



Pennsylvania Public Transportation Annual Performance Report

Fiscal Year 2013-14



April 30, 2015



Cover photo credits



courtesy of Southwestern Pennsylvania Commission



courtesy of Wade White, Whitehouse Group Inc.



courtesy of Amtrak | Chuck Gomez



courtesy of PennDOT



courtesy of Wade White, Whitehouse Group Inc.



courtesy of Wade White, Whitehouse Group Inc.



April 30, 2015

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,

A handwritten signature in black ink that reads "Leslie S. Richards". The signature is written in a cursive, flowing style.

Leslie S. Richards

Acting Secretary

Department of Transportation

intentionally blank

Table of Contents

Table of Contents

Section I: Transit Agency Performance Review Executive Summaries	1
Area Transportation Authority of North Central Pennsylvania (ATA).....	6
Mid Mon Valley Transit Authority (MMVTA).....	12
Berks Area Regional Transportation Authority (BARTA).....	18
Crawford Area Transportation Authority (CATA)	26
Schuylkill Transportation System (STS)	32
Erie Metropolitan Transit Authority (EMTA)	38
Section II: Section 1513 Performance Factors	47
Act 44 Passenger Trips.....	48
Act 44 Senior Citizen Trips.....	49
Act 44 Revenue Vehicle Miles.....	50
Act 44 Revenue Vehicle Hours.....	51
Section III: Urban Systems	53
Southeastern Pennsylvania Transportation Authority (SEPTA).....	54
Port Authority of Allegheny County (PAAC).....	58
Altoona Metro Transit (AMTRAN).....	62
Beaver County Transit Authority (BCTA).....	64
Berks Area Regional Transportation Authority (BARTA).....	68
Cambria County Transit Authority (CamTran)	72
Capital Area Transit (CAT)	76
Centre Area Transportation Authority (CATA)	80
County of Lackawanna Transit System (COLTS)	84
County of Lebanon Transit Authority (COLT/LT)	88
Erie Metropolitan Transit Authority (EMTA)	92
Fayette Area Coordinated Transportation (FACT).....	96
Hazleton Public Transit (HPT).....	100
Lehigh and Northampton Transportation Authority (LANta)	102
Luzerne County Transportation Authority (LCTA).....	106
Mercer County Regional Council of Governments (MCRCOG)	110
Mid Mon Valley Transit Authority (MMVTA).....	114
Pottstown Area Rapid Transit (PART).....	116
Red Rose Transit Authority (RRTA)	118
Washington, City of.....	122
Westmoreland County Transit Authority (WCTA)	124

River Valley Transit (Williamsport RVT).....	128
York Adams County Transportation Authority (YATA)	130
Section IV: Rural Systems	135
Area Transportation Authority of North Central PA (ATA)	136
Butler Transit Authority (BTA).....	140
Carbon County Community Transit.....	142
Crawford Area Transportation Authority (CATA).....	146
DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST).....	150
Endless Mountains Transportation Authority (EMTA)	152
Indiana County Transit Authority (IndiGO).....	156
Mid County Transit Authority	160
Monroe County Transportation Authority (MCTA).....	164
Borough of Mount Carmel (BMC)	168
New Castle Area Transit Authority (NCATA).....	170
Schuylkill Transportation System (STS).....	172
Venango County Transportation Office (VCTO).....	176
Transit Authority of Warren County (TAWC).....	180
Section V: Community Transportation	185
Allied Coordinated Transportation Services, Inc. (ACTS)/Lawrence County	186
Blair Senior Services, Inc./Blair County	188
Bucks County Transport, Inc.	190
Butler County Community Action & Development.....	192
Centre County	194
ROVER/Chester County.....	196
Clarion County.....	198
Cumberland County.....	200
Delaware County.....	202
Forest County.....	204
Franklin County	206
Greene County	208
Huntingdon, Bedford, and Fulton Counties	210
Mifflin and Juniata Counties (CARS)	212
Montour County Transit	214
MTR Transportation, Inc./Columbia County.....	216

Table of Contents

Northumberland County	218
Perry County	220
Pike County.....	222
Somerset County	224
STEP, Inc./Lycoming and Clinton Counties	226
Suburban Transit Network, Inc./Montgomery County	228
Susquehanna County Transportation	230
Union/Snyder Transportation Alliance (USTA)	232
Washington County Transportation Authority	234
Wayne County	236
Section VI: Capital Project Highlights	239
Section VII: Intercity Bus	249
Carl R. Bieber, Inc.	252
The Fullington Auto Bus Company.....	254
Greyhound Lines, Inc.	256
Myers Coach Lines, Inc.....	258
Susquehanna Transit Company	260
Section VIII: Passenger Rail	263
Keystone Corridor Service	264
Section IX: Glossary of Terms	269
Section X: Index	273

Section I

Transit Agency Performance Review Executive Summaries

intentionally blank

Pennsylvania's Public Transportation Performance Review Program

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

- Schuylkill Transportation System (STS) - August 2014
- Erie Metropolitan Transit Authority (EMTA) - October 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. 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

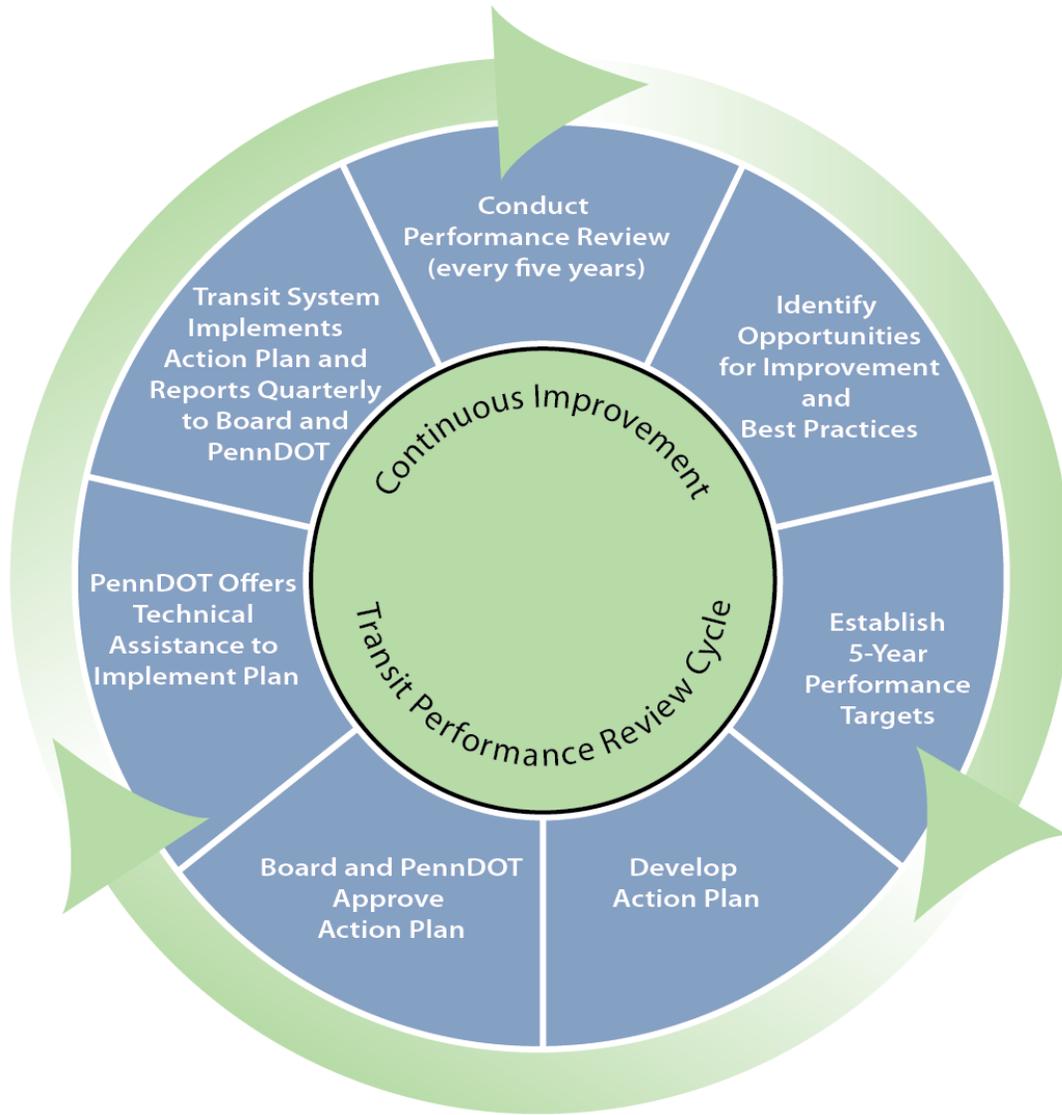
- Williamsport River Valley Transit (RVT) - Review completed; Report not yet published
- Lehigh and Northampton Transportation Authority (LANta) - Review completed; Report not yet published
- Carbon County Community Transit - Review completed; Report not yet published
- Butler Transit Authority - Review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



**Area Transportation Authority of North Central Pennsylvania (ATA)
Transit Performance Review
Executive Summary**

Agency Profile

Agency Name	Area Transportation Authority of North Central Pennsylvania (d.b.a. ATA)	
Year Founded	1976	
Fiscal Reporting Year	2012	
Service Area (square miles)*	5,091	
Service Area Population *	234,416	
Type of Service Provided	Fixed-Route Bus	ADA Demand Response
Vehicles Operated in Maximum Service**	30	31
Annual Revenue Miles of Service**	524,984	831,576
Annual Revenue Hours of Service**	32,473	70,002
Annual Total Passenger Trips**	149,522	178,071
Annual Total Senior Lottery Trips**	26,476	63,512
Employees (full-time/part-time)	62	99
Total Annual Operating Cost**	\$2,226,795	\$3,465,604
Total Annual Operating Revenues**	\$249,160	\$873,849
Total Annual Operating Revenue / Total Annual Operating Cost	11.2%	25.2%
Administrative Cost / Total Operating Cost²	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 3R04-005² 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.

Performance Criteria		Determination	Rank (of 8)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2011	In Compliance	7	Worse	4.71	8,62
	Trend	In Compliance	6	Worse	-4.46%	-0.24%
Operating Cost / Revenue Hour	2011	In Compliance	5	Better	\$64.05	\$69.99
	Trend	In Compliance	5	Better	1.61%	2.46%
Operating Revenue / Revenue Hour	2011	In Compliance	7	Worse	\$6.54	\$12.37
	Trend	In Compliance	4	Better	1.24%	-1.84%
Operating Cost / Passenger	2011	AT RISK	8	Worse	\$13.59	\$8.95
	Trend	In Compliance	6	Worse	6.13%	3.10%

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:

Performance Criteria	Fiscal Year				Target Annual Increase/ Decrease
	2009 / 2010	2010 / 2011	2011 / 2012	2017/2018 Target	
Passengers / Revenue Hour	4.48	4.71	4.6	5.5	3.0%
Operating Cost / Revenue Hour*	\$66.53	\$63.61	\$68.57	\$85.16	3.0%
Operating Revenue / Revenue Hour	\$5.05	\$6.54	\$7.67	\$9.16	3.0%
Operating Cost / Passenger*	\$13.73	\$13.50	\$14.89	\$15.49	0.0%

*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 then must 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

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

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.

Performance Criteria		Determination	Rank (of 14)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2011	At Risk	13	Worse	7.03	15.32
	Trend	In Compliance	12	Worse	-0.87%	1.15%
Operating Cost / Revenue Hour	2011	In Compliance	10	Worse	\$82.30	\$72.17
	Trend	In Compliance	12	Worse	6.63%	4.25%
Operating Revenue / Revenue Hour	2011	In Compliance	8	Better	\$13.54	\$13.48
	Trend	In Compliance	14	Worse	-1.24%	7.19%
Operating Cost / Passenger	2011	At Risk	14	Worse	\$11.70	\$5.67
	Trend	At Risk	14	Worse	7.57%	3.10%

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:

Performance Criteria	Fiscal Year				Target Annual Increase
	2009 / 2010	2010 / 2011	2011 / 2012	2017/2018 Target	
Passengers / Revenue Hour	8.27	7.03	6.90	8.24	3.0%
Operating Cost / Revenue Hour	\$77.20	\$82.30	\$84.39	\$100.77	3.0%
Operating Revenue / Revenue Hour	\$15.77	\$13.54	\$14.30	\$17.08	3.0%
Operating Cost / Passenger	\$9.34	\$11.70	\$12.22	\$12.22	0.0%

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

Agency Name	Berks Area Regional Transportation Authority (d.b.a. BARTA)	
Year Founded	1973	
Reporting Fiscal Year End (FYE)	2013	
Service Area (square miles) *	864	
Service Area Population *	411,422	
Type of Service Provided	Fixed-Route Bus	Paratransit**
Vehicles Operated in Maximum Service	44	57
Annual Revenue Miles of Service**	1,563,451	524,333
Annual Revenue Hours of Service	130,423	50,511
Annual Total Passenger Trips	3,145,899	236,059
Annual Total Senior Lottery Trips	465,485	67,159
Total Annual Operating Cost	\$10,263,047	\$4,710,493
Total Annual Operating Revenues	\$3,444,712	\$2,069,238
Total Annual Operating Revenue / Total Annual Operating Cost	33.6%	43.9%
Operating Cost / Revenue Mile	\$6.56	\$8.98
Operating Cost / Revenue Hour	\$78.69	\$93.26
Passengers / Revenue Hour	23.64	2.51
Total Annual Operating Revenue / Revenue Hour	\$26.41	\$40.97
Operating Cost / Passenger	\$3.26	\$19.95

*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

BARTA Performance Review

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.

Performance Criteria	Fiscal Year End	Determination	Rank (of 13)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2012	In Compliance	6	Better	24.25	22.91
	Trend	In Compliance	6	Better	2.44%	0.79%
Operating Cost / Revenue Hour	2012	In Compliance	1	Better	\$75.17	\$94.56
	Trend	In Compliance	6	Better	3.18%	4.17%
Operating Revenue / Revenue Hour	2012	In Compliance	6	Better	\$23.19	\$20.65
	Trend	In Compliance	7	Better	3.38%	0.87%
Operating Cost / Passenger	2012	In Compliance	2	Better	\$3.10	\$4.22
	Trend	In Compliance	4	Better	0.73%	3.47%

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:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2011	2012	2013	2019 Target	
Passengers / Revenue Hour	23.61	24.25	24.12	27.16	2.0%
Operating Cost / Revenue Hour	\$21.71	\$23.19	\$26.41	\$29.74	2.0%
Operating Revenue / Revenue Hour	\$70.46	\$75.17	\$78.69	\$93.96	3.0%
Operating Cost / Passenger	\$2.98	\$3.10	\$3.26	\$3.46	1.0%

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).

intentionally blank

Crawford Area Transportation Authority (CATA) Transit Performance Review Executive Summary

Agency Profile

Agency Name	Crawford Area Transportation Authority (d.b.a. CATA)	
Year Founded	1979	
Reporting Fiscal Year End (FYE)	2013	
Service Area (square miles) *	12	
Service Area Population *	20,060	
Type of Service Provided	Fixed-Route Bus	Paratransit (ADA + Shared Ride)
Vehicles Operated in Maximum Service**	5	16
Annual Revenue Miles of Service**	231,205	134,308
Annual Revenue Hours of Service**	16,539	8,306
Annual Total Passenger Trips**	233,555	40,980
Annual Total Senior Lottery Trips**	36,708	30,860
Total Annual Operating Cost**	\$927,914	\$753,548
Total Annual Operating Revenues**	\$147,643	\$607,918
Total Annual Operating Revenue / Total Annual Operating Cost	15.9%	80.7%
Operating Cost / Revenue Mile	\$4.01	\$5.61
Operating Cost / Revenue Hour	\$56.10	\$90.72
Passengers / Revenue Hour	13.40	2.08
Total Annual Operating Revenue / Revenue Hour	\$8.93	\$73.19
Operating Cost / Passenger	\$3.97	\$18.39

*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.

Performance Criteria	Fiscal Year End	Determination	Rank (of 10)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2012	In Compliance	4	Better	13.80	11.27
	Trend	In Compliance	4	Better	1.80%	1.51%
Operating Cost / Revenue Hour	2012	In Compliance	1	Better	\$49.25	\$70.76
	Trend	In Compliance	6	Better	2.36%	3.21%
Operating Revenue / Revenue Hour	2012	In Compliance	4	Better	\$8.71	\$8.05
	Trend	In Compliance	7	Worse	0.16%	2.08%
Operating Cost / Passenger	2012	In Compliance	1	Better	\$3.57	\$8.38
	Trend	In Compliance	4	Better	0.55%	1.77%

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:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2011	2012	2013	2019 Target	
Passengers / Revenue Hour	15.11	13.80	14.12	15.90	2.0%
Operating Cost / Revenue Hour	\$53.22	\$49.25	\$56.10	\$66.99	3.0%
Operating Revenue / Revenue Hour	\$8.83	\$8.71	\$8.93	\$10.05	2.0%
Operating Cost / Passenger	\$3.52	\$3.57	\$3.97	\$4.22	1.0%

Next Steps

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

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

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

- **Part 1- Executive Summary Findings Template** is where CATA should address its proposed actions to address the “*Opportunities for Improvement*” findings in the Executive Summary.
- **Part 2- Act 44 Performance Metric Findings Templates** is where CATA should address its proposed actions to address the “*Opportunities for Improvement*” findings that directly affect the Act 44 performance metrics.
- **Part 3- Other Actions to Improve Overall Performance Template** should be used to address the “*Other Findings that Impact Overall Agency Performance*”. 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. CATA must select, prioritize and schedule its intended actions using the template.

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

Schuylkill Transportation System (STS) Transit Performance Review Executive Summary

Agency Profile

Agency Name	Schuylkill Transportation System (d.b.a. STS, SCTA)		
Year Founded	1982		
Reporting Fiscal Year End (FYE)	2011 – 2012		
Service Area (square miles) *	782		
Service Area Population *	148,289		
Type of Service Provided	Fixed-Route Bus	ADA Paratransit	Shared Ride
Vehicles Operated in Maximum Service**	11	12	28
Annual Revenue Miles of Service**	331,355	3,630	493,250
Annual Revenue Hours of Service**	21,155	166	29,332
Annual Total Passenger Trips**	244,575	561	92,251
Annual Total Senior Lottery Trips**	96,812	0	57,663
Total Annual Operating Cost**	\$1,815,914	\$6,228	\$1,616,604
Total Annual Operating Revenues**	\$191,927	\$1,122	\$1,539,542
Total Annual Operating Revenue / Total Annual Operating Cost	10.6%	18.0%	95.2%
Operating Cost / Revenue Mile	\$5.48	\$1.72	\$3.28
Operating Cost / Revenue Hour	\$85.84	\$37.52	\$55.11
Passengers / Revenue Hour	11.56	3.38	3.15
Total Annual Operating Revenue / Revenue Hour	\$9.07	\$6.76	\$52.49
Operating Cost / Passenger	\$7.42	\$11.10	\$17.52

*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.

Performance Criteria	Fiscal Year End	Determination	Rank (of 10)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2011	At Risk	9	Worse	10.09	14.07
	Trend	In Compliance	3	Better	4.68%	0.61%
Operating Cost / Revenue Hour	2011	At Risk	10	Worse	\$83.64	\$66.10
	Trend	At Risk	10	Worse	10.89%	4.04%
Operating Revenue / Revenue Hour	2011	In Compliance	7	Worse	\$7.27	\$10.55
	Trend	In Compliance	2	Better	10.65%	4.51%
Operating Cost / Passenger	2011	At Risk	10	Worse	\$8.29	\$5.02
	Trend	In Compliance	5	Worse	5.93%	3.74%

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:

Performance Criteria	Fiscal Year End (FYE)				Target Annual Increase
	2010	2011	2012	2018 Target	
Passengers / Revenue Hour	9.71	10.09	11.56	13.80	3.0%
Operating Cost / Revenue Hour	\$73.53	\$83.64	\$85.84	\$102.50	3.0%
Operating Revenue / Revenue Hour	\$5.88	\$7.27	\$9.07	\$10.83	3.0%
Operating Cost / Passenger	\$7.57	\$8.29	\$7.42	\$7.42	0.0%

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

Agency Name	Erie Metropolitan Transit Authority (d.b.a. EMTA)	
Year Founded	1966	
Reporting Fiscal Year End (FYE)	2013	
Service Area (square miles) *	77	
Service Area Population *	189,872	
Type of Service Provided	Fixed-Route Bus	ADA
Vehicles Operated in Maximum Service**	65	54
Annual Revenue Miles of Service**	1,941,676	694,878
Annual Revenue Hours of Service**	161,737	54,919
Annual Total Passenger Trips**	3,319,060	213,256
Annual Total Senior Lottery Trips**	184,070	70,093
Total Annual Operating Cost**	\$13,034,190	\$3,869,410
Total Annual Operating Revenues**	\$3,070,312	\$3,017,593
Total Annual Operating Revenue / Total Annual Operating Cost	23.6%	78.0%
Operating Cost / Revenue Mile	\$6.71	\$5.57
Operating Cost / Revenue Hour	\$80.59	\$70.46
Passengers / Revenue Hour	20.52	3.88
Total Annual Operating Revenue / Revenue Hour	\$18.98	\$54.95
Operating Cost / Passenger	\$3.93	\$18.14

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:

Performance Criteria	Fiscal Year End	Determination	Rank (of 10)	Comparison to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2012	In Compliance	9	Worse	20.89	22.64
	Trend	In Compliance	6	Better	2.26%	1.64%
Operating Cost / Revenue Hour	2012	In Compliance	2	Better	\$80.20	\$108.90
	Trend	In Compliance	2	Better	2.34%	\$5.29%
Operating Revenue / Revenue Hour	2012	In Compliance	11	Worse	\$17.06	\$23.99
	Trend	At Risk	13	Worse	-1.12%	4.07%
Operating Cost / Passenger	2012	In Compliance	3	Better	\$3.84	\$4.85
	Trend	In Compliance	3	Better	0.08%	3.69%

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	Fiscal Year End (FYE)				Target Annual Increase
	2011	2012	2013	2019 Target	
Passengers / Revenue Hour	20.59	20.89	20.52	21.14	0.5%
Operating Cost / Revenue Hour	\$84.84	\$80.20	\$80.59	\$96.23	3.0%
Operating Revenue / Revenue Hour	\$17.16	\$17.06	\$18.98	\$20.15	1.0%
Operating Cost / Passenger	\$4.12	\$3.84	\$3.93	\$4.55	2.5%

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).

intentionally blank

intentionally blank

Section II

Section 1513 Distribution Factors

Act 44 Passenger Trips

TABLE 1

**TOTAL ACT 44 PASSENGER TRIP STATISTICS
(INCLUDES SENIOR CITIZENS)**

AGENCY	2011-12	2012-13	PERCENT CHANGES 11-12 vs. 12-13	2013-14	PERCENT CHANGES 12-13 vs. 13-14
SEPTA	338,509,367	336,549,552	-0.6%	329,388,515	-2.1%
PAAC	64,663,052	62,288,879	-3.7%	62,507,941	0.4%
AMTRAN (Altoona)	696,008	687,793	-1.2%	642,524	-6.6%
BCTA (Beaver)	986,753	948,395	-3.9%	895,207	-5.6%
BARTA (Berks)	3,216,842	3,212,652	-0.1%	3,259,487	1.5%
CamTran (Cambria)	1,345,911	1,290,035	-4.2%	1,230,087	-4.6%
CAT (Dauphin/Cumberland)	2,775,805	2,705,281	-2.5%	2,696,660	-0.3%
CATA (Centre)	7,052,727	7,126,185	1.0%	7,399,865	3.8%
COLTS (Lackawanna)	1,245,924	1,162,260	-6.7%	1,157,424	-0.4%
COLT/LT (Lebanon)	304,792	292,478	-4.0%	310,501	6.2%
EMTA (Erie)	3,469,011	3,378,642	-2.6%	3,274,894	-3.1%
FACT (Fayette)	186,147	199,309	7.1%	205,528	3.1%
HPT (Hazleton)	223,150	216,811	-2.8%	229,382	5.8%
LANTA (Lehigh/Northampton)	5,112,582	5,033,263	-1.6%	5,173,760	2.8%
LCTA (Luzerne)	1,186,307	1,193,093	0.6%	1,208,830	1.3%
MMVTA (Mid Mon Valley)	336,248	340,055	1.1%	340,361	0.1%
POTTSTOWN	285,537	259,008	-9.3%	256,616	-0.9%
RRTA (Lancaster)	1,966,841	1,925,555	-2.1%	1,923,101	-0.1%
MCRCOG (Mercer)	108,364	104,609	-3.5%	114,597	9.5%
WASHINGTON	45,559	57,785	26.8%	71,755	24.2%
WCTA (Westmoreland)	579,962	579,935	0.0%	563,223	-2.9%
Williamsport RVT	1,407,612	1,358,876	-3.5%	1,318,320	-3.0%
YATA (York)*	1,651,953	1,583,049	-4.2%	1,699,341	7.3%
ATA (North Central)	327,593	430,438	31.4%	440,865	2.4%
BTA (Butler)	245,986	218,278	-11.3%	222,268	1.8%
CARBON	9,740	7,198	-26.1%	6,687	-7.1%
CATA (Crawford)	241,333	237,705	-1.5%	235,672	-0.9%
DUFAST (Clearfield)	70,233	65,266	-7.1%	60,016	-8.0%
EMTA (Endless Mtns)	125,787	125,316	-0.4%	137,256	9.5%
IndiGO (Indiana)	455,870	451,123	-1.0%	487,314	8.0%
Mid County (Armstrong)	51,151	44,909	-12.2%	39,472	-12.1%
MCTA (Monroe)	241,333	239,311	-0.8%	246,986	3.2%
BMC (Mount Carmel)	19,880	23,055	16.0%	28,423	23.3%
NCATA (New Castle)	686,375	624,707	-9.0%	616,359	-1.3%
STS (Schuylkill)	245,136	217,381	-11.3%	212,250	-2.4%
VCTO (Venango)	63,110	63,787	1.1%	56,270	-11.8%
TAWC (Warren)	68,618	72,229	5.3%	70,484	-2.4%
WASHCO (Washington County)	13,202	18,211	37.9%	21,266	16.8%
TOTAL	440,221,801	435,332,414	-1.1%	428,749,507	-1.5%

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

TABLE 2

ACT 44 SENIOR CITIZENS TRIP STATISTICS

AGENCY	2011-12	2012-13	PERCENT CHANGES 11-12 vs. 12-13	2013-14	PERCENT CHANGES 12-13 vs. 13-14
SEPTA	25,885,337	26,487,498	2.3%	26,162,730	-1.2%
PAAC	5,042,824	4,878,315	-3.3%	4,799,145	-1.6%
AMTRAN (Altoona)	71,154	71,975	1.2%	67,843	-5.7%
BCTA (Beaver)	81,517	77,165	-5.3%	79,039	2.4%
BARTA (Berks)	469,391	465,485	-0.8%	455,012	-2.2%
CamTran (Cambria)	276,657	257,314	-7.0%	207,466	-19.4%
CAT (Dauphin/Cumberland)	210,581	211,007	0.2%	220,704	4.6%
CATA (Centre)	41,180	41,399	0.5%	42,596	2.9%
COLTS (Lackawanna)	211,630	207,555	-1.9%	197,931	-4.6%
COLT/LT (Lebanon)	51,701	53,759	4.0%	59,609	10.9%
EMTA (Erie)	174,736	184,070	5.3%	175,443	-4.7%
FACT (Fayette)	25,189	23,411	-7.1%	19,787	-15.5%
HPT (Hazleton)	77,986	67,913	-12.9%	64,187	-5.5%
LANTA (Lehigh/Northampton)	763,099	801,099	5.0%	742,533	-7.3%
LCTA (Luzerne)	209,858	211,009	0.5%	214,655	1.7%
MMVTA (Mid Mon Valley)	46,028	41,742	-9.3%	37,222	-10.8%
POTTSTOWN	45,087	38,653	-14.3%	38,030	-1.6%
RRTA (Lancaster)	243,389	229,435	-5.7%	223,015	-2.8%
MRCOG (Mercer)	20,662	20,476	-0.9%	16,221	-20.8%
WASHINGTON	12,636	9,114	-27.9%	10,335	13.4%
WCTA (Westmoreland)	77,507	72,340	-6.7%	72,967	0.9%
Williamsport RVT	222,741	228,885	2.8%	210,430	-8.1%
YATA (York)*	159,253	149,668	-6.0%	174,154	16.4%
ATA (North Central)	26,476	31,639	19.5%	28,200	-10.9%
BTA (Butler)	51,140	45,605	-10.8%	39,423	-13.6%
CARBON	6,212	4,725	-23.9%	3,972	-15.9%
CATA (Crawford)	40,274	36,708	-8.9%	36,171	-1.5%
DUFAST (Clearfield)	28,265	24,586	-13.0%	21,282	-13.4%
EMTA (Endless Mtns)	12,326	11,437	-7.2%	12,505	9.3%
IndiGO (Indiana)	18,616	17,849	-4.1%	14,867	-16.7%
Mid County (Armstrong)	21,623	17,546	-18.9%	13,145	-25.1%
MCTA (Monroe)	29,385	30,105	2.5%	29,016	-3.6%
BMC (Mount Carmel)	11,052	12,589	13.9%	14,030	11.4%
NCATA (New Castle)	105,500	81,002	-23.2%	75,218	-7.1%
STS (Schuylkill)	96,812	82,832	-14.4%	71,750	-13.4%
VCTO (Venango)	11,195	11,482	2.6%	10,436	-9.1%
TAWC (Warren)	9,488	8,991	-5.2%	8,386	-6.7%
WASHCO (Washington County)	5,406	7,097	31.3%	8,589	21.0%
TOTAL	34,893,913	35,253,480	1.0%	34,678,044	-1.6%

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

Act 44 Revenue Vehicle Miles

TABLE 3

ACT 44 REVENUE VEHICLE MILES STATISTICS

AGENCY	2011-12	2012-13	PERCENT CHANGES 11-12 vs. 12-13	2013-14	PERCENT CHANGES 12-13 vs. 13-14
SEPTA	85,686,254	85,767,977	0.1%	86,962,204	1.4%
PAAC	26,157,415	25,405,897	-2.9%	25,542,475	0.5%
AMTRAN (Altoona)	596,211	579,083	-2.9%	573,866	-0.9%
BCTA (Beaver)	948,768	941,820	-0.7%	942,567	0.1%
BARTA (Berks)	1,773,558	1,769,467	-0.2%	1,740,297	-1.6%
CamTran (Cambria)	1,228,380	1,205,018	-1.9%	1,075,075	-10.8%
CAT (Dauphin/Cumberland)	1,973,189	1,878,610	-4.8%	1,851,668	-1.4%
CATA (Centre)	1,670,085	1,632,005	-2.3%	1,718,237	5.3%
COLTS (Lackawanna)	1,180,300	1,164,826	-1.3%	1,162,623	-0.2%
COLT/LT (Lebanon)	547,618	500,264	-8.6%	516,250	3.2%
EMTA (Erie)	2,235,246	2,191,750	-1.9%	2,210,816	0.9%
FACT (Fayette)	545,691	546,433	0.1%	596,245	9.1%
HPT (Hazleton)	394,538	421,245	6.8%	453,726	7.7%
LANTA (Lehigh/Northampton)	3,827,422	4,171,864	9.0%	4,090,317	-2.0%
LCTA (Luzerne)	1,127,895	1,134,185	0.6%	1,146,272	1.1%
MMVTA (Mid Mon Valley)	809,071	816,746	0.9%	843,499	3.3%
POTTSTOWN	305,950	294,020	-3.9%	277,294	-5.7%
RRTA (Lancaster)	1,767,615	1,765,741	-0.1%	1,678,576	-4.9%
MCRCOG (Mercer)	143,930	140,322	-2.5%	192,006	36.8%
WASHINGTON	193,247	279,447	44.6%	290,436	3.9%
WCTA (Westmoreland)	1,062,839	1,050,590	-1.2%	1,078,470	2.7%
Williamsport RVT	836,601	830,877	-0.7%	856,527	3.1%
YATA (York)*	1,527,127	1,536,892	0.6%	1,703,834	10.9%
ATA (North Central)	1,356,560	1,401,295	3.3%	1,404,576	0.2%
BTA (Butler)	212,270	219,029	3.2%	220,369	0.6%
CARBON	41,128	39,906	-3.0%	34,050	-14.7%
CATA (Crawford)	220,921	238,645	8.0%	249,536	4.6%
DUFAST (Clearfield)	130,300	128,775	-1.2%	134,115	4.1%
EMTA (Endless Mtns)	514,625	469,600	-8.7%	441,831	-5.9%
IndiGO (Indiana)	488,081	493,088	1.0%	451,393	-8.5%
Mid County (Armstrong)	144,383	144,061	-0.2%	126,513	-12.2%
MCTA (Monroe)	477,066	536,853	12.5%	531,221	-1.0%
BMC (Mount Carmel)	52,627	51,058	-3.0%	56,400	10.5%
NCATA (New Castle)	1,112,798	1,226,878	10.3%	1,163,666	-5.2%
STS (Schuylkill)	334,985	334,676	-0.1%	328,572	-1.8%
VCTO (Venango)	167,543	163,815	-2.2%	157,849	-3.6%
TAWC (Warren)	192,977	187,802	-2.7%	192,480	2.5%
WASHCO (Washington County)	85,957	83,818	-2.5%	84,220	0.5%
TOTAL	142,071,171	141,744,378	-0.2%	143,080,071	0.9%

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

Act 44 Revenue Vehicle Hours

TABLE 4

ACT 44 REVENUE VEHICLE HOURS STATISTICS

AGENCY	2011-12	2012-13	PERCENT CHANGES 11-12 vs. 12-13	2013-14	PERCENT CHANGES 12-13 vs. 13-14
SEPTA	6,585,887	6,489,873	-1.5%	6,658,956	2.6%
PAAC	1,988,410	1,877,501	-5.6%	1,910,968	1.8%
AMTRAN (Altoona)	46,580	45,103	-3.2%	44,262	-1.9%
BCTA (Beaver)	57,385	56,756	-1.1%	56,546	-0.4%
BARTA (Berks)	139,122	143,486	3.1%	134,227	-6.5%
CamTran (Cambria)	89,559	90,573	1.1%	81,621	-9.9%
CAT (Dauphin/Cumberland)	143,331	138,756	-3.2%	135,745	-2.2%
CATA (Centre)	130,207	139,683	7.3%	155,603	11.4%
COLTS (Lackawanna)	94,441	90,122	-4.6%	89,945	-0.2%
COLT/LT (Lebanon)	32,569	30,193	-7.3%	31,199	3.3%
EMTA (Erie)	179,017	184,094	2.8%	184,996	0.5%
FACT (Fayette)	28,008	27,618	-1.4%	28,967	4.9%
HPT (Hazleton)	29,306	30,260	3.3%	32,020	5.8%
LANTA (Lehigh/Northampton)	313,860	316,779	0.9%	299,594	-5.4%
LCTA (Luzerne)	77,413	79,434	2.6%	78,377	-1.3%
MMVTA (Mid Mon Valley)	49,313	48,833	-1.0%	46,634	-4.5%
POTTSTOWN	20,571	20,933	1.8%	21,410	2.3%
RRTA (Lancaster)	125,611	129,662	3.2%	120,364	-7.2%
MCRCOG (Mercer)	9,887	9,704	-1.9%	13,486	39.0%
WASHINGTON	13,613	18,201	33.7%	18,392	1.0%
WCTA (Westmoreland)	50,996	50,859	-0.3%	55,628	9.4%
Williamsport RVT	55,467	54,678	-1.4%	55,540	1.6%
YATA (York)*	115,318	112,154	-2.7%	129,646	15.6%
ATA (North Central)	102,475	108,039	5.4%	108,539	0.5%
BTA (Butler)	18,194	18,021	-1.0%	18,405	2.1%
CARBON	3,089	2,786	-9.8%	3,201	14.9%
CATA (Crawford)	17,409	17,424	0.1%	17,564	0.8%
DUFAST (Clearfield)	10,372	10,356	-0.2%	10,846	4.7%
EMTA (Endless Mtns)	26,642	22,884	-14.1%	20,135	-12.0%
IndiGO (Indiana)	35,739	36,246	1.4%	34,284	-5.4%
Mid County (Armstrong)	10,693	9,690	-9.4%	7,805	-19.5%
MCTA (Monroe)	28,817	31,585	9.6%	31,263	-1.0%
BMC (Mount Carmel)	4,860	4,790	-1.4%	4,989	4.2%
NCATA (New Castle)	58,334	57,152	-2.0%	56,510	-1.1%
STS (Schuylkill)	21,321	19,143	-10.2%	18,354	-4.1%
VCTO (Venango)	7,846	7,803	-0.5%	9,025	15.7%
TAWC (Warren)	12,737	10,087	-20.8%	10,508	4.2%
WASHCO (Washington County)	5,322	5,264	-1.1%	5,275	0.2%
TOTAL	10,739,721	10,546,525	-1.8%	10,740,829	1.8%

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

intentionally blank

Section III

Urban Systems



Southeastern Pennsylvania Transportation Authority (SEPTA)

1234 Market Street
Philadelphia, PA 19107-3780
215-580-7070
Mr. Joseph M. Casey, General Manager
www.septa.org



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



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 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%)*



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

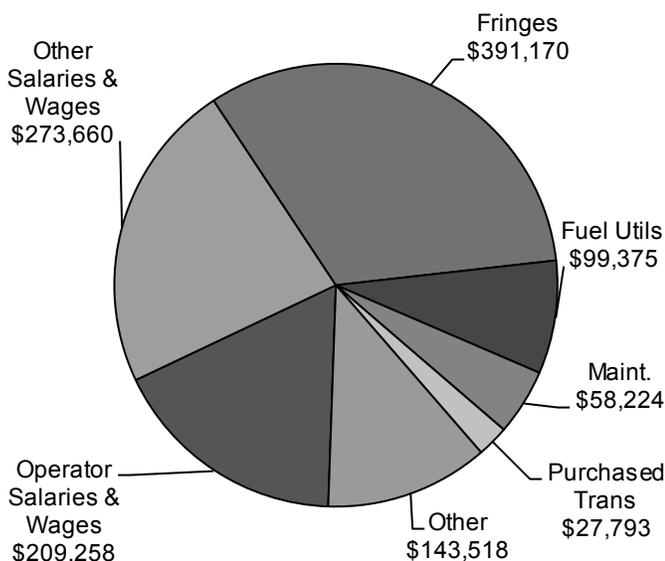
	Full-Time	Part-Time
Fixed Route:	9,117	131
Paratransit:	81	0
System-wide:	9,198	131

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

OPERATING BUDGET

Operating Expense (000's)

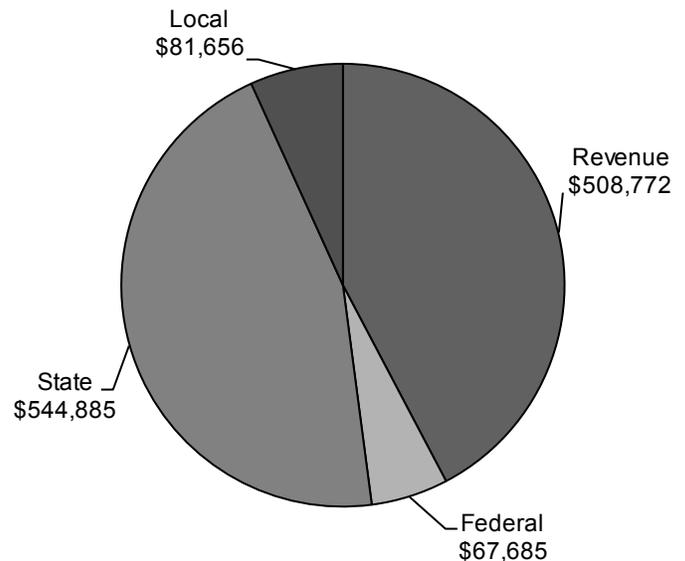
\$1,202,998



Expense includes ADA complementary expense.

Operating Funds (000's)

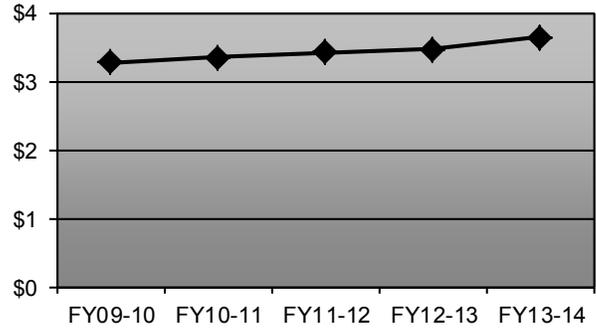
\$1,202,998



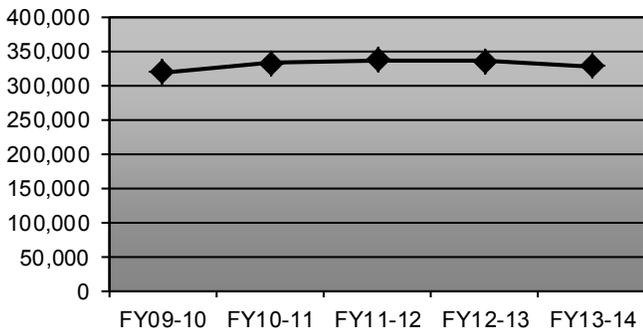
Revenue includes ADA complementary revenue.



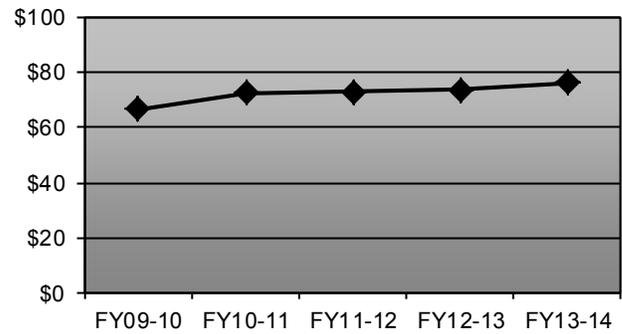
Operating Expense Per Passenger



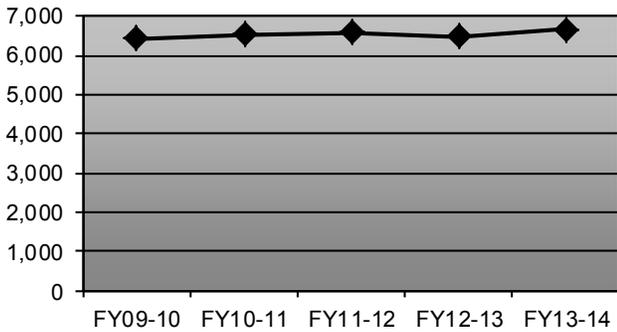
Total Passengers (000's)



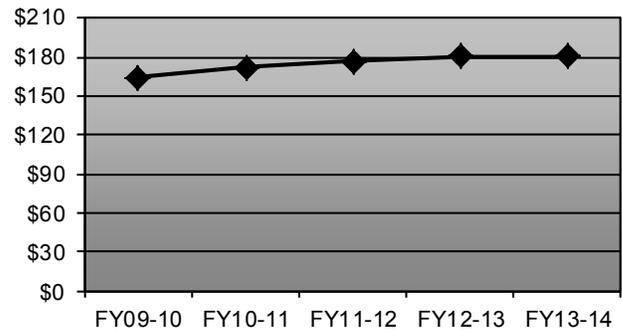
Operating Revenue Per Revenue Vehicle Hour



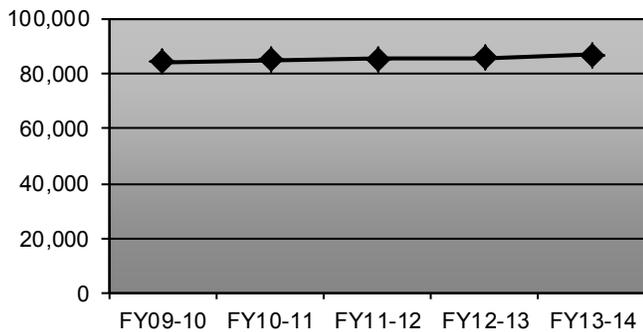
Revenue Vehicle Hours (000's)



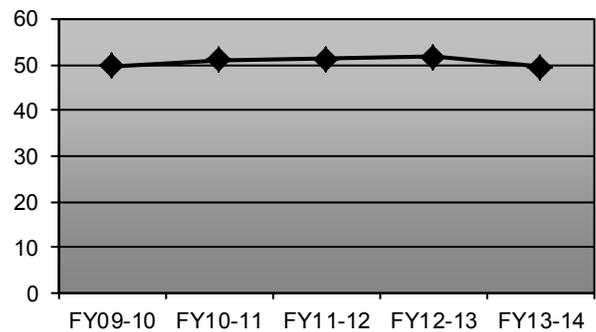
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



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

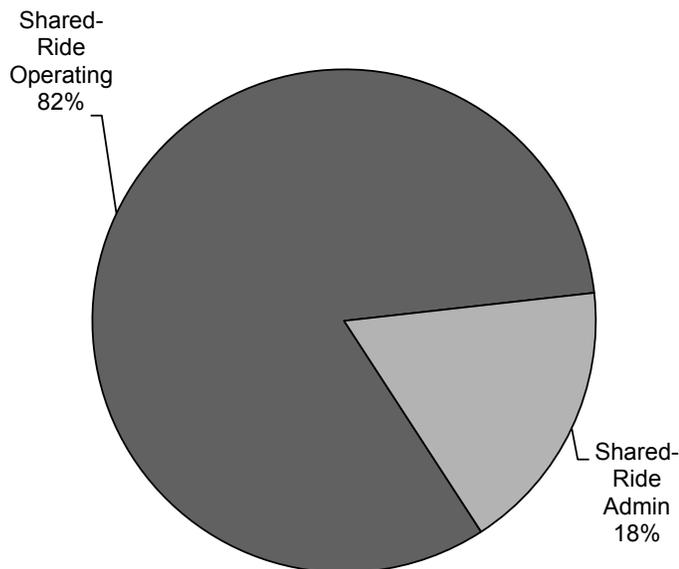
Community Transportation

Southeastern Pennsylvania Transportation Authority (SEPTA) 1234 Market Street Philadelphia, PA 19107 215-580-7800 Mr. Joseph M. Casey, General Manager		Fare Information Average Shared-Ride Fare: \$24.78 Cost to Commonwealth per Senior Citizen Trip: \$21.89 Last Base Fare Increase: July 2013	
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%		Trip Information 65+ Trips: 732,419 Other Shared-Ride Trips: 33,772 Total Shared-Ride Trips: 766,191	
MATP Provider: No Subcontractors: Yes Percent of Service Subcontracted: 100%		Vehicles Operated in Maximum Service Community Transportation: 168	

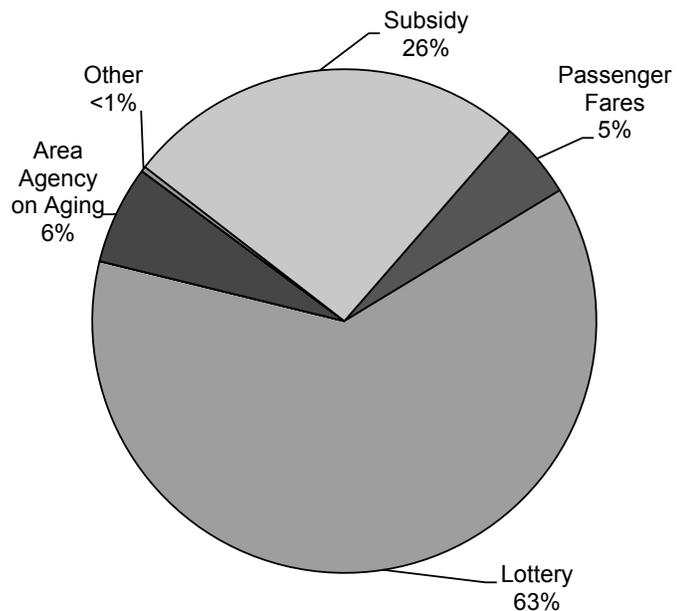
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

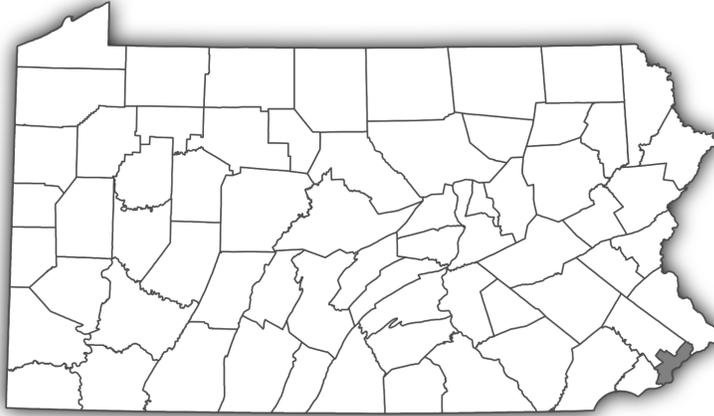
Operating Expenses



Sources of Funding

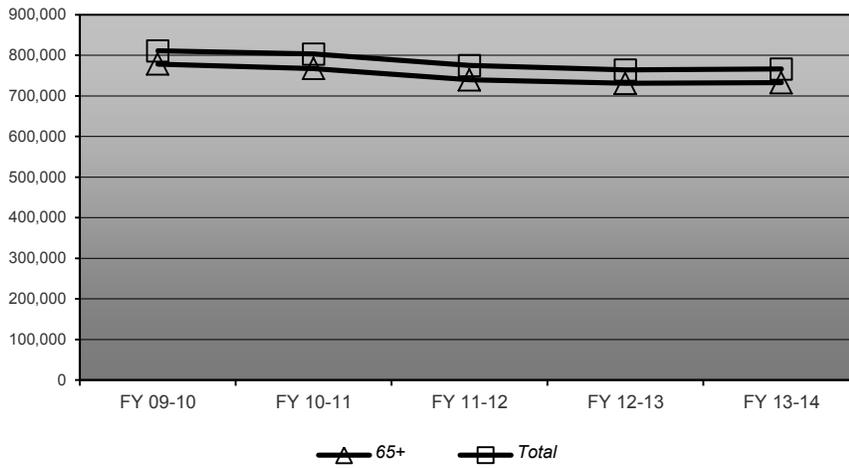


Agency Service Area

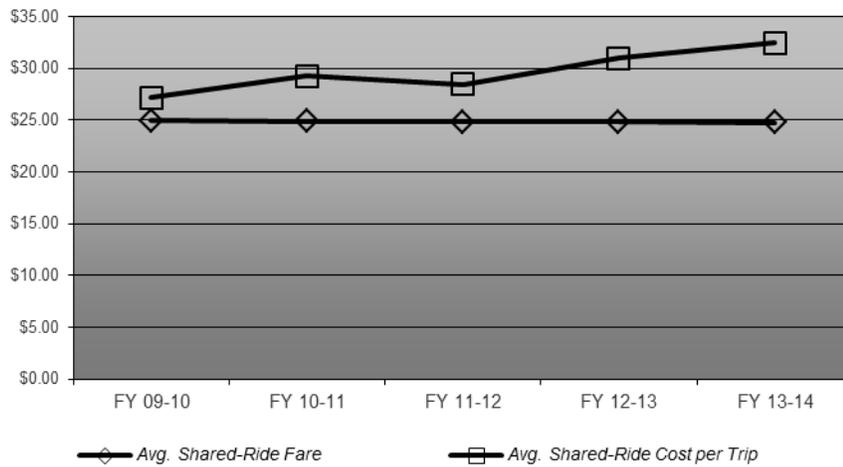


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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



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

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



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



Current Fare Information
 Fixed Route Base: \$2.50
 Fixed Route Average: \$1.67
 Last Base Fare Increase: July 2012 (11%)



Act 44 Fixed Route Distribution Factors
 Total Passengers: 62,507,941
 Senior Passengers: 4,799,145
 Revenue Vehicle Miles: 25,542,475
 Revenue Vehicle Hours: 1,910,968



Current Employees

	Full-Time	Part-Time
Fixed Route:	2,477	0
Paratransit:	307	77
System-wide:	2,784	77



Act 44 Operating Assistance
 Section 1513 Allocation: \$204,457,990
 Required Local Match: \$29,052,134



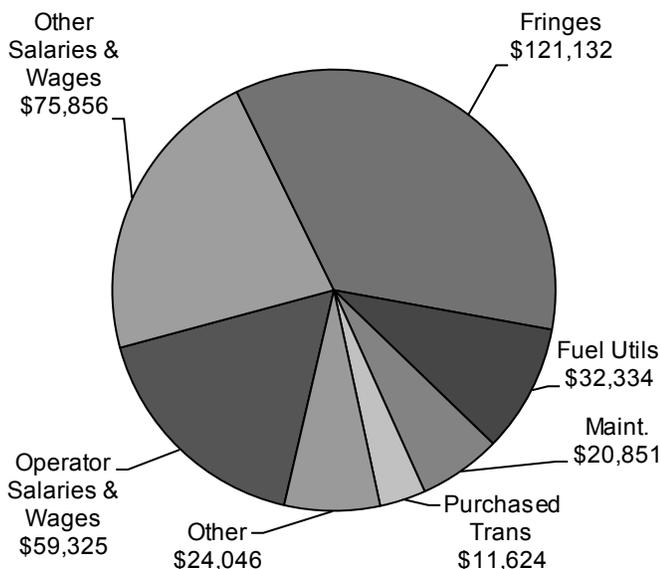
Current Fleet Size

Motor Bus:	731
Street Car Rail/Light Rail:	82
Inclined Plane Cars:	2
Paratransit Vehicles:	368
System-wide:	1,183

OPERATING BUDGET

Operating Expense (000's)

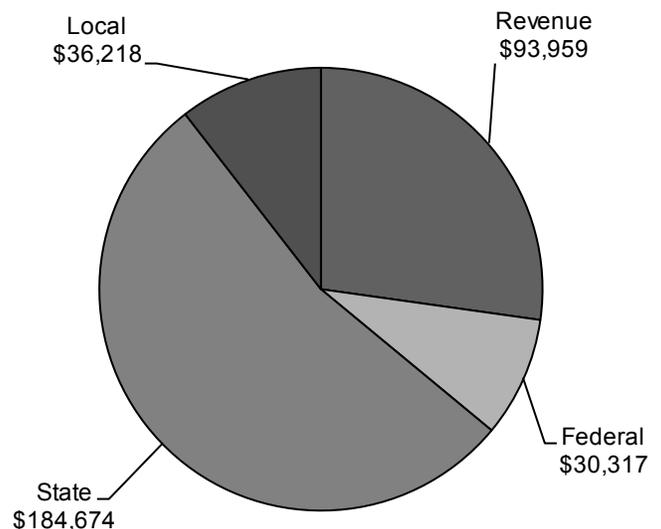
\$345,168



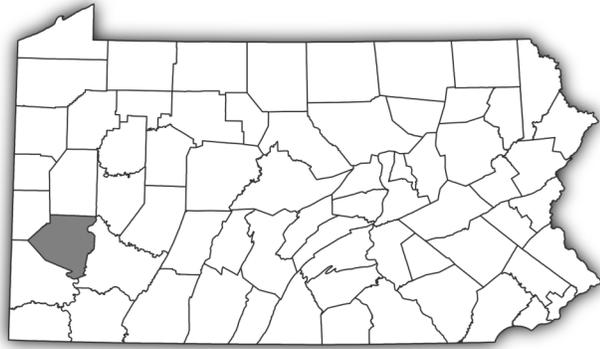
Expense includes ADA complementary and DAS expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

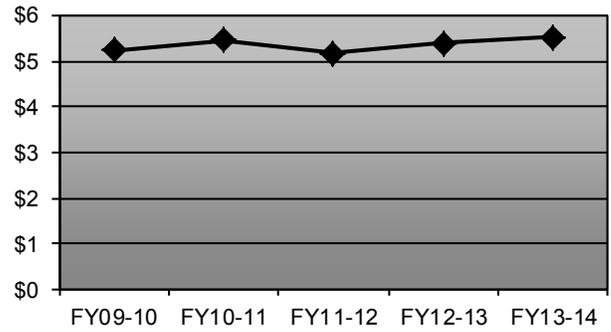
\$345,168



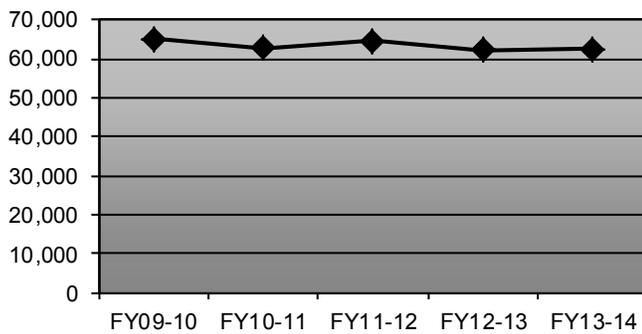
Revenue includes ADA complementary and DAS revenue.



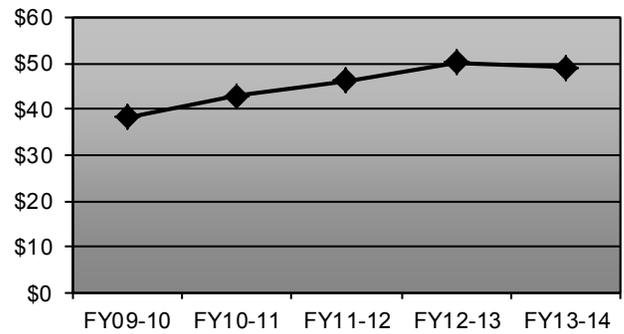
Operating Expense Per Passenger



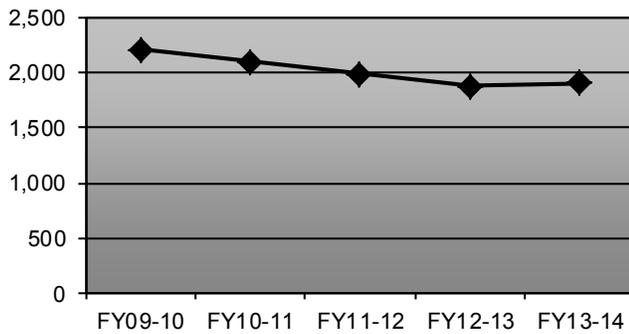
Total Passengers (000's)



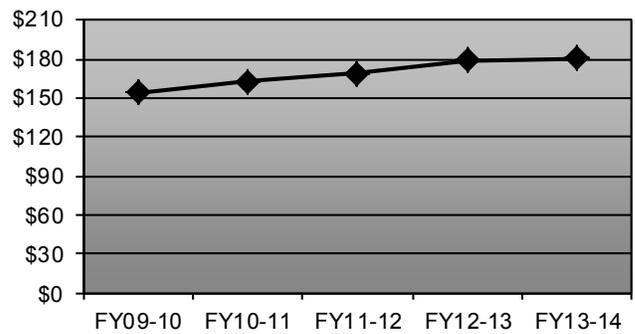
Operating Revenue Per Revenue Vehicle Hour



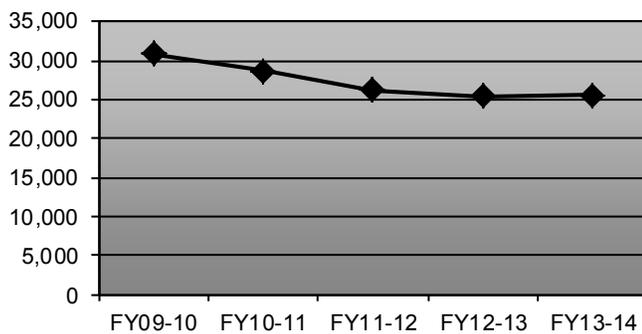
Revenue Vehicle Hours (000's)



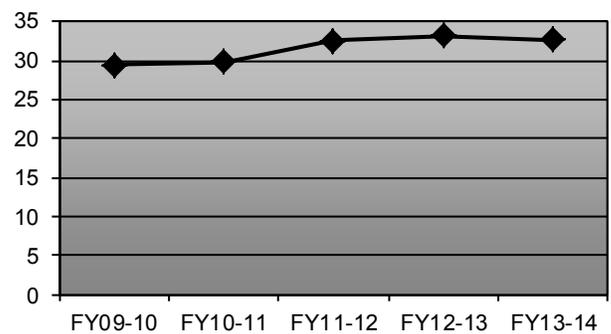
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary and DAS passengers.

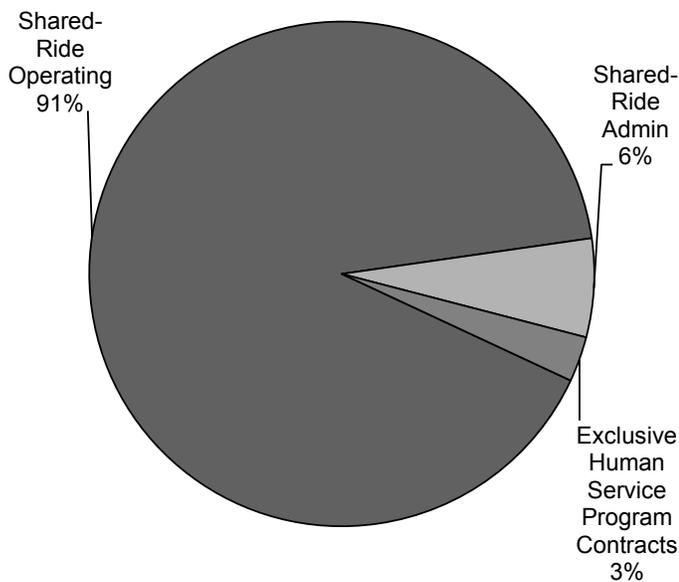
Community Transportation

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		Fare Information Average Shared-Ride Fare: \$21.93 Cost to Commonwealth per Senior Citizen Trip: \$18.72 Last Base Fare Increase: July 2013	
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%		Trip Information 65+ Trips: 646,615 Other Shared-Ride Trips: 384,747 Total Shared-Ride Trips: 1,031,362 Non-Public Trips: 71,397	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 100%		Vehicles Operated in Maximum Service Community Transportation: 173	

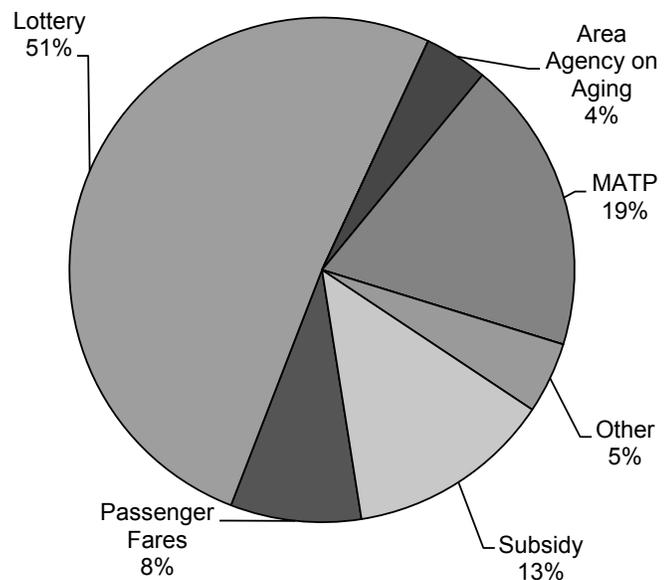
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

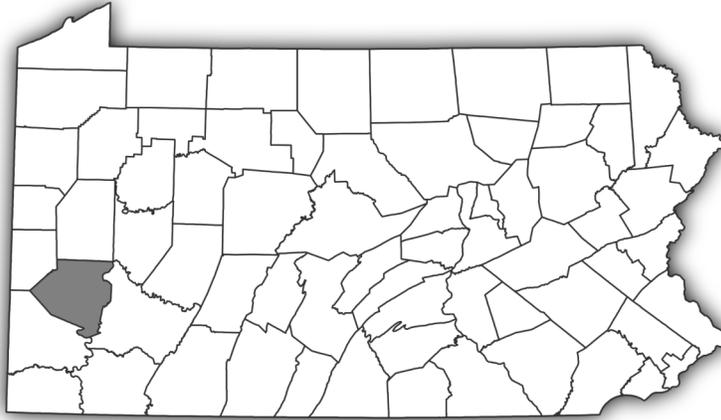
Operating Expenses



Sources of Funding

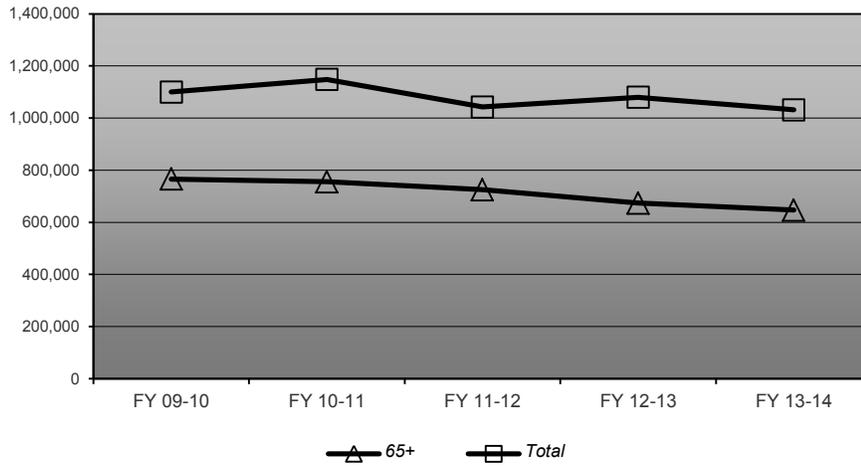


Agency Service Area

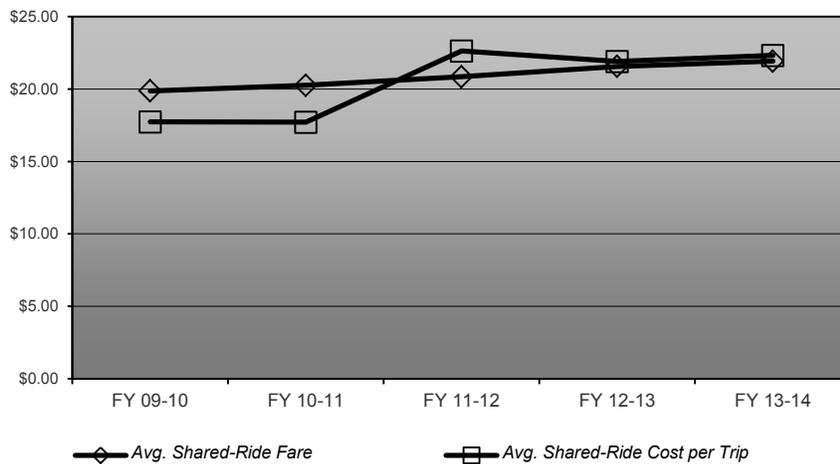


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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



House District
 Blair: 79, 80, 81

Senate District
 Blair: 30



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



Current Fare Information
 Fixed Route Base: \$1.50
 Fixed Route Average: \$1.32
 Last Base Fare Increase: August 2012 (7%)



Act 44 Fixed Route Distribution Factors
 Total Passengers: 642,524
 Senior Passengers: 67,843
 Revenue Vehicle Miles: 573,866
 Revenue Vehicle Hours: 44,262



Current Employees

	Full-Time	Part-Time
Fixed Route:	39	6
Paratransit:	0	1
System-wide:	39	7



Act 44 Operating Assistance
 Section 1513 Allocation: \$2,553,288
 Required Local Match: \$129,577



Current Fleet Size

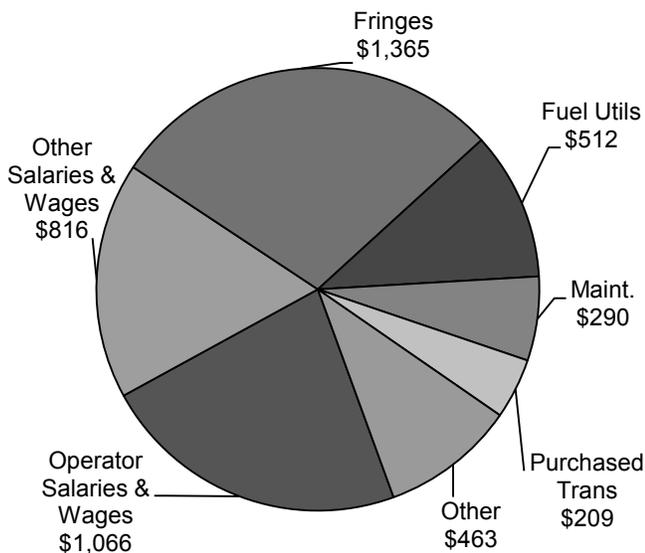
Fixed Route:	26
Paratransit:	2
System-wide:	28

Community transportation provided by Blair Senior Services, Inc. (see page 188)

OPERATING BUDGET

Operating Expense (000's)

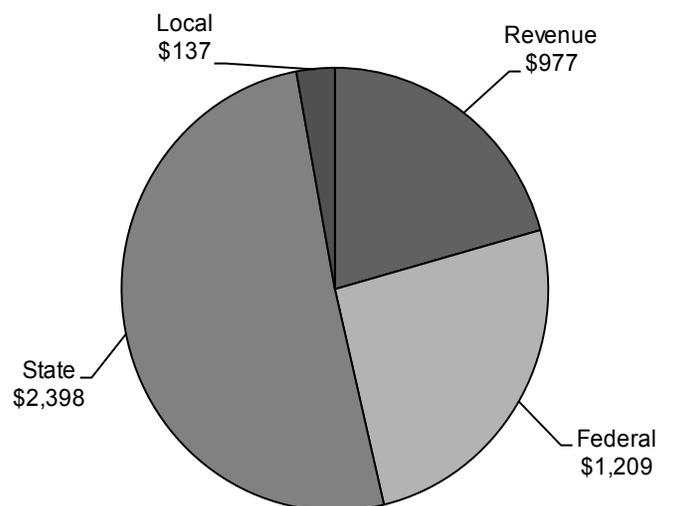
\$4,721



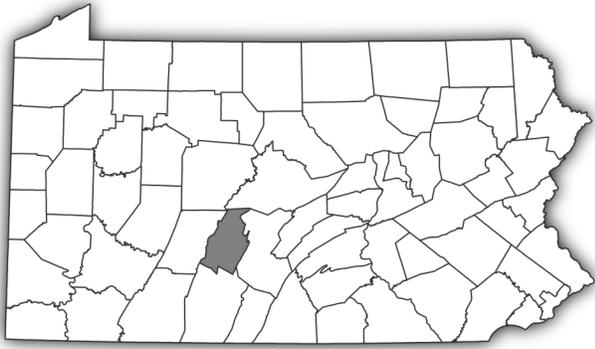
Expense includes ADA complementary expenses.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

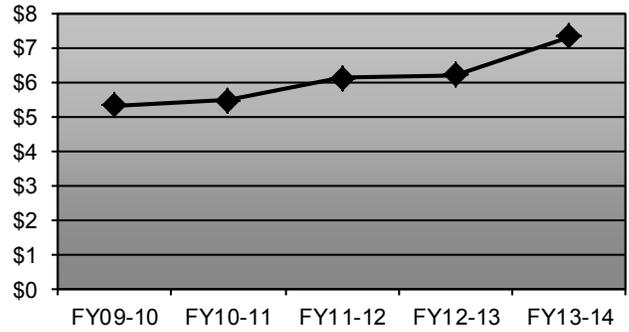
\$4,721



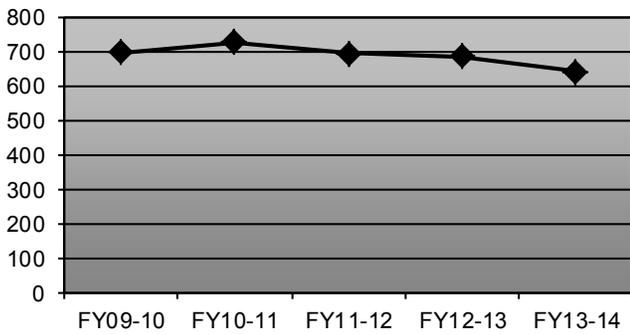
Revenue includes ADA complementary revenue.



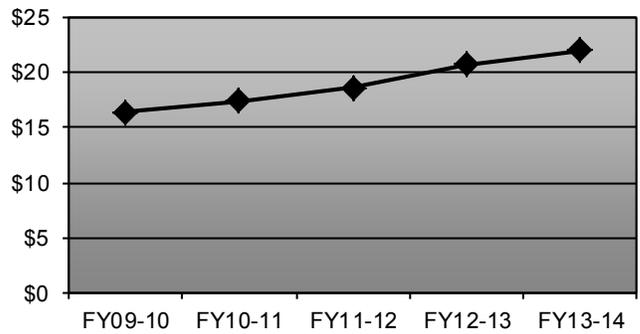
Operating Expense Per Passenger



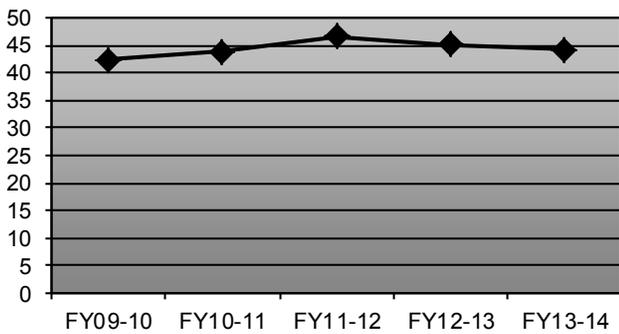
Total Passengers (000's)



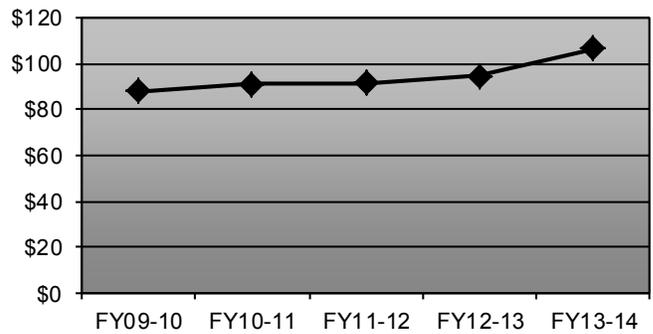
Operating Revenue Per Revenue Vehicle Hour



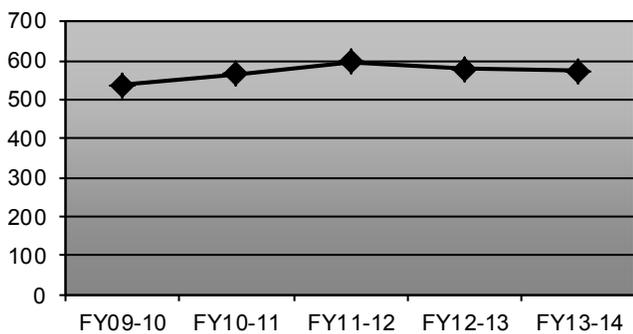
Revenue Vehicle Hours (000's)



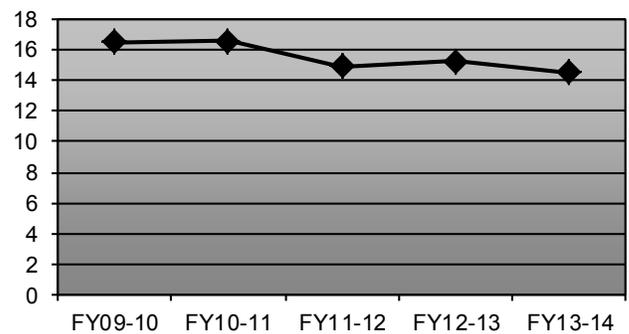
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.



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



Current Fleet Size

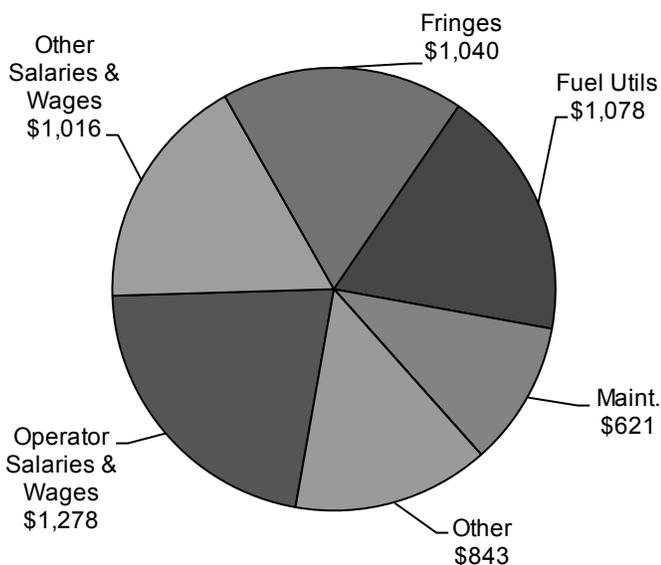
Fixed Route:	24
Paratransit:	21
System-wide:	45

*Includes Rural Service

OPERATING BUDGET

Operating Expense (000's)

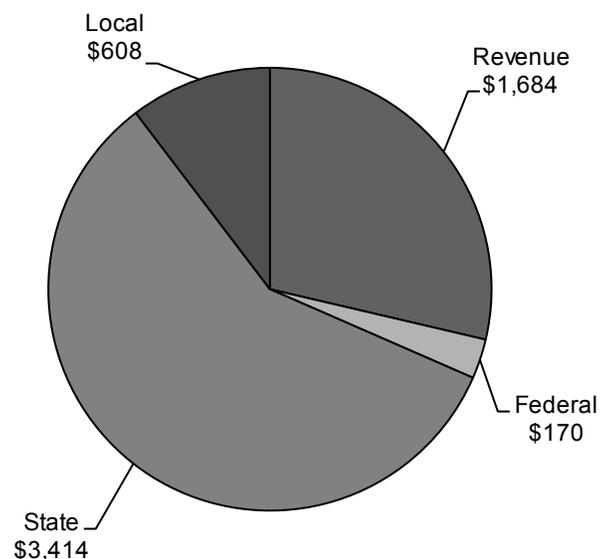
\$5,876



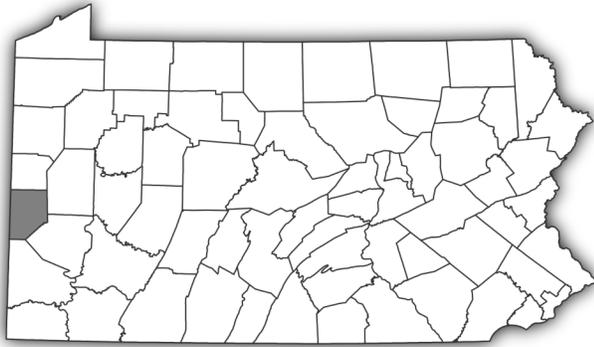
Expense includes DAS expense which is also included on the Community Transportation page.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

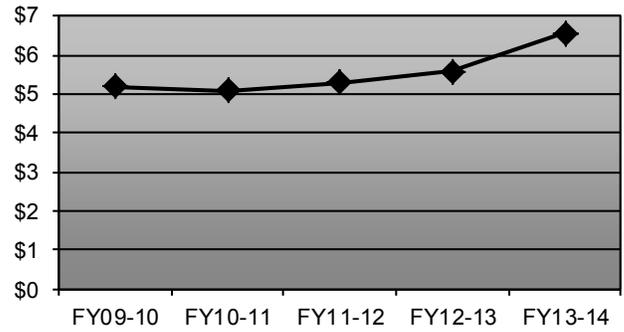
\$5,876



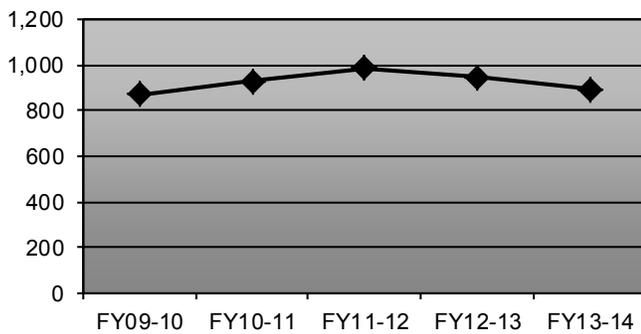
Revenue includes DAS revenue which is also included on the Community Transportation page.



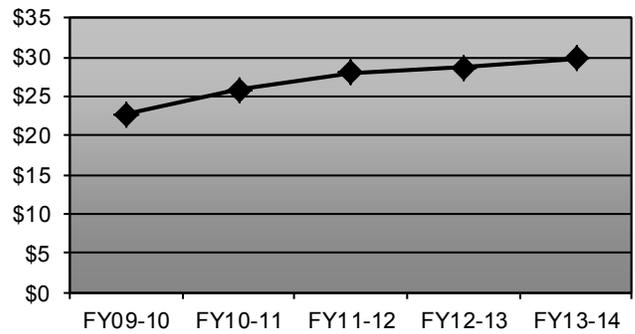
Operating Expense Per Passenger



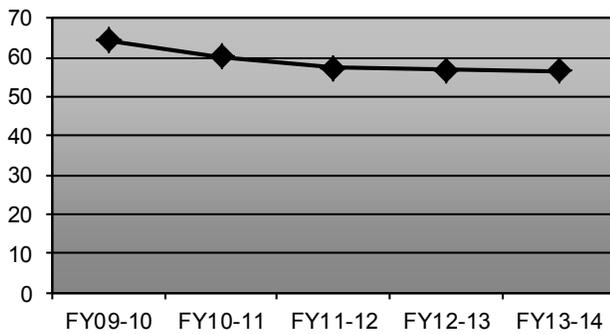
Total Passengers (000's)



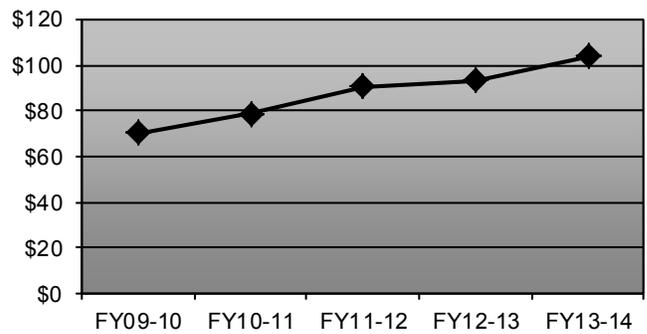
Operating Revenue Per Revenue Vehicle Hour



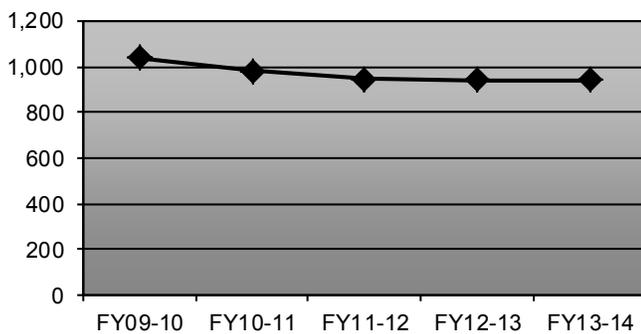
Revenue Vehicle Hours (000's)



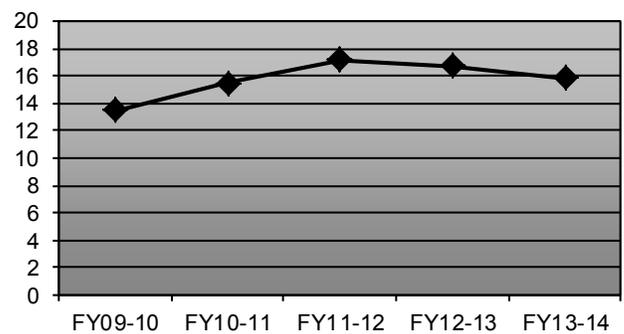
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include 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

Fare Information

Average Shared-Ride Fare: \$20.53
 Cost to Commonwealth
 per Senior Citizen Trip: \$17.40
 Last Base Fare Increase: January 2013

Service Area Statistics (2010 Census)

Beaver County

Square Miles: 434
 Population: 170,539
 65+ Population: 31,660
 % of Population 65 and older: 18.6%

Trip Information

65+ Trips: 29,252
 Other Shared-Ride Trips: 48,642
 Total Shared-Ride Trips: 77,894
 Non-Public Trips: 97,423

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

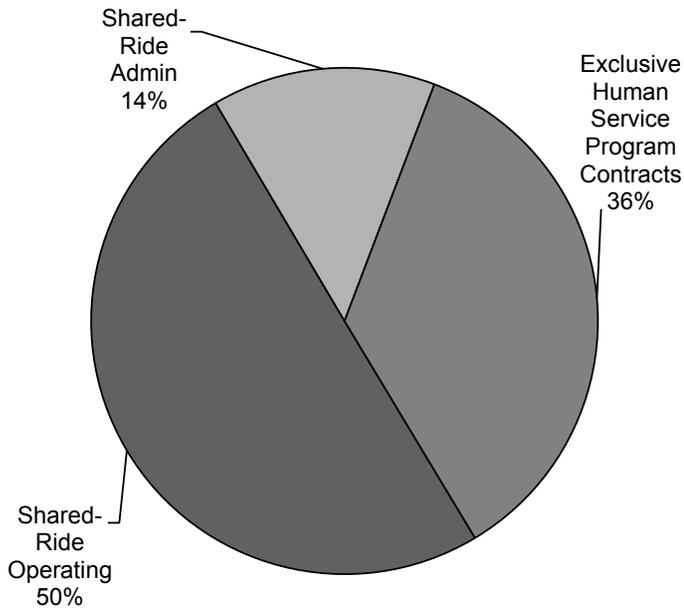
Vehicles Operated in Maximum Service

Community Transportation: 18

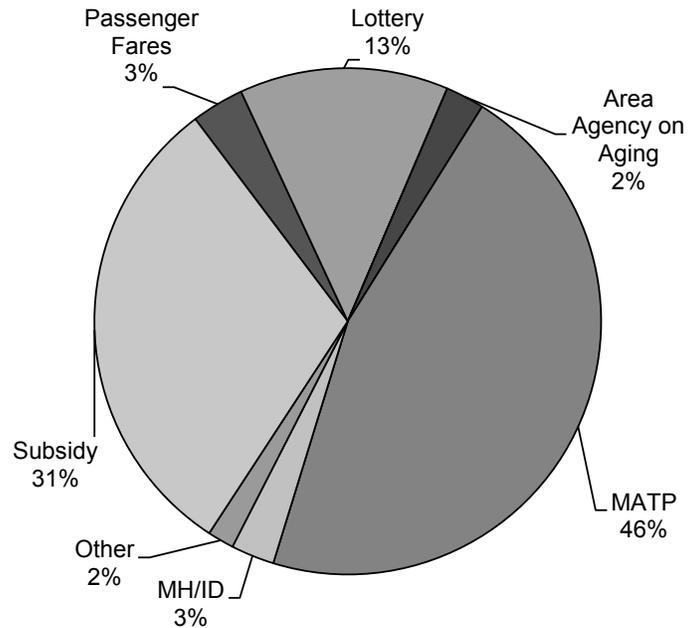
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

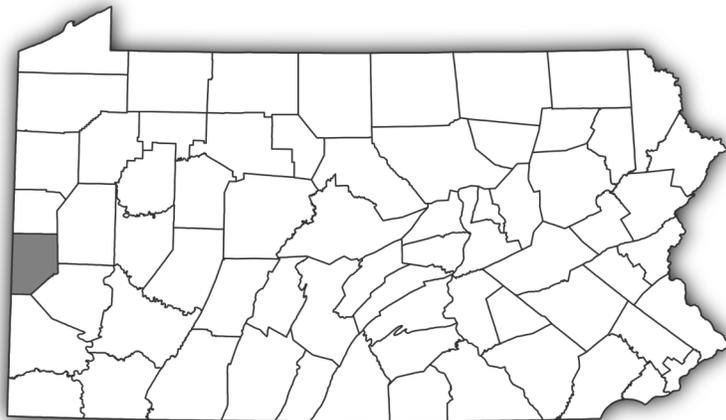
Operating Expenses



Sources of Funding

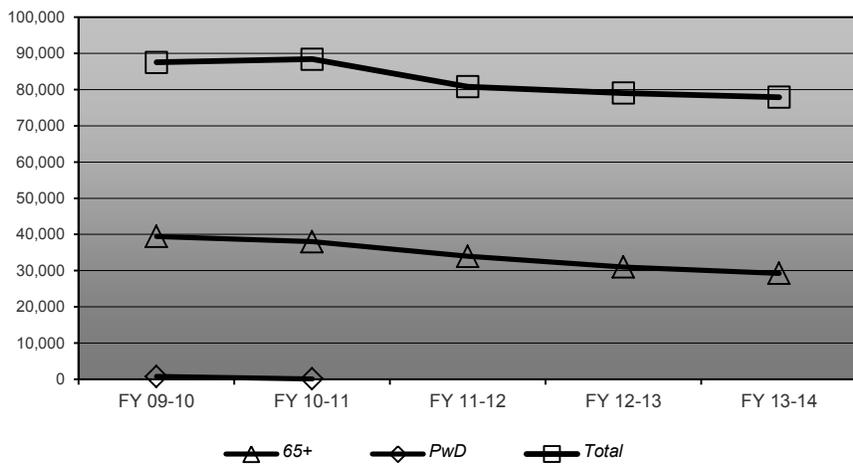


Agency Service Area

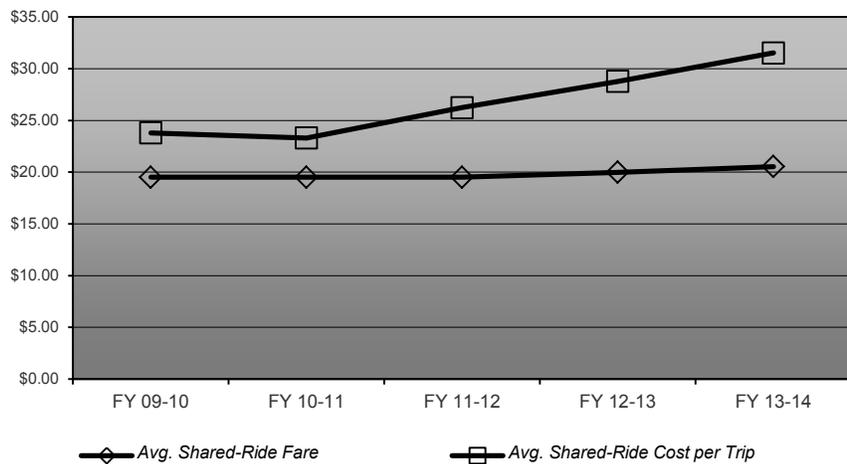


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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



House District
 Berks: 124, 125, 126, 127, 128, 129, 130, 134, 187

Senate District
 Berks: 11, 24, 29, 44



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



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



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



	Full-Time	Part-Time
Fixed Route:	97	3
Paratransit:	72	4
System-wide:	169	7



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

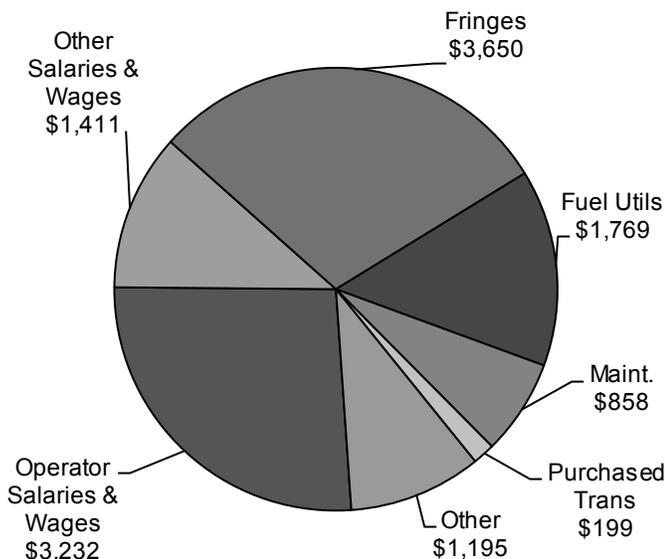


Fixed Route:	57
Paratransit:	64
System-wide:	121

OPERATING BUDGET

Operating Expense (000's)

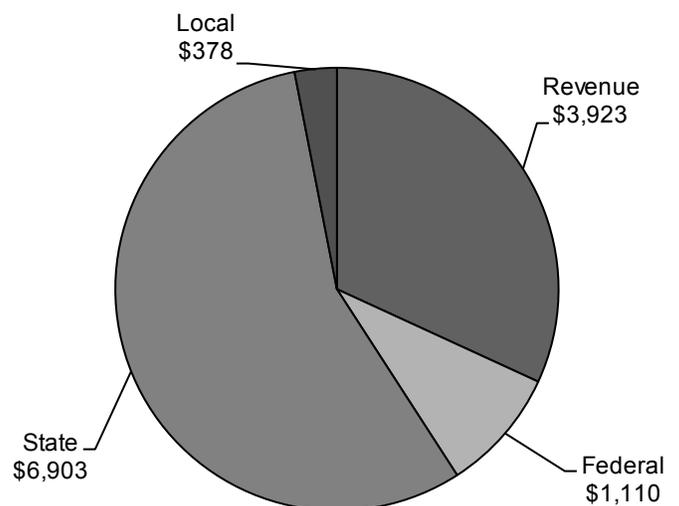
\$12,314



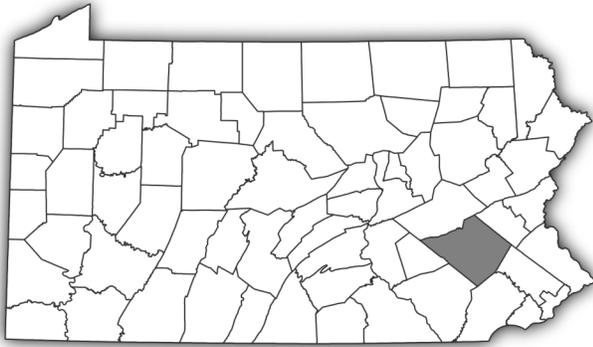
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

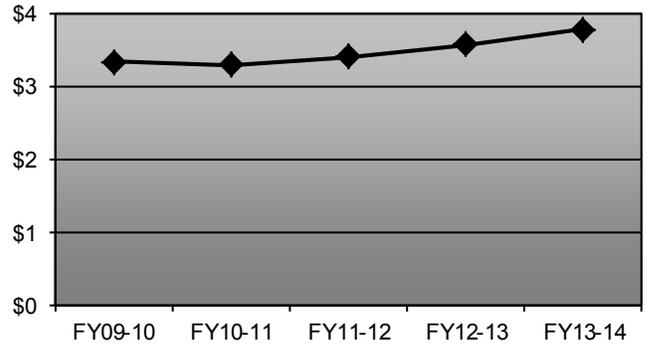
\$12,314



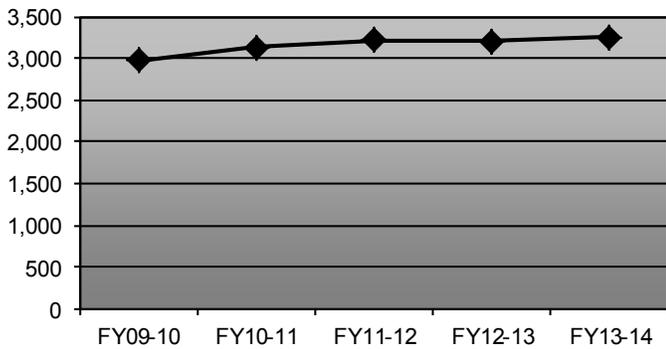
Revenue includes ADA complementary revenue.



