

# PENNSYLVANIA PUBLIC TRANSPORTATION



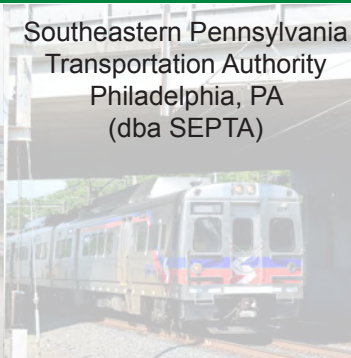
## Annual Performance Report Fiscal Year 2016-17



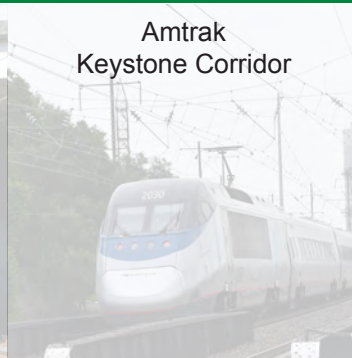
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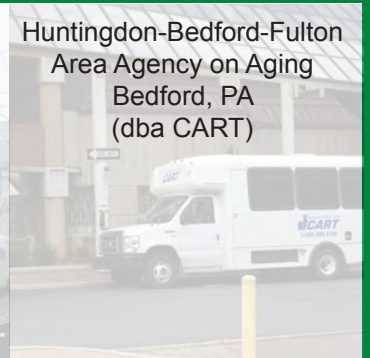
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Transportation Authority  
Philadelphia, PA  
(dba SEPTA)



Amtrak  
Keystone Corridor



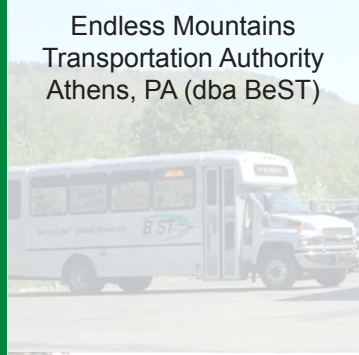
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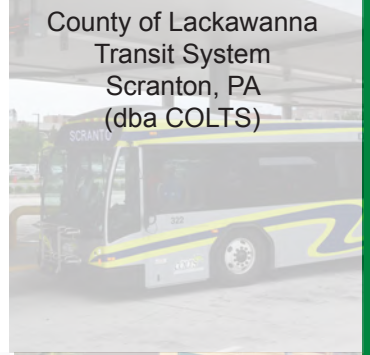
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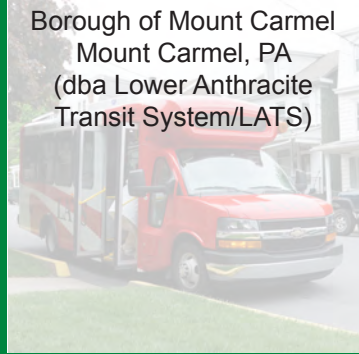
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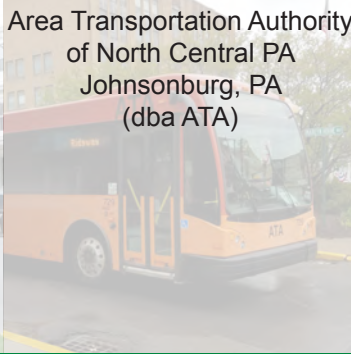
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Athens, PA (dba BeST)



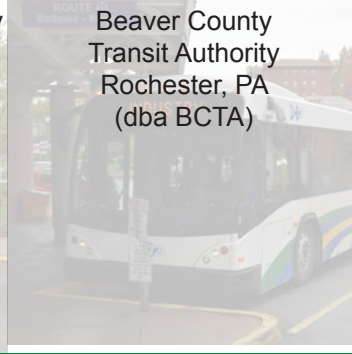
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Transit System  
Scranton, PA  
(dba COLTS)



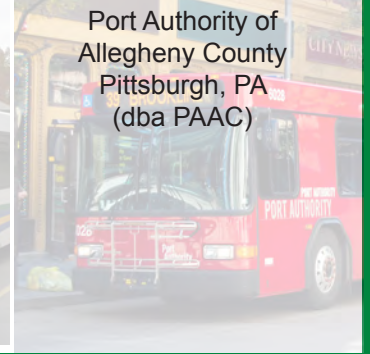
Borough of Mount Carmel  
Mount Carmel, PA  
(dba Lower Anthracite  
Transit System/LATS)



Area Transportation Authority  
of North Central PA  
Johnsonburg, PA  
(dba ATA)



Beaver County  
Transit Authority  
Rochester, PA  
(dba BCTA)



Port Authority of  
Allegheny County  
Pittsburgh, PA  
(dba PAAC)

photos courtesy Michael Baker International and Whitehouse Group



April 30, 2018

Dear Pennsylvanians:

I am honored to present the Pennsylvania Public Transportation Annual Performance Report for the 2016-17 fiscal year. This is PennDOT's annual opportunity to showcase our partnership with Pennsylvania's public transit agencies and the essential services they provide the residents of Pennsylvania. During the 2016-17 state fiscal year, passengers took more than 411 million trips via bus, light rail, trolley, inclined plane, and heavy rail. In addition to detailing the operating statistics for each transit agency and community transportation provider, this report highlights important statewide projects that the department is undertaking in partnership with transit agencies, including:

- **Fixed-Route Intelligent Transportation System (FRITS)** – This statewide procurement project will enable fixed-route service providers in Pennsylvania to purchase a variety of ITS technologies, such as automated vehicle location, dynamic signage, cameras, and mobile/web applications, that will provide real-time bus information to customers in a consistent format and achieve a more seamless, integrated statewide transit technology system. The procurement mechanism allows PennDOT to control costs by simplifying the process and leveraging economies of scale. Utilizing a statewide vendor will produce consistent and reliable data for use at the state and local levels.
- **Compressed Natural Gas Public-Private Partnership (CNG P3)** – The department made significant progress in the past year, with twelve CNG fueling stations completed and an additional three under construction. These stations will provide transit agencies access to more cost-effective, cleaner energy sources produced here in Pennsylvania.
- **Demand-Response Transportation Scheduling Software** – Statewide implementation of Ecolane software was completed in February 2018. The use of a common scheduling platform across shared-ride providers statewide offers numerous advantages over previously used systems, such as reduced procurement costs, enhanced ability to review customer concerns, facilitated regionalization and coordination of service, and use of automated call systems.
- **Transit Performance Reviews** – In June 2016, the department began conducting second-round Transit Performance Reviews. During the second round of performance reviews, PennDOT is focusing on the efforts made by each agency to control cost increases, increase productivity, increase revenue, and generally improve transportation management and performance over the preceding five years. Reports will continue to identify opportunities for improvement and best practices. The executive summaries of the reviews completed during the 2016-17 fiscal year are included in this report, and full performance reviews are available at [www.penndot.gov](http://www.penndot.gov) on the "Transit" page under "Doing Business."
- **Transit Agency Consolidation** – The report highlights the progress that the department, transit agencies, and local municipalities have made in studying and implementing consolidation, including the cost savings that have resulted from realized consolidations. The department continues to actively support transit agencies that wish to explore consolidation opportunities.
- **Major Capital Projects** – The department is working with transit agencies to construct new or upgraded maintenance and passenger facility projects across the Commonwealth, in cities including: Bradford, Donora, DuBois, Erie, Hazleton, Johnstown, Reading, State College, Oil City, Scranton, St. Clair, Washington, Wilkes-Barre, and York.

Pennsylvania continues to make investments in public transportation statewide to maximize operational efficiencies, deliver capital improvements, and implement technology advancements that benefit transit users and the traveling public.

Sincerely,

A handwritten signature in black ink that reads "Leslie S. Richards".

Leslie S. Richards  
Secretary  
Department of Transportation

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# ***Section I***

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## ***Transit Agency Performance Review Executive Summaries***

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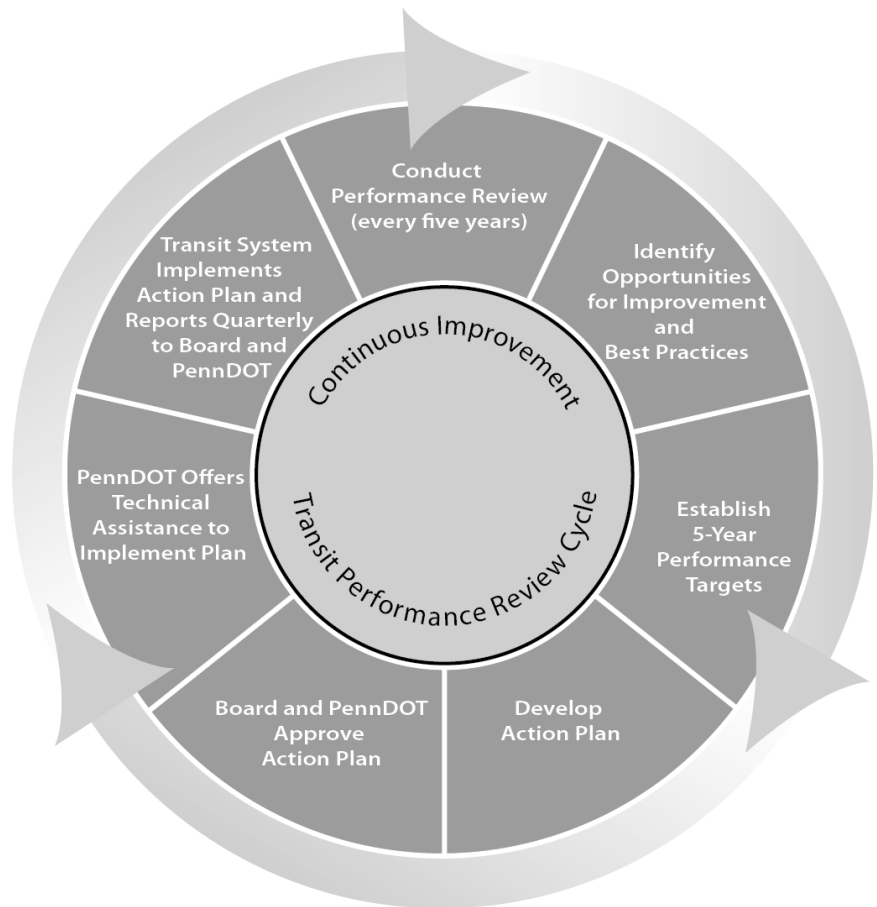
## Pennsylvania's Public Transportation Performance Review Program

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 document 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 toward performance targets.

Act 44 requires that the department conduct transit performance reviews on a five-year cycle. PennDOT concluded the first round of transit performance reviews in early 2016 and then began conducting second-round transit performance reviews. During the second round of performance reviews, PennDOT is focusing on the efforts made by each agency to control cost increases, increase productivity, increase revenue, and generally improve transportation management and performance over the preceding five years. Reports will continue to identify opportunities for improvement and best practices.

To date, the following Round Two reports have been published:

- Fayette Area Coordinated Transportation (FACT) - June 2016
- Luzerne County Transportation Authority (LCTA) - September 2016
- Monroe County Transportation Authority (MCTA) - September 2016
- County of Lebanon Transit Authority (COLT/LT) - October 2016
- Endless Mountains Transportation Authority (EMTA) - May 2017



## Fayette Area Coordinated Transportation (FACT) Transit Performance Review — Executive Summary

### Agency Profile

<b>Agency Name</b>	<b>Fayette Area Coordinated Transportation(d.b.a. FACT)</b>		
<b>Year Founded</b>	1996		
<b>Reporting Fiscal Year End (FYE)</b>	2015		
<b>Service Area (square miles)</b>	812		
<b>Service Area Population</b>	148,644		
<b>Annual Operating Statistics*</b>	Fixed-Route Bus	Paratransit (Shared Ride + ADA)	Total
<b>Vehicles Operated in Maximum Service</b>	10	44	54
<b>Operating Cost</b>	\$1,764,952	\$1,790,850	\$3,555,802
<b>Operating Revenue</b>	\$167,346	\$1,540,169	\$1,707,515
<b>Total (Actual) Vehicle Miles</b>	553,726	834,179	1,387,905
<b>Revenue Miles of Service (RVM)</b>	534,632	N/A	N/A
<b>Total Vehicle Hours</b>	29,506	41,916	71,422
<b>Revenue Vehicle Hours (RVH)</b>	27,811	N/A	N/A
<b>Total Passenger Trips</b>	139,497	104,331	243,828
<b>Senior Passenger (Lottery) Trips</b>	21,684	35,268	56,952
<b>Act 44 Performance Statistics</b>			
<b>Passengers / RVH</b>	5.02	N/A	N/A
<b>Operating Cost / RVH</b>	\$63.46	N/A	N/A
<b>Operating Revenue / RVH</b>	\$6.02	N/A	N/A
<b>Operating Cost / Passenger</b>	\$12.65	\$17.17	\$14.58
<b>Other Performance Statistics</b>			
<b>Operating Revenue / Operating Cost</b>	9.48%	86.00%	48.02%
<b>Operating Cost / Total Vehicle Hours</b>	\$59.82	\$42.72	\$49.79
<b>Operating Cost / Total Vehicle Miles</b>	\$3.19	\$2.15	\$2.56
<b>Total Passengers / Total Vehicle Hours</b>	4.73	2.49	3.41
<b>Operating Cost / RVM</b>	\$3.30	N/A	N/A
<b>RVM / Total Vehicle Miles</b>	96.55%	N/A	N/A
<b>RVH / Total Vehicle Hours</b>	94.26%	N/A	N/A
<b>Operating Subsidy / Passenger Trip</b>	\$11.45	\$2.40	\$7.58

\*Source: dotGrants reporting

Act 44 of 2007 addressed the dire financial needs of local public transportation organizations across the Commonwealth by increasing state funding for public transportation operations by about 50%—from \$535 million annually to \$800 million in the first year of the legislation. Public transportation organizations which had been on the verge of major service cuts and/or significant fare increases were able to maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

At the same time Act 44 ushered in critical requirements for accountability, performance improvement, and maximum return on investment, it established a framework for PennDOT to work with local public transportation organizations to:

- Assess efficiency and effectiveness of service, financial stability and general management/business practices;
- Agree to five-year targets for Act 44 mandated performance criteria;
- Develop an action plan for improvement and to achieve performance targets;
- Provide technical assistance to implement the plan at the request of the transportation organization; and
- Reassess each organization on a five-year cycle.

The reassessment at the end of each five-year cycle is to evaluate:

- Whether the organization met the agreed upon performance targets; and
- The sufficiency and effectiveness of actions taken by the organization to improve performance and management practices in its efforts to meet performance targets.

Act 44 regulations address PennDOT actions regarding performance reviews, failure to achieve performance targets and to determine if a financial penalty should be assessed if performance targets are not met in §427.12. Performance Reviews.

“(E) The application of funding adjustment will be as follows:

1. Operating fund reductions in Section 1513(G) of the Act (relating to operating program) may be implemented for grantees subject to this section that are not satisfying the minimum performance standards, considering all other provisions of Section 1513. A funding reduction may be assessed in cases when a local transportation organization fails to report progress of, or fails to implement the agreed upon strategic action plan, or both.”

PennDOT conducted the initial review of Fayette Area Coordinated Transportation (FACT) in August 2010. Based on that review, PennDOT established five-year performance targets and agreed to FACT’s action plan to meet those targets. In June 2016, PennDOT conducted the five-year reassessment of FACT to determine if FACT successfully met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.

## IMPORTANT CHANGES SINCE THE PREVIOUS (2010) PERFORMANCE REVIEW

PennDOT conducted the initial review of Fayette Area Coordinated Transportation (FACT) in August 2010. Since the previous report was finalized, some changes occurred that impact operations, finance and statistical reporting at FACT, as well as performance targets which were established in 2010. These changes should be considered when comparing the previous performance report and trends:

- Reporting of interlining passengers** – FACT introduced the practice of counting passengers that remained onboard as an interlined vehicle changed routes as transfer passengers. This practice increased passenger trip totals by artificially boosting transfer passenger totals, and thus, impacted Act 44 metrics that rely on ridership to determine performance (i.e., passengers per revenue hour and operating cost per passenger). Ridership totals were adjusted to account for the removal of interlined passengers counted as transfers passengers.
- Reduction in reported other revenue** – In previous years FACT relied on three contractors to provide fixed-route service. FACT has since reduced purchased transportation to a single contractor for the rural Brownsville routes. As a result of this change, FACT no longer receives revenue from fuel and maintenance services sold to each contractor. Therefore, performance targets based on revenue (i.e., operating revenue per revenue hour) would be impacted by this loss of revenue. To help determine a more accurate target for 2020, revenue from fuel and maintenance services sold in previous years were removed from fixed-route statistics.

## 2010 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2010 performance review assessed FACT with a group of peer agencies based on four performance criteria outlined by law. FACT was “At Risk” for passengers per revenue hour for the single year and trend period analyses, operating revenue per revenue hour and operating cost per passenger single year analyses in 2010.

Performance Criteria	FYE	Determination	Rank (of 14)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2008	At Risk	14	Worse	3.36	13.80
	Trend	At Risk	13	Worse	-8.16%	3.30%
Operating Cost / Revenue Hour	2008	In Compliance	3	Better	\$46.61	\$64.18
	Trend	In Compliance	1	Better	-2.65%	11.24%
Operating Revenue / Revenue Hour	2008	At Risk	12	Worse	\$7.71	\$13.64
	Trend	In Compliance	3	Better	20.94%	11.91%
Operating Cost / Passenger	2008	At Risk	14	Worse	\$13.86	\$5.61
	Trend	In Compliance	8	Better	6.00%	7.57%

\*Note: The National Transit Database (NTD) information most current at the time of the peer review is used as the basis for the single year and trend peer comparisons.

The 2010 performance review noted that while FACT’s costs were low, ridership and revenue were very low compared to its peer group. The following performance targets were established with FACT:

- Increase passengers per revenue hour by at least 3.0% per year on average
- Increase revenue per revenue hour by at least 3.0% per year on average
- Contain operating cost per revenue hour increases to no more than 3% per year on average
- Do not increase the total operating cost per passenger trip

FACT developed an action plan to address opportunities for improvement identified in the 2010 performance review. Among the steps FACT took to improve its performance were:

1. Completing construction of a transfer center- This allows customers to transfer between FACT’s routes in a climate-controlled environment and to make transit service more attractive to riders.
2. Retaining higher-quality contractors to deliver service- FACT selected new contractors and enforced existing contract provisions to improve the quality of service delivery.
3. Adjusting routes to increase efficiency- This allows a greater number of passengers to make a one-seat trip to their destination thereby increasing the attractiveness of the service.
4. Developing a Board-approved strategic plan- FACT developed a strategic plan with the input from two advisory committees (i.e., the Transportation Coalition and the Transportation Executive Committee), local human service agencies, and current FACT riders. The plan identified strengths, weaknesses and opportunities that could be addressed to improve the effectiveness of FACT’s service. Some recommended actions, such as better tracking of customer complaints, have been completed. Other actions, such as maximizing the use of technology, have not been fully implemented.

Since the previous performance report was completed, data reported to the NTD and dotGrants were revised to account for one-time anomalies. This meant that the 2010 performance indicators and 2015 performance targets had to be recalculated as well. The updated performance measures, presented in the table below, show that FACT has been able to successfully meet its 2015 performance targets:

Performance Criteria	2010 Actual	2015 Target	2015 Actual	Met Target
Passengers / Revenue Hour	3.88	4.37	5.02	Yes
Operating Cost / Revenue Hour	\$56.85	\$63.98	\$63.46	Yes
Operating Revenue / Revenue Hour	\$4.73	\$5.32	\$6.02	Yes
Operating Cost / Passenger	\$14.63	\$14.63	\$12.65	Yes

Operating cost per revenue hour cost increases have been modest. This is attributable to aggressive cost containment practices by the County Commission. Ridership and revenues have increased, yet remain below industry averages. These findings established a framework that was used to guide the 2016 performance review.

## 2016 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

As required by Act 44, the current performance review began with an assessment of FACT and a group of peer agencies with respect to the four performance criteria outlined by law.

Performance Criteria	FYE	Determination	Rank (of 13)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2014	At Risk	13	Worse	5.57	11.53
	Trend	In Compliance	5	Better	4.98%	2.73%
Operating Cost / Revenue Hour	2014	In Compliance	6	Better	\$69.06	\$76.18
	Trend	In Compliance	10	Worse	6.11%	2.87%
Operating Revenue / Revenue Hour	2014	In Compliance	10	Worse	\$8.30	\$12.23
	Trend	In Compliance	5	Better	8.91%	-0.55%
Operating Cost / Passenger	2014	At Risk	11	Worse	\$12.40	\$7.51
	Trend	In Compliance	7	Worse	1.07%	0.75%

Note: NTD information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses 2015 data.

In the 2010 performance review, FACT had four “At Risk” findings. The current review found that FACT has two “At Risk” findings. Both findings from the current performance review were also “At Risk” in the previous review, passengers per revenue hour and operating cost per passenger.

The current performance review examined additional steps, beyond those specified in the 2010 action plan, that FACT has taken to improve performance. The most notable practice is that FACT has partnered with a local business to provide transportation of workers from housing to the job site.

The performance review also identified actions that FACT can take to address the “At Risk” findings related to low ridership per revenue hour including:

1. Implementing a process to track route metrics, evaluate routes for efficiency based on those metrics and potentially make changes in routes to improve efficiency
2. Developing a marketing plan, tied to FACT’s current marketing budget, that clearly defines goals, strategies and measures of effectiveness that can be used to increase ridership in a cost effective manner
3. Reviewing options to decrease revenue service, and associated operating cost, into downtown Pittsburgh by coordinating a transfer with the Port Authority of Allegheny County

Additional opportunities for improvement were also identified during the performance review. The complete list of opportunities for improvement serve as the basis of FACT’s action plan to be developed by FACT, and approved by the County Commissioners, in response to this report.



## 2020 PERFORMANCE TARGETS

As required by Act 44, PennDOT and FACT management have agreed to performance targets for 2020 identified in the table below. FACT should work to achieve by the next performance review to ensure continued eligibility for full Section 1513 funding. Performance targets are designed to be aggressive, yet achievable.

Performance Criteria	Fiscal Year End (FYE)			Target Annual Increase
	2014 Actual	2015 Actual	2020 Target	
Passengers / Revenue Hour	5.57	5.02	5.54	2.00%
Operating Cost / Revenue Hour	\$69.06	\$63.46	\$73.57	3.00%
Operating Revenue / Revenue Hour	\$8.30	\$6.02	\$6.64	2.00%
Operating Cost / Passenger	\$12.40	\$12.65	\$13.30	1.00%

## FINANCIAL REVIEW

FACT currently has a balanced operating budget. Operating cash reserves have steadily decreased since 2012. Internally developed projections of service levels and budgets indicate a plan to maintain a balanced budget over the next five years. Noteworthy elements of FACT’s financial condition are:

- FACT has no carryover Section 1513 funds available in case of unexpected cost increases or service changes.
- FACT maintained a local fund carryover balance of \$516,112 as of FYE 2015.
- State and federal subsidies used to cover losses in paratransit operations have increased substantially over the last several years. Recently enacted shared-ride fare increases should help to reduce the amount of fixed-route funding used to subsidize paratransit.
- Accounts payable and receivable amounts are negligible.
- FACT does not maintain a line of credit.

Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve FACT’s overall financial health.

## NEXT STEPS

FACT will develop an Action Plan in response to the complete list of “Opportunities for Improvement” identified in the performance review report. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period. FACT’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.

## Luzerne County Transportation Authority (LCTA) Transit Performance Review — Executive Summary

### Agency Profile

<b>Agency Name</b>	<b>Luzerne County Transportation Authority (d.b.a. LCTA)</b>		
<b>Year Founded</b>	1972		
<b>Reporting Fiscal Year End (FYE)</b>	FYE 2016		
<b>Service Area (square miles)</b>	56		
<b>Service Area Population</b>	295,020		
<b>Annual Operating Statistics*</b>	Fixed-Route Bus	Paratransit (Shared Ride + ADA)	Total
<b>Vehicles Operated in Maximum Service</b>	32	32	64
<b>Operating Cost</b>	\$8,765,710	\$3,520,162	\$12,285,872
<b>Operating Revenue</b>	\$1,250,536	\$2,790,262	\$4,040,798
<b>Total (Actual) Vehicle Miles</b>	1,156,636	916,367	2,073,003
<b>Revenue Miles of Service (RVM)</b>	1,120,077	N/A	N/A
<b>Total Vehicle Hours</b>	77,499	75,468	152,967
<b>Revenue Vehicle Hours (RVH)</b>	75,377	N/A	N/A
<b>Total Passenger Trips</b>	1,217,161	125,626	1,342,787
<b>Senior Passenger (Lottery) Trips</b>	196,758	48,032	244,790
<b>Act 44 Performance Statistics</b>			
<b>Passengers / RVH</b>	16.15	N/A	N/A
<b>Operating Cost / RVH</b>	\$116.29	N/A	N/A
<b>Operating Revenue / RVH</b>	\$16.59	N/A	N/A
<b>Operating Cost / Passenger</b>	\$7.20	\$28.02	\$9.15
<b>Other Performance Statistics</b>			
<b>Operating Revenue / Operating Cost</b>	14.27%	79.27%	32.89%
<b>Operating Cost / Total Vehicle Hours</b>	\$113.11	\$46.64	\$80.32
<b>Operating Cost / Total Vehicle Miles</b>	\$7.58	\$3.84	\$5.93
<b>Total Passengers / Total Vehicle Hours</b>	15.71	1.66	8.78
<b>Operating Cost / RVM</b>	\$7.83	N/A	N/A
<b>RVM / Total Vehicle Miles</b>	96.84%	N/A	N/A
<b>RVH / Total Vehicle Hours</b>	97.26%	N/A	N/A
<b>Operating Subsidy / Passenger Trip</b>	\$6.17	\$5.81	\$6.14

\*source: PennDOT dotGrants 2016 reporting

Act 44 of 2007 addressed the dire financial needs of local public transportation organizations across the Commonwealth by increasing state funding for public transportation operations by about 50%— from \$535 million annually to \$800 million in the first year of the legislation. Public transportation organizations which had been on the verge of major service cuts and/or significant fare increases could maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

At the same time Act 44 ushered in critical requirements for accountability, performance improvement, and maximum return on investment, it established a framework for PennDOT to work with local public transportation organizations to:

- Assess efficiency and effectiveness of service, financial stability and general management/business practices;
- Agree to five-year targets for Act 44 mandated performance criteria;
- Develop an action plan for improvement and to achieve performance targets;
- Provide technical assistance to implement the plan at the request of the transportation organization; and
- Reassess each organization on a five-year cycle.

The reassessment at the end of each five-year cycle is to evaluate:

- Whether the organization achieved its performance targets set in the previous review; and
- The sufficiency and effectiveness of actions taken by the organization to improve performance and management practices in its efforts to meet performance targets.

Section §421.12 Performance Reviews of the Act 44 regulations address PennDOT actions regarding performance reviews, failure to achieve performance targets and to determine if a financial penalty should be assessed if performance targets are not met.

*“(E) The application of funding adjustment will be as follows:*

1. Operating fund reductions in Section 1513(G) of the Act (relating to operating program) may be implemented for grantees subject to this section that are not satisfying the minimum performance standards, considering all other provisions of Section 1513. A funding reduction may be assessed in cases when a local transportation organization fails to report progress of, or fails to implement the agreed upon strategic action plan, or both.”

PennDOT conducted the initial review of Luzerne County Transportation Authority (LCTA) in August of 2011. Based on that review, PennDOT established five-year performance targets and agreed to LCTA’s action plan to meet those targets. After the development of the 2011 report, information regarding reported ridership was found to be overstated for several years. Thus, a revised report was issued in June 2014 with updated performance targets. In September 2016, PennDOT conducted the five-year reassessment of LCTA to determine if LCTA successfully met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.

## IMPORTANT CHANGES SINCE THE PREVIOUS (2011) PERFORMANCE REVIEW

PennDOT conducted the initial review of LCTA County Transportation Authority (LCTA) in March 2011. Since the previous report was finalized, significant changes occurred that impact operations, finance and statistical reporting at LCTA, as well as performance targets established in 2011:

- **Overstated fixed-route ridership statistics-** After the development of the LCTA report in August 2011, information regarding reported ridership was determined to be overstated for several years. Due to the correction in the reported passenger variable, the initial five-year performance standards listed in the report were erroneous. A revised report was issued in June 2014 that updated performance targets for LCTA. It is the revised 2010 statistics and updated 2015 targets that are used in this report. NTD-reported values for LCTA's ridership are also erroneous through 2013 and have been adjusted to corrected values for peer agency trend comparisons.
- **Assumption of Luzerne & Wyoming Counties' shared-ride service-** In 2012, LCTA merged with the Luzerne County shared-ride program and began operating shared-ride service in Luzerne and Wyoming counties. Previously, LCTA only provided ADA paratransit service within Luzerne County. Since taking on shared-ride in 2012, LCTA's paratransit program has substantially grown. In 2014, LCTA closed shared-ride operations in Wyoming County due to the size of the service area; however, LCTA maintains shared-ride and ADA paratransit for Luzerne County. The addition of shared-ride service has increased LCTA's total operating budget. Since July 2015, LCTA used approximately \$750,000 in state Section 1513 operating assistance funding to offset shared-ride losses.
- **Change in all top management positions-** One effect from the overstated ridership is that none of the management team in place during the 2011 review were still with LCTA in 2016. This has caused a lack of institutional knowledge. Without formal documentation of how some reported variables were calculated like revenue service statistics, new management had to develop methods to calculate service statistics that may or may not have been consistent with prior approaches. The new management team was also unfamiliar with the previous performance report and its 2015 performance targets. Therefore, the new management team did not actively monitor LCTA's performance with respect to its performance targets.
- **Payback of 1513 subsidies -** While it doesn't directly impact Act 44 performance statistics, the overstated ridership led to LCTA having to repay approximately \$3 million in 1513 state subsidies that are allocated, in part, based on reported total and senior ridership.

From the perspective of the LCTA performance review, the most important of these changes has been the adjustment of ridership statistics and the new management team. These two changes have had a ripple effect throughout the agency's finances and performance reporting that have been addressed to the greatest possible extent in this report.

## 2011 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2011 performance review assess LCTA with a group of peer agencies based on the four performance criteria required by Act 44. LCTA was found to be "In Compliance" for all performance criteria and "At Risk" for none.

Performance Criteria	FYE*	Determination	Rank (of 12)	Comparison to Peer Avg.	Value	Peer Average
<b>Passengers / Revenue Hour</b>	2014	In Compliance	9	Worse	15.15	18.17
	Trend	In Compliance	8	Worse	-1.27%	0.44%
<b>Operating Cost / Revenue Hour</b>	2014	In Compliance	8	Worse	\$88.23	\$80.40
	Trend	In Compliance	5	Better	0.66%	1.88%
<b>Operating Revenue / Revenue Hour</b>	2014	In Compliance	8	Worse	\$14.83	\$17.73
	Trend	In Compliance	4	Better	3.29%	0.99%
<b>Operating Cost / Passenger</b>	2014	In Compliance	10	Worse	\$5.82	\$4.77
	Trend	In Compliance	6	Worse	1.96%	1.52%

\*Note: The National Transit Database (NTD) information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons.

The 2011 performance review noted that while LCTA’s costs were within industry standards, ridership and revenue were low compared to its peer group. To improve the effectiveness of the service, the following revised performance targets were established with LCTA:

- Increase passengers per revenue hour by at least 2.0% per year
- Increase revenue per revenue hour by at least 3.0% per year
- Contain operating cost per revenue hour increases to no more than 3.0% per year
- Contain operating cost per passenger trip increases to no more than 1.0% per year

LCTA developed an action plan to address opportunities for improvement identified in the 2011 performance review. Among the steps LCTA took to improve its performance were:

1. Monitor performance metrics for route review- This allows management to inform the Board on the agency’s progress each month towards achieving performance targets. By incorporating these measures in monthly briefings, the Board can be aware of areas needing improvement.
2. Establish a succession plan for key positions- This provides LCTA with a procedure for the continuation of operations in the event of an unexpected vacancy for management level staff. A succession plan outlines the essential duties related to each job function and identifies temporary staffing strategies for short-term and long-term absences. By having formal succession plan in place, the agency can manage temporary and long-term vacancies for key management positions.
3. Develop a marketing program- By establishing a formal program, LCTA can coordinate marketing efforts and budget for them accordingly. This assists management in engaging the public and local media through events and campaigns aimed at attracting new customers and building brand recognition.

Since the initial performance report was completed in August of 2011, information regarding reported LCTA ridership in the dotGrants system was determined to be overstated for several years. Due to the change in the reported passenger variable, the five-year performance in the August 2011 report were erroneous. Therefore, a revised performance report was issued for LCTA in June 2014 that updated LCTA’s performance standards using the most accurate estimates of Act 44 performance data available.

The June 2014 performance targets, as presented below, supersede those presented in the August 2011 report. LCTA successfully met two out of four 2015 performance targets:

Performance Criteria	2010 Actual*	2015 Target*	2015 Actual	Met Target
<b>Passengers / Revenue Hour</b>	14.78	16.32	16.76	Yes
<b>Operating Cost / Revenue Hour</b>	\$88.49	\$105.66	\$120.89	No
<b>Operating Revenue / Revenue Hour</b>	\$13.99	\$16.70	\$17.49	Yes
<b>Operating Cost / Passenger</b>	\$5.99	\$6.36	\$7.21	No

\*The 2010 actual and 2015 target values presented in this table reflect those of the June 2014 updated performance report and not those of the August 2011 previous performance review.

LCTA’s operating cost per revenue hour significantly increased. Ridership and revenues have increased and are consistent with industry averages. These findings established a framework that was used to guide the 2016 performance review.

## 2016 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2016 performance review assessed LCTA with a group of peer agencies based on the four performance criteria outlined by law. The 2016 review found that LCTA has two “At Risk” findings. Both findings from the current performance review that are “At Risk,” operating cost per revenue hour and operating cost per passenger, were “In Compliance” for the previous review.

Performance Criteria		Determination	Rank (of 12)	Comparison to Peer Avg.	Value	Peer Average
<b>Passengers / Revenue Hour</b>	2014	In Compliance	6	Worse	17.00	17.35
	Trend	In Compliance	3	Better	2.33%	0.38%
<b>Operating Cost / Revenue Hour</b>	2014	At Risk	12	Worse	\$115.18	\$90.48
	Trend	In Compliance	11	Worse	5.29%	3.18%
<b>Operating Revenue / Revenue Hour</b>	2014	In Compliance	6	Worse	\$17.44	\$20.81
	Trend	In Compliance	5	Better	3.05%	0.84%
<b>Operating Cost / Passenger</b>	2014	At Risk	12	Worse	\$6.77	\$5.32
	Trend	In Compliance	7	Worse	2.89%	2.82%

\*Note: The National Transit Database (NTD) information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses FYE 2016 data.

The 2016 performance review examined additional steps, beyond those specified in the 2011 action plan, that LCTA has taken to improve performance. Most notably, LCTA underwent a major restructure for the management team that resulted in improved intra-agency communication, a proactive approach to marketing and practices that have significantly improved the accuracy of data reporting.

The 2016 performance review also identified actions that LCTA can take to address findings related to high operating costs including:

1. Developing a cost allocation plan to more accurately determine indirect costs between fixed-route and shared-ride

- Integrating current IT investments (e.g., AVL, APC, fleet tracking maintenance software, etc.) for opportunities to improve operational efficiency

Additional opportunities for improvement were also identified during the 2016 performance review. The complete list of opportunities will serve as the basis for LCTA’s Board-approved action plan.

## 2021 PERFORMANCE TARGETS

As required by Act 44, PennDOT and LCTA management have agreed to performance targets for 2021 in the table below. LCTA should work to achieve these targets over the next five years to ensure continued eligibility for full Section 1513 funding. Performance targets are designed to be aggressive, yet achievable.

Performance Criteria	2015 Actual	2016 Actual	2021 Target	Target Annual Increase
Passengers / Revenue Hour	16.76	16.15	17.83	2.0%
Operating Cost / Revenue Hour	\$120.89	\$116.29	\$134.81	3.0%
Operating Revenue / Revenue Hour	\$17.49	\$16.59	\$18.32	2.0%
Operating Cost / Passenger	\$7.21	\$7.20	\$7.57	1.0%

## FINANCIAL REVIEW

LCTA currently has a balanced operating budget. Operating cash reserves have steadily decreased since 2012. Internally developed projections of service levels and budgets indicate a plan to maintain a balanced budget over the next five years; however, LCTA expects the shared-ride operating loss to grow in coming years. Noteworthy elements of LCTA’s financial condition are:

- LCTA has \$5,149,086 in carryover Section 1513 funds available in case of unexpected cost increases or service changes
- LCTA has sufficient required local matching funds and maintains a local fund carryover balance of \$43,558 as of FYE 2015
- Accounts payable and receivable amounts are negligible, and LCTA maintains no line of credit
- LCTA is pursuing a shared-ride fare increase in FYE 2017, as it expects the shared-ride deficit to grow from about \$644,611 in FYE 2016 to \$915,073 by FYE 2019.

Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve LCTA’s overall financial health. The Board should work with Luzerne County to ensure continued commitment of local matching funds.

## NEXT STEPS

LCTA management and Board will develop an Action Plan in response to the complete list of “Opportunities for Improvement” identified in the performance review report. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period. LCTA’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.

## Monroe County Transportation Authority (MCTA) Transit Performance Review — Executive Summary

### Agency Profile

<b>Agency Name</b>	<b>Monroe County Transportation Authority (d.b.a. MCTA)</b>		
<b>Year Founded</b>	1979		
<b>Reporting Fiscal Year End (FYE)</b>	FYE 2015		
<b>Service Area (square miles)</b>	611		
<b>Service Area Population</b>	166,314		
<b>Annual Operating Statistics*</b>	Fixed-Route Bus	Paratransit (Shared Ride + ADA)	Total
<b>Vehicles Operated in Maximum Service</b>	11	26	37
<b>Operating Cost</b>	\$2,911,983	\$1,985,439	\$4,897,422
<b>Operating Revenue</b>	\$311,877	\$1,662,605	\$1,974,482
<b>Total (Actual) Vehicle Miles</b>	554,238	991,410	1,545,648
<b>Revenue Miles of Service (RVM)</b>	521,751	N/A	N/A
<b>Total Vehicle Hours</b>	35,274	42,983	78,257
<b>Revenue Vehicle Hours (RVH)</b>	33,157	N/A	N/A
<b>Total Passenger Trips</b>	241,555	70,370	311,925
<b>Senior Passenger (Lottery) Trips</b>	26,464	36,150	62,614
<b>Act 44 Performance Statistics</b>			
<b>Passengers / RVH</b>	7.29	N/A	N/A
<b>Operating Cost / RVH</b>	\$87.82	N/A	N/A
<b>Operating Revenue / RVH</b>	\$9.41	N/A	N/A
<b>Operating Cost / Passenger</b>	\$12.06	\$28.21	\$15.70
<b>Other Performance Statistics</b>			
<b>Operating Revenue / Operating Cost</b>	10.71%	83.74%	40.32%
<b>Operating Cost / Total Vehicle Hours</b>	\$82.55	\$46.19	\$62.58
<b>Operating Cost / Total Vehicle Miles</b>	\$5.25	\$2.00	\$3.17
<b>Total Passengers / Total Vehicle Hours</b>	6.85	1.64	3.99
<b>Operating Cost / RVM</b>	\$5.58	N/A	N/A
<b>RVM / Total Vehicle Miles</b>	94.14%	N/A	N/A
<b>RVH / Total Vehicle Hours</b>	94.00%	N/A	N/A
<b>Operating Subsidy / Passenger Trip</b>	\$10.76	\$4.59	\$9.37

\*source: dotGrants reporting



Act 44 of 2007 addressed the dire financial needs of local public transportation organizations across the Commonwealth by increasing state funding for public transportation operations by about 50%— from \$535 million annually to \$800 million in the first year of the legislation. Public transportation organizations which had been on the verge of major service cuts and/or significant fare increases were able to maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

At the same time Act 44 ushered in critical requirements for accountability, performance improvement, and maximum return on investment, it established a framework for PennDOT to work with local public transportation organizations to:

- Assess efficiency and effectiveness of service, financial stability and general management/business practices
- Agree to five-year targets for Act 44 mandated performance criteria
- Develop an action plan for improvement and to achieve performance targets
- Provide technical assistance to implement the plan at the request of the transportation organization
- Reassess each organization on a five-year cycle

The reassessment at the end of each five-year cycle is to evaluate:

- Whether the organization achieved its performance targets set in the previous review; and
- The sufficiency and effectiveness of actions taken by the organization to improve performance and management practices in its efforts to meet performance targets.

Section 421.12 Performance Reviews of the Act 44 regulations address PennDOT actions regarding performance reviews, failure to achieve performance targets and to determine if a financial penalty should be assessed if performance targets are not met.

“(E) The application of funding adjustment will be as follows:

1. Operating fund reductions in Section 1513(G) of the Act (relating to operating program) may be implemented for grantees subject to this section that are not satisfying the minimum performance standards, considering all other provisions of Section 1513. A funding reduction may be assessed in cases when a local transportation organization fails to report progress of, or fails to implement the agreed upon strategic action plan, or both.”

In September 2016, PennDOT conducted the five-year reassessment of MCTA to determine if MCTA successfully met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.

## IMPORTANT CHANGES SINCE THE PREVIOUS (2010) PERFORMANCE REVIEW

PennDOT conducted the initial review of Monroe County Transportation Authority (MCTA) d.b.a. (The Pocono Pony) in August 2010. Since the previous report was finalized, significant changes occurred that impact operations, finance and statistical reporting at MCTA, as well as performance targets which were established in 2010:

1. **MCTA discontinued the Route 611 Sanofi Shuttle in FYE 2011 due to charter regulations-** The service was a significant source of ridership and revenue and impacted MCTA’s previously published performance statistics. To provide a more accurate comparison between 2010 and 2015 values presented in this report, 2010 statistics exclude expense, revenue, ridership, hours and miles associated with the Sanofi service. The adjusted 2010 statistics are the basis for the 2010 performance metrics in this report and differ from the 2010 performance metrics presented in the previous report.
2. **Portions of MCTA’s service area became urbanized based on the 2010 Census-** This change has impacted MCTA in several ways. First, MCTA became eligible for urban and rural FTA funding. Second, and most importantly, MCTA now has additional reporting requirements associated with being a direct recipient of federal urbanized area funding. This has resulted in MCTA staff undergoing additional training and improved agency reporting practices.
3. **MCTA revised cost allocation methodologies-** For FYE 2014, MCTA used an updated cost allocation methodology to distribute costs between fixed-route and shared-ride services. Based on this current cost allocation methodology, a greater percentage of expenses are now charged to shared-ride service and a significantly lower percentage of expenses are charged to fixed route service than in previous years. We did not revise either 2010 finances, or 2015 targets related to cost per hour or cost per passenger trip for better comparability. While the 2015 targets related to cost are higher without the adjustment, in fairness to MCTA which worked to achieve the previously established targets, we retained the original targets.

## 2010 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2010 performance review assessed MCTA with a group of peer agencies based on the four performance criteria required by Act 44. MCTA was found to be “In Compliance” for all performance criteria and “At Risk” for none.

Performance Criteria	FYE*	Determination	Rank (of 11)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2014	In Compliance	10	Worse	6.59	11.51
	Trend	In Compliance	7	Worse	-0.11%	1.76%
Operating Cost / Revenue Hour	2014	In Compliance	8	Better	\$76.63	\$78.01
	Trend	In Compliance	7	Worse	8.37%	5.63%
Operating Revenue / Revenue Hour	2014	In Compliance	8	Worse	\$10.03	\$16.52
	Trend	In Compliance	9	Worse	1.62%	12.11%
Operating Cost / Passenger	2014	In Compliance	9	Worse	\$11.63	\$8.04
	Trend	In Compliance	9	Worse	8.49%	4.05%

\*Note: The National Transit Database (NTD) information most current at the time of the peer review was used as the basis of the single year and trend peer comparisons.

The 2010 performance review noted that while MCTA’s costs were within industry standards, ridership and revenue were low compared to its peer group. The following performance factors were used to develop performance targets in accordance with MCTA:

- Increase passengers per revenue vehicle hour by at least 2.86% per year
- Increase revenue per revenue vehicle hour by at least 2.86% per year
- Contain operating cost per revenue vehicle hour increases to no more than 5.00% per year
- Contain operating cost per passenger trip increases to no more than 2.86% per year

MCTA developed an action plan to address opportunities for improvement identified in the 2010 performance review. Among the steps MCTA took to improve its performance were:

1. **Incorporate monthly performance measures when reporting to the Board-** This allows management to inform the Board on the agency’s progress each month towards achieving targets established as part of the previous review. By incorporating these measures in monthly briefings, the Board is able to make informed decisions on areas needing improvement.
2. **Develop a formal service standards policy–** MCTA developed a system-wide policy to standardize a basis for route recommendations and services. This policy establishes a framework for decision-making by the management team that includes service design, performance measurement, service evaluation.
3. **Develop and implement education opportunities for Board governance-** Key to an active and engaged Board are opportunities for Board training and application of that training to their transit authority responsibilities. MCTA has ongoing developmental activities that encourage the Board to be informed on their duties, roles and responsibilities.

Since the previous performance report was completed, MCTA became an urban system, which requires the agency to report data to the National Transit Database (NTD) consistent with NTD requirements. As a result, MCTA updated how they calculate revenue hours and developed revised estimates of prior year values.

As a result of the initial performance review, the following performance targets were established in consultation with MCTA. These performance targets were developed using the most accurate Act 44 performance variables available at that time.

Performance Criteria	2010 Actual*	2015 Target	2015 Actual	Met Target
<b>Passengers / Revenue Hour</b>	6.61	7.10	7.29	Yes
<b>Operating Cost / Revenue Hour</b>	\$87.50	\$111.67	\$87.82	Yes
<b>Operating Revenue / Revenue Hour</b>	\$7.82	\$9.00	\$9.41	Yes
<b>Operating Cost / Passenger</b>	\$13.23	\$14.67	\$12.03	Yes

\*Note: The values for 2010 Actual presented in this table reflect those used at the time of the previous performance review. They do not account for any changes in reporting methods and the exclusion of Sanofi (charter) service.

The 2010 statistics used in the above table include revenue, costs, passengers, miles and hours associated with the Sanofi service which was discontinued in 2011 as well as data which is not consistent with NTD requirements.

To present comparable information, the statistics in the following table exclude revenue, costs, passengers, miles and hours associated with the Sanofi service and use data consistent with NTD. The table below presents performance and targets based on this revised data.

Performance Criteria	2010 Adjusted*	2015 Target	2015 Actual	Met Target
Passengers / Revenue Hour	8.28	9.14	7.29	No
Operating Cost / Revenue Hour	\$92.41	\$107.13	\$87.82	Yes
Operating Revenue / Revenue Hour	\$9.59	\$10.59	\$9.41	No
Operating Cost / Passenger	\$11.17	\$11.74	\$12.03	No

\*Note: The values for the 2010 Adjusted presented in this table account for data adjustments, which are a result of a change in prior year reporting methods (statistics and expenses) and the exclusion of Sanofi service.

MCTA demonstrated a good faith effort to achieve the originally developed targets which remain the basis for evaluating MCTA's performance in the 2015 review. On that basis, MCTA achieved all targets. However, recognizing the adjusted data for 2010 and comparable data for 2015, MCTA's passengers per revenue hour and revenue per hour decreased and cost per passenger exceeded the target. These are areas that MCTA must address in the next five years.

## 2016 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2016 performance review assessed MCTA with a group peer agencies based on the four criteria outlined by law. All transit agencies have unique qualities. MCTA is the only Pennsylvania transit agency to have its NTD designation changed from rural to urban in recent years. As such, the peer agency comparison exercise guides the tone of this report, but does not suggest that MCTA is directly comparable to any other transit agency.

Performance Criteria		Determination	Rank (of 12)	Comparison to Peer Avg.	Value	Peer Average
<b>Passengers / Revenue Hour</b>	2014	At Risk	12	Worse	8.06	12.85
	Trend	In Compliance	3	Better	2.51%	1.51%
<b>Operating Cost / Revenue Hour</b>	2014	In Compliance	9	Worse	\$99.56	\$80.40
	Trend	In Compliance	3	Better	-0.16%	0.98%
<b>Operating Revenue / Revenue Hour</b>	2014	In Compliance	8	Worse	\$9.57	\$12.69
	Trend	In Compliance	9	Worse	-0.43%	3.17%
<b>Operating Cost / Passenger</b>	2014	At Risk	12	Worse	\$12.35	\$6.51
	Trend	In Compliance	3	Better	-2.60%	0.05%

\*Note: NTD information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses 2016 data.

The 2016 performance review examined additional steps, beyond those specified in the 2010 action plan, that MCTA has taken to improve performance. The most notable practice is that MCTA has significantly improved the accuracy of data reporting, specifically through revised methodologies and IT investments.

The 2016 performance review also identified actions that MCTA can take to address findings related to low ridership per revenue hour including:

1. Develop defined marketing goals with supporting objectives, actions and measures of effectiveness that can be used to increase ridership in a cost-effective manner.
2. Develop a marketing budget that is tied to an implementation schedule for marketing campaigns and activities.
3. Use current IT investments (i.e., AVL and smart cards) to monitor the performance of marketing efforts and adjust resources accordingly.
4. Routinely evaluate existing service and adjust routes to best serve customer base.

Additional opportunities for improvement were also identified during the 2016 performance review. The complete list of opportunities for improvement serve as the basis for MCTA's Board-approved action plan.

## 2020 PERFORMANCE TARGETS

As required by Act 44, PennDOT and MCTA management have agreed to performance targets for 2020 identified in the table below. MCTA should work to achieve these targets over the next five years to ensure continued eligibility for full Section 1513 funding. Performance targets are designed to be aggressive, yet achievable.

Performance Criteria	2014 Actual	2015 Actual	2020 Target	Target Annual Increase
Passengers / Revenue Hour	8.06	7.29	8.45	3.00%
Operating Cost / Revenue Hour*	\$99.56	\$87.82	\$101.81	3.00%
Operating Revenue / Revenue Hour	\$9.57	\$9.41	\$10.90	3.00%
Operating Cost / Passenger	\$12.35	\$12.06	\$12.06	0.00%

\*Note: The reduction in operating cost per hour in 2015 (vs. 2014) is largely due to an increase in revenue service (i.e., summer park service) and lower fuel costs.

## FINANCIAL REVIEW

MCTA currently has a balanced operating budget. Operating cash reserves have steadily increased since 2012. Internally developed projections of service levels and budgets indicate a plan to maintain a balanced budget over the next five years. Noteworthy elements of MCTA’s financial condition are:

- MCTA has \$980,556 in carryover Section 1513 funds available in case of unexpected cost increases or service changes
- MCTA has no local fund carryover balance of FYE 2015
- Accounts payable and receivable amounts are negligible
- MCTA maintains a \$300,000 line of credit with a \$0 balance as of FYE 2015

Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve MCTA’s overall financial health.

## NEXT STEPS

MCTA will develop an Action Plan in response to the complete list of “Opportunities for Improvement” identified in the performance review report. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period. MCTA’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.

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## County of Lebanon Transit (COLT/LT) Transit Performance Review — Executive Summary

### Agency Profile

<b>Agency Name</b>	<b>County of Lebanon Transit Authority (d.b.a. Lebanon Transit, LT)</b>		
<b>Year Founded</b>	1979		
<b>Reporting Fiscal Year End (FYE)</b>	FYE 2015		
<b>Service Area (square miles)</b>	362		
<b>Service Area Population</b>	133,568		
<b>Annual Operating Statistics*</b>	Fixed-Route Bus	Paratransit (Shared Ride + ADA)	Total
<b>Vehicles Operated in Maximum Service</b>	12	12	24
<b>Operating Cost</b>	\$2,674,316	\$1,028,945	\$3,703,261
<b>Operating Revenue</b>	\$398,870	\$977,191	\$1,376,061
<b>Total (Actual) Vehicle Miles</b>	495,938	281,199	777,137
<b>Revenue Miles of Service (RVM)</b>	495,938	N/A	N/A
<b>Total Vehicle Hours</b>	30,708	18,265	48,973
<b>Revenue Vehicle Hours (RVH)</b>	30,708	N/A	N/A
<b>Total Passenger Trips</b>	334,640	48,753	383,393
<b>Senior Passenger (Lottery) Trips</b>	65,878	26,829	92,707
<b>Act 44 Performance Statistics</b>			
<b>Passengers / RVH</b>	10.90	N/A	N/A
<b>Operating Cost / RVH</b>	\$87.09	N/A	N/A
<b>Operating Revenue / RVH</b>	\$12.99	N/A	N/A
<b>Operating Cost / Passenger</b>	\$7.99	\$21.11	\$9.66
<b>Other Performance Statistics</b>			
<b>Operating Revenue / Operating Cost</b>	14.91%	94.97%	37.16%
<b>Operating Cost / Total Vehicle Hours</b>	\$87.09	\$56.33	\$75.62
<b>Operating Cost / Total Vehicle Miles</b>	\$5.39	\$3.66	\$4.77
<b>Total Passengers / Total Vehicle Hours</b>	10.90	2.67	7.83
<b>Operating Cost / RVM</b>	\$5.39	N/A	N/A
<b>RVM / Total Vehicle Miles</b>	100.00%	N/A	N/A
<b>RVH / Total Vehicle Hours</b>	100.00%	N/A	N/A
<b>Operating Subsidy / Passenger Trip</b>	\$6.80	\$1.06	\$6.07

\*source: PennDOT dotGrants 2015 reporting



Act 44 of 2007 addressed the dire financial needs of local public transportation organizations across the Commonwealth by increasing state funding for public transportation operations by about 50%—from \$535 million annually to \$800 million in the first year of the legislation. Public transportation organizations which had been on the verge of major service cuts and/or significant fare increases could maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

At the same time Act 44 ushered in critical requirements for accountability, performance improvement, and maximum return on investment, it established a framework for PennDOT to work with local public transportation organizations to:

- Assess efficiency and effectiveness of service, financial stability and general management/business practices;
- Agree to five-year targets for Act 44 mandated performance criteria;
- Develop an action plan for improvement and to achieve performance targets;
- Provide technical assistance to implement the plan at the request of the transportation organization; and
- Reassess each organization on a five-year cycle.

The reassessment at the end of each five-year cycle is to evaluate:

- Whether the organization achieved its performance targets set in the previous review; and
- The sufficiency and effectiveness of actions taken by the organization to improve performance and management practices in its efforts to meet performance targets.

Act 44 regulations address PennDOT actions regarding performance reviews, failure to achieve performance targets and to determine if a financial penalty should be assessed if performance targets are not met in §427.12. Performance Reviews.

“(E) The application of funding adjustment will be as follows:

1. Operating fund reductions in Section 1513(G) of the Act (relating to operating program) may be implemented for grantees subject to this section that are not satisfying the minimum performance standards, considering all other provisions of Section 1513. A funding reduction may be assessed in cases when a local transportation organization fails to report progress of, or fails to implement the agreed upon strategic action plan, or both.”

PennDOT conducted the initial review of Lebanon Transit (LT) in August 2010. Based on that review, PennDOT established five-year performance targets and agreed to LT’s action plan to meet those targets. In October 2016, PennDOT conducted the five-year reassessment of LT to determine if LT successfully met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.

## IMPORTANT CHANGES SINCE THE PREVIOUS (2010) PERFORMANCE REVIEW

PennDOT conducted the initial review of Lebanon Transit (LT) in August 2010. Since the previous report was finalized, some changes occurred that impact operations, finance and statistical reporting at LT, as well as performance targets which were established in 2010. These changes should be considered when comparing the previous performance report and trends:

- **Introduction of commuter service** - LT introduced commuter service to Harrisburg, PA. in 2010. This type of service has speeds that are faster and boardings that are fewer per revenue mile than urban bus service.
- **Reduction of rural service** - LT reassessed route-level performance and eliminated relatively unproductive rural service based on the previous performance review’s findings.
- **Reevaluation of National Transit Database (NTD) reported other revenue-** From FYE 2009 through FYE 2015, LT reported sources of “other” revenue (i.e., SAFTI dividend, medical insurance and maintenance insurance reimbursements) belonging to both fixed-route and paratransit service as fixed-route to NTD. This caused LT’s reported fixed-route “other” revenue to be greater than what was reported to dotGrants. For consistency, “other” revenue associated with paratransit was removed from fixed-route statistics to reconcile NTD reported values with dotGrants.

The 2010 finances and 2015 targets related to cost per hour or cost per passenger trip were not revised. The original targets were retained since LT worked to achieve those targets established in the previous review.

## 2010 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2010 performance review assessed LT with a group of peer agencies based on the four performance criteria outlined by law. LT was “At Risk” for the five-year average in operating cost per revenue hour and operating cost per passenger in 2010.

Performance Criteria	FYE*	Determination	Rank (of 13)	Relation to Peer Avg.	Value	Peer Average
<b>Passengers / Revenue Hour</b>	2008	In Compliance	12	Worse	9.79	13.48
	Trend	In Compliance	5	Worse	1.78%	2.43%
<b>Operating Cost / Revenue Hour</b>	2008	In Compliance	10	Worse	\$71.63	\$66.11
	Trend	At Risk	13	Worse	13.54%	4.81%
<b>Operating Revenue / Revenue Hour</b>	2008	In Compliance	8	Better	\$13.39	\$13.12
	Trend	In Compliance	5	Better	10.27%	8.66%
<b>Operating Cost / Passenger</b>	2008	In Compliance	13	Worse	\$7.32	\$5.55
	Trend	At Risk	14	Worse	11.55%	2.60%

\*Note: NTD information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons.

The 2010 performance review noted that while LT’s revenue was better than most of its peers, costs were very high compared to the group. The following performance targets were established with LT to improve the effectiveness of the service:

- Increase passengers per revenue vehicle hour by at least 2.0% per year
- Increase revenue per revenue vehicle hour by at least 2.0% per year
- Contain operating cost per revenue vehicle hour increases to no more than 3% per year
- Contain operating cost per passenger to no more than 1.0% per year

LT developed an action plan to address opportunities for improvement identified in the 2010 performance review. Among the steps LT took to improve its performance were:

1. Adjusted routes to increase efficiency and reduce costs- By eliminating unproductive routes, LT reduced overall operating expenses and increased service within areas of a higher concentration of ridership.
2. Rebranded and increased focus on marketing- LT launched a major marketing campaign, “My Ride” to improve its image and strengthen community presence. This ongoing effort allows LT to continue to build its brand and increase ridership through an awareness of service.
3. Improved accuracy in data reporting through IT investments- LT introduced several improvements in technology to enhance the accuracy of data reporting. This includes certified Automatic Passenger Counters (APC) and Automatic Vehicle Location (AVL) outfitted on the fixed-route fleet, allowing LT to produce reports and analyze trends in ridership, among other metrics, as part of monthly performance monitoring.

Since the previous performance report was completed, data reported to the NTD was revised to account for one-time anomalies to reconcile with data reported to dotGrants. This meant that the 2010 performance indicators and 2015 performance targets derived from operating costs and revenues in the previous review would be impacted. Since LT actively monitored performance criteria and set goals related to its targets based on the previous review, the 2015 performance targets were not recalculated to reflect any data adjustments resulting from this review. The performance measures, presented in the table below, show that LT successfully met three out of four 2015 performance targets:

Performance Criteria	2010 Actual	2015 Target	2015 Actual	Met Target
<b>Passengers / Revenue Hour</b>	9.71	10.71	10.90	Yes
<b>Operating Cost / Revenue Hour</b>	\$76.76	\$88.99	\$87.09	Yes
<b>Operating Revenue / Revenue Hour</b>	\$12.06	\$13.30	\$12.99	No
<b>Operating Cost / Passenger</b>	\$7.91	\$8.31	\$7.99	Yes

Although LT did not meet the target for operating revenue per revenue hour, LT did increase revenue per hour by almost 8% over the five-year period. In part this is explained by the low-cost recovery on commuter service introduced in 2010.

## 2016 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2016 performance review assessed LT with a group of peer agencies based on the four performance criteria outlined by law. The current review found that LT has no “At Risk” findings.

Performance Criteria	FYE*	Determination	Rank (of 13)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Hour	2014	In Compliance	11	Worse	10.06	13.80
	Trend	In Compliance	7	Worse	1.55%	3.44%
Operating Cost / Revenue Hour	2014	In Compliance	6	Better	\$81.27	\$87.44
	Trend	In Compliance	4	Better	1.42%	3.34%
Operating Revenue / Revenue Hour	2014	In Compliance	11	Worse	\$12.14	\$14.16
	Trend	In Compliance	10	Worse	1.21%	4.14%
Operating Cost / Passenger	2014	In Compliance	12	Worse	\$8.08	\$6.74
	Trend	In Compliance	7	Better	-0.12%	0.29%

\*Note: NTD information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses 2015 data.

The 2016 performance review examined additional steps, beyond those specified in the 2010 action plan, that LT has taken to improve performance. The most notable practice is that LT launched an American Public Transportation Association (APTA) award-winning marketing campaign to expand its brand identity within the community and saw increased ridership from marketing efforts.

The 2016 performance review also identified actions that LT can take to address the “At Risk” findings related to low operating revenue per revenue hour including:

1. Explore opportunities for route guarantees with regional employers to build-in a cost recovery mechanism for any potential service expansions
2. Examine the cost recovery of commuter service to help develop an appropriate price point for existing service
3. Target marketing efforts to focus on commuter service routes following any potential adjustments to the existing fare structure

Additional opportunities for improvement were also identified during the 2016 performance review. The complete list of opportunities for improvement serve as the basis of LT’s action plan to be developed by LT, and approved by the Board, in response to this report.

## 2022 PERFORMANCE TARGETS

As required by Act 44, PennDOT and LT management have agreed to performance targets for 2022 identified in the table below. LT should work to achieve these targets over the next five years to ensure continued eligibility for full Section 1513 funding. Performance targets are designed to be aggressive, yet achievable.

Performance Criteria	2016 Actual	2017 Unaudited	2022 Target	Target Annual Increase
Passengers / Revenue Hour	10.72	10.49	11.58	2.00%
Operating Cost / Revenue Hour	\$85.34	\$97.66	\$113.22	3.00%
Operating Revenue / Revenue Hour	\$13.33	\$12.77	\$14.10	2.00%
Operating Cost / Passenger	\$7.96	\$9.31	\$9.79	1.00%

## FINANCIAL REVIEW

LT currently has a balanced operating budget. Operating cash reserves have steadily increased since 2011. Internally developed projections of service levels and budgets indicate a plan to maintain a balanced budget over the next five years. Noteworthy elements of LT's financial condition are:

- LT has \$2,699,935 in carryover Section 1513 funds available in case of unexpected cost increases or service changes.
- LT maintained a local fund carryover balance of \$438,311 as of FYE 2015.
- LT has a low operating subsidy per passenger trip for shared-ride and ADA, with operating revenue covering 95% of operating costs.
- Accounts payable and receivable amounts are negligible.
- LT maintains a \$2,500,000 line of credit that has no outstanding balance.

Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve LT's overall financial health.

## NEXT STEPS

LT management and Board will develop an Action Plan in response to the complete list of "Opportunities for Improvement" identified in the performance review report. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period. LT's management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.

## Endless Mountains Transportation Authority (EMTA) Transit Performance Review — Executive Summary

### Agency Profile

<b>Agency Name</b>	<b>Endless Mountains Transportation Authority (d.b.a., BeST, EMTA)</b>		
<b>Year Founded</b>	1980		
<b>Reporting Fiscal Year End (FYE)</b>	FYE 2016		
<b>Service Area (square miles)</b>	2,734		
<b>Service Area Population</b>	110,690		
<b>Annual Operating Statistics*</b>	Fixed-Route Bus	Paratransit (Shared Ride + ADA)	Total
<b>Vehicles Operated in Maximum Service</b>	9	31	40
<b>Operating Cost</b>	\$1,409,601	\$2,740,988	\$4,150,589
<b>Operating Revenue</b>	\$146,368	\$2,718,530	\$2,874,284
<b>Total (Actual) Vehicle Miles</b>	487,091	1,774,725	2,261,816
<b>Revenue Miles of Service (RVM)</b>	448,874	N/A	N/A
<b>Total Vehicle Hours</b>	23,539	64,989	88,528
<b>Revenue Vehicle Hours (RVH)</b>	20,741	N/A	N/A
<b>Total Passenger Trips</b>	133,819	70,375	204,194
<b>Senior Passenger (Lottery) Trips</b>	12,913	31,167	44,080
<b>Act 44 Performance Statistics</b>			
<b>Passengers / RVH</b>	6.45	N/A	N/A
<b>Operating Cost / RVH</b>	\$67.96	N/A	N/A
<b>Operating Revenue / RVH</b>	\$7.06	N/A	N/A
<b>Operating Cost / Passenger</b>	\$10.53	\$33.95	\$20.33
<b>Other Performance Statistics</b>			
<b>Operating Revenue / Operating Cost</b>	10.38%	99.18%	69.25%
<b>Operating Cost / Total Vehicle Hours</b>	\$59.88	\$42.18	\$46.88
<b>Operating Cost / Total Vehicle Miles</b>	\$2.89	\$1.54	\$1.84
<b>Total Passengers / Total Vehicle Hours</b>	5.68	1.08	2.31
<b>Operating Cost / RVM</b>	\$3.14	N/A	N/A
<b>RVM / Total Vehicle Miles</b>	92.15%	N/A	N/A
<b>RVH / Total Vehicle Hours</b>	88.11%	N/A	N/A
<b>Operating Subsidy / Passenger Trip</b>	\$9.44	\$0.32	\$6.25

\*source: PennDOT dotGrants 2015 reporting

Act 44 of 2007 addressed the dire financial needs of local public transportation organizations across the Commonwealth by increasing state funding for public transportation operations by about 50%, from \$535 million annually to \$800 million in the first year of the legislation. Public transportation organizations which had been on the verge of major service cuts and/or significant fare increases could maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

At the same time Act 44 ushered in critical requirements for accountability, performance improvement, and maximum return on investment, it established a framework for PennDOT to work with local public transportation organizations to:

- Assess efficiency and effectiveness of service, financial stability and general management/business practices • Agree to five-year targets for Act 44 mandated performance criteria
- Develop an action plan for improvement and to achieve performance targets
- Provide technical assistance to implement the plan at the request of the transportation organization
- Reassess each organization on a five-year cycle

The reassessment at the end of each five-year cycle is to evaluate:

- Whether the organization achieved its performance targets set in the previous review; and
- The sufficiency and effectiveness of actions taken by the organization to improve performance and management practices in its efforts to meet performance targets.

Act 44 regulations address PennDOT actions regarding performance reviews, failure to achieve performance targets and to determine if a financial penalty should be assessed if performance targets are not met in §427.12. Performance Reviews:

“(E) The application of funding adjustment will be as follows:

1. Operating fund reductions in Section 1513(G) of the Act (relating to operating program) may be implemented for grantees subject to this section that are not satisfying the minimum performance standards, considering all other provisions of Section 1513. A funding reduction may be assessed in cases when a local transportation organization fails to report progress of, or fails to implement the agreed upon strategic action plan, or both.”

PennDOT conducted the initial review of Endless Mountains Transportation Authority (d.b.a. BeST, EMTA) in August 2011. Based on that review, PennDOT established five-year performance targets and agreed to BeST’s action plan to meet those targets. In May 2017, PennDOT conducted the five-year reassessment of BeST to determine if BeST successfully met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.

## IMPORTANT CHANGES SINCE THE PREVIOUS (2011) PERFORMANCE REVIEW

PennDOT conducted the initial review of Endless Mountains Transportation Authority (d.b.a. BeST, EMTA) in August 2011. Since the previous report was finalized, significant changes occurred that impact operations, finance and statistical reporting at BeST, as well as performance targets which were established in 2010. These changes should be considered when comparing the previous performance report and five-year performance trends presented in this report:

1. **Financial position-** After the passage of Act 44 (2007), BeST expanded service in a way that was fiscally unsustainable. By 2011, the agency was insolvent. Then, the management team resigned, leaving BeST in a precarious position (i.e., insolvent with no management). In response to the crisis, PennDOT and the BeST Board developed and executed a plan to preserve public transportation service in the region:
  - a. PennDOT provided a \$100,000 annual technical assistance grant to fund outside management to run BeST. River Valley Transit (RVT) of Williamsport, PA and Crawford Area Transportation Authority (CATA) of Meadville, PA agreed to assume that responsibility on a short-term basis. This immediately gave BeST an experienced management team that could get it back on solid financial footing.
  - b. RVT worked with the BeST Board to clear outstanding debt obligations and develop a sustainable fiscal strategy. As part of this strategy, management reassessed routelevel performance, eliminating unproductive service in late FYE 2011 and FYE 2012 that contributed to BeST's unsustainable cost structure. The reduction in service decreased revenue hours by 18.5% from 2011 to 2012 and by 9.2% on average from FYE 2010 to FYE 2015.

The events leading up to the financial crisis and the agency's response provide context to understand Act 44 statistics reported in 2010 and the financial trends between 2010 and 2015. During the financial crisis, BeST's management used unsound business practices to reduce expenses, such as deferring normal maintenance and delaying payments to vendors. The RVT management team introduced sound financial and operating practices which produced an expense trend from 2010 to 2015, which appears abnormally high, but is understandable given the operating conditions management encountered. These effects are considered and accounted for in the interpretation of agency performance presented in this report.

2. **Contracted management-** The BeST Board has been pleased with the outcomes of outsourcing management functions to RVT. Route structure, including the number of runs, miles and hours were redesigned to appropriately match available resources. The agency rebranded from EMTA to BeST and began to rebuild cash reserves. The PennDOT technical assistance grant that temporarily funded the RVT management of BeST ended in June 2015. Since then, the Board has directly contracted with RVT for management services and has renewed the contract annually.
3. **Strategic plan-** In 2014, RVT developed and implemented a 2015-2018 Strategic Plan to help improve BeST's overall performance. As part of the 2017 onsite review, management indicated how actions from the Strategic Plan addressed many of the recommendations from the 2011 performance review. Some recommended actions, such as developing a service standard policy, did result from the Strategic Plan. Other recommended actions, such as developing and periodically updating a transit development plan (TDP), remain unfinished.



## 2011 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2011 performance review assessed BeST with a group of peer agencies based on the four performance criteria required by Act 44. BeST was found to be “In Compliance” for all performance criteria and “At Risk” for none.

Performance Criteria	FYE*	Determination	Rank (of 12)	Comparison to Peer Avg.	Value	Peer Average
<b>Passengers / Revenue Hour</b>	2008	In Compliance	11	Worse	5.99	8.19
	Trend	In Compliance	7	Better	4.11%	2.71%
<b>Operating Cost / Revenue Hour</b>	2008	In Compliance	4	Better	\$58.12	\$64.50
	Trend	In Compliance	11	Worse	14.4%	9.72%
<b>Operating Revenue / Revenue Hour</b>	2008	In Compliance	8	Worse	\$7.61	\$9.48
	Trend	In Compliance	5	Better	4.20%	0.70%
<b>Operating Cost / Passenger</b>	2008	In Compliance	9	Worse	\$9.71	\$8.80
	Trend	In Compliance	10	Worse	9.88%	6.51%

\*Note: The National Transit Database (NTD) information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons.

Although the 2011 performance review reported that BeST’s costs were better contained than most of its peers, this was due to unsound management decisions, such as deferring maintenance, that put the organization in jeopardy. Ridership and revenue were low compared to the peer group. The following performance targets were established with BeST:

- Increase passengers per revenue vehicle hour by at least 6.14% per year
- Increase revenue per revenue vehicle hour by at least 6.14% per year
- Contain operating cost per revenue vehicle hour increases to no more than 5.00% per year
- Contain operating cost per passenger to no more than -1.07% per year<sup>1</sup>

BeST developed an action plan to address opportunities for improvement identified in the 2011 performance review. Among the major steps BeST took to improve its performance were:

1. Developed and implemented a strategic plan to reassess the agency mission and vision – BeST assessed its current operating practices to identify strengths, weaknesses, opportunities and challenges. This effort led to the development of strategic initiatives designed to improve agency performance and principals to guide agency decisions.
2. Rebranding and increased focus on marketing – BeST reemphasized marketing to improve agency image and strengthen community presence. This ongoing effort allows BeST to continue to reinforce its new image and increase ridership through an awareness of service.

<sup>1</sup> After the passage of Act 44 in 2007, BeST significantly increased service. This increase caused an elevated cost structure that outpaced ridership growth. In May 2011, BeST terminated four low-productivity routes to enable BeST to continue to operate public transportation service.

The performance measures established in the 2011 performance report, presented in the table below, show that BeST successfully met three out of four 2015 performance targets:

Performance Criteria	2015 Target	2015 Actual	Met Target
Passengers / Revenue Hour	4.85	7.41	Yes
Operating Cost / Revenue Hour	\$51.10	\$72.20	No*
Operating Revenue / Revenue Hour	\$5.75	\$7.93	Yes
Operating Cost / Passenger	\$10.54	\$9.74	Yes

\*BeST did not meet the target for operating cost per revenue hour. This is attributable to two factors, a rise in operating costs and a reduction in revenue hours from 2011 to 2015:

1. Operating costs in 2010 were driven down by unsound business practices as the agency minimized routine spending while trying to avoid insolvency.
2. Revenue hours of service were unsustainably high. BeST eliminated four unproductive routes in FYE 2011 that decreased revenue hours by 18.5% from FYE 2011 to FYE 2012, contributing to an overall average decrease of 9.2% from FYE 2010 to FYE 2015.

The 2015 performance target was developed as a function of the 2010 reported operating cost / revenue vehicle hour. Because operating cost and revenue service were both unrealistic/unsustainable, the 2015 target was as well. The 2015 value of operating cost per revenue vehicle hour of \$72.20 is among the lowest in the Commonwealth.

## 2017 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2017 performance review assessed BeST with a group of peer agencies based on the four performance criteria outlined by law. The current review concluded that BeST’s efforts to redesign service to appropriately match available resources brought it into compliance with all required Act 44 metrics.

Performance Criteria	FYE*	Determination	Rank (of 12)	Comparison to Peer Avg.	Value	Peer Average
<b>Passengers / Revenue Hour</b>	2015	In Compliance	7	Worse	7.41	9.63
	Trend	In Compliance	1	Better	14.65%	3.66%
<b>Operating Cost / Revenue Hour</b>	2015	In Compliance	5	Worse	\$72.20	\$70.67
	Trend	At Risk/Adjusted in Compliance <sup>2</sup>	10	Worse	11.43%	3.82%
<b>Operating Revenue / Revenue Hour</b>	2015	In Compliance	5	Worse	\$7.93	\$8.80
	Trend	In Compliance	3	Better	9.52%	-1.09%
<b>Operating Cost / Passenger</b>	2015	In Compliance	6	Worse	\$9.74	\$8.36
	Trend	In Compliance	4	Better	-2.81%	0.30%

\*Note: The National Transit Database (NTD) information most current at the time of the peer review is used as the basis of the single year and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which uses 2016 data.

The 2017 performance review examined additional steps, beyond those specified in the 2011 action plan, that BeST has taken to improve performance. The most notable action is that BeST developed and implemented a strategic plan, which improved its financial standing and operational performance. The 2015-2018 Strategic Plan revised the agency mission statement, identified strategic goals and objectives, and listed action items to guide BeST in the coming years.

The 2017 performance review also identified actions that BeST can take to improve overall agency performance including:

1. Establish succession plans for key management positions that delegate responsibility in the case of unexpected emergencies.
2. Explore opportunities for route guarantees with regional activity centers to build in cost recovery mechanisms.
3. Incorporate opportunities for improvement as identified in the 2017 performance review as part of future strategic planning efforts.

Additional opportunities for improvement were also identified during the 2017 performance review. The complete list of opportunities for improvement will serve as the basis for BeST’s Board-approved action plan.

<sup>2</sup> The statistical analysis of this metric artificially results in an “At Risk” finding resulting from the events leading up to the BeST financial crisis of 2011. As a result, BeST is more accurately represented as “In Compliance” with this metric.

## 2021 PERFORMANCE TARGETS

As required by Act 44, PennDOT and BeST management have agreed to performance targets for 2021 identified in the table below. BeST should work to achieve these targets over the next five years to ensure continued eligibility for full Section 1513 funding. Performance targets are designed to be aggressive, yet achievable.

Performance Criteria	2015 Actual	2016 Actual	2021 Target	Target Annual Increase
Passengers / Revenue Hour	7.41	6.45	7.12	2.00%
Operating Cost / Revenue Hour	\$72.20	\$67.96	\$78.79	3.00%
Operating Revenue / Revenue Hour	\$7.93	\$7.51	\$8.29	2.00%
Operating Cost / Passenger	\$9.74	\$10.53	\$11.07	1.00%

## FINANCIAL REVIEW

BeST currently has a balanced operating budget. Operating cash reserves have steadily increased since 2012. Noteworthy elements of BeST’s financial condition are:

- BeST has \$728,862 in carryover Section 1513 funds available in case of unexpected cost increases or service changes
- BeST maintained a local fund carryover balance of \$75,424 as of FYE 2016;
- BeST has a low operating subsidy per passenger trip for paratransit service, with operating revenue covering 99% of operating costs • Accounts payable and receivable amounts are negligible
- BeST maintains a \$750,000 line of credit that has no outstanding balance

Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and to maintain cash reserves to preserve BeST’s overall financial health.

## NEXT STEPS

BeST management and Board will develop an Action Plan in response to the complete list of “Opportunities for Improvement” identified in the performance review report. Some actions will be quickly implementable while others may take several discrete steps to achieve over a longer period. BeST’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.

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## ***Section II***

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### ***Section 1513 Distribution Factors***

# Act 44 Passenger Trips

**TABLE 1**

**Total Act 44 Passenger Trip Statistics (Includes Senior Citizens)**

Agency	2014-15	2015-16	Percent Changes 14-15 to 15-16	2016-17	Percent Changes 15-16 to 16-17
SEPTA	329,314,635	325,357,993	-1.2%	307,699,470	-5.4%
PAAC	64,128,410	62,753,783	-2.1%	62,176,355	-0.9%
AMTRAN (Altoona)	585,457	599,957	2.5%	570,176	-5.0%
BCTA (Beaver)	925,927	919,800	-0.7%	871,404	-5.3%
CamTran (Cambria)	1,197,414	1,192,813	-0.4%	1,138,570	-4.5%
CAT (Cumberland, Dauphin, Harrisburg)	2,592,850	2,380,063	-8.2%	2,162,969	-9.1%
CATA (Centre)	7,379,790	7,071,387	-4.2%	6,932,214	-2.0%
COLTS (Lackawanna)	1,132,246	1,144,835	1.1%	1,022,801	-10.7%
COLT/LT (Lebanon)	337,124	335,783	-0.4%	320,245	-4.6%
CPTA (York, Adams)	1,680,293	1,664,335	-0.9%	1,641,108	-1.4%
EMTA (Erie)	3,355,186	3,073,634	-8.4%	2,785,845	-9.4%
FACT (Fayette)	194,122	157,095	-19.1%	155,603	-0.9%
HPT (Hazleton)	221,088	216,264	-2.2%	210,477	-2.7%
LANTA (Lehigh, Northampton)	5,055,306	5,069,200	0.3%	4,776,693	-5.8%
LCTA (Luzerne)	1,209,901	1,238,977	2.4%	1,193,947	-3.6%
MCRCOG (Mercer)	92,268	86,329	-6.4%	78,986	-8.5%
MMVTA (Mid Mon Valley)	327,724	305,325	-6.8%	299,827	-1.8%
MCTA (Monroe)	243,101	253,538	4.3%	255,859	0.9%
PART (Pottstown)	258,140	280,166	8.5%	264,344	-5.6%
SCTA (Berks, Lancaster)*	5,051,356	4,885,518	-3.3%	4,640,596	-5.0%
WCTA (Washington)*	90,493	94,095	4.0%	100,229	6.5%
WCTA (Westmoreland)	541,413	520,876	-3.8%	488,610	-6.2%
Williamsport RVT (Lycoming)	1,306,118	1,316,513	0.8%	1,283,843	-2.5%
ATA (North Central)	426,776	411,202	-3.6%	398,411	-3.1%
BTA (Butler)	200,293	199,830	-0.2%	198,271	-0.8%
CCCT (Carbon)	7,418	9,037	21.8%	8,814	-2.5%
CATA (Crawford, Venango)*	296,886	291,225	-1.9%	293,309	0.7%
DuFAST (Clearfield)	57,696	60,836	5.4%	60,004	-1.4%
EMTA (Bradford, Sullivan, Tioga)	150,488	133,892	-11.0%	120,745	-9.8%
IndiGO (Indiana)	437,387	351,841	-19.6%	329,973	-6.2%
MID COUNTY (Armstrong)	45,180	40,670	-10.0%	38,147	-6.2%
BMC (Mount Carmel)	29,205	29,701	1.7%	32,184	8.4%
NCATA (New Castle)	593,430	572,381	-3.5%	582,563	1.8%
STS (Schuylkill)	208,500	202,154	-3.0%	200,013	-1.1%
TAWC (Warren)	65,888	63,875	-3.1%	58,496	-8.4%
<b>TOTAL</b>	<b>429,739,509</b>	<b>423,284,923</b>	<b>-1.5%</b>	<b>403,391,101</b>	<b>-4.7%</b>

\*Agency underwent consolidation during this period. See Page 46 for Consolidated Agencies.



## TABLE 2

### Total Act 44 Senior Citizens Trip Statistics

Agency	2014-15	2015-16	Percent Changes 14-15 to 15-16	2016-17	Percent Changes 15-16 to 16-17
SEPTA	25,757,352	26,215,365	1.8%	25,056,329	-4.4%
PAAC	4,812,063	4,957,590	3.0%	4,781,784	-3.5%
AMTRAN (Altoona)	69,134	72,328	4.6%	69,831	-3.5%
BCTA (Beaver)	79,777	85,393	7.0%	86,165	0.9%
CamTran (Cambria)	164,071	171,644	4.6%	176,906	3.1%
CAT (Cumberland, Dauphin, Harrisburg)	237,020	234,302	-1.1%	242,332	3.4%
CATA (Centre)	49,526	53,038	7.1%	47,442	-10.6%
COLTS (Lackawanna)	186,922	202,663	8.4%	175,061	-13.6%
COLT/LT (Lebanon)	65,878	69,061	4.8%	71,551	3.6%
CPTA (York, Adams)	170,524	181,938	6.7%	201,065	10.5%
EMTA (Erie)	171,661	176,945	3.1%	174,935	-1.1%
FACT (Fayette)**	21,684	21,783	0.5%	30,101	38.2%
HPT (Hazleton)	60,722	60,748	0.0%	57,331	-5.6%
LANTA (Lehigh, Northampton)	621,012	616,884	-0.7%	618,842	0.3%
LCTA (Luzerne)	194,889	196,758	1.0%	182,638	-7.2%
MCRCOG (Mercer)	15,246	14,504	-4.9%	12,704	-12.4%
MMVTA (Mid Mon Valley)	35,305	34,146	-3.3%	35,845	5.0%
MCTA (Monroe)	26,464	26,390	-0.3%	25,904	-1.8%
PART (Pottstown)	40,257	44,787	11.3%	42,937	-4.1%
SCTA (Berks, Lancaster)*	643,995	662,862	2.9%	679,029	2.4%
WCTA (Washington)*	17,415	18,164	4.3%	17,076	-6.0%
WCTA (Westmoreland)	70,327	71,512	1.7%	71,393	-0.2%
Williamsport RVT (Lycoming)	186,664	194,996	4.5%	194,707	-0.1%
ATA (North Central)	26,104	28,071	7.5%	28,209	0.5%
BTA (Butler)	40,170	40,159	0.0%	38,612	-3.9%
CCCT (Carbon)	4,089	3,936	-3.7%	3,930	-0.2%
CATA (Crawford, Venango)*	46,899	49,533	5.6%	51,339	3.6%
DuFAST (Clearfield)	19,506	19,921	2.1%	18,174	-8.8%
EMTA (Bradford, Sullivan, Tioga)	12,989	12,913	-0.6%	12,625	-2.2%
IndiGO (Indiana)	12,053	11,913	-1.2%	12,284	3.1%
MID COUNTY (Armstrong)	14,914	12,230	-18.0%	10,616	-13.2%
BMC (Mount Carmel)	13,103	13,353	1.9%	13,500	1.1%
NCATA (New Castle)	80,221	82,345	2.6%	87,289	6.0%
STS (Schuylkill)	61,063	59,792	-2.1%	58,641	-1.9%
TAWC (Warren)	8,757	8,427	-3.8%	8,047	-4.5%
<b>TOTAL</b>	<b>34,037,776</b>	<b>34,726,394</b>	<b>2.0%</b>	<b>33,395,174</b>	<b>-3.8%</b>

\*Agency underwent consolidation during this period. See Page 46 for Consolidated Agencies.

\*\* Significant increase in Senior Citizen Trip counts is a result of change in transfer policy.

# Act 44 Revenue Vehicle Miles

**TABLE 3**

**Total Act 44 Revenue Vehicle Miles Statistics**

Agency	2014-15	2015-16	Percent Changes 14-15 to 15-16	2016-17	Percent Changes 15-16 to 16-17
SEPTA	86,858,539	87,334,694	0.5%	86,744,654	-0.7%
PAAC	26,708,814	26,108,143	-2.2%	26,129,983	0.1%
AMTRAN (Altoona)	547,451	537,486	-1.8%	546,084	1.6%
BCTA (Beaver)	917,147	936,358	2.1%	931,576	-0.5%
CamTran (Cambria)	1,095,978	1,105,849	0.9%	1,092,707	-1.2%
CAT (Cumberland, Dauphin, Harrisburg)	1,861,128	1,835,605	-1.4%	2,044,267	11.4%
CATA (Centre)	1,944,783	2,070,416	6.5%	2,091,603	1.0%
COLTS (Lackawanna)	1,176,351	1,122,975	-4.5%	1,182,977	5.3%
COLT/LT (Lebanon)	505,946	504,666	-0.3%	508,730	0.8%
CPTA (York, Adams)	1,766,822	1,735,687	-1.8%	1,756,448	1.2%
EMTA (Erie)	2,294,194	2,240,875	-2.3%	2,467,837	10.1%
FACT (Fayette)	585,844	579,874	-1.0%	583,263	0.6%
HPT (Hazleton)	436,380	450,588	3.3%	417,843	-7.3%
LANTA (Lehigh, Northampton)	4,415,653	3,920,782	-11.2%	3,976,844	1.4%
LCTA (Luzerne)	1,166,920	1,247,935	6.9%	1,290,890	3.4%
MCRCOG (Mercer)	177,653	167,621	-5.6%	167,235	-0.2%
MMVTA (Mid Mon Valley)	783,445	803,272	2.5%	771,294	-4.0%
MCTA (Monroe)	516,674	539,950	4.5%	579,610	7.3%
PART (Pottstown)	267,930	265,868	-0.8%	274,781	3.4%
SCTA (Berks, Lancaster)*	3,425,405	3,518,561	2.7%	3,344,046	-5.0%
WCTA (Washington)*	366,485	376,120	2.6%	414,289	10.1%
WCTA (Westmoreland)	1,115,339	1,119,650	0.4%	1,108,861	-1.0%
Williamsport RVT (Lycoming)	876,200	877,456	0.1%	869,740	-0.9%
ATA (North Central)	1,393,649	1,414,669	1.5%	1,404,943	-0.7%
BTA (Butler)	186,244	187,814	0.8%	194,375	3.5%
CCCT (Carbon)	40,227	51,668	28.4%	49,321	-4.5%
CATA (Crawford, Venango)*	435,862	433,292	-0.6%	467,282	7.8%
DuFAST (Clearfield)	127,068	127,063	0.0%	121,788	-4.2%
EMTA (Bradford, Sullivan, Tioga)	429,867	450,332	4.8%	463,899	3.0%
IndiGO (Indiana)	396,283	396,806	0.1%	417,471	5.2%
MID COUNTY (Armstrong)	125,062	122,888	-1.7%	133,591	8.7%
BMC (Mount Carmel)	61,273	61,988	1.2%	64,080	3.4%
NCATA (New Castle)	1,109,260	1,055,205	-4.9%	1,103,093	4.5%
STS (Schuylkill)	309,593	341,414	10.3%	367,217	7.6%
TAWC (Warren)	192,913	191,051	-1.0%	190,068	-0.5%
<b>TOTAL</b>	<b>144,618,382</b>	<b>144,234,621</b>	<b>-0.3%</b>	<b>144,272,690</b>	<b>0.0%</b>

\*Agency underwent consolidation during this period. See Page 46 for Consolidated Agencies.

# Act 44 Revenue Vehicle Hours

## TABLE 4

### Total Act 44 Revenue Vehicle Hours Statistics

Agency	2014-15	2015-16	Percent Changes 14-15 to 15-16	2016-17	Percent Changes 15-16 to 16-17
SEPTA	6,803,274	6,959,483	2.3%	6,926,933	-0.5%
PAAC	1,948,840	1,954,108	0.3%	1,982,527	1.5%
AMTRAN (Altoona)	44,013	44,242	0.5%	43,583	-1.5%
BCTA (Beaver)	55,454	55,515	0.1%	54,534	-1.8%
CamTran (Cambria)	82,868	83,766	1.1%	83,039	-0.9%
CAT (Cumberland, Dauphin, Harrisburg)	136,452	136,686	0.2%	143,323	4.9%
CATA (Centre)	157,001	169,406	7.9%	159,986	-5.6%
COLTS (Lackawanna)	92,121	91,621	-0.5%	90,042	-1.7%
COLT/LT (Lebanon)	31,396	31,564	0.5%	31,019	-1.7%
CPTA (York, Adams)	127,623	123,418	-3.3%	123,449	0.0%
EMTA (Erie)	193,363	180,525	-6.6%	186,182	3.1%
FACT (Fayette)	30,588	28,892	-5.5%	28,875	-0.1%
HPT (Hazleton)	34,583	32,951	-4.7%	30,949	-6.1%
LANTA (Lehigh, Northampton)	319,253	308,433	-3.4%	304,324	-1.3%
LCTA (Luzerne)	79,381	81,557	2.7%	85,610	5.0%
MCRCOG (Mercer)	14,154	12,367	-12.6%	12,745	3.1%
MMVTA (Mid Mon Valley)	41,652	43,525	4.5%	43,457	-0.2%
MCTA (Monroe)	33,713	30,505	-9.5%	33,454	9.7%
PART (Pottstown)	21,613	21,908	1.4%	21,912	0.0%
SCTA (Berks, Lancaster)*	260,093	257,936	-0.8%	254,968	-1.2%
WCTA (Washington)*	21,695	23,279	7.3%	26,098	12.1%
WCTA (Westmoreland)	57,080	56,372	-1.2%	55,113	-2.2%
Williamsport RVT (Lycoming)	57,353	57,237	-0.2%	57,246	0.0%
ATA (North Central)	107,601	107,998	0.4%	108,926	0.9%
BTA (Butler)	14,611	15,286	4.6%	15,692	2.7%
CCCT (Carbon)	3,029	2,725	-10.0%	2,805	2.9%
CATA (Crawford, Venango)*	26,729	27,808	4.0%	26,960	-3.0%
DuFAST (Clearfield)	9,796	9,894	1.0%	12,085	22.1%
EMTA (Bradford, Sullivan, Tioga)	20,308	20,789	2.4%	21,132	1.6%
IndiGO (Indiana)	31,450	31,830	1.2%	34,201	7.4%
MID COUNTY (Armstrong)	7,864	8,040	2.2%	9,785	21.7%
BMC (Mount Carmel)	5,058	5,188	2.6%	5,544	6.9%
NCATA (New Castle)	55,002	52,722	-4.1%	54,143	2.7%
STS (Schuylkill)	17,610	19,925	13.1%	21,659	8.7%
TAWC (Warren)	10,712	10,552	-1.5%	10,602	0.5%
<b>TOTAL</b>	<b>10,953,333</b>	<b>11,098,053</b>	<b>1.3%</b>	<b>11,102,902</b>	<b>0.0%</b>

\*Agency underwent consolidation during this period. See Page 46 for Consolidated Agencies.

DISTRIBUTION FACTORS

Agency	2014-15	2015-16	Percent Changes 14-15 to 15-16	2015-16	Percent Changes 15-16 to 16-17
BARTA (Berks)*	3,093,296				
RRTA (Lancaster)*	1,958,060				
<b>SCTA (Berks, Lancaster)*</b>	<b>5,051,356</b>	<b>4,885,518</b>	<b>-3.3%</b>	<b>4,640,596</b>	<b>-5.0%</b>
WASHINGTON CITY**	67,177				
WASHINGTON COUNTY**	23,316				
<b>WCTA (Washington)**</b>	<b>90,493</b>	<b>94,095</b>	<b>4.0%</b>	<b>100,229</b>	<b>6.5%</b>
CATA (Crawford)***	244,735	236,740	-3.3%		
VCTO (Venango)***	52,151	54,485	4.5%		
<b>CATA (Crawford, Venango)***</b>	<b>296,886</b>	<b>291,225</b>	<b>-1.9%</b>	<b>294,129</b>	<b>1.0%</b>

Agency	2014-15	2015-16	Percent Changes 14-15 to 15-16	2015-16	Percent Changes 15-16 to 16-17
BARTA (Berks)*	413,238				
RRTA (Lancaster)*	230,757				
<b>SCTA (Berks, Lancaster)*</b>	<b>643,995</b>	<b>662,862</b>	<b>2.9%</b>	<b>679,029</b>	<b>2.4%</b>
WASHINGTON CITY**	8,999				
WASHINGTON COUNTY**	8,416				
<b>WCTA (Washington)**</b>	<b>17,415</b>	<b>18,164</b>	<b>4.3%</b>	<b>17,076</b>	<b>-6.0%</b>
CATA (Crawford)***	36,488	37,975	4.1%		
VCTO (Venango)***	10,411	11,558	11.0%		
<b>CATA (Crawford, Venango)***</b>	<b>46,899</b>	<b>49,533</b>	<b>5.6%</b>	<b>51,339</b>	<b>3.6%</b>

\*Berks Area Regional Transportation Authority (BARTA) and Red Rose Transit Authority (RRTA) consolidated to form South Central Transit Authority (SCTA) on January 1, 2015.

\*\*Washington County Transportation Authority (WASHINGTON COUNTY) and Washington City Transit (WASHINGTON CITY) consolidated to form Washington County Transportation Authority (WCTA) on July 1, 2015.

\*\*\*Crawford Area Transportation Authority (CATA) entered into an agreement to manage Venango County Transportation Office (VCTO) on July 1, 2016.

