### On the cover:

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Greyhound Lines</td>
<td>Endless Mountains Transportation Authority, Athens, PA (dba BeST)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borough of Mount Carmel, Mount Carmel, PA (dba Lower Anthracite Transit System/LATS)</td>
<td>Area Transportation Authority of North Central PA, Johnsonburg, PA (dba ATA)</td>
<td>Beaver County Transit Authority of Rochester, PA (dba BCTA)</td>
<td>County of Lackawanna Transit System, Scranton, PA (dba COLTS)</td>
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*photos courtesy Michael Baker International and Whitehouse Group*
Dear Pennsylvanians:

I am honored to present the Pennsylvania Public Transportation Annual Performance Report for the 2016-17 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. During the 2016-17 state fiscal year, passengers took more than 411 million trips via bus, light rail, trolley, inclined plane, and heavy rail. In addition to detailing the operating statistics for each transit agency and community transportation provider, this report highlights important statewide projects that the department is undertaking in partnership with transit agencies, including:

- **Fixed-Route Intelligent Transportation System (FRITS)** – This statewide procurement project will enable fixed-route service providers in Pennsylvania to purchase a variety of ITS technologies, such as automated vehicle location, dynamic signage, cameras, and mobile/web applications, that will provide real-time bus information to customers in a consistent format and achieve a more seamless, integrated statewide transit technology system. The procurement mechanism allows PennDOT to control costs by simplifying the process and leveraging economies of scale. Utilizing a statewide vendor will produce consistent and reliable data for use at the state and local levels.

- **Compressed Natural Gas Public-Private Partnership (CNG P3)** – The department made significant progress in the past year, with twelve CNG fueling stations completed and an additional three under construction. These stations will provide transit agencies access to more cost-effective, cleaner energy sources produced here in Pennsylvania.

- **Demand-Response Transportation Scheduling Software** – Statewide implementation of Ecolane software was completed in February 2018. The use of a common scheduling platform across shared-ride providers statewide offers numerous advantages over previously used systems, such as reduced procurement costs, enhanced ability to review customer concerns, facilitated regionalization and coordination of service, and use of automated call systems.

- **Transit Performance Reviews** – In June 2016, the department began conducting second-round Transit Performance Reviews. During the second round of performance reviews, PennDOT is focusing 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. The executive summaries of the reviews completed during the 2016-17 fiscal year are included in this report, and full performance reviews are available at www.penndot.gov on the “Transit” page under “Doing Business.”

- **Transit Agency Consolidation** – The report highlights the progress that the department, transit agencies, and local municipalities have made in studying and implementing consolidation, including the cost savings that have resulted from realized consolidations. The department continues to actively support transit agencies that wish to explore consolidation opportunities.

- **Major Capital Projects** – The department is working with transit agencies to construct new or upgraded maintenance and passenger facility projects across the Commonwealth, in cities including: Bradford, Donora, DuBois, Erie, Hazleton, Johnstown, Reading, State College, Oil City, Scranton, St. Clair, Washington, Wilkes-Barre, and York.

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

Sincerely,

Leslie S. Richards
Secretary
Department of Transportation
Table of Contents
# Table of Contents

## Section I: Transit Agency Performance Review Executive Summaries ................................ 1
- Fayette Area Coordinated Transportation (FACT) ................................................................. 4
- Luzerne County Transportation Authority (LCTA) ............................................................. 10
- Monroe County Transportation Authority (MCTA) ............................................................ 16
- County of Lebanon Transit (COLT/LT) ............................................................................. 24
- Endless Mountains Transportation Authority (EMTA) ..................................................... 30

## Section II: Section 1513 Distribution Factors ................................................................. 39
- Act 44 Passenger Trips ....................................................................................................... 40
- Act 44 Senior Citizen Trips .............................................................................................. 41
- Act 44 Revenue Vehicle Miles ......................................................................................... 42
- Act 44 Revenue Vehicle Hours ....................................................................................... 43
- Consolidated Agencies .................................................................................................... 44

## Section III: Consolidated Transit Agency Highlights .................................................. 47
- South Central Transit Authority (SCTA) .......................................................................... 51
- Central Pennsylvania Transportation Authority (CPTA) ................................................. 52
- Washington County Transportation Authority (WCTA) .............................................. 53
- Crawford Area Transportation Authority (CATA) ......................................................... 54

## Section IV: Urban Systems ............................................................................................ 55
- Southeastern Pennsylvania Transportation Authority (SEPTA) .................................... 56
- Port Authority of Allegheny County (PAAC) ................................................................... 60
- Altoona Metro Transit (AMTRAN) .................................................................................... 64
- Beaver County Transit Authority (BCTA) ........................................................................ 66
- Cambria County Transit Authority (CamTran) ............................................................... 70
- Capital Area Transit (CAT) ............................................................................................... 74
- Centre Area Transportation Authority (CATA) ............................................................. 78
- County of Lackawanna Transit System (COLTS) ......................................................... 82
- County of Lebanon Transit Authority (COLT/LT) ......................................................... 86
- Central Pennsylvania Transportation Authority (CPTA) .............................................. 90
- Erie Metropolitan Transit Authority (EMTA) ................................................................. 94
- Fayette Area Coordinated Transportation (FACT) ........................................................ 98
- Hazleton Public Transit (HPT) ......................................................................................... 102
- Lehigh and Northampton Transportation Authority (LANTA) .................................... 104
- Luzerne County Transportation Authority (LCTA) ........................................................ 108
Table of Contents

Mercer County Regional Council of Governments (MCRCOG) ........................................ 112
Mid Mon Valley Transit Authority (MMVTA) ................................................................. 116
Monroe County Transportation Authority (MCTA) ......................................................... 118
Pottstown Area Rapid Transit (PART) ............................................................................... 122
South Central Transit Authority (SCTA) .......................................................................... 124
Washington County Transportation Authority (WCTA) ............................................... 128
Westmoreland County Transit Authority (WCTA) .......................................................... 132
River Valley Transit (Williamsport RVT) .......................................................................... 136

Section IV: Rural Systems ............................................................................................... 139

Area Transportation Authority of North Central PA (ATA) ............................................. 140
Butler Transit Authority (BTA) ......................................................................................... 144
Carbon County Community Transit ................................................................................. 146
Crawford Area Transportation Authority (CATA) .......................................................... 148
DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST) ........... 154
Endless Mountains Transportation Authority (EMTA) .................................................... 156
Indiana County Transit Authority (IndiGO) ...................................................................... 160
Mid County Transit Authority .......................................................................................... 164
Borough of Mount Carmel (BMC) ..................................................................................... 168
New Castle Area Transit Authority (NCATA) ................................................................. 170
Schuylkill Transportation System (STS) .............................................................................. 172
Transit Authority of Warren County (TAWC) ................................................................. 176

Section V: Community Transportation .............................................................................. 181

Allied Coordinated Transportation Services, Inc. (ACTS)/Lawrence County ............ 182
Blair Senior Services, Inc./Blair County .............................................................................. 184
Bucks County Transport, Inc. ............................................................................................ 186
Butler County Community Action & Development ......................................................... 188
Centre County .................................................................................................................... 190
ROVER/Chester County .................................................................................................... 192
Clarion County .................................................................................................................... 194
Delaware County ................................................................................................................ 196
Forest County ...................................................................................................................... 198
Greene County .................................................................................................................... 200
Huntingdon, Bedford, and Fulton Counties ....................................................................... 202
Mifflin and Juniata Counties .............................................................................................. 204
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perry County</td>
<td>206</td>
</tr>
<tr>
<td>Pike County</td>
<td>208</td>
</tr>
<tr>
<td>Somerset County</td>
<td>210</td>
</tr>
<tr>
<td>STEP, Inc./Lycoming and Clinton Counties</td>
<td>212</td>
</tr>
<tr>
<td>Suburban Transit Network, Inc./Montgomery County</td>
<td>214</td>
</tr>
<tr>
<td>Susquehanna-Wyoming County Transportation</td>
<td>216</td>
</tr>
<tr>
<td>Wayne County</td>
<td>218</td>
</tr>
<tr>
<td><strong>Section VI: Capital Project Highlights</strong></td>
<td><strong>221</strong></td>
</tr>
<tr>
<td>Multimodal Highlight: Harrisburg Transportation Center - Transit Oriented Development Study</td>
<td>224</td>
</tr>
<tr>
<td>Multimodal Highlight: Capitol Complex Pedestrian Safety Improvement Project</td>
<td>225</td>
</tr>
<tr>
<td>Statewide Highlight: Compressed Natural Gas (CNG) Fueling Stations for Transit Agencies P3</td>
<td>226</td>
</tr>
<tr>
<td>Statewide Highlight: Fixed Route Intelligent Transportation System (FRITS)</td>
<td>227</td>
</tr>
<tr>
<td>Statewide Highlight: Bus Fleet Upgrades</td>
<td>228</td>
</tr>
<tr>
<td>Agency Highlight: Southeastern Pennsylvania Transportation Authority (SEPTA)</td>
<td>229</td>
</tr>
<tr>
<td>Agency Highlight: Port Authority of Allegheny County (PAAC)</td>
<td>230</td>
</tr>
<tr>
<td>Agency Highlight: Crawford Area Transportation Authority (CATA)</td>
<td>231</td>
</tr>
<tr>
<td><strong>Section VII: Intercity Bus</strong></td>
<td><strong>233</strong></td>
</tr>
<tr>
<td>The Fullington Auto Bus Company</td>
<td>236</td>
</tr>
<tr>
<td>Greyhound Lines, Inc.</td>
<td>238</td>
</tr>
<tr>
<td>Myers Coach Lines, Inc.</td>
<td>240</td>
</tr>
<tr>
<td>Susquehanna Transit Company</td>
<td>242</td>
</tr>
<tr>
<td><strong>Section VIII: Passenger Rail</strong></td>
<td><strong>245</strong></td>
</tr>
<tr>
<td>Keystone Corridor Service</td>
<td>246</td>
</tr>
<tr>
<td><strong>Section IX: Glossary of Terms</strong></td>
<td><strong>249</strong></td>
</tr>
<tr>
<td><strong>Section X: Index</strong></td>
<td><strong>253</strong></td>
</tr>
</tbody>
</table>
Section I

Transit Agency Performance Review
Executive Summaries
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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 document 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.

Act 44 requires that the department conduct transit performance reviews on a five-year cycle. PennDOT concluded the first round of transit performance reviews in early 2016 and then began conducting second-round transit performance reviews. During the second round of performance reviews, PennDOT is focusing 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.

To date, the following Round Two reports have been published:

- Fayette Area Coordinated Transportation (FACT) - June 2016
- Luzerne County Transportation Authority (LCTA) - September 2016
- Monroe County Transportation Authority (MCTA) - September 2016
- County of Lebanon Transit Authority (COLT/LT) - October 2016
- Endless Mountains Transportation Authority (EMTA) - May 2017
## FACT Performance Review

### Fayette Area Coordinated Transportation (FACT)

#### Transit Performance Review — Executive Summary

**Agency Profile**

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Fayette Area Coordinated Transportation (d.b.a. FACT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1996</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2015</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>812</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>148,644</td>
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</table>

**Annual Operating Statistics**

<table>
<thead>
<tr>
<th>Category</th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>10</td>
<td>44</td>
<td>54</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$1,764,952</td>
<td>$1,790,850</td>
<td>$3,555,802</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$167,346</td>
<td>$1,540,169</td>
<td>$1,707,515</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>553,726</td>
<td>834,179</td>
<td>1,387,905</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>534,632</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>29,506</td>
<td>41,916</td>
<td>71,422</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>27,811</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>139,497</td>
<td>243,828</td>
<td>383,325</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>21,684</td>
<td>35,268</td>
<td>56,952</td>
</tr>
</tbody>
</table>

**Act 44 Performance Statistics**

<table>
<thead>
<tr>
<th>Category</th>
<th>Fixed-Route Vehicle Hours (RVH)</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>5.02</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$63.46</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$6.02</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$12.65</td>
<td>$17.17</td>
<td>$14.58</td>
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**Other Performance Statistics**

<table>
<thead>
<tr>
<th>Category</th>
<th>Fixed-Route Vehicle Hours (RVH)</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>9.48%</td>
<td>86.00%</td>
<td>48.02%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$59.82</td>
<td>$42.72</td>
<td>$49.79</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$3.19</td>
<td>$2.15</td>
<td>$2.56</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>4.73</td>
<td>2.49</td>
<td>3.41</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$3.30</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>96.55%</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>RVH / Total Vehicle Hours</td>
<td>94.26%</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$11.45</td>
<td>$2.40</td>
<td>$7.58</td>
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</table>

*Source: dotGrants reporting*
Act 44 of 2007 addressed the dire financial needs of local public transportation organizations across the Commonwealth by increasing state funding for public transportation operations by about 50%—from $535 million annually to $800 million in the first year of the legislation. Public transportation organizations which had been on the verge of major service cuts and/or significant fare increases were able to maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

At the same time Act 44 ushered in critical requirements for accountability, performance improvement, and maximum return on investment, it established a framework for PennDOT to work with local public transportation organizations to:

- Assess efficiency and effectiveness of service, financial stability and general management/business practices;
- Agree to five-year targets for Act 44 mandated performance criteria;
- Develop an action plan for improvement and to achieve performance targets;
- Provide technical assistance to implement the plan at the request of the transportation organization; and
- Reassess each organization on a five-year cycle.

The reassessment at the end of each five-year cycle is to evaluate:

- Whether the organization met the agreed upon performance targets; and
- The sufficiency and effectiveness of actions taken by the organization to improve performance and management practices in its efforts to meet performance targets.

Act 44 regulations address PennDOT actions regarding performance reviews, failure to achieve performance targets and to determine if a financial penalty should be assessed if performance targets are not met in §427.12. Performance Reviews.

“(E) The application of funding adjustment will be as follows:

1. Operating fund reductions in Section 1513(G) of the Act (relating to operating program) may be implemented for grantees subject to this section that are not satisfying the minimum performance standards, considering all other provisions of Section 1513. A funding reduction may be assessed in cases when a local transportation organization fails to report progress of, or fails to implement the agreed upon strategic action plan, or both.”

PennDOT conducted the initial review of Fayette Area Coordinated Transportation (FACT) in August 2010. Based on that review, PennDOT established five-year performance targets and agreed to FACT’s action plan to meet those targets. In June 2016, PennDOT conducted the five-year reassessment of FACT to determine if FACT successfully met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.
IMPORTANT CHANGES SINCE THE PREVIOUS (2010) PERFORMANCE REVIEW

PennDOT conducted the initial review of Fayette Area Coordinated Transportation (FACT) in August 2010. Since the previous report was finalized, some changes occurred that impact operations, finance and statistical reporting at FACT, as well as performance targets which were established in 2010. These changes should be considered when comparing the previous performance report and trends:

- **Reporting of interlining passengers** – FACT introduced the practice of counting passengers that remained onboard as an interlined vehicle changed routes as transfer passengers. This practice increased passenger trip totals by artificially boosting transfer passenger totals, and thus, impacted Act 44 metrics that rely on ridership to determine performance (i.e., passengers per revenue hour and operating cost per passenger). Ridership totals were adjusted to account for the removal of interlined passengers counted as transfers passengers.

- **Reduction in reported other revenue** – In previous years FACT relied on three contractors to provide fixed-route service. FACT has since reduced purchased transportation to a single contractor for the rural Brownsville routes. As a result of this change, FACT no longer receives revenue from fuel and maintenance services sold to each contractor. Therefore, performance targets based on revenue (i.e., operating revenue per revenue hour) would be impacted by this loss of revenue. To help determine a more accurate target for 2020, revenue from fuel and maintenance services sold in previous years were removed from fixed-route statistics.

2010 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2010 performance review assessed FACT with a group of peer agencies based on four performance criteria outlined by law. FACT was “At Risk” for passengers per revenue hour for the single year and trend period analyses, operating revenue per revenue hour and operating cost per passenger single year analyses in 2010.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE</th>
<th>Determination</th>
<th>Rank (of 14)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2008</td>
<td>At Risk</td>
<td>14</td>
<td>Worse</td>
<td>3.36</td>
<td>13.80</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>-8.16%</td>
<td>3.30%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2008</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>$46.61</td>
<td>$64.18</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-2.65%</td>
<td>11.24%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2008</td>
<td>At Risk</td>
<td>12</td>
<td>Worse</td>
<td>$7.71</td>
<td>$13.64</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>20.94%</td>
<td>11.91%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2008</td>
<td>At Risk</td>
<td>14</td>
<td>Worse</td>
<td>$13.86</td>
<td>$5.61</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>8</td>
<td>Better</td>
<td>6.00%</td>
<td>7.57%</td>
</tr>
</tbody>
</table>

*Note: The National Transit Database (NTD) information most current at the time of the peer review is used as the basis for the single year and trend peer comparisons.*
The 2010 performance review noted that while FACT’s costs were low, ridership and revenue were very low compared to its peer group. The following performance targets were established with FACT:

- Increase passengers per revenue hour by at least 3.0% per year on average
- Increase revenue per revenue hour by at least 3.0% per year on average
- Contain operating cost per revenue hour increases to no more than 3% per year on average
- Do not increase the total operating cost per passenger trip

FACT developed an action plan to address opportunities for improvement identified in the 2010 performance review. Among the steps FACT took to improve its performance were:

1. Completing construction of a transfer center- This allows customers to transfer between FACT’s routes in a climate-controlled environment and to make transit service more attractive to riders.

2. Retaining higher-quality contractors to deliver service- FACT selected new contractors and enforced existing contract provisions to improve the quality of service delivery.

3. Adjusting routes to increase efficiency- This allows a greater number of passengers to make a one-seat trip to their destination thereby increasing the attractiveness of the service.

4. Developing a Board-approved strategic plan- FACT developed a strategic plan with the input from two advisory committees (i.e., the Transportation Coalition and the Transportation Executive Committee), local human service agencies, and current FACT riders. The plan identified strengths, weaknesses and opportunities that could be addressed to improve the effectiveness of FACT’s service. Some recommended actions, such as better tracking of customer complaints, have been completed. Other actions, such as maximizing the use of technology, have not been fully implemented.

Since the previous performance report was completed, data reported to the NTD and dotGrants were revised to account for one-time anomalies. This meant that the 2010 performance indicators and 2015 performance targets had to be recalculated as well. The updated performance measures, presented in the table below, show that FACT has been able to successfully meet its 2015 performance targets:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2010 Actual</th>
<th>2015 Target</th>
<th>2015 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>3.88</td>
<td>4.37</td>
<td>5.02</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$56.85</td>
<td>$63.98</td>
<td>$63.46</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$4.73</td>
<td>$5.32</td>
<td>$6.02</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$14.63</td>
<td>$14.63</td>
<td>$12.65</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Operating cost per revenue hour cost increases have been modest. This is attributable to aggressive cost containment practices by the County Commission. Ridership and revenues have increased, yet remain below industry averages. These findings established a framework that was used to guide the 2016 performance review.
2016 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

As required by Act 44, the current performance review began with an assessment of FACT and a group of peer agencies with respect to the four performance criteria outlined by law.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE</th>
<th>Determination</th>
<th>Rank (of 13)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2014</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>5.57</td>
<td>11.53</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>4.98%</td>
<td>2.73%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2014</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>$69.06</td>
<td>$76.18</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>6.11%</td>
<td>2.87%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2014</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>$8.30</td>
<td>$12.23</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>8.91%</td>
<td>-0.55%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2014</td>
<td>At Risk</td>
<td>11</td>
<td>Worse</td>
<td>$12.40</td>
<td>$7.51</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>1.07%</td>
<td>0.75%</td>
</tr>
</tbody>
</table>

Note: NTD information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses 2015 data.

In the 2010 performance review, FACT had four “At Risk” findings. The current review found that FACT has two “At Risk” findings. Both findings from the current performance review were also “At Risk” in the previous review, passengers per revenue hour and operating cost per passenger.

The current performance review examined additional steps, beyond those specified in the 2010 action plan, that FACT has taken to improve performance. The most notable practice is that FACT has partnered with a local business to provide transportation of workers from housing to the job site.

The performance review also identified actions that FACT can take to address the “At Risk” findings related to low ridership per revenue hour including:

1. Implementing a process to track route metrics, evaluate routes for efficiency based on those metrics and potentially make changes in routes to improve efficiency

2. Developing a marketing plan, tied to FACT’s current marketing budget, that clearly defines goals, strategies and measures of effectiveness that can be used to increase ridership in a cost effective manner

3. Reviewing options to decrease revenue service, and associated operating cost, into downtown Pittsburgh by coordinating a transfer with the Port Authority of Allegheny County

Additional opportunities for improvement were also identified during the performance review. The complete list of opportunities for improvement serve as the basis of FACT’s action plan to be developed by FACT, and approved by the County Commissioners, in response to this report.
2020 PERFORMANCE TARGETS

As required by Act 44, PennDOT and FACT management have agreed to performance targets for 2020 identified in the table below. FACT should work to achieve by the next performance review to ensure continued eligibility for full Section 1513 funding. Performance targets are designed to be aggressive, yet achievable.

<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>2014 Actual</td>
<td>2015 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>5.57</td>
<td>5.02</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$69.06</td>
<td>$63.46</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$8.30</td>
<td>$6.02</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$12.40</td>
<td>$12.65</td>
</tr>
</tbody>
</table>

FINANCIAL REVIEW

FACT currently has a balanced operating budget. Operating cash reserves have steadily decreased since 2012. Internally developed projections of service levels and budgets indicate a plan to maintain a balanced budget over the next five years. Noteworthy elements of FACT’s financial condition are:

- FACT has no carryover Section 1513 funds available in case of unexpected cost increases or service changes.
- FACT maintained a local fund carryover balance of $516,112 as of FYE 2015.
- State and federal subsidies used to cover losses in paratransit operations have increased substantially over the last several years. Recently enacted shared-ride fare increases should help to reduce the amount of fixed-route funding used to subsidize paratransit.
- Accounts payable and receivable amounts are negligible.
- FACT does not maintain a line of credit.

Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve FACT’s overall financial health.

NEXT STEPS

FACT will develop an Action Plan in response to the complete list of “Opportunities for Improvement” identified in the performance review report. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period. FACT’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
Luzerne County Transportation Authority (LCTA) Transit Performance Review — Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Luzerne County Transportation Authority (d.b.a. LCTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1972</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>FYE 2016</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>56</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>295,020</td>
</tr>
</tbody>
</table>

### Annual Operating Statistics*

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>32</td>
<td>32</td>
<td>64</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$8,765,710</td>
<td>$3,520,162</td>
<td>$12,285,872</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$1,250,536</td>
<td>$2,790,262</td>
<td>$4,040,798</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>1,156,636</td>
<td>916,367</td>
<td>2,073,003</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>1,120,077</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>77,499</td>
<td>75,468</td>
<td>152,967</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>75,377</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>1,217,161</td>
<td>125,626</td>
<td>1,342,787</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>196,758</td>
<td>48,032</td>
<td>244,790</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>16.15</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$116.29</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$16.59</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.20</td>
<td>$28.02</td>
<td>$9.15</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>14.27%</td>
<td>79.27%</td>
<td>32.89%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$113.11</td>
<td>$46.64</td>
<td>$80.32</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$7.58</td>
<td>$3.84</td>
<td>$5.93</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>15.71</td>
<td>1.66</td>
<td>8.78</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$7.83</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>96.84%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>97.26%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$6.17</td>
<td>$5.81</td>
<td>$6.14</td>
</tr>
</tbody>
</table>

*source: PennDOT dotGrants 2016 reporting
Act 44 of 2007 addressed the dire financial needs of local public transportation organizations across the Commonwealth by increasing state funding for public transportation operations by about 50%—from $535 million annually to $800 million in the first year of the legislation. Public transportation organizations which had been on the verge of major service cuts and/or significant fare increases could maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

At the same time Act 44 ushered in critical requirements for accountability, performance improvement, and maximum return on investment, it established a framework for PennDOT to work with local public transportation organizations to:

- Assess efficiency and effectiveness of service, financial stability and general management/business practices;
- Agree to five-year targets for Act 44 mandated performance criteria;
- Develop an action plan for improvement and to achieve performance targets;
- Provide technical assistance to implement the plan at the request of the transportation organization; and
- Reassess each organization on a five-year cycle.

The reassessment at the end of each five-year cycle is to evaluate:

- Whether the organization achieved its performance targets set in the previous review; and
- The sufficiency and effectiveness of actions taken by the organization to improve performance and management practices in its efforts to meet performance targets.

Section §421.12 Performance Reviews of the Act 44 regulations address PennDOT actions regarding performance reviews, failure to achieve performance targets and to determine if a financial penalty should be assessed if performance targets are not met.

“(E) The application of funding adjustment will be as follows:

1. Operating fund reductions in Section 1513(G) of the Act (relating to operating program) may be implemented for grantees subject to this section that are not satisfying the minimum performance standards, considering all other provisions of Section 1513. A funding reduction may be assessed in cases when a local transportation organization fails to report progress of, or fails to implement the agreed upon strategic action plan, or both.”

PennDOT conducted the initial review of Luzerne County Transportation Authority (LCTA) in August of 2011. Based on that review, PennDOT established five-year performance targets and agreed to LCTA’s action plan to meet those targets. After the development of the 2011 report, information regarding reported ridership was found to be overstated for several years. Thus, a revised report was issued in June 2014 with updated performance targets. In September 2016, PennDOT conducted the five-year reassessment of LCTA to determine if LCTA successfully met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.
IMPORTANT CHANGES SINCE THE PREVIOUS (2011) PERFORMANCE REVIEW

PennDOT conducted the initial review of LCTA County Transportation Authority (LCTA) in March 2011. Since the previous report was finalized, significant changes occurred that impact operations, finance and statistical reporting at LCTA, as well as performance targets established in 2011:

- **Overstated fixed-route ridership statistics** - After the development of the LCTA report in August 2011, information regarding reported ridership was determined to be overstated for several years. Due to the correction in the reported passenger variable, the initial five-year performance standards listed in the report were erroneous. A revised report was issued in June 2014 that updated performance targets for LCTA. It is the revised 2010 statistics and updated 2015 targets that are used in this report. NTD-reported values for LCTA’s ridership are also erroneous through 2013 and have been adjusted to corrected values for peer agency trend comparisons.

- **Assumption of Luzerne & Wyoming Counties’ shared-ride service** - In 2012, LCTA merged with the Luzerne County shared-ride program and began operating shared-ride service in Luzerne and Wyoming counties. Previously, LCTA only provided ADA paratransit service within Luzerne County. Since taking on shared-ride in 2012, LCTA’s paratransit program has substantially grown. In 2014, LCTA closed shared-ride operations in Wyoming County due to the size of the service area; however, LCTA maintains shared-ride and ADA paratransit for Luzerne County. The addition of shared-ride service has increased LCTA’s total operating budget. Since July 2015, LCTA used approximately $750,000 in state Section 1513 operating assistance funding to offset shared-ride losses.

