Annual Performance Report
Fiscal Year 2012-13

PENNSYLVANIA PUBLIC TRANSPORTATION
Dear Fellow Pennsylvanians,

It is with great pride that I submit the attached Pennsylvania Public Transportation Annual Performance Report FY 2012-13. In November 2013, the General Assembly passed and the Governor signed Act 89 of 2013 into law. Act 89 will infuse desperately needed capital funding into our public transportation system to ensure Pennsylvanians continue to be provided with reliable, efficient, and accessible transportation to work, medical appointments, and other activities.

Act 89 provides new funding sources for public transportation, including fines and fees that are not restricted to highway uses. By 2018, public transportation will see an additional $500 million to be used for capital projects such as new maintenance facilities in rural areas, new buses across the Commonwealth, new trains in the SEPTA region, and replacement of aging bridges and other infrastructure. This new funding is critical to keeping transit running efficiently and effectively. Act 89 also allows the Department to set aside some capital money each year to invest in alternative energy projects. The Department has developed a tool to measure the return on investment for these projects to ensure we are paying for projects that will save operating money over time as well as reducing our environmental footprint.

This report includes the results of public transportation system performance reviews that have been completed since the last annual statistical report. The Department is required to review transit agencies to benchmark their performance on several important factors. The Department also shares best practices and provides expert technical assistance to transit systems to improve performance.

Data quality and verification have been a focus over the past two years for the Bureau of Public Transportation. Much of the data contained in this report is used to distribute state and federal funding to transit systems. The Bureau has resolved issues and has strengthened quality control procedures to ensure confidence that the data provided by our transit systems is accurate and verifiable.

The future is brighter for transportation in Pennsylvania due to the hard work of many individuals and groups over the past several years. The Transportation Funding Advisory Committee set the stage for the investments needed in transportation. Governor Corbett led the effort for transportation, and many others including the General Assembly, the Pennsylvania Public Transportation Association, the Keystone Coalition, transit agencies, and employees of the Department to name a few, have spent countless hours demonstrating not only how much additional funding was needed but also how we would effectively manage those funds. Thank you for your efforts. The work now begins anew.

Sincerely,

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

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

Since January 2010, 22 performance reviews have been conducted and 17 reports have been published on the Bureau’s website. PennDOT continues to refine the process and best practices continue to emerge.

To date, the following reports have been published:

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

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

2013
- Area Transportation Authority (ATA) – Review completed; Report not yet published
- Mid Mon Valley Transit Authority (MMVTA) – Review completed; Report not yet published
- Schuylkill Transportation System (STS) – Review completed; Report not yet published

2014
- Berks Area Regional Transportation Authority (BARTA) – Review completed; Report not yet published
- Erie Metropolitan Transit Authority (EMTA) - Review completed; Report not yet published
- Crawford Area Transportation Authority (CATA)
- Williamsport River Valley Transit (RVT)
- Lehigh and Northampton Transportation Authority (LANta)
- Carbon County Community Transit
- Butler Transit Authority (BTA)

2015
- Mercer County Regional Council of Governments (MCRCOG)
- Westmoreland County Transit Authority (WCTA)
- Transit Authority of Warren County
- York Adams County Transportation Authority (YATA)
- Red Rose Transit Authority (RRTA)
- Indiana County Transit Authority (IndiGO)
- Borough of Mount Carmel
- Southeastern Pennsylvania Transportation Authority (SEPTA)
- Port Authority of Allegheny County (PAAC)

The following section includes executive summaries from the performance reviews of:
- New Castle Area Transit Authority (NCATA) – June 2013
- Centre Area Transportation Authority (CATA) – September 2013
- Washington City Transit – December 2013
## New Castle Area Transit Authority (NCATA) Transit Performance Review

### Executive Summary

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>New Castle Area Transit Authority¹ (DBA NCATA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1959 (1965 Inc.)</td>
</tr>
<tr>
<td>Fiscal Reporting Year</td>
<td>2011-2012</td>
</tr>
<tr>
<td>Service Area (square miles)*</td>
<td>177.5</td>
</tr>
<tr>
<td>Service Area Population *</td>
<td>74,880</td>
</tr>
<tr>
<td>Type of Service Provided</td>
<td>Fixed-Route Bus ADA Demand Response</td>
</tr>
<tr>
<td>Vehicles Operated in Maximum Service**</td>
<td>27 Subcontracted</td>
</tr>
<tr>
<td>Annual Revenue Miles of Service**</td>
<td>1,093,900 18,900</td>
</tr>
<tr>
<td>Annual Revenue Hours of Service**</td>
<td>56,800 1,550</td>
</tr>
<tr>
<td>Annual Total Passenger Trips**</td>
<td>682,100 4,300</td>
</tr>
<tr>
<td>Annual Total Senior Lottery Trips**</td>
<td>105,500 0</td>
</tr>
<tr>
<td>Employees (full-time/part-time)</td>
<td>58/2 Subcontracted</td>
</tr>
<tr>
<td>Total Annual Operating Cost**</td>
<td>$6,974,949 $51,770</td>
</tr>
<tr>
<td>Total Annual Operating Revenues**</td>
<td>$984,533 $7,555</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Total Annual Operating Cost</td>
<td>14.1% 14.6%</td>
</tr>
<tr>
<td>Administrative Cost / Total Operating Cost²</td>
<td>15.0% 0.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Mile</td>
<td>$6.38 $2.74</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$122.84 $33.38</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>12.01 2.77</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Revenue Hour</td>
<td>$17.34 $4.87</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$10.23 $12.04</td>
</tr>
</tbody>
</table>

Source:
* Telephone Interview with Vicki Antonio, Assistant Manager 2/19/2013
**PennDOT dotGrants Legacy Reporting Year 2012 as Revised 2/25/2013.

¹ FTA Sub-recipient ID 3R04-005
² Per FYE 2012 Audit Report, Administrative =$1,047,080/$6,974,949
In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment makes transit agencies aware of improvement opportunities and identifies best practices that can be shared with other transit agencies.

The Act 44 transit performance review of the New Castle Area Transit Authority (doing business as NCATA) was conducted in January 2013. The performance review focused on fixed-route rural bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – NCATA trends and a comparison of NCATA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist NCATA 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, NCATA will develop an action plan which identifies the steps NCATA 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, improved service quality, and increased ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by NCATA 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 NCATA to agree on a plan which requires NCATA Board approval to be submitted as the final action plan. NCATA 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. NCATA’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 NCATA’s fixed-route bus performance in comparison to its peer agencies in FY 2010-11 and over a five year trend period from FY 2005-06 to FY 2010-11 (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 NCATA.

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 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
NCATA is “In Compliance” for five of the eight criteria and “AT RISK” for three. The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed:

In Compliance

1. The five-year trend of passengers per revenue vehicle hour ranks tenth out of 11 and is worse than the peer group average.

2. The five-year trend for operating cost per revenue vehicle hour is the fifth highest rate of cost increase in the peer group and is slightly better than the peer group average.

3. 2011 operating revenue per revenue vehicle hour ranks sixth out of 11 and is slightly worse than the peer group average.

4. The five-year trend for operating revenue per revenue vehicle hour ranks fourth best out of 11 and is approximately twice that of the peer group average.

5. The five-year trend for operating cost per passenger is among the worse of the peer group, ranking 10 out of 11, and is approximately twice that of the peer group average.

At Risk

1. 2011 passengers per revenue vehicle hour ranks tenth out of the 11 transit agencies in the peer group and the agency has been determined “AT RISK” based on this variable.

2. 2011 operating cost per revenue vehicle hour is the highest of the peer group and the agency has been determined “AT RISK” based on this variable.

3. 2011 operating cost per passenger is the highest of the peer group and the agency has been determined “AT RISK” based on this variable.

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>2011 AT RISK</td>
<td>10</td>
<td>Worse</td>
<td>11.78</td>
<td>18.29</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>-1.95%</td>
<td>1.49%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2011 AT RISK</td>
<td>11</td>
<td>Worse</td>
<td>$115.14</td>
<td>$89.99</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>5</td>
<td>Better</td>
<td>4.19%</td>
<td>4.34%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2011 In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>$15.09</td>
<td>$17.11</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>4</td>
<td>Better</td>
<td>8.85%</td>
<td>4.90%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2011 AT RISK</td>
<td>11</td>
<td>Worse</td>
<td>$9.78</td>
<td>$5.19</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>6.26%</td>
<td>2.95%</td>
</tr>
</tbody>
</table>

3 NCATA’s reported ridership (passengers) for the last 5 years is an unreliable variable that could not be used to accurately assess trends. Analysis of the auditable components of ridership suggests little change in actual ridership has occurred in the last several years. Therefore a static estimate of 682,076 passengers is used for all previous year calculations in this report.
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 NCATA 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. **Measuring and Adjusting Preventative Maintenance (PM) Cycles:** NCATA’s maintenance department runs periodic checks on vehicle fluids by sending them out to a lab for testing. Then, PM cycles are adjusted based on lab results. This results both in better vehicle maintenance and lower costs of both fluids and repairs by “fine tuning” PM cycles to the observed behavior of individual vehicles and manufacturers. This type of practice demonstrates the benefits of measuring performance, fine-tuning actions based on results and maximizing return on investment in a tangible way and can serve as a “model approach” that should be applied in each of NCATA’s departments.

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

1. **Contain Overall Operating Cost Increases** - Over the last several years NCATA has had significant operating cost / revenue hour of service increases and is currently “AT RISK” based on two Act 44 performance criteria for the same. Management expects similar high increases in operating cost / revenue hour to continue in coming years. Going forward, NCATA should develop, implement and monitor the effectiveness of a broad range of 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 the cost saving potential of items in the operating budget that contribute significantly to the “bottom line.” Refer to “Opportunities to Control Operating Costs” for some potential areas that could help NCATA contain cost increases.

2. **Build an Agency-wide Culture of Performance** - The management team should develop a formal monitoring and performance enhancement strategy for all key agency functions and staff roles. Metrics should evolve from a strategic business plan crafted with significant input from the Board, management and staff. This recommendation is consistent with MAP-21 and general trends in the transit industry where performance-based evaluation is rapidly becoming the norm. At its core, a performance culture should encourage everyone from Board members to every employee to be informed by what is important, how well they accomplish what is important and how each player or department can contribute to improve performance.

3. **Maximize Return on Capital Investments** - NCATA has made substantial investments in technology ranging from farebox systems (GFI), reporting systems (Avail Datapoint), video and GPS on vehicles, etc. However, management staff members are not fully versed in how to use these systems in such a

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way as to maximize return on investment. For example, GPS technology can be used to measure and report on-time performance. GFI and Datapoint can be used to perform quality control on reported ridership statistics. AVL technology can be used to monitor on-time performance. Management should be trained on the potential uses of their current systems and how to collect and compile accurate data that can be used to measure performance in “real time” to make adjustments. Inaccurate, incomplete or untimely data misinforms decision-makers including NCATA’s management, Board and planning partners who rely on these data to inform investment and cost-saving strategies.

4. **Implement Additional Formal Quality Control Protocols** - NCATA has structural issues that make it difficult to assure appropriate oversight and quality control. For example, NCATA has demonstrated issues with respect to reporting ridership accurately. At the directive of PennDOT, management recently implemented a policy to collect transfer tickets and then reconcile those against farebox data. Since this policy was put into place on 1/13/2013, reported transfers have dropped substantially. Furthermore, road supervision is not conducted by staff members who have that as part of their job description and no employee receives periodic job evaluations. NCATA’s management must develop procedures and quality control measures to insure that reported ridership is accurate, routine road supervision occurs and that employees are performing their jobs in a manner consistent with clearly defined job descriptions. NCATA’s investment in video technology could be leveraged to perform periodic review of on-board video logs to insure that reported ridership is accurate and that buses are showing up on time consistent with published schedules. Regular employee performance reviews should be implemented to allow managers and employees to share performance expectations, to discuss performance findings and to find solutions to “day-to-day” challenges that arise during normal operations.

5. **Improve Passenger Productivity** – NCATA’s ridership per revenue hour is amongst the lowest in its peer group. This results in one of NCATA’s “**AT RISK**” findings. Low ridership contributes to NCATA’s low farebox recovery ratio (11%) compounding the agency’s challenges associated with high operating costs / revenue hour. When the management team is confident in reported ridership and ridership trend data it should evaluate the productivity of bus routes and runs to minimize unproductive service and expand upon productive service. Expanding the effective use of marketing and establishing service agreements with large employers and institutions also have proven effective means to improve productivity for similar systems in the Commonwealth.

**Financial Review**

For the FY 07/08 to FY 11/12 period, local governments have contributed between $136,000 and $165,000 to help cover NCATA’s operational cost. NCATA has used all of that in any given year to balance its budget and comply with state requirements. NCATA has built its cash and investment reserves largely due to state subsidy increases resulting from Act 44. However, available current year and carryover local match funds combined are anticipated by NCATA’s management to be insufficient to meet the agency’s local match requirements in this coming fiscal year due to local government financial hardships. This is a cause of great concern as NCATA will not be eligible for the full state grant amount in FY 13/14 if this is not resolved.

NCATA management should monitor NCATA’s end-of-year cash position and carryover funds and take actions to change the current downward trajectory. Management should take appropriate actions such as **obtaining additional local match, controlling costs and improving farebox recovery to improve**
NCATA’s long-term 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 on page 16. These performance targets are required to comply with Act 44 and represent minimum performance levels that NCATA 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 2011/2012). Standards were extrapolated to FY 2017/2018 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year</th>
<th>Target Annual Increase/Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>12.25</td>
<td>11.78</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$107.75</td>
<td>$115.14</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$12.95</td>
<td>$15.09</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$8.80</td>
<td>$9.78</td>
</tr>
</tbody>
</table>

Next Steps

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

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

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

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5 Ibid. 3, p. v.

6 Ibid.
- **Part 2- Act 44 Performance Metric Findings Templates** is where NCATA 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 of the full report to develop its proposed draft Action Plan.

Specific actions identified in the Action Plan templates may 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. NCATA must select, prioritize and schedule its intended actions using the template.

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

### Agency Profile

<table>
<thead>
<tr>
<th><strong>Agency Name</strong></th>
<th>Centre Area Transportation Authority (d.b.a. CATA)</th>
</tr>
</thead>
<tbody>
<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>133</td>
</tr>
<tr>
<td><strong>Service Area Population</strong></td>
<td>83,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Type of Service Provided</strong></th>
<th><strong>Fixed-Route Bus</strong></th>
<th><strong>ADA Demand Response</strong></th>
<th><strong>Shared Ride</strong></th>
<th><strong>Public Vanpool</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vehicles Operated in Maximum Service</strong></td>
<td>53</td>
<td>3</td>
<td>4</td>
<td>34</td>
</tr>
<tr>
<td><strong>Annual Revenue Miles of Service</strong></td>
<td>1,588,548</td>
<td>81,537</td>
<td>68,951</td>
<td>475,958</td>
</tr>
<tr>
<td><strong>Annual Revenue Hours of Service</strong></td>
<td>125,208</td>
<td>4,999</td>
<td>4,358</td>
<td>12,929</td>
</tr>
<tr>
<td><strong>Annual Total Passenger Trips</strong></td>
<td>7,037,600</td>
<td>15,127</td>
<td>19,463</td>
<td>113,172</td>
</tr>
<tr>
<td><strong>Annual Total Senior Lottery Trips</strong></td>
<td>41,180</td>
<td>0</td>
<td>18,361</td>
<td>0</td>
</tr>
<tr>
<td><strong>Employees (full-time/part-time)</strong></td>
<td>155/4</td>
<td>Subcontracted</td>
<td>1/0</td>
<td></td>
</tr>
<tr>
<td><strong>Total Annual Operating Cost</strong></td>
<td>$11,141,948</td>
<td>$308,109</td>
<td>$388,087</td>
<td>$279,797</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenues</strong></td>
<td>$5,946,651</td>
<td>$45,381</td>
<td>$257,178</td>
<td>$237,383</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenue / Total Annual Operating Cost</strong></td>
<td>53.4%</td>
<td>14.7%</td>
<td>66.3%</td>
<td>84.8%</td>
</tr>
<tr>
<td><strong>Administrative Cost / Total Operating Cost</strong></td>
<td>14.4%</td>
<td>2.9%***</td>
<td>3.0%***</td>
<td>14.1%</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Mile</strong></td>
<td>$7.01</td>
<td>$3.78</td>
<td>$5.63</td>
<td>$0.59</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Hour</strong></td>
<td>$88.99</td>
<td>$61.63</td>
<td>$89.05</td>
<td>$21.64</td>
</tr>
<tr>
<td><strong>Passengers / Revenue Hour</strong></td>
<td>56.21</td>
<td>3.03</td>
<td>4.47</td>
<td>8.75</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenue / Revenue Hour</strong></td>
<td>$47.49</td>
<td>$9.08</td>
<td>$59.01</td>
<td>$18.36</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>$1.58</td>
<td>$20.37</td>
<td>$19.94</td>
<td>$2.47</td>
</tr>
</tbody>
</table>

**Source:**  
*PennDOT dotGrants Legacy Reporting Year 2012  
** NTD Reporting Year 2011  
*** Administrative costs are those associated with CATA only. Subcontractor administrative costs are not reported in dotGrants.*
In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment makes transit agencies aware of improvement opportunities and identifies best practices that can be shared with other transit agencies.

The Act 44 transit performance review of Centre Area Transportation Authority (d.b.a. CATA) was conducted in April 2013. The performance review focused on fixed-route urban bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – CATA trends and a comparison of CATA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist CATA 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, CATA will develop an action plan which identifies the steps CATA 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, improved service quality, and increased ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by CATA 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 CATA to agree on a plan which requires CATA Board approval to be submitted as the final action plan. CATA 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. CATA’s success will be measured in part on meeting performance targets established through this review.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify CATA’s fixed-route bus performance in comparison to its peer agencies in FY 2010-11 and over a five year trend period from FY 2005-06 to FY 2010-11 (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 CATA.

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 CATA is **“In Compliance” for all eight criteria and “At Risk” for none**. The peer comparison process as
applied to Act 44 criteria (below, in bold typeface) revealed the following:

**In Compliance**

1. **2011 passengers / revenue vehicle hour** ranks as the best of the 14 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 eighth out of 14 and is better than the peer group average.

3. **2011 operating cost / revenue vehicle hour** ranks twelfth out of the 14 transit agencies in the peer group and is worse than the peer group average.

4. The **five-year trend for operating cost / revenue vehicle hour** is the third highest rate of cost increase in the peer group (twelfth out of 14 peers) and just marginally satisfies Act 44 requirements. Cost containment efforts by management should reduce this rate of growth going forward.

5. **2011 operating revenue / revenue vehicle hour** ranks second out of 14 and is much better than the peer group average.

6. The **five-year trend for operating revenue / revenue vehicle hour** ranks second best out of 14 and is approximately eight times that of the peer group average.

7. **2011 operating cost / passenger** ranks fourth of 14 and is much better than the peer group average.

