Pennsylvania Public Transportation
Annual Performance Report
Fiscal Year 2013-14
April 30, 2015
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Dear Citizens of Pennsylvania,

It is with great pleasure that I present the Pennsylvania Public Transportation Annual Performance Report for the 2013-14 state fiscal year.

Pennsylvania’s public transportation supports Governor Tom Wolf’s priorities: Jobs that Pay, Schools that Teach, and Government that Works. Public transportation is vital to the citizens who depend on it to get to work, go to the doctor, or travel to school. This report shows the transit data that drives state funding and decision-making for public transportation.

The department has made changes to the structure of the report this year to highlight the important contributions that Act 89 of 2013 capital funding is making to bring our public transportation systems to a state of good repair. This funding, which began to flow to transit agencies in January 2014, will allow them to plan effectively for future facility improvements and vehicle purchases. Transit works best when it is reliable and affordable. The funding that Pennsylvania invests in transit agencies and services is critical to meet these goals.

Fixed route transit funding is distributed on four performance factors: total passengers, senior passengers, vehicle miles, and vehicle hours. This year, the report offers a comparison on those performance factors over a three-year period by transit agency.

The Annual Performance Report also outlines the transit agency performance reports released since last year. We are almost at the end of the five-year cycle for performance reviews required by Act 44 of 2007. Over the past four years, transit agencies across Pennsylvania have used the results of these reviews to improve their operations.

We hope you will take time to review this information. Public transportation is moving forward in Pennsylvania, and the investments that are being made will have tremendous impacts well into the future.

Sincerely,

Leslie S. Richards
Acting Secretary
Department of Transportation
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Section I

Transit Agency Performance Review Executive Summaries
In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework to assess transit agency performance through a formal review process. The review 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, 30 performance reviews have been conducted and 23 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
- Area Transportation Authority of North Central Pennsylvania (ATA) - May 2014
- Mid Mon Valley Transit Authority (MMVTA) - July 2014
- Berks Area Regional Transportation Authority (BARTA) - August 2014
- Crawford Area Transportation Authority (CATA) - August 2014
PennDOT publishes transit agency performance review reports in their entirety on the Bureau of Public Transportation’s website at [www.dot.state.pa.us](http://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:

**2014**
- Williamsport River Valley Transit (RVT) - Review completed; Report not yet published
- Lehigh and Northampton Transportation Authority (LANta) - Review completed; Report not yet published
- Carbon County Community Transit - Review completed; Report not yet published
- Butler Transit Authority - Review completed; Report not yet published
- Southeastern Pennsylvania Transportation Authority (SEPTA) - Review completed; Report not yet published

**2015**
- York Adams Transportation Authority (YATA) - Review completed; Report not yet published
- Westmoreland County Transit Authority (WCTA) - Review completed; Report not yet published
- Mercer County Regional Council of Governments (MCRCOG)
- Transit Authority of Warren County (TAWC)
- Red Rose Transit Authority (RRTA)
- Indiana County Transit Authority (IndiGO)
- Borough of Mount Carmel (BMC)
- Port Authority of Allegheny County (PAAC)

The following section includes executive summaries for the performance reviews of:
- Area Transportation Authority of North Central Pennsylvania (ATA) - May 2014
- Mid Mon Valley Transit Authority (MMVTA) - July 2014
- Berks Area Regional Transportation Authority (BARTA) - August 2014
- Crawford Area Transportation Authority (CATA) - August 2014
- Schuylkill Transportation System (STS) - August 2014
- Erie Metropolitan Transit Authority (EMTA) - October 2014
PERFORMANCE REVIEWS

Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14
## Area Transportation Authority of North Central Pennsylvania (ATA) Transit Performance Review
### Executive Summary

#### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Area Transportation Authority of North Central Pennsylvania (d.b.a. ATA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1976</td>
</tr>
<tr>
<td>Fiscal Reporting Year</td>
<td>2012</td>
</tr>
<tr>
<td>Service Area (square miles)*</td>
<td>5,091</td>
</tr>
<tr>
<td>Service Area Population *</td>
<td>234,416</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>30, 31</td>
</tr>
<tr>
<td>Annual Revenue Miles of Service**</td>
<td>524,984, 831,576</td>
</tr>
<tr>
<td>Annual Revenue Hours of Service**</td>
<td>32,473, 70,002</td>
</tr>
<tr>
<td>Annual Total Passenger Trips**</td>
<td>149,522, 178,071</td>
</tr>
<tr>
<td>Annual Total Senior Lottery Trips**</td>
<td>26,476, 63,512</td>
</tr>
<tr>
<td>Employees (full-time/part-time)</td>
<td>62, 99</td>
</tr>
<tr>
<td>Total Annual Operating Cost**</td>
<td>$2,226,795, $3,465,604</td>
</tr>
<tr>
<td>Total Annual Operating Revenues**</td>
<td>$249,160, $873,849</td>
</tr>
</tbody>
</table>

| Administrative Cost / Total Operating Cost | 24.9%, 25.3% |
| Operating Cost / Revenue Mile | $4.24, $4.17 |
| Operating Cost / Revenue Hour | $68.57, $49.51 |
| Passengers / Revenue Hour | 4.60, 2.54 |
| Total Annual Operating Revenue / Revenue Hour | $7.67, $12.48 |
| Operating Cost / Passenger | $14.89, $19.46 |

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 Area Transportation Authority of North Central Pennsylvania (d.b.a. ATA) was conducted in July 2013. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – ATA trends and a comparison of ATA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist ATA 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, ATA will develop an action plan which will identify the steps ATA will take to meet the Act 44 performance targets by FY 2017-18. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by ATA 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 ATA to agree on a plan which, when approved by ATA Board, will be submitted as the final action plan. ATA must report at least quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. ATA’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 ATA’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 as required by Act 44. It should be noted that ATA is unusual compared to many transit systems in that it serves a very large geographic area (~5,100 sq. mi.) that is sparsely populated and is not commuter oriented to an adjacent urbanized area. These facts made ATA’s peer selection particularly challenging and should be considered when interpreting peer comparison results.

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

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

The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

**In Compliance**

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

2. The **five-year trend of passengers / revenue vehicle hour** shows declining performance over the last 5 years.

3. **FYE 2011 operating cost / revenue vehicle hour** ranks about in the middle of the transit agencies in the peer group and is less expensive than the peer group average.

4. The **five-year trend for operating cost / revenue vehicle hour** is slightly better than the peer group average.

5. **FYE 2011 operating revenue / revenue vehicle hour** is the second lowest of the peer group and is about half that of the peer group average.

6. The **five-year trend for operating revenue / revenue vehicle hour** ranks second best of the peers and is increasing at about eight times that of the peer group average.

7. The **five-year trend for operating cost / passenger** is about twice that of the peer group. This is largely attributable to increases in costs outpacing increases in ridership.

**At Risk**

1. **FYE 2011 operating cost / passenger** ranks as the most expensive of the peer group 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>Determination</th>
<th>Rank (of 8)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2011</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>4.71</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>-4.46%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2011</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>$64.05</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>1.61%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2011</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>$6.54</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>1.24%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2011</td>
<td>AT RISK</td>
<td>8</td>
<td>Worse</td>
<td>$13.59</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>6.13%</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 ATA 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 Policies to Recruit and Retain Good Drivers - ATA has an effective program to recruit drivers by placing an emphasis on interpersonal people skills, rather than technical driving skills. For example, candidates with proven customer service skills may not be required to already possess a CDL because ATA is willing to provide CDL training for otherwise qualified candidates. This is a rare practice among transit agencies. Also ATA conducts formal annual job evaluations of all its drivers, which is not typical of most other transit agencies. Finally, ATA has a seven step salary progression so that drivers can qualify for up to seven annual pay increases. This helps to retain good drivers.

2. Formally Documented Board Policies and Responsibilities – ATA’s Board Guide is a document that formally delineates roles and responsibilities of Board members and senior management. It also provides a glossary of common terms used in the transit industry, a code of ethics and other materials new Board members would find useful. The ATA formally documents other policies for employees in a format consistent the Board’s policies. Having clearly documented, written policies, for Board members and employees helps clear up potential misperceptions and can lead to improved accountability.

3. Strict Adherence to Preventative Maintenance Schedules – ATA’s maintenance program has 100% adherence to preventative maintenance schedules. This practice reduces the number of potential road calls and extends the useful life of vehicles thereby saving both capital and operating costs.

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

1. Improve Institutional Transparency – Routine information commonly available for transit agencies is not readily available to the public at ATA. For example, information about Board meetings (i.e., agenda and minutes) is not put on ATA’s website and is not distributed to Board members until the day of the meeting. Furthermore, there is very little information available to the public as to what was or will be discussed at Board meetings. ATA’s Board and management should evaluate what information can be made available to the public regarding agency finances and performance, and make it readily accessible to improve institutional transparency.

2. Reevaluate Fixed-Route Service Productivity and Efficiency – ATA utilizes a service evaluation committee to review and evaluate new and existing fixed-route service. While this is a good practice, service expansions since 2007 (increasing vehicle miles and revenue hours) have resulted in higher ridership, but decreased productivity (i.e., ridership per revenue hour). Furthermore, it has continued to operate some of the new service even though it is relatively unproductive. One service in particular, a commuter bus service to State College, has continued to operate despite poor performance – averaging less than 2 riders per revenue hour. ATA should update its TDP based on more current, post-recession information and use its service evaluation committee to reevaluate the productivity of its existing service.
The updated TDP should address how unproductive routes can be modified, or discontinued, as appropriate as fixed-route ridership is low and is the one variable that results in an “At Risk” finding in this report.

3. **Develop Performance Targets for All Key Agency Functions** – ATA’s Board should develop a formal set of performance targets (goals) and measures where current service is in relation to the targets. Then, if necessary, ATA 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. 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, the six county governments in the ATA service area (i.e., Cameron, Clearfield, Elk, Jefferson, McKean and Potter) have contributed to help cover ATA’s operational funding requirements. ATA has used most of those amounts in any given year to balance its budget and comply with state requirements. ATA has been able to maintain sufficient cash reserves to cover unexpected operational expenses and weather any funding irregularities. Additionally, ATA has a line of credit to help finance large capital expenditures. ATA should continue to take appropriate actions such as controlling costs and improving farebox recovery to continuously improve ATA’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 18. These performance targets are required to comply with Act 44 and represent minimum performance levels that ATA 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></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>4.48</td>
<td>4.71</td>
<td>4.6</td>
<td>5.5</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour*</td>
<td>$66.53</td>
<td>$63.61</td>
<td>$68.57</td>
<td>$85.16</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$5.05</td>
<td>$6.54</td>
<td>$7.67</td>
<td>$9.16</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger*</td>
<td>$13.73</td>
<td>$13.50</td>
<td>$14.89</td>
<td>$15.49</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*ATA’s 2012 operating cost value is increased by 4.0% before the 3.0% annual compound rate is applied. This was done to account for changes in ATA’s future year fixed-route costs that will result from updated cost allocation methodologies.
Next Steps

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

The template for the Action Plan has been provided as an Appendix to this report (pp. 37-41). This template includes three parts:

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

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

**Agency Profile**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Fixed-Route Bus</th>
<th>Public Vanpool</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agency Name</strong></td>
<td>Mid Mon Valley Transit Authority (d.b.a. Mid Mon Transit, MMVTA)</td>
<td></td>
</tr>
<tr>
<td><strong>Year Founded</strong></td>
<td>1985</td>
<td></td>
</tr>
<tr>
<td><strong>Fiscal Reporting Year</strong></td>
<td>2012</td>
<td></td>
</tr>
<tr>
<td><strong>Service Area (square miles)</strong></td>
<td>79</td>
<td></td>
</tr>
<tr>
<td><strong>Service Area Population</strong></td>
<td>56,508</td>
<td></td>
</tr>
<tr>
<td><strong>Type of Service Provided</strong></td>
<td>Fixed</td>
<td>Public Vanpool</td>
</tr>
<tr>
<td><strong>Vehicles Operated in Maximum Service</strong></td>
<td>22</td>
<td>2</td>
</tr>
<tr>
<td><strong>Annual Revenue Miles of Service</strong></td>
<td>803,848</td>
<td>5,223</td>
</tr>
<tr>
<td><strong>Annual Revenue Hours of Service</strong></td>
<td>48,597</td>
<td>716</td>
</tr>
<tr>
<td><strong>Annual Total Passenger Trips</strong></td>
<td>335,492</td>
<td>756</td>
</tr>
<tr>
<td><strong>Annual Total Senior Lottery Trips</strong></td>
<td>46,028</td>
<td>0</td>
</tr>
<tr>
<td><strong>Employees (full-time/part-time)</strong></td>
<td>6 / 0</td>
<td>0 / 0</td>
</tr>
<tr>
<td><strong>Total Annual Operating Cost</strong></td>
<td>$4,101,178</td>
<td>$47,410</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenues</strong></td>
<td>$695,036</td>
<td>$3,663</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenue / Total Annual Operating Cost</strong></td>
<td>16.9%</td>
<td>7.7%</td>
</tr>
<tr>
<td><strong>Administrative Cost / Total Operating Cost</strong></td>
<td>16.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Mile</strong></td>
<td>$5.10</td>
<td>$9.08</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Hour</strong></td>
<td>$84.39</td>
<td>$66.22</td>
</tr>
<tr>
<td><strong>Passengers / Revenue Hour</strong></td>
<td>6.90</td>
<td>1.06</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenue / Revenue Hour</strong></td>
<td>$14.30</td>
<td>$5.12</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>$12.22</td>
<td>$62.71</td>
</tr>
</tbody>
</table>

**Source:**
*PennDOT dotGrants Legacy Reporting Year 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 Mid Mon Valley Transit Authority (d.b.a. Mid Mon Transit, MMVTA) was conducted in October 2013. The performance review focused on fixed-route bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services: MMVTA trends and a comparison of MMVTA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist MMVTA 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, MMVTA will develop an action plan which identifies the steps MMVTA will take to meet the agreed to Act 44 performance criteria targets by FY 2017-18. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by MMVTA 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 MMVTA to agree on a plan which, when approved by MMVTA Board, will be submitted as the final action plan. MMVTA must report at least quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. MMVTA’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 MMVTA’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 MMVTA.

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

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

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

If the agency falls outside of these prescribed boundaries, it is considered “At Risk” for that factor and must improve as agreed upon between PennDOT and the agency.
An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that MMVTA 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. The **five-year trend of passengers / revenue vehicle hour** ranks second poorest of the 14 transit agencies in the peer group.
2. **FYE 2011 operating cost / revenue vehicle hour** is higher than the peer group average.
3. The **five-year trend for operating cost / revenue vehicle hour** is the third highest rate of cost increase in the peer group.
4. **FYE 2011 operating revenue / revenue vehicle hour** ranks eighth of the 14 peers and is slightly better than the peer group average.
5. The **five-year trend for operating revenue / revenue vehicle hour** is the poorest of the 14 peers. MMVTA’s is declining over time while the peer group average is increasing.

**At Risk**

1. **FYE 2011 passengers / revenue vehicle hour** ranks as the second poorest of the 14 transit agencies in the peer group.
2. **FYE 2011 operating cost / passenger** is the highest of the peer group and is largely attributable to low ridership.
3. The **five-year trend for operating cost / passenger** is the poorest of the peer group. This is largely attributable to declines in ridership per revenue hour while operating costs per revenue hour have increased at a rate higher than the peer group average.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 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</td>
<td>13</td>
<td>Worse</td>
<td>7.03</td>
<td>15.32</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>12</td>
<td>Worse</td>
<td>-0.87%</td>
<td>1.15%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2011</td>
<td>10</td>
<td>Worse</td>
<td>$82.30</td>
<td>$72.17</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>12</td>
<td>Worse</td>
<td>6.63%</td>
<td>4.25%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2011</td>
<td>8</td>
<td>Better</td>
<td>$13.54</td>
<td>$13.48</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>14</td>
<td>Worse</td>
<td>-1.24%</td>
<td>7.19%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2011</td>
<td>14</td>
<td>Worse</td>
<td>$11.70</td>
<td>$5.67</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>14</td>
<td>Worse</td>
<td>7.57%</td>
<td>3.10%</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 MMVTA 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. Develop Reasonable Minimum Ridership and Revenue Service Standards – MMVTA is “at risk” for three of the eight Act 44 performance factors. This outcome is largely the result of its exceptionally low ridership. It appears that a significant amount of the service that is currently operated is relatively unproductive. MMVTA should determine the degree to which each route meets its minimum requirements and reduce, or eliminate the service that does not meet the minimum performance standards. Changes should be carefully construed as it appears that service reductions since 2010 have adversely impacted MMVTA’s overall passengers / revenue hour.

2. Reexamine Board Size, Representation and Oversight Roles - There are a number of concerns regarding the governance of the agency. The size of the agency’s Board of Directors is exceptionally high (21 members), which makes it very difficult to effectively govern the agency. Furthermore, the by-laws contribute to this situation, by requiring that there be a representative from any local community that contributes local funding, regardless of the amount that it annually provides, and not having a provision to enable the board to eliminate representatives from local communities if they choose to discontinue their annual financial support. Finally, the Board does not effectively evaluate the annual performance of its Executive Director. MMVTA should consider modifying its by-laws to require a minimum level of annual financial support from a local sponsor before it is entitled to have a seat on the Board. Also, it is suggested that the by-laws include a provision to eliminate the Board seat for any community that decides later to discontinue providing the minimum amount of annual local funding. Finally, it is recommended that the Board conduct a formal annual evaluation of the Executive Director, by determining the extent the individual attained the Board’s established goals and objectives.

3. Avoid Deferring Routine Items in Expectation of Regional Consolidation - MMVTA’s management has deferred many routine items in expectation of a regional consolidation. However, regional consolidation, if it occurs, would likely be several years in the future. This expectation is probably not a good way to plan for the future and will only amplify issues that would naturally arise during any potential consolidation effort. Management should assess what items need to be addressed if a regional consolidation does not occur and develop plans to address those items, such as weak cash reserves, before they impede the agency’s ability to deliver high-quality service to its customers.
4. **Develop Performance Targets for All Key Agency Functions** - MMVTA’s Board should develop a formal set of performance targets and measure where current service is in relation to the targets. Then, if necessary, MMVTA 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. Eight basic performance targets are stipulated under Act 44, and are intended to motivate the organization to improve performance. Similar targets have not been set and/or monitored for most agency 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, the local governments in the MMVTA service area have contributed to help cover MMVTA’s operational funding requirements. MMVTA has used all of those amounts in any given year to balance its budget and comply with state requirements. Farebox revenues as a percentage of operating cost is similar to that in similar-sized transit systems in the Commonwealth hovering around 15%. MMVTA has no available local carryover funds and has been depleting carryover state 1513 funds as well. Normally, this would be a great cause for concern. However, since MMVTA contracts for service delivery, it has some latitude to time payment terms consistent with receipt of operating grant payments thereby minimizing the risk of bankruptcy normally associated with such small net current assets compared to the overall operating budget. MMVTA management should continue to take appropriate actions such as controlling costs and increasing carryover reserves to improve MMVTA’s overall financial health.

**Five-Year Performance Targets**

The 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 below. These performance targets are required to comply with Act 44 and represent minimum performance levels that MMVTA 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 first five-year trend analysis as well as the most current audited “dotGrants” information available (FY2012). 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</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>8.27</td>
<td>7.03</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$77.20</td>
<td>$82.30</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$15.77</td>
<td>$13.54</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$9.34</td>
<td>$11.70</td>
</tr>
</tbody>
</table>
Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that MMVTA “…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 MMVTA 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 MMVTA.
The template for the Action Plan has been provided as an Appendix to this report. This template includes three parts:

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

MMVTA must submit the proposed draft Action Plan using the format provided in **Appendix A: Action Plan Improvement Strategies** to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between MMVTA management and the Department. The finalized Action Plan then must be approved by the MMVTA Board and formally submitted to PennDOT. Subsequently, MMVTA management must report at least quarterly to the Board and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for coming quarter(s).
## Berks Area Regional Transportation Authority (BARTA)

### Transit Performance Review

**Executive Summary**

## Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Berks Area Regional Transportation Authority (d.b.a. BARTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1973</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2013</td>
</tr>
<tr>
<td>Service Area (square miles) *</td>
<td>864</td>
</tr>
<tr>
<td>Service Area Population *</td>
<td>411,422</td>
</tr>
</tbody>
</table>

### Type of Service Provided

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Fixed-Route Bus</th>
<th>Paratransit**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>44</td>
<td>57</td>
</tr>
<tr>
<td>Annual Revenue Miles of Service**</td>
<td>1,563,451</td>
<td>524,333</td>
</tr>
<tr>
<td>Annual Revenue Hours of Service</td>
<td>130,423</td>
<td>50,511</td>
</tr>
<tr>
<td>Annual Total Passenger Trips</td>
<td>3,145,899</td>
<td>236,059</td>
</tr>
<tr>
<td>Annual Total Senior Lottery Trips</td>
<td>465,485</td>
<td>67,159</td>
</tr>
<tr>
<td>Total Annual Operating Cost</td>
<td>$10,263,047</td>
<td>$4,710,493</td>
</tr>
<tr>
<td>Total Annual Operating Revenues</td>
<td>$3,444,712</td>
<td>$2,069,238</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Total Annual Operating Cost</td>
<td>33.6%</td>
<td>43.9%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Mile</td>
<td>$6.56</td>
<td>$8.98</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$78.69</td>
<td>$93.26</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>23.64</td>
<td>2.51</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Revenue Hour</td>
<td>$26.41</td>
<td>$40.97</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$3.26</td>
<td>$19.95</td>
</tr>
</tbody>
</table>

*Source: NTD FYE 2011

**For paratransit, values represent the summation of ADA “Revenue” service and Shared-Ride “Live” service statistics.
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 Berks Area Regional Transportation Authority (d.b.a. BARTA) was conducted in January 2014. The performance review focused on fixed-route bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – BARTA trends and a comparison of BARTA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist BARTA 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, BARTA will develop an action plan which identifies the steps BARTA will take to meet the agreed to Act 44 performance criteria targets by FY 2018-19. 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 BARTA 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 BARTA to agree on a plan which, when approved by MMVTA Board, will be submitted as the final action plan. BARTA must report at least quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. BARTA’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 BARTA’s fixed-route bus performance in comparison to its peer agencies in FY 2011-12 and over a five year trend period from FY 2006-07 to FY 2011-12 (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 BARTA.

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

**In Compliance**

1. FYE 2012 passengers / revenue vehicle hour ranks sixth of the 14 transit agencies and is slightly better than the peer group.

2. The five-year trend of passengers / revenue vehicle hour is much higher than the peer group.

3. FYE 2012 operating cost / revenue vehicle hour ranks as the least costly of the 14 transit agencies.

4. The five-year trend for operating revenue / revenue vehicle hour is better than the peer group.

5. FYE 2012 operating revenue / revenue vehicle hour ranks sixth of the 14 peers and is better than the peer group average.

6. The five-year trend for operating revenue / revenue vehicle hour is much higher than the peer group.

7. FYE 2012 operating cost / passenger is the second best of the peer group.

8. The five-year trend for operating cost / passenger is much better than the peer group.

**At Risk**

1. None

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>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>2012</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>24.25</td>
<td>22.91</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>2.44%</td>
<td>0.79%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>$75.17</td>
<td>$94.56</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>3.18%</td>
<td>4.17%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>$23.19</td>
<td>$20.65</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Better</td>
<td>3.38%</td>
<td>0.87%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2012</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$3.10</td>
<td>$4.22</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>0.73%</td>
<td>3.47%</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 BARTA 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. **Leveraging Coordination and Resources** - The joint contract for the Executive Director between BARTA and Red Rose has created an opportunity to take advantage of economies of scale that heretofore only have been achievable through regional consolidation. It has already demonstrated benefits such as the sharing of IT and other staff to address long-standing challenges at BARTA.

2. **Commitment to Safety and Security** - BARTA demonstrates a strong commitment to safety and security. Its administrative facility and garage and maintenance center are very secure, with adequate fencing and controlled access to the various areas and offices. Also it employs a private security agency to manage its transit center and it is an active participant in the statewide insurance safety pool, SAFETI. Furthermore, it is an active participant in local agency emergency preparedness exercises.

3. **Effective Transfer Center** - The agency operates a convenient, and customer-friendly, downtown transportation center to better accommodate riders, and facilitate transfers between vehicles. BARTA’s Transportation Center (BTC) is well utilized by riders and has trained staff available to provide information to customers regarding routes, schedules and fares.

