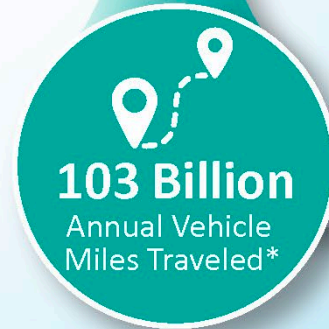
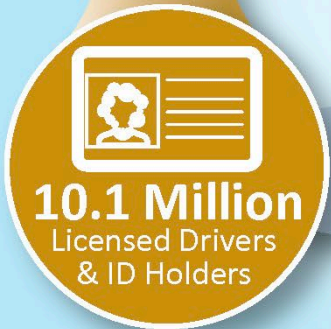
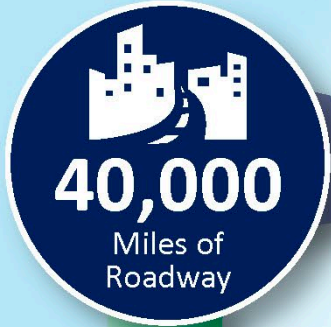


ACT 44 TRANSIT PERFORMANCE REVIEW PROCESS

ROUND III

BUREAU OF PUBLIC TRANSPORTATION
400 NORTH STREET, 7TH FLOOR
HARRISBURG, PA 17120
717.783.8025

PENNDOT BY THE NUMBERS



*Total miles on all PA roadways



AUTHORITY

- 74 Pa. C.S. Section 1513 states the Department shall conduct regular performance reviews to determine the effectiveness of financial assistance. The Department shall issue a report to the Governor and Legislature that:
 - Highlights exceptional performance and identifies opportunities
 - Assesses performance, efficiency, and effectiveness
 - Makes recommendations
 - Provides an action plan
 - Uses performance criteria:
 - Passengers/RVH
 - Operating cost/RVH
 - Operating revenue/RVH
 - Operating costs/passenger



INTRODUCTION

- Round III reviews will build upon lessons learned through first two reports and will be a deeper review than previously.
- Increased emphasis on:
 - Efforts made to achieve targets
 - Efforts made in furtherance of action plan
 - Building local support
 - Coordination with MPO/RPO
 - Diversity & Inclusion
 - Maintenance and adherence to Asset Management Plans
 - More narrowly tailored review of agency plans
 - Safety
- Document the community value added by transit systems.
- Piloted with Lebanon Transit (on-site August 2021).



LESSONS LEARNED

(ROUNDS 1 AND 2)

Importance of local stakeholder outreach and buy-in

Benefits of thorough succession planning

Need for sustainable financial planning

Necessity of employee recruitment/retention programs

Need for performance monitoring

Value of effective partnerships



ROUND 3 FOCUS AREAS

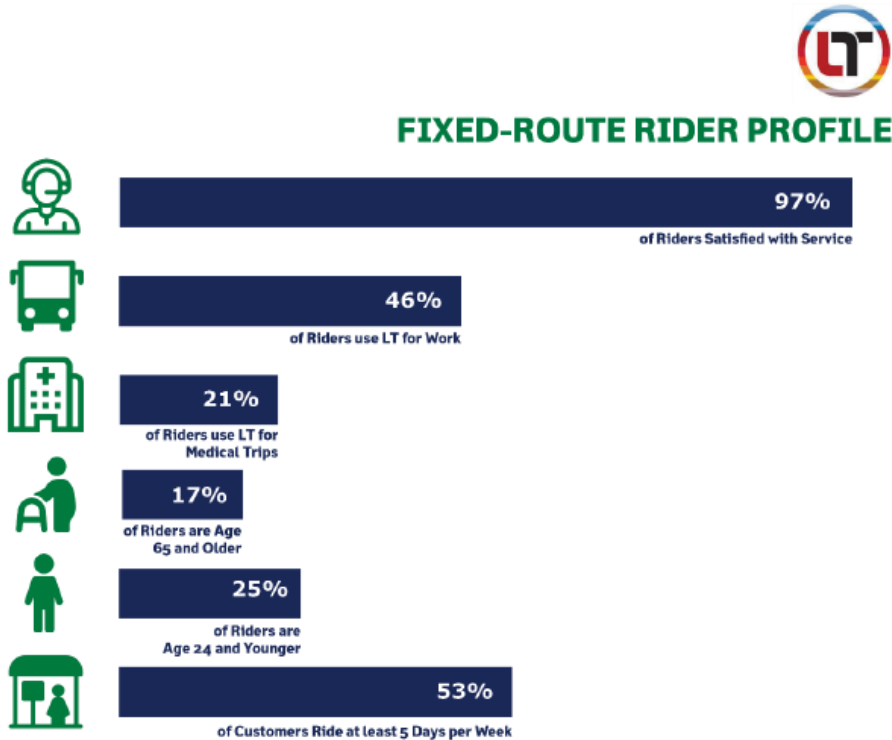
- Community Impacts
 - What is the value of public transportation for the community?
- Equity Measures
- Ways of retaining and promoting ridership
- Ensuring long-term financial sustainability
- Capital asset management
- Impacts of Coronavirus
- Identifying and Sharing Best Practices
- Identifying Opportunities for Improvement
 - One agency's best practice is often another agency's opportunity.