**TABLE 3**  
**Total Act 44 Revenue Vehicle Miles Statistics**

Agency	2014-15	2015-16	Percent Changes 14-15 to 15-16	2015-16	Percent Changes 15-16 to 16-17
BARTA (Berks)*	1,725,436				
RRTA (Lancaster)*	1,699,969				
<b>SCTA (Berks, Lancaster)*</b>	<b>3,425,405</b>	<b>3,518,561</b>	<b>2.7%</b>	<b>3,344,046</b>	<b>-5.0%</b>
WASHINGTON CITY**	280,800				
WASHINGTON COUNTY**	85,685				
<b>WCTA (Washington)**</b>	<b>366,485</b>	<b>376,120</b>	<b>2.6%</b>	<b>414,289</b>	<b>10.1%</b>
CATA (Crawford)***	263,182	269,950	2.6%		
VCTO (Venango)***	172,680	163,342	-5.4%		
<b>CATA (Crawford, Venango)***</b>	<b>435,862</b>	<b>433,292</b>	<b>-0.6%</b>	<b>467,282</b>	<b>7.8%</b>

**TABLE 4**  
**Total Act 44 Revenue Vehicle Hours Statistics**

Agency	2014-15	2015-16	Percent Changes 14-15 to 15-16	2015-16	Percent Changes 15-16 to 16-17
BARTA (Berks)*	133,485				
RRTA (Lancaster)*	126,608				
<b>SCTA (Berks, Lancaster)*</b>	<b>260,093</b>	<b>257,936</b>	<b>-0.8%</b>	<b>254,968</b>	<b>-1.2%</b>
WASHINGTON CITY**	16,446				
WASHINGTON COUNTY**	5,249				
<b>WCTA (Washington)**</b>	<b>21,695</b>	<b>23,279</b>	<b>7.3%</b>	<b>26,098</b>	<b>12.1%</b>
CATA (Crawford)***	17,493	18,566	6.1%		
VCTO (Venango)***	9,236	9,242	0.1%		
<b>CATA (Crawford, Venango)***</b>	<b>26,729</b>	<b>27,808</b>	<b>4.0%</b>	<b>26,960</b>	<b>-3.0%</b>

\*Berks Area Regional Transportation Authority (BARTA) and Red Rose Transit Authority (RRTA) consolidated to form South Central Transit Authority (SCTA) on January 1, 2015.

\*\*Washington County Transportation Authority (WASHINGTON COUNTY) and Washington City Transit (WASHINGTON CITY) consolidated to form Washington County Transportation Authority (WCTA) on July 1, 2015.

\*\*\*Crawford Area Transportation Authority (CATA) entered into an agreement to manage Venango County Transportation Office (VCTO) on July 1, 2016.

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## ***Section III***

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# ***Consolidated Transit Agency Highlights***

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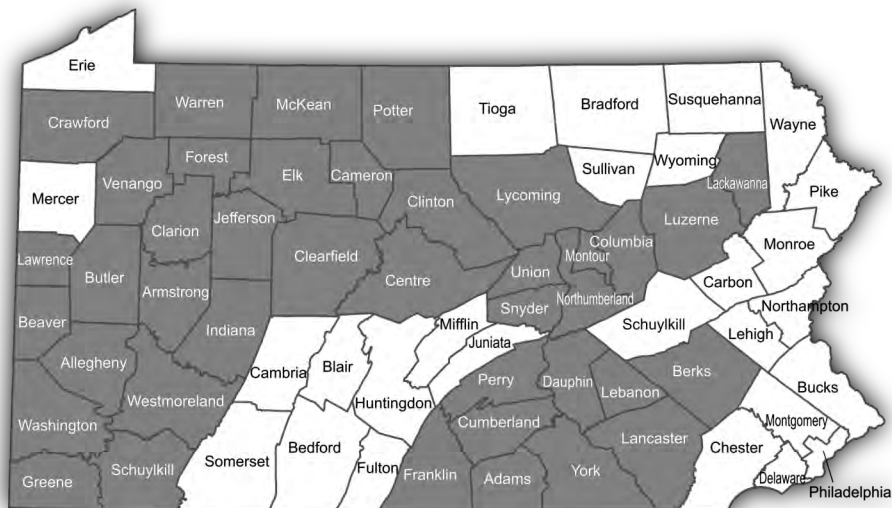
## Consolidated Transit Agencies in Pennsylvania

Transit agencies in Pennsylvania have been faced with funding issues over the last two decades, with operating costs increasing at rates that regularly exceed available funding. In 2009, PennDOT conducted a Human Service Transportation Coordination Planning Study, in cooperation with the Departments of Aging and Human Services and the Office of the Budget, that evaluated ways to improve service while reducing costs. The study produced several findings including that the small and mid-size transit systems have significant administrative functions and costs that are duplicative across systems. The study recommended regional transit system consolidation as a way of reducing duplicative administration costs and improving management quality. Regional public transportation would also be in a better position to plan for and meet both local and regional travel needs. These findings, while related to shared-ride transportation, are also relevant for agencies that operate fixed route service.

Consolidation has become a key tool for transit agencies and local municipalities to control costs while maintaining service. Since 2009, PennDOT has worked with transit agencies to conduct consolidation studies when requested. Act 89 of 2013 offers a waiver of local match requirements for five years equal to savings achieved through consolidation as an incentive for consolidation and regionalization of transit systems.

Requests for regionalization or consolidation studies are initiated locally. PennDOT works with transit agencies, local funders, and elected officials to conduct these studies. The studies normally consist of two phases. The first phase analyzes the operating and financial profiles of agencies, current governance and operational structures, and potential financial impacts. A phase two study examines options for implementing a regional system which could include integrated service, fare, facility, and fleet plans; financial and organizational impacts; and a plan for implementation. The key assumptions of these studies is that the existing service levels will be maintained and that the reductions in administrative costs will be attained through efficiencies, attrition, and eliminating duplicate positions. In addition, existing labor contracts are maintained.

To date, PennDOT has conducted consolidation studies covering 40 counties in Pennsylvania (shown below, in gray).



# Consolidated Agency Highlights

Following the completion of various consolidation studies, significant progress has been made in consolidations throughout the Commonwealth. Progress includes:

- Lackawanna and Luzerne counties each consolidated their respective fixed route and shared-ride services in 2013. (Hazleton Public Transit remains separate.) Local officials continue to explore opportunities for consolidation into one bi-county agency.
- York and Adams counties merged fixed route and shared-ride operations to create the Central Pennsylvania Transportation Authority (CPTA). Since 2011 CPTA has assumed management of shared-ride services for Northumberland, Cumberland, Franklin, Columbia, Union, Snyder, Montour, and Perry counties. These management agreements have allowed all of the agencies to save costs through consolidated call centers and more efficient service delivery.
- Red Rose Transit Authority and the Berks Area Regional Transportation Authority (Lancaster and Berks Counties) came together as the South Central Transportation Authority in January 2015 and have taken advantage of the local match waiver for approximately \$780,000 annually.
- City of Washington Transit and Washington County Transit Authority (Washington Rides) consolidated in July 2015 to create a county-wide fixed route and shared-ride agency now doing business as Freedom Transit.
- Crawford Area Transportation Authority entered into a management agreement with Venango County effective July 1, 2016, to manage public transportation in Venango County and now operate as a single entity.
- DuBois, Falls Creek, Sandy Township Transit Authority (DuFAST) in Clearfield County consolidated with Area Transportation Authority of North Central Pennsylvania (ATA) effective July 1, 2017.

In addition to these realized consolidations, there are a number of agencies currently in the study process or working to resolve critical issues. These include:

- Armstrong and Indiana counties are currently undergoing a consolidation feasibility study at the request of the respective county commissioners.
- The south central Pennsylvania region continues to pursue consolidation options to bring fixed route and shared-ride operations together.

The following pages provide a more detailed profile on successfully consolidated agencies through fiscal year 2016-17.



**South Central Transit Authority (SCTA)**

45 Erick Road  
 Lancaster, PA 17601  
 Mr. David Kilmer, Executive Director  
 717-397-5613  
[www.sctapa.com](http://www.sctapa.com)

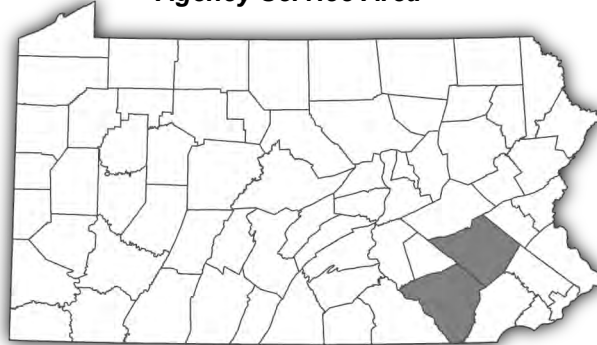
**Date of Consolidation by County**

Berks County: January 2015  
 Lancaster County: January 2015

**SCTA Consolidation Overview**

The South Central Transit Authority was created to merge the administrative staff at Red Rose Transit Authority (RRTA) and Berks Area Regional Transit Authority (BARTA) to save money by sharing resources. This consolidation was the first of its kind in Pennsylvania. SCTA is the administrative authority that oversees both RRTA and BARTA and ensures existing services as seen by customers were unaffected by the consolidation. Since consolidating in FY 2014-15, SCTA has reduced its operating expenses by \$2.5 million.

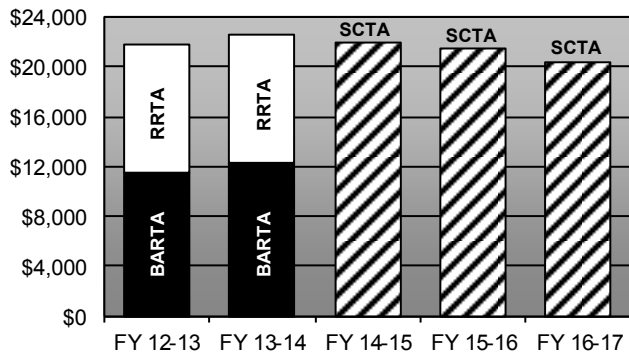
**Agency Service Area**



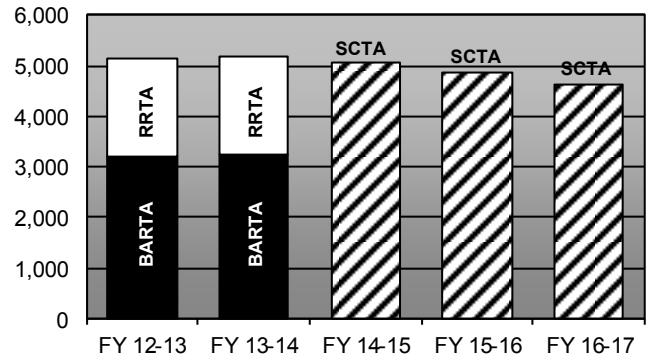
CONSOLIDATED  
TRANSIT AGENCIES

**FIXED-ROUTE OPERATING STATISTICS**

**Operating Expenses (000's)**

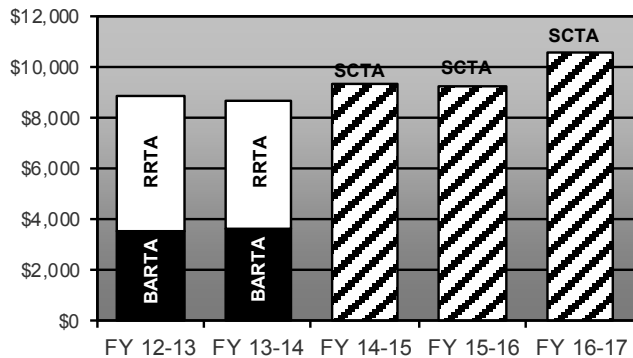


**Passenger Trips (000's)**

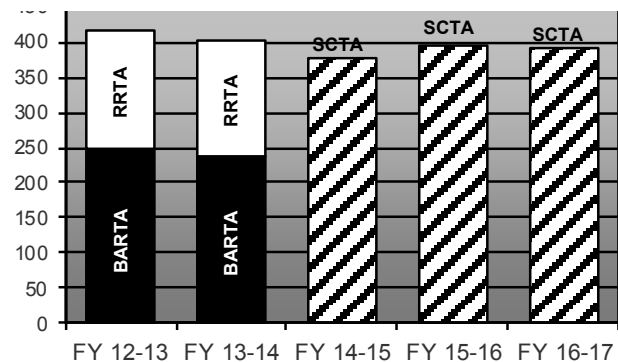


**SHARED-RIDE OPERATING STATISTICS**

**Operating Expenses (000's)**



**Passenger Trips (000's)**





## Central Pennsylvania Transportation Authority (CPTA)

415 Zarfoss Drive  
 York, PA 17404  
 Mr. Richard Farr, Executive Director  
 717-846-7433  
[www.rabbittransit.org](http://www.rabbittransit.org)



### Date of Consolidation by County

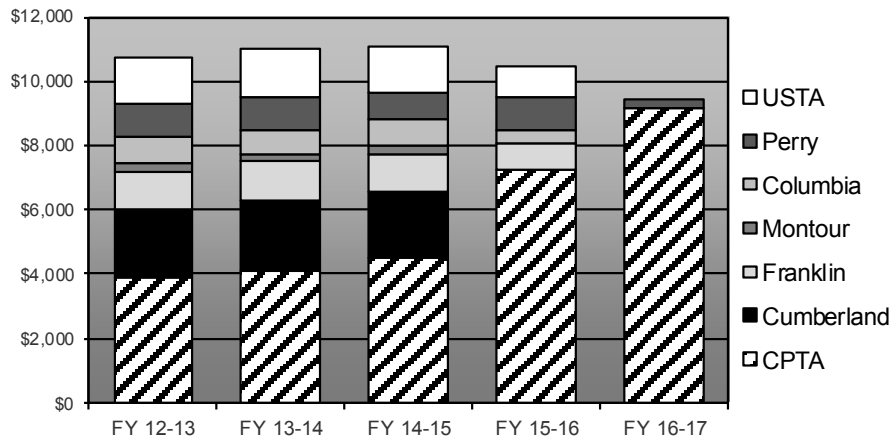
Northumberland:	July 2011
Cumberland:	July 2015
Columbia:	January 2016
Franklin:	April 2016
Montour:	July 2016
Snyder:	July 2016
Union:	July 2016
Perry:	December 2016

### CPTA Consolidation Overview

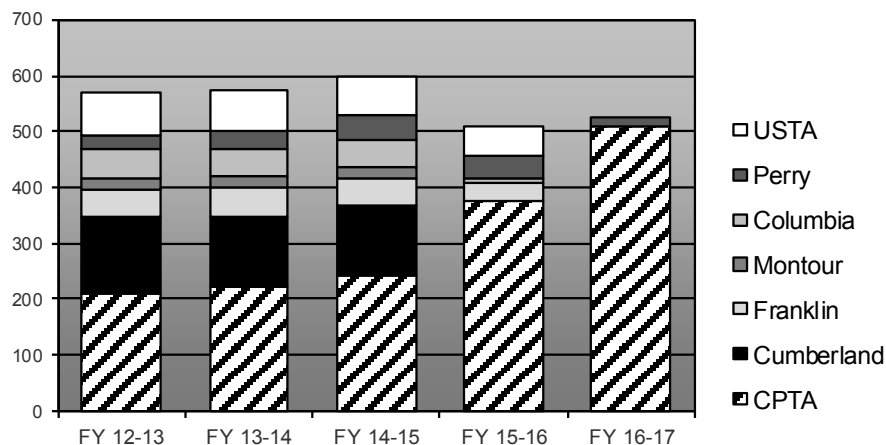
Seeking increased efficiency and cost savings, the Central Pennsylvania Transportation Authority (dba rabbittransit) now provides shared-ride service in 10 counties in Pennsylvania. By crossing municipal lines, sharing resources across borders, and utilizing vehicles during layovers, rabbittransit has saved approximately \$700,000.

## SHARED-RIDE OPERATING STATISTICS

### Operating Expenses (000's)



### Passenger Trips (000's)



CONSOLIDATED TRANSIT AGENCIES



**Washington County Transportation Authority (WCTA)**

50 East Chestnut Street  
 Washington, PA 15301  
 Ms. Sheila Gombita, Executive Director  
 724-223-8747  
[www.freedom-transit.org](http://www.freedom-transit.org)

**Date of Consolidation by Agency**

City of Washington: July 2015  
 Washington County: July 2015

**WCTA Consolidation Overview**

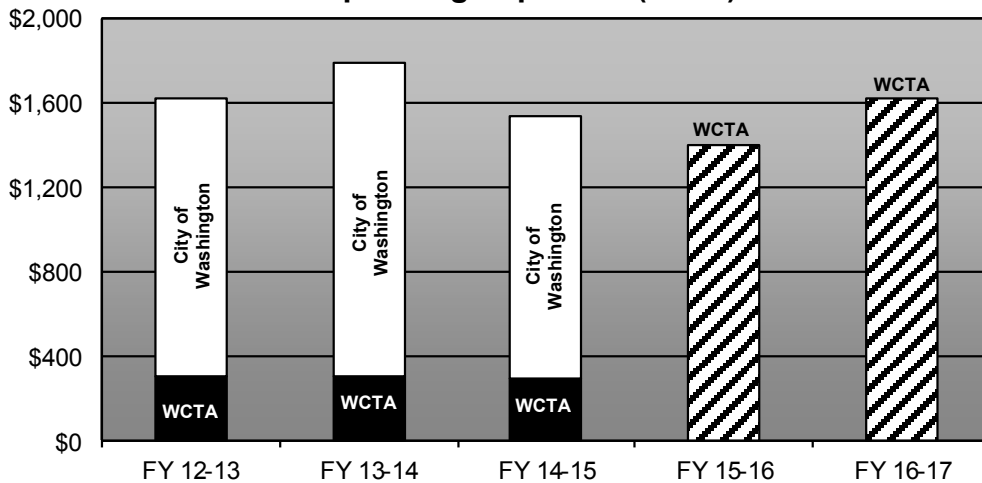
As part of a statewide initiative to consolidate public transportation agencies to reduce costs, improve service, and operate more efficiently, the Washington County Transportation Authority (formerly Washington Rides) consolidated with Washington City Transit, a fixed-route transit system, on July 1, 2015. The combined transit agency now operates under the name Freedom Transit.



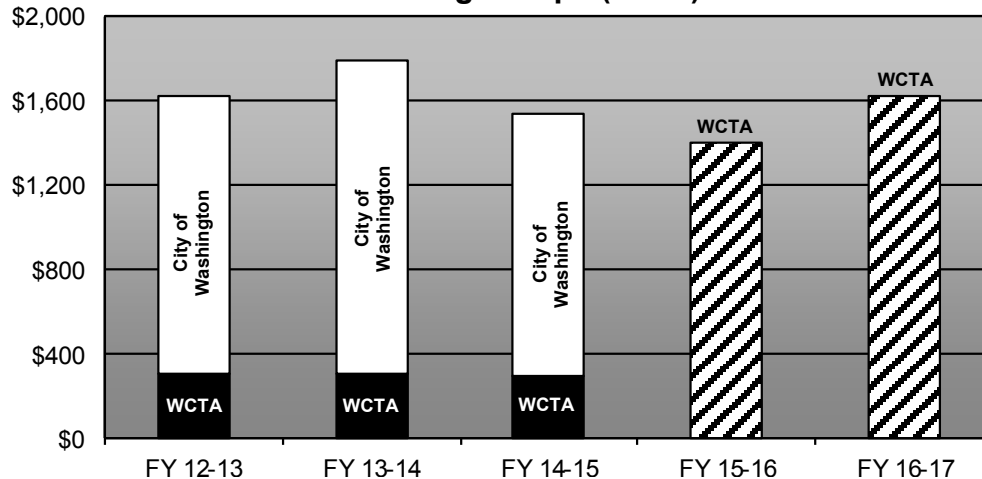
CONSOLIDATED  
TRANSIT AGENCIES

**FIXED-ROUTE OPERATING STATISTICS**

**Operating Expenses (000's)**



**Passenger Trips (000's)**





## cata

**VENANGO  
COUNTY  
TRANSIT**

### Crawford Area Transportation Authority (CATA)

214 Pine Street  
Meadville, PA 16335  
814-336-5600

Mr. Timothy Geibel, General Manager  
[www.catabus.org](http://www.catabus.org)

### Date of Consolidation by Agency

Crawford County: July 2016  
Venango County: July 2016

### CATA Consolidation Overview

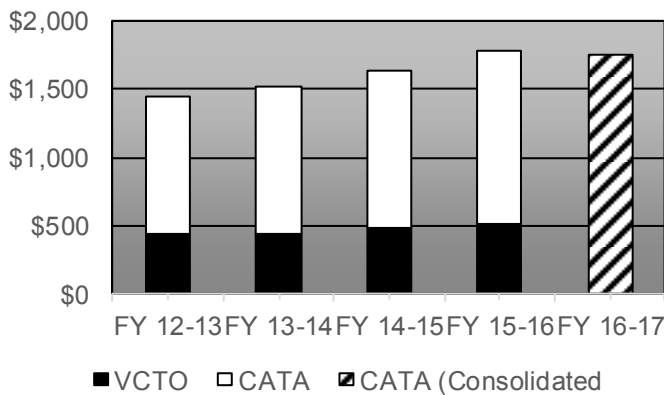
As part of a statewide initiative to consolidate public transportation agencies to reduce costs, improve service, and operate more efficiently, the Crawford Area Transportation Authority entered into a management agreement with Venango County effective July 1, 2016 to manage public transportation in Venango County. The combined transit agency operates under the name Crawford Area Transportation Authority. Since consolidating, CATA has reduced its operating expenses by \$25,000.



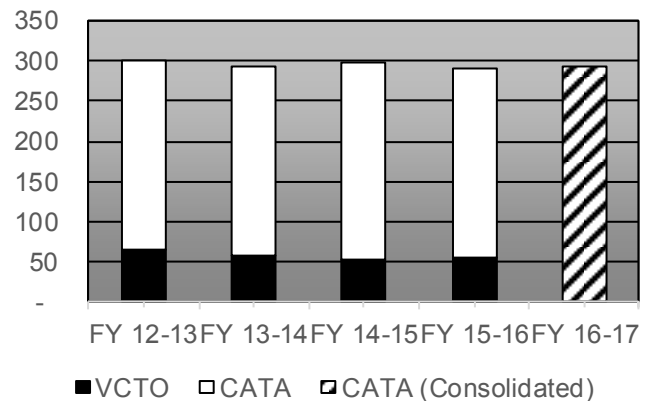
CONSOLIDATED  
TRANSIT AGENCIES

## FIXED-ROUTE OPERATING STATISTICS

### Operating Expenses (000's)

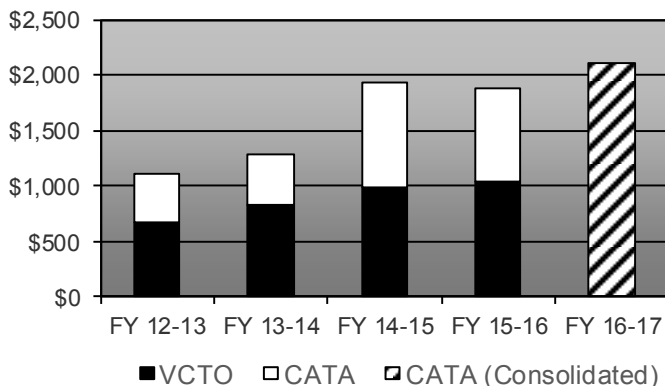


### Passenger Trips (000's)

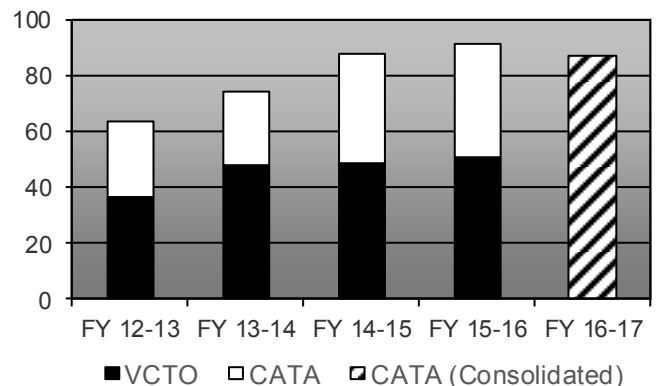


## SHARED-RIDE OPERATING STATISTICS

### Operating Expenses (000's)



### Passenger Trips (000's)



# *Section IV*

---

## *Urban Systems*



**Southeastern Pennsylvania Transportation Authority (SEPTA)**  
 1234 Market Street  
 Philadelphia, PA 19107-3780  
 215-580-8280  
 Mr. Jeffrey Knueppel, General Manager  
[www.septa.org](http://www.septa.org)



**House District**  
 Bucks: 18, 29, 31, 140, 141, 142, 143, 144, 145, 178  
 Chester: 13, 26, 74, 155, 156, 157, 158, 160, 167  
 Delaware: 159, 160, 161, 162, 163, 164, 165, 166, 168, 185, 191  
 Montgomery: 26, 53, 61, 70, 131, 146, 147, 148, 149, 150, 151, 152, 153, 154, 157, 166, 172, 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



**Service Area Statistics (2010 Census)**  
 Square Miles: 839  
 Population: 3,829,571



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 307,699,470  
 Senior Passengers: 25,056,329  
 Revenue Vehicle Miles: 86,744,654  
 Revenue Vehicle Hours: 6,926,933



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$632,514,386  
 Required Local Match: \$94,877,158



**Current Fare Information**  
 Fixed Route Base: \$2.50  
 Last Base Fare Increase: July 2017  
 System-Wide Increase: July 2017



**Current Fleet Size**  
 Diesel Motor Bus: 1,416  
 Commuter Rail Cars: 404  
 Heavy Rail Cars: 361  
 Street Car Rail/Light Rail: 159  
 Trolley Bus: 38  
 Gasoline Paratransit Vehicles: 456  
 System-wide: 2,834

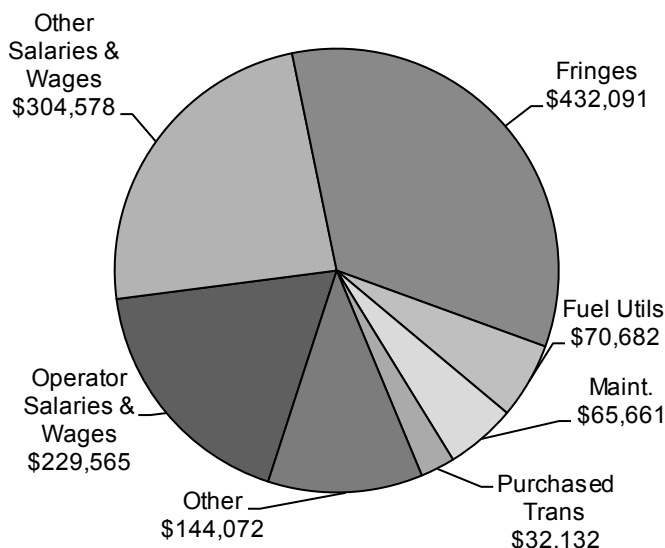


**Current Employees**  
 Agency Full-Time: 9,293  
 Agency Part-Time: 152  
 Contractor Full-Time: 612  
 System-Wide: 10,057

## OPERATING BUDGET

**Operating Expenses (000's)**

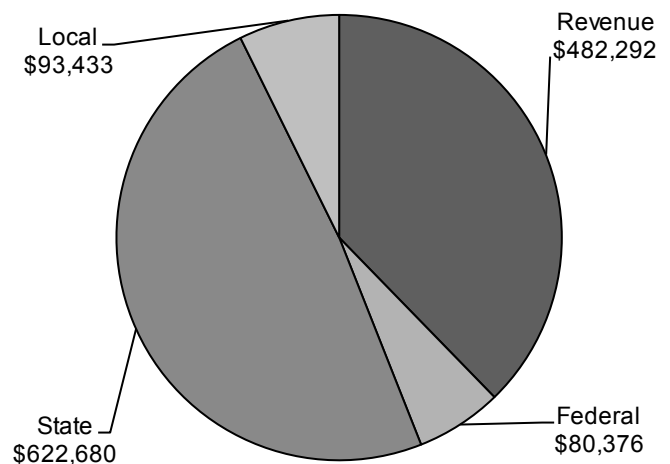
**\$1,278,781**



Expenses include ADA complementary expenses.

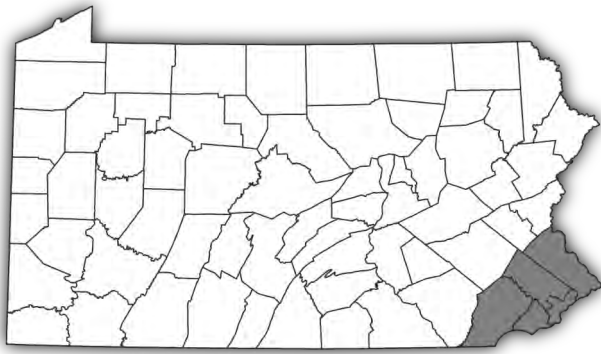
**Operating Funds (000's)**

**\$1,278,781**

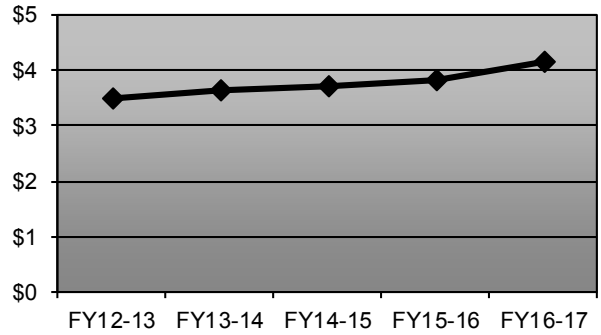


Revenue includes ADA complementary revenue.

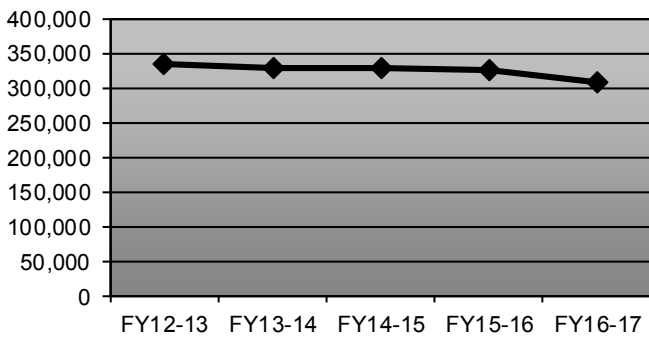




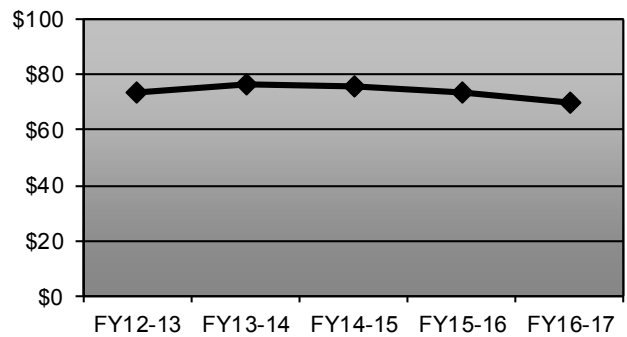
**Operating Expense Per Passenger**



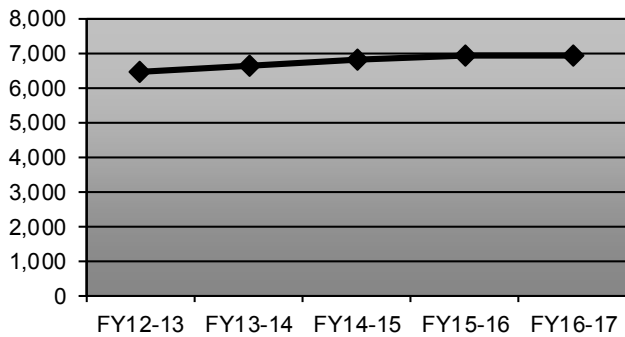
**Total Passengers (000's)**



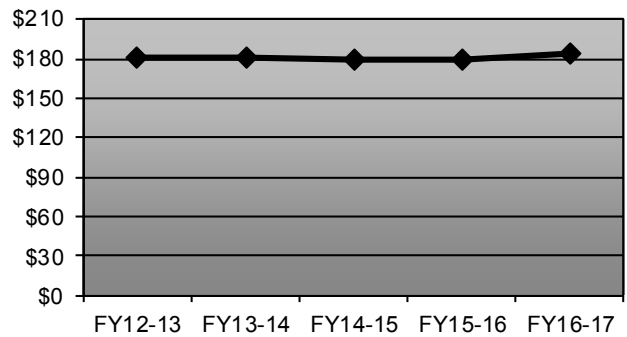
**Operating Revenue Per Revenue Vehicle Hour**



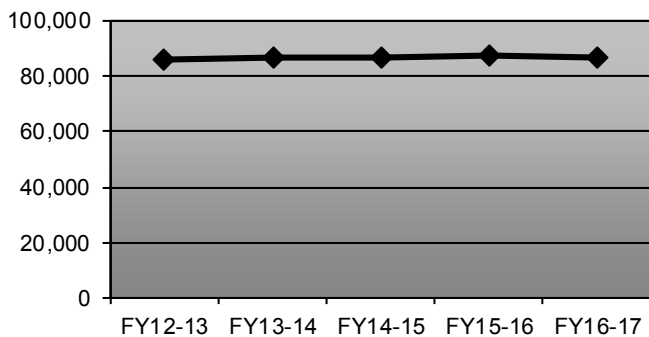
**Revenue Vehicle Hours (000's)**



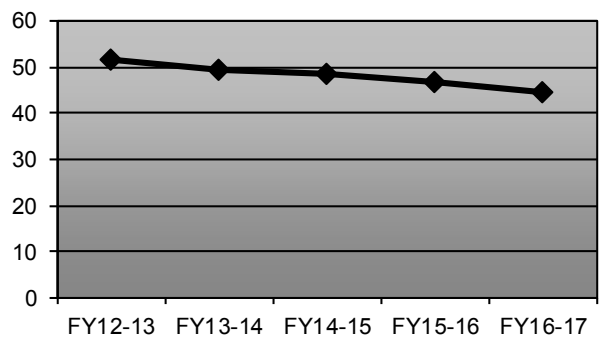
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

## Community Transportation

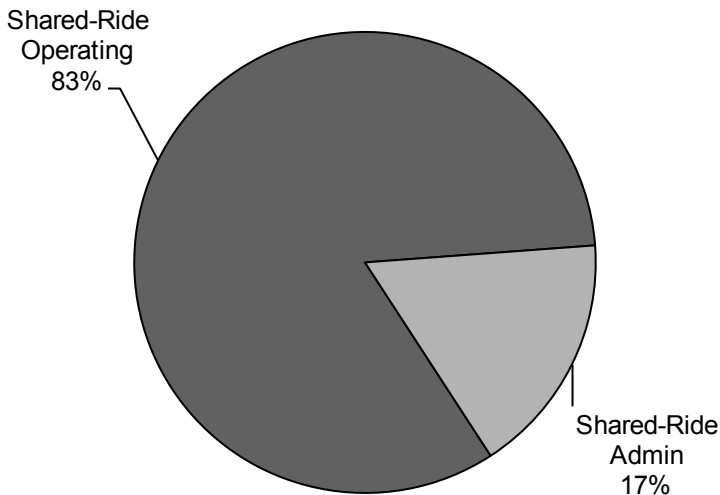
<b>Southeastern Pennsylvania Transportation Authority (SEPTA)</b> 1234 Market Street Philadelphia, PA 19107 215-580-8280 Mr. Jeffrey Knueppel, General Manager		<b>Fare Information</b> Average Shared-Ride Fare: \$25.65 Average Shared-Ride Cost per Trip: \$44.21 Fare Structure Implementation Date: July 2017	
<b>Service Area Statistics (2010 Census) Philadelphia County</b> Square Miles: 143 Population: 1,526,006 65+ Population: 185,309 % of Population 65 and older: 12.1%		<b>Trip Information</b> 65+ Trips: 634,716 Total Shared-Ride Trips: 634,716 Total Escorts: 30,877	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 175	

URBAN SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

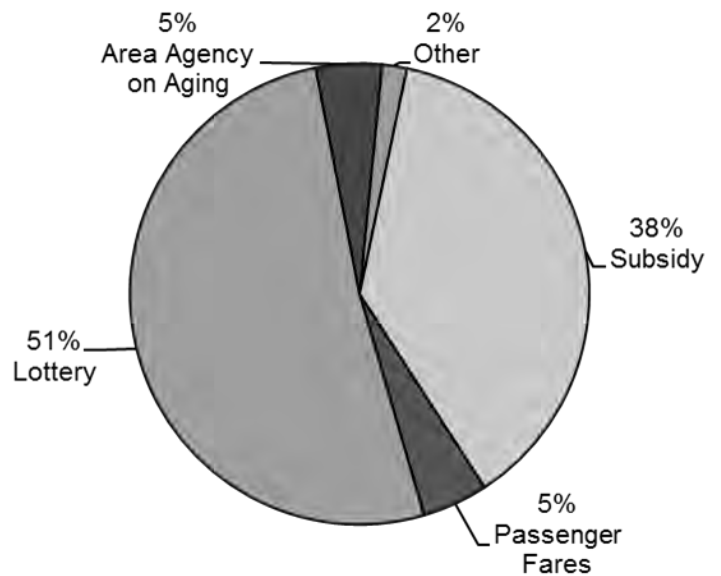
#### Operating Expenses

\$28,196,781



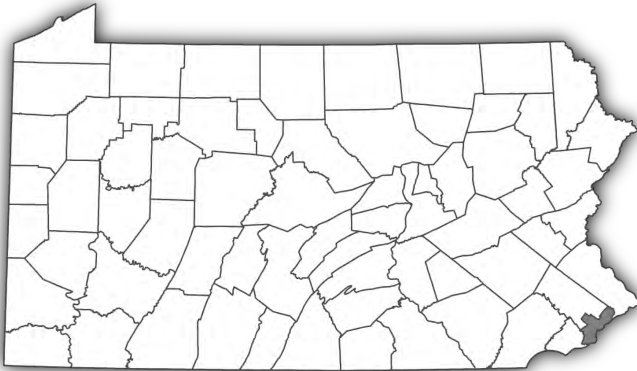
#### Sources of Funding

\$28,196,781

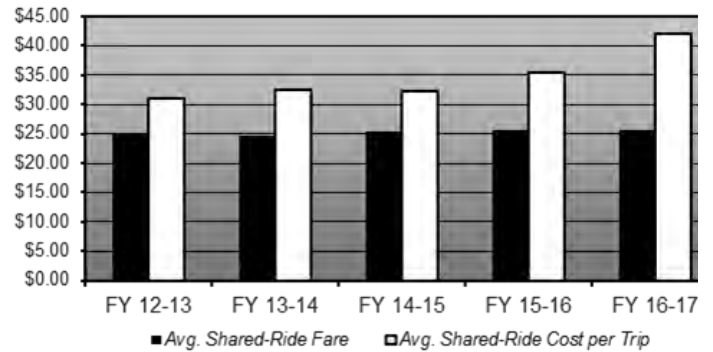


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

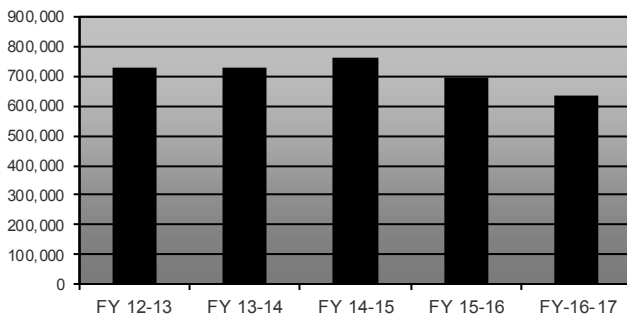
**Agency Service Area**



**Shared-Ride Fare Recovery**



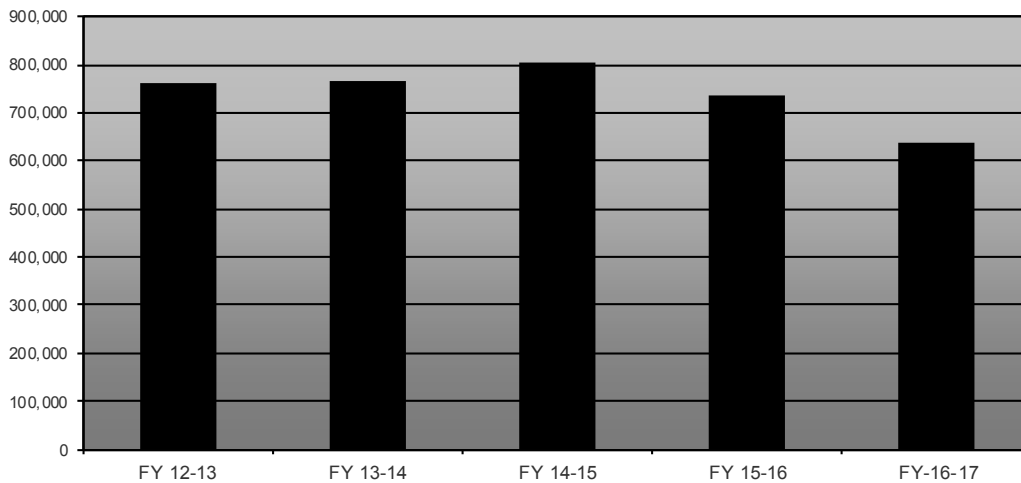
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**

**SEPTA is legislatively excluded from the Persons with Disabilities Program due to its extensive fixed route and complementary ADA service throughout Philadelphia.**

**Total Shared-Ride Trips**





**Port Authority of Allegheny County (PAAC)**  
 345 Sixth Avenue, Third Floor  
 Pittsburgh, PA 15222-2527  
 412-566-5510  
 Ms. Katharine Eagan Kelleman, CEO  
[www.portauthority.org](http://www.portauthority.org)



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

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



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



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 62,176,355  
 Senior Passengers: 4,781,784  
 Revenue Vehicle Miles: 26,129,983  
 Revenue Vehicle Hours: 1,982,527



**Current Employees**  
 Agency Full-Time: 2,522  
 Contractor Full-Time: 449  
 Contractor Part-Time: 66  
 System-Wide: 3,037



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$224,853,621  
 Required Local Match: \$33,728,043

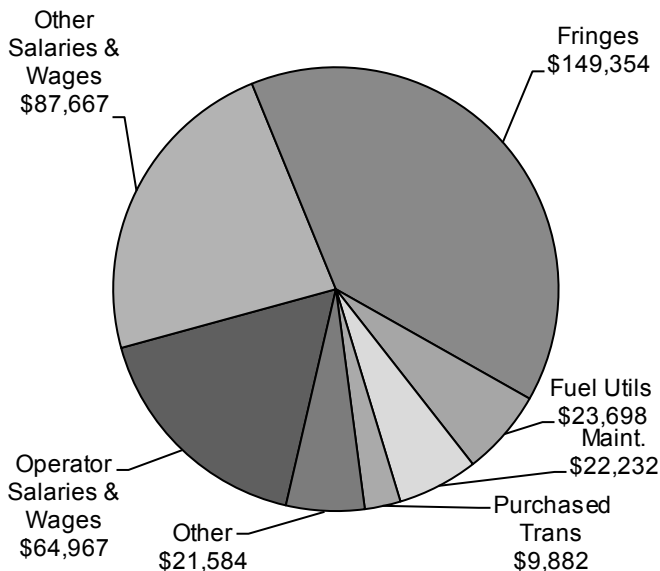


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 710  
 Other Alternative Fuel Motor Bus: 32  
 Street Car Rail/Light Rail: 83  
 Inclined Plane Cars: 2  
 Diesel/Gasoline Paratransit Vehicles: 349  
 System-Wide: 1,176

## OPERATING BUDGET

**Operating Expense (000's)**

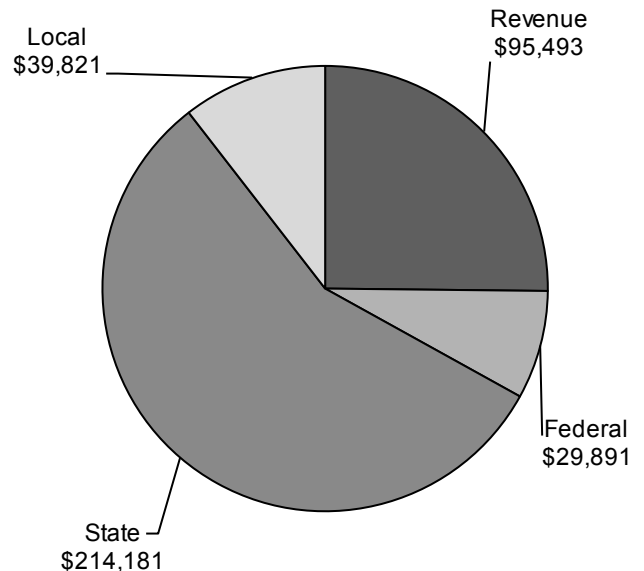
**\$379,384**



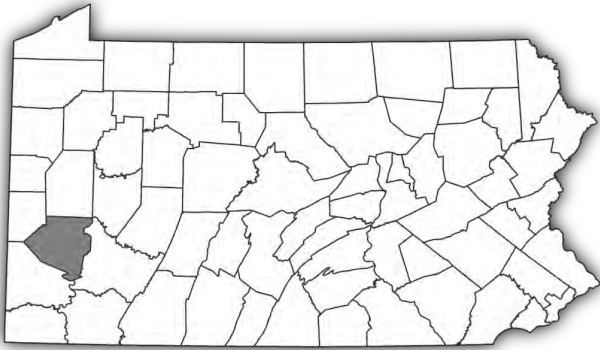
Expense includes ADA complementary and DAS expense. Some contracted maintenance may be reported as "Other Services."

**Operating Funds (000's)**

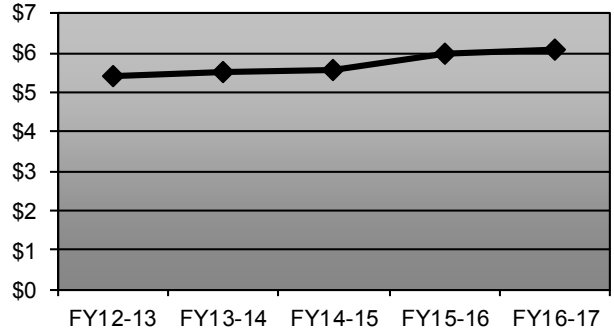
**\$379,384**



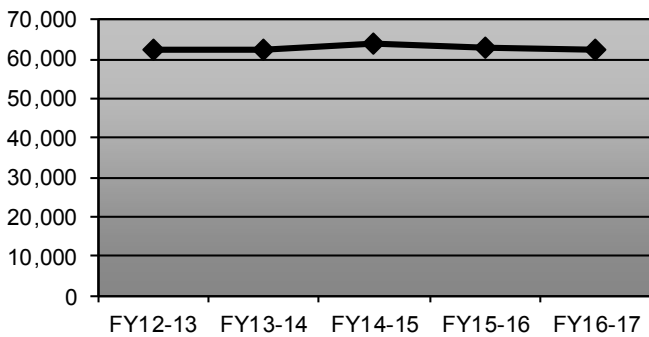
Revenue includes ADA complementary and DAS revenue.



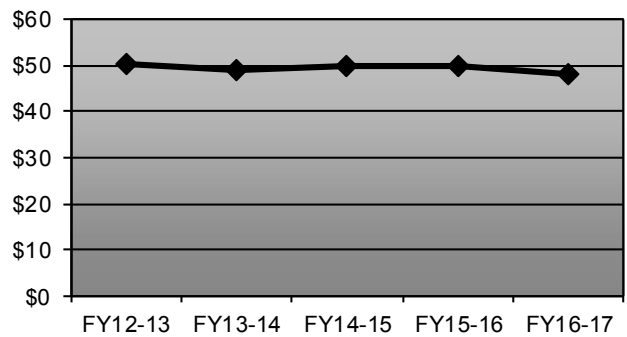
**Operating Expense Per Passenger**



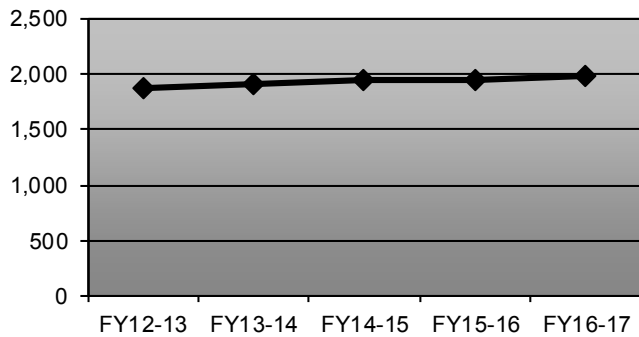
**Total Passengers (000's)**



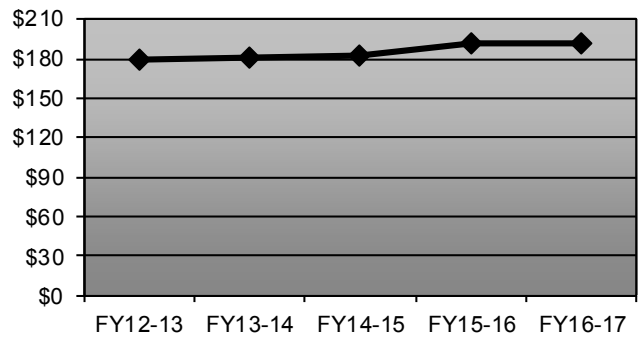
**Operating Revenue Per Revenue Vehicle Hour**



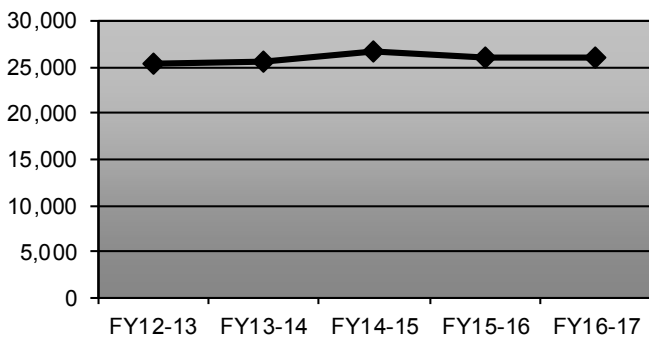
**Revenue Vehicle Hours (000's)**



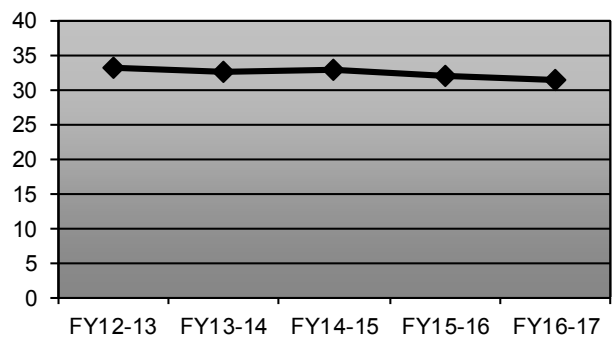
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary and DAS passengers.

## Community Transportation

### Port Authority of Allegheny County (PAAC)/ ACCESS

345 Sixth Avenue, Third Floor  
 Pittsburgh, PA 15222-2527  
 412-562-5353  
 Ms. Katharine Eagan Kelleman, CEO

### Allegheny County Service Area Statistics (2010 Census)

Square Miles:	730
Population:	1,223,348
65+ Population:	205,059
% of Population 65 and older:	16.8%

### Fare Information

Average Shared-Ride Fare:	\$22.64
Average Shared-Ride Cost per Trip:	\$27.58
Fare Structure	
Implementation Date:	July 2016

### Trip Information

65+ Trips:	612,379
PwD Trips:	61,389
Other Shared-Ride Trips:	258,971
Total Shared-Ride Trips:	932,739
Total Escorts:	62,002
Non-Public Trips:	2,806

### Vehicles Operated in Maximum Service

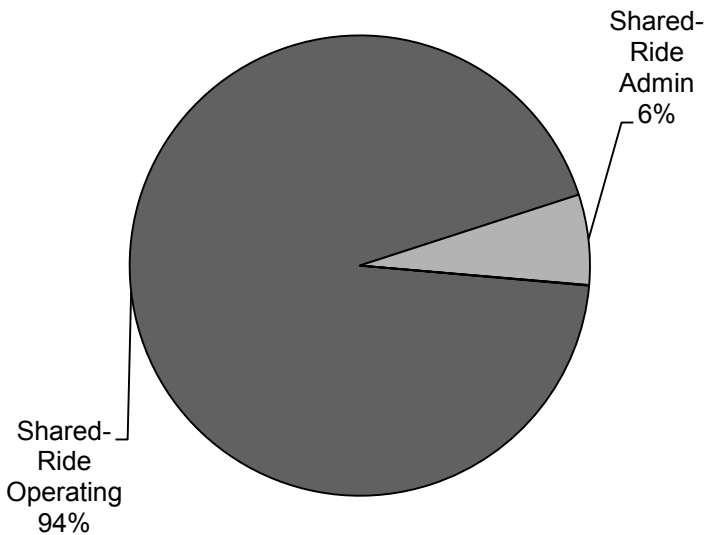
Community Transportation:	182
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URBAN SYSTEMS

## COMMUNITY TRANSPORTATION OPERATING BUDGET

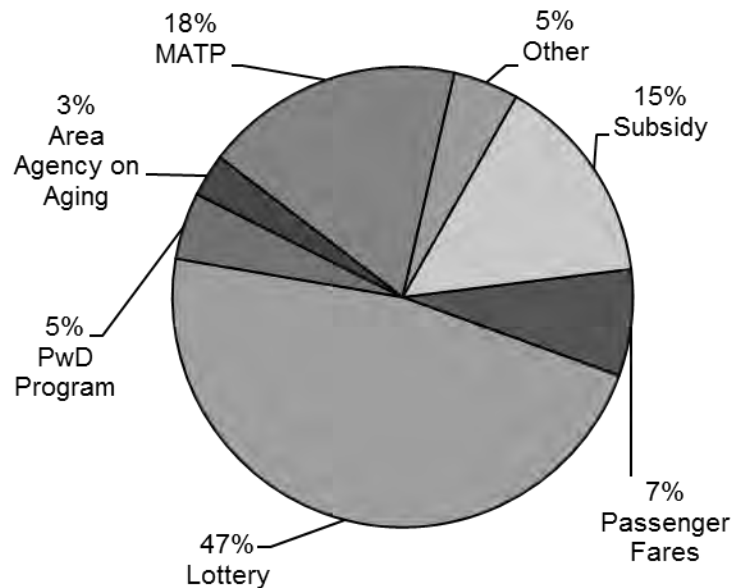
### Operating Expenses

\$25,729,540



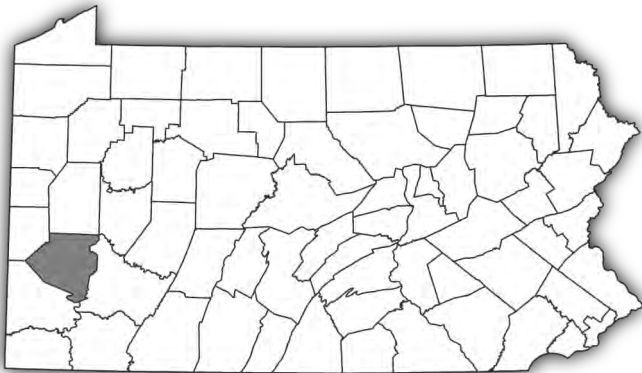
### Sources of Funding

\$25,729,540

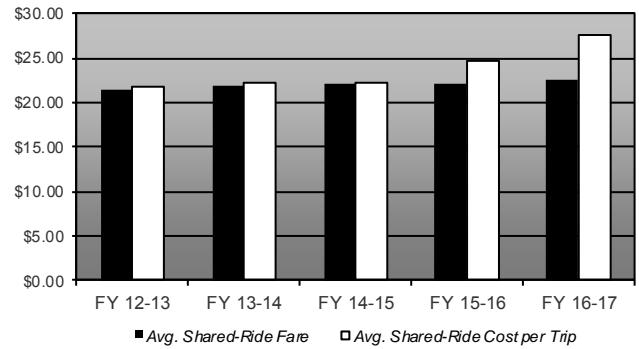


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

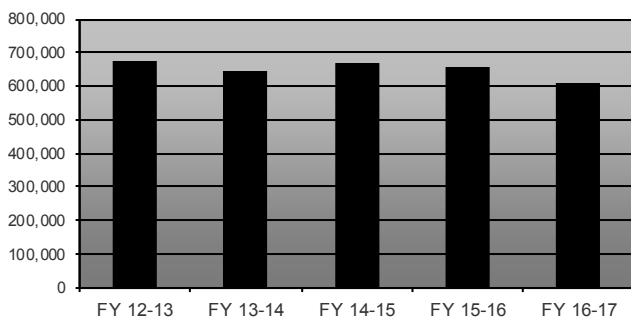
**Agency Service Area**



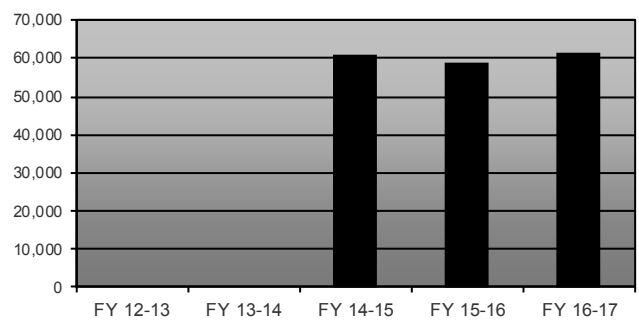
**Shared-Ride Fare Recovery**



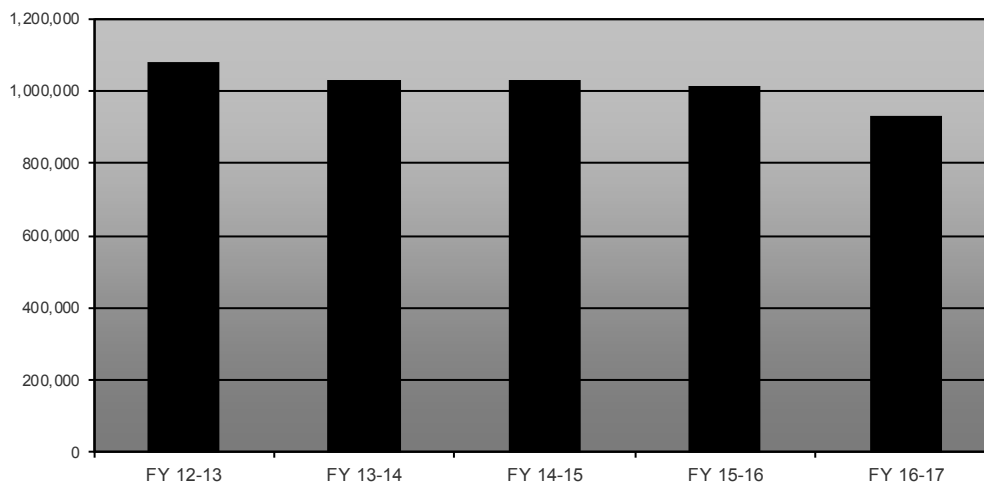
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips\***



**Total Shared-Ride Trips**



URBAN SYSTEMS

\*Act 89 of 2013 allowed Allegheny County to participate in the Persons with Disabilities Program.



**Altoona Metro Transit (AMTRAN)**  
 3301 Fifth Avenue  
 Altoona, PA 16602  
 814-944-4074  
 Mr. Eric Wolf, General Manager  
[www.amtran.org](http://www.amtran.org)



**House District**  
 Blair: 79, 80, 81  
**Senate District**  
 Blair: 30



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



**Current Fare Information**  
 Fixed Route Base: \$1.60  
 Last Base Fare Increase: July 2017



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 570,176  
 Senior Passengers: 69,831  
 Revenue Vehicle Miles: 546,084  
 Revenue Vehicle Hours: 43,583



**Current Employees**  
 Agency Full-Time: 39  
 Agency Part-Time: 6  
 Contractor Full-Time: 15  
 Contractor Part-Time: 27  
 System-Wide: 87



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$2,949,971  
 Required Local Match: \$150,002



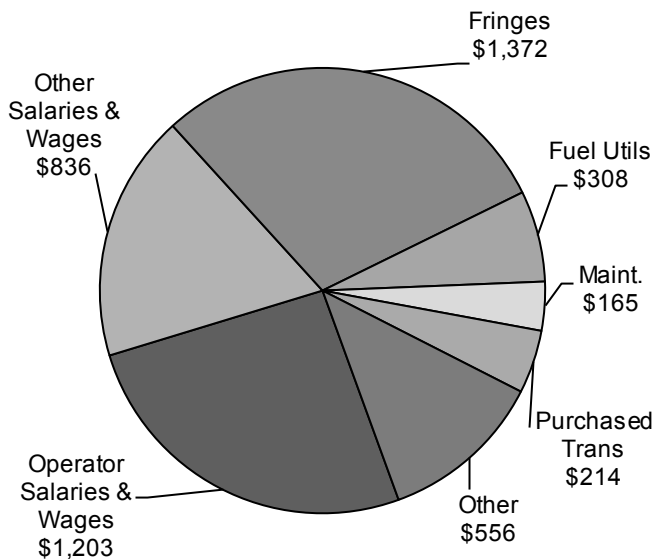
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 24  
 Diesel/Gasoline Paratransit Vehicle: 2  
 System-Wide: 26

**Community transportation provided by Blair Senior Services, Inc. (see page 184)**

## OPERATING BUDGET

**Operating Expense (000's)**

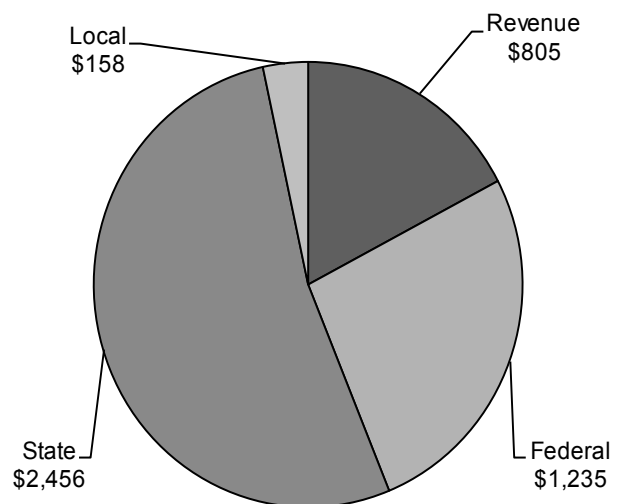
**\$4,654**



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

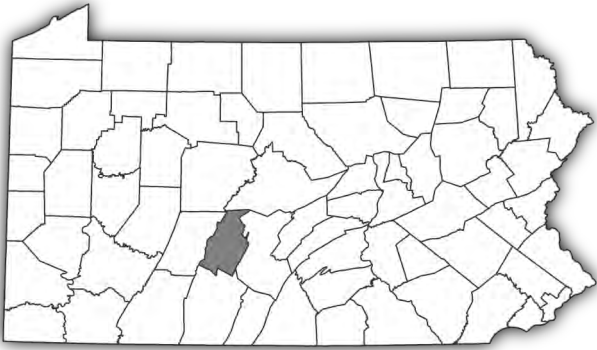
**Operating Funds (000's)**

**\$4,654**

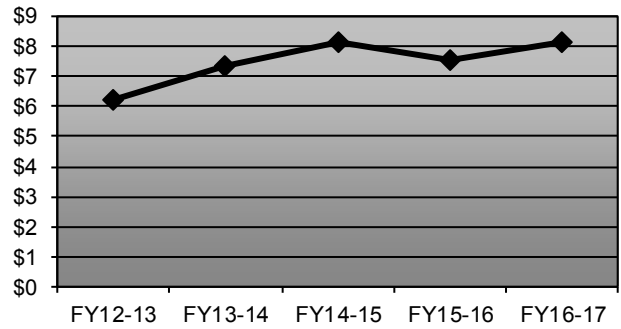


Revenue includes ADA complementary revenue.

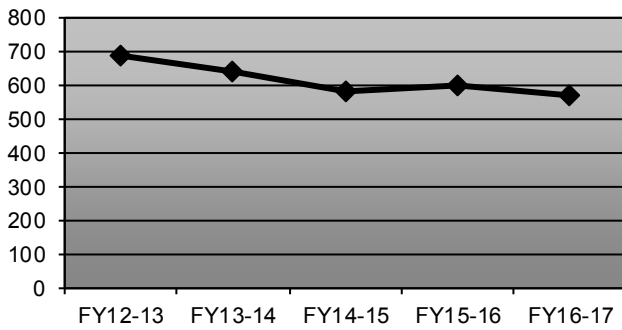




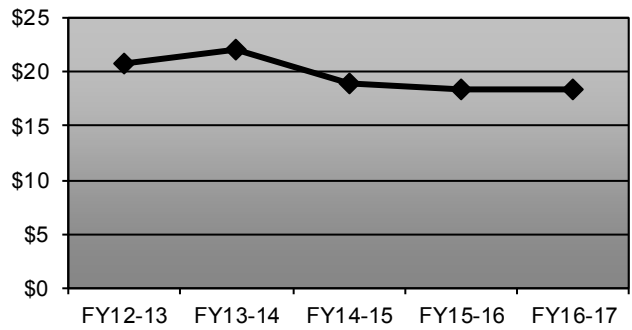
**Operating Expense Per Passenger**



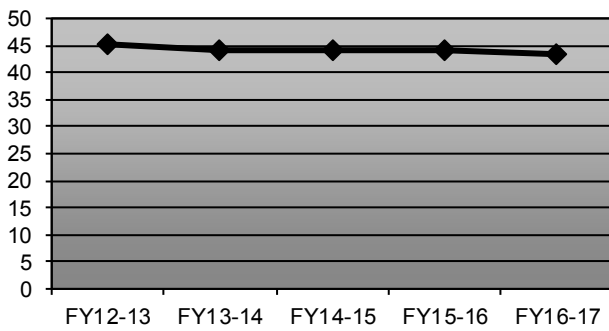
**Total Passengers (000's)**



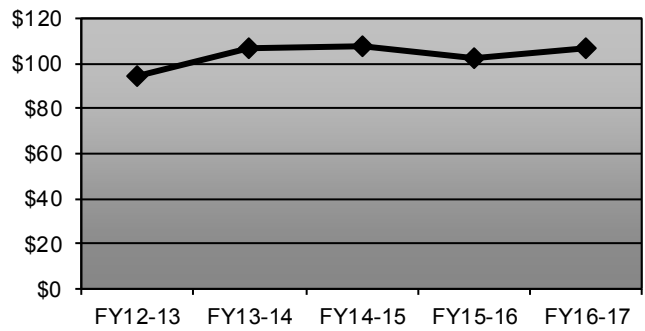
**Operating Revenue Per Revenue Vehicle Hour**



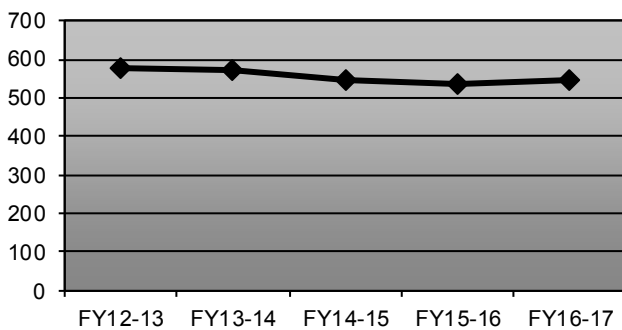
**Revenue Vehicle Hours (000's)**



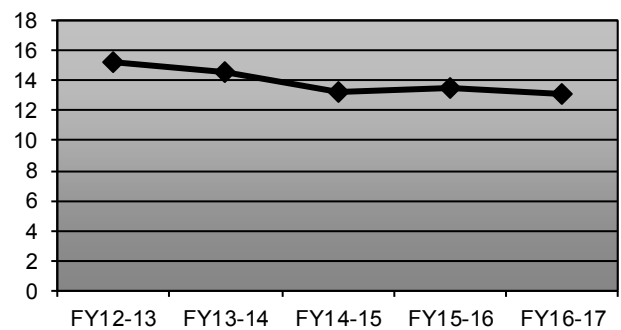
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

URBAN SYSTEMS



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



**House District**  
 Beaver: 10, 14, 15, 16  
**Senate District**  
 Beaver: 46, 47



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



**Current Fare Information**  
 Fixed Route Base: \$2.50  
 Last Base Fare Increase: January 2017



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 871,404  
 Senior Passengers: 86,165  
 Revenue Vehicle Miles: 931,576  
 Revenue Vehicle Hours: 54,534



**Current Employees**  
 Agency Full-Time: 95  
 Agency Part-Time: 0  
 System-Wide: 95



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$3,677,447  
 Required Local Match: \$551,617

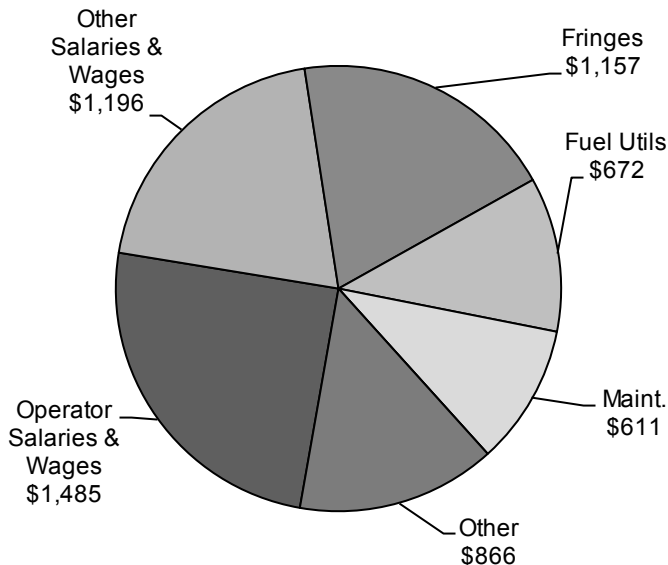


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 20  
 CNG Motor Bus: 3  
 Diesel/Gasoline Paratransit Vehicle: 23  
 System-Wide: 46

## OPERATING BUDGET

**Operating Expense (000's)**

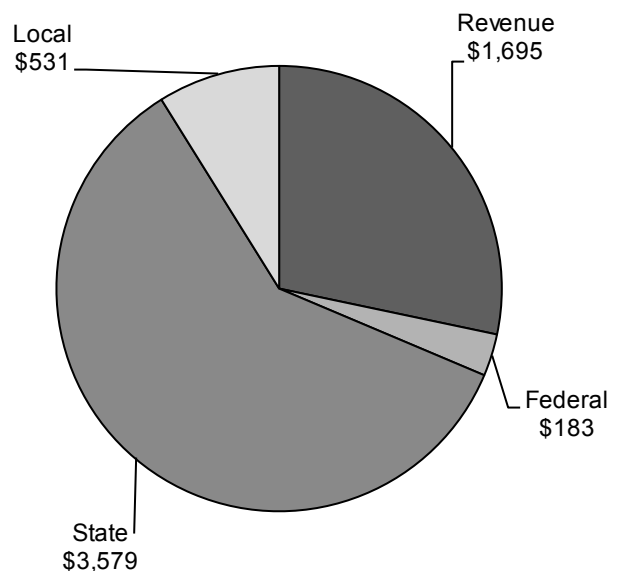
**\$5,987**



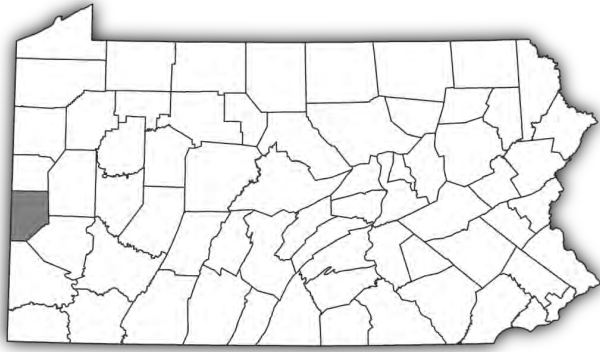
Expense includes DAS expense which is also included on the Community Transportation page.  
 Some contracted maintenance may be reported as "Other Services."

**Operating Funds (000's)**

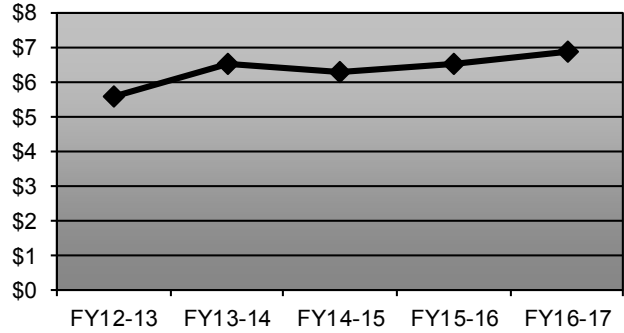
**\$5,987**



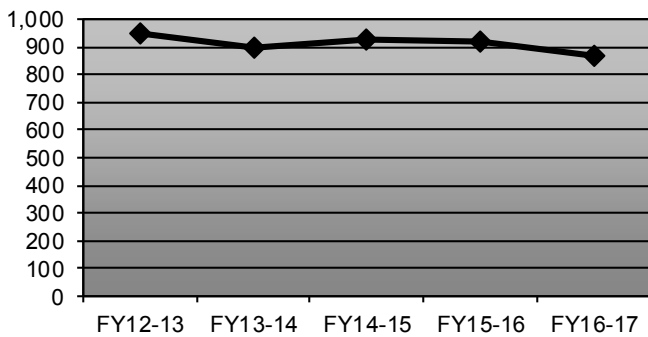
Revenue includes DAS revenue which is also included on the Community Transportation page.



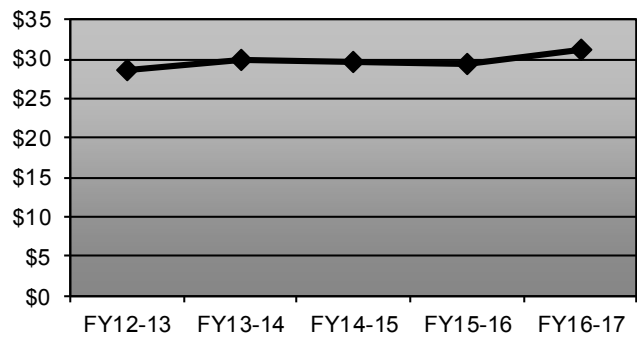
**Operating Expense Per Passenger**



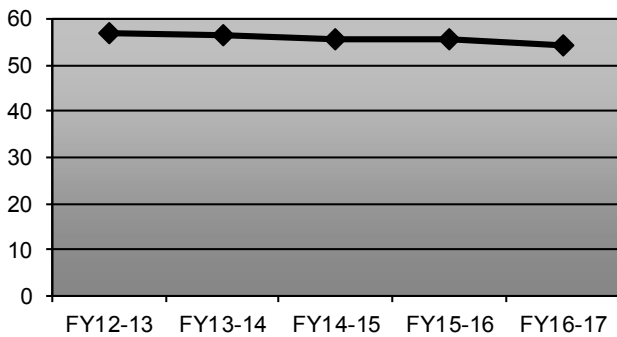
**Total Passengers (000's)**



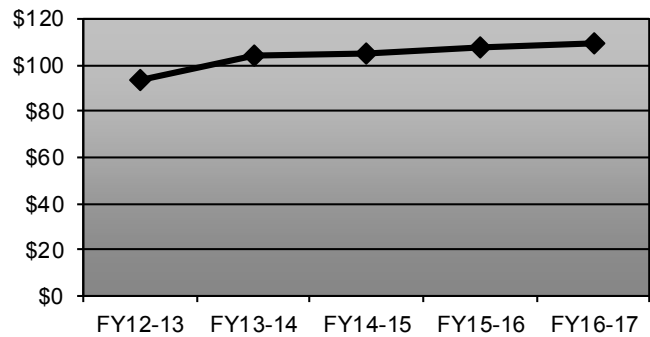
**Operating Revenue Per Revenue Vehicle Hour**



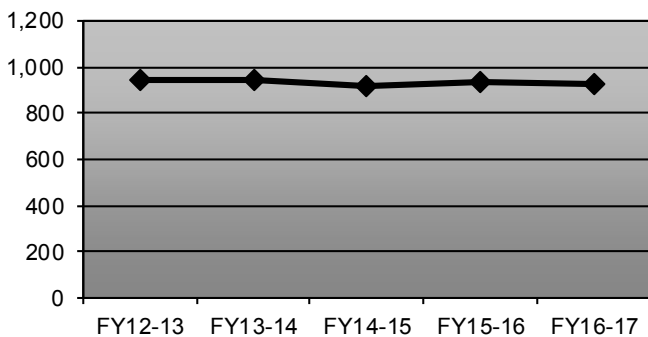
**Revenue Vehicle Hours (000's)**



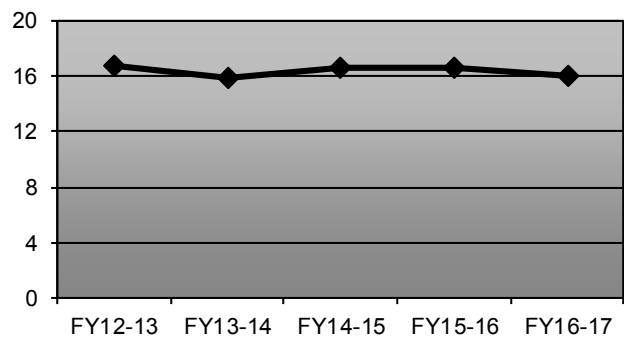
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



## Community Transportation

### Beaver County Transit Authority (BCTA)

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

### Fare Information

Average Shared-Ride Fare: \$21.04  
 Average Shared-Ride Cost per Trip: \$24.47  
 Fare Structure  
 Implementation Date: January 2017

### Service Area Statistics (2010 Census)

#### Beaver County

Square Miles: 440  
 Population: 170,596  
 65+ Population: 31,660  
 % of Population 65 and older: 18.6%

### Trip Information

65+ Trips: 30,072  
 Other Shared-Ride Trips: 46,121  
 Total Shared-Ride Trips: 76,193  
 Total Escorts: 3,034  
 Non-Public Trips: 100,532

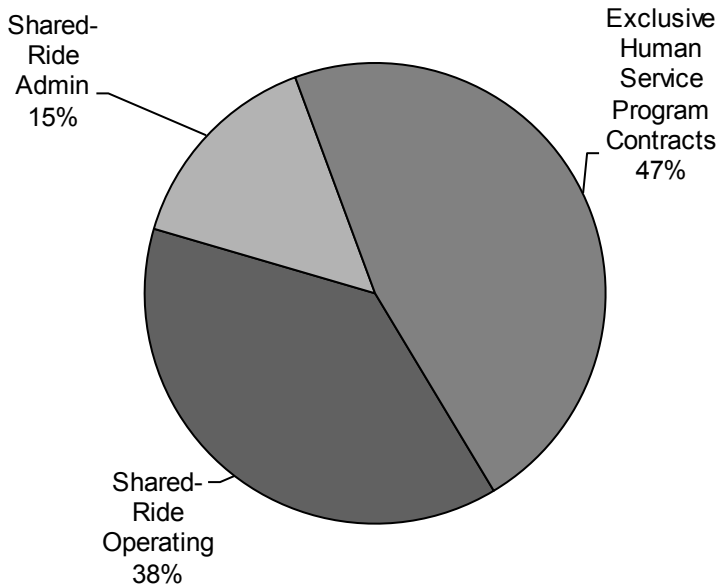
### Vehicles Operated in Maximum Service

Community Transportation: 18

## COMMUNITY TRANSPORTATION OPERATING BUDGET

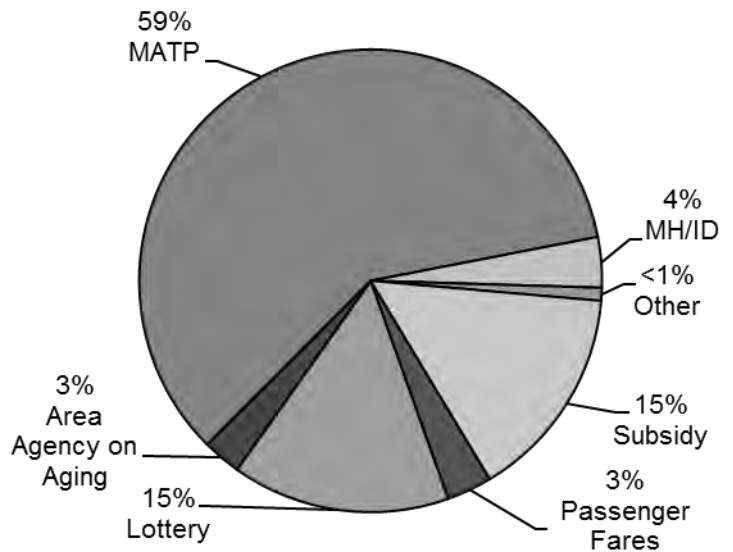
### Operating Expenses

\$3,518,846



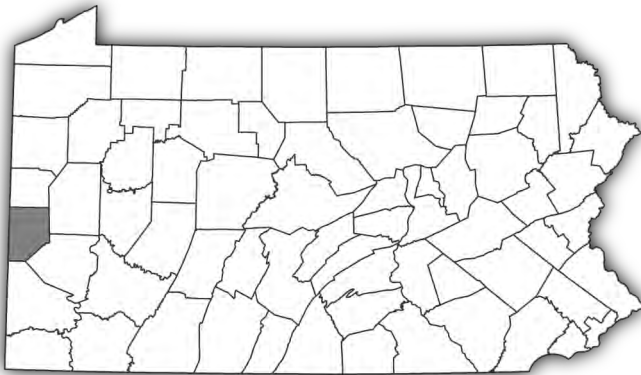
### Sources of Funding

\$3,512,728

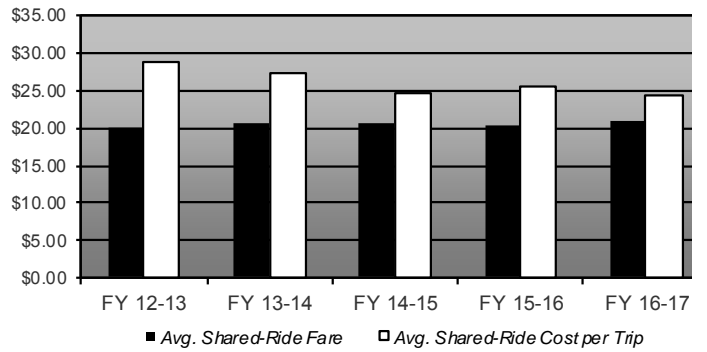


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

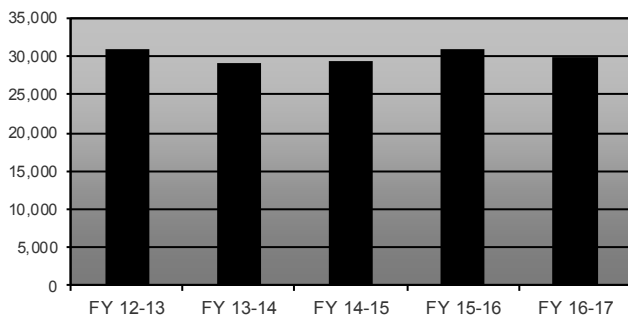
**Agency Service Area**



**Shared-Ride Fare Recovery**



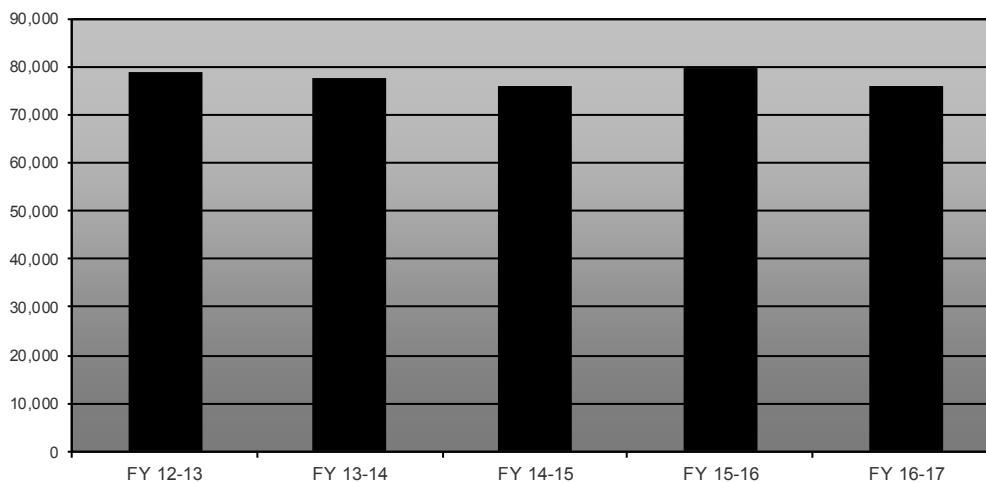
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**

***BCTA does not report trips through the Persons with Disabilities Program because all trips for persons with disabilities are funded by programs other than PwD beginning in FY 2011-12.***

**Total Shared-Ride Trips**





**Cambria County Transit Authority (CamTran)**  
 502 Maple Avenue  
 Johnstown, PA 15901  
 814-535-5526 Ext. 202  
 Ms. Rose Lucey-Noll, Executive Director  
[www.camtranbus.com](http://www.camtranbus.com)



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



**Service Area Statistics (2010 Census)**  
 Square Miles: 694  
 Population: 143,447



**Current Fare Information**  
 Fixed Route Base: \$1.65  
 Last Base Fare Increase: January 2018



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 1,138,570  
 Senior Passengers: 176,906  
 Revenue Vehicle Miles: 1,092,707  
 Revenue Vehicle Hours: 83,039



**Current Employees**  
 Agency Full-Time: 102  
 Agency Part-Time: 38  
 System-Wide: 140



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$6,804,852  
 Required Local Match: \$769,002

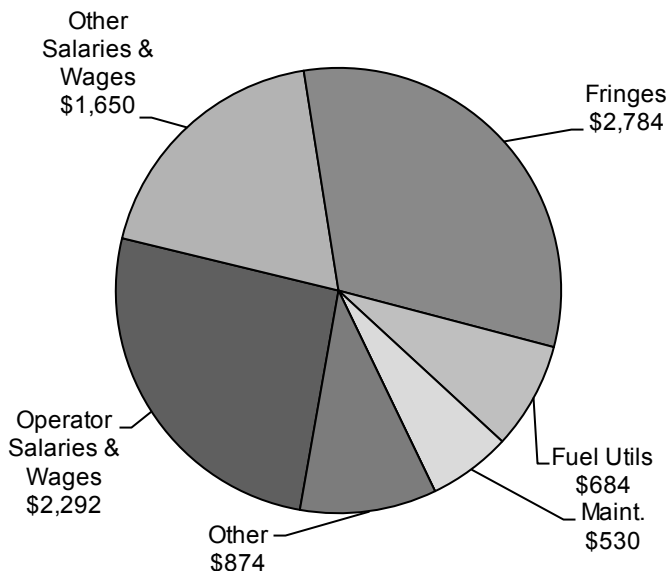


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 46  
 CNG Motor Bus: 3  
 Other Alternative Fuel Motor Bus: 1  
 Inclined Plane Cars: 2  
 Diesel/Gasoline Paratransit Vehicle: 7  
 System-Wide: 59

## OPERATING BUDGET

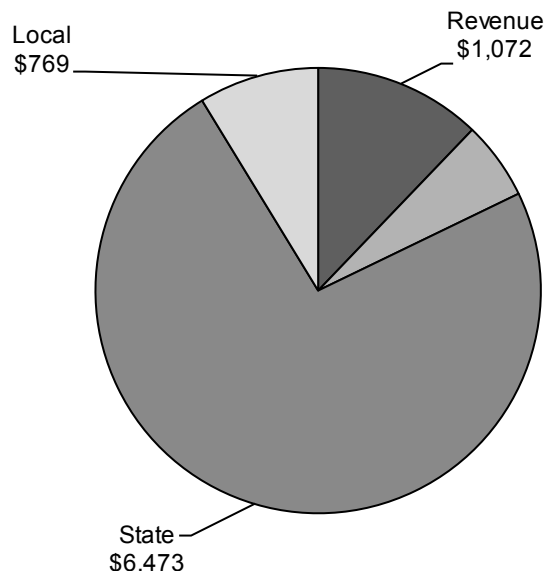
**Operating Expense (000's)**

**\$8,814**



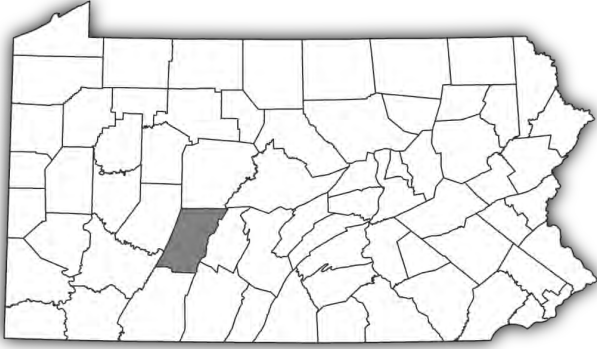
**Operating Funds (000's)**

**\$8,814**

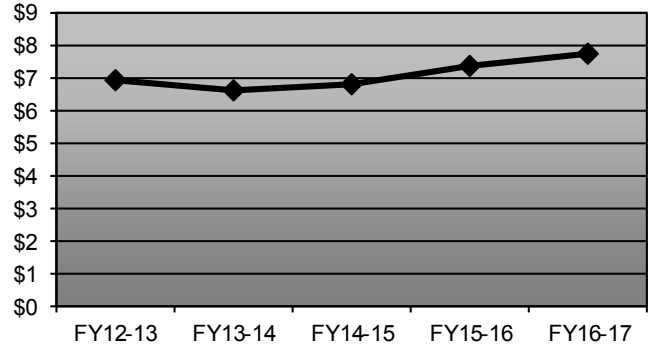


Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

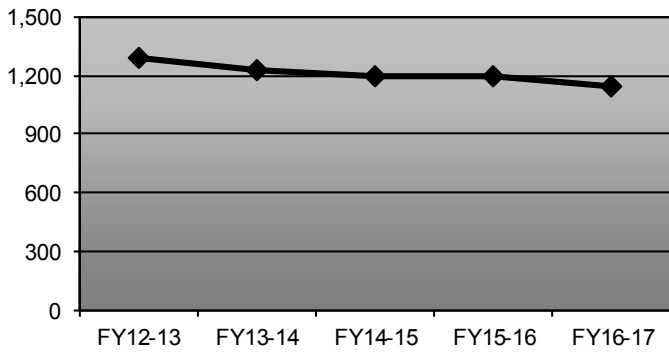
Revenue includes ADA complementary revenue.



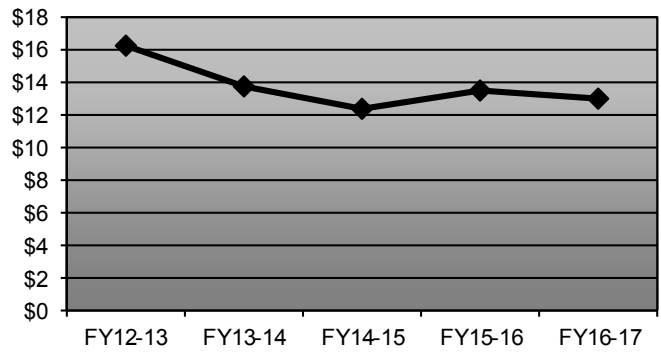
**Operating Expense Per Passenger**



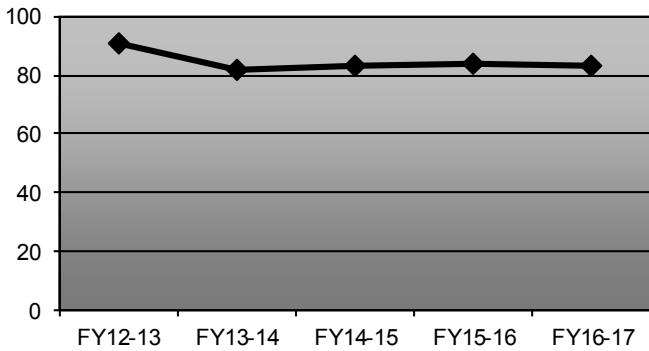
**Total Passengers (000's)**



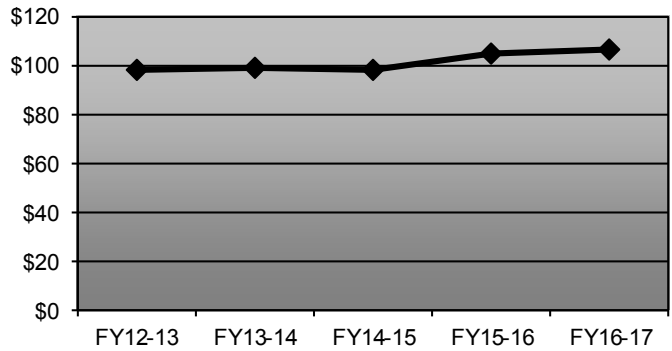
**Operating Revenue Per Revenue Vehicle Hour**



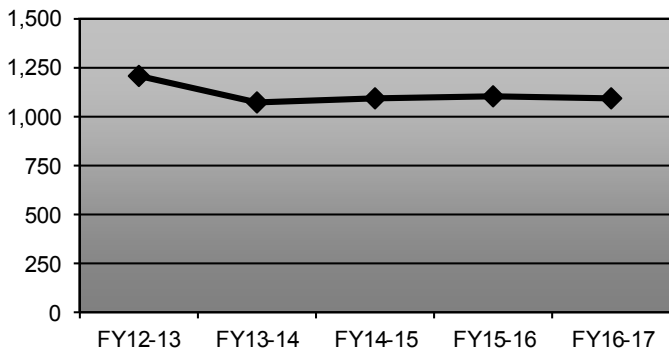
**Revenue Vehicle Hours (000's)**



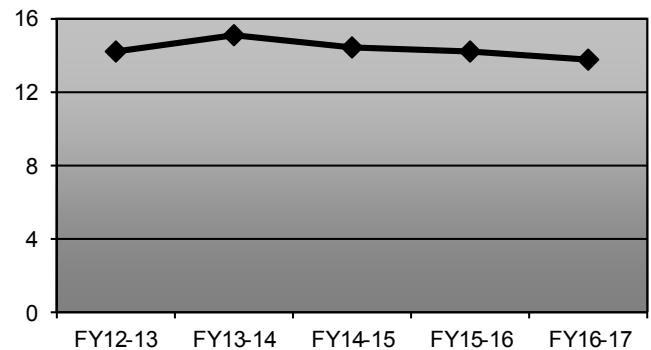
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



URBAN SYSTEMS

Passengers include ADA complementary passengers.

