On the cover:

Mount Joy Amtrak Station
Preliminary design, Market Street Bridge looking west
Courtesy of Michael Baker International

Beaver County Transit Authority Station
Courtesy of Southwestern Pennsylvania Commission

Washington City Transit (now Freedom Transit) Paratransit Bus
Courtesy of Southwestern Pennsylvania Commission

SEPTA Commuter Train at Secane Station
Courtesy of PennDOT

The “T” Light Rail, Pittsburgh
Courtesy of Southwestern Pennsylvania Commission

Capital Area Transit Fixed-Route Bus, Harrisburg
Courtesy of Michael Baker International
Dear Fellow Pennsylvanians,

I am pleased to submit the Pennsylvania Public Transportation Annual Performance Report for the state 2014-2015 fiscal year.

Pennsylvania’s public transportation is moving toward the future, in part with additional and critically needed resources provided by Act 89 of 2013, the far-reaching funding plan that put transit on a more solid footing. The Commonwealth is very fortunate to have a world class transportation system, which adds value to the lives of millions of Pennsylvanians every day. This report shows you how transportation operates throughout our state.

Innovations in public transportation help seniors travel safely to the grocery store, allow individuals to book shared ride trips online, and cost effectively get hardworking Pennsylvanians to jobs that drive our economy. This year, the Annual Performance Report reflects the advancements that have taken place, including regionalization and the implementation of cutting-edge scheduling software, solutions that streamline transportation systems and save Pennsylvanians money, while continuing to offer a superior customer product.

Please use this document to see how Pennsylvania works for its residents. Included are transit agency performance reports published since the last year. These reports show how transit agencies compare against their peers on specific performance criteria. Capital highlights demonstrate how the added funding provided by Act 89 has been effectively managed to modernize agencies’ fleets, facilities, and other capital improvements. These improvements will be long lasting and allow agencies to maintain a state of good repair into the future. Additionally, the Bureau of Public Transportation revamped its website, www.penndot.gov/doing-business/transit, adding greater transparency and connection with customers.

Many dedicated individuals have contributed to the success of public transportation in Pennsylvania, from vehicle operators, mechanics, and clients to communities and private organizations. Pennsylvania continues to invest in its future with pride through quality public transportation programs and capital projects.

Sincerely,

Leslie S. Richards
Secretary
Department of Transportation
Table of Contents
# Table of Contents

## Section I: Transit Agency Performance Review Executive Summaries ....................................... 1
   - Lehigh and Northampton Transportation Authority (LANta) .................................................. 6
   - Butler Transit Authority (BTA) .................................................................................................. 12
   - Lower Anthracite Transit Authority (LATS) ............................................................................. 18
   - York Adams Transportation Authority (YATA) ....................................................................... 24
   - Carbon County Community Transit (CCCT) ............................................................................. 30
   - Hazleton Public Transit (HPT) .................................................................................................. 36
   - Indiana County Transit Authority (IndiGO) ............................................................................. 42
   - Westmoreland County Transit Authority (WCTA) ................................................................. 48

## Section II: Section 1513 Distribution Factors ........................................................................... 55
   - Act 44 Passenger Trips ............................................................................................................. 56
   - Act 44 Senior Citizen Trips ...................................................................................................... 57
   - Act 44 Revenue Vehicle Miles ................................................................................................ 58
   - Act 44 Revenue Vehicle Hours ............................................................................................... 59

## Section III: Urban Systems ........................................................................................................ 61
   - Southeastern Pennsylvania Transportation Authority (SEPTA) .............................................. 62
   - Port Authority of Allegheny County (PAAC) .......................................................................... 66
   - Altoona Metro Transit (AMTRAN) .......................................................................................... 70
   - Beaver County Transit Authority (BCTA) .............................................................................. 72
   - Berks Area Regional Transportation Authority (BARTA) ....................................................... 76
   - Cambria County Transit Authority (CamTran) ........................................................................ 80
   - Capital Area Transit (CAT) ....................................................................................................... 84
   - Centre Area Transportation Authority (CATA) ....................................................................... 88
   - County of Lackawanna Transit System (COLTS) ..................................................................... 92
   - County of Lebanon Transit Authority (COLT/LT) ................................................................... 96
   - Erie Metropolitan Transit Authority (EMTA) .......................................................................... 100
   - Fayette Area Coordinated Transportation (FACT) ................................................................. 104
   - Hazleton Public Transit (HPT) ................................................................................................ 108
   - Lehigh and Northampton Transportation Authority (LANta) .............................................. 110
   - Luzerne County Transportation Authority (LCTA) ............................................................... 114
   - Mercer County Regional Council of Governments (MCRCOG) ........................................... 118
   - Mid Mon Valley Transit Authority (MMVTA) ......................................................................... 122
   - Pottstown Area Rapid Transit (PART) ..................................................................................... 124
   - Red Rose Transit Authority (RRTA) ....................................................................................... 126
Table of Contents

<table>
<thead>
<tr>
<th>Authority/Authority (WCTA)</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washington County Transportation Authority</td>
<td>130</td>
</tr>
<tr>
<td>Washington, City of</td>
<td>134</td>
</tr>
<tr>
<td>Westmoreland County Transit Authority (WCTA)</td>
<td>136</td>
</tr>
<tr>
<td>River Valley Transit (Williamsport RVT)</td>
<td>140</td>
</tr>
<tr>
<td>York Adams County Transportation Authority (YATA)</td>
<td>142</td>
</tr>
<tr>
<td><strong>Section IV: Rural Systems</strong></td>
<td>147</td>
</tr>
<tr>
<td>Area Transportation Authority of North Central PA (ATA)</td>
<td>148</td>
</tr>
<tr>
<td>Butler Transit Authority (BTA)</td>
<td>152</td>
</tr>
<tr>
<td>Carbon County Community Transit (CCCT)</td>
<td>154</td>
</tr>
<tr>
<td>Crawford Area Transportation Authority (CATA)</td>
<td>158</td>
</tr>
<tr>
<td>DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST)</td>
<td>162</td>
</tr>
<tr>
<td>Endless Mountains Transportation Authority (EMTA)</td>
<td>164</td>
</tr>
<tr>
<td>Indiana County Transit Authority (IndiGO)</td>
<td>168</td>
</tr>
<tr>
<td>Mid County Transit Authority</td>
<td>172</td>
</tr>
<tr>
<td>Monroe County Transportation Authority (MCTA)</td>
<td>176</td>
</tr>
<tr>
<td>Borough of Mount Carmel (BMC)</td>
<td>180</td>
</tr>
<tr>
<td>New Castle Area Transit Authority (NCATA)</td>
<td>182</td>
</tr>
<tr>
<td>Schuylkill Transportation System (STS)</td>
<td>184</td>
</tr>
<tr>
<td>Venango County Transportation Office (VCTO)</td>
<td>188</td>
</tr>
<tr>
<td>Transit Authority of Warren County (TAWC)</td>
<td>192</td>
</tr>
<tr>
<td><strong>Section V: Community Transportation</strong></td>
<td>197</td>
</tr>
<tr>
<td>Allied Coordinated Transportation Services, Inc. (ACTS)/Lawrence County</td>
<td>198</td>
</tr>
<tr>
<td>Blair Senior Services, Inc./Blair County</td>
<td>200</td>
</tr>
<tr>
<td>Bucks County Transport, Inc.</td>
<td>202</td>
</tr>
<tr>
<td>Butler County Community Action &amp; Development</td>
<td>204</td>
</tr>
<tr>
<td>Centre County</td>
<td>206</td>
</tr>
<tr>
<td>ROVER/Chester County</td>
<td>208</td>
</tr>
<tr>
<td>Clarion County</td>
<td>210</td>
</tr>
<tr>
<td>Cumberland County</td>
<td>212</td>
</tr>
<tr>
<td>Delaware County</td>
<td>214</td>
</tr>
<tr>
<td>Forest County</td>
<td>216</td>
</tr>
<tr>
<td>Franklin County</td>
<td>218</td>
</tr>
<tr>
<td>Greene County</td>
<td>220</td>
</tr>
<tr>
<td>Huntingdon, Bedford, and Fulton Counties</td>
<td>222</td>
</tr>
<tr>
<td>Section</td>
<td>Pages</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
</tr>
<tr>
<td>Section VI: Capital Project Highlights</td>
<td>249</td>
</tr>
<tr>
<td>Section VII: Intercity Bus</td>
<td>257</td>
</tr>
<tr>
<td>Carl R. Bieber, Inc.</td>
<td>260</td>
</tr>
<tr>
<td>The Fullington Auto Bus Company</td>
<td>262</td>
</tr>
<tr>
<td>Greyhound Lines, Inc.</td>
<td>264</td>
</tr>
<tr>
<td>Myers Coach Lines, Inc.</td>
<td>266</td>
</tr>
<tr>
<td>Susquehanna Transit Company</td>
<td>268</td>
</tr>
<tr>
<td>Section VIII: Passenger Rail</td>
<td>271</td>
</tr>
<tr>
<td>Section IX: Glossary of Terms</td>
<td>275</td>
</tr>
<tr>
<td>Section X: Index</td>
<td>279</td>
</tr>
</tbody>
</table>
Section I

Transit Agency Performance Review
Executive Summaries
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, 37 performance reviews have been conducted and 31 reports have been published on the Bureau’s website. PennDOT continues to refine the process and best practices continue to emerge.

To date, the following reports have been published:

- Cumberland Dauphin Harrisburg Transit Authority (CAT) – March 2010
- Fayette Area Coordinated Transportation (FACT) – March 2011
- Monroe County Transportation Authority (MCTA) – July 2011
- Endless Mountains Transportation Authority (EMTA) – August 2011
- Luzerne County Transportation Authority (LCTA) – August 2011
  - Luzerne County Transportation Authority Revised (LCTA) – February 2014
- County of Lebanon Transit Authority (LT) – November 2011
- Beaver County Transit Authority (BCTA) – May 2012
- Altoona Metro Transit (AMTRAN) – September 2012
- County of Lackawanna Transit System (COLTS) – November 2012
- Venango County Transportation Office (VCTO) – December 2012
- Cambria County Transit Authority (CamTran) – January 2013
- Mid County Transit Authority – March 2013
- DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST) – April 2013
- Pottstown Area Rapid Transit (PART) – April 2013
- New Castle Area Transit Authority (NCATA) – June 2013
- Centre Area Transportation Authority (CATA) – September 2013
- City of Washington Transit – December 2013
- Area Transportation Authority of North Central Pennsylvania (ATA) - May 2014
- Mid Mon Valley Transit Authority (MMVTA) - July 2014
- Berks Area Regional Transportation Authority (BARTA) - August 2014
- Crawford Area Transportation Authority (CATA) - August 2014
PennDOT publishes transit agency performance review reports in their entirety on the Bureau of Public Transportation’s website at www.penndot.gov. 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:

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

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

- Lehigh and Northampton Transportation Authority (LANta) - June 2015
- Butler Transit Authority (BTA) - August 2015
- York Adams Transportation Authority (YATA) - August 2015
- Carbon County Community Transit (CCCT) - September 2015
- Westmoreland County Transit Authority (WCTA) - November 2015
- Lower Anthracite Transit System (LATS) - February 2016
- Hazleton Public Transit (HPT) - March 2016
- Indiana County Transit Authority (IndiGO) - March 2016
## Lehigh and Northampton Transportation Authority (LANta)

### Transit Performance Review

#### Executive Summary

#### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Lehigh and Northampton Transportation Authority (d.b.a. LANta)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1972</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>FYE 2013</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>106</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>389,000</td>
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#### Annual Operating Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
<td>69</td>
<td>105</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$20,545,390</td>
<td>$9,845,312</td>
</tr>
<tr>
<td>Operating Revenues</td>
<td>$4,624,779</td>
<td>$6,654,470</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles*</td>
<td>2,783,936</td>
<td>4,708,868</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>2,586,388</td>
<td>4,285,070</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>234,348</td>
<td>284,968</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>219,864</td>
<td>261,932</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>4,877,236</td>
<td>419,584</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>801,099</td>
<td>131,228</td>
</tr>
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</table>

#### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>22.18</td>
<td>1.06</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$93.45</td>
<td>$37.59</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$21.03</td>
<td>$25.41</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$4.21</td>
<td>$23.46</td>
</tr>
</tbody>
</table>

#### Other Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>22.51%</td>
<td>67.59%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$87.67</td>
<td>$34.55</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$7.38</td>
<td>$2.09</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Miles</td>
<td>20.81</td>
<td>1.47</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$7.94</td>
<td>$2.30</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>92.90%</td>
<td>92.00%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>93.82%</td>
<td>91.92%</td>
</tr>
</tbody>
</table>
In July 2007 the Pennsylvania Legislature passed Act 44, establishing a framework for a PennDOT driven transit agency performance review process. The purpose of a review is to assess efficiency and effectiveness of service, financial stability, and general management/business practices. The assessment makes transit agencies aware of improvement opportunities and identifies best practices that can be shared with other transit agencies.

The Act 44 transit performance review of the Lehigh and Northampton Transportation Authority (d.b.a. LANta) was conducted in November 2014. The performance review focused on fixed-route bus service. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services - LANta trends and a comparison of LANta to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist LANta 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, LANta will develop an action plan which identifies the steps LANta 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 LANta management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of the report. PennDOT will work with LANta to agree to a plan which, when approved by the LANta Board, will be submitted as the final action plan. At the very least, LANta must report quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. LANta’s success will be measured in part on meeting performance targets established through the review.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify LANta’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 process and were agreed to in advance by LANta.

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 LANTA is “In Compliance” for seven 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. **FYE 2012 passengers / revenue vehicle hour** ranks 5th out of the 13 transit agencies and is better than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is worse than the peer group average. This is due to a decrease in ridership that followed a fare increase and service changes that occurred in the fall of 2011.
3. The **FYE 2012 operating cost / revenue vehicle** hour ranks 9th out of the 13 transit agencies and is worse than the peer group average.
4. The **five-year trend for increase in operating cost / revenue vehicle hour** is slightly worse than the peer group average.
5. **FYE 2012 operating revenue / revenue vehicle hour** ranks 5th out of the 13 transit agencies and is better than the peer group average.
6. The **five-year trend for operating revenue/ revenue vehicle hour** is better than the peer group average.
7. **FYE 2012 operating cost / passenger** ranks 6th out of the 13 transit agencies and is better than the peer group average.

**At Risk**

1. The **five-year trend for operating cost / passenger** is than worse than the peer group average. This is due to a decrease in ridership that followed a fare increase and service changes that took place in the fall of 2011.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 13)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2012</td>
<td>5</td>
<td>Better</td>
<td>22.43</td>
<td>19.55</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>12</td>
<td>Worse</td>
<td>-4.65%</td>
<td>0.17%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2012</td>
<td>9</td>
<td>Worse</td>
<td>$93.80</td>
<td>$89.05</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>6</td>
<td>Worse</td>
<td>2.61%</td>
<td>2.11%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2012</td>
<td>5</td>
<td>Better</td>
<td>$21.55</td>
<td>$19.09</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>8</td>
<td>Better</td>
<td>3.03%</td>
<td>2.19%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2012</td>
<td>6</td>
<td>Better</td>
<td>$4.18</td>
<td>$4.97</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>12</td>
<td>Worse</td>
<td>7.61%</td>
<td>2.12%</td>
</tr>
</tbody>
</table>
General Findings

In accordance with Act 44, findings are indicated as “Opportunities for Improvement” or “Best Practices.” Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency. Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of LANta and may be shared with other agencies as techniques for improvement. Major themes are indicated below.

**Best Practices**

1. Regularly evaluating and adjusting multi-ride pass prices to maintain effective fare recovery
2. Establishing route guarantee arrangements with Amazon, Penn State, a Community College and the Allentown Parking Authority
3. Self-insuring for healthcare resulting in lower than industry average increase in annual healthcare costs
4. Keeping scheduled overtime to 5% or less and carefully managing unscheduled overtime
5. Recommending “transit friendly” site design guidelines that can be used by local governments through its “Transit Supportive Land Use for the Lehigh Valley”
6. Receiving funds from the Department of Housing and Urban Development “Sustainable Communities” program to support planning and support transit oriented development policies
7. Rotating the Chairman of the Board between Lehigh and Northampton counties to bring fresh ideas to governance and greater buy-in to the decision-making
8. Using automated passenger counters (APC) to inform service planning by providing the exact location and time of passenger boardings and alightings

**Opportunities for Improvement to Address in the Action Plan**

1. Develop a long-term strategy to increase cash reserves and move away from credit-based financing
2. Review the payment terms of future shared-ride service delivery contracts to try to better align the way it compensates contractors with how it receives payments for shared-ride service
3. Evaluate the implications of BRT on overall operating costs to determine the long-term fiscal impacts of the proposed service
4. Reassess organizational structure to see if there are cost-effective ways to better distribute responsibilities and provide greater depth of resources for routine administrative functions
5. Integrate conversion to CNG fueled vehicles into five-year capital and operating plans
6. Establish a process for conducting routine customer satisfaction surveys
7. Coordinate with PennDOT staff to find a way to account for LANTA Flex Service consistently in its dotGrants and NTD reporting
8. Establish a citizen advisory committee to provide community input to service planning and other agency actions
9. Explore opportunities to centrally manage its facilities maintenance records electronically
10. Work with the Lehigh and Northampton counties to ensure that the Board’s makeup is more reflective of the community makeup
Financial Review

Lehigh and Northampton county governments contribute monies to help cover LANTA’s operational funding requirements. Per PennDOT dotGrants, LANTA has used most of those amounts to balance its budget and comply with state requirements. 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 20% and 23%. Fixed-route full fares are $2.00 and transfers are $0.25. The effective fare is around $1.00 per trip. Management actively monitors and adjusts multi-ride pass pricing to maintain farebox recovery.

LANTA has low cash reserves but can use a line of credit for its day-to-day cash flow needs. However, the practice of using a line of credit leads to increases in operating cost. LANTA management should continue to take appropriate actions to control costs, rebuild cash reserves and avoid using its line of credit for day-to-day cash flow needs.

Five-Year Performance Targets

This transit agency performance report outlines areas where improvements may be made in order to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of “performance targets” has been established and detailed on page 16. These performance targets are required to comply with Act 44 performance criteria and represent the minimum performance levels that LANTA should work to achieve 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 PennDOT dotGrants information available (FYE 2013). Standards were extrapolated to FYE 2019 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011* Actual</td>
<td>2012 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>28.13</td>
<td>22.43</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$95.88</td>
<td>$93.80</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$24.17</td>
<td>$21.55</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$3.41</td>
<td>$4.18</td>
</tr>
</tbody>
</table>

*LANTA had a major service change and a day pass fare increase in the fall of 2011 that impacted all Act 44 performance criteria in FYE 2012 and future years.
Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that LANta “…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 LANta oversight board and management.

Functional area “opportunities for improvement” are areas in which adjustments may result in cost savings, improved service quality, and ridership and/or revenue increases. Achieved improvements in these areas will assist in meeting 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 LANta.

The template for the Action Plan has been provided as an appendix to the final report. This template includes two parts:

- **Part 1- Act 44 Performance Metric Findings Templates** is where LANta should address its proposed actions to address the “Opportunities for Improvement” findings that directly affect the Act 44 performance metrics.
- **Part 2- Other Actions to Improve Overall Performance Template** should be used to address the “Other Findings that Impact Overall Agency Performance” identified during the review. LANta should use the format provided in Appendix A: Action Plan Improvement Strategies to develop its proposed draft Action Plan.

It should be noted that specific actions identified may only 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. LANta must select, prioritize and schedule its intended actions using the template.

LANta 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 LANta’s management and the Department. The finalized Action Plan then must be approved by the LANta Board and formally submitted to PennDOT. At the very least, LANta’s management must report 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 upcoming quarter(s).
Butler Transit Authority (BTA)
Transit Performance Review
Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Butler Transit Authority (d.b.a. BTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1989</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>FYE 2013</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>15</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>33,339</td>
</tr>
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</table>

Annual Operating Statistics

<table>
<thead>
<tr>
<th>Fixed-Route Bus</th>
<th>ADA Paratransit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
<td>4</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$1,677,037</td>
</tr>
<tr>
<td>Operating Revenues</td>
<td>$192,601</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles*</td>
<td>216,574</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>212,290</td>
</tr>
<tr>
<td>Total Vehicle Hours**</td>
<td>18,451</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>17,829</td>
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<tr>
<td>Total Passenger Trips</td>
<td>217,446</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>45,605</td>
</tr>
</tbody>
</table>

Act 44 Performance Statistics

<table>
<thead>
<tr>
<th>Fixed-Route Bus</th>
<th>ADA Paratransit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>12.20</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$94.06</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$10.80</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.71</td>
</tr>
</tbody>
</table>

Other Performance Statistics

<table>
<thead>
<tr>
<th>Fixed-Route Bus</th>
<th>ADA Paratransit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>11.48%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$90.89</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$7.74</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>11.79</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$7.90</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>98.02%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>96.63</td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants 2013 reporting
*BTA reported total fixed-route vehicle mileage was estimated due to some odometer equipment failures and misunderstanding of revenue vs. total reporting requirements by BTA.
**BTA reported fixed-route bus total vehicle hours are from Rural NTD reports.
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 identifies best practices that can be shared with other transit agencies and makes transit agencies aware of improvement opportunities.

The Act 44 transit performance review of Butler Transit Authority (d.b.a. BTA) was conducted in December 2014. The performance review focused on fixed-route bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services: BTA trends and a comparison of BTA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist BTA 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, BTA will develop an action plan which identifies the steps BTA 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 BTA management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of the report. PennDOT will work with BTA to agree to a plan which, when approved by the BTA Board, will be submitted as the final action plan. At the very least, BTA must report quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. BTA’s success will be measured in part on meeting performance targets established through the review.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify BTA’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 process and were agreed to in advance by BTA.

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 BTA is “In Compliance” for seven 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. **FYE 2012 passengers / revenue vehicle hour** ranks 3rd out of the 11 transit agencies and is better than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is better than the peer group average.
3. The **five-year trend for increase in operating cost / revenue vehicle hour** is better than the peer group average.
4. **FYE 2012 operating revenue / revenue vehicle hour** ranks 4th out of the 11 transit agencies and is better than the peer group average.
5. The **five-year trend for operating revenue / revenue vehicle hour** is worse than the peer group average.
6. **FYE 2012 operating cost / passenger** ranks 6th out of the 11 transit agencies and is better than the peer group average.
7. The **five-year trend for operating cost / passenger increase** is better than the peer group average.

**At Risk**

1. **FYE 2012 operating cost / revenue vehicle hour** is the most expensive of the 11 transit agencies of the peer group.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 11)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passengers / Revenue Hour</strong></td>
<td>2012 In Compliance</td>
<td>3</td>
<td>Better</td>
<td>13.61</td>
<td>9.12</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>1.23%</td>
<td>0.99%</td>
</tr>
<tr>
<td><strong>Operating Cost / Revenue Hour</strong></td>
<td>2012 At Risk</td>
<td>11</td>
<td>Worse</td>
<td>$87.18</td>
<td>$63.91</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>1.79%</td>
<td>2.08%</td>
</tr>
<tr>
<td><strong>Operating Revenue / Revenue Hour</strong></td>
<td>2012 In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$9.60</td>
<td>$8.18</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>-0.46%</td>
<td>2.79%</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>2012 In Compliance</td>
<td>6</td>
<td>Better</td>
<td>$6.41</td>
<td>$8.58</td>
</tr>
<tr>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>0.55%</td>
<td>1.10%</td>
</tr>
</tbody>
</table>
General Findings

In accordance with Act 44, findings are indicated as “best practices” or “opportunities for improvement.” Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of BTA and may be shared with other agencies as techniques for improvement. Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency.

Best Practices

1. Active use of automated vehicle location (AVL) to assess on-time performance and for customer service
2. Close coordination with the local MPO to secure funding for capital projects
3. Use of website and social media as primary instruments in marketing
4. Adopting, then adapting, procurement manual materials from peer agencies
5. Coordinated vehicle purchases with other Pennsylvania transit systems
6. Partnership with Slippery Rock University to evaluate on-time performance for all bus routes
7. Outsourcing of grant writing services in a cost effective manner
8. Use of Transportation Options/Transportation 101 forums to receive community and agency comments and suggestions
9. Sale of tokens to social service agencies

Opportunities for Improvement to Address in the Action Plan

1. Address shortcomings of current subcontracting practices including RFP development, basis of contractor payment and overall contract management
2. Conduct periodic formal Board training using resources available from PennTRAIN
3. Develop a formal strategic plan that is adopted by the Board
4. Publish Board meeting agendas and minutes online to promote transparency and to inform citizens of agency activities
5. Conduct a structured, well-documented annual review of the Executive Director
6. Develop formal succession plans for all key positions
7. Ensure that preventative maintenance (PM) on BTA vehicles is conducted within + / - 10% of manufacturers recommended service schedules
8. Develop performance targets for key agency functions
9. Adjust service planning to include a realistic assessment of operating resources available to support the proposed commuter service to Pittsburgh and coordinate with Myers Coach and NCATA to avoid duplication of service
10. Develop procedures to ensure that capital project plans are accompanied by realistic operating cost budgets and make sure that adequate funding is in place to support the increased long-term operating costs as well as the short-term capital costs
11. Refine approach to tracking revenue miles and hours of service used in Act 44 operating formula
12. Explore the potential of having a designated, separate and secured money counting room
13. Develop and implement a formal annual driver evaluation process where drivers are evaluated and provided feedback on important aspects of their duties such as customer service, safety, etc.

14. Adopt a formal protocol for customer complaint handling and follow up that encourages accountability, and has clear, but not redundant, responsibilities for BTA and its contractor

Financial Review

Butler City and Butler Township contribute monies for BTA’s local match funding requirements. BTA has no outstanding debt or line of credit. BTA has a balanced operating budget. BTA projections of service levels and budgets indicate that BTA plans to maintain a balanced budget over the next five years. Capital and operating budget projections do not account for the potential addition of commuter service into Pittsburgh. BTA had $170,462 available in state 1513 carryover funds and $284,208 in local carryover funds at the end of FYE 2013. This amounts to state reserves equal to 10.1% of BTA’s annual operating cost. By the end of FYE 2014, state and local carryover subsidies had decreased to $106,118 and $246,572 respectively. BTA management should continue to take appropriate actions such as controlling costs and increasing carryover reserves to improve BTA’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” have been established and detailed below. These performance targets are required to comply with Act 44 and represent minimum performance levels that BTA should work to achieve for each Act 44 performance criteria during the next review cycle (i.e., five years from the date of the report). These performance targets were created using historical data analyzed during the first five-year trend analysis as well as the most current unaudited PennDOT dotGrants information available (FYE 2015). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2013 Actual</th>
<th>2014 Actual</th>
<th>2015 Unaudited</th>
<th>2020 Target</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>12.20</td>
<td>12.27</td>
<td>12.90</td>
<td>14.24</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$94.06</td>
<td>$100.26</td>
<td>$119.41</td>
<td>$138.43</td>
<td>3.0%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$10.80</td>
<td>$10.51</td>
<td>$12.83</td>
<td>$14.17</td>
<td>2.0%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.71</td>
<td>$8.17</td>
<td>$9.26</td>
<td>$9.73</td>
<td>1.0%</td>
</tr>
</tbody>
</table>
Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that BTA “…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 BTA oversight board and management.

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York Adams Transportation Authority (YATA)
Transit Performance Review
Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>York Adams Transportation Authority (d.b.a. YATA, rabbittransit, rabbitEXPRESS, Freedom Transit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded*</td>
<td>1974</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>FYE 2014</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>911</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>381,751</td>
</tr>
</tbody>
</table>

Annual Operating Statistics

<table>
<thead>
<tr>
<th>Annual Operating Statistics</th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
<td>50</td>
<td>72</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$10,048,824</td>
<td>$4,497,668</td>
</tr>
<tr>
<td>Operating Revenues</td>
<td>$1,819,053</td>
<td>$1,989,172</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>1,711,704</td>
<td>2,033,617</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>1,633,650</td>
<td>1,721,706</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>136,676</td>
<td>114,044</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>125,626</td>
<td>100,025</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>1,684,176</td>
<td>237,009</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>174,154</td>
<td>101,482</td>
</tr>
</tbody>
</table>

Act 44 Performance Statistics

<table>
<thead>
<tr>
<th>Act 44 Performance Statistics</th>
<th>Fixed-Route Bus</th>
<th>Paratransit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>13.41</td>
<td>2.37</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$79.99</td>
<td>$44.97</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$14.48</td>
<td>$19.89</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.97</td>
<td>$18.98</td>
</tr>
</tbody>
</table>

Other Performance Statistics

<table>
<thead>
<tr>
<th>Other Performance Statistics</th>
<th>Fixed-Route Bus</th>
<th>Paratransit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>18.10%</td>
<td>44.23%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$73.52</td>
<td>$39.44</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$5.87</td>
<td>$2.21</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Miles</td>
<td>12.32</td>
<td>2.08</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$6.15</td>
<td>$2.61</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>95.44%</td>
<td>84.66%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>91.92%</td>
<td>87.71%</td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants 2014 reporting

*YATA was originally founded in 1974 as York Area Transportation Authority. In 1990, it was renamed the York County Transportation Authority (YCTA). In 2011, YCTA merged with Adams County Transportation Authority to become the York Adams Transportation Authority.
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 York Adams Transportation Authority (d.b.a. YATA) was conducted in November 2014. The performance review focused on fixed-route bus service. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – YATA trends and a comparison of YATA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist YATA 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, YATA will develop an action plan which identifies the steps YATA will take to meet the agreed to Act 44 performance criteria targets by FY 2019-20. 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 YATA management and its governing board.