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

1. **Proactively Address Human Resources and Succession Planning** - BARTA is an agency that is confronting change. With the recent passing of its long-time Executive Director and the upcoming retirement of several key managers, BARTA’s Board and staff recognize the importance of proactively managing expected or unexpected change. Given the magnitude of expected (and unexpected) staff departures, BARTA should take steps to address human resource planning proactively at all levels of the organization. For example, the Board should have a current succession plan for the Executive Director so that the issues that arose with the passing of the previous Executive Director do not recur. Also, the Executive Director should have succession plans for key staff. Additionally, the human resources manager should take early steps to establish a recruiting process for drivers and mechanics by working with local trade schools. The human resource manager should take the lead in the hiring and retention of all positions, including operators.

2. **Identify Ways to Enhance Working Relationship between Labor and Management** - The working
relationship between labor and management is not as strong as observed at other transit agencies. For example, BARTA’s union regularly schedules quarterly grievance meetings because grievances are anticipated. Labor and management should work together to identify non-adversarial approaches to improve communication, such as holding regularly scheduled discussions about non-controversial topics and opportunities. Some systems have found that these ongoing meetings can be helpful in heading off problems before they become more serious. Ongoing meetings also tend to foster an improved relationship and a better mutual understanding between labor and management by encouraging them to work out common challenges and maximize opportunities as they arise.

3. **Develop a Strategic IT Investment Plan** - Until recently, BARTA’s phone and computer systems were not separated (shared VOIP), its website could not measure “hits” and information from its various facilities were not interconnected. Generally, the agency did not provide adequate oversight on outsourced services due to the staff having too little expertise. These problems seem to have been resolved recently. However, BARTA should undertake a periodic assessment of its internal technology needs and shortcomings and have resources in place to address them. It should also assess its IT needs as they relate to customer service technologies (e.g., real-time “next bus” information, web-based fare card purchasing, etc.) and develop a prioritized IT investment plan.

4. **Institute Annual Employee Performance Reviews** - In the past, employee performance reviews were only conducted for reactive, remedial purposes. Employee performance reviews can be used to proactively address concerns of both employees and management. They can reinforce the agency’s mission and make sure each employee fully understands how they help achieve it. They can also help management understand what actions it can take to improve the conditions or operations of the agency. For example, comprehensive annual driver performance evaluations can address safety, cleanliness, timeliness and customer service. Those discussions can also inform service planning. BARTA’s current management recognizes the importance of annual employee performance reviews and plans to implement them this year. BARTA’s Board should also conduct an annual employee performance review of the Executive Director position.

5. **Develop Performance Targets for All Key Agency Functions** - BARTA’s Board should develop a formal set of performance targets and measure where current service is in relation to the targets. Then, if necessary, BARTA 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. Eight basic performance targets are stipulated under Act 44, and are intended to motivate the organization to improve performance. Similar targets have not been set and/or monitored for most agency functions. This recommendation is consistent with MAP-21 and general trends in the transit industry where performance-based evaluation is rapidly becoming the norm. The new BARTA Annual Report is a solid first step in this area. The Annual Report can readily be expanded to compare results from the year before against previously established goals.

6. **Reassess Capital Planning Approach** - BARTA has a high spare vehicle ratio due to planned service expansions that were not implemented. AVL is not present on vehicles though the agency received a federal grant to implement AVL. A significant investment was made in the rehabilitation of the Franklin Street station that opened in 2013 and was subsequently shuttered in 2014 with no alternate plans for use. Capital plans need to be based on solid and tested service planning. The Executive Director
indicated that a twenty-five year capital improvement plan is in the process of being developed with expected completion by the end of FYE 2014.

7. **Better Integrate Fixed-Route and Paratransit Operations** - There is a “firewall” that exists between fixed-route and paratransit division workers. This separation between employees working for the same agency tends to be counterproductive to promoting better teamwork, cooperation and mutual respect for other employees. BARTA could fill fixed-route operator vacancies sooner, and with better employees, if it was better able to use available paratransit drivers who might be qualified and interested in becoming fixed-route drivers. This would give BARTA the ability to reduce its extra board and reduce overtime costs by taking greater advantage of this available resource. One way BARTA could advance this approach would be to train paratransit drivers to receive a CDL/P. BARTA’s management should identify and explore ways to reduce institutional barriers between the fixed-route and paratransit divisions.

**Financial Review**

For the FYE 2009 to FYE 2013 period, Berks County has contributed the local match required to satisfy BARTA’s operational funding requirements. BARTA has used all of those amounts in any given year to balance its budget and comply with state requirements. Farebox revenues, as a percentage of operating cost, are much better than seen in similar-sized transit systems in the Commonwealth hovering around 30%. While BARTA has no available local carryover funds, it has been building a large reserve of carryover state Section 1513 funds. The agency is very strong financially. BARTA’s management should continue to take appropriate actions such as controlling costs and maintaining carryover reserves to sustain BARTA’s strong financial position.

**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 below. These performance targets are required to comply with Act 44 and represent minimum performance levels that BARTA 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 2013). Standards were extrapolated to FYE 2019 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011</td>
<td>2012</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>23.61</td>
<td>24.25</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$21.71</td>
<td>$23.19</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$70.46</td>
<td>$75.17</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$2.98</td>
<td>$3.10</td>
</tr>
</tbody>
</table>
Next Steps

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

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 BARTA 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 BARTA 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. BARTA must select, prioritize and schedule its intended actions using the template.

BARTA 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 BARTA management and the Department. The finalized Action Plan then must be approved by the City Commission and formally submitted to PennDOT. Subsequently, BARTA 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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## Agency Profile

<table>
<thead>
<tr>
<th><strong>Agency Name</strong></th>
<th>Crawford Area Transportation Authority (d.b.a. CATA)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Year Founded</strong></td>
<td>1979</td>
</tr>
<tr>
<td><strong>Reporting Fiscal Year End (FYE)</strong></td>
<td>2013</td>
</tr>
<tr>
<td><strong>Service Area (square miles)</strong> *</td>
<td>12</td>
</tr>
<tr>
<td><strong>Service Area Population</strong> *</td>
<td>20,060</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Type of Service Provided</strong></th>
<th><strong>Fixed-Route Bus</strong></th>
<th><strong>Paratransit (ADA + Shared Ride)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vehicles Operated in Maximum Service</strong> **</td>
<td>5</td>
<td>16</td>
</tr>
<tr>
<td><strong>Annual Revenue Miles of Service</strong> **</td>
<td>231,205</td>
<td>134,308</td>
</tr>
<tr>
<td><strong>Annual Revenue Hours of Service</strong> **</td>
<td>16,539</td>
<td>8,306</td>
</tr>
<tr>
<td><strong>Annual Total Passenger Trips</strong> **</td>
<td>233,555</td>
<td>40,980</td>
</tr>
<tr>
<td><strong>Annual Total Senior Lottery Trips</strong> **</td>
<td>36,708</td>
<td>30,860</td>
</tr>
<tr>
<td><strong>Total Annual Operating Cost</strong> **</td>
<td>$927,914</td>
<td>$753,548</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenues</strong> **</td>
<td>$147,643</td>
<td>$607,918</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenue / Total Annual Operating Cost</strong></td>
<td>15.9%</td>
<td>80.7%</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Mile</strong></td>
<td>$4.01</td>
<td>$5.61</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Hour</strong></td>
<td>$56.10</td>
<td>$90.72</td>
</tr>
<tr>
<td><strong>Passengers / Revenue Hour</strong></td>
<td>13.40</td>
<td>2.08</td>
</tr>
<tr>
<td><strong>Total Annual Operating Revenue / Revenue Hour</strong></td>
<td>$8.93</td>
<td>$73.19</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>$3.97</td>
<td>$18.39</td>
</tr>
</tbody>
</table>

*Source: dotGrants 2013 reporting

**For paratransit, values represent the summation of ADA “Revenue” service and Shared-Ride “Live” service statistics
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 Crawford Area Transportation Authority (d.b.a. CATA) was conducted in May 2014. The performance review focused on fixed-route 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, 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 2018-19. 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 90 days of receipt of this report. PennDOT will work with CATA to agree on a plan which, when approved by CATA Board, will be submitted as the final action plan. CATA must report at least quarterly to the Board 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 2011-12 and over a five-year trend period from FY 2007-08 to FY 2011-12 (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:

- **“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

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

**In Compliance**

1. FYE 2012 passengers / revenue vehicle hour ranks 4th of the 10 transit agencies in the peer group and is better than the peer group average.

2. The five-year trend of passengers / revenue vehicle hour is better than average and ranks fourth best of the 10 transit agencies in the peer group.

3. FYE 2012 operating cost / revenue vehicle hour is the least costly of the peer group.

4. The five-year trend for increase in operating cost / revenue vehicle hour is the sixth best of the peer group and is better than the peer group average.

5. FYE 2012 operating revenue / revenue vehicle hour is the fourth best of the peer group.

6. The five-year trend for operating revenue/ revenue vehicle hour is worse than the peer group average.

7. FYE 2012 operating cost / passenger is the least expensive of the 10 transit agencies in the peer group.

8. The five-year trend for operating cost / passenger is better than the peer group average.

**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>Fiscal Year End</th>
<th>Determination</th>
<th>Rank (of 10)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2012 In Compliance</td>
<td>4</td>
<td>Better</td>
<td>13.80</td>
<td>11.27</td>
<td></td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>1.80%</td>
<td>1.51%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2012 In Compliance</td>
<td>1</td>
<td>Better</td>
<td>$49.25</td>
<td>$70.76</td>
<td></td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>2.36%</td>
<td>3.21%</td>
<td></td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2012 In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$8.71</td>
<td>$8.05</td>
<td></td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>0.16%</td>
<td>2.08%</td>
<td></td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2012 In Compliance</td>
<td>1</td>
<td>Better</td>
<td>$3.57</td>
<td>$8.38</td>
<td></td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>0.55%</td>
<td>1.77%</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 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. CATA’s Executive Director is an active participant in PPTA and national transit organizations. He also serves in an advisory role to the Endless Mountains Transportation Authority and has experience at two other transit agencies. By encouraging the Executive Director’s training and participation in the operations of other transit agencies, CATA is able to learn from and adapt experiences of other agencies to improve CATA’s operations in ways atypical for a small transit agency.

2. CATA’s Executive Director is actively involved with the local Chamber of Commerce, the United Way and the local Rural Planning Organization (RPO). The Executive Director’s involvement with the community and local planning agencies keeps CATA exceptionally “in tune” with Crawford County’s needs and opportunities.

3. All of CATA’s key managers are graduates of a professional supervisors program. This gives CATA a level of oversight and professionalism uncommon in a small transit agency.

4. CATA is an active participant in the Northwest Regional Transit Consolidation Study being conducted with Crawford, Warren, Clarion, Forest and Venango counties. This study is a proactive step to assess operations, control future cost increases and better coordinate regional transit service. Recently, CATA convened a meeting of seven (7) regional transit directors to initiate discussions to identify opportunities for greater cooperation regardless of the outcome of the Consolidation Study.

5. CATA recently entered into a maintenance partnership with the Erie Metropolitan Transit Authority (EMTA) for heavy maintenance service on CATA’s large bus engines. This type of arrangement reduces the cost to both agencies, leverages EMTA’s capital investment in heavy-duty equipment, and provides CATA expertise in transit maintenance thereby saving the time and resources necessary to develop this expertise in-house.

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

1. Develop a Comprehensive Strategic IT Plan - There is an opportunity to more fully automate many aspects of CATA including maintenance tracking and adding AVL / vehicle location reporting for CATA’s customers. Each of these investments may be worthwhile individually. However, CATA should have a strategic IT plan that identifies benefits, costs and opportunities for systems integration that prioritizes CATA’s IT needs so that CATA gets the most from its IT investments.

2. Develop a Formal Strategic Plan - CATA lacks a formal strategic plan that is adopted by the Board. Informal and undocumented strategies promote jumping from one fire to the next without a clear goal in mind. CATA should develop a formal strategic plan that defines what success looks like for CATA and
then establish clear metrics, owners and reporting of results against stated goals. An outgrowth of the strategic plan should include a long-term, unconstrained capital plan that identifies and prioritizes all of CATA’s long-term capital needs.

3. **Develop Performance Targets for All Key Agency Functions** - CATA’s Board should develop a formal set of performance targets and measure where current service is in relation to the targets. Then, if necessary, CATA 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. Eight basic performance targets are stipulated under Act 44, and are intended to motivate the organization to improve performance. Similar targets have not been set and/or monitored for most agency 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 2009 to FYE 2013 period, local governments in the CATA service area have contributed to help cover CATA’s operational funding requirements. CATA has used most of those amounts, in any given year to balance its budget and comply with state requirements but has taken successful steps to increase local match reserves. The total of fixed-route farebox, route guarantee and contract revenues as a percentage of operating cost is similar to that in similar-sized transit systems in the Commonwealth hovering between 15% and 20%. Actual fixed-route full fares are low (i.e., $1.00) and transfers are free. Per trip reimbursement arrangements with local universities contribute to CATA’s fixed-route farebox recovery. CATA management should continue to take appropriate actions to control costs so as to continually improve CATA’s overall financial health.

**Five-Year Performance Targets**

The 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 below. 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 (FYE 2013). Standards were extrapolated to FYE 2019 and are designed to be aggressive, yet achievable. They are summarized as follows:

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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011</td>
<td>2012</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>15.11</td>
<td>13.80</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$53.22</td>
<td>$49.25</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$8.83</td>
<td>$8.71</td>
</tr>
<tr>
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<td>$3.57</td>
</tr>
</tbody>
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Schuylkill Transportation System (STS)
Transit Performance Review
Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Schuylkill Transportation System (d.b.a. STS, SCTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1982</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2011 – 2012</td>
</tr>
<tr>
<td>Service Area (square miles) *</td>
<td>782</td>
</tr>
<tr>
<td>Service Area Population *</td>
<td>148,289</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of Service Provided</th>
<th>Fixed-Route Bus</th>
<th>ADA Paratransit</th>
<th>Shared Ride</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service**</td>
<td>11</td>
<td>12</td>
<td>28</td>
</tr>
<tr>
<td>Annual Revenue Miles of Service**</td>
<td>331,355</td>
<td>3,630</td>
<td>493,250</td>
</tr>
<tr>
<td>Annual Revenue Hours of Service**</td>
<td>21,155</td>
<td>166</td>
<td>29,332</td>
</tr>
<tr>
<td>Annual Total Passenger Trips**</td>
<td>244,575</td>
<td>561</td>
<td>92,251</td>
</tr>
<tr>
<td>Annual Total Senior Lottery Trips**</td>
<td>96,812</td>
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<td>57,663</td>
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<tr>
<td>Total Annual Operating Cost**</td>
<td>$1,815,914</td>
<td>$6,228</td>
<td>$1,616,604</td>
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<tr>
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<td>$1,539,542</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Total Annual Operating Cost</td>
<td>10.6%</td>
<td>18.0%</td>
<td>95.2%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Mile</td>
<td>$5.48</td>
<td>$1.72</td>
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<tr>
<td>Operating Cost / Revenue Hour</td>
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<tr>
<td>Total Annual Operating Revenue / Revenue Hour</td>
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<td>$6.76</td>
<td>$52.49</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.42</td>
<td>$11.10</td>
<td>$17.52</td>
</tr>
</tbody>
</table>

*Source: dotGrants 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 Schuylkill Transportation System (d.b.a. STS) was conducted in December 2013. The performance review focused on fixed-route bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – STS trends and a comparison of STS to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist STS in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

After receipt of this performance review report, STS will develop an action plan which identifies the steps STS will take to meet the agreed to Act 44 performance criteria targets by FY 2018-19. The general goals are to maximize efficiency and promote cost savings, improve service quality, and increase ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by STS management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of this report. PennDOT will work with STS to agree on a plan which, when approved by STS Board, will be submitted as the final action plan. STS must report at least quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. STS’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 STS’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 STS.

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

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 STS is “In Compliance” for four of the eight criteria and “At Risk” for four. The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

**In Compliance**
1. The **five-year trend of passengers / revenue vehicle hour** ranks third best of the 10 transit agencies in the peer group.
2. **FYE 2011 operating revenue / revenue vehicle hour** ranks seventh of the 10 peers and is worse than the peer group average.
3. The **five-year trend for operating revenue / revenue vehicle hour** is the second best of the 10 peers. STS is increasing at about 3 times the rate of the peer group.
4. The **five-year trend for operating cost / passenger** is the fifth highest rate of cost increase in the peer group and is increasing at a rate much higher than inflation.

**At Risk**
1. **FYE 2011 passengers / revenue vehicle hour** ranks as the second poorest of the 10 transit agencies in the peer group.
2. **FYE 2011 operating cost / revenue vehicle hour** is the highest of the peer group.
3. The **five-year trend for increase in operating cost / revenue vehicle hour** is the steepest of the peer group. STS is increasing at a rate of about 2.5 times that of the peer group.
4. **FYE 2011 operating cost / passenger** is the most expensive of the 10 transit agencies in the peer group.

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 10)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2011</td>
<td>At Risk</td>
<td>9</td>
<td>Worse</td>
<td>10.09</td>
<td>14.07</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>4.68%</td>
<td>0.61%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2011</td>
<td>At Risk</td>
<td>10</td>
<td>Worse</td>
<td>$83.64</td>
<td>$66.10</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>10</td>
<td>Worse</td>
<td>10.89%</td>
<td>4.04%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2011</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>$7.27</td>
<td>$10.55</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>10.65%</td>
<td>4.51%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2011</td>
<td>At Risk</td>
<td>10</td>
<td>Worse</td>
<td>$8.29</td>
<td>$5.02</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Worse</td>
<td>5.93%</td>
<td>3.74%</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 STS 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. **Proactive Customer Service** - STS has a number of policies and practices in place to accommodate its riders. Examples include the following: the agency conducts, and uses, two customer satisfaction surveys each year; the agency conducts an annual, non-rider survey, and uses the results to coordinate medical appointments between patients and physicians; the agency employs a “buddy program” to acquaint new riders with using the bus; and the authority has a “user friendly” customer complaint process to personally review and evaluate customer complaints, and report the outcome of the review back to the customer.

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

1. **Conduct Periodic Board Training** - STS has a relatively new Board with many members that have not attended PPTA’s PennTRAIN Board Training. That training helps Board members better understand their role in agency oversight. Items covered in the training include formal annual evaluation of an Executive Director; development of concise Board agendas, the responsibilities of senior management and the guidance on latest laws and regulations in the transit industry.

2. **Formalize Job Descriptions and Employee Oversight Practices** - STS lacks formal job descriptions and formal annual evaluations of employees. Clearly documented job descriptions help management identify the most qualified applicants for a position and can serve as the basis of annual reviews. Annual employee reviews serve as an important tool to help employees and managers understand how a position complements the agency’s overall goals. As part of developing a formal employee review, management should develop and enforce written guidelines, procedures and policies governing absenteeism and tardiness as well as identify strategies to encourage driver retention.

3. **Strengthen Cost Containment** - STS has a high operating cost per revenue hour for a rural transit system. The rate of cost increase per revenue hour has also been increased an average of 10.9% per year for the last five years. Management will need to address many areas within STS to find savings. For example, overtime costs are high; fuel and lubricant costs are higher than average; workers’ compensation costs are reported to be significantly higher than average; and service levels could be adjusted during the year to better match changes in demand.

4. **Implement an Aggressive, Flexible Campaign to Recruit Fixed-Route Drivers** - Currently, STS is experiencing avoidable overtime costs resulting from its long-term inability to fill all its available positions for fixed-route operators. Among the alternatives that should be considered are: (1) utilizing more
paratransit drivers to fill vacant fixed-route positions; (2) utilizing part-time drivers to handle split runs when the pieces of work are largely in the morning and evening peak hour periods; and (3) reducing minimum job entry requirements, and relying more on training to provide the necessary fixed-route driver skills.

5. **Develop Performance Targets for All Key Agency Functions** - STS’s Board should develop a formal set of performance targets and measure where current service is in relation to the targets. Then, if necessary, STS 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. Eight basic performance targets are stipulated under Act 44, and are intended to motivate transit agencies to improve performance. Similar targets have not been set and/or monitored for most agency functions. This recommendation is consistent with MAP-21 and general trends in the transit industry where performance-based evaluation is rapidly becoming the norm. STS’s planned investment in IT and information systems could be leveraged to provide much of this information.

**Financial Review**

For the FYE 2008 to FYE 2012 period, Schuylkill County has contributed local funds to help cover STS’s operational funding requirements. STS has used most of those amounts in any given year to balance its budget and comply with state requirements but also has been able to build a substantial local reserve. Fixed-route farebox revenues, hovering between 7% and 9% operating cost, is lower than that in similar-sized transit systems in the Commonwealth. Overall, STS is in good financial condition. STS management should continue to take appropriate actions such as controlling costs, evaluating farebox recovery policies and increasing carryover reserves to continuously improve STS’s overall financial health.

**Five-Year Performance Targets**

This transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of “performance targets” has been established and detailed below. These performance targets are required to comply with Act 44 and represent minimum performance levels that STS 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>2010</th>
<th>2011</th>
<th>2012</th>
<th>2018 Target</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>9.71</td>
<td>10.09</td>
<td>11.56</td>
<td>13.80</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td></td>
<td>$73.53</td>
<td>$83.64</td>
<td>$85.84</td>
<td>$102.50</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td></td>
<td>$5.88</td>
<td>$7.27</td>
<td>$9.07</td>
<td>$10.83</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td></td>
<td>$7.57</td>
<td>$8.29</td>
<td>$7.42</td>
<td>$7.42</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Next Steps

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

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 STS 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 STS 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” (pp. vi-vii). 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. STS must select, prioritize and schedule its intended actions using the template.

STS must submit the proposed draft Action Plan using the format provided in Appendix A: Action Plan Improvement Strategies to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between STS management and the Department. The finalized Action Plan then must be approved by the STS Board and formally submitted to PennDOT. Subsequently, STS management must report at least quarterly to the Board and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for coming quarter(s).
**Erie Metropolitan Transit Authority (EMTA)**

**Transit Performance Review**

**Executive Summary**

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Erie Metropolitan Transit Authority (d.b.a. EMTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1966</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2013</td>
</tr>
<tr>
<td>Service Area (square miles) *</td>
<td>77</td>
</tr>
<tr>
<td>Service Area Population *</td>
<td>189,872</td>
</tr>
</tbody>
</table>

### Type of Service Provided

<table>
<thead>
<tr>
<th>Fixed-Route Bus</th>
<th>ADA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service**</td>
<td>65</td>
</tr>
<tr>
<td>Annual Revenue Miles of Service**</td>
<td>1,941,676</td>
</tr>
<tr>
<td>Annual Revenue Hours of Service**</td>
<td>161,737</td>
</tr>
<tr>
<td>Annual Total Passenger Trips**</td>
<td>3,319,060</td>
</tr>
<tr>
<td>Annual Total Senior Lottery Trips**</td>
<td>184,070</td>
</tr>
<tr>
<td>Total Annual Operating Cost**</td>
<td>$13,034,190</td>
</tr>
<tr>
<td>Total Annual Operating Revenues**</td>
<td>$3,070,312</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Total Annual Operating Cost</td>
<td>23.6%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Mile</td>
<td>$6.71</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$80.59</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>20.52</td>
</tr>
<tr>
<td>Total Annual Operating Revenue / Revenue Hour</td>
<td>$18.98</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$3.93</td>
</tr>
</tbody>
</table>
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, effectiveness of service, financial stability, and general business practices. The assessment makes transit agencies aware of opportunities for improvement and identifies best practices that can be shared with other transit agencies.

The Act 44 transit performance review of Erie Metropolitan Transit Authority (d.b.a. EMTA) was conducted in April 2014 and focused on fixed-route bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services, a comparison of EMTA with similar agencies, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist EMTA in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

After receipt of this performance review report, EMTA will develop an action plan which identifies the steps EMTA will take to meet the agreed to Act 44 performance criteria targets by FY 2018-19. 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 EMTA management and its governing board.

The draft action plan is due to the Department within 90 days of receipt of this report. PennDOT will work with EMTA to agree on a plan which, when approved by EMTA Board, will be submitted as the final action plan. EMTA must report at least quarterly to the Board and PennDOT on the progress of the action plan, identifying both the actions taken to date, and actions to be implemented. EMTA’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 EMTA’s fixed-route bus performance in comparison to its peer agencies in fiscal year end (FYE) 2012 and over a five year trend period from FYE 2007 to FYE 2012 (the most recent NTD data available at the time of the peer selection). Peers were selected through an analytical and collaborative process.