## Community Transportation

### Cambria County Transit Authority (CamTran)

502 Maple Avenue  
 Johnstown, PA 15901  
 814-535-5526 Ext. 202  
 Ms. Rose Lucey-Noll, Executive Director

### Fare Information

Average Shared-Ride Fare: \$18.42  
 Average Shared-Ride Cost per Trip: \$27.31  
 Fare Structure  
 Implementation Date: January 2017

### Service Area Statistics (2010 Census)

#### Cambria County

Square Miles: 694  
 Population: 143,447  
 65+ Population: 27,071  
 % of Population 65 and older: 18.8%

### Trip Information

65+ Trips: 54,692  
 PwD Trips: 1,907  
 Other Shared-Ride Trips: 2,911  
 Total Shared-Ride Trips: 59,510  
 Total Escorts: 646

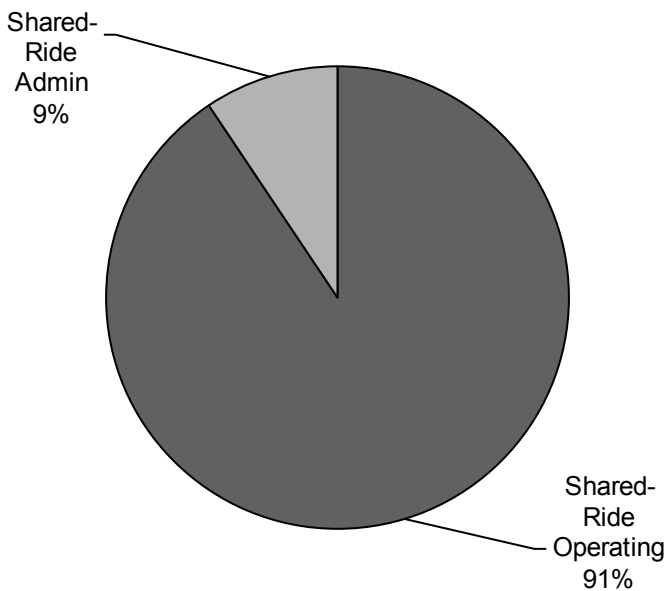
### Vehicles Operated in Maximum Service

Community Transportation: 19

## COMMUNITY TRANSPORTATION OPERATING BUDGET

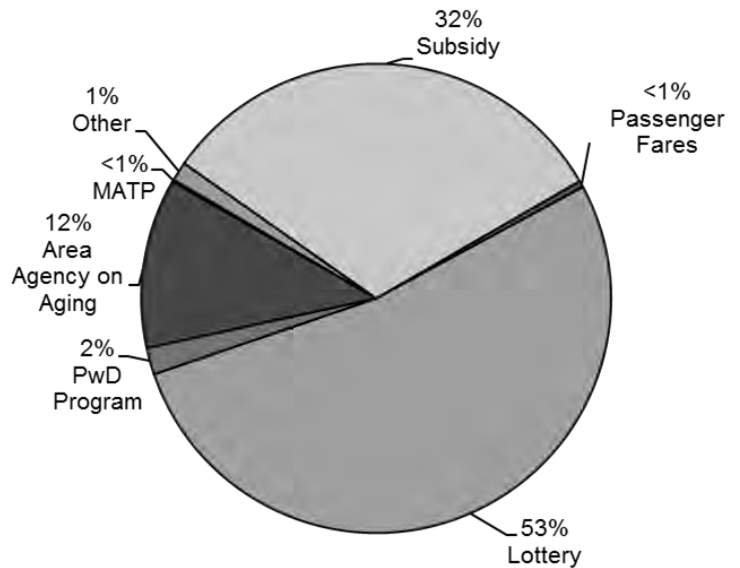
### Operating Expenses

\$1,625,043



### Sources of Funding

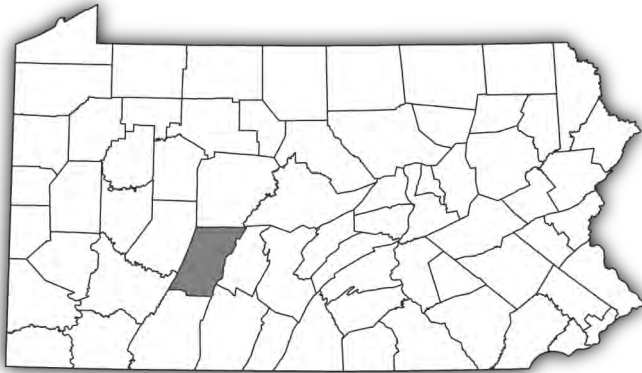
\$1,625,043



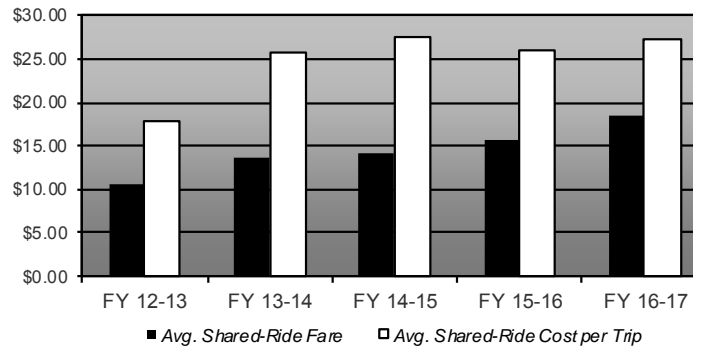
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.



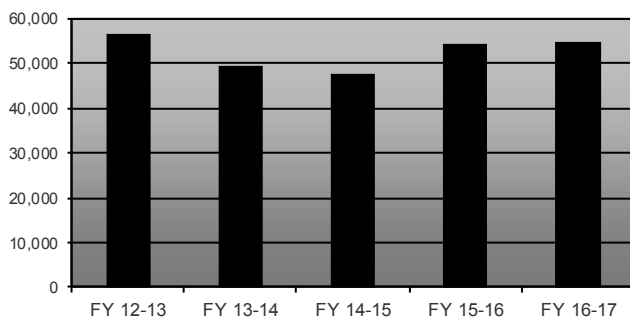
**Agency Service Area**



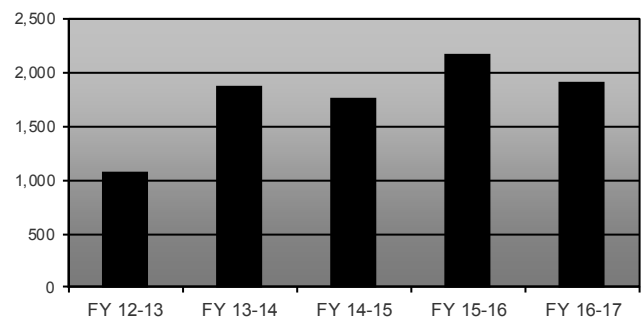
**Shared-Ride Fare Recovery**



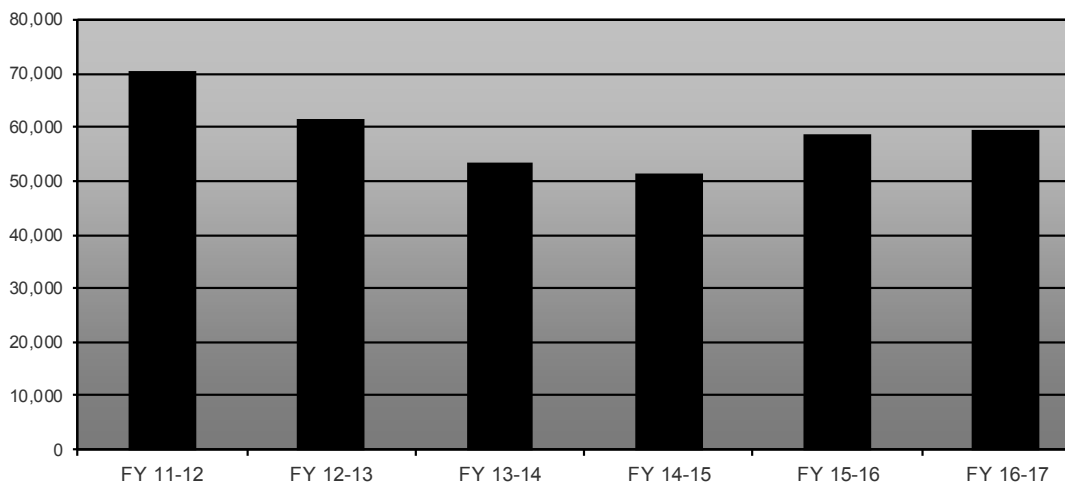
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



URBAN SYSTEMS



**Capital Area Transit (CAT)**  
 901 North Cameron Street  
 Harrisburg, PA 17101  
 717-233-5657  
 Mr. Richard Farr, Executive Director  
[www.cattransit.com](http://www.cattransit.com)



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

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



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



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 2,162,969  
 Senior Passengers: 242,332  
 Revenue Vehicle Miles: 2,044,267  
 Revenue Vehicle Hours: 143,323



**Current Employees**  
 Agency Full-Time: 190  
 Agency Part-Time: 8  
 Contractor Full-Time: 26  
 Contractor Part-Time: 11  
 System-Wide: 235



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$8,200,907  
 Required Local Match: \$887,447



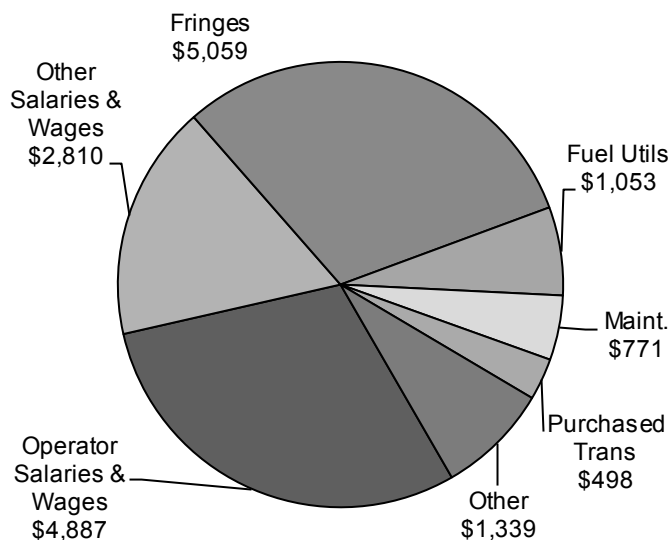
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 69  
 Diesel/Gasoline Paratransit Vehicle: 52  
 System-Wide: 121

**Cumberland County community transportation provided by CPTA. (see page 92)**

## OPERATING BUDGET

### Operating Expense (000's)

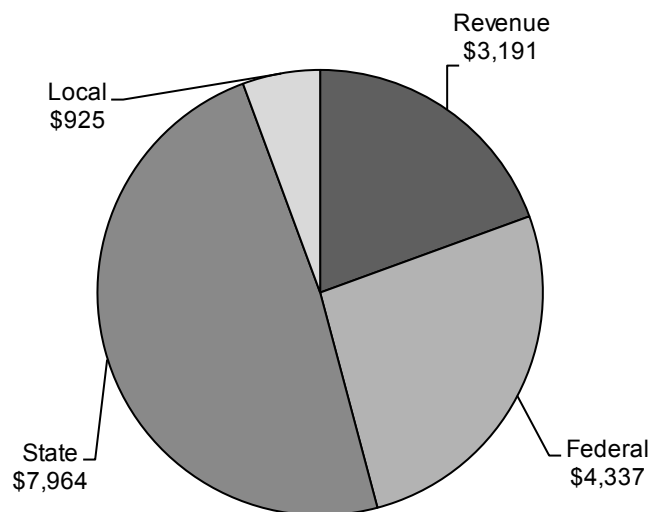
**\$16,417**



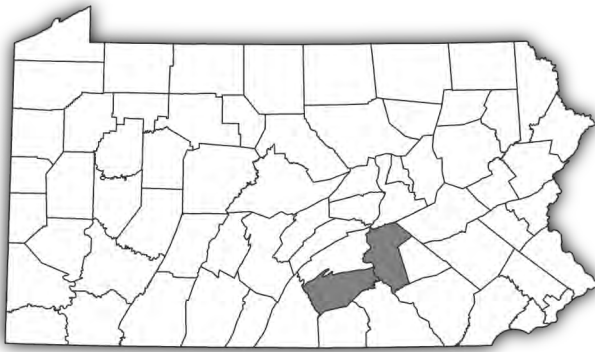
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

### Operating Funds (000's)

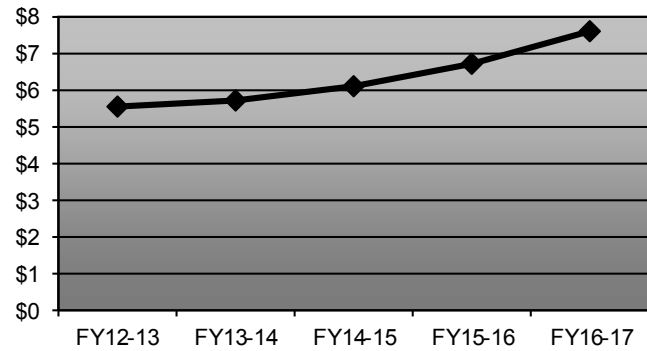
**\$16,417**



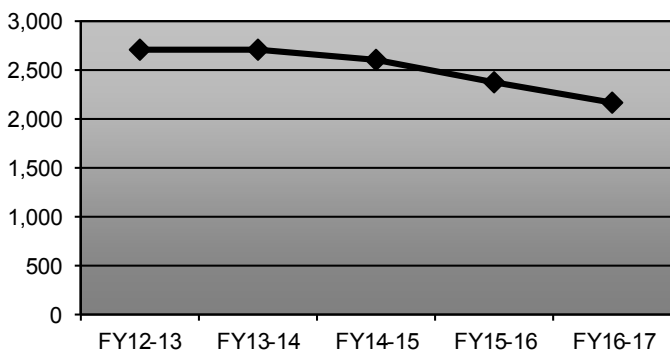
Revenue includes ADA complementary revenue.



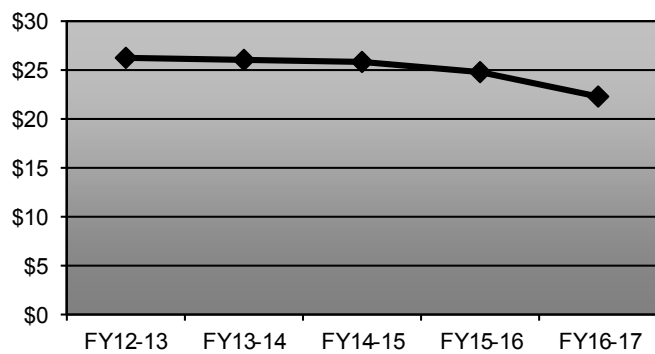
**Operating Expense Per Passenger**



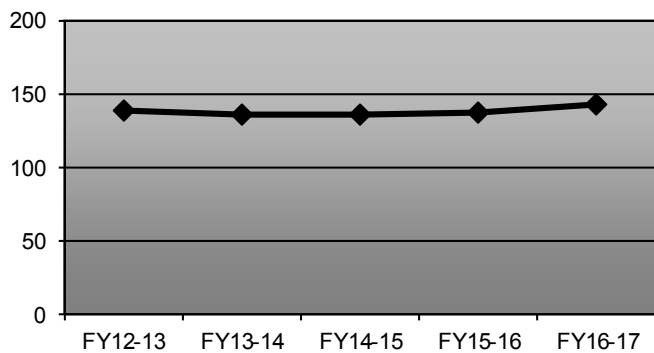
**Total Passengers (000's)**



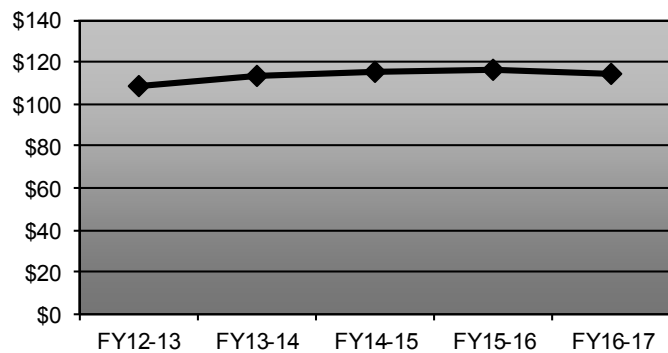
**Operating Revenue Per Revenue Vehicle Hour**



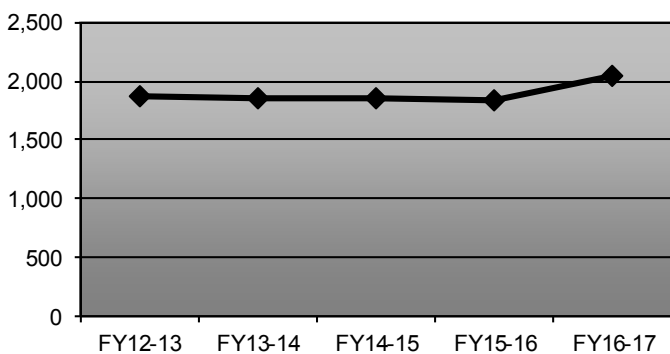
**Revenue Vehicle Hours (000's)**



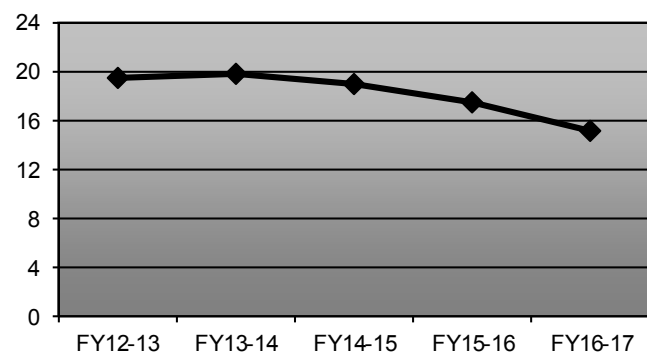
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

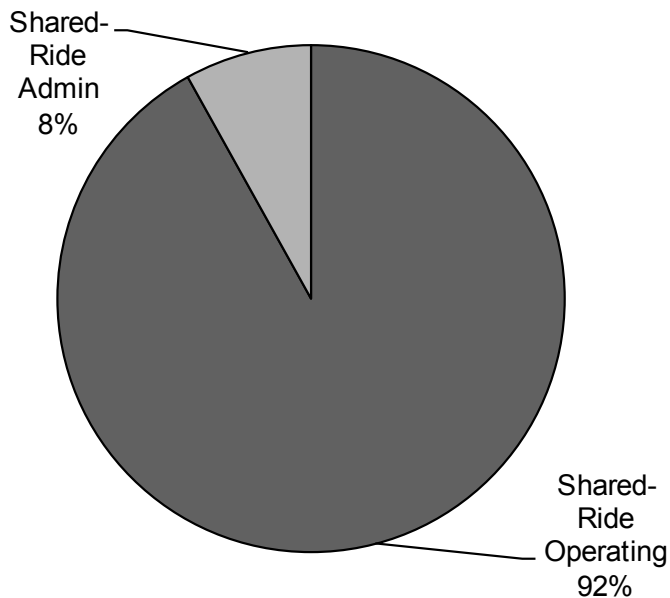
## Community Transportation

<b>Capital Area Transit (CAT)</b> 901 North Cameron Street Harrisburg, PA 17101 717-232-6100 Mr. Richard Farr, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$20.92 Average Shared-Ride Cost per Trip: \$26.57 Fare Structure Implementation Date: February 2011	
<b>Service Area Statistics (2010 Census)</b> <b>Dauphin County</b> Square Miles: 525 Population: 268,100 65+ Population: 36,841 % of Population 65 and older: 13.7%		<b>Trip Information</b> 65+ Trips: 50,541 PwD Trips: 8,445 Other Shared-Ride Trips: 93,722 Total Shared-Ride Trips: 152,708 Total Escorts: 20,697	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 40	

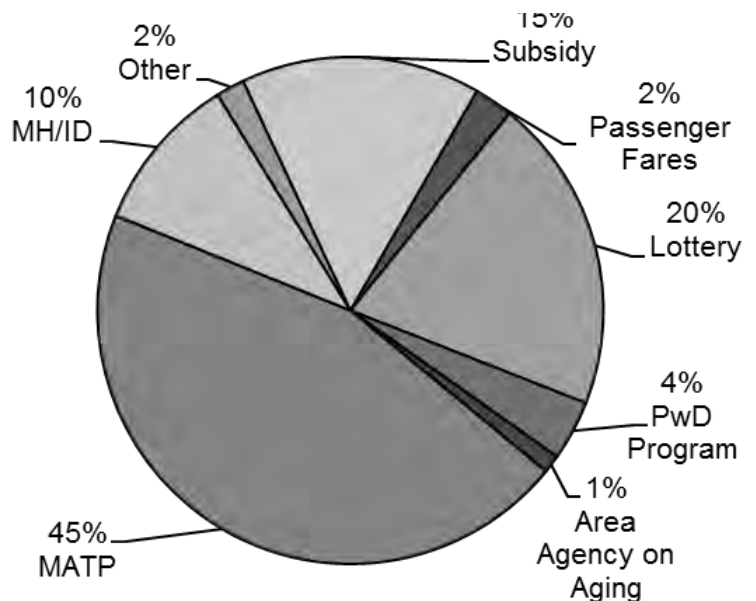
URBAN SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$4,057,149

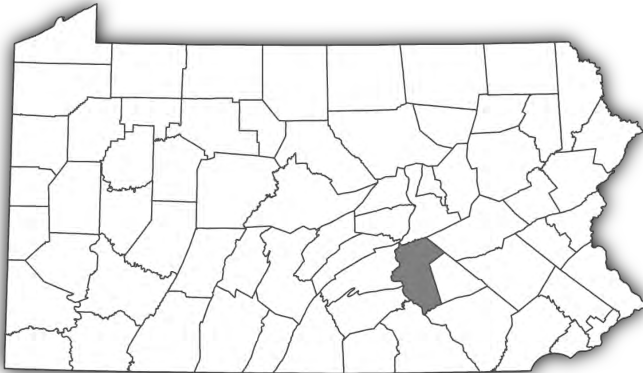


**Sources of Funding**  
\$4,057,149

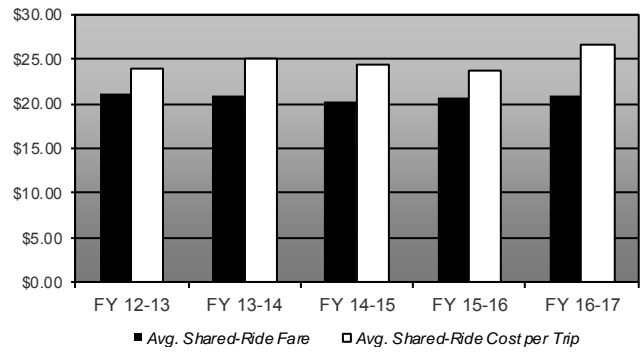


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

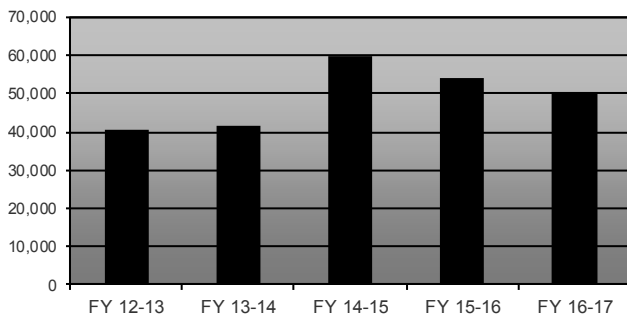
**Agency Service Area**



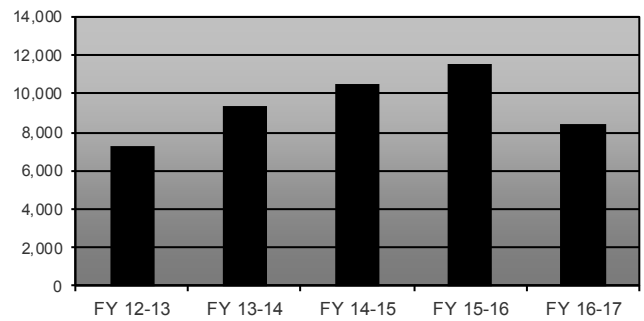
**Shared-Ride Fare Recovery**



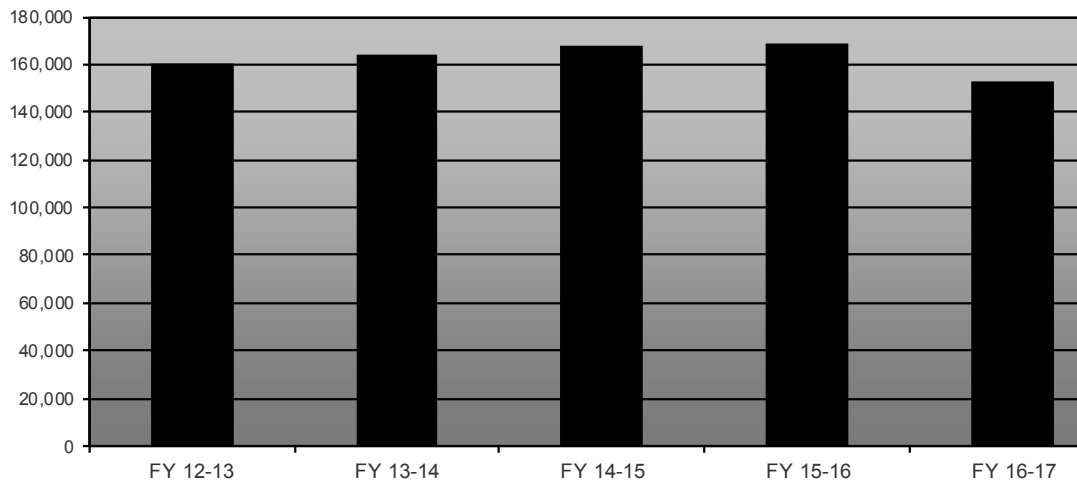
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**Centre Area Transportation Authority (CATA)**  
 2081 West Whitehall Road  
 State College, PA 16801  
 814-238-2282  
 Ms. Louwana Oliva, General Manager  
[www.catabus.com](http://www.catabus.com)



**House District**  
 Centre: 76, 77, 171  
**Senate District**  
 Centre: 34



**Service Area Statistics (2010 Census)**  
 Square Miles: 89  
 Population: 104,360



**Current Fare Information**  
 Fixed Route Base: \$1.75  
 Last Base Fare Increase: July 2014



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 6,932,214  
 Senior Passengers: 47,442  
 Revenue Vehicle Miles: 2,091,603  
 Revenue Vehicle Hours: 159,986



**Current Employees**  
 Agency Full-Time: 190  
 Agency Part-Time: 2  
 Contractor Full-Time: 7  
 Contractor Part-Time: 9  
 System-Wide: 208



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$6,016,341  
 Required Local Match: \$550,477



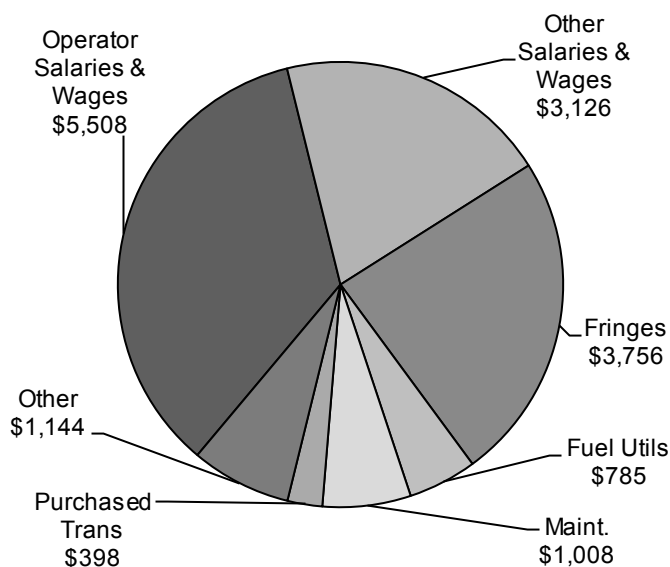
**Current Fleet Size**  
 CNG Motor Bus: 71  
 Diesel/Gasoline Paratransit Vehicle: 54  
 CNG Paratransit Vehicle: 5  
 System-Wide: 125

\*Tokens and multi-ride passes increased in price.

## OPERATING BUDGET

### Operating Expense (000's)

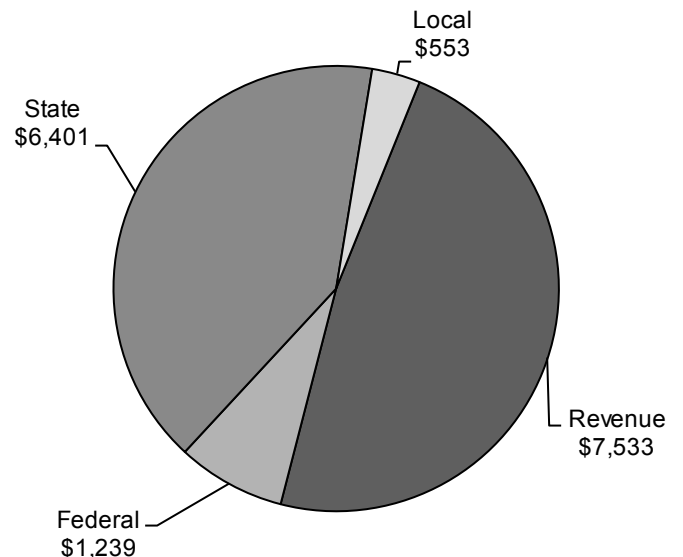
**\$15,725**



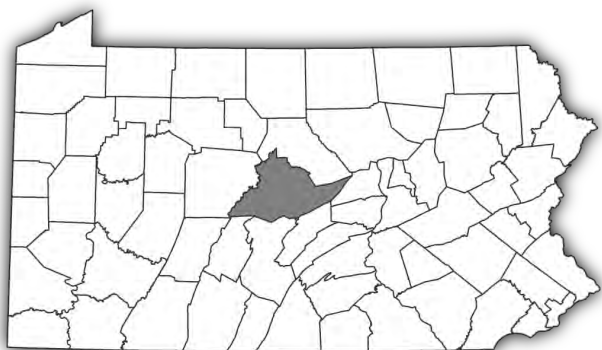
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

### Operating Funds (000's)

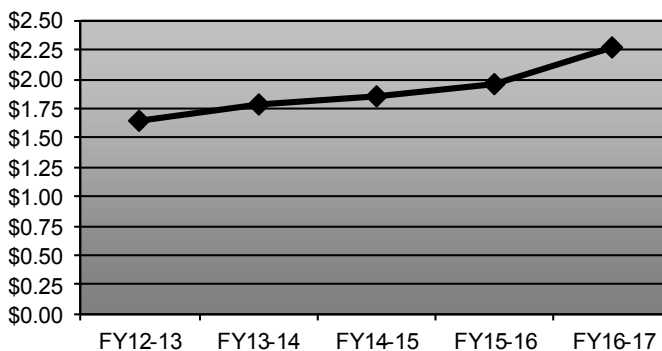
**\$15,725**



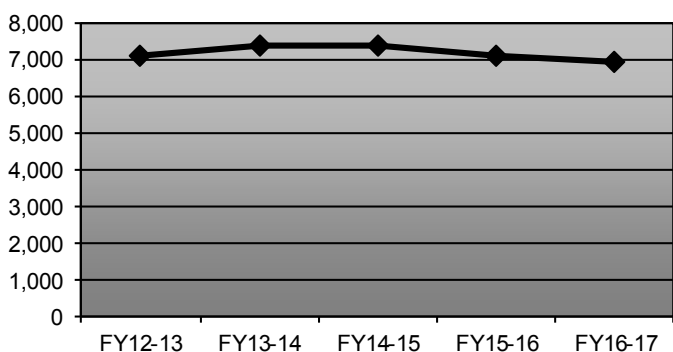
Revenue includes ADA complementary revenue.



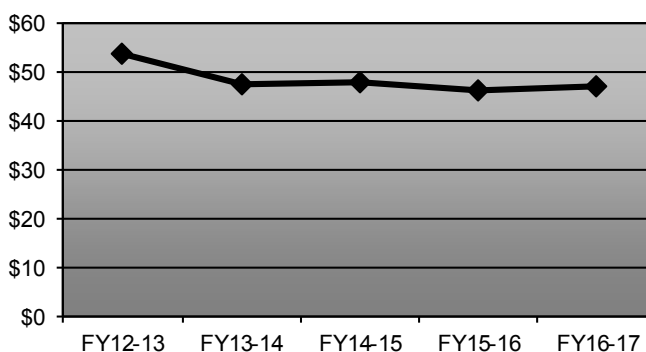
**Operating Expense Per Passenger**



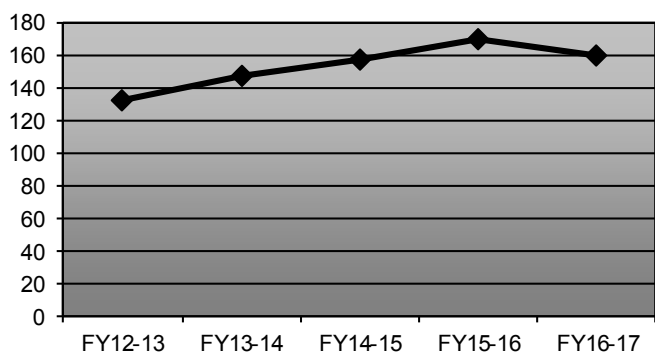
**Total Passengers (000's)**



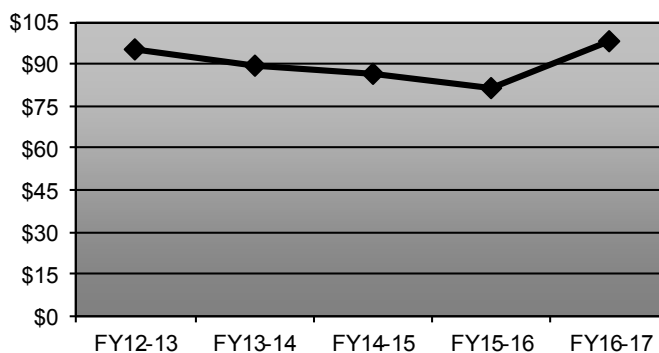
**Operating Revenue Per Revenue Vehicle Hour**



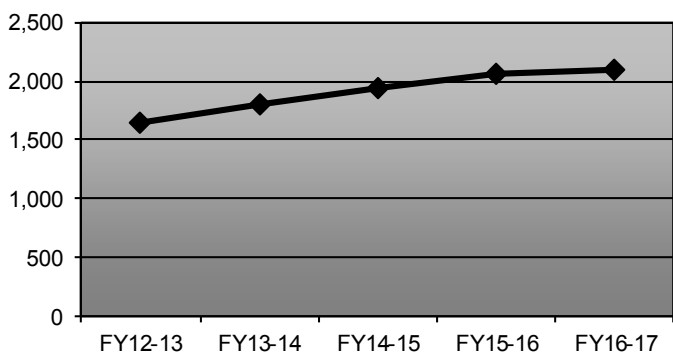
**Revenue Vehicle Hours (000's)**



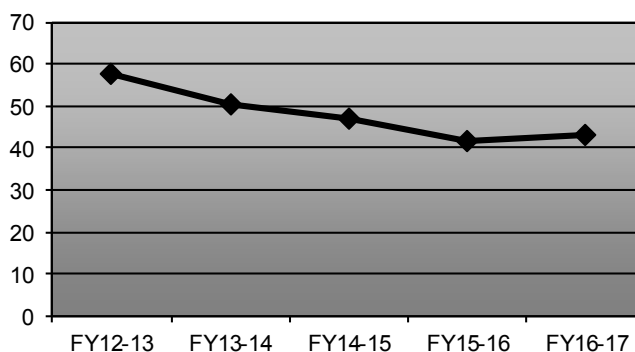
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

## Community Transportation

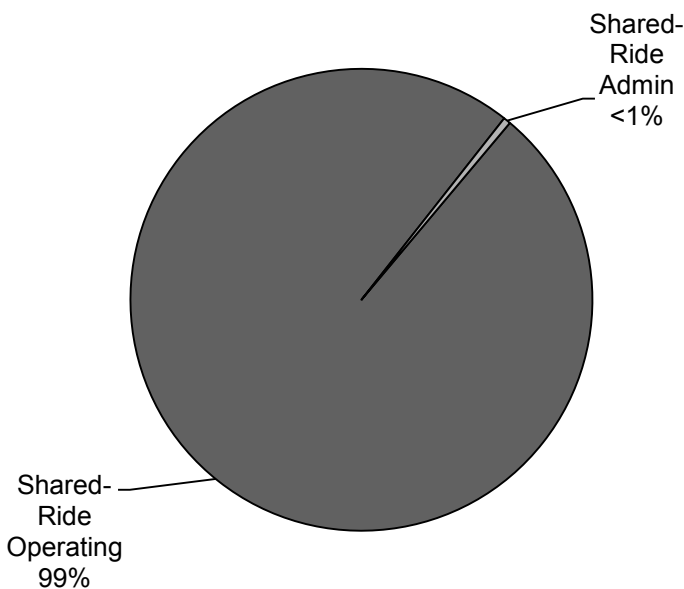
<b>Centre Area Transportation Authority (CATA)</b> 2081 West Whitehall Road State College, PA 16801 814-238-2282 Ms. Louwana Oliva, General Manager		<b>Fare Information</b> Average Shared-Ride Fare: \$20.00 Average Shared-Ride Cost per Trip: \$30.76 Fare Structure Implementation Date: July 2013	
<b>Service Area Statistics (2010 Census)</b> <b>Centre County</b> Square Miles: 135 Population: 112,000 65+ Population: 12,631 % of Population 65 and older: 11.3%		<b>Trip Information</b> 65+ Trips: 15,135 PwD Trips: Centre County (see page 196) Other Shared-Ride Trips: 32 Total Shared-Ride Trips: 15,167 Total Escorts: 1,294	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 5	

URBAN SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

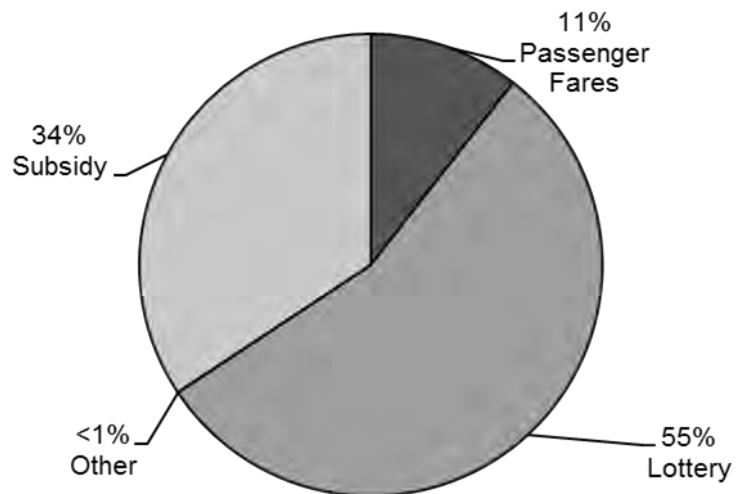
#### Operating Expenses

\$466,497



#### Sources of Funding

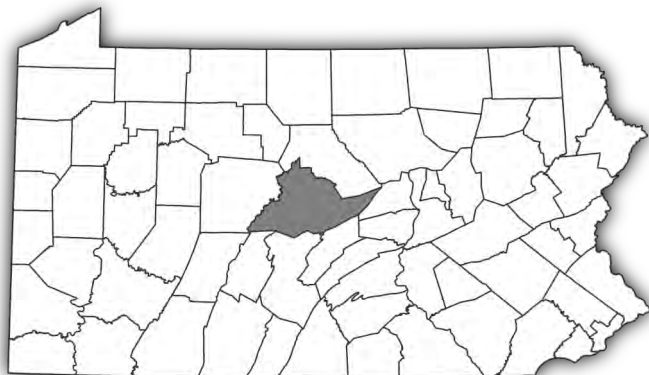
\$466,497



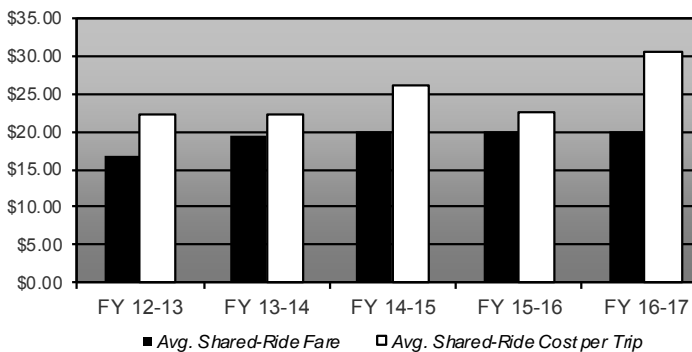
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.



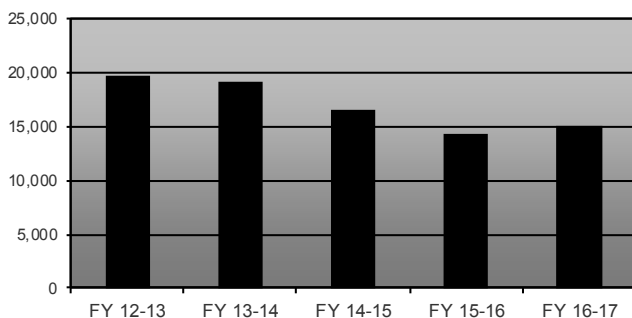
**Agency Service Area**



**Shared-Ride Fare Recovery**



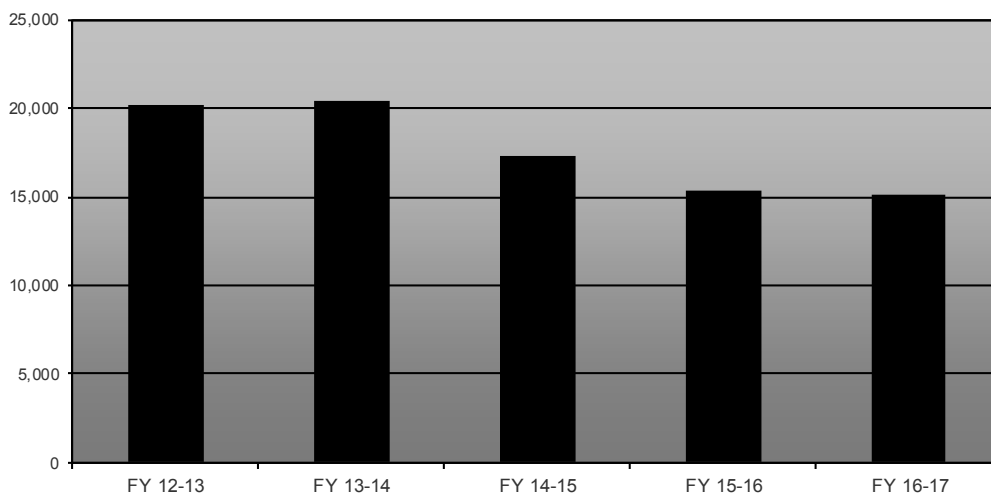
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**

**CATA does not provide PwD shared-ride service. Centre County provides PwD (see page 204).**

**Total Shared-Ride Trips**





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



**House District**  
 Lackawanna: 112, 113, 114, 117, 118  
**Senate District**  
 Lackawanna: 22



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



**Current Fare Information**  
 Fixed Route Base: \$1.75  
 Last Base Fare Increase: July 2013



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 1,022,801  
 Senior Passengers: 175,061  
 Revenue Vehicle Miles: 1,182,977  
 Revenue Vehicle Hours: 90,042



**Current Employees**  
 Agency Full-Time: 109  
 Agency Part-Time: 19  
 System-Wide: 128



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$6,781,013  
 Required Local Match: \$655,721

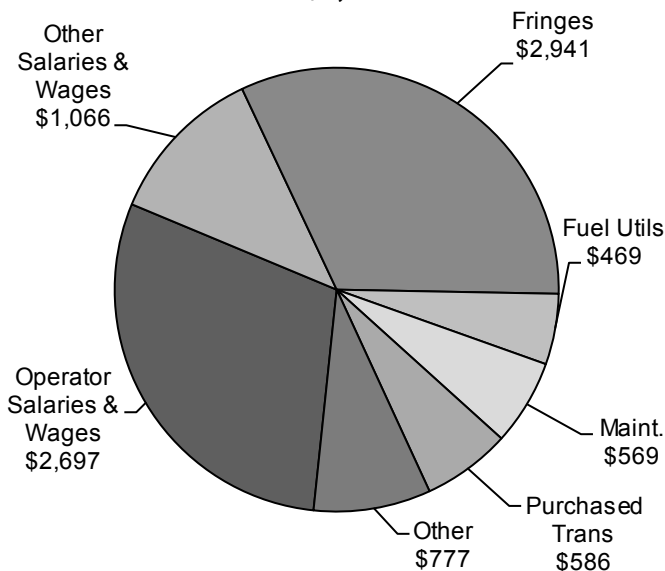


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 46  
 Diesel/Gasoline Paratransit Vehicle: 12  
 System-Wide: 58

## OPERATING BUDGET

**Operating Expense (000's)**

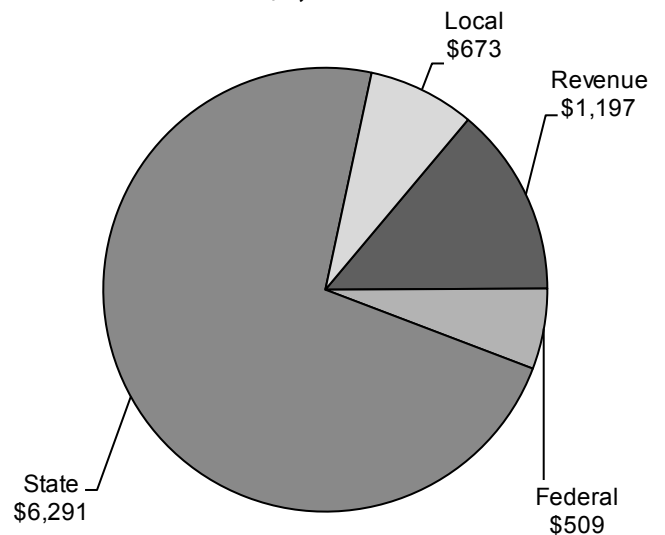
**\$9,105\***



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

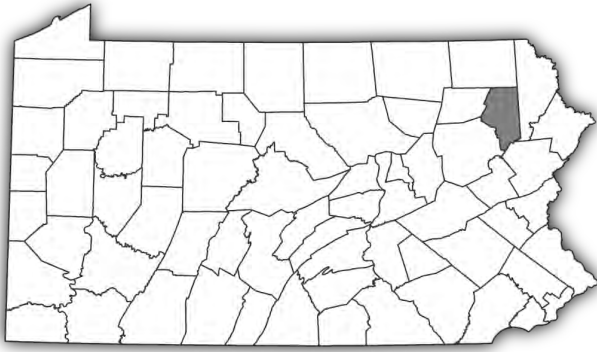
**Operating Funds (000's)**

**\$8,670\***

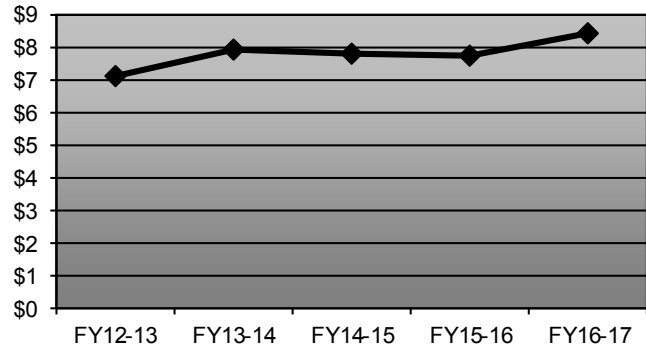


Revenue includes ADA complementary revenue.

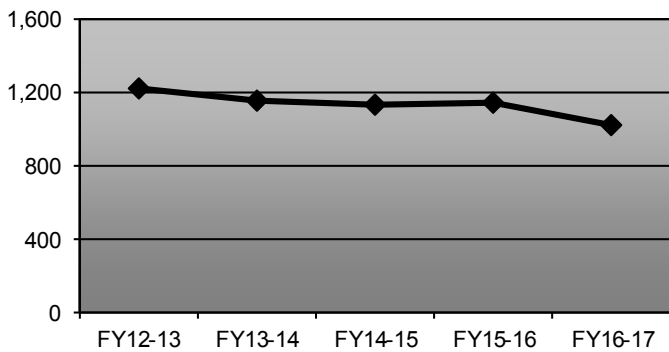
\*Operating Expenses and Operating Funds do not match because COLTS operated at a deficit for FY 16-17.



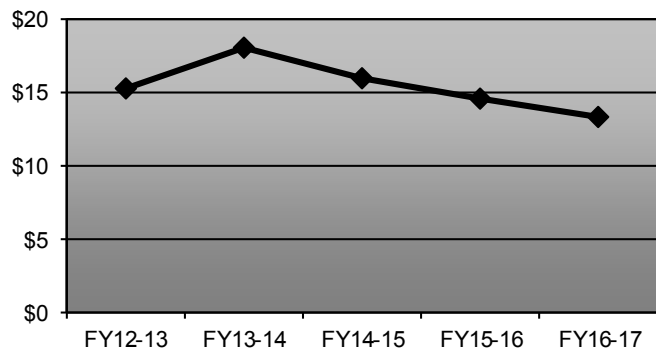
**Operating Expense Per Passenger**



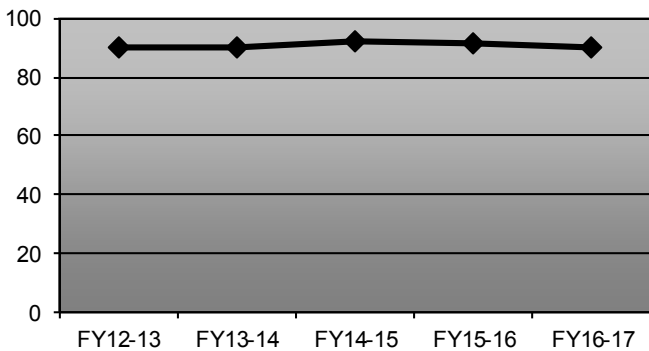
**Total Passengers (000's)**



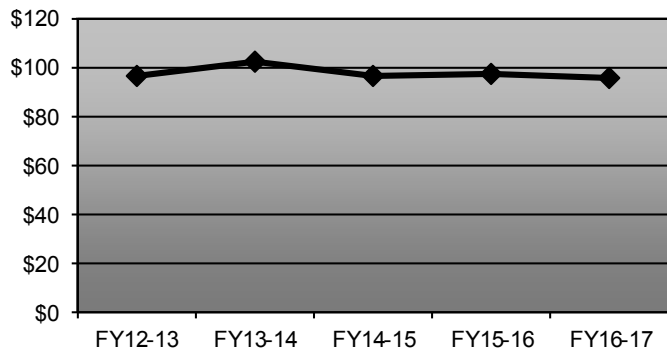
**Operating Revenue Per Revenue Vehicle Hour**



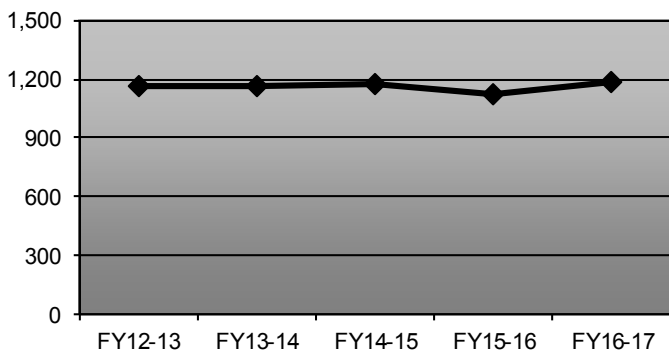
**Revenue Vehicle Hours (000's)**



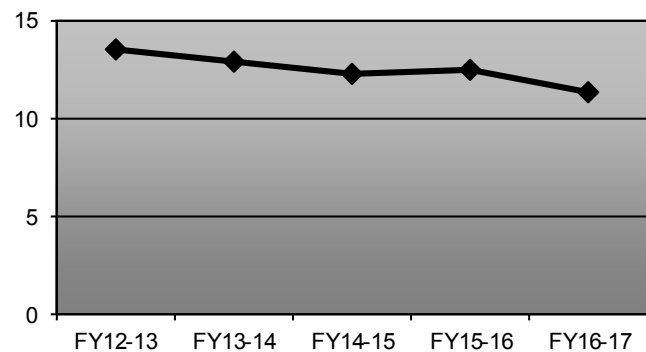
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

## Community Transportation

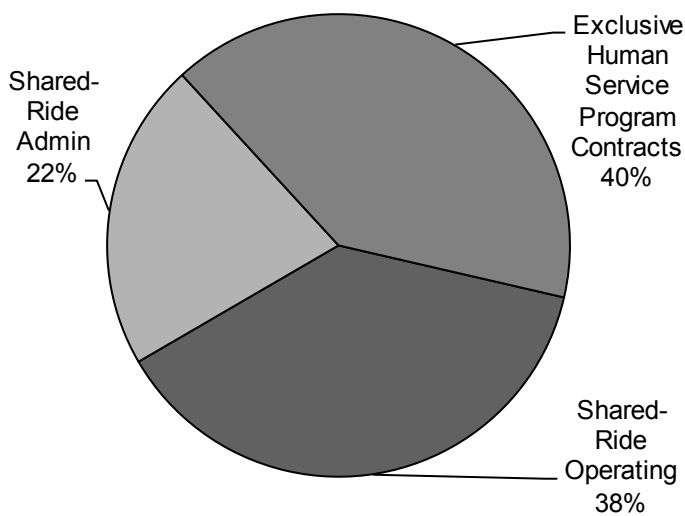
<b>County of Lackawanna Transit System (COLTS)</b> 800 North South Road Scranton, PA 18504 570-346-2061 Mr. Robert J. Fiume, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$25.00 Average Shared-Ride Cost per Trip: \$18.92 Fare Structure Implementation Date: July 2015	
<b>Lackawanna County</b> <b>Service Area Statistics (2010 Census)</b> Square Miles: 459 Population: 214,437 65+ Population: 37,895 % of Population 65 and older: 17.7%		<b>Trip Information</b> 65+ Trips: 85,252 PwD Trips: 1,665 Other Shared-Ride Trips: 13,232 Total Shared-Ride Trips: 100,149 Total Escorts: 0 Non-Public Trips: 15,828	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 28	

URBAN SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

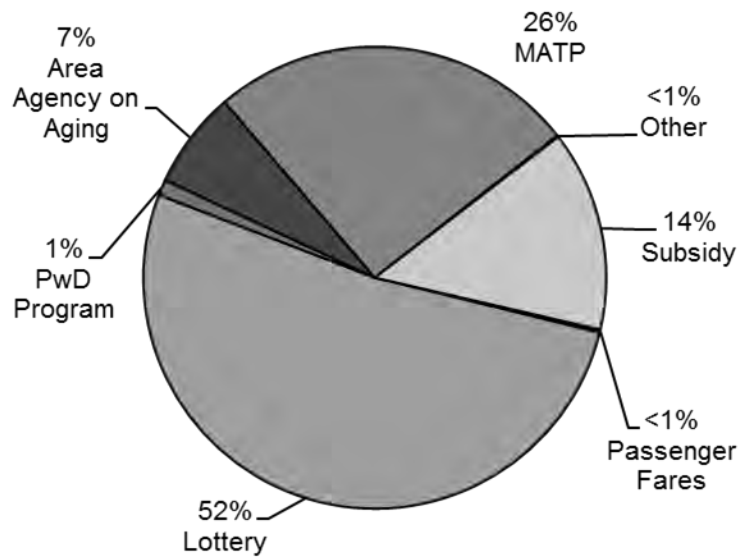
#### Operating Expenses

**\$3,217,706**



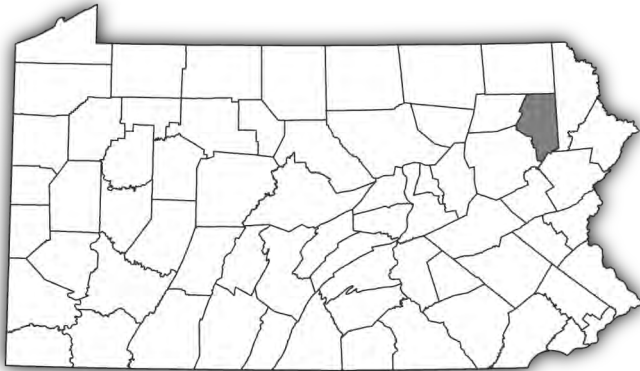
#### Sources of Funding

**\$3,341,321**

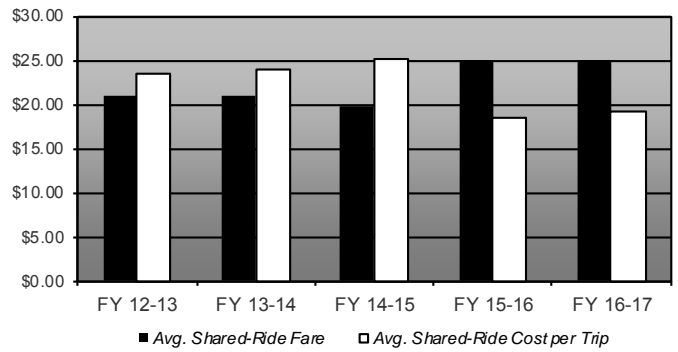


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

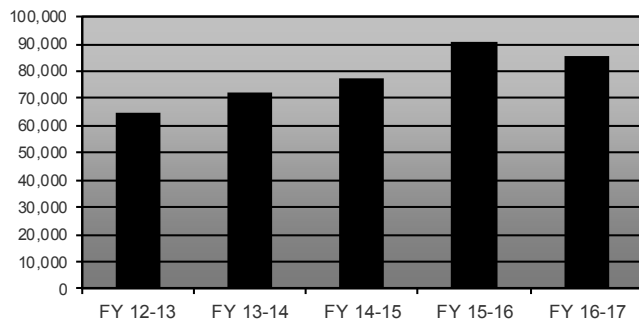
**Agency Service Area**



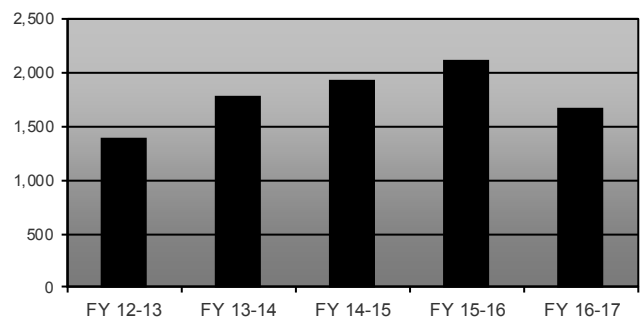
**Shared-Ride Fare Recovery**



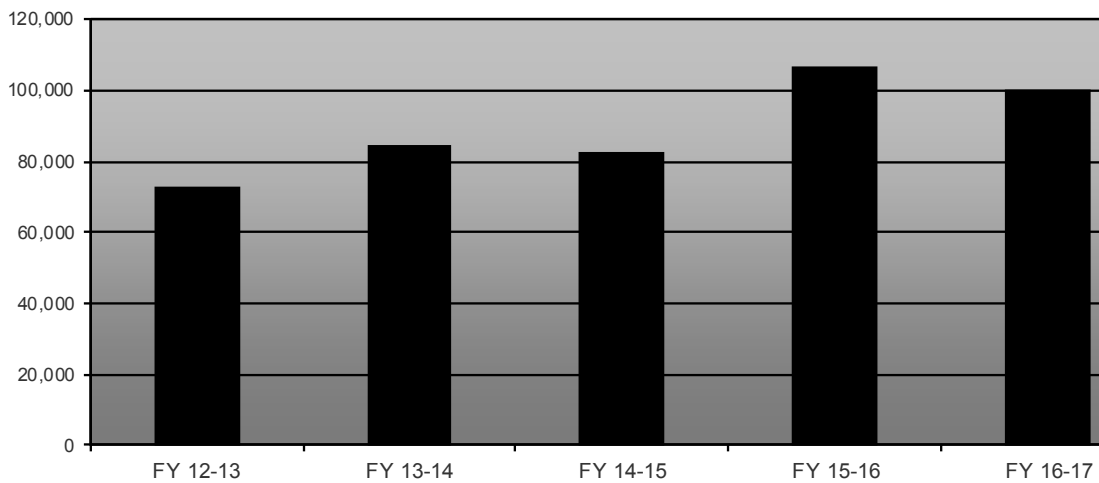
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**County of Lebanon Transit Authority (COLT/LT)**  
 200 Willow Street  
 Lebanon, PA 17046  
 717-274-3664  
 Ms. Theresa Giurintano,  
 Executive Director  
[www.lebanontransit.org](http://www.lebanontransit.org)



**House District**  
 Lebanon: 101, 102  
**Senate District**  
 Lebanon: 48



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



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 320,245  
 Senior Passengers: 71,551  
 Revenue Vehicle Miles: 508,730  
 Revenue Vehicle Hours: 31,019



**Current Employees**  
 Agency Full-Time: 41  
 Agency Part-Time: 7  
 System-Wide: 48



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,867,188  
 Required Local Match: \$101,935

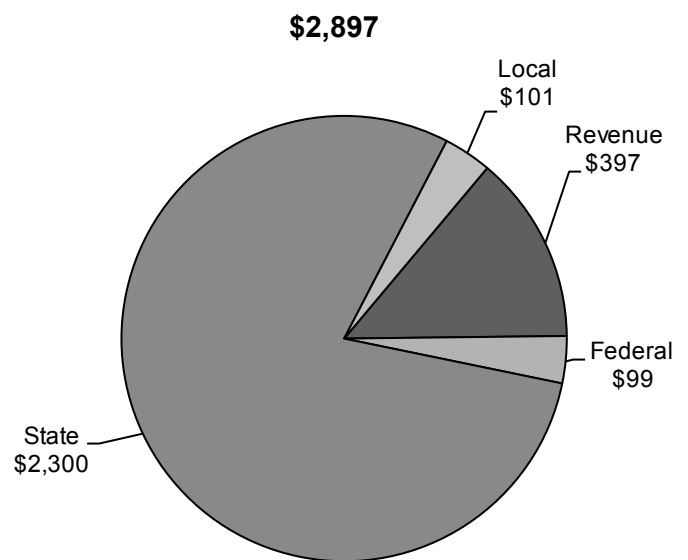
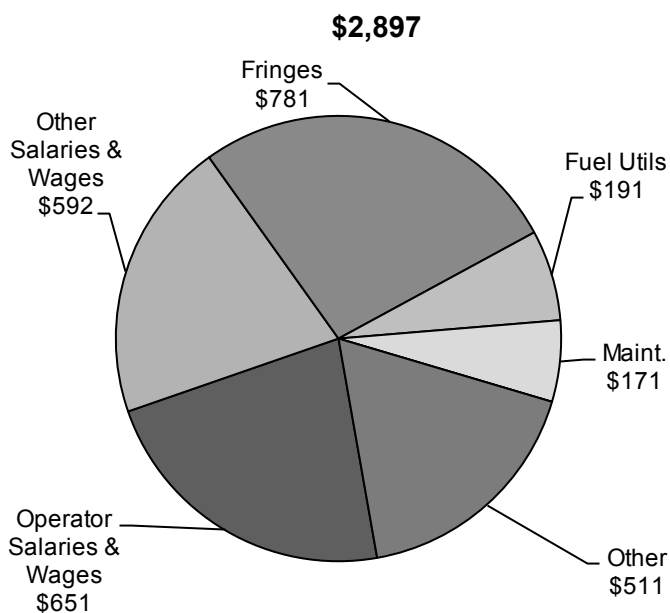


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 18  
 Diesel/Gasoline Paratransit Vehicle: 14  
 System-Wide: 32

## OPERATING BUDGET

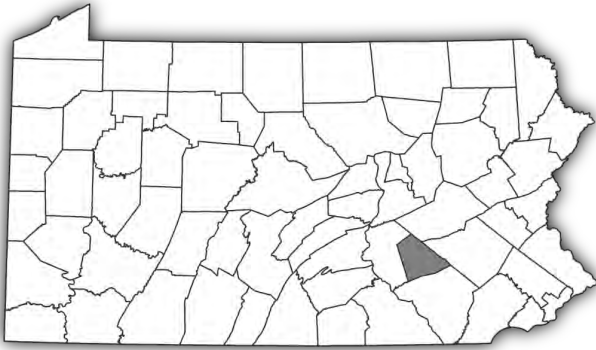
**Operating Expense (000's)**

**Operating Funds (000's)**

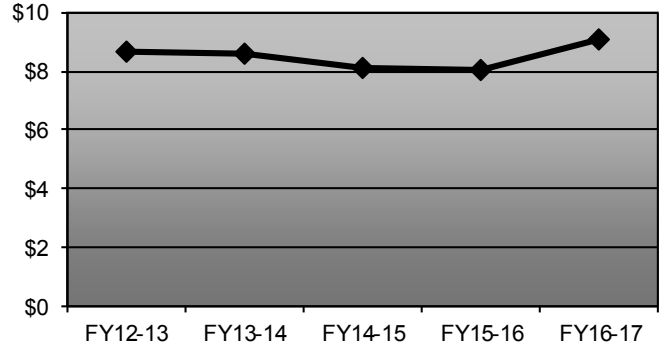


Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

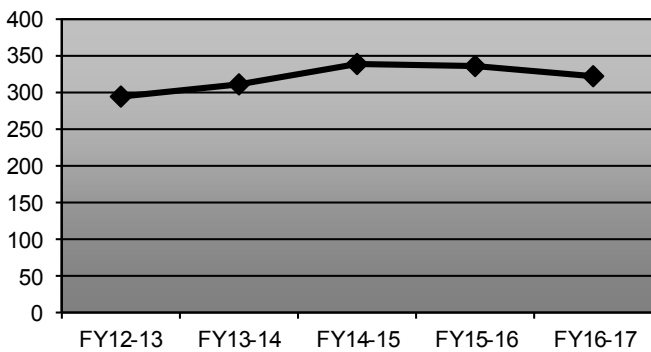
Revenue includes ADA complementary revenue.



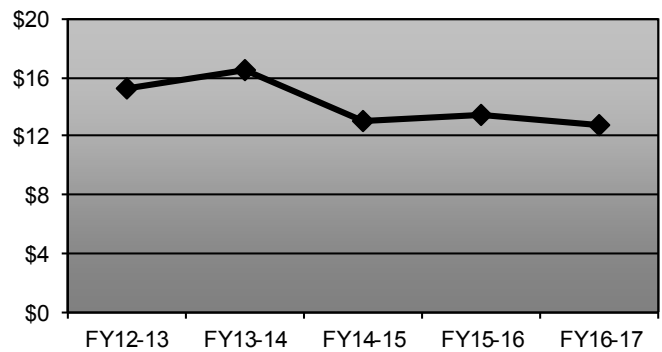
**Operating Expense Per Passenger**



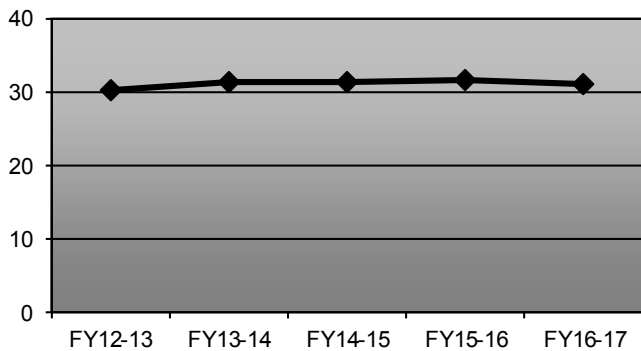
**Total Passengers (000's)**



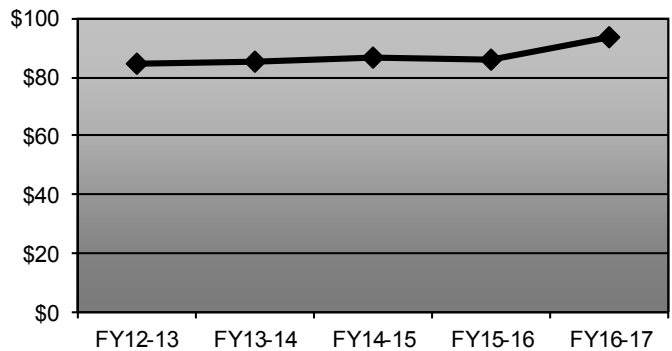
**Operating Revenue Per Revenue Vehicle Hour**



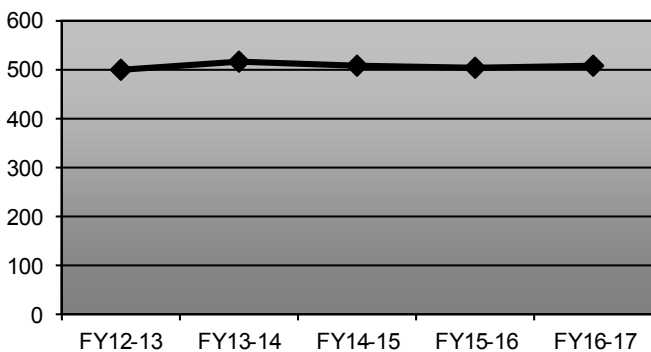
**Revenue Vehicle Hours (000's)**



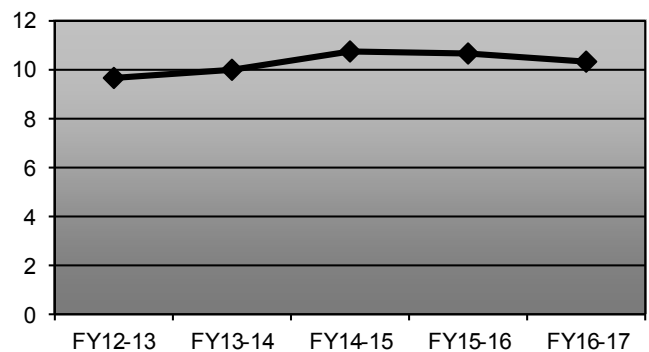
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

## Community Transportation

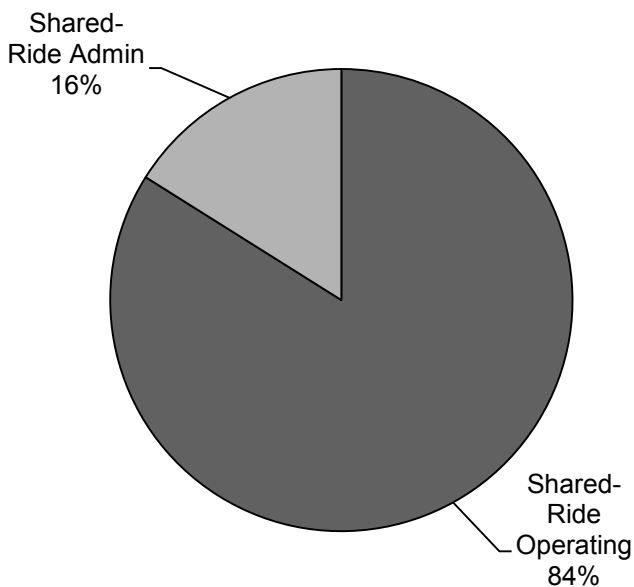
<b>County of Lebanon Transit Authority (COLT/LT)</b> 200 Willow Street Lebanon, PA 17046 717-274-3514 Ms. Theresa Giurintano, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$20.96 Average Shared-Ride Cost per Trip: \$22.51 Fare Structure Implementation Date: July 2013	
<b>Service Area Statistics (2010 Census)</b> <b>Lebanon County</b> Square Miles: 362 Population: 133,568 65+ Population: 22,729 % of Population 65 and older: 17.0%		<b>Trip Information</b> 65+ Trips: 25,511 PwD Trips: 2,208 Other Shared-Ride Trips: 16,898 Total Shared-Ride Trips: 44,617 Total Escorts: 0	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 12	

URBAN SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

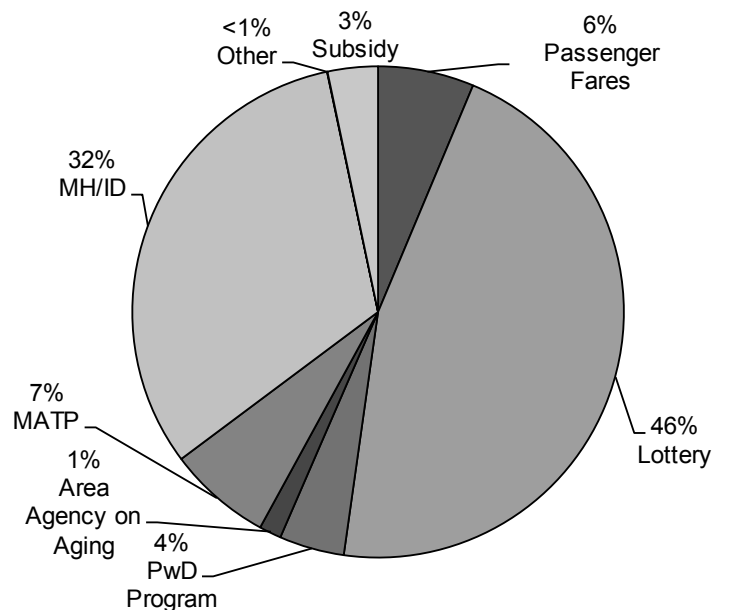
#### Operating Expenses

**\$1,004,551**



#### Sources of Funding

**\$961,353**

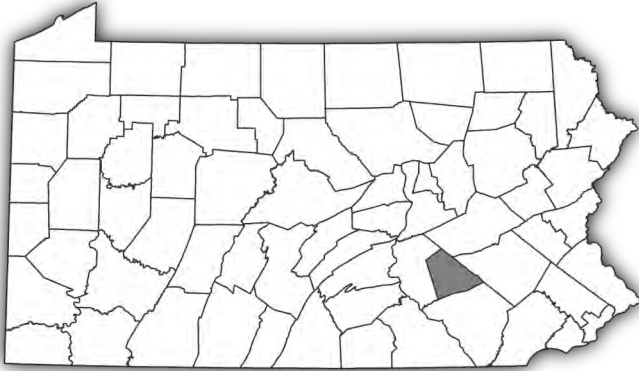


Deficit was covered by retained earnings.

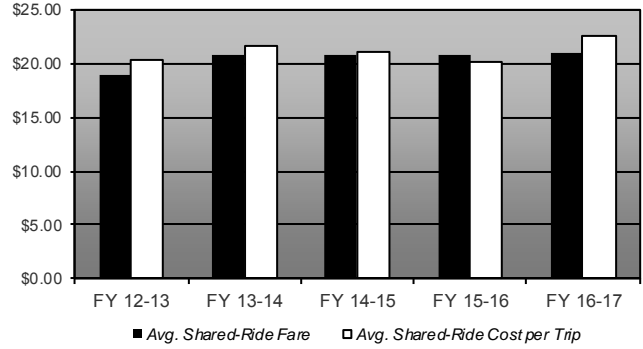
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.



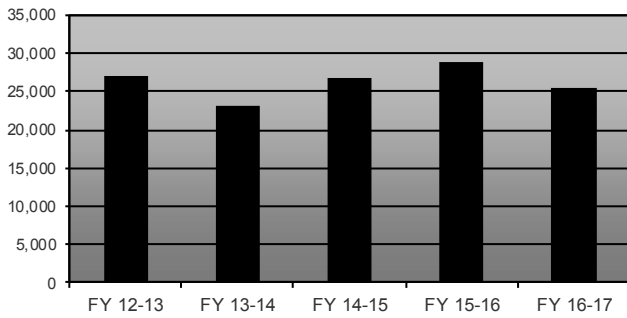
**Agency Service Area**



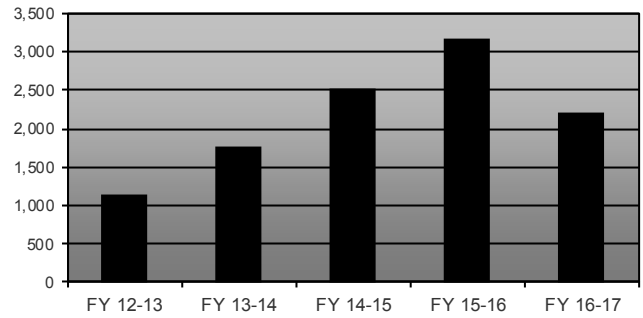
**Shared-Ride Fare Recovery**



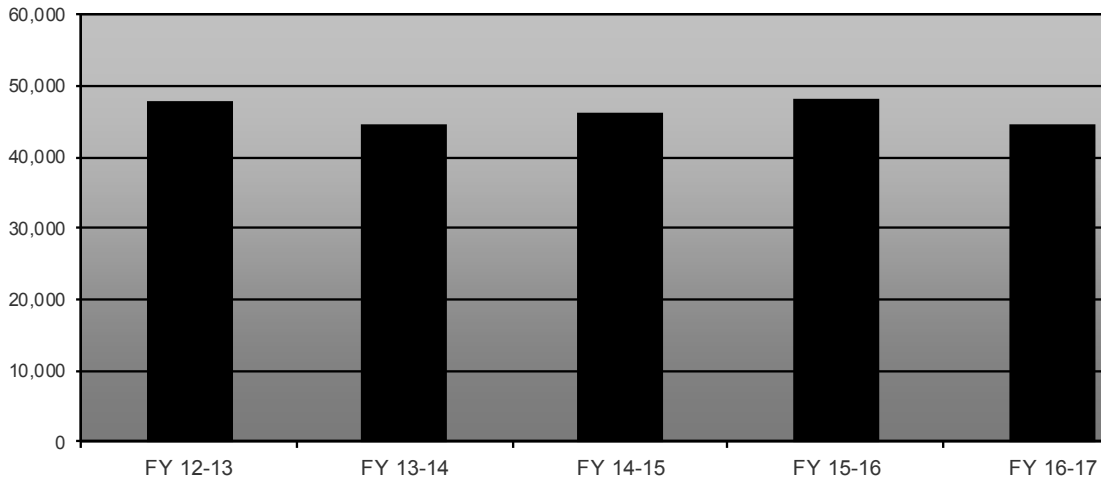
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



URBAN SYSTEMS



### Central Pennsylvania Transportation Authority (CPTA)

415 Zarfoss Drive  
York, PA 17404  
717-846-7433  
Mr. Richard Farr, Executive Director  
[www.rabbittransit.org](http://www.rabbittransit.org)



### House District

York: 47, 91, 92, 93, 94, 95, 169, 193, 196  
Adams: 91, 193

### Senate District

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



### Service Area Statistics (2010 Census)

Square Miles: 1,433  
Population: 537,169



### Current Fare Information

Fixed Route Base: \$1.60  
Last Base Fare Increase: July 2014



### Act 44 Fixed Route Distribution Factors

Total Passengers: 1,641,108  
Senior Passengers: 201,065  
Revenue Vehicle Miles: 1,756,448  
Revenue Vehicle Hours: 123,449



### Current Employees

Agency Full-Time: 238  
Agency Part-Time: 152  
Contractor Full-Time: 7  
Contractor Part-Time: 53  
System-Wide: 450



### Act 44 Operating Assistance

Section 1513 Allocation: \$6,533,691  
Required Local Match: \$534,203



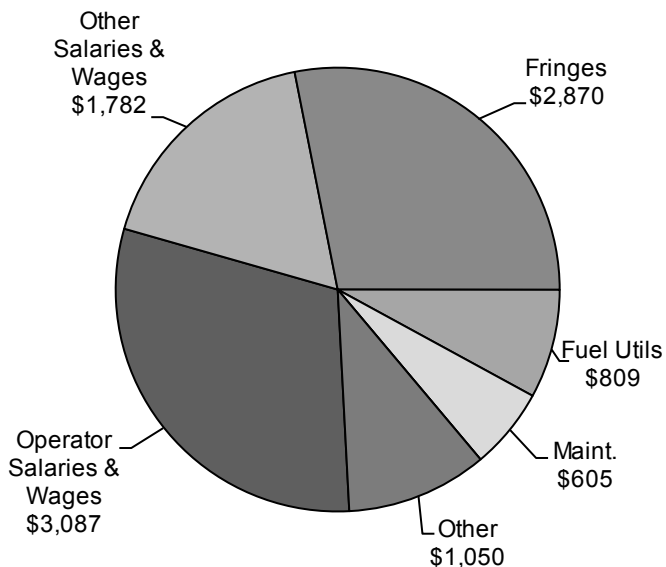
### Current Fleet Size

Diesel/Gasoline Motor Bus: 52  
CNG Motor Bus: 11  
Other Alternative Fuel Motor Bus: 3  
Diesel/Gasoline Paratransit Vehicle: 261  
System-Wide: 327

## OPERATING BUDGET

### Operating Expense (000's)

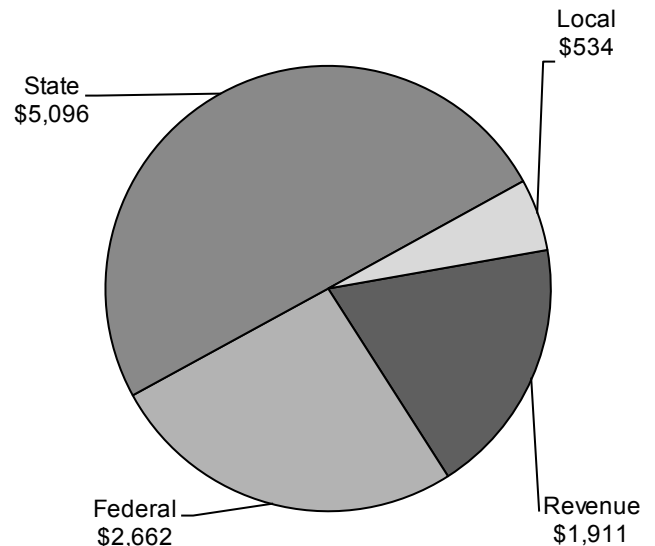
**\$10,203**



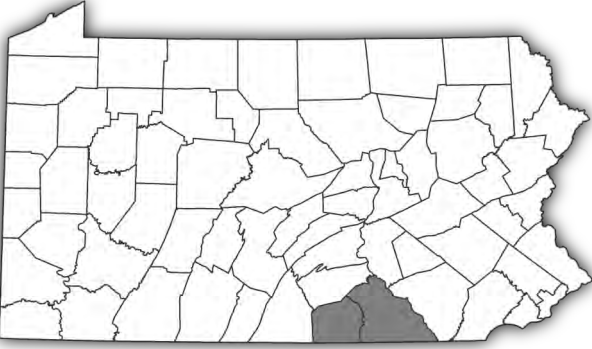
Expense includes ADA complementary expense.  
Some contracted maintenance may be reported as "Other Services."

### Operating Funds (000's)

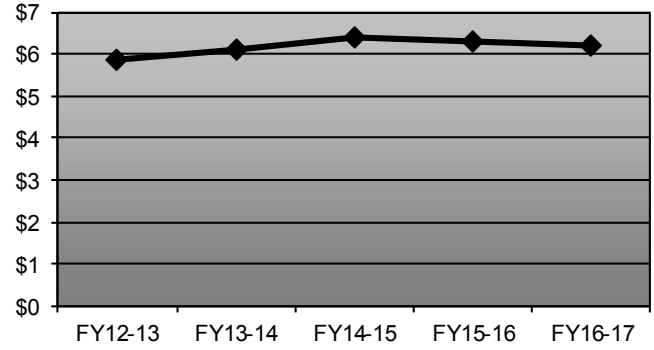
**\$10,203**



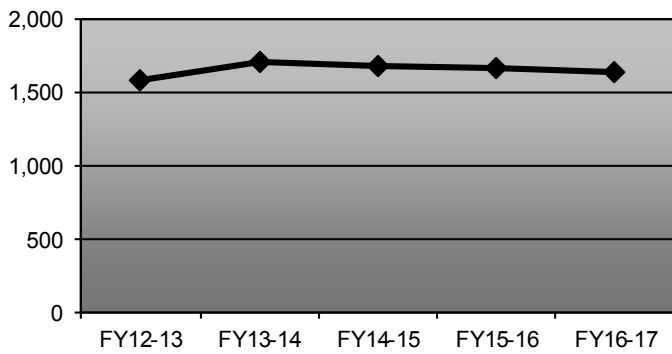
Revenue includes ADA complementary revenue.



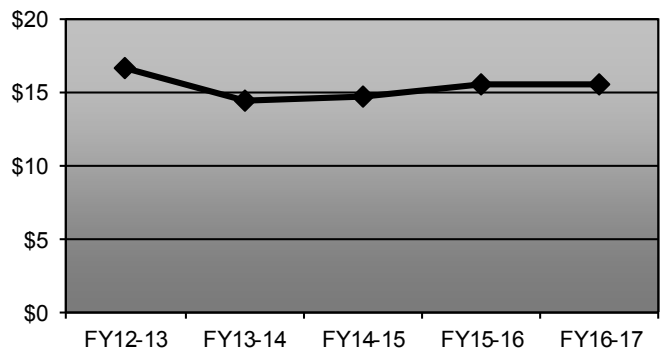
**Operating Expense Per Passenger**



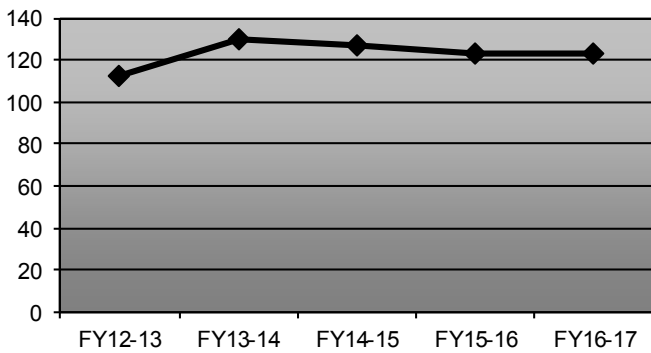
**Total Passengers (000's)**



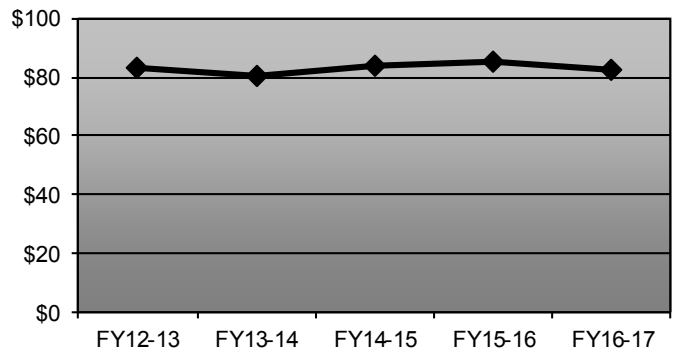
**Operating Revenue Per Revenue Vehicle Hour**



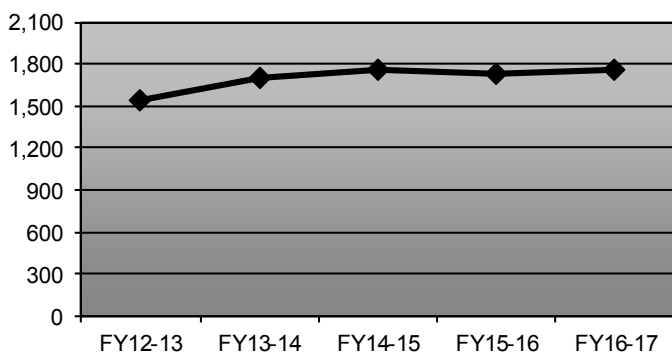
**Revenue Vehicle Hours (000's)**



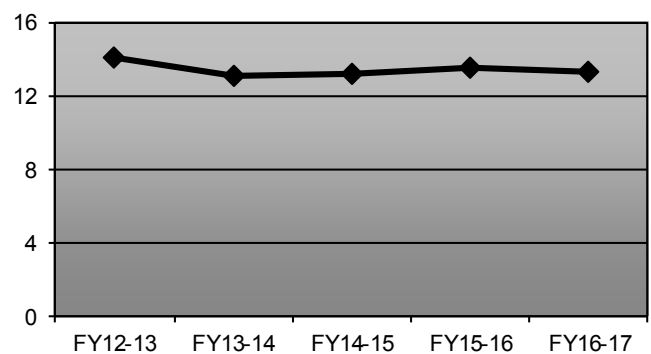
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

URBAN SYSTEMS

## Community Transportation

### Central Pennsylvania Transportation Authority (CPTA)

415 Zarfoss Drive  
York, PA 17404  
717-846-7433  
Mr. Richard Farr, Executive Director

### Service Area Statistics (2010 Census) Adams, Columbia, Cumberland, Franklin, Montour, Northumberland, Perry, Snyder, Union, and York Counties

Square Miles:	3,724
Population:	1,083,226
65+ Population:	166,762
% of Population 65 and older:	15.4%

### Fare Information

Average Shared-Ride Fare:	\$16.41
Average Shared-Ride Cost per Trip:	\$18.01
Fare Structure	
Implementation Date:	October 2013

### Trip Information

65+ Trips:	231,529
PwD Trips:	55,072
Other Shared-Ride Trips:	223,458
Total Shared-Ride Trips:	510,059
Non-Public Trips:	69,654

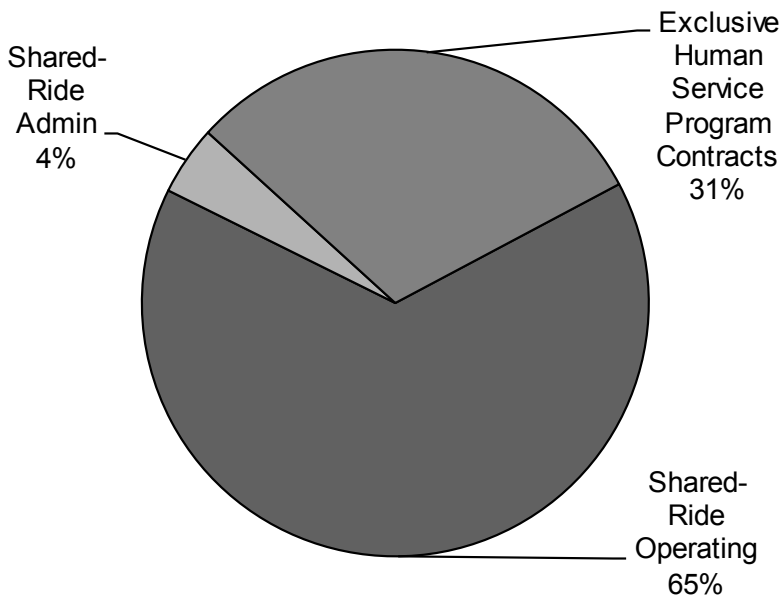
### Vehicles Operated in Maximum Service

Community Transportation:	134
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## COMMUNITY TRANSPORTATION OPERATING BUDGET

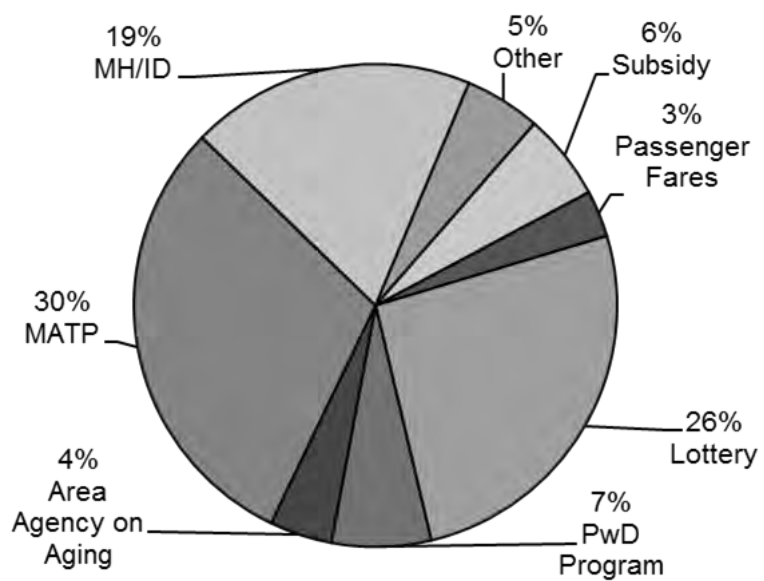
### Operating Expenses

\$13,212,529



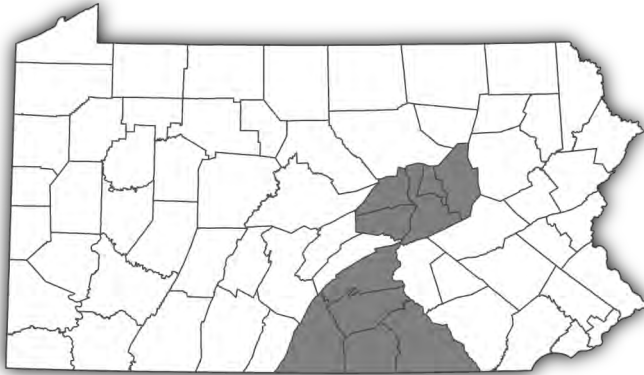
### Sources of Funding

\$13,190,951

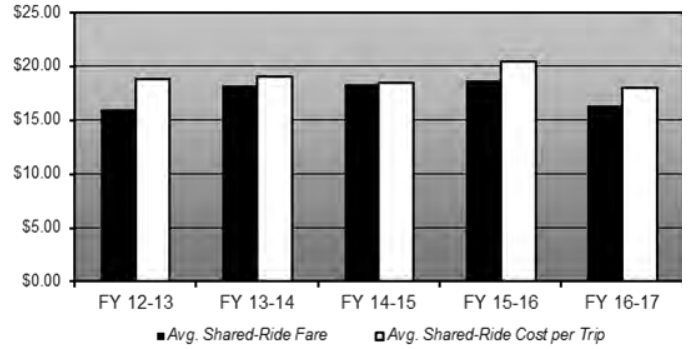


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole dollar.