- **Change in all top management positions** - One effect from the overstated ridership is that none of the management team in place during the 2011 review were still with LCTA in 2016. This has caused a lack of institutional knowledge. Without formal documentation of how some reported variables were calculated like revenue service statistics, new management had to develop methods to calculate service statistics that may or may not have been consistent with prior approaches. The new management team was also unfamiliar with the previous performance report and its 2015 performance targets. Therefore, the new management team did not actively monitor LCTA’s performance with respect to its performance targets.

- **Payback of 1513 subsidies** - While it doesn’t directly impact Act 44 performance statistics, the overstated ridership led to LCTA having to repay approximately $3 million in 1513 state subsidies that are allocated, in part, based on reported total and senior ridership.

From the perspective of the LCTA performance review, the most important of these changes has been the adjustment of ridership statistics and the new management team. These two changes have had a ripple effect throughout the agency’s finances and performance reporting that have been addressed to the greatest possible extent in this report.

**2011 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS**

The 2011 performance review assess LCTA with a group of peer agencies based on the four performance criteria required by Act 44. LCTA was found to be “In Compliance” for all performance criteria and “At Risk” for none.
LCTA Performance Review

The 2011 performance review noted that while LCTA’s costs were within industry standards, ridership and revenue were low compared to its peer group. To improve the effectiveness of the service, the following revised performance targets were established with LCTA:

- Increase passengers per revenue hour by at least 2.0% per year
- Increase revenue per revenue hour by at least 3.0% per year
- Contain operating cost per revenue hour increases to no more than 3.0% per year
- Contain operating cost per passenger trip increases to no more than 1.0% per year

LCTA developed an action plan to address opportunities for improvement identified in the 2011 performance review. Among the steps LCTA took to improve its performance were:

1. Monitor performance metrics for route review- This allows management to inform the Board on the agency’s progress each month towards achieving performance targets. By incorporating these measures in monthly briefings, the Board can be aware of areas needing improvement.

2. Establish a succession plan for key positions- This provides LCTA with a procedure for the continuation of operations in the event of an unexpected vacancy for management level staff. A succession plan outlines the essential duties related to each job function and identifies temporary staffing strategies for short-term and long-term absences. By having formal succession plan in place, the agency can manage temporary and long-term vacancies for key management positions.

3. Develop a marketing program- By establishing a formal program, LCTA can coordinate marketing efforts and budget for them accordingly. This assists management in engaging the public and local media through events and campaigns aimed at attracting new customers and building brand recognition.

Since the initial performance report was completed in August of 2011, information regarding reported LCTA ridership in the dotGrants system was determined to be overstated for several years. Due to the change in the reported passenger variable, the five-year performance in the August 2011 report were erroneous. Therefore, a revised performance report was issued for LCTA in June 2014 that updated LCTA’s performance standards using the most accurate estimates of Act 44 performance data available.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 12)</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</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>15.15</td>
<td>18.17</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>-1.27%</td>
<td>0.44%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2014</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$88.23</td>
<td>$80.40</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>0.66%</td>
<td>1.88%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2014</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$14.83</td>
<td>$17.73</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>3.29%</td>
<td>0.99%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2014</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>$5.82</td>
<td>$4.77</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>1.96%</td>
<td>1.52%</td>
</tr>
</tbody>
</table>

*Note: The National Transit Database (NTD) information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons.
LCTA Performance Review

The June 2014 performance targets, as presented below, supersede those presented in the August 2011 report. LCTA successfully met two out of four 2015 performance targets:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2010 Actual</th>
<th>2015 Target</th>
<th>2015 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>14.78</td>
<td>16.32</td>
<td>16.76</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$88.49</td>
<td>$105.66</td>
<td>$120.89</td>
<td>No</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$13.99</td>
<td>$16.70</td>
<td>$17.49</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.99</td>
<td>$6.36</td>
<td>$7.21</td>
<td>No</td>
</tr>
</tbody>
</table>

*The 2010 actual and 2015 target values presented in this table reflect those of the June 2014 updated performance report and not those of the August 2011 previous performance review.

LCTA’s operating cost per revenue hour significantly increased. Ridership and revenues have increased and are consistent with industry averages. These findings established a framework that was used to guide the 2016 performance review.

2016 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2016 performance review assessed LCTA with a group of peer agencies based on the four performance criteria outlined by law. The 2016 review found that LCTA has two “At Risk” findings. Both findings from the current performance review that are “At Risk,” operating cost per revenue hour and operating cost per passenger, were “In Compliance” for the previous review.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 12)</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 6</td>
<td>Worse</td>
<td>17.00</td>
<td>17.35</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance 3</td>
<td>Better</td>
<td>2.33%</td>
<td>0.38%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2014 At Risk 12</td>
<td>Worse</td>
<td>$115.18</td>
<td>$90.48</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance 11</td>
<td>Worse</td>
<td>5.29%</td>
<td>3.18%</td>
<td></td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2014 In Compliance 6</td>
<td>Worse</td>
<td>$17.44</td>
<td>$20.81</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance 5</td>
<td>Better</td>
<td>3.05%</td>
<td>0.84%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2014 At Risk 12</td>
<td>Worse</td>
<td>$6.77</td>
<td>$5.32</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance 7</td>
<td>Worse</td>
<td>2.89%</td>
<td>2.82%</td>
<td></td>
</tr>
</tbody>
</table>

*Note: The National Transit Database (NTD) information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses FYE 2016 data.

The 2016 performance review examined additional steps, beyond those specified in the 2011 action plan, that LCTA has taken to improve performance. Most notably, LCTA underwent a major restructure for the management team that resulted in improved intra-agency communication, a proactive approach to marketing and practices that have significantly improved the accuracy of data reporting.

The 2016 performance review also identified actions that LCTA can take to address findings related to high operating costs including:

1. Developing a cost allocation plan to more accurately determine indirect costs between fixed-route and shared-ride
2. Integrating current IT investments (e.g., AVL, APC, fleet tracking maintenance software, etc.) for opportunities to improve operational efficiency

Additional opportunities for improvement were also identified during the 2016 performance review. The complete list of opportunities will serve as the basis for LCTA’s Board-approved action plan.

2021 PERFORMANCE TARGETS

As required by Act 44, PennDOT and LCTA management have agreed to performance targets for 2021 in the table below. LCTA should work to achieve these targets over the next five years to ensure continued eligibility for full Section 1513 funding. Performance targets are designed to be aggressive, yet achievable.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2015 Actual</th>
<th>2016 Actual</th>
<th>2021 Target</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>16.76</td>
<td>16.15</td>
<td>17.83</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$120.89</td>
<td>$116.29</td>
<td>$134.81</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$17.49</td>
<td>$16.59</td>
<td>$18.32</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.21</td>
<td>$7.20</td>
<td>$7.57</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

FINANCIAL REVIEW

LCTA currently has a balanced operating budget. Operating cash reserves have steadily decreased since 2012. Internally developed projections of service levels and budgets indicate a plan to maintain a balanced budget over the next five years; however, LCTA expects the shared-ride operating loss to grow in coming years. Noteworthy elements of LCTA’s financial condition are:

- LCTA has $5,149,086 in carryover Section 1513 funds available in case of unexpected cost increases or service changes
- LCTA has sufficient required local matching funds and maintains a local fund carryover balance of $43,558 as of FYE 2015
- Accounts payable and receivable amounts are negligible, and LCTA maintains no line of credit
- LCTA is pursuing a shared-ride fare increase in FYE 2017, as it expects the shared-ride deficit to grow from about $644,611 in FYE 2016 to $915,073 by FYE 2019.

Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve LCTA’s overall financial health. The Board should work with Luzerne County to ensure continued commitment of local matching funds.

NEXT STEPS

LCTA management and Board will develop an Action Plan in response to the complete list of “Opportunities for Improvement” identified in the performance review report. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period. LCTA’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
## Monroe County Transportation Authority (MCTA)

### Transit Performance Review — Executive Summary

#### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Monroe County Transportation Authority (d.b.a. MCTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1979</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>FYE 2015</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>611</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>166,314</td>
</tr>
</tbody>
</table>

### Annual Operating Statistics*

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>11</td>
<td>26</td>
<td>37</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$2,911,983</td>
<td>$1,985,439</td>
<td>$4,897,422</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$311,877</td>
<td>$1,662,605</td>
<td>$1,974,482</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>554,238</td>
<td>991,410</td>
<td>1,545,648</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>521,751</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>35,274</td>
<td>42,983</td>
<td>78,257</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>33,157</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>241,555</td>
<td>70,370</td>
<td>311,925</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>26,464</td>
<td>36,150</td>
<td>62,614</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>7.29</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$87.82</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$9.41</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$12.06</td>
<td>$28.21</td>
<td>$15.70</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>10.71%</td>
<td>83.74%</td>
<td>40.32%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$82.55</td>
<td>$46.19</td>
<td>$62.58</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$5.25</td>
<td>$2.00</td>
<td>$3.17</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>6.85</td>
<td>1.64</td>
<td>3.99</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$5.58</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>94.14%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>94.00%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$10.76</td>
<td>$4.59</td>
<td>$9.37</td>
</tr>
</tbody>
</table>

*source: dotGrants reporting
Act 44 of 2007 addressed the dire financial needs of local public transportation organizations across the Commonwealth by increasing state funding for public transportation operations by about 50%—from $535 million annually to $800 million in the first year of the legislation. Public transportation organizations which had been on the verge of major service cuts and/or significant fare increases were able to maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

At the same time Act 44 ushered in critical requirements for accountability, performance improvement, and maximum return on investment, it established a framework for PennDOT to work with local public transportation organizations to:

- Assess efficiency and effectiveness of service, financial stability and general management/business practices
- Agree to five-year targets for Act 44 mandated performance criteria
- Develop an action plan for improvement and to achieve performance targets
- Provide technical assistance to implement the plan at the request of the transportation organization
- Reassess each organization on a five-year cycle

The reassessment at the end of each five-year cycle is to evaluate:

- Whether the organization achieved its performance targets set in the previous review; and
- The sufficiency and effectiveness of actions taken by the organization to improve performance and management practices in its efforts to meet performance targets.

Section 421.12 Performance Reviews of the Act 44 regulations address PennDOT actions regarding performance reviews, failure to achieve performance targets and to determine if a financial penalty should be assessed if performance targets are not met.

“(E) The application of funding adjustment will be as follows:

1. Operating fund reductions in Section 1513(G) of the Act (relating to operating program) may be implemented for grantees subject to this section that are not satisfying the minimum performance standards, considering all other provisions of Section 1513. A funding reduction may be assessed in cases when a local transportation organization fails to report progress of, or fails to implement the agreed upon strategic action plan, or both.”

In September 2016, PennDOT conducted the five-year reassessment of MCTA to determine if MCTA successfully met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.
IMPORTANT CHANGES SINCE THE PREVIOUS (2010) PERFORMANCE REVIEW

PennDOT conducted the initial review of Monroe County Transportation Authority (MCTA) d.b.a. (The Pocono Pony) in August 2010. Since the previous report was finalized, significant changes occurred that impact operations, finance and statistical reporting at MCTA, as well as performance targets which were established in 2010:

1. **MCTA discontinued the Route 611 Sanofi Shuttle in FYE 2011 due to charter regulations** - The service was a significant source of ridership and revenue and impacted MCTA’s previously published performance statistics. To provide a more accurate comparison between 2010 and 2015 values presented in this report, 2010 statistics exclude expense, revenue, ridership, hours and miles associated with the Sanofi service. The adjusted 2010 statistics are the basis for the 2010 performance metrics in this report and differ from the 2010 performance metrics presented in the previous report.

2. **Portions of MCTA’s service area became urbanized based on the 2010 Census** - This change has impacted MCTA in several ways. First, MCTA became eligible for urban and rural FTA funding. Second, and most importantly, MCTA now has additional reporting requirements associated with being a direct recipient of federal urbanized area funding. This has resulted in MCTA staff undergoing additional training and improved agency reporting practices.

3. **MCTA revised cost allocation methodologies** - For FYE 2014, MCTA used an updated cost allocation methodology to distribute costs between fixed-route and shared-ride services. Based on this current cost allocation methodology, a greater percentage of expenses are now charged to shared-ride service and a significantly lower percentage of expenses are charged to fixed route service than in previous years. We did not revise either 2010 finances, or 2015 targets related to cost per hour or cost per passenger trip for better comparability. While the 2015 targets related to cost are higher without the adjustment, in fairness to MCTA which worked to achieve the previously established targets, we retained the original targets.

2010 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2010 performance review assessed MCTA with a group of peer agencies based on the four performance criteria required by Act 44. MCTA was found to be “In Compliance” for all performance criteria and “At Risk” for none.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 11)</th>
<th>Relation 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>10</td>
<td>Worse</td>
<td>6.59</td>
<td>11.51</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>-0.11%</td>
<td>1.76%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2014 In Compliance</td>
<td>8</td>
<td>Better</td>
<td>$76.63</td>
<td>$78.01</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>8.37%</td>
<td>5.63%</td>
<td></td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2014 In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$10.03</td>
<td>$16.52</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>1.62%</td>
<td>12.11%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2014 In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$11.63</td>
<td>$8.04</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>8.49%</td>
<td>4.05%</td>
<td></td>
</tr>
</tbody>
</table>

*Note: The National Transit Database (NTD) information most current at the time of the peer review was used as the basis of the single year and trend peer comparisons.*
The 2010 performance review noted that while MCTA’s costs were within industry standards, ridership and revenue were low compared to its peer group. The following performance factors were used to develop performance targets in accordance with MCTA:

- Increase passengers per revenue vehicle hour by at least 2.86% per year
- Increase revenue per revenue vehicle hour by at least 2.86% per year
- Contain operating cost per revenue vehicle hour increases to no more than 5.00% per year
- Contain operating cost per passenger trip increases to no more than 2.86% per year

MCTA developed an action plan to address opportunities for improvement identified in the 2010 performance review. Among the steps MCTA took to improve its performance were:

1. **Incorporate monthly performance measures when reporting to the Board**- This allows management to inform the Board on the agency’s progress each month towards achieving targets established as part of the previous review. By incorporating these measures in monthly briefings, the Board is able to make informed decisions on areas needing improvement.

2. **Develop a formal service standards policy**- MCTA developed a system-wide policy to standardize a basis for route recommendations and services. This policy establishes a framework for decision-making by the management team that includes service design, performance measurement, service evaluation.

3. **Develop and implement education opportunities for Board governance**- Key to an active and engaged Board are opportunities for Board training and application of that training to their transit authority responsibilities. MCTA has ongoing developmental activities that encourage the Board to be informed on their duties, roles and responsibilities.

Since the previous performance report was completed, MCTA became an urban system, which requires the agency to report data to the National Transit Database (NTD) consistent with NTD requirements. As a result, MCTA updated how they calculate revenue hours and developed revised estimates of prior year values.

As a result of the initial performance review, the following performance targets were established in consultation with MCTA. These performance targets were developed using the most accurate Act 44 performance variables available at that time.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2010 Actual*</th>
<th>2015 Target</th>
<th>2015 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>6.61</td>
<td>7.10</td>
<td>7.29</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$87.50</td>
<td>$111.67</td>
<td>$87.82</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$7.82</td>
<td>$9.00</td>
<td>$9.41</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$13.23</td>
<td>$14.67</td>
<td>$12.03</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*Note: The values for 2010 Actual presented in this table reflect those used at the time of the previous performance review. They do not account for any changes in reporting methods and the exclusion of Sanofi (charter) service.

The 2010 statistics used in the above table include revenue, costs, passengers, miles and hours associated with the Sanofi service which was discontinued in 2011 as well as data which is not consistent with NTD requirements.
To present comparable information, the statistics in the following table exclude revenue, costs, passengers, miles and hours associated with the Sanofi service and use data consistent with NTD. The table below presents performance and targets based on this revised data.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2010 Adjusted*</th>
<th>2015 Target</th>
<th>2015 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>8.28</td>
<td>9.14</td>
<td>7.29</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$92.41</td>
<td>$107.13</td>
<td>$87.82</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$9.59</td>
<td>$10.59</td>
<td>$9.41</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$11.17</td>
<td>$11.74</td>
<td>$12.03</td>
<td>No</td>
</tr>
</tbody>
</table>

*Note: The values for the 2010 Adjusted presented in this table account for data adjustments, which are a result of a change in prior year reporting methods (statistics and expenses) and the exclusion of Sanofi service.

MCTA demonstrated a good faith effort to achieve the originally developed targets which remain the basis for evaluating MCTA’s performance in the 2015 review. On that basis, MCTA achieved all targets. However, recognizing the adjusted data for 2010 and comparable data for 2015, MCTA’s passengers per revenue hour and revenue per hour decreased and cost per passenger exceeded the target. These are areas that MCTA must address in the next five years.
2016 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2016 performance review assessed MCTA with a group of peer agencies based on the four criteria outlined by law. All transit agencies have unique qualities. MCTA is the only Pennsylvania transit agency to have its NTD designation changed from rural to urban in recent years. As such, the peer agency comparison exercise guides the tone of this report, but does not suggest that MCTA is directly comparable to any other transit agency.

*Note: NTD information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses 2016 data.

The 2016 performance review examined additional steps, beyond those specified in the 2010 action plan, that MCTA has taken to improve performance. The most notable practice is that MCTA has significantly improved the accuracy of data reporting, specifically through revised methodologies and IT investments.

The 2016 performance review also identified actions that MCTA can take to address findings related to low ridership per revenue hour including:

1. Develop defined marketing goals with supporting objectives, actions and measures of effectiveness that can be used to increase ridership in a cost-effective manner.
2. Develop a marketing budget that is tied to an implementation schedule for marketing campaigns and activities.
3. Use current IT investments (i.e., AVL and smart cards) to monitor the performance of marketing efforts and adjust resources accordingly.
4. Routinely evaluate existing service and adjust routes to best serve customer base.

Additional opportunities for improvement were also identified during the 2016 performance review. The complete list of opportunities for improvement serve as the basis for MCTA’s Board-approved action plan.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 12)</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</td>
<td>At Risk</td>
<td>12</td>
<td>Worse</td>
<td>8.06</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>2.51%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2014</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$99.56</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>-0.16%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2014</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$9.57</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>-0.43%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2014</td>
<td>At Risk</td>
<td>12</td>
<td>Worse</td>
<td>$12.35</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>-2.60%</td>
</tr>
</tbody>
</table>

*Note: NTD information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses 2016 data.
2020 PERFORMANCE TARGETS

As required by Act 44, PennDOT and MCTA management have agreed to performance targets for 2020 identified in the table below. MCTA should work to achieve these targets over the next five years to ensure continued eligibility for full Section 1513 funding. Performance targets are designed to be aggressive, yet achievable.

<table>
<thead>
<tr>
<th>Performance Criteria</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>8.06</td>
<td>7.29</td>
<td>8.45</td>
<td>3.00%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour*</td>
<td>$99.56</td>
<td>$87.82</td>
<td>$101.81</td>
<td>3.00%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$9.57</td>
<td>$9.41</td>
<td>$10.90</td>
<td>3.00%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$12.35</td>
<td>$12.06</td>
<td>$12.06</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

*Note: The reduction in operating cost per hour in 2015 (vs. 2014) is largely due to an increase in revenue service (i.e., summer park service) and lower fuel costs.

FINANCIAL REVIEW

MCTA 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. Noteworthy elements of MCTA’s financial condition are:

- MCTA has $980,556 in carryover Section 1513 funds available in case of unexpected cost increases or service changes
- MCTA has no local fund carryover balance of FYE 2015
- Accounts payable and receivable amounts are negligible
- MCTA maintains a $300,000 line of credit with a $0 balance as of FYE 2015

Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve MCTA’s overall financial health.

NEXT STEPS

MCTA will develop an Action Plan in response to the complete list of “Opportunities for Improvement” identified in the performance review report. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period. MCTA’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
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# County of Lebanon Transit (COLT/LT)

## Transit Performance Review — Executive Summary

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>County of Lebanon Transit Authority (d.b.a. Lebanon Transit, LT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1979</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>FYE 2015</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>362</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>133,568</td>
</tr>
</tbody>
</table>

### Annual Operating Statistics*

<table>
<thead>
<tr>
<th>Annual Operating Statistics</th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>12</td>
<td>12</td>
<td>24</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$2,674,316</td>
<td>$1,028,945</td>
<td>$3,703,261</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$398,870</td>
<td>$977,191</td>
<td>$1,376,061</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>495,938</td>
<td>281,199</td>
<td>777,137</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>495,938</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>30,708</td>
<td>18,265</td>
<td>48,973</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>30,708</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>334,640</td>
<td>48,753</td>
<td>383,393</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>65,878</td>
<td>26,829</td>
<td>92,707</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th>Performance Statistic</th>
<th>Fixed-Route Bus</th>
<th>Paratransit</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>10.90</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$87.09</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$12.99</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.99</td>
<td>$21.11</td>
<td>$9.66</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th>Performance Statistic</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>14.91%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$87.09</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$5.39</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>10.90</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$5.39</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>100.00%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>100.00%</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$6.80</td>
</tr>
</tbody>
</table>

*source: PennDOT dotGrants 2015 reporting
Act 44 of 2007 addressed the dire financial needs of local public transportation organizations across the Commonwealth by increasing state funding for public transportation operations by about 50%—from $535 million annually to $800 million in the first year of the legislation. Public transportation organizations which had been on the verge of major service cuts and/or significant fare increases could maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

At the same time Act 44 ushered in critical requirements for accountability, performance improvement, and maximum return on investment, it established a framework for PennDOT to work with local public transportation organizations to:

- Assess efficiency and effectiveness of service, financial stability and general management/business practices;
- Agree to five-year targets for Act 44 mandated performance criteria;
- Develop an action plan for improvement and to achieve performance targets;
- Provide technical assistance to implement the plan at the request of the transportation organization; and
- Reassess each organization on a five-year cycle.

The reassessment at the end of each five-year cycle is to evaluate:

- Whether the organization achieved its performance targets set in the previous review; and
- The sufficiency and effectiveness of actions taken by the organization to improve performance and management practices in its efforts to meet performance targets.

Act 44 regulations address PennDOT actions regarding performance reviews, failure to achieve performance targets and to determine if a financial penalty should be assessed if performance targets are not met in §427.12. Performance Reviews.

“(E) The application of funding adjustment will be as follows:

1. Operating fund reductions in Section 1513(G) of the Act (relating to operating program) may be implemented for grantees subject to this section that are not satisfying the minimum performance standards, considering all other provisions of Section 1513. A funding reduction may be assessed in cases when a local transportation organization fails to report progress of, or fails to implement the agreed upon strategic action plan, or both.”

PennDOT conducted the initial review of Lebanon Transit (LT) in August 2010. Based on that review, PennDOT established five-year performance targets and agreed to LT’s action plan to meet those targets. In October 2016, PennDOT conducted the five-year reassessment of LT to determine if LT successfully met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.
IMPORTANT CHANGES SINCE THE PREVIOUS (2010) PERFORMANCE REVIEW

PennDOT conducted the initial review of Lebanon Transit (LT) in August 2010. Since the previous report was finalized, some changes occurred that impact operations, finance and statistical reporting at LT, as well as performance targets which were established in 2010. These changes should be considered when comparing the previous performance report and trends:

- **Introduction of commuter service** - LT introduced commuter service to Harrisburg, PA. in 2010. This type of service has speeds that are faster and boardings that are fewer per revenue mile than urban bus service.

- **Reduction of rural service** - LT reassessed route-level performance and eliminated relatively unproductive rural service based on the previous performance review’s findings.

- **Reevaluation of National Transit Database (NTD) reported other revenue** - From FYE 2009 through FYE 2015, LT reported sources of “other” revenue (i.e., SAFTI dividend, medical insurance and maintenance insurance reimbursements) belonging to both fixed-route and paratransit service as fixed-route to NTD. This caused LT’s reported fixed-route “other” revenue to be greater than what was reported to dotGrants. For consistency, “other” revenue associated with paratransit was removed from fixed-route statistics to reconcile NTD reported values with dotGrants.

The 2010 finances and 2015 targets related to cost per hour or cost per passenger trip were not revised. The original targets were retained since LT worked to achieve those targets established in the previous review.

2010 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2010 performance review assessed LT with a group of peer agencies based on the four performance criteria outlined by law. LT was “At Risk” for the five-year average in operating cost per revenue hour and operating cost per passenger in 2010.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 13)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passengers / Revenue Hour</strong></td>
<td>2008</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>9.79</td>
<td>13.48</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td></td>
<td>5</td>
<td>Worse</td>
<td>1.78%</td>
<td>2.43%</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Hour</strong></td>
<td>2008</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>$71.63</td>
<td>$66.11</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td></td>
<td>13</td>
<td>Worse</td>
<td>13.54%</td>
<td>4.81%</td>
</tr>
<tr>
<td><strong>Operating Revenue / Revenue Hour</strong></td>
<td>2008</td>
<td>In Compliance</td>
<td>8</td>
<td>Better</td>
<td>$13.39</td>
<td>$13.12</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td></td>
<td>5</td>
<td>Better</td>
<td>10.27%</td>
<td>8.66%</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>2008</td>
<td>In Compliance</td>
<td>13</td>
<td>Worse</td>
<td>$7.32</td>
<td>$5.55</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td></td>
<td>14</td>
<td>Worse</td>
<td>11.55%</td>
<td>2.60%</td>
</tr>
</tbody>
</table>

*Note: NTD information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons.

The 2010 performance review noted that while LT’s revenue was better than most of its peers, costs were very high compared to the group. The following performance targets were established with LT to improve the effectiveness of the service:
• Increase passengers per revenue vehicle hour by at least 2.0% per year
• Increase revenue per revenue vehicle hour by at least 2.0% per year
• Contain operating cost per revenue vehicle hour increases to no more than 3% per year
• Contain operating cost per passenger to no more than 1.0% per year

LT developed an action plan to address opportunities for improvement identified in the 2010 performance review. Among the steps LT took to improve its performance were:

1. Adjusted routes to increase efficiency and reduce costs- By eliminating unproductive routes, LT reduced overall operating expenses and increased service within areas of a higher concentration of ridership.

2. Rebranded and increased focus on marketing- LT launched a major marketing campaign, “My Ride” to improve its image and strengthen community presence. This ongoing effort allows LT to continue to build its brand and increase ridership through an awareness of service.

3. Improved accuracy in data reporting through IT investments- LT introduced several improvements in technology to enhance the accuracy of data reporting. This includes certified Automatic Passenger Counters (APC) and Automatic Vehicle Location (AVL) outfitted on the fixed-route fleet, allowing LT to produce reports and analyze trends in ridership, among other metrics, as part of monthly performance monitoring.