8. The **five-year trend for operating cost / passenger** is the second worse of the peer group average ranking thirteenth of the 14 peers. Cost containment efforts by management should reduce this rate of growth going forward.

**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 14)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2011 In Compliance</td>
<td>1</td>
<td>Better</td>
<td>58.32</td>
<td>36.66</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>8</td>
<td>Better</td>
<td>0.54%</td>
<td>0.53%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2011 In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>$91.15</td>
<td>$79.06</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>6.24%</td>
<td>3.97%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2011 In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$44.16</td>
<td>$25.59</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>2</td>
<td>Better</td>
<td>6.00%</td>
<td>0.70%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2011 In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$1.56</td>
<td>$2.40</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>13</td>
<td>Worse</td>
<td>5.67%</td>
<td>3.48%</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 CATA 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. **Effective Governance and Management**- CATA demonstrates a clear understanding of the need for all members of the organization to understand the agency’s mission and performance. New Board members receive policy documents, “job descriptions” and an orientation (up to about 3 hours depending on the Board member’s background). Board member orientation includes receipt of the handbook, a policy manual, staff pictures, and an on-site tour. This proactive approach to orientation helps insure new Board members fully understand CATA’s facilities, staff and culture.

2. Every Board member and employee has a clear job description, annual goals and most receive annual performance reviews. Management has put a program in place to collect performance data on almost every aspect of the organization and is working to develop performance targets for the same. Orientation and training are tailored to each employee’s (or Board member’s) position insuring all CATA representatives have both the understanding of and opportunity to improve the agency’s performance.

3. **Comprehensive Service Planning**- CATA has taken an approach to service planning that is constantly improving both the efficiency and effectiveness of service delivery and is willing to look “outside the box” for solutions. Through the arrangement to share a planner position with the MPO/COG, introducing skip-stop service to improve schedule adherence and reduce deadhead time, and coordination with local land use planners to incorporate transit consideration into site design, CATA demonstrates a willingness to find creative solutions that to maximize the amount of service on the street and maximize the efficiency of service delivery.

4. **Industry Leadership in the Use of Natural Gas**- CATA was one of the earliest transit agencies in the nation (1993-1996) to adopt the use of compressed natural gas for fuel in its fixed-route fleet. This has resulted in lowering the per mile cost of fuel to a point well below that of systems that rely on only on diesel fuel.

5. **Contracting with Apartment Complexes**- CATA has initiated a program to “pre-sell” their services to apartment complexes. In recent years, the contracts have been converted to a “pay per ride” from a fixed-amount per complex. This aggressive marketing has increased both ridership and revenue.

6. **Extensive Use of GPS for Customer Service**- CATA makes extensive use of GPS vehicle location data to inform customers of a vehicle’s location and when it is expected at their stop. CATA provides this information on their website and on mobile applications that are tailored for smart phones commonly used by students.

7. **Commuter Services Programs Tailored to the Local Market**- CATACOMMUTE is a group of services that incorporates ride share, vanpool, guaranteed ride home, and park & ride programs. These programs provide a cost-effective means to assist commuters in finding a shared ride with other
commuters. The Guaranteed Ride Home (GRH) program provides an emergency ride home for those in rideshare arrangements when the need arises. The Park & Ride program provides parking for commuting downtown employees on the east side of Penn State campus that connects with CATA’s fare-free bus service in the downtown area.

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

1. **Build Cash Reserve Capacity** - CATA has very few liquid assets in proportion to its annual operating budget. This could result in the agency having a short-term default in the event that grant payments are delayed from one of its funding partners. Management should identify ways to increase liquid assets in the short-term and reexamine the balance between service expansions and the need to rebuild capital and operating cash reserves over the long-term to insure a larger cash flow buffer.

2. **Improve Oversight of Operations** - CATA lacks sufficient managerial supervision to oversee a 7 day a week operation of its size for on-street and maintenance functions. Furthermore, it lacks cameras or recording capabilities on its vehicles to extend the oversight capabilities of its current supervisory staff. Management should assess the benefits and risks of additional oversight and identify a range of solutions that can assure adequate oversight in a cost-effective manner during all hours of operation. The need for additional oversight should be considered as one part of overall service planning and the strategic plan to increase efficiency and effectiveness.

3. **Develop Performance Targets for All Key Agency Functions** - The management team should develop a formal performance enhancement strategy for all key agency functions. Performance measures are objective indicators of different activities of the agency that can be used to strengthen management decision making, achieve results, and support accountability. Performance targets are stipulated under Act 44, and are intended to motivate the organization to improve performance. CATA’s board sets targets for specific initiatives but not for most general agency functions, except for cost recovery and ridership, even though performance statistics, such as on-time performance and vehicle loads, are used in service planning. This recommendation is consistent with MAP-21 and general trends in the transit industry where performance-based evaluation is rapidly becoming the norm.

**Financial Review**

For the FY 07/08 to FY 11/12 period, local governments and Penn State University have contributed to help finance CATA’s operational funding requirements. CATA has used all of those amounts in any given year to balance its budget and comply with state requirements leaving few resources to meet future capital needs or build an adequate cash reserve. Furthermore, CATA does not have a significant amount of uncommitted cash reserves to cover unexpected operational expenses and any funding irregularities.

CATA management should reexamine the need for service expansion, operational expenses, capital needs, CATA’s end-of-year cash position and carryover funds for changes in the agency’s fiscal health and address any unexpected changes in trajectory. The Action Plan should recognize the changes in availability of federal and state capital funds and how CATA is balancing these considerations in its

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1 See Page 19 for a list of key functional areas.
operating and capital planning. Management should take appropriate actions to continuously improve CATA’s financial health and build a cash reserve buffer so as to minimize the risk of unexpected service cuts or fare increases that could result from revenue shortfalls or short-term cost increases.

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 on page 16. These performance targets are required to comply with Act 44 and represent minimum performance levels that CATA should work to achieve for each Act 44 performance criteria during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited “dotGrants” information available (FY 2011/2012). Standards were extrapolated to FY 2017/2018 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>64.47</td>
<td>58.32</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$95.45</td>
<td>$91.15</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$44.48</td>
<td>$44.16</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$1.48</td>
<td>$1.56</td>
</tr>
</tbody>
</table>

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

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

- **Part 1 - Executive Summary Findings Template** is where CATA 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 CATA 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” identified. Management should use the format provided in Appendix A of the full report 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. CATA must select, prioritize and schedule its intended actions using the template.

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

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Washington City Transit (d.b.a. WCT or City Transit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1989</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2012</td>
</tr>
<tr>
<td>Service Area (square miles) *</td>
<td>33</td>
</tr>
<tr>
<td>Service Area Population *</td>
<td>61,634</td>
</tr>
<tr>
<td>Type of Service Provided</td>
<td></td>
</tr>
<tr>
<td>Fixed-Route Bus</td>
<td>5</td>
</tr>
<tr>
<td>ADA Demand Response</td>
<td>2</td>
</tr>
<tr>
<td>Vehicles Operated in Maximum Service**</td>
<td>5</td>
</tr>
<tr>
<td>Annual Revenue Miles of Service**</td>
<td>174,021</td>
</tr>
<tr>
<td>Annual Revenue Hours of Service**</td>
<td>11,438</td>
</tr>
<tr>
<td>Annual Total Passenger Trips**</td>
<td>40,760</td>
</tr>
<tr>
<td>Annual Total Senior Lottery Trips**</td>
<td>12,636</td>
</tr>
<tr>
<td>Employees (full-time/part-time)**</td>
<td>Subcontracted</td>
</tr>
<tr>
<td>Total Annual Operating Cost**</td>
<td>$903,392</td>
</tr>
<tr>
<td>Total Annual Operating Revenues**</td>
<td>$73,512</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Total Annual Operating Cost</td>
<td>8.1%</td>
</tr>
<tr>
<td>Administrative Cost / Total Operating Cost</td>
<td>22.8%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Mile</td>
<td>$5.19</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$78.98</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>3.56</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Revenue Hour</td>
<td>$6.43</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$22.16</td>
</tr>
</tbody>
</table>

*Source: NTD FYE 2011
**Source: dotGrants FYE 2012
In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment makes transit agencies aware of improvement opportunities and identifies best practices that can be shared with other transit agencies.

The Act 44 transit performance review of Washington City Transit (d.b.a. WCT) was conducted in June 2013. The performance review focused on fixed-route urban bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – WCT trends and a comparison of WCT to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist WCT 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, WCT will develop an action plan which identifies the steps WCT 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, improved service quality, and increased ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by WCT 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 WCT to agree on a plan which requires WCT City Commission approval to be submitted as the final action plan. WCT 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. WCT’s success will be measured in part on meeting performance targets established through this review.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify WCT’s fixed-route bus performance in comparison to its peer agencies in FY 2010-11 and over a five year trend period from FY 2005-06 to FY 2010-11 (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 WCT.

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

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

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

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

1. **FYE 2011 operating cost / revenue vehicle hour** ranks sixth best of the 13 transit agencies in the peer group and is better than the peer group average.

2. The **five-year trend for operating cost / revenue vehicle hour** is the sixth lowest rate of cost increase in the peer group is only slightly worse than the peer group average.

3. **FYE 2011 operating revenue / revenue vehicle hour** ranks 10th out of 13 peers and is about half that of the peer group average.

4. The **five-year trend for operating revenue / revenue vehicle hour** ranks 11th out of 13 and is declining at about three times that of the peer group average.

5. The **five-year trend for operating cost / passenger** is the third worse of the peer group average ranking 11th of the 13 peers. This is largely attributable to declines in ridership while costs have increased.

At Risk

1. **FYE 2011 passengers / revenue vehicle hour** ranks as the worst of the 13 transit agencies in the peer group.

2. The **five-year trend of passengers / revenue vehicle hour** ranks worst of the 13 transit agencies in the peer group.

3. **FYE 2011 operating cost / passenger** ranks worst of 13 and is largely attributable to low ridership.

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>Fiscal Year End</th>
<th>Determination</th>
<th>Rank (of 13)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2011 At Risk</td>
<td>13</td>
<td>Worse</td>
<td>3.59</td>
<td>10.44</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend At Risk</td>
<td>13</td>
<td>Worse</td>
<td>-3.71%</td>
<td>-0.21%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2011 In Compliance</td>
<td>6</td>
<td>Better</td>
<td>$74.59</td>
<td>$76.27</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>1.72%</td>
<td>1.11%</td>
<td></td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2011 In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>$5.65</td>
<td>$7.82</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>-7.62%</td>
<td>-2.36%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2011 At Risk</td>
<td>13</td>
<td>Worse</td>
<td>$20.79</td>
<td>$8.67</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>5.64%</td>
<td>1.43%</td>
<td></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 WCT 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.

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

1. **Establish a Formal Governance and Oversight Structure** - The City of Washington contracts for the provision of public transportation services, including facilities, maintenance and drivers. WCT is supposed to provide management oversight to the Contractor, but the transit coordinator is also a contracted position, for which there are no formal expectations.

2. **Improve Oversight of Operations** - Since WCT does not directly operate service, it does not oversee the day-to-day operations of its service providers. As such, there is a need for assurances that services provided in the City’s name meet acceptable standards. WCT should establish formal oversight procedures that can readily identify where service is not meeting expectations so that shortcomings can be addressed by both parties.

3. **Develop Performance Targets for All Key Agency Functions** - The City of Washington should develop a formal set of performance targets and measure where current service is in relation to the targets. Then, if necessary, WCT should develop a performance enhancement strategy for all key agency functions. Performance measures are objective indicators of different activities of the agency that can be used to strengthen management decision making, achieve results, and support accountability. Performance targets are stipulated under Act 44, and are intended to motivate the organization to improve performance. These targets have not been set for most agency or contractor functions. This recommendation is consistent with MAP-21 and general trends in the transit industry where performance-based evaluation is rapidly becoming the norm.

**Financial Review**

For the FYE 2008 to FYE 2012 period, local governments and GG&C have contributed to help cover WCT’s operational funding requirements. WCT has used most of those amounts in any given year to balance its budget and comply with state requirements. Farebox revenues as a percentage of operating cost remain much lower than seen in other transit systems in the Commonwealth. Nevertheless, WCT has been able to build up adequate cash reserves to cover unexpected operational expenses and any funding irregularities. The City should continue to take appropriate actions such as obtaining additional local match, controlling costs and increasing carryover reserves to continuously improve WCT’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 on page 16. These performance targets are required to comply with Act 44 and represent minimum performance levels that WCT should work to achieve for each Act 44 performance criteria during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year
trend analysis as well as the most current audited “dotGrants” information available (FYE 2012). Standards were extrapolated to FYE 2018 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2010</td>
<td>2011</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>3.53</td>
<td>3.59</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$69.76</td>
<td>$74.59</td>
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<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$5.40</td>
<td>$5.65</td>
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<tr>
<td>Operating Cost / Passenger</td>
<td>$19.74</td>
<td>$20.79</td>
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</table>

Next Steps

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

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

- **Part 1- Executive Summary Findings Template** is where WCT 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 WCT 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. WCT must select, prioritize and schedule its intended actions using the template.

WCT must submit the proposed draft Action Plan using the format provided in **Appendix A: Action Plan**.
Improvement Strategies of the full report to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between WCT management and the Department. The finalized Action Plan then must be approved by the City Commission and formally submitted to PennDOT. Subsequently, WCT management must report at least quarterly to the City Commission and the Department on progress towards 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)

$1,172,150

- Operator Salaries & Wages: $202,006
- Operator Salaries & Wages: $261,186
- Fringes: $392,050
- Fuel Util: $95,273
- Maint: $57,909
- Purchased Trans: $24,124
- Other: $138,927

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

Operating Funds (000's)

$1,172,150

- Local: $81,352
- State: $540,429
- Federal: $72,350
- Revenue: $478,019

Revenue includes ADA complementary revenue.
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: 367

Fare Information
- Average Shared-Ride Fare: $24.80
- Cost to Commonwealth per Senior Citizen Trip: $21.53
- Last Base Fare Increase: July 2007

Trip Information
- 65+ Trips: 730,928
- Other Shared-Ride Trips: 33,081
- Total Shared-Ride Trips: 764,009
- Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

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

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>$1,360,978</td>
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</tr>
<tr>
<td>Lottery</td>
<td>$15,736,961</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$-</td>
<td>0.0%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$1,608,602</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$-</td>
<td>0.0%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>$-</td>
<td>0.0%</td>
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<tr>
<td>Other</td>
<td>$79,899</td>
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<tr>
<td>Subsidy</td>
<td>$4,894,686</td>
<td>20.7%</td>
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<tr>
<td>Total</td>
<td>$23,681,126</td>
<td>100.0%</td>
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</table>
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.

Primos Station Reconstruction Project

Primos Station, located on SEPTA’s Media/Elwyn Regional Rail Line in Upper Darby Township and Aldan Borough, serves as a connection point for SEPTA’s Bus Route 107. Approximately 386 trips begin or end at Primos Station each weekday. The Primos Station Reconstruction Project, completed in September 2013, was a coordinated effort to upgrade the station’s ADA compliance, improve safety, and improve boarding operations. Station renovations include newly installed high-level boarding platforms and a fully accessible station, parking lot, ramps, and stairs. The station was designed and built following LEED criteria.
**PAAC (Port Authority of Allegheny County)**

**Operating Expense (000's)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Other Salaries &amp; Wages</td>
<td>$74,827</td>
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<tr>
<td>Operator Salaries &amp; Wages</td>
<td>$59,295</td>
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<td>Other</td>
<td>$22,545</td>
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<tr>
<td>Fringes</td>
<td>$116,445</td>
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<tr>
<td>Fuel Util</td>
<td>$30,978</td>
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<tr>
<td>Maint.</td>
<td>$21,206</td>
</tr>
<tr>
<td>Purchased Trans</td>
<td>$11,172</td>
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</table>

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

**Operating Funds (000's)**

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Local</td>
<td>$33,111</td>
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<tr>
<td>Federal</td>
<td>$24,864</td>
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<tr>
<td>State</td>
<td>$184,020</td>
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<tr>
<td>Federal</td>
<td>$24,864</td>
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<tr>
<td>Revenue</td>
<td>$94,473</td>
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</table>

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

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

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

Vehicles Operated in Maximum Service
Community Transportation: 316

Fare Information
- Average Shared-Ride Fare: $21.56
- Cost to Commonwealth per Senior Citizen Trip: $18.37
- Last Base Fare Increase: July 2012

Trip Information
- 65+ Trips: 673,788
- Other Shared-Ride Trips: 405,884
- Total Shared-Ride Trips: 1,079,672
- Non-Public Trips: 211,978

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$2,063,805</td>
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</tr>
<tr>
<td>Lottery</td>
<td>$12,374,391</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$</td>
<td>0.0%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$952,058</td>
<td>3.9%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$4,499,965</td>
<td>18.2%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>$</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$4,402,677</td>
<td>17.8%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$422,118</td>
<td>1.7%</td>
</tr>
<tr>
<td>Total</td>
<td>$24,715,014</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

DAS expense, revenue, and trips are also included on previous pages.
PAAC implemented an Automated Fare Collection System (AFCS) that allows customers to use reloadable smart cards (ConnectCards and Connectix) to pay fares. Customers can purchase and reload smart cards at the downtown Service Center and third-party retail partners throughout Allegheny County. The cards can also be reloaded at Ticket Vending Machines (TVMs) located at high traffic stops throughout the system. Use of the AFCS will reduce boarding/departing times which allows routes to remain on schedule. ConnectCard and fare management websites are being introduced to further increase productivity and efficiency throughout the Port Authority.