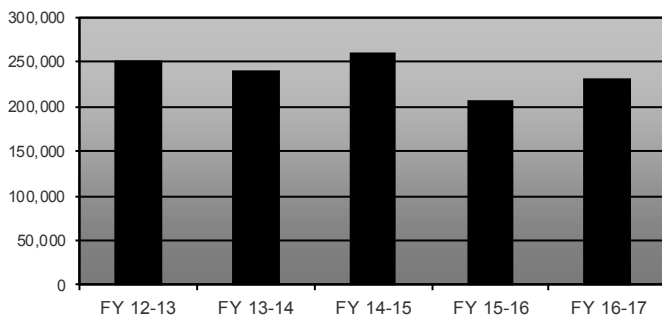
**Agency Service Area**



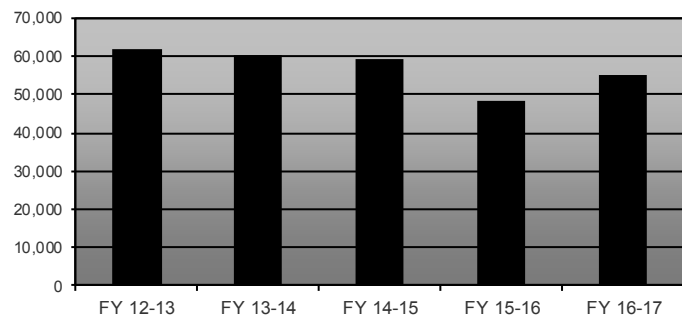
**Shared-Ride Fare Recovery**



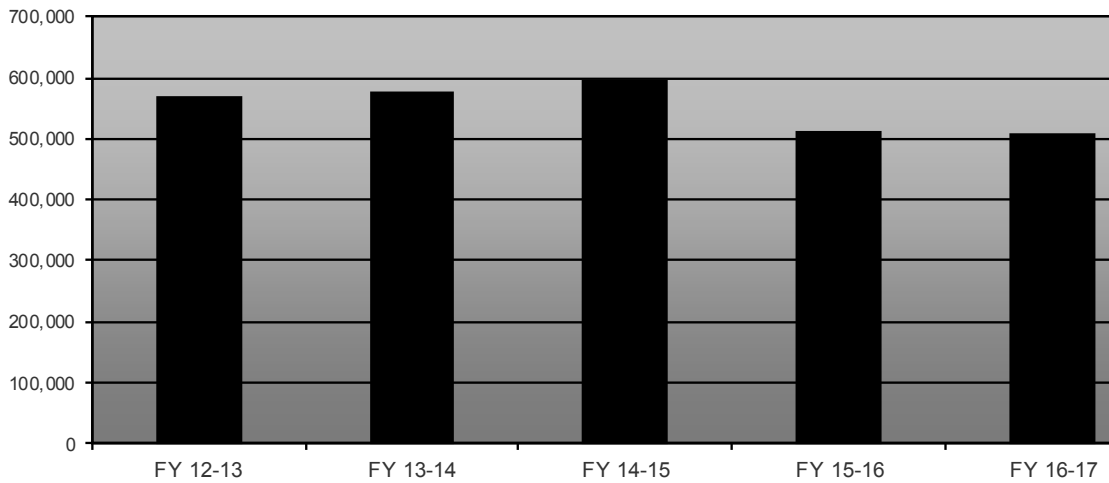
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





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



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



**Service Area Statistics (2010 Census)**  
 Square Miles: 802  
 Population: 189,872



**Current Fare Information**  
 Fixed Route Base: \$1.45  
 Last Base Fare Increase: October 2016



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 2,785,845  
 Senior Passengers: 174,935  
 Revenue Vehicle Miles: 2,467,837  
 Revenue Vehicle Hours: 186,182



**Current Employees**  
 Agency Full-Time: 201  
 Agency Part-Time: 31  
 System-Wide: 232



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$9,347,654  
 Required Local Match: \$949,306

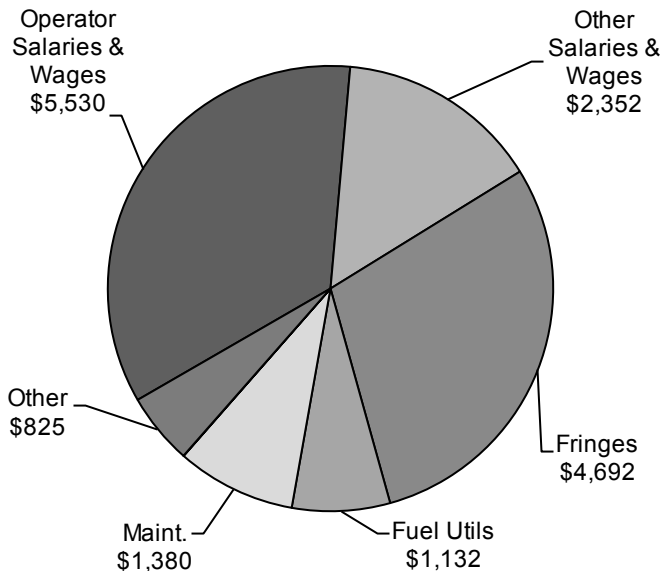


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 4  
 CNG Motor Bus: 5  
 Diesel/Gasoline Paratransit Vehicle: 108  
 CNG Motor Bus: 13  
 System-Wide: 130

## OPERATING BUDGET

**Operating Expense (000's)**

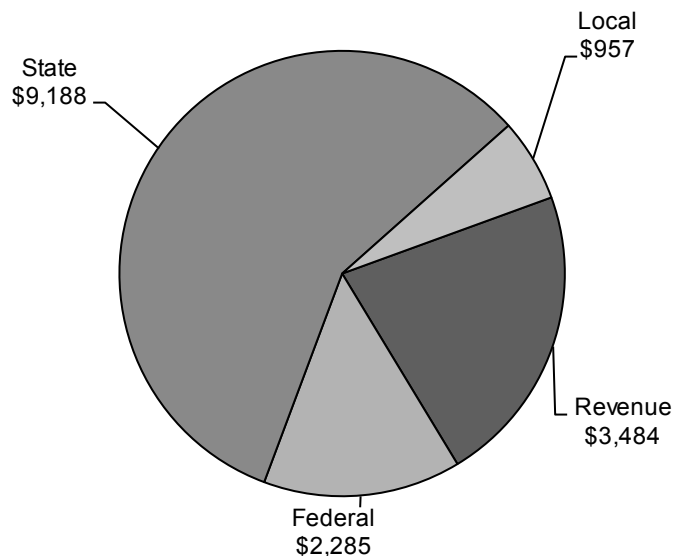
**\$15,914**



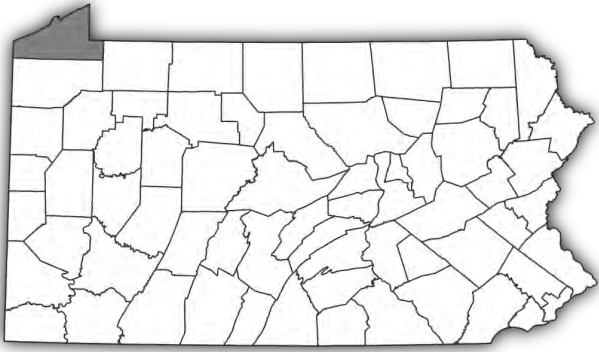
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

**Operating Funds (000's)**

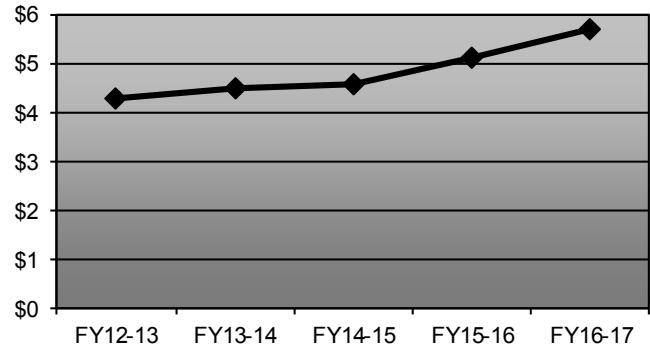
**\$15,914**



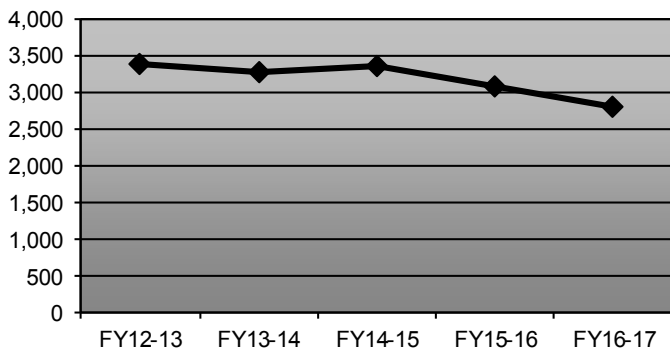
Revenue includes ADA complementary revenue.



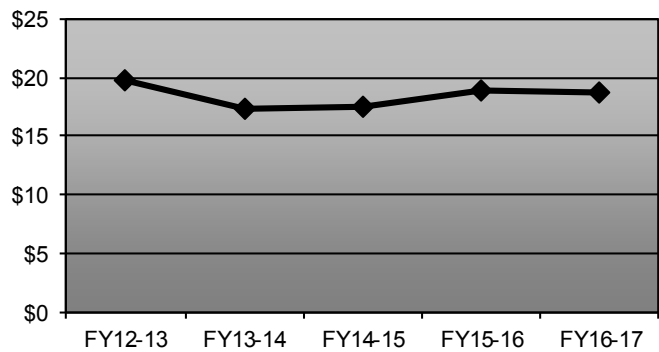
**Operating Expense Per Passenger**



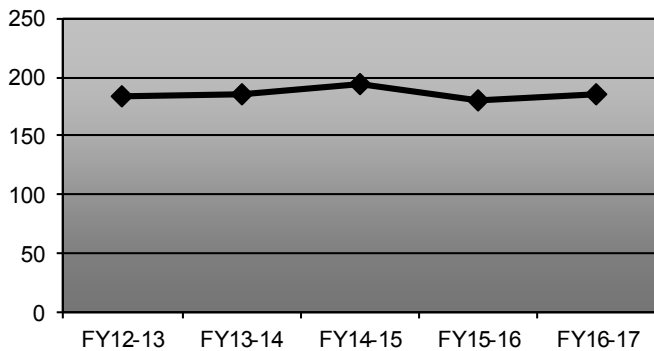
**Total Passengers (000's)**



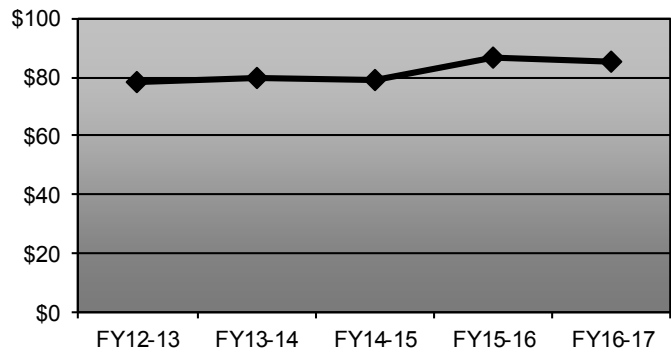
**Operating Revenue Per Revenue Vehicle Hour**



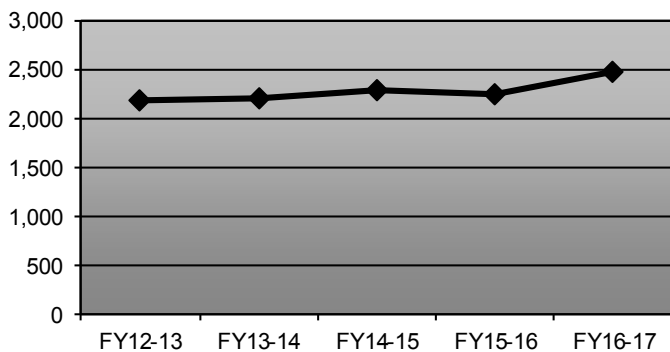
**Revenue Vehicle Hours (000's)**



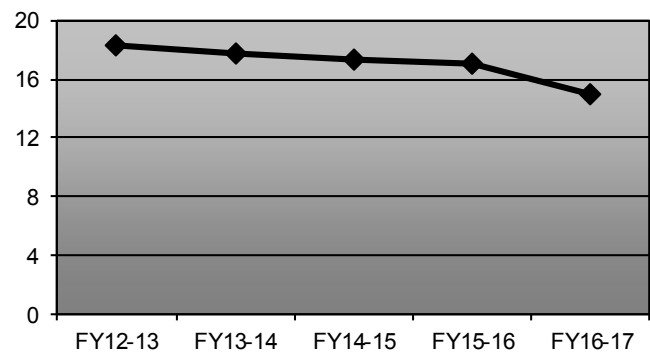
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

## Community Transportation

### Erie Metropolitan Transit Authority (EMTA)

127 East 14th Street  
 Erie, PA 16503  
 814-459-8922  
 Mr. Michael C. Tann, Executive Director

### Fare Information

Average Shared-Ride Fare: \$18.75  
 Average Shared-Ride Cost per Trip: \$24.85  
 Fare Structure  
 Implementation Date: December 2013

### Erie County

#### Service Area Statistics (2010 Census)

Square Miles: 802  
 Population: 280,566  
 65+ Population: 40,824  
 % of Population 65 and older: 14.6%

### Trip Information

65+ Trips: 60,515  
 PwD Trips: 3,006  
 Other Shared-Ride Trips: 67,102  
 Total Shared-Ride Trips: 130,623  
 Total Escorts: 8,559  
 Non-Public Trips: 11,577

### Vehicles Operated in Maximum Service

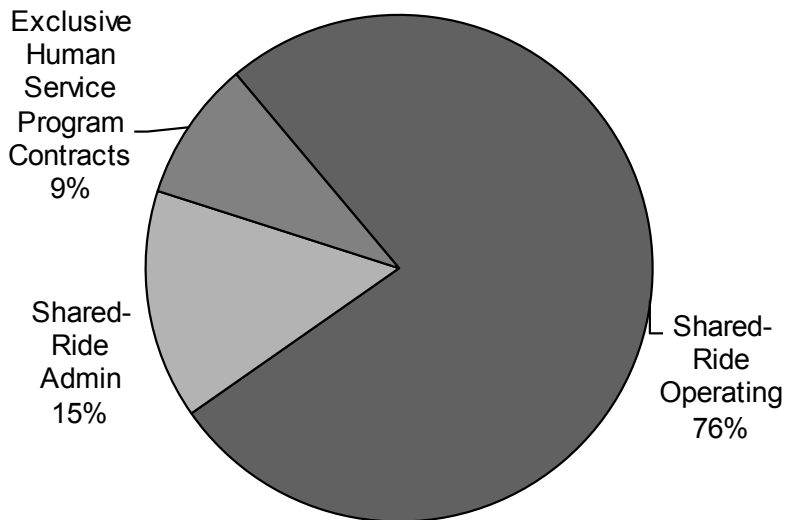
Community Transportation: 42

URBAN SYSTEMS

## COMMUNITY TRANSPORTATION OPERATING BUDGET

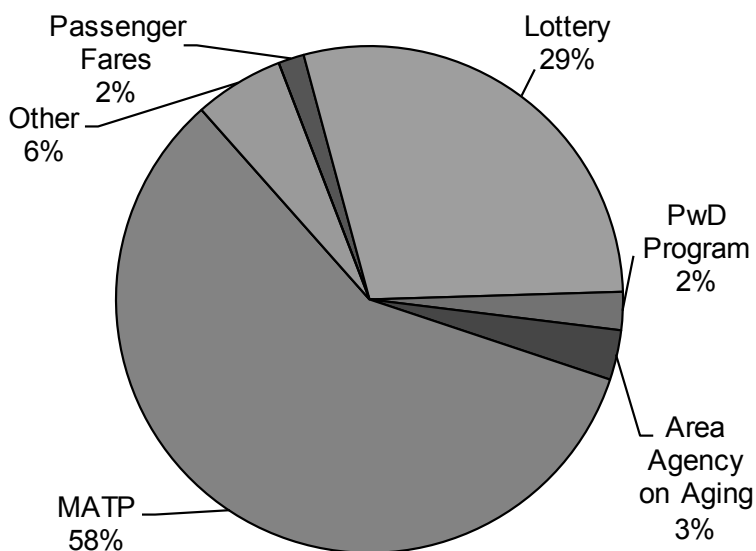
### Operating Expenses

\$3,565,145



### Sources of Funding

\$3,136,663

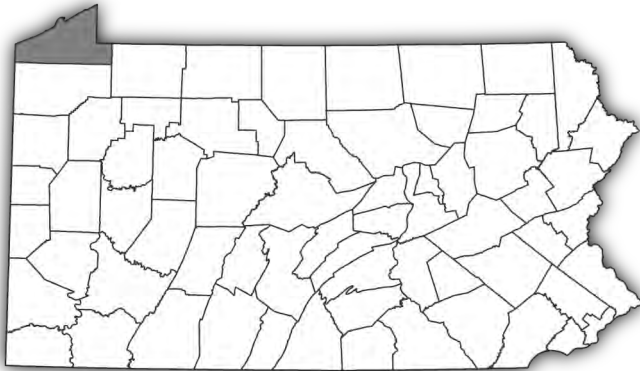


Deficit was covered by retained earnings.

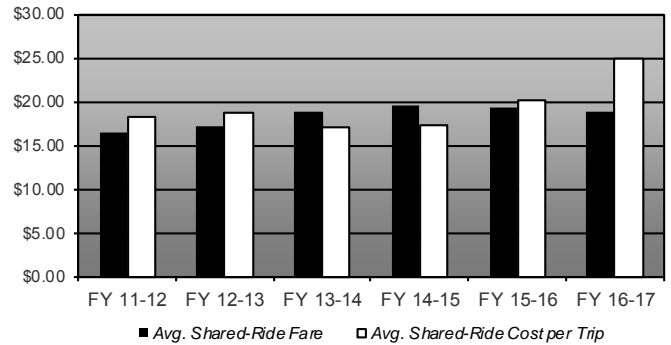
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.



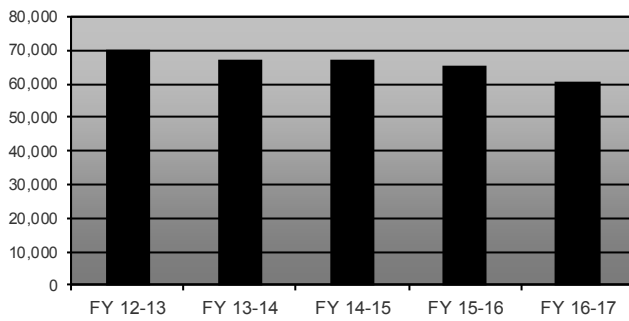
**Agency Service Area**



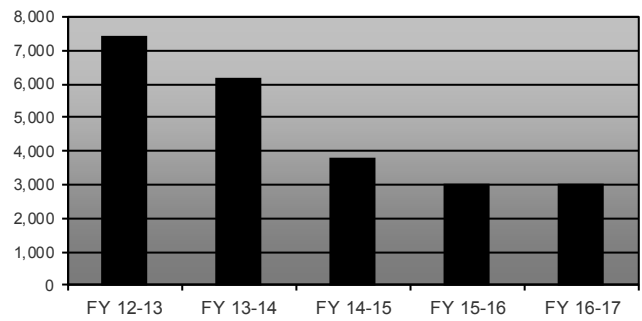
**Shared-Ride Fare Recovery**



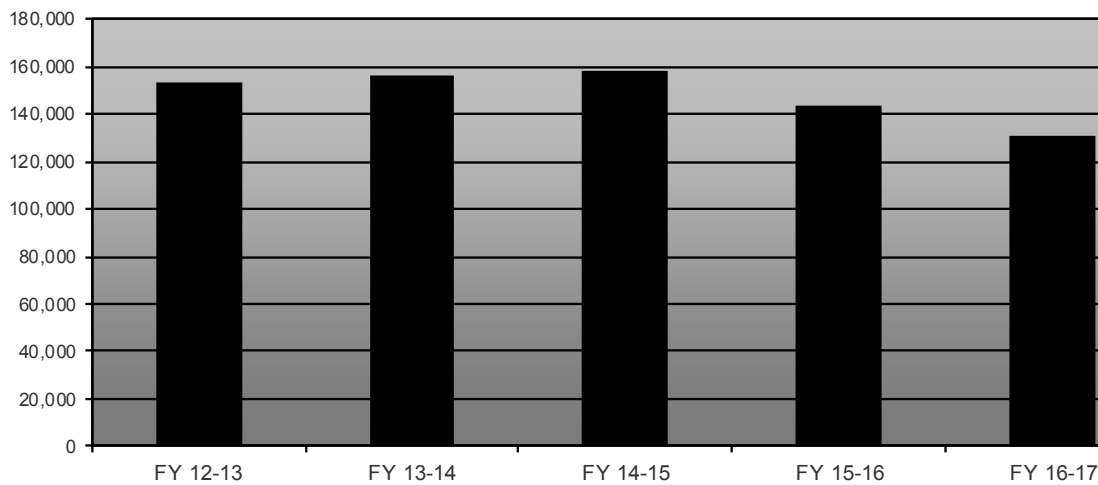
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**Fayette Area Coordinated Transportation (FACT)**

825 Airport Road  
Lemont Furnace, PA 15456  
724-628-7433  
Ms. Lori Groover-Smith, Director  
[www.factbus.com](http://www.factbus.com)



**House District**

Fayette: 49, 50, 51, 52, 58, 59

**Senate District**

Fayette: 32



**Service Area Statistics (2010 Census)**

Square Miles: 790  
Population: 136,606



**Current Fare Information**

Fixed Route Base: \$1.50  
Last Base Fare Increase: July 2012



**Act 44 Fixed Route Distribution Factors**

Total Passengers: 155,603  
Senior Passengers: 30,101  
Revenue Vehicle Miles: 583,263  
Revenue Vehicle Hours: 28,875



**Current Employees**

Agency Full-Time: 42  
Agency Part-Time: 9  
Contractor Full-Time: 3  
Contractor Part-Time: 2  
System-Wide: 56



**Act 44 Operating Assistance**

Section 1513 Allocation: \$1,051,458  
Required Local Match: \$158,119



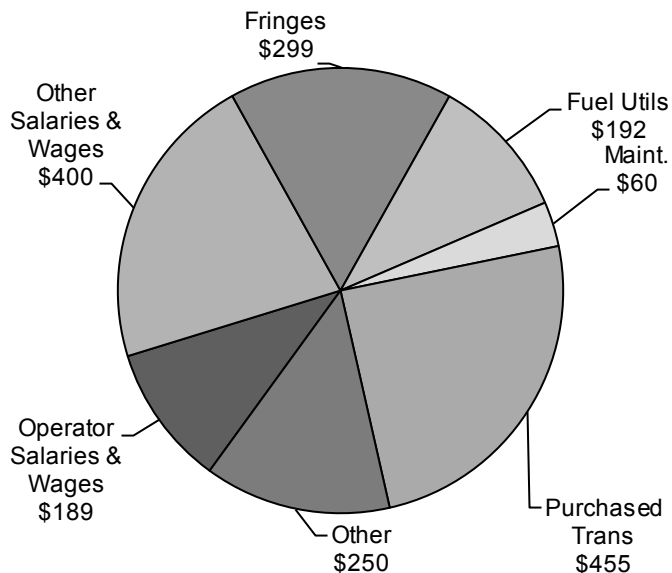
**Current Fleet Size**

Diesel/Gasoline Motor Bus: 11  
Diesel/Gasoline Paratransit Vehicle: 30  
System-Wide: 41

## OPERATING BUDGET

### Operating Expense (000's)

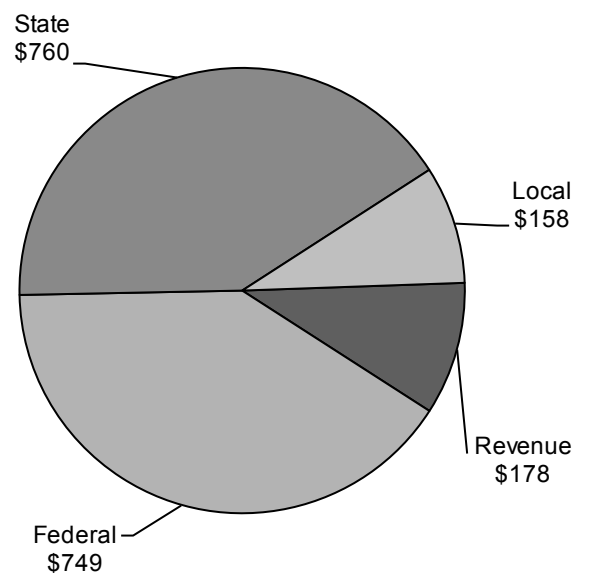
**\$1,845**



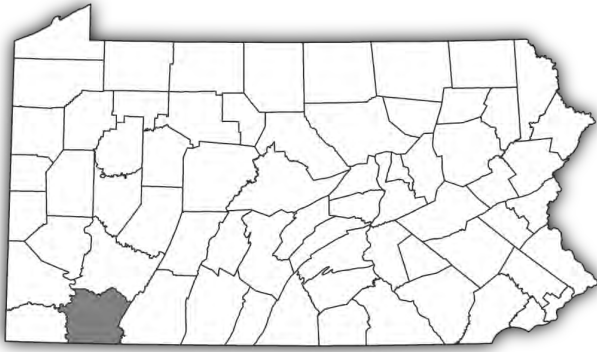
Expense includes ADA complementary expense.  
Some contracted maintenance may be reported as "Other Services."

### Operating Funds (000's)

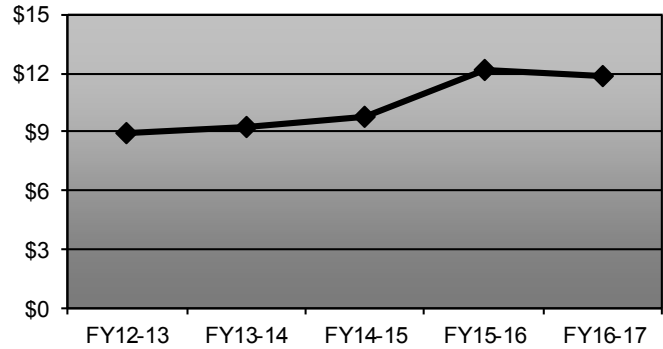
**\$1,845**



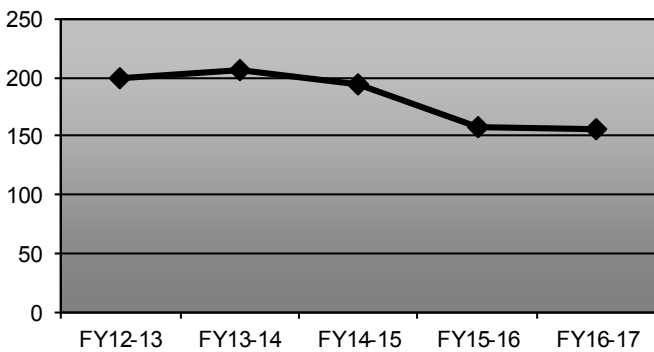
Revenue includes ADA complementary revenue.



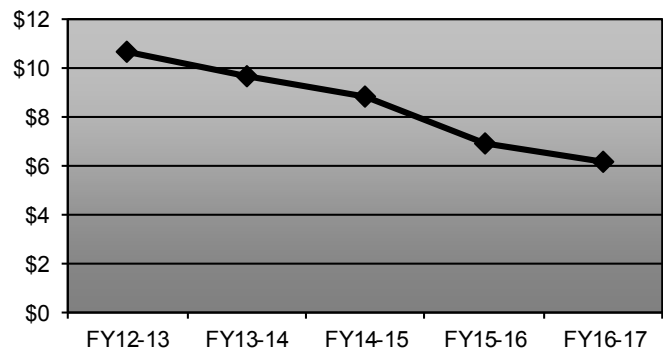
**Operating Expense Per Passenger**



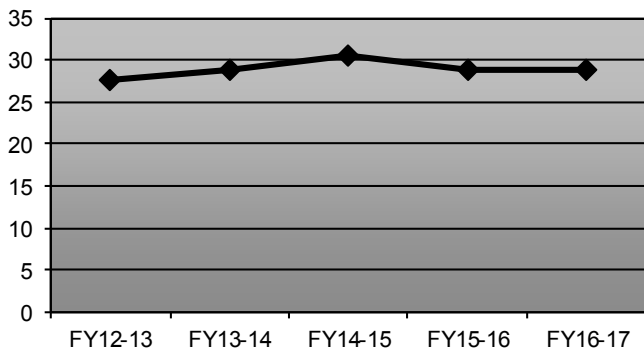
**Total Passengers (000's)**



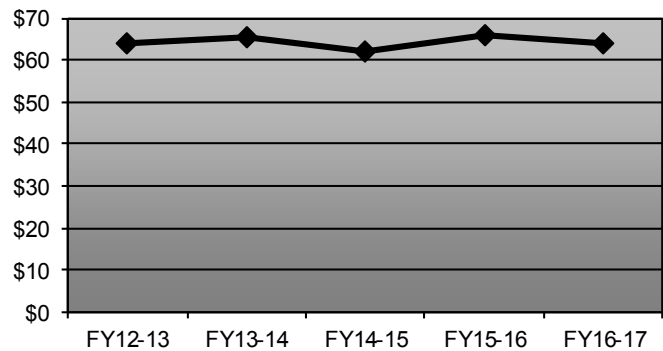
**Operating Revenue Per Revenue Vehicle Hour**



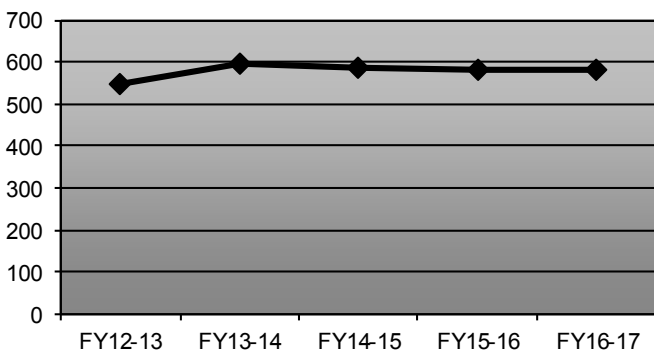
**Revenue Vehicle Hours (000's)**



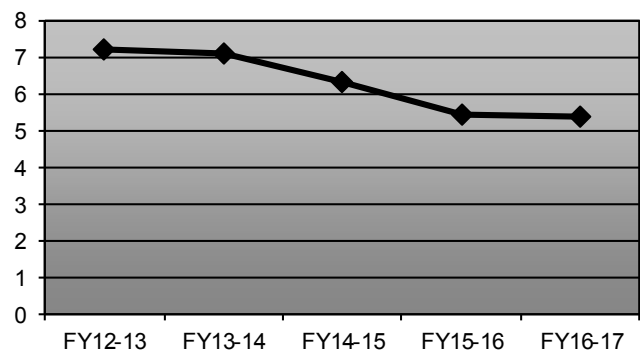
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

## Community Transportation

### Fayette Area Coordinated Transportation (FACT)

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

### Service Area Statistics (2010 Census) Fayette County

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

### Fare Information

Average Shared-Ride Fare:	\$17.06
Average Shared-Ride Cost per Trip:	\$19.53
Fare Structure	
Implementation Date:	September 2016

### Trip Information

65+ Trips:	33,044
PwD Trips:	6,870
Other Shared-Ride Trips:	60,506
Total Shared-Ride Trips:	100,420
Total Escorts:	7,800
Non-Public Trips:	61

### Vehicles Operated in Maximum Service

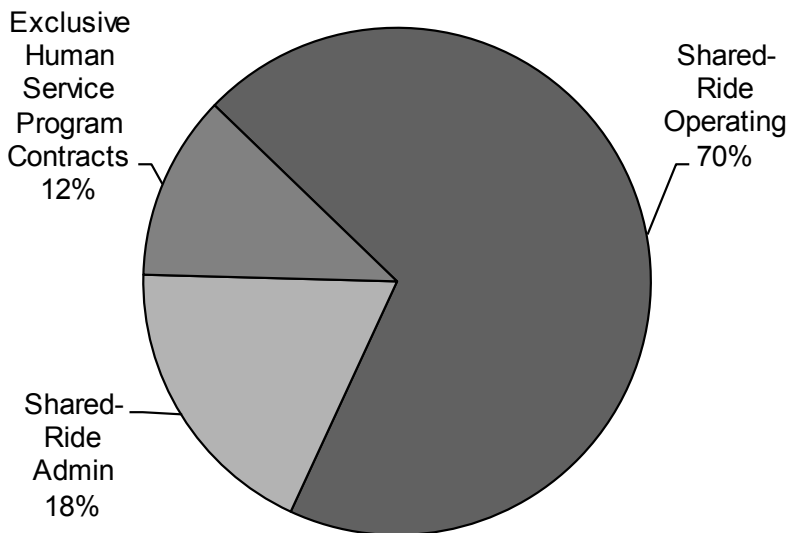
Community Transportation:	20
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URBAN SYSTEMS

## COMMUNITY TRANSPORTATION OPERATING BUDGET

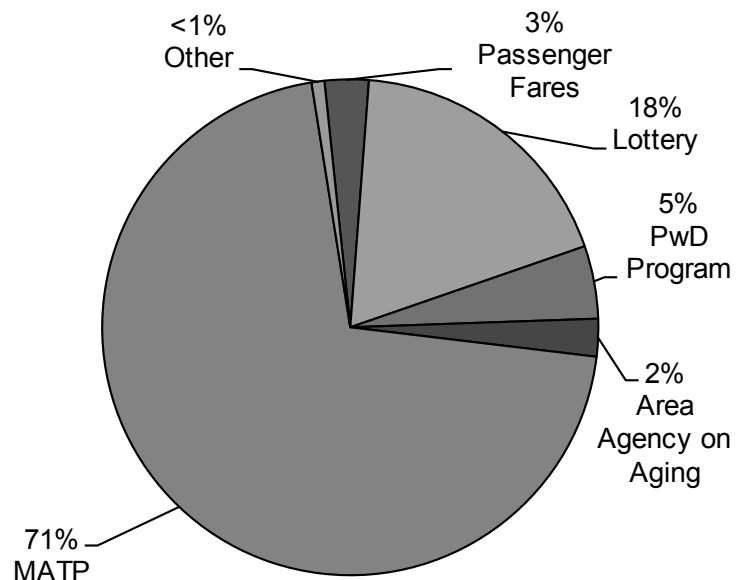
### Operating Expenses

\$2,223,934



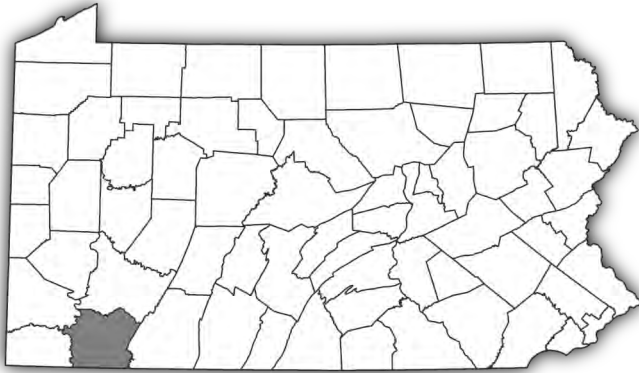
### Sources of Funding

\$2,332,132

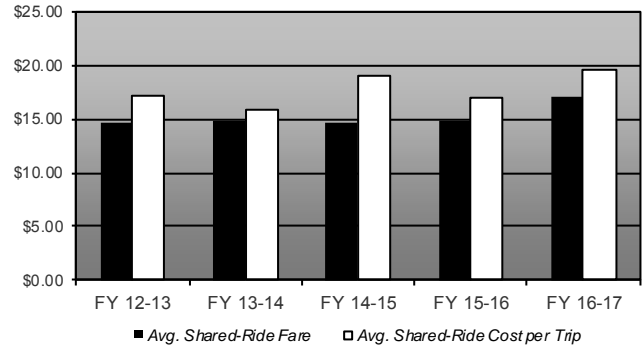


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

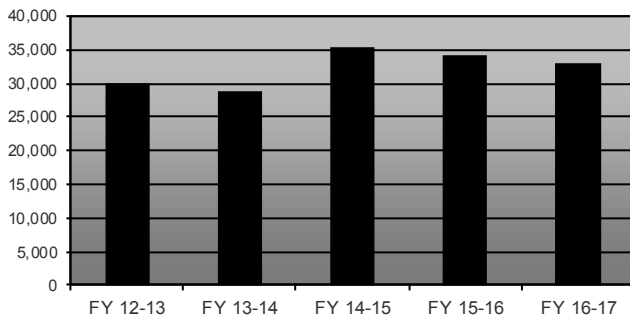
**Agency Service Area**



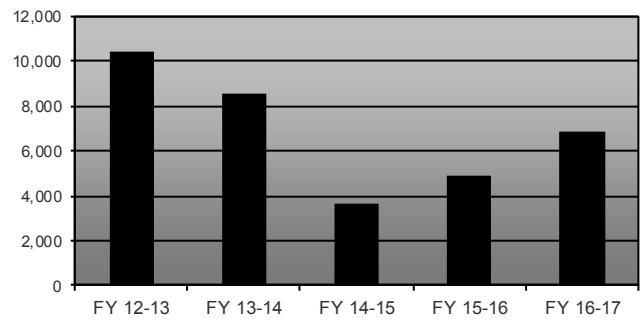
**Shared-Ride Fare Recovery**



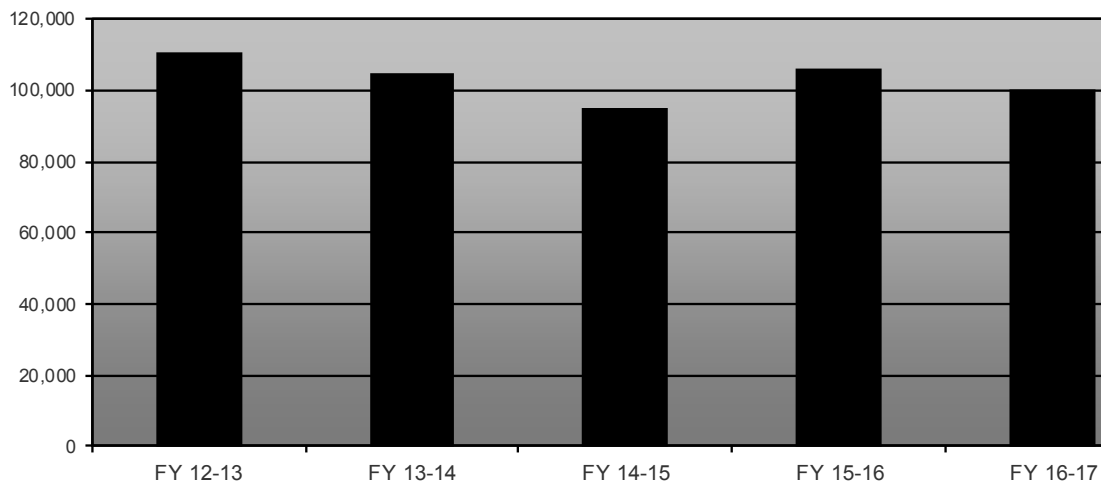
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





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



**House District**  
 Luzerne: 116, 122, 124  
**Senate District**  
 Luzerne: 14, 27, 29



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



**Current Fare Information**  
 Fixed Route Base: \$1.50  
 Last Base Fare Increase: October 2015



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 210,477  
 Senior Passengers: 57,331  
 Revenue Vehicle Miles: 417,843  
 Revenue Vehicle Hours: 30,949



**Current Employees**  
 Agency Full-Time: 18  
 Agency Part-Time: 1  
 Contractor Part-Time: 6  
 System-Wide: 25



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,917,106  
 Required Local Match: \$148,116



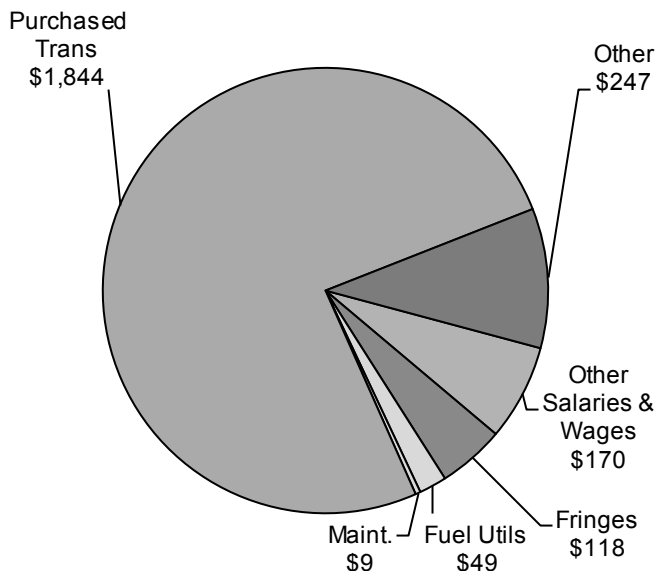
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 11  
 Diesel/Gasoline Paratransit Vehicle: 4  
 System-Wide: 15

**Community transportation provided by Luzerne County Transportation Authority (see page 110)**

## OPERATING BUDGET

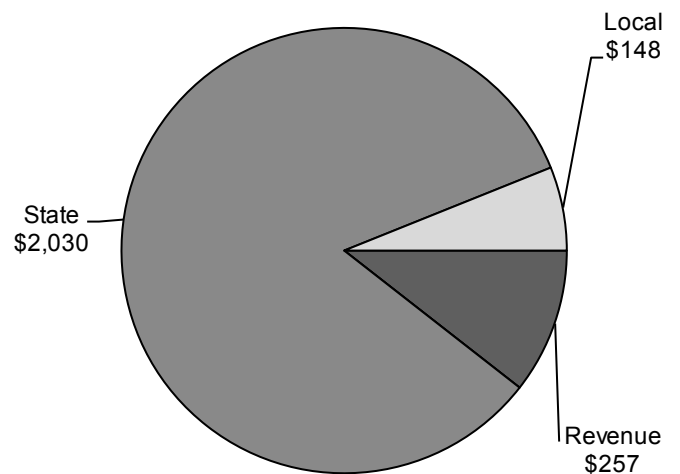
### Operating Expense (000's)

**\$2,437**



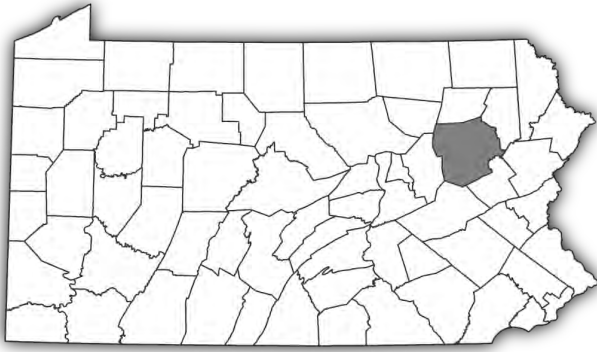
### Operating Funds (000's)

**\$2,437**

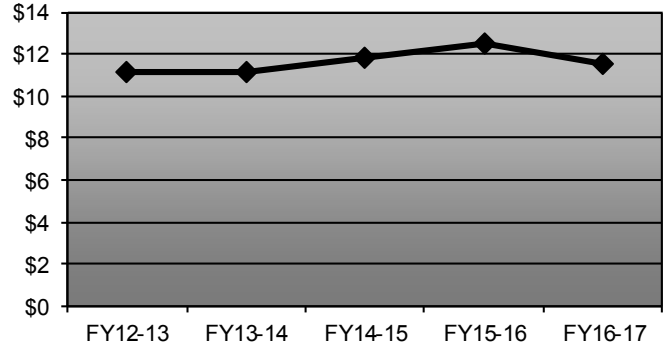


Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

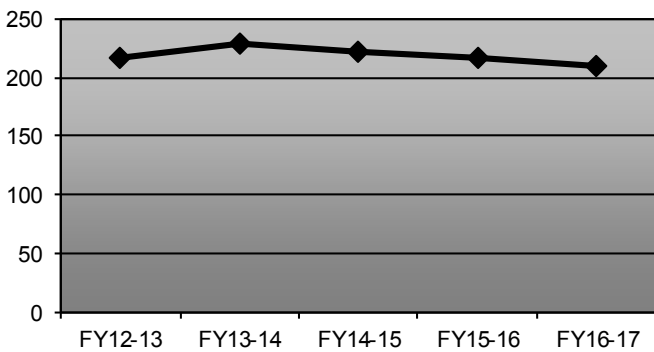
Revenue includes ADA complementary revenue.



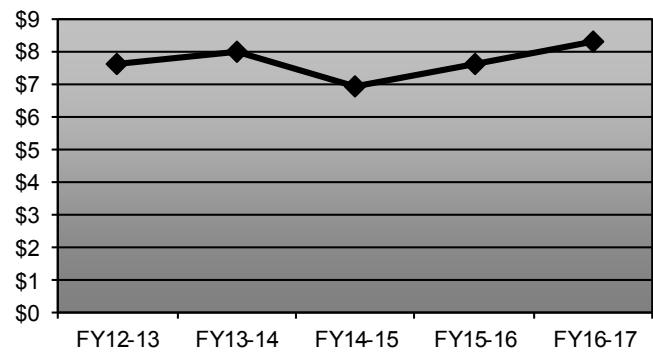
**Operating Expense Per Passenger**



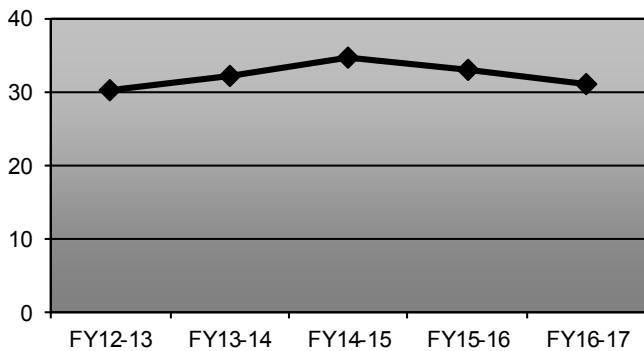
**Total Passengers (000's)**



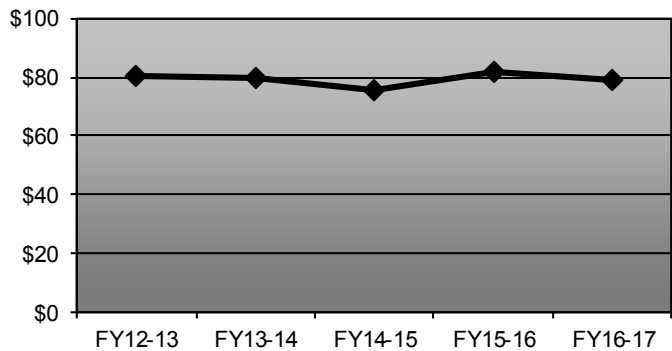
**Operating Revenue Per Revenue Vehicle Hour**



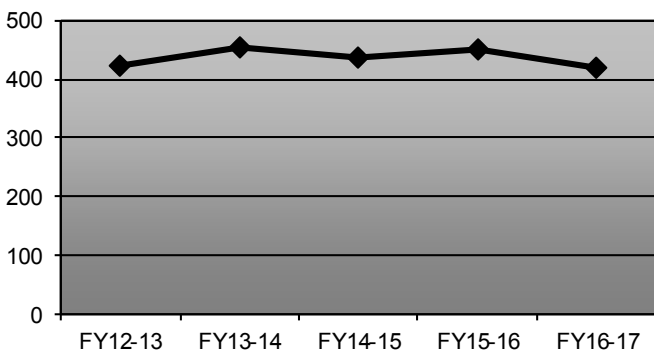
**Revenue Vehicle Hours (000's)**



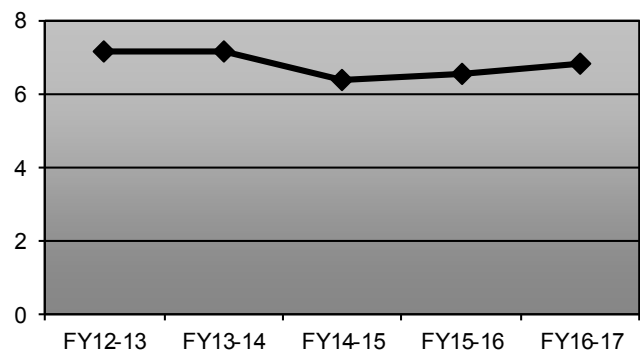
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.



**Lehigh and Northampton Transportation Authority (LANTA)**

1060 Lehigh Street  
Allentown, PA 18103  
610-435-4052  
Mr. Owen O'Neil, Executive Director  
[www.lantabus.com](http://www.lantabus.com)



**House District**

Lehigh: 22, 131, 132, 133, 134, 135, 183, 187  
Northampton: 131, 135, 136, 137, 138, 183

**Senate District**

Lehigh: 16, 18  
Northampton: 18, 24



**Service Area Statistics (2010 Census)**

Square Miles: 324  
Population: 488,571



**Current Fare Information**

Fixed Route Base: \$2.00  
Last Base Fare Increase: April 2007



**Act 44 Fixed Route Distribution Factors**

Total Passengers: 4,776,693  
Senior Passengers: 618,842  
Revenue Vehicle Miles: 3,976,844  
Revenue Vehicle Hours: 304,324



**Current Employees**

Agency Full-Time: 197  
Agency Part-Time: 3  
Contractor Full-Time: 137  
Contractor Part-Time: 32  
System-Wide: 369



**Act 44 Operating Assistance**

Section 1513 Allocation: \$16,431,609  
Required Local Match: \$911,856



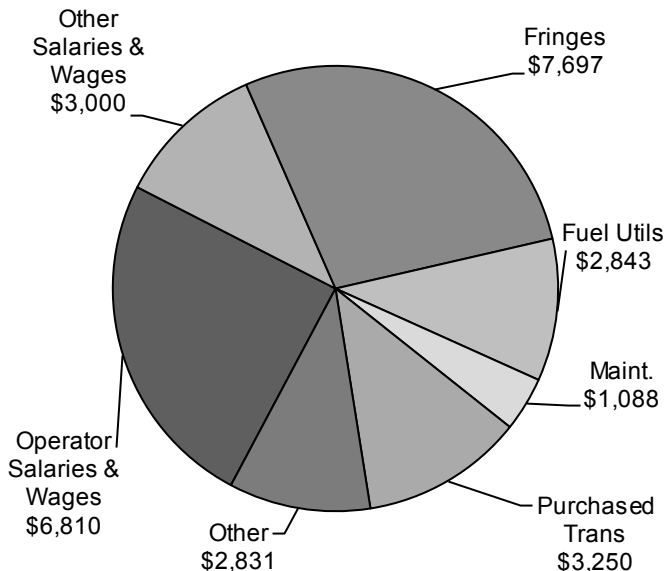
**Current Fleet Size**

Diesel/Gasoline Motor Bus: 68  
CNG Motor Bus: 16  
Diesel/Gasoline Paratransit Vehicle: 108  
System-Wide: 192

## OPERATING BUDGET

### Operating Expense (000's)

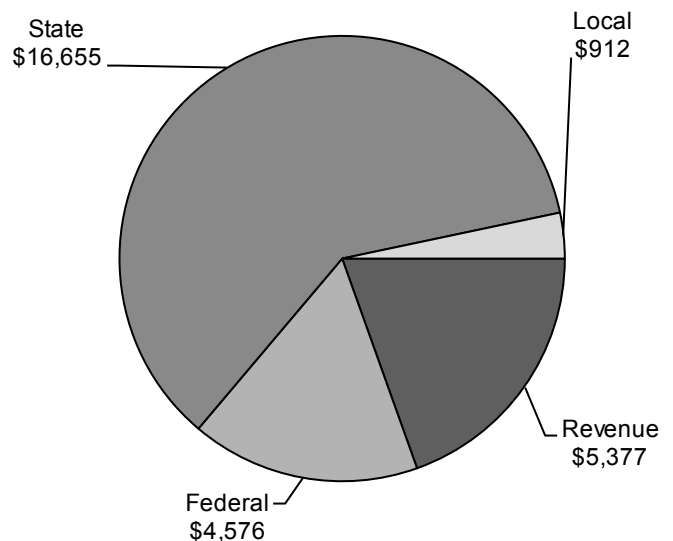
**\$27,519**



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

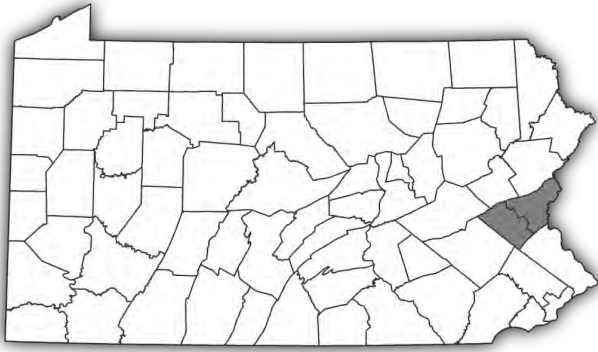
### Operating Funds (000's)

**\$27,519**

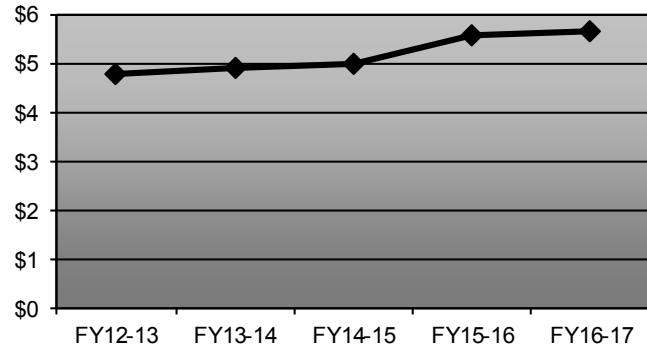


Revenue includes ADA complementary revenue.

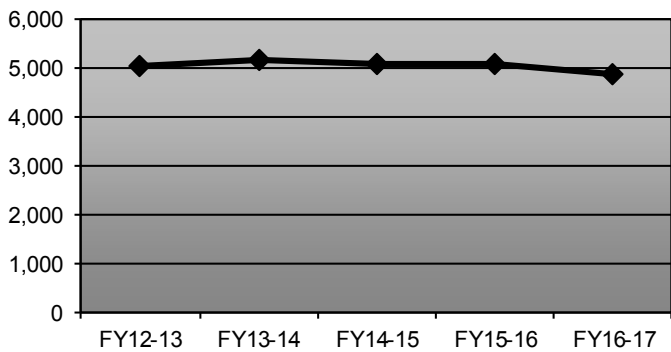




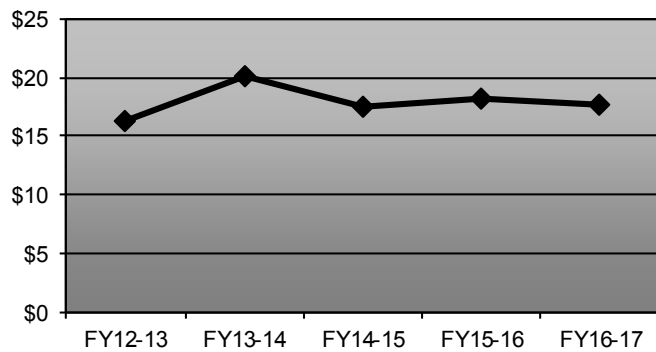
**Operating Expense Per Passenger**



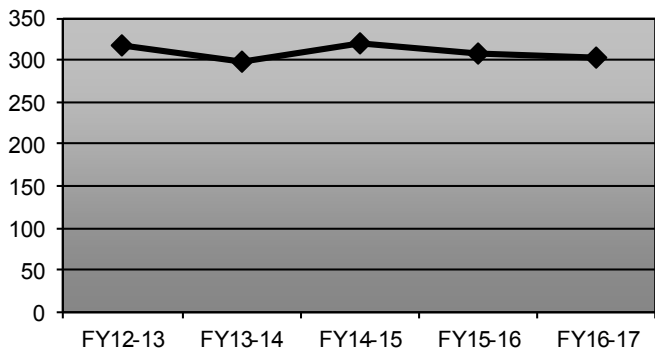
**Total Passengers (000's)**



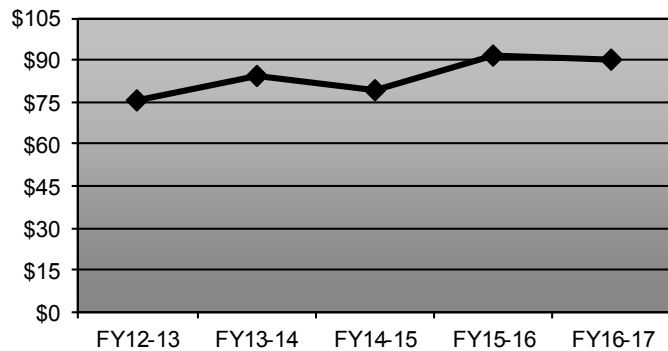
**Operating Revenue Per Revenue Vehicle Hour**



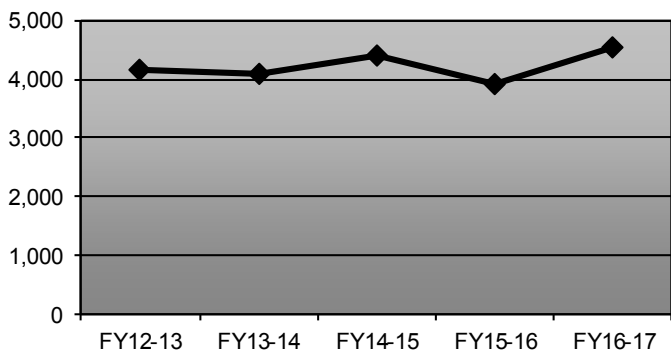
**Revenue Vehicle Hours (000's)**



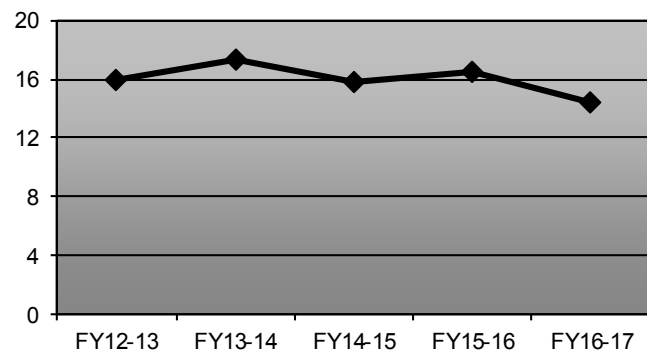
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

## Community Transportation

### Lehigh and Northampton Transportation Authority (LANTA)

1060 Lehigh Street  
 Allentown, PA 18103  
 610-432-3200  
 Mr. Owen O'Neil, Executive Director

### Fare Information

Average Shared-Ride Fare: \$25.34  
 Average Shared-Ride Cost per Trip: \$23.00  
 Fare Structure  
 Implementation Date: October 2015

### Service Area Statistics (2010 Census) Lehigh and Northampton Counties

Square Miles: 730  
 Population: 647,232  
 65+ Population: 98,210  
 % of Population 65 and older: 15.2%

### Trip Information

65+ Trips: 144,101  
 PwD Trips: 21,787  
 Other Shared-Ride Trips: 82,198  
 Total Shared-Ride Trips: 248,086  
 Total Escorts: 57,866  
 Non-Public Trips: 89,951

### Vehicles Operated in Maximum Service

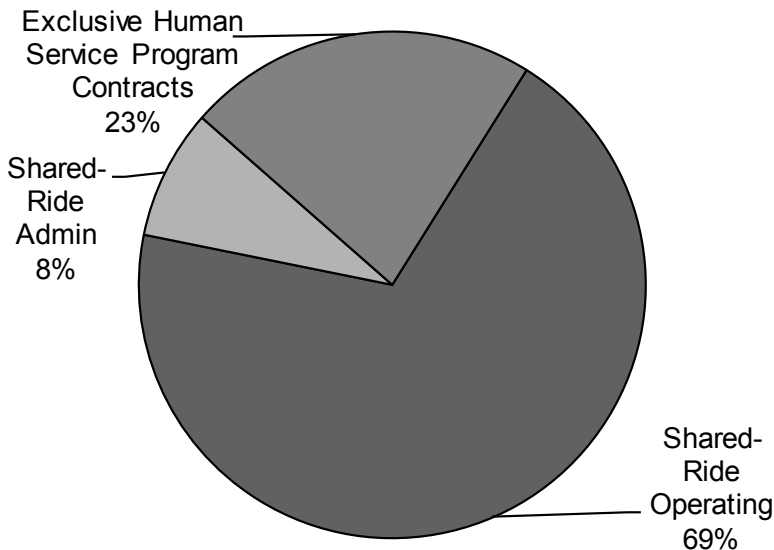
Community Transportation: 96

URBAN SYSTEMS

## COMMUNITY TRANSPORTATION OPERATING BUDGET

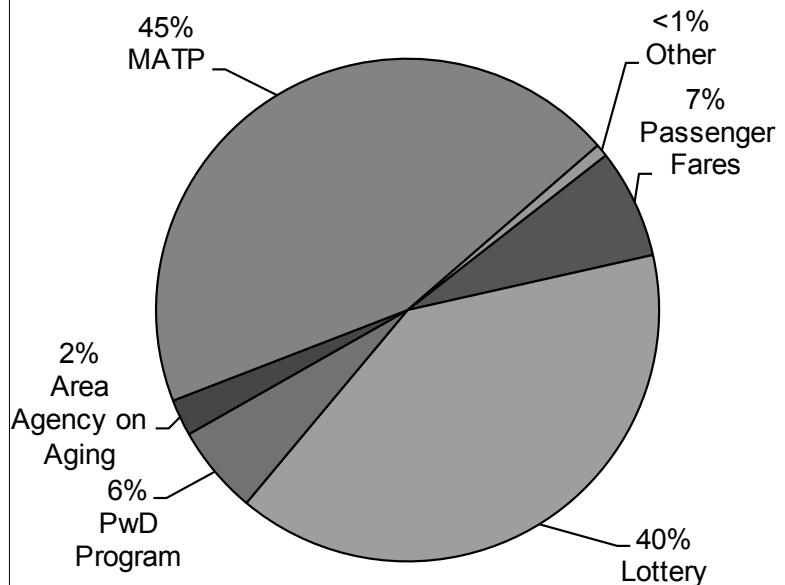
### Operating Expenses

\$7,353,376



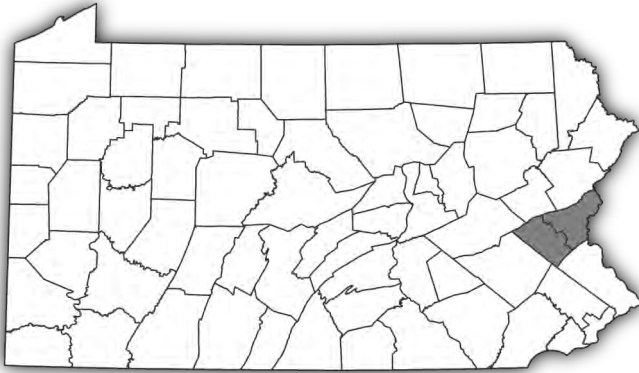
### Sources of Funding

\$7,693,152

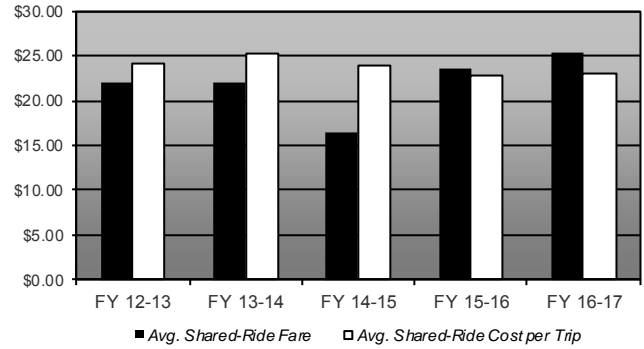


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

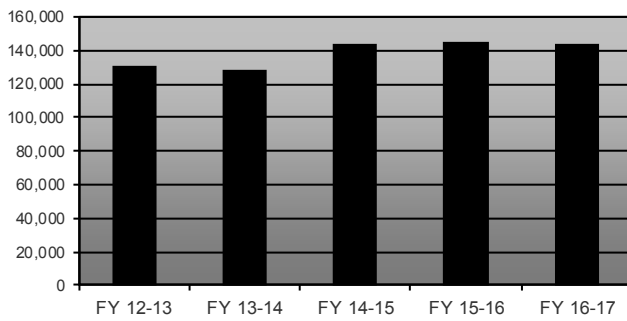
**Agency Service Area**



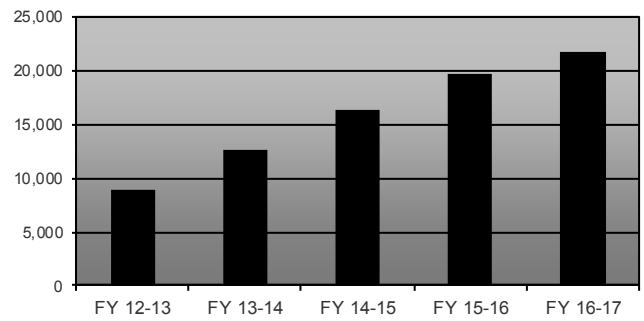
**Shared-Ride Fare Recovery**



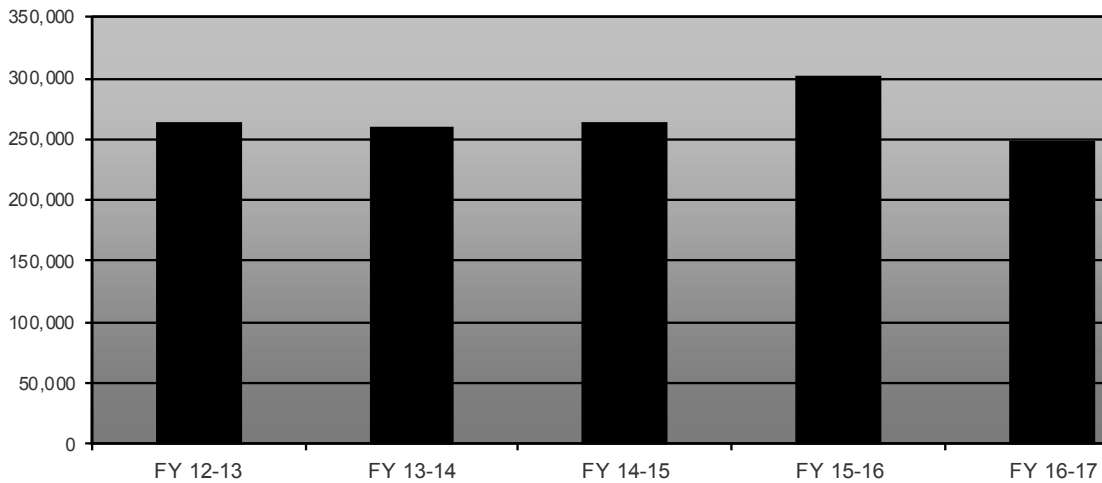
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



URBAN SYSTEMS



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



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

**Senate District**  
 Luzerne: 14, 20, 22, 27



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



**Current Fare Information**  
 Fixed Route Base: \$1.75  
 Last Base Fare Increase: January 2018



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 1,193,947  
 Senior Passengers: 182,638  
 Revenue Vehicle Miles: 1,290,890  
 Revenue Vehicle Hours: 85,610



**Current Employees**  
 Agency Full-Time: 123  
 Agency Part-Time: 40  
 System-Wide: 163



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$5,615,005  
 Required Local Match: \$561,848

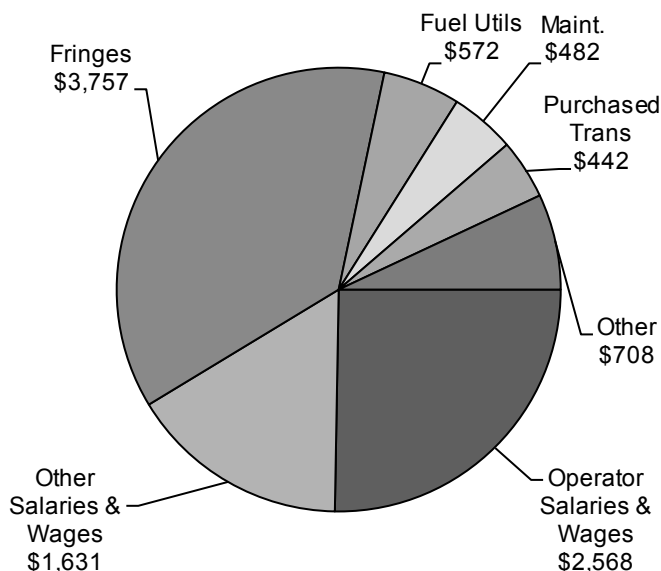


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 38  
 Diesel/Gasoline Paratransit Vehicle: 51  
 System-Wide: 89

## OPERATING BUDGET

**Operating Expense (000's)**

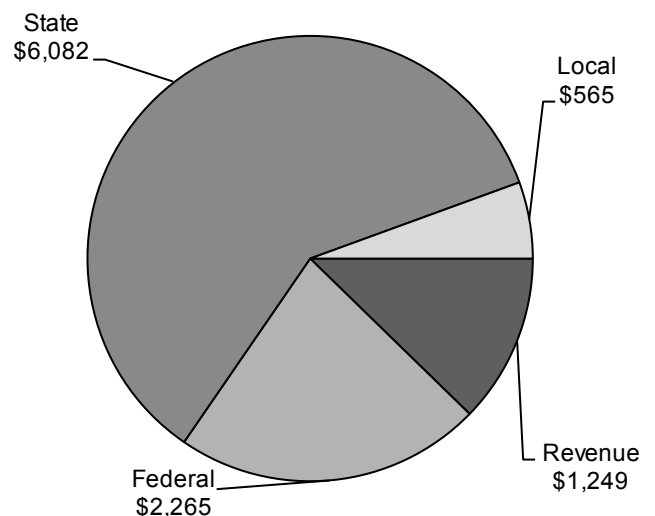
**\$10,160**



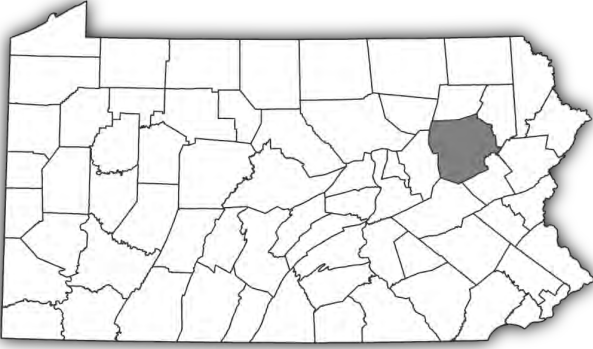
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

**Operating Funds (000's)**

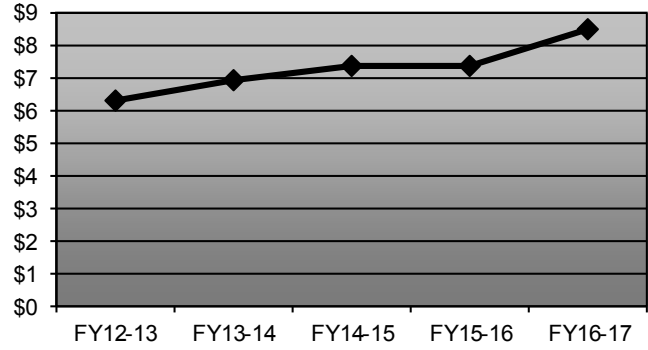
**\$10,160**



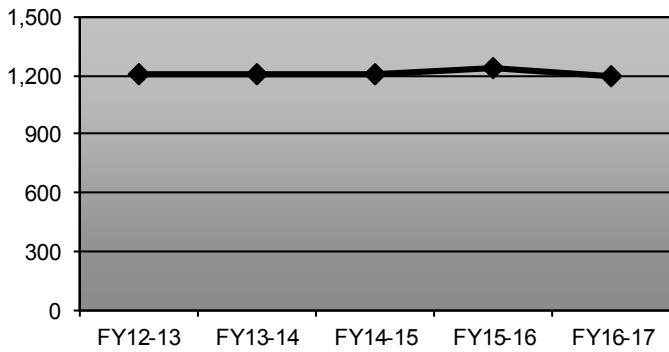
Revenue includes ADA complementary revenue.



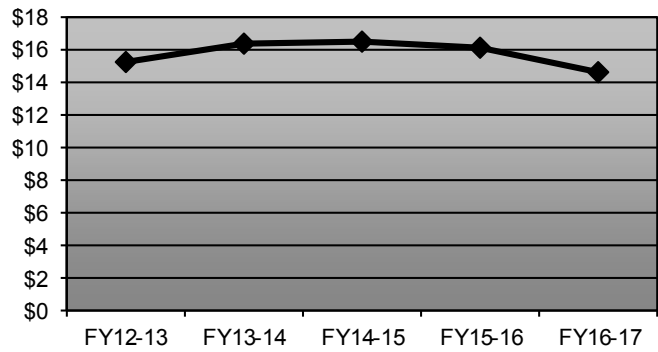
**Operating Expense Per Passenger**



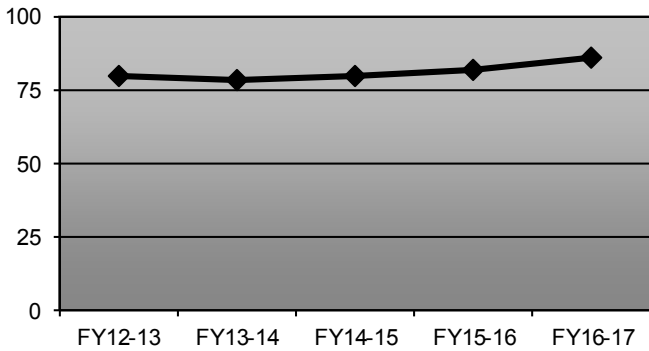
**Total Passengers (000's)**



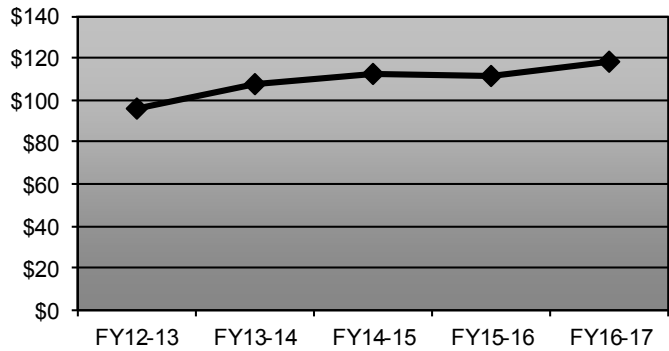
**Operating Revenue Per Revenue Vehicle Hour**



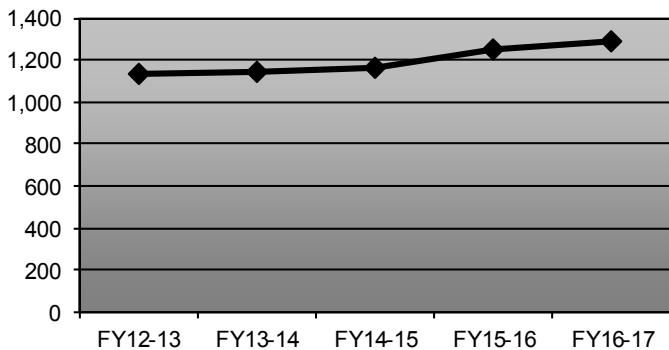
**Revenue Vehicle Hours (000's)**



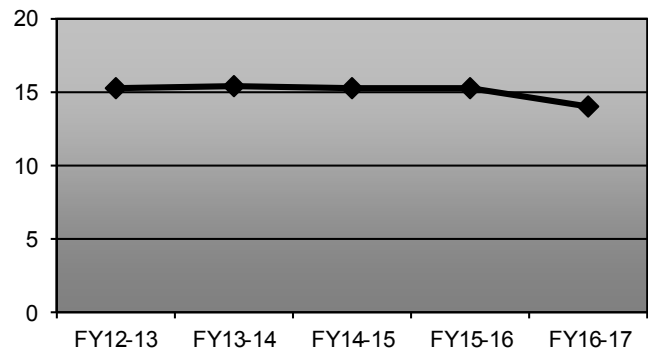
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

URBAN SYSTEMS

## Community Transportation

### Luzerne County Transportation Authority (LCTA)

315 Northampton Street  
 Kingston, PA 18704  
 570-288-8420  
 Mr. Norm Gavlick, Executive Director

### Fare Information

Average Shared-Ride Fare: \$17.79  
 Average Shared-Ride Cost per Trip: \$26.57  
 Fare Structure  
 Implementation Date: March 2016

### Service Area Statistics (2010 Census)

#### Luzerne County

Square Miles: 906  
 Population: 318,564  
 65+ Population: 56,704  
 % of Population 65 and older: 17.8%

### Trip Information

65+ Trips: 39,867  
 PwD Trips: 1,994  
 Other Shared-Ride Trips: 78,620  
 Total Shared-Ride Trips: 120,481  
 Total Escorts: 4,474  
 Non-Public Trips: 14,360

### Vehicles Operated in Maximum Service

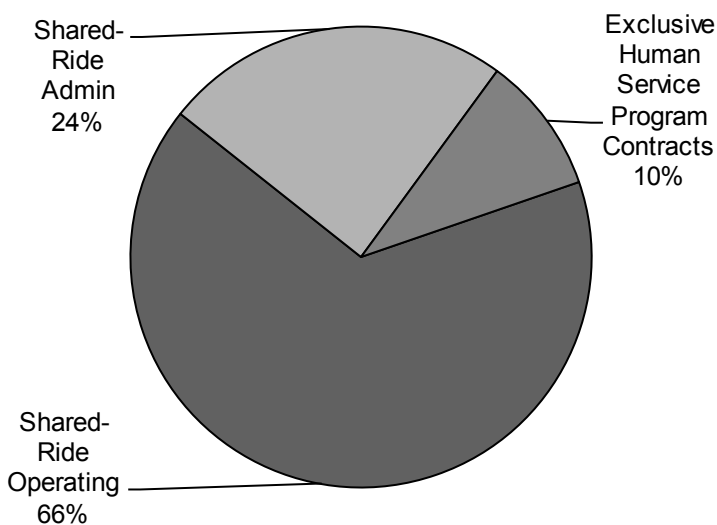
Community Transportation: 41

URBAN SYSTEMS

## COMMUNITY TRANSPORTATION OPERATING BUDGET

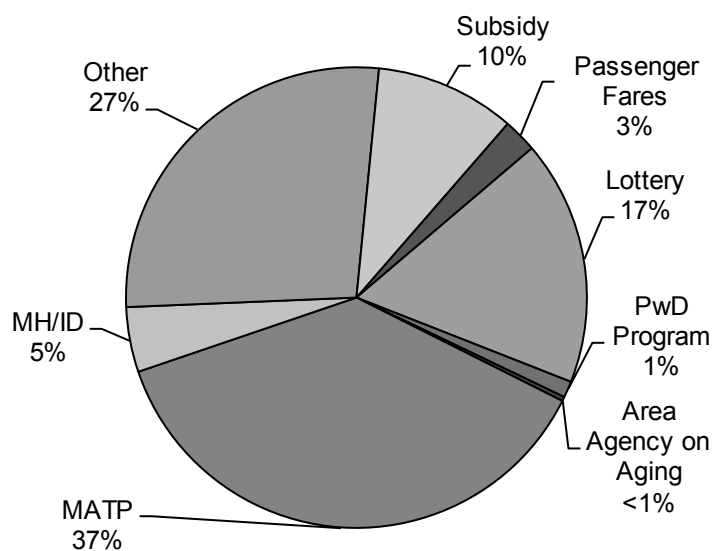
### Operating Expenses

\$3,543,689



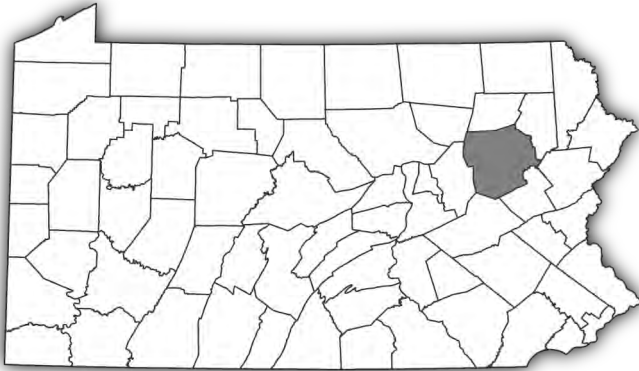
### Sources of Funding

\$3,391,249

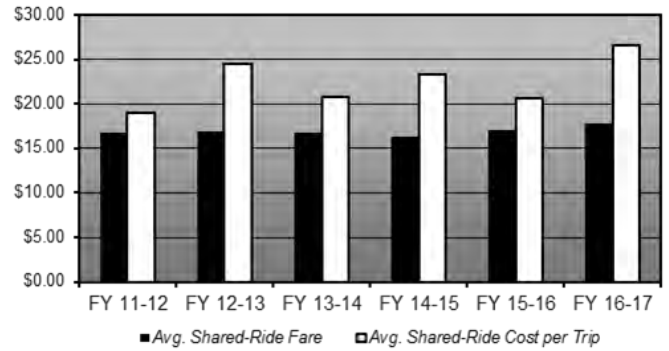


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

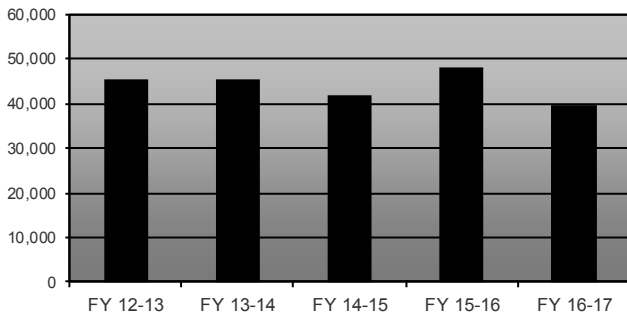
**Agency Service Area**



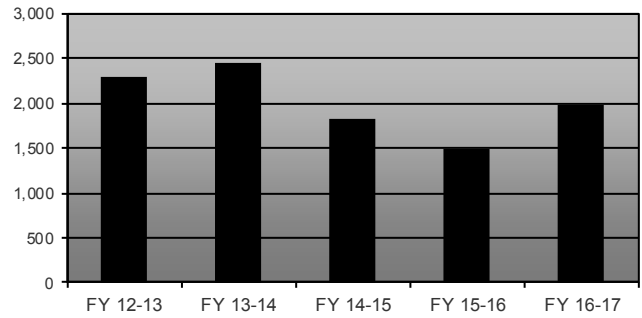
**Shared-Ride Fare Recovery**



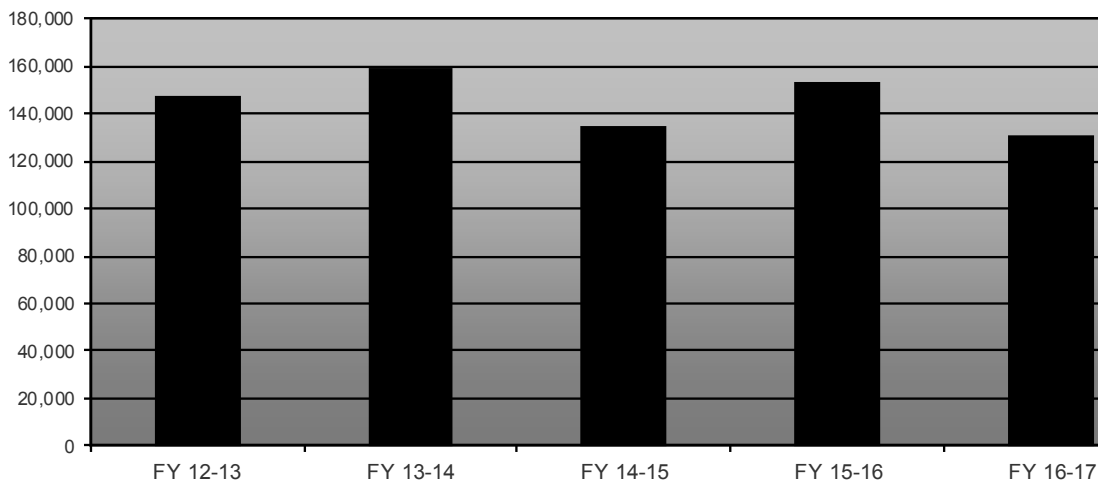
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**Mercer County Regional Council of Governments (MCRCOG-SVSS/MCCT)**

2495 Highland Road  
Hermitage, PA 16148  
724-981-1561, ext. 3103  
Ms. Kim DiCintio, Executive Director  
[www.mrcog.com](http://www.mrcog.com)



**House District**  
Mercer: 7, 8, 17

**Senate District**  
Mercer: 50



**Service Area Statistics (2010 Census)**  
Square Miles: 672  
Population: 116,638



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



**Act 44 Fixed Route Distribution Factors**  
Total Passengers: 78,986  
Senior Passengers: 12,704  
Revenue Vehicle Miles: 167,235  
Revenue Vehicle Hours: 12,745



**Current Employees**  
Agency Full-Time: 7  
Agency Part-Time: 8  
System-Wide: 15



**Act 44 Operating Assistance**  
Section 1513 Allocation: \$767,113  
Required Local Match: \$58,841

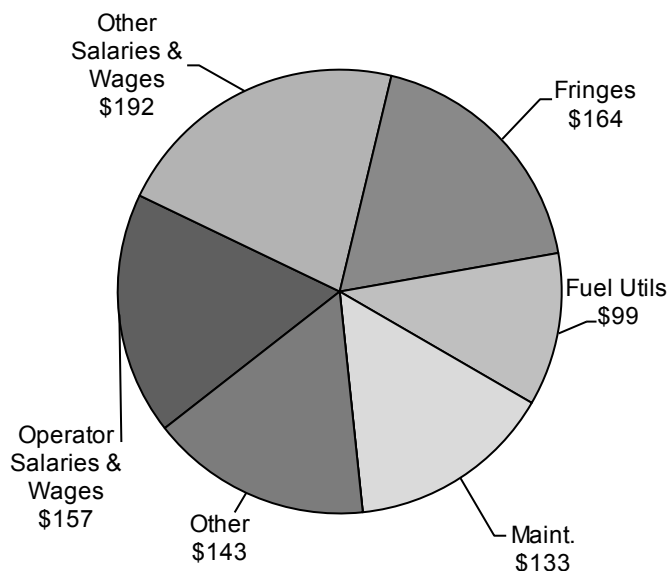


**Current Fleet Size**  
Diesel/Gasoline Motor Bus: 8  
Diesel/Gasoline Paratransit Vehicle: 26  
System-Wide: 34

## OPERATING BUDGET

**Operating Expense (000's)**

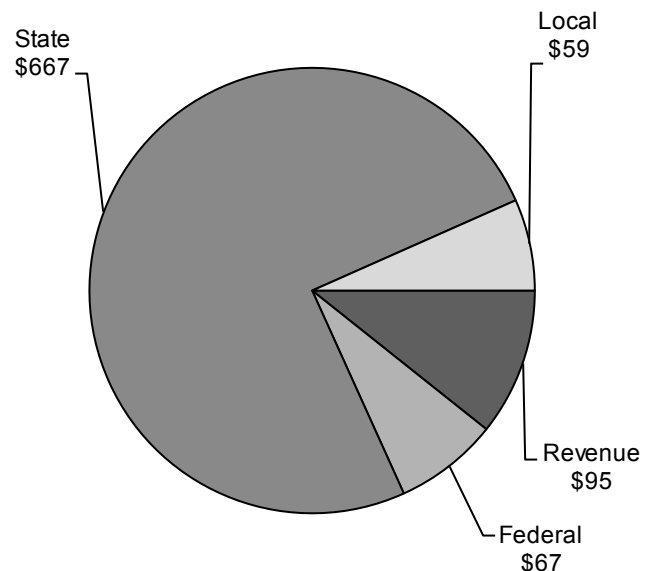
**\$888**



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

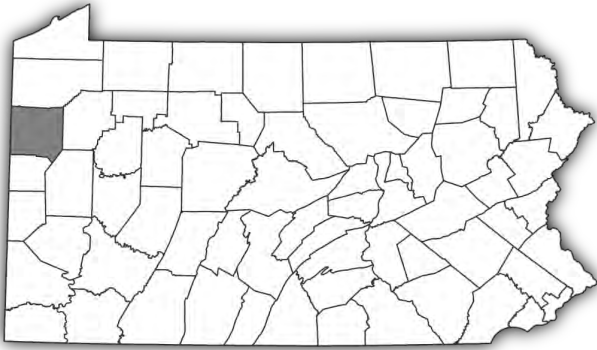
**Operating Funds (000's)**

**\$888**

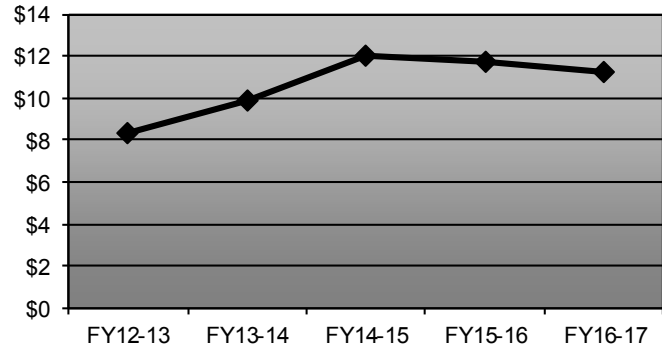


Revenue includes ADA complementary revenue.