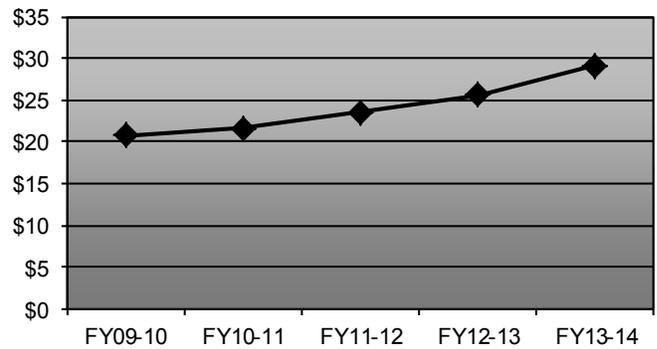
Operating Expense Per Passenger



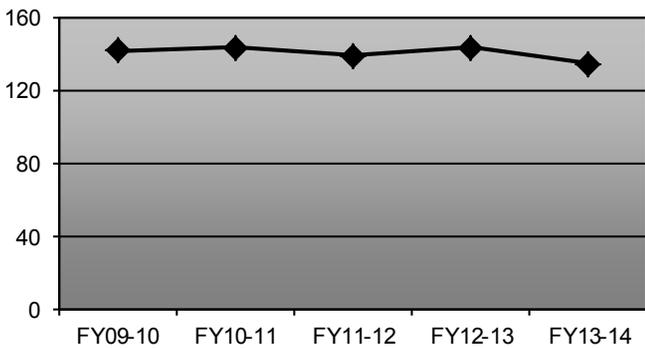
Total Passengers (000's)



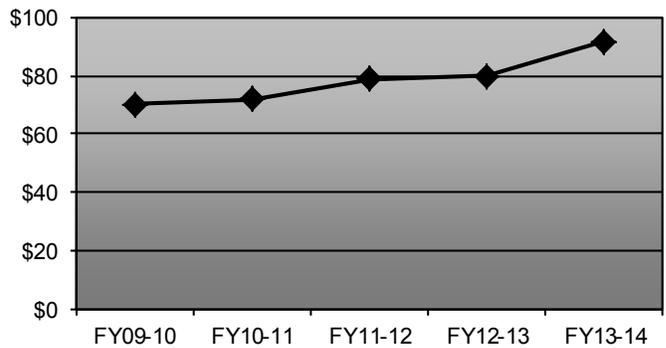
Operating Revenue Per Revenue Vehicle Hour



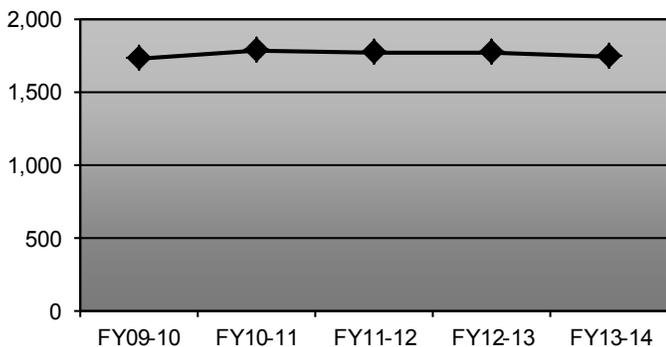
Revenue Vehicle Hours (000's)



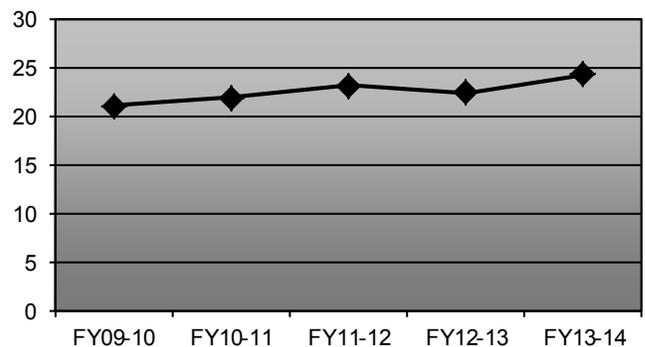
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

Berks Area Regional Transportation Authority (BARTA)

1700 North Eleventh Street
 Reading, PA 19604-1599
 610-921-0605
 Mr. David Kilmer, Executive Director

Fare Information

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

Service Area Statistics (2010 Census) Berks County

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

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

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

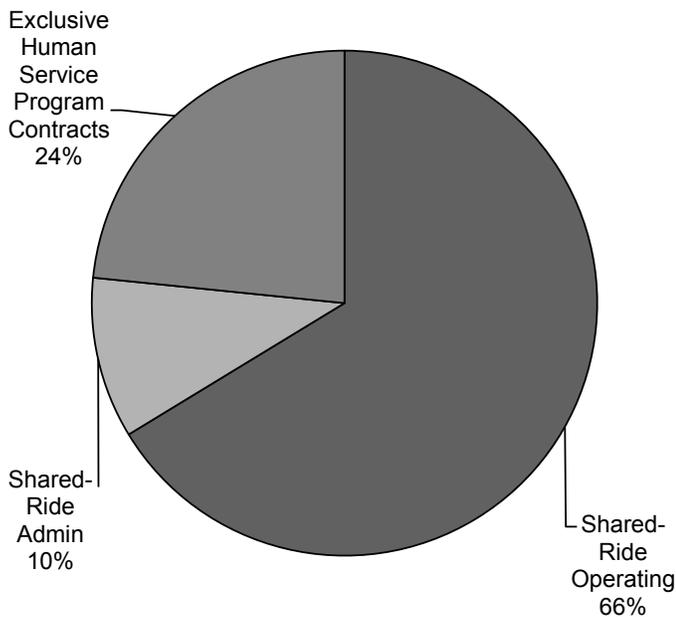
Vehicles Operated in Maximum Service

Community Transportation:	57
---------------------------	----

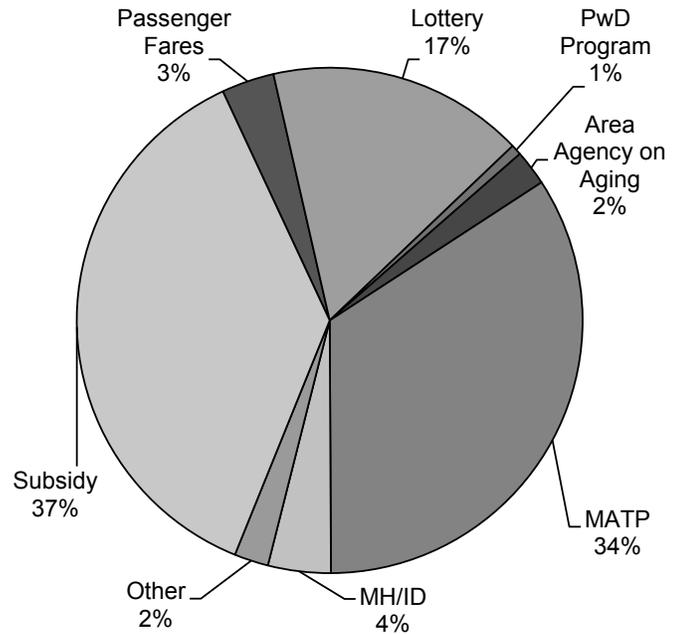
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

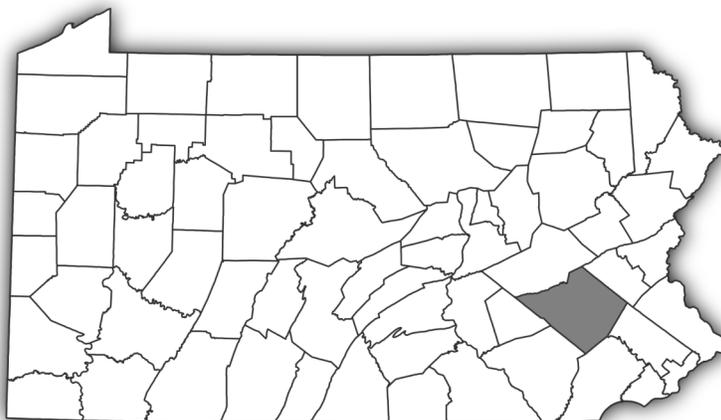
Operating Expenses



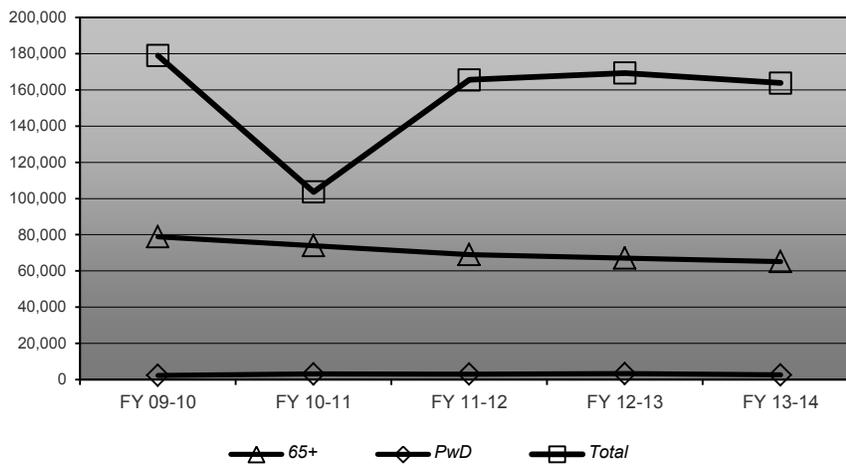
Sources of Funding



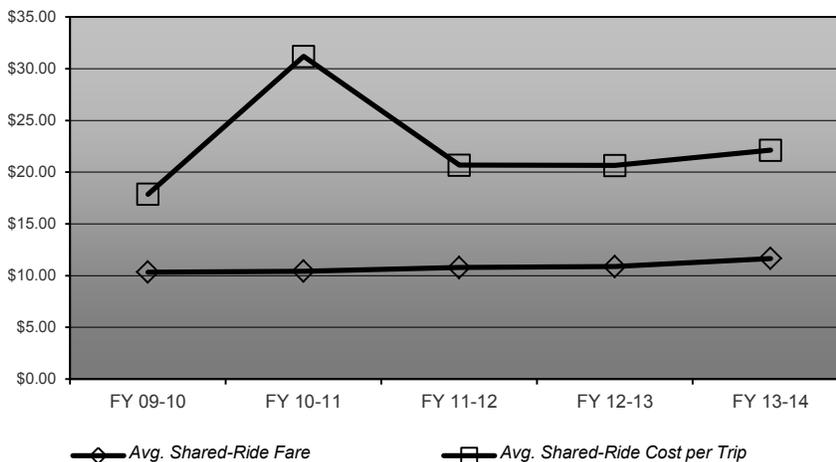
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery





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



House District
 Cambria: 71, 72, 73
Senate District
 Cambria: 35



Service Area Statistics (2010 Census)
 Square Miles: 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 Fixed Route Distribution Factors
 Total Passengers: 1,230,087
 Senior Passengers: 207,466
 Revenue Vehicle Miles: 1,075,075
 Revenue Vehicle Hours: 81,621



Current Employees

	Full-Time	Part-Time
Fixed Route:	73	20
Paratransit:	25	14
System-wide:	98	34



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



Current Fleet Size

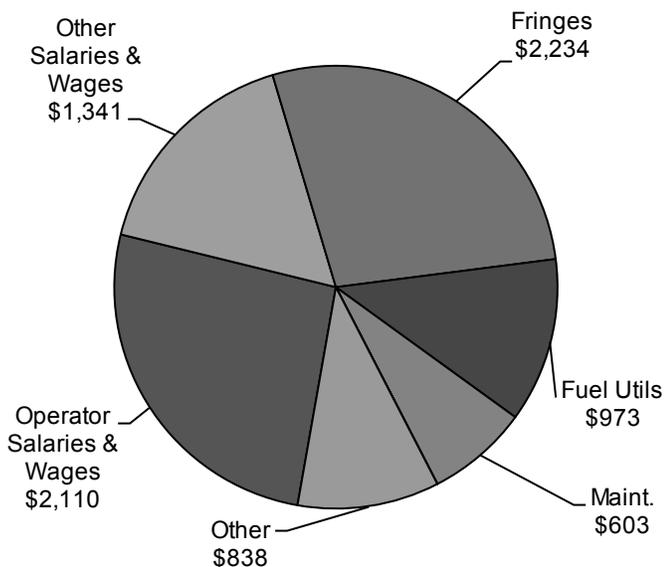
Motor Bus:	31
Inclined Plane Cars:	2
Paratransit Vehicles:	35
System-wide:	68

*Includes Rural Service

OPERATING BUDGET

Operating Expense (000's)

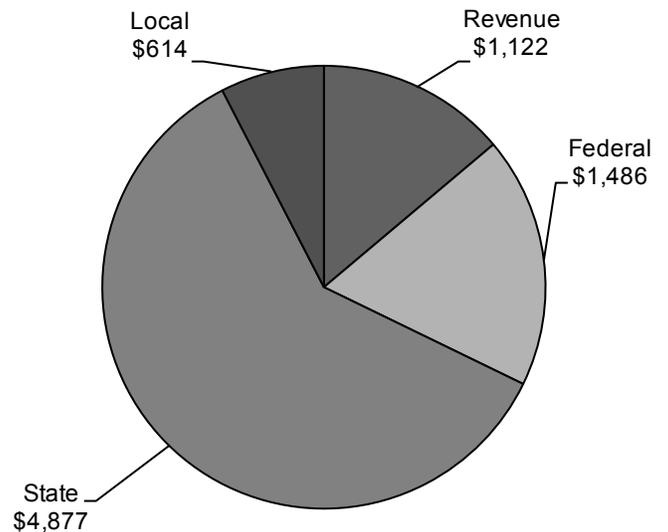
\$8,099



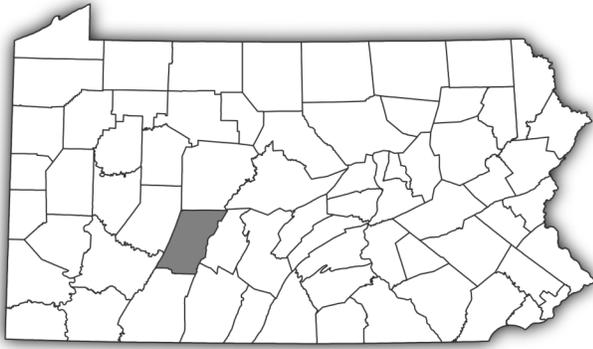
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

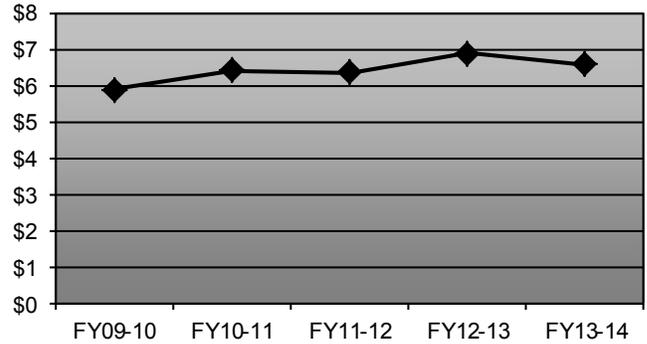
\$8,099



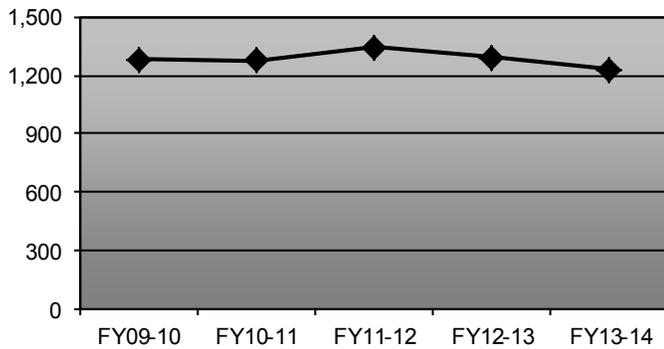
Revenue includes ADA complementary revenue.



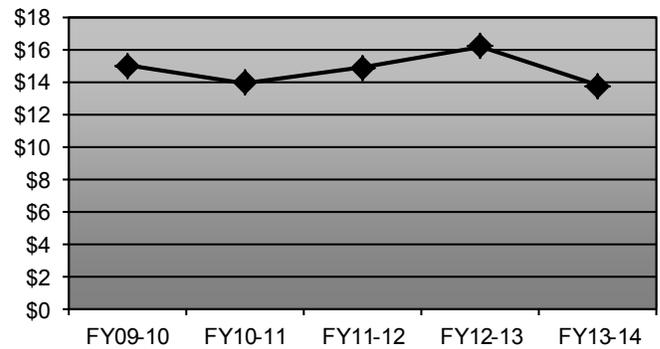
Operating Expense Per Passenger



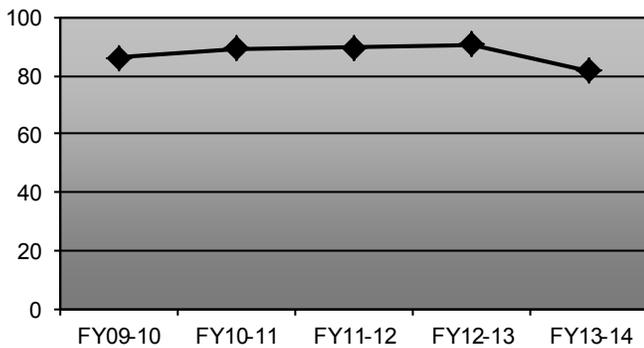
Total Passengers (000's)



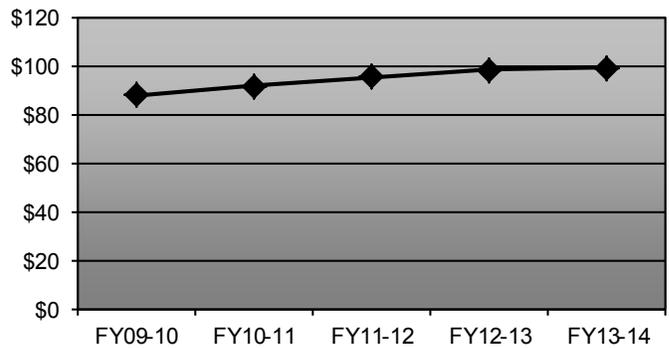
Operating Revenue Per Revenue Vehicle Hour



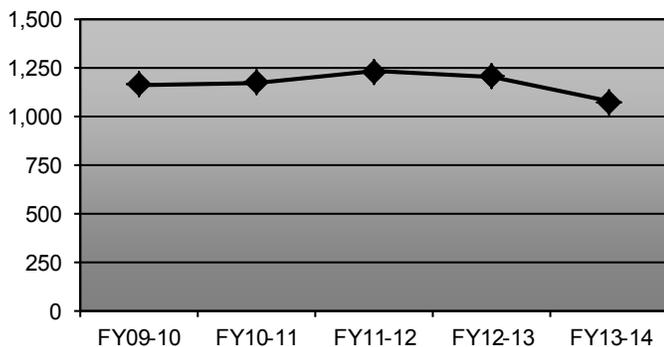
Revenue Vehicle Hours (000's)



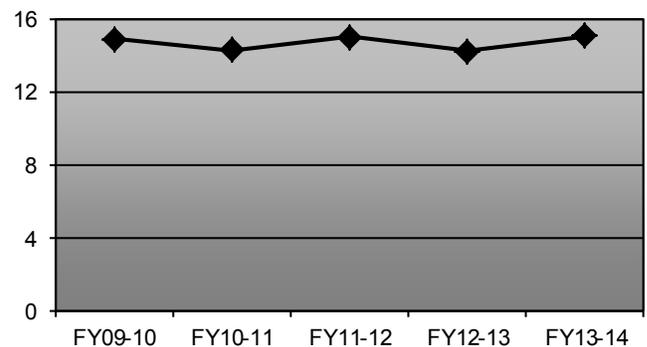
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

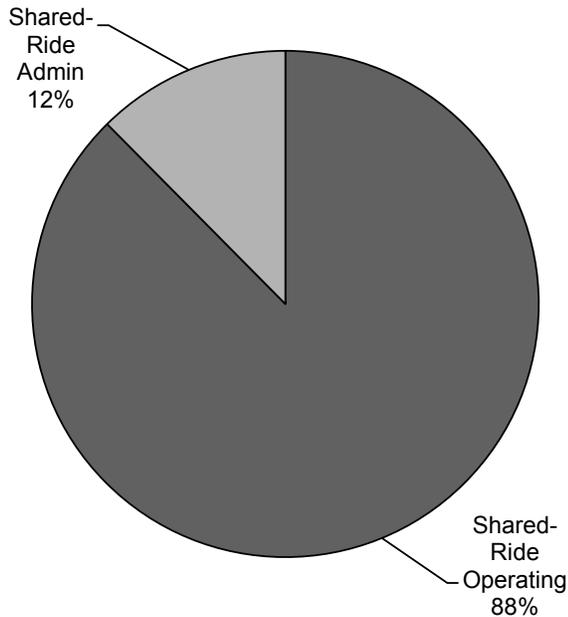
Community Transportation

Cambria County Transit Authority (CamTran) 502 Maple Avenue Johnstown, PA 15901 814-535-5526 Ms. Rose Lucey-Noll, Executive Director		Fare Information Average Shared-Ride Fare: \$13.60 Cost to Commonwealth per Senior Citizen Trip: \$11.86 Last Base Fare Increase: January 2013	
Service Area Statistics (2010 Census) Cambria County Square Miles: 688 Population: 143,679 65+ Population: 27,071 % of Population 65 and older: 18.8%		Trip Information 65+ Trips: 49,523 PwD Trips: 1,873 Other Shared-Ride Trips: 2,001 Total Shared-Ride Trips: 53,397	
MATP Provider: No Subcontractors: No Percent of Service Subcontracted: N/A		Vehicles Operated in Maximum Service Community Transportation: 15	

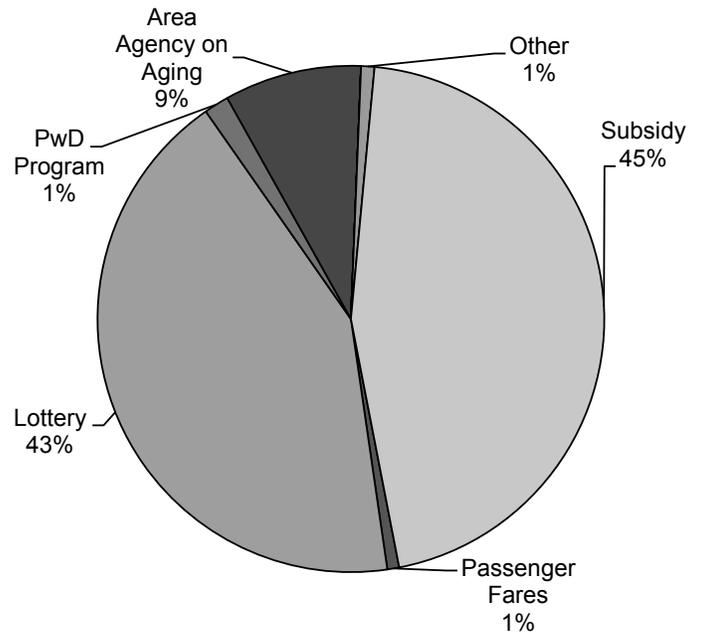
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

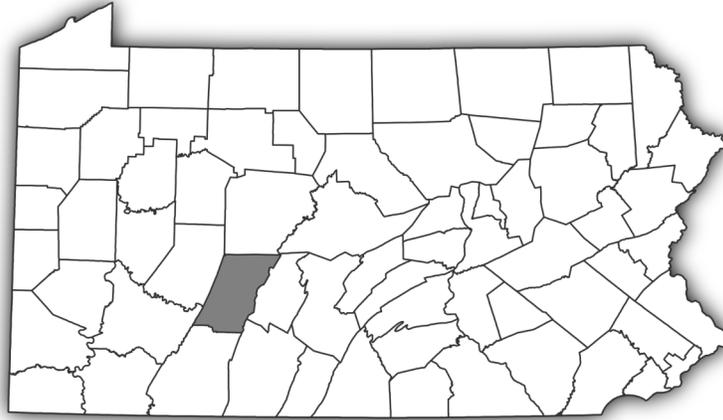
Operating Expenses



Sources of Funding

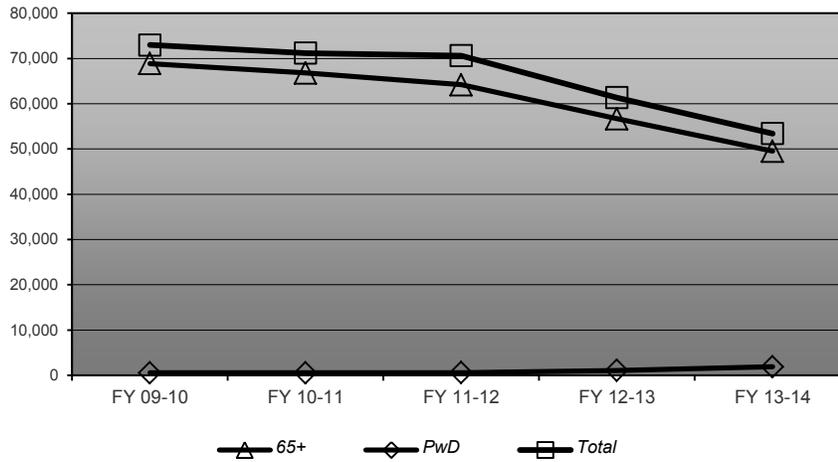


Agency Service Area

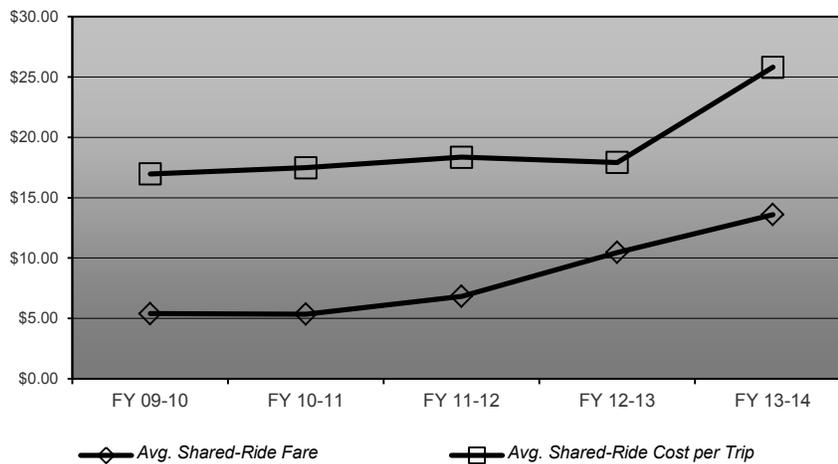


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





Capital Area Transit (CAT)
 901 North Cameron Street
 Harrisburg, PA 17101
 717-233-5657, Ext. 112
 Mr. William A. Jones, General Manager
www.cattransit.com



House District
 Cumberland: 87, 88, 89, 92, 199
 Dauphin: 98, 103, 104, 105, 106

Senate District
 Cumberland: 31
 Dauphin: 15, 27, 48



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



Current Fare Information
 Fixed Route Base: \$1.75
 Fixed Route Average: \$1.53
 Last Base Fare Increase: October 2010 (6%)



Act 44 Fixed Route Distribution Factors
 Total Passengers: 2,696,660
 Senior Passengers: 220,704
 Revenue Vehicle Miles: 1,851,668
 Revenue Vehicle Hours: 135,745



Current Employees

	Full-Time	Part-Time
Fixed Route:	147	12
Paratransit:	35	6
System-wide:	182	18



Act 44 Operating Assistance
 Section 1513 Allocation: \$6,903,528
 Required Local Match: \$766,610



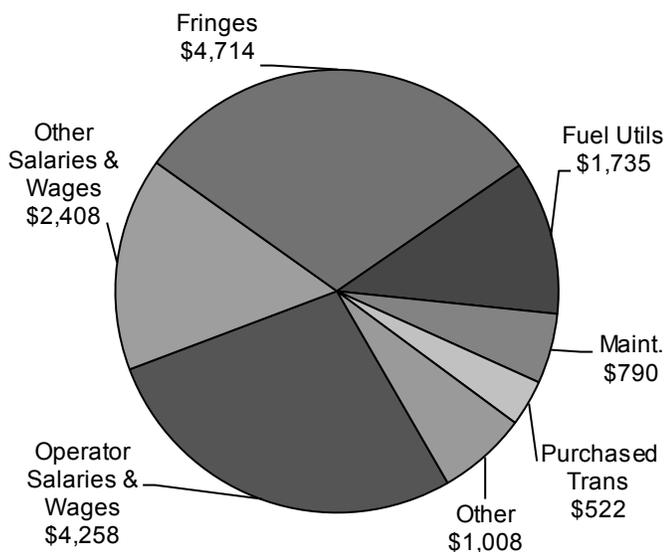
Current Fleet Size

Fixed Route:	79
Paratransit:	52
System-wide:	131

OPERATING BUDGET

Operating Expense (000's)

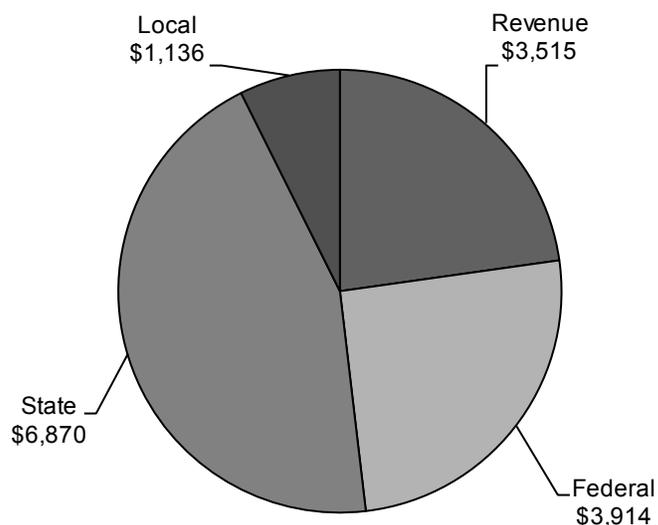
\$15,435



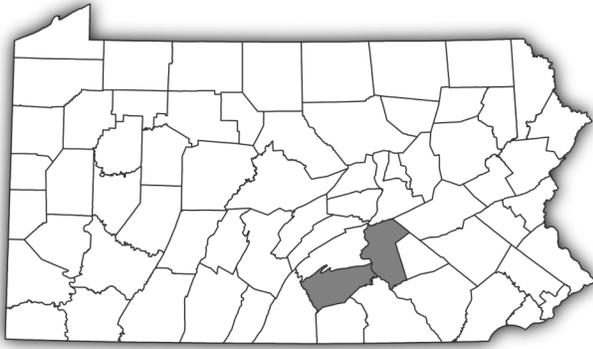
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

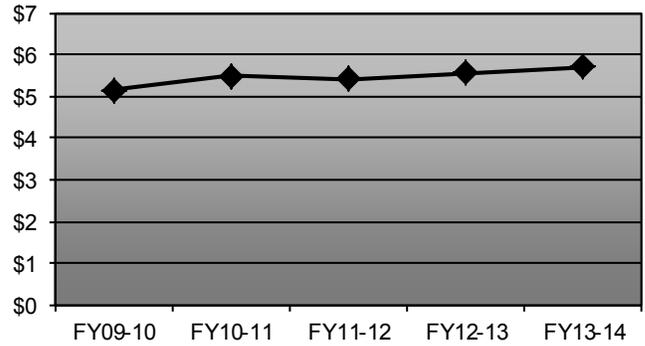
\$15,435



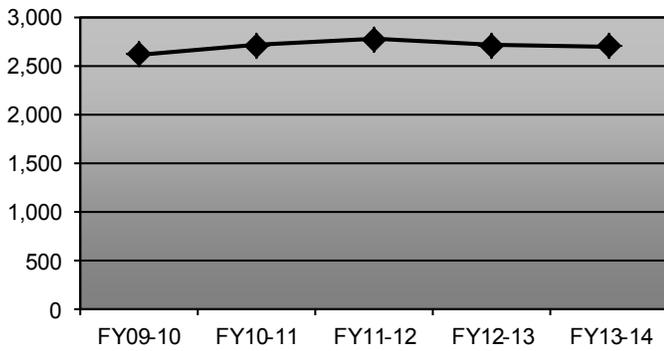
Revenue includes ADA complementary revenue.



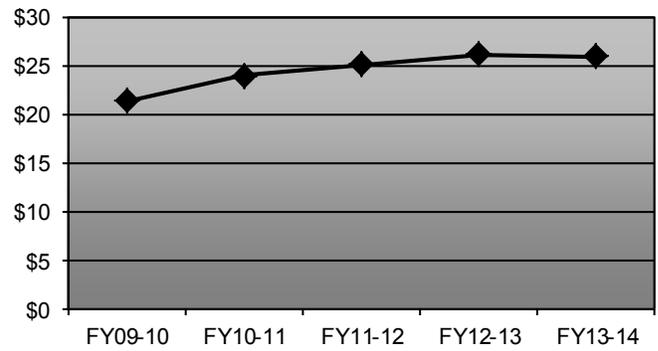
Operating Expense Per Passenger



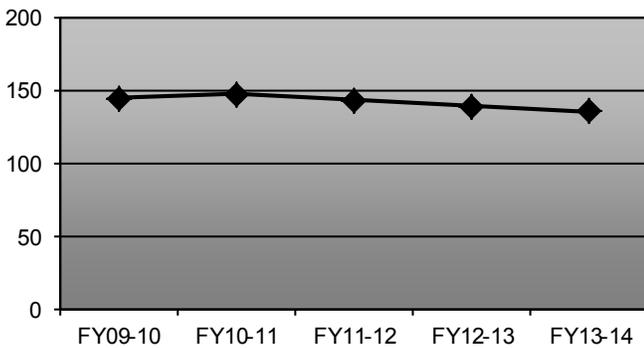
Total Passengers (000's)



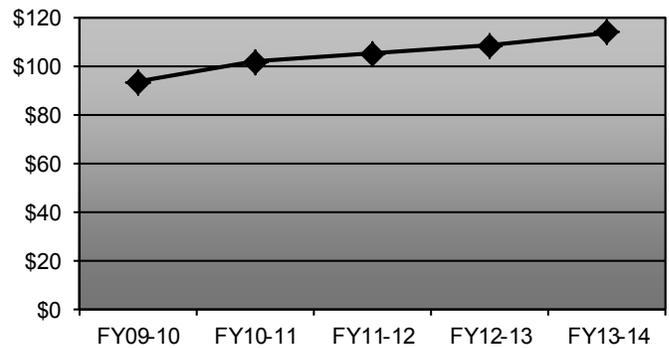
Operating Revenue Per Revenue Vehicle Hour



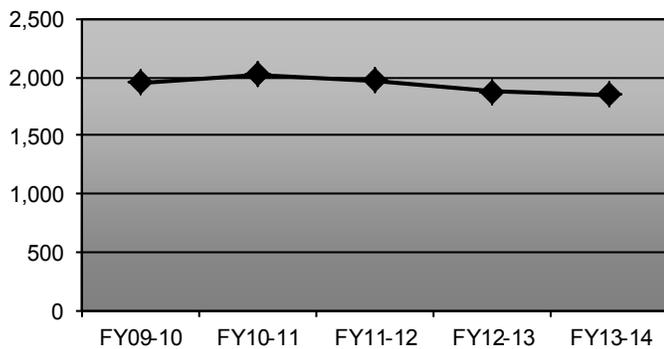
Revenue Vehicle Hours (000's)



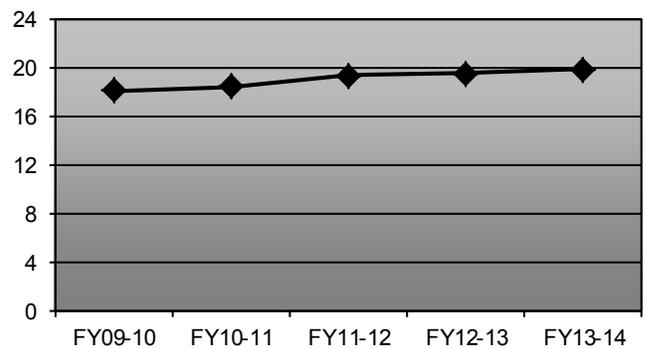
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

Capital Area Transit (CAT)

901 North Cameron Street
 Harrisburg, PA 17101
 717-232-6100
 Mr. William A. Jones, General Manager

Fare Information

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

Service Area Statistics (2010 Census)

Dauphin County

Square Miles: 525
 Population: 268,100
 65+ Population: 36,841
 % of Population 65 and older: 13.7%

Trip Information

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

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

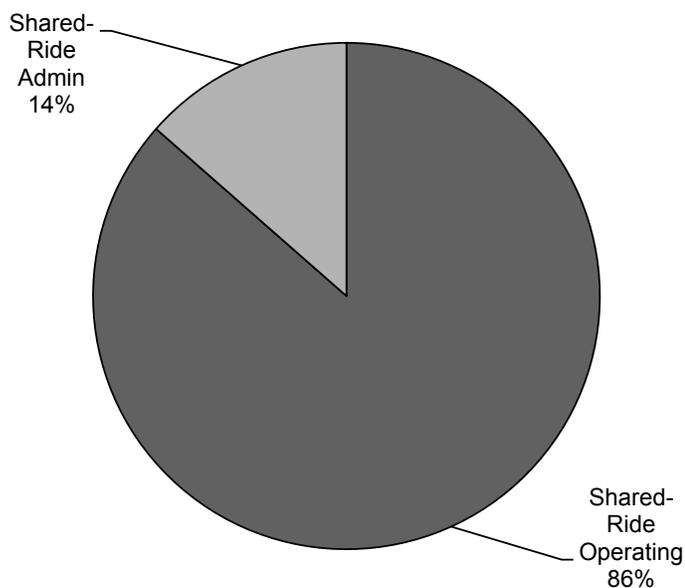
Vehicles Operated in Maximum Service

Community Transportation: 40

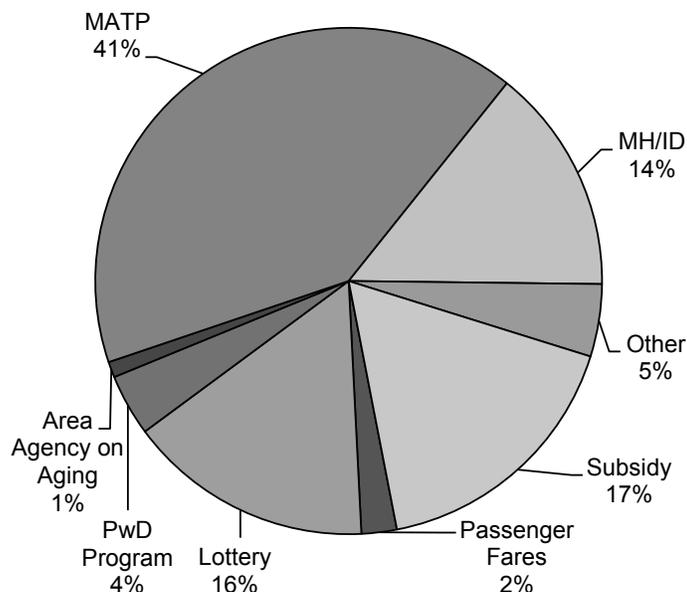
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

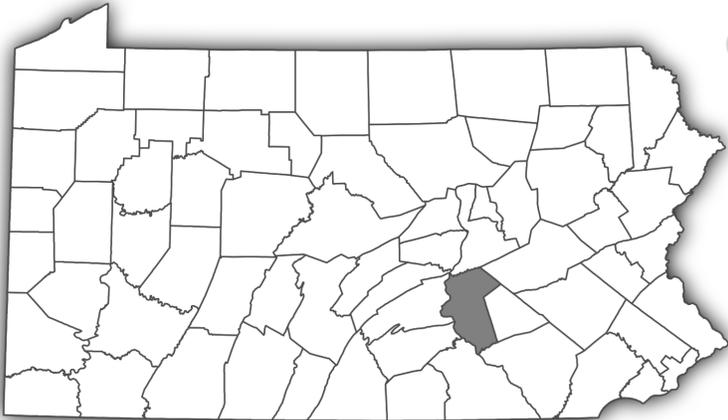
Operating Expenses



Sources of Funding

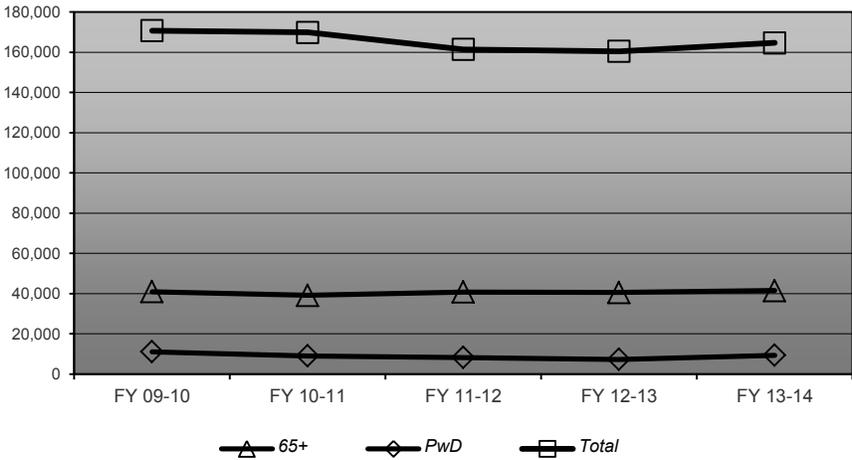


Agency Service Area

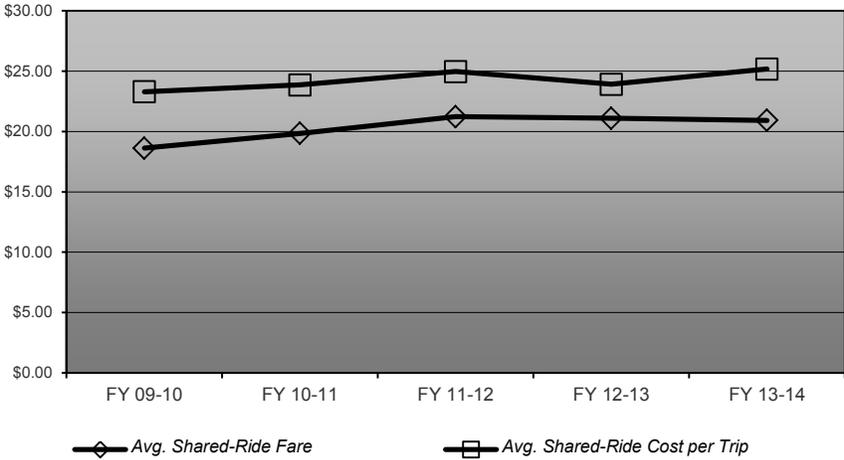


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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



House District
 Centre: 76, 77, 171

Senate District
 Centre: 34



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 Fixed Route Distribution Factors
 Total Passengers: 7,399,865
 Senior Passengers: 42,596
 Revenue Vehicle Miles: 1,718,237
 Revenue Vehicle Hours: 155,603



Current Employees

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



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



Current Fleet Size

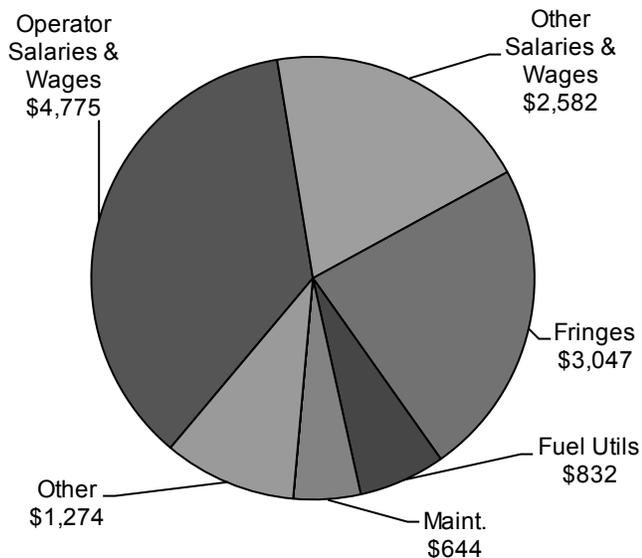
Fixed Route:	71
Paratransit:	5
System-wide:	76

*Tokens and multi-ride passes increased in price.

OPERATING BUDGET

Operating Expense (000's)

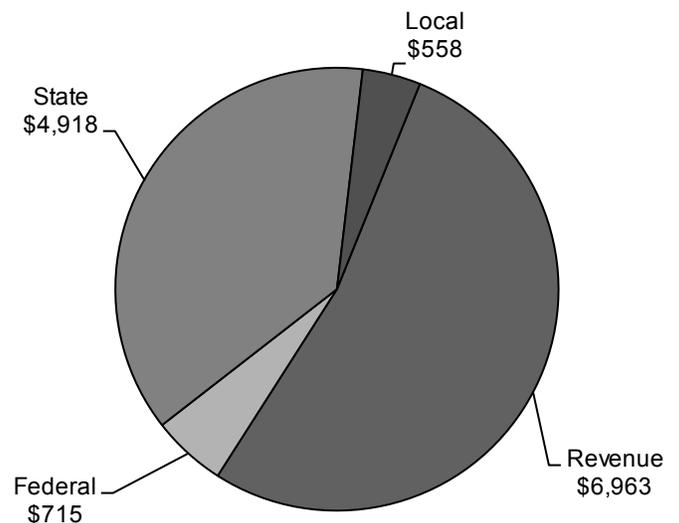
\$13,154



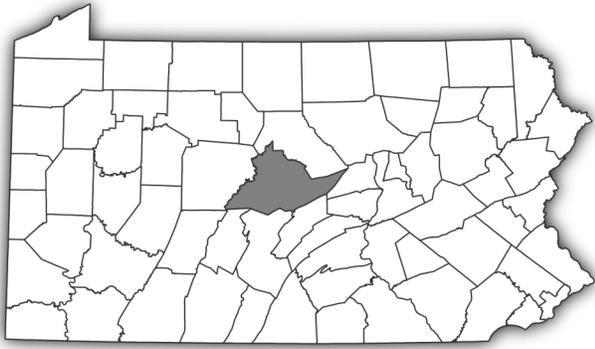
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

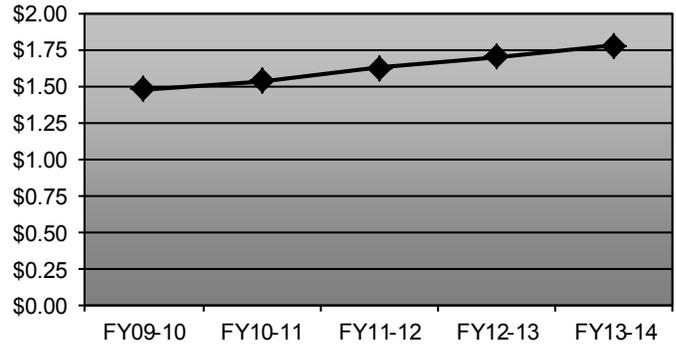
\$13,154



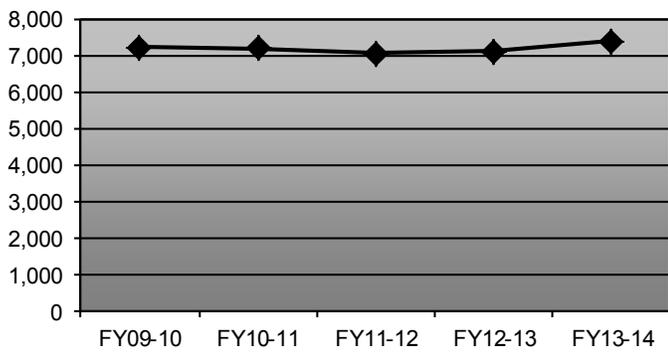
Revenue includes ADA complementary revenue.



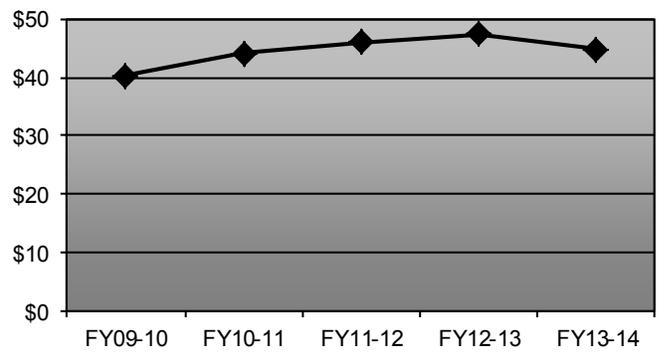
Operating Expense Per Passenger



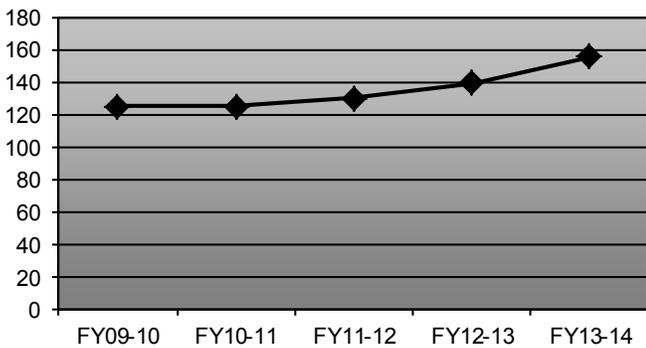
Total Passengers (000's)



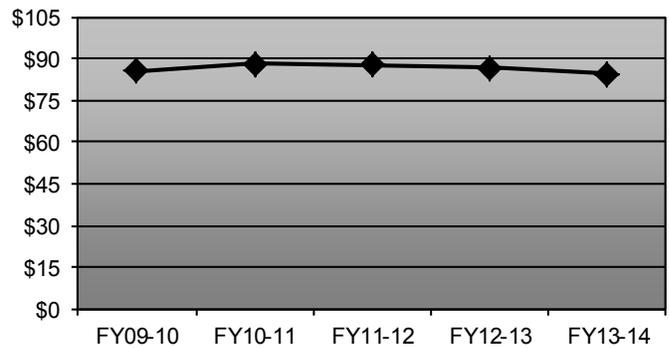
Operating Revenue Per Revenue Vehicle Hour



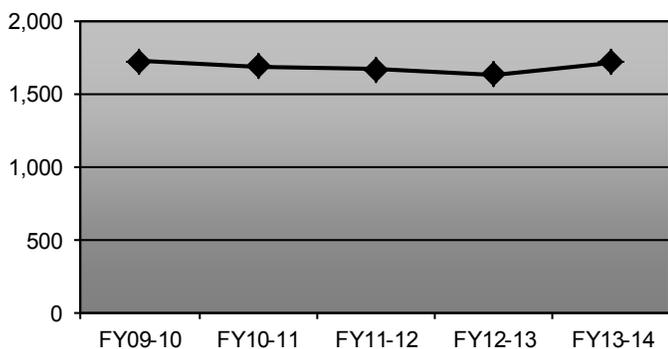
Revenue Vehicle Hours (000's)



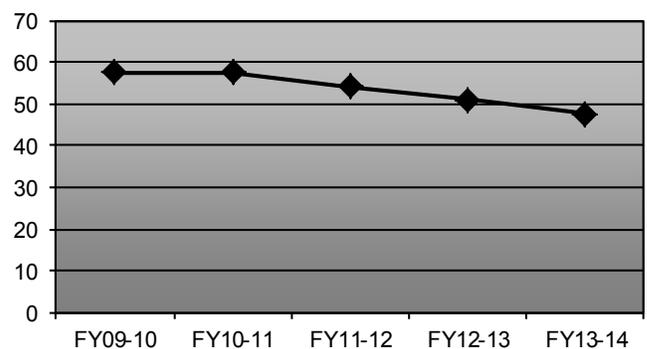
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

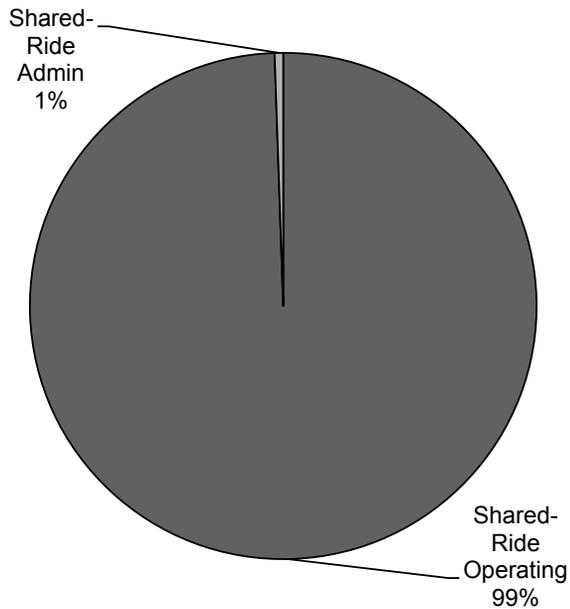
Community Transportation

Centre Area Transportation Authority (CATA) 2081 West Whitehall Road State College, PA 16801 814-238-2282 Ms. Louwana Oliva, General Manager		Fare Information Average Shared-Ride Fare: \$19.61 Cost to Commonwealth per Senior Citizen Trip: \$17.00 Last Base Fare Increase: July 2013	
Service Area Statistics (2010 Census) Centre County Square Miles: 135 Population: 112,000 65+ Population: 12,631 % of Population 65 and older: 11.3%		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	
MATP Provider: No Subcontractors: Yes Percent of Service Subcontracted: 100%		Vehicles Operated in Maximum Service Community Transportation: 5	

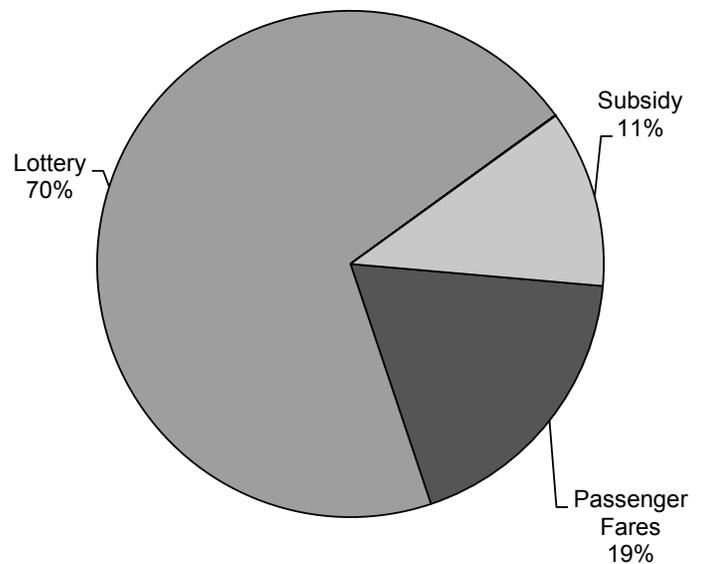
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

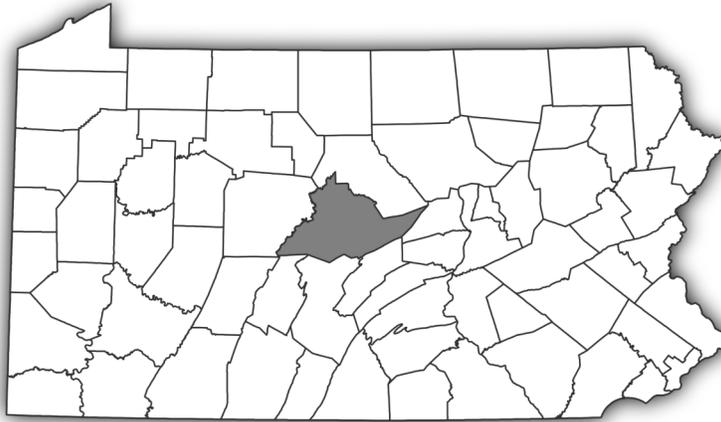
Operating Expenses



Sources of Funding

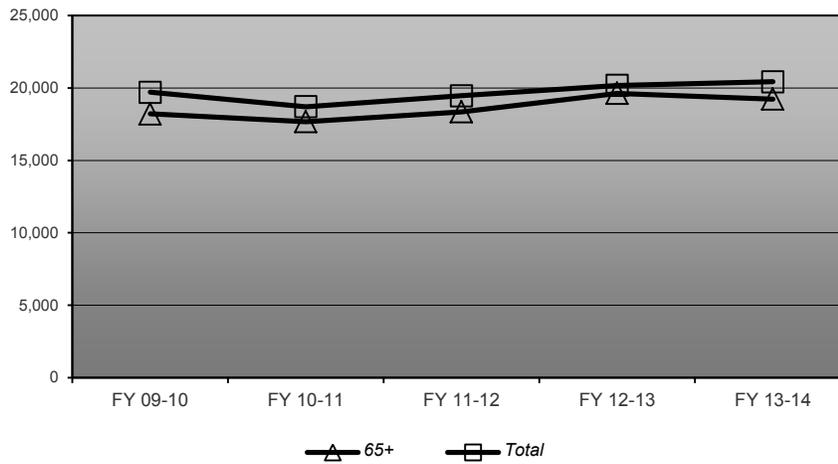


Agency Service Area

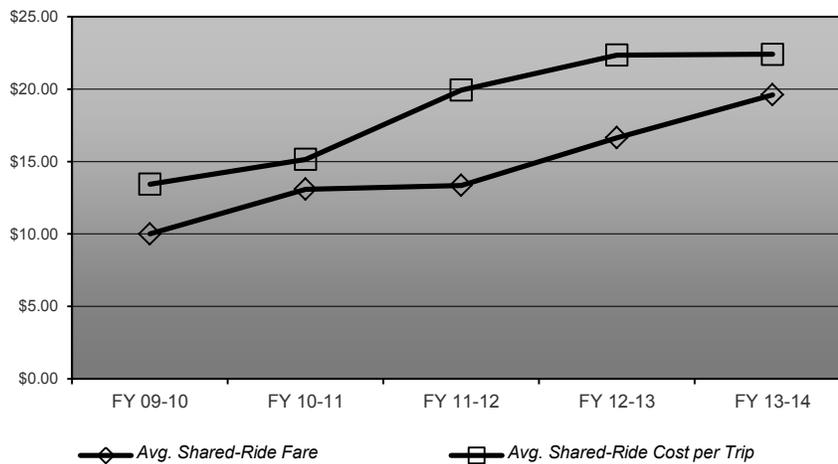


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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



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

Senate District
 Lackawanna: 22



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



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



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 Employees

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



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



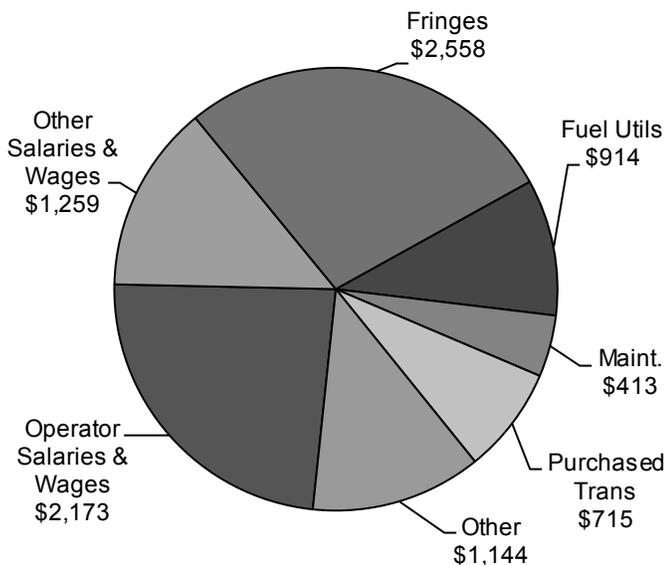
Current Fleet Size

Fixed Route:	35
Paratransit:	32
System-wide:	67

OPERATING BUDGET

Operating Expense (000's)

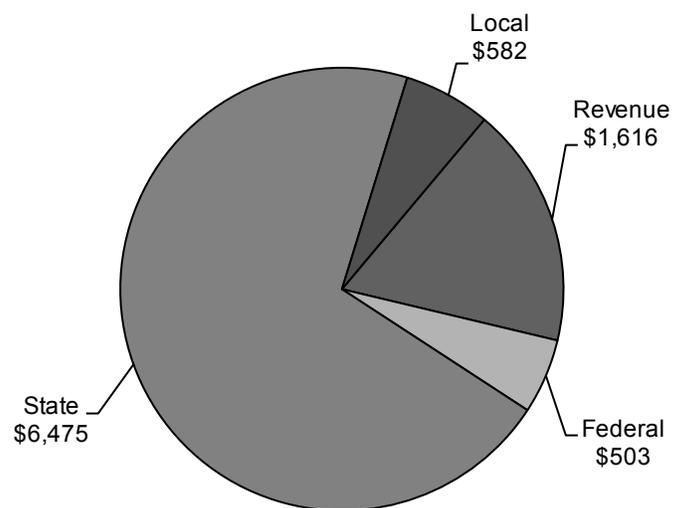
\$9,176



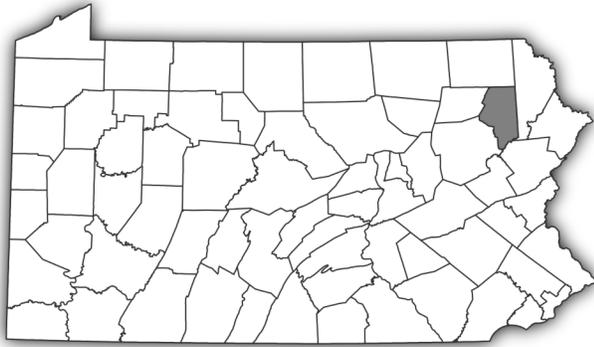
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

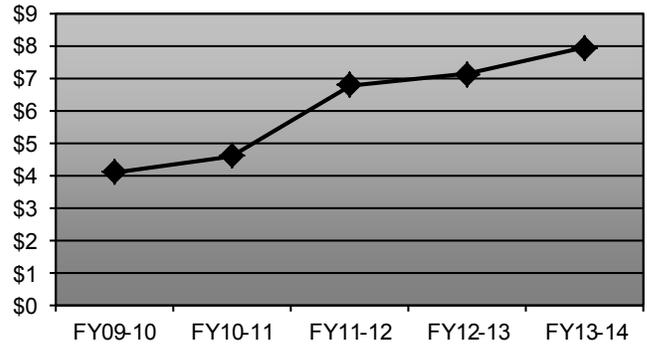
\$9,176



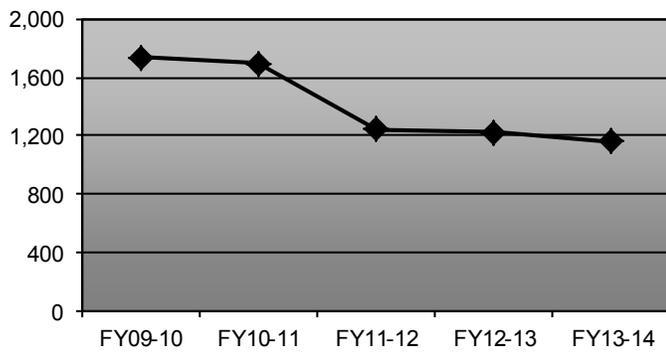
Revenue includes ADA complementary revenue.



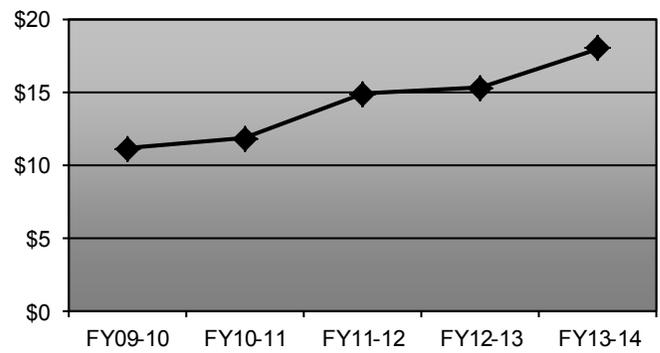
Operating Expense Per Passenger



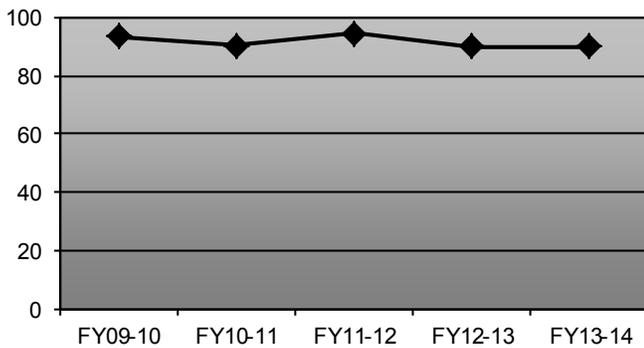
Total Passengers (000's)



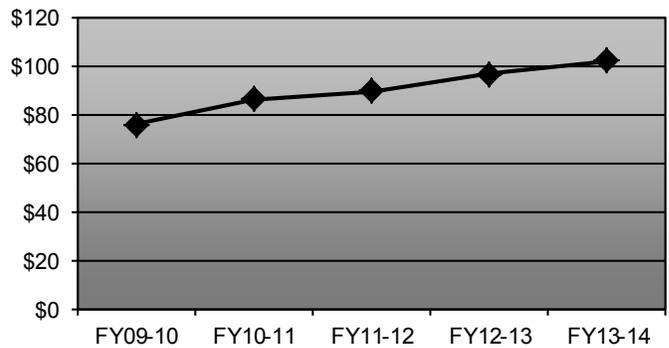
Operating Revenue Per Revenue Vehicle Hour



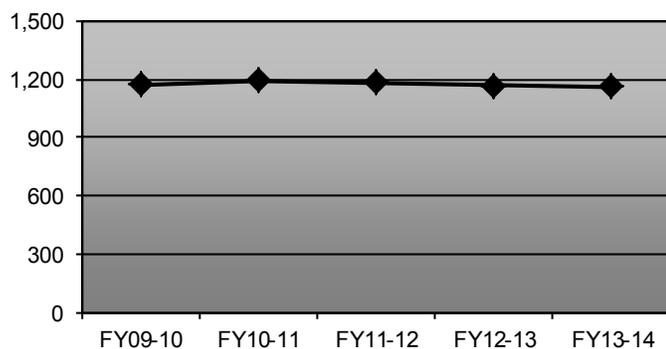
Revenue Vehicle Hours (000's)



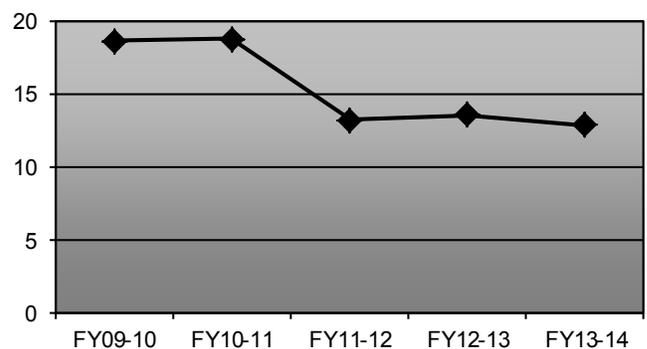
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



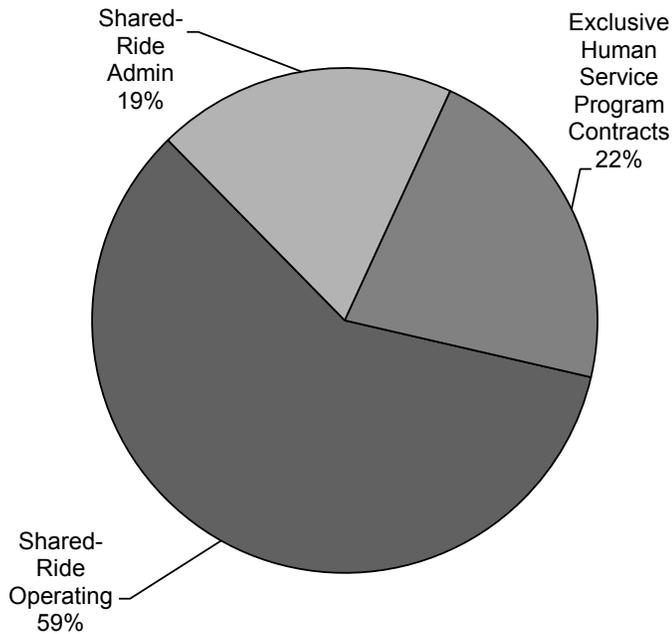
Passengers include ADA complementary passengers.
Reported ridership prior to FY 2011-12 may have been overstated.

Community Transportation

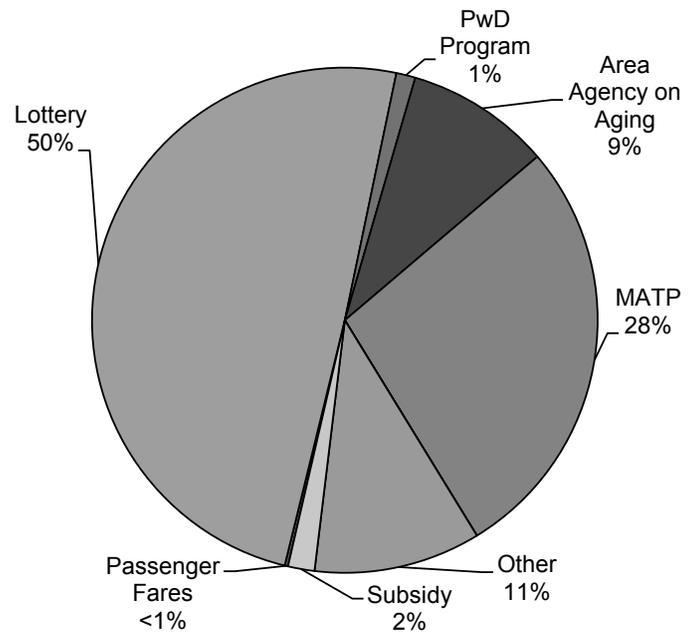
County of Lackawanna Transit System (COLTS)		Fare Information	
800 North South Road		Average Shared-Ride Fare:	\$21.00
Scranton, PA 18504		Cost to Commonwealth	
570-346-2061		per Senior Citizen Trip:	\$17.85
Mr. Robert J. Fiume, Executive Director		Last Base Fare Increase:	July 2011
Service Area Statistics (2010 Census)		Trip Information	
Lackawanna County		65+ Trips:	71,994
Square Miles:	459	PwD Trips:	1,784
Population:	214,437	Other Shared-Ride Trips:	10,856
65+ Population:	37,895	Total Shared-Ride Trips:	84,634
% of Population 65 and older:	17.7%	Non-Public Trips:	7,107
MATP Provider:	Yes	Vehicles Operated in Maximum Service	
Subcontractors:	No	Community Transportation:	25
Percent of Service Subcontracted:	N/A		

COMMUNITY TRANSPORTATION OPERATING BUDGET

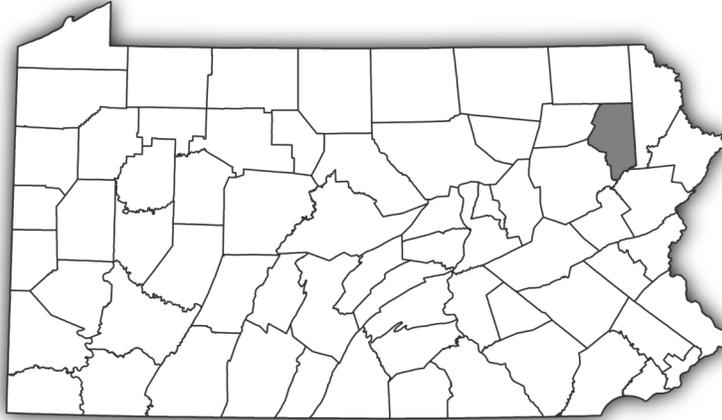
Operating Expenses



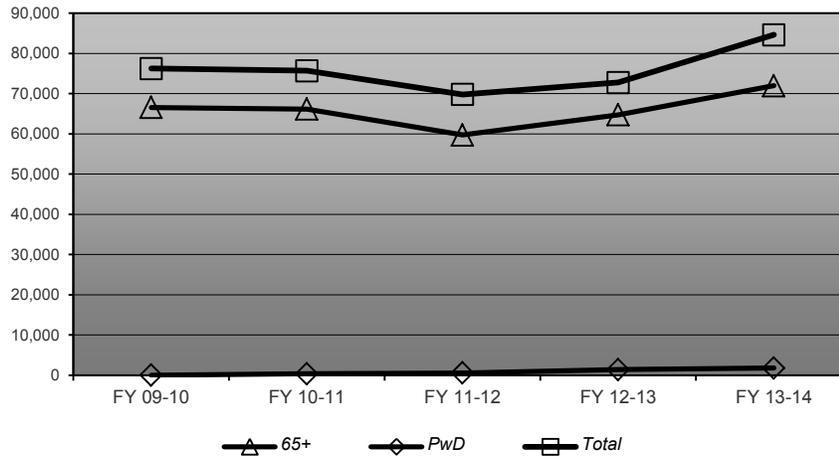
Sources of Funding



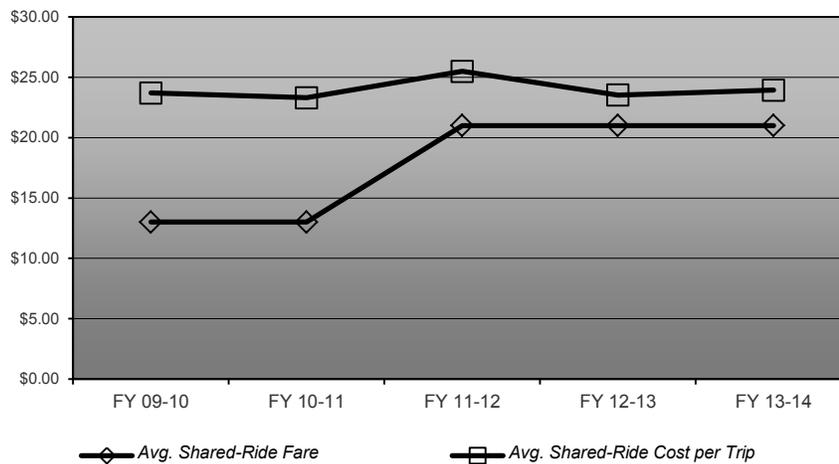
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery





County of Lebanon Transit Authority (COLT/LT)

200 Willow Street
Lebanon, PA 17046
717-274-3664 Ext. 311
Ms. Theresa Giurintano,
Executive Director
www.lebanontransit.org



House District
Lebanon: 101, 102

Senate District
Lebanon: 48



Service Area Statistics (2010 Census)

Square Miles: 362
Population: 133,568



Current Fare Information

Fixed Route Base: \$1.50
Fixed Route Average: \$1.79
Last Base Fare Increase: August 2011 (7%)



Act 44 Fixed Route Distribution Factors

Total Passengers: 310,501
Senior Passengers: 59,609
Revenue Vehicle Miles: 516,250
Revenue Vehicle Hours: 31,199



Current Employees

	Full-Time	Part-Time
Fixed Route:	31	2
Paratransit:	13	4
System-wide:	44	6



Act 44 Operating Assistance

Section 1513 Allocation: \$1,570,302
Required Local Match: \$88,055



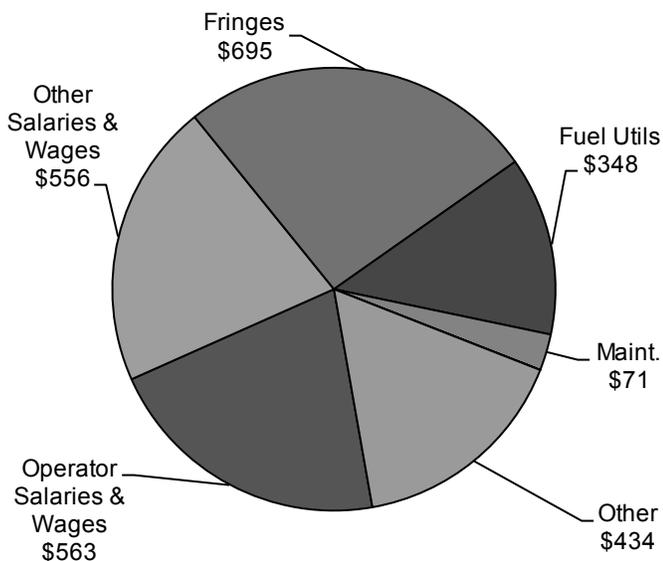
Current Fleet Size

Fixed Route:	18
Paratransit:	14
System-wide:	32

OPERATING BUDGET

Operating Expense (000's)

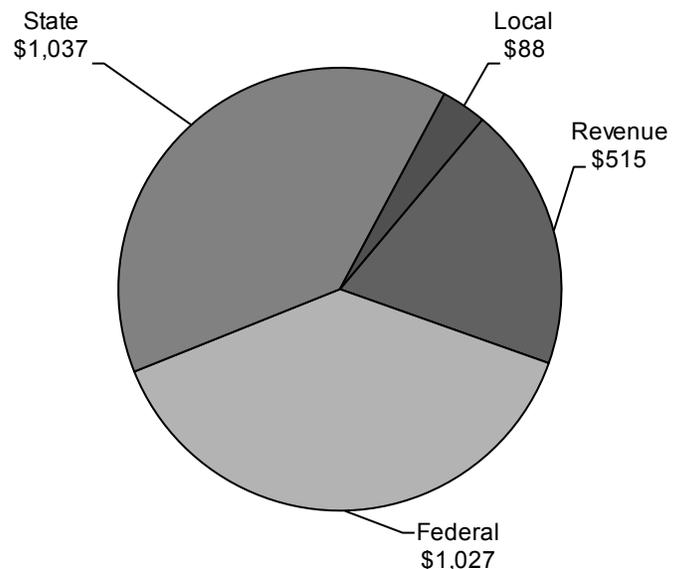
\$2,667



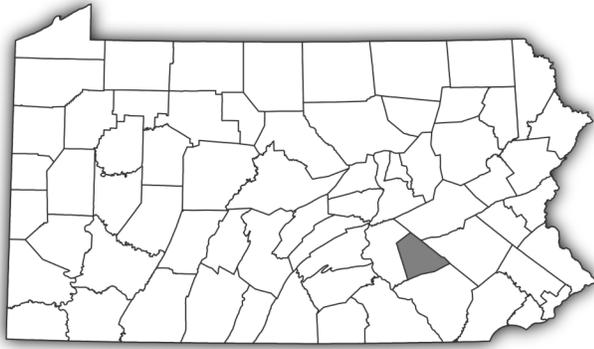
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

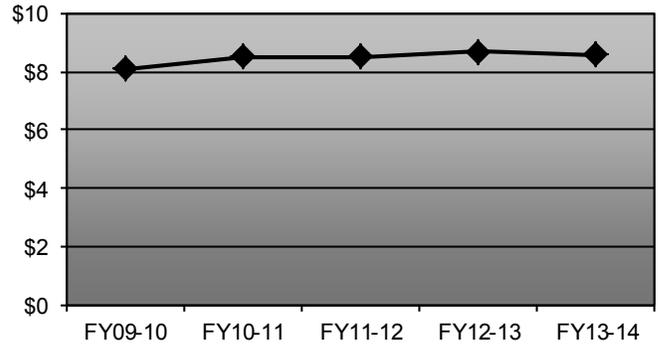
\$2,667



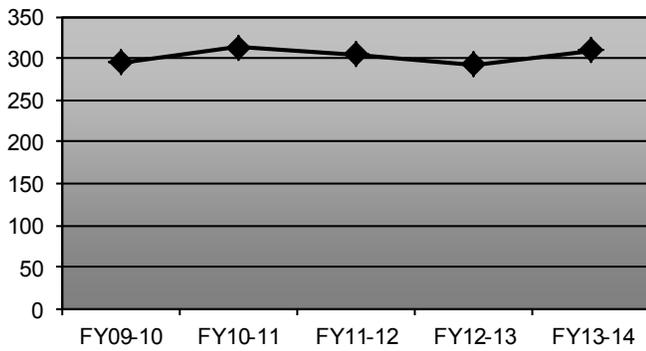
Revenue includes ADA complementary revenue.



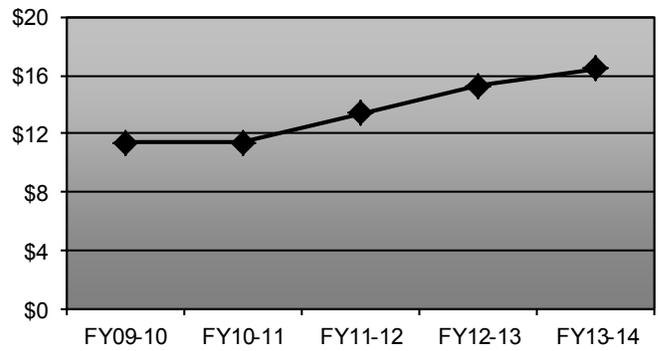
Operating Expense Per Passenger



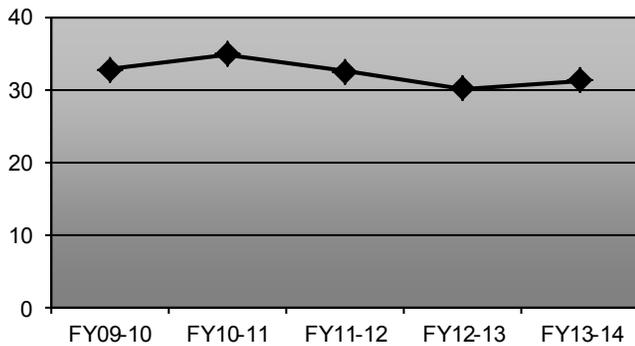
Total Passengers (000's)



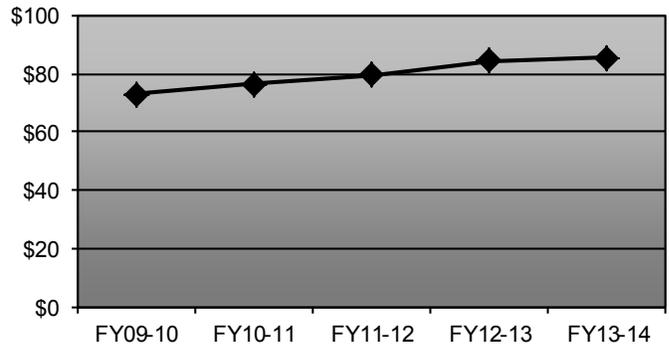
Operating Revenue Per Revenue Vehicle Hour



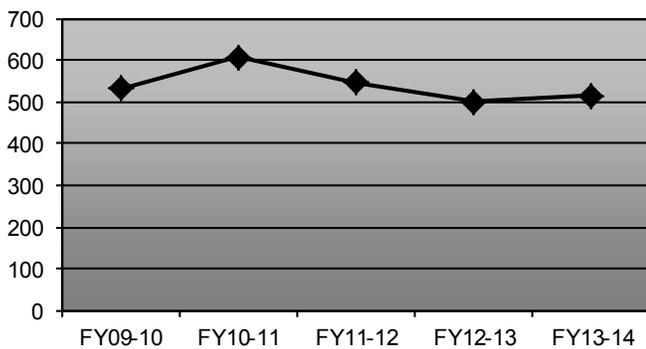
Revenue Vehicle Hours (000's)



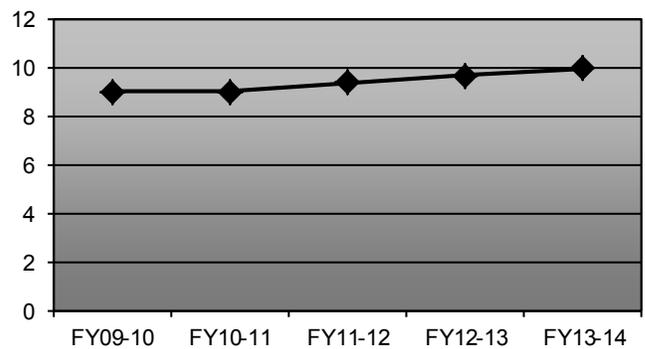
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



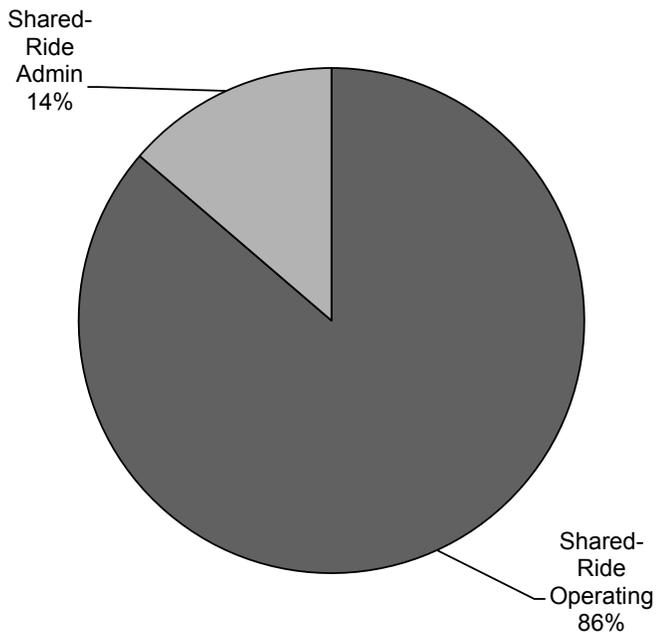
Passengers include ADA complementary passengers.

Community Transportation

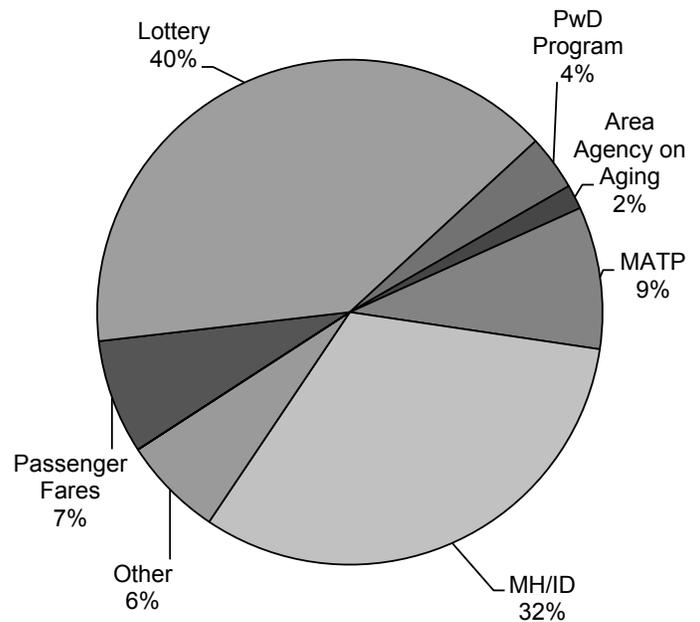
County of Lebanon Transit Authority (COLT/LT)		Fare Information	
200 Willow Street		Average Shared-Ride Fare:	\$20.80
Lebanon, PA 17046		Cost to Commonwealth	
717-274-3664		per Senior Citizen Trip:	\$17.17
Ms. Theresa Giurintano, Executive Director		Last Base Fare Increase:	July 2013
Service Area Statistics (2010 Census)		Trip Information	
Lebanon County		65+ Trips:	23,144
Square Miles:	362	PwD Trips:	1,759
Population:	133,568	Other Shared-Ride Trips:	19,782
65+ Population:	22,729	Total Shared-Ride Trips:	44,685
% of Population 65 and older:	17.0%	Vehicles Operated in Maximum Service	
MATP Provider:	Yes	Community Transportation:	12
Subcontractors:	No		
Percent of Service Subcontracted:	N/A		

COMMUNITY TRANSPORTATION OPERATING BUDGET

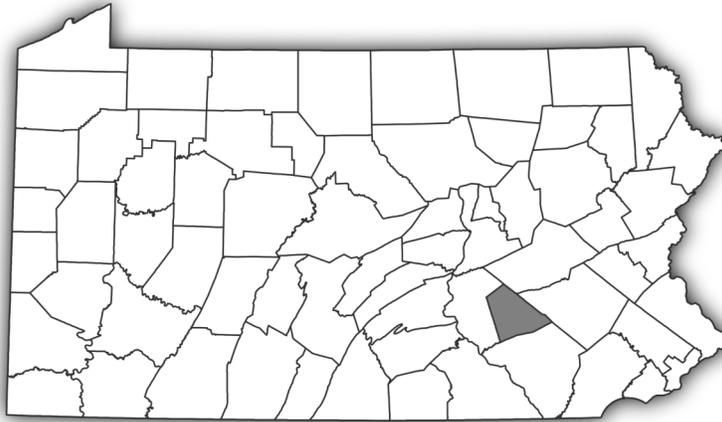
Operating Expenses



Sources of Funding

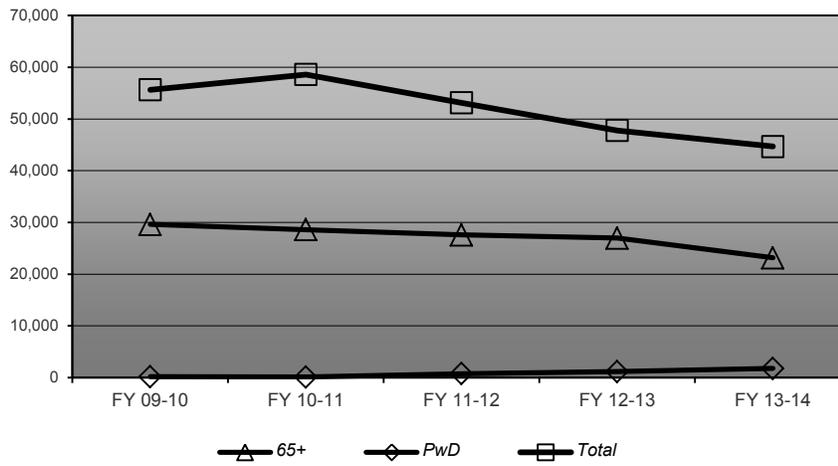


Agency Service Area

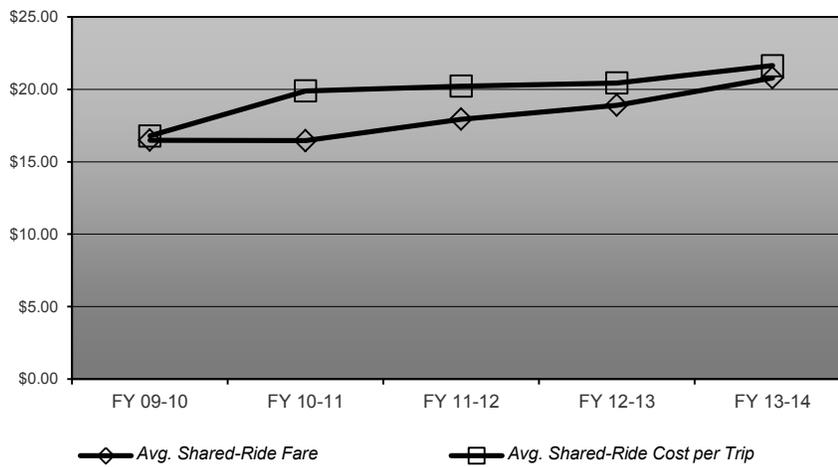


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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



House District
 Erie: 1, 2, 3, 4, 6, 17
Senate District
 Erie: 49, 50



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%)



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



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



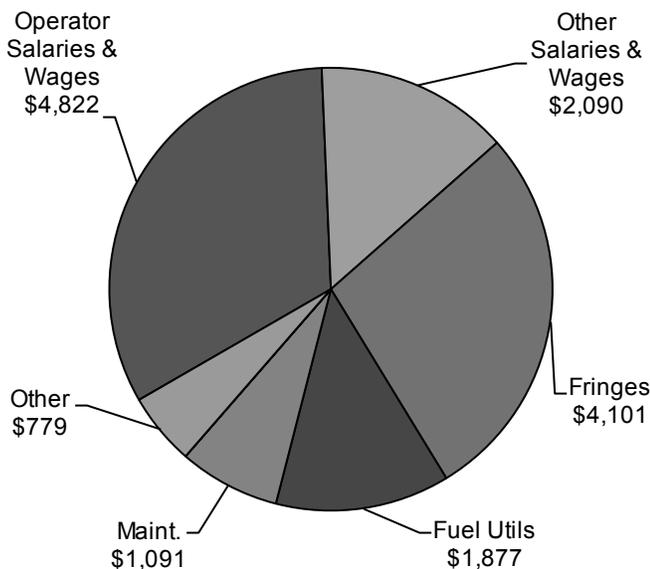
Current Fleet Size

Fixed Route:	73
Paratransit:	61
System-wide:	134

OPERATING BUDGET

Operating Expense (000's)

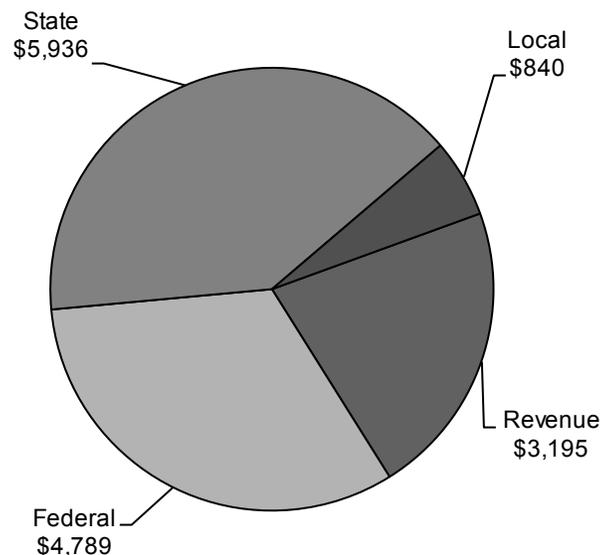
\$14,760



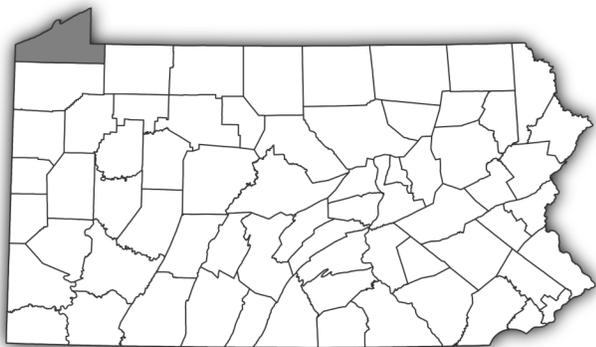
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

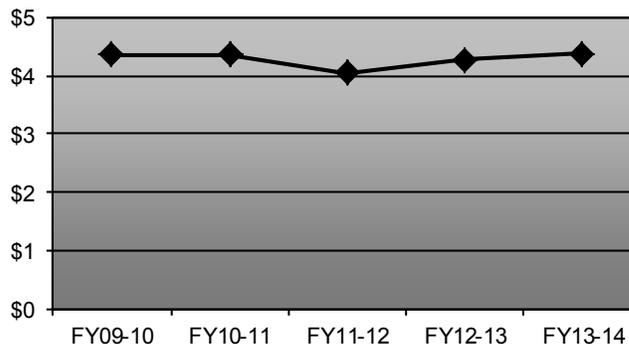
\$14,760



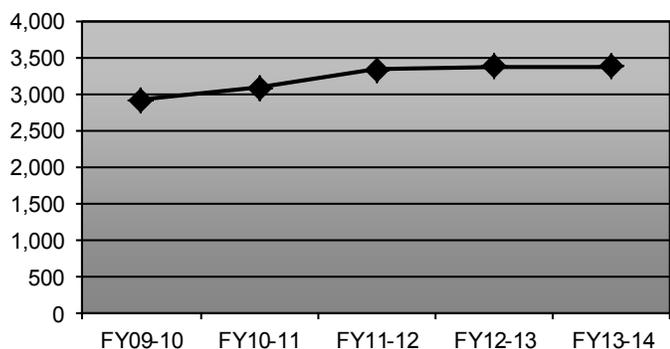
Revenue includes ADA complementary revenue.



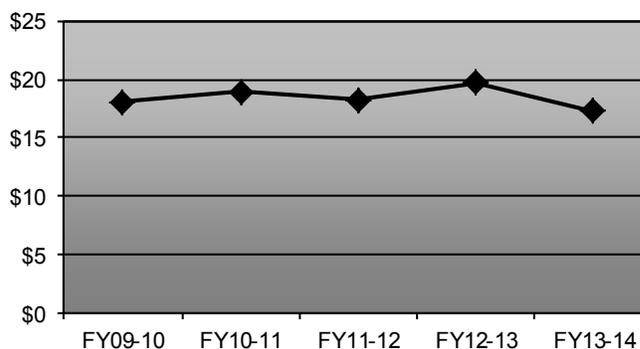
Operating Expense Per Passenger



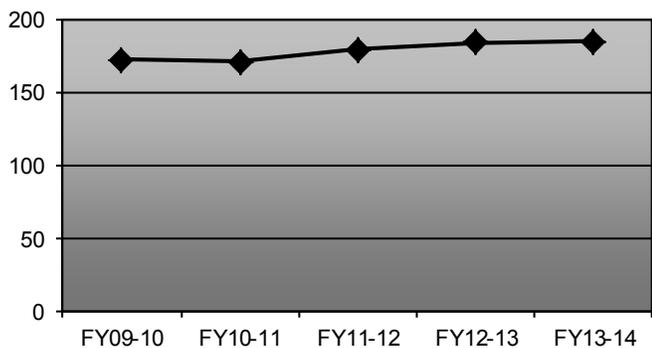
Total Passengers (000's)



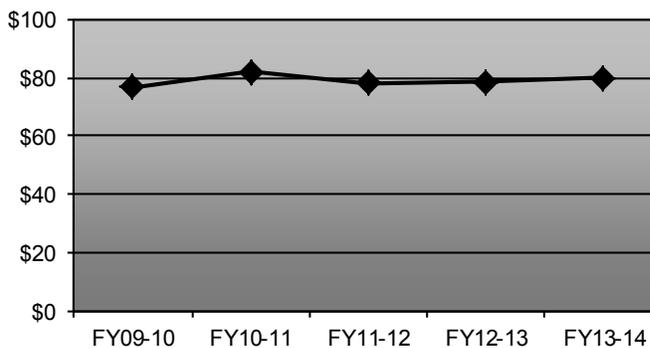
Operating Revenue Per Revenue Vehicle Hour



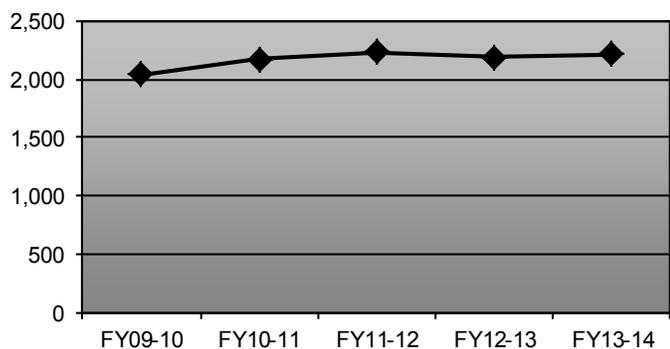
Revenue Vehicle Hours (000's)



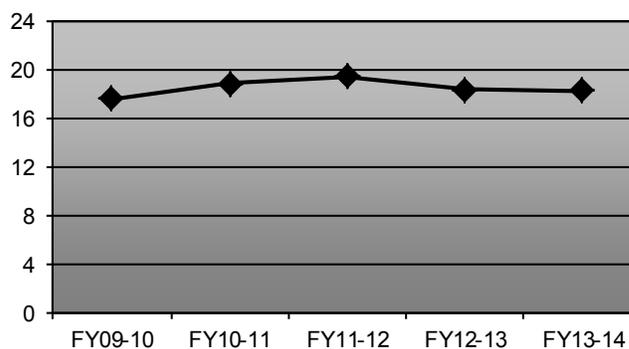
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



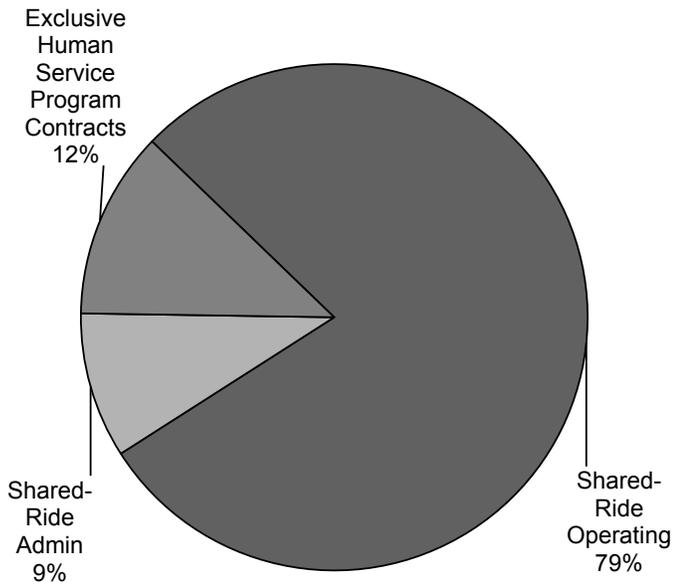
Passengers include ADA complementary passengers.