A draft action plan is due to the Department within 90 days of receipt of the report. PennDOT will work with YATA to agree on a plan which, when approved by YATA Board, will be submitted as the final action plan. YATA 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. YATA’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 YATA’s fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five year trend period from FYE 2008 to FY 2013 (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 YATA.

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

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

- “At Risk” if worse than one standard deviation **below** the peer group average in –
  - Single-year and five-year trend for Passengers / Revenue Vehicle Hour
  - Single-year and five-year trend for Operating Revenue / Revenue Vehicle Hour
An analysis of the eight key criteria mandated by Act 44 was conducted and it was determined that YATA 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. The **five-year trend of passengers / revenue hour** is worse than the peer group average. This is explained, in part, by recent expansions in commuter and rural transit service both of which typically have lower boardings per hour than urban systems.
2. **FYE 2013 operating cost / revenue vehicle hour** ranks 5th out of 15 transit agencies and is better than the peer group average.
3. The **five-year trend for increase in operating cost / revenue vehicle** is worse than the peer group average. However, it averaged only 3.16% per year, a sustainable value.
4. **FYE 2013 operating revenue / revenue vehicle hour** ranks 11th out of the 15 transit agencies and is worse than the peer group average.
5. The **five-year trend for operating revenue / revenue vehicle hour** is worse than the peer group average.
6. **FYE 2013 operating cost / passenger** ranks 12th out of the 15 transit agencies and is worse than the peer group.
7. The **five-year trend for operating cost / passenger** is worse than the peer group average.

**At Risk**

1. **FYE 2013 passengers / revenue vehicle hour** ranks as the lowest of the transit agencies within the peer group. This is somewhat attributable to YATA providing rural fixed-route and commuter service, both of which have lower than average boardings / revenue hour than traditional urban fixed-route service.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End</th>
<th>Determination</th>
<th>Rank (of 15)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2013</td>
<td>At Risk</td>
<td>15</td>
<td>Worse</td>
<td>13.76</td>
<td>17.92</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse -1.09%</td>
<td>17.92</td>
<td>17.92</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>$78.81</td>
<td>$91.68</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse 3.16%</td>
<td>$78.81</td>
<td>$91.68</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>$14.64</td>
<td>$18.96</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>14</td>
<td>Worse -0.25%</td>
<td>$14.64</td>
<td>$18.96</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2013</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>$5.73</td>
<td>$5.19</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse 4.30%</td>
<td>$5.73</td>
<td>$5.19</td>
</tr>
</tbody>
</table>
General Findings

In accordance with Act 44, findings are indicated as “Opportunities for Improvement” or “Best Practices.” Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency. Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of YATA 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. Implementing an action plan to improve performance on “distressed routes,” based on empirical data that looks at on-time performance, safety, drivers/operators, congestion, start/stop times, vehicles and ridership
2. Performing quarterly ride checks to help management identify and address safety hazards along routes to reduce accidents
3. Using AVL to monitor the impact of adjusting schedules to improve on-time performance
4. Restructuring the collective bargaining agreement to eliminate all long-term liabilities
5. Using a callback feature on YATA’s phone system to manage peak call volume
6. Updating the strategic plan every three years and conducting Board retreats every two years
7. Using sensitivity training to help drivers learn how to manage difficult customers
8. Developing a formal recruitment and selection guide for hiring drivers
9. Promoting an agency-wide culture of employee and customer safety

Opportunities for Improvement

1. Develop procedures to ensure that future capital project plans are accompanied by sustainable operating budgets
2. Submit applications and invoices for projects/grants in a timely manner
3. Identify a capital financing / cash flow management strategy during construction of the new Zarfoss facility
4. Develop strategies to minimize the use of federal funding to subsidize operating costs
5. Explore opportunities to improve on-time performance (OTP) through changes in schedules, routes or modification of dwell times
6. Develop mechanisms to track and report maintenance trends
7. Reevaluate organization of management team to establish clear job descriptions and lines of responsibility
8. Modify customer complaint handling procedures to automatically follow up with customers
9. Develop a strategic IT plan
10. Expand marketing plan to include metrics such as expected benefits, costs and a complete budget by marketing effort
11. Perform a benefit/cost analysis to assess the potential of installing registering fareboxes in vehicles stored at rural satellite locations
12. Continue to seek ways to ensure Board makeup reflects demographic makeup of the community

13. Find effective ways to ensure employees at satellite locations can provide feedback to management team

14. Develop formal protocols to conduct routine emergency response training with all employees at all satellite locations

**Financial Review**

York and Adams Counties, as well as the Wareheim and Gettysburg Foundations contribute monies to satisfy YATA’s local match funding requirement. YATA currently has a balanced operating budget though it is heavily reliant on the use of federal funds for operations. YATA projections of service levels indicate that YATA plans to maintain a balanced budget through the use of carryover funds. YATA had $2,305,939 available in state 1513 carryover funds and $753,138 in local carryover funds at the end of FYE 2013. This amounts to state reserves equal to 17.2% of YATA’s annual operating cost. By the end of FYE 2014, state carryover subsidies decreased to $2,179,619 and local carryover subsidies increased to $881,770 respectively. YATA’s 5 year operating budget projection indicates that it will deplete all federal, state and local carryover funds by FYE 2019. Management should continue to take appropriate actions to control costs, achieve farebox recovery goals, and sustain cash reserves to maintain YATA’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 YATA 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 PennDOT dotGrants information available (FYE 2014). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2012 Actual</td>
<td>2013 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>13.07</td>
<td>13.76</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$75.14</td>
<td>$78.81</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$13.69</td>
<td>$14.64</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.75</td>
<td>$5.73</td>
</tr>
</tbody>
</table>
Next Steps

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

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

- **Part 1- Act 44 Performance Metric Findings Template** is where YATA should address its proposed actions to address the “Opportunities for Improvement” findings that directly affect the Act 44 performance metrics
- **Part 2- Other Actions to Improve Overall Performance Templates** should be used to address the “Other Findings that Impact Overall Agency Performance” identified during the review

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

YATA 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 YATA’s management and the Department. The finalized Action Plan then must be approved by the YATA Board and formally submitted to PennDOT. Subsequently, YATA 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).
Carbon County Community Transit (CCCT)
Transit Performance Review
Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Carbon County Community Transit (d.b.a. CCCT, The Lynx)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>FYE 2013</td>
</tr>
<tr>
<td>Annual Operating Statistics</td>
<td></td>
</tr>
<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
<td>1</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$101,744</td>
</tr>
<tr>
<td>Operating Revenues</td>
<td>$1,394</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>34,900</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>33,156</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>2,080</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>1,780</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>6,101</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>4,725</td>
</tr>
</tbody>
</table>

Act 44 Performance Statistics

| Passengers / RVH                  | 3.43                                                   | 1.71                        |
| Operating Cost / RVH              | $57.16                                                 | $53.92                      |
| Operating Revenue / RVH           | $0.78                                                  | $48.43                      |
| Operating Cost / Passenger        | $16.68                                                 | $31.62                      |

Other Performance Statistics

| Operating Revenue / Operating Cost | 1.37%                                                  | 89.82%                      |
| Operating Cost / Total Vehicle Hours | $48.92                  | $52.45                      |
| Operating Cost / Total Vehicle Miles | $2.92                | $2.30                       |
| Total Passengers / Total Vehicle Hours   | 2.93                             | 1.66                        |
| Operating Cost / RVM                | $3.07                                                  | $2.88                       |
| RVM / Total Vehicle Miles           | 95.00%                                                  | 79.99%                      |
| RVH / Total Vehicle Hours           | 85.58%                                                  | 97.27%                      |

Source: PennDOT dotGrants 2013 reporting
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 Carbon County Community Transit (d.b.a. CCCT) was conducted in November 2014. The performance review focused on fixed-route bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – CCCT trends and a comparison of CCCT to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist CCCT in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

After receipt of this performance review report, CCCT will develop an action plan which identifies the steps CCCT 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 CCCT 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 CCCT to agree on a plan which, when approved by CCCT Board, will be submitted as the final action plan. CCCT 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. CCCT’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 CCCT’s fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 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 process and were agreed to in advance by CCCT.

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 CCCT 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 5th of the 7 transit agencies in the peer group and is worse than the peer group average.
2. The five-year trend of passengers / revenue vehicle hour is worse than average, is declining steeply, and ranks 6th out of the 7 transit agencies in the peer group.
3. FYE 2012 operating cost / revenue vehicle hour is better than average and ranks as the 3rd least costly of the 7 peer agencies.
4. The five-year trend for operating cost / revenue vehicle hour is better than average and ranks 3rd best of the 7 transit agencies in the peer group.
5. FYE 2012 operating revenue / revenue vehicle hour is the lowest of the peer group.
6. The five-year trend for operating revenue / revenue vehicle hour ranks at number 1 and is much better than the peer group average.
7. FYE 2012 operating cost / passenger is the 4th highest of the peer group and is lower than the peer group average.
8. The five-year trend for operating cost / passenger is very close to the peer group average and ranks 5th out of the 7 transit agencies.

**At Risk**
1. None.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End</th>
<th>Determination</th>
<th>Rank (of 7)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>5</td>
<td>Worse</td>
<td>4.56</td>
<td>5.57</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>-5.35%</td>
<td>-3.01%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>$55.69</td>
<td>$71.63</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>2.17%</td>
<td>4.20%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2012</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>$1.50</td>
<td>$4.45</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>10.42%</td>
<td>1.13%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2012</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$12.20</td>
<td>$14.30</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Worse</td>
<td>7.95%</td>
<td>7.94%</td>
</tr>
</tbody>
</table>
General Findings
In accordance with Act 44, findings are indicated as “Opportunities for Improvement” or “Best Practices.” Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency. Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of CCCT 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. Incorporating performance standards into shared-ride service delivery contracts including minimum passenger trips per hour (productivity) and financial incentives for productivity exceeding minimum standards
2. Outsourcing management of its operations given the size of CCCT’s service
3. Coordinating with LANta on joint procurement opportunities

Opportunities for Improvement to Address in Part 1 of the Action Plan
1. Define clearly the governance roles, responsibilities and reporting expectations between the Carbon County Board of Commissioners, LANta’s Board and management
2. Designate a county staff member to oversee and report to the Commission on CCCT performance
3. Develop a comprehensive strategic plan that includes a comprehensive marketing plan and budget, a formal set of performance goals and a regular report on agency performance for review by the Carbon County Commission, and an assessment of the effectiveness of fixed-ride service and adjust CCCT service to better meet customer needs
4. Create a transit development plan (TDP) to improve fixed-route service and ridership
5. Promote the new CCCT website from the County website and make a link available from the LANta website homepage
6. Explore the potential of generating revenues from bus advertising
7. Assess the potential benefits and costs of adding cameras when purchasing new vehicles
8. Reduce or eliminate the need to use fixed-route funding to subsidize shared-ride service
9. Conduct a comprehensive assessment of CCCT’s shared-ride service to identify potential cost saving strategies that could eliminate its operating loss and minimize the need for fare increases
10. Incorporate operating performance standards into future service delivery contracts

Financial Review
Carbon County contributes monies to the CCCT to help cover operational funding requirements. CCCT has used all of those amounts, in any given year, to balance its budget and comply with state requirements. Fixed-route farebox revenues as a percentage of operating cost is much lower than that in similar-sized transit systems in the Commonwealth, typically hovering between 1% and 2%. Actual fixed-route full fares are $1.50. Because the majority of passengers are seniors who ride free and there are few fare paying passengers, the result is a very low farebox recovery ratio.

CCCT uses fixed-route subsidies from the USDOT, the County and from the Commonwealth to help cover a portion of the losses in its shared-ride operations. CCCT uses 74% of its fixed-route 1513 state funds to
subsidize the shared-ride program. No other Pennsylvania transit system in the peer group used for the Act 44 comparison uses more than 30% of its fixed-route funds to subsidize shared-ride expenses, and most do not use any fixed-route funding for this purpose. This use of fixed-route funding to subsidize shared-ride service severely limits potential investments that could improve the performance of CCCT fixed-route service.

CCCT's overall financial health is poor. This is largely attributable to losses in its shared-ride operations. Shared-ride operations account for approximately 95% of CCCT's total operating costs. CCCT's current liabilities exceed its current assets. This has been the case since at least 2008. If CCCT were an independent transit authority, its situation would be dire. The reason it is not bankrupt is because it has a line of credit form Carbon County and unpaid monies due to LANta which has not forced collection. Furthermore, CCCT's fixed-route program will experience additional cost increases as operating costs are expected to rise by more than 30% in FYE 2015 based on new contract terms with Easton Coach. Management should take appropriate actions to control costs, address losses in its shared-ride operation, and improve fixed-route farebox recovery so as to improve CCCT's overall financial health.

Five-Year Performance Targets

The transit agency performance report outlines areas where improvements may be made to enhance the overall quality, effectiveness, and efficiency of the transit system. As a result of the performance review, a set of “performance targets” has been established and detailed below. These performance targets are required to comply with Act 44 and represent minimum performance levels that CATA should work to achieve for each Act 44 performance criteria during the next review cycle (i.e., five years from the date of this report). These performance targets were created using historical data analyzed during the five-year trend analysis as well as the most current audited “dotGrants” information available (FYE 2013). Standards were extrapolated to FYE 2019 and are designed to be aggressive, yet achievable. They are summarized as follows:

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<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011 Actual</td>
<td>2012 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>4.12</td>
<td>4.56</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$54.85</td>
<td>$55.69</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$0.90</td>
<td>$1.50</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$13.30</td>
<td>$12.20</td>
</tr>
</tbody>
</table>
Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that CCCT “...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 Carbon County Board of Commissioners 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 CCCT.

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

- **Part 1- Act 44 Performance Metric Findings Template** is where CCCT should address its proposed actions to address the “Opportunities for Improvement” findings that directly affect the Act 44 performance metrics.

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CCCT 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 CCCT management and the Department. The finalized Action Plan then must be approved by the Carbon County Board of Commissioners and formally submitted to PennDOT. Subsequently, CCCT management must report at least quarterly to the Commissioners and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for coming quarter(s).
# WCTA Performance Review

## Westmoreland County Transit Authority (WCTA)

### Transit Performance Review

#### Executive Summary

<table>
<thead>
<tr>
<th>Agency Profile</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agency Name</strong></td>
</tr>
<tr>
<td><strong>Reporting Fiscal Year End (FYE)</strong></td>
</tr>
<tr>
<td><strong>Service Area (square miles)</strong></td>
</tr>
<tr>
<td><strong>Service Area Population</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Operating Statistics</th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
<td>31</td>
<td>48</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$5,266,130</td>
<td>$6,033,395</td>
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<tr>
<td>Operating Revenues</td>
<td>$1,519,437</td>
<td>$4,437,384</td>
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<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>1,367,397</td>
<td>2,437,598</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>912,292</td>
<td>2,175,124</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>61,257</td>
<td>158,973</td>
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<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>45,142</td>
<td>147,266</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>547,671</td>
<td>235,057</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>72,967</td>
<td>128,533</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th>Passengers / RVH</th>
<th>12.13</th>
<th>1.60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Cost / RVH</td>
<td>$116.66</td>
<td>$40.97</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$33.66</td>
<td>$30.13</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$9.62</td>
<td>$25.67</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th>Operating Revenue / Operating Cost</th>
<th>28.85%</th>
<th>73.55%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$85.97</td>
<td>$37.95</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$3.85</td>
<td>$2.48</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>8.94</td>
<td>1.48</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$5.77</td>
<td>$2.77</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>66.72%</td>
<td>89.23%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>73.69%</td>
<td>92.64%</td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants 2014 reporting
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 Westmoreland County Transit Authority (d.b.a. WCTA) was conducted in March 2015. The performance review focused on fixed-route bus. This report addresses Act 44 established performance criteria specifically related to fixed-route bus services – WCTA trends and a comparison of WCTA to peers, targets for future performance (performance reviews are conducted on a five-year cycle), and opportunities for improvement which should assist WCTA in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

After receipt of this performance review report, WCTA will develop an action plan which identifies the steps WCTA will take to meet the agreed to Act 44 performance criteria targets by FY 2019-20. 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 WCTA 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 WCTA to agree on a plan which, when approved by the WCTA Board, will be submitted as the final action plan. WCTA 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. WCTA’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 WCTA’s fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five year trend period from FYE 2008 to FYE 2013 (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 WCTA.

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 WCTA 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. **FYE 2013 passengers / revenue vehicle hours** ranks 8th out of the 13 transit agencies and is worse than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is better than the peer group average.
3. The **five-year trend for increase in operating revenue / revenue vehicle hour** is much worse than the peer group average.
4. **FYE 2013 operating revenue / revenue vehicle hours** ranks 3rd out of the 13 transit agencies and is better than the peer group average.
5. The **five-year trend for operating revenue / revenue vehicle hour** is better than the peer group average. This is due to an increase in commuter ridership following a rise in parking rates for the City of Pittsburgh.
6. **FYE 2013 operating cost / passenger** ranks 10th out of the 13 transit agencies and is worse than the peer group average.
7. The **five-year trend for operating cost / passenger** is better than the peer group average.

At Risk

1. **FYE 2013 operating cost / revenue vehicle hour** ranks 13th out of the 13 transit agencies and is worse than the peer group average. This is due, in part, to significant deadhead on returning commuter routes and increased costs from deferred maintenance for the fixed-route fleet.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End</th>
<th>Determination</th>
<th>Rank (of 13)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>12.53</td>
<td>12.64</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>4.85%</td>
<td>3.37%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2013</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>$114.41</td>
<td>$82.24</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>3.46%</td>
<td>2.33%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>$30.33</td>
<td>$20.72</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>8.55%</td>
<td>5.78%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2013</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>$9.13</td>
<td>$7.24</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Better</td>
<td>-1.32%</td>
<td>-0.62%</td>
</tr>
</tbody>
</table>
General Findings

In accordance with Act 44, findings are indicated as “Opportunities for Improvement” or “Best Practices.” Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency. Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of WCTA and may be shared with other agencies as techniques for improvement.

Best Practices

1. Use of an Interoperability Agreement increases WCTA market presence in the Greater Pittsburgh area
2. Maintains open communication with the service contractor with weekly meetings that discuss service issues, review driver complaints, and conduct occasional maintenance walkthroughs
3. Administrative staff takes a proactive role in contractor oversight and reporting
4. WCTA fixed-route fleet is directly linked to local emergency services for an improved response time

Opportunities for Improvement

1. Strategize and determine how to tackle the significant deadhead from commuter routes.
2. Consider limiting ADA service to only 0.75 mile of fixed-route service through Westmoreland County, and an expansion of PwD for certain trips outside the ADA service area
3. Explore ways to align shared-ride costs with shared-ride revenues
4. Develop a prioritized fixed-stop system that matches current service demands, inform passengers of transfer locations, and provide an accessible online system map
5. Develop online trip planning services
6. Expand WCTA range of service metrics to include transit variables for future performance monitoring of fixed-route service
7. Establish performance standards to measure and evaluate current practices
8. Update WCTA transit development plan to demonstrate agency responsiveness to service needs for transit in Westmoreland County
9. Develop a quality control program for outsourcing maintenance needs
10. Coordinate a partnership with PAAC for large-scale repairs and heavy maintenance needs
11. Utilize PennDOT provided PennTRAIN board training
12. Form standing Board Committees and meet quarterly
13. Create attendance requirements for Board participation
14. Establish a formal annual performance review process for the Executive Director
15. Develop formal succession plan for all key positions
16. Update WCTA strategic plan every five years
17. Develop comprehensive marketing plan
18. Ensure drivers receive formal customer service training
19. Develop and implement a formal annual driver evaluation process
20. Revisit the transfer facility design and evaluate alternative departures scenarios
21. Look into vehicle refurbishment and corrective actions to correct rust damage and prevent further deterioration
22. Coordinate with the Southwestern Pennsylvania Commission (SPC) for transportation planning

Financial Review

Westmoreland County and 32 Westmoreland municipalities contribute monies for WCTA’s local match funding requirements. Per PennDOT dotGrants, WCTA has a balanced operating budget. WCTA projections of service levels and budget indicate that WCTA plans to maintain a balanced budget over the next five years. WCTA had $1,070,429 in state 1513 carryover funds and $87,060 in local carryover funds at the end of FYE 2013. This amounts to state reserves equal to 33.1% of WCTA’s annual operating cost. By the end of 2014, state and local carryover subsidies had increased to $1,148,591 and $86,102 respectively. Management should continue to take appropriate actions to control costs, achieve farebox recovery goals, and sustain cash reserves to maintain WCTA’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 WCTA 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 2014). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2012 Actual</td>
<td>2013 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>12.37</td>
<td>12.53</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$111.27</td>
<td>$114.41</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$24.63</td>
<td>$30.33</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$9.00</td>
<td>$9.13</td>
</tr>
</tbody>
</table>
Next Steps

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

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

- **Part 1- Act 44 Performance Metric Findings Templates** is where WCTA should address its proposed actions to address the “Opportunities for Improvement” findings that directly affect the Act 44 performance metrics

- **Part 2- Other Actions to Improve Overall Performance Templates** should be used to address the “Other Findings that Impact Overall Agency Performance” identified during the review.

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

WCTA 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 WCTA management and the Department. The finalized Action Plan then must be approved by the WCTA Board and formally submitted to PennDOT. Subsequently, WCTA 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).
# Lower Anthracite Transit Authority (LATS)

## Transit Performance Review

### Executive Summary

<table>
<thead>
<tr>
<th>Agency Profile</th>
<th>Lower Anthracite Transit Authority (d.b.a. LATS)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agency Name</strong></td>
<td>Lower Anthracite Transit Authority (d.b.a. LATS)</td>
</tr>
<tr>
<td><strong>Year Founded</strong></td>
<td>1982</td>
</tr>
<tr>
<td><strong>Reporting Fiscal Year End (FYE)</strong></td>
<td>FYE 2015</td>
</tr>
<tr>
<td><strong>Service Area (square miles)</strong></td>
<td>56</td>
</tr>
<tr>
<td><strong>Service Area Population</strong></td>
<td>33,000</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Annual Operating Statistics</th>
<th>Fixed-Route Bus</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vehicles in Maximum Service (VOMS)</strong></td>
<td>3</td>
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<tr>
<td><strong>Operating Cost</strong></td>
<td>$290,371</td>
</tr>
<tr>
<td><strong>Operating Revenues</strong></td>
<td>$11,567</td>
</tr>
<tr>
<td><strong>Total (Actual) Vehicle Miles</strong></td>
<td>72,498</td>
</tr>
<tr>
<td><strong>Revenue Miles of Service (RVM)</strong></td>
<td>61,273</td>
</tr>
<tr>
<td><strong>Total Vehicle Hours</strong></td>
<td>5,624</td>
</tr>
<tr>
<td><strong>Revenue Vehicle Hours (RVH)</strong></td>
<td>5,058</td>
</tr>
<tr>
<td><strong>Total Passenger Trips</strong></td>
<td>29,205</td>
</tr>
<tr>
<td><strong>Senior Passenger (Lottery) Trips</strong></td>
<td>13,103</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Act 44 Performance Statistics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passengers / RVH</strong></td>
<td>5.77</td>
</tr>
<tr>
<td><strong>Operating Cost / RVH</strong></td>
<td>$57.41</td>
</tr>
<tr>
<td><strong>Operating Revenue / RVH</strong></td>
<td>$2.29</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>$9.94</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Performance Statistics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Revenue / Operating Cost</strong></td>
<td>3.98%</td>
</tr>
<tr>
<td><strong>Operating Cost / Total Vehicle Hours</strong></td>
<td>$51.63</td>
</tr>
<tr>
<td><strong>Operating Cost / Total Vehicle Miles</strong></td>
<td>$4.01</td>
</tr>
<tr>
<td><strong>Total Passengers / Total Vehicle Hours</strong></td>
<td>5.19</td>
</tr>
<tr>
<td><strong>Operating Cost / RVM</strong></td>
<td>$4.74</td>
</tr>
<tr>
<td><strong>RVM / Total Vehicle Miles</strong></td>
<td>84.52%</td>
</tr>
<tr>
<td><strong>RVH / Total Vehicle Hours</strong></td>
<td>89.94%</td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants 2015 reporting
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 identifies best practices that can be shared with other transit agencies and makes transit agencies aware of improvement opportunities.

The Act 44 transit performance review of the Lower Anthracite Transit System (d.b.a. LATS) was conducted in August 2015. The performance review focused on fixed-route bus service. This report addresses the performance criteria that Act 44 established, specifically related to fixed-route bus services. Also addressed are, LATS trends and a comparison of LATS to peers, targets for future performance, and opportunities for improvement which should assist LATS in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

On the basis of this performance report, LATS will develop an action plan that identifies the steps LATS will take to meet the agreed to Act 44 performance criteria targets by FY 2019-20. 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 LATS 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 LATS to agree on a plan which, when approved by the LATS governing body, the Borough Council, will be submitted as the final action plan. At the very least, LATS must report quarterly to the Borough Council and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. LATS’ success will be measured in part on meeting performance targets established through this review.

**Background**

When interpreting LATS historical trends, there are two important issues to be considered. First, PennDOT made adjustments to LATS state funding based on overstated senior and total ridership from FYE 2006 through FYE 2012. Senior and total ridership are two components used in the allocation of state funding for the section 1513 Operating Assistance and section 1517 Capital Improvement Programs. As a result, in August of 2014, LATS had to repay $229,111 of section 1513 and $34,398 of section 1517 funds. Reported passenger values in this report for FYE 2012 and before are based on revised estimates developed by the Department. Second, LATS procured a new operations contractor in 2014 based on suspicion that the former contractor had been overbilling LATS for services provided. The contract with the new operator is at a much lower cost per hour of service than the former, causing a large variance in LATS historical cost trends.

**Act 44 Performance Determination**

Act 44 performance factors were analyzed to quantify LATS’ fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five-year trend period from FYE 2008 to FYE 2013 (the most recent NTD data available at the time of the peer selection). Peers were selected through an
analytical process and were agreed to by LATS.

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

**In Compliance**

1. **FYE 2013 passengers / revenue vehicle hour** ranks 4th of the 7 transit agencies in the peer group and is worse than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is the best of the peer group average.
3. **FYE 2013 operating cost / revenue vehicle hour** ranks 2nd out of the 7 agencies and is better than the peer group average.
4. The **five-year trend for operating cost / revenue vehicle hour** is better than the peer group average.
5. **FYE 2013 operating revenue / revenue vehicle hour** ranks 6th out of the 7 transit agencies and is worse than the peer group average.
6. The **five-year trend for operating revenue/ revenue vehicle hour** is worse than the peer group average.
7. **FYE 2013 operating cost / passenger** ranks 3rd out of the 7 transit agencies and is better than the peer group average.
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.
LATS Performance Review

General Findings

In accordance with Act 44, findings are indicated as “best practices” or “opportunities for improvement.” Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of LATS and may be shared with other agencies as techniques for improvement. Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency.

Best Practices

1. Targeting the region’s largest employer and developing a successful seasonal rider base
2. Executive Director rides the routes on a weekly basis and actively engages passengers

Opportunities for Improvement to Address in the Action Plan

1. Coordinate with PennDOT to develop an ADA program that meets federal requirements
2. Complete PennTRAIN Board training
3. Provide monthly status briefings and report to the Borough Council
4. Start the process for selecting the next contracted service contract well before the current contract is set to expire
5. Develop protocols to monitor and report missed service
6. Develop a marketing plan
7. Improve oversight of contractor preventative maintenance practices
8. Develop website that includes a system map, fares, route and schedule information
9. Evaluate the potential of route guarantee funding with Knoebel’s Amusement Resort
10. Improve security for farebox revenue handling
11. Routinely test and evaluate TDP recommendations
12. Coordinate with the Borough of Mount Carmel to develop a succession plan
13. Explore technical resource sharing opportunities with SEDA-COG

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Determination</th>
<th>Rank (of 11)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2013 In Compliance</td>
<td>4</td>
<td>Worse</td>
<td>4.81</td>
<td>5.01</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>1</td>
<td>Better</td>
<td>2.58%</td>
<td>-3.06%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2013 In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$51.85</td>
<td>$65.15</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-10.49%</td>
<td>0.43%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2013 In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>$2.65</td>
<td>$5.35</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>2</td>
<td>Better</td>
<td>9.09%</td>
<td>3.60%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2013 In Compliance</td>
<td>3</td>
<td>Better</td>
<td>$10.77</td>
<td>$14.76</td>
</tr>
<tr>
<td></td>
<td>Trend In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-12.75%</td>
<td>4.12%</td>
</tr>
</tbody>
</table>
Financial Review

Northumberland County, the Borough of Mount Carmel, and the surrounding municipalities contribute monies for LATS’ local match funding requirements. LATS has no outstanding debt or line of credit. LATS has a balanced operating budget. LATS had $369,995 available in state 1513 carryover funds and $10,526 in local carryover funds at the end of FYE 2014. This amounts to state reserves equal to 112.4% of LATS’ annual operating expenses. By the end of FYE 2015, state carryover subsidies had decreased to $146,624 and local carryover subsidies had decreased to $4,844.