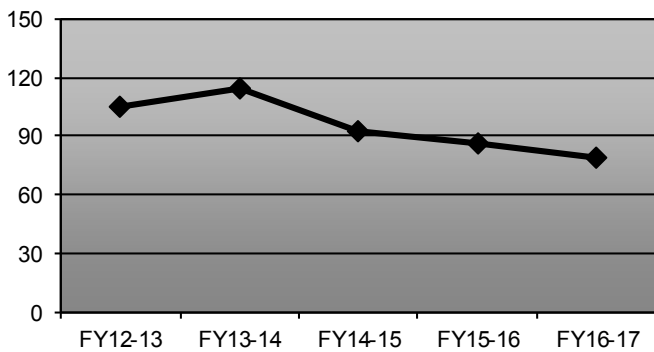




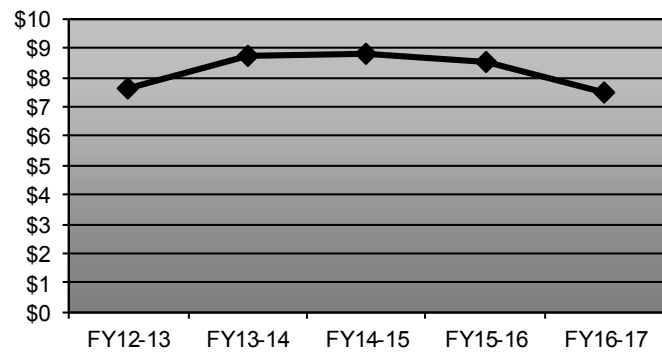
**Operating Expense Per Passenger**



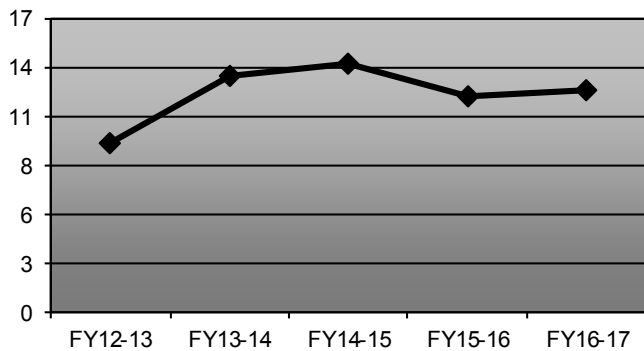
**Total Passengers (000's)**



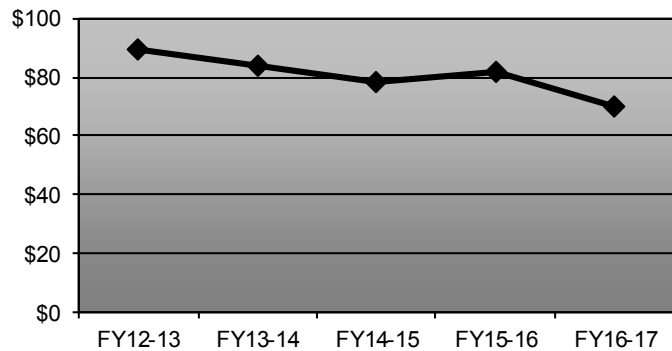
**Operating Revenue Per Revenue Vehicle Hour**



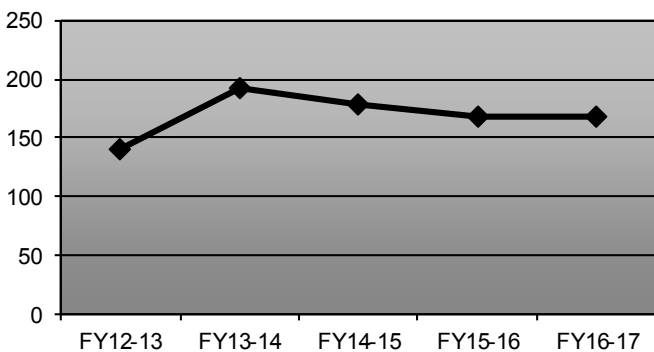
**Revenue Vehicle Hours (000's)**



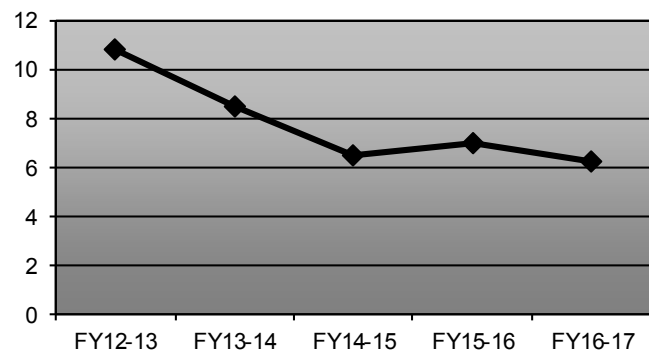
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

URBAN SYSTEMS

## Community Transportation

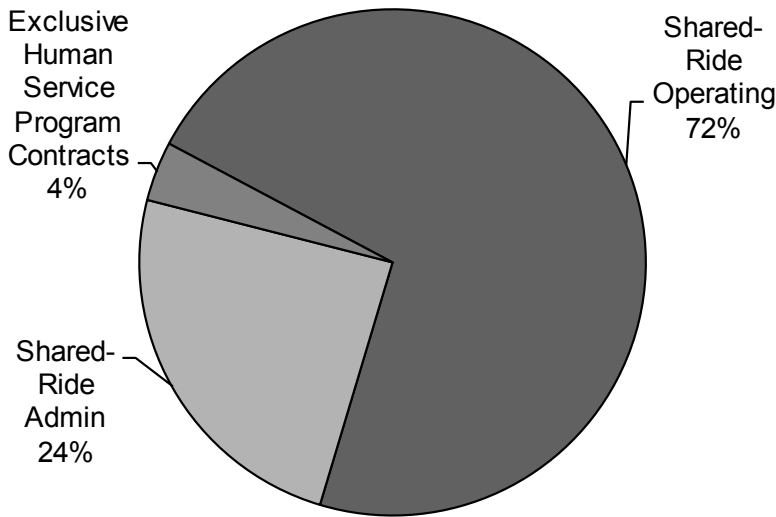
<b>Mercer Co. Regional Council of Governments (MCRCOG)</b> 2495 Highland Road Hermitage, PA 16148 724-981-6222 Ms. Kim Dicintio, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$19.39 Average Shared-Ride Cost per Trip: \$20.64 Fare Structure Implementation Date: August 2016	
<b>Service Area Statistics (2010 Census) Mercer County</b> Square Miles: 672 Population: 116,638 65+ Population: 21,556 % of Population 65 and older: 18.5%		<b>Trip Information</b> 65+ Trips: 42,614 PwD Trips: 2,005 Other Shared-Ride Trips: 31,651 Total Shared-Ride Trips: 76,270 Total Escorts: 4,469 Non-Public Trips: 4,092	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 25	

URBAN SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

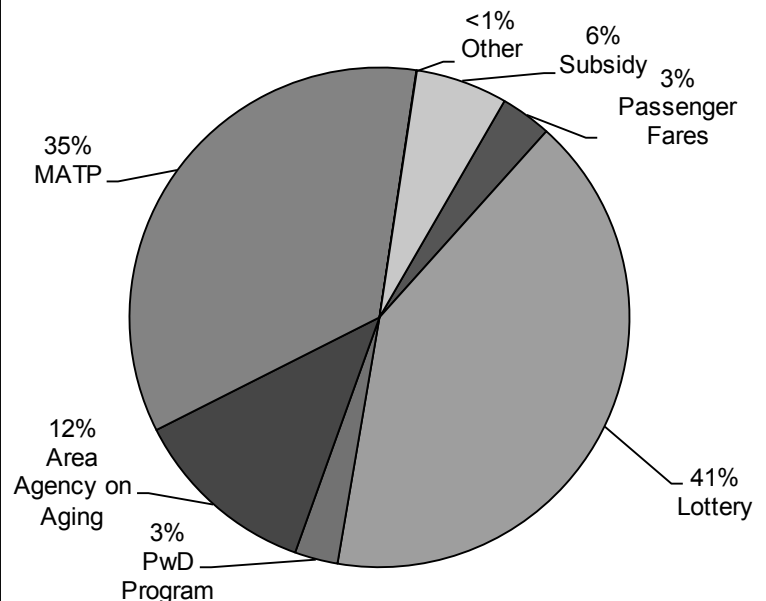
#### Operating Expenses

**\$1,636,098**



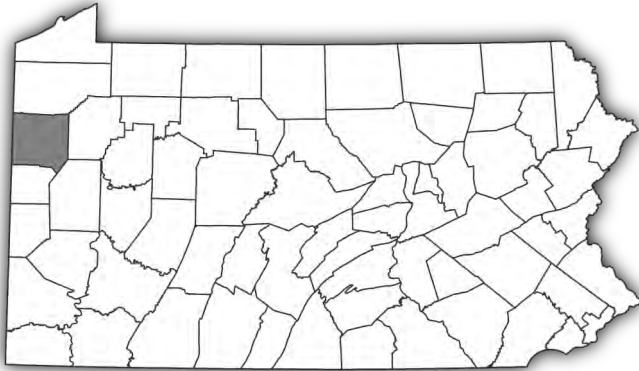
#### Sources of Funding

**\$1,684,733**

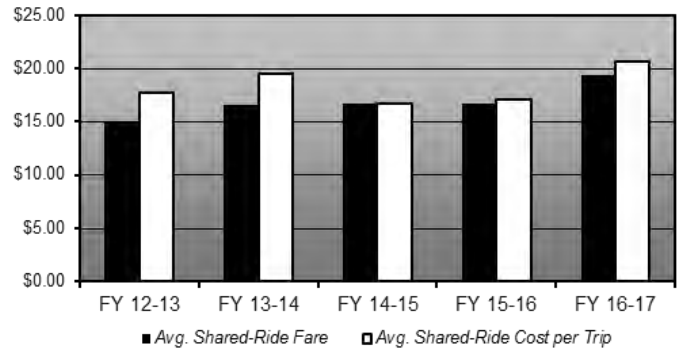


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

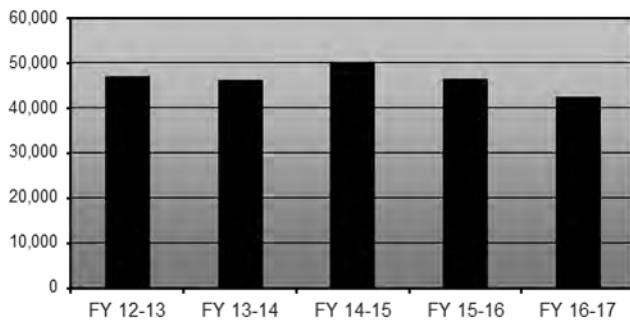
**Agency Service Area**



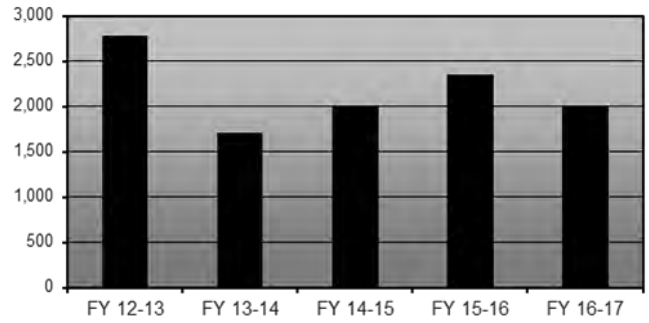
**Shared-Ride Fare Recovery**



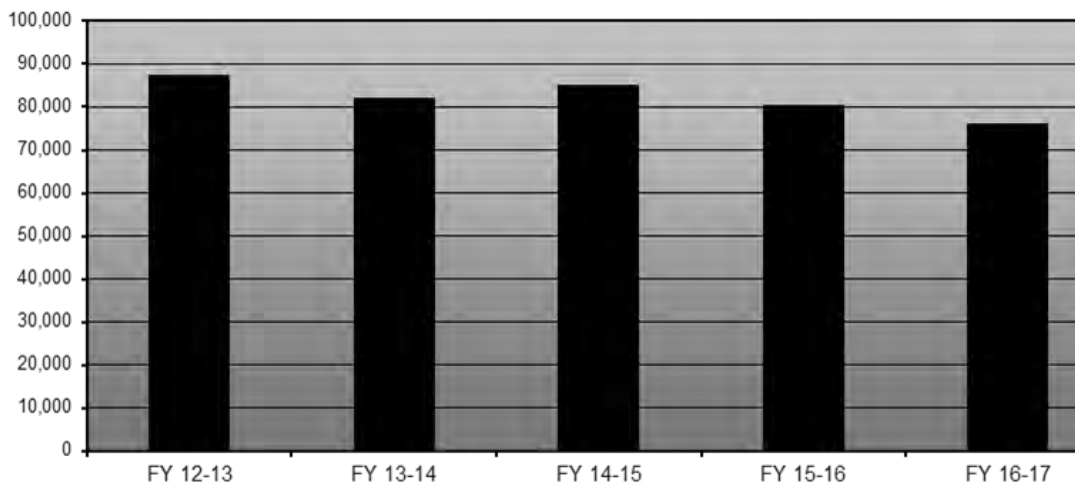
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**Mid Mon Valley Transit Authority (MMVTA)**  
 1300 McKean Avenue  
 Charleroi, PA 15022  
 724-489-0880  
 Ms. Donna Weckoski, Executive Director  
[www.mmvta.com](http://www.mmvta.com)



**House District**  
 Washington: 39, 49, 50  
 Westmoreland: 58

**Senate District**  
 Washington: 32, 37, 46  
 Westmoreland: 32, 45, 46



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



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 299,827  
 Senior Passengers: 35,845  
 Revenue Vehicle Miles: 771,294  
 Revenue Vehicle Hours: 43,457



**Current Employees**  
 Agency Full-Time: 5  
 Contractor Full-Time: 38  
 Contractor Part-Time: 4  
 System-Wide: 47



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$2,787,777  
 Required Local Match: \$69,993



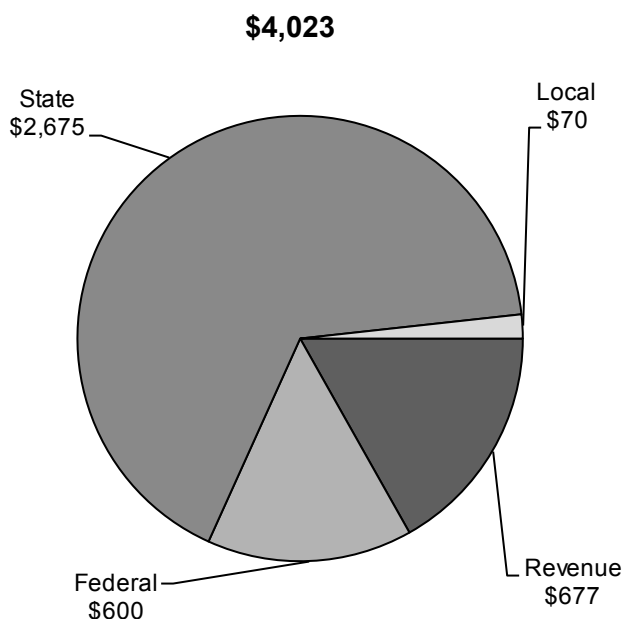
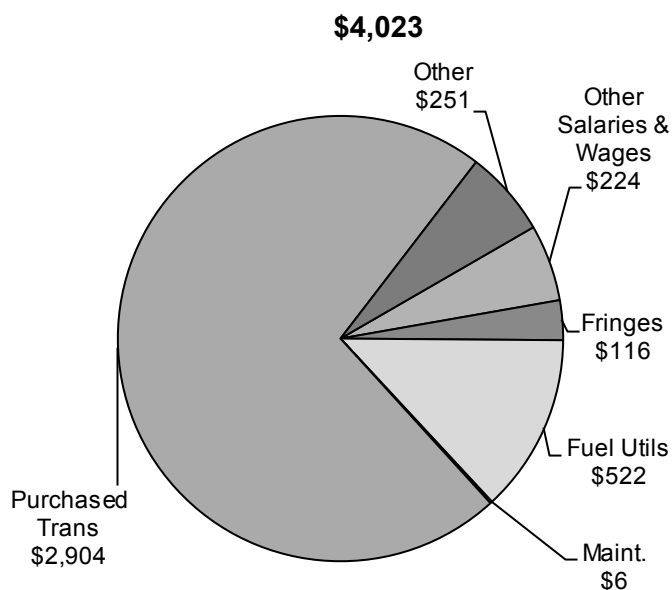
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 20  
 CNG Motor Bus Vehicle: 8  
 System-Wide: 28

*Community transportation provided by Washington County Transportation Authority (see page 130) and Westmoreland County Transit Authority (see page 134)*

## OPERATING BUDGET

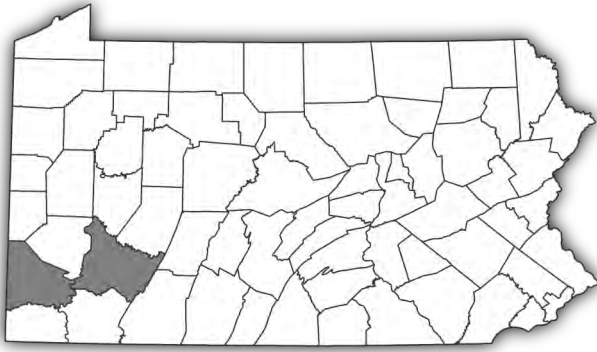
**Operating Expense (000's)**

**Operating Funds (000's)**

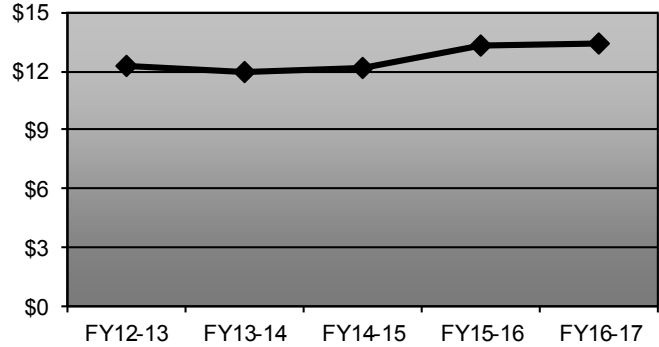


Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

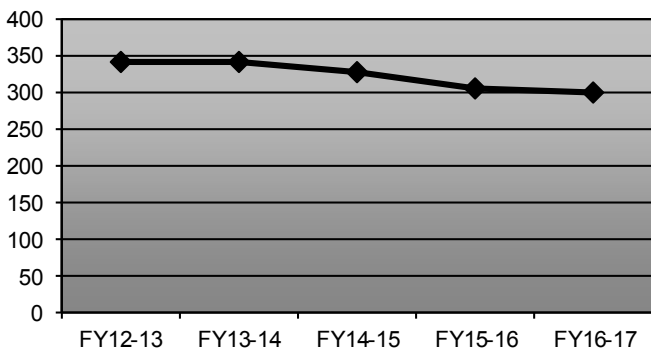
Revenue includes ADA complementary revenue.



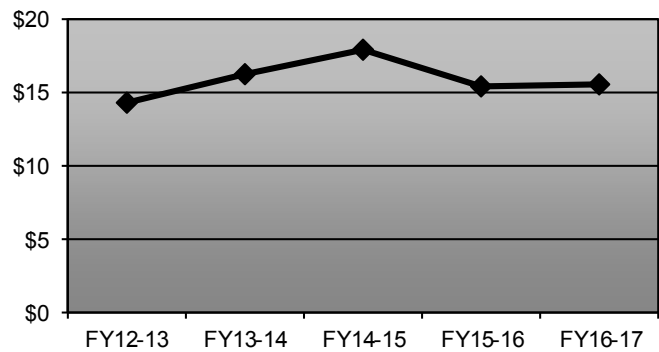
**Operating Expense Per Passenger**



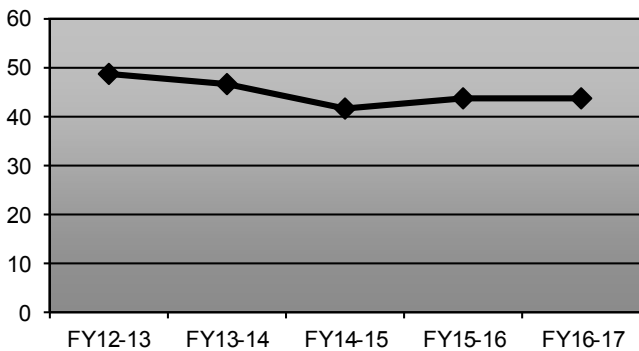
**Total Passengers (000's)**



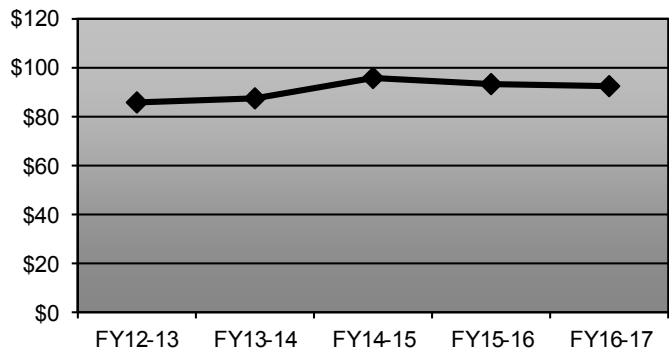
**Operating Revenue Per Revenue Vehicle Hour**



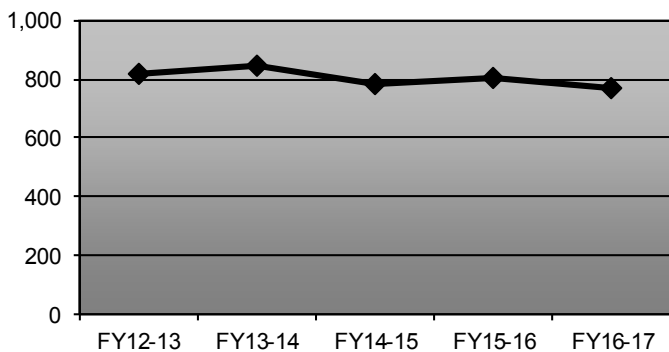
**Revenue Vehicle Hours (000's)**



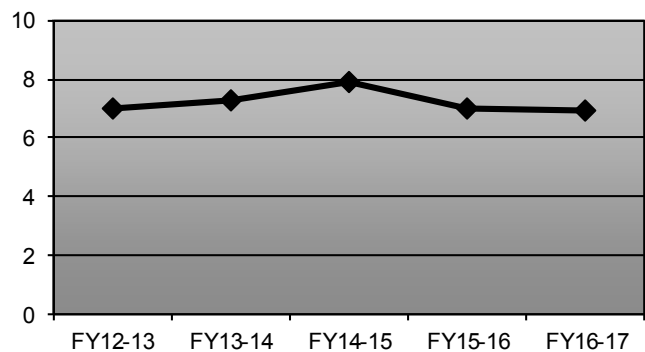
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.



**Monroe County Transportation Authority (MCTA)**  
 P.O. Box 339  
 Scotrun, PA 18355  
 570-839-6282  
 Ms. Peggy Howarth, Executive Director  
[www.gomcta.com](http://www.gomcta.com)



**House District**  
 Monroe: 115, 176, 189  
**Senate District**  
 Monroe: 22, 40



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



**Current Fare Information**  
 Fixed Route Base: \$1.50  
 Last Base Fare Increase: July 2014



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 255,859  
 Senior Passengers: 25,904  
 Revenue Vehicle Miles: 579,610  
 Revenue Vehicle Hours: 33,454



**Current Employees**  
 Agency Full-Time: 49  
 Agency Part-Time: 34  
 Contractor Full-Time: 0  
 Contractor Part-Time: 0  
 System-Wide: 83



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,942,200  
 Required Local Match: \$155,399

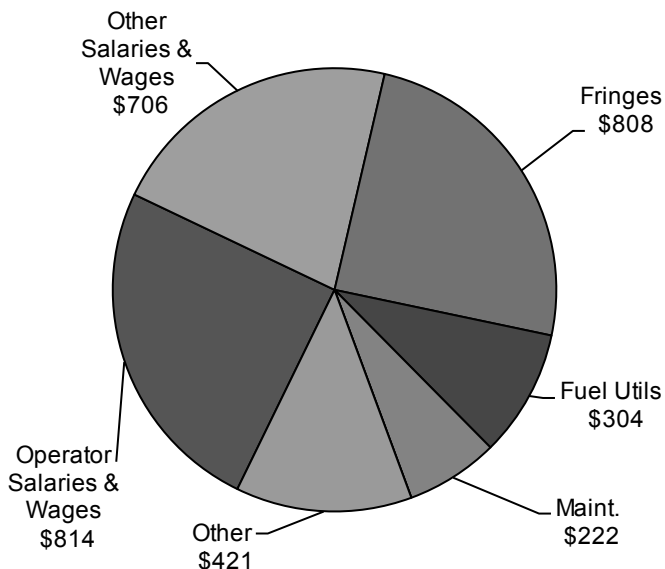


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 15  
 Diesel/Gasoline Paratransit Vehicle: 35  
 System-wide: 50

## OPERATING BUDGET

**Operating Expense (000's)**

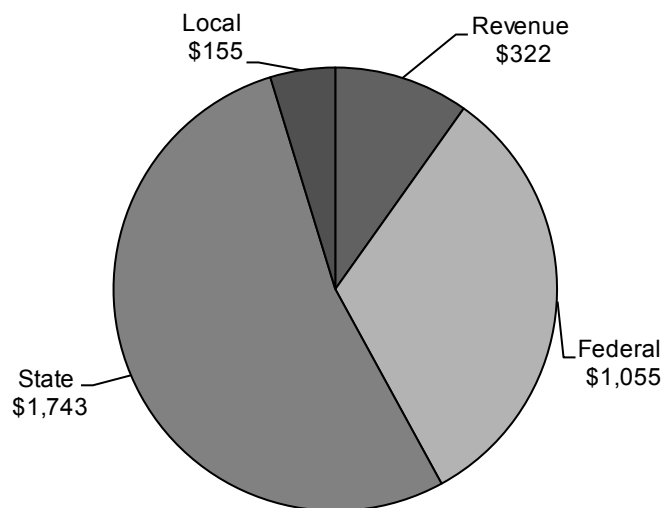
**\$3,275**



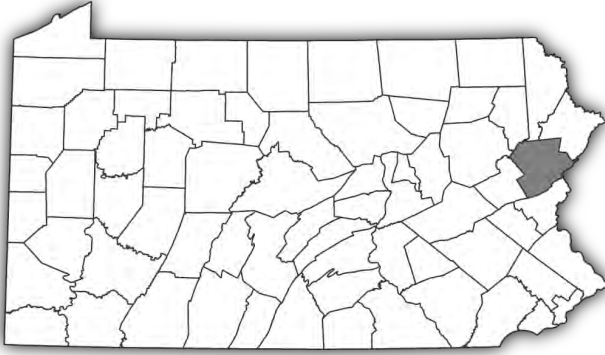
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

**Operating Funds (000's)**

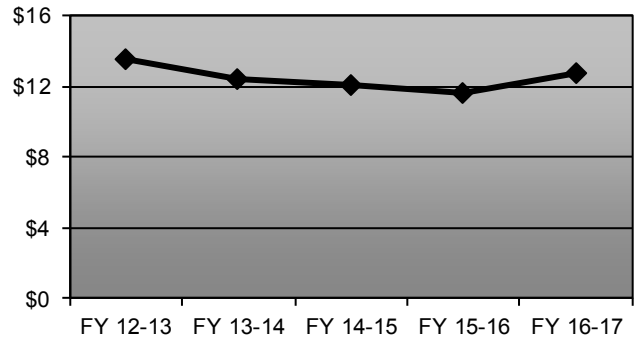
**\$3,275**



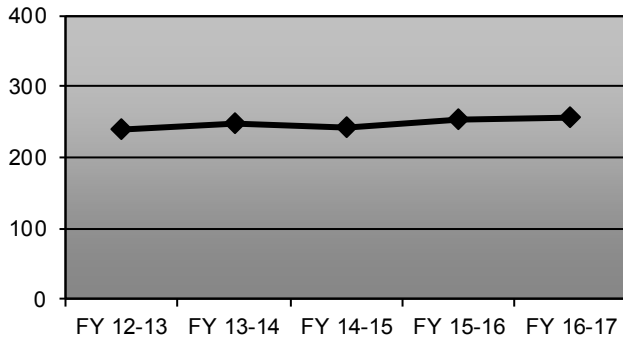
Revenue includes ADA complementary revenue.



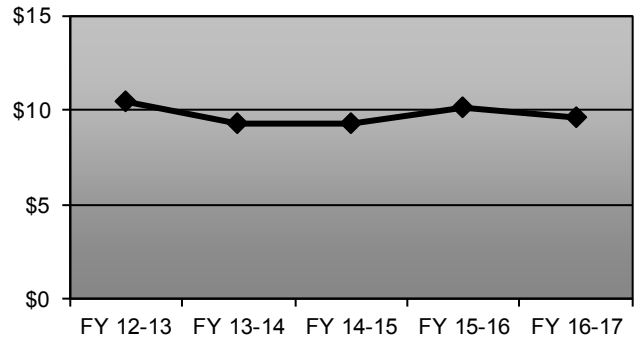
**Operating Expense Per Passenger**



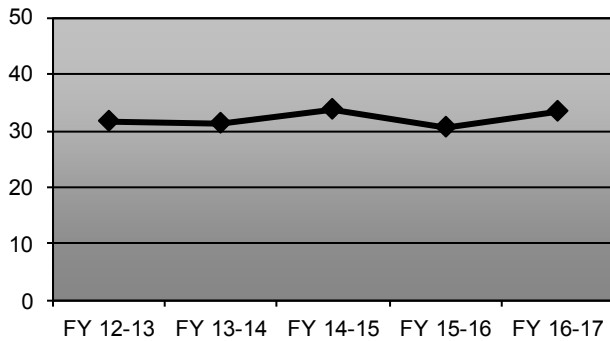
**Total Passengers (000's)**



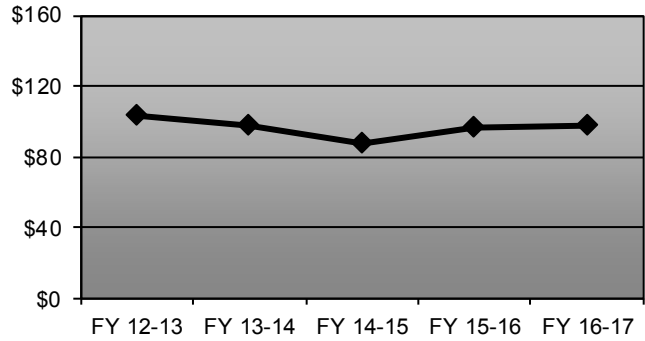
**Operating Revenue Per Revenue Vehicle Hour**



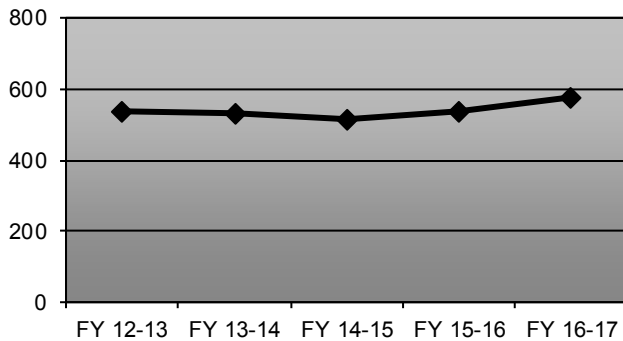
**Revenue Vehicle Hours (000's)**



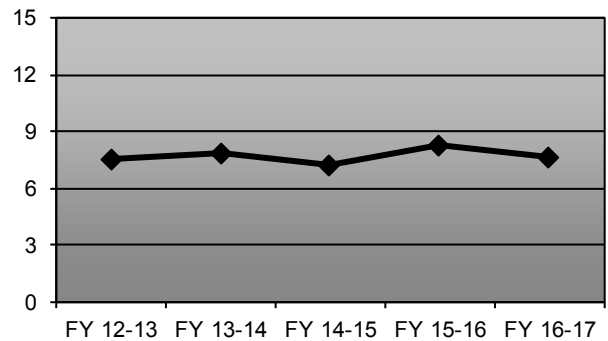
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

## Community Transportation

### Monroe County Transportation Authority (MCTA)

P.O. Box 339  
 Scotrun, PA 18355  
 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%

### Fare Information

Average Shared-Ride Fare:	\$22.58
Average Shared-Ride Cost per Trip:	\$24.85
Fare Structure	
Implementation Date:	July 2014

### Trip Information

65+ Trips:	36,485
PwD Trips:	14,059
Other Shared-Ride Trips:	24,209
Total Shared-Ride Trips:	74,753
Total Escorts:	0
Non-Public Trips:	24,422

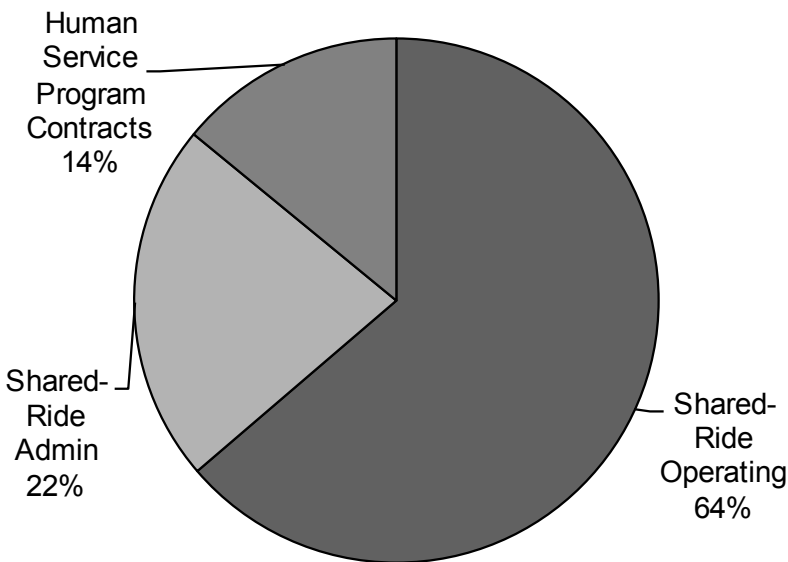
### Vehicles Operated in Maximum Service

Community Transportation:	26
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## COMMUNITY TRANSPORTATION OPERATING BUDGET

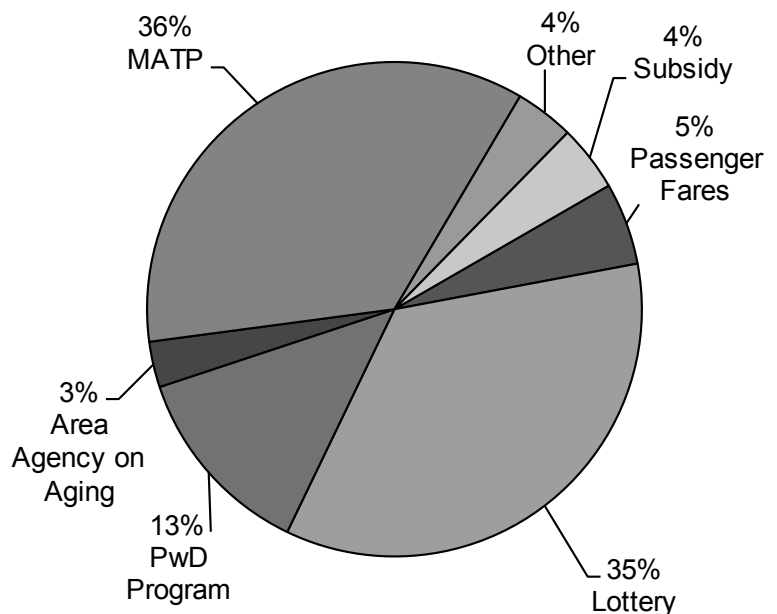
### Operating Expenses

\$2,161,667



### Sources of Funding

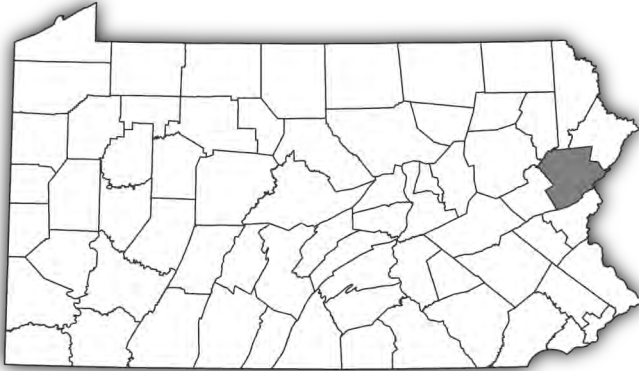
\$2,161,667



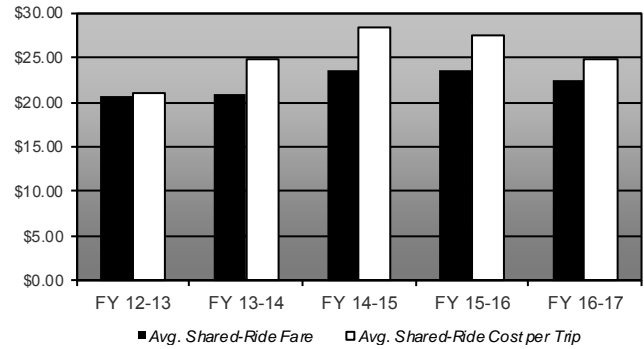
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.



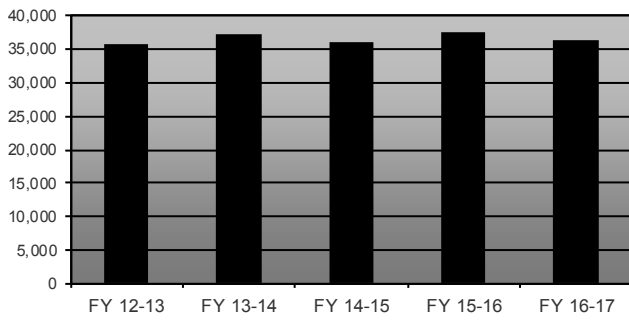
**Agency Service Area**



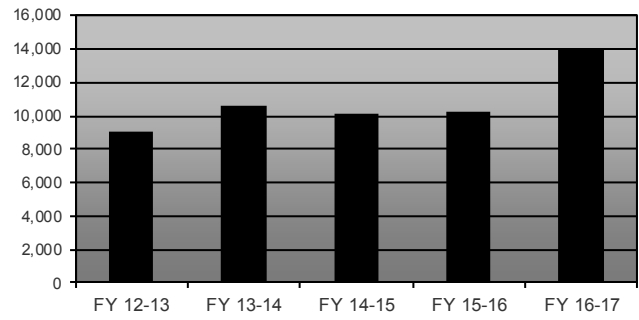
**Shared-Ride Fare Recovery**



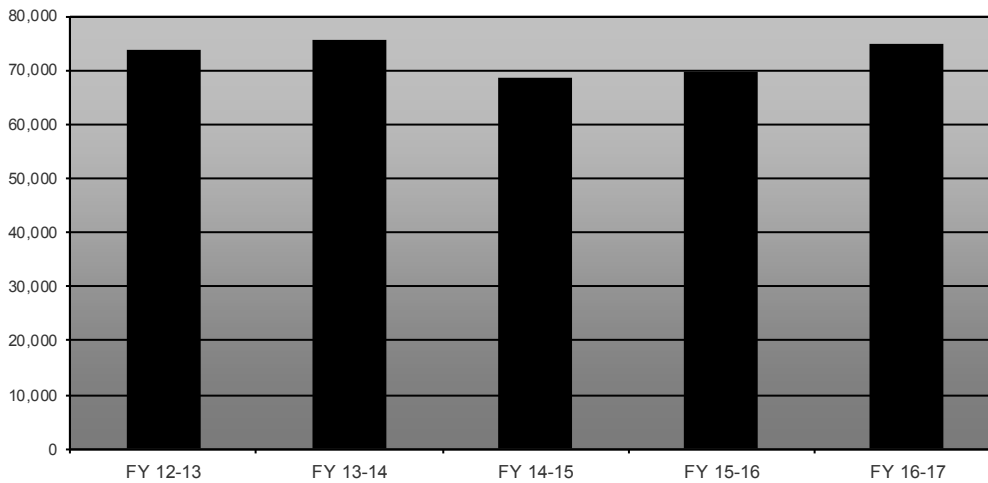
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**Pottstown Area Rapid Transit (PART)**  
 100 East High Street  
 Pottstown, PA 19464  
 610-970-6511  
 Mr. Justin Keller, Interim Borough Manager  
[www.pottstownarearapidtransit.com](http://www.pottstownarearapidtransit.com)



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

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



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



**Current Fare Information**  
 Fixed Route Base: \$2.00  
 Last Base Fare Increase: July 2016



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 264,344  
 Senior Passengers: 42,937  
 Revenue Vehicle Miles: 274,781  
 Revenue Vehicle Hours: 21,912



**Current Employees**  
 Agency Part-Time: 5  
 Contractor Full-Time: 12  
 Contractor Part-Time: 10  
 System-Wide: 27



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,223,685  
 Required Local Match: \$81,443



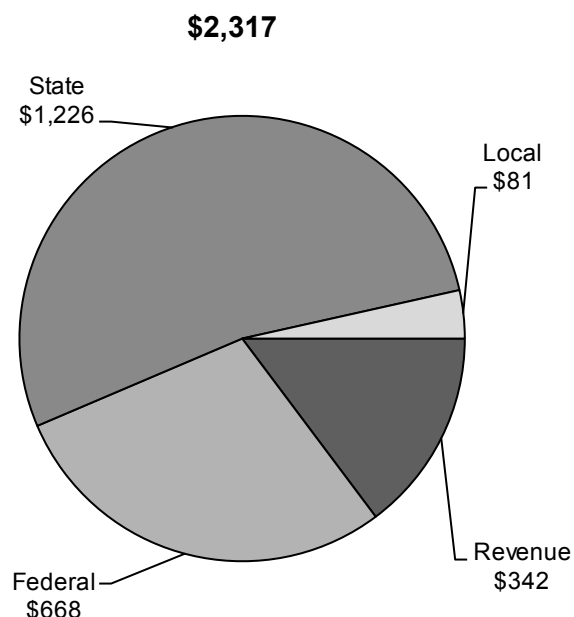
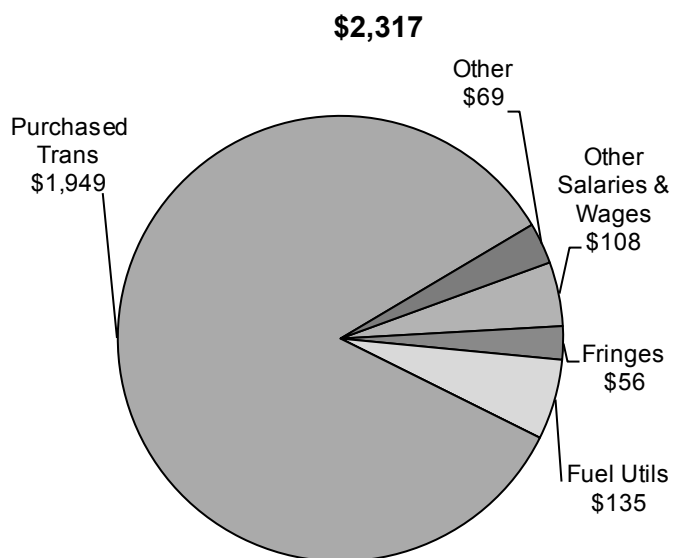
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 8  
 Diesel/Gasoline Paratransit Vehicle: 4  
 System-Wide: 12

**Community transportation provided by Suburban Transit Network, Inc. (see page 214)**

## OPERATING BUDGET

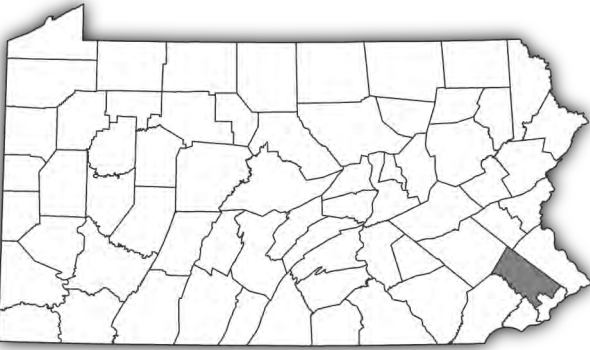
**Operating Expense (000's)**

**Operating Funds (000's)**

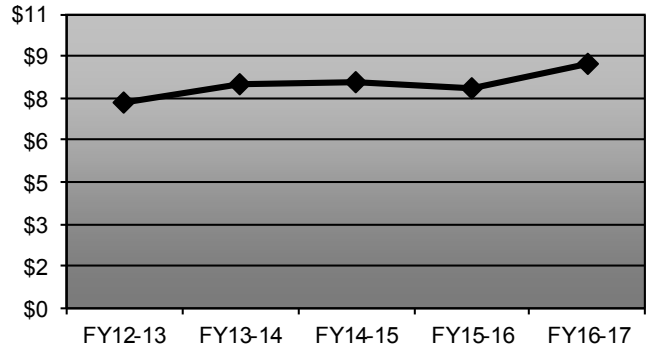


Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

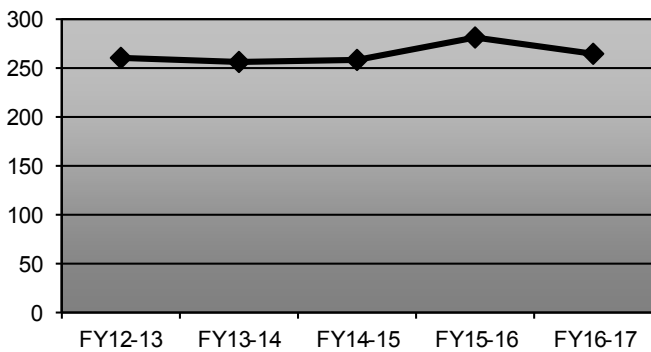
Revenue includes ADA complementary revenue.



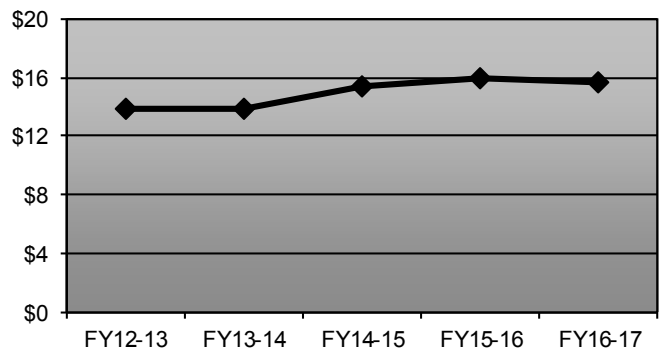
**Operating Expense Per Passenger**



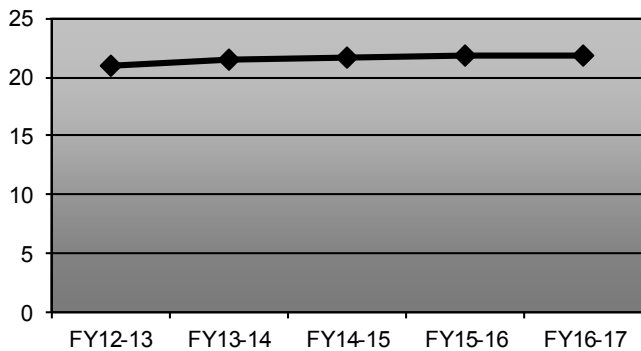
**Total Passengers (000's)**



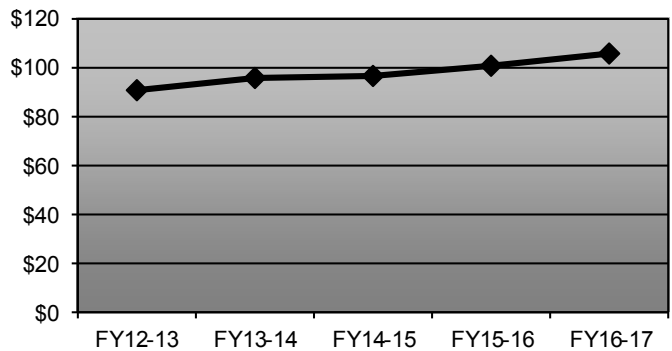
**Operating Revenue Per Revenue Vehicle Hour**



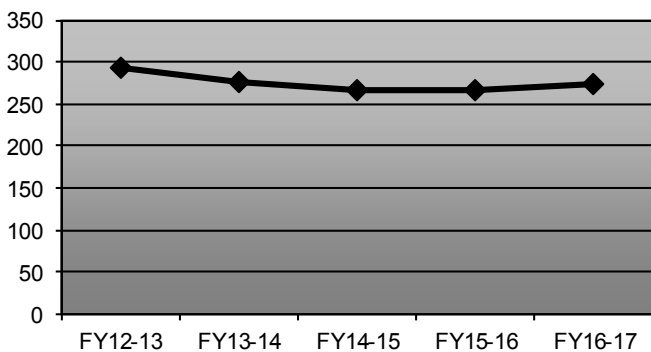
**Revenue Vehicle Hours (000's)**



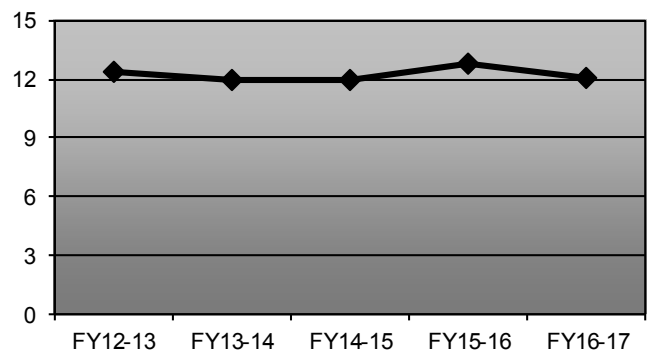
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.



**South Central Transit Authority (SCTA)**  
 45 Erick Road  
 Lancaster, PA 17601  
 Mr. David Kilmer, Executive Director  
 717-397-5613  
[www.sctapa.com](http://www.sctapa.com)



**House District**  
 Berks: 5, 124, 126, 127, 128, 129, 130, 134, 187  
 Lancaster: 13, 37, 41, 43, 96, 97, 98, 99, 100, 128, 129

**Senate District**  
 Berks: 11, 24, 29, 44  
 Lancaster: 13, 36



**Service Area Statistics (2010 Census)**  
 Square Miles: 1,850  
 Population: 930,887



**Current Fare Information**  
 Fixed Route Base: \$1.70  
 Last Base Fare Increase: July 2011



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 4,640,596  
 Senior Passengers: 679,029  
 Revenue Vehicle Miles: 3,344,046  
 Revenue Vehicle Hours: 254,968



**Current Employees**  
 Agency Full-Time: 252  
 Agency Part-Time: 27  
 Contractor Full-Time: 116  
 Contractor Part-Time: 16  
 System-Wide: 411



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$15,279,717  
 Required Local Match: N/A

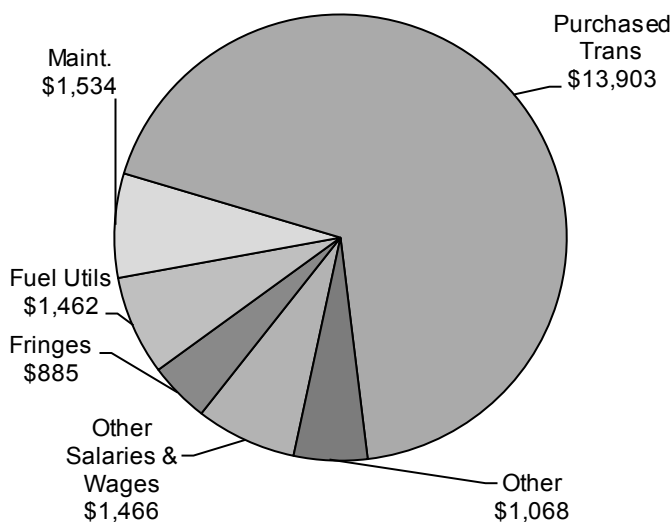


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 92  
 Diesel/Gasoline Paratransit Vehicle: 131  
 Other Alternative Fuel Paratransit: 14  
 System-Wide: 237

## OPERATING BUDGET

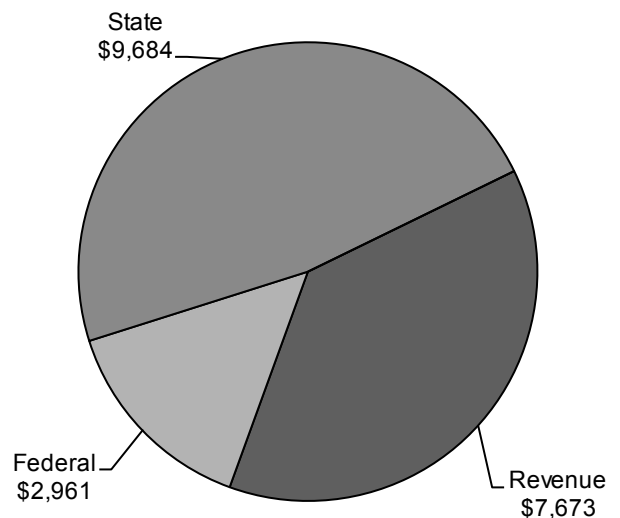
### Operating Expense (000's)

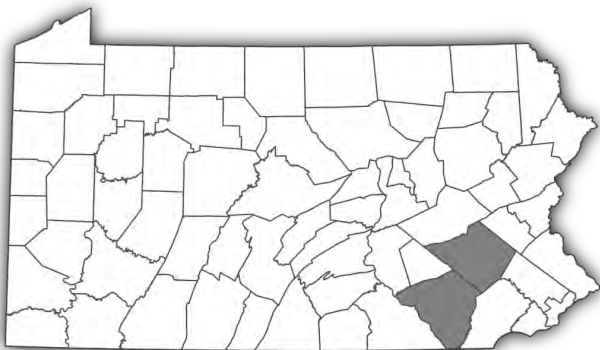
**\$20,318**



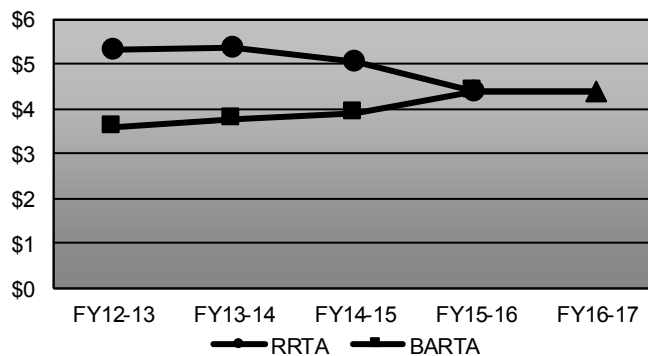
### Operating Funds (000's)

**\$20,318**

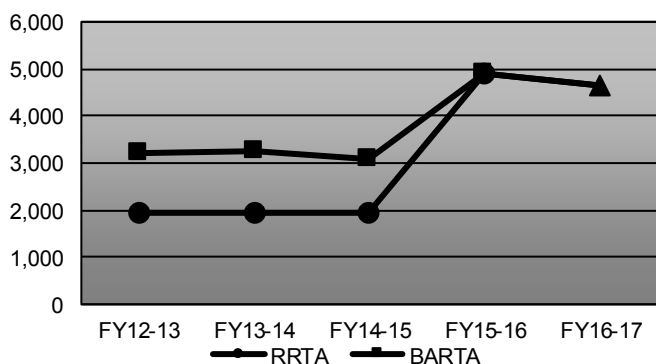




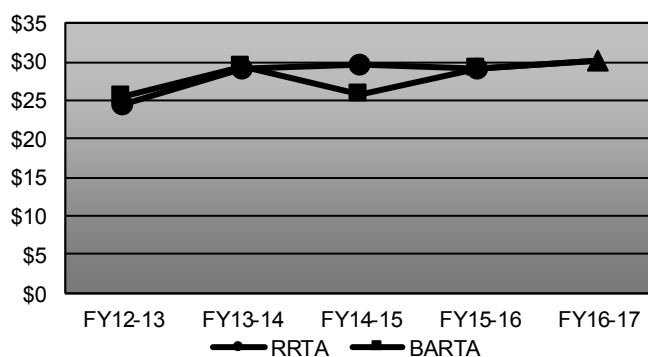
**Operating Expense Per Passenger**



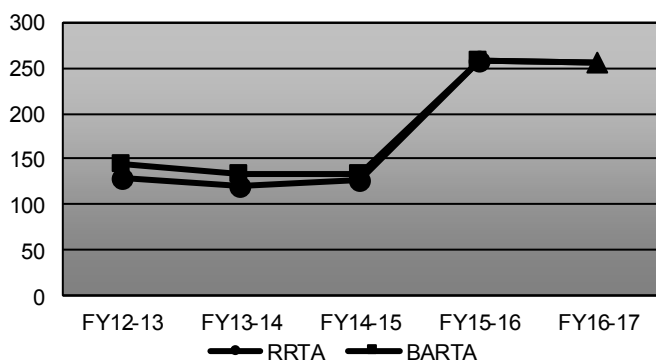
**Total Passengers (000's)**



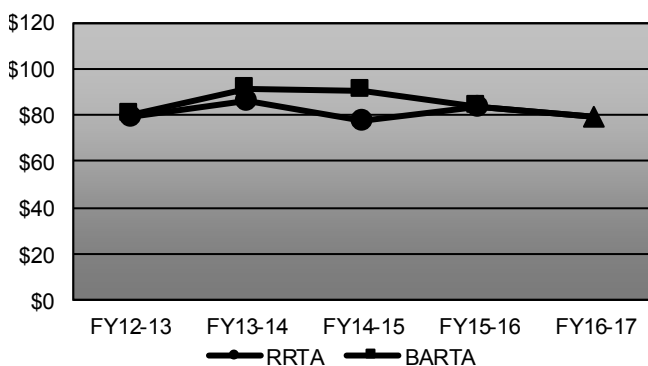
**Operating Revenue Per Revenue Vehicle Hour**



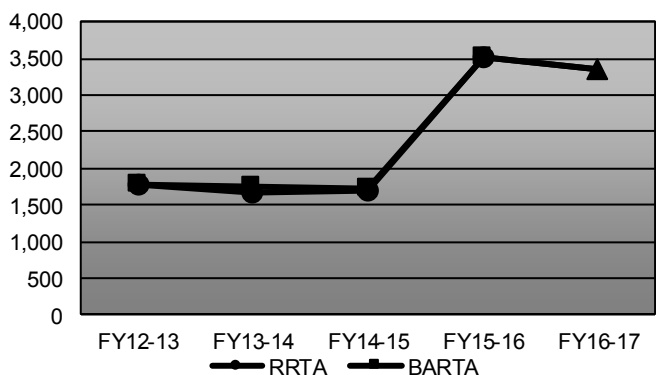
**Revenue Vehicle Hours (000's)**



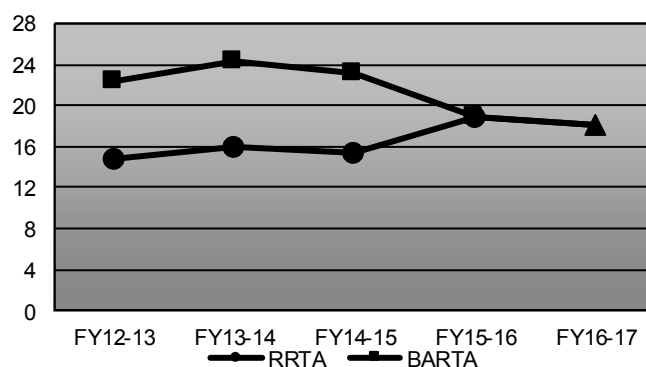
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



URBAN SYSTEMS

In FY15-16, Red Rose Transit Authority merged with Berks Area Regional Transportation Authority to form the South Central Transit Authority.

## Community Transportation

**South Central Transit Authority (SCTA)**  
 45 Erick Road  
 Lancaster, PA 17601  
 Mr. David Kilmer, Executive Director  
 717-397-5613

### Fare Information

Average Shared-Ride Fare: \$22.24  
 Average Shared-Ride Cost per Trip: \$27.24  
 Fare Structure  
 Implementation Date: August 2016

### Berks and Lancaster Counties Service Area Statistics (2010 Census)

	1,850
Square Miles:	930,887
Population:	137,338
65+ Population:	14.8%
% of Population 65 and older:	

### Trip Information

65+ Trips:	209,756
PwD Trips:	12,912
Other Shared-Ride Trips:	168,200
Total Shared-Ride Trips:	390,868
Total Escorts:	27,115
Non-Public Trips:	66,078

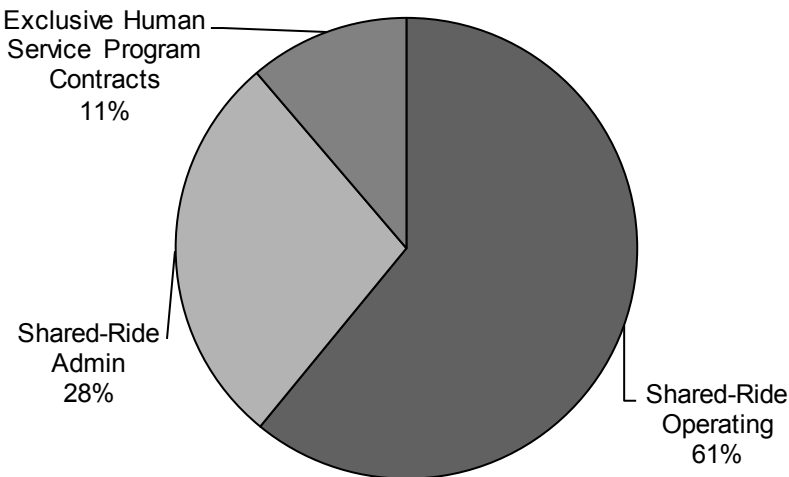
### Vehicles Operated in Maximum Service

Community Transportation: 92

## COMMUNITY TRANSPORTATION OPERATING BUDGET

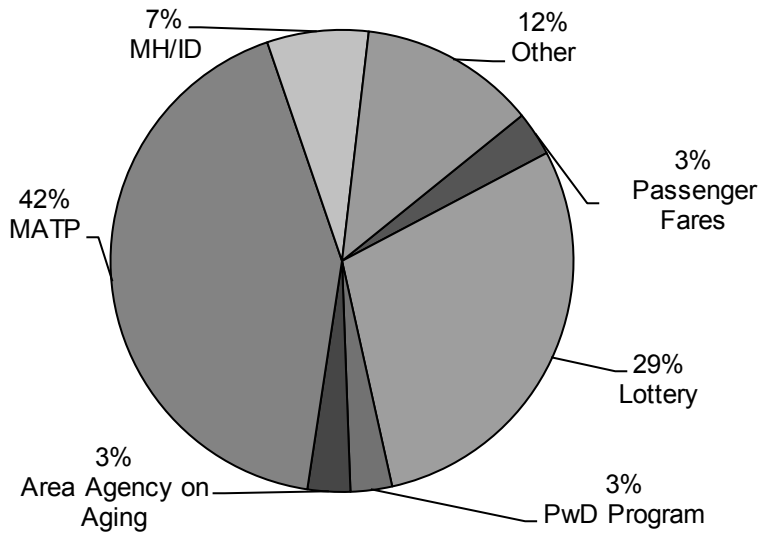
### Operating Expenses

\$11,996,353



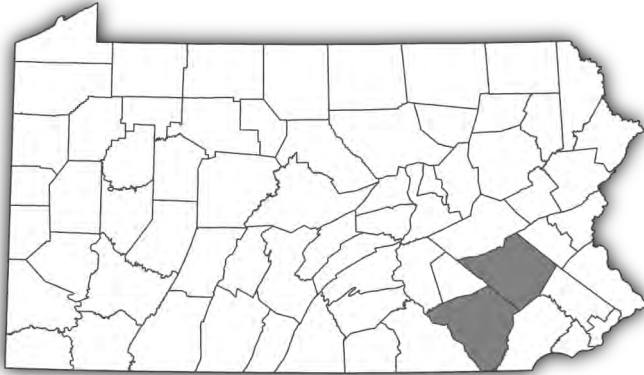
### Sources of Funding

\$12,090,640

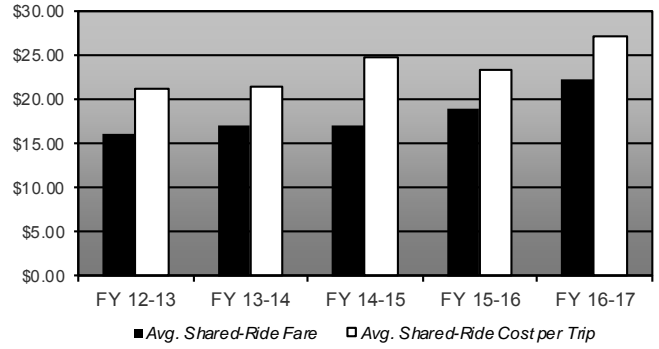


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

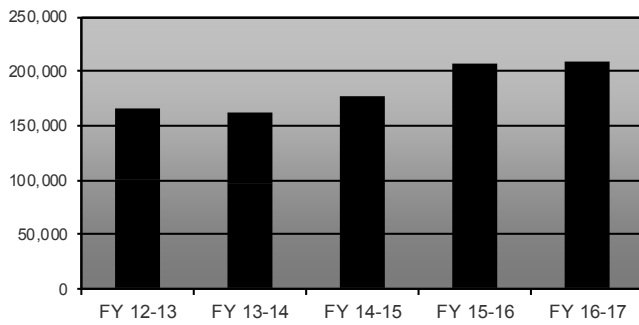
**Agency Service Area**



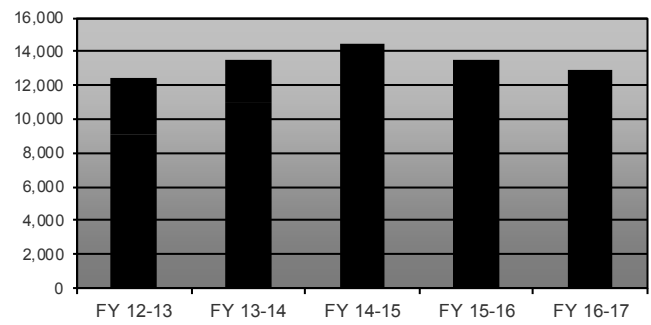
**Shared-Ride Fare Recovery**



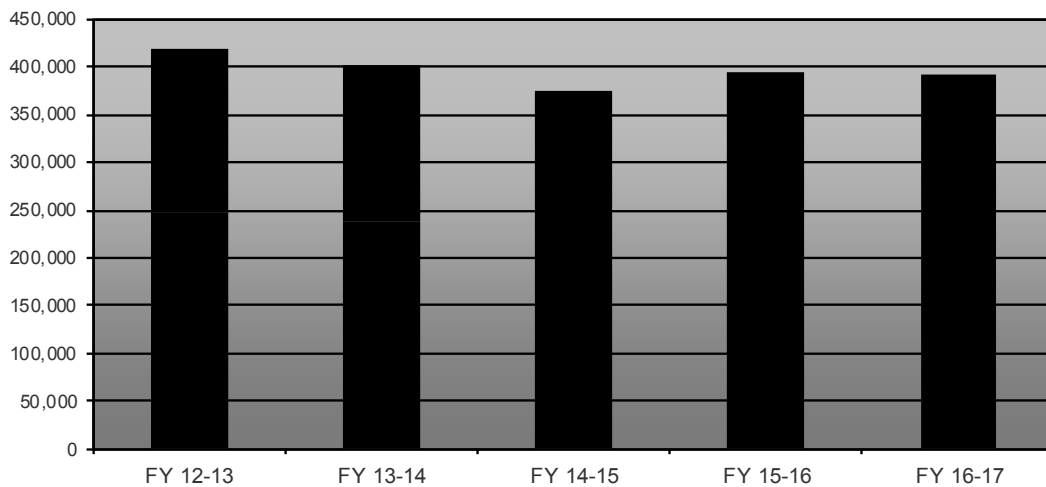
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



URBAN SYSTEMS

In FY15-16, Red Rose Transit Authority merged with Berks Area Regional Transportation Authority to form the South Central Transit Authority.



## Washington County Transportation Authority

50 East Chestnut Street  
 Washington, PA 15301  
 724-223-8747  
 Ms. Sheila Gombita, Executive Director  
[www.freedom-transit.org](http://www.freedom-transit.org)



## House District

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

## Senate District

Washington: 32, 37, 46



## Service Area Statistics (2010 Census)

Square Miles: 33  
 Population: 61,634



## Current Fare Information

Fixed Route Base: \$1.50  
 Last Base Fare Increase: July 2012



## Act 44 Fixed Route Distribution Factors

Total Passengers: 100,229  
 Senior Passengers: 17,076  
 Revenue Vehicle Miles: 414,289  
 Revenue Vehicle Hours: 26,098



## Current Employees

Agency Full-Time: 13  
 Agency Part-Time: 2  
 Contractor Full-Time: 92  
 Contractor Part-Time: 30  
 System-Wide: 137



## Act 44 Operating Assistance

Section 1513 Allocation: \$1,431,031  
 Required Local Match: \$207,466



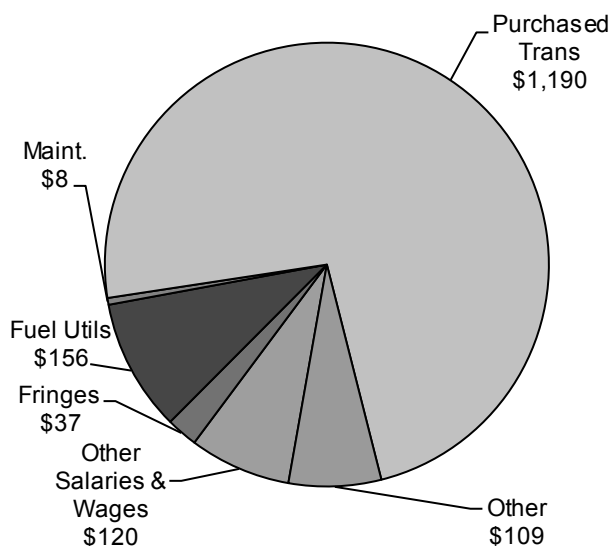
## Current Fleet Size

Diesel/Gasoline Motor Bus: 10  
 Diesel/Gasoline Paratransit Vehicle: 78  
 System-Wide: 88

## OPERATING BUDGET

### Operating Expense (000's)

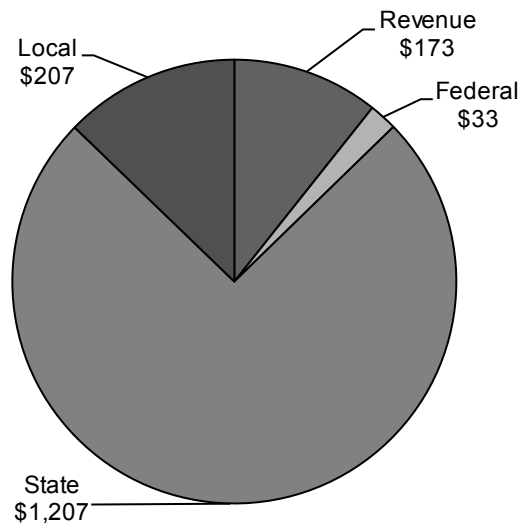
\$1,620



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

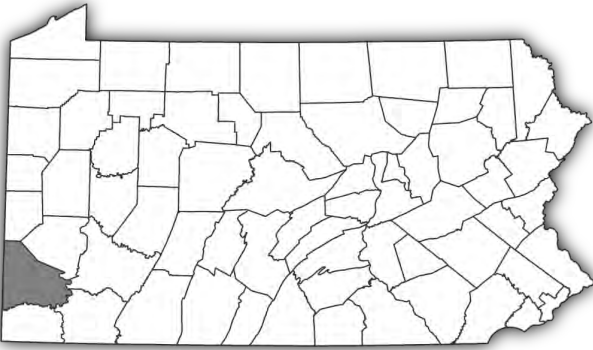
### Operating Funds (000's)

\$1,620

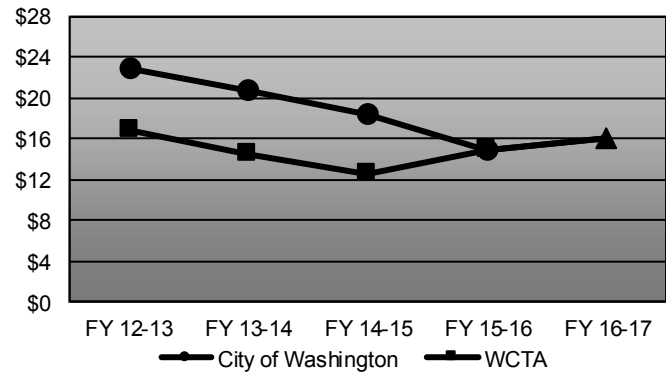


Revenue includes ADA complementary revenue.

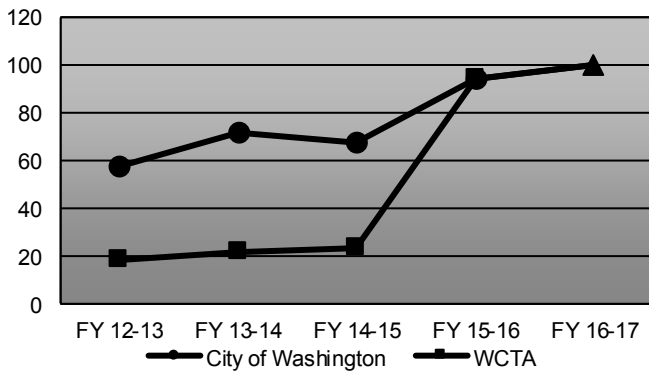




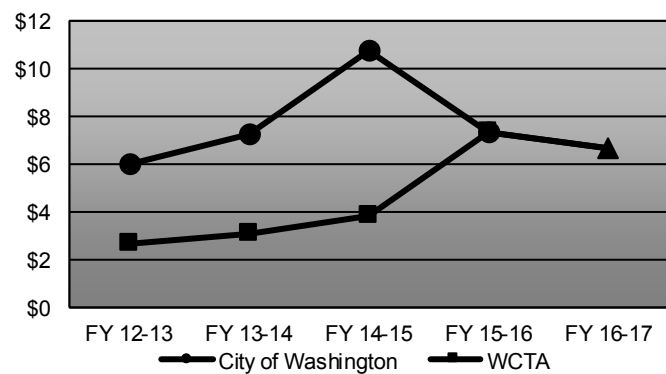
**Operating Expense Per Passenger**



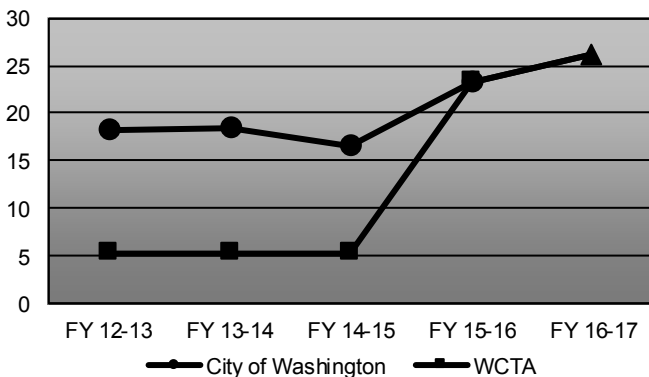
**Total Passengers (000's)**



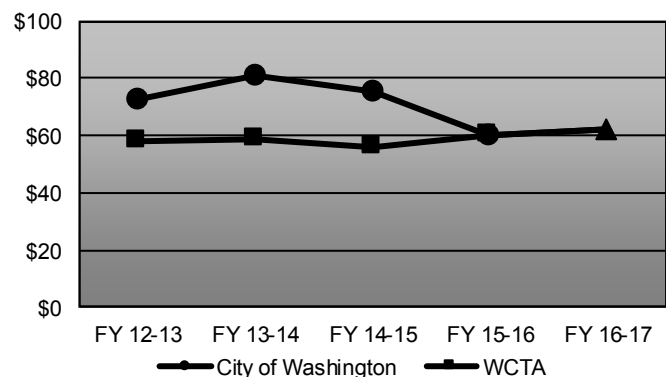
**Operating Revenue Per Revenue Vehicle Hour**



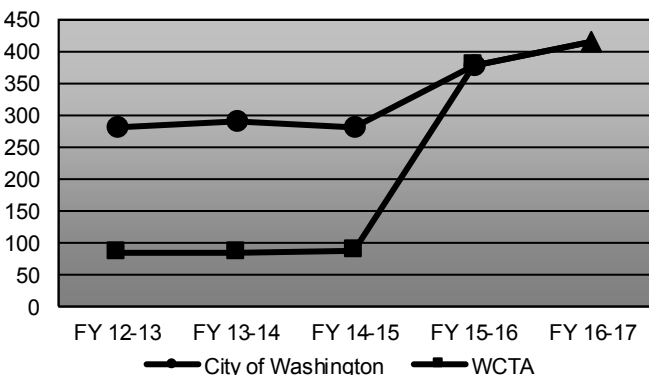
**Revenue Vehicle Hours (000's)**



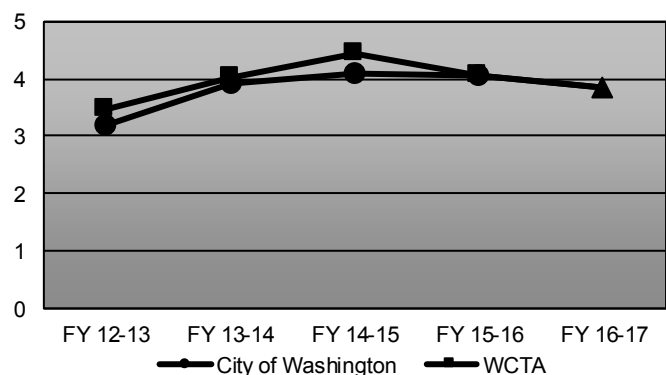
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



URBAN SYSTEMS

In FY15-16, the Washington City Transit merged with Washington County Transportation Authority.

## Community Transportation

### Washington County Transportation Authority

50 East Chestnut Street  
 Washington, PA  
 724-223-8747  
 Ms. Sheila Gombita, Executive Director

### Fare Information

Average Shared-Ride Fare: \$22.49  
 Average Shared-Ride Cost per Trip: \$24.42  
 Fare Structure  
 Implementation Date: March 2016

### Washington County Service Area Statistics (2010 Census)

857  
 Square Miles: 207,820  
 Population: 36,366  
 65+ Population: 17.5%  
 % of Population 65 and older:

### Trip Information

65+ Trips: 91,890  
 PwD Trips: 21,941  
 Other Shared-Ride Trips: 80,137  
 Total Shared-Ride Trips: 193,968  
 Total Escorts: 18,815  
 Non-Public Trips: 2,122

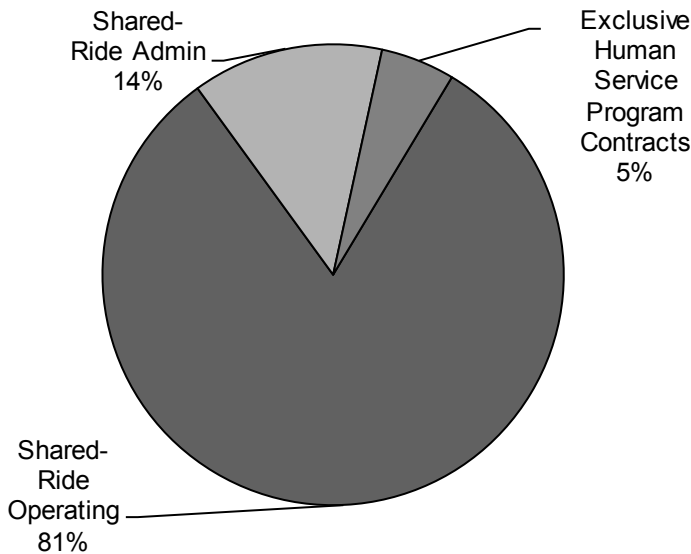
### Vehicles Operated in Maximum Service

Community Transportation: 60

## COMMUNITY TRANSPORTATION OPERATING BUDGET

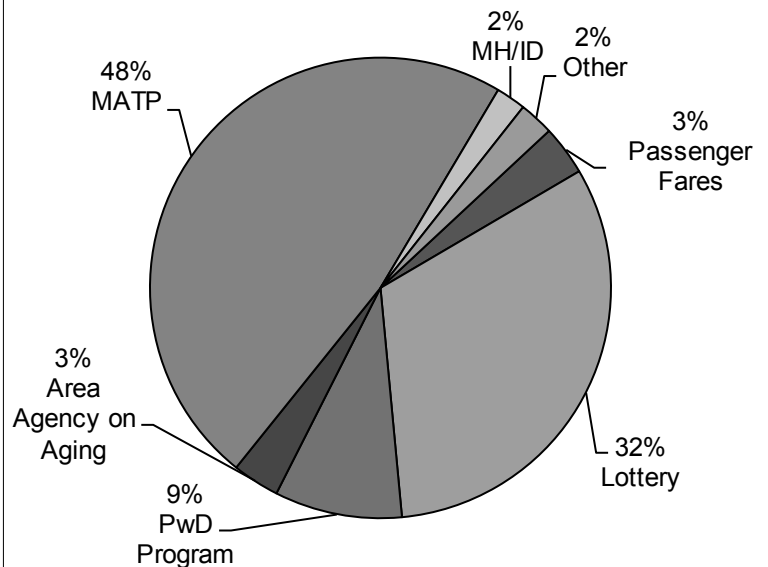
### Operating Expenses

\$4,996,645



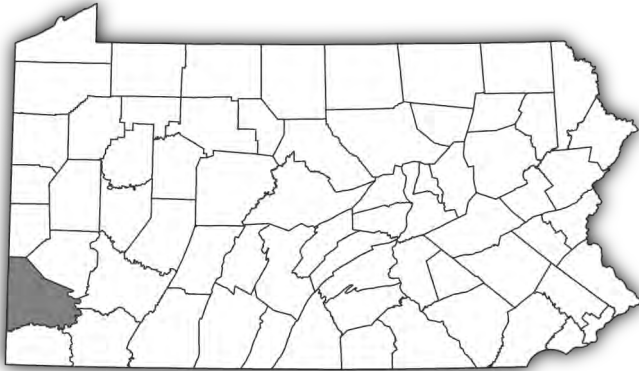
### Sources of Funding

\$5,039,042

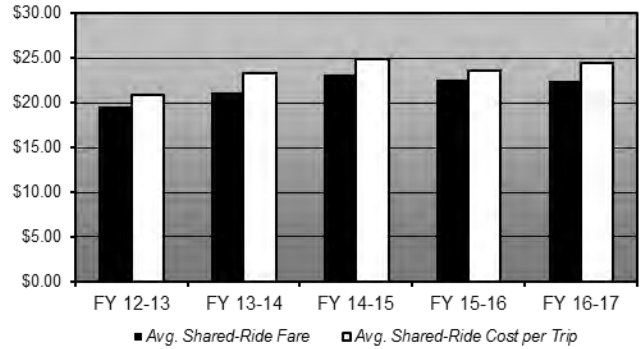


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

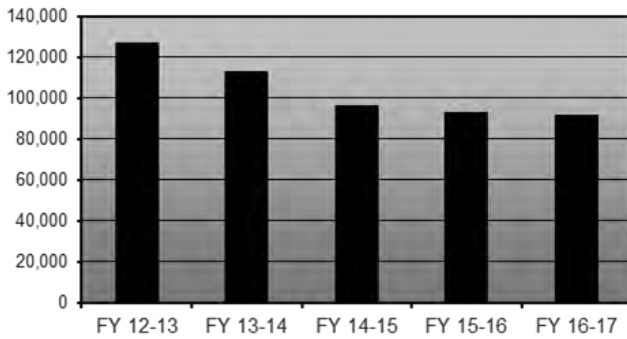
**Agency Service Area**



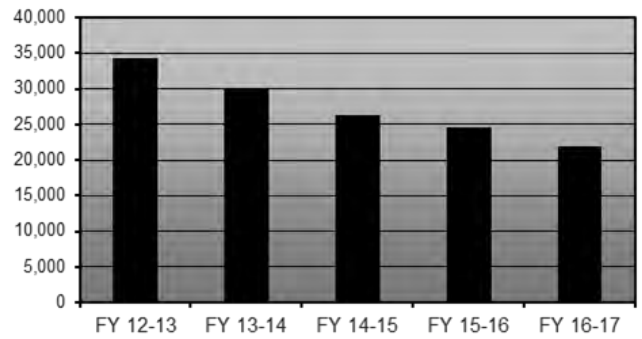
**Shared-Ride Fare Recovery**



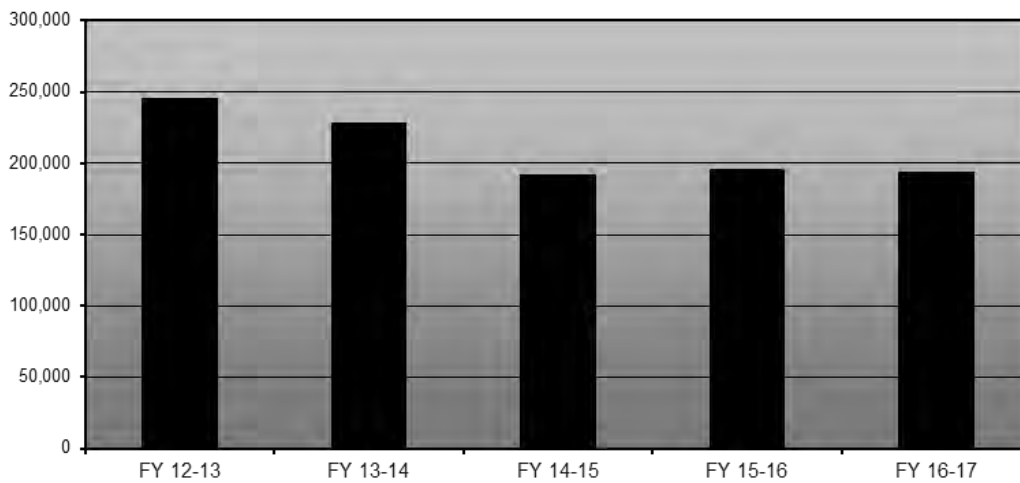
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**Westmoreland County Transit Authority (WCTA)**  
 41 Bell Way  
 Greensburg, PA 15601  
 724-832-2712  
 Mr. Alan Blahovec, Executive Director  
[www.westmorelandtransit.com](http://www.westmorelandtransit.com)



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

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



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



**Current Fare Information**  
 Fixed Route Base: \$2.00  
 Last Base Fare Increase: January 2014



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 488,610  
 Senior Passengers: 71,393  
 Revenue Vehicle Miles: 1,108,861  
 Revenue Vehicle Hours: 55,113



**Current Employees**

Agency Full-Time:	15
Agency Part-Time:	3
Contractor Full-Time:	87
Contractor Part-Time:	24
System-Wide:	129



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$3,323,736  
 Required Local Match: \$330,509



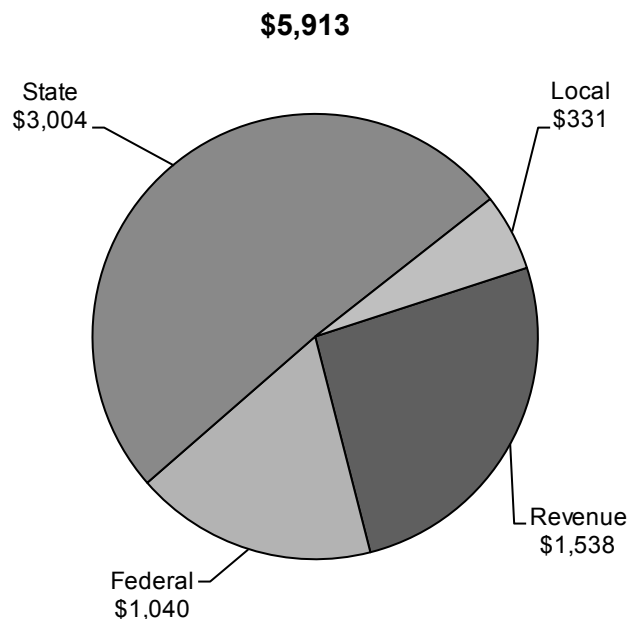
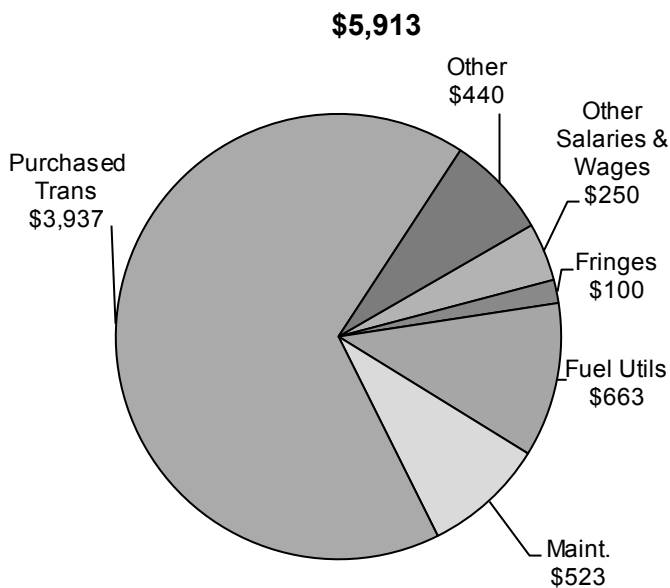
**Current Fleet Size**

Diesel/Gasoline Motor Bus:	41
Diesel/Gasoline Paratransit Vehicles:	40
System-Wide:	81

## OPERATING BUDGET

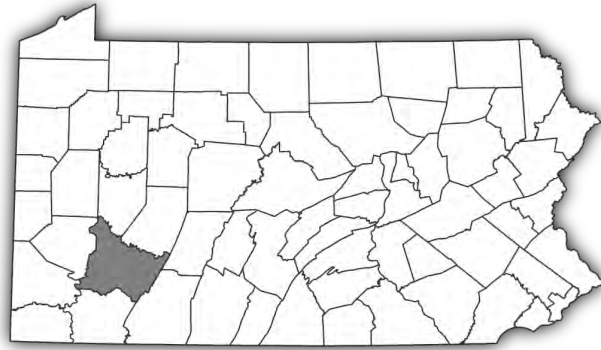
**Operating Expense (000's)**

**Operating Funds (000's)**

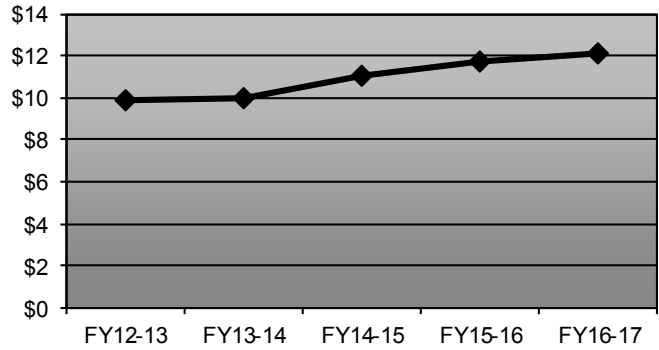


Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

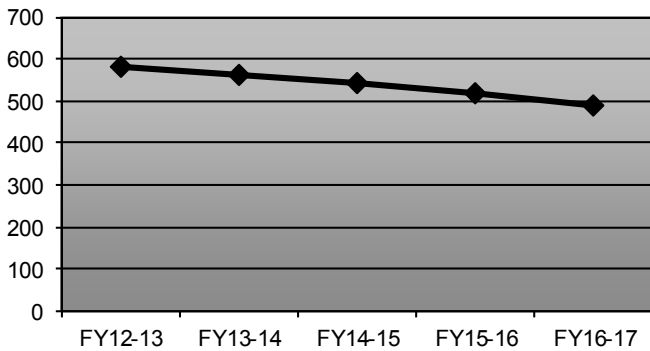
Revenue includes ADA complementary revenue.



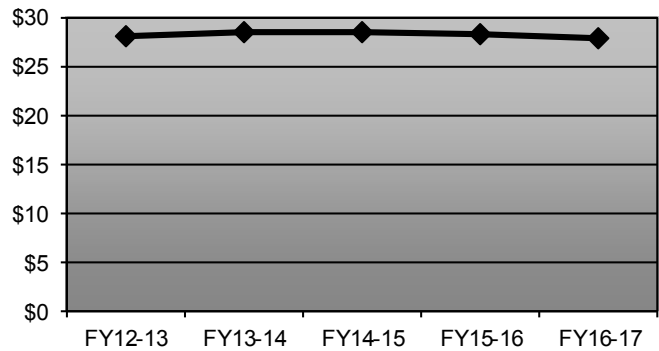
**Operating Expense Per Passenger**



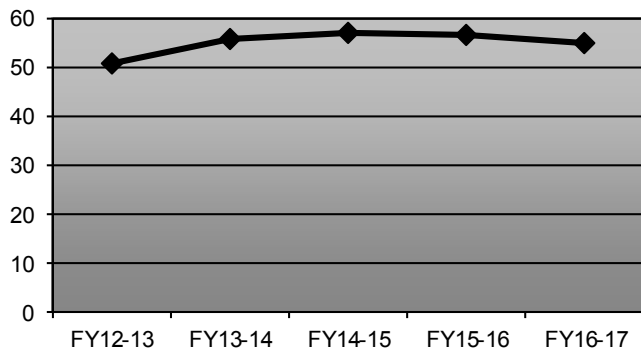
**Total Passengers (000's)**



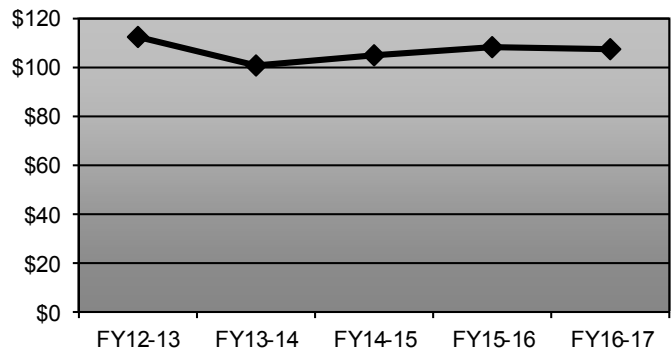
**Operating Revenue Per Revenue Vehicle Hour**



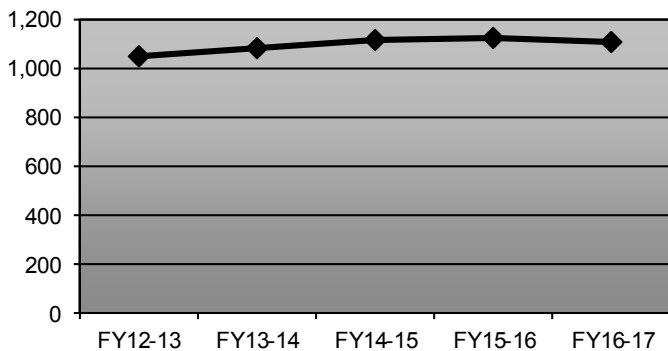
**Revenue Vehicle Hours (000's)**



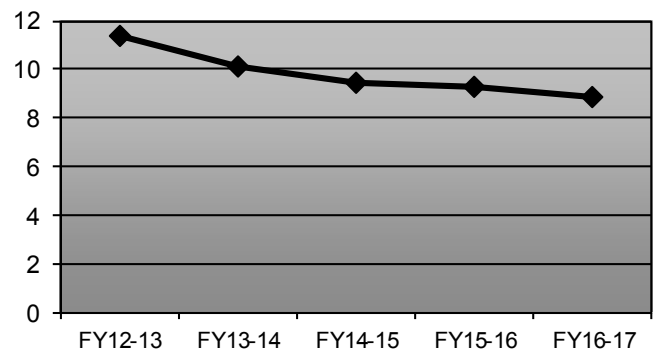
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

URBAN SYSTEMS

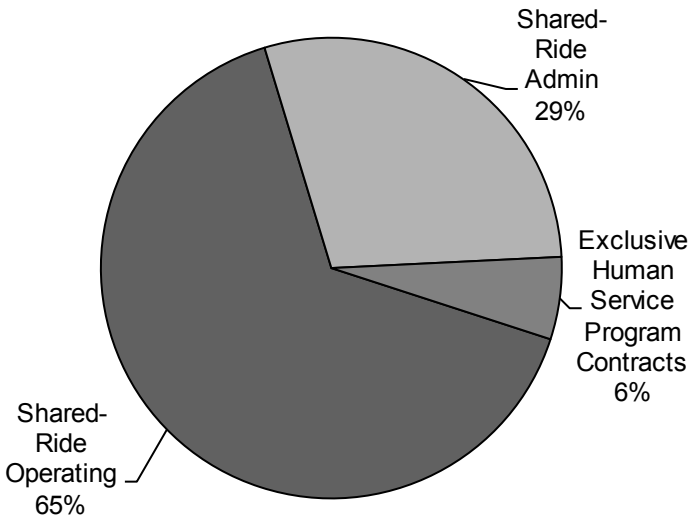
## Community Transportation

<b>Westmoreland County Transit Authority (WCTA)</b> 41 Bell Bay Greensburg, PA 15601 724-832-2712 Mr. Alan Blahovec, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$25.63 Average Shared-Ride Cost per Trip: \$26.78 Fare Structure Implementation Date: July 2013	
<b>Westmoreland County Service Area Statistics (2010 Census)</b> Square Miles: 1,025 Population: 365,169 65+ Population: 68,877 % of Population 65 and older: 18.9%		<b>Trip Information</b> 65+ Trips: 77,971 PwD Trips: 7,292 Other Shared-Ride Trips: 85,530 Total Shared-Ride Trips: 170,793 Total Escorts: 6,809 Non-Public Trips: 63,989	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 61	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

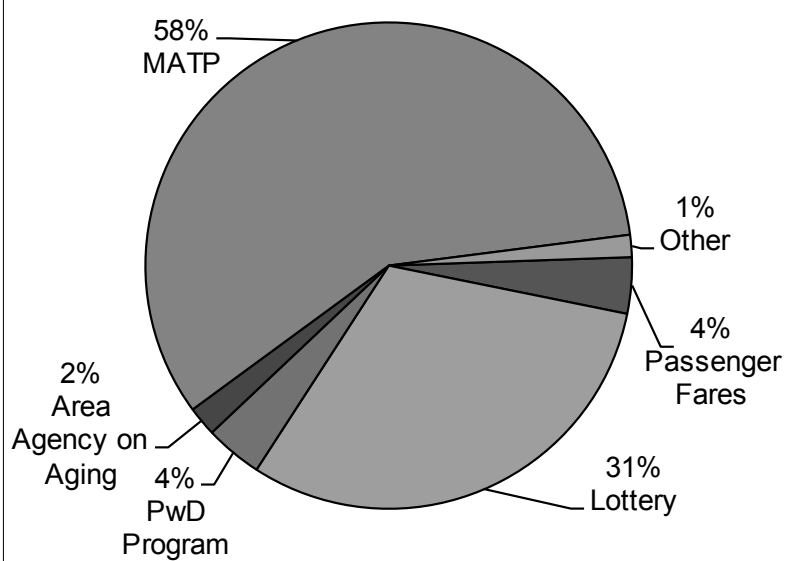
#### Operating Expenses

\$4,854,979



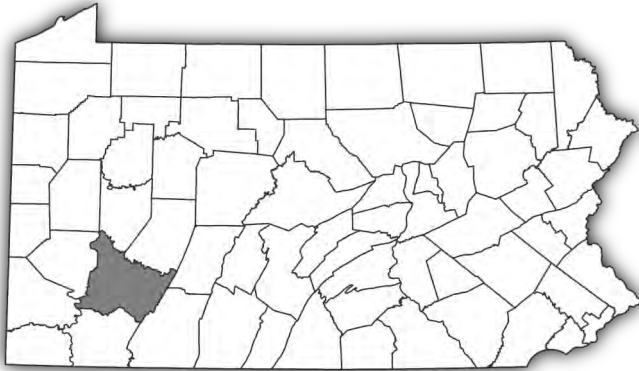
#### Sources of Funding

\$4,854,979

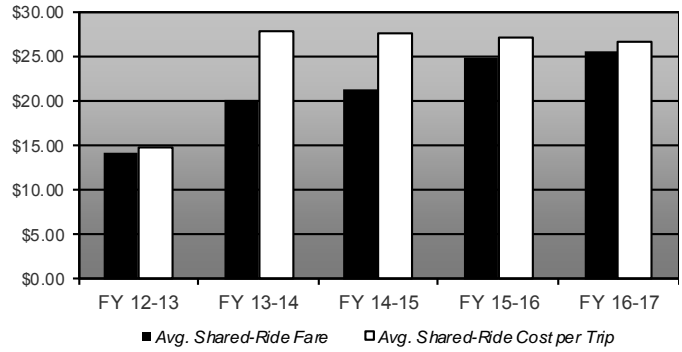


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

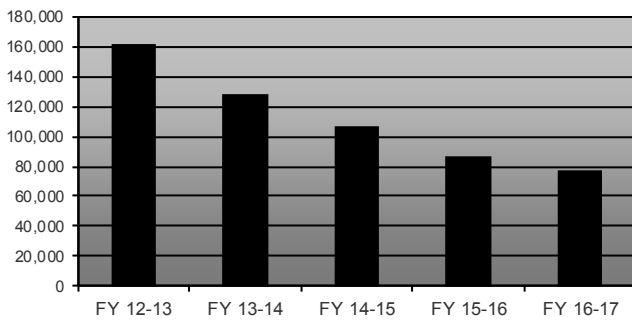
**Agency Service Area**



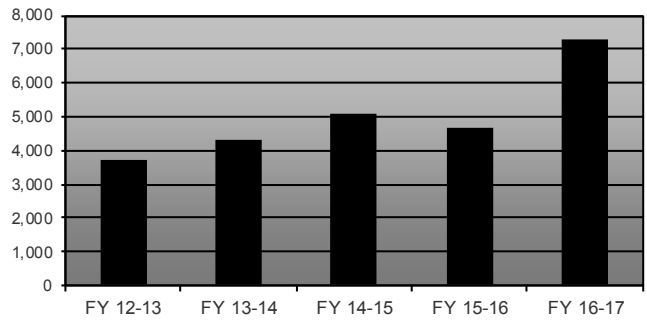
**Shared-Ride Fare Recovery**



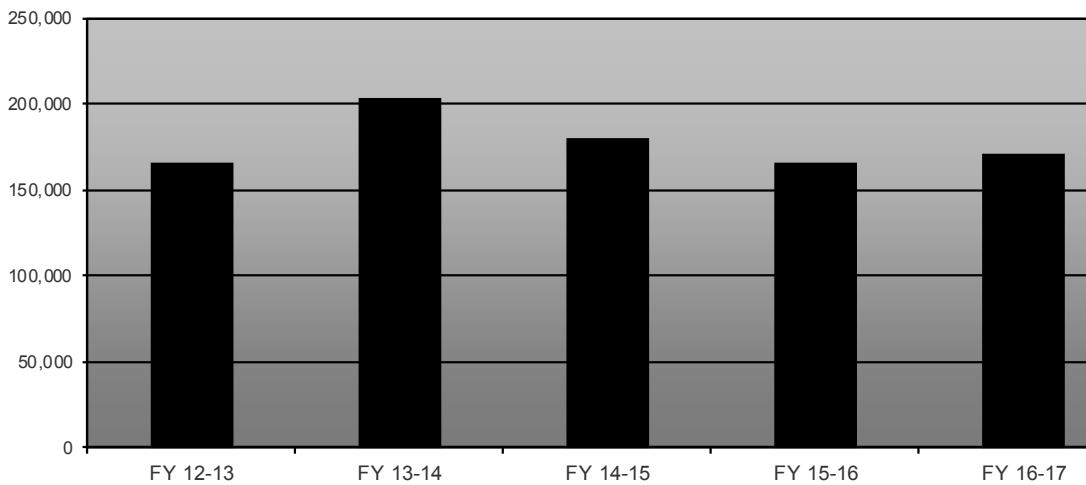
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



Prior to FY 13-14 MATP trips were not reported in Total Shared-Ride trips. Data accuracy improved due to implementation of Ecolane scheduling software in FY2013-14.

