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Except where otherwise noted, photos are provided by PennDOT, Michael Baker International, or Whitehouse Group.
Dear Pennsylvanians:

Once again it is my honor to present the Pennsylvania Public Transportation Annual Performance Report for the 2017-18 state fiscal year. This is the Pennsylvania Department of Transportation’s (PennDOT) annual opportunity to showcase our partnership with public transit agencies in providing essential services to Pennsylvanians. Recent surveys show that in small urban and rural areas, 62% of riders have no alternative mode of transportation. Investments we make in public transportation today are critical to individuals, businesses, and to our economy as outlined on page 1 in the new section on transportation benefits. During the 2017-18 fiscal year, nearly 400 million trips were taken on fixed route networks and nearly 7 million trips were taken on demand response services. Public transportation employs thousands of Pennsylvanians as drivers, mechanics, customer service representatives, and other positions that support families and the local economy.

Although increased funding through Act 44 of 2007 and Act 89 of 2013 has allowed for expanded investment in public transportation, the Act 44 arrangement has left the Turnpike in debt and has sparked a legal challenge, which has delayed FY 2018-19 payments. Disruption of this funding plan holds serious consequences for transit agencies across the state, as well as the Amtrak service which Pennsylvania subsidizes. Act 44 provides funding for transit operations, and a reduction in operating funding would likely result in service reductions. If a long-term, sustainable transit funding solution is not found for Pennsylvania, operational and capital funding for systems in both rural and urban areas will be impacted. Through use of a one-time transfer of funds and re-prioritization of transit capital programs, we have been able to minimize impacts for this year in the short-term immediate future, but without a sustainable replacement for the Turnpike payments, the funding for transit capital projects beginning in FY 2019-20 will be dramatically reduced.

This report provides detailed data for agencies that provide fixed route, shared-ride, community transit, intercity bus, and passenger rail service; as well as performance trends and various program highlights and accomplishments. Over the last year, PennDOT and transit agencies have been recognized for:

- **State Safety Oversight (SSO) Program Certification:** In April 2018, PennDOT obtained certification from the Federal Transit Administration (FTA) for its rail transit SSO programs to meet requirements outlined in the federal transportation law, MAP-21. The SSO program is responsible for independent safety oversight of rail transit and fixed guideway operations at the Southeastern Pennsylvania Transportation Authority, Port Authority of Allegheny County, and Cambria County Transit Authority.

- **Statewide Demand-Response Transit Scheduling Software (Ecolane):** PennDOT was recognized in the 11th annual America’s Transportation Awards (ATA) competition for its project installing standardized technology at 42 shared-ride transit providers statewide which improved efficiency and service for the Pennsylvanians who use the door-to-door service in the 65 covered counties.

- **Fixed Route Intelligent Transportation System (FR-ITS):** The project will be implemented in 32 transit systems over five years and will offer real-time service information for passengers, accurate data collection for transit systems, and enhanced transit planning software to effectively plan fixed-route transit services.

On behalf of the Commonwealth, thank you for your continuing support of public transportation.

Sincerely,

Leslie S. Richards
Secretary
Department of Transportation
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Section I

Public Transportation: A Good Investment
How many counties in Pennsylvania have public transportation?

A: All 67 of them!

Who is public transportation for?

A: Everyone!

Does “public transportation” mean bus service?

A: Yes, and also:
  - Trolleys and Light Rail
  - Subways
  - Commuter Trains
  - Vanpool Services
  - Shared-Ride Services for senior citizens and people with disabilities

Statewide, Pennsylvania public transportation fosters:

- independence
- productivity
- health
- employment
- communities
- economic development

...multiplying the benefits of state and local investment.

Pennsylvanians take 426 million trips per year on public transportation.

PA has 53 transit agencies.
Public Transportation Promotes Strength and Independence

Reliable, flexible transit service enables non-drivers to be more self-sufficient and lead healthier, productive lives.

“Our partnership with Crawford Area Transportation Authority is extremely important to the clients that we serve, because it gives independence and freedom and the ability to live a life free of violence… If victims of domestic violence didn’t have access to reliable transportation, they could possibly die. It’s a vital resource in our rural community.”

Julie Hunter
Women’s Services, Inc.

“I enjoy getting out and riding the bus. Even on that snow day when the roads were all icy, I had a doctor’s appointment, and Freedom Transit got me to my appointment right on time, and we didn’t have any problems.”

Victoria Arnone
Washington County Resident

» 3.8 million Pennsylvanians (all ages) do not have a driver’s license.

» 4.6 million shared-ride trips are provided each year for seniors and people with disabilities beyond the Philadelphia and Pittsburgh regions.

» 2.1 million Pennsylvanians are 65 or older and eligible for Senior Shared-Ride services.

» 13.7% of Pennsylvanians have a disability.

“Beyond Philadelphia and Pittsburgh courtesy STEP, Inc. (Williamsport) courtesy Washington County Transportation Authority

3.8 million Pennsylvanians (all ages) do not have a driver’s license.

4.6 million shared-ride trips are provided each year for seniors and people with disabilities beyond the Philadelphia and Pittsburgh regions.

2.1 million Pennsylvanians are 65 or older and eligible for Senior Shared-Ride services.

13.7% of Pennsylvanians have a disability.

50% of shared-ride passengers take the bus to the DOCTOR

20% of shared-ride passengers take the bus for SOCIALIZATION
Public Transportation Works

Hundreds of millions of commuting trips are made each year via bus and rail, enabling Pennsylvanians to get to work and support themselves and their families.

» 11% of Pennsylvania households do not own a car.

“Most of our 725 employees depend on public transportation to get to work. Their ability to get here, earn a living wage, and be productive, independent citizens is vital to their self-worth and our local economy.”

Raymond E. Donati
President/CEO
Goodwill Industries of North Central PA, Inc.

“Hershey Entertainment and Resorts hires hundreds of employees who live in the Harrisburg and Lebanon areas, many of whom do not have easily accessible transportation. Without Capital Area Transit and Lebanon Transit, those team members would not have a reliable mode of transportation to and from work. Public transportation is a tremendous asset to our company and employees.”

Chris Large
Assistant Manager, Human Resources
Hershey Entertainment & Resorts Company

courtesy Area Transit Authority of Central Pennsylvania

34% of fixed-route passengers surveyed primarily take the bus to work

59% of fixed-route passengers surveyed have no car available
Public transportation investments in Pennsylvania:

» Generate more than $10 billion in economic activity per year

» Create or retain more than 100,000 jobs

Public Transportation Builds

Transit investment is a proven economic generator—from ongoing operations spending to capital investments such as vehicle purchases and construction projects.

Between 2013 and 2016, total goods and services procured for public transportation exceeded $1.36 billion.

In addition to the public transportation investment illustrated above, the Mount Joy train station project is attracting private-sector investment. The three largest new businesses to Mount Joy Borough are expected to generate $23 million in development, 125 new jobs, and 41 new residential units within a few years. The new station is slated to open in September 2019.
Section II

Public Transit Reference Information
Public transportation agencies identified as Urban System are recipients of Federal Transit Administration Urbanized Area Formula funds (Section 5307). The Urbanized Area Formula Funding program makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census.

Funding is made available to designated recipients that are public bodies with the legal authority to receive and dispense federal funds. Governors, responsible local officials, and publicly owned operators of transit services shall designate a recipient to apply for, receive, and dispense funds for urbanized areas. The governor or governor’s designee acts as the designated recipient for urbanized areas with populations between 50,000 and 200,000.

For urbanized areas with 200,000 in population and over, funds are apportioned and flow directly to a designated recipient selected locally to apply for and receive Federal funds. For urbanized areas under 200,000 in population, the funds are apportioned to the governor of each state for distribution.
Public transportation agencies identified as Rural System are recipients of Federal Transit Administration Federal Grants for Rural Areas funds (Section 5311). The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program.

Eligible recipients include states and federally recognized Indian Tribes. PennDOT is the designated recipient for all Section 5311 funds in the Commonwealth of Pennsylvania. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus services.

The federal share is 80 percent for capital projects, 50 percent for operating assistance, and 80 percent for Americans with Disabilities Act (ADA) non-fixed route paratransit service. Funds are apportioned to States based on a formula that includes land area, population, revenue vehicle miles, and low-income individuals in rural areas.
Public transportation agencies identified as Community Transportation coordinate shared-ride service within their highlighted counties. Shared-Ride service is demand-responsive, curb-to-curb or door-to-door transportation which is available to the general public, operates on a non-fixed route basis, and charges a fare to all riders. For transportation to be included in this definition, passengers must agree to share the vehicle with other passengers during a given trip. Various programs such as the Senior Shared-Ride Program, the Persons with Disabilities (PwD) Program, and the Medical Assistance Transportation Program (MATP) purchase shared-ride trips for individuals registered for their programs.

Shared-Ride providers will also often provide demand-responsive transportation to human service programs that goes beyond the times, service areas, or that otherwise exceed the parameters of the public shared-ride service. This type of service is referred to as exclusive human service or non-public transportation throughout this document.
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## Agencies by County

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Section III

Section 1513 Distribution Factors
# TABLE 1

Total Act 44 Passenger Trip Statistics (Includes Senior Citizens)

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<tr>
<th>Agency</th>
<th>2015-16</th>
<th>2016-17</th>
<th>Percent Change 15-16 to 16-17</th>
<th>2017-18</th>
<th>Percent Change 16-17 to 17-18</th>
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<tbody>
<tr>
<td>SEPTA</td>
<td>325,357,993</td>
<td>307,699,470</td>
<td>-5.4%</td>
<td>302,177,758</td>
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<tr>
<td>PAAC (Allegheny)</td>
<td>62,753,783</td>
<td>62,176,355</td>
<td>-0.9%</td>
<td>62,414,729</td>
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<tr>
<td>AMTRAN (Altoona)</td>
<td>599,957</td>
<td>570,176</td>
<td>-5.0%</td>
<td>557,190</td>
<td>-2.3%</td>
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<tr>
<td>ATA (North Central)*</td>
<td>472,038</td>
<td>458,415</td>
<td>-2.9%</td>
<td>435,646</td>
<td>-5.0%</td>
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<tr>
<td>BCTA (Beaver)</td>
<td>919,800</td>
<td>871,404</td>
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<td>818,633</td>
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<tr>
<td>BMC (Mount Carmel)</td>
<td>29,701</td>
<td>32,184</td>
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<td>32,660</td>
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<td>BTA (Butler)</td>
<td>199,830</td>
<td>198,271</td>
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<td>202,000</td>
<td>1.9%</td>
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<td>CamTran (Cambria)</td>
<td>1,192,813</td>
<td>1,138,570</td>
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<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>2,380,063</td>
<td>2,162,969</td>
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<td>CAT (Centre)</td>
<td>7,071,387</td>
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<td>COLT/LT (Lebanon)</td>
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<td>COLTS (Lackawanna)</td>
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<td>CPTA (York, Adams)</td>
<td>1,664,335</td>
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<td>EMTA (Bradford, Sullivan, Tioga)</td>
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<td>EMTA (Erie)</td>
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<td>FACT (Fayette)</td>
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<tr>
<td>HPT (Hazleton)</td>
<td>216,264</td>
<td>210,477</td>
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<td>205,254</td>
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<td>IndiGo (Indiana)</td>
<td>351,841</td>
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<td>LANTA (Lehigh, Northampton)</td>
<td>5,069,200</td>
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<td>4,617,519</td>
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<td>LCTA (Luzerne)</td>
<td>1,193,947</td>
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<td>1,183,327</td>
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<td>MCRCOG (Mercer)</td>
<td>86,329</td>
<td>78,986</td>
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<td>MCTA (Monroe)</td>
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<td>MMVTA (Mid Mon Valley)</td>
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<td>NCATA (New Castle)</td>
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<td>PART (Pottstown)</td>
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<td>SCTA (Berks, Lancaster)</td>
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<td>STS (Schuylkill)</td>
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<td>WCTA (Washington)</td>
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<td>103,775</td>
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<td><strong>TOTAL</strong></td>
<td><strong>423,284,923</strong></td>
<td><strong>403,391,101</strong></td>
<td><strong>-4.7%</strong></td>
<td><strong>397,254,017</strong></td>
<td><strong>-1.5%</strong></td>
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*Agency underwent consolidation during this period. See Page 20 for Consolidated Agencies.
### TABLE 2

Total Act 44 Senior Citizens Trip Statistics

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<th>2015-16</th>
<th>2016-17</th>
<th>Percent Change 15-16 to 16-17</th>
<th>2017-18</th>
<th>Percent Change 16-17 to 17-18</th>
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<td>SEPTA</td>
<td>26,215,365</td>
<td>25,056,329</td>
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<td>PAAC (Allegheny)</td>
<td>4,957,590</td>
<td>4,781,784</td>
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<td>4,566,567</td>
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<td>AMTRAN (Altoona)</td>
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<td>69,831</td>
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<td>64,264</td>
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<td>ATA (North Central)*</td>
<td>47,992</td>
<td>46,383</td>
<td>-3.4%</td>
<td>45,578</td>
<td>-1.7%</td>
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<td>BCTA (Beaver)</td>
<td>85,393</td>
<td>86,165</td>
<td>0.9%</td>
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<td>BMC (Mount Carmel)</td>
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<td>BTA (Butler)</td>
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<td>CamTran (Cambria)</td>
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<td>3.1%</td>
<td>173,899</td>
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<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>234,302</td>
<td>242,332</td>
<td>3.4%</td>
<td>256,031</td>
<td>5.7%</td>
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<tr>
<td>CATA (Centre)</td>
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<td>CATA (Crawford, Venango)*</td>
<td>49,533</td>
<td>46,383</td>
<td>-3.6%</td>
<td>45,578</td>
<td>-1.7%</td>
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<td>CCCT (Carbon)</td>
<td>3,930</td>
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<td>3,556</td>
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<td>COLT/LT (Lebanon)</td>
<td>69,061</td>
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<td>3.6%</td>
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<td>COLTS (Lackawanna)</td>
<td>202,663</td>
<td>208,119</td>
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<td>CPTA (York, Adams)</td>
<td>181,938</td>
<td>201,065</td>
<td>10.5%</td>
<td>213,806</td>
<td>6.3%</td>
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<tr>
<td>EMTA (Bradford, Sullivan, Tioga)</td>
<td>12,913</td>
<td>12,625</td>
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<td>12,606</td>
<td>-0.2%</td>
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<td>EMTA (Erie)</td>
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<td>174,935</td>
<td>-1.1%</td>
<td>182,336</td>
<td>4.2%</td>
</tr>
<tr>
<td>FACT (Fayette)**</td>
<td>21,783</td>
<td>30,101</td>
<td>38.2%</td>
<td>26,875</td>
<td>-10.7%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>60,748</td>
<td>65,563</td>
<td>8.0%</td>
<td>70,211</td>
<td>14.6%</td>
</tr>
<tr>
<td>IndiGo (Indiana)</td>
<td>69,061</td>
<td>71,551</td>
<td>3.6%</td>
<td>68,287</td>
<td>-4.6%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>616,884</td>
<td>618,842</td>
<td>0.3%</td>
<td>605,457</td>
<td>-2.2%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>196,758</td>
<td>182,638</td>
<td>-7.2%</td>
<td>189,444</td>
<td>3.9%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>14,504</td>
<td>12,704</td>
<td>-12.4%</td>
<td>12,482</td>
<td>-1.7%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>26,390</td>
<td>25,904</td>
<td>-1.8%</td>
<td>25,882</td>
<td>-0.1%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>34,146</td>
<td>35,845</td>
<td>5.0%</td>
<td>36,061</td>
<td>0.6%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>82,345</td>
<td>87,289</td>
<td>6.0%</td>
<td>84,560</td>
<td>-3.1%</td>
</tr>
<tr>
<td>PART (Pottstown)</td>
<td>44,787</td>
<td>42,937</td>
<td>-4.1%</td>
<td>44,767</td>
<td>4.3%</td>
</tr>
<tr>
<td>SCTA (Berks, Lancaster)</td>
<td>662,862</td>
<td>679,029</td>
<td>2.4%</td>
<td>702,311</td>
<td>3.4%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>59,792</td>
<td>58,641</td>
<td>-1.9%</td>
<td>52,868</td>
<td>-9.8%</td>
</tr>
<tr>
<td>TACT (Armstrong)</td>
<td>12,230</td>
<td>10,616</td>
<td>-13.2%</td>
<td>11,387</td>
<td>7.3%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>8,427</td>
<td>8,047</td>
<td>-4.5%</td>
<td>9,300</td>
<td>15.6%</td>
</tr>
<tr>
<td>WCTA (Washington)</td>
<td>18,164</td>
<td>17,076</td>
<td>-6.0%</td>
<td>16,273</td>
<td>-4.7%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>71,512</td>
<td>71,393</td>
<td>-0.2%</td>
<td>60,814</td>
<td>-14.8%</td>
</tr>
<tr>
<td>Williamsport RVT (Clinton, Lycoming)</td>
<td>194,996</td>
<td>194,707</td>
<td>-0.1%</td>
<td>203,518</td>
<td>4.5%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>34,726,394</td>
<td>33,395,174</td>
<td>-3.8%</td>
<td>33,677,264</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

*Agency underwent consolidation during this period. See Page 20 for Consolidated Agencies.

** Significant increase in Senior Citizen Trip counts is a result of change in transfer policy.
## TABLE 3
Total Act 44 Revenue Vehicle Miles Statistics

<table>
<thead>
<tr>
<th>Agency</th>
<th>2015-16</th>
<th>2016-17</th>
<th>Percent Change 15-16 to 16-17</th>
<th>2017-18</th>
<th>Percent Change 16-17 to 17-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPTA</td>
<td>87,334,694</td>
<td>86,744,654</td>
<td>-0.7%</td>
<td>87,810,139</td>
<td>1.2%</td>
</tr>
<tr>
<td>PAAC (Allegheny)</td>
<td>26,108,143</td>
<td>26,129,983</td>
<td>0.1%</td>
<td>26,349,298</td>
<td>0.8%</td>
</tr>
<tr>
<td>AMTRAN (Altoona)</td>
<td>537,486</td>
<td>546,084</td>
<td>1.6%</td>
<td>521,794</td>
<td>-4.4%</td>
</tr>
<tr>
<td>ATA (North Central)*</td>
<td>1,541,732</td>
<td>1,526,731</td>
<td>-1.0%</td>
<td>1,535,297</td>
<td>0.6%</td>
</tr>
<tr>
<td>BCTA (Beaver)</td>
<td>936,358</td>
<td>931,576</td>
<td>-0.5%</td>
<td>901,240</td>
<td>-3.3%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>61,988</td>
<td>64,080</td>
<td>3.4%</td>
<td>64,650</td>
<td>0.9%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>187,814</td>
<td>194,375</td>
<td>3.5%</td>
<td>233,817</td>
<td>20.3%</td>
</tr>
<tr>
<td>CamTran (Cambria)</td>
<td>1,105,849</td>
<td>1,092,707</td>
<td>-1.2%</td>
<td>1,088,595</td>
<td>-0.4%</td>
</tr>
<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>1,835,605</td>
<td>2,020,396</td>
<td>11.4%</td>
<td>2,044,267</td>
<td>1.2%</td>
</tr>
<tr>
<td>CATA (Centre)</td>
<td>2,070,416</td>
<td>2,091,603</td>
<td>1.0%</td>
<td>2,044,267</td>
<td>1.2%</td>
</tr>
<tr>
<td>CAT (Crawford, Venango)*</td>
<td>433,292</td>
<td>474,970</td>
<td>7.8%</td>
<td>471,282</td>
<td>-3.2%</td>
</tr>
<tr>
<td>CAT (Carbon)</td>
<td>51,668</td>
<td>49,321</td>
<td>-4.5%</td>
<td>47,749</td>
<td>-3.2%</td>
</tr>
<tr>
<td>COLT/LT (Lebanon)</td>
<td>504,666</td>
<td>508,730</td>
<td>0.8%</td>
<td>515,154</td>
<td>1.3%</td>
</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>1,122,975</td>
<td>1,235,016</td>
<td>5.3%</td>
<td>1,092,707</td>
<td>-3.2%</td>
</tr>
<tr>
<td>CPTA (York, Adams)</td>
<td>1,735,687</td>
<td>1,773,598</td>
<td>1.2%</td>
<td>1,905,536</td>
<td>8.9%</td>
</tr>
<tr>
<td>EMTA (Bradford, Sullivan, Tioga)</td>
<td>450,332</td>
<td>474,970</td>
<td>5.3%</td>
<td>471,282</td>
<td>-3.2%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>2,240,875</td>
<td>2,526,705</td>
<td>1.3%</td>
<td>2,526,705</td>
<td>2.4%</td>
</tr>
<tr>
<td>FACT (Fayette)</td>
<td>579,874</td>
<td>575,563</td>
<td>-1.3%</td>
<td>575,563</td>
<td>-1.3%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>450,588</td>
<td>423,282</td>
<td>-7.3%</td>
<td>474,970</td>
<td>-3.2%</td>
</tr>
<tr>
<td>IndiGo (Indiana)</td>
<td>396,806</td>
<td>481,537</td>
<td>15.3%</td>
<td>481,537</td>
<td>15.3%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>3,920,782</td>
<td>4,139,645</td>
<td>1.4%</td>
<td>4,139,645</td>
<td>4.1%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>1,247,935</td>
<td>1,314,846</td>
<td>2.4%</td>
<td>1,314,846</td>
<td>2.4%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>167,621</td>
<td>173,722</td>
<td>3.9%</td>
<td>173,722</td>
<td>3.9%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>539,950</td>
<td>570,972</td>
<td>-1.5%</td>
<td>570,972</td>
<td>-1.5%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>803,272</td>
<td>773,135</td>
<td>-0.2%</td>
<td>773,135</td>
<td>0.2%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>1,055,205</td>
<td>1,104,873</td>
<td>0.2%</td>
<td>1,104,873</td>
<td>0.2%</td>
</tr>
<tr>
<td>PART (Pottstown)</td>
<td>265,868</td>
<td>277,187</td>
<td>0.9%</td>
<td>277,187</td>
<td>0.9%</td>
</tr>
<tr>
<td>SCTA (Berks, Lancaster)</td>
<td>3,518,561</td>
<td>3,404,745</td>
<td>1.8%</td>
<td>3,404,745</td>
<td>1.8%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>341,414</td>
<td>338,848</td>
<td>-7.7%</td>
<td>338,848</td>
<td>-7.7%</td>
</tr>
<tr>
<td>TACT (Armstrong)</td>
<td>122,888</td>
<td>116,668</td>
<td>-12.7%</td>
<td>116,668</td>
<td>-12.7%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>191,051</td>
<td>194,574</td>
<td>2.4%</td>
<td>194,574</td>
<td>2.4%</td>
</tr>
<tr>
<td>WCTA (Washington)</td>
<td>376,120</td>
<td>424,052</td>
<td>2.4%</td>
<td>424,052</td>
<td>2.4%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>1,119,650</td>
<td>1,072,397</td>
<td>-3.3%</td>
<td>1,072,397</td>
<td>-3.3%</td>
</tr>
<tr>
<td>Williamsport RVT (Clinton, Lycoming)</td>
<td>877,456</td>
<td>875,694</td>
<td>0.7%</td>
<td>875,694</td>
<td>0.7%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>144,234,621</strong></td>
<td><strong>144,272,690</strong></td>
<td><strong>0.0%</strong></td>
<td><strong>145,741,743</strong></td>
<td><strong>1.0%</strong></td>
</tr>
</tbody>
</table>

*Agency underwent consolidation during this period. See Page 20 for Consolidated Agencies.
### TABLE 4

Total Act 44 Revenue Vehicle Hours Statistics

<table>
<thead>
<tr>
<th>Agency</th>
<th>2015-16</th>
<th>2016-17</th>
<th>Percent Change 15-16 to 16-17</th>
<th>2017-18</th>
<th>Percent Change 16-17 to 17-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPTA</td>
<td>6,959,483</td>
<td>6,926,933</td>
<td>-0.5%</td>
<td>7,090,546</td>
<td>2.4%</td>
</tr>
<tr>
<td>PAAC (Allegheny)</td>
<td>1,954,108</td>
<td>1,982,527</td>
<td>1.5%</td>
<td>2,012,014</td>
<td>1.5%</td>
</tr>
<tr>
<td>AMTRAN (Altoona)</td>
<td>44,242</td>
<td>43,583</td>
<td>-1.5%</td>
<td>39,006</td>
<td>-10.5%</td>
</tr>
<tr>
<td>ATA (North Central)*</td>
<td>117,892</td>
<td>121,011</td>
<td>2.6%</td>
<td>118,589</td>
<td>-2.0%</td>
</tr>
<tr>
<td>BCTA (Beaver)</td>
<td>55,515</td>
<td>54,534</td>
<td>-1.8%</td>
<td>52,481</td>
<td>-3.8%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>5,188</td>
<td>5,544</td>
<td>6.9%</td>
<td>5,725</td>
<td>3.3%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>15,286</td>
<td>15,692</td>
<td>2.7%</td>
<td>16,809</td>
<td>7.1%</td>
</tr>
<tr>
<td>CamTran (Cambria)</td>
<td>83,766</td>
<td>83,039</td>
<td>-0.9%</td>
<td>82,804</td>
<td>-0.3%</td>
</tr>
<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>136,686</td>
<td>143,323</td>
<td>4.9%</td>
<td>134,030</td>
<td>-6.5%</td>
</tr>
<tr>
<td>CATA (Centre)</td>
<td>169,406</td>
<td>159,986</td>
<td>-5.6%</td>
<td>161,555</td>
<td>1.0%</td>
</tr>
<tr>
<td>CATA (Crawford, Venango)*</td>
<td>27,808</td>
<td>26,960</td>
<td>-3.0%</td>
<td>27,403</td>
<td>1.6%</td>
</tr>
<tr>
<td>CCCT (Carbon)</td>
<td>2,725</td>
<td>2,805</td>
<td>2.9%</td>
<td>2,740</td>
<td>-2.3%</td>
</tr>
<tr>
<td>COLT/LT (Lebanon)</td>
<td>31,564</td>
<td>31,019</td>
<td>-1.7%</td>
<td>30,511</td>
<td>-1.6%</td>
</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>91,621</td>
<td>90,042</td>
<td>-1.7%</td>
<td>100,575</td>
<td>11.7%</td>
</tr>
<tr>
<td>CPTA (York, Adams)</td>
<td>123,418</td>
<td>123,449</td>
<td>0.0%</td>
<td>125,082</td>
<td>1.3%</td>
</tr>
<tr>
<td>EMTA (Bradford, Sullivan, Tioga)</td>
<td>20,789</td>
<td>21,132</td>
<td>1.6%</td>
<td>21,422</td>
<td>1.4%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>180,525</td>
<td>186,182</td>
<td>3.1%</td>
<td>183,104</td>
<td>-1.7%</td>
</tr>
<tr>
<td>FACT (Fayette)</td>
<td>28,892</td>
<td>28,875</td>
<td>-0.1%</td>
<td>30,613</td>
<td>6.0%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>32,951</td>
<td>30,949</td>
<td>-6.1%</td>
<td>31,747</td>
<td>2.6%</td>
</tr>
<tr>
<td>IndiGo (Indiana)</td>
<td>31,830</td>
<td>34,201</td>
<td>7.4%</td>
<td>36,457</td>
<td>6.6%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>308,433</td>
<td>304,324</td>
<td>-1.3%</td>
<td>308,158</td>
<td>1.3%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>81,557</td>
<td>85,610</td>
<td>5.0%</td>
<td>86,877</td>
<td>1.5%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>12,367</td>
<td>12,745</td>
<td>3.1%</td>
<td>13,357</td>
<td>4.8%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>30,505</td>
<td>33,454</td>
<td>9.7%</td>
<td>34,688</td>
<td>3.7%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>43,525</td>
<td>43,457</td>
<td>-0.2%</td>
<td>42,950</td>
<td>-1.2%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>52,722</td>
<td>54,143</td>
<td>2.7%</td>
<td>53,996</td>
<td>-0.3%</td>
</tr>
<tr>
<td>PART (Pottstown)</td>
<td>21,908</td>
<td>21,912</td>
<td>0.0%</td>
<td>22,004</td>
<td>0.4%</td>
</tr>
<tr>
<td>SCTA (Berks, Lancaster)</td>
<td>257,936</td>
<td>254,968</td>
<td>-1.2%</td>
<td>261,626</td>
<td>2.6%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>19,925</td>
<td>21,659</td>
<td>8.7%</td>
<td>20,261</td>
<td>-6.5%</td>
</tr>
<tr>
<td>TACT (Armstrong)</td>
<td>8,040</td>
<td>9,785</td>
<td>21.7%</td>
<td>8,679</td>
<td>-11.3%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>10,552</td>
<td>10,602</td>
<td>0.5%</td>
<td>10,610</td>
<td>0.1%</td>
</tr>
<tr>
<td>WCTA (Washington)</td>
<td>23,279</td>
<td>26,098</td>
<td>12.1%</td>
<td>26,603</td>
<td>1.9%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>56,372</td>
<td>55,113</td>
<td>-2.2%</td>
<td>53,098</td>
<td>-3.7%</td>
</tr>
<tr>
<td>Williamsport RVT (Clinton, Lycoming)</td>
<td>57,237</td>
<td>57,246</td>
<td>0.0%</td>
<td>57,842</td>
<td>1.0%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>11,098,053</strong></td>
<td><strong>11,102,902</strong></td>
<td><strong>0.0%</strong></td>
<td><strong>11,303,962</strong></td>
<td><strong>1.8%</strong></td>
</tr>
</tbody>
</table>