COMMUNITY FOCUS

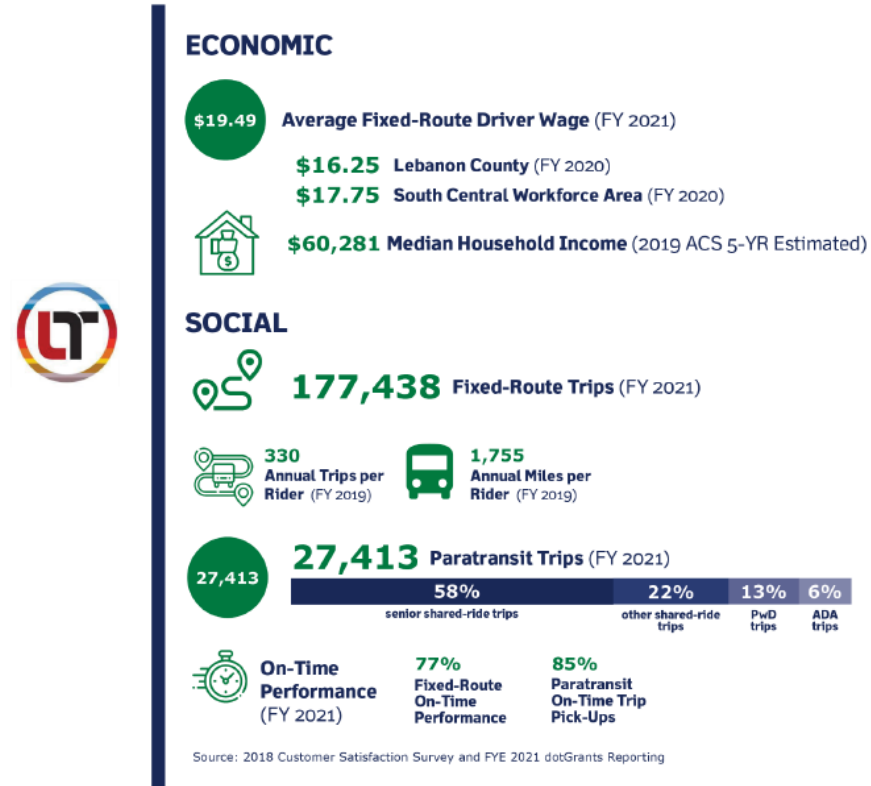
- New executive summary focuses on demonstrating value to communities (Illustrative example)

