Dear Fellow Pennsylvanians,

In February 2013, Governor Corbett announced his plan to invest nearly $2 billion in new money into Pennsylvania’s transportation system. This plan focuses on moving our economy forward by creating jobs and driving commerce through a reliable funding plan for transportation that does not burden future generations. As the Governor stated, “Transportation is the bloodstream of our economy.”

The Governor’s plan supports public transportation by investing an additional $250 million per year. These investments will allow our transit agencies to better plan for capital improvements which invest in state of good repair projects and rebuild existing infrastructure. In addition, the plan creates a multimodal fund to allow additional sustained investment in all transportation modes from bicycle and pedestrian improvements to aviation and rail freight. The plan also calls for an increased commitment from local communities for both operating costs and capital improvement projects.

The Department continues to work with local elected officials and transportation agencies on consolidating agencies as part of PennDOT’s Next Generation initiative. Consolidation of fixed route and shared-ride service in Luzerne County and in Lackawanna County occurred last year. At the request of local leaders, several additional consolidation studies are ongoing or about to begin. Consolidation has the potential to generate real savings, streamline management, drive a regional approach to service, and generally improve performance.

Performance is an important element of the Department’s management of all modes. The Department continues to conduct performance reviews of transit systems, set targets to achieve improved performance, identify management and operational best practices, and identify change opportunities that can result in improved performance. Public transportation systems are developing and implementing customized strategies to achieve a higher level of performance and to maximize the benefits of the dollars invested in public transportation.

Passenger rail service is a critical piece of our transportation system. The Keystone service between Harrisburg and Philadelphia once again has seen an increase in ridership—up 8 percent between February 2012 and February 2013. In addition, we have heard about the importance of public transportation linking Pittsburgh and Philadelphia from many who use the Pennsylvanian passenger rail service. The Governor’s plan could ensure the continuation of that service as well.

The Pennsylvania Public Transportation Annual Performance Report provides you with information on the services available in the Commonwealth, the public transportation systems that provide those services, and our efforts to maximize the investment of public funds in those services.

Sincerely,

Barry Schoch, P.E.
Secretary of Transportation
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Section I

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 is intended to identify ways to improve transit system efficiency and effectiveness. Additionally, best practices that may be applicable to other transit providers are identified.

Since January 2010, 16 performance reviews have been conducted and 14 reports have been published. PennDOT continues to refine the process as best practices and opportunity themes emerge.

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

- Beaver County Transit Authority (BCTA) – May 2012
- Altoona Metro Transit (AMTRAN) – September 2012
- Venango County Transportation Office (VCTO) – December 2012
- Cambria County Transit Authority (CamTran) – January 2013
- Mid County Transit Authority – March 2013
- DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST) – April 2013
- Pottstown Area Rapid Transit (PART) – April 2013
## Beaver County Transit Authority (BCTA)
### Transit Performance Review
#### Executive Summary

### Agency Profile

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<th>Agency Profile</th>
<th>BCTA Performance Review</th>
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<tbody>
<tr>
<td><strong>Agency Name</strong></td>
<td>Beaver County Transit Authority (dba BCTA)</td>
</tr>
<tr>
<td><strong>Year Founded</strong></td>
<td>1980</td>
</tr>
<tr>
<td><strong>National Transit Database Reporting Year</strong></td>
<td>2009</td>
</tr>
<tr>
<td><strong>Service Area (square miles)</strong></td>
<td>440</td>
</tr>
<tr>
<td><strong>Service Area Population</strong></td>
<td>174,000</td>
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<tr>
<td><strong>Type of Service Provided</strong></td>
<td>Fixed Route Bus</td>
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<tr>
<td><strong>Vehicles Operated in Maximum Service</strong></td>
<td>20</td>
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<tr>
<td><strong>Annual Revenue Miles of Service</strong></td>
<td>945,000</td>
</tr>
<tr>
<td><strong>Annual Revenue Hours of Service</strong></td>
<td>52,000</td>
</tr>
<tr>
<td><strong>Annual Passenger Trips</strong></td>
<td>809,000</td>
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<tr>
<td><strong>Employees (full-time/part-time)</strong></td>
<td>58/5</td>
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<tr>
<td><strong>Annual Operating Budget</strong></td>
<td>$3.9 million</td>
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<tr>
<td><strong>Annual Fare + Misc. Revenues</strong></td>
<td>$1.2 million</td>
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<tr>
<td><strong>Farebox + Misc. Revenues / Total Operating Cost</strong></td>
<td>31%</td>
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<tr>
<td><strong>Administrative Cost / Total Operating Cost</strong></td>
<td>21%</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Mile</strong></td>
<td>$4.12</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Hour</strong></td>
<td>$76.33</td>
</tr>
<tr>
<td><strong>Passengers / Revenue Hour</strong></td>
<td>15.69</td>
</tr>
<tr>
<td><strong>Farebox+Misc. Revenues / Revenue Hour</strong></td>
<td>$23.57</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>$4.86</td>
</tr>
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*Denotes Act 44 Performance Metric for Fixed Route Bus Service*
In September 2011, an Act 44 transit performance review was initiated for Beaver County Transit Authority (doing business as BCTA). The performance review considered fixed route service only. This document conveys the results of that performance review and identifies areas where improvements may be made, as well as best practices that may be shared with similar agencies throughout the Commonwealth of Pennsylvania.

**Act 44 Performance Determination**

Available documentation and Act 44 metrics were reviewed to quantify BCTA’s fixed route performance with respect to itself over the period of 2004-2009 and to a set of its peers. Peers were selected through an analytical process with interagency coordination between the Pennsylvania Department of Transportation (PennDOT) staff and BCTA.

Act 44 stipulates that metrics fall into two categories: “In Compliance” and “At Risk.” The following criteria are used to make the determination:

- **In Compliance** if less than one standard deviation above the peer group average in –
  - Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
  - Single-year and five-year trend for Operating Cost / Passengers
- **In Compliance** if greater than one standard deviation below the peer group average in –
  - Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

If the agency falls outside of any of the boundaries, it is considered “At Risk” for that criteria and must create an action plan to bring the criteria into compliance prior to the next performance review.

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

**In Compliance**

1. **2009 passengers per revenue vehicle hour** ranks eighth out of the 12 transit agencies in the peer group and is lower than the peer group average.

2. The **five-year trend of passengers per revenue vehicle hour** ranks fourth out of 12 and is better than the peer group average.

3. **2009 operating cost per revenue vehicle hour** ranks eighth out of 12 and is just above the peer group average.

4. The **five-year trend for operating cost per revenue vehicle hour** is the best in the peer group.

5. **2009 operating revenue per revenue vehicle hour** ranks second out of 12 and is much better than the peer group average.

6. The **five-year trend for operating revenue per revenue vehicle hour** ranks ninth out of 12 and is lower than the peer group average.

7. **2009 operating cost per passenger** ranks ninth of 12 and is slightly worse than the peer group average.
8. The **five-year trend for operating cost per passenger** is the best of the peer group.

**At Risk**

1. None.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 12)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
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<tr>
<td>Passengers / Revenue Hour</td>
<td>2009 In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>15.69</td>
<td>18.19</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>4</td>
<td>Better</td>
<td>4.71%</td>
<td>1.42%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2009 In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$76.33</td>
<td>$75.53</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-0.11%</td>
<td>5.44%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2009 In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$23.57</td>
<td>$14.92</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>6.06%</td>
<td>7.61%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
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<td>9</td>
<td>Worse</td>
<td>$4.86</td>
<td>$4.46</td>
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<tr>
<td></td>
<td>Trend In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-4.60%</td>
<td>4.08%</td>
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**Functional Review Findings**

In addition to the macro-level evaluation of BCTA with regard to the eight Act 44 measures, a functional evaluation of the system was performed to provide more insight into the system. The performance evaluation consisted of additional document reviews, on-site review, and interviews with key staff.

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

**Best Practices**

1. BCTA has **among the highest farebox recovery ratios in the Commonwealth**. Historically, increases in farebox revenues due to ridership increases and regular fare increases have outpaced increases in operating costs helping to maintain the agency’s financial health. BCTA’s Board and management **should continue to regularly review and improve the agency’s farebox recovery ratio** to guarantee BCTA’s long-term financial health.

2. BCTA performs light duty maintenance on revenue vehicles, non-revenue vehicles, and facilities and has a **100% “on-time”** report card. For vehicles, maintenance is considered “on-time” if it is within +/-500 miles of the manufacturers’ specifications with daily reports generated by Fleet-Net®. **Having, monitoring, and adhering to strict standards for maintenance reduces operating cost, improves**...
vehicle reliability, and extends the useful life of vehicles. This is evidenced by BCTA’s relatively low maintenance cost per mile and low rate of mechanical breakdowns resulting in service disruptions.

3. The Board routinely monitors financial health, expenditures, and route-level ridership along with other performance statistics on paratransit ridership, missed transfers, passenger complaints, phone wait times, risk management, insurance claims (vehicle and workers compensation), maintenance, employee performance reviews conducted “on-time,” etc.

Opportunities for Improvement

1. Given a budgeted 16.2% and 12.3% increase in total operating cost per revenue hour of service delivered from FY 2010-11 through FY 2011-12 (an Act 44 metric), BCTA management should continue to actively monitor specific line items in the budget that were expected to grow much more quickly than revenue miles of service as state funding and local subsidies would not keep pace with such high rates of cost increase and this is one of the four primary Act 44 performance metrics. However, early indicators are that the programmed fuel cost increases should not be realized in this fiscal year.

2. BCTA lacks a strategic plan and prioritized needs assessment that would implement the strategy. While BCTA has proactive capital programming, it is good practice to first identify strategic needs, then determine the resources necessary to accomplish them. Once those resources are quantified, projects in the strategic plan should be prioritized and matched against expected or available funding. These steps are commonly referred to as needs assessment. Capital programming then implements prioritized needs based on available funding. BCTA lacks a strategic plan and prioritized needs assessment approach, making the capital programming process appear without a long-term goal or strategy. The General Manager should involve the Board and senior staff in the development of a formally-documented strategic plan, prioritized needs assessment that serves as the basis of the staged capital program. This should include a long-term plan for service changes and changes to fleet needs that may result from service changes.

Five-Year Performance Standards

This transit agency performance report outlines critical areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of “performance standards” has been established and detailed in the full report. These performance standards are required to comply with Act 44 and represent minimum performance levels that BCTA should achieve for each Act 44 performance criteria during the next review cycle, five years from the date of this report. These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current “dotGrants” information available (FY 2010-11). Standards were extrapolated to FY 2016 and are designed to be aggressive, yet achievable. They are summarized as follows:
For the FY 2006-07 to FY 2011-12 period, Beaver County has contributed between $810,000 and $850,000 to help cover BCTA’s operational cost. BCTA has used less than half of that amount in any given year to balance its budget, allowing the agency to build its cash reserves from 20.2% of its annual operating budget to 62.0% of its annual operating budget. This put BCTA in a very strong cash position through the end of FY 2010-11. This large fund can be used for emergency purposes and to fund BCTA’s “lumpy” fleet replacement needs.

In the FY 2011-12 budget the programmed fiscal trajectory was set to change. BCTA programmed almost its entire local subsidy. Added to this is the uncertainty in MATP funding. Since carryover funds will eventually be depleted, the budget levels programmed for FY 2011-12 would not be sustainable unless alternative sources of revenue could be found. Fortunately BCTA is coming in under budget this fiscal year which should allow them to continue to build cash reserves.

Over the FY 2011-12 time period it appears BCTA will remain solvent and in a strong cash position. In subsequent years, if the large programmed cost increases in the FY 2011-12 budget were to become a reality and permanent, BCTA would find itself in a position that state and local carryover funds are exhausted unless alternative sources of funding are found. However, early indicators are that the actual FY 2011-12 cost increases will be more in line with historic increases than those programmed in the FY 2011-12 budget.

**Next Steps**

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

Functional area “opportunities for improvement” are areas in which improvement may result in cost savings, improved service quality, and ridership and/or revenue increases. Improvements in these areas will assist in the achievement of the performance standards by directly addressing areas that affect Act 44 performance criteria. It should be noted that many functional areas are interrelated, and the action plan should establish a comprehensive program that focuses on actions that address the larger issues within BCTA.
BCTA will submit the action plan to the BCTA governing body for approval, and subsequently submit the final approved strategic action plan to PennDOT. BCTA must report at least quarterly to the governing body and PennDOT on the progress of the strategic action plan, actions taken, and actions soon to be implemented. Reporting may occur on a more frequent basis, to be determined jointly by PennDOT, BCTA, and the governing body.
Altoona Metro Transit (AMTRAN)
Transit Performance Review
Executive Summary

### Agency Profile

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<th></th>
<th>Transportation and Motor Buses for Public Use Authority (dba AMTRAN, Altoona Metro Transit)</th>
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<td><strong>Year Founded</strong></td>
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<td><strong>Fiscal Reporting Year</strong></td>
<td>2009-2010</td>
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<td><strong>Service Area (square miles)</strong></td>
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<td><strong>Service Area Population</strong></td>
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<td><strong>Type of Service Provided</strong></td>
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<td><strong>Vehicles Operated in Maximum Service</strong></td>
<td>21</td>
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<td><strong>Annual Revenue Miles of Service</strong></td>
<td>495,867</td>
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<td><strong>Annual Revenue Hours of Service</strong></td>
<td>38,929</td>
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<tr>
<td><strong>Annual Passenger Trips</strong></td>
<td>687,541</td>
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<tr>
<td><strong>Employees (full-time/part-time)</strong></td>
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</tr>
<tr>
<td><strong>Total Annual Operating Cost</strong></td>
<td>$3,540,433</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenues</strong></td>
<td>$661,846</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenue / Total Annual Operating Cost</strong></td>
<td>18.7%</td>
</tr>
<tr>
<td><strong>Administrative Cost / Total Operating Cost</strong></td>
<td>17.7%</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Mile</strong></td>
<td>$7.14</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Hour</strong></td>
<td>$90.95</td>
</tr>
<tr>
<td><strong>Passengers / Revenue Hour</strong></td>
<td>17.66</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenue / Revenue Hour</strong></td>
<td>$17.00</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>$5.15</td>
</tr>
</tbody>
</table>

Source: NTD 2010 Reporting Year

Note 1: AMTRAN ADA paratransit services are subcontracted to Blair Senior Services, Inc.
The Act 44 transit performance review of Altoona Metro Transit (dba AMTRAN) was conducted in April 2012. The performance review focused on fixed route urban bus. This report addresses Act 44 established performance criteria specifically related to fixed route bus services—AMTRAN trends and a comparison of AMTRAN to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist AMTRAN in meeting the future targets. This report also addresses the management and general efficiency and effectiveness of services.

After receipt of this performance review report, AMTRAN will develop an action plan which identifies the steps AMTRAN will take to meet the agreed to Act 44 performance criteria targets by FY 2016-17. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by AMTRAN management and its governing board.

A draft action plan is due to the Department within 60 days of receipt of this report. PennDOT will work with AMTRAN to agree on a plan which requires AMTRAN Board approval to be submitted as the final action plan. AMTRAN must report at least quarterly to the governing body and PennDOT on the progress of the action plan, identifying actions taken to date and actions to be implemented. AMTRAN’s success will be measured in part on meeting five-year performance targets established through this review.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify AMTRAN’s fixed route bus performance in comparison to its peer agencies in FY 2009-10 and over a five-year trend period from FY 2004-05 to FY 2009-10. Peers were selected through an analytical process and were agreed to in advance by AMTRAN.

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

- In Compliance if less than one standard deviation **above** the peer group average in –
  - Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
  - Single-year and five-year trend for Operating Cost / Passenger

- In Compliance if greater than one standard deviation **below** the peer group average in –
  - Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

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

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

**In Compliance**

1. **2010 passengers per revenue vehicle hour** ranks fifth out of the 11 transit agencies in the peer group and is better than the peer group average.

2. The **five-year trend of passengers per revenue vehicle hour** ranks third out of 11 and is better than the peer group average.
3. The **five-year trend for operating cost per revenue vehicle hour** is the third best in the peer group. However, the 2010 single year operating cost is “At Risk” as noted below.

4. **2010 operating revenue per revenue vehicle hour** ranks second out of 11 and is much better than the peer group average.

5. The **five-year trend for operating revenue per revenue vehicle hour** ranks eight out of 11 and is approximately ⅓ that of the peer group average.

6. **2010 operating cost per passenger** ranks seventh of 11 and is slightly worse than the peer group average.

7. The **five-year trend for operating cost per passenger** is the second best of the peer group.

**At Risk**

1. The **2010 single-year operating cost per revenue vehicle hour** ranks tenth out of 11 and is well above the peer group average resulting in the **At Risk** finding.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 11)</th>
<th>Comparison 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>17.66</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>1.29%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2010</td>
<td>AT RISK</td>
<td>10</td>
<td>Worse</td>
<td>$90.95</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>0.84%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2010</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$17.00</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>1.28%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2010</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>$5.15</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>-0.44%</td>
</tr>
</tbody>
</table>

**General Findings**

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

**Best Practices**

1. **Technology for Customer Service** – AMTRAN’s use and promotion of customer service technology is exceptional with AVL information available on the web, numbered stop signs with automated “next bus” information available by phone (~2,000 calls per month) and a soon-to-be-implemented QR code added to each stop. While this use of technology is a positive practice, it speaks to AMTRAN’s larger long-term
focus on customer service and willingness to invest in the tools to improve the overall customer experience.

2. **Tying Employee Performance Assessment to Agency Goals** – Staff performance review of most positions, including positions covered under the collective bargaining agreement (CBA), is a good practice that is not universally applied. Like its use of technology and clear signage at all bus stops, these staff reviews demonstrate a strong focus on customer service and promote an understanding of how each position contributes to the agency’s overall mission and goals.

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

1. **Contain Operating Cost Increases** – Over the last five years AMTRAN has done an excellent job of controlling cost increases. However, they had a very high operating cost baseline.

Going forward, AMTRAN should continue to develop and implement strategies to contain costs as the agency is “At Risk” based on its single-year operating cost / revenue hour performance criterion. There is a critical need to contain or even reduce the operating cost / revenue hour increase to avoid future financial difficulties by exploring line items in the operating budget that contribute significantly to the “bottom line,” such as fringe benefits.

2. **Understand the Marginal Cost of Service Delivery** – AMTRAN should develop fully allocated cost analyses for the tripper and Penn State services for use in subsequent negotiations and to inform management’s decision-making. Cost recovery should examine cost per revenue hour or revenue mile of service provided and compare this to revenue generated. Items that may make the cost of providing these services vary from the agency’s average cost include:

- Higher-than average operating and/or maintenance cost / revenue mile for older GMC “New Look” vehicles used for tripper service.
- Additional unemployment insurance costs incurred due to summer lay-offs associated with these services.

The same approach should be employed on the other public transportation service provided to inform potential service changes.

3. **Develop Performance Goals and Metrics for All Key Agency Functions** – The management team should develop a formal monitoring and performance enhancement strategy for all key agency functions. Performance reporting and performance targets have not been set for most agency functions except for aggregate measures of finance and ridership. This recommendation is consistent with MAP-21 and general trends in the transit industry where performance-based evaluation is rapidly becoming the norm.

4. **Attract New Riders** – AMTRAN should investigate multiple strategies to attract new riders. This would become critically important if AMTRAN were to lose the contract with the School Board and/or Penn State, as the two contracts represent almost 50% of total ridership and two-thirds of non-subsidy income.

5. **Seek Local Financial Commitment** – Local operating match remains a concern due to reported local government financial hardships. This concern is acute due to AMTRAN’s heavy dependency on route guarantees. AMTRAN’s Board and management should continue to seek ways to encourage a strong local financial commitment.
Financial Review

For the FY 2006-07 to FY 2011-12 period, Altoona and other local governments have contributed between $80,000 and $118,000 to help cover AMTRAN’s operational cost. AMTRAN has used most of that in any given year to balance its budget and comply with state requirements. Nevertheless, AMTRAN has built adequate cash reserves largely due to state subsidy increases resulting from Act 44.

PennDOT and AMTRAN management should monitor AMTRAN’s end-of-year cash position and carryover funds for changes in the agency’s fiscal health and address any changes in trajectory. Management has been and should continue taking appropriate actions such as obtaining additional local match, controlling costs, improving farebox recovery, and increasing carryover local reserves to improve AMTRAN’s financial health.

Five-Year Performance Targets

This transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of “performance targets” has been established and detailed in the full report. These performance targets are required to comply with Act 44 and represent minimum performance levels that AMTRAN should work to achieve for each Act 44 performance criteria during the next review cycle, five years from the date of this report. These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited “dotGrants” information available (FY 2010-11). Standards were extrapolated to FY 2016-17 and are designed to be aggressive, yet achievable. They are summarized below:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FY 2009-10 Value</th>
<th>FY 2010-11 Value</th>
<th>FY 2016-17 Standard</th>
<th>Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>17.66</td>
<td>17.88</td>
<td>20.02</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$90.95</td>
<td>$95.32</td>
<td>$107.34</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$17.00</td>
<td>$18.15</td>
<td>$20.44</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.15</td>
<td>$5.36</td>
<td>$5.36</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Next Steps

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

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

- Part 1 – Executive Summary Findings Template is where AMTRAN should address its proposed actions to address the “Opportunities for Improvement” findings in the Executive Summary.

- Part 2 – Act 44 Performance Metric Findings Templates is where AMTRAN should address its proposed actions to address the “Opportunities for Improvement” findings that directly affect the Act 44 performance metrics.

- Part 3 – Other Actions to Improve Overall Performance Template should be used to address the “Other Findings that Impact Overall Agency Performance.” Management should use the format provided in Appendix A to develop its proposed draft Action Plan.

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

AMTRAN must submit the proposed draft Action Plan using the format provided in Appendix A: Action Plan Improvement Strategies to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between AMTRAN management and the Department. The finalized Action Plan then must be approved by the AMTRAN Board of Directors and formally submitted to PennDOT. Subsequently, AMTRAN management must report at least quarterly to the governing body and the Department on progress toward accomplishing the Action Plan, including actions taken in the previous quarter and actions planned for coming quarter(s).
**Venango County Transportation Office (VCTO)**  
**Transit Performance Review**  
**Executive Summary**

### Agency Profile

<table>
<thead>
<tr>
<th><strong>Agency Name</strong></th>
<th>Venango County Transportation Office (VCTO)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Year Founded</strong></td>
<td>1979</td>
</tr>
<tr>
<td><strong>Reporting Year</strong></td>
<td>FY 2008-09</td>
</tr>
<tr>
<td><strong>Service Area (square miles)</strong></td>
<td>100</td>
</tr>
<tr>
<td><strong>Service Area Population</strong></td>
<td>36,554</td>
</tr>
<tr>
<td><strong>Type of Service Provided</strong></td>
<td>Fixed Route Bus, Demand Response</td>
</tr>
<tr>
<td><strong>Vehicles Operated in Maximum Service</strong></td>
<td>3, 12</td>
</tr>
<tr>
<td><strong>Annual Revenue Miles of Service</strong></td>
<td>166,110</td>
</tr>
<tr>
<td></td>
<td>Total: 445,312, Live: 222,310</td>
</tr>
<tr>
<td><strong>Annual Revenue Hours of Service</strong></td>
<td>7,816</td>
</tr>
<tr>
<td></td>
<td>Total: 22,216, Live: 10,146</td>
</tr>
<tr>
<td><strong>Annual Passenger Trips</strong></td>
<td>57,793</td>
</tr>
<tr>
<td></td>
<td>Total: 35,160, Live: 10,146</td>
</tr>
<tr>
<td><strong>Employees</strong></td>
<td>28 total</td>
</tr>
<tr>
<td><strong>Annual Operating Budget</strong></td>
<td>$376,630, Live: $833,211</td>
</tr>
<tr>
<td><strong>Annual Fare Revenues</strong></td>
<td>$63,210</td>
</tr>
<tr>
<td><strong>Fare Revenues / Total Operating Cost</strong></td>
<td>17%, 62%</td>
</tr>
<tr>
<td><strong>Administrative Cost / Total Operating Cost</strong></td>
<td>12.53%, 4.39%</td>
</tr>
<tr>
<td><strong>Operating Revenue/Revenue Hour</strong></td>
<td>$9.06</td>
</tr>
<tr>
<td></td>
<td>Total: $26.73, Live: $58.54</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Hour</strong></td>
<td>$48.19</td>
</tr>
<tr>
<td></td>
<td>Total: $37.51, Live: $82.12</td>
</tr>
<tr>
<td><strong>Passengers / Revenue Hour</strong></td>
<td>7.39</td>
</tr>
<tr>
<td></td>
<td>Total: 1.58, Live: 3.47</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>$6.52</td>
</tr>
<tr>
<td></td>
<td>$23.70</td>
</tr>
</tbody>
</table>

*Denotes Act 44 Performance Metric for Fixed Route Bus Service  
Source: PennDOT dotGrants Legacy Reports
In June 2011, an Act 44 transit performance review was initiated for the Venango County Transportation Office (VCTO). The significant delay in publishing this report results from improvements to the transit performance review process, including the addition of the shared-ride review, inclusion of a financial review with high-level indicators, and the development and inclusion of action plan templates designed to provide guidance to transit agencies in developing the Act 44 required action plan.

The performance review considered fixed route and shared-ride service. While VCTO’s “non-public” transportation service for medical assistance and mental health/mental retardation (MH/MR) were included in the financial indicators section of this report, a full review of this service was not within the scope of this report. This report addresses Act 44 established performance criteria specifically related to fixed route bus services—VCTO trends and a comparison of VCTO to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist VCTO in meeting the future targets. This report also addresses the management and general efficiency and effectiveness of services.

After receipt of this performance review report, VCTO shall develop an action plan which identifies the steps VCTO will take to meet the agreed upon Act 44 performance criteria targets by FY 2015-16. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by VCTO management and its governing board.

A draft action plan is due to the Department within 60 days of receipt of this report. PennDOT will work with VCTO to agree on a plan which requires VCTO Board approval to be submitted as the final action plan. VCTO must report at least quarterly to the governing body and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. VCTO’s success will be measured in part on meeting five-year performance targets established through this review.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify VCTO’s fixed route bus performance in comparison to its peer agencies in FY 2008-09 and over a five-year trend period from FY 2003-04 to FY 2008-09. Peers were selected through an analytical process and were agreed to in advance by VCTO. Act 44 stipulates that performance metrics be assessed as being either “In Compliance” or “At Risk.” The following criteria are used to make the determination:

- **In Compliance if within one standard deviation above the peer group average for** –
  - Single-year and five-year trend for operating cost per revenue vehicle hour
  - Single-year and five-year trend for operating cost per passenger

- **In Compliance if within one standard deviation below the peer group average for** –
  - Single-year and five-year trend for passengers per revenue vehicle hour
  - Single-year and five-year trend for operating revenue per revenue vehicle hour

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

An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that VCTO is “In Compliance” for all eight criteria for fixed route bus service. A summary of the specific Act 44 measures and their values are presented in the following table.
Although in compliance, VCTO performed worse than the peer group average in three of the eight criteria. Of particular concern is the increasing operating cost.

Financial Review

At the time of the review in June 2011, VCTO’s increasing expenses and decreasing cash reserves were a concern. However, VCTO recently demonstrated control of expense increases and has reserves equal to 17% of annual operating expenses. This action has put VCTO on stronger financial footing, and careful attention should be paid to continue the recent improvements in reserves and controlling operating expenses.

Functional Review Observations

In addition to the macro-level evaluation of VCTO with regard to the eight Act 44 measures, a functional evaluation of the system was performed to provide more insight into the system. The performance evaluation consisted of additional document reviews, an on-site review, and interviews with key staff.

In accordance with Act 44, observations are categorized as “opportunities for improvement” or “best practices.” Opportunities for improvement identify strategies or approaches that may increase the efficiency, effectiveness, and/or quality of service of the agency as well as general management. Best practices are current practices that have a significantly positive impact on efficiency, effectiveness, and/or quality of service and should be shared with other agencies.

Overarching themes have been developed from specific opportunities for improvement identified for VCTO. These themes represent critical issues that, if remedied, will provide the most impact on VCTO’s performance. Actions to address these themes should be prioritized by VCTO and should guide the development of the action plan required by Act 44, detailed below. Major observations are indicated below; detailed recommendations on how these and other issues identified should be addressed are presented in the body of the report.

Best Practices

1. VCTO has an advisory committee that provides input to management for both the fixed route and demand response system. Their active participation provides a tool for meaningful customer involvement in the future of the agency.
2. VCTO utilizes individuals who have been required by a judge to perform community service to clean and maintain the main transfer point in Franklin. This is a very economical approach to maintaining a transfer facility.