*Agency underwent consolidation during this period. See Page 20 for Consolidated Agencies.*
### TABLE 1
**Total Act 44 Passenger Trip Statistics (Includes Senior Citizens)**

<table>
<thead>
<tr>
<th>Agency</th>
<th>2015-16</th>
<th>2016-17</th>
<th>Percent Change 15-16 to 16-17</th>
<th>2017-18</th>
<th>Percent Change 16-17 to 17-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>CATA (Crawford)*</td>
<td>236,740</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VCTO (Venango)*</td>
<td>54,485</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CATA (Crawford, Venango)*</td>
<td>291,225</td>
<td>293,309</td>
<td>0.7%</td>
<td>291,995</td>
<td>-0.4%</td>
</tr>
<tr>
<td>ATA (North Central)**</td>
<td>411,202</td>
<td>398,411</td>
<td>-3.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DuFAST (Clearfield)**</td>
<td>60,836</td>
<td>60,004</td>
<td>-1.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATA (North Central)**</td>
<td>472,038</td>
<td>458,415</td>
<td>-2.9%</td>
<td>435,653</td>
<td>-5.0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Agency</th>
<th>2015-16</th>
<th>2016-17</th>
<th>Percent Change 15-16 to 16-17</th>
<th>2017-18</th>
<th>Percent Change 16-17 to 17-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>CATA (Crawford)*</td>
<td>37,975</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VCTO (Venango)*</td>
<td>11,558</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CATA (Crawford, Venango)*</td>
<td>49,533</td>
<td>51,339</td>
<td>3.6%</td>
<td>53,536</td>
<td>4.3%</td>
</tr>
<tr>
<td>ATA (North Central)**</td>
<td>28,071</td>
<td>28,209</td>
<td>0.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DuFAST (Clearfield)**</td>
<td>19,921</td>
<td>18,174</td>
<td>-8.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATA (North Central)**</td>
<td>47,992</td>
<td>46,383</td>
<td>-3.4%</td>
<td>45,578</td>
<td>-1.7%</td>
</tr>
</tbody>
</table>

---

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

**DuFAST consolidated with the Area Transit Authority of North Central Pennsylvania (ATA) on July 1, 2017.
### TABLE 3
Total Act 44 Revenue Vehicle Miles Statistics

<table>
<thead>
<tr>
<th>Agency</th>
<th>2015-16</th>
<th>2016-17</th>
<th>Percent Change 15-16 to 16-17</th>
<th>2017-18</th>
<th>Percent Change 16-17 to 17-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>CATA (Crawford)*</td>
<td>269,950</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VCTO (Venango)*</td>
<td>163,342</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CATA (Crawford, Venango)*</td>
<td>433,292</td>
<td>467,282</td>
<td>7.8%</td>
<td>474,970</td>
<td>1.6%</td>
</tr>
<tr>
<td>ATA (North Central)**</td>
<td>1,414,669</td>
<td>1,404,943</td>
<td>-0.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DuFAST (Clearfield)**</td>
<td>127,063</td>
<td>121,788</td>
<td>-4.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATA (North Central)**</td>
<td>1,541,732</td>
<td>1,526,731</td>
<td>-1.0%</td>
<td>1,523,264</td>
<td>0.2%</td>
</tr>
</tbody>
</table>

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

**DuFAST consolidated with the Area Transit Authority of North Central Pennsylvania (ATA) on July 1, 2017.

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

<table>
<thead>
<tr>
<th>Agency</th>
<th>2015-16</th>
<th>2016-17</th>
<th>Percent Change 15-16 to 16-17</th>
<th>2017-18</th>
<th>Percent Change 16-17 to 17-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>CATA (Crawford)*</td>
<td>18,566</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VCTO (Venango)*</td>
<td>9,242</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CATA (Crawford, Venango)*</td>
<td>27,808</td>
<td>26,960</td>
<td>-3.0%</td>
<td>27,403</td>
<td>1.6%</td>
</tr>
<tr>
<td>ATA (North Central)**</td>
<td>107,998</td>
<td>108,926</td>
<td>0.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DuFAST (Clearfield)**</td>
<td>9,894</td>
<td>12,085</td>
<td>22.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATA (North Central)**</td>
<td>117,892</td>
<td>121,011</td>
<td>2.6%</td>
<td>118,657</td>
<td>1.9%</td>
</tr>
</tbody>
</table>
Consolidated Agencies

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Section IV

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 2017-18 that were made possible using capital funding assistance provided by the Bureau of Public Transportation.
Compressed Natural Gas

Statewide Highlight:
Compressed Natural Gas Fueling Station Public-Private Partnership

On March 28, 2016, PennDOT announced its partnership with Trillium 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 allows 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. It is anticipated that 29 fueling stations will be built through this partnership, five of which will be accessible to the public. As of December 31, 2018, 14 CNG stations for transit agency fueling have been completed. At four of these locations, dispensers are also available for public usage.

Key 2018 Accomplishments:
- Completed four transit agency-only CNG stations (LANTA-Allentown, AMTRAN-Altoona, COLT/LT-Lebanon, and CPTA-Gettysburg).
- Completed two additional transit agency and public dispenser CNG stations (NCATA-New Castle, and IndiGO-Indiana).
- Nearly 1,563,000 Gas Gallon Equivalents (GGEs) were pumped for transit agency vehicles across 14 stations.
- 99 Additional CNG Vehicles were placed into service statewide.
Statewide Highlight:
Capital Planning Tool (CPT)

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

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

The CPT allows the Bureau of Public Transportation to:
• **Reduce the total cost of asset ownership** by preserving capital, reducing maintenance costs, and extending the life of assets.
• **Improve operational efficiency** through consolidating existing asset management applications, integrating with legacy and future third-party systems, and exporting data and reports to Microsoft Excel.
• **Support compliance** with federal, state, and local regulations and reporting requirements, including a commitment to comply with MAP-21, FAST Act, and TAM requirements once formalized.
• **Enhance visibility** by improving communications and project coordination across internal departments and with external organizations, tracking assets owned by multiple agencies, and managing outsourced activities such as vehicle maintenance.
• **Streamline capital planning** by tracking funding sources and funding levels; applying service-life models across long- and short-term planning horizons; and identifying and tracking backlog, ongoing, and future needs.

Statewide Highlight:
Statewide Planning and Scheduling Implementation (Ecolane)

PennDOT completed the statewide implementation of Ecolane DRT, a scheduling and dispatch software for demand-response transportation, in February of 2018. The statewide implementation of this scheduling platform offers numerous advantages including:

• Reduced procurement costs
• Standardized service levels
• Enhanced customer service
• Improved ability to coordinate service across county lines, and use of an automated call system

The use of a common scheduling platform will also allow for several other statewide technology-based initiatives such as the FindMyRidePA and Rides to Wellness projects. These federally-funded projects aim to reduce transportation barriers facing transit-dependent individuals in the Commonwealth.
Statewide Highlight: 
Fixed Route Intelligent Transportation System (FR-ITS)

The Fixed Route Intelligent Transit System (FR-ITS) program, launched in 2018, is a statewide technology implementation project that will provide Pennsylvania’s fixed route transit agencies with cutting edge technology solutions that enhance the agencies’ abilities to provide exceptional service and achieve operational efficiencies. FR-ITS will be implemented at 32 of the 34 fixed route agencies in Pennsylvania, with the Southeastern Pennsylvania Transportation Authority (SEPTA) and Port Authority of Allegheny County (PAAC) continuing to utilize their well-established technology platforms.

FR-ITS will implement a full suite of technology including computer-aided dispatch (CAD), automatic vehicle location (AVL), video surveillance, real-time passenger information, scheduling software, transit planning software, and other components. The selected FR-ITS vendor, Avail Technologies Inc. (Avail) of State College, PA, is implementing its myAvail software as part of the FR-ITS program and is responsible for installing and integrating all necessary hardware components to create a seamless technology platform.

The project also features enhanced data analysis and reporting capabilities through business intelligence tools and allows for the creation of one statewide data repository. This enhanced data analysis and reporting capability will allow all agencies to make informed decisions to improve service efficiency and effectiveness. In addition, the statewide data repository, enabled through all agencies sharing a single technology platform, will allow PennDOT to collect and analyze data for all agencies into one location to better inform statewide public transportation decision-making. This capability provides unprecedented reporting capabilities for PennDOT and greatly reduces the burden on agencies to provide data and reports to PennDOT.

Due to the scope and complexity of the FR-ITS program, implementation is broken into several phases. The first phase, underway currently, features technology implementation at four transit agencies that function as test, or “beta,” agencies. These implementations began November 2018 to provide PennDOT and Avail the opportunity to test the implementation methodology and process. With the completion of the beta agencies, the Avail and PennDOT project teams will collaborate to identify areas that require improvement and discuss changes to the process to improve the implementations for the remaining transit agencies. Implementations for the next round of agencies is tentatively planned for July 2019.
CAPITAL HIGHLIGHTS

Fixed Route Intelligent Transportation System

Phase One Agencies (Current Implementation)
Central Pennsylvania Transportation Authority (CPTA)
Luzerne County Transit Authority (LCTA)

Planned Phase Two Agencies (2019-2020)
Area Transportation Authority of North Central PA (ATA)
Mid Mon Valley Transit Authority (MMVTA)

Agencies Planned for Future Phases (2020-2023)
Altoona Metro Transit (AMTRAN)
Butler Transit Authority (BTA)
Carbon County Community Transit (CCCT)
Centre Area Transportation Authority (CATA)
County of Lackawanna Transportation System (COLTS)
Endless Mountains Transit Authority (EMTA)
Fayette Area Coordinated Transit (FACT)
Lehigh and Northampton Transportation Authority (LANTA)
Mid County Transportation Authority (TACT)
Pottstown Area Rapid Transit (PART)
South Central Transit Authority (SCTA)
Washington County Transportation Authority (WCTA)

Indiana County Transportation Authority (IndiGO)
Monroe County Transportation Authority (MCTA)
Beaver County Transit Authority (BCTA)
Schuylkill Transportation System (STS)
Borough of Mount Carmel (LATS)
Cambria County Transit Authority (CamTran)
Capital Area Transit (CAT)
Crawford Area Transportation Authority (CATA)
County of Lebanon Transit (COLT/LT)
Erie Metropolitan Transportation Authority (EMTA)
Hazleton Public Transit (HPT)
Mercer County Regional Council of Govts. (MCRCOG)
New Castle Area Transportation Authority (NCATA)
River Valley Transit (RVT)
Transit Authority of Warren County (TAWC)
Westmoreland County Transit Authority (WCTA)
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 2017-18, PennDOT assisted in purchasing 206 new fixed route buses:

- 85 CNG Buses
- 14 Hybrid Diesel Buses
- 107 Diesel Buses

The $112 million cost of these vehicles was subsidized by 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)

SEPTA's Yardley Station on the West Trenton Regional Rail Line dates back to 1876 when it was built by the North Pennsylvania Railroad. Today, the station hosts 444 boards and alights per weekday. As part of SEPTA's Rebuilding the System Capital Improvement Program, the $6.75 million Yardley Station Improvement Project modernized and enhanced the historic station.

The project made the station fully Americans with Disabilities Act (ADA) compliant with a high-level boarding platform that replaced the former lower level platform. The new high-level platform makes berthing a six-car train at the station possible, allowing for more efficient train operations. In addition to the new high-level platform, work at Yardley Station encompassed a complete renewal of station facilities, including the construction of ADA-compliant ramps and stairs; installation of two new weather protected shelters; and overall signage, lighting and site accessory upgrades.

SEPTA also worked with the community to repurpose and relocate the existing wooden passenger shelter, considered to be an original station fixture. The wooden shelter has been renewed and moved to serve the pick-up and drop-off (kiss and ride) plaza in the parking lot of Yardley Station.

The Yardley Train Station Improvement Project was funded through Pennsylvania State Act 89 and leverages a Federal TIGER grant that allowed for SEPTA and CSX to separate operation on the West Trenton Regional Rail Line. The project was completed in the summer of 2018, and a ribbon cutting ceremony was held in September 2018.
The Port Authority of Allegheny County completed a rehabilitation of the Brilliant Viaduct Bridge at a construction cost of $5.7 million in October 2018. The bridge, originally constructed in 1980, carries two lanes of traffic of the East Busway over several city streets and railroad tracks in the East Liberty, Homewood West, and Homewood South areas of Pittsburgh. The bridge is integral to providing efficient bus service to the high-density population areas east of the city.

The Brilliant Viaduct Bridge is a 1,617-foot long bridge consisting of four welded plate girders along 17 spans of aerial structure supported by 16 concrete piers founded on concrete caissons, bounded by two abutments founded on concrete caissons.

The rehabilitation project consisted of the following primary items of work: expansion joint replacement, bearing refurbishment, spot and zone painting, concrete deck and barrier repairs, concrete substructure repairs, new epoxy-based surface treatments, improvements to bridge drainage, busway asphalt pavement repairs, and busway concrete barrier repairs.
The Erie Metropolitan Transit Authority (EMTA) Phase II Facility Project involves the construction of new administrative and operations areas, fixed route bus storage, bus wash/fuel facilities, and employee/public parking garage with Transit Oriented Development features. Notice to Proceed was given in February of 2017 with an estimated project completion date of August 2019.
In 2017, the Centre Area Transportation Authority (CATA) completed its new operations, maintenance, administrative, and bus storage facility project off West Whitehall Road in State College, PA. The new facility features a larger administration building, a new fueling area that will accommodate articulated buses, a parking structure, and a new storage building that is able to accommodate approximately 100 buses. The facility dedication and open house took place in May of 2018.
Agency Highlight:
Butler Transit Authority (BTA)

The Butler Transit Authority (BTA) CNG Facility Modifications and Upgrades project involved site improvements to the Intermodal Transit Center off Hollywood Drive in Butler, PA. These improvements were completed in anticipation of the Compressed Natural Gas (CNG) Fueling Station that was later constructed as part of PennDOT’s CNG P3 project. The work included HVAC, electrical, and other facility improvements to allow the building to accept CNG buses for maintenance and storage.
Urban System

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

Service Area Statistics (2010 Census)
Square Miles: 839
Population: 3,836,896

Act 44 Fixed Route Distribution Factors
Total Passengers: 302,177,758
Senior Passengers: 25,481,020
Revenue Vehicle Miles: 87,810,139
Revenue Vehicle Hours: 7,090,546

Act 44 Operating Assistance
Section 1513 Allocation: $652,325,174
Required Local Match: $97,848,776

Current Fleet Size
Diesel Motor Bus: 1,475
Commuter Rail Cars: 404
Heavy Rail Cars: 361
Street Car Rail/Light Rail: 159
Trolley Bus: 38
Gasoline Paratransit Vehicles: 460
System-wide: 2,897

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
Agency Full-Time: 9,322
Agency Part-Time: 177
Contractor Full-Time: 636
System-Wide: 10,135

URBAN OPERATING BUDGET

Operating Expense (000’s)
$1,299,260

Operator Salaries & Wages
$263,884
Other Salaries & Wages
$357,989
Fringes
$364,872
Fuel Utils
$70,651
Maint.
$65,693
Purchased Trans
$29,838
Other
$146,333

Operating Funds (000’s)
$1,299,260

Local
$92,134
Revenue
$511,898
State
$613,784
Federal
$81,443
Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Community Transportation

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

Service Area Statistics (2010 Census)
Square Miles: 143
Population: 1,526,006
65+ Population: 185,309
% of Population 65 and older: 12.1%

Trip Information
65+ Trips: 573,908
Total Shared-Ride Trips: 573,908
Total Escorts: 30,958

Current Fare Information
Average Shared-Ride Fare: $27.09
Average Shared-Ride Cost per Trip: $46.27
Fare Structure
Implementation Date: July 2017

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

Vehicles Operated in Maximum Service
Community Transportation: 184

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$26,555

- Shared-Ride Operating 82%
- Shared-Ride Admin 18%

Operating Funds (000’s)
$26,555

- 52% Passenger Fares
- 5% Lottery
- 5% Area Agency on Aging
- 38% Subsidy
- <1% Other
SEPTA is legislatively excluded from the Persons with Disabilities Program due to its extensive fixed route and complementary ADA service throughout Philadelphia.
Port Authority of Allegheny County (PAAC)

345 Sixth Avenue, Third Floor
Pittsburgh, PA 15222-2527
412-566-5510
Ms. Katharine Kelleman, CEO
www.portauthority.org

Service Area Statistics (2010 Census)
Square Miles: 775
Population: 1,415,244

Act 44 Fixed Route Distribution Factors
Total Passengers: 62,414,729
Senior Passengers: 4,566,567
Revenue Vehicle Miles: 26,349,298
Revenue Vehicle Hours: 2,012,014

Act 44 Operating Assistance
Section 1513 Allocation: $229,808,491
Required Local Match: $34,471,274

Current Fleet Size
Diesel/Gasoline Motor Bus: 736
CNG Motor Bus: 32
Street Car Rail/Light Rail: 83
Inclined Plane Cars: 2
Diesel/Gasoline Paratransit Vehicles: 336
System-Wide: 1,189

Current Employees
Agency Full-Time: 2,543
Contractor Full-Time: 320
Contractor Part-Time: 48
System-Wide: 2,911

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

Operating Expense (000’s)

$392,473

Other Salaries & Wages $98,835
Operator Salaries & Wages $77,554
Other $23,817
Fringes $132,742
Fuel Util $23,189
Maint. $25,961
Purchased Trans $10,375

Revenue Funds (000’s)

$392,473

Local $41,158
State $223,568
Federal $29,935
Revenue $97,812

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

Port Authority of Allegheny County (PAAC)/ACCESS
345 Sixth Avenue, Third Floor
Pittsburgh, PA 15222-2527
412-562-5353
Ms. Katharine Kelleman, CEO
www.portauthority.org

House District
Allegheny: 16, 19, 20, 21, 23, 24, 25, 27, 28, 30, 32, 33, 34, 35, 36, 38, 39, 40, 42, 44, 45, 46, 54

Senate District
Allegheny: 37, 38, 42, 43, 45

Service Area Statistics (2010 Census)
Square Miles: 730
Population: 1,223,348
65+ Population: 205,059
% of Population 65 and older: 16.8%

Trip Information
65+ Trips: 577,690
PwD Trips: 58,146
Other Shared-Ride Trips: 252,809
Total Shared-Ride Trips: 888,645
Total Escorts: 57,589
Non-Public Trips: 34,568

Current Fare Information
Average Shared-Ride Fare: $22.94
Average Shared-Ride Cost per Trip: $27.70
Fare Structure Implementation Date: July 2017

Vehicles Operated in Maximum Service
Community Transportation: 178

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $27,234
- Shared-Ride Operating 91%
  - Shared-Ride Admin 6%
  - Exclusive Human Service Program Contracts 3%

Operating Funds (000’s) $27,234
- 3% Area Agency on Aging
- 4% PwD Program
- 19% MATP
- 19% Subsidy
- 43% Lottery
- 6% Other
- 7% Passenger Fares

House District
Allegheny: 16, 19, 20, 21, 23, 24, 25, 27, 28, 30, 32, 33, 34, 35, 36, 38, 39, 40, 42, 44, 45, 46, 54

Senate District
Allegheny: 37, 38, 42, 43, 45
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips

*Act 89 of 2013 allowed Allegheny County to participate in the Persons with Disabilities Program.
Community Transportation

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

**Service Area Statistics (2010 Census)**
- Square Miles: 360
- Population: 91,108
- 65+ Population: 17,128
- % of Population 65 and older: 18.8%

**Trip Information**
- 65+ Trips: 27,136
- PwD Trips: 1,799
- Other Shared-Ride Trips: 21,262
- Total Shared-Ride Trips: 50,197
- Total Escorts: 8,838
- Non-Public Trips: 28,854

**Current Fare Information**
- Average Shared-Ride Fare: $15.61
- Average Shared-Ride Cost per Trip: $10.32
- Fare Structure Implementation Date: July 2012

**House District**
Lawrence: 9, 10, 17

**Senate District**
Lawrence: 47

**Vehicles Operated in Maximum Service**
Community Transportation: 28

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expense (000’s)**
$1,576

- Shared-Ride Operating: 46%
- Shared-Ride Admin: 4%
- Exclusive Human Service Program Contracts: 50%

**Operating Funds (000’s)**
$1,573

- Passenger Fares: 22%
- Lottery: 3%
- PwD Program: <1%
- Area Agency on Aging: 41%
- MATP: 10%
- MH/ID: 22%
- Other: 2%
- Program: 2%
The large decrease in trips resulted from a reclassification of some non-PennDOT funded trips to non-public transportation.
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

Act 44 Fixed Route Distribution Factors
Total Passengers: 557,190
Senior Passengers: 64,264
Revenue Vehicle Miles: 521,794
Revenue Vehicle Hours: 39,006

House District
Blair: 79, 80

Senate District
Blair: 30

Current Fare Information
Fixed Route Base: $1.65
Last Base Fare Increase: July 2018

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: 8
CNG Motor Bus: 16
Diesel/Gasoline Paratransit Vehicles: 2
System-Wide: 26

URBAN OPERATING BUDGET

Operating Expense (000's)
$5,182

Operating Funds (000's)
$5,182

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
## Rural System

### Area Transportation Authority (ATA)
44 Transportation Center  
Johnsonburg, PA 15845  
866-282-4968  
Mr. Michael Imbrogno,  
Chief Executive Officer  
www.rideata.com

### Service Area Statistics (2010 Census)
- Square Miles: 5,092
- Population: 224,780

### Act 44 Fixed Route Distribution Factors
- Total Passengers: 435,653
- Senior Passengers: 45,578
- Revenue Vehicle Miles: 1,523,264
- Revenue Vehicle Hours: 118,657

### Act 44 Operating Assistance
- Section 1513 Allocation: $5,355,279
- Required Local Match: $302,882

### House District
- Cameron: 67  Clarion: 63  Clearfield: 73, 75
- Elk: 75  Jefferson: 66  McKean: 67
- Potter: 67, 68

### Senate District
- Cameron: 25  Clarion: 21  Clearfield: 25, 35
- Potter: 25

### Current Fare Information
- Fixed Route Base: $1.25
- Last Base Fare Increase: July 2008

### Current Employees
- Agency Full-Time: 65
- Agency Part-Time: 95
- Contractor Full-Time: 3
- Contractor Part-Time: 5
- System-Wide: 168

### Current Fleet Size
- Diesel/Gasoline Motor Bus: 42
- Diesel/Gasoline Paratransit: 65
- System-wide: 107

### RURAL OPERATING BUDGET

#### Operating Expense (000's)
- $8,564
  - Operator Salaries & Wages $1,936
  - Other Salaries & Wages $1,798
  - Operator Salaries & Wages $1,798
- Maint. $479
- Fuel $734
- Fringes $2,379
- Purchased Trans $304
- Other $935

Expense includes DAS expense.

