969
Other Shared-Ride Trips:	37,743
Total Shared-Ride Trips:	120,462
Non-Public Trips:	362

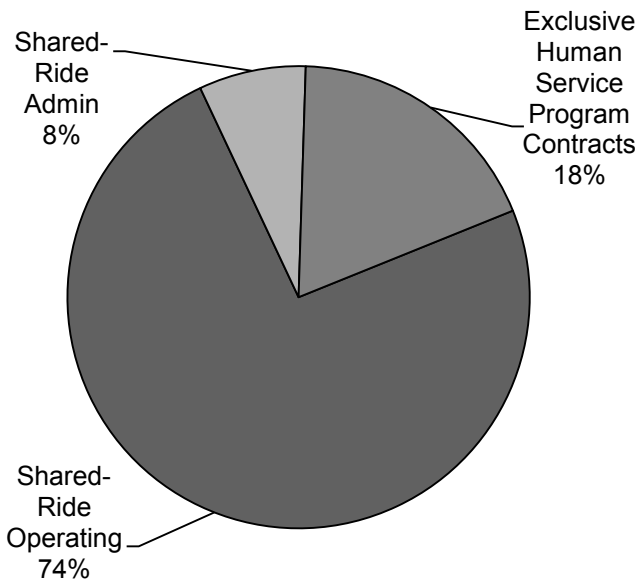
Vehicles Operated in Maximum Service

Community Transportation:	26

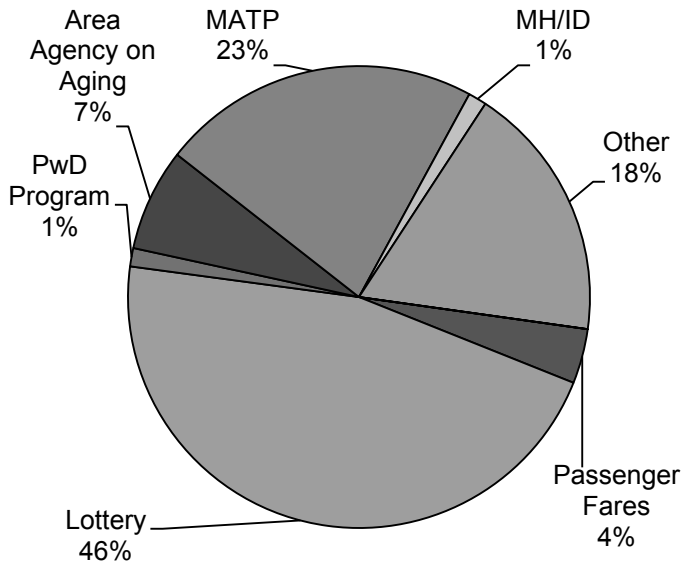
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,762,786



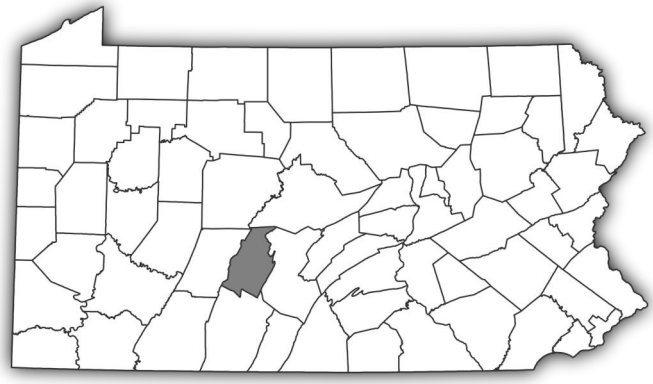
Sources of Funding
$2,651,049



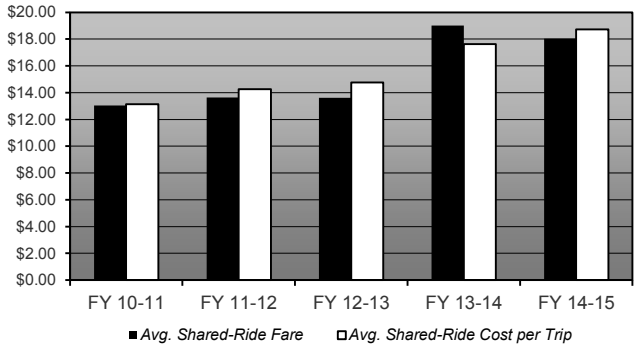
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

ECOLANE Scheduling Software

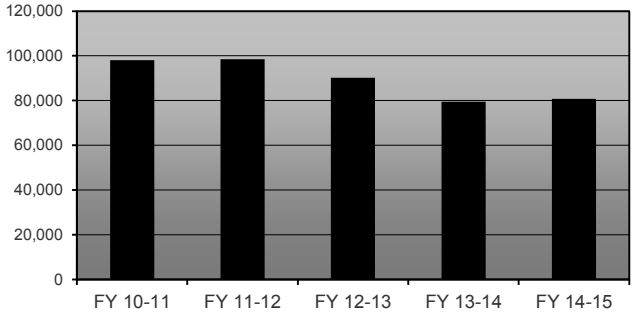
Agency Service Area



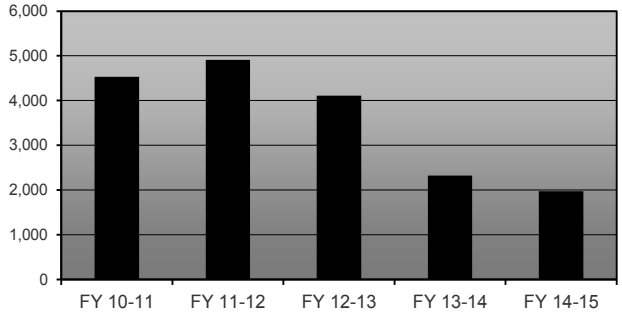
Shared-Ride Fare Recovery



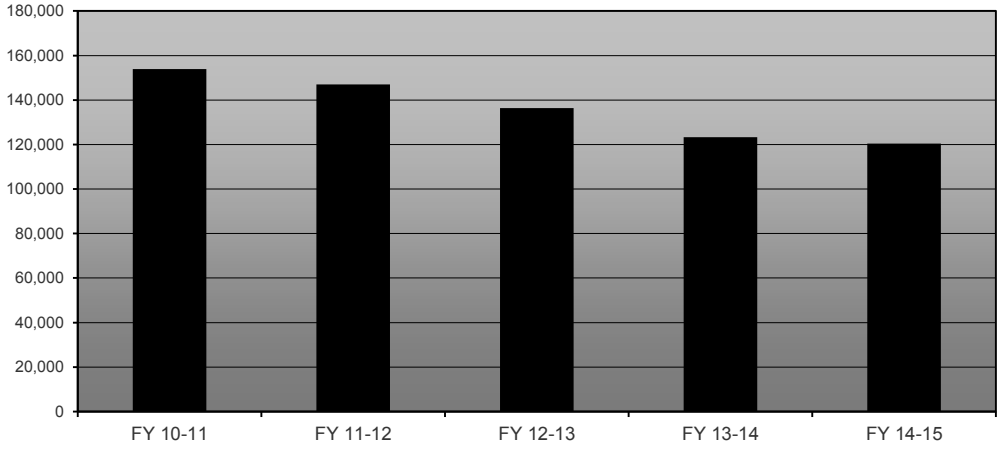
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Bucks County Transport, Inc.
P.O. Box 510
Holicong, PA 18928
215-794-5554
Mr. Vincent Volpe, Executive Director

Service Area Statistics (2010 Census)
Bucks County

Square Miles:	607
Population:	625,249
65+ Population:	91,219
% of Population 65 and older:	14.6%

MATP Provider:	Yes
Percent of Service Subcontracted:	18.97%

Fare Information

Average Shared-Ride Fare:	$23.20
Cost to Commonwealth per Senior Citizen Trip:	$19.38
Fare Structure Implementation Date:	October 2012

Trip Information

65+ Trips:	202,821
PwD Trips:	35,938
Other Shared-Ride Trips:	1,633
Total Shared-Ride Trips:	240,392
Non-Public Trips:	369,922

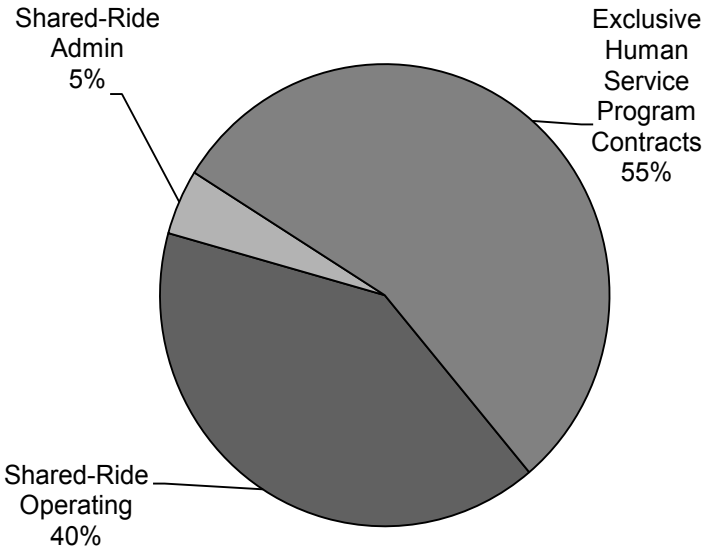
Vehicles Operated in Maximum Service

Community Transportation:	181

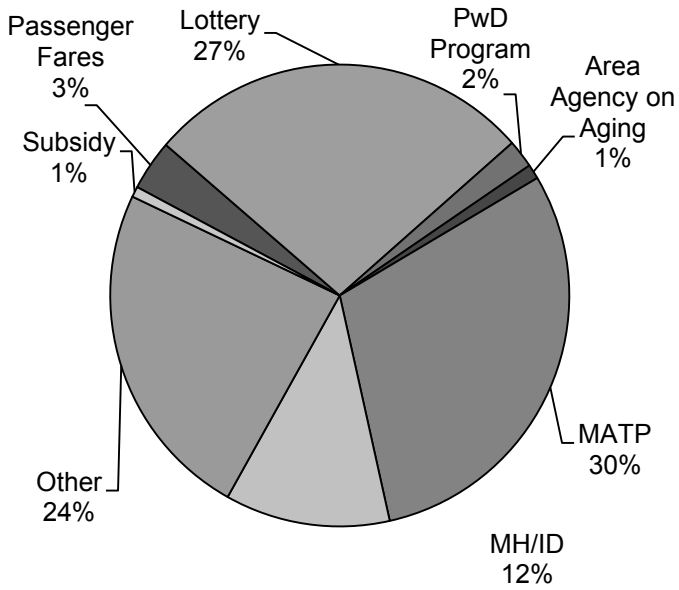
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$10,654,065

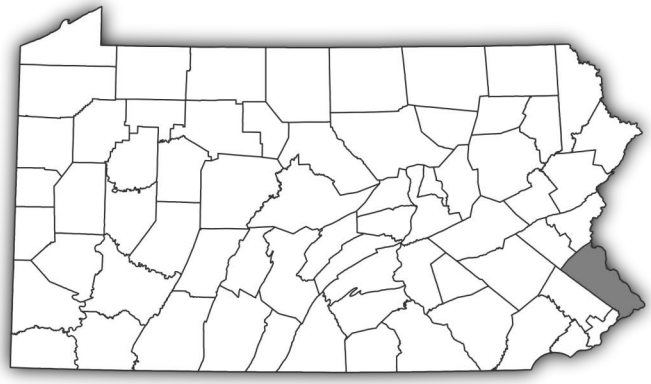


Sources of Funding
$10,787,064

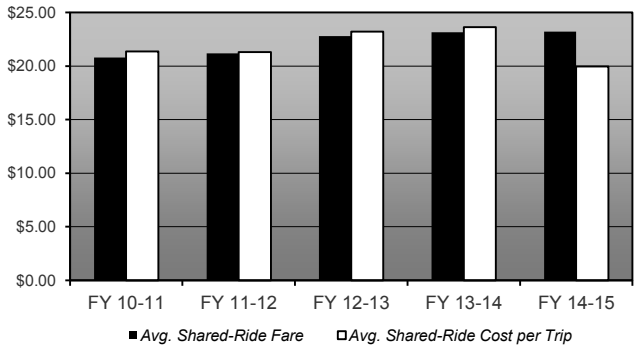


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

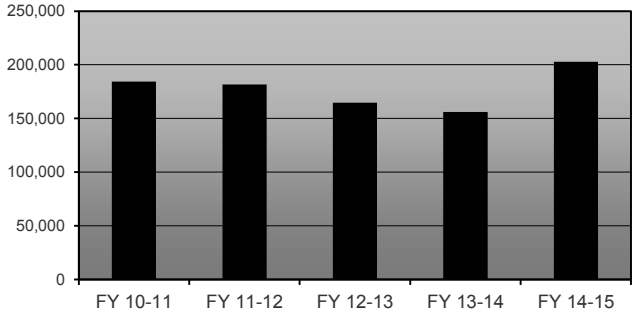
Agency Service Area



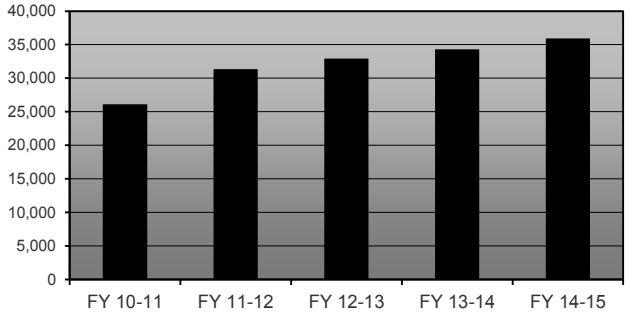
Shared-Ride Fare Recovery



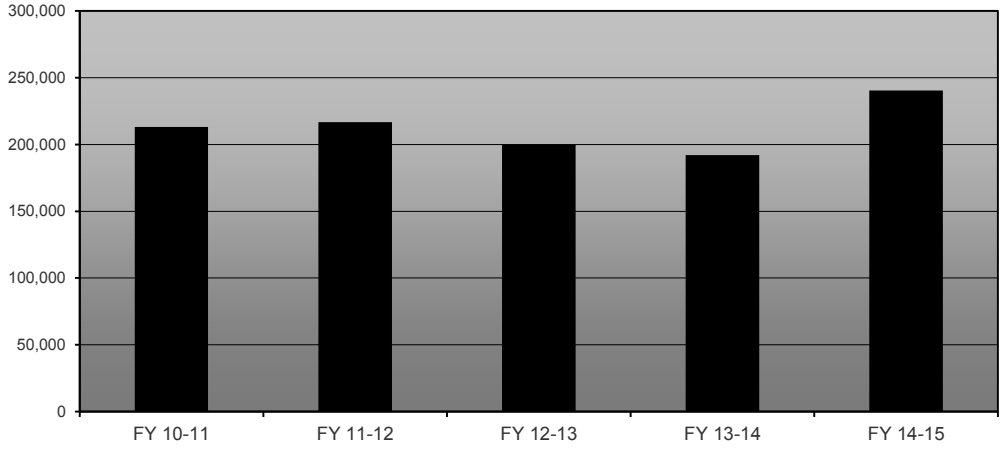
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Butler County Community Action & Development
124 West Diamond Street
P.O. Box 1208
Butler, PA 16003-1208
724-284-5125
Ms. Janine Kennedy, Director

Service Area Statistics (2010 Census)
Butler County

Square Miles:	789
Population:	183,862
65+ Population:	27,853
% of Population 65 and older:	15.1%

MATP Provider:	Yes
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$16.73
Cost to Commonwealth per Senior Citizen Trip:	$13.77
Fare Structure Implementation Date:	January 2013

Trip Information

65+ Trips:	33,094
PwD Trips:	10,589
Other Shared-Ride Trips:	16,742
Total Shared-Ride Trips:	60,425

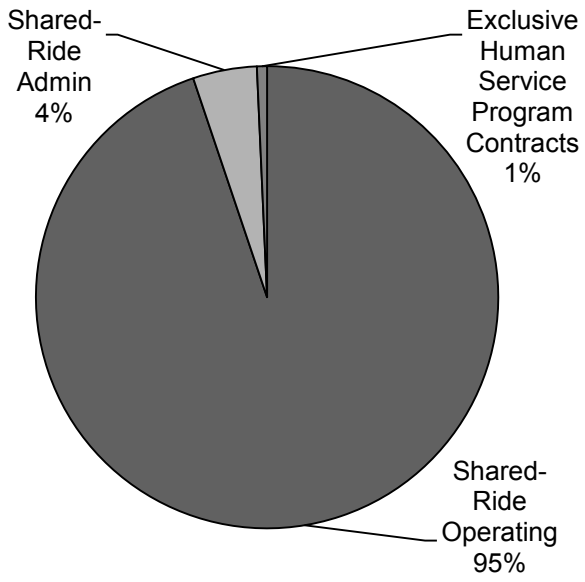
Vehicles Operated in Maximum Service

Community Transportation:	16

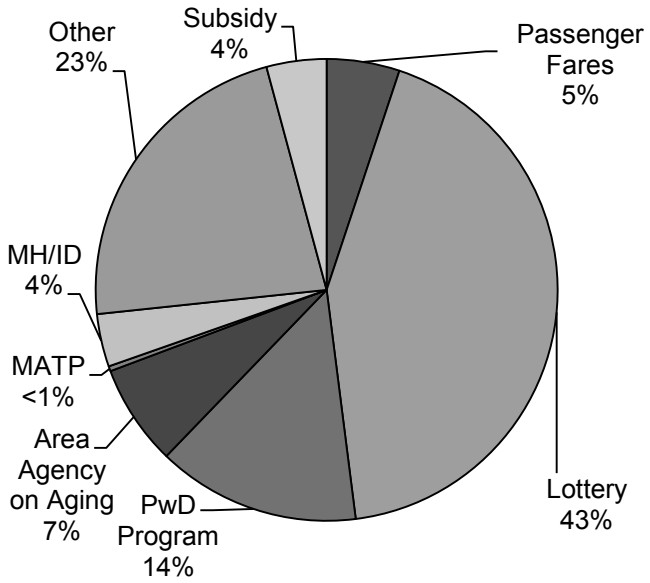
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$982,743

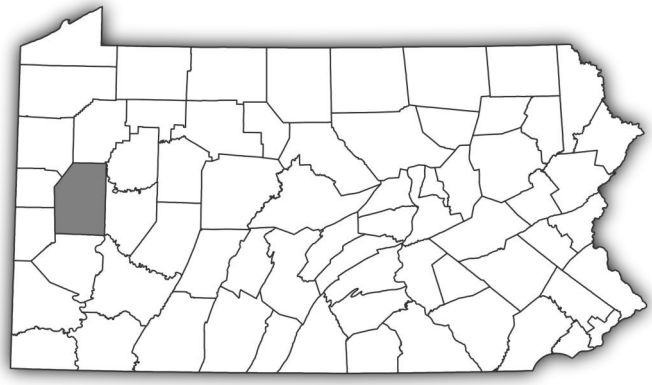


Sources of Funding
$1,062,917

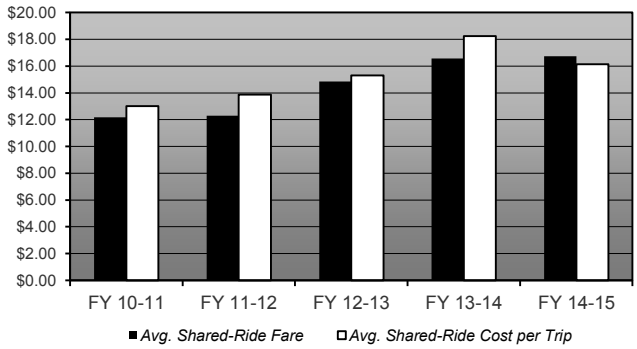


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

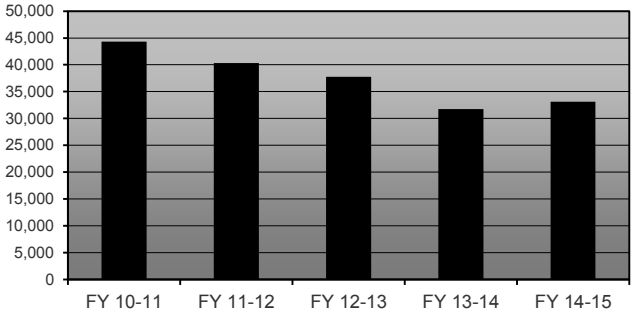
Agency Service Area



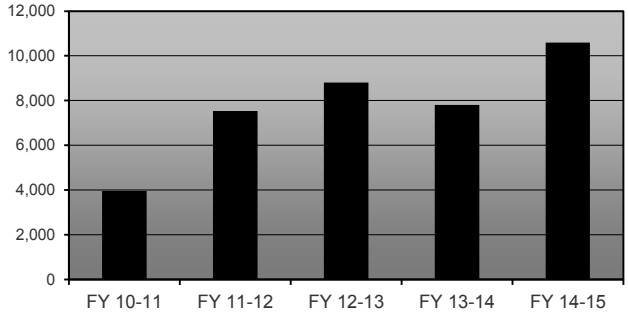
Shared-Ride Fare Recovery



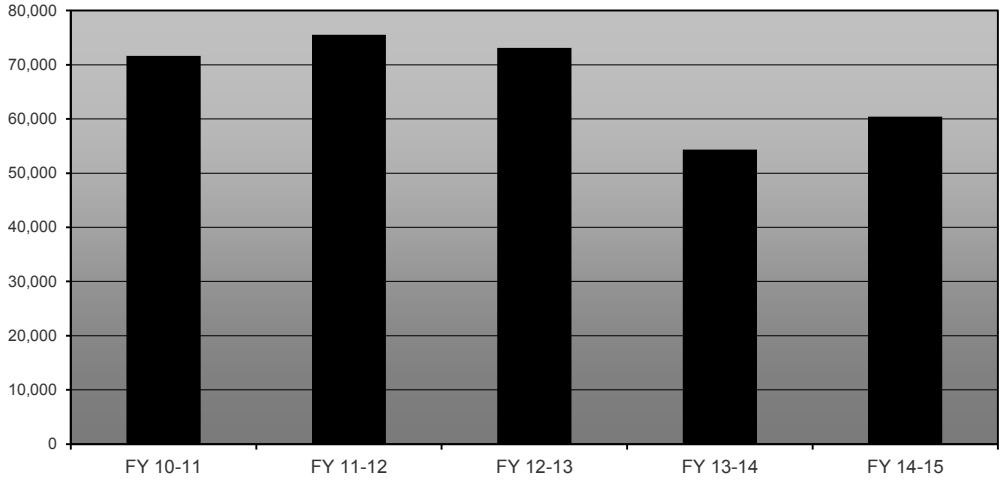
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Centre County Office of Transportation
420 Holmes Street
Bellefonte, PA 16823
814-355-6807
Mr. David Lomison, Director

Service Area Statistics (2010 Census)
Centre County excluding State College

Square Miles:	973
Population:	41,990
65+ Population:	4,735
% of Population 65 and older:	11.3%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$16.34
Cost to Commonwealth per Senior Citizen Trip:	$13.14
Fare Structure Implementation Date:	April 2009

Trip Information

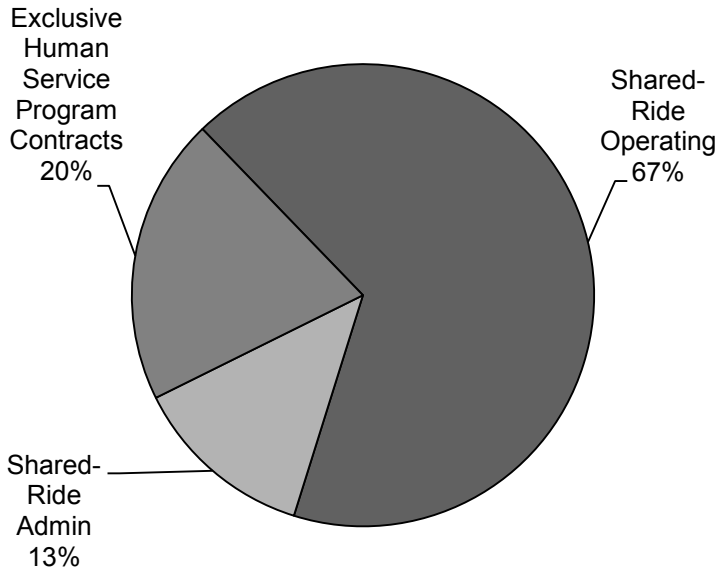
65+ Trips:	36,218
PwD Trips:	5,019
Other Shared-Ride Trips:	45,637
Total Shared-Ride Trips:	86,874
Non-Public Trips:	3,004

Vehicles Operated in Maximum Service

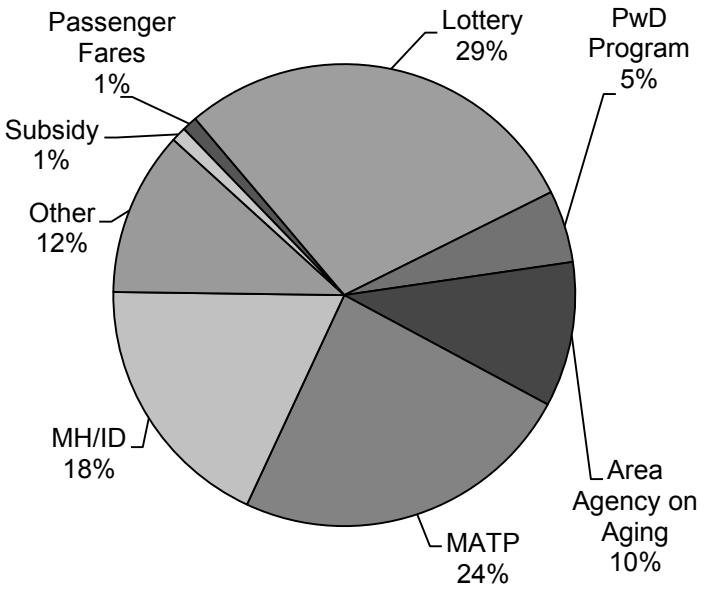
Community Transportation:	23

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,703,900

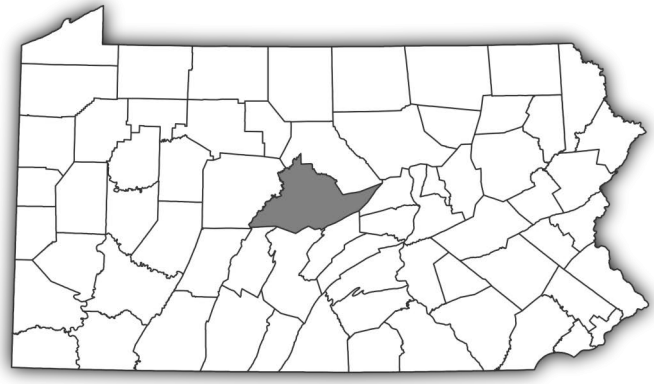


Sources of Funding
$1,692,143

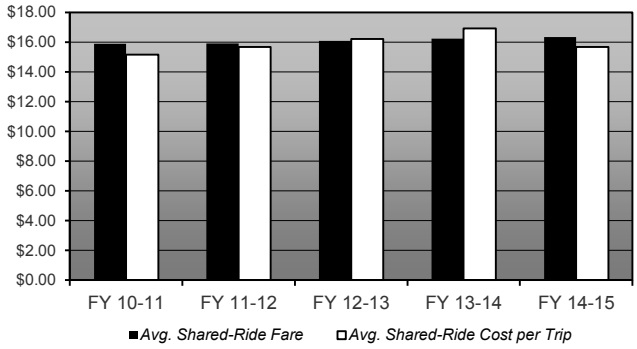


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

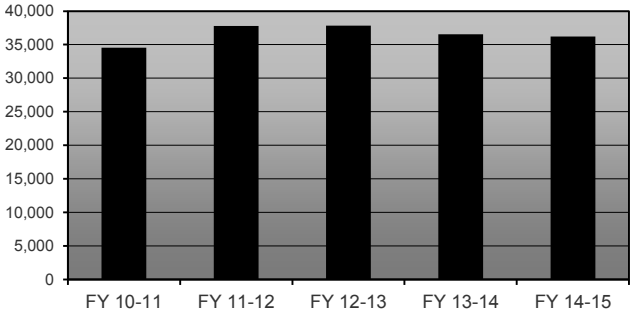
Agency Service Area



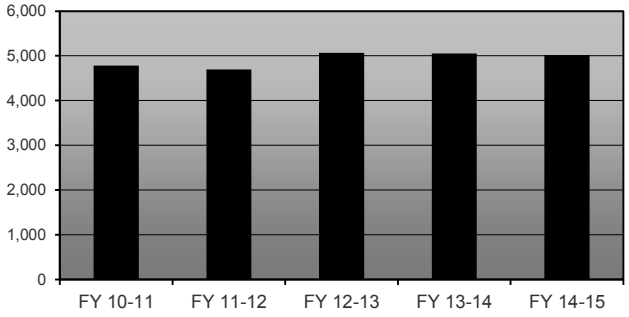
Shared-Ride Fare Recovery



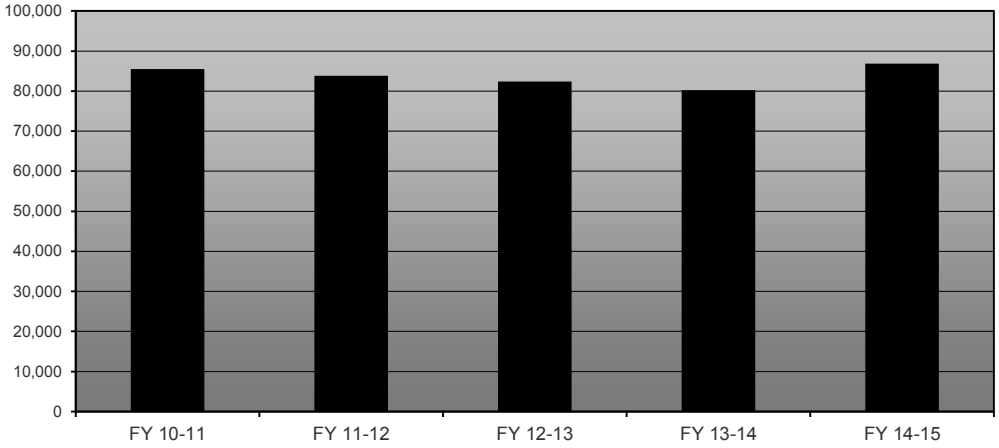
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

ROVER Community Transportation
1002 South Chestnut Street
Downingtown, PA 19335
484-696-3854
Mr. Wayne Robinson, General Manager

Service Area Statistics (2010 Census)
Chester County

Square Miles:	756
Population:	498,886
65+ Population:	63,875
% of Population 65 and older:	12.8%

MATP Provider:	Yes
Percent of Service Subcontracted:	5.99%

Fare Information

Average Shared-Ride Fare:	$22.45
Cost to Commonwealth per Senior Citizen Trip:	$15.06
Fare Structure Implementation Date:	July 2010

Trip Information

65+ Trips:	143,698
PwD Trips:	33,890
Other Shared-Ride Trips:	99,311
Total Shared-Ride Trips:	276,899
Non-Public Trips:	68,201

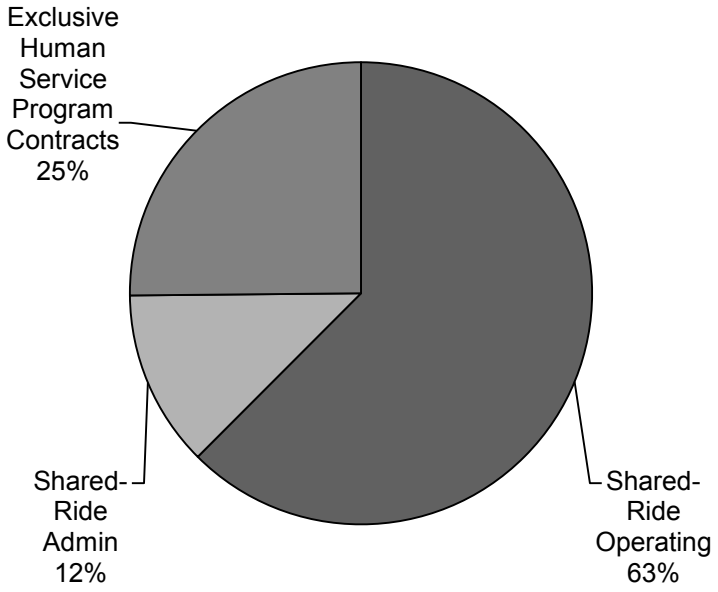
Vehicles Operated in Maximum Service

Community Transportation:	65

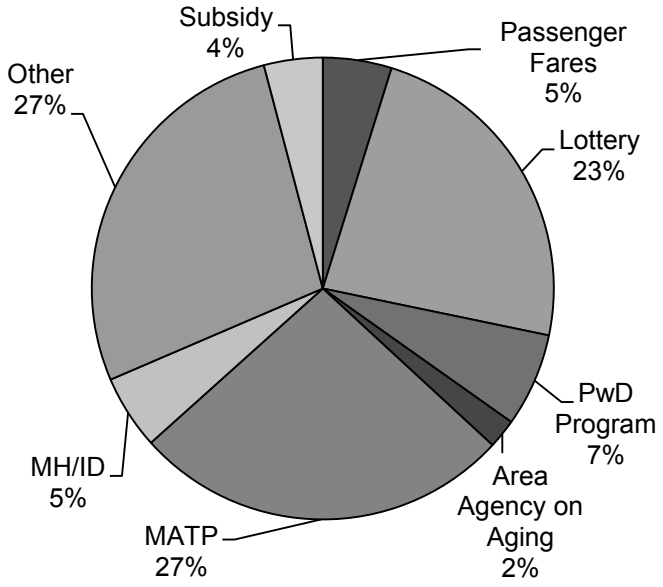
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$9,571,954