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

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 EMTA is “In Compliance” for seven of the eight criteria and “At Risk” for one. The peer comparison process as applied to Act 44 criteria (below, in bold typeface) revealed the following:

**In Compliance**

1. EMTA’s **FYE 2012 passengers / revenue vehicle hour** ranks 9 of the 13 transit agencies in the peer group and is worse than the peer group average.
2. EMTA’s **five-year trend of passengers / revenue vehicle hour** increase is stronger than average and ranks sixth best of the 13 transit agencies in the peer group.
3. EMTA’s **FYE 2012 operating cost / revenue vehicle hour** is the second least costly of the peer group and is much better than the peer group average.
4. Increases in **operating cost / revenue vehicle hour** have been modest making EMTA among the best agencies in the peer group at containing costs.
5. **FYE 2012 operating revenue / revenue vehicle hour** at EMTA ranks among the lowest of the peer group suggesting an opportunity for improvement.
6. EMTA’s **FYE 2012 operating cost / passenger** is the third lowest of the 13 transit agencies in the peer group.
7. EMTA’s **five-year trend for operating cost / passenger** is third best of the peer group.

**At Risk**

1. EMTA’s **five-year trend for operating revenue / revenue vehicle hour** is the worst of the 13 peers.
2. EMTA’s shows a decline in **operating revenue per revenue vehicle hour**.

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 10)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>20.89</td>
<td>22.64</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>2.26%</td>
<td>1.64%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$80.20</td>
<td>$108.90</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>2.34%</td>
<td>$5.29%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>$17.06</td>
<td>$23.99</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>-1.12%</td>
<td>4.07%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2012</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>$3.84</td>
<td>$4.85</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>0.08%</td>
<td>3.69%</td>
</tr>
</tbody>
</table>
General Findings

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

Best Practices

1. EMTA takes many proactive steps to maintain or expand its ridership in response to weather conditions. For example, EMTA has done an exceptional job not missing trips, despite a winter with more than 140 inches of snow. Reliability is one of the most important characteristics of a transit system when it comes to maintaining its existing customer base. EMTA also determines the most appropriate locations for bus shelters and builds shelters where they are needed. When weather permits, EMTA provides bicycle racks on all of its buses thereby expanding market potential and attracting younger riders.

2. EMTA has taken a proactive approach to marketing. For example, in 2010, EMTA rebranded itself as “the e.” As part of the rebranding, EMTA developed a modern logo and a fresh look for its vehicles. EMTA also provides potential new customers a custom “Travel-Training Bus” program. The program is intended to familiarize new riders with how to board and ride EMTA’s vehicles. These marketing efforts attempt to broaden EMTA’s brand recognition and raise awareness of EMTA in the community.

3. EMTA management has done a good job in controlling costs despite many terms and conditions in the collective bargaining agreements (CBA) that increase the overall cost of service delivery.

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

1. Assess and Address Organizational Structure – EMTA has several atypical organizational patterns that suggest an agency-wide reorganization may be appropriate. For example, dispatchers are members of the drivers’ union. Having dispatchers and their supervised employees in the same bargaining unit could be construed as a conflict of interest. There are times when no non-union management is available to supervise operations. Some management and oversight positions in the front office and in operations are also unionized.

2. The Director of Personnel has no direct reports. It is inappropriate to have the agency organized with this “department” as a direct report to the Executive Director since the position serves more as a HR function rather than a HR department. Given the lack of an organizational structure, this function could be assigned to report to the Finance Director. Furthermore, no staff member is currently assigned the Safety & Security role as their primary function. This is a critical gap in EMTA’s organizational structure.

3. EMTA recently hired a labor attorney to help negotiate new collective bargaining agreements (CBAs). The paratransit CBA expired two (2) years ago. The negotiation of new CBAs may prove an opportunity to reorganize EMTA in order to clearly delineate front office management and oversight positions from
non-management positions. As part of such a reorganization, all employees should have formal written job descriptions. A manager should be responsible for each key agency function or group of functions.

4. Institute a Culture of Proactive Customer Service - EMTA does not have a customer service manager or an effective system to direct and track customer service complaints. Customer service and customer relations are not in any employee’s job description. EMTA’s phone system does not have a dedicated line for customers. Rather, all customer calls first go to dispatchers who often have other, more pressing, duties to attend. Management should examine the EMTA customer experience, identify weaknesses and develop a strategy to insure that customer-related issues are heard, documented and addressed.

5. Reevaluate the Appropriate Balance of Capital and Operating Needs - EMTA seems to struggle to balance its operating and capital needs. This is evidenced by EMTA having deferred a number of important operating, and capital needs, such as IT-related investments, filling key staff vacancies, and delaying needed bus replacements in order to conserve enough funding to construct the new joint fixed-route/LIFT facility. This financial situation could continue for a number of years given limited political support for transit subsidies.

6. Reduce the Barriers between the Fixed-Route and Paratransit Divisions - There is a “firewall” that exists between fixed-route and paratransit workers. This separation between employees working for the same team may be counterproductive in promoting better teamwork, cooperation, and mutual respect for other employees. EMTA could fill fixed-route operator vacancies sooner, and with better employees, if interested, qualified, and available paratransit drivers could serve as fixed-route drivers. EMTA may be able to reduce its extra board and lower overtime costs by training paratransit drivers to receive a CDL/P. The two separate CBAs present a barrier to seamless operations.

7. Develop a Comprehensive Strategic IT Plan - EMTA lacks an IT plan- even for its recently funded facility. EMTA’s operations management reports some gaps in radio coverage due to the terrain in certain parts of the county. The authority’s fareboxes are obsolete and malfunction frequently. LIFT vehicles used for fixed-route service lack registering fareboxes. A strategic IT plan will allow EMTA to prioritize, and get the most from, future IT purchases.

8. Develop Performance Targets for All Key Agency Functions - EMTA’s Board should develop a formal set of performance targets and measure where current service is in relation to the targets. Then, if necessary, EMTA 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.

Financial Review

During the FYE 2009 to FYE 2013 period, the local governments in the EMTA service area have contributed to help cover EMTA’s operational funding requirements. EMTA has used all of those contributions, plus advertising revenues, to balance its budget and comply with state requirements. Fixed-route farebox, route guarantee and contract revenues together, as a percentage of operating costs, is in line with that of similar-sized transit systems in the Commonwealth, hovering at around 24% in FYE 2013. Fixed-route full fares are low (i.e., $1.10) for an urban transit system. EMTA has no available local carryover funds and has been very low carryover state 1513 operating funds. The infusion of funding related to the joint facility construction project makes EMTA appear to be in a better cash position than it actually is in FYE 2013 as those funds, while booked, are unavailable to support EMTA’s operating needs. PennDOT and EMTA management
should carefully monitor EMTA’s net current assets and available cash reserves as the joint facility construction progresses. EMTA management should continue to take appropriate actions such as controlling costs, increasing base fares and increasing carryover reserves to improve EMTA’s overall financial health.

Five-Year Performance Targets

This transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of “performance targets” has been established and detailed below. These performance targets are required to comply with Act 44 and represent minimum performance levels that EMTA 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 2019 and are designed to be aggressive, yet achievable. They are summarized as follows:

![Performance Criteria](image)

Next Steps

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

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 EMTA should address its proposed actions to address the “Opportunities for Improvement” findings in the Executive Summary (pp. vi-viii).

- **Part 2- Act 44 Performance Metric Findings Templates** is where EMTA 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 starting on p. 23. EMTA 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” (pp. vi-viii). 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. EMTA must select, prioritize and schedule its intended actions using the template.

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

Section 1513 Distribution Factors
<table>
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<tr>
<th>AGENCY</th>
<th>2011-12</th>
<th>2012-13</th>
<th>11-12 vs. 12-13</th>
<th>2013-14</th>
<th>12-13 vs. 13-14</th>
</tr>
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<td>WASHINGTON</td>
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<tr>
<td>BTA (Butler)</td>
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<td>-11.3%</td>
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<td>1.8%</td>
</tr>
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<td>CARBON</td>
<td>9,740</td>
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<td>CATA (Crawford)</td>
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<td>DUFFAST (Clearfield)</td>
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<td>246,986</td>
<td>2.7%</td>
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<td>43.3%</td>
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<td>21,266</td>
<td>61.4%</td>
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<td><strong>TOTAL</strong></td>
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<td>-1.1%</td>
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</tbody>
</table>

*YATA (York) includes Gettysburg service (previously demonstration service) in FY2013-14
### TABLE 2

**ACT 44 SENIOR CITIZENS TRIP STATISTICS**

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<tr>
<th>AGENCY</th>
<th>2011-12</th>
<th>2012-13</th>
<th>PERCENT CHANGES 11-12 vs. 12-13</th>
<th>2013-14</th>
<th>PERCENT CHANGES 12-13 vs. 13-14</th>
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<td>PAAC</td>
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</tr>
<tr>
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</tr>
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</tr>
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<td>71,975</td>
<td>0%</td>
<td>67,843</td>
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<td>38,008</td>
<td>0%</td>
</tr>
<tr>
<td>COL/T/LT (Lebanon)</td>
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<td>38,008</td>
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<td>38,008</td>
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</tr>
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</tr>
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<td>DUFAST (Clearfield)</td>
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<td>21,282</td>
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<td>-23.2%</td>
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<td>-7.1%</td>
</tr>
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<td>-13.4%</td>
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<td>8,589</td>
<td>21.0%</td>
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<td>35,253,480</td>
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<td>34,678,044</td>
<td>-1.6%</td>
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*YATA (York) includes Gettysburg service (previously demonstration service) in FY2013-14*
### TABLE 3

**ACT 44 REVENUE VEHICLE MILES STATISTICS**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>2011-12</th>
<th>2012-13</th>
<th>11-12 vs. 12-13</th>
<th>2013-14</th>
<th>12-13 vs. 13-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPTA</td>
<td>85,686,254</td>
<td>85,767,977</td>
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<td>25,405,897</td>
<td>-2.9%</td>
<td>25,542,475</td>
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<td>AMTRAN (Altoona)</td>
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<td>579,083</td>
<td>-2.9%</td>
<td>573,866</td>
<td>-0.9%</td>
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<td>-0.7%</td>
<td>942,567</td>
<td>0.1%</td>
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<td>1,773,558</td>
<td>1,769,467</td>
<td>-0.2%</td>
<td>1,740,297</td>
<td>-1.6%</td>
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<tr>
<td>CamTran (Cambria)</td>
<td>1,228,380</td>
<td>1,205,018</td>
<td>-1.9%</td>
<td>1,075,075</td>
<td>-10.8%</td>
</tr>
<tr>
<td>CAT (Dauphin/Cumberland)</td>
<td>1,973,189</td>
<td>1,878,610</td>
<td>-4.8%</td>
<td>1,781,237</td>
<td>5.3%</td>
</tr>
<tr>
<td>CATA (Centre)</td>
<td>1,670,085</td>
<td>1,632,005</td>
<td>-2.3%</td>
<td>1,718,237</td>
<td>5.3%</td>
</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>1,180,300</td>
<td>1,164,823</td>
<td>-1.3%</td>
<td>1,162,623</td>
<td>-0.2%</td>
</tr>
<tr>
<td>COLT/LT (Lebanon)</td>
<td>547,618</td>
<td>500,264</td>
<td>-8.6%</td>
<td>516,250</td>
<td>3.2%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>2,235,246</td>
<td>2,191,750</td>
<td>-1.9%</td>
<td>2,210,816</td>
<td>0.9%</td>
</tr>
<tr>
<td>FACT (Fayette)</td>
<td>545,691</td>
<td>546,433</td>
<td>0.1%</td>
<td>596,245</td>
<td>9.1%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>394,538</td>
<td>421,245</td>
<td>6.8%</td>
<td>453,726</td>
<td>7.7%</td>
</tr>
<tr>
<td>LANTA (Lehigh/Northampton)</td>
<td>3,827,422</td>
<td>4,171,864</td>
<td>9.0%</td>
<td>4,090,317</td>
<td>-2.0%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>1,127,895</td>
<td>1,134,185</td>
<td>0.6%</td>
<td>1,146,272</td>
<td>1.1%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>809,071</td>
<td>816,746</td>
<td>0.9%</td>
<td>843,499</td>
<td>3.3%</td>
</tr>
<tr>
<td>POTTSTOWN</td>
<td>305,950</td>
<td>294,020</td>
<td>-3.9%</td>
<td>277,294</td>
<td>-5.7%</td>
</tr>
<tr>
<td>RRITA (Lancaster)</td>
<td>1,767,615</td>
<td>1,756,741</td>
<td>-0.6%</td>
<td>1,678,576</td>
<td>-4.9%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>143,930</td>
<td>140,322</td>
<td>-2.5%</td>
<td>192,006</td>
<td>36.8%</td>
</tr>
<tr>
<td>WASHINGTON</td>
<td>193,247</td>
<td>279,447</td>
<td>44.6%</td>
<td>290,436</td>
<td>3.9%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>1,062,839</td>
<td>1,050,590</td>
<td>-1.2%</td>
<td>1,078,470</td>
<td>2.7%</td>
</tr>
<tr>
<td>Williamsport RVT</td>
<td>836,601</td>
<td>830,877</td>
<td>-0.7%</td>
<td>856,527</td>
<td>2.4%</td>
</tr>
<tr>
<td>YATA (York)*</td>
<td>1,527,127</td>
<td>1,536,892</td>
<td>0.6%</td>
<td>1,703,834</td>
<td>10.9%</td>
</tr>
<tr>
<td>ATA (North Central)</td>
<td>1,356,560</td>
<td>1,401,295</td>
<td>3.3%</td>
<td>1,404,576</td>
<td>0.2%</td>
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<tr>
<td>BTA (Butler)</td>
<td>212,270</td>
<td>219,029</td>
<td>3.2%</td>
<td>220,369</td>
<td>0.6%</td>
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<tr>
<td>CARBON</td>
<td>41,128</td>
<td>39,906</td>
<td>-3.0%</td>
<td>34,050</td>
<td>-14.7%</td>
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<tr>
<td>CATA (Crawford)</td>
<td>220,921</td>
<td>238,645</td>
<td>8.0%</td>
<td>249,536</td>
<td>4.6%</td>
</tr>
<tr>
<td>DUFAST (Clearfield)</td>
<td>130,300</td>
<td>128,775</td>
<td>-1.2%</td>
<td>134,115</td>
<td>4.1%</td>
</tr>
<tr>
<td>EMTA (Endless Mtns)</td>
<td>514,625</td>
<td>469,600</td>
<td>-8.7%</td>
<td>441,831</td>
<td>-5.9%</td>
</tr>
<tr>
<td>IndiGO (Indiana)</td>
<td>488,081</td>
<td>493,088</td>
<td>1.0%</td>
<td>451,393</td>
<td>-8.5%</td>
</tr>
<tr>
<td>Mid County (Armstrong)</td>
<td>144,383</td>
<td>144,061</td>
<td>-0.2%</td>
<td>126,513</td>
<td>-12.2%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>477,066</td>
<td>536,853</td>
<td>12.5%</td>
<td>531,221</td>
<td>-1.0%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>52,627</td>
<td>51,058</td>
<td>-3.0%</td>
<td>56,400</td>
<td>10.5%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>1,112,798</td>
<td>1,226,878</td>
<td>10.3%</td>
<td>1,163,666</td>
<td>-5.2%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>334,985</td>
<td>334,676</td>
<td>-0.1%</td>
<td>328,572</td>
<td>-1.8%</td>
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<tr>
<td>VCTO (Venango)</td>
<td>167,543</td>
<td>163,815</td>
<td>-2.2%</td>
<td>157,849</td>
<td>-3.6%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>192,977</td>
<td>187,802</td>
<td>-2.7%</td>
<td>192,480</td>
<td>2.5%</td>
</tr>
<tr>
<td>WASHCO (Washington County)</td>
<td>85,957</td>
<td>83,818</td>
<td>-2.5%</td>
<td>84,220</td>
<td>0.5%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>142,071,171</strong></td>
<td><strong>141,744,378</strong></td>
<td><strong>-0.2%</strong></td>
<td><strong>143,080,071</strong></td>
<td><strong>0.9%</strong></td>
</tr>
</tbody>
</table>

*YATA (York) includes Gettysburg service (previously demonstration service) in FY2013-14
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>2011-12</th>
<th>2012-13</th>
<th>PERCENT CHANGES 11-12 vs. 12-13</th>
<th>2013-14</th>
<th>PERCENT CHANGES 12-13 vs. 13-14</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SEPTA</strong></td>
<td>6,585,887</td>
<td>6,489,873</td>
<td>-1.5%</td>
<td>6,658,956</td>
<td>2.6%</td>
</tr>
<tr>
<td><strong>PAAC</strong></td>
<td>1,988,410</td>
<td>1,877,501</td>
<td>-5.6%</td>
<td>1,910,968</td>
<td>1.8%</td>
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<tr>
<td>AMTRAN (Altoona)</td>
<td>46,580</td>
<td>45,103</td>
<td>-3.2%</td>
<td>44,262</td>
<td>-1.9%</td>
</tr>
<tr>
<td>BCTA (Beaver)</td>
<td>57,385</td>
<td>56,756</td>
<td>-1.1%</td>
<td>56,546</td>
<td>-0.4%</td>
</tr>
<tr>
<td>BARTA (Berks)</td>
<td>139,122</td>
<td>143,486</td>
<td>3.1%</td>
<td>134,227</td>
<td>-6.5%</td>
</tr>
<tr>
<td>CamTran (Cambria)</td>
<td>89,559</td>
<td>90,573</td>
<td>1.1%</td>
<td>81,621</td>
<td>-9.9%</td>
</tr>
<tr>
<td>CAT (Dauphin/Cumberland)</td>
<td>143,331</td>
<td>138,756</td>
<td>-3.2%</td>
<td>134,227</td>
<td>-2.2%</td>
</tr>
<tr>
<td>CATA (Centre)</td>
<td>130,207</td>
<td>139,683</td>
<td>7.3%</td>
<td>155,603</td>
<td>11.4%</td>
</tr>
<tr>
<td>COLTS (Lackawanna)</td>
<td>94,441</td>
<td>90,122</td>
<td>-4.6%</td>
<td>89,945</td>
<td>-0.2%</td>
</tr>
<tr>
<td>COLT/LT (Lebanon)</td>
<td>32,569</td>
<td>30,193</td>
<td>-7.3%</td>
<td>28,967</td>
<td>3.3%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>179,017</td>
<td>184,094</td>
<td>2.8%</td>
<td>184,996</td>
<td>0.5%</td>
</tr>
<tr>
<td>FCT (Fayette)</td>
<td>28,008</td>
<td>27,618</td>
<td>-1.4%</td>
<td>28,967</td>
<td>4.9%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>29,306</td>
<td>30,260</td>
<td>3.3%</td>
<td>32,020</td>
<td>5.8%</td>
</tr>
<tr>
<td>LANTA (Lehigh/Northampton)</td>
<td>313,860</td>
<td>316,779</td>
<td>0.9%</td>
<td>299,594</td>
<td>5.4%</td>
</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>77,413</td>
<td>79,434</td>
<td>2.6%</td>
<td>78,377</td>
<td>-1.3%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>49,313</td>
<td>48,833</td>
<td>-1.0%</td>
<td>46,634</td>
<td>-4.5%</td>
</tr>
<tr>
<td>POTTSTOWN</td>
<td>20,571</td>
<td>20,933</td>
<td>1.8%</td>
<td>21,410</td>
<td>2.3%</td>
</tr>
<tr>
<td>RRTA (Lancaster)</td>
<td>125,611</td>
<td>129,662</td>
<td>3.2%</td>
<td>120,364</td>
<td>-7.2%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>9,887</td>
<td>9,704</td>
<td>-1.9%</td>
<td>13,486</td>
<td>39.0%</td>
</tr>
<tr>
<td>WASHINGTON</td>
<td>13,613</td>
<td>18,201</td>
<td>33.7%</td>
<td>18,392</td>
<td>1.0%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>50,996</td>
<td>50,859</td>
<td>-0.3%</td>
<td>55,628</td>
<td>3.4%</td>
</tr>
<tr>
<td>Williamsport RVT</td>
<td>55,467</td>
<td>54,678</td>
<td>-1.4%</td>
<td>55,840</td>
<td>1.6%</td>
</tr>
<tr>
<td>YATA (York)*</td>
<td>115,318</td>
<td>112,154</td>
<td>-2.7%</td>
<td>129,646</td>
<td>15.6%</td>
</tr>
<tr>
<td>ATA (North Central)</td>
<td>102,475</td>
<td>108,039</td>
<td>5.4%</td>
<td>108,539</td>
<td>0.5%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>18,194</td>
<td>18,021</td>
<td>-1.0%</td>
<td>18,405</td>
<td>2.1%</td>
</tr>
<tr>
<td>CARBON</td>
<td>3,089</td>
<td>2,786</td>
<td>-9.8%</td>
<td>3,201</td>
<td>14.9%</td>
</tr>
<tr>
<td>CATA (Crawford)</td>
<td>17,409</td>
<td>17,424</td>
<td>0.1%</td>
<td>17,564</td>
<td>0.8%</td>
</tr>
<tr>
<td>DUFAST (Clearfield)</td>
<td>10,372</td>
<td>10,356</td>
<td>-0.2%</td>
<td>10,846</td>
<td>4.7%</td>
</tr>
<tr>
<td>EMTA (Endless Mtns)</td>
<td>26,642</td>
<td>22,884</td>
<td>-14.1%</td>
<td>20,135</td>
<td>-12.0%</td>
</tr>
<tr>
<td>IndiGO (Indiana)</td>
<td>35,739</td>
<td>36,246</td>
<td>1.4%</td>
<td>34,284</td>
<td>-5.4%</td>
</tr>
<tr>
<td>Mid County (Armstrong)</td>
<td>10,693</td>
<td>9,690</td>
<td>-9.4%</td>
<td>7,805</td>
<td>-19.5%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>28,817</td>
<td>31,585</td>
<td>9.6%</td>
<td>31,263</td>
<td>-1.0%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>4,860</td>
<td>4,790</td>
<td>-1.4%</td>
<td>4,989</td>
<td>4.2%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>58,334</td>
<td>57,152</td>
<td>-2.0%</td>
<td>56,510</td>
<td>-1.1%</td>
</tr>
<tr>
<td>STS (Schuylkill)</td>
<td>21,321</td>
<td>19,143</td>
<td>-10.2%</td>
<td>18,354</td>
<td>-4.1%</td>
</tr>
<tr>
<td>VCTO (Venango)</td>
<td>7,846</td>
<td>7,803</td>
<td>-0.5%</td>
<td>9,025</td>
<td>15.7%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>12,737</td>
<td>10,087</td>
<td>-20.8%</td>
<td>10,508</td>
<td>4.2%</td>
</tr>
<tr>
<td>WASHCO (Washington County)</td>
<td>5,322</td>
<td>5,264</td>
<td>-1.1%</td>
<td>5,275</td>
<td>0.2%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>10,739,721</td>
<td>10,546,525</td>
<td>-1.8%</td>
<td>10,740,829</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

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

Urban Systems
SEPTA (Southeastern Pennsylvania Transportation Authority)

Southeastern Pennsylvania Transportation Authority (SEPTA)
1234 Market Street
Philadelphia, PA 19107-3780
215-580-7070
Mr. Joseph M. Casey, General Manager
www.septa.org

Service Area Statistics (2010 Census)
Square Miles: 836
Population: 3,361,074

Act 44 Fixed Route Distribution Factors
Total Passengers: 329,388,515
Senior Passengers: 26,162,730
Revenue Vehicle Miles: 86,962,204
Revenue Vehicle Hours: 6,658,956

Act 44 Operating Assistance
Section 1513 Allocation: $550,898,559
Required Local Match: $82,262,925

Current Fleet Size
Motor Bus: 1,388
Commuter Rail Cars: 412
Heavy Rail Cars: 369
Street Car Rail/Light Rail: 159
Trolley Bus: 38
Paratransit Vehicles: 445
System-wide: 2,811

Current Employees
Full-Time
Fixed Route: 9,117
Paratransit: 81
System-wide: 9,198

Part-Time
131
0
131

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

OPERATING BUDGET

Operating Expense (000’s)
$1,202,998

- Operator Salaries & Wages $209,258
- Other Salaries & Wages $273,660
- Fringes $391,170
- Fuel Util $99,375
- Maint. $58,224
- Purchased Trans $27,793
- Other $143,518

Revenue includes ADA complementary expense.

Operating Funds (000’s)
$1,202,998

- Local $81,656
- State $544,885
- Federal $67,685
- Revenue $508,772

Revenue includes ADA complementary revenue.