PAAC recognizes that timely replacement of its revenue fleet is an integral part of maintaining long-term financial stability and providing excellence in customer service. A total of $27.8 million was expended to replace 12- to 13-year-old buses. PAAC’s new 60-foot vehicles will provide an increase in capacity without requiring the purchase of additional vehicles. A modern bus fleet enhances customer satisfaction, improves safety, and reduces the overall operating costs of maintaining an older, outdated fleet.
Amtran (Altoona Metro Transit)

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

House District
Blair: 79, 80, 81

Senate District
Blair: 30

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

Current Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.30
Last Base Fare Increase: July 2011 (7%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 687,793
Senior Passengers: 71,975
Revenue Vehicle Miles: 579,083
Revenue Vehicle Hours: 45,103

Current Employees
Full-Time Part-Time
Fixed Route: 37 5
Paratransit: 0 1
System-wide: 37 6

Act 44 Operating Assistance
Section 1513 Allocation: $2,401,014
Required Local Match: $123,407

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

Operating Expense (000's)
$4,280

Fuel Utils $537
Operator Salaries & Wages $1,008
Other Salaries & Wages $758
Other $333
Maint. $210
Purchased Trans $160
Fringes $1,274

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

Operating Funds (000's)
$4,280

Federal $1,078
State $2,137
Local $131
Revenue $934

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

Community transportation provided by Blair Senior Services, Inc., in Blair County (see page 183).
AMTRAN, in partnership with Avail Technologies of State College, developed and deployed the new myFare system on its entire fixed-route fleet. The myFare system allows customers to pay fares using a reloadable proximity smart card.
**BCTA (Beaver County Transit Authority*)**

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

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

**Senate District**  
Beaver: 46, 47

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

**Current Fare Information**  
Fixed Route Base: $2.25  
Fixed Route Average: $1.89  
Last Base Fare Increase: Jan 2013 (12.5%)  

**Act 44 Fixed Route Distribution Factors**  
Total Passengers: 948,395  
Senior Passengers: 77,165  
Revenue Vehicle Miles: 941,820  
Revenue Vehicle Hours: 56,756

**Current Employees**  
Full-Time  
Fixed Route: 58  
Paratransit: 35  
System-wide: 93  
Part-Time  
1

**Act 44 Operating Assistance**  
Section 1513 Allocation: $3,002,857  
Required Local Match: $416,247

**Current Fleet Size**  
Fixed Route: 24  
Paratransit: 21  
System-wide: 45

*Includes Rural Service

---

**OPERATING BUDGET**

**Operating Expense (000's)**

- Operator Salaries & Wages $1,281  
- Fuel Util $1,071  
- Maint. $443  
- Other $608  
- Fringes $963  
- Other Salaries & Wages $925

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

---

**Operating Funds (000's)**

- Revenue $1,626  
- Local $407  
- State $3,014  
- Federal $244

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.
Operating Expenses

Shared-Ride Admin 13%

Exclusive Human Service Program Contracts 38%

Shared-Ride Operating 49%

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>$113,065</td>
<td>3.1%</td>
</tr>
<tr>
<td>Lottery</td>
<td>$525,995</td>
<td>14.3%</td>
</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$85,120</td>
<td>2.3%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,796,340</td>
<td>48.8%</td>
</tr>
<tr>
<td>MHID</td>
<td>$101,986</td>
<td>2.8%</td>
</tr>
<tr>
<td>Other</td>
<td>$33,201</td>
<td>0.9%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$1,023,730</td>
<td>27.8%</td>
</tr>
<tr>
<td>Total</td>
<td>$3,679,437</td>
<td>100.0%</td>
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</tbody>
</table>

All trips for persons with disabilities were funded by programs other than PwD starting in FY 2011-12.
DAS expense, revenue, and trips are also included on the previous pages.
BCTA spearheaded a joint over-the-road coach procurement with three other transit agencies in Pennsylvania. Under a contract with Motor Coach Industries, Inc. (MCI), BCTA will purchase up to nine 45-foot buses over the next five-year period. The MCI coaches will be used to provide regular and express services to commuters travelling from Beaver County into Allegheny County. The coaches feature an improved HVAC system, improved seating, and added safety features, offering customers safe, comfortable, and reliable transportation. BCTA will experience lower operating costs due to increased fuel efficiency and less maintenance and repair.
Berks Area Regional Transportation Authority (BARTA)
1700 North Eleventh Street
Reading, PA 19604-1599
610-921-0605
Mr. David Kilmer, Executive Director
www.bartabus.com

Service Area Statistics (2010 Census)
Square Miles: 864
Population: 411,442

Operating Expense (000’s) Operating Funds (000’s)

$11,480  $11,480

Operator Salaries & Wages $3,132
Other Salaries & Wages $1,406
Fringes $3,514
Fuel Util $1,648
Maint. $606
Purchased Trans $223
Other $951
Revenue $3,673

Operating Fund Sources
Federal $2,723
State $4,727
Local $357

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

Revenue Vehicle Hours (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Revenue Vehicle Miles (000’s)

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

Berks Area Regional Transportation Authority
1700 North Eleventh Street
Reading, PA 19604-1599
610-921-0605
Mr. David Kilmer, Executive Director

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: $10.87
Cost to Commonwealth per Senior Citizen Trip: $11.31
Last Base Fare Increase: July 2013

Trip Information
65+ Trips: 67,159
PwD Trips: 3,306
Other Shared-Ride Trips: 98,841
Total Shared-Ride Trips: 169,306
Non-Public Trips: 67,875

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program Contracts 24%
Shared-Ride Admin 9%
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>$137,527</td>
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<tr>
<td>Lottery</td>
<td>$759,629</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$37,826</td>
<td>0.8%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$113,150</td>
<td>2.5%</td>
</tr>
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<td>Medical Assistance Transportation Program</td>
<td>$1,570,842</td>
<td>34.3%</td>
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<tr>
<td>MH/ID</td>
<td>$147,098</td>
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<td>Other</td>
<td>$161,916</td>
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<tr>
<td>Subsidy</td>
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<tr>
<td>Total</td>
<td>$4,581,517</td>
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BARTA formed a public-private partnership with Momentum Dynamics Corporation of Malvern, PA, and AMP Electric Vehicles of Loveland, OH, to deploy two all-electric buses in paratransit service. The new air-conditioned electric buses feature AMP’s battery electric powertrain and Momentum Dynamic’s wireless charging system with seating for eight passengers and a wheelchair. Wireless electric vehicle charging is more effective than plug-in charging, especially for fleet operators, who stand to save 75-80% of fuel costs. BARTA is the first major transportation authority in Pennsylvania to deploy fully electric vehicles and the first in the U.S. to deploy electric paratransit vehicles. These two small buses have the added benefit of being zero emission vehicles. The project gives BARTA additional vehicles and reduces its CO2 emissions by 297,000 pounds annually.
CamTran (Cambria County Transit Authority*)

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

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

Current Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $0.98
Last Base Fare Increase: Jan 2007 (3.5%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,290,035
Senior Passengers: 257,314
Revenue Vehicle Miles: 1,205,018
Revenue Vehicle Hours: 90,573

Current Employees
Fixed Route: 93
Paratransit: 9
System-wide: 102
Part-Time: 28
2
30

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

Act 44 Operating Assistance
Section 1513 Allocation: $5,833,890
Required Local Match: $632,659

*Includes Rural Service

OPERATING BUDGET

Operating Expense (000's)
$8,891

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

Operating Funds (000's)
$8,891

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

Pennsylvania Public Transportation Performance Report – Fiscal Year 2012-13  51
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: $10.47
Cost to Commonwealth per Senior Citizen Trip: $8.89
Last Base Fare Increase: January 2013

Trip Information
65+ Trips: 56,689
PwD Trips: 1,075
Other Shared-Ride Trips: 3,571
Total Shared-Ride Trips: 61,335
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>
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</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
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<tr>
<td>Lottery</td>
<td>$503,781</td>
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<td>Persons with Disabilities Program</td>
<td>$8,902</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$100,235</td>
<td>9.1%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$ -</td>
<td>0.0%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>$10,509</td>
<td>1.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$16,990</td>
<td>1.5%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>$446,676</td>
<td>40.6%</td>
</tr>
<tr>
<td>Total</td>
<td>$1,099,349</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

DAS expense, revenue, and trips are also included on the previous pages.
CamTran broke ground for a new state-of-the-art facility on May 3, 2013. The new facility will be home to CamTran’s administrative, operations, and maintenance functions. The new facility will be compressed natural gas (CNG)-compliant to accommodate CNG buses that will be added to CamTran’s fleet beginning in FY 2014-15. The new facility will generate operating savings through efficiencies, allowing CamTran to continue to provide a high level of public transportation to Cambria County residents.
Capital Area Transit (CAT)
901 North Cameron Street
Harrisburg, PA 17101
717-233-5657, Ext. 112
Mr. William A. Jones, General Manager
www.cattransit.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 2,705,281
Senior Passengers: 211,007
Revenue Vehicle Miles: 1,878,610
Revenue Vehicle Hours: 138,756

Current Fare Information
Fixed Route Base: $1.75
Fixed Route Average: $1.52
Last Base Fare Increase: October 2010 (6%)
Passengers include ADA complementary passengers.
Community Transportation

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

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

Vehicles Operated in Maximum Service
- Community Transportation: 38

Fare Information
- Average Shared-Ride Fare: $21.09
- Cost to Commonwealth per Senior Citizen Trip: $16.82
- Last Base Fare Increase: February 2011

Trip Information
- 65+ Trips: 40,578
- PwD Trips: 7,284
- Other Shared-Ride Trips: 112,629
- Total Shared-Ride Trips: 160,491
- Non-Public Trips: 0

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>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$89,002</td>
<td>2.3%</td>
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<tr>
<td>Lottery</td>
<td>$682,529</td>
<td>17.8%</td>
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<td>Persons with Disabilities Program</td>
<td>$139,201</td>
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<td>Area Agency on Aging</td>
<td>$44,547</td>
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<td>Medical Assistance Transportation Program</td>
<td>$1,571,068</td>
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<td>MH/ID</td>
<td>$747,630</td>
<td>19.5%</td>
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<tr>
<td>Other</td>
<td>$177,367</td>
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<tr>
<td>Subsidy</td>
<td>$387,632</td>
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<tr>
<td>Total</td>
<td>$3,838,976</td>
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</table>
Capital Area Transit (CAT) Paratransit Division, which provides paratransit services to approximately 190,000 seniors, persons with disabilities, and low-income riders each year, upgraded its vehicle fleet in April 2013 with 10 new ADA-accessible paratransit buses. The new fleet of paratransit vehicles is fully accessible and can transport 14 people, including up to four people using wheelchairs.

Parts Inventory Bin

In order to ensure efficient and timely repairs to a fleet of 79 fixed route and 52 shared ride vehicles, Capital Area Transit has installed a spare parts inventory and bin system. Prior to the implementation of the system, parts were stored on shelving units located in an open maintenance bay. The installation of the new bin system has allowed CAT to organize their inventory for smooth maintenance operations and provide a secure location for the storage and management of these assets.
Service Area Statistics (2010 Census)
Square Miles: 135
Population: 112,000

Current Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $0.85
Last Base Fare Increase: August 2010 (20%)
System-wide Increase: August 2011 (5.8%)*

Current Employees
Full-Time | Part-Time
--- | ---
Fixed Route: 147 | 4
Paratransit: 0 | 0
System-wide: 147 | 4

Current Fleet Size
Fixed Route: 66
Paratransit: 5
System-wide: 71

*Tokens and multi-ride passes increased in price.

Operating Expense (000's)
$12,107
- Operator Salaries & Wages $4,200
- Fringes $2,940
- Purchased Trans $312
- Maint. $675
- Operator Salaries & Wages $2,474
- Other $872
- Fuel U6ls $675
- Expense includes ADA complementary expense.
- Some contracted maintenance may be reported as “Other Services.”

Operating Funds (000's)
$12,107
- State $3,288
- Local $486
- Revenue $6,625
- Federal $1,708
- Revenue includes ADA complementary revenue.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2012-13

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Revenue Vehicle Miles (000's)

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
## Community Transportation

### 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: 9

### Fare Information
- Average Shared-Ride Fare: $16.65  
- Cost to Commonwealth per Senior Citizen Trip: $14.15  
- Last Base Fare Increase: July 2012

### Trip Information
- 65+ Trips: 19,637  
- PwD Trips: See Centre County  
- Other Shared-Ride Trips: 540  
- Total Shared-Ride Trips: 20,178  
- Non-Public Trips: 0

### COMMUNITY TRANSPORTATION OPERATING BUDGET

#### Shared-Ride Ridership

<table>
<thead>
<tr>
<th></th>
<th>FY 08-09</th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>65+</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Total</td>
<td></td>
<td></td>
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</tbody>
</table>

#### Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th></th>
<th>FY 08-09</th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Shared-Ride Fare</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg. Shared-Ride Cost per Trip</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

### 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>$61,016</td>
<td>13.5%</td>
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<tr>
<td>Lottery</td>
<td>$277,864</td>
<td>61.6%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$ -</td>
<td>0.0%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$ -</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>
<td>$ -</td>
<td>0.0%</td>
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<tr>
<td>Subsidy</td>
<td>$112,226</td>
<td>24.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$451,106</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

### Operating Expenses

- **Shared-Ride**
  - Admin 1%  
  - Operating 99%

---

CATA (Centre Area Transportation Authority)
CATA’s facility construction and expansion project is well underway, with design 90% complete. The first stage of this two-stage project includes construction of a new three-story maintenance and administration building and construction of a new employee parking structure with space for service vehicles, dispatch operations, and storage. The second stage includes reconstruction of the existing bus storage building. Construction is scheduled to begin in the fall of 2014.

During FY 2012-13, CATA purchased five new vanpool vans. State College draws many workers from communities outside of CATA’s service area. Penn State University parking policies help to discourage use of single-occupant automobile travel for commuters, creating an opportunity for transit to help provide efficient and cost-effective transportation. CATA’s 43 vanpool vans carry over 145,000 annual trips in 11 counties.
Service Area Statistics (2010 Census)
Square Miles: 140
Population: 339,009

Current Fare Information
Fixed Route Base: $1.75
Fixed Route Average: $1.19
Last Base Fare Increase: July 2013 (17%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,162,260
Senior Passengers: 207,555
Revenue Vehicle Miles: 1,164,826
Revenue Vehicle Hours: 90,122

Current Employees
Fixed Route: 80
Paratransit: 30
System-wide: 110

Current Fleet Size
Fixed Route: 36
Paratransit: 29
System-wide: 65

Operating Budget

Operating Expense (000's)
$8,705

- Operator Salaries & Wages: $2,009
- Other Salaries & Wages: $1,417
- Fringes: $2,402
- Fuel Uits: $973
- Maint. $395
- Purchased Trans: $648

- Other $861

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

Operating Funds (000's)
$8,705

- Local $604
- State $6,290
- Federal $434
- Revenue $1,377

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

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

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

Vehicles Operated in Maximum Service
Community Transportation: 22

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: 64,736
PwD Trips: 1,388
Other Shared-Ride Trips: 6,638
Total Shared-Ride Trips: 72,762
Non-Public Trips: 5,084

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Ridership

Shared-Ride Fare Recovery

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

Operating Expenses

Exclusive Human Service Program Contracts 33%
Shared-Ride Operating 58%
Shared-Ride Admin 9%

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>$4,372</td>
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<td>Lottery</td>
<td>$1,155,573</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$24,776</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$203,925</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$826,378</td>
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<td>MH/ID</td>
<td>$-</td>
<td>0.0%</td>
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<tr>
<td>Other</td>
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<td>Subsidy</td>
<td>$189,858</td>
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<td>Total</td>
<td>$2,538,862</td>
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</table>
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.

COLTS achieved 60 percent design completion of the Intermodal Transportation Center at the 100 block of Lackawanna Avenue in downtown Scranton. This Center will provide a climate-controlled, state-of-the-art transfer point for public transportation, shared-ride transportation, and intercity buses. Construction of the Intermodal Transportation Center is slated to begin in 2014.
Operating Expense (000's)

- Operator Salaries & Wages $527
- Other Salaries & Wages $533
- Fringes $654
- Fuel Util. $333
- Maint. $105
- Other $391

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

Operating Funds (000's)

- State $1,002
- Federal $996
- Revenue $462
- Local $83

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

**Operating Expenses**

- Shared-Ride Admin: 15%
- Shared-Ride Operating: 85%

**Sources of Funding**

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
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</thead>
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<td>Passenger Fares</td>
<td>$67,761</td>
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<td>Lottery</td>
<td>$429,021</td>
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<td>Persons w ith Disabilities Program</td>
<td>$18,891</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$17,965</td>
<td>1.8%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$112,746</td>
<td>11.5%</td>
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<tr>
<td>MH/ID</td>
<td>$257,102</td>
<td>26.3%</td>
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<td>Other</td>
<td>$53,647</td>
<td>5.5%</td>
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<td>Subsidy</td>
<td>$19,656</td>
<td>2.0%</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$976,789</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>
Safety and Security Upgrades

Safety and security upgrades were installed at the County of Lebanon Transit Authority facility in two phases. The first phase included separating the reception area from incoming traffic by installing controlled access to the building. Customers entering the building must be buzzed in by the receptionist. The second phase of the project entailed erecting a fence around the building to curtail vehicles from driving around the facility; the public now has access to only the front parking lot area.
EMTA (Erie Metropolitan Transit Authority)

Erie Metropolitan Transit Authority (EMTA)
127 East 14th Street
Erie, PA 16503
814-459-4287
Mr. Michael C. Tann,
Interim Executive Director
www.ride-the-e.com

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

Current Fare Information
Fixed Route Base: $1.10
Fixed Route Average: $0.95
Last Base Fare Increase: March 1997 (10%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 3,378,642
Senior Passengers: 184,070
Revenue Vehicle Miles: 2,191,750
Revenue Vehicle Hours: 184,094

Current Employees
Full-Time Part-Time
Fixed Route: 142 1
Paratransit: 53 48
System-wide: 195 49

Act 44 Operating Assistance
Section 1513 Allocation: $6,993,855
Required Local Match: $780,997

Current Fleet Size
Fixed Route: 73
Paratransit: 61
System-wide: 134

OPERATING BUDGET

Operating Expense (000's)
$14,442

Operator Salaries & Wages $4,563
Other Salaries & Wages $1,954
Fringes $4,289
Maint. $1,028
Fuel Utils $1,844
Other $764

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

Operating Funds (000's)
$14,442

State $7,046
Federal $2,981
Local $793
Revenue $3,622

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

Erie Metropolitan Transit Authority/LIFT
825 West 18th Street
Erie, PA 16502
814-455-3330
Mr. Michael C. Tann, Interim 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: 54

Fare Information
Average Shared-Ride Fare: $17.15
Cost to Commonwealth per Senior Citizen Trip: $13.68
Last Base Fare Increase: September 2012

Trip Information
65+ Trips: 70,093
PwD Trips: 7,463
Other Shared-Ride Trips: 76,118
Total Shared-Ride Trips: 153,674
Non-Public Trips: 25,925

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Exclusive Human Service Program Contracts 16%
- Shared-Ride Admin 9%
- Shared-Ride Operating 75%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
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<td>$52,842</td>
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<td>Lottery</td>
<td>$959,208</td>
<td>28.1%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$191,251</td>
<td>5.6%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$121,677</td>
<td>3.6%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,708,146</td>
<td>50.1%</td>
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<td>MH/ID</td>
<td>$-</td>
<td>0.0%</td>
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<tr>
<td>Other</td>
<td>$379,128</td>
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<tr>
<td>Subsidy</td>
<td>$(4,402)</td>
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</tr>
<tr>
<td>Total</td>
<td>$3,407,850</td>
<td>100.0%</td>
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</tbody>
</table>
EMTA currently operates its fixed-route and paratransit systems from two separate locations. In October 2013, EMTA broke ground on the Joint Operations Facility Project designed to house both fixed route and paratransit systems under the same roof. The new facility will improve workflow, and increase efficiency and energy consumption, resulting in significant operational cost savings for EMTA. Redeveloping a blighted former industrial area, the project will help to promote private investment in residential and commercial establishments surrounding the site.
FACT (Fayette Area Coordinated Transportation)

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

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

Current Fare Information
Fixed Route Base: $2.00
Fixed Route Average: $1.83
Last Base Fare Increase: July 2012 (43%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 199,309
Senior Passengers: 23,411
Revenue Vehicle Miles: 546,433
Revenue Vehicle Hours: 27,618

Current Employees
Full-Time Part-Time
Fixed Route: 8 3
Paratransit: 12 3
Subcontractor: 12 6
System-wide: 32 12