URBAN SYSTEMS



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



**House District**  
 Lycoming: 83, 84  
**Senate District**  
 Lycoming: 23



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



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 1,283,843  
 Senior Passengers: 194,707  
 Revenue Vehicle Miles: 869,740  
 Revenue Vehicle Hours: 57,246



**Current Employees**  
 Agency Full-Time: 56  
 Agency Part-Time: 3  
 System-Wide: 59



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$4,045,240  
 Required Local Match: \$350,639



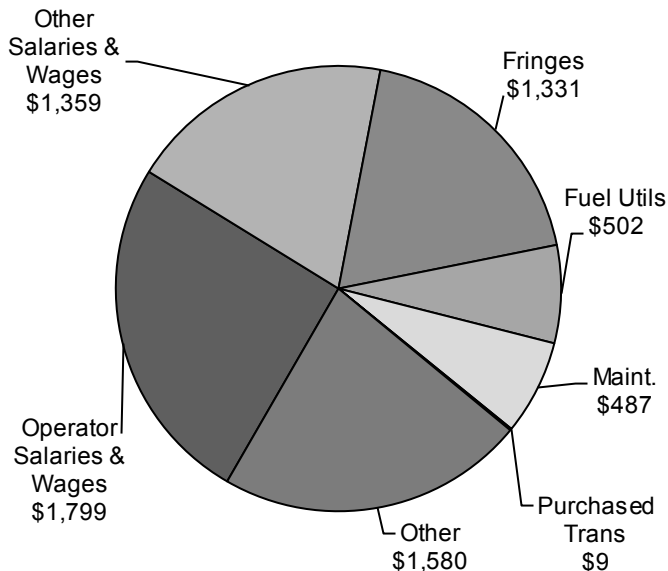
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 25  
 CNG Motor Bus: 6  
 Diesel/Gasoline Paratransit Vehicles: 2  
 System-Wide: 33

*Community transportation provided by provided by STEP, Inc. (see page 212)*

## OPERATING BUDGET

**Operating Expense (000's)**

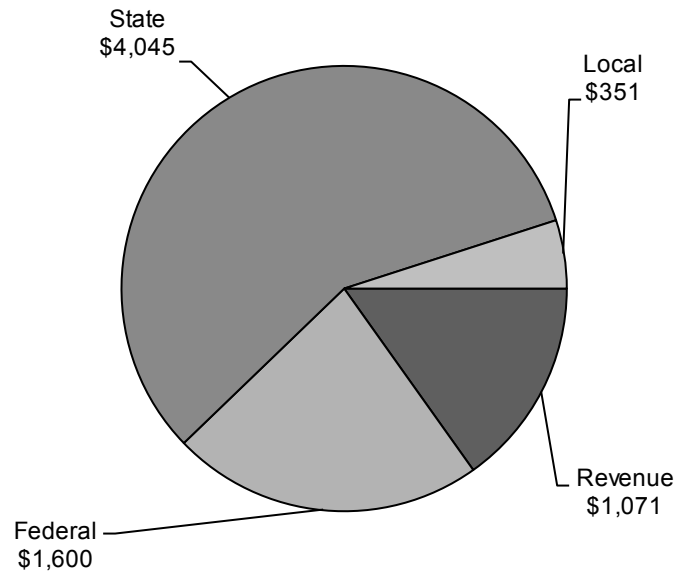
**\$7,067**



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

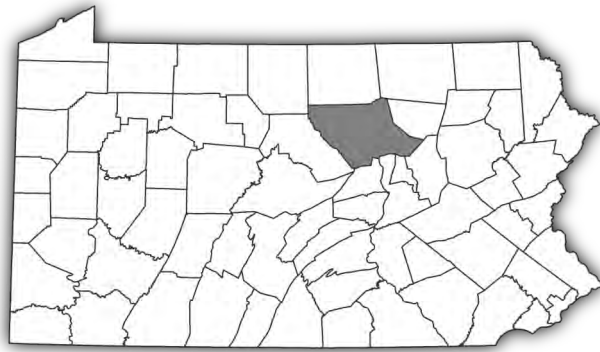
**Operating Funds (000's)**

**\$7,067**

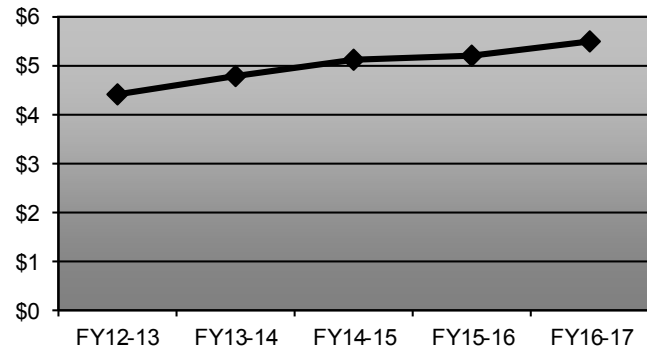


Revenue includes ADA complementary revenue.

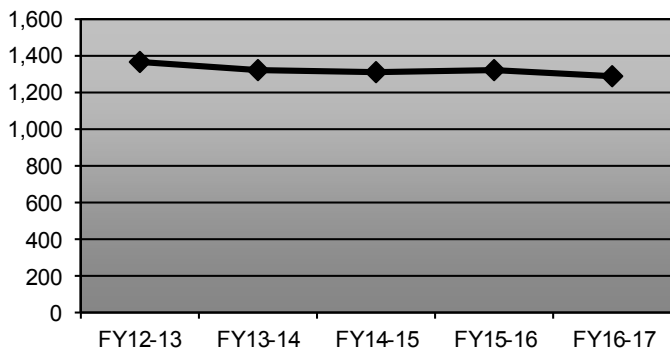




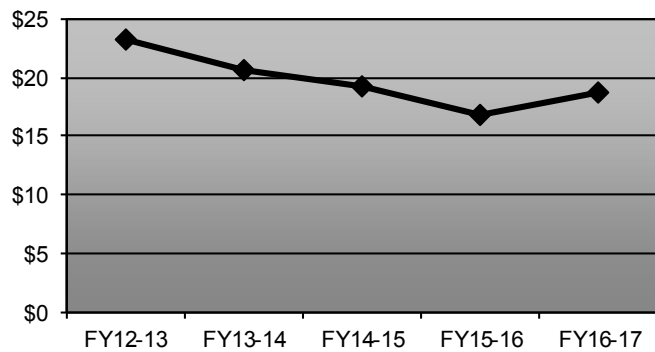
**Operating Expense Per Passenger**



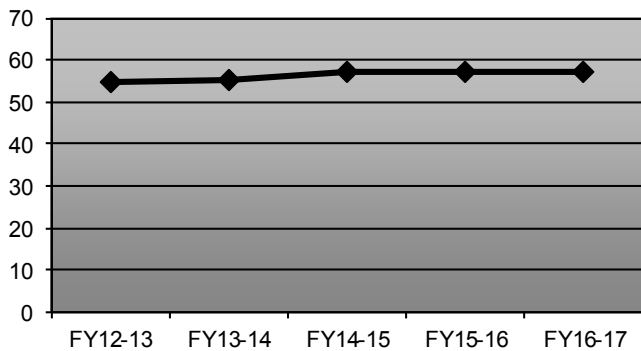
**Total Passengers (000's)**



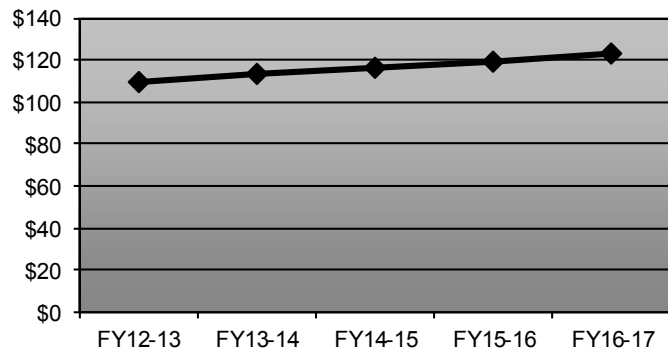
**Operating Revenue Per Revenue Vehicle Hour**



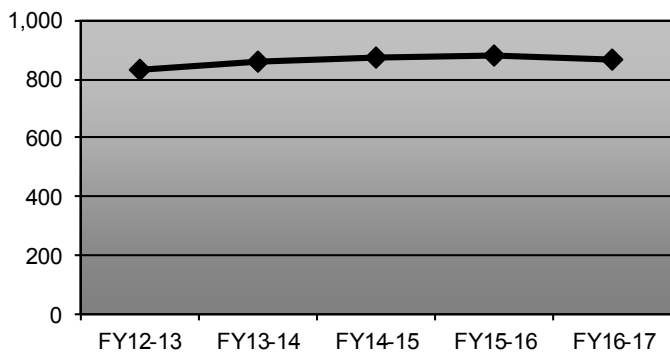
**Revenue Vehicle Hours (000's)**



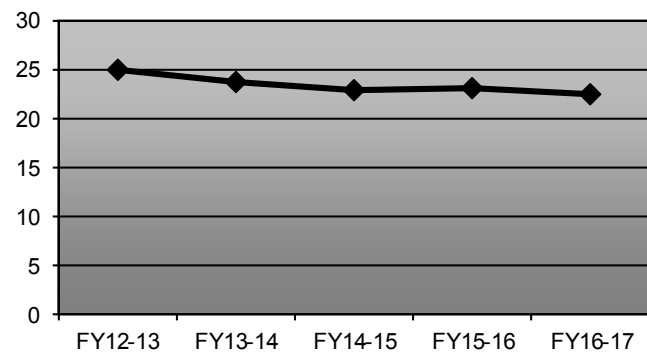
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

URBAN SYSTEMS

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# ***Section V***

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## ***Rural Systems***



**Area Transportation Authority (ATA)**  
 44 Transportation Center  
 Johnsonburg, PA 15845  
 866-282-4968  
 Mr. Michael Imbrogno,  
 Chief Executive Officer  
[www.rideata.com](http://www.rideata.com)



**House District**  
 Cameron: 67 Clearfield: 74, 75 Elk: 75  
 Jefferson: 66 McKean: 65, 67 Potter: 67

**Senate District**  
 Cameron: 25 Clearfield: 25, 35, 41 Elk: 25  
 Jefferson: 25 McKean: 25 Potter: 25



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



**Current Fare Information**  
 Fixed Route Base: \$1.25  
 Last Base Fare Increase: July 2008



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 398,411  
 Senior Passengers: 28,209  
 Revenue Vehicle Miles: 1,404,943  
 Revenue Vehicle Hours: 108,926



**Current Employees**  
 Agency Full-Time: 62  
 Agency Part-Time: 88  
 Contractor Full-Time: 3  
 Contractor Part-Time: 5  
 System-Wide: 158



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$4,567,290  
 Required Local Match: \$288,459

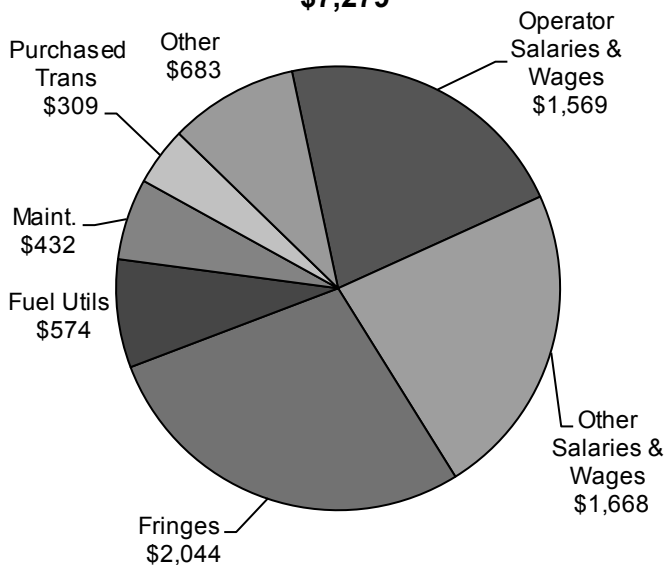


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 42  
 Diesel/Gasoline Paratransit: 61  
 Hybrid Electric Motor Bus: 1  
 System-wide: 104

## OPERATING BUDGET

**Operating Expense (000's)**

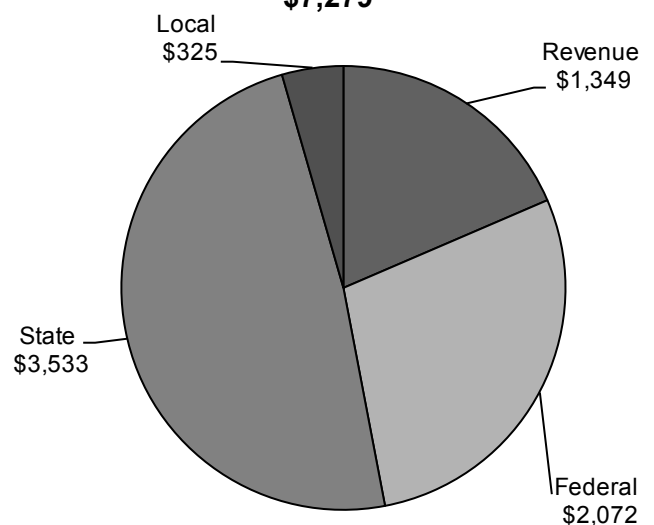
**\$7,279**



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

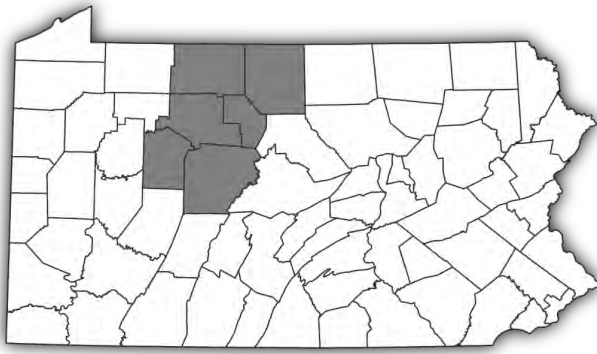
**Operating Funds (000's)**

**\$7,279**

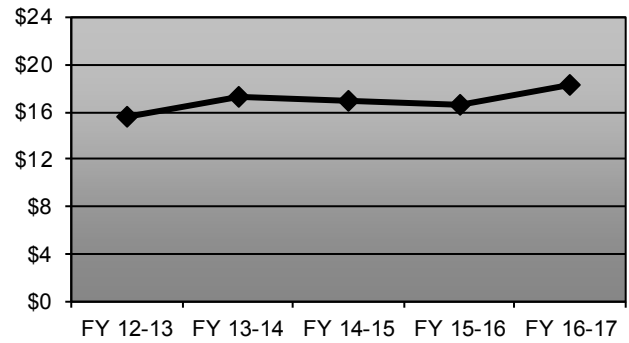


Revenue includes DAS revenue which is also included on the Community Transportation page.

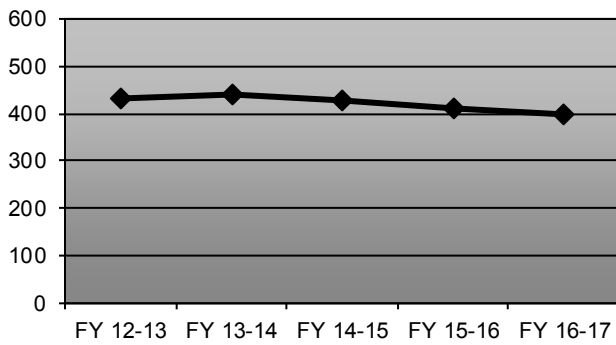
As of this report publication date, ATA's financial data remains unaudited.



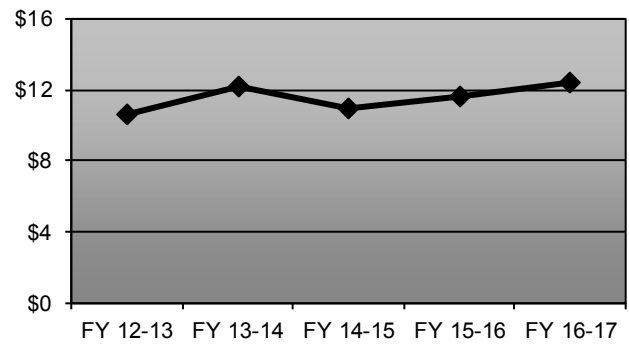
**Operating Expense Per Passenger**



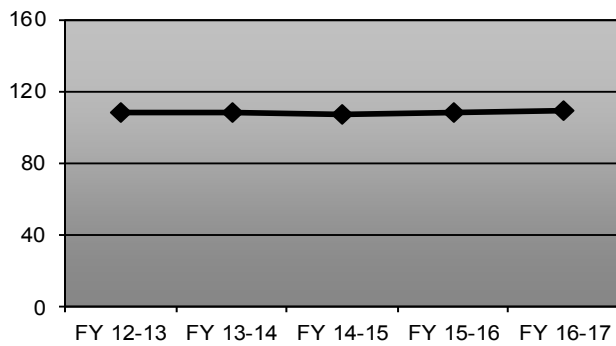
**Total Passengers (000's)**



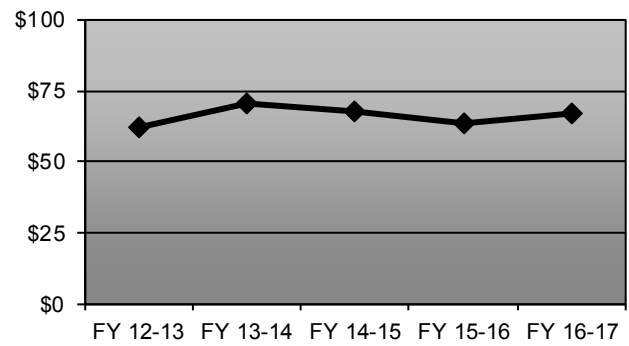
**Operating Revenue Per Revenue Vehicle Hour**



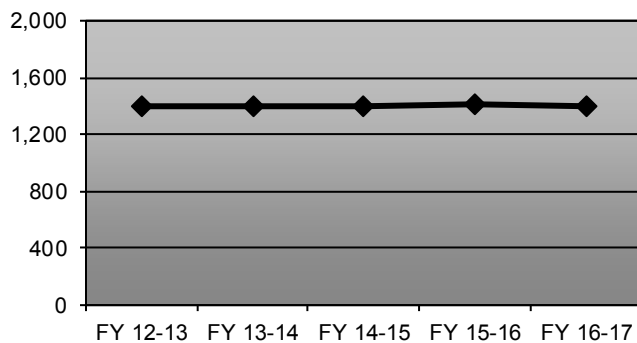
**Revenue Vehicle Hours (000's)**



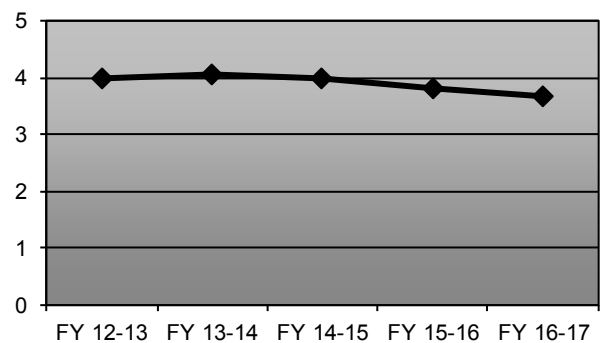
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



RURAL SYSTEMS

Passengers include DAS passengers which are also included on the Community Transportation page.

## Community Transportation

### Area Transportation Authority of North Central PA (ATA)

44 Transportation Center  
 Johnsonburg, PA 15845  
 866-282-4968  
 Mr. Michael Imbrogno, CEO

### Service Area Statistics (2010 Census)

#### Cameron, Clearfield, Elk, Jefferson, McKean, and Potter Counties

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

### Fare Information

Average Shared-Ride Fare:	\$5.31
Average Shared-Ride Cost per Trip:	\$29.55
Fare Structure	
Implementation Date:	July 2009

### Trip Information

65+ Trips:	57,217
PwD Trips:	22,842
Other Shared-Ride Trips:	67,932
Total Shared-Ride Trips:	147,991
Total Escorts:	11,990
Non-Public Trips:	18,129

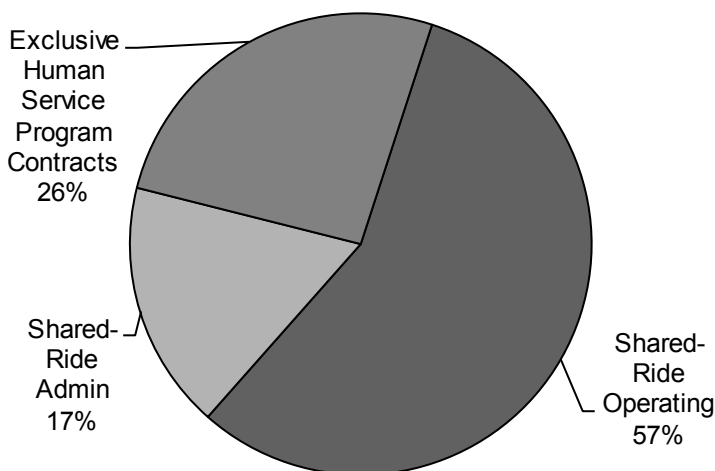
### Vehicles Operated in Maximum Service

Community Transportation:	43
---------------------------	----

## COMMUNITY TRANSPORTATION OPERATING BUDGET

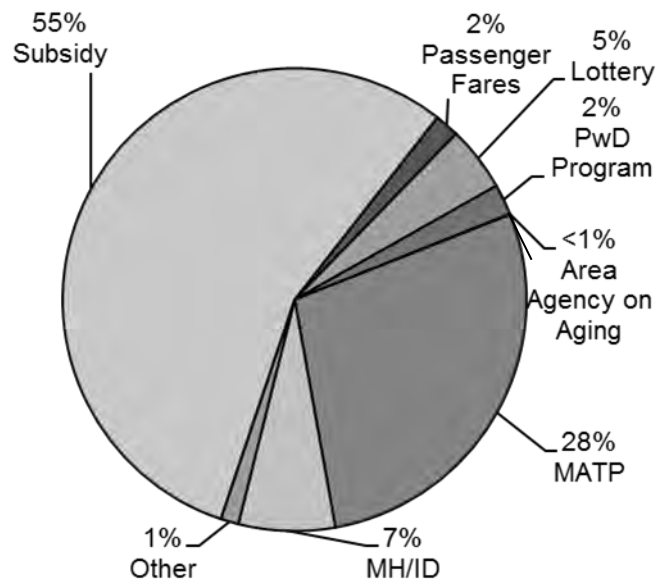
### Operating Expenses

**\$5,914,753**



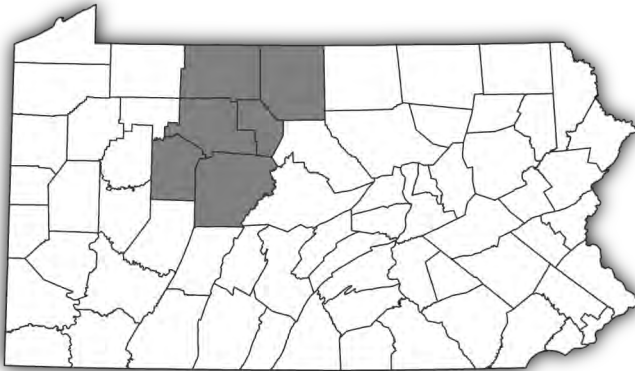
### Sources of Funding

**\$6,186,884**

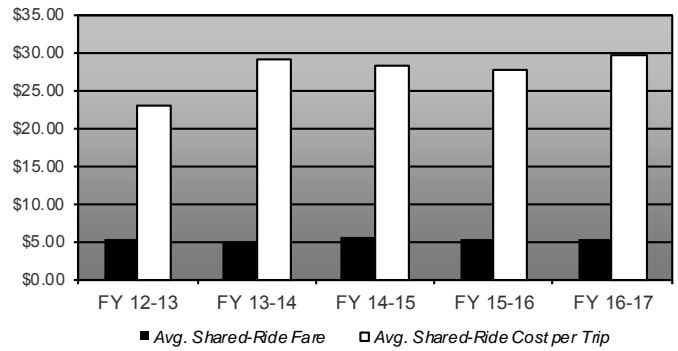


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

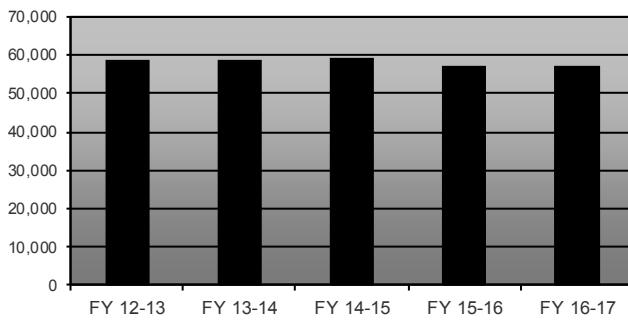
**Agency Service Area**



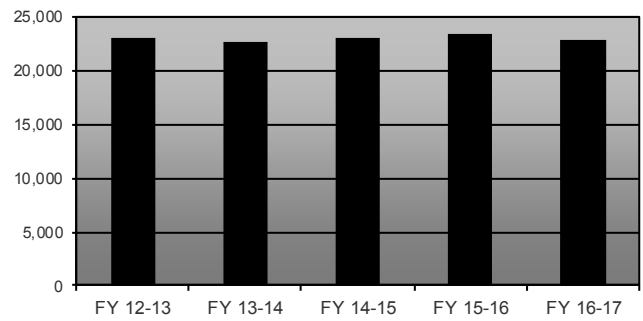
**Shared-Ride Fare Recovery**



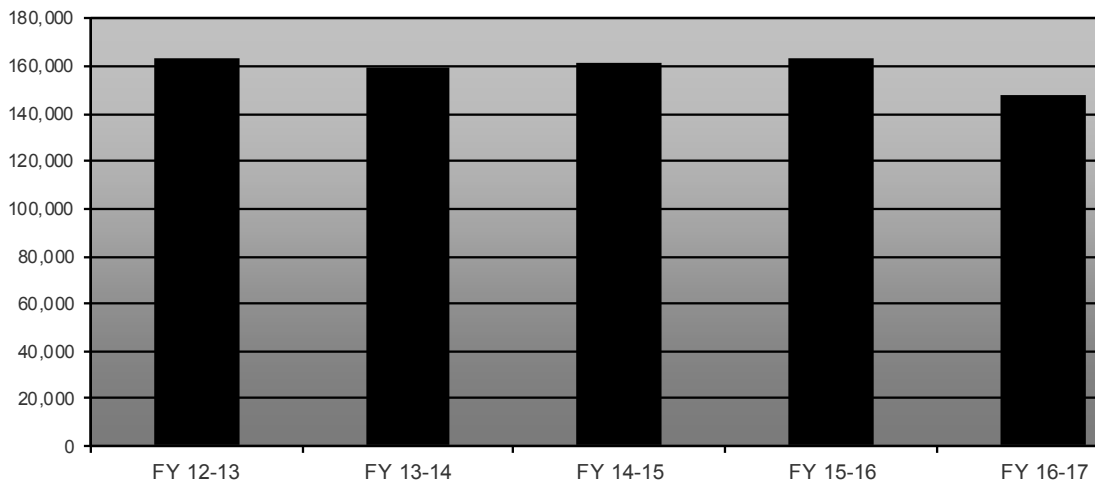
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**Butler Transit Authority (BTA)**  
 130 Hollywood Drive, Suite 101  
 Butler, PA 16001  
 724-283-0445  
 Mr. John H. Paul, Executive Director  
[www.butlertransit.com](http://www.butlertransit.com)



**House District**  
 Butler: 8, 10, 11, 12, 64  
**Senate District**  
 Butler: 21, 40, 41, 50



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



**Current Fare Information**  
 Fixed Route Base: \$1.25  
 Last Base Fare Increase: July 2012



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 198,271  
 Senior Passengers: 38,612  
 Revenue Vehicle Miles: 194,375  
 Revenue Vehicle Hours: 15,692



**Current Employees**  
 Agency Full-Time: 4  
 Agency Part-Time: 7  
 Contractor Full-Time: 7  
 Contractor Part-Time: 9  
 System-Wide: 27



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$896,155  
 Required Local Match: \$47,544



**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 7  
 System-wide: 7

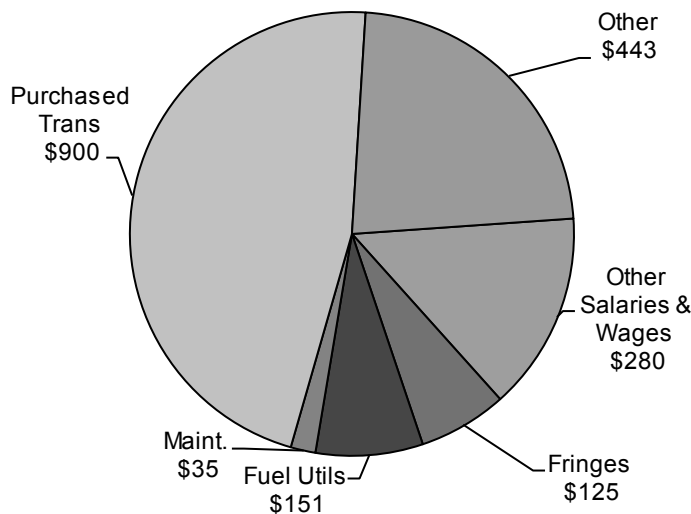
**Community transportation provided by Butler County Community Action and Development (see page 188)**

RURAL SYSTEMS

## OPERATING BUDGET

**Operating Expense (000's)**

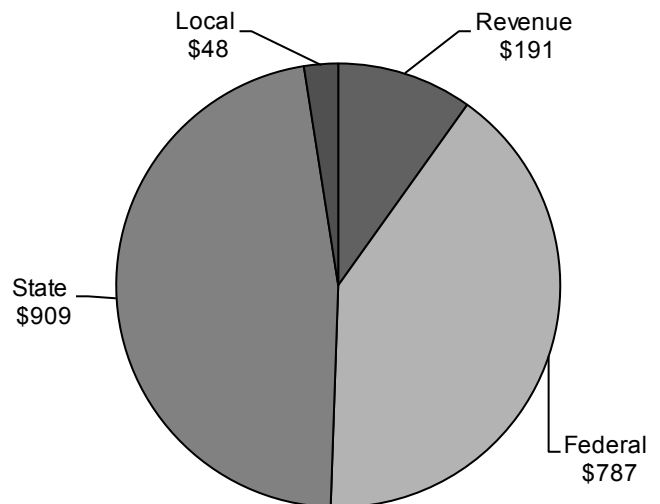
**\$1,934**



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

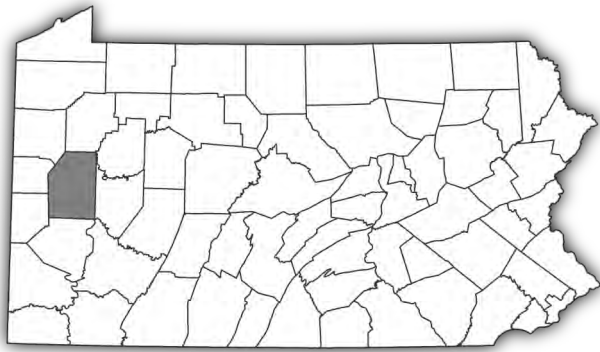
**Operating Funds (000's)**

**\$1,934**

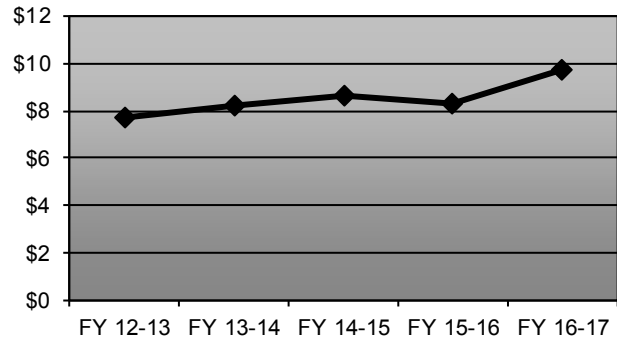


Revenue includes ADA complementary revenue.

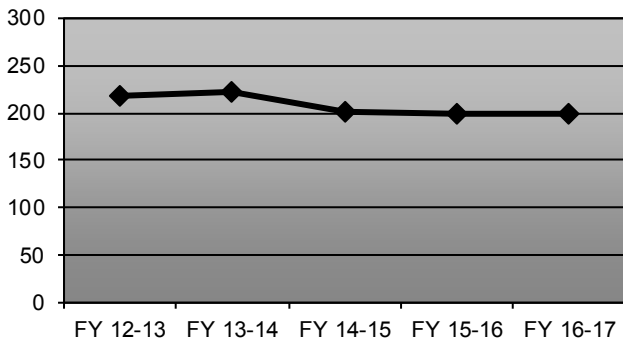




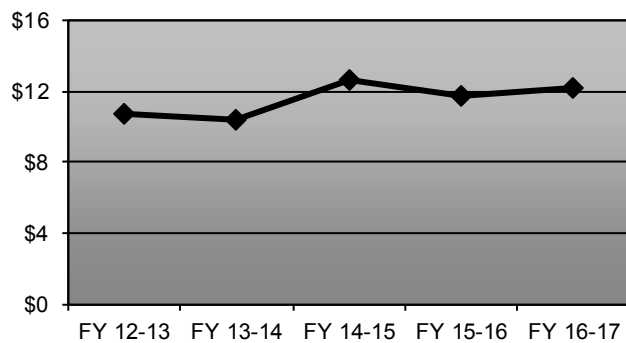
**Operating Expense Per Passenger**



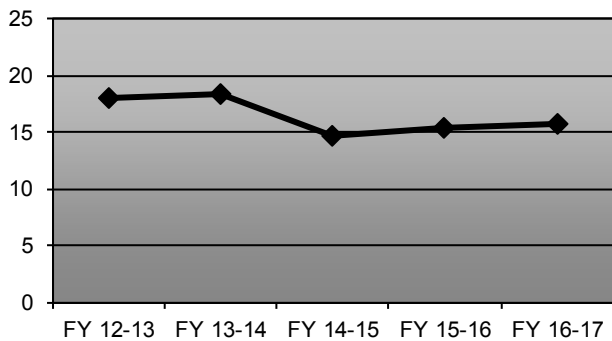
**Total Passengers (000's)**



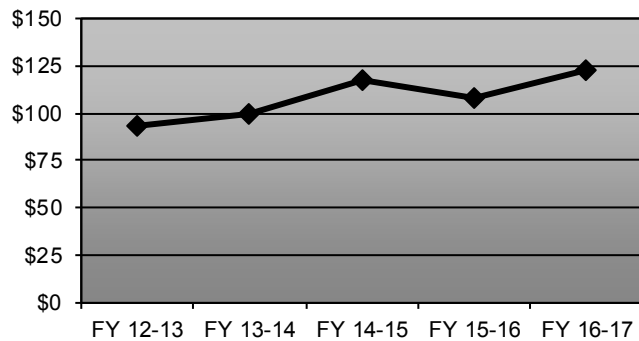
**Operating Revenue Per Revenue Vehicle Hour**



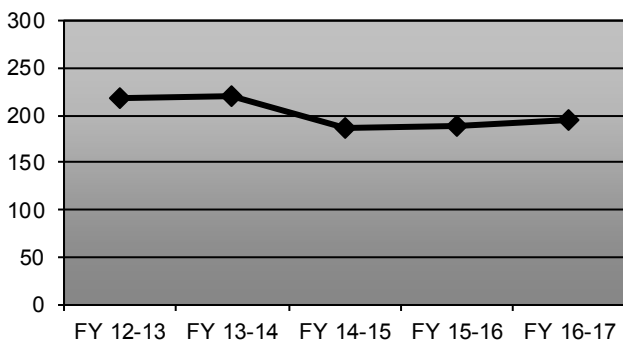
**Revenue Vehicle Hours (000's)**



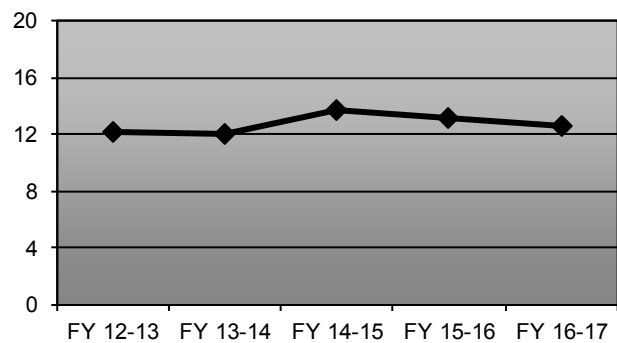
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



RURAL SYSTEMS

Passengers include ADA complementary passengers.



**Carbon County Community Transit**  
 46 East Locust Street  
 Nesquehoning, PA 18240  
 570-669-6380  
 Mr. Owen O'Neil, Executive Director  
[www.carbontransit.com](http://www.carbontransit.com)



**House District**  
 Carbon: 122, 124  
**Senate District**  
 Carbon: 14



**Service Area Statistics (2010 Census)**  
 Square Miles: 75  
 Population: 58,356



**Current Fare Information**  
 Fixed Route Base: \$1.50  
 Last Base Fare Increase: November 2002



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 8,814  
 Senior Passengers: 3,930  
 Revenue Vehicle Miles: 49,321  
 Revenue Vehicle Hours: 2,805



**Current Employees**  
 Agency Full-Time: 0  
 Agency Part-Time: 0  
 Contractor Full-Time: 19  
 Contractor Part-Time: 12  
 System-Wide: 31



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$248,223  
 Required Local Match: \$37,233

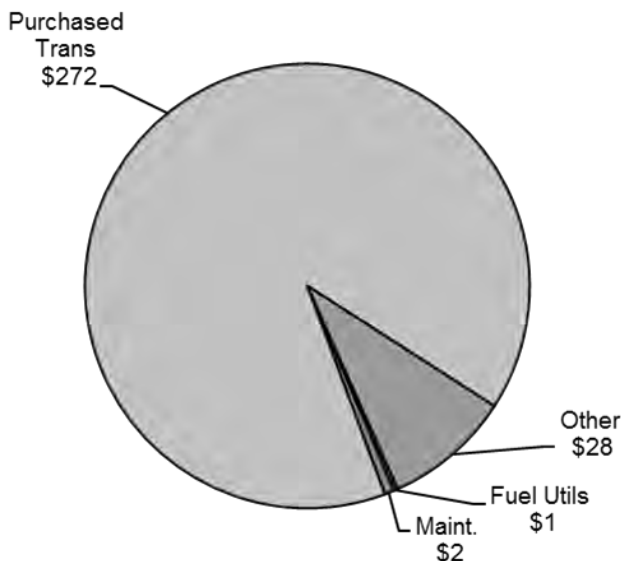


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 0  
 Diesel/Gasoline Paratransit Vehicle: 24  
 System-wide: 24

## OPERATING BUDGET

**Operating Expense (000's)**

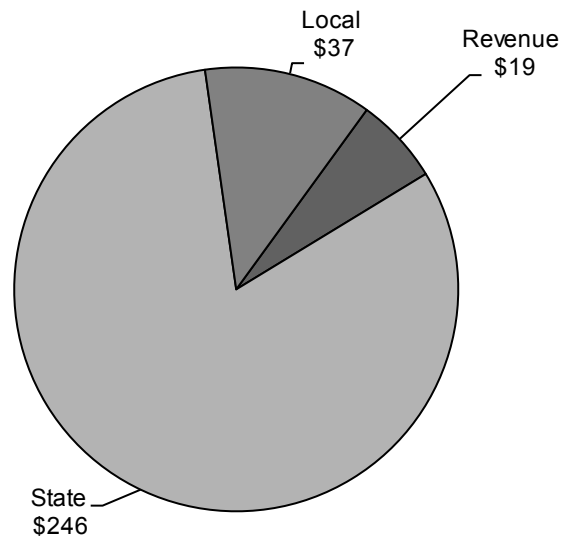
**\$303**



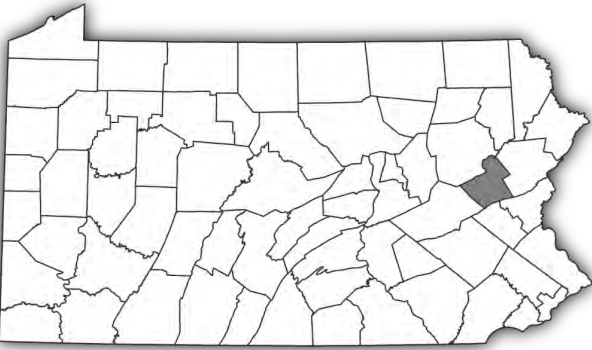
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

**Operating Funds (000's)**

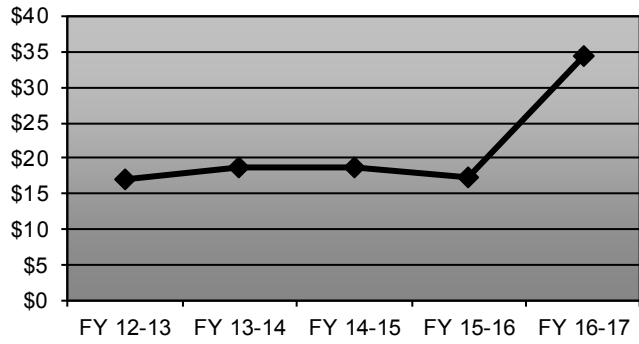
**\$303**



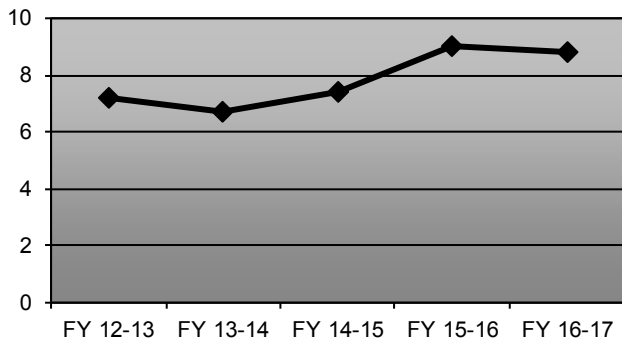
Revenue includes ADA complementary revenue.



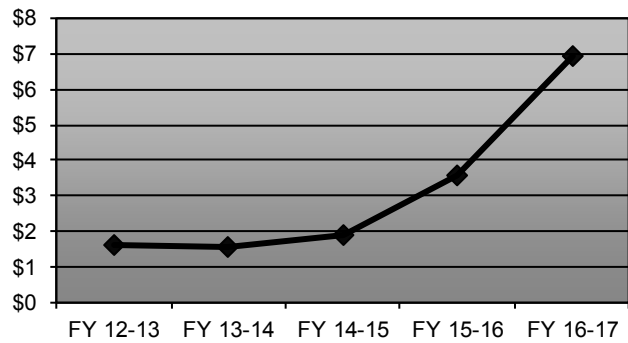
**Operating Expense Per Passenger**



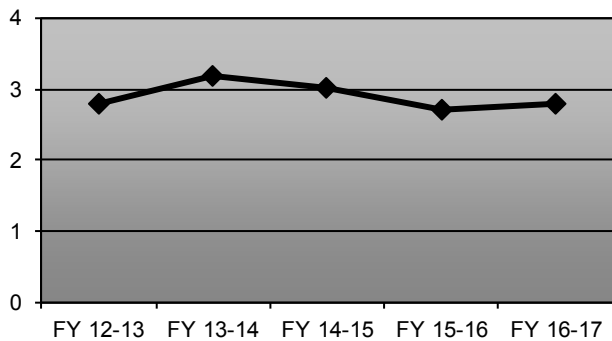
**Total Passengers (000's)**



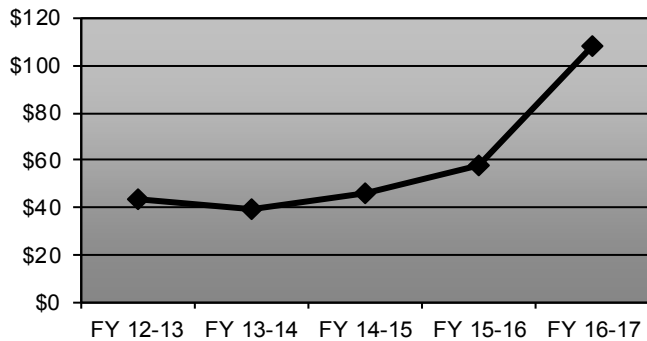
**Operating Revenue Per Revenue Vehicle Hour**



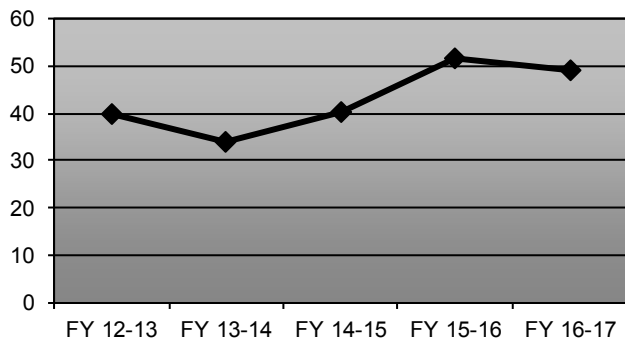
**Revenue Vehicle Hours (000's)**



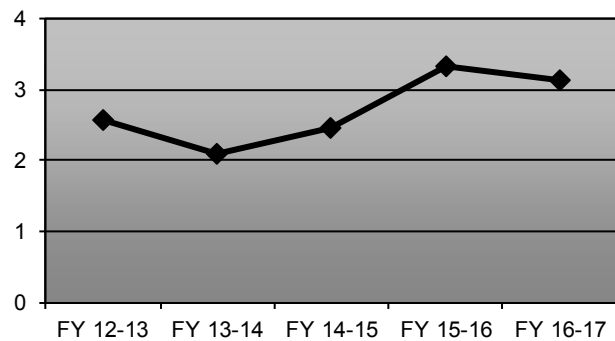
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

RURAL SYSTEMS

## Community Transportation

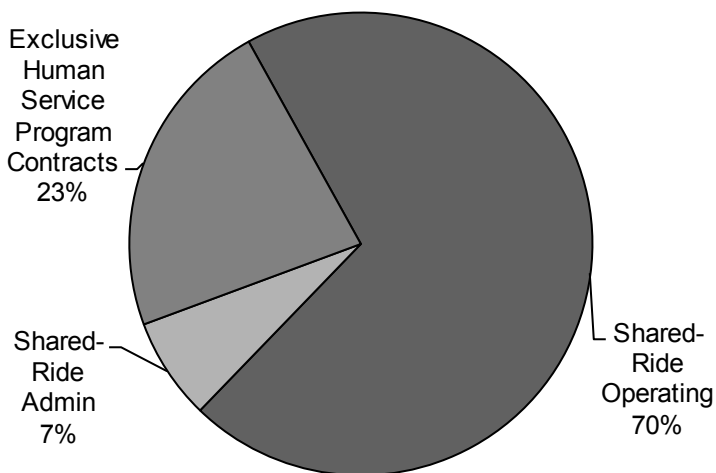
<b>Carbon County Community Transit</b> 46 East Locust Street Nesquehoning, PA 18240 570-669-6380 Mr. Owen O'Neil, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$23.91 Average Shared-Ride Cost per Trip: \$33.64 Fare Structure Implementation Date: March 2016	
<b>Service Area Statistics (2010 Census)</b> <b>Carbon County</b> Square Miles: 381 Population: 65,249 65+ Population: 11,644 % of Population 65 and older: 17.8%		<b>Trip Information</b> 65+ Trips: 24,476 PwD Trips: 2,844 Other Shared-Ride Trips: 11,188 Total Shared-Ride Trips: 38,508 Total Escorts: 8,009 Non-Public Trips: 12,152	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 17	

RURAL SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

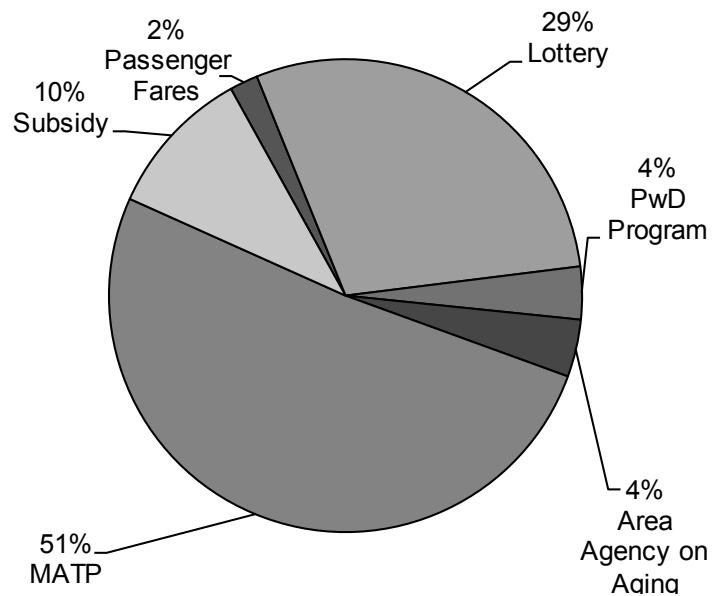
#### Operating Expenses

\$1,673,330



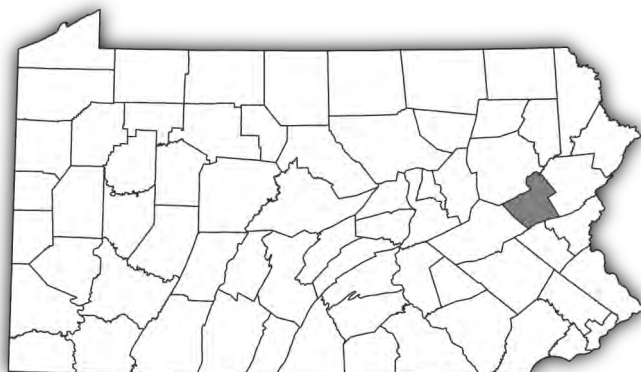
#### Sources of Funding

\$1,679,158

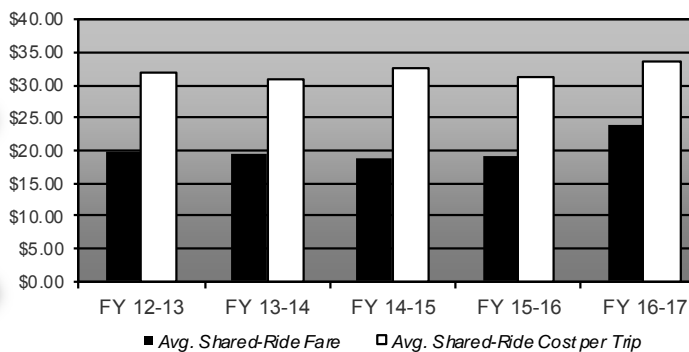


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

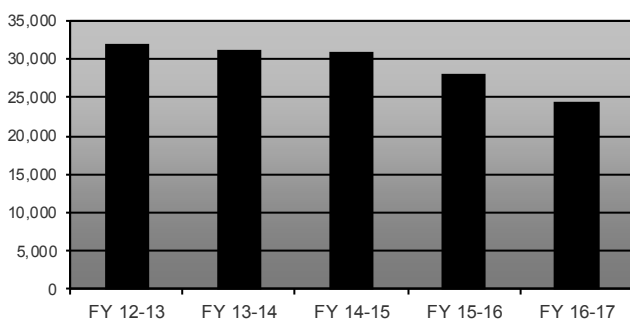
**Agency Service Area**



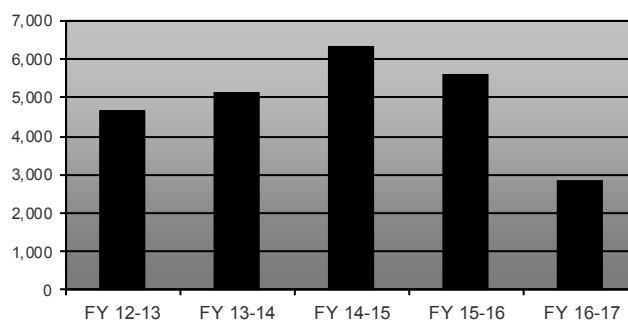
**Shared-Ride Fare Recovery**



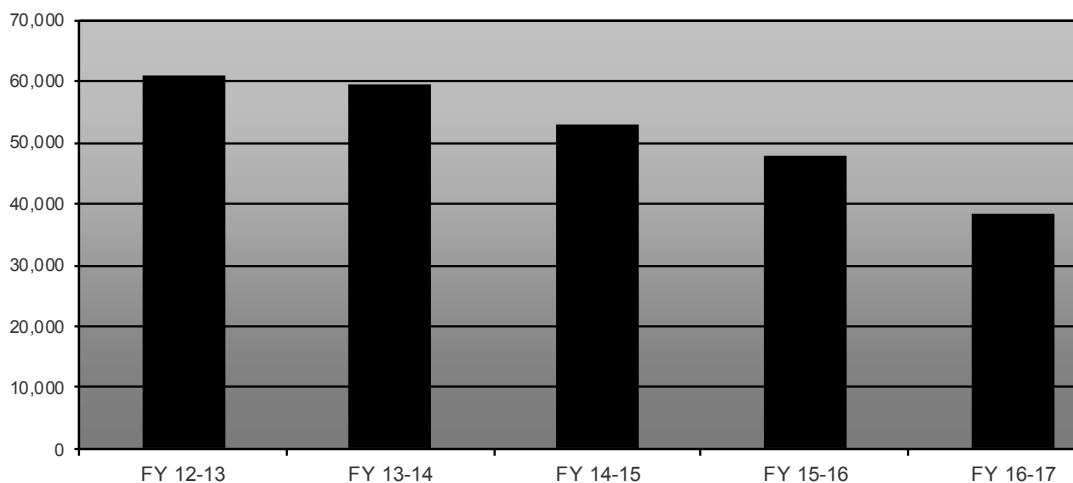
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





## Crawford Area Transportation Authority (CATA)

214 Pine Street  
 Meadville, PA 16335  
 814-336-5600  
 Mr. Timothy Geibel, General Manager  
[www.catabus.org](http://www.catabus.org)



## House District

Crawford: 6, 17, 65  
 Venango: 64

## Senate District

Crawford: 50  
 Venango: 21



## Service Area Statistics (2010 Census)

Square Miles: 112  
 Population: 53,819



## Current Fare Information

Fixed Route Base: \$1.25  
 Last Base Fare Increase: Oct. 2014



## Act 44 Fixed Route Distribution Factors

Total Passengers: 293,309  
 Senior Passengers: 51,339  
 Revenue Vehicle Miles: 467,282  
 Revenue Vehicle Hours: 26,960



## Current Employees

Agency Full-Time: 48  
 Agency Part-Time: 25  
 Contractor Full-Time: 0  
 Contractor Part-Time: 0  
 System-Wide: 73



## Act 44 Operating Assistance

Section 1513 Allocation: \$1,260,530  
 Required Local Match: \$64,591



## Current Fleet Size

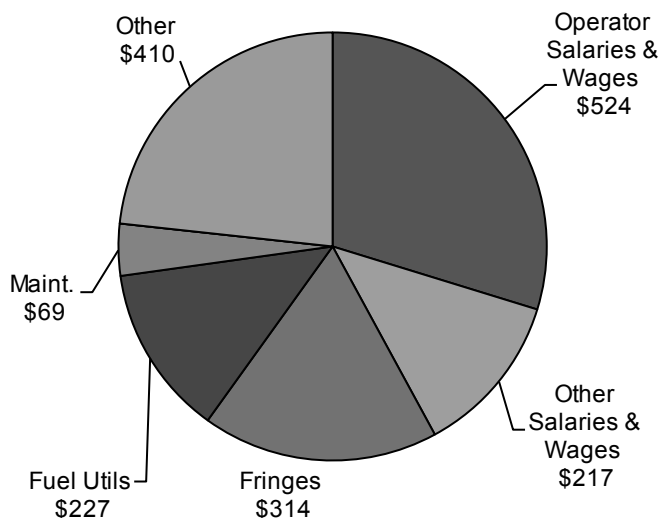
Diesel/Gasoline Motor Bus: 14  
 Diesel/Gasoline Paratransit Vehicle: 47  
 System-wide: 61

***Includes Venango County Transportation Office following a management agreement established in Fiscal Year 2016-17.***

## OPERATING BUDGET

### Operating Expense (000's)

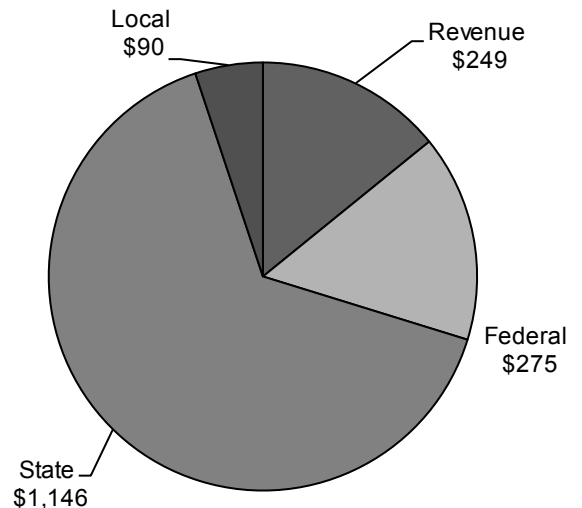
**\$1,761**



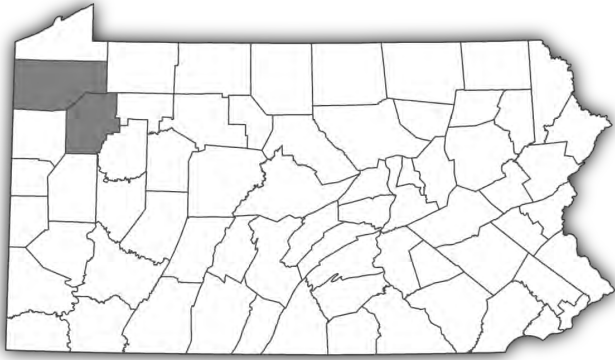
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

### Operating Funds (000's)

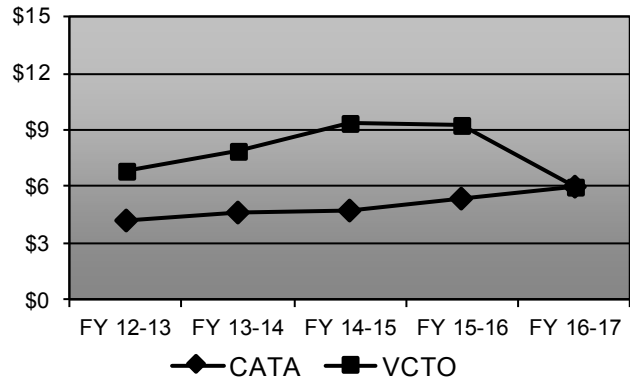
**\$1,761**



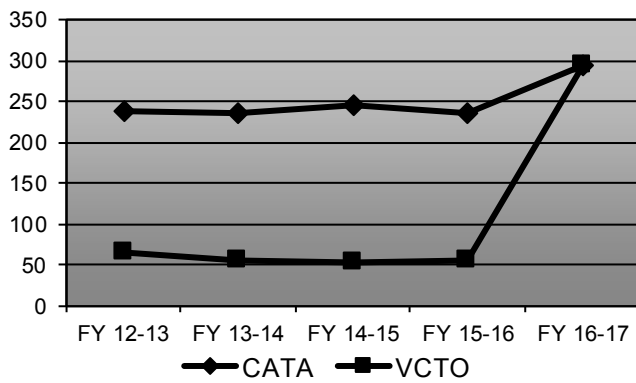
Revenue includes ADA complementary revenue.



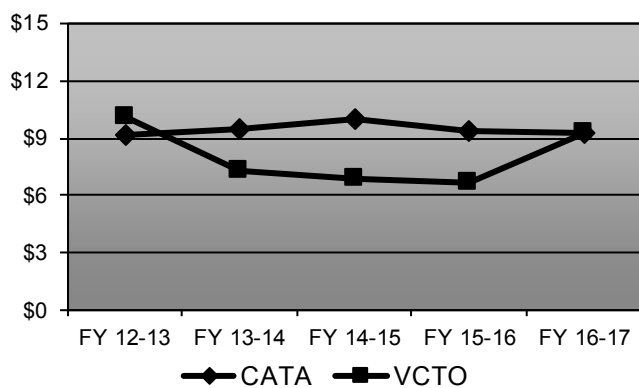
**Operating Expense Per Passenger**



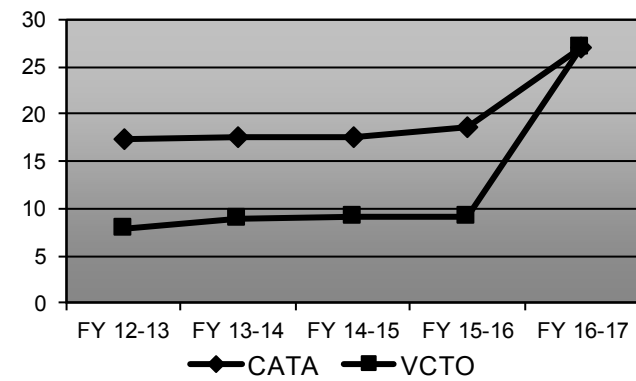
**Total Passengers (000's)**



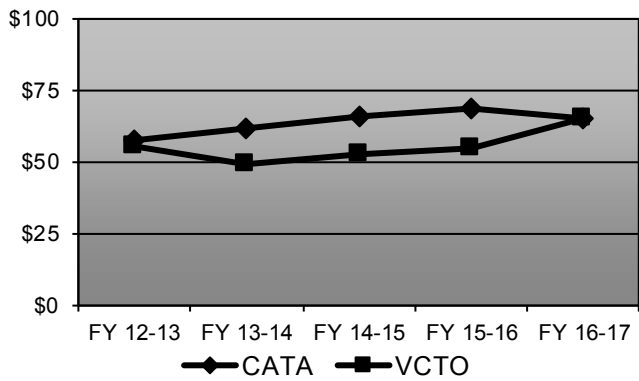
**Operating Revenue Per Revenue Vehicle Hour**



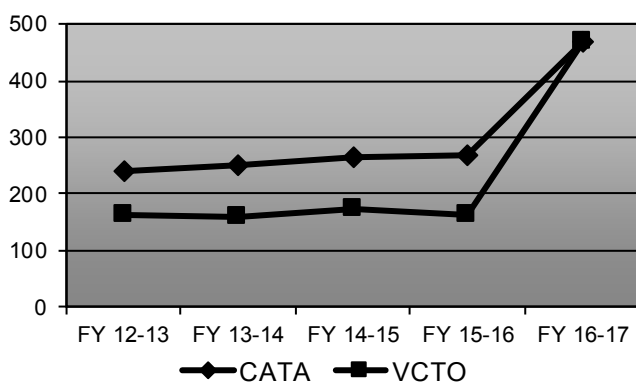
**Revenue Vehicle Hours (000's)**



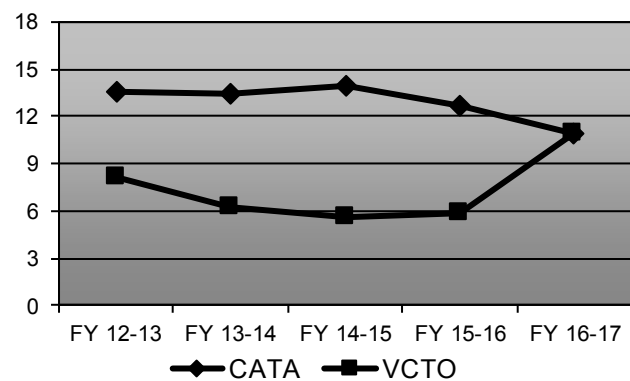
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



RURAL SYSTEMS

Beginning in FY 16-17 Crawford Area Transportation Authority (CATA) began managing the Venango County Transportation Office (VCTO) and filed one joint grant agreement. Passengers include ADA complementary passengers.

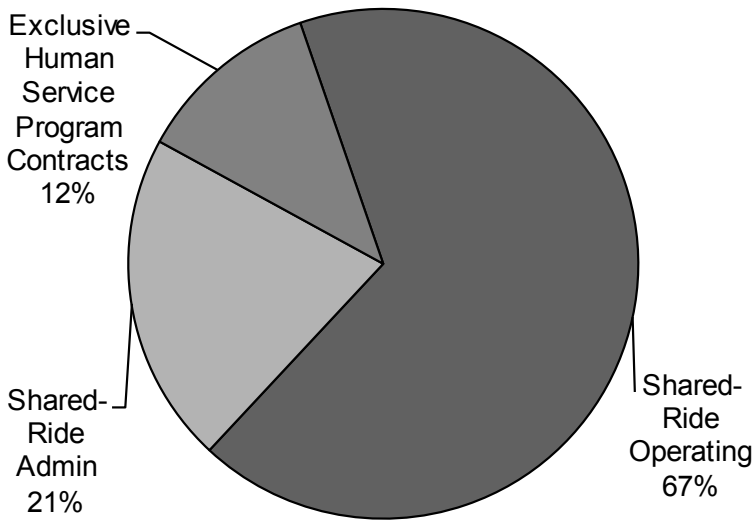
## Community Transportation

<b>Crawford Area Transportation Authority (CATA)</b> 214 Pine Street, Meadville, PA 16335 814-336-5600 Mr. Timothy Geibel, General Manager		<b>Fare Information</b> Average Shared-Ride Fare: \$18.13 Average Shared-Ride Cost per Trip: \$25.82 Fare Structure Implementation Date: July 2013	
<b>Service Area Statistics (2010 Census)                  Crawford and Venango Counties</b>		<b>Trip Information</b>	
Square Miles:	1,688	65+ Trips:	49,040
Population:	143,749	PwD Trips:	2,464
65+ Population:	24,596	Other Shared-Ride Trips:	30,527
% of Population 65 and older:	17.1%	Total Shared-Ride Trips:	82,031
		Total Escorts:	4,939
		Non-Public Trips:	26,699
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 27	

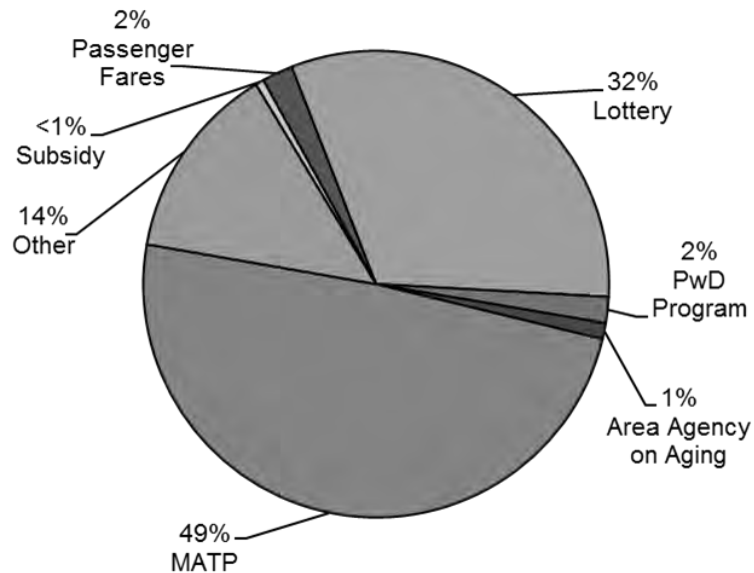
*Includes Venango County Transportation Office following a management agreement established in Fiscal Year 2016-17.*

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$2,399,960



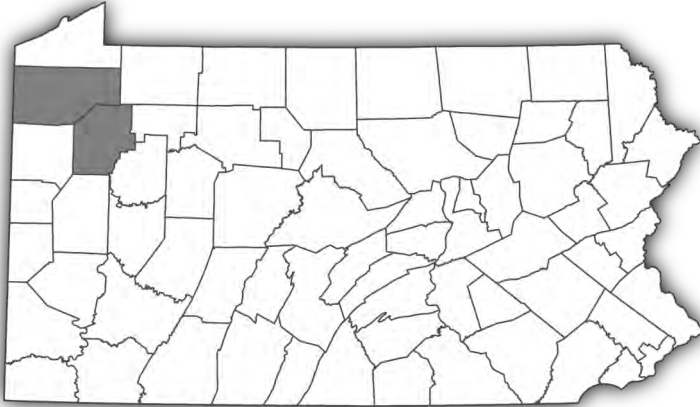
**Sources of Funding**  
\$2,411,400



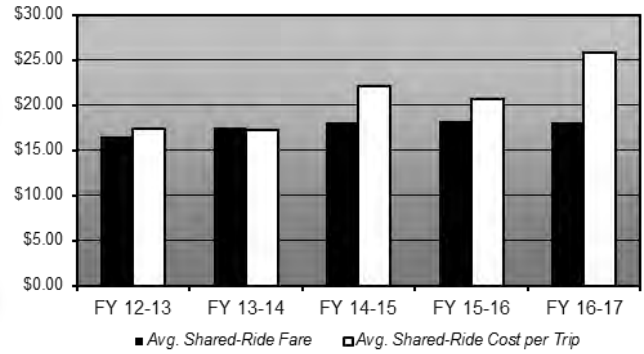
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.



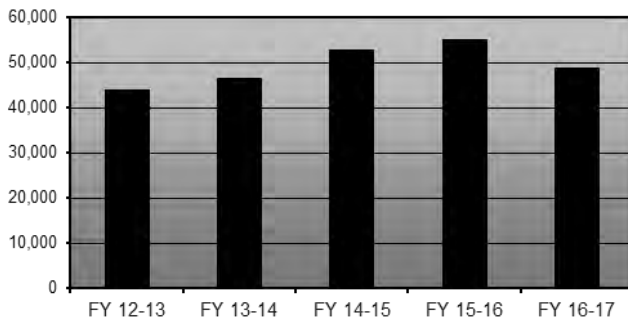
**Agency Service Area**



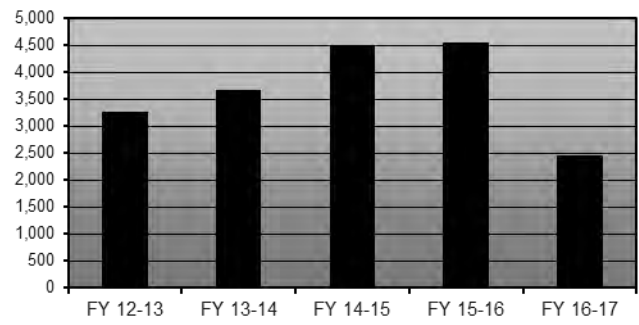
**Shared-Ride Fare Recovery**



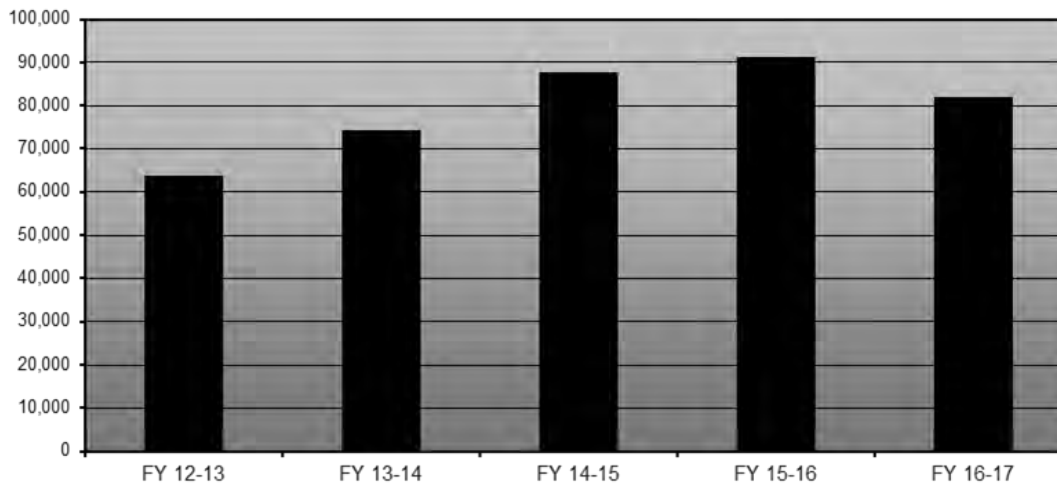
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST)**  
 44 Transportation Center  
 Johnsonburg, PA 15845  
 866-282-4968  
 Mr. Michael Imbrogno,  
 Chief Executive Officer  
[www.dufast.com](http://www.dufast.com)



**House District**  
 Clearfield: 75  
**Senate District**  
 Clearfield: 25



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



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 60,004  
 Senior Passengers: 18,174  
 Revenue Vehicle Miles: 121,788  
 Revenue Vehicle Hours: 12,085



**Current Employees**  
 Agency Full-Time: 8  
 Agency Part-Time: 4  
 Contractor Full-Time: 0  
 Contractor Part-Time: 0  
 System-Wide: 12



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$570,514  
 Required Local Match: \$46,375



**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 2  
 Diesel/Gasoline Paratransit Vehicle: 4  
 System-wide: 6

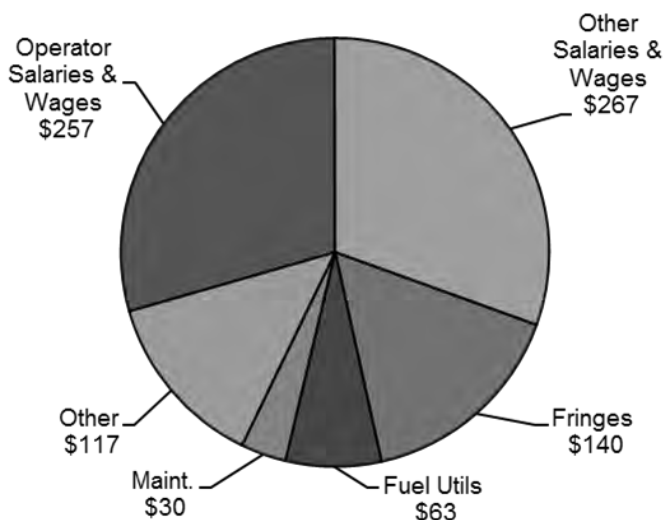
**Community transportation provided by Area Transportation Authority of North Central PA (see page 142)**

RURAL SYSTEMS

## OPERATING BUDGET

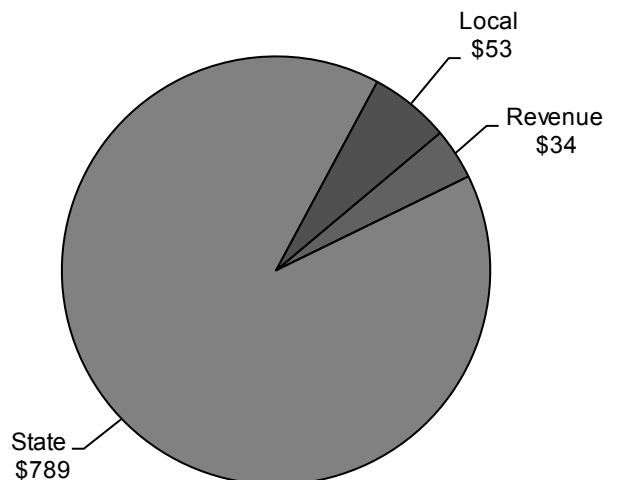
Operating Expense (000's)

\$874

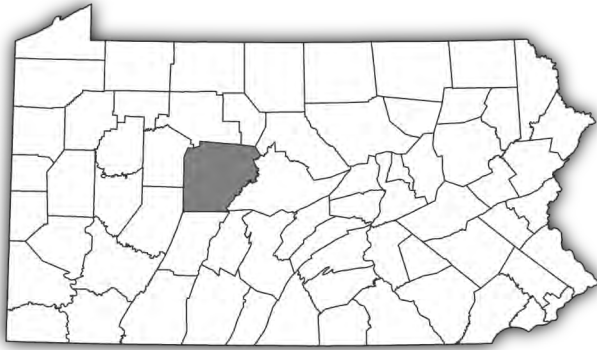


Operating Funds (000's)

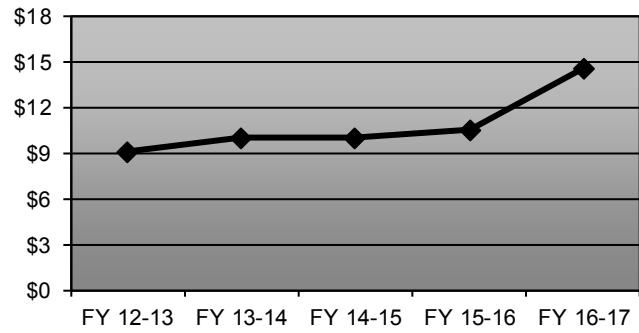
\$874



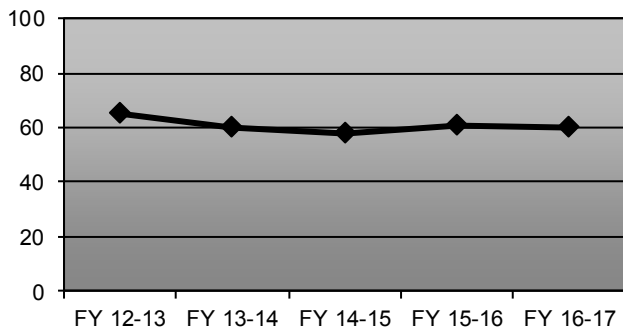
Some contracted maintenance may be reported as "Other Services."



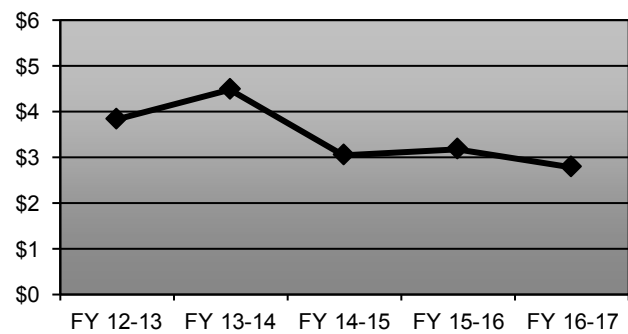
**Operating Expense Per Passenger**



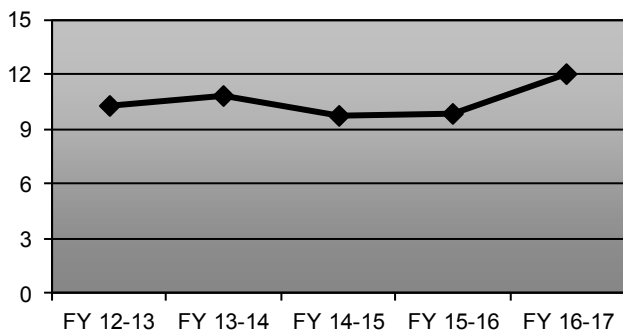
**Total Passengers (000's)**



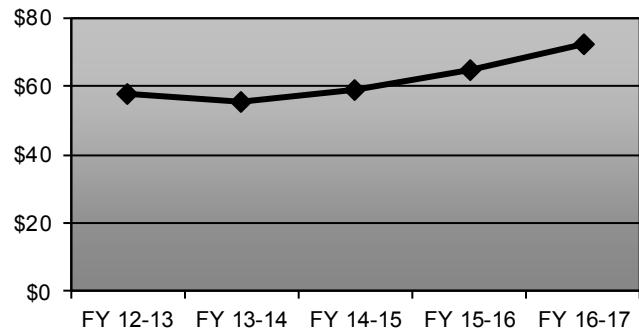
**Operating Revenue Per Revenue Vehicle Hour**



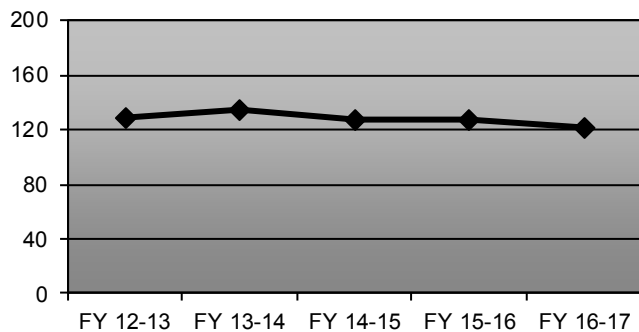
**Revenue Vehicle Hours (000's)**



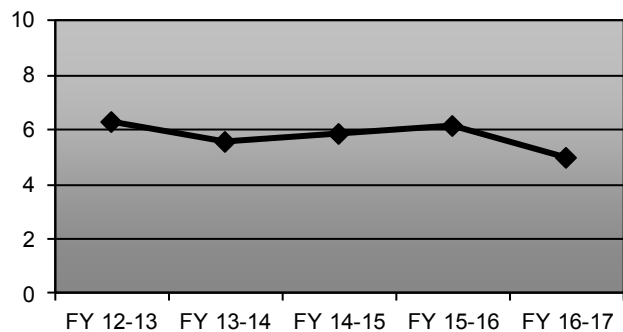
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



RURAL SYSTEMS



**Endless Mountains Transportation Authority (EMTA)**  
 27824 Route 220  
 Athens, PA 18810  
 800-242-3484  
 Mr. William Nichols, Jr., General Manager  
[www.gobesttransit.com](http://www.gobesttransit.com)



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

**Senate District**  
 Bradford: 23  
 Tioga: 25  
 Sullivan: 23



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



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 120,745  
 Senior Passengers: 12,625  
 Revenue Vehicle Miles: 463,899  
 Revenue Vehicle Hours: 21,132



**Current Employees**  
 Agency Full-Time: 44  
 Agency Part-Time: 34  
 System-Wide: 78



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$944,888  
 Required Local Match: \$62,918

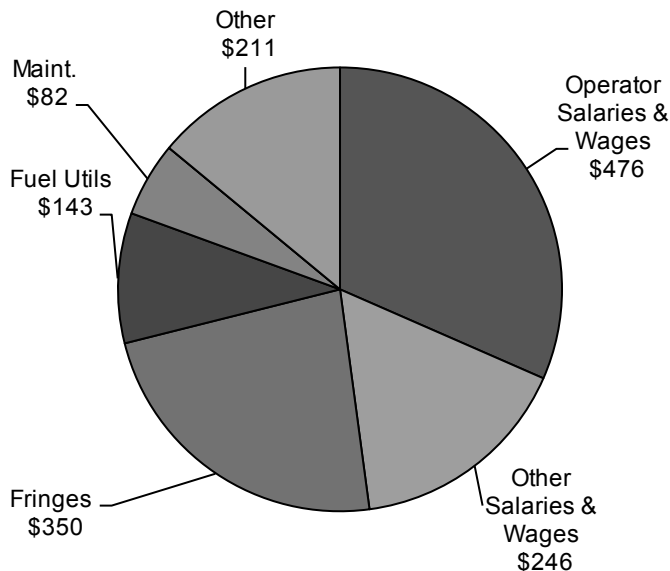


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 16  
 Diesel/Gasoline Paratransit Vehicle: 43  
 CNG Paratransit Vehicles: 1  
 System-wide: 60

## OPERATING BUDGET

**Operating Expense (000's)**

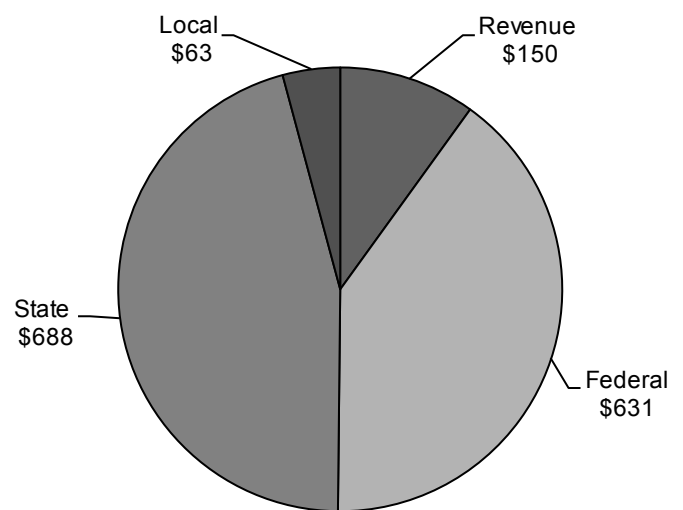
**\$1,508**



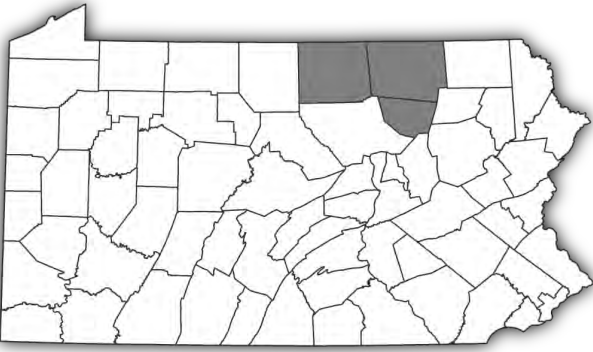
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

**Operating Funds (000's)**

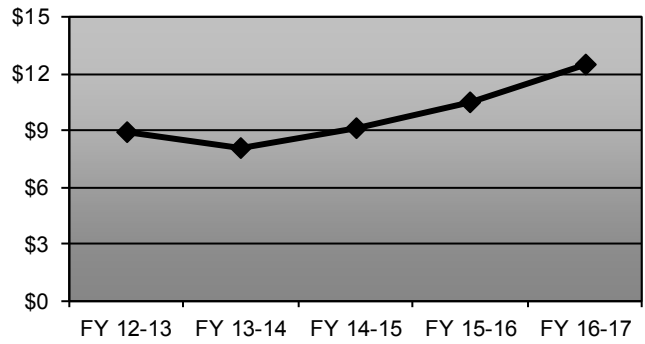
**\$1,508**



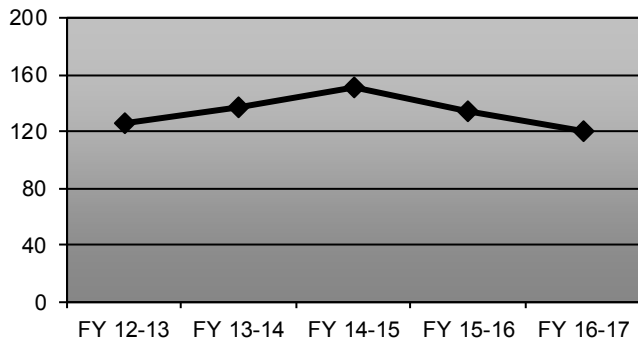
Revenue includes ADA complementary revenue.



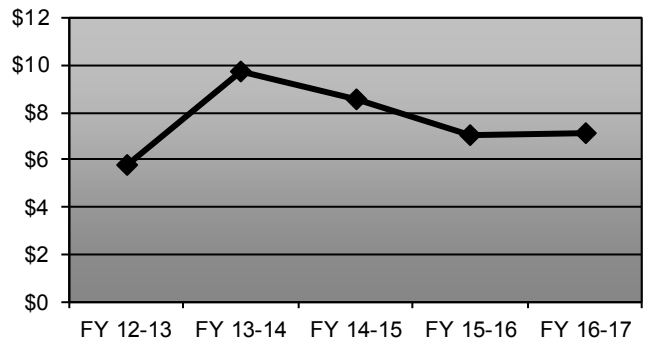
**Operating Expense Per Passenger**



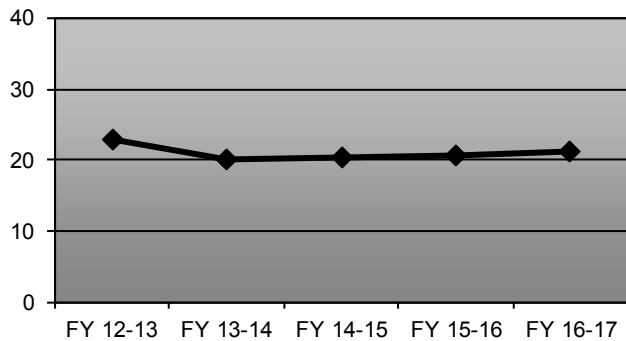
**Total Passengers (000's)**



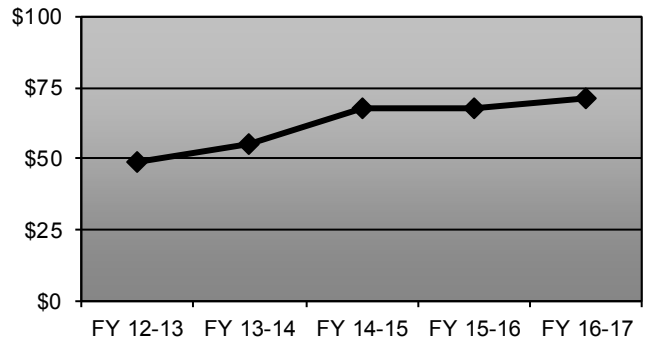
**Operating Revenue Per Revenue Vehicle Hour**



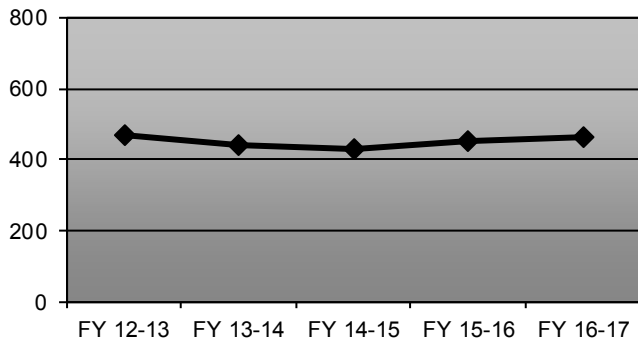
**Revenue Vehicle Hours (000's)**



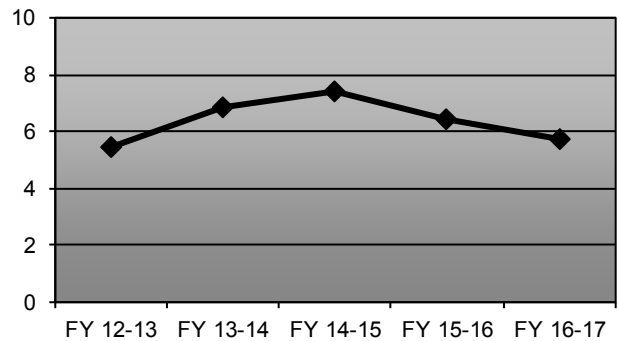
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



RURAL SYSTEMS

Passengers include ADA complementary passengers.