Current Fare Information
Fixed Route Base: $2.25
Fixed Route Average: $2.14
Last Base Fare Increase: July 2013 (13%)
System-wide Increase: July 2010 (6%)*

House District
Bucks: 18, 29, 31, 140, 141, 142, 143, 144, 145, 178
Chester: 13, 26, 74, 155, 156, 157, 158, 160, 167, 168
Delaware: 159, 160, 161, 162, 163, 164, 165, 166, 168, 185, 191
Montgomery: 53, 61, 70, 146, 147, 148, 149, 150, 151, 152, 153, 154, 157, 170, 194
Philadelphia: 152, 154, 170, 172, 173, 174, 175, 177, 179, 180, 181, 182, 184, 185, 186, 188, 190, 191, 192, 194, 195, 197, 198, 200, 201, 202, 203

Senate District
Bucks: 6, 10, 12, 24
Chester: 9, 19, 26, 44
Delaware: 8, 9, 17, 26
Montgomery: 4, 7, 10, 12, 17, 19, 24, 44
Philadelphia: 1, 2, 3, 4, 5, 7, 8

Current Employees
Full-Time
Fixed Route: 9,117
Paratransit: 81
System-wide: 9,198

Part-Time
131
0
131

*Tokens, transfers, and multi-ride passes increased in price.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14

SEPTA FY 2009-10 financial and operating statistics affected by six-day strike in November 2009. Passengers include ADA complementary passengers.

<table>
<thead>
<tr>
<th>Role</th>
<th>FY09-10</th>
<th>FY10-11</th>
<th>FY11-12</th>
<th>FY12-13</th>
<th>FY13-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Passengers (000's)</td>
<td>300,000</td>
<td>310,000</td>
<td>320,000</td>
<td>330,000</td>
<td>340,000</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (000's)</td>
<td>6,000</td>
<td>6,200</td>
<td>6,400</td>
<td>6,600</td>
<td>6,800</td>
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<tr>
<td>Revenue Vehicle Miles (000's)</td>
<td>80,000</td>
<td>82,000</td>
<td>84,000</td>
<td>86,000</td>
<td>88,000</td>
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<tr>
<td>Operating Expense Per Passenger</td>
<td>$3</td>
<td>$3.2</td>
<td>$3.4</td>
<td>$3.6</td>
<td>$3.8</td>
</tr>
<tr>
<td>Operating Revenue Per Revenue Vehicle Hour</td>
<td>$60</td>
<td>$60</td>
<td>$60</td>
<td>$60</td>
<td>$60</td>
</tr>
<tr>
<td>Total Ridership Per Revenue Vehicle Hour</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>50</td>
</tr>
</tbody>
</table>
## Community Transportation

**Southeastern Pennsylvania Transportation Authority (SEPTA)**

1234 Market Street  
Philadelphia, PA 19107  
215-580-7800  
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%

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

### Fare Information

- Average Shared-Ride Fare: $24.78
- Cost to Commonwealth per Senior Citizen Trip: $21.89  
- Last Base Fare Increase: July 2013

### Trip Information

- 65+ Trips: 732,419
- Other Shared-Ride Trips: 33,772
- Total Shared-Ride Trips: 766,191

### Vehicles Operated in Maximum Service

- Community Transportation: 168

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## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses

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

### Sources of Funding

- Subsidy: 26%
- Passenger Fares: 5%
- Lottery: 63%
- Other: <1%
- Area Agency on Aging: 6%
- Passenger Fares: 5%
Operating Expense (000’s)
$345,168

- Operator Salaries & Wages $59,325
- Other Salaries & Wages $75,856
- Fuel Utils $32,334
- Maint. $20,851
- Purchased Trans $11,824
- Other $24,046
- Fringes $121,132

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

Operating Funds (000’s)
$345,168

- Local $36,218
- State $184,674
- Federal $30,317
- Revenue $93,959

Revenue includes ADA complementary and DAS revenue.
### Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14

#### Total Passengers (000's)

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Passengers (000's)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY09-10</td>
<td>60,000</td>
</tr>
<tr>
<td>FY10-11</td>
<td>60,000</td>
</tr>
<tr>
<td>FY11-12</td>
<td>60,000</td>
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<tr>
<td>FY12-13</td>
<td>60,000</td>
</tr>
<tr>
<td>FY13-14</td>
<td>60,000</td>
</tr>
</tbody>
</table>

#### Operating Expense Per Passenger

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Operating Expense Per Passenger</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY09-10</td>
<td>$4.50</td>
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<tr>
<td>FY10-11</td>
<td>$4.50</td>
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<td>$4.50</td>
</tr>
<tr>
<td>FY13-14</td>
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</table>

#### Operating Revenue Per Revenue Vehicle Hour

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Operating Revenue Per Revenue Vehicle Hour</th>
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<tbody>
<tr>
<td>FY09-10</td>
<td>$50,000</td>
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<tr>
<td>FY10-11</td>
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<td>$56,000</td>
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<td>FY13-14</td>
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#### Revenue Vehicle Hours (000's)

<table>
<thead>
<tr>
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<th>Revenue Vehicle Hours (000's)</th>
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<tbody>
<tr>
<td>FY09-10</td>
<td>2,500</td>
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<td>FY10-11</td>
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<td>2,500</td>
</tr>
<tr>
<td>FY13-14</td>
<td>2,500</td>
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</table>

#### Operating Expense Per Revenue Vehicle Hour

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Operating Expense Per Revenue Vehicle Hour</th>
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</thead>
<tbody>
<tr>
<td>FY09-10</td>
<td>$150,000</td>
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<tr>
<td>FY10-11</td>
<td>$153,000</td>
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<td>FY11-12</td>
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<td>$159,000</td>
</tr>
<tr>
<td>FY13-14</td>
<td>$162,000</td>
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</table>

#### Revenue Vehicle Miles (000's)

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Revenue Vehicle Miles (000's)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY09-10</td>
<td>35,000</td>
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<tr>
<td>FY10-11</td>
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<td>FY11-12</td>
<td>35,000</td>
</tr>
<tr>
<td>FY12-13</td>
<td>35,000</td>
</tr>
<tr>
<td>FY13-14</td>
<td>35,000</td>
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</table>

#### Total Ridership Per Revenue Vehicle Hour

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Total Ridership Per Revenue Vehicle Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY09-10</td>
<td>35</td>
</tr>
<tr>
<td>FY10-11</td>
<td>35</td>
</tr>
<tr>
<td>FY11-12</td>
<td>35</td>
</tr>
<tr>
<td>FY12-13</td>
<td>35</td>
</tr>
<tr>
<td>FY13-14</td>
<td>35</td>
</tr>
</tbody>
</table>

Passengers include ADA complementary and DAS passengers.
Community Transportation

Port Authority of Allegheny County (PAAC)/ACCESS
345 Sixth Avenue, Third Floor
Pittsburgh, PA 15222-2527
412-442-2000
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%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 100%

Fare Information
Average Shared-Ride Fare: $21.93
Cost to Commonwealth per Senior Citizen Trip: $18.72
Last Base Fare Increase: July 2013

Trip Information
65+ Trips: 646,615
Other Shared-Ride Trips: 384,747
Total Shared-Ride Trips: 1,031,362
Non-Public Trips: 71,397

Vehicles Operated in Maximum Service
Community Transportation: 173

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

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

Sources of Funding

Lottery 51%
Passenger Fares 8%
Subsidy 13%
Area Agency on Aging 4%
MATP 19%
Other 5%

Area

PAAC (Port Authority of Allegheny County)
Operating Expense (000’s)

- Fringes: $1,365
- Fuel Util: $512
- Maint: $290
- Operator Salaries & Wages: $1,066
- Other Salaries & Wages: $816
- Purchased Trans: $209
- Other: $463

Operating Funds (000’s)

- Local: $137
- Revenue: $977
- State: $2,398
- Federal: $1,209

Expense includes ADA complementary expenses. Some contracted maintenance may be reported as “Other Services.” Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
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: $1.98
Last Base Fare Increase: Jan 2013 (13%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 895,207
Senior Passengers: 79,039
Revenue Vehicle Miles: 942,567
Revenue Vehicle Hours: 56,546

Current Employees
Full-Time       Part-Time
Fixed Route: 57    1
Paratransit: 36   0
System-wide: 93    1

Act 44 Operating Assistance
Section 1513 Allocation: $3,116,439
Required Local Match: $437,059

*Includes Rural Service

OPERATING BUDGET

Operating Expense (000’s)
$5,876

- Operator Salaries & Wages $1,278
- Fringes $1,040
- Fuel Utils $1,078
- Maint. $621
- Other $843

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)
$5,876

- Local $608
- Revenue $1,684
- Federal $170
- State $3,414

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

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

**Service Area Statistics (2010 Census)**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles:</td>
<td>434</td>
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<tr>
<td>Population:</td>
<td>170,539</td>
</tr>
<tr>
<td>65+ Population:</td>
<td>31,660</td>
</tr>
<tr>
<td>% of Population 65 and older:</td>
<td>18.6%</td>
</tr>
</tbody>
</table>

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

**Fare Information**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Average Shared-Ride Fare:</td>
<td>$20.53</td>
</tr>
<tr>
<td>Cost to Commonwealth per Senior Citizen Trip:</td>
<td>$17.40</td>
</tr>
<tr>
<td>Last Base Fare Increase:</td>
<td>January 2013</td>
</tr>
</tbody>
</table>

**Trip Information**

<table>
<thead>
<tr>
<th>Trip Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>65+ Trips:</td>
<td>29,252</td>
</tr>
<tr>
<td>Other Shared-Ride Trips:</td>
<td>48,642</td>
</tr>
<tr>
<td>Total Shared-Ride Trips:</td>
<td>77,894</td>
</tr>
<tr>
<td>Non-Public Trips:</td>
<td>97,423</td>
</tr>
</tbody>
</table>

**Vehicles Operated in Maximum Service:** 18

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**

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

**Sources of Funding**

- Passenger Fares: 3%
- Lottery: 13%
- Subsidy: 31%
- Area Agency on Aging: 2%
- MATP: 46%
- MH/ID: 3%
- Other: 2%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
**BARTA (Berks Area Regional Transportation Authority)**

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

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 3,259,487
- Senior Passengers: 455,012
- Revenue Vehicle Miles: 1,740,297
- Revenue Vehicle Hours: 134,227

**Act 44 Operating Assistance**
- Section 1513 Allocation: $7,368,393
- Required Local Match: $460,539

**Current Fare Information**
- Fixed Route Base: $1.70
- Fixed Route Average: $1.12
- Last Base Fare Increase: January 2011 (6%)

**Operating Budget**

**Operating Expense (000’s)**
- Operator Salaries & Wages: $3,232
- Other Salaries & Wages: $1,411
- Fringes: $3,650
- Fuel Utils: $1,769
- Maint: $858
- Purchased Trans: $199

**Operating Funds (000’s)**
- Local: $378
- Revenue: $3,923
- Federal: $1,110
- State: $6,903

**Current Employees**
- Full-Time: 97
- Part-Time: 3

**Current Fleet Size**
- Fixed Route: 57
- Paratransit: 64
- System-wide: 121

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

BARTA (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)

BARTA

Square Miles: 864
Population: 411,422
65+ Population: 59,558
% of Population 65 and older: 14.5%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 21.50%

Fare Information

Average Shared-Ride Fare: $11.66
Cost to Commonwealth per Senior Citizen Trip: $11.89
Last Base Fare Increase: July 2014

Trip Information

65+ Trips: 65,205
PwD Trips: 2,548
Other Shared-Ride Trips: 96,029
Total Shared-Ride Trips: 163,782
Non-Public Trips: 64,404

Vehicles Operated in Maximum Service

Community Transportation: 57

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Exclusive Human Service Program Contracts 24%
Shared-Ride Admin 10%
Shared-Ride Operating 66%

Sources of Funding

Passenger Fares 3%
Lottery 17%
PwD Program 1%
Area Agency on Aging 2%
Subsidy 37%
MATP 34%
Other 2%
MH/ID 4%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

(Berks Area Regional Transportation Authority) BARTA
CamTran (Cambria County Transit Authority*)

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

Service Area Statistics (2010 Census)
- Square Miles: 60
- Population: 64,800

Current Fare Information
- Fixed Route Base: $1.50
- Fixed Route Average: $0.95
- Last Base Fare Increase: Jan 2007 (4%)

Act 44 Operating Assistance
- Section 1513 Allocation: $6,005,477
- Required Local Match: $664,292

*Includes Rural Service

Current Employees

<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>73</td>
<td>20</td>
</tr>
<tr>
<td>Paratransit</td>
<td>25</td>
<td>14</td>
</tr>
<tr>
<td>System-wide</td>
<td>98</td>
<td>34</td>
</tr>
</tbody>
</table>

Current Fleet Size
- Motor Bus: 31
- Inclined Plane Cars: 2
- Paratransit Vehicles: 35
- System-wide: 68

CamTran
(Cambria County Transit Authority*)

Operator Salaries & Wages
- $2,110
- Fringes: $2,234
- Fuel Utils: $973
- Maint.: $603
- Other: $838

Other Salaries & Wages
- $1,341

Operating Expense (000’s)
- $8,099

Operating Funds (000’s)
- $8,099

Revenue
- Federal: $1,486
- State: $4,877
- Local: $614
- Revenue: $1,122

Operating 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 Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Passengers (000’s)

Operating Expense Per Passenger

Revenue Vehicle Miles (000’s)

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
CamTran (Cambria County Transit Authority)

Community Transportation

<table>
<thead>
<tr>
<th>Cambria County Transit Authority (CamTran)</th>
<th>Fare Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>502 Maple Avenue</td>
<td>Average Shared-Ride Fare: $13.60</td>
</tr>
<tr>
<td>Johnstown, PA 15901</td>
<td>Cost to Commonwealth per Senior Citizen Trip: $11.86</td>
</tr>
<tr>
<td>814-535-5526</td>
<td>Last Base Fare Increase: January 2013</td>
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<tr>
<td>Ms. Rose Lucey-Noll, Executive Director</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Service Area Statistics (2010 Census)</th>
<th>Trip Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambria County</td>
<td></td>
</tr>
<tr>
<td>Square Miles: 688</td>
<td>65+ Trips: 49,523</td>
</tr>
<tr>
<td>Population: 143,679</td>
<td>PwD Trips: 1,873</td>
</tr>
<tr>
<td>65+ Population: 27,071</td>
<td>Other Shared-Ride Trips: 2,001</td>
</tr>
<tr>
<td>% of Population 65 and older: 18.8%</td>
<td>Total Shared-Ride Trips: 53,397</td>
</tr>
</tbody>
</table>

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

Vehicles Operated in Maximum Service

| Community Transportation: 15 |

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Operating: 88%
- Shared-Ride Admin: 12%

Sources of Funding

- Shared-Ride Operating Fares: 1%
- Passenger Fares: 43%
- Lottery: 43%
- Area Agency on Aging: 9%
- PwD Program: 1%
- Other: 1%
- Subsidy: 45%
Agency Service Area

Shared-Ride Ridership

- FY 09-10
- FY 10-11
- FY 11-12
- FY 12-13
- FY 13-14

65+  PwD  Total

Avg. Shared-Ride Fare

- FY 09-10
- FY 10-11
- FY 11-12
- FY 12-13
- FY 13-14

Avg. Shared-Ride Cost per Trip
Operating Expense (000’s) $15,435

- Operator Salaries & Wages $4,258
- Other Salaries & Wages $2,408
- Fringes $4,714
- Fuel Utilities $1,735
- Maint. $790
- Purchased Trans $522
- Other $1,008

Operating Funds (000’s) $15,435

- Local $1,136
- State $6,870
- Federal $3,914
- Revenue $3,515

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

Capital Area Transit (CAT)
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%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 36.87%

Fare Information
Average Shared-Ride Fare: $20.92
Cost to Commonwealth per Senior Citizen Trip: $16.86
Last Base Fare Increase: February 2011

Trip Information
65+ Trips: 41,555
PwD Trips: 9,321
Other Shared-Ride Trips: 113,815
Total Shared-Ride Trips: 164,691

Vehicles Operated in Maximum Service
Community Transportation: 40

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>MATP</td>
<td>41%</td>
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<tr>
<td>MH/ID</td>
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<tr>
<td>Other</td>
<td>5%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>1%</td>
</tr>
<tr>
<td>PwD Program</td>
<td>4%</td>
</tr>
<tr>
<td>Lottery</td>
<td>16%</td>
</tr>
<tr>
<td>Passenger Fares</td>
<td>17%</td>
</tr>
<tr>
<td>Subsidy</td>
<td></td>
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</table>

Shared-Ride Operating 86%
Shared-Ride Admin 14%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

Avg. Shared-Ride Fare

Avg. Shared-Ride Cost per Trip
CATA (Centre Area Transportation Authority)

Centre Area Transportation Authority (CATA)
2081 West Whitehall Road
State College, PA 16801
814-238-2282 Ext. 5156
Ms. Louwana Oliva, General Manager
www.catabus.com

Service Area Statistics (2010 Census)
Square Miles: 89
Population: 112,538

Current Fare Information
Fixed Route Base: $1.75
Fixed Route Average: $0.88
Last Base Fare Increase: July 2014 (17%)
System-wide Increase: August 2011 (6%)*

Act 44 Operating Assistance
Section 1513 Allocation: $4,470,510
Required Local Match: $475,523

Current Employees
Full-Time Part-Time
Fixed Route: 176 3
Paratransit: 0 0
System-wide: 176 3

Current Fleet Size
Fixed Route: 71
Paratransit: 5
System-wide: 76

*Tokens and multi-ride passes increased in price.

OPERATING BUDGET

Operating Expense (000’s)
$13,154
Operator Salaries & Wages $4,775
Other Salaries & Wages $2,582
Fringes $3,047
Fuel Utils $832
Maint. $644
Other $1,274

Operating Funds (000’s)
$13,154
Local $558
State $4,918
Federal $715
Revenue $6,963

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

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

Service Area Statistics (2010 Census)
Centre County
Square Miles: 135
Population: 112,000
65+ Population: 12,631
% of Population 65 and older: 11.3%
MATP Provider: No
Subcontractors: Yes
Percent of Service Subcontracted: 100%

Fare Information
Average Shared-Ride Fare: $19.61
Cost to Commonwealth per Senior Citizen Trip: $17.00
Last Base Fare Increase: July 2013

Trip Information
65+ Trips: 19,235
PwD Trips: Centre County (see page 194)
Other Shared-Ride Trips: 1,202
Total Shared-Ride Trips: 20,437

Vehicles Operated in Maximum Service
Community Transportation: 5

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared-Ride</td>
<td>99%</td>
</tr>
<tr>
<td>Admin</td>
<td>1%</td>
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</table>

Sources of Funding

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lottery</td>
<td>70%</td>
</tr>
<tr>
<td>Passenger Fares</td>
<td>19%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>11%</td>
</tr>
</tbody>
</table>
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
**COLTS** (County of Lackawanna Transit System)

**County of Lackawanna Transit System (COLTS)**
800 North South Road
Scranton, PA 18504
570-346-2061 Ext. 1259
Mr. Robert J. Fiume, Executive Director
www.coltsbus.com

**Service Area Statistics (2010 Census)**
- Square Miles: 459
- Population: 214,437

**Act 44 Operating Assistance**
- Section 1513 Allocation: $6,336,434
- Required Local Match: $566,436

**Current Fare Information**
- Fixed Route Base: $1.75
- Fixed Route Average: $1.43
- Last Base Fare Increase: July 2013 (17%)

**Current Employees**
- Full-Time
  - Fixed Route: 72
  - Paratransit: 31
  - System-wide: 103
- Part-Time
  - Fixed Route: 9
  - Paratransit: 6
  - System-wide: 15

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 1,157,424
- Senior Passengers: 197,931
- Revenue Vehicle Miles: 1,162,623
- Revenue Vehicle Hours: 89,945

**Current Fleet Size**
- Fixed Route: 35
- Paratransit: 32
- System-wide: 67

**OPERATING BUDGET**

**Operating Expense (000’s)**
- $9,176
  - Operator Salaries & Wages: $2,173
  - Fringes: $2,558
  - Other Salaries & Wages: $1,259
  - Fuel Utilities: $914
  - Maint.: $413
  - Purchased Trans: $715
  - Other: $1,144

**Operating Funds (000’s)**
- $9,176
  - Revenue: $1,616
  - Federal: $530
  - State: $6,475
  - Local: $582

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 may have been overstated.
## Community Transportation

**County of Lackawanna Transit System (COLTS)**

- **800 North South Road**
- **Scranton, PA 18504**
- **570-346-2061**
- **Mr. Robert J. Fiume, Executive Director**

### Service Area Statistics (2010 Census)

- **Square Miles:** 459
- **Population:** 214,437
- **65+ Population:** 37,895
- **% of Population 65 and older:** 17.7%

### 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:** 71,994
- **PwD Trips:** 1,784
- **Other Shared-Ride Trips:** 10,856
- **Total Shared-Ride Trips:** 84,634
- **Non-Public Trips:** 7,107

### MATP Provider:

- Yes

### Subcontractors:

- No

### Percent of Service Subcontracted:

- N/A

---

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**

- **Shared-Ride Operating 59%**
- **Shared-Ride Admin 19%**
- **Exclusive Human Service Program Contracts 22%**

**Sources of Funding**

- **MATP 28%**
- **PwD Program 1%**
- **Area Agency on Aging 9%**
- **Passenger Fares <1%**
- **Subsidy 2%**
- **Other 11%**
- **Lottery 50%**
- **Passenger Fares <1%**
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
**Ongoing Budget**

**Operating Expense (000’s)**

- **Fringes** $695
- **Other Salaries & Wages** $556
- **Fuel Utilis** $348
- **Maint.** $71
- **Other** $434

**Operating Funds (000’s)**

- **State** $1,037
- **Local** $88
- **Revenue** $515
- **Federal** $1,027

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

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

### Service Area Statistics (2010 Census)

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

### MATP Provider
- Yes

### Subcontractors
- No

### Percent of Service Subcontracted
- N/A

### Fare Information
- Average Shared-Ride Fare: $20.80
- Cost to Commonwealth per Senior Citizen Trip: $17.17
- Last Base Fare Increase: July 2013

### Trip Information
- 65+ Trips: 23,144
- PwD Trips: 1,759
- Other Shared-Ride Trips: 19,782
- Total Shared-Ride Trips: 44,685

### Vehicles Operated in Maximum Service
- Community Transportation: 12

### COMMUNITY TRANSPORTATION OPERATING BUDGET

#### Operating Expenses
- Shared-Ride Admin: 14%
- Shared-Ride Operating: 86%

#### Sources of Funding
- Lottery: 40%
- Area Agency on Aging: 2%
- MATP: 9%
- PwD Program: 4%
- MH/ID: 32%
- Other: 6%
- Passenger Fares: 7%
- Area Agency on Aging: 2%
- MATP: 9%
- PwD Program: 4%
- MH/ID: 32%
- Other: 6%
- Passenger Fares: 7%
- Shared-Ride Admin: 14%
- Shared-Ride Operating: 86%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

[Graphs showing trends in Shared-Ride Ridership and Fare Recovery]
**EMTA (Erie Metropolitan Transit Authority)**

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

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

**Current Fare Information**
Fixed Route Base: $1.25
Fixed Route Average: $1.15
Last Base Fare Increase: October 2014 (14%)

**Current Employees**
Full-Time | Part-Time
--- | ---
Fixed Route: 144 | 3
Paratransit: 47 | 41
System-wide: 191 | 44

**Act 44 Operating Assistance**
Section 1513 Allocation: $7,634,969
Required Local Match: $820,047

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 3,274,894
Senior Passengers: 175,443
Revenue Passengers: 2,210,816
Revenue Vehicle Hours: 184,996

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

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

**Operating Budget**

### Operating Expense (000’s)
- Operator Salaries & Wages $4,822
- Other Salaries & Wages $2,090
- Fringes $4,101
- Maint. $1,091
- Fuel Util $1,877
- Other $779

### Operating Funds (000’s)
- State $5,936
- Federal $4,789
- Local $840
- Revenue $3,195

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

**Erie Metropolitan Transit Authority (EMTA)**
127 East 14th Street
Erie, PA 16502
814-459-4287
Mr. Michael C. Tann, Executive Director

**Service Area Statistics (2010 Census)**

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

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

**Fare Information**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Average Shared-Ride Fare</td>
<td>$18.87</td>
</tr>
<tr>
<td>Cost to Commonwealth per Senior Citizen Trip</td>
<td>$14.25</td>
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<tr>
<td>Last Base Fare Increase</td>
<td>December 2013</td>
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**Trip Information**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>65+ Trips</td>
<td>67,113</td>
</tr>
<tr>
<td>PwD Trips</td>
<td>6,192</td>
</tr>
<tr>
<td>Other Shared-Ride Trips</td>
<td>82,969</td>
</tr>
<tr>
<td>Total Shared-Ride Trips</td>
<td>156,274</td>
</tr>
<tr>
<td>Non-Public Trips</td>
<td>15,083</td>
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</table>