3. VCTO’s shift in its shared-ride approach in FY 2010-11, from a predominantly purchased service model to an exclusively provided direct service, resulted in improved quality and substantially lowers costs.

Overarching Themes

1. Vision, mission, and strategic goals and objectives – VCTO does not appear to have an established vision and mission for the agency to guide decisions and organizational changes. The vision and mission should be established by the Governing Board, and should outline a high-level direction for future agency actions. Using the established vision and mission, VCTO should also develop an agency-wide strategic plan with high-level goals and objectives. Strategic plans or similar documents set the direction for all agency activities for a prescribed period, generally five years. These plans are developed at the management and Governing Board level and set specific, measurable activities to improve the agency.

2. Performance-based management and data-based decision making – Decision-making at VCTO should be based on meeting the prescribed strategic goals and objectives established by the Governing Board and management. In order to make sound decisions based on data-driven performance, VCTO should consider:
   ◦ Implementing data collection methodology
   ◦ Establishing standards for key agency functions consistent with the strategic goals and objectives as prioritized locally, for example:
     • Passengers per hour per route
     • Revenue per hour per route
     • Cost per hour (agency-wide and per route)
     • Number of road calls
     • Improvement in customer satisfaction survey scores
   ◦ Using standards to guide decision making by management and the board, especially to:
     • Restructure routes
     • Evaluate success of changes to the system
     • Identify problem areas

3. Management – In view of the decision to increase the amount of directly operated service, VCTO should evaluate current management staffing levels and determine if additional resources may be needed in the future to maintain adequate management oversight. In addition, some strategies could be implemented to add more support in this area:
   ◦ Develop written quality control procedures, particularly in the area of data management and reporting
   ◦ Formally document a succession plan for all key agency positions
   ◦ Emphasize cross-training and documentation of management functions

4. Maintenance facilities and management of maintenance functions – The existing maintenance facility is inadequate for the current fleet needs, and the planned rehabilitation will not remedy this
situation. Additionally, the use of technology should be implemented in scheduling preventive maintenance and managing parts inventory. This could be as simple as using well designed spreadsheets to allow for electronic tracking and analysis of trends.

5. **Marketing and public relations** – VCTO should improve marketing approaches to promote ridership by increasing awareness and understanding of the current system. In addition, efforts should be made to identify new riders that may not be currently using transit. A specific marketing program should be prepared and include:
   - new timetables
   - system map
   - ride guide
   - mailers
   - web and media advertising
   - newsletters

The marketing plan should establish benchmarks to assess the program effectiveness and include consideration of re-branding.

**Five-Year Performance Standards**

This transit agency performance report outlines critical areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of performance standards has been established and detailed in the full report. These performance standards are required to comply with Act 44 and represent the minimum performance level that Venango should achieve for each Act 44 performance criteria during the next review cycle, five years from the date of this report.

Performance targets were created using historical data analyzed during the five-year (FY 2003-04 – FY 2008-09) trend analysis as well as the most current “dotGrants” information available (FY 2010-11). Standards were extrapolated to FY 2015-16 and are designed to be aggressive, yet achievable, and are summarized below:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers/Revenue Hour</td>
<td>7.39</td>
<td>6.91</td>
<td>7.73</td>
<td>8.12</td>
<td>1.0%</td>
</tr>
<tr>
<td>Operating Cost/Revenue Hour</td>
<td>$48.19</td>
<td>$45.08</td>
<td>$50.60</td>
<td>$60.10</td>
<td>3.5%</td>
</tr>
<tr>
<td>Operating Revenue/Revenue Hour</td>
<td>$9.06</td>
<td>$7.88</td>
<td>$9.04</td>
<td>$9.50</td>
<td>1.0%</td>
</tr>
<tr>
<td>Operating Cost/Passenger</td>
<td>$6.52</td>
<td>$6.52</td>
<td>$6.55</td>
<td>$7.41</td>
<td>2.5%</td>
</tr>
</tbody>
</table>
Next Steps

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

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

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

- Part 1 – Executive Summary Overarching Themes Template is where VCTO should address its proposed actions to address the “Overarching Themes” in the Executive Summary.

- Part 2 – Act 44 Performance Metric Observations Templates is where VCTO should address its proposed actions to address the “Opportunities for Improvement” that directly affect the Act 44 performance metrics.

- Part 3 – Other Actions to Improve Overall Performance Template should be used to address the “Opportunities for Improvement.” Management should use the format provided in Appendix A to develop its proposed draft Action Plan.

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

VCTO must submit the proposed draft Action Plan using the format provided in Appendix A: Action Plan Improvement Strategies to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between VCTO management and the Department. The finalized Action Plan then must be approved by the VCTO Governing Board and formally submitted to PennDOT. Subsequently, VCTO management must report at least quarterly to the governing body and the Department on progress toward accomplishing the Action Plan, including actions taken in the previous quarter and actions planned for coming quarter(s).
Cambria County Transit Authority (CamTran)  
Transit Performance Review  
Executive Summary

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Cambria County Transit Authority (dba CamTran)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director</td>
<td>Rose Lucey-Noll</td>
</tr>
<tr>
<td>Governing Board Chairman</td>
<td>Ed Cernic, Jr.</td>
</tr>
<tr>
<td>Year Founded</td>
<td>1976</td>
</tr>
<tr>
<td>Fiscal Reporting Year</td>
<td>2009-10</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>688</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>152,598</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of Service Provided</th>
<th>Fixed Route Bus Urban*</th>
<th>Fixed Route Bus Rural**</th>
<th>Demand Response**</th>
<th>Inclined Plane*</th>
<th>Agency Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>23</td>
<td>9</td>
<td>28</td>
<td>2</td>
<td>62</td>
</tr>
<tr>
<td>Annual Revenue Miles of Service</td>
<td>688,633</td>
<td>304,613</td>
<td>347,681</td>
<td>4,183</td>
<td>1,345,110</td>
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<tr>
<td>Annual Revenue Hours of Service</td>
<td>63,553</td>
<td>11,935</td>
<td>27,157</td>
<td>1,467</td>
<td>104,112</td>
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<tr>
<td>Annual Passenger Trips</td>
<td>1,082,493</td>
<td>67,361</td>
<td>75,801</td>
<td>92,185</td>
<td>1,317,840</td>
</tr>
<tr>
<td>Employees (full-time/part-time)</td>
<td>58/5</td>
<td>24/14</td>
<td>9/9</td>
<td>91/28</td>
<td></td>
</tr>
<tr>
<td>Total Annual Operating Cost</td>
<td>$5,216,812</td>
<td>$1,130,261</td>
<td>$1,320,030</td>
<td>$491,320</td>
<td>$8,158,423</td>
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<tr>
<td>Total Annual Operating Revenue</td>
<td>$692,353</td>
<td>$100,234</td>
<td>$429,897</td>
<td>$268,635</td>
<td>$1,491,119</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Total Operating Cost</td>
<td>13%</td>
<td>9%</td>
<td>33%</td>
<td>55%</td>
<td>18%</td>
</tr>
<tr>
<td>Administrative Cost / Total Operating Cost</td>
<td>15%</td>
<td>17%</td>
<td>16%</td>
<td>61%</td>
<td>17%</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>17.03</td>
<td>5.64</td>
<td>2.79</td>
<td>62.84</td>
<td>12.66</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$82.09</td>
<td>$94.70</td>
<td>$48.61</td>
<td>$334.91</td>
<td>$78.36</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Revenue Hour</td>
<td>$10.89</td>
<td>$8.40</td>
<td>$15.83</td>
<td>$183.12</td>
<td>$14.32</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$4.82</td>
<td>$16.78</td>
<td>$17.41</td>
<td>$5.33</td>
<td>$6.19</td>
</tr>
</tbody>
</table>

Source: *NTD 2009 Reporting Year  **dotGrants FY 2009-10

Note 1: In 2011, the Pennsylvania Department of Transportation Bureau of Public Transportation (Department) conducted a review of CamTran’s cost allocation policies and procedures due to perceived inaccuracies in data reported to the Department. As a result of this study, recommendations were made to substantially alter the formula effective FY 2011-12.

Note 2: CamTran’s provision of both urban and rural service falls under FTA’s “one-report” rule in which all statistical information is reported under one NTD ID. Upon further review, it was discovered that NTD data from FY 2003-04 to FY 2009-10 did not include both urban and rural. As a result, additional dotGrants data was used to account for rural statistics and is included separately in this report.

Note 3: Statistics for the Inclined Plane reflect CamTran’s practice of reporting revenue hours/miles only when the vehicle is in motion and not in the interim periods during normal service hours, resulting in high statistical data.
The Act 44 transit performance review of Cambria County Transit Authority (doing business as CamTran) was conducted in January 2011. The performance review considered fixed route urban and rural bus, inclined plane, and shared-ride services. This report addresses Act 44 established performance criteria specifically related to fixed route bus services—CamTran trends and a comparison of CamTran to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist CamTran in meeting the future targets. This report also addressed the management and general efficiency and effectiveness of the inclined plane and shared-ride services.

After receipt of this performance review report, CamTran will develop an action plan which identifies the steps CamTran will take to meet the agreed to Act 44 performance criteria targets by FY 2015-16. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by CamTran management and its governing board.

A draft action plan is due to the Department within 60 days of receipt of this report. PennDOT will work with CamTran to agree on a plan which requires CamTran Board approval to be submitted as the final action plan. CamTran must report at least quarterly to the governing body and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. CamTran’s success will be measured in part on meeting five-year performance targets established through this review.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify CamTran’s fixed route bus performance in comparison to its peer agencies in FY 2009-10 and over a five-year trend period from FY 2004-05 to FY 2009-10. Peers were selected through an analytical process and were agreed to in advance by CamTran.

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

- In Compliance if within one standard deviation above the peer group average in –
  - Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
  - Single-year and five-year trend for Operating Cost / Passenger

- In Compliance if within one standard deviation below the peer group average in –
  - Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

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

An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that CamTran is “In Compliance” for all eight criteria for fixed route urban bus service. A summary of the specific Act 44 measures and their values is presented in the following table.
CamTran’s performance was below the performance of the peer group average in six of eight criteria. Of particular concern is declining ridership and high operating costs.

**Financial Review**

For FY 2011-12 CamTran appears solvent and in a strong cash position for the short term.

The analysis of established financial indicators, detailed in the body of the report, raises no immediate or short-term concerns regarding agency viability. However, the proportion of operating costs recovered through operating revenue (primarily passenger fares) at approximately 13% is low compared to an industry average of 20%. Furthermore, the proportion has declined over time and is particularly concerning in rural operations, where the proportion of farebox recovery is considerably lower at approximately 5%. Low farebox recovery indicates that costs are not being fairly borne by the people who use the system, and that a fare policy should be established that progressively increases farebox recovery proportional to operating expenses to bring farebox recovery in line with industry standards.

**Functional Review Observations**

In addition to the macro-level evaluation of CamTran with regard to the eight Act 44 measures, a functional evaluation of the system was performed to provide more insight into the system. The performance evaluation consisted of additional document reviews, an on-site review, and interviews with key staff.

In accordance with Act 44, observations are categorized as “opportunities for improvement” or “best practices.” Opportunities for improvement identify strategies or approaches that may increase the efficiency, effectiveness, and/or quality of service of the agency as well as general management. Best practices are current practices that have a significantly positive impact on efficiency, effectiveness, and/or quality of service and should be shared with other agencies.

Overarching themes have been developed from specific opportunities for improvement identified for CamTran. These themes represent critical issues that, if remedied, will provide the most impact on

---

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Rural Value</th>
<th>Urban Value</th>
<th>Agency Total</th>
<th>Peer Average</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2009-10</td>
<td>5.64</td>
<td>17.03</td>
<td>15.23</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>13.39%</td>
<td>-2.22%</td>
<td>-0.65%</td>
<td>7</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2009-10</td>
<td>$94.70</td>
<td>$82.09</td>
<td>$84.08</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>5.75%</td>
<td>0.61%</td>
<td>1.52%</td>
<td>2</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2009-10</td>
<td>$8.40</td>
<td>$10.89</td>
<td>$10.50</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>15.12%</td>
<td>0.54%</td>
<td>2.51%</td>
<td>7</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2009-10</td>
<td>$16.78</td>
<td>$4.82</td>
<td>$5.52</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>-6.74%</td>
<td>2.89%</td>
<td>2.19%</td>
<td>5</td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants Reporting system and National Transit Database (NTD)
CamTran’s performance. Actions to address these themes should be prioritized by CamTran, and should guide the development of the action plan required by Act 44, detailed below.

**Best Practices**

1. **Positive community involvement in agency governance** – The citizen’s advisory committee is heavily involved in both fixed route and shared-ride topics, which is atypical in the Pennsylvania transit industry. This focus on multiple modes ensures community input on all major agency activities.

2. **Commitment to serving disabled riders** – CamTran has a long-standing history of providing superb service to riders with disabilities, including ADA accessibility, travel training, and proactive marketing to the disability community. By focusing on incorporating the needs of the disability community in regular service, CamTran has likely increased fixed route ridership and decreased the overall demand on the more costly shared-ride system.

3. **Focus on customer service in operations** – CamTran prioritizes customer service in the hiring and training of drivers rather than focusing on typical driver qualifications (i.e., CDL license). This practice promotes a culture of responsibility to the customer throughout the agency.

4. **In-house advertising** – CamTran uses staff expertise in advertising to solicit and execute a comprehensive advertising program to generate revenue.

**Overarching Themes**

1. **Mission and vision for the entire agency** – Using an established mission and vision for the agency to guide decisions and organizational changes is a positive management and governance practice. While CamTran has a documented mission and vision statement, it is evident that these documents are not actively used to guide agency decisions, as seen in recent decisions that are in direct contradiction with the established vision. CamTran should revisit the mission and vision statements and revise as necessary to create a consistent document to guide all future agency activities.

2. **Strategic goals and objectives** – Strategic plans or similar documents set the direction for all agency activities for a prescribed period, generally five years. In 2009, CamTran completed a strategic plan with high level goals and objectives and prescribed route recommendations. CamTran only recently implemented the recommended changes for the urban system, has not made changes to the rural system at this time, and does not appear to have used the strategic plan to guide decision making. CamTran should revisit the strategic planning process to update the plan to be consistent with actual agency goals and objectives and use the plan to guide decision making at the board and management level. In addition, the plan should incorporate specific, measurable goals and objectives.

3. **Performance-based Management and Data-based Decision Making** – Decision-making at CamTran should be based on meeting measurable goals and objectives established by the Governing Board and management in the strategic plan (above). Accurate data and appropriate analysis of that data are the cornerstone of performance-based management and data-based decision making. In order to implement this management strategy, actions should include:

   - Identify, collect, and document appropriate data
   - Inventory existing data
   - Develop a data management plan to fill gaps and ensure continuity
   - Assess data accuracy
CamTran Performance Review

- Establish standards for key agency functions as prioritized locally
- Use standards to guide decision-making by management and the board, especially to:
  - Restructure routes
  - Evaluate success of changes to the system
  - Identify problem areas

4. **Cost allocation** – CamTran should implement recommendations of the 2011 cost allocation study completed by PennDOT to update and implement a more accurate cost allocation process. Appropriate cost allocation policies and procedures promote data integrity and provide more accurate information for decision-makers. Since the review, CamTran management has indicated that the recommendations have been implemented.

5. **Governance** – Increased understanding of appropriate roles and interaction between the Governing Board and management is key to the ongoing success of CamTran. It appears that current practices promote involvement of Governing Board members in what is widely considered management activities, such as regular hiring of entry-level employees. The Board should focus on revising and implementing a mission and vision for the entire agency and be the driving force for strategic improvement. Board training, offered by a variety of sources including the Pennsylvania Public Transportation Association (PPTA), should be undertaken to assist in refocusing the Governing Board and educating new members.

6. **Management** – The overall organizational structure of CamTran is fragmented by operating divisions. The various modes and different types of service are operated independently, with little overall coordination. For example, CamTran uses separate, independent finance personnel in each division—urban and rural. This results in duplication of work and less than optimal assignment of staff and use of resources. CamTran should carefully consider a major reorganization to optimize and complement staff capabilities. This will require an in-depth review and potentially outside technical assistance.

- Manage CamTran+ – CamTran’s rural bus service, CamTran+, accounts for approximately one-third of fixed route bus service, yet is operated as a separate entity that has little interaction with the urban operating division. This duplicate function likely leads to increased costs. Failure to implement route structure changes recommended in the 2009 strategic plan resulted in the continuation of unproductive and costly service. Route changes were reportedly unable to be made due to a lack of staff to perform run cutting, while urban employees performed run cutting for urban route structure changes implemented in 2011. To improve the entire agency, increased effort must be applied to actively manage the CamTran+ service using all available resources.

- Shared-ride division – Shared-ride operations appear to have been stagnant for a considerable period of time without active oversight, and management of state programs has not been in compliance with established requirements. Operations have remained unchanged, or more aptly put, declining without any assessment, analysis, or adjustments. Actions are focused on historical practice, without a true understanding of the rational basis for these actions. The shared-ride system needs to be actively managed, analyzed, and redesigned from both cost and performance standpoints.
7. **Contract Services** – CamTran maintains vehicles owned by the Area Agency on Aging (AAA) and occasionally Cambria County. While this practice is intended to maximize maintenance staff utilization, the current workload and staffing limitations have led to mandatory overtime for maintenance employees. CamTran has failed to charge premium time for contracted maintenance service, leaving the organization to absorb the additional costs to provide this maintenance to other organizations. This situation must immediately be remedied to avoid threatening the future viability of the agency.

**Five-Year Performance Standards**

This transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of “performance targets” has been established and detailed in the full report. These performance targets are required to comply with Act 44 and represent minimum performance levels that CamTran should work to achieve for each Act 44 performance criteria during the next review cycle, five years from the date of this report. These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited "dotGrants" information available (FY 2010-11). Standards were extrapolated to FY 2015-16 and are designed to be aggressive, yet achievable. They are summarized below:

<table>
<thead>
<tr>
<th>Fixed Route Bus Performance Criteria</th>
<th>FY 2009-10 Value</th>
<th>FY 2010-11 Value</th>
<th>FY 2015-16 Standard</th>
<th>Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>15.23</td>
<td>14.79</td>
<td>15.55</td>
<td>1.00%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$84.08</td>
<td>$88.99</td>
<td>$104.42</td>
<td>3.25%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$10.50</td>
<td>$10.30</td>
<td>$11.95</td>
<td>3.00%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.52</td>
<td>$6.02</td>
<td>$6.72</td>
<td>2.25%</td>
</tr>
</tbody>
</table>

**Next Steps**

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

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

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

- Part 1 – Executive Summary Overarching Themes Template is where CamTran should address its proposed actions to address the “Overarching Themes” in the Executive Summary.
• Part 2 – Act 44 Performance Metric Observations Templates is where CamTran should address its proposed actions to address the “Opportunities for Improvement” that directly affect the Act 44 performance metrics.

• Part 3 – Other Actions to Improve Overall Performance Template should be used to address the “Opportunities for Improvement.” Management should use the format provided in Appendix A to develop its proposed draft Action Plan.

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

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

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Mid County Transit Authority (Mid County)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1975</td>
</tr>
<tr>
<td>Reporting Year</td>
<td>FY 2008-09</td>
</tr>
</tbody>
</table>

#### Type of Service Provided

<table>
<thead>
<tr>
<th>Service Area (square miles)</th>
<th>Fixed Route Bus</th>
<th>Demand Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>24.2</td>
<td>654</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Area Population</th>
<th>11,837</th>
<th>72,392</th>
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</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>4</td>
<td>18</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Revenue Miles of Service</th>
<th>Total</th>
<th>Live</th>
</tr>
</thead>
<tbody>
<tr>
<td>151,577</td>
<td>351,372</td>
<td>247,089</td>
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</table>

<table>
<thead>
<tr>
<th>Annual Revenue Hours of Service</th>
<th>Total</th>
<th>Live</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,753</td>
<td>18,460</td>
<td>13,026</td>
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</table>

<table>
<thead>
<tr>
<th>Annual Passenger Trips</th>
<th>53,793</th>
<th>35,119</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Employees</th>
<th>24 total</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Annual Operating Cost</th>
<th>$595,216</th>
<th>$804,275</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Fare Revenues</td>
<td>$25,666</td>
<td>$506,127</td>
</tr>
<tr>
<td>Operating Revenue / Total Operating Cost</td>
<td>3.8%</td>
<td>62.9%</td>
</tr>
<tr>
<td>Administrative Cost / Total Operating Cost</td>
<td>26.46%</td>
<td>22.4%</td>
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</table>

<table>
<thead>
<tr>
<th>Operating Cost / Revenue Mile</th>
<th>Total</th>
<th>Live</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3.93</td>
<td>$2.29</td>
<td>$3.26</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Passengers / Revenue Hour*</th>
<th>5.00</th>
<th>1.90</th>
<th>2.70</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Cost / Revenue Hour*</td>
<td>$55.35</td>
<td>$43.57</td>
<td>$61.74</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour*</td>
<td>$2.59</td>
<td>$27.41</td>
<td>$38.85</td>
</tr>
<tr>
<td>Operating Cost / Passenger*</td>
<td>$11.06</td>
<td>$22.90</td>
<td></td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants reporting system
* Denotes Act 44 Performance Metric for Fixed Route Bus Service

Note: Fixed route expenses and revenues have been adjusted to account for reporting inconsistencies and errors.

Note: The contents of this report are believed accurate as of December 6, 2012. Data has been updated to reflect the most current financial statements of Mid County and functional observations are based on on-site interviews in June 2011, updated to reflect the current condition. Any changes made by Mid County after the publishing date are not reflected in the report.
In June 2011, an Act 44 transit performance review was initiated for the Mid County Transit Authority (Mid County), which operates in Armstrong County. The significant delay in publishing this report results from improvements to the transit performance review process, including:

- the addition of the shared-ride review
- inclusion of a financial review with high-level indicators to assess agency financial health, and
- development and inclusion of action plan templates designed to provide guidance to transit agencies in developing the Act 44 required action plan.

In addition, data collected for this review was inconsistent throughout the period analyzed, requiring significant time and effort to adjust data where reporting error occurred to ensure proper peer analysis and system assessment.

The performance review considered fixed route and shared-ride service only. While Mid County’s “non-public” transportation service for medical assistance and mental health/mental retardation (MH/MR) were included in the financial indicators section of this report, a full review of this service was not completed. This report addresses Act 44 established performance criteria specifically related to fixed route bus services—Mid County trends and a comparison of Mid County to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement, which should assist Mid County in meeting the future targets. This report also addresses the management and general efficiency and effectiveness of services.

After receipt of this performance review report, Mid County shall develop an action plan which identifies the steps Mid County will take to meet the agreed upon Act 44 performance criteria targets by FY 2015-16. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by Mid County management and its governing board.

A draft action plan is due to the Department within 60 days of receipt of this report. PennDOT will work with Mid County to agree on a plan which requires Mid County Board approval to be submitted as the final action plan. Mid County must report at least quarterly to the governing body and PennDOT on the progress of the action plan, identifying actions taken to date and actions to be implemented. Mid County’s success will be measured in part on meeting five-year performance targets established through this review.

### Act 44 Performance Determination

Act 44 performance factors were analyzed to quantify Mid County’s fixed route bus performance in comparison to its peer agencies in FY 2008-09 and over a five-year trend period from FY 2003-04 to FY 2008-09. Peers were selected through an analytical process and were agreed to in advance by Mid County. Act 44 stipulates that performance metrics be assessed as being either “In Compliance” or “At Risk.” The following criteria are used to make the determination:

- In Compliance if within one standard deviation above the peer group average for –
  - Single-year and five-year trend for operating cost per revenue vehicle hour
  - Single-year and five-year trend for operating cost per passenger
• In Compliance if within one standard deviation below the peer group average for –
  ◊ Single-year and five-year trend for passengers per revenue vehicle hour
  ◊ Single-year and five-year trend for operating revenue per revenue vehicle hour

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

An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that Mid County is “In Compliance” for all eight criteria for fixed route bus service. A summary of the specific Act 44 measures and their values are presented in the following table.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 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>2008-09</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>5.00</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>0.91%</td>
</tr>
<tr>
<td>Operating Cost/Revenue Hour</td>
<td>2008-09</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>$55.35</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>4.28%</td>
</tr>
<tr>
<td>Operating Revenue/Revenue Hour</td>
<td>2008-09</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$2.59</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>-10.89%</td>
</tr>
<tr>
<td>Operating Cost/Passenger</td>
<td>2008-09</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$11.06</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>3.34%</td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants reporting system and the National Transit Database (NTD)

Although in compliance, Mid County performed worse than the peer group average in seven of the eight criteria. Of particular concern is the increasing operating cost and decreasing operating revenue.

Financial Review

For the FY 2006-07 to FY 2011-12 period, local entities have contributed between $24,000 and $85,000 to help cover Mid County’s operational cost. Mid County’s cash reserves remain below 10% of its total operating budget, raising concerns. Mid County has significant operating debt, which puts it in poor financial condition, and management should actively work to improve Mid County’s fiscal health.

Of particular note is the practice of entering into contracts with service providers for which Mid County reimburses the contractor at a higher rate than the established fare structure. This practice has caused Mid County to pay more per trip to subcontractors than received in subsidies, putting Mid County increasingly in debt. A rigorous analysis must be conducted with respect to contract terms and competitive bidding practices to eliminate the practice in the future.
Functional Review Observations

In addition to the macro-level evaluation of Mid County with regard to the eight Act 44 measures, a functional evaluation of the system was performed to provide more insight into the system. The performance evaluation consisted of additional document reviews, an on-site review, and interviews with key staff.

In accordance with Act 44, observations are categorized as “opportunities for improvement” or “best practices.” Opportunities for improvement identify strategies or approaches that may increase the efficiency, effectiveness, and/or quality of service of the agency as well as general management. Best practices are current practices that have a significantly positive impact on efficiency, effectiveness, and/or quality of service and should be shared with other agencies.

Overarching themes have been developed from specific opportunities for improvement identified for Mid County. These themes represent critical issues that, if remedied, will provide the most impact on Mid County’s performance. Actions to address these themes should be prioritized by Mid County and should guide the development of the action plan required by Act 44, detailed below. Major observations are indicated below; detailed recommendations on how these and other issues identified should be addressed are presented in the body of the report.

Best Practice

1. Mid County uses targeted marketing and educational materials for special populations such as persons with disabilities, schools, and senior centers.

Overarching Themes

1. Vision, mission, and strategic goals and objectives – Mid County does not appear to have an established vision and mission for the agency to guide decisions and organizational changes. The vision and mission should be established by the Governing Board, and should outline a high-level direction for future agency actions. Using the established vision and mission, Mid County should also develop an agency-wide strategic plan with high-level goals and objectives. Strategic plans or similar documents set the direction for all agency activities for a prescribed period, generally five years. These plans are developed at the management and Governing Board level and set specific, measurable activities to improve the agency.

In particular, Mid County should set a strategic direction for the provision of shared-ride service that maximizes service efficiencies and recovers the associated expense through the fare structure. Whether that provision is exclusively direct, purchased, or a combination, fundamental operational changes will be required to achieve a successful outcome.

2. Performance-based management and data-based decision-making – Decision-making at Mid County should be based on meeting the prescribed strategic goals and objectives established by the Governing Board and management. Strategic goals and objectives should also be set for the performance of purchased transportation as well. In order to make sound decisions based on data-driven performance, Mid County should consider:

   ◦ Implementing data collection methodology
   ◦ Establishing standards for key agency functions consistent with the strategic goals and
objectives as prioritized locally

- Using standards to guide decision making by management and the board, especially to:
  - Restructure routes
  - Evaluate success of changes to the system
  - Identify problem areas

3. **Data integrity** – Mid County should make immediate and permanent improvements to its internal and external reporting process from both a content and data integrity perspective. Inaccurate data causes confusion and false analysis that challenges the decision-making process. Accurate internal documents and reports should be maintained, cross-referenced, and shared among Mid County staff regarding trips, expenses, revenue, statistics, and purchased services. As adjustment occurs, reports must be updated accordingly.

4. **Financial management** – Poor financial oversight, particularly on the shared-ride program, continues to threaten the financial viability of Mid County. Demand response transportation has been routinely billed below cost and has had a continuing deficit averaging 37% over the previous four fiscal years. In addition, $285,000 in debt remains to be paid off as of November 2012, with no plans in place to increase revenues or decrease operating cost to help pay for the significant debt burden. Mid County must place an emphasis on fiscal health and responsibility, and immediately establish long-term plans to curb spending, increase revenues, and pay down debt.