Community Transportation

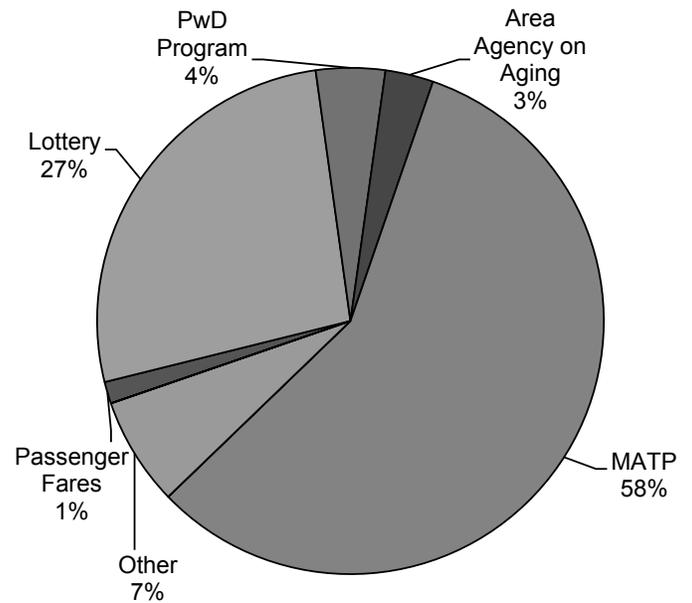
Erie Metropolitan Transit Authority (EMTA) 127 East 14th Street Erie, PA 16502 814-459-4287 Mr. Michael C. Tann, Executive Director		Fare Information Average Shared-Ride Fare: \$18.87 Cost to Commonwealth per Senior Citizen Trip: \$14.25 Last Base Fare Increase: December 2013	
Service Area Statistics (2010 Census) Erie County Square Miles: 802 Population: 280,566 65+ Population: 40,824 % of Population 65 and older: 14.6%		Trip Information 65+ Trips: 67,113 PwD Trips: 6,192 Other Shared-Ride Trips: 82,969 Total Shared-Ride Trips: 156,274 Non-Public Trips: 15,083	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 51		

COMMUNITY TRANSPORTATION OPERATING BUDGET

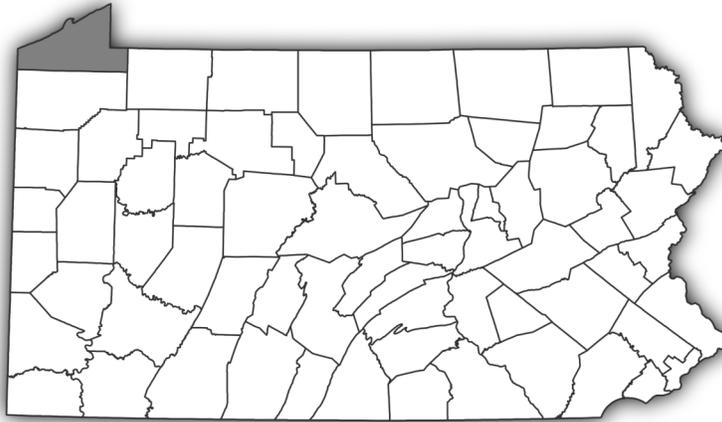
Operating Expenses



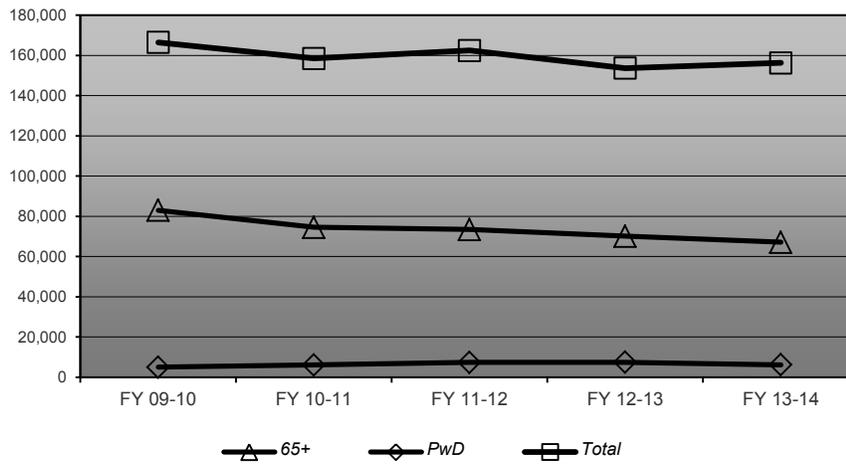
Sources of Funding



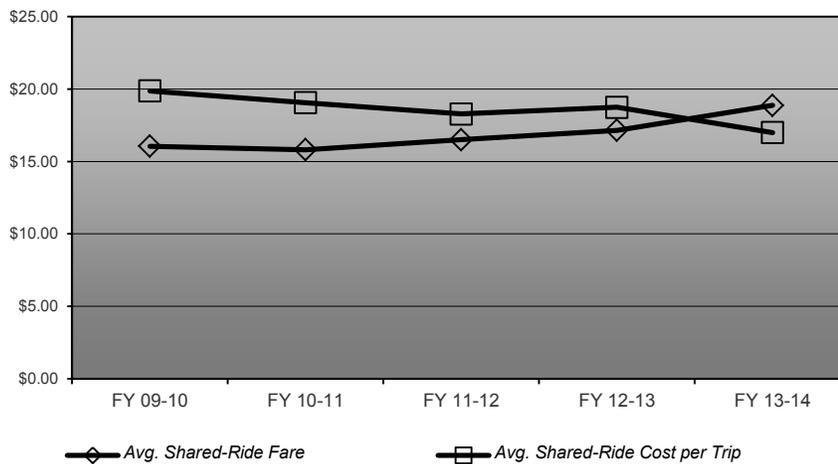
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery





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



House District
 Fayette: 49, 50, 51, 52, 58, 59
Senate District
 Fayette: 32



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



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



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



Current Employees

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



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



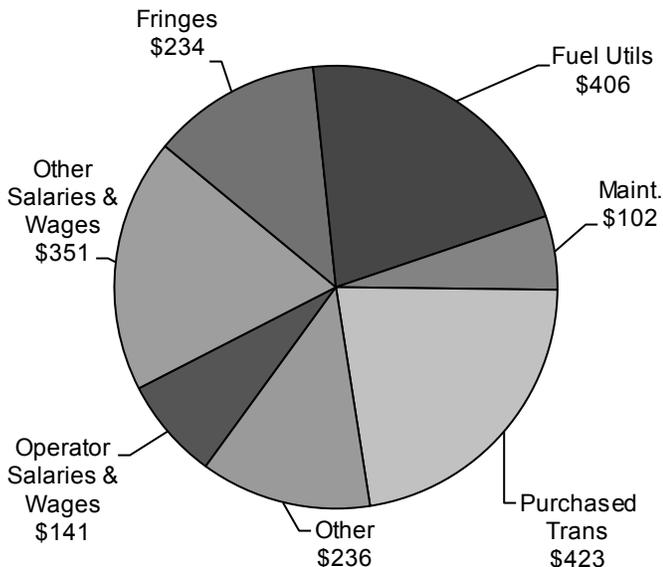
Current Fleet Size

Fixed Route:	12
Paratransit:	22
System-wide:	34

OPERATING BUDGET

Operating Expense (000's)

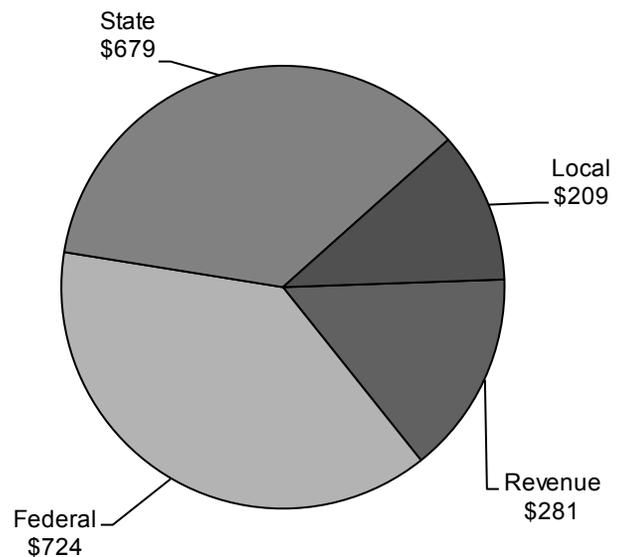
\$1,893



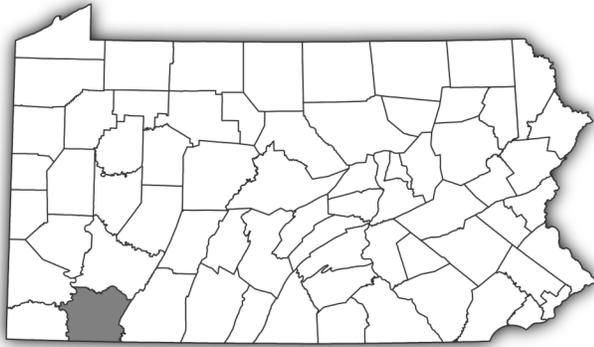
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

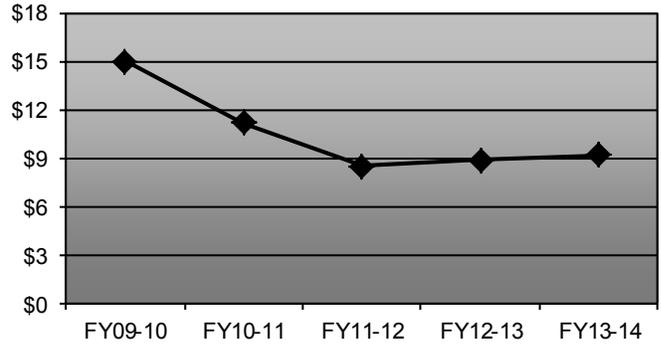
\$1,893



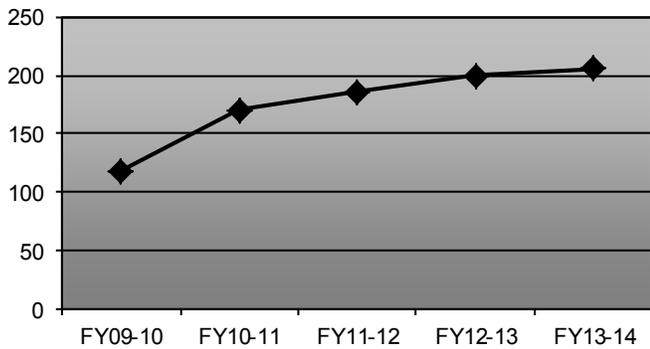
Revenue includes ADA complementary revenue.



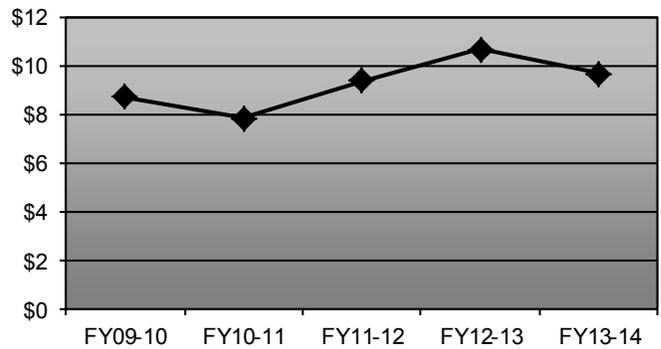
Operating Expense Per Passenger



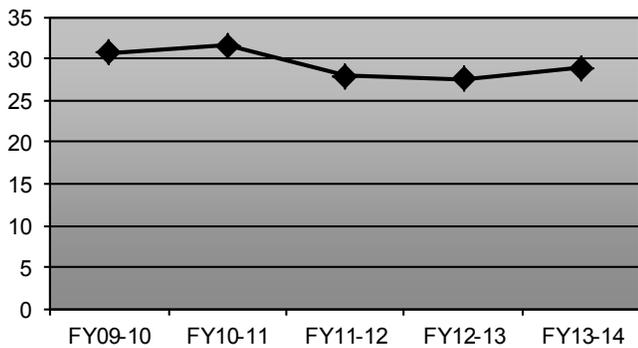
Total Passengers (000's)



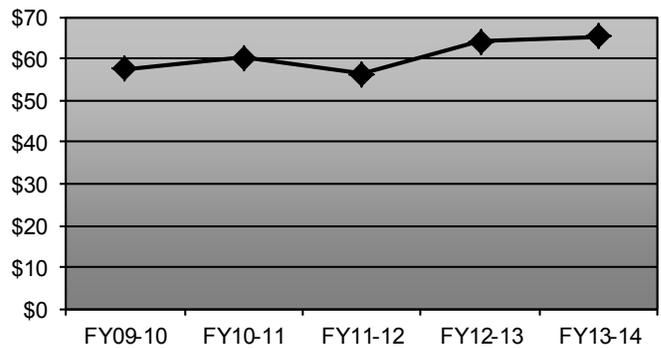
Operating Revenue Per Revenue Vehicle Hour



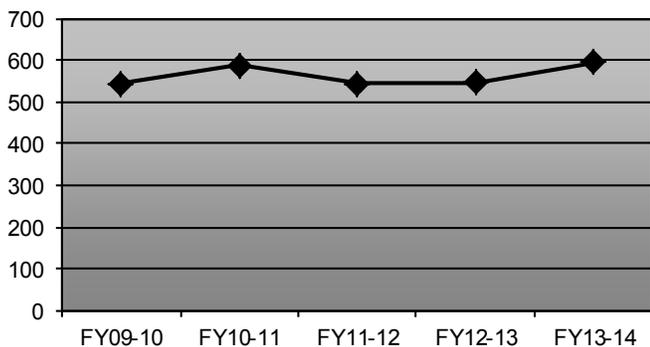
Revenue Vehicle Hours (000's)



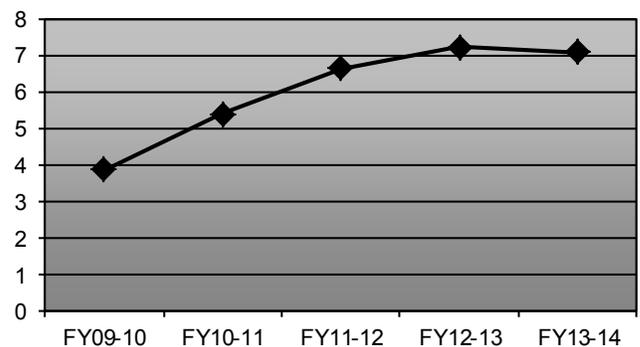
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

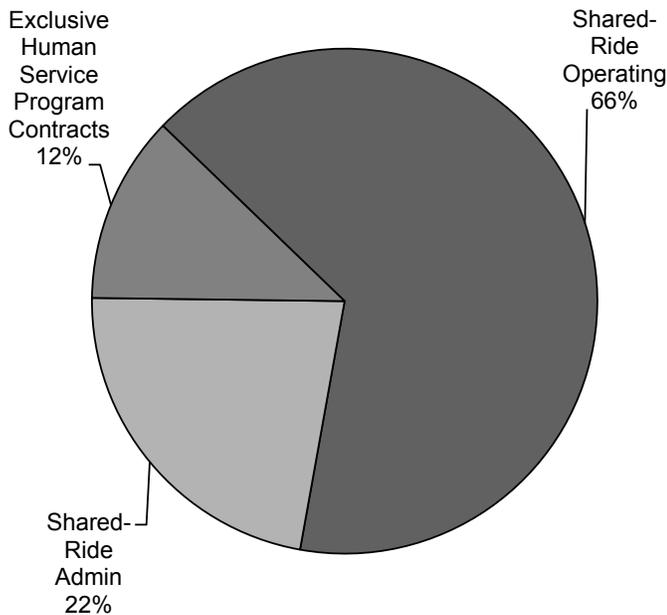
Community Transportation

Fayette Area Coordinated Transportation (FACT) 825 Airport Road Lemont Furnace, PA 15456 724-628-7433 Ms. Lori Groover-Smith, Director		Fare Information Average Shared-Ride Fare: \$14.88 Cost to Commonwealth per Senior Citizen Trip: \$11.94 Last Base Fare Increase: July 2012	
Service Area Statistics (2010 Census) Fayette County Square Miles: 790 Population: 136,606 65+ Population: 24,580 % of Population 65 and older: 18.0%		Trip Information 65+ Trips: 28,867 PwD Trips: 8,590 Other Shared-Ride Trips: 67,619 Total Shared-Ride Trips: 105,076	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 3.73%		Vehicles Operated in Maximum Service Community Transportation: 20	

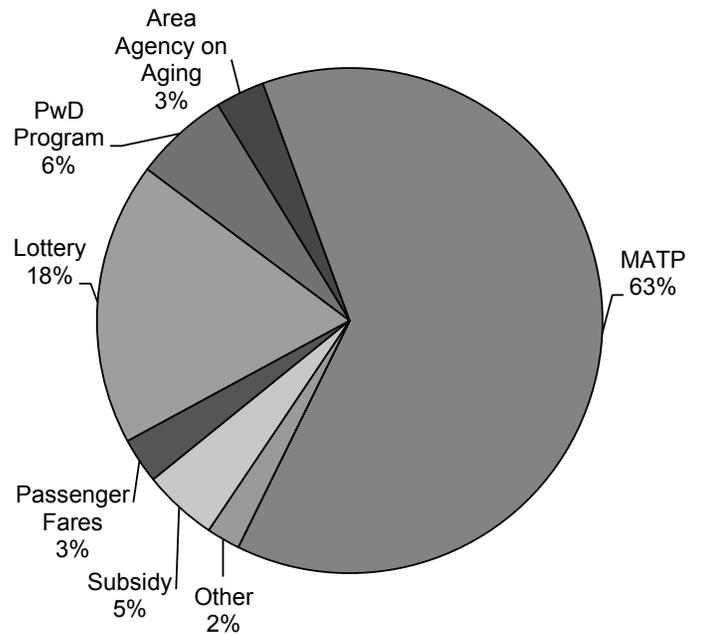
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

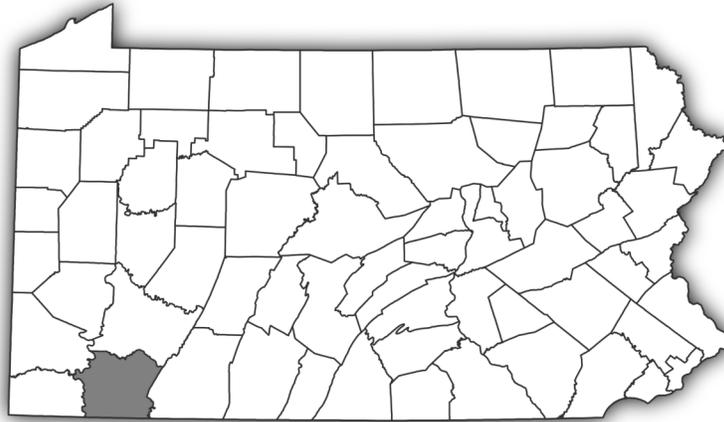
Operating Expenses



Sources of Funding

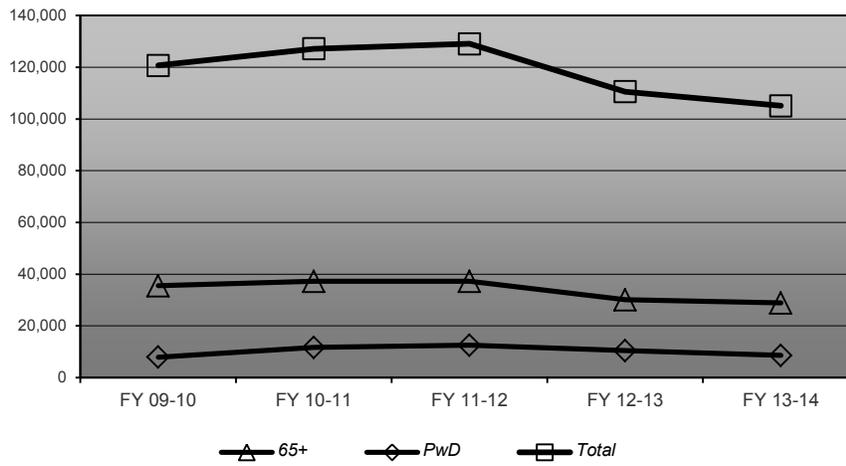


Agency Service Area

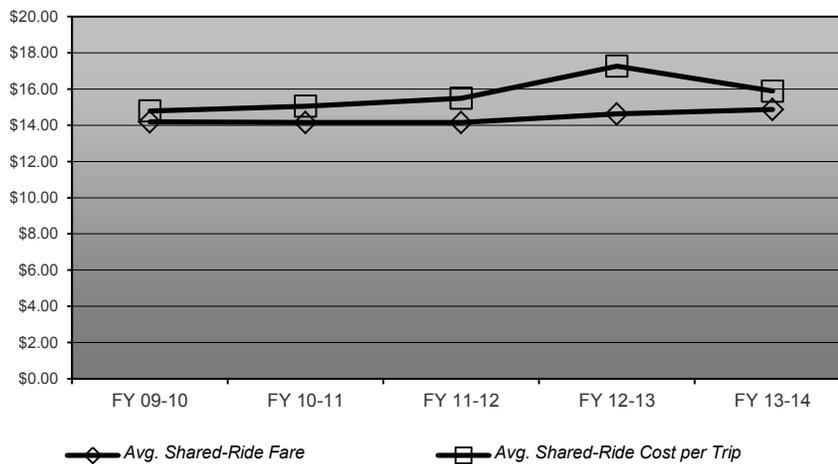


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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



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%)



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



Current Employees

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



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



Current Fleet Size

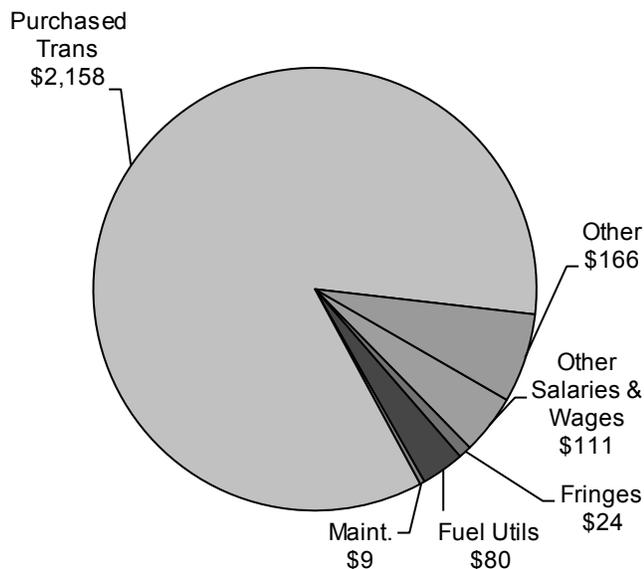
Fixed Route:	12
Paratransit:	4
System-wide:	16

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

OPERATING BUDGET

Operating Expense (000's)

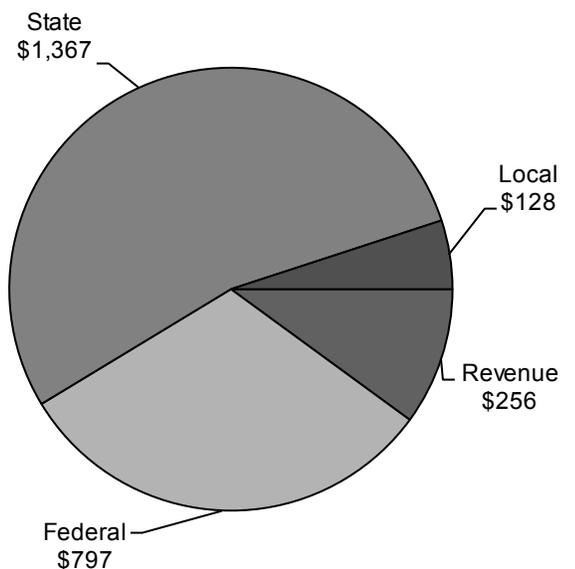
\$2,548



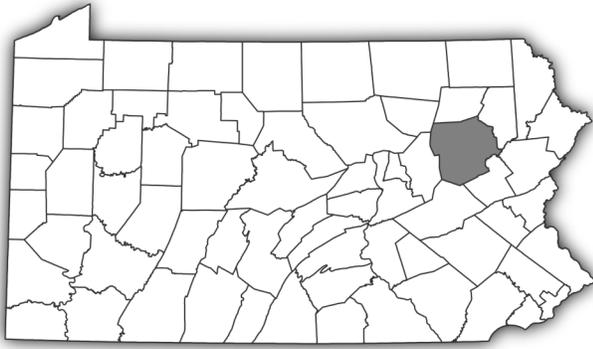
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

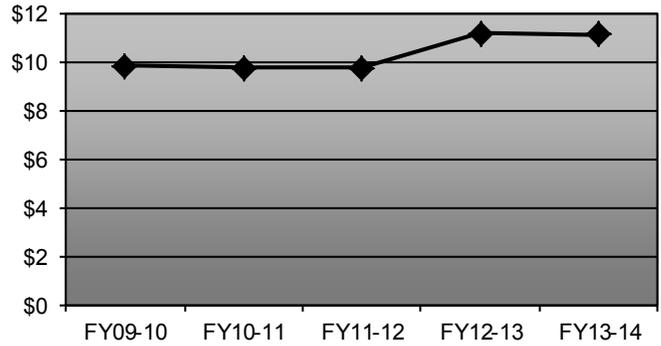
\$2,548



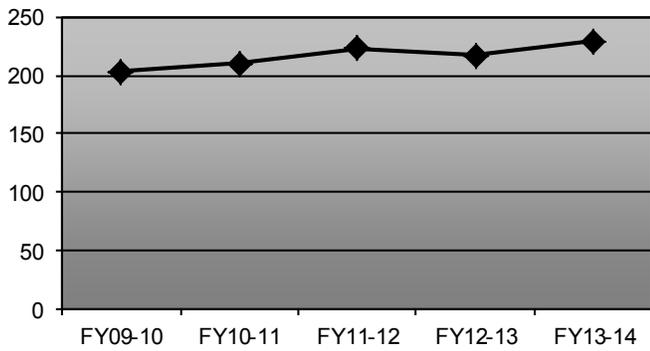
Revenue includes ADA complementary revenue.



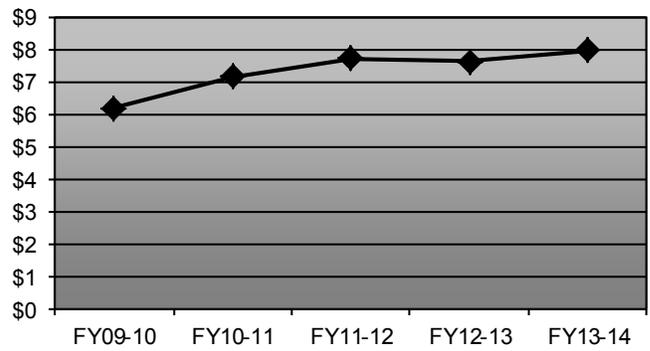
Operating Expense Per Passenger



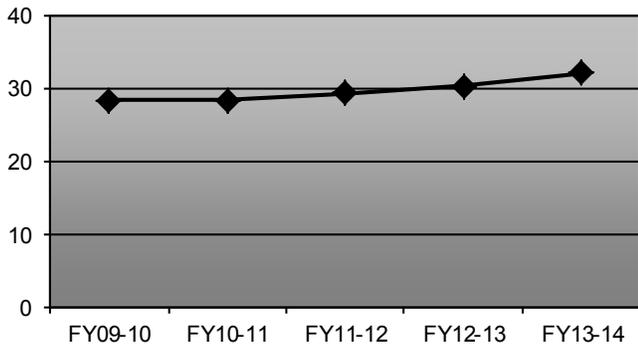
Total Passengers (000's)



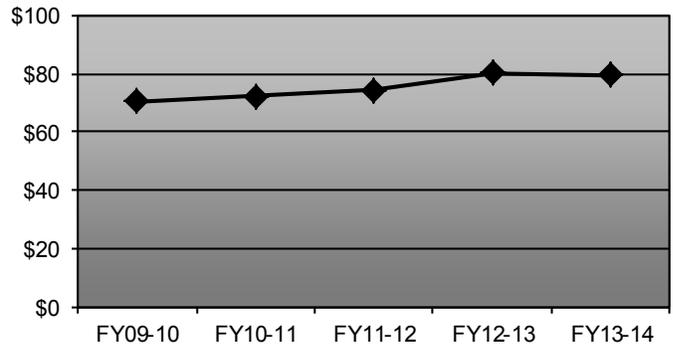
Operating Revenue Per Revenue Vehicle Hour



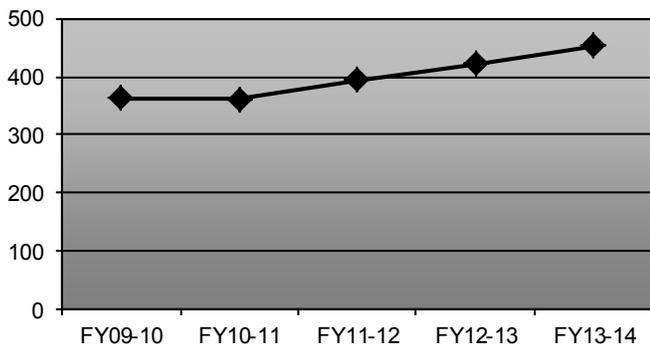
Revenue Vehicle Hours (000's)



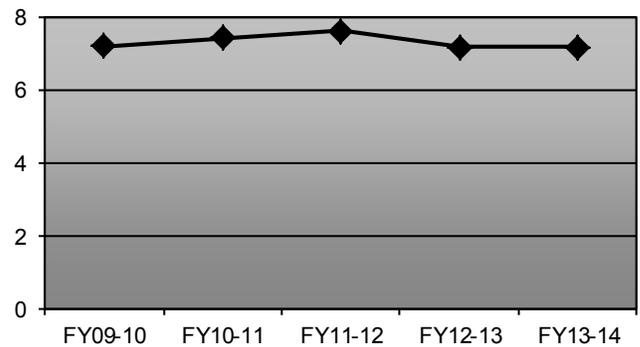
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.



Lehigh and Northampton Transportation Authority (LANta)

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



House District

Lehigh: 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



Service Area Statistics (2010 Census)

Square Miles: 106
Population: 389,000



Current Fare Information

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



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



Current Employees

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



Act 44 Operating Assistance

Section 1513 Allocation: \$13,491,288
Required Local Match: \$787,695



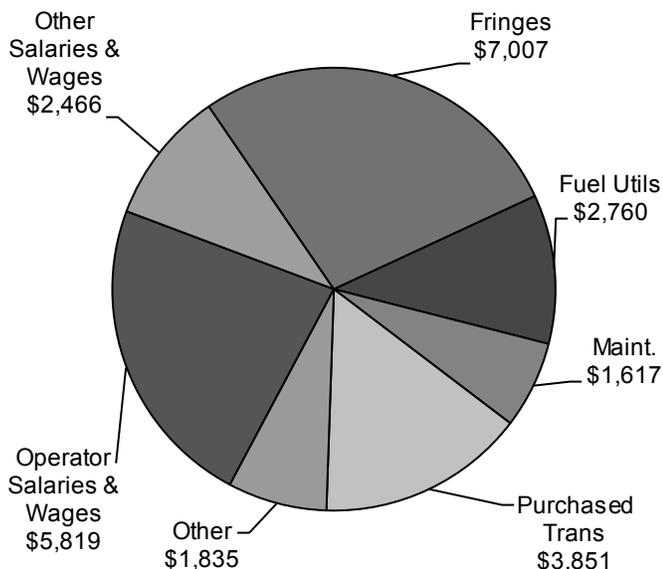
Current Fleet Size

Fixed Route: 83
Paratransit: 108
System-wide: 191

OPERATING BUDGET

Operating Expense (000's)

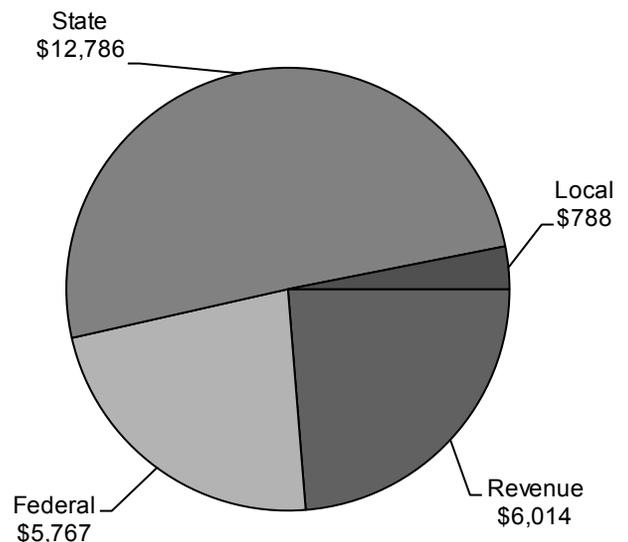
\$25,355



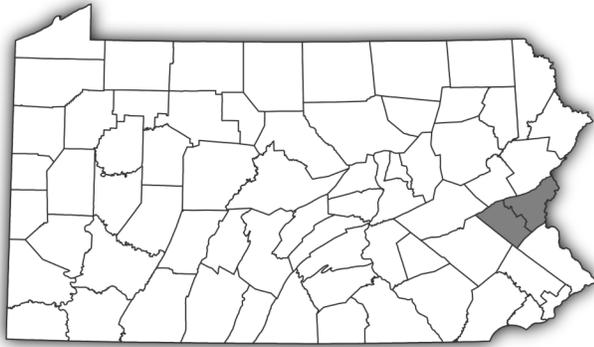
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

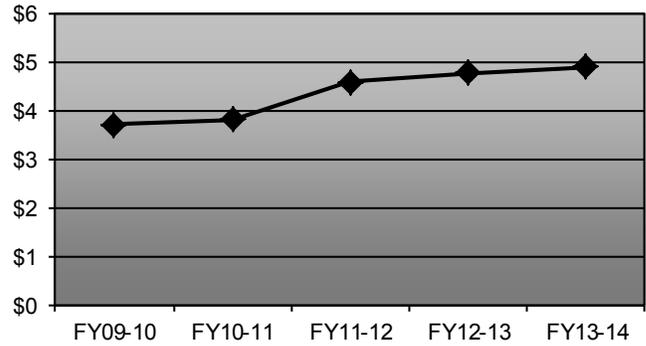
\$25,355



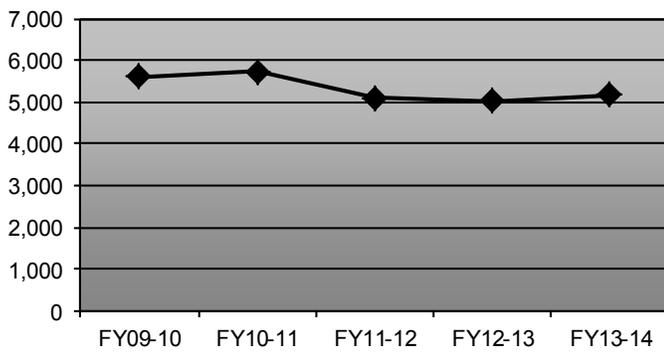
Revenue includes ADA complementary revenue.



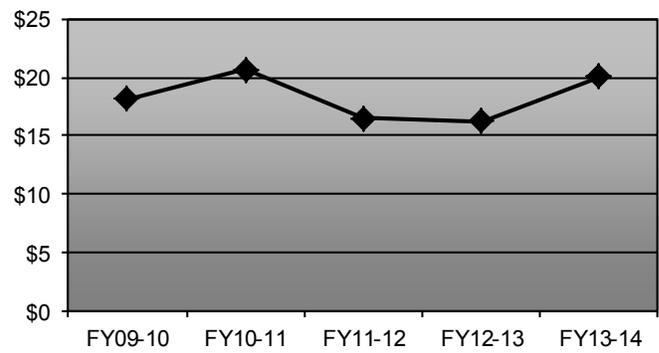
Operating Expense Per Passenger



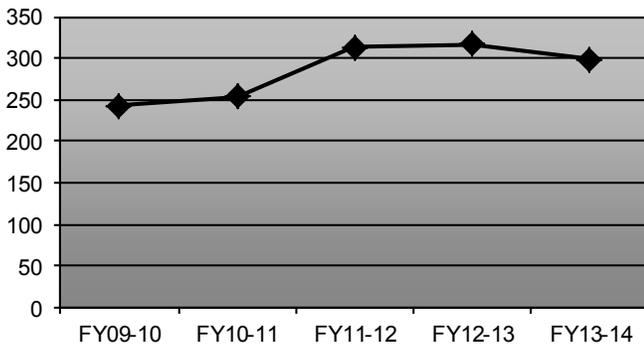
Total Passengers (000's)



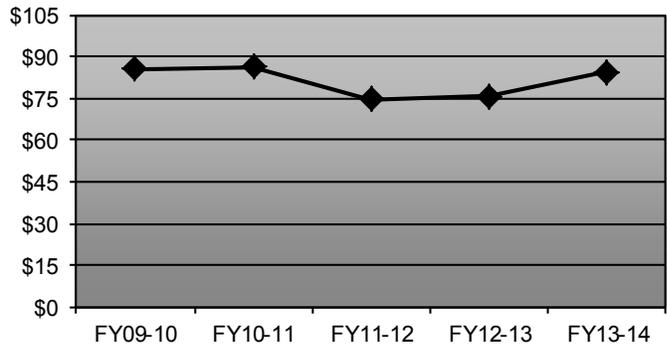
Operating Revenue Per Revenue Vehicle Hour



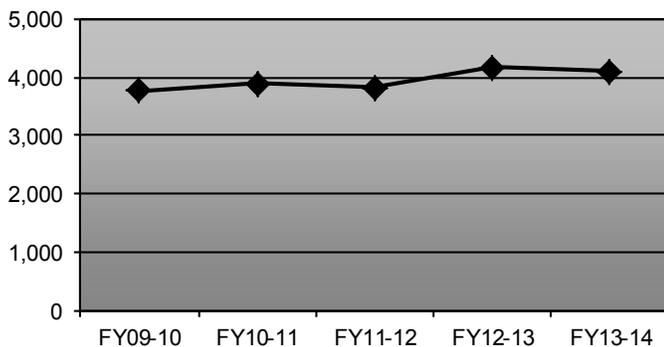
Revenue Vehicle Hours (000's)



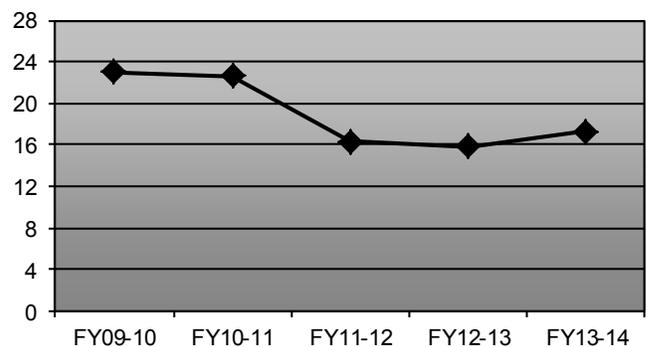
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

Lehigh and Northampton Transportation Authority (LANta)

1060 Lehigh Street
 Allentown, PA 18103
 610-435-4052
 Mr. Owen O'Neil, Executive Director

Fare Information

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

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%

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

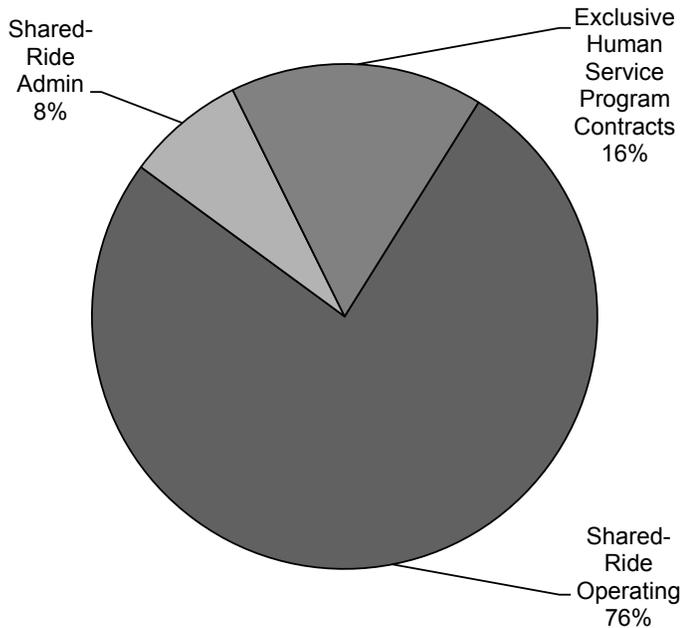
MATP Provider:	Yes
Subcontractors:	Yes
Percent of Service Subcontracted:	100%

Vehicles Operated in Maximum Service

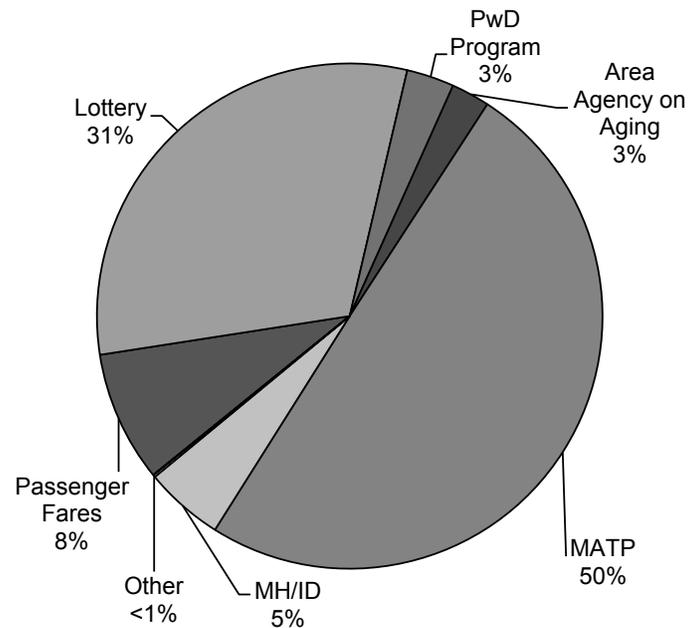
Community Transportation:	95
---------------------------	----

COMMUNITY TRANSPORTATION OPERATING BUDGET

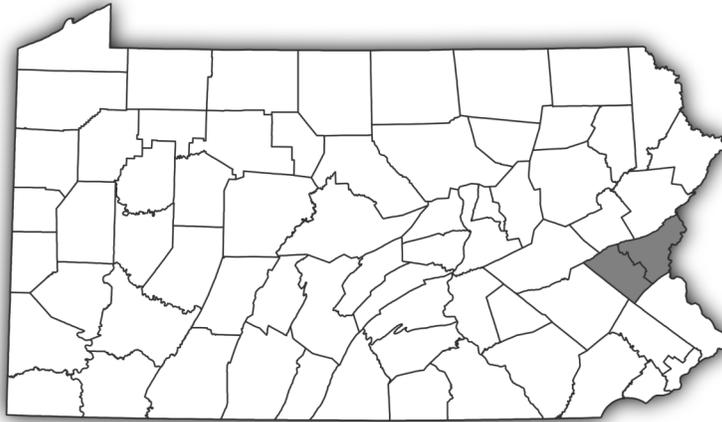
Operating Expenses



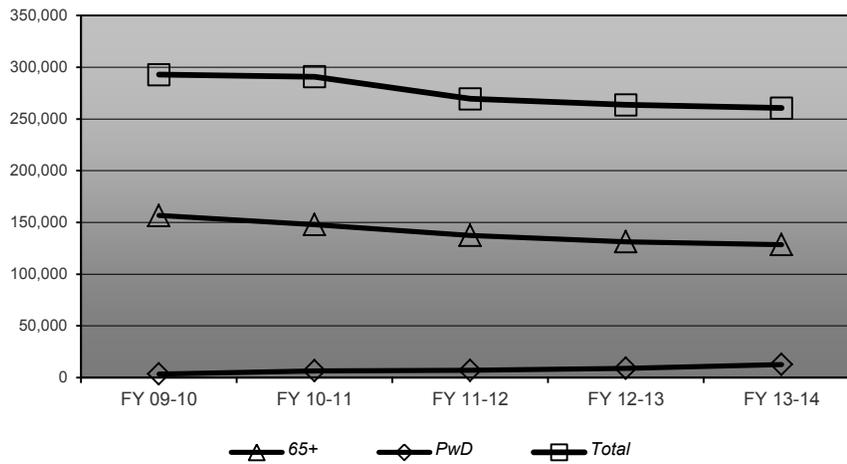
Sources of Funding



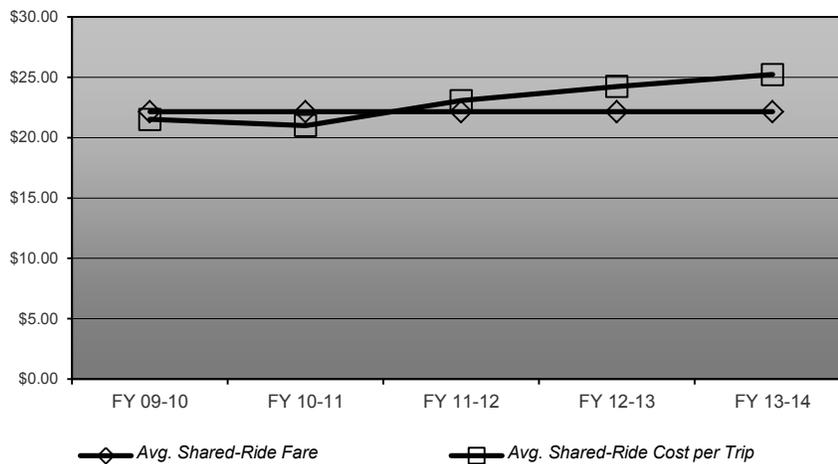
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery





Luzerne County Transportation Authority (LCTA)

315 Northampton Street
Kingston, PA 18704
570-288-9356
Mr. Norm Gavlick, Executive Director
www.lctabus.com



House District

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

Senate District

Luzerne: 14, 20, 22, 27



Service Area Statistics (2010 Census)

Square Miles: 56
Population: 202,500



Current Fare Information

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



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



Current Employees

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



Act 44 Operating Assistance

Section 1513 Allocation: \$4,842,542
Required Local Match: \$485,345



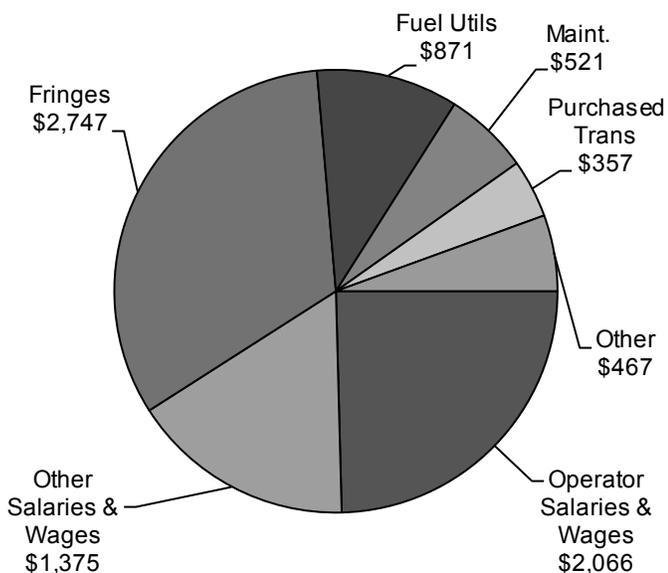
Current Fleet Size

Fixed Route:	38
Paratransit:	51
System-wide:	89

OPERATING BUDGET

Operating Expense (000's)

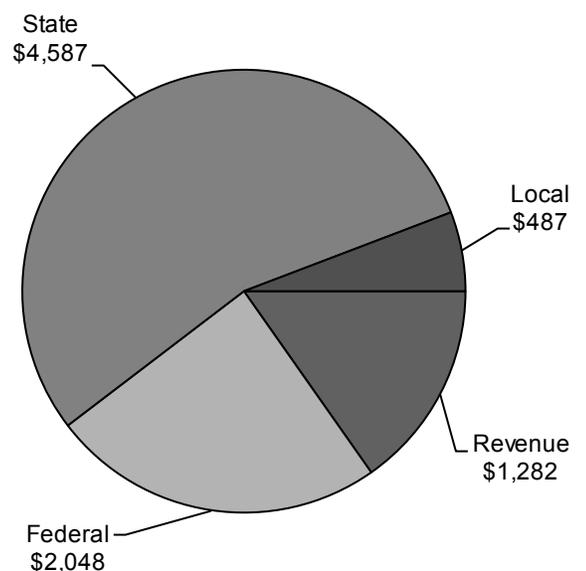
\$8,404



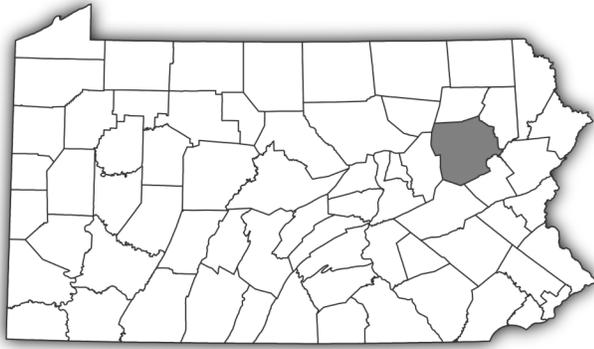
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

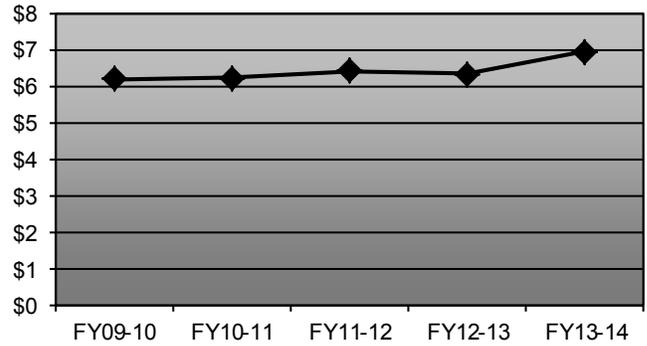
\$8,404



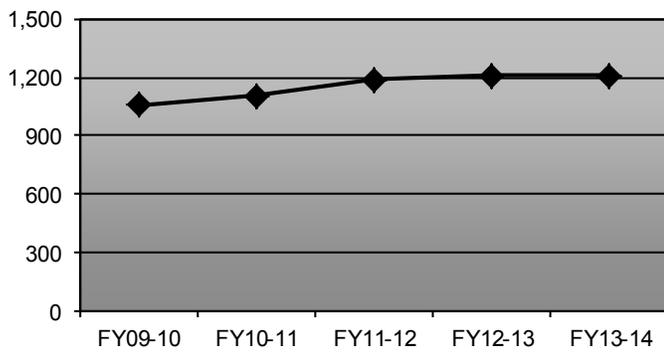
Revenue includes ADA complementary revenue.



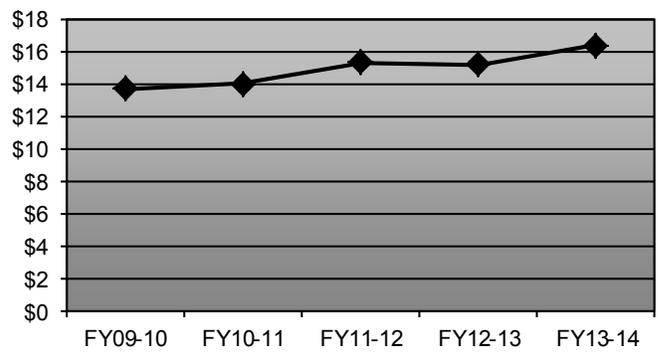
Operating Expense Per Passenger



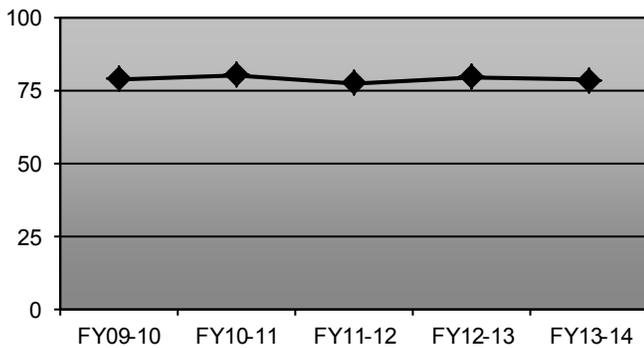
Total Passengers (000's)



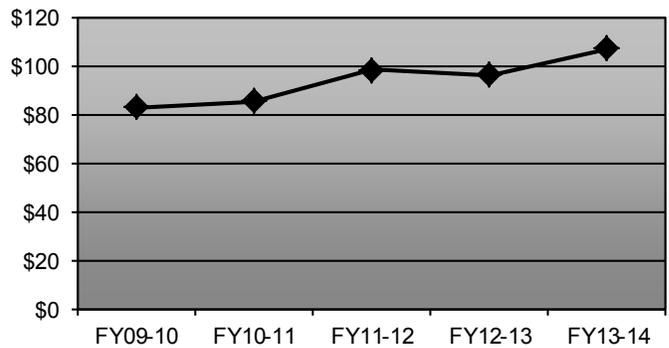
Operating Revenue Per Revenue Vehicle Hour



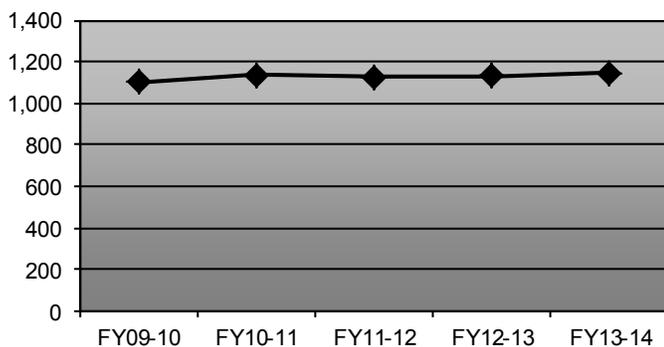
Revenue Vehicle Hours (000's)



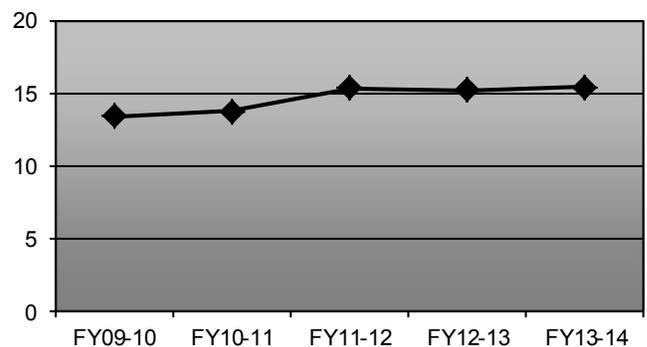
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.
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

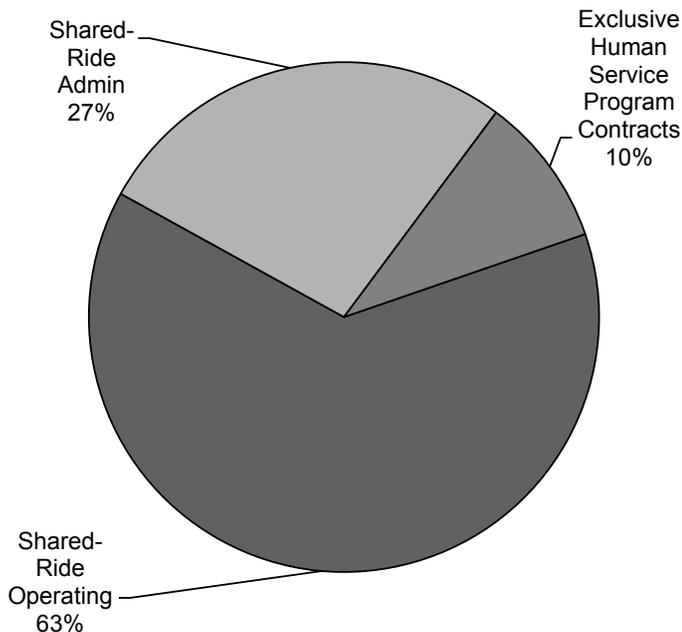
65+ Trips: 45,337
 PwD Trips: 2,459
 Other Shared-Ride Trips: 111,934
 Total Shared-Ride Trips: 159,730
 Non-Public Trips: 17,867

Vehicles Operated in Maximum Service

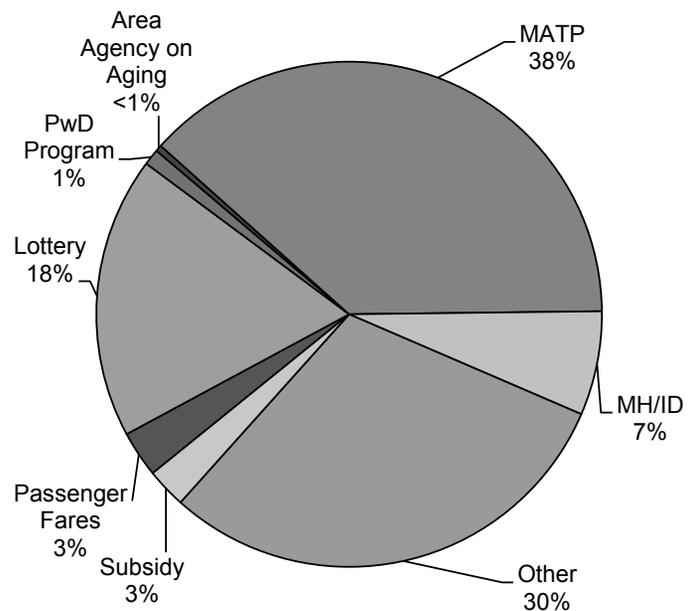
Community Transportation: 45

COMMUNITY TRANSPORTATION OPERATING BUDGET

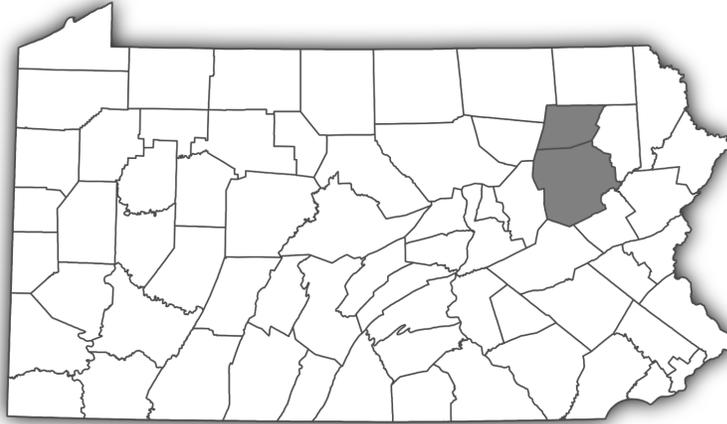
Operating Expenses



Sources of Funding

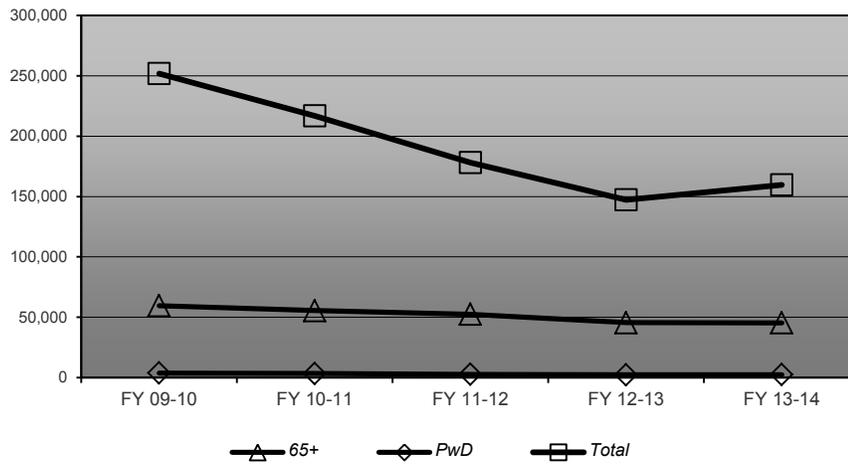


Agency Service Area

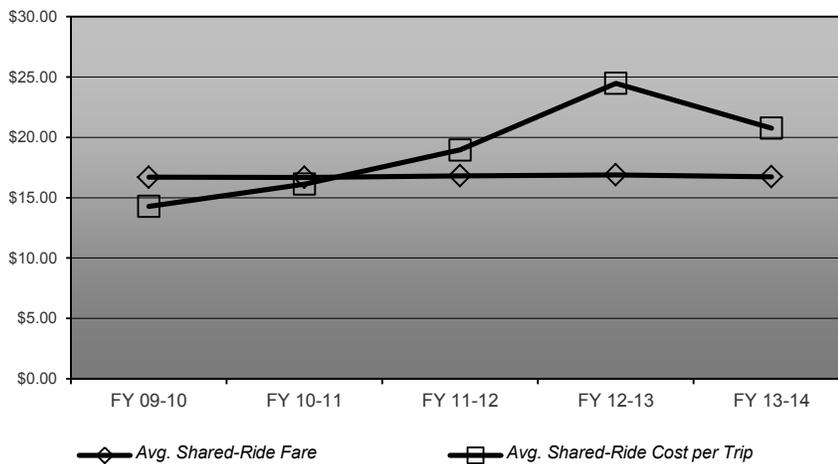


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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



House District
 Mercer: 7, 8, 17
Senate District
 Mercer: 50



Service Area Statistics (2010 Census)
 Square Miles: 670
 Population: 41,279



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



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



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



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

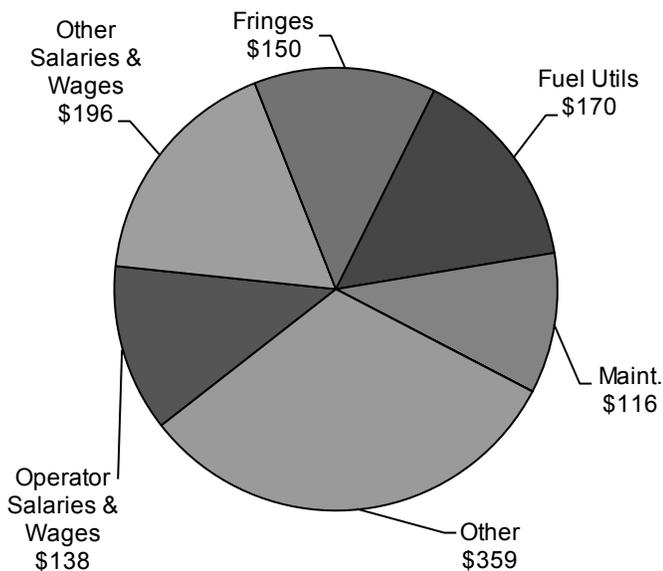


Current Fleet Size
 Fixed Route: 5
 Paratransit: 2
 System-wide: 7

OPERATING BUDGET

Operating Expense (000's)

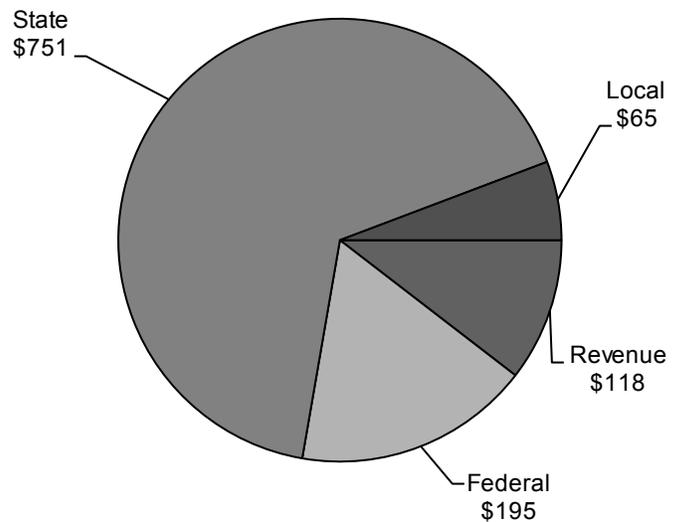
\$1,129



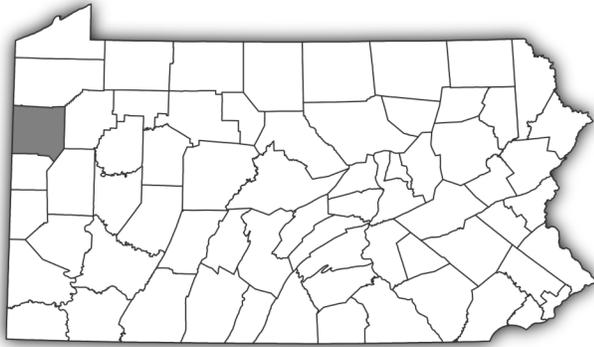
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

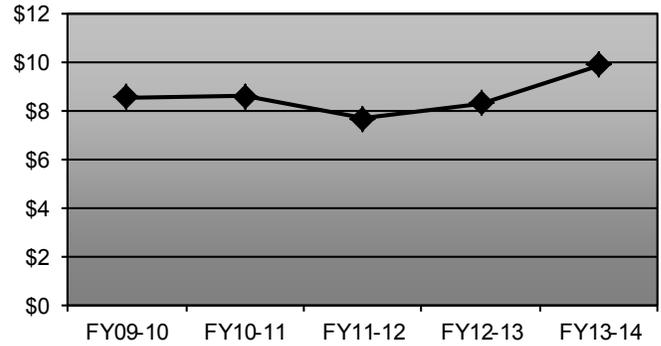
\$1,129



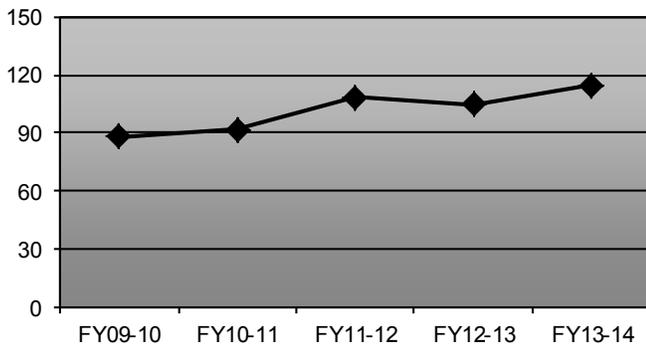
Revenue includes ADA complementary revenue.



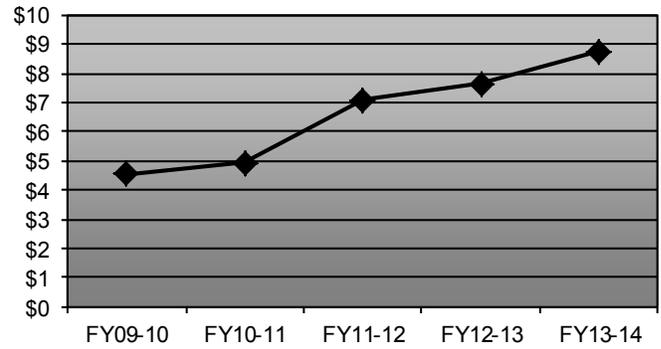
Operating Expense Per Passenger



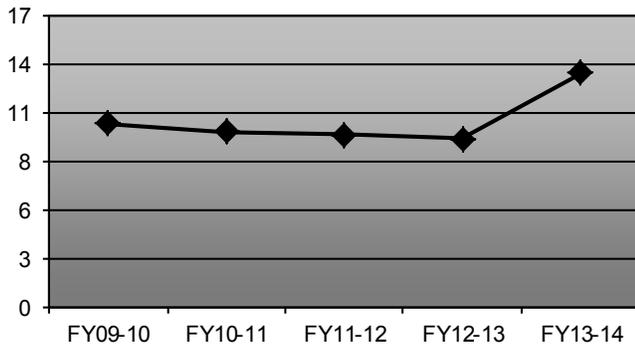
Total Passengers (000's)



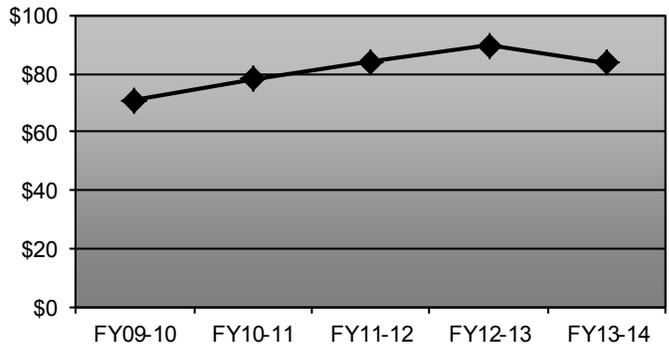
Operating Revenue Per Revenue Vehicle Hour



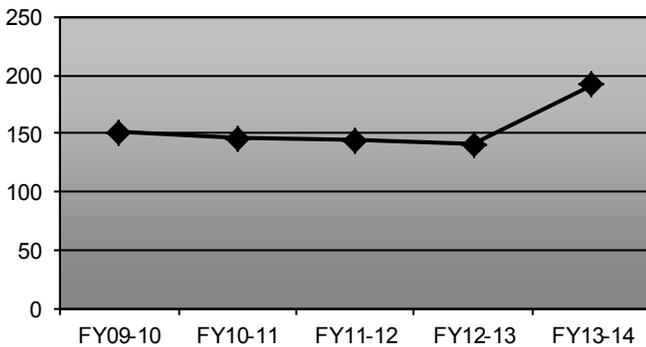
Revenue Vehicle Hours (000's)



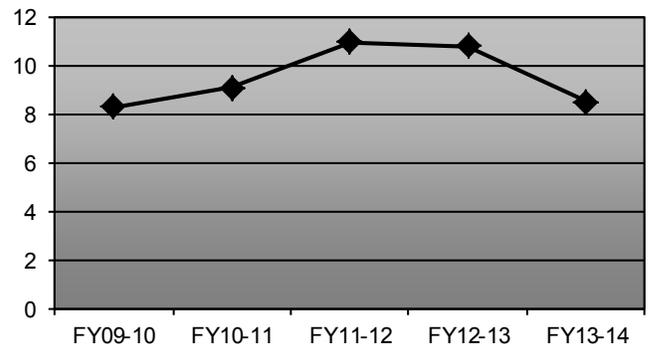
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

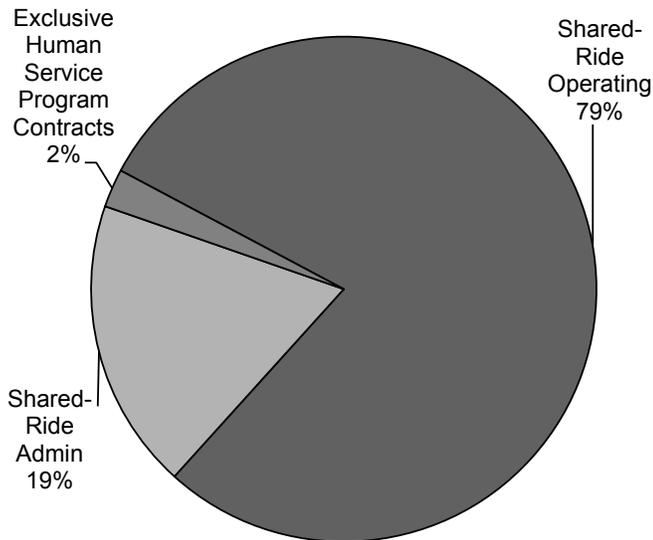
Community Transportation

Mercer Co. Regional Council of Governments (MCRCOG) 2495 Highland Road Hermitage, PA 16148 724-981-1561 Mr. Thomas Tulip, Executive Director		Fare Information Average Shared-Ride Fare: \$16.58 Cost to Commonwealth per Senior Citizen Trip: \$13.69 Last Base Fare Increase: July 2013	
Service Area Statistics (2010 Census) Mercer County Square Miles: 672 Population: 116,638 65+ Population: 21,556 % of Population 65 and older: 18.5%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A		Vehicles Operated in Maximum Service Community Transportation: 20	

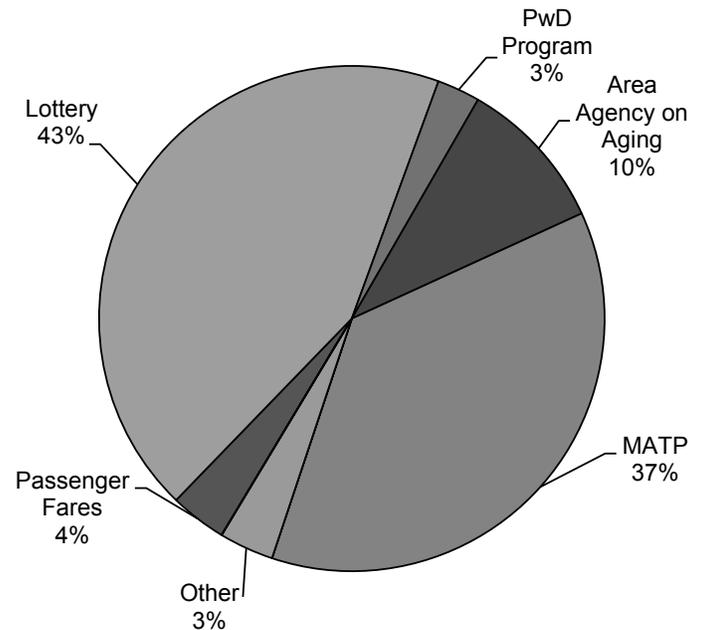
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

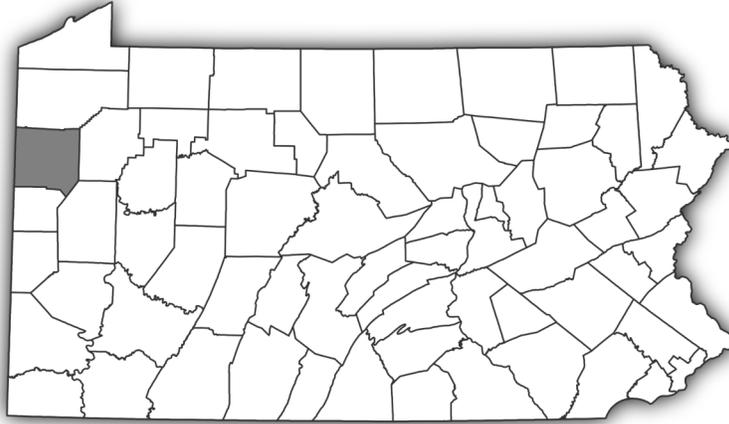
Operating Expenses



Sources of Funding

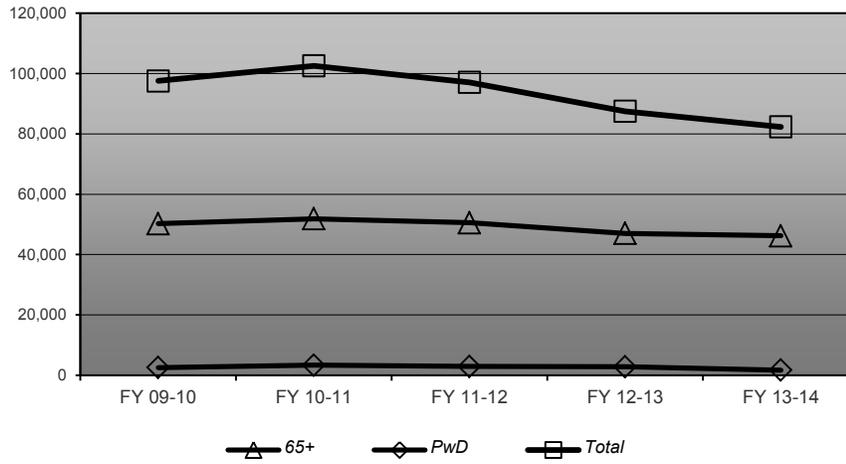


Agency Service Area

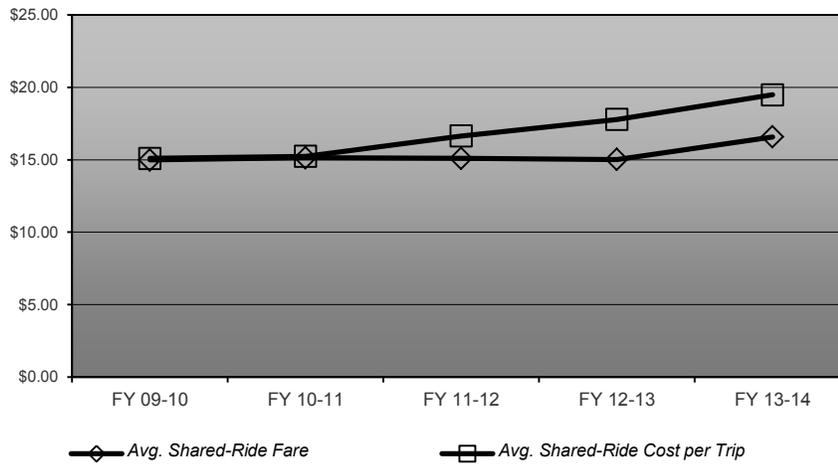


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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



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

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



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



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



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



Current Employees

	Full-Time	Part-Time
Fixed Route:	6	0
Paratransit:	0	0
Subcontractor:	40	1
System-wide:	46	1



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



Current Fleet Size

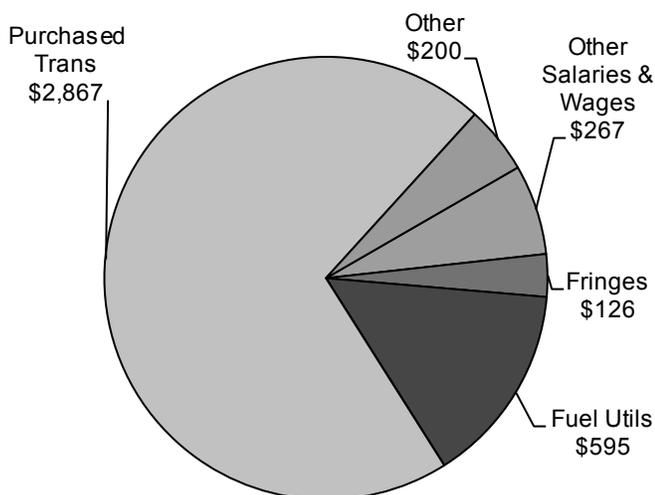
Fixed Route:	31
Paratransit:	0
System-wide:	31

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

OPERATING BUDGET

Operating Expense (000's)

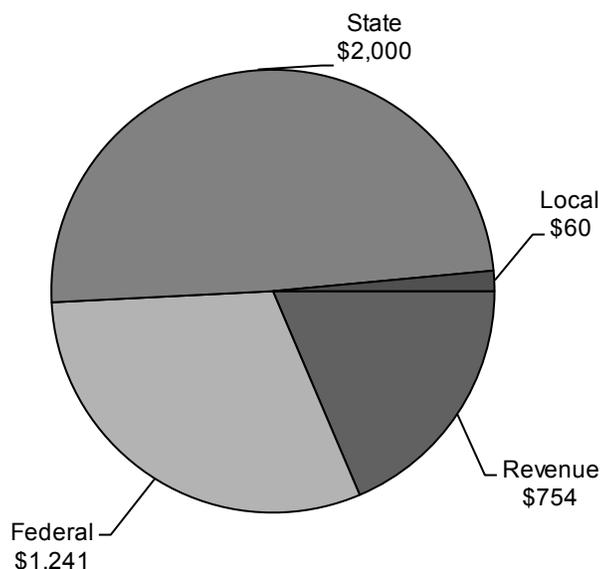
\$4,055



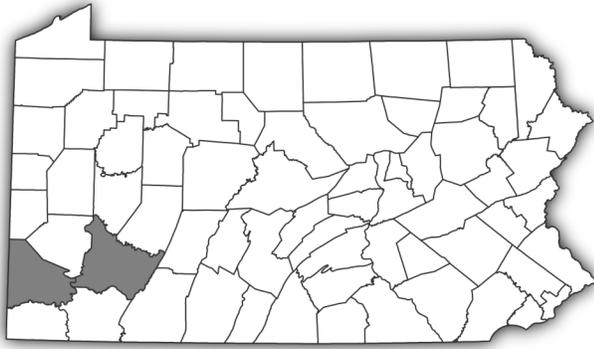
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

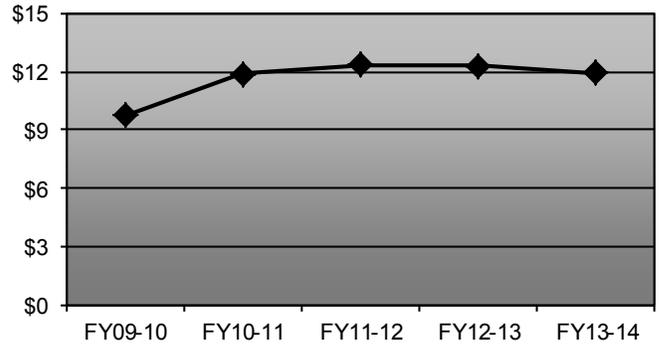
\$4,055



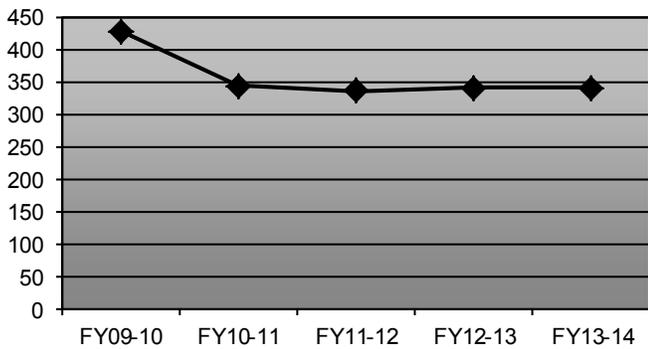
Revenue includes ADA complementary revenue.



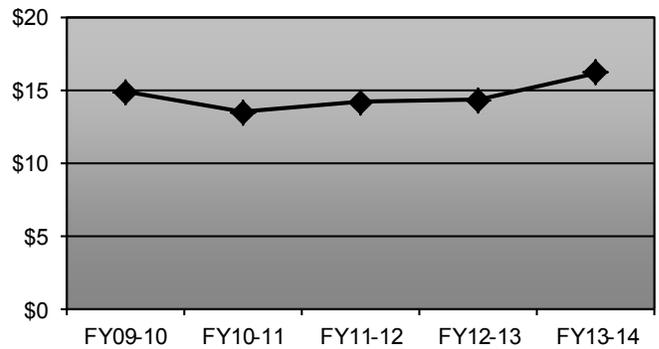
Operating Expense Per Passenger



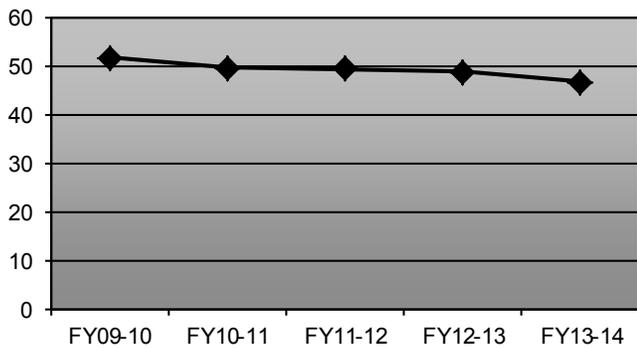
Total Passengers (000's)



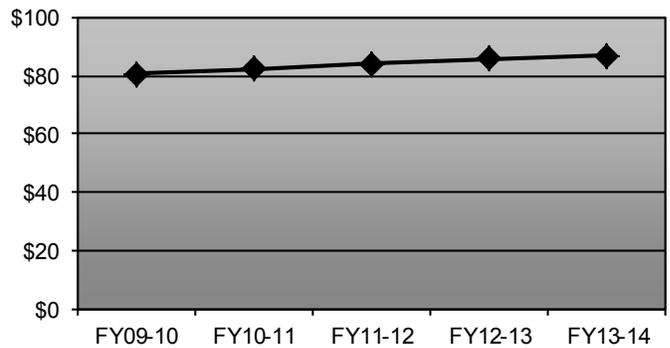
Operating Revenue Per Revenue Vehicle Hour



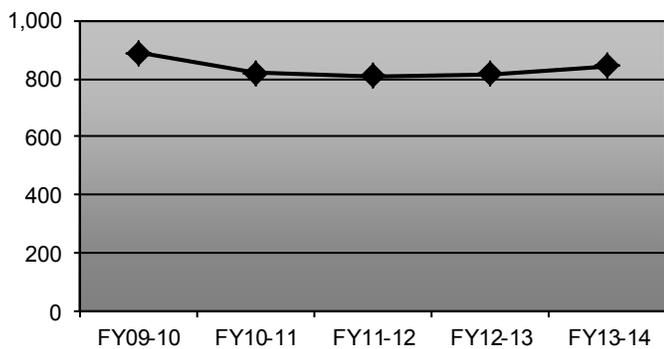
Revenue Vehicle Hours (000's)



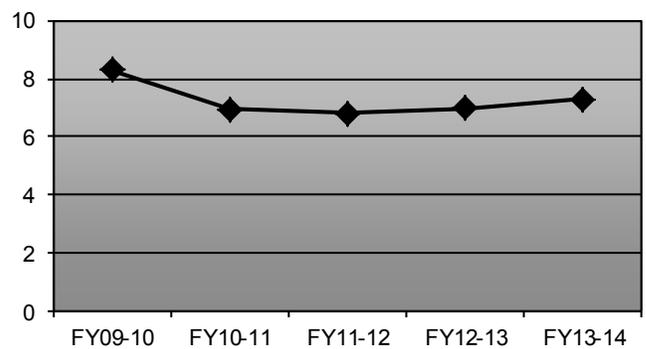
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

PART (Pottstown Area Rapid Transit)



Pottstown Area Rapid Transit (PART)

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



House District

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

Senate District

Montgomery: 4, 7, 10, 12, 17, 19, 24, 44



Service Area Statistics (2010 Census)

Square Miles: 34
Population: 51,000



Current Fare Information

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



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 Employees

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



Act 44 Operating Assistance

Section 1513 Allocation: \$1,033,831
Required Local Match: \$70,353



Current Fleet Size

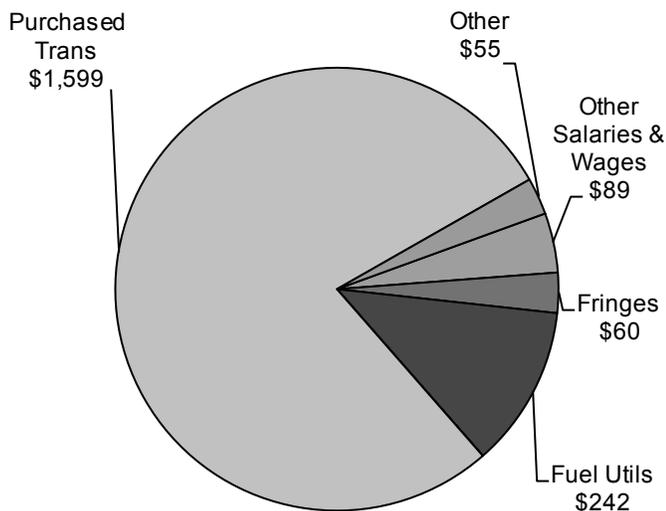
Fixed Route: 9
Paratransit: 2
System-wide: 11

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

OPERATING BUDGET

Operating Expense (000's)

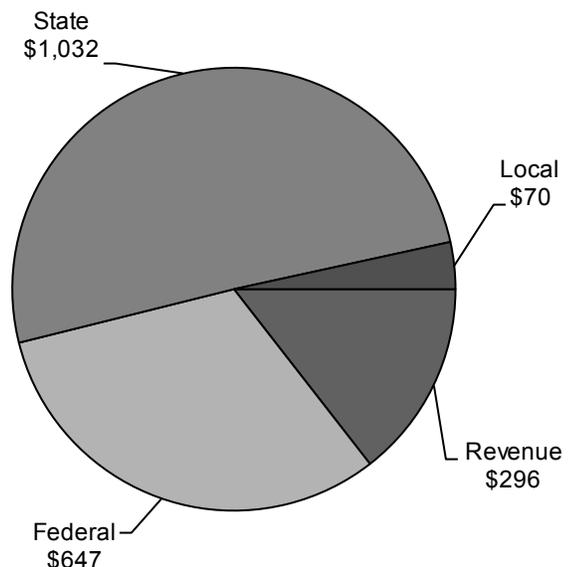
\$2,045



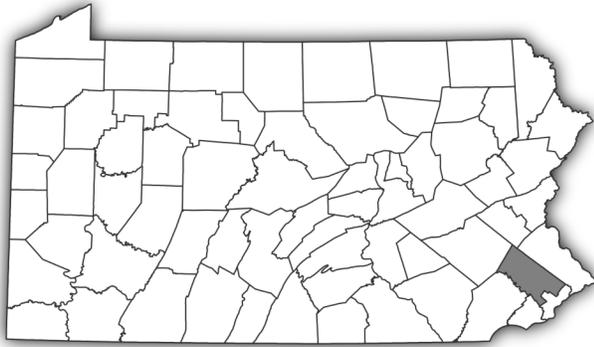
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

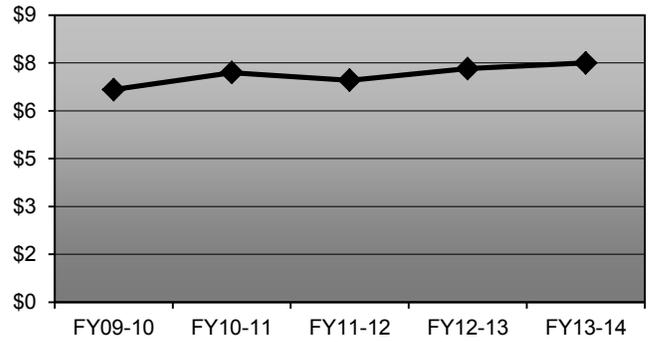
\$2,045



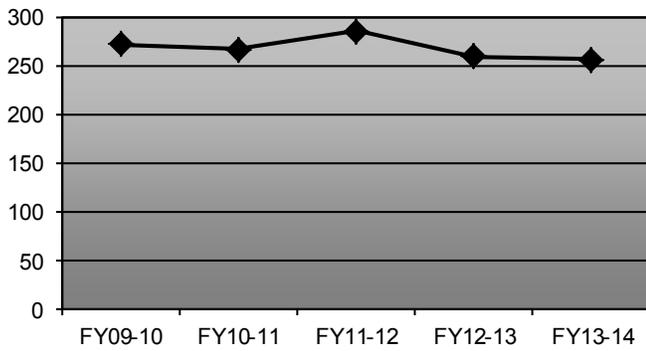
Revenue includes ADA complementary revenue.



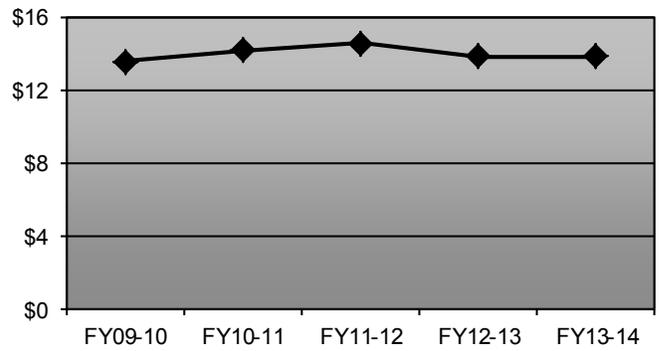
Operating Expense Per Passenger



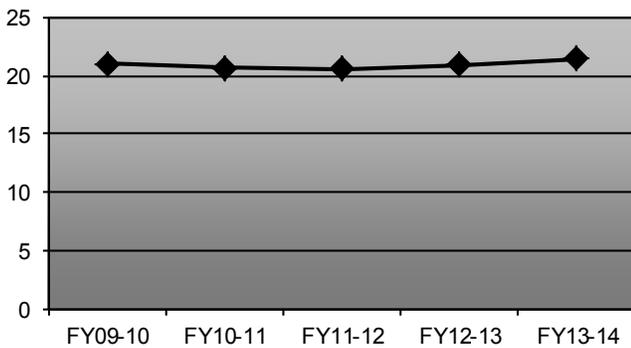
Total Passengers (000's)



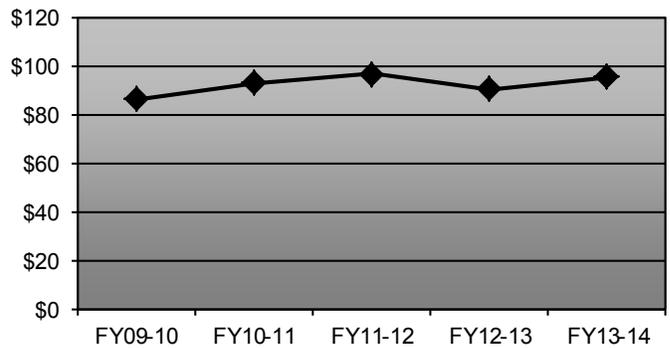
Operating Revenue Per Revenue Vehicle Hour



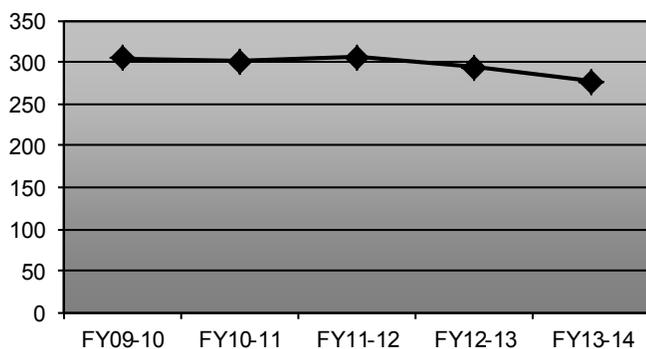
Revenue Vehicle Hours (000's)



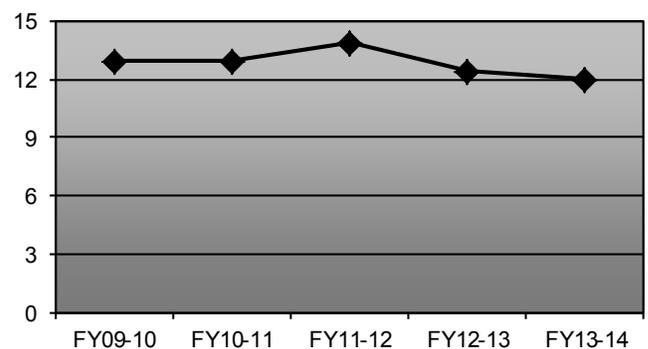
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.



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



House District
 Lancaster: 37, 41, 43, 96, 97, 98, 99, 100

Senate District
 Lancaster: 13, 36, 48



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



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



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



Current Employees

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



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



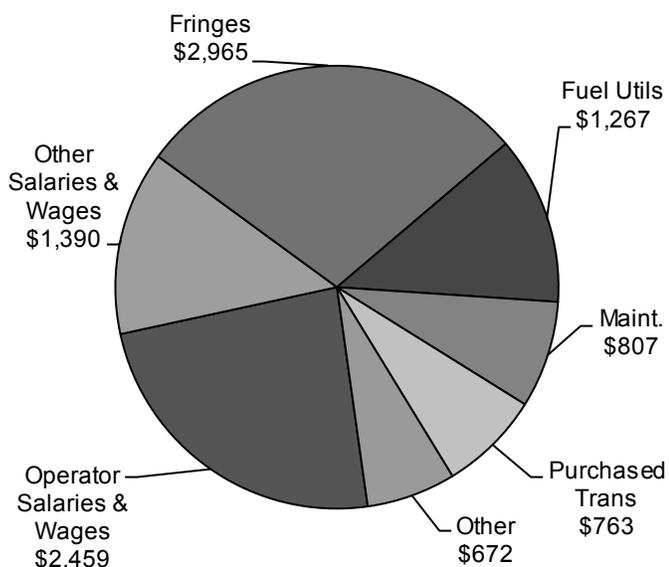
Current Fleet Size

Fixed Route:	42
Paratransit:	60
System-wide:	102

OPERATING BUDGET

Operating Expense (000's)

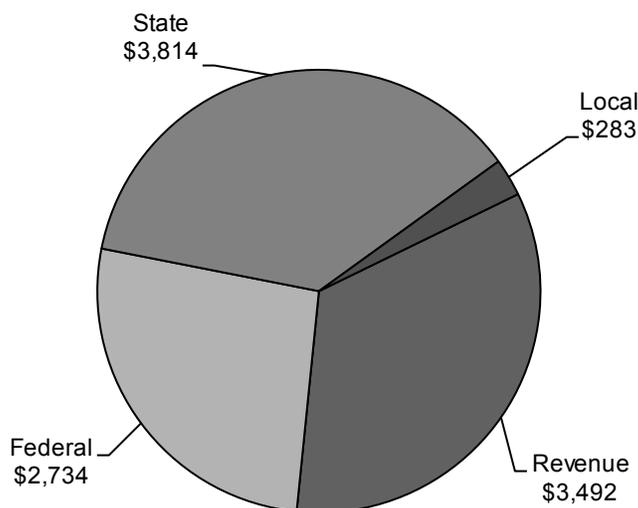
\$10,323



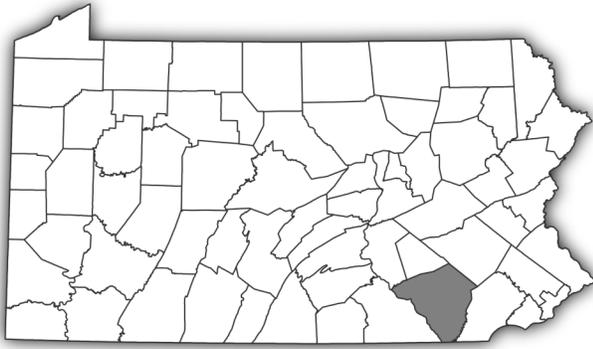
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

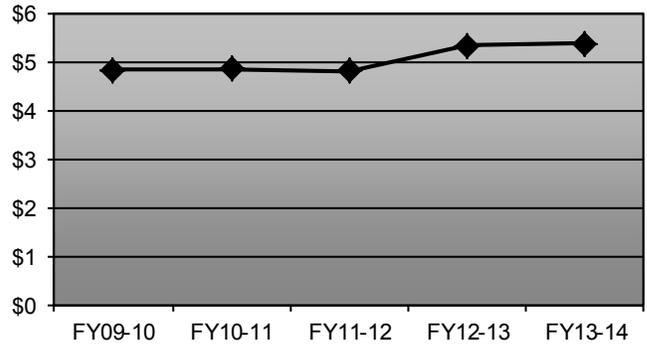
\$10,323



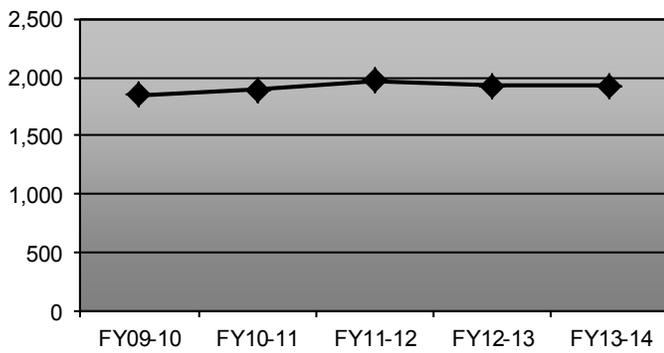
Revenue includes ADA complementary revenue.