Since the previous performance report was completed, data reported to the NTD was revised to account for one-time anomalies to reconcile with data reported to dotGrants. This meant that the 2010 performance indicators and 2015 performance targets derived from operating costs and revenues in the previous review would be impacted. Since LT actively monitored performance criteria and set goals related to its targets based on the previous review, the 2015 performance targets were not recalculated to reflect any data adjustments resulting from this review. The performance measures, presented in the table below, show that LT successfully met three out of four 2015 performance targets:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2010 Actual</th>
<th>2015 Target</th>
<th>2015 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>9.71</td>
<td>10.71</td>
<td>10.90</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$76.76</td>
<td>$88.99</td>
<td>$87.09</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$12.06</td>
<td>$13.30</td>
<td>$12.99</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.91</td>
<td>$8.31</td>
<td>$7.99</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Although LT did not meet the target for operating revenue per revenue hour, LT did increase revenue per hour by almost 8% over the five-year period. In part this is explained by the low-cost recovery on commuter service introduced in 2010.
2016 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2016 performance review assessed LT with a group of peer agencies based on the four performance criteria outlined by law. The current review found that LT has no “At Risk” findings.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 13)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2014</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>10.06</td>
<td>13.80</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>1.55%</td>
<td>3.44%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2014</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>$81.27</td>
<td>$87.44</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>1.42%</td>
<td>3.34%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2014</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>$12.14</td>
<td>$14.16</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>1.21%</td>
<td>4.14%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2014</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>$8.08</td>
<td>$6.74</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Better</td>
<td>-0.12%</td>
<td>0.29%</td>
</tr>
</tbody>
</table>

*Note: NTD information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses 2015 data.

The 2016 performance review examined additional steps, beyond those specified in the 2010 action plan, that LT has taken to improve performance. The most notable practice is that LT launched an American Public Transportation Association (APTA) award-winning marketing campaign to expand its brand identity within the community and saw increased ridership from marketing efforts.

The 2016 performance review also identified actions that LT can take to address the “At Risk” findings related to low operating revenue per revenue hour including:

1. Explore opportunities for route guarantees with regional employers to build-in a cost recovery mechanism for any potential service expansions
2. Examine the cost recovery of commuter service to help develop an appropriate price point for existing service
3. Target marketing efforts to focus on commuter service routes following any potential adjustments to the existing fare structure

Additional opportunities for improvement were also identified during the 2016 performance review. The complete list of opportunities for improvement serve as the basis of LT’s action plan to be developed by LT, and approved by the Board, in response to this report.
2022 PERFORMANCE TARGETS

As required by Act 44, PennDOT and LT management have agreed to performance targets for 2022 identified in the table below. LT should work to achieve these targets over the next five years to ensure continued eligibility for full Section 1513 funding. Performance targets are designed to be aggressive, yet achievable.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2016 Actual</th>
<th>2017 Unaudited</th>
<th>2022 Target</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>10.72</td>
<td>10.49</td>
<td>11.58</td>
<td>2.00%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$85.34</td>
<td>$97.66</td>
<td>$113.22</td>
<td>3.00%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$13.33</td>
<td>$12.77</td>
<td>$14.10</td>
<td>2.00%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.96</td>
<td>$9.31</td>
<td>$9.79</td>
<td>1.00%</td>
</tr>
</tbody>
</table>

FINANCIAL REVIEW

LT currently has a balanced operating budget. Operating cash reserves have steadily increased since 2011. Internally developed projections of service levels and budgets indicate a plan to maintain a balanced budget over the next five years. Noteworthy elements of LT’s financial condition are:

- LT has $2,699,935 in carryover Section 1513 funds available in case of unexpected cost increases or service changes.
- LT maintained a local fund carryover balance of $438,311 as of FYE 2015.
- LT has a low operating subsidy per passenger trip for shared-ride and ADA, with operating revenue covering 95% of operating costs.
- Accounts payable and receivable amounts are negligible.
- LT maintains a $2,500,000 line of credit that has no outstanding balance.

Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve LT’s overall financial health.

NEXT STEPS

LT management and Board will develop an Action Plan in response to the complete list of “Opportunities for Improvement” identified in the performance review report. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period. LT’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
### Endless Mountains Transportation Authority (EMTA)

#### Transit Performance Review — Executive Summary

**Agency Profile**

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Endless Mountains Transportation Authority (d.b.a., BeST, EMTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1980</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>FYE 2016</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>2,734</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>110,690</td>
</tr>
</tbody>
</table>

### Annual Operating Statistics*

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>9</td>
<td>31</td>
<td>40</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$1,409,601</td>
<td>$2,740,988</td>
<td>$4,150,589</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$146,368</td>
<td>$2,718,530</td>
<td>$2,874,284</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>487,091</td>
<td>1,774,725</td>
<td>2,261,816</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>448,874</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>23,539</td>
<td>64,989</td>
<td>88,528</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>20,741</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>133,819</td>
<td>70,375</td>
<td>204,194</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>12,913</td>
<td>31,167</td>
<td>44,080</td>
</tr>
</tbody>
</table>

**Act 44 Performance Statistics**

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>6.45</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$67.96</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$7.06</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$10.53</td>
<td>$33.95</td>
<td>$20.33</td>
</tr>
</tbody>
</table>

**Other Performance Statistics**

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>10.38%</td>
<td>99.18%</td>
<td>69.25%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$59.88</td>
<td>$42.18</td>
<td>$46.88</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$2.89</td>
<td>$1.54</td>
<td>$1.84</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>5.68</td>
<td>1.08</td>
<td>2.31</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$3.14</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>92.15%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>88.11%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$9.44</td>
<td>$0.32</td>
<td>$6.25</td>
</tr>
</tbody>
</table>

*source: PennDOT dotGrants 2015 reporting
Act 44 of 2007 addressed the dire financial needs of local public transportation organizations across the Commonwealth by increasing state funding for public transportation operations by about 50%, from $535 million annually to $800 million in the first year of the legislation. Public transportation organizations which had been on the verge of major service cuts and/or significant fare increases could maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

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- Assess efficiency and effectiveness of service, financial stability and general management/business practices
- Agree to five-year targets for Act 44 mandated performance criteria
- Develop an action plan for improvement and to achieve performance targets
- Provide technical assistance to implement the plan at the request of the transportation organization
- Reassess each organization on a five-year cycle

The reassessment at the end of each five-year cycle is to evaluate:

- Whether the organization achieved its performance targets set in the previous review; and
- The sufficiency and effectiveness of actions taken by the organization to improve performance and management practices in its efforts to meet performance targets.

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PennDOT conducted the initial review of Endless Mountains Transportation Authority (d.b.a. BeST, EMTA) in August 2011. Based on that review, PennDOT established five-year performance targets and agreed to BeST’s action plan to meet those targets. In May 2017, PennDOT conducted the five-year reassessment of BeST to determine if BeST successfully met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.
IMPORTANT CHANGES SINCE THE PREVIOUS (2011) PERFORMANCE REVIEW

PennDOT conducted the initial review of Endless Mountains Transportation Authority (d.b.a. BeST, EMTA) in August 2011. Since the previous report was finalized, significant changes occurred that impact operations, finance and statistical reporting at BeST, as well as performance targets which were established in 2010. These changes should be considered when comparing the previous performance report and five-year performance trends presented in this report:

1. **Financial position** - After the passage of Act 44 (2007), BeST expanded service in a way that was fiscally unsustainable. By 2011, the agency was insolvent. Then, the management team resigned, leaving BeST in a precarious position (i.e., insolvent with no management). In response to the crisis, PennDOT and the BeST Board developed and executed a plan to preserve public transportation service in the region:
   a. PennDOT provided a $100,000 annual technical assistance grant to fund outside management to run BeST. River Valley Transit (RVT) of Williamsport, PA and Crawford Area Transportation Authority (CATA) of Meadville, PA agreed to assume that responsibility on a short-term basis. This immediately gave BeST an experienced management team that could get it back on solid financial footing.
   b. RVT worked with the BeST Board to clear outstanding debt obligations and develop a sustainable fiscal strategy. As part of this strategy, management reassessed routelevel performance, eliminating unproductive service in late FYE 2011 and FYE 2012 that contributed to BeST’s unsustainable cost structure. The reduction in service decreased revenue hours by 18.5% from 2011 to 2012 and by 9.2% on average from FYE 2010 to FYE 2015.

The events leading up to the financial crisis and the agency’s response provide context to understand Act 44 statistics reported in 2010 and the financial trends between 2010 and 2015. During the financial crisis, BeST’s management used unsound business practices to reduce expenses, such as deferring normal maintenance and delaying payments to vendors. The RVT management team introduced sound financial and operating practices which produced an expense trend from 2010 to 2015, which appears abnormally high, but is understandable given the operating conditions management encountered. These effects are considered and accounted for in the interpretation of agency performance presented in this report.

2. **Contracted management** - The BeST Board has been pleased with the outcomes of outsourcing management functions to RVT. Route structure, including the number of runs, miles and hours were redesigned to appropriately match available resources. The agency rebranded from EMTA to BeST and began to rebuild cash reserves. The PennDOT technical assistance grant that temporarily funded the RVT management of BeST ended in June 2015. Since then, the Board has directly contracted with RVT for management services and has renewed the contract annually.

3. **Strategic plan** - In 2014, RVT developed and implemented a 2015-2018 Strategic Plan to help improve BeST’s overall performance. As part of the 2017 onsite review, management indicated how actions from the Strategic Plan addressed many of the recommendations from the 2011 performance review. Some recommended actions, such as developing a service standard policy, did result from the Strategic Plan. Other recommended actions, such as developing and periodically updating a transit development plan (TDP), remain unfinished.
2011 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2011 performance review assessed BeST with a group of peer agencies based on the four performance criteria required by Act 44. BeST was found to be “In Compliance” for all performance criteria and “At Risk” for none.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 12)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2008</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>5.99</td>
<td>8.19</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>7</td>
<td>Better</td>
<td>4.11%</td>
<td>2.71%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2008</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$58.12</td>
<td>$64.50</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>14.4%</td>
<td>9.72%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2008</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$7.61</td>
<td>$9.48</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>4.20%</td>
<td>0.70%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2008</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$9.71</td>
<td>$8.80</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>9.88%</td>
<td>6.51%</td>
</tr>
</tbody>
</table>

*Note: The National Transit Database (NTD) information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons.

Although the 2011 performance review reported that BeST’s costs were better contained than most of its peers, this was due to unsound management decisions, such as deferring maintenance, that put the organization in jeopardy. Ridership and revenue were low compared to the peer group. The following performance targets were established with BeST:

- Increase passengers per revenue vehicle hour by at least 6.14% per year
- Increase revenue per revenue vehicle hour by at least 6.14% per year
- Contain operating cost per revenue vehicle hour increases to no more than 5.00% per year
- Contain operating cost per passenger to no more than -1.07% per year

BeST developed an action plan to address opportunities for improvement identified in the 2011 performance review. Among the major steps BeST took to improve its performance were:

1. Developed and implemented a strategic plan to reassess the agency mission and vision – BeST assessed its current operating practices to identify strengths, weaknesses, opportunities and challenges. This effort led to the development of strategic initiatives designed to improve agency performance and principals to guide agency decisions.

2. Rebranding and increased focus on marketing – BeST reemphasized marketing to improve agency image and strengthen community presence. This ongoing effort allows BeST to continue to reinforce its new image and increase ridership through an awareness of service.

---

1 After the passage of Act 44 in 2007, BeST significantly increased service. This increase caused an elevated cost structure that outpaced ridership growth. In May 2011, BeST terminated four low-productivity routes to enable BeST to continue to operate public transportation service.
The performance measures established in the 2011 performance report, presented in the table below, show that BeST successfully met three out of four 2015 performance targets:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2015 Target</th>
<th>2015 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>4.85</td>
<td>7.41</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$51.10</td>
<td>$72.20</td>
<td>No*</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$5.75</td>
<td>$7.93</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$10.54</td>
<td>$9.74</td>
<td>Yes</td>
</tr>
</tbody>
</table>

*BeST did not meet the target for operating cost per revenue hour. This is attributable to two factors, a rise in operating costs and a reduction in revenue hours from 2011 to 2015:

1. Operating costs in 2010 were driven down by unsound business practices as the agency minimized routine spending while trying to avoid insolvency.

2. Revenue hours of service were unsustainably high. BeST eliminated four unproductive routes in FYE 2011 that decreased revenue hours by 18.5% from FYE 2011 to FYE 2012, contributing to an overall average decrease of 9.2% from FYE 2010 to FYE 2015.

The 2015 performance target was developed as a function of the 2010 reported operating cost / revenue vehicle hour. Because operating cost and revenue service were both unrealistic/unsustainable, the 2015 target was as well. The 2015 value of operating cost per revenue vehicle hour of $72.20 is among the lowest in the Commonwealth.
2017 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2017 performance review assessed BeST with a group of peer agencies based on the four performance criteria outlined by law. The current review concluded that BeST’s efforts to redesign service to appropriately match available resources brought it into compliance with all required Act 44 metrics.

The 2017 performance review examined additional steps, beyond those specified in the 2011 action plan, that BeST has taken to improve performance. The most notable action is that BeST developed and implemented a strategic plan, which improved its financial standing and operational performance. The 2015-2018 Strategic Plan revised the agency mission statement, identified strategic goals and objectives, and listed action items to guide BeST in the coming years.

The 2017 performance review also identified actions that BeST can take to improve overall agency performance including:

1. Establish succession plans for key management positions that delegate responsibility in the case of unexpected emergencies.
2. Explore opportunities for route guarantees with regional activity centers to build in cost recovery mechanisms.
3. Incorporate opportunities for improvement as identified in the 2017 performance review as part of future strategic planning efforts.

Additional opportunities for improvement were also identified during the 2017 performance review. The complete list of opportunities for improvement will serve as the basis for BeST’s Board-approved action plan.

---

The statistical analysis of this metric artificially results in an “At Risk” finding resulting from the events leading up to the BeST financial crisis of 2011. As a result, BeST is more accurately represented as “In Compliance” with this metric.

---

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 12)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2015</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>7.41</td>
<td>9.63</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>14.65%</td>
<td>3.66%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2015</td>
<td>In Compliance</td>
<td>5</td>
<td>Worse</td>
<td>$72.20</td>
<td>$70.67</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk/Adjusted in Compliance²</td>
<td>10</td>
<td>Worse</td>
<td>11.43%</td>
<td>3.82%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2015</td>
<td>In Compliance</td>
<td>5</td>
<td>Worse</td>
<td>$7.93</td>
<td>$8.80</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>9.52%</td>
<td>-1.09%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2015</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>$9.74</td>
<td>$8.36</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>-2.81%</td>
<td>0.30%</td>
</tr>
</tbody>
</table>

*Note: The National Transit Database (NTD) information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses 2016 data.
2021 PERFORMANCE TARGETS
As required by Act 44, PennDOT and BeST management have agreed to performance targets for 2021 identified in the table below. BeST should work to achieve these targets over the next five years to ensure continued eligibility for full Section 1513 funding. Performance targets are designed to be aggressive, yet achievable.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2015 Actual</th>
<th>2016 Actual</th>
<th>2021 Target</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>7.41</td>
<td>6.45</td>
<td>7.12</td>
<td>2.00%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$72.20</td>
<td>$67.96</td>
<td>$78.79</td>
<td>3.00%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$7.93</td>
<td>$7.51</td>
<td>$8.29</td>
<td>2.00%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$9.74</td>
<td>$10.53</td>
<td>$11.07</td>
<td>1.00%</td>
</tr>
</tbody>
</table>

FINANCIAL REVIEW
BeST currently has a balanced operating budget. Operating cash reserves have steadily increased since 2012. Noteworthy elements of BeST’s financial condition are:

- BeST has $728,862 in carryover Section 1513 funds available in case of unexpected cost increases or service changes
- BeST maintained a local fund carryover balance of $75,424 as of FYE 2016;
- BeST has a low operating subsidy per passenger trip for paratransit service, with operating revenue covering 99% of operating costs • Accounts payable and receivable amounts are negligible
- BeST maintains a $750,000 line of credit that has no outstanding balance

Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve BeST’s overall financial health.

NEXT STEPS
BeST management and Board will develop an Action Plan in response to the complete list of “Opportunities for Improvement” identified in the performance review report. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period. BeST’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
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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>329,314,635</td>
<td>325,357,993</td>
<td>-1.2%</td>
<td>307,699,470</td>
<td>-5.4%</td>
</tr>
<tr>
<td>PAAC</td>
<td>64,128,410</td>
<td>62,753,783</td>
<td>-2.1%</td>
<td>62,176,355</td>
<td>-0.9%</td>
</tr>
<tr>
<td>AMTRAN (Altoona)</td>
<td>585,457</td>
<td>599,957</td>
<td>2.5%</td>
<td>570,176</td>
<td>-5.0%</td>
</tr>
<tr>
<td>BCTA (Beaver)</td>
<td>925,927</td>
<td>919,800</td>
<td>-0.7%</td>
<td>871,404</td>
<td>-5.3%</td>
</tr>
<tr>
<td>CamTran (Cambria)</td>
<td>1,197,414</td>
<td>1,192,813</td>
<td>-0.4%</td>
<td>1,138,570</td>
<td>-4.5%</td>
</tr>
<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>2,592,850</td>
<td>2,380,063</td>
<td>-8.2%</td>
<td>2,162,969</td>
<td>-9.1%</td>
</tr>
<tr>
<td>CATA (Centre)</td>
<td>7,379,790</td>
<td>7,071,387</td>
<td>-4.2%</td>
<td>6,932,214</td>
<td>-2.0%</td>
</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>1,132,246</td>
<td>1,144,835</td>
<td>1.1%</td>
<td>1,022,801</td>
<td>-10.7%</td>
</tr>
<tr>
<td>COLT/LT (Lebanon)</td>
<td>337,124</td>
<td>335,783</td>
<td>-0.4%</td>
<td>320,245</td>
<td>-4.6%</td>
</tr>
<tr>
<td>CPTA (York, Adams)</td>
<td>1,680,293</td>
<td>1,664,335</td>
<td>-4.2%</td>
<td>1,641,108</td>
<td>-2.0%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>194,122</td>
<td>157,095</td>
<td>-19.1%</td>
<td>155,603</td>
<td>-0.9%</td>
</tr>
<tr>
<td>FACT (Fayette)</td>
<td>221,088</td>
<td>216,264</td>
<td>-2.2%</td>
<td>210,477</td>
<td>-2.7%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>5,055,306</td>
<td>5,069,200</td>
<td>0.3%</td>
<td>4,776,693</td>
<td>-5.8%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>1,209,901</td>
<td>1,238,977</td>
<td>2.4%</td>
<td>1,193,947</td>
<td>-3.6%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>92,268</td>
<td>86,329</td>
<td>-6.4%</td>
<td>78,986</td>
<td>-8.5%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>327,724</td>
<td>305,325</td>
<td>-6.8%</td>
<td>299,827</td>
<td>-1.8%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>243,101</td>
<td>253,538</td>
<td>4.3%</td>
<td>255,859</td>
<td>0.9%</td>
</tr>
<tr>
<td>PART (Pottstown)</td>
<td>258,140</td>
<td>280,166</td>
<td>8.5%</td>
<td>264,344</td>
<td>-5.6%</td>
</tr>
<tr>
<td>SCTA (Berks, Lancaster)*</td>
<td>5,051,356</td>
<td>4,885,518</td>
<td>-3.3%</td>
<td>4,640,596</td>
<td>-5.0%</td>
</tr>
<tr>
<td>WCTA (Washington)*</td>
<td>90,493</td>
<td>94,095</td>
<td>4.0%</td>
<td>100,229</td>
<td>6.5%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>541,413</td>
<td>520,876</td>
<td>-3.8%</td>
<td>488,610</td>
<td>-6.2%</td>
</tr>
<tr>
<td>Williamsport RVT (Lycoming)</td>
<td>1,306,118</td>
<td>1,316,513</td>
<td>0.8%</td>
<td>1,283,843</td>
<td>-2.5%</td>
</tr>
<tr>
<td>ATA (North Central)</td>
<td>426,776</td>
<td>411,202</td>
<td>-3.6%</td>
<td>398,411</td>
<td>-3.1%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>200,293</td>
<td>199,830</td>
<td>-0.2%</td>
<td>198,271</td>
<td>-0.8%</td>
</tr>
<tr>
<td>CCCT (Carbon)</td>
<td>7,418</td>
<td>9,037</td>
<td>21.8%</td>
<td>8,814</td>
<td>-2.5%</td>
</tr>
<tr>
<td>CATA (Crawford, Venango)*</td>
<td>296,886</td>
<td>291,225</td>
<td>-1.9%</td>
<td>293,309</td>
<td>0.7%</td>
</tr>
<tr>
<td>DuFAST (Clearfield)</td>
<td>57,696</td>
<td>60,836</td>
<td>5.4%</td>
<td>60,004</td>
<td>-1.4%</td>
</tr>
<tr>
<td>EMTA (Bradford, Sullivan, Tioga)</td>
<td>150,488</td>
<td>133,892</td>
<td>-11.0%</td>
<td>120,745</td>
<td>-9.8%</td>
</tr>
<tr>
<td>IndiGO (Indiana)</td>
<td>437,387</td>
<td>351,841</td>
<td>-19.6%</td>
<td>329,973</td>
<td>-6.2%</td>
</tr>
<tr>
<td>MID COUNTY (Armstrong)</td>
<td>45,180</td>
<td>40,670</td>
<td>-10.0%</td>
<td>38,147</td>
<td>-6.2%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>29,205</td>
<td>29,701</td>
<td>1.7%</td>
<td>32,184</td>
<td>8.4%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>593,430</td>
<td>572,381</td>
<td>-3.5%</td>
<td>582,563</td>
<td>1.8%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>208,500</td>
<td>202,154</td>
<td>-3.0%</td>
<td>200,013</td>
<td>-1.1%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>65,888</td>
<td>63,875</td>
<td>-3.1%</td>
<td>58,496</td>
<td>-8.4%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>429,739,509</strong></td>
<td><strong>423,284,923</strong></td>
<td><strong>-1.5%</strong></td>
<td><strong>403,391,101</strong></td>
<td><strong>-4.7%</strong></td>
</tr>
</tbody>
</table>

*Agency underwent consolidation during this period. See Page 46 for Consolidated Agencies.
**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>25,757,352</td>
<td>26,215,365</td>
<td>1.8%</td>
<td>25,056,329</td>
<td>-4.4%</td>
</tr>
<tr>
<td>PAAC</td>
<td>4,812,063</td>
<td>4,957,590</td>
<td>3.0%</td>
<td>4,781,784</td>
<td>-3.5%</td>
</tr>
<tr>
<td>AMTRAN (Altoona)</td>
<td>69,134</td>
<td>72,328</td>
<td>4.6%</td>
<td>69,831</td>
<td>-3.5%</td>
</tr>
<tr>
<td>BCTA (Beaver)</td>
<td>79,777</td>
<td>85,393</td>
<td>7.0%</td>
<td>86,165</td>
<td>0.9%</td>
</tr>
<tr>
<td>CamTran (Cambria)</td>
<td>164,071</td>
<td>171,644</td>
<td>4.6%</td>
<td>176,906</td>
<td>3.1%</td>
</tr>
<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>237,020</td>
<td>234,302</td>
<td>-1.1%</td>
<td>242,332</td>
<td>3.4%</td>
</tr>
<tr>
<td>CATA (Centre)</td>
<td>49,526</td>
<td>53,038</td>
<td>7.1%</td>
<td>47,442</td>
<td>-10.6%</td>
</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>186,922</td>
<td>202,663</td>
<td>8.4%</td>
<td>176,906</td>
<td>-13.6%</td>
</tr>
<tr>
<td>COLT/LT (Lebanon)</td>
<td>65,878</td>
<td>69,061</td>
<td>3.0%</td>
<td>69,831</td>
<td>-3.5%</td>
</tr>
<tr>
<td>CPTA (York, Adams)</td>
<td>170,520</td>
<td>181,938</td>
<td>6.7%</td>
<td>174,935</td>
<td>10.5%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>171,661</td>
<td>176,945</td>
<td>3.1%</td>
<td>174,935</td>
<td>-1.1%</td>
</tr>
<tr>
<td>FACT (Fayette)**</td>
<td>21,684</td>
<td>21,783</td>
<td>0.5%</td>
<td>30,101</td>
<td>38.2%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>60,722</td>
<td>60,748</td>
<td>0.0%</td>
<td>57,331</td>
<td>-5.6%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>621,012</td>
<td>616,884</td>
<td>-0.7%</td>
<td>618,842</td>
<td>0.3%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>194,889</td>
<td>196,758</td>
<td>1.0%</td>
<td>182,638</td>
<td>-7.2%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>15,246</td>
<td>14,504</td>
<td>-4.9%</td>
<td>12,704</td>
<td>-12.4%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>35,305</td>
<td>34,146</td>
<td>-3.3%</td>
<td>35,845</td>
<td>5.0%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>26,464</td>
<td>26,390</td>
<td>-0.3%</td>
<td>25,904</td>
<td>-1.8%</td>
</tr>
<tr>
<td>PART (Pottstown)</td>
<td>40,257</td>
<td>44,787</td>
<td>11.3%</td>
<td>42,937</td>
<td>-4.1%</td>
</tr>
<tr>
<td>SCTA (Berks, Lancaster)*</td>
<td>643,995</td>
<td>662,862</td>
<td>2.9%</td>
<td>679,029</td>
<td>2.4%</td>
</tr>
<tr>
<td>WCTA (Washington)*</td>
<td>17,415</td>
<td>18,164</td>
<td>4.3%</td>
<td>17,076</td>
<td>-6.0%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>70,327</td>
<td>71,512</td>
<td>1.7%</td>
<td>71,393</td>
<td>-0.2%</td>
</tr>
<tr>
<td>Williamsport RVT (Lycoming)</td>
<td>186,664</td>
<td>194,996</td>
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<td>194,707</td>
<td>-0.1%</td>
</tr>
<tr>
<td>ATA (North Central)</td>
<td>26,104</td>
<td>28,071</td>
<td>7.5%</td>
<td>28,209</td>
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</tr>
<tr>
<td>BTA (Butler)</td>
<td>40,170</td>
<td>40,159</td>
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</tr>
<tr>
<td>CCCT (Carbon)</td>
<td>4,089</td>
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<tr>
<td>CATA (Crawford, Venango)*</td>
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<td>49,533</td>
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<td>51,339</td>
<td>3.6%</td>
</tr>
<tr>
<td>DuFAST (Clearfield)</td>
<td>19,506</td>
<td>19,921</td>
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<td>-8.8%</td>
</tr>
<tr>
<td>EMTA (Bradford, Sullivan, Tioga)</td>
<td>12,989</td>
<td>12,913</td>
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<td>12,625</td>
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<tr>
<td>IndiGO (Indiana)</td>
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<td>11,913</td>
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<td>12,284</td>
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<tr>
<td>MID COUNTY (Armstrong)</td>
<td>14,914</td>
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<td>10,616</td>
<td>-13.2%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>13,103</td>
<td>13,353</td>
<td>1.9%</td>
<td>13,500</td>
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<tr>
<td>NCATA (New Castle)</td>
<td>80,221</td>
<td>82,345</td>
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<td>87,289</td>
<td>6.0%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>61,063</td>
<td>59,792</td>
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<td>-1.9%</td>
</tr>
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<td>TAWC (Warren)</td>
<td>8,757</td>
<td>8,427</td>
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<td>8,047</td>
<td>-4.5%</td>
</tr>
</tbody>
</table>