5. **Management** – Management plays a large role in the stabilization and long-term viability of the agency. Since January 2009, Mid County has had three General Managers, contributing to a lack of consistency and direction for the agency. In addition, the lack of overall management of shared-ride service delivery, poor contracts, and poor subcontractor purchased service management over many years has led to significant issues in the shared-ride system.

6. **Shared-ride system efficiency** – The shared-ride system routinely runs at a significant deficit, partly due to inefficient system design. At the time of the review, Mid County was providing 17 hours of service during weekdays and 12 on weekends. While it has been reported that these hours have been reduced since the on-site review, as of the date of this report the public website has not been updated to notify the general public of such changes. In addition, trips are scheduled based on passenger preference, not on syncing available resources with demand and promoting ride sharing to reduce costs. Mid County should review current practices and schedule runs focused on promoting ride sharing, maximizing available resources, reducing costs, and improving cost recovery.

**Five-Year Performance Standards**

This transit agency performance report outlines critical areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of performance standards has been established and detailed in the full report. These performance standards are required to comply with Act 44 and represent the minimum performance level that Mid County should achieve for each Act 44 performance criteria during the next review cycle, five years from the date of this report.
Performance targets were created using historical data analyzed during the five-year (FY 2003-04 – 2008-09) trend analysis as well as the most current “dotGrants” information available (FY 2010-11). Standards were extrapolated to FY 2015-16 and are designed to be aggressive, yet achievable, and are summarized below:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2008-09 Value</th>
<th>2009-10 Value</th>
<th>2010-11 Value</th>
<th>2015-16 Standard</th>
<th>Average Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>5.00</td>
<td>4.73</td>
<td>4.95</td>
<td>5.60</td>
<td>2.5%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$55.35</td>
<td>$56.62</td>
<td>$58.90</td>
<td>$68.28</td>
<td>3%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$2.59</td>
<td>$2.39</td>
<td>$3.01</td>
<td>$3.84</td>
<td>5%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$11.06</td>
<td>$11.98</td>
<td>$11.90</td>
<td>$12.51</td>
<td>1%</td>
</tr>
</tbody>
</table>

*Source: PennDOT dotGRANTS reporting system*

**Next Steps**

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

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

The template for the Action Plan has been provided as Appendix A: Action Plan Improvement Strategies. This template includes three parts:

- **Part 1 – Executive Summary Overarching Themes Template** is where Mid County should address its proposed actions to address the “Overarching Themes” in the Executive Summary.

- **Part 2 – Act 44 Performance Metric Observations Templates** is where Mid County should address its proposed actions to address the “Opportunities for Improvement” that directly affect the Act 44 performance metrics.

- **Part 3 – Other Actions to Improve Overall Performance Template** should be used to address the “Opportunities for Improvement.” Management should use the format provided in Appendix A: Action Plan Improvement Strategies to develop its proposed draft Action Plan.

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

Mid County must submit the proposed draft Action Plan, using the format provided in Appendix A: Action Plan Improvement Strategies, to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between Mid County management and the Department. The finalized Action Plan then must be approved by the Mid County Governing Board and formally submitted to PennDOT. Subsequently, Mid County management must report at least quarterly to the governing body and the Department on progress toward accomplishing the Action Plan including actions taken in the previous quarter and actions planned for coming quarter(s).
intentionally blank
DuFAST
Transit Performance Review
Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>DuFAST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director</td>
<td>Kristen Vida</td>
</tr>
<tr>
<td>Governing Board Chairman</td>
<td>Jim Jackson</td>
</tr>
<tr>
<td>Year Founded</td>
<td>1974</td>
</tr>
<tr>
<td>PennDOT dotGrants Reporting Year</td>
<td>FY 2009-10</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>57</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>18,378</td>
</tr>
</tbody>
</table>

Fixed Route Bus

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>4</td>
</tr>
<tr>
<td>Annual Revenue Miles of Service</td>
<td>119,819</td>
</tr>
<tr>
<td>Annual Revenue Hours of Service</td>
<td>9,398</td>
</tr>
<tr>
<td>Annual Passenger Trips</td>
<td>56,325</td>
</tr>
<tr>
<td>Employees (full-time/part-time)</td>
<td>7/3</td>
</tr>
<tr>
<td>Total Annual Operating Expense</td>
<td>$522,331</td>
</tr>
<tr>
<td>Total Annual Operating Revenues</td>
<td>$26,724</td>
</tr>
<tr>
<td>Total Operating Revenue / Total Operating Cost</td>
<td>5%</td>
</tr>
<tr>
<td>Total Admin Cost / Total Operating Cost</td>
<td>36%</td>
</tr>
<tr>
<td>Passengers / Revenue Hour*</td>
<td>5.99</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour*</td>
<td>$55.58</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Revenue Hour*</td>
<td>$2.84</td>
</tr>
<tr>
<td>Operating Cost / Passenger*</td>
<td>$9.27</td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants Reporting System

*Denotes Act 44 performance criteria

NOTE: FY 2004-05 excluded from this report due to embezzlement by a previous Executive Director and Executive Assistant that took place for several years, up to and including FY 2004-05.
The Act 44 transit performance review of DuBois, Falls Creek, Sandy Township Joint Transportation Authority (doing business as DuFAST) was conducted in June 2012. The performance review considered fixed route rural bus service. This report addresses Act 44 established performance criteria specifically related to fixed route bus services—DuFAST trends and a comparison of DuFAST to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist DuFAST in meeting the future targets.

After receipt of this performance review report, DuFAST shall develop an action plan which identifies the steps DuFAST will take to meet the agreed to Act 44 performance criteria targets by FY 2016-17. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by DuFAST management and its governing board.

A draft action plan is due to the Department within 60 days of receipt of this report. PennDOT will work with DuFAST to agree on a plan which requires DuFAST Board approval to be submitted as the final action plan within 90 days of receipt of this report. DuFAST must report at least quarterly to the governing body and PennDOT on the progress of the strategic action plan, identifying actions taken to date and actions to be implemented. DuFAST’s success will be measured in part on meeting five-year performance targets established through this review.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify DuFAST’s fixed route bus performance in comparison to its peer agencies in FY 2009-10 and over a four-year trend period from FY 2005-06 to FY 2009-10. Peers were selected through an analytical process and were agreed to in advance by DuFAST.

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

- In Compliance if within one standard deviation **above** the peer group average in –
  - Single-year and four-year trend for Operating Cost / Revenue Vehicle Hour
  - Single-year and four-year trend for Operating Cost / Passenger

- In Compliance if within one standard deviation **below** the peer group average in –
  - Single-year and four-year trend for Passengers / Revenue Vehicle Hour
  - Single-year and four-year trend for Operating Revenue / Revenue Vehicle Hour

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

An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that **DuFAST is “In Compliance” for all eight criteria for fixed route bus service**. A summary of the specific Act 44 measures and their values are presented in the following table.
DuFAST’s performance was below the peer group average in three of eight criteria. Of particular concern is low ridership per revenue hour as compared to peers and low revenue per revenue hour as compared to peers, leaving DuFAST to rely heavily on subsidies to sustain the operation.

**Financial Review**

DuFAST has demonstrated sound fiscal management of its cash flow, with a current liquidity ratio that has averaged slightly over one throughout the last six years. DuFAST is in sound financial condition given its six-year trend of year-end cash reserves, no debt, and no unfunded liabilities. Issues to focus on in the future include remedying the audit finding of not preparing its own financial statements, securing local capital matching contributions, and actively managing cash flow, as PennDOT continues to direct DuFAST to use reserve funds in lieu of providing new grant funds.

**Functional Review Findings**

In addition to the macro-level evaluation of DuFAST with regard to the eight Act 44 measures, a functional evaluation of the system was performed to provide more insight into the system. The performance evaluation consisted of additional document reviews, an on-site review, and interviews with key staff.

In accordance with Act 44, observations are categorized as “opportunities for improvement” or “best practices.” Opportunities for improvement identify strategies or approaches that may increase the efficiency, effectiveness, and/or quality of service of the agency as well as general management. Best practices are current practices that have a significantly positive impact on efficiency, effectiveness, and/or quality of service and should be shared with other agencies.

Major themes have been developed from specific opportunities for improvement identified for DuFAST. These themes represent critical issues that, if remedied, will provide the most impact on DuFAST’s performance. Actions to address these themes should be prioritized by DuFAST, and should guide the development of the action plan required by Act 44, detailed below.

---

**Fixed Route Bus**

<table>
<thead>
<tr>
<th>Performance Criteria</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>2009-10</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>5.99</td>
</tr>
<tr>
<td>Trend</td>
<td>4</td>
<td>Better</td>
<td>0.59%</td>
<td>-0.03%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2009-10</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$55.58</td>
</tr>
<tr>
<td>Trend</td>
<td>4</td>
<td>Better</td>
<td>0.32%</td>
<td>2.94%</td>
<td></td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2009-10</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$2.84</td>
</tr>
<tr>
<td>Trend</td>
<td>5</td>
<td>Worse</td>
<td>-1.30%</td>
<td>5.48%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2009-10</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$9.27</td>
</tr>
<tr>
<td>Trend</td>
<td>3</td>
<td>Better</td>
<td>-0.26%</td>
<td>3.21%</td>
<td></td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants Reporting System and the National Transit Database (NTD)
Best Practices

1. Cost containment practices – DuFAST has managed to keep its costs relatively flat over the last five years, in contrast with industry averages of over 3% growth in costs per year.

2. Route-level data analysis – DuFAST has done excellent job collecting route-level data and reporting the information to the Governing Board.

3. Vision, Mission, and high-level goals – DuFAST has an established vision, mission, and strategic goals for the agency for a period of five years. This is a best practice, particularly given the size of the organization.

Overarching Themes

1. Performance-based management and data-based decision making – Decision-making at DuFAST should be based on meeting the prescribed strategic goals and objectives established by the Governing Board and management. DuFAST has done an excellent job of implementing route-level service data. Using the route-level data, DuFAST should base decisions on meeting measurable performance metrics to support the vision, mission, and strategic goals and objectives established by the agency.

2. Low revenue – DuFAST’s revenue intake per revenue hour is low compared to peer systems and industry averages. Possible reasons for this may include the lack of formal fare review, particularly for the “Econo Pass,” the Loop route, and Sunday service. High levels of discounted senior riders may also be contributing to the low revenues.

3. Low ridership – Ridership per revenue hour on the DuFAST system is low when compared to agency peers and has been trending downward in recent years. Low ridership leads to depressed revenue and leaves the system particularly reliant on public subsidies. While steps have been taken to change and introduce new routes to improve ridership and better serve the community, overall the system continues to decline.

4. Financial Oversight – Given the financial troubles the organization has experienced over the past decade due to employee theft by the previous manager and her assistant, DuFAST should be extremely sensitive to financial oversight throughout the organization. DuFAST should not be using the same auditing firm to keep their financial books, but rather should have a separate accounting firm with the agency on bookkeeping. Furthermore, DuFAST does not have an established fare handling policy and the procedure that is followed currently presents a financial oversight problem. Finally, having a board member who works for the bank that DuFAST does banking with could be seen as a potential conflict of interest and should be addressed.

Five-Year Performance Standards

In addition to assessing performance trends and comparing performance to peers, Act 44 requires the establishment of performance targets to guide agencies in improving cost recovery, cost containment, revenue, and productivity.

Performance targets for FY 2016-17 were extrapolated from historical data analyzed during the four-year trend analysis and are designed to be aggressive, yet achievable.
Next Steps

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

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

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

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DuFAST must submit the proposed draft Action Plan using the format provided in Appendix A: Action Plan Improvement Strategies to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between DuFAST management and the Department. The finalized Action

---

**Performance Criteria**

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FY 2009-10 Value</th>
<th>FY 2010-11 Value</th>
<th>FY 2016-17 Standard</th>
<th>Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>5.99</td>
<td>5.50</td>
<td>6.56</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$55.58</td>
<td>$53.56</td>
<td>$63.95</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$2.84</td>
<td>$2.69</td>
<td>$3.60</td>
<td>5.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$9.27</td>
<td>$9.75</td>
<td>$9.75</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*Source: PennDOT dotGrants Reporting System*
Plan then must be approved by the DuFAST Governing Board and formally submitted to PennDOT. Subsequently, DuFAST management must report at least quarterly to the governing body and the Department on progress toward accomplishing the Action Plan including actions taken in the previous quarter and actions planned for coming quarter(s).
## Agency Profile

<table>
<thead>
<tr>
<th>Agency Profile</th>
<th>Pottstown Area Rapid Transit (dba PART)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agency Name</strong></td>
<td>Pottstown Area Rapid Transit (dba PART)</td>
</tr>
<tr>
<td><strong>Year Founded</strong></td>
<td>1974</td>
</tr>
<tr>
<td><strong>Fiscal Reporting Year</strong></td>
<td>2011-2012</td>
</tr>
<tr>
<td><strong>Service Area (square miles)</strong></td>
<td>34</td>
</tr>
<tr>
<td><strong>Service Area Population</strong></td>
<td>51,000</td>
</tr>
<tr>
<td><strong>Type of Service Provided</strong></td>
<td>Fixed Route Bus</td>
</tr>
<tr>
<td><strong>Vehicles Operated in Maximum Service</strong></td>
<td>6</td>
</tr>
<tr>
<td><strong>Annual Revenue Miles of Service</strong></td>
<td>293,867</td>
</tr>
<tr>
<td><strong>Annual Revenue Hours of Service</strong></td>
<td>18,497</td>
</tr>
<tr>
<td><strong>Annual Total Passenger Trips</strong></td>
<td>281,934</td>
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<tr>
<td><strong>Annual Total Senior Lottery Trips</strong></td>
<td>45,087</td>
</tr>
<tr>
<td><strong>Employees (full-time/part-time)</strong></td>
<td>Subcontracted</td>
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<tr>
<td><strong>Total Annual Operating Cost</strong></td>
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<td><strong>Total Annual Operating Revenues</strong></td>
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<tr>
<td><strong>Administrative Cost / Total Operating Cost</strong>*</td>
<td>21.5%</td>
</tr>
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<td><strong>Operating Cost / Revenue Mile</strong></td>
<td>$6.46</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Hour</strong></td>
<td>$102.68</td>
</tr>
<tr>
<td><strong>Passengers / Revenue Hour</strong></td>
<td>15.24</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenue / Revenue Hour</strong></td>
<td>$15.56</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>$6.74</td>
</tr>
</tbody>
</table>

**Source:**
*PennDOT dotGrants Legacy Reporting Year 2012*
**NDT Reporting Year 2011***
**Calculated Based on FY 2011-12 PART, Inc. and FY 2011-12 dotGrants Audit Reports**

**Note 1:** PART is owned by the Borough of Pottstown. PART subcontracts all service delivery to PART, Inc., a privately-owned Pennsylvania C-Corporation.
The Act 44 transit performance review of Pottstown Area Rapid Transit (dba PART) was conducted in December 2012. The performance review focused on fixed route urban bus. This report addresses Act 44 established performance criteria specifically related to fixed route bus services—PART trends and a comparison of PART to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist PART in meeting the future targets. This report also addresses the management and general efficiency and effectiveness of services.

After receipt of this performance review report, PART will develop an action plan which identifies the steps PART will take to meet the agreed to Act 44 performance criteria targets by FY 2017-18. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by PART management and its governing board.

A draft action plan is due to the Department within 60 days of receipt of this report. PennDOT will work with PART to agree on a plan which requires PART Board approval to be submitted as the final action plan. PART must report at least quarterly to the governing body and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. PART’s success will be measured in part on meeting five-year performance targets established through this review.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify PART’s fixed route bus performance in comparison to its peer agencies in FY 2009-10 and over a five-year trend period from FY 2004-05 to FY 2009-10 (the most recent NTD data available at the time of the peer selection). Peers were selected through an analytical process and were agreed to in advance by PART.

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

- In Compliance if less than one standard deviation **above** the peer group average in –
  - Single-year and five-year trend for Operating Cost / Revenue Vehicle Hour
  - Single-year and five-year trend for Operating Cost / Passenger

- In Compliance if greater than one standard deviation **below** the peer group average in –
  - Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour

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

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

1. **2010 passengers / revenue vehicle hour** ranks fifth out of the 12 transit agencies in the peer group and is better than the peer group average.

2. The **five-year trend of passengers / revenue vehicle hour** ranks sixth out of 12 and is better than the peer group average.

3. The **five-year trend for operating cost / revenue vehicle hour** is the second-highest rate of cost increase in the peer group (eleventh out of 12 peers) and marginally satisfies Act 44 requirements. However, the agency is “AT RISK” for the 2010 single-year operating cost/revenue vehicle hour as noted below.

4. **2010 operating revenue / revenue vehicle hour** ranks second out of 12 and is much better than the peer group average.

5. The **five-year trend for operating revenue / revenue vehicle hour** ranks third-best out of 12 and is approximately twice that of the peer group average.

6. **2010 operating cost / passenger** ranks eighth of 12 and is slightly worse than the peer group average.

7. The **five-year trend for operating cost / passenger** is the ninth-worst of the peer group average.

At Risk

1. **2010 operating cost / revenue vehicle hour** is the highest of the peer group and the agency has been determined “AT RISK” based on this variable as noted below.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 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>2010</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>14.17</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>0.95%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>13.22</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.30%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2010</td>
<td>AT RISK</td>
<td>12</td>
<td>Worse</td>
<td>$92.06</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>$73.54</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5.18%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></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>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>$11.39</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5.05%</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></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>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$6.15</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.20%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.34%</td>
</tr>
</tbody>
</table>

General Findings

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

1. **Documented Proactive Approach to Fare Policy** – Having revenues that keep pace with inflation is critical to maintaining an economically sustainable transit system. However, abrupt changes in fares can result in ridership decline. PART management demonstrates an awareness of how fares and ridership can be optimized. PART has developed documented fare policies that guide actions for the next four years planning for periodic small fare increases. Planning for small, incremental fare changes, provides a mechanism to ensure revenues can keep pace with cost increases in a way that has minimal impact on passengers and ridership.

2. **Strong Commitment to Customer Satisfaction** – PART drivers are very knowledgeable and “customer-friendly” based on the observations that they voluntarily contribute time to educate senior citizens on schedule changes and how to use PART to meet their day-to-day needs. Management ensures drivers are knowledgeable on all of PART’s routes by assigning drivers different routes on a rotating basis. Furthermore, PART is very rider-friendly as it provides clear signage at all bus stops, does an excellent job of maintaining its bus shelters, and makes sure that its vehicles are very clean and well maintained.

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

1. **Contain Operating Cost Increases** – Over the last several years PART has had significant operating cost / revenue hour of service increases and is currently “AT RISK” based on the Act 44 performance criterion for the same. Similar high increases in operating cost / revenue hour are forecast to continue for coming years.

   Going forward, PART should develop and implement strategies to contain its operating cost / revenue hour. There is a critical need to contain or even reduce the operating cost / revenue hour increase to avoid future financial difficulties by exploring line items in the operating budget that contribute significantly to the “bottom line.” Refer to “Opportunities to Control Operating Costs” for specific ways PART might contain cost increases.

2. **Develop Performance Goals and Metrics for All Key Agency Functions** – The management team should develop a formal monitoring and performance enhancement strategy for all key agency functions. Performance reporting and performance targets have not been set for most agency functions except for aggregate measures of finance and ridership. This recommendation is consistent with MAP-21 and general trends in the transit industry where performance-based evaluation is rapidly becoming the norm.

3. **Review Contracted Service Practices** – PART subcontracts all service delivery to PART, Inc. This relationship has continued uninterrupted by way of contract renewals renegotiated annually since 1979. Standard practice for subcontracted service is to competitively rebid the service agreement at least every five years and include performance criteria and metrics as one element of the contract. The contract should include “unit price” (such as cost/revenue hour of service) as well as the amount of fares collected reducing the amount of net subsidy provided to the operator. In this way, the quality of service is assured and any programmed fare increases will reduce the amount of net subsidy provided to operate the system.
4. **Develop Formal Succession Plans** – Both PART and PART, Inc., are heavily reliant on the skills and personalities of their respective manager and owner. While this ensures the entities operate smoothly, there is a risk that any change of management could cause sudden disruptions in service delivery or other management responsibilities. Both PART and PART, Inc., should examine the skills unique to their respective managers and cross-train other staff to assume those responsibilities in the event of an unexpected change in leadership.

**Financial Review**

For the FY 2007-08 to FY 2011-12 period, the Borough of Pottstown and Montgomery County have contributed between $42,000 and $94,000 to help cover PART’s operational cost. PART has used all of that in any given year to balance its budget and comply with state requirements. Nevertheless, PART has built cash and investment reserves largely due to state subsidy increases resulting from Act 44.

PennDOT and PART management should monitor PART’s end-of-year cash position and carryover funds for changes in the agency’s fiscal health and address any changes in trajectory. Management should take appropriate actions such as obtaining additional local match, controlling costs, improving farebox recovery, and increasing carryover local reserves to continuously improve PART’s financial health.

**Five-Year Performance Targets**

This transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of “performance targets” has been established and detailed in the full report. These performance targets are required to comply with Act 44 and represent minimum performance levels that PART should work to achieve for each Act 44 performance criteria during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited “dotGrants” information available (FY 2011-12). Standards were extrapolated to FY 2017-18 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>14.17</td>
<td>14.35</td>
<td>15.24</td>
<td>17.17</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$92.06</td>
<td>$99.52</td>
<td>$102.68</td>
<td>$115.64</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$14.63</td>
<td>$15.38</td>
<td>$15.56</td>
<td>$17.53</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$6.50</td>
<td>$6.93</td>
<td>$6.74</td>
<td>$6.74</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Next Steps

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

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

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

- Part 1 – Executive Summary Findings Template is where PART should address its proposed actions to address the “Opportunities for Improvement” findings in the Executive Summary.
- Part 2 – Act 44 Performance Metric Findings Templates is where PART should address its proposed actions to address the “Opportunities for Improvement” findings that directly affect the Act 44 performance metrics.
- Part 3 – Other Actions to Improve Overall Performance Template should be used to address the “Other Findings that Impact Overall Agency Performance.” Management should use the format provided in Appendix A to develop its proposed draft Action Plan.

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

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

Urban Systems
**Operating Expense (000's)**

- Operator Salaries & Wages: $201,894
- Other Salaries & Wages: $298,718
- Fringes, $438,869
- Fuel Util., $95,867
- Maint., $52,642
- Purchased Trans., $23,175
- Other, $53,915

**Operating Funds (000's)**

- Revenue, $480,335
- Federal, $68,957
- State, $534,811
- Local, $80,977

- *Tokens, transfers, and multi-ride passes increased in price.*
SEPTA FY 2009-10 financial and operating statistics affected by six-day strike in November 2009.
Passengers include ADA complementary passengers.
Community Transportation

SEPTA
1234 Market Street
Philadelphia, PA 19107
215-580-7379
Mr. Joseph M. Casey, General Manager

Service Area Statistics (2010 Census)
Philadelphia County
Square Miles: 135
Population: 1,526,006
65+ Population: 185,309
% of Population 65 and older: 12.1%

Vehicles Operated in Maximum Service
Community Transportation: 368

Fare Information
Average Shared-Ride Fare: $24.84
Cost to Commonwealth per Senior Citizen Trip: $21.93
Last Base Fare Increase: July 2007

Trip Information
65+ Trips: 739,503
PwD Trips: 0
Other Shared-Ride Trips: 35,109
Total Shared-Ride Trips: 774,612
Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$1,268,110</td>
<td>6.6%</td>
</tr>
<tr>
<td>Lottery</td>
<td>$16,218,485</td>
<td>84.4%</td>
</tr>
<tr>
<td>Persons w ith Disabilities Program</td>
<td>$-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$1,662,740</td>
<td>8.6%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$-</td>
<td>0.0%</td>
</tr>
<tr>
<td>M/HID</td>
<td>$-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$75,370</td>
<td>0.4%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Total</td>
<td>$19,224,705</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Located at Cheltenham and Ogontz Avenues in Cheltenham Township and the City of Philadelphia, the Cheltenham – Ogontz Bus Loop is the terminus for Bus Routes 6, 22, 80, C, XH, and H and serves more than 5,000 daily SEPTA riders. This heavily-used loop is at the heart of new retail development and well-established local businesses, such as the nearby Cheltenham Square Mall.

As part of this project, bus lane patterns were altered to improve traffic flow both inside the facility and on surrounding roads, and a new traffic signal was installed mid-block on Ogontz Avenue. These features make the facility safer for passengers, pedestrians, and motorists who share the surrounding roads with SEPTA buses. Security was another priority. New lights have been added and strategically placed to make the loop and the surrounding area safer for SEPTA riders, pedestrians, and nearby residents and businesses. In addition, the project includes new bus shelters and 20,000 square feet of landscaping and green space.
PAAC (Port Authority of Allegheny County)

Port Authority of Allegheny County (PAAC)
345 Sixth Avenue, Third Floor
Pittsburgh, PA 15222-2527
Ms. Ellen McLean
(Interim Chief Executive Officer)
412-566-5186
www.portauthority.org

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

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

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

Fare Information
Fixed Route Base: $2.50
Fixed Route Average: $1.58
Last Base Fare Increase: July 2012 (11.1%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 64,663,052
Senior Passengers: 5,042,824
Revenue Vehicle Miles: 26,157,415
Revenue Vehicle Hours: 1,988,410

Act 44 Operating Assistance
Section 1513 Allocation: $183,093,002
Required Local Match: $27,463,950

Employees
Full-Time Part-Time
Fixed Route: 2,398 0
Paratransit: 435 0
System-wide: 2,833 0

Total Fleet Size
Motor Bus: 701
Street Car Rail/Light Rail: 83
Inclined Plane Cars: 4
Paratransit Vehicles: 382
System-wide: 1,170

OPERATING BUDGET

Operating Expense (000's) $335,124

- Operator Salaries & Wages, $60,255
- Other Salaries & Wages, $74,103
- Fuel Utility, $31,942
- Maint., $22,094
- Purchased Trans, $12,148
- Other, $5,234
- Fringes, $129,348

Expense includes ADA complementary expense and DAS expense which are also included on the Community Transportation page.

Operating Funds (000's) $335,124

- Local, $30,476
- State, $184,832
- Federal, $27,841
- Revenue, $91,975

Revenue includes ADA complementary revenue and DAS revenue which are also included on the Community Transportation page.
Passengers include ADA complementary passengers and DAS passengers which are also included on the Community Transportation page.