Act 44 Operating Assistance
Section 1513 Allocation: $648,516
Required Local Match: $97,277

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

OPERATING BUDGET

Operating Expense (000's)
$1,770

- Operator Salaries & Wages $183
- Other Salaries & Wages $250
- Maint. $101
- Fuel Utilities $352
- Fringes $220
- Other $251
- Purchased Trans $413
- Federal $737

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

Operating Funds (000's)
$1,770

- Local $254
- State $484
- Revenue $295

Revenue includes ADA complementary revenue.
Effective FY 2008-09, subcontractors purchased fuel from FACT, resulting in a major increase in revenue.
Passengers include ADA complementary passengers.
Community Transportation

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

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

Vehicles Operated in Maximum Service
Community Transportation: 19

Fare Information
Average Shared-Ride Fare: $14.62
Cost to Commonwealth per Senior Citizen Trip: $11.93
Last Base Fare Increase: July 2012

Trip Information
65+ Trips: 30,095
PwD Trips: 10,409
Other Shared-Ride Trips: 70,044
Total Shared-Ride Trips: 110,548
Non-Public Trips: 446

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>
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<tr>
<td>Passenger Fares</td>
<td>$49,940</td>
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<tr>
<td>Lottery</td>
<td>$359,138</td>
<td>16.5%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$128,614</td>
<td>5.9%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$61,063</td>
<td>2.8%</td>
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<td>Medical Assistance Transportation Program</td>
<td>$1,303,403</td>
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<td>MH/ID</td>
<td>$-</td>
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<tr>
<td>Other</td>
<td>$110,998</td>
<td>5.1%</td>
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<tr>
<td>Subsidy</td>
<td>$164,530</td>
<td>7.6%</td>
</tr>
<tr>
<td>Total</td>
<td>$2,177,686</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
FACT purchased three buses to replace vehicles which have reached or exceeded useful life and are expensive to maintain. The new vehicles are used for demand-response services which include: Senior Shared-Ride, Medical Assistance Transportation, Persons with Disabilities, and Welfare to Work. The upgraded equipment will provide safe, reliable services to the residents of Fayette County.
HPT (Hazleton Public Transit)

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

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

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.19
Last Base Fare Increase: October 2006 (32%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 216,811
Senior Passengers: 67,913
Revenue Vehicle Miles: 421,245
Revenue Vehicle Hours: 30,260

Operating Expense (000's)
$2,425

- Purchased Trans $1,974
- Other $239
- Other Salaries & Wages $92
- Maint. $23
- Fuel Utils $81
- Fringes $16

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

Operating Funds (000's)
$2,425

- Local $122
- State $1,406
- Revenue $231
- Federal $666

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

Community transportation provided by Luzerne County Transportation Authority in Luzerne and Wyoming counties (see page 88).
HPT ordered a 2014 ADA-accessible van. This 12-passenger, 23-foot van accommodates six wheelchairs and has a double panel wheelchair lift door to improve transportation accommodations for wheelchair users.
Operating Expense (000's)

$24,002

- Other Salaries & Wages $2,326
- Fringes $6,137
- Fuel Utils $2,650
- Maint. $1,661
- Other $2,273
- Operator Salaries & Wages $5,410
- Purchased Trans $3,545

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

Operating Funds (000's)

$24,002

- Local $750
- State $12,375
- Federal $5,729
- Revenue $5,148

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

**Lehigh and Northampton Transportation Authority**
1060 Lehig 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: 105

**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:** 131,228
- **PwD Trips:** 8,954
- **Other Shared-Ride Trips:** 123,375
- **Total Shared-Ride Trips:** 263,557
- **Non-Public Trips:** 83,560

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**
- **Exclusive Human Service Program Contracts:** 16%
- **Shared-Ride Admin:** 9%
- **Shared-Ride Operating:** 75%

**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>$691,267</td>
<td>9.4%</td>
</tr>
<tr>
<td>Lottery</td>
<td>$2,467,086</td>
<td>33.4%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$168,336</td>
<td>2.3%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$217,245</td>
<td>2.9%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$3,831,326</td>
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<tr>
<td>MH/ID</td>
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<tr>
<td>Other</td>
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<tr>
<td>Subsidy</td>
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<tr>
<td><strong>Total</strong></td>
<td>$7,387,260</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Deficit covered by reserves.

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 100%
The Lehigh and Northampton Transportation Authority (LANta) constructed and outfitted a new maintenance garage at its current location in Allentown. The new, state-of-the-art bus maintenance facility can meet current and future needs.
### Service Area Statistics (2010 Census)
- **Square Miles:** 56
- **Population:** 202,500

### Current Fare Information
- **Fixed Route Base:** $1.50
- **Fixed Route Average:** $1.26
- **Last Base Fare Increase:** August 2006 (20%)

### Act 44 Fixed Route Distribution Factors
- **Total Passengers:** 1,207,716
- **Senior Passengers:** 220,728
- **Revenue Vehicle Miles:** 1,134,185
- **Revenue Vehicle Hours:** 79,434

### Current Employees
- **Full-Time:**
  - Fixed Route: 78
  - Paratransit: 36
  - System-wide: 114
- **Part-Time:**
  - Fixed Route: 14
  - Paratransit: 26
  - System-wide: 40

### Current Fleet Size
- **Fixed Route:** 38
- **Paratransit:** 57
- **System-wide:** 95

### Act 44 Operating Assistance
- **Section 1513 Allocation:** $4,578,510
- **Required Local Match:** $462,233

### Operating Expense (000's)
- **$7,643**
  - **Operator Salaries & Wages:** $1,216
  - **Other Salaries & Wages:** $1,216
  - **Other:** $325
  - **Fringe Benefits:** $2,501
  - **Purchased Trans:** $353
  - **Maint.:** $434
  - **Fuel Util:** $883

### Operating Funds (000's)
- **$7,643**
  - **Federal:** $1,747
  - **Revenue:** $1,206
  - **State:** $4,228
  - **Local:** $462

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

Reported ridership prior to FY 2011-12 was overstated. The Department has restated ridership and the changes are reflected above.
Community Transportation

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

Service Area Statistics (2010 Census)
Luzerne and Wyoming Counties

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Square Miles</td>
<td>1,288</td>
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<tr>
<td>Population</td>
<td>349,194</td>
</tr>
<tr>
<td>65+ Population</td>
<td>62,123</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>17.8%</td>
</tr>
</tbody>
</table>

Vehicles Operated in Maximum Service
Community Transportation: 45

Fare Information
Average Shared-Ride Fare: $16.90
Cost to Commonwealth per Senior Citizen Trip: $13.90
Last Base Fare Increase: November 2008

Trip Information

<table>
<thead>
<tr>
<th>Trip Type</th>
<th>Number</th>
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<tbody>
<tr>
<td>65+ Trips</td>
<td>45,458</td>
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<tr>
<td>PwD Trips</td>
<td>2,301</td>
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<tr>
<td>Other Shared-Ride Trips</td>
<td>99,535</td>
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<tr>
<td>Total Shared-Ride Trips</td>
<td>147,294</td>
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<tr>
<td>Non-Public Trips</td>
<td>14,673</td>
</tr>
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</table>

Shared-Ride Ridership

- 65+
- PwD
- Total

Shared-Ride Fare Recovery

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

Deficit covered by reserves.

MATP Provider: Yes
Subcontractors: No
Percent of Service Subcontracted: 5%

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Exclusive Human Service Program Contracts 8%
- Shared-Ride Admin 32%
- Shared-Ride Operating 60%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
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<tr>
<td>Passenger Fares</td>
<td>$110,758</td>
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<tr>
<td>Lottery</td>
<td>$631,703</td>
<td>17.2%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$33,828</td>
<td>0.9%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$13,058</td>
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</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,282,463</td>
<td>34.9%</td>
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<tr>
<td>MH/ID</td>
<td>$222,552</td>
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<tr>
<td>Other</td>
<td>$1,041,187</td>
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<td>Subsidy</td>
<td>$339,418</td>
<td>9.2%</td>
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<tr>
<td>Total</td>
<td>$3,674,967</td>
<td>100.0%</td>
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</tbody>
</table>

Deficit covered by reserves.
In December 2012, LCTA took delivery of seven new diesel-electric hybrid buses. The 35-foot buses feature ADA accessibility and air conditioning and are equipped with onboard cameras. An Automatic Vehicle Location (AVL) system will be installed in the entire fleet. These features improve customer comfort and safety as well as service dependability.
**Service Area Statistics (2010 Census)**
Square Miles: 670
Population: 41,279

**Current Fare Information**
Fixed Route Base: $1.00
Fixed Route Average: $0.60
Last Base Fare Increase: July 2006 (33%)

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 104,609
Senior Passengers: 20,476
Revenue Vehicle Miles: 140,322
Revenue Vehicle Hours: 9,704

**Current Employees**
Full-Time | Part-Time
--- | ---
Fixed Route: 3 | 5
Paratransit: 0 | 2
System-wide: 3 | 7

**Act 44 Operating Assistance**
Section 1513 Allocation: $649,210
Required Local Match: $48,409

**Current Fleet Size**
Fixed Route: 5
Paratransit: 2
System-wide: 7

---

**Operating Budget**

**Operating Expense (000's)**

- Operator Salaries & Wages: $81
- Other Salaries & Wages: $93
- Maint.: $130
- Fuel Util.: $135
- Fringes: $154
- Other: $275

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

**Operating Funds (000's)**

- State: $594
- Local: $48
- Federal: $152
- Revenue: $74

Revenue includes ADA complementary revenue.
Revenue Vehicle Hours (000's)

Total Passengers (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Revenue Vehicle Miles (000's)

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

Mercer County Regional Council of Governments
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: 20

Fare Information
Average Shared-Ride Fare: $15.03
Cost to Commonwealth per Senior Citizen Trip: $13.47
Last Base Fare Increase: July 2013

Trip Information
65+ Trips: 47,040
PwD Trips: 2,784
Other Shared-Ride Trips: 37,680
Total Shared-Ride Trips: 87,504
Non-Public Trips: 28,396

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program Contracts 4%
Shared-Ride Operating 77%
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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</thead>
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<tr>
<td>Passenger Fares</td>
<td>$59,087</td>
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<td>Lottery</td>
<td>$633,410</td>
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<td>Persons with Disabilities Program</td>
<td>$49,419</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$135,654</td>
<td>9.0%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$513,182</td>
<td>34.0%</td>
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<tr>
<td>MH/ID</td>
<td>$-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Other</td>
<td>$45,086</td>
<td>3.0%</td>
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<tr>
<td>Subsidy</td>
<td>$74,149</td>
<td>4.9%</td>
</tr>
<tr>
<td>Total</td>
<td>$1,509,987</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Deficit covered by reserves.

MATP Provider: Yes
Subcontractors: No
Percent of Service Subcontracted: N/A
The Mercer County Council of Governments (MCRCOG) completed its garage and operations expansion project in July 2013. The project added bus storage parking space and significantly improved dispatch work stations and staff operations space. The new bus storage space allowed MCRCOG to convert a portion of the former bus parking space into working mechanic maintenance and repair areas with new and automated portable lifts. This allows MCRCOG to service and maintain vehicles in their fleet simultaneously to increase efficiency in the maintenance area.
### Service Area Statistics (2010 Census)
- Square Miles: 45
- Population: 66,086

### Current Fare Information
- Fixed Route Base: $2.00
- Fixed Route Average: $2.12
- Last Base Fare Increase: July 2008 (33%)

### Current Employees

<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
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<tbody>
<tr>
<td>Fixed Route</td>
<td>6</td>
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<tr>
<td>Paratransit</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Subcontractor</td>
<td>40</td>
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</tr>
<tr>
<td>System-wide</td>
<td>46</td>
<td>1</td>
</tr>
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</table>

### Current Fleet Size

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>31</td>
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<tr>
<td>Paratransit</td>
<td>0</td>
</tr>
<tr>
<td>System-wide</td>
<td>31</td>
</tr>
</tbody>
</table>

### Act 44 Fixed Route Distribution Factors
- Total Passengers: 340,055
- Senior Passengers: 41,742
- Revenue Vehicle Miles: 816,746
- Revenue Vehicle Hours: 48,833

### Act 44 Operating Assistance
- Section 1513 Allocation: $2,187,801
- Required Local Match: $57,584

### Operating Expense (000's)
- Purchased Trans: $2,808
- Salaries & Wages: $257
- Fringes: $122
- Fuel Util: $680
- Maint: $26
- Other: $289

### Operating Funds (000's)
- Local: $71
- Revenue: $697
- Federal: $947
- State: $2,234

An operating deficit occurred due to insufficient reserve funds to cover one-time expenses along with increasing operating costs. The agency has identified actions to correct this structural issue by increasing funding and revenue and implementing cost efficiencies. Some contracted maintenance may be reported as “Other Services.”
Expense, revenue, and passengers include ADA complementary service.
Community Transportation

Community transportation provided by Washington County Transportation Authority in Washington County (see page 206).

Community transportation provided by Westmoreland County Transit Authority in Westmoreland County (see page 112).
In FY 2012-13, MMVTA received six new commuter coaches. The commuter coaches are used on fixed-route services between the Middle Monongahela River Valley and Downtown Pittsburgh. The additional vehicles have enabled MMVTA to upgrade the customer riding experience on these long trips with individual reading lights, air vents, electrical outlets, and overhead storage compartments.
PART (Pottstown Area Rapid Transit)

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

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

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

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

**Current Fare Information**
- Fixed Route Base: $1.70
- Fixed Route Average: $1.33
- Last Base Fare Increase: Sep 2012 (13.3%)

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 259,008
- Senior Passengers: 38,653
- Revenue Vehicle Miles: 294,020
- Revenue Vehicle Hours: 20,933

**Current Employees**

<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
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<tbody>
<tr>
<td>Fixed Route:</td>
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<td>5</td>
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<tr>
<td>Paratransit:</td>
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<td>0</td>
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<tr>
<td>Subcontractor:</td>
<td>26</td>
<td>1</td>
</tr>
<tr>
<td>System-wide:</td>
<td>26</td>
<td>6</td>
</tr>
</tbody>
</table>

**Act 44 Operating Assistance**
- Section 1513 Allocation: $958,299
- Required Local Match: $67,003

**Current Fleet Size**
- Fixed Route: 9
- Paratransit: 2
- System-wide: 11

**Operating Budget**

**Operating Expense (000's)**

- Purchased Trans: $1,529
- Other $63
- Other Salaries & Wages $45
- Fringes $30
- Fuel Utils $229

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

**Operating Funds (000's)**

- Revenue $289
- Local $67
- State $958
- Federal $582

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community Transportation provided by Suburban Transit Network, Inc., in Montgomery County (see page 203).
PART completed the installation of seven new on-board bus information stations with graphics to aid in the distribution of new route maps, public notices, regulatory updates, and PART’s quarterly newsletter. The next phase of this signage program will occur during FY 2013-14 with the installation of new transit route map kiosks throughout the greater Pottstown area along PART’s route system.
### Service Area Statistics (2010 Census)
- Square Miles: 952
- Population: 420,920

### Current Fare Information
- Fixed Route Base: $1.70
- Fixed Route Average: $1.52
- Last Base Fare Increase: August 2011 (6%)

### Act 44 Fixed Route Distribution Factors
- Total Passengers: 1,925,555
- Senior Passengers: 229,435
- Revenue Vehicle Miles: 1,765,741
- Revenue Vehicle Hours: 129,662

### Current Employees
- Full-Time: 86
- Part-Time: 15
- System-wide: 189

### Current Fleet Size
- Fixed Route: 42
- Paratransit: 60
- System-wide: 102

### Act 44 Operating Assistance
- Section 1513 Allocation: $4,749,510
- Required Local Match: $235,226

### Operating Expense (000’s)
- Fringes: $3,007
- Operator Salaries & Wages: $2,569
- Other Salaries & Wages: $1,337
- Fuel Utilities: $1,323
- Maint. $694
- Purchased Trans: $744

### Operating Funds (000’s)
- Local: $270
- Revenue: $3,175
- State: $4,375
- Federal: $2,457

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

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

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: 60

Fare Information
Average Shared-Ride Fare: $19.86
Cost to Commonwealth per Senior Citizen Trip: $14.61
Last Base Fare Increase: July 2012

Trip Information
65+ Trips: 99,436
PwD Trips: 9,162
Other Shared-Ride Trips: 140,047
Total Shared-Ride Trips: 248,645
Non-Public Trips: 23,382

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>$169,600</td>
<td>2.7%</td>
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<tr>
<td>Lottery</td>
<td>$1,452,999</td>
<td>23.1%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$190,317</td>
<td>3.0%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$180,475</td>
<td>2.9%</td>
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<td>Medical Assistance Transportation Program</td>
<td>$2,540,966</td>
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<td>MHID</td>
<td>$1,185,378</td>
<td>18.9%</td>
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<td>Other</td>
<td>$304,984</td>
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<td>Subsidy</td>
<td>$252,268</td>
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</tr>
<tr>
<td>Total</td>
<td>$6,276,987</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
In 2013, the RRTA focused on improving customer communications by updating and installing almost 1,200 new bus stop signs throughout Lancaster County. RRTA last replaced bus stop signs in 1994 and many of those signs were faded and difficult to read. The bus stop signs were redesigned to include RRTA’s bus route numbers so customers know which route(s) serves each stop.
**City of Washington**
55 W. Maiden Street
Washington, PA 15301
724-223-2442
Mr. Joe Thomas, Transit General Manager
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

**Current Fare Information**
- Fixed Route Base: $1.50
- Fixed Route Average: $2.49
- Last Base Fare Increase: July 2012 (36.4%)

---

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 57,785
- Senior Passengers: 9,114
- Revenue Vehicle Miles: 279,447
- Revenue Vehicle Hours: 18,201

**Current Employees**
- Full-Time: 3
- Part-Time: 0
  - Fixed Route: 3
  - Paratransit: 0
  - Subcontractor: 3
  - System-wide: 6

**Act 44 Operating Assistance**
- Section 1513 Allocation: $979,449
- Required Local Match: $140,365

**Current Fleet Size**
- Fixed Route: 8
- Paratransit: 3
- System-wide: 11

---

**Operating Budget**

**Operating Expense (000's)**: $1,321
- Purchased Trans $1,071
- Fuel Utils $71
- Salaries & Wages $72
- Maint. $3
- Other $104

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

**Operating Funds (000's)**: $1,321
- State $1,072
- Local $140
- Revenue $109

Revenue includes ADA complementary revenue.
Washington, City of

Operating Expense Per Passenger

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

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

Community transportation provided by Washington County Transportation Authority in Washington County (see page 206).
In FY 2012-13, two low-floor 29-foot buses were delivered and placed into service on Washington City Transit’s commuter bus route, which operates between Washington and Pittsburgh. Increased ridership, particularly on this Metro commuter route, created the need for larger capacity buses. The replacement of older vehicles with new, larger capacity buses has helped to reduce maintenance costs.