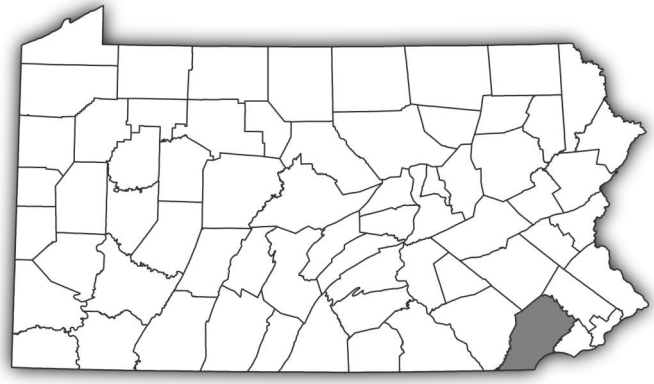


Sources of Funding
$9,244,988

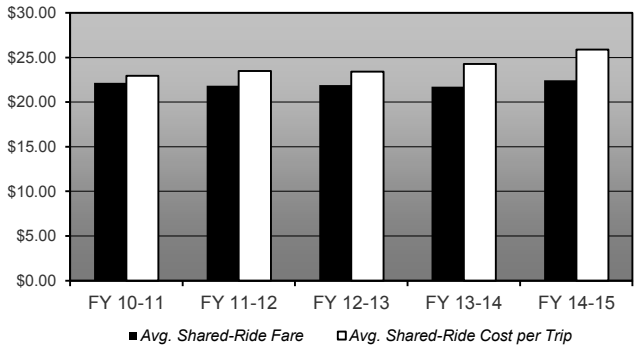


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

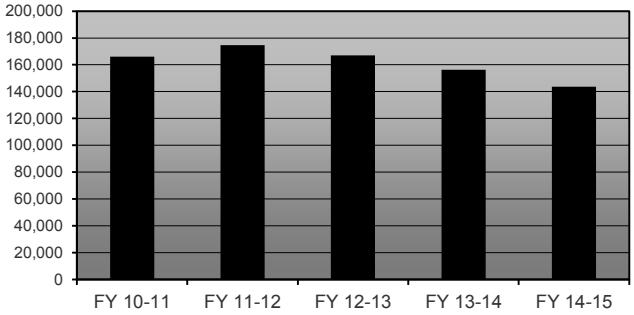
Agency Service Area



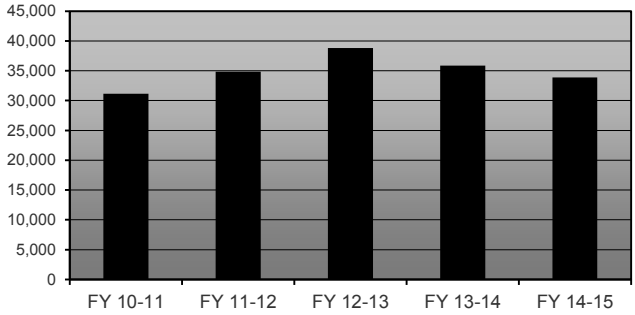
Shared-Ride Fare Recovery



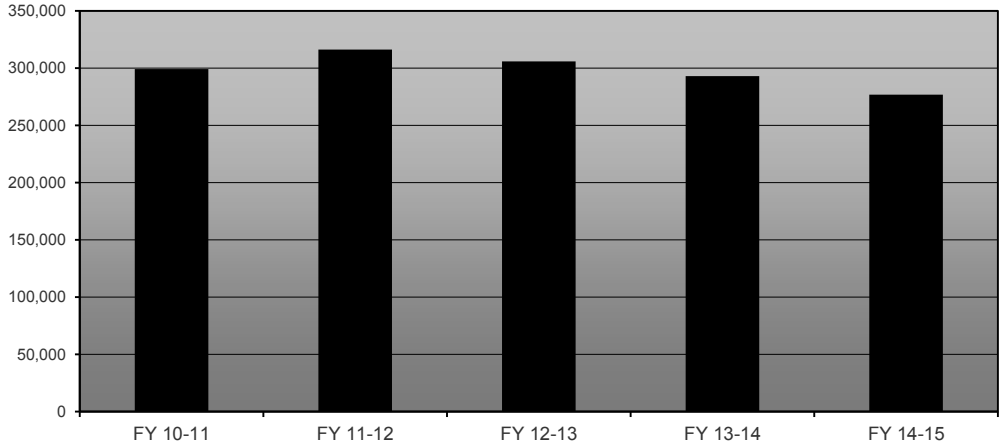
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Clarion County Transportation
338 Amsler Avenue, Suite 1
Shippenville, PA 16254
814-226-7012
Ms. Mary Lutz, Administrative Officer

Service Area Statistics (2010 Census)
Clarion County

Square Miles:	602
Population:	39,988
65+ Population:	6,566
% of Population 65 and older:	16.4%

MATP Provider:	Yes
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$34.09
Cost to Commonwealth per Senior Citizen Trip:	$28.60
Fare Structure Implementation Date:	July 2013

Trip Information

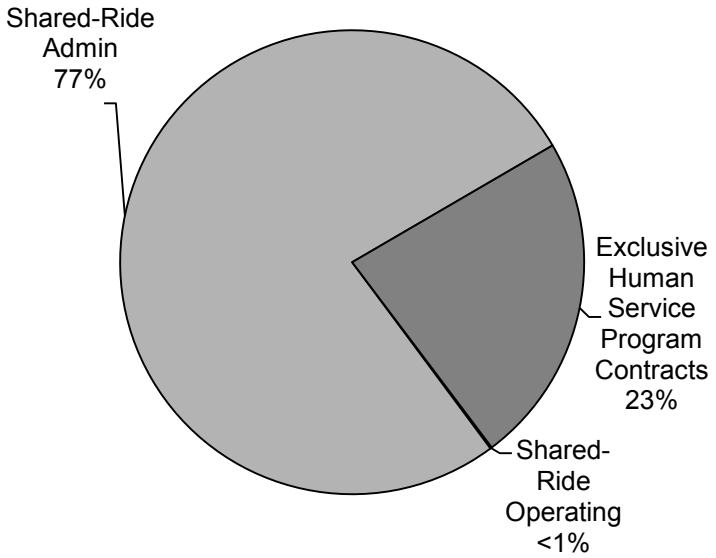
65+ Trips:	12,177
PwD Trips:	253
Other Shared-Ride Trips:	11,387
Total Shared-Ride Trips:	23,817
Non-Public Trips:	880

Vehicles Operated in Maximum Service

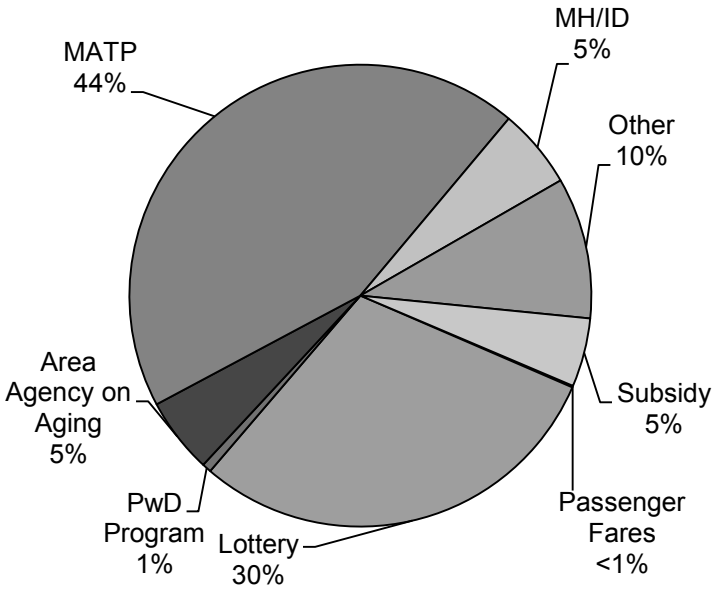
Community Transportation:	21

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,156,788

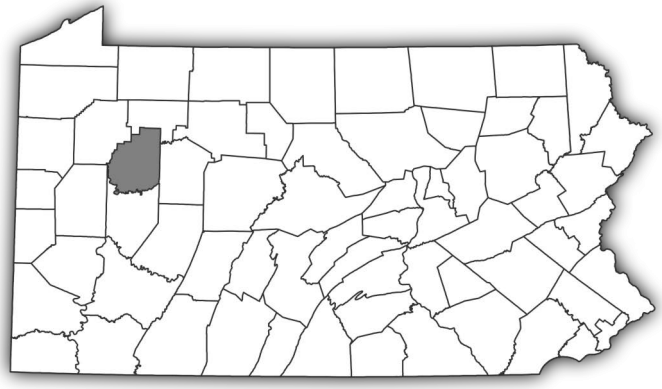


Sources of Funding
$1,156,808

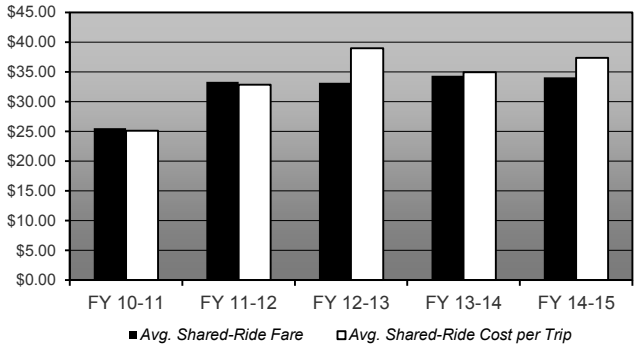


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

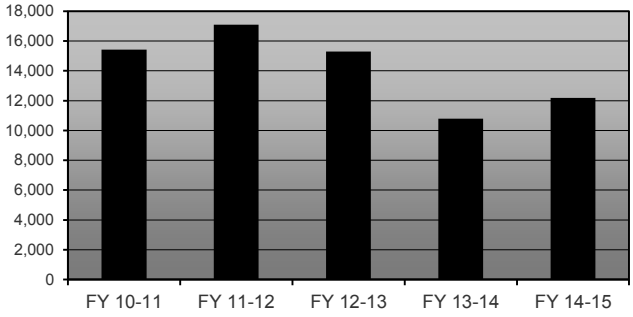
Agency Service Area



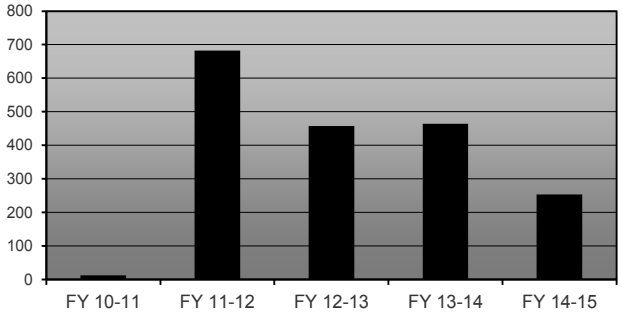
Shared-Ride Fare Recovery



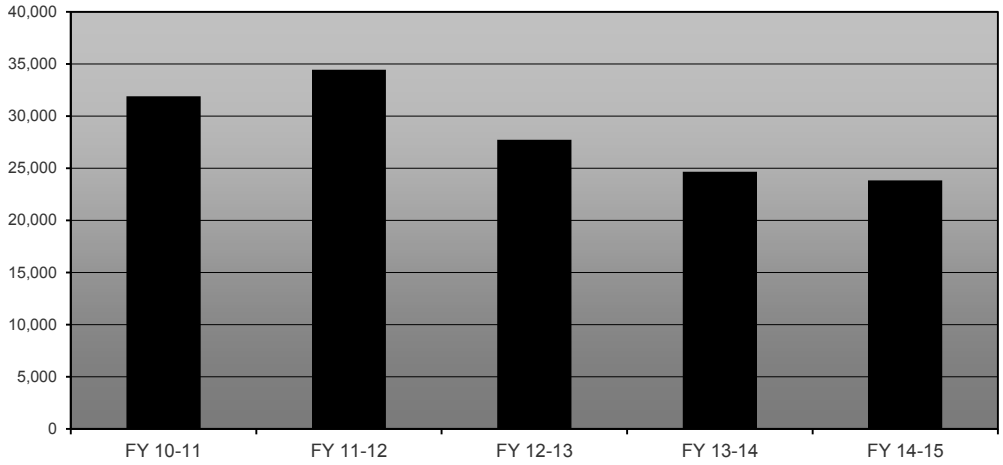
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Cumberland County Transportation Department
1601 Ritner Highway
Carlisle, PA 17013
717-846-5562
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)
Cumberland County

Square Miles:	550
Population:	35,406
65+ Population:	36,745
% of Population 65 and older:	15.6%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$15.57
Cost to Commonwealth per Senior Citizen Trip:	$11.38
Fare Structure Implementation Date:	July 2013

Trip Information

65+ Trips:	44,208
PwD Trips:	10,384
Other Shared-Ride Trips:	73,220
Total Shared-Ride Trips:	127,812
Non-Public Trips:	5,966

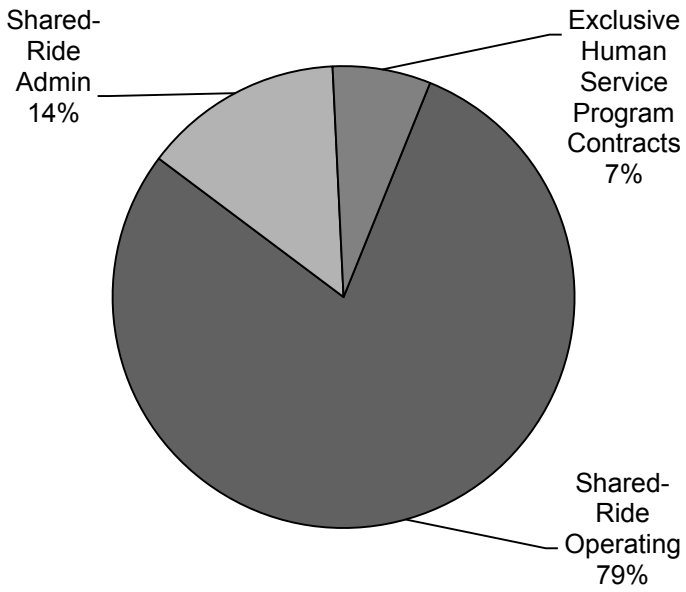
Vehicles Operated in Maximum Service

Community Transportation:	24

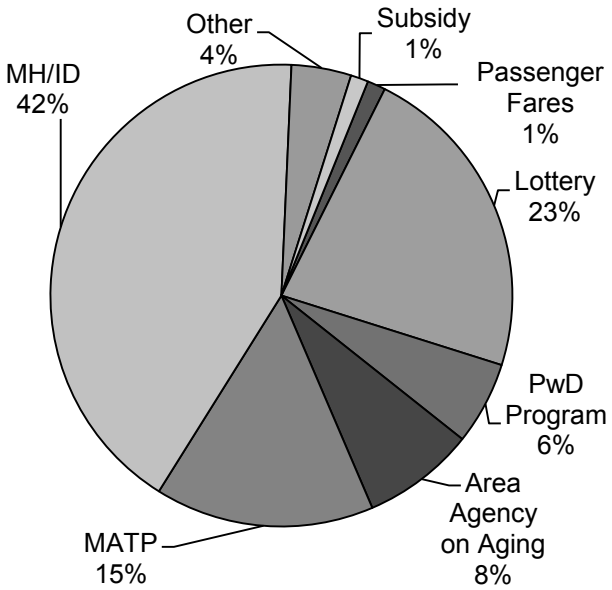
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,260,022

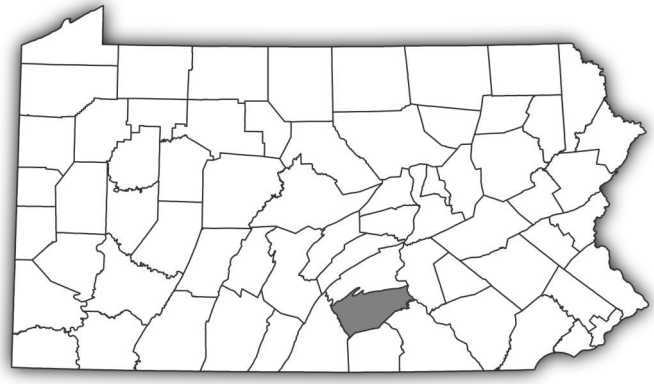


Sources of Funding
$2,369,626

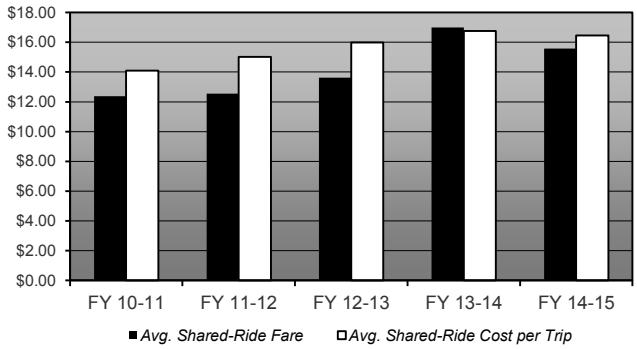


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

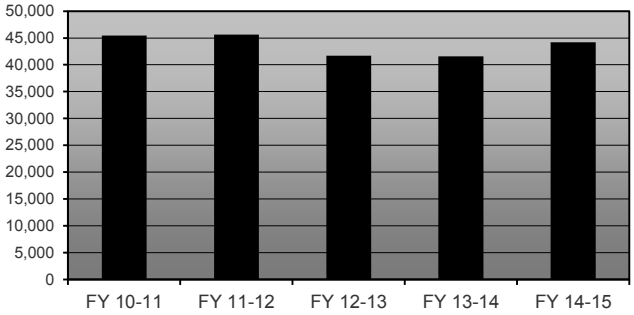
Agency Service Area



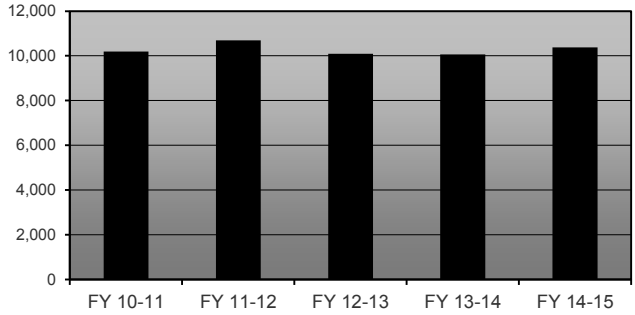
Shared-Ride Fare Recovery



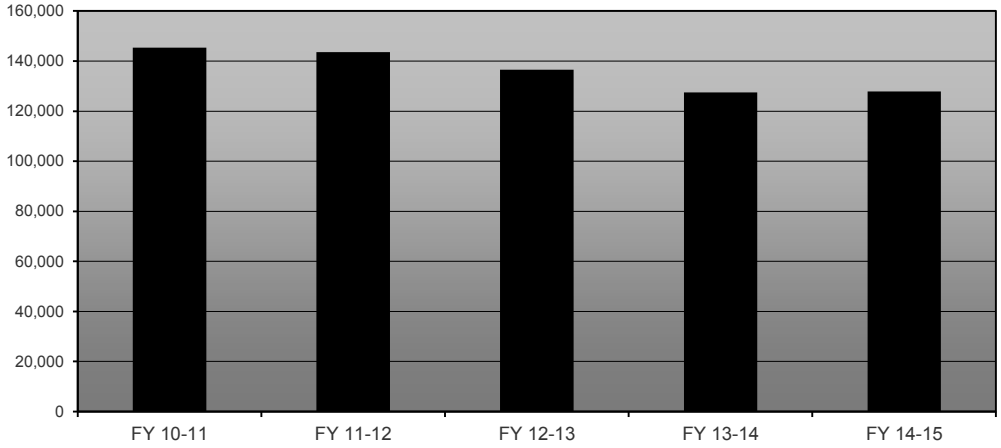
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Community Transit of Delaware County
206 Eddystone Avenue
Eddystone, PA 19022-1594
610-490-3977
Mr. Tom Giancristoforo, Executive Director

Service Area Statistics (2010 Census)
Delaware County

Square Miles:	184
Population:	558,979
65+ Population:	79,726
% of Population 65 and older:	14.3%

MATP Provider:	Yes
Percent of Service Subcontracted:	5.15%

Fare Information

Average Shared-Ride Fare:	$32.21
Cost to Commonwealth per Senior Citizen Trip:	$26.39
Fare Structure Implementation Date:	August 2013

Trip Information

65+ Trips:	121,106
PwD Trips:	1,565
Other Shared-Ride Trips:	80,752
Total Shared-Ride Trips:	203,423
Non-Public Trips:	231,805

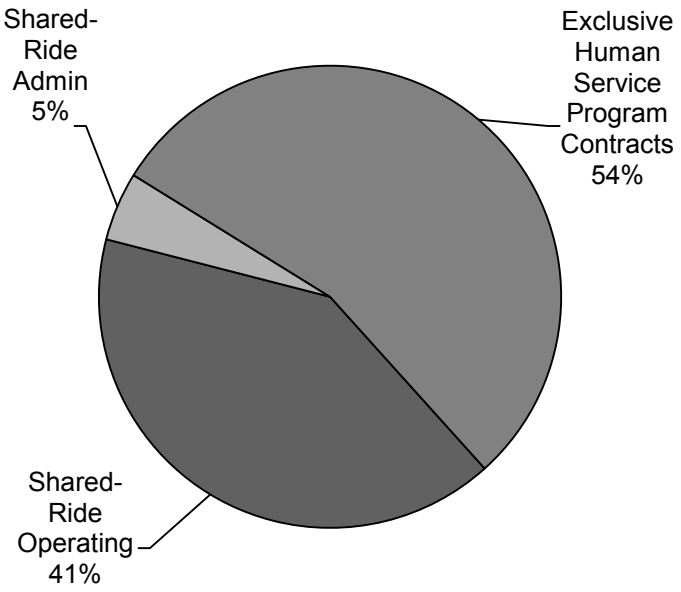
Vehicles Operated in Maximum Service

Community Transportation:	49

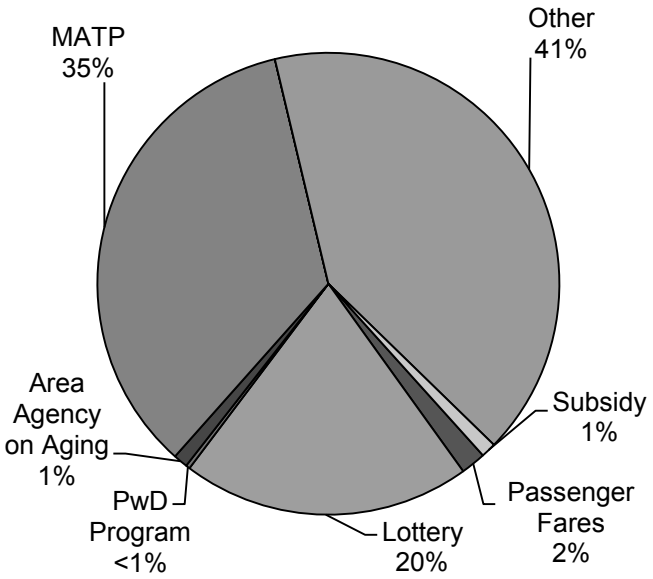
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$15,008,247



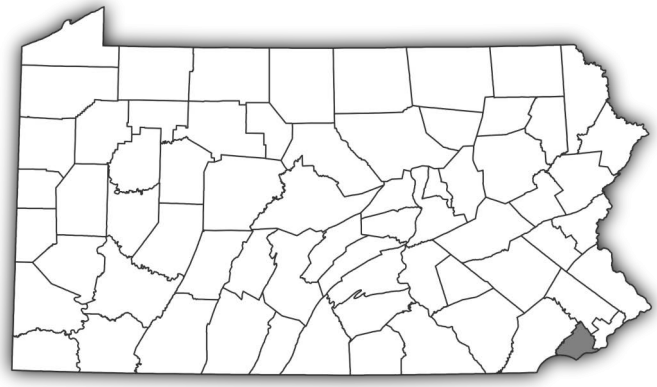
Sources of Funding
$15,671,119



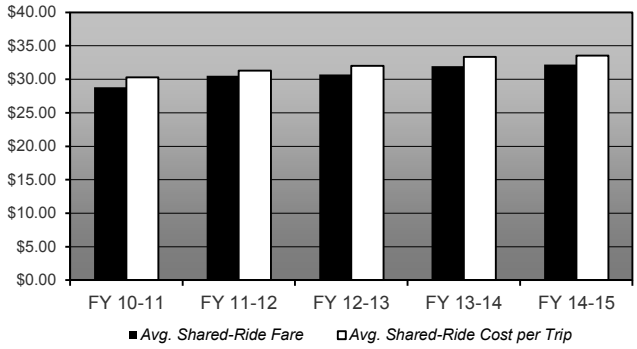
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

ECOLANE Scheduling Software

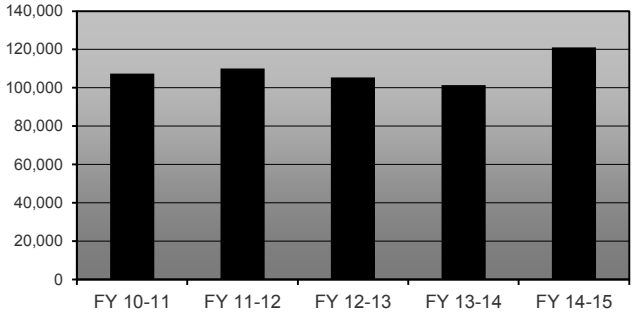
Agency Service Area



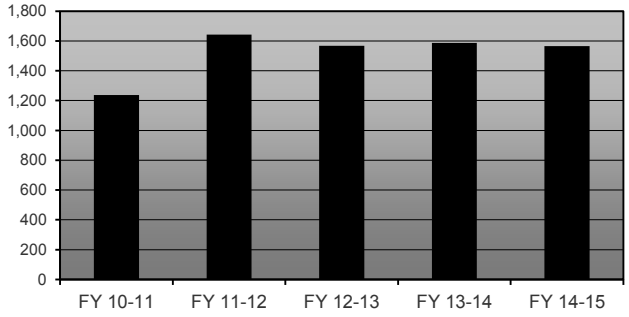
Shared-Ride Fare Recovery



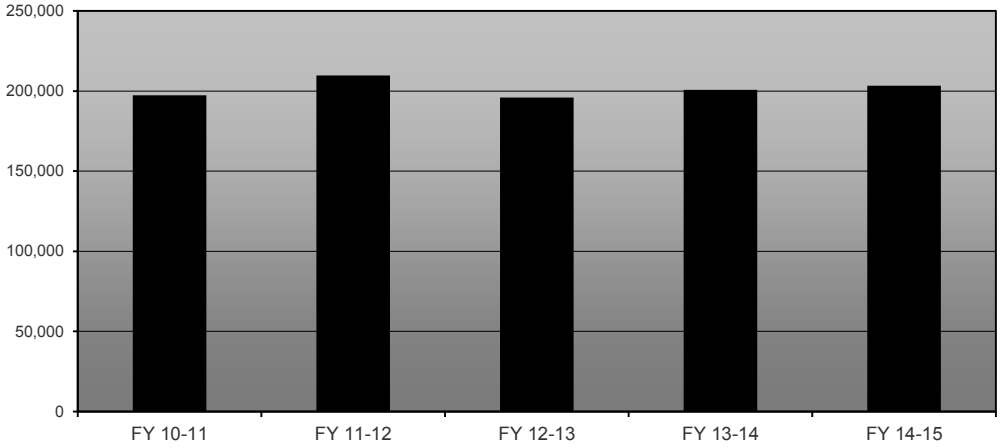
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Forest County Transportation
Forest County Building
Marienville, PA 16239
814-927-8266
Ms. Brenda McCanna, Acting Director

Service Area Statistics (2010 Census)
Forest County

Square Miles:	428
Population:	7,716
65+ Population:	1,418
% of Population 65 and older:	18.4%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$27.56
Cost to Commonwealth per Senior Citizen Trip:	$22.39
Fare Structure Implementation Date:	January 2015

Trip Information

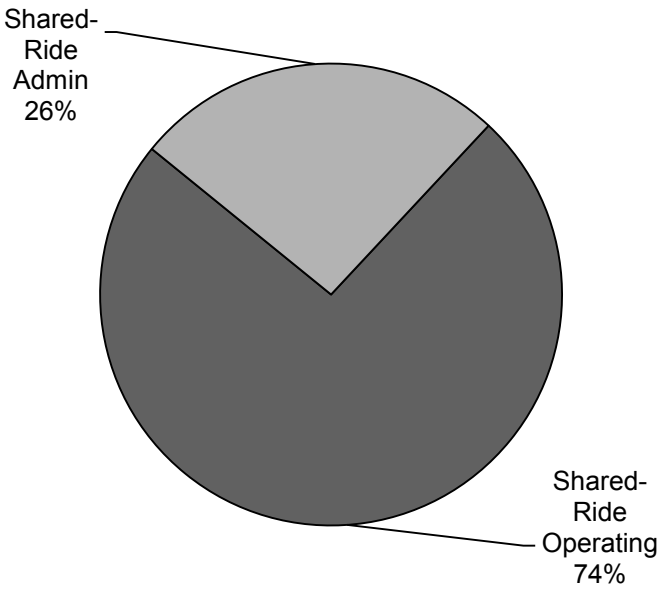
65+ Trips:	10,260
PwD Trips:	445
Other Shared-Ride Trips:	2,335
Total Shared-Ride Trips:	13,040
Non-Public Trips:	317

Vehicles Operated in Maximum Service

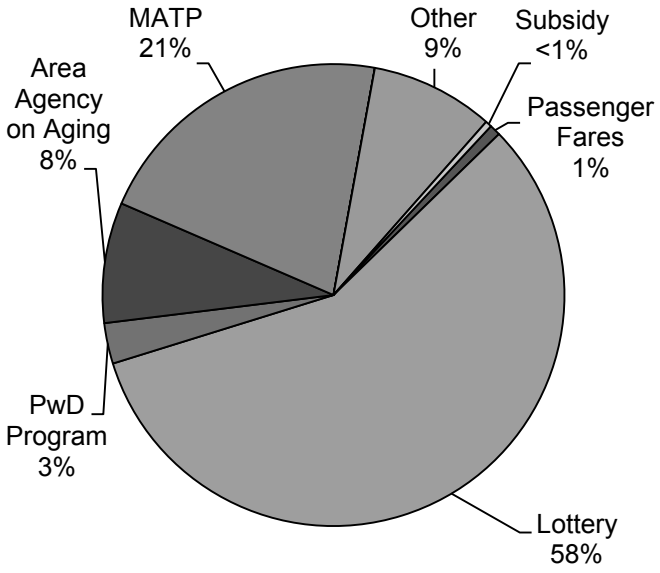
Community Transportation:	11

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$406,447

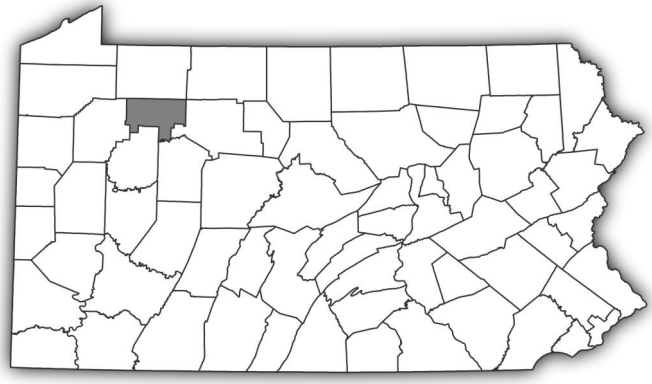


Sources of Funding
$407,840

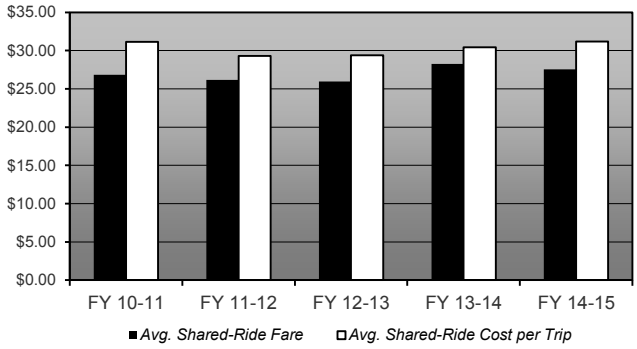


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

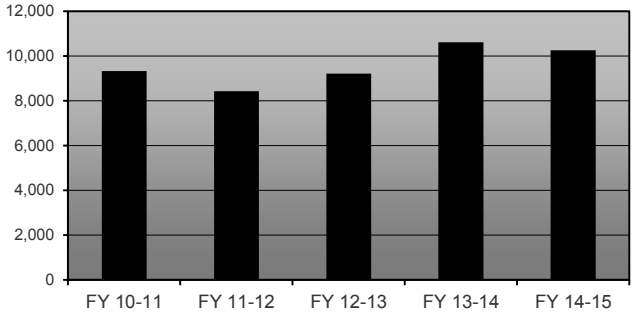
Agency Service Area



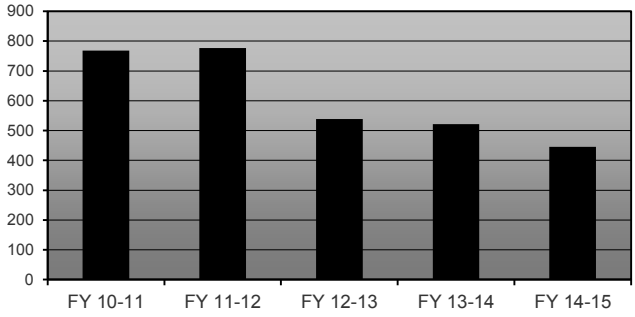
Shared-Ride Fare Recovery



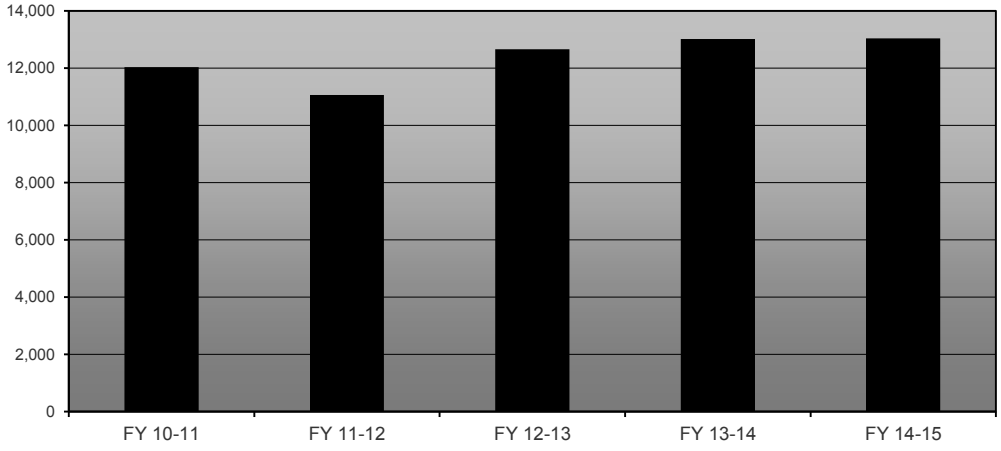
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Franklin County Transportation
191 Franklin Farm Lane
Chambersburg, PA 17202
717-264-5225
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)
Franklin County

