Pennsylvania Public Transportation

ANNUAL PERFORMANCE REPORT
FISCAL YEAR 2015-16

April 30, 2017
Dear Pennsylvanians,

Once again it is my honor to present the Pennsylvania Public Transportation Annual Performance Report for the 2015-2016 fiscal year. This is PennDOT’s annual opportunity to showcase our partnership with Pennsylvania’s public transit agencies and the essential services they provide the residents of Pennsylvania.

Pennsylvania remains a leader in public transportation nationwide, as evidenced with forward-thinking approaches to capital project delivery and continued implementation of innovative scheduling technology, all while maintaining operations and regular service delivery.

PennDOT is advancing a statewide Public Private Partnership Compressed Natural Gas Project (P3 CNG) to build CNG fueling stations that will provide transit agencies and the public with access to more cost-effective, cleaner energy sources produced here in Pennsylvania. Transit agencies will benefit from lower fuel costs which make up a significant portion of their operating budget. This report highlights the CNG P3 project and other capital projects of significance across the state.

PennDOT has also invested in ride-scheduling and reservation technology and software development that helps to address the needs and expectations of public transit users. Paratransit software that is being implemented statewide allows transit agencies to improve the efficiency of demand response transportation across the state and improve the quality, reliability, and usability of paratransit services for customers. This software has been instrumental in the development of FindMyRidePA, a website designed to enable transit-dependent populations to easily identify their transportation options, including fixed-route, demand response options, and in some cases customers can even book a trip directly.

The Department continues to conduct transit performance reviews to ensure transit agencies are operating efficiently. The performance review process includes a comparison of the transit agency to peer agencies with similar passenger types, vehicle miles, and vehicle hours and identifies best practices and opportunities for improvement. The executive summaries of the reviews completed during the 2015-16 fiscal year are included in this report. Full performance reviews are available at www.penndot.gov under Doing Business>Transit.

This year’s report also features a new section on transit agency consolidation. Act 89 allows for local match waivers for up to five years as an incentive for transit agencies to consolidate management and operations if cost savings meet or exceed the local match requirement. Several examples of locally initiated consolidation include Central Pennsylvania Transportation Authority, South Central Transportation Authority, and Washington County Transportation Authority. The Department actively supports transit agencies that wish to explore consolidation opportunities.

Pennsylvania continues to make investments in public transportation statewide to maximize operational efficiencies, delivery capital improvements, and implement technology advancements that benefit transit users.

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 toward performance targets.

Since January 2010, 40 performance reviews have been conducted and 36 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 (LCTA) Revised – 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
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

The following section includes executive summaries for the performance reviews of:
Mercer County Regional Council of Governments (MCRCOG) – April 2016
Transit Authority of Warren County (TAWC) – May 2016
South Central Transit Authority (SCTA) / Red Rose Transit Authority (RRTA) – June 2016
Williamsport River Valley Transit (RVT) – July 2016
Southeastern Pennsylvania Transportation Authority (SEPTA) – July 2016
Port Authority of Allegheny County (PAAC) – November 2016

Act 89 requires that the department conduct transit performance reviews on a five-year cycle. The department concluded the first round of transit performance reviews during 2016 and then began conducting second-round transit performance reviews on agencies that had been reviewed in 2010. During the second-round of performance reviews, PennDOT will focus on the efforts made by each agency to control cost increases, increase productivity, increase revenue, and generally improve transportation management and performance over the preceding five years. Reports will continue to identify opportunities for improvement and best practices.
# Mercer County Regional Council of Governments (MCRCOG) Transit Performance Review — Executive Summary

## Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Mercer County Regional Council of Governments (d.b.a. MCRCOG, SVSS, MCCT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1971</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2014</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>670</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>11,638</td>
</tr>
</tbody>
</table>

### Annual Operating Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service (VOMS)</td>
<td>4</td>
<td>22</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$1,018,411</td>
<td>$1,657,856</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$52,300</td>
<td>$1,452,931</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>166,374</td>
<td>693,781</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>158,645</td>
<td>429,361</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>12,635</td>
<td>44,241</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>11,329</td>
<td>21,309</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>110,320</td>
<td>86,805</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>16,221</td>
<td>46,218</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>9.74</td>
<td>4.06</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$89.89</td>
<td>$77.80</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$4.62</td>
<td>$68.18</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$9.23</td>
<td>$19.14</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>5.14%</td>
<td>87.64%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$80.60</td>
<td>$37.47</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$6.12</td>
<td>$2.39</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Miles</td>
<td>8.73</td>
<td>1.96</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$6.42</td>
<td>$3.86</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>95.35%</td>
<td>61.89%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>89.66%</td>
<td>48.17%</td>
</tr>
</tbody>
</table>

*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 identifies best practices that can be shared with other transit agencies and to make transit agencies aware of improvement opportunities.

The Act 44 transit performance review of the Mercer County Regional Council of Governments (d.b.a. MCRCOG) was conducted May 6-7, 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 MCRCOG trends and comparisons with MCRCOG peers, targets for future performance, and opportunities for improvement that should assist MCRCOG in meeting the future targets. This report also addresses the management, general efficiency, and effectiveness of services.

On the basis of this performance report, MCRCOG will develop an action plan that identifies the steps MCRCOG 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 MCRCOG’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 MCRCOG to agree on a plan which, when approved by the MCRCOG Board, will be submitted as the final action plan. MCRCOG must report quarterly to the Board and PennDOT on action plan progress, identifying actions taken to date and actions to be implemented. MCRCOG’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 MCRCOG’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 MCRCOG.

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 MCRCOG 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 2013 passengers / revenue vehicle hour** ranks 2nd out of the nine 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 2013 operating revenue / revenue vehicle hour** ranks 8th out of the nine 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** 5th out of the nine transit agencies and is better 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 9th out of the nine transit agencies and is worse than the peer group average.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 9)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2013 In Compliance</td>
<td>2</td>
<td>Better</td>
<td>12.37</td>
<td>8.92</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>4</td>
<td>Better</td>
<td>0.64%</td>
<td>-0.15%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2013 At Risk</td>
<td>9</td>
<td>Worse</td>
<td>$100.24</td>
<td>$73.74</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>5</td>
<td>Better</td>
<td>1.64%</td>
<td>2.29%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2013 In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$5.80</td>
<td>$7.89</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>4</td>
<td>Worse</td>
<td>3.38%</td>
<td>5.24%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2013 In Compliance</td>
<td>5</td>
<td>Better</td>
<td>$8.10</td>
<td>$8.76</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>3</td>
<td>Better</td>
<td>1.00%</td>
<td>2.45%</td>
</tr>
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</table>
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 MCRCOG and may be shared with other agencies as techniques for improvement. Opportunities for improvement identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency.

Best Practices

1. Coordinating mapping and related GIS work with SVATS MPO.
2. Using of a color coded envelope system to separate farebox revenues and coordinate daily farebox recovery.
3. Sharing use of mechanics with the City of Hermitage.

Opportunities for Improvement to Address in the Action Plan

1. Address accounting practices that lead to the independent auditor’s finding that “inaccurate financial reports are being presented to management”.
2. Coordinate with PennDOT for a financial review of fixed-route and shared-ride programs to determine true program cost.
3. Perform policy GAP analysis to determine formal policy needs.
4. Adopt a quality control policy and develop a quality control program for data collection.
5. Initiate a transit development plan (TDP) to reflect changing demographics.
6. Include a technical analysis prior to fare increases.
7. Develop a fare policy that keeps pace with inflation and maintains a satisfactory farebox recovery.
8. Explore opportunities for advertising.
9. Establish a formal annual performance review process for the Executive Director.
10. Develop performance targets for all key agency functions.
11. Complete PennTRAIN Board training.
12. Determine the legal separation between transit operations and other functions of MCRCOG.
13. Assess whether funds dedicated to transit are at risk from litigation against MCRCOG from non-transit functions.
15. Adopt a formal accident reduction plan.

Financial Review

In Mercer County, the City of Hermitage and surrounding municipalities contribute monies for MCRCOG’s public transportation funding requirements. MCRCOG has no outstanding debt or line of credit, and currently has a balanced operating budget. MCRCOG projections of service levels and budget indicate that MCRCOG plans to maintain a balanced budget over the next five years. MCRCOG had no 1513 carryover funds available, but had $30,680 in local carryover funds at the end of FYE 2013. By the end of FYE 2014,
MCRCOG had no available state carryover subsidies, and local carryover subsidies had decreased to $12,414. A projected annual increase of 1.6% appears low in comparison to recent experience (4.8% annually). The lack of identifiable reserves means that the agency has no capacity to manage short-term cost increases, such as a change in fuel or parts prices.

The performance review has identified major concerns regarding how MCRCOG conducts its finances and accounting practices:

First, MCRCOG staff could not clearly document how costs are allocated between shared-ride and fixed-route service. A high-level assessment conducted for this review indicates that shared-ride costs may be understated while fixed-route may be overstated.

Second, MCRCOG operates two different types of accounting approaches (i.e., modified cash basis and modified accrual basis) and for both calendar and state fiscal years (July 1 through June 30). This practice makes MCRCOG’s finances difficult to interpret for management and auditors. It also increases the amount of effort necessary to manage the agency’s finances as well as the likelihood of errors.

Finally and most significantly, MCRCOG has “problems … with recordkeeping and various reconciliations,” including year-end account balances. “Inaccurate reports are being presented to management.” The auditor concludes that the 2013 audit reports were “misstated.” Inaccurate and misstated reports make prudent financial stewardship difficult and well-informed management decisions impossible to achieve. Management should take appropriate actions immediately to address its accounting practice shortcomings, control costs, achieve farebox recovery goals, and rebuild cash reserves to improve MCRCOG’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 MCRCOG 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:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2013 Actual</td>
<td>2014 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>12.37</td>
<td>9.70</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$100.24</td>
<td>$93.57</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$5.80</td>
<td>$4.62</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$8.10</td>
<td>$9.65</td>
</tr>
</tbody>
</table>
Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that MCRCOG “…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 MCRCOG 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 MCRCOG.

A template for the Action Plan has been provided as an appendix to this report. This template is where MCRCOG 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. MCRCOG must select, prioritize, and schedule its intended actions using the template.

MCRCOG 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 MCRCOG’s management and the Department. The finalized Action Plan then must be approved by the MCRCOG Board and formally submitted to PennDOT. At the very least, MCRCOG’s management must report at least quarterly to the Board and the Department on progress toward accomplishing the Action Plan, including actions taken in the previous quarter and actions planned for upcoming quarter(s).
**Transit Authority of Warren County (TAWC)**

**Transit Performance Review — Executive Summary**

**Agency Profile**

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Transit Authority of Warren County (d.b.a. TAWC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1978</td>
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<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2014</td>
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<tr>
<td>Service Area (square miles)</td>
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<td>Service Area Population</td>
<td>43,863</td>
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<table>
<thead>
<tr>
<th>Annual Operating Statistics*</th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
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</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service (VOMS)</td>
<td>3</td>
<td>10</td>
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<tr>
<td>Operating Cost*</td>
<td>$782,339</td>
<td>$484,511</td>
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<td>Operating Revenue*</td>
<td>$52,684</td>
<td>$472,528</td>
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<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>188,880</td>
<td>214,132</td>
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<td>Revenue Vehicle Miles of Service (RVM)</td>
<td>188,417</td>
<td>128,849</td>
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<td>Total Vehicle Hours</td>
<td>10,380</td>
<td>19,231</td>
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<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>10,280</td>
<td>9,693</td>
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<tr>
<td>Total Passenger Trips</td>
<td>69,442</td>
<td>35,288</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>8,386</td>
<td>28,373</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Act 44 Performance Statistics</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>6.76</td>
<td>3.64</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$76.10</td>
<td>$49.99</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$5.12</td>
<td>$48.75</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$11.27</td>
<td>$13.73</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Other Performance Statistics</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>6.73%</td>
<td>97.53%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$75.37</td>
<td>$25.19</td>
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<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$4.14</td>
<td>$2.26</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>6.69</td>
<td>1.83</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$4.15</td>
<td>$3.76</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>99.75</td>
<td>60.17%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>99.04%</td>
<td>50.40%</td>
</tr>
</tbody>
</table>

*source: PennDOT dotGrants 2014 reporting. Operating cost and operating revenues have been reduced by $20,729 to reflect a one-time insurance rebate and by an additional $13,513 to account for excess utility costs incurred due to the colocation with Experience at the TAWC administrative building.*
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 to make transit agencies aware of improvement opportunities.

The Act 44 transit performance review of the Transit Authority of Warren County (d.b.a. TAWC) was conducted in June 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 TAWC trends and comparisons with TAWC peers, targets for future performance, and opportunities for improvement that should assist TAWC in meeting the future targets. This report also addresses the management, general efficiency, and effectiveness of services.

On the basis of this performance report, TAWC will develop an action plan that identifies the steps TAWC 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, improve service quality, and increased ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by TAWC’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 TAWC to agree on a plan which, when approved by the TAWC Board, will be submitted as the final action plan. At the very least, TAWC must report at least quarterly to the Board and PennDOT on its action plan progress, identifying actions taken to date and actions to be implemented. TAWC’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 TAWC’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 TAWC.

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 TAWC is “In Compliance” for six criteria and “At Risk” for two. 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 6th out of the nine 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 7th out of the nine transit agencies and is worse than the peer group average.
4. **FYE 2013 operating revenue / revenue vehicle hour** ranks 7th out of the nine transit agencies and is worse than the peer group average.
5. The **five-year trend for operating revenue/ revenue vehicle hour** is better than the peer group average.
6. The **five-year trend for operating cost / passenger** is worse than the peer group average.

**At Risk**

1. The **five-year trend for increase in operating cost / revenue vehicle hour** is significantly higher than the peer group average, though it is in line with what some other transit agencies in Pennsylvania have seen in recent years.
2. **FYE 2013 operating cost / passenger** ranks 8th out of the nine transit agencies and is more costly than the peer group average.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 9)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>7.14</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>3.31%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>$77.78</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>9</td>
<td>Worse</td>
<td>6.90%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>$5.15</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>8.71%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2013</td>
<td>At Risk</td>
<td>8</td>
<td>Worse</td>
<td>$10.89</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Worse</td>
<td>3.47%</td>
</tr>
</tbody>
</table>
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 TAWC and may be shared with other agencies as techniques for improvement. Opportunities for improvement identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency.

**Best Practices**

1. Supporting senior rider market through close proximity to a local area agency on aging.
2. Recognizing the most active senior who promotes TAWC service through an annual award program.
3. Coordinating with Erie Metropolitan Transit Authority (the E) for major maintenance repairs.

**Opportunities for Improvement**

1. Revise how utility costs are allocated between TAWC and the Allegheny Community Center.
2. Develop a formal cost allocation methodology for direct and indirect costs between fixed-route and shared-ride services.
3. Develop a fare policy that includes a farebox recovery goal.
4. Develop a preventative maintenance policy that establishes on-time performance goals.
5. Establish a Board education program that outlines Board member roles and responsibilities.
6. Develop a system map.
7. Develop an on-time policy that tracks schedule on-time performance.
8. Remove consideration of early arrival as counting for ‘on-time’ arrival.
9. Establish a service development program that periodically evaluates potential route changes.
10. Develop agency-level performance standards; track and report these findings to the Board.
11. Expand the advertising policy to include other agency property, such as bus shelters, as potential sources of advertising revenue.
12. Explore resource-sharing opportunities.

**Financial Review**

Warren County, the City of Warren, and nearby municipalities contribute monies for TAWC’s local match funding requirements. Per PennDOT dotGrants, TAWC has a balanced operating budget. TAWC projections of service levels and budget indicate that TAWC plans to maintain a balanced budget over the next five years. However, 1513 reserves are projected to decrease significantly. TAWC had $199,476 in state 1513 carryover funds and $21,626 in local carryover funds at the end of FYE 2013. This amounted to state reserves equal to 25.2% of TAWC’s annual fixed-route operating cost or 15.4% of total operating cost. By the end of 2014, state carryover subsidies increased to $237,155 and local matching subsidies decreased to $17,739. This resulted in state reserves equal to 29.8% of TAWC’s annual fixed-route operating cost or 18.5% of total operating cost. Management should continue to take appropriate actions to control costs, achieve farebox recovery goals, and maintain cash reserves to sustain TAWC’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 TAWC 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 2019 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2012 Actual 6.48</td>
<td>2013 Actual 7.14</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$73.30</td>
<td>$77.78</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$4.29</td>
<td>$5.15</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$11.31</td>
<td>$10.89</td>
</tr>
</tbody>
</table>

Next Steps

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## South Central Transit Authority (SCTA) - Lancaster Division (RRTA) Transit Performance Review — Executive Summary

### Fixed-Route Service Agency Profile

<table>
<thead>
<tr>
<th>Agency</th>
<th>Lancaster Division (d.b.a. RRTA)</th>
<th>Reading Division (d.b.a. BARTA)</th>
<th>South Central Transit Authority (d.b.a. SCTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1976</td>
<td>1973</td>
<td>2014</td>
</tr>
<tr>
<td>Reported Fiscal Year End (FYE)</td>
<td>2015</td>
<td>2015</td>
<td>2015</td>
</tr>
<tr>
<td>Square Area (square miles)</td>
<td>248</td>
<td>864</td>
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<tr>
<td>Service Area Population</td>
<td>420,920</td>
<td>411,442</td>
<td>832,362</td>
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</table>

### Annual Operating Statistics*

<table>
<thead>
<tr>
<th></th>
<th>Lancaster Division (d.b.a. RRTA)</th>
<th>Reading Division (d.b.a. BARTA)</th>
<th>South Central Transit Authority (d.b.a. SCTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service (VOMS)</td>
<td>33</td>
<td>44</td>
<td>77</td>
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<td>Operating Cost</td>
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<td>Operating Revenue</td>
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<td>Total (Actual) Vehicle Miles</td>
<td>1,549,105</td>
<td>1,598,783</td>
<td>3,147,888</td>
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<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>1,471,650</td>
<td>1,530,835</td>
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<tr>
<td>Total Vehicle Hours</td>
<td>116,323</td>
<td>127,172</td>
<td>243,495</td>
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<td>Revenue Vehicle Hours (RVH)</td>
<td>109,825</td>
<td>121,373</td>
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<tr>
<td>Total Passenger Trips</td>
<td>1,926,379</td>
<td>3,034,952</td>
<td>4,961,331</td>
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<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>230,757</td>
<td>413,238</td>
<td>643,995</td>
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</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Lancaster Division (d.b.a. RRTA)</th>
<th>Reading Division (d.b.a. BARTA)</th>
<th>South Central Transit Authority (d.b.a. SCTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>17.54</td>
<td>25.01</td>
<td>21.46</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$83.28</td>
<td>$88.89</td>
<td>$86.22</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$32.53</td>
<td>$26.59</td>
<td>$29.41</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$4.75</td>
<td>$3.55</td>
<td>$4.02</td>
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### Other Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Lancaster Division (d.b.a. RRTA)</th>
<th>Reading Division (d.b.a. BARTA)</th>
<th>South Central Transit Authority (d.b.a. SCTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>39.06%</td>
<td>29.91%</td>
<td>34.11%</td>
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<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$78.63</td>
<td>$84.84</td>
<td>$81.87</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$5.90</td>
<td>$6.75</td>
<td>$6.33</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>17.54</td>
<td>25.01</td>
<td>21.46</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$6.22</td>
<td>$7.05</td>
<td>$6.64</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>95.00%</td>
<td>95.75%</td>
<td>95.38%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>94.41%</td>
<td>95.44%</td>
<td>94.95%</td>
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<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$2.89</td>
<td>$2.49</td>
<td>$2.65</td>
</tr>
</tbody>
</table>

*source: PennDOT dotGrants 2015 reporting. RRTA operating cost and revenue values are adjusted to credit rebates and external revenue against operating costs.
**South Central Transit Authority (SCTA) - Lancaster Division (RRTA)**

**Transit Performance Review — Executive Summary**

**Paratransit Service Agency Profile**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Lancaster Division (d.b.a. RRTA)</th>
<th>Reading Division (d.b.a. BARTA)**</th>
<th>South Central Transit Authority (d.b.a. SCTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported Fiscal Year End (FYE)</td>
<td>2015</td>
<td>2015</td>
<td>2015</td>
</tr>
</tbody>
</table>

**Annual Operating Statistics***

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Lancaster Division</th>
<th>Reading Division</th>
<th>South Central Transit Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service (VOMS)</td>
<td>56</td>
<td>57</td>
<td>113</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$6,041,984</td>
<td>$5,183,541</td>
<td>$11,225,525</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$5,533,507</td>
<td>$2,453,356</td>
<td>$7,986,863</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>2,515,784</td>
<td>957,748</td>
<td>3,473,532</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>2,024,420</td>
<td>566,075</td>
<td>2,590,495</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>163,759</td>
<td>93,745</td>
<td>257,504</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>148,767</td>
<td>50,667</td>
<td>199,434</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>280,904</td>
<td>184,708</td>
<td>465,612</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>101,219</td>
<td>76,281</td>
<td>177,500</td>
</tr>
</tbody>
</table>

**Act 44 Performance Statistics**

<table>
<thead>
<tr>
<th>Statistical Description</th>
<th>Lancaster Division</th>
<th>Reading Division</th>
<th>South Central Transit Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>1.89</td>
<td>3.65**</td>
<td>2.33</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$40.61</td>
<td>$102.31**</td>
<td>$56.29</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$37.20</td>
<td>$48.42**</td>
<td>$40.05</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$21.51</td>
<td>$28.06**</td>
<td>$24.11</td>
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</table>

**Other Performance Statistics**

<table>
<thead>
<tr>
<th>Statistical Description</th>
<th>Lancaster Division</th>
<th>Reading Division</th>
<th>South Central Transit Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>91.58%</td>
<td>47.33%</td>
<td>71.15%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$36.90</td>
<td>$55.29</td>
<td>$43.59</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$2.40</td>
<td>$5.41</td>
<td>$3.23</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>1.89</td>
<td>3.65</td>
<td>2.33</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$2.98</td>
<td>$9.16**</td>
<td>$4.33</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>80.47%</td>
<td>59.10%**</td>
<td>74.58%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>90.85%</td>
<td>54.05%</td>
<td>77.45%</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$1.81</td>
<td>$14.78</td>
<td>$6.96</td>
</tr>
</tbody>
</table>

*source: PennDOT dotGrants 2015 reporting

**Reading Division reported live miles and hours instead of revenue miles and hours. A “**” indicates statistics that used live miles and hours to calculate values, which under normal circumstances would have used revenue miles and hours.
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 to make transit agencies aware of improvement opportunities.

An Act 44 transit performance review of the South Central Transit Authority (d.b.a. SCTA) – Lancaster Division (d.b.a. RRTA, Red Rose Transit Authority) was conducted in early 2016. The performance review focused on fixed-route service. This report addresses the performance criteria that Act 44 established, trends and comparisons with peer agencies, targets for future performance, best practices, and opportunities for improvement. This report also addresses the management, general efficiency, and effectiveness of services.

On the basis of this performance report, SCTA will develop an action plan for the Lancaster Division, which identifies the steps SCTA will take to meet the agreed-upon Act 44 performance criteria targets by FY 2019-20 (Fiscal Year End (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 SCTA’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 SCTA to agree on a plan which, when approved by the SCTA Board, will be submitted as the final action plan. SCTA 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. SCTA’s success will be measured, in part, on meeting performance targets established through this review.

An Act 44 transit performance review of the Reading Division (d.b.a., BARTA, Berks Area Regional Transportation Authority) was conducted in early 2014, prior to regional consolidation under SCTA.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify the SCTA Lancaster Division’s fixed-route bus operation in comparison to its peer agencies for Fiscal Year End (FYE) 2014 and over a five-year trend period from FYE 2009 to FYE 2014 (the most recent NTD data available at the time of the peer selection). Peers were selected (by mode) through an analytical process and were agreed to in advance by SCTA.

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.
**Act 44 Peer Comparison Findings by Mode: Bus**

An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that the SCTA-Lancaster Division 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 2014 passengers / revenue vehicle hour** ranks 7th 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. **FYE 2014 operating cost / revenue vehicle hour** ranks 2nd-least costly of the 14 transit agencies and is better than the peer group average.
4. The **five-year trend for increase in operating cost / revenue vehicle hour** is better than the peer group average.
5. **FYE 2014 operating revenue / revenue vehicle hour** ranks 4th 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 near the peer group average.
7. **FYE 2014 operating cost / passenger** ranks 4th out of the 14 transit agencies and is better than the peer group average.
8. The **five-year trend for operating cost / passenger** is worse than the peer group average.