TOTAL: 34,037,776  **2.0%**  33,395,174  **-3.8%**

*Agency underwent consolidation during this period. See Page 46 for Consolidated Agencies.
** Significant increase in Senior Citizen Trip counts is a result of change in transfer policy.
## TABLE 3

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPTA</td>
<td>86,858,539</td>
<td>87,334,694</td>
<td>0.5%</td>
<td>86,744,654</td>
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<tr>
<td>PAAC</td>
<td>26,708,814</td>
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<td>26,129,983</td>
<td>0.1%</td>
</tr>
<tr>
<td>AMTRAN (Altoona)</td>
<td>547,451</td>
<td>537,486</td>
<td>-1.8%</td>
<td>546,084</td>
<td>1.6%</td>
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<td>BCTA (Beaver)</td>
<td>917,147</td>
<td>936,358</td>
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<td>931,576</td>
<td>-0.5%</td>
</tr>
<tr>
<td>CamTran (Cambria)</td>
<td>1,095,978</td>
<td>1,105,849</td>
<td>0.9%</td>
<td>1,092,707</td>
<td>-1.2%</td>
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<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>1,861,128</td>
<td>1,835,605</td>
<td>-1.4%</td>
<td>2,044,267</td>
<td>11.4%</td>
</tr>
<tr>
<td>CATA (Centre)</td>
<td>1,944,783</td>
<td>2,070,416</td>
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<td>2,091,603</td>
<td>1.0%</td>
</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>1,176,351</td>
<td>1,122,975</td>
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<td>1,182,977</td>
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</tr>
<tr>
<td>COLT/LT (Lebanon)</td>
<td>505,946</td>
<td>504,666</td>
<td>-0.3%</td>
<td>508,730</td>
<td>0.8%</td>
</tr>
<tr>
<td>CPTA (York, Adams)</td>
<td>1,766,222</td>
<td>1,735,605</td>
<td>-1.8%</td>
<td>1,756,448</td>
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</tr>
<tr>
<td>EMTA (Erie)</td>
<td>2,294,194</td>
<td>2,240,875</td>
<td>-2.3%</td>
<td>2,467,837</td>
<td>10.1%</td>
</tr>
<tr>
<td>FACT (Fayette)</td>
<td>585,844</td>
<td>579,874</td>
<td>-1.0%</td>
<td>583,263</td>
<td>0.6%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>436,380</td>
<td>450,588</td>
<td>3.3%</td>
<td>417,843</td>
<td>-7.3%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>4,415,653</td>
<td>3,920,782</td>
<td>-11.2%</td>
<td>3,976,844</td>
<td>1.4%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>1,166,920</td>
<td>1,247,935</td>
<td>6.9%</td>
<td>1,290,890</td>
<td>3.4%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>177,653</td>
<td>167,621</td>
<td>-5.6%</td>
<td>167,235</td>
<td>-0.2%</td>
</tr>
<tr>
<td>MMTA (Mid Mon Valley)</td>
<td>783,445</td>
<td>803,272</td>
<td>2.5%</td>
<td>771,294</td>
<td>-4.0%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>516,674</td>
<td>539,950</td>
<td>4.5%</td>
<td>579,610</td>
<td>7.3%</td>
</tr>
<tr>
<td>PART (Pottstown)</td>
<td>267,930</td>
<td>265,868</td>
<td>-0.8%</td>
<td>274,781</td>
<td>3.4%</td>
</tr>
<tr>
<td>SCTA (Berks, Lancaster)*</td>
<td>3,355,405</td>
<td>3,518,561</td>
<td>2.7%</td>
<td>3,344,046</td>
<td>-5.0%</td>
</tr>
<tr>
<td>WCTA (Washington)*</td>
<td>366,485</td>
<td>376,120</td>
<td>2.6%</td>
<td>414,289</td>
<td>10.1%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>1,115,339</td>
<td>1,119,650</td>
<td>0.4%</td>
<td>1,108,861</td>
<td>-1.0%</td>
</tr>
<tr>
<td>Williamsport RVT (Lycoming)</td>
<td>876,200</td>
<td>877,456</td>
<td>0.1%</td>
<td>869,740</td>
<td>-0.9%</td>
</tr>
<tr>
<td>ATA (North Central)</td>
<td>1,393,649</td>
<td>1,414,669</td>
<td>1.5%</td>
<td>1,404,943</td>
<td>-0.7%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>186,244</td>
<td>187,814</td>
<td>0.8%</td>
<td>194,375</td>
<td>3.5%</td>
</tr>
<tr>
<td>CCCT (Carbon)</td>
<td>40,227</td>
<td>51,668</td>
<td>28.4%</td>
<td>49,321</td>
<td>-4.5%</td>
</tr>
<tr>
<td>CATA (Crawford, Venango)*</td>
<td>435,862</td>
<td>433,292</td>
<td>-0.6%</td>
<td>467,282</td>
<td>7.8%</td>
</tr>
<tr>
<td>DuFAST (Clearfield)</td>
<td>127,068</td>
<td>127,063</td>
<td>0.0%</td>
<td>121,788</td>
<td>-4.2%</td>
</tr>
<tr>
<td>EMTA (Bradford, Sullivan, Tioga)</td>
<td>429,867</td>
<td>450,332</td>
<td>4.8%</td>
<td>463,899</td>
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</tr>
<tr>
<td>IndiGO (Indiana)</td>
<td>396,283</td>
<td>396,806</td>
<td>0.1%</td>
<td>417,471</td>
<td>5.2%</td>
</tr>
<tr>
<td>MID COUNTY (Armstrong)</td>
<td>125,062</td>
<td>122,888</td>
<td>-1.7%</td>
<td>133,591</td>
<td>8.7%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>61,273</td>
<td>61,988</td>
<td>1.2%</td>
<td>64,080</td>
<td>3.4%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>1,109,260</td>
<td>1,055,205</td>
<td>-4.9%</td>
<td>1,103,093</td>
<td>4.5%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>309,593</td>
<td>341,414</td>
<td>10.3%</td>
<td>367,217</td>
<td>7.6%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>192,913</td>
<td>191,051</td>
<td>-1.0%</td>
<td>190,068</td>
<td>-0.5%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>144,618,382</strong></td>
<td><strong>144,234,621</strong></td>
<td><strong>-0.3%</strong></td>
<td><strong>144,272,690</strong></td>
<td><strong>0.0%</strong></td>
</tr>
</tbody>
</table>

*Agency underwent consolidation during this period. See Page 46 for Consolidated Agencies.
# TABLE 4

## Total Act 44 Revenue Vehicle Hours Statistics

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPTA</td>
<td>6,803,274</td>
<td>6,959,483</td>
<td>2.3%</td>
<td>6,926,933</td>
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<tr>
<td>PAAC</td>
<td>1,948,840</td>
<td>1,954,108</td>
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<td>1,982,527</td>
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<tr>
<td>AMTRAN (Altoona)</td>
<td>44,013</td>
<td>44,242</td>
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<td>43,563</td>
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</tr>
<tr>
<td>BCTA (Beaver)</td>
<td>55,454</td>
<td>55,515</td>
<td>0.1%</td>
<td>54,534</td>
<td>-1.8%</td>
</tr>
<tr>
<td>CamTran (Cambria)</td>
<td>82,868</td>
<td>83,766</td>
<td>1.1%</td>
<td>83,039</td>
<td>-0.9%</td>
</tr>
<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>136,452</td>
<td>136,686</td>
<td>0.2%</td>
<td>143,323</td>
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</tr>
<tr>
<td>CATA (Centre)</td>
<td>157,001</td>
<td>169,406</td>
<td>7.9%</td>
<td>159,986</td>
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</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>92,121</td>
<td>91,621</td>
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<td>90,042</td>
<td>-1.7%</td>
</tr>
<tr>
<td>COLT/LT (Lebanon)</td>
<td>31,396</td>
<td>31,564</td>
<td>0.5%</td>
<td>31,019</td>
<td>-1.7%</td>
</tr>
<tr>
<td>CPTA (York, Adams)</td>
<td>127,001</td>
<td>123,418</td>
<td>-3.3%</td>
<td>123,449</td>
<td>0.0%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>193,363</td>
<td>180,525</td>
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<td>186,182</td>
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<tr>
<td>FACT (Fayette)</td>
<td>30,588</td>
<td>28,892</td>
<td>-5.5%</td>
<td>28,875</td>
<td>-0.1%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>34,583</td>
<td>32,951</td>
<td>-4.7%</td>
<td>30,949</td>
<td>-6.1%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>319,253</td>
<td>308,433</td>
<td>-3.4%</td>
<td>304,324</td>
<td>-1.3%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>79,381</td>
<td>81,557</td>
<td>2.7%</td>
<td>85,610</td>
<td>5.0%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>14,154</td>
<td>12,367</td>
<td>-12.6%</td>
<td>12,745</td>
<td>3.1%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>41,652</td>
<td>43,525</td>
<td>4.5%</td>
<td>43,457</td>
<td>-0.2%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>33,713</td>
<td>30,505</td>
<td>-9.5%</td>
<td>33,454</td>
<td>9.7%</td>
</tr>
<tr>
<td>PART (Pottstown)</td>
<td>21,613</td>
<td>21,908</td>
<td>1.4%</td>
<td>21,912</td>
<td>0.0%</td>
</tr>
<tr>
<td>SCTA (Berks, Lancaster)*</td>
<td>260,093</td>
<td>257,936</td>
<td>-0.8%</td>
<td>254,968</td>
<td>-1.2%</td>
</tr>
<tr>
<td>WCTA (Washington)*</td>
<td>21,695</td>
<td>23,279</td>
<td>7.3%</td>
<td>26,098</td>
<td>12.1%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>57,080</td>
<td>56,372</td>
<td>-1.2%</td>
<td>55,113</td>
<td>-2.2%</td>
</tr>
<tr>
<td>Williamsport RVT (Lycoming)</td>
<td>57,353</td>
<td>57,237</td>
<td>-0.2%</td>
<td>57,246</td>
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</tr>
<tr>
<td>ATA (North Central)</td>
<td>107,601</td>
<td>107,998</td>
<td>0.4%</td>
<td>108,926</td>
<td>0.9%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>14,611</td>
<td>15,286</td>
<td>4.6%</td>
<td>15,692</td>
<td>2.7%</td>
</tr>
<tr>
<td>CCCT (Carbon)</td>
<td>3,029</td>
<td>2,725</td>
<td>-10.0%</td>
<td>2,805</td>
<td>2.9%</td>
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<tr>
<td>CATA (Crawford, Venango)*</td>
<td>26,729</td>
<td>27,808</td>
<td>4.0%</td>
<td>26,960</td>
<td>-3.0%</td>
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<tr>
<td>DuFAST (Clearfield)</td>
<td>9,796</td>
<td>9,894</td>
<td>1.0%</td>
<td>12,085</td>
<td>22.1%</td>
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<td>EMTA (Bradford, Sullivan, Tioga)</td>
<td>20,308</td>
<td>20,789</td>
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<td>1.6%</td>
</tr>
<tr>
<td>IndiGO (Indiana)</td>
<td>31,450</td>
<td>31,830</td>
<td>1.2%</td>
<td>34,201</td>
<td>7.4%</td>
</tr>
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<td>MID COUNTY (Armstrong)</td>
<td>7,864</td>
<td>8,040</td>
<td>2.2%</td>
<td>9,785</td>
<td>21.7%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>5,058</td>
<td>5,188</td>
<td>2.6%</td>
<td>5,544</td>
<td>6.9%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>55,002</td>
<td>52,722</td>
<td>-4.1%</td>
<td>54,143</td>
<td>2.7%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>17,610</td>
<td>19,925</td>
<td>13.1%</td>
<td>21,659</td>
<td>8.7%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>10,712</td>
<td>10,552</td>
<td>-1.5%</td>
<td>10,602</td>
<td>0.5%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>10,953,333</strong></td>
<td><strong>11,089,053</strong></td>
<td><strong>1.3%</strong></td>
<td><strong>11,102,902</strong></td>
<td><strong>0.0%</strong></td>
</tr>
</tbody>
</table>

*Agency underwent consolidation during this period. See Page 46 for Consolidated Agencies.*
<table>
<thead>
<tr>
<th>TABLE 1</th>
<th>Total Act 44 Passenger Trip Statistics (Includes Senior Citizens)</th>
</tr>
</thead>
<tbody>
<tr>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>BARTA (Berks)*</td>
<td>3,093,296</td>
</tr>
<tr>
<td>RRTA (Lancaster)*</td>
<td>1,958,060</td>
</tr>
<tr>
<td>SCTA (Berks, Lancaster)*</td>
<td>5,051,356</td>
</tr>
<tr>
<td>WASHINGTON CITY**</td>
<td>67,177</td>
</tr>
<tr>
<td>WASHINGTON COUNTY**</td>
<td>23,316</td>
</tr>
<tr>
<td>WCTA (Washington)**</td>
<td>90,493</td>
</tr>
<tr>
<td>CATA (Crawford)***</td>
<td>244,735</td>
</tr>
<tr>
<td>VCTO (Venango)***</td>
<td>52,151</td>
</tr>
<tr>
<td>CATA (Crawford, Venango)***</td>
<td>296,886</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TABLE 2</th>
<th>Total Act 44 Senior Citizens Trip Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>BARTA (Berks)*</td>
<td>413,238</td>
</tr>
<tr>
<td>RRTA (Lancaster)*</td>
<td>230,757</td>
</tr>
<tr>
<td>SCTA (Berks, Lancaster)*</td>
<td>643,995</td>
</tr>
<tr>
<td>WASHINGTON CITY**</td>
<td>8,999</td>
</tr>
<tr>
<td>WASHINGTON COUNTY**</td>
<td>8,416</td>
</tr>
<tr>
<td>WCTA (Washington)**</td>
<td>17,415</td>
</tr>
<tr>
<td>CATA (Crawford)***</td>
<td>36,488</td>
</tr>
<tr>
<td>VCTO (Venango)***</td>
<td>10,411</td>
</tr>
<tr>
<td>CATA (Crawford, Venango)***</td>
<td>46,899</td>
</tr>
</tbody>
</table>

*Berks Area Regional Transportation Authority (BARTA) and Red Rose Transit Authority (RRTA) consolidated to form South Central Transit Authority (SCTA) on January 1, 2015.

**Washington County Transportation Authority (WASHINGTON COUNTY) and Washington City Transit (WASHINGTON CITY) consolidated to form Washington County Transportation Authority (WCTA) on July 1, 2015.

***Crawford Area Transportation Authority (CATA) entered into an agreement to manage Venango County Transportation Office (VCTO) on July 1, 2016.
### 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>BARTA (Berks)*</td>
<td>1,725,436</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RRTA (Lancaster)*</td>
<td>1,699,969</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>SCTA (Berks, Lancaster)*</td>
<td>3,425,405</td>
<td>3,518,561</td>
<td>2.7%</td>
<td>3,344,046</td>
<td>-5.0%</td>
</tr>
<tr>
<td>Washington City**</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washington County**</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WCTA (Washington)**</td>
<td>366,485</td>
<td>376,120</td>
<td>2.6%</td>
<td>414,289</td>
<td>10.1%</td>
</tr>
<tr>
<td>CATA (Crawford)**</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VCTO (Venango)**</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CATA (Crawford, Venango)**</td>
<td>435,862</td>
<td>433,292</td>
<td>-0.6%</td>
<td>467,282</td>
<td>7.8%</td>
</tr>
</tbody>
</table>

*Berks Area Regional Transportation Authority (BARTA) and Red Rose Transit Authority (RRTA) consolidated to form South Central Transit Authority (SCTA) on January 1, 2015.

**Washington County Transportation Authority (WASHINGTON COUNTY) and Washington City Transit (WASHINGTON CITY) consolidated to form Washington County Transportation Authority (WCTA) on July 1, 2015.

***Crawford Area Transportation Authority (CATA) entered into an agreement to manage Venango County Transportation Office (VCTO) on July 1, 2016.

### TABLE 4
#### Total Act 44 Revenue Vehicle Hours Statistics

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>BARTA (Berks)*</td>
<td></td>
<td>133,485</td>
<td></td>
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<td></td>
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<tr>
<td>RRTA (Lancaster)*</td>
<td></td>
<td>126,608</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCTA (Berks, Lancaster)*</td>
<td>260,093</td>
<td>257,936</td>
<td>-0.8%</td>
<td>254,968</td>
<td>-1.2%</td>
</tr>
<tr>
<td>Washington City**</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washington County**</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WCTA (Washington)**</td>
<td>21,695</td>
<td>23,279</td>
<td>7.3%</td>
<td>26,098</td>
<td>12.1%</td>
</tr>
<tr>
<td>CATA (Crawford)**</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VCTO (Venango)**</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CATA (Crawford, Venango)**</td>
<td>26,729</td>
<td>27,808</td>
<td>4.0%</td>
<td>26,960</td>
<td>-3.0%</td>
</tr>
</tbody>
</table>
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Section III

Consolidated Transit Agency Highlights
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 produced 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 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 implementing 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 40 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 each consolidated their respective fixed route and shared-ride services in 2013. (Hazleton Public Transit remains separate.) Local officials continue to explore opportunities for consolidation into one bi-county agency.

- York and Adams counties merged fixed route and shared-ride operations to create the Central Pennsylvania Transportation Authority (CPTA). Since 2011 CPTA has assumed management of shared-ride services for Northumberland, Cumberland, Franklin, 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 Authority (Lancaster and Berks Counties) came together as the South Central Transportation Authority in January 2015 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 entered into a management agreement with Venango County effective July 1, 2016, to manage public transportation in Venango County and now operate as a single entity.

- DuBois, Falls Creek, Sandy Township Transit Authority (DuFAST) in Clearfield County consolidated with Area Transportation Authority of North Central Pennsylvania (ATA) effective July 1, 2017.

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:

- 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 2016-17.
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 was the first of its kind in Pennsylvania. SCTA is the administrative authority that oversees both RRTA and BARTA and ensures existing services as seen by customers were unaffected by the consolidation. Since consolidating in FY 2014-15, SCTA has reduced its operating expenses by $2.5 million.

FIXED-ROUTE OPERATING STATISTICS

Operating Expenses (000’s)
Passenger Trips (000’s)

SHARED-RIDE OPERATING STATISTICS

Operating Expenses (000’s)
Passenger Trips (000’s)
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
Northumberland: July 2011
Cumberland: July 2015
Columbia: January 2016
Franklin: April 2016
Montour: July 2016
Snyder: July 2016
Union: July 2016
Perry: December 2016

CPTA Consolidation Overview
Seeking increased efficiency and cost savings, the Central Pennsylvania Transportation Authority (dba rabbittransit) now provides shared-ride service in 10 counties in Pennsylvania. By crossing municipal lines, sharing resources across borders, and utilizing vehicles during layovers, rabbittransit has saved approximately $700,000.

CPTA Consolidation Overview

Agency Service Area

SHARED-RIDE OPERATING STATISTICS

Operating Expenses (000’s)

Passenger Trips (000’s)
Washington County Transportation Authority (WCTA)
50 East Chestnut Street
Washington, PA 15301
Ms. Sheila Gombita, Executive Director
724-223-8747
www.freedom-transit.org

Date of Consolidation by Agency
City of Washington: July 2015
Washington County: July 2015

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.
CATA Consolidation Overview

As part of a statewide initiative to consolidate public transportation agencies to reduce costs, improve service, and operate more efficiently, the Crawford Area Transportation Authority entered into a management agreement with Venango County effective July 1, 2016 to manage public transportation in Venango County. The combined transit agency operates under the name Crawford Area Transportation Authority. Since consolidating, CATA has reduced its operating expenses by $25,000.

FIXED-ROUTE OPERATING STATISTICS

Operating Expenses (000’s)

Passenger Trips (000’s)

SHARED-RIDE OPERATING STATISTICS

Operating Expenses (000’s)

Passenger Trips (000’s)
Section IV

Urban Systems
### 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)

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Square Miles</td>
<td>839</td>
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<tr>
<td>Population</td>
<td>3,829,571</td>
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### Act 44 Fixed Route Distribution Factors

<table>
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<tbody>
<tr>
<td>Total Passengers</td>
<td>307,699,470</td>
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<tr>
<td>Senior Passengers</td>
<td>25,056,329</td>
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<tr>
<td>Revenue Vehicle Miles</td>
<td>86,744,654</td>
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<tr>
<td>Revenue Vehicle Hours</td>
<td>6,926,933</td>
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### Act 44 Operating Assistance

<table>
<thead>
<tr>
<th>Category</th>
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<tr>
<td>Section 1513 Allocation</td>
<td>$632,514,386</td>
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<td>Required Local Match</td>
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### Current Fleet Size

<table>
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<tr>
<th>Type</th>
<th>Value</th>
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<tr>
<td>Diesel Motor Bus</td>
<td>1,416</td>
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<tr>
<td>Commuter Rail Cars</td>
<td>404</td>
</tr>
<tr>
<td>Heavy Rail Cars</td>
<td>361</td>
</tr>
<tr>
<td>Street Car Rail/Light Rail</td>
<td>159</td>
</tr>
<tr>
<td>Trolley Bus</td>
<td>38</td>
</tr>
<tr>
<td>Gasoline Paratransit Vehicles</td>
<td>456</td>
</tr>
<tr>
<td>System-wide</td>
<td>2,834</td>
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### 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: $2.50  
- Last Base Fare Increase: July 2017  
- System-Wide Increase: July 2017

### Current Employees

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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<tbody>
<tr>
<td>Agency Full-Time</td>
<td>9,293</td>
</tr>
<tr>
<td>Agency Part-Time</td>
<td>152</td>
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<tr>
<td>Contractor Full-Time</td>
<td>612</td>
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<tr>
<td>System-Wide</td>
<td>10,057</td>
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### Operating Budget

#### Operating Expenses (000’s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
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<tbody>
<tr>
<td>Operator Salaries &amp; Wages</td>
<td>$229,565</td>
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<tr>
<td>Other Salaries &amp; Wages</td>
<td>$304,578</td>
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<tr>
<td>Fringes</td>
<td>$432,091</td>
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<tr>
<td>Fuel Util.</td>
<td>$70,682</td>
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<tr>
<td>Maint.</td>
<td>$65,661</td>
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<tr>
<td>Purchased Trans</td>
<td>$32,132</td>
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<tr>
<td>Other</td>
<td>$144,072</td>
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</table>

Expenses include ADA complementary expenses.

#### Operating Funds (000’s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>$622,680</td>
</tr>
<tr>
<td>Local</td>
<td>$93,433</td>
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<tr>
<td>Federal</td>
<td>$80,376</td>
</tr>
<tr>
<td>Revenue</td>
<td>$482,292</td>
</tr>
</tbody>
</table>

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

Operating Expenses
$28,196,781

Sources of Funding
$28,196,781

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
SEPTA is legislatively excluded from the Persons with Disabilities Program due to its extensive fixed route and complementary ADA service throughout Philadelphia.
OPERATING BUDGET

Operating Expense (000’s)

$379,384

- Operator Salaries & Wages: $64,967
- Other Salaries & Wages: $87,667
- Operator Salaries & Wages: $64,967
- Purchased Trans: $27,598
- Fuel Utils: $23,698
- Maint.: $22,232
- Trans: $9,882
- Fringes: $149,354

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

Operating Funds (000’s)

$379,384

- Local: $39,821
- State: $214,181
- Federal: $29,891
- Revenue: $95,493

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

**Fare Information**
- Average Shared-Ride Fare: $22.64
- Average Shared-Ride Cost per Trip: $27.58
- Fare Structure
- Implementation Date: July 2016

**Trip Information**
- 65+ Trips: 612,379
- PwD Trips: 61,389
- Other Shared-Ride Trips: 258,971
- Total Shared-Ride Trips: 932,739
- Total Escorts: 62,002
- Non-Public Trips: 2,806

**Vehicles Operated in Maximum Service**
- Community Transportation: 182

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**
- $25,729,540

**Sources of Funding**
- $25,729,540

- 18% MATP
- 5% Other
- 15% Subsidy
- 7% Passenger Fares
- 47% Lottery
- 5% PwD Program
- 3% Area Agency on Aging
- 5% PwD Admin

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 Disabilities Program.
Altoona Metro Transit (AMTRAN)
3301 Fifth Avenue
Altoona, PA 16602
814-944-4074
Mr. Eric Wolf, General Manager
www.amtran.org

Service Area Statistics (2010 Census)
Square Miles: 25
Population: 69,608

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 570,176
Senior Passengers: 69,831
Revenue Vehicle Miles: 546,084
Revenue Vehicle Hours: 43,583

Act 44 Operating Assistance
Section 1513 Allocation: $2,949,971
Required Local Match: $150,002

Current Employees
Agency Full-Time: 39
Agency Part-Time: 6
Contractor Full-Time: 15
Contractor Part-Time: 27
System-Wide: 87

Current Fleet Size
Diesel/Gasoline Motor Bus: 24
Diesel/Gasoline Paratransit Vehicle: 2
System-Wide: 26

Community transportation provided by Blair Senior Services, Inc. (see page 184)

OPERATING BUDGET

Operating Expense (000’s)
$4,654

Operating Funds (000’s)
$4,654

Expense includes ADA complementary expenses.
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.
## 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](http://www.bcta.com)

### Service Area Statistics (2010 Census)
- Square Miles: 440
- Population: 170,596

### Current Fare Information
- Fixed Route Base: $2.50
- Last Base Fare Increase: January 2017

### Act 44 Fixed Route Distribution Factors
- Total Passengers: 871,404
- Senior Passengers: 86,165
- Revenue Vehicle Miles: 931,576
- Revenue Vehicle Hours: 54,534

### Current Employees
- Agency Full-Time: 95
- Agency Part-Time: 0
- System-Wide: 95

### Current Fleet Size
- Diesel/Gasoline Motor Bus: 20
- CNG Motor Bus: 3
- Diesel/Gasoline Paratransit Vehicle: 23
- System-Wide: 46

### Act 44 Operating Assistance
- Section 1513 Allocation: $3,677,447
- Required Local Match: $551,617

### Operating Budget

#### Operating Expense (000’s)
- Operator Salaries & Wages: $1,485
- Other Salaries & Wages: $1,196
- Fringes: $1,157
- Fuel Utils: $672
- Maint.: $611
- Other: $866

#### Operating Funds (000’s)
- Federal: $183
- State: $3,579
- Local: $531
- Revenue: $1,695

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.
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: $21.04
Average Shared-Ride Cost per Trip: $24.47
Fare Structure Implementation Date: January 2017

Trip Information
65+ Trips: 30,072
Other Shared-Ride Trips: 46,121
Total Shared-Ride Trips: 76,193
Total Escorts: 3,034
Non-Public Trips: 100,532

Vehicles Operated in Maximum Service
Community Transportation: 18

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$3,518,846

Sources of Funding
$3,512,728

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

Shared-Ride Fare Recovery

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.