Square Miles:	772
Population:	149,618
65+ Population:	24,678
% of Population 65 and older:	16.5%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$18.27
Cost to Commonwealth per Senior Citizen Trip:	$15.15
Fare Structure Implementation Date:	January 2012

Trip Information

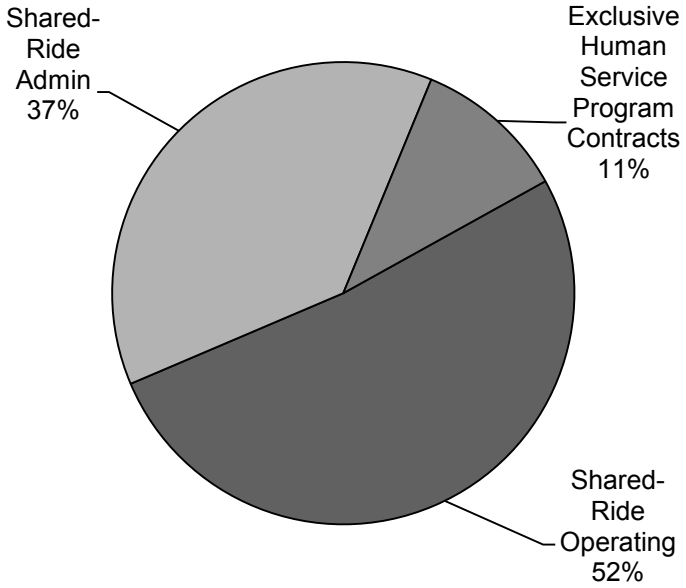
65+ Trips:	20,983
PwD Trips:	5,068
Other Shared-Ride Trips:	20,126
Total Shared-Ride Trips:	46,177
Non-Public Trips:	9,690

Vehicles Operated in Maximum Service

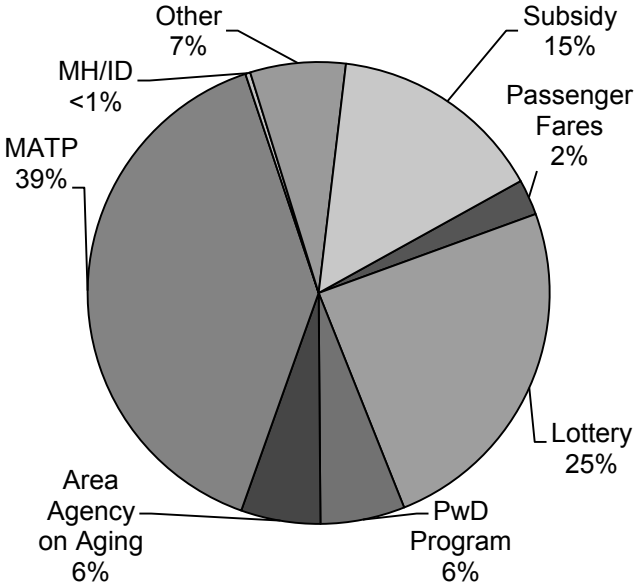
Community Transportation:	25

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,300,068

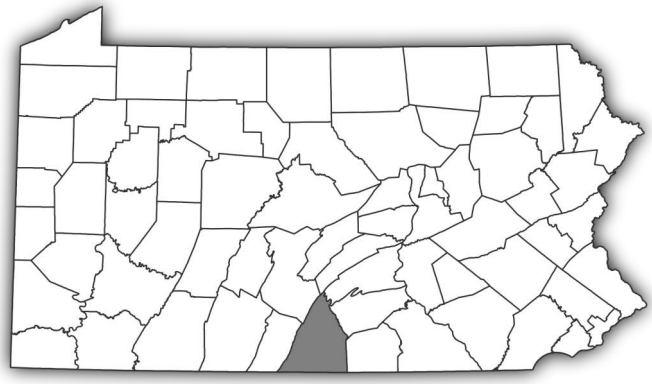


Sources of Funding
$1,300,068

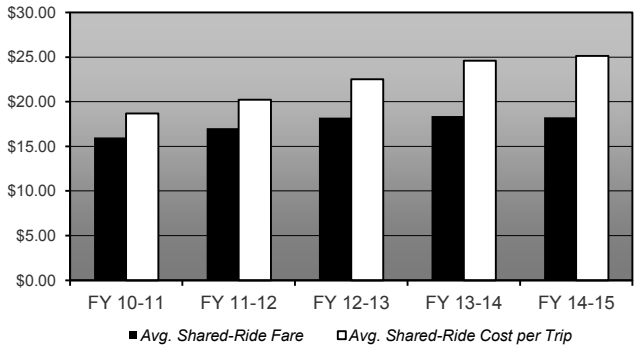


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

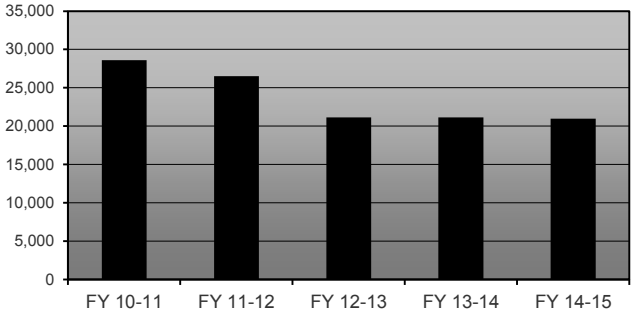
Agency Service Area



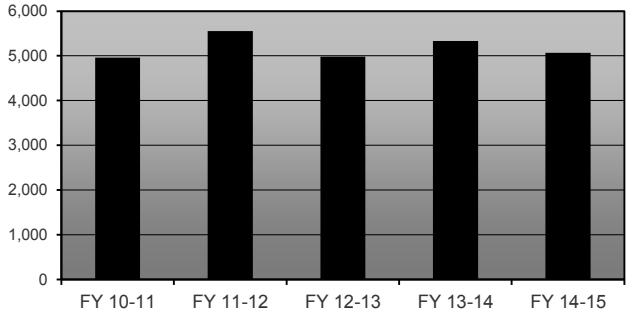
Shared-Ride Fare Recovery



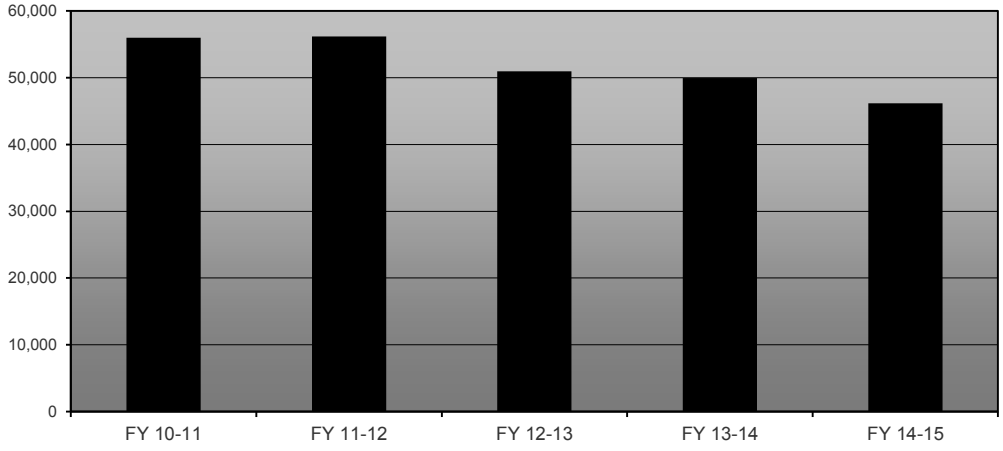
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Greene County Transportation Department
190 Jefferson Road
Waynesburg, PA 15370
724-627-6778
Ms. Karen Bennett, Administrator

Service Area Statistics (2010 Census)
Greene County

Square Miles:	576
Population:	38,686
65+ Population:	5,931
% of Population 65 and older:	15.3%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$24.80
Cost to Commonwealth per Senior Citizen Trip:	$18.37
Fare Structure Implementation Date:	June 2015

Trip Information

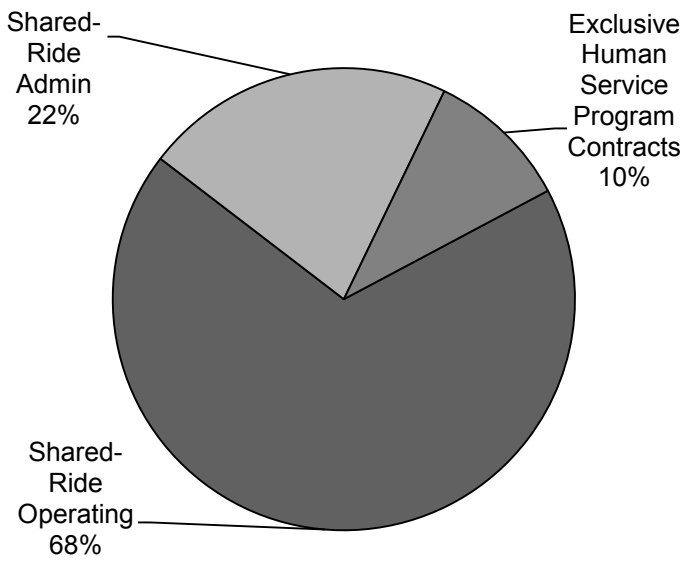
65+ Trips:	15,364
PwD Trips:	5,465
Other Shared-Ride Trips:	21,078
Total Shared-Ride Trips:	41,907
Non-Public Trips:	683

Vehicles Operated in Maximum Service

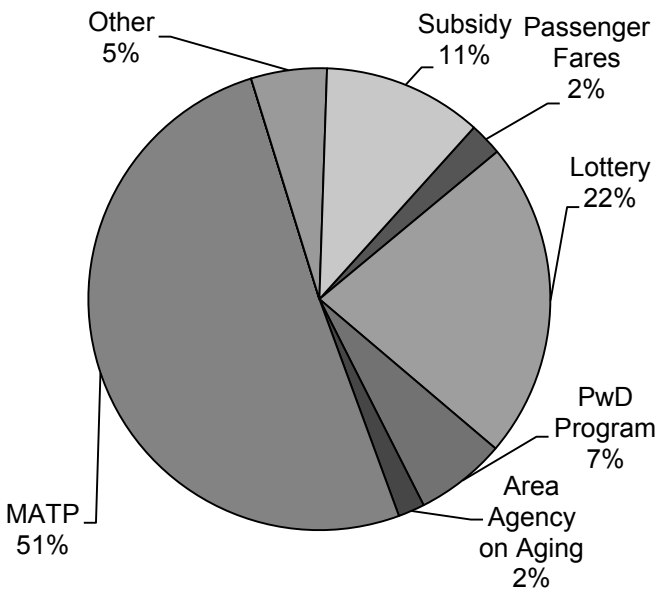
Community Transportation:	14

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,260,468

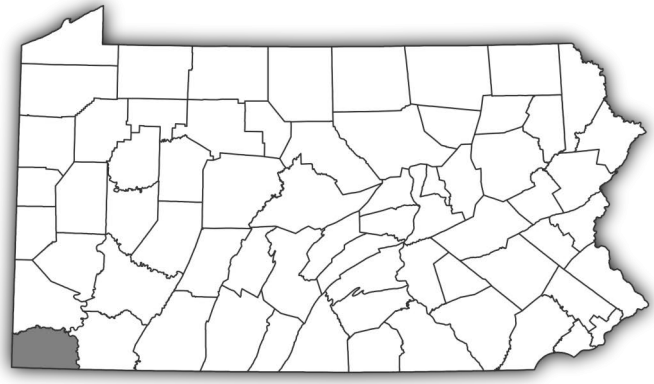


Sources of Funding
$1,256,546

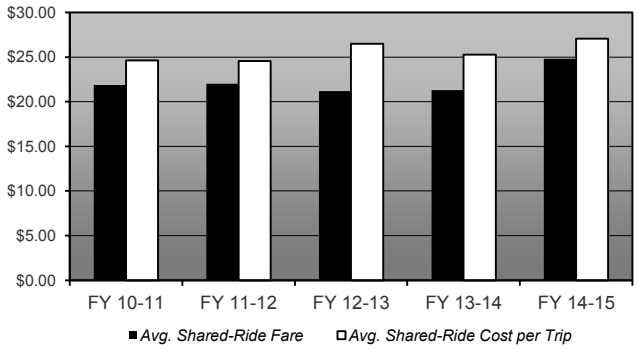


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

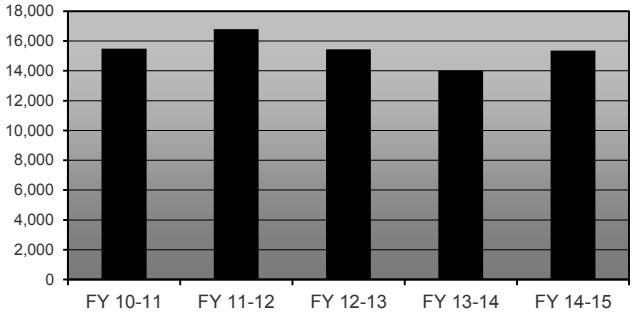
Agency Service Area



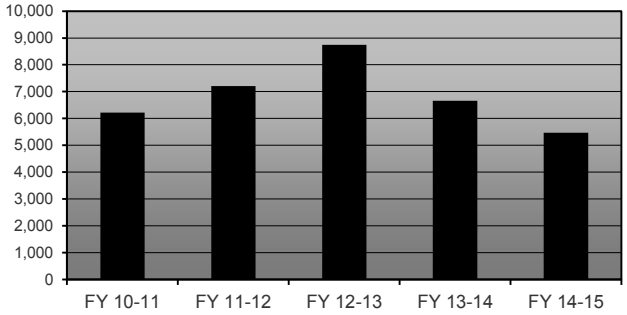
Shared-Ride Fare Recovery



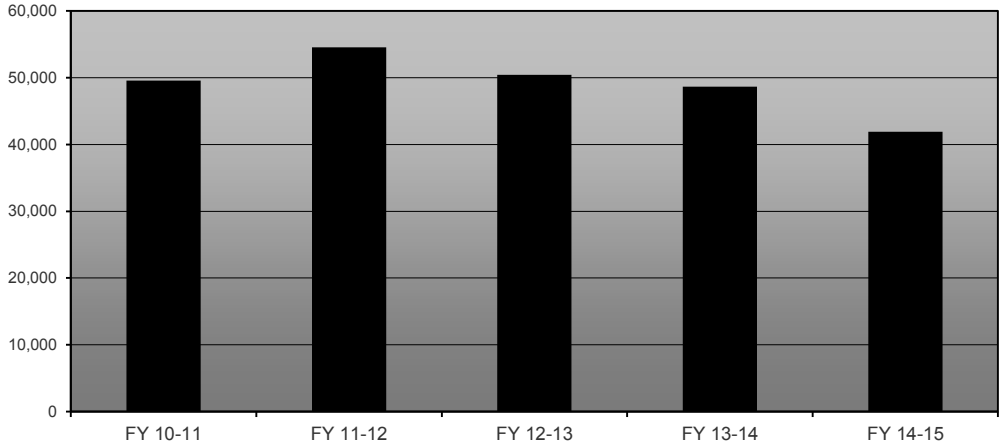
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Huntingdon-Bedford-Fulton Area Agency on Aging
240 Wood Street
Bedford, PA 15522
814-623-8148
Ms. Connie Brode, Executive Director

Service Area Statistics (2010 Census)
Huntingdon, Bedford, and Fulton Counties

Square Miles:	2,326
Population:	110,520
65+ Population:	19,478
% of Population 65 and older:	17.6%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$17.29
Cost to Commonwealth per Senior Citizen Trip:	$15.05
Fare Structure Implementation Date:	November 2011

Trip Information

65+ Trips:	70,701
PwD Trips:	7,174
Other Shared-Ride Trips:	27,452
Total Shared-Ride Trips:	105,327

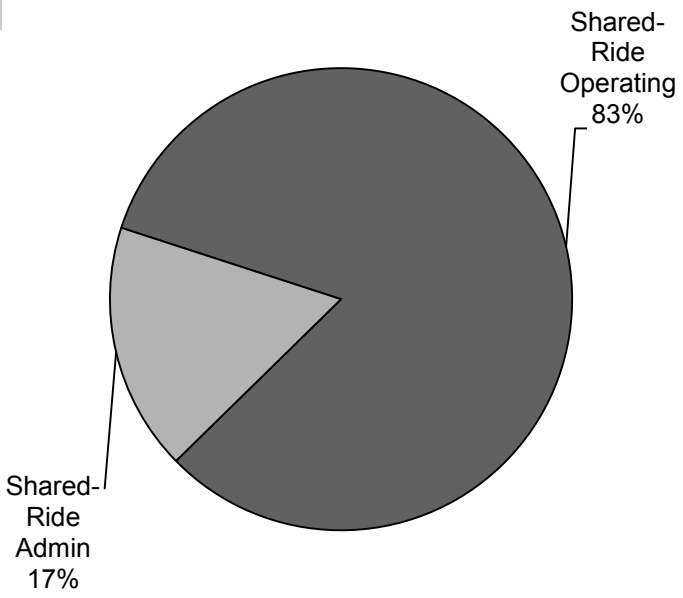
Vehicles Operated in Maximum Service

Community Transportation:	45

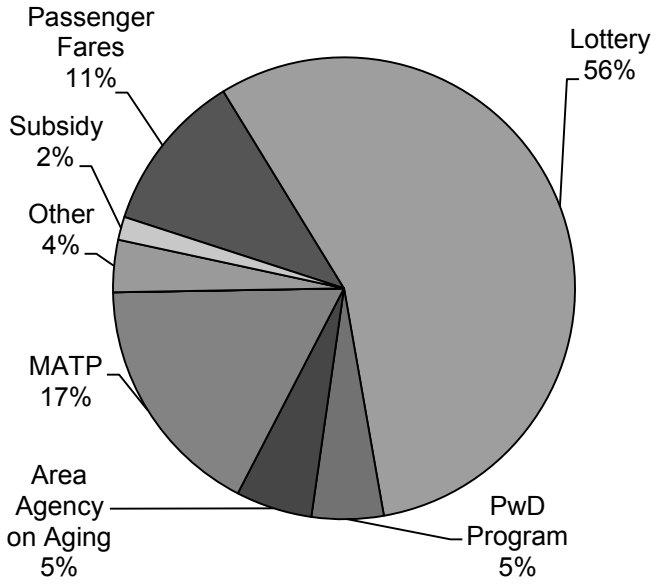
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,901,199

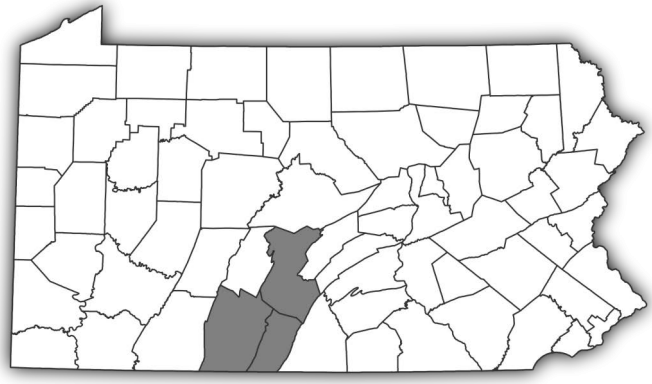


Sources of Funding
$1,901,199

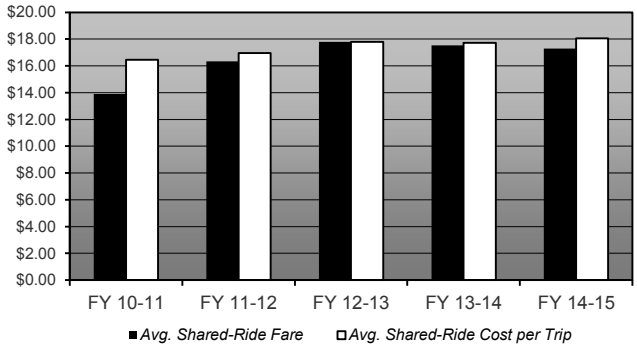


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

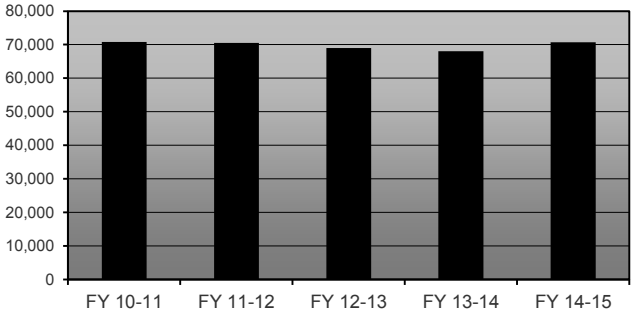
Agency Service Area



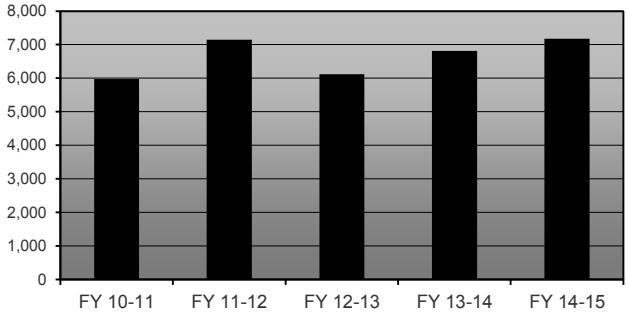
Shared-Ride Fare Recovery



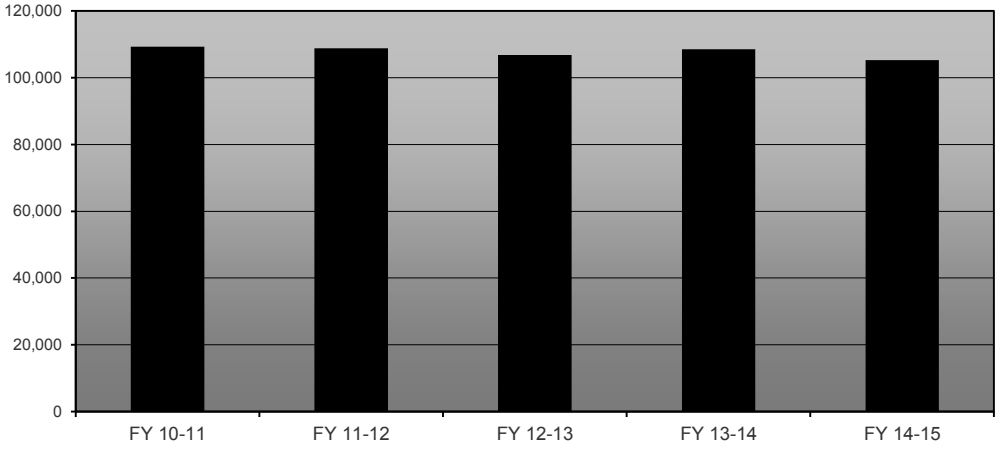
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Call-A-Ride Service
249 West Third Street
Lewistown, PA 17044
717-242-2277
Ms. Cynthia Sunderland, Director

Service Area Statistics (2010 Census)
Mifflin and Juniata Counties

Square Miles:	803
Population:	71,318
65+ Population:	12,777
% of Population 65 and older:	17.9%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$23.10
Cost to Commonwealth per Senior Citizen Trip:	$15.65
Fare Structure Implementation Date:	May 2013

Trip Information

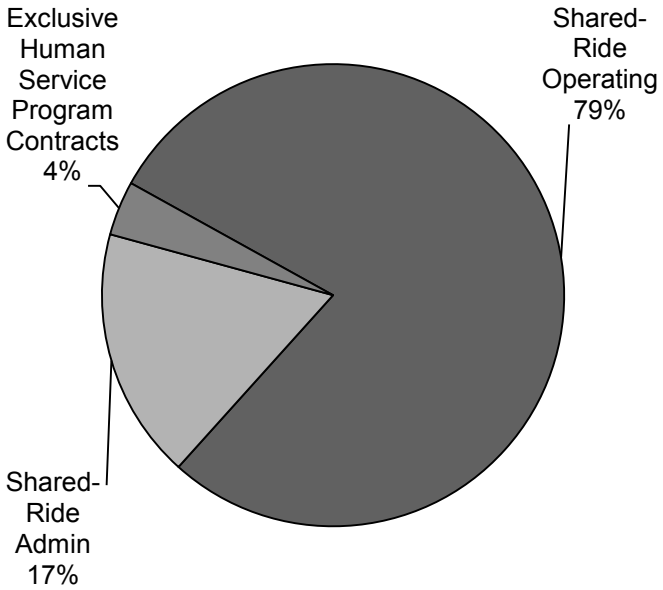
65+ Trips:	23,519
PwD Trips:	2,170
Other Shared-Ride Trips:	21,222
Total Shared-Ride Trips:	46,911
Non-Public Trips:	98

Vehicles Operated in Maximum Service

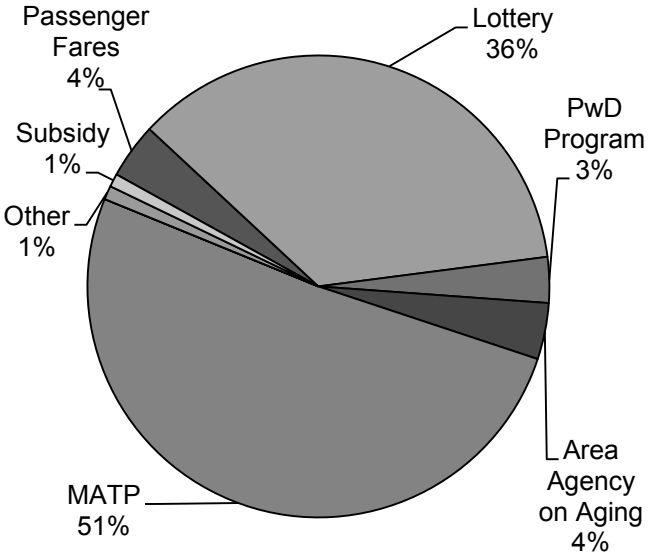
Community Transportation:	20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$987,643

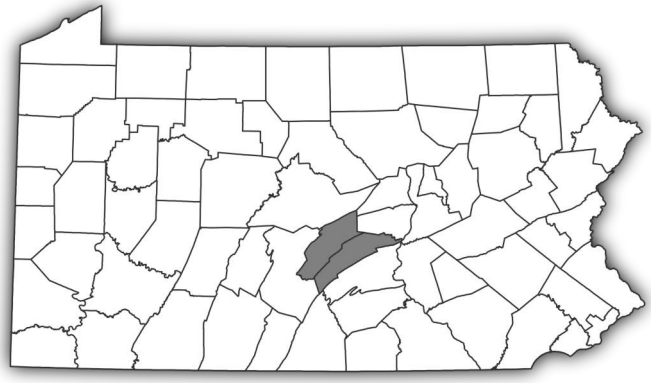


Sources of Funding
$1,020,911

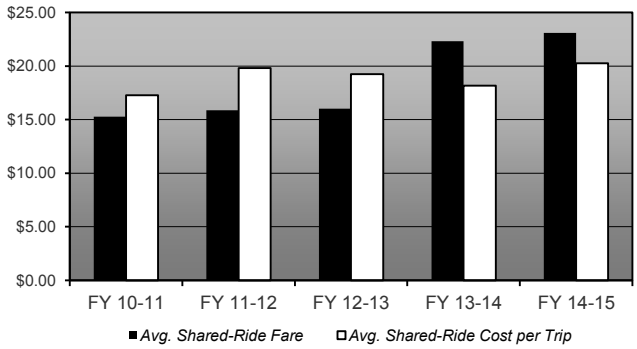


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

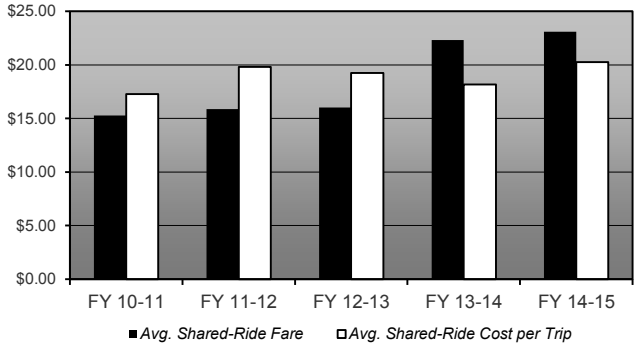
Agency Service Area



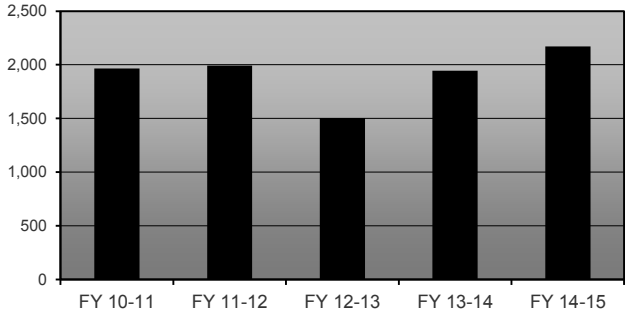
Shared-Ride Fare Recovery



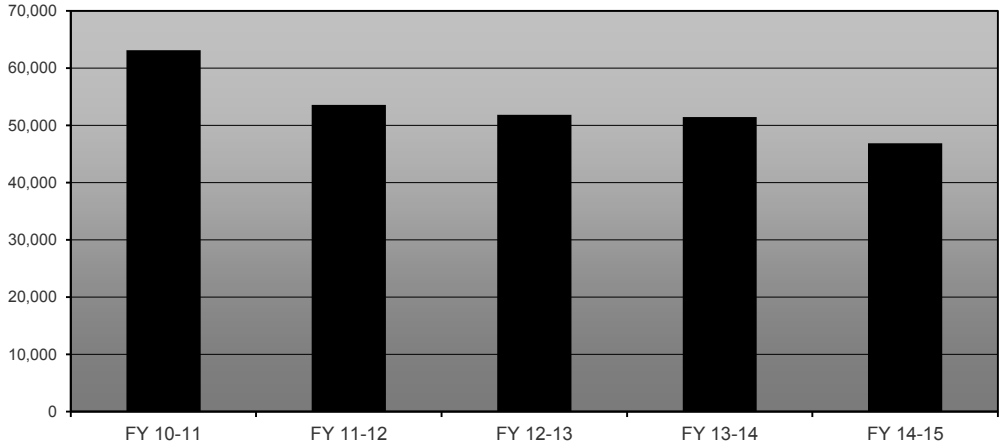
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Montour County Transit
112 Woodbine Lane, Suite 1
Danville, PA 17821
570-271-0833
Mr. Shawn Mowery, Director

Service Area Statistics (2010 Census)
Montour County

Square Miles:	131
Population:	18,267
65+ Population:	3,395
% of Population 65 and older:	18.6%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$10.22
Cost to Commonwealth per Senior Citizen Trip:	$8.61
Fare Structure Implementation Date:	May 2005

Trip Information

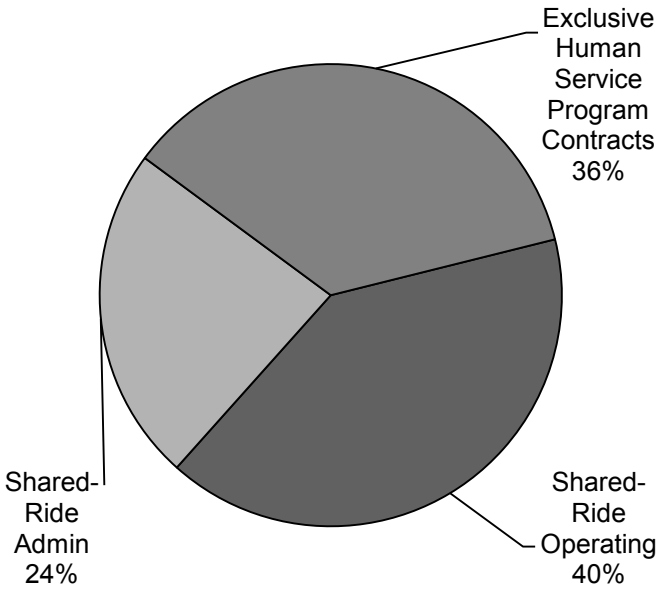
65+ Trips:	13,168
PwD Trips:	2,119
Other Shared-Ride Trips:	5,437
Total Shared-Ride Trips:	20,724
Non-Public Trips:	4,089