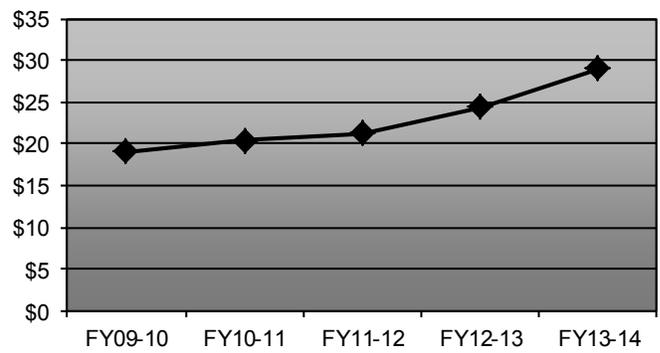
Operating Expense Per Passenger



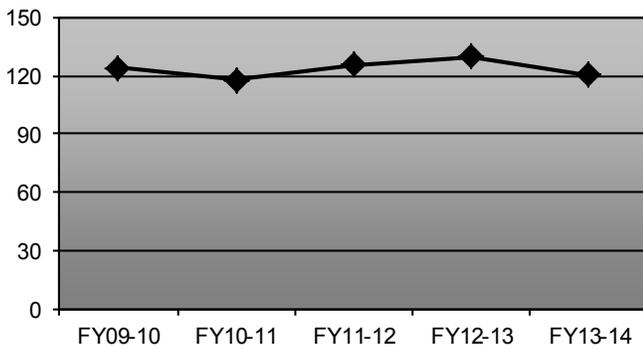
Total Passengers (000's)



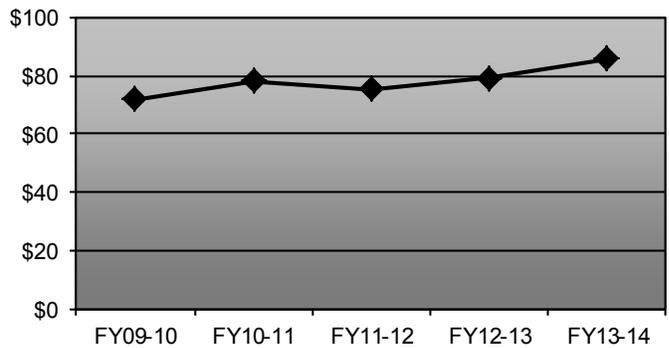
Operating Revenue Per Revenue Vehicle Hour



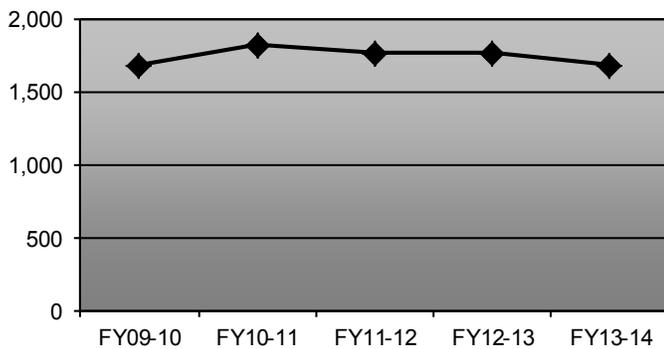
Revenue Vehicle Hours (000's)



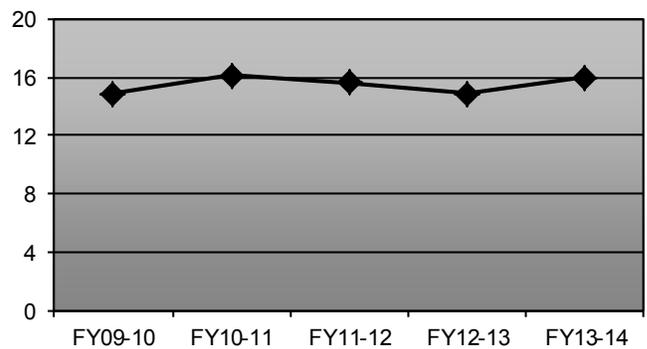
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

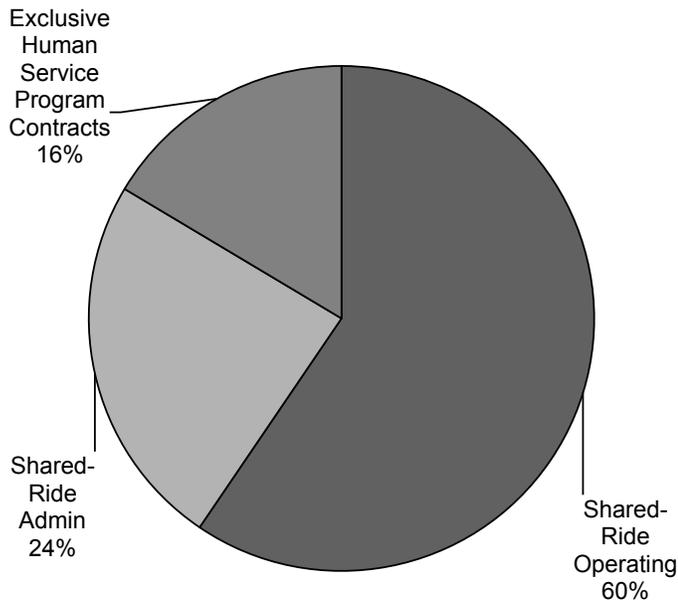
Community Transportation

Red Rose Transit Authority (RRTA) 45 Erick Road Lancaster, PA 17601 717-358-1920 Mr. David Kilmer, Executive Director		Fare Information Average Shared-Ride Fare: \$20.82 Cost to Commonwealth per Senior Citizen Trip: \$14.96 Last Base Fare Increase: July 2014	
Service Area Statistics (2010 Census) Lancaster County Square Miles: 949 Population: 519,445 65+ Population: 77,780 % of Population 65 and older: 15.0%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 100%	Vehicles Operated in Maximum Service Community Transportation: 59		

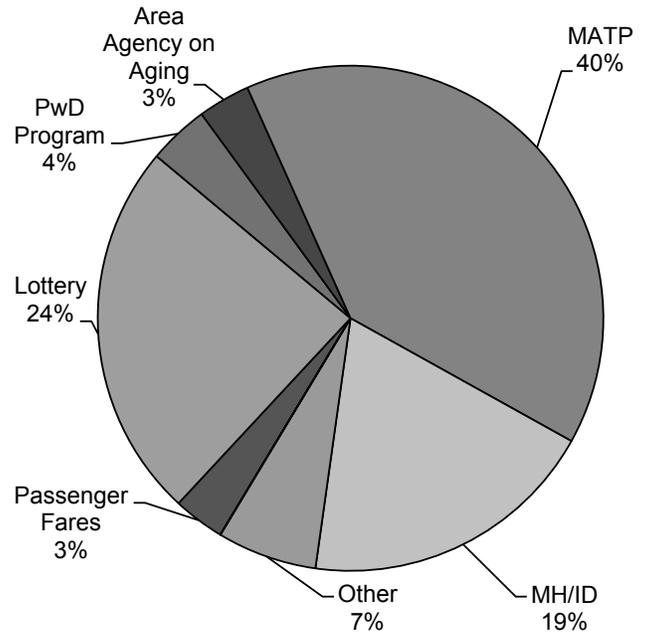
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

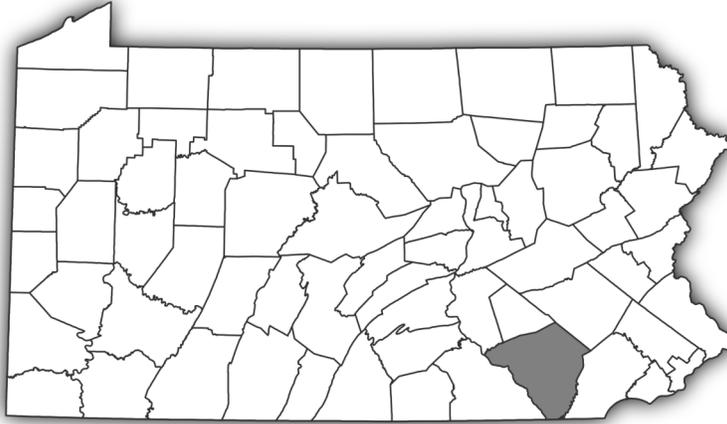
Operating Expenses



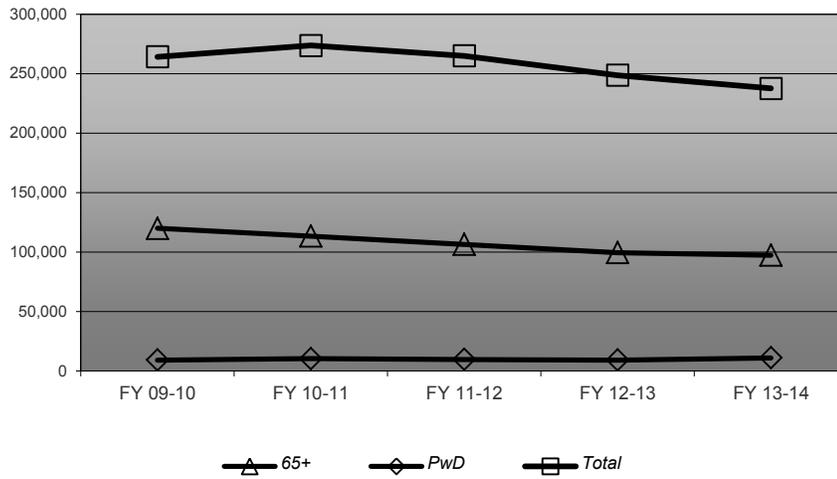
Sources of Funding



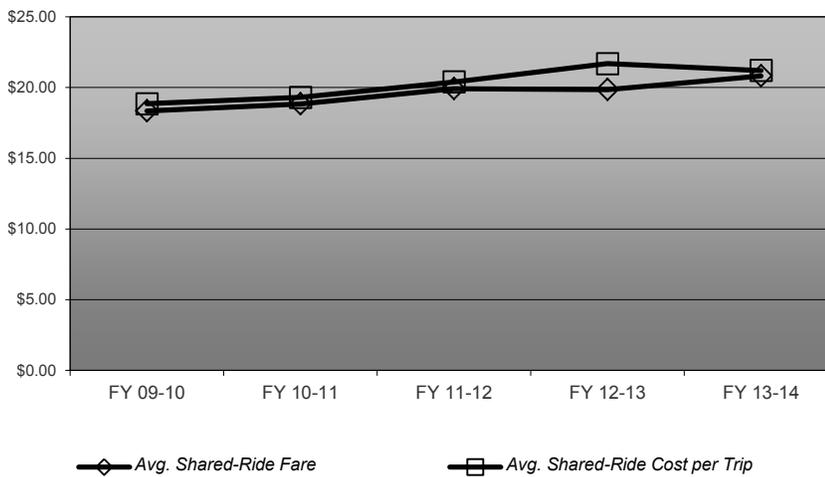
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery





City of Washington
 55 W. Maiden Street
 Washington, PA 15301
 724-223-2442
 Mr. Joe Thomas, Transit General Manager
www.washingtoncitytransit.com



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

Senate District
 Washington: 32, 37, 46



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



Current Fare Information
 Fixed Route Base: \$1.50
 Fixed Route Average: \$2.35
 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

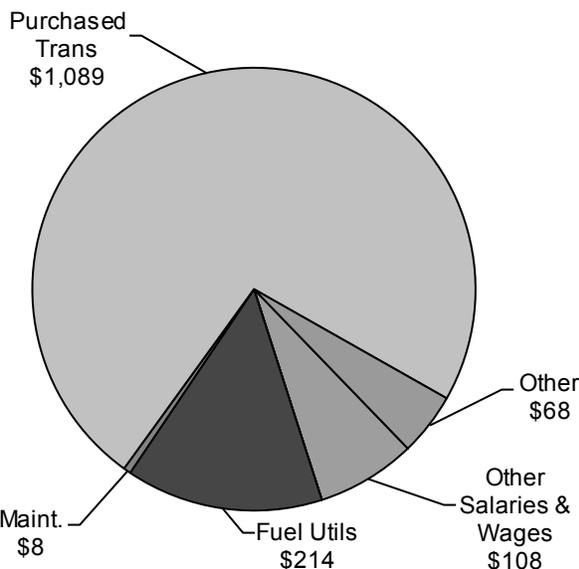
Fixed Route:	9
Paratransit:	3
System-wide:	12

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

OPERATING BUDGET

Operating Expense (000's)

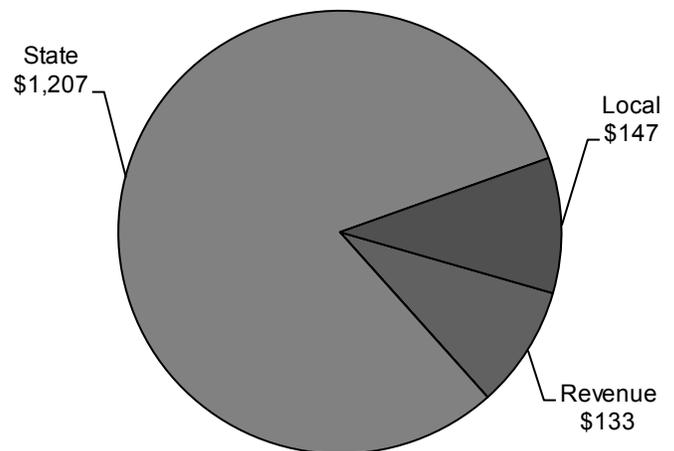
\$1,487



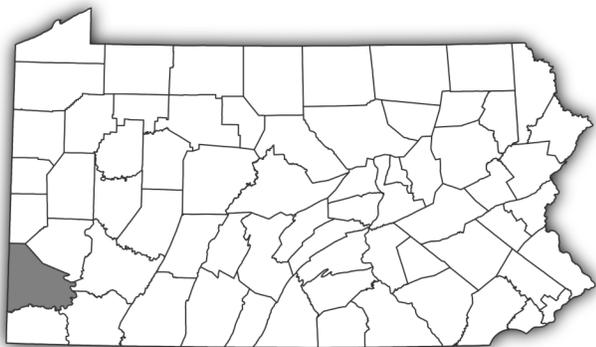
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

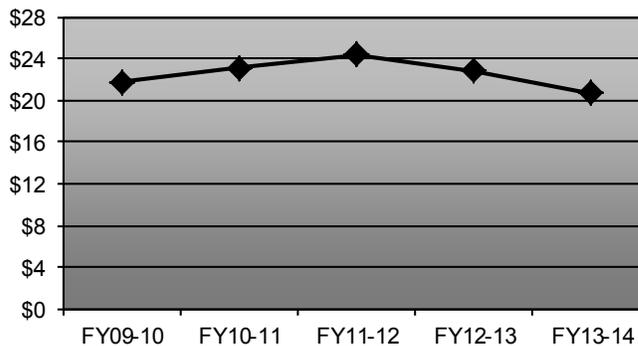
\$1,487



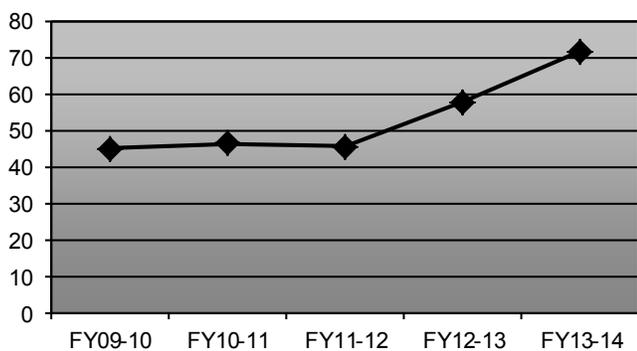
Revenue includes ADA complementary revenue.



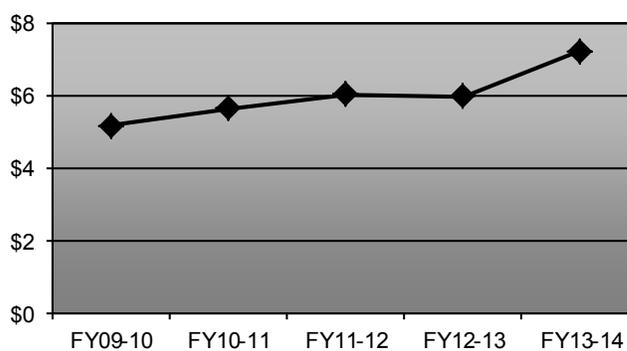
Operating Expense Per Passenger



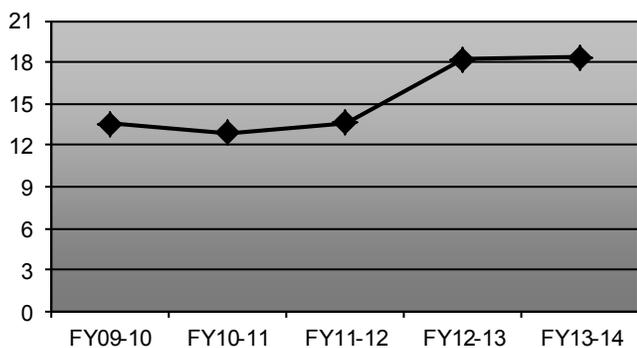
Total Passengers (000's)



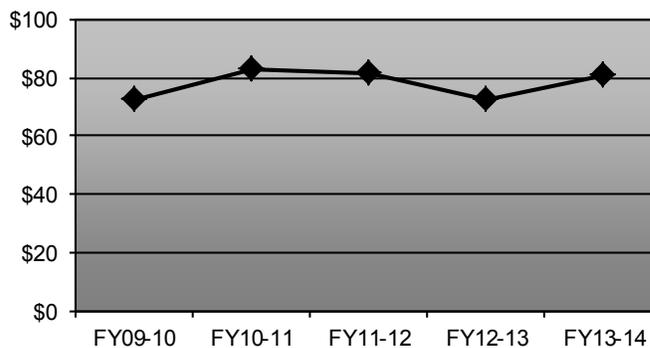
Operating Revenue Per Revenue Vehicle Hour



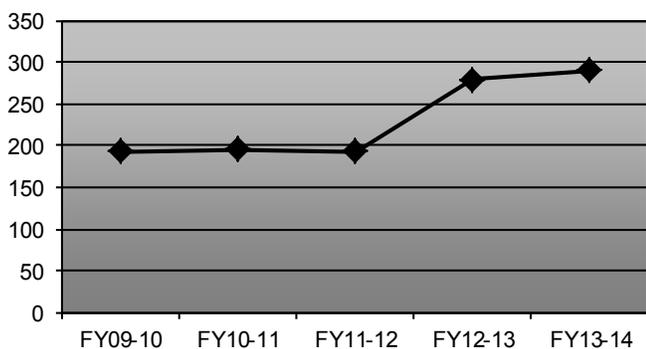
Revenue Vehicle Hours (000's)



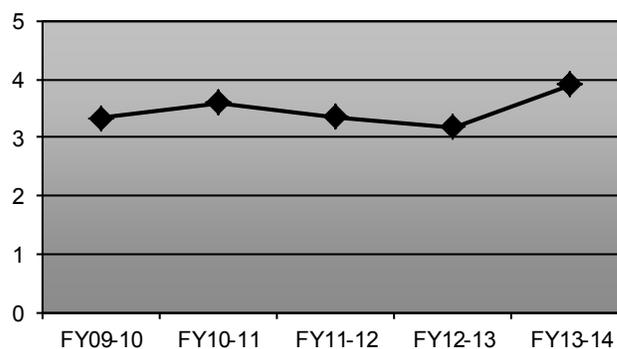
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers. 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



House District
 Westmoreland: 25, 52, 54, 55, 56, 57, 58, 59

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



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



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



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 Employees

	Full-Time	Part-Time
Fixed Route:	5	3
Paratransit:	10	0
Subcontractor:	124	80
System-wide:	139	83



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



Current Fleet Size

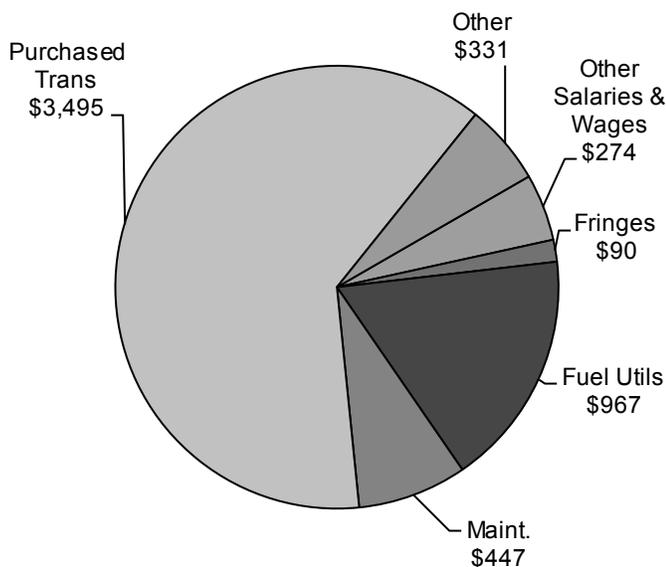
Fixed Route:	43
Paratransit:	129
System-wide:	172

*Includes Rural Service

OPERATING BUDGET

Operating Expense (000's)

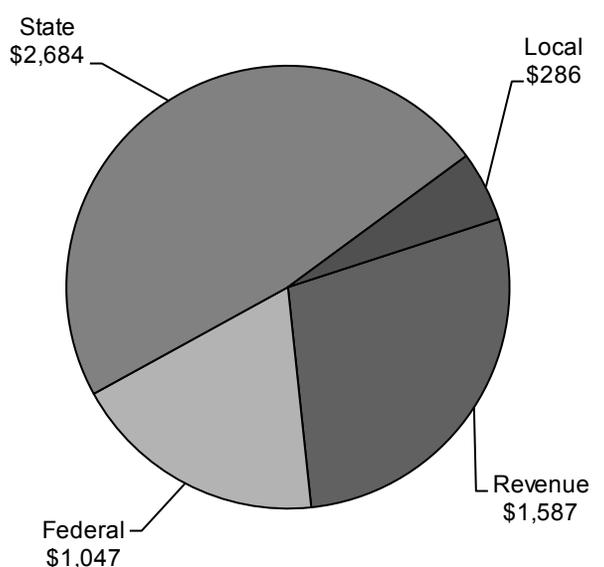
\$5,604



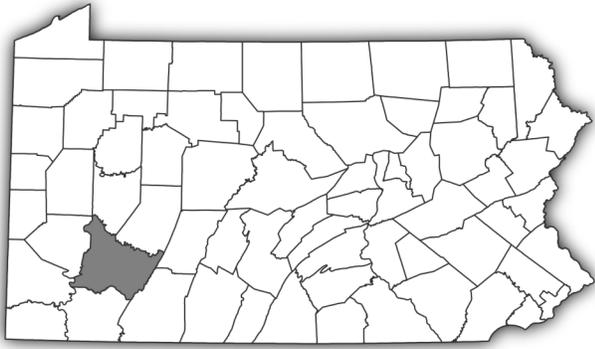
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

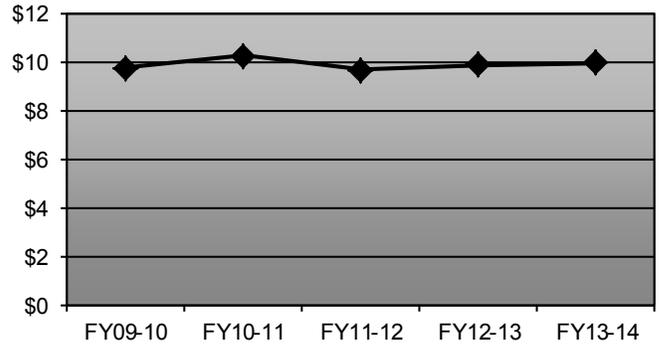
\$5,604



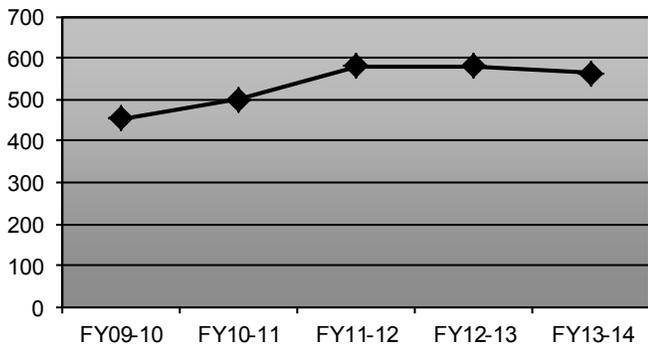
Revenue includes ADA complementary revenue.



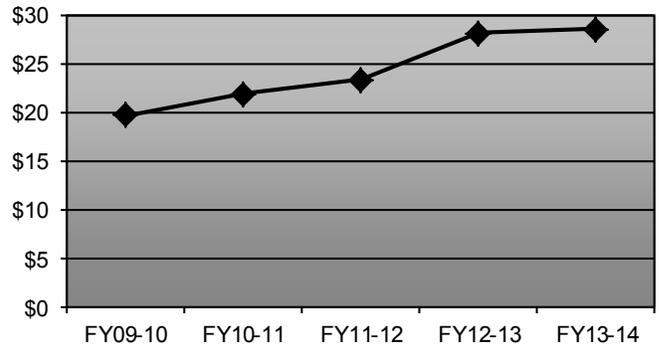
Operating Expense Per Passenger



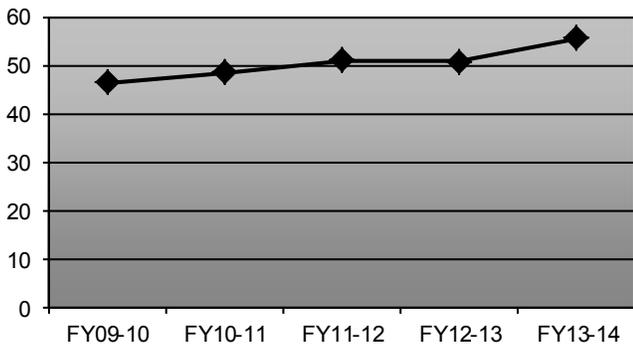
Total Passengers (000's)



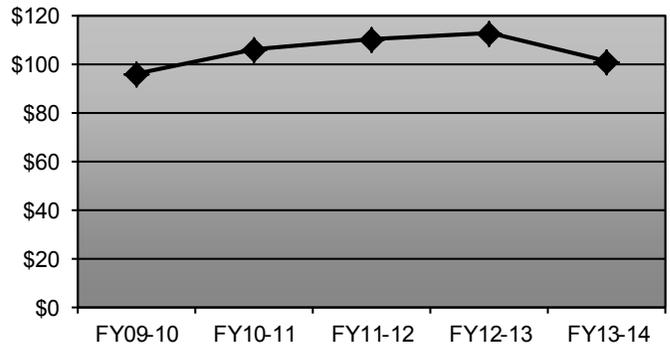
Operating Revenue Per Revenue Vehicle Hour



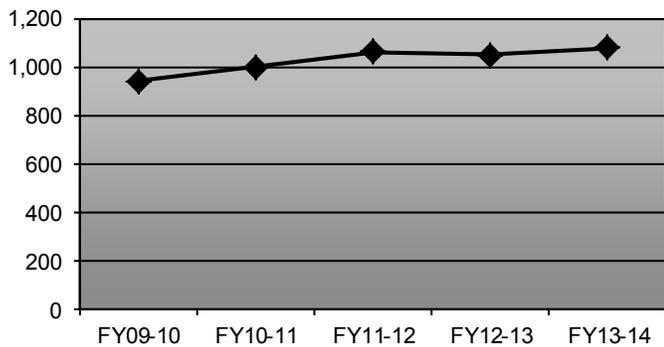
Revenue Vehicle Hours (000's)



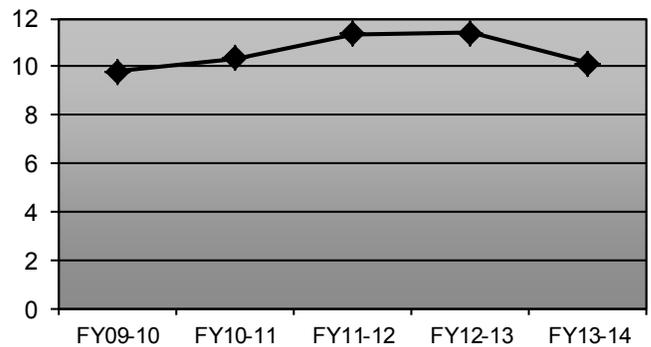
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



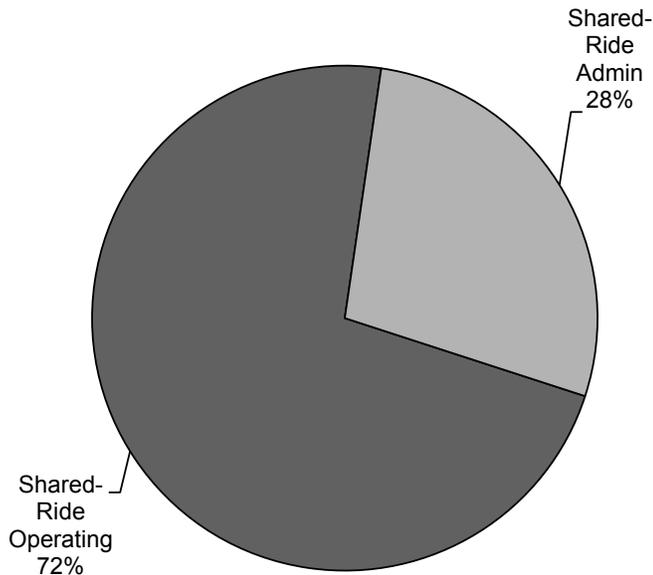
Passengers include ADA complementary passengers.

Community Transportation

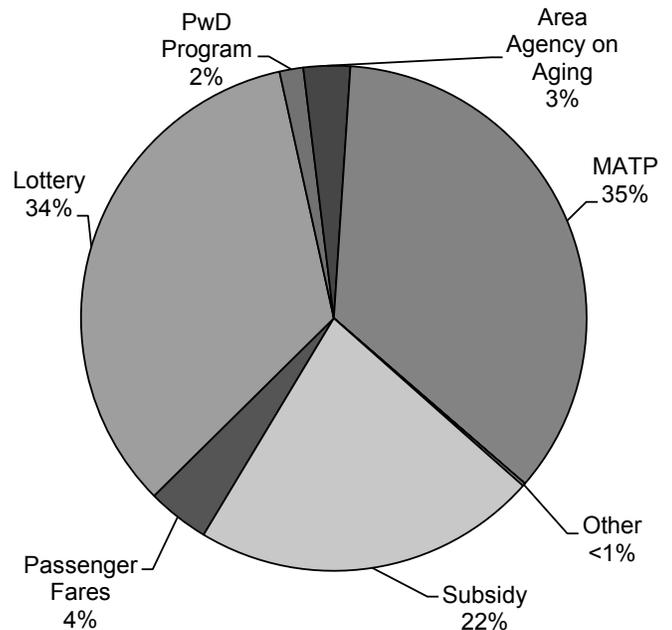
Westmoreland County Transit Authority (WCTA)		Fare Information	
41 Bell Bay		Average Shared-Ride Fare:	\$20.09
Greensburg, PA 15601		Cost to Commonwealth	
724-832-2705		per Senior Citizen Trip:	\$16.79
Mr. Alan Blahovec, Executive Director		Last Base Fare Increase:	July 2013
Service Area Statistics (2010 Census)		Trip Information	
Westmoreland County		65+ Trips:	128,533
Square Miles:	1,025	PwD Trips:	3,312
Population:	365,169	Other Shared-Ride Trips:	86,660
65+ Population:	68,877	Total Shared-Ride Trips:	219,505
% of Population 65 and older:	18.9%	Non-Public Trips:	93,353
MATP Provider:	Yes	Vehicles Operated in Maximum Service	
Subcontractors:	Yes	Community Transportation:	71
Percent of Service Subcontracted:	100%		

COMMUNITY TRANSPORTATION OPERATING BUDGET

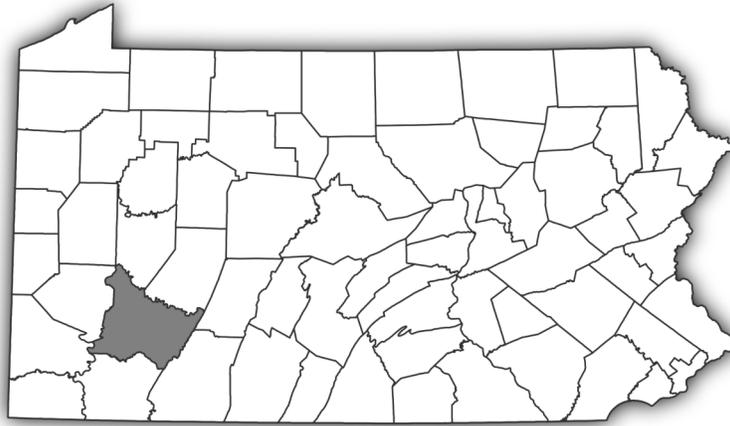
Operating Expenses



Sources of Funding

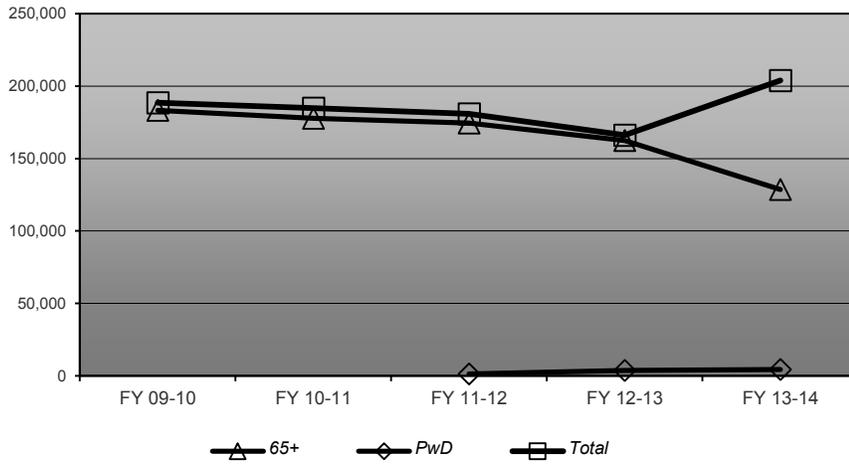


Agency Service Area

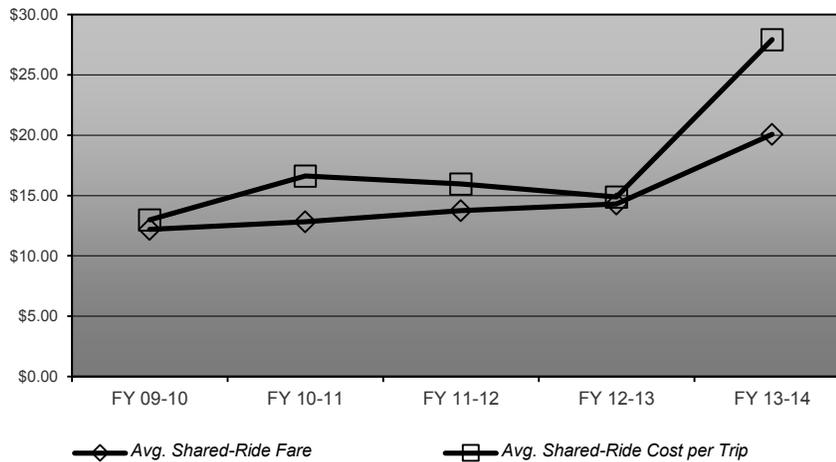


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery



Prior to FY 13-14 MATP trips were not reported in Total Shared-Ride trips.



Williamsport River Valley Transit (RVT)
 1500 West Third Street
 Williamsport, PA 17701
 570-326-2500
 Mr. William Nichols, Jr., General Manager
www.ridervt.com



House District
 Lycoming: 83, 84

Senate District
 Lycoming: 23



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



Current Fare Information
 Fixed Route Base: \$2.00
 Fixed Route Average: \$0.81
 Last Base Fare Increase: Sept. 2014 (10%)



Act 44 Fixed Route Distribution Factors
 Total Passengers: 1,318,320
 Senior Passengers: 210,430
 Revenue Vehicle Miles: 856,527
 Revenue Vehicle Hours: 55,540



Current Employees

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



Act 44 Operating Assistance
 Section 1513 Allocation: \$3,434,174
 Required Local Match: \$302,895



Current Fleet Size

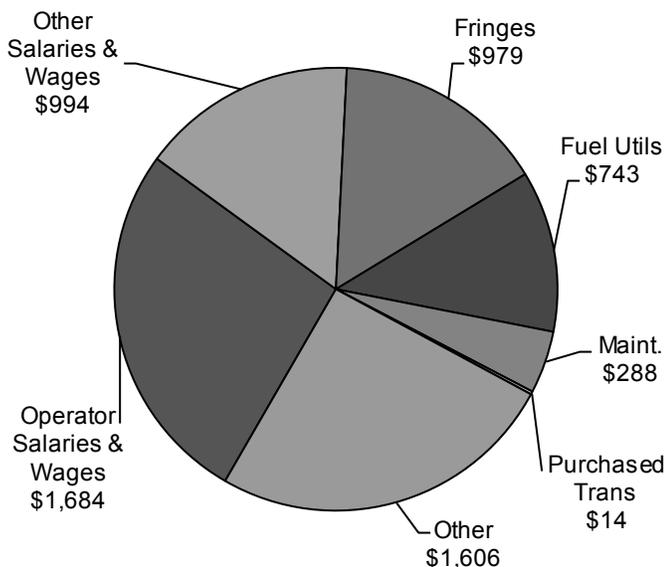
Fixed Route:	29
Paratransit:	2
System-wide:	31

Community transportation provided by provided by STEP, Inc. (see page 226)

OPERATING BUDGET

Operating Expense (000's)

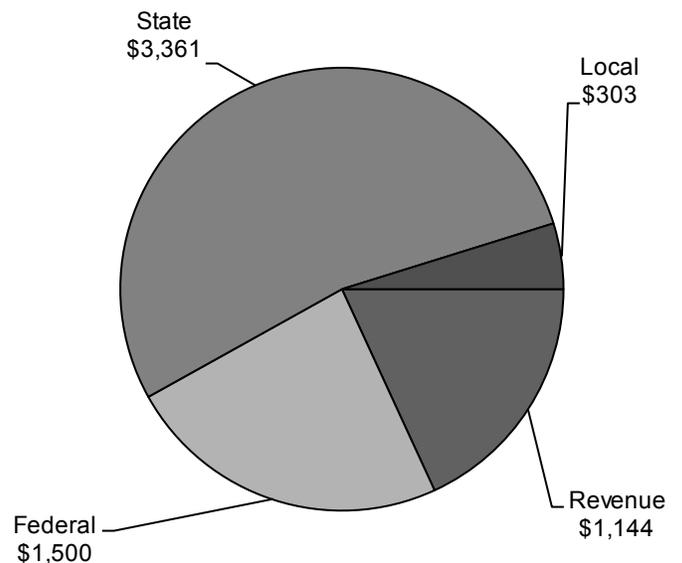
\$6,308



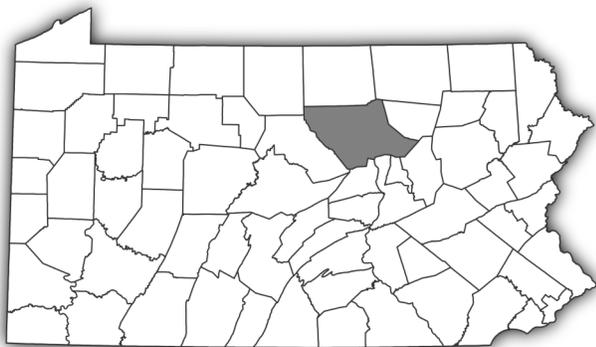
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

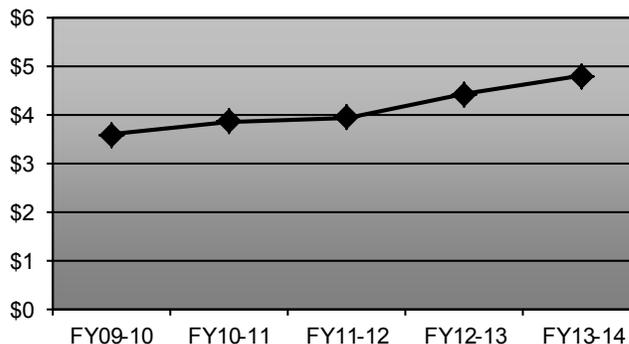
\$6,308



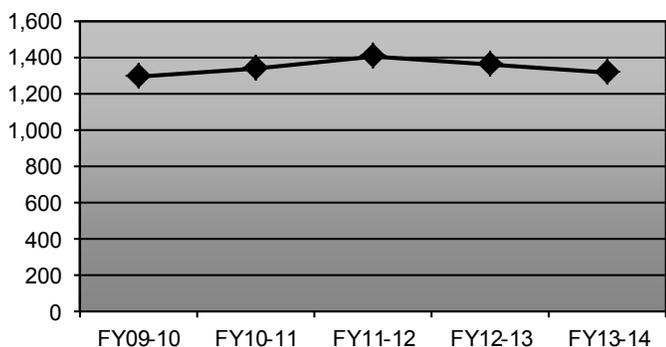
Revenue includes ADA complementary revenue.



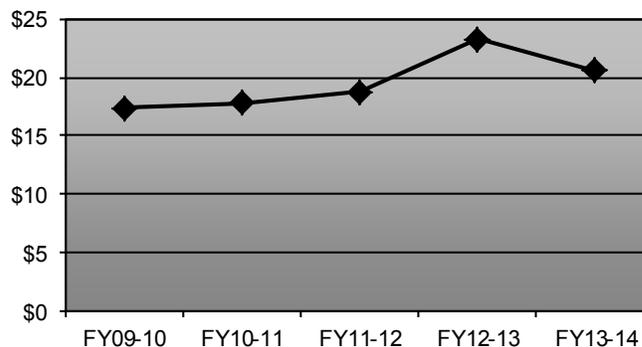
Operating Expense Per Passenger



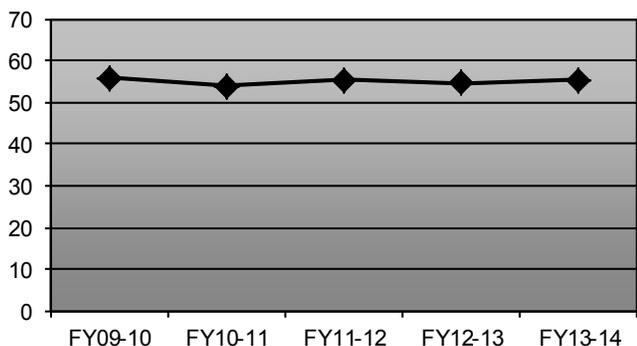
Total Passengers (000's)



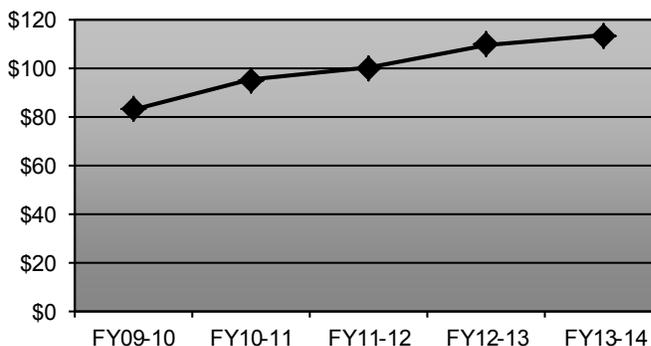
Operating Revenue Per Revenue Vehicle Hour



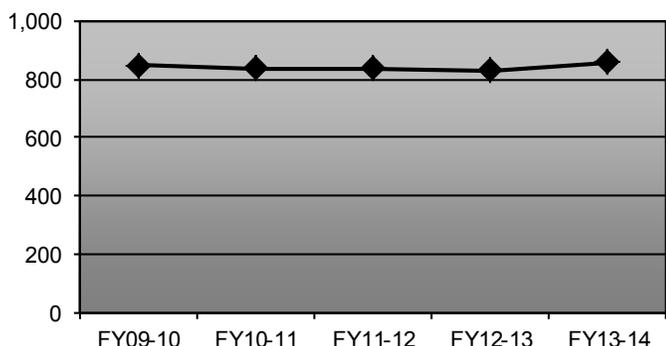
Revenue Vehicle Hours (000's)



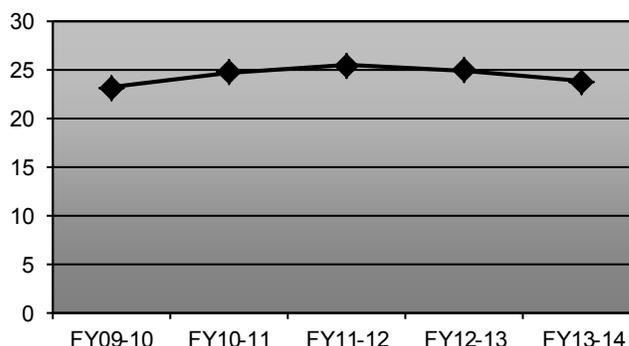
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.



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



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

Senate District
 York: 13, 15, 28, 31, 33
 Adams: 33



Service Area Statistics (2010 Census)
 Square Miles: 1,433
 Population: 537,169



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



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



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



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



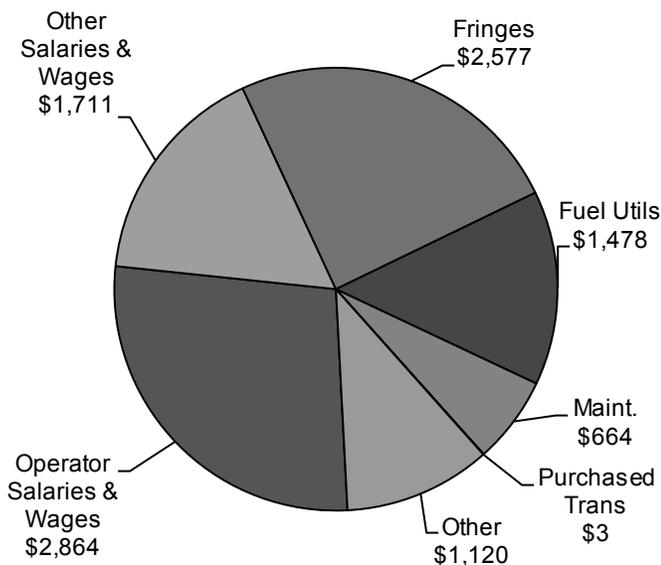
Fixed Route:	58
Paratransit:	52
System-wide:	110

*Includes Rural Service

OPERATING BUDGET

Operating Expense (000's)

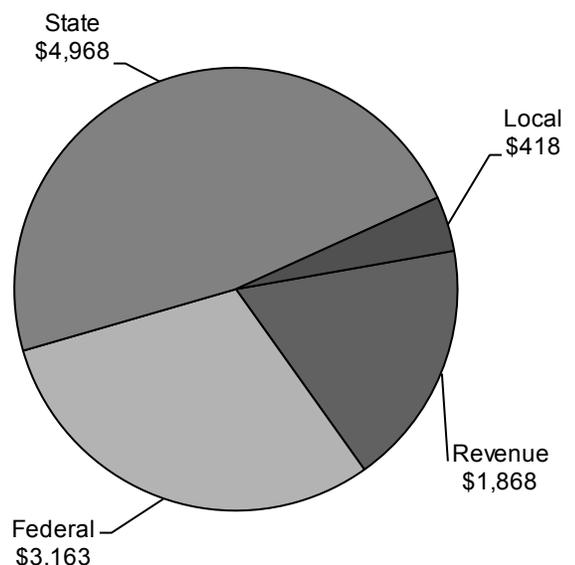
\$10,417



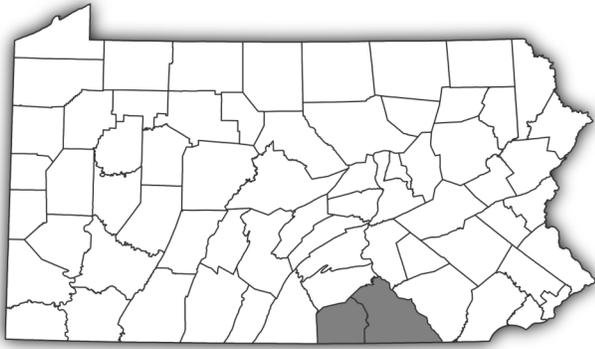
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

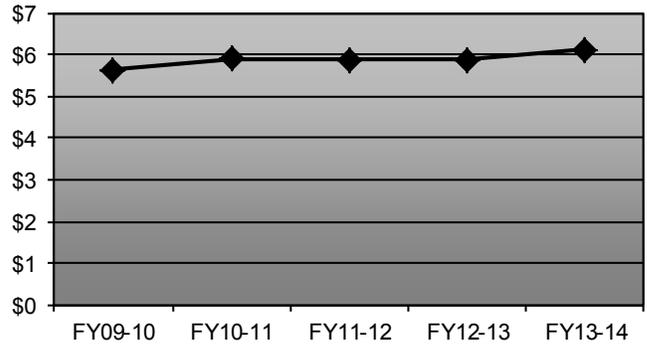
\$10,417



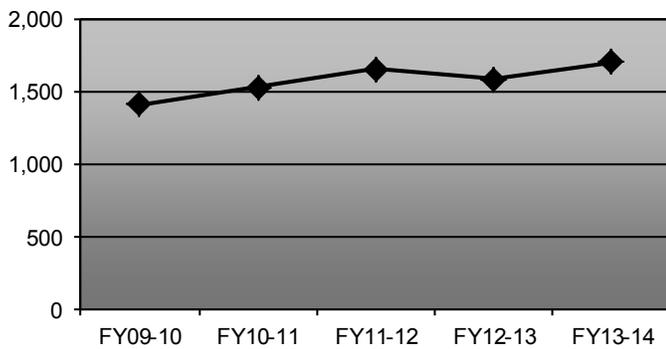
Revenue includes ADA complementary revenue.



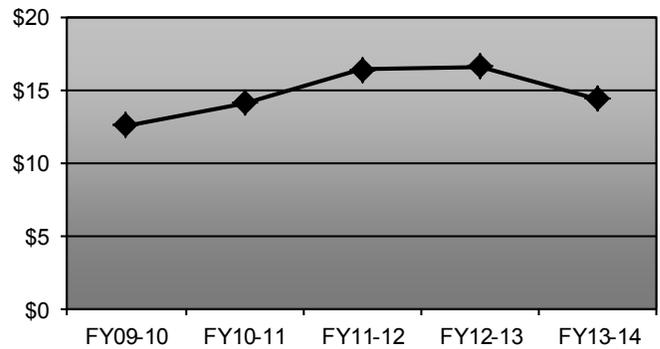
Operating Expense Per Passenger



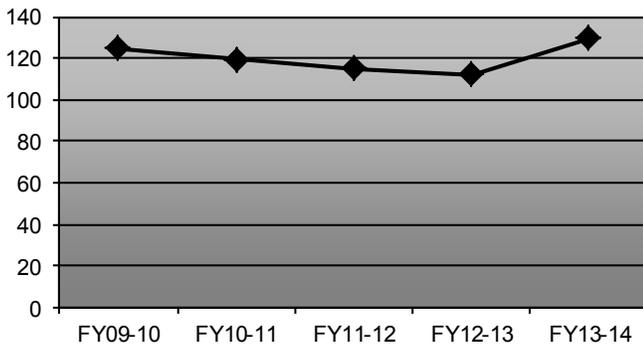
Total Passengers (000's)



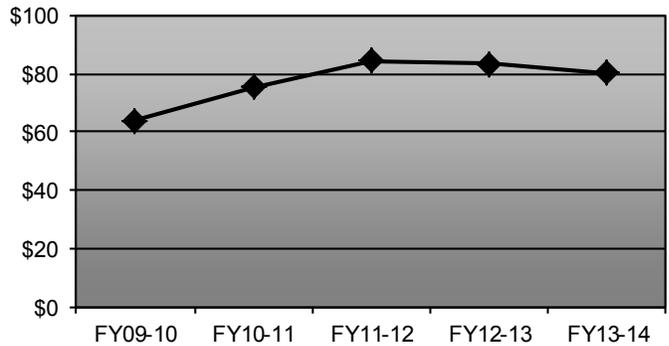
Operating Revenue Per Revenue Vehicle Hour



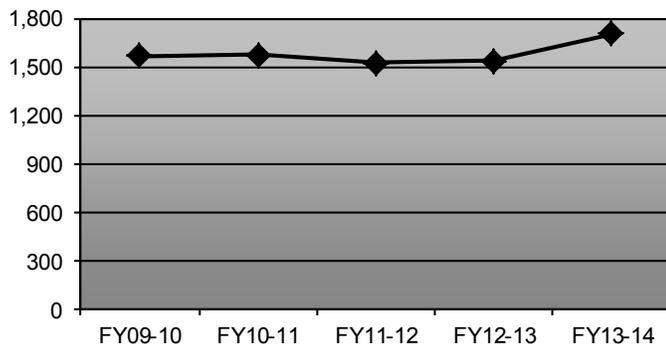
Revenue Vehicle Hours (000's)



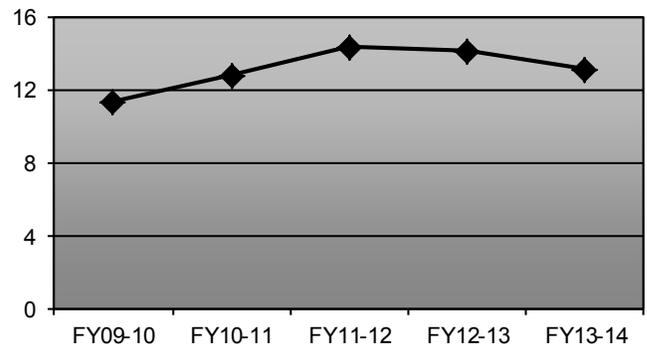
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

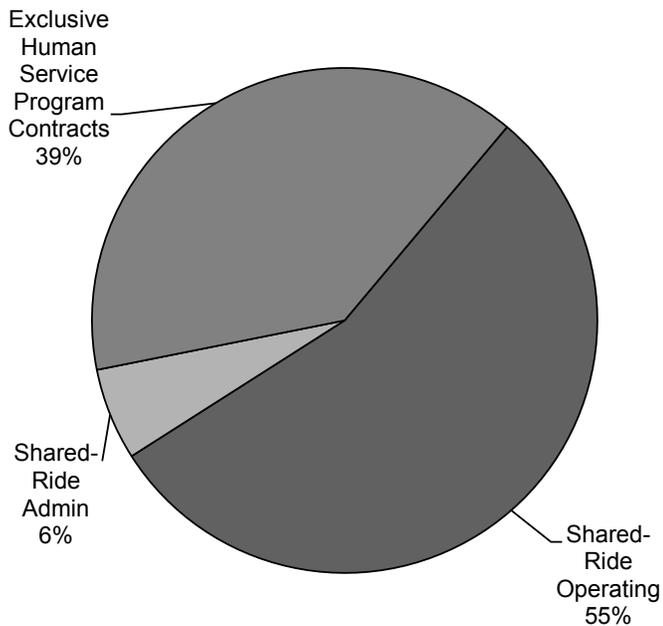
Community Transportation

York Adams Transportation Authority (YATA) 1230 Roosevelt Avenue York, PA 17404 717-846-5562 Mr. Richard Farr, Executive Director		Fare Information Average Shared-Ride Fare: \$13.84 Cost to Commonwealth per Senior Citizen Trip: \$11.86 Last Base Fare Increase: April 2012	
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%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 4.57%		Vehicles Operated in Maximum Service Community Transportation: 40	

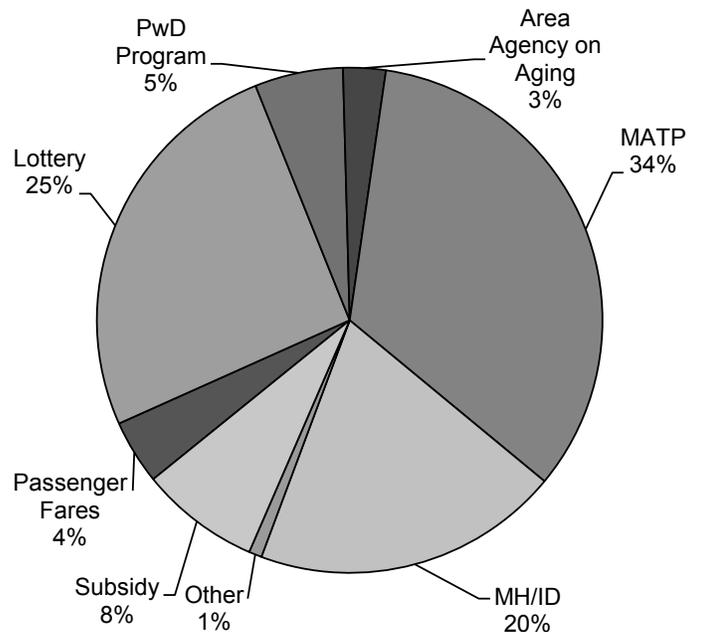
URBAN SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

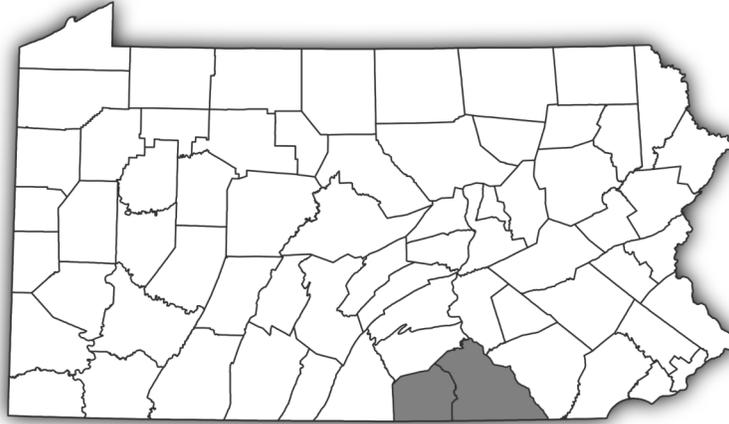
Operating Expenses



Sources of Funding

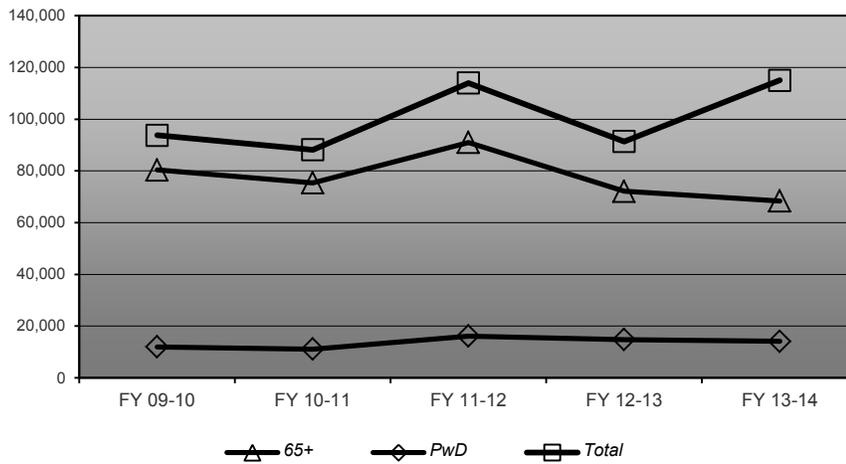


Agency Service Area

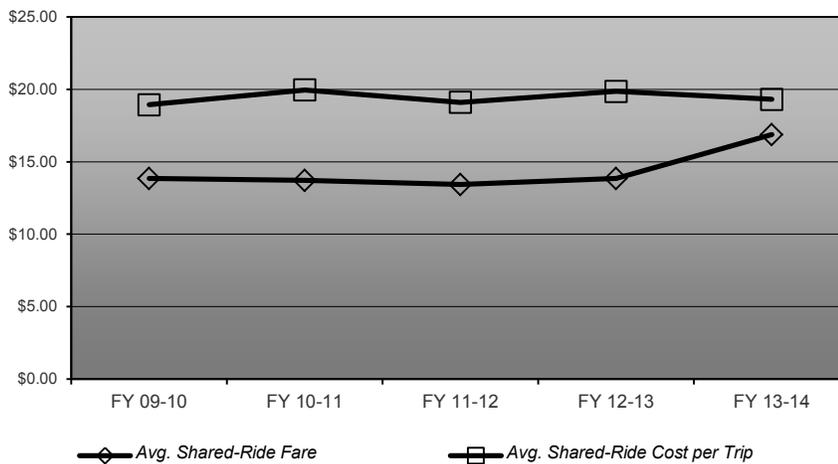


URBAN SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery



Prior to FY 13-14 MH/ID trips were not reported in Total Shared-Ride trips.

intentionally blank

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
 Jefferson: 66 McKean: 65, 67 Potter: 67

Senate District

Cameron: 25 Clearfield: 25, 35, 41 Elk: 25
 Jefferson: 25 McKean: 25 Potter: 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



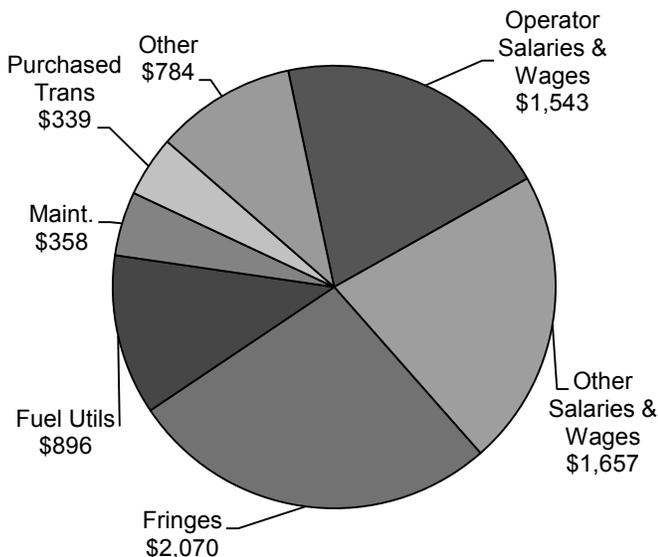
Current Fleet Size

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

OPERATING BUDGET

Operating Expense (000's)

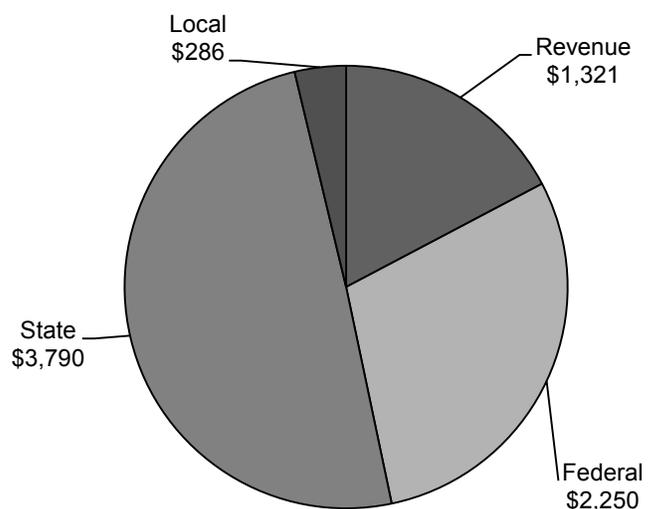
\$7,647



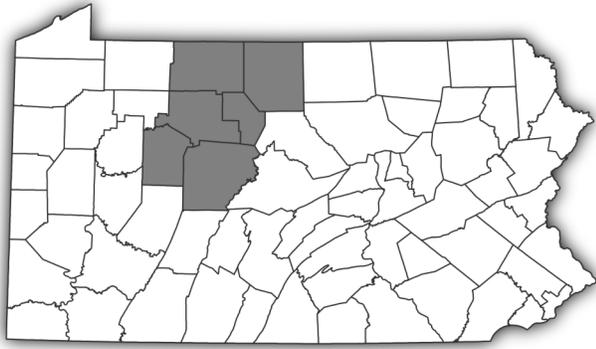
Expense includes DAS expense which is also included on the Community Transportation page.

Operating Funds (000's)

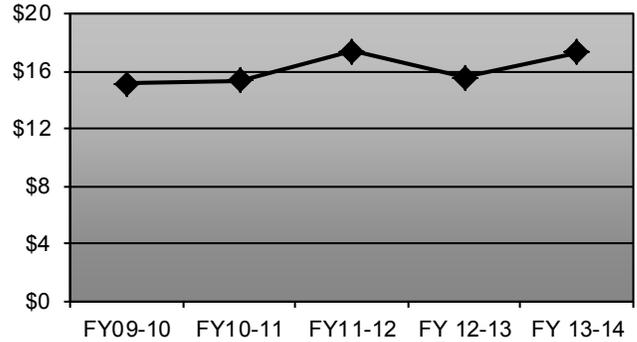
\$7,647



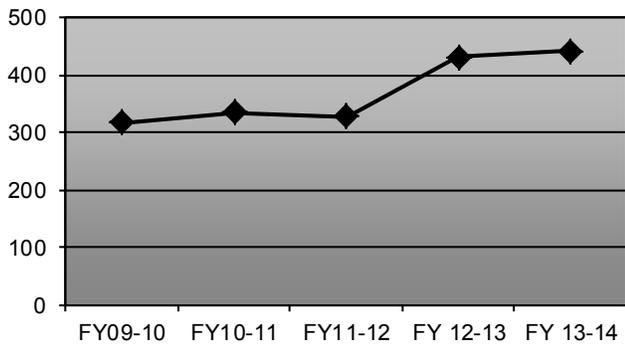
Revenue includes DAS revenue which is also included on the Community Transportation page.



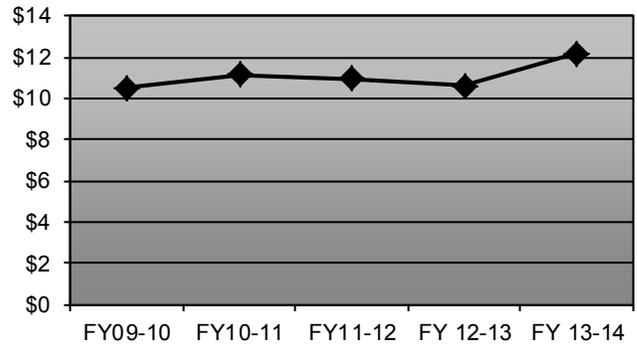
Operating Expense Per Passenger



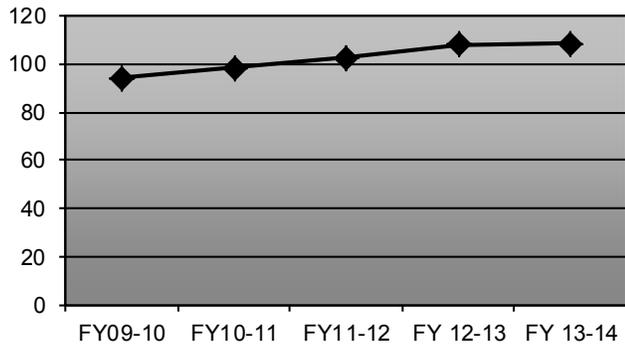
Total Passengers (000's)



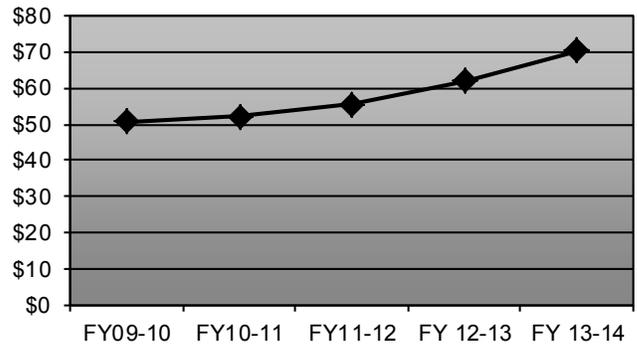
Operating Revenue Per Revenue Vehicle Hour



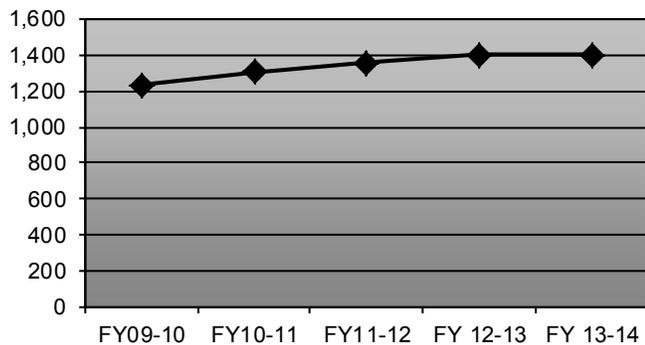
Revenue Vehicle Hours (000's)



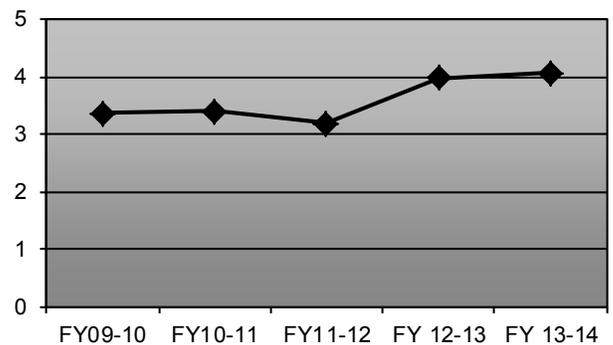
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include 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

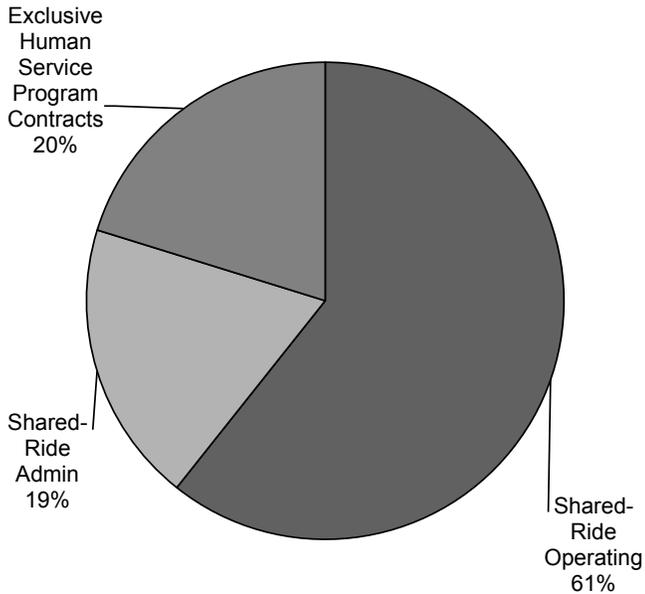
Vehicles Operated in Maximum Service

Community Transportation: 48

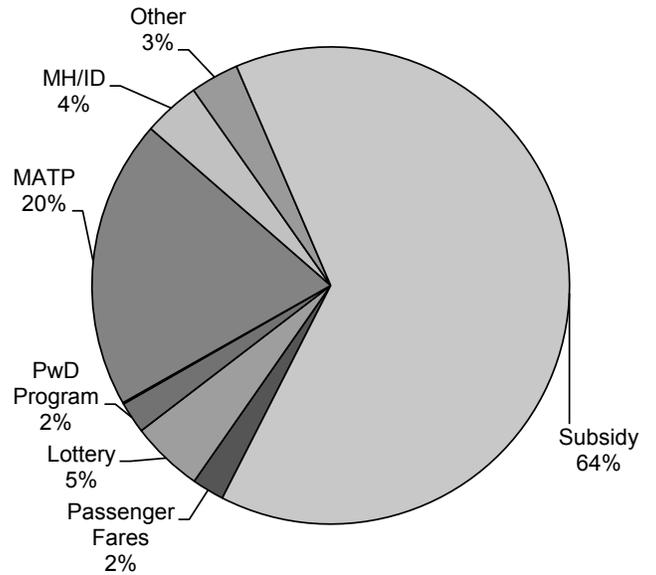
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

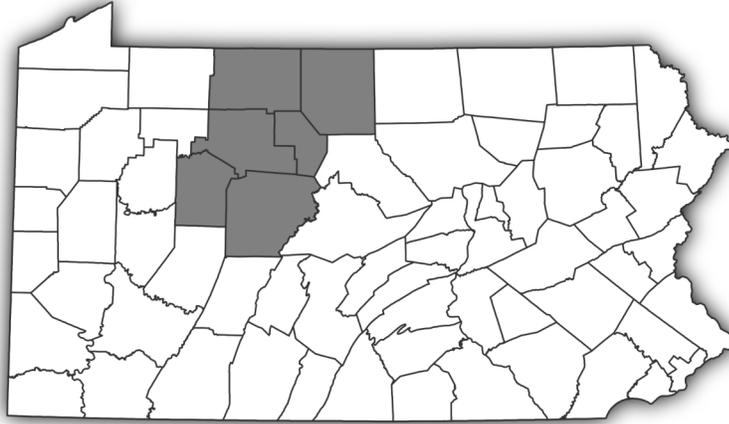
Operating Expenses



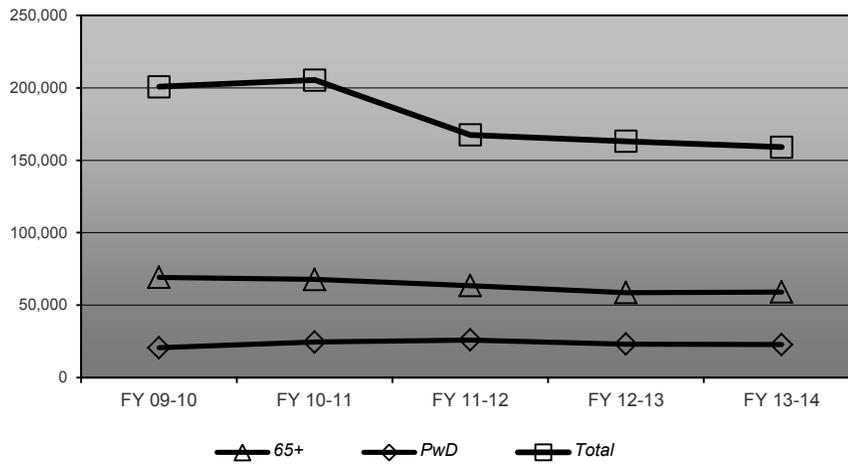
Sources of Funding



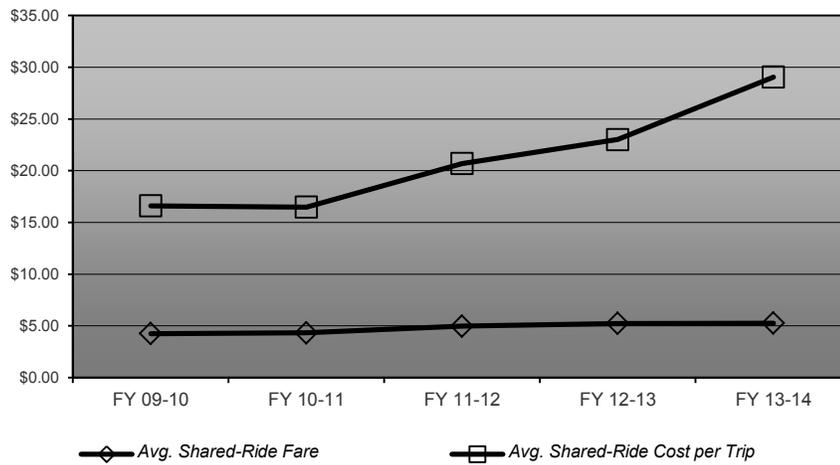
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery





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

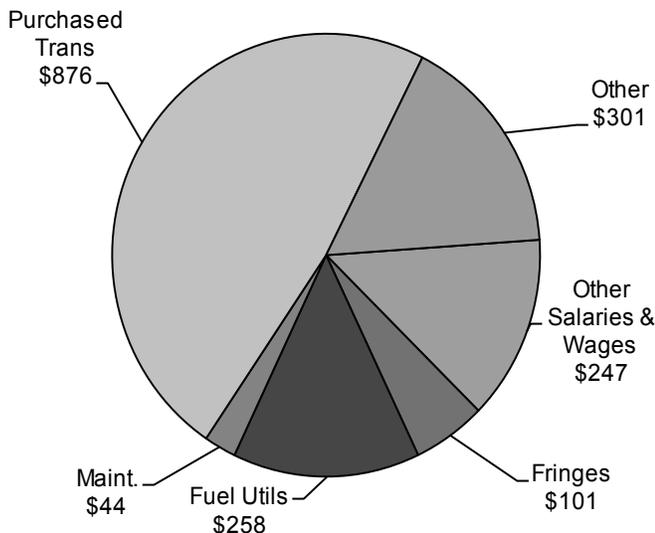
Fixed Route:	6
Paratransit:	0
System-wide:	6

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

OPERATING BUDGET

Operating Expense (000's)

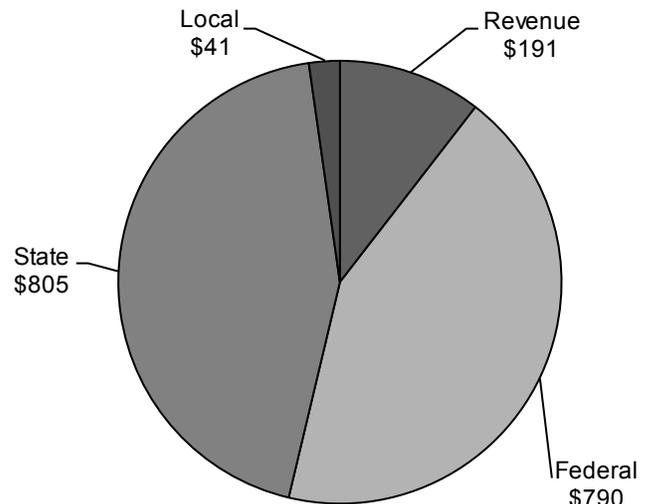
\$1,827



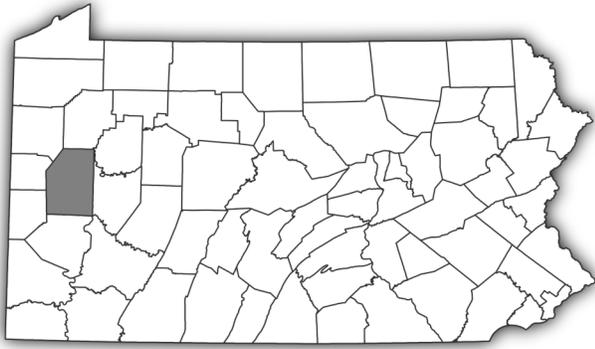
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

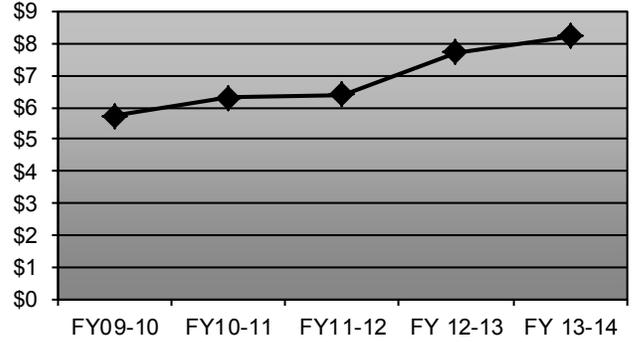
\$1,827



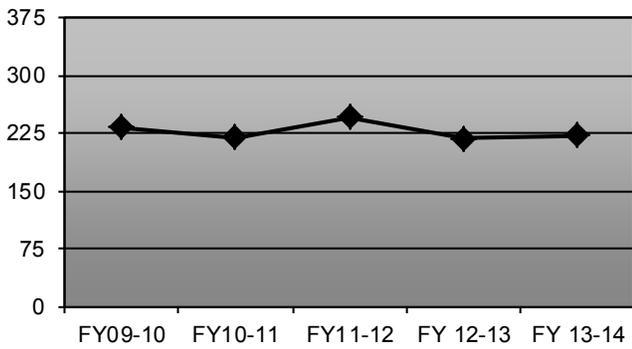
Revenue includes ADA complementary revenue.



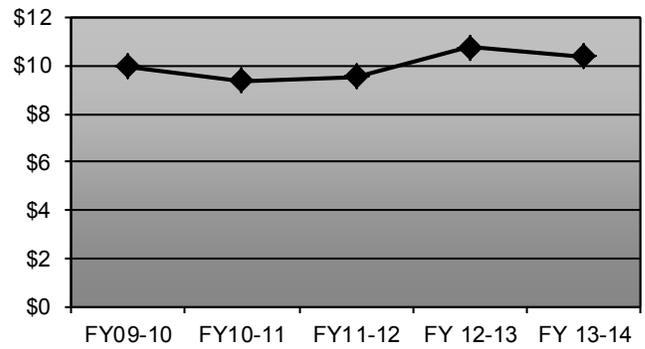
Operating Expense Per Passenger



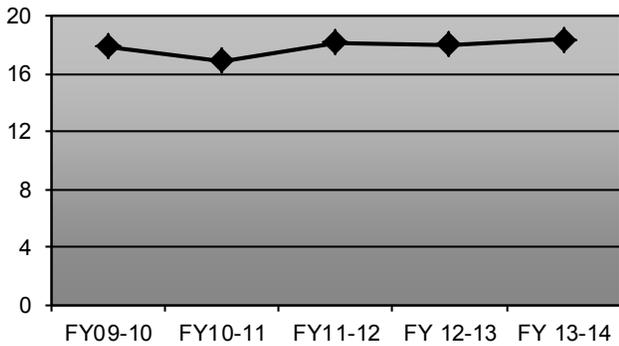
Total Passengers (000's)



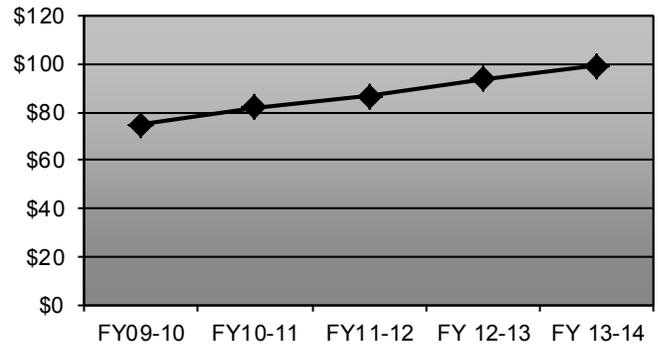
Operating Revenue Per Revenue Vehicle Hour



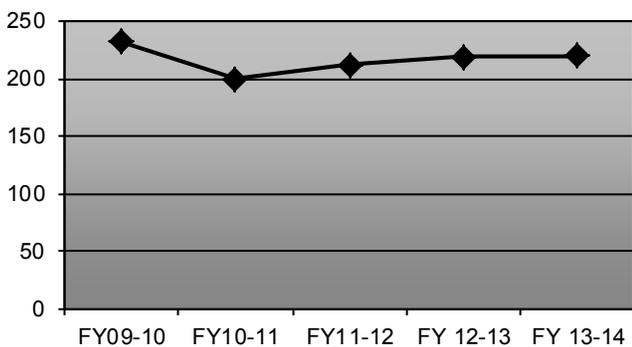
Revenue Vehicle Hours (000's)



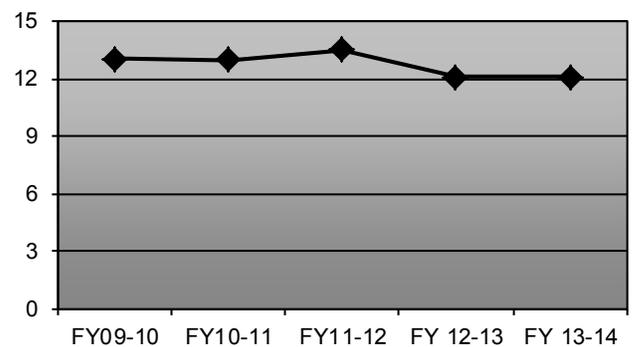
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Carbon County Community Transit

RURAL SYSTEMS



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



House District
 Carbon: 122

Senate District
 Carbon: 14, 29



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



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



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



Current Employees

	Full-Time	Part-Time
Fixed Route:	0	0
Paratransit:	0	0
Subcontractor:	21	25
System-wide:	21	25



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



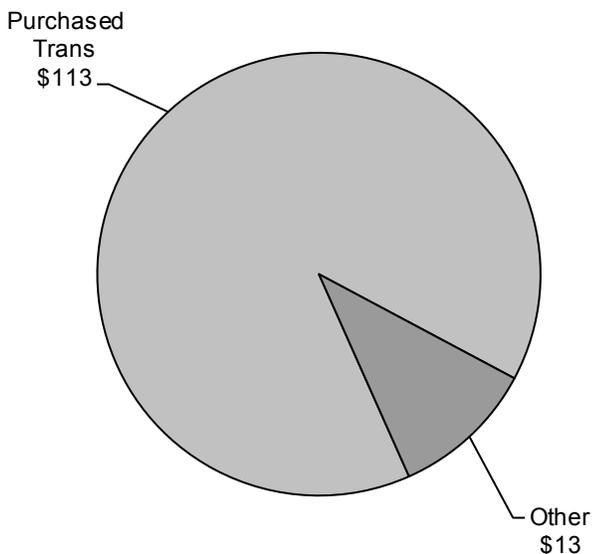
Current Fleet Size

Fixed Route:	1
Paratransit:	25
System-wide:	25

OPERATING BUDGET

Operating Expense (000's)

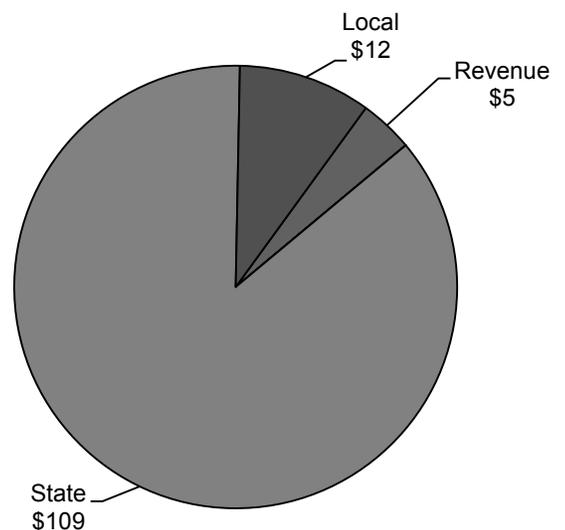
\$126



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

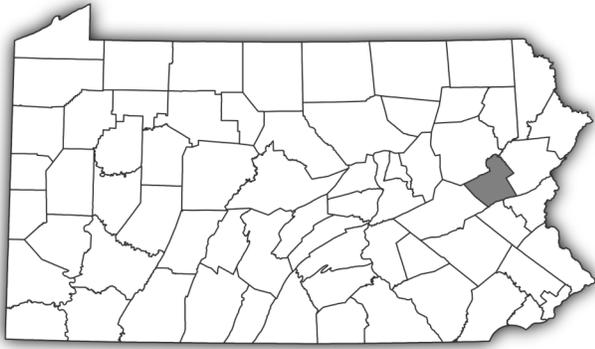
Operating Funds (000's)

\$126

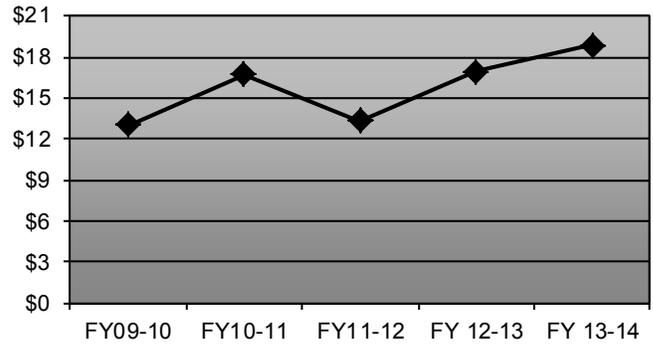


Revenue includes ADA complementary revenue.

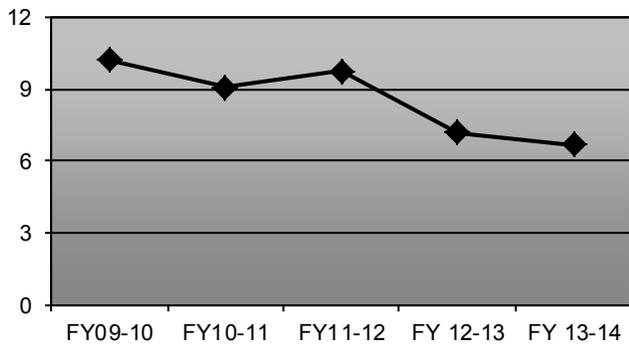
Carbon County Community Transit



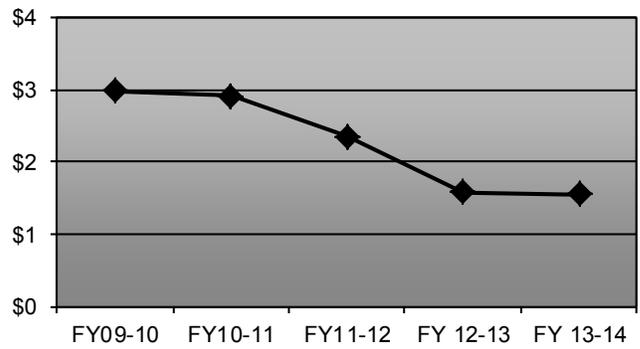
Operating Expense Per Passenger



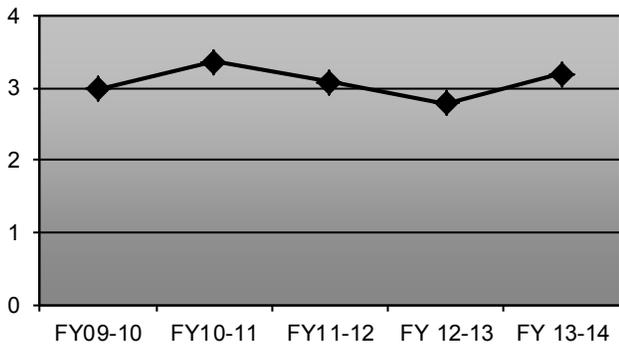
Total Passengers (000's)



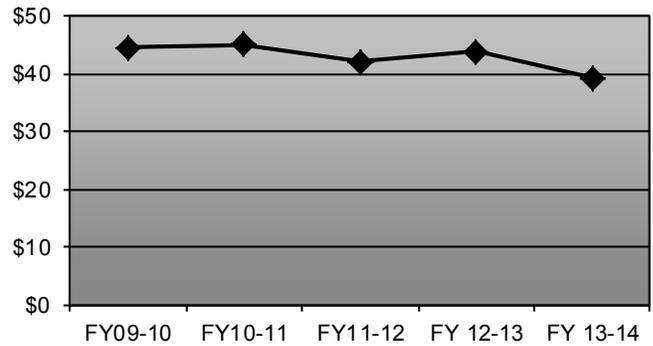
Operating Revenue Per Revenue Vehicle Hour



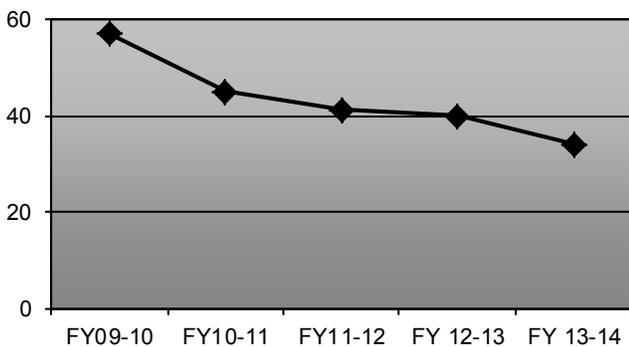
Revenue Vehicle Hours (000's)



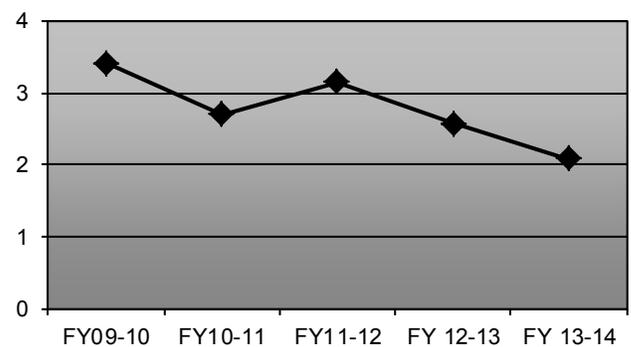
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



RURAL SYSTEMS

Passengers include ADA complementary passengers.