- **Total Passengers (000's)**
- **Revenue Vehicle Hours (000's)**
- **Revenue Vehicle Miles (000's)**
- **Operating Revenue Per Revenue Vehicle Hour**
- **Operating Expense Per Passenger**
- **Operating Expense Per Revenue Vehicle Hour**
- **Total Ridership Per Revenue Vehicle Hour**
Community Transportation

Port Authority of Allegheny County/ACCESS
345 Sixth Avenue, Third Floor
Pittsburgh, PA 15222-2527
412-566-5311
Ms. Ellen McLean, Interim Chief Executive Officer

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

Vehicles Operated in Maximum Service
Community Transportation: 319

Fare Information
Average Shared-Ride Fare: $20.85
Cost to Commonwealth per Senior Citizen Trip: $16.42
Last Base Fare Increase: July 2011

Trip Information
65+ Trips: 724,692
PwD Trips: 0
Other Shared-Ride Trips: 858,664
Total Shared-Ride Trips: 1,583,356
Non-Public Trips: 186,187

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Admin 6%
- Exclusive Human Service Program Contracts 3%
- Shared-Ride Operating 91%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
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<td>$3,596,149</td>
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<tr>
<td>Lottery</td>
<td>$11,900,227</td>
<td>32.2%</td>
</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>$</td>
<td>0.0%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$996,664</td>
<td>2.7%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$4,476,997</td>
<td>12.1%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>$</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$1,720,920</td>
<td>4.7%</td>
</tr>
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<td>Subsidy</td>
<td>$14,284,217</td>
<td>38.6%</td>
</tr>
<tr>
<td>Total</td>
<td>$36,975,174</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

ADA complementary expense, revenue, and trips and DAS expense, revenue, and trips are also included on previous pages.
East Busway Pavement Rehabilitation

Port Authority’s East Busway was constructed in 1983 and had deteriorated due to age, vehicle wear, and road salt application. The poor condition of this heavily-used, bus-only right-of-way made for a bumpy ride and required costly roadway repairs on a three-year cycle. In total, 6.9 miles of the busway were rehabilitated. Since completion, customers have noticed a smooth ride and fewer construction delays.
AMTRAN (Altoona Metro Transit)

3301 Fifth Avenue
Altoona, PA 16602
Mr. Eric Wolf
(General Manager)
814-944-4074, Ext. 225
www.amtran.org

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

Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.37
Last Base Fare Increase: July 2011 (7%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 696,008
Senior Passengers: 71,154
Revenue Vehicle Miles: 596,211
Revenue Vehicle Hours: 46,580

Employees
Full-Time: 37
Part-Time: 7

Employees
Fixed Route: 37
Paratransit: 0
System-wide: 37

Employees
Paratransit: 1
System-wide: 8

Act 44 Operating Assistance
Section 1513 Allocation: $2,369,400
Required Local Match: $117,530

Total Fleet Size
Fixed Route: 26
Paratransit: 2
System-wide: 28

OPERATING BUDGET

Operating Expense (000’s) $4,264
Operator Salaries & Wages, $1,030
Fringes, $1,140
Fuel Util., $574
Maint., $236
Purchased Trans., $153
Other, $377

Operating Funds (000’s) $4,264
Revenue, $869
State, $2,201
Federal, $1,068
Local, $126

Expense includes ADA complementary expense which is also included on the Community Transportation page.
Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

Community transportation provided by Blair Senior Services, Inc., in Blair County (see page 205).
Altoona Metro Transit introduced three hybrid vehicles to its fleet in October 2011. The new 35-foot vehicles feature diesel-electric engines that will reduce emissions and fuel consumption as much as 30 percent. The new buses are equipped with AMTRAN’s Smart Bus technology to provide better service to the communities served. Smart Bus technology includes GPS tracking to improve on-time percentage tracking, while providing real-time updates that show vehicle location to waiting customers.
BCTA (Beaver County Transit Authority*)

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

House District
Beaver: 9, 10, 14, 15, 16, 46
Senate District
Beaver: 46, 47

Service Area Statistics (2010 Census)
Square Miles: 440
Population: 171,673

Fare Information
Fixed Route Base: $2.25
Fixed Route Average: $1.81
Last Base Fare Increase: Jan 2013 (12.5%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 986,753
Senior Passengers: 81,517
Revenue Vehicle Miles: 948,768
Revenue Vehicle Hours: 57,385

Act 44 Operating Assistance
Section 1513 Allocation: $2,973,660
Required Local Match: $396,425

Employees
Full-Time  Part-Time
Fixed Route:  60      1
Paratransit:  31      1
System-wide:  91      2

Total Fleet Size
Fixed Route:  22
Paratransit:  23
System-wide:  45

*Includes Rural Service

OPERATING BUDGET

Operating Expense (000's) $5,217

- Operator Salaries & Wages, $1,204
- Other Salaries & Wages, $1,011
- Maint., $385
- Other, $629
- Fringes, $928
- Fuel Util., $1,060

Expense includes DAS expense which is also included on the Community Transportation page.

Operating Funds (000's) $5,217

- Local, $390
- State, $2,974
- Federal, $243
- Revenue, $1,610

Revenue includes DAS revenue which is also included on the Community Transportation page.
Passengers include DAS passengers which are also included on the Community Transportation page.
Community Transportation

Beaver County Transit Authority
200 West Washington Street
Rochester, PA 15074-2235
724-728-8600
Ms. Mary Jo Morandini, General Manager

Service Area Statistics (2010 Census)
Beaver County
- Square Miles: 434
- Population: 170,539
- 65+ Population: 31,660
- % of Population 65 and older: 18.6%

Vehicles Operated in Maximum Service
Community Transportation: 18

Fare Information
- Average Shared-Ride Fare: $19.50
- Cost to Commonwealth per Senior Citizen Trip: $16.55
- Last Base Fare Increase: July 2008

Trip Information
- 65+ Trips: 33,970
- PwD Trips: 0
- Other Shared-Ride Trips: 46,852
- Total Shared-Ride Trips: 80,822
- Non-Public Trips: 117,351

COMMITTEE TRANSPORTATION OPERATING BUDGET

<table>
<thead>
<tr>
<th>Operating Expenses</th>
<th>Sources of Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared-Ride Admin 12%</td>
<td>Funding Source</td>
</tr>
<tr>
<td>Exclusive Human Service Program Contracts 43%</td>
<td>Passenger Fares</td>
</tr>
<tr>
<td>Shared-Ride Operating 45%</td>
<td>Lottery</td>
</tr>
</tbody>
</table>

DAS expense, revenue, and trips are also included on the previous pages.
The Expressway Travel Center, Beaver County Transit Authority’s operations and maintenance facility, is located in central Beaver County. BCTA completed renovations to the interior and exterior of the facility, improving customer service by adding an information center and improving parking amenities. The facility includes a driver training room and a driver lounge.
## BARTA (Berks Area Regional Transportation Authority)

1700 North Eleventh Street  
Reading, PA 19604-1599  
Mr. Dennis Louwense  
(Executive Director/CEO)  
610-921-0605  
www.bartabus.com

### Service Area Statistics (2010 Census)

- **Square Miles:** 864  
- **Population:** 411,442

### Fare Information

- **Fixed Route Base:** $1.70  
- **Fixed Route Average:** $1.08  
- **Last Base Fare Increase:** January 2011 (6%) 

### Act 44 Fixed Route Distribution Factors

- **Total Passengers:** 3,216,842  
- **Senior Passengers:** 469,391  
- **Revenue Vehicle Miles:** 1,773,558  
- **Revenue Vehicle Hours:** 139,122

### Employees

<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>92</td>
<td>5</td>
</tr>
<tr>
<td>Paratransit</td>
<td>71</td>
<td>4</td>
</tr>
<tr>
<td>System-wide</td>
<td>163</td>
<td>9</td>
</tr>
</tbody>
</table>

### Act 44 Operating Assistance

- **Section 1513 Allocation:** $6,896,743  
- **Required Local Match:** $417,723

### Total Fleet Size

- **Fixed Route:** 57  
- **Paratransit:** 60  
- **System-wide:** 117

### Operating Budget

#### Operating Expense (000's)

- **Other Salaries & Wages:** $1,305  
- **Fringes:** $2,763  
- **Fuel Util:** $1,671  
- **Maint:** $681  
- **Purchased Trans:** $217  
- **Other:** $1,166  
- **Operator Salaries & Wages:** $3,152

Expense includes ADA complementary expense which is also included on the Community Transportation page.

#### Operating Funds (000's)

- **Local:** $347  
- **State:** $4,809  
- **Federal:** $2,513  
- **Revenue:** $3,286

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

Berks Area Regional Transportation Authority
1700 North Eleventh Street
Reading, PA 19604-1599
610-921-0605
Mr. Dennis Louwerse, Executive Director/CEO

Service Area Statistics (2010 Census)
Berks County
Square Miles: 864
Population: 411,442
65+ Population: 59,558
% of Population 65 and older: 14.5%

Vehicles Operated in Maximum Service
Community Transportation: 57

Fare Information
Average Shared-Ride Fare: $10.78
Cost to Commonwealth per Senior Citizen Trip: $11.12
Last Base Fare Increase: October 2011

Trip Information
65+ Trips: 69,014
PwD Trips: 2,994
Other Shared-Ride Trips: 93,581
Total Shared-Ride Trips: 165,589
Non-Public Trips: 23,136

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$164,864</td>
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<tr>
<td>Lottery</td>
<td>$767,624</td>
<td>13.0%</td>
</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>$34,754</td>
<td>0.6%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$131,318</td>
<td>2.2%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,821,795</td>
<td>30.9%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>$182,664</td>
<td>3.1%</td>
</tr>
<tr>
<td>Other</td>
<td>$131,931</td>
<td>2.3%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$2,658,874</td>
<td>45.1%</td>
</tr>
<tr>
<td>Total</td>
<td>$5,893,824</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
Capital

State Capital Funds Allocated by Fiscal Year*

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 07-08</td>
<td>500,000</td>
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<tr>
<td>FY 08-09</td>
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<tr>
<td>FY 09-10</td>
<td>1,500,000</td>
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<tr>
<td>FY 10-11</td>
<td>2,500,000</td>
</tr>
<tr>
<td>FY 11-12</td>
<td>0</td>
</tr>
</tbody>
</table>

*State Capital Funds include Section 1516 Community Transportation Capital, Section 1514 Capital Budget Bonds, Section 1514 Asset Improvement Discretionary, and Section 1517 Capital Formula Funds.

Franklin Street Station

Berks Area Regional Transportation Authority acquired Franklin Street Station in 2005 with the intention of creating a multi-use complex including the BARTA Transportation Center and a parking garage. Renovation of the existing structure was an integral component of the overall development of the transportation facility. The restored station includes a passenger waiting and customer service area, a transportation museum, and passenger amenities. The renovation was designed to accommodate current and future growth of local and regional bus transportation.
CamTran (Cambria County Transit Authority*)

Cambridge County Transit Authority (CamTran)
726 Central Avenue
Johnstown, PA 15902
Ms. Rose Lucey-Noll
(Executive Director)
814-535-5526
www.camtranbus.com

Service Area Statistics (2010 Census)
Square Miles: 60
Population: 80,508

Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $0.97
Last Base Fare Increase: Jan 2007 (3.5%)

House District
Cambria: 71, 72, 73

Senate District
Cambria: 35

Employees
Fixed Route: 96
Senior Passengers: 13
Paratransit: 9
Revenue Vehicle Miles: 276,657
Revenue Vehicle Hours: 89,559

Employees
Full-Time
Part-Time

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,345,911
Senior Passengers: 276,657
Revenue Vehicle Miles: 1,228,380
Revenue Vehicle Hours: 89,559

Act 44 Operating Assistance
Section 1513 Allocation: $5,790,578
Required Local Match: $602,533

Total Fleet Size
Motor Bus: 39
Inclined Plane Cars: 2
Paratransit Vehicles: 35
System-wide: 76

*Includes Rural Service

Expense includes ADA complementary expense and DAS expense which are also included on the Community Transportation page.

Revenue includes ADA complementary revenue and DAS revenue which are also included on the Community Transportation page.
Passengers include ADA complementary passengers and DAS passengers which are also included on the Community Transportation page.
Community Transportation

Cambria County Transit Authority
726 Central Avenue
Johnstown, PA 15902
814-535-5526
Ms. Rose Lucey-Noll, Executive Director

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

Vehicles Operated in Maximum Service
Community Transportation: 17

Fare Information
Average Shared-Ride Fare: $6.83
Cost to Commonwealth per Senior Citizen Trip: $5.84
Last Base Fare Increase: September 2011

Trip Information
65+ Trips: 64,202
PwD Trips: 565
Other Shared-Ride Trips: 5,853
Total Shared-Ride Trips: 70,620
Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Shared-Ride Operating 83%
Shared-Ride Admin 17%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$21,911</td>
<td>1.7%</td>
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<tr>
<td>Lottery</td>
<td>$374,900</td>
<td>28.9%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$1,704</td>
<td>0.1%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$61,022</td>
<td>4.7%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$23,850</td>
<td>1.9%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$813,046</td>
<td>62.7%</td>
</tr>
<tr>
<td>Total</td>
<td>$1,296,433</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

DAS expense, revenue, and trips are also included on the previous pages.
Cambria County Transit Authority dedicated seven new BRT-styled low-floor Gillig buses to replace vehicles that had reached the end of their useful life. The new vehicles are more efficient than those they replaced, with reduced carbon emissions. The buses will help make the overall transportation experience more pleasant for CamTran customers, helping achieve the goal of providing the very best in reliable customer service.
**Capital Area Transit (CAT)**
901 North Cameron Street
Harrisburg, PA 17105-1571
Mr. William A. Jones
(General Manager)
717-233-5657, Ext. 112
www.cattransit.com

**Service Area Statistics (2010 Census)**
Square Miles: 137
Population: 414,621

**Fare Information**
Fixed Route Base: $1.75
Fixed Route Average: $1.48
Last Base Fare Increase: October 2010 (6%)

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 2,775,805
Senior Passengers: 210,581
Revenue Vehicle Miles: 1,973,189
Revenue Vehicle Hours: 143,331

**Act 44 Operating Assistance**
Section 1513 Allocation: $6,369,512
Required Local Match: $695,338

**Employees**
Full-Time | Part-Time
--- | ---
Fixed Route: 137 | 11
Paratransit: 50 | 11
System-wide: 187 | 22

**Employees**
Full-Time | Part-Time
--- | ---
Fixed Route: 137 | 11
Paratransit: 50 | 11
System-wide: 187 | 22

**Total Fleet Size**
Fixed Route: 83
Paratransit: 55
System-wide: 138

---

**OPERATING BUDGET**

**Operating Expense (000’s)**
\[ \text{Operator Salaries & Wages, $4,337} \]
\[ \text{Operator Salaries & Wages, $4,337} \]
\[ \text{Fuel Utilities, $1,896} \]
\[ \text{Maint., $632} \]
\[ \text{Other, $1,087} \]
\[ \text{Other Salaries & Wages, $2,526} \]
\[ \text{Fringes, $4,071} \]
\[ \text{Revenue, $3,600} \]

Expense includes ADA complementary expense which is also included on the Community Transportation page.

**Operating Funds (000’s)**
\[ \text{Local, $1,189} \]
\[ \text{State, $6,372} \]
\[ \text{Federal, $3,899} \]
\[ \text{Revenue, $3,600} \]

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

Capital Area Transit/Share-A-Ride
901 North Cameron Street
P.O. Box 1571
Harrisburg, PA 17105-1571
717-232-6100
Mr. William A. Jones, General Manager

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

Vehicles Operated in Maximum Service
Community Transportation: 44

Fare Information
Average Shared-Ride Fare: $21.22
Cost to Commonwealth per Senior Citizen Trip: $16.45
Last Base Fare Increase: February 2011

Trip Information
65+ Trips: 40,797
PwD Trips: 8,211
Other Shared-Ride Trips: 141,341
Total Shared-Ride Trips: 190,349
Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$212,532</td>
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</tr>
<tr>
<td>Lottery</td>
<td>$671,271</td>
<td>14.3%</td>
</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>$156,146</td>
<td>3.3%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$42,956</td>
<td>0.9%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,526,150</td>
<td>32.5%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>$852,100</td>
<td>18.1%</td>
</tr>
<tr>
<td>Other</td>
<td>$167,282</td>
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</tr>
<tr>
<td>Subsidy</td>
<td>$1,073,425</td>
<td>22.8%</td>
</tr>
<tr>
<td>Total</td>
<td>$4,701,862</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
The Capital Area Transit Paratransit program provides approximately 200,000 passenger trips per year. Six aging paratransit vehicles were replaced, allowing CAT to continue offering safe, efficient, and reliable transportation services to customers with limited transportation options.
### Centre Area Transportation Authority (CATA)

2081 West Whitehall Road  
State College, PA 16801  
Mr. Hugh A. Mose  
(General Manager)  
814-238-2282 Ext. 130  
www.catabus.com

### House District

Centre: 76, 77, 171

### Senate District

Centre: 34

### Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Square Miles:</td>
<td>135</td>
</tr>
<tr>
<td>Population:</td>
<td>112,000</td>
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</table>

### Fare Information

<table>
<thead>
<tr>
<th>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route Base:</td>
<td>$1.50</td>
</tr>
<tr>
<td>Fixed Route Average:</td>
<td>$0.83</td>
</tr>
<tr>
<td>Last Base Fare Increase:</td>
<td>August 2010 (20%)</td>
</tr>
<tr>
<td>System-wide Increase:</td>
<td>August 2011 (5.8%)*</td>
</tr>
</tbody>
</table>

### Act 44 Fixed Route Distribution Factors

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Passengers:</td>
<td>7,052,727</td>
</tr>
<tr>
<td>Senior Passengers:</td>
<td>41,180</td>
</tr>
<tr>
<td>Revenue Vehicle Miles:</td>
<td>1,670,085</td>
</tr>
<tr>
<td>Revenue Vehicle Hours:</td>
<td>130,207</td>
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</tbody>
</table>

### Employees

<table>
<thead>
<tr>
<th>Category</th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>139</td>
<td>4</td>
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<tr>
<td>Paratransit</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>System-wide</td>
<td>139</td>
<td>4</td>
</tr>
</tbody>
</table>

### Act 44 Operating Assistance

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 1513 Allocation:</td>
<td>$3,353,287</td>
</tr>
<tr>
<td>Required Local Match:</td>
<td>$431,313</td>
</tr>
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</table>

### Total Fleet Size

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>64</td>
</tr>
<tr>
<td>Paratransit</td>
<td>5</td>
</tr>
<tr>
<td>System-wide</td>
<td>69</td>
</tr>
</tbody>
</table>

*Tokens and multi-ride passes increased in price.

### OPERATING BUDGET

#### Operating Expense (000’s)

- Operator Salaries & Wages, $3,976
- Other Salaries & Wages, $2,355
- Fringes, $2,900
- Fuel Util., $573
- Maint., $666
- Purchased Trans., $282
- Other, $698

Expense includes ADA complementary expense which is also included on the Community Transportation page.

#### Operating Funds (000’s)

- State, $3,293
- Local, $463
- Federal, $1,702
- Revenue, $5,992

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

Centre Area Transportation Authority
2081 West Whitehall Road
State College, PA 16801
814-238-2282
Mr. Hugh A. Mose, General Manager

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

Vehicles Operated in Maximum Service
Community Transportation: 7

Fare Information
Average Shared-Ride Fare: $13.35
Cost to Commonwealth per Senior Citizen Trip: $11.35
Last Base Fare Increase: July 2012

Trip Information
65+ Trips: 18,361
PwD Trips: 0
Other Shared-Ride Trips: 15,836
Total Shared-Ride Trips: 34,197
Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Admin 3%
- Shared-Ride Operating 97%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$94,162</td>
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<tr>
<td>Lottery</td>
<td>$208,397</td>
<td>30.0%</td>
</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
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<tr>
<td>Subsidy</td>
<td>$393,547</td>
<td>56.5%</td>
</tr>
<tr>
<td>Total</td>
<td>$696,106</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

MATP Provider: No
Subcontractors: Yes
Percent of Service Subcontracted: 100%

ADA complementary expense, revenue, and trips are also included on the previous pages.
Centre Area Transportation Authority (CATA) purchased 28 new CNG-powered New Flyer Excelsior buses—the first of this model to be powered by natural gas—and retired older, less efficient buses. The new vehicles are lighter-weight, which helps achieve impressive fuel efficiency, and they provide ample standing room to accommodate growing ridership in Centre County.
COLTS (County of Lackawanna Transit System)

Operating Expense (000's) $8,447

- Operator Salaries & Wages, $1,736
- Other Salaries & Wages, $1,297
- Fringes, $2,535
- Fuel Util., $1,036
- Maint., $274
- Purchased Trans., $668
- Other, $901

Expense includes ADA complementary expense.

Operating Funds (000's) $8,447

- Local, $622
- Federal, $411
- Revenue, $1,404
- State, $6,010

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Reported ridership prior to FY 2011-12 may have been overstated. FY 2011-12 ridership is correct.
Community Transportation

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

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

Vehicles Operated in Maximum Service
Community Transportation: 21

Fare Information
Average Shared-Ride Fare: $21.00
Cost to Commonwealth per Senior Citizen Trip: $17.85
Last Base Fare Increase: July 2011

Trip Information
65+ Trips: 59,711
PwD Trips: 563
Other Shared-Ride Trips: 9,549
Total Shared-Ride Trips: 69,823
Non-Public Trips: 3,753

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$1,773</td>
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<tr>
<td>Lottery</td>
<td>$1,060,095</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$10,050</td>
<td>0.3%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$188,090</td>
<td>5.7%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,581,876</td>
<td>48.1%</td>
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<tr>
<td>MH/DD</td>
<td>-</td>
<td>0.0%</td>
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<tr>
<td>Other</td>
<td>$134,217</td>
<td>4.1%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$312,846</td>
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</tr>
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<td>Total</td>
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<td>100.0%</td>
</tr>
</tbody>
</table>
The County of Lackawanna Transit System (COLTS) completed its Security System and Access Control project in Summer 2012. The system improved the safety and security of employees and customers. Terminal building access is controlled through a series of key cards and precise permission levels. Security cameras are located throughout the facility and around the exterior.
### Operating Expense (000’s)

**$2,594**

- **Operator Salaries & Wages, $556**
- **Other Salaries & Wages, $545**
- **Fringes, $689**
- **Fuel Utils, $374**
- **Maint., $122**
- **Other, $308**

Expense includes ADA complementary expense which is also included on the Community Transportation page.

### Operating Funds (000’s)

**$2,594**

- **State, $1,020**
- **Revenue, $437**
- **Federal, $1,060**
- **Local, $77**

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

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

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

**Service Area Statistics (2010 Census)**
**Lebanon County**
- Square Miles: 362
- Population: 133,568
- 65+ Population: 22,729
- % of Population 65 and older: 17.0%

**Vehicles Operated in Maximum Service**
Community Transportation: 13

**Fare Information**
- Average Shared-Ride Fare: $17.94
- Cost to Commonwealth per Senior Citizen Trip: $15.82
- Last Base Fare Increase: August 2011

**Trip Information**
- 65+ Trips: 27,585
- PwD Trips: 744
- Other Shared-Ride Trips: 27,230
- Total Shared-Ride Trips: 55,559
- Non-Public Trips: 0

**Shared-Ride Ridership**
- 65+ Trips: 27,585
- PwD Trips: 744
- Total Trips: 27,230

**Shared-Ride Fare Recovery**
- Avg. Shared-Ride Fare: $0.00
- Avg. Shared-Ride Cost per Trip: $5.00

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**
- Shared-Ride Admin: 19%
- Shared-Ride Operating: 81%

**Sources of Funding**

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$ 75,788</td>
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<tr>
<td>Lottery</td>
<td>$ 436,420</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$ 12,002</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$ 32,449</td>
<td>2.9%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$ 251,586</td>
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<tr>
<td>MH/ID</td>
<td>$ 193,829</td>
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<tr>
<td>Other</td>
<td>$ 34,032</td>
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<td>Subsidy</td>
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<tr>
<td><strong>Total</strong></td>
<td>$ 1,118,741</td>
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</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
In May 2012, Lebanon Transit rolled out three new hybrid Gillig buses. The vehicles are the final installment of a multi-year effort to replace an aging fleet. The procurement reduced the average fleet age of fixed route vehicles by three years and helped reduce fuel and maintenance costs by as much as 25 percent on the routes utilizing these hybrid vehicles.
EMTA (Erie Metropolitan Transit Authority)

127 East 14th Street
Erie, PA 16503
Mr. Dennis Solensky
(Executive Director)
814-459-4287
www.ride-the-e.com

Service Area Statistics (2010 Census)
Square Miles: 77
Population: 189,872

Fare Information
Fixed Route Base: $1.10
Fixed Route Average: $0.91
Last Base Fare Increase: March 1997 (10%)
Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Revenue Vehicle Miles (000’s)

Total Ridership Per Revenue Vehicle Hour

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

**Erie Metropolitan Transit Authority/LIFT**
825 West 18th Street
Erie, PA 16502
814-455-3330
Mr. Dennis Solensky, Executive Director

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

**Vehicles Operated in Maximum Service**
Community Transportation: 53

**Fare Information**
- Average Shared-Ride Fare: $16.51
- Cost to Commonwealth per Senior Citizen Trip: $12.97
- Last Base Fare Increase: September 2012

**Trip Information**
- 65+ Trips: 73,470
- PwD Trips: 7,407
- Other Shared-Ride Trips: 142,446
- Total Shared-Ride Trips: 223,323
- Non-Public Trips: 22,760

**Shared-Ride Ridership**

**Shared-Ride Fare Recovery**

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**

**Sources of Funding**

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
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<td>Medical Assistance Transportation Program</td>
<td>$1,662,358</td>
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<td>MH/ID</td>
<td>$0</td>
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<td>Other</td>
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<td>Subsidy</td>
<td>$874,148</td>
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<td><strong>Total</strong></td>
<td><strong>$4,412,446</strong></td>
<td><strong>100.0%</strong></td>
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</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
The Erie Metropolitan Transit Authority (EMTA) Joint Operation Facility Project will house fixed route and paratransit operations as well as bus storage at one location. The existing office and maintenance facility was built in 1967 and has air quality issues. The current paratransit (LIFT) facility is housed at a separate location about 1.5 miles away from the EMTA fixed route operating facility. Demolition of existing structures on the acquired properties was completed in August 2012. EMTA bid Phase I of construction in March 2013, and construction is expected to start in May 2013. Phase I includes the construction of the maintenance facility and vehicle storage for the paratransit buses.
FACT (Fayette Area Coordinated Transportation)

**Fayette Area Coordinated Transportation (FACT)**
825 Airport Road
Lemont Furnace, PA 15456
Ms. Lori Groover-Smith
(Director)
724-628-7433 Ext. 403
www.factbus.com

**Service Area Statistics (2010 Census)**
Square Miles: 812
Population: 136,606

**Fare Information**
Fixed Route Base: $1.40
Fixed Route Average: $1.68
Last Base Fare Increase: July 2008 (12%)

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 186,147
Senior Passengers: 25,189
Revenue Vehicle Miles: 545,691
Revenue Vehicle Hours: 28,008

**Act 44 Operating Assistance**
Section 1513 Allocation: $578,254
Required Local Match: $86,738

**Employees**
Full-Time: 10
Part-Time: 6

**Total Fleet Size**
Fixed Route: 12
Paratransit: 22
System-wide: 34

**OPERATING BUDGET**

**Operating Expense (000’s)**
$1,581

- Fringes, $174
- Fuel Util., $333
- Maint., $53
- Purchased Trans., $422
- Operator Salaries & Wages, $206
- Other, $216
- Other Salaries & Wages, $177

Expense includes ADA complementary expense which is also included on the Community Transportation page.

**Operating Funds (000’s)**
$1,581

- State, $498
- Local, $160
- Federal, $660
- Revenue, $263

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

---

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

Senate District
Fayette: 32
Effective FY 2008-09, subcontractors purchased fuel from FACT, resulting in a major increase in revenue.

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

### Fayette Area Coordinated Transportation

- **Address:** 825 Airport Road, Lemont Furnace, PA 15456
- **Number:** 724-628-7433
- **Director:** Ms. Lori Groover-Smith

#### Service Area Statistics (2010 Census)

**Fayette County**

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

#### Vehicles Operated in Maximum Service

**Community Transportation:** 23

#### Fare Information

- **Average Shared-Ride Fare:** $14.15
- **Cost to Commonwealth per Senior Citizen Trip:** $11.72
- **Last Base Fare Increase:** July 2008

#### Trip Information

- **65+ Trips:** 37,204
- **PwD Trips:** 12,488
- **Other Shared-Ride Trips:** 80,171
- **Total Shared-Ride Trips:** 129,863
- **Non-Public Trips:** 1,948

### COMMUNITY TRANSPORTATION OPERATING BUDGET

#### Operating Expenses

- **Exclusive Human Service Program Contracts:** 18%
- **Shared-Ride Admin:** 16%
- **Shared-Ride Operating 66%**

#### Sources of Funding

<table>
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<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<tr>
<td>Passenger Fares</td>
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<tr>
<td>Lottery</td>
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<tr>
<td>Persons with Disabilities Program</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$65,310</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,513,380</td>
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<tr>
<td>M/H/D</td>
<td>$ -</td>
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<tr>
<td>Other</td>
<td>$136,613</td>
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<tr>
<td>Subsidy</td>
<td>$88,939</td>
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<tr>
<td><strong>Total</strong></td>
<td>$2,444,404</td>
<td>100.0%</td>
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</tbody>
</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
Fayette Area Coordinated Transportation (FACT) is participating in the Regional Farebox Project, on which the Port Authority of Allegheny County is the lead agency. FACT purchased sales outlet terminals, ticket vending machines, and on-board validators.