Vehicles Operated in Maximum Service

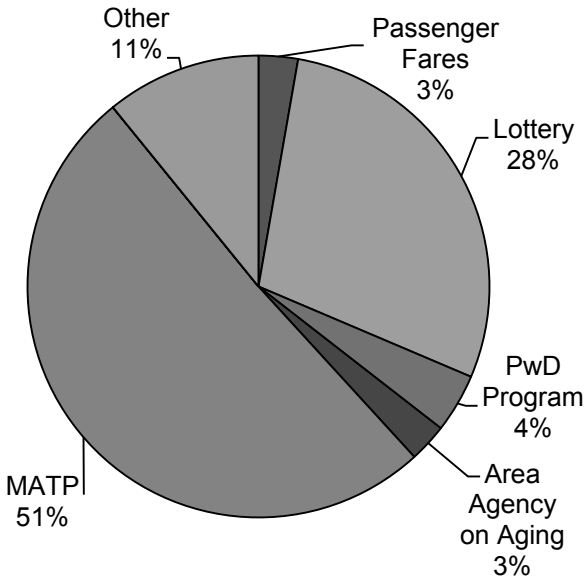
Community Transportation:	7

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$425,384

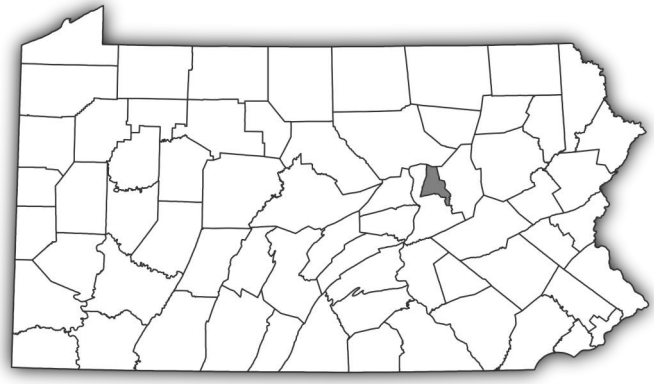


Sources of Funding
$443,112

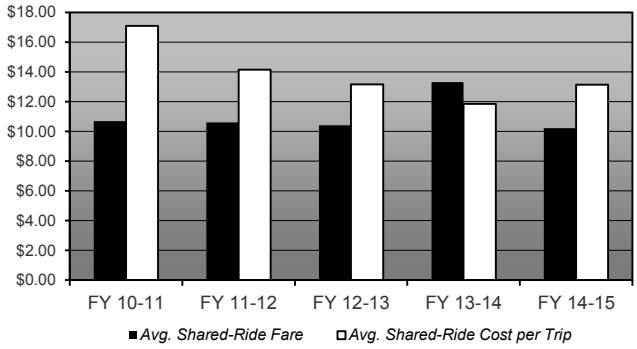


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

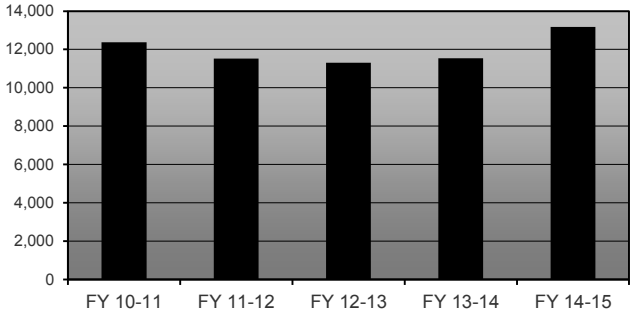
Agency Service Area



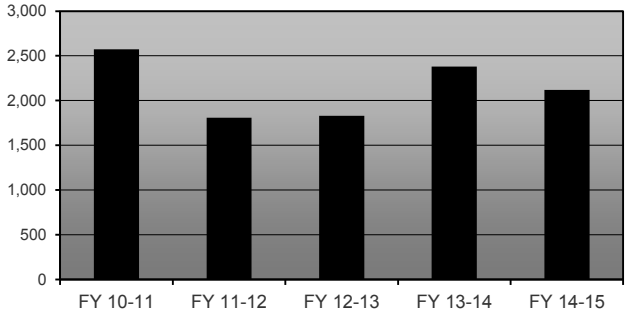
Shared-Ride Fare Recovery



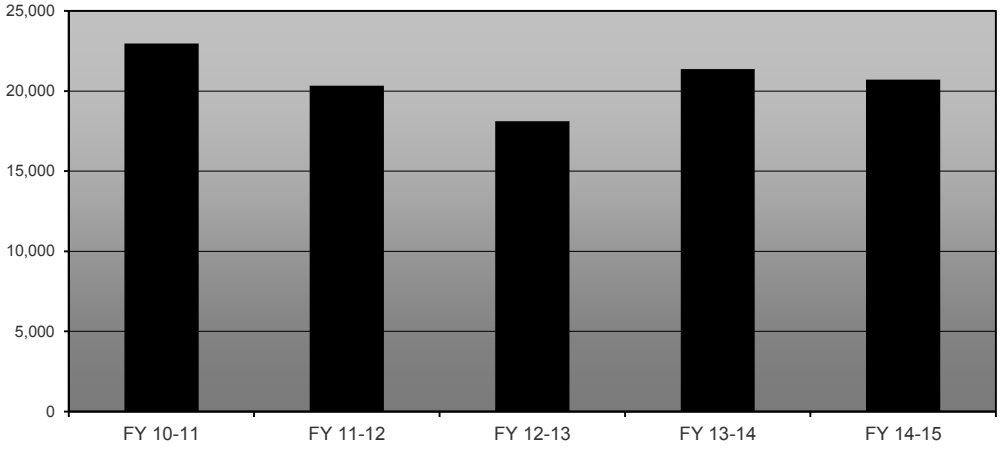
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

MTR Transportation tbda K-Cab, Inc.
P.O. Box 203
Berwick, PA 18603-0203
570-784-1550
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)
Columbia County

Square Miles:	486
Population:	67,295
65+ Population:	10,811
% of Population 65 and older:	16.1%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$17.36
Cost to Commonwealth per Senior Citizen Trip:	$15.10
Fare Structure Implementation Date:	January 2016

Trip Information

65+ Trips:	30,318
PwD Trips:	7,860
Other Shared-Ride Trips:	12,039
Total Shared-Ride Trips:	50,217
Non-Public Trips:	5,332

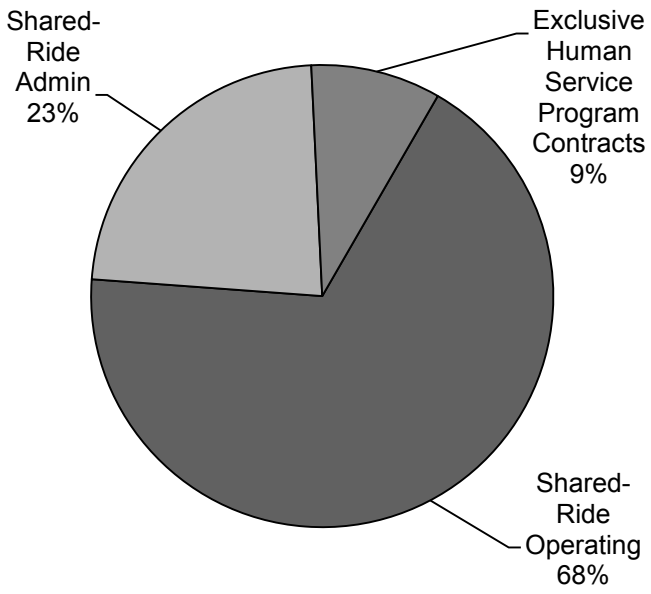
Vehicles Operated in Maximum Service

Community Transportation:	16

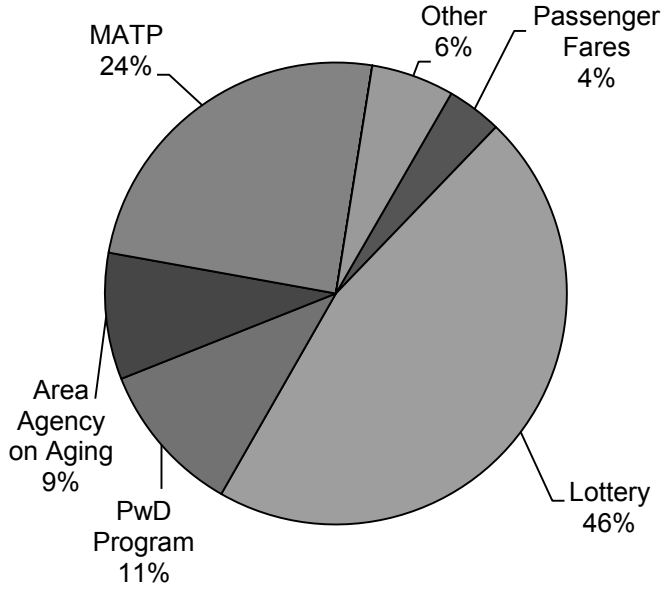
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$876,262

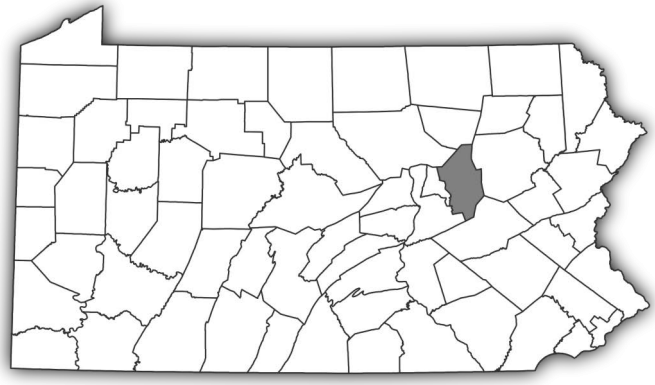


Sources of Funding
$963,377

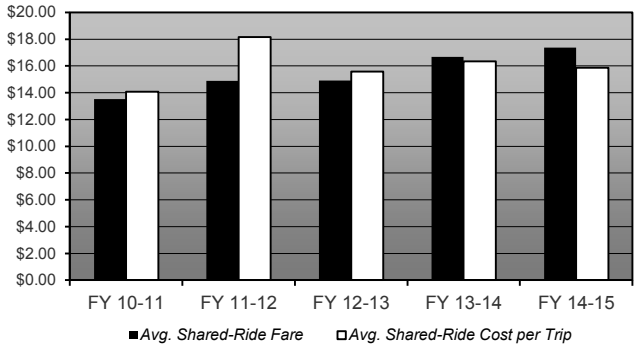


Financial data is unaudited.
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

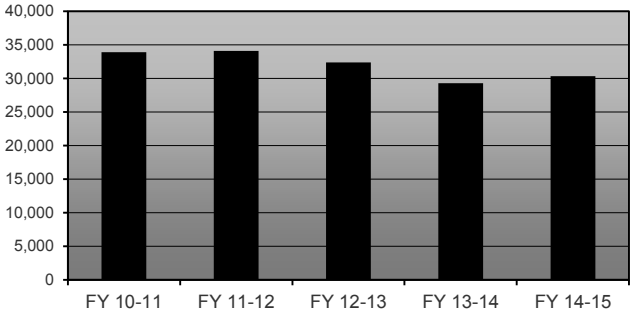
Agency Service Area



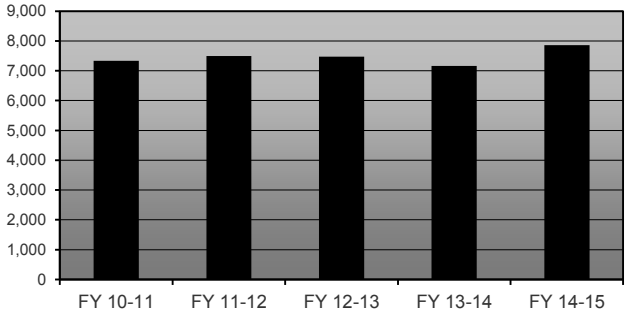
Shared-Ride Fare Recovery



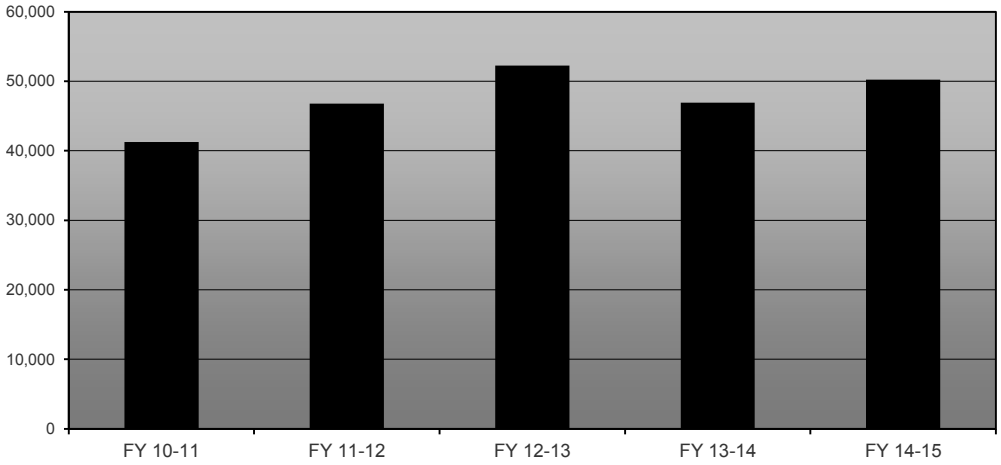
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Northumberland County Transportation
61 Tyler Avenue
Elysburg, PA 17284
1-800-479-2626
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)
Northumberland County

Square Miles:	460
Population:	94,528
65+ Population:	17,516
% of Population 65 and older:	18.5%

MATP Provider:	Yes
Percent of Service Subcontracted:	6.9%

Fare Information

Average Shared-Ride Fare:	$19.58
Cost to Commonwealth per Senior Citizen Trip:	$14.51
Fare Structure Implementation Date:	July 2011

Trip Information

65+ Trips:	36,691
PwD Trips:	6,735
Other Shared-Ride Trips:	61,273
Total Shared-Ride Trips:	104,699

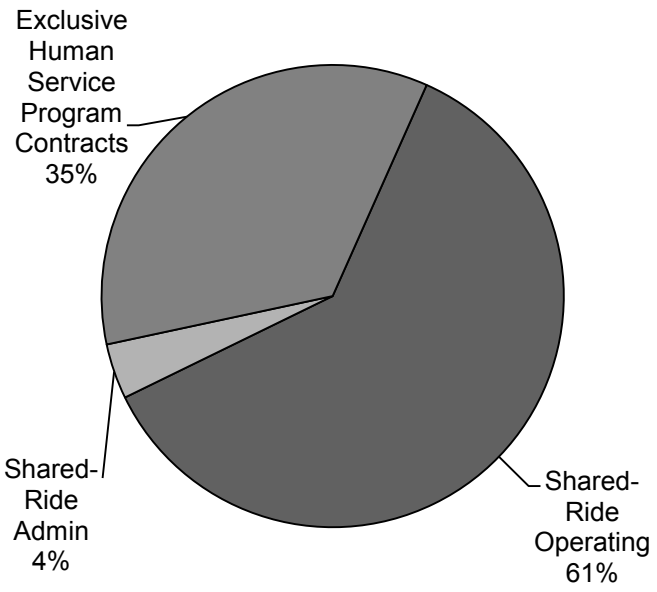
Vehicles Operated in Maximum Service

Community Transportation:	30

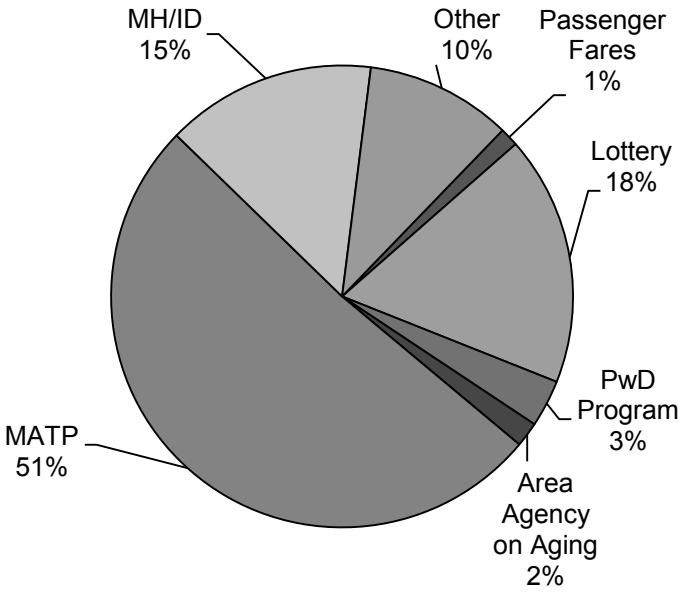
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,792,241

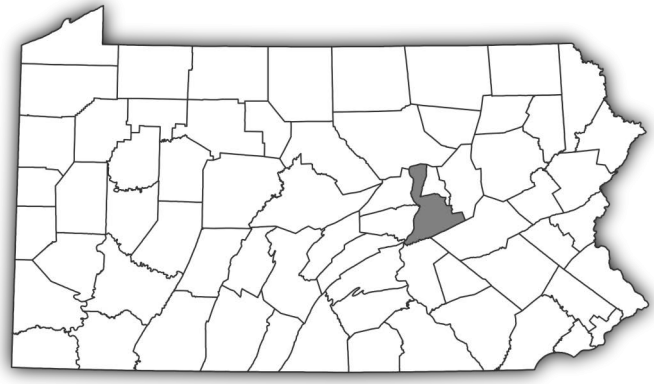


Sources of Funding
$2,041,680

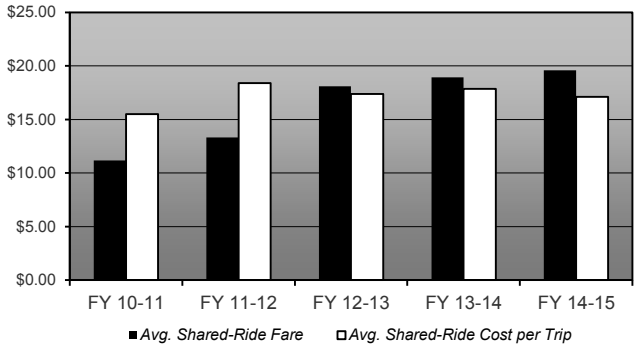


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

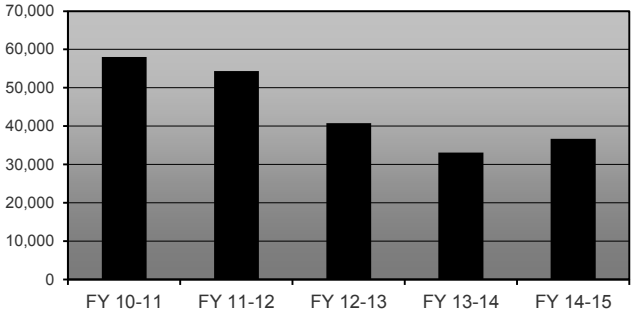
Agency Service Area



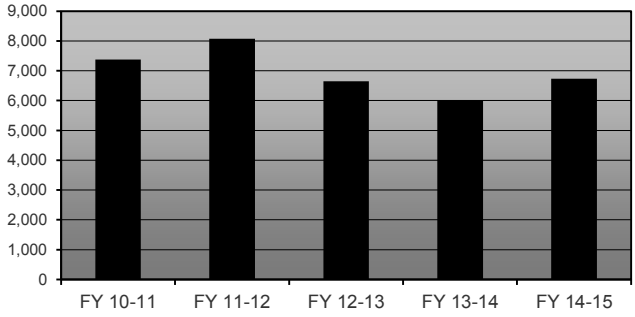
Shared-Ride Fare Recovery



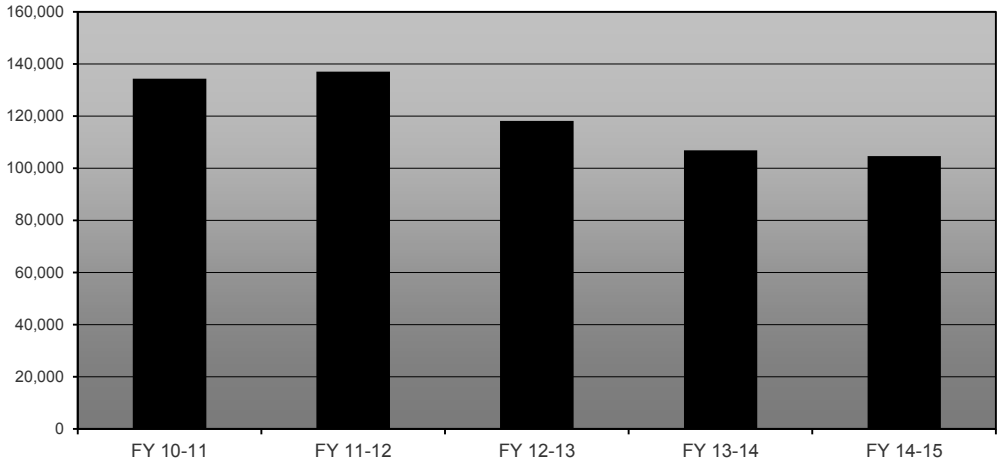
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Perry County Transportation Authority
151 Red Hill Road
Newport, PA 17074-0217
717-567-2490
Ms. Stacey Nybeck, Executive Director

Service Area Statistics (2010 Census)
Perry County

Square Miles:	554
Population:	45,969
65+ Population:	6,294
% of Population 65 and older:	13.7%

MATP Provider:	Yes
Percent of Service Subcontracted:	1.32%

Fare Information

Average Shared-Ride Fare:	$29.21
Cost to Commonwealth per Senior Citizen Trip:	$23.75
Fare Structure Implementation Date:	August 2013

Trip Information

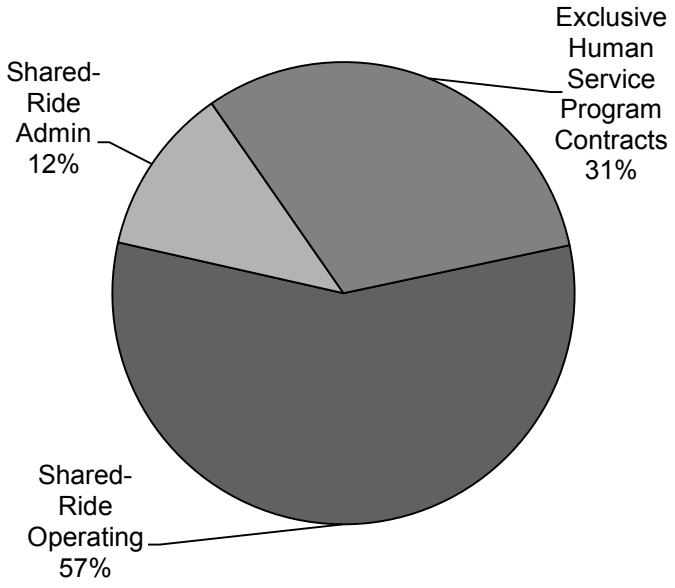
65+ Trips:	15,917
PwD Trips:	2,387
Other Shared-Ride Trips:	26,593
Total Shared-Ride Trips:	44,897
Non-Public Trips:	17,612

Vehicles Operated in Maximum Service

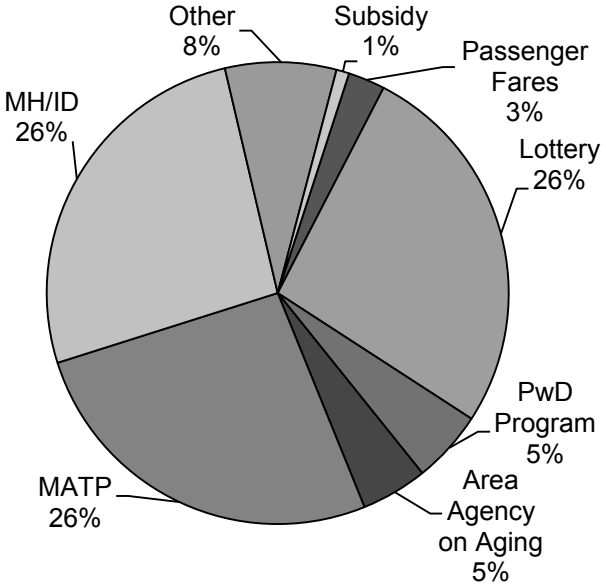
Community Transportation:	28

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,254,878

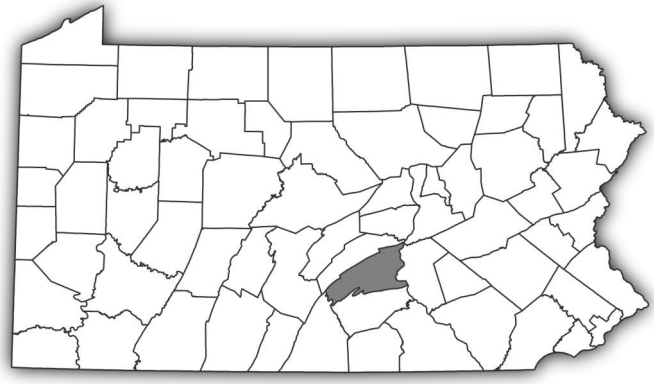


Sources of Funding
$1,468,219

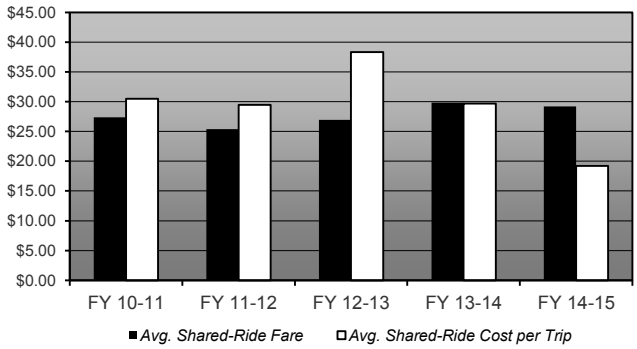


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

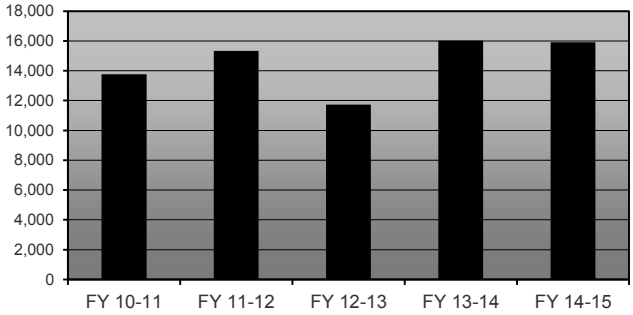
Agency Service Area



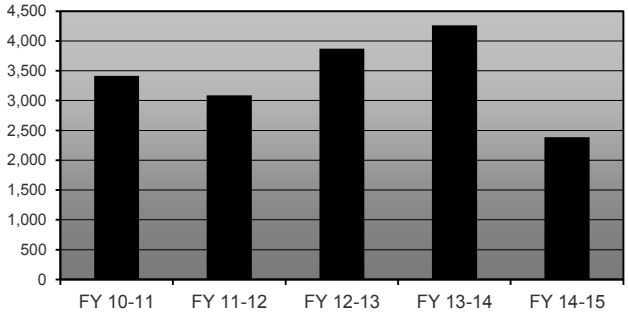
Shared-Ride Fare Recovery



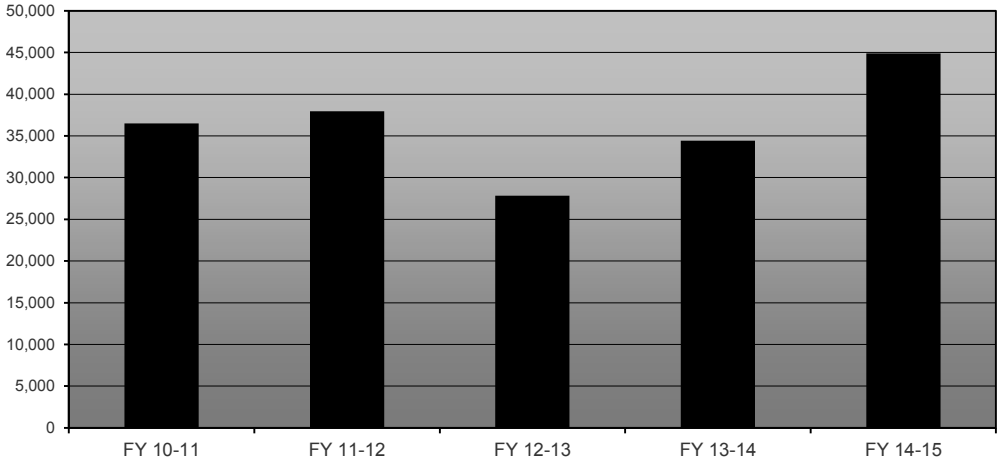
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Pike County Transportation Department
506 Broad Street
Milford, PA 18337
570-296-3408 or 1-866-681-4947
Ms. Christine Kerstetter, Director

Service Area Statistics (2010 Census)
Pike County

Square Miles:	547
Population:	57,369
65+ Population:	9,303
% of Population 65 and older:	16.2%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$19.19
Cost to Commonwealth per Senior Citizen Trip:	$16.16
Fare Structure Implementation Date:	October 2009

Trip Information

65+ Trips:	18,768
PwD Trips:	2,860
Other Shared-Ride Trips:	6,263
Total Shared-Ride Trips:	27,891

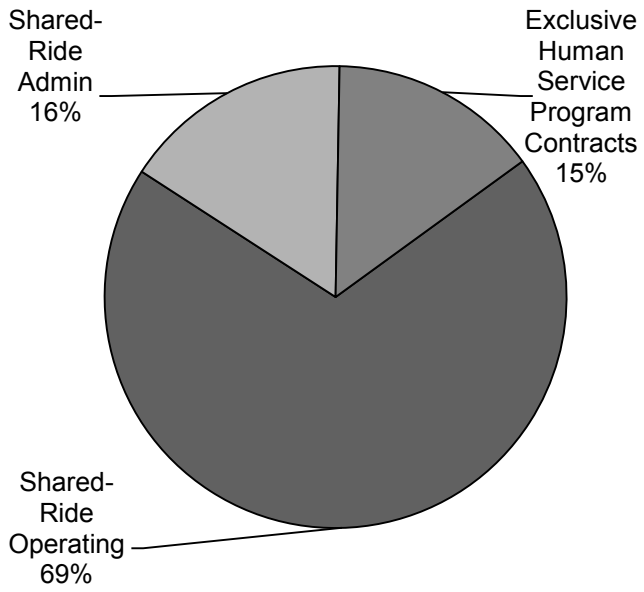
Vehicles Operated in Maximum Service

Community Transportation:	23

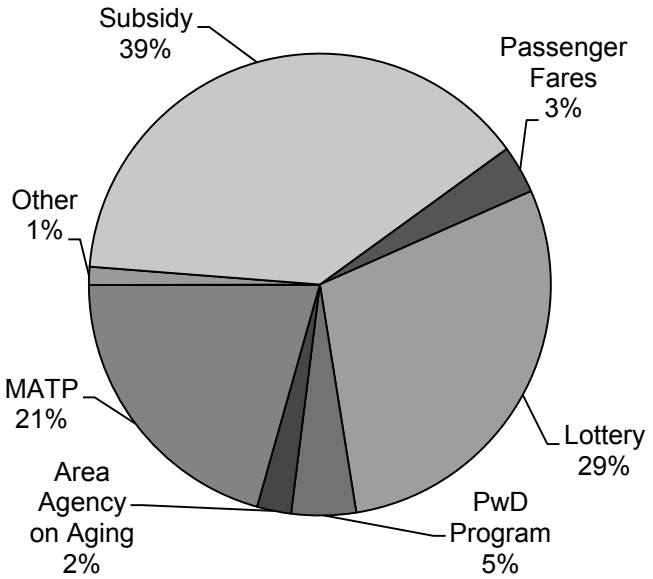
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$929,880