**Vehicles Operated in Maximum Service**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Transportation</td>
<td>51</td>
</tr>
</tbody>
</table>

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusive Human Service Program Contracts</td>
<td>12%</td>
</tr>
<tr>
<td>Shared-Ride Operating</td>
<td>79%</td>
</tr>
<tr>
<td>Shared-Ride Admin</td>
<td>9%</td>
</tr>
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</table>

**Sources of Funding**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>MATP</td>
<td>58%</td>
</tr>
<tr>
<td>Lottery</td>
<td>27%</td>
</tr>
<tr>
<td>Passenger Fares</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>7%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>3%</td>
</tr>
<tr>
<td>PwD Program</td>
<td>4%</td>
</tr>
</tbody>
</table>

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Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14
Shared-Ride Ridership

Agency Service Area

Shared-Ride Fare Recovery

FY 09-10 FY 10-11 FY 11-12 FY 12-13 FY 13-14

Avg. Shared-Ride Fare

Avg. Shared-Ride Cost per Trip
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

Act 44 Fixed Route Distribution Factors
Total Passengers: 205,528
Senior Passengers: 19,787
Revenue Vehicle Miles: 596,245
Revenue Vehicle Hours: 28,967

Act 44 Operating Assistance
Section 1513 Allocation: $769,260
Required Local Match: $102,141

Current Fare Information
Fixed Route Base: $2.00
Fixed Route Average: $1.90
Last Base Fare Increase: July 2012 (43%)

Current Employees
Full-Time Part-Time
Fixed Route: 16 4
Paratransit: 26 7
Subcontractor: 3 5
System-wide: 45 16

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

Operating Expense (000’s)
$1,893
- Operator Salaries & Wages $141
- Other Salaries & Wages $351
- Maint. $102
- Fuel Util $406
- Fringes $234
- Other $236
- Purchased Trans $423

Operating Funds (000’s)
$1,893
- Local $209
- State $679
- Federal $724
- Revenue $281

Expense includes ADA complementary expense. Some contracted maintenance may be reported as "Other Services."
Revenue includes ADA complementary revenue.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14

Passengers include ADA complementary passengers.
Community Transportation

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

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

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 3.73%

Fare Information
Average Shared-Ride Fare: $14.88
Cost to Commonwealth per Senior Citizen Trip: $11.94
Last Base Fare Increase: July 2012

Trip Information
65+ Trips: 28,867
PwD Trips: 8,590
Other Shared-Ride Trips: 67,619
Total Shared-Ride Trips: 105,076

Vehicles Operated in Maximum Service
Community Transportation: 20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

Exclusive Human Service Program Contracts 12%
Shared-Ride Operating 66%

Area Agency on Aging 3%
PwD Program 6%
Lottery 18%

Passenger Fares 3%
Subsidy 5%
Other 2%

MATP 63%
**Shared-Ride Ridership**

- **FY 09-10**
- **FY 10-11**
- **FY 11-12**
- **FY 12-13**
- **FY 13-14**

**Agency Service Area**

- Fayette Area Coordinated Transportation (FACT)

**Shared-Ride Fare Recovery**

- **FY 09-10**
- **FY 10-11**
- **FY 11-12**
- **FY 12-13**
- **FY 13-14**

- Avg. Shared-Ride Fare
- Avg. Shared-Ride Cost per Trip
House District
Luzerne: 116, 122, 124

Senate District
Luzerne: 14, 27, 29

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

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.17
Last Base Fare Increase: October 2006 (32%)

Current Employees
Full-Time | Part-Time
---|---
Fixed Route: 3 | 2
Paratransit: 0 | 0
Subcontractor: 13 | 13
System-wide: 16 | 15

Act 44 Fixed Route Distribution Factors
Total Passengers: 229,382
Senior Passengers: 64,187
Revenue Vehicle Miles: 453,726
Revenue Vehicle Hours: 32,020

Act 44 Operating Assistance
Section 1513 Allocation: $1,638,370
Required Local Match: $127,949

Current Fleet Size
Fixed Route: 12
Paratransit: 4
System-wide: 16

Community transportation provided by Luzerne County Transportation Authority (see page 108)

Operating Expense (000’s)
- Purchased Trans: $2,158
- Salaries & Wages: $111
- Fringes: $24
- Maint: $9
- Fuel Utils: $80
- Other: $166
- Other Salaries & Wages: $111

Operating Funds (000’s)
- State: $1,367
- Local: $128
- Federal: $797
- Revenue: $256

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

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
LANta (Lehigh and Northampton Transportation Authority)

Lehigh and Northampton Transportation Authority (LANta)
1060 Lehigh Street
Allentown, PA 18103
610-435-4052
Mr. Owen O’Neil, Executive Director
www.lantabus.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 5,173,760
Senior Passengers: 742,533
Revenue Vehicle Miles: 4,090,317
Revenue Vehicle Hours: 299,594

Act 44 Operating Assistance
Section 1513 Allocation: $13,491,288
Required Local Match: $787,695

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

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

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

Current Fare Information
Fixed Route Base: $2.00
Fixed Route Average: $1.20
Last Base Fare Increase: April 2007 (15%)

Current Employees
Full-Time Part-Time
Fixed Route: 201 7
Paratransit: 0 0
System-wide: 201 7

Current Revenue Information
Federal $5,767
State $12,786
Local $788
Revenue $6,014

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

OPERATING BUDGET

Operating Expense (000’s) $25,355
Operator Salaries & Wages $5,819
Other Salaries & Wages $2,466
Fringes $7,007
Fuel Util $2,760
Maint. $1,617
Other $1,835
Purchased Trans $3,851

Operating Funds (000’s) $25,355
State $12,786
Local $788
Revenue $6,014
Federal $5,767

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

Lehigh and Northampton Transportation Authority (LANta)
1060 Lehigh Street
Allentown, PA 18103
610-435-4052
Mr. Owen O’Neil, Executive Director

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

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 100%

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

Trip Information
65+ Trips: 128,548
PwD Trips: 12,581
Other Shared-Ride Trips: 119,451
Total Shared-Ride Trips: 260,580
Non-Public Trips: 107,231

Vehicles Operated in Maximum Service
Community Transportation: 95

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Admin 8%
- Exclusive Human Service Program Contracts 16%
- Shared-Ride Operating 76%

Sources of Funding

- Lottery 31%
- MATP 50%
- Area Agency on Aging 3%
- MH/ID 5%
- Other <1%
- Passenger Fares 8%
- PwD Program 3%
Shared-Ride Ridership

Shared-Ride Fare Recovery
LCTA (Luzerne County Transportation Authority)

Luzerne County Transportation Authority (LCTA)
315 Northampton Street
Kingston, PA 18704
570-288-9356
Mr. Norm Gavlick, Executive Director
www.lctabus.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,208,830
Senior Passengers: 214,655
Revenue Vehicle Miles: 1,146,272
Revenue Vehicle Hours: 78,377

Act 44 Operating Assistance
Section 1513 Allocation: $4,842,542
Required Local Match: $485,345

Current Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.32
Last Base Fare Increase: August 2006 (20%)

Current Employees
Full-Time
Full-Time
Part-Time
Fixed Route: 77
Paratransit: 38
System-wide: 115
22
15
37

Current Fleet Size
Fixed Route: 38
Paratransit: 51
System-wide: 89

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

Senate District
Luzerne: 14, 20, 22, 27

Luzerne County
Transportation Authority (LCTA)
315 Northampton Street
Kingston, PA 18704
570-288-9356
Mr. Norm Gavlick, Executive Director
www.lctabus.com

Operating Expense (000’s)
$8,404

Operating Funds (000’s)
$8,404

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

Revenue includes ADA complementary revenue.

Revenue
Federal
$2,048
Local
$487
State
$4,587
Other
$467
Purchased Trans
$357
Maint.
$521
Fuel Util.
$871
Other Salaries & Wages
$1,375
Operator Salaries & Wages
$2,066
Fringes
$2,747
Other
$467
Passengers include ADA complimentary 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 (LCTA)
315 Northampton Street
Kingston, PA 18704
570-288-9356
Mr. Norm Gavlick, Executive Director

Service Area Statistics (2010 Census)
Luzerne and Wyoming Counties
- Square Miles: 1,288
- Population: 349,194
- 65+ Population: 62,123
- % of Population 65 and older: 17.8%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 3.54%

Fare Information
- Average Shared-Ride Fare: $16.74
- Cost to Commonwealth per Senior Citizen Trip: $13.82
- Last Base Fare Increase: November 2008

Trip Information
- 65+ Trips: 45,337
- PwD Trips: 2,459
- Other Shared-Ride Trips: 111,934
- Total Shared-Ride Trips: 159,730
- Non-Public Trips: 17,867

Vehicles Operated in Maximum Service
Community Transportation: 45

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Operating: 63%
- Shared-Ride Admin: 27%
- Exclusive Human Service Program Contracts: 10%

Sources of Funding
- Area Agency on Aging: <1%
- Lottery: 18%
- PwD Program: 1%
- Passenger Fares: 3%
- Subsidy: 3%
- MATP: 38%
- MH/ID: 7%
- Other: 30%
**Agency Service Area**

**Shared-Ride Ridership**

- Graph showing the trend of shared-ride ridership from FY 09-10 to FY 13-14 for 65+, PwD, and Total.

**Shared-Ride Fare Recovery**

- Graph showing the trend of average shared-ride fare and cost per trip from FY 09-10 to FY 13-14.
Service Area Statistics (2010 Census)
Square Miles: 670
Population: 41,279

Act 44 Fixed Route Distribution Factors
Total Passengers: 114,597
Senior Passengers: 16,221
Revenue Vehicle Miles: 192,006
Revenue Vehicle Hours: 13,486

Act 44 Operating Assistance
Section 1513 Allocation: $661,239
Required Local Match: $50,829

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $0.64
Last Base Fare Increase: July 2014 (25%)

Current Employees
Full-Time
Fixed Route: 8
Paratransit: 0
System-wide: 8
Part-Time
4
1
5

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

Mercer County Regional Council of Governments (MCRCOG-SVSS/MCCT)
2495 Highland Road
Hermitage, PA 16148
724-981-1561
Mr. Thomas Tulip, Executive Director
www.mcrcog.com

House District
Mercer: 7, 8, 17

Senate District
Mercer: 50

MCRCOG (Mercer County Regional Council of Governments)
Operator Salaries & Wages $138
Other Salaries & Wages $196
Fringes $150
Fuel Utils $170
Maint. $116
Other $359

Federal $195
Local $65
Revenue $118
State $751

Operating Expense (000’s) $1,129
Operating Funds (000’s) $1,129

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

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

Mercer Co. Regional Council of Governments (MCRCOG)

2495 Highland Road
Hermitage, PA 16148
724-981-1561
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%

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

Fare Information
- Average Shared-Ride Fare: $16.58
- Cost to Commonwealth per Senior Citizen Trip: $13.69
- Last Base Fare Increase: July 2013

Trip Information
- 65+ Trips: 46,218
- PwD Trips: 1,709
- Other Shared-Ride Trips: 34,401
- Total Shared-Ride Trips: 82,328
- Non-Public Trips: 28,396

Vehicles Operated in Maximum Service
Community Transportation: 20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Operating 79%
- Exclusive Human Service Program Contracts 2%
- Shared-Ride Admin 19%
- Passenger Fares 4%
- Lottery 43%
- PwD Program 3%
- Area Agency on Aging 10%
- Other 3%
- MATP 37%

Sources of Funding

- Passenger Fares 4%
- Lottery 43%
- PwD Program 3%
- Area Agency on Aging 10%
- Other 3%
- MATP 37%
- Other 3%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
**MMVTA (Mid Mon Valley Transit Authority)**

1300 McKean Avenue
Charleroi, PA 15022
724-489-0880
Mr. Marc Roncone, Executive Director
www.mmvta.com

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

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 340,361
- Senior Passengers: 37,222
- Revenue Vehicle Miles: 843,499
- Revenue Vehicle Hours: 46,634

**Act 44 Operating Assistance**
- Section 1513 Allocation: $2,350,666
- Required Local Match: $60,463

*Community transportation provided by Washington County Transportation Authority (see page 234) and Westmoreland County Transit Authority (see page 126)*

**Current Fare Information**
- Fixed Route Base: $2.00
- Fixed Route Average: $2.57
- Last Base Fare Increase: July 2008 (33%)

**Current Employees**
- Full-Time
  - Fixed Route: 6
  - Paratransit: 0
  - Subcontractor: 40
  - System-wide: 46
- Part-Time
  - 0

**Current Fleet Size**
- Fixed Route: 31
- Paratransit: 0
- System-wide: 31

**Operating Expense (000’s)**
- $4,055
  - Purchased Trans $2,867
  - Other Salaries & Wages $267
  - Other $200
  - Fringes $126
  - Fuel Utils $595

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

**Operating Funds (000’s)**
- $4,055
  - State $2,000
  - Local $60
  - Revenue $754
  - Federal $1,241

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
PART (Pottstown Area Rapid Transit)

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

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

Act 44 Operating Assistance
Section 1513 Allocation: $1,033,831
Required Local Match: $70,353

Act 44 Fixed Route Distribution Factors
Total Passengers: 256,616
Senior Passengers: 38,030
Revenue Vehicle Miles: 277,294
Revenue Vehicle Hours: 21,410

Current Fare Information
Fixed Route Base: $1.90
Fixed Route Average: $1.57
Last Base Fare Increase: July 2014 (12%)

Current Employees
Full-Time Part-Time
Fixed Route: 0 5
Paratransit: 0 0
Subcontractor: 24 1
System-wide: 24 6

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

Community transportation provided by Suburban Transit Network, Inc. (see page 228)

OPERATING BUDGET

Operating Expense (000’s)
$2,045

- Purchased Trans $1,599
- Other $55
- Salaries & Wages $89
- Fringes $60
- Fuel Utils $242

Operating Funds (000’s)
$2,045

- State $1,032
- Local $70
- Revenue $296
- Federal $647

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Red Rose Transit Authority (RRTA)
45 Erick Road
Lancaster, PA 17601
717-358-1920
Mr. David Kilmer, Executive Director
www.redrosetransit.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,923,101
Senior Passengers: 223,015
Revenue Vehicle Miles: 1,678,576
Revenue Vehicle Hours: 120,364

Act 44 Operating Assistance
Section 1513 Allocation: $5,360,386
Required Local Match: $246,987

ACT 44 Operating Assistance

Current Fare Information
Fixed Route Base: $1.70
Fixed Route Average: $1.75
Last Base Fare Increase: August 2011 (6%)

Current Employees
Full-Time
Part-Time

Fixed Route: 86
15
Paratransit: 89
19
System-wide: 175
34

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

Current Employees

Operating Expense (000’s)
$10,323

Fringes $2,965
Other Salaries & Wages $1,390
Operator Salaries & Wages $2,459
Fuel Utils $1,267
Maint. $807
Purchased Trans $763
Other $672

Operating Funds (000’s)
$10,323

State $3,814
Federal $2,734
Local $283
Revenue $3,492

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

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

<table>
<thead>
<tr>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
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<tr>
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<td>8</td>
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<tr>
<td>30</td>
<td>60</td>
<td>90</td>
<td>120</td>
<td>150</td>
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</tbody>
</table>

**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**

**Operating Expense Per Passenger**

**Total Ridership Per Revenue Vehicle Hour**
Community Transportation

Red Rose Transit Authority (RRTA)
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%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 100%

Fare Information
Average Shared-Ride Fare: $20.82
Cost to Commonwealth per Senior Citizen Trip: $14.96
Last Base Fare Increase: July 2014

Trip Information
65+ Trips: 97,352
PwD Trips: 10,981
Other Shared-Ride Trips: 164,478
Total Shared-Ride Trips: 272,811
Non-Public Trips: 28,022

Vehicles Operated in Maximum Service
Community Transportation: 59

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Shared-Ride Admin 24%
Shared-Ride Operating 60%
Exclusive Human Service Program Contracts 16%

Sources of Funding
Matp 40%
MH/ID 19%
Other 7%
Passenger Fares 3%
Lottery 24%
Area Agency on Aging 3%
PwD Program 4%
Shared-Ride Ridership

Agency Service Area

Shared-Ride Fare Recovery

(Red Rose Transit Authority) RRTA

Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14

121
Service Area Statistics (2010 Census)
Square Miles: 33
Population: 61,634

Current Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $2.35
Last Base Fare Increase: July 2012 (36%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 71,755
Senior Passengers: 10,335
Revenue Vehicle Miles: 290,436
Revenue Vehicle Hours: 18,392

Current Employees
Full-Time          Part-Time
Fixed Route: 2        1
Paratransit: 0        0
Subcontractor: 10      0
System-wide: 12       1

Act 44 Operating Assistance
Section 1513 Allocation: $1,031,794
Required Local Match: $147,383

Current Fleet Size
Fixed Route: 9
Paratransit: 3
System-wide: 12

Community transportation provided by Washington County Transportation Authority (see page 234)

OPERATING BUDGET

Operating Expense (000’s)
$1,487

Operating Funds (000’s)
$1,487

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers. Began commuter service to Pittsburgh on July 1, 2012.
### Westmoreland County Transit Authority (WCTA)

#### 41 Bell Way
Greensburg, PA 15601
724-832-2705
Mr. Alan Blahovec, Executive Director
www.westmorelandtransit.com

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

#### Act 44 Operating Assistance
- Section 1513 Allocation: $2,767,175
- Required Local Match: $285,507

*Includes Rural Service

#### Current Fare Information
- Fixed Route Base: $2.00
- Fixed Route Average: $3.15
- Last Base Fare Increase: Jan 2014 (14%)

#### 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>5</td>
<td>3</td>
</tr>
<tr>
<td>Paratransit</td>
<td>10</td>
<td>0</td>
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<tr>
<td>Subcontractor</td>
<td>124</td>
<td>80</td>
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<tr>
<td>System-wide</td>
<td>139</td>
<td>83</td>
</tr>
</tbody>
</table>

#### Act 44 Fixed Route Distribution Factors
- Total Passengers: 563,223
- Senior Passengers: 72,967
- Revenue Vehicle Miles: 1,078,470
- Revenue Vehicle Hours: 55,628

#### Current Fleet Size
- Fixed Route: 43
- Paratransit: 129
- System-wide: 172

---

### OPERATING BUDGET

#### Operating Expense (000’s)

- **$5,604**
  - **Purchased Trans** $3,495
  - **Other** $331
  - **Other Salaries & Wages** $274
  - **Fringes** $90
  - **Fuel Utils** $967
  - **Maint.** $447

#### Operating Funds (000’s)

- **$5,604**
  - **Revenue** $1,587
  - **Federal** $1,047
  - **State** $2,684
  - **Local** $286

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

Revenue includes ADA complementary revenue.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14
## Community Transportation

**Westmoreland County Transit Authority (WCTA)**

- **Address:** 41 Bell Bay, Greensburg, PA 15601
- **Telephone:** 724-832-2705
- **Executive Director:** Mr. Alan Blahovec

### Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles</td>
<td>1,025</td>
</tr>
<tr>
<td>Population</td>
<td>365,169</td>
</tr>
<tr>
<td>65+ Population</td>
<td>68,877</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>18.9%</td>
</tr>
</tbody>
</table>

- **MATP Provider:** Yes
- **Subcontractors:** Yes
- **Percent of Service Subcontracted:** 100%

### Fare Information

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Average Shared-Ride Fare</td>
<td>$20.09</td>
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<tr>
<td>Cost to Commonwealth per Senior Citizen Trip</td>
<td>$16.79</td>
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<tr>
<td>Last Base Fare Increase</td>
<td>July 2013</td>
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</table>

### Trip Information

<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>65+ Trips</td>
<td>128,533</td>
</tr>
<tr>
<td>PwD Trips</td>
<td>3,312</td>
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<tr>
<td>Other Shared-Ride Trips</td>
<td>86,660</td>
</tr>
<tr>
<td>Total Shared-Ride Trips</td>
<td>219,505</td>
</tr>
<tr>
<td>Non-Public Trips</td>
<td>93,353</td>
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</tbody>
</table>

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses

- **Shared-Ride Admin:** 28%
- **Shared-Ride Operating:** 72%

### Sources of Funding

- **MATP:** 35%
- **Lottery:** 34%
- **Passenger Fares:** 4%
- **Subsidy:** 22%
- **Area Agency on Aging:** 3%
- **Other:** <1%
- **PWD Program:** 2%
- **Passenger Fares:** 4%
Shared-Ride Ridership

Prior to FY 13-14 MATP trips were not reported in Total Shared-Ride trips.
**Operating Expense (000’s)**

- **Operator Salaries & Wages**: $1,684
- **Fringes**: $979
- **Fuel Utility**: $743
- **Maint.**: $288
- **Purchased Trans**: $14
- **Other**: $1,606

**Operating Funds (000’s)**

- **State**: $3,361
- **Local**: $303
- **Federal**: $1,500
- **Revenue**: $1,144

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

Revenue includes ADA complementary revenue.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14

(total River Valley Transit) Williamsport RVT

Passengers include ADA complementary passengers.
**York Adams 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: 1,433
- Population: 537,169

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 1,699,341
- Senior Passengers: 174,154
- Revenue Vehicle Miles: 1,703,834
- Revenue Vehicle Hours: 129,646

**Act 44 Operating Assistance**
- Section 1513 Allocation: $4,746,374
- Required Local Match: $361,822

*Includes Rural Service

**Current Fare Information**
- Fixed Route Base: $1.60
- Fixed Route Average: $1.40
- Last Base Fare Increase: July 2013 (3%)

**Act 44 Operating Assistance**
- Section 1513 Allocation: $4,746,374
- Required Local Match: $361,822

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

**Current Fleet Size**
- Fixed Route: 58
- Paratransit: 52
- System-wide: 110

**OPERATING BUDGET**

<table>
<thead>
<tr>
<th>Operating Expense (000's)</th>
<th>Operating Funds (000's)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$10,417</strong></td>
<td><strong>$10,417</strong></td>
</tr>
</tbody>
</table>

- Operator Salaries & Wages $2,864
- Other Salaries & Wages $1,711
- Fringes $2,577
- Fuel Utils $1,478
- Maint. $664
- Other $1,120
- Purchased Trans $3

- State $4,968
- Federal $3,163
- Revenue $1,868
- Local $418

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

York Adams Transportation Authority (YATA)
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%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 4.57%

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: 68,402
- PwD Trips: 14,111
- Other Shared-Ride Trips: 32,503
- Total Shared-Ride Trips: 115,016
- Non-Public Trips: 45,918

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Operating: 55%
- Shared-Ride Admin: 6%
- Exclusive Human Service Program Contracts: 39%

Sources of Funding
- MATP: 34%
- PwD Program: 5%
- Lottery: 25%
- MH/ID: 20%
- Other: 1%
- Subsidy: 8%
- Passenger Fares: 4%
- Area Agency on Aging: 3%
- Passenger Fares: 4%
- Other: 1%
- Subsidy: 8%
- Passenger Fares: 4%
- Area Agency on Aging: 3%
- MATP: 34%
Prior to FY 13-14 MHID trips were not reported in Total Shared-Ride trips.
Section IV

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

House District
Cameron: 67  Clearfield: 74, 75  Elk: 75

Senate District
Cameron: 25  Clearfield: 25, 35, 41  Elk: 25

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

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.45
Last Base Fare Increase: July 2008 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 440,865
Senior Passengers: 28,200
Revenue Vehicle Miles: 1,404,576
Revenue Vehicle Hours: 108,539

Current Employees
Full-Time  Part-Time
Fixed Route: 58  92
Paratransit: 0  0
System-wide: 58  92

Act 44 Operating Assistance
Section 1513 Allocation: $3,731,462
Required Local Match: $249,182

Current Fleet Size
Fixed Route: 50
Paratransit: 48
Trolley Bus: 1
System-wide: 99

OPERATING BUDGET

Operating Expense (000’s)
$7,647
- Operator Salaries & Wages $1,543
- Other Salaries & Wages $1,657
- Maint. $358
- Fuel Utils $896
- Fringes $2,070
- Other Trans $784
- Purchased Trans $339

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

Operating Funds (000’s)
$7,647
- Revenue $1,321
- Local $286
- Federal $2,250
- State $3,790

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

Area Transportation Authority of North Central PA (ATA)
44 Transportation Center
Johnsonburg, PA 15845
866-282-4968
Mr. Michael Imbrogno, CEO

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

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 1.33%

Fare Information
Average Shared-Ride Fare: $4.95
Cost to Commonwealth per Senior Citizen Trip: $4.83
Last Base Fare Increase: July 2009

Trip Information
65+ Trips: 59,045
PwD Trips: 22,753
Other Shared-Ride Trips: 77,312
Total Shared-Ride Trips: 159,110
Non-Public Trips: 22,530