**At Risk**

1. None

A summary of the specific Act 44 measures and their values is presented in the following table:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 14)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2014 In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>17.42</td>
<td>18.05</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>-1.62%</td>
<td>0.80%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2014 In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$82.45</td>
<td>$97.15</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>5</td>
<td>Better</td>
<td>1.09%</td>
<td>2.18%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2014 In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$26.51</td>
<td>$20.77</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>3.72%</td>
<td>5.17%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2014 In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$4.73</td>
<td>$5.57</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>10</td>
<td>Better</td>
<td>2.75%</td>
<td>1.46%</td>
</tr>
</tbody>
</table>
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 SCTA and may be shared with other agencies as techniques for improvement. Opportunities for improvement identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency.

Best Practices

1. Acting as a regional leader in joint procurement opportunities.
2. Putting well-documented policies in place that serve as a framework for many essential procedures such as fare reconciliation, financial statement preparation, and procurement.
3. Routinely evaluating route performance on a monthly basis as part of an annual fixed-route service analysis.
4. Monitoring key customer service metrics such as on-time performance, customer complaints, and percentage of phone calls answered, and conducting annual customer service evaluations of drivers.
5. Monitoring labor costs by tracking measurable variables (e.g., road calls, mechanic productivity, repair times, parts usage, purchasing, etc.) to identify opportunities to reduce costs.
6. Developing an integrated IT system that allows technology in different departments to efficiently communicate with one another.
7. Providing real-time information to customers.
8. Implementing a sales outlet program that incentivizes local businesses to sponsor RRTA passes for employees via tax benefits.
9. Conducting procurement training for all employees involved in the procurement process.

Opportunities for Improvement to Address in the Action Plan

1. Develop a Board-driven succession plan for the Executive Director that would address any future vacancies.
2. Ensure road supervision is available during all hours of operation.
3. Review policies for consistency between both Divisions (i.e., Lancaster and Reading), and update where inconsistencies are found.

Financial Review

Prior to the consolidation of administrative functions and the combination of other services between the Lancaster and Reading Divisions, Lancaster County contributed local monies for the SCTA—Lancaster Division’s public transportation funding requirements. Following the merger, SCTA identified a cost savings of over $800,000 per year resulting from consolidation. These cost savings qualified Lancaster and Berks for a waiver, eliminating their required local match for state operating subsidies for up to a five-year period, as allowed by Act 89. Following the five-year period, Lancaster and Berks counties will be required to resume their local match commitment. For the sixth year of the merger and beyond, Berks and Lancaster counties agree to split the required local match 50/50.
The SCTA-Lancaster Division currently has a balanced operating budget. Operating cash reserves have steadily increased since 2012. Internally developed projections of service levels and budgets indicate a plan to maintain a balanced budget over the next five years. The SCTA-Lancaster Division had $4,119,787 in Section 1513 carryover funds available and no local carryover operating funds as of FYE 2015. SCTA’s management is currently executing a strategy to exhaust the RRTA prior year carryover balances and use current year state funds to rebuild reserves in the SCTA-Lancaster Division carryover fund.

Accounts payable and receivable amounts are negligible. SCTA maintains a $1,000,000 line of credit with a tax-free interest rate of 0.5% less than prime, or 4% as of FYE 2015. Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve SCTA-Lancaster Division’s excellent 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 that apply to SCTA as a whole (i.e., Lancaster and Reading Divisions). These performance targets are required to comply with Act 44 performance criteria and represent the minimum performance levels that SCTA 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. Targets for annual increase are consistent with those developed for Reading Division. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2013 Actual</td>
<td>2014 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>20.95</td>
<td>21.92</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$82.03</td>
<td>$85.71</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$25.76</td>
<td>$27.71</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$3.92</td>
<td>$3.91</td>
</tr>
</tbody>
</table>
Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that SCTA “…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 SCTA 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. The Action Plan should establish a comprehensive program that focuses on actions that address the larger issues within SCTA.

The template for the Action Plan is provided as an appendix to this report. This template is where SCTA should develop 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. SCTA must select, prioritize, and schedule its intended actions using the template.

SCTA 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 Lancaster Division’s management and the Department. The finalized Action Plan then must be approved by the Board and formally submitted to PennDOT. At the very least, SCTA’s management must report at least quarterly to the Board and the Department on progress toward accomplishing the Action Plan, including actions taken in the previous quarter and actions planned for upcoming quarter(s).
## Williamsport River Valley Transit (RVT) Transit Performance Review — Executive Summary

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Williamsport Bureau of Transportation (d.b.a. River Valley Transit, RVT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1969</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2013</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>89</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>69,764</td>
</tr>
</tbody>
</table>

### Agency Operating Statistics*

<table>
<thead>
<tr>
<th>Category</th>
<th>Fixed-Route Bus</th>
<th>Paratransit (ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VOMS</td>
<td>23</td>
<td>3</td>
</tr>
<tr>
<td>Operating Cost*</td>
<td>$5,975,903</td>
<td>$18,326</td>
</tr>
<tr>
<td>Operating Revenue*</td>
<td>$1,270,429</td>
<td>$4,030</td>
</tr>
<tr>
<td>Vehicle Miles</td>
<td>869,146</td>
<td>8,011</td>
</tr>
<tr>
<td>RVM</td>
<td>822,866</td>
<td>8,011</td>
</tr>
<tr>
<td>Vehicle Hours</td>
<td>61,666</td>
<td>425</td>
</tr>
<tr>
<td>RVH</td>
<td>54,253</td>
<td>425</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>1,357,932</td>
<td>994</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>228,885</td>
<td>0</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>Fixed-Route Bus</th>
<th>Paratransit (ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>25.03</td>
<td>2.22</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$110.15</td>
<td>$43.12</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$23.42</td>
<td>$43.12</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$4.40</td>
<td>$19.41</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>Fixed-Route Bus</th>
<th>Paratransit (ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue / Operating Cost</td>
<td>21.26%</td>
<td>21.99%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$96.91</td>
<td>$43.12</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$6.88</td>
<td>$2.29</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>22.02</td>
<td>2.22</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$7.26</td>
<td>$2.29</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>94.68%</td>
<td>100.00%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>87.98%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

*source: PennDOT dotGrants 2013 reporting.
In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a Pennsylvania Department of Transportation (referred to as PennDOT or Department throughout the document) 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 Williamsport Bureau of Transportation (d.b.a. River Valley Transit, RVT) was started in September 2014. The performance review focused on fixed-route bus. Subsequent to the performance review, a cost allocation study was conducted in 2015 to analyze the financial relationships between RVT, the City of Williamsport, and other RVT-supported activities (e.g., EMTA, City parking services, Hiawatha, etc.) in order to determine how or if those relationships could impact findings of the performance review. The study concluded that the costs and the relationships between the entities that RVT reported to PennDOT and RVT were accurate and the report was finalized.

The report addresses Act 44 established performance criteria specifically related to fixed-route bus services—RVT trends and a comparison of RVT to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement that should assist RVT in meeting the future targets. This report also addresses the management, general efficiency, and effectiveness of services.

After receipt of this performance review report, RVT will develop an action plan that identifies the steps RVT will take to meet the agreed-upon Act 44 performance 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 RVT 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 RVT to agree on a plan which, when approved by RVT Board, will be submitted as the final action plan. RVT must report at least quarterly to the Board and PennDOT on action plan progress, identifying actions taken to date and actions to be implemented. RVT’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 RVT’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).

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
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. “At Risk” performance factors provide a focus for the transit system’s Board and management to develop an action plan for improvement. The action plan and its implementation are good-faith efforts to improve system performance. PennDOT recognizes that even the best efforts may not result in improved performance and will take that into consideration when assessing the agency’s performance during the next review. Agencies that do not implement the action plan and fail to meet performance targets in five years when the next performance review is conducted could be subject to a reduction in future State operating assistance.

An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that RVT is “In Compliance” for six criteria and “At Risk” for two. 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 2nd of the 12 transit agencies in the peer group and is better than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is very close to the peer group average.
3. **FYE 2012 operating cost / revenue vehicle hour** is higher than the peer group average.
4. **FYE 2012 operating revenue / revenue vehicle hour** is the 3rd-best of the peer group.
5. The **five-year trend for operating revenue/ revenue vehicle hour** is more than twice the peer group average.
6. **FYE 2012 operating cost / passenger** is very close to the peer group average.

**At Risk**

1. The **five-year trend for increase in operating cost / revenue vehicle hour** is significantly higher than the peer group average, though it is in line with what some other transit agencies in Pennsylvania have seen in recent years.
2. The **five-year trend for operating cost / passenger increase** is significantly higher than the peer group average. This is attributable to relatively modest increases in ridership combined with operating costs that have increased at a rate higher than the peer group average.

A summary of the specific Act 44 measures and their values is presented in the following table:
As shown in the following table, the variables that triggered the “At Risk” determinations for five-year trend, operating cost increase per revenue hour, and operating cost per passenger continued their steep rate of increase through 2013.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE 2012 Value</th>
<th>FYE 2013 Value</th>
<th>One-Year Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$100.60</td>
<td>$110.15</td>
<td>9.5%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$3.93</td>
<td>$4.40</td>
<td>12.0%</td>
</tr>
</tbody>
</table>

**General Findings**

In accordance with Act 44, findings are indicated as “opportunities for improvement” or “best practices.” Opportunities for improvement 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 RVT 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. Extensive proactive outreach and the community relations efforts of the General Manager.
2. Strong partnership and leadership in the community by successfully promoting and constructing mixed-use, transit-oriented development (TOD) in downtown Williamsport.
3. Actively participating with the local MPO and the City of Williamsport to secure political support and funding.
4. Developing the first publicly available CNG refueling station in a four-county area to promote the expanded use of green technology as well as provide a new source of revenue.
5. Undertaking a program to migrate its fleet to operate on compressed natural gas (CNG) to reduce operating costs.
6. Preparing an annual performance report of key indicators, accomplishments, and strategic goals.
7. Implementing innovative marketing approaches such as its “bonus bucks” program.
8. Following a policy to "never miss a trip."
9. Providing real-time information to customers.
10. Maintaining 30 minute or less headways to sustain ridership.
11. Taking advantage of procurement training and conducting ICE analyses.
12. Taking advantage of online training courses for drivers.
13. Conducting weekly staff meetings to review performance and address issues as they arise.
14. Recognizing outstanding drivers with an annual driver review and safety awards ceremony.
15. Proactively addressing employee recruitment and retention.

**Opportunities for Improvement to Address in the Action Plan**

1. Evaluate the potential for supplementing the annual performance report with additional customer service metrics.
2. Track and report on all self-defined performance standards.
3. Establish goals related to maintaining or reducing the number of road calls.
4. Track and report on-time performance using available AVL technology.
5. Develop a system map to augment the information available on the RVT website.
6. Expand marketing plan to include an implementation schedule of proposed activities, performance results of previous activities, and performance targets for future marketing activities.
7. Conduct periodic non-rider surveys.
8. Periodically assess discount fare media pricing policies.
9. Develop a formal succession plan that identifies roles and responsibilities to assure continuity of operations in the event of unexpected absences.
11. Identify and implement a cost-effective solution to provide regular off-site data backup.
12. Establish a farebox cash discrepancy threshold that triggers additional investigation.

**Financial Review**

For the FYE 2009 to FYE 2013 period, local governments in the RVT service area have contributed monies to the City of Williamsport to help cover RVT’s operational funding requirements. Per dotGrants, RVT has used all of those amounts, in any given year, 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 15% and 20%. Actual fixed-route full fares are $2.25 and transfers are free. Less than 2% of RVT’s revenues come from full-fare passenger trips. Most passenger revenue comes from multi-ride passes that are heavily discounted. Approximately 20% of revenue comes from transfer payments from the Williamsport Parking Authority that are used to balance RVT’s budget. RVT management should continue to take appropriate actions to control costs and achieve farebox recovery goals to maintain RVT’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 and represent minimum performance levels that RVT 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 2015). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2013 Actual</th>
<th>2014 Actual</th>
<th>2015 Actual</th>
<th>2020 Target</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>25.03</td>
<td>23.87</td>
<td>22.88</td>
<td>25.26</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$110.04</td>
<td>$113.94</td>
<td>$116.64</td>
<td>$135.22</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$23.40</td>
<td>$20.67</td>
<td>$19.32</td>
<td>$21.76</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$4.40</td>
<td>$4.47</td>
<td>$5.10</td>
<td>$5.36</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that RVT “…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 RVT 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 achieving 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 RVT.

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

- **Part 1 - Act 44 Performance Metric Findings Template(s)** is where RVT should develop 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.” RVT should use the format provided in Appendix A to develop its proposed draft Action Plan.
It should be noted that specific actions identified may 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. RVT must select, prioritize, and schedule its intended actions using the template.

RVT 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 RVT management and the Department. The finalized Action Plan must then be approved by the RVT Board and formally submitted to PennDOT. Subsequently, RVT management must report at least quarterly to the Board and the Department on progress toward accomplishing the Action Plan, including actions taken in the previous quarter and actions planned for coming quarter(s).
Southeastern Pennsylvania Transportation Authority (SEPTA) Transit Performance Review — Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Southeastern Pennsylvania Transportation Authority (d.b.a. SEPTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1964</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2014</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>836</td>
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<tr>
<td>Service Area Population</td>
<td>3,355,152</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of Service Provided</th>
<th>Fixed-Route (All)</th>
<th>ADA + Shared Ride</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operating in Maximum Service (VOMS)</td>
<td>1,962</td>
<td>380</td>
</tr>
<tr>
<td>Annual Revenue Vehicle Miles of Service</td>
<td>80,719,844</td>
<td>10,935,142</td>
</tr>
<tr>
<td>Annual Revenue Vehicle Hours of Service</td>
<td>6,066,954</td>
<td>1,031,941</td>
</tr>
<tr>
<td>Annual Total Passenger Trips</td>
<td>328,376,955</td>
<td>1,777,751</td>
</tr>
<tr>
<td>Annual Total Senior Lottery Trips</td>
<td>26,162,730</td>
<td>732,419</td>
</tr>
<tr>
<td>Total Annual Operating Cost</td>
<td>$1,171,777,418</td>
<td>$56,098,309</td>
</tr>
<tr>
<td>Total Annual Operating Revenue</td>
<td>$505,764,322</td>
<td>$21,440,003</td>
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<tr>
<td>Total Annual Operating Revenue / Total Annual Operating Cost</td>
<td>43.16%</td>
<td>38.22%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Mile</td>
<td>$14.52</td>
<td>$5.13</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$193.14</td>
<td>$54.36</td>
</tr>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>54.13</td>
<td>1.72</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Revenue Vehicle Hour</td>
<td>$83.36</td>
<td>$20.78</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$3.57</td>
<td>$31.56</td>
</tr>
<tr>
<td>Senior Trips / Total Passenger Trips</td>
<td>7.97%</td>
<td>41.20%</td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants 2014 reporting; SEPTA; National Transit Database
In July 2007, the Pennsylvania Legislature passed Act 44, establishing a framework for a Pennsylvania Department of Transportation (PennDOT) driven transit agency performance review process. The purpose of a review is to assess general management/business practices and financial stability. The assessment makes transit agencies aware of improvement opportunities and identifies best practices that can be shared with other transit agencies.

The Act 44 performance review of the Southeastern Pennsylvania Transportation Authority (SEPTA) was conducted in October 2014. The performance review focused on Fixed-Route Bus, Streetcar / Light Rail (trolley), Heavy Rail (subway and elevated), and Commuter Rail (SEPTA’s preferred designation is Regional Rail). This report addresses Act 44-established performance criteria for each of these four modes, trends in SEPTA’s performance, and a comparison of SEPTA’s performance to its peers’ performance. The report also establishes targets for future performance (performance reviews are conducted on a five-year cycle) and includes results of a functional review of SEPTA’s operations, a list of the agency’s best practices, and discussion of opportunities for improvement that should assist SEPTA in meeting future performance targets. This report also addresses the management of the agency, general efficiency, and quality of service.

After acceptance of this performance review report, SEPTA will develop an action plan to identify the steps the agency will take to meet 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 SEPTA management and its governing board.

A draft action plan will be due to the Department of Transportation within 90 days of receipt of the final report. PennDOT will work with SEPTA to agree on a plan which, when approved by SEPTA’s governing board, will be submitted as the final action plan. After that point, SEPTA will report at least quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date and actions yet to be implemented. SEPTA’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 SEPTA’s Fixed-Route Bus, Streetcar / Light Rail, Heavy Rail (subway and elevated), and Commuter Rail (Regional Rail) performance in comparison to its peer agencies’ performance in FY 2011-12 and over a five-year trend period from FY 2006-07 to FY 2011-12 (the most recent National Transit Database (NTD) data available at the time of the peer selection). Peers were selected through an analytical process and were agreed to in advance by SEPTA.

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 four criteria for FY 2011-2012 and the trend for the same four criteria between FY 2006-07 and FY 2011-12, as mandated by Act 44, was conducted. As a result, it was determined that SEPTA is “In Compliance” for all eight criteria across the four transit modes of Fixed-Route Bus, Streetcar / Light Rail, Heavy Rail (subway and elevated), and Commuter Rail (Regional Rail).

A summary of the specific Act 44 performance measures and their values as calculated for SEPTA is presented below:

### Act 44 Performance Measures: SEPTA Fixed-Route Bus

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>47.15</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1.37%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>$148.72</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4.02%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>$47.62</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>2.02%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2012</td>
<td>In Compliance</td>
<td>$3.15</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>2.61%</td>
</tr>
</tbody>
</table>

### Act 44 Performance Measures: SEPTA Streetcar / Light Rail

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>73.54</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1.61%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>$183.32</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5.76%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>$90.34</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>13.76%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2012</td>
<td>In Compliance</td>
<td>$2.49</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4.08%</td>
</tr>
</tbody>
</table>
### Act 44 Performance Measures: SEPTA Heavy Rail

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>118.03</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1.62%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>$211.62</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3.64%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>$119.87</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3.80%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2012</td>
<td>In Compliance</td>
<td>$1.79</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1.99%</td>
</tr>
</tbody>
</table>

### Act 44 Performance Measures: SEPTA Commuter / Regional Rail

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>54.03</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>-0.52%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>$373.39</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>2.71%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>$211.15</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>2.90%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2012</td>
<td>In Compliance</td>
<td>$6.91</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3.24%</td>
</tr>
</tbody>
</table>
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 and/or quality of service of SEPTA and may be shared with other agencies as techniques for improvement. Opportunities for improvement identify tasks that may be undertaken to increase the efficiency and/or quality of service of the agency. Major themes are indicated below.

Best Practices

1. **A Strategic Business Plan that Guides Everyday Decision-making Throughout the Organization** – The ongoing educational effort of the strategic planning group, the incorporation of the strategic plan in various aspects of SEPTA’s operations, and the setting of Key Performance Indicators raise this strategic planning effort to a best practice.
   - SEPTA’s financial management team has developed and implements the strategic plan to emphasize education and support of employees to maximize the organization’s delivery of the plan as it was envisioned.
   - The strategic plan is fully integrated into operating and capital budgets, staff training, and staff performance evaluations.
   - SEPTA has adopted Key Performance Indicators (KPIs) for each of the six focus areas identified in the strategic plan and uses them to measure the quality of their services, reflecting a business-oriented approach to planning and performance measurement.

2. **A Strong Customer Service Culture that Guides all Aspects of Service Delivery** – SEPTA’s establishment of customer experience action teams, development of a Customer Relationship Management Database, and use of social media and smartphone applications are some of the ways the agency has created a strong customer focus to its delivery of transit services.

3. **Demonstrated Leadership in the Transit Industry** - SEPTA’s development of a succession planning program, its establishment of a Facilities Improvement Team, its willingness to share effective maintenance practices with other transit agencies, and its careful design of a new fare payment system that should reduce operating costs and losses to errors and fraud have demonstrated leadership in the industry.

4. **Commitment to Community** – SEPTA’s recognition of the ways that it can contribute to the overall quality of life of the greater Philadelphia region has led the agency to develop an Art in Transit program, to offer services to the homeless population, and to address the environmental impacts of its services with 12 “SEP-TAinable” sustainability goals.

5. **Proactive Financial Management** – SEPTA’s financial management practices employed across a broad range of financial functions, as well as its interaction with stakeholders related to financial issues, incorporate a proactive approach that strengthens SEPTA’s financial condition and helps to minimize financial risk.
   - Successful cash management at SEPTA is based upon key banking relationships, conservative cash flow planning, multiple cash-related reports, and a board-approved investment policy.
   - Debt management balances sophisticated transactions with ongoing analysis and thoughtful financial planning.
• The operating budget development process involves extensive financial assessment, detailed operational analysis of route performance, and ongoing stakeholder participation.
• The capital budget development process focuses on both short- and long-term planning conditions, assessment of funding availability and cash flow projections, public participation, and linkages between capital projects and the agency’s operating budget.
• The route planning and analysis process examines both poorly performing and well performing routes in an effort to raise the performance of the full transportation system.

6. **A Strong Focus on Safety and Security** – SEPTA’s safety initiatives include its “Never Too Busy for Safety” campaign, rigorous operator training programs, required track safety training for non-SEPTA personnel performing work on SEPTA equipment or property, emergency operations planning and coordination with local authorities, and installation of a Positive Train Control signaling system and surveillance cameras in vehicles and stations.

**Opportunities for Improvement**

SEPTA is currently in compliance with the eight criteria mandated in Act 44. Below are additional considerations where SEPTA can further excel in its service delivery.

1. **Operating Cost per Revenue Vehicle Hour** – For three of four transit modes, SEPTA’s rates of growth in operating costs per revenue vehicle hour were significantly higher than peer group averages. To bring the rate of change in operating cost per revenue vehicle hour down to a sustainable level, the goal should be to **gain additional productivity from fixed-route bus service**. SEPTA should look for opportunities to slow the rate of growth by systematically examining operations where routes can be optimized to increase average speed and reduce overall delay. Further analysis may also include identifying areas of auto congestion, locations where queue jumps or modified signal timing may be beneficial, and wider bus stop spacing to increase average bus speed and productivity.

2. **Operating Revenue per Revenue Vehicle Hour** – Three of SEPTA’s four fixed-route modes exhibited lower operating revenue per revenue vehicle hour than peer group averages in FY 2011-12. At the same time, SEPTA’s rate of growth in operating revenue per revenue vehicle hour was lower than peer group averages. To increase the levels and rates of operating revenues, SEPTA should maintain its policy of increasing fares every three years, pursue opportunities to increase public-private development, and expand advertising, branding, and marketing efforts in order to increase revenues.

3. **Internal Audit Plan** – The purpose of establishing any internal audit function is to minimize risk and prevent losses from occurring. The development of an annual audit plan has become a standard and prudent practice in the internal audit profession to support the internal auditor’s efforts to identify and minimize risk. While SEPTA’s Internal Audit staff annually determines areas to audit, it is recommended that SEPTA adopt the Institute of Internal Auditors international standard to prepare an annual risk assessment and internal audit plan, and to balance each year’s cyclical, topical, and responsive audits based on the annual risk assessment.

4. **Capital Project Monitoring and Capital Budget Amendment Process** – Capital project monitoring and the capital budget amendment process should be more transparent in order to better evaluate budget performance and project completion expectations. Given the significant increase in state capital funding (Act 89 of 2013), SEPTA anticipates major expansion of capital program activity. SEPTA
management and governance should have clear and current project-level information on which to base capital budget decisions. Two recommendations to assist in that decision-making process relate to improving the Project Control Report by adding specific data elements that are not provided today and providing the Board with project-level data for all capital projects requiring budget adjustment approval.

5. **Capital Program Prioritization** – The addition of approximately $250 million annually to SEPTA’s capital program creates an historic opportunity to address deferred capital investments due to years of inadequate funding. During the interview process, SEPTA management indicated that it has not changed its process for investment prioritization and acknowledged that state-of-good-repair needs will continue to be a focus of its capital program. SEPTA management should continue on this path and not yield to temptation or local pressure to expend large portions of its capital funding on growth and expansion until the deferred state-of-good-repair improvements have been made.