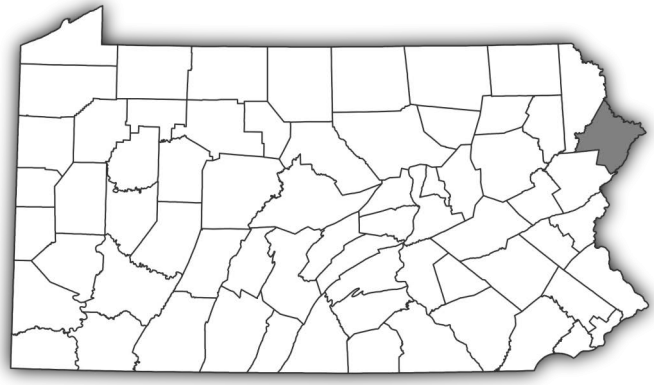


Sources of Funding
$1,067,617

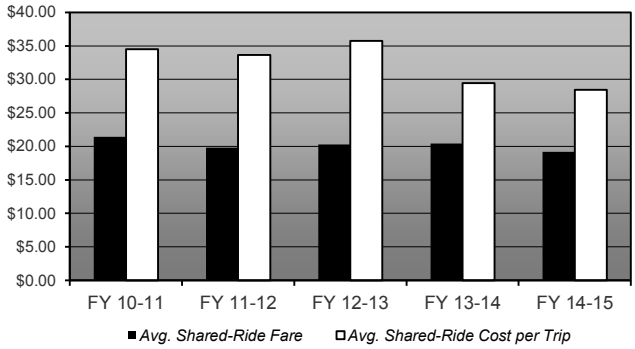


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

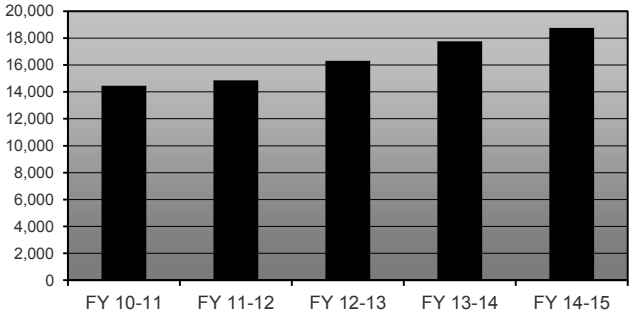
Agency Service Area



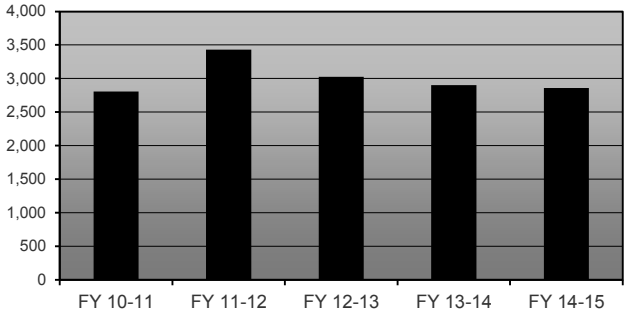
Shared-Ride Fare Recovery



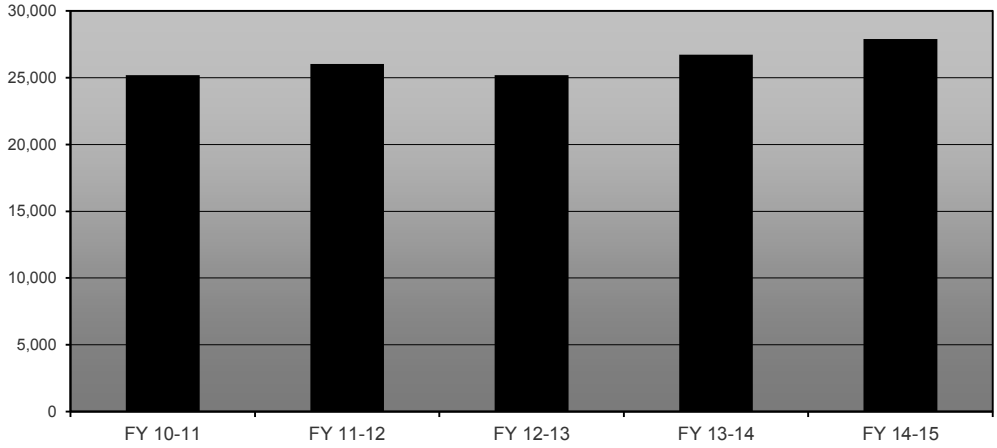
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Tableland Services, Inc.
535 East Main Street
Somerset, PA 15501
814-445-9628
Mr. David Mrozowski, Executive Director

Service Area Statistics (2010 Census)
Somerset County

Square Miles:	1,075
Population:	77,742
65+ Population:	14,431
% of Population 65 and older:	18.6%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$14.39
Cost to Commonwealth per Senior Citizen Trip:	$12.07
Fare Structure Implementation Date:	July 2011

Trip Information

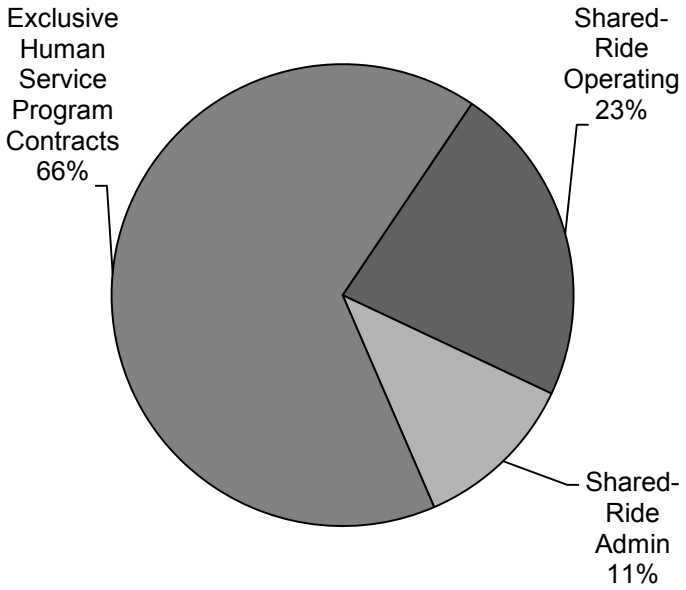
65+ Trips:	15,392
PwD Trips:	3,185
Other Shared-Ride Trips:	12,152
Total Shared-Ride Trips:	30,729
Non-Public Trips:	50,717

Vehicles Operated in Maximum Service

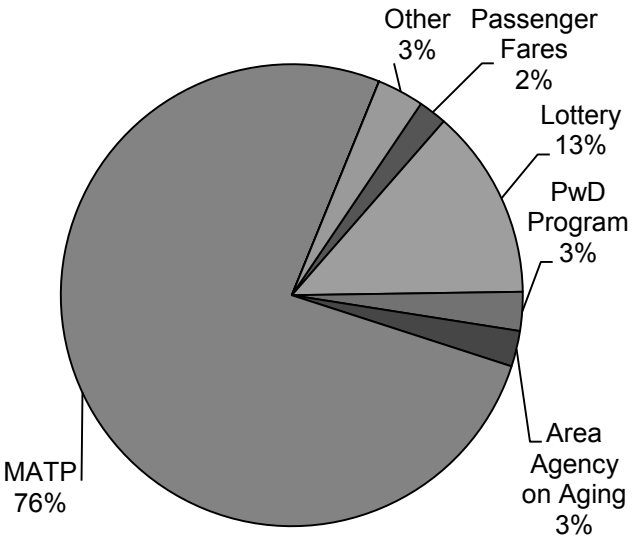
Community Transportation:	9

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,378,555

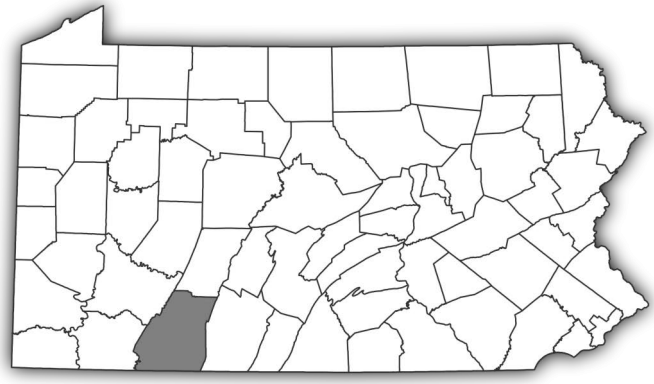


Sources of Funding
$1,393,046

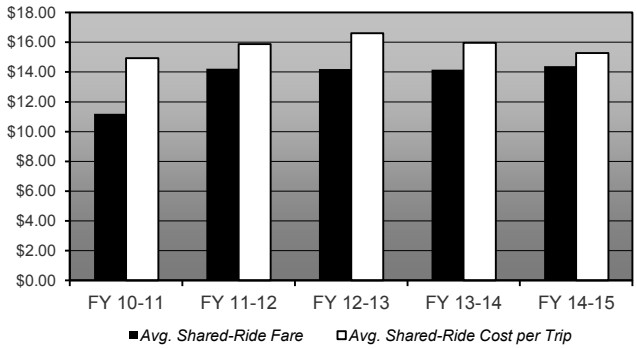


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

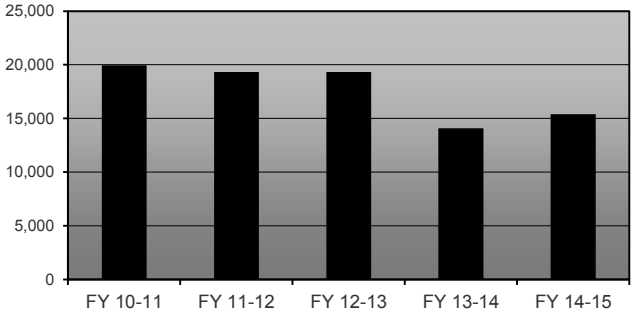
Agency Service Area



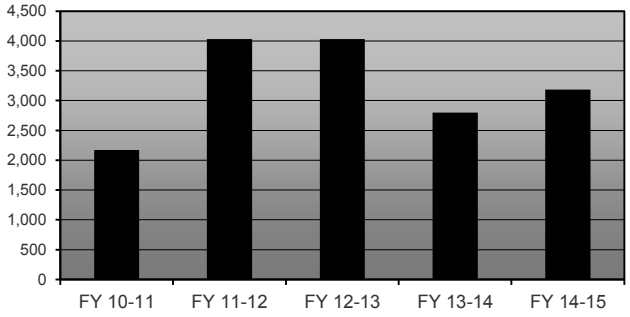
Shared-Ride Fare Recovery



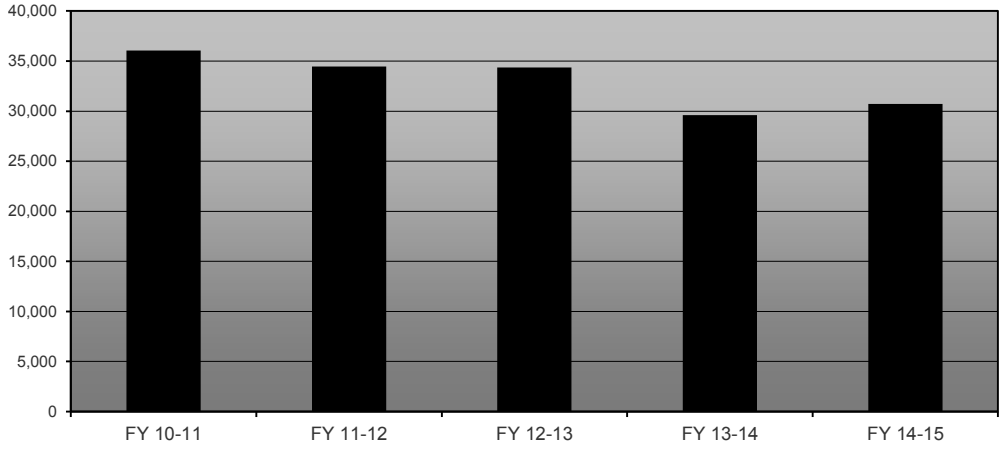
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

STEP, Inc.
2138 Lincoln Street
Williamsport, PA 17701
570-326-0587
Mr. Jim Plankenhorn, President & CEO

Service Area Statistics (2010 Census)
Lycoming and Clinton Counties

Square Miles:	2,126
Population:	155,349
65+ Population:	25,462
% of Population 65 and older:	16.4%

MATP Provider:	Yes
Percent of Service Subcontracted:	21.0%

Fare Information

Average Shared-Ride Fare:	$21.37
Cost to Commonwealth per Senior Citizen Trip:	$17.45
Fare Structure Implementation Date:	April 2015

Trip Information

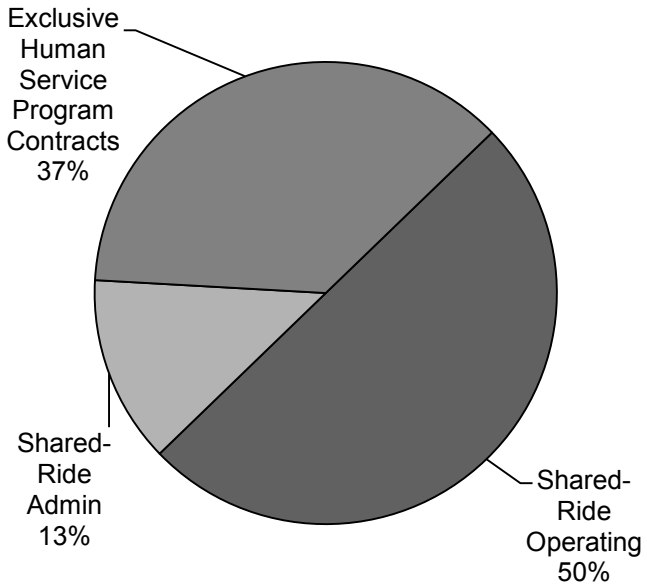
65+ Trips:	39,731
PwD Trips:	7,280
Other Shared-Ride Trips:	55,225
Total Shared-Ride Trips:	102,236
Non-Public Trips:	8,250

Vehicles Operated in Maximum Service

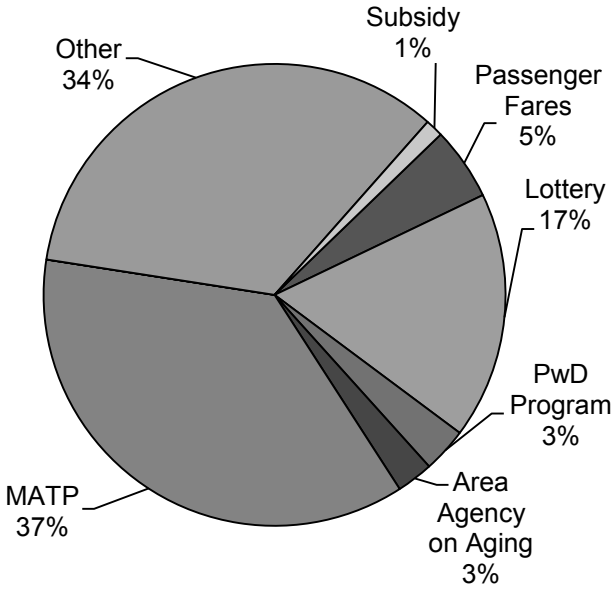
Community Transportation:	44

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$3,850,211

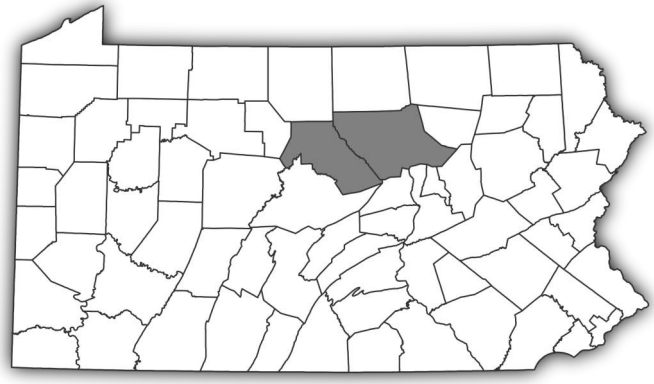


Sources of Funding
$4,005,056

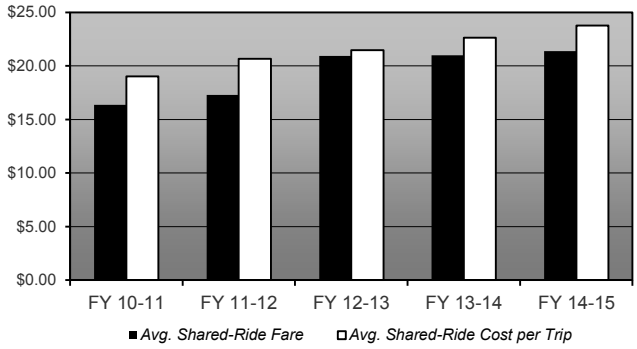


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

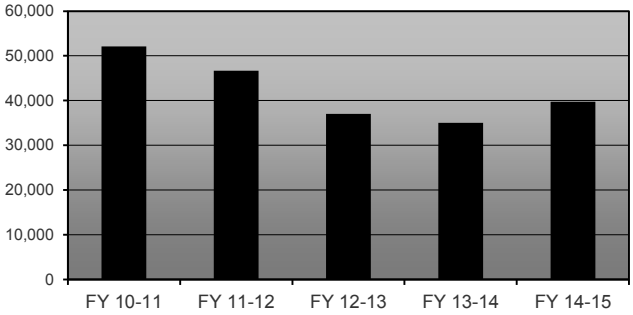
Agency Service Area



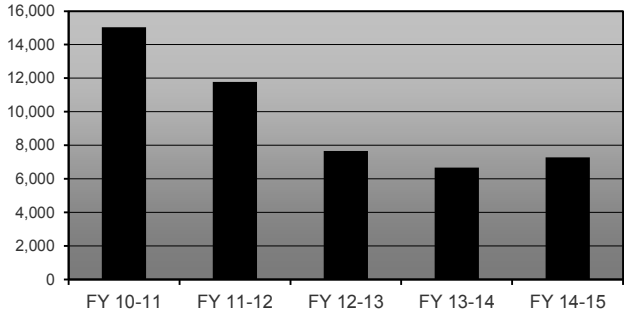
Shared-Ride Fare Recovery



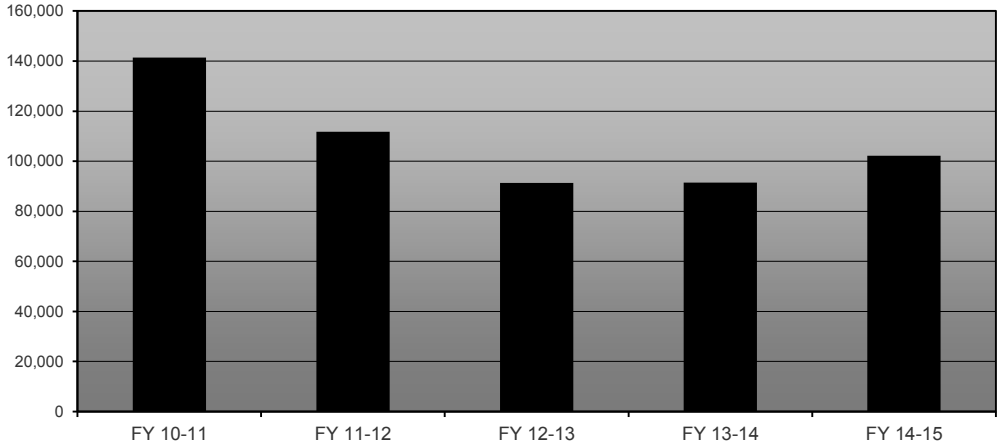
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Suburban Transit Network, Inc.
980 Harvest Drive, Suite 100
Blue Bell, PA 19422
215-542-7433
Ms. Susan Kopystecki, Executive Director

Service Area Statistics (2010 Census)
Montgomery County

Square Miles:	483
Population:	799,874
65+ Population:	120,727
% of Population 65 and older:	15.1%

MATP Provider:	Yes
Percent of Service Subcontracted:	100%

Fare Information

Average Shared-Ride Fare:	$27.38
Cost to Commonwealth per Senior Citizen Trip:	$22.40
Fare Structure Implementation Date:	August 2014

Trip Information

65+ Trips:	197,007
PwD Trips:	15,665
Other Shared-Ride Trips:	94,254
Total Shared-Ride Trips:	306,926
Non-Public Trips:	528,774

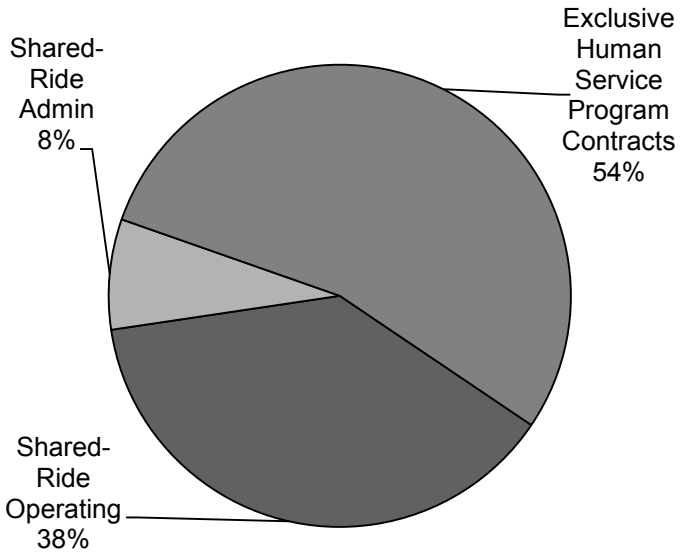
Vehicles Operated in Maximum Service

Community Transportation:	193

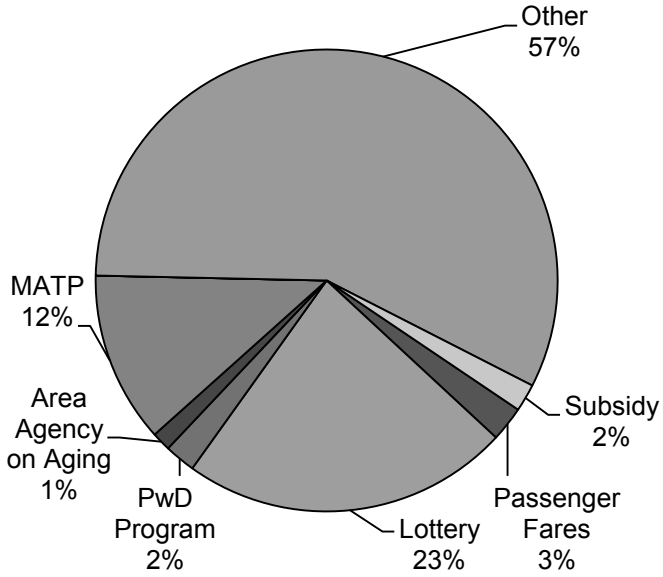
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$19,480,282

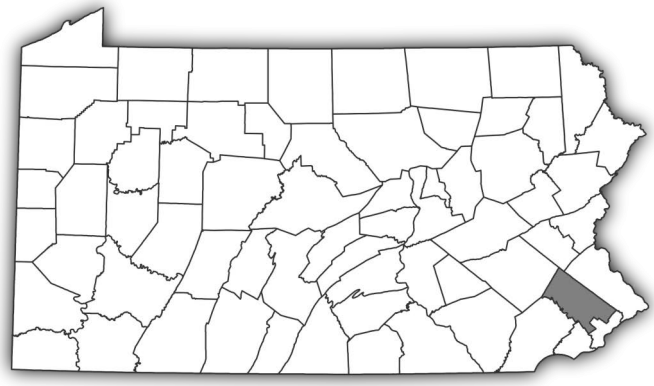


Sources of Funding
$19,201,934

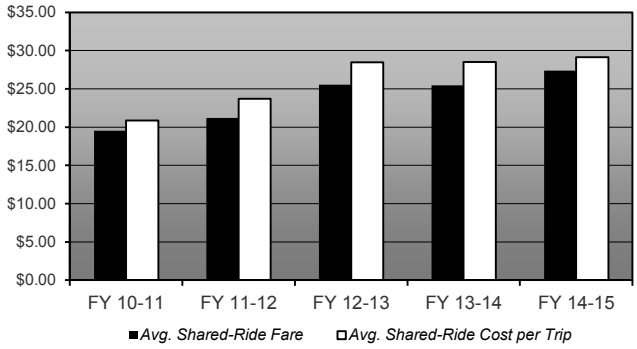


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

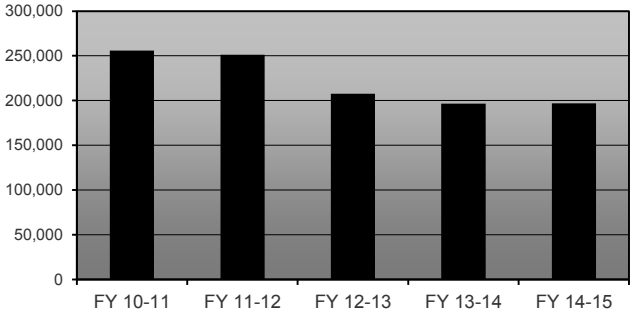
Agency Service Area



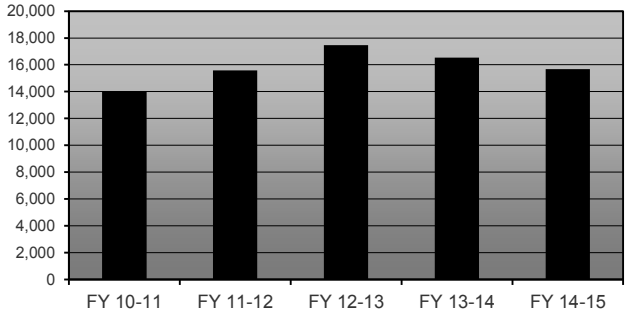
Shared-Ride Fare Recovery



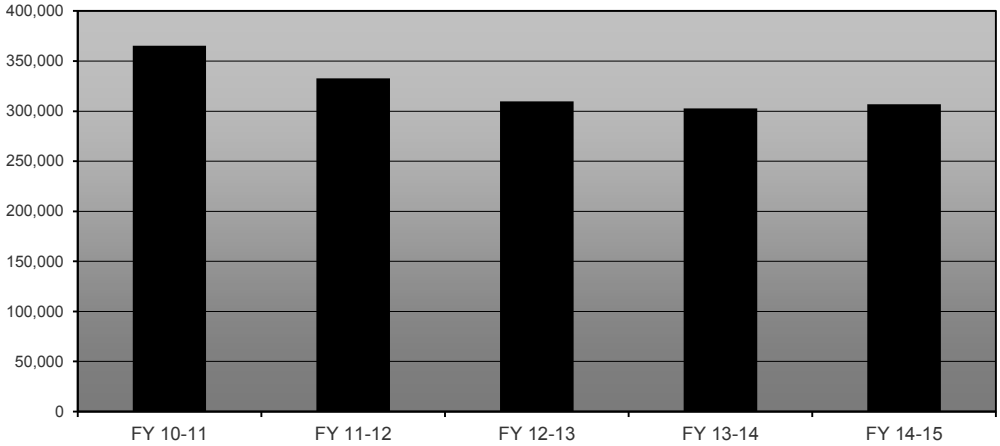
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Susquehanna County Transportation
81 Industrial Dr., P.O. Box 366
Montrose, PA 18801
570-278-6140
Ms. Ronalyn Corbin, Program Director

Service Area Statistics (2010 Census)
Susquehanna County

Square Miles:	1,228
Population:	71,613
65+ Population:	12,373
% of Population 65 and older:	17.3%

MATP Provider:	Yes
Percent of Service Subcontracted:	7.49%

Fare Information

Average Shared-Ride Fare:	$29.94
Cost to Commonwealth per Senior Citizen Trip:	$24.82
Fare Structure Implementation Date:	March 2013

Trip Information

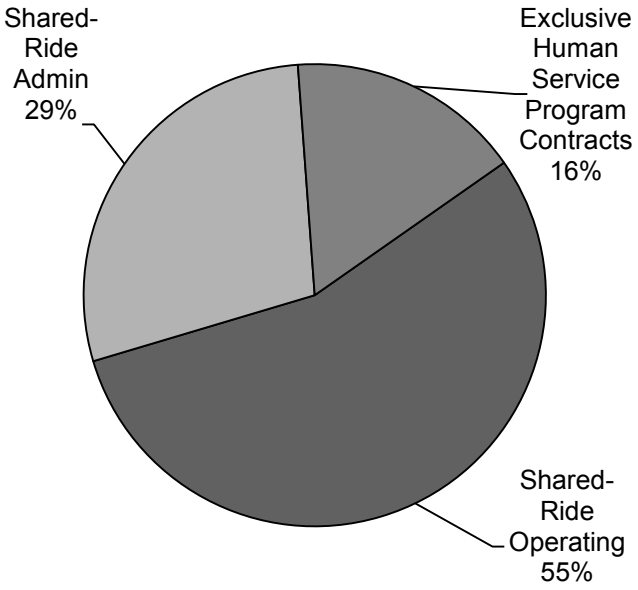
65+ Trips:	20,393
PwD Trips:	3,668
Other Shared-Ride Trips:	10,376
Total Shared-Ride Trips:	34,437
Non-Public Trips:	7,251

Vehicles Operated in Maximum Service

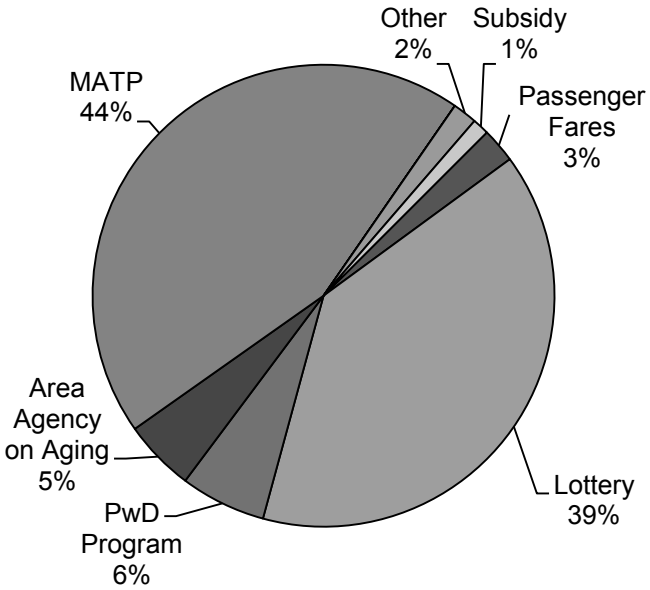
Community Transportation:	25

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,120,472

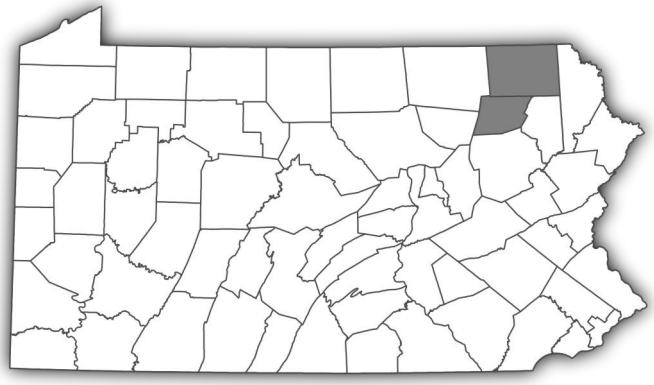


Sources of Funding
$1,288,126

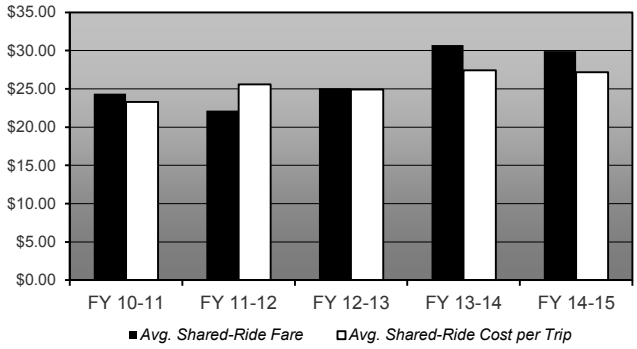


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

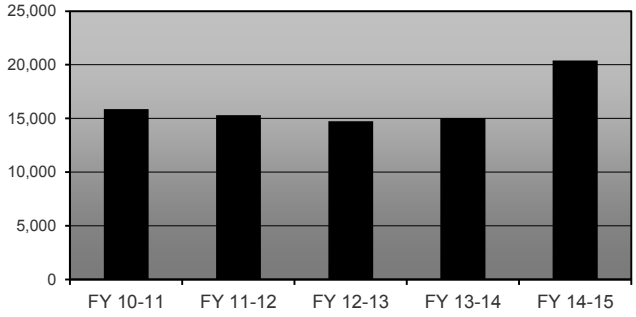
Agency Service Area



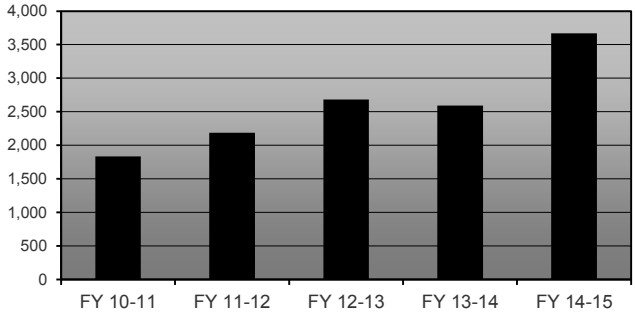
Shared-Ride Fare Recovery



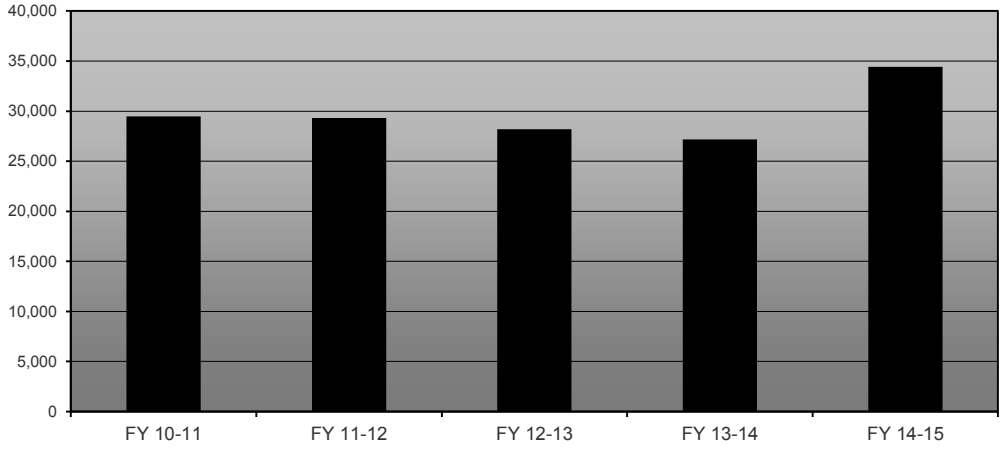
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Union/Snyder Transportation Alliance
713 Bridge St., Suite 11
Selinsgrove, PA 17870
877-877-9021
Ms. Michelle Holman, Administrator