#### Operating Funds (000's)
- $8,564
  - Revenue $1,249
  - State $6,976
  - Local $339

Revenue includes DAS revenue.
Passengers include DAS passengers.
Area Transportation Authority of North Central PA (ATA)

Community Transportation

Area Transportation Authority (ATA)
44 Transportation Center
Johnsonburg, PA 15845
866-282-4968
Mr. Michael Imbrogno,
Chief Executive Officer
www.rideata.com

House District
Cameron: 67  Clearfield: 73, 75  Elk: 75
Jefferson: 66  McKean: 67  Potter: 67, 68

Senate District
Cameron: 25  Clearfield: 25, 35  Elk: 25

Service Area Statistics (2010 Census)
Square Miles: 5,092
Population: 224,780

Current Fare Information
Average Shared-Ride Fare: $5.53
Average Shared-Ride Cost per Trip: $33.60
Fare Structure Implementation Date: July 2009

Trip Information
65+ Trips: 56,792
PwD Trips: 23,486
Other Shared-Ride Trips: 67,687
Total Shared-Ride Trips: 147,965
Total Escorts: 8,831
Non-Public Trips: 20,754

Vehicles Operated in Maximum Service
Community Transportation: 45

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$6,547

Operating Funds (000’s)
$6,575
**Area Transportation Authority of North Central PA**

**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**
Urban & Rural System

**Beaver County Transit Authority (BCTA)**

200 West Washington Street
Rochester, PA 15074-2235
724-728-4255
Ms. Mary Jo Morandini, General Manager
www.bcta.com

**House District**
Beaver: 10, 14, 15, 16

**Senate District**
Beaver: 46, 47

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

**Current Employees**
Agency Full-Time: 91
Agency Part-Time: 1
System-Wide: 92

**Current Fleet Size**
Diesel/Gasoline Motor Bus: 13
CNG Motor Bus: 11
Diesel/Gasoline Paratransit Vehicle: 23
System-Wide: 47

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 818,633
Senior Passengers: 86,689
Revenue Vehicle Miles: 901,240
Revenue Vehicle Hours: 52,481

**Act 44 Operating Assistance**
Section 1513 Allocation: $3,810,376
Required Local Match: $571,556

**URBAN & RURAL OPERATING BUDGET**

**Operating Expense (000’s)**
$6,017

- Operating Salaries & Wages: $1,606
- Maint.: $446
- Fuel Util.: $687
- Fringes: $999
- Other: $898

**Operating Funds (000’s)**
$6,017

- Local: $477
- State: $3,345
- Revenue: $1,692
- Federal: $503

Expense includes DAS expense.
Revenue includes DAS revenue.
Passengers include DAS passengers.
Beaver County Transit Authority (BCTA)

**Community Transportation**

**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

**Service Area Statistics (2010 Census)**
Square Miles: 440
Population: 170,596
65+ Population: 31,660
% of Population 65 and older: 18.6%

**Trip Information**
65+ Trips: 26,487
Other Shared-Ride Trips: 47,216
Total Shared-Ride Trips: 73,703
Total Escorts: 3,205
Non-Public Trips: 95,146

**Current Fare Information**
Average Shared-Ride Fare: $21.50
Average Shared-Ride Cost per Trip: $26.87
Fare Structure Implementation Date: January 2017

**Vehicles Operated in Maximum Service**
Community Transportation: 16

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expense (000’s)**
$3,961

- Shared-Ride Operating 36%
- Shared-Ride Admin 14%
- Exclusive Human Service Program Contracts 50%

**Operating Funds (000’s)**
$3,961

- 62% MATP
- 4% MH/ID
- 1% Other
- 16% Subsidy
- 12% Lottery
- 3% Passenger Fares
- 2% Area Agency on Aging
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.
Community Transportation

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

House District
Blair: 79, 80

Senate District
Blair: 30

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

Current Fare Information
Average Shared-Ride Fare: $17.78
Average Shared-Ride Cost per Trip: $16.32
Fare Structure
Implementation Date: September 2014

Trip Information
65+ Trips: 72,538
PwD Trips: 2,276
Other Shared-Ride Trips: 42,288
Total Shared-Ride Trips: 117,102
Total Escorts: 2,365
Non-Public Trips: 320

Vehicles Operated in Maximum Service
Community Transportation: 25

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $2,741

Operating Funds (000’s) $2,957

Shared-Ride Operating 64%
Shared-Ride Admin 6%
Exclusive Human Service Program Contracts 30%
Exclusive Human Service Program Admin 6%
6% Area Agency on Aging
1% PwD Program
44% MATP
2% MH/ID
8% Other
36% Passenger Fares
3% Lottery
1% PwD Program
8% Other
36% Passenger Fares
3% Lottery
1% PwD Program
8% Other
36% Passenger Fares
3% Lottery
## Borough of Mount Carmel (LATS)

### Rural System

#### Borough of Mount Carmel/Lower Anthracite Transit System (LATS)
137 West 4th Street
Mount Carmel, PA 17851
570-339-3956
Mr. Victor Girardi, Transit Director

### Service Area Statistics (2010 Census)

- Square Miles: 50
- Population: 29,713

### Act 44 Fixed Route Distribution Factors

- Total Passengers: 32,660
- Senior Passengers: 13,654
- Revenue Vehicle Miles: 64,650
- Revenue Vehicle Hours: 5,725

### Act 44 Operating Assistance

- Section 1513 Allocation: $309,223
- Required Local Match: $12,794

### Current Fare Information

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

### Current Employees

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

### Current Fleet Size

- Diesel/Gasoline Motor Bus: 3

### RURAL OPERATING BUDGET

#### Operating Expense (000’s)

- $285

#### Operating Funds (000’s)

- $285

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Community Transportation

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

House District
Bucks: 18, 29, 31, 140, 141, 142, 143, 144, 145, 178

Senate District
Bucks: 6, 10, 12, 24

Service Area Statistics (2010 Census)
Square Miles: 607
Population: 625,249
65+ Population: 91,219
% of Population 65 and older: 14.6%

Trip Information
65+ Trips: 103,996
PwD Trips: 33,551
Other Shared-Ride Trips: 1,129
Total Shared-Ride Trips: 138,676
Non-Public Trips: 354,670

Current Fare Information
Average Shared-Ride Fare: $25.80
Average Shared-Ride Cost per Trip: $25.28
Fare Structure
Implementation Date: September 2015

Vehicles Operated in Maximum Service
Community Transportation: 123

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$9,526

- Shared-Ride Operating 30%
- Exclusive Human Service Program Contracts 63%
- Shared-Ride Admin 7%

Operating Funds (000’s)
$9,574

- 26% MATP
- 8% PwD Program
- 23% Lottery
- <1% Area Agency on Aging
- 5% Passenger Fares
- 37% Other
Butler County (BART)

Community Transportation

Butler Area Rural Transit (BART)
130 Hollywood Drive
Suite 102
Butler, PA 16001
724-282-6060
Ms. Janine Kennedy, Director of Programs

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

Senate District
Butler: 21, 40, 41, 50

Service Area Statistics (2010 Census)
Square Miles: 789
Population: 183,862
65+ Population: 27,853
% of Population 65 and older: 15.1%

Trip Information
65+ Trips: 25,144
PwD Trips: 6,679
Other Shared-Ride Trips: 22,668
Total Shared-Ride Trips: 54,491

Butler: 8, 10, 11, 12, 64

Current Fare Information
Average Shared-Ride Fare: $16.82
Average Shared-Ride Cost per Trip: $16.29

Fare Structure
Implementation Date: January 2013

Vehicles Operated in Maximum Service
Community Transportation: 17

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,088

Operating Funds (000’s)
$1,060

Exclusive Human Service Program Contracts
11%

Shared-Ride Admin
3%

Shared-Ride Operating
86%

3% Passenger Fares

31% Other

33% Lottery

16% MATP

10% PwD Program

4% Area Agency on Aging

3% MH/ID
**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**
### Butler Transit Authority (BTA)

**Urban & Rural System**

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

**House District**
Butler: 8, 10, 11, 12, 14, 60, 64

**Senate District**
Butler: 21, 41, 47

**Service Area Statistics (2010 Census)**
- Square Miles: 25
- Population: 31,084

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 202,000
- Senior Passengers: 38,347
- Revenue Vehicle Miles: 233,817
- Revenue Vehicle Hours: 16,809

**Act 44 Operating Assistance**
- Section 1513 Allocation: $928,929
- Required Local Match: $49,921

**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 4
- CNG Bus: 8
- System-wide: 12

**Current Fare Information**
- Fixed Route Base: $1.25
- Last Base Fare Increase: July 2012

**Current Employees**
- Agency Full-Time: 4
- Agency Part-Time: 7
- Contractor Full-Time: 7
- Contractor Part-Time: 9
- System-Wide: 27

**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 4
- CNG Bus: 8
- System-wide: 12

### URBAN & RURAL OPERATING BUDGET

**Operating Expense (000’s)**

- Operating Expense (000's): $2,015
- Purchased Trans $971
- Maint. $25
- Fuel Utils $182
- Fringes $85
- Other Salaries & Wages $340
- Other $412

**Operating Funds (000’s)**

- Operating Funds (000's): $2,015
- Revenue $266
- Federal $693
- State $1,006
- Local $50

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

NOTE: Myers Coach Lines, Inc. ended operations on December 15th, 2017. Butler Transit Authority assumed responsibility for continuing commuter service in this corridor immediately following the discontinuation of Myers service.
Call-A-Ride Service (CARS)

Community Transportation

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

House District
Juniata: 82
Mifflin: 81, 82, 171

Senate District
Juniata: 34
Mifflin: 34

Service Area Statistics (2010 Census)
Square Miles: 803
Population: 71,318
65+ Population: 12,777
% of Population 65 and older: 17.9%

Trip Information
65+ Trips: 19,865
PwD Trips: 1,700
Other Shared-Ride Trips: 18,461
Total Shared-Ride Trips: 40,026
Non-Public Trips: 203

Current Fare Information
Average Shared-Ride Fare: $23.19
Average Shared-Ride Cost per Trip: $23.30
Fare Structure Implementation Date: June 2016

Vehicles Operated in Maximum Service
Community Transportation: 13

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$962

Operating Funds (000’s)
$1,027

Exclusive Human Service Program Contracts 3%
Shared-Ride Operating 69%
Shared-Ride Admin 28%

5% Passenger Fares
<1% Other

33% Lottery
2% PwD Program
3% Area Agency on Aging
57% MATP
(CARS) Call-A-Ride Service

**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**
Urban & Rural System

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

Service Area Statistics (2010 Census)
Square Miles: 688
Population: 143,679

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,094,703
Senior Passengers: 173,899
Revenue Vehicle Miles: 1,088,595
Revenue Vehicle Hours: 82,804

Act 44 Operating Assistance
Section 1513 Allocation: $6,986,749
Required Local Match: $807,453

House District
Cambria: 71, 72, 73

Senate District
Cambria: 35

Current Fare Information
Fixed Route Base: $1.65
Last Base Fare Increase: January 2018

Current Employees
Agency Full-Time: 107
Agency Part-Time: 43
System-Wide: 150

Current Fleet Size
Diesel/Gasoline Motor Bus: 33
CNG Motor Bus: 7
Other Alternative Fuel Motor Bus: 1
Inclined Plane Cars: 2
Diesel/Gasoline Paratransit Vehicle: 23
CNG Paratransit: 3
System-Wide: 69

Current Fleet Size
Diesel/Gasoline Motor Bus: 33
CNG Motor Bus: 7
Other Alternative Fuel Motor Bus: 1
Inclined Plane Cars: 2
Diesel/Gasoline Paratransit Vehicle: 23
CNG Paratransit: 3
System-Wide: 69

Current Fleet Size
Diesel/Gasoline Motor Bus: 33
CNG Motor Bus: 7
Other Alternative Fuel Motor Bus: 1
Inclined Plane Cars: 2
Diesel/Gasoline Paratransit Vehicle: 23
CNG Paratransit: 3
System-Wide: 69

URBAN & RURAL OPERATING BUDGET

Operating Expense (000’s)
$8,787

- Operator Salaries & Wages $2,550
- Fringes $1,940
- Maint. $536
- Fuel Util $787
- Other $1,036
- Other Salaries & Wages $1,938

Expense includes ADA complementary expense.

Operating Funds (000’s)
$8,787

- Local $807
- Federal $600
- State $6,310
- Revenue $1,070

Revenue includes ADA complementary revenue.
(CamTran) Cambria County Transit Authority

**Agency Service Area**

**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

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

Service Area Statistics (2010 Census)
- Square Miles: 688
- Population: 143,679
- 65+ Population: 27,071
- % of Population 65 and older: 18.8%

Trip Information
- 65+ Trips: 52,469
- PwD Trips: 1,654
- Other Shared-Ride Trips: 2,605
- Total Shared-Ride Trips: 56,728
- Total Escorts: 571

Current Fare Information
- Average Shared-Ride Fare: $20.01
- Average Shared-Ride Cost per Trip: $29.15

Fare Structure
- Implementation Date: January 2017

Vehicles Operated in Maximum Service
- Community Transportation: 17

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,654
- Shared-Ride Admin: 19%
- Shared-Ride Operating: 81%

Operating Funds (000’s)
$1,654
- 31% Subsidy
- 54% Lottery
- <1% Passenger Fares
- 1% Other
- 12% Area Agency on Aging
- <1% MATP
- 1% PwD Program
- <1% Passenger Fares
Urban & Rural System

Capital Area Transit (CAT)
901 North Cameron Street
Harrisburg, PA 17101
717-233-5657
Mr. Richard Farr, Executive Director
www.cattransit.com

Service Area Statistics (2010 Census)
Square Miles: 1,070
Population: 508,279

Act 44 Fixed Route Distribution Factors
Total Passengers: 2,077,510
Senior Passengers: 256,031
Revenue Vehicle Miles: 2,020,396
Revenue Vehicle Hours: 134,030

Act 44 Operating Assistance
Section 1513 Allocation: $8,503,319
Required Local Match: $931,819

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

Current Employees
Agency Full-Time: 190
Agency Part-Time: 8
Contractor Full-Time: 26
Contractor Part-Time: 11
System-Wide: 235

Current Fleet Size
Diesel/Gasoline Motor Bus: 69
Diesel/Gasoline Paratransit Vehicle: 52
System-Wide: 121

URBAN & RURAL OPERATING BUDGET
*Operating Expenses and Operating Funds do not match because CAT operated at a deficit for FY 17-18.

Operating Expense (000’s)
$17,425
- Other Salaries & Wages: $3,268
- Fringes: $3,994
- Fuel Utils: $1,214
- Maint.: $916
- Purchased Trans: $578
- Other: $1,347

Operating Funds (000’s)
$17,268
- Local: $946
- Revenue: $3,032
- State: $8,693
- Federal: $4,597

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Capital Area Transit (CAT)

Community Transportation

**Capital Area Transit (CAT)**
901 North Cameron Street
Harrisburg, PA 17101
717-233-5657
Mr. Richard Farr, Executive Director
www.cattransit.com

**Service Area Statistics (2010 Census)**
- Square Miles: 525
- Population: 268,100
- 65+ Population: 36,841
- % of Population 65 and older: 13.7%

**Trip Information**
- 65+ Trips: 50,335
- PwD Trips: 9,250
- Other Shared-Ride Trips: 89,880
- Total Shared-Ride Trips: 149,465
- Total Escorts: 21,010

**Current Fare Information**
- Average Shared-Ride Fare: $20.56
- Average Shared-Ride Cost per Trip: $28.28

**Vehicles Operated in Maximum Service**
Community Transportation: 45

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expense (000’s)**
$4,228

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

**Operating Funds (000’s)**
$4,228

- 20% MATP
- 19% Lottery
- 4% PwD Program
- 43% Area Agency on Aging
- 1% MATP
- 1% Lottery
- 9% MH/ID
- 9% Other
- 1% Subsidy
- 2% Passenger Fares
- 2% Other

House District
Dauphin: 98, 103, 104, 105, 106, 125

Senate District
Dauphin: 15, 48
Carbon County Community Transit (CCCT)

Urban & Rural System

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

House District
Carbon: 122

Senate District
Carbon: 14

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

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

Current Employees
Agency Full-Time: 2
Agency Part-Time: 0
Contractor Full-Time: 17
Contractor Part-Time: 6
System-Wide: 25

Current Fleet Size
Diesel/Gasoline Paratransit Vehicle: 14
System-wide: 14

Act 44 Fixed Route Distribution Factors
Total Passengers: 8,832
Senior Passengers: 3,556
Revenue Vehicle Miles: 71,387
Revenue Vehicle Hours: 8,464

Act 44 Operating Assistance
Section 1513 Allocation: $254,446
Required Local Match: $38,167

Act 44 Operating Assistance

Urban & Rural OPERATING BUDGET

Operating Expense (000’s)

Operating Funds (000’s)

$272

$272

Purchased Trans $241
Fuel Utils $2
Maint. $2
Other $27

Federal $79
Revenue $19

State $136
Local $38

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Carbon County Community Transit (CCCT)

Community Transportation

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

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

House District
Carbon: 122
Senate District
Carbon: 14

Current Fare Information
Average Shared-Ride Fare: $23.97
Average Shared-Ride Cost per Trip: $36.38
Fare Structure
Implementation Date: March 2016

Trip Information
65+ Trips: 24,321
PwD Trips: 2,308
Other Shared-Ride Trips: 10,248
Total Shared-Ride Trips: 36,877
Total Escorts: 0
Non-Public Trips: 3,071

Vehicles Operated in Maximum Service
Community Transportation: 20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,666

- Exclusive Human Service Program Contracts 19%
- Shared-Ride Admin 7%
- Shared-Ride Operating 74%

Operating Funds (000’s)
$1,662

- Passenger Fares 2%
- Lottery 30%
- PwD Program 3%
- Area Agency on Aging 32%
- Subsidy 13%
- Other 18%
Central Pennsylvania Transportation Authority (CPTA)

Urban System

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: 1,648,834
Senior Passengers: 213,806
Revenue Vehicle Miles: 1,773,598
Revenue Vehicle Hours: 125,082

Act 44 Operating Assistance
Section 1513 Allocation: $6,800,564
Required Local Match: $560,913

House District
York: 47, 92, 93, 94, 95, 169, 196
Adams: 91, 193

Senate District
York: 28, 31, 33, 48
Adams: 33

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

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: 43
CNG Motor Bus: 11
Other Alternative Fuel Motor Bus: 3
Diesel/Gasoline Paratransit Vehicle: 243
System-Wide: 300

Operating Expense (000’s)
$11,227

Operating Funds (000’s)
$11,227

URBAN OPERATING BUDGET

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

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

Service Area Statistics (2010 Census)
Square Miles: 3,724
Population: 1,083,226
65+ Population: 166,762
% of Population 65 and older: 15.4%

Trip Information
65+ Trips: 246,949
PwD Trips: 67,338
Other Shared-Ride Trips: 127,321
Total Shared-Ride Trips: 441,608
Total Escorts: 21,987
Non-Public Trips: 170,626

House District
Adams: 91, 193; Columbia: 107, 109;
Cumberland: 86, 87, 88, 92, 193, 199;
Franklin: 78, 82, 89, 90; Montour: 107;
Northumberland: 107, 108; Perry: 86;
Snyder: 84, 108; Union: 84, 85;
York: 47, 92, 93, 94, 95, 169, 196

Senate District
Adams: 33; Columbia: 27; Cumberland: 30,
31, 33; Franklin: 30, 33; Montour: 27;
Northumberland: 27; Perry: 15; Snyder: 27;
Union: 23; York: 28, 31, 33, 48

Current Fare Information
Average Shared-Ride Fare: $18.36
Average Shared-Ride Cost per Trip: $19.56
Fare Structure
Implementation Date: October 2013

Vehicles Operated in Maximum Service
Community Transportation: 77

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$13,898

Operating Funds (000’s)
$13,487
Central Pennsylvania Transportation Authority

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
***Centre Area Transportation Authority (CATA)***

### Urban System

**Centre Area Transportation Authority (CATA)**

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

**Service Area Statistics (2010 Census)**

Square Miles: 89  
Population: 104,360

**Act 44 Fixed Route Distribution Factors**

Total Passengers: 6,522,077  
Senior Passengers: 54,131  
Revenue Vehicle Miles: 1,905,536  
Revenue Vehicle Hours: 161,555

**Act 44 Operating Assistance**

Section 1513 Allocation: $6,430,401  
Required Local Match: $578,001

**Current Fare Information**

Fixed Route Base: $2.00  
Last Base Fare Increase: August 2017

**Current Employees**

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

**Current Fleet Size**

CNG Motor Bus: 66  
Diesel/Gasoline Paratransit Vehicle: 54  
CNG Paratransit Vehicle: 5  
System-Wide: 125

### URBAN OPERATING BUDGET

**Operating Expense (000's)**

- Operator Salaries & Wages: $5,775  
- Other Salaries & Wages: $3,304  
- Fringes: $3,871  
- Other: $1,430  
- Fuel: $782  
- Maint.: $929  
- Purchased Trans.: $395

*Expense includes ADA complementary expense.*

**Operating Funds (000's)**

- State: $4,364  
- Federal: $4,043  
- Local: $578  
- Revenue: $7,501

*Revenue includes ADA complementary revenue.*
Passengers include ADA complementary passengers.
Centre Area Transportation Authority (CATA)

Community Transportation

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

House District
Centre: 76, 77, 81, 171

Senate District
Centre: 34

Service Area Statistics (2010 Census)
Square Miles: 135
Population: 112,000
65+ Population: 12,631
% of Population 65 and older: 11.3%

Current Fare Information
Average Shared-Ride Fare: $21.65
Average Shared-Ride Cost per Trip: $33.09
Fare Structure
Implementation Date: August 2017

Trip Information
65+ Trips: 14,386
PwD Trips: See: Centre County
Other Shared-Ride Trips: 19
Total Shared-Ride Trips: 14,405
Total Escorts: 1,215

Vehicles Operated in Maximum Service
Community Transportation: 5

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$477
- Shared-Ride Operating 99%
- Shared-Ride Admin <1%

Operating Funds (000’s)
$477
- 55% Lottery
- 36% Subsidy
- 9% Passenger Fares
(CATA) Centre Area Transportation Authority

**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

CATA does not provide PwD shared-ride service. Centre County provides PwD.

**Total Shared-Ride Trips**
Community Transportation

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

House District
Centre: 76, 77, 81, 171

Senate District
Centre: 34

Service Area Statistics (2010 Census)
Square Miles: 973
Population: 41,990
65+ Population: 4,735
% of Population 65 and older: 11.3%

Current Fare Information
Average Shared-Ride Fare: $16.12
Average Shared-Ride Cost per Trip: $19.65
Fare Structure
Implementation Date: April 2009

Vehicles Operated in Maximum Service
Community Transportation: 25

Operating Expense (000's)
$1,983

Exclusive Human Service Program Contracts 29%
Shared-Ride Operating 53%
Shared-Ride Admin 18%

Operating Funds (000's)
$1,682

24% Lottery
3% PwD Program
11% Area Agency on Aging
14% Other
16% MH/ID
31% MATP
<1% Passenger Fares
<1% Other
Centre County Office of Transportation

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Clarion County Transportation

Community Transportation

Clarion County Transportation
338 Amsler Avenue, Suite 1
Shippenville, PA 16254
814-226-4000
Ms. Mary Lutz, Administrative Officer

House District
Clarion: 63

Senate District
Clarion: 21

Service Area Statistics (2010 Census)
Square Miles: 602
Population: 39,988
65+ Population: 6,566
% of Population 65 and older: 16.4%

Current Fare Information
Average Shared-Ride Fare: $36.24
Average Shared-Ride Cost per Trip: $34.95
Fare Structure
Implementation Date: July 2013

Trip Information
65+ Trips: 11,259
PwD Trips: 1,721
Other Shared-Ride Trips: 10,585
Total Shared-Ride Trips: 23,565
Total Escorts: 0
Non-Public Trips: 1,096

Vehicles Operated in Maximum Service
Community Transportation: 21

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,172

Operating Funds (000’s)
$1,190
Clarion County Transportation

- **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**
Community Transit of Delaware County

Service Area Statistics (2010 Census)
Square Miles: 184
Population: 558,979
65+ Population: 79
% of Population 65 and older: 14.3%

Trip Information
65+ Trips: 101,814
PwD Trips: 1,402
Other Shared-Ride Trips: 64,596
Total Shared-Ride Trips: 167,812
Total Escorts: 17,303
Non-Public Trips: 213,055

Community Transportation
206 Edystone Avenue, Suite 200
Eddystone, PA 19022-1594
610-490-3977
Mr. Nick Miccarelli, Executive Director

House District
Delaware: 159, 160, 161, 162, 163, 164, 165, 166, 168, 185, 191

Senate District
Delaware: 8, 9, 17, 26

Current Fare Information
Average Shared-Ride Fare: $33.54
Average Shared-Ride Cost per Trip: $39.25
Fare Structure Implementation Date: April 2018

Vehicles Operated in Maximum Service
Community Transportation: 50

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000's) $15,013
Exclusive Human Service Program Contracts 56%
Shared-Ride Admin 4%
Shared-Ride Operating 40%

Operating Funds (000's) $14,622
36% MATP
19% Passenger Fares
<1% Lottery
<1% PwD Program
<1% Area Agency on Aging
43% Other

Community Transportation Operating Budget Pie Chart

Pennsylvania Public Transportation Performance Report – Fiscal Year 2017-18
Urban 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

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,073,314
Senior Passengers: 208,119
Revenue Vehicle Miles: 1,235,016
Revenue Vehicle Hours: 100,575

Act 44 Operating Assistance
Section 1513 Allocation: $6,973,109
Required Local Match: $688,507

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

Senate District
Lackawanna: 22

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

Current Employees
Agency Full-Time: 119
Agency Part-Time: 22
System-Wide: 141

Current Fleet Size
Diesel/Gasoline Motor Bus: 32
Diesel/Gasoline Paratransit Vehicle: 31
System-Wide: 63

Current Fleet Size
Diesel/Gasoline Motor Bus: 32
Diesel/Gasoline Paratransit Vehicle: 31
System-Wide: 63

URBAN OPERATING BUDGET

Operating Expense (000’s)
$8,467
- Operator Salaries & Wages $3,211
- Fuel Utilities $506
- Maint. $547
- Purchased Trans $532
- Other $735
- Fringes $1,820
- Other Salaries & Wages $1,116

Expense includes ADA complimentary expense.

Operating Funds (000’s)
$8,467
- Local $709
- Federal $793
- State $5,744
- Revenue $1,221

Revenue includes ADA complimentary revenue.
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
www.coltsbus.com

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

Senate District
Lackawanna: 22

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

Trip Information
65+ Trips: 84,248
PwD Trips: 1,548
Other Shared-Ride Trips: 15,493
Total Shared-Ride Trips: 101,289
Total Escorts: 0
Non-Public Trips: 15,311

Current Fare Information
Average Shared-Ride Fare: $25.00
Average Shared-Ride Cost per Trip: $29.97
Fare Structure
Implementation Date: July 2015

Vehicles Operated in Maximum Service
Community Transportation: 27

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $4,194

Operating Funds (000’s) $2,986

- 60% Passenger Fares
- <1% MATP
- <1% Other
- 31% Agency on Aging
- 1% PwD Program
- 8% Area Agency on Aging
- 28% Program Contracts
- 18% Exclusive Human Service Program
- 54% Shared-Ride Operating
- 18% Shared-Ride Admin
OPERATING PROFILES

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

Pennsylvania Public Transportation Performance Report – Fiscal Year 2017-18
Urban System

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

House District
Lebanon: 101, 102, 104

Senate District
Lebanon: 48

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 310,915
Senior Passengers: 68,287
Revenue Vehicle Miles: 515,154
Revenue Vehicle Hours: 30,511

Act 44 Operating Assistance
Section 1513 Allocation: $1,939,535
Required Local Match: $107,032

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

Current Employees
Agency Full-Time: 44
Agency Part-Time: 7
System-Wide: 51

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

URBAN OPERATING BUDGET

Operating Expense (000’s)
$2,768

- Operator Salaries & Wages $691
- Fringes $713
- Fuel Uts $227
- Maint. $120
- Other Salaries & Wages $602
- Other $415

Expense includes ADA complementary expense.