**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 for each of SEPTA’s four fixed modes: Fixed-Route Bus, Streetcar / Light Rail (trolley), Heavy Rail (subway and elevated), and Commuter Rail. These performance targets are required to comply with Act 44 performance criteria and represent the minimum performance levels that SEPTA 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 SEPTA reported information available (FY 2014-15). Standards were extrapolated to FY 2019-20 and are designed to be aggressive, yet achievable. They are summarized as follows:

### Act 44 Performance Targets: SEPTA Fixed-Route Bus

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015 Actual</td>
<td>2020 Target</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>43.60</td>
<td>44.70</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$157.70</td>
<td>$182.82</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$49.30</td>
<td>$50.54</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$3.62</td>
<td>$4.10</td>
</tr>
</tbody>
</table>

### Act 44 Performance Targets: SEPTA Light Rail / Streetcar

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015 Actual</td>
<td>2020 Target</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>65.4</td>
<td>70.35</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$170.30</td>
<td>$197.42</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$81.80</td>
<td>$88.12</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$2.61</td>
<td>$2.81</td>
</tr>
</tbody>
</table>
### Act 44 Performance Targets: Heavy Rail

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015 Actual</td>
<td>2020 Target</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>114.4</td>
<td>123.24</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$214.20</td>
<td>$248.32</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$131.00</td>
<td>$141.12</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$1.87</td>
<td>$2.01</td>
</tr>
</tbody>
</table>

### Act 44 Performance Targets: SEPTA Commuter / Regional Rail

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015 Actual</td>
<td>2020 Target</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>43.3</td>
<td>46.65</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$310.70</td>
<td>$360.19</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$187.90</td>
<td>$202.42</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.17</td>
<td>$7.72</td>
</tr>
</tbody>
</table>

### Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that SEPTA “…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 SEPTA oversight board and management.
### Port Authority of Allegheny County (PAAC)

**Transit Performance Review — Executive Summary**

#### Fixed-Route Service Agency Profile

<table>
<thead>
<tr>
<th>Agency</th>
<th>Port Authority of Allegheny County (d.b.a. Port Authority, PAAC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1964</td>
</tr>
<tr>
<td>Reported Fiscal Year End (FYE)</td>
<td>FYE 2015</td>
</tr>
<tr>
<td>Square Area (square miles)</td>
<td>775</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>1,415,244</td>
</tr>
</tbody>
</table>

#### Fixed-Route Annual Operating Statistics*

<table>
<thead>
<tr>
<th></th>
<th>Bus</th>
<th>Light Rail</th>
<th>Inclined Plane</th>
<th>Fixed-Route Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service (VOMS)</td>
<td>575</td>
<td>56</td>
<td>2</td>
<td>633</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$285,589,037</td>
<td>$55,969,169</td>
<td>$904,248</td>
<td>$342,462,454</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$81,521,189</td>
<td>$11,962,763</td>
<td>$1,179,362</td>
<td>$94,663,314</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>25,914,991</td>
<td>2,216,163</td>
<td>19,602</td>
<td>28,150,756</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>20,187,249</td>
<td>2,136,358</td>
<td>19,602</td>
<td>22,343,209</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>1,807,088</td>
<td>172,860</td>
<td>8,392</td>
<td>1,988,340</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>1,536,250</td>
<td>168,181</td>
<td>8,392</td>
<td>1,712,823</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>54,843,567</td>
<td>8,047,976</td>
<td>793,419</td>
<td>63,684,962</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>4,245,883</td>
<td>518,947</td>
<td>47,233</td>
<td>4,812,063</td>
</tr>
</tbody>
</table>

#### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Bus</th>
<th>Light Rail</th>
<th>Inclined Plane</th>
<th>Fixed-Route Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>35.70</td>
<td>47.85</td>
<td>94.54</td>
<td>37.18</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$185.90</td>
<td>$332.79</td>
<td>$107.75</td>
<td>$199.94</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$53.07</td>
<td>$71.13</td>
<td>$140.53</td>
<td>$55.27</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.21</td>
<td>$6.95</td>
<td>$1.14</td>
<td>$5.38</td>
</tr>
</tbody>
</table>

#### Other Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Bus</th>
<th>Light Rail</th>
<th>Inclined Plane</th>
<th>Fixed-Route Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>28.54%</td>
<td>21.37%</td>
<td>130.42%</td>
<td>27.64%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$158.04</td>
<td>$323.78</td>
<td>$107.75</td>
<td>$172.24</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$11.02</td>
<td>$25.25</td>
<td>$46.13</td>
<td>$12.17</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>30.35</td>
<td>46.56</td>
<td>94.54</td>
<td>32.03</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$14.15</td>
<td>$26.20</td>
<td>$46.13</td>
<td>$15.33</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>77.90%</td>
<td>96.40%</td>
<td>100.00%</td>
<td>79.37%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>85.01%</td>
<td>97.29%</td>
<td>100.00%</td>
<td>86.14%</td>
</tr>
<tr>
<td>Senior Passengers / Total Passengers</td>
<td>7.74%</td>
<td>6.45%</td>
<td>5.95%</td>
<td>7.56%</td>
</tr>
<tr>
<td>Revenue Miles / Revenue Hours</td>
<td>13.14</td>
<td>12.70</td>
<td>2.34</td>
<td>13.04</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$3.72</td>
<td>$5.47</td>
<td>($0.35)</td>
<td>$3.89</td>
</tr>
</tbody>
</table>

*source: dotGrants 2015 reporting. Non-mode specific revenues and costs have been allocated to each fixed-route mode in proportion to that mode’s revenues and costs relative to the system’s totals.*
# Paratransit Service Agency Profile

<table>
<thead>
<tr>
<th>Agency</th>
<th>Port Authority of Allegheny County (d.b.a. Port Authority, PAAC, ACCESS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported Fiscal Year End (FYE)</td>
<td>FYE 2015</td>
</tr>
<tr>
<td>Paratransit Annual Operating Statistics*</td>
<td>Shared Ride</td>
</tr>
<tr>
<td>Vehicles Operated in Maximum Service (VOMS)</td>
<td>166</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$22,316,235</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$21,534,984</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>5,633,223</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>4,982,586</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>435,530</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>395,403</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>1,012,253</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>669,345</td>
</tr>
</tbody>
</table>

## Act 44 Performance Statistics

| Passengers / RVH | 2.56 | 1.88 | 1.97 | 2.31 |
| Operating Cost / RVH | $56.44 | $55.85 | $54.93 | $56.21 |
| Operating Revenue / RVH | $54.46 | $9.58 | $30.32 | $38.01 |
| Operating Cost / Passenger | $22.05 | $29.79 | $27.93 | $24.38 |

## Other Performance Statistics

| Operating Revenue / Operating Cost | 96.50% | 17.16% | 55.20% | 67.63% |
| Operating Cost / Total Vehicle Hours | $51.24 | $50.71 | $49.87 | $51.03 |
| Operating Cost / Total Vehicle Miles | $3.96 | $2.75 | $1.60 | $3.36 |
| Total Passengers / Total Vehicle Hours | 2.32 | 1.70 | 1.79 | 2.09 |
| Operating Cost / RVM | $4.48 | $3.11 | $1.81 | $3.80 |
| RVM / Total Vehicle Miles | 88.45% | 88.45% | 88.45% | 88.45% |
| RVH / Total Vehicle Hours | 90.79% | 90.79% | 90.79% | 90.79% |
| Senior Passengers / Total Passengers | 66.12% | 0.00% | 8.05% | 46.09% |
| Revenue Miles / Revenue Hours | 12.60 | 17.98 | 30.41 | 14.81 |
| Operating Subsidy / Passenger Trip | $0.77 | $24.68 | $12.51 | $7.89 |

*source: 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 the 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.

An Act 44 transit performance review of the Port Authority of Allegheny County (d.b.a. Port Authority, PAAC) was conducted in late 2015. The performance review focused on fixed-route service. The report addresses the performance criteria that Act 44 established, trends and comparisons with peer agencies, targets for future performance, a list of the agency’s best practices and a discussion of opportunities for improvement which should assist PAAC in meeting future performance targets. The report also addresses the management, general efficiency, effectiveness, and quality of services.

On the basis of this performance report, PAAC will develop an action plan which identifies the steps PAAC will take to meet the agreed upon Act 44 performance criteria targets by FY 2019-20 (Fiscal Year End (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 PAAC’s 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 PAAC to agree on a plan which, when approved by the PAAC Board, will be submitted as the final action plan. PAAC 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. PAAC’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 PAAC’s fixed-route bus and light rail performance in comparison to its peer agencies in Fiscal Year End (FYE) 2014 and over a five-year trend period from FYE 2009-2014. Peers were selected (by mode) through an analytical process and were agreed to in advance by PAAC.

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.

---

1 Inclined Plane does not have a sufficient number of peers nationally to conduct an Act 44 peer comparison.
2 The most recent National Transit Database (NTD) data available at the time of the peer selection was FYE 2014.
**Act 44 Peer Comparison Findings by Mode: Bus**

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

**In Compliance**

1. **FYE 2014 passengers / revenue vehicle hour** ranks 2nd out of the 14 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. **FYE 2014 operating revenue / revenue vehicle hour** ranks 1st of the 14 transit agencies and is better than the peer group average.
4. The **five-year trend for operating revenue / revenue vehicle hour** is better than the peer group average.
5. **FYE 2014 operating cost / passenger** ranks 12th out of the 14 transit agencies and is worse than the peer group average.
6. The **five-year trend for operating cost / passenger** is better than the peer group average.

**At Risk**

1. **FYE 2014 operating cost / revenue vehicle hour** ranks 13th of the 14 transit agencies and is worse than the peer group average.
2. The **five-year trend for increase in operating cost / revenue vehicle hour** is worse than the peer group average.

A summary of the specific Act 44 measures and their values is presented in the following table:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 14)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>36.00</td>
<td>31.16</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>1.46%</td>
<td>-0.55%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour¹</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>$186.60</td>
<td>$136.56</td>
</tr>
<tr>
<td>Trend</td>
<td>At Risk</td>
<td>12</td>
<td>Worse</td>
<td>4.63%</td>
<td>2.90%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>$51.64</td>
<td>$33.23</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>4.80%</td>
<td>-0.05%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>In Compliance</td>
<td>12</td>
<td>Better</td>
<td>$5.18</td>
<td>$4.45</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Better</td>
<td>3.13%</td>
<td>3.50%</td>
</tr>
</tbody>
</table>

¹PAAC’s high legacy costs directly contribute to this determination. Continuing efforts by management to contain costs and optimize service levels should positively impact this determination in subsequent performance reviews.
**Act 44 Peer Comparison Findings by Mode: Light Rail**

An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that PAAC 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 2014 passengers / revenue vehicle hour** ranks 5th out of the 6 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. **FYE 2014 operating cost / revenue vehicle hour** ranks 5th out of the 6 transit agencies and is worse than the peer group average.
4. The **five-year trend for increase in operating cost / revenue vehicle hour** is better than the peer group average.
5. **FYE 2014 operating revenue / revenue vehicle hour** ranks 1st out of the 6 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. The **five-year trend for operating cost / passenger** is better than the peer group average.

**At Risk**

1. **FYE 2014 operating cost / passenger** ranks 5th out of the 6 transit agencies and is worse than the peer group average.

A summary of the specific Act 44 measures and their values is presented in the following table:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 6)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2014 In Compliance</td>
<td>5</td>
<td>Worse</td>
<td>49.22</td>
<td>52.70</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>4</td>
<td>Worse</td>
<td>-1.41%</td>
<td>-0.90%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2014 In Compliance</td>
<td>5</td>
<td>Worse</td>
<td>$329.39</td>
<td>$266.92</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>2</td>
<td>Better</td>
<td>-2.46%</td>
<td>0.38%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2014 In Compliance</td>
<td>1</td>
<td>Better</td>
<td>$70.60</td>
<td>$55.44</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>1</td>
<td>Better</td>
<td>3.83%</td>
<td>-1.23%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2014 At Risk</td>
<td>5</td>
<td>Worse</td>
<td>$6.69</td>
<td>$5.11</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>2</td>
<td>Better</td>
<td>-1.07%</td>
<td>1.61%</td>
</tr>
</tbody>
</table>

1 PAAC’s high legacy costs directly contribute to this determination. Continuing efforts by management to contain costs and optimize service levels should positively impact this determination in subsequent performance reviews.
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 PAAC 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. Establishment of Board-adopted transit service guidelines to guide proposed service changes and an annual service report to determine adherence to those guidelines.
2. A strong focus on system safety and security for employees, riders and contractors.
3. Close collaboration with labor through a Labor-Management Healthcare Committee to address the steep rise in healthcare costs and to limit long-term liabilities from other post-employment benefits.
4. A Board-approved five-year Strategic Plan that identifies challenges and opportunities under Act 89 and the goals, strategies and key performance indicators to monitor progress. The plan builds on a two-year engagement with customers, employees, and community stakeholders to reach an achievable plan to strengthen the financial position and long-term viability of the agency within available resources.
5. Establishment of Board-adopted transit-oriented development guidelines to promote smart development along PAAC fixed guideways and service corridors and the creation of future investment opportunities and non-fare revenue growth for the agency. Coordinating with the City of Pittsburgh and other county municipalities to build a strategic partnership that promotes transit-oriented redevelopment.
6. Implementation of a Board-adopted, risk-based audit plan that includes detailed allocation of staff resources based on risk potential.
7. A comprehensive, customer-focused program that employs the latest technology to expand ridership and farebox receipts by employing GPS for real time arrival, social media for alerts, and E-blasts for special event promotions.
8. A Board-adopted fare policy that reevaluated the approach to fares and fare collection as a response to changes in technology and customer expectations.
9. Implemented smartcard technology -- the ConnectCard -- to eliminate multiple fare media and to create a single “purse” for customers using PAAC and nearby transit systems.
10. Implemented TransitStat, a data-driven performance management program, to identify performance trends, establish goals to improve organizational efficiencies and effectiveness, and enhance the quality of service delivery.
11. Introduced a payback policy that requires a refund for the cost of training from employees who leave within two years of completing the training program.
12. Developed a reimbursement policy for loss attributed to drivers who leave before completing commercial driver’s license (CDL) training.
13. Partners with CareerLink as an efficient pre-screening tool to evaluate objectively potential hires prior to an in-person interview.
14. Includes a performance standard of riders / revenue vehicle hour in ACCESS subcontracts to encourage subcontractor efficiency.
15. Work with local trade schools, such as the Community College of Allegheny County (CCAC), to develop a maintenance internship / trainee program.

16. Annual CEO Scorecard that relies on weighted performance metrics.

Opportunities for Improvement

1. Assess the feasibility of generating advertising revenues from the paratransit vehicle fleet.
2. Establish and monitor targets for unscheduled overtime, particularly in the maintenance department.
3. Develop a target total number of maintenance employees per unit of service delivered that considers overall maintenance goals and local conditions.
4. Evaluate the potential benefits and costs of strategically locating driver break facilities at various locations throughout the service area.
5. Develop a strategic information technology (IT) plan that focuses on interoperability and prioritizes PAAC’s IT infrastructure investment needs.
6. Assess the benefits and costs of outsourcing additional IT functions.
7. Develop a target for annual parts turnover.
8. Refine service guidelines to tailor on-time performance (OTP) goals that are specific to each type of bus service offered.
9. Continue to identify long-term (e.g., five & ten year) strategies, that, when taken together, could work to achieve a “fiscally sustainable” business model to foster discourse.
10. Continue to monitor debt / bond market for possible refinancing savings.
11. Incorporate unmarked vehicles as one element of a road supervision strategy.
12. Encourage ACCESS to conduct service delivery solicitations at least every five years and participate in a collaborative process with PAAC to determine the performance requirements of selected subcontractors.

Financial Review

Allegheny County and the Regional Asset District contribute local monies for PAAC’s public transportation funding requirements. PAAC currently has a balanced operating budget. Operating cash reserves have steadily been increasing since FYE 2012. Management’s cost containment efforts appear to be effectively addressing PAAC’s high rate of fringe and legacy cost increases. Internally developed projections of service levels and budgets indicate that PAAC plans to maintain a balanced budget over the next five years. PAAC had $67,899,400 in Section 1513 carryover funds available and $4,779,180 in local carryover funds that are dedicated to capital matching funds for project in the pipeline, as of FYE 2015.

Consistent with the requirements of Act 89, PAAC has no plans to issue additional capital debt. PAAC has $214 million in outstanding capital debt that will be fully retired by 2029. Administrative debt management policies are appropriate.

A review of the finance and accounting practices concluded that the financial organization, audit practices, accounts management and internal controls are largely appropriate for an agency the size of PAAC. PAAC management will need to continue taking appropriate actions to control costs, achieve farebox recovery goals, and continue to build adequate cash reserves to maintain PAAC’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 PAAC 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:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2013 Actual</td>
<td>2014 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>38.18</td>
<td>37.54</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$199.24</td>
<td>$200.13</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$56.73</td>
<td>$53.85</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.22</td>
<td>$5.33</td>
</tr>
</tbody>
</table>

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that PAAC “…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 PAAC 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 PAAC.

The template for the Action Plan is provided as an appendix to this report. This template is where PAAC 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. PAAC must select, prioritize, and schedule its intended actions using the template.

PAAC 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 PAAC’s management and the Department. The finalized Action Plan then must be approved by the Board and formally submitted to PennDOT. At the very least, PAAC’s management must report on a quarterly basis 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).
Section II

Section 1513 Distribution Factors
### TABLE 1

Total Act 44 Passenger Trip Statistics (Includes Senior Citizens)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPTA</td>
<td>329,388,515</td>
<td>329,314,635</td>
<td>0.0%</td>
<td>325,357,993</td>
<td>-1.2%</td>
</tr>
<tr>
<td>PAAC</td>
<td>62,507,941</td>
<td>64,128,410</td>
<td>2.6%</td>
<td>62,753,783</td>
<td>-2.1%</td>
</tr>
<tr>
<td>AMTRAN ( Altoona)</td>
<td>642,524</td>
<td>585,457</td>
<td>-8.9%</td>
<td>599,957</td>
<td>2.5%</td>
</tr>
<tr>
<td>BCTA (Beaver)</td>
<td>895,207</td>
<td>925,927</td>
<td>3.4%</td>
<td>919,800</td>
<td>-0.7%</td>
</tr>
<tr>
<td>BARTA (Berks)</td>
<td>3,259,487</td>
<td>3,093,296</td>
<td>-5.1%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CAMTRAN (Cambria)</td>
<td>1,230,087</td>
<td>1,197,414</td>
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<td>1,192,813</td>
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</tr>
<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>2,696,660</td>
<td>2,592,850</td>
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<td>2,380,063</td>
<td>-8.2%</td>
</tr>
<tr>
<td>CATA (Centre)</td>
<td>7,399,865</td>
<td>7,379,790</td>
<td>-0.3%</td>
<td>7,071,387</td>
<td>-4.2%</td>
</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>1,157,424</td>
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<td>1,144,835</td>
<td>1.1%</td>
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<tr>
<td>COLT/LT (Lebanon)</td>
<td>310,501</td>
<td>337,124</td>
<td>8.6%</td>
<td>335,783</td>
<td>-0.4%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>3,274,894</td>
<td>3,355,186</td>
<td>2.5%</td>
<td>3,073,634</td>
<td>-8.4%</td>
</tr>
<tr>
<td>FACT (Fayette)</td>
<td>205,528</td>
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<td>157,095</td>
<td>-19.1%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>229,382</td>
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<td>216,264</td>
<td>-2.2%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>5,173,760</td>
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<td>5,069,200</td>
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</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>1,208,830</td>
<td>1,209,901</td>
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<td>1,238,977</td>
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</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>340,361</td>
<td>327,724</td>
<td>-3.7%</td>
<td>305,325</td>
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</tr>
<tr>
<td>POTTSTOWN</td>
<td>256,616</td>
<td>258,140</td>
<td>0.6%</td>
<td>280,166</td>
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</tr>
<tr>
<td>RRITA (Lancaster)</td>
<td>1,923,101</td>
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<td>N/A</td>
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<tr>
<td>MCRCOG (Mercer)</td>
<td>114,597</td>
<td>92,268</td>
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<td>86,329</td>
<td>-6.4%</td>
</tr>
<tr>
<td>SOUTH CENTRAL (Berks, Lancaster)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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</tr>
<tr>
<td>WASHINGTON CITY*</td>
<td>71,755</td>
<td>67,177</td>
<td>-6.4%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>WASHINGTON COUNTY*</td>
<td>N/A</td>
<td>23,316</td>
<td>N/A</td>
<td>94,095</td>
<td>N/A</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>563,223</td>
<td>541,413</td>
<td>-3.9%</td>
<td>520,876</td>
<td>-3.8%</td>
</tr>
<tr>
<td>Williamsport RVT</td>
<td>1,318,320</td>
<td>1,306,118</td>
<td>-0.9%</td>
<td>1,316,513</td>
<td>0.8%</td>
</tr>
<tr>
<td>YATA (York, Adams)**</td>
<td>1,699,341</td>
<td>1,680,293</td>
<td>-1.1%</td>
<td>1,664,335</td>
<td>-0.9%</td>
</tr>
<tr>
<td>ATA (North Central)</td>
<td>440,865</td>
<td>426,776</td>
<td>-3.2%</td>
<td>411,202</td>
<td>-3.6%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>222,268</td>
<td>200,293</td>
<td>-9.9%</td>
<td>199,830</td>
<td>-0.2%</td>
</tr>
<tr>
<td>CCCT (Carbon)</td>
<td>6,687</td>
<td>7,418</td>
<td>10.9%</td>
<td>9,037</td>
<td>21.8%</td>
</tr>
<tr>
<td>CATA (Crawford)</td>
<td>235,672</td>
<td>244,735</td>
<td>3.8%</td>
<td>236,740</td>
<td>-3.3%</td>
</tr>
<tr>
<td>DuFAST (Clearfield)</td>
<td>60,016</td>
<td>57,696</td>
<td>-3.9%</td>
<td>60,836</td>
<td>5.4%</td>
</tr>
<tr>
<td>EMTA (Endless Mountains)</td>
<td>137,256</td>
<td>150,488</td>
<td>9.6%</td>
<td>133,892</td>
<td>-11.0%</td>
</tr>
<tr>
<td>ICTA (Indiana)</td>
<td>487,314</td>
<td>437,387</td>
<td>-10.2%</td>
<td>351,841</td>
<td>-19.6%</td>
</tr>
<tr>
<td>MIDCO (Armstrong)</td>
<td>39,472</td>
<td>45,180</td>
<td>14.5%</td>
<td>40,670</td>
<td>-10.0%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>246,986</td>
<td>243,101</td>
<td>-1.6%</td>
<td>253,538</td>
<td>4.3%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>28,423</td>
<td>29,205</td>
<td>2.8%</td>
<td>29,701</td>
<td>1.7%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>616,359</td>
<td>593,430</td>
<td>-3.7%</td>
<td>572,381</td>
<td>-3.5%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>212,250</td>
<td>208,500</td>
<td>-1.8%</td>
<td>202,154</td>
<td>-3.0%</td>
</tr>
<tr>
<td>VCTO (Venango)</td>
<td>56,270</td>
<td>52,151</td>
<td>-7.3%</td>
<td>54,485</td>
<td>4.5%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>70,484</td>
<td>65,888</td>
<td>-6.5%</td>
<td>63,875</td>
<td>-3.1%</td>
</tr>
</tbody>
</table>

| Total                               | 428,728,241 | 429,739,509 | 0.2%                             | 423,284,923 | -1.5%                         |

*Washington County Transit Authority and the City of Washington Consolidated fixed-route services in FY15-16.