Service Area Statistics (2010 Census)
Union and Snyder Counties

Square Miles:	648
Population:	84,649
65+ Population:	12,798
% of Population 65 and older:	15.1%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$19.08
Cost to Commonwealth per Senior Citizen Trip:	$15.32
Fare Structure Implementation Date:	March 2015

Trip Information

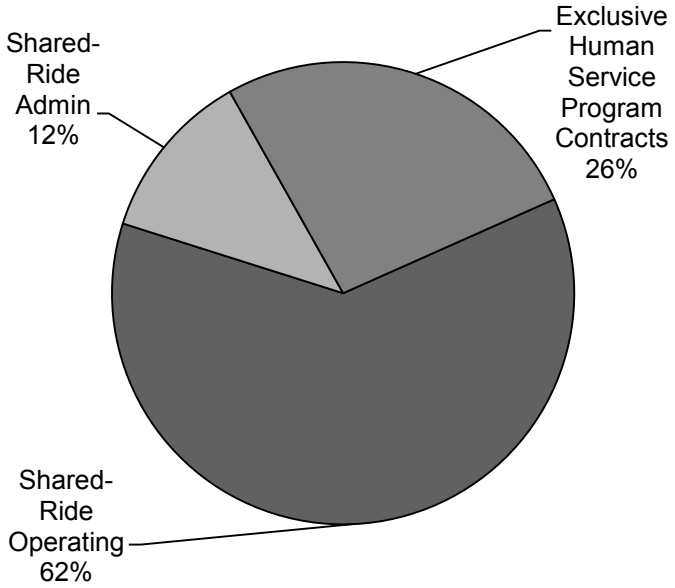
65+ Trips:	22,146
PwD Trips:	11,267
Other Shared-Ride Trips:	33,526
Total Shared-Ride Trips:	66,939
Non-Public Trips:	11,576

Vehicles Operated in Maximum Service

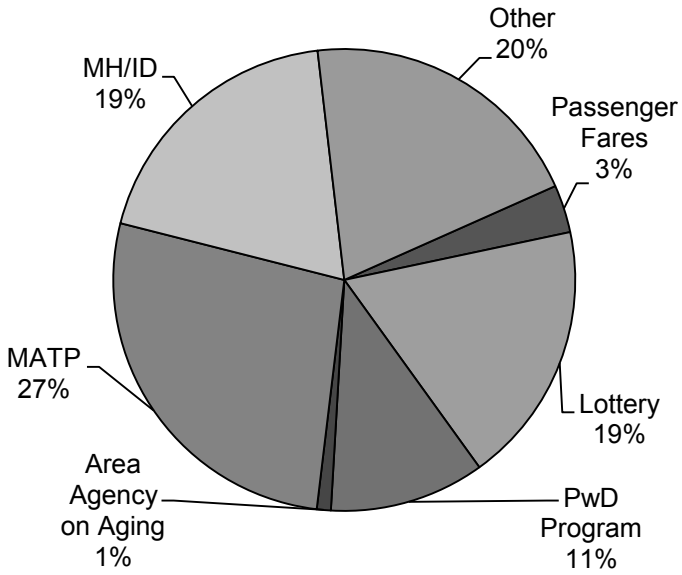
Community Transportation:	20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,896,610



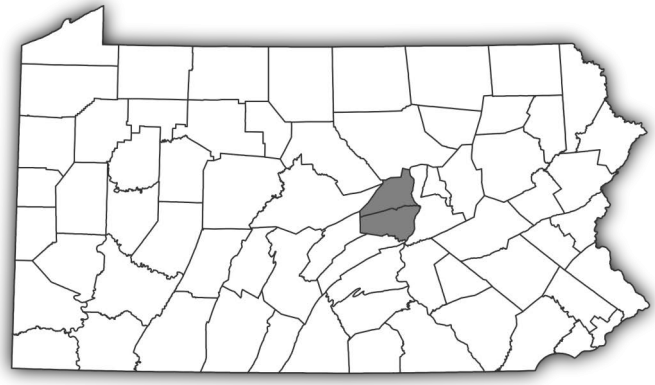
Sources of Funding
$1,845,382



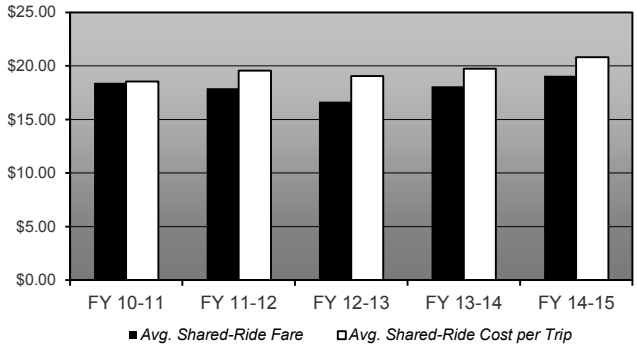
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

ECOLANE Scheduling Software

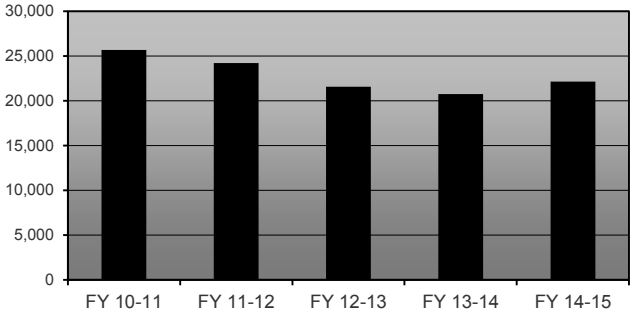
Agency Service Area



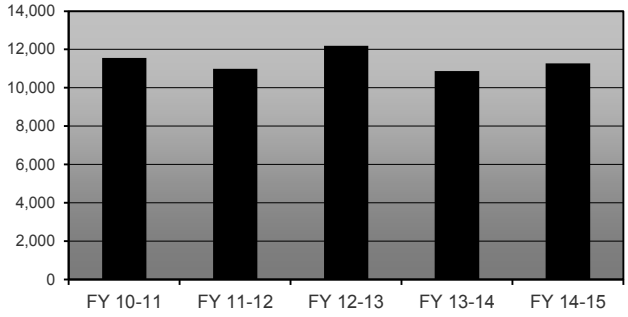
Shared-Ride Fare Recovery



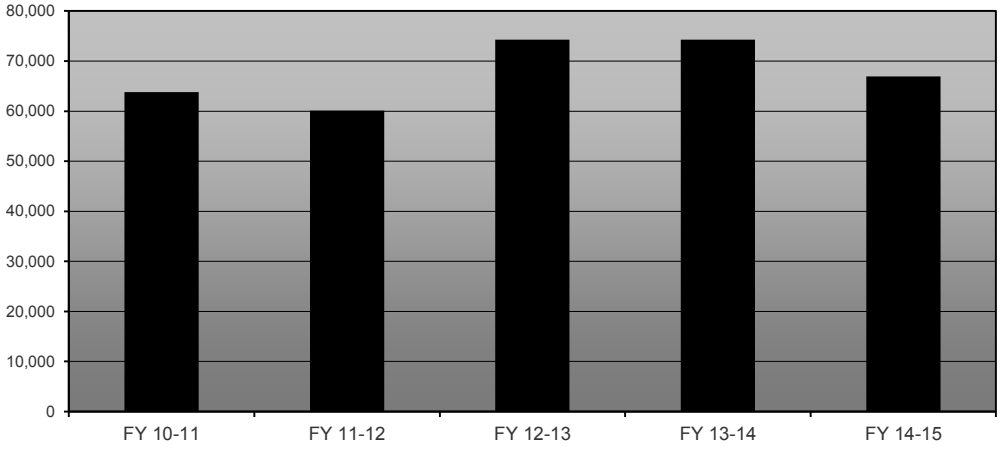
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



Community Transportation

Wayne County Area Agency on Aging
323 10th Street
Honesdale, PA 18431
570-253-4262
Ms. Andrea Whyte, Administrator

Service Area Statistics (2010 Census)
Wayne County

Square Miles:	726
Population:	52,822
65+ Population:	10,028
% of Population 65 and older:	19.0%

MATP Provider:	Yes
Percent of Service Subcontracted:	N/A

Fare Information

Average Shared-Ride Fare:	$26.39
Cost to Commonwealth per Senior Citizen Trip:	$21.17
Fare Structure Implementation Date:	March 2016

Trip Information

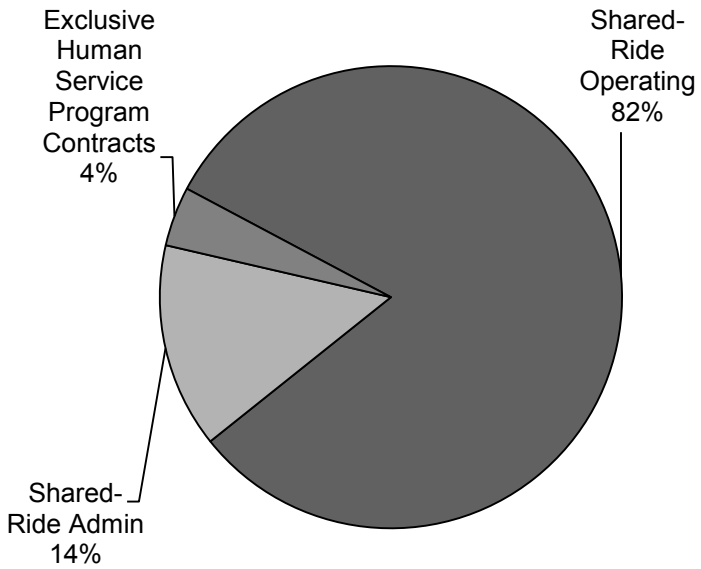
65+ Trips:	26,576
PwD Trips:	3,141
Other Shared-Ride Trips:	13,376
Total Shared-Ride Trips:	43,093
Non-Public Trips:	6,284

Vehicles Operated in Maximum Service

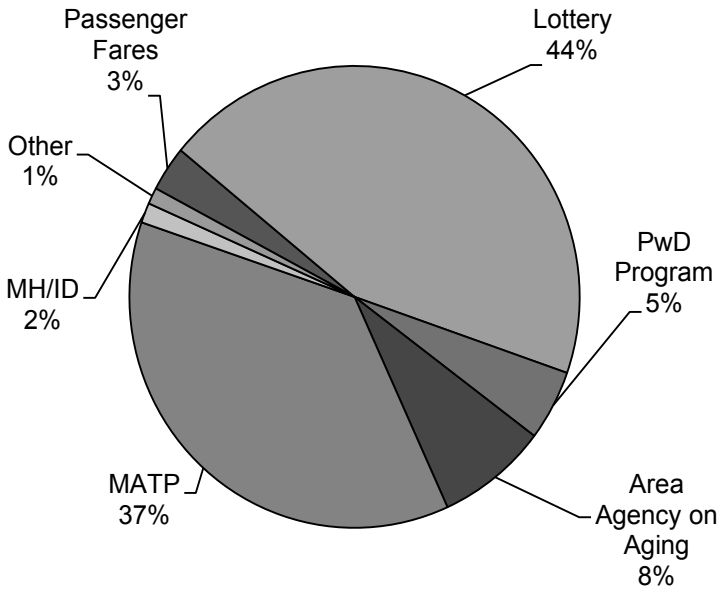
Community Transportation:	25

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,369,249

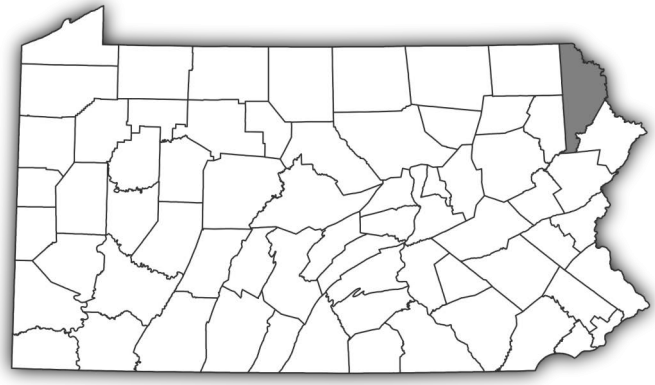


Sources of Funding
$1,267,626

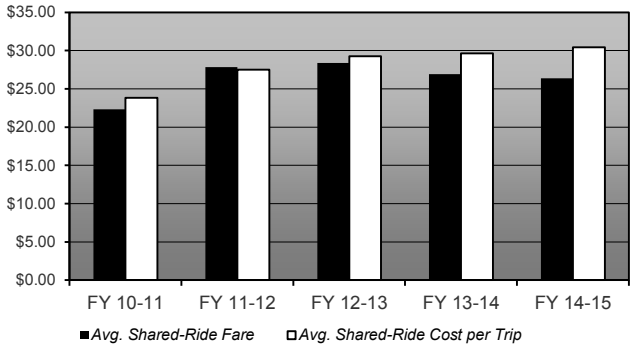


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

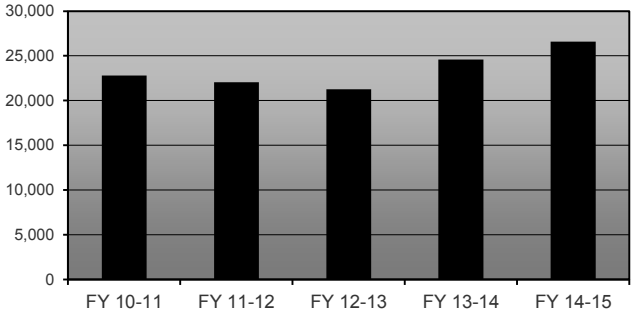
Agency Service Area



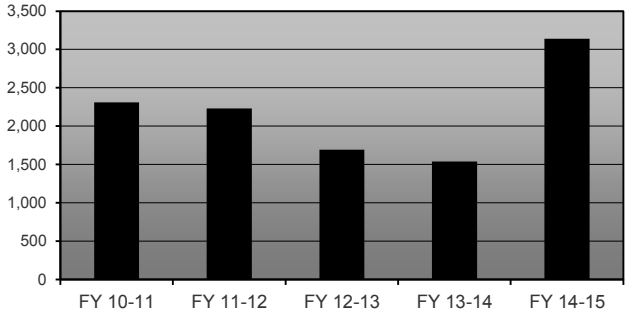
Shared-Ride Fare Recovery



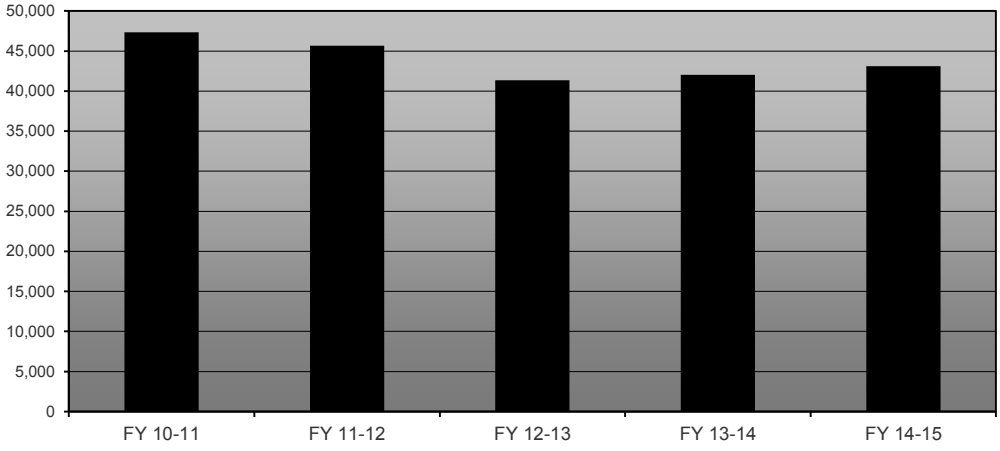
65+ Shared-Ride Trips



PwD Shared-Ride Trips



Total Shared-Ride Trips



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Section VI

Capital Project Highlights

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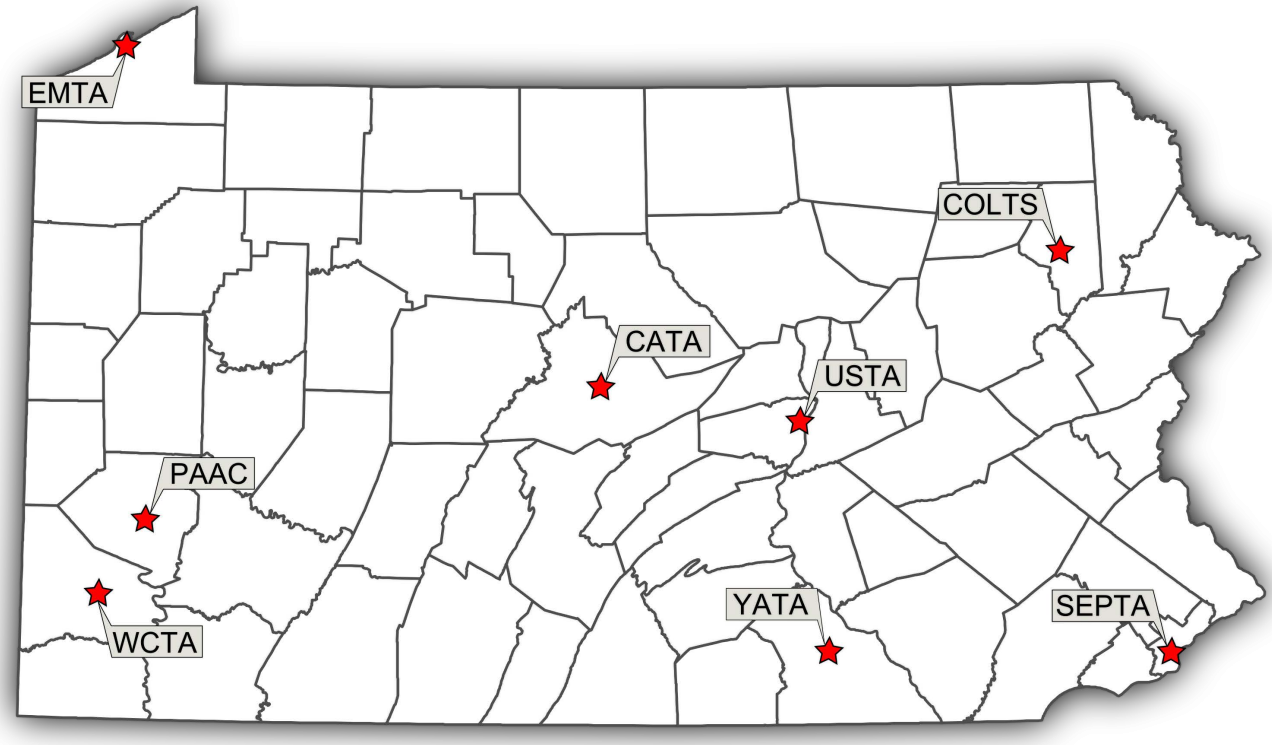
Capital Project Highlights in Pennsylvania Public Transportation

In 2013, Act 89 was passed as a comprehensive transportation funding package that provides $2.3 billion in additional funding over a five-year period for road projects, bridge repairs, and public transportation improvements. This newly established, dedicated funding stream allows the Commonwealth to remain economically competitive with neighboring states and demonstrates a commitment to bringing the statewide transportation system into a state of good repair. The legislation also established a multimodal fund which allocates funding to ports, freight and passenger rail, aviation, transit, and bicycle and pedestrian projects.

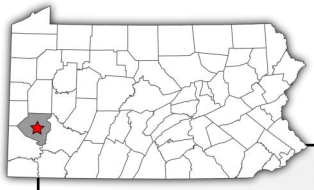
Act 89 benefits public transportation by reinforcing funding for transit operations and creating nearly $500 million in additional revenue to fund mass transit capital projects by FY2017-18. Capital program funding accounts for approximately one-third of dedicated public transportation funding in Pennsylvania, and transit agencies are already experiencing measureable improvements as a result. The following pages highlight eight capital projects completed in FY2014 -15 that were made possible using capital funding assistance provided by the Bureau of Public Transportation.

FY2014-15 Capital Project Highlights

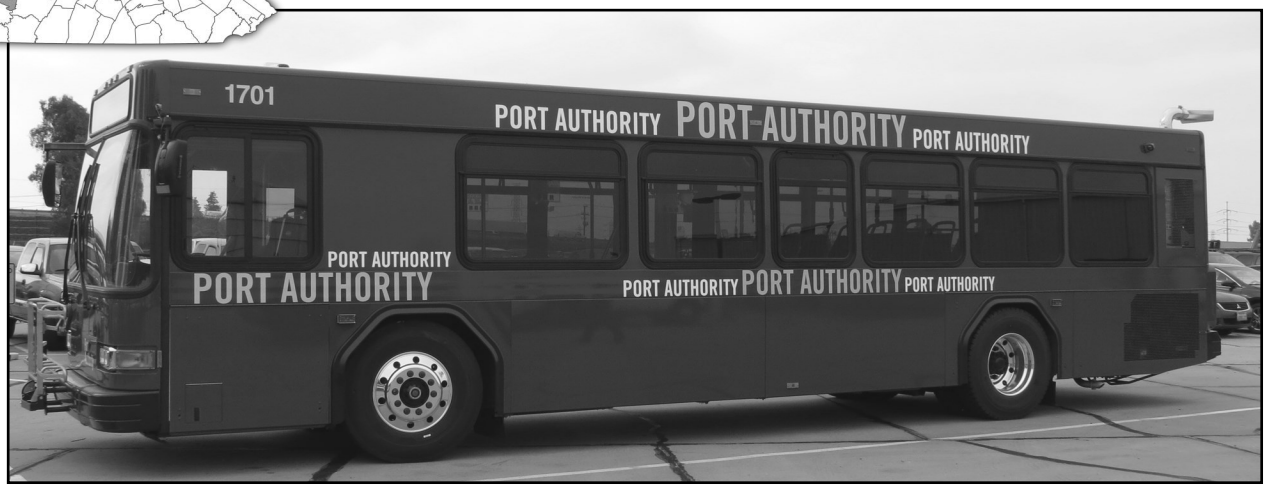


Southeastern Pennsylvania Transportation Authority (SEPTA)

The Southeastern Pennsylvania Transportation Authority (SEPTA) completed the $31.5 million reconstruction of the historic Wayne Junction Station, which serves over 321,000 riders annually. Located in the City of Philadelphia, Wayne Junction Station has been a regionally significant transportation hub since it was opened by the Reading Railroad in 1881. Currently, the station acts as a multi-modal transfer point between six of SEPTA's regional rail lines, as well as three major transit routes - the Route 75 Trackless Trolley, and Bus Routes 23 and 53. SEPTA worked closely with the community to ensure the success of the project, which aimed to retain the station's historic significance while also positioning it to be at the center of economic growth in the surrounding neighborhoods.

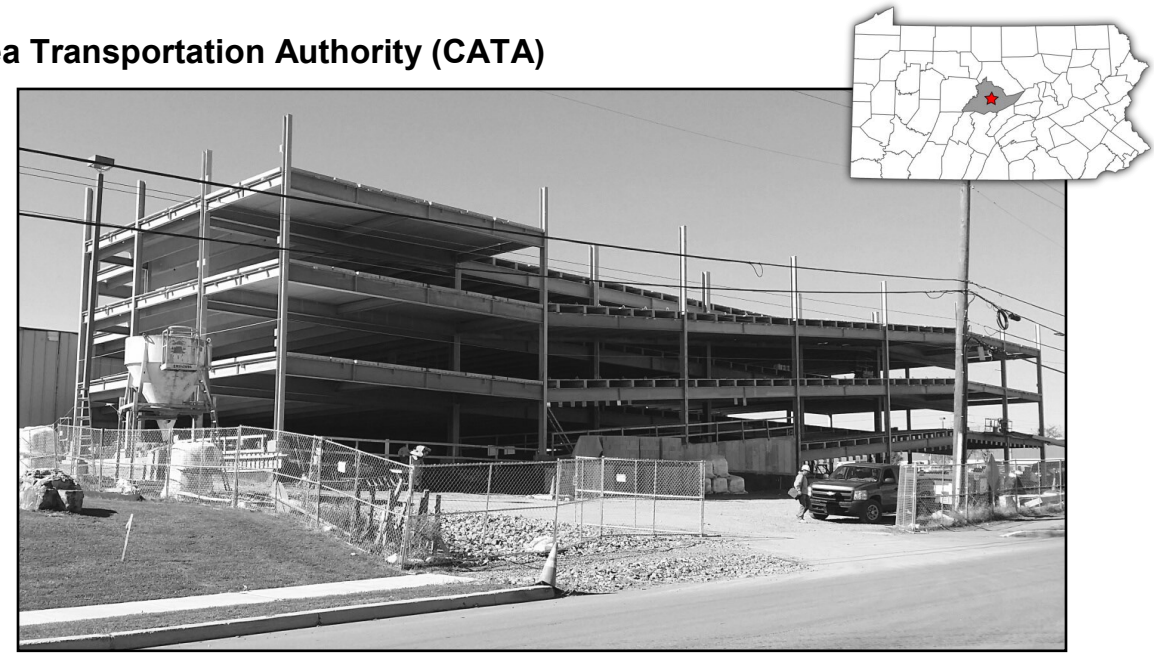


Port Authority of Allegheny County (PAAC)



The Port Authority of Allegheny County (PAAC) recognizes that timely replacement of its revenue vehicle fleet is an integral part of maintaining long-term financial stability and providing excellent customer service. During FY 2014-15, PAAC expended a total of $38.6 million to replace 90 vehicles that had exceeded their useful life.

Centre Area Transportation Authority (CATA)



In 2015, the Centre Area Transportation Authority (CATA) began expanding its bus storage, maintenance and administration facilities to accommodate the system's continuing growth through a $40 million project. The new facility will feature a larger administration building, a new fueling area that will accommodate articulated buses, and a new storage building that is able to accommodate approximately 100 buses. The construction of the new facility is scheduled to be completed in the fall of 2017.

County of Lackawanna Transit System (COLTS)

The County of Lackawanna Transit System (COLTS) held a ribbon-cutting ceremony on November 20, 2015 for the new $13 million multi-modal Lackawanna Transit Center (LTC), located at 30 Lackawanna Avenue, next to the State Building in Scranton. The 6,020 square foot facility officially opened on January 4, 2016. The LTC has bays for eight COLTS buses, as well as two layover spaces within the bus loop and additional layover space on Lackawanna Avenue. The building is a modern, climate-controlled, cost-effective and environmentally friendly facility. Passengers have access to real-time arrival and departure information, as well as indoor seating, vending machines and public restrooms.

Erie Metropolitan Transit Authority

The Erie Metropolitan Transit Authority (EMTA) is reconstructing and expanding its bus maintenance and storage facility at 127 East 14th Street in Erie, Pennsylvania. The nine acre project site will include space for relocating EMTA's existing shared ride LIFT facility, which is currently located several blocks away. A $34 million Phase I construction project on the maintenance area, support area, and bus storage area for the LIFT buses commenced in early 2014 and finished in November 2015.

Freedom Transit *(formerly Washington City Transit & Washington County Transportation Authority)*

In spring 2015, a new $4 million Intermodal Transit Facility opened to the public in Washington, PA. The project was funded through Washington City Transit, which merged with Washington County Transportation Authority in July 2015 to form Freedom Transit. The new facility serves as the main transfer point for all public transit trips traveling through Washington, serviced by Freedom Transit. In addition to bus service, the facility provides administrative offices, a large conference room, a break room, a reception and passenger waiting area, and public parking for visitors and park & riders.

York Adams Transportation Authority (YATA)

In 2015, rabbittransit renovated its administrative offices for the Adams County division in Gettysburg, PA. Originally housed in a cinderblock building from the 1940s, significant interior damage required a complete demolition. The $1 million renovation was completed in February 2015 and serves as the depot for bus departures, as well as a customer service location for members of the public to purchase tickets, obtain applications and access other informational resources.

Union Snyder Transportation Alliance (USTA)

The Union/Snyder Transportation Alliance (USTA) recently moved its administrative and operations offices to a new building, which was provided by Snyder County. The new facility was renovated to accommodate the agency's day-to-day functions and a $345,000 bus shelter was built on-site to house USTA's fleet.

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Section VII

Intercity Bus

Intercity Bus Program:
Serves 40 counties
Provides opportunities to travel into and outside of the state

Service Provided:
Scheduled Route Service (S)
Charter (C)
Group and Party (G)
School Bus Service (SB)
Tours (T)

Subsidized Carriers:	**Service Type:**
Carl R. Bieber, Inc.	S,C,G
The Fullington Auto Bus Co.	S,C,G,SB
Greyhound Lines, Inc.	S,C,G
Myers Coach Lines, Inc.	S,C,G
Susquehanna Transit Co.	S,C,G,SB

Average Fare: $15.18

Total Number of Vehicles: 41 coaches

Carriers and Routes Served:

Carl R. Bieber, Inc.:
Reading – Philadelphia
Pottsville – Philadelphia

The Fullington Auto Bus Company:
State College – Harrisburg
Pittsburgh – Bradford
State College – Wilkes-Barre
State College – Pittsburgh
DuBois – Harrisburg
Scranton - Harrisburg

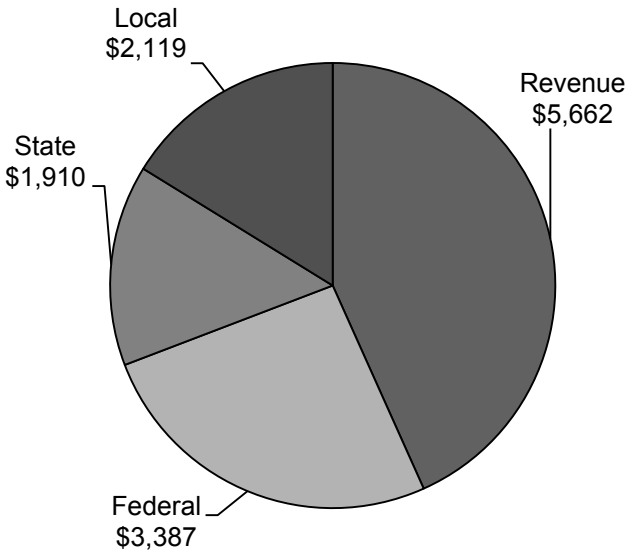
Greyhound Lines, Inc.:
Philadelphia – Scranton
Pittsburgh – Erie
Harrisburg – Pittsburgh

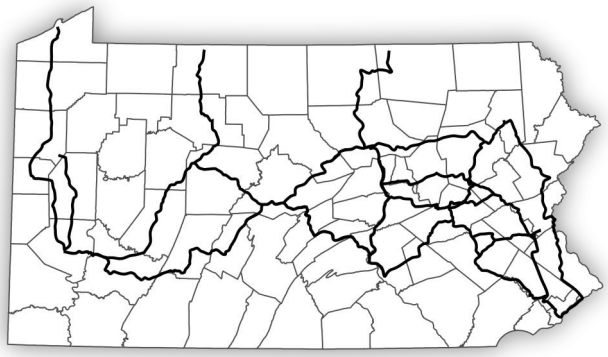
Myers Coach Lines, Inc.:
Pittsburgh – Grove City

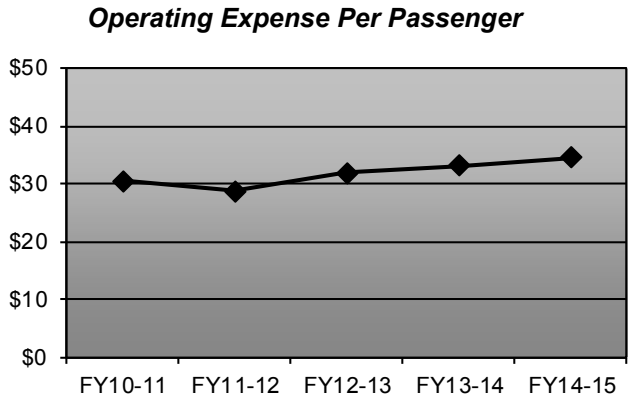
Susquehanna Transit Company:
Williamsport – Philadelphia
Williamsport – Easton
Harrisburg – Elmira, NY

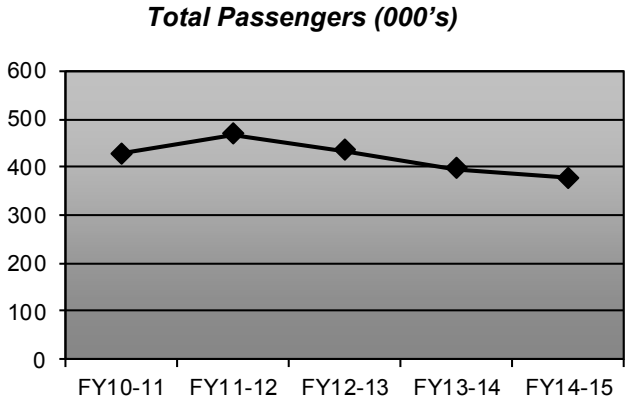
OPERATING FUNDS (000's)