Operating Funds (000’s)
$2,768

- Local $100
- Revenue $440
- State $2,228

Revenue includes ADA complementary revenue.
Agency Service Area

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.
## County of Lebanon Transit Authority (COLT/LT)

### Service Area Statistics (2010 Census)

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

### Trip Information

- **65+ Trips:** 26,477
- **PwD Trips:** 2,214
- **Other Shared-Ride Trips:** 15,759
- **Total Shared-Ride Trips:** 44,450
- **Total Escorts:** 0

### Operating Expense (000's)

- **Shared-Ride Admin:** 20%
- **Shared-Ride Operating:** 80%

### Current Fare Information

- **Average Shared-Ride Fare:** $20.90
- **Average Shared-Ride Cost per Trip:** $27.58

### Vehicles Operated in Maximum Service

- **Community Transportation:** 12

### COMMUNITY TRANSPORTATION OPERATING BUDGET

<table>
<thead>
<tr>
<th>Operating Expense (000's)</th>
<th>Operating Funds (000's)</th>
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<td>$1,226</td>
<td>$1,226</td>
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- **Passenger Fares:** 24%
- **Subsidy:** 5%
- **Lottery:** <1%
- **Area Agency on Aging:** 4%
- **MATP:** 24%
- **MH/ID:** 38%
- **PwD Program:** 3%
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Crawford Area Transportation Authority (CATA)

Rural System

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 291,995
Senior Passengers: 53,536
Revenue Vehicle Miles: 474,970
Revenue Vehicle Hours: 27,403

Act 44 Operating Assistance
Section 1513 Allocation: $1,322,524
Required Local Match: $67,821

Crawford Area Transportation Authority
214 Pine Street
Meadville, PA 16335
814-336-5600
Mr. Timothy Geibel, General Manager
www.catabus.org

House District
Crawford: 6, 17, 65
Venango: 64

Senate District
Crawford: 50
Venango: 21

Current Fleet Size
Diesel/Gasoline Motor Bus: 14
CNG Bus: 3
Diesel/Gasoline Paratransit Vehicle: 48
System-wide: 65

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

Current Employees
Agency Full-Time: 53
Agency Part-Time: 15
Contractor Full-Time: 0
Contractor Part-Time: 0
System-Wide: 68

Current Operating Assistance
Section 1513 Allocation: $1,322,524
Required Local Match: $67,821

RURAL OPERATING BUDGET

Operating Expense (000's)
$1,705

Operator Salaries & Wages $511
Other Salaries & Wages $229
Fringes $364
Fuel Utilities $201
Maint. $71
Other $329

Operating Funds (000's)
$1,705

Local $24
Revenue $256
Federal $300
State $1,125

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Crawford Area Transportation Authority (CATA)

Community Transportation

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

House District
Crawford: 6, 17, 65
Venango: 64

Senate District
Crawford: 50
Venango: 21

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

Trip Information
65+ Trips: 43,396
PwD Trips: 2,166
Other Shared-Ride Trips: 36,893
Total Shared-Ride Trips: 82,455
Total Escorts: 10,336
Non-Public Trips: 24,670

Current Fare Information
Average Shared-Ride Fare: $17.48
Average Shared-Ride Cost per Trip: $25.59
Fare Structure Implementation Date: July 2013

Vehicles Operated in Maximum Service
Community Transportation: 29

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$2,457

- Exclusive Human Service Program Contracts 14%
- Shared-Ride Admin 21%
- Shared-Ride Operating 65%

Operating Funds (000’s)
$2,499

- 26% Lottery
- 2% PwD Program
- 130% MATP
- 30% Area Agency on Aging
- 9% MH/ID
- 19% Other
- 11% Subsidy
- 2% Passenger Fares
- <1% Area Agency on Aging
**Crawford Area Transportation Authority**

**Agency Service Area**

**Shared-Ride Fare Recovery**

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

**65+ Shared-Ride Trips**

- FY 13-14
- FY 14-15
- FY 15-16
- FY 16-17
- FY 17-18

**PwD Shared-Ride Trips**

- FY 13-14
- FY 14-15
- FY 15-16
- FY 16-17
- FY 17-18

**Total Shared-Ride Trips**

- FY 13-14
- FY 14-15
- FY 15-16
- FY 16-17
- FY 17-18
Endless Mountains Transportation Authority (EMTA)

Rural System

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 114,840
Senior Passengers: 12,606
Revenue Vehicle Miles: 476,069
Revenue Vehicle Hours: 21,422

Act 44 Operating Assistance
Section 1513 Allocation: $995,498
Required Local Match: $66,064

Current Employees
Agency Full-Time: 53
Agency Part-Time: 20
System-Wide: 73

Current Fleet Size
Diesel/Gasoline Motor Bus: 13
Diesel/Gasoline Paratransit Vehicle: 52
CNG Paratransit Vehicles: 1
System-wide: 66

RURAL OPERATING BUDGET

Operating Expense (000’s)
$1,719

Operating Funds (000’s)
$1,719

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

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

Service Area Statistics (2010 Census)
Square Miles: 2,723
Population: 111,031
65+ Population: 20,271
% of Population 65 and older: 18.3%

Trip Information
65+ Trips: 31,746
PwD Trips: 5,978
Other Shared-Ride Trips: 33,267
Total Shared-Ride Trips: 70,991
Total Escorts: 0
Non-Public Trips: 2,733

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

Senate District
Bradford: 23
Sullivan: 23
Tioga: 25

Current Fare Information
Average Shared-Ride Fare: $33.24
Average Shared-Ride Cost per Trip: $41.56
Fare Structure
Implementation Date: July 2015

Vehicles Operated in Maximum Service
Community Transportation: 35

Operating Expense (000’s)
$3,543

- Shared-Ride Operating: 75%
- Shared-Ride Admin: 15%
- Exclusive Human Service Program Contracts: 10%

Operating Funds (000’s)
$3,543

- Area Agency on Aging: 51%
- MATP: 5%
- PwD Program: 3%
- Lottery: 24%
- Passenger Fares: 2%
- Other: 5%
- Subsidy: 7%
Endless Mountains Transportation Authority

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

Pennsylvania Public Transportation Performance Report – Fiscal Year 2017-18
Erie Metropolitan Transit Authority (EMTA)

Urban & Rural System

Service Area Statistics (2010 Census)
- Square Miles: 802
- Population: 189,872

Act 44 Fixed Route Distribution Factors
- Total Passengers: 2,620,524
- Senior Passengers: 182,336
- Revenue Vehicle Miles: 2,526,705
- Revenue Vehicle Hours: 183,104

Act 44 Operating Assistance
- Section 1513 Allocation: $9,723,232
- Required Local Match: $996,771

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

Senate District
- Erie: 49, 50

Current Fare Information
- Fixed Route Base: $1.55
- Last Base Fare Increase: October 2017

Current Employees
- Agency Full-Time: 203
- Agency Part-Time: 29
- System-Wide: 232

Current Fleet Size
- Diesel/Gasoline Motor Bus: 60
- CNG Motor Bus: 18
- Diesel/Gasoline Paratransit Vehicle: 55
- System-Wide: 133

Operator Salaries & Wages
- $5,698

Other Salaries & Wages
- $2,414

Fringes
- $4,788

Fuel Utilities
- $1,082

Maintenance
- $1,728

Other
- $1,060

URBAN & RURAL OPERATING BUDGET

Operating Expense (000’s)

Other Salaries & Wages $2,414
Operator Salaries & Wages $5,698
Fuel Utilities $1,082
Maintenance $1,728
Other $1,060
Fringes $4,788
Operator Salaries & Wages $5,698

Operating Funds (000’s)

State $9,572
Federal $2,414
Revenue $3,751
Local $1,033

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
(EMTA) Erie Metropolitan Transit Authority

Agency Service Area

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

**Erie Metropolitan Transit Authority (EMTA)**

127 East 14th Street
Erie, PA 16503
814-459-4287
Mr. Jeremy Peterson, Acting Executive Director
www.ride-the-e.com

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

**Senate District**
Erie: 49, 50

**Service Area Statistics (2010 Census)**
Square Miles: 802
Population: 280,566
65+ Population: 40,824
% of Population 65 and older: 14.6%

**Trip Information**
65+ Trips: 58,421
PwD Trips: 3,311
Other Shared-Ride Trips: 64,434
Total Shared-Ride Trips: 126,166
Total Escorts: 11,389
Non-Public Trips: 9,731

**Current Fare Information**
Average Shared-Ride Fare: $18.53
Average Shared-Ride Cost per Trip: $27.49
Fare Structure Implementation Date: December 2013

**Vehicles Operated in Maximum Service**
Community Transportation: 47

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**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expense (000’s)**

$3,757

- Shared-Ride Operating 73%
- Exclusive Human Service Program, Contracts 8%
- Shared-Ride Admin 19%

**Operating Funds (000’s)**

$2,978

- 2% Passenger Fares
- 3% PwD Program
- 52% MATP
- 29% Lottery
- 12% Other
- 3% Area Agency on Aging
- 3% Other
**Fayette Area Coordinated Transportation (FACT)**

**Urban System**

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

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 150,515
Senior Passengers: 26,875
Revenue Vehicle Miles: 575,563
Revenue Vehicle Hours: 30,613

**Act 44 Operating Assistance**
Section 1513 Allocation: $1,120,266
Required Local Match: $168,040

**House District**
Fayette: 49, 50, 51, 52

**Senate District**
Fayette: 32

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

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

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

**URBAN OPERATING BUDGET**

**Operating Expense (000's)**

- Operator Salaries & Wages: $393
- Fringes: $283
- Fuel Util: $252
- Maint: $88
- Purchased Trans: $458
- Other: $228
- Other Salaries & Wages: $176

Expense includes ADA complimentary expense.

**Operating Funds (000's)**

- Federal: $763
- State: $632
- Local: $168
- Revenue: $315

Revenue includes ADA complimentary revenue.
Passengers include ADA complementary passengers.
Fayette Area Coordinated Transportation (FACT)

Community Transportation

**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

**Senate District**
Fayette: 32

**Service Area Statistics (2010 Census)**
Square Miles: 790
Population: 136,606
65+ Population: 24,580
% of Population 65 and older: 18.0%

**Trip Information**
65+ Trips: 32,338
PwD Trips: 6,757
Other Shared-Ride Trips: 62,118
Total Shared-Ride Trips: 101,213
Total Escorts: 8,226
Non-Public Trips: 420

**Current Fare Information**
Average Shared-Ride Fare: $17.16
Average Shared-Ride Cost per Trip: $21.44
Fare Structure Implementation Date: September 2016

**Vehicles Operated in Maximum Service**
Community Transportation: 20

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expense (000’s)**
$2,420

- Exclusive Human Service Program Contracts 10%
- Shared-Ride Admin 10%
- Shared-Ride Operating 80%

**Operating Funds (000’s)**
$2,420

- Passenger Fares 18%
- Lottery 5%
- Subsidy 8%
- PwD Program 2%
- Area Agency on Aging 2%
- MATP 63%
- Other 2%
- MH/ID <1%
(FACT) Fayette Area Coordinated Transportation

**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**
Forest County Transportation

Community Transportation

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

House District
Forest: 63, 65

Senate District
Forest: 21

Service Area Statistics (2010 Census)
Square Miles: 428
Population: 5,216
65+ Population: 1,356
% of Population 65 and older: 26%

Current Fare Information
Average Shared-Ride Fare: $26.25
Average Shared-Ride Cost per Trip: $25.80
Fare Structure
Implementation Date: January 2015

Trip Information
65+ Trips: 14,320
PwD Trips: 1,271
Other Shared-Ride Trips: 3,145
Total Shared-Ride Trips: 18,736
Total Escorts: 1,292
Non-Public Trips: 296

Vehicles Operated in Maximum Service
Community Transportation: 12

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $522
- Shared-Ride Admin 17%
- Shared-Ride Operating 83%

Operating Funds (000’s) $551
- 52% Lottery
- 6% PwD Program
- 5% Area Agency on Aging
- 25% MATP
- 11% Other
- 2% Passenger Fares
Community Transportation

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

House District
Greene: 50

Senate District
Greene: 46

Service Area Statistics (2010 Census)
Square Miles: 576
Population: 38,686
65+ Population: 5,931
% of Population 65 and older: 15.3%

Current Fare Information
Average Shared-Ride Fare: $26.44
Average Shared-Ride Cost per Trip: $24.97
Fare Structure
Implementation Date: June 2015

Trip Information
65+ Trips: 13,438
PwD Trips: 3,199
Other Shared-Ride Trips: 25,651
Total Shared-Ride Trips: 42,288
Total Escorts: 2,003
Non-Public Trips: 778

Vehicles Operated in Maximum Service
Community Transportation: 16

Greene County Transportation Department

Operating Expense (000’s)
$1,249

Operating Funds (000’s)
$1,307

COMMUNITY TRANSPORTATION OPERATING BUDGET
Greene County Transportation Department

**Agency Service Area**

**Shared-Ride Fare Recovery**

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

**65+ Shared-Ride Trips**

- FY 13-14
- FY 14-15
- FY 15-16
- FY 16-17
- FY 17-18

**PwD Shared-Ride Trips**

- FY 13-14
- FY 14-15
- FY 15-16
- FY 16-17
- FY 17-18

**Total Shared-Ride Trips**

- FY 13-14
- FY 14-15
- FY 15-16
- FY 16-17
- FY 17-18
### Hazleton Public Transit (HPT)

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

#### Act 44 Fixed Route Distribution Factors
- **Total Passengers:** 205,254
- **Senior Passengers:** 56,533
- **Revenue Vehicle Miles:** 423,262
- **Revenue Vehicle Hours:** 31,747

#### Act 44 Operating Assistance
- **Section 1513 Allocation:** $1,984,617
- **Required Local Match:** $155,522

#### Current Fleet Size
- **Diesel/Gasoline Motor Bus:** 11
- **Diesel/Gasoline Paratransit Vehicle:** 4
- **System-Wide:** 15

### Urban System

#### Hazleton Public Transit (HPT)
- 126 West Mine Street
- Hazleton, PA 18201
- 570-459-5414
- Mr. Ralph Sharp, Transit Director
- [www.ridehpt.com](http://www.ridehpt.com)

#### House District
- Luzerne: 116, 122, 124

#### Senate District
- Luzerne: 14, 27, 29

#### Current Fare Information
- **Fixed Route Base:** $1.50
- **Last Base Fare Increase:** October 2015

#### Current Employees
- **Agency Full-Time:** 4
- **Agency Part-Time:** 12
- **Contractor Part-Time:** 4
- **System-Wide:** 20

#### Current Fleet Size
- **Diesel/Gasoline Motor Bus:** 11
- **Diesel/Gasoline Paratransit Vehicle:** 4
- **System-Wide:** 15

### URBAN OPERATING BUDGET

#### Operating Expense (000’s)
- $2,473

- **Purchased Trans**
  - $1,867
- **Salaries & Wages**
  - $192
- **Other**
  - $238
- **Fringes**
  - $114
- **Fuel Util**
  - $54
- **Maint**
  - $8

**Expense includes ADA complementary expense.**

#### Operating Funds (000’s)
- $2,473

- **State**
  - $2,056
- **Local**
  - $156
- **Revenue**
  - $261

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

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

House District
Bedford: 69, 78
Fulton: 78
Huntingdon: 81

Senate District
Bedford: 35
Fulton: 30
Huntingdon: 30, 34

Service Area Statistics (2010 Census)
Square Miles: 2,326
Population: 110,520
65+ Population: 19,478
% of Population 65 and older: 17.6%

Trip Information
65+ Trips: 64,580
PwD Trips: 6,829
Other Shared-Ride Trips: 26,067
Total Shared-Ride Trips: 97,476
Total Escorts: 2,550

Current Fare Information
Average Shared-Ride Fare: $17.94
Average Shared-Ride Cost per Trip: $21.10
Fare Structure
Implementation Date: April 2018

Vehicles Operated in Maximum Service
Community Transportation: 34

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $2,057

Operating Funds (000’s) $2,057
Huntingdon-Bedford-Fulton Area Agency on Aging

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Indiana County Transit Authority (IndiGO)

Rural System

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 384,189
Senior Passengers: 15,906
Revenue Vehicle Miles: 481,537
Revenue Vehicle Hours: 36,457

Act 44 Operating Assistance
Section 1513 Allocation: $1,652,169
Required Local Match: $63,005

House District
Indiana: 55, 60, 62, 66

Senate District
Indiana: 41

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

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

Current Fleet Size
CNG Motor Bus: 16
Diesel/Gasoline Paratransit Vehicle: 12
System-wide: 28

RURAL OPERATING BUDGET

Operating Expense (000’s)
$2,719

Operating Funds (000’s)
$2,719

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Agency Service Area

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.
Indiana County Transit Authority (IndiGO)

Service Area Statistics (2010 Census)
- Square Miles: 829
- Population: 88,880
- 65+ Population: 13,944
- % of Population 65 and older: 15.7%

Trip Information
- 65+ Trips: 18,313
- PwD Trips: 702
- Other Shared-Ride Trips: 5,913
- Total Share-Ride Trips: 24,928
- Total Escorts: 758
- Non-Public Trips: 16,639

Current Fare Information
- Average Shared-Ride Fare: $21.08
- Average Shared-Ride Cost per Trip: $27.42
- Fare Structure Implementation Date: July 2015

Vehicles Operated in Maximum Service
- Community Transportation: 11

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
- $1,331

Operating Funds (000’s)
- $1,265

Exclusive Human Service Program Contracts 49%
Shared-Ride Operating 36%
Shared-Ride Admin 15%

5% Other
7% Subsidy
1% Passenger Fares
25% Lottery
1% PwD Program
4% Program
56% MATP

Budget deficit covered by retained earnings.
Lehigh and Northampton Transportation Authority (LANTA)

Service Area Statistics (2010 Census)
Square Miles: 324
Population: 488,571

Act 44 Fixed Route Distribution Factors
Total Passengers: 4,617,519
Senior Passengers: 605,457
Revenue Vehicle Miles: 4,139,645
Revenue Vehicle Hours: 308,158

Act 44 Operating Assistance
Section 1513 Allocation: $17,102,620
Required Local Match: $957,449

Current Fleet Size
Diesel/Gasoline Motor Bus: 34
CNG Motor Bus: 49
Diesel/Gasoline Paratransit Vehicle: 85
System-Wide: 168

Current Employees
Agency Full-Time: 220
Agency Part-Time: 2
Contractor Full-Time: 123
Contractor Part-Time: 30
System-Wide: 375

Current Fare Information
Fixed Route Base: $2.00
Last Base Fare Increase: April 2007

URBAN OPERATING BUDGET

Operating Expense (000's)
$29,027

Operating Funds (000's)
$29,027

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
(LANTA) Lehigh and Northampton Transportation Authority

Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Passengers include ADA complementary passengers.
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, 183, 187
Northampton: 131, 135, 136, 137, 138, 183

Senate District
Lehigh: 16, 18
Northampton: 18, 40

Service Area Statistics (2010 Census)
Square Miles: 730
Population: 647,232
65+ Population: 98,210
% of Population 65 and older: 15.2%

Trip Information
65+ Trips: 133,056
PwD Trips: 11,739
Other Shared-Ride Trips: 11,456
Total Shared-Ride Trips: 156,251
Total Escorts: 16,789
Non-Public Trips: 40,843

Current Fare Information
Average Shared-Ride Fare: $25.36
Average Shared-Ride Cost per Trip: $23.08
Fare Structure Implementation Date: October 2015

Vehicles Operated in Maximum Service
Community Transportation: 106

Lehigh and Northampton Transportation Authority (LANTA)

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$7,498

Operating Funds (000’s)
$7,785
Luzerne County Transportation Authority (LCTA)

Urban System

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: 1,183,327
Senior Passengers: 189,844
Revenue Vehicle Miles: 1,314,846
Revenue Vehicle Hours: 86,877

Act 44 Operating Assistance
Section 1513 Allocation: $5,806,543
Required Local Match: $589,940

Current Fleet Size
Diesel/Gasoline Motor Bus: 23
Hybrid Diesel/Electric Motor Bus: 15
CNG Motor Bus: 2
Diesel/Gasoline Paratransit Vehicle: 51
System-Wide: 91

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

Current Employees
Agency Full-Time: 123
Agency Part-Time: 46
System-Wide: 169

Current District
House District
Luzerne: 116, 117, 118, 119, 120, 121
Senate District
Luzerne: 14, 20, 22, 27

URBAN OPERATING BUDGET

Operating Expense (000's)
$9,729

Operating Funds (000's)
$9,729

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Community Transportation

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: 906
Population: 318,564
65+ Population: 56,704
% of Population 65 and older: 17.8%

Trip Information
65+ Trips: 38,870
PwD Trips: 1,211
Other Shared-Ride Trips: 67,891
Total Shared-Ride Trips: 107,972
Total Escorts: 4,665
Non-Public Trips: 28,960

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

Senate District
Luzerne: 14, 20, 22, 27

Current Fare Information
Average Shared-Ride Fare: $18.91
Average Shared-Ride Cost per Trip: $26.51
Fare Structure
Implementation Date: March 2016

Vehicles Operated in Maximum Service
Community Transportation: 45

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $3,411
Operating Funds (000’s) $2,446
## Urban System

**Mercer County Regional Council of Governments (MCRCOG-SVSS/MCCT)**
2495 Highland Road
Hermitage, PA 16148
724-981-1561, ext. 3103
Ms. Kim DiCintio, Executive Director
[www.mcrcog.com](http://www.mcrcog.com)

**Service Area Statistics (2010 Census)**
- Square Miles: 672
- Population: 116,638

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 87,354
- Senior Passengers: 12,482
- Revenue Vehicle Miles: 173,722
- Revenue Vehicle Hours: 13,357

**Act 44 Operating Assistance**
- Section 1513 Allocation: $791,740
- Required Local Match: $61,783

**House District**
- Mercer: 7, 8, 17

**Senate District**
- Mercer: 50

**Current Fare Information**
- Fixed Route Base: $1.25
- Last Base Fare Increase: July 2014

**Current Employees**
- Agency Full-Time: 7
- Agency Part-Time: 8
- System-Wide: 15

**Current Fleet Size**
- Diesel/Gasoline Motor Bus: 8
- Diesel/Gasoline Paratransit Vehicle: 26
- System-Wide: 34

## URBAN OPERATING BUDGET

**Operating Expense (000’s)**
- Operator Salaries & Wages: $171
- Other Salaries & Wages: $254
- Maint.: $168
- Fringes: $145
- Fuel Util.: $135
- Other: $218
- Total: $1,091

Expense includes ADA complementary expense.

**Operating Funds (000’s)**
- State: $791
- Local: $62
- Federal: $177
- Revenue: $61
- Total: $1,091

Revenue includes ADA complementary revenue.
(MCRCOG) Mercer County Regional Council of Governments

Agency Service Area

Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

Mercer County Regional Council of Governments (MCRCOG-SVSS/MCCT)
2495 Highland Road
Hermitage, PA 16148
724-981-1561, ext. 3103
Ms. Kim DiCintio, Executive Director
www.mcrcog.com

Service Area Statistics (2010 Census)
Square Miles: 672
Population: 116,638
65+ Population: 21,556
% of Population 65 and older: 18.5%

Trip Information
65+ Trips: 39,177
PwD Trips: 2,113
Other Shared-Ride Trips: 36,672
Total Shared-Ride Trips: 77,962
Total Escorts: 5,303
Non-Public Trips: 4,075

Current Fare Information
Average Shared-Ride Fare: $20.02
Average Shared-Ride Cost per Trip: $20.27

Fare Structure
Implementation Date: August 2016

Vehicles Operated in Maximum Service
Community Transportation: 20

COMPUTER TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,645
Shared-Ride Operating 69%
Shared-Ride Admin 27%
Exclusive Human Service Program Contracts 4%

Operating Funds (000’s)
$1,713
42% MATP
11% Area Agency on Aging
3% PwD Program
5% Passenger Fares
38% Lottery
<1% Other
Mid County Transit Authority (TACT)

Rural System

Mid County Transit Authority/Town & Country Transit (TACT)
220 North Grant Avenue
Kittanning, PA 16201
724-548-8696
Ms. Patti Lynn Baker Johnston, GM
www.tandctransit.com

House District
Armstrong: 55, 60, 63

Senate District
Armstrong: 41

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 40,422
Senior Passengers: 11,387
Revenue Vehicle Miles: 116,668
Revenue Vehicle Hours: 8,679

Current Employees
Agency Full-Time: 18
Agency Part-Time: 8
Contractor Full-Time: 0
Contractor Part-Time: 0
System-Wide: 26

Current Fleet Size
Diesel/Gasoline Motor Bus: 9
Diesel/Gasoline Paratransit Vehicle: 11
System-wide: 20

Act 44 Operating Assistance
Section 1513 Allocation: $606,837
Required Local Match: $44,454

Operating Expense (000’s) $646

- Operator Salaries & Wages $143
- Other Salaries & Wages $200
- Fringes $74
- Fuel Utilities $61
- Maint $28
- Other $140

Operating Funds (000’s) $646

- Revenue $37
  - State $515
  - Federal $50
  - Local $44

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Operational Profiles

(TACT) Mid County Transit Authority

Agency Service Area

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.
Mid County Transit Authority (TACT)

Community Transportation

Mid County Transit Authority/Town & Country Transit (TACT)
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: 654
- Population: 68,941
- 65+ Population: 12,687
- % of Population 65 and older: 18.4%

Trip Information
- 65+ Trips: 17,889
- PwD Trips: 2,770
- Other Shared-Ride Trips: 4,683
- Total Shared-Ride Trips: 25,342
- Total Escorts: 806

CURRENT FARE INFORMATION
- Average Shared-Ride Fare: $19.22
- Average Shared-Ride Cost per Trip: $31.12

Vehicles Operated in Maximum Service
- Community Transportation: 10

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $789
- Shared-Ride Operating 42%
- Shared-Ride Admin 58%

Operating Funds (000’s) $789
- Passenger Fares 37%
- Subsidy 4%
- Lottery 36%
- Other 11%
- MH/ID <1%
- MATP 1%
- Area Agency on Aging 4%
- PwD Program 6%
- MATP 1%
- Area Agency on Aging 4%
- PwD Program 6%
- MATP 1%
- Area Agency on Aging 4%
- PwD Program 6%
- MATP 1%
(TACT) Mid County Transit Authority

**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**
Mid Mon Valley Transit Authority (MMVTA)

Urban System

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: 46
Westmoreland: 32

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 283,560
Senior Passengers: 36,061
Revenue Vehicle Miles: 773,135
Revenue Vehicle Hours: 42,950

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

Current Employees
Agency Full-Time: 4
Contractor Full-Time: 38
Contractor Part-Time: 4
System-Wide: 46

Act 44 Operating Assistance
Section 1513 Allocation: $2,886,184
Required Local Match: $73,493

Current Fleet Size
Diesel/Gasoline Motor Bus: 15
CNG Motor Bus Vehicle: 15
System-Wide: 30

URBAN OPERATING BUDGET

Operating Expense (000's) $3,967

- Purchased Trans $3,042
- Fuel Util $307
- Maint. $11
- Salaries & Wages $209
- Fringes $92
- Other $307

Operating Funds (000's) $3,967

- State $2,632
- Local $73
- Federal $600
- Revenue $662

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

Urban & Rural System

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

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 248,457
Senior Passengers: 25,882
Revenue Vehicle Miles: 570,972
Revenue Vehicle Hours: 34,688

**Act 44 Operating Assistance**
Section 1513 Allocation: $2,010,651
Required Local Match: $163,169

- **House District**
  Monroe: 115, 176, 189

- **Senate District**
  Monroe: 22, 40

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

- **Current Employees**
  Agency Full-Time: 50
  Agency Part-Time: 34
  Contractor Full-Time: 0
  Contractor Part-Time: 0
  System-Wide: 84

- **Current Fleet Size**
  Diesel/Gasoline Motor Bus: 14
  Diesel/Gasoline Paratransit Vehicle: 40
  System-wide: 54

- **Current Fleet Size**
  Diesel/Gasoline Motor Bus: 14
  Diesel/Gasoline Paratransit Vehicle: 40
  System-wide: 54

**URBAN & RURAL OPERATING BUDGET**

**Operating Expense (000’s)**

- Operator Salaries & Wages: $893
- Fringes: $627
- Other Salaries & Wages: $785
- Fuel Utility: $374
- Maint: $191
- Other: $477

**Operating Funds (000’s)**

- Federal: $1,057
- State: $1,827
- Revenue: $301
- Local: $163

Expense includes ADA complementary expense.
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
www.gomcta.com

Service Area Statistics (2010 Census)
Square Miles: 609
Population: 169,842
65+ Population: 21,701
% of Population 65 and older: 12.8%

Trip Information
65+ Trips: 40,026
PwD Trips: 14,676
Other Shared-Ride Trips: 26,384
Total Shared-Ride Trips: 81,086
Total Escorts: 0
Non-Public Trips: 22,882

Vehicles Operated in Maximum Service
Community Transportation: 29

Current Fare Information
Average Shared-Ride Fare: $23.05
Average Shared-Ride Cost per Trip: $26.42
Fare Structure
Implementation Date: July 2014

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$2,426

- Shared-Ride Operating: 61%
- Exclusive Human Service Program Contracts: 12%
- Shared-Ride Admin: 27%

Operating Funds (000’s)
$2,426

- 32% MATP
- 12% PwD Program
- 11% Subsidy
- 5% Passenger Fares
- 3% Lottery
- 3% Area Agency on Aging
- 3% Other
Monroe County Transportation Authority

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
New Castle Area Transit Authority (NCATA)

Rural System

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 579,120
Senior Passengers: 84,560
Revenue Vehicle Miles: 1,104,873
Revenue Vehicle Hours: 53,996

Act 44 Operating Assistance
Section 1513 Allocation: $4,375,550
Required Local Match: $221,492

House District
Lawrence: 9, 10, 17

Senate District
Lawrence: 47

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

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

RURAL OPERATING BUDGET

Operating Expense (000's)
$5,938

- Operator Salaries & Wages $1,585
- Operator Salaries & Wages $1,585
- Fringes $1,814
- Fuel Util $570
- Maint $485
- Other $687
- Purchased Trans $58
- Other Salaries & Wages $739

Expense includes ADA complementary expense.