Community Transportation

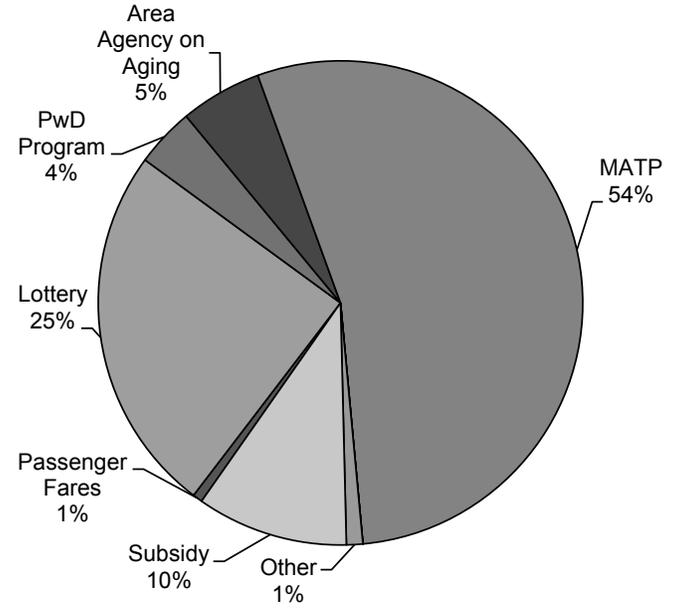
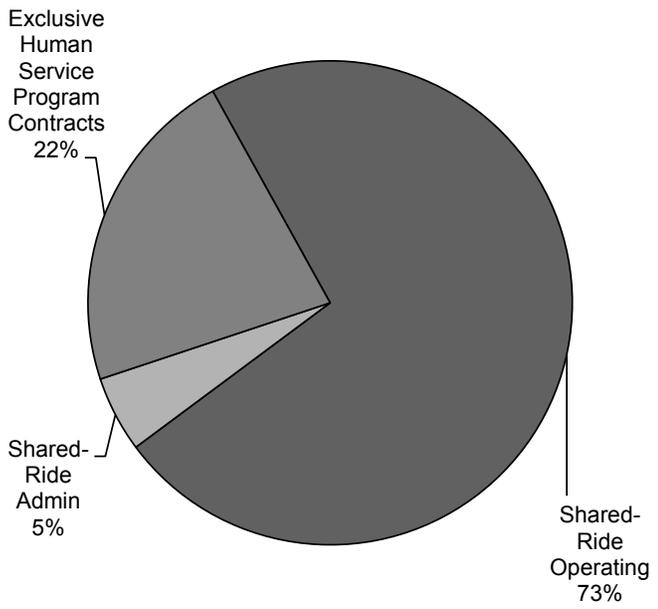
Carbon County Community Transit 1060 Lehigh Street Allentown, PA 18103 610-435-4052 Ms. Melissa Gemelli, Assistant Executive Director/CFO		Fare Information Average Shared-Ride Fare: \$19.62 Cost to Commonwealth per Senior Citizen Trip: \$16.57 Last Base Fare Increase: April 2009	
Service Area Statistics (2010 Census) Carbon County Square Miles: 381 Population: 65,249 65+ Population: 11,644 % of Population 65 and older: 17.8%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 100%		Vehicles Operated in Maximum Service Community Transportation: 11	

RURAL SYSTEMS

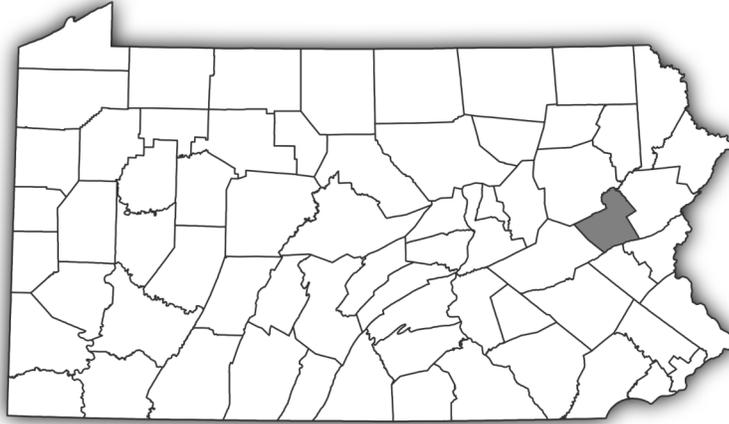
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Sources of Funding

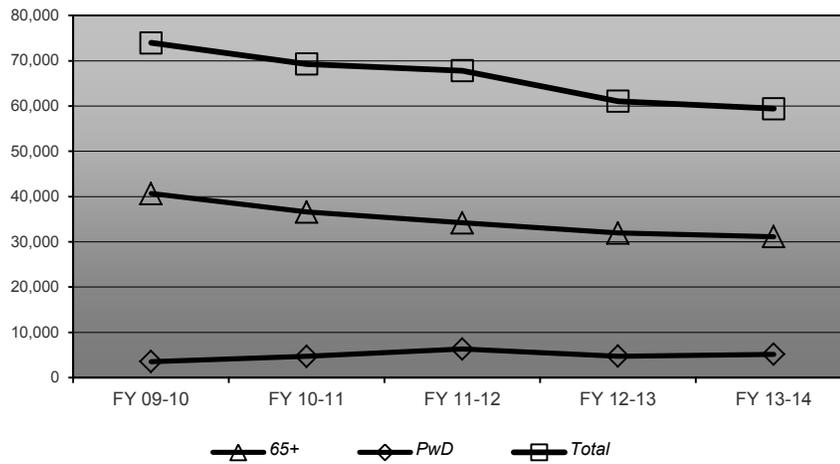


Agency Service Area

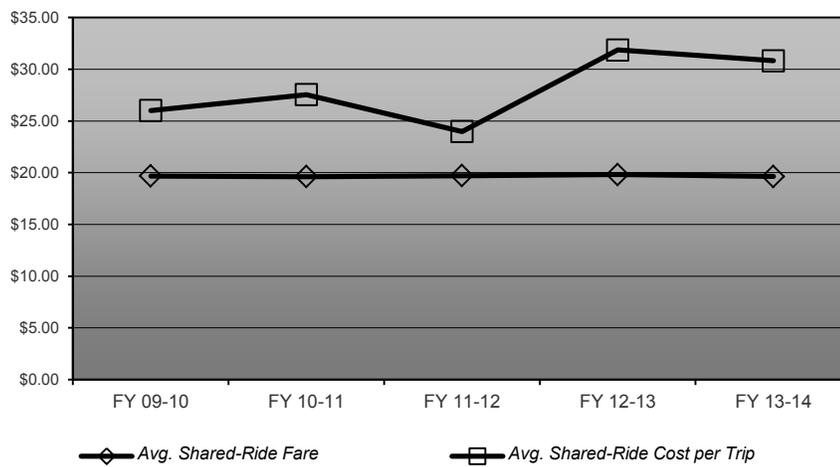


RURAL SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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



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 Employees

	Full-Time	Part-Time
Fixed Route:	12	7
Paratransit:	14	13
System-wide:	26	20



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



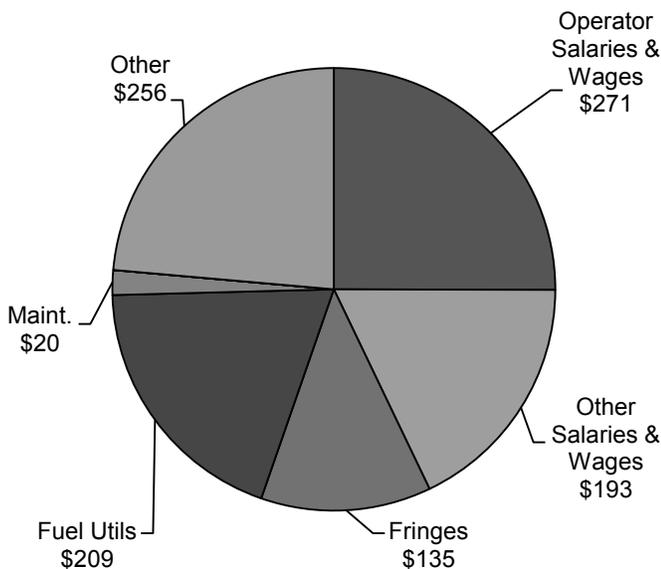
Current Fleet Size

Fixed Route:	8
Paratransit:	25
System-wide:	33

OPERATING BUDGET

Operating Expense (000's)

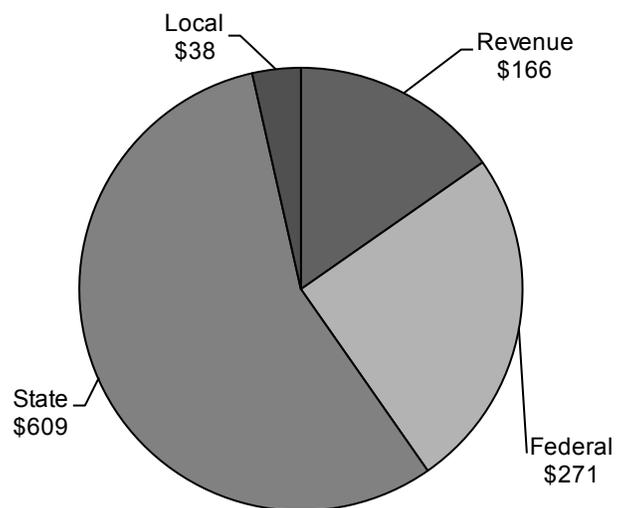
\$1,084



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

Operating Funds (000's)

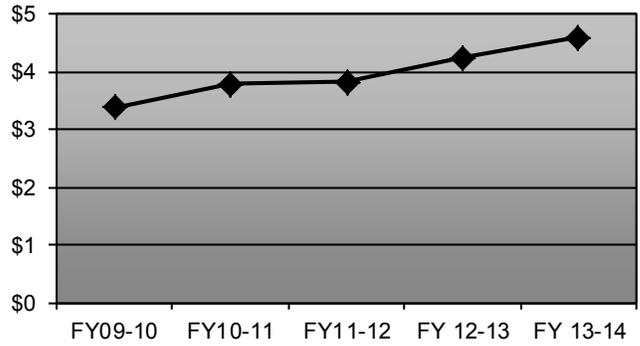
\$1,084



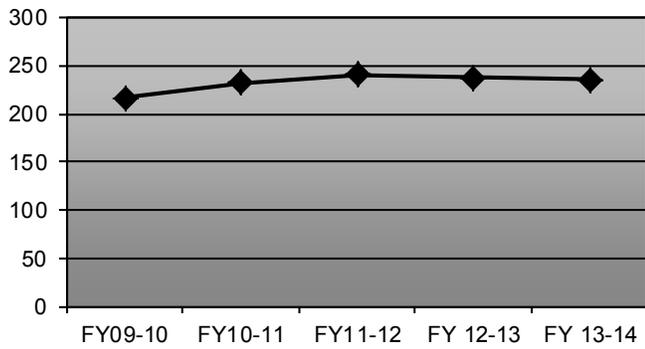
Revenue includes ADA complementary revenue.



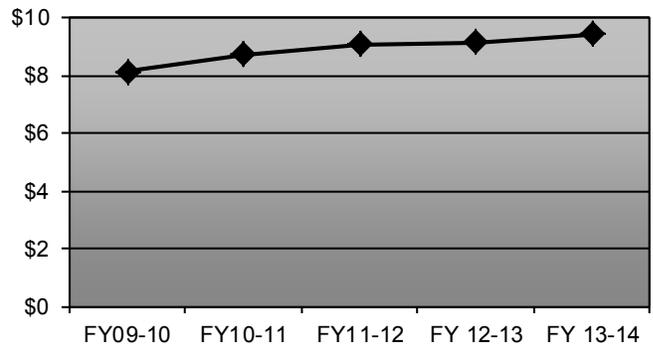
Operating Expense Per Passenger



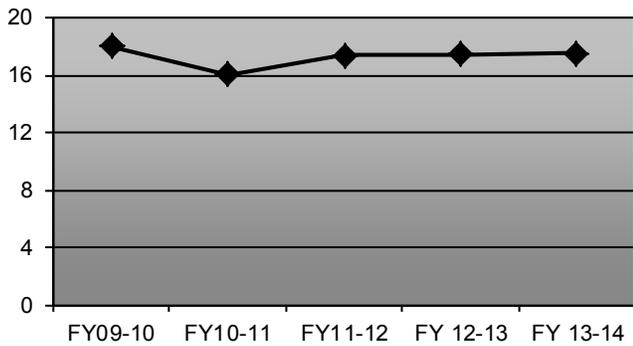
Total Passengers (000's)



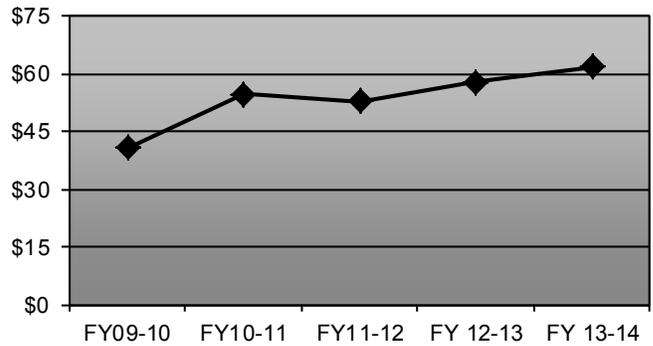
Operating Revenue Per Revenue Vehicle Hour



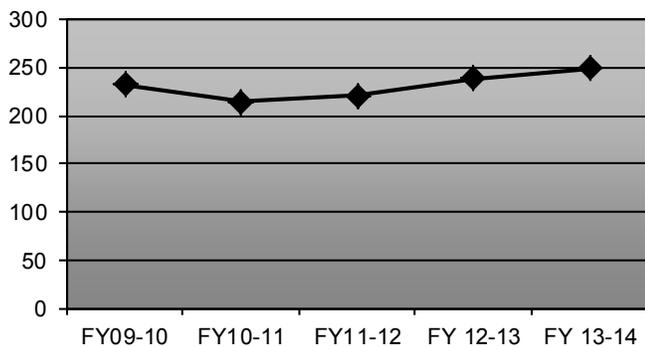
Revenue Vehicle Hours (000's)



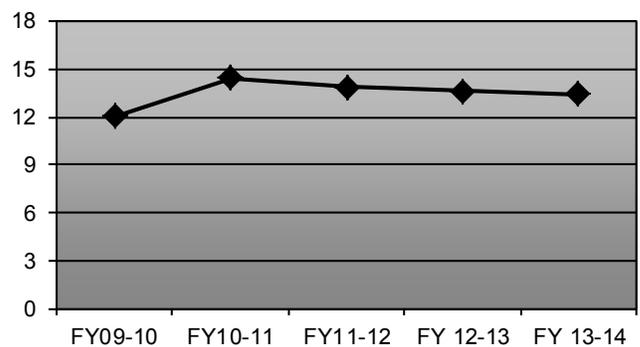
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



RURAL SYSTEMS

Passengers include ADA complementary passengers.

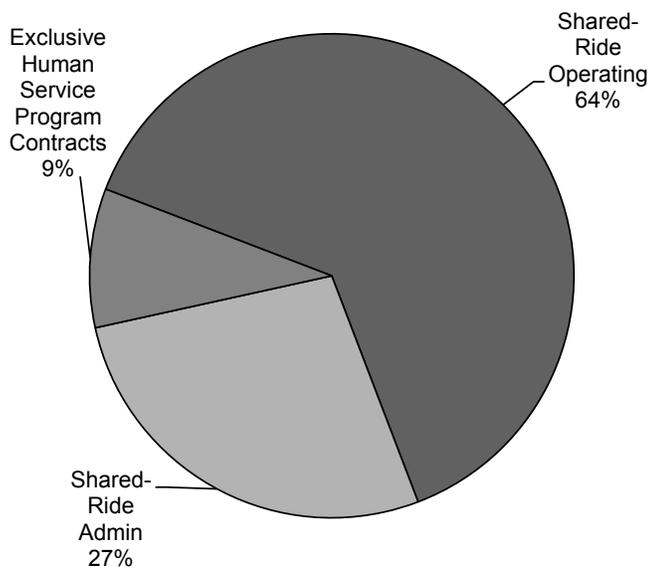
Community Transportation

Crawford Area Transportation Authority (CATA) 214 Pine Street, Meadville, PA 16335 814-336-5600 Mr. Timothy C. Giebel, Executive Director		Fare Information Average Shared-Ride Fare: \$17.56 Cost to Commonwealth per Senior Citizen Trip: \$15.49 Last Base Fare Increase: July 2013	
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%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A		Vehicles Operated in Maximum Service Community Transportation: 15	

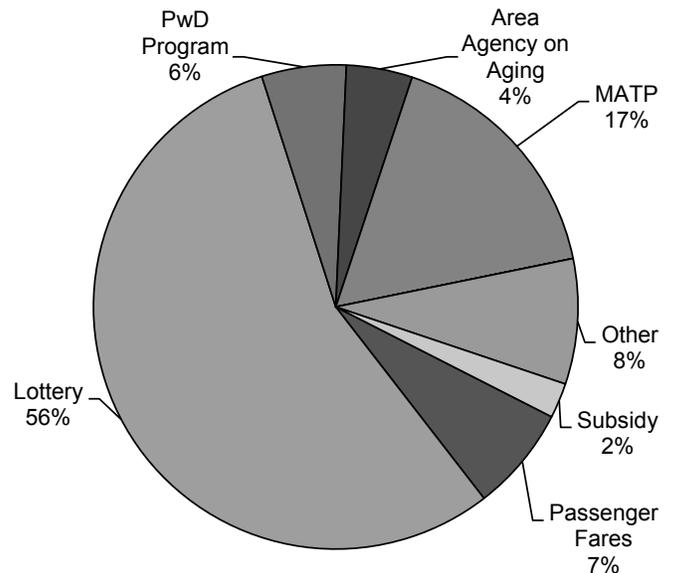
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

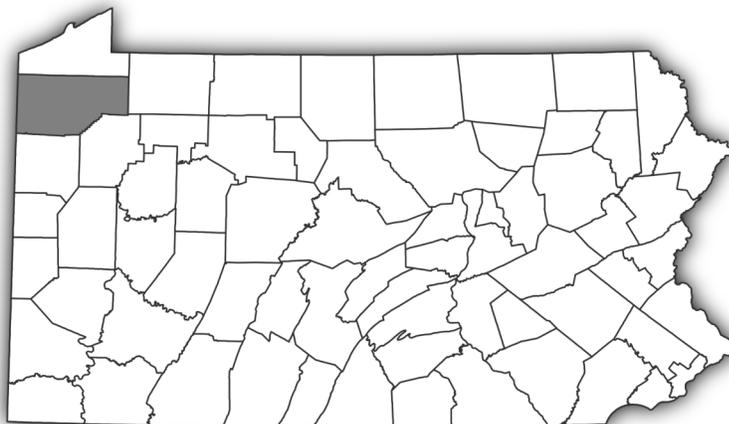
Operating Expenses



Sources of Funding

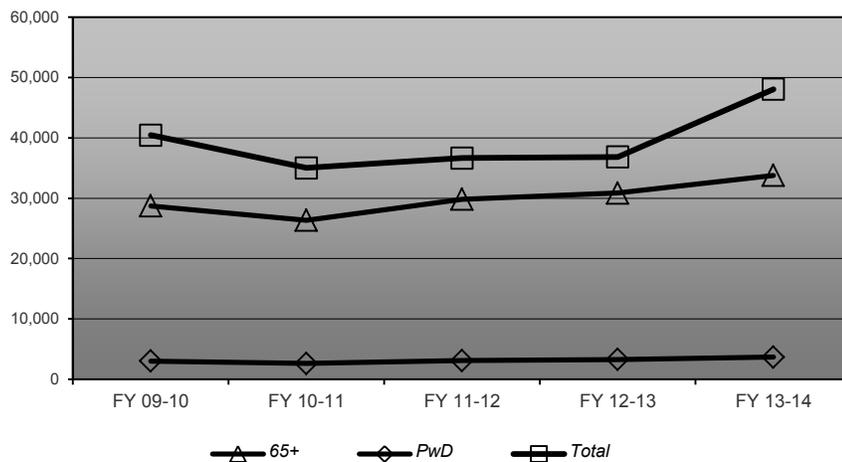


Agency Service Area

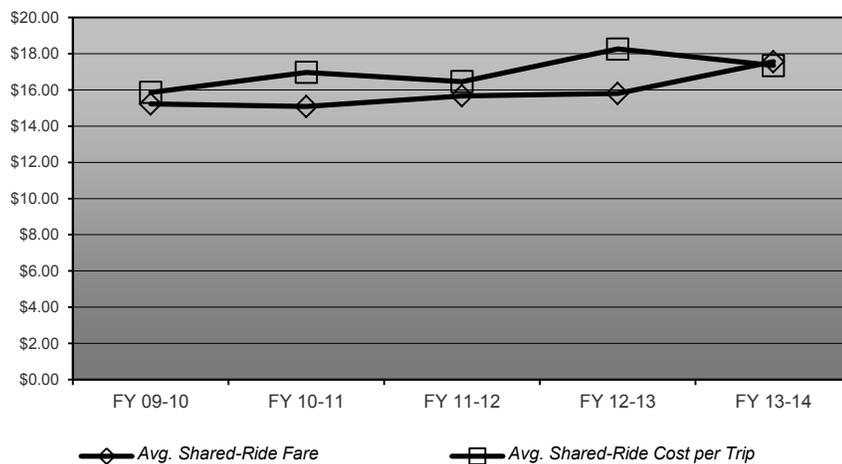


RURAL SYSTEMS

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



House District
 Clearfield: 75

Senate District
 Clearfield: 25



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



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



Act 44 Fixed Route Distribution Factors
 Total Passengers: 60,016
 Senior Passengers: 21,282
 Revenue Vehicle Miles: 134,115
 Revenue Vehicle Hours: 10,846



Current Employees

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



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



Current Fleet Size

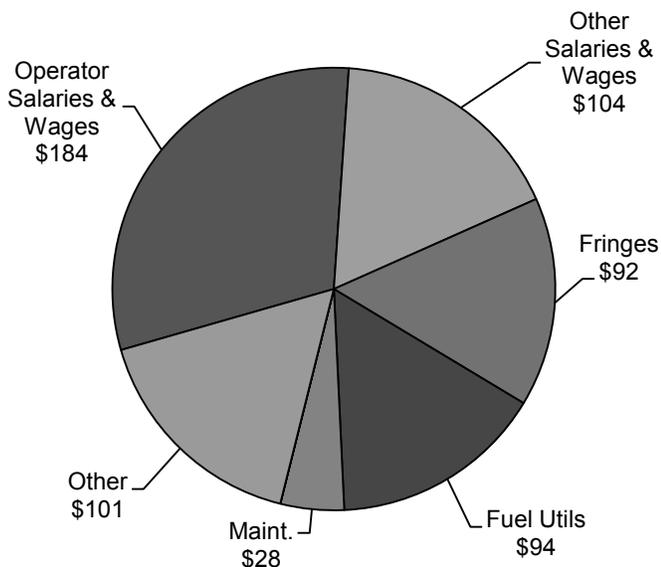
Fixed Route:	6
Paratransit:	0
System-wide:	6

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

OPERATING BUDGET

Operating Expense (000's)

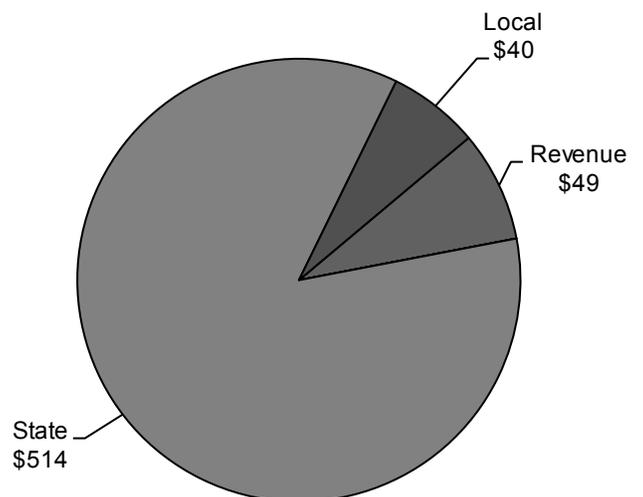
\$603



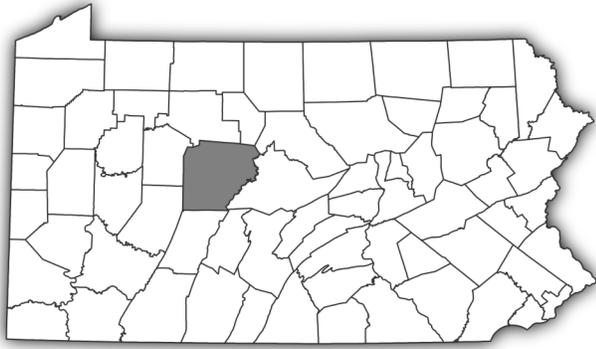
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

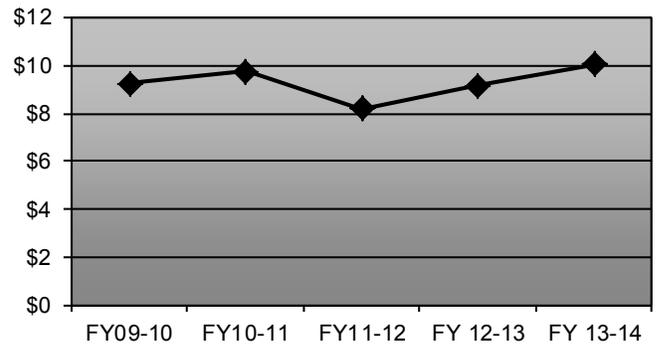
\$603



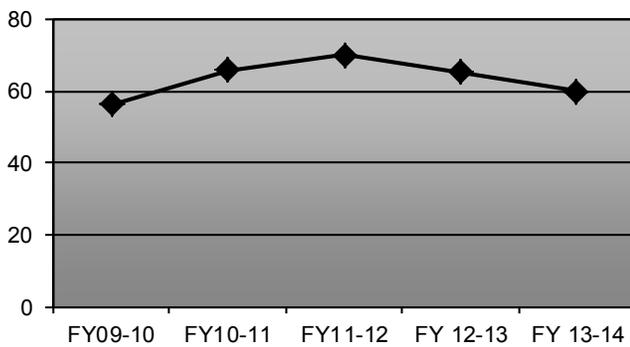
Revenue includes ADA complementary revenue.



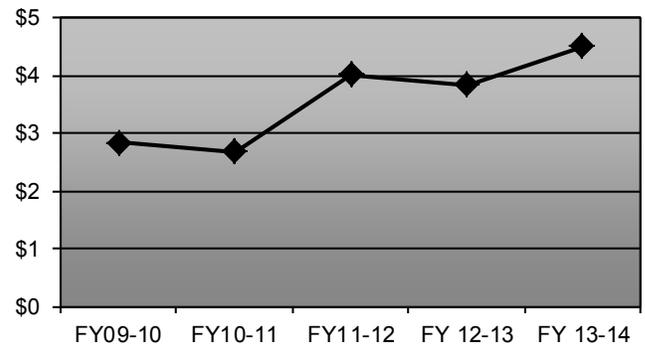
Operating Expense Per Passenger



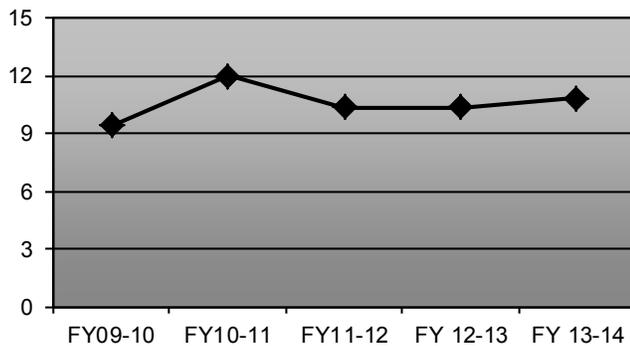
Total Passengers (000's)



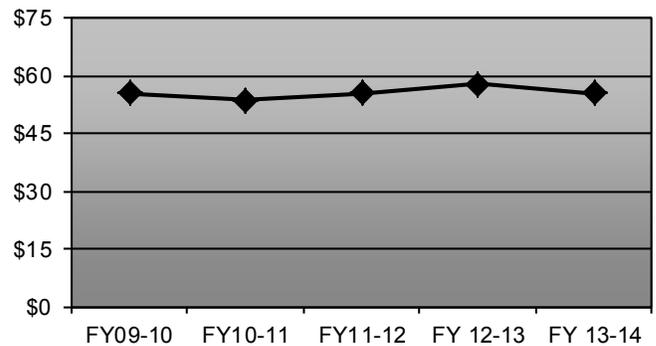
Operating Revenue Per Revenue Vehicle Hour



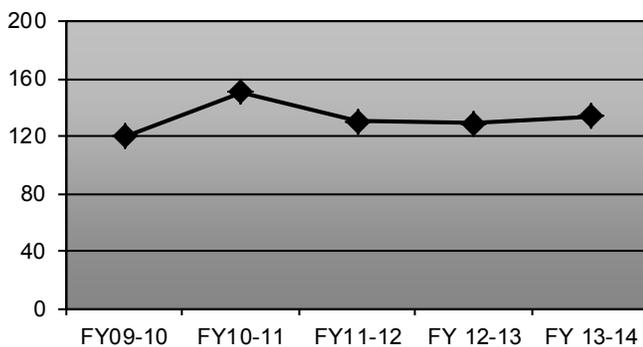
Revenue Vehicle Hours (000's)



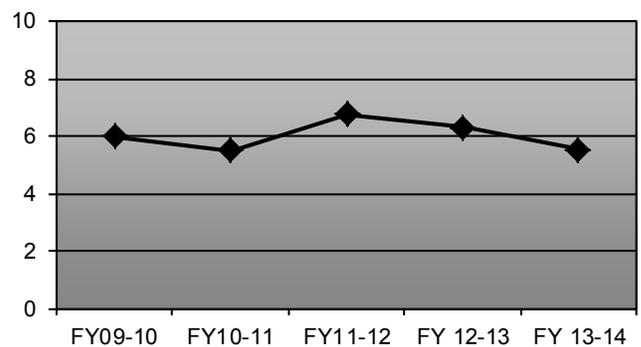
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



RURAL SYSTEMS

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



House District

Bradford: 68, 110
Tioga: 68
Sullivan: 110

Senate District

Bradford: 23
Tioga: 25
Sullivan: 23



Service Area Statistics (2010 Census)

Square Miles: 726
Population: 61,852



Current Fare Information

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



Act 44 Fixed Route Distribution Factors

Total Passengers: 137,256
Senior Passengers: 12,505
Revenue Vehicle Miles: 441,831
Revenue Vehicle Hours: 20,135



Current Employees

	Full-Time	Part-Time
Fixed Route:	8	4
Paratransit:	18	21
System-wide:	26	25



Act 44 Operating Assistance

Section 1513 Allocation: \$729,689
Required Local Match: \$54,351



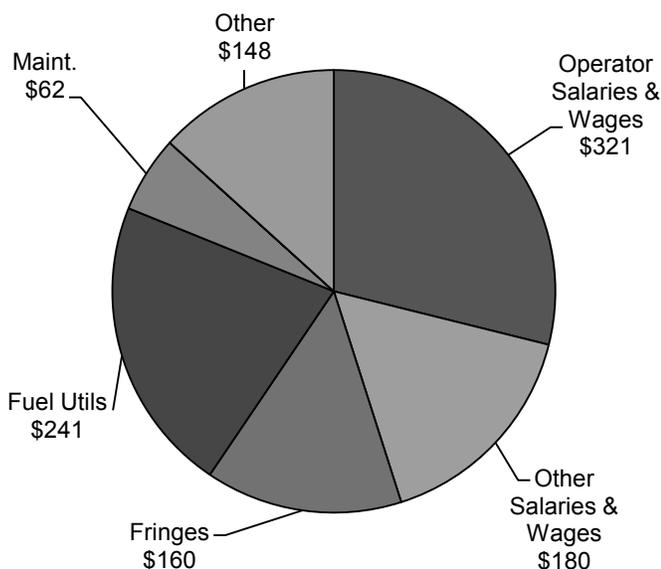
Current Fleet Size

Fixed Route:	16
Paratransit:	43
System-wide:	59

OPERATING BUDGET

Operating Expense (000's)

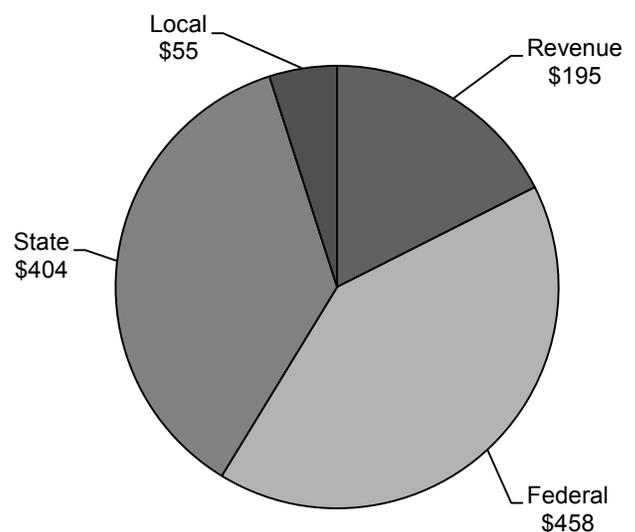
\$1,112



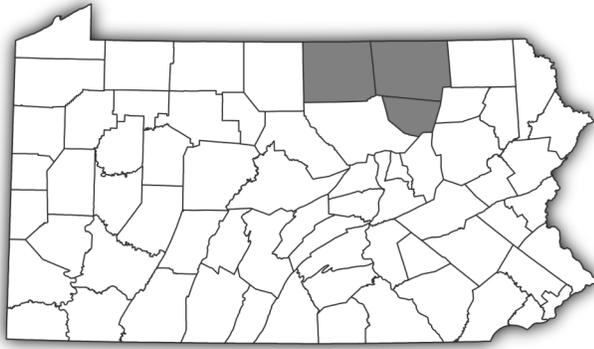
Expense includes ADA complementary expense.
Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

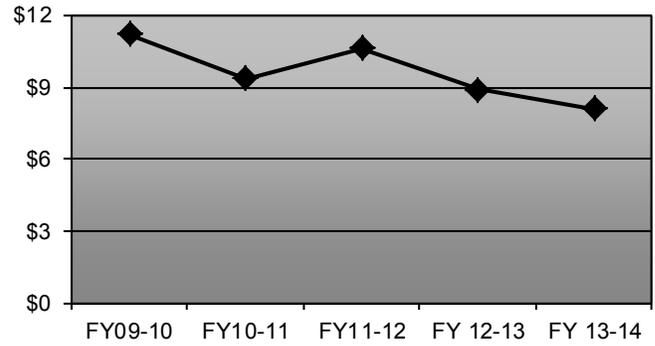
\$1,112



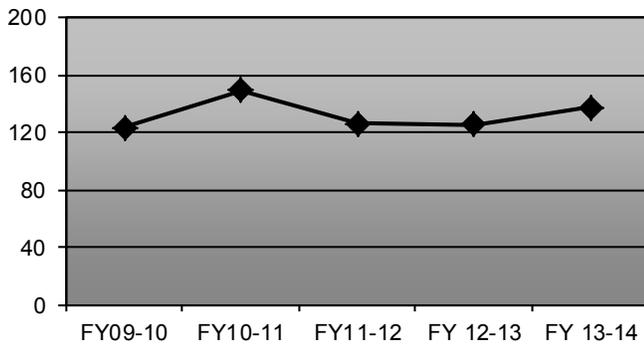
Revenue includes ADA complementary revenue.



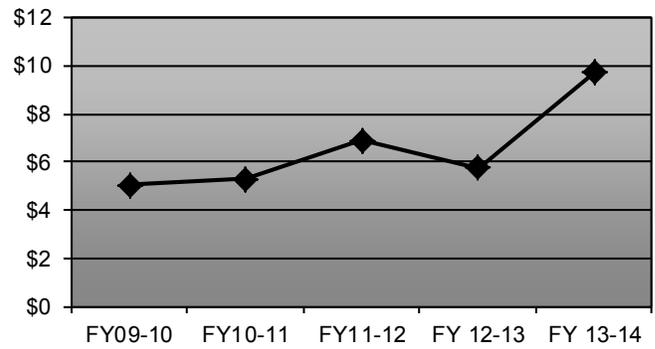
Operating Expense Per Passenger



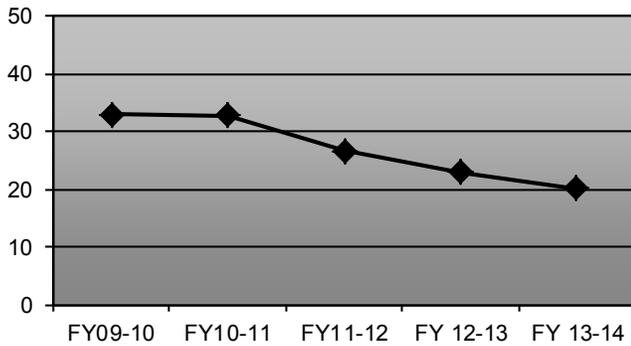
Total Passengers (000's)



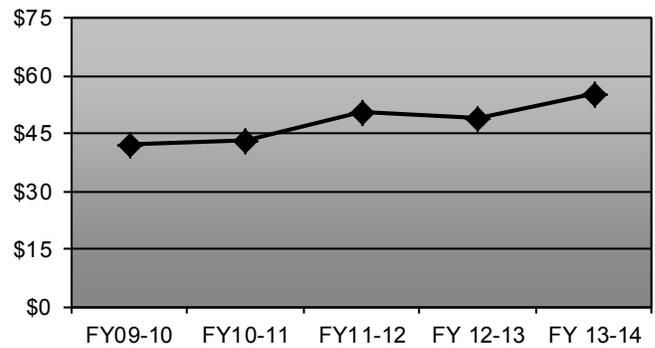
Operating Revenue Per Revenue Vehicle Hour



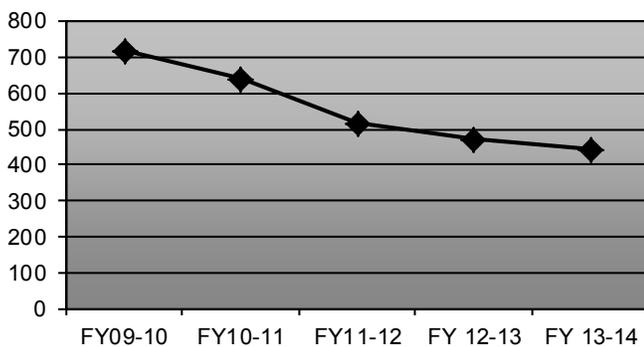
Revenue Vehicle Hours (000's)



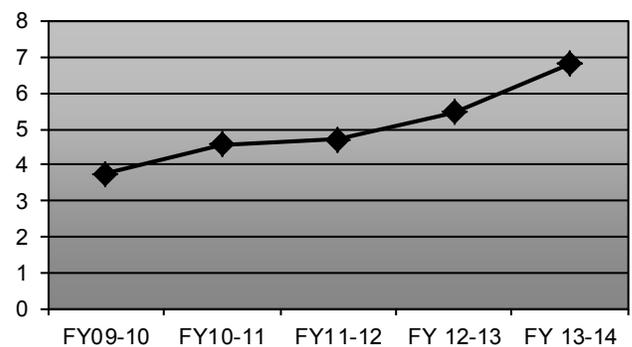
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

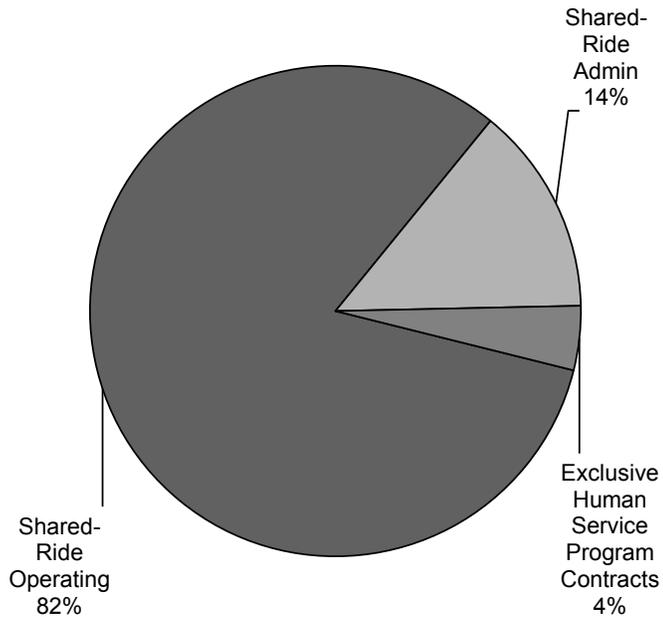
Community Transportation

Endless Mountains Transportation Authority (EMTA) 27824 Route 220 Athens, PA 18810 570-888-7330 Mr. William Nichols, Jr., General Manager		Fare Information Average Shared-Ride Fare: \$30.77 Cost to Commonwealth per Senior Citizen Trip: \$26.56 Last Base Fare Increase: August 2009	
Service Area Statistics (2010 Census) Bradford, Sullivan, and Tioga Counties Square Miles: 2,734 Population: 111,031 65+ Population: 20,271 % of Population 65 and older: 18.3%		Trip Information 65+ Trips: 28,864 PwD Trips: 7,398 Other Shared-Ride Trips: 28,601 Total Shared-Ride Trips: 64,863 Non-Public Trips: 971	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A		Vehicles Operated in Maximum Service Community Transportation: 32	

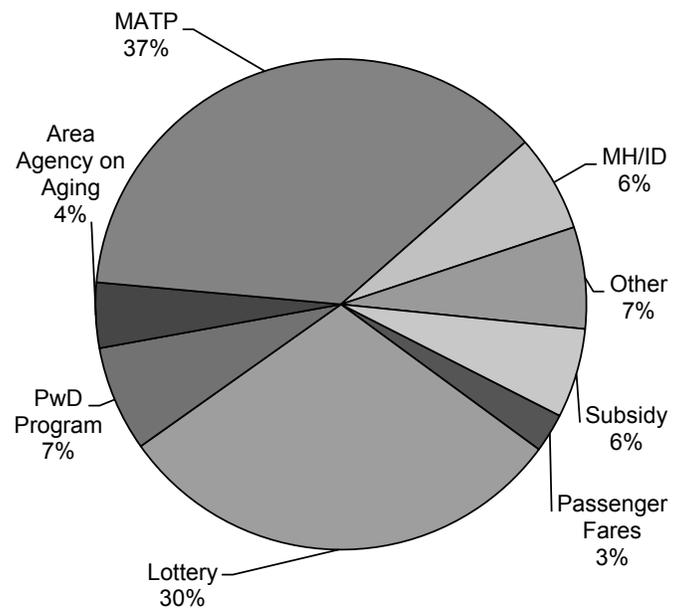
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

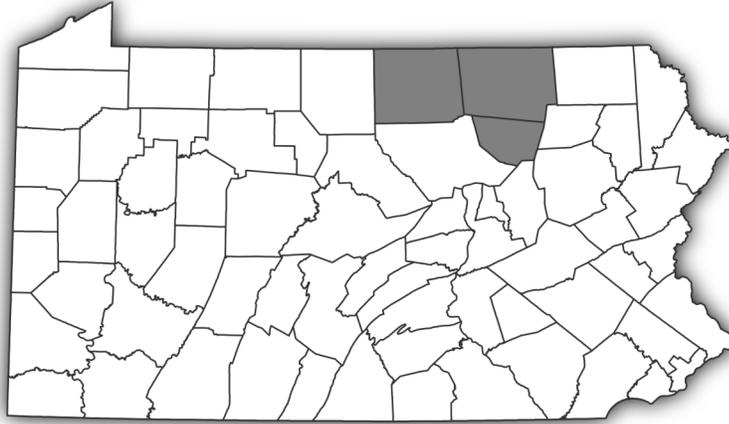
Operating Expenses



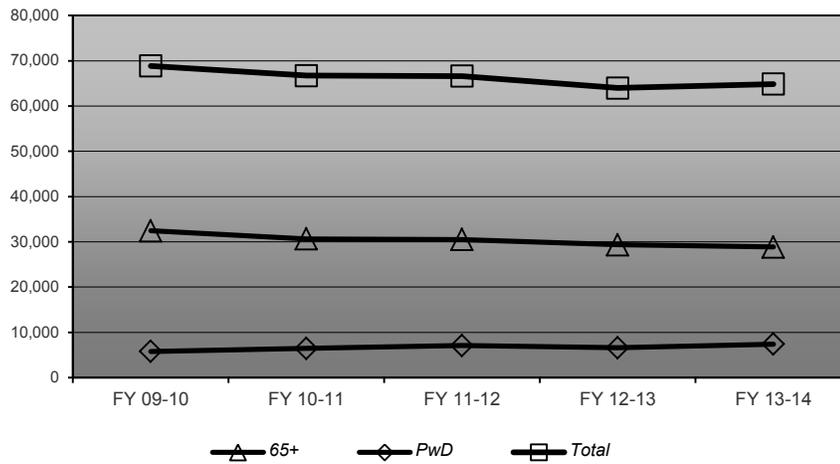
Sources of Funding



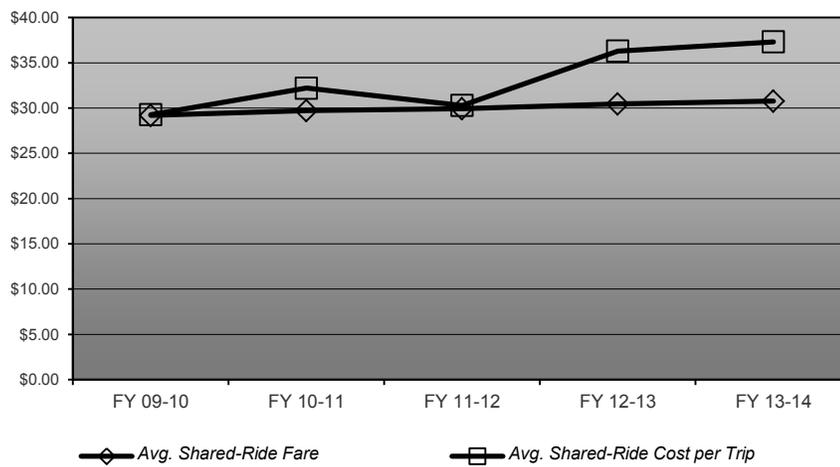
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery





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



House District
 Indiana: 60, 62, 66
Senate District
 Indiana: 41



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



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 Employees

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



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



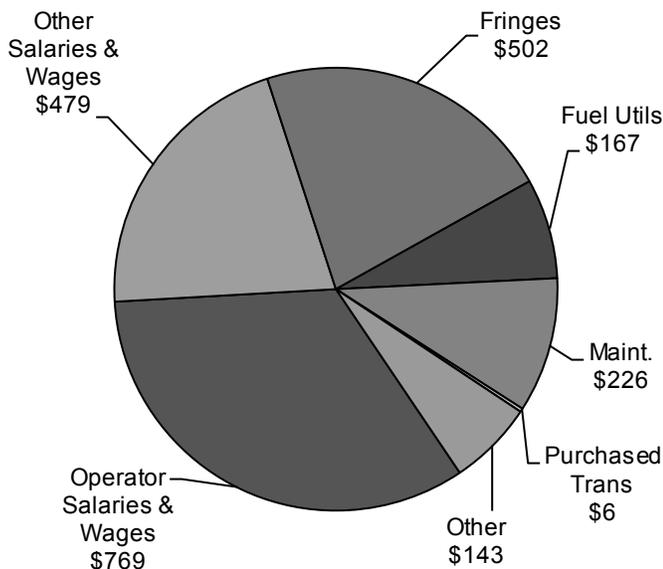
Current Fleet Size

Fixed Route:	23
Paratransit:	14
System-wide:	37

OPERATING BUDGET

Operating Expense (000's)

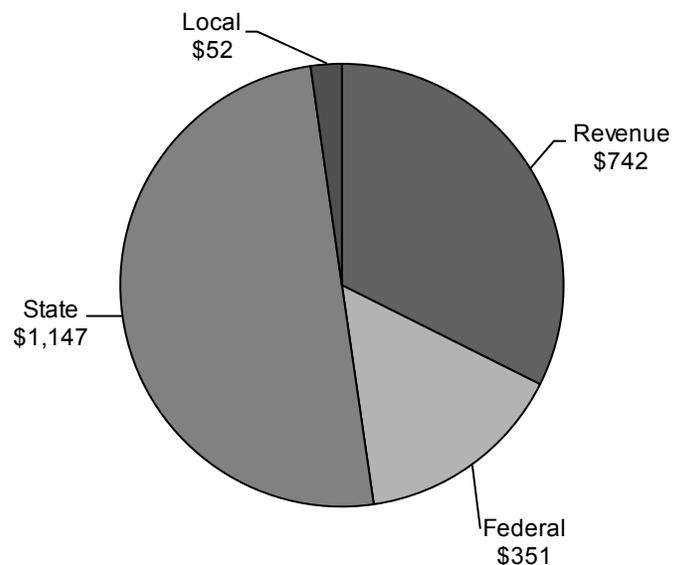
\$2,292



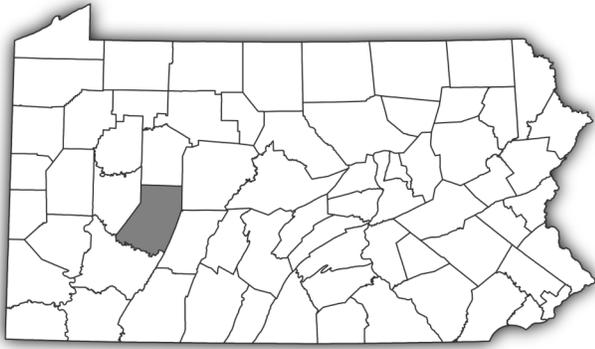
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

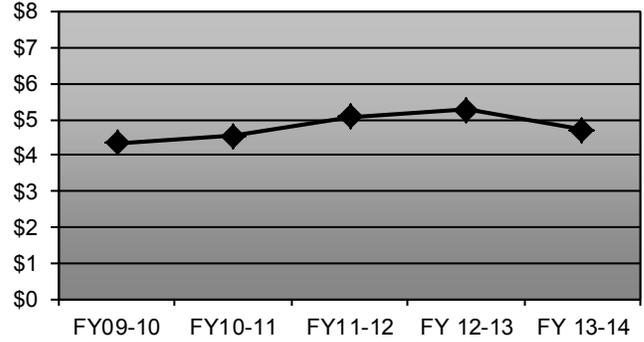
\$2,292



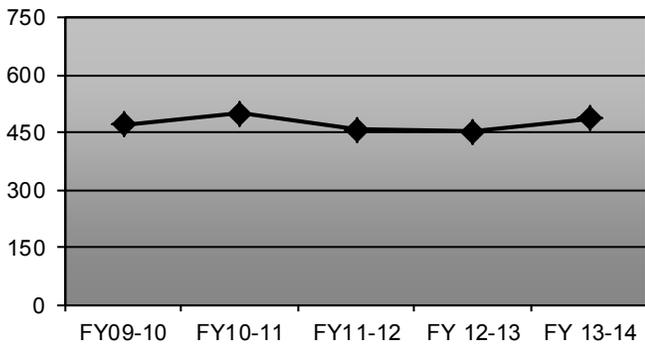
Revenue includes ADA complementary revenue.



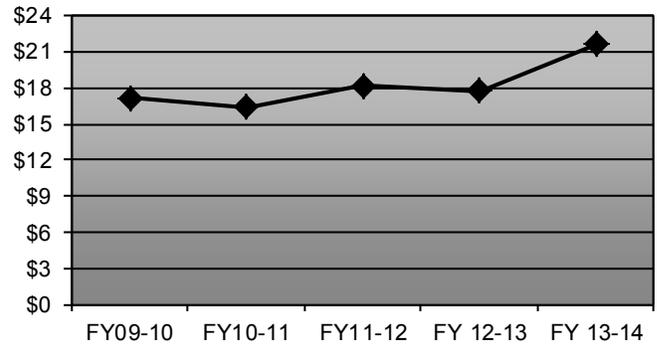
Operating Expense Per Passenger



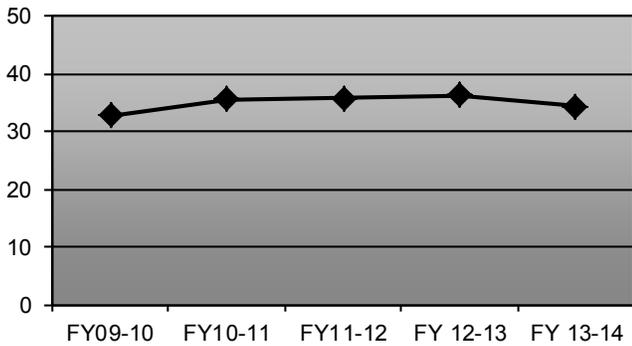
Total Passengers (000's)



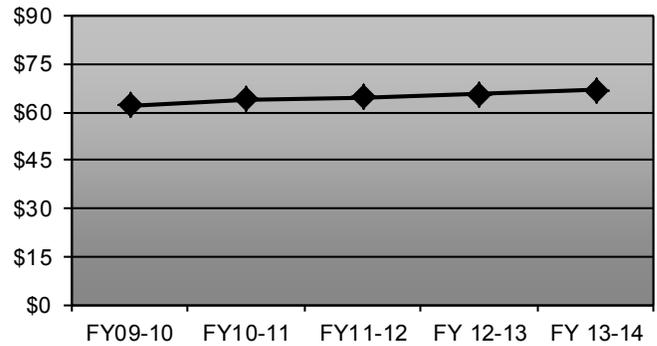
Operating Revenue Per Revenue Vehicle Hour



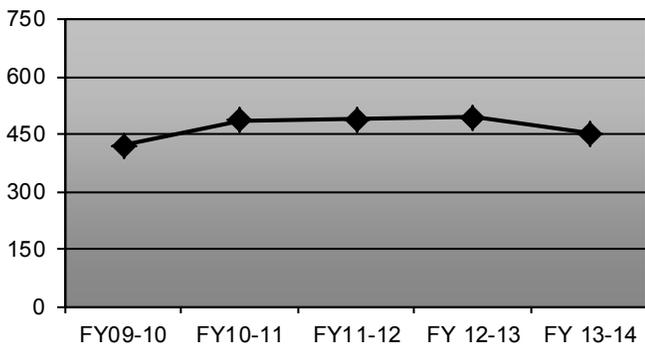
Revenue Vehicle Hours (000's)



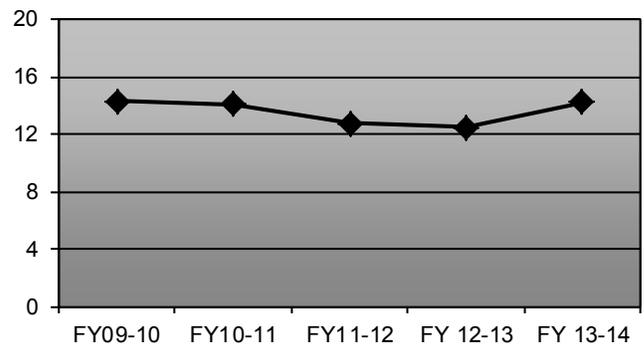
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

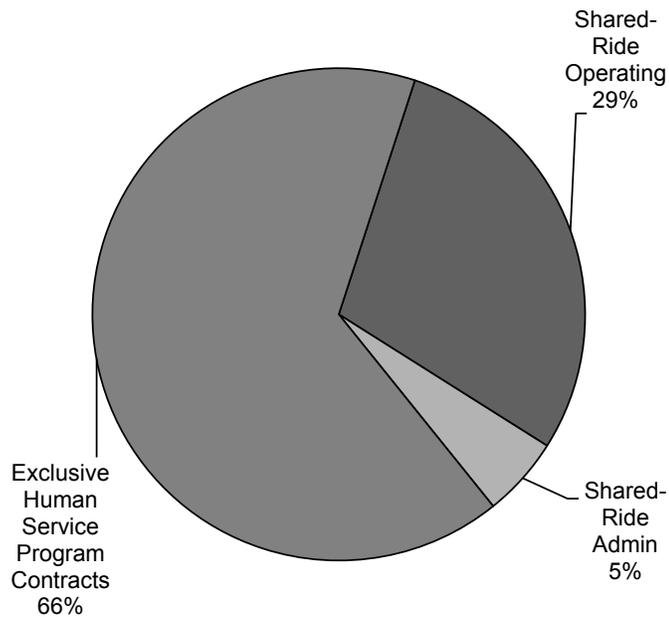
Community Transportation

Indiana County Transit Authority (IndiGO) P.O. Box 869, 1657 Saltsburg Avenue Indiana, PA 15701 724-465-2140 Mr. John R. Kanyan, Executive Director		Fare Information Average Shared-Ride Fare: \$16.04 Cost to Commonwealth per Senior Citizen Trip: \$14.50 Last Base Fare Increase: November 2013	
Service Area Statistics (2010 Census) Indiana County Square Miles: 829 Population: 88,880 65+ Population: 13,944 % of Population 65 and older: 15.7%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 27.46%		Vehicles Operated in Maximum Service Community Transportation: 14	

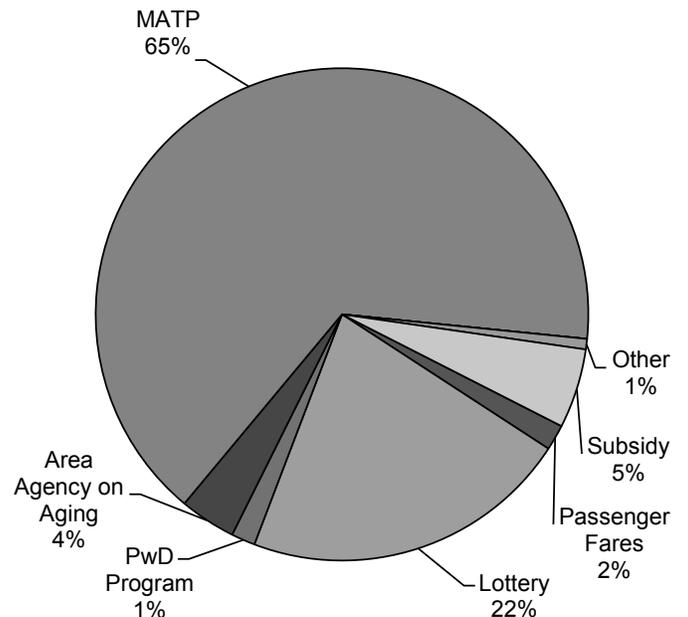
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

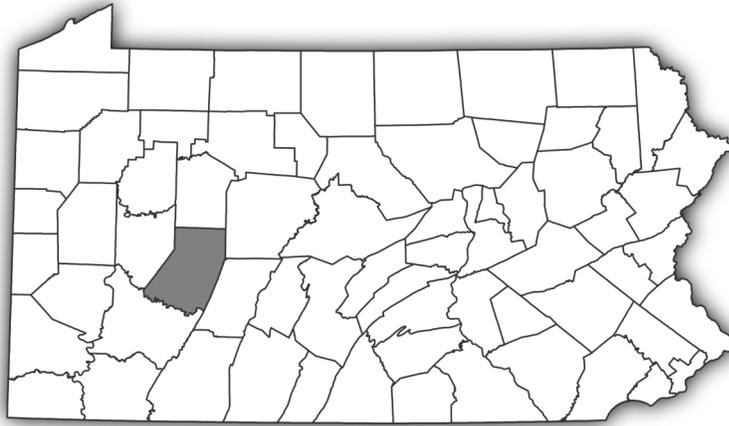
Operating Expenses



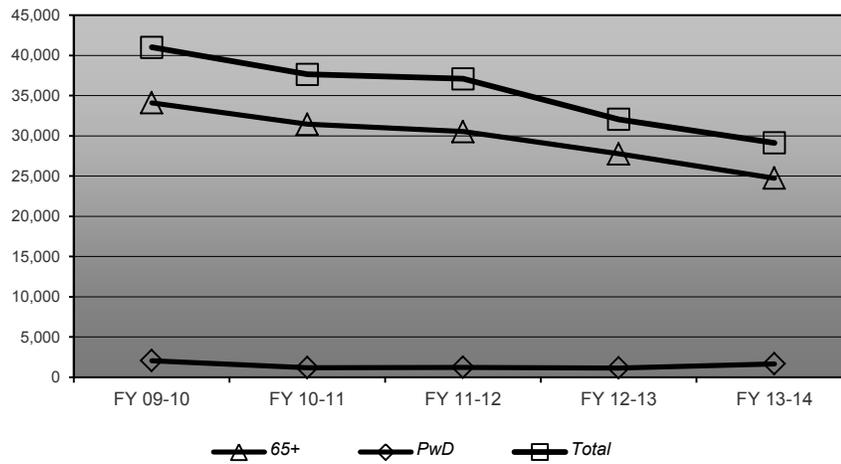
Sources of Funding



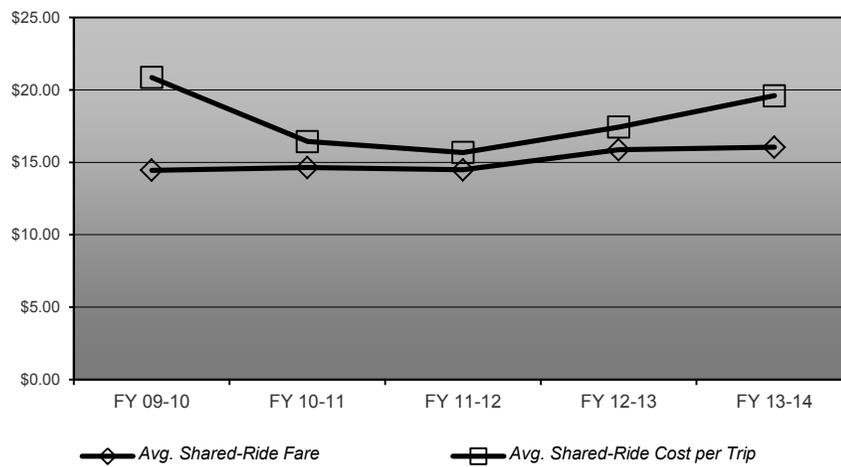
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery





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



House District
 Armstrong: 60, 63
Senate District
 Armstrong: 41



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



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



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 Employees

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



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



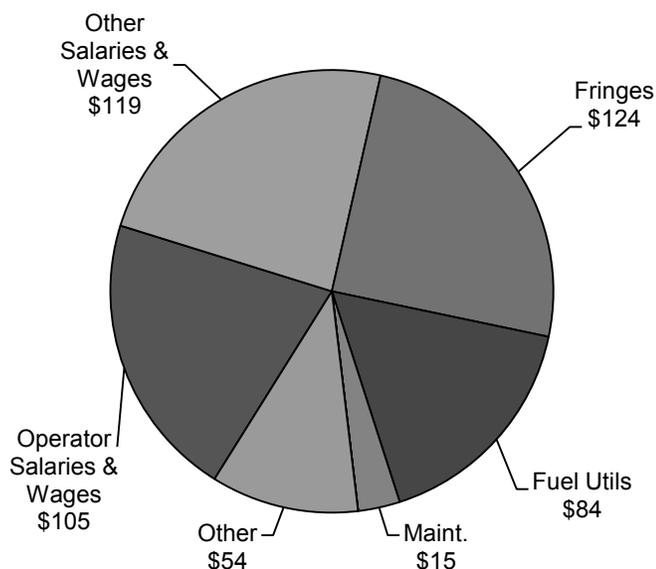
Current Fleet Size

Fixed Route:	6
Paratransit:	15
System-wide:	21

OPERATING BUDGET

Operating Expense (000's)

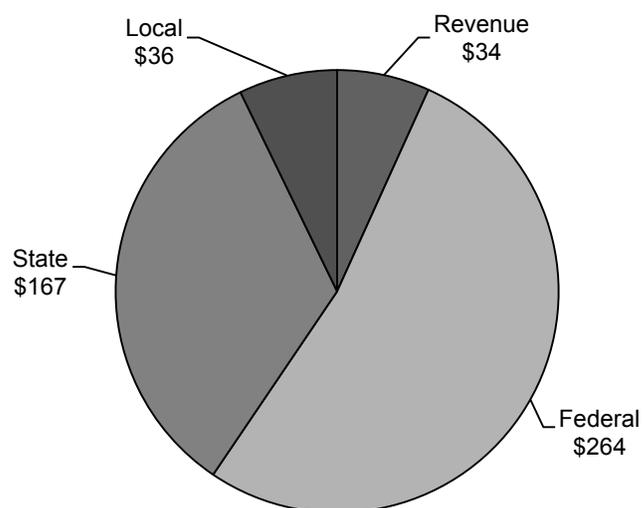
\$501



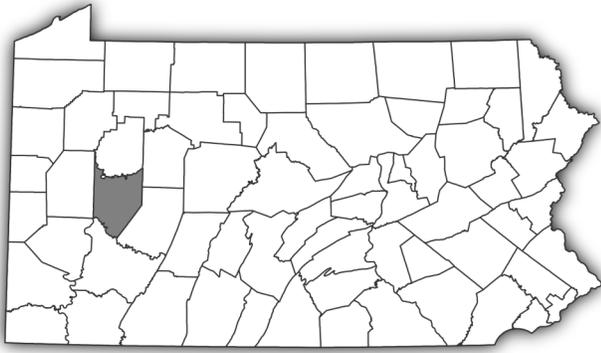
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

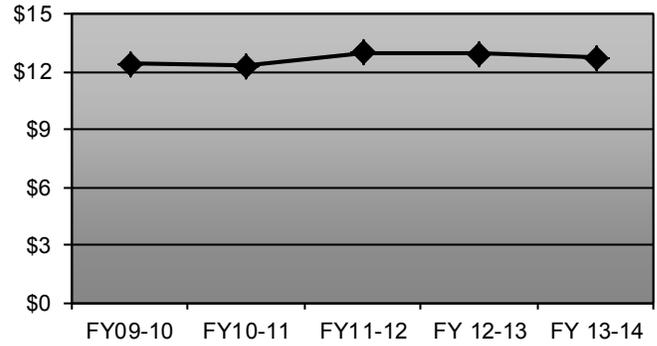
\$501



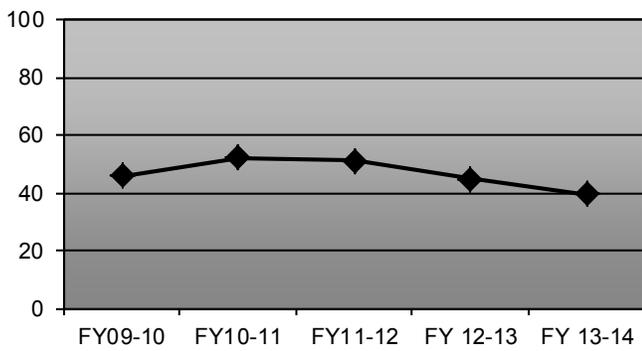
Revenue includes ADA complementary revenue.



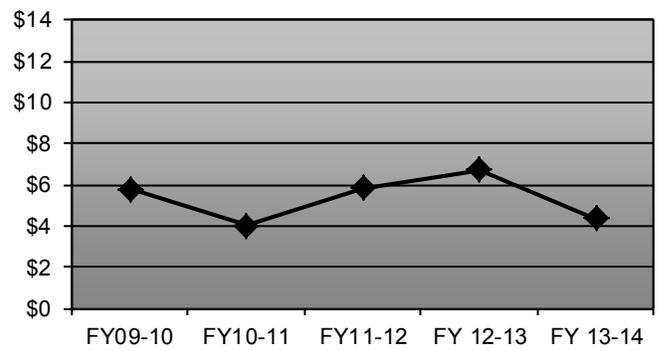
Operating Expense Per Passenger



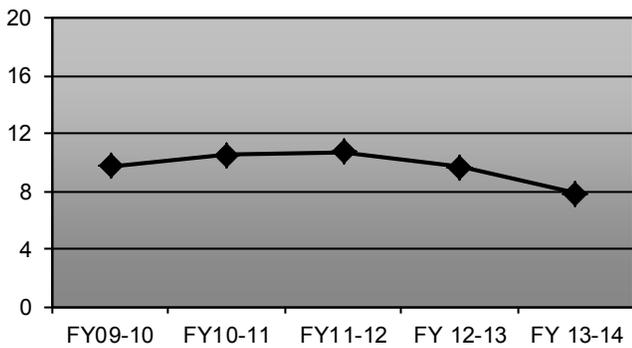
Total Passengers (000's)



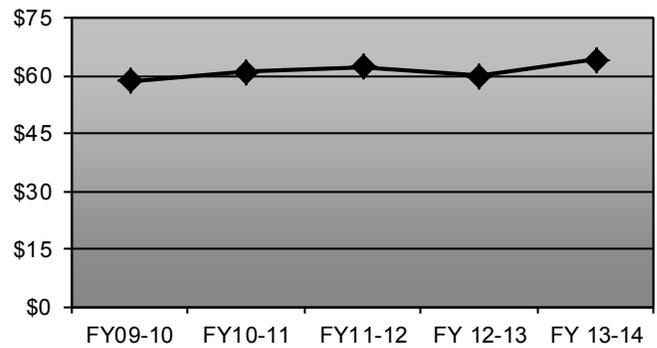
Operating Revenue Per Revenue Vehicle Hour



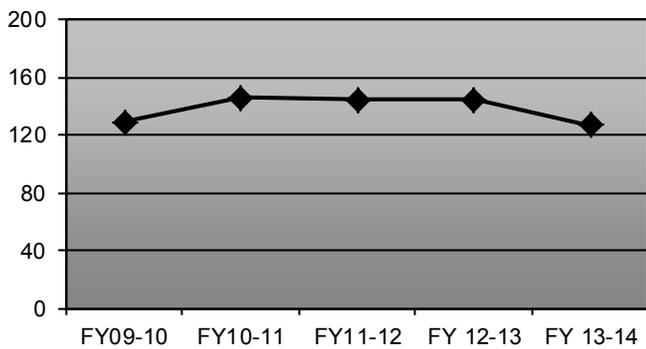
Revenue Vehicle Hours (000's)



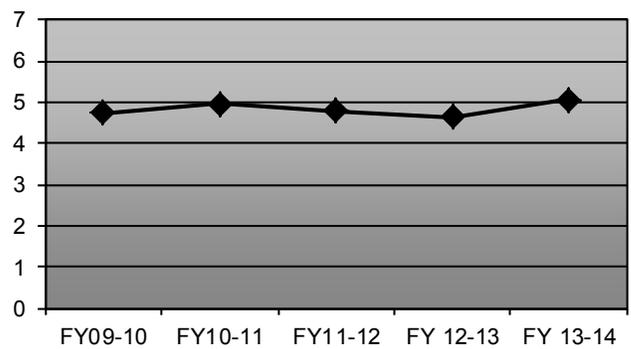
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

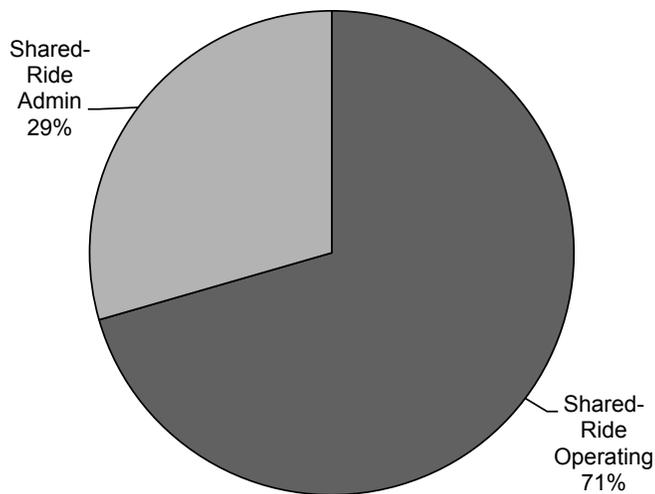
Community Transportation

Mid County Transit Authority 220 North Grant Avenue Kittanning, PA 16201 724-548-8696 Ms. Patti Lynn Baker, General Manager		Fare Information Average Shared-Ride Fare: \$18.47 Cost to Commonwealth per Senior Citizen Trip: \$15.42 Last Base Fare Increase: August 2010	
Service Area Statistics (2010 Census) Armstrong County Square Miles: 654 Population: 68,941 65+ Population: 12,687 % of Population 65 and older: 18.4%		Trip Information 65+ Trips: 21,699 PwD Trips: 5,069 Other Shared-Ride Trips: 6,889 Total Shared-Ride Trips: 33,657	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A		Vehicles Operated in Maximum Service Community Transportation: 18	

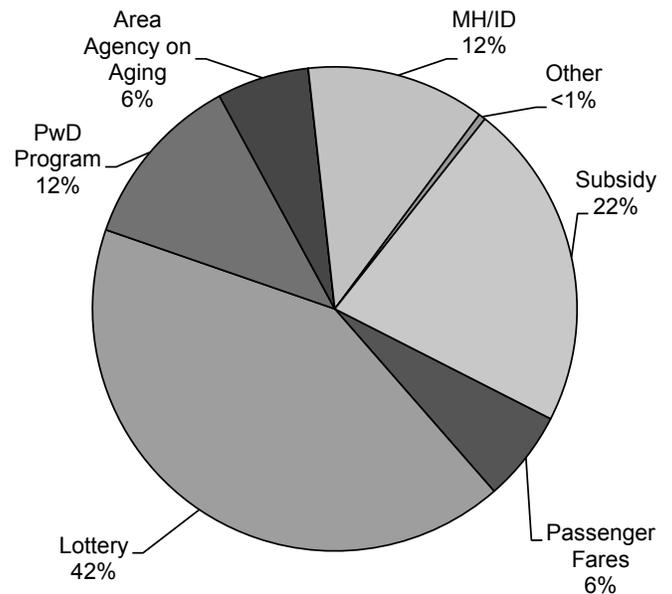
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

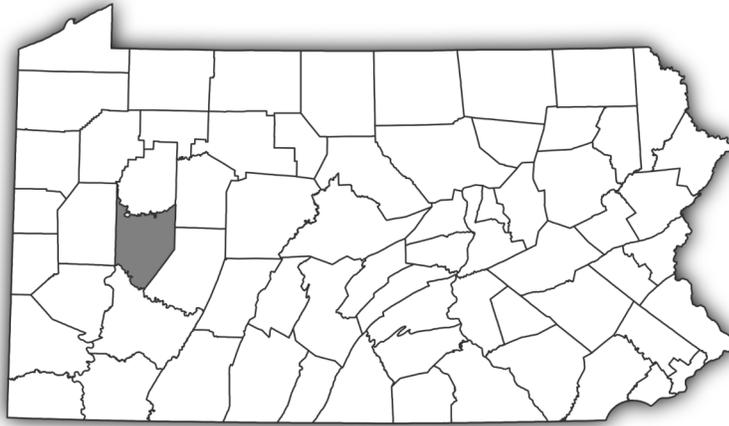
Operating Expenses



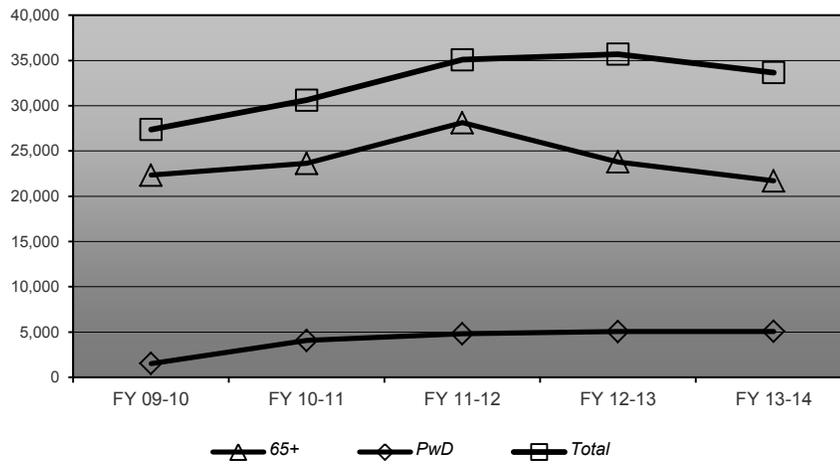
Sources of Funding



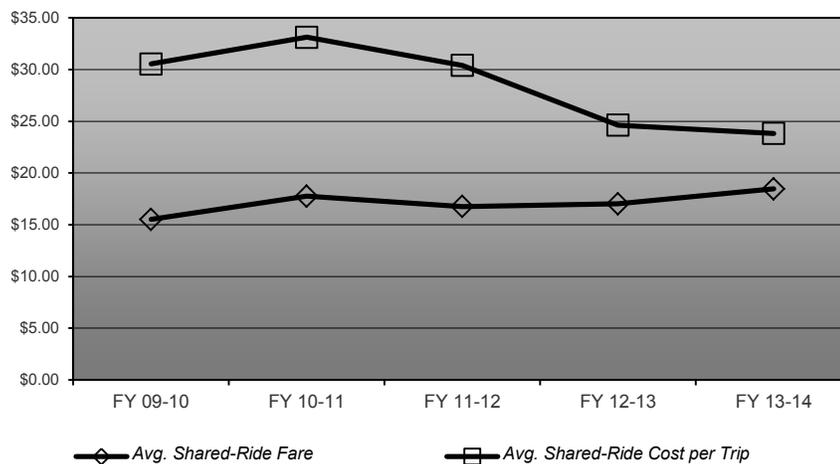
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery





Monroe County Transportation Authority (MCTA)

P.O. Box 339
 Scotrun, PA 18355
 570-839-6282
 Ms. Peggy Howarth, Executive Director
www.gomcta.com



House District

Monroe: 118, 139, 176, 189

Senate District

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



Service Area Statistics (2010 Census)

Square Miles: 417
 Population: 141,292



Current Fare Information

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



Act 44 Fixed Route Distribution Factors

Total Passengers: 246,986
 Senior Passengers: 29,016
 Revenue Vehicle Miles: 531,221
 Revenue Vehicle Hours: 31,263



Current Employees

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



Act 44 Operating Assistance

Section 1513 Allocation: \$1,650,547
 Required Local Match: \$134,239



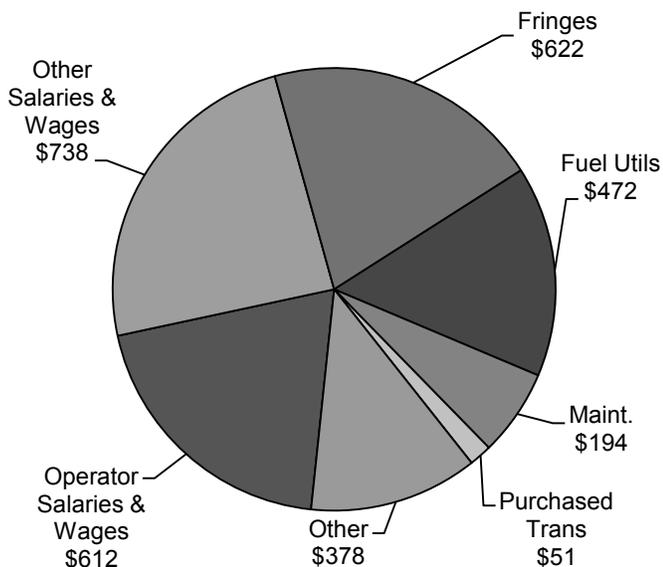
Current Fleet Size

Fixed Route:	15
Paratransit:	39
System-wide:	54

OPERATING BUDGET

Operating Expense (000's)

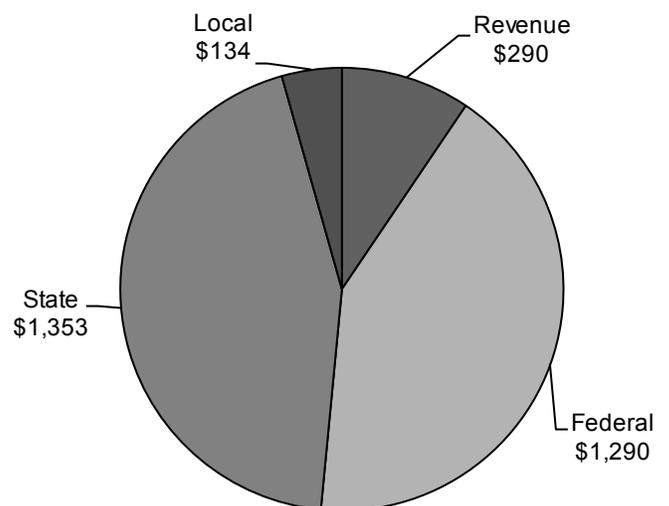
\$3,067



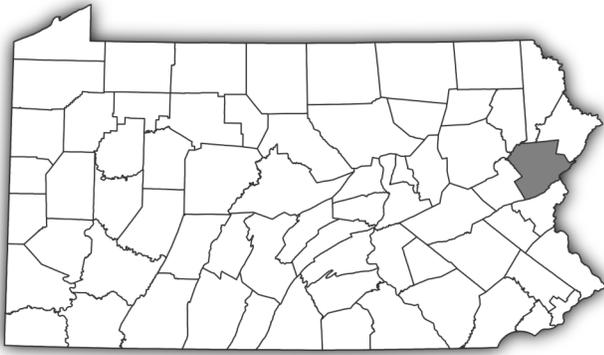
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

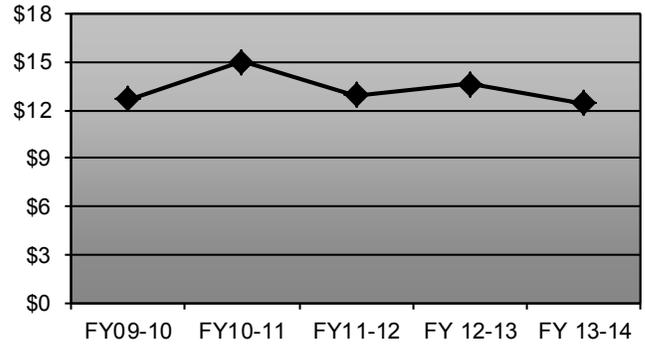
\$3,067



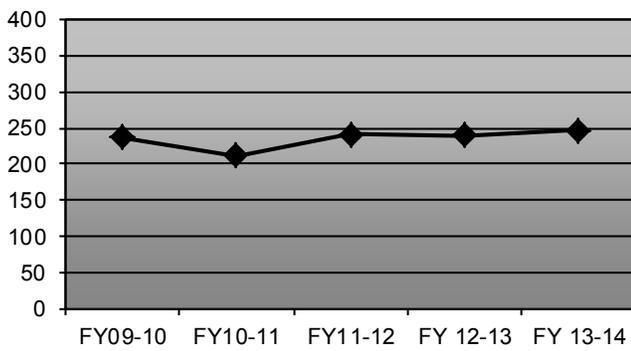
Revenue includes ADA complementary revenue.



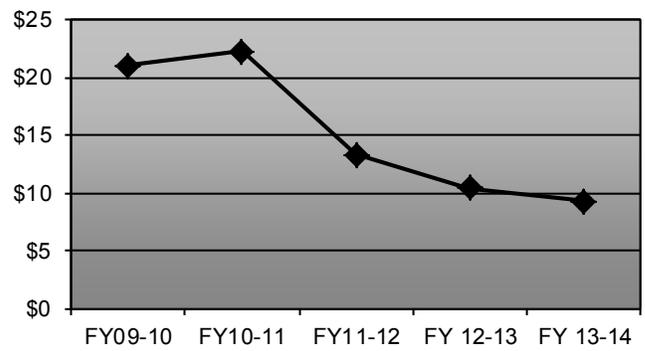
Operating Expense Per Passenger



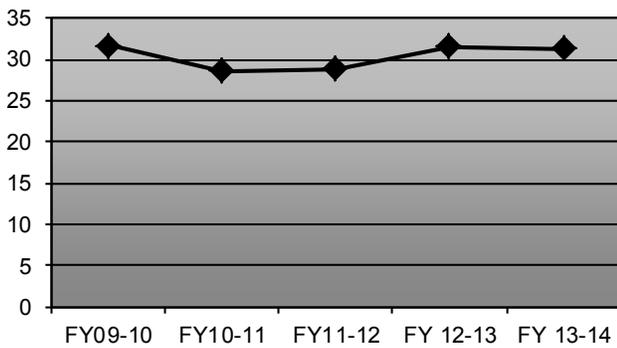
Total Passengers (000's)



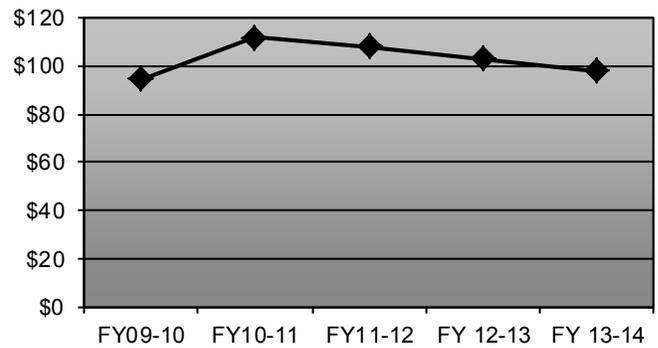
Operating Revenue Per Revenue Vehicle Hour



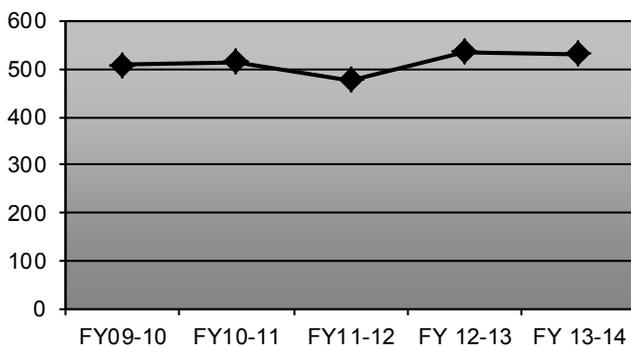
Revenue Vehicle Hours (000's)



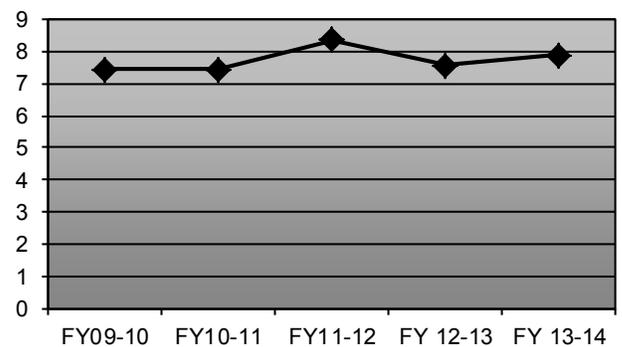
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

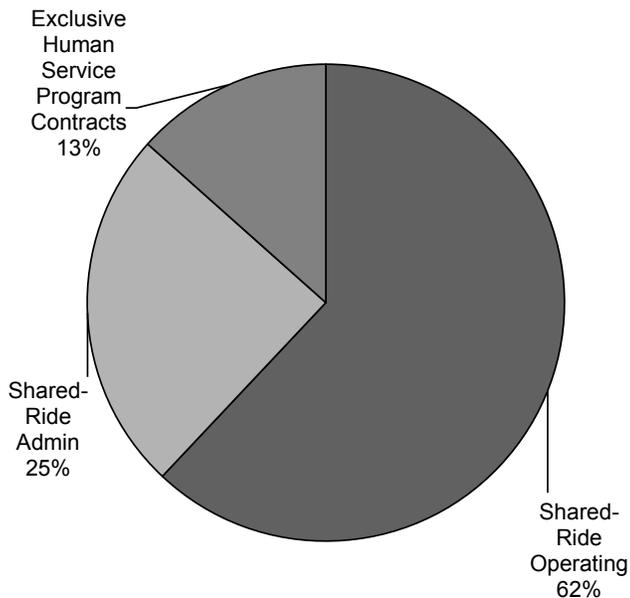
Community Transportation

Monroe County Transportation Authority (MCTA) P.O. Box 339 Scotrun, PA 18355-0339 570-839-6282 Ms. Peggy Howarth, Executive Director		Fare Information Average Shared-Ride Fare: \$20.87 Cost to Commonwealth per Senior Citizen Trip: \$17.30 Last Base Fare Increase: July 2014	
Service Area Statistics (2010 Census) Monroe County Square Miles: 609 Population: 169,842 65+ Population: 21,701 % of Population 65 and older: 12.8%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A		Vehicles Operated in Maximum Service Community Transportation: 22	

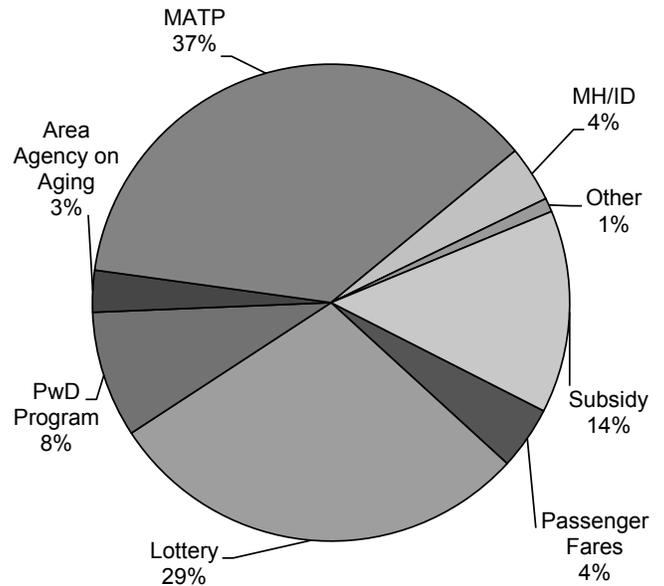
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

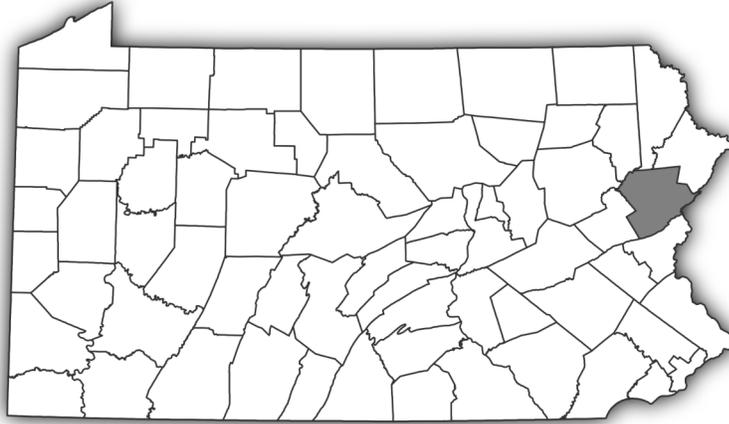
Operating Expenses



Sources of Funding

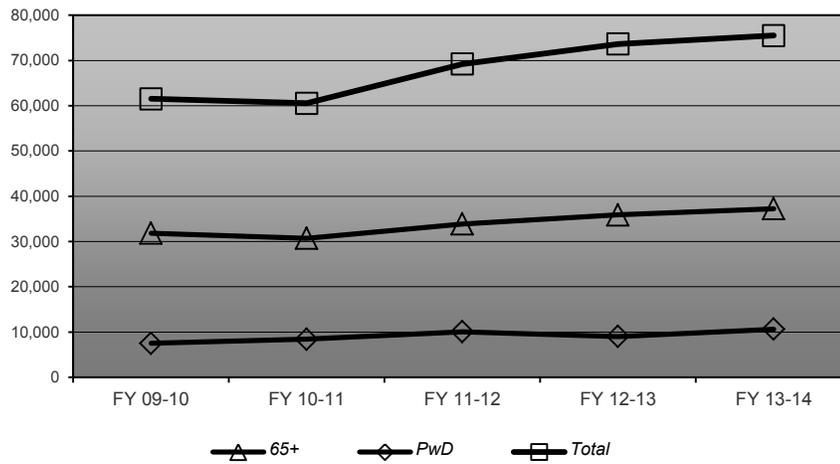


Agency Service Area

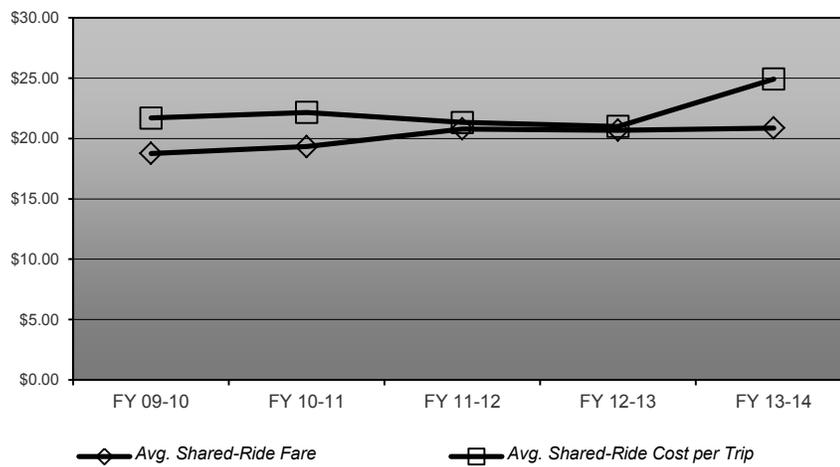


RURAL SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery





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 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



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



Current Fleet Size

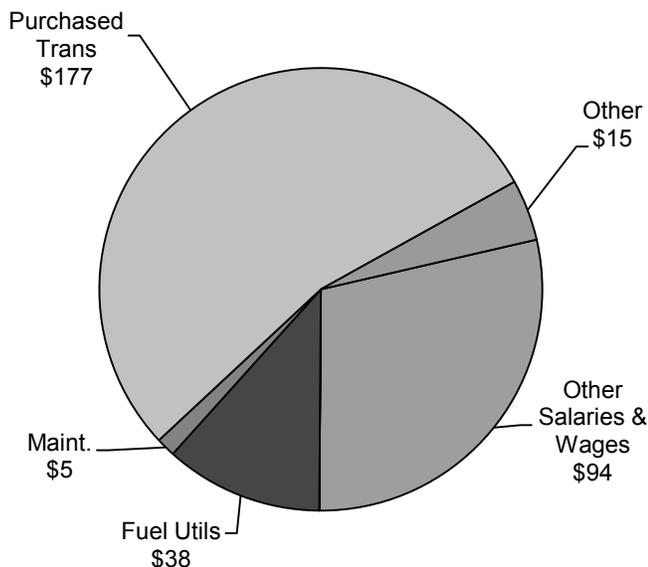
Fixed Route:	4
Paratransit:	0
System-wide:	4

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

OPERATING BUDGET

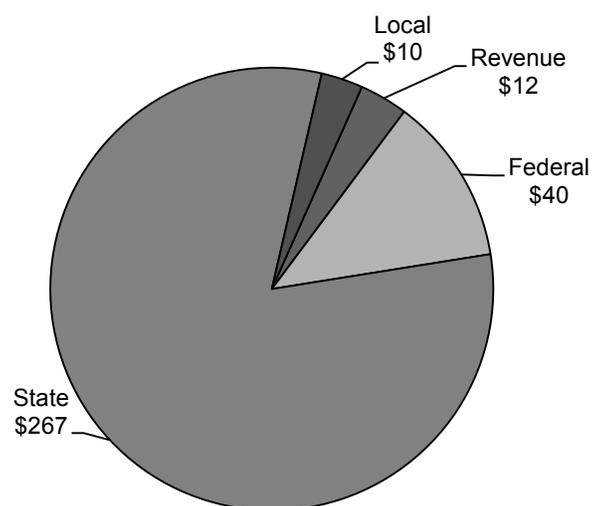
Operating Expense (000's)

\$329

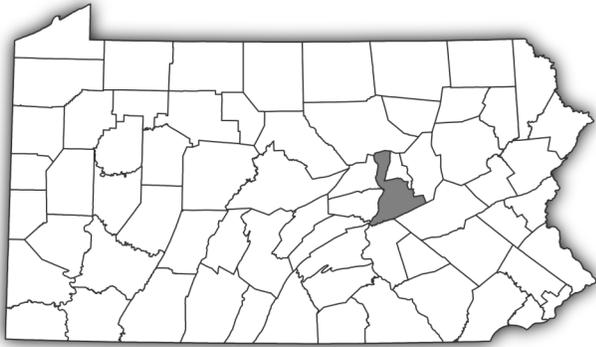


Operating Funds (000's)

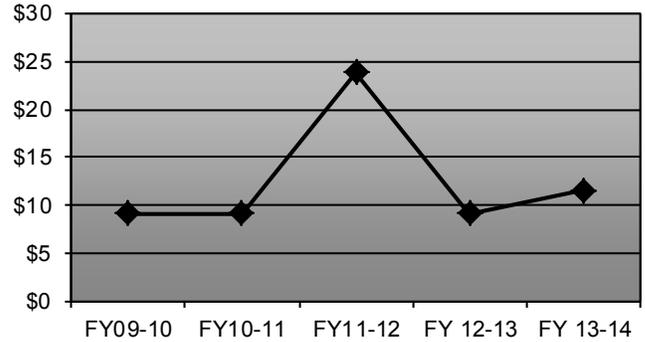
\$329



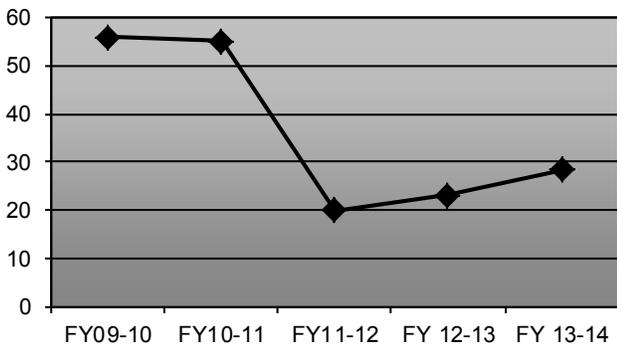
Some contracted maintenance may be reported as "Other Services."



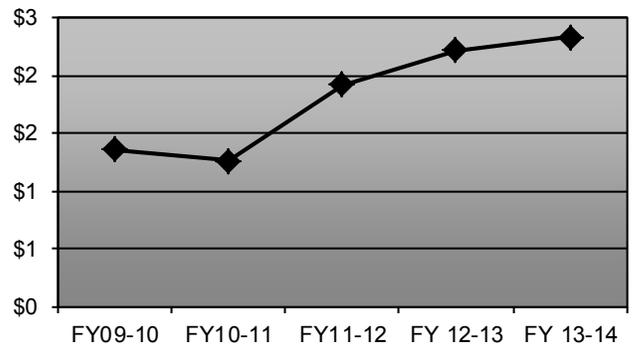
Operating Expense Per Passenger



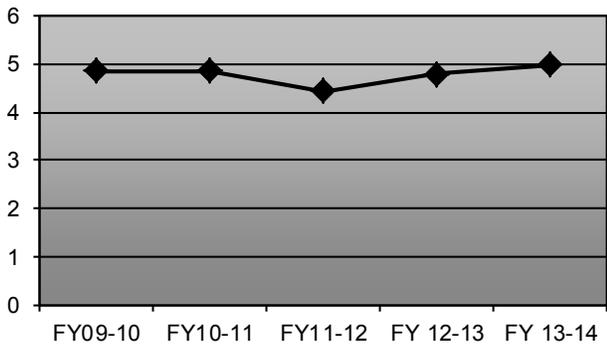
Total Passengers (000's)



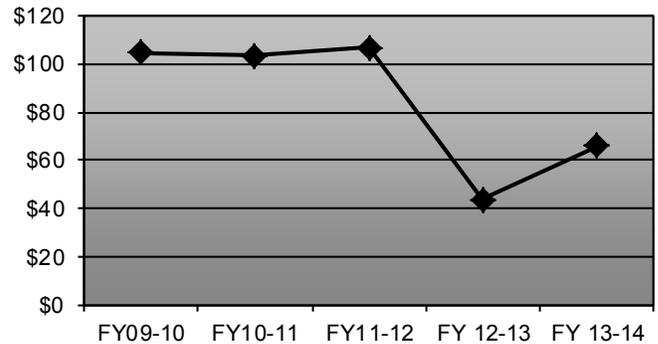
Operating Revenue Per Revenue Vehicle Hour



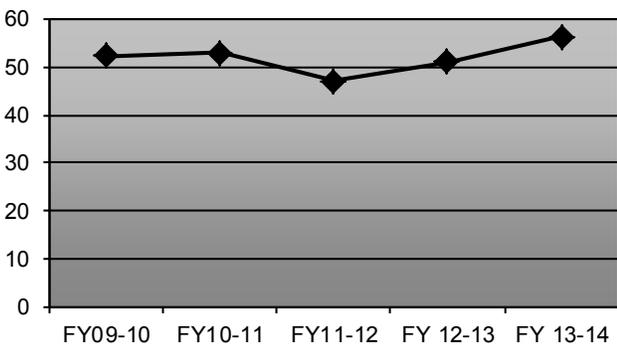
Revenue Vehicle Hours (000's)



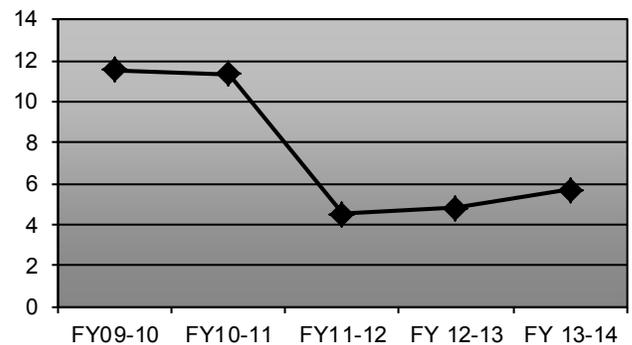
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



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



House District
 Lawrence: 9, 10, 17
Senate District
 Lawrence: 47, 50



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



Current Fare Information
 Fixed Route Base: \$1.00
 Fixed Route Average: \$1.97
 Last Base Fare Increase: March 2012 (33%)



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



Current Employees

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



Act 44 Operating Assistance
 Section 1513 Allocation: \$3,664,820
 Required Local Match: \$182,222



Current Fleet Size

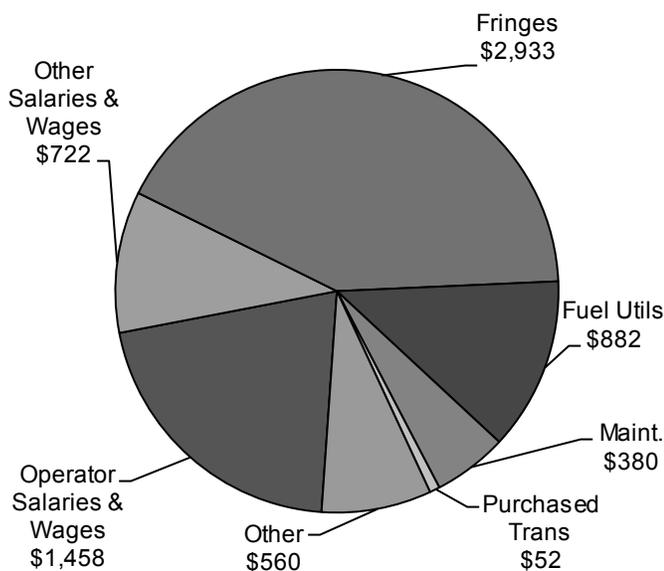
Fixed Route:	35
Paratransit:	0
System-wide:	35

Community transportation provided by Allied Coordinated Transportation Services, Inc. (see page 186)

OPERATING BUDGET

Operating Expense (000's)

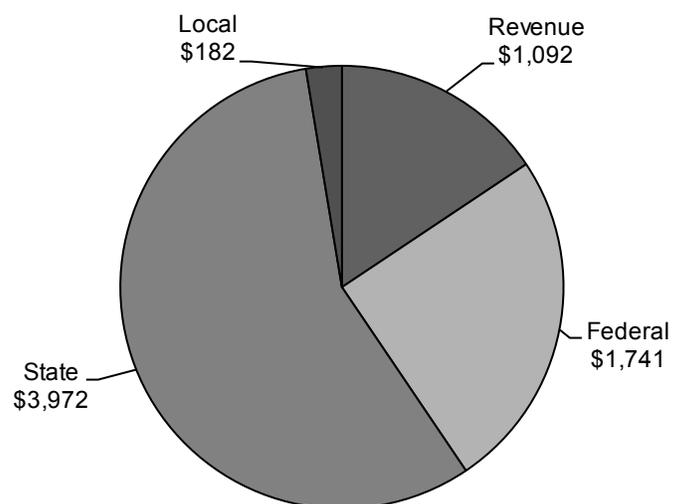
\$6,987



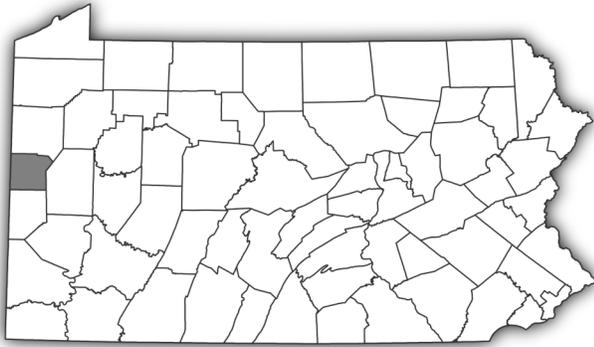
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

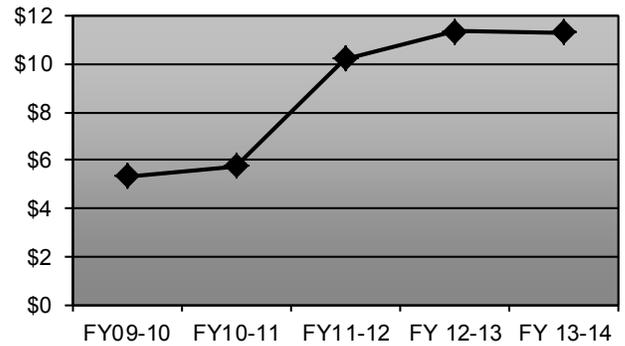
\$6,987



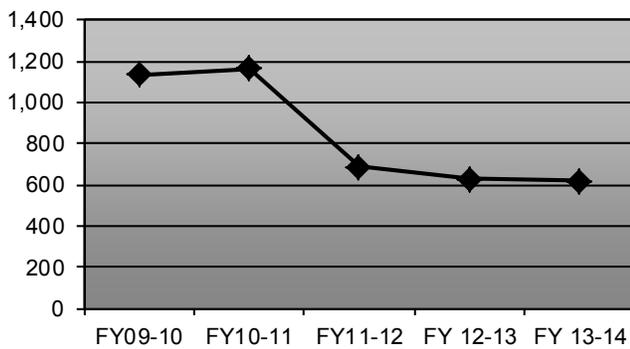
Revenue includes ADA complementary revenue.