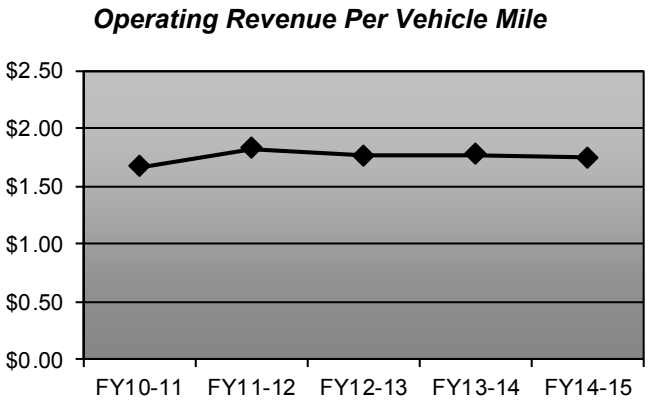
$13,077

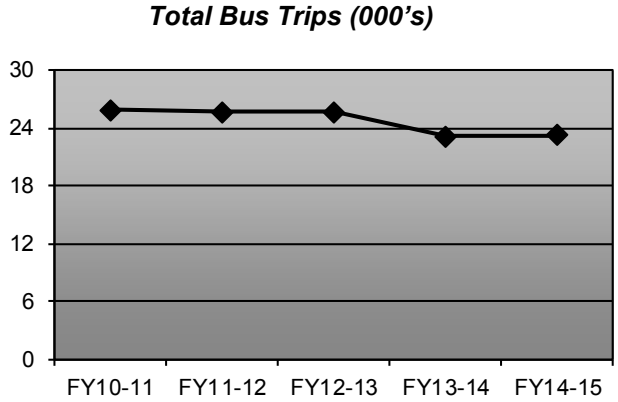


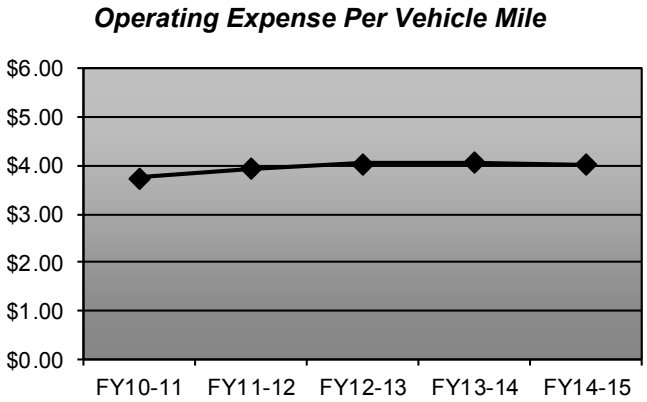


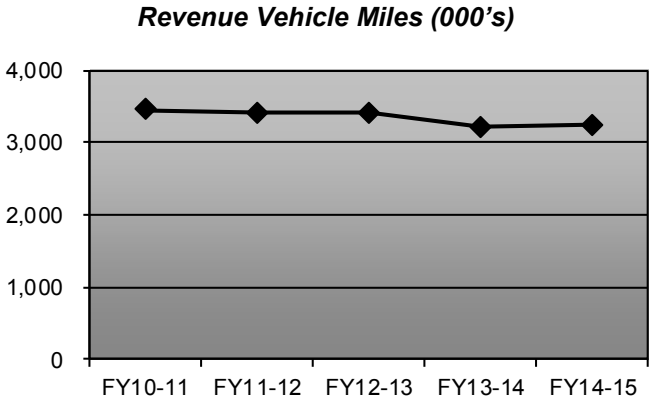

Operating Expense Per Passenger
$50
$40
$30
$20
$10
$0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

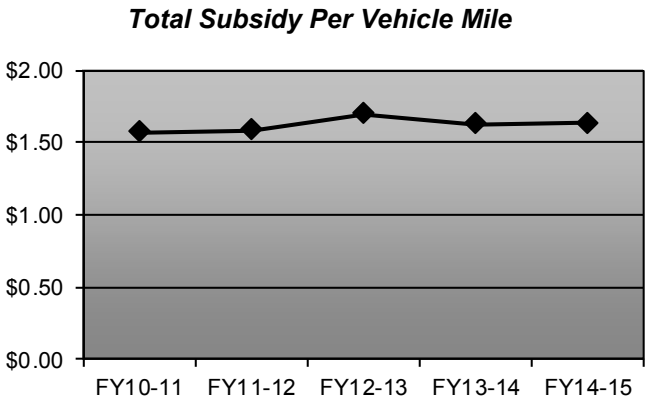

Total Passengers (000's)
600
500
400
300
200
100
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Revenue Per Vehicle Mile
$2.50
$2.00
$1.50
$1.00
$0.50
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Bus Trips (000's)
30
24
18
12
6
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Expense Per Vehicle Mile
$6.00
$5.00
$4.00
$3.00
$2.00
$1.00
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Revenue Vehicle Miles (000's)
4,000
3,000
2,000
1,000
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Subsidy Per Vehicle Mile
$2.00
$1.50
$1.00
$0.50
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

Carl R. Bieber, Inc.
P.O. Box 180
Kutztown, PA 19530
610-683-7333
Mr. Steven G. Haddad, President
610-683-7333
www.biebergroup.com
Customer Service:
1-800-243-2374

Intercity Bus Program:
Serves 8 counties
Provides opportunities to travel into and outside of the state

Subsidized Routes:
Reading – Philadelphia
Pottsville – Philadelphia

Service Provided:
Scheduled Route Service
Charter
Group and Party

Average Fare: $12.84

Total Number of Vehicles: 6 coaches

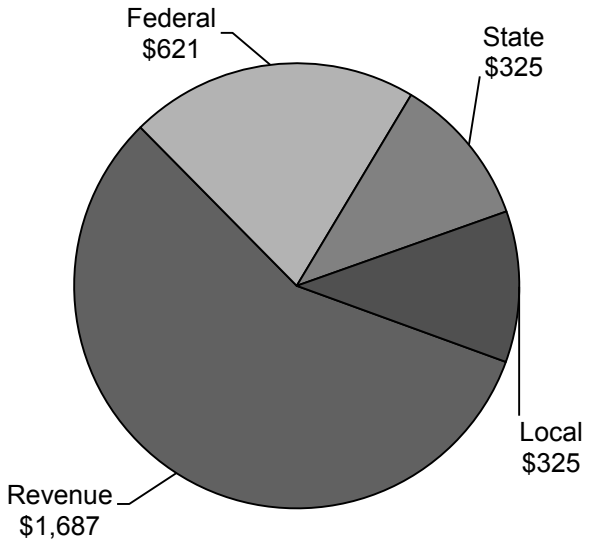
Communities Served by Carl R. Bieber, Inc.:

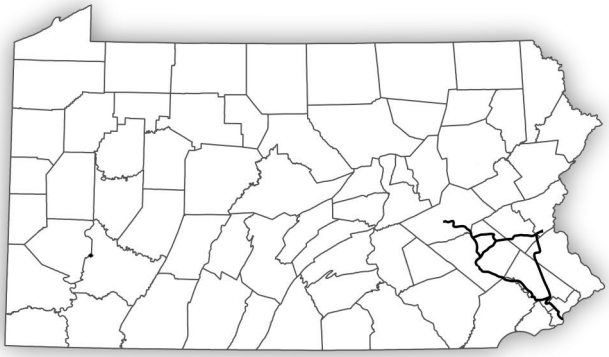
Communities Served by Reading – Philadelphia:
Reading, Kutztown, Wescosville, Allentown, Bethlehem, Quakertown, and Philadelphia

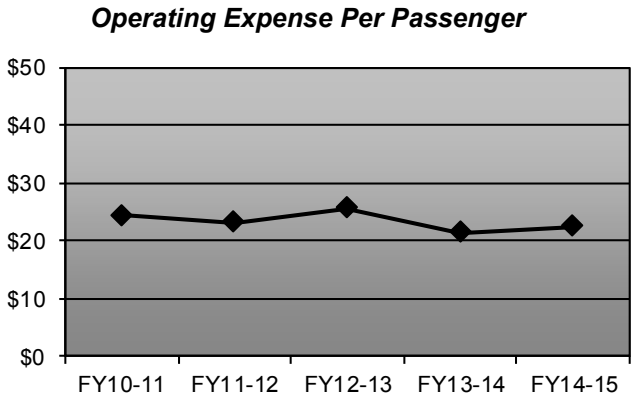
Communities Served by Pottsville – Philadelphia:
Kutztown, Pottsville, Schuylkill Haven, Reading, Pottstown, Norristown, and Philadelphia

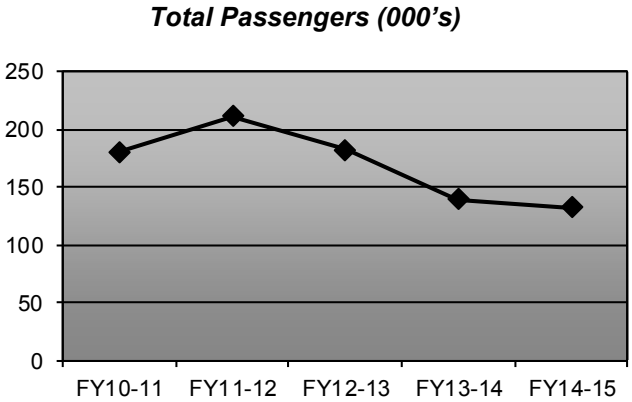
OPERATING FUNDS (000's)

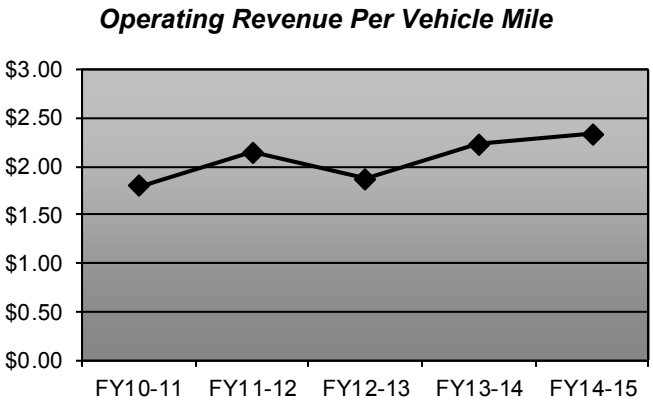
$2,957

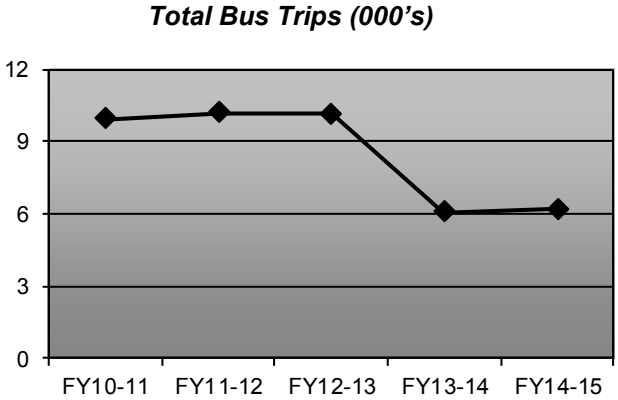


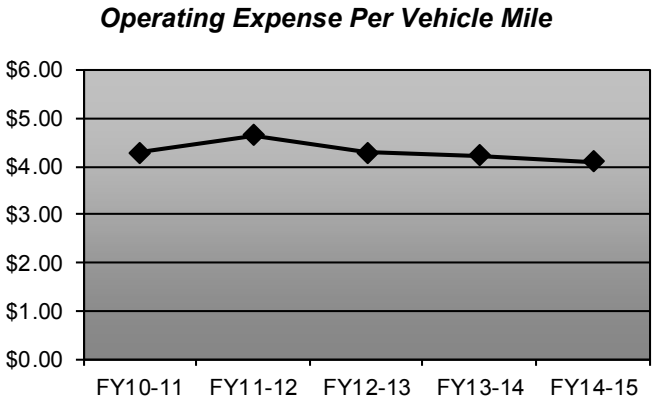


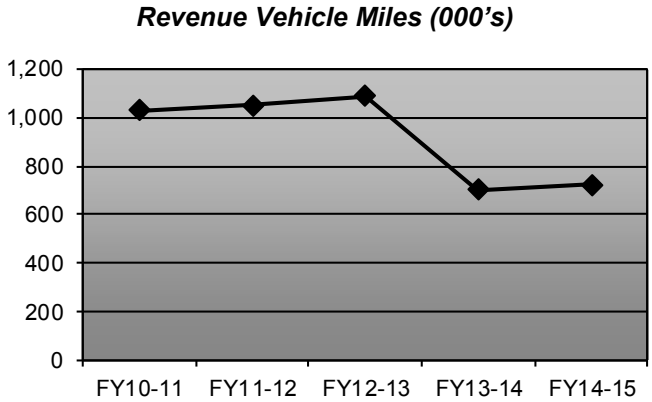

Operating Expense Per Passenger
$50
$40
$30
$20
$10
$0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

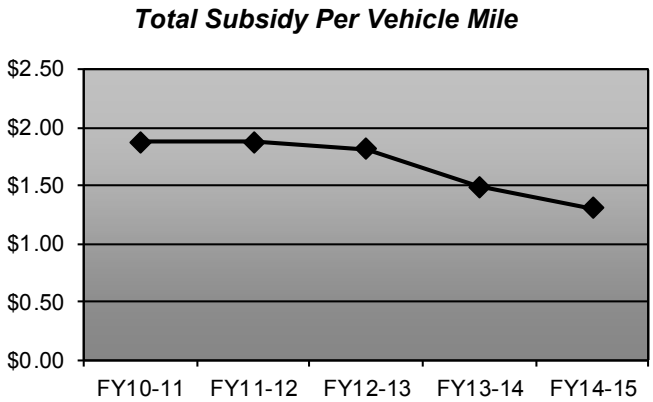

Total Passengers (000's)
250
200
150
100
50
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Revenue Per Vehicle Mile
$3.00
$2.50
$2.00
$1.50
$1.00
$0.50
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Bus Trips (000's)
12
9
6
3
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Expense Per Vehicle Mile
$6.00
$5.00
$4.00
$3.00
$2.00
$1.00
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Revenue Vehicle Miles (000's)
1,200
1,000
800
600
400
200
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Subsidy Per Vehicle Mile
$2.50
$2.00
$1.50
$1.00
$0.50
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

The Fullington Auto Bus Company
P.O. Box 211
316 East Cherry Street
Clearfield, PA 16830
Mr. Jonathan T. Berzas, CEO
814-765-7871
www.fullingtontours.com
Customer Service:
1-800-252-3893

Intercity Bus Program:
Serves 18 counties
Provides opportunities to travel into and outside of the state

Subsidized Routes:
State College – Harrisburg
Pittsburgh – Bradford
State College – Wilkes-Barre
State College – Pittsburgh
DuBois – Harrisburg
Scranton — Harrisburg

Service Provided:
Scheduled Route Service
Charter
Group and Party
School

Average Fare: $15.10

Total Number of Vehicles: 8 coaches

Communities Served by Fullington:

Communities Served by State College – Harrisburg:
State College, Lewistown, Mifflintown, Thompsontown, Millerstown, Newport, Duncannon, and Harrisburg

Communities Served by Pittsburgh – Bradford:
Pittsburgh, Monroeville, Delmont, Blairsville, Indiana, Punxsutawney, Big Run, Sykesville, DuBois, St. Marys, Johnsonburg, Wilcox, Kane, and Bradford

Communities Served by State College – Wilkes-Barre:
State College, Bellefonte, Lock Haven, Williamsport, Hughesville, Red Rock, Dallas, and Wilkes-Barre

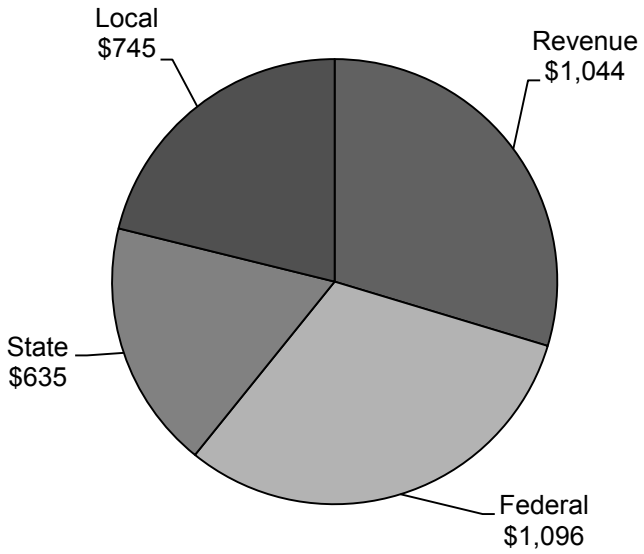
Communities Served by State College – Pittsburgh:
State College, Philipsburg, Clearfield, DuBois, Sykesville, Big Run, Punxsutawney, Indiana, Blairsville, Delmont, Monroeville, Pittsburgh, and Pittsburgh Airport

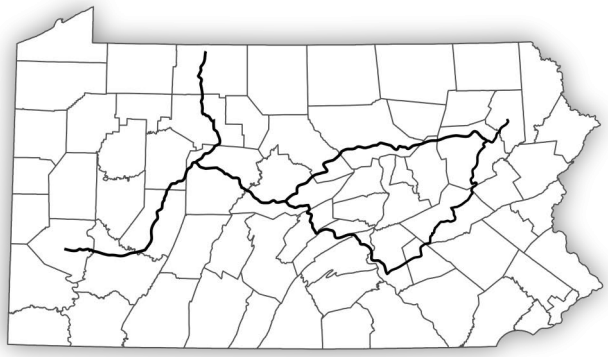
Communities Served by DuBois – Harrisburg:
DuBois, Clearfield, Philipsburg, State College, Lewistown, Mifflintown, and Harrisburg

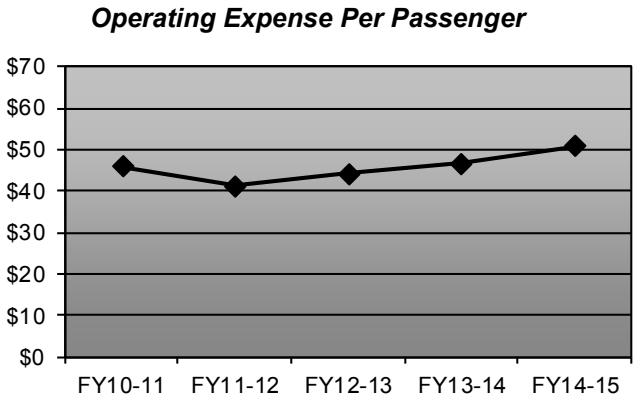
Communities Served by Scranton—Harrisburg:
Scranton, Wilkes-Barre, Hazleton, Pottsville, and Harrisburg

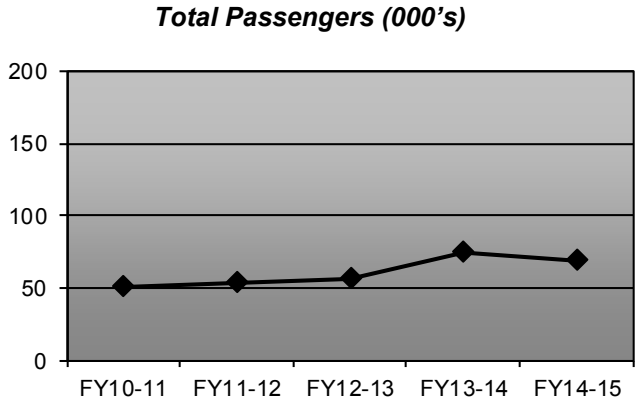
OPERATING FUNDS (000's)

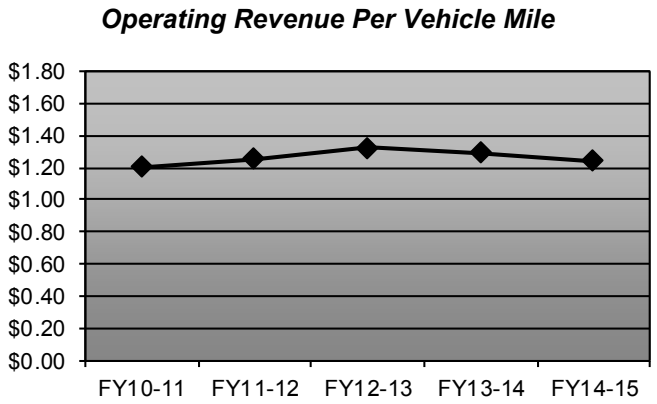
$3,521

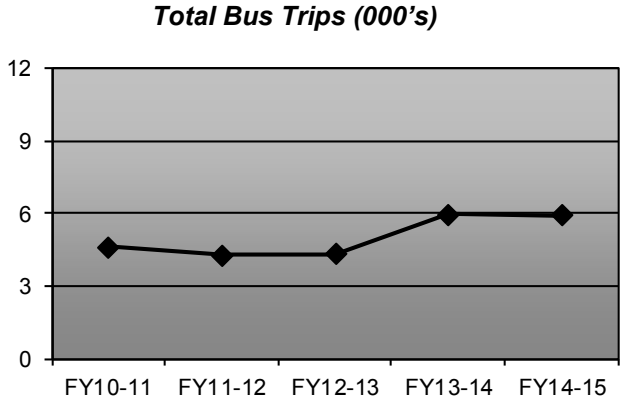


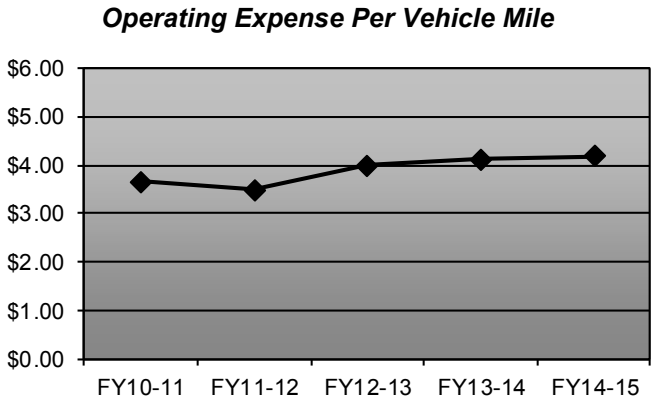


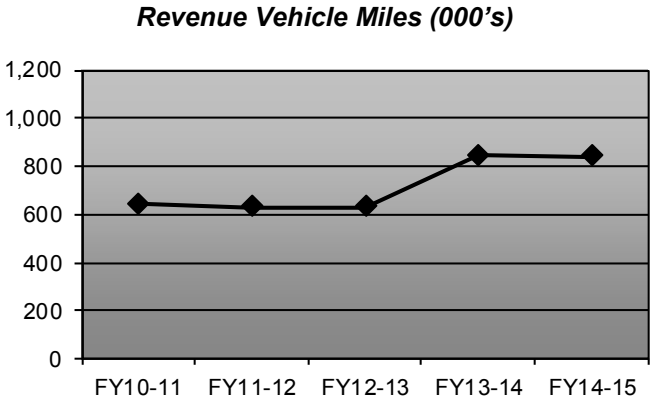

Operating Expense Per Passenger
$70
$60
$50
$40
$30
$20
$10
$0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

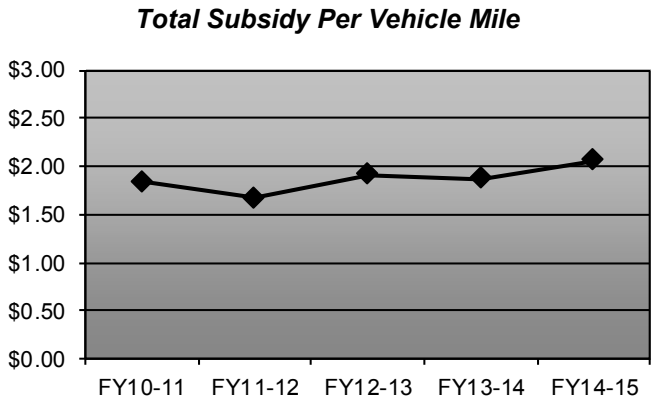

Total Passengers (000's)
200
150
100
50
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Revenue Per Vehicle Mile
$1.80
$1.60
$1.40
$1.20
$1.00
$0.80
$0.60
$0.40
$0.20
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Bus Trips (000's)
12
9
6
3
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Expense Per Vehicle Mile
$6.00
$5.00
$4.00
$3.00
$2.00
$1.00
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Revenue Vehicle Miles (000's)
1,200
1,000
800
600
400
200
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Subsidy Per Vehicle Mile
$3.00
$2.50
$2.00
$1.50
$1.00
$0.50
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

Greyhound Lines, Inc.
350 North St. Paul Street
Dallas, TX 75201
Ms. LePhan Quach
214-849-8531
www.greyhound.com
Customer Service:
1-800-231-2222

Intercity Bus Program:
Serves 16 counties
Provides opportunities to travel into and outside of the state

Subsidized Routes:
Philadelphia – Scranton
Pittsburgh – Erie
Harrisburg – Pittsburgh

Service Provided:
Scheduled Route Service
Charter
Group and Party

Average Fare: $24.34

Total Number of Vehicles: 12 coaches

Communities Served by Greyhound:

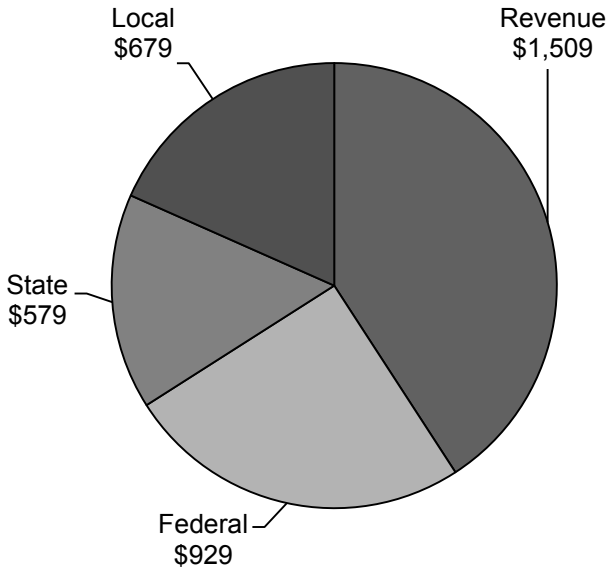
Communities Served by Philadelphia – Scranton:
Scranton, Mt. Pocono, Stroudsburg, Easton, Doylestown, and Philadelphia

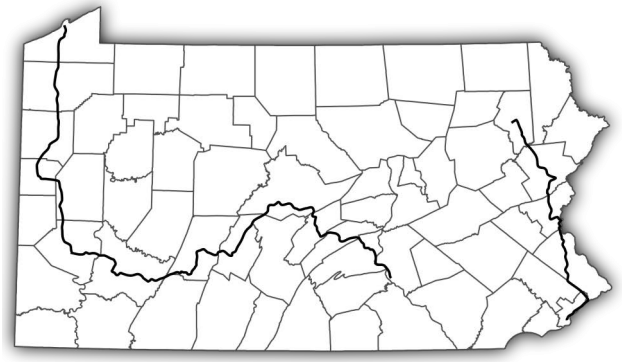
Communities Served by Pittsburgh – Erie:
Pittsburgh, Zelienople, New Castle, Meadville, Edinboro University, and Erie

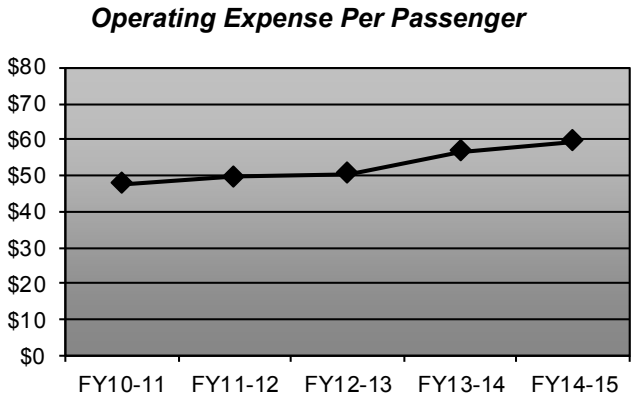
Communities Served by Harrisburg – Pittsburgh:
Harrisburg, Lewistown, State College, Tyrone, Altoona, Ebensburg, Johnstown, Latrobe, Greensburg, and Pittsburgh

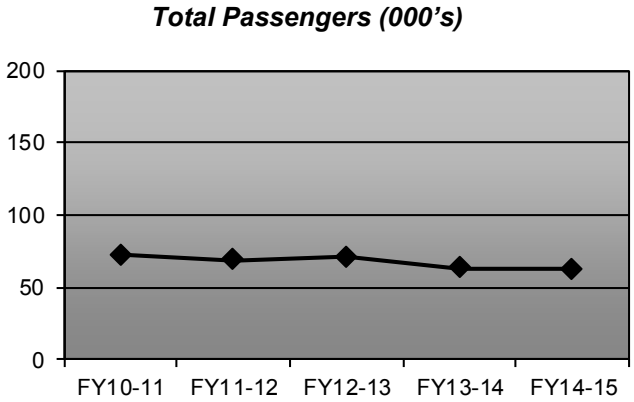
OPERATING FUNDS (000's)

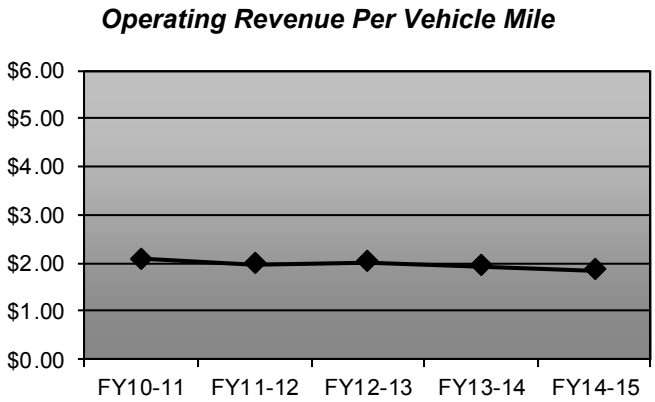
$3,696

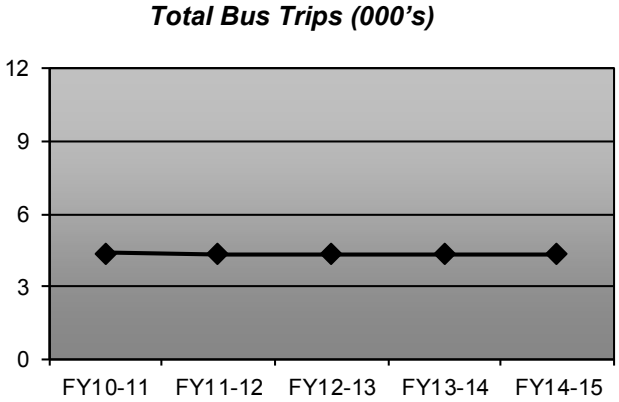


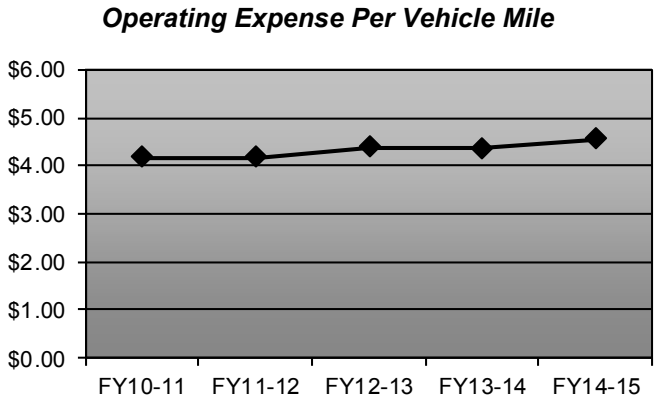


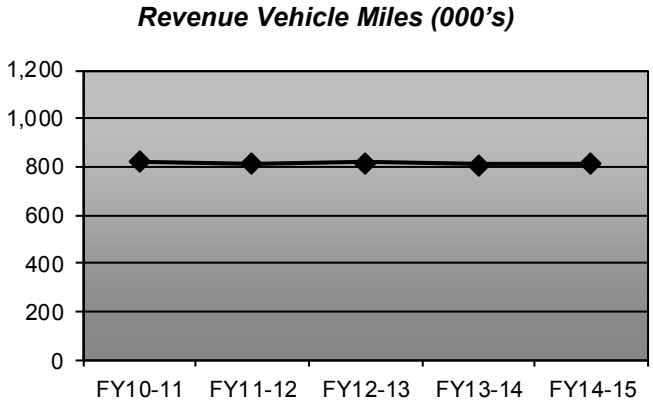

Operating Expense Per Passenger
$80
$70
$60
$50
$40
$30
$20
$10
$0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

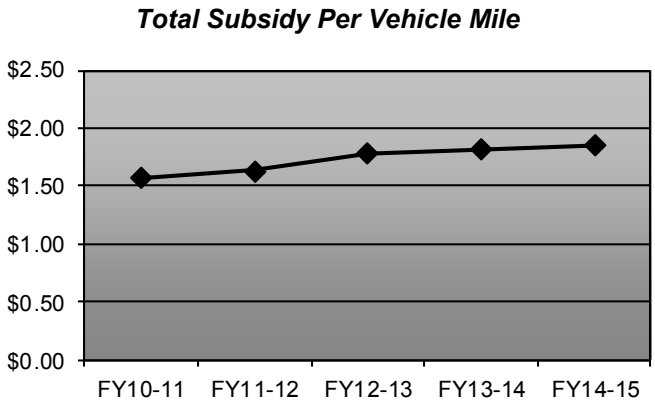

Total Passengers (000's)
200
150
100
50
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Revenue Per Vehicle Mile
$6.00
$5.00
$4.00
$3.00
$2.00
$1.00
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Bus Trips (000's)
12
9
6
3
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Expense Per Vehicle Mile
$6.00
$5.00
$4.00
$3.00
$2.00
$1.00
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Revenue Vehicle Miles (000's)
1,200
1,000
800
600
400
200
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Subsidy Per Vehicle Mile
$2.50
$2.00
$1.50
$1.00
$0.50
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

Myers Coach Lines, Inc.
2001 Ball Park Road
Export, PA 15632
Mr. David A. Myers, President
724-733-1045
www.myerscoachlines.com
Customer Service:
877-733-1045

Intercity Bus Program:
Serves 3 counties
Provides opportunities to travel into and outside of the state