Operating Funds (000's)
$5,938

- Local $221
- State $4,120
- Federal $850
- Revenue $747

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

**Pike County Transportation Department**

506 Broad Street  
Milford, PA 18337  
570-296-3408  
Mr. Robert Ruiz, Director

**House District**  
Pike: 139, 189

**Senate District**  
Pike: 20

### Service Area Statistics (2010 Census)

- Square Miles: 547
- Population: 57,369
- 65+ Population: 9,303
- % of Population 65 and older: 16.2%

### Trip Information

- 65+ Trips: 18,374
- PwD Trips: 3,313
- Other Shared-Ride Trips: 29
- Total Shared-Ride Trips: 21,716
- Total Escorts: 1,096
- Non-Public Trips: 6,019

### Current Fare Information

- Average Shared-Ride Fare: $21.20
- Average Shared-Ride Cost per Trip: $47.89
- Fare Structure Implementation Date: July 2017

### Vehicles Operated in Maximum Service

Community Transportation: 27

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000’s)**  
$1,198

- Shared-Ride Operating: 83%
- Shared-Ride Admin: 4%
- Exclusive Human Service Program Contracts: 13%

**Operating Funds (000’s)**  
$1,040

- 3% Other
- 30% Subsidy
- 26% MATP
- 2% Area Agency on Aging
- 6% PwD Program
- 30% Lottery
- 4% Passenger Fares
- 26% MATP
- 30% MATP
Urban System

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 269,320
Senior Passengers: 44,767
Revenue Vehicle Miles: 277,187
Revenue Vehicle Hours: 22,004

Act 44 Operating Assistance
Section 1513 Allocation: $1,269,254
Required Local Match: $85,515

House District
Chester: 26
Montgomery: 26, 146, 147

Senate District
Chester: 44
Montgomery: 24, 44

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

Current Employees
Agency Full-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

Other
Salaries & Wages
$85
Fringes
$44
Fuel & Utils
$164
Purchased
Trans
$1,994

Operating Expense (000’s)
$2,518

Other
$231

Federal
$829
Revenue
$331
State
$1,272
Local
$86

Operating Funds (000’s)
$2,518

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
(PART) Pottstown Area Rapid Transit

Agency Service Area

**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**

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

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

**Trip Information**
- 65+ Trips: 113,411
- PwD Trips: 33,699
- Other Shared-Ride Trips: 5,000
- Total Shared-Ride Trips: 188,555
- Total Escorts: 4,941
- Non-Public Trips: 106,411

**Current Fare Information**
- Average Shared-Ride Fare: $25.27
- Average Shared-Ride Cost per Trip: $19.88
- Fare Structure Implementation Date: January 2016

**Vehicles Operated in Maximum Service**
Community Transportation: 64

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expense (000’s)**
$8,880
- Exclusive Human Service Program Contracts: 48%
- Shared-Ride Operating: 42%
- Shared-Ride Admin: 10%

**Operating Funds (000’s)**
$9,130
- 42% Other
- 5% Passenger Fares
- 23% Lottery
- 8% PwD Program
- 15% MATP
- 15% Area Agency on Aging
- 6% MH/ID
- 2% Program
The large decrease in trips resulted from a reclassification of some non-PennDOT funded trips to non-public transportation.
Schuylkill Transportation System (STS)

**Rural System**

**Schuylkill Transportation System (STS)**
252 Industrial Park Road
St. Clair, PA 17970
800-832-3322
Mr. David Bekisz, Executive Director
www.go-sts.com

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

**Senate District**
Schuylkill: 29

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 183,968
Senior Passengers: 52,868
Revenue Vehicle Miles: 338,848
Revenue Vehicle Hours: 20,261

**Act 44 Operating Assistance**
Section 1513 Allocation: $1,601,861
Required Local Match: $64,681

**Current Fleet Size**
Diesel/Gasoline Motor Bus: 12
Diesel/Gasoline Paratransit Vehicle: 30
System-wide: 42

**Current Employees**
Agency Full-Time: 54
Agency Part-Time: 19
System-Wide: 73

**Current Fare Information**
Fixed Route Base: $1.50
Last Base Fare Increase: July 2017

**RURAL OPERATING BUDGET**

**Operating Expense (000's)**

- Other Salaries & Wages: $526
- Fringes: $519
- Fuel Util: $241
- Maint: $193
- Other Purchased Trans: $170
- Operator Salaries & Wages: $526

Expense includes ADA complementary expense.

**Operating Funds (000's)**

- Local: $65
- Revenue: $197
- Federal: $552
- State: $1,337

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Schuylkill Transportation System (STS)

Community Transportation

Schuylkill Transportation System (STS)
252 Industrial Park Road
St. Clair, PA 17970
800-832-3322
Mr. David Bekisz, Executive Director
www.go-sts.com

House District
Schuylkill: 123, 124, 125

Senate District
Schuylkill: 29

Service Area Statistics (2010 Census)
Square Miles: 778
Population: 148,289
65+ Population: 26,828
% of Population 65 and older: 18.1%

Current Fare Information
Average Shared-Ride Fare: $23.44
Average Shared-Ride Cost per Trip: $33.71
Fare Structure Implementation Date: October 2017

Trip Information
65+ Trips: 39,356
PwD Trips: 4,815
Other Shared-Ride Trips: 18,538
Total Shared-Ride Trips: 62,709
Total Escorts: 5,377
Non-Public Trips: 7,046

Vehicles Operated in Maximum Service
Community Transportation: 23

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $2,533

- Exclusive Human Service Program Contracts 16%
- Shared-Ride Operating 65%
- Shared-Ride Admin 19%

Operating Funds (000’s) $2,533

- 30% Passenger Fares
- 5% Lottery
- 4% PwD Program
- 2% Area Agency on Aging
- 32% MATP
- 10% Subsidy
- 17% Other
(STS) Schuylkill Transportation System

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
Urban System

South Central Transit Authority (SCTA)
45 Erick Road
Lancaster, PA 17601
Mr. David Kilmer, Executive Director
717-358-1920
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

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

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

Current Employees
Agency Full-Time: 253
Agency Part-Time: 24
Contractor Full-Time: 107
Contractor Part-Time: 19
System-Wide: 403

Current Fleet Size
Diesel/Gasoline Motor Bus: 95
Diesel/Gasoline Paratransit Vehicle: 130
System-Wide: 225

Act 44 Fixed Route Distribution Factors
Total Passengers: 4,708,059
Senior Passengers: 702,311
Revenue Vehicle Miles: 3,404,745
Revenue Vehicle Hours: 261,626

Act 44 Operating Assistance
Section 1513 Allocation: $15,879,481
Required Local Match: N/A

Act 44 Operating Assistance
Section 1513 Allocation: $15,879,481
Required Local Match: N/A

UBER OPERATING BUDGET

Operating Expense (000’s)
$22,376

- Purchased Trans $14,712
- Maint. $1,905
- Fuel Util $1,703
- Fringes $882
- Other Salaries & Wages $1,976
- Other $1,198

Expense includes ADA complementary expense.

Operating Funds (000’s)
$22,376

- State $15,649
- Federal $5,947
- Revenue $780

Revenue includes ADA complementary revenue.
In FY 15-16, the Red Rose Transit Authority merged with Berks Area Regional Transportation Authority to form the South Central Transit Authority. Passengers include ADA complementary passengers.
Community Transportation

South Central Transit Authority (SCTA)
45 Erick Road
Lancaster, PA 17601
Mr. David Kilmer, Executive Director
717-358-1920
www.sctapa.com

Service Area Statistics (2010 Census)
Square Miles: 1,850
Population: 930,887
65+ Population: 137,338
% of Population 65 and older: 14.8%

Trip Information
65+ Trips: 202,737
PwD Trips: 11,667
Other Shared-Ride Trips: 168,238
Total Shared-Ride Trips: 382,642
Total Escorts: 29,062
Non-Public Trips: 60,297

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
Average Shared-Ride Fare: $24.13
Average Shared-Ride Cost per Trip: $27.66
Fare Structure
Implementation Date: August 2016

Vehicles Operated in Maximum Service
Community Transportation: 93

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$11,695

Operating Funds (000’s)
$13,131
Community Transportation

STEP, Inc.
2138 Lincoln Street
Williamsport, PA 17701
570-326-0587
Mr. Jim Plankenhorn, President & CEO

Service Area Statistics (2010 Census)
- Square Miles: 2,126
- Population: 155,349
- 65+ Population: 25,462
- % of Population 65 and older: 16.4%

Trip Information
- 65+ Trips: 42,403
- PwD Trips: 7,949
- Other Shared-Ride Trips: 50,386
- Total Shared-Ride Trips: 100,738
- Total Escorts: 5,504
- Non-Public Trips: 18,971

House District
- Clinton: 76
- Lycoming: 83, 84, 93

Senate District
- Clinton: 25
- Lycoming: 23

Current Fare Information
- Average Shared-Ride Fare: $25.06
- Average Shared-Ride Cost per Trip: $27.67
- Fare Structure Implementation Date: April 2015

Vehicles Operated in Maximum Service
- Community Transportation: 48

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operational Expense (000’s) $4,125

- Exclusive Human Service Program Contracts 32%
- Shared-Ride Admin 15%
- Shared-Ride Operating 53%

Operational Funds (000’s) $4,260

- <1% MH/ID
- 14% Other
- 1% Passenger Fares
- 19% Lottery
- 4% PwD Program
- 3% Area Agency on Aging
- 59% MATP
**STEP, Inc.**

**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**
Community Transportation

Suburban Transit Network, Inc. (TransNet)
980 Harvest Drive, Suite 100
Blue Bell, PA 19422
215-542-7433
Ms. Susan Kopystecki, Executive Director

House District
Montgomery: 26, 53, 61, 70, 131, 146, 147, 148, 149, 150, 151, 152, 154, 157, 166, 172, 194

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

Service Area Statistics (2010 Census)
Square Miles: 483
Population: 799,874
65+ Population: 120,727
% of Population 65 and older: 15.1%

Trip Information
65+ Trips: 147,686
PwD Trips: 12,114
Other Shared-Ride Trips: 71,739
Total Shared-Ride Trips: 231,539
Total Escorts: 6,982
Non-Public Trips: 742,045

Current Fare Information
Average Shared-Ride Fare: $30.20
Average Shared-Ride Cost per Trip: $38.07
Fare Structure Implementation Date: August 2014

Vehicles Operated in Maximum Service
Community Transportation: 212

Operating Expense (000’s)
$20,008

Operating Funds (000’s)
$20,380

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)

- Shared-Ride Operating: 37%
- Shared-Ride Admin: 7%
- Exclusive Human Service Program Contracts: 56%

Operating Funds (000’s)

- 61% Other
- 16% MATP
- 2% Passenger Fares
- 18% Lottery
- 1% Area Agency on Aging
- 2% PwD Program
### Agency Service Area

![Agency Service Area Map]

### Shared-Ride Fare Recovery

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

### 65+ Shared-Ride Trips

- FY 13-14: 150,000
- FY 14-15: 200,000
- FY 15-16: 175,000
- FY 16-17: 150,000
- FY 17-18: 125,000

### PwD Shared-Ride Trips

- FY 13-14: 15,000
- FY 14-15: 20,000
- FY 15-16: 17,500
- FY 16-17: 15,000
- FY 17-18: 12,500

### Total Shared-Ride Trips

- FY 13-14: 300,000
- FY 14-15: 350,000
- FY 15-16: 300,000
- FY 16-17: 250,000
- FY 17-18: 200,000
### Susquehanna-Wyoming County Transportation

#### Community Transportation

<table>
<thead>
<tr>
<th>Susquehanna-Wyoming County Transportation</th>
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<tbody>
<tr>
<td>81 Industrial Dr., P.O. Box 366</td>
</tr>
<tr>
<td>Montrose, PA 18801</td>
</tr>
<tr>
<td>570-278-6140</td>
</tr>
<tr>
<td>Ms. Ronalyn Lewis, Program Director</td>
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<th>House District</th>
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<tbody>
<tr>
<td>Susquehanna: 110, 111</td>
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<tr>
<td>Wyoming: 117</td>
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<th>Senate District</th>
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<tbody>
<tr>
<td>Susquehanna: 20, 23</td>
</tr>
<tr>
<td>Wyoming: 20</td>
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</tbody>
</table>

#### Service Area Statistics (2010 Census)

| Square Miles: | 1,228 |
| Population:   | 71,613 |
| 65+ Population: | 12,373 |
| % of Population 65 and older: | 17.3% |

#### Trip Information

| 65+ Trips:   | 22,389 |
| PwD Trips:   | 6,495  |
| Other Shared-Ride Trips: | 13,774 |
| Total Shared-Ride Trips: | 42,658 |
| Total Escorts: | 0      |
| Non-Public Trips: | 0      |

#### Current Fare Information

- Average Shared-Ride Fare: $29.35
- Average Shared-Ride Cost per Trip: $38.45
- Fare Structure Implementation Date: March 2013

#### Vehicles Operated in Maximum Service

| Community Transportation: 28 |

#### COMMUNITY TRANSPORTATION OPERATING BUDGET

<table>
<thead>
<tr>
<th>Operating Expense (000’s)</th>
<th>$1,970</th>
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</thead>
</table>

- Shared-Ride Admin: 36%
- Exclusive Human Service Program Contracts: 17%
- Shared-Ride Operating: 47%

<table>
<thead>
<tr>
<th>Operating Funds (000’s)</th>
<th>$1,592</th>
</tr>
</thead>
</table>

- MATP: 48%
- Passenger Fares: 3%
- Lottery: 34%
- PwD Program: 9%
- Area Agency on Aging: 4%
- Other: 2%
Tableland Services, Inc.

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

House District
Somerset: 51, 59, 69, 71

Senate District
Somerset: 32

Service Area Statistics (2010 Census)
Square Miles: 1,075
Population: 77,742
65+ Population: 14,431
% of Population 65 and older: 18.6%

Trip Information
65+ Trips: 10,450
PwD Trips: 2,674
Other Shared-Ride Trips: 11,713
Total Shared-Ride Trips: 24,837
Non-Public Trips: 17,084

Current Fare Information
Average Shared-Ride Fare: $15.54
Average Shared-Ride Cost per Trip: $20.08
Fare Structure
Implementation Date: August 2017

Vehicles Operated in Maximum Service
Community Transportation: 10

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,799

Exclusive Human Service Program Contracts 72%
Shared-Ride Operating 22%
Shared-Ride Admin 6%

Operating Funds (000’s)
$1,868

9% Other
3% Subsidy
1% Passenger Fares
8% Lottery
2% PwD Program
76% MATP
1% Area Agency on Aging
Transit Authority of Warren County (TAWC)

Rural System

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 64,912
Senior Passengers: 9,300
Revenue Vehicle Miles: 194,574
Revenue Vehicle Hours: 10,610

Act 44 Operating Assistance
Section 1513 Allocation: $683,404
Required Local Match: $44,286

House District
Warren: 65

Senate District
Warren: 21, 50

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

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

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

RURAL OPERATING BUDGET

Operating Expense (000's)

- Operator Salaries & Wages $185
- Fringes $154
- Fuel Utilities $153
- Maint. $57
- Other $72

Operating Funds (000's)

- Local $44
- State $617
- Revenue $53
- Federal $49

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
(TAWC) Transit Authority of Warren County

Agency Service Area

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.
Transit Authority of Warren County (TAWC)

Community Transportation

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

House District
Warren: 65

Senate District
Warren: 21, 50

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

Trip Information
65+ Trips: 26,566
PwD Trips: 676
Other Shared-Ride Trips: 5,685
Total Shared-Ride Trips: 32,927
Total Escorts: 1,940
Non-Public Trips: 1,283

Current Fare Information
Average Shared-Ride Fare: $16.14
Average Shared-Ride Cost per Trip: $21.91
Fare Structure
Implementation Date: September 2010

Vehicles Operated in Maximum Service
Community Transportation: 8

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $1,012

Exclusive Human Service Program Contracts 29%
Shared-Ride Operating 56%
Shared-Ride Admin 15%

Operating Funds (000’s) $1,010

36% Lottery
38% MATP
16% Subsidy
3% Passenger Fares
5% Area Agency on Aging
<1% PwD Program
<1% Other
## Urban System

**Washington County Transportation Authority (WCTA)**

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:** 857
- **Population:** 207,820

### Act 44 Fixed Route Distribution Factors

- **Total Passengers:** 103,775
- **Senior Passengers:** 16,273
- **Revenue Vehicle Miles:** 424,052
- **Revenue Vehicle Hours:** 26,603

### Act 44 Operating Assistance

- **Section 1513 Allocation:** $1,479,147
- **Required Local Match:** $217,839

### House District

Washington: 15, 39, 40, 46, 48, 49, 50

### Senate District

Washington: 37, 46

### Current Fare Information

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

### Current Employees

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

### Current Fleet Size

- **Diesel/Gasoline Motor Bus:** 10
- **Diesel/Gasoline Paratransit Vehicle:** 78
- **System-Wide:** 88

### URBAN OPERATING BUDGET

**Operating Expense (000’s)**

- **$1,873**

- Purchased Trans: $1,317
- Maint: $4
- Fuel Util: $194
- Fringes: $52
- Other Salaries & Wages: $160
- Other: $146

Expense includes ADA complementary expense.

**Operating Funds (000’s)**

- **$1,873**

- Local: $218
- Revenue: $230
- State: $1,425

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
## Washington County Transportation Authority (WCTA)

### Community Transportation

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

**House District**
Washington: 15, 39, 40, 46, 48, 49, 50

**Senate District**
Washington: 37, 46

### Service Area Statistics (2010 Census)
- Square Miles: 857
- Population: 207,820
- 65+ Population: 36,366
- % of Population 65 and older: 17.5%

### Trip Information
- 65+ Trips: 85,199
- PwD Trips: 20,168
- Other Shared-Ride Trips: 84,373
- Total Shared-Ride Trips: 189,740
- Total Escorts: 19,181
- Non-Public Trips: 2,207

### Current Fare Information
- Average Shared-Ride Fare: $21.99
- Average Shared-Ride Cost per Trip: $25.03
- Fare Structure Implementation Date: March 2016

### Vehicles Operated in Maximum Service
- Community Transportation: 60

### COMMUNITY TRANSPORTATION OPERATING BUDGET

#### Operating Expense (000’s)
- $4,996

- **Shared-Ride**
  - Operating: 82%
  - Admin: 13%

- **Exclusive Human Service Program Contracts**: 5%

#### Operating Funds (000’s)
- $4,998

- **48%** MATP
- **3%** Area Agency on Aging
- **9%** PwD Program
- **29%** Passenger Fares
- **2%** Subsidy
- **3%** Other
- **2%** MH/ID
- **4%** Lottery
- **2%** Subsidy
**Washington County Transportation Authority**

### 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
Wayne County Area Agency on Aging

Community Transportation

Wayne County Area Agency on Aging
323 10th Street
Honesdale, PA 18431
570-253-4280
Mr. Carl Albright, Director

House District
Wayne: 111, 139

Senate District
Wayne: 20

Service Area Statistics (2010 Census)
Square Miles: 726
Population: 58,822
65+ Population: 10,028
% of Population 65 and older: 19.0%

Current Fare Information
Average Shared-Ride Fare: $32.87
Average Shared-Ride Cost per Trip: $29.71
Fare Structure
Implementation Date: March 2016

Trip Information
65+ Trips: 33,598
PwD Trips: 2,534
Other Shared-Ride Trips: 19,060
Total Shared-Ride Trips: 55,192
Total Escorts: 5,820
Non-Public Trips: 5,728

Vehicles Operated in Maximum Service
Community Transportation: 31

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,735

Operating Funds (000’s)
$1,911
Wayne County Area Agency on Aging

Operational Profiles

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
Westmoreland County Transit Authority

Urban & Rural System

Westmoreland County Transit Authority (WCTA)
41 Bell Way
Greensburg, PA 15601
724-832-2705
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: 449,078
Senior Passengers: 60,814
Revenue Vehicle Miles: 1,072,397
Revenue Vehicle Hours: 53,098

Act 44 Operating Assistance
Section 1513 Allocation: $3,460,595
Required Local Match: $347,035

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

Current Employees
Agency Full-Time: 14
Agency Part-Time: 3
Contractor Full-Time: 80
Contractor Part-Time: 31
System-Wide: 128

Current Fleet Size
Diesel/Gasoline Motor Bus: 30
CNG Motor Bus: 11
Diesel/Gasoline Paratransit Vehicles: 48
System-Wide: 89

URBAN & RURAL OPERATING BUDGET

Operating Expense (000’s)
$5,745

- Other $450
- Other Salaries & Wages $255
- Fringes $105
- Fuel $605
- Maint. $350
- Purchased Trans $3,980

Operating Funds (000’s)
$5,745

- State $3,055
- Local $347
- Revenue $1,289
- Federal $1,054

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

Westmoreland County Transit Authority (WCTA)
41 Bell Way
Greensburg, PA 15601
724-832-2705
Mr. Alan Blahovec, Executive Director
www.westmorelandtransit.com

Service Area Statistics (2010 Census)
Square Miles: 1,025
Population: 365,169
65+ Population: 68,877
% of Population 65 and older: 18.9%

Trip Information
65+ Trips: 67,967
PwD Trips: 9,381
Other Shared-Ride Trips: 96,123
Total Shared-Ride Trips: 173,471
Total Escorts: 7,533
Non-Public Trips: 60,044

Current Fare Information
Average Shared-Ride Fare: $26.02
Average Shared-Ride Cost per Trip: $25.57
Fare Structure Implementation Date: July 2013

Vehicles Operated in Maximum Service
Community Transportation: 54

Operating Expense (000's)
$4,710
- Shared-Ride Operating 68%
- Exclusive Human Service Program Contracts 6%
- Shared-Ride Admin 26%

Operating Funds (000's)
$4,987
- 62% MATP
- 27% Fares
- 4% Passenger Fares
- 5% PwD Program
- 2% Area Agency on Aging
- 5% Lottery
- <1% Other
Westmoreland County Transit Authority

**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**
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: 92
Population: 69,764

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,293,028
Senior Passengers: 203,518
Revenue Vehicle Miles: 875,694
Revenue Vehicle Hours: 57,842

Act 44 Operating Assistance
Section 1513 Allocation: $4,192,438
Required Local Match: $368,171

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

Current Employees
Agency Full-Time: 57
Agency Part-Time: 6
System-Wide: 63

Current Fleet Size
Diesel/Gasoline Motor Bus: 20
CNG Motor Bus: 18
Diesel/Gasoline Paratransit Vehicles: 3
System-Wide: 41

Operating Expense (000’s)
$7,250

- Operator Salaries & Wages $1,944
- Fringes $1,542
- Fuel Utils $406
- Maint. $502
- Other $1,483
- Purchased Trans $6

Expense includes ADA complementary expense.

Operating Funds (000’s)
$7,250

- Revenue $940
- Federal $1,750
- Local $368
- State $4,192

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

Consolidated Transit Agency Highlights
Consolidated Agency Highlights

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Transit agencies in Pennsylvania have been faced with funding issues over the last two decades, with operating costs increasing at rates that regularly exceed available funding. In 2009, PennDOT conducted a Human Service Transportation Coordination Planning Study, in cooperation with the Departments of Aging and Human Services and the Office of the Budget, that evaluated ways to improve service while reducing costs. The study 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 green).
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 2017-18.
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.

FIXED ROUTE OPERATING STATISTICS

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

SHARED-RIDE OPERATING STATISTICS

Operating Expenses (000’s) vs. 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

Central Pennsylvania Transportation Authority (db) rabbittransit

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.
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.
Crawford Area Transportation Authority (CATA)

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

Date of Consolidation by Agency
Crawford County: July 2016
Venango County: July 2016

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)

<table>
<thead>
<tr>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
<th>FY 16-17</th>
<th>FY 17-18</th>
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<tbody>
<tr>
<td>VCTO</td>
<td>CATA</td>
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Passenger Trips (000’s)

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<th>FY 13-14</th>
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<th>FY 15-16</th>
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</table>

SHARED-RIDE OPERATING STATISTICS

Operating Expenses (000’s)

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<tr>
<th>FY 13-14</th>
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<th>FY 16-17</th>
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Passenger Trips (000’s)

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<th>FY 14-15</th>
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</tbody>
</table>
As part of a statewide initiative to consolidate public transportation agencies to reduce costs, improve service, and operate more efficiently, the Area Transportation Authority of North Central Pennsylvania (ATA) consolidated with the DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFast) on July 1, 2016. The combined transit agency now operates under the name Area Transportation Authority of North Central Pennsylvania (ATA).
Section VII

Intercity Bus
Intercity Bus Program

Intercity Bus Program:
Serves 40 counties
Provides opportunities to travel into and outside of the state

Total Passengers: 211,181
Total Bus Trips: 15,784
Total Revenue Vehicle Miles: 2,471,038
Operating Expense Per Passenger: $51.09
Operating Revenue Per Vehicle Mile: $1.54
Operating Expense Per Vehicle Mile: $4.37
Total Subsidy Per Vehicle Mile: $2.83
Average Fare: $18.14
Total Number of Vehicles: 38 coaches

NOTES:

Susquehanna Transit Co. ended service along subsidized routes on August 31, 2017. The Fullington Auto Bus Co. assumed responsibility for continuing service along these routes on September 1, 2017.

Carl R. Bieber, Inc. ended receiving subsidies and exited the Intercity Bus Program on July 1, 2016.

Carriers and Subsidized 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)

Federal $3,495
State $1,747
Local $1,747
Revenue $3,801

Intercity Bus Program: Serves 40 counties Provides opportunities to travel into and outside of the state

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Pennsylvania Public Transportation Performance Report – Fiscal Year 2017-18

Intercity Bus Program

Total Bus Trips (000’s)

Operating Expense Per Passenger

Total Passengers (000’s)

Operating Revenue Per Vehicle Mile

Revenue Vehicle Miles (000’s)

Operating Expense Per Vehicle Mile

Total Subsidy Per Vehicle Mile
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

Total Passengers: 118,980
Total Bus Trips: 9,544
Total Revenue Vehicle Miles: 1,459,868
Operating Expense Per Passenger: $50.81
Operating Revenue Per Vehicle Mile: $1.28
Operating Expense Per Vehicle Mile: $4.14
Total Subsidy Per Vehicle Mile: $2.86
Average Fare: $15.67
Total Number of Vehicles: 8 coaches

Subsidized Routes and Communities Served:

**State College – Harrisburg:**
State College, Lewistown, Mifflintown, Thompsontown, Millersville, Newport, Duncannon, and Harrisburg

**Pittsburgh – Bradford:**
Pittsburgh, Monroeville, Delmont, Blairsville, Indiana, Punxsutawney, Big Run, Sykesville, DuBois, St. Marys, Johnsonburg, Wilcox, Kane, and Bradford

**State College – Wilkes-Barre:**
State College, Bellefonte, Lock Haven, Williamsport, Hughesville, Red Rock, Dallas, and Wilkes-Barre

**State College – Pittsburgh:**
State College, Philipsburg, Clearfield, DuBois, Sykesville, Big Run, Punxsutawney, Indiana, Blairsville, Delmont, Monroeville, Pittsburgh, and Pittsburgh Airport

**DuBois – Harrisburg:**
DuBois, Clearfield, Philipsburg, State College, Lewistown, Mifflintown, and Harrisburg

**Scranton – Harrisburg:**
Scranton, Wilkes-Barre, Hazleton, Pottsville, and Harrisburg

For information on additional Subsidized Routes and Communities Served by The Fullington Auto Bus Co. following September 1, 2017, see Susquehanna Transit Co.