The project enables customers with FACT-issued fare cards to ride neighboring transit systems operated by:
- Butler Transit Authority
- Mid Mon Valley Transit Authority
- Port Authority of Allegheny County
- The City of Washington
- Westmoreland County Transit Authority
HPT (Hazleton Public Transit)

126 West Mine Street
Hazleton, PA 18201
Mr. Ralph Sharp
(Transit Director)
570-459-5414

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

Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.13
Last Base Fare Increase: October 2006 (33%)
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community transportation provided by Luzerne County Transportation Authority in Luzerne and Wyoming counties (see page 106).
Hazleton Public Transit received two 29-foot low-floor Gillig buses which were placed into service in April 2012. The new buses have replaced two small cutaway 18-passenger buses and offer low-floor ramps to provide better service to riders needing ADA accessibility. Each vehicle can accommodate up to 28 passengers. Also, they feature updated engines to comply with Clean Air Act regulations.
LCTA (Luzerne County Transportation Authority)

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

Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.29
Last Base Fare Increase: August 2006 (20%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,186,307
Senior Passengers: 209,858
Revenue Vehicle Miles: 1,127,895
Revenue Vehicle Hours: 77,413

Employees
Fixed Route: 78
Paratransit: 37
System-wide: 115

Employees
Full-Time: 15
Part-Time: 29

System-wide: 44

Act 44 Operating Assistance
Section 1513 Allocation: $4,840,733
Required Local Match: $440,222

Total Fleet Size
Fixed Route: 38
Paratransit: 52
System-wide: 90

Operating Expense (000's)
$7,605

Fuel Util., $893
Maint., $361
Purchased Trans., $345
Operator Salaries & Wages, $1,207
Other, $402
Fringes, $2,517
Expense includes ADA complementary expense which is also included on the Community Transportation page.

Operating Funds (000's)
$7,605

State, $4,191
Local, $440
Revenue, $1,185
Federal, $1,789
Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Reported ridership prior to FY 2011-12 may have been overstated. FY 2011-12 ridership is correct.
Community Transportation

Luzerne County Transportation Authority
2009 Wyoming Avenue
Forty Fort, PA 18704
570-288-8420
Mr. Stanley Strelish, Executive Director

Service Area Statistics (2010 Census)
Luzerne and Wyoming Counties

Square Miles: 1,288
Population: 349,194
65+ Population: 62,123
% of Population 65 and older: 17.8%

Vehicles Operated in Maximum Service
Community Transportation: 55

Fare Information
Average Shared-Ride Fare: $16.81
Cost to Commonwealth per Senior Citizen Trip: $13.81
Last Base Fare Increase: November 2008

Trip Information
65+ Trips: 52,461
PwD Trips: 2,715
Other Shared-Ride Trips: 143,334
Total Shared-Ride Trips: 198,510
Non-Public Trips: 21,912

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Operating 67%
- Shared-Ride Admin 19%
- Exclusive Human Service Program Contracts 14%

Sources of Funding

<table>
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<tr>
<th>Funding Source</th>
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<td>$724,270</td>
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<td>Persons with Disabilities Program</td>
<td>$41,046</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$19,143</td>
<td>0.4%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,868,787</td>
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<tr>
<td>MH/ID</td>
<td>$196,410</td>
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<td>Other</td>
<td>$1,034,500</td>
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<tr>
<td>Subsidy</td>
<td>$283,365</td>
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</tr>
<tr>
<td>Total</td>
<td>$4,338,858</td>
<td>100.0%</td>
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</tbody>
</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
**Luzerne County Transportation Authority**

**Bus Tracking/AVL System**

Luzerne County Transportation Authority’s Automated Vehicle Locator (AVL) system will provide real-time bus tracking and historical data. This includes bus locations, speeds, and stop schedules. The data generated by the AVL system will be used by LCTA’s managers and dispatchers to better enhance scheduling and to organize efficient routes and trip planning. With the help of this system, LCTA will share real-time information with its customers via the Internet, TV, and mobile devices.
Lehigh and Northampton Transportation Authority (LANta)
1060 Lehigh Street
Allentown, PA 18103
Mr. Armando Greco
(Executive Director)
610-435-4052
www.lantabus.com

Service Area Statistics (2010 Census)
Square Miles: 106
Population: 389,000

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

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

Fare Information
Fixed Route Base: $2.00
Fixed Route Average: $1.15
Last Base Fare Increase: April 2007 (15%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 5,112,582
Senior Passengers: 763,099
Revenue Vehicle Miles: 3,827,422
Revenue Vehicle Hours: 313,860

Employees
Full-Time
Part-Time
Fixed Route: 168
Paratransit: 4
System-wide: 172

Total Fleet Size
Fixed Route: 83
Paratransit: 108
System-wide: 191

Act 44 Operating Assistance
Section 1513 Allocation: $11,553,636
Required Local Match: $714,463

Operating Expense (000’s)
$23,404

- Operator Salaries & Wages, $2,324
- Fringes, $5,777
- Fuel Utilities, $3,002
- Purchased Trans, $3,570
- Other, $2,966
- Maint., $486

Expense includes ADA complementary expense which is also included on the Community Transportation page.

Operating Funds (000’s)
$23,404

- Revenue, $12,168
- Federal, $5,341
- State, $5,179
- Local, $716

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

Lehigh and Northampton Transportation Authority
1060 Lehigh Street
Allentown, PA 18103
610-435-4052
Mr. Armando Greco, Executive Director

Service Area Statistics (2010 Census)
Lehigh and Northampton County

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

Vehicles Operated in Maximum Service
Community Transportation: 100

Fare Information
Average Shared-Ride Fare: $22.15
Cost to Commonwealth per Senior Citizen Trip: $18.80
Last Base Fare Increase: October 2008

Trip Information
65+ Trips: 137,445
PwD Trips: 6,914
Other Shared-Ride Trips: 278,754
Total Shared-Ride Trips: 423,113
Non-Public Trips: 71,500

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Admin 5%
- Exclusive Human Service Program Contracts 12%
- Shared-Ride Operating 83%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
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<th>% of Total</th>
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<tr>
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<td>$2,583,966</td>
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<td>Persons with Disabilities Program</td>
<td>$129,983</td>
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<td>Area Agency on Aging</td>
<td>$256,810</td>
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<td>Medical Assistance Transportation Program</td>
<td>$3,891,446</td>
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<td>MHID</td>
<td>$429,686</td>
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<td>Other</td>
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<tr>
<td>Total</td>
<td>$11,125,729</td>
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</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
Lehigh and Northampton Transportation Authority is constructing a state-of-the-art bus maintenance facility. It was designed to meet current needs and allow future expansion of the bus fleet to accommodate Lehigh Valley customers. The facility could be converted to support future CNG technology. Demolition of the existing building was completed in Spring 2012. The new facility is scheduled for completion in 2013.
Service Area Statistics (2010 Census)
Square Miles: 670
Population: 116,638

Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $0.59
Last Base Fare Increase: July 2006 (33%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 108,364
Senior Passengers: 20,662
Revenue Vehicle Miles: 143,930
Revenue Vehicle Hours: 9,887

Act 44 Operating Assistance
Section 1513 Allocation: $643,947
Required Local Match: $46,104

Employees
Full-Time
Part-Time
Fixed Route: 3
Paratransit: 1
System-wide: 4

Total Fleet Size
Fixed Route: 5
Paratransit: 30
System-wide: 35

OPERATING BUDGET
Operating Expense (000's) $809
Fuel Utils, $130
Fringes, $131
Maint., $88
Operator Salaries & Wages, $126
Other Salaries & Wages, $207
Other, $207

Operating Funds (000's) $809
State, $643
Local, $46
Revenue, $70
Federal, $50

Expense includes ADA complementary expense which is also included on the Community Transportation page.
Revenue includes ADA complementary revenues which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

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

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

Vehicles Operated in Maximum Service
Community Transportation: 23

Fare Information
Average Shared-Ride Fare: $15.09
Cost to Commonwealth per Senior Citizen Trip: $13.46
Last Base Fare Increase: July 2005

Trip Information
65+ Trips: 50,526
PwD Trips: 2,910
Other Shared-Ride Trips: 46,875
Total Shared-Ride Trips: 100,311
Non-Public Trips: 1,940

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

| Exclusive Human Service Program Contracts: 3% | Shared-Ride Operating: 79% | Shared-Ride Admin: 18% |

Sources of Funding

<table>
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<tr>
<th>Funding Source</th>
<th>Amount</th>
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<td>$164,662</td>
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<td>Medical Assistance Transportation Program</td>
<td>$577,672</td>
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<td>Total</td>
<td>$1,689,326</td>
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ADA complementary expense, revenue, and trips are also included on the previous pages.
The Mercer County Regional Council of Governments (MCRCOG) broke ground on its garage expansion project. The expansion will provide vehicle storage and additional work space for mechanics, and will house dispatching and call reservations under one roof. All in-ground site improvements have been completed, including updating utilities and relocating sewer lines. The walls and roof of the expanded facility have been erected. Interior construction continues. Construction is expected to be complete by mid-2013.
MMVTA (Mid Mon Valley Transit Authority)

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

Service Area Statistics (2010 Census)
Square Miles: 79
Population: 56,508

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

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

Fare Information
Fixed Route Base: $2.00
Fixed Route Average: $2.19
Last Base Fare Increase: July 2008 (33%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 336,248
Senior Passengers: 46,028
Revenue Vehicle Miles: 809,071
Revenue Vehicle Hours: 49,313

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

Act 44 Operating Assistance
Section 1513 Allocation: $2,109,307
Required Local Match: $54,842

Total Fleet Size
Fixed Route: 25
Paratransit: 2
System-wide: 27

OPERATING BUDGET

Operating Expense (000's)
$4,149

Purchased Trans, $2,851
Other, $240
Other Salaries & Wages, $288
L Fringes, $134
Fuel Utils, $632
Maint., $4

Expense includes ADA complementary expense.

Operating Funds (000's)
$4,149

Federal, $917
Revenue, $699
State, $2,478
Local, $55

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

Community transportation provided by Washington County Transportation Authority in Washington County (see page 228).

Community transportation provided by Westmoreland County Transit Authority in Westmoreland County (see page 134).
Mid Mon Valley Transit Authority (MMVTA) was the first regional Southwestern Pennsylvania transit provider to equip its entire bus fleet with new fareboxes in conjunction with the Port Authority of Allegheny County (PAAC). The new fareboxes include smart card technology for the future implementation of an Automated Fare Collection system.

The new fareboxes will reduce waste and fraud as well as help the MMVTA better track riders and account for all fares collected. When fully operational, the new system will eliminate all paper passes, tickets, and other fare media in use today.

The project enables customers with MMVTA-issued fare cards to ride neighboring transit systems, which include:
- Butler Transit Authority
- Fayette Area Coordinated Transportation
- Port Authority of Allegheny County
- The City of Washington
- Westmoreland County Transit Authority
### Pottstown Area Rapid Transit (PART)

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

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

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

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

### Fare Information
- Fixed Route Base: $1.70
- Fixed Route Average: $1.24
- Last Base Fare Increase: Sep 2012 (13.3%)

### Act 44 Fixed Route Distribution Factors
- Total Passengers: 285,537
- Senior Passengers: 45,087
- Revenue Vehicle Miles: 305,950
- Revenue Vehicle Hours: 20,571

### Act 44 Operating Assistance
- Section 1513 Allocation: $931,467
- Required Local Match: $63,812

### Employees
- Full-Time: 26
- Part-Time: 1
- Fixed Route: 26
- Paratransit: 0
- System-wide: 26

### Total Fleet Size
- Fixed Route: 9
- Paratransit: 2
- System-wide: 11

## OPERATING BUDGET

### Operating Expense (000’s)
- **$1,986**

- **Purchased Trans, $1,502**
- **Other, $52**
- **Other Salaries & Wages, $154**
- **Fringes, $27**
- **Fuel Utils, $251**

Expense includes ADA complementary expense.

### Operating Funds (000’s)
- **$1,986**

- **State, $956**
- **Federal, $667**
- **Revenue, $299**
- **Local, $64**

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

Community transportation provided by Suburban Transit Network, Inc., in Montgomery County (see page 225).
Transit Amenities and Upgrades

The Borough of Pottstown/Pottstown Area Rapid Transit installed amenities and completed electrical upgrades to the Smith Family Plaza Transit Park in downtown Pottstown. The new benches, planters, and the essential upgrades create a safe environment with a hometown feel for PART's customers.
URBAN SYSTEMS

Red Rose Transit Authority (RRTA)
45 Erick Road
Lancaster, PA 17601
Mr. David Kilmer
(Executive Director)
717-358-1920
www.redrosetransit.com

Service Area Statistics (2010 Census)
Square Miles: 952
Population: 420,920

Fare Information
Fixed Route Base: $1.70
Fixed Route Average: $1.48
Last Base Fare Increase: August 2011 (6%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,966,841
Senior Passengers: 243,389
Revenue Vehicle Miles: 1,767,615
Revenue Vehicle Hours: 125,611

Employees
Full-Time  Part-Time
Fixed Route: 98  13
Paratransit: 110  32
System-wide: 208  45

Act 44 Operating Assistance
Section 1513 Allocation: $4,406,458
Required Local Match: $224,025

Total Fleet Size
Fixed Route: 42
Paratransit: 71
System-wide: 113

OPERATING BUDGET

Operating Expense (000’s)
$9,458

Fuel Util., $1,302
Fringes, $2,510
Other Salaries & Wages, $1,243
Maint., $748
Purchased Trans., $792
Other, $474

Expense includes ADA complementary expense which is also included on the Community Transportation page.

Operating Funds (000’s)
$9,458

Revenue, $2,666
Federal, $2,206
Local, $257
State, $4,329

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

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

Service Area Statistics (2010 Census)
Lancaster County
Square Miles: 949
Population: 519,445
65+ Population: 77,780
% of Population 65 and older: 15.0%

Vehicles Operated in Maximum Service
Community Transportation: 57

Fare Information
Average Shared-Ride Fare: $19.92
Cost to Commonwealth per Senior Citizen Trip: $13.68
Last Base Fare Increase: July 2011

Trip Information
65+ Trips: 106,436
PwD Trips: 9,700
Other Shared-Ride Trips: 182,972
Total Shared-Ride Trips: 299,108
Non-Public Trips: 28,581

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$263,312</td>
<td>3.6%</td>
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<tr>
<td>Lottery</td>
<td>$1,456,096</td>
<td>19.6%</td>
</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>$200,262</td>
<td>2.7%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$195,818</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$2,727,238</td>
<td>36.8%</td>
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<tr>
<td>MH/ID</td>
<td>$1,246,337</td>
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<tr>
<td>Other</td>
<td>$562,361</td>
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<tr>
<td>Subsidy</td>
<td>$767,654</td>
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</tr>
<tr>
<td>Total</td>
<td>$7,419,078</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
In June 2012, Red Rose Transit Authority opened the Queen Street Station Parking Garage. Located on the corner of Queen Street and Chestnut Street in downtown Lancaster, the 395-space garage is available for daily and monthly public parking. The construction of the parking garage extended RRTA’s existing Queen Street Station transit center by adding three bus bays. The 8,500 square feet of space on the corner of the building is leased for a planned restaurant.

This project brings two modes of transportation together—fixed route bus service and passenger rail. Amtrak customers can take advantage of an incentive that allows monthly riders to purchase a discounted monthly parking pass and receive free trolley rides to the train station.

*State Capital Funds include Section 1516 Community Transportation Capital, Section 1514 Capital Budget Bonds, Section 1514 Asset Improvement Discretionary, and Section 1517 Capital Formula Funds.
City of Washington
55 W. Maiden Street
Washington, PA 15301
Ms. Nancy Basile
(Transit Coordinator)
724-223-2442
www.washingtoncitytransit.com

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

Senate District
Washington: 32, 37, 46

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

Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $2.65
Last Base Fare Increase: July 2012 (36.4%)

Operating Expense (000's)
$1,112

- Purchased Trans., $926
- Other, $53
- Other Salaries & Wages, $50
- Fuel Util., $69
- Maint., $14

Expense includes ADA complementary expense.

Operating Funds (000's)
$1,112

- Local, $134
- State, $896
- Revenue, $82

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

Community transportation provided by Washington County Transportation Authority in Washington County (see page 228).
The City of Washington completed demolition and preparation work in April 2012 on its future intermodal facility. The facility will be located at 50 East Chestnut Street in the central business district. The new construction, scheduled to begin in May 2013, will include a parking area, bus pull-in lanes, passenger shelters, bike racks, office space, and passenger amenities. The intermodal facility will serve as the main stop/transfer point for fixed route buses, ticket sales, parking, and transit information for the City of Washington and Washington Rides customers.
WCTA (Westmoreland County Transit Authority*)

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

Fare Information
Fixed Route Base: $1.75
Fixed Route Average: $2.27
Last Base Fare Increase: Jan 2013 (16.7%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 579,962
Senior Passengers: 77,507
Revenue Vehicle Miles: 1,062,839
Revenue Vehicle Hours: 50,996

Employees
Full-Time: 33
Part-Time: 37

Act 44 Operating Assistance
Section 1513 Allocation: $2,372,196
Required Local Match: $258,964

Total Fleet Size
Fixed Route: 41
Paratransit: 140
System-wide: 181

*Includes Rural Service

OPERATING BUDGET

Operating Expense (000's)
$5,607

Purchased Trans, $3,637
Other, $393
Other Salaries & Wages, $382
Fringes, $147
Fuel Util., $806
Maint., $242

Expense includes ADA complementary expense.

Operating Funds (000's)
$5,607

State, $2,581
Local, $259
Revenue, $1,188
Federal, $1,579

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

Westmoreland County Transit Authority
41 Bell Bay
Greensburg, PA 15601
724-832-2705
Mr. Larry Morris, Executive Director

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

Vehicles Operated in Maximum Service
Community Transportation: 111

Fare Information
- Average Shared-Ride Fare: $13.76
- Cost to Commonwealth per Senior Citizen Trip: $11.59
- Last Base Fare Increase: N/A

Trip Information
- 65+ Trips: 174,486
- PwD Trips: 1,258
- Other Shared-Ride Trips: 5,104
- Total Shared-Ride Trips: 180,848
- Non-Public Trips: 246,082

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

| Exclusive Human Service Program Contracts | 57% |
| Shared-Ride Admin | 1% |
| Shared-Ride Operating | 42% |

Sources of Funding

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<tr>
<th>Funding Source</th>
<th>Amount</th>
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<tr>
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<tr>
<td>Lottery</td>
<td>$2,022,254</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$21,560</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$142,919</td>
<td>2.1%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$3,802,989</td>
<td>56.8%</td>
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<tr>
<td>M/HID</td>
<td>-</td>
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<tr>
<td>Other</td>
<td>$3,538</td>
<td>0.1%</td>
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<tr>
<td>Subsidy</td>
<td>$389,134</td>
<td>5.8%</td>
</tr>
<tr>
<td>Total</td>
<td>$6,693,787</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Westmoreland County Transit Authority (WCTA) completed the construction of a maintenance and operations facility in June 2012. The new facility features amenities that will increase efficiency for the agency, including indoor storage of vehicles, indoor fueling and bus wash systems, maintenance bays, and office space for the operating staff.

With the help of its contractor, WCTA is now able to perform preventative maintenance, fleet maintenance, and fuel its vehicles in-house.
**Service Area Statistics (2010 Census)**

- Square Miles: 89
- Population: 69,764

**Fare Information**

- Fixed Route Base: $2.00
- Fixed Route Average: $0.86
- Last Base Fare Increase: May 2005 (33%)
- System-wide Increase: August 2011 (10%)*

**Act 44 Fixed Route Distribution Factors**

- Total Passengers: 1,407,612
- Senior Passengers: 222,741
- Revenue Vehicle Miles: 836,601
- Revenue Vehicle Hours: 55,467

**Employees**

- Full-Time: 47
- Part-Time: 4

**Total Fleet Size**

- Fixed Route: 29
- Paratransit: 2
- System-wide: 31

*Multi-ride passes increased in price.

**OPERATING BUDGET**

**Operating Expense (000's) $5,548**

- Operator Salaries & Wages, $1,544
- Fringes, $926
- Fuel Util., $784
- Maint., $366
- Purchased Trans., $19
- Other, $1,047

Expense includes ADA complementary expense which is also included on the Community Transportation page.

**Operating Funds (000's) $5,548**

- State, $3,231
- Local, $275
- Revenue, $1,039
- Federal, $1,003

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

Community transportation provided by STEP, Inc., in Lycoming and Clinton counties (see page 224).
River Valley Transit opened the Church Street Transportation Center in April 2012. The project helped to meet the transit and parking needs of Williamsport’s revitalization efforts. This project serves as an intermodal facility for local bus routes as well as intercity travel. The new construction allows generous space for passenger loading and unloading and driver amenities. The Church Street Transportation Center Project helps meet the parking needs of nearby businesses and allows for other future downtown developments.
YATA (York Adams County Transportation Authority*)

Service Area Statistics (2010 Census)
Square Miles: 911
Population: 381,751

Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.42
Last Base Fare Increase: July 2012 (7.1%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,651,953
Senior Passengers: 159,253
Revenue Vehicle Miles: 1,527,127
Revenue Vehicle Hours: 115,318

Employees Full-Time Part-Time
Fixed Route: 76 2
Paratransit: 19 59
System-wide: 95 61

Act 44 Operating Assistance
Section 1513 Allocation: $3,965,254
Required Local Match: $328,184

Total Fleet Size
Fixed Route: 48
Paratransit: 53
System-wide: 101

Employees Full-Time Part-Time
Fixed Route: 76 2
Paratransit: 19 59
System-wide: 95 61

*Includes Rural Service

OPERATING BUDGET

Operating Expense (000's)
$9,729

Operating Funds (000's)
$9,729

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

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

Service Area Statistics (2010 Census)
Adams and York Counties
Square Miles: 1,424
Population: 536,379
65+ Population: 77,011
% of Population 65 and older: 14.4%

Vehicles Operated in Maximum Service
Community Transportation: 104

Fare Information
Average Shared-Ride Fare: $19.11
Cost to Commonwealth per Senior Citizen Trip: $11.31
Last Base Fare Increase: April 2012

Trip Information
65+ Trips: 90,975
PwD Trips: 16,113
Other Shared-Ride Trips: 6,896
Total Shared-Ride Trips: 113,984
Non-Public Trips: 107,226

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Exclusive Human Service Program Contracts: 55%
- Shared-Ride Admin: 4%
- Shared-Ride Operating: 41%

Sources of Funding

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<tr>
<th>Funding Source</th>
<th>Amount</th>
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<td>Lottery</td>
<td>$1,029,225</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$179,348</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$112,860</td>
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<td>Medical Assistance Transportation Program</td>
<td>$1,951,375</td>
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<td>MH/ID</td>
<td>$558,785</td>
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<td>Other</td>
<td>$62,123</td>
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<tr>
<td>Total</td>
<td>$4,650,864</td>
<td>100.0%</td>
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</tbody>
</table>
The Gettysburg National Military Park Intelligent Transit Program is sponsored by the Pennsylvania Department of Transportation, Gettysburg National Military Park (GNMP), and rabbittransit. These organizations formed a partnership to enhance the visitor experience by providing intelligent intermodal transportation options. The GNMP Visitor Center’s on-site parking lots are frequently insufficient to accommodate tourists who arrive by car. The Intelligent Transit Program directs visitors to overflow parking locations with bus service, making access more convenient and reducing traffic congestion at the Visitor Center.
Section III

Rural Systems
Area Transportation Authority (ATA)
44 Transportation Center
Johnsonburg, PA 15845
Mr. Michael Imbrogno
(Chief Executive Officer)
814-965-2111
www.rideata.com

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

Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $2.01
Last Base Fare Increase: July 2008 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 327,593
Senior Passengers: 26,476
Revenue Vehicle Miles: 1,356,560
Revenue Vehicle Hours: 102,475

Employees
Full-Time: 57
Part-Time: 88

Act 44 Operating Assistance
Section 1513 Allocation: $3,173,725
Required Local Match: $226,015

Total Fleet Size
Fixed Route: 42
Paratransit: 48
System-wide: 90

Operating Expense (000's) $5,693
Operator Salaries & Wages, $1,199
Other Salaries & Wages, $1,384
Fringes, $1,321
Fuel Utils, $650
Maint., $314
Other, $624
Purchased Trans, $201
Expense includes DAS expense which is also included on the Community Transportation page.

Operating Funds (000's) $5,693
Revenue, $1,123
State, $3,413
Federal, $931
Local, $226
Revenue includes DAS revenue which is also included on the Community Transportation page.
<table>
<thead>
<tr>
<th>Total Passengers (000’s)</th>
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<tbody>
<tr>
<td>FY07-08</td>
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<tr>
<td>300</td>
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<table>
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<th>Operating Revenue Per Revenue Vehicle Hour</th>
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<tr>
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<th>Revenue Vehicle Hours (000’s)</th>
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<table>
<thead>
<tr>
<th>Total Ridership Per Revenue Vehicle Hour</th>
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<tbody>
<tr>
<td>FY07-08</td>
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<td>4</td>
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</table>

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

Area Transportation Authority of North Central PA
44 Transportation Center
Johnsonburg, PA 15845
1-866-282-4968
Mr. Michael Imbrogno, Chief Executive Officer

Service Area Statistics (2010 Census)
Cameron, Clearfield, Elk, Jefferson, McKean, and Potter Counties
Square Miles: 5,091
Population: 224,780
65+ Population: 40,449
% of Population 65 and older: 18.0%

Vehicles Operated in Maximum Service
Community Transportation: 31

Fare Information
Average Shared-Ride Fare: $4.96
Cost to Commonwealth per Senior Citizen Trip: $4.67
Last Base Fare Increase: July 2009

Trip Information
65+ Trips: 63,512
PwD Trips: 25,968
Other Shared-Ride Trips: 78,053
Total Shared-Ride Trips: 167,533
Non-Public Trips: 25,569

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<tbody>
<tr>
<td>Passenger Fares</td>
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<td>Lottery</td>
<td>$296,813</td>
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<td>Persons with Disabilities Program</td>
<td>$164,643</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$-</td>
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<td>Medical Assistance Transportation Program</td>
<td>$4,323,467</td>
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<td>MH/ID</td>
<td>$-</td>
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<td>Other</td>
<td>$348,005</td>
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<tr>
<td>Subsidy</td>
<td>$2,591,755</td>
<td>33.1%</td>
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<tr>
<td>Total</td>
<td>$7,835,797</td>
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</table>

DAS expense, revenue, and trips are also included on the previous pages.
Construction is complete on ATA’s newest transit center, which was designed to replicate surrounding buildings in Punxsutawney’s historic district. The transit center provides passengers with an indoor waiting area that includes seating and restrooms. The center also offers passengers opportunities to connect with transit services offered by The Fullington Bus Company and the Indiana County Transportation Authority.
Service Area Statistics (2010 Census)
Square Miles: 25
Population: 31,084

Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $0.79
Last Base Fare Increase: July 2012

Act 44 Fixed Route Distribution Factors
Total Passengers: 245,986
Senior Passengers: 51,140
Revenue Vehicle Miles: 212,270
Revenue Vehicle Hours: 18,194

Act 44 Operating Assistance
Section 1513 Allocation: $587,015
Required Local Match: $37,251

Employees
Full-Time Part-Time
Fixed Route: 4 6
Paratransit: 0 0
System-wide: 4 6

Total Fleet Size
Fixed Route: 6
Paratransit: 0
System-wide: 6

Operating Expense (000's) $1,578
Other, $242
Purchased Trans, $705
Maint., $49
Fuel Util., $258
Other Salaries & Wages, $230
Fringes, $94
Expense includes ADA complementary expense which is also included on the Community Transportation page.

Operating Funds (000's) $1,578
Local, $37
Revenue, $174
State, $665
Federal, $702
Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
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 which are also included on the Community Transportation page.
Community Transportation

Community transportation provided by Butler County Community Action and Development in Butler County (see page 207).
Communication System Improvements

Butler Transit Authority updated the radio communication system to comply with the Federal Communications Commission’s VHF/UHF Narrowbanding mandate, enhancing communication between terminals, service garages, and drivers. The update improves communication in the case of emergencies, breakdowns, and with the transferring of passengers between routes. Improved communication will enhance the level of safety and convenience for BTA’s customers.
Carbon County Community Transit
Carbon County Courthouse
Jim Thorpe, PA 18229-1238
Mr. Denis J. Meyers
(Project Manager)
610-432-3562, Ext. 132
www.carbontransit.com

House District
Carbon: 122

Senate District
Carbon: 14, 29

Service Area Statistics (2010 Census)
Square Miles: 64
Population: 25,419

Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.39
Last Base Fare Increase: Nov 2002 (50%)

Carbon County Community Transit
Carbon County Courthouse
Jim Thorpe, PA 18229-1238
Mr. Denis J. Meyers
(Project Manager)
610-432-3562, Ext. 132
www.carbontransit.com

House District
Carbon: 122

Senate District
Carbon: 14, 29

Service Area Statistics (2010 Census)
Square Miles: 64
Population: 25,419

Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.39
Last Base Fare Increase: Nov 2002 (50%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 9,740
Senior Passengers: 6,212
Revenue Vehicle Miles: 41,128
Revenue Vehicle Hours: 3,089

Act 44 Operating Assistance
Section 1513 Allocation: $200,931
Required Local Match: $29,258

Total Fleet Size
Fixed Route: 1
Paratransit: 22
System-wide: 23

Act 44 Operating Assistance
Section 1513 Allocation: $200,931
Required Local Match: $29,258

Total Fleet Size
Fixed Route: 1
Paratransit: 22
System-wide: 23

OPERATING BUDGET

Operating Expense (000's)
$129

- Other, $12
- Purchased Trans, $117

Expense includes ADA complementary expense which is also included on the Community Transportation page.