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Cambria County Transit Authority (CamTran)
502 Maple Avenue
Johnstown, PA 15901
814-535-5526 Ext. 202
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: $1.65
Last Base Fare Increase: January 2018

Current Employees
Agency Full-Time: 102
Agency Part-Time: 38
System-Wide: 140

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,138,570
Senior Passengers: 176,906
Revenue Passengers: 1,092,707
Revenue Vehicle Hours: 83,039

Act 44 Operating Assistance
Section 1513 Allocation: $6,804,852
Required Local Match: $769,002

Act 44 Operating Assistance
Section 1513 Allocation: $6,804,852
Required Local Match: $769,002

Current Fleet Size
Diesel/Gasoline Motor Bus: 46
CNG Motor Bus: 3
Other Alternative Fuel Motor Bus: 1
Inclined Plane Cars: 2
Diesel/Gasoline Paratransit Vehicle: 7
System-Wide: 59

OPERATING BUDGET

Operating Expense (000’s)
$8,814

Operator Salaries & Wages
$2,292
Fuel Utils
$684
Maint.
$530
Fringes
$2,784
Other
$874

Operating Funds (000’s)
$8,814

Local
$769
State
$6,473
Revenue
$1,072

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)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Revenue Vehicle Miles (000’s)

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
### Community Transportation

**Cambria County Transit Authority (CamTran)**

502 Maple Avenue  
Johnstown, PA 15901  
814-535-5526 Ext. 202  
Ms. Rose Lucey-Noll, Executive Director

**Service Area Statistics (2010 Census) Cambria County**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles</td>
<td>694</td>
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<tr>
<td>Population</td>
<td>143,447</td>
</tr>
<tr>
<td>65+ Population</td>
<td>27,071</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>18.8%</td>
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</table>

**Fare Information**

- Average Shared-Ride Fare: $18.42
- Average Shared-Ride Cost per Trip: $27.31
- Fare Structure Implementation Date: January 2017

**Trip Information**

- 65+ Trips: 54,692
- PwD Trips: 1,907
- Other Shared-Ride Trips: 2,911
- Total Shared-Ride Trips: 59,510
- Total Escorts: 646

**Vehicles Operated in Maximum Service**

Community Transportation: 19

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### COMMUNITY TRANSPORTATION OPERATING BUDGET

#### Operating Expenses

- $1,625,043

- Shared-Ride Operating: 91%
- Shared-Ride Admin: 9%

#### Sources of Funding

- $1,625,043

- 53% Lottery
- 32% Subsidy
- <1% Passenger Fares
- 12% Area Agency on Aging
- 12% MATP
- 2% PwD Program
- 1% Other

---

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 Expense (000’s)

- Operator Salaries & Wages: $4,887
- Other Salaries & Wages: $2,663
- Fringes: $4,953
- Fuel Utility: $1,193
- Maint.: $880
- Purchased Trans: $488
- Other: $1,191

$16,417

Operating Funds (000’s)

- Federal: $4,337
- State: $7,964
- Local: $925
- Revenue: $3,191

$16,417

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

Revenue includes ADA complementary revenue.
Total Passengers (000's)

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

Capital Area Transit (CAT)
901 North Cameron Street
Harrisburg, PA 17101
717-232-6100
Mr. Richard Farr, Executive Director

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: $20.92
Average Shared-Ride Cost per Trip: $26.57
Fare Structure
Implementation Date: February 2011

Trip Information
65+ Trips: 50,541
PwD Trips: 8,445
Other Shared-Ride Trips: 93,722
Total Shared-Ride Trips: 152,708
Total Escorts: 20,697

Vehicles Operated in Maximum Service
Community Transportation: 40

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$4,057,149

Shared-Ride Operating 92%
Shared-Ride Admin 8%

Sources of Funding
$4,057,149

15% Subsidy
2% Passenger Fares
20% Lottery
4% PwD Program
1% Agency on Aging
45% MATP
10% MH/ID
2% Other

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 Expense (000’s)**

- Operator Salaries & Wages: $5,508
- Other Salaries & Wages: $3,126
- Fringes: $3,756
- Fuel Util.: $785
- Maint.: $1,008
- Purchased Trans.: $398
- Other: $1,144

**Operating Funds (000’s)**

- Local: $553
- State: $6,401
- Federal: $1,239
- Revenue: $7,533

**Revenue** includes ADA complementary revenue.

**Expense** includes ADA complementary expense. Some contracted maintenance may be reported as “Other Services.”
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: $30.76
Fare Structure
Implementation Date: July 2013

Trip Information
65+ Trips: 15,135
PwD Trips: Centre County (see page 196)
Other Shared-Ride Trips: 32
Total Shared-Ride Trips: 15,167
Total Escorts: 1,294

Vehicles Operated in Maximum Service
Community Transportation: 5

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$466,497

Sources of Funding
$466,497

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 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
<th>FY 16-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Shared-Ride Fare</td>
<td>$0.00</td>
<td>$5.00</td>
<td>$10.00</td>
<td>$15.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>Avg. Shared-Ride Cost per Trip</td>
<td>$25.00</td>
<td>$30.00</td>
<td>$35.00</td>
<td>$40.00</td>
<td>$45.00</td>
</tr>
</tbody>
</table>

65+ Shared-Ride Trips

PwD Shared-Ride Trips

CATA does not provide PwD shared-ride service. Centre County provides PwD (see page 204).

Total Shared-Ride Trips
COLTS (County of Lackawanna Transit System)

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

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 Fleet Size
Diesel/Gasoline Motor Bus: 46
Diesel/Gasoline Paratransit Vehicle: 12
System-Wide: 58

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,022,801
Senior Passengers: 175,061
Revenue Vehicle Miles: 1,182,977
Revenue Vehicle Hours: 90,042

Act 44 Operating Assistance
Section 1513 Allocation: $6,781,013
Required Local Match: $655,721

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

Operating Budget

Operating Expense (000’s)
$9,105*

- Operator Salaries & Wages $2,697
- Other Salaries & Wages $1,066
- Fringes $2,941
- Fuel Utilities $469
- Maint. $569
- Purchased Trans $586
- Other $777

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

Operating Funds (000’s)
$8,670*

- Revenue Federal $509
- Local $673
- Revenue State $6,291
- Local $1,197

Revenue includes ADA complementary revenue.

*Operating Expenses and Operating Funds do not match because COLTS operated at a deficit for FY 16-17.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2016-17

(County of Lackawanna Transit System) COLTS

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

Lackawanna County
Service Area Statistics (2010 Census)
- Square Miles: 459
- Population: 214,437
- 65+ Population: 37,895
- % of Population 65 and older: 17.7%

Fare Information
- Average Shared-Ride Fare: $25.00
- Average Shared-Ride Cost per Trip: $18.92
- Fare Structure
  - Implementation Date: July 2015

Trip Information
- 65+ Trips: 85,252
- PwD Trips: 1,665
- Other Shared-Ride Trips: 13,232
- Total Shared-Ride Trips: 100,149
- Total Escorts: 0
- Non-Public Trips: 15,828

Vehicles Operated in Maximum Service
Community Transportation: 28

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$3,217,706

Sources of Funding
$3,341,321
- 26% MATP
- 52% Lottery
- 14% Subsidy
- <1% Passenger Fares
- <1% PwD Program
- 7% Area Agency on Aging
- 1% Other

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
(County of Lackawanna Transit System) COLTS

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
**County of Lebanon Transit Authority (COLT/LT)**

200 Willow Street
Lebanon, PA 17046
717-274-3664
Ms. Theresa Giurintano, Executive Director
www.lebanontransit.org

**Service Area Statistics (2010 Census)**
- Square Miles: 362
- Population: 133,568

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 320,245
- Senior Passengers: 71,551
- Revenue Vehicle Miles: 508,730
- Revenue Vehicle Hours: 31,019

**Act 44 Operating Assistance**
- Section 1513 Allocation: $1,867,188
- Required Local Match: $101,935

**Current Employees**
- Agency Full-Time: 41
- Agency Part-Time: 7
- System-Wide: 48

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

**Current Fare Information**
- Fixed Route Base: $1.50
- Last Base Fare Increase: August 2011

**Operating Expense (000’s)**
- Operator Salaries & Wages $651
- Other Salaries & Wages $592
- Fringes $781
- Fuel Util $191
- Maint. $171
- Other $511

**Operating Funds (000’s)**
- Local $101
- Federal $99
- State $2,300
- Revenue $397

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

<table>
<thead>
<tr>
<th>County of Lebanon Transit Authority (COLT/LT)</th>
<th>Fare Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>200 Willow Street</td>
<td>Average Shared-Ride Fare: $20.96</td>
</tr>
<tr>
<td>Lebanon, PA 17046</td>
<td>Average Shared-Ride Cost per Trip: $22.51</td>
</tr>
<tr>
<td>717-274-3514</td>
<td>Fare Structure Implementation Date: July 2013</td>
</tr>
<tr>
<td>Ms. Theresa Giurintano, Executive Director</td>
<td></td>
</tr>
</tbody>
</table>

Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Lebanon County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles: 362</td>
</tr>
<tr>
<td>Population: 133,568</td>
</tr>
<tr>
<td>65+ Population: 22,729</td>
</tr>
<tr>
<td>% of Population 65 and older: 17.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trip Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>65+ Trips: 25,511</td>
</tr>
<tr>
<td>PwD Trips: 2,208</td>
</tr>
<tr>
<td>Other Shared-Ride Trips: 16,898</td>
</tr>
<tr>
<td>Total Shared-Ride Trips: 44,617</td>
</tr>
<tr>
<td>Total Escorts: 0</td>
</tr>
</tbody>
</table>

Vehicles Operated in Maximum Service

| Community Transportation: 12 |

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Admin 16%
- Shared-Ride Operating 84%
- Total Operating Expenses $1,004,551

Sources of Funding

- Passenger Fares 46%
- Lottery 7%
- MATP 32%
- Other 3%
- PwD Program 4%
- Area Agency on Aging 1%
- MH/ID <1%
- Subsidy 3%
- Other 6%
- Total Sources of Funding $961,353

Deficit was covered by retained earnings.
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

Act 44 Fixed Route Distribution Factors
- Total Passengers: 1,641,108
- Senior Passengers: 201,065
- Revenue Vehicle Miles: 1,756,448
- Revenue Vehicle Hours: 123,449

Act 44 Operating Assistance
- Section 1513 Allocation: $6,533,691
- Required Local Match: $534,203

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: 11
- Other Alternative Fuel Motor Bus: 3
- Diesel/Gasoline Paratransit Vehicle: 261
- System-Wide: 327

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

CPTA
Central Pennsylvania Transportation Authority
415 Zarfoss Drive
York, PA 17404
717-846-7433
www.rabbittransit.org

OPERATING BUDGET

Operating Expense (000’s)
- Operator Salaries & Wages $3,087
- Other Salaries & Wages $1,782
- Fuel Util $809
- Maint $605
- Other $1,050
- Fringes $2,870
- Other $1,050

Operating Funds (000’s)
- Federal $2,662
- State $5,096
- Revenue $1,911
- Local $534

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 2016-17

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, Montour, Northumberland, Perry, Snyder, Union, 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: $16.41
- Average Shared-Ride Cost per Trip: $18.01
- Implementation Date: October 2013

Trip Information

- 65+ Trips: 231,529
- PwD Trips: 55,072
- Other Shared-Ride Trips: 223,458
- Total Shared-Ride Trips: 510,059
- Non-Public Trips: 69,654

Vehicles Operated in Maximum Service

- Community Transportation: 134

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- $13,212,529

- Shared-Ride Operating 65%
- Exclusive Human Service Program Contracts 31%
- Shared-Ride Admin 4%

Sources of Funding

- $13,190,951

- 19% MH/ID
- 6% Subsidy
- 3% Passenger Fares
- 26% Lottery
- 4% Agency on Aging
- 7% PwD Program
- 5% Other
- 30% MATP
- 18% Other

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator Salaries &amp; Wages</td>
<td>$5,530</td>
</tr>
<tr>
<td>Other Salaries &amp; Wages</td>
<td>$2,352</td>
</tr>
<tr>
<td>Fringes</td>
<td>$4,692</td>
</tr>
<tr>
<td>Fuel Utils</td>
<td>$1,132</td>
</tr>
<tr>
<td>Maint.</td>
<td>$1,380</td>
</tr>
<tr>
<td>Other</td>
<td>$825</td>
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</tbody>
</table>

Total Operating Expense: $15,914

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

Operating Funds (000’s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>$3,484</td>
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<tr>
<td>Federal</td>
<td>$2,285</td>
</tr>
<tr>
<td>State</td>
<td>$9,188</td>
</tr>
<tr>
<td>Local</td>
<td>$957</td>
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</table>

Total Operating Funds: $15,914

Revenue includes ADA complementary revenue.
URBAN SYSTEMS

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.
EMTA (Erie Metropolitan Transit Authority)

Community Transportation

<table>
<thead>
<tr>
<th>Erie Metropolitan Transit Authority (EMTA)</th>
<th>Fare Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>127 East 14th Street</td>
<td>Average Shared-Ride Fare: $18.75</td>
</tr>
<tr>
<td>Erie, PA 16503</td>
<td>Average Shared-Ride Cost per Trip: $24.85</td>
</tr>
<tr>
<td>814-459-8922</td>
<td>Fare Structure</td>
</tr>
<tr>
<td>Mr. Michael C. Tann, Executive Director</td>
<td>Implementation Date: December 2013</td>
</tr>
</tbody>
</table>

Erie County

Service Area Statistics (2010 Census)

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

Fare Information

- Average Shared-Ride Fare: $18.75
- Average Shared-Ride Cost per Trip: $24.85

Fare Structure

- Implementation Date: December 2013

Trip Information

- 65+ Trips: 60,515
- PwD Trips: 3,006
- Other Shared-Ride Trips: 67,102
- Total Shared-Ride Trips: 130,623
- Total Escorts: 8,559
- Non-Public Trips: 11,577

Vehicles Operated in Maximum Service

Community Transportation: 42

COMMUNITY TRANSPORTATION OPERATING BUDGET

<table>
<thead>
<tr>
<th>Operating Expenses</th>
<th>Sources of Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3,565,145</td>
<td>$3,136,663</td>
</tr>
</tbody>
</table>

- Exclusive Human Service Program Contracts: 9%
- Shared-Ride Admin: 15%
- Shared-Ride Operating: 76%
- Passenger Fares: 29%
- Lottery: 29%
- PwD Program: 2%
- Area Agency on Aging: 3%
- MATP: 58%
- Other: 6%

Deficit was covered by retained earnings.
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Fayette Area Coordinated Transportation (FACT)
825 Airport Road
Lemont Furnace, PA 15456
724-628-7433
Ms. Lori Groover-Smith, Director
www.factbus.com

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

Senate District
Fayette: 32

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 155,603
Senior Passengers: 30,101
Revenue Vehicle Miles: 583,263
Revenue Vehicle Hours: 28,875

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

Act 44 Operating Assistance
Section 1513 Allocation: $1,051,458
Required Local Match: $158,119

Current Fleet Size
Diesel/Gasoline Motor Bus: 11
Diesel/Gasoline Paratransit Vehicle: 30
System-Wide: 41

### OPERATING BUDGET

#### Operating Expense (000’s)

- **Operator Salaries & Wages**: $189
- **Other Salaries & Wages**: $400
- **Purchased Trans**: $455
- **Fringes**: $299
- **Fuel Util**: $192
- **Maint.**: $60
- **Other**: $250

#### Operating Funds (000’s)

- **Revenue**: $178
- **Federal**: $749
- **Local**: $158
- **State**: $760
- **Other**: $158

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: $17.06
Average Shared-Ride Cost per Trip: $19.53
Fare Structure
Implementation Date: September 2016

Trip Information
65+ Trips: 33,044
PwD Trips: 6,870
Other Shared-Ride Trips: 60,506
Total Shared-Ride Trips: 100,420
Total Escorts: 7,800
Non-Public Trips: 61

Vehicles Operated in Maximum Service
Community Transportation: 20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,223,934

Sources of Funding
$2,332,132

- 3% Passenger Fares
- 18% Lottery
- 5% PwD Program
- 2% Area Agency on Aging
- <1% Other
- 71% MATP

Exclusive Human Service Program Contracts 12%
Shared-Ride Operating 70%
Shared-Ride Admin 18%

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
## HOUSE DISTRICT

Luzerne: 116, 122, 124

## SENATE DISTRICT

Luzerne: 14, 27, 29

---

### Service Area Statistics (2010 Census)

- Square Miles: 144
- Population: 58,043

### Current Fare Information

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

### Act 44 Fixed Route Distribution Factors

- Total Passengers: 210,477
- Senior Passengers: 57,331
- Revenue Vehicle Miles: 417,843
- Revenue Vehicle Hours: 30,949

### Act 44 Operating Assistance

- Section 1513 Allocation: $1,917,106
- Required Local Match: $148,116

### Current Employees

- Agency Full-Time: 18
- Agency Part-Time: 1
- Contractor Part-Time: 6
- System-Wide: 25

### Current Fleet Size

- Diesel/Gasoline Motor Bus: 11
- Diesel/Gasoline Paratransit Vehicle: 4
- System-Wide: 15

---

**Community transportation provided by Luzerne County Transportation Authority (see page 110)**

---

### OPERATING BUDGET

#### Operating Expense (000’s)

- Purchased Trans: $1,844
- Salaries & Wages: $170
- Fringes: $118
- Maint.: $9
- Fuel Utils: $49
- Other: $247
- Total: $2,437

---

#### Operating Funds (000’s)

- State: $2,030
- Local: $148
- Revenue: $257
- Total: $2,437

---

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

<table>
<thead>
<tr>
<th>Year</th>
<th>FY12-13</th>
<th>FY13-14</th>
<th>FY14-15</th>
<th>FY15-16</th>
<th>FY16-17</th>
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</thead>
<tbody>
<tr>
<td>Value</td>
<td>200</td>
<td>210</td>
<td>220</td>
<td>215</td>
<td>220</td>
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</table>

### Revenue Vehicle Hours (000's)

<table>
<thead>
<tr>
<th>Year</th>
<th>FY12-13</th>
<th>FY13-14</th>
<th>FY14-15</th>
<th>FY15-16</th>
<th>FY16-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>30</td>
<td>32</td>
<td>31</td>
<td>31</td>
<td>32</td>
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</tbody>
</table>

### Revenue Vehicle Miles (000's)

<table>
<thead>
<tr>
<th>Year</th>
<th>FY12-13</th>
<th>FY13-14</th>
<th>FY14-15</th>
<th>FY15-16</th>
<th>FY16-17</th>
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</thead>
<tbody>
<tr>
<td>Value</td>
<td>500</td>
<td>490</td>
<td>495</td>
<td>490</td>
<td>495</td>
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</tbody>
</table>

### Total Ridership Per Revenue Vehicle Hour

<table>
<thead>
<tr>
<th>Year</th>
<th>FY12-13</th>
<th>FY13-14</th>
<th>FY14-15</th>
<th>FY15-16</th>
<th>FY16-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>8</td>
<td>7</td>
<td>6</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

Passengers include ADA complementary passengers.
**Operating Budget**

**Operating Expense (000’s)**

- Operator Salaries & Wages: $6,810
- Fringes: $7,697
- Fuel Util: $2,843
- Maint: $1,088
- Other: $2,831
- Purchased Trans: $3,250
- Other Salaries & Wages: $3,000

Total: $27,519

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

**Operating Funds (000’s)**

- Federal: $4,576
- Local: $912
- Revenue: $5,377
- State: $16,655

Total: $27,519

Revenue includes ADA complementary revenue.

---

**Lehigh and Northampton Transportation Authority (LANTA)**

1060 Lehigh Street  
Allentown, PA 18103  
610-435-4052  
Mr. Owen O’Neil, Executive Director  
www.lantabus.com

---

**House District**

Lehigh: 22, 131, 132, 133, 134, 135, 183, 187  
Northampton: 131, 135, 136, 137, 138, 183

**Senate District**

Lehigh: 16, 18  
Northampton: 18, 24

---

**Service Area Statistics (2010 Census)**

- Square Miles: 324
- Population: 488,571

---

**Current Fare Information**

- Fixed Route Base: $2.00
- Last Base Fare Increase: April 2007

---

**Act 44 Operating Assistance**

- Section 1513 Allocation: $16,431,609
- Required Local Match: $911,856

---

**Current Fleet Size**

- Diesel/Gasoline Motor Bus: 68
- CNG Motor Bus: 16
- Diesel/Gasoline Paratransit Vehicle: 108
- System-Wide: 192

---

**Current Employees**

- Agency Full-Time: 197
- Agency Part-Time: 3
- Contractor Full-Time: 137
- Contractor Part-Time: 32
- System-Wide: 369
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

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: $25.34
Average Shared-Ride Cost per Trip: $23.00
Fare Structure
Implementation Date: October 2015

Trip Information
65+ Trips: 144,101
PwD Trips: 21,787
Other Shared-Ride Trips: 82,198
Total Shared-Ride Trips: 248,086
Total Escorts: 57,866
Non-Public Trips: 89,951

Vehicles Operated in Maximum Service
Community Transportation: 96

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$7,353,376

Sources of Funding
$7,693,152

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Luzerne County Transportation Authority (LCTA)
315 Northampton Street
Kingston, PA 18704
570-288-9356
Mr. Norm Gavlick, Executive Director
www.lctabus.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,193,947
Senior Passengers: 182,638
Revenue Vehicle Miles: 1,290,890
Revenue Vehicle Hours: 85,610

Act 44 Operating Assistance
Section 1513 Allocation: $5,615,005
Required Local Match: $561,848

Current Fleet Size
Diesel/Gasoline Motor Bus: 38
Diesel/Gasoline Paratransit Vehicle: 51
System-Wide: 89

Current Employees
Agency Full-Time: 123
Agency Part-Time: 40
System-Wide: 163

Current Fare Information
Fixed Route Base: $1.75
Last Base Fare Increase: January 2018

Operating Expense (000’s)
$10,160
- Operator Salaries & Wages: $1,631
- Operator Salaries & Wages: $2,568
- Other Salaries & Wages: $708
- Fuel: $572
- Fuel: $482
- Purchased Trans: $442
- Fringes: $3,757
- Maint.: $708

Operating Funds (000’s)
$10,160
- Revenue: $2,265
- Federal: $1,249
- Local: $565
- State: $6,082

Revenue includes ADA complementary revenue.
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
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: 906
Population: 318,564
65+ Population: 56,704
% of Population 65 and older: 17.8%

Fare Information
Average Shared-Ride Fare: $17.79
Average Shared-Ride Cost per Trip: $26.57
Fare Structure
Implementation Date: March 2016

Trip Information
65+ Trips: 39,867
PwD Trips: 1,994
Other Shared-Ride Trips: 78,620
Total Shared-Ride Trips: 120,481
Total Escorts: 4,474
Non-Public Trips: 14,360

Vehicles Operated in Maximum Service
Community Transportation: 41

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$3,543,689

Sources of Funding
$3,391,249

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)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator Salaries &amp; Wages</td>
<td>$157</td>
</tr>
<tr>
<td>Other Salaries &amp; Wages</td>
<td>$192</td>
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<tr>
<td>Fringes</td>
<td>$164</td>
</tr>
<tr>
<td>Fuel Utils</td>
<td>$99</td>
</tr>
<tr>
<td>Maint.</td>
<td>$133</td>
</tr>
<tr>
<td>Other</td>
<td>$143</td>
</tr>
</tbody>
</table>

#### Operating Funds (000's)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>$667</td>
</tr>
<tr>
<td>Local</td>
<td>$59</td>
</tr>
<tr>
<td>Revenue</td>
<td>$95</td>
</tr>
<tr>
<td>Federal</td>
<td>$67</td>
</tr>
</tbody>
</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.
## 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)

<table>
<thead>
<tr>
<th>Category</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles</td>
<td>672</td>
</tr>
<tr>
<td>Population</td>
<td>116,638</td>
</tr>
<tr>
<td>65+ Population</td>
<td>21,556</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>18.5%</td>
</tr>
</tbody>
</table>

### Fare Information
- Average Shared-Ride Fare: $19.39
- Average Shared-Ride Cost per Trip: $20.64

### Trip Information
- 65+ Trips: 42,614
- PwD Trips: 2,005
- Other Shared-Ride Trips: 31,651
- Total Shared-Ride Trips: 76,270
- Total Escorts: 4,469
- Non-Public Trips: 4,092

### Vehciles Operated in Maximum Service
Community Transportation: 25

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses
- Total: $1,636,098

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared-Ride Operating</td>
<td>72%</td>
</tr>
<tr>
<td>Shared-Ride Admin</td>
<td>24%</td>
</tr>
<tr>
<td>Exclusive Human Service Program Contracts</td>
<td>4%</td>
</tr>
</tbody>
</table>

### Sources of Funding
- Total: $1,684,733

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>41%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>3%</td>
</tr>
<tr>
<td>MATP</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>6% Other</td>
<td></td>
</tr>
<tr>
<td>35% Area Agency on Aging</td>
<td></td>
</tr>
<tr>
<td>12% PwD Program</td>
<td></td>
</tr>
</tbody>
</table>

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
Service Area Statistics (2010 Census)
Square Miles: 45
Population: 66,086

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 299,827
Senior Passengers: 35,845
Revenue Vehicle Miles: 771,294
Revenue Vehicle Hours: 43,457

Current Fleet Size
Diesel/Gasoline Motor Bus: 20
CNG Motor Bus Vehicle: 8
System-Wide: 28

Operating Expense (000’s)
$4,023
- Other Salaries & Wages $224
- Fringes $116
- Fuel Utilities $522
- Maint. $6
- Purchased Trans $2,904
- Other $251

Operating Funds (000’s)
$4,023
- State $2,675
- Federal $600
- Local $70
- Revenue $677

Community transportation provided by Washington County Transportation Authority (see page 130) and Westmoreland County Transit Authority (see page 134)

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

House District
Washington: 39, 49, 50
Westmoreland: 58

Senate District
Washington: 32, 37, 46
Westmoreland: 32, 45, 46

Act 44 Operating Assistance
Section 1513 Allocation: $2,787,777
Required Local Match: $69,993

Current Employees
Agency Full-Time: 5
Contractor Full-Time: 38
Contractor Part-Time: 4
System-Wide: 47

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

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
MCTA (Monroe County Transportation Authority)

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

Current Fleet Size
Diesel/Gasoline Motor Bus: 15
Diesel/Gasoline Paratransit Vehicle: 35
System-wide: 50

Act 44 Fixed Route Distribution Factors
Total Passengers: 255,859
Senior Passengers: 25,904
Revenue Vehicle Miles: 579,610
Revenue Vehicle Hours: 33,454

Act 44 Operating Assistance
Section 1513 Allocation: $1,942,200
Required Local Match: $155,399

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

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

Operating Expense (000’s)
$3,275

Operating Funds (000’s)
$3,275

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

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

(Monroe County Transportation Authority) MCTA
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: $22.58
- Average Shared-Ride Cost per Trip: $24.85
- Fare Structure
- Implementation Date: July 2014