During FYE 2015, LATS 1513 reserves decreased greatly. This was because in August of 2014, PennDOT adjusted LATS’ state funding for section 1513 Operating Assistance and section 1517 Capital Improvement Programs. The adjustments were necessary due to LATS overstating their senior citizen passenger counts from fiscal year 2005-06 through 2012-13. The funding adjustments resulted in LATS repaying $229,111 of section 1513 funding and $34,398 of section 1517 funding. In order to maintain overall financial health, LATS management should continue to take appropriate actions to control costs, achieve farebox recovery goals and build cash reserves.

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. These performance targets are required to comply with Act 44 performance criteria and represent the minimum performance levels that LATS should work to achieve 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 unaudited PennDOT dotGrants information available (FYE 2015). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

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<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2013 Actual</td>
<td>2014 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>4.81</td>
<td>5.70</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$51.85</td>
<td>$65.97</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$2.65</td>
<td>$2.33</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$10.77</td>
<td>$11.58</td>
</tr>
</tbody>
</table>
Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that LATS “…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 LATS oversight council 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. Achieved improvements in these areas will assist in the meeting 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 LATS.

An Action Plan template is provided as an appendix to this report. This template is where LATS should address its proposed actions to address the “Opportunities for Improvement” findings that directly affect the Act 44 performance metrics. 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. LATS must select, prioritize and schedule its intended actions using the template.

LATS must submit the proposed draft Action Plan to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between LATS’ management and the Department. The finalized Action Plan must be approved by the LATS Borough Council and formally submitted to PennDOT. LATS’ management must report quarterly to the Borough Council and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planned for upcoming quarter(s).
# City of Hazleton—Hazleton Public Transit (HPT)

## Transit Performance Review

### Executive Summary

#### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>City of Hazleton—Hazleton Public Transit (d.b.a. HPT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1982</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>FYE 2014</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>144</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>58,043</td>
</tr>
</tbody>
</table>

#### Annual Operating Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$2,196,453</td>
<td>$351,974</td>
</tr>
<tr>
<td>Operating Revenues</td>
<td>$221,468</td>
<td>$34,152</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>375,767</td>
<td>77,959</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>375,767</td>
<td>54,337*</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>28,865</td>
<td>8,682*</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>28,865</td>
<td>6,052*</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>217,520</td>
<td>11,862</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>64,187</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>7.54</td>
<td>1.96</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$76.09</td>
<td>$58.16</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$7.67</td>
<td>$5.64</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$10.10</td>
<td>$29.67</td>
</tr>
</tbody>
</table>

#### Other Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>10.08%</td>
<td>9.70%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$76.09</td>
<td>$40.54</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$5.85</td>
<td>$4.51</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Miles</td>
<td>7.54</td>
<td>1.37</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$5.85</td>
<td>$6.48</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>100.00%</td>
<td>69.70%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>100.00%</td>
<td>69.71%</td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants 2014 reporting

*Values reported in dotGrants are incorrect. Paratransit RVM reported did not exclude deadhead and RVH reported is Live Miles. Estimated values are used in this summary.*
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 identifies best practices that can be shared with other transit agencies and makes transit agencies aware of improvement opportunities.

The Act 44 transit performance review of the Hazleton Public Transit (d.b.a. HPT) was conducted in September 2-3rd, 2015. The performance review focused on fixed-route bus service. This report addresses the performance criteria that Act 44 established, specifically related to fixed-route bus service. Also addressed are, HPT trends and comparisons with HPT peers, targets for future performance, and opportunities for improvement that should assist HPT in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

On the basis of this performance report, HPT will develop an action plan which identifies the steps HPT will take to meet the agreed upon Act 44 performance criteria targets by FY 2019-20. The general goals are to maximize efficiency and promote cost savings, maximize service quality, and maximize ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by HPT’s 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 HPT to agree on a plan which, when approved by the HPT Board, will be submitted as the final action plan. HPT must report quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. HPT’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 HPT’s fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five-year trend period from FYE 2008 to FYE 2013 (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 HPT.

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

**In Compliance**

1. **FYE 2013 operating cost / revenue vehicle hour** ranks 12th out of the 14 transit agencies and is worse than the peer group average.
2. **FYE 2013 operating revenue / revenue vehicle hour** ranks 10th out of the 14 transit agencies and is worse than the peer group average.
3. The **five-year trend for operating revenue / revenue vehicle hour** is better than the peer group average. This is due, in part, to rents collected starting in 2010.

**At Risk**

1. **FYE 2013 passengers / revenue vehicle hour** ranks 13th out of the 14 transit agencies and is worse than the peer group average.
2. The **five-year trend of passengers / revenue vehicle hour** is worse than the peer group average.
3. The **five-year trend for increase in operating cost / revenue vehicle hour** is worse than the peer group average.
4. **FYE 2013 operating cost / passenger** ranks 14th out of the 14 transit agencies and is worse than the peer group average.
5. The **five-year trend for operating cost / passenger** is worse than the peer group average.

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

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End</th>
<th>Determination</th>
<th>Rank (of 14)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2013</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>7.53</td>
<td>12.25</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>-3.10%</td>
<td>1.52%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>$76.39</td>
<td>$63.55</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>5.47%</td>
<td>2.49%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>$7.23</td>
<td>$10.80</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>7.80%</td>
<td>1.74%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2013</td>
<td>At Risk</td>
<td>14</td>
<td>Worse</td>
<td>$10.15</td>
<td>$5.55</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>14</td>
<td>Worse</td>
<td>8.85%</td>
<td>1.08%</td>
</tr>
</tbody>
</table>
General Findings

In accordance with Act 44, findings are indicated as “best practices” or “opportunities for improvement.” Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of HPT and may be shared with other agencies as techniques for improvement. Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency.

Best Practices

1. Use of a secure third party site for farebox reconciliation, assists in oversight of farebox revenue verification
2. Use of fleet cards to track and monitor fuel consumption
3. Coordination of major maintenance repairs with LCTA and STS
4. Coordinates pooled procurement purchases with RRTA and STS

Opportunities for Improvement to Address in Action Plan

1. Develop a TDP to address decline in ridership
2. Complete PennTRAIN Board Training
3. Develop a routine status report covering ridership, farebox recovery, changes in operational costs and customer service
4. Calibrate fleet APCs to verify manual rider counts
5. Require contractors to maintain a well-organized system for PM recordkeeping
6. Develop an OTP goal for PM, and monitor and track progress
7. Develop a strategic marketing plan
8. Develop a strategic IT plan
9. Coordinate with Lackawanna/Luzerne MPO for mapping tools and non-rider data

Financial Review

Luzerne County is the sole contributor for local money for HPT’s public transportation funding requirements. HPT has no outstanding debt or line of credit, and currently has a balanced operating budget. HPT projections of service levels and budget indicate that HPT plans to maintain a balanced budget over the next five years. HPT had $2,487,092 in 1513 carryover funds available, and $552,031 in local carryover funds at the end of FYE 2013. By the end of FYE 2014, HPT had $2,770,954 available state carryover subsidies and local carryover subsidies had decreased slightly to $551,879. In FYE 2015, HPT was not approved for local match by Luzerne County, and had to rely on local subsidy reserves to meet 1513 match requirements. HPT was approved for local match by Luzerne County for FYE 2016, but was only approved for operating match without additional funds for capital projects. HPT will continue to request local match from Luzerne County, but believes that only operating subsidies will be approved in future requests until local subsidy reserves are depleted. HPT will need to take appropriate actions to control costs, achieve farebox recovery goals, and maintain adequate cash reserves to sustain HPT’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. These performance targets are required to comply with Act 44 performance criteria and represent the minimum performance levels that HPT should work to achieve 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 PennDOT dotGrants information available (FYE 2014). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2012 Actual</td>
<td>2013 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>8.05</td>
<td>7.53</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$69.97</td>
<td>$76.39</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$7.23</td>
<td>$7.23</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$8.69</td>
<td>$10.15</td>
</tr>
</tbody>
</table>

Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that HPT “…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 HPT oversight board and management.

Functional area “opportunities for improvement” are areas in which adjustments may result in cost savings, improved service quality, and ridership and/or revenue increases. Achieved improvements in these areas will assist in meeting 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 HPT.

The template for the Action Plan has been provided as an appendix to this report. This template is where HPT should address its proposed actions to address the “Opportunities for Improvement” findings that directly affect the Act 44 performance metrics. 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. HPT must select, prioritize and schedule its intended actions using the template.

HPT must submit the proposed draft Action Plan using the format provided to the Department for comment. The proposed draft Action plan may then be revised based on consultation between HPT’s management and the Department. The finalized Action Plan then must be approved by the Mayor of Hazleton and formally submitted to PennDOT. At the very least, HPT’s management must report on a quarterly basis to the Mayor of Hazleton and the Department on progress towards accomplishing the Action Plan including actions taken in the previous quarter and actions planed for upcoming quarter(s).
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## Indiana County Transit Authority
### Transit Performance Review
#### Executive Summary

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Indiana County Transit Authority (d.b.a. IndiGO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1979</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>FYE 2015</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>830</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>89,994</td>
</tr>
</tbody>
</table>

### Annual Operating Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
<td>18</td>
<td>11</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$2,107,213</td>
<td>$615,217</td>
</tr>
<tr>
<td>Operating Revenues</td>
<td>$685,268</td>
<td>$460,716</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>408,823</td>
<td>311,078</td>
</tr>
<tr>
<td>Revenue Miles of Service (RVM)</td>
<td>393,649</td>
<td>258,484</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>31,411</td>
<td>14,753</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>31,324</td>
<td>12,289</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>436,985</td>
<td>27,055</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>12,053</td>
<td>23,498</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>13.95</td>
<td>2.20</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$67.27</td>
<td>$50.06</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$21.88</td>
<td>$37.49</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$4.82</td>
<td>$22.74</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus</th>
<th>Paratransit (Shared Ride + ADA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>32.52%</td>
<td>74.89%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$67.09</td>
<td>$41.70</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$5.15</td>
<td>$1.98</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>13.91</td>
<td>1.83</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$5.35</td>
<td>$2.38</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>96.29%</td>
<td>83.09%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>99.72%</td>
<td>83.30%</td>
</tr>
</tbody>
</table>

Source: PennDOT dotGrants 2015 reporting
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 identifies best practices that can be shared with other transit agencies and makes transit agencies aware of improvement opportunities.

The Act 44 transit performance review of the Indiana County Transit Authority (d.b.a. IndiGO) was conducted in September 29-30th, 2015. The performance review focused on fixed-route bus service. This report addresses the performance criteria that Act 44 established, specifically related to fixed-route bus service. Also addressed are, IndiGO trends and comparisons with IndiGO peers, targets for future performance, and opportunities for improvement that should assist IndiGO in meeting the future targets. This report also addresses the management, general efficiency and effectiveness of services.

On the basis of this performance report, IndiGO will develop an action plan which identifies the steps IndiGO will take to meet the agreed upon Act 44 performance criteria targets by FY 2019-20 (FYE 2020). The general goals are to maximize efficiency and promote cost savings, maximize service quality, and maximize ridership and revenue. The action plan should focus on the most critical areas for the agency, as prioritized by IndiGO’s 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 IndiGO to agree on a plan which, when approved by the IndiGO Board, will be submitted as the final action plan. IndiGO management must report quarterly to the Board and PennDOT on the progress of the action plan, identifying actions taken to date, and actions to be implemented. IndiGO’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 IndiGO’s fixed-route bus performance in comparison to its peer agencies in Fiscal Year End (FYE) 2013 and over a five-year trend period from FYE 2008 to FYE 2013 (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 IndiGO.

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

**In Compliance**

1. FYE 2013 passengers / revenue vehicle hour ranks 11th out of the 14 transit agencies and is worse than the peer group average.

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

3. FYE 2013 operating cost / revenue vehicle hour ranks 4th out of the 14 transit agencies and is better than the peer group average.

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

5. FYE 2013 operating revenue / revenue vehicle hour ranks 3rd out of the 14 transit agencies and is better than the peer group average.

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

7. FYE 2013 operating cost / passenger ranks 7th out of the 14 transit agencies and is worse than the peer group average.

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

**At Risk**

1. None.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End</th>
<th>Determination</th>
<th>Rank (of 14)</th>
<th>Comparison to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>12.47</td>
<td>16.74</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>4.02%</td>
<td>1.05%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$65.64</td>
<td>$79.86</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>-0.83%</td>
<td>1.55%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>$17.74</td>
<td>$12.89</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>8.62%</td>
<td>2.21%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2013</td>
<td>In Compliance</td>
<td>7</td>
<td>Worse</td>
<td>$5.26</td>
<td>$5.03</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-4.66%</td>
<td>0.54%</td>
</tr>
</tbody>
</table>
General Findings

In accordance with Act 44, findings are indicated as “best practices” or “opportunities for improvement.” Best practices are current practices that enhance the efficiency, effectiveness, and/or quality of service of IndiGO and may be shared with other agencies as techniques for improvement. Improvement opportunities identify tasks that may be undertaken to increase the efficiency, effectiveness, and/or quality of service of the agency.

Best Practices

1. Instituted a fare policy that includes a targeted farebox recovery goal as one element to consider when setting fares
2. Negotiated a route guarantee from a private developer for service to a housing complex
3. Set up video cameras on all fixed-route and paratransit vehicles, and uses video footage for customer service as well as claim resolution
4. Video footage for all routes are randomly reviewed each month, and the results are compared to AVAIL data as a secondary method of verifying ridership
5. Established a vehicle overhaul (VOH) program that performs a benefit cost analysis on each vehicle to determine if it is worth extending useful life
6. Hired an independent CPA to perform quarterly reviews and a different CPA to conduct the annual audit
7. Appointed Board members from geographically diverse parts of Indiana County
8. Board members ride buses and interact with passengers and drivers
9. Customer service policy ensures that complaints are addressed personally and in a timely manner
10. Partnered with the Indiana County Emergency Management Agency to develop a local emergency management plan

Opportunities for Improvement to Address in Action Plan

1. Expand marketing plan to include a budget tied to a schedule and a return on investment
2. Report on the progress of the strategic plan to the Board
3. Assess shared-ride program costs and fare pricing to identify strategies that recover more of the actual cost of shared-ride service
4. Develop a system map depicting all available service within Indiana County
5. Update the transit development plan (TDP) every five years to account for changes within the service area
6. Evaluate the potential of advertising on bus shelters where none currently exists to generate additional revenues
7. Develop an annual target for maintenance parts turnover
8. Expand annual evaluation of Executive Director to include measures directly tied to performance goals of the strategic plan
9. Develop a strategic IT plan to prioritize and guide IT investment decisions
10. Evaluate the potential of developing an internship program with IUP
Financial Review

Indiana County contributes money for IndiGO’s public transportation funding requirements. IndiGO has a $350,000 line of credit available, a balanced operating budget and no outstanding debt. IndiGO’s operating budget projections indicate that IndiGO plans to maintain a balanced budget over the next five years. IndiGO had $605,620 in 1513 carryover funds available, and $173,151 in local carryover funds at the end of FYE 2014. By the end of FYE 2015, IndiGO had $780,887 in available state carryover subsidies and local carryover subsidies had increased to $180,889. A projected annual increase of 8.0% in operating costs reflect uncertainty in the projected cost of labor and fringe benefits. Management should take appropriate actions to control costs and achieve farebox recovery goals to maintain IndiGO’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. These performance targets are required to comply with Act 44 performance criteria and represent the minimum performance levels that IndiGO should work to achieve 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 PennDOT dotGrants information available (FYE 2015). Standards were extrapolated to FYE 2020 and are designed to be aggressive, yet achievable. They are summarized as follows:

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2013 Actual</td>
<td>2014 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Hour</td>
<td>12.47</td>
<td>14.25</td>
</tr>
<tr>
<td>Operating Cost / Revenue Hour</td>
<td>$65.64</td>
<td>$64.78</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Hour</td>
<td>$17.74</td>
<td>$19.53</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.26</td>
<td>$4.55</td>
</tr>
</tbody>
</table>

In FYE 2014, IndiGO received a one-time insurance rebate of $74,733. This amount has been removed from revenues and credited to offset (reduce) fixed-route operating costs. In FYE 2015, IndiGO received a one-time alternative fuel rebate of $51,255 that reduced the cost of fuel and subsequently, overall operating costs. To account for the rebate, IndiGO’s operating cost target has been set to a rate of 3.1% to more closely reflect operating costs in future years.
Next Steps

Upon final transmission of the performance review report, Act 44 regulations stipulate that IndiGO “…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 IndiGO oversight board and management.

Functional area “Opportunities for Improvement” are areas in which adjustments may result in cost savings, improved service quality, and ridership and/or revenue increases. Achieved improvements in these areas will assist in meeting 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 IndiGO.

The template for the Action Plan, provided as an appendix to this report, is where IndiGO should address its proposed actions to address the “Opportunities for Improvement” findings that directly affect the Act 44 performance metrics. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period of time. IndiGO must select, prioritize and schedule its intended actions using the template.

IndiGO must submit the proposed draft Action Plan using the format provided in the appendix to the Department for comment. The proposed draft Action Plan may then be revised based on consultation between IndiGO’s management and the Department. The finalized Action Plan then must be approved by the IndiGO Board and formally submitted to PennDOT. IndiGO’s management must report 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 upcoming quarter(s).
Section II

Section 1513 Distribution Factors
## TABLE 1

Total Act 44 Passenger Trip Statistics (Includes Senior Citizens)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
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<td>SEPTA</td>
<td>336,549,552</td>
<td>329,388,515</td>
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<td>329,314,635</td>
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<tr>
<td>PAAC</td>
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<td>64,128,410</td>
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<tr>
<td>AMTRAN (Altoona)</td>
<td>687,793</td>
<td>642,524</td>
<td>-6.6%</td>
<td>585,457</td>
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</tr>
<tr>
<td>BCTA (Beaver)</td>
<td>948,395</td>
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<td>925,927</td>
<td>3.4%</td>
</tr>
<tr>
<td>BARTA (Berks)</td>
<td>3,212,652</td>
<td>3,259,487</td>
<td>1.5%</td>
<td>3,093,296</td>
<td>-5.1%</td>
</tr>
<tr>
<td>CAMTRAN (Cambria)</td>
<td>1,290,035</td>
<td>1,230,087</td>
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<td>1,197,414</td>
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<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>2,705,281</td>
<td>2,696,660</td>
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<td>CATA (Centre)</td>
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<td>COLTS (Lackawanna)</td>
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<td>1,157,424</td>
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<td>1,132,246</td>
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<td>COLT/LT (Lebanon)</td>
<td>292,478</td>
<td>310,501</td>
<td>6.2%</td>
<td>337,124</td>
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<td>EMTA (Erie)</td>
<td>3,378,642</td>
<td>3,274,894</td>
<td>-3.1%</td>
<td>3,355,186</td>
<td>2.5%</td>
</tr>
<tr>
<td>FACT (Fayette)</td>
<td>199,309</td>
<td>205,528</td>
<td>3.1%</td>
<td>194,122</td>
<td>-5.5%</td>
</tr>
<tr>
<td>HPT (Hazleton)</td>
<td>216,811</td>
<td>229,382</td>
<td>5.8%</td>
<td>221,088</td>
<td>-3.6%</td>
</tr>
<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>5,033,263</td>
<td>5,173,760</td>
<td>2.8%</td>
<td>5,055,306</td>
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</tr>
<tr>
<td>LCTA (Luzerne)</td>
<td>1,193,093</td>
<td>1,208,830</td>
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<td>1,209,901</td>
<td>0.1%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>340,055</td>
<td>340,361</td>
<td>0.1%</td>
<td>327,724</td>
<td>-3.7%</td>
</tr>
<tr>
<td>POTTSTOWN</td>
<td>259,008</td>
<td>256,616</td>
<td>-0.9%</td>
<td>258,140</td>
<td>0.6%</td>
</tr>
<tr>
<td>RRTA (Lancaster)</td>
<td>1,925,555</td>
<td>1,923,101</td>
<td>-0.1%</td>
<td>1,958,060</td>
<td>1.8%</td>
</tr>
<tr>
<td>MCTOG (Mercer)</td>
<td>104,609</td>
<td>114,597</td>
<td>9.5%</td>
<td>92,268</td>
<td>-19.5%</td>
</tr>
<tr>
<td>WASHINGTON CITY</td>
<td>57,785</td>
<td>71,755</td>
<td>24.2%</td>
<td>67,177</td>
<td>-6.4%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>579,935</td>
<td>563,223</td>
<td>-2.9%</td>
<td>541,413</td>
<td>-3.9%</td>
</tr>
<tr>
<td>Williamsport RVT</td>
<td>1,358,876</td>
<td>1,318,320</td>
<td>-3.0%</td>
<td>1,306,118</td>
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<tr>
<td>YATA (York, Adams)</td>
<td>1,583,049</td>
<td>1,699,341</td>
<td>7.3%</td>
<td>1,680,293</td>
<td>-1.1%</td>
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<tr>
<td>ATA (North Central)</td>
<td>430,438</td>
<td>440,865</td>
<td>2.4%</td>
<td>426,776</td>
<td>-3.2%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>218,278</td>
<td>222,268</td>
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<td>200,293</td>
<td>-9.9%</td>
</tr>
<tr>
<td>CCCT (Carbon)</td>
<td>7,198</td>
<td>6,887</td>
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<td>7,418</td>
<td>10.9%</td>
</tr>
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<td>CATA (Crawford)</td>
<td>237,705</td>
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<td>-0.9%</td>
<td>244,735</td>
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<td>DuFAST (Clearfield)</td>
<td>65,666</td>
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</tr>
<tr>
<td>EMTA (Endless Mountains)</td>
<td>125,316</td>
<td>137,254</td>
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<td>150,488</td>
<td>9.6%</td>
</tr>
<tr>
<td>ICTA (Indiana)</td>
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<td>MCTA (Monroe)</td>
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<td>246,986</td>
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<td>243,101</td>
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</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>23,055</td>
<td>28,423</td>
<td>23.3%</td>
<td>29,205</td>
<td>2.8%</td>
</tr>
<tr>
<td>NCTA (New Castle)</td>
<td>624,707</td>
<td>616,359</td>
<td>-1.3%</td>
<td>593,430</td>
<td>-3.7%</td>
</tr>
<tr>
<td>STS (Schuykill)</td>
<td>217,381</td>
<td>212,250</td>
<td>-2.4%</td>
<td>208,500</td>
<td>-1.8%</td>
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<tr>
<td>VCTO (Venango)</td>
<td>63,787</td>
<td>56,270</td>
<td>-11.8%</td>
<td>52,151</td>
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<td>TAWC (Warren)</td>
<td>72,229</td>
<td>70,484</td>
<td>-2.4%</td>
<td>65,888</td>
<td>-6.5%</td>
</tr>
<tr>
<td>WASHCO (Washington County)</td>
<td>18,211</td>
<td>21,266</td>
<td>16.8%</td>
<td>23,316</td>
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<tr>
<td><strong>Total</strong></td>
<td>435,332,414</td>
<td>428,749,507</td>
<td>-1.5%</td>
<td>429,739,509</td>
<td>0.2%</td>
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</tbody>
</table>
### TABLE 2

Total Act 44 Senior Citizens Trip Statistics

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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SEPTA</td>
<td>26,487,498</td>
<td>26,162,730</td>
<td>-1.2%</td>
<td>25,757,352</td>
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<tr>
<td>PAAC</td>
<td>4,878,315</td>
<td>4,799,145</td>
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<td>4,812,063</td>
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<td>AMTRAN (Altoona)</td>
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<td>67,843</td>
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<td>69,134</td>
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<tr>
<td>BCTA (Beaver)</td>
<td>77,165</td>
<td>79,039</td>
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<td>79,777</td>
<td>0.9%</td>
</tr>
<tr>
<td>BARTA (Berks)</td>
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<td>455,012</td>
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<td>413,238</td>
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</tr>
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<td>CAMTRAN (Cambria)</td>
<td>257,314</td>
<td>207,466</td>
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<td>164,071</td>
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</tr>
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<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>211,007</td>
<td>220,704</td>
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<td>237,020</td>
<td>7.4%</td>
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<tr>
<td>CATA (Centre)</td>
<td>41,399</td>
<td>42,596</td>
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<td>16.3%</td>
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<tr>
<td>COLTS (Lackawanna)</td>
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<td>186,922</td>
<td>-5.6%</td>
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<td>COLT/LT (Lebanon)</td>
<td>53,759</td>
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<td>65,878</td>
<td>10.5%</td>
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<td>EMTA (Erie)</td>
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<td>60,722</td>
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<td>1.7%</td>
<td>194,889</td>
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<td>MMVTA (Mid Mon Valley)</td>
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<td>POTTSTOWN</td>
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<td>MCRCOG (Mercer)</td>
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<td>15,246</td>
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<td>WASHINGTON CITY</td>
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<td>-12.9%</td>
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<td>WCTA (Westmoreland)</td>
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<td>70,327</td>
<td>-2.6%</td>
</tr>
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<td>Williamsport RVT</td>
<td>228,885</td>
<td>210,430</td>
<td>-8.1%</td>
<td>186,664</td>
<td>-11.3%</td>
</tr>
<tr>
<td>YATA (York, Adams)</td>
<td>149,668</td>
<td>174,154</td>
<td>16.4%</td>
<td>170,524</td>
<td>-2.1%</td>
</tr>
<tr>
<td>ATA (North Central)</td>
<td>31,639</td>
<td>28,200</td>
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<td>26,104</td>
<td>-7.4%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>45,605</td>
<td>39,423</td>
<td>-13.6%</td>
<td>40,170</td>
<td>1.9%</td>
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<td>CCCT (Carbon)</td>
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<td>4,089</td>
<td>2.9%</td>
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<tr>
<td>CATA (Crawford)</td>
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<td>36,171</td>
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<td>DuFAST (Clearfield)</td>
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<td>21,282</td>
<td>-13.4%</td>
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<td>-8.3%</td>
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<tr>
<td>EMTA (Endless Mountains)</td>
<td>11,437</td>
<td>12,505</td>
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<td>12,989</td>
<td>3.9%</td>
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<tr>
<td>ICTA (Indiana)</td>
<td>18,497</td>
<td>14,867</td>
<td>-16.7%</td>
<td>12,053</td>
<td>-18.9%</td>
</tr>
<tr>
<td>MIDCO (Armstrong)</td>
<td>17,546</td>
<td>13,145</td>
<td>-25.1%</td>
<td>14,914</td>
<td>13.5%</td>
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<td>MCTA (Monroe)</td>
<td>30,105</td>
<td>29,016</td>
<td>-3.6%</td>
<td>26,464</td>
<td>-8.8%</td>
</tr>
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<td>BMC (Mount Carmel)</td>
<td>12,589</td>
<td>14,030</td>
<td>11.4%</td>
<td>13,103</td>
<td>-6.6%</td>
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<td>NCATA (New Castle)</td>
<td>81,002</td>
<td>75,218</td>
<td>-7.1%</td>
<td>80,221</td>
<td>6.7%</td>
</tr>
<tr>
<td>STS (Schuykill)</td>
<td>82,832</td>
<td>71,750</td>
<td>-13.4%</td>
<td>61,063</td>
<td>-14.9%</td>
</tr>
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<td>VCTO (Venango)</td>
<td>11,482</td>
<td>10,436</td>
<td>-9.1%</td>
<td>10,411</td>
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</tr>
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<td>TAWC (Warren)</td>
<td>8,991</td>
<td>8,386</td>
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<td>8,757</td>
<td>4.4%</td>
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<td>WASHCO (Washington County)</td>
<td>7,097</td>
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<td>8,416</td>
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<td><strong>Total</strong></td>
<td><strong>35,253,480</strong></td>
<td><strong>34,678,044</strong></td>
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<td><strong>34,037,776</strong></td>
<td><strong>-1.8%</strong></td>
</tr>
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</table>
### TABLE 3
Total Act 44 Revenue Vehicle Miles Statistics