**YATA (York) includes Gettysburg service (previously demonstration service) in FY2013-14.
**Washington County Transit Authority and the City of Washington Consolidated fixed-route services in FY15-16.**

**YATA (York) includes Gettysburg service (previously demonstration service) in FY2013-14.**

### TABLE 2
Total Act 44 Senior Citizens Trip Statistics

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPTA</td>
<td>26,162,730</td>
<td>25,757,352</td>
<td>-1.5%</td>
<td>26,215,365</td>
<td>1.8%</td>
</tr>
<tr>
<td>PAAC</td>
<td>4,799,145</td>
<td>4,812,063</td>
<td>0.3%</td>
<td>4,957,990</td>
<td>3.0%</td>
</tr>
<tr>
<td>AMTRAN (Altoona)</td>
<td>67,843</td>
<td>69,134</td>
<td>1.9%</td>
<td>72,328</td>
<td>4.6%</td>
</tr>
<tr>
<td>BCTA (Beaver)</td>
<td>79,039</td>
<td>79,777</td>
<td>0.9%</td>
<td>85,393</td>
<td>7.0%</td>
</tr>
<tr>
<td>BARTA (Berks)</td>
<td>455,012</td>
<td>413,238</td>
<td>-9.2%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CAMTRAN (Cambria)</td>
<td>207,466</td>
<td>164,071</td>
<td>-20.9%</td>
<td>171,644</td>
<td>4.6%</td>
</tr>
<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>220,704</td>
<td>237,020</td>
<td>7.4%</td>
<td>234,302</td>
<td>-1.1%</td>
</tr>
<tr>
<td>CAT (Centre)</td>
<td>42,596</td>
<td>49,526</td>
<td>16.3%</td>
<td>53,038</td>
<td>7.1%</td>
</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>197,931</td>
<td>186,922</td>
<td>-5.6%</td>
<td>202,663</td>
<td>8.4%</td>
</tr>
<tr>
<td>COLT/LT (Lebanon)</td>
<td>59,609</td>
<td>65,878</td>
<td>10.5%</td>
<td>69,061</td>
<td>4.8%</td>
</tr>
<tr>
<td>EMRA (Erie)</td>
<td>175,443</td>
<td>171,661</td>
<td>-2.2%</td>
<td>176,945</td>
<td>3.1%</td>
</tr>
<tr>
<td>FACT (Fayette)</td>
<td>19,787</td>
<td>21,684</td>
<td>9.6%</td>
<td>21,783</td>
<td>0.5%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>64,187</td>
<td>60,722</td>
<td>-5.4%</td>
<td>60,748</td>
<td>0.0%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>742,533</td>
<td>621,012</td>
<td>-16.4%</td>
<td>616,884</td>
<td>-0.7%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>214,655</td>
<td>194,889</td>
<td>-9.2%</td>
<td>196,758</td>
<td>1.0%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>37,222</td>
<td>35,305</td>
<td>-5.2%</td>
<td>34,146</td>
<td>-3.3%</td>
</tr>
<tr>
<td>POTTS TOWN</td>
<td>38,030</td>
<td>40,257</td>
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<td>44,787</td>
<td>11.3%</td>
</tr>
<tr>
<td>RRDA (Lancaster)</td>
<td>223,015</td>
<td>230,757</td>
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<td>N/A</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>16,221</td>
<td>15,246</td>
<td>-6.0%</td>
<td>14,504</td>
<td>-4.9%</td>
</tr>
<tr>
<td>SOUTH CENTRAL (Berks, Lancaster)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>662,862</td>
<td>N/A</td>
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<tr>
<td>WASHINGTON CITY*</td>
<td>10,335</td>
<td>8,999</td>
<td>-12.9%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>WASHINGTON COUNTY*</td>
<td>N/A</td>
<td>8,416</td>
<td>N/A</td>
<td>18,164</td>
<td>N/A</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>72,967</td>
<td>70,327</td>
<td>-3.6%</td>
<td>71,512</td>
<td>1.7%</td>
</tr>
<tr>
<td>Williamsport RVT</td>
<td>210,430</td>
<td>186,664</td>
<td>-11.3%</td>
<td>194,996</td>
<td>4.5%</td>
</tr>
<tr>
<td>YATA (York, Adams)**</td>
<td>174,154</td>
<td>170,524</td>
<td>-2.1%</td>
<td>181,938</td>
<td>6.7%</td>
</tr>
<tr>
<td>ATA (North Central)</td>
<td>28,200</td>
<td>26,104</td>
<td>-7.4%</td>
<td>28,071</td>
<td>7.5%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>39,423</td>
<td>40,170</td>
<td>1.9%</td>
<td>40,159</td>
<td>0.0%</td>
</tr>
<tr>
<td>CCCT (Carbon)</td>
<td>3,972</td>
<td>4,089</td>
<td>2.9%</td>
<td>3,936</td>
<td>-3.7%</td>
</tr>
<tr>
<td>CATA (Crawford)</td>
<td>36,171</td>
<td>36,488</td>
<td>0.9%</td>
<td>37,975</td>
<td>4.1%</td>
</tr>
<tr>
<td>DuFAST (Clearfield)</td>
<td>21,282</td>
<td>19,506</td>
<td>-8.3%</td>
<td>19,921</td>
<td>2.1%</td>
</tr>
<tr>
<td>EMRA (Endless Mountains)</td>
<td>12,505</td>
<td>12,989</td>
<td>3.9%</td>
<td>12,230</td>
<td>-18.0%</td>
</tr>
<tr>
<td>ICTA (Indiana)</td>
<td>14,867</td>
<td>12,053</td>
<td>-18.9%</td>
<td>11,913</td>
<td>-1.2%</td>
</tr>
<tr>
<td>MIDCO (Armstrong)</td>
<td>13,145</td>
<td>14,914</td>
<td>13.5%</td>
<td>12,230</td>
<td>-18.0%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>29,016</td>
<td>26,464</td>
<td>-8.8%</td>
<td>26,390</td>
<td>-0.3%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>14,030</td>
<td>13,103</td>
<td>-6.6%</td>
<td>13,353</td>
<td>1.9%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>75,218</td>
<td>80,221</td>
<td>6.7%</td>
<td>82,345</td>
<td>2.6%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>71,750</td>
<td>61,063</td>
<td>-14.9%</td>
<td>59,792</td>
<td>-2.1%</td>
</tr>
<tr>
<td>VCTO (Venango)</td>
<td>10,436</td>
<td>10,411</td>
<td>-0.2%</td>
<td>11,558</td>
<td>11.0%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>8,386</td>
<td>8,757</td>
<td>4.4%</td>
<td>8,427</td>
<td>-3.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>34,669,455</td>
<td>34,037,776</td>
<td>-1.8%</td>
<td>34,726,394</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

*Washington County Transit Authority and the City of Washington Consolidated fixed-route services in FY15-16.**YATA (York) includes Gettysburg service (previously demonstration service) in FY2013-14.
### TABLE 3

**Total Act 44 Revenue Vehicle Miles Statistics**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPTA</td>
<td>86,962,204</td>
<td>86,858,539</td>
<td>-0.1%</td>
<td>87,334,694</td>
<td>0.5%</td>
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<tr>
<td>PAAC</td>
<td>25,542,475</td>
<td>26,708,814</td>
<td>4.6%</td>
<td>26,108,143</td>
<td>-2.2%</td>
</tr>
<tr>
<td>AMTRAN (Altoona)</td>
<td>573,866</td>
<td>547,451</td>
<td>-4.6%</td>
<td>537,486</td>
<td>-1.8%</td>
</tr>
<tr>
<td>BCTA (Beaver)</td>
<td>942,567</td>
<td>917,147</td>
<td>-2.7%</td>
<td>936,358</td>
<td>2.1%</td>
</tr>
<tr>
<td>BARTA (Berks)</td>
<td>1,740,297</td>
<td>1,725,436</td>
<td>-0.9%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CAMTRAN (Cambria)</td>
<td>1,075,075</td>
<td>1,095,978</td>
<td>1.9%</td>
<td>1,105,849</td>
<td>0.9%</td>
</tr>
<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>1,851,668</td>
<td>1,861,128</td>
<td>0.5%</td>
<td>1,835,605</td>
<td>-1.4%</td>
</tr>
<tr>
<td>CATA (Centre)</td>
<td>1,718,237</td>
<td>1,944,783</td>
<td>13.2%</td>
<td>2,070,416</td>
<td>6.5%</td>
</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>1,162,623</td>
<td>1,176,351</td>
<td>1.2%</td>
<td>1,122,975</td>
<td>-4.5%</td>
</tr>
<tr>
<td>COLT/LT (Lebanon)</td>
<td>516,250</td>
<td>505,946</td>
<td>-2.0%</td>
<td>504,666</td>
<td>-0.3%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>2,210,816</td>
<td>2,294,194</td>
<td>3.8%</td>
<td>2,240,875</td>
<td>-2.3%</td>
</tr>
<tr>
<td>FACT (Fayette)</td>
<td>596,245</td>
<td>585,844</td>
<td>-1.7%</td>
<td>579,874</td>
<td>-1.0%</td>
</tr>
<tr>
<td>HPT (Hazelton)</td>
<td>453,726</td>
<td>436,380</td>
<td>-3.8%</td>
<td>450,588</td>
<td>3.3%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>4,090,317</td>
<td>4,415,653</td>
<td>8.0%</td>
<td>3,920,782</td>
<td>-11.2%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>1,146,272</td>
<td>1,166,920</td>
<td>1.8%</td>
<td>1,247,935</td>
<td>6.9%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>843,499</td>
<td>783,445</td>
<td>-7.1%</td>
<td>803,272</td>
<td>2.5%</td>
</tr>
<tr>
<td>POTTSTOWN</td>
<td>277,294</td>
<td>267,930</td>
<td>-3.4%</td>
<td>265,868</td>
<td>-0.8%</td>
</tr>
<tr>
<td>RRTA (Lancaster)</td>
<td>1,678,576</td>
<td>1,699,969</td>
<td>1.3%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>192,006</td>
<td>177,653</td>
<td>-7.5%</td>
<td>167,621</td>
<td>-5.6%</td>
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<tr>
<td>SOUTH CENTRAL (Berks, Lancaster)</td>
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<tr>
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<td>1,735,687</td>
<td>-1.8%</td>
</tr>
<tr>
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<td>1.5%</td>
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</tr>
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</tr>
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</tr>
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<td>122,888</td>
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<td>MCTA (Monroe)</td>
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<td>539,950</td>
<td>4.5%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>56,400</td>
<td>61,273</td>
<td>8.6%</td>
<td>61,988</td>
<td>1.2%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>1,163,666</td>
<td>1,109,260</td>
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<td>1,055,205</td>
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<tr>
<td>STS (Schuylkill)</td>
<td>328,572</td>
<td>309,593</td>
<td>-5.8%</td>
<td>341,414</td>
<td>10.3%</td>
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<tr>
<td>VCTO (Venango)</td>
<td>157,849</td>
<td>172,680</td>
<td>9.4%</td>
<td>163,342</td>
<td>-5.4%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>192,480</td>
<td>192,913</td>
<td>0.2%</td>
<td>191,051</td>
<td>-1.0%</td>
</tr>
</tbody>
</table>

Total: 142,995,851 144,618,382 1.1% 144,234,621 -0.3%

*Washington County Transit Authority and the City of Washington Consolidated fixed-route services in FY15-16.

**YATA (York) includes Gettysburg service (previously demonstration service) in FY2013-14.
## TABLE 4

### Total Act 44 Revenue Vehicle Hours Statistics

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<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
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<td>1,954,108</td>
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<td>44,242</td>
<td>0.5%</td>
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<td>55,515</td>
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<td>133,485</td>
<td>0.5%</td>
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<td>CAMTRAN (Cambria)</td>
<td>81,621</td>
<td>82,868</td>
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<td>83,766</td>
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<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
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<td>136,686</td>
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<td>CATA (Centre)</td>
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<td>169,406</td>
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<td>COLTS (Lackawanna)</td>
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<td>92,121</td>
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<td>EMTA (Erie)</td>
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<td>193,363</td>
<td>4.5%</td>
<td>180,525</td>
<td>-6.6%</td>
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<td>FACT (Fayette)</td>
<td>28,967</td>
<td>30,588</td>
<td>5.6%</td>
<td>28,892</td>
<td>-5.5%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>32,020</td>
<td>34,583</td>
<td>8.0%</td>
<td>32,951</td>
<td>-4.7%</td>
</tr>
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<td>LANTA (Lehigh, Northampton)</td>
<td>299,594</td>
<td>319,253</td>
<td>6.6%</td>
<td>308,433</td>
<td>-3.4%</td>
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<td>LCTA (Luzerne)</td>
<td>78,377</td>
<td>79,381</td>
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<td>81,557</td>
<td>2.7%</td>
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<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>46,634</td>
<td>41,652</td>
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<td>43,525</td>
<td>4.5%</td>
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<td>POTTSTOWN</td>
<td>21,410</td>
<td>21,613</td>
<td>0.9%</td>
<td>21,908</td>
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<tr>
<td>RRTA (Lancaster)</td>
<td>120,364</td>
<td>126,608</td>
<td>5.2%</td>
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<td>N/A</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>13,486</td>
<td>14,154</td>
<td>5.0%</td>
<td>12,367</td>
<td>-12.6%</td>
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<td>N/A</td>
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<td>N/A</td>
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<td>N/A</td>
<td>23,279</td>
<td>N/A</td>
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<tr>
<td>WCTA (Westmoreland)</td>
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<td>57,080</td>
<td>2.6%</td>
<td>56,372</td>
<td>-1.2%</td>
</tr>
<tr>
<td>Williamsport RVT</td>
<td>55,540</td>
<td>57,352</td>
<td>3.3%</td>
<td>57,237</td>
<td>-0.2%</td>
</tr>
<tr>
<td>YATA (York, Adams)**</td>
<td>129,646</td>
<td>127,608</td>
<td>-1.6%</td>
<td>123,418</td>
<td>-3.3%</td>
</tr>
<tr>
<td>ATA (North Central)</td>
<td>108,539</td>
<td>107,601</td>
<td>-0.9%</td>
<td>107,998</td>
<td>0.4%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>18,405</td>
<td>14,611</td>
<td>-20.6%</td>
<td>15,286</td>
<td>4.6%</td>
</tr>
<tr>
<td>CCCT (Carbon)</td>
<td>3,201</td>
<td>3,029</td>
<td>-5.4%</td>
<td>2,725</td>
<td>-10.0%</td>
</tr>
<tr>
<td>CATA (Crawford)</td>
<td>17,564</td>
<td>17,493</td>
<td>-0.4%</td>
<td>18,566</td>
<td>6.1%</td>
</tr>
<tr>
<td>DuFAST (Clearfield)</td>
<td>10,846</td>
<td>9,796</td>
<td>-9.7%</td>
<td>9,894</td>
<td>1.0%</td>
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<tr>
<td>EMTA (Endless Mountains)</td>
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<td>20,308</td>
<td>0.9%</td>
<td>20,789</td>
<td>2.4%</td>
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<tr>
<td>ICTA (Indiana)</td>
<td>34,284</td>
<td>31,450</td>
<td>-8.3%</td>
<td>31,830</td>
<td>1.2%</td>
</tr>
<tr>
<td>MIDCO (Armstrong)</td>
<td>7,805</td>
<td>7,864</td>
<td>0.8%</td>
<td>8,040</td>
<td>2.2%</td>
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<tr>
<td>MCTA (Monroe)</td>
<td>31,263</td>
<td>33,713</td>
<td>7.8%</td>
<td>30,505</td>
<td>-9.5%</td>
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<tr>
<td>BMC (Mount Carmel)</td>
<td>4,989</td>
<td>5,058</td>
<td>1.4%</td>
<td>5,188</td>
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<td>NCATA (New Castle)</td>
<td>56,510</td>
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<td>52,722</td>
<td>-4.1%</td>
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<td>STS (Schuylkill)</td>
<td>18,354</td>
<td>17,610</td>
<td>-4.1%</td>
<td>19,925</td>
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<tr>
<td>VCTO (Venango)</td>
<td>9,025</td>
<td>9,236</td>
<td>2.3%</td>
<td>9,242</td>
<td>0.1%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>10,508</td>
<td>10,712</td>
<td>1.9%</td>
<td>10,552</td>
<td>-1.5%</td>
</tr>
</tbody>
</table>

Total: 10,735,554 10,953,333 2.0% 11,098,053 1.3%

*Washington County Transit Authority and the City of Washington Consolidated fixed-route services in FY15-16.
**YATA (York) includes Gettysburg service (previously demonstration service) in FY2013-14.
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Section III

Consolidated Transit Agency

Highlights
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Transit agencies in Pennsylvania have been faced with funding issues over the last two decades, with operating costs increasing at rates that regularly exceed available funding. In 2009, PennDOT conducted a Human Service Transportation Coordination Planning Study, in cooperation with the Departments of Aging and Human Services and the Office of the Budget, that evaluated ways to improve service while reducing costs. The study made several findings including that the small and mid-size transit systems have significant administrative functions and costs that are duplicative across systems. The study recommended regional transit system consolidation as a way of reducing duplicative administration costs and improving management quality. Regional public transportation would also be in a better position to plan for and meet both local and regional travel needs. These findings, while related to shared-ride transportation, are also relevant for agencies that operate fixed route service.

Consolidation has become a key tool for transit agencies and local municipalities to control costs while maintaining service. Since 2009, PennDOT has worked with transit agencies to conduct consolidation studies when requested. Act 89 of 2013 offers a waiver of local match requirements for five years equal to savings achieved through consolidation as an incentive for consolidation and regionalization of transit systems.

Requests for a regionalization or consolidation studies are initiated locally. PennDOT works with transit agencies, local funders and elected officials to conduct these studies. The studies normally consist of two phases. The first phase analyzes the operating and financial profiles of agencies, current governance and operational structures and potential financial impacts. A phase two study examines options for implementation of a regional system which could include integrated service, fare, facility and fleet plans, financial and organizational impacts and a plan for implementation. The key assumptions of these studies is that the existing service levels will be maintained and that the reductions in administrative costs will be attained through efficiencies, attrition and eliminating duplicate positions. In addition, existing labor contracts are maintained.

To date, PennDOT has conducted consolidation studies covering 38 counties in Pennsylvania (shown below, in gray).
Consolidated Agency Highlights

Following the completion of various consolidation studies, significant progress has been made in consolidations throughout the Commonwealth. Progress includes:

- Lackawanna and Luzerne Counties consolidated their respective fixed route and shared-ride services in 2013. The local officials in these two counties continue to explore consolidation opportunities.

- York and Adams County merged fixed route and shared-ride operations to create the Central Pennsylvania Transportation Authority (CPTA). Since 2015 CPTA has assumed management of shared-ride services for Northumberland, Cumberland, Franklin, and Columbia, Union, Snyder, Montour, and Perry counties. These management agreements have allowed all of the agencies to save costs through consolidated call centers and more efficient service delivery.

- Red Rose Transit Authority and the Berks Area Regional Transportation Authorities (Lancaster and Berks Counties) came together as the South Central Transportation Authority in December 2014 and have taken advantage of the local match waiver for approximately $780,000 annually.

- City of Washington Transit and Washington County Transit Authority (Washington Rides) consolidated in July 2015 to create a county-wide fixed route and shared-ride agency now doing business as Freedom Transit.

- Crawford Area Transportation Authority and Venango County Transportation Office (Crawford and Venango Counties) began operating as a single entity in 2016.

In addition to these realized consolidations, there are a number of agencies currently in the study process or working to resolve critical issues. These include:

- DuBois, Falls Creek, Sandy Township Transit Authority (DuFAST) in Clearfield County will consolidation with Area Transportation Authority of Northcentral Pennsylvania (ATA) in 2017.

- Armstrong and Indiana Counties are currently undergoing a consolidation feasibility study at the request of the respective county commissioners.

- The south central Pennsylvania region continues to pursue consolidation options to bring fixed route and shared-ride operations together.

The following pages provide a more detailed profile on successfully consolidated agencies through fiscal year 2015-16.
South Central Transit Authority (SCTA)
45 Erick Road
Lancaster, PA 17601
Mr. David Kilmer, Executive Director
717-397-5613
www.sctapa.com

Date of Consolidation by County
Berks County: January 2015
Lancaster County: January 2015

SCTA Consolidation Overview
The South Central Transit Authority was created to merge the administrative staff at Red Rose Transit Authority (RRTA) and Berks Area Regional Transit Authority (BARTA) to save money by sharing resources. This consolidation is the first of its kind in Pennsylvania. SCTA is the administrative authority that oversees both RRTA and BARTA and existing services have not changed for customers. Since consolidating in FY2014-15, SCTA has reduced its operating expenses by $2.5 million.

FIXED-ROUTE OPERATING STATISTICS

Operating Expenses (000’s)

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>RRTA FY 11-12</th>
<th>RRTA FY 12-13</th>
<th>RRTA FY 13-14</th>
<th>RRTA FY 14-15</th>
<th>SCTA FY 14-15</th>
<th>SCTA FY 15-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 11-12</td>
<td>$16,000</td>
<td>$18,000</td>
<td>$20,000</td>
<td>$22,000</td>
<td>$25,000</td>
<td>$28,000</td>
</tr>
<tr>
<td>FY 12-13</td>
<td>$18,000</td>
<td>$20,000</td>
<td>$22,000</td>
<td>$25,000</td>
<td>$28,000</td>
<td>$32,000</td>
</tr>
<tr>
<td>FY 13-14</td>
<td>$20,000</td>
<td>$22,000</td>
<td>$25,000</td>
<td>$30,000</td>
<td>$35,000</td>
<td>$40,000</td>
</tr>
<tr>
<td>FY 14-15</td>
<td>$22,000</td>
<td>$25,000</td>
<td>$30,000</td>
<td>$40,000</td>
<td>$45,000</td>
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<td>FY 15-16</td>
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<td>$30,000</td>
<td>$40,000</td>
<td>$50,000</td>
<td>$60,000</td>
<td>$70,000</td>
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</table>

Passenger Trips (000’s)

<table>
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<tr>
<th>Fiscal Year</th>
<th>BARTA FY 11-12</th>
<th>BARTA FY 12-13</th>
<th>BARTA FY 13-14</th>
<th>BARTA FY 14-15</th>
<th>SCTA FY 14-15</th>
<th>SCTA FY 15-16</th>
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<tr>
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<td>2,500</td>
<td>3,000</td>
<td>4,000</td>
<td>5,000</td>
</tr>
<tr>
<td>FY 13-14</td>
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<td>3,000</td>
<td>4,000</td>
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<td>6,000</td>
</tr>
<tr>
<td>FY 14-15</td>
<td>2,500</td>
<td>3,000</td>
<td>4,000</td>
<td>5,000</td>
<td>7,000</td>
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<td>4,000</td>
<td>5,000</td>
<td>7,000</td>
<td>9,000</td>
<td>12,000</td>
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SHARED-RIDE OPERATING STATISTICS

Operating Expenses (000’s)

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<tr>
<th>Fiscal Year</th>
<th>RRTA FY11-12</th>
<th>RRTA FY12-13</th>
<th>RRTA FY13-14</th>
<th>RRTA FY14-15</th>
<th>SCTA FY14-15</th>
<th>SCTA FY15-16</th>
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<tbody>
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<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
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<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>FY 13-14</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>FY 14-15</td>
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<td>$-</td>
<td>$-</td>
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<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>FY 15-16</td>
<td>$-</td>
<td>$-</td>
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</table>

Passenger Trips (000’s)

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>BARTA FY11-12</th>
<th>BARTA FY12-13</th>
<th>BARTA FY13-14</th>
<th>BARTA FY14-15</th>
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<td>FY 12-13</td>
<td>2,500</td>
<td>3,000</td>
<td>3,500</td>
<td>4,000</td>
<td>5,000</td>
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<td>5,000</td>
<td>6,000</td>
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</table>
Central Pennsylvania Transportation Authority (CPTA)

415 Zarfoss Drive
York, PA 17404
Mr. Richard Farr, Executive Director
717-846-7433
www.rabbittransit.org

Date of Consolidation by County

<table>
<thead>
<tr>
<th>County</th>
<th>Date</th>
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<tbody>
<tr>
<td>Northumberland</td>
<td>July 2011</td>
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<tr>
<td>Cumberland</td>
<td>July 2015</td>
</tr>
<tr>
<td>Columbia</td>
<td>January 2016</td>
</tr>
<tr>
<td>Franklin</td>
<td>April 2016</td>
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<td>July 2016</td>
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<td>Union</td>
<td>July 2016</td>
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<td>Perry</td>
<td>December 2016</td>
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</table>

CPTA Consolidation Overview

Seeking increased efficiency and cost savings, the Central Pennsylvania Transportation Authority (dba rabbittransit) now provides shared-ride service in ten counties in Pennsylvania. By crossing municipal lines, sharing resources across borders, and utilizing vehicles during layovers, rabbittransit has saved approximately $700,000.

SHARED-RIDE OPERATING STATISTICS

Operating Expenses (000’s)

Passenger Trips (000’s)
WCTA Consolidation Overview

As part of a statewide initiative to consolidate public transportation agencies to reduce costs, improve service, and operate more efficiently, the Washington County Transportation Authority (formerly Washington Rides) consolidated with Washington City Transit, a fixed-route transit system, on July 1, 2015. The combined transit agency now operates under the name Freedom Transit. Since consolidating, WCTA has reduced its operating expenses by $133,000.

FIXED-ROUTE OPERATING STATISTICS

Operating Expenses (000's)

Passenger Trips (000's)
Section IV

Urban Systems
SEPTA (Southeastern Pennsylvania Transportation Authority)

Southeastern Pennsylvania Transportation Authority (SEPTA)
1234 Market Street
Philadelphia, PA 19107-3780
215-580-8280
Mr. Jeffrey Knueppel, General Manager
www.septa.org

Service Area Statistics (2010 Census)
Square Miles: 839
Population: 3,816,841

Act 44 Fixed Route Distribution Factors
Total Passengers: 325,357,993
Senior Passengers: 26,215,365
Revenue Vehicle Miles: 87,334,694
Revenue Vehicle Hours: 6,959,483

Act 44 Operating Assistance
Section 1513 Allocation: $619,682,423
Required Local Match: $90,694,875

Current Fleet Size
Diesel Motor Bus: 1,416
Commuter Rail Cars: 404
Heavy Rail Cars: 369
Street Car Rail/Light Rail: 159
Trolley Bus: 36
Gasoline Paratransit Vehicles: 457
System-wide: 2,843

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, 131, 146, 147, 148, 149, 150, 151, 152, 153, 154, 157, 166, 172, 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
Agency Full-Time: 9,336
Agency Part-Time: 158
Contractor Full-Time: 612
System-Wide: 10,106

OPERATING BUDGET
Operating Expense (000’s)
$1,247,021

- Operator Salaries & Wages $226,786
- Fringes $428,656
- Fuel Utils $83,754
- Maint. $69,431
- Purchased Trans $27,777
- Other Salaries & Wages $299,521
- Other $111,096

Expense includes ADA complementary expense.