Trip Information

- 65+ Trips: 36,485
- PwD Trips: 14,059
- Other Shared-Ride Trips: 24,209
- Total Shared-Ride Trips: 74,753
- Total Escorts: 0
- Non-Public Trips: 24,422

Vehicles Operated in Maximum Service

- Community Transportation: 26

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- $2,161,667

Sources of Funding

- $2,161,667

- 36% MATP
- 3% Area Agency on Aging
- 13% PwD Program
- 35% Lottery
- 5% Passenger Fares
- 4% Other
- 4% Subsidy
- 4% MATP

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
Pottstown Area Rapid Transit (PART)
100 East High Street
Pottstown, PA 19464
610-970-6511
Mr. Justin Keller, Interim Borough Manager
www.pottstownarearapidtransit.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 264,344
Senior Passengers: 42,937
Revenue Vehicle Miles: 274,781
Revenue Vehicle Hours: 21,912

Act 44 Operating Assistance
Section 1513 Allocation: $1,223,685
Required Local Match: $81,443

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

Current Employees
Agency Part-Time: 5
Contractor Full-Time: 12
Contractor Part-Time: 10
System-Wide: 27

Current Fleet Size
Diesel/Gasoline Motor Bus: 8
Diesel/Gasoline Paratransit Vehicle: 4
System-Wide: 12

Community transportation provided by Suburban Transit Network, Inc. (see page 214)

OPERATING BUDGET

Operating Expense (000’s)
$2,317

- Purchased Trans $1,949
- Other Salaries & Wages $108
- Fringes $56
- Fuel Utils $135
- Other $69

Operating Funds (000’s)
$2,317

- State $1,226
- Federal $668
- Revenue $342
- Local $81

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)

Total Ridership Per Revenue Vehicle Hour

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

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

House District
Berks: 5, 124, 126, 127, 128, 129, 130, 134, 187
Lancaster: 13, 37, 41, 43, 96, 97, 98, 99, 100, 128, 129

Senate District
Berks: 11, 24, 29, 44
Lancaster: 13, 36

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 4,640,596
Senior Passengers: 679,029
Revenue Vehicle Miles: 3,344,046
Revenue Vehicle Hours: 254,968

Act 44 Operating Assistance
Section 1513 Allocation: $15,279,717
Required Local Match: N/A

Current Employees
Agency Full-Time: 252
Agency Part-Time: 27
Contractor Full-Time: 116
Contractor Part-Time: 16
System-Wide: 411

Current Fleet Size
Diesel/Gasoline Motor Bus: 92
Diesel/Gasoline Paratransit Vehicle: 131
Other Alternative Fuel Paratransit: 14
System-Wide: 237

OPERATING BUDGET

Operating Expense (000’s)
$20,318

- Maint. $1,534
- Purchased Trans. $13,903
- Fuel Util. $1,462
- Fringes $885
- Other Salaries & Wages $1,466
- Other $1,068

Operating Funds (000’s)
$20,318

- State $9,684
- Federal $2,961
- Revenue $7,763
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

<table>
<thead>
<tr>
<th>Service Area Statistics (2010 Census)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles: 1,850</td>
<td></td>
</tr>
<tr>
<td>Population: 930,887</td>
<td></td>
</tr>
<tr>
<td>65+ Population: 137,338</td>
<td></td>
</tr>
<tr>
<td>% of Population 65 and older: 14.8%</td>
<td></td>
</tr>
</tbody>
</table>

Berks and Lancaster Counties

<table>
<thead>
<tr>
<th>Fare Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Shared-Ride Fare: $22.24</td>
<td></td>
</tr>
<tr>
<td>Average Shared-Ride Cost per Trip: $27.24</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trip Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>65+ Trips: 209,756</td>
<td></td>
</tr>
<tr>
<td>PwD Trips: 12,912</td>
<td></td>
</tr>
<tr>
<td>Other Shared-Ride Trips: 168,200</td>
<td></td>
</tr>
<tr>
<td>Total Shared-Ride Trips: 390,868</td>
<td></td>
</tr>
<tr>
<td>Total Escorts: 27,115</td>
<td></td>
</tr>
<tr>
<td>Non-Public Trips: 66,078</td>
<td></td>
</tr>
</tbody>
</table>

| Vehicles Operated in Maximum Service | Community Transportation: 92 |

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses $11,996,353

- Exclusive Human Service Program Contracts 11%
- Shared-Ride Admin 28%
- Shared-Ride Operating 61%

Sources of Funding $12,090,640

- MATP 42%
- Area Agency on Aging 3%
- PwD Program 3%
- Lottery 29%
- Other 12%
- MH/ID 7%
- Passenger Fares 3%
- MATP 42%
- Area Agency on Aging 3%
- PwD Program 3%
- Lottery 29%
- Other 12%
- MH/ID 7%
- Passenger Fares 3%
- MATP 42%
- Area Agency on Aging 3%
- PwD Program 3%
- Lottery 29%
- Other 12%
- MH/ID 7%
- Passenger Fares 3%

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
724-223-8747
Ms. Sheila Gombita, Executive Director
www.freedom-transit.org

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

Service Area Statistics (2010 Census)
Square Miles: 33
Population: 61,634

Current Fleet Size
Diesel/Gasoline Motor Bus: 10
Diesel/Gasoline Paratransit Vehicle: 78
System-Wide: 88

Senate District
Washington: 32, 37, 46

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

Act 44 Operating Assistance
Section 1513 Allocation: $1,431,031
Required Local Match: $207,466

Current Employees
Agency Full-Time: 13
Agency Part-Time: 2
Contractor Full-Time: 92
Contractor Part-Time: 30
System-Wide: 137

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

Service Area Statistics (2010 Census)
Square Miles: 33
Population: 61,634

Act 44 Fixed Route Distribution Factors
Total Passengers: 100,229
Senior Passengers: 17,076
Revenue Vehicle Miles: 414,289
Revenue Vehicle Hours: 26,098

Current Fleet Size
Diesel/Gasoline Motor Bus: 10
Diesel/Gasoline Paratransit Vehicle: 78
System-Wide: 88

Operating Expense (000’s)
$1,620

- Purchased Trans: $1,190
- Maint: $8
- Fuel Util: $156
- Fringes: $37
- Other Salaries & Wages: $120
- Other: $109

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

Operating Funds (000’s)
$1,620

- Revenue: $173
  - Federal: $33
  - State: $1,207
  - Local: $207

Revenue includes ADA complementary revenue.

Pennsylvania Public Transportation Performance Report – Fiscal Year 2016-17
In FY15-16, the Washington City Transit merged with Washington County Transportation Authority.
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$4,996,645

- Shared-Ride Admin: 14%
- Exclusive Human Service Program Contracts: 5%
- Shared-Ride Operating: 81%

Sources of Funding
$5,039,042

- Passenger Fares: 32%
- 48% MATP
- 9% PwD Program
- 3% Area Agency on Aging
- 2% MH/ID
- Other: 2%
- 3% MATP
- 2% Lottery

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Westmoreland County Transit Authority (WCTA)
41 Bell Way
Greensburg, PA 15601
724-832-2712
Mr. Alan Blahovec, Executive Director
www.westmorelandtransit.com

Service Area Statistics (2010 Census)
Square Miles: 668
Population: 296,066

Act 44 Fixed Route Distribution Factors
Total Passengers: 488,610
Senior Passengers: 71,393
Revenue Vehicle Miles: 1,108,861
Revenue Vehicle Hours: 55,113

Act 44 Operating Assistance
Section 1513 Allocation: $3,323,736
Required Local Match: $330,509

CURRENT FARE INFORMATION
Fixed Route Base: $2.00
Last Base Fare Increase: January 2014

CURRENT EMPLOYEES
Agency Full-Time: 15
Agency Part-Time: 3
Contractor Full-Time: 87
Contractor Part-Time: 24
System-Wide: 129

Westmoreland County Transit Authority (WCTA)
41 Bell Way
Greensburg, PA 15601
724-832-2712
Mr. Alan Blahovec, Executive Director
www.westmorelandtransit.com

Pennsylvania Public Transportation Performance Report – Fiscal Year 2016-17

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

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

Pennsylvania Public Transportation Performance Report – Fiscal Year 2016-17
Community Transportation

Westmoreland County Transit Authority (WCTA)

41 Bell Bay
Greensburg, PA 15601
724-832-2712
Mr. Alan Blahovec, Executive Director

Westmoreland County Service Area Statistics (2010 Census)

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

Fare Information

Average Shared-Ride Fare: $25.63
Average Shared-Ride Cost per Trip: $26.78

Fare Structure Implementation Date: July 2013

Trip Information

65+ Trips: 77,971
PwD Trips: 7,292
Other Shared-Ride Trips: 85,530
Total Shared-Ride Trips: 170,793
Total Escorts: 6,809
Non-Public Trips: 63,989

Vehicles Operated in Maximum Service
Community Transportation: 61

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses $4,854,979

Sources of Funding $4,854,979

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.
### Williamsport River Valley Transit (RVT)

1500 West Third Street  
Williamsport, PA 17701  
570-326-2500  
Mr. William Nichols, Jr., General Manager  
www.ridervt.com

### Service Area Statistics (2010 Census)
- Square Miles: 89
- Population: 69,764

### Current Fare Information
- Fixed Route Base: $2.00
- Last Base Fare Increase: May 2005

### Act 44 Fixed Route Distribution Factors
- Total Passengers: 1,283,843
- Senior Passengers: 194,707
- Revenue Vehicle Miles: 869,740
- Revenue Vehicle Hours: 57,246

### Act 44 Operating Assistance
- Section 1513 Allocation: $4,045,240
- Required Local Match: $350,639

### Current Employees
- Agency Full-Time: 56
- Agency Part-Time: 3
- System-Wide: 59

### Current Fleet Size
- Diesel/Gasoline Motor Bus: 25
- CNG Motor Bus: 6
- Diesel/Gasoline Paratransit Vehicles: 2
- System-Wide: 33

### Community transportation provided by provided by STEP, Inc. (see page 212)

### OPERATING BUDGET

#### Operating Expense (000’s)

- Operator Salaries & Wages: $1,799
- Other Salaries & Wages: $1,359
- Fringes: $1,331
- Fuel Util: $502
- Maint: $487
- Purchased Trans: $9
- Other: $1,580
- Total: $7,067

#### Operating Funds (000’s)

- State: $4,045
- Revenue: $1,071
- Local: $351
- Federal: $1,600
- Total: $7,067

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

Rural Systems
### Operating Budget

#### Operating Expense (000's)

- Operator Salaries & Wages $1,569
- Other Salaries & Wages $1,668
- Fringes $2,044
- Fuel Utils $574
- Maint $432
- Other $683
- Purchased Trans $309

**Total Expense:** $7,279

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 $325
- State $3,533
- Federal $2,072
- Revenue $1,349

**Total Operating Funds:** $7,279

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

As of this report publication date, ATA's financial data remains unaudited.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2016-17

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: $5.31
- Average Shared-Ride Cost per Trip: $29.55
- Fare Structure
- Implementation Date: July 2009

Trip Information
- 65+ Trips: 57,217
- PwD Trips: 22,842
- Other Shared-Ride Trips: 67,932
- Total Shared-Ride Trips: 147,991
- Total Escorts: 11,990
- Non-Public Trips: 18,129

Vehicles Operated in Maximum Service
Community Transportation: 43

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$5,914,753

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

Sources of Funding
$6,186,884

- 55% Subsidy
- 2% Passenger Fares
- 5% Lottery
- 2% PwD Program
- <1% Area Agency on Aging
- 28% MATP
- 1% Other
- 7% MH/ID

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Operating Expense (000’s)
$1,934

- Purchased Trans $900
- Maint. $35
- Fuel Util $151
- Fringes $125
- Other Salaries & Wages $280
- Other $443

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

Operating Funds (000’s)
$1,934

- Federal $787
- State $909
- Local $48
- Revenue $191

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
**Carbon County Community Transit**

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

**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: 8,814  
- Senior Passengers: 3,930  
- Revenue Vehicle Miles: 49,321  
- Revenue Vehicle Hours: 2,805

**Act 44 Operating Assistance**

- Section 1513 Allocation: $248,223  
- Required Local Match: $37,233

**Current Employees**

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

**Current Fleet Size**

- Diesel/Gasoline Motor Bus: 0  
- Diesel/Gasoline Paratransit Vehicle: 24  
- System-wide: 24

---

**OPERATING BUDGET**

**Operating Expense (000’s)**

- Purchased Trans: $272  
- Fuel Util: $28  
- Maint: $2

**Operating Funds (000’s)**

- Local: $37  
- State: $246  
- Revenue: $19

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

---

House District  
Carbon: 122, 124

Senate District  
Carbon: 14
Passengers include ADA complementary passengers.
Community Transportation

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

Service Area Statistics (2010 Census)
Carbon County
Square Miles: 381
Population: 65,249
65+ Population: 11,644
% of Population 65 and older: 17.8%

Fare Information
Average Shared-Ride Fare: $23.91
Average Shared-Ride Cost per Trip: $33.64
Fare Structure Implementation Date: March 2016

Trip Information
65+ Trips: 24,476
PwD Trips: 2,844
Other Shared-Ride Trips: 11,188
Total Shared-Ride Trips: 38,508
Total Escorts: 8,009
Non-Public Trips: 12,152

Vehicles Operated in Maximum Service
Community Transportation: 17

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,673,330

Sources of Funding
$1,679,158

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**

**Total Shared-Ride Trips**
Crawford Area Transportation Authority (CATA)
214 Pine Street
Meadville, PA 16335
814-336-5600
Mr. Timothy Geibel, General Manager
www.catabus.org

Service Area Statistics (2010 Census)
Square Miles: 112
Population: 53,819

Current Fleet Size
Diesel/Gasoline Motor Bus: 14
Diesel/Gasoline Paratransit Vehicle: 47
System-wide: 61

Act 44 Fixed Route Distribution Factors
Total Passengers: 293,309
Senior Passengers: 51,339
Revenue Vehicle Miles: 467,282
Revenue Vehicle Hours: 26,960

Act 44 Operating Assistance
Section 1513 Allocation: $1,260,530
Required Local Match: $64,591

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

Current Employees
Agency Full-Time: 48
Agency Part-Time: 25
Contractor Full-Time: 0
Contractor Part-Time: 0
System-Wide: 73

Current Fleet Size
Diesel/Gasoline Motor Bus: 14
Diesel/Gasoline Paratransit Vehicle: 47
System-wide: 61

Includes Venango County Transportation Office following a management agreement established in Fiscal Year 2016-17.

OPERATING BUDGET

Operating Expense (000’s) $1,761

- Maint. $69
- Fringes $314
- Fuel Utils $227
- Other Salaries & Wages $217
- Operator Salaries & Wages $524
- Other $410

Operating Funds (000’s) $1,761

- Federal $275
- State $1,146
- Local $90
- Revenue $249

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

Revenue includes ADA complementary revenue.
Beginning in FY 16-17 Crawford Area Transportation Authority (CATA) began managing the Venango County Transportation Office (VCTO) and filed one joint grant agreement. Passengers include ADA complementary passengers.
Community Transportation

Crawford Area Transportation Authority (CATA)
214 Pine Street,
Meadville, PA 16335
814-336-5600
Mr. Timothy Geibel, General Manager

Service Area Statistics (2010 Census)
Crawford and Venango Counties
Square Miles: 1,688
Population: 143,749
65+ Population: 24,596
% of Population 65 and older: 17.1%

Fare Information
Average Shared-Ride Fare: $18.13
Average Shared-Ride Cost per Trip: $25.82
Fare Structure
Implementation Date: July 2013

Trip Information
65+ Trips: 49,040
PwD Trips: 2,464
Other Shared-Ride Trips: 30,527
Total Shared-Ride Trips: 82,031
Total Escorts: 4,939
Non-Public Trips: 26,699

Vehicles Operated in Maximum Service
Community Transportation: 27

Includes Venango County Transportation Office following a management agreement established in Fiscal Year 2016-17.

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,399,960

Sources of Funding
$2,411,400

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
RURAL SYSTEMS

Operating Budget

DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST)
44 Transportation Center
Johnstown, PA 15945
866-282-4968
Mr. Michael Imbrogno,
Chief Executive Officer
www.dufast.com

House District
Clearfield: 75

Senate District
Clearfield: 25

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: 60,004
Senior Passengers: 18,174
Revenue Vehicle Miles: 121,788
Revenue Vehicle Hours: 12,085

Act 44 Operating Assistance
Section 1513 Allocation: $570,514
Required Local Match: $46,375

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

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

Community transportation provided by Area Transportation Authority of North Central PA (see page 142)

OPERATING BUDGET

Operating Expense (000’s)

$874

- Operator Salaries & Wages $257
- Other Salaries & Wages $267
- Fringes $140
- Maint. $30
- Fuel Util. $63
- Other $117

Operating Funds (000’s)

$874

- State $789
- Revenue $34
- Local $53

Some contracted maintenance may be reported as “Other Services.”
Endless Mountains Transportation Authority (EMTA)
27824 Route 220
Athens, PA 18810
800-242-3484
Mr. William Nichols, Jr., General Manager
www.gobesttransit.com

Pennsylvania Public Transportation Performance Report – Fiscal Year 2016-17

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

Senate District
Bradford: 23
Sullivan: 23
Tioga: 25

Service Area Statistics (2010 Census)
Square Miles: 726
Population: 61,852

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

Act 44 Operating Assistance
Section 1513 Allocation: $944,888
Required Local Match: $62,918

Current Employees
Agency Full-Time: 44
Agency Part-Time: 34
System-Wide: 78

Current Fleet Size
Diesel/Gasoline Motor Bus: 16
Diesel/Gasoline Paratransit Vehicle: 43
CNG Paratransit Vehicles: 1
System-wide: 60

OPERATING BUDGET

Operating Expense (000’s)
$1,508

Revenue
$150

Local $63

State $688

Federal $631

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

Operating Funds (000’s)
$1,508

Revenue includes ADA complementary revenue.
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: $33.44
Average Shared-Ride Cost per Trip: $40.62

Fare Structure
Implementation Date: July 2015

Trip Information

65+ Trips: 31,588
PwD Trips: 6,323
Other Shared-Ride Trips: 31,930
Total Shared-Ride Trips: 69,841
Total Escorts: 0
Non-Public Trips: 2774

Vehicles Operated in Maximum Service
Community Transportation: 29

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,938,019

Sources of Funding
$3,186,354

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**

---

**RURAL SYSTEMS**

(Endless Mountains Transportation Authority) EMTA
### IndiGO (Indiana County Transit Authority)

- **Address:** 1657 Saltsburg Avenue, P.O. Box 869, Indiana, PA 15701
- **Phone:** 724-465-2140
- **Executive Director:** Mr. John R. Kanyan
- **Website:** [www.indigobus.com](http://www.indigobus.com)

### Service Area Statistics (2010 Census)
- **Square Miles:** 504
- **Population:** 65,500

### Current Fleet Size
- **Diesel/Gasoline Motor Bus:** 4
- **CNG Motor Bus:** 12
- **Diesel/Gasoline Paratransit Vehicle:** 12
- **System-wide:** 28

### Act 44 Fixed Route Distribution Factors
- **Total Passengers:** 329,973
- **Senior Passengers:** 12,284
- **Revenue Vehicle Miles:** 417,471
- **Revenue Vehicle Hours:** 34,201

### Act 44 Operating Assistance
- **Section 1513 Allocation:** $1,590,814
- **Required Local Match:** $60,005

### Current Employees
- **Agency Full-Time:** 50
- **Agency Part-Time:** 9
- **Contractor Full-Time:** 0
- **Contractor Part-Time:** 0
- **System-Wide:** 59

### Current Fare Information
- **Fixed Route Base:** $1.35
- **Last Base Fare Increase:** July 2016

### House District
- Indiana: 60, 62, 66

### Senate District
- Indiana: 41

### Indiana County Transit Authority (IndiGO)

1657 Saltsburg Avenue, P.O. Box 869
Indiana, PA 15701
724-465-2140
Mr. John R. Kanyan, Executive Director
[www.indigobus.com](http://www.indigobus.com)

### OPERATING BUDGET

#### Operating Expense (000’s)
- **Operator Salaries & Wages:** $864
- **Other Salaries & Wages:** $590
- **Fringes:** $551
- **Fuel Util:** $124
- **Maint:** $161

**Total Expense:** $2,446

#### Operating Funds (000’s)
- **Local:** $60
- **State:** $1,486
- **Federal:** $208
- **Revenue:** $691

**Total Revenue:** $2,446

---

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: $20.49
Average Shared-Ride Cost per Trip: $28.35

Fare Structure
Implementation Date: November 2013

Trip Information
65+ Trips: 18,012
PwD Trips: 743
Other Shared-Ride Trips: 474
Total Shared-Ride Trips: 19,229
Total Escorts: 570
Non-Public Trips: 27,486

Vehicles Operated in Maximum Service
Community Transportation: 9

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,417,012
Exclusive Human Service Program Contracts 61%
Shared-Ride Operating 26%
Shared-Ride Admin 13%

Sources of Funding
$1,448,883
1% Passenger Fares
10% Subsidy
22% Lottery
<1% Lottery
<1% PwD Program
3% Area Agency on Aging
63% MATP
1% Other

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
RURAL SYSTEMS

Mid County Transit Authority
220 North Grant Avenue
Kittanning, PA 16201
724-548-8696
Ms. Patti Lynn Baker Johnston, GM
www.tandctransit.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 38,147
Senior Passengers: 10,616
Revenue Vehicle Miles: 133,591
Revenue Vehicle Hours: 9,785

Act 44 Operating Assistance
Section 1513 Allocation: $590,000
Required Local Match: $42,337

Current Fleet Size
Diesel/Gasoline Motor Bus: 6
Diesel/Gasoline Paratransit Vehicle: 15
System-wide: 21

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

Operating Expense (000’s)
$616

- Operator Salaries & Wages $129
- Other Salaries & Wages $162
- Maint. $57
- Fuel Utils $59
- Fringes $136
- Other $74
- Local $42
- Federal $128
- Revenue $36

Operating Funds (000’s)
$616

- Operator Salaries & Wages $129
- Other Salaries & Wages $162
- Maint. $57
- Fuel Utils $59
- Fringes $136
- Other $74
- Local $42
- Federal $128
- Revenue $36

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 2016-17
Passengers include ADA complementary passengers.
Mid County Transit Authority

220 North Grant Avenue
Kittanning, PA 16201
724-548-8696
Ms. Patti Lynn Baker Johnston, GM

Service Area Statistics (2010 Census)
Armstrong County
Square Miles: 654
Population: 68,941
65+ Population: 12,687
% of Population 65 and older: 18.4%

Fare Information
Average Shared-Ride Fare: $19.11
Average Shared-Ride Cost per Trip: $26.23

Trip Information
65+ Trips: 20,336
PwD Trips: 3,088
Other Shared-Ride Trips: 5,328
Total Shared-Ride Trips: 28,752
Total Escorts: 796

Community Transportation: 10

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$754,227

Sources of Funding
$754,227

- Passenger Fares 42%
- Area Agency on Aging 6%
- MATP 11%
- MH/ID 2%
- Other 2%
- Lottery 8%
- Subsidy 5%
- 25% Subsidy
- 2% Other
- 11% MATP
- 1% MH/ID
- 6% Area Agency on Aging

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
RURAL SYSTEMS

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: 32,184
Senior Passengers: 13,500
Revenue Vehicle Miles: 64,080
Revenue Vehicle Hours: 5,544

Current Employees
Agency Full-Time: 1
Agency Part-Time: 0
Contractor Full-Time: 2
Contractor Part-Time: 4
System-Wide: 7

Act 44 Operating Assistance
Section 1513 Allocation: $298,898
Required Local Match: $12,185

Current Fleet Size
Diesel/Gasoline Motor Bus: 3
System-wide: 3

Community transportation provided by the Central Pennsylvania Transportation Authority (see page 92)

OPERATING BUDGET

Operating Expense (000’s)
$289

Operating Funds (000’s)
$289

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

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

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 582,563
- Senior Passengers: 87,289
- Revenue Vehicle Miles: 1,103,093
- Revenue Vehicle Hours: 54,143

**Act 44 Operating Assistance**
- Section 1513 Allocation: $4,244,247
- Required Local Match: $210,945

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

**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 34
- System-wide: 34

*Community transportation provided by Allied Coordinated Transportation Services, Inc. (see page 182)*

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**OPERATING BUDGET**

**Operating Expense (000's)**
- Operator Salaries & Wages: $1,470
- Fringes: $2,153
- Fuel Util: $481
- Maint.: $444
- Other: $649
- Other Salaries & Wages: $699
- Purchased Trans: $66
- Total: $5,962

**Operating Funds (000's)**
- Local: $211
- State: $3,322
- Federal: $1,639
- Revenue: $791
- Total: $5,962

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

#### Operating Expense (000’s)

- **Other Salaries & Wages**: $501
- **Fringes**: $488
- **Fuel Util**: $232
- **Maint.**: $127
- **Other**: $182
- **Operator Salaries & Wages**: $551

#### Operating Funds (000’s)

- **Local**: $62
- **State**: $1,266
- **Federal**: $537
- **Revenue**: $215

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

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: $21.05
Average Shared-Ride Cost per Trip: $33.33
Fare Structure
Implementation Date: July 2015

Trip Information
65+ Trips: 39,887
PwD Trips: 4,766
Other Shared-Ride Trips: 13,892
Total Shared-Ride Trips: 58,545
Total Escorts: 3,298
Non-Public Trips: 25,222

Vehicles Operated in Maximum Service
Community Transportation: 23

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,376,299

Sources of Funding
$2,209,101

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**
## Transit Authority of Warren County (TAWC)

42 Clark Street  
Warren, PA 16365  
814-723-1874  
Ms. Wendy Hollabaugh, Executive Director  
[www.tawcbus.com](http://www.tawcbus.com)

### Operating Expense (000’s)

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<th>Category</th>
<th>Amount</th>
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<td>Operator Salaries &amp; Wages</td>
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<tr>
<td>Fringes</td>
<td>$182</td>
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<td>Fuel Util.</td>
<td>$131</td>
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<td>Maint.</td>
<td>$74</td>
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<td>Other</td>
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### Operating Funds (000’s)

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<td>Federal</td>
<td>$139</td>
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<tr>
<td>Local</td>
<td>$42</td>
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<tr>
<td>Total</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.