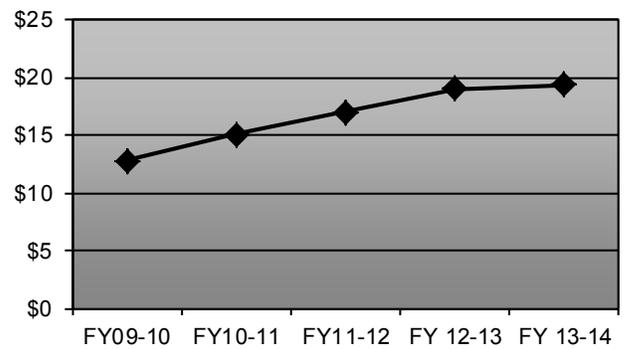
Operating Expense Per Passenger



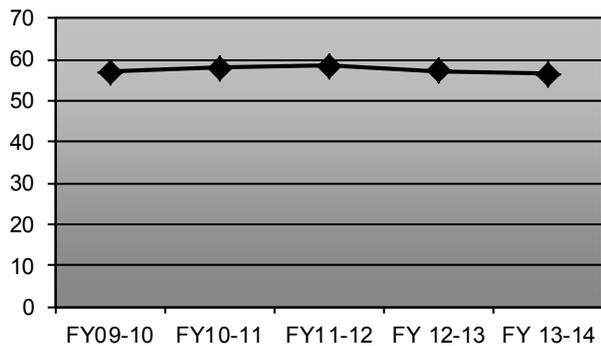
Total Passengers (000's)



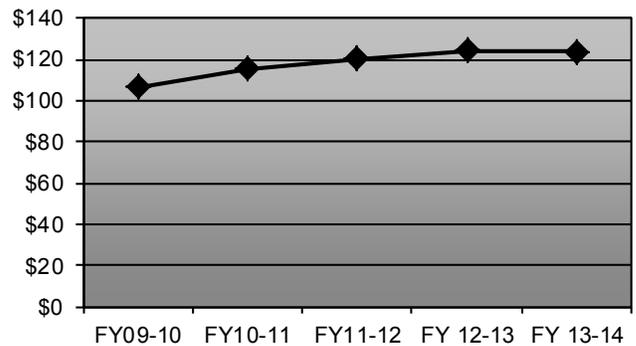
Operating Revenue Per Revenue Vehicle Hour



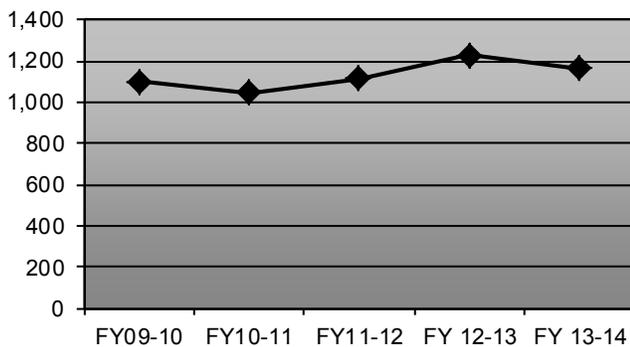
Revenue Vehicle Hours (000's)



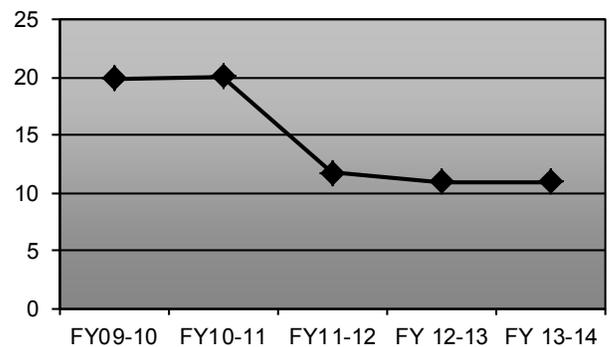
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.
Reported ridership prior to FY 2011-12 was overstated.



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



House District
 Schuylkill: 123, 124, 125
Senate District
 Schuylkill: 29



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



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



Act 44 Fixed Route Distribution Factors
 Total Passengers: 212,250
 Senior Passengers: 71,750
 Revenue Vehicle Miles: 328,572
 Revenue Vehicle Hours: 18,354



Current Employees

	Full-Time	Part-Time
Fixed Route:	26	1
Paratransit:	23	13
System-wide:	49	14



Act 44 Operating Assistance
 Section 1513 Allocation: \$1,353,358
 Required Local Match: \$53,213



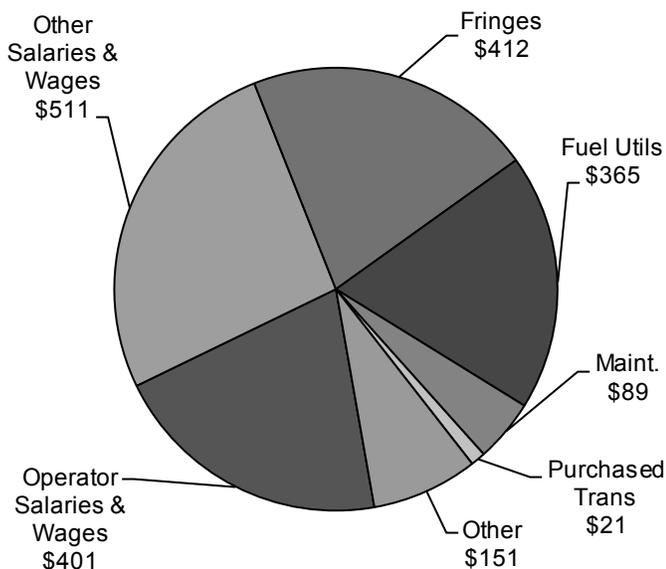
Current Fleet Size

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

OPERATING BUDGET

Operating Expense (000's)

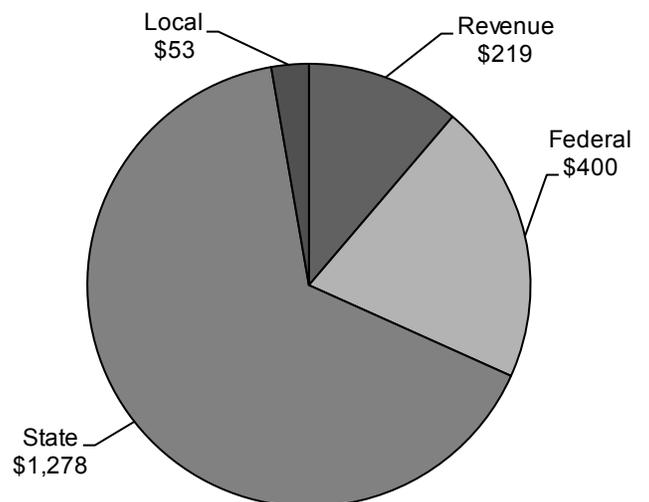
\$1,950



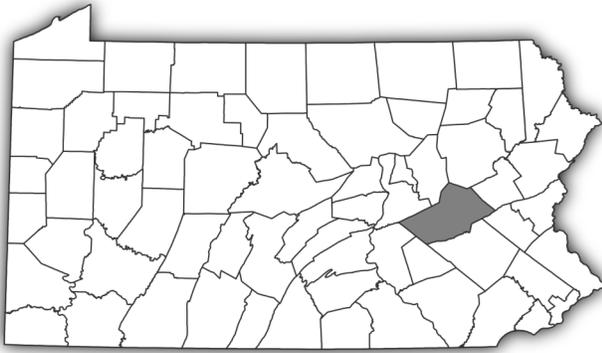
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

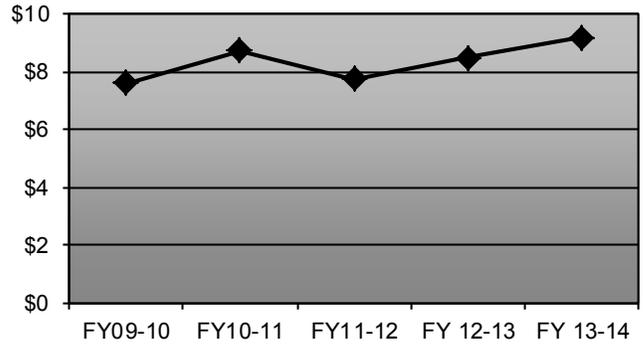
\$1,950



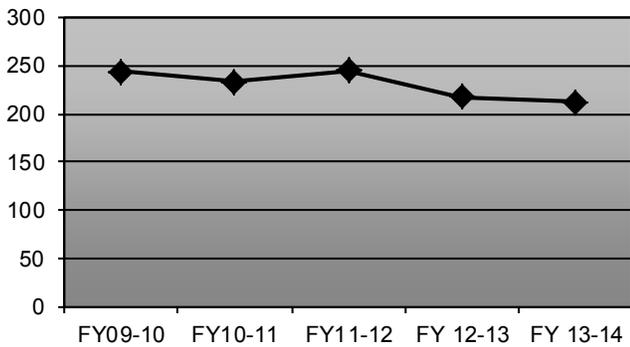
Revenue includes ADA complementary revenue.



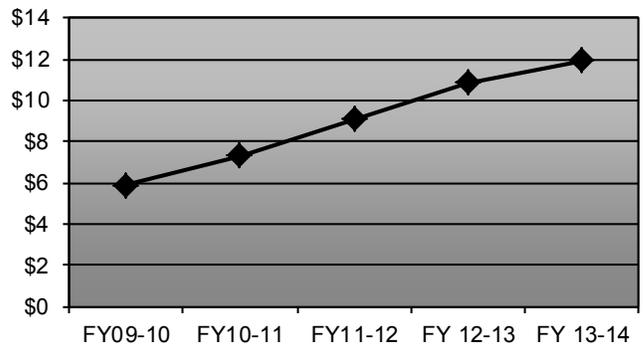
Operating Expense Per Passenger



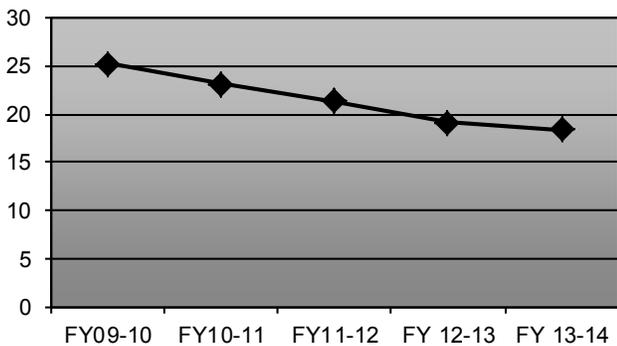
Total Passengers (000's)



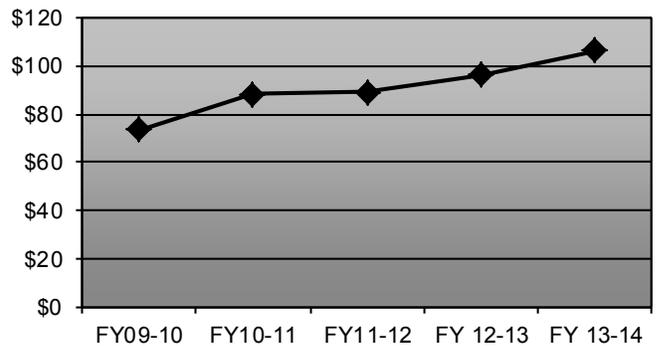
Operating Revenue Per Revenue Vehicle Hour



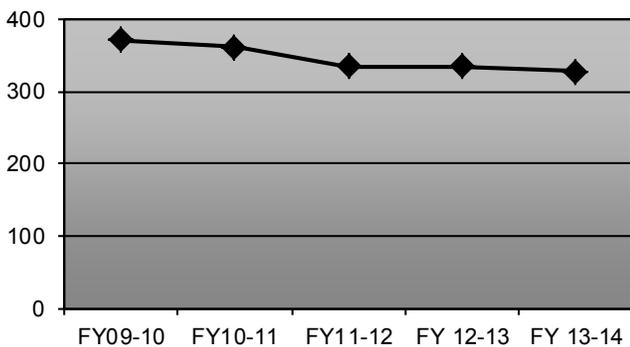
Revenue Vehicle Hours (000's)



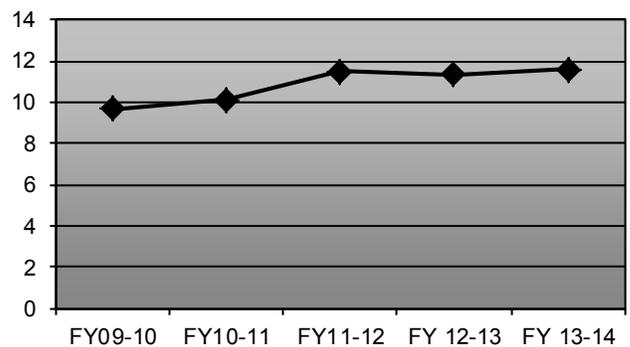
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



Passengers include ADA complementary passengers.

Community Transportation

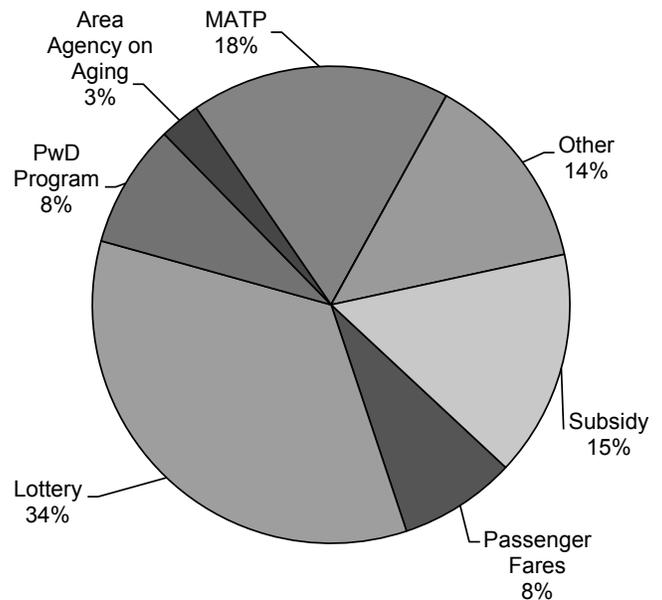
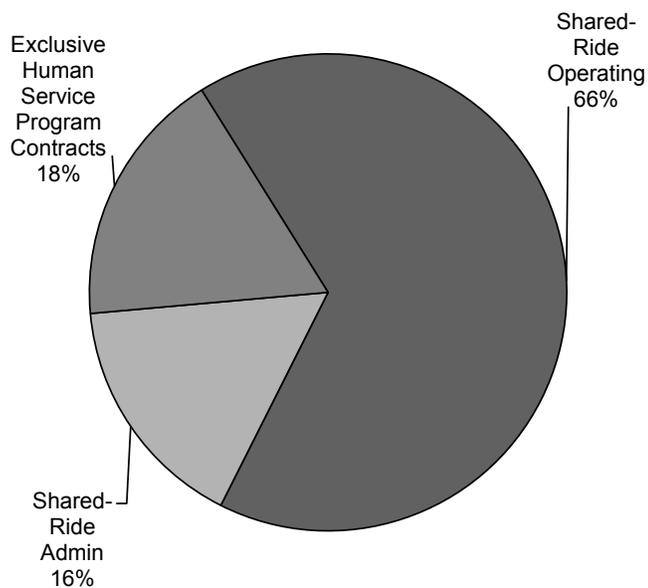
Schuylkill Transportation System (STS) 252 Industrial Park Road St. Clair, PA 17970 570-429-2701 Mr. David Bekisz, Executive Director		Fare Information Average Shared-Ride Fare: \$16.51 Cost to Commonwealth per Senior Citizen Trip: \$14.05 Last Base Fare Increase: July 2014	
Service Area Statistics (2010 Census) Schuylkill County Square Miles: 778 Population: 148,289 65+ Population: 26,828 % of Population 65 and older: 18.1%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 22.96%	Vehicles Operated in Maximum Service Community Transportation: 27		

RURAL SYSTEMS

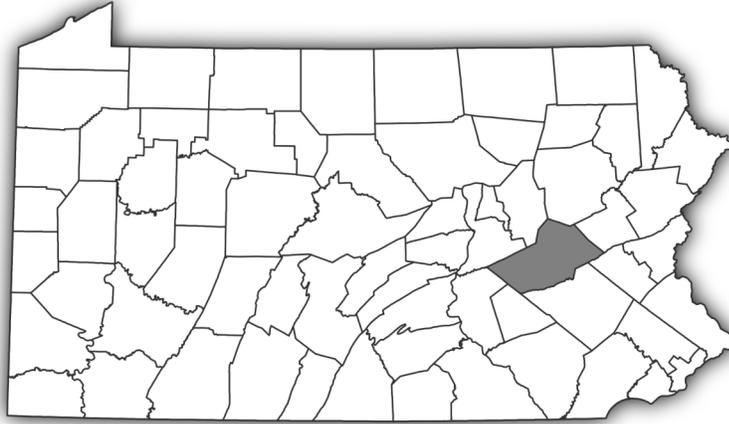
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

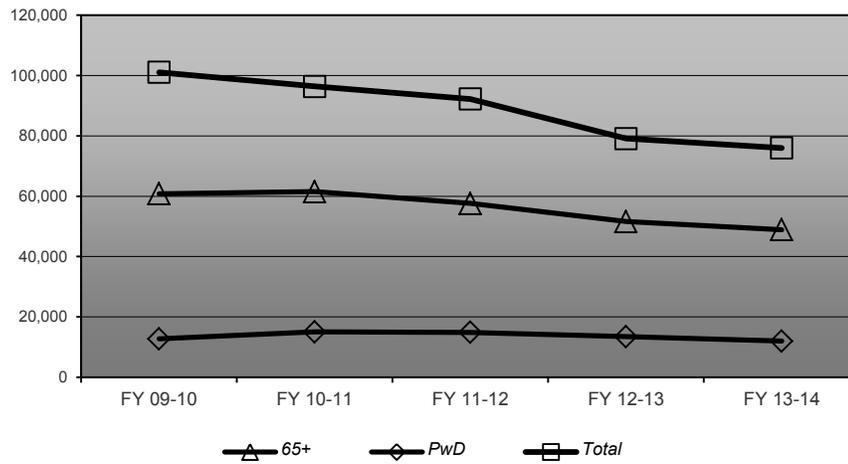
Sources of Funding



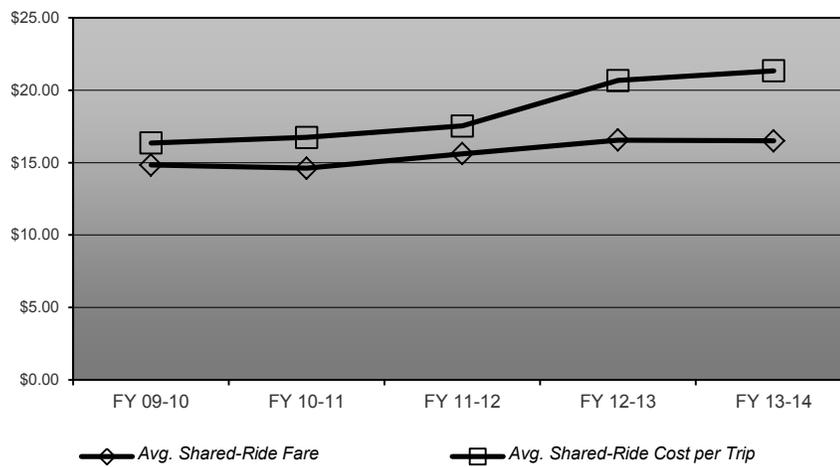
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery





Venango County Transportation Office (VCTO)
 134 Hanger Drive
 Franklin, PA 16323
 814-432-3949
 Ms. Karen Clark, Program Specialist
www.co.venango.pa.us



House District
 Venango: 64

Senate District
 Venango: 21



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



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

	Full-Time	Part-Time
Fixed Route:	5	2
Paratransit:	0	0
System-wide:	5	2



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



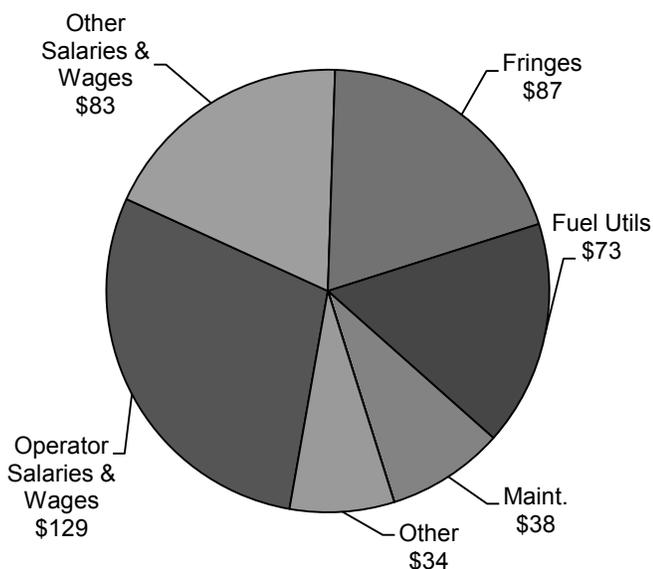
Current Fleet Size

Fixed Route:	3
Paratransit:	0
System-wide:	3

OPERATING BUDGET

Operating Expense (000's)

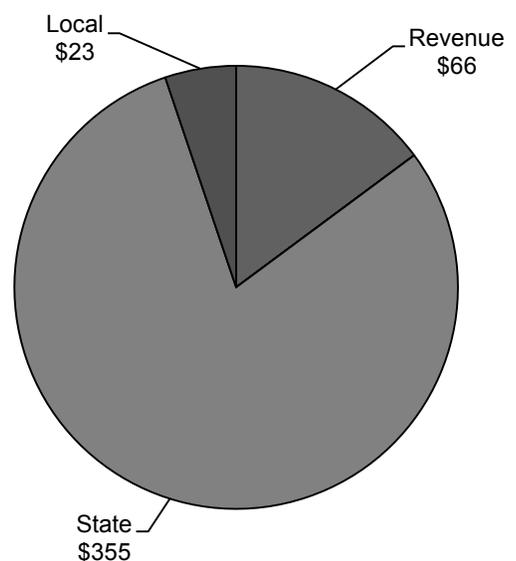
\$444



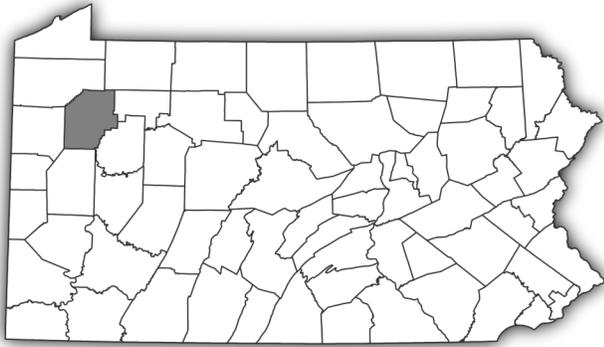
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

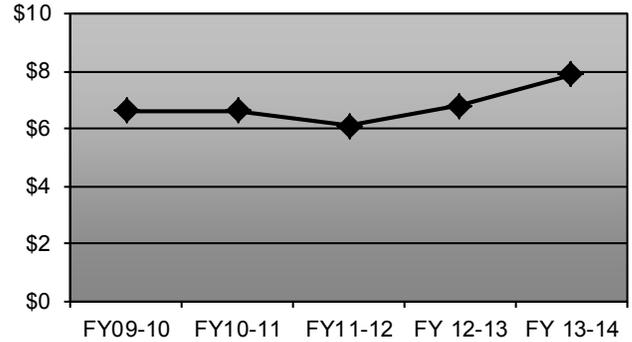
\$444



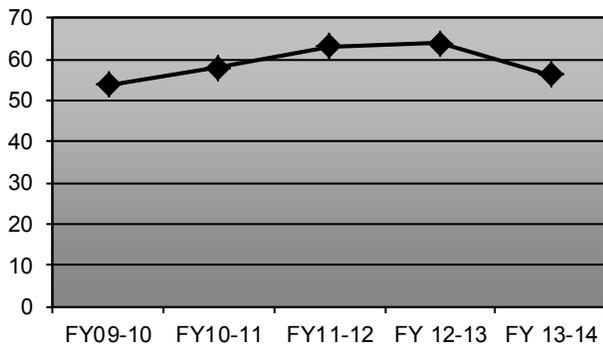
Revenue includes ADA complementary revenue.



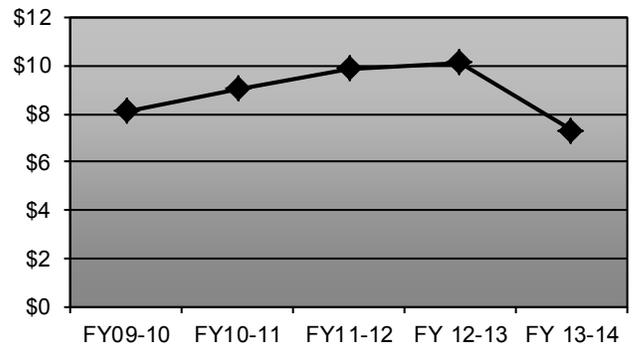
Operating Expense Per Passenger



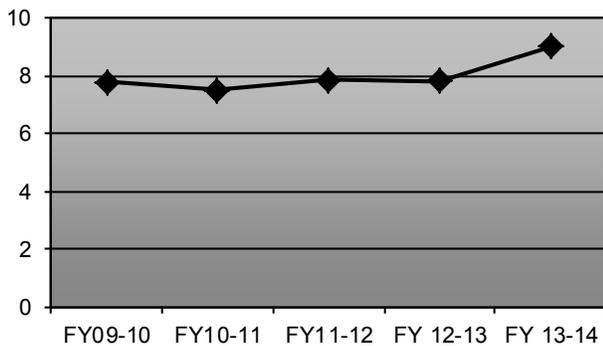
Total Passengers (000's)



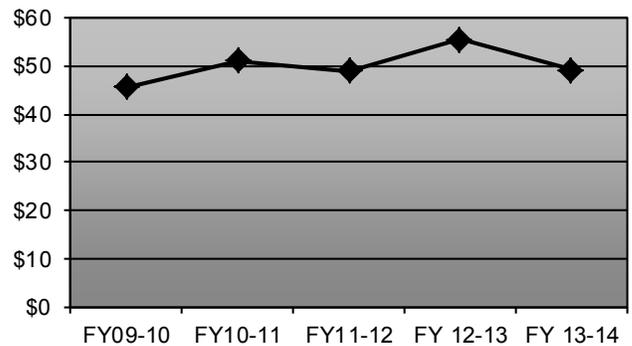
Operating Revenue Per Revenue Vehicle Hour



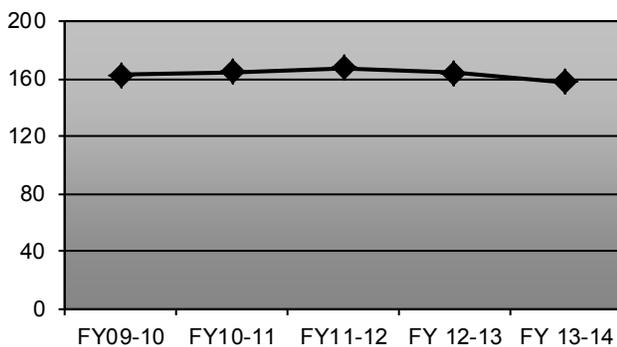
Revenue Vehicle Hours (000's)



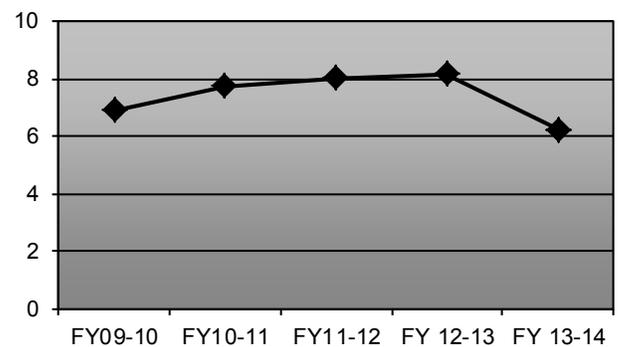
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



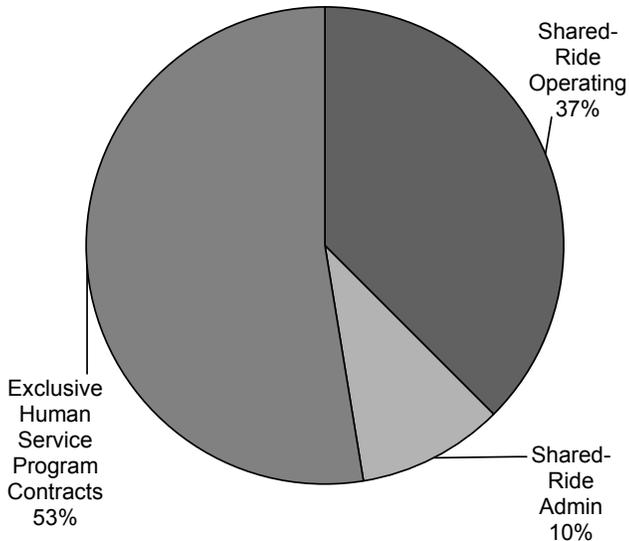
Passengers include ADA complementary passengers.

Community Transportation

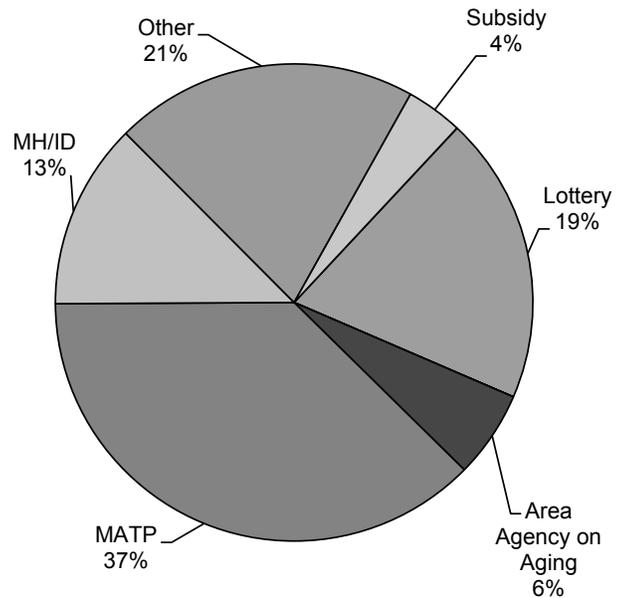
Venango County Transportation Office (VCTO) 1 Dale Avenue Franklin, PA 16323 814-432-3949 Ms. Karen Clark, Program Specialist		Fare Information Average Shared-Ride Fare: \$17.51 Cost to Commonwealth per Senior Citizen Trip: \$15.05 Last Base Fare Increase: June 2012	
Service Area Statistics (2010 Census) Venango County Square Miles: 675 Population: 54,984 65+ Population: 9,884 % of Population 65 and older: 18.0%		Trip Information 65+ Trips: 12,699 PwD Trips: 13,640 Other Shared-Ride Trips: 26,339 Total Shared-Ride Trips: 27,909	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A		Vehicles Operated in Maximum Service Community Transportation: 12	

COMMUNITY TRANSPORTATION OPERATING BUDGET

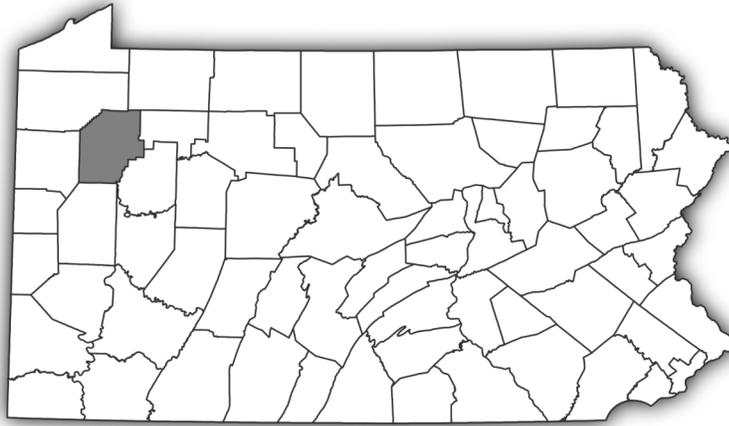
Operating Expenses



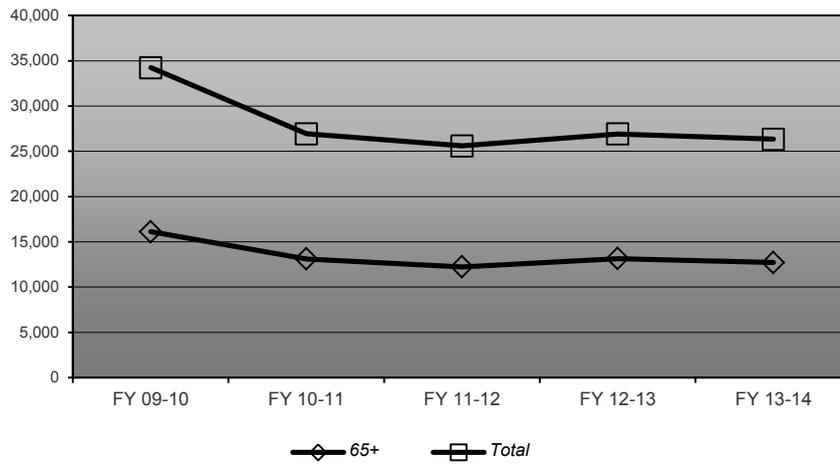
Sources of Funding



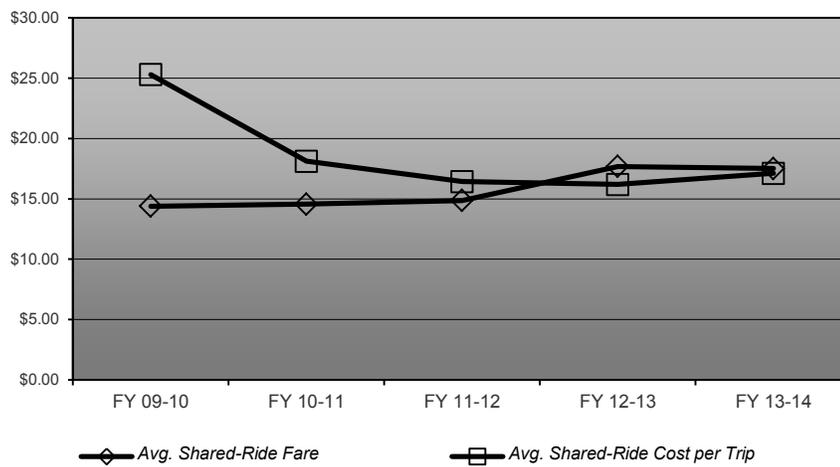
Agency Service Area



Shared-Ride Ridership



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



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 Employees

	Full-Time	Part-Time
Fixed Route:	6	4
Paratransit:	4	10
System-wide:	10	14



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



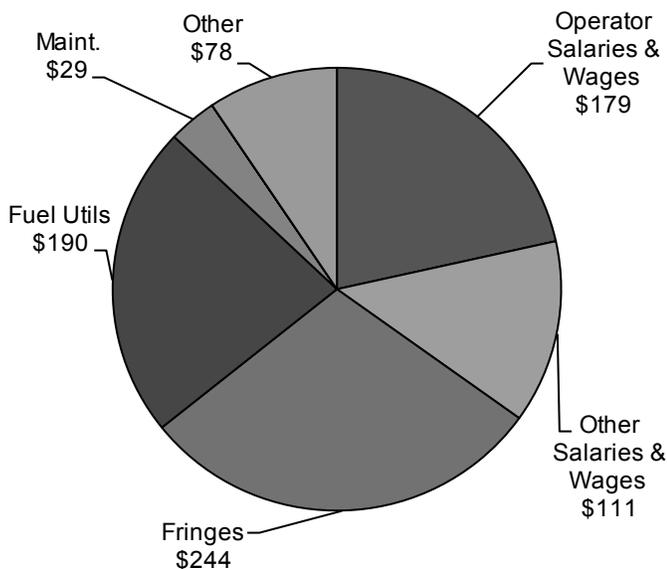
Current Fleet Size

Fixed Route:	5
Paratransit:	14
System-wide:	19

OPERATING BUDGET

Operating Expense (000's)

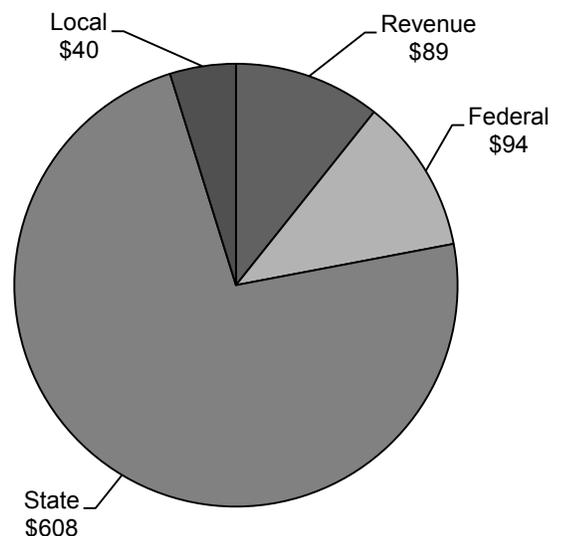
\$831



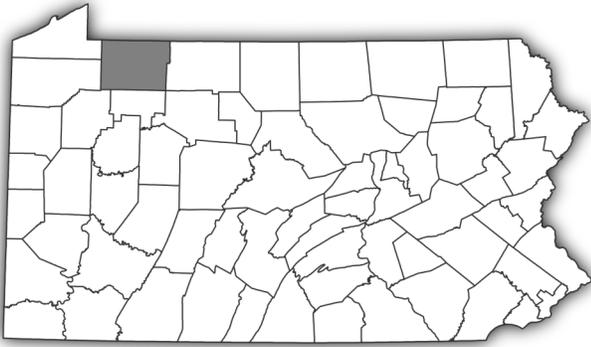
Expense includes ADA complementary expense.
 Some contracted maintenance may be reported as "Other Services."

Operating Funds (000's)

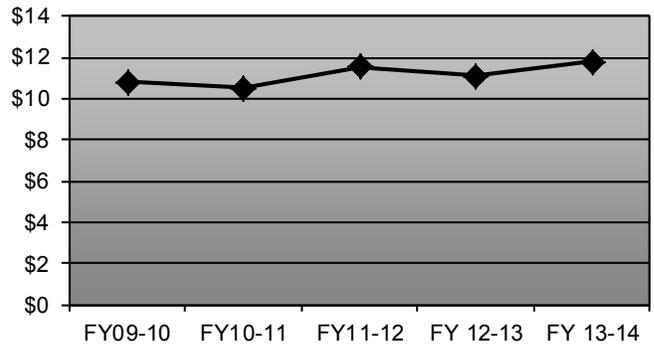
\$831



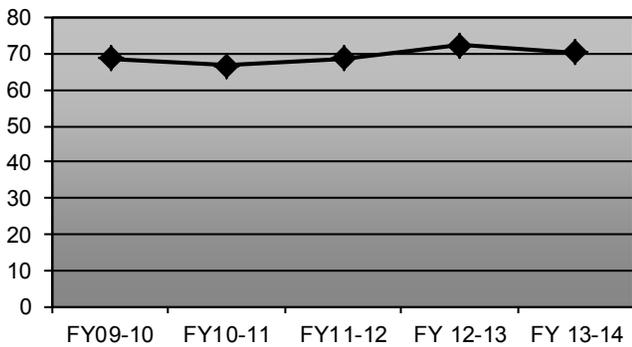
Revenue includes ADA complementary revenue.



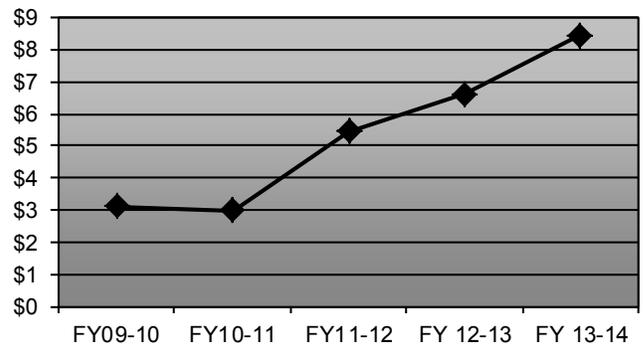
Operating Expense Per Passenger



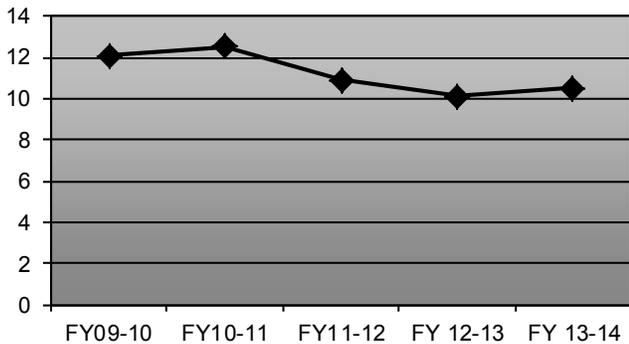
Total Passengers (000's)



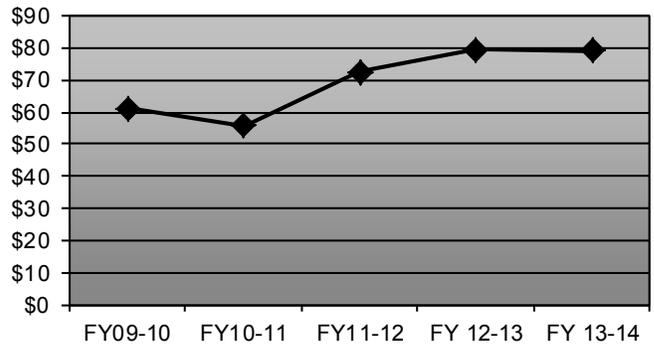
Operating Revenue Per Revenue Vehicle Hour



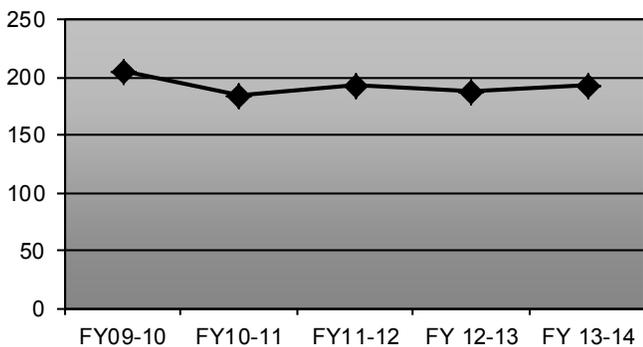
Revenue Vehicle Hours (000's)



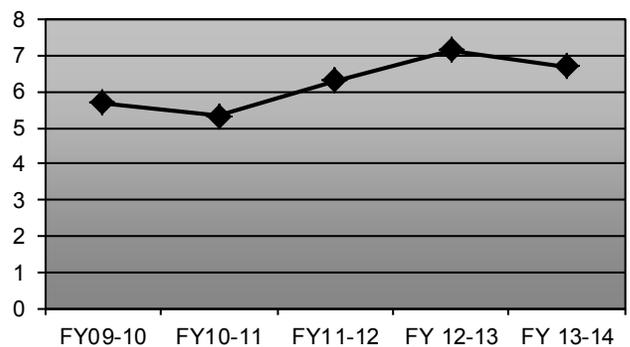
Operating Expense Per Revenue Vehicle Hour



Revenue Vehicle Miles (000's)



Total Ridership Per Revenue Vehicle Hour



RURAL SYSTEMS

Passengers include ADA complementary passengers.

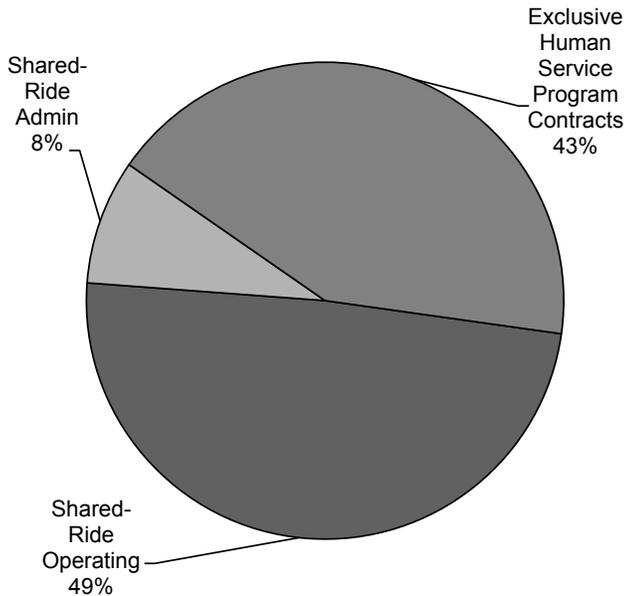
Community Transportation

Transit Authority of Warren County (TAWC) 42 Clark Street Warren, PA 16365 814-723-1874 Mr. John Aldrich, Executive Director		Fare Information Average Shared-Ride Fare: \$12.99 Cost to Commonwealth per Senior Citizen Trip: \$11.77 Last Base Fare Increase: September 2010	
Service Area Statistics (2010 Census) Warren County Square Miles: 883 Population: 41,815 65+ Population: 7,840 % of Population 65 and older: 18.7%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 8.56%		Vehicles Operated in Maximum Service Community Transportation: 8	

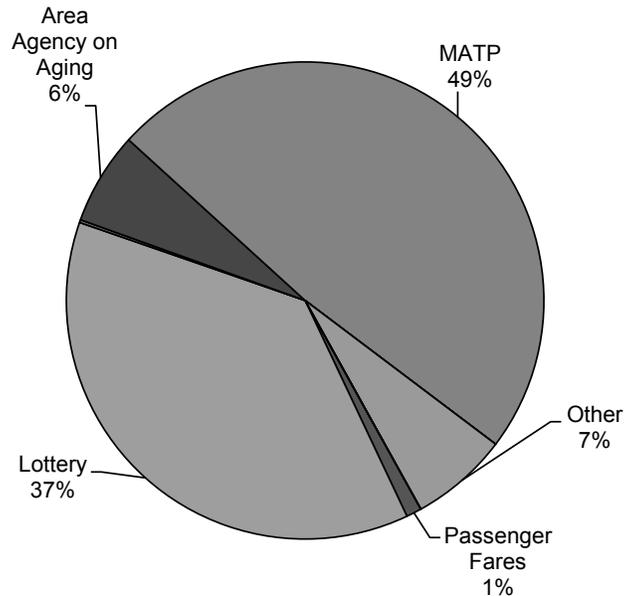
RURAL SYSTEMS

COMMUNITY TRANSPORTATION OPERATING BUDGET

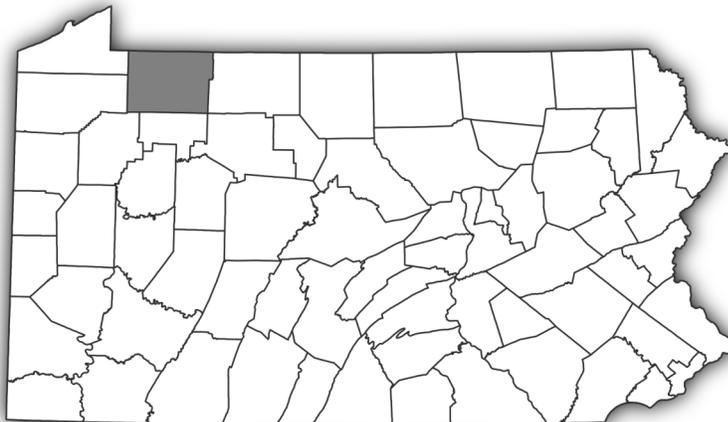
Operating Expenses



Sources of Funding

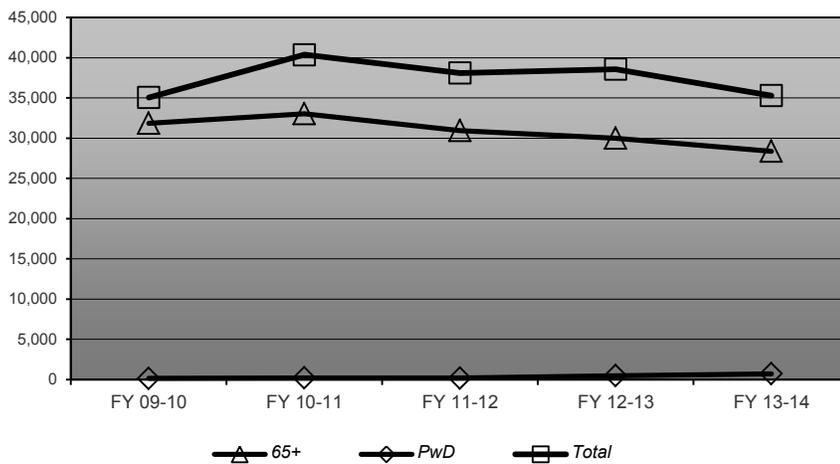


Agency Service Area

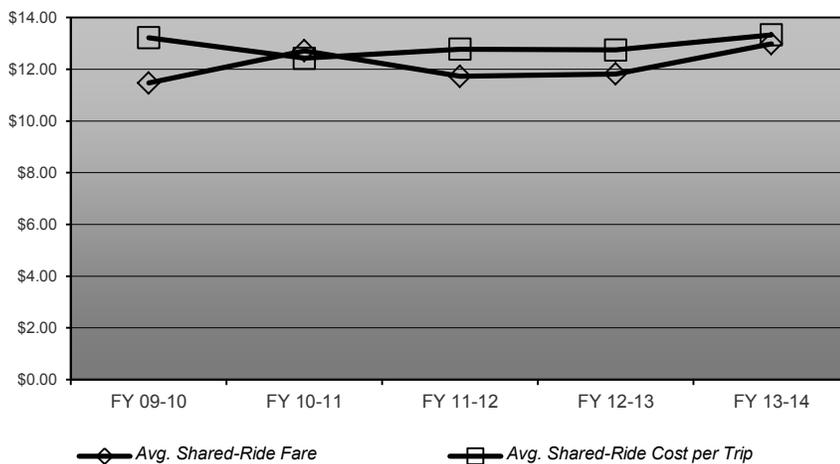


RURAL SYSTEMS

Shared-Ride Ridership



Shared-Ride Fare Recovery



intentionally blank

Section V

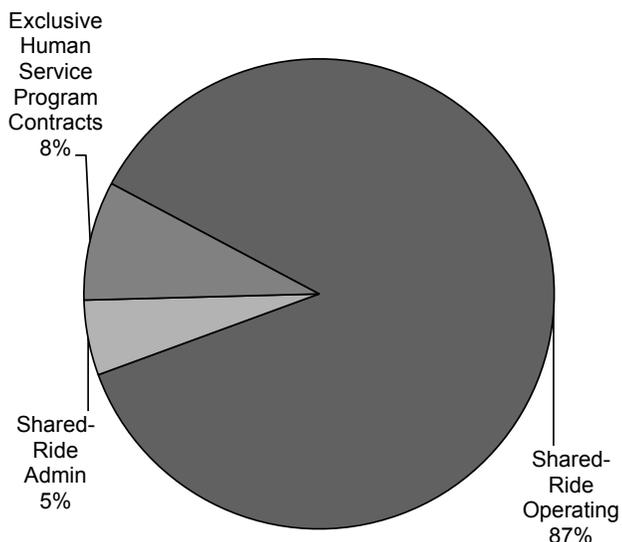
Community Transportation

Community Transportation

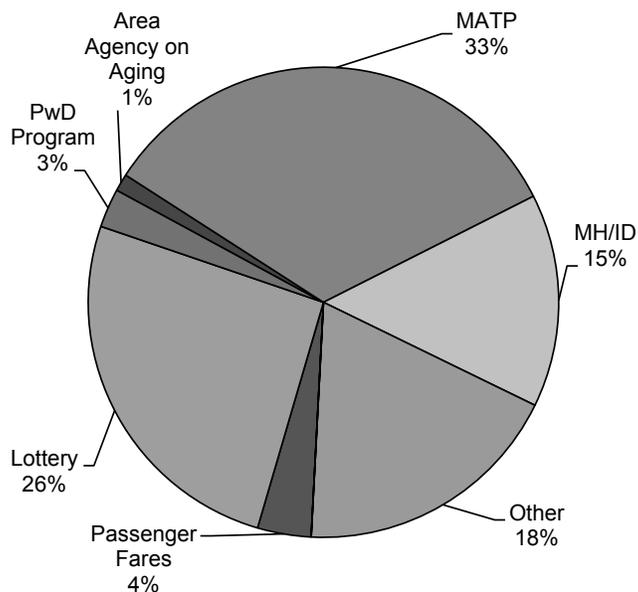
Allied Coordinated Transportation Services, Inc.		Fare Information	
241 West Grant Street		Average Shared-Ride Fare:	\$15.38
New Castle, PA 16193		Cost to Commonwealth	
724-658-7258		per Senior Citizen Trip:	\$12.38
Mr. Thomas Scott, CEO		Last Base Fare Increase:	July 2012
Service Area Statistics (2010 Census)		Trip Information	
Lawrence County		65+ Trips:	27,436
Square Miles:	360	PwD Trips:	2,218
Population:	91,108	Other Shared-Ride Trips:	48,723
65+ Population:	17,128	Total Shared-Ride Trips:	78,377
% of Population 65 and older:	18.8%	Non-Public Trips:	2,377
MATP Provider:	Yes	Vehicles Operated in Maximum Service	
Subcontractors:	No	Community Transportation:	19
Percent of Service Subcontracted:	N/A		

COMMUNITY TRANSPORTATION OPERATING BUDGET

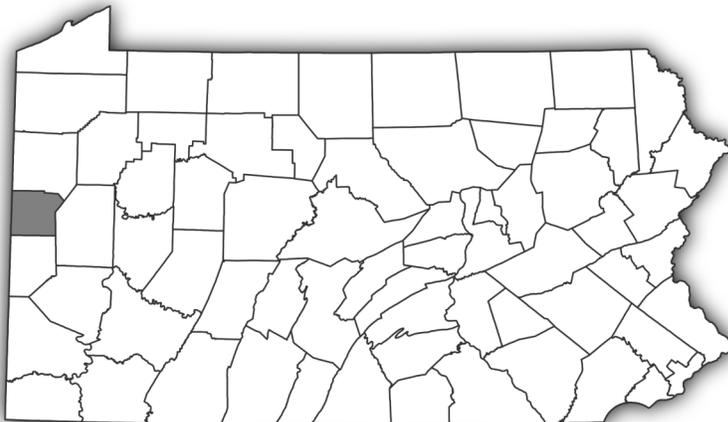
Operating Expenses



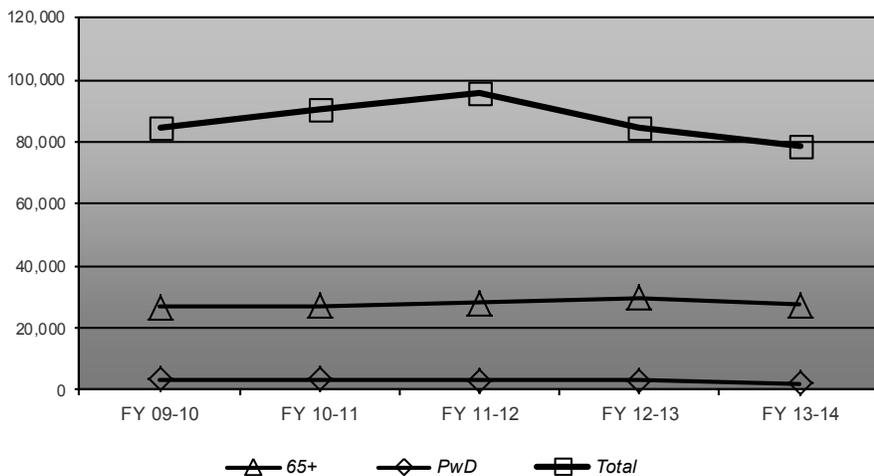
Sources of Funding



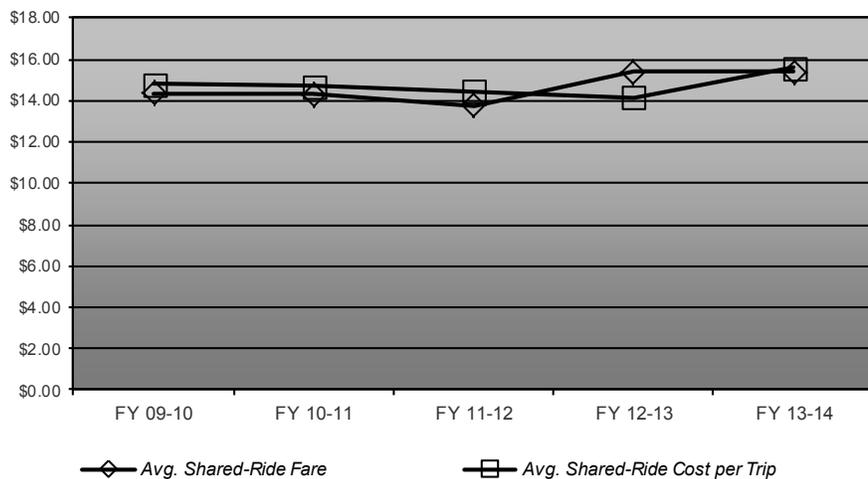
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



Community Transportation

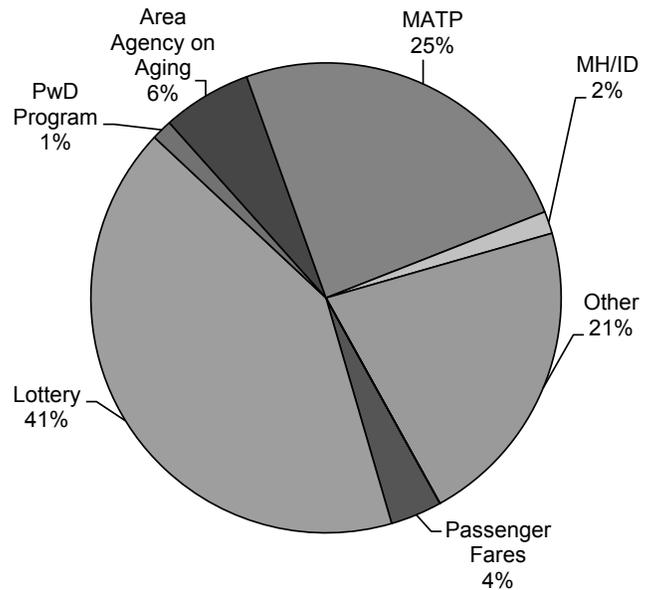
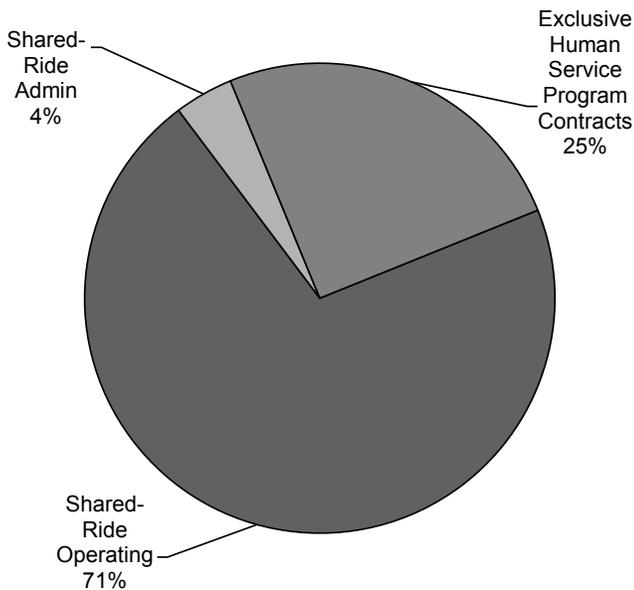
Blair Senior Services, Inc. 1320 Twelfth Avenue Altoona, PA 16601 814-695-3500 Mr. Steve Williamson, President		Fare Information Average Shared-Ride Fare: \$19.00 Cost to Commonwealth per Senior Citizen Trip: \$15.79 Last Base Fare Increase: September 2014	
Service Area Statistics (2010 Census) Blair County Square Miles: 526 Population: 127,089 65+ Population: 22,527 % of Population 65 and older: 17.7%		Trip Information 65+ Trips: 79,487 PwD Trips: 2,321 Other Shared-Ride Trips: 41,482 Total Shared-Ride Trips: 123,290 Non-Public Trips: 3,534	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 36		

COMMUNITY TRANSPORTATION

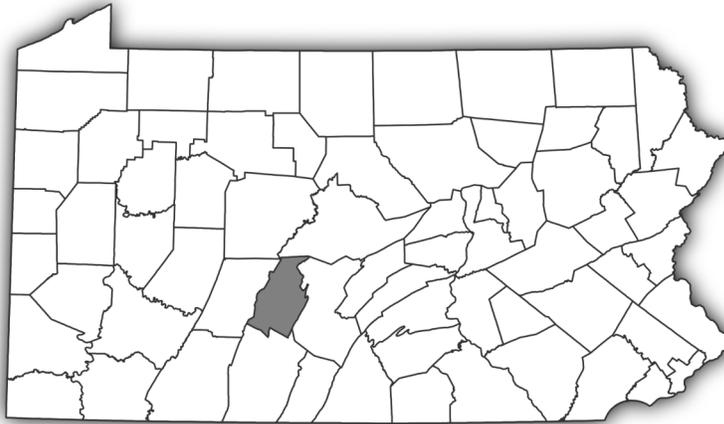
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

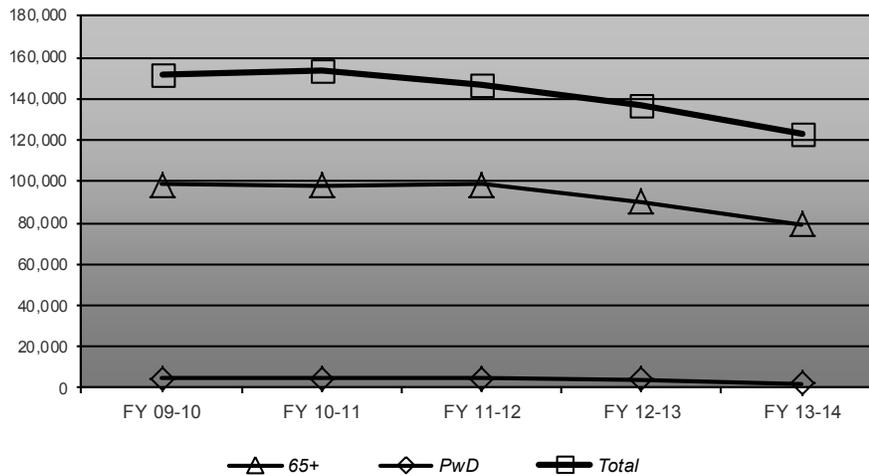
Sources of Funding



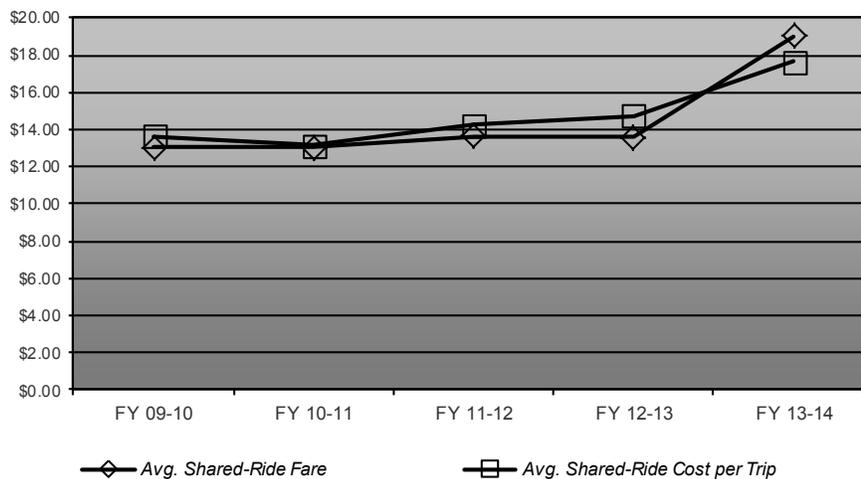
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



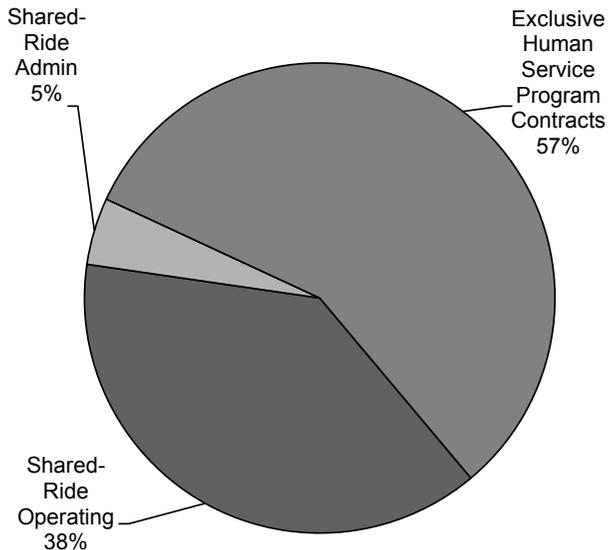
Community Transportation

Bucks County Transport, Inc. P.O. Box 510 Holicong, PA 18928 215-794-5554 Mr. Vincent Volpe, Executive Director		Fare Information Average Shared-Ride Fare: \$23.16 Cost to Commonwealth per Senior Citizen Trip: \$19.30 Last Base Fare Increase: October 2012	
Service Area Statistics (2010 Census) Bucks County Square Miles: 607 Population: 625,249 65+ Population: 91,219 % of Population 65 and older: 14.6%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 24.45%		Vehicles Operated in Maximum Service Community Transportation: 181	

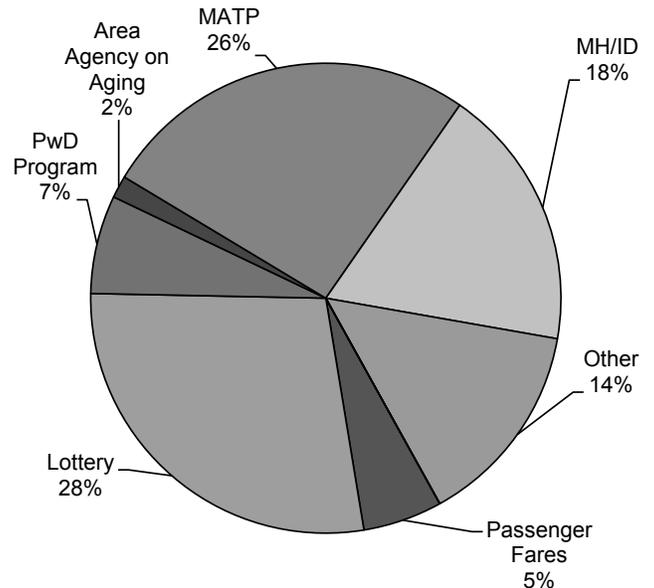
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

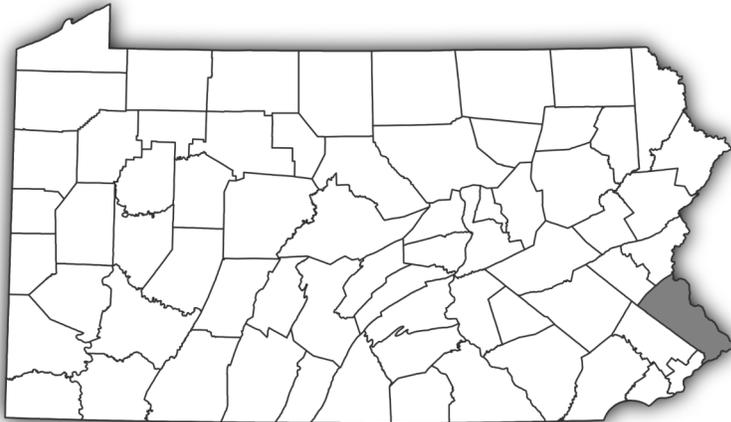
Operating Expenses



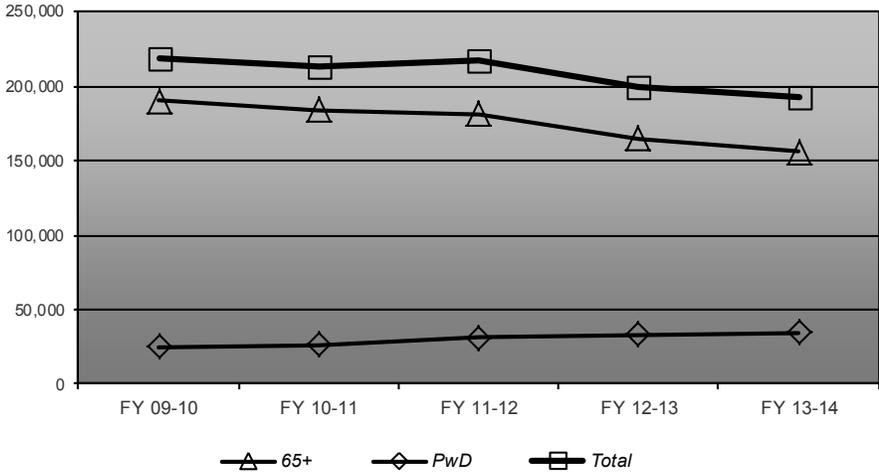
Sources of Funding



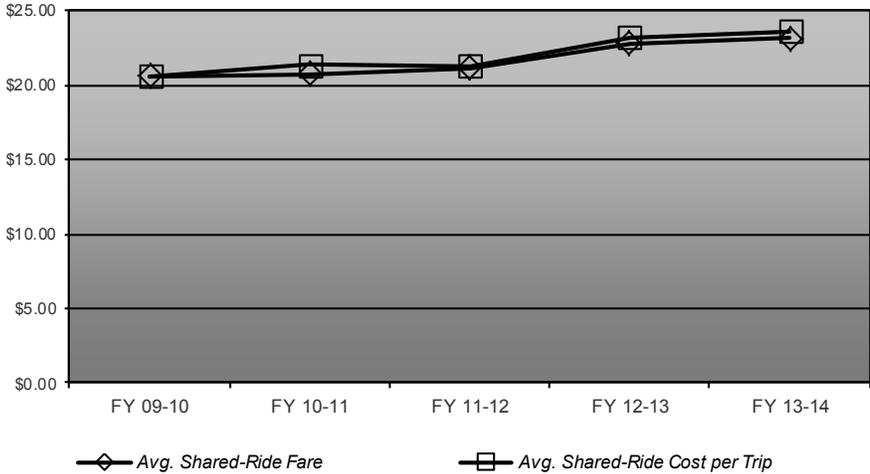
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery

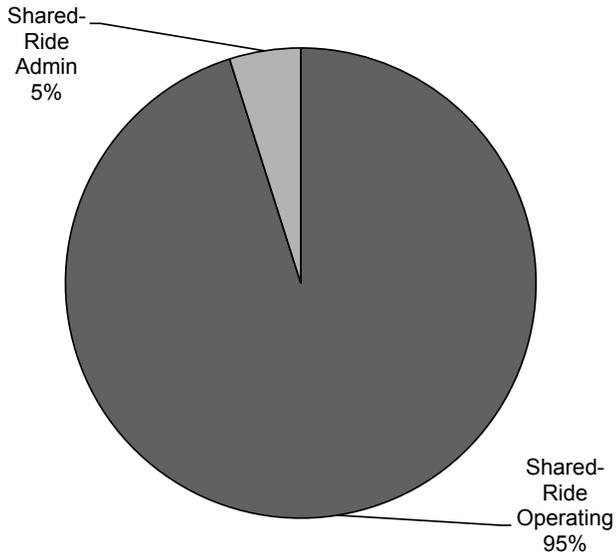


Community Transportation

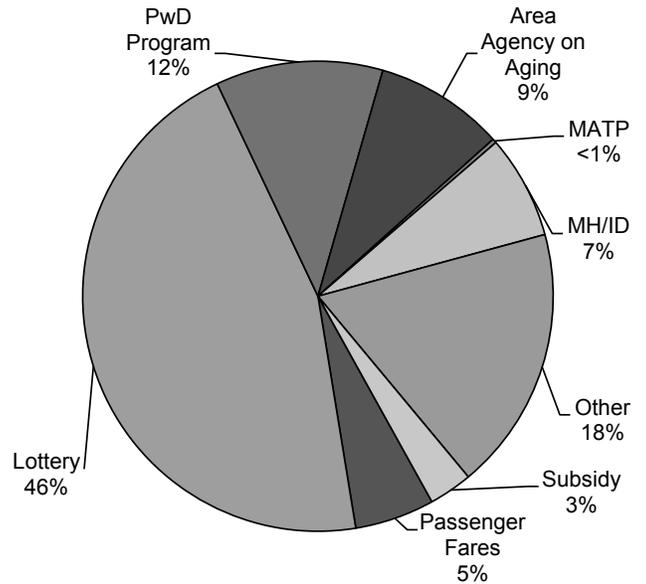
Butler County Community Action & Development 124 West Diamond Street P.O. Box 1208 Butler, PA 16003-1208 215-284-5125 Ms. Janine Kennedy, Director		Fare Information Average Shared-Ride Fare: \$16.57 Cost to Commonwealth per Senior Citizen Trip: \$13.69 Last Base Fare Increase: January 2013	
Service Area Statistics (2010 Census) Butler County Square Miles: 789 Population: 183,862 65+ Population: 27,853 % of Population 65 and older: 15.1%		Trip Information 65+ Trips: 31,729 PwD Trips: 7,805 Other Shared-Ride Trips: 14,780 Total Shared-Ride Trips: 54,314	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 100%		Vehicles Operated in Maximum Service Community Transportation: 18	

COMMUNITY TRANSPORTATION OPERATING BUDGET

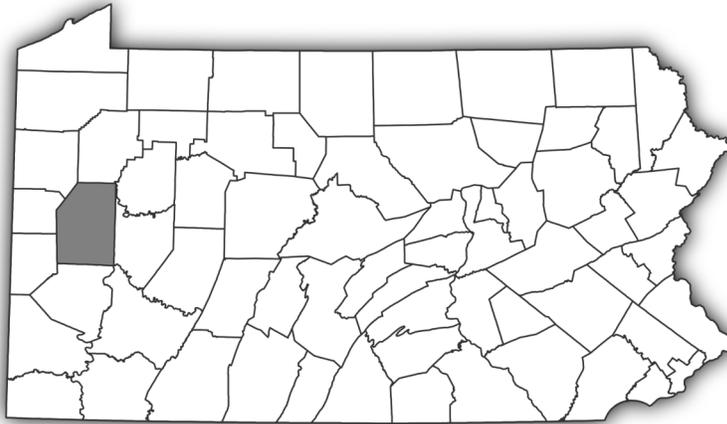
Operating Expenses



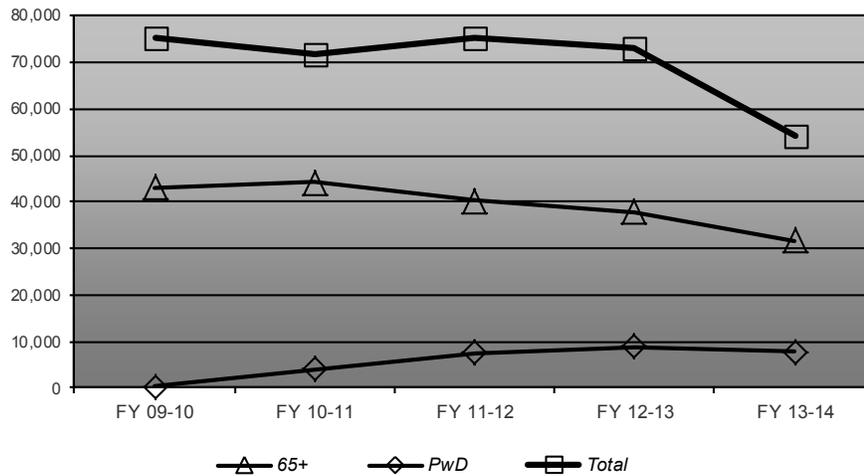
Sources of Funding



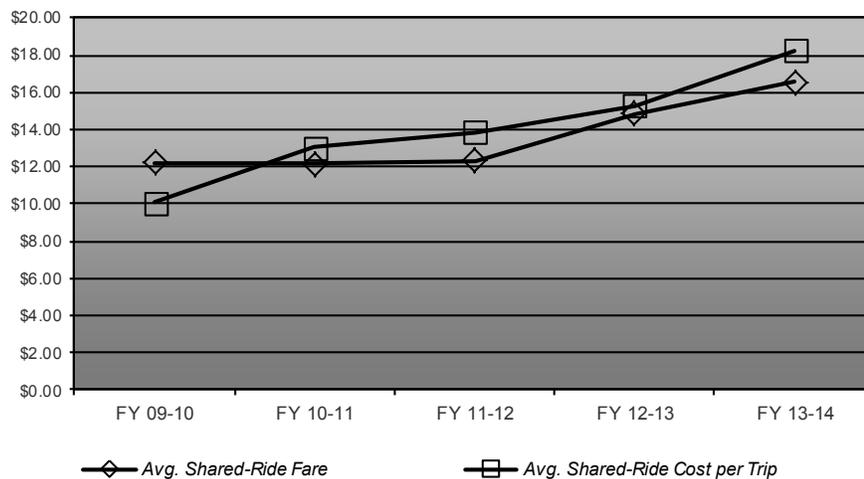
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



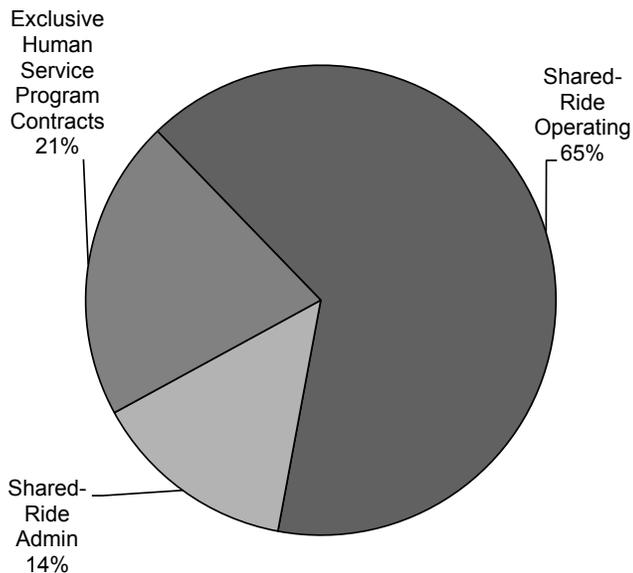
Community Transportation

Centre County Office of Transportation 420 Holmes Street Bellefonte, PA 16823 814-355-6807 Mr. David Lomison, Director		Fare Information Average Shared-Ride Fare: \$16.24 Cost to Commonwealth per Senior Citizen Trip: \$12.91 Last Base Fare Increase: April 2009	
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%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 23		

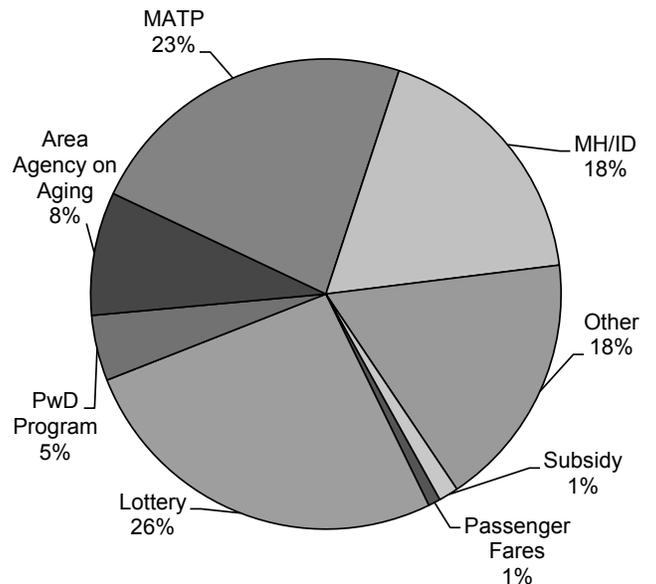
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

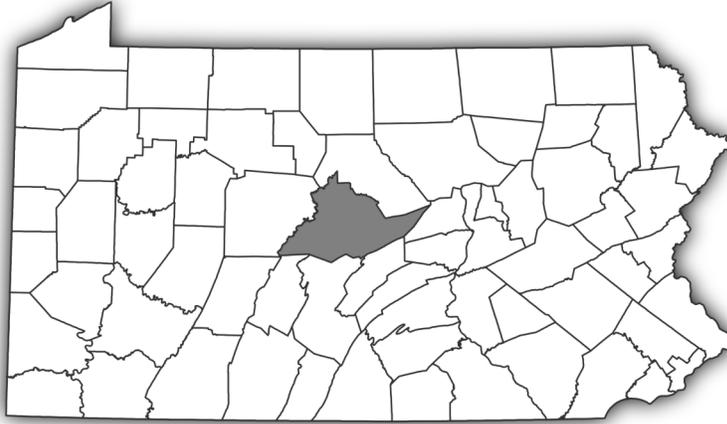
Operating Expenses



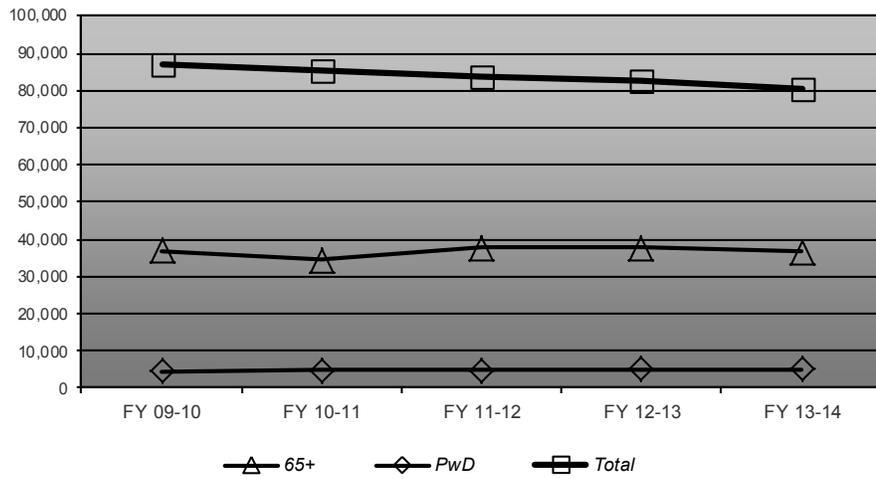
Sources of Funding



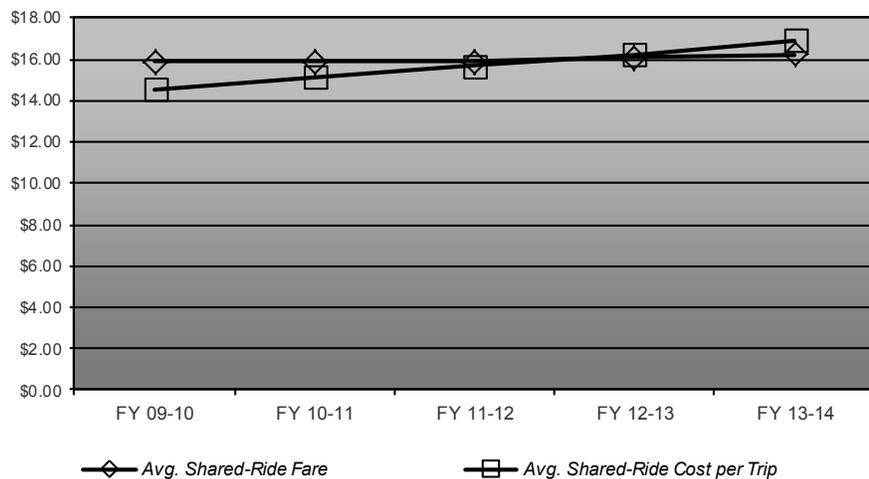
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

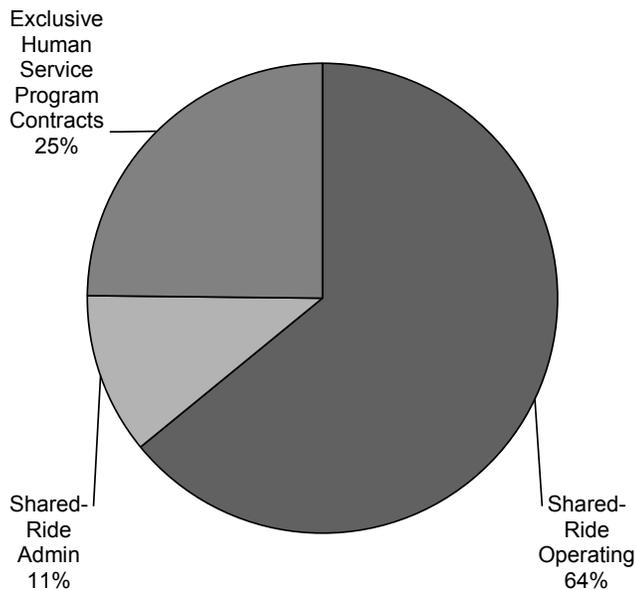
Community Transportation

ROVER Community Transportation 1002 South Chestnut Street Downingtown, PA 19335 484-696-3854 Mr. Gary D. Krapf, President		Fare Information Average Shared-Ride Fare: \$21.74 Cost to Commonwealth per Senior Citizen Trip: \$14.71 Last Base Fare Increase: July 2010	
Service Area Statistics (2010 Census) Chester County Square Miles: 756 Population: 498,886 65+ Population: 63,875 % of Population 65 and older: 12.8%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 8.54%		Vehicles Operated in Maximum Service Community Transportation: 63	

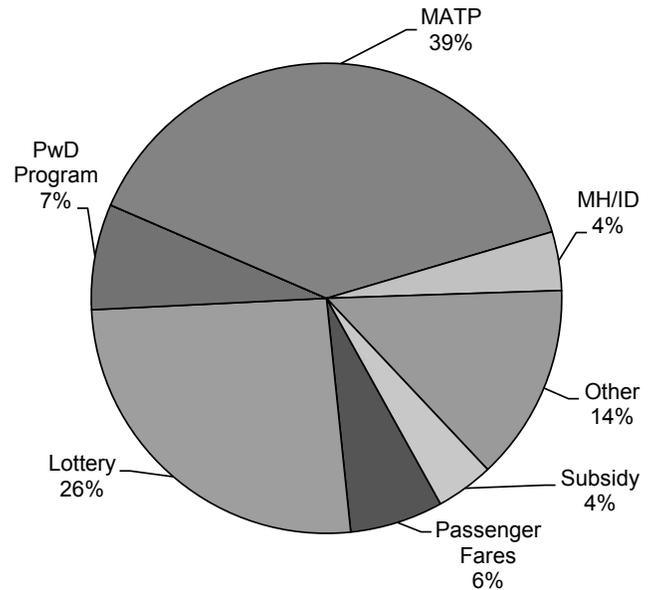
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

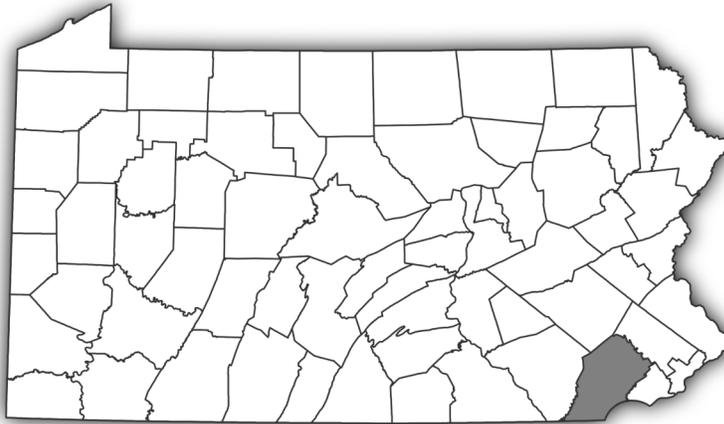
Operating Expenses



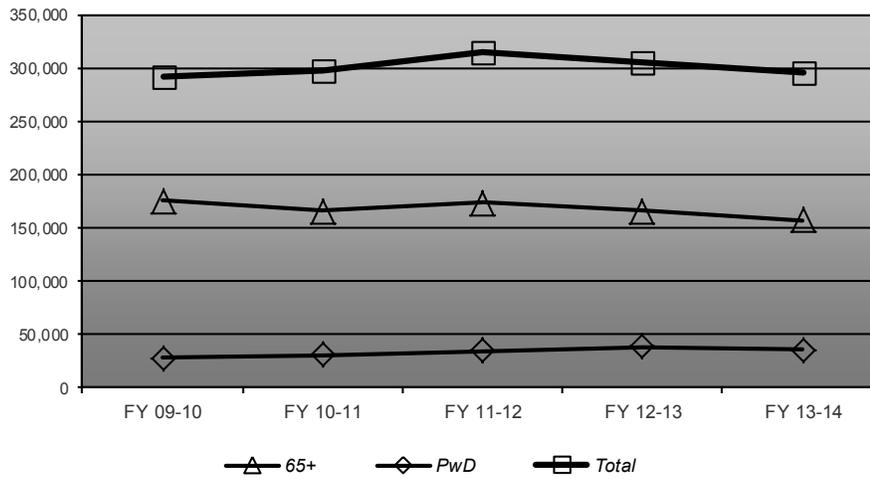
Sources of Funding



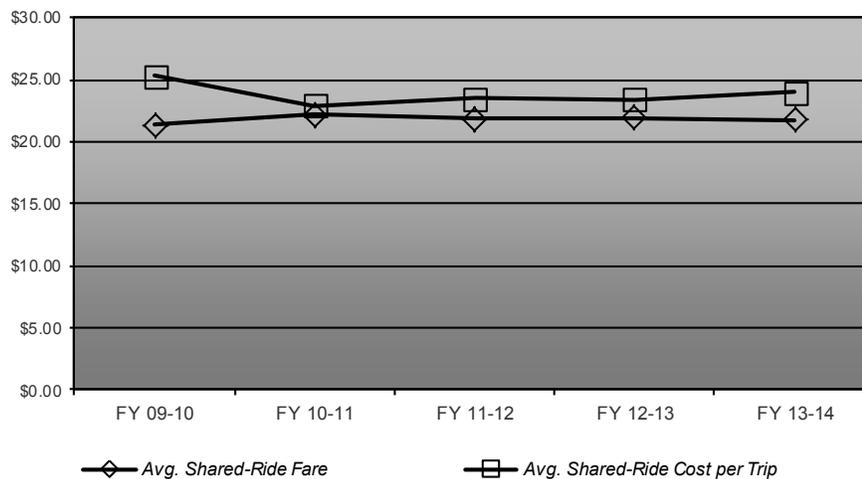
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

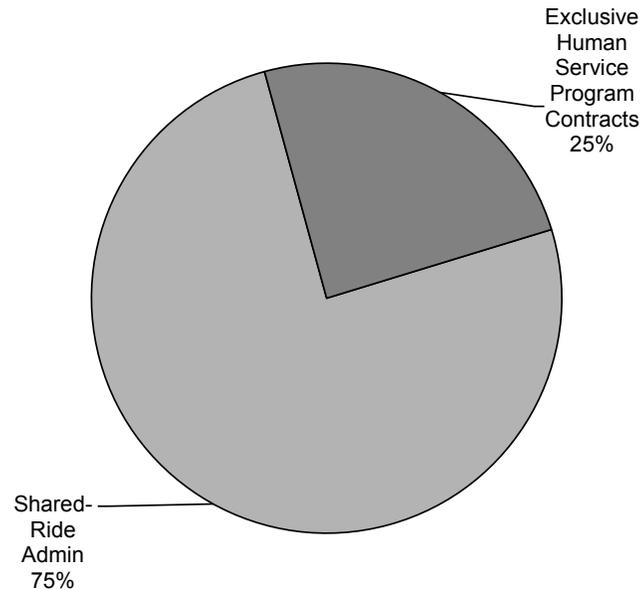
Community Transportation

Clarion County Transportation 338 Amsler Avenue, Suite 1 Shippensburg, PA 16254 814-226-7012 Ms. Mary Lutz, Administrative Officer		Fare Information Average Shared-Ride Fare: \$34.34 Cost to Commonwealth per Senior Citizen Trip: \$27.94 Last Base Fare Increase: July 2013	
Service Area Statistics (2010 Census) Clarion County Square Miles: 602 Population: 39,988 65+ Population: 6,566 % of Population 65 and older: 16.4%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 100%		Vehicles Operated in Maximum Service Community Transportation: 20	

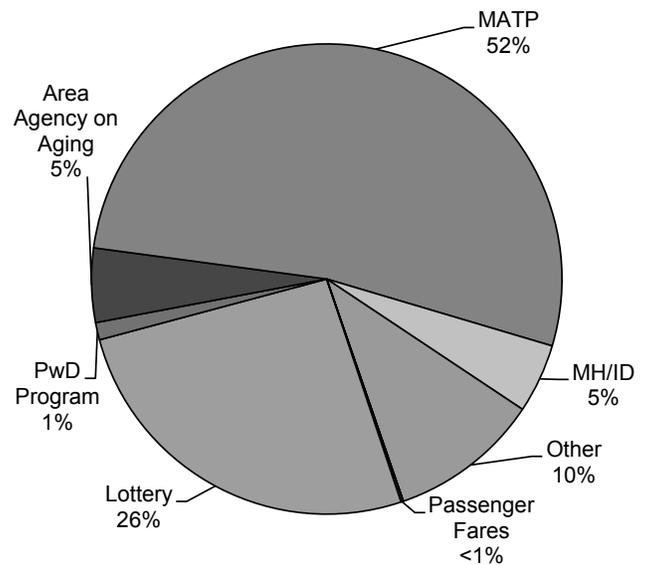
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