Regional Farebox Project

Washington City Transit is participating in the Regional Automated Fare Collection Project led by Port Authority of Allegheny County (PAAC). The project will enable riders to travel seamlessly between participating transit agencies using a rechargeable fare card called the “ConnectCard”. Participating agencies include:

- Butler Transit Authority
- Fayette Area Coordinated Transportation
- Mid Mon Valley Transit Authority
- Port Authority of Allegheny County
- Westmoreland County Transit Authority
Service Area Statistics (2010 Census)
Square Miles: 668
Population: 296,066

Current Fare Information
Fixed Route Base: $2.00
Fixed Route Average**: $2.70
Last Base Fare Increase: Jan 2014 (14.3%)

Operating Expense (000's)
$5,727

- Purchased Trans $3,510
- Salaries & Wages $389
- Fringes $141
- Maint. $349
- Other $365

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

Operating Funds (000's)
$5,727

- State $2,662
- Federal $1,360
- Local $275
- Revenue $1,430

Revenue includes ADA complementary revenue.

*Includes Rural Service

**Due to the effective date of the last base fare increase, the Fixed Route Average fare reflects the prior base fare of $1.75.
Revenue Vehicle Hours (000's)

Total Passengers (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Revenue Vehicle Miles (000's)

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Exclusive Human Service Program Contracts 47%

Shared-Ride Admin 1%

Shared-Ride Operating 52%

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>$261,823</td>
<td>5.6%</td>
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<tr>
<td>Lottery</td>
<td>$1,953,179</td>
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<td>Persons with Disabilities Program</td>
<td>$68,899</td>
<td>1.5%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$140,321</td>
<td>3.0%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$2,217,218</td>
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<tr>
<td>MH/ID</td>
<td>$-</td>
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<tr>
<td>Other</td>
<td>$1,008</td>
<td>0.0%</td>
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<tr>
<td>Subsidy</td>
<td>$49,898</td>
<td>1.1%</td>
</tr>
<tr>
<td>Total</td>
<td>$4,692,346</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

The PwD program was implemented in FY 2011-12.
Westmoreland County Transit Authority (WCTA) is participating in the Regional Automated Fare Collection Project led by the Port Authority of Allegheny County (PAAC). The project will enable riders to travel seamlessly between participating transit agencies using a rechargeable fare card called the “ConnectCard”. Participating agencies include:

- Butler Transit Authority
- Fayette Area Coordinated Transportation
- Mid Mon Valley Transit Authority
- Port Authority of Allegheny County
- The City of Washington
Williamsport River Valley Transit (RVT)
1500 West Third Street
Williamsport, PA 17701
570-326-2500
Mr. William Nichols, Jr., General Manager
www.ridervt.com

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

Current Fare Information
Fixed Route Base: $2.00
Fixed Route Average: $0.87
Last Base Fare Increase: May 2005 (33%)
System-wide Increase: August 2011 (10%)*

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,358,876
Senior Passengers: 228,885
Revenue Vehicle Miles: 830,877
Revenue Vehicle Hours: 54,678

Act 44 Operating Assistance
Section 1513 Allocation: $3,231,299
Required Local Match: $288,471

Current Employees
Full-Time Part-Time
Fixed Route: 49 1
Paratransit: 0 0
System-wide: 49 1

Current Fleet Size
Fixed Route: 29
Paratransit: 2
System-wide: 31
*Multi-ride passes increased in price.

Operating Budget

Operating Expense (000's)
$5,994

- Operator Salaries & Wages $1,612
- Purchased Trans $17
- Maint. $257
- Fringes $1,012
- Fuel Utils $763
- Other $1,431
- Other Salaries & Wages $902

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

Operating Funds (000's)
$5,994

- Federal $1,200
- Revenue $1,274
- State $3,232
- Local $288

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Community transportation provided by STEP, Inc., in Lycoming and Clinton counties (see page 202).
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.

Compressed Natural Gas Fueling Facility Project

River Valley Transit received its first CNG transit bus in August 2012 and three additional CNG buses in 2013. During FY 2012-13, RVT’s CNG design team finalized the bid and awarded a contract for CNG equipment—compressors, air dryers, and holding tanks. In April 2013, RVT awarded a General, Electrical, and Mechanical Construction contract for construction of a CNG Fueling Facility. As a commitment to utilizing Marcellus Shale resources in a sustainable, responsible manner, CNG at RVT will decrease RVT’s dependence on foreign oil, and improve air quality in the region. In addition, adding CNG fuel at RVT allows the local Marcellus resources to continue to be used in the region to benefit the community.
YATA (York Adams County Transportation Authority*)

York Adams County Transportation Authority (YATA)
1230 Roosevelt Avenue
York, PA 17404
717-846-5562
Mr. Richard Farr, Executive Director
www.rabbittransit.org

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

Current Fare Information
Fixed Route Base: $1.55
Fixed Route Average: $1.42
Last Base Fare Increase: July 2013 (3.3%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,583,049
Senior Passengers: 149,668
Revenue Vehicle Miles: 1,536,892
Revenue Vehicle Hours: 112,154

Act 44 Operating Assistance
Section 1513 Allocation: $4,288,411
Required Local Match: $344,593

Current Employees
<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
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<tbody>
<tr>
<td>Fixed Route</td>
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<tr>
<td>Paratransit</td>
<td>19</td>
<td>59</td>
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<tr>
<td>System-wide</td>
<td>95</td>
<td>61</td>
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Current Fleet Size
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>58</td>
</tr>
<tr>
<td>Paratransit</td>
<td>52</td>
</tr>
<tr>
<td>System-wide</td>
<td>110</td>
</tr>
</tbody>
</table>

*Includes Rural Service

OPERATING BUDGET

Operating Expense (000's)
$9,331

Operating Funds (000's)
$9,331

- Operator Salaries & Wages $2,370
- Other Salaries & Wages $1,604
- Fringes $2,303
- Fuel Utils $1,311
- Maint. $477
- Purchased Trans $356
- Other $910

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

- State $4,022
- Local $345
- Federal $3,104
- Revenue $1,860

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: 22

Fare Information
- Average Shared-Ride Fare: $13.84
- Cost to Commonwealth per Senior Citizen Trip: $11.86
- Last Base Fare Increase: April 2012

Trip Information
- 65+ Trips: 72,103
- PwD Trips: 14,765
- Other Shared-Ride Trips: 4,493
- Total Shared-Ride Trips: 91,361
- Non-Public Trips: 73,265

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>$122,039</td>
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<tr>
<td>Lottery</td>
<td>$855,486</td>
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<td>Persons with Disabilities Program</td>
<td>$177,693</td>
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<td>Area Agency on Aging</td>
<td>$86,236</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,199,111</td>
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<td>MH/ID</td>
<td>$222,002</td>
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<td>Other</td>
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<tr>
<td>Total</td>
<td>$3,672,298</td>
<td>100.0%</td>
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</table>

Deficit covered by reserves.
The keystone of the Gettysburg transit system is the downtown Gettysburg Transit Center, constructed in 2012. The transit center provides access to existing Freedom Transit bus/trolley operations and serves as a boarding location for the rabbitEXPRESS service between Gettysburg and Harrisburg allowing passengers to connect to AMTRAK. Located adjacent to the Historic Gettysburg Railroad Station, the Gettysburg Transit Center was designed to reflect a cohesive aesthetic with the surrounding Civil War-era buildings. It serves as a community center offering amenities to riders and visitors of the historical town and plays host to local activities.
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Section III

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

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 430,438
Senior Passengers: 31,639
Revenue Vehicle Miles: 1,401,295
Revenue Vehicle Hours: 108,039

**Act 44 Operating Assistance**
Section 1513 Allocation: $3,341,704
Required Local Match: $237,316

**Current Employees**
<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
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</thead>
<tbody>
<tr>
<td>Fixed Route:</td>
<td>58</td>
<td>90</td>
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<tr>
<td>Paratransit:</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>System-wide:</td>
<td>58</td>
<td>90</td>
</tr>
</tbody>
</table>

**Current Fleet Size**

<table>
<thead>
<tr>
<th></th>
<th>Fixed Route:</th>
<th>Paratransit:</th>
<th>Trolley Bus:</th>
<th>System-wide:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>50</td>
<td>48</td>
<td>1</td>
<td>99</td>
</tr>
</tbody>
</table>

**Current Fare Information**
Fixed Route Base: $1.25
Fixed Route Average: $1.11
Last Base Fare Increase: July 2008 (25%)

**Act 44 Operating Assistance**
Section 1513 Allocation: $3,341,704
Required Local Match: $237,316

**Current Employees**
<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route:</td>
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<td>90</td>
</tr>
<tr>
<td>Paratransit:</td>
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<td>0</td>
</tr>
<tr>
<td>System-wide:</td>
<td>58</td>
<td>90</td>
</tr>
</tbody>
</table>

**Current Fleet Size**

<table>
<thead>
<tr>
<th></th>
<th>Fixed Route:</th>
<th>Paratransit:</th>
<th>Trolley Bus:</th>
<th>System-wide:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>50</td>
<td>48</td>
<td>1</td>
<td>99</td>
</tr>
</tbody>
</table>

**Revenue**

- **Federal** $1,534
- **State** $3,649
- **Local** $362

**Expense**

- **Operator Salaries & Wages** $1,367
- **Other Salaries & Wages** $1,660
- **Fringes** $1,526
- **Fuel Util.** $762
- **Maint.** $360
- **Other** $742
- **Purchased Trans** $272

Expense includes DAS expense which is also included on the Community Transportation page. Some contracted maintenance may be reported as “Other Services.”
Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include 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: 48

Fare Information
Average Shared-Ride Fare: $5.23
Cost to Commonwealth
per Senior Citizen Trip: $4.74
Last Base Fare Increase: July 2009

Trip Information
65+ Trips: 58,637
PwD Trips: 23,113
Other Shared-Ride Trips: 81,362
Total Shared-Ride Trips: 163,112
Non-Public Trips: 22,530

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>$114,759</td>
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<tr>
<td>Lottery</td>
<td>$277,770</td>
<td>4.9%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$144,886</td>
<td>2.5%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$226</td>
<td>0.0%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,891,004</td>
<td>33.2%</td>
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<tr>
<td>MH/ID</td>
<td>$219,214</td>
<td>3.9%</td>
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<tr>
<td>Other</td>
<td>$147,314</td>
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<tr>
<td>Subsidy</td>
<td>$2,894,374</td>
<td>50.9%</td>
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<tr>
<td>Total</td>
<td>$5,689,547</td>
<td>100.0%</td>
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</tbody>
</table>

DAS expense, revenue, and trips are also included on the previous pages.
ATA procured a 2012 Ford F350 DRW-4WD Super Cab for the Bradford division to replace a service truck purchased in the mid-1990s. The service truck is inventoried with parts to respond to road calls, perform minor repairs in the field, and provide inspection of vehicles for those located in the outer regions of the service area, up to two hours from the maintenance shop.
Butler Transit Authority (BTA)
130 Hollywood Drive, Suite 101
Butler, PA 16001
724-283-0445, Ext. 216
Mr. John H. Paul, Executive Director
www.butlertransitauthority.com

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

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.12
Last Base Fare Increase: July 2012 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 218,278
Senior Passengers: 45,605
Revenue Vehicle Miles: 219,029
Revenue Vehicle Hours: 18,021

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

Act 44 Operating Assistance
Section 1513 Allocation: $638,125
Required Local Match: $39,114

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

OPERATING BUDGET

Operating Expense (000’s)

<table>
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<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Salaries &amp; Wages</td>
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<tr>
<td>Fringes</td>
<td>$104</td>
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<tr>
<td>Maint.</td>
<td>$43</td>
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<tr>
<td>Fuel Utils</td>
<td>$250</td>
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<tr>
<td>Other</td>
<td>$238</td>
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<tr>
<td>Purchased Trans</td>
<td>$768</td>
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</table>

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

Operating Funds (000’s)

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Local</td>
<td>$39</td>
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<tr>
<td>Federal</td>
<td>$658</td>
</tr>
<tr>
<td>State</td>
<td>$798</td>
</tr>
<tr>
<td>Revenue</td>
<td>$194</td>
</tr>
</tbody>
</table>

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

Community transportation provided by Butler County Community Action and Development in Butler County (see page 185).
BTA provides transportation services to senior living facilities, senior centers, and medical facilities in Butler City and Butler Township which require heavy use of lifts and wheelchair accommodations. Due to their constant use, the original vehicle lifts broke down frequently, increasing maintenance costs and providing poor reliability. The Authority replaced wheelchair lifts on six of the buses in its fleet to better accommodate BTA customers.
Carbon County Community Transit
Carbon County Courthouse
Jim Thorpe, PA 18229-1238
610-432-2523
Ms. Melissa Gemelli, Assistant Executive Director
www.carbontransit.com

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

House District
Carbon: 122
Senate District
Carbon: 14, 29

Current Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.02
Last Base Fare Increase: Nov 2002 (50%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 7,198
Senior Passengers: 4,725
Revenue Vehicle Miles: 39,906
Revenue Vehicle Hours: 2,786

Current Employees
Full-Time Part-Time
Fixed Route: 1 0
Paratransit: 30 0
System-wide: 31 0

Act 44 Operating Assistance
Section 1513 Allocation: $213,482
Required Local Match: $30,721

Current Fleet Size
Fixed Route: 1
Paratransit: 25
System-wide: 25

OPERATING BUDGET

Operating Expense (000’s)
$122

Operating Funds (000’s)
$122

Purchased
Trans $108

Other $13

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

Revenue includes ADA complementary revenue.
Carbon County Community Transit

Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

Carbon County c/o LANta
Carbon County Courthouse
Jim Thorpe, PA 18229-1238
610-435-2523
Ms. Melissa Gemelli, Assistant Executive Director

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

Vehicles Operated in Maximum Service
Community Transportation: 11

Fare Information
Average Shared-Ride Fare: $19.82
Cost to Commonwealth per Senior Citizen Trip: $16.77
Last Base Fare Increase: April 2009

Trip Information
65+ Trips: 31,930
PwD Trips: 4,701
Other Shared-Ride Trips: 24,420
Total Shared-Ride Trips: 61,051
Non-Public Trips: 14,700

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>$27,383</td>
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<tr>
<td>Lottery</td>
<td>$535,367</td>
<td>20.7%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$75,694</td>
<td>2.9%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$123,122</td>
<td>4.8%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>$1,573,632</td>
<td>60.7%</td>
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<tr>
<td>MH/ID</td>
<td>-</td>
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<tr>
<td>Other</td>
<td>$28,170</td>
<td>1.1%</td>
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<tr>
<td>Subsidy</td>
<td>$228,516</td>
<td>8.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$2,591,884</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
In 2013, Carbon County Community Transportation (CCCT) purchased four vehicles as replacements for older, less reliable vehicles. The 12-passenger, two-wheelchair tie-down vans are fully accessible and are used in CCCT’s door-to-door Shared-Ride Program, providing transportation services to the elderly and people with disabilities. The purchase of the gas-powered vehicles is part of a larger effort to replace CCCT’s diesel-powered vehicles with gas-powered vehicles—the gas powered vehicles were determined to be more economical for CCCT’s budget.
**CATA** (Crawford Area Transportation Authority)

**Operating Expense (000’s)**

- Operator Salaries & Wages $274
- Fringes $122
- Other Salaries & Wages $151
- Fuel Utils $204
- Maint. $169
- Purchased Trans $0
- Other $89

Total Expense: $1,009

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

**Operating Funds (000’s)**

- Revenue $160
- State $812
- Local $37

Total Revenue: $1,009

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
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: 13

Fare Information
Average Shared-Ride Fare: $15.80
Cost to Commonwealth per Senior Citizen Trip: $13.84
Last Base Fare Increase: January 2008

Trip Information
65+ Trips: 30,860
PwD Trips: 3,262
Other Shared-Ride Trips: 2,708
Total Shared-Ride Trips: 36,830
Non-Public Trips: 9,708

Community Transportation Operating Budget

Operating Expenses
- Exclusive Human Service Program Contracts: 6%
- Shared-Ride Admin: 31%
- Shared-Ride Operating: 63%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
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<td>Lottery</td>
<td>$426,960</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$44,017</td>
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<td>Area Agency on Aging</td>
<td>$33,642</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$48,340</td>
<td>6.7%</td>
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<tr>
<td>MHID</td>
<td>$-</td>
<td>0.0%</td>
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<tr>
<td>Other</td>
<td>$62,264</td>
<td>8.7%</td>
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<tr>
<td>Subsidy</td>
<td>$56,429</td>
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<tr>
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</tbody>
</table>
CATA added five body-on-chassis buses and two accessible minivans to the countywide shared-ride operations. The accessible mini-vans are used to provide long distance medical trips and evening shared-ride services in Meadville and Titusville. They allow CATA to offer a more easily accessible vehicle and more comfortable ride for passengers, while reducing operating costs. These buses are used to supplement countywide shared-ride services to six Area Agency on Aging Senior Center facilities and other destinations throughout the County.
DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST)
178 Spider Lake Road
DuBois, PA 15801
814-371-3940
Ms. Kristen Vida, Executive Director
www.dufast.com

House District
Clearfield: 75

Senate District
Clearfield: 25,

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

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $0.61
Last Base Fare Increase: July 2009 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 65,266
Senior Passengers: 24,586
Revenue Vehicle Miles: 128,775
Revenue Vehicle Hours: 10,356

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

Act 44 Operating Assistance
Section 1513 Allocation: $466,124
Required Local Match: $38,153

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

OPERATING BUDGET

Operating Expense (000’s)
$599
Operator Salaries & Wages $191
Fringes $95
Maint. $26
Fuel Utils $96
Other $92
Other Salaries & Wages $99

Operating Funds (000’s)
$599
Local $38
Revenue $40
State $521

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

Operating Expense Per Passenger

Total Passengers (000’s)

Operating Revenue Per Revenue Vehicle Hour

Revenue Vehicle Hours (000’s)

Operating Expense Per Revenue Vehicle Hour

Revenue Vehicle Miles (000’s)

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community transportation provided by Area Transportation Authority of North Central PA in Cameron, Clearfield, Elk, Jefferson, McKean, and Potter counties (see page 126).
DuFAST Transit is currently implementing an Intelligent Transportation System. Passengers and staff have the ability to see vehicle locations in real-time through the authority's website, www.dufast.com. Routes can be selected from the legend located to the right of the screen. Once a route is selected, the route pattern and the stops associated with the route are displayed. The bus will also appear as it travels along the route, allowing passengers to accurately predict arrival time at the bus stop.
Endless Mountains Transportation Authority (EMTA)
27824 Route 220
Athens, PA 18810
570-888-7330
Mr. William Nichols, Jr.,
Acting General Manager
www.emtatransit.com

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

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

Senate District
Bradford: 23  Sullivan: 23
Tioga: 25

Current Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $0.59
Last Base Fare Increase: October 2005 (33%)

Current Employees
Full-Time  Part-Time
Fixed Route:    8       13
Paratransit: 9       17
System-wide:  17       30

Current Fleet Size
Fixed Route:    19
Paratransit:    44
System-wide:    63

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

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

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: 32

Fare Information
Average Shared-Ride Fare: $30.45
Cost to Commonwealth per Senior Citizen Trip: $28.10
Last Base Fare Increase: August 2009