### Service Area Statistics (2010 Census)

- Square Miles: 279
- Population: 25,626

### Current Fleet Size

- Diesel/Gasoline Motor Bus: 5
- Diesel/Gasoline Paratransit Vehicle: 11
- System-wide: 16

### Act 44 Operating Assistance

- Section 1513 Allocation: $659,938
- Required Local Match: $42,177

### Current Fare Information

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

### Act 44 Fixed Route Distribution Factors

- Total Passengers: 58,496
- Senior Passengers: 8,047
- Revenue Vehicle Miles: 190,068
- Revenue Vehicle Hours: 10,602

### Current Employees

- Agency Full-Time: 18
- Agency Part-Time: 11
- System-Wide: 29

### House District

- Warren: 65

### Senate District

- Warren: 21, 25

---

TAWC (Warren County, Transit Authority of)
Passengers include ADA complementary passengers.
Community Transportation

Transit Authority of Warren County (TAWC)
42 Clark Street
Warren, PA 16365
814-723-1874
Ms. Wendy Hollabaugh, Executive Director

Service Area Statistics (2010 Census)
Warren County
Square Miles: 883
Population: 41,815
65+ Population: 7,840
% of Population 65 and older: 18.7%

Fare Information
Average Shared-Ride Fare: $13.96
Average Shared-Ride Cost per Trip: $19.51
Fare Structure
Implementation Date: September 2010

Trip Information
65+ Trips: 25,817
PwD Trips: 649
Other Shared-Ride Trips: 7,236
Total Shared-Ride Trips: 33,702
Total Escorts: 1,976
Non-Public Trips: 939

Vehicles Operated in Maximum Service
Community Transportation: 9

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$932,390

Sources of Funding
$932,390

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**
intentionally blank
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)

<table>
<thead>
<tr>
<th>Lawrence County</th>
<th>Square Miles:</th>
<th>Population:</th>
<th>65+ Population:</th>
<th>% of Population 65 and older:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>360</td>
<td>91,108</td>
<td>17,128</td>
<td>18.8%</td>
</tr>
</tbody>
</table>

Fare Information

Average Shared-Ride Fare: $15.72
Average Shared-Ride Cost per Trip: $16.10
Fare Structure
Implementation Date: July 2012

Trip Information

65+ Trips: 27,587
PwD Trips: 2,713
Other Shared-Ride Trips: 50,128
Total Shared-Ride Trips: 80,428
Total Escorts: 22,878
Non-Public Trips: 4,472

Vehicles Operated in Maximum Service
Community Transportation: 21

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,467,615

Exclusive Human Service Program Contracts 12%
Shared-Ride Admin 7%
Shared-Ride Operating 81%

Sources of Funding
$1,477,149

24% Passenger Fares
3% Lottery
27% Other
3% PwD Program
<1% Area Agency on Aging
31% MATP
11% MH/ID

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

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Community Transportation

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

Service Area Statistics (2010 Census)
Blair County
Square Miles: 526
Population: 127,089
65+ Population: 22,527
% of Population 65 and older: 17.7%

Fare Information
Average Shared-Ride Fare: $17.82
Average Shared-Ride Cost per Trip: $15.97
Fare Structure
Implementation Date: September 2014

Trip Information
65+ Trips: 77,642
PwD Trips: 2,255
Other Shared-Ride Trips: 41,673
Total Shared-Ride Trips: 121,570
Total Escorts: 2,215
Non-Public Trips: 287

Vehicles Operated in Maximum Service
Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,642,260

Sources of Funding
$2,888,089

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**
Bucks County Transport, Inc.

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: $25.64
Average Shared-Ride Cost per Trip: $22.99

Trip Information
65+ Trips: 124,159
PwD Trips: 35,195
Other Shared-Ride Trips: 1,095
Total Shared-Ride Trips: 160,449
Total Escorts: 0
Non-Public Trips: 379,226

Vehicles Operated in Maximum Service
Community Transportation: 116

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$9,717,183

- Shared-Ride Operating: 31%
- Shared-Ride Admin: 7%
- Exclusive Human Service Program Contracts: 62%

Sources of Funding
$9,987,039

- 23% MATP
- <1% Area Agency on Aging
- 8% PwD Program
- 26% Lottery
- 9% Other
- 5% Passenger Fares
- 27% MH/ID

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

<table>
<thead>
<tr>
<th>Butler County Community Action &amp; Development</th>
<th>Fare Information</th>
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</thead>
<tbody>
<tr>
<td>124 West Diamond Street</td>
<td>Average Shared-Ride Fare: $21.93</td>
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<tr>
<td>P.O. Box 1208</td>
<td>Average Shared-Ride Cost per Trip: $17.06</td>
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<tr>
<td>Butler, PA 16003-1208</td>
<td>Fare Structure</td>
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<tr>
<td>724-284-5125</td>
<td>Implementation Date: January 2013</td>
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<tr>
<td>Ms. Janine Kennedy, Director</td>
<td></td>
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Service Area Statistics (2010 Census)

<table>
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<tr>
<th>Butler 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>789</td>
<td>183,862</td>
<td>27,853</td>
<td>15.1%</td>
</tr>
</tbody>
</table>

Fare Information

- Average Shared-Ride Fare: $21.93
- Average Shared-Ride Cost per Trip: $17.06
- Fare Structure Implementation Date: January 2013

Trip Information

- 65+ Trips: 30,042
- PwD Trips: 9,131
- Other Shared-Ride Trips: 21,832
- Total Shared-Ride Trips: 61,005

Vehicles Operated in Maximum Service

Community Transportation: 16

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

$1,048,815

- Shared-Ride Operating: 96%
- Exclusive Human Service Program Contracts: 1%
- Shared-Ride Admin: 3%

Sources of Funding

$1,051,627

- Passenger Fares: 39%
- Lottery: 34%
- Other: 4%
- MATP: 3%
- MH/ID: 34%
- Area Agency on Aging: 6%
- PwD Program: 13%

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

**Centre County Office of Transportation**

420 Holmes Street  
Bellefonte, PA 16823  
814-355-6807  
Mr. David Lomison, Director

<table>
<thead>
<tr>
<th>Service Area Statistics (2010 Census) Centre County excluding State College</th>
<th></th>
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<tbody>
<tr>
<td>Square Miles:</td>
<td>973</td>
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<tr>
<td>Population:</td>
<td>41,990</td>
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<td>65+ Population:</td>
<td>4,735</td>
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<td>% of Population 65 and older:</td>
<td>11.3%</td>
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**Fare Information**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
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<tbody>
<tr>
<td>Average Shared-Ride Fare</td>
<td>$16.16</td>
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<tr>
<td>Average Shared-Ride Cost per Trip</td>
<td>$17.59</td>
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**Trip Information**

<table>
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<th>Description</th>
<th>Value</th>
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<tbody>
<tr>
<td>65+ Trips</td>
<td>35,311</td>
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<tr>
<td>PwD Trips</td>
<td>4,020</td>
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<tr>
<td>Other Shared-Ride Trips</td>
<td>40,093</td>
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<td>Total Shared-Ride Trips</td>
<td>79,424</td>
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<tr>
<td>Total Escorts</td>
<td>0</td>
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<tr>
<td>Non-Public Trips</td>
<td>3,782</td>
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</tbody>
</table>

**Vehicles Operated in Maximum Service**

| Community Transportation | 24 |

---

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**

$1,876,943

- Exclusive Human Service Program Contracts: 26%
- Shared-Ride Admin: 14%
- Shared-Ride Operating: 60%

**Sources of Funding**

$1,876,943

- 24% MATP
- 27% PwD Program
- 19% Area Agency on Aging
- 15% MH/ID
- 8% Subsidy
- 3% Other
- <1% Lottery
- Passenger Fares

---

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

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

**Service Area Statistics (2010 Census)**

<table>
<thead>
<tr>
<th>Chester County</th>
<th>Square Miles</th>
<th>Population</th>
<th>65+ Population</th>
<th>% of Population 65 and older</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>756</td>
<td>498,886</td>
<td>63,875</td>
<td>12.8%</td>
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</table>

**Fare Information**

- Average Shared-Ride Fare: $23.86
- Average Shared-Ride Cost per Trip: $25.56

**Fare Structure**

- Implementation Date: January 2016

**Trip Information**

<table>
<thead>
<tr>
<th></th>
<th>Trips:</th>
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<tr>
<td>65+ Trips:</td>
<td>130,580</td>
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<tr>
<td>PwD Trips:</td>
<td>37,845</td>
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<td>Other Shared-Ride Trips:</td>
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<td>Total Shared-Ride Trips:</td>
<td>261,397</td>
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<tr>
<td>Total Escorts:</td>
<td>9,377</td>
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<tr>
<td>Non-Public Trips:</td>
<td>60,883</td>
</tr>
</tbody>
</table>

**Vehicles Operated in Maximum Service**

Community Transportation: 65

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**

- Total: $8,980,830

- **Shared-Ride Operating:** 60%
- **Shared-Ride Admin:** 14%
- **Exclusive Human Service Program Contracts:** 26%

**Sources of Funding**

- **Total:** $9,974,217

- **Passenger Fares:** 22%
- **Lottery:** 7%
- **PwD Program:** 18%
- **Area Agency on Aging:** 2%
- **MATP:** 23%
- **MH/ID:** 17%
- **Other:** 6%
- **Subsidy:** 5%

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

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
### Community Transportation

**Clarion County Transportation**

338 Amsler Avenue, Suite 1  
Shippenville, PA 16254  
814-226-4000  
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:** $34.39
- **Average Shared-Ride Cost per Trip:** $35.57

**Trip Information**

- **65+ Trips:** 10,062
- **PwD Trips:** 501
- **Other Shared-Ride Trips:** 10,715
- **Total Shared-Ride Trips:** 21,278
- **Total Escorts:** 0
- **Non-Public Trips:** 1,107

**Vehicles Operated in Maximum Service**

- **Community Transportation:** 21

---

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**

- **Total:** $1,067,164

**Sources of Funding**

- **Total:** $1,067,164

**Exclusive Human Service Program Contracts**

- **53%**

**Shared-Ride Admin**

- **71%**

**53%**

**MATP**

**7%**

**MH/ID**

**6%**

**Other**

**<1%**

**Subsidy**

**<1%**

**Passenger Fares**

**27%**

**Lottery**

**1%**

**PwD Program**

**<1%**

---

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

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: $32.30
Average Shared-Ride Cost per Trip: $35.67
Fare Structure
Implementation Date: April 2016

Trip Information
65+ Trips: 111,363
PwD Trips: 1,691
Other Shared-Ride Trips: 64,453
Total Shared-Ride Trips: 177,507
Total Escorts: 14,251
Non-Public Trips: 220,968

Vehicles Operated in Maximum Service
Community Transportation: 52

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$14,668,421

Sources of Funding
$14,534,227

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
## Forest County

### Community Transportation

**Forest County Transportation**  
126 Cherry Street  
Marienville, PA 16239  
814-927-8266  
Ms. Brenda McCanna, Director

### Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Description</th>
<th>Data</th>
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<tr>
<td>Square Miles:</td>
<td>428</td>
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<td>Population:</td>
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<td>65+ Population:</td>
<td>1,356</td>
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<tr>
<td>% of Population 65 and older:</td>
<td>26%</td>
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</table>

### Fare Information

- **Average Shared-Ride Fare:** $25.90
- **Average Shared-Ride Cost per Trip:** $34.20
- **Fare Structure Implementation Date:** January 2015

### Trip Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
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<tbody>
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<td>65+ Trips:</td>
<td>13,217</td>
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<td>PwD Trips:</td>
<td>1,378</td>
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<tr>
<td>Other Shared-Ride Trips:</td>
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<td>Total Shared-Ride Trips:</td>
<td>14,651</td>
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<tr>
<td>Total Escorts:</td>
<td>230</td>
</tr>
<tr>
<td>Non-Public Trips:</td>
<td>970</td>
</tr>
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</table>

### Vehicles Operated in Maximum Service

- **Community Transportation:** 13

---

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses

- **Total:** $532,428
  - **Shared-Ride Operating:** 82%
  - **Shared-Ride Admin:** 18%

### Sources of Funding

- **Total:** $545,518
  - **Passenger Fares:** 49%
  - **4% Area Agency on Aging**
  - **7% PwD Program**
  - **2% MATP**
  - **4% Other**

---

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>Agency Service Area</th>
<th>Shared-Ride Fare Recovery</th>
</tr>
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<tbody>
<tr>
<td>$0.00</td>
<td>$5.00</td>
</tr>
<tr>
<td>$10.00</td>
<td>$15.00</td>
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<td>$30.00</td>
<td>$35.00</td>
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<tr>
<td>$40.00</td>
<td>$45.00</td>
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</table>

<table>
<thead>
<tr>
<th>65+ Shared-Ride Trips</th>
<th>PwD Shared-Ride Trips</th>
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<tbody>
<tr>
<td>FY 12-13: 0</td>
<td>FY 12-13: 200</td>
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<tr>
<td>FY 13-14: 2,000</td>
<td>FY 13-14: 400</td>
</tr>
<tr>
<td>FY 14-15: 4,000</td>
<td>FY 14-15: 600</td>
</tr>
<tr>
<td>FY 15-16: 6,000</td>
<td>FY 15-16: 800</td>
</tr>
<tr>
<td>FY 16-17: 8,000</td>
<td>FY 16-17: 1,000</td>
</tr>
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</table>

Total Shared-Ride Trips

<table>
<thead>
<tr>
<th>Total Shared-Ride Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 12-13: 12,000</td>
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<tr>
<td>FY 13-14: 14,000</td>
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<tr>
<td>FY 14-15: 16,000</td>
</tr>
<tr>
<td>FY 15-16: 18,000</td>
</tr>
<tr>
<td>FY 16-17: 20,000</td>
</tr>
</tbody>
</table>
Greene County

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: $26.25
Average Shared-Ride Cost per Trip: $26.16
Fare Structure
Implementation Date: June 2015

Trip Information
65+ Trips: 11,714
PwD Trips: 3,581
Other Shared-Ride Trips: 22,026
Total Shared-Ride Trips: 37,321
Total Escorts: 1,986
Non-Public Trips: 1,016

Vehicles Operated in Maximum Service
Community Transportation: 17

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,154,815

Sources of Funding
$1,154,815

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
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: $17.09
- Average Shared-Ride Cost per Trip: $19.80
- Fare Structure Implementation Date: November 2011

Trip Information
- 65+ Trips: 73,379
- PwD Trips: 7,662
- Other Shared-Ride Trips: 27,150
- Total Shared-Ride Trips: 108,191

Vehicles Operated in Maximum Service
Community Transportation: 45

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,142,578

- 92% Shared-Ride Operating
- 8% Shared-Ride Admin

Sources of Funding
$2,142,578
- 51% Lottery
- 16% MATP
- 9% Area Agency on Aging
- 5% PwD Program
- 14% Subsidy
- <1% Other
- 6% Passenger Fares

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

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Community Transportation

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

Service Area Statistics (2010 Census)
Mifflin and Juniata Counties

<table>
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<td>Square Miles</td>
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<tr>
<td>Population</td>
<td>71,138</td>
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<td>65+ Population</td>
<td>12,777</td>
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<tr>
<td>% of Population 65 and older</td>
<td>17.9%</td>
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Fare Information

<table>
<thead>
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<tr>
<td>Average Shared-Ride Fare</td>
<td>$22.79</td>
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<tr>
<td>Average Shared-Ride Cost per Trip</td>
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<td>Implementation Date</td>
<td>June 2016</td>
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Trip Information

<table>
<thead>
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<th>Metric</th>
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</thead>
<tbody>
<tr>
<td>65+ Trips</td>
<td>20,504</td>
</tr>
<tr>
<td>PwD Trips</td>
<td>2,296</td>
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<td>Other Shared-Ride Trips</td>
<td>18,223</td>
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<tr>
<td>Total Escorts</td>
<td>0</td>
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<tr>
<td>Non-Public Trips</td>
<td>121</td>
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</table>

Vehicles Operated in Maximum Service
Community Transportation: 13

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$999,621

Sources of Funding
$1,019,166

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

Service Area Statistics (2010 Census)
Perry County
Square Miles: 554
Population: 45,969
65+ Population: 6,294
% of Population 65 and older: 13.7%

Fare Information
Average Shared-Ride Fare: $29.08
Average Shared-Ride Cost per Trip: $20.45
Fare Structure
Implementation Date: August 2013

Trip Information
65+ Trips: 6,717
PwD Trips: 2,032
Other Shared-Ride Trips: 5,276
Total Shared-Ride Trips: 14,025
Non-Public Trips: 5,110

Vehicles Operated in Maximum Service
Community Transportation: 30

COMMUNITY TRANSPORTATION OPERATING BUDGET*

Operating Expenses
$415,621

Sources of Funding
$425,770

*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 52 for an overview of CPTA's consolidation). The data shown on these agency pages represent partial year financial and operating statistics.**
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,006,892

Sources of Funding
$1,006,892

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

Pennsylvania Public Transportation Performance Report – Fiscal Year 2016-17
Community Transportation

Tableland Services, Inc.
535 East Main Street
Somerset, PA 15501
814-445-9628
Mr. David Mrozowski, Executive Director

Service Area Statistics (2010 Census)

Somerset County
Square Miles: 1,075
Population: 77,742
65+ Population: 14,431
% of Population 65 and older: 18.6%

Fare Information

Average Shared-Ride Fare: $14.44
Average Shared-Ride Cost per Trip: $16.97
Fare Structure
Implementation Date: August 2017

Trip Information

65+ Trips: 13,113
PwD Trips: 2,626
Other Shared-Ride Trips: 12,484
Total Shared-Ride Trips: 28,223
Total Escorts: 0
Non-Public Trips: 27,865

Vehicles Operated in Maximum Service
Community Transportation: 10

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,496,193

SOURCES OF FUNDING
$1,544,069

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:** $23.96
- **Average Shared-Ride Cost per Trip:** $25.72
- **Fare Structure Implementation Date:** April 2015

### Trip Information
- **65+ Trips:** 41,041
- **PwD Trips:** 9,201
- **Other Shared-Ride Trips:** 48,876
- **Total Shared-Ride Trips:** 99,118
- **Total Escorts:** 5,441
- **Non-Public Trips:** 11,249

### Vehicles Operated in Maximum Service
- **Community Transportation:** 48

---

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses
- **$3,786,430**
- **Exclusive Human Service Program Contracts:** 33%
- **Shared-Ride Admin:** 16%
- **Shared-Ride Operating:** 51%

### Sources of Funding
- **$4,156,122**
- **62%** MATP
- **19%** MH/ID
- **10%** Other Passenger Fares
- **3%** Area Agency on Aging
- **1%** Lottery
- **4%** PwD Program
- **<1%** Other

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
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: $29.95
Average Shared-Ride Cost per Trip: $33.56
Fare Structure
Implementation Date: August 2014

Trip Information
65+ Trips: 167,020
PwD Trips: 12,531
Other Shared-Ride Trips: 20,362
Total Shared-Ride Trips: 199,913
Total Escorts: 1,906
Non-Public Trips: 727,353

Vehicles Operated in Maximum Service
Community Transportation: 214

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$20,404,119

Exclusive Human Service Program Contracts 67%
Shared-Ride Admin 6%
Shared-Ride Operating 27%

Sources of Funding
$21,324,457

60% Other
15% MATP
19% PwD Program
2% Lottery
2% Passenger Fares
1% Area Agency on Aging
1% MATP

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

Service Area Statistics (2010 Census)
Susquehanna & Wyoming Counties

<p>| | |</p>
<table>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles:</td>
<td>1,228</td>
</tr>
<tr>
<td>Population:</td>
<td>71,613</td>
</tr>
<tr>
<td>65+ Population:</td>
<td>12,373</td>
</tr>
<tr>
<td>% of Population 65 and older:</td>
<td>17.3%</td>
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</table>

Fare Information

- Average Shared-Ride Fare: $29.95
- Average Shared-Ride Cost per Trip: $29.54
- Implementation Date: March 2013

Trip Information

- 65+ Trips: 22,439
- PwD Trips: 5,742
- Other Shared-Ride Trips: 16,200
- Total Shared-Ride Trips: 44,381
- Total Escorts: 0
- Non-Public Trips: 7,450

Vehicles Operated in Maximum Service
Community Transportation: 28

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,570,037

- Exclusive Human Service Program Contracts: 17%
- Shared-Ride Operating: 51%
- Shared-Ride Admin: 32%

Sources of Funding
$1,621,498

- Passenger Fares: 33%
- Lottery: 4%
- PwD Program: 8%
- Area Agency on Aging: 4%
- MATP: 50%
- Other: 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**
Wayne County

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: $32.13
Average Shared-Ride Cost per Trip: $28.49
Fare Structure
Implementation Date: March 2016

Trip Information
65+ Trips: 31,456
PwD Trips: 3,324
Other Shared-Ride Trips: 18,567
Total Shared-Ride Trips: 53,347
Total Escorts: 4,617
Non-Public Trips: 6,243

Vehicles Operated in Maximum Service
Community Transportation: 30

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,603,011

- Exclusive Human Service Program Contracts: 5%
- Shared-Ride Operating: 79%
- Shared-Ride Admin: 16%

Sources of Funding
$1,923,567

- Passenger Fares: 39%
- MATP: 43%
- Lottery: 4%
- PwD Program: 4%
- Area Agency on Aging: 7%
- MH/ID: 1%
- Other: 1%

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

Capital Project Highlights
In 2013, Act 89 was passed as a one-time comprehensive transportation funding package to provide $2.3 billion in additional funding over a five-year period for road projects, bridge repairs, and public transportation improvements. This established a dedicated funding stream that 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 FY 2017-18. 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 eight capital projects (including three statewide projects and two multimodal projects in Harrisburg) completed in FY 2016-17 that were made possible using capital funding assistance provided by the Bureau of Public Transportation.
The Pennsylvania Department of Transportation (PennDOT) completed a Transit Oriented Development (TOD) Study for the Harrisburg Transportation Center (HTC) and surrounding Market Street corridor. The study was funded through PennDOT’s Bureau of Public Transportation and is being advanced in partnership with Amtrak, City of Harrisburg, and Harrisburg Redevelopment Authority. At the conclusion of the planning process, the study identified multiple development scenarios that may be advanced for further refinement to promote redevelopment, attract businesses, and enhance connectivity to the train station and adjacent neighborhoods.

The TOD study encompassed multiple layers of analysis, including high-level environmental review, multimodal transportation analysis, urban design, and transformational market analysis. The activities culminated in an intense week-long community engagement event to gather information and create the vision for future development surrounding the HTC.

Redevelopment of the area surrounding the HTC will be a long-term endeavor. First steps include improvements to reduce the flood potential of Paxton Creek which traverses the TOD area. Rehabilitation of the HTC building is also expected to move forward as an initial investment to support future TOD development.
Capital Project Highlights

Multimodal Highlight:
Capitol Complex Pedestrian Safety Improvement Project

PennDOT implemented a series of pedestrian safety improvements throughout the Capitol Complex—primarily along Commonwealth Avenue and North Street. The Capitol Complex Pedestrian Safety Improvement Project also included improvements along Aberdeen Street to improve the pedestrian connection between the Capitol Complex and the Harrisburg Transportation Center. Overall, these improvements are intended to increase the visibility and safety of pedestrians. A pedestrian-safety campaign was conducted at the conclusion of the project to remind employees and visitors to use the new crosswalks for their safety.

Following is a list of improvements within the Capitol Complex:

- Intersection improvements (bulb-outs) at Forster Street and Commonwealth Avenue to reduce the travel distance for pedestrian crossing;
- Raised crosswalks at key mid-block locations along Commonwealth Avenue and North Street;
- Raised intersection at Commonwealth Avenue and North Street to reduce vehicular speed and increase pedestrian visibility at intersection crosswalks;
- Reduction of travel lanes from two to one travel lane and addition of a bicycle lane on North Street between Commonwealth Avenue and Third Street;
- Intersection improvements at North and Third Streets and improvements to reduce pedestrian crossing at the front of the Capitol steps;
- Sidewalk widening along Aberdeen Street from Walnut Street to Market Street and pedestrian crossing improvements on Market Street;
- Lighting, sidewalk, and ramp repair and painting of the Market Street Underpass; and
- Installation of ADA-compliant curb ramps throughout the project site.
Statewide Highlight:
Compressed Natural Gas (CNG) Fueling Stations for Transit Agencies P3

After a year-long 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 be 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 percent 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 per gallon for diesel fuel. CNG is currently averaging $1.60 per Gasoline Gallon Equivalent.
Statewide Highlight:
Fixed Route Intelligent Transportation System (FRITS)

In March 2018, PennDOT kicked off the statewide Fixed Route Intelligent Transportation System (FRITS) project for 33 fixed-route transit systems in Pennsylvania. The project will include all fixed-route transit agencies except the Port Authority of Allegheny County (Pittsburgh) and the Southeastern Pennsylvania Transportation Authority (Philadelphia).

FRITS is a suite of technologies that include: real-time passenger information through mobile/web applications, flexible fare payment options, vehicle health monitoring, and transit planning software. The project will also include a statewide reporting database that will help to provide consistent and reliable data. PennDOT aims to implement FRITS at all agencies by the end of 2021. Avail Technologies Inc. is the vendor selected to implement the project.

A full list of the functional components follows:

<table>
<thead>
<tr>
<th>Functional Component</th>
<th>Key Function(s)</th>
</tr>
</thead>
</table>
| Computer Aided Dispatch / Automatic Vehicle Location (CAD / AVL) | • Capture and store real-time bus data (e.g., location, speed, direction, arrival and departure times)  
• Facilitate dispatcher functions  
• Provide for operator–dispatcher communications  
• Present upcoming stop information and current schedule adherence status to the operator  
• Generate automated announcements for riders which are presented audibly over the vehicle’s public address system and visually via on-board message signs |
| On-Board Message Signs | • Used to display automated announcements |
| Passenger Information | • Provide real-time bus information to riders via web and mobile apps, dynamic message boards, SMS, and IVR  
• Notify riders about service interruptions and delays |
| Automatic Passenger Counting (APC) | • Capture the number of passenger boardings and alightings at each stop |
| Flexible Fare Payment System | • Allow for a variety of fare payment options in addition to cash (agency issued smart cards, contactless debit and credit cards, chip-based debit and credit cards, magnetic media (e.g., debit cards, credit cards, student IDs, smart phones, etc.) |
| Scheduling Software | • Create and maintain routes, patterns, stops, nodes, trips, vehicle blocks, and runs  
• Facilitate run cutting and rostering |
| Vehicle Surveillance Systems | • Record onboard audio and video  
• Archive unusual events such as accidents |
| Vehicle Health Monitoring | • Monitor vehicle diagnostic data |
| Yard Management Software | • Allow for the tracking of the location of each bus in the yard or garage |
| Transit Planning | • Allow transit agencies to examine the cost / benefit and Title VI implications of adding new routes and modifying existing routes |
| Dynamic Message Signs | • Present real-time bus information to riders at transit centers and other high-traffic stops |
Statewide Highlight:  
Bus Fleet Upgrades

PennDOT offers capital assistance to agencies across the commonwealth for the purchase of new and upgraded buses. This program reflects PennDOT’s commitment to maintaining a state of good repair for capital assets.