Operating Funds (000's)
$129

- Local, $18
- Federal, $37
- State, $67
- Revenue, $7

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

Carbon County c/o LANta
Carbon County Courthouse
Jim Thorpe, PA 18229-1238
610-435-3562
Mr. Denis J. Meyers, Project Manager

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

Vehicles Operated in Maximum Service
Community Transportation: 15

Fare Information
Average Shared-Ride Fare: $19.71
Cost to Commonwealth per Senior Citizen Trip: $16.60
Last Base Fare Increase: April 2009

Trip Information
65+ Trips: 34,208
PwD Trips: 6,313
Other Shared-Ride Trips: 28,881
Total Shared-Ride Trips: 69,402
Non-Public Trips: 17,938

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$23,541</td>
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<tr>
<td>Lottery</td>
<td>$567,865</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$102,659</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$145,276</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,648,460</td>
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<tr>
<td>MH/ID</td>
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<tr>
<td>Other</td>
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<td>Subsidy</td>
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<tr>
<td>Total</td>
<td>$2,792,541</td>
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</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
Carbon County Community Transit purchased seven accessible transit vehicles. The vehicles will be used for shared-ride service to provide Carbon County residents with safe and reliable public transportation services.
CATA (Crawford Area Transportation Authority)

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

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

Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $0.86
Last Base Fare Increase: August 2005 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 241,333
Senior Passengers: 40,274
Revenue Vehicle Miles: 220,921
Revenue Vehicle Hours: 17,409

Act 44 Operating Assistance
Section 1513 Allocation: $497,128
Required Local Match: $29,750

Employees
Fixed Route: 5
Senior Passengers: 4
Paratransit: 5
Revenue Vehicle Miles: 15
Revenue Vehicle Hours: 19

System-wide: 10

Total Fleet Size
Fixed Route: 7
Paratransit: 15

System-wide: 22

OPERATING BUDGET

Operating Expense (000’s)
$923

- Operator Salaries & Wages, $249
- Fuel Util, $184
- Maint., $29
- Operator Salaries & Wages, $139
- Fringes, $43
- Purchased Trans, $151
- Other, $128

Expense includes ADA complementary expense which is also included on the Community Transportation page.

Operating Funds (000’s)
$923

- Local, $30
- Revenue, $158
- Federal, $276
- State, $459

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

House District
Crawford: 5, 6, 17

Senate District
Crawford: 50

House District
Crawford: 5, 6, 17

Senate District
Crawford: 50

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

Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $0.86
Last Base Fare Increase: August 2005 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 241,333
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System-wide: 22

OPERATING BUDGET

Operating Expense (000’s)
$923

- Operator Salaries & Wages, $249
- Fuel Util, $184
- Maint., $29
- Operator Salaries & Wages, $139
- Fringes, $43
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- Other, $128

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Operating Funds (000’s)
$923

- Local, $30
- Revenue, $158
- Federal, $276
- State, $459

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

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

Service Area Statistics (2010 Census)
Crawford County
Square Miles: 1,013
Population: 88,765
65+ Population: 14,712
% of Population 65 and older: 16.6%

Vehicles Operated in Maximum Service
Community Transportation: 15

Fare Information
Average Shared-Ride Fare: $15.67
Cost to Commonwealth per Senior Citizen Trip: $13.01
Last Base Fare Increase: January 2008

Trip Information
65+ Trips: 29,825
PwD Trips: 3,095
Other Shared-Ride Trips: 9,680
Total Shared-Ride Trips: 42,600
Non-Public Trips: 7,770

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<td>Passenger Fares</td>
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<tr>
<td>Lottery</td>
<td>$ 388,170</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$ 40,017</td>
<td>5.7%</td>
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<td>Area Agency on Aging</td>
<td>$ 42,838</td>
<td>6.1%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$ 87,841</td>
<td>12.4%</td>
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<tr>
<td>M/I/D</td>
<td>-</td>
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<td>Other</td>
<td>$ 27,484</td>
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<td>Subsidy</td>
<td>$ 70,063</td>
<td>9.9%</td>
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<tr>
<td>Total</td>
<td>$ 706,002</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
The Crawford Area Transportation Authority purchased a low-floor mass transit vehicle to supplement its fixed route operations in Meadville. CATA now operates the entire Meadville fixed route service with low-floor mass transit vehicles. The vehicles offer easy access for individuals with disabilities and provide additional seating capacity. The vehicle allows CATA to maintain services without disruption during routine maintenance or unforeseen breakdowns.
DuFAST (DuBois, Falls Creek, Sandy Township Joint Transp. Authority)

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

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

Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $0.63
Last Base Fare Increase: July 2009 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 70,233
Senior Passengers: 28,265
Revenue Vehicle Miles: 130,300
Revenue Vehicle Hours: 10,372

Act 44 Operating Assistance
Section 1513 Allocation: $444,362
Required Local Match: $36,336

Employees
Full-Time
Part-Time
Fixed Route: 7
3
Paratransit: 0
0
System-wide: 7
3

Total Fleet Size
Fixed Route: 6
Paratransit: 0
System-wide: 6

OPERATING BUDGET

Operating Expense (000's)
$576
- Operator Salaries & Wages, $189
- Other Salaries & Wages, $97
- Fringes, $85
- Fuel Utils, $96
- Maint., $23
- Other, $86

Operating Funds (000's)
$576
- Revenue, $42
- Federal, $37
- State, $434
- Local, $63
Pennsylvania Public Transportation Performance Report – Fiscal Year 2011-12
Community Transportation

Community transportation provided by Area Transportation Authority of North Central PA in Cameron, Clearfield, Elk, Jefferson, McKean, and Potter counties (see page 148).
DuFAST, as part of its community outreach efforts, participates in a number of events to familiarize citizens with transportation services. To attract potential new riders during community days, the public is invited to board buses, view schedule information, and ask questions. These events include:

- “Touch a Truck Day”
- The school district’s “Bus Day”
- Salvation Army events
- Santa Bus – Light-Up Night
- Annual Community Day
Endless Mountains Transportation Authority (EMTA)
27824 Route 220
Athens, PA 18810
Mr. William Nichols, Jr.
(Acting General Manager)
570-888-7330
www.emtatransit.com

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

Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $0.88
Last Base Fare Increase: October 2005 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 125,787
Senior Passengers: 12,326
Revenue Vehicle Miles: 514,625
Revenue Vehicle Hours: 26,642

Act 44 Operating Assistance
Section 1513 Allocation: $548,504
Required Local Match: $49,298

Employees
Full-Time: 8
Part-Time: 13

Employees
Fixed Route: 8
Paratransit: 9
System-wide: 17

Total Fleet Size
Fixed Route: 16
Paratransit: 48
System-wide: 64

OPERATING BUDGET

Operating Expense (000's)
$1,341

- Fuel Util., $220
- Fringes, $267
- Operators Salaries & Wages, $408
- Maint., $67
- Other, $126

Operating Funds (000's)
$1,341

- Local, $49
- Revenue, $174
- State, $540
- Federal, $578
**Total Passengers (000’s)**

- FY07-08: 120
- FY08-09: 140
- FY09-10: 160
- FY10-11: 180
- FY11-12: 200

**Revenue Vehicle Hours (000’s)**

- FY07-08: 30
- FY08-09: 40
- FY09-10: 50
- FY10-11: 60
- FY11-12: 70

**Revenue Vehicle Miles (000’s)**

- FY07-08: 600
- FY08-09: 700
- FY09-10: 800
- FY10-11: 900
- FY11-12: 1000

**Operating Revenue Per Revenue Vehicle Hour**

- FY07-08: $6
- FY08-09: $8
- FY09-10: $10
- FY10-11: $12
- FY11-12: $15

**Operating Expense Per Revenue Vehicle Hour**

- FY07-08: $3
- FY08-09: $5
- FY09-10: $7
- FY10-11: $9
- FY11-12: $12

**Total Ridership Per Revenue Vehicle Hour**

- FY07-08: 6
- FY08-09: 5
- FY09-10: 4
- FY10-11: 3
- FY11-12: 2
Community Transportation

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

Service Area Statistics (2010 Census)
Bradford, Sullivan, and Tioga Counties
Square Miles: 2,734
Population: 111,031
65+ Population: 20,271
% of Population 65 and older: 18.3%

Vehicles Operated in Maximum Service
Community Transportation: 40

Fare Information
Average Shared-Ride Fare: $29.91
Cost to Commonwealth per Senior Citizen Trip: $25.04
Last Base Fare Increase: August 2009

Trip Information
65+ Trips: 30,501
PwD Trips: 7,072
Other Shared-Ride Trips: 20,033
Total Shared-Ride Trips: 66,606
Non-Public Trips: 2,116

Shared-Ride Ridership

Shared-Ride Fare Recovery

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Shared-Ride Operating 79%
Exclusive Human Service Program Contracts 8%
Shared-Ride Admin 13%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
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<tbody>
<tr>
<td>Passenger Fares</td>
<td>$65,037</td>
<td>3.0%</td>
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<tr>
<td>Lottery</td>
<td>$743,363</td>
<td>34.1%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$175,695</td>
<td>8.0%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$113,117</td>
<td>5.2%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$794,755</td>
<td>36.4%</td>
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<tr>
<td>MH/ID</td>
<td>$183,393</td>
<td>8.4%</td>
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<tr>
<td>Other</td>
<td>$79,341</td>
<td>3.6%</td>
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<tr>
<td>Subsidy</td>
<td>$27,652</td>
<td>1.3%</td>
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<tr>
<td>Total</td>
<td>$2,182,353</td>
<td>100.0%</td>
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</table>
**Vehicle Purchase**

The Endless Mountains Transportation Authority (EMTA) purchased four accessible transit vehicles. The vehicles will be used in demand response service throughout EMTA’s service area of Bradford, Sullivan, and Tioga counties to provide customers with safe and reliable transportation.
**IndiGO (Indiana County Transit Authority)**

- **P.O. Box 869, 1657 Saltsburg Avenue**
- **Indiana, PA 15701**
- **Mr. John R. Kanyan** (Executive Director)
  - **724-465-2140, Ext. 106**
  - **www.indigobus.com**

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

**Act 44 Fixed Route Distribution Factors**
- **Total Passengers:** 455,870
- **Senior Passengers:** 18,616
- **Revenue Vehicle Miles:** 488,081
- **Revenue Vehicle Hours:** 35,739

**Act 44 Operating Assistance**
- **Section 1513 Allocation:** $973,561
- **Required Local Match:** $47,016

**Employees**
- **Full-Time:** 36
- **Part-Time:** 14
- **Fixed Route:** 36
- **Paratransit:** 1
- **System-wide:** 37

**Total Fleet Size**
- **Fixed Route:** 21
- **Paratransit:** 18
- **System-wide:** 39

**Fare Information**
- **Fixed Route Base:** $1.25
- **Fixed Route Average:** $1.37
- **Last Base Fare Increase:** September 2010

**Revenue, $649**
- **Federal, $735**
- **State, $882**
- **Local, $47**

**Federal**
- **State**
- **Local**

**Act 44 Fixed Route Distribution Factors**
- **Total Passengers:** 455,870
- **Senior Passengers:** 18,616
- **Revenue Vehicle Miles:** 488,081
- **Revenue Vehicle Hours:** 35,739

**Employees**
- **Full-Time:** 36
- **Part-Time:** 14
- **Fixed Route:** 36
- **Paratransit:** 1
- **System-wide:** 37

**Total Fleet Size**
- **Fixed Route:** 21
- **Paratransit:** 18
- **System-wide:** 39

**Fare Information**
- **Fixed Route Base:** $1.25
- **Fixed Route Average:** $1.37
- **Last Base Fare Increase:** September 2010

Operating Expense (000’s)
- **$2,313**
  - **Purchased Trans, $10**
  - **Maint., $214**
  - **Fuel Utils, $190**
  - **Fringes, $470**
  - **Other, $156**
  - **Operator Salaries & Wages, $778**
  - **Other Salaries & Wages, $495**

Operating Funds (000’s)
- **$2,313**
  - **Local, $47**
  - **Federal, $735**
  - **State, $882**
  - **Revenue, $649**

Expense includes ADA complementary expense which is also included on the Community Transportation page.

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

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

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

Vehicles Operated in Maximum Service
Community Transportation: 11

Fare Information
Average Shared-Ride Fare: $14.48
Cost to Commonwealth per Senior Citizen Trip: $14.32
Last Base Fare Increase: February 2008

Trip Information
65+ Trips: 30,543
PwD Trips: 1,225
Other Shared-Ride Trips: 5,329
Total Shared-Ride Trips: 37,097
Non-Public Trips: 37,672

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Shared-Ride Ridership

Shared-Ride Fare Recovery

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<tbody>
<tr>
<td>Passenger Fares</td>
<td>$31,313</td>
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<tr>
<td>Lottery</td>
<td>$437,241</td>
<td>22.6%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$19,633</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$65,645</td>
<td>3.4%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,335,777</td>
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<tr>
<td>M/H/D</td>
<td>$30,720</td>
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<tr>
<td>Other</td>
<td>$12,849</td>
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<tr>
<td>Subsidy</td>
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<tr>
<td>Total</td>
<td>$1,934,978</td>
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</table>
IndiGO invested in several facility repair projects in 2012. The repair projects included the replacement of concrete around high traffic areas such as fuel islands and pedestrian sidewalks. The projects alleviate safety concerns in these heavily used areas.

Concrete replacement at IndiGO’s fuel island.
**Mid County Transit Authority**
220 North Grant Avenue
Kittanning, PA 16201
Ms. Patti Lynn Baker
(General Manager)
724-548-8696
www.tandctransit.com

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

**Fare Information**
Fixed Route Base: $1.25
Fixed Route Average: $1.30
Last Base Fare Increase: April 2012 (25%)

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 51,151
Senior Passengers: 21,623
Revenue Vehicle Miles: 144,383
Revenue Vehicle Hours: 10,693

**Employees**
<table>
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<th>Full-Time</th>
<th>Part-Time</th>
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<tr>
<td>Fixed Route: 10</td>
<td>1</td>
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<tr>
<td>Paratransit: 15</td>
<td>5</td>
</tr>
<tr>
<td>System-wide: 25</td>
<td>6</td>
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</table>

**Act 44 Operating Assistance**
Section 1513 Allocation: $498,514
Required Local Match: $33,171

**Total Fleet Size**
Fixed Route: 6
Paratransit: 13
System-wide: 19

---

**OPERATING BUDGET**

**Operating Expense (000’s)**

- Operator Salaries & Wages, $160
- Fringes, $100
- Other Salaries & Wages, $110
- Fuel Util., $110
- Maint., $112
- Other, $73

**Operating Funds (000’s)**

- Revenue, $62
- State, $218
- Federal, $348
- Local, $37
Community Transportation

Town & Country Transit
220 North Grant Avenue
Kittanning, PA 16201
724-548-8696
Ms. Patti Lynn Baker, General Manager

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

Vehicles Operated in Maximum Service
Community Transportation: 23

Fare Information
Average Shared-Ride Fare: $16.75
Cost to Commonwealth per Senior Citizen Trip: $14.09
Last Base Fare Increase: August 2010

Trip Information
65+ Trips: 28,119
PwD Trips: 4,802
Other Shared-Ride Trips: 2,155
Total Shared-Ride Trips: 35,076
Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Admin: 17%
- Shared-Ride Operating: 83%

Sources of Funding

<table>
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<tr>
<th>Funding Source</th>
<th>Amount</th>
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<td>$78,970</td>
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<td>$67,003</td>
<td>7.0%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$</td>
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<tr>
<td>MH/ID</td>
<td>$80,255</td>
<td>8.4%</td>
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<td>Other</td>
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<td>1.5%</td>
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<tr>
<td>Subsidy</td>
<td>$270,568</td>
<td>28.2%</td>
</tr>
<tr>
<td>Total</td>
<td>$959,189</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Mid County Transit Authority, doing business as Town & County Transit, purchased five accessible transit vans equipped with power lifts to aid passengers with limited mobility. The vans will be used for the Shared-Ride and Persons with Disabilities programs in Mid County’s service area. The vans provide Armstrong County residents with safe and reliable public transportation services.
Monroe County Transportation Authority (MCTA)
P.O. Box 339
Scotrun, PA 18355-0339
Ms. Peggy Howarth
(Executive Director)
570-839-6282, Ext. 411
www.gomcta.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 241,333
Senior Passengers: 29,385
Revenue Vehicle Miles: 477,066
Revenue Vehicle Hours: 28,817

Act 44 Operating Assistance
Section 1513 Allocation: $1,634,349
Required Local Match: $121,759

Employees
Full-Time
Part-Time
Fixed Route: 15
Paratransit: 7
System-wide: 22

Total Fleet Size
Fixed Route: 15
Paratransit: 35
System-wide: 50

Monroe County Transportation Authority (MCTA) (Monroe County Transportation Authority)

House District
Monroe: 118, 139, 176, 189

Senate District
Monroe: 14, 16, 18, 20, 22, 29

Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.02
Last Base Fare Increase: February 1996

Operating Expense (000's)
$3,115

- Operator Salaries & Wages, $595
- Other Salaries & Wages, $819
- Operator Salaries & Wages, $595
- Other Salaries & Wages, $819
- Fringes, $691
- Fuel Util, $491
- Other, $308
- Maint, $211

Expense includes ADA complementary expense which is also included on the Community Transportation page.

Operating Funds (000's)
$3,115

- Revenue, $382
- State, $1,280
- Federal, $1,331
- Local, $122

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

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

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

Vehicles Operated in Maximum Service
Community Transportation: 22

Fare Information
Average Shared-Ride Fare: $20.79
Cost to Commonwealth per Senior Citizen Trip: $17.03
Last Base Fare Increase: May 2011

Trip Information
65+ Trips: 33,875
PwD Trips: 10,041
Other Shared-Ride Trips: 25,818
Total Shared-Ride Trips: 69,734
Non-Public Trips: 35,762

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Exclusive Human Service Program Contracts
Shared-Ride Admin
Shared-Ride Operating
59%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$79,165</td>
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<td>Lottery</td>
<td>$576,734</td>
<td>30.8%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$177,780</td>
<td>9.5%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$57,127</td>
<td>3.1%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$834,950</td>
<td>44.6%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>$-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$136,329</td>
<td>7.3%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$8,333</td>
<td>0.5%</td>
</tr>
<tr>
<td>Total</td>
<td>$1,870,418</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
Communication System Improvements

Monroe County Transportation Authority upgraded its radio system to comply with the Federal Communications Commission’s VHF/UHF Narrowbanding mandate. The project upgraded all MCTA vehicles from an analog system to digital radio communications. Communication from bus operators to the dispatcher has improved and customers are able to track the real-time location of all fixed route vehicles via MCTA’s website, gomcta.com.
Mount Carmel, Borough of

Borough of Mount Carmel
137 West 4th Street
Mount Carmel, PA 17851
Ms. Megan Janolek
(Executive Director)
570-339-3956

House District
Northumberland: 107

Senate District
Northumberland: 27

Service Area Statistics (2010 Census)
Square Miles: 50
Population: 29,713

Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $0.97
Last Base Fare Increase: August 2007 (30%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 19,880
Senior Passengers: 11,052
Revenue Vehicle Miles: 47,141
Revenue Vehicle Hours: 4,436

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

Act 44 Operating Assistance
Section 1513 Allocation: $281,592
Required Local Match: $9,548

Total Fleet Size
Fixed Route: 4
Paratransit: 0
System-wide: 4

Operating Expense (000's)
$475

Operating Funds (000's)
$475

- Purchased Trans., $404
- Salaries & Wages, $41
- Fringes, $17
- Fuel Util., $4
- Maint., $4
- Other, $5

Local, $10
Revenue, $9
Federal, $231
State, $225
Reported ridership prior to FY 2011-12 may have been overstated. FY 2011-12 ridership is correct.
Community Transportation provided by Northumberland County Transportation in Northumberland County (see page 220).
The Borough of Mount Carmel replaced and upgraded the fare boxes on its fixed route fleet. The fare boxes are more user-friendly than the previous system and require less maintenance.
New Castle Area Transit Authority (NCATA)
311 Mahoning Avenue
New Castle, PA 16102
Mr. Leonard L. Lastoria
(General Manager)
724-654-3130
www.newcastletransit.org

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

Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $1.79
Last Base Fare Increase: March 2012

Act 44 Fixed Route Distribution Factors
Total Passengers: 686,375
Senior Passengers: 105,500
Revenue Vehicle Miles: 1,112,798
Revenue Vehicle Hours: 58,334

Act 44 Operating Assistance
Section 1513 Allocation: $3,495,648
Required Local Match: $165,281

Employees
Full-Time: 55
Part-Time: 0

Employees
Fixed Route: 55
Paratransit: 0
System-wide: 55

Total Fleet Size
Fixed Route: 30
Paratransit: 0
System-wide: 30

OPERATING BUDGET

Operating Expense (000's)
$7,026

Purchased Trans, $52
Maint., $463
Fuel Utils, $955
Fringes, $2,679
Other, $603

Operator Salaries & Wages, $1,571

Expense includes ADA complementary expense which is also included on the Community Transportation page.

Operating Funds (000's)
$7,026

Revenue, $992
Local, $165
State, $3,357
Federal, $2,512

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Reported ridership prior to FY 2011-12 may have been overstated. FY 2011-12 ridership is correct.
Community Transportation

Community transportation provided by Allied Coordinated Transportation Services, Inc., in Lawrence County (see page 204).
State Capital Funds Allocated by Fiscal Year*

*State Capital Funds include Section 1516 Community Transportation Capital, Section 1514 Capital Budget Bonds, Section 1514 Asset Improvement Discretionary, and Section 1517 Capital Formula Funds.

New Castle Area Transit Authority opened a park-and-ride facility along Route 422 in Lawrence County. The park-and-ride will provide residents of Lawrence County and surrounding communities with a safe place to park when catching the NCATA commuter bus service to Pittsburgh. The park-and-ride features more than 180 spaces, security cameras, and a large covered shelter for passenger safety.
**Service Area Statistics (2010 Census)**
Square Miles: 277  
Population: 97,441

**Fare Information**
Fixed Route Base: $1.30  
Fixed Route Average: $1.34  
Last Base Fare Increase: July 2012 (4%)

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 245,136  
Senior Passengers: 96,812  
Revenue Vehicle Miles: 334,985  
Revenue Vehicle Hours: 21,321

**Act 44 Operating Assistance**
Section 1513 Allocation: $1,343,208  
Required Local Match: $48,266

**Employees**
Fixed Route: 25 Full-Time  
Paratransit: 22 Full-Time  
System-wide: 47 Full-Time

**Total Fleet Size**
Fixed Route: 14 Vehicles  
Paratransit: 29 Vehicles  
System-wide: 43 Vehicles

---

**Operating Budget**

**Operating Expense (000’s)**
- Purchased Trans, $6
- Maint., $88
- Fuel Utils, $460
- Fringes, $348
- Operator Salaries & Wages, $358
- Other, $166
- Other Salaries & Wages, $475

Expense includes ADA complementary expense which is also included on the Community Transportation page.

**Operating Funds (000’s)**
- Local, $40
- Revenue, $193
- State, $1,172
- Federal, $496

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Passengers include ADA complementary passengers which are also included on the Community Transportation page.
Community Transportation

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

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

Vehicles Operated in Maximum Service
- Community Transportation: 28

Fare Information
- Average Shared-Ride Fare: $15.62
- Cost to Commonwealth per Senior Citizen Trip: $13.16
- Last Base Fare Increase: July 2012

Trip Information
- 65+ Trips: 57,633
- PwD Trips: 14,870
- Other Shared-Ride Trips: 19,718
- Total Shared-Ride Trips: 92,221
- Non-Public Trips: 58,803

COMMUNITY TRANSPORTATION OPERATING BUDGET

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

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$189,612</td>
<td>9.1%</td>
</tr>
<tr>
<td>Lottery</td>
<td>$758,218</td>
<td>36.5%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$194,375</td>
<td>9.4%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$67,618</td>
<td>3.2%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$400,086</td>
<td>19.3%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$390,449</td>
<td>18.8%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$77,062</td>
<td>3.7%</td>
</tr>
<tr>
<td>Total</td>
<td>$2,077,420</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Schuylkill County Transportation Authority is adopting an Intelligent Transportation System (ITS) upgrade for its fixed route operation. STS passengers will see many benefits, including the ability to view real-time bus departure information on LCD screens located at the Union Station Intermodal Center. The public will also be able to view this information from the STS website. The project features automatic vehicle location and automatic passenger counters. These tools assist STS management in analyzing passenger data and improving service efficiency.
VCTO (Venango County Transportation Office)

Venango County Transportation Office (VCTO)
1 Dale Avenue
Franklin, PA 16323
Ms. Sally Mays
(Director)
814-432-9767
www.co.venango.pa.us

House District
Venango: 64

Senate District
Venango: 21

Service Area Statistics (2010 Census)
Square Miles: 100
Population: 33,759

Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.53
Last Base Fare Increase: July 2005 (20%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 63,110
Senior Passengers: 11,195
Revenue Vehicle Miles: 167,543
Revenue Vehicle Hours: 7,846

Act 44 Operating Assistance
Section 1513 Allocation: $265,920
Required Local Match: $20,858

Employees
Full-Time Part-Time
Fixed Route: 5 5
Paratransit: 0 3
System-wide: 5 8

Total Fleet Size
Fixed Route: 3
Paratransit: 0
System-wide: 3

OPERATING BUDGET

Operating Expense (000’s)
$385

Operating Funds (000’s)
$385

- Operator Salaries & Wages, $113
- Other Salaries & Wages, $47
- Fringes, $78
- Fuel Utilities, $78
- Maint., $24
- Other, $45

- Local, $21
- Revenue, $78
- State, $133
- Federal, $153

Pennsylvania Public Transportation Performance Report – Fiscal Year 2011-12
Community Transportation

Venango County Transportation Office
1 Dale Avenue
Franklin, PA 16323
814-432-9767
Ms. Sally Mays, Director

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

Vehicles Operated in Maximum Service
Community Transportation: 11

Fare Information
- Average Shared-Ride Fare: $14.87
- Cost to Commonwealth per Senior Citizen Trip: $12.52
- Last Base Fare Increase: June 2012

Trip Information
- 65+ Trips: 12,223
- PwD Trips: 0
- Other Shared-Ride Trips: 13,374
- Total Shared-Ride Trips: 25,597
- Non-Public Trips: 60,878

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$ 91</td>
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<tr>
<td>Lottery</td>
<td>$ 153,036</td>
<td>9.4%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$ -</td>
<td>0.0%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$ 103,423</td>
<td>6.4%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$ 1,004,932</td>
<td>61.8%</td>
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<tr>
<td>M/HID</td>
<td>$ 301,416</td>
<td>18.5%</td>
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<tr>
<td>Other</td>
<td>$ 26,563</td>
<td>1.6%</td>
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<tr>
<td>Subsidy</td>
<td>$ 37,764</td>
<td>2.3%</td>
</tr>
<tr>
<td>Total</td>
<td>$ 1,627,225</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Venango County Transportation Office completed upgrades to its transportation facilities in 2012. The improvements included renovations to the maintenance area, paving of the parking lot, and installation of a mobile office unit (shown above). The mobile office unit serves as the call center for VCTO’s demand response services.
## Warren County, Transit Authority of Warren County

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

### Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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<tbody>
<tr>
<td>Square Miles</td>
<td>279</td>
</tr>
<tr>
<td>Population</td>
<td>25,626</td>
</tr>
</tbody>
</table>

### Fare Information

- **Fixed Route Base**: $1.00  
- **Fixed Route Average**: $0.73  
- **Last Base Fare Increase**: July 2012 (33%)  

### Act 44 Fixed Route Distribution Factors

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Total Passengers</td>
<td>68,618</td>
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<tr>
<td>Senior Passengers</td>
<td>9,488</td>
</tr>
<tr>
<td>Revenue Vehicle Miles</td>
<td>192,977</td>
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<tr>
<td>Revenue Vehicle Hours</td>
<td>10,877</td>
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</table>

### Employees

<table>
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<tr>
<th>Category</th>
<th>Full-Time</th>
<th>Part-Time</th>
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<tbody>
<tr>
<td>Fixed Route</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Paratransit</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>System-wide</td>
<td>12</td>
<td>8</td>
</tr>
</tbody>
</table>

### Act 44 Operating Assistance

- **Section 1513 Allocation**: $508,830  
- **Required Local Match**: $33,047  

### Total Fleet Size

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>5</td>
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<tr>
<td>Paratransit</td>
<td>13</td>
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<tr>
<td>System-wide</td>
<td>18</td>
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### Operating Budget

#### Operating Expense (000's)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tr>
<td>Fuel Util, $181</td>
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<tr>
<td>Fringes, $209</td>
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<tr>
<td>Maint., $39</td>
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<tr>
<td>Other, $58</td>
<td>$58</td>
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<tr>
<td>Operator Salaries &amp; Wages, $184</td>
<td>$184</td>
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<tr>
<td>Other Salaries &amp; Wages, $119</td>
<td>$119</td>
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</tbody>
</table>

Expense includes ADA complementary expense which is also included on the Community Transportation page.