Vehicles Operated in Maximum Service
Community Transportation: 48

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Admin: 19%
- Shared-Ride Operating: 61%
- Exclusive Human Service Program Contracts: 20%

Sources of Funding
- Subsidy: 64%
- MATP: 20%
- Passenger Fares: 5%
- Lottery: 2%
- MH/ID Program: 3%
- Other: 3%
- PwD Program: 2%
- MATP: 20%
- Subsidy: 64%
RURAL SYSTEMS

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

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

Senate District
Butler: 21, 40, 41, 50

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

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.05
Last Base Fare Increase: July 2012 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 222,268
Senior Passengers: 39,423
Revenue Vehicle Miles: 220,369
Revenue Vehicle Hours: 18,405

Current Employees
Full-Time Part-Time
Fixed Route: 4 6
Paratransit: 0 0
Subcontractor: 10 3
System-wide: 14 9

Act 44 Operating Assistance
Section 1513 Allocation: $739,869
Required Local Match: $41,070

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

Community transportation provided by Butler County Community Action and Development (see page 192)

OPERATING BUDGET

Operating Expense (000’s)
$1,827

- Purchased Trans $876
- Other $301
- Maint. $44
- Fuel Util $258
- Fringes $101
- Other Salaries & Wages $247

Revenue

Operating Funds (000’s)
$1,827

- Local $41
- State $805
- Federal $790
- Revenue $191

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

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Carbon County Community Transit
1060 Lehigh Street
Allentown, PA 18103
610-435-4052
Ms. Melissa Gemelli,
Assistant Executive Director/CFO
www.lantabus.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 6,687
Senior Passengers: 3,972
Revenue Vehicle Miles: 34,050
Revenue Vehicle Hours: 3,201

Act 44 Operating Assistance
Section 1513 Allocation: $224,540
Required Local Match: $32,257

Current Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.07
Last Base Fare Increase: Nov 2002 (50%)

Current Employees
<table>
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<tr>
<th>Full-Time</th>
<th>Part-Time</th>
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<tr>
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<td>Subcontractor: 21</td>
<td>25</td>
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<tr>
<td>System-wide: 21</td>
<td>25</td>
</tr>
</tbody>
</table>

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

Operating Expense (000’s)
$126
- Purchased Trans $113
- Other $13

Operating Funds (000’s)
$126
- State $109
- Local $12
- Revenue $5

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

**Operating Expense Per Passenger**

**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

| Carbon County Community Transit | 1060 Lehigh Street  
| Allentown, PA 18103  
| 610-435-4052  
| Ms. Melissa Gemelli,  
| Assistant Executive Director/CFO  

**Service Area Statistics (2010 Census)**

- **Carbon County**
  - Square Miles: 381
  - Population: 65,249
  - 65+ Population: 11,644
  - % of Population 65 and older: 17.8%

**MATP Provider:** Yes  
**Subcontractors:** Yes  
**Percent of Service Subcontracted:** 100%

| Fare Information |  
| Average Shared-Ride Fare: $19.62  
| Cost to Commonwealth per Senior Citizen Trip: $16.57  
| Last Base Fare Increase: April 2009  

**Trip Information**

- 65+ Trips: 31,122
- PwD Trips: 5,151
- Other Shared-Ride Trips: 23,148
- Total Shared-Ride Trips: 59,421
- Non-Public Trips: 14,700

**Vehicles Operated in Maximum Service**

- Community Transportation: 11

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**

- Exclusive Human Service Program Contracts: 22%
- Shared-Ride Admin: 5%
- Shared-Ride Operating: 73%

**Sources of Funding**

- MATP: 54%
- Lottery: 25%
- PwD Program: 4%
- Passenger Fares: 1%
- Area Agency on Aging: 5%
- Subsidy: 10%
- Other: 1%

---
Carbon County Community Transit

Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
CATA (Crawford Area Transportation Authority)

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

House District
Crawford: 6, 17, 65

Senate District
Crawford: 50

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

Current Fleet Size
Fixed Route: 8
Paratransit: 25
System-wide: 33

Act 44 Operating Assistance
Section 1513 Allocation: $661,342
Required Local Match: $32,800

Act 44 Fixed Route Distribution Factors
Total Passengers: 235,672
Senior Passengers: 36,171
Revenue Vehicle Miles: 249,536
Revenue Vehicle Hours: 17,564

Current Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $0.83
Last Base Fare Increase: August 2005 (33%)

Current Employees
Full-Time
Fixed Route: 12
Paratransit: 14
System-wide: 26

Part-Time
7
13
20

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

Current Fleet Size
Fixed Route: 8
Paratransit: 25
System-wide: 33

Operating Budget

Operating Expense (000’s)

$1,084

Operator Salaries & Wages
$271

Other Salaries & Wages
$193

Fringes
$135

Fuel Utilities
$209

Maintenance
$20

Other
$256

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

Operating Funds (000’s)

$1,084

Revenue

$166

Federal
$271

State
$609

Local
$38

Revenue includes ADA complementary revenue.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14

Total Passengers (000’s)

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Revenue Vehicle Hours (000’s)

Operating Expense Per Passenger

Revenue Vehicle Miles (000’s)

Total Ridership Per Revenue Vehicle Hour

FY09-10 FY10-11 FY11-12 FY 12-13 FY 13-14

FY09-10 FY10-11 FY11-12 FY 12-13 FY 13-14

FY09-10 FY10-11 FY11-12 FY 12-13 FY 13-14

FY09-10 FY10-11 FY11-12 FY 12-13 FY 13-14

FY09-10 FY10-11 FY11-12 FY 12-13 FY 13-14

FY09-10 FY10-11 FY11-12 FY 12-13 FY 13-14

FY09-10 FY10-11 FY11-12 FY 12-13 FY 13-14

FY09-10 FY10-11 FY11-12 FY 12-13 FY 13-14

FY09-10 FY10-11 FY11-12 FY 12-13 FY 13-14

FY09-10 FY10-11 FY11-12 FY 12-13 FY 13-14

$0 $2 $4 $6 $8 $10 $15 $30 $45 $60 $75 $0 $5 $10 $15 $20 $25 $30 $35 $40 $45 $50 $55 $60 $65 $70 $75 $80 $85 $90 $95 $100 $105 $110 $115 $120 $125 $130 $135 $140 $145 $150

0 4 8 12 16 20 3 6 9 12 15 18 50 100 150 200 250 300

Passengers include ADA complementary passengers.

CRAWFORD AREA TRANSPORTATION AUTHORITY (CATA)
Community Transportation

Crawford Area Transportation Authority (CATA)  
214 Pine Street,  
Meadville, PA 16335  
814-336-5600  
Mr. Timothy C. Giebel, 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%
MATP Provider: Yes
Subcontractors: No
Percent of Service Subcontracted: N/A

Fare Information
Average Shared-Ride Fare: $17.56
Cost to Commonwealth per Senior Citizen Trip: $15.49
Last Base Fare Increase: July 2013

Trip Information
65+ Trips: 33,776
PWD Trips: 3,675
Other Shared-Ride Trips: 10,608
Total Shared-Ride Trips: 48,059
Non-Public Trips: 8,366

Vehicles Operated in Maximum Service
Community Transportation: 15

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

Exclusive Human Service Program Contracts 9%
Shared-Ride Operating 64%
Shared-Ride Admin 27%

PWD Program 6%
Area Agency on Aging 4%
MATP 17%
Lottery 56%
Other 8%
Subsidy 2%
Passenger Fares 7%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST)

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

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

Act 44 Operating Assistance
Section 1513 Allocation: $482,523
Required Local Match: $40,061

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $0.79
Last Base Fare Increase: July 2009 (25%)

Current Employees
Full-Time  Part-Time
Fixed Route: 7  4
Paratransit: 0  0
System-wide: 7  4

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

Community transportation provided by Area Transportation Authority of North Central PA (see page 138)

OPERATING BUDGET
Operating Expense (000’s) $603
- Operator Salaries & Wages $184
- Other Salaries & Wages $104
- Fringes $92
- Maint. $28
- Fuel Utils $94
- Other $101

Operating Funds (000’s) $603
- Local $40
- Revenue $49
- State $514

Revenue includes ADA complementary revenue.
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Passengers include ADA complementary passengers.
Endless Mountains Transportation Authority (EMTA)
27824 Route 220
Athens, PA 18810
570-888-7330
Mr. William Nichols, Jr.,
General Manager
www.emtatransit.com

Service Area Statistics (2010 Census)
Square Miles:
Population:

Act 44 Operating Assistance
Section 1513 Allocation:
Required Local Match:

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

Senate District
Bradford: 23
Sullivan: 23
Tioga: 25

Current Fare Information
Fixed Route Base:
Fixed Route Average:
Last Base Fare Increase:

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

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

Endless Mountains Transportation Authority (EMTA)
27824 Route 220
Athens, PA 18810
570-888-7330
Mr. William Nichols, Jr.,
General Manager
www.emtatransit.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 137,256
Senior Passengers: 12,505
Revenue Vehicle Miles: 441,831
Revenue Vehicle Hours: 20,135

Act 44 Operating Assistance
Section 1513 Allocation: $729,689
Required Local Match: $54,351

Current Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $0.71
Last Base Fare Increase: October 2005 (33%)

Current Employees
Full-Time
Part-Time
Fixed Route: 8
Paratransit: 18
System-wide: 26

Current Fleet Size
Fixed Route: 16
Paratransit: 43
System-wide: 59

OPERATING BUDGET

Operating Expense (000’s)
$1,112

- Operator Salaries & Wages $321
- Other Salaries & Wages $180
- Fringes $160
- Other $148
- Fuel Utilities $241
- Maint. $62

Operating Funds (000’s)
$1,112

- Local $55
- State $404
- Federal $458
- Revenue $195
- Other $180

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

Operating Expenses

- Shared-Ride Operating: 82%
- Exclusive Human Service Program Contracts: 4%

Sources of Funding

- MATP: 37%
- Lottery: 30%
- Other: 7%
- PwD Program: 7%
- Subsidy: 6%
- MH/ID: 6%
- Area Agency on Aging: 4%
- Passenger Fares: 3%
- Other: 7%
**Agency Service Area**

**Shared-Ride Ridership**

**Shared-Ride Fare Recovery**
RURAL SYSTEMS

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

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

Current Fleet Size
Fixed Route: 23
Paratransit: 14
System-wide: 37

Act 44 Operating Assistance
Section 1513 Allocation: $1,295,153
Required Local Match: $51,835

Current Employees
Full-Time
Fixed Route: 36
Paratransit: 1
System-wide: 37
Part-Time
14
5
19

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.37
Last Base Fare Increase: Sep. 2010 (25%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 487,314
Senior Passengers: 14,867
Revenue Vehicle Miles: 451,393
Revenue Vehicle Hours: 34,284

Current Fleet Size
Fixed Route: 23
Paratransit: 14
System-wide: 37

OPERATING BUDGET

Operating Expense (000's)
$2,292

Operator Salaries & Wages
$769
Purchased Trans
$6
Other
$143
Fringes
$502
Fuel Utils
$167
Maint.
$226

Other Salaries & Wages
$479

Operating Funds (000's)
$2,292

Local
$52
Revenue
$742
State
$1,147
Federal
$351

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14
Community Transportation

Indiana County Transit Authority (IndiGO)

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%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 27.46%

Fare Information

- Average Shared-Ride Fare: $16.04
- Cost to Commonwealth per Senior Citizen Trip: $14.50
- Last Base Fare Increase: November 2013

Trip Information

- 65+ Trips: 24,742
- PwD Trips: 1,668
- Other Shared-Ride Trips: 2,723
- Total Shared-Ride Trips: 29,133
- Non-Public Trips: 35,271

Vehicles Operated in Maximum Service

- Community Transportation: 14

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Operating 29%
- Shared-Ride Admin 5%
- Exclusive Human Service Program Contracts 66%

Sources of Funding

- MATP 65%
- Lottery 22%
- PwD Program 1%
- Area Agency on Aging 4%
- Other 1%
- Subsidy 5%
- Passenger Fares 2%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

(Indiana County Transit Authority) IndiGO
Mid County Transit Authority
220 North Grant Avenue
Kittanning, PA 16201
724-548-8696
Ms. Patti Lynn Baker, General Manager
www.tandctransit.com

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

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

Act 44 Operating Assistance
Section 1513 Allocation: $512,996
Required Local Match: $36,572

Act 44 Fixed Route Distribution Factors
Total Passengers: 39,472
Senior Passengers: 13,145
Revenue Vehicle Miles: 126,513
Revenue Vehicle Hours: 7,805

Current Fare Information
Fixed Route Base: $1.25
Fixed Route Average: $1.42
Last Base Fare Increase: April 2012 (25%)

Current Employees
Full-Time
Part-Time
Fixed Route: 4 1
Paratransit: 8 6
System-wide: 12 7

Operating Budget
Operating Expense (000’s)
$501
Other Salaries & Wages $119
Operator Salaries & Wages $105
Maint. $15
Fuel Util $84
Fringes $124

Operating Funds (000’s)
$501
Local $36
Revenue $34
State $167
Federal $264

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

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

Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armstrong County</td>
<td></td>
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<tr>
<td>Square Miles:</td>
<td>654</td>
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<tr>
<td>Population:</td>
<td>68,941</td>
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<tr>
<td>65+ Population:</td>
<td>12,687</td>
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<tr>
<td>% of Population 65 and older:</td>
<td>18.4%</td>
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</tbody>
</table>

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

Fare Information

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>Information</th>
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<tbody>
<tr>
<td>Average Shared-Ride Fare</td>
<td>$18.47</td>
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<tr>
<td>Cost to Commonwealth per Senior Citizen Trip:</td>
<td>$15.42</td>
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<tr>
<td>Last Base Fare Increase:</td>
<td>August 2010</td>
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</table>

Trip Information

<table>
<thead>
<tr>
<th>Trip Type</th>
<th>Trips:</th>
</tr>
</thead>
<tbody>
<tr>
<td>65+ Trips:</td>
<td>21,699</td>
</tr>
<tr>
<td>PwD Trips:</td>
<td>5,069</td>
</tr>
<tr>
<td>Other Shared-Ride Trips:</td>
<td>6,889</td>
</tr>
<tr>
<td>Total Shared-Ride Trips:</td>
<td>33,657</td>
</tr>
</tbody>
</table>

Vehicles Operated in Maximum Service

Community Transportation: 18

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

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

Sources of Funding

- Passenger Fares: 6%
- Lottery: 42%
- PwD Program: 12%
- Area Agency on Aging: 6%
- MH/ID: 12%
- Other: <1%
- Subsidy: 22%
- Other: <1%

Total Budget: $18.47

Cost per Senior Citizen Trip: $15.42

Last Base Fare Increase: August 2010
Monroe County Transportation Authority (MCTA)
P.O. Box 339
Scotrun, PA 18355
570-839-6282
Ms. Peggy Howarth, Executive Director
www.gomcta.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 246,986
Senior Passengers: 29,016
Revenue Vehicle Miles: 531,221
Revenue Vehicle Hours: 31,263

Act 44 Operating Assistance
Section 1513 Allocation: $1,650,547
Required Local Match: $134,239

Current Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.54
Last Base Fare Increase: July, 2014 (20%)

Current Employees
Full-Time Part-Time
Fixed Route: 15 3
Paratransit: 7 21
System-wide: 22 24

CURRENT FLEET SIZE
Fixed Route: 15
Paratransit: 39
System-wide: 54

MCTA
(Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14)

OPERATING BUDGET
Operating Expense (000’s) $3,067

- Operator Salaries & Wages $612
- Fuel Util $472
- Maint. $194
- Purchased Trans $51
- Operator Salaries & Wages $378
- Other $378
- Fringes $622
- Other Salaries & Wages $739

Operating Funds (000’s) $3,067

- State $1,353
- Federal $1,290
- Local $134
- Revenue $290

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

Monroe County Transportation Authority (MCTA)
P.O. Box 339
Scotrun, PA 18355-0339
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%
MATP Provider: Yes
Subcontractors: No
Percent of Service Subcontracted: N/A

Fare Information
Average Shared-Ride Fare: $20.87
Cost to Commonwealth per Senior Citizen Trip: $17.30
Last Base Fare Increase: July 2014

Trip Information
65+ Trips: 37,241
PwD Trips: 10,617
Other Shared-Ride Trips: 27,657
Total Shared-Ride Trips: 75,515
Non-Public Trips: 32,434

Vehicles Operated in Maximum Service
Community Transportation: 22

COMMUNITY TRANSPORTATION OPERATING BUDGET

<table>
<thead>
<tr>
<th>Operating Expenses</th>
<th>Sources of Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusive Human Service Program Contracts 13%</td>
<td>MATP 37%</td>
</tr>
<tr>
<td>Shared-Ride Admin 25%</td>
<td>Area Agency on Aging 3%</td>
</tr>
<tr>
<td>Shared-Ride Operating 62%</td>
<td>PwD Program 8%</td>
</tr>
<tr>
<td>Passenger Fares 4%</td>
<td>Lottery 29%</td>
</tr>
<tr>
<td>Subsidy 14%</td>
<td>MH/ID 4%</td>
</tr>
<tr>
<td>Other 1%</td>
<td></td>
</tr>
</tbody>
</table>
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

(Monroe County Transportation Authority) MCTA
Borough of Mount Carmel
137 West 4th Street
Mount Carmel, PA 17851
570-339-3956
Mr. Edward T. Cuff, Borough Manager

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: $0.81
Last Base Fare Increase: August 2007 (43%)

Act 44 Operating Assistance
Section 1513 Allocation: $283,720
Required Local Match: $10,526

Act 44 Fixed Route Distribution Factors
Total Passengers: 28,423
Senior Passengers: 14,030
Revenue Vehicle Miles: 56,400
Revenue Vehicle Hours: 4,989

Current Employees
Full-Time Part-Time
Fixed Route: 1 1
Paratransit: 0 0
Subcontractor: 2 4
System-wide: 3 5

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

Purchased
Trans $177

Maintenance
$5

Fuel Utility
$38

Other
$15

Other Salaries & Wages
$94

Operating Expense (000’s)
$329

Operating Funds (000’s)
$329

Community transportation provided by Northumberland County Transportation (see page 218)

BMC (Mount Carmel, Borough of)

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

Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14
Reported ridership prior to FY 2011-12 was overstated.
NEW CASTLE AREA TRANSIT AUTHORITY (NCATA)
311 Mahoning Avenue
New Castle, PA 16102
724-654-3130
Mr. Leonard L. Lastoria, General Manager
www.newcastletransit.org

SERVICE AREA STATISTICS (2010 CENSUS)
Square Miles: 178
Population: 74,880

ACT 44 FIXED ROUTE DISTRIBUTION FACTORS
Total Passengers: 616,359
Senior Passengers: 75,218
Revenue Vehicle Miles: 1,163,666
Revenue Vehicle Hours: 56,510

ACT 44 OPERATING ASSISTANCE
Section 1513 Allocation: $3,664,820
Required Local Match: $182,222

CURRENT FARE INFORMATION
Fixed Route Base: $1.00
Fixed Route Average: $1.97
Last Base Fare Increase: March 2012 (33%)

CURRENT EMPLOYEES
Full-Time | Part-Time
--- | ---
Fixed Route: 53 | 4
Paratransit: 0 | 0
System-wide: 53 | 4

CURRENT FLEET SIZE
Fixed Route: 35
Paratransit: 0
System-wide: 35

COMMUNITY TRANSPORTATION PROVIDED BY ALLIED COORDINATED TRANSPORTATION SERVICES, INC. (SEE PAGE 186)

OPERATING BUDGET

Operating Expense (000’s) $6,987
- Operator Salaries & Wages $1,458
- Other Salaries & Wages $722
- Fringes $2,933
- Fuel Utilities $882
- Maint. $380
- Purchased Trans $52
- Other $560

Operating Funds (000’s) $6,987
- Federal $1,741
- Revenue $1,092
- State $3,972
- Local $182

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.
**Service Area Statistics (2010 Census)**

Square Miles: 277  
Population: 97,441

**Act 44 Fixed Route Distribution Factors**

Total Passengers: 212,250  
Senior Passengers: 71,750  
Revenue Vehicle Miles: 328,572  
Revenue Vehicle Hours: 18,354

**Act 44 Operating Assistance**

Section 1513 Allocation: $1,353,358  
Required Local Match: $53,213

**Current Fleet Size**

Fixed Route: 14  
Paratransit: 29  
System-wide: 43

**Current Employees**

Full-Time  
Fixed Route: 26  
Paratransit: 23  
System-wide: 49

Part-Time  
Fixed Route: 1  
Paratransit: 13  
System-wide: 14

**Current Fare Information**

Fixed Route Base: $1.30  
Fixed Route Average: $1.35  
Last Base Fare Increase: July 2012 (4%)

**Operating Budget**

**Operating Expense (000’s)** $1,950

- Other Salaries & Wages: $511
- Fuel Util: $365
- Maint: $89
- Purchased Trans: $21
- Operator Salaries & Wages: $401
- Other: $151
- Fringes: $412

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

**Operating Funds (000’s)** $1,950

- Local: $53
- State: $1,278
- Federal: $400
- Revenue: $219

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

Operating Expenses

Sources of Funding

### Schuylkill Transportation System (STS)
- 252 Industrial Park Road
- St. Clair, PA 17970
- 570-429-2701
- Mr. David Bekisz, Executive Director

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

### MATP Provider: Yes
### Subcontractors: Yes
### Percent of Service Subcontracted: 22.96%

### Fare Information
- Average Shared-Ride Fare: $16.51
- Cost to Commonwealth per Senior Citizen Trip: $14.05
- Last Base Fare Increase: July 2014

### Trip Information
- 65+ Trips: 48,891
- PwD Trips: 11,956
- Other Shared-Ride Trips: 14,490
- Total Shared-Ride Trips: 75,337
- Non-Public Trips: 34,365

### Vehicles Operated in Maximum Service
- Community Transportation: 27

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

### Passenger Fares 15%
- Lottery 34%
- MATP 18%
- Other 14%
- Subsidy 8%
- PwD Program 8%
- Area Agency on Aging 3%
- Other 3%
### Agency Service Area

![Map of Agency Service Area](image)

### Shared-Ride Ridership

<table>
<thead>
<tr>
<th></th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>65+</td>
<td>65,000</td>
<td>70,000</td>
<td>75,000</td>
<td>80,000</td>
<td>85,000</td>
</tr>
<tr>
<td>PwD</td>
<td>30,000</td>
<td>35,000</td>
<td>40,000</td>
<td>45,000</td>
<td>50,000</td>
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<tr>
<td>Total</td>
<td>95,000</td>
<td>105,000</td>
<td>115,000</td>
<td>125,000</td>
<td>135,000</td>
</tr>
</tbody>
</table>

### Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th></th>
<th>FY 09-10</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Shared-Ride Fare</td>
<td>$15.00</td>
<td>$20.00</td>
<td>$25.00</td>
<td>$30.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>Avg. Shared-Ride Cost per Trip</td>
<td>$5.00</td>
<td>$10.00</td>
<td>$15.00</td>
<td>$20.00</td>
<td>$25.00</td>
</tr>
</tbody>
</table>
Venango County Transportation Office (VCTO)
134 Hanger Drive
Franklin, PA 16323
814-432-3949
Ms. Karen Clark, Program Specialist
www.co.venango.pa.us

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

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

Act 44 Operating Assistance
Section 1513 Allocation: $351,436
Required Local Match: $22,996

Act 44 Fixed Route Distribution Factors
Total Passengers: 56,270
Senior Passengers: 10,436
Revenue Vehicle Miles: 157,849
Revenue Vehicle Hours: 9,025

Current Employees
Fixed Route: 5
Paratransit: 0
System-wide: 5

Current Fare Information
Fixed Route Base: $1.50
Fixed Route Average: $1.44
Last Base Fare Increase: July 2005 (20%)

Act 44 Fixed Route Distribution Factors
Total Passengers: 56,270
Senior Passengers: 10,436
Revenue Vehicle Miles: 157,849
Revenue Vehicle Hours: 9,025

Current Employees
Fixed Route: 5
Paratransit: 0
System-wide: 5

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

VENANGO COUNTY TRANSPORTATION OFFICE
134 Hanger Drive
Franklin, PA 16323
814-432-3949
Ms. Karen Clark, Program Specialist
www.co.venango.pa.us

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

Venango County Transportation Office (VCTO)
1 Dale Avenue
Franklin, PA 16323
814-432-3949
Ms. Karen Clark, Program Specialist

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

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

Fare Information
Average Shared-Ride Fare: $17.51
Cost to Commonwealth per Senior Citizen Trip: $15.05
Last Base Fare Increase: June 2012