Operating Funds (000’s)
$1,247,021

- Local $84,236
- State $575,357
- Federal $76,728
- Revenue $510,700

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Southeastern Pennsylvania Transportation Authority (SEPTA)
1234 Market Street
Philadelphia, PA 19107
215-580-7145
Mr. Jeffrey Knueppel, General Manager

Service Area Statistics (2010 Census)
Philadelphia County

<table>
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<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Square Miles</td>
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<td>Population</td>
<td>1,526,006</td>
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<tr>
<td>65+ Population</td>
<td>185,309</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>12.1%</td>
</tr>
</tbody>
</table>

Fare Information

- Average Shared-Ride Fare: $25.57
- Average Shared-Ride Cost per Trip: $35.43
- Fare Structure: Implementation Date: July 2013

Trip Information

- 65+ Trips: 699,238
- Other Shared-Ride Trips: 37,963
- Total Shared-Ride Trips: 737,201

Vehicles Operated in Maximum Service

- Community Transportation: 163

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$26,116,298

Sources of Funding
$26,116,298

- Lottery 60%
- Area Agency on Aging 6%
- Other 2%
- Subsidy 27%
- Passenger Fares 5%

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 is legislatively excluded from the Persons with Disabilities Program due to its extensive fixed route and complementary ADA service throughout Philadelphia.

**Total Shared-Ride Trips**
### Operating Budget

#### Operating Expense (000's)

- Other Salaries & Wages: $85,271
- Operator Salaries & Wages: $64,271
- Other: $27,598
- Fringes: $140,459
- Fuel Util: $23,781
- Maint: $23,893
- Purchased Trans: $10,292
- Expense includes ADA complementary and DAS expense. Some contracted maintenance may be reported as "Other Services."

#### Operating Funds (000's)

- Local: $37,936
- Federal: $25,671
- State: $214,348
- Revenue: $97,610
- Revenue includes ADA complementary and DAS revenue.

---

### 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

### Current Fleet Size

- Diesel/Gasoline Motor Bus: 695
- Other Alternative Fuel Motor Bus: 32
- Street Car Rail/Light Rail: 83
- Inclined Plane Cars: 2
- Diesel/Gasoline Paratransit Vehicles: 374
- System-Wide: 1,186

---

### Act 44 Fixed Route Distribution Factors

- Total Passengers: 62,753,783
- Senior Passengers: 4,957,590
- Revenue Vehicle Miles: 26,108,143
- Revenue Vehicle Hours: 1,954,108

### Current Employees

- Agency Full-Time: 2,521
- Contractor Full-Time: 315
- Contractor Part-Time: 48
- System-Wide: 2,884

### Act 44 Operating Assistance

- Section 1513 Allocation: $221,589,338
- Required Local Match: $33,238,401

---

### 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

---

**Port Authority of Allegheny County (PAAC)**

345 Sixth Avenue, Third Floor
Pittsburgh, PA 15222-2527
412-566-5510
Ms. Ellen McLean, Chief Executive Officer
[www.portauthority.org](http://www.portauthority.org)
Passengers include ADA complementary and DAS passengers.

Pennsylvania Public Transportation Performance Report – Fiscal Year 2015-16
Community Transportation

Port Authority of Allegheny County (PAAC)/ACCESS
345 Sixth Avenue, Third Floor
Pittsburgh, PA 15222-2527
412-562-5353
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%

Fare Information
Average Shared-Ride Fare: $22.20
Average Shared-Ride Cost per Trip: $24.76
Fare Structure
Implementation Date: July 2016

Trip Information
65+ Trips: 655,609
PwD Trips: 58,920
Other Shared-Ride Trips: 302,355
Total Shared-Ride Trips: 1,016,884
Non-Public Trips: 3,171

Vehicles Operated in Maximum Service
Community Transportation: 186

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$25,189,944

Sources of Funding
$25,189,944

- Passenger Fares 50%
- Lottery 16%
- MATP 16%
- Subsidy 16%
- Other 2%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
*Act 89 of 2013 allowed Allegheny County to participate in the Persons with Disability Program.
Operating Expense (000’s)

$4,539

- Operator Salaries & Wages $1,139
- Other Salaries & Wages $930
- Other $520
- Purchased Trans $231
- Maint. $230
- Fringes $1,306
- Fuel Utils $283

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

Operating Funds (000’s)

$4,539

- Revenue $812
- Federal $1,220
- State $2,354
- Local $153

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
OPERATING BUDGET

Operating Expense (000’s)

- Operator Salaries & Wages: $1,400
- Other Salaries & Wages: $1,175
- Fringes: $1,107
- Fuel Utilities: $833
- Maint.: $683
- Other: $792
- Fringes: $1,107

Operating Funds (000’s)

- Revenue: $1,626
- Federal: $540
- State: $3,456
- Local: $368
- Required Local Match: $538,740
- Section 1513 Allocation: $3,591,603

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

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

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

House District
Beaver: 10, 14, 15, 16

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: January 2013

Current Employees
Agency Full-Time: 92
Agency Part-Time: 1
System-Wide: 93

Current Fleet Size
Diesel/Gasoline Motor Bus: 23
Diesel/Gasoline Paratransit Vehicle: 24
System-Wide: 47

Act 44 Operating Assistance
Section 1513 Allocation: $3,591,603
Required Local Match: $538,740

Act 44 Fixed Route Distribution Factors
Total Passengers: 919,800
Senior Passengers: 85,393
Revenue Vehicle Miles: 936,358
Revenue Vehicle Hours: 55,515

*Includes Rural Service
Pennsylvania Public Transportation Performance Report – Fiscal Year 2015-16
Community Transportation

Beaver County Transit Authority (BCTA)
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: 440
Population: 170,596
65+ Population: 31,660
% of Population 65 and older: 18.6%

Fare Information
Average Shared-Ride Fare: $20.50
Average Shared-Ride Cost per Trip: $25.54

Fare Structure
Implementation Date: January 2017

Trip Information
65+ Trips: 30,895
Other Shared-Ride Trips: 49,083
Total Shared-Ride Trips: 79,978
Non-Public Trips: 100,064

Vehicles Operated in Maximum Service
Community Transportation: 18

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$3,404,033

Sources of Funding
$3,404,033

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

**Shared-Ride Fare Recovery**

- **PwD Shared-Ride Trips**
- **65+ Shared-Ride Trips**
- **Total Shared-Ride Trips**

*BCTA does not report trips through the Persons with Disabilities Program because all trips for persons with disabilities are funded by programs other than PwD beginning in FY 2011-12.*
CamTran (Cambria County Transit Authority*)

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

House District
Cambria: 71, 72, 73

Senate District
Cambria: 35

Service Area Statistics (2010 Census)
Square Miles: 694
Population: 143,447

Current Fare Information
Fixed Route Base: $1.60
Last Base Fare Increase: January 2017

Current Employees
Agency Full-Time: 104
Agency Part-Time: 46
System-Wide: 150

Current Fleet Size
Diesel/Gasoline Motor Bus: 47
CNG Motor Bus: 2
Other Alternative Fuel Motor Bus: 1
Inclined Plane Cars: 2
Diesel/Gasoline Paratransit Vehicle: 13
CNG Paratransit: 2
System-Wide: 67

Act 44 Operating Assistance
Section 1513 Allocation: $6,687,111
Required Local Match: $732,383
*Includes Rural Service

OPERATING BUDGET

Operating Expense (000’s)
$8,798

- Other Salaries & Wages: $1,594
- Operator Salaries & Wages: $2,239
- Maint.: $675
- Fuel Util: $695
- Fringes: $2,715
- Other: $880

Operating Funds (000’s)
$8,798

- Local: $732
- Revenue: $1,129
- State: $6,937

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Cambria County Transit Authority (CamTran)

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

Service Area Statistics (2010 Census)

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<td>65+ Population:</td>
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<td>% of Population 65 and older:</td>
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Fare Information

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<td>Average Shared-Ride Fare:</td>
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Trip Information

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<td>PwD Trips:</td>
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<td>Other Shared-Ride Trips:</td>
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<td>Total Shared-Ride Trips:</td>
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Vehicles Operated in Maximum Service

Community Transportation: 19

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

$1,522,602

- Shared-Ride Admin 11%
- Shared-Ride Operating 89%

Sources of Funding

$1,522,602

- Passenger Fares 1%
- Lottery 47%
- PwD Program 2%
- Area Agency on Aging 9%
- Other 1%
- Subsidy 40%

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
### Operating Budget

#### Operating Expense (000’s)

- **Operator Salaries & Wages**: $4,540
- **Other Salaries & Wages**: $2,663
- **Fringes**: $4,953
- **Fuel Util**: $1,193
- **Maint.**: $880
- **Other**: $1,191
- **Purchased Trans**: $488

Total: **$15,908**

*Expense includes ADA complementary expense. Some contracted maintenance may be reported as “Other Services.”*

#### Operating Funds (000’s)

- **Revenue**: $3,395
  - **Federal**: $3,773
  - **State**: $7,856
  - **Local**: $884

Total: **$15,908**

*Revenue includes ADA complementary revenue.*
Passengers include ADA complementary passengers.
Community Transportation

Capital Area Transit (CAT)
901 North Cameron Street
Harrisburg, PA 17101
717-232-6100
Mr. Tony Johnson, Interim 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%

Fare Information
Average Shared-Ride Fare: $20.84
Average Shared-Ride Cost per Trip: $23.86
Implementation Date: February 2011

Trip Information
65+ Trips: 54,053
PWD Trips: 11,532
Other Shared-Ride Trips: 103,049
Total Shared-Ride Trips: 168,634

Vehicles Operated in Maximum Service
Community Transportation: 40

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$4,023,928

Sources of Funding
$4,023,928

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 (CATA)**

2081 West Whitehall Road  
State College, PA 16801  
814-238-2282  
Ms. Louwana Oliva, General Manager  
www.catabus.com

**Service Area Statistics (2010 Census)**

- Square Miles: 89  
- Population: 104,360

**Act 44 Fixed Route Distribution Factors**

- Total Passengers: 7,071,387  
- Senior Passengers: 53,038  
- Revenue Vehicle Miles: 2,070,416  
- Revenue Vehicle Hours: 169,406

**Act 44 Operating Assistance**

- Section 1513 Allocation: $5,785,172  
- Required Local Match: $524,264

**Current Fare Information**

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

**Current Employees**

- Agency Full-Time: 180  
- Agency Part-Time: 5  
- Contractor Full-Time: 7  
- Contractor Part-Time: 9  
- System-Wide: 201

**Current Fleet Size**

- CNG Motor Bus: 71  
- Diesel/Gasoline Paratransit Vehicle: 6  
- System-Wide: 77

*Tokens and multi-ride passes increased in price.*

---

### OPERATING BUDGET

**Operating Expense (000’s)**

- **Total:** $13,816
  - Operator Salaries & Wages: $5,443
  - Other Salaries & Wages: $2,868
  - Fringes: $2,657
  - Fuel Utils: $755
  - Maint.: $730
  - Other: $1,007
  - Purchased Trans: $356

**Operating Funds (000’s)**

- **Total:** $13,816
  - Revenue: $7,835
    - Federal: $3,085
    - State: $2,335
    - Local: $561
  - Other: $5,981
    - Operator Salaries & Wages: $5,443
    - Other Salaries & Wages: $2,868
    - Fringes: $2,657
    - Fuel Utils: $755
    - Maint.: $730
    - Other: $1,007
    - Purchased Trans: $356

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

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Centre Area Transportation Authority (CATA)
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%

Fare Information
Average Shared-Ride Fare: $20.00
Average Shared-Ride Cost per Trip: $22.53

Fare Structure
Implementation Date: July 2013

Trip Information
65+ Trips: 14,387
PwD Trips: Centre County (see page 196)
Other Shared-Ride Trips: 933
Total Shared-Ride Trips: 15,320

Vehicles Operated in Maximum Service
Community Transportation: 4

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$345,193

Sources of Funding
$345,193

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
CATA does not provide PwD shared-ride service. Centre County provides PwD (see page 204).
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

Current Employees
Agency Full-Time: 109
Agancy Part-Time: 19
System-Wide: 128

Current Fleet Size
Diesel/Gasoline Motor Bus: 19
Other Alternative Fuel Motor Bus: 13
Diesel/Gasoline Paratransit Vehicle: 30
System-Wide: 62

Act 44 Operating Assistance
Section 1513 Allocation: $6,653,784
Required Local Match: $624,496

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,144,835
Senior Passengers: 202,663
Revenue Vehicle Miles: 1,122,975
Revenue Vehicle Hours: 91,621

Operating Expense (000’s) $8,882
- Operator Salaries & Wages: $2,655
- Fringes: $2,835
- Fuel Utils: $653
- Maint. Trans: $383
- Other: $801
- Purchased Trans: $545
- Other Salaries & Wages: $1,010

Operating Funds (000’s) $8,882
- Local: $451
- Revenue: $1,532
- State: $6,330
- Federal: $569

Revenue includes ADA complementary revenue.
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."
Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

County of Lackawanna Transit System (COLTS)
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%

Fare Information
- Average Shared-Ride Fare: $25.09
- Average Shared-Ride Cost per Trip: $18.60
- Implementation Date: July 2015

Trip Information
- 65+ Trips: 90,783
- PwD Trips: 2,119
- Other Shared-Ride Trips: 14,250
- Total Shared-Ride Trips: 107,152
- Non-Public Trips: 14,250

Community Transportation: 28

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,809,141
- Shared-Ride Operating: 47%
- Exclusive Human Service Contracts: 28%
- Shared-Ride Admin: 25%

Sources of Funding
$3,414,506
- Lottery: 56%
- Area Agency on Aging: 8%
- MATP: 33%
- PwD: 2%
- Other: 1%
- Passenger Fares: <1%

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
URBAN SYSTEMS

County of Lebanon Transit Authority (COLT/LT)
200 Willow Street
Lebanon, PA 17046
717-274-3664
Ms. Theresa Giurintano,
Executive Director
www.lebanontransit.org

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: 335,783
Senior Passengers: 69,061
Revenue Vehicle Miles: 504,666
Revenue Vehicle Hours: 31,564

Current Employees
Agency Full-Time: 42
Agency Part-Time: 5
System-Wide: 47

Act 44 Operating Assistance
Section 1513 Allocation: $1,820,046
Required Local Match: $97,081

Current Fleet Size
Diesel/Gasoline Motor Bus: 18
Diesel/Gasoline Paratransit Vehicle: 14
System-Wide: 32

County of Lebanon
Transit Authority (COLT/LT)
200 Willow Street
Lebanon, PA 17046
717-274-3664
Ms. Theresa Giurintano,
Executive Director
www.lebanontransit.org

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: 335,783
Senior Passengers: 69,061
Revenue Vehicle Miles: 504,666
Revenue Vehicle Hours: 31,564

Current Employees
Agency Full-Time: 42
Agency Part-Time: 5
System-Wide: 47

Act 44 Operating Assistance
Section 1513 Allocation: $1,820,046
Required Local Match: $97,081

Current Fleet Size
Diesel/Gasoline Motor Bus: 18
Diesel/Gasoline Paratransit Vehicle: 14
System-Wide: 32

OPERATING BUDGET

Operating Expense (000’s)
$2,708

Fuel Util. $245
Mant. $120
Operator Salaries & Wages $627
Other Salaries & Wages $565
Fringes $688
Other $463

Operating Funds (000’s)
$2,708

Federal $533
Revenue $424
State $1,654
Local $97

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

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

County of Lebanon Transit Authority (COLT/LT)

200 Willow Street
Lebanon, PA 17046
717-274-3514
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%

Fare Information

Average Shared-Ride Fare: $20.80
Average Shared-Ride Cost per Trip: $20.09
Fare Structure
Implementation Date: July 2013

Trip Information

65+ Trips: 27,242
PwD Trips: 3,184
Other Shared-Ride Trips: 17,725
Total Shared-Ride Trips: 48,151

Vehicles Operated in Maximum Service

Community Transportation: 11

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$967,131

- Shared-Ride Operating 84%
- Shared-Ride Admin 16%

Sources of Funding
$1,010,329

- Lottery 47%
- PwD Program 6%
- Area Agency on Aging 2%
- MATP 5%
- MH/ID 33%
- Passenger Fares 7%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Central Pennsylvania Transportation Authority (CPTA)
415 Zarfoss Drive
York, PA 17404
717-846-7433
Mr. Richard Farr, Executive Director
www.rabbittransit.org

Service Area Statistics (2010 Census)
Square Miles: 1,433
Population: 537,169

Current Employees
Agency Full-Time: 238
Agency Part-Time: 152
Contractor Full-Time: 7
Contractor Part-Time: 53
System-Wide: 450

Current Fleet Size
Diesel/Gasoline Motor Bus: 52
CNG Motor Bus: 1
Other Alternative Fuel Motor Bus: 3
Diesel/Gasoline Paratransit Vehicle: 224
System-Wide: 280

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,664,335
Senior Passengers: 181,938
Revenue Vehicle Miles: 1,735,687
Revenue Vehicle Hours: 123,418

Act 44 Operating Assistance
Section 1513 Allocation: $6,355,701
Required Local Match: $508,765

Current Fare Information
Fixed Route Base: $1.60
Last Base Fare Increase: July 2014

Operating Budget
Operating Expense (000’s)
Other Salaries & Wages $1,954
Operator Salaries & Wages $2,947
Fringes $2,860
Fuel Utils $985
Maint. $686
Other $1,104

Operating Funds (000’s)
Federal $2,930
State $5,178
Local $509
Revenue $1,919

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Central Pennsylvania Transportation Authority (CPTA)
415 Zarfoss Drive
York, PA 17404
717-846-7433
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)
Adams, Columbia, Cumberland, Franklin, Northumberland, And York Counties
Square Miles: 3,724
Population: 1,083,226
65+ Population: 166,762
% of Population 65 and older: 15.4%

Fare Information
Average Shared-Ride Fare: $18.14
Average Shared-Ride Cost per Trip: $19.38
Implementation Date: October 2013

Trip Information
65+ Trips: 30,810
PwD Trips: 185,258
Other Shared-Ride Trips: 374,205
Total Shared-Ride Trips: 60,368
Non-Public Trips:

Vehicles Operated in Maximum Service
Community Transportation: 106

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$8,667,034

Sources of Funding
$8,468,452

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
Operating Expense (000’s)

$15,669

- Operator Salaries & Wages $5,248
- Other Salaries & Wages $2,295
- Fringes $4,770
- Maint. $1,443
- Fuel Utils $933
- Other $980

Operating Funds (000’s)

$15,669

- State $7,938
- Local $913
- Revenue $3,399
- Federal $3,419

Expense includes ADA complementary expense. Some contracted maintenance may be reported as “Other Services.” Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Erie Metropolitan Transit Authority (EMTA)
127 East 14th Street
Erie, PA 16503
814-459-8922
Mr. Michael C. Tann, Executive Director

Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Erin County</th>
<th>Square Miles:</th>
<th>802</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population:</td>
<td>280,566</td>
<td></td>
</tr>
<tr>
<td>65+ Population:</td>
<td>40,824</td>
<td></td>
</tr>
<tr>
<td>% of Population 65 and older:</td>
<td>14.6%</td>
<td></td>
</tr>
</tbody>
</table>

Fare Information

<table>
<thead>
<tr>
<th>Fare Structure</th>
<th>Implementation Date:</th>
<th>December 2013</th>
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</thead>
<tbody>
<tr>
<td>Average Shared-Ride Fare:</td>
<td>$19.38</td>
<td></td>
</tr>
<tr>
<td>Average Shared-Ride Cost per Trip:</td>
<td>$20.13</td>
<td></td>
</tr>
</tbody>
</table>

Trip Information

| 65+ Trips: | 65,496 |
| PwD Trips: | 3,031 |
| Other Shared-Ride Trips: | 75,172 |
| Total Shared-Ride Trips: | 143,699 |
| Non-Public Trips: | 11,733 |

Vehicles Operated in Maximum Service

| Community Transportation: | 50 |

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

| $3,251,297 |

| Exclusive Human Service Program Contracts | 11% |
| Shared-Ride Operating | 76% |
| Shared-Ride Admin | 13% |
| Passenger Fares | 2% |
| Other | 6% |
| MATP | 59%
| Lottery | 28% |
| PwD Program | 2% |
| Area Agency on Aging | 3% |

Sources of Funding

| $3,404,368 |

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**FACT (Fayette Area Coordinated Transportation)**

**Fayette Area Coordinated Transportation (FACT)**
825 Airport Road
Lemont Furnace, PA 15456
724-628-7433
Ms. Lori Groover-Smith, Director
[www.factbus.com](http://www.factbus.com)

**Service Area Statistics (2010 Census)**
- Square Miles: 790
- Population: 136,606

**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 12
- Diesel/Gasoline Paratransit Vehicle: 31
- System-Wide: 43

**Act 44 Operating Assistance**
- Section 1513 Allocation: $1,008,395
- Required Local Match: $151,259

**Current Employees**
- Agency Full-Time: 42
- Agency Part-Time: 9
- Contractor Full-Time: 3
- Contractor Part-Time: 2
- System-Wide: 56

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 157,095
- Senior Passengers: 21,783
- Revenue Vehicle Miles: 579,874
- Revenue Vehicle Hours: 28,892

**Current Fare Information**
- Fixed Route Base: $1.50
- Last Base Fare Increase: July 2012

**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 12
- Diesel/Gasoline Paratransit Vehicle: 31
- System-Wide: 43

---

**OPERATING BUDGET**

**Operating Expense (000’s)**
- Operator Salaries & Wages $336
- Fringes $321
- Fuel Util $190
- Maint. $88
- Purchased Trans $447
- Other $254
- Other Salaries & Wages $266

**Operating Funds (000’s)**
- State $808
- Federal $744
- Revenue $199
- Local $153

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

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Fayette Area Coordinated Transportation (FACT)
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%

Fare Information
Average Shared-Ride Fare: $14.85
Average Shared-Ride Cost per Trip: $17.02
Fare Structure
Implementation Date: September 2016

Trip Information
65+ Trips: 34,216
PwD Trips: 4,910
Other Shared-Ride Trips: 66,850
Total Shared-Ride Trips: 105,976
Non-Public Trips: 7

Vehicles Operated in Maximum Service
Community Transportation: 20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,050,186

Exclusive Human Service Program Contracts 12%
Shared-Ride Operating 67%
Shared-Ride Admin 21%

Sources of Funding
$2,049,922

MATP 61%
Passenger Fares 2%
Area Agency on Aging 2%
PwD Program 4%
Lottery 20%
Subsidy 10%
Other 1%
Deficit will covered by retained earnings.