---

**Operating Funds (000’s)**

- **Local** $1,045
- **State** $1,045
- **Federal** $2,090
- **Revenue** $1,864

**Total Revenue** $6,044
### Pennsylvania Public Transportation Performance Report – Fiscal Year 2017-18

#### The Fullington Auto Bus Company

**Total Bus Trips (000’s)**

<table>
<thead>
<tr>
<th>FY13-14</th>
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<th>FY15-16</th>
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<tr>
<td>2,000</td>
<td>2,500</td>
<td>3,000</td>
<td>3,500</td>
<td>4,000</td>
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</table>

**Operating Expense Per Passenger**

<table>
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<tr>
<th>FY13-14</th>
<th>FY14-15</th>
<th>FY15-16</th>
<th>FY16-17</th>
<th>FY17-18</th>
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<tr>
<td>$0.00</td>
<td>$0.20</td>
<td>$0.40</td>
<td>$0.60</td>
<td>$0.80</td>
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**Total Passengers (000’s)**

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<thead>
<tr>
<th>FY13-14</th>
<th>FY14-15</th>
<th>FY15-16</th>
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<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>80</td>
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</table>

**Revenue Vehicle Miles (000’s)**

<table>
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<tr>
<th>FY13-14</th>
<th>FY14-15</th>
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<th>FY16-17</th>
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<tr>
<td>0</td>
<td>20</td>
<td>40</td>
<td>60</td>
<td>80</td>
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**Operating Revenue Per Vehicle Mile**

<table>
<thead>
<tr>
<th>FY13-14</th>
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<th>FY15-16</th>
<th>FY16-17</th>
<th>FY17-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.00</td>
<td>$0.50</td>
<td>$1.00</td>
<td>$1.50</td>
<td>$2.00</td>
</tr>
</tbody>
</table>

**Operating Expense Per Vehicle Mile**

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<tr>
<th>FY13-14</th>
<th>FY14-15</th>
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<tbody>
<tr>
<td>$0.00</td>
<td>$0.50</td>
<td>$1.00</td>
<td>$1.50</td>
<td>$2.00</td>
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</table>

**Total Subsidy Per Vehicle Mile**

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<th>FY13-14</th>
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<th>FY17-18</th>
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</thead>
<tbody>
<tr>
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<td>$0.50</td>
<td>$1.00</td>
<td>$1.50</td>
<td>$2.00</td>
</tr>
</tbody>
</table>

NOTE: Susquehanna Transit Co. ended service along subsidized routes on August 31, 2017. The Fullington Auto Bus Co. assumed responsibility for continuing service along these routes on September 1, 2017.

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**Pennsylvania Public Transportation Performance Report – Fiscal Year 2017-18**
### 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

<table>
<thead>
<tr>
<th>Total Passengers</th>
<th>63,682</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Bus Trips</td>
<td>4,296</td>
</tr>
<tr>
<td>Total Revenue Vehicle Miles</td>
<td>809,152</td>
</tr>
<tr>
<td>Operating Expense Per Passenger</td>
<td>$64.43</td>
</tr>
<tr>
<td>Operating Revenue Per Vehicle Mile</td>
<td>$2.07</td>
</tr>
<tr>
<td>Operating Expense Per Vehicle Mile</td>
<td>$5.07</td>
</tr>
<tr>
<td>Total Subsidy Per Vehicle Mile</td>
<td>$3.00</td>
</tr>
<tr>
<td>Average Fare</td>
<td>$26.26</td>
</tr>
<tr>
<td>Total Number of Vehicles</td>
<td>12 coaches</td>
</tr>
</tbody>
</table>

#### Subsidized Routes and Communities Served:

**Philadelphia – Scranton:**  
Scranton, Mt. Pocono, Stroudsburg, Easton, Doylestown, and Philadelphia

**Pittsburgh – Erie:**  
Pittsburgh, Zelienople, New Castle, Meadville, Edinboro University, and Erie

**Harrisburg – Pittsburgh:**  
Harrisburg, Lewistown, State College, Tyrone, Altoona, Ebensburg, Johnstown, Latrobe, Greensburg, and Pittsburgh

#### OPERATING FUNDS (000’s)

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount (000's)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>$608</td>
</tr>
<tr>
<td>State</td>
<td>$608</td>
</tr>
<tr>
<td>Federal</td>
<td>$1,215</td>
</tr>
<tr>
<td>Revenue</td>
<td>$1,672</td>
</tr>
<tr>
<td>Total</td>
<td>$4,103</td>
</tr>
</tbody>
</table>
Greyhound Lines, Inc.

Pennsylvania Public Transportation Performance Report – Fiscal Year 2017-18

Total Passengers (000's)

Operating Expense Per Passenger

Operating Revenue Per Vehicle Mile

Operating Expense Per Vehicle Mile

Revenue Vehicle Miles (000's)

Total Subsidy Per Vehicle Mile
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

Total Passengers: 16,360
Total Bus Trips: 1,200
Total Revenue Vehicle Miles: 69,834
Operating Expense Per Passenger: $10.47
Operating Revenue Per Vehicle Mile: $0.81
Operating Expense Per Vehicle Mile: $2.45
Total Subsidy Per Vehicle Mile: $1.65
Average Fare: $3.84
Total Number of Vehicles: 2 coaches

Subsidized Routes and Communities Served:

Pittsburgh – Grove City:
Pittsburgh, Etna, Glenshaw, Allison Park, Mt. Royal,
Wildwood, Orchard Park, Bakerstown, Cooperstown,
Plainview, Butler, Unionville, Stone House, Slippery
Rock, and Grove City

OPERATING FUNDS (000’s)

Revenue $56
Federal $57
State $29
Local $29

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

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OPERATING FUNDS (000’s)

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State $29
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724-733-1045
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Rock, and Grove City

OPERATING FUNDS (000’s)

Revenue $56
Federal $57
State $29
Local $29
Susquehanna Transit Company

Subsidized Routes and Communities Served:

**Williamsport – Philadelphia:**

**Williamsport – Easton:**
Williamsport, Mt. Carmel, Bloomsburg, Lehighton, Allentown, and Easton

**Harrisburg – Elmira, NY:**
Harrisburg, Amity Hall, New Buffalo, Liverpool, Rt. 104 Park-and-Ride, Port Trevorton, Selinsgrove, Sunbury, Shamokin Dam, Lewisburg, Allenwood, Williamsport, Lock Haven, Trout Run, Liberty, Blossburg, Mansfield, Mainesburg, Sylvania, Troy, Gillett, and Elmira, NY

Intercity Bus Program:
Serves 19 counties
Provides opportunities to travel into and outside of the state

- Total Passengers: 12,159
- Total Bus Trips: 744
- Total Revenue Vehicle Miles: 132,184
- Operating Expense Per Passenger: $38.71
- Operating Revenue Per Vehicle Mile: $1.57
- Operating Expense Per Vehicle Mile: $3.56
- Total Subsidy Per Vehicle Mile: $1.99
- Average Fare: $17.09
- Total Number of Vehicles: 16 coaches

**OPERATING FUNDS (000's)**

$471

- Local $66
- State $66
- Federal $131
- Revenue $208

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

Intercity Bus Program:
Serves 19 counties
Provides opportunities to travel into and outside of the state

- Total Passengers: 12,159
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- Average Fare: $17.09
- Total Number of Vehicles: 16 coaches

**OPERATING FUNDS (000’s)**

$471

- Local $66
- State $66
- Federal $131
- Revenue $208
NOTE: Susquehanna Transit Co. ended service along subsidized routes on August 31, 2017. The Fullington Auto Bus Co. assumed responsibility for continuing service along these routes on September 1, 2017.
Section VIII

Passenger Rail
### 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: 1,497,904
- Keystone Passenger Revenue: $43,973,272

### Fuel & Power
- Power Usage (kilowatt hours): 30,654,358
- Diesel Consumption (gallons): 1,398

### 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: 215,607
- Pennsylvanian Passenger Revenue: $11,837,886

---

*Amtrak milepost shown in parentheses next to station name*
Pennsylvania Intercity Passenger Rail Performance Data

<table>
<thead>
<tr>
<th>Factor</th>
<th>FY 16-17</th>
<th>FY 17-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Passengers</td>
<td>1,760,512</td>
<td>1,713,511</td>
</tr>
<tr>
<td>Total Passenger Miles</td>
<td>186,303,699</td>
<td>180,245,278</td>
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<tr>
<td>Revenue per Passenger Mile</td>
<td>$0.30</td>
<td>$0.31</td>
</tr>
<tr>
<td>Subsidy per Passenger Mile</td>
<td>$0.08</td>
<td>$0.08</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$55,892,448</td>
<td>$55,811,158</td>
</tr>
<tr>
<td>Subsidy per Train Mile</td>
<td>$21.41</td>
<td>$21.65</td>
</tr>
<tr>
<td>Scheduled Train Miles</td>
<td>697,368</td>
<td>697,368</td>
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<tr>
<td>Expense per Train Mile</td>
<td>$101.56</td>
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<td>Average Passenger Fare</td>
<td>$31.75</td>
<td>$32.57</td>
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<tr>
<td>Revenue per Train Mile</td>
<td>$80.15</td>
<td>$80.03</td>
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<tr>
<td>Annual State Subsidy</td>
<td>$14,933,039</td>
<td>$15,094,976</td>
</tr>
<tr>
<td>Annual Passenger Revenue</td>
<td>$55,892,448</td>
<td>$55,811,158</td>
</tr>
</tbody>
</table>

* The Keystone Service and Pennsylvanian are financed primarily through funds made available by the Pennsylvania Department of Transportation.
Section IX

Transit Agency Performance Review Executive Summaries
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 documents 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:

- New Castle Area Transit Authority (NCATA) - June 2018
- Beaver County Transit Authority (BCTA) - July 2018
- Mid County Transit Authority (Town & Country Transit) - July 2018
- Pottstown Area Rapid Transit (PART) - July 2018
- Altoona Metropolitan Transit (AMTRAN) - August 2018
- County of Lackawanna Transit System (COLTS) - August 2018
- Washington County Transportation Authority (Freedom Transit) - January 2019
New Castle Area Transit Authority (d.b.a. NCATA)
Transit Performance Review — Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Profile</th>
<th>New Castle Area Transit Authority (d.b.a. NCATA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Name</td>
<td>New Castle Area Transit Authority (d.b.a. NCATA)</td>
</tr>
<tr>
<td>Year Founded</td>
<td>1959</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2016-2017</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>60</td>
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<tr>
<td>Service Area Population</td>
<td>80,508</td>
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<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>25</td>
<td>6</td>
<td>31</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$5,896,171</td>
<td>$65,882</td>
<td>$5,962,053</td>
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<tr>
<td>Operating Revenue</td>
<td>$781,129</td>
<td>$9,595</td>
<td>$790,724</td>
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<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>1,113,864</td>
<td>22,577</td>
<td>1,136,441</td>
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<td>Revenue Miles of Service (RVM)</td>
<td>1,080,516</td>
<td>22,577</td>
<td>1,103,093</td>
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<tr>
<td>Total Vehicle Hours</td>
<td>52,476</td>
<td>2,701</td>
<td>55,177</td>
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<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>51,442</td>
<td>2,701</td>
<td>54,143</td>
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<tr>
<td>Total Passenger Trips</td>
<td>577,553</td>
<td>5,010</td>
<td>582,563</td>
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<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>87,289</td>
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<table>
<thead>
<tr>
<th>Act 44 Performance Statistics</th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
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<tr>
<td>Passengers / RVH</td>
<td>11.23</td>
<td>1.85</td>
<td>10.76</td>
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<td>Operating Cost / RVH</td>
<td>$114.62</td>
<td>$24.39</td>
<td>$139.02</td>
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<tr>
<td>Operating Revenue / RVH</td>
<td>$15.18</td>
<td>$3.55</td>
<td>$18.63</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$10.21</td>
<td>$13.15</td>
<td>$23.36</td>
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</table>

<table>
<thead>
<tr>
<th>Other Performance Statistics</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>13.25%</td>
<td>14.56%</td>
<td>13.26%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$112.36</td>
<td>$24.39</td>
<td>$136.75</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$5.29</td>
<td>$2.92</td>
<td>$8.21</td>
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<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>11.01</td>
<td>1.85</td>
<td>12.86</td>
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<tr>
<td>Operating Cost / RVM</td>
<td>$5.46</td>
<td>$2.92</td>
<td>$8.38</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>97.01%</td>
<td>100.00%</td>
<td>97.01%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>98.03%</td>
<td>100.00%</td>
<td>98.03%</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$8.86</td>
<td>$11.23</td>
<td>$20.09</td>
</tr>
</tbody>
</table>

*Source: dotGrants most recently available reporting (FYE 2017).
** ADA service only that is provided by Allied Coordinated Transportation Service of Lawrence County
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
- 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 New Castle Area Transit Authority (d.b.a. NCATA) in January 2013. Based on that review, PennDOT established five-year performance targets and agreed to NCATA’s action plan to meet those targets. Information regarding reported ridership was found to be overstated for several years, and a static estimate of 682,076 passengers was used for all previous year calculations in the 2013 report. In April 2018, PennDOT conducted the five-year reassessment of NCATA to determine if NCATA 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 2013 PERFORMANCE REVIEW

PennDOT conducted the initial review of New Castle Area Transit Authority (d.b.a. New Castle Area Transit Authority, NCATA) in June 2013. Since the 2013 report was finalized, the following external forces should be considered when comparing the 2013 performance report and five-year performance trends presented in this report:

1. **Overstated fixed-route ridership reporting** – During the development of the NCATA report in January 2013, it was determined that NCATA’s reported ridership was overstated (i.e., misreported) for several years. An audit of the NCATA farebox database suggested little change in actual ridership had occurred in the previous five years. Therefore, an independent estimate of 682,076 annual passengers was used for all calculations in the 2013 report. Since 2013, NCATA has taken several steps to ensure that operating statistics are accurately reported. This included the development of a data verification management program to strengthen agency oversight and improve monthly information reported to the Board.

2. **Decline in commuter service revenue** – NCATA commuter service stops at the River Casino in downtown Pittsburgh where riders receive a $10 play voucher for taking the bus to the casino. The casino’s marketing strategy was originally intended to promote use of the commuter service by seniors by offsetting the cost of bus fare. In 2015, PennDOT required NCATA to stop charging a fare to senior passengers on the commuter service because the service is subsidized with 1513 funds which guarantee seniors free rides on bus service. As a result, NCATA lost approximately $42,000 in fixed-route revenue from 10,560 seniors for FYE 2016 and $48,000 from 12,032 seniors for FYE 2017.

3. **Change in reporting of insurance rebates** – From FYE 2011 to FYE 2015, NCATA received between $98,000 and $150,000 in annual revenue from SAFTI dividends (i.e., insurance rebates). The insurance rebates were treated as revenue when calculating NCATA’s future year performance targets in the prior performance report. Beginning in FYE 2016, NCATA was instructed to no longer report insurance dividends as revenue, but to offset (i.e., net) them against operating expenses. To account for this change in reporting, revenue has been adjusted to net insurance rebates from operating costs and previously established targets have been revised accordingly.

4. **Decline in service area population** – Lawrence County continues to follow a regional trend in western Pennsylvania of population decline. The NCATA service area population declined 4.2% between 2000 and 2010, going from 95,000 to 91,000 residents. Between 2010 and 2017 Lawrence County lost another 4,000 residents, a further 4.4% decline in population over the seven-year period.
**2013 PERFORMANCE REVIEW DETERMINATION AND FINDINGS**

The 2013 performance review compared NCATA with a group of peer agencies based on the four performance criteria required by Act 44. NCATA was found to be “In Compliance” for five performance criteria and “At Risk” for three.

<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 Vehicle Hour</td>
<td>2011</td>
<td>At Risk</td>
<td>10</td>
<td>Worse</td>
<td>11.78</td>
<td>18.28</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>-1.95%</td>
<td>1.49%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2011</td>
<td>At Risk</td>
<td>11</td>
<td>Worse</td>
<td>$115.14</td>
<td>$89.99</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>4.19%</td>
<td>4.34%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2011</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>$15.09</td>
<td>$17.11</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>8.85%</td>
<td>4.90%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2011</td>
<td>At Risk</td>
<td>11</td>
<td>Worse</td>
<td>$9.78</td>
<td>$5.19</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>6.26%</td>
<td>2.95%</td>
</tr>
</tbody>
</table>

NCATA only performed better than its peer average in trends for operating costs and revenues. The following performance targets were established with NCATA:

- Increase passengers per revenue vehicle hour by at least 2.0% per year on average
- Increase operating revenue per revenue vehicle hour by at least 2.0% per year on average
- Contain operating cost per revenue vehicle hour increases to no more than 2.0% per year on average
- Contain operating cost per passenger increases to no more than 0% per year on average

NCATA developed an action plan to address opportunities for improvement identified in the 2013 performance review, which called for significant financial oversight. Among the major steps NCATA took to improve its performance included the following:

1. **Consolidated administrative positions** – NCATA assessed its 2013 staffing level for general administration, and determined there were opportunities for consolidation. The General Manager revised administrative job descriptions and consolidated four positions as a cost savings measure.

2. **Improved oversight in data reporting** – NCATA introduced a data verification program that brought much needed oversight following the discovery of misreported ridership:
   a. Drivers are required to sign a management directive that guarantees ridership is accurately reported;
   b. Four times per month a video review or a driver ride-a-long is conducted to verify reported ridership;
   c. A schedule of driver ridership reviews is maintained by the General Manager;
   d. Transfers are independently reviewed by the General Manager on a biweekly basis; and,
   e. Ridership is reviewed by the General Manager for any potential variances by route and driver...
3. **Partnership with local school district** – NCATA developed a pilot program with the New Castle Area School District to provide free transportation to students who live along NCATA routes. Under this program, student riders are tracked and NCATA is reimbursed by the school district each month. This partnership has helped cut costs for the school district by reducing their school bus service along NCATA routes, and serves as a boost to ridership for NCATA.

The 2017 targets presented in the table below, were developed based on five-year projections benchmarked from 2012 dotGrants reported values:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2017 Actual</th>
<th>2017 Target</th>
<th>2017 Adjust-</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>11.23</td>
<td>13.26</td>
<td>13.26</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$114.62</td>
<td>$135.62</td>
<td>$133.69</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$15.18</td>
<td>$19.14</td>
<td>$17.83</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$10.21</td>
<td>$10.23</td>
<td>$10.08</td>
<td>No</td>
</tr>
</tbody>
</table>

NCATA missed three out of four 2017 performance targets. From FYE 2011 to FYE 2015, reported annual revenue from SAFTI dividends (i.e., insurance rebates) were treated as revenue when developing the 2017 performance targets. Beginning in FYE 2016, NCATA was instructed to no longer report insurance dividends as revenue, but to offset (i.e., net) them against operating expenses. To account for this change in reporting, revenue has been adjusted to net insurance rebates from operating costs and previously established performance targets have been revised accordingly.

The greatest improvement NCATA achieved was cost containment. Management worked to reduce the size of general administration expenses by consolidating job functions and eliminating four positions. Management achieved additional cost savings by negotiating a 12-month freeze period for pension benefits for new hires under the collective bargaining agreement (CBA) to control fringe expenses. Although NCATA did not meet three out of four of its five-year performance targets, PennDOT concludes that NCATA did demonstrate a good faith effort to achieve its targets.
2018 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2018 performance review compared NCATA with a group of peer agencies based on the four performance criteria outlined by law. NCATA was found to be “In Compliance” for seven performance measures and “At Risk” for one.

The 2018 performance review also identified actions that NCATA can take to improve overall agency performance including:

1. Continue to monitor costs and identify opportunities to reduce expenses.
2. Develop and implement a targeted marketing strategy to address the decline in ridership.
3. Develop a system-wide map that is accessible online and compatible with mobile phones.

Additional opportunities for improvement were also identified during the 2018 performance review. The complete list of opportunities for improvement will serve as the basis for NCATA’s Board approved action plan.

<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>2016</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>11.21</td>
<td>13.75</td>
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<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>-1.12%</td>
<td>-2.13%</td>
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<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2016</td>
<td>At Risk</td>
<td>12</td>
<td>Worse</td>
<td>$118.30</td>
<td>$99.14</td>
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<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>0.53%</td>
<td>1.15%</td>
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<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2016</td>
<td>In Compliance</td>
<td>7</td>
<td>Better</td>
<td>$15.84</td>
<td>$15.78</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>8</td>
<td>Better</td>
<td>0.66%</td>
<td>-0.75%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2016</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>$10.55</td>
<td>$7.87</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>1.66%</td>
<td>3.37%</td>
</tr>
</tbody>
</table>

2022 PERFORMANCE TARGETS

As required by Act 44, PennDOT and NCATA management developed new five-year performance targets. Performance targets are designed to be aggressive, yet achievable. NCATA should work to achieve these targets, shown in the following table, over the next five years to ensure continued eligibility for full Section 1513 funding.

<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>2016 Actual</td>
<td>2017 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>11.21</td>
<td>11.23</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$115.08</td>
<td>$114.62</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$16.63</td>
<td>$15.18</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$10.41</td>
<td>$10.21</td>
</tr>
</tbody>
</table>
FINANCIAL REVIEW
NCATA currently has a balanced operating budget. Operating cash reserves have increased since 2013. Noteworthy elements of NCATA’s financial condition as of FYE 2017 are:

- NCATA had $20,451 in carryover local funds and $3,391,980 in carryover state funds
- Combined carryover subsidies amount to 57.2% of total operational funding
- NCATA received its full local match as required by Act 44
- NCATA maintains a balance of cash and restricted cash equal to 83.0% of total operating expenses
- NCATA operating budget decreased from $7 million in FYE 2013 to $6 million in FYE 2017
- Current assets exceed current liabilities
- Accounts payable and receivable amounts are negligible
- NCATA does not maintain a line of credit
- NCATA completed its final installment in operating subsidy payback in 2016

NCATA’s financial health is greatly improved from cost containment measures that reduced the operating budget by approximately $1 million from 2013 to 2017. Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve NCATA’s overall financial health.

NEXT STEPS
NCATA 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. NCATA’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
intentionally blank
**Agency Profile**

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Beaver County Transit Authority (d.b.a. BCTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1980</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2017</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>440</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>170,539</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Operating Statistics*</th>
<th>Fixed-Route</th>
<th>Paratransit (DAS + Shared Ride)</th>
<th>Total (Fixed-Route + Paratransit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>20</td>
<td>18</td>
<td>38</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$5,419,151</td>
<td>$1,864,228</td>
<td>$7,283,379</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$1,487,171</td>
<td>$1,337,008</td>
<td>$2,824,179</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>1,071,026</td>
<td>537,405</td>
<td>1,608,431</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>800,372</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>53,822</td>
<td>33,609</td>
<td>87,431</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>46,628</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>885,517</td>
<td>79,227</td>
<td>930,744</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>86,165</td>
<td>30,072</td>
<td>116,237</td>
</tr>
</tbody>
</table>

**Act 44 Performance Statistics**

- Passengers / RVH: 18.26
- Operating Cost / RVH: $116.22
- Operating Revenue / RVH: $31.89
- Operating Cost / Passenger: $6.36

**Other Performance Statistics**

- Operating Revenue / Operating Cost: 27.44%
- Operating Cost / Total Vehicle Hours: $100.69
- Operating Cost / Total Vehicle Miles: $5.06
- Total Passengers / Total Vehicle Hours: 15.82
- Operating Cost / RVM: $6.77
- RVM / Total Vehicle Miles: 74.73%
- RVH / Total Vehicle Hours: 86.63%
- Operating Subsidy / Passenger Trip: $4.62

*source: PennDOT 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 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
- 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 Beaver County Transit Authority (d.b.a. BCTA) in September 2011. Based on that review, PennDOT established five-year performance targets and agreed to BCTA’s action plan to meet those targets. In November 2017, PennDOT conducted the follow-up reassessment of BCTA to determine if BCTA 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 2011 PERFORMANCE REVIEW

PennDOT conducted the initial review of Beaver County Transit Authority (d.b.a. BCTA) in September 2011. Since the 2011 report was finalized, the following external forces should be considered when comparing the 2011 performance report and five-year performance trends presented in this report:

1. **Exceptionally high driver turnover** – BCTA experienced an increase driver turnover, with most turnover occurring for fixed-route drivers within their first two years. For example, the fixed-route driver turnover rate was approximately 26% in FY 13-14, which increased to approximately 38% in FY 14-15 and 69% in FY 15-16. As of FY 16-17, fixed-route driver turnover decreased slightly, but remained about 54%.

2. **High cost of fuel** – BCTA was previously locked into a fuel contract in 2014 when costs were at a record high, and was not able to take advantage of the sharp decline in price in subsequent years. Per the 2014 contract, BCTA paid about $3.01 per gallon for diesel and $3.14 per gallon for gasoline. In 2015, the market price of fuel dropped, but BCTA was contractually bound to pay an above market rate and reported approximately $1 million in fuel related expenses for 2014 and 2015. BCTA renegotiated its fuel contract at the start of 2016 for a much lower rate at about $1.47 for diesel and $1.75 for gasoline, which reduced fuel related expenses to approximately $790,000 for 2016 and $550,000 for 2017.

3. **Decline in service area population** – Beaver County continues to follow a regional trend in population decline. From 2000 to 2010, the BCTA service area declined by approximately 6%. This trend continued from 2010 through 2016 with an additional 1.8% decline in population.

2011 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2011 performance review assessed BCTA with a group of peer agencies based on the four performance criteria required by Act 44. BCTA was found to be “In Compliance” for all eight performance criteria.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 12)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>2009</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>15.69</td>
<td>18.19</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>4.71%</td>
<td>1.42%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2009</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$76.33</td>
<td>$75.53</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-0.11%</td>
<td>5.44%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2009</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$23.57</td>
<td>$14.92</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>6.06%</td>
<td>7.61%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2009</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$4.86</td>
<td>$4.46</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-4.60%</td>
<td>4.08%</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.
The 2011 performance review reported that BCTA costs per revenue hour and per passenger were the lowest amongst the peer group for the trend years. However, BCTA performed worse than the peer group for the single year analysis. BCTA’s ridership trend was better than the peer group, and revenues ranked 2nd for the single year analysis. The following performance targets were established with BCTA:

- Increase passengers per revenue vehicle hour by at least 2% per year on average
- Increase operating revenue per revenue vehicle hour by at least 3% per year on average
- Contain increases in operating cost per revenue vehicle hour within 3% per year on average
- Contain operating cost per passenger increases to no more than 1% per year on average

BCTA developed an action plan to address opportunities for improvement identified in the 2011 performance review, which included a detailed assessment of budget items to more accurately identify cost drivers. BCTA identified opportunities to control costs that resulted in the following actions:

1. **Reduced impact of rising health premiums** – BCTA took proactive measures to control health insurance costs. Management first addressed non-bargaining unit employees by switching from an AETNA HMO to the Delaware Valley Health Insurance Trust in 2015, which reduced insurance premiums by 16.1%. In the following year, management addressed bargaining unit employees by switching from an AETNA HMO to the Teamsters Trust, which reduced insurance premium by 30.8%. Overall healthcare costs dropped from approximately $440,000 in 2015 to $428,000 in 2016, and continued to drop to $370,000 in 2017.