Exhibit 4. Fixed-Route Rider Profile



Source: 2018 LT CSS

Exhibit 5. Economic and Social Measures



REPORT TIMELINE

1. PennDOT notifies agency of upcoming Performance Review (-8 weeks)

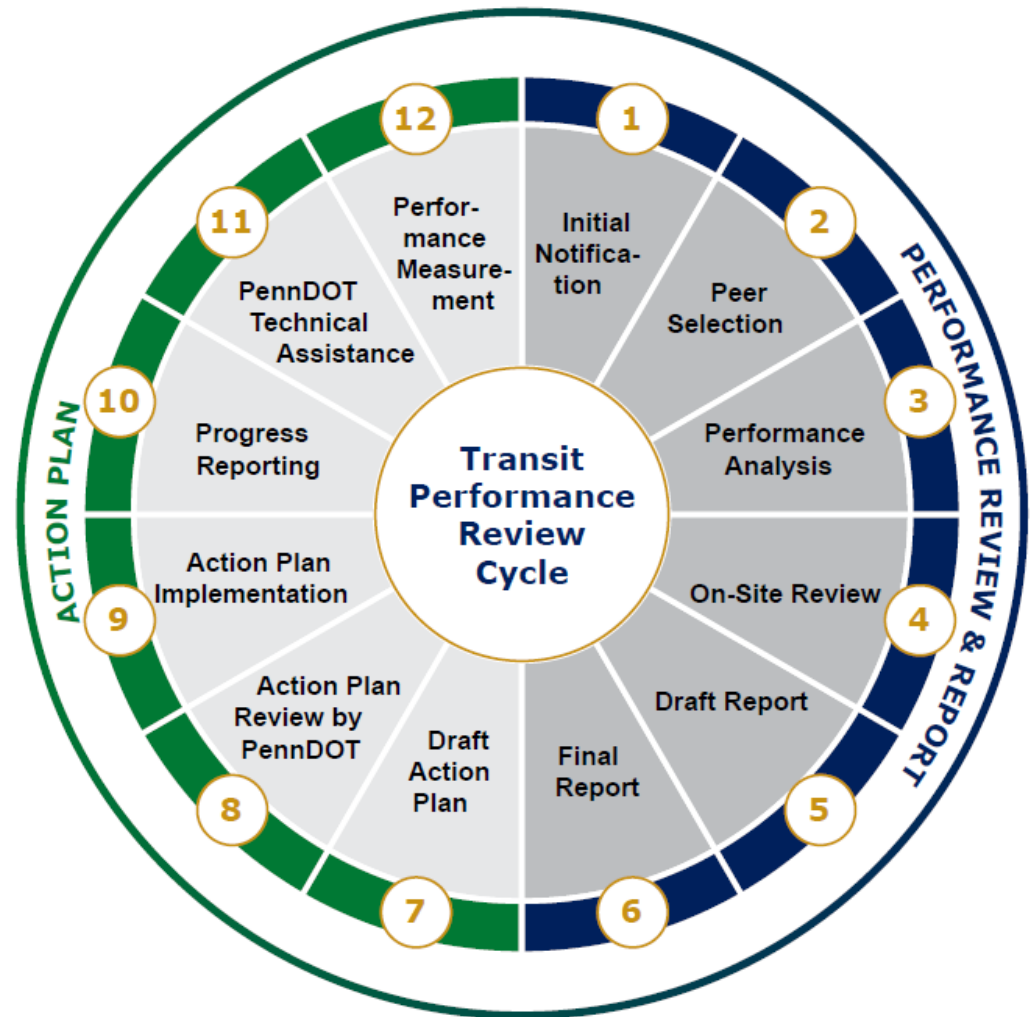
2. PennDOT proposes peer agencies (-4 weeks)