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
### HPT (Hazleton Public Transit)

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

### Service Area Statistics (2010 Census)
- Square Miles: 144
- Population: 58,043

###-current_fare_information
- Fixed Route Base: $1.50
- Last Base Fare Increase: October 2015

###Act 44 Fixed Route Distribution Factors
- Total Passengers: 216,264
- Senior Passengers: 60,748
- Revenue Vehicle Miles: 450,588
- Revenue Vehicle Hours: 32,951

###Act 44 Operating Assistance
- Section 1513 Allocation: $1,872,380
- Required Local Match: $141,063

###Current Employees
- Agency Full-Time: 4
- Agency Part-Time: 18
- Contractor Part-Time: 6
- System-Wide: 29

###Current Fleet Size
- Diesel/Gasoline Motor Bus: 12
- Diesel/Gasoline Paratransit Vehicle: 4
- System-Wide: 16

---

###Community transportation provided by Luzerne County Transportation Authority (see page 120)

###OPERATING BUDGET

####Operating Expense (000’s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount (000’s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchased Trans</td>
<td>$2,121</td>
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<tr>
<td>Other</td>
<td>$215</td>
</tr>
<tr>
<td>Fuel Util.</td>
<td>$46</td>
</tr>
<tr>
<td>Maint.</td>
<td>$9</td>
</tr>
<tr>
<td>Salaries &amp; Wages</td>
<td>$202</td>
</tr>
<tr>
<td>Fringes</td>
<td>$113</td>
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</tbody>
</table>

####Operating Funds (000’s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount (000’s)</th>
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</thead>
<tbody>
<tr>
<td>State</td>
<td>$1,511</td>
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<tr>
<td>Local</td>
<td>$141</td>
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<tr>
<td>Revenue</td>
<td>$251</td>
</tr>
<tr>
<td>Federal</td>
<td>$803</td>
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</table>

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

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Operating Expense (000’s)

- Operator Salaries & Wages: $6,837
- Other Salaries & Wages: $2,499
- Fuel Utils: $2,465
- Maint.: $2,680
- Operator Salaries & Wages: $6,837
- Other: $2,103
- Purchased Trans: $3,604
- Fringes: $8,121

Total: $28,309

Operating Funds (000’s)

- State: $18,337
- Local: $868
- Federal: $3,492
- Revenue: $5,812

Total: $28,309

Expense includes ADA complementary expense. Some contracted maintenance may be reported as "Other Services." Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Lehigh and Northampton Transportation Authority (LANTA)
1060 Lehigh Street
Allentown, PA 18103
610-432-3200
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%

Fare Information
Average Shared-Ride Fare: $23.70
Average Shared-Ride Cost per Trip: $22.81
Fare Structure
Implementation Date: October 2015

Trip Information
65+ Trips: 144,668
PwD Trips: 19,713
Other Shared-Ride Trips: 138,078
Total Shared-Ride Trips: 302,459
Non-Public Trips: 102,800

Vehicles Operated in Maximum Service
Community Transportation: 95

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$8,274,647

Sources of Funding
$8,914,438

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
### LCTA (Luzerne County Transportation Authority)

**Address:**
315 Northampton Street
Kingston, PA 18704
570-288-9356

**Executive Director:**
Mr. Norm Gavlick
www.lctabus.com

**Service Area Statistics (2010 Census):**
- Square Miles: 56
- Population: 202,500

**Act 44 Fixed Route Distribution Factors:**
- Total Passengers: 1,238,977
- Senior Passengers: 196,758
- Revenue Vehicle Miles: 1,247,935
- Revenue Vehicle Hours: 81,557

**Current Fleet Size:**
- Diesel/Gasoline Motor Bus: 23
- Other Alternative Fuel Motor Bus: 15
- Diesel/Gasoline Paratransit Vehicle: 49
- System-Wide: 87

**Current Employees:**
- Agency Full-Time: 121
- Agency Part-Time: 41
- Contractor Part-Time: 10
- System-Wide: 172

**Operating Expense (000’s):**
- Operator Salaries & Wages: $1,547
- Other Salaries & Wages: $1,154
- Fringes: $2,911
- Fuel Util: $713
- Maint: $533
- Purchased Trans: $367
- Other: $95

**Operating Funds (000’s):**
- State: $5,201
- Federal: $2,074
- Local: $543
- Revenue: $1,315

---

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

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Luzerne County Transportation Authority (LCTA)
315 Northampton Street
Kingston, PA 18704
570-288-8420
Mr. Norm Gavlick, Executive Director

Service Area Statistics (2010 Census)
Luzerne County
Square Miles: 318,564
Population: 906
65+ Population: 56,704
% of Population 65 and older: 17.8%

Fare Information
Average Shared-Ride Fare: $17.06
Average Shared-Ride Cost per Trip: $20.56
Fare Structure
Implementation Date: March 2016

Trip Information
65+ Trips: 48,036
PwD Trips: 1,492
Other Shared-Ride Trips: 103,810
Total Shared-Ride Trips: 153,338
Non-Public Trips: 21,625

Vehicles Operated in Maximum Service
Community Transportation: 32

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$3,492,676

Sources of Funding
$3,492,676

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Operating Expense (000's) $1,013

- Operator Salaries & Wages $185
- Other Salaries & Wages $205
- Fringes $139
- Maint. $123
- Fuel Utilities $116
- Other $245

Operating Funds (000's) $1,013

- State $649
- Federal $202
- Revenue $106
- Local $56

Expense includes ADA complementary expense. Some contracted maintenance may be reported as "Other Services." Revenue includes ADA complementary revenue.
- Total Passengers (000's)
- Revenue Vehicle Hours (000's)
- Revenue Vehicle Miles (000's)
- Operating Expense Per Passenger
- Operating Revenue Per Revenue Vehicle Hour
- Operating Expense Per Revenue Vehicle Hour
- Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

Mercer Co. Regional Council of Governments (MCRCOG)
2495 Highland Road
Hermitage, PA 16148
724-981-6222
Ms. Kim Dicintio, 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%

Fare Information
- Average Shared-Ride Fare: $16.71
- Average Shared-Ride Cost per Trip: $17.10
- Fare Structure
- Implementation Date: August 2016

Trip Information
- 65+ Trips: 46,493
- PwD Trips: 2,354
- Other Shared-Ride Trips: 31,684
- Total Shared-Ride Trips: 80,531
- Non-Public Trips: 2,398

Vehicles Operated in Maximum Service
Community Transportation: 19

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,436,136
- Exclusive Human Service Program Contracts 4%
- Shared-Ride Operating 72%
- Shared-Ride Admin 24%

Sources of Funding
$1,589,217
- Passenger Fares 5%
- Lottery 40%
- Subsidy 6%
- MATP 36%
- Area Agency on Aging 10%
- PwD Program 3%
- MATP 36%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Operating Expense (000’s)

- Salaries & Wages: $245
- Fringes: $110
- Fuel Utilities: $547
- Maint. $1
- Other Salaries & Wages: $312

Purchased Trans: $2,834

Operating Funds (000’s)

- Federal $572
- State $2,741
- Revenue $669
- Local $67

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.” Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
PART (Pottstown Area Rapid Transit)

Pottstown Area Rapid Transit (PART)
100 East High Street
Pottstown, PA 19464
610-970-6515
Mr. Mark D. Flanders, Borough Manager
www.pottstownarearapidtransit.com

Service Area Statistics (2010 Census)
Square Miles: 34
Population: 51,000

Current Fare Information
Fixed Route Base: $2.00
Last Base Fare Increase: July 2016

Act 44 Operating Assistance
Section 1513 Allocation: $1,194,445
Required Local Match: $77,565

Current Fleet Size
Diesel/Gasoline Motor Bus: 9
Diesel/Gasoline Paratransit Vehicle: 2
System-Wide: 11

Community transportation provided by Suburban Transit Network, Inc. (see page 234)

OPERATING BUDGET

Operating Expense (000's)
$2,206

Operating Funds (000's)
$2,206

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
South Central Transit Authority (SCTA)
45 Erick Road
Lancaster, PA 17601
Mr. David Kilmer, Executive Director
717-397-5613
www.sctapa.com

**Service Area Statistics (2010 Census)**
- Square Miles: 1,850
- Population: 930,887

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 4,885,518
- Senior Passengers: 662,862
- Revenue Vehicle Miles: 3,518,561
- Revenue Vehicle Hours: 257,936

**Act 44 Operating Assistance**
- Section 1513 Allocation: $14,888,918
- Required Local Match: N/A

**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 64
- Other Alternative Fuel Motor Bus: 31
- Diesel/Gasoline Paratransit Vehicle: 113
- Other Alternative Fuel Paratransit: 12
- System-Wide: 220

**Current Employees**
- Agency Full-Time: 244
- Agency Part-Time: 26
- Contractor Full-Time: 116
- Contractor Part-Time: 16
- System-Wide: 402

**Current Fare Information**
- Fixed Route Base: $1.70
- Last Base Fare Increase: July 2011

**Operating Expense (000’s)**
- $21,527

- Purchased Trans: $14,547
- Maint. $1,680
- Fuel Utils $1,987
- Fringes $927
- Other Salaries & Wages $1,467
- Other $919

**Operating Funds (000’s)**
- $21,527

- State $11,111
- Federal $2,935
- Revenue $7,481

**House District**
- Berks: 5, 123, 126, 127, 128, 129, 130, 134, 187
- Lancaster: 41, 42, 96, 97, 98, 99, 100, 128, 129

**Senate District**
- Berks: 6, 7, 15, 16
- Lancaster: 7, 16

**Revenue Vehicle Miles:**
- Total Passengers: 4,885,518
- Senior Passengers: 662,862
- Revenue Vehicle Miles: 3,518,561
- Revenue Vehicle Hours: 257,936

**South Central Transit Authority (SCTA)**

45 Erick Road
Lancaster, PA 17601
Mr. David Kilmer, Executive Director
717-397-5613
www.sctapa.com

**Service Area Statistics (2010 Census)**
- Square Miles: 1,850
- Population: 930,887

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 4,885,518
- Senior Passengers: 662,862
- Revenue Vehicle Miles: 3,518,561
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**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 64
- Other Alternative Fuel Motor Bus: 31
- Diesel/Gasoline Paratransit Vehicle: 113
- Other Alternative Fuel Paratransit: 12
- System-Wide: 220

**Current Employees**
- Agency Full-Time: 244
- Agency Part-Time: 26
- Contractor Full-Time: 116
- Contractor Part-Time: 16
- System-Wide: 402

**Current Fare Information**
- Fixed Route Base: $1.70
- Last Base Fare Increase: July 2011

**Operating Expense (000’s)**
- $21,527

- Purchased Trans: $14,547
- Maint. $1,680
- Fuel Utils $1,987
- Fringes $927
- Other Salaries & Wages $1,467
- Other $919

**Operating Funds (000’s)**
- $21,527

- State $11,111
- Federal $2,935
- Revenue $7,481
In FY15-16, Red Rose Transit Authority merged with Berks Area Regional Transportation Authority to form the South Central Transit Authority.
### Community Transportation

#### South Central Transit Authority (SCTA)

- **45 Erick Road**
- **Lancaster, PA 17601**
- **Mr. David Kilmer, Executive Director**
- **717-397-5613**

#### Service Area Statistics (2010 Census)

- **Bucks and Lancaster Counties**
  - **Square Miles:** 1,850
  - **Population:** 930,887
  - **65+ Population:** 137,338
  - **% of Population 65 and older:** 14.8%

#### Fare Information

- **Average Shared-Ride Fare:** $22.80
- **Average Shared-Ride Cost per Trip:** $23.52

#### Fare Structure

- **Implementation Date:** August 2016

#### Trip Information

- **65+ Trips:** 207,956
- **PwD Trips:** 13,546
- **Other Shared-Ride Trips:** 172,863
- **Total Shared-Ride Trips:** 394,365
- **Non-Public Trips:** 65,509

### COMMUNITY TRANSPORTATION OPERATING BUDGET

#### Operating Expenses

- **$10,320,608**

  - **Shared-Ride Operating 62%**
  - **Shared-Ride Admin 28%**
  - **Exclusive Human Service Program Contracts 10%**

#### Sources of Funding

- **$10,614,614**

  - **MATP 41%**
  - **Area Agency on Aging 3%**
  - **PwD Program 3%**
  - **Lottery 30%**
  - **Passenger Fares 4%**
  - **Subsidy 2%**
  - **Other 5%**
  - **MH/ID 12%**

---

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
In FY15-16, Red Rose Transit Authority merged with Berks Area Regional Transportation Authority to form the South Central Transit Authority.
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

SERVICE AREA STATISTICS (2010 CENSUS)
- Square Miles: 33
- Population: 61,634

ACT 44 FIXED ROUTE DISTRIBUTION FACTORS
- Total Passengers: 94,095
- Senior Passengers: 18,164
- Revenue Vehicle Miles: 376,120
- Revenue Vehicle Hours: 23,279

ACT 44 OPERATING ASSISTANCE
- Section 1513 Allocation: $1,400,974
- Required Local Match: $198,230

CURRENT FARE INFORMATION
- Fixed Route Base: $1.50
- Last Base Fare Increase: July 2012

CURRENT EMPLOYEES
- Agency Full-Time: 13
- Agency Part-Time: 2
- Contractor Full-Time: 92
- Contractor Part-Time: 30
- System-Wide: 137

CURRENT FLEET SIZE
- Diesel/Gasoline Motor Bus: 12
- Diesel/Gasoline Paratransit Vehicle: 70
- System-Wide: 82

HOUSE DISTRICT
Washington: 39, 40, 46, 48, 49, 50

SENATE DISTRICT
Washington: 32, 37, 46

WCTA (Washington County Transportation Authority)

OPERATING BUDGET

Operating Expense (000’s)
$1,400

- Purchased Trans $1,028
- Maint. $5
- Fuel Utils $147
- Fringes $37
- Other Salaries & Wages $123
- Other $60

Operating Funds (000’s)
$1,400

- Local $198
- Federal $31
- Revenue $170
- State $1,001

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
In FY15-16, the Washington City Transit merged with Washington County Transportation Authority.
**Community Transportation**

**Washington County Transportation Authority**

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

**Service Area Statistics (2010 Census)**

<table>
<thead>
<tr>
<th>Washington County</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles:</td>
<td>857</td>
</tr>
<tr>
<td>Population:</td>
<td>207,820</td>
</tr>
<tr>
<td>65+ Population:</td>
<td>36,366</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>17.5%</td>
</tr>
</tbody>
</table>

**Fare Information**

- Average Shared-Ride Fare: $22.57
- Average Shared-Ride Cost per Trip: $23.65
- Fare Structure Implementation Date: March 2016

**Trip Information**

- 65+ Trips: 93,176
- PwD Trips: 24,514
- Other Shared-Ride Trips: 78,783
- Total Shared-Ride Trips: 196,473
- Non-Public Trips: 3,233

**Vehicles Operated in Maximum Service**

Community Transportation: 62

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**

$4,912,689

- Shared-Ride Admin: 13%
- Exclusive Human Service Program Contracts: 5%
- Shared-Ride Operating: 82%

**Sources of Funding**

$4,898,943

- MATP: 43%
- PwD Program: 10%
- Area Agency on Aging: 4%
- Lottery: 34%
- Passenger Fares: 4%
- Other: 2%
- Subsidy: 1%
- MH/ID: 2%

Deficit covered by retained earnings.
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
**Operating Budget**

**Operating Expense (000's)**

- **$6,107**
  - Purchased Trans $3,852
  - Other $448
  - Salaries & Wages $261
  - Fringes $99
  - Fuel Utils $839
  - Maint. $608

**Operating Funds (000's)**

- **$6,107**
  - State $3,088
  - Federal $1,109
  - Local $315

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

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Westmoreland County Transit Authority (WCTA)

41 Bell Bay
Greensburg, PA 15601
724-832-2712
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%

Fare Information

- Average Shared-Ride Fare: $24.85
- Average Shared-Ride Cost per Trip: $27.22
- Fare Structure Implementation Date: July 2013

Trip Information

- 65+ Trips: 86,213
- PwD Trips: 4,677
- Other Shared-Ride Trips: 75,308
- Total Shared-Ride Trips: 166,198
- Non-Public Trips: 68,145

Vehicles Operated in Maximum Service
Community Transportation: 64

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$4,798,970

- Shared-Ride Operating: 68%
- Shared-Ride Admin: 26%
- Exclusive Human Service Program Contracts: 6%

Sources of Funding
$4,798,970

- MATP: 52%
- Lottery: 34%
- Passenger Fares: 4%
- Other: <1%
- Subsidy: 6%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Prior to FY 13-14 MATP trips were not reported in Total Shared-Ride trips. Data accuracy improved due to implementation of Ecolane scheduling software in FY2013-14.
**Operating Expense (000’s)**

- Operator Salaries & Wages: $1,767
- Other Salaries & Wages: $1,092
- Fringes: $1,508
- Fuel Utils: $517
- Maint.: $326
- Purchased Trans: $13
- Other: $1,623

**Operating Funds (000’s)**

- State: $3,950
- Federal: $1,600
- Local: $334
- Revenue: $962

Expense includes ADA complementary expense. Some contracted maintenance may be reported as “Other Services.” Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Section V

Rural Systems
**RURAL SYSTEMS**

**ATA (Area Transportation Authority of North Central PA)**

**Operating Budget**

**Operating Expense (000’s)**

- Operator Salaries & Wages: $1,502
- Maint.: $426
- Purchased Trans.: $236
- Fuel Utils.: $506
- Fringes: $1,807
- Other: $1,634

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)**

- Local: $311
- Federal: $2,007
- Revenue: $1,258
- State: $3,278

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

---

**Area Transportation Authority (ATA)**

44 Transportation Center
Johnsonburg, PA 15845
866-282-4968

Mr. Michael Imbrogno,
Chief Executive Officer
www.rideata.com

**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

**Current Employees**

- Agency Full-Time: 58
- Agency Part-Time: 91
- Contractor Full-Time: 3
- Contractor Part-Time: 5
- System-Wide: 157

**Current Fleet Size**

- Diesel/Gasoline Motor Bus: 51
- Other Alternative Fuel Paratransit: 48
- System-wide: 99

---

**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

---

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

Area Transportation Authority of North Central PA (ATA)
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%

Fare Information
Average Shared-Ride Fare: $5.74
Average Shared-Ride Cost per Trip: $27.58
Fare Structure
Implementation Date: July 2009

Trip Information
65+ Trips: 57,412
PwD Trips: 23,377
Other Shared-Ride Trips: 82,693
Total Shared-Ride Trips: 163,482
Non-Public Trips: 19,047

Vehicles Operated in Maximum Service
Community Transportation: 34

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$6,088,859

Exclusive Human Service Program Contracts 26%
Shared-Ride Admin 17%
Shared-Ride Operating 57%

Sources of Funding
$6,089,577

Subsidy 60%
Passenger Fares 2%
PwD Program 5%
Area Agency on Aging <1%
MATP 25%
MH/ID 5%
Other 1%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
BTA (Butler Transit Authority)

Butler Transit Authority (BTA)
130 Hollywood Drive, Suite 101
Butler, PA 16001
724-283-0445
Mr. John H. Paul, Executive Director
www.butlertransit.com

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 Operating Assistance
Section 1513 Allocation: $875,160
Required Local Match: $45,280

Act 44 Fixed Route Distribution Factors
Total Passengers: 199,830
Senior Passengers: 40,159
Revenue Vehicle Miles: 187,814
Revenue Vehicle Hours: 15,286

Current Employees
Agency Full-Time: 4
Agency Part-Time: 5
Contractor Full-Time: 7
Contractor Part-Time: 9
System-Wide: 25

Current Fleet Size
Diesel/Gasoline Motor Bus: 6
System-wide: 6

Community transportation provided by Butler County Community Action and Development (see page 202)

OPERATING BUDGET

Operating Expense (000’s)
$1,652

Operating Funds (000’s)
$1,652

Revenue includes ADA complementary revenue.

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."
Passengers include ADA complementary passengers.
**CCCT (Carbon County Community Transit)**

**Carbon County Community Transit**
46 East Locust Street
Nesquehoning, PA 18240
570-669-6380
Mr. Owen O’Neil, Executive Director
www.carbontransit.com

**House District**
Carbon: 122, 124

**Senate District**
Carbon: 14

**Service Area Statistics (2010 Census)**
- Square Miles: 75
- Population: 58,356

**Current Fare Information**
- Fixed Route Base: $1.50
- Last Base Fare Increase: November 2002

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 9,037
- Senior Passengers: 3,936
- Revenue Vehicle Miles: 51,668
- Revenue Vehicle Hours: 2,725

**Current Employees**
- Agency Full-Time: 0
- Agency Part-Time: 0
- Contractor Full-Time: 19
- Contractor Part-Time: 12
- System-Wide: 31

**Act 44 Operating Assistance**
- Section 1513 Allocation: $244,429
- Required Local Match: $35,564

**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 1
- Diesel/Gasoline Paratransit Vehicle: 24
- System-wide: 25

---

**OPERATING BUDGET**

**Operating Expense (000’s)**
- $156

  - Purchased Trans $143
  - Other $13

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

**Operating Funds (000’s)**
- $156

  - Federal $30
  - State $101
  - Local $15
  - Revenue $10

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.

Carbon County Community Transit (CCCT)
## 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)

<table>
<thead>
<tr>
<th>Carbon County</th>
<th>Square Miles:</th>
<th>Population:</th>
<th>65+ Population:</th>
<th>% of Population 65 and older:</th>
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<tbody>
<tr>
<td></td>
<td>381</td>
<td>65,249</td>
<td>11,644</td>
<td>17.8%</td>
</tr>
</tbody>
</table>

### Fare Information

- **Average Shared-Ride Fare:** $19.13
- **Average Shared-Ride Cost per Trip:** $31.25
- **Fare Structure Implementation Date:** March 2016

### Trip Information

- **65+ Trips:** 28,142
- **PwD Trips:** 5,648
- **Other Shared-Ride Trips:** 14,155
- **Total Shared-Ride Trips:** 47,945
- **Non-Public Trips:** 6,600

### Vehicles Operated in Maximum Service

- **Community Transportation:** 18

---

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses

- **$1,879,885**

#### Sources of Funding

- **MATP:** 49%
- **Lottery:** 24%
- **PwD Program:** 5%
- **Area Agency on Aging:** 3%
- **Subsidy:** 15%
- **Passenger Fares:** 3%
- **Other:** 1%

### Shared-Ride

- **Exclusive Human Service Program Contracts:** 20%
- **Shared-Ride Admin:** 6%
- **Shared-Ride Operating:** 74%

---

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Crawford Area Transportation Authority (CATA)
214 Pine Street
Meadville, PA 16335
814-336-5600
Mr. Timothy Geibel, Executive Director
www.catabus.org

Service Area Statistics (2010 Census)
Square Miles: 12
Population: 20,060

Current Fleet Size
Diesel/Gasoline Motor Bus: 7
Diesel/Gasoline Paratransit Vehicle: 35
System-wide: 42

Act 44 Operating Assistance
Section 1513 Allocation: $798,769
Required Local Match: $36,162

Current Employees
Agency Full-Time: 30
Agency Part-Time: 16
Contractor Full-Time: 0
Contractor Part-Time: 0
System-Wide: 46

Current Fleet Size
Diesel/Gasoline Motor Bus: 7
Diesel/Gasoline Paratransit Vehicle: 35
System-wide: 42

Act 44 Fixed Route Distribution Factors
Total Passengers: 236,740
Senior Passengers: 37,975
Revenue Vehicle Miles: 269,950
Revenue Vehicle Hours: 18,566

Current Fare Information
Fixed Route Base: $1.25
Last Base Fare Increase: Oct. 2014

RURAL SYSTEMS

OPERATING BUDGET

Operating Expense (000's)
$1,280
- Operator Salaries & Wages $352
- Other Salaries & Wages $230
- Fringes $182
- Fuel Util $144
- Maint. $37
- Other $335

Operating Funds (000's)
$1,280
- Local $47
- Revenue $173
- Federal $290
- State $767

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Crawford Area Transportation Authority (CATA)
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%

Fare Information
Average Shared-Ride Fare: $18.31
Average Shared-Ride Cost per Trip: $20.36
Fare Structure
Implementation Date: July 2013

Trip Information
65+ Trips: 39,481
PwD Trips: 4,555
Other Shared-Ride Trips: 7,004
Total Shared-Ride Trips: 51,040
Non-Public Trips: 15,776

Vehicles Operated in Maximum Service
Community Transportation: 15

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,139,728

- Exclusive Human Service Program Contracts: 9%
- Shared-Ride Operating: 61%
- Shared-Ride Admin: 30%

Sources of Funding
$1,163,258

- Passenger Fares: 55%
- MATP: 21%
- Area Agency on Aging: 3%
- PwD Program: 6%

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 (DuFAST)
178 Spider Lake Road
DuBois, PA 15801
814-371-3940
Ms. Kristen Vida, Executive Director
www.dufast.com

Service Area Statistics (2010 Census)
Square Miles: 56
Population: 20,327

Current Fleet Size
- Diesel/Gasoline Motor Bus: 2
- Diesel/Gasoline Paratransit Vehicle: 4
- System-wide: 6

Act 44 Fixed Route Distribution Factors
- Total Passengers: 60,836
- Senior Passengers: 19,921
- Revenue Vehicle Miles: 127,063
- Revenue Vehicle Hours: 9,894

Act 44 Operating Assistance
- Section 1513 Allocation: $557,630
- Required Local Match: $44,167

Current Employees
- Agency Full-Time: 8
- Agency Part-Time: 4
- Contractor Full-Time: 0
- Contractor Part-Time: 0
- System-Wide: 12

Current Fare Information
- Fixed Route Base: $1.25
- Last Base Fare Increase: July 2009

House District
Clearfield: 75

Senate District
Clearfield: 25

Community transportation provided by Area Transportation Authority of North Central PA (see page 148)

OPERATING BUDGET

Operating Expense (000’s)
$638
- Operator Salaries & Wages $190
- Other Salaries & Wages $148
- Fringes $86
- Maint $53
- Fuel Utils $61
- Other $100

Operating Funds (000’s)
$638
- Local $44
- Revenue $31
- Local $563

Some contracted maintenance may be reported as “Other Services.”
DuBois, Falls Creek, Sandy Township Joint Transp. Authority) DuFAST

Pennsylvania Public Transportation Performance Report – Fiscal Year 2015-16
Endless Mountains Transportation Authority (EMTA)
27824 Route 220
Athens, PA 18810
800-242-3484
Mr. William Nichols, Jr., General Manager
www.gobesttransit.com

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 Fleet Size
Diesel/Gasoline Paratransit Vehicle: 45
CNG Paratransit Vehicles: 1
System-wide: 46

Act 44 Operating Assistance
Section 1513 Allocation: $912,724
Required Local Match: $59,922

Current Fare Information
Fixed Route Base: $1.00
Last Base Fare Increase: July 2005