2. **Updated workers compensation procedures** – After experiencing a 3.3% average annual increase in fringe expenses, from approximately $1.1 million in 2012 to $1.4 million in 2015, management pursued a proactive approach toward controlling liability expenses. This included improvements to the investigatory process for workers compensation and pursuing a more proactive claims management process. As a result, the share of fringe expenses related to total operating expenses dropped 6.4% in 2016, and by an additional 1.0% in 2017.

The 2016 targets presented in the table below, were developed based on five-year projections benchmarked from 2011 dotGrants reported values:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2011 Actual</th>
<th>2016 Target</th>
<th>2016 Actual</th>
<th>2017 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>18.23</td>
<td>20.13</td>
<td>19.21</td>
<td>18.26</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$86.60</td>
<td>$100.40</td>
<td>$114.05</td>
<td>$116.22</td>
<td>No</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$27.58</td>
<td>$31.72</td>
<td>$30.65</td>
<td>$31.89</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$4.75</td>
<td>$4.99</td>
<td>$5.94</td>
<td>$6.36</td>
<td>No</td>
</tr>
</tbody>
</table>

BCTA narrowly missed its 2016 ridership and revenue based targets, however operating costs grew beyond the 3% anticipated annual increase. Management coordinated with PennDOT and reported on progress related to the 2011 Action Plan. Despite these efforts, external forces impacted BCTA’s actions targeting ridership, revenue and cost containment. Based on actions taken by management in the 2011 Action Plan, BCTA demonstrated a good faith effort to achieve its previously established targets.
2017 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2017 performance review assessed BCTA with a group of peer agencies based on the four performance criteria outlined by law. BCTA was found to be “In Compliance” for all eight performance criteria.

**Performance Criteria**

<table>
<thead>
<tr>
<th>Performance Criteria</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>2016 In Compliance</td>
<td>3</td>
<td>Better</td>
<td>19.21</td>
<td>16.51</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>4</td>
<td>Better</td>
<td>1.20%</td>
<td>0.07%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2016 In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$114.05</td>
<td>$100.18</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>5.66%</td>
<td>2.77%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2016 In Compliance</td>
<td>3</td>
<td>Better</td>
<td>$30.65</td>
<td>$18.53</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>3</td>
<td>Better</td>
<td>2.13%</td>
<td>-43.17%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2016 In Compliance</td>
<td>5</td>
<td>Better</td>
<td>$5.94</td>
<td>$6.64</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>4.41%</td>
<td>2.67%</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 FYE 2017 data.*

The 2017 performance review examined additional steps, beyond those specified in the 2012 action plan, that BCTA has taken to improve performance. The most notable action is that BCTA is undergoing service adjustments to identify a more efficient route structure for its service area.

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

1. Continue to monitor operating costs, identify cost drivers and opportunities to reduce expenses, and take actions to control cost increases.

2. Identify and implement a long-term strategy to address exceptionally high driver turnover.

3. Continue to conduct employee exit interviews to identify the fundamental causes of driver turnover and take appropriate actions to address the causes.

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 BCTA’s Board approved action plan.
2017 PERFORMANCE TARGETS

As required by Act 44, PennDOT and BCTA management have agreed to performance targets for FYE 2022 identified in the table below. BCTA 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>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016 Actual</td>
<td>2017 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>19.21</td>
<td>18.26</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$114.05</td>
<td>$116.22</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$30.65</td>
<td>$31.89</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.94</td>
<td>$6.36</td>
</tr>
</tbody>
</table>

FINANCIAL REVIEW

BCTA currently has a balanced operating budget. Operating cash reserves have remained relatively stable since 2013. Noteworthy elements of BCTA’s financial condition are: • BCTA maintains 33.0% in total carryover subsidies to total annual operating cost as of FYE 2017 • BCTA maintains cash equivalent balance to 41.3% of total operating expenses as of FYE 2017 • Accounts payable and receivable amounts are negligible • BCTA maintains two $500,000 lines of credit • There is no outstanding debt as of FYE 2017

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

NEXT STEPS

BCTA 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. BCTA’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
Mid-County Transit Authority (d.b.a. Town and Country Transit, TACT)
Transit Performance Review — Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Mid-County Transit Authority (d.b.a., Town and Country Transit, TACT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1975</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2017</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>24</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>11,837</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Operating Statistics*</th>
<th>Fixed-Route</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>4</td>
<td>12</td>
<td>16</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$592,705</td>
<td>$777,903</td>
<td>$1,370,608</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$34,305</td>
<td>$567,794</td>
<td>$602,099</td>
</tr>
<tr>
<td>Operating Subsidies</td>
<td>$558,400</td>
<td>$210,109</td>
<td>$768,509</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>139,021</td>
<td>338,712</td>
<td>477,733</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>129,117</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>10,743</td>
<td>17,352</td>
<td>28,095</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>9,539</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>37,221</td>
<td>30,696</td>
<td>67,917</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>10,616</td>
<td>20,336</td>
<td>30,952</td>
</tr>
</tbody>
</table>

Act 44 Performance Statistics

| Passengers / RVH | 3.90 | N/A | N/A |
| Operating Cost / RVH | $62.13 | N/A | N/A |
| Operating Revenue / RVH | $3.60 | N/A | N/A |
| Operating Cost / Passenger | $15.92 | $25.34 | $20.18 |

Other Performance Statistics

| Operating Revenue / Operating Cost | 5.79% | 72.99% | 43.93% |
| Operating Cost / Total Vehicle Hours | $55.17 | $44.83 | $48.78 |
| Operating Cost / Total Vehicle Miles | $4.26 | $2.30 | $2.87 |
| Total Passengers / Total Vehicle Hours | 3.46 | 1.77 | 2.42 |
| Operating Cost / RVM | $4.59 | N/A | N/A |
| RVM / Total Vehicle Miles | 92.88% | N/A | N/A |
| RVH / Total Vehicle Hours | 88.79% | N/A | N/A |
| Operating Subsidy / Passenger Trip | $15.00 | $6.84 | $11.32 |

*Source: dotGrants most recently available reporting (FYE 2017)
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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- 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:

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- 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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“(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 Mid-County Transit Authority (d.b.a. Town and County Transit, TACT) in June 2011. Based on that review, PennDOT established five-year performance targets and agreed to TACT’s action plan to meet those targets. In March 2018, PennDOT conducted the five-year reassessment of TACT to determine if TACT 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 2011 PERFORMANCE REVIEW

PennDOT conducted the onsite review of Mid County Transit Authority (d.b.a. Town and Country Transit, TACT) in June 2011. However, due to an emergency shared-ride assessment, the performance review report was delayed until March 2013. Since the 2013 report was finalized, the following external forces should be considered when comparing the 2013 performance report and five-year performance trends presented in this report:

1. **Decline in service area population** – From 2000 to 2010, Armstrong County declined by approximately 4.8% from 72,392 to 68,941 residents. Senior population declined in this period by approximately 2.8%. This trend continued from 2010 to 2017 with an additional 4.8% decline in total population from 68,941 to 65,642 residents.

2. **Right-sized fleet** – In previous years, TACT operated fixed-route service with 35’ buses. However, as ridership declined since 2011 (about 13.9% between 2011 and 2013), passenger demand did not require larger vehicles to meet ridership needs. TACT modified the fixedroute fleet by replacing 35’ buses with body-on-chassis (BOCs) vehicles. This proved to be a cost savings measure by reducing overall operating and maintenance expenses, and helped combat the perception of empty buses.

3. **Brought paratransit operations in-house** – Following the 2011 performance review, and subsequent actions to address the shared-ride operating loss, TACT brought paratransit operations in-house in 2013. Based on the previous contract structure, TACT was not able to rely on revenues and subsidies to cover costs. The previous contract structure was too expensive, even after TACT restructured it. In 2014, TACT began directly operating their paratransit service as a cost saving measure.

2011 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2011 performance review compared TACT with a group of peer agencies based on the four performance criteria required by Act 44. TACT was found to be “In Compliance” for all 8 performance criteria. *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.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 10)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>2009</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>5.00</td>
<td>6.42</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>0.91%</td>
<td>-1.37%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2009</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>$55.35</td>
<td>$53.72</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>4.28%</td>
<td>0.49%</td>
<td></td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2009</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$2.59</td>
<td>$4.40</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>-10.89%</td>
<td>-10.20%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2009</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$11.06</td>
<td>$9.08</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>3.34%</td>
<td>2.10%</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.
Mid County Performance Review

The 2011 performance review reported that TACT was “In Compliance” for all eight measures. But in 2009 the agency performed worse than its peers for all five-year trend measures, except for the passenger / revenue vehicle hour trend. The following performance targets were established with TACT:

- Increase passengers per revenue vehicle hour by at least 2.5% per year on average
- Increase operating revenue per revenue vehicle hour by at least 5% per year on average
- Contain operating cost per revenue vehicle hour increases to no more than 3% per year on average
- Contain operating cost per passenger increases to no more than 1% per year on average

TACT developed an action plan to address opportunities for improvement identified in the 2011 performance review, which called for significant financial oversight. Among the major steps TACT took to improve its performance are the following:

1. Reduced total operating expenses – TACT reduced operating expenses by discontinuing costly rental contracts for maintenance equipment and uniforms, right-sizing the agency fleet from large buses to body-on-chassis vehicles (BOCs), and successfully negotiating a union contract that held wages steady for all represented employees for FYE 2012 and FYE 2013.

2. Developed a multi-year plan to retire all debt – In 2009, TACT was technically bankrupt from nearly $900,000 in debt from outstanding accounts payable and two lines of credit. This was due to longstanding financial mismanagement and a lack of adequate ongoing financial oversight by the Board. Under a new general manager and with technical assistance from PennDOT, TACT addressed its outstanding debt. As part of the action plan, TACT was required to develop a multi-year financial plan to pay off all remaining debts. In FYE 2012, TACT owed $132,756 to shared-ride vendors, $88,579 on a line of credit, and a $34,268 mortgage. Most debts were retired as of September 2013. Vendor debt was paid in full by February 2015.

3. Reduced headways on midday service runs – TACT targeted midday service (10:00 a.m. – 2:00 p.m.) for reduced headways to boost fixed-route ridership at its most popular stops. TACT added approximately 1,600 annual revenue vehicle hours beginning in July 2016 (FYE 2017) reducing headways from one hour to thirty minutes. This pilot service was eliminated in FYE 2018 because it was determined to be unproductive.

The 2016 targets presented in the table below, were developed based on five-year projections benchmarked from 2011 dotGrants reported values:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2016 Target</th>
<th>2016 Actual</th>
<th>Met Target</th>
<th>2017 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>5.60</td>
<td>5.09</td>
<td>No</td>
<td>3.90</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$68.28</td>
<td>$69.04</td>
<td>No</td>
<td>$62.13</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$3.84</td>
<td>$4.66</td>
<td>Yes</td>
<td>$3.60</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$12.51</td>
<td>$13.56</td>
<td>No</td>
<td>$15.92</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.

TACT missed its 2016 ridership and cost-based targets. Ridership did not achieve the 2% annual growth target and costs outpaced the 3% containment target. In FYE 2017, TACT management tried increasing midday service frequency to improve agency performance. However, ridership did not increase meaningful-
The result was a one-time decrease in all “per revenue hour” performance metrics reported in FYE 2017 (i.e., passengers, operating cost and operating revenue) and a large increase in operating cost per passenger. Midday service was restored to its pre-2017 service level in FYE 2018.

The largest single issue identified in the 2011 performance review was a history of fiscal mismanagement that threatened the agency with bankruptcy. Management worked with PennDOT to address outstanding debt and stabilize its finances through improved management strategies. These efforts were successful. Though it did not meet its five-year performance targets, PennDOT concludes that TACT did demonstrate a good faith effort to improve its performance.

2018 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2018 performance review compared TACT with a group of peer agencies based on the four performance criteria outlined by law. TACT was found to be “In Compliance” for seven performance measures and “At Risk” for one.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 9)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>2016</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>5.09</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>0.56%</td>
<td>0.34%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2016</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>$69.04</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Worse</td>
<td>2.51%</td>
<td>1.49%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2016</td>
<td>In Compliance</td>
<td>4</td>
<td>Worse</td>
<td>$4.66</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>3.07%</td>
<td>6.13%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2016</td>
<td>At Risk</td>
<td>9</td>
<td>Worse</td>
<td>$13.56</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Worse</td>
<td>1.93%</td>
<td>1.60%</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 FYE 2017 data.

The 2018 performance review also identified actions that TACT can take to improve overall agency performance including:

1. Raise community awareness of fixed-route and shared-ride services offered using targeted outreach to transit-dependent populations.
2. Assess fixed-route service productivity by time of day and route, and implement strategies to improve overall system productivity.
3. Develop board-approved policies for operating standards such as fixed-route ridership and shared-ride service cost recovery. Additional opportunities for improvement were also identified during the 2018 performance review. The complete list of opportunities for improvement will serve as the basis for TACT’s Board-approved action plan.

2022 PERFORMANCE TARGETS

As required by Act 44, PennDOT and TACT management developed new five-year performance targets. Performance targets are designed to be aggressive, yet achievable. The standard approach is to base future year targets on the most recently available audited year data (i.e., FYE 2017). However, TACT increased service in FYE 2017 by approximately 1,600 revenue vehicle hours, and subsequently eliminated.
this service at the start of FYE 2018. The result is that FYE 2017 performance metrics do not represent expected agency performance in coming years. Therefore, targets were developed based on FYE 2016 performance metrics projected forward six years to FYE 2022. This approach better reflects expected future-year service levels and agency performance. TACT should work to achieve these targets, shown in the following table, over the next five years to ensure continued eligibility for full Section 1513 funding.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2016 Actual</th>
<th>2017 Actual</th>
<th>2022 Target</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>5.09</td>
<td>3.90</td>
<td>5.41</td>
<td>1.00%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour*</td>
<td>$69.04</td>
<td>$62.13</td>
<td>$77.76</td>
<td>2.00%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$4.66</td>
<td>$3.60</td>
<td>$4.94</td>
<td>1.00%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$13.56</td>
<td>$15.92</td>
<td>$14.39</td>
<td>1.00%</td>
</tr>
</tbody>
</table>

*Targets are based on 2016 actuals due to pilot service that was introduced in 2017 and subsequently eliminated in 2018.

FINANCIAL REVIEW

TACT currently has a balanced operating budget. Operating cash reserves have increased since 2013. Noteworthy elements of TACT’s financial condition as of FYE 2017 are:

- TACT had $43,882 in carryover local funds and $236,998 in carryover state funds
- Combined carryover subsidies amount to 20.5% of total operational funding
- TACT received its full local match as required by Act 44
- TACT maintains a cash equivalent balance equal to 19.5% of total operating expenses
- Current liabilities exceed current assets, though the amount has decreased over time
- Shared-ride operating subsidies jumped from $125,837 in FYE 2016 to $188,465 in FYE 2017
- Accounts payable and receivable amounts are negligible
- TACT maintains a $100,000 line of credit

Compared to FYE 2011, TACT’s financial health is greatly improved. However, growing losses in paratransit threaten the progress TACT made in recent years. TACT must develop a strategy to contain shared-ride operating losses. This will take Board direction, management effort and coordination with PennDOT. Once paratransit losses are contained, management should continue to contain operating costs, increase revenues, and ensure sufficient cash reserves to further improve TACT’s overall financial health.

NEXT STEPS

TACT 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. TACT’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets. 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.
Pottstown Area Rapid Transit (PART)  
Transit Performance Review — Executive Summary

Agency Profile

| Agency Name                           | Borough of Pottstown - Pottstown Area Rapid Transit  
(d.b.a. PART) |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1974</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2017</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>34</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>51,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Operating Statistics*</th>
<th>Fixed-Route Bus</th>
<th>Paratransit (ADA)</th>
<th>Total (Fixed-Route + Paratransit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>5</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$2,131,943</td>
<td>$185,387</td>
<td>$2,317,330</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$317,587</td>
<td>$24,237</td>
<td>$341,824</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>261,232</td>
<td>13,549</td>
<td>274,781</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>261,232</td>
<td>13,549</td>
<td>274,781</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>19,114</td>
<td>2,798</td>
<td>21,912</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>19,114</td>
<td>2,798</td>
<td>21,912</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>258,226</td>
<td>6,136</td>
<td>264,362</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>42,937</td>
<td>0</td>
<td>42,937</td>
</tr>
</tbody>
</table>

Act 44 Performance Statistics

| Passengers / RVH                      | 13.51           | 2.19              | 12.06                            |
| Operating Cost / RVH                  | $111.54         | $66.26            | $155.76                          |
| Operating Revenue / RVH               | $16.62          | $8.66             | $25.66                           |
| Operating Cost / Passenger            | $8.26           | $30.21            | $8.77                            |

Other Performance Statistics

| Operating Revenue / Operating Cost    | 14.90%          | 13.07%            | 14.75%                           |
| Operating Cost / Total Vehicle Hours | $111.54         | $66.26            | $105.76                          |
| Operating Cost / Total Vehicle Miles | $8.16           | $13.68            | $8.43                            |
| Total Passengers / Total Vehicle Hours | 13.51         | 2.19              | 12.06                            |
| Operating Cost / RVM                 | $8.16           | $13.68            | $8.43                            |
| RVM / Total Vehicle Miles            | 100.00%         | 100.00%           | 100.00%                          |
| RVH / Total Vehicle Hours            | 100.00%         | 100.00%           | 100.00%                          |
| Operating Subsidy / Passenger Trip   | $7.03           | $26.26            | $7.47                            |

*Source: PennDOT dotGrants 2015 reporting
PART Performance Review

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
- 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 Pottstown Area Rapid Transit (d.b.a. PART) in December 2012. Based on that review, PennDOT established five-year performance targets and agreed to PART’s action plan to meet those targets. In March 2018, PennDOT conducted the five-year reassessment of PART to determine if PART 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.
PART Performance Review

IMPORTANT CHANGES SINCE THE 2012 PERFORMANCE REVIEW

PennDOT conducted the initial review of Pottstown Area Rapid Transit (d.b.a. PART) in December 2012. Since the previous report was finalized, the following changes and other factors impacted operations, finance and statistical reporting at PART, as well as performance targets which were established in 2012:

1. **Service contract overhaul** – In FYE 2015, PART issued a Request for Proposals (RFP) to procure fixed-route service. This was the first time in several decades that the contract was put out to bid. Under the old agreement, the Borough was charged for service based on costs incurred to the contractor less farebox revenue. This arrangement did not accurately capture the cost of service provided, or allow PART to monitor fixed-route farebox recovery since the amount invoiced was already offset by fares collected. In addition, FTA procurement rules require transit systems to competitively procure service contracts. The new RFP requires the contractor to charge for service based on units of service provided (i.e., cost per scheduled revenue hour multiplied by the total scheduled hours/trips operated each reporting month) less farebox revenue collected, and any applicable liquidated damages. Since the contractor is now responsible for tracking and reporting units of service provided, costs can be determined prior to farebox revenue offsetting contractor expenses. PART, Inc. was the only respondent to the RFP and was selected. Fixed-route operating costs increased overall as a result of the new RFP.

2. **Ridership loss from competitive local service** – In 2012, a non-profit health services center began offering free transportation to their facilities in Pottstown. These health facilities are located as stops along two of PART’s fixed-routes (i.e., High Street and Stowe). Management believes that due to competition from this free service, PART lost ridership along both routes from passengers that previously used PART to get to their medical appointments. Based on dotGrants reported information, ridership declined 9.4% between 2012 and 2013, and by an additional 1.4% decrease between 2013 and 2014.

**2012 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS**

The 2012 performance review compared PART to a group of peer agencies based on the four performance criteria required by Act 44. PART was found to be “In Compliance” for seven performance criteria and “At Risk” for one.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 12)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2010</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>14.17</td>
<td>13.22</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>0.95%</td>
<td>0.30%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2010</td>
<td><strong>At Risk</strong></td>
<td>12</td>
<td>Worse</td>
<td>$92.06</td>
<td>$73.54</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>5.18%</td>
<td>3.61%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2010</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$14.63</td>
<td>$11.39</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>5.05%</td>
<td>2.72%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2010</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$6.50</td>
<td>$6.15</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>4.20%</td>
<td>3.34%</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 2012 performance review reported that PART was “In Compliance” for seven out of eight criteria and “At Risk” for one. PART performed better in passenger and revenue based criteria than the peer group, but worse for operating cost based criteria. The following performance targets were established with PART:

- Increase passengers per revenue vehicle hour by at least 2% per year on average
- Increase operating revenue per revenue vehicle hour by at least 2% per year on average
- Contain operating cost per revenue vehicle hour increases to no more than 2% per year on average
- No increase in average annual operating cost per passenger

PART developed an action plan to address opportunities for improvement identified in the 2012 performance review. Among the major steps PART took to improve its performance were:

1. Review and implement changes to contracted service practices – PART worked with a third-party consultant to develop a new RFP that completely restructured how purchased transportation is procured. Previously, PART contracted with PART, Inc. for over thirty years without a competitive bidding process. The new RFP was reviewed by FTA and PennDOT, and incorporated many of the recommendations (e.g., how contractor costs are billed, data is reported, performance monitoring standards, etc.) from the PART Action Plan. The new RFP went out to bid in FYE 2015, and PART, Inc. was selected as the vendor.

2. Contain operating cost increases – As a measure of contractor oversight, PART assigned staff to an internal transit committee to oversee cost containment. This included the committee’s recommendation to negotiate a contract performance target requiring operating costs not to exceed 2% in annually budgeted operating costs.

3. Develop a formal succession plan for PART, Inc. – The owner of PART, Inc. developed a succession plan that would delegate decision-making to a Board of Directors in the interim to handle staffing and operations. The Board consists of an attorney, an accountant, and other representatives with responsibilities related to public transportation operations.

As a result of the initial performance review, the following performance targets were established in consultation with PART. 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>2017 Target</th>
<th>2017 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>16.83</td>
<td>13.51</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$113.37</td>
<td>$111.54</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$17.18</td>
<td>$16.62</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$6.74</td>
<td>$8.26</td>
<td>No</td>
</tr>
</tbody>
</table>

Ridership declined between 2012 and 2017, however PART increased fixed-route revenue from the sale of multi-ride passes to supplement passenger fares. PART managed to contain operating costs annually by 2% by incorporating this target within the RFP for fixed-route service. Although PART and PART, Inc. addressed nearly all the 2012 Action Plan recommendations, PART missed three out of four performance targets.
The most noteworthy action that was developed from the 2012 Action Plan was a complete overhaul of the RFP for contracted service. Costs increased as result of more accurately pricing service, but costs were contained within 2% growth per year. Ridership-based actions were unable to increase fixed-route passenger trips, which declined by 1.74% per year on average between 2012 and 2017. In 2012, a non-profit health services center began offering free scheduled trips to its facilities, and PART believes they are in direct competition with this service for passengers that previously used PART to get to their medical appointments. PART narrowly missed its revenue target despite an increase in income from the sale of multi-ride passes. Based on actions taken by management in the 2012 Action Plan, PART demonstrated a good faith effort to achieve its previously established targets.

**2018 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS**

The 2018 performance review assessed PART with a group of peer agencies based on the four performance criteria outlined by law. PART was found to be “In Compliance” for four performance criteria and “At Risk” for one.

<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>2016</td>
<td>In Compliance</td>
<td>7</td>
<td>Better</td>
<td>14.33</td>
<td>13.60</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>-0.03%</td>
<td>-0.68%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2016</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>$106.45</td>
<td>$80.61</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>1.36%</td>
<td>1.19%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2016</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$17.03</td>
<td>$13.42</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Better</td>
<td>2.06%</td>
<td>1.34%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2016</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$7.43</td>
<td>$6.77</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>1.39%</td>
<td>2.05%</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 FYE 2016 data.

In the 2012 performance review, PART was found to be “At Risk” for operating cost per revenue hour for the single year determination. The 2018 review found that PART to be “At Risk” for the same performance criteria, with $106.45 per hour compared to the peer average of $80.61 per hour. The five-year trend of 1.36% in cost growth compared to the 1.19% peer average demonstrates PART’s ability to contain costs over time. However, PART’s proximity to Philadelphia has likely contributed to an overall baseline for high costs as evidenced in the single year determination and prior 2012 review finding.

The 2018 performance review examined additional steps, beyond those specified in the 2012 action plan, that PART has taken to improve performance. The most notable action is the complete overhaul of its RPF for contracted service. The 2018 performance review also identified actions that PART can take to improve overall agency performance including:

1. Develop a targeted marketing strategy to guide outreach activities.
2. Continue cost containment measures that control the rate of escalation for future years.
3. Increase contractor oversight to monitor on-time performance and compliance with service standards outlined in the service contract.
Additional opportunities for improvement were also identified during the 2018 performance review. The complete list of opportunities for improvement will serve as the basis for PART’s Board-approved action plan.

**2018 PERFORMANCE TARGETS**

As required by Act 44, PennDOT and PART management have agreed to performance targets for FYE 2022 identified in the table below. PART 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 Actual</th>
<th>2022 Target</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>14.33</td>
<td>13.51</td>
<td>14.20</td>
<td>1.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$106.45</td>
<td>$111.54</td>
<td>$129.30</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$17.03</td>
<td>$16.62</td>
<td>$17.46</td>
<td>1.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.43</td>
<td>$8.26</td>
<td>$9.12</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

**FINANCIAL REVIEW**

PART currently has a balanced operating budget. Operating cash reserves have steadily decreased since 2015. Noteworthy elements of PART’s financial condition are:

- PART has $18,275 in carryover local funds and $608,581 in carryover state funds in FYE 2017
- Combined carryover subsidies amount to 27.1% of total operational funding
- PART received its full local match as required by Act 44
- Paratransit operating subsidies jumped from $82,127 in FYE 2013 to $161,150 in FYE 2017
- Accounts payable and receivable amounts are negligible
- PART 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 PART’s overall financial health.

**NEXT STEPS**

PART 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. PART’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
# Altoona Metro Transit (AMTRAN)

## Transit Performance Review — Executive Summary

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Altoona Metro Transit (d.b.a., AMTRAN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1958</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2017</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>25</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>69,608</td>
</tr>
</tbody>
</table>

### Annual Operating Statistics*

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route</th>
<th>Paratransit (ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
<td>21</td>
<td>13</td>
<td>34</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$4,425,704</td>
<td>$227,868</td>
<td>$4,653,572</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$766,033</td>
<td>$38,683</td>
<td>$804,716</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>511,645</td>
<td>63,218</td>
<td>574,863</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>495,313</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>44,153</td>
<td>4,904</td>
<td>49,057</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>39,445</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>557,710</td>
<td>12,466</td>
<td>570,176</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>69,831</td>
<td>0</td>
<td>69,831</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route</th>
<th>Paratransit (ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>14.14</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$112.20</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$19.42</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.94</td>
<td>$18.28</td>
<td>$8.16</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route</th>
<th>Paratransit (ADA)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>17.31%</td>
<td>16.98%</td>
<td>17.29%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$100.24</td>
<td>$46.47</td>
<td>$94.86</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$8.65</td>
<td>$3.60</td>
<td>$8.10</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>12.63</td>
<td>2.54</td>
<td>11.62</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$8.94</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>96.81%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>89.34%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$6.56</td>
<td>$15.18</td>
<td>$6.75</td>
</tr>
</tbody>
</table>

*Source: dotGrants most recently available reporting (FYE 2017).
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
- 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 Altoona Metro Transit (d.b.a. AMTRAN) in April 2012. Based on that review, PennDOT established five-year performance targets and agreed to AMTRAN’s action plan to meet those targets. In September 2017, PennDOT conducted the five-year reassessment of AMTRAN to determine if AMTRAN 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 2012 PERFORMANCE REVIEW

PennDOT conducted the initial review of Altoona Metro Transit (d.b.a. AMTRAN) in April 2012. Since the previous report was finalized, AMTRAN’s Act 44 targets were re-adjusted in 2014 to reflect the unexpected loss in passengers of AMTRAN’s tripper service and declining enrollment at Penn State Altoona. These changes should be considered when comparing the previous performance report and five-year performance trends presented in this report:

1. **Sharp decline in Tripper passengers** – In FY 13-14, a state regulation requiring that all students be seated forced AMTRAN to reduce ridership of school tripper service by the number of available seats. This reduced ridership by 60% on those routes. The sharp reduction in student riders resulted in a re-adjustment of AMTRAN’s Act 44 targets.