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<th></th>
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</tr>
</thead>
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<td>SEPTA</td>
<td>85,767,977</td>
<td>86,962,204</td>
<td>1.4%</td>
<td>86,858,539</td>
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<tr>
<td>PAAC</td>
<td>25,405,897</td>
<td>25,542,475</td>
<td>0.5%</td>
<td>26,708,814</td>
<td>4.6%</td>
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<tr>
<td>AMTRAN (Altoona)</td>
<td>579,083</td>
<td>573,866</td>
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<td>547,451</td>
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<td>BCTA (Beaver)</td>
<td>941,820</td>
<td>942,567</td>
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<td>BARTA (Berks)</td>
<td>1,769,467</td>
<td>1,740,297</td>
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<td>1,725,436</td>
<td>-0.9%</td>
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<tr>
<td>CAMTRAN (Cambria)</td>
<td>1,205,018</td>
<td>1,075,075</td>
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<td>1,095,978</td>
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<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>1,878,610</td>
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<td>CATA (Centre)</td>
<td>1,632,005</td>
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<td>1,944,783</td>
<td>13.2%</td>
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<td>COLTS (Lackawanna)</td>
<td>1,164,826</td>
<td>1,162,623</td>
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<td>1,176,351</td>
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<tr>
<td>COLT/LT (Lebanon)</td>
<td>500,264</td>
<td>516,250</td>
<td>3.2%</td>
<td>505,946</td>
<td>-2.0%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>2,191,750</td>
<td>2,210,816</td>
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<td>2,294,194</td>
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<td>FACT (Fayette)</td>
<td>546,433</td>
<td>596,245</td>
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<td>585,844</td>
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<td>HPT (Hazleton)</td>
<td>421,245</td>
<td>453,726</td>
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<td>436,380</td>
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<td>LANTA (Lehigh, Northampton)</td>
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<tr>
<td>LCTA (Luzerne)</td>
<td>1,134,185</td>
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<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>816,746</td>
<td>843,499</td>
<td>3.3%</td>
<td>783,445</td>
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<tr>
<td>POTTSTOWN</td>
<td>294,020</td>
<td>277,294</td>
<td>-5.7%</td>
<td>267,930</td>
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<tr>
<td>RRTA (Lancaster)</td>
<td>1,765,741</td>
<td>1,678,576</td>
<td>-4.9%</td>
<td>1,699,969</td>
<td>1.3%</td>
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<tr>
<td>MRCOG (Mercer)</td>
<td>140,322</td>
<td>192,006</td>
<td>36.8%</td>
<td>177,653</td>
<td>-7.5%</td>
</tr>
<tr>
<td>WASHINGTON CITY</td>
<td>279,447</td>
<td>290,436</td>
<td>3.9%</td>
<td>280,800</td>
<td>-3.3%</td>
</tr>
<tr>
<td>WCTA (Westmoreland)</td>
<td>1,050,590</td>
<td>1,078,470</td>
<td>2.7%</td>
<td>1,115,339</td>
<td>3.4%</td>
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<tr>
<td>Williamsport RVT</td>
<td>830,877</td>
<td>856,527</td>
<td>3.1%</td>
<td>876,200</td>
<td>3.3%</td>
</tr>
<tr>
<td>YATA (York, Adams)</td>
<td>1,536,892</td>
<td>1,703,834</td>
<td>10.9%</td>
<td>1,766,822</td>
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<tr>
<td>ATA (North Central)</td>
<td>1,401,295</td>
<td>1,404,576</td>
<td>0.2%</td>
<td>1,393,649</td>
<td>-0.8%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>219,029</td>
<td>220,369</td>
<td>0.6%</td>
<td>186,244</td>
<td>-15.5%</td>
</tr>
<tr>
<td>CCCT (Carbon)</td>
<td>39,906</td>
<td>34,050</td>
<td>-14.7%</td>
<td>40,227</td>
<td>18.1%</td>
</tr>
<tr>
<td>CATA (Crawford)</td>
<td>238,645</td>
<td>249,536</td>
<td>4.6%</td>
<td>263,182</td>
<td>5.5%</td>
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<tr>
<td>DuFAST (Clearfield)</td>
<td>128,775</td>
<td>134,115</td>
<td>4.1%</td>
<td>127,068</td>
<td>-5.3%</td>
</tr>
<tr>
<td>EMTA (Endless Mountains)</td>
<td>469,600</td>
<td>441,831</td>
<td>-5.9%</td>
<td>429,867</td>
<td>-2.7%</td>
</tr>
<tr>
<td>ICTA (Indiana)</td>
<td>493,088</td>
<td>451,393</td>
<td>-8.5%</td>
<td>396,283</td>
<td>-22.2%</td>
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<tr>
<td>MIDCO (Armstrong)</td>
<td>144,061</td>
<td>126,513</td>
<td>-12.2%</td>
<td>125,062</td>
<td>-1.1%</td>
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<tr>
<td>MCTA (Monroe)</td>
<td>536,853</td>
<td>531,221</td>
<td>-1.0%</td>
<td>516,674</td>
<td>-2.7%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>51,058</td>
<td>56,400</td>
<td>10.5%</td>
<td>61,273</td>
<td>8.6%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>1,226,878</td>
<td>1,163,666</td>
<td>-5.2%</td>
<td>1,109,260</td>
<td>-1.7%</td>
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<tr>
<td>STS (Schuykill)</td>
<td>334,676</td>
<td>328,572</td>
<td>-1.8%</td>
<td>309,593</td>
<td>-6.9%</td>
</tr>
<tr>
<td>VCTO (Venango)</td>
<td>163,815</td>
<td>157,849</td>
<td>-3.6%</td>
<td>172,680</td>
<td>5.4%</td>
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<tr>
<td>TAWC (Warren)</td>
<td>187,802</td>
<td>192,480</td>
<td>2.5%</td>
<td>192,913</td>
<td>0.2%</td>
</tr>
<tr>
<td>WASHCO (Washington County)</td>
<td>83,818</td>
<td>84,220</td>
<td>0.5%</td>
<td>85,685</td>
<td>1.7%</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>141,744,378</strong></td>
<td><strong>143,080,071</strong></td>
<td><strong>0.9%</strong></td>
<td><strong>144,618,382</strong></td>
<td><strong>1.1%</strong></td>
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## TABLE 4

**Total Act 44 Revenue Vehicle Hours Statistics**

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<th></th>
<th></th>
<th></th>
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<tbody>
<tr>
<td>SEPTA</td>
<td>6,489,873</td>
<td>6,658,956</td>
<td>2.6%</td>
<td>6,803,274</td>
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<tr>
<td>PAAC</td>
<td>1,877,501</td>
<td>1,910,968</td>
<td>1.8%</td>
<td>1,948,840</td>
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<td>AMTRAN (Altoona)</td>
<td>45,103</td>
<td>44,262</td>
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<td>44,013</td>
<td>-0.6%</td>
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<td>BCTA (Beaver)</td>
<td>56,756</td>
<td>56,546</td>
<td>-0.4%</td>
<td>55,454</td>
<td>-1.9%</td>
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<tr>
<td>BARTA (Berks)</td>
<td>143,486</td>
<td>134,227</td>
<td>-6.5%</td>
<td>133,485</td>
<td>-0.6%</td>
</tr>
<tr>
<td>CAMTRAN (Cambria)</td>
<td>90,573</td>
<td>81,621</td>
<td>-9.9%</td>
<td>82,686</td>
<td>1.5%</td>
</tr>
<tr>
<td>CAT (Cumberland, Dauphin, Harrisburg)</td>
<td>138,756</td>
<td>135,745</td>
<td>-2.2%</td>
<td>136,452</td>
<td>0.5%</td>
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<td>CATA (Centre)</td>
<td>139,683</td>
<td>155,603</td>
<td>11.4%</td>
<td>157,001</td>
<td>0.9%</td>
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<td>COLTS (Lackawanna)</td>
<td>90,122</td>
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<td>91,212</td>
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<td>COLT/LT (Lebanon)</td>
<td>30,193</td>
<td>31,199</td>
<td>3.3%</td>
<td>31,396</td>
<td>0.6%</td>
</tr>
<tr>
<td>EMTA (Erie)</td>
<td>184,094</td>
<td>184,996</td>
<td>0.5%</td>
<td>193,363</td>
<td>4.5%</td>
</tr>
<tr>
<td>FACT (Fayette)</td>
<td>27,618</td>
<td>28,967</td>
<td>4.9%</td>
<td>30,588</td>
<td>5.6%</td>
</tr>
<tr>
<td>HPT (Hazelton)</td>
<td>30,260</td>
<td>32,020</td>
<td>5.8%</td>
<td>34,583</td>
<td>8.0%</td>
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<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>316,779</td>
<td>299,594</td>
<td>-5.4%</td>
<td>319,253</td>
<td>6.6%</td>
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<tr>
<td>LCTA (Luzerne)</td>
<td>79,434</td>
<td>78,377</td>
<td>-1.3%</td>
<td>79,381</td>
<td>1.3%</td>
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<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>48,833</td>
<td>46,634</td>
<td>-4.5%</td>
<td>41,652</td>
<td>-10.7%</td>
</tr>
<tr>
<td>POTTSTOWN</td>
<td>20,933</td>
<td>21,410</td>
<td>2.3%</td>
<td>21,613</td>
<td>0.9%</td>
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<tr>
<td>RRTA (Lancaster)</td>
<td>129,662</td>
<td>120,364</td>
<td>-7.2%</td>
<td>126,608</td>
<td>5.2%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>9,704</td>
<td>13,486</td>
<td>39.0%</td>
<td>14,154</td>
<td>5.0%</td>
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<tr>
<td>WASHINGTON CITY</td>
<td>18,201</td>
<td>18,392</td>
<td>1.0%</td>
<td>16,446</td>
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<tr>
<td>WCTA (Westmoreland)</td>
<td>50,859</td>
<td>55,628</td>
<td>9.4%</td>
<td>57,080</td>
<td>2.6%</td>
</tr>
<tr>
<td>Williamsport RVT</td>
<td>54,678</td>
<td>55,540</td>
<td>1.6%</td>
<td>57,353</td>
<td>3.3%</td>
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<tr>
<td>YATA (York, Adams)</td>
<td>112,154</td>
<td>129,646</td>
<td>15.6%</td>
<td>127,623</td>
<td>-1.6%</td>
</tr>
<tr>
<td>ATA (North Central)</td>
<td>108,039</td>
<td>108,539</td>
<td>0.5%</td>
<td>107,601</td>
<td>-0.9%</td>
</tr>
<tr>
<td>BTA (Butler)</td>
<td>18,021</td>
<td>18,405</td>
<td>2.1%</td>
<td>14,611</td>
<td>-20.6%</td>
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<tr>
<td>CCCCT (Carbon)</td>
<td>2,786</td>
<td>3,201</td>
<td>14.9%</td>
<td>3,029</td>
<td>-5.4%</td>
</tr>
<tr>
<td>CAT (Crawford)</td>
<td>17,424</td>
<td>17,564</td>
<td>0.8%</td>
<td>17,493</td>
<td>-0.4%</td>
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<tr>
<td>DuFAST (Clearfield)</td>
<td>10,356</td>
<td>10,846</td>
<td>4.7%</td>
<td>9,796</td>
<td>-9.7%</td>
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<tr>
<td>EMTA (Endless Mountains)</td>
<td>22,884</td>
<td>20,135</td>
<td>-12.0%</td>
<td>20,308</td>
<td>0.9%</td>
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<tr>
<td>ICTA (Indiana)</td>
<td>36,246</td>
<td>34,284</td>
<td>-5.4%</td>
<td>31,450</td>
<td>-8.3%</td>
</tr>
<tr>
<td>MIDCO (Armstrong)</td>
<td>9,690</td>
<td>7,805</td>
<td>-19.5%</td>
<td>7,864</td>
<td>0.8%</td>
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<td>MCTA (Monroe)</td>
<td>31,585</td>
<td>31,263</td>
<td>-1.0%</td>
<td>33,713</td>
<td>7.8%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>4,790</td>
<td>4,989</td>
<td>4.2%</td>
<td>5,058</td>
<td>1.4%</td>
</tr>
<tr>
<td>NCATA (New Castle)</td>
<td>57,152</td>
<td>56,510</td>
<td>-1.1%</td>
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<td>-2.7%</td>
</tr>
<tr>
<td>STS (Schuykill)</td>
<td>19,143</td>
<td>18,354</td>
<td>-4.1%</td>
<td>17,610</td>
<td>-4.1%</td>
</tr>
<tr>
<td>VCTO (Venango)</td>
<td>7,803</td>
<td>9,025</td>
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<td>9,236</td>
<td>2.3%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>10,087</td>
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<td>10,712</td>
<td>1.9%</td>
</tr>
<tr>
<td>WASHCO (Washington County)</td>
<td>5,264</td>
<td>5,275</td>
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<td>5,249</td>
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<tr>
<td><strong>Total</strong></td>
<td>10,546,525</td>
<td>10,740,829</td>
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<td>10,953,333</td>
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</tr>
</tbody>
</table>
Section III

Urban Systems
Fixed Route Distribution Factors
- Total Passengers: 329,314,635
- Senior Passengers: 25,757,352
- Revenue Vehicle Miles: 86,858,539
- Revenue Vehicle Hours: 6,803,274

Act 44 Operating Assistance
- Section 1513 Allocation: $582,992,500
- Required Local Match: $86,376,071

Current Fleet Size
- Motor Bus: 1,404
- Commuter Rail Cars: 404
- Heavy Rail Cars: 369
- Street Car Rail/Light Rail: 159
- Trolley Bus: 38
- Paratransit Vehicles: 457
- System-wide: 2,831

Act 44 Fixed Route Distribution Factors
- Total Passengers: 329,314,635
- Senior Passengers: 25,757,352
- Revenue Vehicle Miles: 86,858,539
- Revenue Vehicle Hours: 6,803,274

Act 44 Operating Assistance
- Section 1513 Allocation: $582,992,500
- Required Local Match: $86,376,071

Current Fleet Size
- Motor Bus: 1,404
- Commuter Rail Cars: 404
- Heavy Rail Cars: 369
- Street Car Rail/Light Rail: 159
- Trolley Bus: 38
- Paratransit Vehicles: 457
- System-wide: 2,831

House District
- Bucks: 18, 29, 31, 140, 141, 142, 143, 144, 145, 178
- Chester: 13, 26, 74, 155, 156, 157, 158, 160, 167
- Delaware: 159, 160, 161, 162, 163, 164, 165, 166, 168, 185, 191
- Montgomery: 26, 53, 61, 70, 146, 147, 148, 149, 150, 151, 152, 153, 154, 157, 166, 194
- Philadelphia: 152, 170, 172, 173, 174, 175, 177, 179, 180, 181, 182, 184, 185, 186, 188, 190, 191, 192, 194, 195, 197, 198, 200, 201, 202, 203
- Senate District
- Bucks: 6, 10, 12, 24
- Chester: 9, 19, 26, 44
- Delaware: 8, 9, 17, 26
- Montgomery: 4, 7, 12, 17, 24, 44
- Philadelphia: 1, 2, 3, 4, 5, 7, 8

Current Employees

Operator Salaries & Wages: $221,238
Other Salaries & Wages: $285,301
Fuel Util: $92,424
Maint: $62,542
Purchased Trans: $27,886
Fringes: $422,610
Other: $106,841

Revenue: $514,459
Local: $82,334
State: $555,480
Federal: $66,569

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

Southeastern Pennsylvania Transportation Authority
1234 Market Street
Philadelphia, PA 19107-3780
215-580-7800
Mr. Jeffrey Knueppel, General Manager

Service Area Statistics (2010 Census)
Philadelphia County
Square Miles: 135
Population: 1,526,006
65+ Population: 185,309
% of Population 65 and older: 12.1%
MATP Provider: No
Percent of Service Subcontracted: 100%

Fare Information
Average Shared-Ride Fare: $25.52
Cost to Commonwealth per Senior Citizen Trip: $21.25

Fare Structure
Implementation Date: July 2007

Trip Information
65+ Trips: 765,610
Other Shared-Ride Trips: 37,271
Total Shared-Ride Trips: 802,881

Vehicles Operated in Maximum Service
Community Transportation: 173

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$25,982,994

Sources of Funding
$25,982,994

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
SEPTA does not provide shared-ride service through the Persons with Disabilities Program.
**PAAC (Port Authority of Allegheny County)**

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

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 64,128,410
- Senior Passengers: 4,812,063
- Revenue Vehicle Miles: 28,708,814
- Revenue Vehicle Hours: 1,948,840

**Act 44 Operating Assistance**
- Section 1513 Allocation: $212,449,588
- Required Local Match: $31,867,438

**Current Employees**
- Full-Time: 2,463
- Part-Time: 0

**Current Fleet Size**
- Motor Bus: 741
- Street Car Rail/Light Rail: 83
- Inclined Plane Cars: 2
- Paratransit Vehicles: 377
- System-wide: 1,203

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

**Current Employees**
- Full-Time: 2,463
- Part-Time: 0

**Current Fleet Size**
- Motor Bus: 741
- Street Car Rail/Light Rail: 83
- Inclined Plane Cars: 2
- Paratransit Vehicles: 377
- System-wide: 1,203

**Fixed-Route Operating Budget**

**Operating Expenses (000’s)**
- $355,636

**Operating Funds (000’s)**
- $355,636

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

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

Port Authority of Allegheny County/ACCESS
345 Sixth Avenue, Third Floor
Pittsburgh, PA 15222-2527
412-442-2000
Ms. Ellen McLean, Chief Executive Officer

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

MATP Provider: Yes
Percent of Service Subcontracted: 100%

Fare Information
Average Shared-Ride Fare: $22.05
Cost to Commonwealth per Senior Citizen Trip: $19.08

Trip Information
65+ Trips: 670,903
PwD Trips: 60,955
Other Shared-Ride Trips: 299,740
Total Shared-Ride Trips: 1,031,598
Non-Public Trips: 2,098

Vehicles Operated in Maximum Service
Community Transportation: 171

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$22,863,671

Sources of Funding
$22,863,671

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
AMTRAN (Altoona Metro Transit)

Altoona Metro Transit
3301 Fifth Avenue
Altoona, PA 16602
Mr. Eric Wolf, General Manager
814-944-4074
www.amtran.org
Customer Service:
814-944-4074

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 585,457
Senior Passengers: 69,134
Revenue Vehicle Miles: 547,451
Revenue Vehicle Hours: 44,013

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

Current Employees
Full-Time Part-Time
Fixed Route: 37 7
Paratransit: 0 1
Subcontractor: 15 27
System-wide: 52 35

Act 44 Operating Assistance
Section 1513 Allocation: $2,713,473
Required Local Match: $136,056

Current Fleet Size
Fixed Route: 24
Paratransit: 2
System-wide: 26

System-wide: 26

Community transportation provided by Blair Senior Services, Inc. (see page 200)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000’s)
$4,755

Operating Funds (000’s)
$4,755

- Operator Salaries & Wages
- Other Salary & Wages
- Maint.
- Fuel Util
- Purchased Trans
- Fringes
- Other

- Federal
- State
- Local
- Revenue

Expense includes ADA complementary expenses.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
**Beaver County Transit Authority**
200 West Washington Street
Rochester, PA 15074-2235
Ms. Mary Jo Morandini, General Manager
724-728-4255
www.bcta.com
Customer Service: 724-728-4255

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 925,927
Senior Passengers: 79,777
Revenue Vehicle Miles: 917,147
Revenue Vehicle Hours: 55,454

**Act 44 Operating Assistance**
Section 1513 Allocation: $3,340,221
Required Local Match: $458,912

**Current Fare Information**
Fixed Route Base: $2.25
Last Base Fare Increase: Jan 2013

**Current Employees**
Full-Time Part-Time
Fixed Route: 61 1
Paratransit: 35 1
System-wide: 96 2

**Current Fleet Size**
Fixed Route: 23
Paratransit: 24
System-wide: 47

*Includes Rural Service

---

**FIXED-ROUTE OPERATING BUDGET**

**Operating Expenses (000’s)**
- Fringes: $1,125
- Fuel Util: $1,046
- Maint: $601
- Other: $700
- Operator Salaries & Wages: $1,219
- Other Salaries & Wages: $1,149
- Other: $700

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

**Operating Funds (000’s)**
- Revenue: $1,641
  - Local: $906
  - State: $3,103
  - Federal: $190

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

**Beaver County Transit Authority**  
200 West Washington Street  
Rochester, PA 15074-2235  
724-375-2895  
Ms. Mary Jo Morandini, General Manager

**Service Area Statistics (2010 Census)**

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

**MATP Provider:** Yes  
**Percent of Service Subcontracted:** N/A

<table>
<thead>
<tr>
<th><strong>Fare Information</strong></th>
<th><strong>Trip Information</strong></th>
<th><strong>Vehicles Operated in Maximum Service</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Shared-Ride Fare:</td>
<td>$20.52</td>
<td>65+ Trips:</td>
</tr>
<tr>
<td>Cost to Commonwealth per Senior Citizen Trip:</td>
<td>$17.40</td>
<td>Other Shared-Ride Trips:</td>
</tr>
<tr>
<td>Fare Structure</td>
<td></td>
<td>Total Shared-Ride Trips:</td>
</tr>
<tr>
<td>Implementation Date:</td>
<td>January 2013</td>
<td>Non-Public Trips:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Operating Expenses</strong></th>
<th><strong>Sources of Funding</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>$3,389,366</td>
<td>$3,389,366</td>
</tr>
</tbody>
</table>

- Shared-Ride Admin: 13%
- Exclusive Human Service Program Contracts: 38%
- Shared-Ride Operating: 49%

- MATP 50%
- MH/ID 4%
- Other 1%
- Subsidy 24%
- Passenger Fares 3%
- Lottery 15%
- Area Agency on Aging 3%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**

BCTA does not provide shared-ride service through the Persons with Disabilities Program.
### Berks Area Regional Transportation Authority

1700 North 11th Street  
Reading, PA 19604-1599  
Mr. David Kilmer, Executive Director  
610-921-0605  
www.bartabus.com  
Customer Service:  
610-921-0601

### Service Area Statistics (2010 Census)

- Square Miles: 864  
- Population: 411,442

### Act 44 Fixed Route Distribution Factors

- Total Passengers: 3,093,296  
- Senior Passengers: 413,238  
- Revenue Vehicle Miles: 1,725,436  
- Revenue Vehicle Hours: 133,485

### Act 44 Operating Assistance

- Section 1513 Allocation: $7,931,351  
- Required Local Match: $483,566

### Current Fare Information

- Fixed Route Base: $1.70  
- Last Base Fare Increase: January 2011

### Current Employees

<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route:</td>
<td>93</td>
<td>5</td>
</tr>
<tr>
<td>Paratransit:</td>
<td>55</td>
<td>3</td>
</tr>
<tr>
<td>Subcontractor:</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>System-wide:</td>
<td>163</td>
<td>8</td>
</tr>
</tbody>
</table>

### Current Fleet Size

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

---

### FIXED-ROUTE OPERATING BUDGET

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Amount (000's)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator Salaries &amp; Wages</td>
<td>$3,299</td>
</tr>
<tr>
<td>Other Salaries &amp; Wages</td>
<td>$1,026</td>
</tr>
<tr>
<td>Fringes</td>
<td>$3,137</td>
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<tr>
<td>Maint.</td>
<td>$898</td>
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<tr>
<td>Fuel Utils</td>
<td>$1,763</td>
</tr>
<tr>
<td>Purchased Trans</td>
<td>$197</td>
</tr>
<tr>
<td>Other</td>
<td>$1,704</td>
</tr>
<tr>
<td>Local</td>
<td>$213</td>
</tr>
<tr>
<td>State</td>
<td>$7,714</td>
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<tr>
<td>Federal</td>
<td>$672</td>
</tr>
<tr>
<td>Revenue</td>
<td>$3,425</td>
</tr>
</tbody>
</table>

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

BARTA (Berks Area Regional Transportation Authority)

Berks Area Regional Transportation Authority
1700 North 11th Street
Reading, PA 19604-1599
610-921-2361
Mr. David Kilmer, Executive Director

Service Area Statistics (2010 Census)
Berks County
Square Miles: 864
Population: 411,422
65+ Population: 59,558
% of Population 65 and older: 14.5%

MATP Provider: Yes
Percent of Service Subcontracted: 23.75%

Fare Information
Average Shared-Ride Fare: $13.62
Cost to Commonwealth per Senior Citizen Trip: $13.03
Fare Structure
Implementation Date: September 2015

Trip Information
65+ Trips: 76,281
PwD Trips: 2,628
Other Shared-Ride Trips: 47,455
Total Shared-Ride Trips: 126,364
Non-Public Trips: 61,863

Vehicles Operated in Maximum Service
Community Transportation: 57

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$5,064,277

Sources of Funding
$5,064,277

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**
CamTran (Cambria County Transit Authority*)

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

Service Area Statistics (2010 Census)
Square Miles: 693
Population: 137,732

Act 44 Operating Assistance
Section 1513 Allocation: $6,344,363
Required Local Match: $697,507
*Includes Rural Service

Current Fare Information
Fixed Route Base: $1.55
Last Base Fare Increase: Jan 2016

Current Employees
<table>
<thead>
<tr>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route: 103</td>
<td>14</td>
</tr>
<tr>
<td>Paratransit: 4</td>
<td>0</td>
</tr>
<tr>
<td>System-wide: 107</td>
<td>14</td>
</tr>
</tbody>
</table>

Current Fleet Size
- Motor Bus: 49
- Inclined Plane Cars: 2
- Paratransit Vehicles: 4
- System-wide: 55

Fare Information
Fixed Route Base: $1.55
Last Base Fare Increase: Jan 2016

Operating Expenses (000’s)
$8,114
- Operator Salaries & Wages: $2,144
- Fringes: $2,154
- Fuel Util: $935
- Maint: $590
- Other: $859
- Other Salaries & Wages: $1,432

Operating Funds (000’s)
$8,114
- Revenue: $1,023
- State: $6,393
- Local: $698

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

Act 44 Fixed Route Distribution Factors
- Total Passengers: 1,197,414
- Senior Passengers: 164,071
- Revenue Passengers: 1,095,978
- Revenue Vehicle Hours: 82,868
- Revenue Vehicle Miles: 1,095,978

Fixed-ROUTE OPERATING BUDGET

80 Pennsylvania Public Transportation Performance Report – Fiscal Year 2014-15
Passengers include ADA complementary passengers.
Community Transportation

CamTran (Cambria County Transit Authority)

Cambría County Transit Authority
502 Maple Avenue
Johnstown, PA 15901
814-535-5526
Ms. Rose Lucey-Noll, Executive Director

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

MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information
Average Shared-Ride Fare: $14.17
Cost to Commonwealth per Senior Citizen Trip: $11.89

Implementation Date: January 2016

Trip Information
65+ Trips: 47,786
PwD Trips: 1,767
Other Shared-Ride Trips: 1,824
Total Shared-Ride Trips: 51,377

Community Transportation: 15

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,418,575

Sources of Funding
$1,418,575

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Agency Service Area**

**Shared-Ride Fare Recovery**

<table>
<thead>
<tr>
<th>Year</th>
<th>Avg. Shared-Ride Fare</th>
<th>Avg. Shared-Ride Cost per Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 10-11</td>
<td>$0.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>FY 11-12</td>
<td>$5.00</td>
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<td>FY 12-13</td>
<td>$10.00</td>
<td>$20.00</td>
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<td>FY 13-14</td>
<td>$15.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>FY 14-15</td>
<td>$20.00</td>
<td>$10.00</td>
</tr>
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</table>

**65+ Shared-Ride Trips**

<table>
<thead>
<tr>
<th>Year</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 10-11</td>
<td>5,000</td>
<td>6,000</td>
<td>7,000</td>
<td>8,000</td>
<td>9,000</td>
</tr>
<tr>
<td>FY 11-12</td>
<td>6,000</td>
<td>7,000</td>
<td>8,000</td>
<td>9,000</td>
<td>10,000</td>
</tr>
<tr>
<td>FY 12-13</td>
<td>7,000</td>
<td>8,000</td>
<td>9,000</td>
<td>10,000</td>
<td>11,000</td>
</tr>
<tr>
<td>FY 13-14</td>
<td>8,000</td>
<td>9,000</td>
<td>10,000</td>
<td>11,000</td>
<td>12,000</td>
</tr>
<tr>
<td>FY 14-15</td>
<td>9,000</td>
<td>10,000</td>
<td>11,000</td>
<td>12,000</td>
<td>13,000</td>
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</tbody>
</table>

**PwD Shared-Ride Trips**

<table>
<thead>
<tr>
<th>Year</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 10-11</td>
<td>1,000</td>
<td>2,000</td>
<td>3,000</td>
<td>4,000</td>
<td>5,000</td>
</tr>
<tr>
<td>FY 11-12</td>
<td>2,000</td>
<td>4,000</td>
<td>6,000</td>
<td>8,000</td>
<td>10,000</td>
</tr>
<tr>
<td>FY 12-13</td>
<td>3,000</td>
<td>6,000</td>
<td>9,000</td>
<td>12,000</td>
<td>15,000</td>
</tr>
<tr>
<td>FY 13-14</td>
<td>4,000</td>
<td>8,000</td>
<td>12,000</td>
<td>16,000</td>
<td>20,000</td>
</tr>
<tr>
<td>FY 14-15</td>
<td>5,000</td>
<td>10,000</td>
<td>15,000</td>
<td>20,000</td>
<td>25,000</td>
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</table>

**Total Shared-Ride Trips**

<table>
<thead>
<tr>
<th>Year</th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
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<td>FY 10-11</td>
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<td>18,000</td>
<td>26,000</td>
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<tr>
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<td>38,000</td>
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<td>92,000</td>
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<td>66,000</td>
<td>94,000</td>
<td>122,000</td>
<td>150,000</td>
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<tr>
<td>FY 13-14</td>
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<td>88,000</td>
<td>120,000</td>
<td>152,000</td>
<td>184,000</td>
</tr>
<tr>
<td>FY 14-15</td>
<td>50,000</td>
<td>110,000</td>
<td>142,000</td>
<td>174,000</td>
<td>206,000</td>
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</table>
**Capital Area Transit**
901 North Cameron Street
Harrisburg, PA 17101
Mr. William A. Jones, General Manager
717-233-5657
www.cattransit.com
Customer Service: 717-238-8304