During Fiscal Year 2016-17, PennDOT assisted in purchasing 221 new fixed route buses:

- 33 CNG Buses
- 97 Hybrid Diesel Buses
- 81 Diesel Buses
- 10 Gasoline Buses

The cost of these vehicles was $135 million, which included federal, state, and local funds. By purchasing newer, modern buses, agencies were able to enhance customer satisfaction, improve emissions, improve safety, and reduce their overall operating costs of maintaining an older, outdated fleet.
Agency Highlight:
Southeastern Pennsylvania Transportation Authority (SEPTA)

Lansdale Station on SEPTA’s Lansdale—Doylestown Regional Rail Line has approximately 1,500 daily riders, which makes it the eighth most used station on SEPTA’s Regional Rail Network. Nestled in the heart of Lansdale Borough, this station is vital to the economic health and future of the borough. Because of population increases and local plans for transit oriented development adjacent to the station, the demand for increased parking at Lansdale Station led SEPTA to coordinate with Lansdale Borough and PennDOT to build a new parking garage. With the passage of Act 89 of 2013, SEPTA was provided the funding needed to design and build the $42 million parking garage and associated improvements.

Construction began on the new, fully-accessible Lansdale Station Parking Garage in the summer of 2015, and the garage opened to the public on April 17, 2017. The parking garage is a precast concrete multi-level structure with 680 parking spaces. The garage is located at 101 West Main Street, Lansdale, PA, and is built on the site of the station’s former surface parking lot. The garage increases parking capacity at Lansdale Station by 305 spaces, resulting in a total of 895 spaces at this station.

Additionally, the project includes improvements to the station’s Main Street entrance, a bus layover location on Railroad Avenue near the station, and a pedestrian overpass that will provide a direct connection to Lansdale Borough’s Madison Avenue Transit Oriented Development (TOD) Project, Madison Lansdale Station. This new development broke ground in November 2017 and includes the construction of seven buildings with more than 180 residential units and 15,000 square feet of retail space. The Lansdale Parking Garage is a great example of how SEPTA’s “Rebuilding the System” capital program positively impacts customers and communities alike.
The Port Authority of Allegheny County completed a rehabilitation of the Neville Ramp Bridge, originally constructed in 1981, at a construction cost of $5.9 million in November 2017. The ramp bridge carries two lanes of traffic connecting the East Busway to the intersection of Centre Avenue and Neville Street in the Shadyside-Oakland area of Pittsburgh. The ramp bridge is integral to providing efficient bus service to the high-density population area east of the city.

The Neville Ramp Bridge is a 990-foot long bridge consisting of four welded plate girders along nine spans of aerial structure supported by eight hammerhead piers founded on spread footings. One abutment is founded on spread footing, and one is founded on piles.

The rehabilitation project consisted of the following primary items of work: replacement of the entire concrete deck and parapet, steel superstructure repairs and complete painting, replacement of 47 bearings (including rocker bearings) with new pot bearings, installation of new energy efficient LED roadway lighting system, installation of new canopy bus shelters, concrete substructure repairs, and improvements to bridge drainage.
Agency Highlight:
Crawford Area Transportation Authority (CATA)

The Crawford Light Maintenance and Storage Facility project involved the construction of a maintenance and indoor storage facility off Rogers Ferry Road in Meadville, PA. The work included the expansion of an existing metal-clad structure, including vehicle wash and maintenance areas, office, and indoor storage facility for fleet vehicles. The site-work included exterior parking for personal vehicles as well as paved access to the new garage ingress and egress points.
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:**
- 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:** $17.31

**Total Number of Passenger Trips:** 361,536

**Total Number of Vehicles:** 38 coaches

---

**Carriers and Routes Served:**

**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)**

$13,120

- Revenue: $5,641
- Local: $2,203
- State: $1,927
- Federal: $3,349

---

**Interstate Motor Coach and Intercity Bus Program:***

**Carriers and Routes Served:**

**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

---

**Average Fare:** $17.31

**Total Number of Passenger Trips:** 361,536

**Total Number of Vehicles:** 38 coaches

---

**Operating Funds (000’s)**

$13,120

- Revenue: $5,641
- Local: $2,203
- State: $1,927
- Federal: $3,349
The Fullington Auto Bus Company
P.O. Box 211
316 East Cherry Street
Clearfield, PA 16830
814-765-7871
Mr. Jonathan T. Berzas
President/CEO
www.fullingtontours.com

InterCity Bus Program:

Serves 18 counties
Provides opportunities to travel into and outside of the state

Subsidized Routes:
State College – Harrisburg
Pittsburgh – Bradford
State College – Wilkes-Barre
State College – Pittsburgh
DuBois – Harrisburg
Scranton – Harrisburg

Service Provided:
Scheduled Route Service
Charter
Group and Party
School

Average Fare: $15.51
Total Number of Vehicles: 8 coaches

Communities Served by Fullington:

Communities Served by State College – Harrisburg:
State College, Lewistown, Mifflintown, Thompsontown, Millerton, 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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<th>Source</th>
<th>Amount</th>
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<td>State</td>
<td>$610</td>
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<td>Federal</td>
<td>$1,219</td>
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<td>Local</td>
<td>$699</td>
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<td>Revenue</td>
<td>$950</td>
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Total: $3,478
Greyhound Lines, Inc.
350 North St. Paul Street
Dallas, TX 75201
800-231-2222
Ms. Stephanie Gonterman
www.greyhound.com

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: $24.90
Total Number of Vehicles: 12 coaches

Communities Served by Greyhound:

Communities Served by Philadelphia – Scranton:
Scranton, Mt. Pocono, Stroudsburg, Easton, Doylestown, and Philadelphia

Communities Served by Pittsburgh – Erie:
Pittsburgh, Zelienople, New Castle, Meadville, Edinboro University, and Erie

Communities Served by Harrisburg – Pittsburgh:
Harrisburg, Lewistown, State College, Tyrone, Altoona, Ebensburg, Johnstown, Latrobe, Greensburg, and Pittsburgh

Operating Funds (000’s)
$3,977

Local $623
State $570
Federal $1,140
Revenue $1,644
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

**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

**Subsidized Route:**
Pittsburgh – Grove City

**Service Provided:**
Scheduled Route Service
Charter
Group and Party

**Average Fare:** $4.51

**Total Number of Vehicles:** 2 coaches

**Operating Funds (000’s)**

- Local $58
- State $34
- Federal $85
- Revenue $128
- Total $305
Communities Served by Susquehanna Transit Company:

**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

Susquehanna Transit Company
P.O. Box U
Avis, PA 17721
570-753-5125
Mr. Carl W. Kephart, President
[www.susquehannabus.com](http://www.susquehannabus.com)

**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:** $17.14

**Total Number of Vehicles:** 16 coaches

OPERATING FUNDS (000’s)
$2,641

- Local $348
- State $348
- Federal $696
- Revenue $1,249
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
- Keystone Passengers: 1,538,164
- Keystone Passenger Revenue: $44,023,986

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

Keystone Corridor Station Improvements
- Middletown Train Station
  - Shift Norfolk Southern and Amtrak tracks (in progress)
  - Construct level boarding passenger platforms and ADA access (design complete)
- Mount Joy Train Station
  - Construct level-boarding passenger platforms and covered walkway for parking access (in progress)
- Coatesville Train Station
  - Rehabilitate 3rd Avenue for access to the train station and parking (in progress)
- Paoli Train Station
  - Construct level-boarding passenger platforms and ADA access (in progress)

Pennsylvanian Service & Operations
- Pennsylvanian corridor owned by Norfolk Southern from Pittsburgh, PA, to Harrisburg, PA, and by Amtrak from Harrisburg, PA, to Philadelphia, PA
- Two daily trains
- Pittsburgh – Philadelphia commute time = 5 hr 23 min

Ridership and Revenue
- Pennsylvanian Passengers: 222,348
- Pennsylvanian Passenger Revenue: $11,868,462

*Amtrak milepost shown in parentheses next to station name
Pennsylvania Intercity Passenger Rail Performance Data

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<th>FY 15-16</th>
<th>FY 16-17</th>
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<td>Scheduled Train Miles</td>
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<td>Expense per Train Mile</td>
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<tr>
<td>Subsidy per Train Mile</td>
<td>$18.20</td>
<td>$21.41</td>
</tr>
<tr>
<td>Average Passenger Fare</td>
<td>$31.43</td>
<td>$31.75</td>
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<tr>
<td>Revenue per Train Mile</td>
<td>$73.86</td>
<td>$80.15</td>
</tr>
<tr>
<td>Passengers</td>
<td>1,638,969</td>
<td>1,760,512</td>
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<tr>
<td>Passenger Miles</td>
<td>178,484,776</td>
<td>186,303,699</td>
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<tr>
<td>Annual State Subsidy</td>
<td>$12,690,978</td>
<td>$14,933,039</td>
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<tr>
<td>Annual Passenger Revenue</td>
<td>$51,508,718</td>
<td>$55,892,448</td>
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* 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 Transportation 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.

**Shared-Ride Escorts:** Individuals who accompany passengers on shared-ride trips to support the physical, cognitive, or social needs of those passengers who require assistance. Shared-Ride Escorts are not included in total shared-ride trip statistics.

**Total Trips:** The number of one-way passenger trips reported for general public shared-ride service. This includes passengers who are 65 years of age or older, as well as those under 65.

**Passenger Rail**

**Train-Miles:** The number of miles when a train is “in service” and available for public use.
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Section X

Index
<table>
<thead>
<tr>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACCESS</strong></td>
</tr>
<tr>
<td>See Port Authority of Allegheny County (PAAC)</td>
</tr>
<tr>
<td><strong>ACTS (Allied Coordinated Transportation Services, Inc.)</strong></td>
</tr>
<tr>
<td>182-183</td>
</tr>
<tr>
<td><strong>Agency Highlights</strong></td>
</tr>
<tr>
<td>229-231</td>
</tr>
<tr>
<td><strong>Allied Coordinated Transportation Service, Inc. (ACTS)</strong></td>
</tr>
<tr>
<td>182-183</td>
</tr>
<tr>
<td><strong>Altoona Metro Transit (AMTRAN)</strong></td>
</tr>
<tr>
<td>40-43, 64-65</td>
</tr>
<tr>
<td><strong>Amtrak</strong></td>
</tr>
<tr>
<td>224, 246-247</td>
</tr>
<tr>
<td><strong>AMTRAN (Altoona Metro Transit)</strong></td>
</tr>
<tr>
<td>40-43, 64-65</td>
</tr>
<tr>
<td><strong>Area Agency on Aging (Huntingdon-Bedford-Fulton)</strong></td>
</tr>
<tr>
<td>See Huntingdon, Bedford, and Fulton Counties</td>
</tr>
<tr>
<td><strong>Area Agency on Aging (Wayne County)</strong></td>
</tr>
<tr>
<td>See Wayne County Transportation System</td>
</tr>
<tr>
<td><strong>Area Transportation Authority of North Central PA (ATA)</strong></td>
</tr>
<tr>
<td>40-43, 50, 140-143</td>
</tr>
<tr>
<td><strong>ATA (Area Transportation Authority of North Central PA)</strong></td>
</tr>
<tr>
<td>40-43, 50, 140-143</td>
</tr>
<tr>
<td><strong>BART</strong></td>
</tr>
<tr>
<td>See Butler County Community Action</td>
</tr>
<tr>
<td><strong>BARTSA</strong></td>
</tr>
<tr>
<td>See South Central Transit Authority (SCTA)</td>
</tr>
<tr>
<td><strong>BCT (Bucks)</strong></td>
</tr>
<tr>
<td>See Bucks County Transport, Inc.</td>
</tr>
<tr>
<td><strong>BCTA (Beaver County Transit Authority)</strong></td>
</tr>
<tr>
<td>40-43, 66-69</td>
</tr>
<tr>
<td><strong>Beaver County Transit Authority (BCTA)</strong></td>
</tr>
<tr>
<td>40-43, 66-69</td>
</tr>
<tr>
<td><strong>Berg Area Regional Transportation Authority</strong></td>
</tr>
<tr>
<td>See South Central Transit Authority (SCTA)</td>
</tr>
<tr>
<td><strong>BeST Transit</strong></td>
</tr>
<tr>
<td>See Endless Mountains Transportation Authority (EMTA)</td>
</tr>
<tr>
<td><strong>Blair Senior Services, Inc.</strong></td>
</tr>
<tr>
<td>184-185</td>
</tr>
<tr>
<td><strong>BMC (Mount Carmel, Borough of)</strong></td>
</tr>
<tr>
<td>40-43, 168-169</td>
</tr>
<tr>
<td><strong>Borough of Mount Carmel (BMC)</strong></td>
</tr>
<tr>
<td>40-43, 168-169</td>
</tr>
<tr>
<td><strong>BTA (Butler Transit Authority)</strong></td>
</tr>
<tr>
<td>40-43, 144-145</td>
</tr>
<tr>
<td><strong>Bucks County Transport, Inc.</strong></td>
</tr>
<tr>
<td>186-187</td>
</tr>
<tr>
<td><strong>Bus Fleet Upgrades</strong></td>
</tr>
<tr>
<td>228</td>
</tr>
<tr>
<td><strong>Butler Area Rural Transit</strong></td>
</tr>
<tr>
<td>See Butler County Community Action</td>
</tr>
<tr>
<td><strong>Butler County Community Action</strong></td>
</tr>
<tr>
<td>188-189</td>
</tr>
<tr>
<td><strong>Butler Transit Authority (BTA)</strong></td>
</tr>
<tr>
<td>40-43, 144-145</td>
</tr>
<tr>
<td><strong>Cambria County Transit Authority (CamTran)</strong></td>
</tr>
<tr>
<td>40-43, 70-73</td>
</tr>
<tr>
<td><strong>CamTran (Cambria County Transit Authority)</strong></td>
</tr>
<tr>
<td>40-43, 70-73</td>
</tr>
<tr>
<td><strong>Capital Area Transit (CAT)</strong></td>
</tr>
<tr>
<td>40-43, 74-77</td>
</tr>
<tr>
<td><strong>Capital Project Highlights</strong></td>
</tr>
<tr>
<td>221-231</td>
</tr>
<tr>
<td><strong>Capitol Complex Pedestrian Safety Improvement Project</strong></td>
</tr>
<tr>
<td>225</td>
</tr>
<tr>
<td><strong>Carbon County Community Transit (CCCT)</strong></td>
</tr>
<tr>
<td>40-43, 146-149</td>
</tr>
<tr>
<td><strong>CARS (Mifflin and Juniata Counties)</strong></td>
</tr>
<tr>
<td>204-205</td>
</tr>
<tr>
<td><strong>CART</strong></td>
</tr>
<tr>
<td>See Huntingdon, Bedford, and Fulton Counties</td>
</tr>
<tr>
<td><strong>CAT (Capital Area Transit)</strong></td>
</tr>
<tr>
<td>40-43, 74-77</td>
</tr>
<tr>
<td><strong>CAT (Clarion Area Transit)</strong></td>
</tr>
<tr>
<td>See Area Transportation Authority of North Central PA (ATA)</td>
</tr>
<tr>
<td><strong>CATA (Centre Area Transportation Authority)</strong></td>
</tr>
<tr>
<td>40-43, 78-81</td>
</tr>
<tr>
<td><strong>CATA (Crawford Area Transportation Authority)</strong></td>
</tr>
<tr>
<td>40-45, 50, 54, 150-153, 231</td>
</tr>
<tr>
<td><strong>CCCT (Carbon County Community Transit)</strong></td>
</tr>
<tr>
<td>40-43, 146-149</td>
</tr>
<tr>
<td><strong>CCT Connect</strong></td>
</tr>
<tr>
<td>See Southeastern Pennsylvania Transportation Authority (SEPTA)</td>
</tr>
<tr>
<td><strong>Central Pennsylvania Transportation Authority (CPTA)</strong></td>
</tr>
<tr>
<td>40-43, 50, 52, 90-93</td>
</tr>
<tr>
<td><strong>Centre Area Transportation Authority (CATA)</strong></td>
</tr>
<tr>
<td>40-43, 78-81</td>
</tr>
<tr>
<td><strong>Centre County (Community Transportation)</strong></td>
</tr>
<tr>
<td>190-191</td>
</tr>
<tr>
<td><strong>Clarion Area Transit</strong></td>
</tr>
<tr>
<td>See Area Transportation Authority of North Central PA (ATA)</td>
</tr>
<tr>
<td><strong>Clarion County (Community Transportation)</strong></td>
</tr>
<tr>
<td>194-195</td>
</tr>
</tbody>
</table>
CNG (Compressed Natural Gas) .......................................................................................................................... 226, 228
COLT/LT (County of Lebanon Transit Authority) .................................................................................................. 3, 24-29, 40-43, 86-89
COLTS (County of Lackawanna Transit System) .................................................................................................. 40-43, 50, 82-85
Columbia County (Community Transportation) ...................................................................................................... See Central Pennsylvania Transportation Authority (CPTA)
Community Transit of Delaware County ................................................................. See Delaware County (Community Transportation)
Community Transportation ................................................................................................................................. 181-219
Compressed Natural Gas (CNG) .......................................................................................................................... 226, 228
Consolidated Transit Agency Highlights .............................................................................................................. 47-54
County of Lackawanna Transit System (COLTS) .................................................................................................. 40-43, 50, 82-85
County of Lebanon Transit Authority (COLT/LT) ................................................................................................. 3, 24-29, 40-43, 86-89
CPTA (Central Pennsylvania Transportation Authority) .......................................................................................... 40-43, 50, 52, 90-93
Crawford Area Transportation Authority (CATA) .................................................................................................. 40-45, 50, 54, 150-153, 231
Crawford Light Maintenance and Storage Facility ................................................................................................ 231
DART (Demand and Response Transit) ................................................................................................................ See Beaver County Transit Authority (BCTA)
Delaware County (Community Transportation) ...................................................................................................... 196-197
Distribution Factors .............................................................................................................................................. 40-46
DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST) ...................................................... 40-43, 50, 154-155
DuFAST (DuBois, Falls Creek, Sandy Township Joint Transportation Authority) .................................................. 40-43, 50, 154-155
EMTA (Endless Mountains Transportation Authority) .......................................................................................... 3, 30-36, 40-43, 156-159
EMTA (Erie Metropolitan Transit Authority) .......................................................................................................... 40-43, 94-97
Endless Mountains Transportation Authority (EMTA) .......................................................................................... 3, 30-36, 40-43, 156-159
Erie Metropolitan Transit Authority (EMTA) .......................................................................................................... 40-43, 94-97
FACT (Fayette Area Coordinated Transportation) .................................................................................................. 3, 4-9, 40-43, 98-101
Fayette Area Coordinated Transportation (FACT) .................................................................................................. 3, 4-9, 40-43, 98-101
Fixed Route Intelligent Transportation System (FRITS) .......................................................................................... 227
Forest County (Community Transportation) .......................................................................................................... 198-199
Formula Factors ......................................................................................................................................................... See Distribution Factors
Franklin County (Community Transportation) ...................................................................................................... See Central Pennsylvania Transportation Authority (CPTA)
Freedom Transit (Adams) ....................................................................................................................................... See Central Pennsylvania Transportation Authority (CPTA)
Freedom Transit (Washington) ............................................................................................................................... See Washington County Transportation Authority (WCTA)
FRITS (Fixed Route Intelligent Transportation System) .......................................................................................... 227
Fullington Auto Bus Company .................................................................................................................................. 236-237
Greene County (Community Transportation) .......................................................................................................... 200-201
Greyhound Lines, Inc. .............................................................................................................................................. 238-239
Harrisburg Transportation Center ............................................................................................................................ 224
Hazleton Public Transit (HPT) .................................................................................................................................. 40-43, 50, 102-103
HPT (Hazleton Public Transit) .................................................................................................................................. 40-43, 50, 102-103
Huntingdon, Bedford, and Fulton Counties (Community Transportation) ............................................................... 202-203
Indiana County Transit Authority (IndiGO) ............................................................................................................. 40-43, 160-163
IndiGO (Indiana County Transit Authority) ........................................................................................................... 40-43, 160-163
Intercity Bus ............................................................................................................................................................. 233-243
Keystone Corridor Service (Amtrak) .......................................................................................................................... 224, 246-247
Lansdale Station ....................................................................................................................................................... 229
LANTA (Lehigh and Northampton Transportation Authority) .................................................................................. 40-43, 104-107
LATS ........................................................................................................................................................................ See Mount Carmel, Borough of (BMC)
LCTA (Luzerne County Transportation Authority) ................................................................................................. 3, 10-15, 40-43, 50, 108-111
Lebanon Transit .......................................................... See County of Lebanon Transit Authority (COLT/LT)
Lehigh and Northampton Transportation Authority (LANTA) .......................................................... 40-43, 104-107
Lower Anthracite Transit System ........................................... See Mount Carmel, Borough of (BMC)
LT ........................................... See County of Lebanon Transit Authority (COLT/LT)
Luzerne County Transportation Authority (LCTA) ......................................................... 3, 10-15, 40-43, 50, 108-111
Lycoming and Clinton Counties/STEP, Inc. ........................................... 212-213
Lynx .......................................................... See Carbon County Community Transit (CCCT)
MCRCOG (Mercer County Regional Council of Governments) ........................................... 40-43, 112-115
MCTA (Monroe County Transportation Authority) ......................................................... 3, 16-22, 40-43, 118-121
Mercer County Regional Council of Governments (MCRCOG) ........................................... 40-43, 112-115
Mid County Transit Authority ........................................... 40-43, 164-167
Mid Mon Valley Transit Authority (MMVTA) ........................................... 40-43, 116-117
Mifflin and Juniata Counties (CARS) ........................................... 204-205
MMVTA (Mid Mon Valley Transit Authority) .......................................................... 40-43, 116-117
Monroe County Transportation Authority (MCTA) ......................................................... 3, 16-22, 40-43, 118-121
Montour County/Suburban Transit ........................................... 214-215
Montour Transit ................................................................ See Central Pennsylvania Transportation Authority (CPTA)
Mount Carmel, Borough of (BMC) .............................................................. 40-43, 168-169
Multimodal Highlights .............................................................. 224-225
Myers Coach Lines, Inc. .......................................................... 240-241
NCATA (New Castle Area Transit Authority) .......................................................... 40-43, 170-171
Neville Ramp Bridge .............................................................. 230
New Castle Area Transit Authority (NCATA) .......................................................... 40-43, 170-171
PAAC (Port Authority of Allegheny County) .......................................................... 40-43, 60-63, 230
Paratransit ................................................................ See Community Transportation
PART (Pottstown Area Rapid Transit) .......................................................... 40-43, 122-123
Passenger Rail .............................................................. 245-247
PAT .......................................................... See Port Authority of Allegheny County (PAAC)
PCTA (Perry County Transportation Authority) .......................................................... 206-207
Pedestrian Safety Improvement Project .............................................................. 225
Performance Factors ................................................................ See Distribution Factors
Performance Review Executive Summaries .............................................................. 1-36
Perry County Transportation Authority (PCTA) .......................................................... 206-207
Pike County (Community Transportation) .............................................................. 208-209
Pocono Pony ................................................................ See Monroe County Transportation Authority (MCTA)
Port Authority of Allegheny County (PAAC) .......................................................... 40-43, 60-63, 230
Pottstown Area Rapid Transit (PART) .............................................................. 40-43, 122-123
RabbitTransit ................................................................ See Central Pennsylvania Transportation Authority (CPTA)
Red Rose Transit Authority ................................................................ See South Central Transit Authority (SCTA)
River Valley Transit (Williamsport RVT) .............................................................. 40-43, 136-137
ROVER/Chester County .............................................................. 192-193
RRTA ................................................................ See South Central Transit Authority (SCTA)
Rural Systems .............................................................. 139-179
RVT ................................................................ See River Valley Transit (Williamsport RVT)
Schuylkill Transportation System (STS) .............................................................. 40-43, 172-175
SCTA (South Central Transit Authority) .............................................................. 40-45, 50-51, 124-127
SCTS (Somerset County Transportation System) ................................................................. 210-211
Section 1513 Distribution Factors .................................................................................. 40-45
SEPTA (Southeastern Pennsylvania Transportation Authority) .................................. 40-43, 56-59, 229
Shared Ride ...................................................................................................................... See Community Transportation
Shenango Valley Shuttle Service ...................................................................................... See Mercer County Regional Council of Governments (MCRCOG)
Somerset County Transportation System (SCTS) ......................................................... 210-211
South Central Transit Authority (SCTA) ........................................................................ 40-45, 50-51, 124-127
Southeastern Pennsylvania Transportation Authority (SEPTA) ................................. 40-43, 56-59, 229
Statewide Highlights .................................................................................................. 226-228
STEP, Inc./Lycoming and Clinton Counties .................................................................. 212-213
STS (Schuylkill Transportation System) ........................................................................ 40-43, 172-175
Suburban Transit/Montgomery County ......................................................................... 214-215
Susquehanna Transit Company ...................................................................................... 242-243
Susquehanna-Wyoming County Transportation (SWCT) ........................................... 216-217
SVSS ............................................................................................................................... See Mercer County Regional Council of Governments (MCRCOG)
SWCT (Susquehanna-Wyoming County Transportation) .............................................. 216-217
Tableland Service, Inc. ................................................................................................. See Somerset County Transportation System (SCTS)
TACT ................................................................................................................................ See Mid County Transit Authority
TAWC (Warren County, Transit Authority of) ............................................................... 40-43, 176-179
TheBUS .......................................................................................................................... See Butler Transit Authority (BTA)
Town & Country Transit .............................................................................................. See Mid County Transit Authority
Trailways (Fullington) .................................................................................................. See Fullington Auto Bus Company
Trailways (Susquehanna) ............................................................................................. See Susquehanna Transit Company
Transit Authority of Warren County (TAWC) ............................................................. 40-43, 176-179
Transit Oriented Development (TOD) ......................................................................... 224, 229
TransNet ........................................................................................................................ See Suburban Transit/Montgomery County
Union Snyder Transportation Alliance ........................................................................ See Central Pennsylvania Transportation Authority (CPTA)
Urban Systems ............................................................................................................... 55-137
USTA ............................................................................................................................... See Central Pennsylvania Transportation Authority (CPTA)
VCTO ............................................................................................................................... See Crawford Area Transportation Authority (CATA)
VenanGo Bus ................................................................................................................ See Crawford Area Transportation Authority (CATA)
Venango County Transportation Office ....................................................................... See Crawford Area Transportation Authority (CATA)
Warren County, Transit Authority of (TAWC) .............................................................. 40-43, 176-179
Washington City Transit .............................................................................................. See Washington County Transportation Authority (WCTA)
Washington County Transportation Authority (WCTA) ............................................. 40-43, 50, 53, 128-131
Washington Rides ........................................................................................................ See Washington County Transportation Authority (WCTA)
Wayne County Transportation System ....................................................................... 218-219
WCTA (Washington County Transportation Authority) .............................................. 40-43, 50, 53, 128-131
WCTA (Westmoreland County Transit Authority) ...................................................... 40-43, 132-135
Westmoreland County Transit Authority (WCTA) ..................................................... 40-43, 132-135
Westmoreland Transit .................................................................................................. See Westmoreland County Transit Authority (WCTA)
Williamsport RVT (River Valley Transit) ..................................................................... 40-43, 136-137
WT ................................................................................................................................. See Westmoreland County Transit Authority (WCTA)
York Adams Transportation Authority (YATA) .......................................................... See Central Pennsylvania Transportation Authority (CPTA)
York County Transportation Authority (YCTA) .......................................................... See Central Pennsylvania Transportation Authority (CPTA)