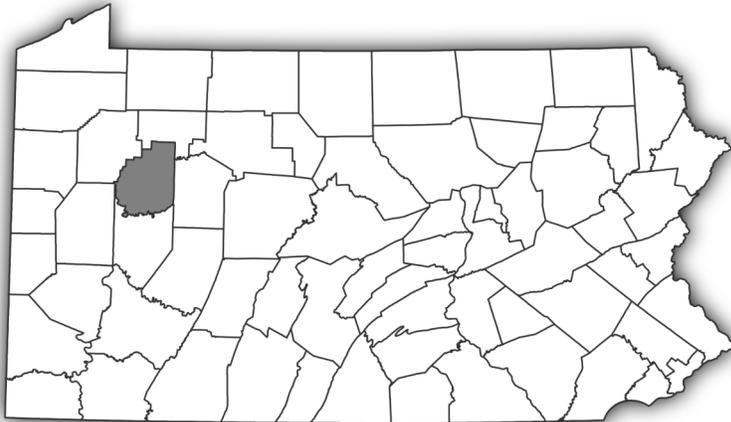
Operating Expenses



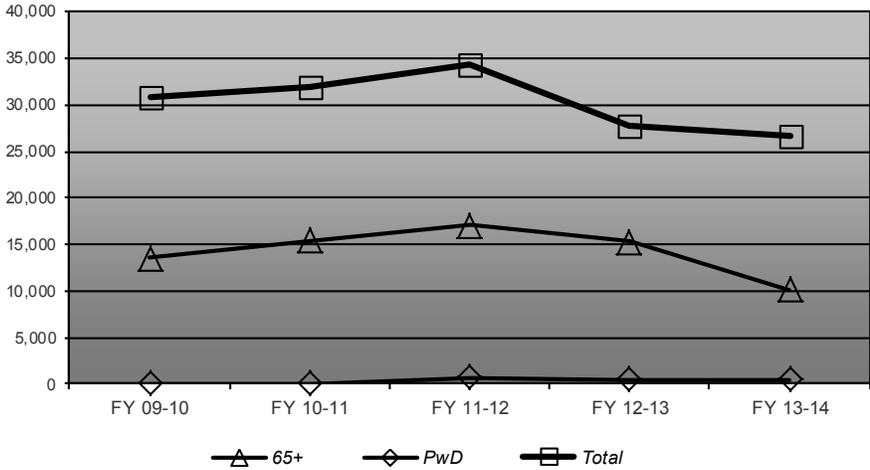
Sources of Funding



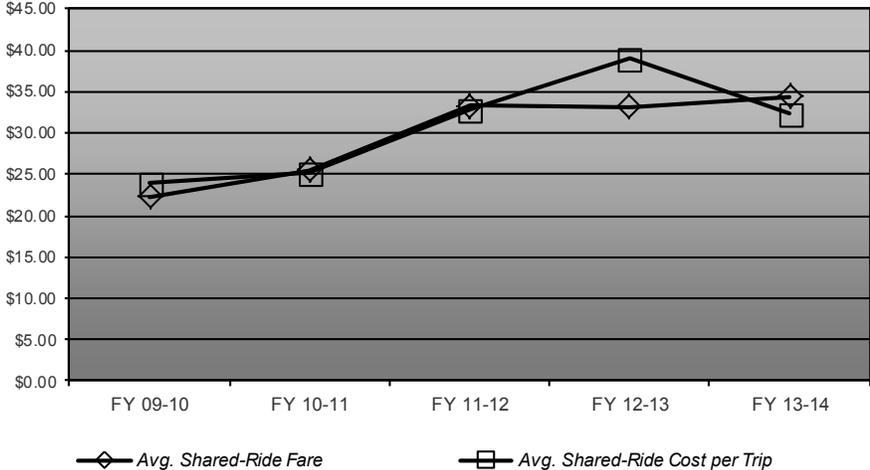
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

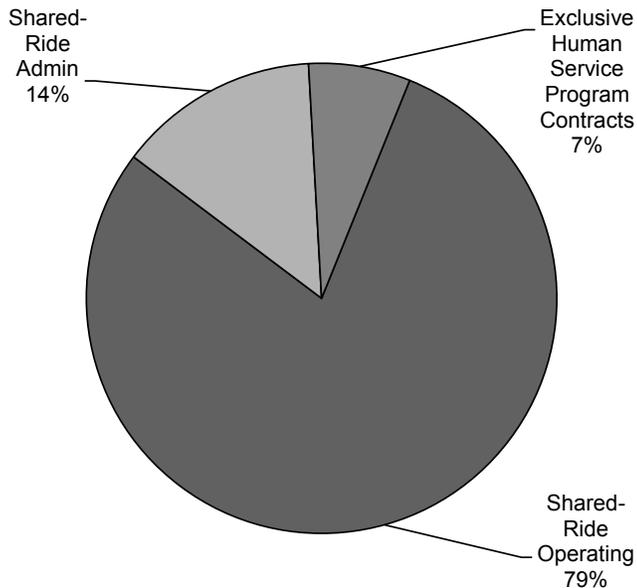
Community Transportation

Cumberland County Transportation Department 1601 Ritner Highway Carlisle, PA 12013 1-800-315-2546 Ms. Rose Cook, Director		Fare Information Average Shared-Ride Fare: \$17.00 Cost to Commonwealth per Senior Citizen Trip: \$12.57 Last Base Fare Increase: July 2013	
Service Area Statistics (2010 Census) Cumberland County Square Miles: 550 Population: 35,406 65+ Population: 36,745 % of Population 65 and older: 15.6%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 22		

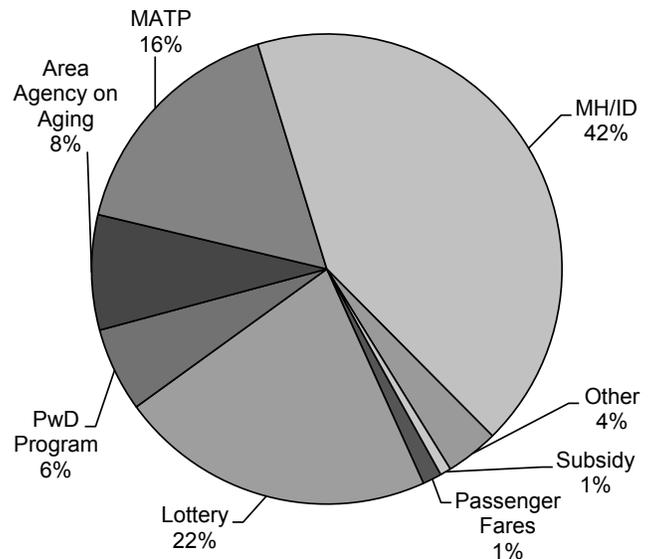
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

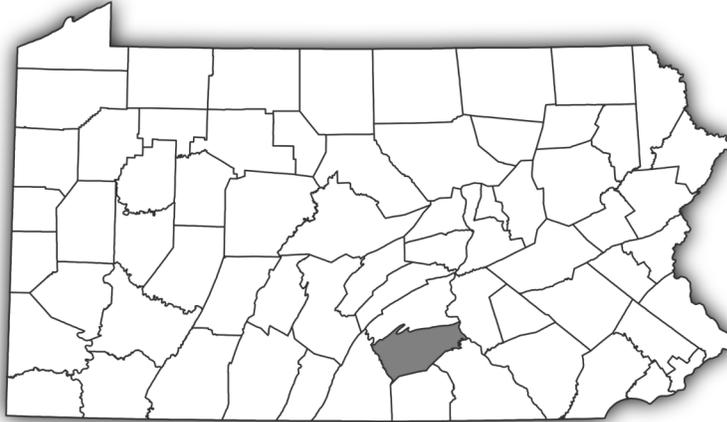
Operating Expenses



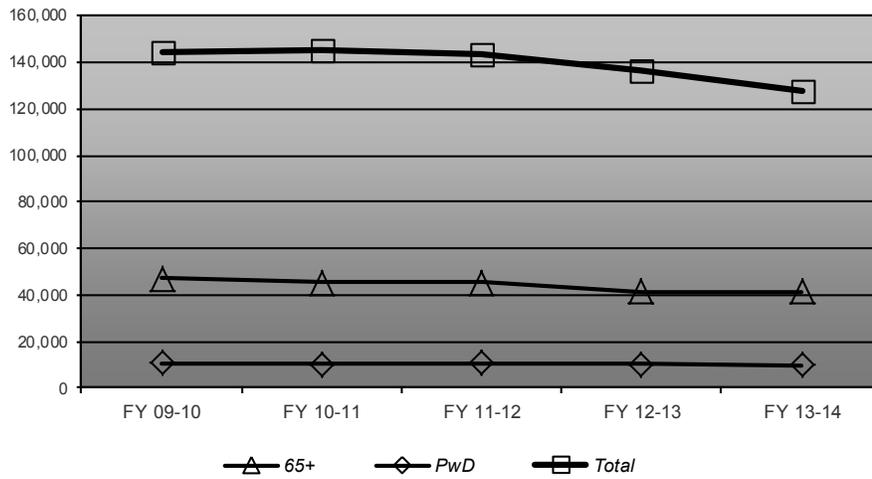
Sources of Funding



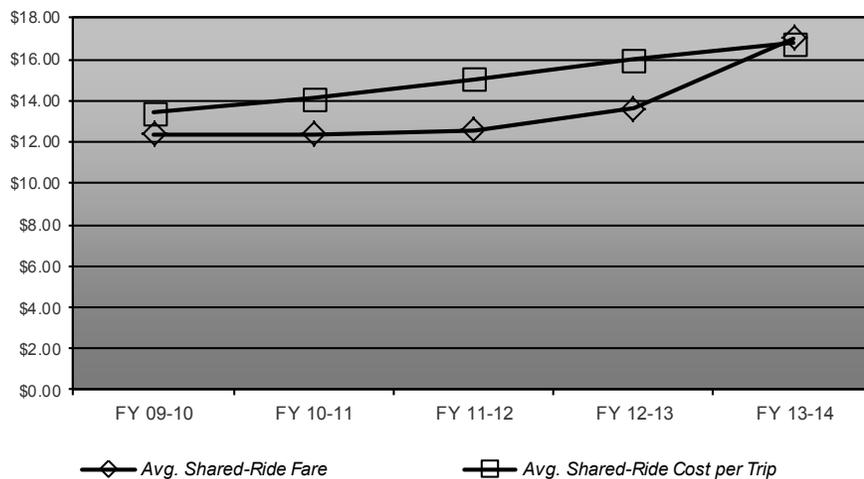
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

Community Transportation

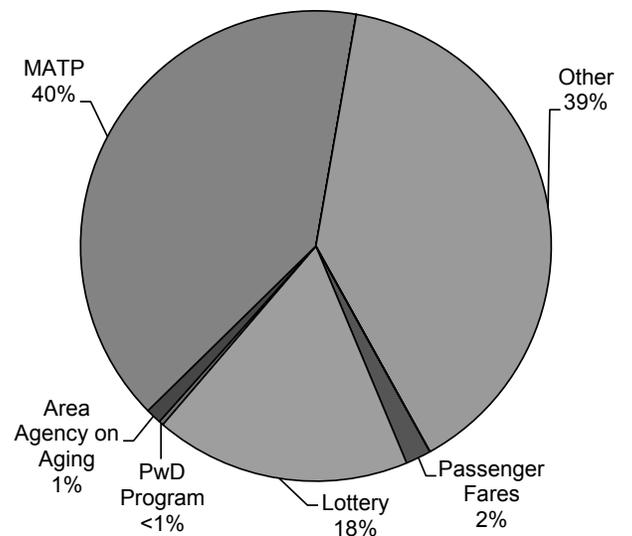
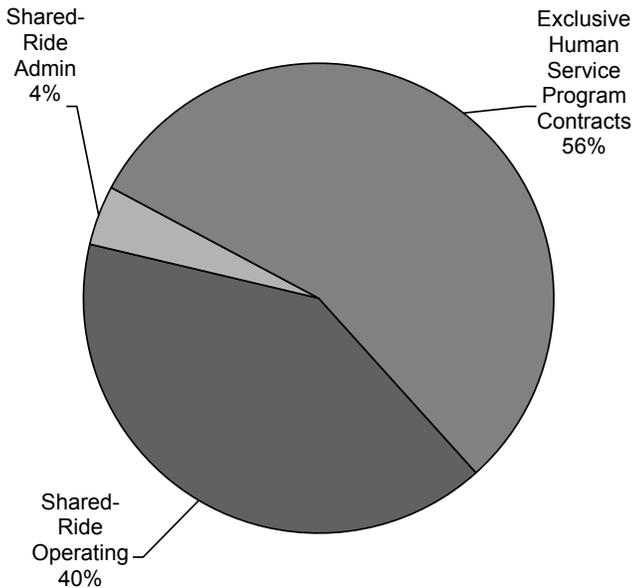
Community Transit of Delaware County 206 Eddystone Avenue Eddystone, PA 19022-1594 610-490-3977 Mr. David Trout, Executive Director		Fare Information Average Shared-Ride Fare: \$31.96 Cost to Commonwealth per Senior Citizen Trip: \$25.95 Last Base Fare Increase: August 2013	
Service Area Statistics (2010 Census) Delaware County Square Miles: 184 Population: 558,979 65+ Population: 79,726 % of Population 65 and older: 14.3%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 9.26%		Vehicles Operated in Maximum Service Community Transportation: 46	

COMMUNITY TRANSPORTATION

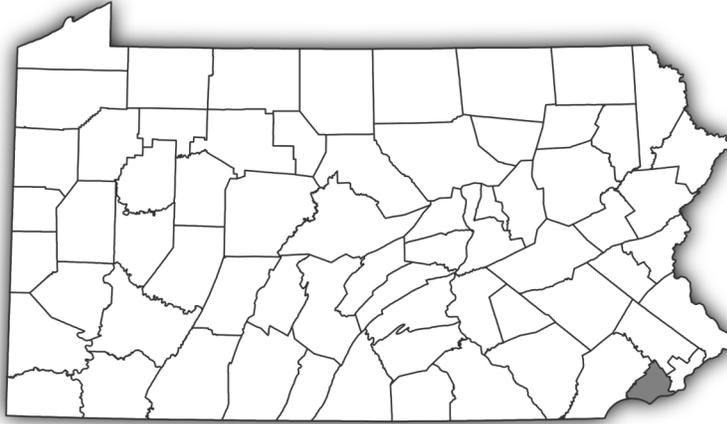
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

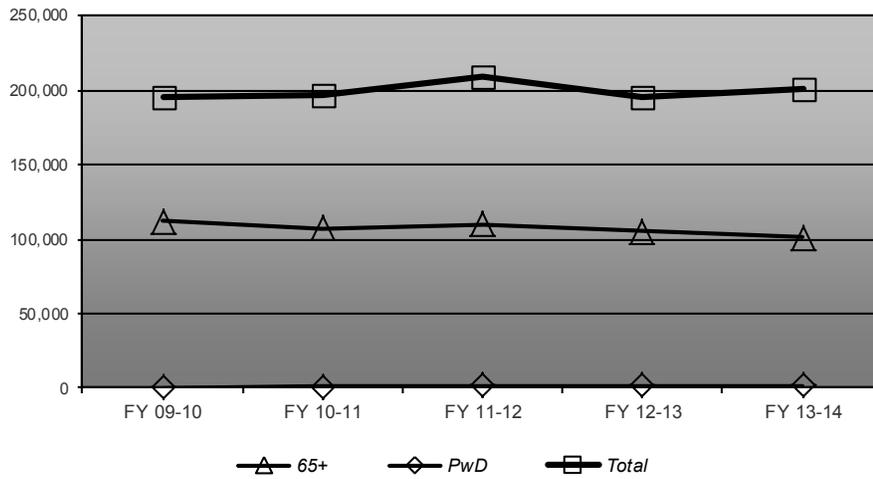
Sources of Funding



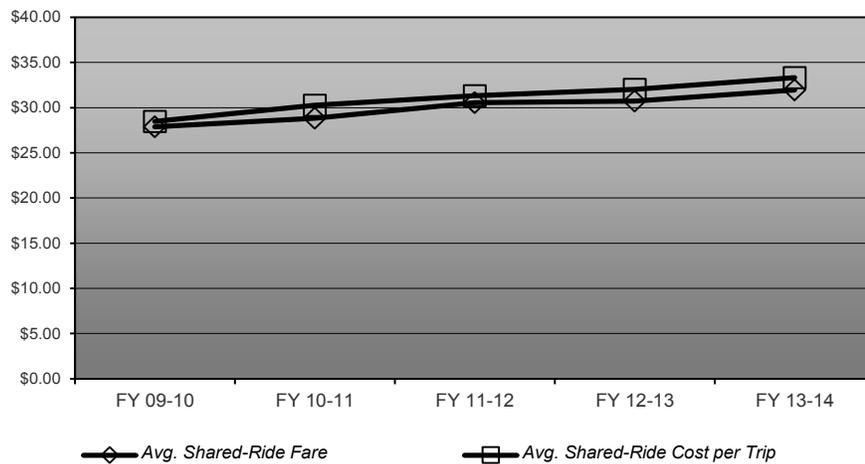
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



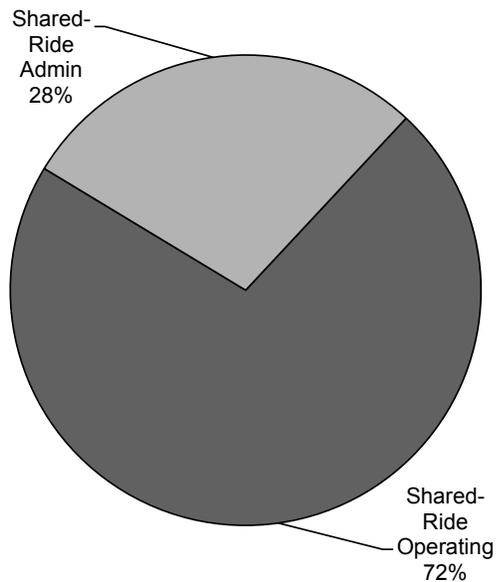
Community Transportation

Forest County Transportation Forest County Building Marienville, PA 16239 814-927-8226 Ms. Raelene Hickox, Director		Fare Information Average Shared-Ride Fare: \$28.28 Cost to Commonwealth per Senior Citizen Trip: \$22.61 Last Base Fare Increase: February 2010	
Service Area Statistics (2010 Census) Forest County Square Miles: 428 Population: 7,716 65+ Population: 1,418 % of Population 65 and older: 18.4%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 7		

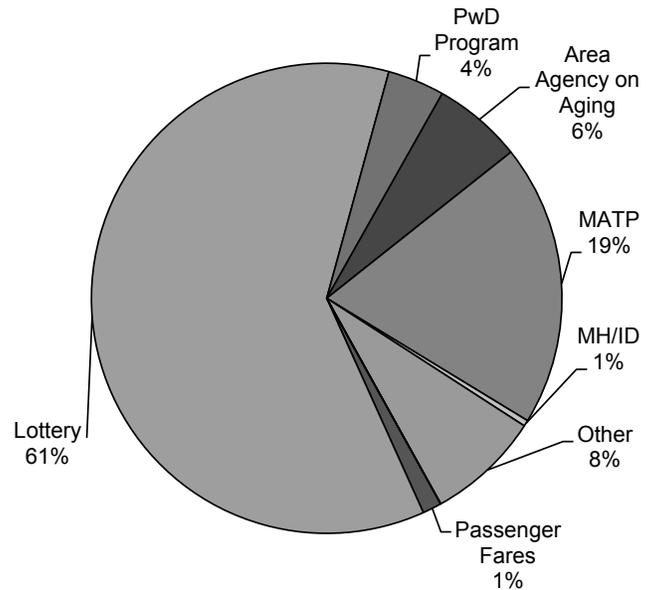
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

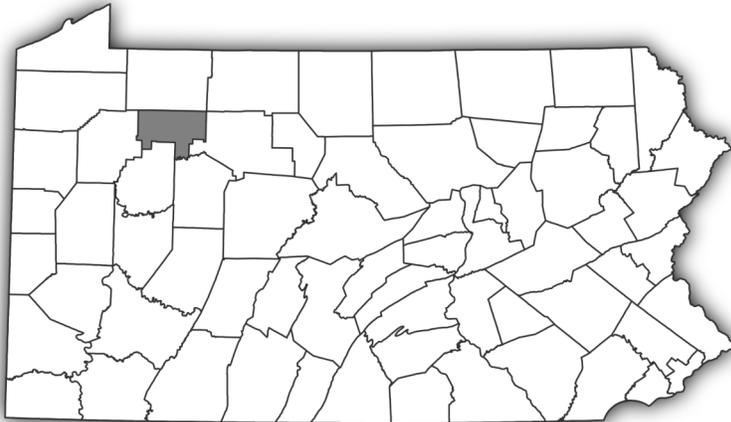
Operating Expenses



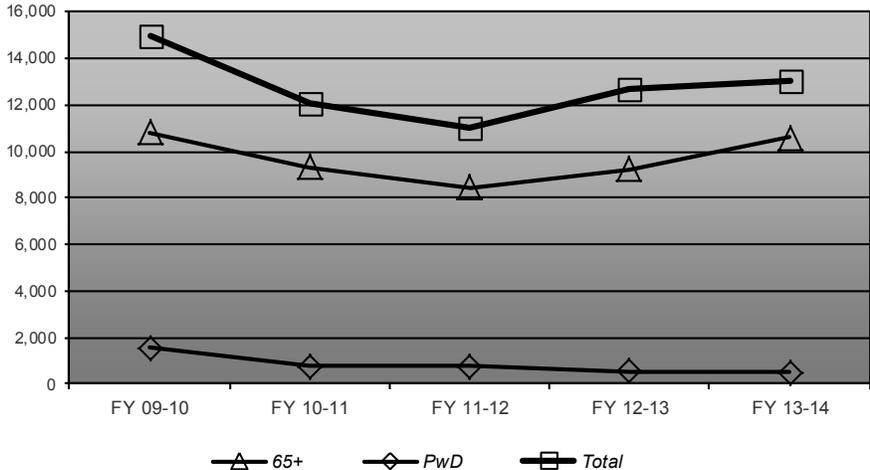
Sources of Funding



Agency Service Area

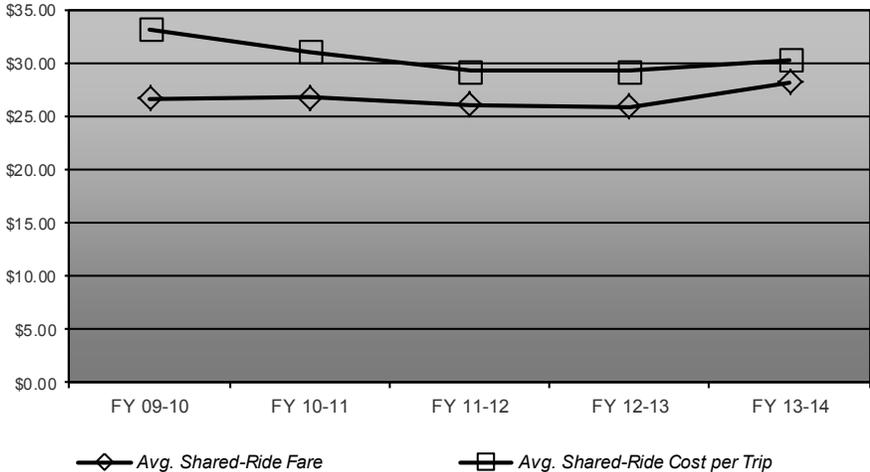


Shared-Ride Ridership



COMMUNITY TRANSPORTATION

Shared-Ride Fare Recovery

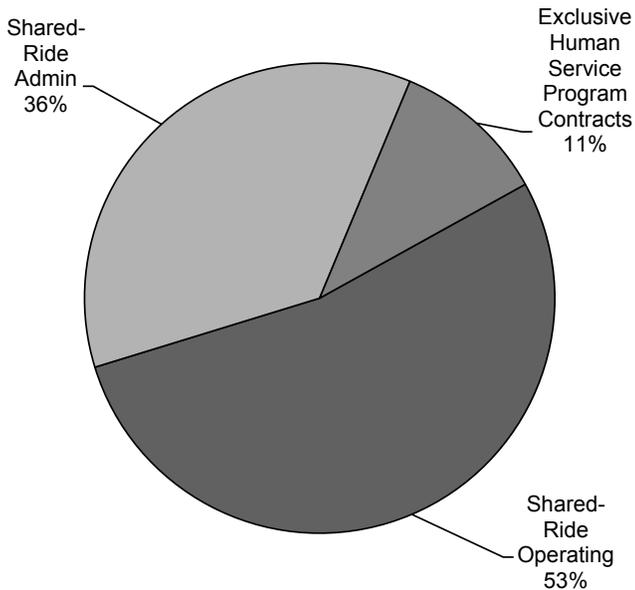


Community Transportation

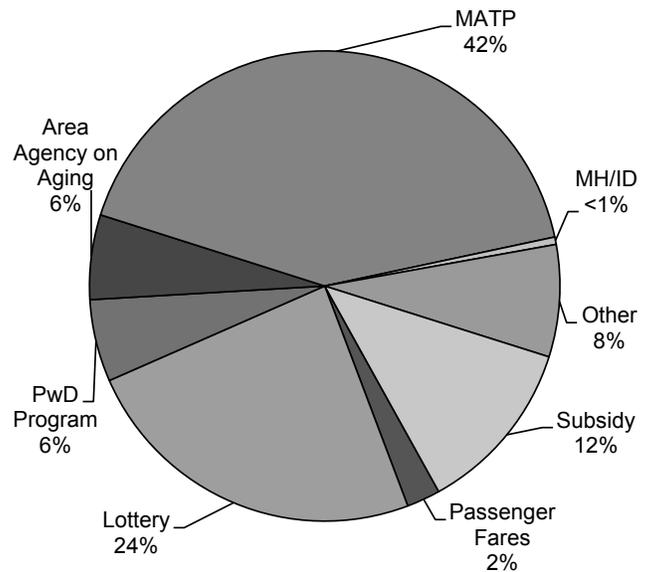
Franklin County Transportation 191 Franklin Farm Lane Chambersburg, PA 17202 717-264-5225 Ms. Odessa Trinkle, Director		Fare Information Average Shared-Ride Fare: \$18.38 Cost to Commonwealth per Senior Citizen Trip: \$15.75 Last Base Fare Increase: January 2012	
Service Area Statistics (2010 Census) Franklin County Square Miles: 772 Population: 149,618 65+ Population: 24,678 % of Population 65 and older: 16.5%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 21		

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

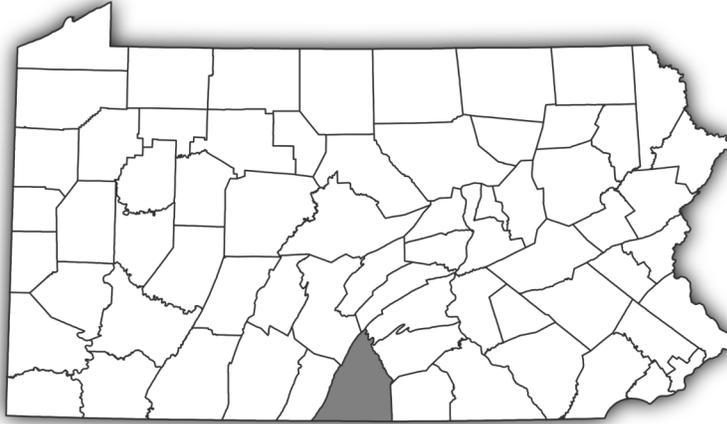


Sources of Funding

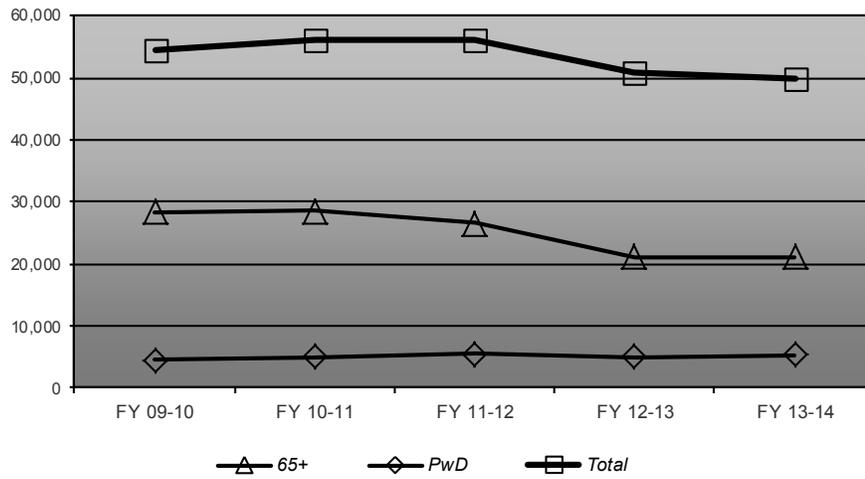


COMMUNITY TRANSPORTATION

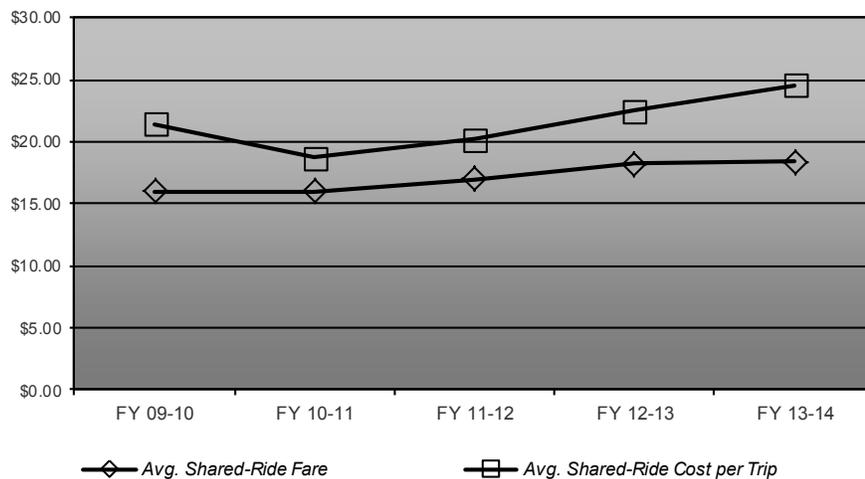
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

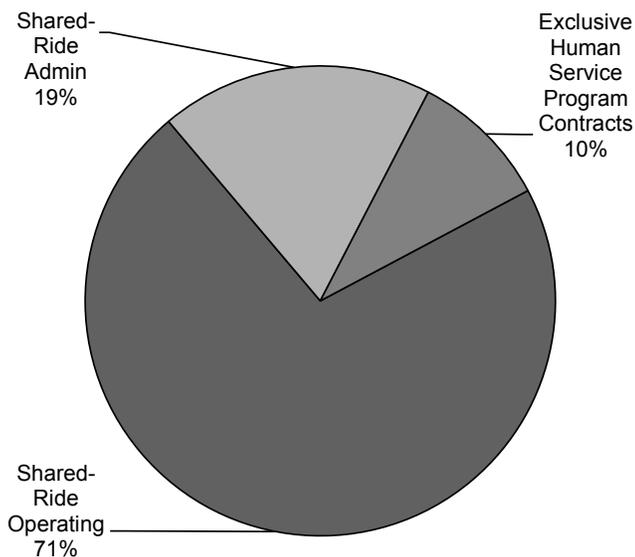
Community Transportation

Greene County Transportation Department 190 Jefferson Road Waynesburg, PA 15370 724-627-6778 Ms. Karen Bennett, Administrator		Fare Information Average Shared-Ride Fare: \$21.29 Cost to Commonwealth per Senior Citizen Trip: \$12.96 Last Base Fare Increase: November 2014	
Service Area Statistics (2010 Census) Greene County Square Miles: 576 Population: 38,686 65+ Population: 5,931 % of Population 65 and older: 15.3%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 23		

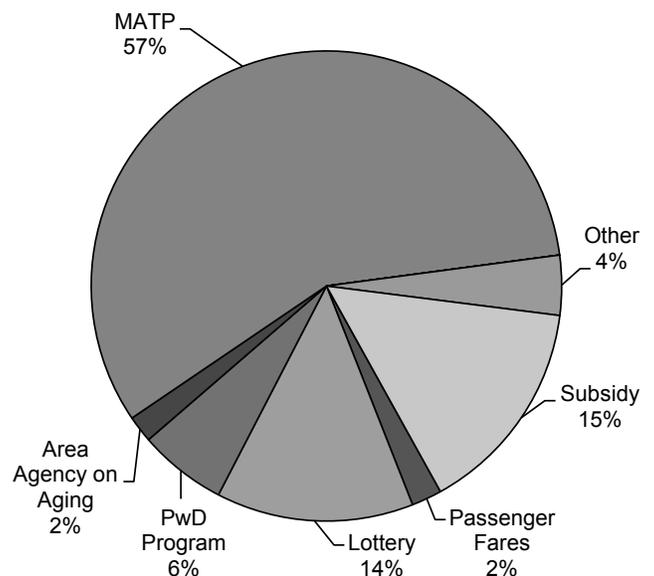
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

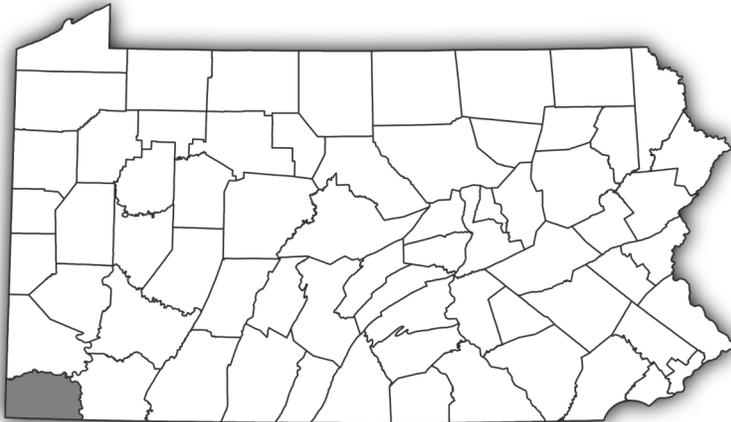
Operating Expenses



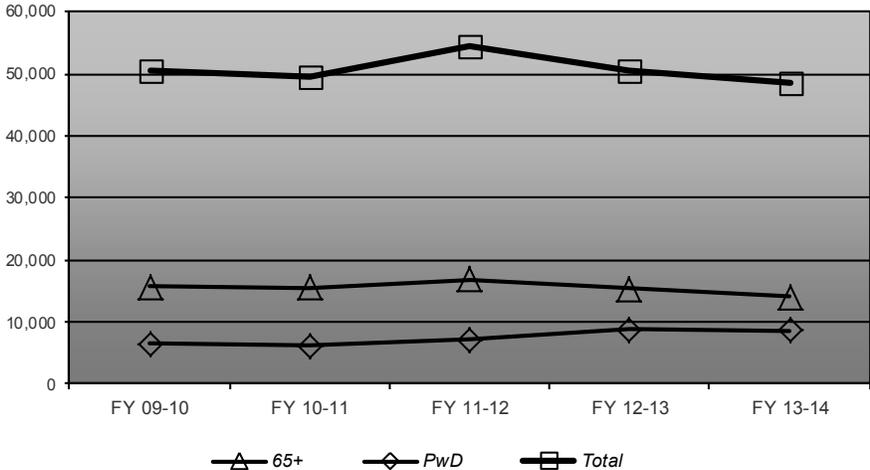
Sources of Funding



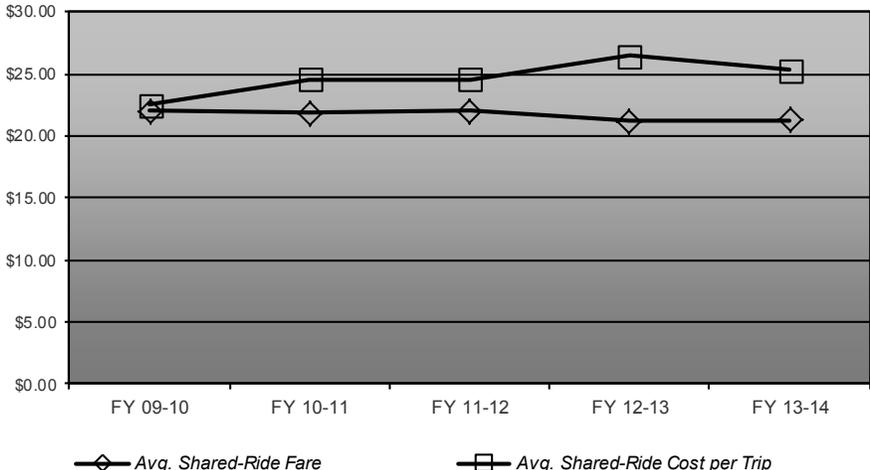
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery

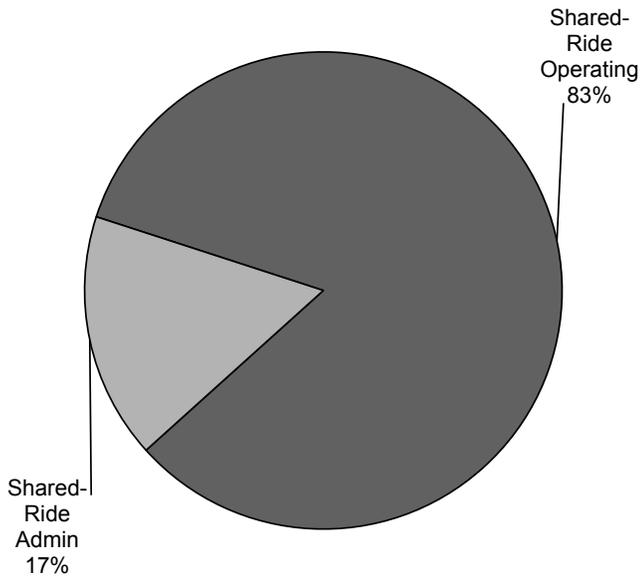


Community Transportation

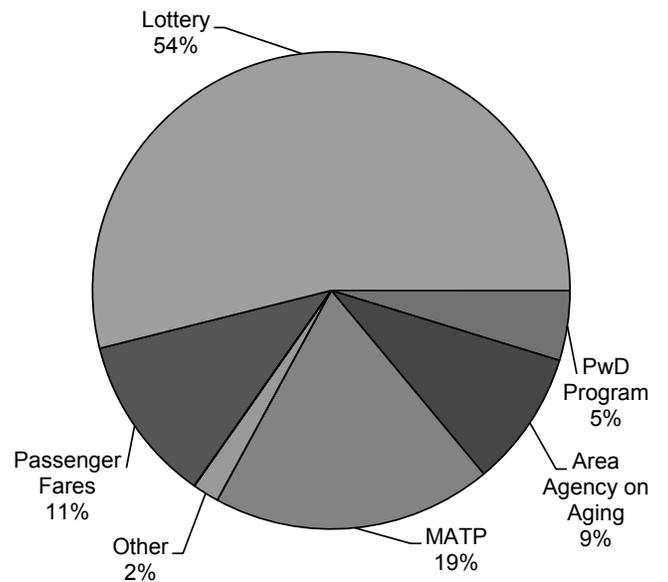
Huntingdon-Bedford-Fulton Area Agency on Aging 240 Wood Street Bedford, PA 15522 814-623-8148 Ms. Connie Brode, Executive Director		Fare Information Average Shared-Ride Fare: \$17.54 Cost to Commonwealth per Senior Citizen Trip: \$15.33 Last Base Fare Increase: November 2011	
Service Area Statistics (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%		Trip Information 65+ Trips: 68,064 PwD Trips: 6,813 Other Shared-Ride Trips: 33,624 Total Shared-Ride Trips: 108,501	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A		Vehicles Operated in Maximum Service Community Transportation: 45	

COMMUNITY TRANSPORTATION OPERATING BUDGET

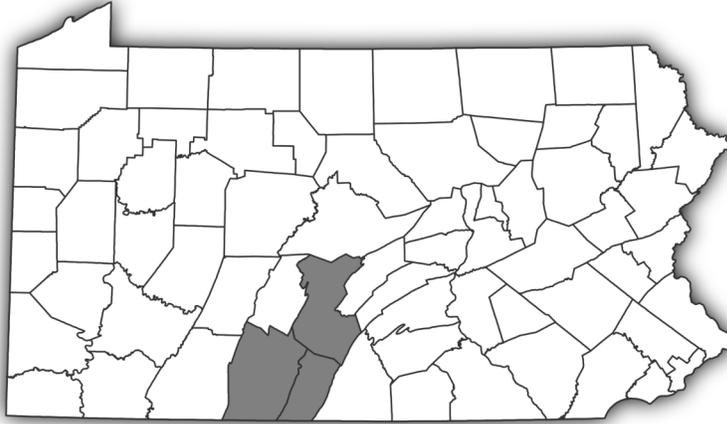
Operating Expenses



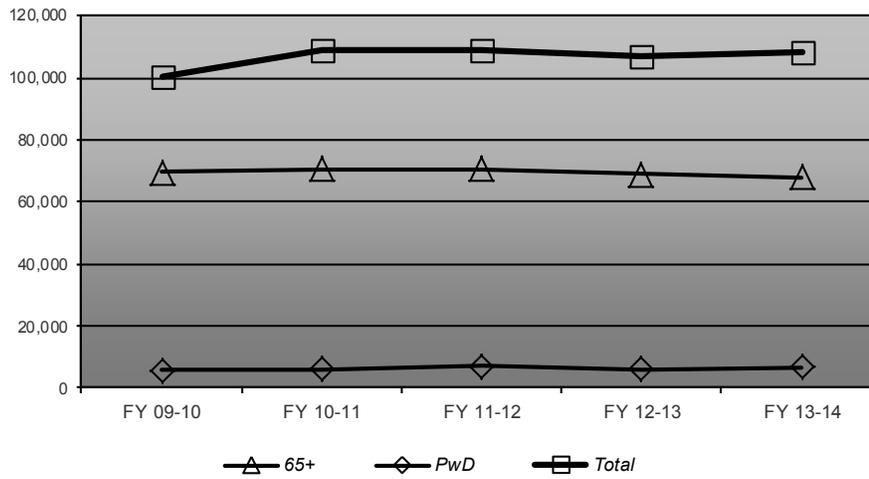
Sources of Funding



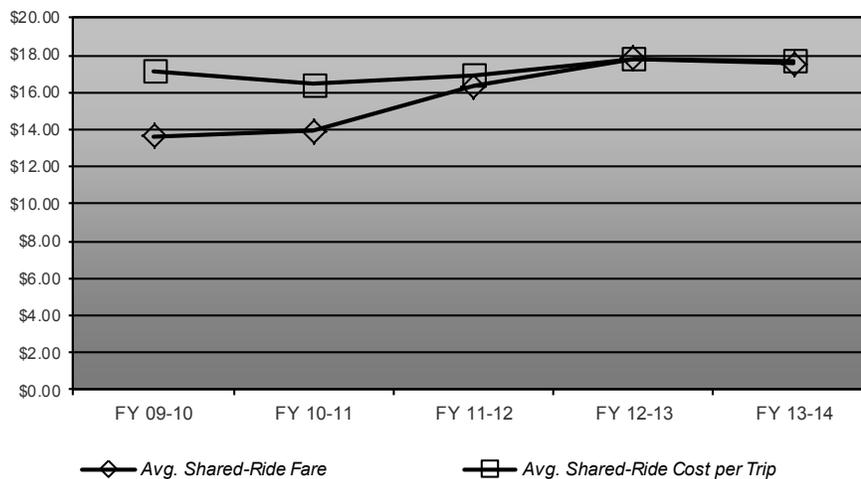
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



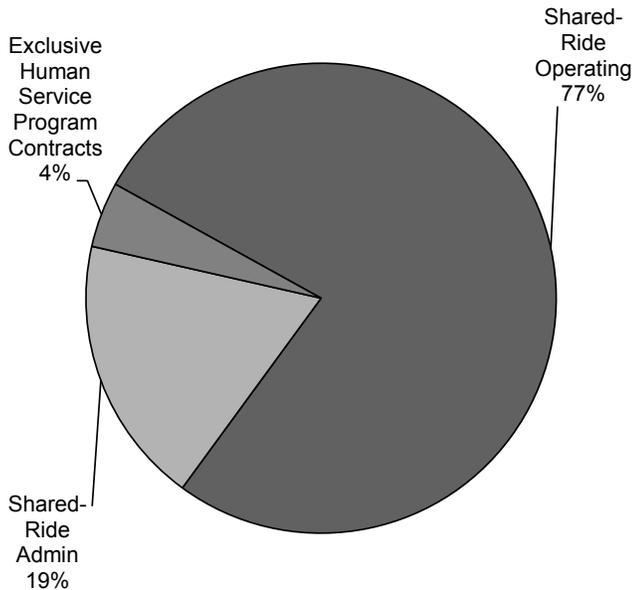
Community Transportation

Call-A-Ride Service 249 West Third Street Lewistown, PA 17044 717-242-2277 Ms. Cynthia Sunderland, Director		Fare Information Average Shared-Ride Fare: \$22.31 Cost to Commonwealth per Senior Citizen Trip: \$15.66 Last Base Fare Increase: May 2013	
Service Area Statistics (2010 Census) Mifflin and Juniata Counties Square Miles: 803 Population: 71,318 65+ Population: 12,777 % of Population 65 and older: 17.9%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 18		

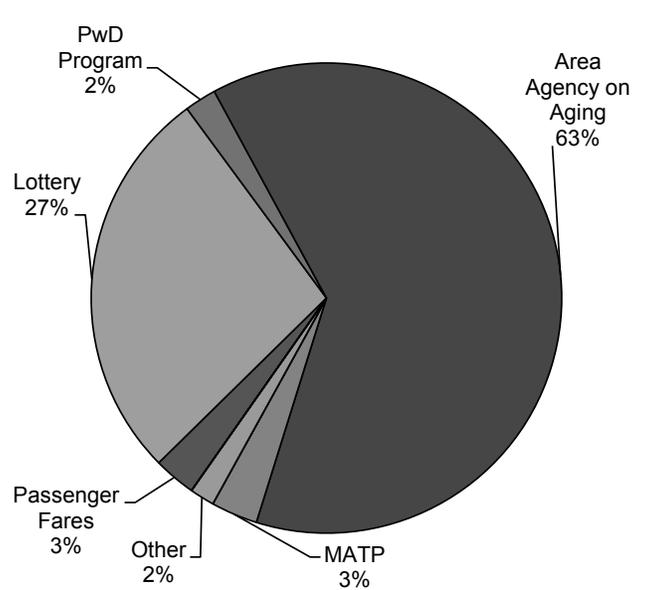
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

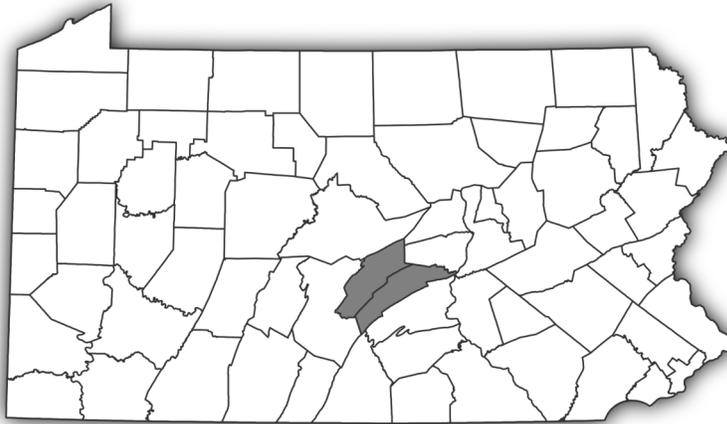
Operating Expenses



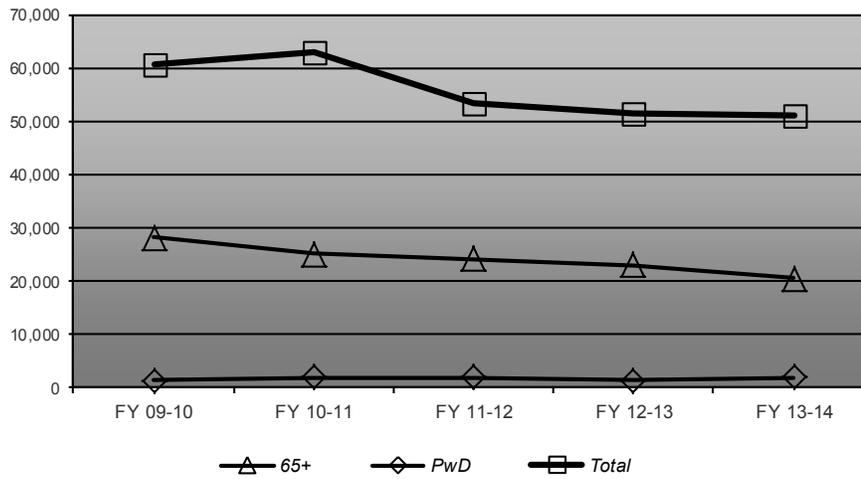
Sources of Funding



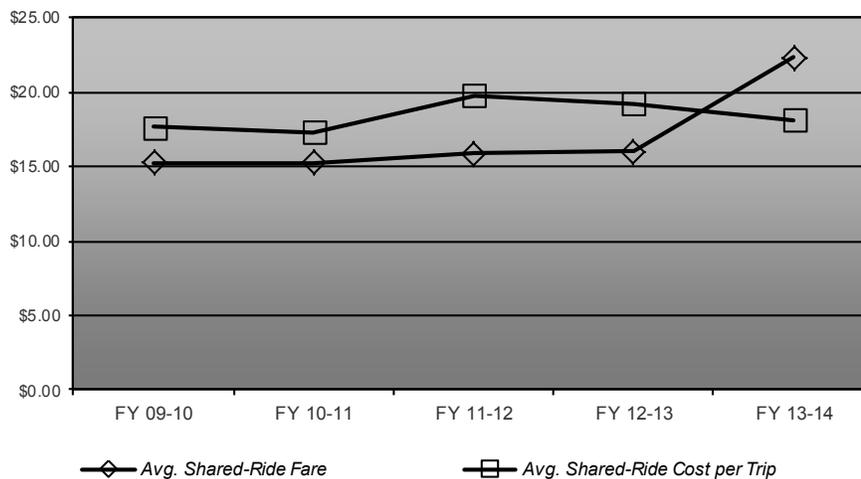
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery

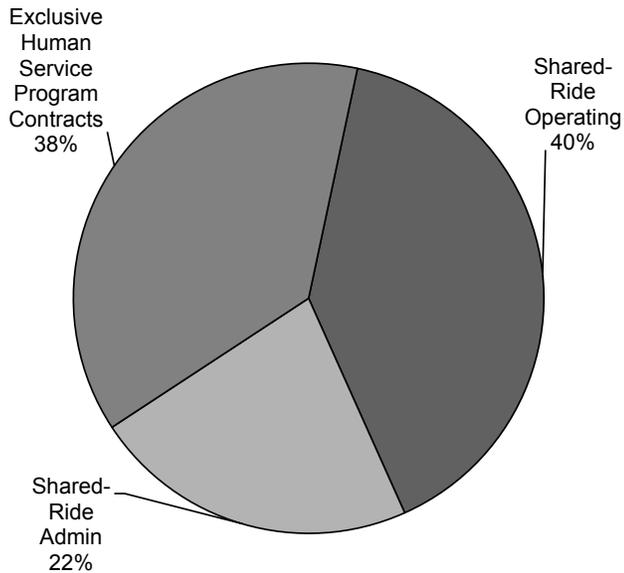


Community Transportation

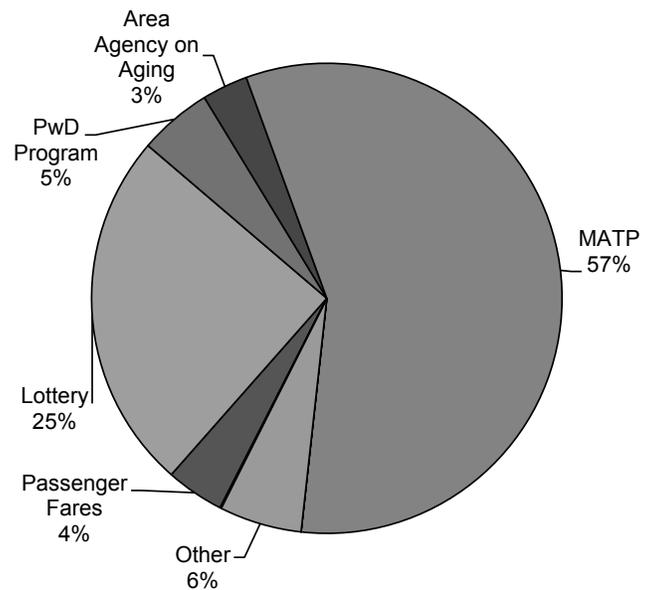
Montour County Transit 112 Woodbine Lane, Suite 1 Danville, PA 17821 570-271-0833 Mr. Shawn Mowery, Director		Fare Information Average Shared-Ride Fare: \$13.32 Cost to Commonwealth per Senior Citizen Trip: \$8.73 Last Base Fare Increase: May 2005	
Service Area Statistics (2010 Census) Montour County Square Miles: 131 Population: 18,267 65+ Population: 3,395 % of Population 65 and older: 18.6%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 10		

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

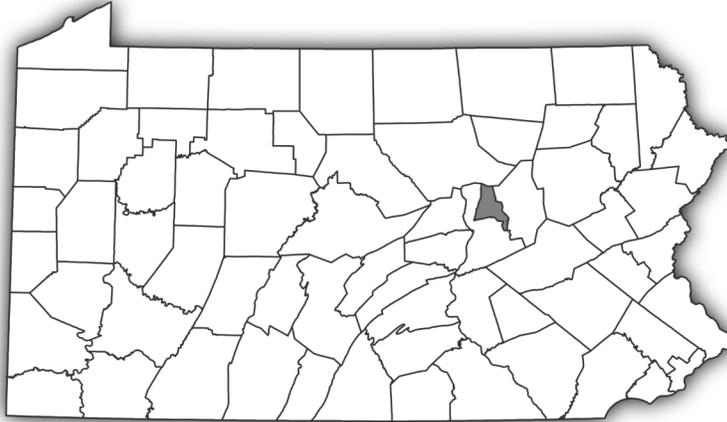


Sources of Funding

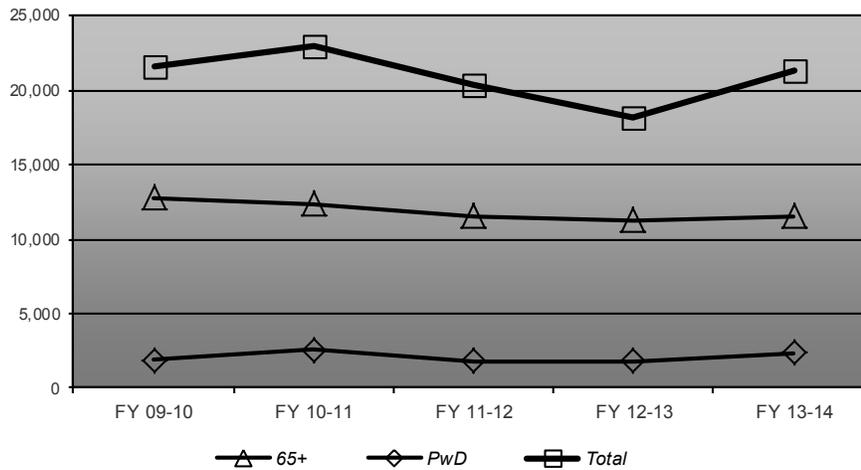


COMMUNITY TRANSPORTATION

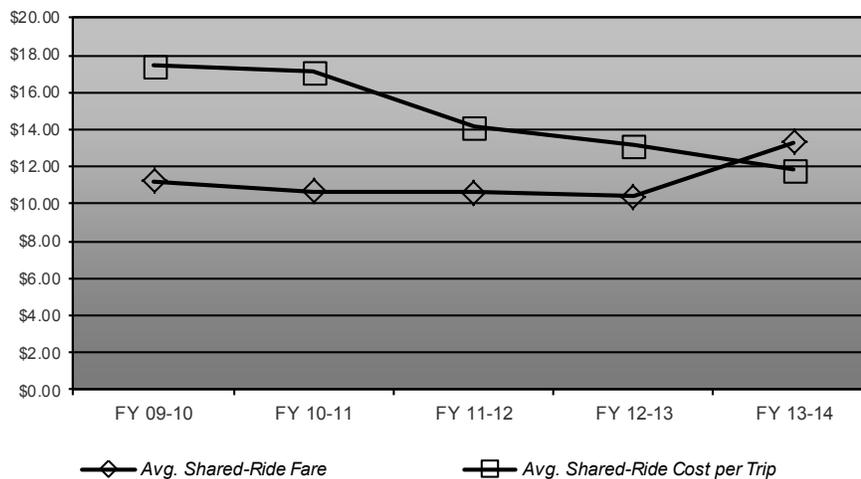
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery

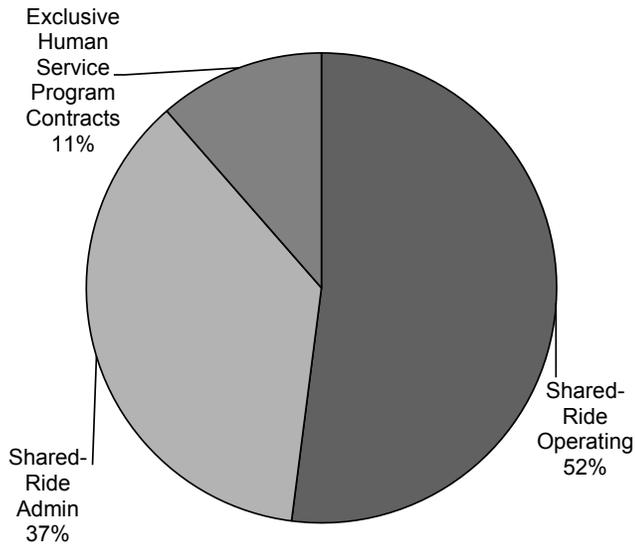


Community Transportation

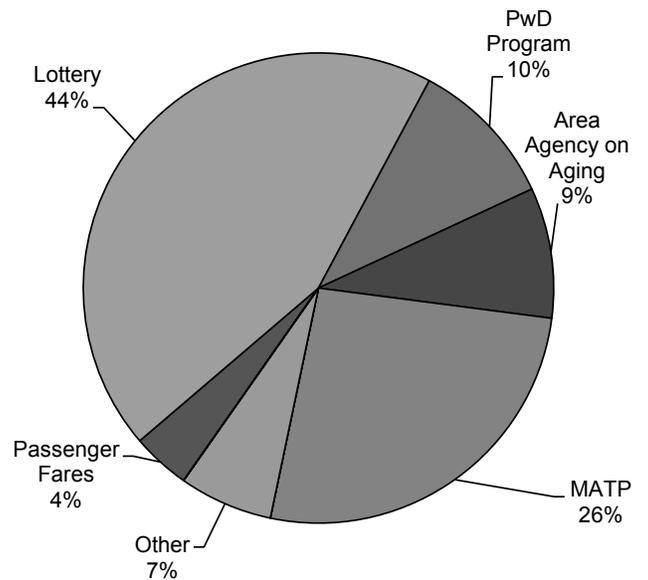
MTR Transportation tdba K-Cab, Inc. P.O. Box 203 Berwick, PA 18603-0203 570-784-1550 Mr. Mark Ryman, Owner		Fare Information Average Shared-Ride Fare: \$16.67 Cost to Commonwealth per Senior Citizen Trip: \$14.17 Last Base Fare Increase: July 2003	
Service Area Statistics (2010 Census) Columbia County Square Miles: 486 Population: 67,295 65+ Population: 10,811 % of Population 65 and older: 16.1%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 17		

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

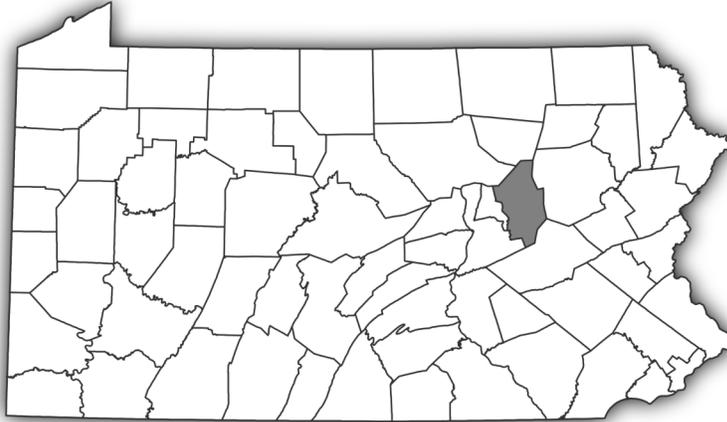


Sources of Funding

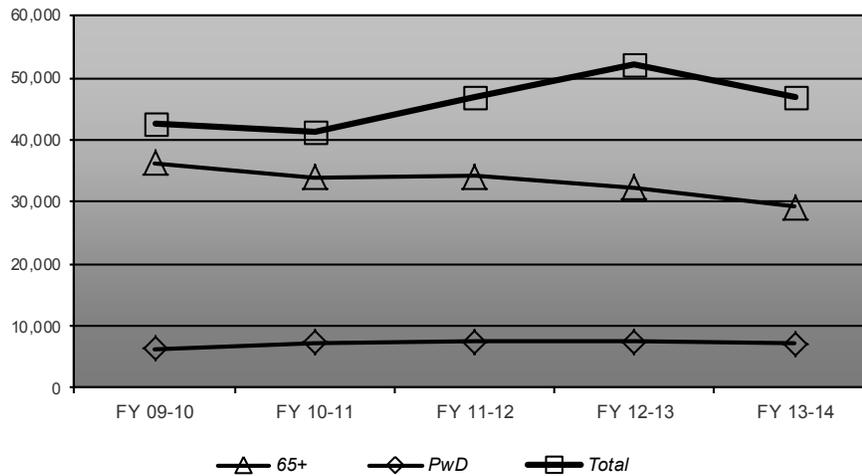


COMMUNITY TRANSPORTATION

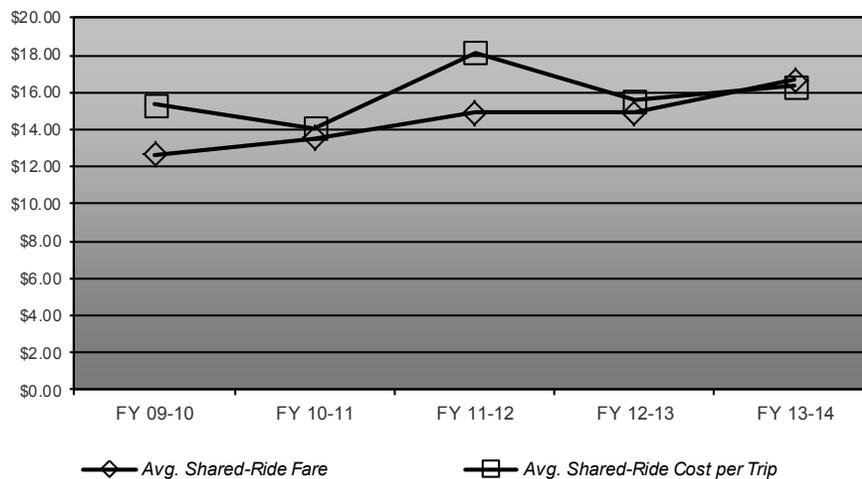
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



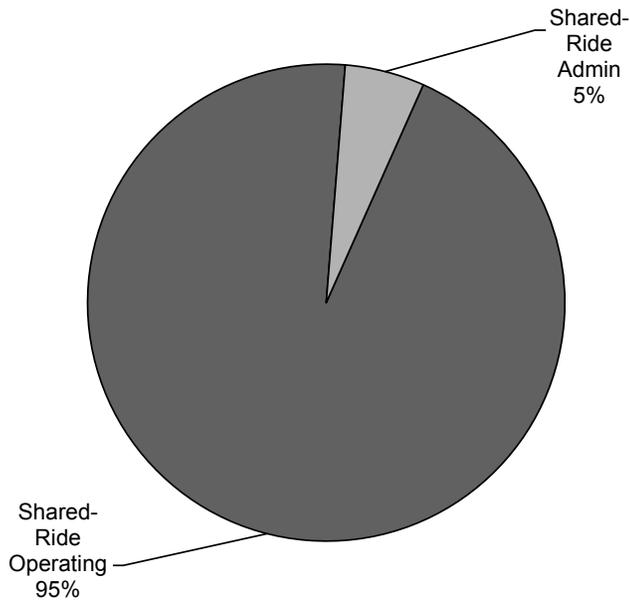
Community Transportation

Northumberland County Transportation 61 Tyler Avenue Elysburg, PA 17284 1-800-479-2626 Mr. Richard Farr, Executive Director		Fare Information Average Shared-Ride Fare: \$18.95 Cost to Commonwealth per Senior Citizen Trip: \$14.10 Last Base Fare Increase: July 2011	
Service Area Statistics (2010 Census) Northumberland County Square Miles: 460 Population: 94,528 65+ Population: 17,516 % of Population 65 and older: 18.5%		Trip Information 65+ Trips: 33,080 PwD Trips: 6,000 Other Shared-Ride Trips: 67,748 Total Shared-Ride Trips: 106,828	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 8.05%		Vehicles Operated in Maximum Service Community Transportation: 32	

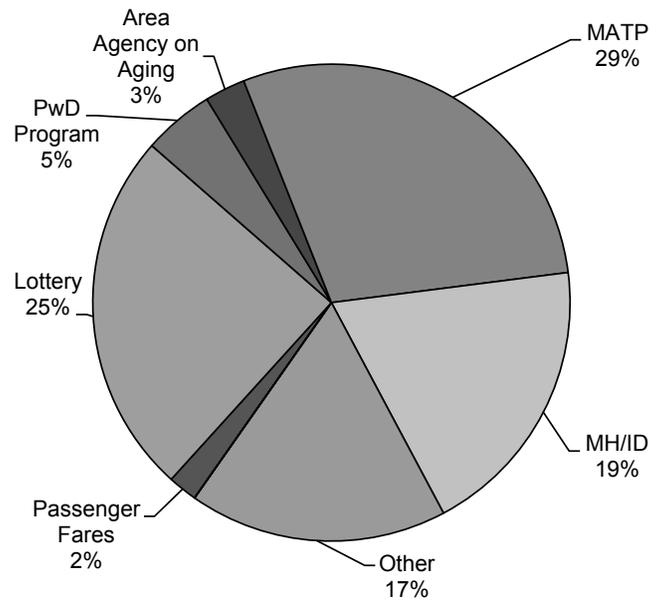
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

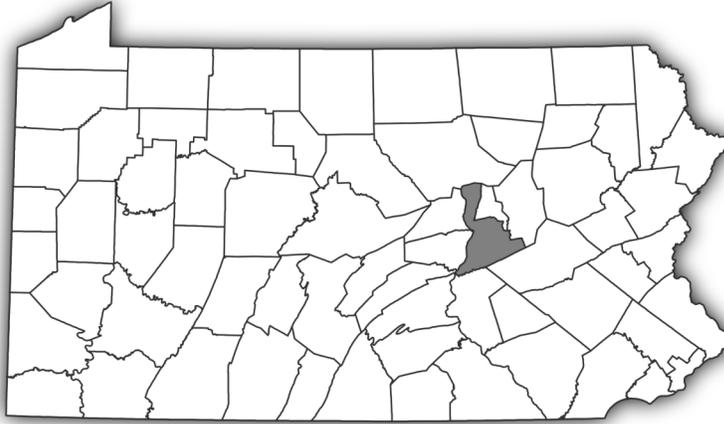
Operating Expenses



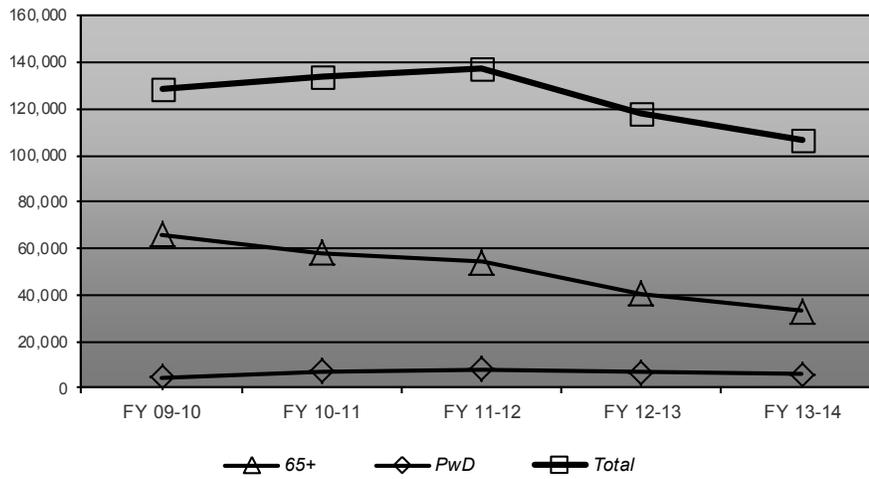
Sources of Funding



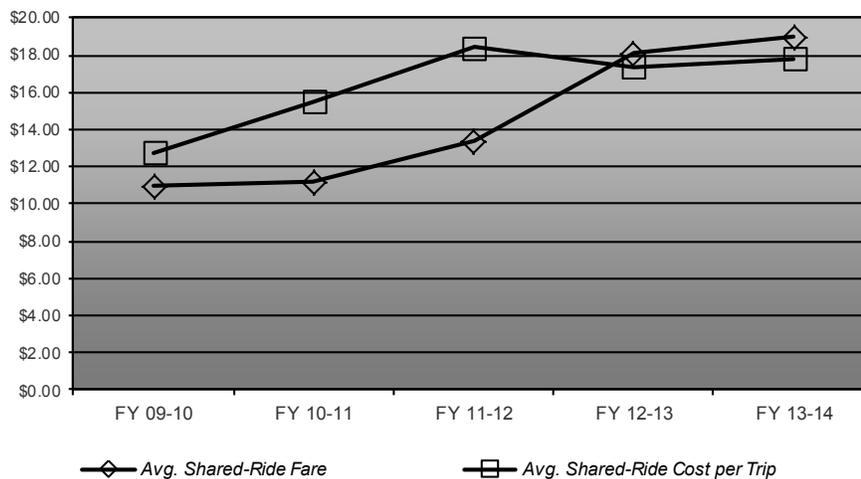
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

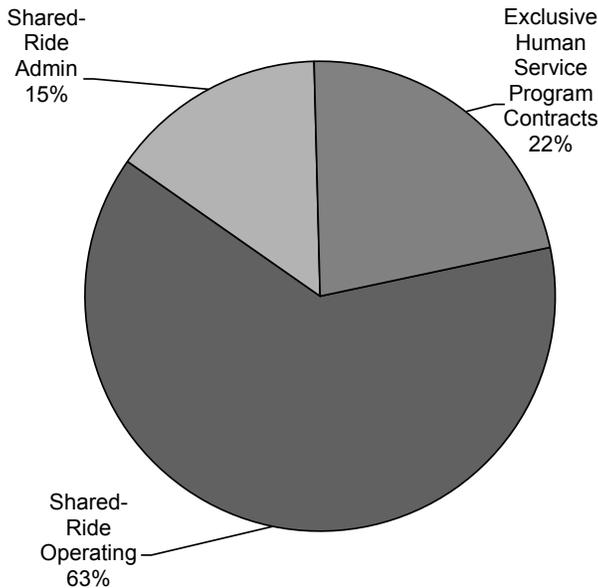
Community Transportation

Perry County Transportation Department 151 Red Hill Road Newport, PA 17074-0217 717-567-2490 Ms. Stacey Nybeck, Director		Fare Information Average Shared-Ride Fare: \$29.86 Cost to Commonwealth per Senior Citizen Trip: \$22.30 Last Base Fare Increase: August 2013	
Service Area Statistics (2010 Census) Perry County Square Miles: 554 Population: 45,969 65+ Population: 6,294 % of Population 65 and older: 13.7%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 6.45%		Vehicles Operated in Maximum Service Community Transportation: 29	

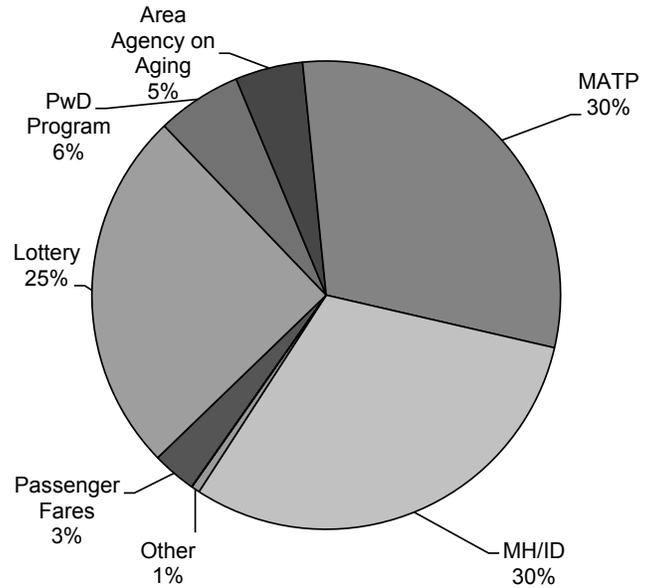
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

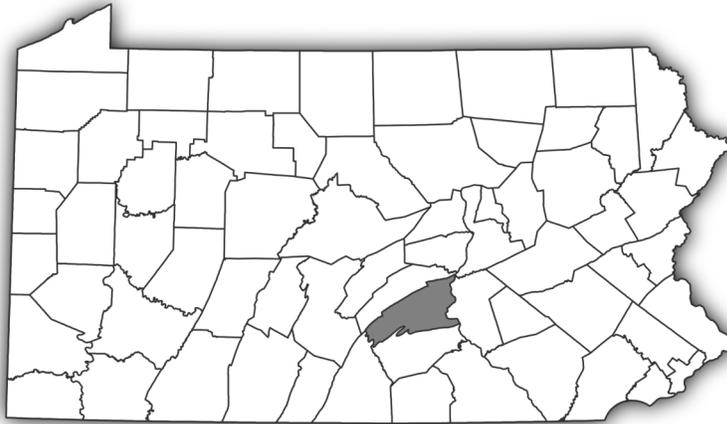
Operating Expenses



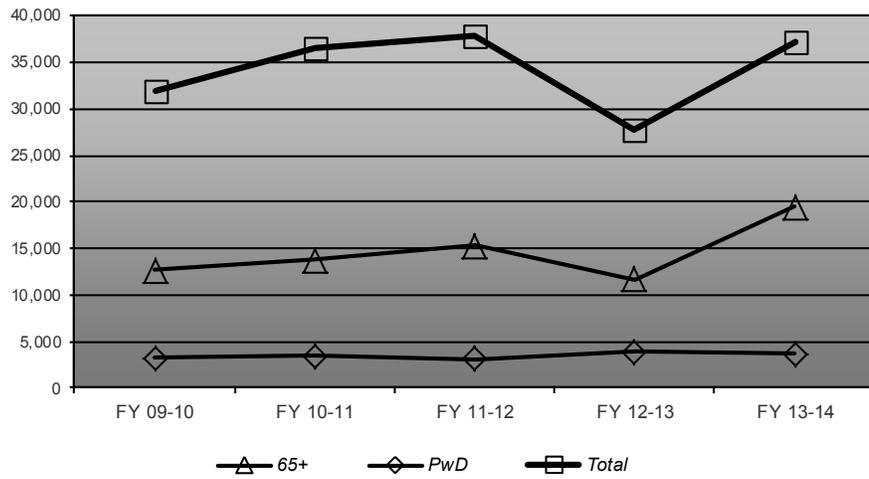
Sources of Funding



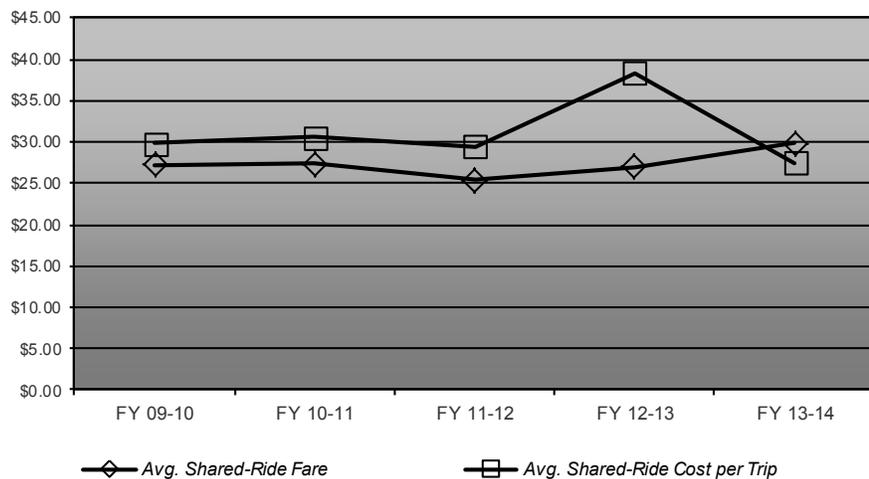
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



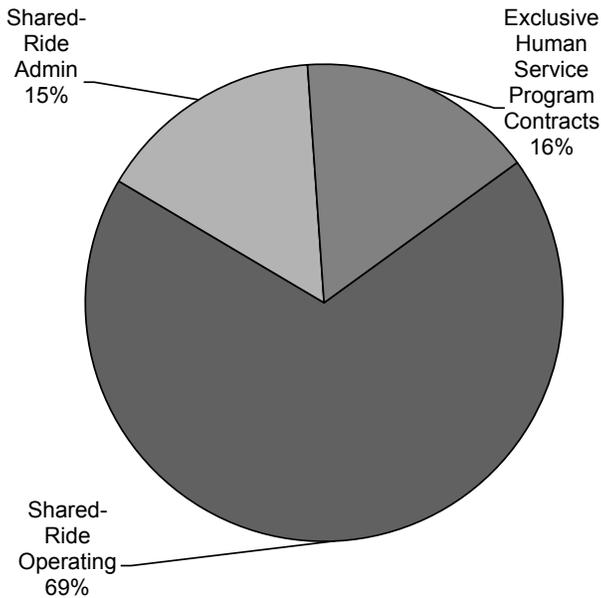
COMMUNITY TRANSPORTATION

Community Transportation

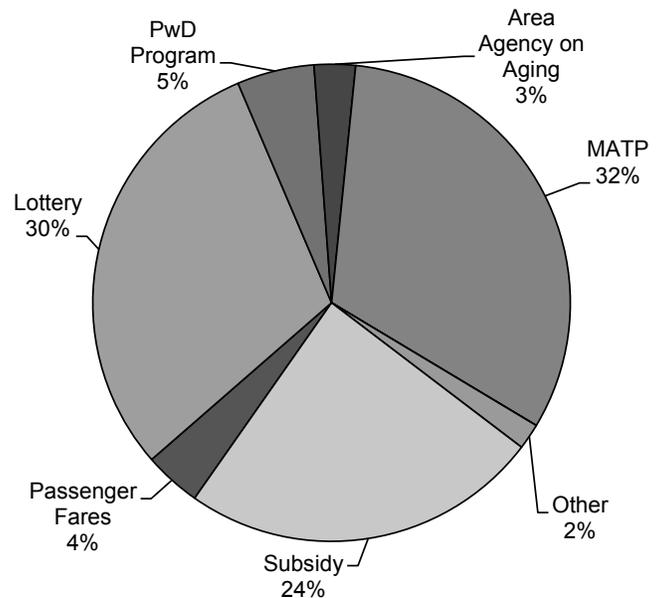
Pike County Transportation Department 506 Broad Street Milford, PA 18337 570-296-3408 or 1-866-681-4947 Ms. Christine Kerstetter, Director		Fare Information Average Shared-Ride Fare: \$20.40 Cost to Commonwealth per Senior Citizen Trip: \$15.85 Last Base Fare Increase: October 2009	
Service Area Statistics (2010 Census) Pike County Square Miles: 547 Population: 57,369 65+ Population: 9,303 % of Population 65 and older: 16.2%		Trip Information 65+ Trips: 17,753 PwD Trips: 2,901 Other Shared-Ride Trips: 6,076 Total Shared-Ride Trips: 26,730	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A		Vehicles Operated in Maximum Service Community Transportation: 22	

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

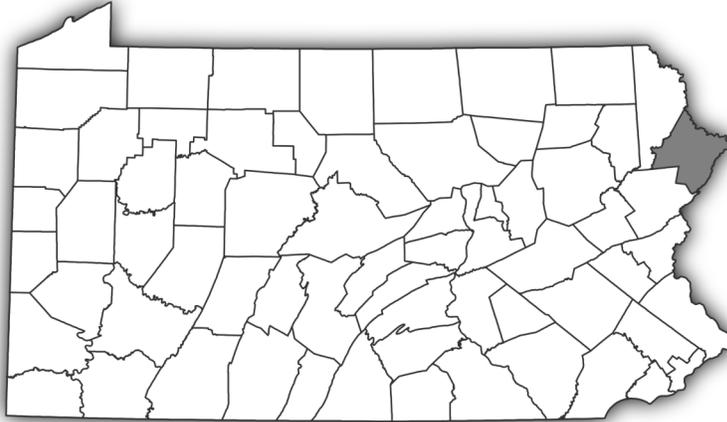


Sources of Funding

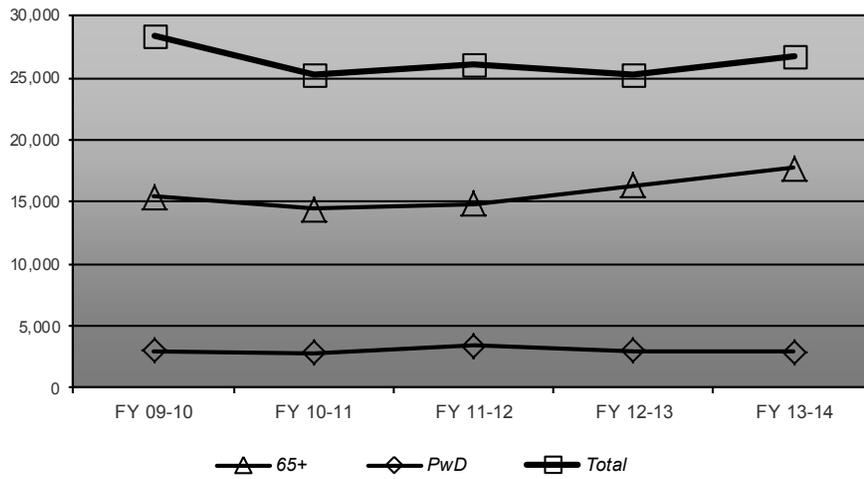


COMMUNITY TRANSPORTATION

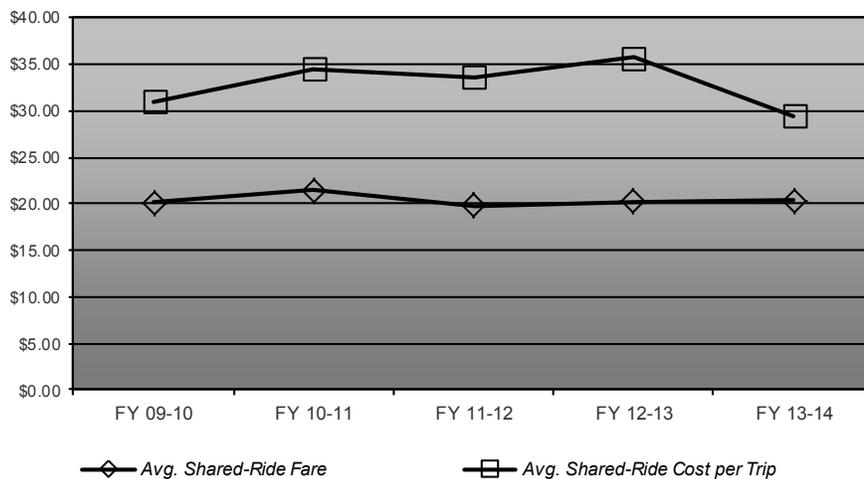
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



Community Transportation

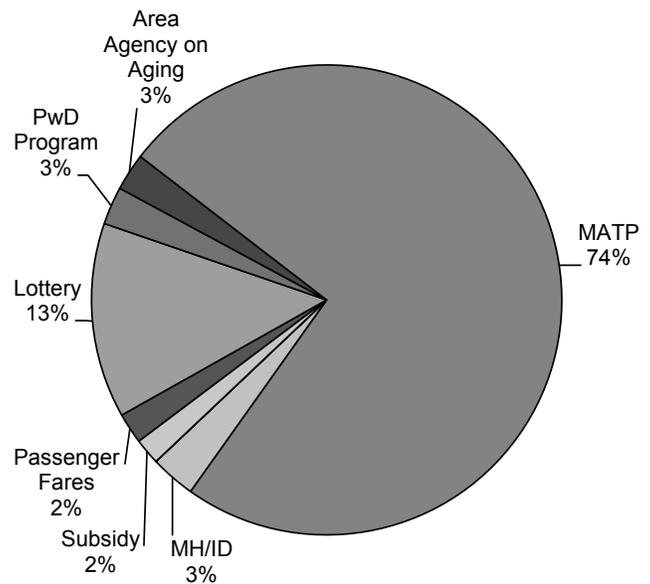
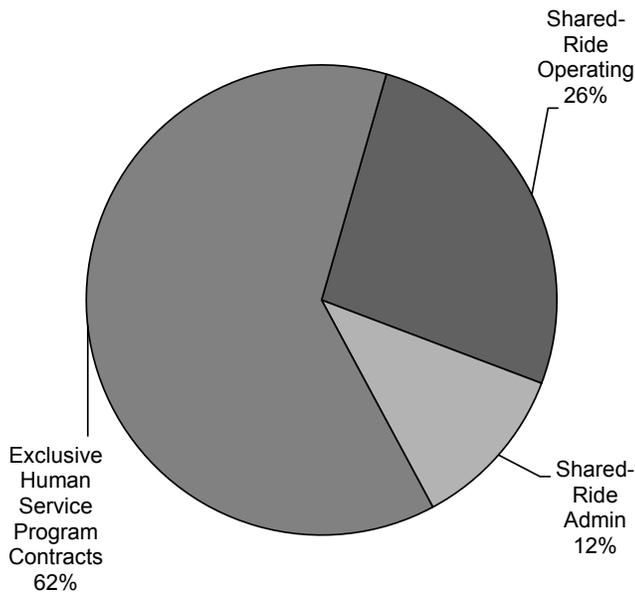
Tableland Services, Inc. 535 East Main Street Somerset, PA 15501 814-445-9626 Ext. 206 Mr. David Mrozowski, Executive Director		Fare Information Average Shared-Ride Fare: \$14.15 Cost to Commonwealth per Senior Citizen Trip: \$11.95 Last Base Fare Increase: July 2011	
Service Area Statistics (2010 Census) Somerset County Square Miles: 1,075 Population: 77,742 65+ Population: 14,431 % of Population 65 and older: 18.6%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A		Vehicles Operated in Maximum Service Community Transportation: 8	

COMMUNITY TRANSPORTATION

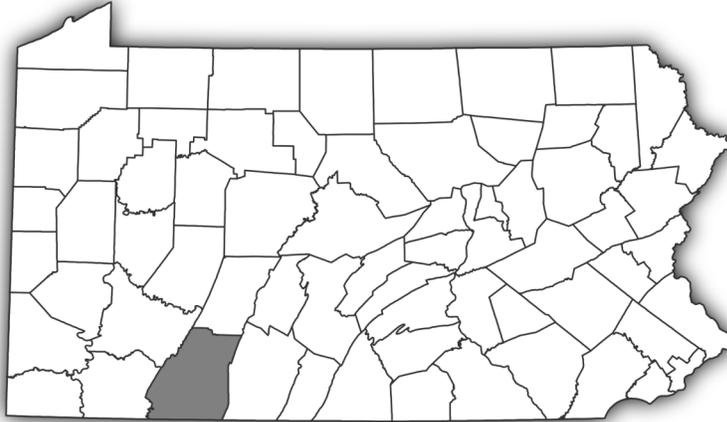
COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

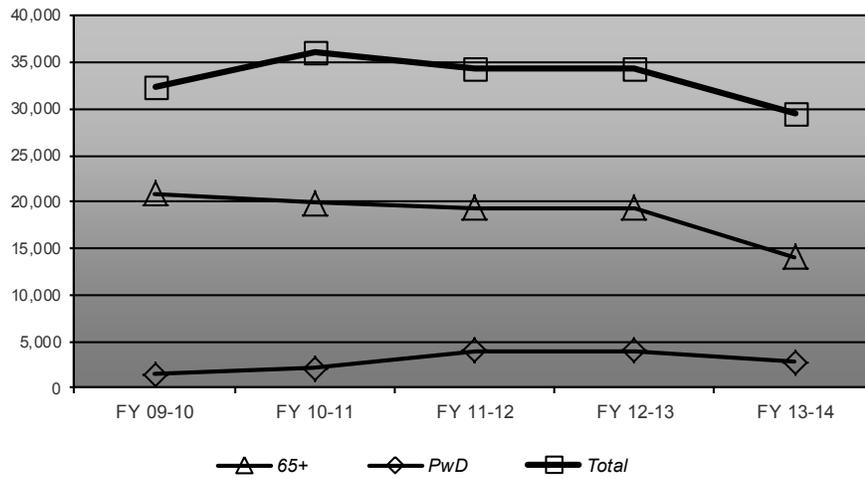
Sources of Funding



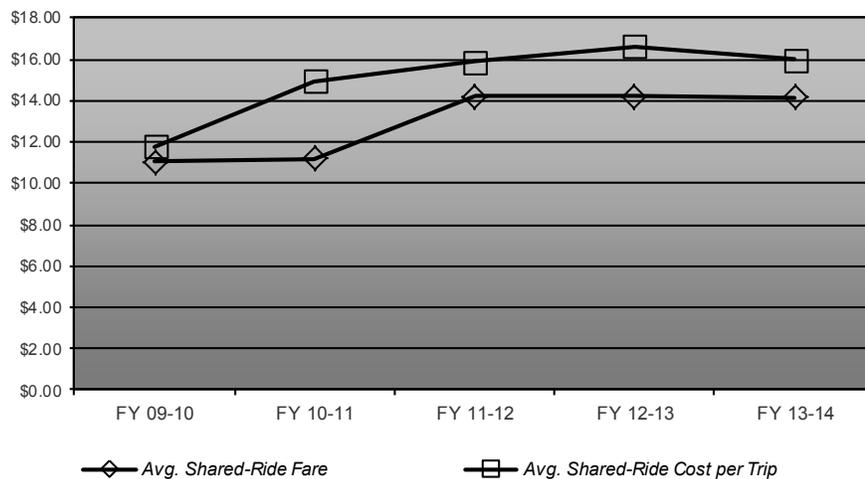
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



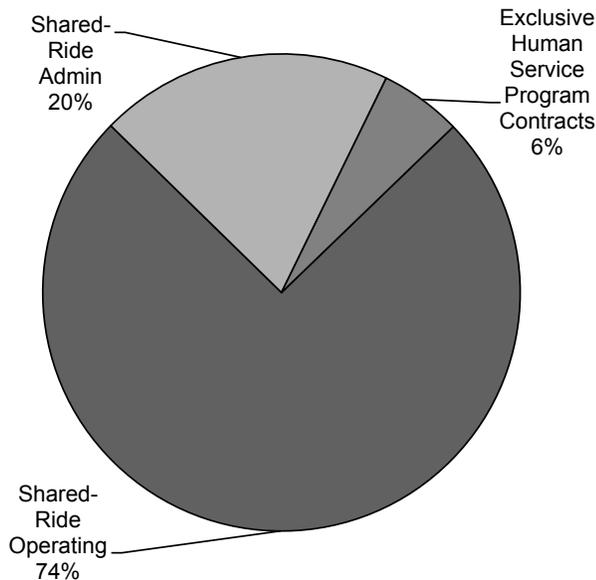
Community Transportation

STEP, Inc. 2138 Lincoln Street Williamsport, PA 17701 570-326-0587 Mr. Terry Roller, President & CEO		Fare Information Average Shared-Ride Fare: \$21.00 Cost to Commonwealth per Senior Citizen Trip: \$17.15 Last Base Fare Increase: June 2012	
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%		Trip Information 65+ Trips: 35,013 PwD Trips: 6,677 Other Shared-Ride Trips: 49,798 Total Shared-Ride Trips: 91,488	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 17.33%		Vehicles Operated in Maximum Service Community Transportation: 29	

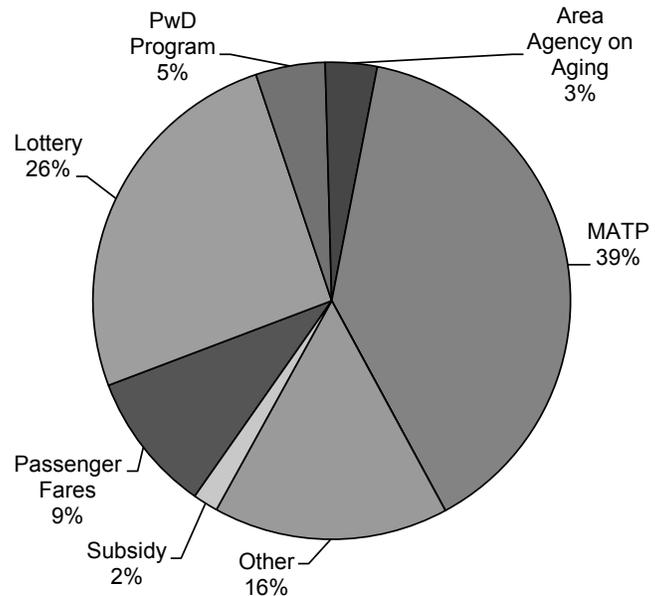
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

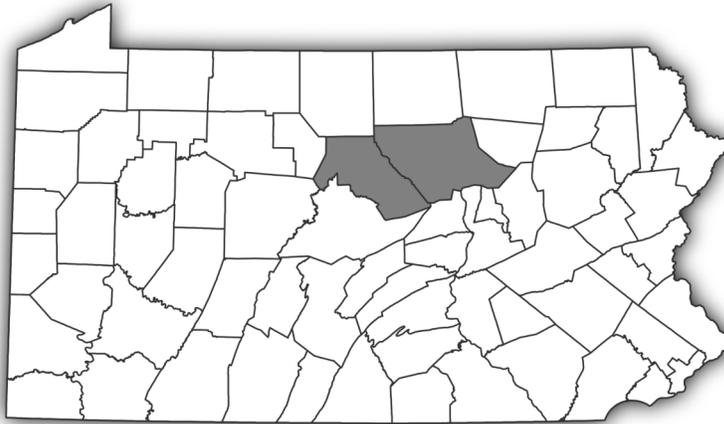
Operating Expenses



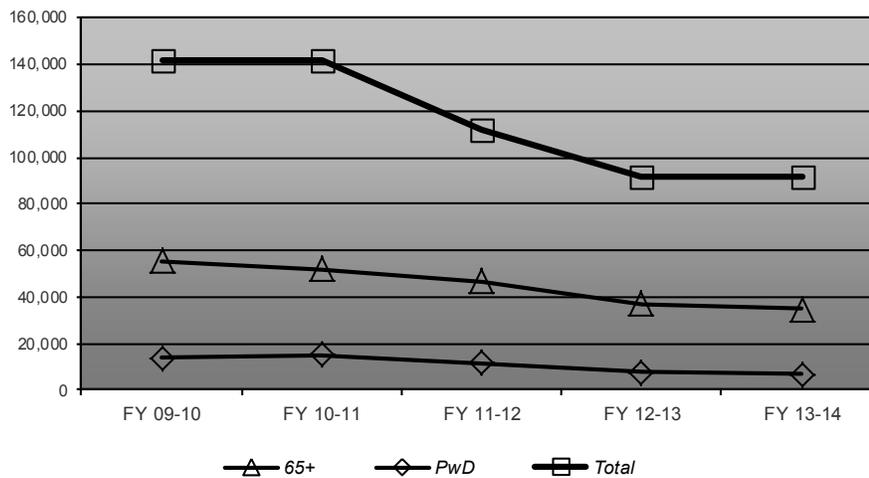
Sources of Funding



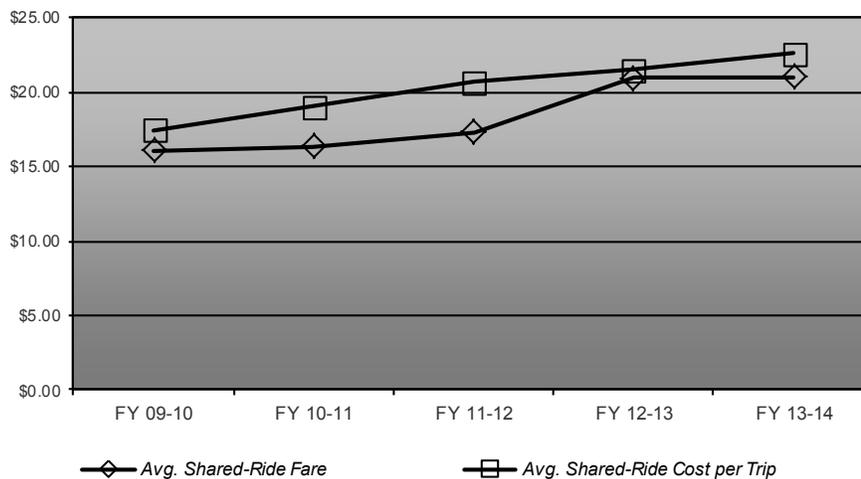
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

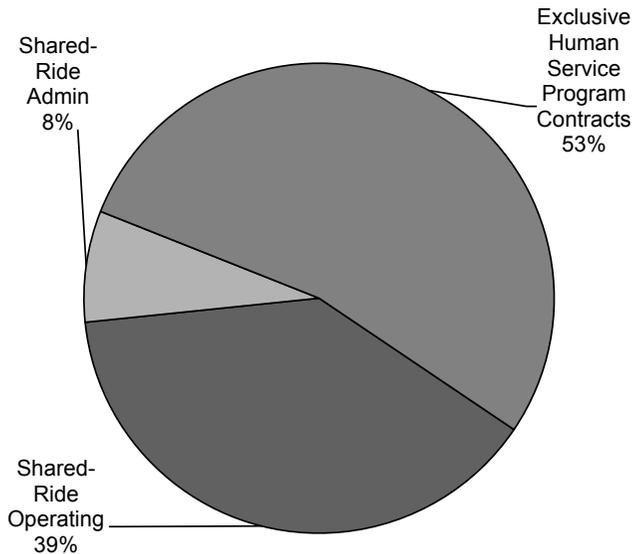
Suburban Transit/Montgomery County

Community Transportation

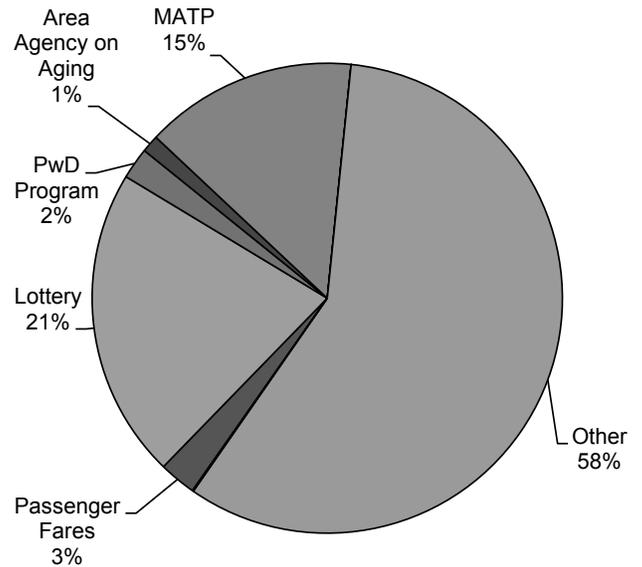
Suburban Transit Network, Inc. 980 Harvest Drive, Suite 100 Blue Bell, PA 19422 215-542-7433 Ms. Patricia Moir, Executive Director		Fare Information Average Shared-Ride Fare: \$25.45 Cost to Commonwealth per Senior Citizen Trip: \$20.51 Last Base Fare Increase: August 2014	
Service Area Statistics (2010 Census) Montgomery County Square Miles: 823 Population: 43,356 65+ Population: 7,845 % of Population 65 and older: 18.1%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 100%	Vehicles Operated in Maximum Service Community Transportation: 210		