**Current Fleet Size**
- Fixed Route: 78
- Paratransit: 52
- System-wide: 130

**Act 44 Operating Assistance**
- Section 1513 Allocation: $7,421,148
- Required Local Match: $804,941

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

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 2,592,850
- Senior Passengers: 237,020
- Revenue Vehicle Miles: 1,861,128
- Revenue Vehicle Hours: 136,452

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

**Current Employees**

<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>141</td>
<td>15</td>
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<tr>
<td>Paratransit</td>
<td>51</td>
<td>15</td>
</tr>
<tr>
<td>Subcontractor</td>
<td>23</td>
<td>10</td>
</tr>
<tr>
<td>System-wide</td>
<td>215</td>
<td>40</td>
</tr>
</tbody>
</table>

**Revenue**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Federal</td>
<td>$3,970</td>
</tr>
<tr>
<td>State</td>
<td>$7,461</td>
</tr>
<tr>
<td>Local</td>
<td>$865</td>
</tr>
</tbody>
</table>

**Operating Expenses (000’s)**

- Operator Salaries & Wages: $4,311
- Other Salaries & Wages: $2,652
- Fringes: $4,933
- Fuel Util: $1,724
- Maint: $821
- Other Trans: $468
- Purchased Trans: $468
- Other: $900

**Operating Funds (000’s)**

- Revenue: $3,513
- Local: $865
- State: $7,461
- Federal: $3,970

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

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

Service Area Statistics (2010 Census)
Dauphin County
Square Miles: 525
Population: 268,100
65+ Population: 36,841
% of Population 65 and older: 13.7%
MATP Provider: Yes
Percent of Service Subcontracted: 39.27%

Fare Information
Average Shared-Ride Fare: $20.29
Cost to Commonwealth per Senior Citizen Trip: $16.92

Trip Information
65+ Trips: 59,696
PwD Trips: 10,524
Other Shared-Ride Trips: 97,616
Total Shared-Ride Trips: 167,836
Implementation Date: February 2011

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$4,117,375

Sources of Funding
$4,117,375

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Fixed Route Organic Budget**

- **Operating Expenses (000's)**
  - Operator Salaries & Wages: $5,066
  - Other Salaries & Wages: $2,625
  - Fringes: $3,087
  - Fuel Util: $826
  - Maint.: $741
  - Purchased Trans: $313
  - Other: $957

- **Operating Funds (000's)**
  - Federal: $3,144
  - State: $2,401
  - Local: $574
  - Revenue: $7,496

---

**Act 44 Operating Assistance**

- **Section 1513 Allocation:** $5,063,802
- **Required Local Match:** $499,299

---

**Service Area Statistics (2010 Census)**

- Square Miles: 89
- Population: 104,360

---

- **Current Fleet Size**
  - Fixed Route: 71
  - Paratransit: 5
  - Subcontractor: 7
  - System-wide: 76

---

**Current Employees**

- Full-Time: 180
- Part-Time: 5
- Fixed Route: 180
- Paratransit: 1
- Subcontractor: 7
- System-wide: 188

---

**Current Fleet Information**

- **Fixed Route Base:** $1.75
- **Last Base Fare Increase:** July 2014
- **System-wide Increase:** August 2011

---

**Act 44 Fixed Route Distribution Factors**

- **Total Passengers:** 7,379,790
- **Senior Passengers:** 49,526
- **Revenue Vehicle Miles:** 1,944,783
- **Revenue Vehicle Hours:** 157,001

---

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

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

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

MATP Provider: No
Percent of Service Subcontracted: 100%

Fare Information
- Average Shared-Ride Fare: $19.94
- Cost to Commonwealth per Senior Citizen Trip: $17.00
- Fare Structure implemented: July 2013

Trip Information
- 65+ Trips: 16,559
- PwD Trips: Centre County (see page 188)
- Other Shared-Ride Trips: 832
- Total Shared-Ride Trips: 17,265

Vehicles Operated in Maximum Service
- Community Transportation: 4

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- $450,318
  - Shared-Ride Admin 1%
  - Passenger Fares 15%
  - Lottery 63%
  - Subsidy 22%
  - Shared-Ride Operating 99%

Sources of Funding
- $450,318
  - Passenger Fares
  - Lottery
  - Subsidy
  - Shared-Ride Admin

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
CATA does not provide PwD shared-ride service. Centre County provides PwD (see page 189).
Fixed Route Operating Budget

**Operating Expenses (000’s)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator Salaries &amp; Wages</td>
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</tr>
<tr>
<td>Other Salaries &amp; Wages</td>
<td>$1,078</td>
</tr>
<tr>
<td>Fringes</td>
<td>$2,679</td>
</tr>
<tr>
<td>Fuel Utils</td>
<td>$888</td>
</tr>
<tr>
<td>Maint.</td>
<td>$454</td>
</tr>
<tr>
<td>Purchased Trans.</td>
<td>$497</td>
</tr>
<tr>
<td>Other</td>
<td>$800</td>
</tr>
</tbody>
</table>

**Operating Funds (000’s)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>$664</td>
</tr>
<tr>
<td>Revenue</td>
<td>$1,470</td>
</tr>
<tr>
<td>Federal</td>
<td>$1,970</td>
</tr>
<tr>
<td>State</td>
<td>$4,750</td>
</tr>
</tbody>
</table>

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

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

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

### Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Lackawanna County</th>
<th>Square Miles:</th>
<th>Population:</th>
<th>65+ Population:</th>
<th>% of Population 65 and older:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>459</td>
<td>214,437</td>
<td>37,895</td>
<td>17.7%</td>
</tr>
</tbody>
</table>

**MATP Provider:** Yes  
**Percent of Service Subcontracted:** N/A

### Fare Information

- Average Shared-Ride Fare: $19.90
- Cost to Commonwealth per Senior Citizen Trip: $16.39
- Fare Structure: July 2015

### Trip Information

- 65+ Trips: 77,638
- PwD Trips: 1,932
- Other Shared-Ride Trips: 2,845
- Total Shared-Ride Trips: 82,415
- Non-Public Trips: 11,529

### Vehicles Operated in Maximum Service

- Community Transportation: 28

---

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
$2,782,693

- Shared-Ride Operating: 54%
- Exclusive Human Service Program Contracts: 25%
- Shared-Ride Admin: 21%

**Sources of Funding**  
$2,783,745

- MATP: 33%
- Area Agency on Aging: 8%
- Lottery: 50%
- PwD Program: 1%
- Subsidy: 7%

**Other: 1%**

---

Financial data is unaudited.  
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**County of Lebanon Transit Authority**
200 Willow Street
Lebanon, PA 17046
Ms. Theresa Giurintano, Executive Director
717-274-3664
www.lebanontransit.org
Customer Service:
717-274-3664

**House District**
Lebanon: 101, 102

**Senate District**
Lebanon: 48

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

**Act 44 Operating Assistance**
Section 1513 Allocation: $1,685,132
Required Local Match: $92,458

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

**Current Employees**

<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>28</td>
<td>1</td>
</tr>
<tr>
<td>Paratransit</td>
<td>13</td>
<td>5</td>
</tr>
<tr>
<td>System-wide</td>
<td>41</td>
<td>6</td>
</tr>
</tbody>
</table>

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 337,124
Senior Passengers: 65,878
Revenue Vehicle Miles: 505,946
Revenue Vehicle Hours: 31,396

**Act 44 Operating Assistance**
Section 1513 Allocation: $1,685,132
Required Local Match: $92,458

**Current Fleet Size**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>18</td>
</tr>
<tr>
<td>Paratransit</td>
<td>14</td>
</tr>
<tr>
<td>System-wide</td>
<td>32</td>
</tr>
</tbody>
</table>

---

**FIXED-ROUTE OPERATING BUDGET**

**Operating Expenses (000’s)**
-$2,724

- Operator Salaries & Wages: $590
- Fuel & Utilities: $350
- Maint: $58
- Fringes: $732
- Other Salaries & Wages: $564
- Other: $430

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

**Operating Funds (000’s)**
-$2,724

- Revenue: $408
- State: $1,076
- Local: $92
- Federal: $1,148

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

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

Service Area Statistics (2010 Census)

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

MATP Provider: Yes

Percent of Service Subcontracted: N/A

Fare Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Shared-Ride Fare</td>
<td>$20.90</td>
</tr>
<tr>
<td>Cost to Commonwealth per Senior Citizen Trip</td>
<td>$17.38</td>
</tr>
</tbody>
</table>

Implementation Date: July 2013

Trip Information

<table>
<thead>
<tr>
<th>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>65+ Trips</td>
<td>26,829</td>
</tr>
<tr>
<td>PwD Trips</td>
<td>2,534</td>
</tr>
<tr>
<td>Other Shared-Ride Trips</td>
<td>16,906</td>
</tr>
<tr>
<td>Total Shared-Ride Trips</td>
<td>46,269</td>
</tr>
</tbody>
</table>

Vehicles Operated in Maximum Service: Community Transportation: 12

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses $977,987

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared-Ride Admin</td>
<td>14%</td>
</tr>
<tr>
<td>Shared-Ride Operating</td>
<td>86%</td>
</tr>
</tbody>
</table>

Sources of Funding $977,987

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>7%</td>
</tr>
<tr>
<td>Lottery</td>
<td>48%</td>
</tr>
<tr>
<td>MH/ID</td>
<td>31%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>2%</td>
</tr>
<tr>
<td>PwD Program</td>
<td>5%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>1%</td>
</tr>
<tr>
<td>MATP</td>
<td>6%</td>
</tr>
</tbody>
</table>

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Erie Metropolitan Transit Authority**

127 East 14th Street  
Erie, PA 16503  
Mr. Michael C. Tann, Executive Director  
814-459-4287  
www.ride-the-e.com  
Customer Service:  
814-452-3515

**Service Area Statistics (2010 Census)**

- Square Miles: 77  
- Population: 189,872

**Current Fare Information**

- Fixed Route Base: $1.35  
- Last Base Fare Increase: October 2015

**Act 44 Fixed Route Distribution Factors**

- Total Passengers: 3,355,186  
- Senior Passengers: 171,661  
- Revenue Vehicle Miles: 2,294,194  
- Revenue Vehicle Hours: 193,363

**Current Employees**

- Fixed Route: 143 Full-Time, 3 Part-Time  
- Paratransit: 53 Full-Time, 31 Part-Time  
- System-wide: 196 Full-Time, 34 Part-Time

**Act 44 Operating Assistance**

- Section 1513 Allocation: $8,369,496  
- Required Local Match: $861,049

**Current Fleet Size**

- Fixed Route: 74  
- Paratransit: 63  
- System-wide: 137

---

### FIXED-ROUTE OPERATING BUDGET

**Operating Expenses (000's)**

- Operator Salaries & Wages: $5,062  
- Other Salaries & Wages: $1,935  
- Fringes: $4,720  
- Fuel Utils: $1,450  
- Maint: $1,186  
- Other: $958

**Operating Funds (000's)**

- State: $7,779  
- Local: $863  
- Federal: $3,296  
- Revenue: $3,373

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

Erie Metropolitan Transit Authority
127 East 14th Street
Erie, PA 16503
814-459-4287
Mr. Michael C. Tann, Executive Director

Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Service Area Statistics (2010 Census)</th>
<th>Trip Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erie County</td>
<td></td>
</tr>
<tr>
<td>Square Miles: 802</td>
<td>65+ Trips:</td>
</tr>
<tr>
<td>Population: 280,566</td>
<td>PwD Trips:</td>
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<tr>
<td>65+ Population: 40,824</td>
<td>Other Shared-Ride Trips:</td>
</tr>
<tr>
<td>% of Population 65 and older: 14.6%</td>
<td>Total Shared-Ride Trips:</td>
</tr>
<tr>
<td></td>
<td>Non-Public Trips:</td>
</tr>
<tr>
<td>MATP Provider: Yes</td>
<td></td>
</tr>
<tr>
<td>Percent of Service Subcontracted: N/A</td>
<td></td>
</tr>
</tbody>
</table>

Fare Information

- Average Shared-Ride Fare: $19.65
- Cost to Commonwealth per Senior Citizen Trip: $14.78

Fare Structure
- Implementation Date: December 2013

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
- $3,020,377

Funding Sources

- Passenger Fares: 27%
- Lottery: 27%
- PwD Program: 2%
- Area Agency on Aging: 3%
- MATP: 61%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
**Fayette Area Coordinated Transportation**
825 Airport Road
Lemont Furnace, PA 15456
Ms. Lori Groover-Smith, Director
724-628-7433
www.factbus.com
800-321-7433

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

**Act 44 Operating Assistance**
Section 1513 Allocation: $877,942
Required Local Match: $107,248

**Current Fare Information**
Fixed Route Base: $2.00
Last Base Fare Increase: July 2012

**Current Employees**
Full-Time  Part-Time
Fixed Route: 13  5
Paratransit: 30  4
Subcontractor: 4  4
System-wide: 47  13

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 194,122
Senior Passengers: 21,684
Revenue Vehicle Miles: 585,844
Revenue Vehicle Hours: 30,588

**Current Fleet Size**
Fixed Route: 12
Paratransit: 28
System-wide: 40

**FACT** (Fayette Area Coordinated Transportation)
825 Airport Road
Lemont Furnace, PA 15456
Ms. Lori Groover-Smith, Director
724-628-7433
www.factbus.com
800-321-7433

**Revenue**
Federal $772
Local $202
Revenue $270

**Operating Expenses (000’s)**
$1,894
Operator Salaries & Wages $174
Other Salaries & Wages $382
Other $222
Purchased Trans $438
Maint. $82
Fringes $265
Fuel Utils $331

**Operating Funds (000’s)**
$1,894
State $650
Local $202
Revenue $270

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

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

Service Area Statistics (2010 Census)
Fayette County

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

MATP Provider: Yes
Percent of Service Subcontracted: 4.4%

Fare Information
Average Shared-Ride Fare: $14.61
Cost to Commonwealth per Senior Citizen Trip: $11.81

Trip Information
65+ Trips: 35,268
PwD Trips: 3,695
Other Shared-Ride Trips: 56,137
Total Shared-Ride Trips: 95,100

Implementation Date: July 2012

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,011,201

Sources of Funding
$2,011,201

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole dollar.
Agency Service Area

Shared-Ride Fare Recovery

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**
HPT (Hazleton Public Transit)

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

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

Current Fare Information
Fixed Route Base: $1.20
Last Base Fare Increase: October 2015

Current Employees
Full-Time Part-Time
Fixed Route: 5 0
Paratransit: 0 1
Subcontractor: 20 6
System-wide: 25 7

Current Fleet Size
Fixed Route: 14
Paratransit: 4
System-wide: 18

Act 44 Fixed Route Distribution Factors
Total Passengers: 221,088
Senior Passengers: 60,722
Revenue Vehicle Miles: 436,380
Revenue Vehicle Hours: 34,583

Act 44 Operating Assistance
Section 1513 Allocation: $1,745,084
Required Local Match: $134,346

Current Fleet Size
Fixed Route: 14
Paratransit: 4
System-wide: 18

Act 44 Operating Assistance
Section 1513 Allocation: $1,745,084
Required Local Match: $134,346

Community transportation provided by Luzerne County Transportation Authority (see page 116)

HPT (Hazleton Public Transit)

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

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Fixed Route: 5 0
Paratransit: 0 1
Subcontractor: 20 6
System-wide: 25 7

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System-wide: 18

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System-wide: 18

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Community transportation provided by Luzerne County Transportation Authority (see page 116)

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Hazleton, PA 18201
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Service Area Statistics (2010 Census)
Square Miles: 144
Population: 58,043

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Current Employees
Full-Time Part-Time
Fixed Route: 5 0
Paratransit: 0 1
Subcontractor: 20 6
System-wide: 25 7

Current Fleet Size
Fixed Route: 14
Paratransit: 4
System-wide: 18

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System-wide: 18

Act 44 Operating Assistance
Section 1513 Allocation: $1,745,084
Required Local Match: $134,346

Community transportation provided by Luzerne County Transportation Authority (see page 116)

HPT (Hazleton Public Transit)

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

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

Current Fare Information
Fixed Route Base: $1.20
Last Base Fare Increase: October 2015

Current Employees
Full-Time Part-Time
Fixed Route: 5 0
Paratransit: 0 1
Subcontractor: 20 6
System-wide: 25 7

Current Fleet Size
Fixed Route: 14
Paratransit: 4
System-wide: 18

Act 44 Fixed Route Distribution Factors
Total Passengers: 221,088
Senior Passengers: 60,722
Revenue Vehicle Miles: 436,380
Revenue Vehicle Hours: 34,583

Act 44 Operating Assistance
Section 1513 Allocation: $1,745,084
Required Local Match: $134,346

Current Fleet Size
Fixed Route: 14
Paratransit: 4
System-wide: 18

Act 44 Operating Assistance
Section 1513 Allocation: $1,745,084
Required Local Match: $134,346

Community transportation provided by Luzerne County Transportation Authority (see page 116)

HPT (Hazleton Public Transit)

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

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

Current Fare Information
Fixed Route Base: $1.20
Last Base Fare Increase: October 2015

Current Employees
Full-Time Part-Time
Fixed Route: 5 0
Paratransit: 0 1
Subcontractor: 20 6
System-wide: 25 7

Current Fleet Size
Fixed Route: 14
Paratransit: 4
System-wide: 18

Act 44 Fixed Route Distribution Factors
Total Passengers: 221,088
Senior Passengers: 60,722
Revenue Vehicle Miles: 436,380
Revenue Vehicle Hours: 34,583

Act 44 Operating Assistance
Section 1513 Allocation: $1,745,084
Required Local Match: $134,346

Current Fleet Size
Fixed Route: 14
Paratransit: 4
System-wide: 18

Act 44 Operating Assistance
Section 1513 Allocation: $1,745,084
Required Local Match: $134,346

Community transportation provided by Luzerne County Transportation Authority (see page 116)
Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Lehigh and Northampton Transportation Authority  
1060 Lehigh Street  
Allentown, PA 18103  
Mr. Owen O’Neil, Executive Director  
610-435-4052  
www.lantabus.com  
Customer Service:  
610-776-7433

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

Act 44 Fixed Route Distribution Factors  
Total Passengers: 5,055,306  
Senior Passengers: 621,012  
Revenue Vehicle Miles: 4,415,653  
Revenue Vehicle Hours: 319,253

Act 44 Operating Assistance  
Section 1513 Allocation: $14,673,110  
Required Local Match: $827,080

Current Fleet Size  
Fixed Route: 83  
Paratransit: 105  
System-wide: 188

Current Employees  
Full-Time  
Fixed Route: 201  
Paratransit: 5  
Subcontractor: 141  
System-wide: 347  
Part-Time  
0

Current Fare Information  
Fixed Route Base: $2.00  
Last Base Fare Increase: October 2008

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

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000’s)  
$25,303

Operating Funds (000’s)  
$25,303

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

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

Service Area Statistics (2010 Census)
Lehigh and Northampton Counties
Square Miles: 730
Population: 647,232
65+ Population: 98,210
% of Population 65 and older: 15.2%
MATP Provider: Yes
Percent of Service Subcontracted: 100%

Fare Information
Average Shared-Ride Fare: $21.15
Cost to Commonwealth per Senior Citizen Trip: $18.80

Trip Information
65+ Trips: 144,546
PwD Trips: 16,386
Other Shared-Ride Trips: 103,099
Total Shared-Ride Trips: 264,031
Non-Public Trips: 73,064

Vehicles Operated in Maximum Service
Community Transportation: 95

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$7,753,344

Sources of Funding
$8,263,052

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Agency Service Area**

**Shared-Ride Fare Recovery**

<table>
<thead>
<tr>
<th>Agency Service Area</th>
<th>Total Shared-Ride Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>65+ Shared-Ride Trips</td>
<td>PwD Shared-Ride Trips</td>
</tr>
<tr>
<td>Total Shared-Ride Trips</td>
<td></td>
</tr>
</tbody>
</table>

*Pennsylvania Public Transportation Performance Report – Fiscal Year 2014-15*
**Luzerne County Transportation Authority**
315 Northampton Street
Kingston, PA 18704
Mr. Norm Gavlick, Executive Director
570-288-9356
www.lctabus.com
Customer Service:
570-288-9356

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 1,209,901
Senior Passengers: 194,889
Revenue Vehicle Miles: 1,166,920
Revenue Vehicle Hours: 79,381

**Act 44 Operating Assistance**
Section 1513 Allocation: $5,149,086
Required Local Match: $509,612

**Current Employees**
- Full-Time
  - Fixed Route: 83
  - Paratransit: 34
  - Subcontractor: 0
  - System-wide: 117
- Part-Time
  - Fixed Route: 17
  - Paratransit: 26
  - Subcontractor: 3
  - System-wide: 46

**Current Fleet Size**
- Fixed Route: 38
- Paratransit: 49
- System-wide: 87

**Current Fare Information**
- Base: $1.50
- Last Base Fare Increase: August 2006

**Fixed-Route Operating Budget**

**Operating Expenses (000’s)**
- Operator Salaries & Wages: $1,390
- Fringes: $2,937
- Other Salaries & Wages: $593
- Maint. Utilities: $893
- Fuel Utilities: $460
- Purchased Trans: $360
- Other: $2,299
- Total: $8,932

**Operating Funds (000’s)**
- State: $5,073
- Local: $513
- Federal: $2,041
- Revenue: $1,305
- Total: $8,932

Expense includes ADA complementary expense. Some contracted maintenance may be reported as “Other Services.” Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Reported ridership prior to FY 2011-12 was overstated. The Department has restated ridership and the changes are reflected above.
Community Transportation

<table>
<thead>
<tr>
<th>Luzerne County Transportation Authority</th>
<th>Fare Information</th>
</tr>
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<tbody>
<tr>
<td>315 Northampton Street</td>
<td>Average Shared-Ride Fare: $16.32</td>
</tr>
<tr>
<td>Kingston, PA 18704</td>
<td>Cost to Commonwealth per Senior Citizen Trip: $12.68</td>
</tr>
<tr>
<td>570-288-9356</td>
<td>Fare Structure</td>
</tr>
<tr>
<td>Mr. Norm Gavlick, Executive Director</td>
<td>Implementation Date: November 2008</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Area Statistics (2010 Census)</th>
<th>Trip Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luzerne Counties</td>
<td>65+ Trips: 41,991</td>
</tr>
<tr>
<td>Square Miles:</td>
<td>PwD Trips: 1,835</td>
</tr>
<tr>
<td>883</td>
<td>Other Shared-Ride Trips: 91,320</td>
</tr>
<tr>
<td>Population:</td>
<td>Total Shared-Ride Trips: 135,146</td>
</tr>
<tr>
<td>320,918</td>
<td>Non-Public Trips: 25,935</td>
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<tr>
<td>65+ Population:</td>
<td></td>
</tr>
<tr>
<td>57,595</td>
<td></td>
</tr>
<tr>
<td>% of Population 65 and older:</td>
<td></td>
</tr>
<tr>
<td>17.9%</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>MATP Provider: Yes</th>
<th>Vehicles Operated in Maximum Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of Service Subcontracted: 5.34%</td>
<td>Community Transportation: 45</td>
</tr>
</tbody>
</table>

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$3,445,897

Sources of Funding
$2,964,130

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Mercer County Regional Council of Governments
2495 Highland Road
Hermitage, PA 16148
Mr. Thomas Tulip, Executive Director
724-981-1561
www.mcrcog.com
724-981-1561

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

Act 44 Operating Assistance
Section 1513 Allocation: $696,789
Required Local Match: $53,370

Act 44 Fixed Route Distribution Factors
Total Passengers: 92,268
Senior Passengers: 15,246
Revenue Vehicle Miles: 177,653
Revenue Vehicle Hours: 14,154

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

Current Employees
Full-Time          Part-Time
Fixed Route:       6      0
Paratransit:      21      8
System-wide:      27      8

Current Fleet Size
Fixed Route: 5
Paratransit: 31
System-wide: 36

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000’s)
$1,113
- Operator Salaries & Wages $181
- Fringes $138
- Fuel Util $161
- Maint $146
- Other $305
- Other Salaries & Wages $182

Operating Funds (000’s)
$1,113
- State $697
- Federal $238
- Revenue $125
- Local $53
- Revenue includes ADA complementary revenue.
- Some contracted maintenance may be reported as “Other Services.”
- Expense includes ADA complementary expense.
Passengers include ADA complementary passengers.
Community Transportation

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

Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Mercer County</th>
<th>Square Miles:</th>
<th>Population:</th>
<th>65+ Population:</th>
<th>% of Population 65 and older:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>672</td>
<td>116,638</td>
<td>21,556</td>
<td>18.5%</td>
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MATP Provider:  Yes
Percent of Service Subcontracted: N/A

Fare Information

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<thead>
<tr>
<th>Average Shared-Ride Fare:</th>
<th>$21.59</th>
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<tr>
<td>Cost to Commonwealth per Senior Citizen Trip:</td>
<td>$13.95</td>
</tr>
<tr>
<td>Fare Structure Implementation Date:</td>
<td>July 2013</td>
</tr>
</tbody>
</table>

Trip Information

| 65+ Trips: | 50,065 |
| PwD Trips: | 2,012  |
| Other Shared-Ride Trips: | 33,156 |
| Total Shared-Ride Trips: | 85,233 |
| Non-Public Trips: | 1,456  |

Vehicles Operated in Maximum Service

Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

$1,469,666

Sources of Funding

$1,505,236

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Mid Mon Valley Transit Authority
1300 McKean Avenue
Charleroi, PA 15022
Ms. Donna Weckoski, Executive Director
724-489-0880
www.mmvta.com
Customer Service:
724-489-0880

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

Current Fleet Size
Fixed Route: 28
Paratransit: 1
System-wide: 29

Act 44 Fixed Route Distribution Factors
Total Passengers: 327,724
Senior Passengers: 35,305
Revenue Vehicle Miles: 783,445
Revenue Vehicle Hours: 41,652

Act 44 Operating Assistance
Section 1513 Allocation: $2,527,291
Required Local Match: $63,486

Current Employees
Full-Time  Part-Time
Fixed Route: 6 0
Paratransit: 0 0
Subcontractor: 39 4
System-wide: 45 4

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

Current Fleet Size
Fixed Route: 28
Paratransit: 1
System-wide: 29

Community transportation provided by Washington County Transportation Authority (see page 132) and Westmoreland County Transit Authority (see page 138)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000’s)
$3,980

- Purchased Trans $2,734
- Other $273
- Other Salaries & Wages $256
- Fringes $115
- Fuel Util $600
- Maint. $2

Operating Funds (000’s)
$3,980

- Revenue $743
- Federal $572
- Local $63
- State $2,602

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Pottstown Area Rapid Transit
100 East High Street
Pottstown, PA 19464
Mr. Mark D. Flanders, Borough Manager
610-970-6515
www.pottstownarearapidtransit.com
Customer Service:
610-326-5413

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

Act 44 Operating Assistance
- Section 1513 Allocation: $1,109,802
- Required Local Match: $73,871

Current Fare Information
- Fixed Route Base: $1.90
- Last Base Fare Increase: July 2014

Current Employees
- Full-Time
  - Fixed Route: 0
  - Paratransit: 0
  - Subcontractor: 13
  - System-wide: 13
- Part-Time
  - 5

Act 44 Fixed Route Distribution Factors
- Total Passengers: 258,140
- Senior Passengers: 40,257
- Revenue Vehicle Miles: 267,930
- Revenue Vehicle Hours: 21,613

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

Community transportation provided by Suburban Transit Network, Inc. (see page 240)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000’s)
$2,092

- Purchased Trans $1,699
- Other $61
- Other Salaries & Wages $99
- Fringes $51
- Fuel Utils $182

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

Operating Funds (000’s)
$2,092

- State $1,103
- Federal $583
- Local $74
- Revenue $332

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
**Red Rose Transit Authority**
45 Erick Road
Lancaster, PA 17601
Mr. David Kilmer, Executive Director
717-358-1920
www.redrosetransit.com
Customer Service:
717-397-5613

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

**Act 44 Operating Assistance**
- Section 1513 Allocation: $5,832,842
- Required Local Match: $259,336

**Current Fare Information**
- Fixed Route Base: $1.70
- Last Base Fare Increase: August 2011

**Current Employees**
- Full-Time: 86
- Part-Time: 12
- Fixed Route: 86
- Paratransit: 10
- Subcontractor: 133
- System-wide: 229

**Current Fleet Size**
- Fixed Route: 42
- Paratransit: 73
- System-wide: 115

---

**FIXED-ROUTE OPERATING BUDGET**

**Operating Expenses (000’s)**
- Operator Salaries & Wages: $2,615
- Fuel Utilis: $984
- Maint.: $752
- Purchased Trans: $558
- Fringes: $2,601
- Other: $1,386
- Other Salaries & Wages: $968

**Operating Funds (000’s)**
- State: $4,167
- Federal: $1,875
- Local: $76
- Revenue: $3,746

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

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

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

**Service Area Statistics (2010 Census)**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Square Miles:</td>
<td>949</td>
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<tr>
<td>Population:</td>
<td>519,445</td>
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<tr>
<td>65+ Population:</td>
<td>77,780</td>
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<tr>
<td>% of Population 65 and older:</td>
<td>15.0%</td>
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</table>

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

**Fare Information**

- Average Shared-Ride Fare: $21.59
- Cost to Commonwealth per Senior Citizen Trip: $16.07
- Implementation Date: May 2015