#### Operating Funds (000's)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Local, $33</td>
<td>$33</td>
</tr>
<tr>
<td>State, $599</td>
<td>$599</td>
</tr>
<tr>
<td>Federal, $99</td>
<td>$99</td>
</tr>
<tr>
<td>Revenue, $59</td>
<td>$59</td>
</tr>
</tbody>
</table>

Revenue includes ADA complementary revenue which is also included on the Community Transportation page.
Warren County, Transit Authority of Pennsylvania Public Transportation Performance Report – Fiscal Year 2011-12

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

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

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

Vehicles Operated in Maximum Service
Community Transportation: 12

Fare Information
Average Shared-Ride Fare: $11.73
Cost to Commonwealth per Senior Citizen Trip: $11.74
Last Base Fare Increase: September 2010

Trip Information
65+ Trips: 30,954
PwD Trips: 183
Other Shared-Ride Trips: 9,903
Total Shared-Ride Trips: 41,040
Non-Public Trips: 1,108

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$ 7,713</td>
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<tr>
<td>Lottery</td>
<td>$ 363,335</td>
<td>33.3%</td>
</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>$ 2,214</td>
<td>0.2%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$ 56,880</td>
<td>5.2%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$ 335,111</td>
<td>30.7%</td>
</tr>
<tr>
<td>M/H/D</td>
<td>$ -</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$ 319,124</td>
<td>29.3%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$ 6,898</td>
<td>0.6%</td>
</tr>
<tr>
<td>Total</td>
<td>$ 1,091,275</td>
<td>100.0%</td>
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</table>

ADA complementary expense, revenue, and trips are also included on the previous pages.
The Transit Authority of Warren County purchased two transit vehicles equipped with power lifts to aid passengers with limited mobility, and a video system to increase passenger safety. The vehicles will be used for shared-ride service and will provide Warren County residents with safe and reliable transportation.
Section IV

Community Transportation
Community Transportation

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

Service Area Statistics (2010 Census)

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

Vehicles Operated in Maximum Service
Community Transportation: 20

Fare Information
Average Shared-Ride Fare: $13.78
Cost to Commonwealth per Senior Citizen Trip: $11.17
Last Base Fare Increase: April 2012

Trip Information
65+ Trips: 28,030
PwD Trips: 3,011
Other Shared-Ride Trips: 64,941
Total Shared-Ride Trips: 95,982
Non-Public Trips: 2,888

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Exclusive Human Service Program Contracts 16%
- Shared-Ride Admin 6%
- Shared-Ride Operating 78%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$51,069</td>
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<tr>
<td>Lottery</td>
<td>$313,177</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$38,300</td>
<td>2.3%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$14,327</td>
<td>0.9%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$521,564</td>
<td>31.6%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>$165,705</td>
<td>10.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$499,243</td>
<td>30.2%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$48,593</td>
<td>2.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$1,651,978</td>
<td>100.0%</td>
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Community Transportation Capital Funding FY 2011-12

<table>
<thead>
<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>$68,000</td>
<td>Accessible Transit Buses</td>
</tr>
</tbody>
</table>
Blair Senior Services, Inc.
1320 Twelfth Avenue
Altoona, PA 16601
814-695-3500
Mr. Steve Williamson, President

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

Vehicles Operated in Maximum Service
Community Transportation: 32

Fare Information
Average Shared-Ride Fare: $13.78
Cost to Commonwealth per Senior Citizen Trip: $11.44
Last Base Fare Increase: July 2011

Trip Information
65+ Trips: 98,519
PwD Trips: 4,909
Other Shared-Ride Trips: 43,588
Total Shared-Ride Trips: 147,016
Non-Public Trips: 848

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program
Contracts 30%

Shared-Ride Admin 6%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$102,590</td>
<td>3.4%</td>
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<td>Lottery</td>
<td>$1,127,010</td>
<td>37.4%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$57,879</td>
<td>1.9%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$170,365</td>
<td>5.6%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,272,654</td>
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<tr>
<td>MHD</td>
<td>$25,799</td>
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<td>Other</td>
<td>$178,742</td>
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<td>Subsidy</td>
<td>$80,567</td>
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<td>Total</td>
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</tbody>
</table>

Community Transportation Capital Funding FY 2011-12

<table>
<thead>
<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>$420,000</td>
<td>Accessible Transit Buses</td>
</tr>
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</table>
Community Transportation

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

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

Vehicles Operated in Maximum Service
Community Transportation: 175

Fare Information
- Average Shared-Ride Fare: $21.18
- Cost to Commonwealth per Senior Citizen Trip: $17.70
- Last Base Fare Increase: April 2008

Trip Information
- 65+ Trips: 181,626
- PwD Trips: 31,361
- Other Shared-Ride Trips: 3,838
- Total Shared-Ride Trips: 216,825
- Non-Public Trips: 382,163

COMMUNITY TRANSPORTATION OPERATING BUDGET

<table>
<thead>
<tr>
<th>源</th>
<th>金额</th>
<th>百分比</th>
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<td>乘客票价</td>
<td>$595,629</td>
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<td>彩票</td>
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<tr>
<td>残疾人服务项目</td>
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<tr>
<td>老年人事务局</td>
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<td>MHID</td>
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<td>其他</td>
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<td>补贴</td>
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Community Transportation Capital Funding FY 2011-12

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<tr>
<th>资金来源</th>
<th>金额</th>
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<tr>
<td>$712,000</td>
<td>无障碍公交巴士</td>
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</table>
Butler County Community Action & Development
124 West Diamond Street
P.O. Box 1208
Butler, PA 16003-1208
215-284-5125
Ms. Janine Kennedy, Director

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

Vehicles Operated in Maximum Service
Community Transportation: 16

Fare Information
Average Shared-Ride Fare: $12.30
Cost to Commonwealth per Senior Citizen Trip: $10.30
Last Base Fare Increase: July 2012

Trip Information
65+ Trips: 40,350
PwD Trips: 7,529
Other Shared-Ride Trips: 27,626
Total Shared-Ride Trips: 75,505
Non-Public Trips: 0

Butler County Community Action
789
183,862
27,853
15.1%
16
$12.30
$10.30
July 2012
40,350
7,529
27,626
75,505
0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<tr>
<td>Passenger Fares</td>
<td>$47,752</td>
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<td>Lottery</td>
<td>$415,727</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$82,479</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$117,683</td>
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<td>Medical Assistance Transportation Program</td>
<td>$157,716</td>
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<td>MHD</td>
<td>$3,844</td>
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<td>$103,003</td>
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<td>Subsidy</td>
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Community Transportation Capital Funding FY 2011-12

<table>
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<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>$253,000</td>
<td>Accessible Buses/Vans, Communication Equipment</td>
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</table>
Community Transportation

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

Vehicles Operated in Maximum Service
Community Transportation: 22

Fare Information
Average Shared-Ride Fare: $15.90
Cost to Commonwealth per Senior Citizen Trip: $12.92
Last Base Fare Increase: April 2009

Trip Information
65+ Trips: 37,771
PwD Trips: 4,693
Other Shared-Ride Trips: 41,389
Total Shared-Ride Trips: 83,853
Non-Public Trips: 7,040

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program Contracts 25%
Shared-Ride Admin 14%
Shared-Ride Operating 61%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<tr>
<td>Passenger Fares</td>
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<td>Lottery</td>
<td>$488,025</td>
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<tr>
<td>Persons with Disabilities Program</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$196,722</td>
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<td>MH/ID</td>
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Community Transportation Capital Funding FY 2011-12

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<th>Funding Amount</th>
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<tbody>
<tr>
<td>$210,000</td>
<td>Accessible Buses, Computer Equipment</td>
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</tbody>
</table>
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Exclusive Human Service Program Contracts 23%
Shared-Ride Admin 5%
Shared-Ride Operating 72%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
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<tbody>
<tr>
<td>Passenger Fares</td>
<td>$334,962</td>
<td>3.5%</td>
</tr>
<tr>
<td>Lottery</td>
<td>$2,571,240</td>
<td>26.7%</td>
</tr>
<tr>
<td>Persons w ith Disabilities Program</td>
<td>$625,423</td>
<td>6.5%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$223,368</td>
<td>2.3%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$2,673,303</td>
<td>27.8%</td>
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<td>MVD</td>
<td>$477,790</td>
<td>5.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$2,286,501</td>
<td>23.8%</td>
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<tr>
<td>Subsidy</td>
<td>$426,596</td>
<td>4.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$9,619,183</strong></td>
<td><strong>100.0%</strong></td>
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Community Transportation Capital Funding FY 2011-12

<table>
<thead>
<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
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<tbody>
<tr>
<td>$370,000</td>
<td>Accessible Buses</td>
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</table>

COMMUNITY TRANSPORTATION

ROVER/ Chester County

1002 South Chestnut Street
Downingtown, PA 19335
484-696-3854
Mr. Gary D. Krapf, President

Service Area Statistics (2010 Census)
Chester County

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

Vehicles Operated in Maximum Service
Community Transportation: 69

Fare Information
- Average Shared-Ride Fare: $21.85
- Cost to Commonwealth per Senior Citizen Trip: $14.73
- Last Base Fare Increase: July 2010

Trip Information
- 65+ Trips: 174,598
- PwD Trips: 34,864
- Other Shared-Ride Trips: 106,886
- Total Shared-Ride Trips: 316,348
- Non-Public Trips: 75,341

Shared-Ride Ridership

<table>
<thead>
<tr>
<th>FY 07-08</th>
<th>FY 08-09</th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
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<tbody>
<tr>
<td>65+</td>
<td>PwD</td>
<td>Total</td>
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</table>

Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th>FY 07-08</th>
<th>FY 08-09</th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Shared-Ride Fare</td>
<td>Avg. Shared-Ride Cost per Trip</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Funding Source Amount % of Total
- Passenger Fares $334,962 3.5%
- Lottery $2,571,240 26.7%
- Persons with Disabilities Program $625,423 6.5%
- Area Agency on Aging $223,368 2.3%
- Medical Assistance Transportation Program $2,673,303 27.8%
- MVD $477,790 5.0%
- Other $2,286,501 23.8%
- Subsidy $426,596 4.4%
- **Total** $9,619,183 100.0%

MATP Provider: Yes
Subcontractors: Yes
Percent of Shared-Ride Service Subcontracted: 10%

Exclusive Human Service Program Contracts 23%
Shared-Ride Admin 5%
Shared-Ride Operating 72%

1002 South Chestnut Street
Downingtown, PA 19335
484-696-3854
Mr. Gary D. Krapf, President

Chester County
756
498,886
63,875
12.8%
69
$21.85
$14.73
July 2010
174,598
34,864
106,886
316,348
75,341

ROVER Community Transportation

Shared-Ride Ridership

MATP Provider: Yes
Subcontractors: Yes
Percent of Shared-Ride Service Subcontracted: 10%

Exclusive Human Service Program Contracts 23%
Shared-Ride Admin 5%
Shared-Ride Operating 72%

Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th>FY 07-08</th>
<th>FY 08-09</th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Shared-Ride Fare</td>
<td>Avg. Shared-Ride Cost per Trip</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Funding Source Amount % of Total
- Passenger Fares $334,962 3.5%
- Lottery $2,571,240 26.7%
- Persons with Disabilities Program $625,423 6.5%
- Area Agency on Aging $223,368 2.3%
- Medical Assistance Transportation Program $2,673,303 27.8%
- MVD $477,790 5.0%
- Other $2,286,501 23.8%
- Subsidy $426,596 4.4%
- **Total** $9,619,183 100.0%

MATP Provider: Yes
Subcontractors: Yes
Percent of Shared-Ride Service Subcontracted: 10%

Exclusive Human Service Program Contracts 23%
Shared-Ride Admin 5%
Shared-Ride Operating 72%

Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th>FY 07-08</th>
<th>FY 08-09</th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
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<tbody>
<tr>
<td>Avg. Shared-Ride Fare</td>
<td>Avg. Shared-Ride Cost per Trip</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

Funding Source Amount % of Total
- Passenger Fares $334,962 3.5%
- Lottery $2,571,240 26.7%
- Persons with Disabilities Program $625,423 6.5%
- Area Agency on Aging $223,368 2.3%
- Medical Assistance Transportation Program $2,673,303 27.8%
- MVD $477,790 5.0%
- Other $2,286,501 23.8%
- Subsidy $426,596 4.4%
- **Total** $9,619,183 100.0%

MATP Provider: Yes
Subcontractors: Yes
Percent of Shared-Ride Service Subcontracted: 10%

Exclusive Human Service Program Contracts 23%
Shared-Ride Admin 5%
Shared-Ride Operating 72%

Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th>FY 07-08</th>
<th>FY 08-09</th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
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<tbody>
<tr>
<td>Avg. Shared-Ride Fare</td>
<td>Avg. Shared-Ride Cost per Trip</td>
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</table>

Funding Source Amount % of Total
- Passenger Fares $334,962 3.5%
- Lottery $2,571,240 26.7%
- Persons with Disabilities Program $625,423 6.5%
- Area Agency on Aging $223,368 2.3%
- Medical Assistance Transportation Program $2,673,303 27.8%
- MVD $477,790 5.0%
- Other $2,286,501 23.8%
- Subsidy $426,596 4.4%
- **Total** $9,619,183 100.0%

MATP Provider: Yes
Subcontractors: Yes
Percent of Shared-Ride Service Subcontracted: 10%

Exclusive Human Service Program Contracts 23%
Shared-Ride Admin 5%
Shared-Ride Operating 72%

Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th>FY 07-08</th>
<th>FY 08-09</th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
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</thead>
<tbody>
<tr>
<td>Avg. Shared-Ride Fare</td>
<td>Avg. Shared-Ride Cost per Trip</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>
Community Transportation

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

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

Vehicles Operated in Maximum Service
Community Transportation: 20

Fare Information
Average Shared-Ride Fare: $33.31
Cost to Commonwealth per Senior Citizen Trip: $27.17
Last Base Fare Increase: April 2011

Trip Information
65+ Trips: 17,094
PwD Trips: 682
Other Shared-Ride Trips: 16,655
Total Shared-Ride Trips: 34,431
Non-Public Trips: 613

Shared-Ride Ridership

Shared-Ride Fare Recovery

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program Contracts 15%
Shared-Ride Admin 1%
Shared-Ride Operating 84%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
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<tr>
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<td>$ -</td>
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<td>Lottery</td>
<td>$464,514</td>
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<td>Medical Assistance</td>
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<td>Other</td>
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Community Transportation Capital Funding FY 2011-12

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<th>Funding Amount</th>
<th>Capital Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>$132,000</td>
<td>Accessible Buses, Communication Equipment</td>
</tr>
</tbody>
</table>
**Cumberland County Transportation Department**
310 Allen Road, Suite 201  
Carlisle, PA 17013  
1-800-315-2546  
Ms. Rose Cook, Director

**Service Area Statistics (2010 Census)**

<table>
<thead>
<tr>
<th>Cumberland County</th>
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<tbody>
<tr>
<td>Square Miles:</td>
<td>550</td>
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<tr>
<td>Population:</td>
<td>235,406</td>
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<tr>
<td>65+ Population:</td>
<td>36,745</td>
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<tr>
<td>% of Population 65 and older:</td>
<td>15.6%</td>
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</table>

**Vehicles Operated in Maximum Service**

| Community Transportation | 19 |

**Fare Information**

| Average Shared-Ride Fare: | $12.55 |
| Cost to Commonwealth per Senior Citizen Trip: | $10.36 |
| Last Base Fare Increase: | July 2012 |

**Trip Information**

| 65+ Trips: | 45,642 |
| PwD Trips: | 10,692 |
| Other Shared-Ride Trips: | 87,255 |
| Total Shared-Ride Trips: | 143,589 |
| Non-Public Trips: | 0 |

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**

- Yes
- Yes
- 6%

**Sources of Funding**

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
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<tbody>
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<td>Lottery</td>
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<td>Persons with Disabilities Program</td>
<td>$115,107</td>
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<td>Area Agency on Aging</td>
<td>$159,149</td>
<td>6.7%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$426,412</td>
<td>17.9%</td>
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<tr>
<td>MHD</td>
<td>$725,031</td>
<td>30.4%</td>
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<tr>
<td>Other</td>
<td>$130,590</td>
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<td>Subsidy</td>
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</tr>
<tr>
<td>Total</td>
<td>$2,383,261</td>
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**Community Transportation Capital Funding FY 2011-12**

<table>
<thead>
<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>$470,500</td>
<td>Accessible Buses, Shop Equipment</td>
</tr>
</tbody>
</table>
Community Transportation

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

Service Area Statistics (2010 Census)
Delaware County
Square Miles: 184
Population: 558,979
65+ Population: 79,726
% of Population 65 and older: 14.3%

Vehicles Operated in Maximum Service
Community Transportation: 53

Fare Information
Average Shared-Ride Fare: $30.54
Cost to Commonwealth per Senior Citizen Trip: $25.03
Last Base Fare Increase: August 2009

Trip Information
65+ Trips: 110,082
PwD Trips: 1,643
Other Shared-Ride Trips: 98,104
Total Shared-Ride Trips: 209,829
Non-Public Trips: 170,791

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program Contracts 55%
Shared-Ride Operating 42%
Shared-Ride Admin 3%

Sources of Funding

<table>
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<tr>
<th>Funding Source</th>
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<td>Persons with Disabilities Program</td>
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<td>Area Agency on Aging</td>
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<td>Medical Assistance Transportation Program</td>
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Community Transportation Capital Funding FY 2011-12

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<th>Funding Amount</th>
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<tr>
<td>$246,159</td>
<td>Accessible Buses</td>
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Forest County Transportation
Forest County Building
Marienville, PA 16239
814-927-8266
Ms. Nancy Woodman, Director

Service Area Statistics (2010 Census)

Forest County

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

Vehicles Operated in Maximum Service

Community Transportation: 12

Fare Information

- Average Shared-Ride Fare: $26.18
- Cost to Commonwealth per Senior Citizen Trip: $19.63
- Last Base Fare Increase: February 2010

Trip Information

- 65+ Trips: 8,436
- PwD Trips: 777
- Other Shared-Ride Trips: 1,849
- Total Shared-Ride Trips: 11,062
- Non-Public Trips: 26

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Operating: 61%
- Exclusive Human Service Program Contracts: 10%
- Shared-Ride Admin: 29%

Sources of Funding

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<th>Funding Source</th>
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<td>$23,776</td>
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<tr>
<td>Program</td>
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<td>Area Agency on Aging</td>
<td>$25,062</td>
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<td>Medical Assistance</td>
<td>$96,989</td>
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<tr>
<td>Transportation Program</td>
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<td>M/HID</td>
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Community Transportation Capital Funding FY 2011-12

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<tr>
<td>$121,000</td>
<td>Accessible Vans, Passenger Van</td>
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Community Transportation

Franklin County Transportation
201 Franklin Farm Lane
Chambersburg, PA 17202
717-264-5225
Ms. Odessa Trinkle, Acting Director of Transportation

Service Area Statistics (2010 Census)
Franklin County
Square Miles: 772
Population: 149,618
65+ Population: 24,679
% of Population 65 and older: 16.5%

Vehicles Operated in Maximum Service
Community Transportation: 25

Fare Information
Average Shared-Ride Fare: $17.04
Cost to Commonwealth per Senior Citizen Trip: $14.44
Last Base Fare Increase: January 2012

Trip Information
65+ Trips: 26,510
PwD Trips: 5,557
Other Shared-Ride Trips: 24,106
Total Shared-Ride Trips: 56,173
Non-Public Trips: 17,962

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Ridership

Shared-Ride Fare Recovery

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operational Expenses

Exclusive Human Service Program
Contracts 25%

Shared-Ride Admin
29%

Shared-Ride Operating 46%

Sources of Funding

Funding Source | Amount | % of Total
--- | --- | ---
Passenger Fares | $21,790 | 1.5%
Lottery | $382,719 | 26.0%
Persons with Disabilities Program | $80,509 | 5.5%
Area Agency on Aging | $118,107 | 8.0%
Medical Assistance Transportation Program | $659,848 | 44.8%
MH/ID | $7,729 | 0.5%
Other | $201,656 | 13.7%
Subsidy | $ | 0.0%
Total | $1,472,358 | 100.0%

Community Transportation Capital Funding FY 2011-12

<table>
<thead>
<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
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<tbody>
<tr>
<td>$54,000</td>
<td>Accessible Transit Bus</td>
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Greene County Transportation Department
190 Jefferson Road
Waynesburg, PA 15370
724-627-6778
Ms. Karen Bennett, Administrator

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

Vehicles Operated in Maximum Service
Community Transportation: 22

Fare Information
Average Shared-Ride Fare: $22.02
Cost to Commonwealth per Senior Citizen Trip: $11.93
Last Base Fare Increase: December 1997

Trip Information
65+ Trips: 16,805
PwD Trips: 7,202
Other Shared-Ride Trips: 30,544
Total Shared-Ride Trips: 54,551
Non-Public Trips: 218

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program Contracts 15%
Shared-Ride Operating 69%
Shared-Ride Admin 16%

Sources of Funding

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<thead>
<tr>
<th>Funding Source</th>
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<td>Persons with Disabilities Program</td>
<td>$ 93,367</td>
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<td>Area Agency on Aging</td>
<td>$ 29,085</td>
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<td>Medical Assistance Transportation Program</td>
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Community Transportation Capital Funding FY 2011-12

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<td>$316,800</td>
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Community Transportation

Huntingdon-Bedford-Fulton Area Agency on Aging
240 Wood Street
Bedford, PA 15522
814-623-8148
Mr. Alan Smith, Executive Director

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

Vehicles Operated in Maximum Service
Community Transportation: 42

Fare Information
Average Shared-Ride Fare: $16.33
Cost to Commonwealth per Senior Citizen Trip: $14.09
Last Base Fare Increase: November 2011

Trip Information
65+ Trips: 70,548
PwD Trips: 7,149
Other Shared-Ride Trips: 31,181
Total Shared-Ride Trips: 108,878
Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Ridership

Shared-Ride Fare Recovery

MATP Provider: Yes
Subcontractors: No
Percent of Shared-Ride Service Subcontracted: N/A

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<td>Passenger Fares</td>
<td>$210,342</td>
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<td>$994,089</td>
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<td>Area Agency on Aging</td>
<td>$137,881</td>
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<td>Medical Assistance Transportation Program</td>
<td>$299,739</td>
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<td>M/HID</td>
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Community Transportation Capital Funding FY 2011-12

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<tr>
<td>$398,000</td>
<td>Accessible Buses/Vans</td>
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COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Exclusive Human Service Program Contracts: 5%
Shared-Ride Operating: 77%
Shared-Ride Admin: 18%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
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<th>% of Total</th>
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<tr>
<td>Passenger Fares</td>
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<td>Lottery</td>
<td>$274,558</td>
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<td>$26,563</td>
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<td>$501,775</td>
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<td>$18,498</td>
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Community Transportation Capital Funding FY 2011-12

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<tr>
<td>$300,000</td>
<td>Accessible Buses</td>
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COMMUNITY TRANSPORTATION

Montour County Transit
112 Woodbine Lane, Suite 1
Danville, PA 17821
570-271-0833
Ms. Amanda Boyer, Director

Service Area Statistics (2010 Census)
Montour County
- Square Miles: 131
- Population: 18,267
- 65+ Population: 3,395
- % of Population 65 and older: 18.6%

Vehicles Operated in Maximum Service
Community Transportation: 9

Fare Information
- Average Shared-Ride Fare: $10.60
- Cost to Commonwealth per Senior Citizen Trip: $8.80
- Last Base Fare Increase: May 2005

Trip Information
- 65+ Trips: 11,532
- PwD Trips: 1,809
- Other Shared-Ride Trips: 7,003
- Total Shared-Ride Trips: 20,344
- Non-Public Trips: 7,653

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Operating: 47%
- Shared-Ride Admin: 19%
- Exclusive Human Service Program Contracts: 34%

Sources of Funding

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<td>$16,770</td>
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<td>$14,021</td>
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<td>$232,735</td>
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<td>MH/ID</td>
<td>$5,688</td>
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Community Transportation Capital Funding FY 2011-12

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<tr>
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</table>
MTR Transportation tdba K-Cab, Inc.
P.O. Box 203
Berwick, PA 18603-0203
570-784-1550
Mr. Mark Ryman, Owner

Service Area Statistics (2010 Census)
Columbia County
Square Miles: 486
Population: 67,295
65+ Population: 10,811
% of Population 65 and older: 16.1%

Vehicles Operated in Maximum Service
Community Transportation: 17

Fare Information
Average Shared-Ride Fare: $14.87
Cost to Commonwealth per Senior Citizen Trip: $12.07
Last Base Fare Increase: July 2003

Trip Information
65+ Trips: 34,095
PwD Trips: 7,491
Other Shared-Ride Trips: 5,190
Total Shared-Ride Trips: 46,776
Non-Public Trips: 6,550

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

<table>
<thead>
<tr>
<th>Exclusive Human Service Program Contracts</th>
<th>Shared-Ride Admin</th>
<th>Shared-Ride Operating</th>
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<tr>
<td>12%</td>
<td>32%</td>
<td>56%</td>
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Sources of Funding

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<tr>
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<td>$88,697</td>
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<td>$259,451</td>
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<td>MHD</td>
<td>$11,568</td>
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<td>Other</td>
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Community Transportation Capital Funding FY 2011-12

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<tbody>
<tr>
<td>$51,915</td>
<td>Accessible Vans, Accessible Buses, Communication Equipment, Hardware/Software</td>
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</table>
Community Transportation

Northumberland County

61 Tyler Ave
Elysburg, PA 17284
1-800-479-2626
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)
Northumberland County

Square Miles: 460
Population: 94,528
65+ Population: 17,516
% of Population 65 and older: 18.5%

Vehicles Operated in Maximum Service
Community Transportation: 14

Fare Information
Average Shared-Ride Fare: $13.34
Cost to Commonwealth per Senior Citizen Trip: $11.21
Last Base Fare Increase: July 2011

trip Information
65+ Trips: 54,342
PwD Trips: 8,069
Other Shared-Ride Trips: 74,592
Total Shared-Ride Trips: 137,003
Non-Public Trips: 0

Community Transportation Operating Budget

Operating Expenses

Exclusive Human Service Program Contracts 2%
Shared-Ride Admin 13%
Shared-Ride Operating 85%

Sources of Funding

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<td>$608,998</td>
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<td>Persons with Disabilities Program</td>
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<td>Area Agency on Aging</td>
<td>$116,581</td>
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<td>$598,886</td>
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<td>MHD</td>
<td>$284,100</td>
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<tr>
<td>Subsidy</td>
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<td>Total</td>
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COMMUNITY TRANSPORTATION CAPITAL FUNDING FY 2011-12

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<td>$0</td>
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Perry County Transportation Department
350 Fickes Lane
Newport, PA 17074-0217
717-567-2490
Ms. Stacy Nybeck, Transportation Director

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

Vehicles Operated in Maximum Service
Community Transportation: 26

Fare Information
Average Shared-Ride Fare: $25.37
Cost to Commonwealth per Senior Citizen Trip: $20.97
Last Base Fare Increase: October 2008

Trip Information
65+ Trips: 15,338
PwD Trips: 3,087
Other Shared-Ride Trips: 19,519
Total Shared-Ride Trips: 37,944
Non-Public Trips: 11,950