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

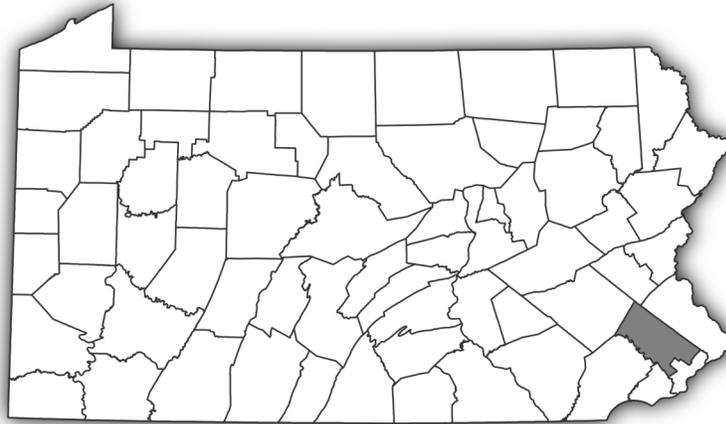


Sources of Funding

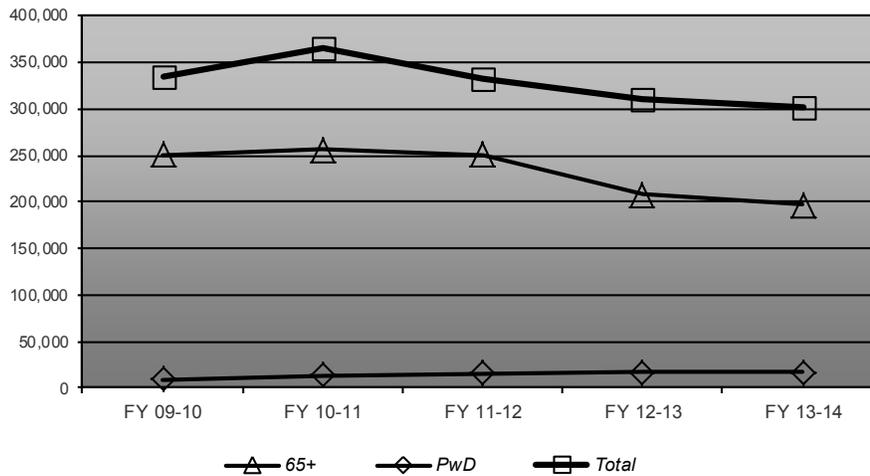


COMMUNITY TRANSPORTATION

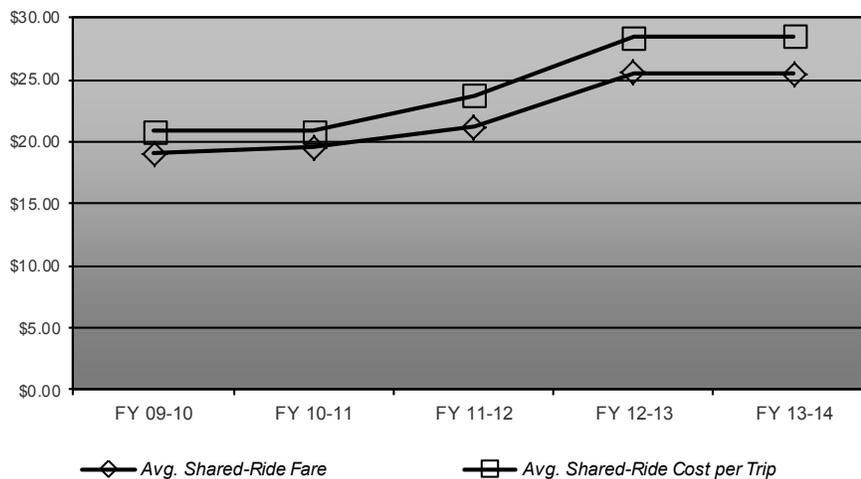
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

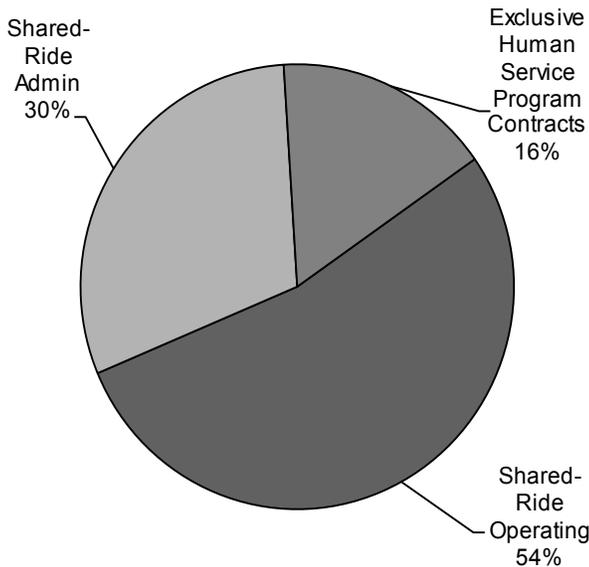
Susquehanna County Transportation

Community Transportation

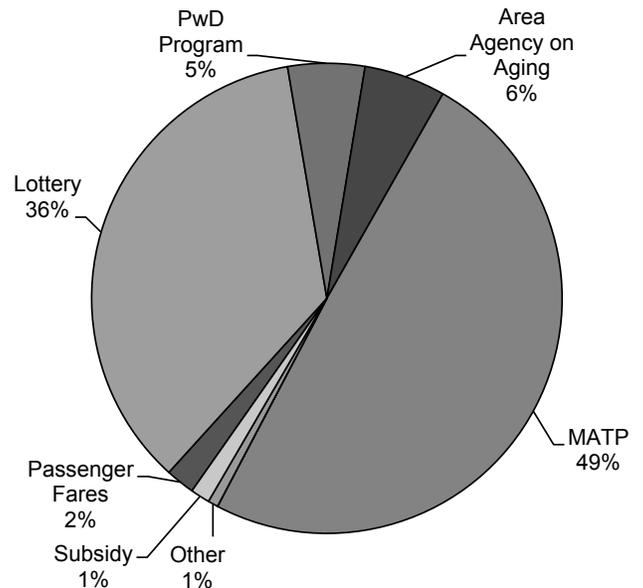
Susquehanna County Transportation 81 Industrial Dr., P.O. Box 366 Montrose, PA 18801 570-278-6140 Ms. Ronalyn Corbin, Program Director		Fare Information Average Shared-Ride Fare: \$30.71 Cost to Commonwealth per Senior Citizen Trip: \$24.50 Last Base Fare Increase: March 2013	
Service Area Statistics (2010 Census) Susquehanna County Square Miles: 523 Population: 43,356 65+ Population: 7,845 % of Population 65 and older: 18.1%		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	
MATP Provider: Yes Subcontractors: Yes (Volunteer Drivers) Percent of Service Subcontracted: 6.10%		Vehicles Operated in Maximum Service Community Transportation: 20	

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

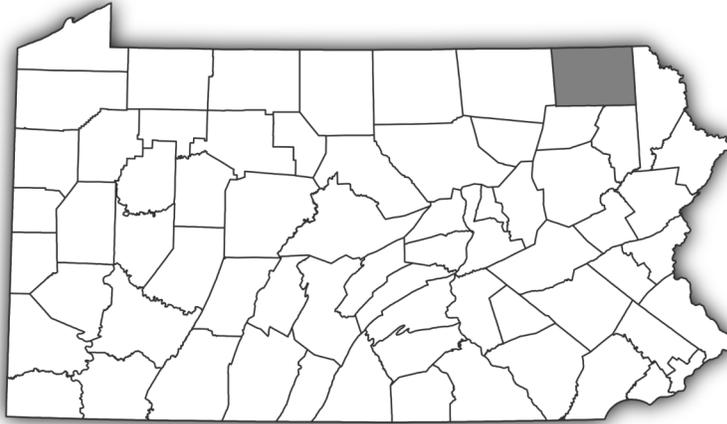


Sources of Funding

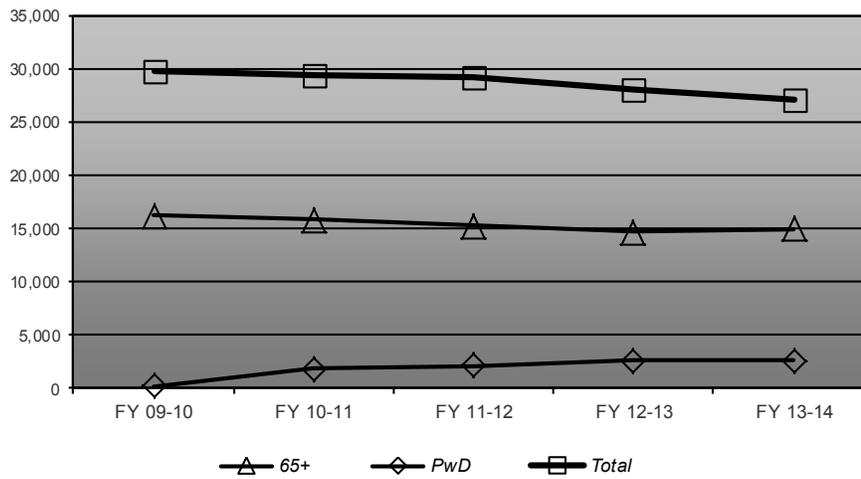


COMMUNITY TRANSPORTATION

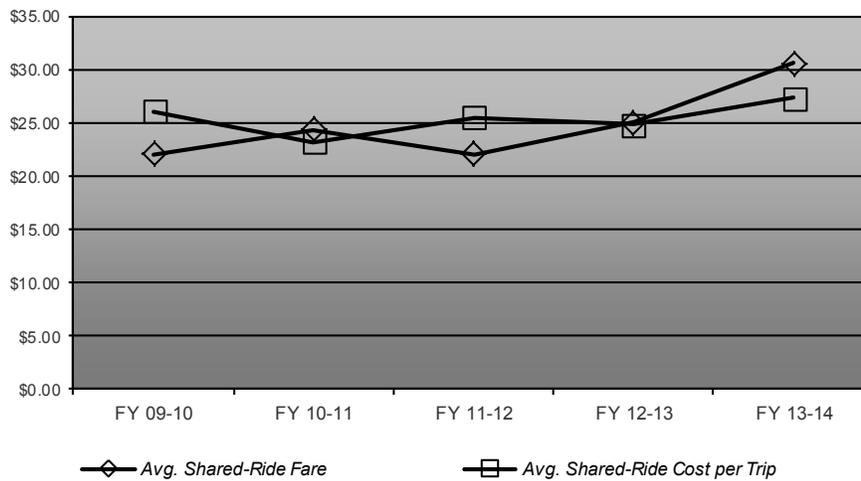
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



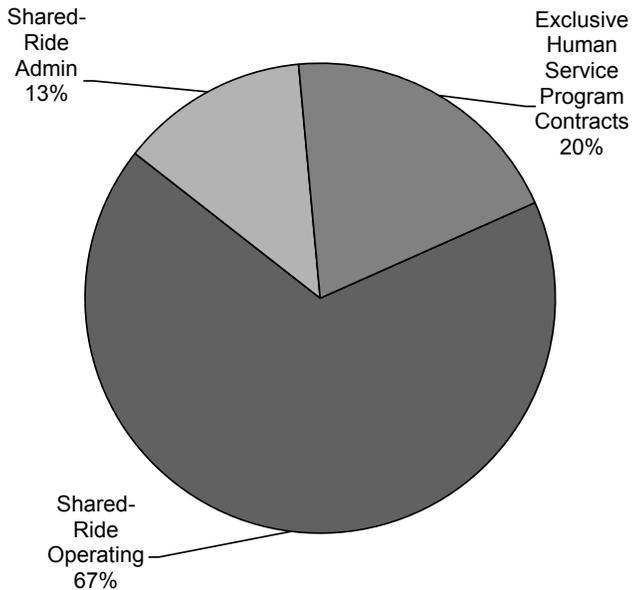
Community Transportation

Union/Snyder Transportation Alliance 713 Bridge Street, Suite 11 Selinsgrove, PA 17870 570-884-3782 Ms. Cynthia Zerbe, Administrator		Fare Information Average Shared-Ride Fare: \$18.11 Cost to Commonwealth per Senior Citizen Trip: \$13.93 Last Base Fare Increase: August 2013	
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%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 20		

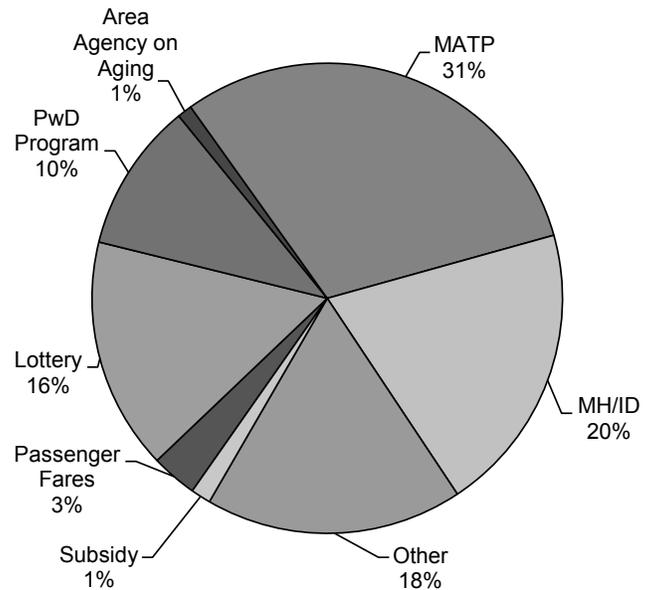
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

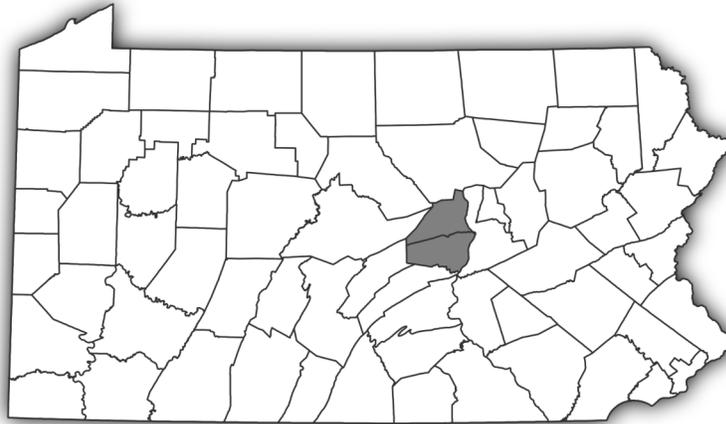
Operating Expenses



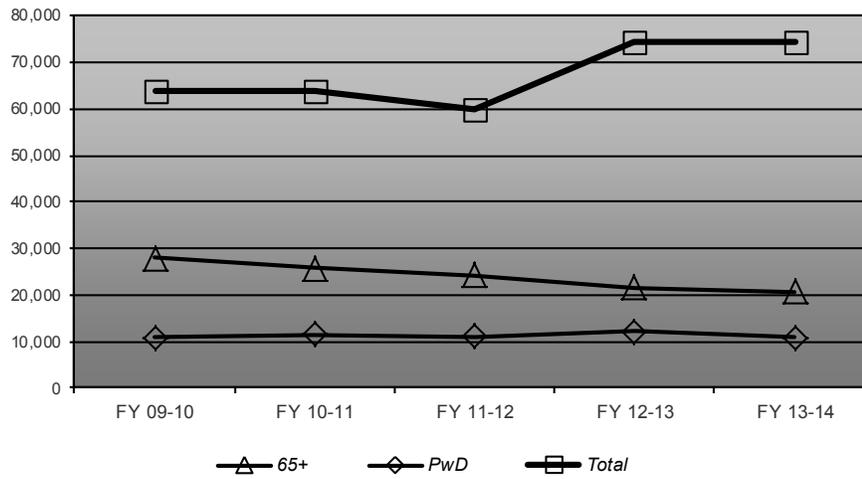
Sources of Funding



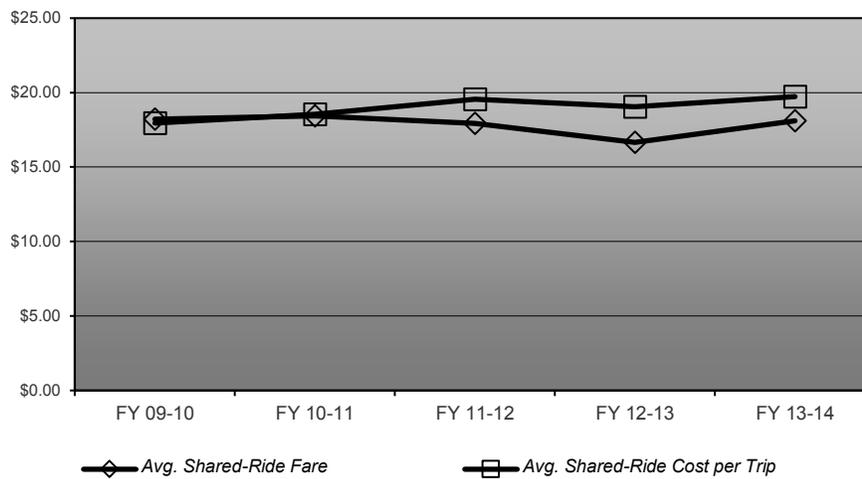
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

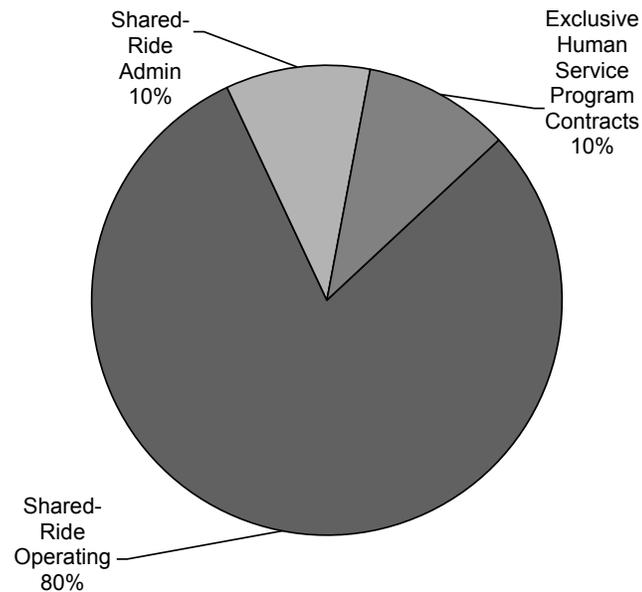
Community Transportation

Washington County Transportation Authority 382 West Chestnut Street, Suite 108 Washington, PA 15301 724-2223-8747 Ms. Sheila Gombita, Executive Director		Fare Information Average Shared-Ride Fare: \$21.23 Cost to Commonwealth per Senior Citizen Trip: \$15.63 Last Base Fare Increase: May 2014	
Service Area Statistics (2010 Census) Washington County Square Miles: 857 Population: 207,820 65+ Population: 36,366 % of Population 65 and older: 17.5%		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	
MATP Provider: Yes Subcontractors: Yes Percent of Service Subcontracted: 100%		Vehicles Operated in Maximum Service Community Transportation: 65	

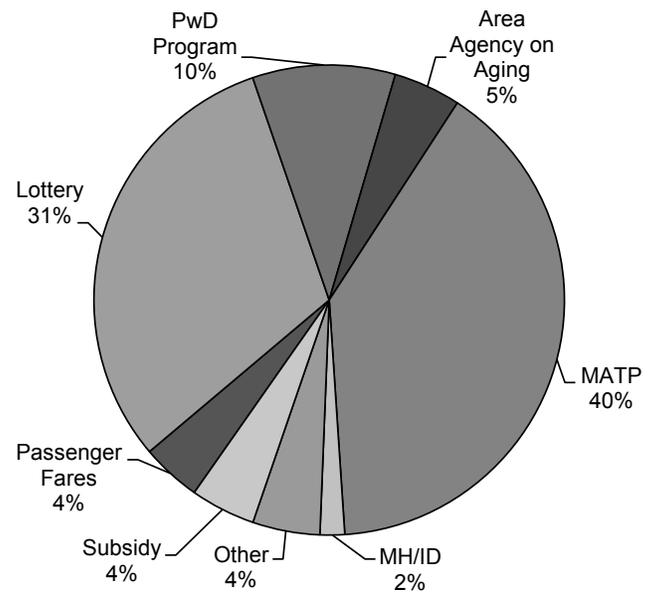
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

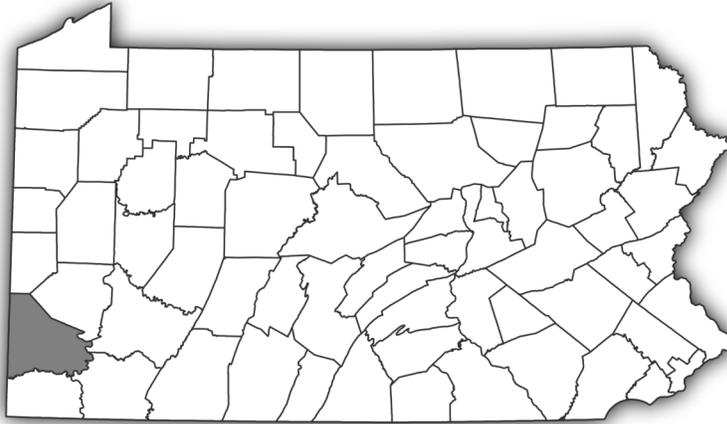
Operating Expenses



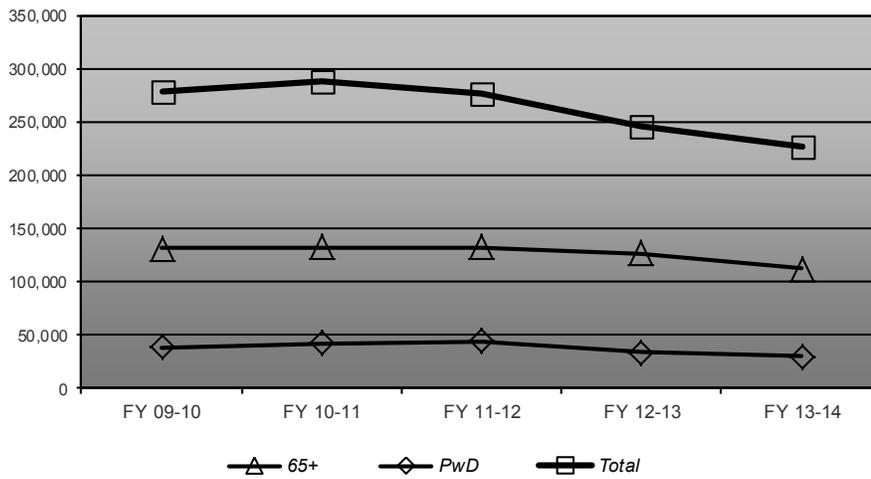
Sources of Funding



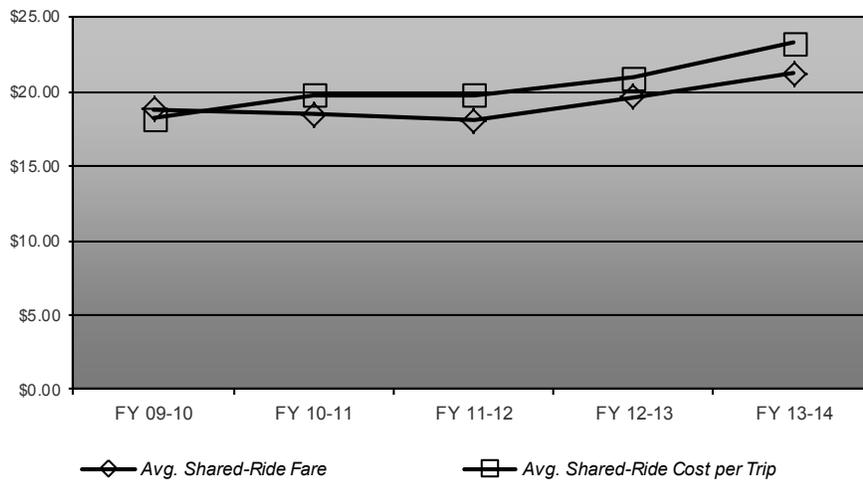
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

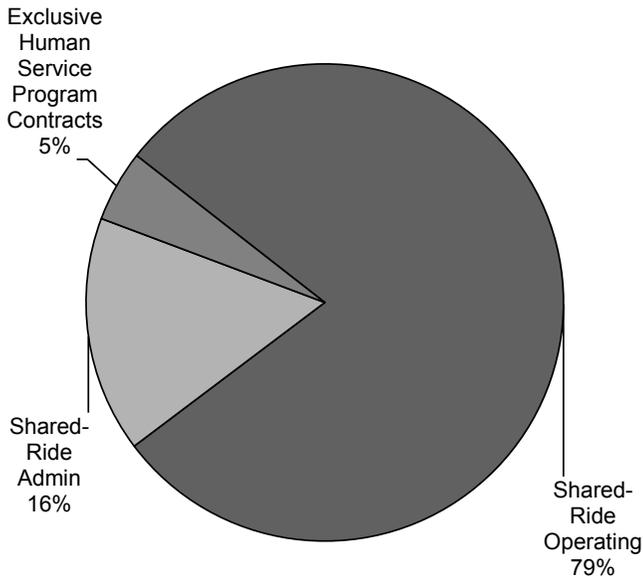
Community Transportation

Wayne County Area Agency on Aging 323 10th Street Honesdale, PA 18431 570-253-4262 Ms. Andrea Whyte, Administrator		Fare Information Average Shared-Ride Fare: \$26.92 Cost to Commonwealth per Senior Citizen Trip: \$20.65 Last Base Fare Increase: June 2011	
Service Area Statistics (2010 Census) Wayne County Square Miles: 726 Population: 52,822 65+ Population: 10,028 % of Population 65 and older: 19.0%		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	
MATP Provider: Yes Subcontractors: No Percent of Service Subcontracted: N/A	Vehicles Operated in Maximum Service Community Transportation: 24		

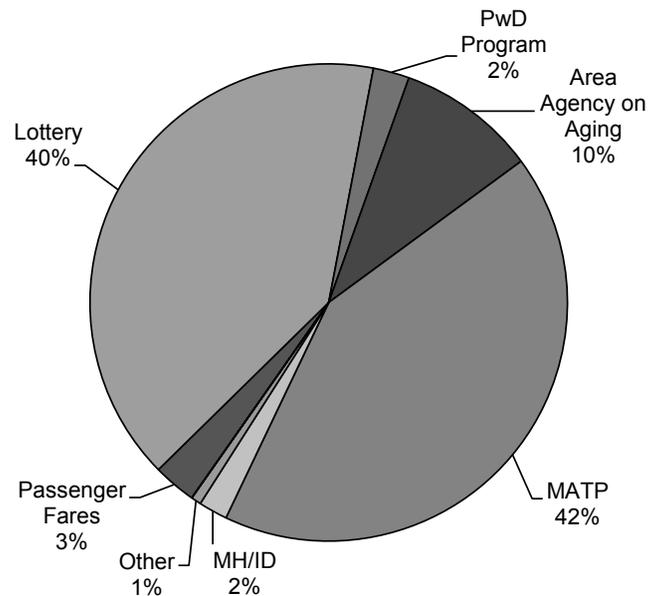
COMMUNITY TRANSPORTATION

COMMUNITY TRANSPORTATION OPERATING BUDGET

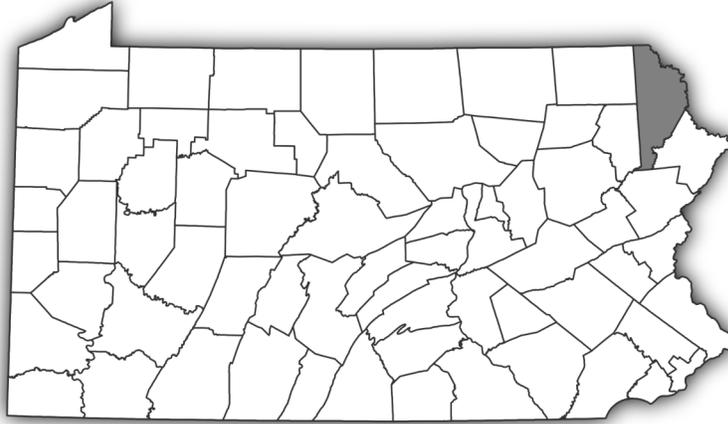
Operating Expenses



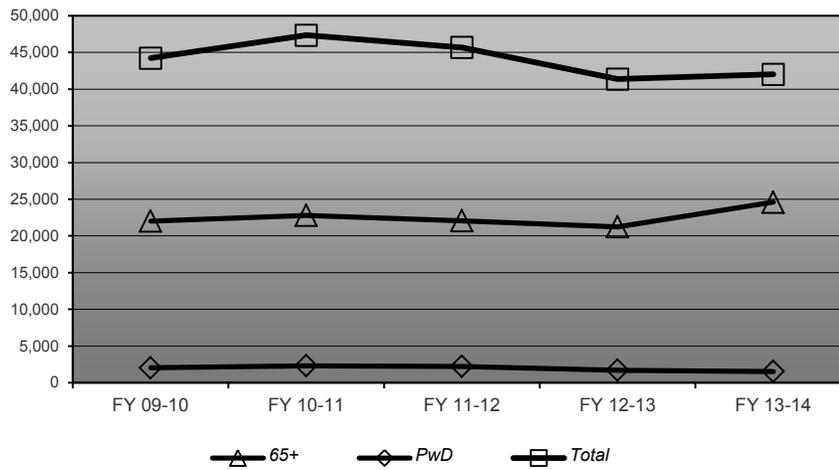
Sources of Funding



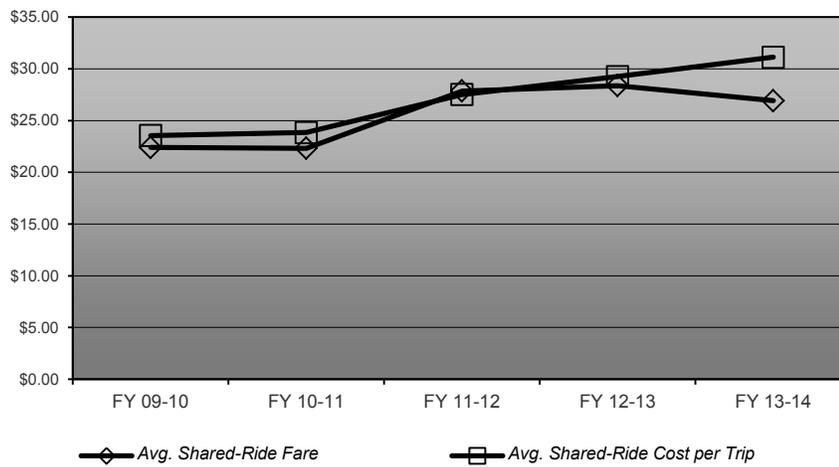
Agency Service Area



Shared-Ride Ridership



Shared-Ride Fare Recovery



COMMUNITY TRANSPORTATION

intentionally blank

Section VI

Capital Project Highlights

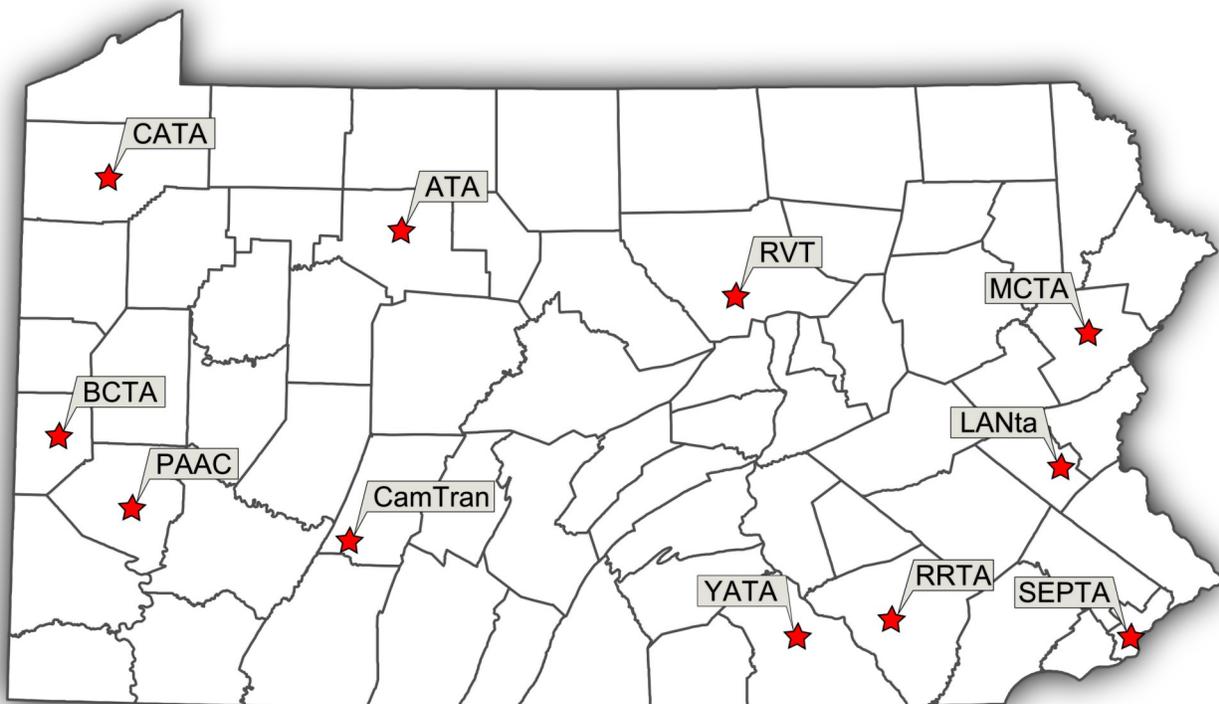
Intentionally blank

Capital Project Highlights in Pennsylvania Public Transportation

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 measureable 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.

FY2013-14 Capital Project Highlights



Southeastern Pennsylvania Transportation Authority (SEPTA)



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.

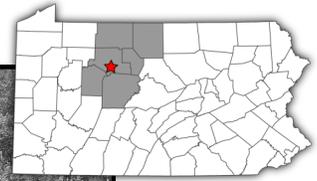


Port Authority of Allegheny County (PAAC)



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.

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.

CAPITAL HIGHLIGHTS

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.

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.

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.

intentionally blank

Section VII

Intercity Bus

Intercity Bus Program

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.
 The Fullington Auto Bus Co.
 Greyhound Lines, Inc.
 Myers Coach Lines, Inc.
 Susquehanna Transit Co.

Service Type:

S,C,G,T
 S,C,G,SB
 S,C,G
 S,C,G
 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

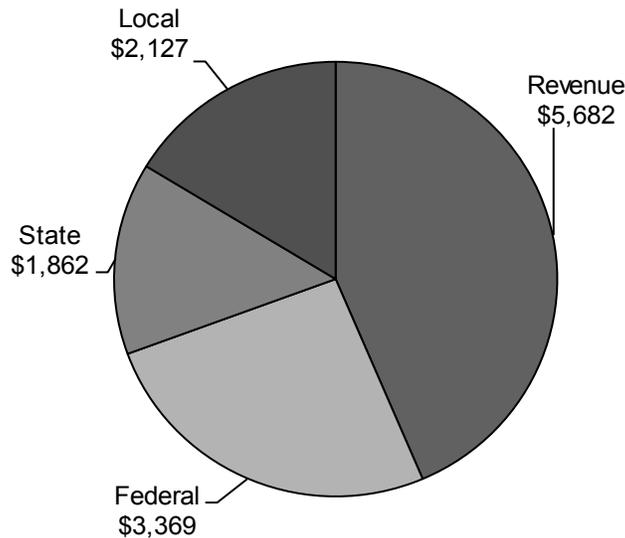
Susquehanna Transit Company:

Williamsport – Philadelphia
 Williamsport – Easton
 Harrisburg – Elmira, NY

INTERCITY BUS

OPERATING FUNDS (000's)

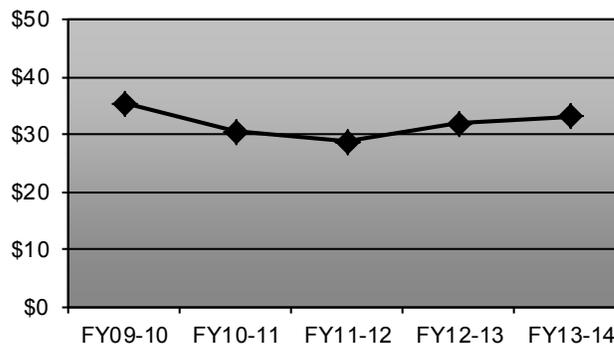
\$13,040



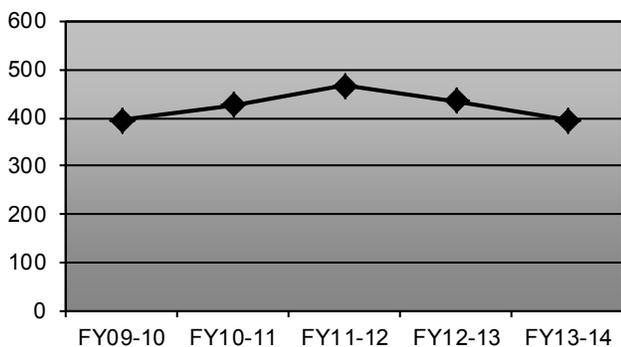
Intercity Bus Program



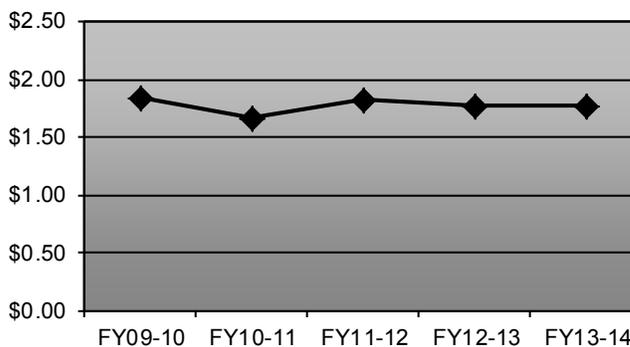
Operating Expense Per Passenger



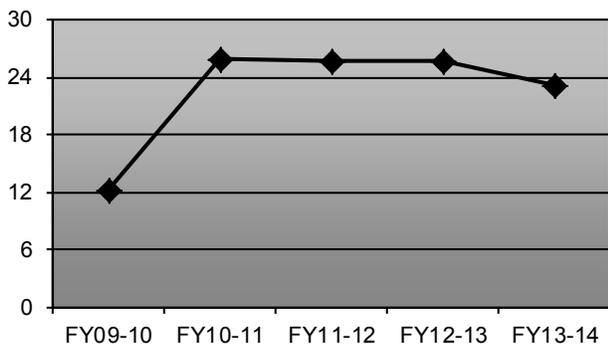
Total Passengers (000's)



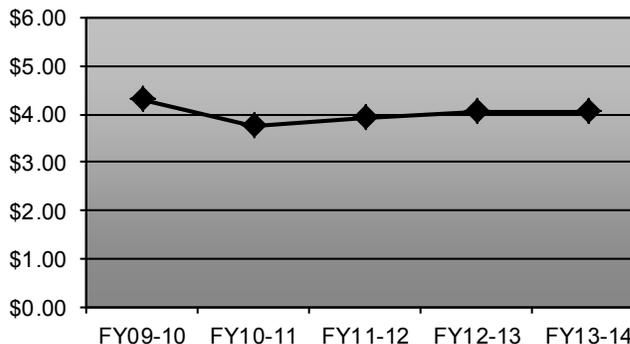
Operating Revenue Per Vehicle Mile



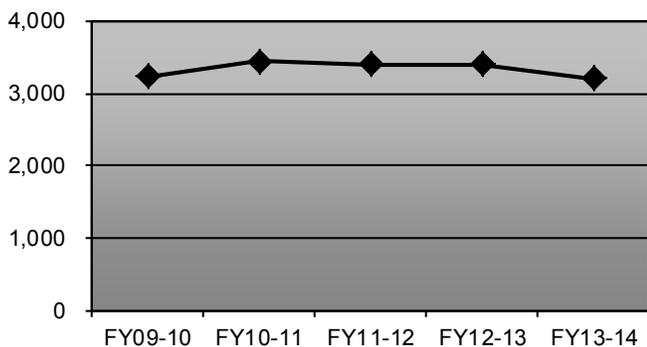
Total Bus Trips (000's)*



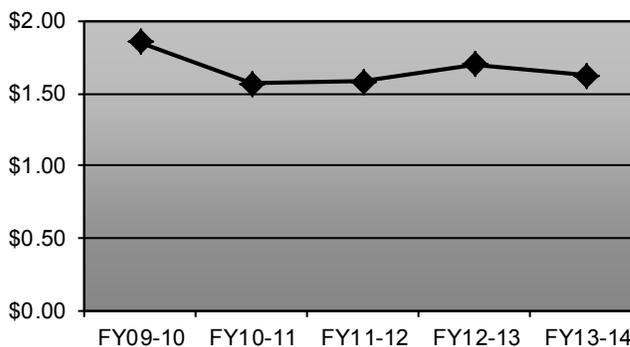
Operating Expense Per Vehicle Mile



Revenue Vehicle Miles (000's)



Total Subsidy Per Vehicle Mile



INTERCITY BUS

* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported.

Carl R. Bieber, Inc.

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

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

Communities Served by Carl R. Bieber, Inc.:

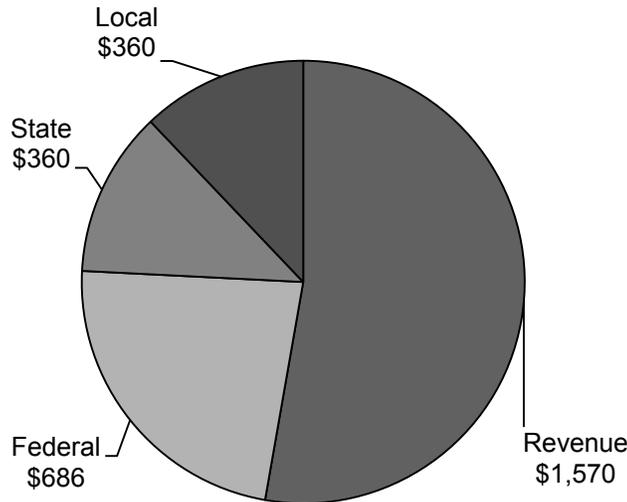
Communities Served by Reading – Philadelphia:
 Reading, Kutztown, Wescosville, Allentown, Bethlehem,
 Quakertown, and Philadelphia

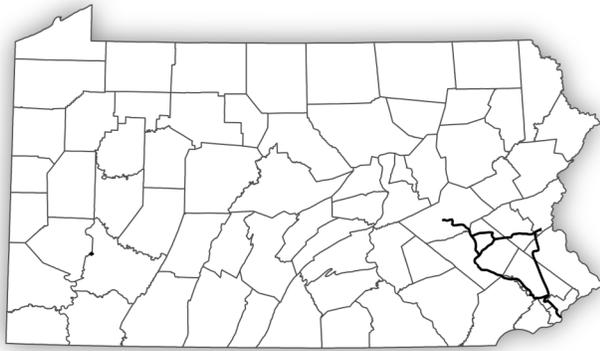
Communities Served by Pottsville – Philadelphia:
 Kutztown, Pottsville, Schuylkill Haven, Reading, Potts-
 town, Norristown, and Philadelphia

INTERCITY BUS

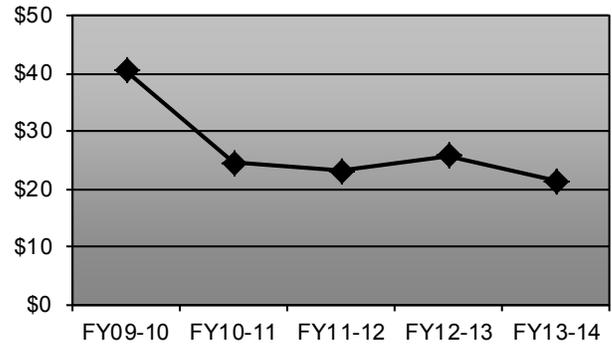
OPERATING FUNDS (000's)

\$2,976

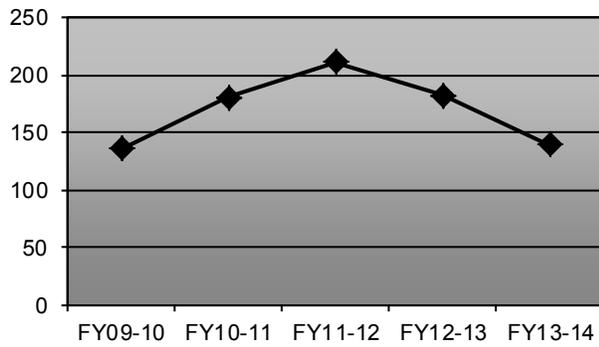




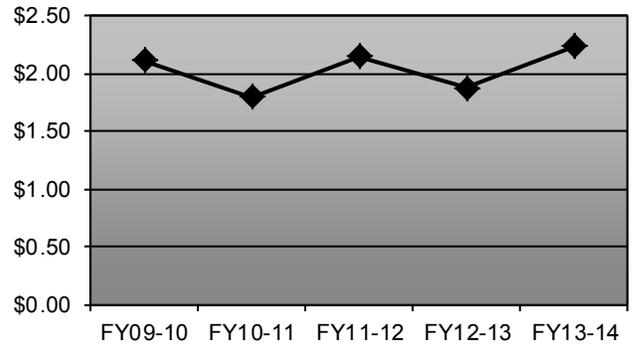
Operating Expense Per Passenger



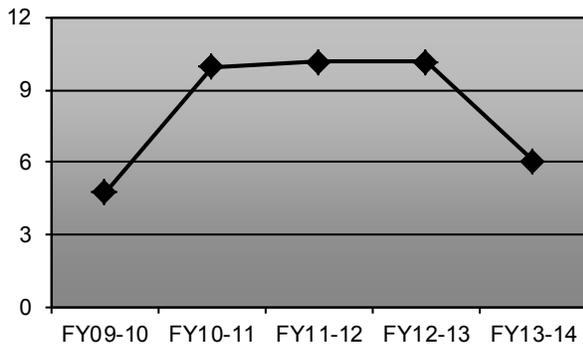
Total Passengers (000's)



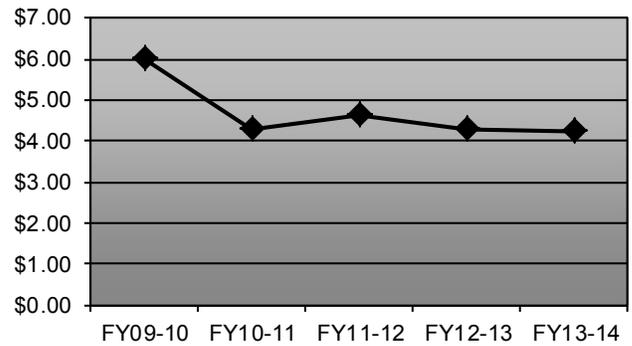
Operating Revenue Per Vehicle Mile



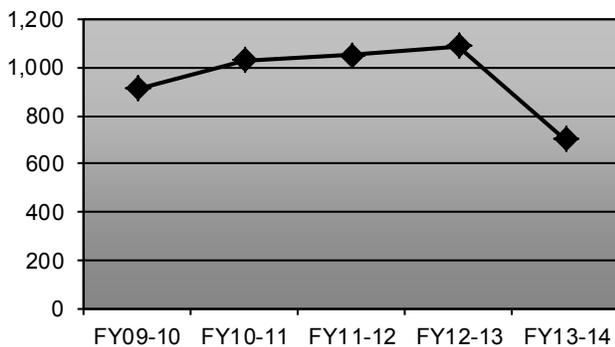
Total Bus Trips (000's)*



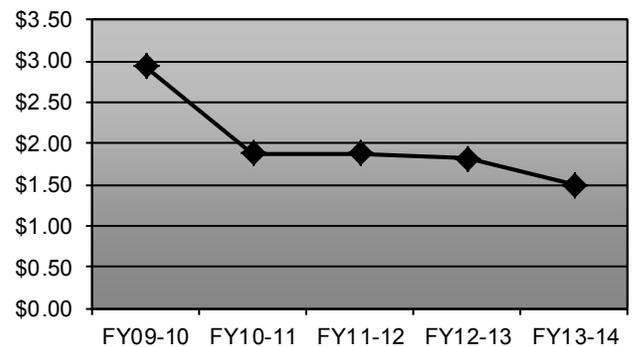
Operating Expense Per Vehicle Mile



Revenue Vehicle Miles (000's)



Total Subsidy Per Vehicle Mile



INTERCITY BUS

* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported.

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

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

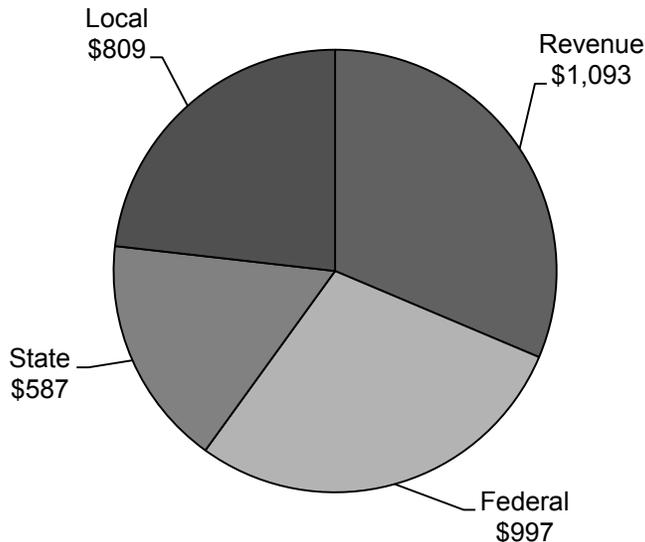
Communities Served by DuBois – Harrisburg:
 DuBois, Clearfield, Philipsburg, State College, Lewis-town, Mifflintown, and Harrisburg

Communities Served by Scranton—Harrisburg:
 Scranton, Wilkes-Barre, Hazleton, Pottsville, and Harrisburg

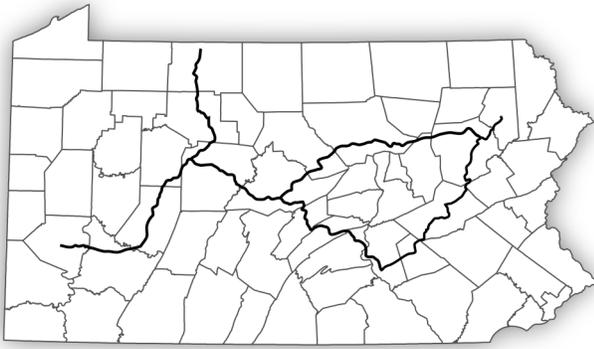
INTERCITY BUS

OPERATING FUNDS (000's)

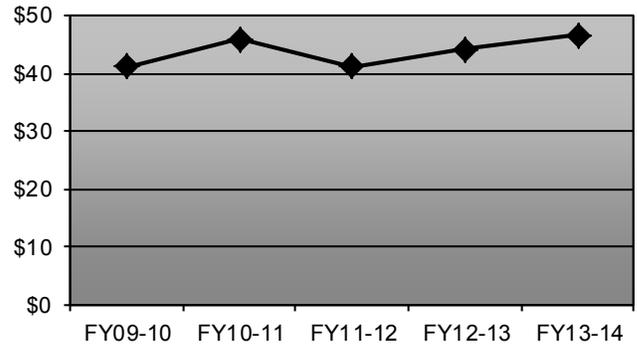
\$3,486



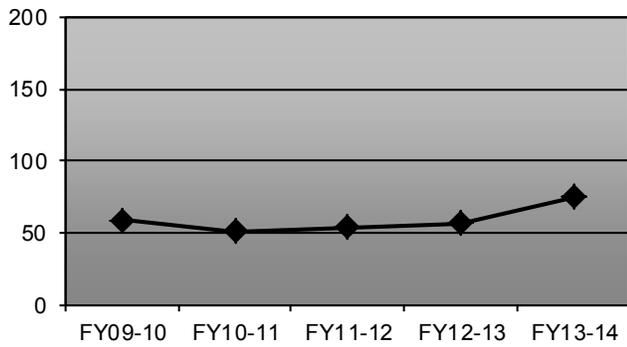
The Fullington Auto Bus Company



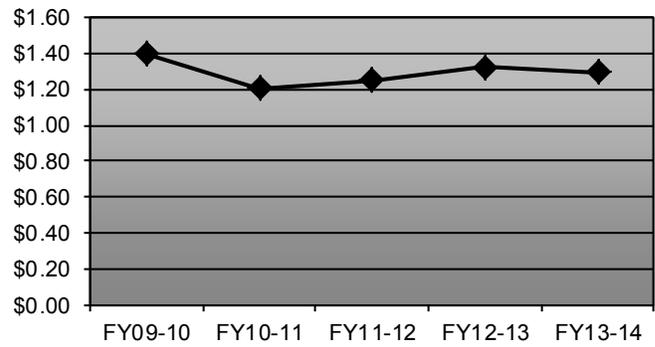
Operating Expense Per Passenger



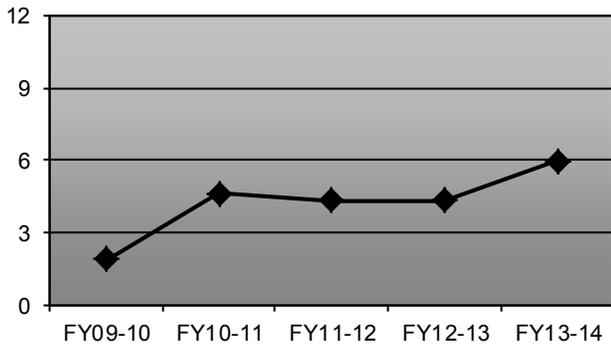
Total Passengers (000's)



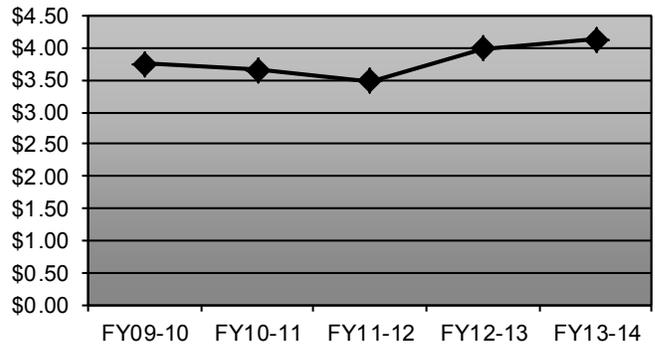
Operating Revenue Per Vehicle Mile



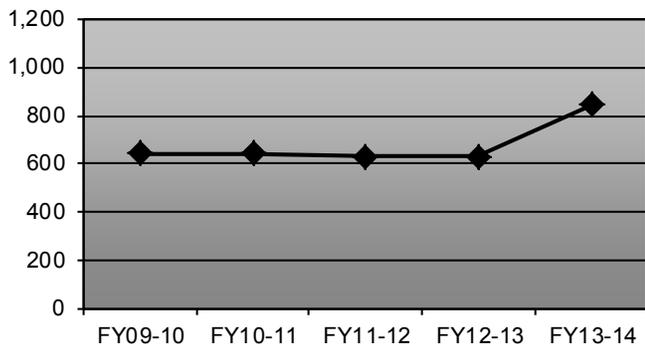
Total Bus Trips (000's)*



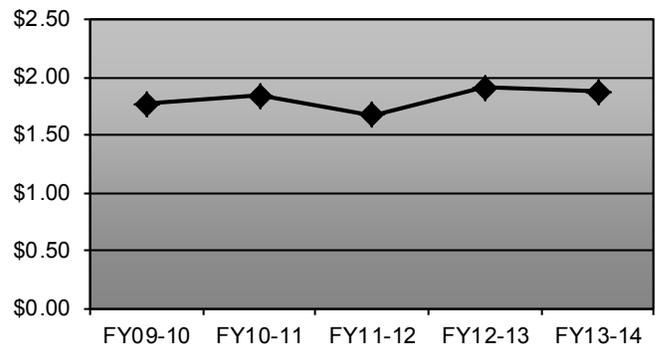
Operating Expense Per Vehicle Mile



Revenue Vehicle Miles (000's)



Total Subsidy Per Vehicle Mile



INTERCITY BUS

* 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. Lephon 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, Zelenople, New Castle, Meadville, Edinboro University, and Erie

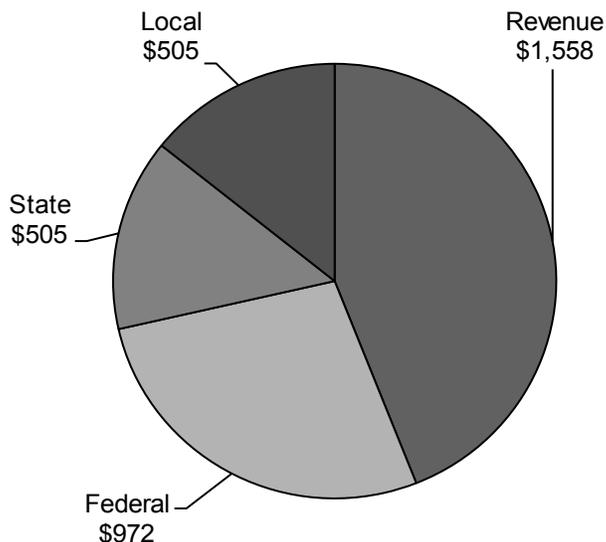
Communities Served by Harrisburg – Pittsburgh:

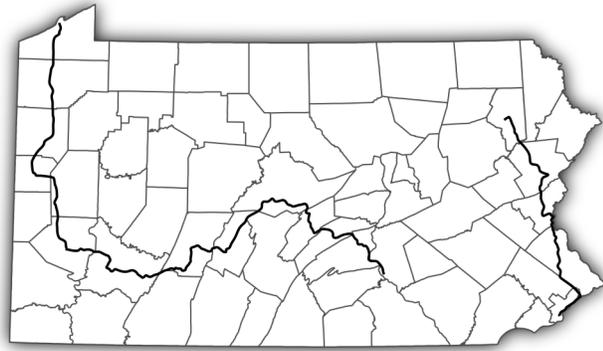
Harrisburg, Lewistown, State College, Tyrone, Altoona, Ebensburg, Johnstown, Latrobe, Greensburg, and Pittsburgh

INTERCITY BUS

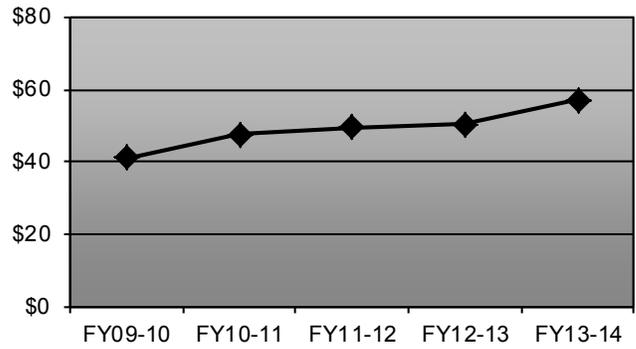
OPERATING FUNDS (000's)

\$3,540

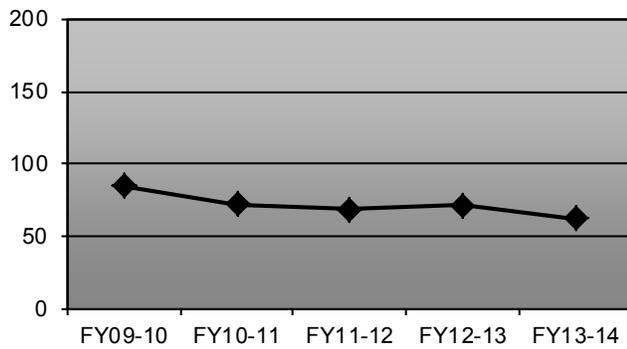




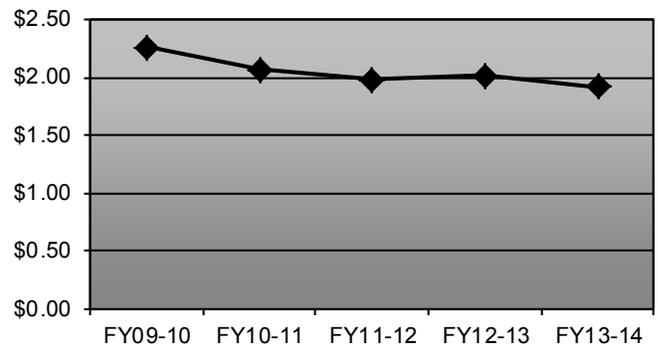
Operating Expense Per Passenger



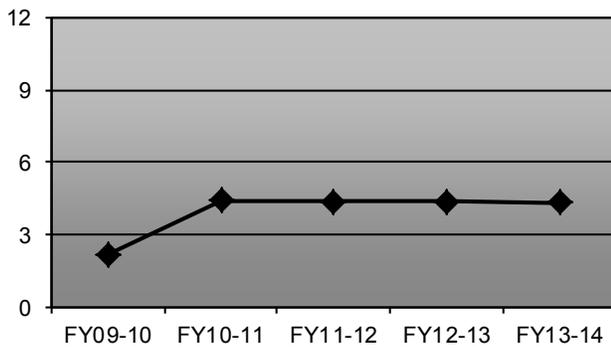
Total Passengers (000's)



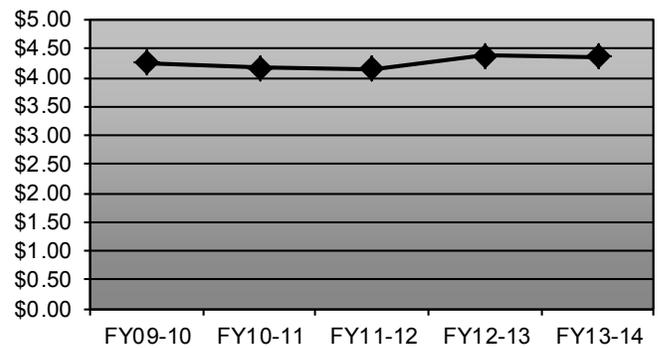
Operating Revenue Per Vehicle Mile



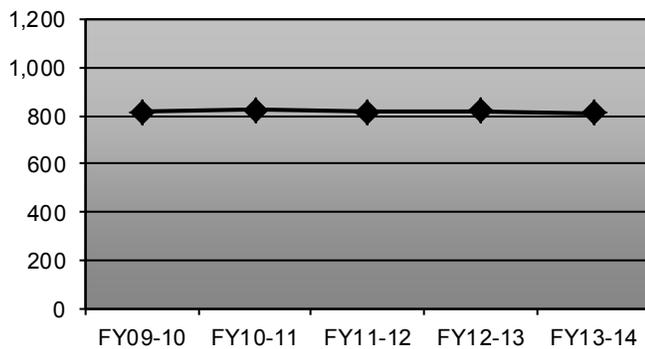
Total Bus Trips (000's)*



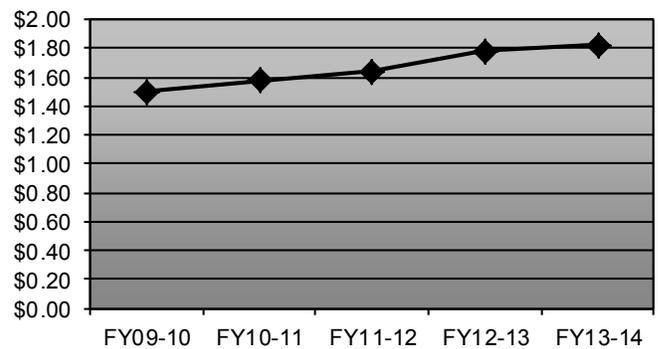
Operating Expense Per Vehicle Mile



Revenue Vehicle Miles (000's)



Total Subsidy Per Vehicle Mile



INTERCITY BUS

* 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:

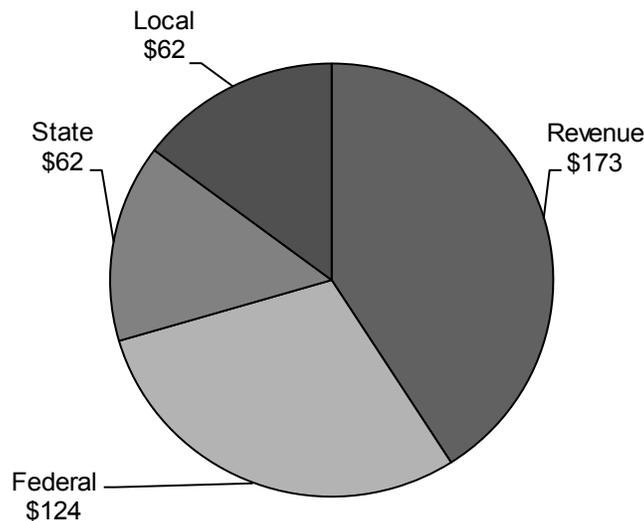
Communities Served by Pittsburgh – Grove City:

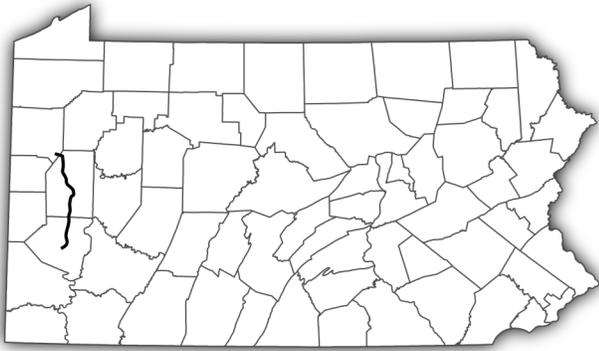
Pittsburgh, Etna, Glenshaw, Allison Park, Mt. Royal,
 Wildwood, Orchard Park, Bakerstown, Cooperstown,
 Plainview, Butler, Unionville, Stone House, Slippery
 Rock, and Grove City

INTERCITY BUS

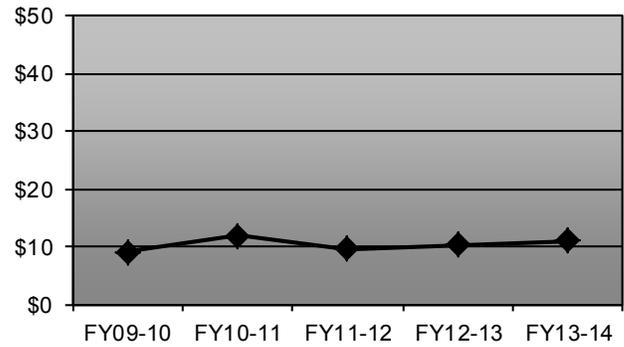
OPERATING FUNDS (000's)

\$421

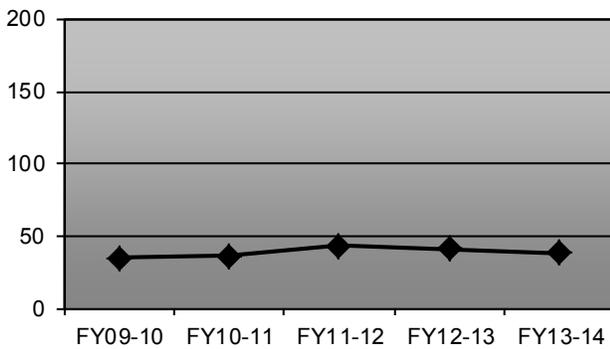




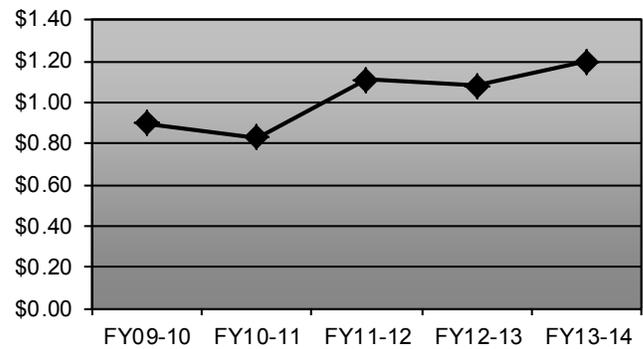
Operating Expense Per Passenger



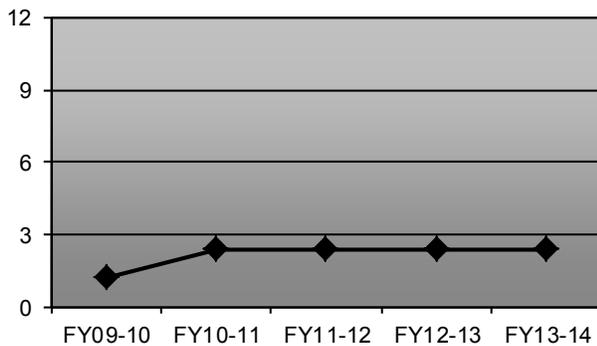
Total Passengers (000's)



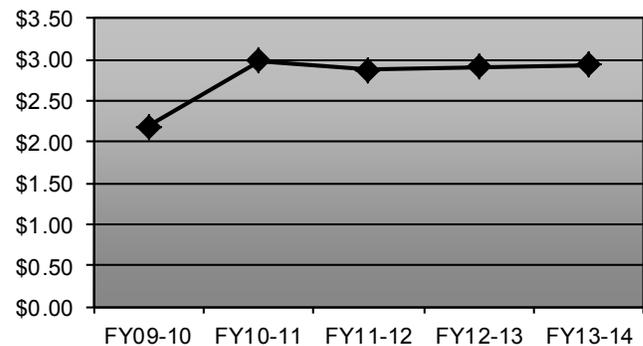
Operating Revenue Per Vehicle Mile



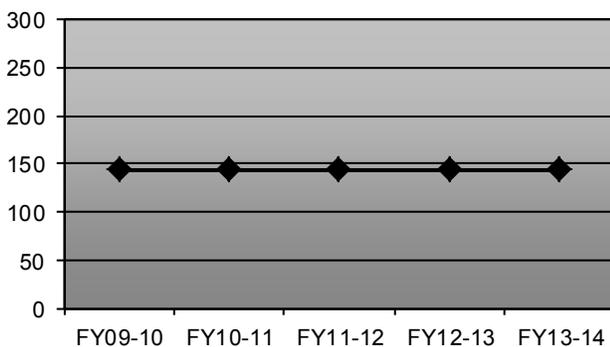
Total Bus Trips (000's)*



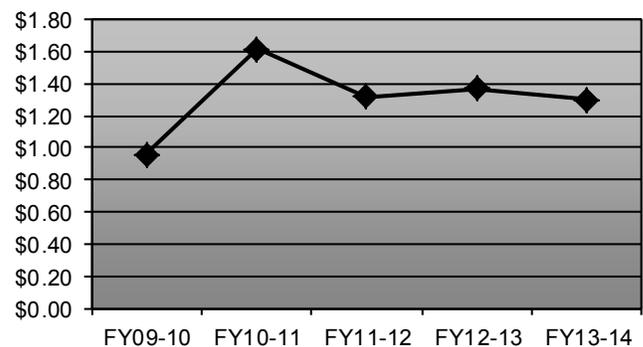
Operating Expense Per Vehicle Mile



Revenue Vehicle Miles (000's)



Total Subsidy Per Vehicle Mile



INTERCITY BUS

* 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

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

Intercity Bus Program:

Serves 19 counties
 Provides opportunities to travel into and outside of the state

Subsidized Routes:

Williamsport – Philadelphia
 Williamsport – Easton
 Harrisburg – Elmira, NY

Service Provided:

Scheduled Route Service
 Charter
 Group and Party
 School Bus

Average Fare: \$16.02
Total Number of Vehicles: 13 coaches

Communities Served by Susquehanna Transit Company:

Communities Served by Williamsport – Philadelphia:

Williamsport, Muncy, Allenwood, Watsontown, Milton, Lewisburg, Sunbury, Shamokin, Kulpmont, Mt. Carmel, Ashland, Frackville, Shenandoah, Mahanoy City, Danville, Bloomsburg, Berwick, Hazleton, Hometown, Tamaqua, Coaldale, Lansford, Nesquehoning, Beaver Meadows, Hudsonale, Jim Thorpe, Lehighton, Allentown, Quakertown, Doylestown, Abington, Willow Grove, and Philadelphia

Communities Served by Williamsport – Easton:

Williamsport, Mt. Carmel, Bloomsburg, Lehighton, Allentown, and Easton

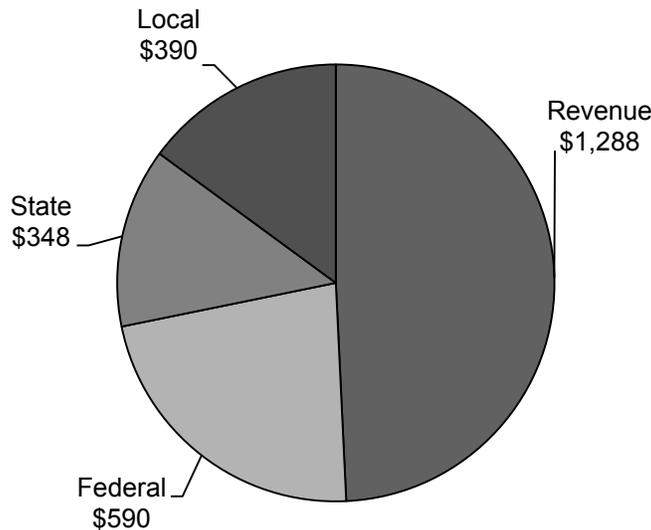
Communities Served by Harrisburg – Elmira, NY:

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

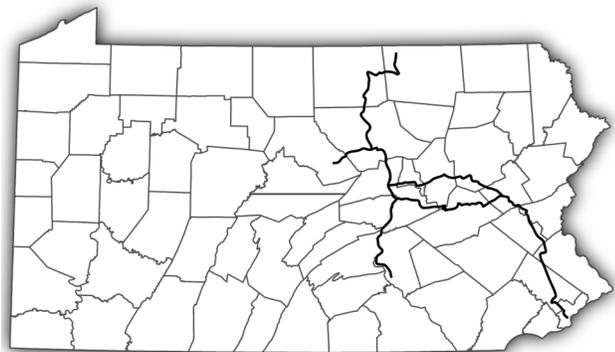
INTERCITY BUS

OPERATING FUNDS (000's)

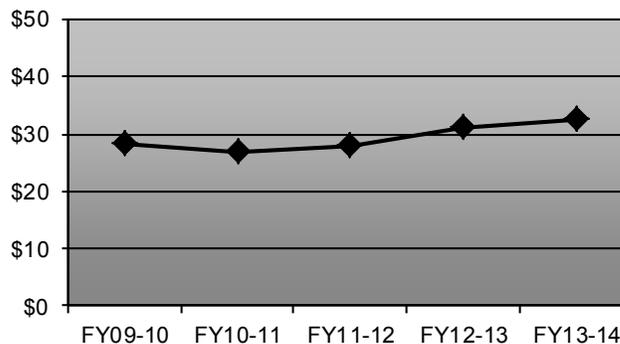
\$2,616



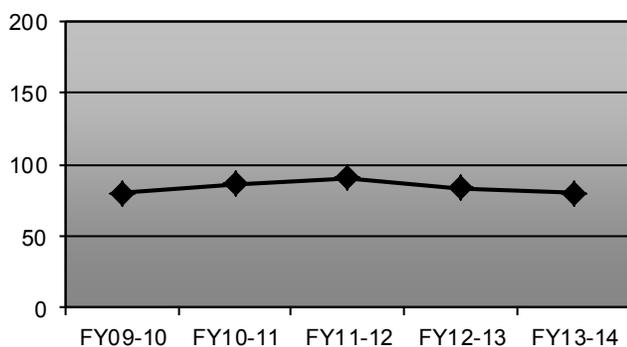
Susquehanna Transit Company



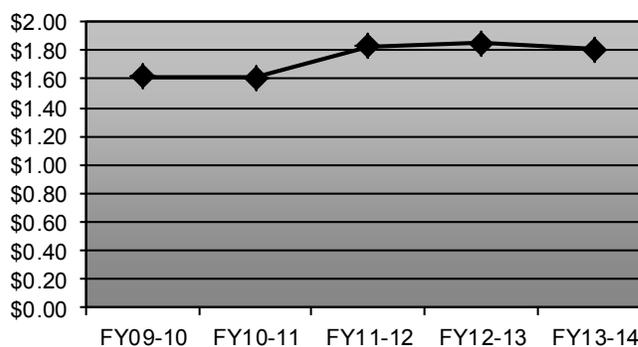
Operating Expense Per Passenger



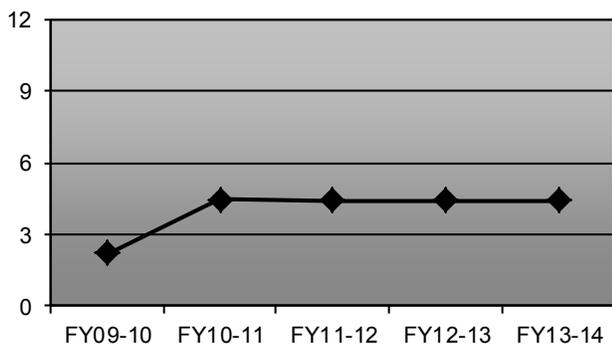
Total Passengers (000's)



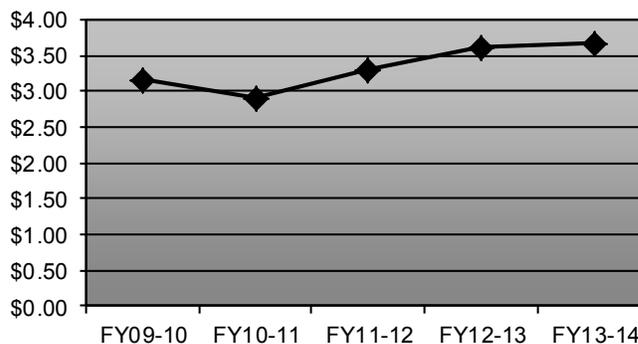
Operating Revenue Per Vehicle Mile



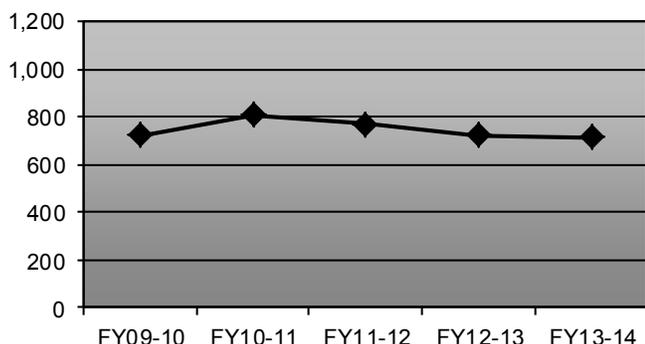
Total Bus Trips (000's)*



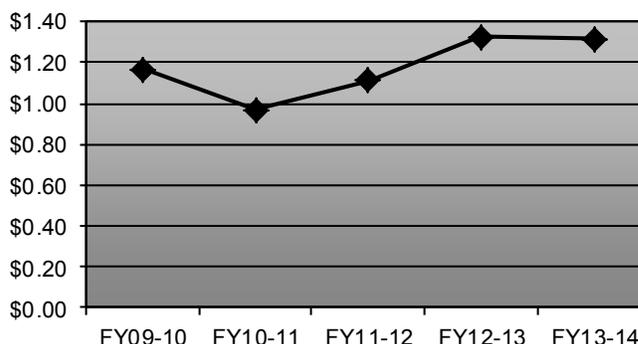
Operating Expense Per Vehicle Mile



Revenue Vehicle Miles (000's)



Total Subsidy Per Vehicle Mile



INTERCITY BUS

* Total Bus Trips: Prior to FY 2010-11, round trips were reported. Beginning in FY 2010-11, one-way trips are reported.

intentionally blank

Section VIII

Passenger Rail

Passenger Rail Program

Passenger Rail Program

Pennsylvania Department of Transportation
 Bureau of Public Transportation
 P.O. Box 3151
 Harrisburg, PA 17105-3151
 717-783-8025
www.dot.state.pa.us
www.planthekeystone.com
www.accessthekeystone.com

National Railroad Passenger Corporation (Amtrak)
 60 Massachusetts Avenue, NE
 Washington, D.C. 20002
 1-800-872-7245
www.amtrak.com

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 Improvements

Harrisburg Train Station

- Replace track interlockings (in progress)

Lancaster County At-Grade Crossings

- Eliminate three public crossings to increase public safety and awareness (in progress)

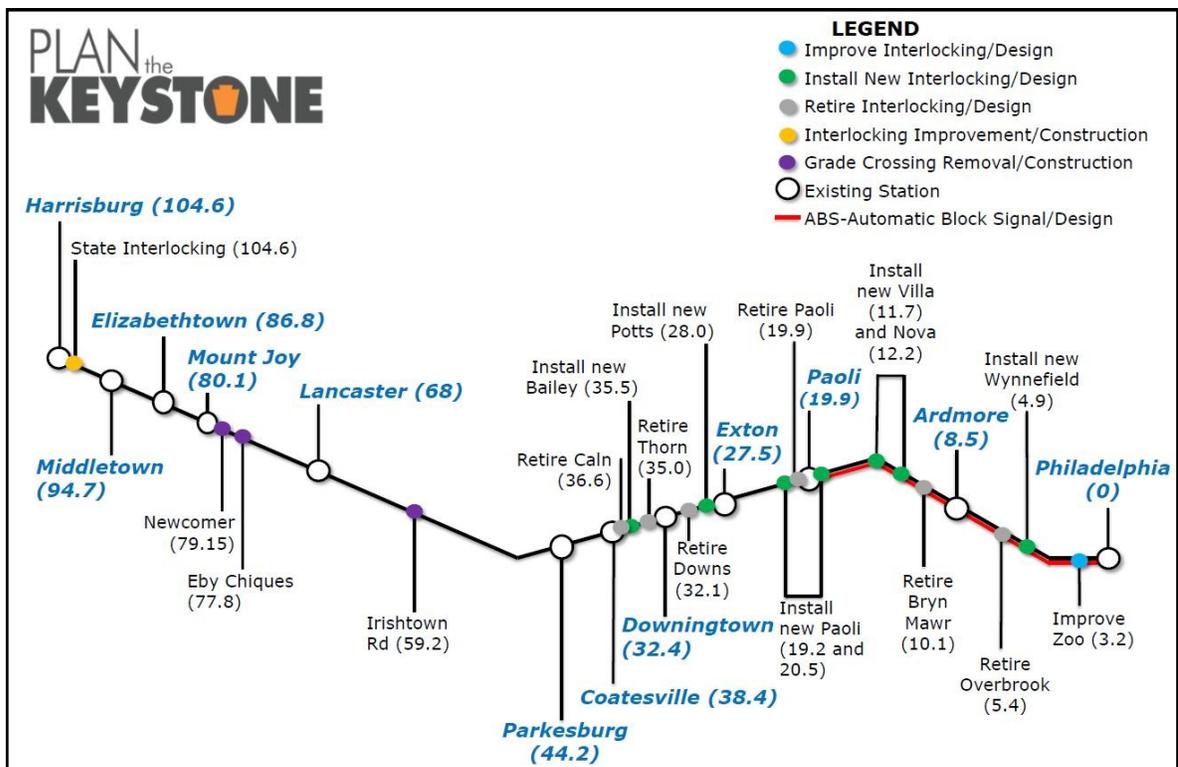
Mount Joy Train Station

- Construct level-boarding passenger platforms and covered walkway for parking access (in progress)

Elizabethtown Train Station

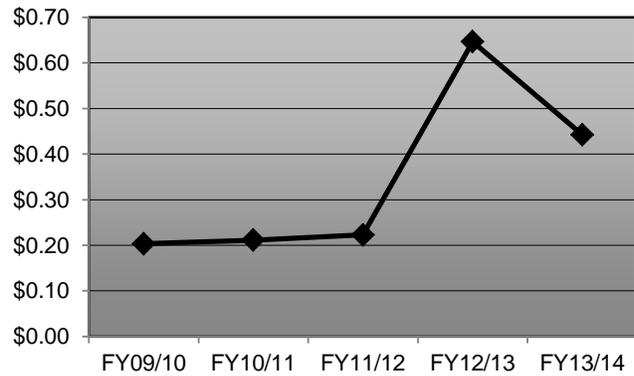
- Construct long-term/overflow parking lot (complete)
- Construct pedestrian & bicycle pathway from station to downtown (in progress)

Keystone Corridor Amtrak Owned Right-of-Way

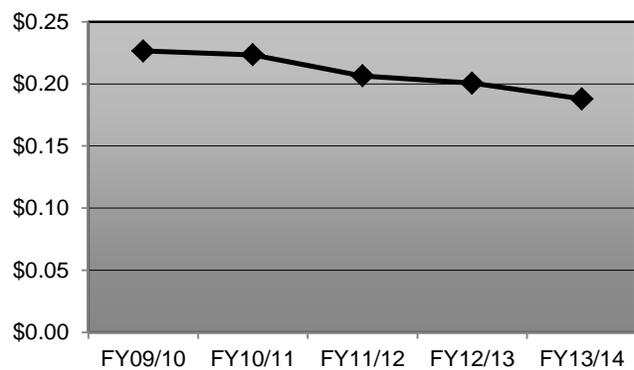


Keystone Corridor Service Performance Data		
Factor	FY 12-13	FY 13-14
Annual Train Miles	439,678	439,678
Expense per Train Mile	\$86.12	\$120.38
Subsidy per Train Mile	\$20.26	\$35.33
Average Passenger Fare	\$26.43	\$27.73
Average Passenger Trip (Miles)	85	88
Annual Cost Recovery	76%	71%
Keystone Passengers*	1,460,548	1,348,619
Keystone Passenger Miles	124,421,633	119,462,079
Annual State Subsidy**	\$8,909,601	\$15,534,000
Annual Passenger Revenue**	\$28,955,804	\$31,083,991
Average Train Speed	60 mph	60 mph

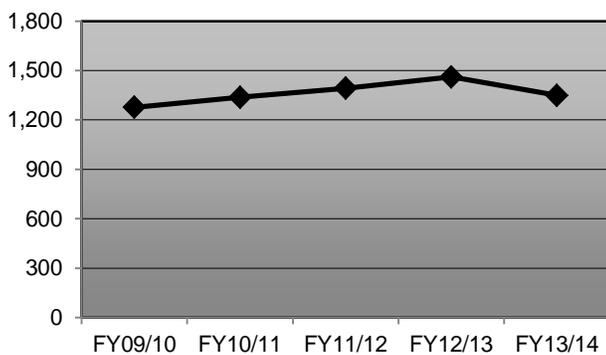
Revenue per Passenger Mile



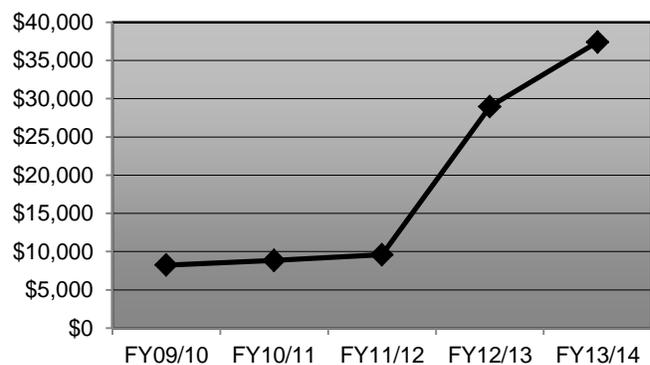
Subsidy per Passenger Mile



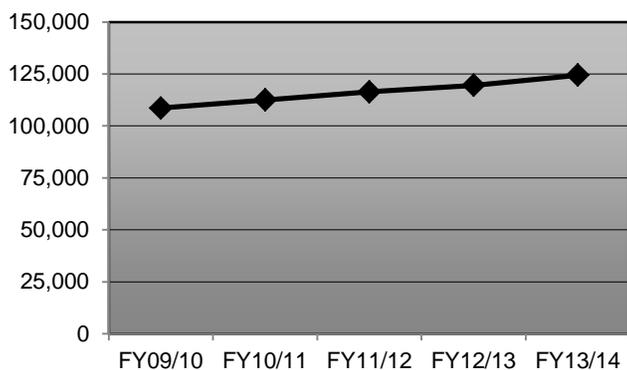
Total Keystone Ridership (000's)



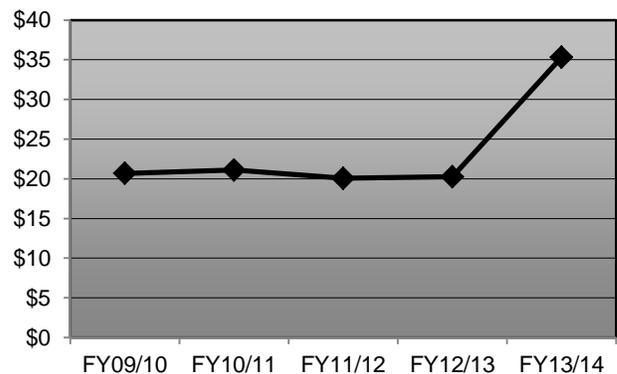
Keystone Revenue (000's)



Total Keystone Passenger Miles (000's)



Subsidy per Train Mile



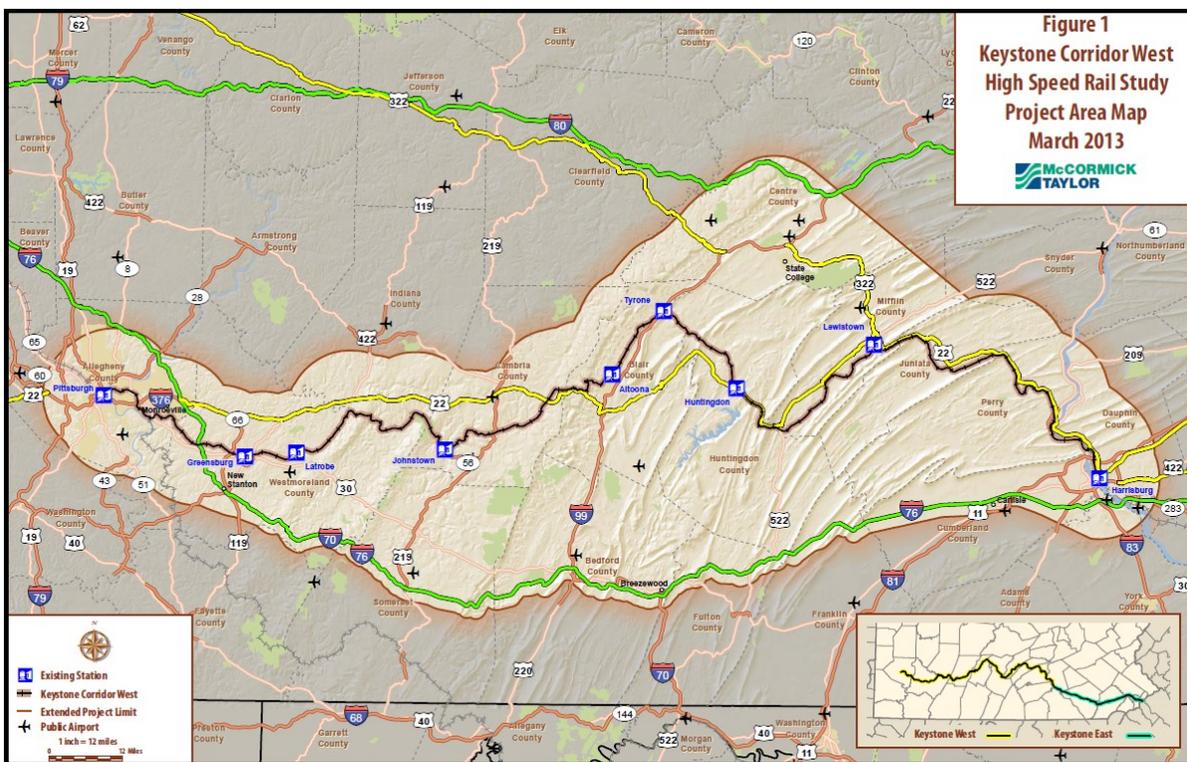
* Prior to FY 2013-14, Amtrak estimated ridership for trips completed under multi-ride tickets. After implementing new ticketing technology, ridership from multi-ride tickets is now being more accurately reported.

** 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.

Keystone West High Speed Rail Study

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.



Eby Chiques Bridge Replacement

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

New Locomotives for Keystone Corridor

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.



Photo courtesy of Amtrak

intentionally blank

Section IX

Glossary of Terms

Urban and Rural Systems

Act 44: State Act 44 of 2007.

Act 44 Fixed Route Distribution Factors: Factors used to determine the amount of operating assistance available for distribution to local transportation organizations under Section 1513 of Act 44. Factors include total passengers, senior passengers, revenue vehicle hours, and revenue vehicle miles counted in fixed route public transportation service and ADA complementary paratransit service.

Act 89: 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 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.

intentionally blank

Section X

Index

Allegheny County, Port Authority of (PAAC).....	58
Allied Coordinated Transportation Services, Inc. (ACTS)/Lawrence County.....	186
Altoona Metro Transit (AMTRAN).....	62
Area Transportation Authority of North Central PA (ATA), performance review for.....	6
Area Transportation Authority of North Central PA (ATA), profile data for.....	136
Beaver County Transit Authority (BCTA).....	64
Berks Area Regional Transportation Authority (BARTA), performance review for.....	18
Berks Area Regional Transportation Authority (BARTA), profile data for.....	68
Blair Senior Services, Inc./Blair County.....	188
Borough of Mount Carmel (BMC).....	168
Bucks County Transport, Inc.	190
Butler County Community Action & Development.....	192
Butler Transit Authority (BTA).....	140
Cambria County Transit Authority (CamTran).....	72
Capital Area Transit (CAT).....	76
Carbon County Community Transit.....	142
Carl R. Bieber, Inc.	252
Centre Area Transportation Authority (CATA).....	80
Centre County.....	194
Chester County/ROVER.....	196
Clarion County.....	198
Community Transportation.....	185
County of Lackawanna Transit System (COLTS).....	84
County of Lebanon Transit Authority (COLT/LT).....	88
Crawford Area Transportation Authority (CATA), performance review for.....	26
Crawford Area Transportation Authority (CATA), profile data for.....	146
Cumberland County.....	200
Delaware County.....	202
DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST).....	150
Endless Mountains Transportation Authority (EMTA).....	152
Erie Metropolitan Transit Authority (EMTA), performance review for.....	38
Erie Metropolitan Transit Authority (EMTA), profile data for.....	92
Fayette Area Coordinated Transportation (FACT).....	96
Forest County.....	204
Franklin County.....	206
Fullington Auto Bus Company, The.....	254

Greene County	208
Greyhound Lines, Inc.	256
Hazleton Public Transit (HPT).....	100
Huntingdon, Bedford, and Fulton Counties	210
Indiana County Transit Authority (IndiGO)	156
Intercity Bus.....	249
Keystone Corridor Service	264
Lawrence County/Allied Coordinated Transportation Services, Inc.	186
Lehigh and Northampton Transportation Authority (LANta).....	102
Luzerne County Transportation Authority (LCTA)	106
Lycoming and Clinton Counties/STEP, Inc.....	226
Mercer County Regional Council of Governments (MCRCOG).....	110
Mid County Transit Authority.....	160
Mid Mon Valley Transit Authority (MMVTA), performance review for	12
Mid Mon Valley Transit Authority (MMVTA), profile data for	114
Mifflin and Juniata Counties (CARS).....	212
Monroe County Transportation Authority (MCTA)	164
Montgomery County/Suburban Transit Network, Inc.	228
Montour County Transit	214
Mount Carmel, Borough of (BMC).....	168
MTR Transportation, Inc./Columbia County	216
Myers Coach Lines, Inc.	258
New Castle Area Transit Authority (NCATA).....	170
North Central PA, Area Transportation Authority of (ATA)	136
Northumberland County.....	218
Passenger Rail	263
Performance Review Executive Summaries	1
Perry County.....	220
Pike County	222
Port Authority of Allegheny County (PAAC)	58
Pottstown Area Rapid Transit (PART).....	116
Rail, Passenger	263
Red Rose Transit Authority (RRTA).....	118
River Valley Transit (Williamsport RVT)	128
ROVER/Chester County	196
Rural Systems	135

Schuylkill Transportation System (STS), performance review for	32
Schuylkill Transportation System (STS), profile data for	172
Somerset County	224
Southeastern Pennsylvania Transportation Authority (SEPTA)	54
STEP, Inc./Lycoming and Clinton Counties	226
Suburban Transit Network, Inc./Montgomery County	228
Susquehanna County Transportation	230
Susquehanna Transit Company	260
Transit Authority of Warren County (TAWC).....	180
Union/Snyder Transportation Alliance (USTA)	232
Urban Systems	53
Venango County Transportation Office (VCTO)	176
Warren County, Transit Authority of (TAWC).....	180
Washington, City of.....	122
Washington County Transportation Authority	234
Wayne County	236
Westmoreland County Transit Authority (WCTA)	124
York Adams Transportation Authority (YATA)	130

intentionally blank

Pennsylvania Department of Transportation
Bureau of Public Transportation
717-783-8025