**Trip Information**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>65+ Trips:</td>
<td>101,219</td>
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<tr>
<td>PwD Trips:</td>
<td>11,852</td>
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<tr>
<td>Other Shared-Ride Trips:</td>
<td>136,152</td>
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<td>Total Shared-Ride Trips:</td>
<td>249,223</td>
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<tr>
<td>Non-Public Trips:</td>
<td>28,211</td>
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**Vehicles Operated in Maximum Service**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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<tbody>
<tr>
<td>Community Transportation:</td>
<td>50</td>
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</tbody>
</table>

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
$6,387,103

**Sources of Funding**  
$6,422,471

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

**Shared-Ride Fare Recovery**

<table>
<thead>
<tr>
<th>Year</th>
<th>Avg. Shared-Ride Fare</th>
<th>Avg. Shared-Ride Cost per Trip</th>
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</thead>
<tbody>
<tr>
<td>FY 10-11</td>
<td>$0.00</td>
<td>$5.00</td>
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<tr>
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<td>$10.00</td>
<td>$15.00</td>
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<tr>
<td>FY 12-13</td>
<td>$20.00</td>
<td>$25.00</td>
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</table>

**65+ Shared-Ride Trips**

<table>
<thead>
<tr>
<th>Year</th>
<th>0</th>
<th>20,000</th>
<th>40,000</th>
<th>60,000</th>
<th>80,000</th>
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<tr>
<td>FY 11-12</td>
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<tr>
<td>FY 13-14</td>
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<tr>
<td>FY 14-15</td>
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<td></td>
</tr>
</tbody>
</table>

**PwD Shared-Ride Trips**

<table>
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<tr>
<th>Year</th>
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<th>4,000</th>
<th>6,000</th>
<th>8,000</th>
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<td></td>
<td></td>
</tr>
<tr>
<td>FY 11-12</td>
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</tr>
<tr>
<td>FY 12-13</td>
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<td></td>
</tr>
<tr>
<td>FY 13-14</td>
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</tr>
<tr>
<td>FY 14-15</td>
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<td></td>
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</tbody>
</table>

**Total Shared-Ride Trips**

<table>
<thead>
<tr>
<th>Year</th>
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<th>50,000</th>
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<th>150,000</th>
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<th>250,000</th>
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<tbody>
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</tr>
<tr>
<td>FY 11-12</td>
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<td>FY 12-13</td>
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</tr>
<tr>
<td>FY 13-14</td>
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</tr>
<tr>
<td>FY 14-15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Fixed-Route Operating Budget**

**Operating Expenses (000’s)**

- Purchased Trans $260
- Fuel Util $21
- Other Salaries & Wages $4
- Other $8
- Total $293

**Operating Funds (000’s)**

- State $190
- Federal $45
- Revenue $20
- Local $38
- Total $293

Expense includes ADA complementary expense.
Some contracted maintenance may be reported as “Other Services.”
Revenue includes ADA complementary revenue.
Washington County Transportation Authority began providing fixed-route service in FY2011-12.
Community Transportation

**Washington County Transportation Authority**
50 East Chestnut Street
Washington, PA 15301
724-223-8747
Ms. Sheila Gombita, Executive Director

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

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

**Fare Information**
- Average Shared-Ride Fare: $23.19
- Cost to Commonwealth per Senior Citizen Trip: $17.65
- Fare Structure Implementation Date: May 2014

**Trip Information**
- 65+ Trips: 96,686
- PwD Trips: 26,400
- Other Shared-Ride Trips: 69,470
- Total Shared-Ride Trips: 192,556
- Non-Public Trips: 13,816

**Vehicles Operated in Maximum Service**
Community Transportation: 56

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**
$5,332,187

- Shared-Ride Admin 11%
- Exclusive Human Service Program Contracts 10%
- Shared-Ride Operating 79%

**Sources of Funding**
$5,251,989

- Passenger Fares 4%
- Lottery 33%
- Area Agency on Aging 4%
- PwD Program 10%
- MATP 39%
- Other 5%
- Subsidy 3%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th></th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
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</thead>
<tbody>
<tr>
<td>Avg. Shared-Ride Fare</td>
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<td></td>
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</tr>
<tr>
<td>Avg. Shared-Ride Cost</td>
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</table>

65+ Shared-Ride Trips

<table>
<thead>
<tr>
<th></th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
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<tbody>
<tr>
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<tr>
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<td>144,000</td>
<td>140,000</td>
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<td>140,000</td>
<td>136,000</td>
<td>132,000</td>
<td>128,000</td>
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PwD Shared-Ride Trips

<table>
<thead>
<tr>
<th></th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
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Total Shared-Ride Trips

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<tr>
<th></th>
<th>FY 10-11</th>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
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<tbody>
<tr>
<td>FY 10-11</td>
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<td>304,000</td>
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<td>304,000</td>
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<td>304,000</td>
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<td>304,000</td>
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<tr>
<td>FY 13-14</td>
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<td>304,000</td>
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<td>304,000</td>
<td>304,000</td>
<td>304,000</td>
<td>304,000</td>
<td>304,000</td>
</tr>
</tbody>
</table>
City of Washington  
50 East Chestnut Street  
Washington, PA 15301  
Mr. Joe Thomas, Dir. Fixed Route Services  
724-223-8747  
www.freedom-transit.org  
Customer Service:  
724-223-8747

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

Act 44 Fixed Route Distribution Factors  
Total Passengers: 67,177  
Senior Passengers: 8,999  
Revenue Vehicle Miles: 280,800  
Revenue Vehicle Hours: 16,446

Act 44 Operating Assistance  
Section 1513 Allocation: $1,092,284  
Required Local Match: $154,752

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

Current Employees  
Full-Time Part-Time  
Fixed Route: 2 1  
Paratransit: 2 1  
Subcontractor: 11 0  
System-wide: 15 2

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

Community transportation provided by Washington County Transportation Authority (see page 132)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000’s)  
$1,241

- Purchased Trans $922
- Other $35
- Maint. $3
- Fuel Utils $168

Operating Funds (000’s)  
$1,241

- State $909
- Local $155
- Revenue $177

Expense includes ADA complementary expense.  
Some contracted maintenance may be reported as “Other Services.”  
Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers. Began commuter service to Pittsburgh on July 1, 2012.
Westmoreland County Transit Authority
41 Bell Way
Greensburg, PA 15601
Mr. Alan Blahovec, Executive Director
724-832-2712
www.westmorelandtransit.com
Customer Service:
800-221-9282

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 541,413
Senior Passengers: 70,327
Revenue Vehicle Miles: 1,115,339
Revenue Vehicle Hours: 57,080

Act 44 Operating Assistance
Section 1513 Allocation: $2,981,743
Required Local Match: $299,782

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

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

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

Current Employees
Full-Time Part-Time
Fixed Route: 6 4
Paratransit: 8 1
Subcontractor: 98 10
System-wide: 112 15

Current Fleet Size
Fixed Route: 41
Paratransit: 61
System-wide: 102

*Includes Rural Service

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000’s)
$5,988

Operating Funds (000’s)
$5,988

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

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

Westmoreland County Transit Authority
41 Bell Way
Greensburg, PA 15601
724-832-2706
Mr. Alan Blahovec, Executive Director

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

MATP Provider: Yes
Percent of Service Subcontracted: 100%

Fare Information
- Average Shared-Ride Fare: $21.47
- Cost to Commonwealth per Senior Citizen Trip: $16.55

Trip Information
- Implementation Date: August 2015
- 65+ Trips: 107,496
- PwD Trips: 5,076
- Other Shared-Ride Trips: 67,710
- Total Shared-Ride Trips: 180,282
- Non-Public Trips: 79,166

Shared-Ride Operating 67%
Shared-Ride Admin 27%
Exclusive Human Service Program Contracts 6%

Sources of Funding
- MATP 39%
- Lottery 34%
- Passenger Fares 4%
- Subsidy 19%
- Area Agency on Aging 2%
- PwD Program 2%
- WCTA (Westmoreland County Transit Authority)

Operating Expenses
- Operating Expenses: $5,292,754
- Passenger Fares 4%
- Lottery 34%
- Subsidy 19%
- MATP 39%
- Area Agency on Aging 2%
- PwD Program 2%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips

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
Mr. William Nichols, Jr., General Manager
570-326-2500
www.ridervt.com
Customer Service:
570-326-2500

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

Current Fleet Size
Fixed Route: 35
Paratransit: 0
System-wide: 35

Act 44 Operating Assistance
Section 1513 Allocation: $3,675,461
Required Local Match: $318,040

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

Current Employees
Full-Time   Part-Time
Fixed Route: 51   4
Paratransit: 0   0
Subcontractor: 0   2
System-wide: 51   6

Act 44 Fixed Route Distribution Factors
Total Passengers: 1,306,118
Senior Passengers: 186,664
Revenue Vehicle Miles: 876,200
Revenue Vehicle Hours: 57,353

Current Fleet Size
Fixed Route: 35
Paratransit: 0
System-wide: 35

Community transportation provided by provided by STEP, Inc. (see page 238)

FIXED-ROUTE OPERATING BUDGET

Operating Expenses (000’s)
- Operator Salaries & Wages $1,761
- Fringes $1,166
- Fuel Utils $595
- Maint. $283
- Purchased Trans $14
- Other $1,879
- Other Salaries & Wages $974
- Expense includes ADA complementary expense.

Operating Funds (000’s)
- Federal $1,500
- State $3,749
- Revenue $1,105
- Local $318
- Revenue includes ADA complementary revenue.

Some contracted maintenance may be reported as “Other Services.”
Passengers include ADA complementary passengers.
**Central Pennsylvania Transportation Authority**
1230 Roosevelt Avenue
York, PA 17404
Mr. Richard Farr, Executive Director
717-846-5562
www.rabbittransit.org
Customer Service:
717-846-7433

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 1,680,293
Senior Passengers: 170,524
Revenue Vehicle Miles: 1,766,822
Revenue Vehicle Hours: 127,623

**Act 44 Operating Assistance**
Section 1513 Allocation: $5,147,045
Required Local Match: $379,913

*Includes Rural Service

---

**YATA (Central Pennsylvania Transportation Authority)**

---

**Fixed Route Operating Budget**

**Operating Expenses (000’s)**
- Other Salaries & Wages $1,899
- Other $1,006
- Operator Salaries & Wages $2,945
- Fringes $2,825
- Fuel Util $1,410
- Maint. $654

**Operating Funds (000’s)**
- State $5,051
- Federal $3,323
- Local $485
- Revenue $1,880

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

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

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

MATP Provider: Yes
Percent of Service Subcontracted: 3.31%

Fare Information
- Average Shared-Ride Fare: $17.68
- Cost to Commonwealth per Senior Citizen Trip: $14.76

Fare Structure Implementation Date: October 2013

Trip Information
- 65+ Trips: 78,152
- PwD Trips: 13,455
- Other Shared-Ride Trips: 45,065
- Total Shared-Ride Trips: 136,672
- Non-Public Trips: 33,323

Vehicles Operated in Maximum Service
Community Transportation: 51

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$3,656,283

- Shared-Ride Admin 7%
- Exclusive Human Service Program Contracts 26%
- Shared-Ride Operating 67%

Sources of Funding
$3,656,283

- MATP 26%
- MH/ID 20%
- Other 1%
- Subsidy 7%
- Passenger Fares 4%
- Lottery 32%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips

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

Rural Systems
**Area Transportation Authority**

44 Transportation Center  
Johnsonburg, PA 15845  
Mr. Michael Imbrogno, CEO  
814-965-2111  
www.rideata.com  
Customer Service: 866-282-4968

**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  
Last Base Fare Increase: July 2008

**Act 44 Fixed Route Distribution Factors**

Total Passengers: 426,776  
Senior Passengers: 26,104  
Revenue Vehicle Miles: 1,393,649  
Revenue Vehicle Hours: 107,601

**Current Employees**

<table>
<thead>
<tr>
<th></th>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>101</td>
<td>17</td>
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<tr>
<td>Paratransit</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subcontractor</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>System-wide</td>
<td>104</td>
<td>21</td>
</tr>
</tbody>
</table>

**Act 44 Operating Assistance**

Section 1513 Allocation: $4,063,597  
Required Local Match: $261,641

**Current Fleet Size**

Fixed Route: 40  
Paratransit: 55  
System-wide: 95

**Fixed-Route Operating Budget**

**Operating Expense (000’s)**

- Operator Salaries & Wages: $1,523  
- Fringes: $1,911  
- Fuel Util: $761  
- Maint: $449  
- Other Salaries & Wages: $1,713  
- Other: $807  
- Purchased Trans: $229

**Operating Funds (000’s)**

- Revenue: $1,223  
- Local: $298  
- Federal: $2,097  
- State: $3,774

Expense includes DAS expense which is also included on the Community Transportation page.  
Some contracted maintenance may be reported as “Other Services.”  
Revenue includes DAS revenue which is also included on the Community Transportation page.  
Financial data is unaudited.
Passengers include DAS passengers which are also included on the Community Transportation page.
**Community Transportation**

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

**Service Area Statistics (2010 Census)**
Cameron, Clearfield, Elk, Jefferson, McKean, and Potter Counties

- Square Miles: 5,092
- Population: 224,780
- 65+ Population: 40,449
- % of Population 65 and older: 18.0%

**MATP Provider:** Yes
**Percent of Service Subcontracted:** 1.57%

**Fare Information**
- Average Shared-Ride Fare: $5.50
- Cost to Commonwealth per Senior Citizen Trip: $5.06
- Fare Structure
- Implementation Date: July 2009

**Trip Information**
- 65+ Trips: 59,431
- PwD Trips: 23,050
- Other Shared-Ride Trips: 78,570
- Total Shared-Ride Trips: 161,051
- Non-Public Trips: 19,661

**Vehicles Operated in Maximum Service**
- Community Transportation: 48

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**
- Total: $5,688,910
  - Exclusive Human Service Program Contracts: 20%
  - Shared-Ride Admin: 20%
  - Shared-Ride Operating: 60%
  - Subsidy: 65%

**Sources of Funding**
- Total: $5,695,573
  - Passenger Fares: 2%
  - Lottery: 5%
  - PwD Program: 2%
  - Area Agency on Aging <1%
  - MATP: 20%
  - MH/ID: 5%
  - Other: 1%

Financial data is unaudited.
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Agency Service Area**

**Shared-Ride Fare Recovery**

- **PwD Shared-Ride Trips**
- **65+ Shared-Ride Trips**

**Total Shared-Ride Trips**
RURAL SYSTEMS

BTA (Butler Transit Authority)

Butler Transit Authority
130 Hollywood Drive, Suite 101
Butler, PA 16001
Mr. John H. Paul, Executive Director
724-283-0445
www.butlertransitauthority.com
Customer Service:
724-283-0445

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

Act 44 Operating Assistance
Section 1513 Allocation: $803,352
Required Local Match: $43,124

Act 44 Fixed Route Distribution Factors
Total Passengers: 200,293
Senior Passengers: 40,170
Revenue Vehicle Miles: 186,244
Revenue Vehicle Hours: 14,611

Act 44 Operating Assistance
Current Fare Information
Fixed Route Base: $1.25
Last Base Fare Increase: July 2012

Current Employees
Full-Time Part-Time
Fixed Route: 4 6
Paratransit: 0 0
Subcontractor: 10 6
System-wide: 14 12

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

Community transportation provided by Butler County Community Action and Development (see page 204)

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000’s)
$1,725

- Purchased Trans $783
- Maint. $48
- Fuel Util $207
- Fringes $107
- Other Salaries & Wages $252
- Other $328

Operating Funds (000’s)
$1,725

- Local $43
- State $727
- Federal $770
- Revenue $185

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

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Carbon County Community Transit
46 East Locust Street
Nesquehoning, PA 18240
Mr. Owen O’Neil Executive Director
570-669-6380
www.carbontransit.com
Customer Service:
800-990-4287

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 7,418
Senior Passengers: 4,089
Revenue Vehicle Miles: 40,227
Revenue Vehicle Hours: 3,029

Act 44 Operating Assistance
Section 1513 Allocation: $233,917
Required Local Match: $33,870

Current Fare Information
Fixed Route Base: $1.50
Last Base Fare Increase: Oct 2008

Current Employees
Full-Time Part-Time
Fixed Route: 0 0
Paratransit: 0 0
Subcontractor: 25 9
System-wide: 25 9

Current Fleet Size
Fixed Route: 1
Paratransit: 25
System-wide: 26

Operating Expense (000’s)
$139
- Purchased Trans $126
- Other $13

Operating Funds (000’s)
$139
- Local $14
- State $119
- Revenue $6

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

### Carbon County Community Transit

46 East Locust Street  
Nesquehoning, PA 18240  
570-669-6380  
Mr. Owen O’Neil, Executive Director

### Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Carbon County</th>
<th>Square Miles: 381</th>
<th>Population: 65,249</th>
<th>65+ Population: 11,644</th>
<th>% of Population 65 and older: 17.8%</th>
</tr>
</thead>
</table>

### MATP Provider:

Yes

### Percent of Service Subcontracted:

100%

### Fare Information

- **Average Shared-Ride Fare:** $18.98
- **Cost to Commonwealth per Senior Citizen Trip:** $15.05
- **Implementation Date:** March 2016

### Trip Information

- **65+ Trips:** 30,922
- **PwD Trips:** 6,366
- **Other Shared-Ride Trips:** 15,617
- **Total Shared-Ride Trips:** 52,905
- **Non-Public Trips:** 6,598

### Vehicles Operated in Maximum Service

Community Transportation: 19

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusive Human Service Program Contracts</td>
<td>$2,161,018</td>
</tr>
<tr>
<td>Shared-Ride Admin</td>
<td>$65,249</td>
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<tr>
<td>Shared-Ride Operating</td>
<td>74%</td>
</tr>
</tbody>
</table>

### Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>3%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>15%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
<tr>
<td>PwD Program</td>
<td>15%</td>
</tr>
<tr>
<td>Lottery</td>
<td>25%</td>
</tr>
<tr>
<td>MATP</td>
<td>48%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>3%</td>
</tr>
</tbody>
</table>

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**CRAWFORD AREA TRANSPORTATION AUTHORITY**

214 Pine Street  
Meadville, PA 16335  
Mr. Timothy Geibel, Executive Director  
814-336-5600  
www.catabus.org  
Customer Service:  
814-336-5600

---

**Service Area Statistics (2010 Census)**

- Square Miles: 12  
- Population: 20,060

---

**Current Fleet Size**

- Fixed Route: 7  
- Paratransit: 31  
- System-wide: 38

---

**Act 44 Operating Assistance**

- Section 1513 Allocation: $725,190  
- Required Local Match: $34,440

---

**Current Fare Information**

- Fixed Route Base: $1.25  
- Last Base Fare Increase: October 2014

---

**Current Employees**

<table>
<thead>
<tr>
<th>Full-Time</th>
<th>Part-Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>7</td>
</tr>
<tr>
<td>13</td>
<td>11</td>
</tr>
<tr>
<td>25</td>
<td>18</td>
</tr>
</tbody>
</table>

---

**Act 44 Fixed Route Distribution Factors**

- Total Passengers: 244,735  
- Senior Passengers: 36,488  
- Revenue Vehicle Miles: 263,182  
- Revenue Vehicle Hours: 17,493

---

**Act 44 Operating Assistance**

- Section 1513 Allocation: $725,190  
- Required Local Match: $34,440

---

**Revenue includes ADA complementary revenue.**

---

**Fringe benefits**

- Operator Salaries & Wages: $317  
- Other Salaries & Wages: $244  
- Fringes: $122  
- Fuel Utilities: $175  
- Maint. $25  
- Other $272

---

**Revenue includes ADA complementary revenue.**

---

**House District**  
Crawford: 6, 17, 65

---

**Senate District**  
Crawford: 50

---

**Crawford Area Transportation Authority**  
214 Pine Street  
Meadville, PA 16335

---

**Customer Service:**  
814-336-5600  
www.catabus.org

---

**Current Fleet Size**

- Fixed Route: 7  
- Paratransit: 31  
- System-wide: 38

---

**House District**  
Crawford: 6, 17, 65

---

**Senate District**  
Crawford: 50
Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

**Crawford Area Transportation Authority**

214 Pine Street  
Meadville, PA 16335  
814-336-5600  
Mr. Timothy Geibel, Executive Director

**Service Area Statistics (2010 Census)**

<table>
<thead>
<tr>
<th>Crawford County</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles</td>
<td>1,013</td>
</tr>
<tr>
<td>Population</td>
<td>88,765</td>
</tr>
<tr>
<td>65+ Population</td>
<td>14,712</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>16.6%</td>
</tr>
<tr>
<td>MATP Provider</td>
<td>Yes</td>
</tr>
<tr>
<td>Percent of Service Subcontracted</td>
<td>N/A</td>
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</table>

**Fare Information**

<table>
<thead>
<tr>
<th>Fare Information</th>
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</thead>
<tbody>
<tr>
<td>Average Shared-Ride Fare</td>
<td>$18.81</td>
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<tr>
<td>Cost to Commonwealth per Senior Citizen Trip</td>
<td>$16.01</td>
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<tr>
<td>Fare Structure</td>
<td></td>
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<tr>
<td>Implementation Date</td>
<td>July 2013</td>
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</table>

**Trip Information**

<table>
<thead>
<tr>
<th>Trip Information</th>
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</thead>
<tbody>
<tr>
<td>65+ Trips</td>
<td>38,492</td>
</tr>
<tr>
<td>PwD Trips</td>
<td>4,510</td>
</tr>
<tr>
<td>Other Shared-Ride Trips</td>
<td>5,733</td>
</tr>
<tr>
<td>Total Shared-Ride Trips</td>
<td>48,735</td>
</tr>
<tr>
<td>Non-Public Trips</td>
<td>12,901</td>
</tr>
</tbody>
</table>

**Vehicles Operated in Maximum Service**

Community Transportation: 14

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**

$1,138,471

- Shared-Ride Operating: 61%
- Exclusive Human Service Program Contracts: 13%
- Shared-Ride Admin: 26%

**Sources of Funding**

$1,152,845

- Passenger Fares: 6%
- PwD Program: 6%
- Area Agency on Aging: 3%
- MATP: 21%
- Lottery: 53%
- Other: 8%
- Subsidy: 3%
- Other: 3%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
DuBois, Falls Creek, Sandy Township Joint Transportation Authority
178 Spider Lake Road
DuBois, PA 15801
Ms. Kristen Vida, Executive Director
814-371-3940
www.dufast.com
Customer Service: 814-371-3940

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 57,696
Senior Passengers: 19,506
Revenue Vehicle Miles: 127,068
Revenue Vehicle Hours: 9,796

Act 44 Operating Assistance
Section 1513 Allocation: $517,410
Required Local Match: $42,064

Current Employees
Full-Time Part-Time
Fixed Route: 7 5
Paratransit: 0 0
System-wide: 7 5

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

Current Fare Information
Fixed Route Base: $1.25
Last Base Fare Increase: July 2009

Community transportation provided by Area Transportation Authority of North Central PA (see page 150)

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000’s)

- Operator Salaries & Wages $185
- Other Salaries & Wages $110
- Fringes $77
- Fuel Util $78
- Maint $31
- Other $98
- Other $100

Operating Funds (000’s)

- Local $42
- Revenue $30
- State $507
- State $507

Some contracted maintenance may be reported as “Other Services.”
Passengers include ADA complementary passengers.
**Endless Mountains Transportation Authority**
27824 Route 220
Athens, PA 18810
Mr. William Nichols, Jr., CEO
570-326-2500
www.emtatransit.com
Customer Service:
800-242-3484

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 150,488
Senior Passengers: 12,989
Revenue Vehicle Miles: 429,867
Revenue Vehicle Hours: 20,308

**Act 44 Operating Assistance**
Section 1513 Allocation: $819,265
Required Local Match: $57,069

**Current Employees**
Full-Time Part-Time
Fixed Route: 10 4
Paratransit: 37 24
System-wide: 47 28

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

**Current Fare Information**
Fixed Route Base: $1.00
Last Base Fare Increase: October 2005

---

**RURAL SYSTEMS**

**FIXED-ROUTE OPERATING BUDGET**

**Operating Expense (000’s)**
$1,379

- Operator Salaries & Wages $412
- Fuel Utils $181
- Other Salaries & Wages $244
- Fringes $308
- Maint. $62
- Other $173

**Operating Funds (000’s)**
$1,379

- Revenue $174
- Federal $603
- State $545
- Local $57

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

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

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%

MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information
Average Shared-Ride Fare: $30.61
Cost to Commonwealth per Senior Citizen Trip: $25.93

Trip Information
65+ Trips: 30,611
PwD Trips: 3,483
Other Shared-Ride Trips: 29,465
Total Shared-Ride Trips: 67,559
Non-Public Trips: 219

Vehicles Operated in Maximum Service
Community Transportation: 31

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,478,793

Sources of Funding
$2,478,793

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

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

1657 Saltsburg Avenue, P.O. Box 869
Indiana, PA 15701
Mr. John R. Kanyan, Executive Director
724-465-2140
www.indigobus.com
Customer Service:
724-465-2140

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 437,387
Senior Passengers: 12,053
Revenue Vehicle Miles: 396,283
Revenue Vehicle Hours: 31,450

Act 44 Operating Assistance
Section 1513 Allocation: $1,418,420
Required Local Match: $54,427

Current Employees
Full-Time Part-Time
Fixed Route: 35 5
Paratransit: 9 5
System-wide: 44 10

Current Fleet Size
Fixed Route: 16
Paratransit: 14
System-wide: 30

Current Fare Information
Fixed Route Base: $1.30
Last Base Fare Increase: July 2015

RURAL SYSTEMS

FIXED-ROUTE OPERATING BUDGET

Operating Expense (000’s)

- Operator Salaries & Wages: $759
- Fringes: $477
- Fuel Util: $114
- Maint: $131
- Purchased Trans: $5
- Other: $148
- Other Salaries & Wages: $478
- Other: $148

Operating Funds (000’s)

- Local: $55
- Revenue: $686
- State: $1,094
- Federal: $277

Expenses include ADA complementary expense. Some contracted maintenance may be reported as “Other Services.” Revenue includes ADA complementary revenue.
Pennsylvania Public Transportation Performance Report – Fiscal Year 2014-15

Passengers include ADA complementary passengers.
Community Transportation

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

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

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

Vehicles Operated in Maximum Service
Community Transportation: 11

Fare Information
- Average Shared-Ride Fare: $17.96
- Cost to Commonwealth per Senior Citizen Trip: $15.30
- Fare Structure
  Implementation Date: July 2015

Trip Information
- 65+ Trips: 23,498
- PwD Trips: 798
- Other Shared-Ride Trips: 2,357
- Total Shared-Ride Trips: 26,653
- Non-Public Trips: 29,823

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,573,810

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

Sources of Funding
$1,577,708

- Passenger Fares 1%
- Lottery 23%
- MATP 62%
- PwD Program 1%
- Area Agency on Aging 4%
- Subsidy 9%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Mid County Transit Authority
220 North Grant Avenue
Kittanning, PA 16201
Ms. Patti Lynn Baker, General Manager
724-548-8696
www.tandctransit.com
Customer Service:
724-548-8696

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 45,180
Senior Passengers: 14,914
Revenue Vehicle Miles: 125,062
Revenue Vehicle Hours: 7,864

Act 44 Operating Assistance
Section 1513 Allocation: $546,849
Required Local Match: $38,401

Current Employees
Full-Time Part-Time
Fixed Route: 7 2
Paratransit: 14 5
System-wide: 21 7

Current Fleet Size
Fixed Route: 6
Paratransit: 23
System-wide: 29

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

RURAL SYSTEMS

Mid County Transit Authority

Operator Salaries & Wages $108
Fuel Util $68
Maint $38
Other $70
Fringes $153
Other Salaries & Wages $131

Operating Expense (000’s)
$568

Operating Funds (000’s)
$568

Some contracted maintenance may be reported as “Other Services.”
Mid County Transit Authority

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

Service Area Statistics (2010 Census)
Armstrong County

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

MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information

Average Shared-Ride Fare: $18.67
Cost to Commonwealth per Senior Citizen Trip: $15.61
Fare Structure
Implementation Date: July 2015

Trip Information

65+ Trips: 24,969
PwD Trips: 5,115
Other Shared-Ride Trips: 6,501
Total Shared-Ride Trips: 36,585

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses $795,438

Sources of Funding $795,438

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Agency Service Area**

**Shared-Ride Fare Recovery**

<table>
<thead>
<tr>
<th>Agency Service Area</th>
<th>Mid County Transit Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Shared-Ride Trips</strong></td>
<td></td>
</tr>
<tr>
<td><strong>65+ Shared-Ride Trips</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PwD Shared-Ride Trips</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Avg. Shared-Ride Fare**

- FY 10-11: $0.00
- FY 11-12: $5.00
- FY 12-13: $10.00
- FY 13-14: $15.00
- FY 14-15: $20.00

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

- FY 10-11: $25.00
- FY 11-12: $30.00
- FY 12-13: $35.00
- FY 13-14: $40.00
- FY 14-15: $45.00
**MCTA (Monroe County Transportation Authority)**

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

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 243,101
- Senior Passengers: 51,674
- Revenue Vehicle Miles: 33,713