Trip Information
65+ Trips: 29,344
PwD Trips: 6,591
Other Shared-Ride Trips: 28,043
Total Shared-Ride Trips: 63,978
Non-Public Trips: 1,921

COMMUNITY TRANSPORTATION OPERATING BUDGET

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>$58,682</td>
<td>2.4%</td>
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<tr>
<td>Lottery</td>
<td>$762,949</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$164,922</td>
<td>6.8%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$108,564</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$896,004</td>
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<td>MH/ID</td>
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<td>Other</td>
<td>$112,151</td>
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<td>Subsidy</td>
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</tr>
<tr>
<td>Total</td>
<td>$2,435,270</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
EMTA used a grant from the Pennsylvania Department of Environmental Protection to establish a public-private partnership with Williams Oil Company/Dandy Mini Marts to build a compressed natural gas (CNG) fueling facility in Athens, Pennsylvania, and to purchase EMTA’s first CNG vehicle. The CNG Fueling Station project allowed EMTA to begin converting its transit fleet of more than 60 vehicles to CNG. EMTA’s transition to CNG will significantly reduce fuel expenses and greenhouse gas emissions. The CNG facility was designed to have sufficient capacity to allow for the further expansion of EMTA’s fleet.
## OPERATING BUDGET

### Operating Expense (000’s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount (000’s)</th>
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<td>Fuel Utils</td>
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<tr>
<td>Maint.</td>
<td>$237</td>
</tr>
<tr>
<td>Purchased Trans</td>
<td>$7</td>
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<tr>
<td>Other Salaries &amp; Wages</td>
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<td><strong>$2,378</strong></td>
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</table>

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

### Operating Funds (000’s)

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<th>Source</th>
<th>Amount (000’s)</th>
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<tr>
<td>State</td>
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<tr>
<td>Federal</td>
<td>$397</td>
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<tr>
<td>Revenue</td>
<td>$642</td>
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<tr>
<td><strong>Total Operating Funds</strong></td>
<td><strong>$2,378</strong></td>
</tr>
</tbody>
</table>

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Indiana County 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: 14

Fare Information

Average Shared-Ride Fare: $15.87
Cost to Commonwealth per Senior Citizen Trip: $14.31
Last Base Fare Increase: February 2008

Trip Information

65+ Trips: 27,772
PwD Trips: 1,156
Other Shared-Ride Trips: 3,120
Total Shared-Ride Trips: 32,048
Non-Public Trips: 35,614

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Operating 32%
- Exclusive Human Service Program Contracts 64%
- Shared-Ride Admin 4%

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>$20,674</td>
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<tr>
<td>Lottery</td>
<td>$397,352</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$18,293</td>
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<td>Area Agency on Aging</td>
<td>$74,433</td>
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<td>Medical Assistance Transportation Program</td>
<td>$1,042,870</td>
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<tr>
<td>M/HID</td>
<td>$12,800</td>
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<tr>
<td>Other</td>
<td>$1,089</td>
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<tr>
<td>Subsidy</td>
<td>$34,661</td>
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<tr>
<td>Total</td>
<td>$1,602,172</td>
<td>100.0%</td>
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</table>
IndiGO purchased two 30-foot CNG buses to replace older fleet. The new, more efficient buses were placed into service on April 1, 2013. The use of CNG buses continues to reduce IndiGO’s operating expenses on an annual basis, as the cost of CNG is less than the cost of diesel fuel. The CNG vehicles can accommodate 25 passengers, and the updated engines comply with Clean Air Act regulations.
Service Area Statistics (2010 Census)
Square Miles: 24
Population: 17,610

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.46
Last Base Fare Increase: April 2012 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 44,909
Senior Passengers: 17,546
Revenue Vehicle Miles: 144,061
Revenue Vehicle Hours: 9,690

Current Employees
Full-Time Part-Time
Fixed Route: 5 1
Paratransit: 10 5
System-wide: 15 6

Act 44 Operating Assistance
Section 1513 Allocation: $502,281
Required Local Match: $34,830

Current Fleet Size
Fixed Route: 6
Paratransit: 15
System-wide: 21

OPERATING BUDGET

Operating Expense (000’s)
$582

- Operator Salaries & Wages $127
- Fuel Utils $91
- Maint. $24
- Other Salaries & Wages $124
- Fringes $147
- Other $69

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

Operating Funds (000’s)
$582

- Local $35
- State $161
- Revenue $65
- Federal $321

Revenue includes ADA complementary revenue.
Mid County Transit Authority

**Total Passengers (000’s)**

- FY08-09: 20
- FY09-10: 30
- FY10-11: 25
- FY11-12: 20
- FY12-13: 15

**Revenue Vehicle Hours (000’s)**

- FY08-09: 10
- FY09-10: 12
- FY10-11: 10
- FY11-12: 8
- FY12-13: 6

**Revenue Vehicle Miles (000’s)**

- FY08-09: 200
- FY09-10: 220
- FY10-11: 210
- FY11-12: 200
- FY12-13: 190

**Operating Revenue Per Revenue Vehicle Hour**

- FY08-09: $12
- FY09-10: $10
- FY10-11: $9
- FY11-12: $8
- FY12-13: $7

**Operating Expense Per Passenger**

- FY08-09: $10
- FY09-10: $12
- FY10-11: $14
- FY11-12: $16
- FY12-13: $18

**Operating Expense Per Revenue Vehicle Hour**

- FY08-09: $0
- FY09-10: $2
- FY10-11: $4
- FY11-12: $6
- FY12-13: $8

**Total Ridership Per Revenue Vehicle Hour**

- FY08-09: 2
- FY09-10: 4
- FY10-11: 6
- FY11-12: 8
- FY12-13: 10

Passengers include ADA complementary passengers.
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: 15

Fare Information
Average Shared-Ride Fare: $17.02
Cost to Commonwealth per Senior Citizen Trip: $13.85
Last Base Fare Increase: August 2010

Trip Information
65+ Trips: 23,796
PwD Trips: 5,039
Other Shared-Ride Trips: 6,859
Total Shared-Ride Trips: 35,694
Non-Public Trips: 0

The PwD program was implemented in FY 2009-10.

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Shared-Ride Operating 71%
Shared-Ride Admin 29%

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>$50,609</td>
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<tr>
<td>Lottery</td>
<td>$329,471</td>
<td>37.5%</td>
</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>$81,778</td>
<td>9.3%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>$50,245</td>
<td>5.7%</td>
</tr>
<tr>
<td>Medical Assistance Transportation Program</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>$91,041</td>
<td>10.4%</td>
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<tr>
<td>Other</td>
<td>$2,903</td>
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<tr>
<td>Subsidy</td>
<td>$272,923</td>
<td>31.1%</td>
</tr>
<tr>
<td>Total</td>
<td>$878,970</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Mid-County Transit Authority, Town & Country Transit, improved its facility and fleet to increase accessibility for patrons with limited mobility. Town & Country installed two accessible doors at its main office facility in Kittanning and added two body-on-chassis Ford F450 cutaways equipped with heavy-duty 1,000-pound lifts and three wheelchair positions. The heavy-duty lifts accommodate larger mobility devices, and the additional tie-down positions allow Town & Country to transport more wheelchairs and scooters.
MCTA (Monroe County Transportation Authority)

Monroe County Transportation Authority (MCTA)
P.O. Box 339
Scotrun, PA 18355-0339
570-839-6282, Ext. 411
Ms. Peggy Howarth, Executive Director
www.gomcta.com

House District
Monroe: 118, 139, 176, 189

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

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

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.92
Last Base Fare Increase: Feb. 1996 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 239,311
Senior Passengers: 30,105
Revenue Vehicle Miles: 536,853
Revenue Vehicle Hours: 31,585

Current Employees
Full-Time Part-Time
Fixed Route: 15 4
Paratransit: 6 23
System-wide: 21 27

Act 44 Operating Assistance
Section 1513 Allocation: $1,646,699
Required Local Match: $127,847

Current Fleet Size
Fixed Route: 11
Paratransit: 33
System-wide: 44

OPERATING BUDGET

Operating Expense (000’s)
$3,254

Operating Funds (000’s)
$3,254

Revenue includes ADA complementary revenue.
Some contracted maintenance may be reported as “Other Services.”
Passengers include ADA complementary passengers.
Shuttle service was discontinued in May 2011 resulting in decreased revenue.
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: 20

Fare Information
Average Shared-Ride Fare: $20.69
Cost to Commonwealth per Senior Citizen Trip: $16.87
Last Base Fare Increase: May 2011

Trip Information
65+ Trips: 35,884
PwD Trips: 9,011
Other Shared-Ride Trips: 28,750
Total Shared-Ride Trips: 73,645
Non-Public Trips: 28,396

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Exclusive Human Service Program Contracts 16%
Shared-Ride Admin 20%
Shared-Ride Operating 64%

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>$77,192</td>
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<tr>
<td>Lottery</td>
<td>$605,520</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$159,483</td>
<td>8.5%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$59,171</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$825,486</td>
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<td>MHID</td>
<td>$97,171</td>
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<tr>
<td>Other</td>
<td>$56,770</td>
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<tr>
<td>Subsidy</td>
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<tr>
<td><strong>Total</strong></td>
<td>$1,880,793</td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

MATP Provider: Yes
Subcontractors: No
Percent of Service Subcontracted: N/A
MCTA purchased eight new 35-foot, low-floor buses during FY 2012-13. The new low-emission diesel vehicles provide additional seating capacity for MCTA’s increasing ridership and feature new farebox technology that is expected to improve on-time performance. The new buses offer increased reliability for passengers and reduce maintenance costs.
RURAL SYSTEMS

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

House District
Northumberland: 107

Senate District
Northumberland: 27

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

Current Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $1.02
Last Base Fare Increase: August 2007 (43%)

Current Employees
Full-Time  Part-Time
Fixed Route: 2  3
Paratransit: 0  0
System-wide: 2  3

Act 44 Operating Assistance
Section 1513 Allocation: $283,720
Required Local Match: $10,025

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 23,055
Senior Passengers: 12,589
Revenue Vehicle Miles: 51,058
Revenue Vehicle Hours: 4,790

Operating Expense (000’s)

$209

Purchased Trans $115
Maint. $3
Fuel Utils $11
Other Salaries & Wages $74
Other $6

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

Operating Funds (000’s)

$209

State $66
Local $10
Federal $122
Revenue $11
Reported ridership prior to FY 2011-12 may have been overstated. FY 2011-12 and FY 2012-13 ridership is correct.
Community Transportation

Community transportation provided by Northumberland County Transportation in Northumberland County (see page 198).
Mt. Carmel initiated a Transit Development Plan in 2013 to evaluate the current service and establish a plan for improved transit operations over the next five years. The TDP included conducting rider surveys and hosting several public meetings to gain input from the potential users of the system. The TDP will be completed in 2014.
Operating Expense (000’s) $7,103

- Operator Salaries & Wages $1,526
- Fuel Util $1,016
- Maint $392
- Purchased Trans $48
- Other Salaries & Wages $697
- Fringes $2,900

- Other $524

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

Operating Funds (000’s) $7,103

- Local $172
- State $2,727
- Federal $3,119
- Revenue $1,085

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Reported ridership prior to FY 2011-12 may have been overstated. FY 2011-12 and FY 2012-13 ridership is correct.
Community transportation provided by Allied Coordinated Transportation Services, Inc., in Lawrence County (see page 182).
Diesel-Electric Hybrid Bus Project

NCATA is beginning to transition its fleet to diesel-electric hybrid buses that will produce significantly lower emissions, save on fuel, and are smoother and quieter than conventional diesel buses. Hybrid buses are optimized for city bus duty cycles that typically have low average speeds and make frequent stops. Hybrid buses also provide superior acceleration and better bus fuel economy and produce fewer emissions than conventional buses. NCATA anticipates a 25 percent drop in diesel fuel usage in each of the hybrid buses.
Operating Expense (000’s)

$1,841

- Other Salaries & Wages $479
- Fringes $404
- Fuel Util $336
- Maint. $88
- Operator Salaries & Wages $385
- Other $138
- Purchased Trans $11

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

Operating Funds (000’s)

$1,841

- Local $41
- Revenue $207
- Federal $408
- State $1,185

Revenue includes ADA complementary revenue.
RURAL SYSTEMS

Revenue Vehicle Hours (000's)

Total Passengers (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Revenue Vehicle Miles (000's)

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

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: 26

Fare Information
Average Shared-Ride Fare: $16.56
Cost to Commonwealth per Senior Citizen Trip: $13.95
Last Base Fare Increase: July 2012

Trip Information
65+Trips: 51,616
PwD Trips: 13,430
Other Shared-Ride Trips: 14,068
Total Shared-Ride Trips: 79,114
Non-Public Trips: 39,840

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Exclusive Human Service Program Contracts 16%
- Shared-Ride Admin 14%
- Shared-Ride Operating 70%

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>$164,035</td>
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<tr>
<td>Lottery</td>
<td>$719,869</td>
<td>35.9%</td>
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<td>Persons with Disabilities Program</td>
<td>$186,751</td>
<td>9.3%</td>
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<td>Area Agency on Aging</td>
<td>$68,779</td>
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<td>Medical Assistance Transportation Program</td>
<td>$280,654</td>
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<td>MHID</td>
<td>$244,555</td>
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<td>Other</td>
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State Capital Funds Allocated by Fiscal Year*

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</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.

Vehicle Replacement

During FY 2012-13, STS replaced seven shared-ride vehicles. The vehicles were used to replace buses that were older and unreliable. The vehicles seat between 13 and 17 passengers and allow for reliable and safe shared-ride transportation services.

Radio System Upgrade

STS upgraded its UHF two-way radio repeaters to operate on the narrow bandwidth of 12.5 kHz to meet efficiency standards and experience less interference. This $63,000-project consisted of upgrading two Motorola radio repeaters and antennae and installing them on towers, and upgrading 14 narrowband UHF radios for STS’s fixed-route fleet.
Venango County Transportation Office (VCTO)
1 Dale Avenue
Franklin, PA 16323
814-432-3949
Ms. Karen Clark, Transportation Manager
www.co.venango.pa.us

Service Area Statistics (2010 Census)
Square Miles: 100
Population: 33,759

Current Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.54
Last Base Fare Increase: July 2005 (20%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 63,787
Senior Passengers: 11,482
Revenue Vehicle Miles: 163,815
Revenue Vehicle Hours: 7,803

Act 44 Operating Assistance
Section 1513 Allocation: $298,233
Required Local Match: $21,901

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

Current Fleet Size
Fixed Route: 3, Paratransit: 0, System-wide: 3

OPERATING BUDGET

Operating Expense (000’s)
$433

- Operator Salaries & Wages $121
- Other Salaries & Wages $61
- Fringes $82
- Fuel Util $93
- Maint. $29
- Other $47

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

Operating Funds (000’s)
$433

- State $305
- Local $22
- Federal $27
- Revenue $79

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

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

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

Service Area Statistics (2010 Census)
Venango County

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

Vehicles Operated in Maximum Service
Community Transportation: 11

Fare Information

- Average Shared-Ride Fare: $17.68
- Cost to Commonwealth per Senior Citizen Trip: $14.68
- Last Base Fare Increase: June 2012

Trip Information

- 65+ Trips: 13,149
- PwD Trips: 0
- Other Shared-Ride Trips: 13,768
- Total Shared-Ride Trips: 26,917
- Non-Public Trips: 33,000

Shared-Ride Ridership

- 65+ Trips:
- Total Trips:

Shared-Ride Fare Recovery

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

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

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Exclusive Human Service Program Contracts 43%
Shared-Ride Admin 11%
Shared-Ride Operating 46%

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>$109</td>
<td>0.0%</td>
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<tr>
<td>Lottery</td>
<td>$193,029</td>
<td>24.1%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$ -</td>
<td>0.0%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$139,731</td>
<td>17.4%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$178,821</td>
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<tr>
<td>MH/ID</td>
<td>$289,717</td>
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<td>Other</td>
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<tr>
<td>Total</td>
<td>$801,407</td>
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</table>
VCTO received a capital grant to upgrade equipment at the Venango County Garage. The addition of this equipment will allow many previously outsourced repairs to be performed in-house and will streamline vehicle operations. The facility is now a fleet inspection station for all county vehicles adding to the viability of the entire operation.
Transit Authority of Warren County
42 Clark Street
Warren, PA 16365
814-723-1874
Mr. John Aldrich, Executive Director
www.tawcbus.com

House District
Warren: 65

Senate District
Warren: 21, 25

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

Current Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $0.84
Last Base Fare Increase: July 2012 (33%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 72,229
Senior Passengers: 8,991
Revenue Vehicle Miles: 187,802
Revenue Vehicle Hours: 10,087

Current Employees
Full-Time Part-Time
Fixed Route: 6 4
Paratransit: 6 4
System-wide: 12 8

Act 44 Operating Assistance
Section 1513 Allocation: $518,216
Required Local Match: $34,699

Current Fleet Size
Fixed Route: 5
Paratransit: 17
System-wide: 22

OPERATING BUDGET

Operating Expense (000’s)
$802

Maint. $25
Other $58
Fuel Utils $204
Fringes $226
Other Salaries & Wages $108
Operator Salaries & Wages $181

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

Operating Funds (000’s)
$802

Local $34
Federal $231
State $470
Revenue $67

Revenue includes ADA complementary revenue.
Warren County, Transit Authority of Pennsylvania Public Transportation Performance Report – Fiscal Year 2012-13

Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

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: 7

Fare Information
- Average Shared-Ride Fare: $11.82
- Cost to Commonwealth per Senior Citizen Trip: $11.80
- Last Base Fare Increase: September 2010

Trip Information
- 65+ Trips: 30,010
- PwD Trips: 474
- Other Shared-Ride Trips: 8,090
- Total Shared-Ride Trips: 38,574
- Non-Public Trips: 807

COMMUNITY TRANSPORTATION OPERATING BUDGET

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<tr>
<td>Passenger Fares</td>
<td>$9,721</td>
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<td>Lottery</td>
<td>$354,165</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$1,092</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$55,000</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
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</table>
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.

Vehicle Replacement

The Warren County Transit Authority replaced one of its shared-ride buses with a new 2013 Ford model gas engine bus. This bus will enhance the reliability and safety of the transit authority’s fleet of buses.
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: $15.39
- Cost to Commonwealth per Senior Citizen Trip: $12.43
- Last Base Fare Increase: July 2012

Trip Information
- 65+ Trips: 29,796
- PwD Trips: 3,083
- Other Shared-Ride Trips: 51,554
- Total Shared-Ride Trips: 84,433
- Non-Public Trips: 2,663

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

| Exclusive Human Service Program Contracts | 9% |
| Shared-Ride Admin | 6% |
| Shared-Ride Operating | 85% |

Sources of Funding

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<td>$ 49,312</td>
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Community Transportation Capital Funding FY 2012-13

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<th>Funding Amount</th>
<th>Capital Equipment</th>
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<tr>
<td>$138,000</td>
<td>Accessible Buses</td>
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</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: 36

Fare Information
Average Shared-Ride Fare: $13.60
Cost to Commonwealth per Senior Citizen Trip: $11.42
Last Base Fare Increase: July 2013

Trip Information
65+ Trips: 90,169
PwD Trips: 4,106
Other Shared-Ride Trips: 42,069
Total Shared-Ride Trips: 136,344
Non-Public Trips: 19,044

COMMUNITY TRANSPORTATION OPERATING BUDGET

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

Sources of Funding

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<th>Funding Source</th>
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<td><strong>Total</strong></td>
<td><strong>$ 2,554,030</strong></td>
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Deficit covered by reserves.