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Exclusive Human Service Program Contracts 19%
- Shared-Ride Operating 70%
- Shared-Ride Admin 11%

Sources of Funding

<table>
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<tr>
<th>Funding Source</th>
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<th>% of Total</th>
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<td>Lottery</td>
<td>$321,677</td>
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<td>Persons with Disabilities Program</td>
<td>$66,544</td>
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<td>Area Agency on Aging</td>
<td>$59,596</td>
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<td>Medical Assistance Transportation Program</td>
<td>$440,560</td>
<td>34.1%</td>
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<td>MHD</td>
<td>$270,774</td>
<td>20.9%</td>
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<td>Other</td>
<td>$107,223</td>
<td>8.3%</td>
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Community Transportation Capital Funding FY 2011-12

<table>
<thead>
<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>$228,180</td>
<td>Accessible Buses/Vans</td>
</tr>
</tbody>
</table>
Pike County Transportation

Service Area Statistics (2010 Census)
Pike County

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

Vehicles Operated in Maximum Service
Community Transportation: 22

Fare Information
- Average Shared-Ride Fare: $19.82
- Cost to Commonwealth per Senior Citizen Trip: $16.07
- Last Base Fare Increase: October 2009

Trip Information
- 65+ Trips: 14,866
- PwD Trips: 3,429
- Other Shared-Ride Trips: 7,730
- Total Shared-Ride Trips: 26,025
- Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Admin: 19%
- Exclusive Human Service Program Contracts: 12%
- Shared-Ride Operating: 69%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<tbody>
<tr>
<td>Passenger Fares</td>
<td>$27,781</td>
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<tr>
<td>Lottery</td>
<td>$238,919</td>
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</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>$54,064</td>
<td>6.0%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$21,818</td>
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<td>Medical Assistance Transportation Program</td>
<td>$286,392</td>
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<td>MH/ID</td>
<td>$618</td>
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<td>Other</td>
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<td>Subsidy</td>
<td>$266,236</td>
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<td><strong>Total</strong></td>
<td><strong>$900,229</strong></td>
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Community Transportation Capital Funding FY 2011-12

<table>
<thead>
<tr>
<th>Funding Amount</th>
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</thead>
<tbody>
<tr>
<td>$205,000</td>
<td>Accessible Buses/Vans, Office Equipment</td>
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</table>
Tableland Services, Inc.  
535 East Main Street  
Somerset, PA 15501  
814-445-9628 Ext. 206  
Mr. David Mrozowski, Executive Director  

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

Vehicles Operated in Maximum Service  
Community Transportation: 20  

Fare Information  
Average Shared-Ride Fare: $14.22  
Cost to Commonwealth per Senior Citizen Trip: $12.14  
Last Base Fare Increase: July 2011  

Trip Information  
65+ Trips: 19,331  
PwD Trips: 4,033  
Other Shared-Ride Trips: 11,095  
Total Shared-Ride Trips: 34,459  
Non-Public Trips: 9,996  

COMMUNITY TRANSPORTATION OPERATING BUDGET  

Operating Expenses  
Exclusive Human Service Program Contracts: 49%  
Shared-Ride Operating: 32%  
Shared-Ride Admin: 19%  

Sources of Funding  

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<td>$234,707</td>
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<td>Persons w/ Disabilities Program</td>
<td>$46,595</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$47,246</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$652,521</td>
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<tr>
<td>MHD</td>
<td>$-</td>
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<td>Other</td>
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<td>Subsidy</td>
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Community Transportation Capital Funding FY 2011-12  

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<tbody>
<tr>
<td>$186,000</td>
<td>Accessible Vans</td>
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Shared-Ride Ridership

Shared-Ride Fare Recovery

MATP Provider: Yes  
Subcontractors: No  
Percent of Shared-Ride Service Subcontracted: N/A
Community Transportation

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

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

Vehicles Operated in Maximum Service
Community Transportation: 31

Fare Information
Average Shared-Ride Fare: $17.30
Cost to Commonwealth per Senior Citizen Trip: $14.06
Last Base Fare Increase: June 2012

Trip Information
65+ Trips: 46,688
PwD Trips: 11,788
Other Shared-Ride Trips: 53,229
Total Shared-Ride Trips: 111,705
Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program Contracts 36%
Shared-Ride Admin 8%
Shared-Ride Operating 56%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
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<tr>
<td>Passenger Fares</td>
<td>$260,849</td>
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<td>Lottery</td>
<td>$656,576</td>
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<td>Persons with Disabilities Program</td>
<td>$154,209</td>
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<td>Area Agency on Aging</td>
<td>$95,098</td>
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<td>Medical Assistance Transportation Program</td>
<td>$1,896,702</td>
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<td>M/HID</td>
<td>$ -</td>
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<td>Other</td>
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<td>Subsidy</td>
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<td>Total</td>
<td>$3,624,552</td>
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Community Transportation Capital Funding FY 2011-12

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<tr>
<th>Funding Amount</th>
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<tbody>
<tr>
<td>$312,000</td>
<td>Accessible Buses/Vans, Communication Equipment, Office Equipment</td>
</tr>
</tbody>
</table>
Suburban Transit Network, Inc.
980 Harvest Drive, Suite 100
Blue Bell, PA 19422
215-542-7433
Ms. Patricia Moir, Executive Director

Service Area Statistics (2010 Census)
Montgomery County

- Square Miles: 483
- Population: 799,874
- 65+ Population: 120,727
- % of Population 65 and older: 15.1%

Vehicles Operated in Maximum Service
Community Transportation: 121

Fare Information

- Average Shared-Ride Fare: $21.18
- Cost to Commonwealth per Senior Citizen Trip: $17.83
- Last Base Fare Increase: June 2012

Trip Information

- 65+ Trips: 251,144
- PwD Trips: 15,584
- Other Shared-Ride Trips: 65,875
- Total Shared-Ride Trips: 332,603
- Non-Public Trips: 559,048

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Exclusive Human Service Program Contracts 55%
- Human Service Program 7%
- Shared-Ride Operating 38%

Sources of Funding

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<tr>
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<td>Passenger Fares</td>
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<td>Area Agency on Aging</td>
<td>$195,816</td>
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<td>Medical Assistance Transportation Program</td>
<td>$3,197,897</td>
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<td>MHD</td>
<td>$ -</td>
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<td>Other</td>
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Community Transportation Capital Funding FY 2011-12

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<tr>
<th>Funding Amount</th>
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<tbody>
<tr>
<td>$544,000</td>
<td>Accessible Buses</td>
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</table>
Susquehanna County Transportation

Service Area Statistics (2010 Census)

Susquehanna County

- Square Miles: 823
- Population: 43,356
- 65+ Population: 7,845
- % of Population 65 and older: 18.1%

Vehicles Operated in Maximum Service

Community Transportation: 18

Fare Information

- Average Shared-Ride Fare: $22.15
- Cost to Commonwealth per Senior Citizen Trip: $17.07
- Last Base Fare Increase: April 2010

Trip Information

- 65+ Trips: 15,292
- PwD Trips: 2,188
- Other Shared-Ride Trips: 11,828
- Total Shared-Ride Trips: 29,308
- Non-Public Trips: 5,828

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Operating 52%
- Exclusive Human Service Program Contracts 16%
- Shared-Ride Admin 32%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
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<th>% of Total</th>
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<td>Passenger Fares</td>
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<td>$261,082</td>
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<td>Persons with Disabilities Program</td>
<td>$38,467</td>
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<td>Area Agency on Aging</td>
<td>$48,169</td>
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<td>$430,712</td>
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<td>$0</td>
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Community Transportation Capital Funding FY 2011-12

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<tbody>
<tr>
<td>$59,470</td>
<td>Accessible Transit Van, Communication Equipment, Vehicle Rehabilitation</td>
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MATP Provider: Yes
Subcontractors: Yes (Volunteer Drivers)
Percent of Shared-Ride Service Subcontracted: 8%
COMMUNITY TRANSPORTATION OPERATING BUDGET

Union/Snyder Transportation Alliance
1610 Industrial Boulevard, Suite 700
Lewisburg, PA 17837-1284
877-877-9021, Option 2
Ms. Cynthia Zerbe, Administrator

Service Area Statistics (2010 Census)
Union and Snyder Counties

- Square Miles: 648
- Population: 84,649
- 65+ Population: 12,798
- % of Population 65 and older: 15.1%

Vehicles Operated in Maximum Service
Community Transportation: 16

Fare Information
- Average Shared-Ride Fare: $17.93
- Cost to Commonwealth per Senior Citizen Trip: $12.89
- Last Base Fare Increase: June 2009

Trip Information
- 65+ Trips: 24,225
- PwD Trips: 10,998
- Other Shared-Ride Trips: 24,878
- Total Shared-Ride Trips: 60,101
- Non-Public Trips: 26,144

COMMUNITY TRANSPORTATION CAPITAL FUNDING FY 2011-12

<table>
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<tr>
<th>Capital Equipment</th>
<th>Funding Amount</th>
</tr>
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<tbody>
<tr>
<td>Accessible Buses</td>
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Sources of Funding

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<th>Funding Source</th>
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<tbody>
<tr>
<td>Passenger Fares</td>
<td>$53,222</td>
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<td>Lottery</td>
<td>$312,148</td>
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<td>Persons with Disabilities Program</td>
<td>$173,421</td>
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<td>Area Agency on Aging</td>
<td>$28,912</td>
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<td>Medical Assistance Transportation Program</td>
<td>$609,082</td>
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<td>MHD</td>
<td>$50,029</td>
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<td>$383,715</td>
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<td>Subsidy</td>
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<td>Total</td>
<td>$1,679,659</td>
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Shared-Ride Ridership

Shared-Ride Fare Recovery

MATP Provider: Yes
Subcontractors: No
Percent of Shared-Ride Service Subcontracted: N/A
Community Transportation

Washington County Transportation Authority
382 West Chestnut Street, Suite 108
Washington, PA 15301
724-223-8747
Ms. Sheila Gombita, Executive Director

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

Vehicles Operated in Maximum Service
Community Transportation: 75

Fare Information
- Average Shared-Ride Fare: $18.09
- Cost to Commonwealth per Senior Citizen Trip: $12.01
- Last Base Fare Increase: May 2008

Trip Information
- 65+ Trips: 132,995
- PwD Trips: 44,424
- Other Shared-Ride Trips: 101,087
- Total Shared-Ride Trips: 278,506
- Non-Public Trips: 17,662

COMMUNITY TRANSPORTATION OPERATING BUDGET

<table>
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<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<tr>
<td>Passenger Fares</td>
<td>$284,658</td>
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<td>Lottery</td>
<td>$1,597,897</td>
<td>26.7%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$628,566</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$220,077</td>
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<td>Medical Assistance Transportation Program</td>
<td>$2,792,279</td>
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<td>MH/ID</td>
<td>$81,223</td>
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Community Transportation Capital Funding FY 2011-12

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<tr>
<td>$734,465</td>
<td>Accessible Buses/Vans</td>
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Wayne County Area Agency on Aging
323 10th Street
Honesdale, PA 18431
570-253-4262
Ms. Andrea Whyte, Administrator

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

Vehicles Operated in Maximum Service
Community Transportation: 20

Fare Information
Average Shared-Ride Fare: $27.85
Cost to Commonwealth per Senior Citizen Trip: $20.34
Last Base Fare Increase: June 2011

Trip Information
65+ Trips: 22,057
PwD Trips: 2,231
Other Shared-Ride Trips: 21,394
Total Shared-Ride Trips: 45,682
Non-Public Trips: 13,860

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Shared-Ride Operating 69%
Exclusive Human Service Program Contracts 16%
Shared-Ride Admin 15%

Sources of Funding

<table>
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<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
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<tr>
<td>Passenger Fares</td>
<td>$35,064</td>
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<td>Lottery</td>
<td>$448,721</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$48,074</td>
<td>3.1%</td>
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<td>Area Agency on Aging</td>
<td>$112,720</td>
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<td>Medical Assistance Transportation Program</td>
<td>$792,406</td>
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<td>MHD</td>
<td>$62,754</td>
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Community Transportation Capital Funding FY 2011-12

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<tr>
<td>$187,200</td>
<td>Accessible Vans</td>
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Section V

Intercity Bus
Intercity Bus Program:
Serves 41 counties
Provides opportunities to travel into and outside of the state

Service Provided:
Scheduled Route Service (S)
Charter (C)
Group and Party (G)
School Bus Service (SB)
Tours (T)

Subsidized Carriers:
Carl R. Bieber, Inc.
The Fullington Auto Bus Company
Greyhound Lines, Inc.
Myers Coach Lines, Inc.
Susquehanna Transit Company

Service Type:
S,C,G,T
S,C,G,SB
S,C,G
S,C,G
S,C,G,SB

Average Fare:
$13.74

Total Number of Vehicles Required:
45 coaches

Carriers and Routes Served:
Carl R. Bieber, Inc.:
Reading – Philadelphia
Pottsville – Philadelphia
Harrisburg – Scranton
Harrisburg – Reading

The Fullington Auto Bus Company:
State College – Harrisburg
Pittsburgh – Bradford
State College – Wilkes-Barre
State College – Pittsburgh
DuBois – 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

OPERATING FUNDS (000’s)

$13,424

Local, $1,800
State, $1,800
Federal, $3,601
Revenue, $6,223
* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported. Corrections have been made to prior FY data.
Carl R. Bieber, Inc.
P.O. Box 180
Kutztown, PA 19530
Mr. Steven G. Haddad
President/CEO
610-683-7333
www.biebertourways.com

Intercity Bus Program:
Serves 11 counties
Provides opportunities to travel into and outside of the state

Subsidized Routes:
Reading – Philadelphia
Harrisburg – Reading
Harrisburg – Scranton
Pottsville – Philadelphia

Service Provided:
Scheduled Route Service
Charter
Group and Party
Tours

Average Fare: $10.71
Total Number of Vehicles Required: 10 coaches

Communities Served by Carl R. Bieber, Inc.:

Communities Served by Reading – Philadelphia:
Reading, Kutztown, Wescosville, Allentown, Bethlehem, Quakertown, and Philadelphia

Communities Served by Harrisburg – Reading:
Harrisburg, Hershey, Palmyra, Annville, Cleona, Lebanon, Myerstown, Womelsdorf, Robesonia, Wernersville, Sinking Spring, Reading, and Kutztown

Communities Served by Harrisburg – Scranton:
Scranton, Wilkes-Barre, Hazleton, Pottsville, and Harrisburg

Communities Served by Pottsville – Philadelphia:
Kutztown, Pottsville, Schuylkill Haven, Reading, Pottstown, Norristown, and Philadelphia

OPERATING FUNDS (000’s)
$4,881

Federal, $1,313
State, $656
Local, $656
Revenue, $2,256
**Total Bus Trips (000's)**

- Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported. Corrections have been made to prior FY data.

**Total Passengers (000's)**

**Operating Revenue Per Vehicle Mile**

**Operating Expense Per Vehicle Mile**

**Revenue Vehicle Miles (000's)**

**Total Subsidy Per Vehicle Mile**

* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported. Corrections have been made to prior FY data.

Bieber acquired Capitol Bus in FY 2009-10.
The Fullington Auto Bus Company
P.O. Box 211
316 East Cherry Street
Clearfield, PA 16830
Mr. Jonathan T. Berzas
President/CEO
814-765-7871
www.fullingtontours.com

InterCity Bus Program:
Serves 15 counties
Provides opportunities to travel into and outside of the state

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

Service Provided:
Scheduled Route Service
Charter
Group and Party
School

Average Fare: $14.94
Total Number of Vehicles Required: 8 coaches

Communities Served by Fullington:
Communities Served by State College – Harrisburg:
State College, Lewistown, Mifflintown, Thompsontown, Millerstown, Newport, Duncannon, and Harrisburg

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

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

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

Communities Served by DuBois – Harrisburg:
DuBois, Clearfield, Philipsburg, State College, Lewistown, Mifflintown, and Harrisburg

Operating Funds (000’s)
$2,195

- Local, $351
- State, $351
- Federal, $703
- Revenue, $790

The Fullington Auto Bus Program:
Intercity Bus Program:
Serves 15 counties
Provides opportunities to travel into and outside of the state

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

Service Provided:
Scheduled Route Service
Charter
Group and Party
School

Average Fare: $14.94
Total Number of Vehicles Required: 8 coaches

Communities Served by Fullington:
Communities Served by State College – Harrisburg:
State College, Lewistown, Mifflintown, Thompsontown, Millerstown, Newport, Duncannon, and Harrisburg

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

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

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

Communities Served by DuBois – Harrisburg:
DuBois, Clearfield, Philipsburg, State College, Lewistown, Mifflintown, and Harrisburg

Operating Funds (000’s)
$2,195

- Local, $351
- State, $351
- Federal, $703
- Revenue, $790

The Fullington Auto Bus Company
P.O. Box 211
316 East Cherry Street
Clearfield, PA 16830
Mr. Jonathan T. Berzas
President/CEO
814-765-7871
www.fullingtontours.com

InterCity Bus Program:
Serves 15 counties
Provides opportunities to travel into and outside of the state

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

Service Provided:
Scheduled Route Service
Charter
Group and Party
School

Average Fare: $14.94
Total Number of Vehicles Required: 8 coaches

Communities Served by Fullington:
Communities Served by State College – Harrisburg:
State College, Lewistown, Mifflintown, Thompsontown, Millerstown, Newport, Duncannon, and Harrisburg

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

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

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

Communities Served by DuBois – Harrisburg:
DuBois, Clearfield, Philipsburg, State College, Lewistown, Mifflintown, and Harrisburg

Operating Funds (000’s)
$2,195

- Local, $351
- State, $351
- Federal, $703
- Revenue, $790

The Fullington Auto Bus Company
P.O. Box 211
316 East Cherry Street
Clearfield, PA 16830
Mr. Jonathan T. Berzas
President/CEO
814-765-7871
www.fullingtontours.com

InterCity Bus Program:
Serves 15 counties
Provides opportunities to travel into and outside of the state

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

Service Provided:
Scheduled Route Service
Charter
Group and Party
School

Average Fare: $14.94
Total Number of Vehicles Required: 8 coaches

Communities Served by Fullington:
Communities Served by State College – Harrisburg:
State College, Lewistown, Mifflintown, Thompsontown, Millerstown, Newport, Duncannon, and Harrisburg

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

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

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

Communities Served by DuBois – Harrisburg:
DuBois, Clearfield, Philipsburg, State College, Lewistown, Mifflintown, and Harrisburg

Operating Funds (000’s)
$2,195

- Local, $351
- State, $351
- Federal, $703
- Revenue, $790
* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported. Corrections have been made to prior FY data.
Greyhound Lines, Inc.
Office of State Government Affairs
361 West Main Street
Hendersonville, TN 37075-3321
Mr. Randy Isaacs
615-338-0847
www.greyhound.com

Intercity Bus Program:
Serves 16 counties
Provides opportunities to travel into and outside of the state

Subsidized Routes:
Philadelphia – Scranton
Pittsburgh – Erie
Harrisburg – Pittsburgh

Service Provided:
Scheduled Route Service
Charter
Group and Party

Average Fare: $23.55
Total Number of Vehicles Required: 12 coaches

Communities Served by Greyhound:

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

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

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

OPERATING FUNDS (000’s)
$3,385

- Local, $444
- State, $444
- Federal, $888
- Revenue, $1,609

Greyhound Lines, Inc.
* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported. Corrections have been made to prior FY data.
Communities Served by Myers:

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

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

InterCity Bus Program:
Serves 3 counties
Provides opportunities to travel into and outside of the state

Subsidized Route:
Pittsburgh – Grove City

Service Provided:
Scheduled Route Service
Charter
Group and Party

Average Fare: $4.05
Total Number of Vehicles Required: 2 coaches

OPERATING FUNDS (000’s)
$411

Local, $63
State, $63
Federal, $126
Revenue, $159
* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported. Corrections have been made to prior FY data.
Susquehanna Transit Company

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

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

Subsidized Routes:
Williamsport – Philadelphia
Williamsport – Easton
Harrisburg – Elmira

Service Provided:
Scheduled Route Service
Charter
Group and Party
School Bus

Average Fare: $15.45
Total Number of Vehicles Required: 13 coaches

Communities Served by Susquehanna Transit Company:

Communities Served by Williamsport – Philadelphia:

Communities Served by Williamsport – Easton:
Williamsport, Mt. Carmel, Bloomsburg, Lehighton, Allentown, and Easton

Communities Served by Harrisburg – Elmira:
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, and Gillett

Operating Funds (000’s)

$2,543

Revenue, $1,406

Federal, $569

State, $284

Local, $284
Total Bus Trips (000’s)*

Total Passengers (000’s)

Operating Expense Per Passenger

Operating Revenue Per Vehicle Mile

Total Subsidy Per Vehicle Mile

Revenue Vehicle Miles (000’s)

* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported. Corrections have been made to prior FY data.
Section VI

Passenger Rail
Passenger Rail Program
Pennsylvania Department of Transportation
Bureau of Public Transportation
P.O. Box 3151
Harrisburg, PA 17105-3151
717-783-8025
www.dot.state.pa.us
www.planthekeystone.com
www.accessthekeystone.com

Keystone Corridor Service & Operations
- Keystone Corridor owned by Amtrak from Harrisburg, PA, to Philadelphia, PA
- 26 weekday and 14 weekend trains (144 trains/week)
- High Speed Rail of 110 mph
- Harrisburg – Philadelphia commute time = 95 min

Ridership and Revenue
- Total Keystone Passengers: 1,392,561
- Total Keystone Passenger Revenue: $9,590,367

Fuel & Power
- Diesel/Electric Propulsion
- Power Usage (kilowatt hours): 32,342,449
- Diesel Consumption (gallons): 9,750

Keystone Corridor Improvements
- Harrisburg Train Station
  - Replace track interlockings (in progress)
- Lancaster County At-Grade Crossings
  - Eliminate three public crossings to increase public safety and awareness (in progress)
- Mount Joy Train Station
  - Construct level-boarding passenger platforms and covered walkway for parking access (in progress)

Keystone Corridor
Amtrak Owned Right-of-Way

Keystone Corridor
Amtrak Owned Right-of-Way
### Keystone Corridor Service Performance Data

<table>
<thead>
<tr>
<th>Factor</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
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<tbody>
<tr>
<td>Annual Train Miles</td>
<td>439,678</td>
<td>439,678</td>
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<tr>
<td>Expense per Train Mile</td>
<td>$41.21</td>
<td>$41.87</td>
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<td>Subsidy per Train Mile</td>
<td>$21.10</td>
<td>$20.06</td>
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<td>Average Passenger Fare</td>
<td>$15.48</td>
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<td>Average Passenger Trip (Miles)</td>
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<td>Annual Cost Recovery</td>
<td>49%</td>
<td>52%</td>
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<td>Keystone Passengers</td>
<td>1,337,543</td>
<td>1,392,561</td>
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<tr>
<td>Annual State Subsidy</td>
<td>$9,275,395</td>
<td>$8,818,000</td>
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<tr>
<td>Annual Passenger Revenue</td>
<td>$8,841,642</td>
<td>$9,590,367</td>
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<tr>
<td>Average Train Speed</td>
<td>60 mph</td>
<td>60 mph</td>
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### Graphs

- **Revenue per Passenger Mile**
- **Subsidy per Passenger Mile**
- **Total Keystone Ridership (000's)**
- **Keystone Revenue (000's)**
- **Total Keystone Passenger Miles (000's)**
- **Subsidy per Train Mile**
PennDOT engaged a contractor to perform LiDAR data collections and processing along the 105-mile Keystone Corridor from Harrisburg to Philadelphia. The highly detailed, three-dimensional survey data was collected by mobile and aerial systems traversing the corridor and capturing up to 400,000 readings per second. The data was fused into high-grade engineering documents that will enhance the engineering and design process for capital improvements and infrastructure on the Keystone Corridor.

What are the advantages of LiDAR?
- 99 percent accurate and reduces the potential for errors
- Lower engineering and design costs for future projects
- Receive results faster than traditional ground surveying
- Data can identify as-built features and non-conventional items such as graffiti

Mobile and aerial LiDAR data was extracted and displayed with intensities that can show the details of as-built structures such as bridges, light poles, and hanging catenary wires.

This illustration shows a LiDAR-supported engineering design of Mount Joy Station on the left side, and the transition of the design into a 3D rendering on the right side.
Keystone on the Web

Plan the Keystone is a study to identify infrastructure investments for Amtrak’s Keystone Corridor East stations (Harrisburg to Philadelphia) and their surrounding areas. The goal is to enhance transit service, strengthen communities, and increase community and economic development. This effort is being conducted in close collaboration with municipalities along the Keystone Line.

The public website provides information on each Keystone station, including photographs, planned improvements, ridership, frequently asked questions, and new articles. To get involved, visit www.planthekeystone.com

Access the Keystone is a study to assess and identify opportunities to integrate multimodal access to and from the Keystone Corridor East stations. It is being developed in conjunction with Plan the Keystone to provide an overall regional assessment by station. It is focused on assessing pedestrian, bicycle, vehicular, and public transportation access.

The public website provides station access information by mode, as well as details on parking, signage, security, lighting, and interactive maps. To learn more, visit www.accessthekeystone.com

State Interlocking – Harrisburg, PA

The Keystone Corridor was originally built by the Pennsylvania Railroad for freight and long-distance passenger trains more than 100 years ago. Interlockings allow trains to change tracks and direction; however, the current infrastructure limits passenger trains to a low speed.

This project will upgrade the interlockings to accommodate heavier freight traffic and high speed passenger rail service using modern signals and construction technologies. PennDOT received $40 million from the Federal Railroad Administration to complete final design and construction of State Interlocking located at Harrisburg, PA.

Pictured above is an interlocking located on the Keystone Corridor.
Section VII

Glossary of Terms
Urban and Rural Systems


Act 44 Section 1513 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.

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 or 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 or paratransit service. The term does not include deadhead miles.

Senior Passengers: Defined by Act 44 as senior citizens (persons who are at least 65 years of age) who ride on fixed-route public transportation service.

Total Passengers: Defined by Act 44 as the total of all originating passengers plus transfer passengers carried on fixed-route public transportation service and paratransit service.

Community Transportation

65+ (Senior Citizen) Passenger Trips: The number of one-way passenger trips reported for persons 65 years of age or older. Senior Citizens are responsible for a portion (approximately 15 percent) of the general public fare for Community Transportation (shared-ride) service. The Commonwealth reimburses the Community Transportation provider the difference between the passenger portion and full fare.

Average Shared-Ride Cost per Trip: The average expense of providing a one-way shared-ride trip, calculated by dividing the total expense associated with shared-ride service by total trips.

Average Shared-Ride Fare: The average amount collected from the passenger and/or a sponsoring agency for a one-way shared-ride trip, calculated by dividing the shared-ride fare structure revenue by total trips.
**Cost to the Commonwealth per Senior Citizen Trip:**  The average amount of Lottery funds reimbursed through the Shared-Ride Program for Senior Citizens for a one-way passenger trip for persons 65 and older. The amount is equal to approximately 85 percent of the average shared-ride fare.

**Department Approved Service (DAS):**  Shared-ride service data which, on the basis of prior written approval, may be included in Section 1513 data.

**Exclusive Human Service Program Contracts:**  Service that is paid for by a Human Service program and is available exclusively to clients of that program. Service falls outside of the defined parameters for shared-ride fare structure.

**MATP:**  Medical Assistance Transportation Program (NEMT – non-emergency medical transportation) funded by the Pennsylvania Department of Public Welfare.

**PWD:**  Rural Transportation Program for Persons with Disabilities. Persons with disabilities pay a portion (approximately 15 percent) of the general public fare for Community Transportation (shared-ride) service. The Commonwealth reimburses the Community Transportation provider the difference between the passenger portion and full fare.

**Shared-Ride:**  Demand-responsive transportation that is available to the general public, operates on a non-fixed-route basis, and charges a fare to riders. The publicized service operates within a defined geographic area and during pre-determined days and hours of service. The first fare-paying passenger to enter the vehicle may not refuse to share the vehicle with other passengers during a given trip. For reporting purposes, all service using the same shared-ride fare structure that is used for the general public is reported in the shared-ride statistics.

**Total Trips:**  The number of one-way passenger trips reported for general public shared-ride service. This includes passengers who are 65 years of age or older, as well as those under 65.

**Passenger Rail**

**Train Miles:**  The number of miles when a train is “in service” and available for public use.
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