**Act 44 Operating Assistance**
- Section 1513 Allocation: $1,766,626
- Required Local Match: $140,951

**Current Employees**
- Fixed Route: 33 Full-Time, 29 Part-Time
- Paratransit: 21 Full-Time, 31 Part-Time
- System-wide: 54 Full-Time, 60 Part-Time

**Current Fleet Size**
- Fixed Route: 15
- Paratransit: 39
- System-wide: 54

**Fixed-Route Operating Budget**

### Operating Expense (000's)
- **$2,946**
  - Operator Salaries & Wages: $669
  - Fringes: $627
  - Other Salaries & Wages: $698
  - Fuel Utilities: $362
  - Maint. Trans: $153
  - Purchased Trans: $34
  - Other: $403

### Operating Funds (000's)
- **$2,946**
  - Local: $141
  - Revenue: $312
  - Federal: $1,082
  - State: $1,411

---

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

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

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

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

**MATP Provider:** Yes  
**Percent of Service Subcontracted:** N/A

**Fare Information**
- Average Shared-Ride Fare: $23.74
- Cost to Commonwealth per Senior Citizen Trip: $19.44

**Trip Information**
- 65+ Trips: 36,150
- PwD Trips: 10,093
- Other Shared-Ride Trips: 22,581
- Total Shared-Ride Trips: 68,824
- Non-Public Trips: 24,501

**Vehicles Operated in Maximum Service**
- Community Transportation: 24

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**  
$2,241,102

- Exclusive Human Service Program Contracts 13%
- Shared-Ride Admin 28%
- Shared-Ride Operating 59%

**Sources of Funding**  
$2,241,102

- Passenger Fares 5%
- Lottery 33%
- Subsidy 13%
- Other 2%
- MH/ID <1%
- Area Agency on Aging 3%
- PwD Program 9%
- MATP 35%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Borough of Mount Carmel
137 West 4th Street
Mount Carmel, PA 17851
Mr. Victor Girardi, Transit Director
570-339-3956

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
Last Base Fare Increase: August 2007

Act 44 Fixed Route Distribution Factors
Total Passengers: 29,205
Senior Passengers: 13,103
Revenue Vehicle Miles: 61,273
Revenue Vehicle Hours: 5,058

Current Employees
Full-Time Part-Time
Fixed Route: 1 1
Paratransit: 0 0
Subcontractor: 2 5
System-wide: 3 6

Act 44 Operating Assistance
Section 1513 Allocation: $273,664
Required Local Match: $11,052

Borough of Mount Carmel
137 West 4th Street
Mount Carmel, PA 17851
Mr. Victor Girardi, Transit Director
570-339-3956

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

Community transportation provided by Northumberland County Transportation (see page 230)
Reported ridership prior to FY 2011-12 was overstated.
**New Castle Area Transit Authority**
311 Mahoning Avenue
New Castle, PA 16102
Mr. Leonard L. Lastoria, General Manager
724-654-3130
www.newcastletransit.org
Customer Service:
724-654-3130

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 593,430
Senior Passengers: 80,221
Revenue Vehicle Miles: 1,109,260
Revenue Vehicle Hours: 55,002

**Act 44 Operating Assistance**
Section 1513 Allocation: $3,887,427
Required Local Match: $191,333

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

**Current Employees**
Full-Time Part-Time
Fixed Route: 50 4
Paratransit: 0 0
Subcontractor: 9 14
System-wide: 59 18

**Current Fleet Size**
Fixed Route: 34
Paratransit: 0
System-wide: 34

---

**Community transportation provided by Allied Coordinated Transportation Services, Inc. (see page 198)**

---

**FIXED-ROUTE OPERATING BUDGET**

**Operating Expense (000’s)**

- Operator Salaries & Wages $1,397
- Other Salaries & Wages $662
- Fringes $2,548
- Fuel Util $672
- Maint. $406
- Purchased Trans $57

**Operating Funds (000’s)**

- Local $191
- Revenue $1,043
- Federal $1,958
- State $3,148

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

Revenue includes ADA complementary revenue.
Passengers include ADA complementary passengers.
Reported ridership prior to FY 2011-12 was overstated.
Schuylkill Transportation System
252 Industrial Park Road
St. Clair, PA 17970
Mr. David Bekisz, Executive Director
570-429-2701
www.go-sts.com
Customer Service:
800-832-3322

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

Act 44 Operating Assistance
Section 1513 Allocation: $1,435,508
Required Local Match: $55,874

Act 44 Fixed Route Distribution Factors
Total Passengers: 208,500
Senior Passengers: 61,063
Revenue Vehicle Miles: 309,593
Revenue Vehicle Hours: 17,610

Current Fleet Size
Fixed Route: 12
Paratransit: 27
System-wide: 39

Current Employees
Full-Time
Part-Time
Fixed Route: 18
2
Paratransit: 11
10
System-wide: 29
12

Act 44 Fixed Route Distribution Factors

Current Fare Information
Fixed Route Base: $1.40
Last Base Fare Increase: July 2015

Current Fleet Size

Revenue includes ADA complementary revenue.
Some contracted maintenance may be reported as “Other Services.”

Operating Expense (000’s)
$1,721

Operating Funds (000’s)
$1,721

Revenue
$201
Federal
$404
State
$1,060
Local
$56
Passengers include ADA complementary passengers.
Community Transportation

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

Service Area Statistics (2010 Census)
Schuylkill County
Square Miles: 778
Population: 148,289
65+ Population: 26,828
% of Population 65 and older: 18.1%
MATP Provider: Yes
Percent of Service Subcontracted: 24.0%

Fare Information
Average Shared-Ride Fare: $17.56
Cost to Commonwealth per Senior Citizen Trip: $15.04

Trip Information
65+ Trips: 45,278
PwD Trips: 11,775
Other Shared-Ride Trips: 15,965
Total Shared-Ride Trips: 73,018
Non-Public Trips: 36,066

Vehicles Operated in Maximum Service
Community Transportation: 20

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,470,785

Sources of Funding
$2,400,452

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**
### Venango County Transportation Office
1 Dale Avenue  
Franklin, PA 16323  
Ms. Karen Clark, Transportation Specialist  
814-432-3949  
www.co.venango.pa.us  
Customer Service:  
814-432-9760

### House District
Venango: 64

### Senate District
Venango: 21

### Act 44 Operating Assistance
- Section 1513 Allocation: $383,979
- Required Local Match: $24,146

### Current Employees
- Full-Time:  
  - Fixed Route: 4  
  - Paratransit: 10  
  - System-wide: 14
- Part-Time:  
  - Fixed Route: 2  
  - Paratransit: 6  
  - System-wide: 8

### Current Fleet Size
- Fixed Route: 5
- Paratransit: 21
- System-wide: 26

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

### Act 44 Fixed Route Distribution Factors
- Total Passengers: 52,151
- Senior Passengers: 10,411
- Revenue Vehicle Miles: 172,680
- Revenue Vehicle Hours: 9,236

### Current Fare Information
- Fixed Route Base: $1.50
- Last Base Fare Increase: July 2005

### Act 44 Fixed Route Distribution Factors

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<tr>
<th>Category</th>
<th>Value</th>
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<tbody>
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<td>Operator Salaries &amp; Wages</td>
<td>$145</td>
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<tr>
<td>Other Salaries &amp; Wages</td>
<td>$86</td>
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<tr>
<td>Fringes</td>
<td>$96</td>
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<td>Fuel Utils</td>
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<tr>
<td>Maint.</td>
<td>$24</td>
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<tr>
<td>Other</td>
<td>$59</td>
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### Fixed-Route Operating Budget

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<tr>
<th>Expense (000’s)</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Operator Salaries &amp; Wages</td>
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<tr>
<td>Other Salaries &amp; Wages</td>
<td>$86</td>
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<tr>
<td>Fringes</td>
<td>$96</td>
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<tr>
<td>Fuel Utils</td>
<td>$78</td>
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<tr>
<td>Maint.</td>
<td>$24</td>
</tr>
<tr>
<td>Other</td>
<td>$59</td>
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</table>

<table>
<thead>
<tr>
<th>Funds (000’s)</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>$401</td>
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<tr>
<td>Local</td>
<td>$24</td>
</tr>
<tr>
<td>Revenue</td>
<td>$63</td>
</tr>
</tbody>
</table>

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

Venango County Transportation Office

1 Dale Avenue
Franklin, PA 16323
814-432-3949

Ms. Karen Clark, Transportation Specialist

Service Area Statistics (2010 Census)

Venango County

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

MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information

Average Shared-Ride Fare: $17.23
Cost to Commonwealth per Senior Citizen Trip: $13.69

Fare Structure

Implementation Date: April 2015

Vehicle Information

65+ Trips: 14,307
Other Shared-Ride Trips: 24,545
Total Shared-Ride Trips: 38,852

Vehicles Operated in Maximum Service

Community Transportation: 15

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

Exclusive Human Service Program Contracts 49%
Shared-Ride Operating 27%
Shared-Ride Admin 24%

Sources of Funding

MATP 71%
MH/ID 5%
Area Agency on Aging 2%
Passenger Fares 8%
Lottery 11%
Other 3%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
RURAL SYSTEMS

Pennsylvania Public Transportation Performance Report – Fiscal Year 2014-15

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips

VCTO does not provide shared-ride service through the Persons with Disabilities Program.

VCTO
**Transit Authority of Warren County**
42 Clark Street
Warren, PA 16365
Mr. John Aldrich, Executive Director
814-723-1874
www.tawcbus.com
Customer Service: 814-723-1874

**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
Last Base Fare Increase: July 2012

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 65,888
Senior Passengers: 8,757
Revenue Vehicle Miles: 192,913
Revenue Vehicle Hours: 10,712

**Act 44 Operating Assistance**
Section 1513 Allocation: $599,733
Required Local Match: $38,256

**Current Employees**
Full-Time  Part-Time
Fixed Route: 6 5
Paratransit: 5 6
Subcontractor: 0 2
System-wide: 11 13

**Act 44 Operating Assistance**

**Revenue**
Federal $75
State $655
Local $39
Revenue $71

**Other**
Maint. $55
Fuel Util. $198
Fringes $205
Other Salaries & Wages $112
Operator Salaries & Wages $191

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

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

Transit Authority of Warren County
42 Clark Street
Warren, PA 16365
814-723-1874
Mr. John Aldrich, Executive Director

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

MATP Provider: Yes
Percent of Service Subcontracted: 9.8%

Fare Information
- Average Shared-Ride Fare: $13.87
- Cost to Commonwealth per Senior Citizen Trip: $11.82

Trip Information
- 65+ Trips: 26,236
- PwD Trips: 531
- Other Shared-Ride Trips: 5,396
- Total Shared-Ride Trips: 32,163
- Non-Public Trips: 934

Vehicles Operated in Maximum Service
Community Transportation: 9

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$802,163

Sources of Funding
$819,068

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
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Section V

Community Transportation
### Community Transportation

**Allied Coordinated Transportation Services, Inc.**

241 West Grant Street  
New Castle, PA 16103  
724-658-7258  
Mr. Thomas Scott, CEO

**Service Area Statistics (2010 Census)**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
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<tbody>
<tr>
<td><strong>Lawrence County</strong></td>
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<tr>
<td>Square Miles:</td>
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<tr>
<td>Population:</td>
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<tr>
<td>65+ Population:</td>
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<td>% of Population 65 and older:</td>
<td>18.8%</td>
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<tr>
<td><strong>MATP Provider:</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Percent of Service Subcontracted:</strong></td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Fare Information**

- **Average Shared-Ride Fare:** $15.62
- **Cost to Commonwealth per Senior Citizen Trip:** $12.61

**Trip Information**

- **65+ Trips:** 27,545
- **PwD Trips:** 1,482
- **Other Shared-Ride Trips:** 44,467
- **Total Shared-Ride Trips:** 73,494
- **Non-Public Trips:** 3,789

**Vehicles Operated in Maximum Service**

- **Community Transportation:** 19

---

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**

- **$1,256,561**

**Sources of Funding**

- **$1,276,826**

**Operating Expenses**

- **Exclusive Human Service Program Contracts:** 9%
- **Shared-Ride Admin:** 4%
- **Shared-Ride Operating:** 87%

**Sources of Funding**

- **Passenger Fares:** 3%
- **Lottery:** 27%
- **PwD Program:** 2%
- **Subsidy:** 1%
- **Area Agency on Aging:** 1%
- **MATP:** 30%
- **Other:** 24%
- **MH/ID:** 12%

---

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Community Transportation

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

Service Area Statistics (2010 Census)
Blair County

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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<tbody>
<tr>
<td>Square Miles</td>
<td>526</td>
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<tr>
<td>Population</td>
<td>127,089</td>
</tr>
<tr>
<td>65+ Population</td>
<td>22,527</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>17.7%</td>
</tr>
</tbody>
</table>

MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information

- Average Shared-Ride Fare: $18.02
- Cost to Commonwealth per Senior Citizen Trip: $15.13
- Fare Structure Implementation Date: September 2014

Trip Information

- 65+ Trips: 80,750
- PwD Trips: 1,969
- Other Shared-Ride Trips: 37,743
- Total Shared-Ride Trips: 120,462
- Non-Public Trips: 362

Vehicles Operated in Maximum Service

Community Transportation: 26

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$2,762,786

- Shared-Ride Operating: 74%
- Exclusive Human Service Program Contracts: 18%
- Shared-Ride Admin: 8%

Sources of Funding
$2,651,049

- Area Agency on Aging: 7%
- PwD Program: 1%
- Lottery: 46%
- MATP: 23%
- MH/ID: 1%
- Other: 18%
- Passenger Fares: 4%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
## Community Transportation

### Bucks County Transport, Inc.
- **Address:** P.O. Box 510
- **Location:** Holicong, PA 18928
- **Phone:** 215-794-5554
- **Executive Director:** Mr. Vincent Volpe

### Service Area Statistics (2010 Census)

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

**MATP Provider:** Yes

**Percent of Service Subcontracted:** 18.97%

### Fare Information
- **Average Shared-Ride Fare:** $23.20
- **Cost to Commonwealth per Senior Citizen Trip:** $19.38
- **Fare Structure Implementation Date:** October 2012

### Trip Information
- **65+ Trips:** 202,821
- **PwD Trips:** 35,938
- **Other Shared-Ride Trips:** 1,633
- **Total Shared-Ride Trips:** 240,392
- **Non-Public Trips:** 369,922

### Vehicles Operated in Maximum Service
- **Community Transportation:** 181

---

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses
- **Total:** $10,654,065
  - **Shared-Ride Operating:** 40%
  - **Exclusive Human Service Program Contracts:** 55%
  - **Shared-Ride Admin:** 5%

### Sources of Funding
- **Total:** $10,787,064
  - **Passenger Fares:** 3%
  - **Lottery:** 27%
  - **PwD Program:** 2%
  - **Subsidy:** 1%
  - **Area Agency on Aging:** 1%
  - **MATP:** 30%
  - **MH/ID:** 12%
  - **Other:** 24%

---

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

Pwd Shared-Ride Trips

Total Shared-Ride Trips
Community Transportation

<table>
<thead>
<tr>
<th>Service Area Statistics (2010 Census)</th>
<th>Fare Information</th>
<th>Trip Information</th>
<th>Vehicles Operated in Maximum Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Butler County</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Square Miles: 789</td>
<td>Average Shared-Ride Fare: $16.73</td>
<td>65+ Trips: 33,094</td>
<td>Community Transportation: 16</td>
</tr>
<tr>
<td>Population: 183,862</td>
<td>Cost to Commonwealth per Senior Citizen Trip: $13.77</td>
<td>PwD Trips: 10,589</td>
<td></td>
</tr>
<tr>
<td>65+ Population: 27,853</td>
<td>Fare Structure Implementation Date: January 2013</td>
<td>Other Shared-Ride Trips: 16,742</td>
<td></td>
</tr>
<tr>
<td>% of Population 65 and older: 15.1%</td>
<td></td>
<td>Total Shared-Ride Trips: 60,425</td>
<td></td>
</tr>
<tr>
<td><strong>MATP Provider:</strong> Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Percent of Service Subcontracted:</strong> 100%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community Transportation Operating Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Expenses $982,743</td>
</tr>
<tr>
<td>Shared-Ride Admin 4%</td>
</tr>
<tr>
<td>Exclusive Human Service Program Contracts 1%</td>
</tr>
<tr>
<td>Shared-Ride Operating 95%</td>
</tr>
</tbody>
</table>

| Sources of Funding $1,062,917             |
| Passenger Fares 5%                        |
| Lottery 43%                               |
| MH/ID 4%                                  |
| MATP <1%                                   |
| Area Agency on Aging 7%                   |
| PwD Program 14%                           |
| Other 23%                                 |
| Subsidy 4%                                |

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Community Transportation

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

Service Area Statistics (2010 Census)
Centre County excluding State College

- Square Miles: 973
- Population: 41,990
- 65+ Population: 4,735
- % of Population 65 and older: 11.3%
- MATP Provider: Yes
- Percent of Service Subcontracted: N/A

Fare Information

- Average Shared-Ride Fare: $16.34
- Cost to Commonwealth per Senior Citizen Trip: $13.14
- Fare Structure Implementation Date: April 2009

Trip Information

- 65+ Trips: 36,218
- PwD Trips: 5,019
- Other Shared-Ride Trips: 45,637
- Total Shared-Ride Trips: 86,874
- Non-Public Trips: 3,004

Vehicles Operated in Maximum Service
Community Transportation: 23

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,703,900

- Exclusive Human Service Program Contracts 20%
- Shared-Ride Operating 67%
- Shared-Ride Admin 13%

Sources of Funding
$1,692,143

- Lottery 29%
- PwD Program 5%
- Area Agency on Aging 10%
- MATP 24%
- MH/ID 18%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Community Transportation

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

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

MATP Provider: Yes
Percent of Service Subcontracted: 5.99%

Fare Information
Average Shared-Ride Fare: $22.45
Cost to Commonwealth per Senior Citizen Trip: $15.06

Trip Information
65+ Trips: 143,698
PwD Trips: 33,890
Other Shared-Ride Trips: 99,311
Total Shared-Ride Trips: 276,899
Non-Public Trips: 68,201

Vehicles Operated in Maximum Service
Community Transportation: 65

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$9,571,954

Exclusive Human Service Program Contracts 25%
Shared-Ride Admin 12%
Shared-Ride Operating 63%

Sources of Funding
$9,244,988

Subsidy 4%
Other 27%
Passenger Fares 5%
Lottery 23%
PwD Program 7%
Area Agency on Aging 2%
MATP 27%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Clarion County Transportation

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

Service Area Statistics (2010 Census)
Clarion County

<table>
<thead>
<tr>
<th>Square Miles:</th>
<th>602</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population:</td>
<td>39,988</td>
</tr>
<tr>
<td>65+ Population:</td>
<td>6,566</td>
</tr>
<tr>
<td>% of Population 65 and older:</td>
<td>16.4%</td>
</tr>
</tbody>
</table>

MATP Provider: Yes
Percent of Service Subcontracted: 100%

Fare Information

| Average Shared-Ride Fare: | $34.09 |
| Cost to Commonwealth per Senior Citizen Trip: | $28.60 |

Trip Information

| 65+ Trips: | 12,177 |
| PwD Trips: | 253 |
| Other Shared-Ride Trips: | 11,387 |
| Total Shared-Ride Trips: | 23,817 |
| Non-Public Trips: | 880 |

Vehicles Operated in Maximum Service
Community Transportation: 21

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,156,788

Sources of Funding
$1,156,808

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
### Cumberland County Transportation Department

- **Address:** 1601 Ritner Highway, Carlisle, PA 17013
- **Phone:** 717-846-5562
- **Executive Director:** Mr. Richard Farr

### Service Area Statistics (2010 Census)

- **Cumberland County**
  - **Square Miles:** 550
  - **Population:** 35,406
  - **65+ Population:** 36,745
  - **% of Population 65 and older:** 15.6%

- **MATP Provider:** Yes
- **Percent of Service Subcontracted:** N/A

### Fare Information

- **Average Shared-Ride Fare:** $15.57
- **Cost to Commonwealth per Senior Citizen Trip:** $11.38
- **Fare Structure Implementation Date:** July 2013

### Trip Information

- **65+ Trips:** 44,208
- **PwD Trips:** 10,384
- **Other Shared-Ride Trips:** 73,220
- **Total Shared-Ride Trips:** 127,812
- **Non-Public Trips:** 5,966

### Community Transportation Operating Budget

- **Operating Expenses:** $2,260,022
  - **Shared-Ride Admin:** 14%
  - **Exclusive Human Service Program Contracts:** 7%
  - **Shared-Ride Operating:** 79%

- **Sources of Funding:** $2,369,626
  - **Passenger Fares:** 1%
  - **Lottery:** 23%
  - **PwD Program:** 6%
  - **Area Agency on Aging:** 8%
  - **MATP:** 15%
  - **MH/ID:** 42%
  - **Other Subsidy:** 1%

---

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
### Delaware County

#### Community Transportation

**Community Transit of Delaware County**  
206 Eddystone Avenue  
Eddystone, PA 19022-1594  
610-490-3977  
Mr. Tom Giancristoforo, Executive Director

**Service Area Statistics (2010 Census)**

<table>
<thead>
<tr>
<th>Delaware County</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles:</td>
<td>184</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Population:</td>
<td>558,979</td>
<td></td>
<td></td>
</tr>
<tr>
<td>65+ Population:</td>
<td>79,726</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of Population 65 and older:</td>
<td>14.3%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**MATP Provider:** Yes  
**Percent of Service Subcontracted:** 5.15%

**Fare Information**

- Average Shared-Ride Fare: $32.21
- Cost to Commonwealth per Senior Citizen Trip: $26.39

**Trip Information**

<table>
<thead>
<tr>
<th>Trips</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>65+ Trips:</td>
<td>121,106</td>
</tr>
<tr>
<td>PwD Trips:</td>
<td>1,565</td>
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<tr>
<td>Other Shared-Ride Trips:</td>
<td>80,752</td>
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<td>Total Shared-Ride Trips:</td>
<td>203,423</td>
</tr>
<tr>
<td>Non-Public Trips:</td>
<td>231,805</td>
</tr>
</tbody>
</table>

**Vehicles Operated in Maximum Service**  
Community Transportation: 49

### COMMUNITY TRANSPORTATION OPERATING BUDGET

#### Operating Expenses

- **Total:** $15,008,247

**Operating Expenses Details:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared-Ride Operating</td>
<td>41%</td>
</tr>
<tr>
<td>Shared-Ride Admin</td>
<td>5%</td>
</tr>
<tr>
<td>Exclusive Human Service Program Contracts</td>
<td>54%</td>
</tr>
</tbody>
</table>

#### Sources of Funding

- **Total:** $15,671,119

**Sources of Funding Details:**

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>MATP</td>
<td>35%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>1%</td>
</tr>
<tr>
<td>PwD Program</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Lottery</td>
<td>20%</td>
</tr>
<tr>
<td>Passenger Fares</td>
<td>2%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>41%</td>
</tr>
</tbody>
</table>

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Community Transportation

**Forest County Transportation**
- Forest County Building
- Marienville, PA 16239
- 814-927-8266
- Ms. Brenda McCanna, Acting Director

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

**MATP Provider:** Yes
**Percent of Service Subcontracted:** N/A

**Fare Information**
- Average Shared-Ride Fare: $27.56
- Cost to Commonwealth per Senior Citizen Trip: $22.39

**Trip Information**
- Implementation Date: January 2015
  - 65+ Trips: 10,260
  - PwD Trips: 445
  - Other Shared-Ride Trips: 2,335
  - Total Shared-Ride Trips: 13,040
  - Non-Public Trips: 317

**Vehicles Operated in Maximum Service**
- Community Transportation: 11

---

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expenses**
- $406,447

- **Shared-Ride Admin** 26%
- **Shared-Ride Operating** 74%

**Sources of Funding**
- $407,840

- **MATP** 21%
- **Area Agency on Aging** 8%
- **PwD Program** 3%
- **Passenger Fares** 58%
- **Lottery** 1%
- **Subsidy** <1%
- **Other** 9%

---

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Community Transportation

Franklin County Transportation
191 Franklin Farm Lane
Chambersburg, PA 17202
717-264-5225
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)
Franklin County
Square Miles: 772
Population: 149,618
65+ Population: 24,678
% of Population 65 and older: 16.5%

MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information
Average Shared-Ride Fare: $18.27
Cost to Commonwealth per Senior Citizen Trip: $15.15

Trip Information
65+ Trips: 20,983
PwD Trips: 5,068
Other Shared-Ride Trips: 20,126
Total Shared-Ride Trips: 46,177
Non-Public Trips: 9,690

Vehicles Operated in Maximum Service
Community Transportation: 25

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,300,068

Sources of Funding
$1,300,068

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Greene County

Community Transportation

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

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

MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information
Average Shared-Ride Fare: $24.80
Cost to Commonwealth per Senior Citizen Trip: $18.37

Implementation Date: June 2015

Trip Information
65+ Trips: 15,364
PwD Trips: 5,465
Other Shared-Ride Trips: 21,078
Total Shared-Ride Trips: 41,907
Non-Public Trips: 683

Vehicles Operated in Maximum Service
Community Transportation: 14

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,260,468

Sources of Funding
$1,256,546

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Community Transportation

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

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

MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information
- Average Shared-Ride Fare: $17.29
- Cost to Commonwealth per Senior Citizen Trip: $15.05

Trip Information
- 65+ Trips: 70,701
- PwD Trips: 7,174
- Other Shared-Ride Trips: 27,452
- Total Shared-Ride Trips: 105,327

Vehicles Operated in Maximum Service
- Community Transportation: 45

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,901,199

<table>
<thead>
<tr>
<th>Components</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared-Ride Operating</td>
<td>83%</td>
</tr>
<tr>
<td>Passenger Fares</td>
<td>11%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>MATP</td>
<td>17%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>5%</td>
</tr>
<tr>
<td>PwD Program</td>
<td>5%</td>
</tr>
</tbody>
</table>

Sources of Funding
$1,901,199

<table>
<thead>
<tr>
<th>Components</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Fares</td>
<td>11%</td>
</tr>
<tr>
<td>Lottery</td>
<td>56%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>MATP</td>
<td>17%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>5%</td>
</tr>
<tr>
<td>PwD Program</td>
<td>5%</td>
</tr>
</tbody>
</table>

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
### Agency Service Area

A map indicating the service area for the agency in Huntingdon, Bedford, and Fulton Counties.

### Shared-Ride Fare Recovery

A bar graph showing the average shared-ride fare and cost per trip for different fiscal years (FY 10-11 to FY 14-15).

#### 65+ Shared-Ride Trips

A bar graph showing the number of 65+ shared-ride trips for different fiscal years (FY 10-11 to FY 14-15).

#### PwD Shared-Ride Trips

A bar graph showing the number of PwD shared-ride trips for different fiscal years (FY 10-11 to FY 14-15).