MATP Provider: Yes
Subcontractors: No
Percent of Shared-Ride Service Subcontracted: N/A

Community Transportation Capital Funding FY 2012-13

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<th>Funding Amount</th>
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<tr>
<td>$206,000</td>
<td>Accessible Buses, Shop Equipment</td>
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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: $22.79
- Cost to Commonwealth per Senior Citizen Trip: $18.96
- Last Base Fare Increase: October 2012

Trip Information
- 65+ Trips: 164,770
- PwD Trips: 32,915
- Other Shared-Ride Trips: 2,015
- Total Shared-Ride Trips: 199,700
- Non-Public Trips: 359,778

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Ridership

Shared-Ride Fare Recovery

COMMUNITY TRANSPORTATION CAPITAL FUNDING FY 2012-13

Funding Amount | Capital Equipment
--- | ---
$600,000 | Accessible Buses

Sources of Funding

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<td>$155,430</td>
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<td>$2,613,054</td>
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COMMUNITY TRANSPORTATION OPERATING BUDGET

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: 19

Fare Information
Average Shared-Ride Fare: $14.85
Cost to Commonwealth per Senior Citizen Trip: $12.37
Last Base Fare Increase: January 2013

Trip Information
65+ Trips: 37,772
PwD Trips: 8,807
Other Shared-Ride Trips: 26,507
Total Shared-Ride Trips: 73,086
Non-Public Trips: 0

COMMUNITY TRANSPORTATION CAPITAL FUNDING FY 2012-13

<table>
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<tr>
<th>Funding Source</th>
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<td>Passenger Fares</td>
<td>$ 58,729</td>
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<td>Persons with Disabilities Program</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$ 138,942</td>
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<td>Medical Assistance Transportation Program</td>
<td>$ 108,451</td>
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<td>MH/ID</td>
<td>$ 24,224</td>
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<td>Other</td>
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<td>Subsidy</td>
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Community Transportation Capital Funding FY 2012-13

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<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
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</thead>
<tbody>
<tr>
<td>$298,300</td>
<td>Accessible Buses/Vans, Communication Equipment</td>
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</tbody>
</table>

Butler County Community Action
789
183,862
27,853
15.1%
19
$14.85
$12.37
January 2013
37,772
8,807
26,507
73,086
0

MATP Provider: Yes
Subcontractors: Yes
Percent of Shared-Ride Service Subcontracted: 100%
Community Transportation

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

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

Vehicles Operated in Maximum Service
Community Transportation: 23

Fare Information
Average Shared-Ride Fare: $16.08
Cost to Commonwealth per Senior Citizen Trip: $13.06
Last Base Fare Increase: April 2009

Trip Information
65+ Trips: 37,825
PwD Trips: 5,066
Other Shared-Ride Trips: 39,479
Total Shared-Ride Trips: 82,370
Non-Public Trips: 4,981

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

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>$493,819</td>
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<td>Persons with Disabilities</td>
<td>$75,314</td>
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<td>Area Agency on Aging</td>
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<td>$471,019</td>
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<td>MH/ID</td>
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<td>Subsidy</td>
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Deficit covered by reserves.

MATP Provider: Yes
Subcontractors: No
Percent of Shared-Ride Service Subcontracted: N/A

Community Transportation Capital Funding FY 2012-13

<table>
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<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
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<tr>
<td>$290,000</td>
<td>Accessible Buses/Vans, Communication Equipment</td>
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</table>
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Shared-Ride Ridership

Shared-Ride Fare Recovery

COMMUNITY TRANSPORTATION CAPITAL FUNDING FY 2012-13

Sources of Funding

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<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<td>$212,211</td>
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Community Transportation Capital Funding FY 2012-13

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<th>Funding Amount</th>
<th>Capital Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>$414,448</td>
<td>Accessible Buses</td>
</tr>
</tbody>
</table>
Community Transportation

Clarion County Transportation
338 Amsler Avenue, Suite 1
Shippensburg, 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: $33.19
Cost to Commonwealth per Senior Citizen Trip: $27.87
Last Base Fare Change: July 2013

Trip Information
65+ Trips: 15,290
PwD Trips: 457
Other Shared-Ride Trips: 11,966
Total Shared-Ride Trips: 27,713
Non-Public Trips: 754

Shared-Ride Ridership

Shared-Ride Fare Recovery

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Exclusive Human Service Program Contracts 17%
Shared-Ride Admin 5%
Shared-Ride Operating 78%

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>$2,618</td>
<td>0.2%</td>
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<tr>
<td>Lottery</td>
<td>$426,086</td>
<td>32.7%</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$14,712</td>
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<td>Area Agency on Aging</td>
<td>$76,650</td>
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<td>Medical Assistance Transportation Program</td>
<td>$617,573</td>
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<td>$67,453</td>
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<td>Other</td>
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<td>Subsidy</td>
<td>$7,727</td>
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<td>Total</td>
<td>$1,304,050</td>
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Community Transportation Capital Funding FY 2012-13

<table>
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<tr>
<th>Funding Amount</th>
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</tr>
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<tbody>
<tr>
<td>$180,000</td>
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Community Transportation

Service Area Statistics (2010 Census)
Cumberland County
Square Miles: 550
Population: 235,406
65+ Population: 36,745
% of Population 65 and older: 15.6%

Vehicles Operated in Maximum Service
Community Transportation: 20

Fare Information
Average Shared-Ride Fare: $13.63
Cost to Commonwealth per Senior Citizen Trip: $11.21
Last Base Fare Increase: July 2013

Trip Information
65+ Trips: 41,699
PwD Trips: 10,097
Other Shared-Ride Trips: 84,695
Total Shared-Ride Trips: 136,491
Non-Public Trips: 2,218

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program Contracts 6%
Exclusive Human Service Program Contracts 6%
Shared-Ride Operating 81%
Shared-Ride Admin 13%

Sources of Funding

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<tr>
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Community Transportation Capital Funding FY 2012-13

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<tr>
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<tbody>
<tr>
<td>$323,180</td>
<td>Accessible Buses, Vehicle Rehabilitation</td>
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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: 49

Fare Information
Average Shared-Ride Fare: $30.74
Cost to Commonwealth per Senior Citizen Trip: $25.21
Last Base Fare Increase: August 2013

Trip Information
65+ Trips: 105,434
PwD Trips: 1,568
Other Shared-Ride Trips: 88,970
Total Shared-Ride Trips: 195,972
Non-Public Trips: 223,938

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

<table>
<thead>
<tr>
<th>Exclusive Human Service Program Contracts</th>
<th>Shared-Ride Operating 39%</th>
<th>Shared-Ride Admin 4%</th>
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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>
<td>$251,185</td>
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<td>$2,658,100</td>
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<td>Persons with Disabilities Program</td>
<td>$45,051</td>
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<td>Area Agency on Aging</td>
<td>$174,851</td>
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<td>Medical Assistance Transportation Program</td>
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<td>Other</td>
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Community Transportation Capital Funding FY 2012-13

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>$290,000</td>
<td>Accessible Buses</td>
</tr>
</tbody>
</table>
Community Transportation

Service Area Statistics (2010 Census)

- **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:** $25.97
- **Cost to Commonwealth per Senior Citizen Trip:** $19.14
- **Last Base Fare Increase:** February 2010

**Trip Information**
- **65+ Trips:** 9,222
- **PwD Trips:** 539
- **Other Shared-Ride Trips:** 2,903
- **Total Shared-Ride Trips:** 12,664
- **Non-Public Trips:** 96

**Shared-Ride Ridership**

**Shared-Ride Fare Recovery**

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

<table>
<thead>
<tr>
<th>Operating Expenses</th>
<th>Sources of Funding</th>
</tr>
</thead>
</table>

- **Exclusive Human Service Program Contracts:** 3%
- **Exclusive Human Service Program Contracts:** 3%
- **Shared-Ride Operating:** 67%

**Shared-Ride Admin:** 30%

**Funding Source** | **Amount** | **% of Total**
--- | --- | ---
Passenger Fares | $24,063 | 6.1%
Lottery | $176,516 | 45.1%
Persons with Disabilities Program | $13,739 | 3.5%
Area Agency on Aging | $27,417 | 7.0%
Medical Assistance Transportation Program | $143,310 | 36.6%
MH/ID | $0 | 0.0%
Other | $6,372 | 1.6%
Subsidy | $0 | 0.0%
**Total** | **$391,417** | **100.0%**

**Community Transportation Capital Funding FY 2012-13**

<table>
<thead>
<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>$127,500</td>
<td>Accessible Vans</td>
</tr>
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</table>
Community Transportation

Franklin County Transportation
191 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: 21

Fare Information
Average Shared-Ride Fare: $18.20
Cost to Commonwealth per Senior Citizen Trip: $15.33
Last Base Fare Increase: January 2012

Trip Information
65+ Trips: 21,127
PwD Trips: 4,984
Other Shared-Ride Trips: 24,854
Total Shared-Ride Trips: 50,965
Non-Public Trips: 68

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Ridership

Shared-Ride Fare Recovery

COMMUNITY TRANSPORTATION CAPITAL FUNDING FY 2012-13

<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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<td>Lottery</td>
<td>$323,951</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$74,894</td>
<td>5.6%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$96,854</td>
<td>7.2%</td>
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<td>Medical Assistance Transportation Program</td>
<td>$625,863</td>
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<td>MH/ID</td>
<td>$6,891</td>
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<td>Other</td>
<td>$61,334</td>
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Community Transportation Capital Funding FY 2012-13

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<tbody>
<tr>
<td>$60,000</td>
<td>Accessible Buses</td>
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COMMUNITY TRANSPORTATION OPERATING BUDGET

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: $21.18
Cost to Commonwealth per Senior Citizen Trip: $11.99
Last Base Fare Increase: December 1997

Trip Information
65+ Trips: 15,436
PwD Trips: 8,740
Other Shared-Ride Trips: 26,240
Total Shared-Ride Trips: 50,416
Non-Public Trips: 102

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Passenger Fares</td>
<td>$ 30,384</td>
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<tr>
<td>Lottery</td>
<td>$ 185,133</td>
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<tr>
<td>Persons with Disabilities Program</td>
<td>$ 95,846</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$ 24,951</td>
<td>2.0%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$ 883,554</td>
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<tr>
<td>MH/ID</td>
<td>-</td>
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<tr>
<td>Other</td>
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<tr>
<td>Subsidy</td>
<td>-</td>
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<tr>
<td>Total</td>
<td>$ 1,245,454</td>
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</table>

Deficit covered by reserves.

MATP Provider: Yes
Subcontractors: No
Percent of Shared-Ride Service Subcontracted: N/A

Community Transportation Capital Funding FY 2012-13

<table>
<thead>
<tr>
<th>Funding Amount</th>
<th>Capital Equipment</th>
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</thead>
<tbody>
<tr>
<td>$183,600</td>
<td>Accessible Buses, Communication Equipment</td>
</tr>
</tbody>
</table>
Community Transportation

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

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

Vehicles Operated in Maximum Service
Community Transportation: 45

Fare Information
Average Shared-Ride Fare: $17.79
Cost to Commonwealth per Senior Citizen Trip: $15.43
Last Base Fare Increase: November 2011

Trip Information
65+ Trips: 69,001
PwD Trips: 6,118
Other Shared-Ride Trips: 31,726
Total Shared-Ride Trips: 106,845
Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Shared-Ride Operating 85%
Shared-Ride Admin 15%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
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<tbody>
<tr>
<td>Passenger Fares</td>
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<td>$1,064,612</td>
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<td>Persons with Disabilities Program</td>
<td>$83,640</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$174,791</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$340,515</td>
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<td>MH/ID</td>
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<tr>
<td>Other</td>
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<td>Subsidy</td>
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<td><strong>Total</strong></td>
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Community Transportation Capital Funding FY 2012-13

<table>
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</thead>
<tbody>
<tr>
<td>$405,000</td>
<td>Accessible Buses/Vans</td>
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</table>

Shared-Ride Ridership

Shared-Ride Fare Recovery

MATP Provider: Yes
Subcontractors: No
Percent of Shared-Ride Service Subcontracted: N/A
Call-A-Ride Service
249 West Third Street
Lewistown, PA 17044
717-242-2277, Ext. 133
Ms. Cynthia Sunderland,
Director of Transportation

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

Vehicles Operated in Maximum Service
Community Transportation: 20

Fare Information
Average Shared-Ride Fare: $16.01
Cost to Commonwealth per Senior Citizen Trip: $13.20
Last Base Fare Increase: May 2013

Trip Information
65+ Trips: 23,127
PwD Trips: 1,505
Other Shared-Ride Trips: 27,200
Total Shared-Ride Trips: 51,832
Non-Public Trips: 224

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Operating 81%
- Exclusive Human Service Program Contracts 3%
- Shared-Ride Admin 16%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<tbody>
<tr>
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<td>$ 305,269</td>
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<td>Persons with Disabilities Program</td>
<td>$ 19,778</td>
<td>1.9%</td>
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<td>Area Agency on Aging</td>
<td>$ 468,834</td>
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<td>Medical Assistance Transportation Program</td>
<td>$ 27,164</td>
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<td>$ 1,032,141</td>
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Community Transportation Capital Funding FY 2012-13

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<tr>
<td>$120,000</td>
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COMMUNITY TRANSPORTATION OPERATING BUDGET

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: 10

Fare Information
Average Shared-Ride Fare: $10.41
Cost to Commonwealth per Senior Citizen Trip: $8.59
Last Base Fare Increase: May 2005

Trip Information
65+ Trips: 11,313
PwD Trips: 1,829
Other Shared-Ride Trips: 4,978
Total Shared-Ride Trips: 18,120
Non-Public Trips: 8,549

Community Transportation Capital Funding FY 2012-13

<table>
<thead>
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<th>Funding Amount</th>
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Sources of Funding

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<td>Lottery</td>
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<td>$ 16,164</td>
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<td>Area Agency on Aging</td>
<td>$ 17,617</td>
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<td>Medical Assistance Transportation Program</td>
<td>$ 205,483</td>
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<td>MH/ID</td>
<td>$  7,961</td>
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<tr>
<td>Other</td>
<td>$  9,538</td>
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<td>Subsidy</td>
<td>$  8,479</td>
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<td>$ 375,587</td>
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Shared-Ride Ridership

<table>
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<tr>
<th>FY 08-09</th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
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</thead>
<tbody>
<tr>
<td>25,000</td>
<td>20,000</td>
<td>15,000</td>
<td>10,000</td>
<td>5,000</td>
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Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th>FY 08-09</th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
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</thead>
<tbody>
<tr>
<td>$0</td>
<td></td>
<td></td>
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</table>

MATP Provider: Yes
Subcontractors: No
Percent of Shared-Ride Service Subcontracted: N/A

Deficit covered by reserves.
COMMUNITY TRANSPORTATION OPERATING BUDGET

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: $14.90
- Cost to Commonwealth per Senior Citizen Trip: $12.40
- Last Base Fare Increase: July 2003

Trip Information
- 65+ Trips: 32,396
- PwD Trips: 7,470
- Other Shared-Ride Trips: 12,407
- Total Shared-Ride Trips: 52,273
- Non-Public Trips: 4,328

COMMUNITY TRANSPORTATIONCapital Funding FY 2012-13

Funding Source | Amount | % of Total
--- | --- | ---
Passenger Fares | $37,660 | 4.3%
Lottery | $401,571 | 45.6%
Persons with Disabilities Program | $86,201 | 9.8%
Area Agency on Aging | $76,336 | 8.7%
Medical Assistance Transportation Program | $193,599 | 22.1%
MH/ID | $20,760 | 2.4%
Other | $60,462 | 6.9%
Subsidy | - | 0.0%
Total | $876,589 | 100.0%

Deficit covered by reserves.