Subsidized Route:
Pittsburgh – Grove City

Service Provided:
Scheduled Route Service
Charter
Group and Party

Average Fare: $4.64

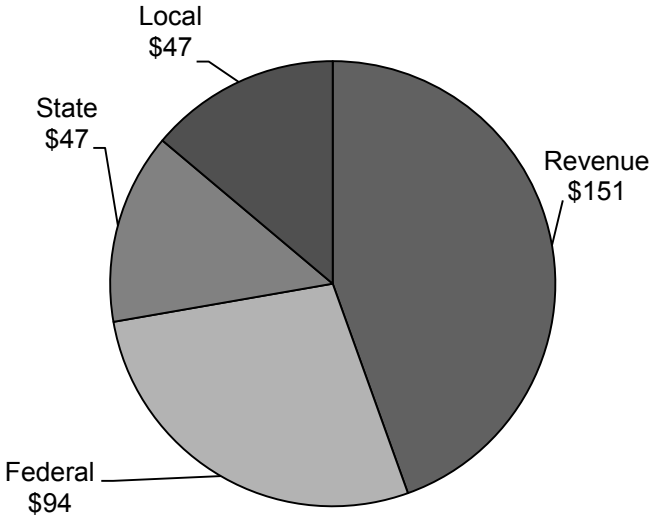
Total Number of Vehicles: 2 coaches

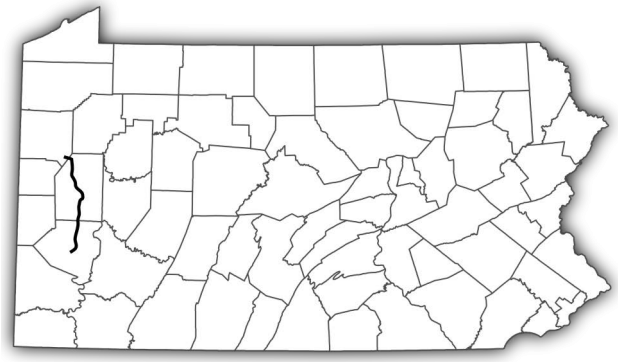
Communities Served by Myers:

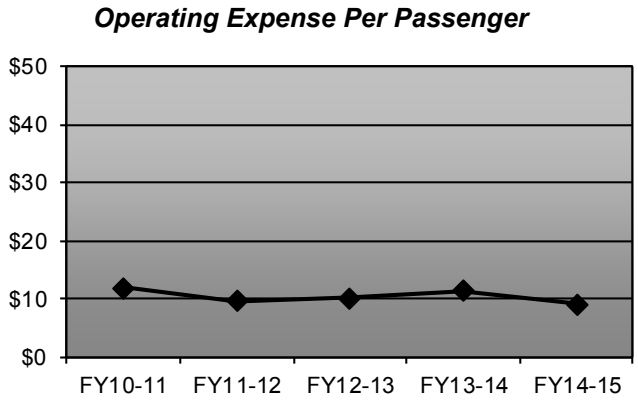
Communities Served by Pittsburgh – Grove City:
Pittsburgh, Etna, Glenshaw, Allison Park, Mt. Royal, Wildwood, Orchard Park, Bakerstown, Cooperstown, Plainview, Butler, Unionville, Stone House, Slippery Rock, and Grove City

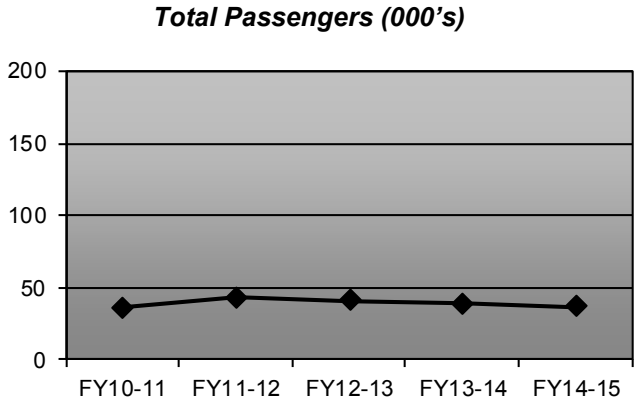
OPERATING FUNDS (000's)

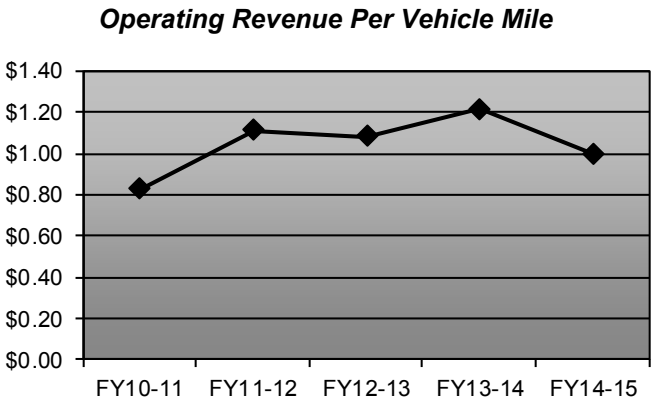
$339

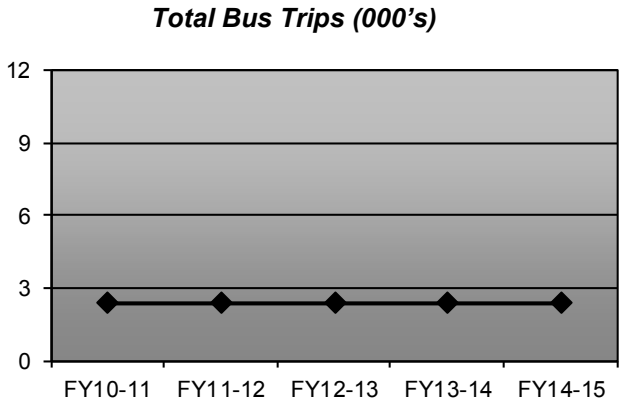


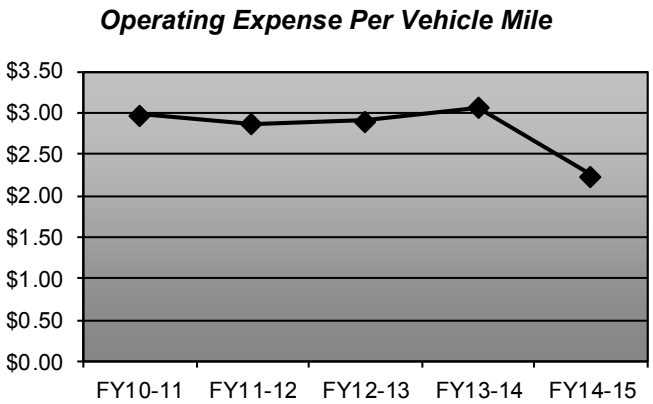


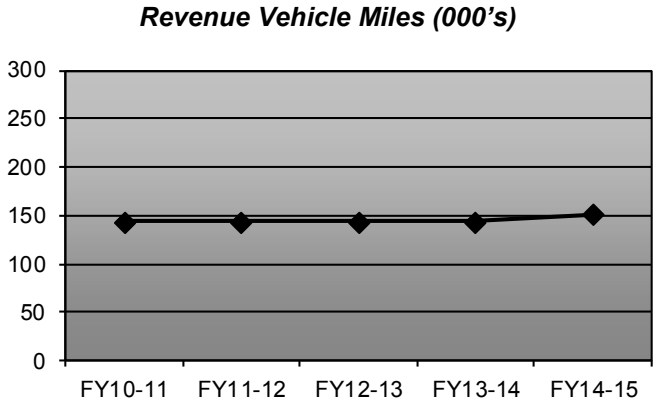

Operating Expense Per Passenger
$50
$40
$30
$20
$10
$0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

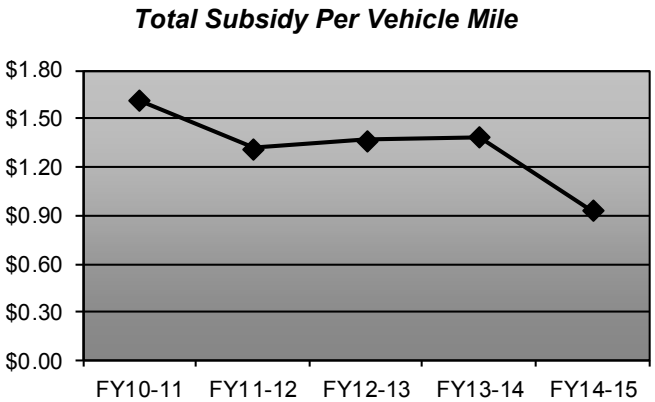

Total Passengers (000's)
200
150
100
50
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Revenue Per Vehicle Mile
$1.40
$1.20
$1.00
$0.80
$0.60
$0.40
$0.20
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Bus Trips (000's)
12
9
6
3
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Expense Per Vehicle Mile
$3.50
$3.00
$2.50
$2.00
$1.50
$1.00
$0.50
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Revenue Vehicle Miles (000's)
300
250
200
150
100
50
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Subsidy Per Vehicle Mile
$1.80
$1.50
$1.20
$0.90
$0.60
$0.30
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

Susquehanna Transit Company
P.O. Box U
Avis, PA 17721
570-753-5125
Mr. Carl W. Kephart, President
570-753-5125
www.susquehannabus.com
Customer Service:
1-800-692-6314

Intercity Bus Program:
Serves 19 counties
Provides opportunities to travel into and outside of the state

Subsidized Routes:
Williamsport – Philadelphia
Williamsport – Easton
Harrisburg – Elmira, NY

Service Provided:
Scheduled Route Service
Charter
Group and Party
School Bus

Average Fare: $16.27

Total Number of Vehicles: 13 coaches

Communities Served by Susquehanna Transit Company:

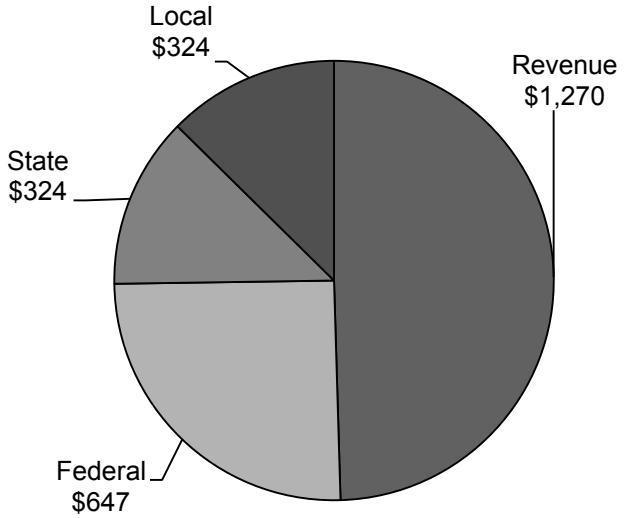
Communities Served by Williamsport – Philadelphia:
Williamsport, Muncy, Allenwood, Watsontown, Milton, Lewisburg, Sunbury, Shamokin, Kulpmont, Mt. Carmel, Ashland, Frackville, Shenandoah, Mahanoy City, Danville, Bloomsburg, Berwick, Hazleton, Hometown, Tamaqua, Coaldale, Lansford, Nesquehoning, Beaver Meadows, Hudsondale, Jim Thorpe, Lehighton, Allentown, Quakertown, Doylestown, Abington, Willow Grove, and Philadelphia

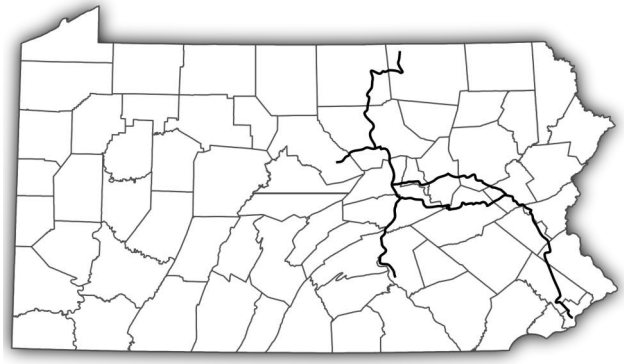
Communities Served by Williamsport – Easton:
Williamsport, Mt. Carmel, Bloomsburg, Lehighton, Allentown, and Easton

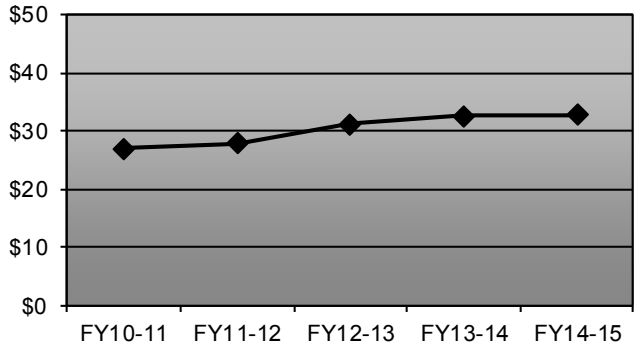
Communities Served by Harrisburg – Elmira, NY:
Harrisburg, Amity Hall, New Buffalo, Liverpool, Rt. 104 Park-and-Ride, Port Trevorton, Selinsgrove, Sunbury, Shamokin Dam, Lewisburg, Allenwood, Williamsport, Lock Haven, Trout Run, Liberty, Blossburg, Mansfield, Mainesburg, Sylvania, Troy, Gillett, and Elmira, NY

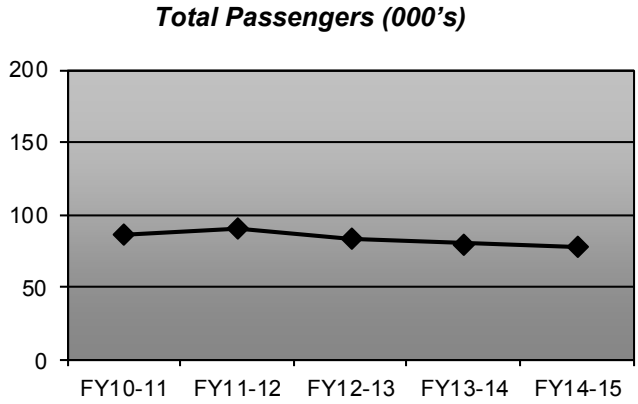
OPERATING FUNDS (000's)

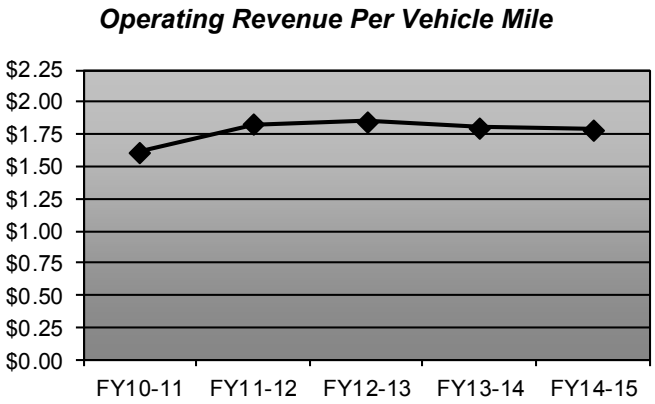
$2,565

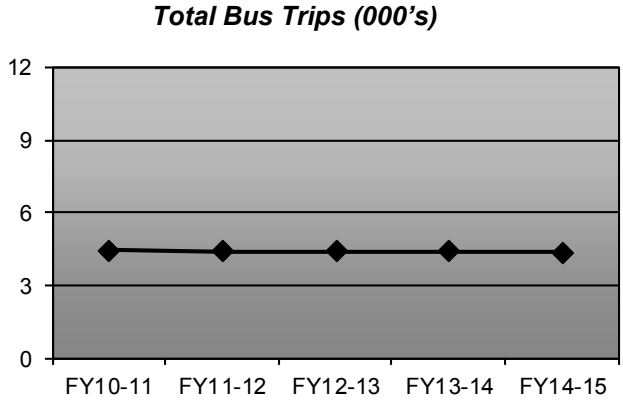


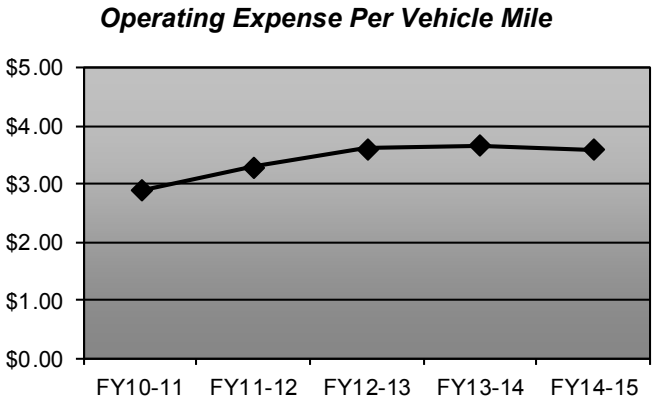


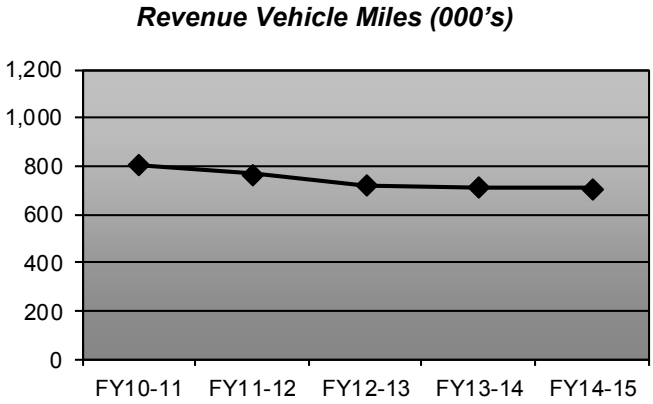

Operating Expense Per Passenger
$50
$40
$30
$20
$10
$0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

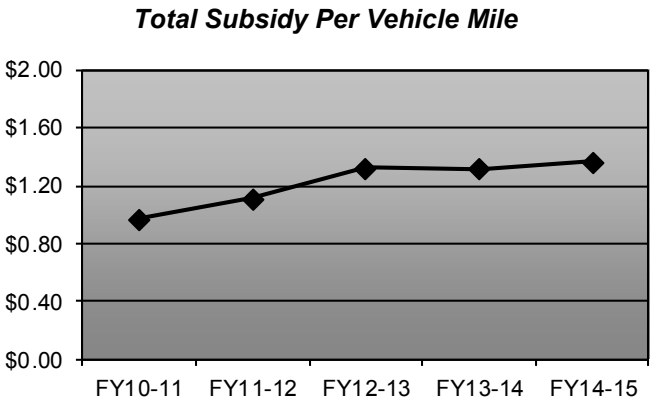

Total Passengers (000's)
200
150
100
50
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Revenue Per Vehicle Mile
$2.25
$2.00
$1.75
$1.50
$1.25
$1.00
$0.75
$0.50
$0.25
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Bus Trips (000's)
12
9
6
3
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Operating Expense Per Vehicle Mile
$5.00
$4.00
$3.00
$2.00
$1.00
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Revenue Vehicle Miles (000's)
1,200
1,000
800
600
400
200
0
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15


Total Subsidy Per Vehicle Mile
$2.00
$1.60
$1.20
$0.80
$0.40
$0.00
FY10-11
FY11-12
FY12-13
FY13-14
FY14-15

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Section VIII

Passenger Rail

Passenger Rail Program

Pennsylvania Department of Transportation
Bureau of Public Transportation
P.O. Box 3151
Harrisburg, PA 17105-3151
717-783-8025
www.penndot.gov
www.planthekeystone.com
www.accessthekeystone.com

National Railroad Passenger Corporation (Amtrak)
60 Massachusetts Avenue, NE
Washington, D.C. 20002
1-800-872-7245
www.amtrak.com

Keystone Corridor Service & Operations

- Keystone Corridor owned by Amtrak from Harrisburg, PA, to Philadelphia, PA
- 26 weekday and 14 weekend trains
- High Speed Rail of 110 mph
- Harrisburg – Philadelphia commute time = 95 min

Ridership and Revenue

- Total Keystone Passengers: 1,348,619
- Total Keystone Passenger Revenue: $31,083,991

Fuel & Power

- Diesel/Electric Propulsion
- Power Usage (kilowatt hours): 29,381,194
- Diesel Consumption (gallons): 28,667

Keystone Corridor Improvements

Harrisburg Train Station

- Replace track interlockings (in progress)

Lancaster County At-Grade Crossings

- Eliminate three public crossings to increase public safety and awareness (complete)

Mount Joy Train Station

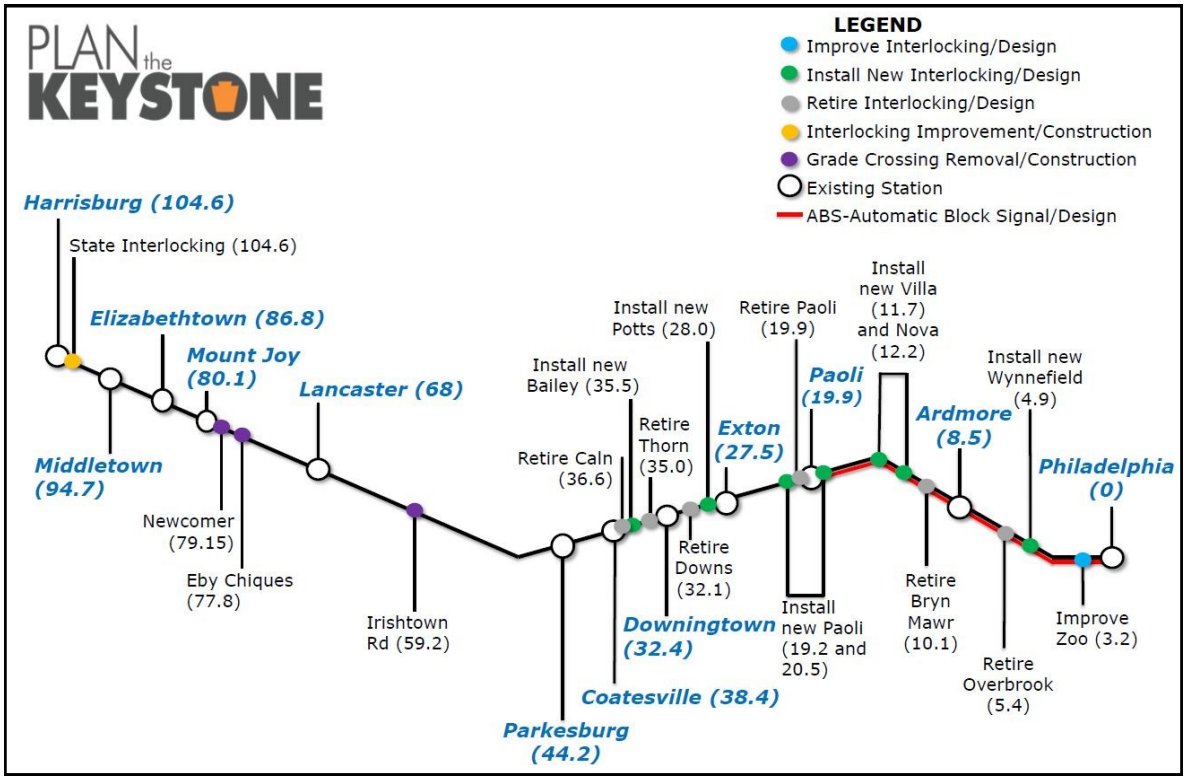
- Construct level-boarding passenger platforms and covered walkway for parking access (in progress)

Elizabethtown Train Station

- Construct long-term/overflow parking lot (complete)
- Construct pedestrian & bicycle pathway from station to downtown (complete)

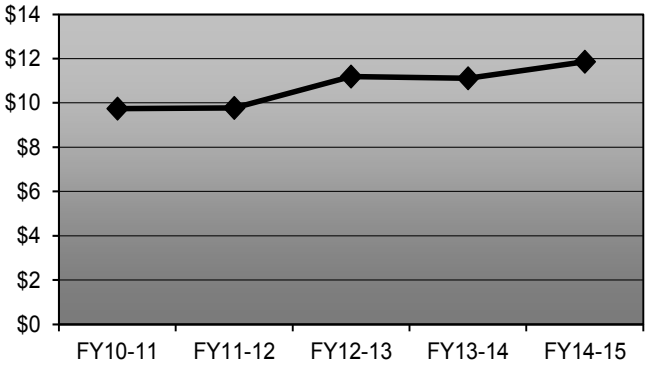
Keystone Corridor

Amtrak Owned Right-of-Way

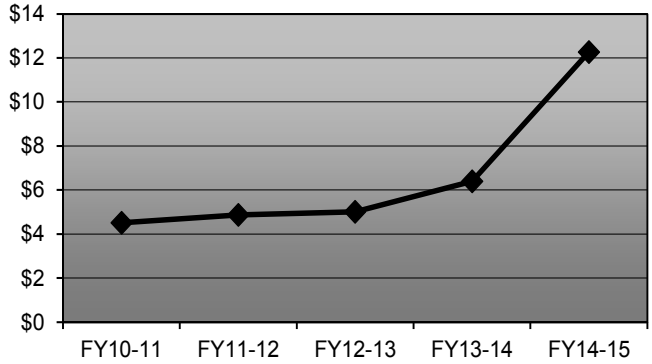


Keystone Corridor Service *Performance Data*		
Factor	**FY 13-14**	**FY 14-15**
Annual Train Miles	439,678	439,678
Expense per Train Mile	$120.38	$87.17
Subsidy per Train Mile	$35.33	$32.46
Average Passenger Fare	$27.73	$28.17
Annual Cost Recovery	71%	73%
Keystone Passengers*	1,348,619	1,360,737
Keystone Passenger Miles	119,462,079	119,508,127
Annual State Subsidy**	$15,534,000	$14,270,087
Annual Passenger Revenue**	$31,083,991	$38,328,482
Average Train Speed	60 mph	60 mph

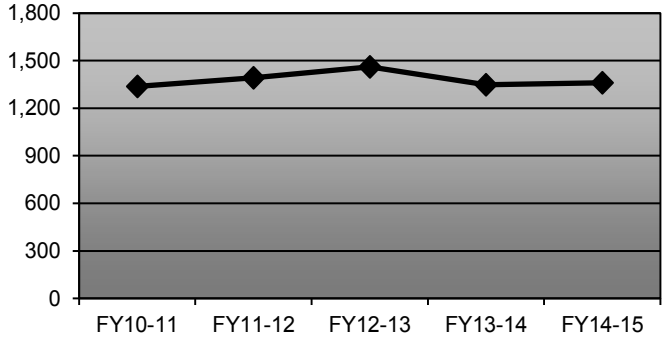
Revenue per Passenger Mile



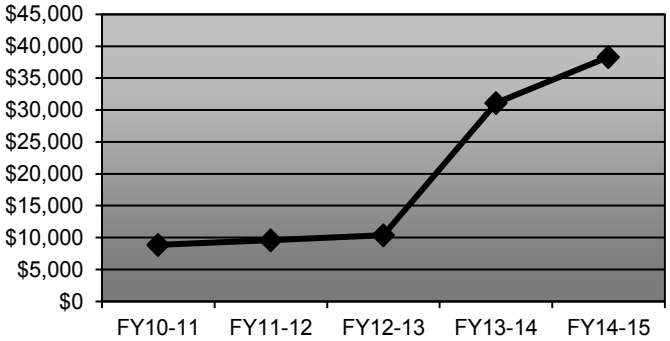
Subsidy per Passenger Mile



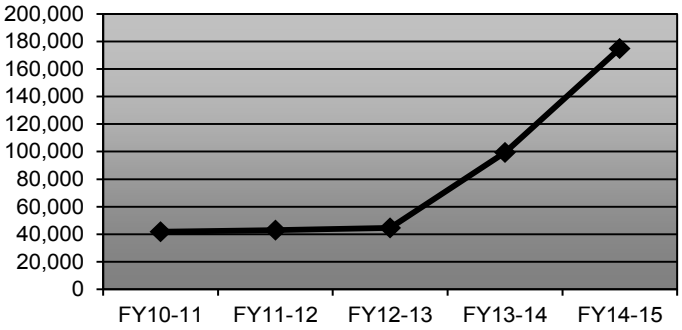
Total Keystone Ridership (000's)



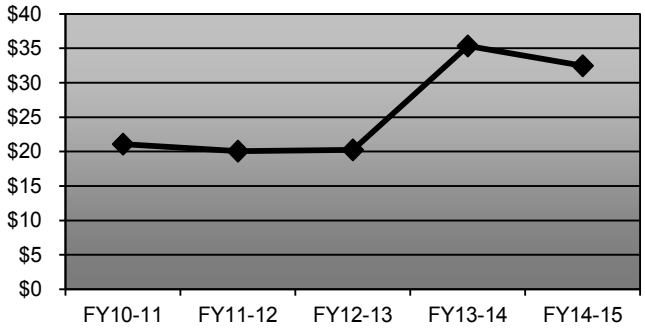
Keystone Revenue (000's)



Total Keystone Passenger Miles (000's)



Subsidy per Train Mile



* Prior to FY 2013-14, Amtrak estimated ridership for trips completed under multi-ride tickets. After implementing new ticketing technology, ridership from multi-ride tickets is now being more accurately reported.

** Section 209 of the Passenger Rail Investment and Improvement Act (PRIIA) went into effect on October 1, 2013, requiring PennDOT to fully fund the Keystone Corridor.

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Section IX

Glossary of Terms

Urban and Rural Systems

Act 44: State Act 44 of 2007.

Act 44 Fixed Route Distribution Factors: Factors used to determine the amount of operating assistance available for distribution to local transportation organizations under Section 1513 of Act 44. Factors include total passengers, senior passengers, revenue vehicle hours, and revenue vehicle miles counted in fixed route public transportation service and ADA complementary paratransit service.

Act 89: State Act 89 of 2013

Deadhead: A measurement in time or distance units where a revenue vehicle is operating on the road, but not available for public use in fixed-route public transportation service and paratransit service.

Fiscal Year: For financial reporting purposes, Pennsylvania uses July 1 through June 30 as its fiscal year.

Fixed Route Public Transportation Service: Defined by Act 44 as regularly-scheduled general public transportation that is provided according to published schedules along designated routes, with specified stopping points for the taking on and discharging of passengers.

Full Time Employee: A person who normally works 30 hours or more per week.

Operating Expenses: Defined by Act 44 as total expenses required to continue service to the public and to permit needed improvements in service which are not self-supporting and otherwise for any purpose in furtherance of public passenger transportation.

Operating Revenue: Defined by Act 44 as the total revenue earned by a local transportation organization through its transit operations. The term includes passenger fares, reimbursement in lieu of fares for senior passengers, charter revenue, school bus revenue, advertising revenue, and other miscellaneous revenue such as public and private route guarantee funds.

Paratransit Service: Defined by Act 44 as transit service operating on a non-fixed-route basis in order to provide complementary transportation service to persons who are functionally unable to use fixed-route public transportation service, as required by the Americans with Disabilities Act of 1990.

Part Time Employee: A person who normally works fewer than 30 hours per week.

Revenue Vehicle Hours: Defined by Act 44 as the total amount of time calculated in hours during which vehicles are in service and available for public use in fixed-route public transportation service and paratransit service. The term does not include deadhead hours.

Revenue Vehicle Miles: Defined by Act 44 as the total amount of distance calculated in miles during which vehicles are in service and available for public use in fixed-route public transportation service and paratransit service. The term does not include deadhead miles.

Senior Passengers: Defined by Act 44 as senior citizens (persons who are at least 65 years of age) who ride on fixed-route public transportation service.

Total Passengers: Defined by Act 44 as the total of all originating passengers plus transfer passengers carried on fixed-route public transportation service and paratransit service.

Community Transportation

65+ (Senior Citizen) Passenger Trips: The number of one-way passenger trips reported for persons 65 years of age or older. Senior Citizens are responsible for a portion (approximately 15 percent) of the general public fare for Community Transportation (shared-ride) service. The Commonwealth reimburses the Community Transportation provider the difference between the passenger portion and full fare.

Average Shared-Ride Cost per Trip: The average expense of providing a one-way shared-ride trip, calculated by dividing the total expense associated with shared-ride service by total trips.

Average Shared-Ride Fare: The average amount collected from the passenger and/or a sponsoring agency for a one-way shared-ride trip, calculated by dividing the shared-ride fare structure revenue by total trips.

Cost to the Commonwealth per Senior Citizen Trip: The average amount of Lottery funds reimbursed through the Shared-Ride Program for Senior Citizens for a one-way passenger trip for persons 65 and older. The amount is equal to approximately 85 percent of the average shared-ride fare.

Department Approved Service (DAS): Shared-ride service data which, on the basis of prior written approval, may be included in Section 1513 data.

Exclusive Human Service Program Contracts: Service that is paid for by a Human Service program and is available exclusively to clients of that program. Service falls outside of the defined parameters for shared -ride fare structure.

Ecolane Schedule Software: A web-based, automated scheduling technology for paratransit service.

MATP: Medical Assistance Transportation Program (NEMT – non-emergency medical transportation) funded by the Pennsylvania Department of Human Services.

PwD: Rural Transportation Program for Persons with Disabilities. Persons with disabilities pay a portion (approximately 15 percent) of the general public fare for Community Transportation (shared-ride) service. The Commonwealth reimburses the Community Transportation provider the difference between the passenger portion and full fare.

Shared-Ride: Demand-responsive transportation that is available to the general public, operates on a non-fixed-route basis, and charges a fare to riders. The publicized service operates within a defined geographic area and during pre-determined days and hours of service. The first fare-paying passenger to enter the vehicle may not refuse to share the vehicle with other passengers during a given trip. For reporting purposes, all service using the same shared-ride fare structure that is used for the general public is reported in the shared-ride statistics.

Total Trips: The number of one-way passenger trips reported for general public shared-ride service. This includes passengers who are 65 years of age or older, as well as those under 65.

Passenger Rail

Train Miles: The number of miles when a train is "in service" and available for public use.

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Section X

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Bureau of Public Transportation
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