3. PennDOT analyses prior performance target achievement (-3 weeks)

4. PennDOT and agency conduct on-site review (0 weeks)

5. PennDOT generates and shares draft report for agency comment (+8 weeks)

6. PennDOT transmits final report to agency (+10 weeks)



ACTION PLAN TIMELINE

7. Agency develops draft action plan (final report +45 days)

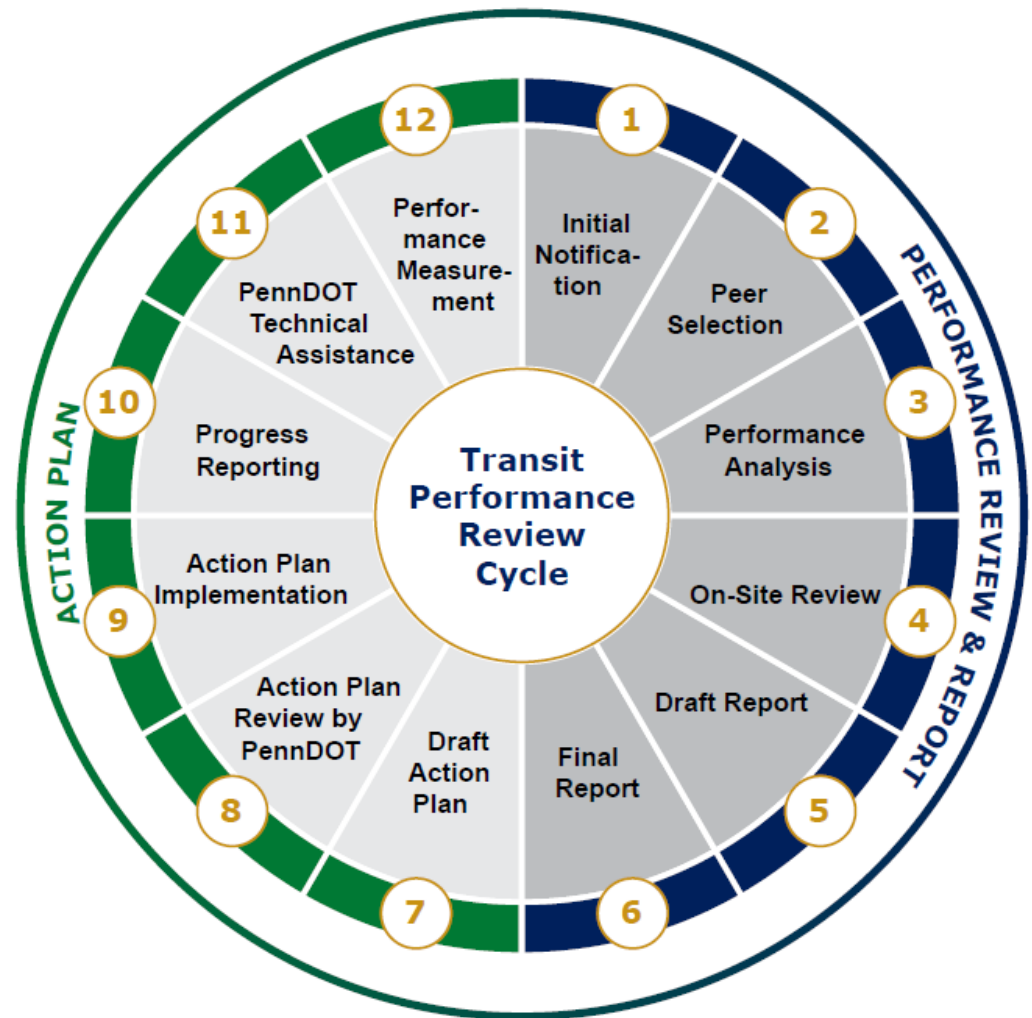
8. PennDOT reviews and accepts draft action plan (final report +60 days)

9. Agency governing body executes action plan (final report + 90 days)

10. Agency reports to governing body and PennDOT (ongoing)

11. PennDOT/agency technical assistance (ongoing)

12. PennDOT/agency tracks performance against targets (ongoing)



SAMPLE BEST PRACTICES*

Transit wayfinding at popular local destinations offers clever and inexpensive marketing (Lebanon Transit)

Expedited CBA negotiating agreement streamlines collective bargaining (Amtran)

Sending 65th birthday cards to riders encourages senior ridership (CamTran)

Parts sharing program maintains availability for difficult-to-find parts (COLTS/LCTA)

Offering CDL training to qualify drivers for fixed route and shared ride provides operating flexibility (FACT)

Code of ethics for Board members creates a positive and effective culture (MCTA)



* Examples from Prior Performance Reviews



OPPORTUNITIES (ROUNDS 1 AND 2)

- Develop succession plan for key positions
- Develop code of ethics for governing body
- Explore wayfinding at popular local destinations as an inexpensive means of marketing
- Explore revenue guarantees to offset service expense to businesses that benefit from public transportation
- In light of Coronavirus, develop a strategic plan or TDP to ensure service aligns with community needs



MORE INFORMATION

- PennDOT lists reviews, document request, and on-site questionnaire on its [website](#).
- Detailed agency data are available in the Bureau of Public Transportation [Annual Reports](#).



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