Act 44 Fixed Route Distribution Factors
Total Passengers: 133,892
Senior Passengers: 12,913
Revenue Vehicle Miles: 450,332
Revenue Vehicle Hours: 20,789

Current Employees
Agency Full-Time: 43
Agency Part-Time: 27
Contractor Full-Time: 0
Contractor Part-Time: 1
System-Wide: 71

Current Fleet Size
Diesel/Gasoline Paratransit Vehicle: 45
CNG Paratransit Vehicles: 1
System-wide: 46

EMTA
(Endless Mountains Transportation Authority)
27824 Route 220
Athens, PA 18810
800-242-3484
Mr. William Nichols, Jr., General Manager
www.gobesttransit.com

OPERATING BUDGET

Operating Expense (000’s)
$1,410

Operating Funds (000’s)
$1,410

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

Revenue includes ADA complementary revenue.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2015-16

Passengers include ADA complementary passengers.
Community Transportation

Endless Mountains Transportation Authority (EMTA)
27824 Route 220
Athens, PA 18810
800-242-3484
Mr. William Nichols, Jr., General Manager

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%

Fare Information
- Average Shared-Ride Fare: $33.36
- Average Shared-Ride Cost per Trip: $38.99
- Implementation Date: July 2015

Trip Information
- 65+ Trips: 31,182
- PwD Trips: 6,889
- Other Shared-Ride Trips: 32,246
- Total Shared-Ride Trips: 70,302
- Non-Public Trips: 271

Vehicles Operated in Maximum Service
Community Transportation: 31

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,803,263
- Shared-Ride Operating 81%
- Shared-Ride Admin 17%
- Exclusive Human Service Program Contracts 2%

Sources of Funding
$2,803,263
- MATP 45%
- PwD Program 7%
- Other 3%
- Subsidy 1%
- Passenger Fares 2%
- Lottery 31%
- MH/ID 7%
- Area Agency on Aging 4%
- MATP 45%

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
**OPERATING BUDGET**

**Operating Expense (000’s)**

- Operator Salaries & Wages: $783
- Fringes: $495
- Fuel Util: $68
- Maint: $149
- Other Salaries & Wages: $548
- Other: $151

**Operating Funds (000’s)**

- Revenue: $693
- Federal: $197
- Local: $57
- State: $1,247
- Other: $1,247

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Indiana County Transit Authority (IndiGO)  
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%

Fare Information  
Average Shared-Ride Fare: $20.83  
Average Shared-Ride Cost per Trip: $24.23  
Fare Structure  
Implementation Date: November 2013

Trip Information  
65+ Trips: 20,782  
PwD Trips: 876  
Other Shared-Ride Trips: 844  
Total Shared-Ride Trips: 22,502  
Non-Public Trips: 32,873

Vehicles Operated in Maximum Service  
Community Transportation: 8

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses  
$1,585,887

- Shared-Ride Operating 23%
- Shared-Ride Admin 12%
- Exclusive Human Service Program Contracts 65%

Sources of Funding  
$1,567,804

- MATP 66%
- Passenger Fares 1%
- Lottery 23%
- PwD Program 1%
- Area Agency on Aging 3%
- Subsidy 6%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Mid County Transit Authority
220 North Grant Avenue
Kittanning, PA 16201
724-548-8696
Ms. Patti Lynn Baker, General Manager
www.tandctransit.com

Service Area Statistics (2010 Census)
Square Miles: 24
Population: 17,610

Current Fleet Size
Diesel/Gasoline Motor Bus: 6
Diesel/Gasoline Paratransit Vehicle: 22
System-wide: 28

Act 44 Operating Assistance
Section 1513 Allocation: $578,790
Required Local Match: $40,321

Act 44 Fixed Route Distribution Factors
Total Passengers: 40,670
Senior Passengers: 12,230
Revenue Vehicle Miles: 122,888
Revenue Vehicle Hours: 8,040

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

Current Employees
Agency Full-Time: 19
Agency Part-Time: 7
Contractor Full-Time: 0
Contractor Part-Time: 0
System-Wide: 26

Operating Budget

Operating Expense (000’s)
$553

Operating Funds (000’s)
$553

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Mid County Transit Authority

Pennsylvania Public Transportation Performance Report – Fiscal Year 2015-16

Passengers include ADA complementary passengers.
Service Area Statistics (2010 Census)

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<th>Armstrong County</th>
<th>Square Miles:</th>
<th>Population:</th>
<th>65+ Population:</th>
<th>% of Population 65 and older:</th>
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<tbody>
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<td>654</td>
<td>68,941</td>
<td>12,687</td>
<td>18.4%</td>
</tr>
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Fare Information

- Average Shared-Ride Fare: $19.08
- Average Shared-Ride Cost per Trip: $22.74
- Fare Structure Implementation Date: August 2010

Trip Information

<p>| | |</p>
<table>
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<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>65+ Trips:</td>
<td>22,470</td>
</tr>
<tr>
<td>PwD Trips:</td>
<td>4,898</td>
</tr>
<tr>
<td>Other Shared-Ride Trips:</td>
<td>6,132</td>
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<tr>
<td>Total Shared-Ride Trips:</td>
<td>33,500</td>
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Vehicles Operated in Maximum Service

| Community Transportation: | 14 |

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- $761,697

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<tr>
<th>Operating Share-Ride Admin</th>
<th>37%</th>
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<tr>
<td>Operating Share-Ride Operating</td>
<td>63%</td>
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Sources of Funding

- $761,697

<table>
<thead>
<tr>
<th>Passenger Fares</th>
<th>6%</th>
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<tbody>
<tr>
<td>Lottery</td>
<td>46%</td>
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<tr>
<td>MATP</td>
<td>1%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>11%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>7%</td>
</tr>
<tr>
<td>PwD Program</td>
<td>12%</td>
</tr>
<tr>
<td>Other</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>16%</td>
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<td>Passenger Fares</td>
<td>6%</td>
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</tbody>
</table>
**Monroe County Transportation Authority (MCTA)**
P.O. Box 339
Scotrun, PA 18355
570-839-6282
Ms. Peggy Howarth, Executive Director
www.gomcta.com

---

**Service Area Statistics (2010 Census)**
Square Miles: 417
Population: 141,292

---

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 253,538
- Senior Passengers: 26,390
- Revenue Vehicle Miles: 539,950
- Revenue Vehicle Hours: 30,505

---

**Act 44 Operating Assistance**
- Section 1513 Allocation: $1,896,490
- Required Local Match: $147,999

---

**Current Fare Information**
- Fixed Route Base: $1.50
- Last Base Fare Increase: July 2014

---

**Current Employees**
- Agency Full-Time: 49
- Agency Part-Time: 34
- Contractor Full-Time: 0
- Contractor Part-Time: 0
- System-Wide: 83

---

**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 15
- Diesel/Gasoline Paratransit Vehicle: 37
- System-wide: 52

---

**Monroe County Transportation Authority (MCTA)**
P.O. Box 339
Scotrun, PA 18355
570-839-6282
Ms. Peggy Howarth, Executive Director
www.gomcta.com

---

**Operating Budget**

**Operating Expense (000’s)**
- Operator Salaries & Wages: $727
- Fringes: $716
- Fuel Utility: $244
- Maint.: $195
- Other: $381
- Other Salaries & Wages: $682

**Operating Funds (000’s)**
- Local: $148
- State: $1,829
- Federal: $660
- Revenue: $309

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation

Monroe County Transportation Authority (MCTA)
P.O. Box 339
Scotrun, PA 18355
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%

Fare Information
Average Shared-Ride Fare: $23.67
Average Shared-Ride Cost per Trip: $27.46

Fare Structure
Implementation Date: July 2014

Trip Information
65+ Trips: 37,578
PwD Trips: 10,204
Other Shared-Ride Trips: 22,128
Total Shared-Ride Trips: 72,428
Non-Public Trips: 22,018

Community Transportation: 26

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,169,544

Exclusive Human Service Program Contracts 11%
Shared-Ride Admin 26%
Shared-Ride Operating 63%

Sources of Funding
$2,169,544

Matp 34%
Other <1%
Passenger Fares 5%
Lottery 36%

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
## BMC (Mount Carmel, Borough of)

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

**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: 29,701
- Senior Passengers: 13,353
- Revenue Vehicle Miles: 61,988
- Revenue Vehicle Hours: 5,188

### Act 44 Operating Assistance
- Section 1513 Allocation: $292,254
- Required Local Match: $11,605

**Community transportation provided by the Central Pennsylvania Transportation Authority (see page 102)**

---

### OPERATING BUDGET

#### Operating Expense (000’s)

- **$306**
  - Purchased Trans $213
  - Fuel Util $26
  - Maint $5
  - Other Salaries & Wages $51
  - Other $12

#### Operating Funds (000’s)

- **$306**
  - Revenue $16
  - Local $12
  - State $277

Some contracted maintenance may be reported as “Other Services.”
New Castle Area Transit Authority (NCATA)
311 Mahoning Avenue
New Castle, PA 16102
724-654-3130
Mr. David Richards, General Manager
www.newcastletransit.org

Service Area Statistics (2010 Census)
Square Miles: 178
Population: 74,880

Operating Expense (000's)
$6,054

Operating Funds (000's)
$6,054

Revenue
$812
Federal
$2,269
State
$2,772
Local $201

Revenue includes ADA complementary revenue.

Expenses
Other Salaries & Wages $719
Fringes $2,385
Fuel Util $432
Maint. $394
Operator Salaries & Wages $1,484
Other $578
Purchased Trans $62

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

Current Fleet Size
Diesel/Gasoline Motor Bus: 24
Other Alternative Fuel Motor Bus: 10
System-wide: 34

Current Employees
Agency Full-Time: 51
Agency Part-Time: 5
Contractor Full-Time: 0
Contractor Part-Time: 0
System-Wide: 56

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

Act 44 Operating Assistance
Section 1513 Allocation: $4,154,699
Required Local Match: $200,900

Act 44 Fixed Route Distribution Factors
Total Passengers: 572,381
Senior Passengers: 82,345
Revenue Vehicle Miles: 1,055,205
Revenue Vehicle Hours: 52,722

Community transportation provided by Allied Coordinated Transportation Services, Inc. (see page 196)
Passengers include ADA complementary passengers.
**Schuylkill Transportation System (STS)**
252 Industrial Park Road
St. Clair, PA 17970
800-832-3322
Mr. David Bekisz, Executive Director
www.go-sts.com

**Service Area Statistics (2010 Census)**
- Square Miles: 277
- Population: 97,441

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 202,154
- Senior Passengers: 59,792
- Revenue Vehicle Miles: 341,414
- Revenue Vehicle Hours: 19,925

**Act 44 Operating Assistance**
- Section 1513 Allocation: $1,524,514
- Required Local Match: $58,668

**Current Fare Information**
- Fixed Route Base: $1.45
- Last Base Fare Increase: July 2016

**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 12
- Diesel/Gasoline Paratransit Vehicle: 4

**Current Employees**
- Agency Full-Time: 52
- Agency Part-Time: 10
- Contractor Full-Time: 7
- Contractor Part-Time: 3
- System-Wide: 77

**House District**
Schuylkill: 123, 124, 125

**Senate District**
Schuylkill: 29

---

**RURAL SYSTEMS**

---

**OPERATING BUDGET**

**Operating Expense (000’s)**
- Operator Salaries & Wages: $394
- Fringes: $395
- Fuel Utilities: $193
- Maint: $133
- Purchased Trans: $79
- Other Salaries & Wages: $397
- Operator Salaries & Wages: $394

**Operating Funds (000’s)**
- Local: $59
- Federal: $376
- Revenue: $199
- State: $1,153

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

Schuylkill Transportation System (STS)
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%

Fare Information
Average Shared-Ride Fare: $21.06
Average Shared-Ride Cost per Trip: $29.63
Fare Structure
Implementation Date: July 2015

Trip Information
65+ Trips: 41,989
PWD Trips: 8,994
Other Shared-Ride Trips: 16,788
Total Shared-Ride Trips: 67,771
Non-Public Trips: 23,308

Vehicles Operated in Maximum Service
Community Transportation: 28

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,387,702

Exclusive Human Service Program Contracts 16%
Shared-Ride Operating 63%
Shared-Ride Admin 21%

Sources of Funding
$2,387,702

Passenger Fares 15%
Subsidy 15%
Other 8%
MATP 28%
Lottery 31%
PWD Program 7%
Area Agency on Aging 2%

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 (VCTO)**

134 Hangar Drive
Franklin, PA 16323
814-432-7255
Mr. Timothy Geibel, General Manager
www.catabus.org

**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: 54,485
- Senior Passengers: 11,558
- Revenue Vehicle Miles: 163,342
- Revenue Vehicle Hours: 9,242

**Current Employees**
- Agency Full-Time: 18
- Agency Part-Time: 9
- Contractor Full-Time: 0
- Contractor Part-Time: 0
- System-Wide: 27

**Act 44 Operating Assistance**
- Section 1513 Allocation: $421,831
- Required Local Match: $25,353

**Current Fleet Size**
- Diesel/Gasoline Paratransit Vehicle: 23
- System-wide: 23

---

**OPERATING BUDGET**

**Operating Expense (000’s)**

- Operator Salaries & Wages: $168
- Other Salaries & Wages: $83
- Fringes: $101
- Fuel Utilities: $55
- Maint.: $55
- Other: $45
- Other: $55
- Other: $45

**Operating Funds (000’s)**

- Local: $25
- Revenue: $62
- Federal: $10
- State: $410

Some contracted maintenance may be reported as “Other Services.”
Community Transportation

Venango County Transportation Office (VCTO)
134 Hangar Drive
Franklin, PA 16323
814-432-7255
Mr. Timothy Geibel, General Manager

Service Area Statistics (2010 Census)
Venango County
- Square Miles: 675
- Population: 54,984
- 65+ Population: 9,884
- % of Population 65 and older: 18.0%

Fare Information
- Average Shared-Ride Fare: $17.67
- Average Shared-Ride Cost per Trip: $21.19
- Fare Structure
- Implementation Date: April 2015

Trip Information
- 65+ Trips: 15,830
- Other Shared-Ride Trips: 24,292
- Total Shared-Ride Trips: 40,122
- Non-Public Trips: 12,446

Vehicles Operated in Maximum Service
- Community Transportation: 14

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,211,182
- Exclusive Human Service Program Contracts 30%
- Shared-Ride Admin 19%
- Shared-Ride Operating 51%

Sources of Funding
$1,521,073
- Passenger Fares 10%
- Lottery 15%
- Area Agency on Aging 3%
- MATP 64%
- MH/ID 7%
- Other 1%
- MATP 64%
- MH/ID 7%
- Other 1%

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

**Shared-Ride Fare Recovery**

- **Avg. Shared-Ride Fare**
- **Avg. Shared-Ride Cost per Trip**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

- VCTO does not report ridership for the Persons with Disabilities Program.

**Total Shared-Ride Trips**
Transit Authority of Warren County (TAWC)
42 Clark Street
Warren, PA 16365
814-723-1874
Ms. Wendy Winkels, Executive Director
www.tawcbus.com

House District
Warren: 65

Senate District
Warren: 21, 25

Service Area Statistics (2010 Census)
Square Miles: 279
Population: 25,626

Current Fleet Size
Diesel/Gasoline Motor Bus: 5
Diesel/Gasoline Paratransit Vehicle: 10
System-wide: 15

Act 44 Operating Assistance
Section 1513 Allocation: $644,370
Required Local Match: $40,169

Current Employees
Agency Full-Time: 20
Agency Part-Time: 10
Contractor Full-Time: 0
Contractor Part-Time: 0
System-Wide: 30

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 63,875
Senior Passengers: 8,427
Revenue Vehicle Miles: 191,051
Revenue Vehicle Hours: 10,522

OPERATING BUDGET

Operating Expense (000’s) $761
- Operator Salaries & Wages $201
- Other Salaries & Wages $108
- Fringes $191
- Fuel Utils $131
- Maint. $47
- Other $83

Operating Funds (000’s) $761
- Local $40
- Revenue $71
- Federal $131
- State $519

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

$876,699

Shared-Ride Operating 53%
Shared-Ride Admin 7%
Exclusive Human Service Program Contracts 40%

Sources of Funding

$876,699

MATP 41%
Other 7%
Subsidy 2%
Passenger Fares 1%
Lottery 42%
Area Agency on Aging 6%
PwD Program 1%

Non-public deficit will be covered in non-public retained earnings.
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
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Section VI

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%

Fare Information
- Average Shared-Ride Fare: $15.83
- Average Shared-Ride Cost per Trip: $15.87
- Fare Structure: July 2012

Trip Information
- 65+ Trips: 27,526
- PwD Trips: 2,459
- Other Shared-Ride Trips: 46,502
- Total Shared-Ride Trips: 76,487
- Non-Public Trips: 5,912

Vehicles Operated in Maximum Service
- Community Transportation: 19

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- $1,398,807
  - Exclusive Human Service Program Contracts: 13%
  - Shared-Ride Admin: 7%
  - Shared-Ride Operating: 80%

Sources of Funding
- $1,413,436
  - Lottery: 25%
  - Passenger Fares: 4%
  - PwD Program: 3%
  - Area Agency on Aging: 1%
  - MH/ID: 11%
  - MATP: 30%
  - Other: 26%

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
814-615-3500
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%

Fare Information
- Average Shared-Ride Fare: $17.99
- Average Shared-Ride Cost per Trip: $17.89
- Fare Structure Implementation Date: September 2014

Trip Information
- 65+ Trips: 81,090
- PwD Trips: 2,227
- Other Shared-Ride Trips: 41,674
- Total Shared-Ride Trips: 124,991
- Non-Public Trips: 482

Vehicles Operated in Maximum Service
- Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- $2,850,147

- Shared-Ride Operating: 71%
- Shared-Ride Admin: 7%
- Exclusive Human Service Program Contracts: 22%

Sources of Funding
- $2,889,704

- MATP 36%
- Area Agency on Aging 6%
- PwD Program 1%
- Lottery 42%
- Other 9%
- Passenger Fares 4%
- MH/ID 2%

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

Bucks County Transport, Inc.
P.O. Box 510
Holicon, 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%

Fare Information
Average Shared-Ride Fare: $25.31
Average Shared-Ride Cost per Trip: $22.95
Fare Structure
Implementation Date: September 2015

Trip Information
65+ Trips: 139,587
PwD Trips: 35,982
Other Shared-Ride Trips: 4,640
Total Shared-Ride Trips: 180,209
Non-Public Trips: 370,208

Vehicles Operated in Maximum Service
Community Transportation: 138

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$10,130,856

Sources of Funding
$10,535,094

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

<table>
<thead>
<tr>
<th>Square Miles</th>
<th>Population</th>
<th>65+ Population</th>
<th>% of Population 65 and older</th>
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</thead>
<tbody>
<tr>
<td>789</td>
<td>183,862</td>
<td>27,853</td>
<td>15.1%</td>
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</table>

Fare Information

- Average Shared-Ride Fare: $16.92
- Average Shared-Ride Cost per Trip: $15.71
- Fare Structure
- Implementation Date: January 2013

Trip Information

- 65+ Trips: 31,993
- PwD Trips: 11,100
- Other Shared-Ride Trips: 19,227
- Total Shared-Ride Trips: 62,320

Vehicles Operated in Maximum Service
Community Transportation: 16

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,005,142

- Shared-Ride Operating 93%
- Exclusive Human Service Program Contracts 3%
- Shared-Ride Admin 4%

Sources of Funding
$1,080,127

- Passenger Fares 5%
- Lottery 41%
- PwD Program 15%
- Area Agency on Aging 7%
- MH/ID 4%
- Other 28%
- MATP <1%
- Other 28%

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

Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th></th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
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<td>Avg. Shared-Ride Cost per Trip</td>
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65+ Shared-Ride Trips

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<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
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PwD Shared-Ride Trips

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<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
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<tbody>
<tr>
<td></td>
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<td>4,000</td>
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Total Shared-Ride Trips

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<tr>
<th></th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
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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%

Fare Information
Average Shared-Ride Fare: $16.07
Average Shared-Ride Cost per Trip: $16.29
Fare Structure Implementation Date: April 2009

Trip Information
65+ Trips: 38,558
PWD Trips: 4,996
Other Shared-Ride Trips: 41,616
Total Shared-Ride Trips: 85,170
Non-Public Trips: 3,515

Vehicles Operated in Maximum Service
Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,704,364

- Exclusive Human Service Program Contracts 21%
- Shared-Ride Admin 13%
- Shared-Ride Operating 66%

Sources of Funding
$1,730,483

- Passenger Fares 1%
- Lottery 28%
- PwD Program 5%
- MH/ID 18%
- MATP 24%
- Area Agency on Aging 10%
- MATP 24%

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

Fare Information
Average Shared-Ride Fare: $21.62
Average Shared-Ride Cost per Trip: $23.89
Fare Structure
Implementation Date: January 2016

Service Area Statistics (2010 Census)
Chester County
Square Miles: 756
Population: 498,886
65+ Population: 63,875
% of Population 65 and older: 12.8%

Trip Information
65+ Trips: 139,422
PwD Trips: 36,955
Other Shared-Ride Trips: 98,368
Total Shared-Ride Trips: 274,745
Non-Public Trips: 64,607

Vehicles Operated in Maximum Service
Community Transportation: 66

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$8,807,083

Sources of Funding
$9,430,148

Exclusive Human Service Program Contracts 25%
Shared-Ride Admin 13%
Shared-Ride Operating 62%

Passenger Fares 5%
Lottery 22%
PwD Program 7%
Area Agency on Aging 2%
MATP 24%

Other 16%
Subsidy 5%
MH/ID 19%

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

**Shared-Ride Fare Recovery**

<table>
<thead>
<tr>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
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**65+ Shared-Ride Trips**

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<tr>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
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<td>20,000</td>
<td>40,000</td>
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**PwD Shared-Ride Trips**

<table>
<thead>
<tr>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
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<td>0</td>
<td>5,000</td>
<td>10,000</td>
<td>15,000</td>
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</table>

**Total Shared-Ride Trips**

<table>
<thead>
<tr>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
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<td>50,000</td>
<td>100,000</td>
<td>150,000</td>
<td>200,000</td>
</tr>
</tbody>
</table>

---

**Pennsylvania Public Transportation Performance Report – Fiscal Year 2015-16**
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%

Fare Information
Average Shared-Ride Fare: $31.96
Average Shared-Ride Cost per Trip: $36.12
Fare Structure Implementation Date: July 2013

Trip Information
65+ Trips: 10,208
PwD Trips: 81
Other Shared-Ride Trips: 10,998
Total Shared-Ride Trips: 21,287
Non-Public Trips: 1,136

Vehicles Operated in Maximum Service
Community Transportation: 21

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,037,491

Sources of Funding
$1,018,791

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

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Community Transportation

Central Pennsylvania Transportation Authority
(formerly MTR Transportation)
415 Zarfoss Drive
York, PA 17404
1-800-632-9063
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%

Fare Information
Average Shared-Ride Fare: $17.14
Average Shared-Ride Cost per Trip: $17.53
Fare Structure
Implementation Date: January 2016

Trip Information
65+ Trips: 15,509
PwD Trips: 4,063
Other Shared-Ride Trips: 4,832
Total Shared-Ride Trips: 24,404
Non-Public Trips: 2,725

Vehicles Operated in Maximum Service
Community Transportation: 16

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$470,410

Sources of Funding
$499,680

Financial data is unaudited.
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
MTR Transportation, Inc. consolidated with the Central Pennsylvania Transportation Authority (CPTA) in FY 15-16 (see page 62 for an overview of CPTA’s consolidation). The data shown on these agency pages represent partial year financial and operating statistics.
Community Transportation

Community Transit of Delaware County
206 Eddystone Avenue, Suite 200
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%

Fare Information
Average Shared-Ride Fare: $32.35
Average Shared-Ride Cost per Trip: $36.78

Fare Structure
Implementation Date: April 2016

Trip Information
65+ Trips: 112,362
PwD Trips: 1,678
Other Shared-Ride Trips: 68,176
Total Shared-Ride Trips: 182,216
Non-Public Trips: 181,840

Vehicles Operated in Maximum Service
Community Transportation: 49

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$14,983,678

Sources of Funding
$14,676,803

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

### Forest County Transportation

126 Cherry Street  
Marienville, PA 16239  
814-927-8266  
Ms. Brenda McCanna, 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%

### Fare Information

- **Average Shared-Ride Fare:** $28.59
- **Average Shared-Ride Cost per Trip:** $33.66
- **Implementation Date:** January 2015

### Trip Information

- **65+ Trips:** 10,596
- **PwD Trips:** 1,234
- **Other Shared-Ride Trips:** 1,743
- **Total Shared-Ride Trips:** 13,573
- **Non-Public Trips:** 964