Trip Information
65+ Trips: 12,699
PwD Trips: 13,640
Other Shared-Ride Trips: 26,339
Total Shared-Ride Trips: 27,909

Vehicles Operated in Maximum Service
Community Transportation: 12

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

- MATP 37%
- Lottery 19%
- Area Agency on Aging 6%
- Other 21%
- MH/ID 13%
- Subsidy 4%
Shared-Ride Ridership

Agent Service Area

Shared-Ride Fare Recovery
Transit Authority of Warren County (TAWC)
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 Fleet Size
Fixed Route: 5
Paratransit: 14
System-wide: 19

Act 44 Operating Assistance
Section 1513 Allocation: $561,195
Required Local Match: $36,434

Current Employees
Full-Time
Fixed Route: 6
Paratransit: 4
System-wide: 10

Part-Time
Paratransit: 10
System-wide: 14

Act 44 Fixed Route Distribution Factors
Total Passengers: 70,484
Senior Passengers: 8,386
Revenue Vehicle Miles: 192,480
Revenue Vehicle Hours: 10,508

Current Fare Information
Fixed Route Base: $1.00
Fixed Route Average: $0.90
Last Base Fare Increase: July 2012 (33%)

Current Fleet Size
Fixed Route: 5
Paratransit: 14
System-wide: 19

OPERATING BUDGET

Operating Expense (000’s)
$831
- Operator Salaries & Wages: $179
- Other Salaries & Wages: $111
- Fringes: $244
- Fuel Util: $190
- Other: $78
- Maint: $29

Operating Funds (000’s)
$831
- Federal: $94
- State: $608
- Local: $40
- Revenue: $89

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

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Exclusive Human Service Program Contracts: 43%
- Shared-Ride Operating: 49%
- Shared-Ride Admin: 8%

Sources of Funding

- MATP: 49%
- Other: 7%
- Lottery: 37%
- Passenger Fares: 1%
- Area Agency on Aging: 6%
- MATP: 49%

**Community Transportation**

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

- 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%

- **MATP Provider:** Yes
- **Subcontractors:** Yes
- **Percent of Service Subcontracted:** 8.56%

**Fare Information**

- **Average Shared-Ride Fare:** $12.99
- **Cost to Commonwealth per Senior Citizen Trip:** $11.77
- **Last Base Fare Increase:** September 2010

**Trip Information**

- **65+ Trips:** 28,373
- **PwD Trips:** 725
- **Other Shared-Ride Trips:** 6,190
- **Total Shared-Ride Trips:** 35,288
- **Non-Public Trips:** 885

**Vehicles Operated in Maximum Service**

- **Community Transportation:** 8
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
Section V

Community Transportation
Community Transportation

Activity

**Allied Coordinated Transportation Services, Inc.**
241 West Grant Street
New Castle, PA 16193
724-658-7258
Mr. Thomas Scott, CEO

**Fare Information**
- Average Shared-Ride Fare: $15.38
- Cost to Commonwealth per Senior Citizen Trip: $12.38
- Last Base Fare Increase: July 2012

**Service Area Statistics (2010 Census)**

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

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

**Trip Information**
- 65+ Trips: 27,436
- PwD Trips: 2,218
- Other Shared-Ride Trips: 48,723
- Total Shared-Ride Trips: 78,377
- Non-Public Trips: 2,377

**Vehicles Operated in Maximum Service**
Community Transportation: 19

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**
- Exclusive Human Service Program Contracts: 8%
- Shared-Ride Admin: 5%
- Shared-Ride Operating: 87%

**Sources of Funding**
- MATP: 33%
- MH/ID: 15%
- Lottery: 26%
- PwD Program: 3%
- Area Agency on Aging: 1%
- PwD Program: 3%
- Passenger Fares: 4%
- Other: 18%
Community Transportation

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

Fare Information
Average Shared-Ride Fare: $19.00
Cost to Commonwealth per Senior Citizen Trip: $15.79
Last Base Fare Increase: September 2014

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

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

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Exclusive Human Service Program Contracts: 25%
- Area Agency on Aging PwD Program: 1%
- Other: 21%
- Lottery: 41%
- Passenger Fares: 4%
- Shared-Ride Admin: 4%
- Shared-Ride Operating: 71%

Sources of Funding
- MATP: 25%
- Area Agency on Aging: 6%
- PwD Program: 1%
- Lottery: 41%
- Passenger Fares: 4%
- Other: 21%
- MH/ID: 2%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

Blair Senior Services, Inc.
Community Transportation

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

Service Area Statistics (2010 Census)

Bucks County
- Square Miles: 607
- Population: 625,249
- 65+ Population: 91,219
- % of Population 65 and older: 14.6%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service subcontracted: 24.45%

Fare Information
- Average Shared-Ride Fare: $23.16
- Cost to Commonwealth per Senior Citizen Trip: $19.30
- Last Base Fare Increase: October 2012

Trip Information
- 65+ Trips: 156,083
- PwD Trips: 34,310
- Other Shared-Ride Trips: 1,722
- Total Shared-Ride Trips: 192,115
- Non-Public Trips: 351,701

Community Transportation Operating Budget

Operating Expenses
- Exclusive Human Service Contracts 57%
- Area Agency on Aging 2%
- PwD Program 7%
- Lottery 28%
- Passenger Fares 5%
- MH/ID 18%
- Other 14%

Sources of Funding
- MATP 26%
- PwD Program 7%
- Lottery 28%
- Passenger Fares 5%
- MH/ID 18%
- Other 14%
- Passenger Fares 5%
Agency Service Area

Shared-Ride Ridership

- 50,000
- 100,000
- 150,000
- 200,000
- 250,000

FY 09-10 FY 10-11 FY 11-12 FY 12-13 FY 13-14
65+ PwD Total

Shared-Ride Fare Recovery

- $0.00
- $5.00
- $10.00
- $15.00
- $20.00
- $25.00

FY 09-10 FY 10-11 FY 11-12 FY 12-13 FY 13-14
Avg. Shared-Ride Fare Avg. Shared-Ride Cost per Trip
Community Transportation

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

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

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 100%

Fare Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
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<tbody>
<tr>
<td>Average Shared-Ride Fare</td>
<td>$16.57</td>
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<tr>
<td>Cost to Commonwealth per Senior Citizen Trip</td>
<td>$13.69</td>
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<td>Last Base Fare Increase</td>
<td>January 2013</td>
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Trip Information

<table>
<thead>
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<th>Value</th>
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<tbody>
<tr>
<td>65+ Trips</td>
<td>31,729</td>
</tr>
<tr>
<td>PwD Trips</td>
<td>7,805</td>
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<tr>
<td>Other Shared-Ride Trips</td>
<td>14,780</td>
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<tr>
<td>Total Shared-Ride Trips</td>
<td>54,314</td>
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Vehicles Operated in Maximum Service
Community Transportation: 18

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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<tr>
<td>Shared-Ride Admin</td>
<td>5%</td>
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<tr>
<td>Shared-Ride Operating</td>
<td>95%</td>
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Sources of Funding

<table>
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<th>Source</th>
<th>Percentage</th>
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<tr>
<td>Passenger Fares</td>
<td>46%</td>
</tr>
<tr>
<td>Lottery</td>
<td>46%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>18%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>7%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>9%</td>
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<tr>
<td>MATP</td>
<td>&lt;1%</td>
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<tr>
<td>PwD Program</td>
<td>12%</td>
</tr>
<tr>
<td>MATP Program</td>
<td>12%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>3%</td>
</tr>
<tr>
<td>Passenger Fares</td>
<td>5%</td>
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</table>
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

Butler County Community Action

Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14
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%

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

Fare Information
Average Shared-Ride Fare: $16.24
Cost to Commonwealth per Senior Citizen Trip: $12.91
Last Base Fare Increase: April 2009

Trip Information
65+ Trips: 36,561
PwD Trips: 5,053
Other Shared-Ride Trips: 38,620
Total Shared-Ride Trips: 80,234
Non-Public Trips: 2,748

Vehicles Operated in Maximum Service
Community Transportation: 23

COMMUNITY TRANSPORTATION OPERATING BUDGET

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

Sources of Funding
- MATP: 23%
- Area Agency on Aging: 8%
- PwD Program: 5%
- Lottery: 26%
- Passenger Fares: 1%
- Subsidy: 1%
- Other: 18%
- MH/ID: 18%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
## Community Transportation

### ROVER Community Transportation

1002 South Chestnut Street  
Downingtown, PA 19335  
484-696-3854  
Mr. Gary D. Krapf, President

### Service Area Statistics (2010 Census)

- **Square Miles:** 756  
- **Population:** 498,886
- **65+ Population:** 63,875
- **% of Population 65 and older:** 12.8%

**MATP Provider:** Yes  
**Subcontractors:** Yes  
**Percent of Service Subcontracted:** 8.54%

### Fare Information

- **Average Shared-Ride Fare:** $21.74
- **Cost to Commonwealth per Senior Citizen Trip:** $14.71
- **Last Base Fare Increase:** July 2010

### Trip Information

- **65+ Trips:** 156,283
- **PwD Trips:** 35,850
- **Other Shared-Ride Trips:** 100,968
- **Total Shared-Ride Trips:** 293,101
- **Non-Public Trips:** 68,901

### Vehicles Operated in Maximum Service

- **Community Transportation:** 63

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses

- **Exclusive Human Service Program Contracts:** 25%
- **Shared-Ride Admin:** 11%
- **Shared-Ride Operating:** 64%
- **Operating Expenses:** [Pie Chart]

### Sources of Funding

- **MATP:** 39%
- **PwD Program:** 7%
- **Lottery:** 26%
- **Passenger Fares:** 6%
- **Subsidy:** 4%
- **Other:** 14%
- **MH/ID:** 4%

---

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Shared-Ride Ridership

Agency Service Area

Shared-Ride Fare Recovery

FY 09-10 FY 10-11 FY 11-12 FY 12-13 FY 13-14
65+ PwD Total

FY 09-10 FY 10-11 FY 11-12 FY 12-13 FY 13-14
Avg. Shared-Ride Fare Avg. Shared-Ride Cost per Trip

ECOLANE
Scheduling Software
Community Transportation

Clarion County Transportation
338 Amsler Avenue, Suite 1
Shippenville, PA 16254
814-226-7012
Ms. Mary Lutz, Administrative Officer

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

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 100%

Fare Information
Average Shared-Ride Fare: $34.34
Cost to Commonwealth per Senior Citizen Trip: $27.94
Last Base Fare Increase: July 2013

Trip Information
65+ Trips: 10,785
PwD Trips: 464
Other Shared-Ride Trips: 13,400
Total Shared-Ride Trips: 24,649
Non-Public Trips: 754

Vehicles Operated in Maximum Service
Community Transportation: 20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

- MATP 52%
- Area Agency on Aging 5%
- PwD Program 1%
- Lottery 26%
- Passenger Fares <1%
- MH/ID 5%
- Other 10%
- Passenger Fares <1%

Shared-Ride Admin 75%
Exclusive Human Service Program Contracts 25%
Clarion County

Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
Community Transportation

### Cumberland County Transportation Department
1601 Ritner Highway  
Carlisle, PA 12013  
1-800-315-2546  
Ms. Rose Cook, Director

### Service Area Statistics (2010 Census) - Cumberland County
- **Square Miles:** 550
- **Population:** 35,406
- **65+ Population:** 36,745
- **% of Population 65 and older:** 15.6%

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

### Fare Information
- **Average Shared-Ride Fare:** $17.00
- **Cost to Commonwealth per Senior Citizen Trip:** $12.57
- **Last Base Fare Increase:** July 2013

### Trip Information
- **65+ Trips:** 41,589
- **PwD Trips:** 10,064
- **Other Shared-Ride Trips:** 75,787
- **Total Shared-Ride Trips:** 127,440
- **Non-Public Trips:** 7,122

### Vehicles Operated in Maximum Service
- **Community Transportation:** 22

### COMMUNITY TRANSPORTATION OPERATING BUDGET

#### Operating Expenses
- **Shared-Ride Operating:** 79%
- **Shared-Ride Admin:** 14%
- **Exclusive Human Service Program Contracts:** 7%

#### Sources of Funding
- **MATP:** 16%
- **MH/ID:** 42%
- **Lottery:** 22%
- **Passenger Fares:** 1%
- **Subsidy:** 1%
- **Other:** 4%
- **Area Agency on Aging:** 8%

---

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Operating: 79%
- Shared-Ride Admin: 14%
- Exclusive Human Service Program Contracts: 7%

Sources of Funding

- MATP: 16%
- MH/ID: 42%
- Lottery: 22%
- Passenger Fares: 1%
- Subsidy: 1%
- Other: 4%
- Area Agency on Aging: 8%
Cumberland County

Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
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%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 9.26%

Fare Information
- Average Shared-Ride Fare: $31.96
- Cost to Commonwealth per Senior Citizen Trip: $25.95
- Last Base Fare Increase: August 2013

Trip Information
- 65+ Trips: 101,394
- PwD Trips: 1,587
- Other Shared-Ride Trips: 97,870
- Total Shared-Ride Trips: 200,851
- Non-Public Trips: 226,104

Vehicles Operated in Maximum Service
Community Transportation: 46

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

- MATP 40%
- Lottery 18%
- PwD Program <1%
- Area Agency on Aging 1%
- Passenger Fares 2%
- Other 39%

- Exclusive Human Service Program Contracts 56%
- Shared-Ride Admin 4%
- Shared-Ride Operating 40%
Community Transportation

Forest County Transportation
Forest County Building
Marienville, PA 16239
814-927-8226
Ms. Raelene Hickox, Director

Service Area Statistics (2010 Census)
Forest County
Square Miles: 428
Population: 7,716
65+ Population: 1,418
% of Population 65 and older: 18.4%

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

Fare Information
Average Shared-Ride Fare: $28.28
Cost to Commonwealth per Senior Citizen Trip: $22.61
Last Base Fare Increase: February 2010

Trip Information
65+ Trips: 10,619
PwD Trips: 522
Other Shared-Ride Trips: 1,879
Total Shared-Ride Trips: 13,020
Non-Public Trips: 1,181

Vehicles Operated in Maximum Service
Community Transportation: 7

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Shared-Ride Admin 28%
Shared-Ride Operating 72%

Sources of Funding
Passenger Fares 61%
Lottery 4%
PwD Program 4%
Area Agency on Aging 6%
MATP 19%
MH/ID 1%
Other 8%

PwD Program 4%
Area Agency on Aging 6%
MATP 19%
MH/ID 1%
Other 8%

Passenger Fares 61%
Lottery 4%
## Community Transportation

### Franklin County Transportation
191 Franklin Farm Lane
Chambersburg, PA 17202
717-264-5225
Ms. Odessa Trinkle, Director

### Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Square Miles</td>
<td>772</td>
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<tr>
<td>Population</td>
<td>149,618</td>
</tr>
<tr>
<td>65+ Population</td>
<td>24,678</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>16.5%</td>
</tr>
</tbody>
</table>

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

### Fare Information
- **Average Shared-Ride Fare:** $18.38
- **Cost to Commonwealth per Senior Citizen Trip:** $15.75
- **Last Base Fare Increase:** January 2012

### Trip Information
- **65+ Trips:** 21,124
- **PWD Trips:** 5,335
- **Other Shared-Ride Trips:** 23,491
- **Total Shared-Ride Trips:** 49,950
- **Non-Public Trips:** 10,104

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

### Community Transportation Operating Budget

#### Operating Expenses
- **Shared-Ride Operating:** 53%
- **Exclusive Human Service Program Contracts:** 11%
- **Shared-Ride Admin:** 36%

#### Sources of Funding
- **MATP:** 42%
- **Area Agency on Aging:** 6%
- **PwD Program:** 6%
- **Passenger Fares:** 24%
- **Lottery:** 24%
- **Subsidy:** 12%
- **Other:** 8%
- **MH/ID:** <1%
Community Transportation

Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14

Franklin County

Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

Ecolane Scheduling Software

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

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

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

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

Fare Information
Average Shared-Ride Fare: $21.29
Cost to Commonwealth per Senior Citizen Trip: $12.96
Last Base Fare Increase: November 2014

Trip Information
65+ Trips: 14,012
PwD Trips: 6,660
Other Shared-Ride Trips: 28,002
Total Shared-Ride Trips: 48,674
Non-Public Trips: 105

Vehicles Operated in Maximum Service
Community Transportation: 23

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Funding Sources

MATP 57%
Other 4%
Subsidy 15%
Passenger Fares 2%
Lottery 14%
PwD Program 6%
Area Agency on Aging 2%

Greene County
576
38,686
5,931
15.3%
Yes
No
N/A

Operating Expenses

Shared-Ride Admin 19%
Exclusive Human Service Program Contracts 10%
Shared-Ride Operating 71%

Sources of Funding

$21.29
$12.96
November 2014
14,012
6,660
28,002
48,674
105

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

Shared-Ride Ridership

Shared-Ride Fare Recovery

Greene County
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%

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

Fare Information
Average Shared-Ride Fare: $17.54
Cost to Commonwealth per Senior Citizen Trip: $15.33
Last Base Fare Increase: November 2011

Trip Information
65+ Trips: 68,064
PwD Trips: 6,813
Other Shared-Ride Trips: 33,624
Total Shared-Ride Trips: 108,501

Vehicles Operated in Maximum Service
Community Transportation: 45

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

- Lottery 54%
- MATP 19%
- PwD Program 5%
- Area Agency on Aging 9%
- Other 2%
- Passenger Fares 11%
- Shared-Ride Admin 17%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Exclusive Human Service Program Contracts: 4%
- Shared-Ride Operating: 77%
- Shared-Ride Admin: 19%

Sources of Funding

- Lottery: 27%
- PwD Program: 2%
- Passenger Fares: 3%
- Other: 2%
- MATP: 3%
- Area Agency on Aging: 63%

Fare Information

- Average Shared-Ride Fare: $22.31
- Cost to Commonwealth per Senior Citizen Trip: $15.66
- Last Base Fare Increase: May 2013

Trip Information

- 65+ Trips: 20,697
- PwD Trips: 1,946
- Other Shared-Ride Trips: 28,799
- Total Shared-Ride Trips: 51,422
- Non-Public Trips: 169

Call-A-Ride Service

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

Service Area Statistics (2010 Census)

- Square Miles: 803
- Population: 71,318
- 65+ Population: 12,777
- % of Population 65 and older: 17.9%

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

COMMUNITY TRANSPORTATION (Mifflin and Juniata Counties)

Vehicles Operated in Maximum Service

Community Transportation: 18
Agency Service Area

Shared-Ride Ridership

[Graph showing shared-ride ridership by FY and age groups]

Shared-Ride Fare Recovery

[Graph showing shared-ride fare recovery by FY and average cost per trip]
## Community Transportation

### Montour County Transit

112 Woodbine Lane, Suite 1  
Danville, PA 17821  
570-271-0833  
Mr. Shawn Mowery, 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%

<table>
<thead>
<tr>
<th>MATP Provider</th>
<th>Yes</th>
<th>Subcontractors</th>
<th>No</th>
<th>Percent of Service Subcontracted</th>
<th>N/A</th>
</tr>
</thead>
</table>

### Fare Information

- Average Shared-Ride Fare: $13.32
- Cost to Commonwealth per Senior Citizen Trip: $8.73
- Last Base Fare Increase: May 2005

### Trip Information

- 65+ Trips: 11,538
- PwD Trips: 2,381
- Other Shared-Ride Trips: 7,456
- Total Shared-Ride Trips: 21,375
- Non-Public Trips: 10,059

### Vehicles Operated in Maximum Service Community Transportation

- 10

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses

- Exclusive Human Service Program Contracts 38%
- Shared-Ride Operating 40%
- Shared-Ride Admin 22%

### Sources of Funding

- MATP 57%
- PwD Program 5%
- Lottery 25%
- Passenger Fares 4%
- Other 6%
Montour County Transit

Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

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

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)

<table>
<thead>
<tr>
<th></th>
<th>Columbia County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles</td>
<td>486</td>
</tr>
<tr>
<td>Population</td>
<td>67,295</td>
</tr>
<tr>
<td>65+ Population</td>
<td>10,811</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>16.1%</td>
</tr>
</tbody>
</table>

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

Fare Information

Average Shared-Ride Fare: $16.67
Cost to Commonwealth per Senior Citizen Trip: $14.17
Last Base Fare Increase: July 2003

Trip Information

65+ Trips: 29,270
PwD Trips: 7,158
Other Shared-Ride Trips: 10,482
Total Shared-Ride Trips: 46,910
Non-Public Trips: 4,328

Vehicles Operated in Maximum Service

Community Transportation: 17

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Exclusive Human Service Program Contracts 11%
- Shared-Ride Admin 37%
- Shared-Ride Operating 52%
- Other 7%

Sources of Funding

- Lottery 44%
- Passenger Fares 4%
- PwD Program 10%
- Area Agency on Aging 9%
- MATP 26%
- Other 7%
**MTR Transportation, Inc./Columbia County**

**Agency Service Area**

**Shared-Ride Ridership**

**Shared-Ride Fare Recovery**

- **Avg. Shared-Ride Fare**
- **Avg. Shared-Ride Cost per Trip**
## Community Transportation

**Northumberland County Transportation**

- 61 Tyler Avenue
- Elysburg, PA 17284
- 1-800-479-2626
- Mr. Richard Farr, Executive Director

**Service Area Statistics (2010 Census)**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Square Miles</td>
<td>460</td>
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<tr>
<td>Population</td>
<td>94,528</td>
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<tr>
<td>65+ Population</td>
<td>17,516</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>18.5%</td>
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</table>

**MATP Provider:** Yes  
**Subcontractors:** Yes  
**Percent of Service Subcontracted:** 8.05%

**Fare Information**

- Average Shared-Ride Fare: $18.95
- Cost to Commonwealth per Senior Citizen Trip: $14.10
- Last Base Fare Increase: July 2011

**Trip Information**

- 65+ Trips: 33,080
- PwD Trips: 6,000
- Other Shared-Ride Trips: 67,748
- Total Shared-Ride Trips: 106,828

**Vehicles Operated in Maximum Service**

- Community Transportation: 32

---

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**

- Shared-Ride Operating: 95%
- Shared-Ride Admin: 5%

**Sources of Funding**

- Passenger Fares: 2%
- Lottery: 25%
- PwD Program: 5%
- Area Agency on Aging: 3%
- MATP: 29%
- Other: 17%
- MH/ID: 19%
- Passenger Fares: 2%
COMMUNITY TRANSPORTATION

Perry County Transportation Department
151 Red Hill Road
Newport, PA 17074-0217
717-567-2490
Ms. Stacey Nybeck, 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%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 6.45%

Fare Information
Average Shared-Ride Fare: $29.86
Cost to Commonwealth per Senior Citizen Trip: $22.30
Last Base Fare Increase: August 2013

Trip Information
65+ Trips: 16,020
PwD Trips: 4,261
Other Shared-Ride Trips: 16,998
Total Shared-Ride Trips: 37,279
Non-Public Trips: 10,259

Vehicles Operated in Maximum Service
Community Transportation: 29

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Shared-Ride Operating 63%
Exclusive Human Service Program Contracts 22%
Shared-Ride Admin 15%

Sources of Funding

MATP 30%
Lottery 25%
Passenger Fares 3%
Other 1%
Area Agency on Aging 5%
PwD Program 6%
MH/ID 30%

Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14

220
Shared-Ride Ridership

- 65+
- PwD
- Total

Shared-Ride Fare Recovery

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

Agency Service Area

Perry County
Community Transportation

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

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

Fare Information
Average Shared-Ride Fare: $20.40
Cost to Commonwealth per Senior Citizen Trip: $15.85
Last Base Fare Increase: October 2009

Trip Information
65+ Trips: 17,753
PwD Trips: 2,901
Other Shared-Ride Trips: 6,076
Total Shared-Ride Trips: 26,730

Vehicles Operated in Maximum Service
Community Transportation: 22

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Shared-Ride Operating 69%
Exclusive Human Service Program Contracts 16%
Shared-Ride Admin 15%

Sources of Funding

PwD Program 5%
Area Agency on Aging 3%
MATP 32%
Lottery 30%
Passenger Fares 4%
Subsidy 24%
Other 2%
Passenger Fares 4%
Subsidy 24%
Other 2%
Shared-Ride Ridership

Agency Service Area

Shared-Ride Fare Recovery

Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14
Community Transportation

Tableland Services, Inc.
535 East Main Street
Somerset, PA 15501
814-445-9626 Ext. 206
Mr. David Mrozowski, Executive Director

Fare Information
- Average Shared-Ride Fare: $14.15
- Cost to Commonwealth per Senior Citizen Trip: $11.95
- Last Base Fare Increase: July 2011