## Community Transportation

### Endless Mountains Transportation Authority (EMTA)

27824 Route 220  
Athens, PA 18810  
800-242-3484  
Mr. William Nichols, Jr., General Manager

### Service Area Statistics (2010 Census) Bradford, Sullivan, and Tioga Counties

Square Miles:	2,734
Population:	111,031
65+ Population:	20,271
% of Population 65 and older:	18.3%

### Fare Information

Average Shared-Ride Fare:	\$33.44
Average Shared-Ride Cost per Trip:	\$40.62
Fare Structure	
Implementation Date:	July 2015

### Trip Information

65+ Trips:	31,588
PwD Trips:	6,323
Other Shared-Ride Trips:	31,930
Total Shared-Ride Trips:	69,841
Total Escorts:	0
Non-Public Trips:	2774

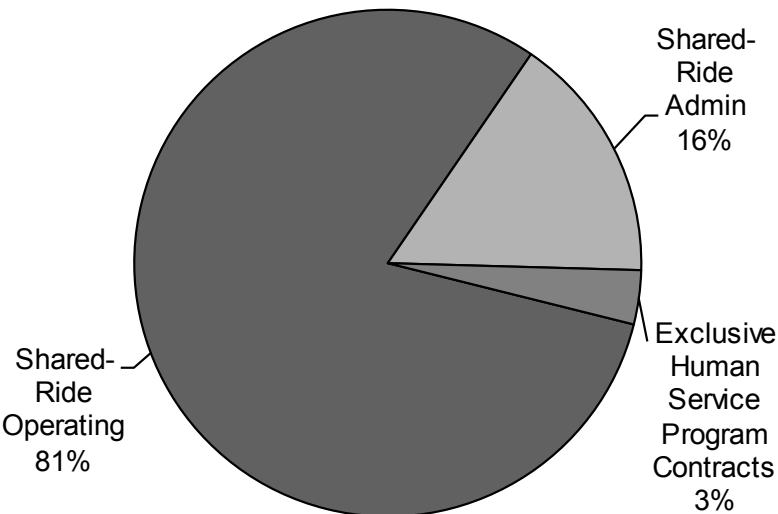
### Vehicles Operated in Maximum Service

Community Transportation:	29
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## COMMUNITY TRANSPORTATION OPERATING BUDGET

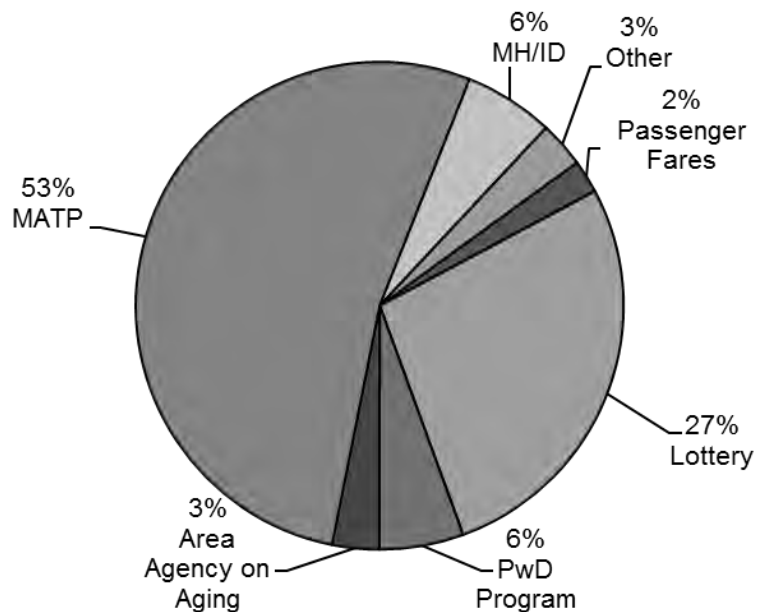
### Operating Expenses

**\$2,938,019**



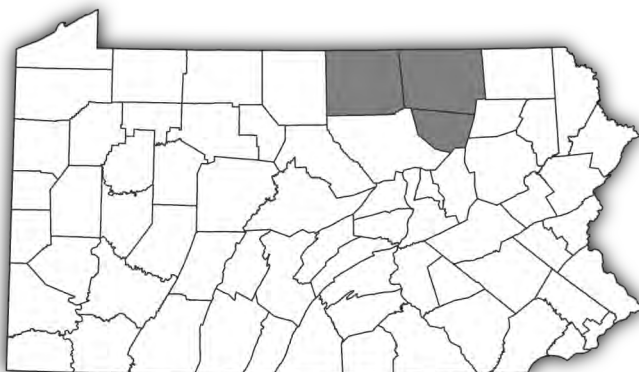
### Sources of Funding

**\$3,186,354**

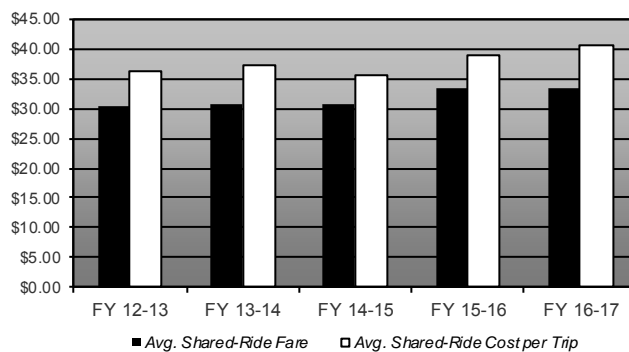


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

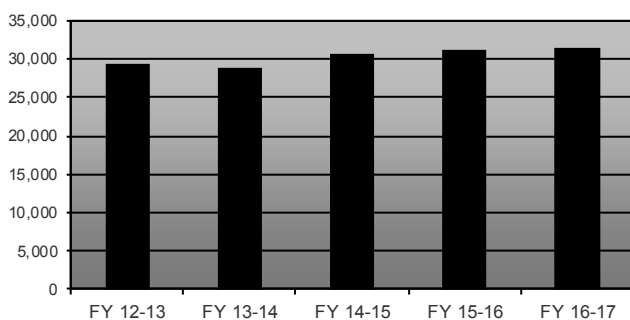
**Agency Service Area**



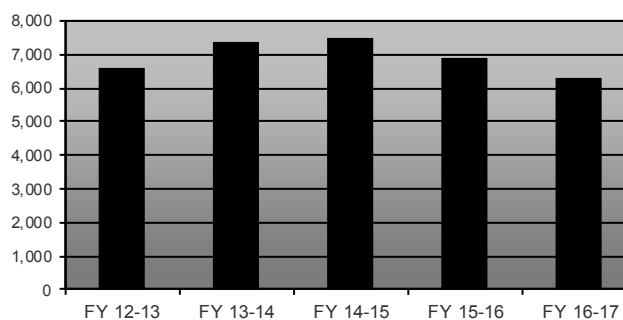
**Shared-Ride Fare Recovery**



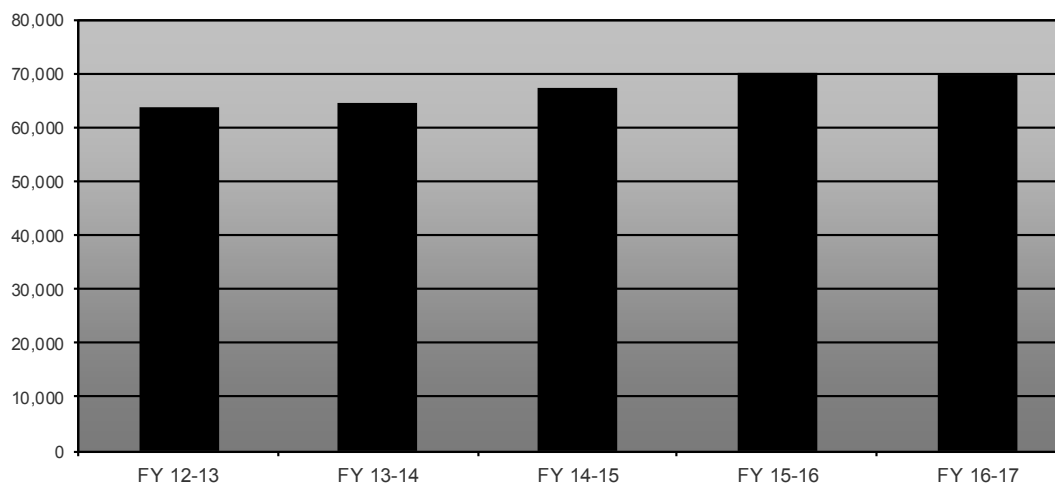
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





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



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



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



**Current Fare Information**  
 Fixed Route Base: \$1.35  
 Last Base Fare Increase: July 2016



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 329,973  
 Senior Passengers: 12,284  
 Revenue Vehicle Miles: 417,471  
 Revenue Vehicle Hours: 34,201



**Current Employees**  
 Agency Full-Time: 50  
 Agency Part-Time: 9  
 Contractor Full-Time: 0  
 Contractor Part-Time: 0  
 System-Wide: 59



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,590,814  
 Required Local Match: \$60,005

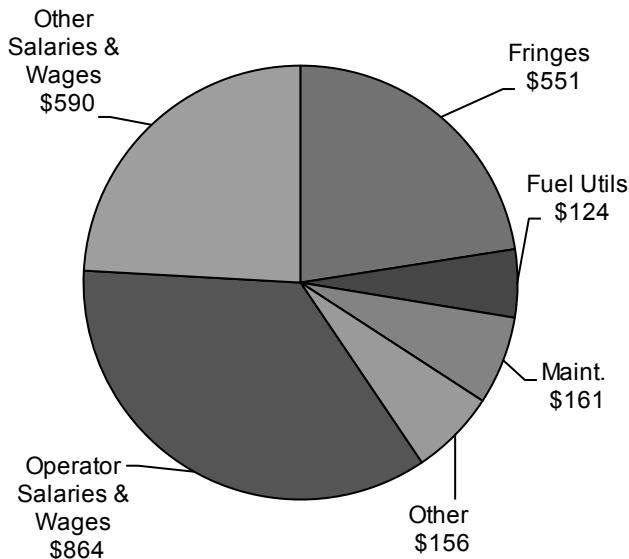


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 4  
 CNG Motor Bus: 12  
 Diesel/Gasoline Paratransit Vehicle: 12  
 System-wide: 28

## OPERATING BUDGET

**Operating Expense (000's)**

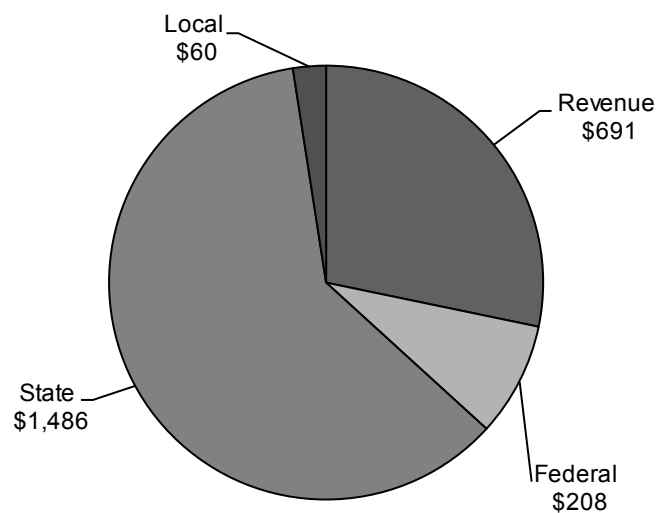
**\$2,446**



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

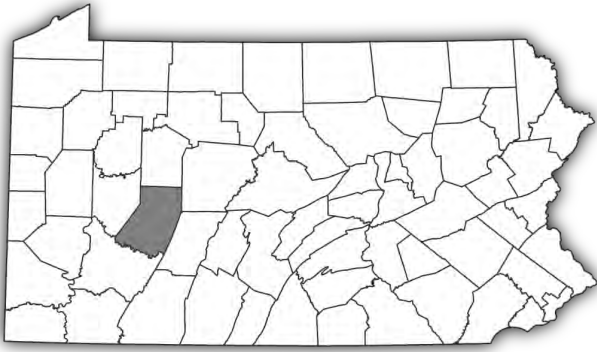
**Operating Funds (000's)**

**\$2,446**

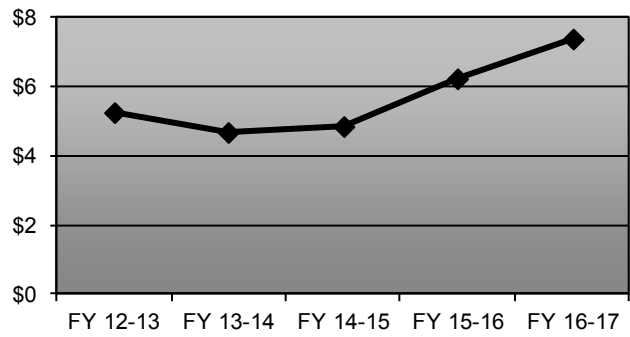


Revenue includes ADA complementary revenue.

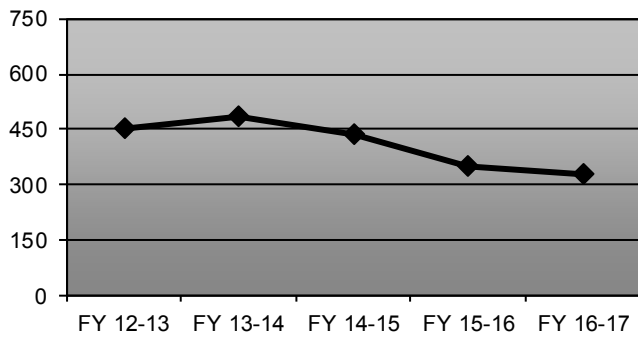




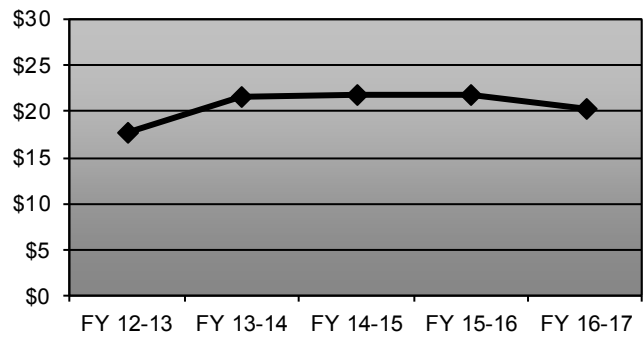
**Operating Expense Per Passenger**



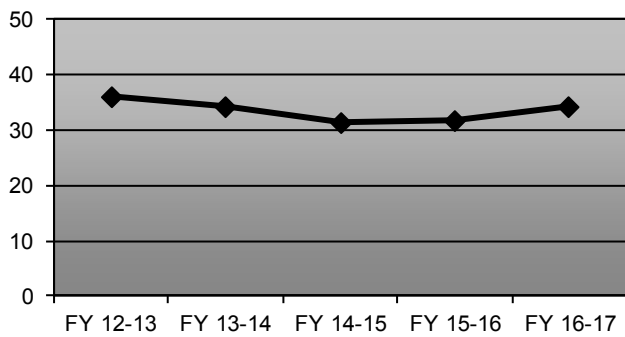
**Total Passengers (000's)**



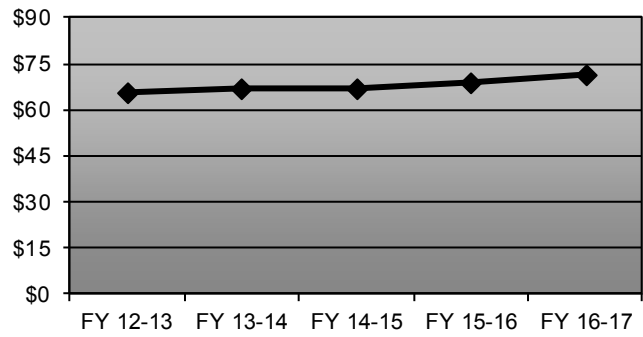
**Operating Revenue Per Revenue Vehicle Hour**



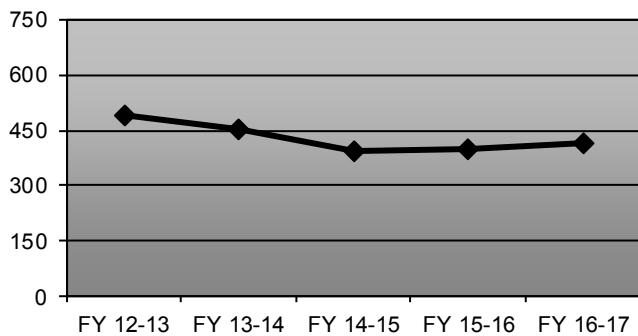
**Revenue Vehicle Hours (000's)**



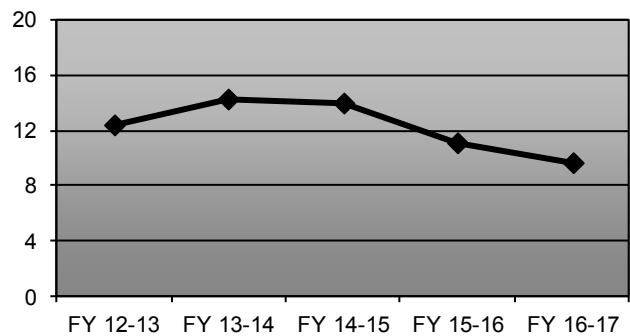
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

RURAL SYSTEMS

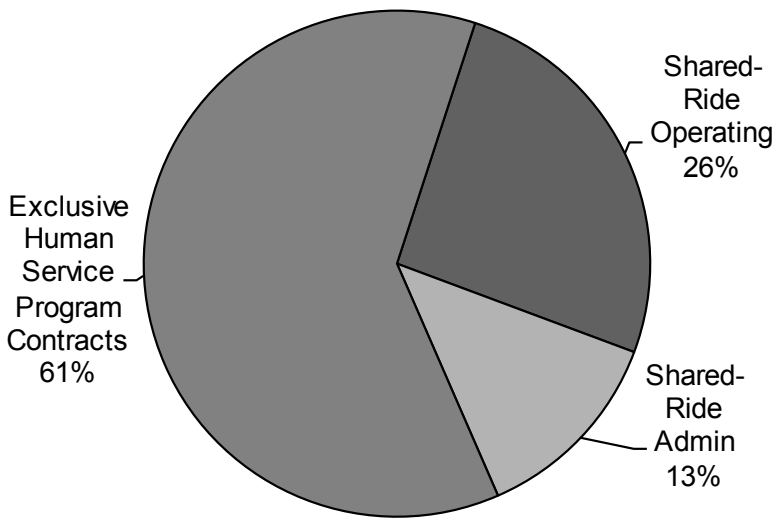
## Community Transportation

<b>Indiana County Transit Authority (IndiGO)</b> 1657 Saltsburg Avenue, P.O. Box 869 Indiana, PA 15701 724-465-2140 Mr. John R. Kanyan, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$20.49 Average Shared-Ride Cost per Trip: \$28.35 Fare Structure Implementation Date: November 2013	
<b>Service Area Statistics (2010 Census)</b> <b>Indiana County</b> Square Miles: 829 Population: 88,880 65+ Population: 13,944 % of Population 65 and older: 15.7%		<b>Trip Information</b> 65+ Trips: 18,012 PwD Trips: 743 Other Shared-Ride Trips: 474 Total Shared-Ride Trips: 19,229 Total Escorts: 570 Non-Public Trips: 27,486	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 9	

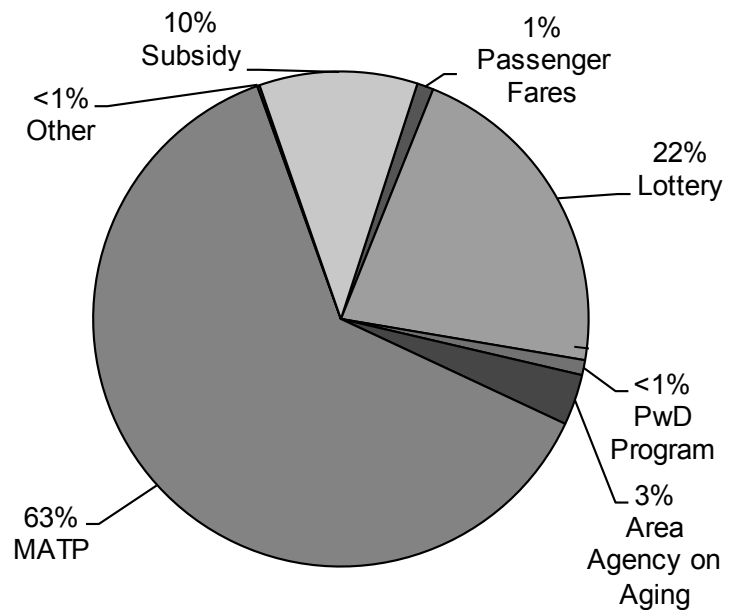
RURAL SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$1,417,012

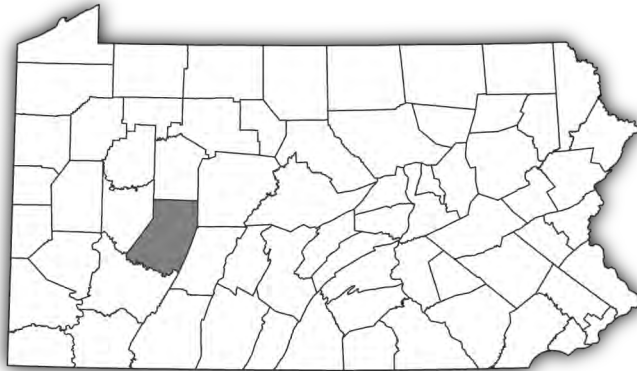


**Sources of Funding**  
\$1,448,883

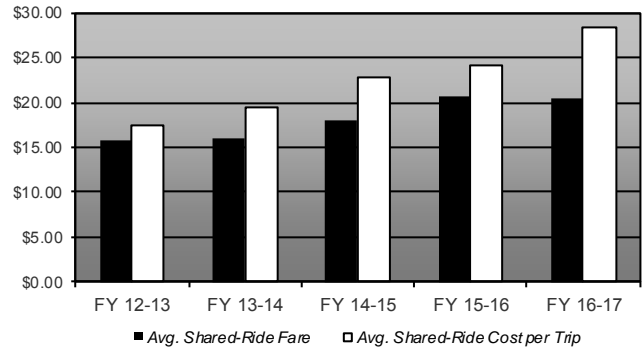


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

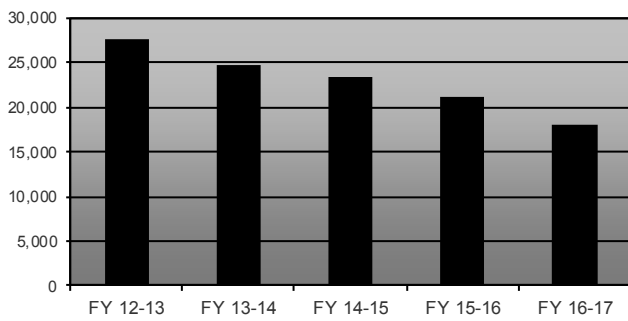
**Agency Service Area**



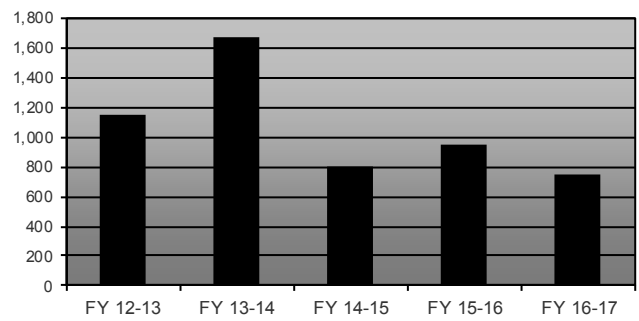
**Shared-Ride Fare Recovery**



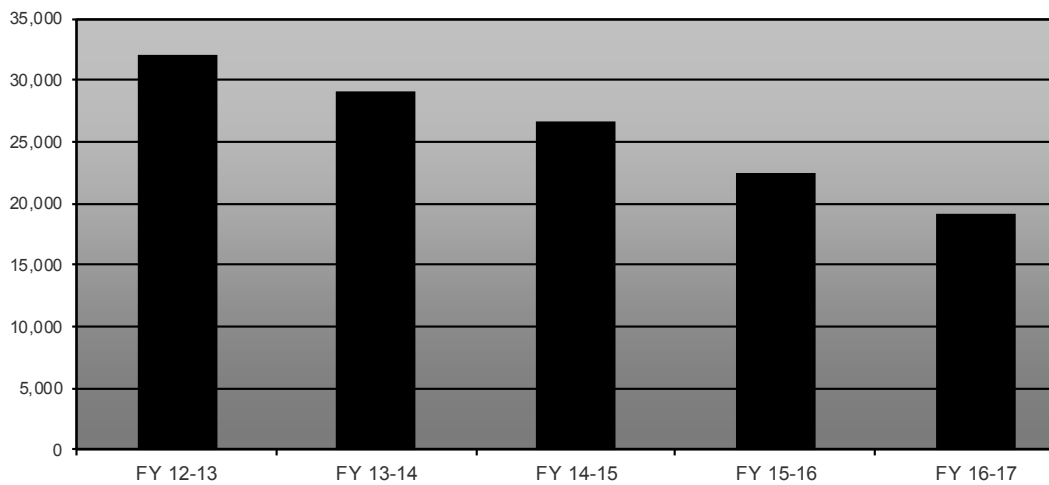
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**Mid County Transit Authority**  
 220 North Grant Avenue  
 Kittanning, PA 16201  
 724-548-8696  
 Ms. Patti Lynn Baker Johnston, GM  
[www.tandctransit.com](http://www.tandctransit.com)



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



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



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 38,147  
 Senior Passengers: 10,616  
 Revenue Vehicle Miles: 133,591  
 Revenue Vehicle Hours: 9,785



**Current Employees**  
 Agency Full-Time: 19  
 Agency Part-Time: 7  
 Contractor Full-Time: 0  
 Contractor Part-Time: 0  
 System-Wide: 26



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$590,000  
 Required Local Match: \$42,337



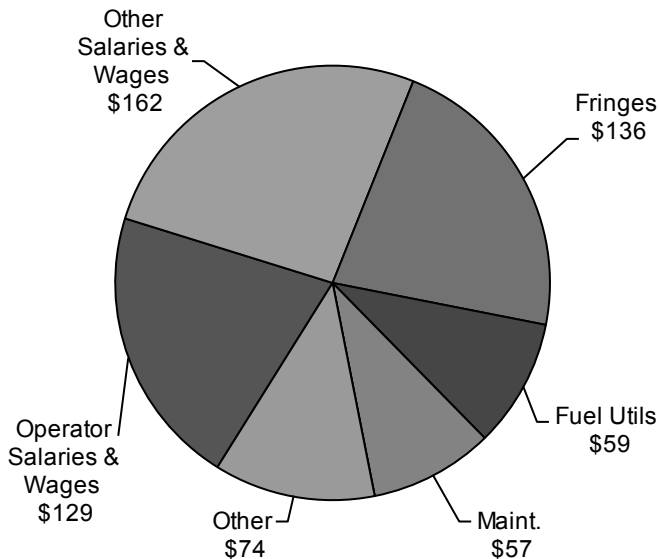
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 6  
 Diesel/Gasoline Paratransit Vehicle: 15  
 System-wide: 21

RURAL SYSTEMS

## OPERATING BUDGET

**Operating Expense (000's)**

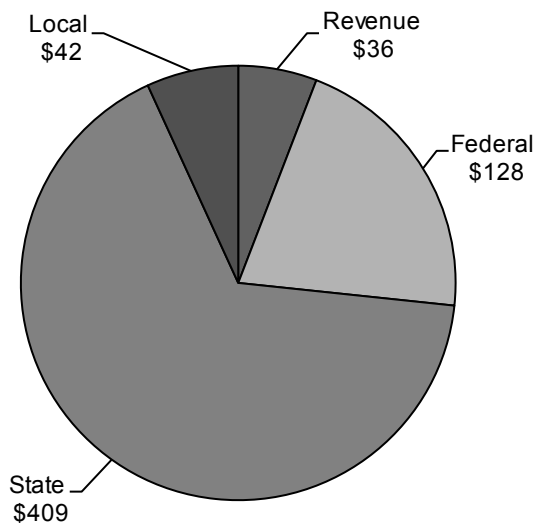
**\$616**



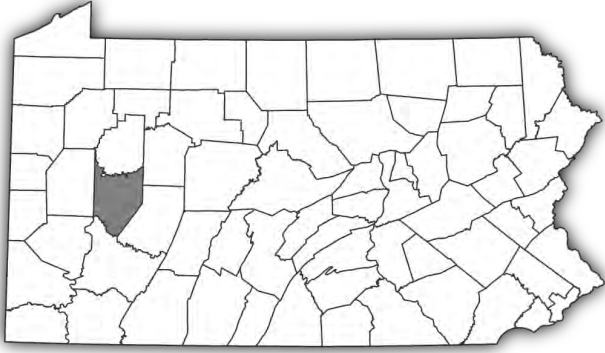
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

**Operating Funds (000's)**

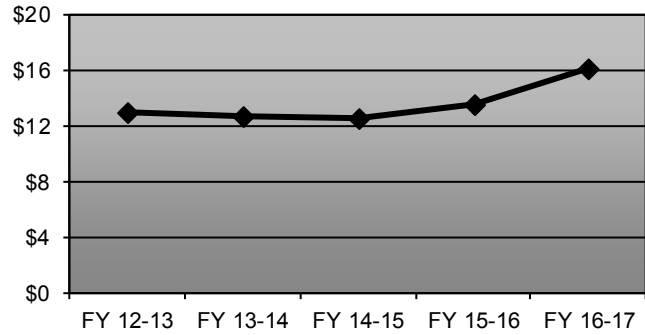
**\$616**



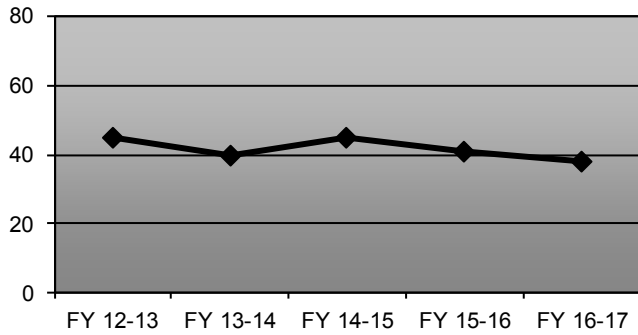
Revenue includes ADA complementary revenue.



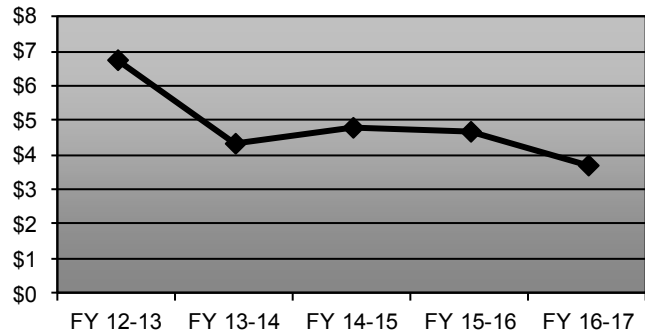
**Operating Expense Per Passenger**



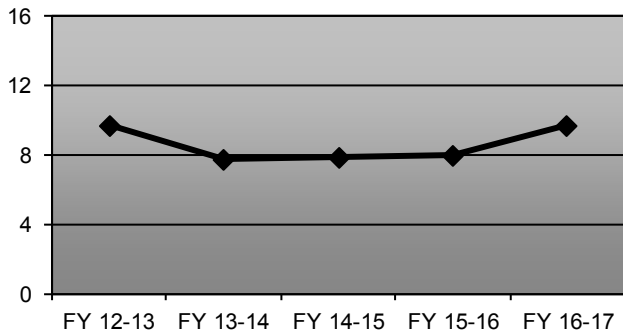
**Total Passengers (000's)**



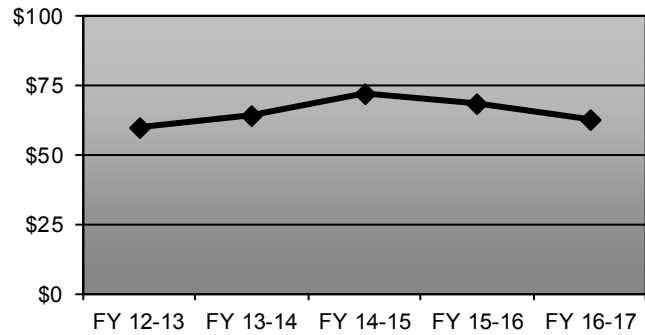
**Operating Revenue Per Revenue Vehicle Hour**



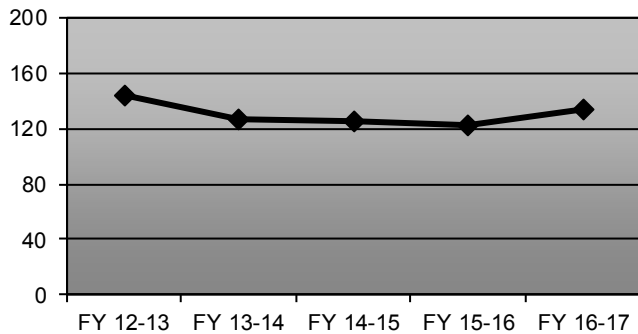
**Revenue Vehicle Hours (000's)**



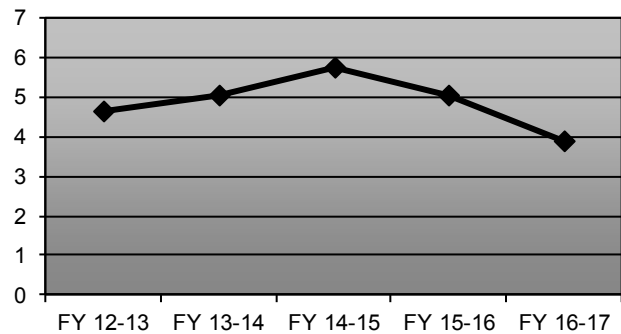
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

RURAL SYSTEMS

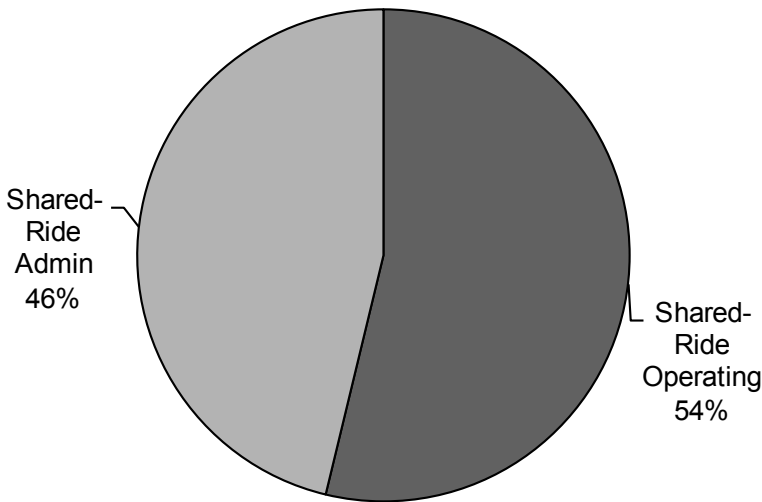
## Community Transportation

<b>Mid County Transit Authority</b> 220 North Grant Avenue Kittanning, PA 16201 724-548-8696 Ms. Patti Lynn Baker Johnston, GM		<b>Fare Information</b> Average Shared-Ride Fare: \$19.11 Average Shared-Ride Cost per Trip: \$26.23 Fare Structure Implementation Date: July 2015	
<b>Service Area Statistics (2010 Census)</b> <b>Armstrong County</b> Square Miles: 654 Population: 68,941 65+ Population: 12,687 % of Population 65 and older: 18.4%		<b>Trip Information</b> 65+ Trips: 20,336 PwD Trips: 3,088 Other Shared-Ride Trips: 5,328 Total Shared-Ride Trips: 28,752 Total Escorts: 796	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 10	

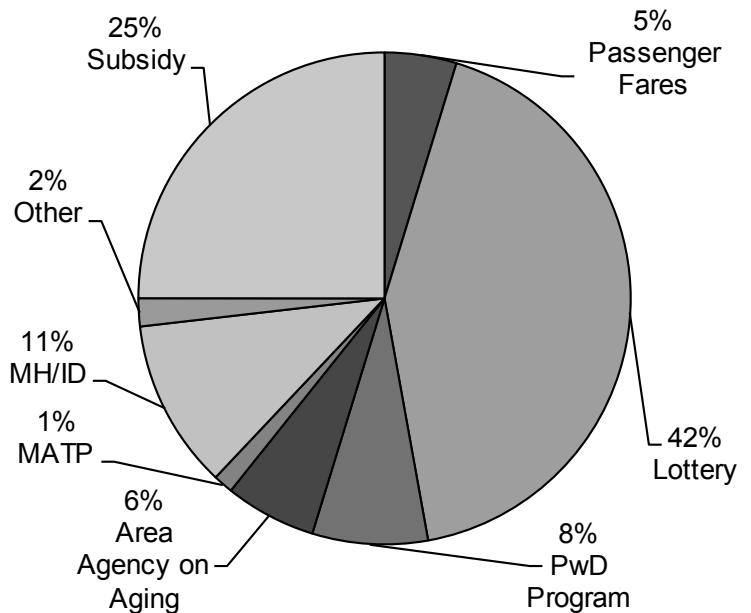
RURAL SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$754,227

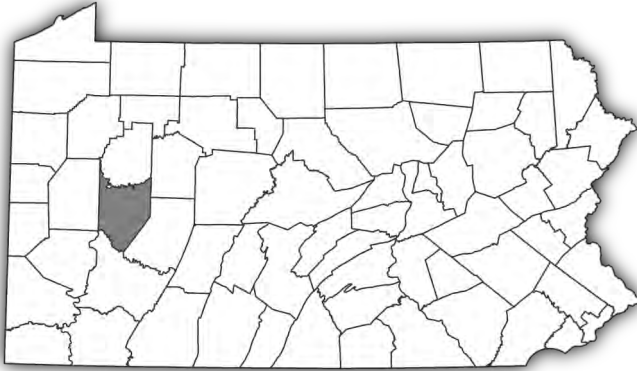


**Sources of Funding**  
\$754,227

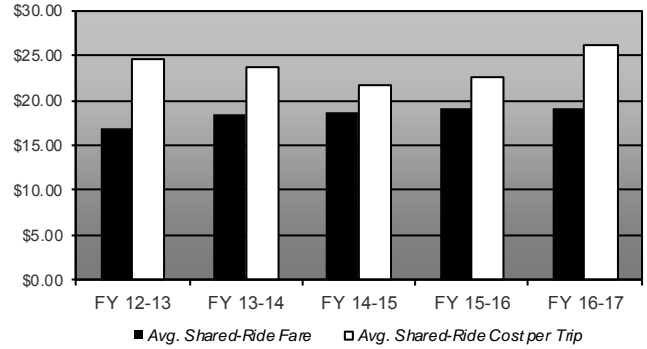


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

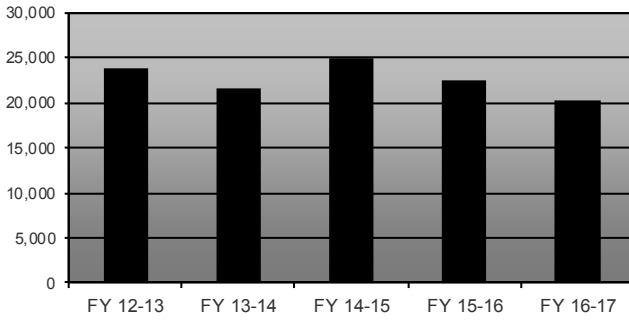
**Agency Service Area**



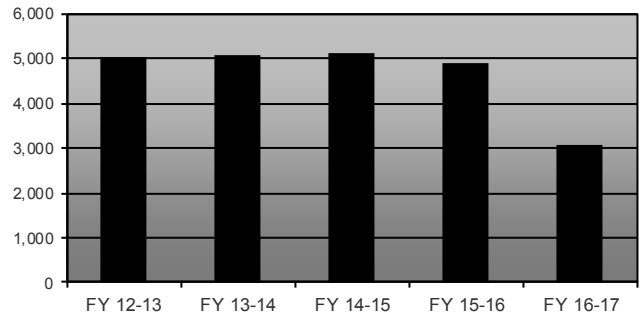
**Shared-Ride Fare Recovery**



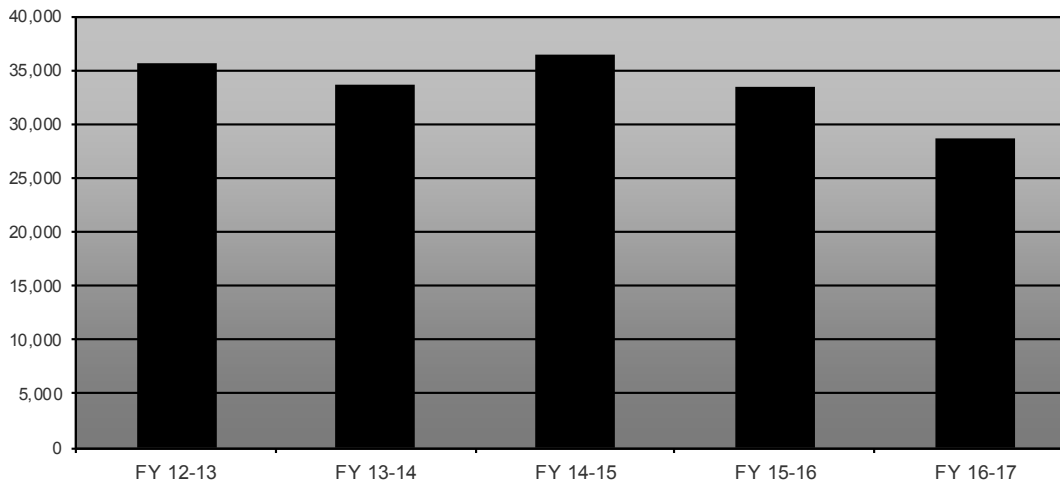
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





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



**House District**  
 Northumberland: 107  
**Senate District**  
 Northumberland: 27



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



**Current Fare Information**  
 Fixed Route Base: \$1.00  
 Last Base Fare Increase: August 2007



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 32,184  
 Senior Passengers: 13,500  
 Revenue Vehicle Miles: 64,080  
 Revenue Vehicle Hours: 5,544



**Current Employees**

Agency Full-Time:	1
Agency Part-Time:	0
Contractor Full-Time:	2
Contractor Part-Time:	4
System-Wide:	7



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$298,898  
 Required Local Match: \$12,185



**Current Fleet Size**

Diesel/Gasoline Motor Bus:	3
System-wide:	3

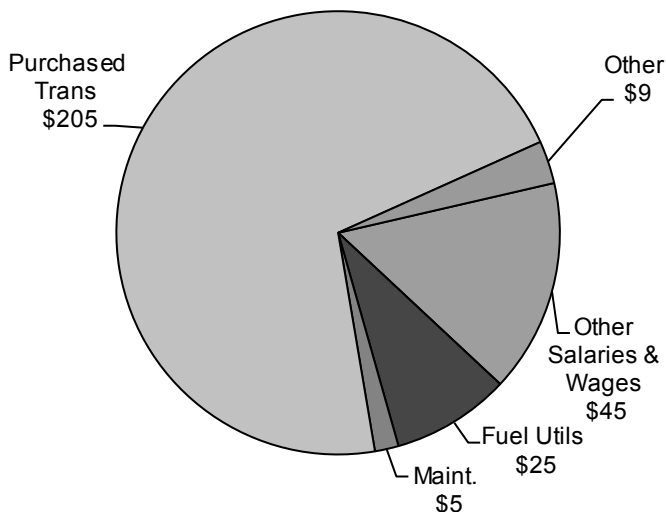
*Community transportation provided by the Central Pennsylvania Transportation Authority (see page 92)*

RURAL SYSTEMS

## OPERATING BUDGET

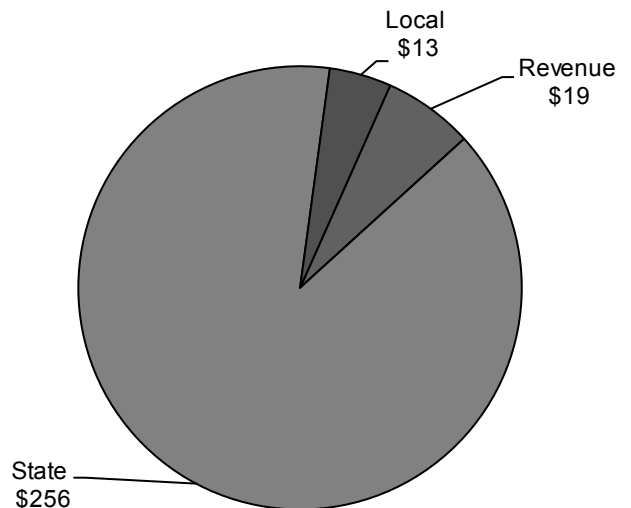
**Operating Expense (000's)**

**\$289**



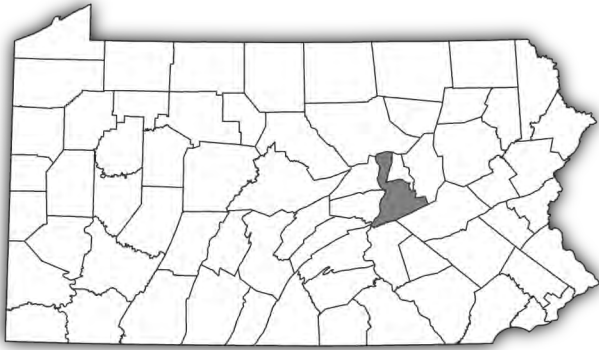
**Operating Funds (000's)**

**\$289**

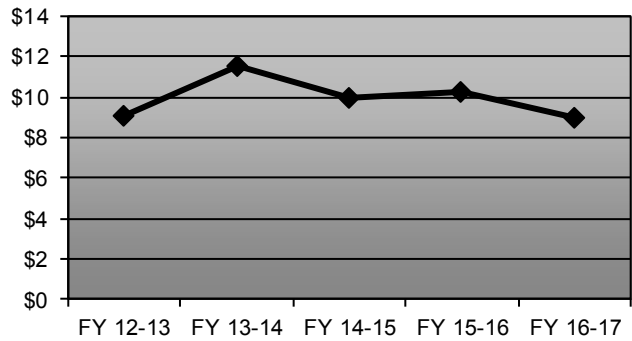


Some contracted maintenance may be reported as "Other Services."

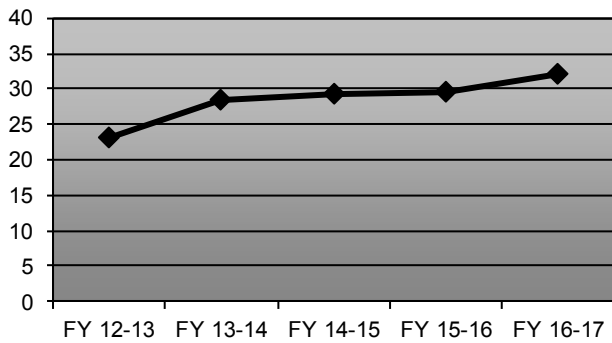




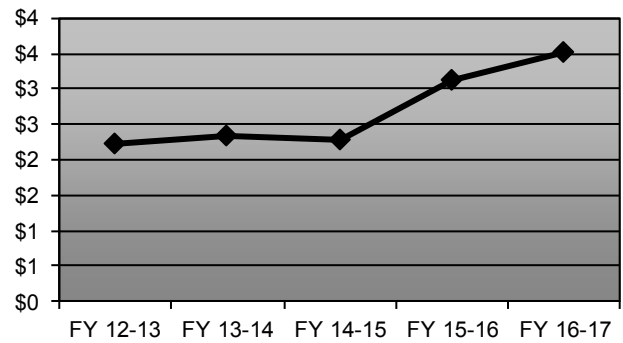
**Operating Expense Per Passenger**



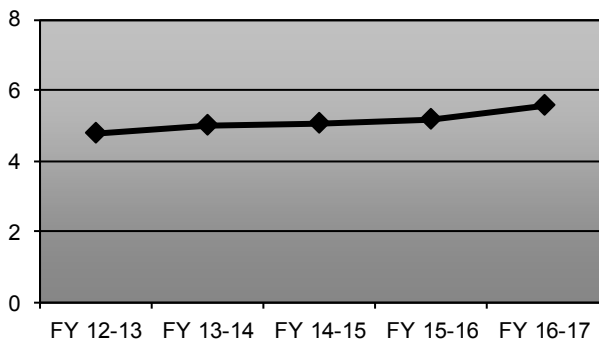
**Total Passengers (000's)**



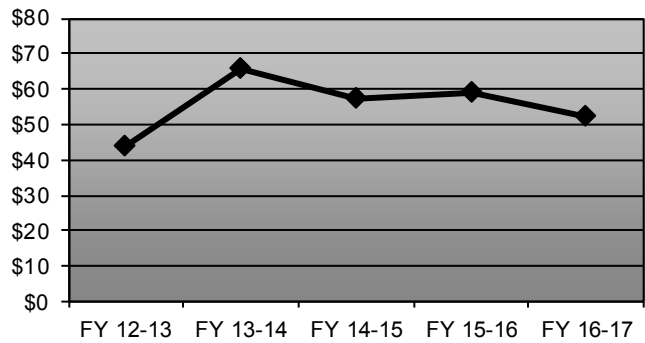
**Operating Revenue Per Revenue Vehicle Hour**



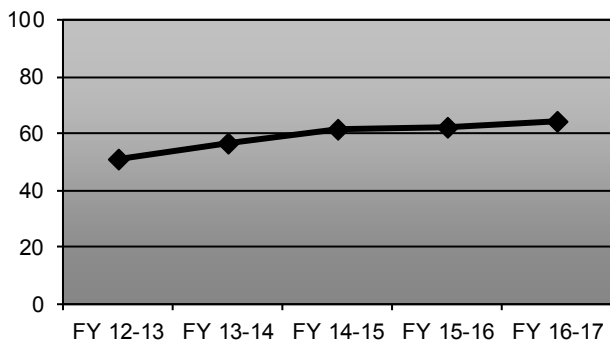
**Revenue Vehicle Hours (000's)**



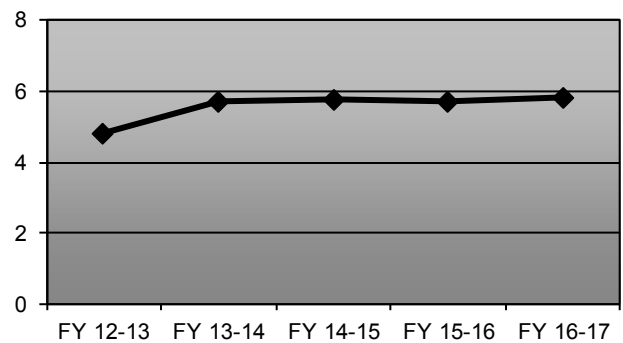
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**





**New Castle Area Transit Authority (NCATA)**  
 311 Mahoning Avenue  
 New Castle, PA 16102  
 724-654-3130  
 Mr. David Richards, General Manager  
[www.newcastletransit.org](http://www.newcastletransit.org)



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



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



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 582,563  
 Senior Passengers: 87,289  
 Revenue Vehicle Miles: 1,103,093  
 Revenue Vehicle Hours: 54,143



**Current Employees**

Agency Full-Time:	51
Agency Part-Time:	5
Contractor Full-Time:	0
Contractor Part-Time:	0
System-Wide:	56



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$4,244,247  
 Required Local Match: \$210,945



**Current Fleet Size**

Diesel/Gasoline Motor Bus:	34
System-wide:	34

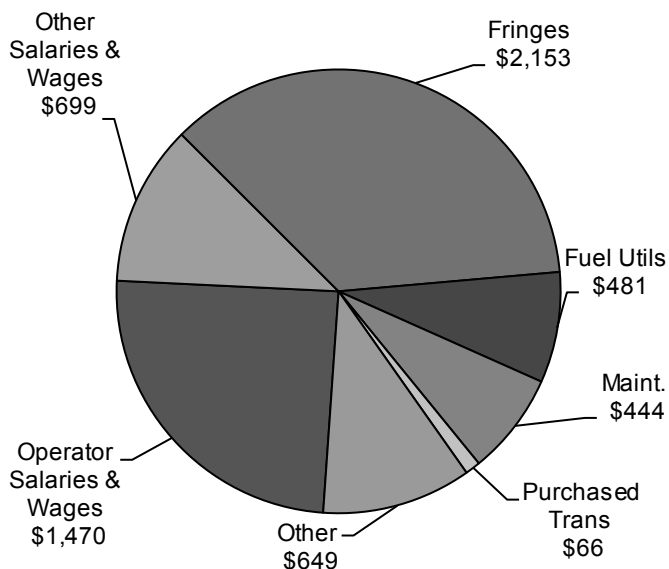
**Community transportation provided by Allied Coordinated Transportation Services, Inc. (see page 182)**

RURAL SYSTEMS

## OPERATING BUDGET

**Operating Expense (000's)**

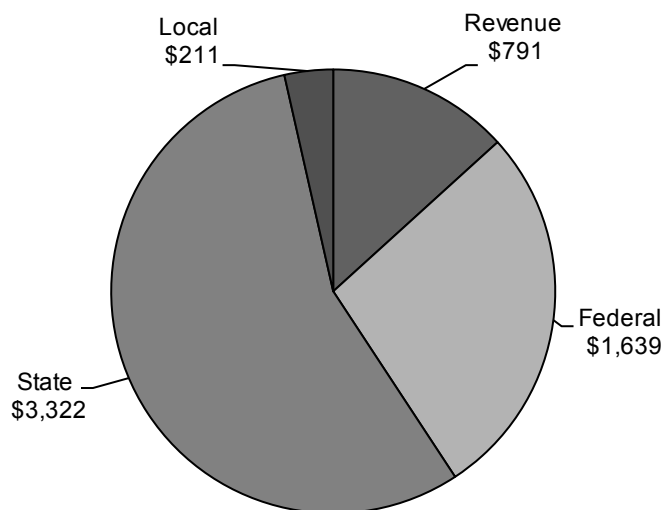
**\$5,962**



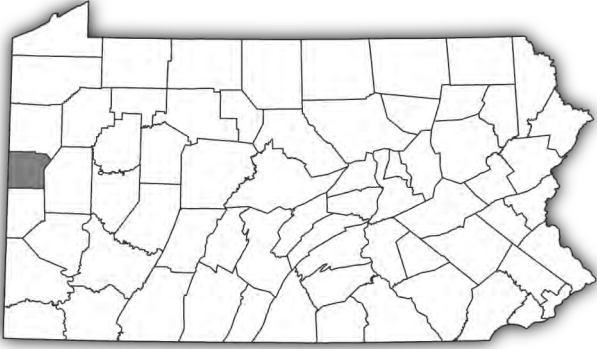
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

**Operating Funds (000's)**

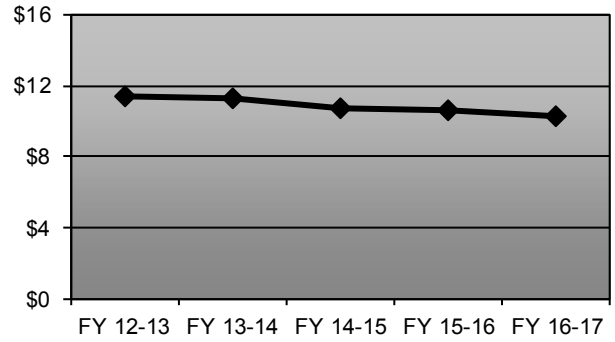
**\$5,962**



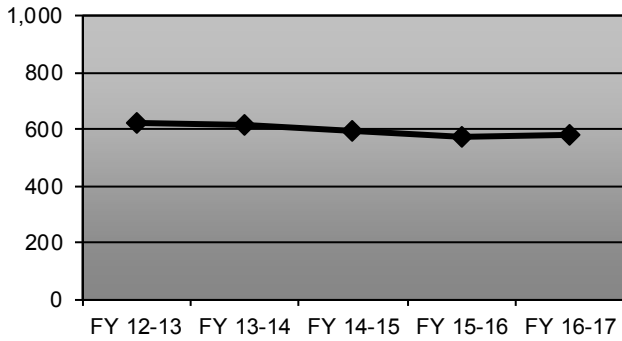
Revenue includes ADA complementary revenue.



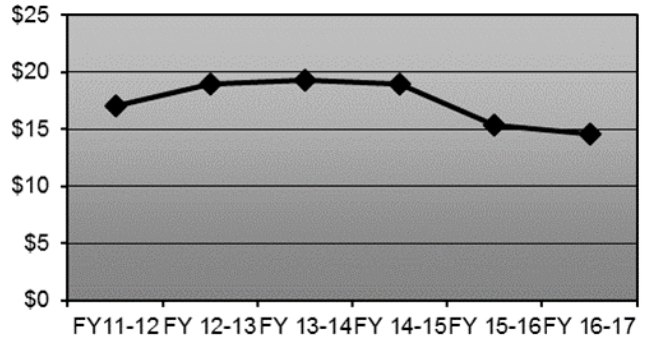
**Operating Expense Per Passenger**



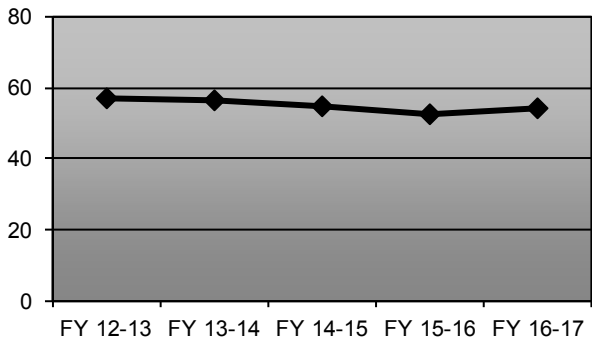
**Total Passengers (000's)**



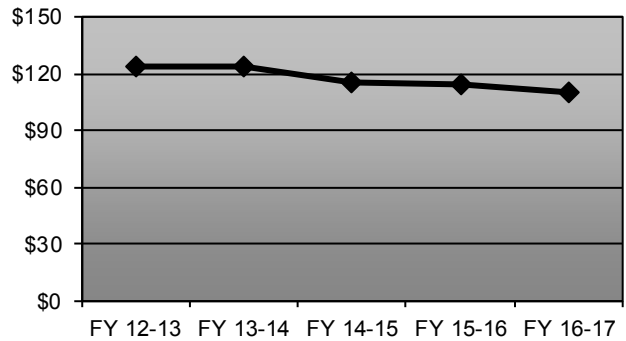
**Operating Revenue Per Revenue Vehicle Hour**



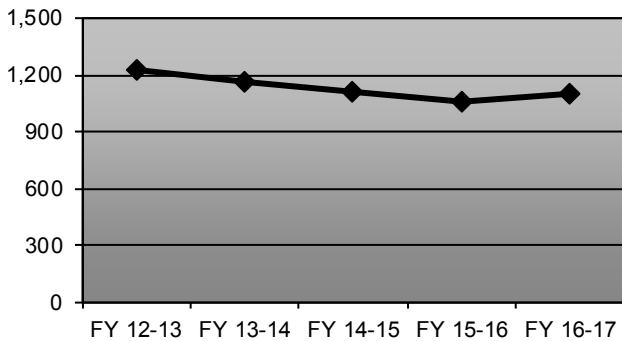
**Revenue Vehicle Hours (000's)**



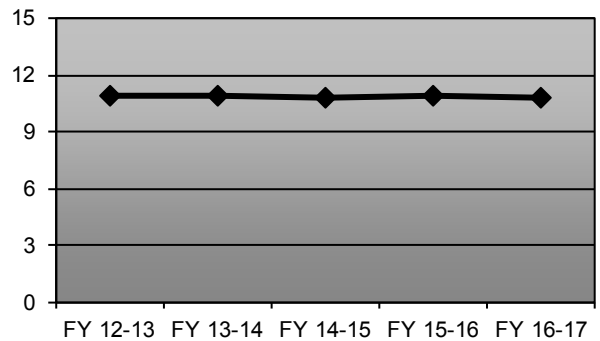
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



RURAL SYSTEMS

Passengers include ADA complementary passengers.



**Schuylkill Transportation System (STS)**  
 252 Industrial Park Road  
 St. Clair, PA 17970  
 800-832-3322  
 Mr. David Bekisz, Executive Director  
[www.go-sts.com](http://www.go-sts.com)



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



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



**Current Fare Information**  
 Fixed Route Base: \$1.45  
 Last Base Fare Increase: July 2016



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 200,013  
 Senior Passengers: 58,641  
 Revenue Vehicle Miles: 367,217  
 Revenue Vehicle Hours: 21,659



**Current Employees**  
 Agency Full-Time: 52  
 Agency Part-Time: 10  
 System-Wide: 62



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,553,575  
 Required Local Match: \$61,601

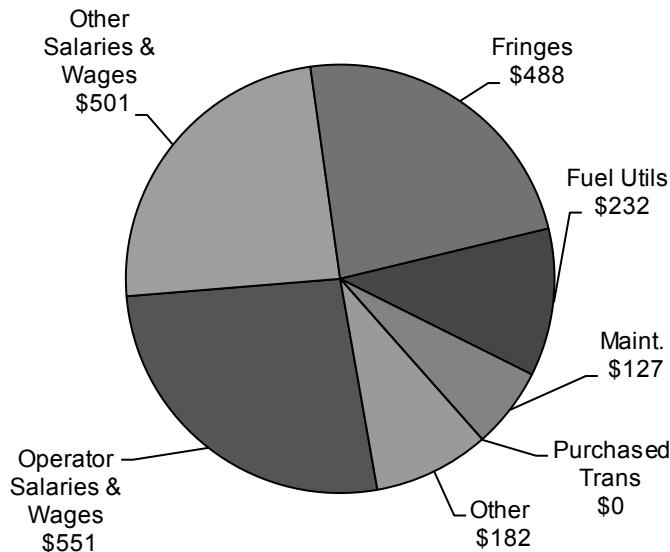


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 12  
 Diesel/Gasoline Paratransit Vehicle: 28  
 System-wide: 40

## OPERATING BUDGET

**Operating Expense (000's)**

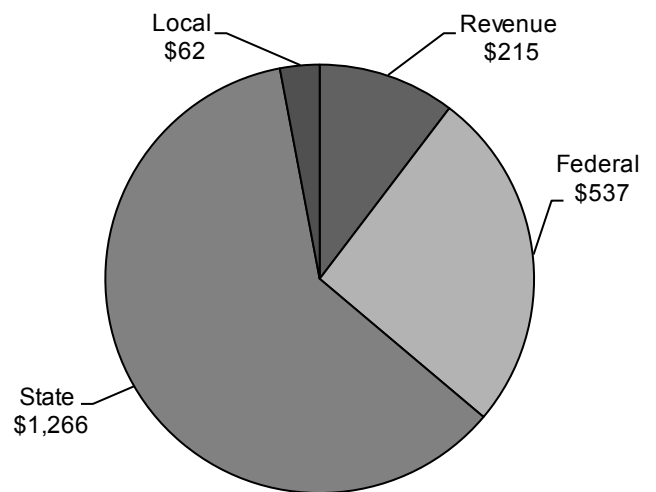
**\$2,081**



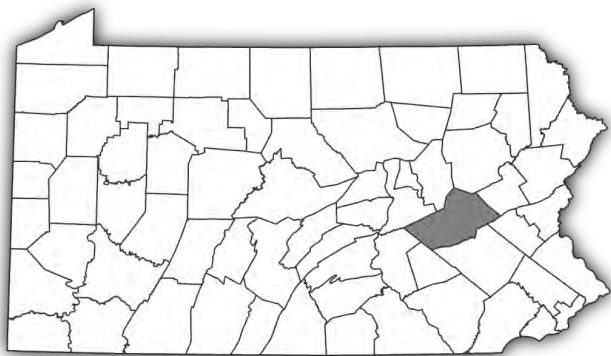
Expense includes ADA complementary expense.  
 Some contracted maintenance may be reported as "Other Services."

**Operating Funds (000's)**

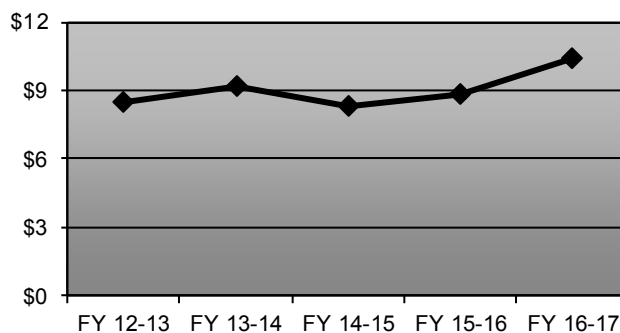
**\$2,081**



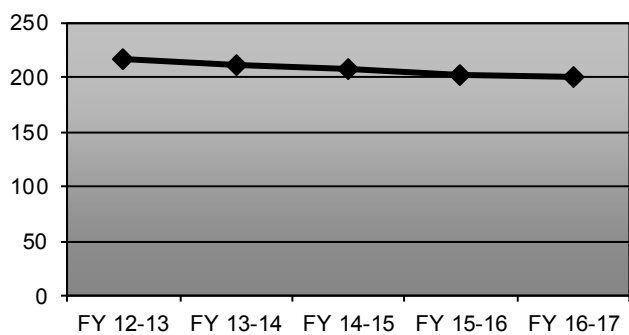
Revenue includes ADA complementary revenue.



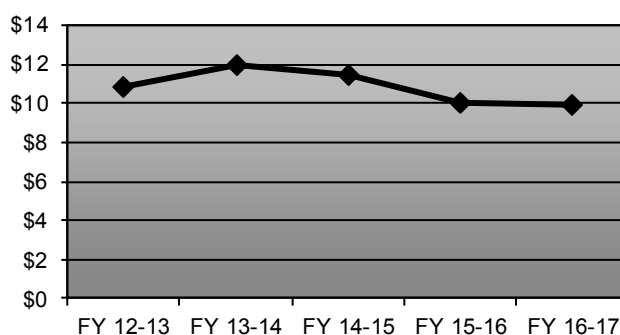
**Operating Expense Per Passenger**



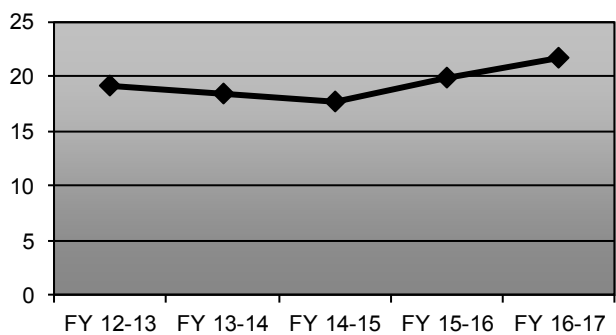
**Total Passengers (000's)**



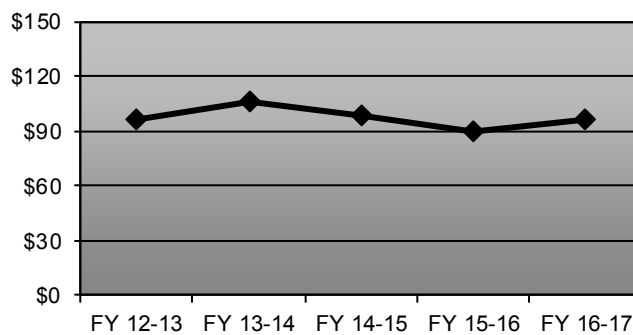
**Operating Revenue Per Revenue Vehicle Hour**



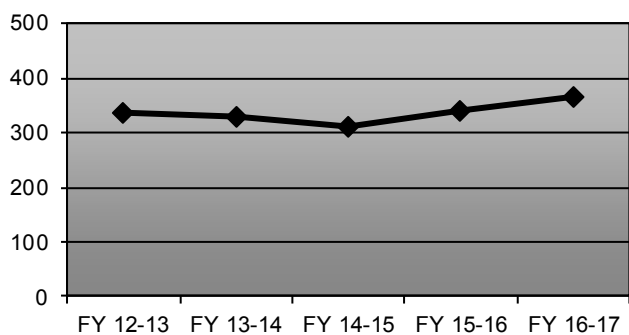
**Revenue Vehicle Hours (000's)**



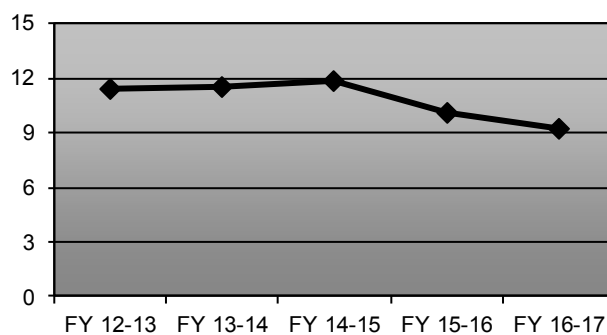
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

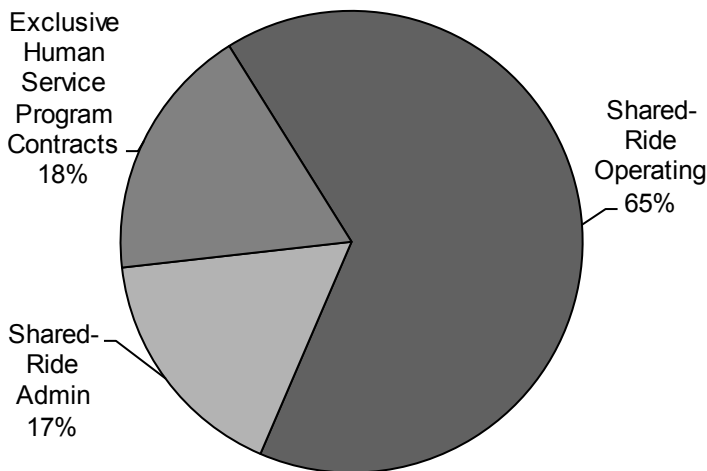
## Community Transportation

<b>Schuylkill Transportation System (STS)</b> 252 Industrial Park Road St. Clair, PA 17970 570-429-2701 Mr. David Bekisz, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$21.05 Average Shared-Ride Cost per Trip: \$33.33 Fare Structure Implementation Date: July 2015	
<b>Service Area Statistics (2010 Census)</b> <b>Schuylkill County</b> Square Miles: 778 Population: 148,289 65+ Population: 26,828 % of Population 65 and older: 18.1%		<b>Trip Information</b> 65+ Trips: 39,887 PwD Trips: 4,766 Other Shared-Ride Trips: 13,892 Total Shared-Ride Trips: 58,545 Total Escorts: 3,298 Non-Public Trips: 25,222	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 23	

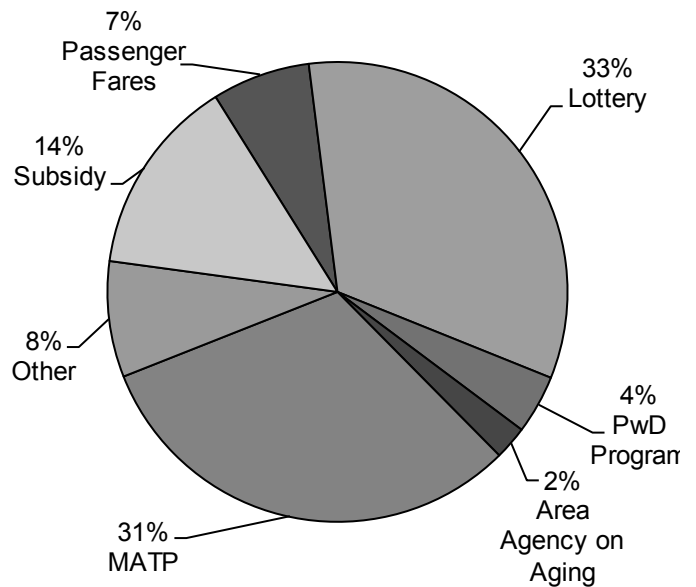
RURAL SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$2,376,299

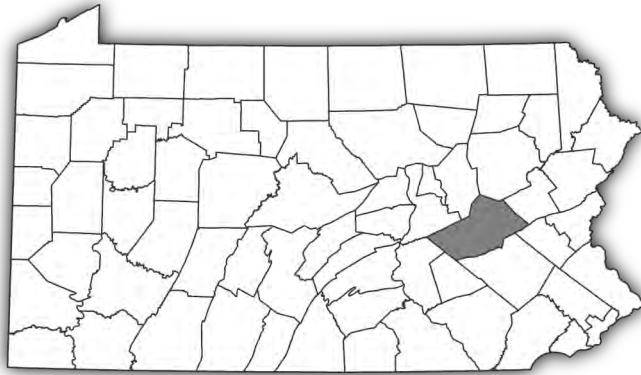


**Sources of Funding**  
\$2,209,101

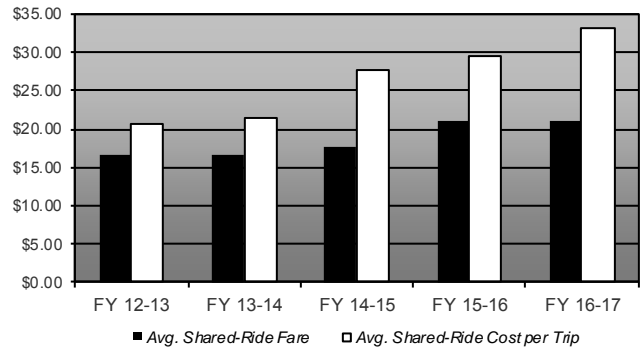


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

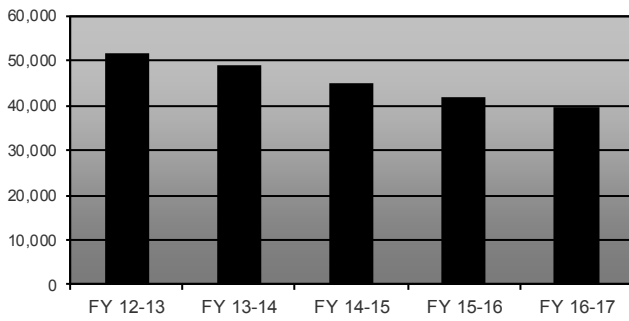
**Agency Service Area**



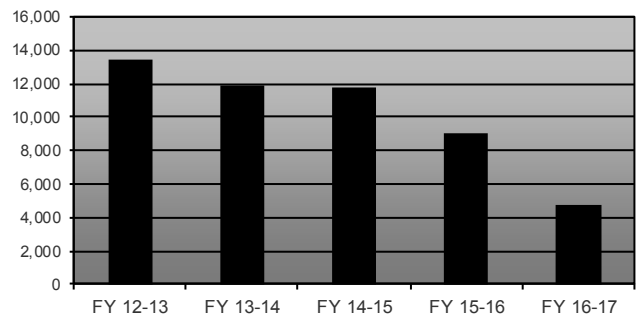
**Shared-Ride Fare Recovery**



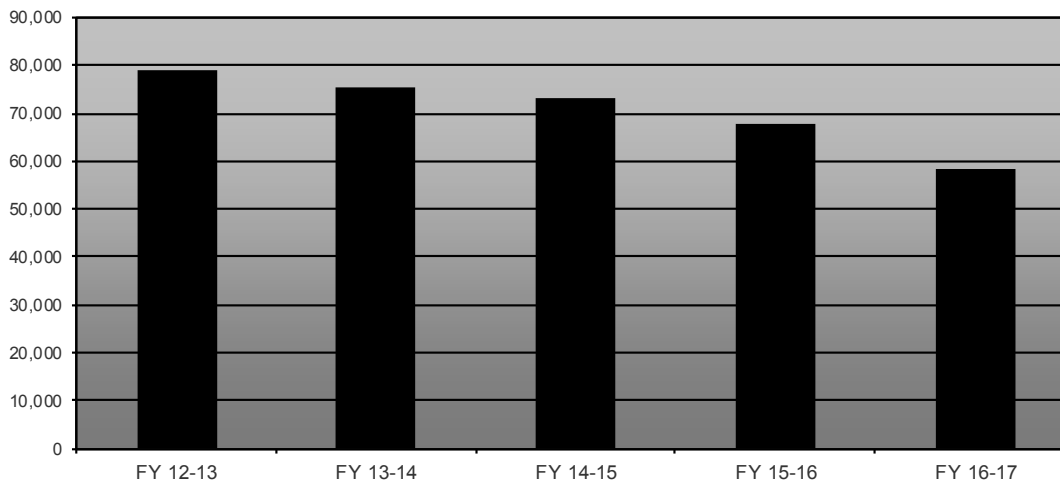
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**





**Transit Authority of Warren County (TAWC)**  
 42 Clark Street  
 Warren, PA 16365  
 814-723-1874  
 Ms. Wendy Hollabaugh, Executive Director  
[www.tawcbus.com](http://www.tawcbus.com)



**House District**  
 Warren: 65  
**Senate District**  
 Warren: 21, 25



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



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 58,496  
 Senior Passengers: 8,047  
 Revenue Vehicle Miles: 190,068  
 Revenue Vehicle Hours: 10,602



**Current Employees**  
 Agency Full-Time: 18  
 Agency Part-Time: 11  
 System-Wide: 29



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$659,938  
 Required Local Match: \$42,177

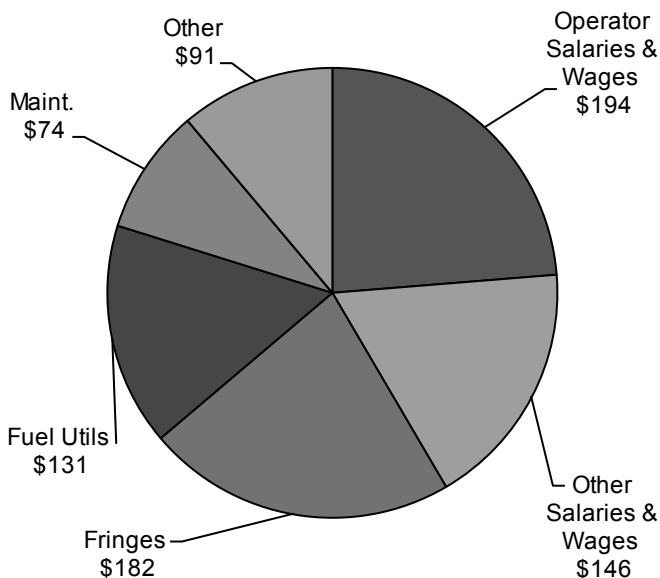


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 5  
 Diesel/Gasoline Paratransit Vehicle: 11  
 System-wide: 16

## OPERATING BUDGET

**Operating Expense (000's)**

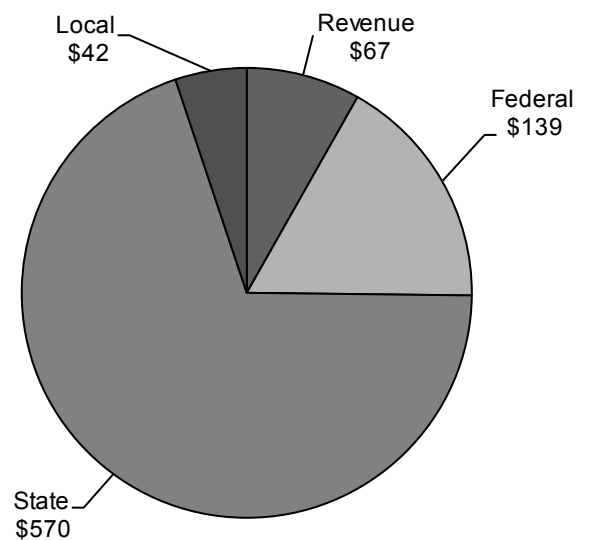
**\$818**



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

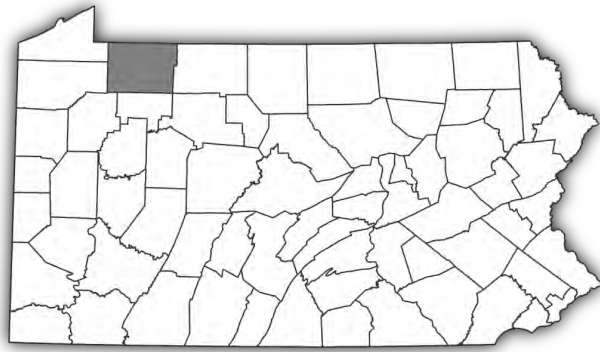
**Operating Funds (000's)**

**\$818**

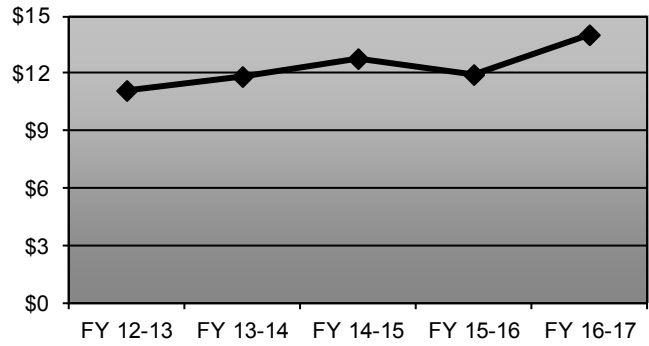


Revenue includes ADA complementary revenue.

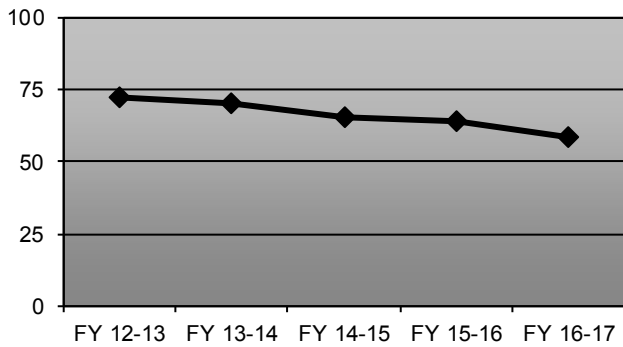




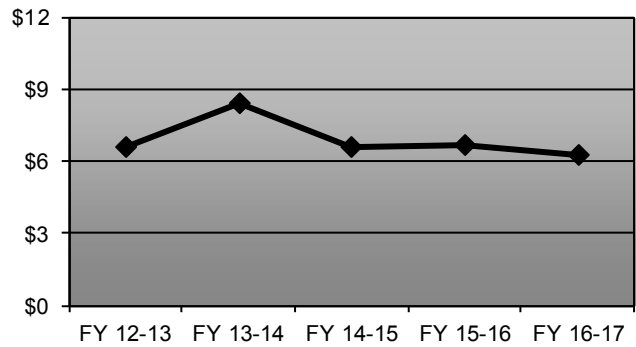
**Operating Expense Per Passenger**



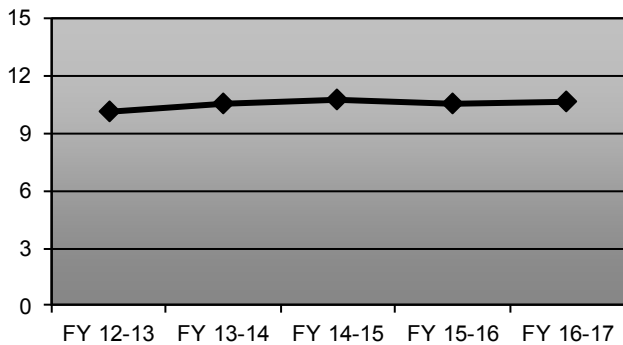
**Total Passengers (000's)**



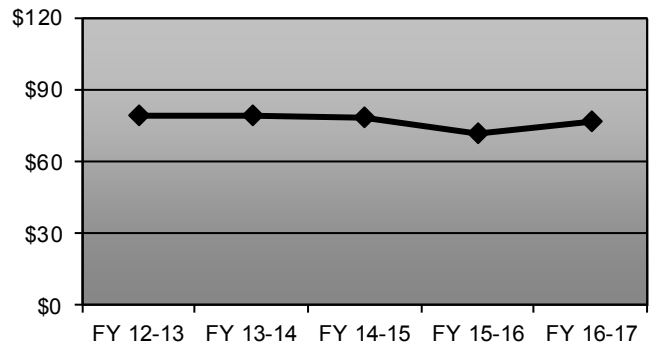
**Operating Revenue Per Revenue Vehicle Hour**



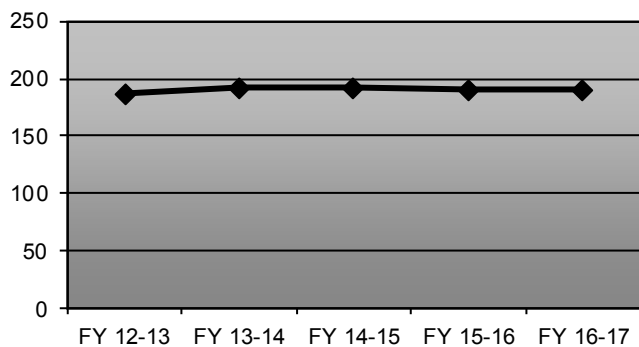
**Revenue Vehicle Hours (000's)**



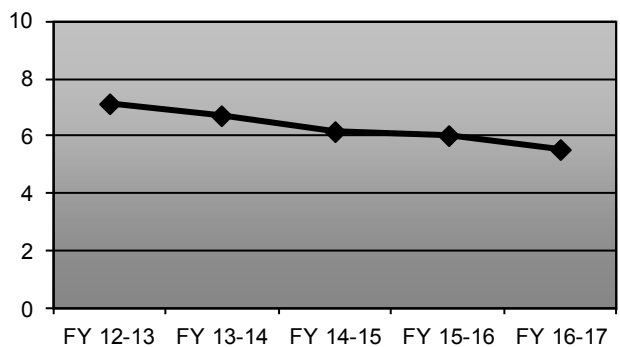
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

RURAL SYSTEMS

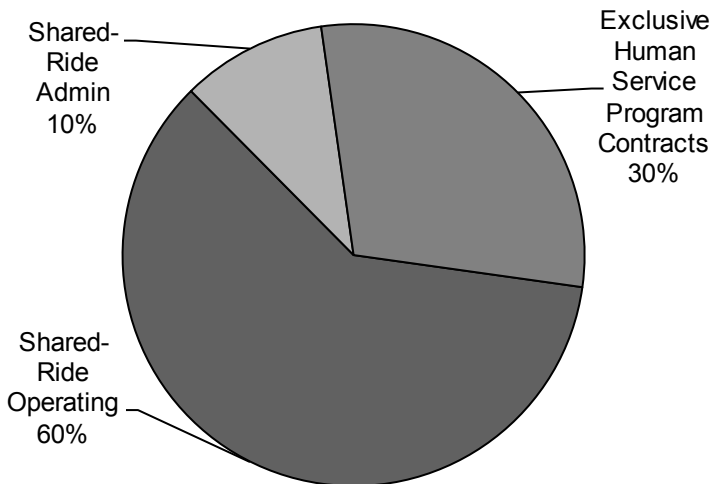
## Community Transportation

<b>Transit Authority of Warren County (TAWC)</b> 42 Clark Street Warren, PA 16365 814-723-1874 Ms. Wendy Hollabaugh, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$13.96 Average Shared-Ride Cost per Trip: \$19.51 Fare Structure Implementation Date: September 2010	
<b>Service Area Statistics (2010 Census)</b> <b>Warren County</b> Square Miles: 883 Population: 41,815 65+ Population: 7,840 % of Population 65 and older: 18.7%		<b>Trip Information</b> 65+ Trips: 25,817 PwD Trips: 649 Other Shared-Ride Trips: 7,236 Total Shared-Ride Trips: 33,702 Total Escorts: 1,976 Non-Public Trips: 939	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 9	

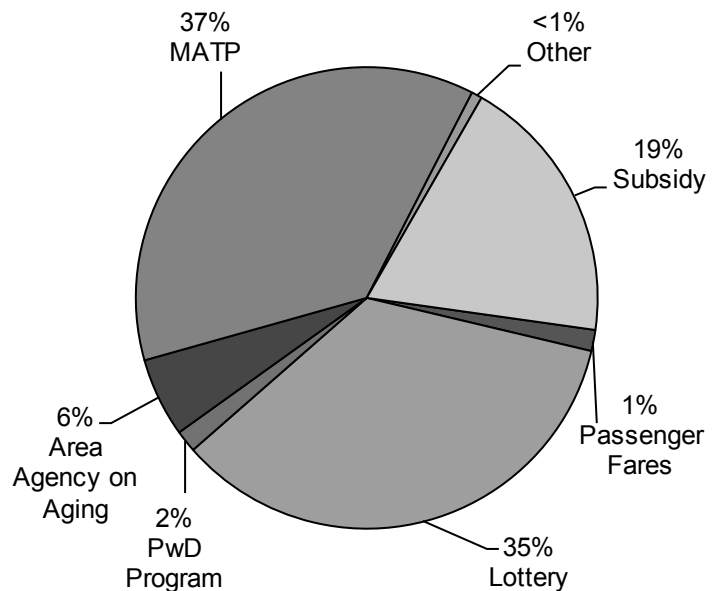
RURAL SYSTEMS

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$932,390

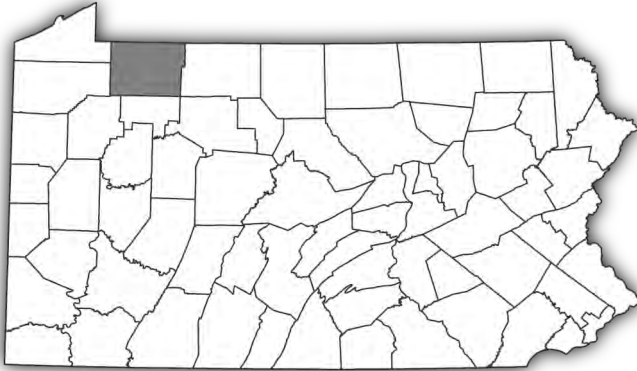


**Sources of Funding**  
\$932,390

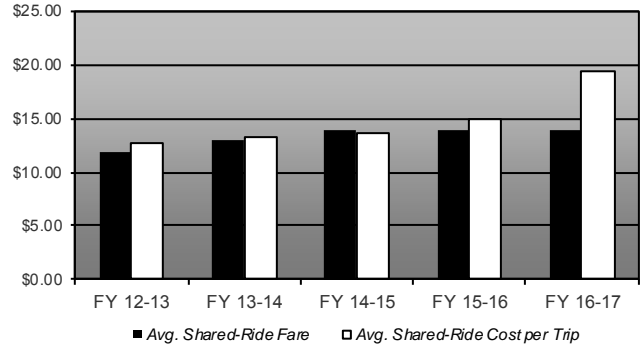


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

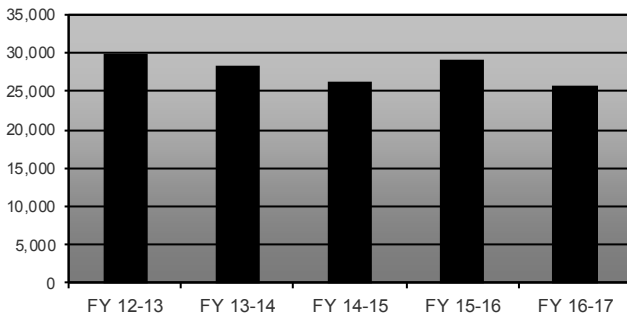
**Agency Service Area**



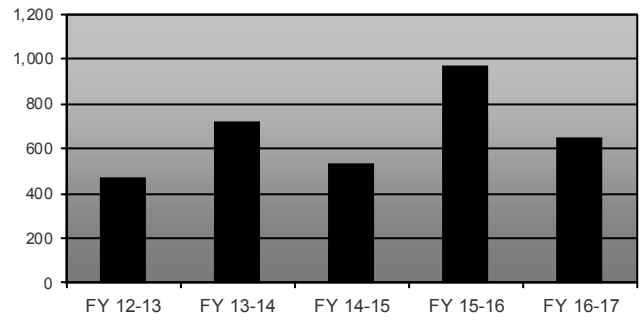
**Shared-Ride Fare Recovery**



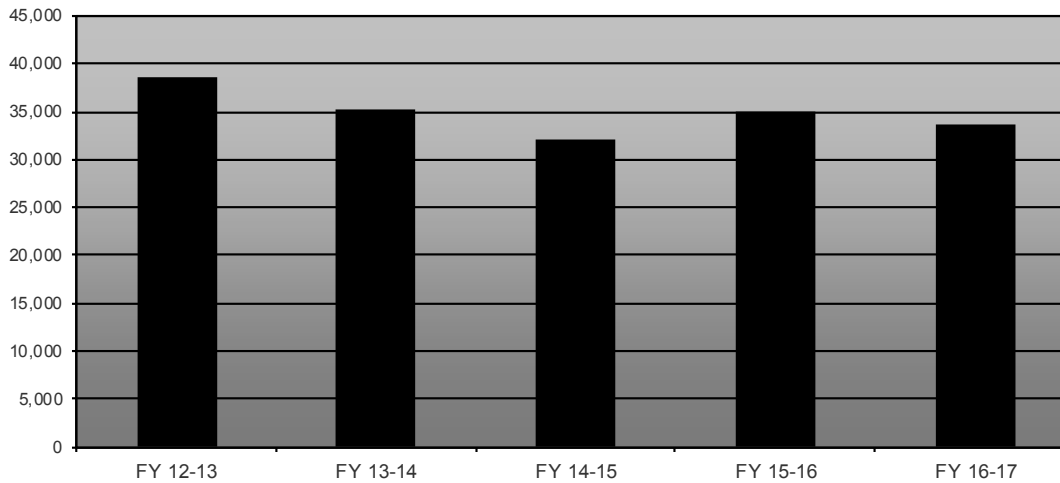
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



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# ***Section VI***

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## ***Community Transportation***

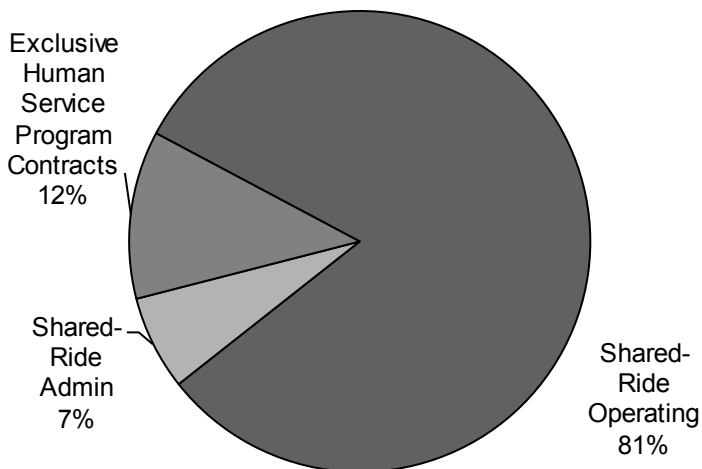
## Community Transportation

<b>Allied Coordinated Transportation Services, Inc.</b> 241 West Grant Street New Castle, PA 16103 724-658-7258 Mr. Thomas Scott, CEO		<b>Fare Information</b> Average Shared-Ride Fare: \$15.72 Average Shared-Ride Cost per Trip: \$16.10 Fare Structure Implementation Date: July 2012	
<b>Service Area Statistics (2010 Census)</b> <b>Lawrence County</b> Square Miles: 360 Population: 91,108 65+ Population: 17,128 % of Population 65 and older: 18.8%		<b>Trip Information</b> 65+ Trips: 27,587 PwD Trips: 2,713 Other Shared-Ride Trips: 50,128 Total Shared-Ride Trips: 80,428 Total Escorts: 22,878 Non-Public Trips: 4,472	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 21	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

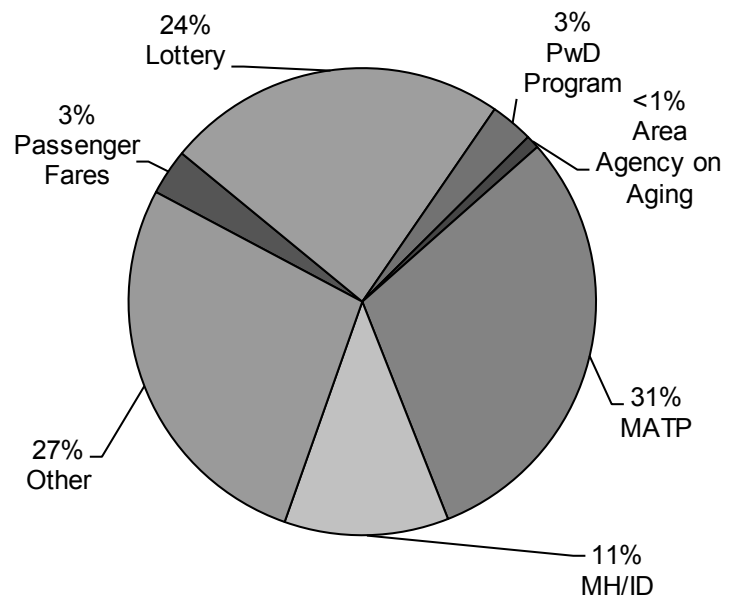
#### Operating Expenses

**\$1,467,615**



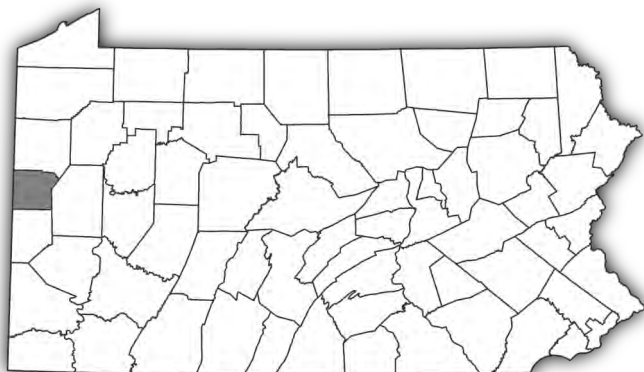
#### Sources of Funding

**\$1,477,149**

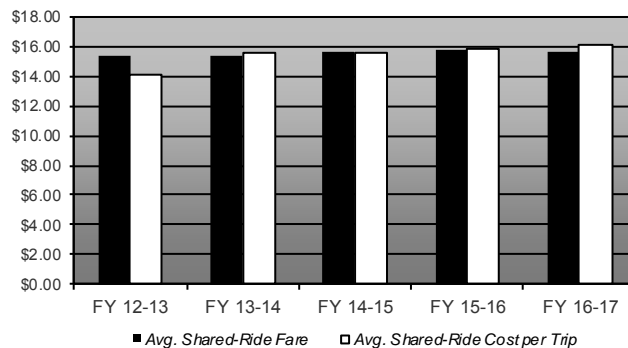


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

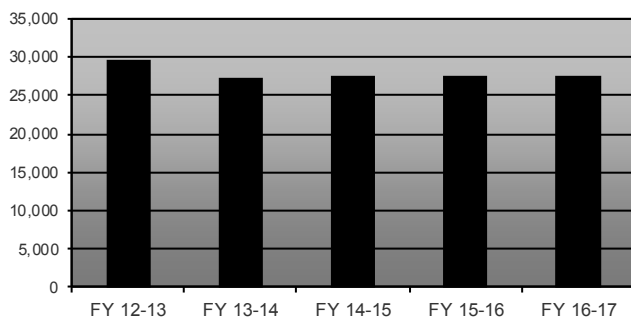
**Agency Service Area**



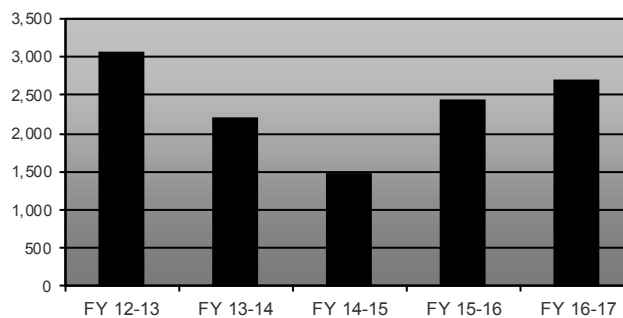
**Shared-Ride Fare Recovery**



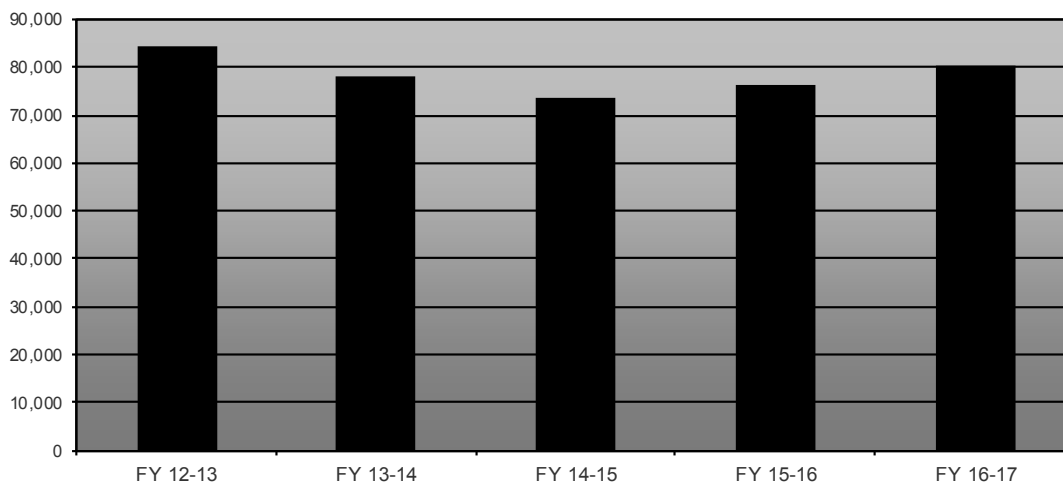
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



COMMUNITY TRANSPORTATION

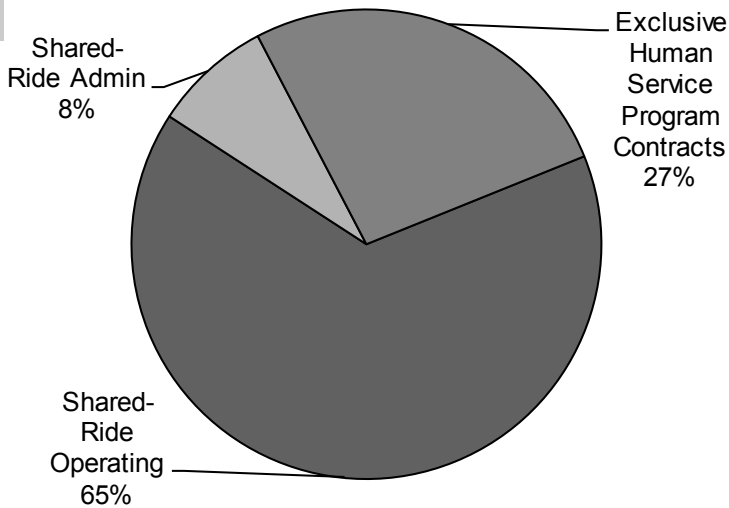
## Community Transportation

<b>Blair Senior Services, Inc.</b> 1320 Twelfth Avenue Altoona, PA 16601 814-695-3500 Mr. Steve Williamson, President		<b>Fare Information</b> Average Shared-Ride Fare: \$17.82 Average Shared-Ride Cost per Trip: \$15.97 Fare Structure Implementation Date: September 2014	
<b>Service Area Statistics (2010 Census)</b> <b>Blair County</b> Square Miles: 526 Population: 127,089 65+ Population: 22,527 % of Population 65 and older: 17.7%		<b>Trip Information</b> 65+ Trips: 77,642 PwD Trips: 2,255 Other Shared-Ride Trips: 41,673 Total Shared-Ride Trips: 121,570 Total Escorts: 2,215 Non-Public Trips: 287	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 24	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

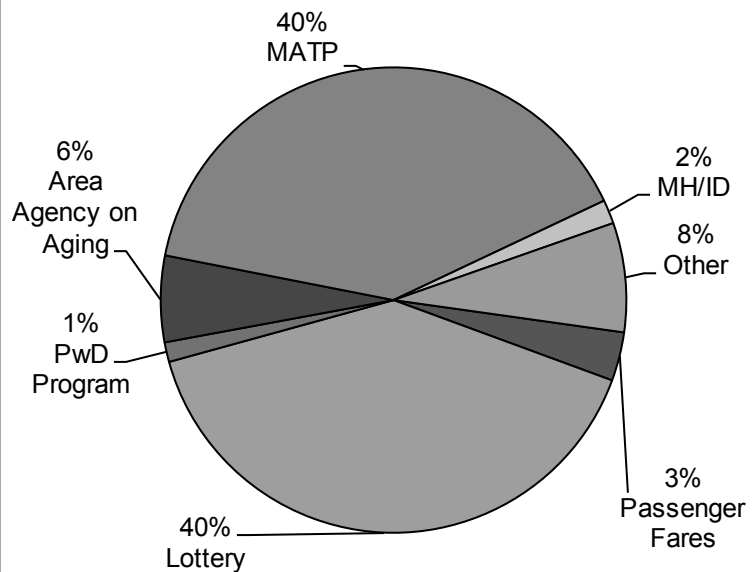
#### Operating Expenses

**\$2,642,260**



#### Sources of Funding

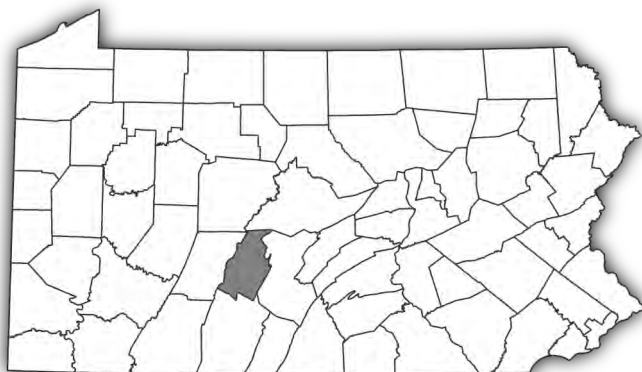
**\$2,888,089**



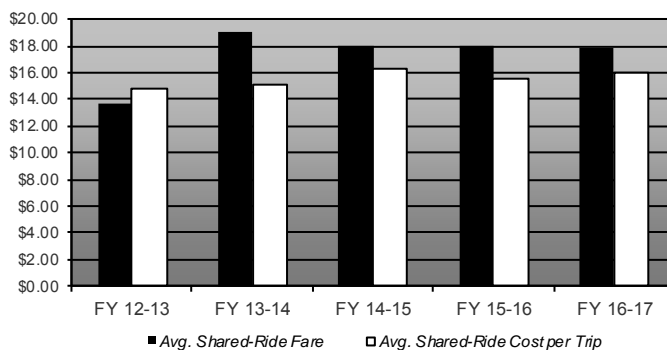
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.