### Vehicles Operated in Maximum Service

- **Community Transportation:** 8

---

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses

- **$463,864**
  - **Shared-Ride Admin:** 22%
  - **Shared-Ride Operating:** 78%

### Sources of Funding

- **$464,731**
  - **Lottery:** 51%
  - **Passenger Fares:** 2%
  - **Area Agency on Aging:** 8%
  - **PwD Program:** 6%
  - **MATP:** 24%
  - **Other:** 9%
  - **Subsidy:** <1%

---

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

#### Agency Service Area

- **Shared-Ride Fare Recovery**

<table>
<thead>
<tr>
<th>Agency Service Area</th>
<th>Shared-Ride Fare Recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PwD Shared</strong></td>
<td><strong>65+ Shared</strong></td>
</tr>
<tr>
<td>FY 11-12</td>
<td>FY 12-13</td>
</tr>
<tr>
<td>FY 13-14</td>
<td>FY 14-15</td>
</tr>
<tr>
<td>FY 15-16</td>
<td>FY 16-17</td>
</tr>
</tbody>
</table>

#### 65+ Shared-Ride Trips

<table>
<thead>
<tr>
<th>Agency Service Area</th>
<th>65+ Shared-Ride Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 11-12</td>
<td>FY 12-13</td>
</tr>
<tr>
<td>FY 13-14</td>
<td>FY 14-15</td>
</tr>
<tr>
<td>FY 15-16</td>
<td>FY 16-17</td>
</tr>
</tbody>
</table>

#### PwD Shared-Ride Trips

<table>
<thead>
<tr>
<th>Agency Service Area</th>
<th>PwD Shared-Ride Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 11-12</td>
<td>FY 12-13</td>
</tr>
<tr>
<td>FY 13-14</td>
<td>FY 14-15</td>
</tr>
<tr>
<td>FY 15-16</td>
<td>FY 16-17</td>
</tr>
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</table>

#### Total Shared-Ride Trips

<table>
<thead>
<tr>
<th>Agency Service Area</th>
<th>Total Shared-Ride Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 11-12</td>
<td>FY 12-13</td>
</tr>
<tr>
<td>FY 13-14</td>
<td>FY 14-15</td>
</tr>
<tr>
<td>FY 15-16</td>
<td>FY 16-17</td>
</tr>
</tbody>
</table>
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$933,198

Sources of Funding
$933,198

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Franklin County Transportation consolidated with the Central Pennsylvania Transportation Authority (CPTA) in FY 2015-16 (see page 62 for an overview of CPTA’s consolidation). The data shown on these agency pages represent partial year financial and operating statistics.
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% |

Fare Information

Average Shared-Ride Fare: $26.81
Average Shared-Ride Cost per Trip: $28.98
Fare Structure: implementation date: June 2015

Trip Information

65+ Trips: 12,846
PwD Trips: 4,049
Other Shared-Ride Trips: 18,713
Total Shared-Ride Trips: 35,608
Non-Public Trips: 657

Vehicles Operated in Maximum Service
Community Transportation: 17

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,143,470

Shared-Ride Admin 25%
Exclusive Human Service Program Contracts 10%
Shared-Ride Operating 65%

Sources of Funding
$1,143,263

Passenger Fares 2%
Lottery 24%
PwD Program 8%
Area Agency on Aging 3%
MATP 49%

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%

Fare Information
- Average Shared-Ride Fare: $17.40
- Average Shared-Ride Cost per Trip: $17.43
- Fare Structure
- Implementation Date: November 2011

Trip Information
- 65+ Trips: 74,860
- PwD Trips: 8,598
- Other Shared-Ride Trips: 26,754
- Total Shared-Ride Trips: 110,212

Vehicles Operated in Maximum Service
Community Transportation: 48

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,921,329

Sources of Funding
$1,921,332
- Passenger Fares: 11%
- Lottery: 59%
- Other: <1%
- MATP: 18%
- Area Agency on Aging: 6%
- PwD Program: 6%
- PwD Program: 6%

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

Fare Information
Average Shared-Ride Fare: $22.12
Average Shared-Ride Cost per Trip: $20.59

Fare Structure
Implementation Date: June 2016

Trip Information
65+ Trips: 22,847
PwD Trips: 2,150
Other Shared-Ride Trips: 22,058
Total Shared-Ride Trips: 47,055
Non-Public Trips: 106

Vehicles Operated in Maximum Service
Community Transportation: 18

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,005,434

Exclusive Human Service Program Contracts 4%
Shared-Ride Operating 88%

Sources of Funding
$1,045,163

Lottery 34%
PwD Program 3%
Area Agency on Aging 6%
MATP 52%

Passenger Fares 4%
Other 1%

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**

Central Pennsylvania Transportation Authority
(formerly Montour County Transit)
415 Zarfoss Drive
York, PA 17404
1-800-632-9063
Mr. Richard Farr, Executive 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%

### Fare Information

- **Average Shared-Ride Fare:** N/A
- **Average Shared-Ride Cost per Trip:** N/A
- **Fare Structure:**
- **Implementation Date:** May 2005

### Trip Information

- **65+ Trips:** 13,145
- **PwD Trips:** 2,384
- **Other Shared-Ride Trips:** 4,658
- **Total Shared-Ride Trips:** 20,187
- **Non-Public Trips:** 5,666

### Vehicles Operated in Maximum Service

**Community Transportation:** 7

---

### COMMUNITY TRANSPORTATION OPERATING BUDGET*

**Operating Expenses**

$425,384

- **Shared-Ride Admin:** 24%
- **Shared-Ride Operating:** 40%
- **Exclusive Human Service Program Contracts:** 36%

**Sources of Funding**

$443,112

- **MATP:** 51%
- **Passenger Fares:** 3%
- **Lottery:** 28%
- **PwD Program:** 4%
- **Area Agency on Aging:** 3%
- **Other:** 11%

---

*FY2014-15 financial data reported.
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Montour County**

**Agency Service Area**

**Shared-Ride Fare Recovery**

- Avg. Shared-Ride Fare
- Avg. Shared-Ride Cost per Trip

<table>
<thead>
<tr>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00</td>
<td>$2.00</td>
<td>$4.00</td>
<td>$6.00</td>
<td>$8.00</td>
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</table>

**65+ Shared-Ride Trips**

- FY 11-12
- FY 12-13
- FY 13-14
- FY 14-15
- FY 15-16

**PwD Shared-Ride Trips**

- FY 11-12
- FY 12-13
- FY 13-14
- FY 14-15
- FY 15-16

**Total Shared-Ride Trips**

- FY 11-12
- FY 12-13
- FY 13-14
- FY 14-15
- FY 15-16

---

**FY2015-16 operating statistics based on reported agency invoices.**

Montour County Transit consolidated with the Central Pennsylvania Transportation Authority (CPTA) in FY2016-17 (see page 62 for an overview of CPTA's consolidation).
Community Transportation

Central Pennsylvania Transportation Authority
(formerly Perry County Transportation Authority)
415 Zarfoss Drive
York, PA 17404
1-800-632-9063
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Perry County</th>
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<tbody>
<tr>
<td>Square Miles:</td>
<td>554</td>
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<tr>
<td>Population:</td>
<td>45,969</td>
<td></td>
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<tr>
<td>65+ Population:</td>
<td>6,294</td>
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</tr>
<tr>
<td>% of Population 65 and older:</td>
<td>13.7%</td>
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</tbody>
</table>

Fare Information

- Average Shared-Ride Fare: $28.97
- Average Shared-Ride Cost per Trip: $36.58
- Fare Structure
- Implementation Date: August 2013

Trip Information

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>65+ Trips:</td>
<td>15,876</td>
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<td>PwD Trips:</td>
<td>3,787</td>
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<tr>
<td>Other Shared-Ride Trips:</td>
<td>7,169</td>
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<tr>
<td>Total Shared-Ride Trips:</td>
<td>26,832</td>
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<tr>
<td>Non-Public Trips:</td>
<td>12,159</td>
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</table>

Vehicles Operated in Maximum Service
Community Transportation: 28

COMMUNITY TRANSPORTATION OPERATING BUDGET*

<table>
<thead>
<tr>
<th>Operating Expenses</th>
<th>$1,396,723</th>
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<tbody>
<tr>
<td>Shared-Ride Admin</td>
<td>11%</td>
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<tr>
<td>Exclusive Human Service Program Contracts</td>
<td>30%</td>
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<tr>
<td>Shared-Ride Operating</td>
<td>59%</td>
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<table>
<thead>
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<th>Sources of Funding</th>
<th>$1,473,035</th>
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<td>Passenger Fares</td>
<td>3%</td>
</tr>
<tr>
<td>Lottery</td>
<td>25%</td>
</tr>
<tr>
<td>PwD Program</td>
<td>7%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>4%</td>
</tr>
<tr>
<td>MATP</td>
<td>29%</td>
</tr>
<tr>
<td>Other</td>
<td>11%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>21%</td>
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</tbody>
</table>

*Financial data is unaudited.
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**FY2014-15 and FY2015-16 operating statistics are based on reported agency invoices. Perry County Transportation Authority consolidated with the Central Pennsylvania Transportation Authority (CPTA) in FY2016-17 (see page 62 for an overview of CPTA’s consolidation).**
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$938,185

Sources of Funding
$812,217

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

<table>
<thead>
<tr>
<th><strong>Somerset County</strong></th>
<th><strong>Square Miles:</strong></th>
<th><strong>Population:</strong></th>
<th><strong>65+ Population:</strong></th>
<th><strong>% of Population 65 and older:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,075</td>
<td>77,742</td>
<td>14,431</td>
<td>18.6%</td>
</tr>
</tbody>
</table>

**Fare Information**

- Average Shared-Ride Fare: $14.36
- Average Shared-Ride Cost per Trip: $15.56
- Fare Structure: Implementation Date: July 2011

**Trip Information**

- 65+ Trips: 15,020
- PwD Trips: 2,754
- Other Shared-Ride Trips: 11,180
- Total Shared-Ride Trips: 28,954
- Non-Public Trips: 38,421

**Vehicles Operated in Maximum Service**

Community Transportation: 8

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**

$1,374,953

- Exclusive Human Service Program Contracts: 67%
- Shared-Ride Operating: 26%
- Shared-Ride Admin: 7%

**Sources of Funding**

$1,382,493

- MATP: 77%
- Passenger Fares: 2%
- Lottery: 13%
- PwD Program: 2%
- Other: 3%
- Area Agency on Aging: 3%

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

Fare Information
Average Shared-Ride Fare: $24.32
Average Shared-Ride Cost per Trip: $26.18
Implementation Date: April 2015

Trip Information
65+ Trips: 39,541
PwD Trips: 9,758
Other Shared-Ride Trips: 43,447
Total Shared-Ride Trips: 92,746
Non-Public Trips: 16,578

Vehicles Operated in Maximum Service
Community Transportation: 45

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$3,992,753

Exclusive Human Service Program Contracts 39%
Shared-Ride Operating 47%
Shared-Ride Admin 14%

Sources of Funding
$4,248,210

MATP 65%
Other 5%
Subsidy 1%
Passenger Fares 4%
Lottery 17%
PwD Program 5%
Area Agency on Aging 3%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Suburban Transit/Montgomery County

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%

Fare Information
Average Shared-Ride Fare: $27.73
Average Shared-Ride Cost per Trip: $34.45
Fare Structure
Implementation Date: August 2014

Trip Information
65+ Trips: 183,976
PwD Trips: 13,478
Other Shared-Ride Trips: 75,205
Total Shared-Ride Trips: 272,659
Non-Public Trips: 555,042

Vehicles Operated in Maximum Service
Community Transportation: 211

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$19,328,375

Sources of Funding
$19,574,698

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Susquehanna-Wyoming County Transportation**

**Service Area Statistics (2010 Census)**

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Square Miles</th>
<th>Population</th>
<th>65+ Population</th>
<th>% of Population 65 and older</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susquehanna &amp; Wyoming Counties</td>
<td>1,228</td>
<td>71,613</td>
<td>12,373</td>
<td>17.3%</td>
</tr>
</tbody>
</table>

**Fare Information**

- Average Shared-Ride Fare: $30.49
- Average Shared-Ride Cost per Trip: $25.08
- Fare Structure Implementation Date: March 2013

**Trip Information**

- 65+ Trips: 21,465
- PwD Trips: 4,765
- Other Shared-Ride Trips: 14,436
- Total Shared-Ride Trips: 40,666
- Non-Public Trips: 7,303

**Vehicles Operated in Maximum Service**

- Community Transportation: 30

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**

$1,290,398

- Shared-Ride Operating: 48%
- Shared-Ride Admin: 31%
- Exclusive Human Service Program Contracts: 21%

**Sources of Funding**

$1,523,494

- MATP: 49%
- Passenger Fares: 2%
- Lottery: 33%
- Other: 1%
- Area Agency on Aging: 4%
- PwD Program: 7%
- Subsidy: 4%

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

**Central Pennsylvania Transportation Authority**  
(formerly Union/Snyder Transportation Alliance)  
415 Zarfoss Drive  
York, PA 17404  
1-800-632-9063  
Mr. Richard Farr, Executive Director

#### Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles:</td>
<td>648</td>
</tr>
<tr>
<td>Population:</td>
<td>84,649</td>
</tr>
<tr>
<td>65+ Population:</td>
<td>12,798</td>
</tr>
<tr>
<td>% of Population 65 and older:</td>
<td>15.1%</td>
</tr>
</tbody>
</table>

#### Fare Information

- **Average Shared-Ride Fare:** $21.45  
- **Average Shared-Ride Cost per Trip:** $18.19  
- **Fare Structure:**  
  - Implementation Date: March 2015

#### Trip Information

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>65+ Trips:</td>
<td>21,824</td>
</tr>
<tr>
<td>PwD Trips:</td>
<td>9,976</td>
</tr>
<tr>
<td>Other Shared-Ride Trips:</td>
<td>16,925</td>
</tr>
<tr>
<td>Total Shared-Ride Trips:</td>
<td>48,725</td>
</tr>
<tr>
<td>Non-Public Trips:</td>
<td>19,189</td>
</tr>
</tbody>
</table>

#### Vehicles Operated in Maximum Service

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Transportation:</td>
<td>18</td>
</tr>
</tbody>
</table>

### COMMUNITY TRANSPORTATION OPERATING BUDGET

#### Operating Expenses

- **Total:** $1,433,095
  - Shared-Ride Admin: 11%
  - Exclusive Human Service Program Contracts: 31%
  - Shared-Ride Operating: 58%

#### Sources of Funding

- **Total:** $1,892,298
  - Passenger Fares: 17%
  - Lottery: 17%
  - PwD Program: 10%
  - MATP: 24%
  - MH/ID: 5%
  - Other: 39%

---

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

**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
570-253-4280
Mr. Carl Albright, Director

Service Area Statistics (2010 Census)
Wayne County
Square Miles: 726
Population: 52,822
65+ Population: 10,028
% of Population 65 and older: 19.0%

Fare Information
Average Shared-Ride Fare: $26.67
Average Shared-Ride Cost per Trip: $28.58
Fare Structure
Implementation Date: March 2016

Trip Information
65+ Trips: 30,096
PwD Trips: 3,912
Other Shared-Ride Trips: 15,937
Total Shared-Ride Trips: 49,945
Non-Public Trips: 6,541

Vehicles Operated in Maximum Service
Community Transportation: 25

COMMUNITY TRANSPORTATION OPERATING BUDGET

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<th>Sources of Funding</th>
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Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

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65+ Shared-Ride Trips

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PwD Shared-Ride Trips

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Total Shared-Ride Trips

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<th>FY 11-12</th>
<th>FY 12-13</th>
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<th>FY 14-15</th>
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Wayne County
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**Section VI**

*Capital Project Highlights*
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 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 strengthening 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 measurable improvements as a result. The following pages highlight seven capital projects completed in FY2015-16 that were made possible using capital funding assistance provided by the Bureau of Public Transportation.
Capital Project Highlights

Agency Highlight:
Southeastern Pennsylvania Transportation Authority (SEPTA)

In 2016, SEPTA completed the Crum Creek Viaduct Replacement project, which was made possible by funding from Pennsylvania Act 89. The Crum Creek Viaduct was constructed in 1895 and was acquired by SEPTA from Conrail in 1983. Three decades later, the viaduct had reached the end of its useful life and required replacement to ensure safe and efficient rail service for nearly 11,000 riders who rely on the Media/Elwyn Regional Rail Line every day. The new Crum Creek Viaduct is a 735-foot-long steel and concrete structure that took 11 weeks to fully replace. The new bridge is designed for a 100-year lifespan.

Agency Highlight:
Port Authority of Allegheny County (PAAC)

The Tassey Hollow Bridge Improvements and Deck Replacement project was completed in October 2016. The Tassey Hollow Bridge is owned and maintained by the Port Authority. The structure required significant rehabilitation due to advanced deterioration and localized deck failures. Prior to rehabilitation, the bridge was classified as structurally deficient; the concrete deck was in poor to serious condition containing several three-foot and two-foot-diameter holes that required steel plating in order to safely maintain traffic.
In September 2016, rabbittransit moved its central operations out of its older facility at 1230 Roosevelt Avenue in York City and into a newly renovated warehouse at 415 Zarfoss Drive in West Manchester Township. The authority has grown to serve 10 counties and as a result, more space is required to provide service. The new facility is 250,000 square feet, compared to the former 22,500-square-foot building. Rabbittransit is in the process of bringing compressed natural gas (CNG) fueling stations online at the new facility.

Agency Highlight:
Central Pennsylvania Transportation Authority (CPTA)

In 2016, CATA expanded its bus storage, maintenance, and administration facilities to accommodate a larger fleet of buses. The project includes three construction stages to allow CATA to continue its operations during construction. First, administrative functions were relocated to a nearby office building while the existing building was demolished and a new parking garage and operations area were constructed. Next, the maintenance and administrative building were built on the existing lot. The final stage of the project included reconfiguring and constructing a bus storage area.

Agency Highlight:
Centre Area Transportation Authority (CATA)
Agency Highlight:
Mid Mon Valley Transit Authority (MMVTA)

The Donora Bus Storage Phase II Rehabilitation project involved the renovation of a 42,000-square-foot steel mill building into an energy-efficient facility for bus storage and light bus maintenance. The project also included a 3,000-square-foot addition for administrative activities, vehicle dispatching, and a passenger waiting area. Further, the project included site improvements for additional parking, circulation, and a park-n-ride lot.
Statewide Highlight:
Compressed Natural Gas (CNG) Fueling Stations for Transit Agencies P3

After a yearlong procurement process, PennDOT announced its partnership with Trillium CNG to design, build, finance, operate, and maintain compressed natural gas (CNG) fueling stations through a 20-year, $84.5 million public-private partnership (P3) agreement. The P3 procurement mechanism will allow PennDOT to install the fueling stations faster than if a traditional procurement mechanism had been used for each individual site, resulting in significant capital cost savings of more than $46 million.

CNG P3 Goals:
- Twenty-nine fueling stations will be built by May 2021, along with associated CNG-required upgrades to existing transit maintenance facilities.
- At six of the project sites, there will fueling islands accessible to the public, with the option to add publicly accessible fueling sites in the future.

CNG P3 Benefits and Savings:
- PennDOT will receive a 15% royalty, excluding taxes, for CNG sold to the public, which will be used to support the cost of the project.
- Based on current CNG, diesel, and gasoline prices as well as projected fuel usage, agencies could save a total of more than $10 million annually.
- As diesel fuel prices increase, the annual savings will increase. Transit agencies report that a few years ago they were paying more than $3 a gallon for diesel fuel.
Statewide Highlight:
PennDOT Capital Planning Tool

In 2016, the Bureau of Public Transportation unveiled the statewide Capital Planning Tool (CPT), which is available for use by all transit agencies in Pennsylvania. The CPT is an asset management and capital planning application that works as the central repository for all Pennsylvania transit asset management activities: forecasting asset condition and replacement cycles, quantifying capital needs, and developing and implementing state-of-good-repair policies for all types of transportation-related assets.

The CPT is the first fully open source software platform for managing transportation assets specifically designed to address the unique challenges of asset management within public transportation agencies. The CPT accommodates all types of transportation-related assets, including rolling stock, rail, facilities, shelters, signage and other infrastructure, maintenance equipment, communications equipment, and computers and software.

The CPT allows the Bureau of Public Transportation to:

- **Reduce the total cost of asset ownership** by preserving capital, reducing maintenance costs, and extending the life of assets.
- **Improve operational efficiency** through consolidating existing asset management applications, integrating with legacy and future third-party systems, and exporting data and reports to Microsoft Excel.
- **Support compliance** with federal, state, and local regulations and reporting requirements, including a commitment to comply with MAP-21, FAST Act, and TAM requirements once formalized.
- **Enhance visibility** by improving communications and project coordination across internal departments and with external organizations, tracking assets owned by multiple agencies and managing outsourced activities such as vehicle maintenance.
- **Streamline capital planning** by tracking funding sources and funding levels; applying service-life models across long- and short-term planning horizons; and identifying and tracking backlog, ongoing, and future needs.
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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:
- Carl R. Bieber, Inc.: S,C,G,T
- 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: $14.58
Total Number of Passenger Trips: 361,536
Total Number of Vehicles: 46 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)
$13,251

Revenue $5,492
Local $2,492
State $1,918
Federal $3,349

Pennsylvania Public Transportation Performance Report – Fiscal Year 2015-16
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

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**Carl R. Bieber, Inc.**
P.O. Box 180
Kutztown, PA 19530
610-683-7333
Mr. Steven G. Haddad, President/CEO
www.biebergroup.com

**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
Tours

**Average Fare:** $13.07

**Total Number of Vehicles:** 6 coaches

---

**OPERATING FUNDS (000’s)**

$2,961

- Revenue $1,670
- Local $476
- State $365
- Federal $450
* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported.
The Fullington Auto Bus Company

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)**

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<tr>
<td>Local</td>
<td>$976</td>
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**Total:** $3,712
Greyhound Lines, Inc.
350 North St. Paul Street
Dallas, TX 75201
800-231-2222
Ms. Stephanie Gonterman
www.greyhound.com

**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

**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:** $24.55

**Total Number of Vehicles:** 12 coaches

**Operating Funds (000’s)**

$3,797

- Federal $1,039
- State $563
- Local $678
- Revenue $1,517

Greyhound Lines, Inc.
Myers Coach Lines, Inc.
2001 Ball Park Road
Export, PA 15632
724-733-1045
Mr. David A. Myers, President
www.myerscoachlines.com

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: $4.86
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)
$290

- State $37
- Local $37
- Federal $74
- Revenue $143

$290

Pennsylvania Public Transportation Performance Report – Fiscal Year 2015-16
Communities Served by Williamsport – 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

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: $16.12
Total Number of Vehicles: 18 coaches

Susquehanna Transit Company
P.O. Box U
Avis, PA 17721
570-753-5125
Mr. Carl W. Kephart, President
www.susquehannabus.com

Operating Funds (000’s)
$2,490

Local $326
State $326
Federal $628
Revenue $1,210

Communities Served by Susquehanna Transit Company:

Susquehanna Transit Company

Pennsylvania Public Transportation Performance Report – Fiscal Year 2015-16
Section VIII

Passenger Rail
Passenger Rail Program

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: 1,416,029
- Total Keystone Passenger Revenue: $40,042,995

Fuel & Power
- Power Usage (kilowatt hours): 29,318,764
- Diesel Consumption (gallons): 17,530

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)
- Middletown Train Station
  - Construct level-boarding passenger platforms and parking lot (in progress)
# Pennsylvania Public Transportation Performance Report – Fiscal Year 2015-16

## Keystone Corridor Service Performance Data

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<thead>
<tr>
<th>Factor</th>
<th>FY 14-15</th>
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<td>Subsidy per Train Mile</td>
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<td>Average Passenger Fare</td>
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<td>Annual Cost Recovery</td>
<td>78%</td>
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<td>Keystone Passengers*</td>
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<td>Keystone Passenger Miles</td>
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<td>Annual State Subsidy**</td>
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<td>Annual Passenger Revenue**</td>
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<td>Average Train Speed</td>
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* 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.
Section IX

Glossary of Terms
Urban and Rural Systems


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: Pennsylvania Act 89 of 2013

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.

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.

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%) 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% 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%) 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.
Section X

Index
# Index

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<td>Port Authority of (PAAC)</td>
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<td>Allied Coordinated Transportation Services, Inc. (ACTS)</td>
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<td>Area Transportation Authority of North Central PA (ATA)</td>
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<td>Beaver County Transit Authority (BCTA)</td>
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<td>Berks Area Regional Transportation Authority (BARTA), consolidation of</td>
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<td>Blair Senior Services, Inc./Blair County</td>
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<td>Borough of Mount Carmel (BMC)</td>
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<td>Capital Area Transit (CAT)</td>
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<td>Central Pennsylvania Transportation Authority (CPTA), consolidation highlight of</td>
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