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%

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

Trip Information
- 65+ Trips: 14,079
- PwD Trips: 2,796
- Other Shared-Ride Trips: 12,735
- Total Shared-Ride Trips: 29,610
- Non-Public Trips: 17,784

Vehicles Operated in Maximum Service
Community Transportation: 8

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Operating: 26%
- Shared-Ride Admin: 12%
- Exclusive Human Service Program Contracts: 62%

Sources of Funding

- Area Agency on Aging: 3%
- Lottery: 13%
- Passenger Fares: 2%
- Subsidy: 2%
- MH/ID: 3%
- MATP: 74%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
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%

MATP Provider: Yes
Subcontractors: Yes
Percent of Service Subcontracted: 17.33%

Fare Information

- Average Shared-Ride Fare: $21.00
- Cost to Commonwealth per Senior Citizen Trip: $17.15
- Last Base Fare Increase: June 2012

Trip Information

- 65+ Trips: 35,013
- PwD Trips: 6,677
- Other Shared-Ride Trips: 49,798
- Total Shared-Ride Trips: 91,488

Vehicles Operated in Maximum Service

- Community Transportation: 29

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

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

Sources of Funding

- Passenger Fares 9%
- Subsidy 2%
- Other 16%
- MATP 39%
- Area Agency on Aging 3%
- Lottery 26%
- PwD Program 5%
- Passenger Fares 9%
STEP, Inc./Lycoming and Clinton Counties

Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14
Community Transportation

**Suburban Transit Network, Inc.**
980 Harvest Drive, Suite 100
Blue Bell, PA 19422
215-542-7433
Ms. Patricia Moir, Executive Director

**Fare Information**
- Average Shared-Ride Fare: $25.45
- Cost to Commonwealth per Senior Citizen Trip: $20.51
- Last Base Fare Increase: August 2014

**Service Area Statistics (2010 Census)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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<tr>
<td>Square Miles:</td>
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<td>Population:</td>
<td>43,356</td>
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<tr>
<td>65+ Population:</td>
<td>7,845</td>
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<tr>
<td>% of Population 65 and older:</td>
<td>18.1%</td>
</tr>
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</table>

**MATP Provider:** Yes
**Subcontractors:** Yes
**Percent of Service Subcontracted:** 100%

**Trip Information**
- 65+ Trips: 196,706
- PwD Trips: 16,523
- Other Shared-Ride Trips: 89,585
- Total Shared-Ride Trips: 302,814
- Non-Public Trips: 526,306

**Vehicles Operated in Maximum Service**
- Community Transportation: 210

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**COMMUNITY TRANSPORTATION OPERATING BUDGET**

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<th>Source of Funding</th>
<th>Percentage</th>
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<td>Passenger Fares</td>
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<td>MATP</td>
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<td>PwD Program</td>
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<td>MATP Area Agency on Aging</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>58%</td>
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</tbody>
</table>

**Operating Expenses**
- Shared-Ride Operating: 39%
- Shared-Ride Admin: 8%
- Exclusive Human Service Program Contracts: 53%

---
Community Transportation

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

Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Susquehanna County</th>
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<tbody>
<tr>
<td>Square Miles:</td>
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<tr>
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<td>43,356</td>
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<tr>
<td>65+ Population:</td>
<td>7,845</td>
</tr>
<tr>
<td>% of Population 65 and older:</td>
<td>18.1%</td>
</tr>
</tbody>
</table>

MATP Provider: Yes
Subcontractors: Yes (Volunteer Drivers)
Percent of Service Subcontracted: 6.10%

Fare Information

- Average Shared-Ride Fare: $30.71
- Cost to Commonwealth per Senior Citizen Trip: $24.50
- Last Base Fare Increase: March 2013

Trip Information

- 65+ Trips: 15,045
- PwD Trips: 2,592
- Other Shared-Ride Trips: 9,550
- Total Shared-Ride Trips: 27,187
- Non-Public Trips: 4,742

Vehicles Operated in Maximum Service

Community Transportation: 20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

- Shared-Ride Operating: 54%
- Exclusive Human Service Program Contracts: 16%
- Shared-Ride Admin: 30%

Sources of Funding

- MATP: 49%
- Lottery: 36%
- PwD Program: 5%
- Area Agency on Aging: 6%
- Passenger Fares: 2%
- Subsidy: 1%
- Other: 1%
Susquehanna County Transportation

Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery

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

Union/Snyder Transportation Alliance
713 Bridge Street, Suite 11
Selinsgrove, PA 17870
570-884-3782
Ms. Cynthia Zerbe, Administrator

Service Area Statistics (2010 Census)
Union and Snyder Counties
- Square Miles: 648
- Population: 84,649
- 65+ Population: 12,798
- % of Population 65 and older: 15.1%

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

Fare Information
- Average Shared-Ride Fare: $18.11
- Cost to Commonwealth per Senior Citizen Trip: $13.93
- Last Base Fare Increase: August 2013

Trip Information
- 65+ Trips: 20,738
- PwD Trips: 10,878
- Other Shared-Ride Trips: 42,633
- Total Shared-Ride Trips: 74,249
- Non-Public Trips: 5,910

Vehicles Operated in Maximum Service
- Community Transportation: 20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- Shared-Ride Operating: 67%
- Exclusive Human Service Program Contracts: 20%
- Shared-Ride Admin: 13%

Sources of Funding
- MATP: 31%
- MH/ID: 20%
- Lottery: 16%
- Subsidy: 1%
- Other: 18%
- Passenger Fares: 3%
- Area Agency on Aging: 1%
- PwD Program: 10%
- Passenger Fares: 3%
- Subsidy: 1%
- Other: 18%
Agency Service Area

Shared-Ride Ridership

Shared-Ride Fare Recovery
**Community Transportation**

**Washington County Transportation Authority**
- 382 West Chestnut Street, Suite 108
- Washington, PA 15301
- 724-2223-8747
- 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%

**Fare Information**
- Average Shared-Ride Fare: $21.23
- Cost to Commonwealth per Senior Citizen Trip: $15.63
- Last Base Fare Increase: May 2014

**MATP Provider:** Yes
**Subcontractors:** Yes
**Percent of Service Subcontracted:** 100%

**Trip Information**
- 65+ Trips: 113,233
- PwD Trips: 30,206
- Other Shared-Ride Trips: 84,812
- Total Shared-Ride Trips: 228,251
- Non-Public Trips: 14,281

**Vehicles Operated in Maximum Service**
- Community Transportation: 65

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**
- Shared-Ride Operating: 80%
- Exclusive Human Service Program Contracts: 10%

**Sources of Funding**
- MATP: 40%
- Area Agency on Aging: 5%
- Lottery: 31%
- PwD Program: 10%
- Passenger Fares: 4%
- Subsidy: 4%
- Other: 4%
- MH/ID: 2%
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%

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

Fare Information
Average Shared-Ride Fare: $26.92
Cost to Commonwealth per Senior Citizen Trip: $20.65
Last Base Fare Increase: June 2011

Trip Information
65+ Trips: 24,600
PWD Trips: 1,537
Other Shared-Ride Trips: 15,882
Total Shared-Ride Trips: 42,019
Non-Public Trips: 5,030

Vehicles Operated in Maximum Service
Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
Shared-Ride Operating 79%
Other Subcontracts 10%
Exclusive Human Service Program Contracts 5%

Sources of Funding
Lottery 40%
Passenger Fares 3%
Other 1%
MATP 42%
Area Agency on Aging 10%
PwD Program 2%
MH/ID 2%

Section VI

Capital Project Highlights
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In 2013, Act 89 was passed as a comprehensive transportation funding package that provides $2.3 billion in additional funding over a five-year period for road projects, bridge repairs, and public transportation improvements. This newly established, dedicated funding stream allows the Commonwealth to remain economically competitive with neighboring states and demonstrates a commitment to bringing the statewide transportation system into a state of good repair. The legislation also established a multimodal fund which allocates funding to ports, freight and passenger rail, aviation, transit, and bicycle and pedestrian projects.

Act 89 benefits public transportation by reinforcing funding for transit operations and creating nearly $500 million in additional revenue to fund mass transit capital projects by FY2017-18. Capital program funding accounts for approximately one-third of dedicated public transportation funding in Pennsylvania, and transit agencies are already experiencing measurable improvements as a result. The following pages highlight eleven capital projects completed in FY2013-14 that were made possible using capital funding assistance provided by the Bureau of Public Transportation.
In the fall of 2010, the Dilworth Plaza project was awarded a $15 million TIGER grant, matching a $15.5 million RACP grant from the Commonwealth of Pennsylvania. The goal of the project was to transform the plaza into an attractive park for leisure activities and a vibrant public space that can be used for multiple civic functions. Additionally, the project sought to build high-quality entrances to public transit while improving the ease of access to subways, trolleys, and regional rail. SEPTA’s largest contribution to the project included the construction and installation of three new elevators connecting the upper concourse level of Dilworth Park to the westbound and eastbound Market-Frankford Lines (MFL) and the eastbound Trolley Line at the 15th Street Station platforms. Two new fare lines were also constructed to showcase the agency’s new fare modernization program, SEPTA Key.

PAAC recognizes that timely replacement of its revenue vehicle fleet is an integral part of maintaining long-term financial stability and providing excellent customer service. During FY 2013-14, PAAC expended a total of $24.95 million to replace 12- to 13-year-old buses. PAAC’s new 40-foot diesel vehicles have reduced the average age of the fleet from 7.98 years to 7.49 years. A modern bus fleet enhances customer satisfaction, improves emissions and safety, and reduces the overall operating costs.
Area Transportation Authority of North Central PA (ATA)

In 2014, ATA completed body refurbishments on four 2005 Gillig 30’ buses. Repairs were made to the frames of the buses and further treatment occurred to prevent future deterioration. All of the vehicles received a new coat of paint, and the white buses were branded with ATA’s new two tone orange paint scheme to match the rest of the fleet. New LED lighting fixtures were installed around the bus to replace outdated incandescent light units. These repairs were necessary to bring the four buses back into service and were more cost effective than purchasing new busses.

Beaver County Transit Authority (BCTA)

BCTA conducted a Bus Shelter Planning Study in the fall of 2014. The study assessed every shelter in the BCTA fixed route service area and identified potential new shelter locations. The study included an analysis of “Best Practices,” site conditions (including ADA requirements), and the development of specifications for each location. In addition, BCTA plans to place benches at locations that do not warrant a shelter. The “Best Practices” document includes recommendations for overall design, materials, lighting, seating, trash and cigarette receptacles, and maintenance standards. The study will be completed in the summer of 2015.
Capital Project Highlights

Cambria County Transit Authority (CamTran)

CamTran broke ground on its new administration, operations and maintenance facility in May 2013 and completed construction in late 2014. The new two-level building houses 31 buses and serves as the center for all of CamTran’s administrative, operations, and maintenance functions. The project was funded through multiple sources, including the Federal Transit Administration, PennDOT’s Bureau of Public Transportation, the Cambria County Commissioners, and the Johnstown Redevelopment Authority. By building a more efficient facility, CamTran is able to continue offering quality public transportation to the residents of Cambria County.

Crawford Area Transportation Authority (CATA)

As a transit provider operating in a rural county, CATA frequently contracted all maintenance activities to private firms. Finding local contractors to work on complex, large vehicles is often a challenge for CATA. To prevent sending buses out of state for major engine repairs, CATA formed a Mutual Cooperation Pact with the Erie Metropolitan Transportation Authority (EMTA) to utilize the expertise and technology of the agency’s maintenance department. Having dedicated transit mechanics perform maintenance services on the CATA fleet resulted in a 50% faster turnaround time for maintenance work. Additionally, the high quality repair services at a lower cost per hour has improved the preservation of CATA’s capital assets.
Capital Project Highlights

Lehigh and Northampton Transportation Authority (LANta)

In 2014, LANta purchased nine diesel hybrid electric heavy duty transit buses through the state capital program. The newly purchased buses bring the total number of diesel hybrid electric buses in LANta’s fleet to 24. The agency has experienced a 50% fuel efficiency gain with these new vehicles over the standard diesel powered buses in the fleet. Based on this experience and LANta’s current miles per bus usage, it is anticipated that adding 10 additional diesel hybrid electric buses to the fleet would result in a reduction of approximately 25,000 gallons of diesel fuel.

Monroe County Transportation Authority (MCTA)

In FY 2013-14, MCTA purchased nine new shared ride vehicles complete with CNG conversion kits. These kits will permit the use of lower-cost fuel without retrofitting the entire vehicles. The addition of these new vehicles is important in upgrading MCTA’s fleet and improving overall vehicle efficiency.
Capital Project Highlights

Red Rose Transit Authority (RRTA)

In April 2014, RRTA added historical panels at the Queen Street Station Parking Garage. As part of a follow-up to an archaeological investigation for the parking garage construction project, the panels provide RRTA customers and the general public with an opportunity to learn about the history of Queen and Chestnut Streets. The panels highlight the early years of the site during a time when the intersections served as a location for homes and small businesses. The intersection also served as the site of the first Lancaster train station.

Williamsport River Valley Transit (RVT)

In December 2013, RVT purchased three additional compressed natural gas (CNG) transit vehicles as part of an ongoing effort to increase overall fuel efficiency and reduce air pollution. In the long run, the use of CNG vehicles will transform RVT’s operations by lowering fueling costs. This vehicle purchase also demonstrates RVT’s commitment to improving environmental conditions and “greening” the bus fleet in years to come.
York Adams Transportation Authority (YATA)

YATA constructed a central transfer hub at the Harrisburg Area Community College’s (HACC) York campus, located north of the City of York. This new transfer hub is used to facilitate better connection between YATA routes and provide options for riders who need access to employment centers in industrial parks north of the city. The location of the transfer hub also allows individuals in more rural areas to connect with downtown locations. Overall, the project has enhanced connectivity throughout York County and allows users greater flexibility in completing trips.
Section VII

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

Service Provided:
Scheduled Route Service (S)
Charter (C)
Group and Party (G)
School Bus Service (SB)
Tours (T)

Subsidized Carriers:
Carl R. Bieber, Inc.: S,C,G,T
The Fullington Auto Bus Co.: S,C,G,SB
Greyhound Lines, Inc.: S,C,G
Myers Coach Lines, Inc.: S,C,G
Susquehanna Transit Co.: S,C,G,SB

Average Fare: $14.58
Total Number of Vehicles: 41 coaches

Carriers and Routes Served:
Carl R. Bieber, Inc.:
Reading – Philadelphia
Pottsville – Philadelphia

The Fullington Auto Bus Company:
State College – Harrisburg
Pittsburgh – Bradford
State College – Wilkes-Barre
State College – Pittsburgh
DuBois – Harrisburg
Scranton - Harrisburg

Greyhound Lines, Inc.:
Philadelphia – Scranton
Pittsburgh – Erie
Harrisburg – Pittsburgh

Myers Coach Lines, Inc.:
Pittsburgh – Grove City

Susquehanna Transit Company:
Williamsport – Philadelphia
Williamsport – Easton
Harrisburg – Elmira, NY

Intercity Bus Program:

Revenue
$5,682

Operating Funds (000’s)
$13,040

Local
$2,127

State
$1,862

Federal
$3,369

Federal
$3,369
Intercity Bus Program

*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 Carl R. Bieber, Inc.:

Communities Served by Reading – Philadelphia:
Reading, Kutztown, Wescosville, Allentown, Bethlehem, Quakertown, and Philadelphia

Communities Served by Pottsville – Philadelphia:
Kutztown, Pottsville, Schuylkill Haven, Reading, Pottstown, Norristown, and Philadelphia

Intercity Bus Program:
Serves 8 counties
Provides opportunities to travel into and outside of the state

Subsidized Routes:
Reading – Philadelphia
Pottsville – Philadelphia

Service Provided:
Scheduled Route Service
Charter
Group and Party
Tours

Average Fare: $11.32

Total Number of Vehicles: 6 coaches

Operating Funds (000’s)

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<th>Revenue</th>
<th>Federal</th>
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<td>$686</td>
<td>$360</td>
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Local $360
State $360
Federal $686
Revenue $1,570
**Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14**

**Total Bus Trips (000’s)**

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<th>Fiscal Year</th>
<th>Total Bus Trips (000’s)</th>
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**Total Passengers (000’s)**

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**Operating Expense Per Passenger**

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**Total Subsidy Per Vehicle Mile**

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*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

Communities Served by Scranton—Harrisburg:
Scranton, Wilkes-Barre, Hazleton, Pottsville, and Harrisburg

The Fullington Auto Bus Company
P.O. Box 211
316 East Cherry Street
Clearfield, PA 16830
814-765-7871
Mr. Jonathan T. Berzas
President/CEO
www.fullingtontours.com

Intercity Bus Program:
Serves 18 counties
Provides opportunities to travel into and outside of the state

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

Service Provided:
Scheduled Route Service
Charter
Group and Party
School

Average Fare: $14.65
Total Number of Vehicles: 8 coaches

OPERATING FUNDS (000’s)
$3,486

Local $809

Revenue $1,093

State $587

Federal $997

Local $809

Revenue $1,093

State $587

Federal $997
The Fullington Auto Bus Company

**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.
Greyhound Lines, Inc.

350 North St. Paul Street
Dallas, TX 75201
214-849-8531
Ms. Lephan Quach, Project Coordinator
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: $25.15
Total Number of Vehicles: 12 coaches

Communities Served by Greyhound:

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

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

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

Operating Funds (000's)

$3,540

Revenue $1,558
Local $505
State $505
Federal $972

$972

Federal

Local

State

Revenue

Pennsylvania Public Transportation Performance Report – Fiscal Year 2013-14
* 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: $5.05
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

INTERCITY BUS OPERATING FUNDS (000's)
$421

Operating Funds
$173
Federal
$124
State
$62
Local
$62
Myers Coach Lines, Inc.

* 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

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: $16.02
Total Number of Vehicles: 13 coaches

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

Federal
$590

State
$348

Local
$390

Revenue
$1,288

Total
$2,616

OPERATING FUNDS (000’s)
Susquehanna Transit Company

Total Bus Trips (000’s)*

Operating Expense Per Passenger

Total Passengers (000’s)

Operating Revenue Per Vehicle Mile

Operating Expense Per Vehicle Mile

Revenue Vehicle Miles (000’s)

Total Subsidy Per Vehicle Mile

* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported.
Section VIII

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

Ridership and Revenue
- Total Keystone Passengers: 1,348,619
- Total Keystone Passenger Revenue: $31,083,991

Fuel & Power
- Diesel/Electric Propulsion
- Power Usage (kilowatt hours): 30,475,824
- Diesel Consumption (gallons): 285,066
Keystone Corridor Service
Performance Data

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<td>(Miles)</td>
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<td>Annual Cost Recovery</td>
<td>76%</td>
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<td>Keystone Passengers*</td>
<td>1,460,548</td>
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<td>124,421,633</td>
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<td>Average Train Speed</td>
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* Prior to FY 2013-14, Amtrak estimated ridership for trips completed under multi-ride tickets. After implementing new ticketing technology, ridership from multi-ride tickets is now being more accurately reported.

** Section 209 of the Passenger Rail Investment and Improvement Act (PRIIA) went into effect on October 1, 2013, requiring PennDOT to fully fund the Keystone Corridor.
PennDOT, in cooperation with the Federal Railroad Association (FRA), Amtrak, and Norfolk Southern (NS), conducted the Keystone West High Speed Rail Study to evaluate the feasibility of options available to reduce rail travel times and increase trip frequency between Harrisburg and Pittsburgh. Currently, one train runs daily in each direction between the two cities, and the one-way journey takes 5.5 hours to complete (2 hours longer than making the trip by car). Steep grades, sharp curves, limited opportunities for passing slower freight trains, numerous at-grade crossings, and aging infrastructure all contribute to increased travel times. The Keystone West Study produced the Feasibility Report and Preliminary Service Development Plan, which has been approved by the FRA. The report offers a variety of improvement options, from relatively inexpensive projects in the near term to larger, more expensive long-term investments. As it is a conceptual-level study, additional detailed technical investigation, analysis, and design would be required before undertaking any of the recommended actions.

- **Alternative 1:** *Curve modification projects in the existing right-of-way.* Project cost estimate of over $1.5 billion. The improvements would decrease round-trip time by almost 15 minutes.
- **Alternative 2:** *Curve modification projects with curve straightening and new alignments at slow points.* Project cost estimate of over $9.9 billion. The improvements would decrease round trip time by more than one hour.
- **Alternative 3:** *Curve modification improvements from Alternatives 1 and 2, with the addition of a continuous third track.* Project cost estimate of over $13.1 billion. The improvements would decrease round trip time by more than one hour and allow for additional time savings due to fewer conflicts between passenger and freight trains.
- **Alternative 4:** *All-new electrified, two-track passenger train only high-speed alignment on a southerly route similar to the PA Turnpike.* Project cost estimate of over $38.3 billion. This alternative was not carried to detailed analysis, therefore time savings are unknown.
In 2014, Amtrak acquired 70 state-of-the-art electric locomotives that will operate on the Northeast and Keystone Corridors. The new locomotives replaced older equipment that have seen between 25 and 35 years of service and have accumulated an average of more than 3.5 million miles each. They were designed for improved reliability and easier maintenance, leading to increased availability for service.

An additional benefit of the upgraded locomotives is their ability to feed energy back into the power system for use by other trains through a process known as regenerative braking. When the entire electric fleet is deployed in 2015, this feature is estimated to save 3 billion kilowatt hours of energy.

Eby Chiques Road was the last public at-grade railroad crossing on Amtrak’s 104-mile Keystone Corridor. The Keystone Corridor has the highest top speed in the U.S. outside of the Northeast Corridor. With the construction of the Eby Chiques Bridge Replacement and the elimination of the at-grade crossings, there will no longer be an impediment to speed, potentially increasing top speed to 125 mph. This $7.86 million project, completed in September 2014, is also expected to increase vehicle traffic over the rail by nearly 50 percent.

Benefits of Grade Crossing Eliminations:

- Increased potential top speed on the Keystone Corridor to 125 mph
- Decreased travel times between Lancaster - Harrisburg and Lancaster - Philadelphia
- Increased traffic on Eby Chiques Road
- Increased public and passenger safety
Section IX

Glossary of Terms
Urban and Rural Systems


Act 44 Fixed Route Distribution Factors: Factors used to determine the amount of operating assistance available for distribution to local transportation organizations under Section 1513 of Act 44. Factors include total passengers, senior passengers, revenue vehicle hours, and revenue vehicle miles counted in fixed route public transportation service and ADA complementary paratransit service.

Act 89: State Act 89 of 2013

Fixed Route Public Transportation Service: Defined by Act 44 as regularly-scheduled general public transportation that is provided according to published schedules along designated routes, with specified stopping points for the taking on and discharging of passengers.

Operating Expenses: Defined by Act 44 as total expenses required to continue service to the public and to permit needed improvements in service which are not self-supporting and otherwise for any purpose in furtherance of public passenger transportation.

Operating Revenue: Defined by Act 44 as the total revenue earned by a local transportation organization through its transit operations. The term includes passenger fares, reimbursement in lieu of fares for senior passengers, charter revenue, school bus revenue, advertising revenue, and other miscellaneous revenue such as public and private route guarantee funds.

Paratransit Service: Defined by Act 44 as transit service operating on a non-fixed-route basis in order to provide complementary transportation service to persons who are functionally unable to use fixed-route public transportation service, as required by the Americans with Disabilities Act of 1990.

Revenue Vehicle Hours: Defined by Act 44 as the total amount of time calculated in hours during which vehicles are in service and available for public use in fixed-route public transportation service and paratransit service. The term does not include deadhead hours.

Revenue Vehicle Miles: Defined by Act 44 as the total amount of distance calculated in miles during which vehicles are in service and available for public use in fixed-route public transportation service and paratransit service. The term does not include deadhead miles.

Senior Passengers: Defined by Act 44 as senior citizens (persons who are at least 65 years of age) who ride on fixed-route public transportation service.

Total Passengers: Defined by Act 44 as the total of all originating passengers plus transfer passengers carried on fixed-route public transportation service and paratransit service.

Community Transportation

65+ (Senior Citizen) Passenger Trips: The number of one-way passenger trips reported for persons 65 years of age or older. Senior Citizens are responsible for a portion (approximately 15 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 the 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.

**Ecolane Schedule Software:** A web-based, automated scheduling technology for paratransit service.

**MATP:** Medical Assistance Transportation Program (NEMT – non-emergency medical transportation) funded by the Pennsylvania Department of Human Services.

**PwD:** Rural Transportation Program for Persons with Disabilities. Persons with disabilities pay a portion (approximately 15 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.
Section X

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Pennsylvania Department of Transportation
Bureau of Public Transportation
717-783-8025