### Total Shared-Ride Trips

A bar graph showing the total number of shared-ride trips for different fiscal years (FY 10-11 to FY 14-15).
### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**

$987,643

- Exclusive Human Service Program Contracts: 4%
- Shared-Ride Operating: 79%
- Shared-Ride Admin: 17%

**Sources of Funding**

$1,020,911

- Passenger Fares: 4%
- Lottery: 36%
- MATP Program: 51%
- Area Agency on Aging: 4%
- PwD Program: 3%
- Other: 1%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
COMMUNITY TRANSPORTATION OPERATING BUDGET

Montour County Transit
112 Woodbine Lane, Suite 1
Danville, PA 17821
570-271-0833
Mr. Shawn Mowery, Director

Service Area Statistics (2010 Census)
Montour County
- Square Miles: 131
- Population: 18,267
- 65+ Population: 3,395
- % of Population 65 and older: 18.6%

MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information
- Average Shared-Ride Fare: $10.22
- Cost to Commonwealth per Senior Citizen Trip: $8.61
- Fare Structure
- Implementation Date: May 2005

Trip Information
- 65+ Trips: 13,168
- PwD Trips: 2,119
- Other Shared-Ride Trips: 5,437
- Total Shared-Ride Trips: 20,724
- Non-Public Trips: 4,089

Operating Expenses
- $425,384

Operating Expenses Sources of Funding
- Passenger Fares: 3%
- Lottery: 28%
- PwD Program: 4%
- Area Agency on Aging: 3%
- MATP: 51%
- Other: 11%

Community Transportation: 7

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Montour County Transit

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Community Transportation

MTR Transportation tbd a K-Cab, Inc.
P.O. Box 203
Berwick, PA 18603-0203
570-784-1550
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)
Columbia County
Square Miles: 486
Population: 67,295
65+ Population: 10,811
% of Population 65 and older: 16.1%
MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information
Average Shared-Ride Fare: $17.36
Cost to Commonwealth per Senior Citizen Trip: $15.10

Trip Information
Implementation Date: January 2016
65+ Trips: 30,318
PwD Trips: 7,860
Other Shared-Ride Trips: 12,039
Total Shared-Ride Trips: 50,217
Non-Public Trips: 5,332

Vehicles Operated in Maximum Service
Community Transportation: 16

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$876,262

Sources of Funding
$963,377

Financial data is unaudited.
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

<table>
<thead>
<tr>
<th>Agency Service Area</th>
<th>Shared-Ride Fare Recovery</th>
</tr>
</thead>
</table>
| PwD Shared-Ride Trips
| Avg. Shared-Ride Fare |
| Avg. Shared-Ride Cost per Trip |

65+ Shared-Ride Trips

<table>
<thead>
<tr>
<th>65+ Shared-Ride Trips</th>
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</thead>
<tbody>
<tr>
<td>FY 10-11 FY 11-12 FY 12-13 FY 13-14 FY 14-15</td>
</tr>
<tr>
<td>0 5,000 10,000 15,000 20,000 25,000 30,000 35,000 40,000</td>
</tr>
</tbody>
</table>

PwD Shared-Ride Trips

<table>
<thead>
<tr>
<th>PwD Shared-Ride Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 10-11 FY 11-12 FY 12-13 FY 13-14 FY 14-15</td>
</tr>
<tr>
<td>0 1,000 2,000 3,000 4,000 5,000 6,000 7,000 8,000 9,000</td>
</tr>
</tbody>
</table>

Total Shared-Ride Trips

<table>
<thead>
<tr>
<th>Total Shared-Ride Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 10-11 FY 11-12 FY 12-13 FY 13-14 FY 14-15</td>
</tr>
<tr>
<td>0 10,000 20,000 30,000 40,000 50,000 60,000</td>
</tr>
</tbody>
</table>

MTR Transportation, Inc./Columbia County

Pennsylvania Public Transportation Performance Report – Fiscal Year 2014-15
Community Transportation

Northumberland County Transportation
61 Tyler Avenue
Elysburg, PA 17284
1-800-479-2626
Mr. Richard Farr, Executive Director

Service Area Statistics (2010 Census)
Northumberland County
Square Miles: 460
Population: 94,528
65+ Population: 17,516
% of Population 65 and older: 18.5%
MATP Provider: Yes
Percent of Service Subcontracted: 6.9%

Fare Information
Average Shared-Ride Fare: $19.58
Cost to Commonwealth per Senior Citizen Trip: $14.51

Trip Information
65+ Trips: 36,691
PwD Trips: 6,735
Other Shared-Ride Trips: 61,273
Total Shared-Ride Trips: 104,699

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,792,241

Sources of Funding
$2,041,680

Exclusive Human Service Program Contracts 35%
Shared-Ride Admin 4%
Shared-Ride Operating 61%

MH/ID 15%
Other 10%
Passenger Fares 1%
Lottery 18%
PwD Program 3%
Area Agency on Aging 2%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Perry County

Community Transportation

Perry County Transportation Authority
151 Red Hill Road
Newport, PA 17074-0217
717-567-2490
Ms. Stacey Nybeck, Executive Director

Service Area Statistics (2010 Census)
Perry County
Square Miles: 554
Population: 45,969
65+ Population: 6,294
% of Population 65 and older: 13.7%

MATP Provider: Yes
Percent of Service Subcontracted: 1.32%

Fare Information
Average Shared-Ride Fare: $29.21
Cost to Commonwealth per Senior Citizen Trip: $23.75
Fare Structure
Implementation Date: August 2013

Trip Information
65+ Trips: 15,917
PwD Trips: 2,387
Other Shared-Ride Trips: 26,593
Total Shared-Ride Trips: 44,897
Non-Public Trips: 17,612

Vehicles Operated in Maximum Service
Community Transportation: 28

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,254,878

Sources of Funding
$1,468,219

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Pike County

Community Transportation

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

Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles</td>
<td>547</td>
</tr>
<tr>
<td>Population</td>
<td>57,369</td>
</tr>
<tr>
<td>65+ Population</td>
<td>9,303</td>
</tr>
<tr>
<td>% of Population 65 and older</td>
<td>16.2%</td>
</tr>
<tr>
<td>MATP Provider</td>
<td>Yes</td>
</tr>
<tr>
<td>Percent of Service Subcontracted</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Fare Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Shared-Ride Fare</td>
<td>$19.19</td>
</tr>
<tr>
<td>Cost to Commonwealth per Senior Citizen Trip</td>
<td>$16.16</td>
</tr>
<tr>
<td>Fare Structure Implementation Date</td>
<td>October 2009</td>
</tr>
</tbody>
</table>

Trip Information

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>65+ Trips</td>
<td>18,768</td>
</tr>
<tr>
<td>PwD Trips</td>
<td>2,860</td>
</tr>
<tr>
<td>Other Shared-Ride Trips</td>
<td>6,263</td>
</tr>
<tr>
<td>Total Shared-Ride Trips</td>
<td>27,891</td>
</tr>
</tbody>
</table>

Vehicles Operated in Maximum Service

Community Transportation: 23

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses

$929,880

Sources of Funding

$1,067,617

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
## Community Transportation

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

### Service Area Statistics (2010 Census)

<table>
<thead>
<tr>
<th>Somerset County</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles:</td>
<td>1,075</td>
</tr>
<tr>
<td>Population:</td>
<td>77,742</td>
</tr>
<tr>
<td>65+ Population:</td>
<td>14,431</td>
</tr>
<tr>
<td>% of Population 65 and older:</td>
<td>18.6%</td>
</tr>
</tbody>
</table>

**MATP Provider:** Yes  
**Percent of Service Subcontracted:** N/A

### Fare Information

**Average Shared-Ride Fare:** $14.39  
**Cost to Commonwealth per Senior Citizen Trip:** $12.07  
**Fare Structure Implementation Date:** July 2011

### Trip Information

| 65+ Trips: | 15,392 |
| PwD Trips: | 3,185 |
| Other Shared-Ride Trips: | 12,152 |
| Total Shared-Ride Trips: | 30,729 |
| Non-Public Trips: | 50,717 |

### Community Transportation

**Operating Expenses**  
$1,378,555

- Exclusive Human Service Program Contracts: 66%
- Shared-Ride Operating: 23%
- Shared-Ride Admin: 11%

**Sources of Funding**  
$1,393,046

- MATP: 76%
- Area Agency on Aging: 3%
- PwD Program: 3%
- Lottery: 13%
- Passenger Fares: 2%
- Other: 3%

---

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Community Transportation

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

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

MATP Provider: Yes
Percent of Service Subcontracted: 21.0%

Vehicles Operated in Maximum Service
Community Transportation: 44

Fare Information
Average Shared-Ride Fare: $21.37
Cost to Commonwealth per Senior Citizen Trip: $17.45

Trip Information
65+ Trips: 39,731
PwD Trips: 7,280
Other Shared-Ride Trips: 55,225
Total Shared-Ride Trips: 102,236
Non-Public Trips: 8,250

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$3,850,211

Sources of Funding
$4,005,056

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**

- **$19,480,282**

  - Shared-Ride Admin: 8%
  - Shared-Ride Operating: 38%
  - Exclusive Human Service Program Contracts: 54%

**Sources of Funding**

- **$19,201,934**

  - MATP: 12%
  - Area Agency on Aging: 1%
  - PwD Program: 2%
  - Lottery: 23%
  - Passenger Fares: 3%
  - Subsidy: 2%
  - Other: 57%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PWD Shared-Ride Trips

Total Shared-Ride Trips
## 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

### Service Area Statistics (2010 Census)

#### Susquehanna County
- **Square Miles:** 1,228
- **Population:** 71,613
- **65+ Population:** 12,373
- **% of Population 65 and older:** 17.3%

### MATP Provider:
- **Yes**

### Percent of Service Subcontracted:
- **7.49%**

### Fare Information

- **Average Shared-Ride Fare:** $29.94
- **Cost to Commonwealth per Senior Citizen Trip:** $24.82

### Trip Information

- **Implementation Date:** March 2013
- **65+ Trips:** 20,393
- **PwD Trips:** 3,668
- **Other Shared-Ride Trips:** 10,376
- **Total Shared-Ride Trips:** 34,437
- **Non-Public Trips:** 7,251

### Vehicles Operated in Maximum Service
- **Community Transportation:** 25

---

## COMMUNITY TRANSPORTATION OPERATING BUDGET

### Operating Expenses

- **$1,120,472**

- **Shared-Ride Admin:** 29%
- **Exclusive Human Service Program Contracts:** 16%
- **Shared-Ride Operating:** 55%
- **Exclusive Human Service Program Contracts:** 16%

### Sources of Funding

- **$1,288,126**

- **MATP:** 44%
- **Passenger Fares:** 39%
- **Lottery:** 39%
- **PwD Program:** 6%
- **Area Agency on Aging:** 5%
- **Other 2%**
- **Subsidy 1%**

---

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Community Transportation

Union/Snyder Transportation Alliance
713 Bridge St., Suite 11
Selinsgrove, PA 17870
877-877-9021
Ms. Michelle Holman, Administrator

Service Area Statistics (2010 Census)
Union and Snyder Counties
Square Miles: 648
Population: 84,649
65+ Population: 12,798
% of Population 65 and older: 15.1%
MATP Provider: Yes
Percent of Service Subcontracted: N/A

Fare Information
Average Shared-Ride Fare: $19.08
Cost to Commonwealth per Senior Citizen Trip: $15.32

Trip Information
Implementation Date: March 2015
65+ Trips: 22,146
PwD Trips: 11,267
Other Shared-Ride Trips: 33,526
Total Shared-Ride Trips: 66,939
Non-Public Trips: 11,576

Operating Expenses
$1,896,610

Exclusive Human Service Program Contracts 26%
Shared-Ride Operating 62%
Shared-Ride Admin 12%

Sources of Funding
$1,845,382

PwD Program 11%
Lottery 19%
Area Agency on Aging 1%
Other 20%
Passenger Fares 3%
MATP 27%
MH/ID 19%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

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

Service Area Statistics (2010 Census)
Wayne County
- Square Miles: 726
- Population: 52,822
- 65+ Population: 10,028
- % of Population 65 and older: 19.0%
- MATP Provider: Yes
- Percent of Service Subcontracted: N/A

Fare Information
- Average Shared-Ride Fare: $26.39
- Cost to Commonwealth per Senior Citizen Trip: $21.17
- Fare Structure
- Implementation Date: March 2016

Trip Information
- 65+ Trips: 26,576
- PwD Trips: 3,141
- Other Shared-Ride Trips: 13,376
- Total Shared-Ride Trips: 43,093
- Non-Public Trips: 6,284

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expenses
$1,369,249
- Exclusive Human Service Program Contracts 4%
- Shared-Ride Admin 14%
- Shared-Ride Operating 82%

Sources of Funding
$1,267,626
- Passenger Fares 3%
- Lottery 44%
- PwD Program 5%
- Area Agency on Aging 8%

Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.
Agency Service Area

Shared-Ride Fare Recovery

Total Shared-Ride Trips

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Wayne County
Section VI

Capital Project Highlights
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In 2013, Act 89 was passed as a comprehensive transportation funding package that provides $2.3 billion in additional funding over a five-year period for road projects, bridge repairs, and public transportation improvements. This newly established, dedicated funding stream allows the Commonwealth to remain economically competitive with neighboring states and demonstrates a commitment to bringing the statewide transportation system into a state of good repair. The legislation also established a multimodal fund which allocates funding to ports, freight and passenger rail, aviation, transit, and bicycle and pedestrian projects.

Act 89 benefits public transportation by reinforcing funding for transit operations and creating nearly $500 million in additional revenue to fund mass transit capital projects by FY2017-18. Capital program funding accounts for approximately one-third of dedicated public transportation funding in Pennsylvania, and transit agencies are already experiencing measurable improvements as a result. The following pages highlight eight capital projects completed in FY2014-15 that were made possible using capital funding assistance provided by the Bureau of Public Transportation.
Southeastern Pennsylvania Transportation Authority (SEPTA)

The Southeastern Pennsylvania Transportation Authority (SEPTA) completed the $31.5 million reconstruction of the historic Wayne Junction Station, which serves over 321,000 riders annually. Located in the City of Philadelphia, Wayne Junction Station has been a regionally significant transportation hub since it was opened by the Reading Railroad in 1881. Currently, the station acts as a multi-modal transfer point between six of SEPTA’s regional rail lines, as well as three major transit routes - the Route 75 Trackless Trolley, and Bus Routes 23 and 53. SEPTA worked closely with the community to ensure the success of the project, which aimed to retain the station’s historic significance while also positioning it to be at the center of economic growth in the surrounding neighborhoods.

Port Authority of Allegheny County (PAAC)

The Port Authority of Allegheny County (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 2014-15, PAAC expended a total of $38.6 million to replace 90 vehicles that had exceeded their useful life.
In 2015, the Centre Area Transportation Authority (CATA) began expanding its bus storage, maintenance and administration facilities to accommodate the system’s continuing growth through a $40 million project. The new facility will feature a larger administration building, a new fueling area that will accommodate articulated buses, and a new storage building that is able to accommodate approximately 100 buses. The construction of the new facility is scheduled to be completed in the fall of 2017.

The County of Lackawanna Transit System (COLTS) held a ribbon-cutting ceremony on November 20, 2015 for the new $13 million multi-modal Lackawanna Transit Center (LTC), located at 30 Lackawanna Avenue, next to the State Building in Scranton. The 6,020 square foot facility officially opened on January 4, 2016. The LTC has bays for eight COLTS buses, as well as two layover spaces within the bus loop and additional layover space on Lackawanna Avenue. The building is a modern, climate-controlled, cost-effective and environmentally friendly facility. Passengers have access to real-time arrival and departure information, as well as indoor seating, vending machines and public restrooms.
Capital Project Highlights

Erie Metropolitan Transit Authority

The Erie Metropolitan Transit Authority (EMTA) is reconstructing and expanding its bus maintenance and storage facility at 127 East 14th Street in Erie, Pennsylvania. The nine acre project site will include space for relocating EMTA’s existing shared ride LIFT facility, which is currently located several blocks away. A $34 million Phase I construction project on the maintenance area, support area, and bus storage area for the LIFT buses commenced in early 2014 and finished in November 2015.

Freedom Transit (formerly Washington City Transit & Washington County Transportation Authority)

In spring 2015, a new $4 million Intermodal Transit Facility opened to the public in Washington, PA. The project was funded through Washington City Transit, which merged with Washington County Transportation Authority in July 2015 to form Freedom Transit. The new facility serves as the main transfer point for all public transit trips traveling through Washington, serviced by Freedom Transit. In addition to bus service, the facility provides administrative offices, a large conference room, a break room, a reception and passenger waiting area, and public parking for visitors and park & riders.
Capital Project Highlights

**York Adams Transportation Authority (YATA)**

In 2015, rabbittransit renovated its administrative offices for the Adams County division in Gettysburg, PA. Originally housed in a cinderblock building from the 1940s, significant interior damage required a complete demolition. The $1 million renovation was completed in February 2015 and serves as the depot for bus departures, as well as a customer service location for members of the public to purchase tickets, obtain applications and access other informational resources.

**Union Snyder Transportation Alliance (USTA)**

The Union/Snyder Transportation Alliance (USTA) recently moved its administrative and operations offices to a new building, which was provided by Snyder County. The new facility was renovated to accommodate the agency’s day-to-day functions and a $345,000 bus shelter was built on-site to house USTA’s fleet.
Section VII

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

Service Provided:
Scheduled Route Service (S)
Charter (C)
Group and Party (G)
School Bus Service (SB)
Tours (T)

Subsidized Carriers:
Carl R. Bieber, Inc.:
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

Average Fare: $15.18
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

OPERATING FUNDS (000’s)
$13,077

Revenue $5,662
Federal $3,387
Local $2,119
State $1,910
Intercity Bus Program

Total Passengers (000's)

Operating Expense Per Passenger

Total Bus Trips (000's)

Operating Revenue Per Vehicle Mile

Revenue Vehicle Miles (000's)

Operating Expense Per Vehicle Mile

Total Subsidy Per Vehicle Mile
Carl R. Bieber, Inc.
P.O. Box 180
Kutztown, PA 19530
610-683-7333
Mr. Steven G. Haddad, President
610-683-7333
www.biebergroup.com
Customer Service:
1-800-243-2374

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

Average Fare: $12.84
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, Pottstown,
Norristown, and Philadelphia

OPERATING FUNDS (000’s)
$2,957

Federal $621
State $325
Local $325
Revenue $1,687
Communities Served by Fullington:

Communities Served by State College – Harrisburg:
State College, Lewistown, Mifflintown, Thompsonstown, Millerstown, Newport, Duncannon, and Harrisburg

Communities Served by Pittsburgh – Bradford:
Pittsburgh, Monroeville, Delmont, Blairsville, Indiana, Punsxutawney, 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, Punsxutawney, Indiana, Blairsville, Delmont, Monroeville, Pittsburgh, and Pittsburgh Airport

Communities Served by DuBois – Harrisburg:
DuBois, Clearfield, Philipsburg, State College, Lewistown, Mifflintown, and Harrisburg

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

The Fullington Auto Bus Company
P.O. Box 211
316 East Cherry Street
Clearfield, PA 16830
Mr. Jonathan T. Berzas, CEO
814-765-7871
www.fullingtontours.com
Customer Service:
1-800-252-3893

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: $15.10
Total Number of Vehicles: 8 coaches

OPERATING FUNDS (000’s)
$3,521

Revenue
$1,044

Local
$745

State
$635

Federal
$1,096
Greyhound Lines, Inc.
350 North St. Paul Street
Dallas, TX 75201
Ms. LePhan Quach
214-849-8531
www.greyhound.com
Customer Service:
1-800-231-2222

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: $24.34
Total Number of Vehicles: 12 coaches

Communities Served by Greyhound:

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

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

Communities Served by Harrisburg – Pittsburgh:
Harrisburg, Lewistown, State College, Tyrone, Altoona,
Ebensburg, Johnstown, Latrobe, Greensburg, and Pitts-
burgh

Operating Funds (000’s)

$3,696

Local
$679
State
$579
Federal
$929
Revenue
$1,509

Federal
$929
Local
$679
State
$579
Revenue
$1,509

Pennsylvania Public Transportation Performance Report – Fiscal Year 2014-15
264
Myers Coach Lines, Inc.
2001 Ball Park Road
Export, PA 15632
Mr. David A. Myers, President
724-733-1045
www.myerscoachlines.com
Customer Service:
877-733-1045

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

Subsidized Route:
Pittsburgh – Grove City

Service Provided:
Scheduled Route Service
Charter
Group and Party

Average Fare: $4.64
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

OPERATING FUNDS (000’s)

- Local $47
- State $47
- Federal $94
- Revenue $151
- Total $339
Susquehanna Transit Company

Communities Served by Susquehanna Transit Company:

Communities Served by Williamsport – Philadelphia:

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

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

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

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

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

Average Fare: $16.27
Total Number of Vehicles: 13 coaches

Operating Funds (000’s)

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>$324</td>
</tr>
<tr>
<td>State</td>
<td>$324</td>
</tr>
<tr>
<td>Federal</td>
<td>$647</td>
</tr>
<tr>
<td>Revenue</td>
<td>$1,270</td>
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<tr>
<td>Total</td>
<td>$2,565</td>
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Susquehanna Transit Company
P.O. Box U
Avis, PA 17721
570-753-5125
Mr. Carl W. Kephart, President
570-753-5125
www.susquehannabus.com
Customer Service:
1-800-692-6314

Customer Service:
1-800-692-6314

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: $16.27
Total Number of Vehicles: 13 coaches

Operating Funds (000’s)

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>$324</td>
</tr>
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<td>State</td>
<td>$324</td>
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<tr>
<td>Federal</td>
<td>$647</td>
</tr>
<tr>
<td>Revenue</td>
<td>$1,270</td>
</tr>
<tr>
<td>Total</td>
<td>$2,565</td>
</tr>
</tbody>
</table>
Susquehanna Transit Company

**InterCity Bus**

- Total Bus Trips (000's)
- Total Passengers (000's)
- Operating Expense Per Passenger
- Operating Revenue Per Vehicle Mile
- Operating Expense Per Vehicle Mile
- Revenue Vehicle Miles (000's)
- Total Subsidy Per Vehicle Mile

---

Pennsylvania Public Transportation Performance Report – Fiscal Year 2014-15
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Section VIII

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

### Ridership and Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>Total Keystone Passengers:</td>
<td>1,348,619</td>
</tr>
<tr>
<td>Total Keystone Passenger Revenue:</td>
<td>$31,083,991</td>
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### Fuel & Power

<table>
<thead>
<tr>
<th>Description</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>Diesel/Electric Propulsion</td>
<td></td>
</tr>
<tr>
<td>Power Usage (kilowatt hours)</td>
<td>29,381,194</td>
</tr>
<tr>
<td>Diesel Consumption (gallons)</td>
<td>28,667</td>
</tr>
</tbody>
</table>

### 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 (complete)

- **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 (complete)
### Keystone Corridor Service Performance Data

<table>
<thead>
<tr>
<th>Factor</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
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<tbody>
<tr>
<td>Annual Train Miles</td>
<td>439,678</td>
<td>439,678</td>
</tr>
<tr>
<td>Expense per Train Mile</td>
<td>$120.38</td>
<td>$87.17</td>
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<tr>
<td>Subsidy per Train Mile</td>
<td>$35.33</td>
<td>$32.46</td>
</tr>
<tr>
<td>Average Passenger Fare</td>
<td>$27.73</td>
<td>$28.17</td>
</tr>
<tr>
<td>Annual Cost Recovery</td>
<td>71%</td>
<td>73%</td>
</tr>
<tr>
<td>Keystone Passengers*</td>
<td>1,348,619</td>
<td>1,360,737</td>
</tr>
<tr>
<td>Keystone Passenger Miles</td>
<td>119,462,079</td>
<td>119,508,127</td>
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<tr>
<td>Annual State Subsidy**</td>
<td>$15,534,000</td>
<td>$14,270,087</td>
</tr>
<tr>
<td>Annual Passenger Revenue**</td>
<td>$31,083,991</td>
<td>$38,328,482</td>
</tr>
<tr>
<td>Average Train Speed</td>
<td>60 mph</td>
<td>60 mph</td>
</tr>
</tbody>
</table>

* 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.
Section IX

Glossary of Terms
Urban and Rural Systems


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

Act 89: State Act 89 of 2013

Deadhead: A measurement in time or distance units where a revenue vehicle is operating on the road, but not available for public use in fixed-route public transportation service and paratransit service.

Fiscal Year: For financial reporting purposes, Pennsylvania uses July 1 through June 30 as its fiscal year.

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.

Full Time Employee: A person who normally works 30 hours or more per week.

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.

Part Time Employee: A person who normally works fewer than 30 hours per week.

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.
Section X

Index
<table>
<thead>
<tr>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegheny County, Port Authority of (PAAC)</td>
</tr>
<tr>
<td>Allied Coordinated Transportation Services, Inc. (ACTS)/Lawrence County</td>
</tr>
<tr>
<td>Altoona Metro Transit (AMTRAN)</td>
</tr>
<tr>
<td>Area Transportation Authority of North Central PA (ATA)</td>
</tr>
<tr>
<td>Beaver County Transit Authority (BCTA)</td>
</tr>
<tr>
<td>Berks Area Regional Transportation Authority (BARTA)</td>
</tr>
<tr>
<td>Blair Senior Services, Inc./Blair County</td>
</tr>
<tr>
<td>Borough of Mount Carmel (BMC), performance review for</td>
</tr>
<tr>
<td>Borough of Mount Carmel (BMC), profile data for</td>
</tr>
<tr>
<td>Bucks County Transport, Inc.</td>
</tr>
<tr>
<td>Butler County Community Action &amp; Development</td>
</tr>
<tr>
<td>Butler Transit Authority (BTA), performance review for</td>
</tr>
<tr>
<td>Butler Transit Authority (BTA), profile data for</td>
</tr>
<tr>
<td>Cambria County Transit Authority (CamTran)</td>
</tr>
<tr>
<td>Capital Area Transit (CAT)</td>
</tr>
<tr>
<td>Carbon County Community Transit (CCCT), performance review for</td>
</tr>
<tr>
<td>Carbon County Community Transit (CCCT), profile data for</td>
</tr>
<tr>
<td>Carl R. Bieber, Inc.</td>
</tr>
<tr>
<td>Centre Area Transportation Authority (CATA)</td>
</tr>
<tr>
<td>Centre County</td>
</tr>
<tr>
<td>Chester County/ROVER</td>
</tr>
<tr>
<td>Clarion County</td>
</tr>
<tr>
<td>Community Transportation</td>
</tr>
<tr>
<td>County of Lackawanna Transit System (COLTS)</td>
</tr>
<tr>
<td>County of Lebanon Transit Authority (COLT/LT)</td>
</tr>
<tr>
<td>Crawford Area Transportation Authority (CATA)</td>
</tr>
<tr>
<td>Cumberland County</td>
</tr>
<tr>
<td>Delaware County</td>
</tr>
<tr>
<td>DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST)</td>
</tr>
<tr>
<td>Endless Mountains Transportation Authority (EMTA)</td>
</tr>
<tr>
<td>Erie Metropolitan Transit Authority (EMTA)</td>
</tr>
<tr>
<td>Fayette Area Coordinated Transportation (FACT)</td>
</tr>
<tr>
<td>Forest County</td>
</tr>
<tr>
<td>Franklin County</td>
</tr>
<tr>
<td>Fullington Auto Bus Company, The</td>
</tr>
<tr>
<td>Greene County</td>
</tr>
<tr>
<td>Entity</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Greyhound Lines, Inc.</td>
</tr>
<tr>
<td>Hazleton Public Transit (HPT), performance review for</td>
</tr>
<tr>
<td>Hazleton Public Transit (HPT), profile data for</td>
</tr>
<tr>
<td>Huntingdon, Bedford, and Fulton Counties</td>
</tr>
<tr>
<td>Indiana County Transit Authority (IndiGO), performance review for</td>
</tr>
<tr>
<td>Indiana County Transit Authority (IndiGO), profile data for</td>
</tr>
<tr>
<td>Intercity Bus</td>
</tr>
<tr>
<td>Lawrence County/Allied Coordinated Transportation Services, Inc.</td>
</tr>
<tr>
<td>Lehigh and Northampton Transportation Authority (LANta), performance review for</td>
</tr>
<tr>
<td>Lehigh and Northampton Transportation Authority (LANta), profile data for</td>
</tr>
<tr>
<td>Lower Anthracite Transit Authority (LATS), performance review for</td>
</tr>
<tr>
<td>Lower Anthracite Transit Authority (LATS), profile data for</td>
</tr>
<tr>
<td>Luzerne County Transportation Authority (LCTA)</td>
</tr>
<tr>
<td>Lycoming and Clinton Counties/STEP, Inc.</td>
</tr>
<tr>
<td>Mercer County Regional Council of Governments (MCRCOG)</td>
</tr>
<tr>
<td>Mid County Transit Authority</td>
</tr>
<tr>
<td>Mid Mon Valley Transit Authority (MMVTA)</td>
</tr>
<tr>
<td>Mifflin and Juniata Counties (CARS)</td>
</tr>
<tr>
<td>Monroe County Transportation Authority (MCTA)</td>
</tr>
<tr>
<td>Montgomery County/Suburban Transit Network, Inc.</td>
</tr>
<tr>
<td>Montour County Transit</td>
</tr>
<tr>
<td>Mount Carmel, Borough of (BMC)</td>
</tr>
<tr>
<td>MTR Transportation, Inc./Columbia County</td>
</tr>
<tr>
<td>Myers Coach Lines, Inc.</td>
</tr>
<tr>
<td>New Castle Area Transit Authority (NCATA)</td>
</tr>
<tr>
<td>North Central PA, Area Transportation Authority of (ATA)</td>
</tr>
<tr>
<td>Northumberland County</td>
</tr>
<tr>
<td>Passenger Rail</td>
</tr>
<tr>
<td>Performance Review Executive Summaries</td>
</tr>
<tr>
<td>Perry County</td>
</tr>
<tr>
<td>Pike County</td>
</tr>
<tr>
<td>Port Authority of Allegheny County (PAAC)</td>
</tr>
<tr>
<td>Pottstown Area Rapid Transit (PART)</td>
</tr>
<tr>
<td>Rail, Passenger</td>
</tr>
<tr>
<td>Red Rose Transit Authority (RRTA)</td>
</tr>
<tr>
<td>River Valley Transit (Williamsport RVT)</td>
</tr>
</tbody>
</table>
Index

ROVER/Chester County ................................................................................................. 208
Rural Systems .............................................................................................................. 147
Schuylkill Transportation System (STS) .......................................................................... 184
Somerset County ........................................................................................................... 236
Southeastern Pennsylvania Transportation Authority (SEPTA) ....................................... 62
STEP, Inc./Lycoming and Clinton Counties ...................................................................... 238
Suburban Transit Network, Inc./Montgomery County ...................................................... 240
Susquehanna County Transportation ............................................................................. 242
Susquehanna Transit Company ..................................................................................... 268
Transit Authority of Warren County (TAWC) ................................................................. 192
Union/Snyder Transportation Alliance (USTA) ................................................................. 244
Urban Systems ................................................................................................................ 61
Venango County Transportation Office (VCTO) ............................................................... 188
Warren County, Transit Authority of (TAWC) ................................................................. 192
Washington, City of ....................................................................................................... 134
Washington County Transportation Authority ............................................................. 130
Wayne County ................................................................................................................ 246
Westmoreland County Transit Authority (WCTA), performance review for .................. 48
Westmoreland County Transit Authority (WCTA), profile data for ................................ 136
York Adams Transportation Authority (YATA), performance review for ....................... 24
York Adams Transportation Authority (YATA), profile data for ................................... 142