2. **Renegotiated contract with Penn State Altoona** – In FY 13-14, Penn State Altoona renegotiated its contract with AMTRAN due to university wide budget cuts. The new contract resulted in a service reduction and the loss of $150,000 in annual revenue. The loss in revenue contributed to the re-adjustment to AMTRAN’s Act 44 targets.

2012 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2012 performance review assessed AMTRAN with a group of peer agencies based on the four performance criteria required by Act 44. AMTRAN was found to be “In Compliance” for 7 performance criteria and “At Risk” for one.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 11)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passengers / Revenue Hour</strong></td>
<td>2010</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>17.66</td>
<td>16.89</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>1.29%</td>
<td>-1.01%</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Hour</strong></td>
<td>2010</td>
<td>At Risk</td>
<td>10</td>
<td>Worse</td>
<td>$90.95</td>
<td>$78.51</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>0.84%</td>
<td>2.80%</td>
</tr>
<tr>
<td><strong>Operating Revenue / Revenue Hour</strong></td>
<td>2010</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$17.00</td>
<td>$13.34</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>1.28%</td>
<td>3.80%</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>2010</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>$5.15</td>
<td>$4.94</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>-0.44%</td>
<td>3.90%</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.

The 2012 performance review reported that AMTRAN’s operating revenue per passenger ranked 2nd in its peer group and ridership gains grew at a faster rate than its peers. Management efforts to contain costs reduced the overall rate of increase, but AMTRAN remained at risk for operating costs in the single year determination. The following performance targets were established with AMTRAN:

- Increase passengers per revenue vehicle hour by at least 2% per year on average
- Increase operating revenue per revenue vehicle hour by at least 2% per year on average
- Contain operating cost per revenue vehicle hour increases to no more than 2% per year on average
- Contain operating cost per passenger increases to no more than 0% per year on average
AMTRAN developed an action plan to address opportunities for improvement identified in the 2012 performance review. Among the major steps AMTRAN took to improve its performance were:

1. Increased fixed-route revenue – AMTRAN Secured an 8% increase in payment from Penn State Altoona for the 2017-2018 academic year. This is the largest increase in fixed-route revenue from Penn State Altoona since the contract negotiations that reduced annual revenue by $150,000.

2. Reduced maintenance expenses from aging fleet – AMTRAN advanced the vehicle overhaul program (VOH) of three 2005 Gillig Phantoms and purchased 6 new Gillig compressed natural gas (CNG) buses. This fleet upgrade should result in higher performance and reduce long-term maintenance related expenses.

AMTRAN reported progress to PennDOT on the implementation of the 2012 Action Plan. However, AMTRAN’s performance targets revised in December of 2016 to account for the loss in ridership and revenue. Management worked alongside PennDOT to develop revised performance targets that were more closely aligned to anticipated revenue and ridership. The revised 2016 targets presented in the table below, show that AMTRAN successfully met three out of the four 2012 performance targets:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Original 2016 Target</th>
<th>Revised 2016 Target</th>
<th>2016 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>19.74</td>
<td>14.66</td>
<td>14.92</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$105.24</td>
<td>$115.41</td>
<td>$109.23</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$20.04</td>
<td>$20.32</td>
<td>$19.64</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.36</td>
<td>$7.87</td>
<td>$7.32</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Management coordinated with PennDOT, reporting on progress related to the 2012 Action Plan, and revised targets in 2016 to account for external forces that impacted ridership and revenue. AMTRAN was unable to meet its target for operating revenue per revenue vehicle hour. Although fixed-route revenue is relatively stable, AMTRAN is subject to swings in university enrollment, student-based farebox revenue and lease revenues from the Trolleyworks property. Based on actions taken by management in the 2012 Action Plan, AMTRAN demonstrated a good faith effort to achieve its revised performance targets.
2017 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2017 performance review assessed AMTRAN with a group of peer agencies based on the four performance criteria outlined by law. AMTRAN was found to be “In Compliance” for four performance criteria and “At Risk” for four.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 10)</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>6</td>
<td>Worse</td>
<td>14.37</td>
<td>15.35</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>-4.03%</td>
<td>1.33%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2015</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>$113.15</td>
<td>$81.19</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>4.46%</td>
<td>2.65%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2015</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$19.92</td>
<td>$13.04</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>3.22%</td>
<td>2.28%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2015</td>
<td>At Risk</td>
<td>12</td>
<td>Worse</td>
<td>$7.87</td>
<td>$5.50</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>8.86%</td>
<td>1.38%</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 FYE 2016 data.

The 2017 performance review examined additional steps, beyond those specified in the 2012 action plan, that AMTRAN has taken to improve performance. The most notable action is that AMTRAN has diversified revenue streams through the development of the Trolleyworks Business Parks.

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

1. Continue to monitor operating costs and identify opportunities to reduce expenses.
2. Develop a strategic plan that builds upon existing strategic planning efforts to outline short and long-term agency goals with interim strategies and related performance measures.
3. Conduct a benefit/cost analysis to evaluate potential route guarantee arrangements for fixed-route service.

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 AMTRAN's Board-approved action plan.
2023 PERFORMANCE TARGETS
As required by Act 44, PennDOT and AMTRAN management have agreed to performance targets for FYE 2023 identified in the table below. AMTRAN 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>2017 Actual</th>
<th>2018 Unaudited*</th>
<th>2023 Target</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>14.14</td>
<td>15.58</td>
<td>16.38</td>
<td>1.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$112.20</td>
<td>$141.68</td>
<td>$164.25</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$19.42</td>
<td>$21.07</td>
<td>$22.15</td>
<td>1.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.94</td>
<td>$9.09</td>
<td>$10.04</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

*Unaudited 2018 values were used to provide AMTRAN with targets based off the most currently available data

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

- AMTRAN has $2,916,616 in carryover Section 1513 funds available in case of unexpected cost increases or service changes
- AMTRAN maintained a local fund carryover balance of $595,227 as of FYE 2016
- AMTRAN maintains a combination of cash, investments and restricted cash equivalent to 86.2% of total operating expenses as of FYE 2016
- Accounts payable and receivable amounts are negligible
- AMTRAN 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 AMTRAN’s overall financial health.

NEXT STEPS
AMTRAN 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. AMTRAN’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
## Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>County of Lackawanna Transit System (d.b.a., COLTS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1972</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2016</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>170</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>260,348</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Operating Statistics*</th>
<th>Fixed-Route</th>
<th>Paratransit (ADA + Shared Ride)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
<td>38</td>
<td>32</td>
<td>70</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$8,619,460</td>
<td>$2,255,095</td>
<td>$10,874,555</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$1,312,315</td>
<td>$2,624,356</td>
<td>$3,936,671</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>1,149,487</td>
<td>792,744</td>
<td>1,942,231</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>1,047,832</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>94,034</td>
<td>49,026</td>
<td>143,060</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>86,713</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>1,131,776</td>
<td>120,211</td>
<td>1,251,987</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>202,663</td>
<td>90,783</td>
<td>293,446</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th>Passengers / RVH</th>
<th>1305</th>
<th>N/A</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Cost / RVH</td>
<td>$99.40</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$15.13</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.62</td>
<td>$18.76</td>
<td>$8.69</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th>Operating Revenue / Operating Cost</th>
<th>15.23%</th>
<th>116.37%</th>
<th>36.20%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$91.66</td>
<td>$46.00</td>
<td>$76.01</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$7.50</td>
<td>$2.84</td>
<td>$5.60</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>12.04</td>
<td>2.45</td>
<td>8.75</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$8.23</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>91.16%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>92.21%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$6.46</td>
<td>-$3.07</td>
<td>$5.54</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 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
- 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 County of Lackawanna Transit System (d.b.a. COLTS) in November 2011. Based on that review, PennDOT established five-year performance targets and agreed to COLTS’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 July 2017, PennDOT conducted the five-year reassessment of COLTS to determine if COLTS 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 County of Lackawanna Transit System (d.b.a. COLTS) in November 2011. Since the previous report was finalized, significant changes occurred that impact operations, finance and statistical reporting at COLTS, as well as performance targets that were established in 2011:

1. Overstated fixed-route ridership statistics – After the development of the COLTS report in November 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 COLTS. It is the revised 2010 statistics and updated 2016 performance targets that are used in this report. NTD-reported values for COLTS’ ridership are also erroneous through 2013 and have been adjusted to corrected values for peer agency trend comparisons.

2. Assumed control of shared-ride operations from Lackawanna County – COLTS began operating shared-ride paratransit services on behalf of Lackawanna County in 2011. This increased the size of the paratransit budget from about $186,000 in FYE 2011 to approximately $2 million in FYE 2012. In previous years, COLTS contracted out ADA paratransit service. By assuming control of shared-ride operations, COLTS inherited legacy labor costs related to operator wages and fringe benefits.

3. Delayed financial reporting – In FY 14-15, the Finance Director left COLTS without documentation related to how agency finances were conducted. COLTS had no succession planning related policies in place to inform the incoming Finance Director how to monitor cost drivers, identify opportunities for cost containment or prepare financial documents for the FYE audit.

2011 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2011 performance review assessed COLTS with a group of peer agencies based on the four performance criteria required by Act 44. COLTS 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>2009</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>12.82</td>
<td>14.20</td>
</tr>
<tr>
<td>2009</td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>2.06%</td>
<td>-0.22%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2009</td>
<td>In Compliance</td>
<td>7</td>
<td>Better</td>
<td>$73.62</td>
<td>$76.53</td>
</tr>
<tr>
<td>2009</td>
<td>Trend</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>2.27%</td>
<td>2.18%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2009</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$12.13</td>
<td>$14.12</td>
</tr>
<tr>
<td>2009</td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>2.08%</td>
<td>1.88%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2009</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$5.74</td>
<td>$5.41</td>
</tr>
<tr>
<td>2009</td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>0.65%</td>
<td>2.45%</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 COLTS’s revenues were within industry standards and operating costs were high compared to the peer group. The following performance targets were established with COLTS:

- Increase passengers per revenue vehicle hour by at least 2% per year
- Contain operating cost per revenue vehicle hour increases to no more than 3% per year
- Increase revenue per revenue vehicle hour by at least 3% per year
- Contain operating cost per passenger to no more than 1% per year

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

1. **Assigned Board members to oversee the implementation of the action plan** – This increased Board member participation and led to informed decision-making related to addressing action plan items.

2. **Reduced driver overtime expenses** – COLTS decreased its longest runs from 11 hours to nine hours to control overtime costs for fixed-route drivers.

3. **Performed a cost-benefit analysis on major maintenance work** – COLTS assessed the benefits and costs of performing preventative maintenance for transmissions serviced prior to manufacturers recommendations.

COLTS reported progress to PennDOT on the implementation of the 2011 Action Plan. However, performance targets were revised in June 2014 to account for previous years in overstated ridership. PennDOT presented revised performance targets for passenger based variables. The revised 2016 targets presented in the table below, show that COLTS successfully met three out of four performance targets:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Original 2016 Target</th>
<th>Revised 2016 Target</th>
<th>2016 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>21.73</td>
<td>11.42</td>
<td>13.05</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$92.04</td>
<td>$92.04</td>
<td>$99.40</td>
<td>No</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$13.49</td>
<td>$13.49</td>
<td>$15.13</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$4.24</td>
<td>$8.07</td>
<td>$7.62</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Management coordinated with PennDOT, reporting on progress related to the 2011 Action Plan, and revised targets to account for previously overstated ridership. Based on actions taken by management listed in the Action Plan, COLTS demonstrated a good faith effort to achieve its revised performance targets.
2017 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2017 performance review assessed COLTS with a group of peer agencies based on the four performance criteria outlined by law. The 2017 review found that COLTS has three “At Risk” findings. Each finding determined to be “At Risk” was previously “In Compliance” for the 2011 review.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 10)</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>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>12.81</td>
<td>16.03</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>4.02%</td>
<td>1.75%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2015</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>$104.66</td>
<td>$89.20</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>At Risk</td>
<td>12</td>
<td>Worse</td>
<td>6.31%</td>
<td>2.47%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2015</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>$16.23</td>
<td>$15.40</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>7.52%</td>
<td>2.17%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2015</td>
<td>At Risk</td>
<td>14</td>
<td>Worse</td>
<td>$8.17</td>
<td>$5.65</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>2.20%</td>
<td>0.72%</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 FYE 2016 data.

The 2017 performance review examined additional steps, beyond those specified in the 2011 action plan, that COLTS has taken to improve performance. The most notable action is that COLTS coordinates with Luzerne County Transportation Authority (LCTA) for the interoperability of fare media and a shared transfer location for ADA passengers. This improved the customer service experience for passengers that routinely travel between Wilkes-Barre and Scranton for destinations and services.

The 2016 performance review also identified actions that COLTS can take to improve overall agency performance including:

1. Develop a target for scheduled and unscheduled overtime to inform staffing decisions.
2. Develop a strategic plan to set a vision and direction for COLTS.
3. Develop job descriptions for essential functions of management positions.

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 COLTS’s Board-approved action plan.
2021 PERFORMANCE TARGETS
As required by Act 44, PennDOT and COLTS management have agreed to performance targets for FYE 2021 identified in the table below. COLTS 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 Vehicle Hour</td>
<td>12.81</td>
<td>13.05</td>
<td>12.41</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$104.66</td>
<td>$99.40</td>
<td>$115.23</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$16.23</td>
<td>$15.13</td>
<td>$16.71</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$8.17</td>
<td>$7.62</td>
<td>$8.00</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

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

- COLTS has $1,204,656 in carryover Section 1513 funds available in case of unexpected cost increases or service changes
- COLTS has $1,937,217 in Act 3 and $110,416 in Act 26 funds carried over as of FYE 2016
- COLTS maintained a local fund carryover balance of $529,705 as of FYE 2016
- COLTS does not maintain a line of credit
- Accounts payable and receivable amounts are negligible
- COLTS completed its final installment in operating subsidy payback in 2017

COLTS had several financial reporting issues that contributed to the delayed the FYE 2015 audit. This included a lack of documentation, succession planning and a transition to explain longstanding agency practices related to cost allocation, financial reporting and preparation for the FYE audit. COLTS management will need to take several steps to prevent a recurrence:

- Maintain finance staff experienced in generally accepted accounting practices
- Ensure finance staff are well-trained in PennDOT and FTA reporting requirements
- Fully document all accounting practices
- Reconcile books monthly

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

NEXT STEPS
COLTS 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. COLTS’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
Washington County Transportation Authority (WCTA) Transit Performance Review — Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Washington County Transportation Authority (WCTA, d.b.a. Freedom Transit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>2015</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2017</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>861</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>207,820</td>
</tr>
</tbody>
</table>

Annual Operating Statistics* | Fixed-Route | Paratransit (ADA + Shared Ride) | Total (Fixed-Route + Paratransit) |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
<td>8</td>
<td>63</td>
<td>71</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$1,375,200</td>
<td>$4,981,645</td>
<td>$6,356,845</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$145,989</td>
<td>$4,800,010</td>
<td>$4,945,999</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>366,154</td>
<td>2,239,162</td>
<td>2,605,316</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>338,805</td>
<td>1,427,422</td>
<td>1,766,227</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>22,459</td>
<td>124,091</td>
<td>146,550</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>19,710</td>
<td>61,207</td>
<td>80,917</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>83,665</td>
<td>225,843</td>
<td>309,508</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>17,076</td>
<td>99,185</td>
<td>116,261</td>
</tr>
</tbody>
</table>

Act 44 Performance Statistics

| Passengers / RVH | 4.24 | 3.69 | 3.83 |
| Operating Cost / RVH | $69.77 | $81.39 | $78.56 |
| Operating Revenue / RVH | $7.41 | $78.42 | $61.12 |
| Operating Cost / Passenger | $16.44 | $22.06 | $20.54 |

Other Performance Statistics

| Operating Revenue / Operating Cost | 10.62% | 96.35% | 77.81% |
| Operating Cost / Total Vehicle Hours | $61.23 | $40.15 | $43.38 |
| Operating Cost / Total Vehicle Miles | $3.76 | $2.22 | $2.44 |
| Total Passengers / Total Vehicle Hours | 3.73 | 1.82 | 2.11 |
| Operating Cost / RVM | $4.06 | $3.49 | $3.60 |
| RVM / Total Vehicle Miles | 92.53% | 63.75% | 67.79% |
| RVH / Total Vehicle Hours | 87.76% | 49.32% | 55.21% |
| Operating Subsidy / Passenger Trip | $14.69 | $0.80 | $4.56 |

*Source: dotGrants 2017 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
- 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 a transit performance review for Washington City Transit (WCT) in December 2013. Based on that review, PennDOT established five-year performance targets and agreed to WCT’s action plan to meet those targets. In 2013, Washington County Transportation Authority (WCTA) introduced fixed-route service. As part of a statewide initiative to consolidate public transportation agencies, WCTA assumed responsibility of providing fixed-route service from WCT on July 1, 2015 and rebranded as Freedom Transit. The results of WCT’s review are presented in this report, however, WCTA was not previously assessed for performance under Act 44. This is WCTA’s first performance review and WCTA will not be held to the performance targets previously set in 2013 for WCT.
WCTA Performance Review

IMPORTANT CHANGES SINCE THE 2013 WASHINGTON CITY PERFORMANCE REVIEW

PennDOT conducted the initial review of WCT in December 2013. The 2013 performance review compared WCT with a group of peer agencies based on the four performance criteria required by Act 44. WCT was found to be “In Compliance” for five performance criteria and “At Risk” for three.

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<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 13)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2011</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>3.59</td>
<td>10.44</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>-3.71%</td>
<td>-0.21%</td>
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<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2011</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
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<td>$76.27</td>
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<tr>
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<td>In Compliance</td>
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<td>Worse</td>
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<td>1.11%</td>
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<td>10</td>
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<td>$5.65</td>
<td>$7.82</td>
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<tr>
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<td>Trend</td>
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<td>Worse</td>
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<td>-2.36%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2011</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>$20.79</td>
<td>$8.67</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>5.64%</td>
<td>1.43%</td>
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*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.

WCT performed better than its peer average in 2011 for operating costs. The following performance targets were established with WCT:

- Increase passengers per revenue vehicle hour by at least 3.0% per year on average
- Increase operating revenue per revenue vehicle hour by at least 3.0% per year on average
- Contain increases in operating cost per revenue vehicle hour to no more than 3.0% per year on average
- Contain increases in operating cost per passenger to no more than 0% per year on average

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2018 Target*</th>
<th>Target Annual Increase</th>
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<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>3.53</td>
<td>3.59</td>
<td>3.56</td>
<td>4.26</td>
<td>3.0%</td>
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<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$69.76</td>
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<td>$78.98</td>
<td>$94.31</td>
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<tr>
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<td>$19.74</td>
<td>$20.79</td>
<td>$22.16</td>
<td>$22.16</td>
<td>0.0%</td>
</tr>
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*2018 performance targets were set for the City of Washington and not the Washington County Transit Authority

Since the 2013 report was finalized, WCT worked to meet its performance targets and implement actions listed in the 2013 Action Plan. This included the installation of fixed-route stop signs, new policies for vehicle spare ratio, farebox recovery goal, fare adjustment, and required an operations supervisor to be available during hours of operation. Mid-way through the 2013 – 2018 performance period, WCT consolidated with WCTA and the City of Washington ceased the provision of public transportation services in the Greater Washington City area.
2015 CONSOLIDATION RESULTS

WCTA was established to manage human service transportation for Washington County in. In 2013, WCTA began operating a federally funded fixed-route known locally as the “Freedom Line.” This service partially operated within the existing fixed-route area served by WCT. Two public transportation agencies providing fixed-route service within the Greater Washington City area initiated the discussion for consolidation between Washington County and the City of Washington. On July 1, 2015, WCTA assumed responsibility for providing fixed-route service from WCT. The following changes occurred in the three years since consolidation:

1. **Rebranded as Freedom Transit** – WCTA was formed in 2001 to provide non-fixed-route transportation service in Washington County. Residents and customers knew WCTA as Washington Rides. WCT was the longstanding municipal transportation department for the City of Washington that provided local urban fixed-route service. Following consolidation, WCTA was rebranded to the public as Freedom Transit. WCTA would go on to hire its first dedicated marketing coordinator in 2018 to help build brand awareness and actively market Freedom Transit in Washington County.

2. **Eliminated use of multiple vendors for purchased transportation** – WCTA and WCT did not directly operate service. Both agencies purchased transportation operation services from private vendors (First Transit and MV Transportation) for purchased transportation. However, WCTA found it challenging with limited staff resources to provide adequate oversight over multiple contractors. This resulted in late trips, missed trips, and a practice of underreported maintenance issues. WCTA put out a single bid for operating fixed-route service and negotiated tougher oversight provisions like liquidated damages penalties into the contract. WCTA terminated its relationship with MV Transportation, and First Transit became the sole contractor for Freedom Transit in 2017.

3. **Service planning and strategic planning efforts** – WCTA began assessing former WCT fixed-routes. In 2017, the “hopper” service was replaced with directional service (north, south, east, west) divided into two routes with a transfer point at the agency headquarters. Initial operational improvements were further supported by the development of WCTA’s first transit development plan (TDP) in 2018. Later that year WCTA would develop its first strategic plan to reinforce elements of the 2013 WCT transit performance review that were still relevant to the former WCT service area and provide agency direction to help carry out the TDP.

At the time of WCT’s 2013 performance review, WCTA began operating a federally funded fixed-route and did not use PennDOT section 1513 funds. Thus, WCTA was not subject to an Act 44 transit performance review. Since assuming responsibility for fixed-route service from the City of Washington in 2015, WCTA receives annual section 1513 operating funds and is now subject to an Act 44 transit performance review. This 2018 review will establish WCTA’s first set of performance targets to be achieved by FYE 2023.
2018 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2018 performance review compared Freedom Transit with a group of peer agencies based on the four performance criteria outlined by law. Freedom Transit was found to be “In Compliance” for five performance measures and “At Risk” for three.

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<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
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<td>Passengers / Revenue Hour</td>
<td>2016</td>
<td>At Risk</td>
<td>12</td>
<td>Worse</td>
<td>4.26</td>
<td>10.73</td>
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<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>2.00%</td>
<td>-0.45%</td>
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<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2016</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$64.43</td>
<td>$80.21</td>
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<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>-4.32%</td>
<td>0.57%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2016</td>
<td>At Risk</td>
<td>10</td>
<td>Worse</td>
<td>$7.80</td>
<td>$11.68</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>5.45%</td>
<td>2.88%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2016</td>
<td>At Risk</td>
<td>11</td>
<td>Worse</td>
<td>$15.14</td>
<td>$8.60</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-6.20%</td>
<td>1.13%</td>
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</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 FYE 2017 data.

The 2018 performance review also identified actions that Freedom Transit can take to improve overall agency performance including:

1. Address service recommendations presented in the TDP to improve operational efficiency and potentially increase ridership.

2. Develop a system-wide map and route maps that are available online and in-print.

Additional opportunities for improvement were also identified during the 2018 performance review. The complete list of opportunities for improvement will serve as the basis for WCTA’s Board-approved action plan.
2023 PERFORMANCE TARGETS

As required by Act 44, PennDOT and WCTA management developed new five-year performance targets. Performance targets are designed to be aggressive, yet achievable. WCTA should work to achieve these targets, shown in the following table, over the next five years to ensure continued eligibility for full Section 1513 funding.¹

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2017 Actual</th>
<th>2018 Unaudited*</th>
<th>2023 Target</th>
<th>Target Annual Increase</th>
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<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>4.24</td>
<td>4.34</td>
<td>4.56</td>
<td>1.0%</td>
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<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$69.77</td>
<td>$75.01</td>
<td>$86.96</td>
<td>3.0%</td>
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<td>$7.41</td>
<td>$8.20</td>
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<td>1.0%</td>
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<tr>
<td>Operating Cost / Passenger</td>
<td>$16.44</td>
<td>$17.28</td>
<td>$19.08</td>
<td>2.0%</td>
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</table>

*2018 Unaudited values were used to provide WCTA with targets based off the most currently available data.

FINANCIAL REVIEW

WCTA currently has a balanced operating budget. Noteworthy elements of WCTA’s financial condition as of FYE 2017 are:

- WCTA had $31,538 in carryover local funds and $1,213,013 in carryover state funds.
- Combined carryover subsidies amount to 19.5% of total operational funding.
- WCTA received its full local match as required by Act 44.
- WCTA maintains a cash balance equal to 18.3% of total operating expenses.
- Operating budget decreased from $7.1 million in FYE 2014 to $6.4 million in FYE 2017.
- Current assets exceed current liabilities.
- Accounts payable and receivable amounts are negligible.

WCTA maintains a $500,000 line of credit. WCTA’s current balance on the line of credit is $0. WCTA’s financial health is stable since assuming responsibility for fixed-route transportation from WCT.

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

NEXT STEPS

Freedom Transit 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. Freedom Transit’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.

¹ From FYE 2017 to FYE 2018, WCTA’s fixed-route operating cost increased 15.6% from $1.4 million to $1.6 million. This was due in part to a combination of operating cost increases: WCTA selected new a vendor for fixed-route service, which under a new rate increased purchased transportation from $1.0 million to $1.2 million; revenue service hours increased 3.8% from 19,710 to 20,451; and fuel expenses increased 17.3% from $115,098 to $135,049.

WCTA incurred $97,693 in additional maintenance expenses for FYE 2018 from the contractor not correctly maintaining the agency fleet. As a result, WCTA withheld the final contractor payment of $42,205 for FYE 2017 (to be paid in FY 17-18) and received a $25,000 settlement toward the $55,488 balance. WCTA used operating funds for the remaining $30,488. WCTA does not reasonably expect these expenses (and subsequent settlement revenue) to reoccur. Therefore, fixed-route operating costs adjusted by $55,488, and fixed-route revenue was offset by $25,000 for FYE 2018.
Section X

Glossary of Terms
Glossary

**Urban and Rural Systems**

**Act 44:** Pennsylvania Act 44 of 2007

**Act 44 Fixed-Route Distribution Factors:** Factors used to determine the amount of operating assistance available for distribution to local transportation organizations under Section 1513 of Act 44. Factors include total passengers, senior passengers, revenue vehicle hours, and revenue vehicle miles counted in fixed route public transportation service and ADA complementary paratransit service.

**Act 89:** 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.

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.

Non-Public Trips: Trips that are provided for an exclusive group of passengers at a negotiated rate. This service falls outside of the defined parameters of Shared-Ride transportation.

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 XI

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