MATP Provider: Yes
Subcontractors: No
Percent of Shared-Ride Service Subcontracted: N/A

Operating Expenses

| Exclusive Human Service Program Contracts | 12% |
| Shared-Ride Admin | 34% |
| Shared-Ride Operating | 54% |

Sources of Funding

Capital Equipment

<table>
<thead>
<tr>
<th>Funding Amount</th>
<th>Accessible Vans</th>
</tr>
</thead>
</table>
Community Transportation

Northumberland County Transportation
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: 25

Fare Information
Average Shared-Ride Fare: $18.09
Cost to Commonwealth per Senior Citizen Trip: $14.00
Last Base Fare Increase: July 2011

Trip Information
65+ Trips: 40,773
PwD Trips: 6,652
Other Shared-Ride Trips: 70,756
Total Shared-Ride Trips: 118,181
Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Ridership

Shared-Ride Fare Recovery

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>$30,649</td>
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<td>Lottery</td>
<td>$570,624</td>
<td>26.1%</td>
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<td>Persons with Disabilities Program</td>
<td>$101,013</td>
<td>4.6%</td>
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<td>Area Agency on Aging</td>
<td>$90,734</td>
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<td>Medical Assistance Transportation Program</td>
<td>$500,229</td>
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<td>MH/ID</td>
<td>$536,964</td>
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Community Transportation Capital Funding FY 2012-13

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<tr>
<td>$660,000</td>
<td>Accessible Buses, Maintenance Facility</td>
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Perry County Transportation Department
350 Fickes Lane
Newport, PA 17074-0217
717-567-2490
Ms. Stacey 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: 28

Fare Information
Average Shared-Ride Fare: $26.95
Cost to Commonwealth per Senior Citizen Trip: $21.18
Last Base Fare Increase: August 2013

Trip Information
65+ Trips: 11,730
PwD Trips: 3,871
Other Shared-Ride Trips: 12,239
Total Shared-Ride Trips: 27,840
Non-Public Trips: 5,678

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

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

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>$28,219</td>
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<td>$248,486</td>
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<td>$72,482</td>
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<td>$58,725</td>
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Community Transportation Capital Funding FY 2012-13

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<tr>
<td>$171,000</td>
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</table>
Community Transportation

Pike County Transportation Department
506 Broad Street
Milford, PA 18337
570-296-3408 or 1-866-681-4947
Ms. Christine Kerstetter,
Transportation Director

Service Area Statistics (2010 Census)
Pike County
Square Miles: 547
Population: 57,369
65+ Population: 9,303
% of Population 65 and older: 16.2%

Vehicles Operated in Maximum Service
Community Transportation: 24

Fare Information
Average Shared-Ride Fare: $20.27
Cost to Commonwealth per Senior Citizen Trip: $15.50
Last Base Fare Increase: October 2009

Trip Information
65+ Trips: 16,320
PwD Trips: 3,027
Other Shared-Ride Trips: 5,858
Total Shared-Ride Trips: 25,205
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

COMMUNITY TRANSPORTATION CAPITAL FUNDING FY 2012-13

Operating Expenses
Exclusive Human Service Program Contracts 10%
Shared-Ride Operating 68%
Shared-Ride Admin 22%

Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<td>$30,621</td>
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<td>Lottery</td>
<td>$252,947</td>
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<td>Persons with Disabilities Program</td>
<td>$48,835</td>
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<td>Area Agency on Aging</td>
<td>$43,176</td>
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<td>$227,541</td>
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<td>MH/ID</td>
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<td>$996,968</td>
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Community Transportation Capital Funding FY 2012-13

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<tr>
<th>Funding Amount</th>
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<tr>
<td>$222,000</td>
<td>Accessible Buses/Vans</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: 13

Fare Information
Average Shared-Ride Fare: $14.20
Cost to Commonwealth per Senior Citizen Trip: $12.14
Last Base Fare Increase: July 2011

Trip Information
65+ Trips: 19,333
PwD Trips: 4,033
Other Shared-Ride Trips: 10,998
Total Shared-Ride Trips: 34,364
Non-Public Trips: 9,996

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Ridership

Shared-Ride Fare Recovery

MATP Provider: Yes
Subcontractors: No
Percent of Shared-Ride Service Subcontracted: N/A

COMMUNITY TRANSPORTATION CAPITAL FUNDING FY 2012-13

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
<th>% of Total</th>
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<tr>
<td>Passenger Fares</td>
<td>$ 37,259</td>
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<td>Lottery</td>
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<td>$ 46,595</td>
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<td>Area Agency on Aging</td>
<td>$ 47,246</td>
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<td>Medical Assistance Transportation Program</td>
<td>$ 652,521</td>
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<td>MH/ID</td>
<td>$</td>
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<tr>
<td>Other</td>
<td>$ 29,263</td>
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<td>Subsidy</td>
<td>$ 57,972</td>
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<td>$ 1,105,563</td>
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Community Transportation Capital Funding FY 2012-13

<table>
<thead>
<tr>
<th>Funding Amount</th>
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<tr>
<td>$27,000</td>
<td>Accessible Vans</td>
</tr>
</tbody>
</table>
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: $20.93
Cost to Commonwealth per Senior Citizen Trip: $17.16
Last Base Fare Increase: June 2012

Trip Information
65+ Trips: 37,008
PwD Trips: 7,659
Other Shared-Ride Trips: 46,660
Total Shared-Ride Trips: 91,327
Non-Public Trips: 0

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program Contracts 45%
Shared-Ride Admin 8%
Shared-Ride Operating 47%

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>$635,154</td>
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<td>Persons with Disabilities Program</td>
<td>$127,570</td>
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<td>Area Agency on Aging</td>
<td>$1,366,760</td>
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<td>Medical Assistance Transportation Program</td>
<td>$1,046,148</td>
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<td>M/H/ID</td>
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<td>Other</td>
<td>$374,506</td>
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<td>Subsidy</td>
<td>$250,000</td>
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<td>$4,048,209</td>
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Community Transportation Capital Funding FY 2012-13

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<tr>
<td>$0</td>
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</tbody>
</table>
**Community Transportation**

**Shared-Ride Ridership**

**Shared-Ride Fare Recovery**

<table>
<thead>
<tr>
<th>MATP Provider</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subcontractors</td>
<td>Yes</td>
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<tr>
<td>Percent of Shared-Ride Service Subcontracted</td>
<td>100%</td>
</tr>
</tbody>
</table>

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**

- Shared-Ride Admin: 8%
- Exclusive Human Service Programs: 52%
- Shared-Ride Operating: 40%

**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>$507,324</td>
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<td>Lottery</td>
<td>$4,245,419</td>
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<td>Persons w/ Disabilities Program</td>
<td>$435,558</td>
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<td>Area Agency on Aging</td>
<td>$212,770</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$2,572,114</td>
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<tr>
<td>MH/ID</td>
<td>$-</td>
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<tr>
<td>Other</td>
<td>$10,704,748</td>
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<td>Subsidy</td>
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<tr>
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<td>$18,677,933</td>
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**Community Transportation Capital Funding FY 2012-13**

<table>
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<th>Funding Amount</th>
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<tbody>
<tr>
<td>$481,000</td>
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</tr>
</tbody>
</table>
Susquehanna County Transportation

81 Industrial Dr., P.O. Box 366
Montrose, PA 18801
570-278-6140
Ms. Ronalyn Corbin,
Transportation Program Director

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: 20

Fare Information
Average Shared-Ride Fare: $25.09
Cost to Commonwealth per Senior Citizen Trip: $19.37
Last Base Fare Increase: March 2013

Trip Information
65+ Trips: 14,733
PwD Trips: 2,682
Other Shared-Ride Trips: 10,794
Total Shared-Ride Trips: 28,209
Non-Public Trips: 5,087

Shared-Ride Ridership

Shared-Ride Fare Recovery

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Exclusive Human Service Program Contracts 16%
Shared-Ride Operating 53%
Shared-Ride Admin 31%

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>$16,054</td>
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<tr>
<td>Lottery</td>
<td>$285,387</td>
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<tr>
<td>Persons with Disabilities Pro</td>
<td>$50,255</td>
<td>5.9%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$55,266</td>
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<td>Medical Assistance Transportation Program</td>
<td>$439,629</td>
<td>51.6%</td>
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<td>MH/ID</td>
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<td>Other</td>
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Community Transportation Capital Funding FY 2012-13

<table>
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<tr>
<th>Funding Amount</th>
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<tbody>
<tr>
<td>$62,000</td>
<td>Accessible Buses</td>
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</tbody>
</table>
COMMUNITY TRANSPORTATION OPERATING BUDGET

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: 19

Fare Information
- Average Shared-Ride Fare: $16.66
- Cost to Commonwealth per Senior Citizen Trip: $13.04
- Last Base Fare Increase: August 2013

Trip Information
- 65+ Trips: 21,569
- PwD Trips: 12,191
- Other Shared-Ride Trips: 40,519
- Total Shared-Ride Trips: 74,279
- Non-Public Trips: 4,641

Community Transportation Capital Funding FY 2012-13
- Funding Amount: $389,500
- Capital Equipment: Accessible Buses/Vans, Computer Hardware, Facility Renovations Match

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>$53,887</td>
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<tr>
<td>Lottery</td>
<td>$281,234</td>
<td>17.8%</td>
</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>$192,512</td>
<td>12.2%</td>
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<td>Area Agency on Aging</td>
<td>$22,593</td>
<td>1.4%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$500,013</td>
<td>31.7%</td>
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<tr>
<td>MH/ID</td>
<td>$345,681</td>
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<td>Other</td>
<td>$128,638</td>
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<tr>
<td>Subsidy</td>
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<tr>
<td>Total</td>
<td>$1,577,533</td>
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</table>
**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: $19.66  
- Cost to Commonwealth per Senior Citizen Trip: $14.31  
- Last Base Fare Increase: November 2012

**Trip Information**

- 65+ Trips: 127,083  
- PwD Trips: 34,426  
- Other Shared-Ride Trips: 84,505  
- Total Shared-Ride Trips: 246,014  
- Non-Public Trips: 19,545

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Shared-Ride Ridership**

![Graph showing shared-ride ridership over fiscal years from FY 08-09 to FY 12-13.]

**Shared-Ride Fare Recovery**

![Graph showing average shared-ride fare and cost per trip over fiscal years from FY 08-09 to FY 12-13.]

**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>$280,887</td>
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<tr>
<td>Lottery</td>
<td>$1,818,757</td>
<td>31.0%</td>
</tr>
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<td>Persons with Disabilities Program</td>
<td>$592,352</td>
<td>10.1%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$259,300</td>
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<td>Medical Assistance Transportation Program</td>
<td>$2,246,831</td>
<td>38.3%</td>
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<td>BH/ID</td>
<td>$81,913</td>
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<tr>
<td>Other</td>
<td>$313,619</td>
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<tr>
<td>Subsidy</td>
<td>$278,829</td>
<td>4.7%</td>
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<td><strong>Total</strong></td>
<td>$5,872,488</td>
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**Community Transportation Capital Funding FY 2012-13**

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<tbody>
<tr>
<td>$178,000</td>
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**Community Transportation**

**Wayne County Area Agency on Aging**
323 10th Street
Honesdale, PA 18431
570-253-4262
Ms. Andrea Whyte, Administrator

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

**Vehicles Operated in Maximum Service**
- Community Transportation: 21

**Fare Information**
- Average Shared-Ride Fare: $28.37
- Cost to Commonwealth per Senior Citizen Trip: $20.66
- Last Base Fare Increase: June 2011

**Trip Information**
- 65+ Trips: 21,247
- PwD Trips: 1,694
- Other Shared-Ride Trips: 18,433
- Total Shared-Ride Trips: 41,374
- Non-Public Trips: 6,129

**Shared-Ride Ridership**

<table>
<thead>
<tr>
<th>Year</th>
<th>65+</th>
<th>PwD</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 08-09</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY 09-10</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY 10-11</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>FY 11-12</td>
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<tr>
<td>FY 12-13</td>
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</table>

**Shared-Ride Fare Recovery**

<table>
<thead>
<tr>
<th>Year</th>
<th>Avg. Shared-Ride Fare</th>
<th>Avg. Shared-Ride Cost per Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 08-09</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY 09-10</td>
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<td></td>
</tr>
<tr>
<td>FY 10-11</td>
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<tr>
<td>FY 11-12</td>
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<td></td>
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<tr>
<td>FY 12-13</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Community Transportation Operating Budget**

**Operating Expenses**
- Exclusive Human Service Program Contracts: 11%
- Shared-Ride Admin: 16%
- Shared-Ride Operating: 73%

**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>$32,823</td>
<td>2.4%</td>
</tr>
<tr>
<td>Lottery</td>
<td>$438,966</td>
<td>32.0%</td>
</tr>
<tr>
<td>Persons with Disabilities Program</td>
<td>$38,016</td>
<td>2.8%</td>
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<tr>
<td>Area Agency on Aging</td>
<td>$124,751</td>
<td>9.1%</td>
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<tr>
<td>Medical Assistance Transportation Program</td>
<td>$654,245</td>
<td>47.7%</td>
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<tr>
<td>MH/ID</td>
<td>$67,019</td>
<td>4.9%</td>
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<tr>
<td>Other</td>
<td>$15,998</td>
<td>1.2%</td>
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<tr>
<td>Subsidy</td>
<td>-</td>
<td>0.0%</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$1,371,818</strong></td>
<td><strong>100.0%</strong></td>
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**Community Transportation Capital Funding FY 2012-13**

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<th>Funding Amount</th>
<th>Capital Equipment</th>
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<td>$94,000</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. (S,C,G,T)
- The Fullington Auto Bus Co. (S,C,G,SB)
- Greyhound Lines, Inc. (S,C,G)
- Myers Coach Lines, Inc. (S,C,G)
- Susquehanna Transit Co. (S,C,G,SB)

Average Fare: $13.86
Total Number of Vehicles: 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, NY

Operating Funds (000’s)

$13,819

- Local $2,005
- State $2,016
- Federal $3,782
- Revenue $6,018

Intercity Bus Program:
Serves 41 counties
Provides opportunities to travel into and outside of the state
Total Bus Trips (000's)*

Operating Expense Per Passenger

Total Passengers (000's)

Operating Revenue Per Vehicle Mile

Total Bus Trips (000's)*

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

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

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: $11.26
Total Number of Vehicles: 10 coaches

OPERATING FUNDS (000’s)
$4,682

Local $660
State $660
Federal $1,321
Revenue $2,042
Total Passengers (000's)

Total Bus Trips (000's)*

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Vehicle Mile

Operating Expense Per Vehicle Mile

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.
### 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

### 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:
$14.65

### Total Number of Vehicles:
8 coaches

### Operating Funds (000’s)

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<thead>
<tr>
<th>Source</th>
<th>Amount (000's)</th>
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<tr>
<td>Local</td>
<td>$475</td>
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<td>State</td>
<td>$446</td>
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<tr>
<td>Federal</td>
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<tr>
<td>Revenue</td>
<td>$834</td>
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</table>

**Total Operating Funds:** $2,513
The Fullington Auto Bus Company

**Operating Expense Per Passenger**

**Total Passengers (000's)**

**Total Bus Trips (000's)**

**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.
Greyhound Lines, Inc.
Office of State Government Affairs
361 West Main Street
Hendersonville, TN 37075-3321
615-338-0847
Mr. Randy Isaacs
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: $23.20
Total Number of Vehicles: 12 coaches

Communities Served by Greyhound:

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

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

- Federal: $932
- State: $526
- Local: $486
- Revenue: $1,648

Total: $3,590
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.
Myers Coach Lines, Inc.
2001 Ball Park Road
Export, PA 15632
724-733-1045
Mr. David A. Myers
President
www.myerscoachlines.com

InterCity Bus Program:
Serves 3 counties
Provides opportunities to travel into and outside of the state

Subsidized Route:
Pittsburgh – Grove City

Service Provided:
Scheduled Route Service
Charter
Group and Party

Average Fare: $4.21
Total Number of Vehicles: 2 coaches

Communities Served by Myers:
Communities Served by Pittsburgh – Grove City:
Pittsburgh, Etna, Glenshaw, Allison Park, Mt. Royal, Wildwood, Orchard Park, Bakerstown, Cooperstown, Plainview, Butler, Unionville, Stone House, Slippery Rock, and Grove City
Total Passengers (000's)

Total Bus Trips (000's)*

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Vehicle Mile

Operating Expense Per Vehicle Mile

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.
Susquehanna Transit Company

Communities Served by Susquehanna Transit Company:

Communities Served by Williamsport – Philadelphia:

Communities Served by Williamsport – Easton:
Williamsport, Mt. Carmel, Bloomsburg, Lehighton, Allentown, and Easton

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

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

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

Subsidized Routes:
Williamsport – Philadelphia
Williamsport – Easton
Harrisburg – Elmira, NY

Service Provided:
Scheduled Route Service
Charter
Group and Party
School Bus

Average Fare: $16.00
Total Number of Vehicles: 13 coaches

OPERATING FUNDS (000’s)
$2,610

Local
State
Federal
Revenue

$319
$319
$637
$1,338

$2,610

Pennsylvania Public Transportation Performance Report – Fiscal Year 2012-13
* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported.
Section VI

Passenger Rail
Keystone Corridor Service & Operations
- Keystone Corridor owned by Amtrak from Harrisburg, PA, to Philadelphia, PA
- 26 weekday and 14 weekend trains
- High Speed Rail of 110 mph
- Harrisburg – Philadelphia commute time = 95 min

Ridership and Revenue
- Total Keystone Passengers: 1,460,548
- Total Keystone Passenger Revenue: $10,376,664

Fuel & Power
- Diesel/Electric Propulsion
- Power Usage (kilowatt hours): 32,269,470
- Diesel Consumption (gallons): 11,636

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)
- Elizabethtown Train Station
  - Construct long-term/overflow parking lot (complete)
  - Construct pedestrian & bicycle pathway from station to downtown (in progress)

Keystone Corridor
Amtrak Owned Right-of-Way
Keystone Corridor Service

Performance Data

<table>
<thead>
<tr>
<th>Factor</th>
<th>FY 11-12</th>
<th>FY 12-13</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>$41.87</td>
<td>$43.86</td>
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<tr>
<td>Subsidy per Train Mile</td>
<td>$20.06</td>
<td>$20.26</td>
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<tr>
<td>Average Passenger Fare</td>
<td>$16.47</td>
<td>$17.00</td>
</tr>
<tr>
<td>Average Passenger Trip (Miles)</td>
<td>74</td>
<td>73</td>
</tr>
<tr>
<td>Annual Cost Recovery</td>
<td>52%</td>
<td>54%</td>
</tr>
<tr>
<td>Keystone Passengers</td>
<td>1,392,561</td>
<td>1,460,548</td>
</tr>
<tr>
<td>Keystone Passenger Miles</td>
<td>119,499,453</td>
<td>124,421,633</td>
</tr>
<tr>
<td>Annual State Subsidy</td>
<td>$8,818,000</td>
<td>$8,909,601</td>
</tr>
<tr>
<td>Annual Passenger Revenue</td>
<td>$9,590,367</td>
<td>$10,376,664</td>
</tr>
<tr>
<td>Average Train Speed</td>
<td>60 mph</td>
<td>60 mph</td>
</tr>
</tbody>
</table>
Elizabethtown Train Station has set the standard for stations on Pennsylvania’s Keystone Corridor. The station renovations were completed in May of 2011 and provide passengers with a safe, accessible, and modern passenger rail station. An overflow parking lot, completed in August of 2013, provides the community with 80 additional parking spaces. Within a few weeks of completion, the lot was full of customers who park at the station and use passenger rail as their transportation of choice.

Connecting the Community
With the assistance of PennDOT, the Elizabethtown Borough is connecting its community with a network of pedestrian and bicycle paths. This network will allow residents easy access between parks, schools, the Elizabethtown College, the train station, and the downtown central business district. The first phase improved and built accessible paths from the Community Center to the athletic fields, park, and Conoy Creek. The second phase will build a path connecting phase one to the train station.

This project will strengthen community and economic development, alleviate traffic congestion and competition for parking, and foster revitalization efforts for residents, visitors, and businesses.
TransitPark opened in the fall of 2013, providing the Harrisburg Train Station passengers with 700 surface parking spaces located minutes from the station. Parking is one of the many barriers preventing ridership growth. PennDOT recognized this need and implemented short- and long-term parking at one of the Keystone’s anchor stations.

TransitPark also serves as multimodal parking for passengers using intercity buses that share the Harrisburg Station.

Additional information can be accessed online at [www.transitpark.com](http://www.transitpark.com)

Technology Improvements

Amtrak has implemented technology improvements to provide passengers with convenience, simplicity, and time savings. Many of these improvements are also available to the Northeast Corridor, from Washington D.C. to Boston.

- **Wi-Fi** - Free wi-fi is now available on Keystone and Pennsylvanian trains, in addition to all trains throughout the Northeast Corridor.

- **E-ticketing** - In 2013, Amtrak launched its e-ticketing application that allows passengers to purchase and print their tickets at home, prior to arriving at the station. Tickets can be reprinted easily if they are accidently lost or damaged. In addition, Amtrak has a mobile application that allows for paper-free travel on all Amtrak trains.

- **Track A Train** - Amtrak partnered with Google to launch an interactive tool to track and provide information on more than 300 daily trains in the Amtrak system. The tool provides information on the status, estimated arrival times, and station information for every train in the Amtrak network in real time.
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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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Section VIII

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<td>Endless Mountains Transportation Authority (EMTA)</td>
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<td>Erie Metropolitan Transit Authority (EMTA)</td>
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<td>Fayette Area Coordinated Transportation (FACT)</td>
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<td>Forest County</td>
<td>191</td>
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<td>Franklin County</td>
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<td>Fullington Bus Auto Company, The</td>
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