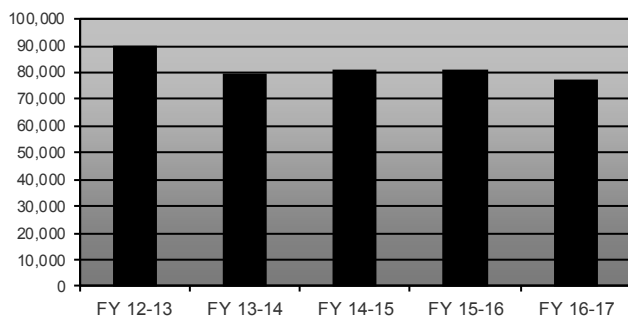
**Agency Service Area**



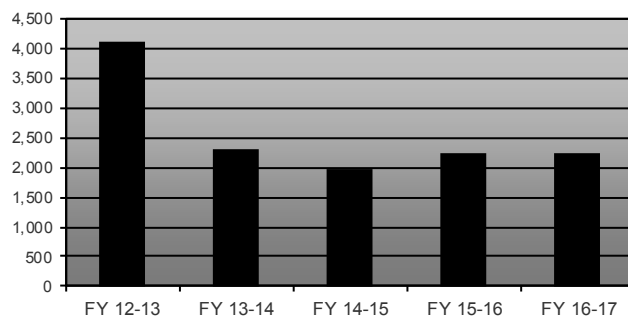
**Shared-Ride Fare Recovery**



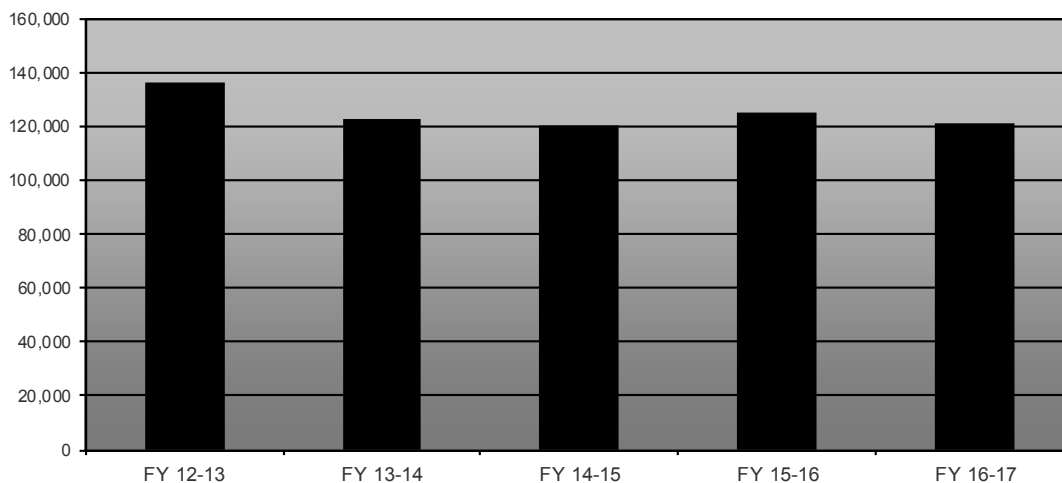
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



COMMUNITY TRANSPORTATION

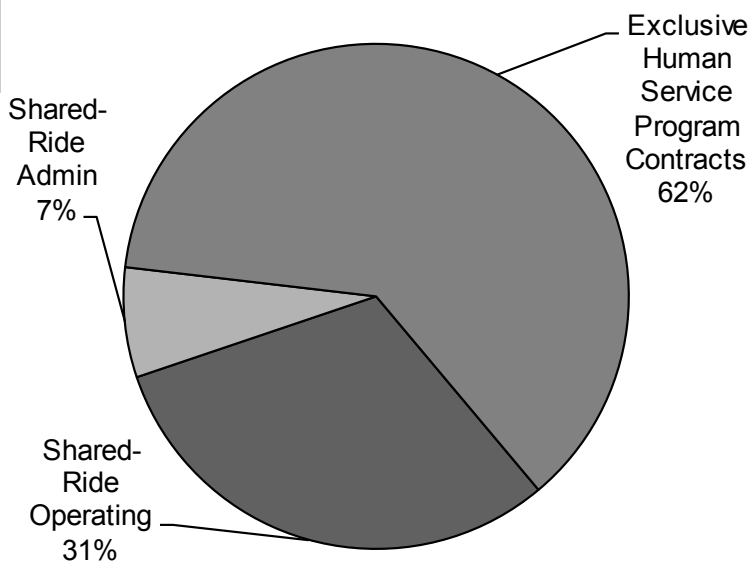
## Community Transportation

<b>Bucks County Transport, Inc.</b> P.O. Box 510 Holicong, PA 18928 215-794-5554 Mr. Vincent Volpe, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$25.64 Average Shared-Ride Cost per Trip: \$22.99 Fare Structure Implementation Date: September 2015	
<b>Service Area Statistics (2010 Census)</b> <b>Bucks County</b> Square Miles: 607 Population: 625,249 65+ Population: 91,219 % of Population 65 and older: 14.6%		<b>Trip Information</b> 65+ Trips: 124,159 PwD Trips: 35,195 Other Shared-Ride Trips: 1,095 Total Shared-Ride Trips: 160,449 Total Escorts: 0 Non-Public Trips: 379,226	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 116	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

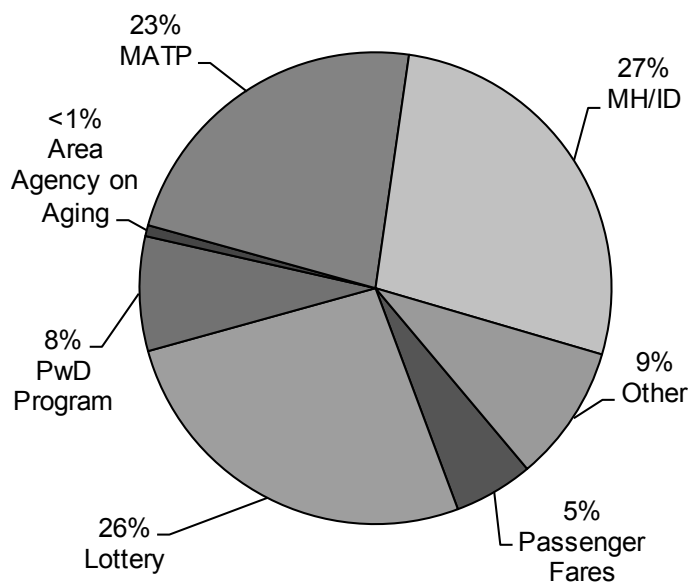
#### Operating Expenses

**\$9,717,183**



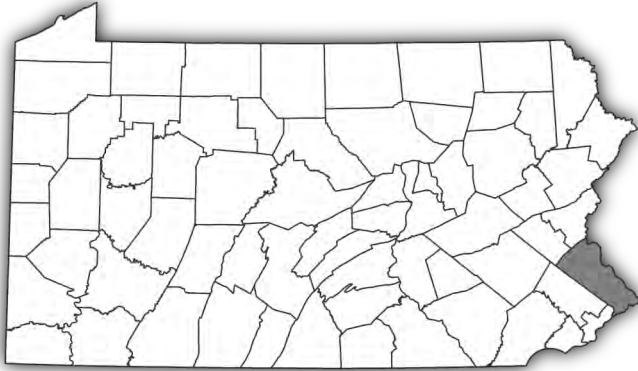
#### Sources of Funding

**\$9,987,039**

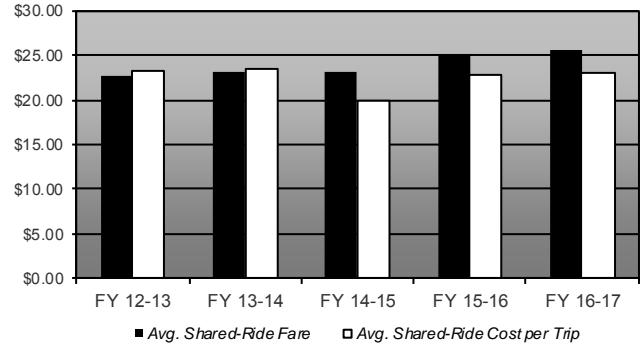


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

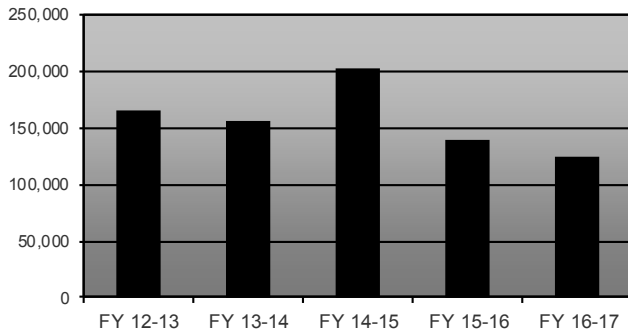
**Agency Service Area**



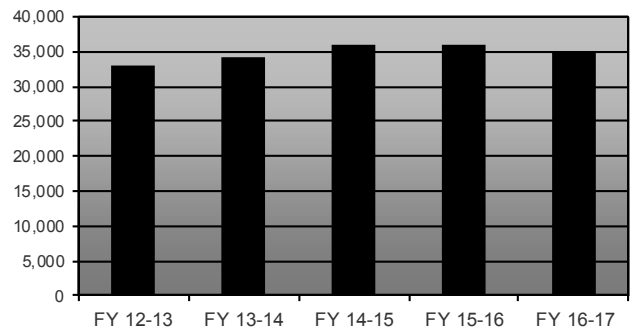
**Shared-Ride Fare Recovery**



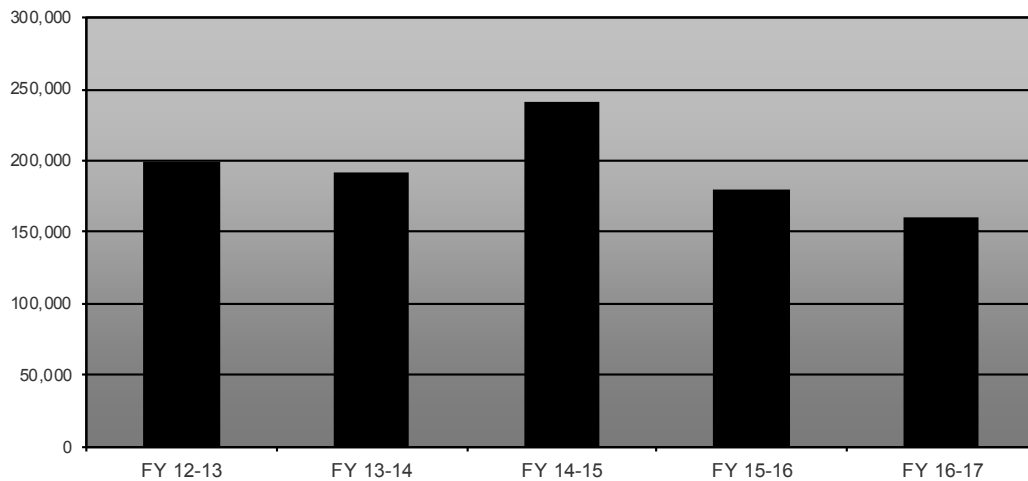
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



COMMUNITY TRANSPORTATION

## Community Transportation

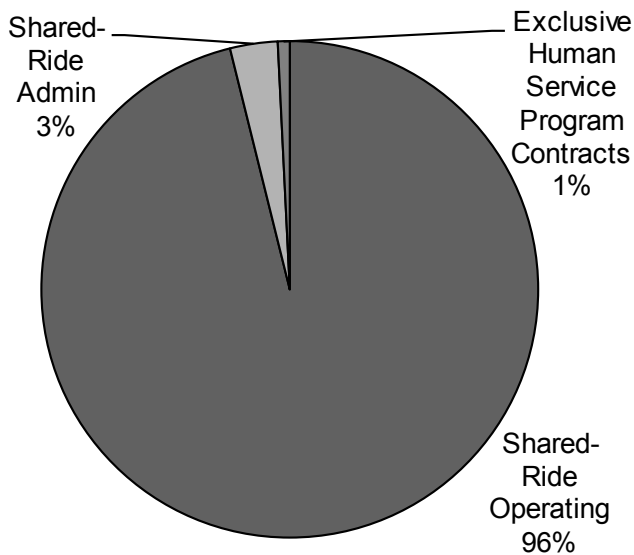
<b>Butler County Community Action &amp; Development</b> 124 West Diamond Street P.O. Box 1208 Butler, PA 16003-1208 724-284-5125 Ms. Janine Kennedy, Director		<b>Fare Information</b> Average Shared-Ride Fare: \$21.93 Average Shared-Ride Cost per Trip: \$17.06 Fare Structure Implementation Date: January 2013	
<b>Service Area Statistics (2010 Census) Butler County</b> Square Miles: 789 Population: 183,862 65+ Population: 27,853 % of Population 65 and older: 15.1%		<b>Trip Information</b> 65+ Trips: 30,042 PwD Trips: 9,131 Other Shared-Ride Trips: 21,832 Total Shared-Ride Trips: 61,005	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 16	

COMMUNITY TRANSPORTATION

### COMMUNITY TRANSPORTATION OPERATING BUDGET

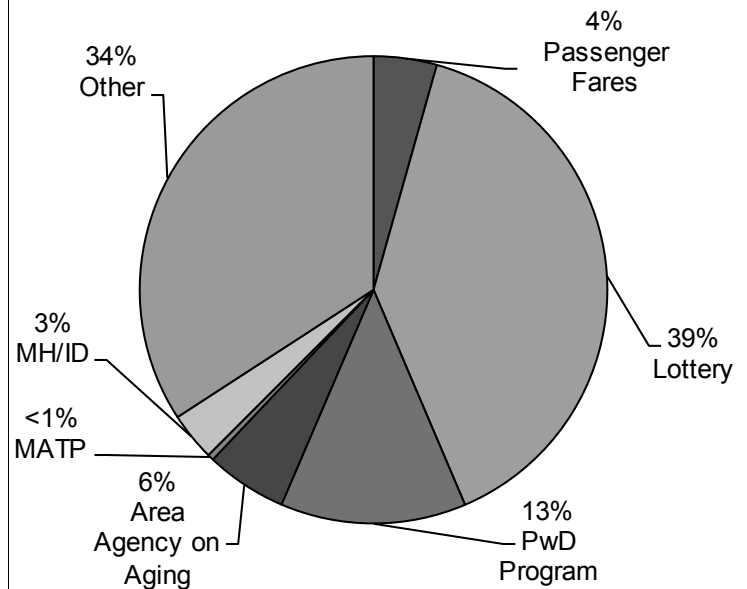
#### Operating Expenses

\$1,048,815



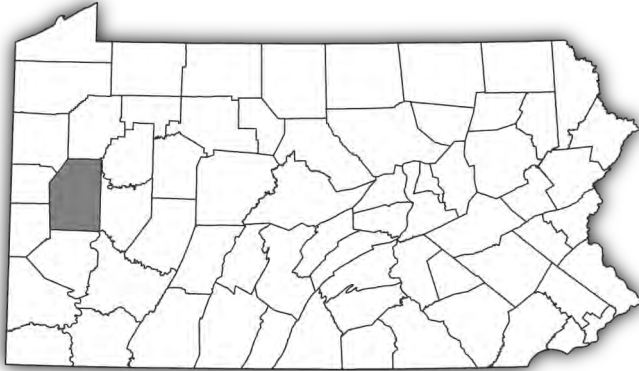
#### Sources of Funding

\$1,051,627

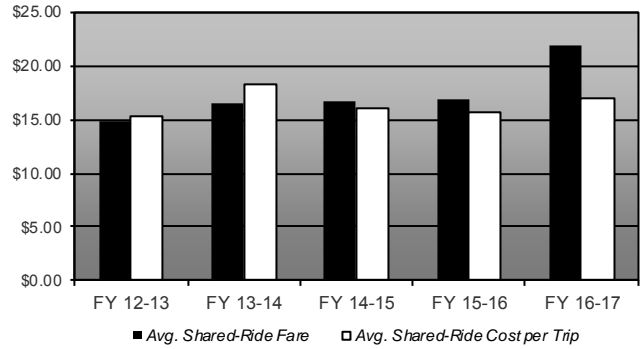


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

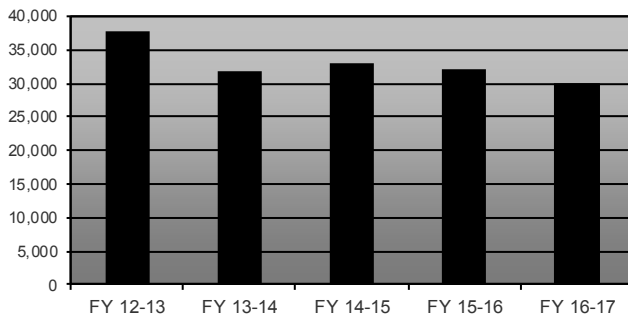
**Agency Service Area**



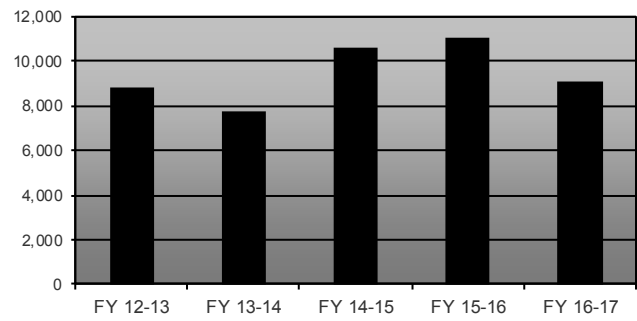
**Shared-Ride Fare Recovery**



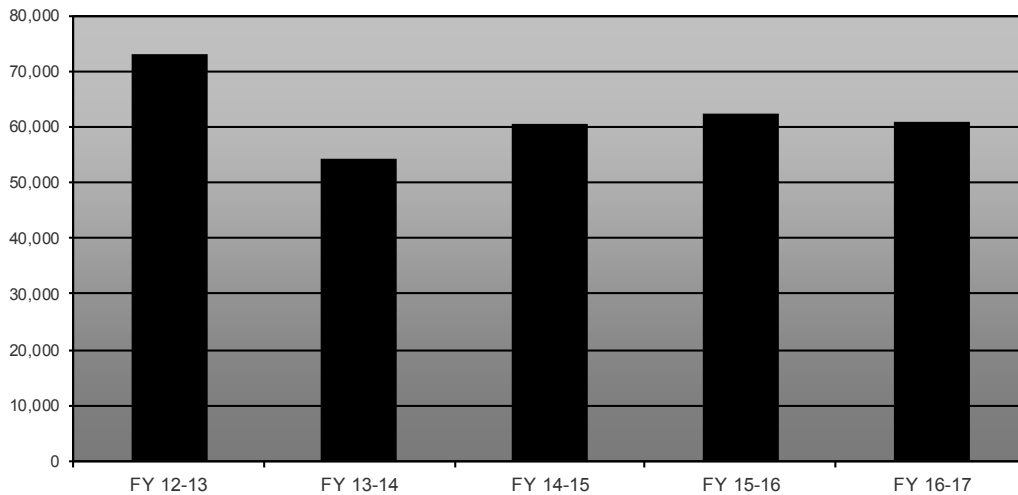
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



COMMUNITY TRANSPORTATION

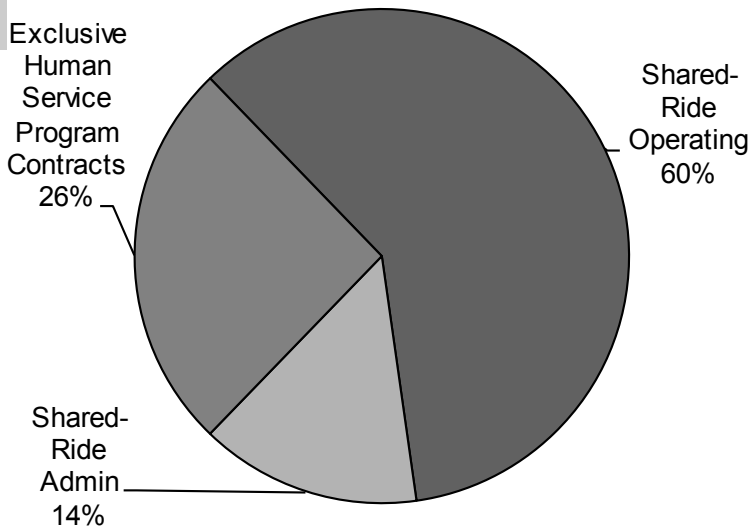
## Community Transportation

<b>Centre County Office of Transportation</b> 420 Holmes Street Bellefonte, PA 16823 814-355-6807 Mr. David Lomison, Director		<b>Fare Information</b> Average Shared-Ride Fare: \$16.16 Average Shared-Ride Cost per Trip: \$17.59 Fare Structure Implementation Date: April 2009	
<b>Service Area Statistics (2010 Census)</b> <b>Centre County excluding State College</b> Square Miles: 973 Population: 41,990 65+ Population: 4,735 % of Population 65 and older: 11.3%		<b>Trip Information</b> 65+ Trips: 35,311 PwD Trips: 4,020 Other Shared-Ride Trips: 40,093 Total Shared-Ride Trips: 79,424 Total Escorts: 0 Non-Public Trips: 3,782	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 24	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

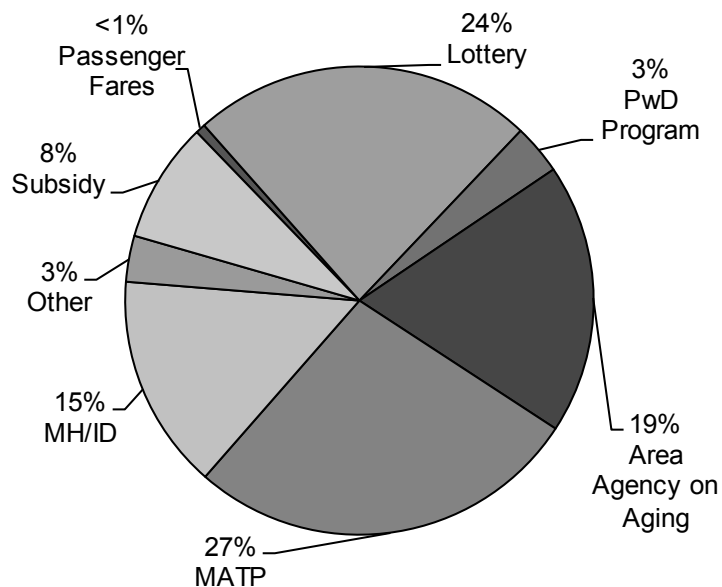
#### Operating Expenses

\$1,876,943



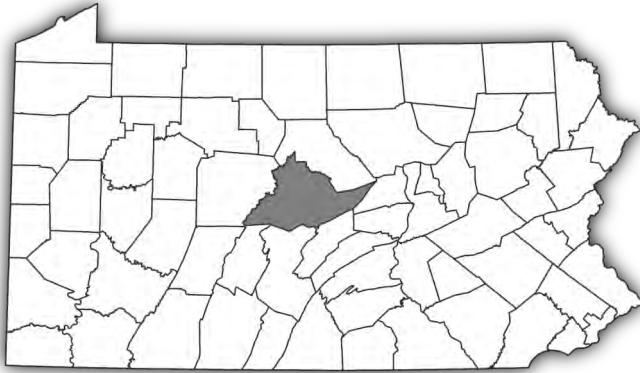
#### Sources of Funding

\$1,876,943

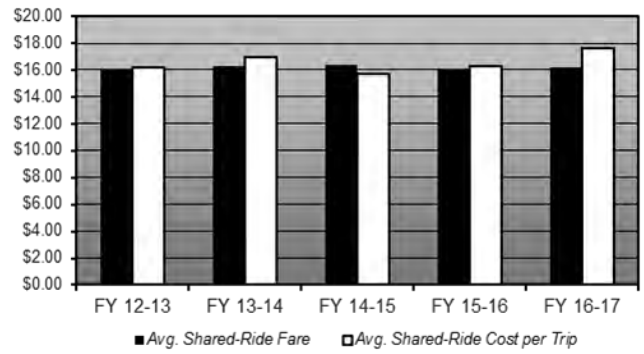


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

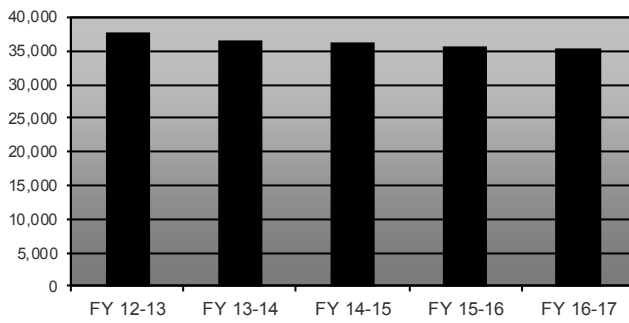
**Agency Service Area**



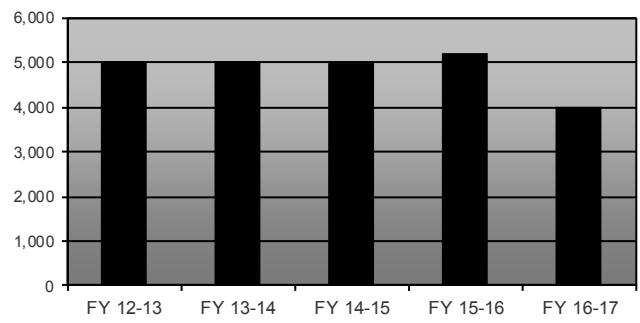
**Shared-Ride Fare Recovery**



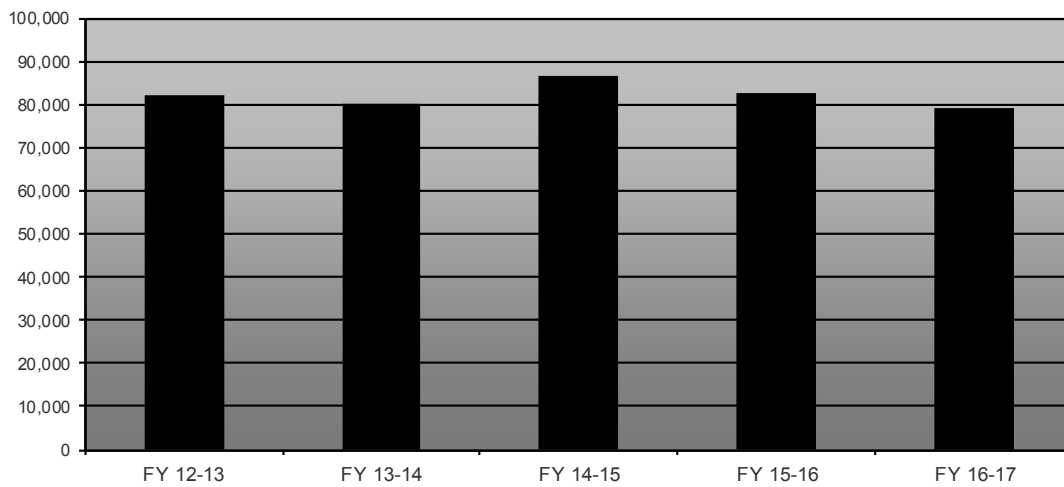
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



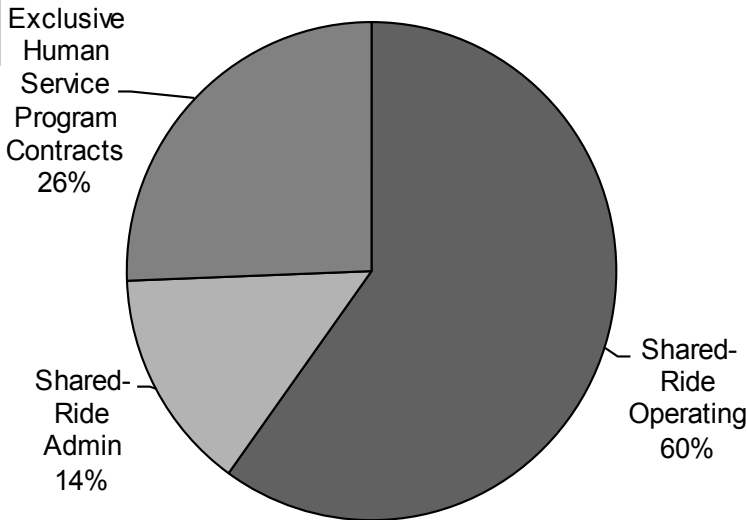
COMMUNITY TRANSPORTATION

## Community Transportation

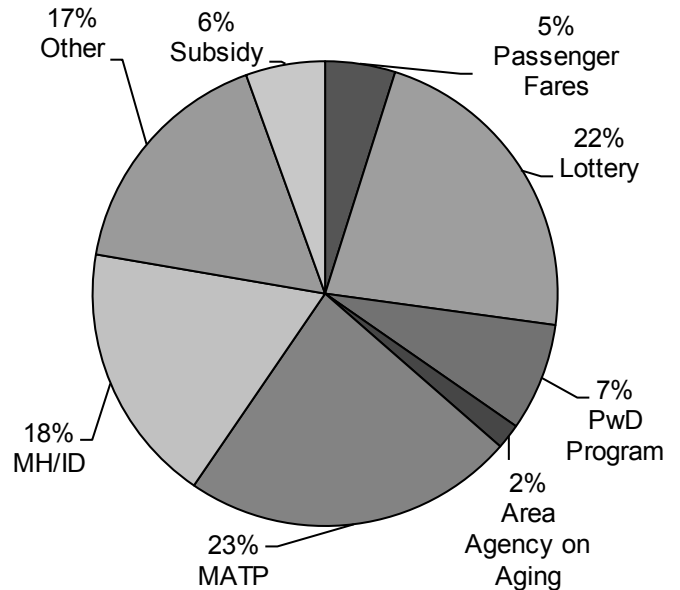
<b>ROVER Community Transportation</b> 1002 South Chestnut Street Downingtown, PA 19335 484-696-3854 Mr. Wayne Robinson, General Manager		<b>Fare Information</b> Average Shared-Ride Fare: \$23.86 Average Shared-Ride Cost per Trip: \$25.56 Fare Structure Implementation Date: January 2016	
<b>Service Area Statistics (2010 Census) Chester County</b>		<b>Trip Information</b>	
Square Miles:	756	65+ Trips:	130,580
Population:	498,886	PwD Trips:	37,845
65+ Population:	63,875	Other Shared-Ride Trips:	92,972
% of Population 65 and older:	12.8%	Total Shared-Ride Trips:	261,397
		Total Escorts:	9,377
		Non-Public Trips:	60,883
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 65	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$8,980,830



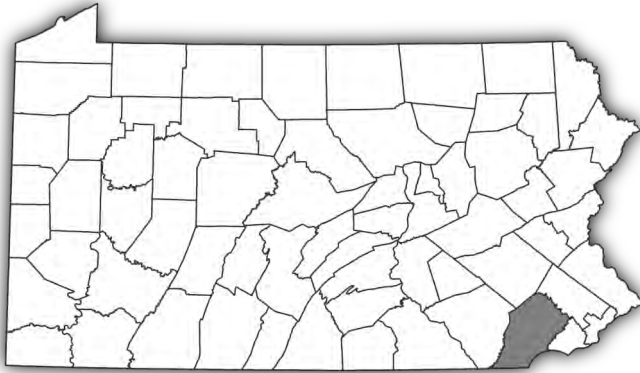
**Sources of Funding**  
\$9,974,217



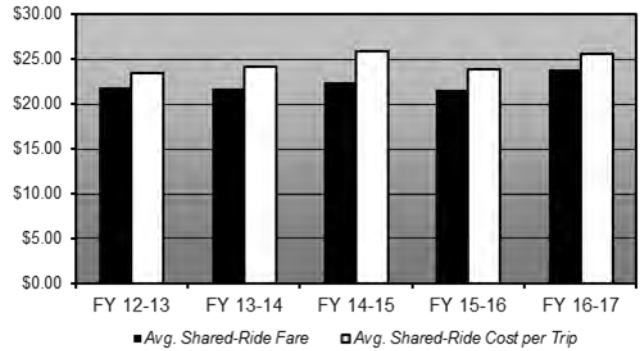
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.



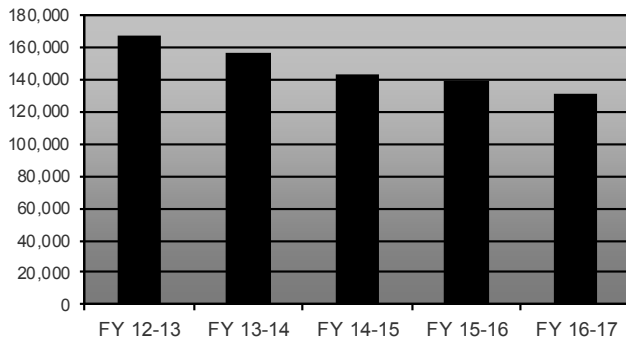
**Agency Service Area**



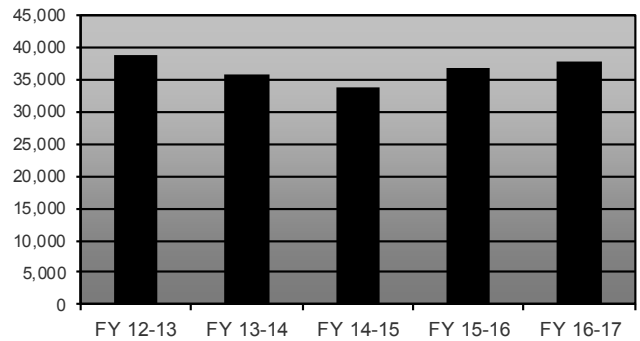
**Shared-Ride Fare Recovery**



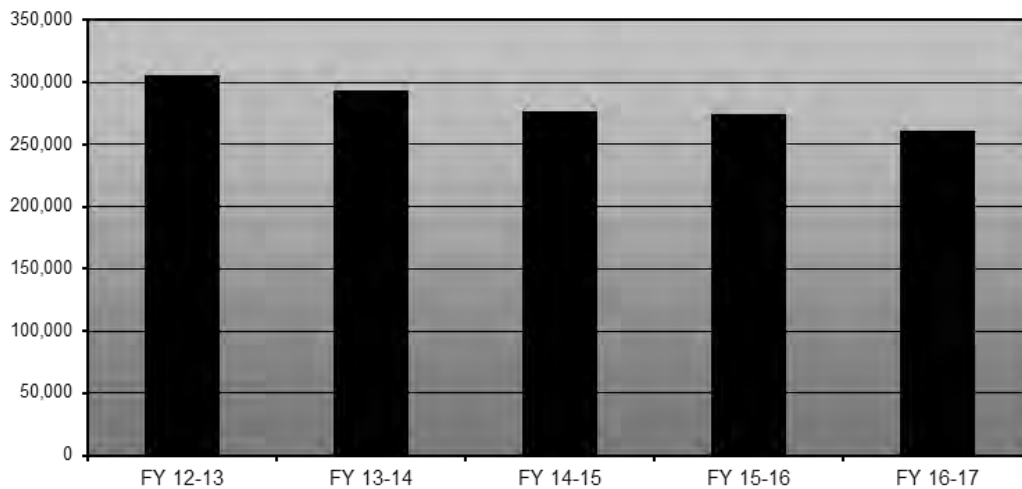
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



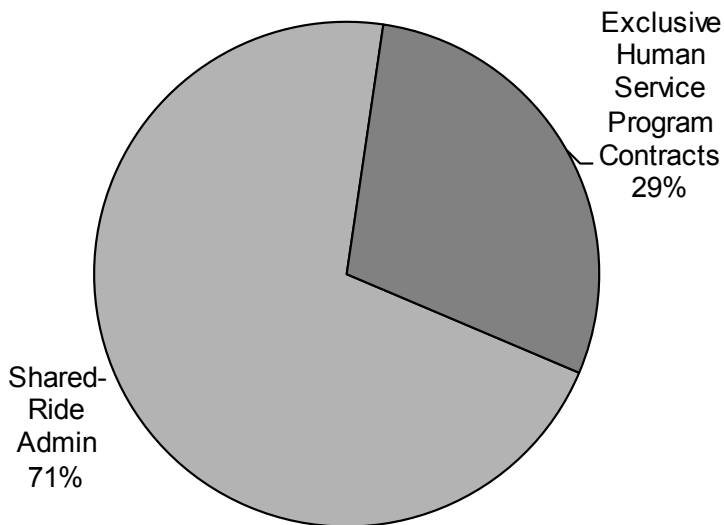
COMMUNITY TRANSPORTATION

## Community Transportation

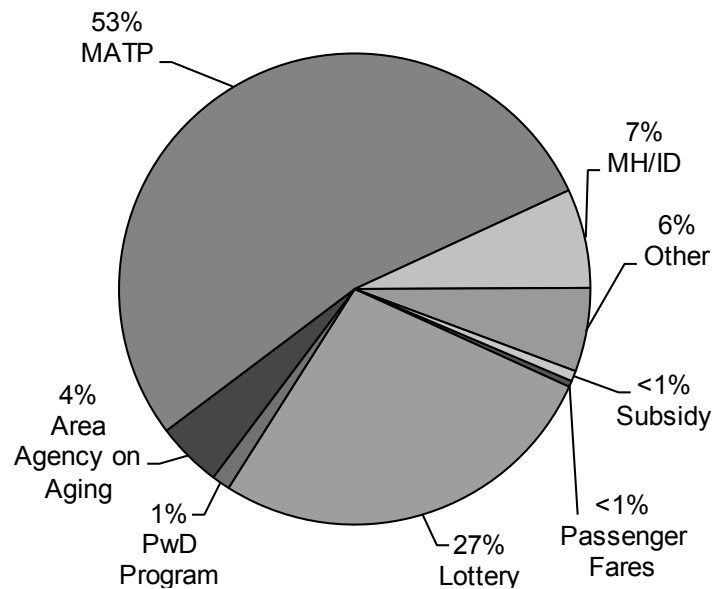
<b>Clarion County Transportation</b> 338 Amsler Avenue, Suite 1 Shippensburg, PA 16254 814-226-4000 Ms. Mary Lutz, Administrative Officer		<b>Fare Information</b> Average Shared-Ride Fare: \$34.39 Average Shared-Ride Cost per Trip: \$35.57 Fare Structure Implementation Date: July 2013	
<b>Service Area Statistics (2010 Census)</b> <b>Clarion County</b> Square Miles: 602 Population: 39,988 65+ Population: 6,566 % of Population 65 and older: 16.4%		<b>Trip Information</b> 65+ Trips: 10,062 PwD Trips: 501 Other Shared-Ride Trips: 10,715 Total Shared-Ride Trips: 21,278 Total Escorts: 0 Non-Public Trips: 1,107	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 21	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$1,067,164

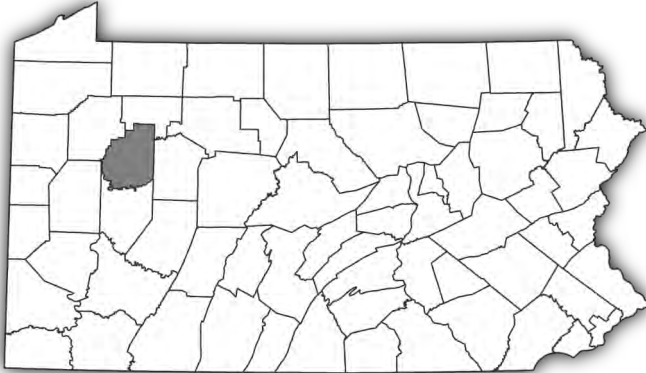


**Sources of Funding**  
\$1,067,164

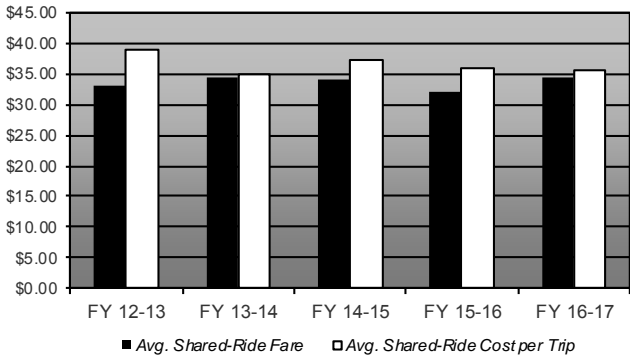


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

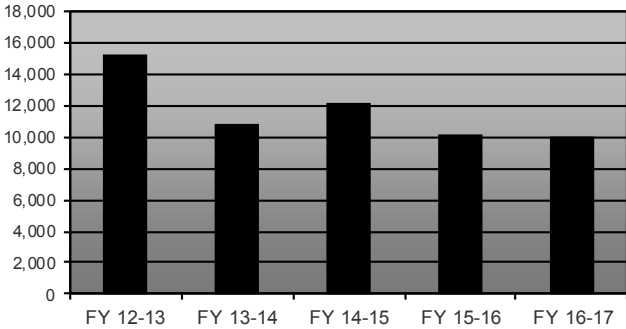
**Agency Service Area**



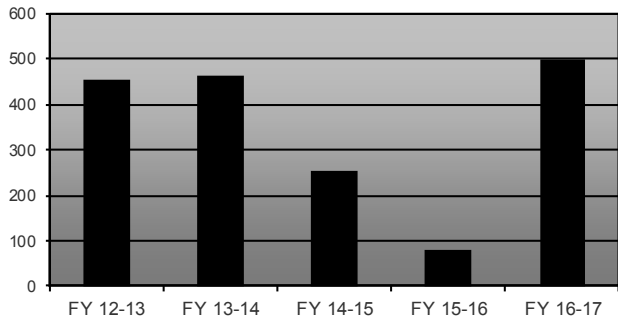
**Shared-Ride Fare Recovery**



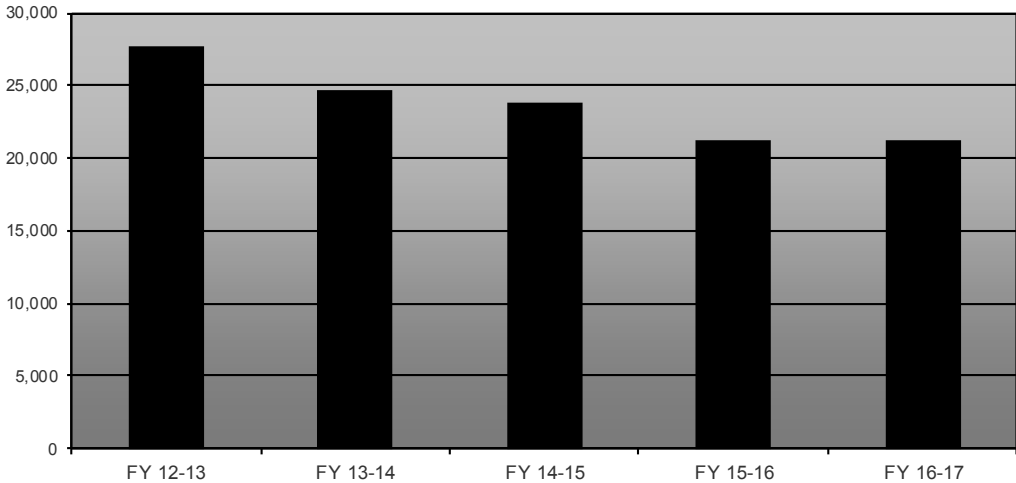
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



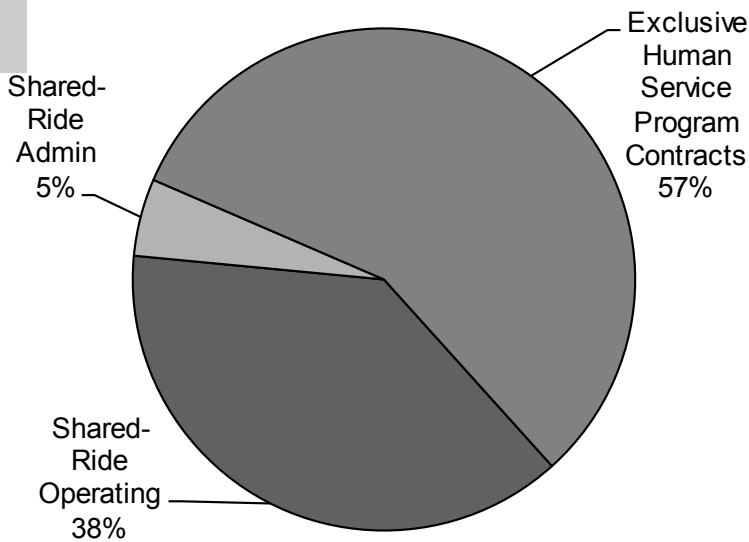
COMMUNITY TRANSPORTATION

## Community Transportation

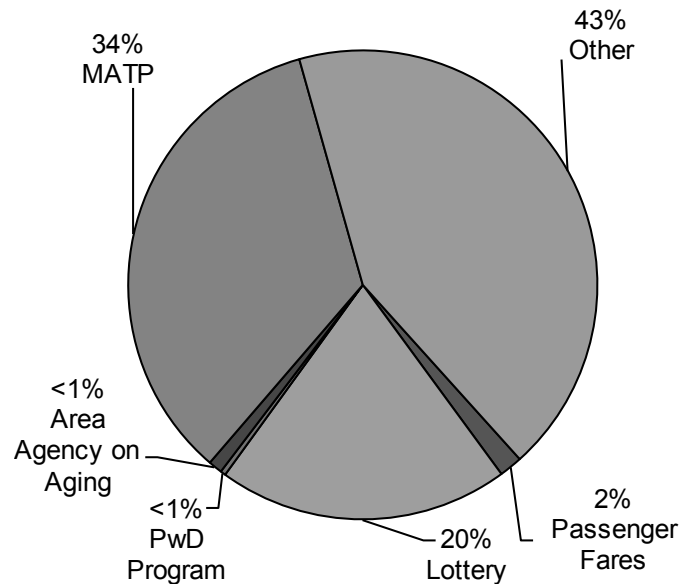
<b>Community Transit of Delaware County</b> 206 Eddystone Avenue, Suite 200 Eddystone, PA 19022-1594 610-490-3977 Mr. Tom Giancristoforo, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$32.30 Average Shared-Ride Cost per Trip: \$35.67 Fare Structure Implementation Date: April 2016	
<b>Service Area Statistics (2010 Census)</b> <b>Delaware County</b> Square Miles: 184 Population: 558,979 65+ Population: 79,726 % of Population 65 and older: 14.3%		<b>Trip Information</b> 65+ Trips: 111,363 PwD Trips: 1,691 Other Shared-Ride Trips: 64,453 Total Shared-Ride Trips: 177,507 Total Escorts: 14,251 Non-Public Trips: 220,968	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 52	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$14,668,421

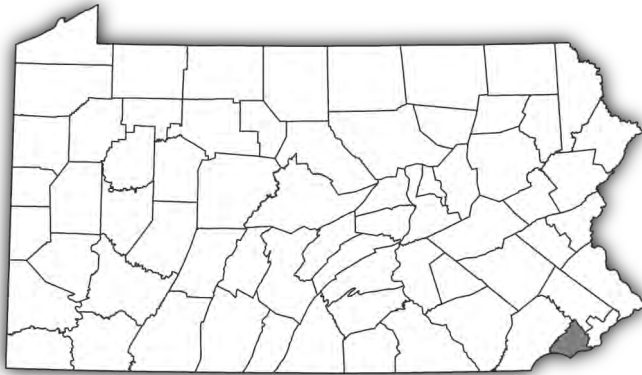


**Sources of Funding**  
\$14,534,227

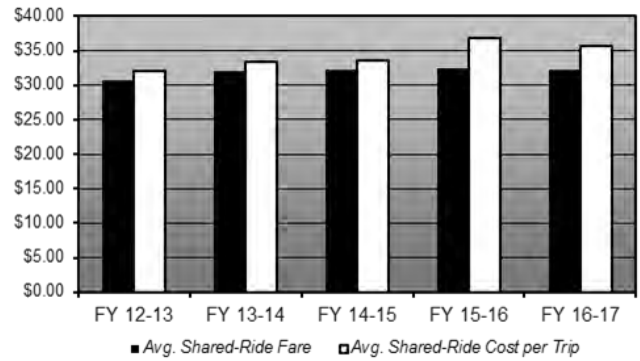


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

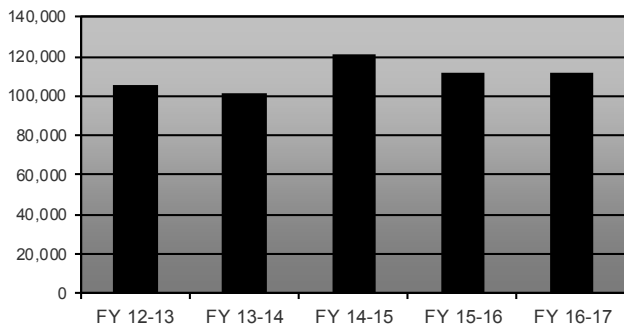
**Agency Service Area**



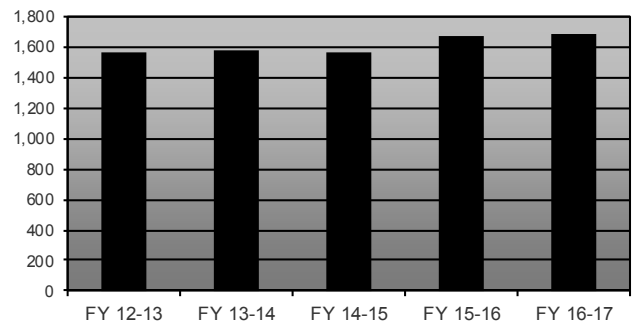
**Shared-Ride Fare Recovery**



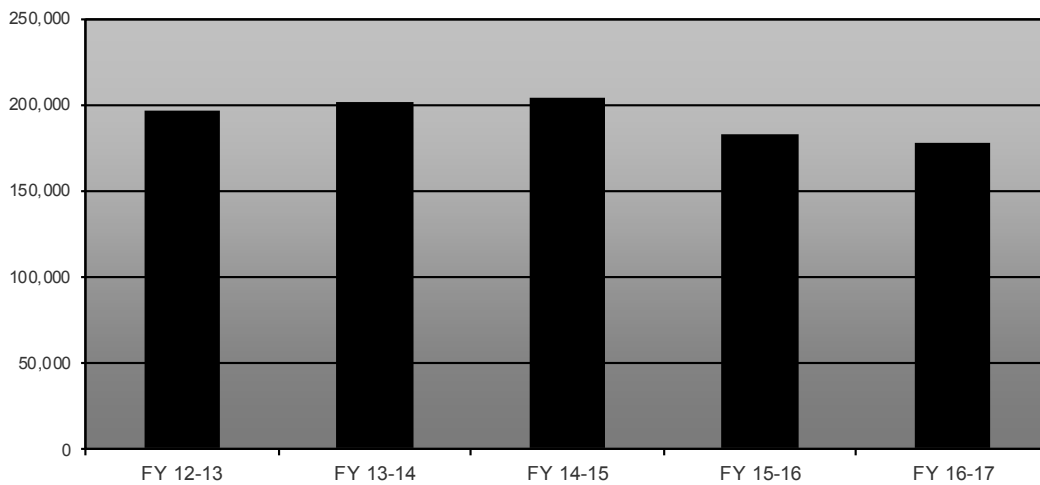
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



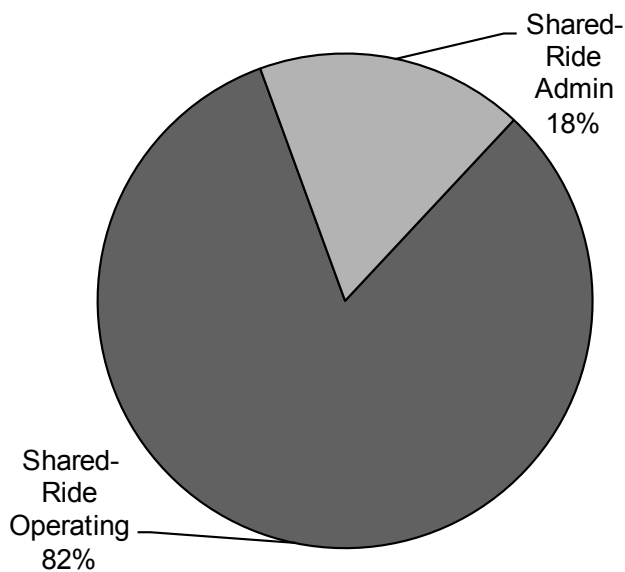
## Community Transportation

<b>Forest County Transportation</b> 126 Cherry Street Marienville, PA 16239 814-927-8266 Ms. Brenda McCanna, Director		<b>Fare Information</b> Average Shared-Ride Fare: \$25.90 Average Shared-Ride Cost per Trip: \$34.20 Fare Structure Implementation Date: January 2015	
<b>Service Area Statistics (2010 Census)</b> <b>Forest County</b> Square Miles: 428 Population: 5,216 65+ Population: 1,356 % of Population 65 and older: 26%		<b>Trip Information</b> 65+ Trips: 13,217 PwD Trips: 1,378 Other Shared-Ride Trips: 56 Total Shared-Ride Trips: 14,651 Total Escorts: 230 Non-Public Trips: 970	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 13	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

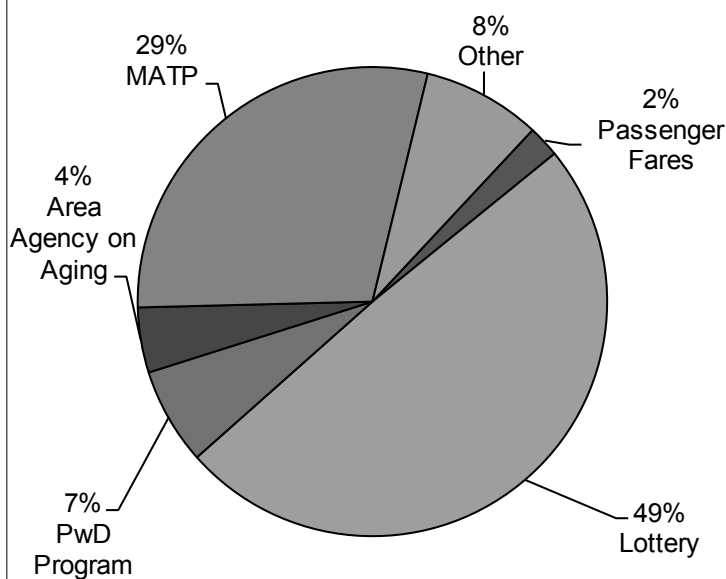
#### Operating Expenses

\$532,428



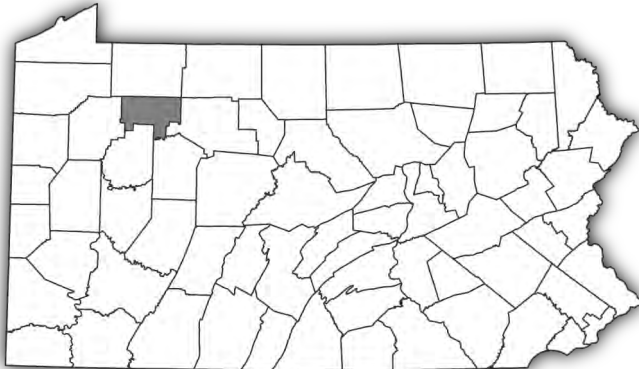
#### Sources of Funding

\$545,518

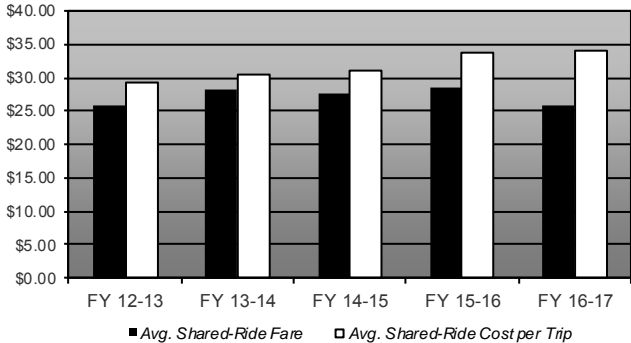


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

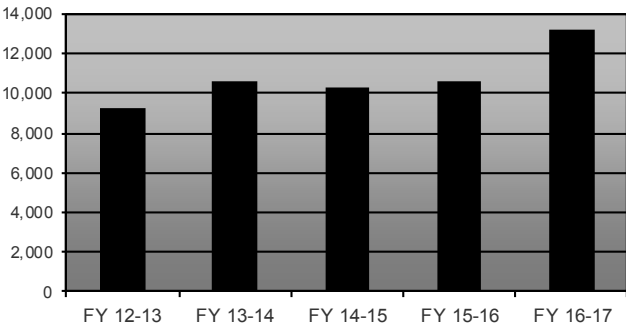
**Agency Service Area**



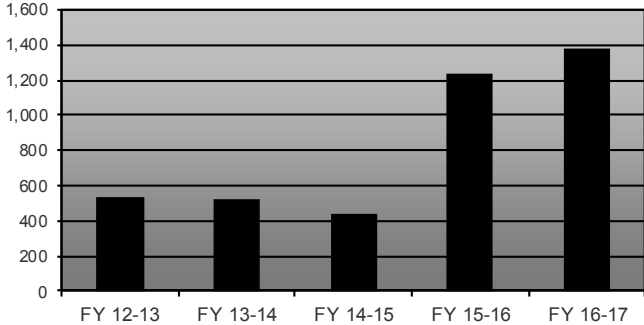
**Shared-Ride Fare Recovery**



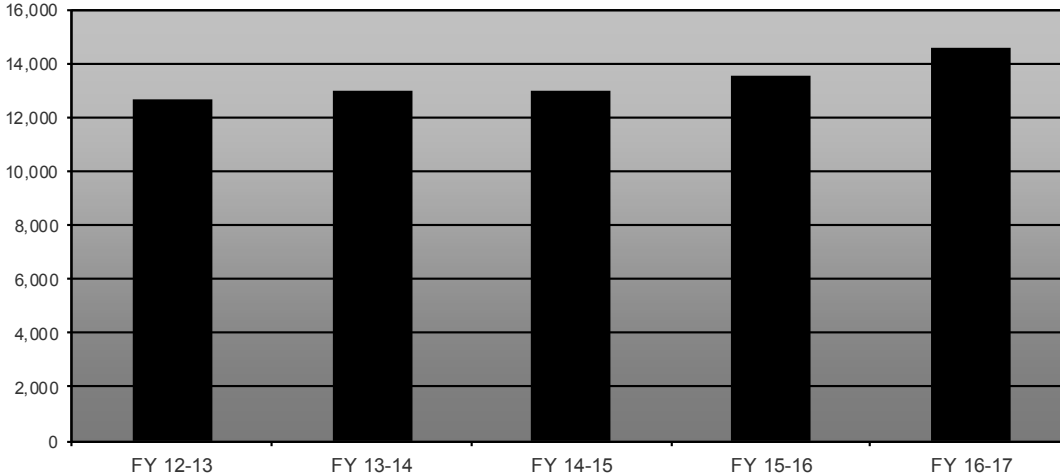
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



COMMUNITY TRANSPORTATION

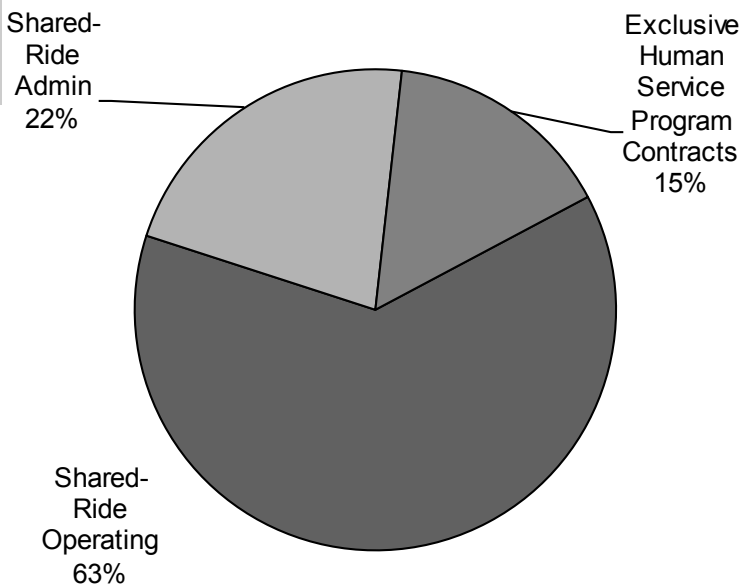
## Community Transportation

<b>Greene County Transportation Department</b> 190 Jefferson Road Waynesburg, PA 15370 724-627-6778 Ms. Karen Bennett, Administrator		<b>Fare Information</b> Average Shared-Ride Fare: \$26.25 Average Shared-Ride Cost per Trip: \$26.16 Fare Structure Implementation Date: June 2015	
<b>Service Area Statistics (2010 Census)</b> <b>Greene County</b> Square Miles: 576 Population: 38,686 65+ Population: 5,931 % of Population 65 and older: 15.3%		<b>Trip Information</b> 65+ Trips: 11,714 PwD Trips: 3,581 Other Shared-Ride Trips: 22,026 Total Shared-Ride Trips: 37,321 Total Escorts: 1,986 Non-Public Trips: 1,016	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 17	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

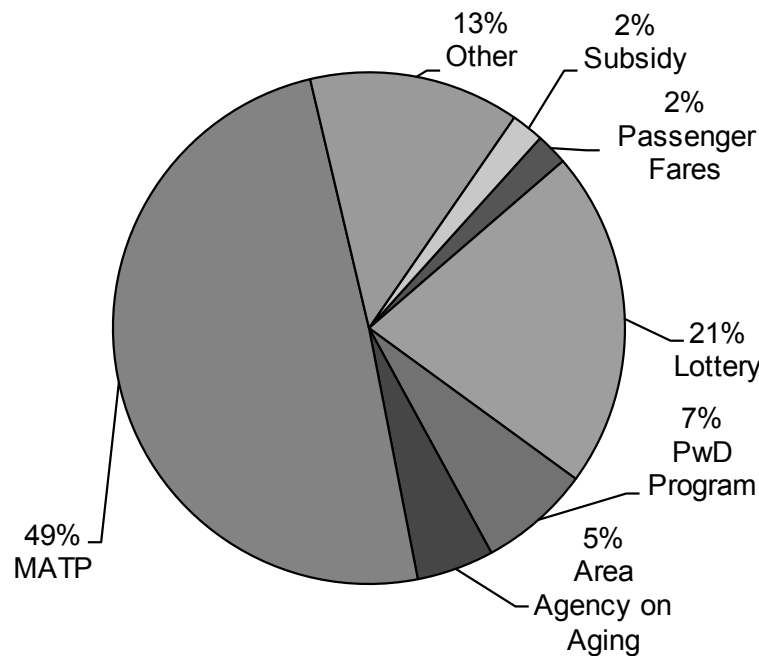
#### Operating Expenses

\$1,154,815



#### Sources of Funding

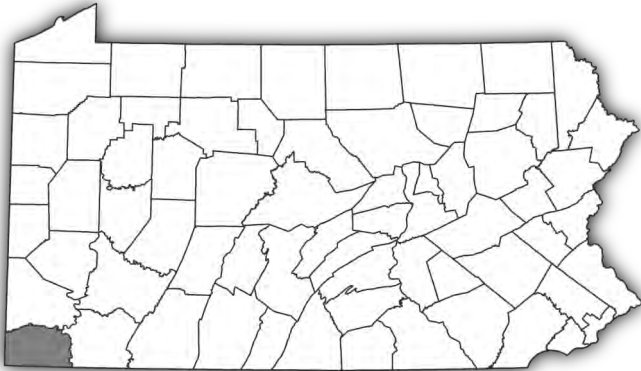
\$1,154,815



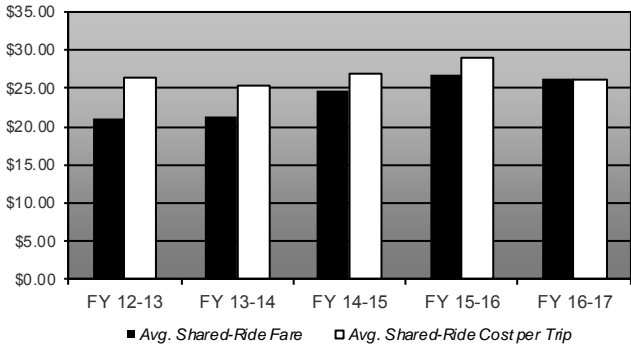
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.



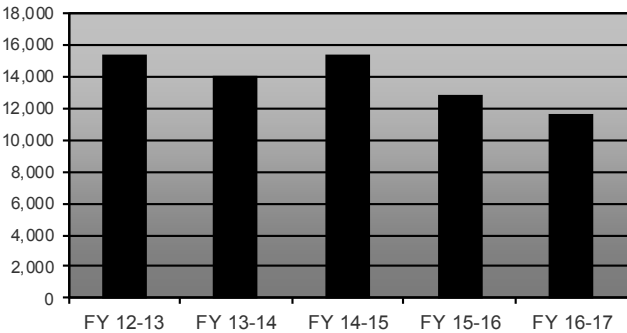
**Agency Service Area**



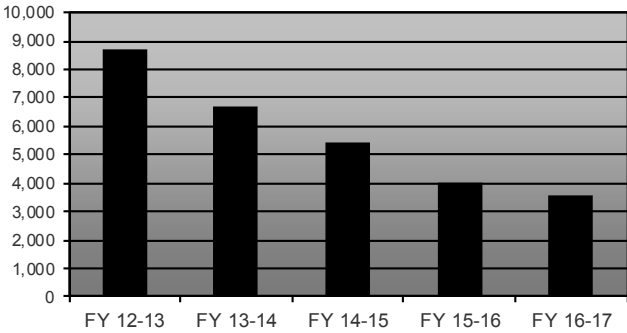
**Shared-Ride Fare Recovery**



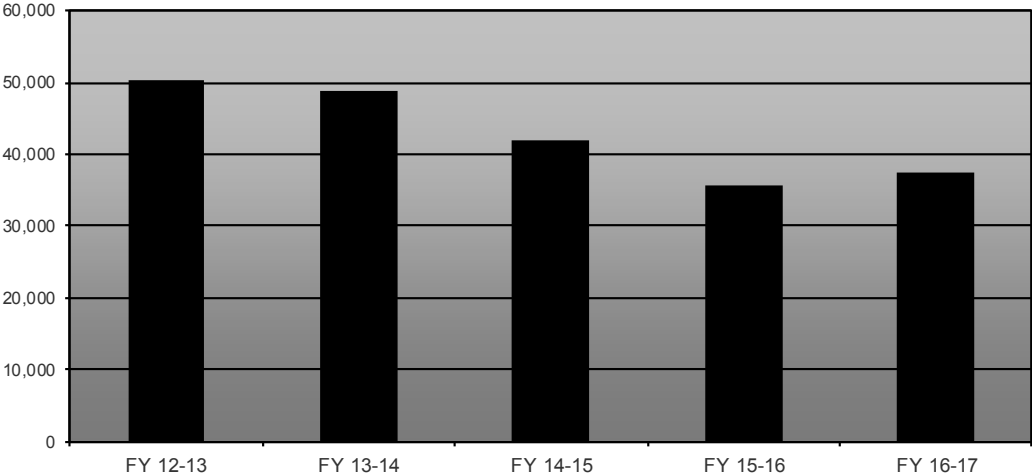
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



COMMUNITY TRANSPORTATION

# Huntingdon, Bedford, and Fulton Counties

## Community Transportation

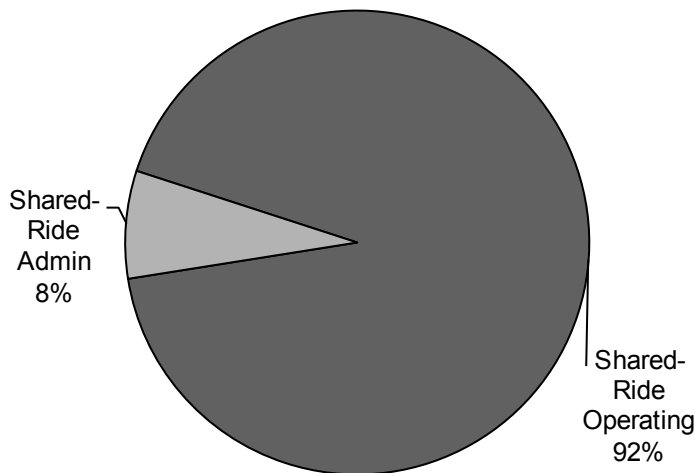
<b>Huntingdon-Bedford-Fulton Area Agency on Aging</b> 240 Wood Street Bedford, PA 15522 814-623-8148 Ms. Connie Brode, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$17.09 Average Shared-Ride Cost per Trip: \$19.80 Fare Structure Implementation Date: November 2011	
<b>Service Area Statistics (2010 Census)</b> <b>Huntingdon, Bedford, and Fulton Counties</b> Square Miles: 2,326 Population: 110,520 65+ Population: 19,478 % of Population 65 and older: 17.6%		<b>Trip Information</b> 65+ Trips: 73,379 PwD Trips: 7,662 Other Shared-Ride Trips: 27,150 Total Shared-Ride Trips: 108,191	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 45	

COMMUNITY TRANSPORTATION

### COMMUNITY TRANSPORTATION OPERATING BUDGET

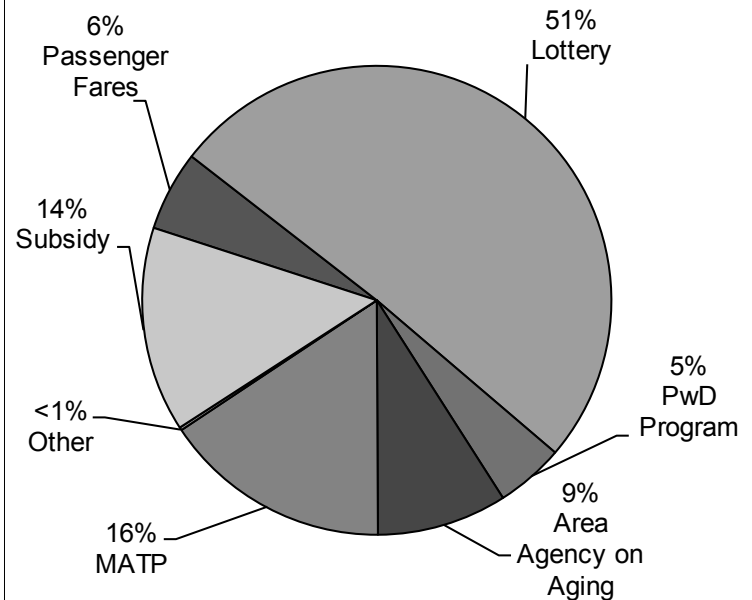
#### Operating Expenses

\$2,142,578



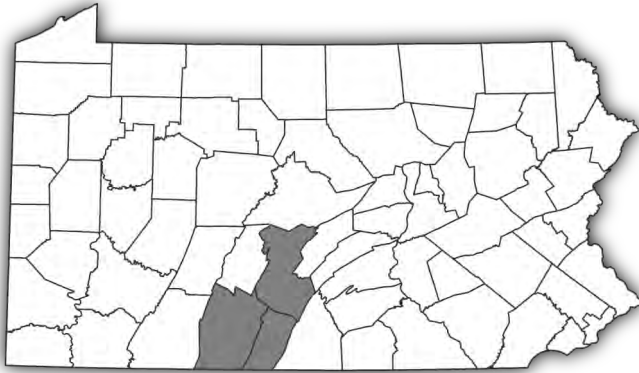
#### Sources of Funding

\$2,142,578

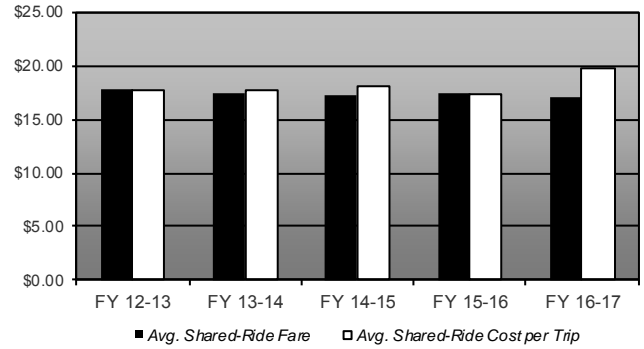


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

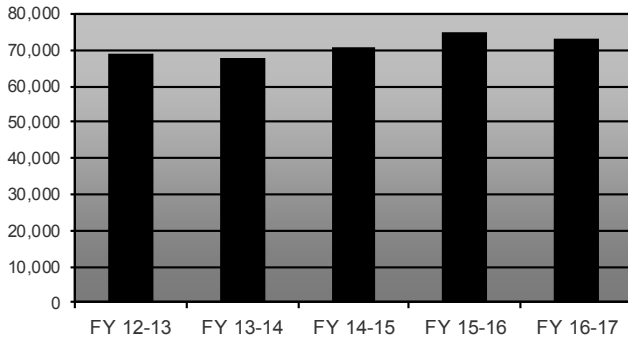
**Agency Service Area**



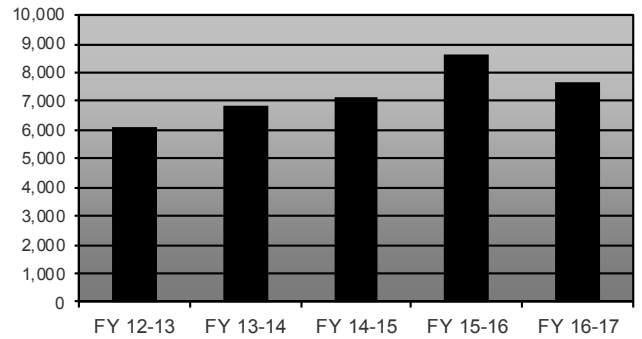
**Shared-Ride Fare Recovery**



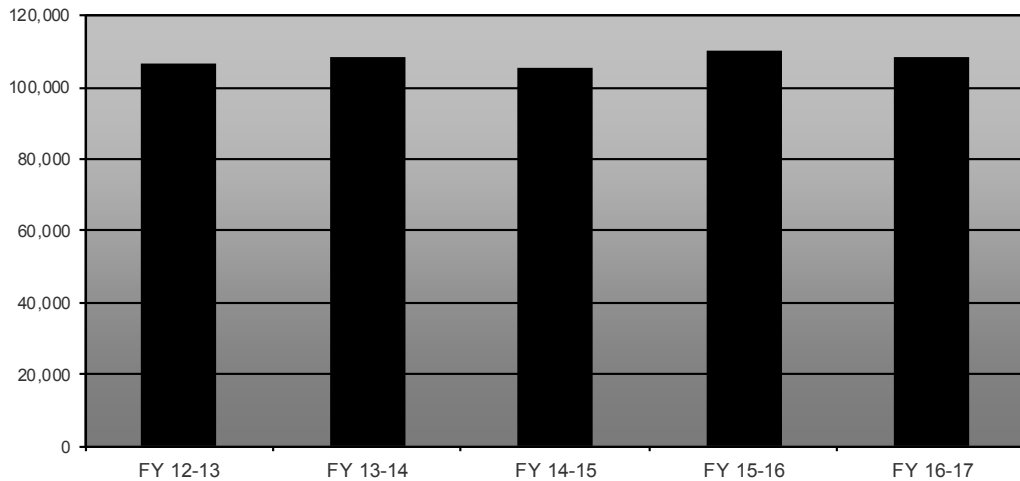
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



COMMUNITY TRANSPORTATION

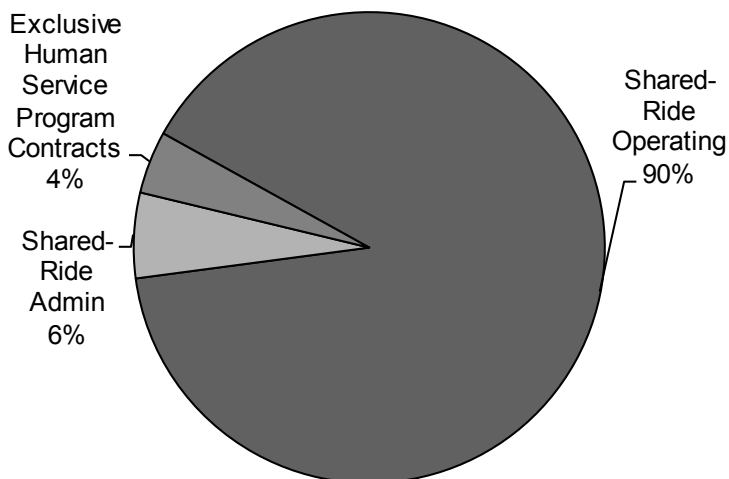
## Community Transportation

<b>Call-A-Ride Service</b> 249 West Third Street Lewistown, PA 17044 717-242-2277 Ms. Cynthia Sunderland, Director		<b>Fare Information</b> Average Shared-Ride Fare: \$22.79 Average Shared-Ride Cost per Trip: \$23.32 Fare Structure Implementation Date: June 2016	
<b>Service Area Statistics (2010 Census)</b> <b>Mifflin and Juniata Counties</b> Square Miles: 803 Population: 71,318 65+ Population: 12,777 % of Population 65 and older: 17.9%		<b>Trip Information</b> 65+ Trips: 20,504 PwD Trips: 2,296 Other Shared-Ride Trips: 18,223 Total Shared-Ride Trips: 41,023 Total Escorts: 0 Non-Public Trips: 121	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 13	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

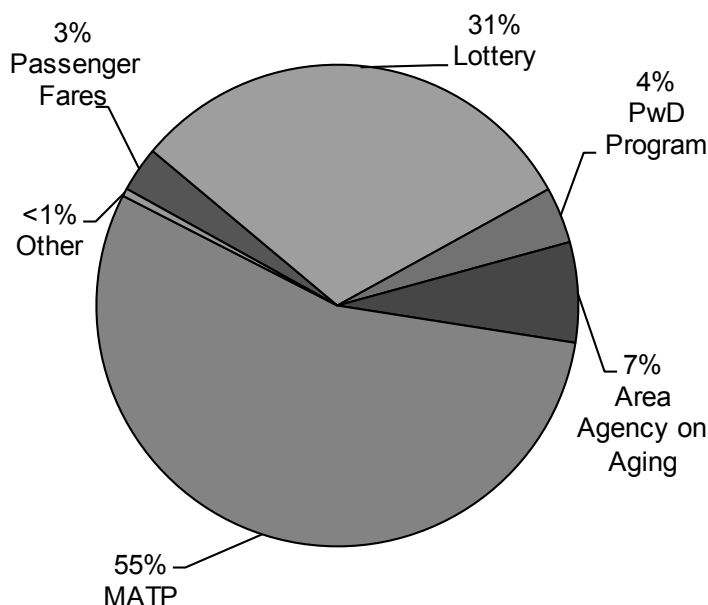
#### Operating Expenses

\$999,621



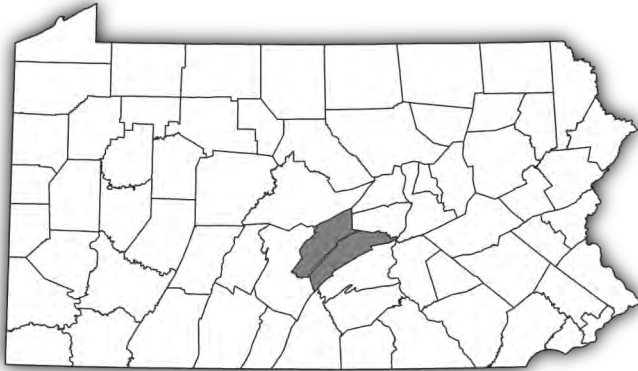
#### Sources of Funding

\$1,019,166

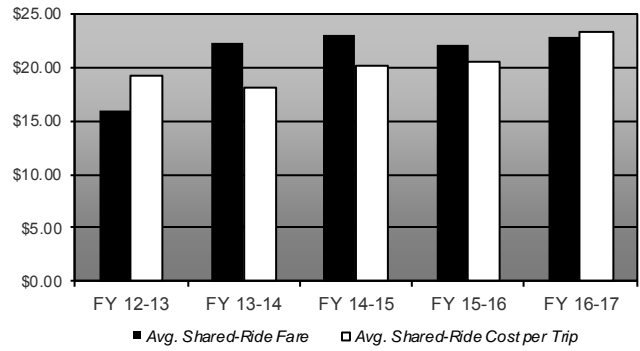


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

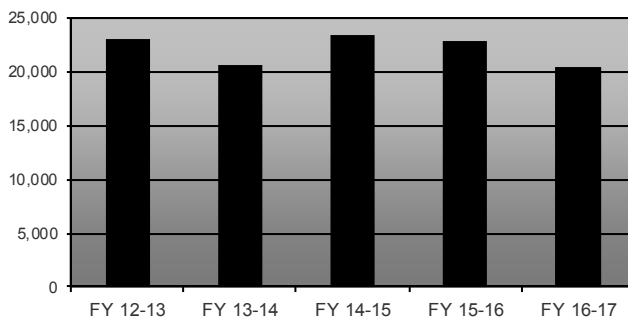
**Agency Service Area**



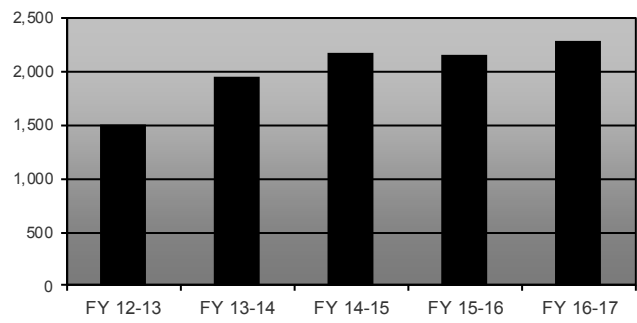
**Shared-Ride Fare Recovery**



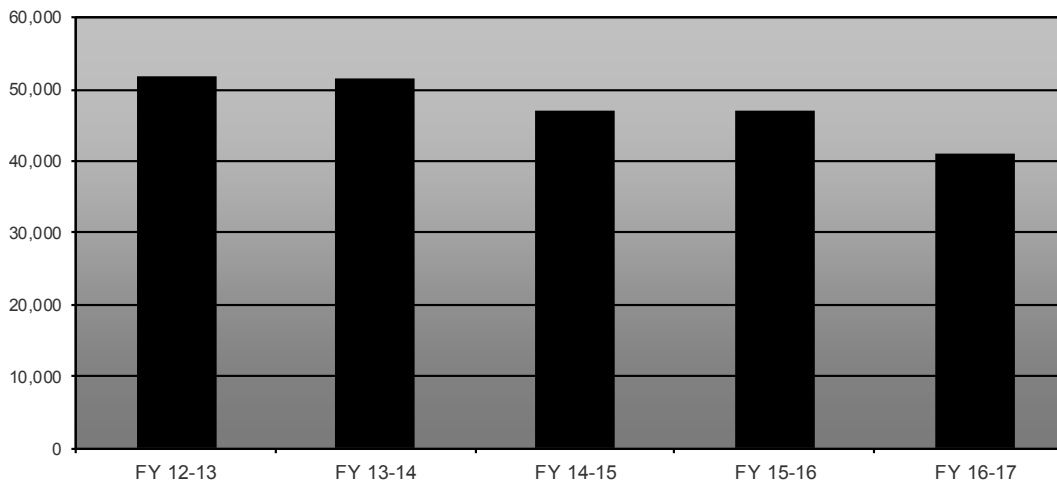
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



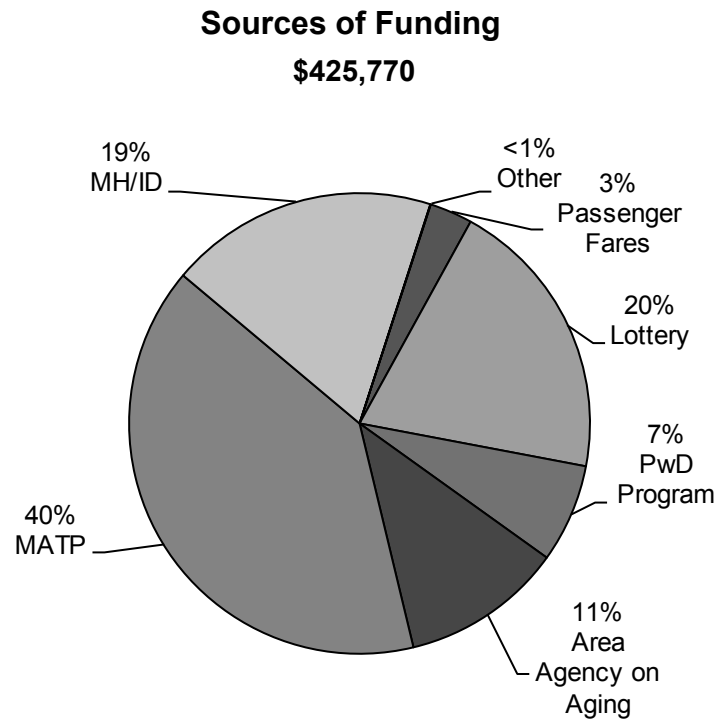
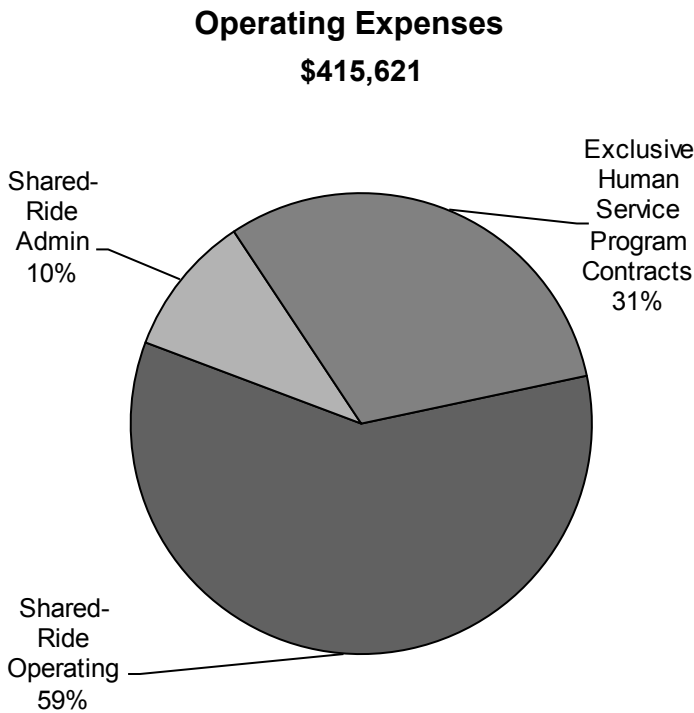
COMMUNITY TRANSPORTATION

## Community Transportation

<b>Central Pennsylvania Transportation Authority (formerly Perry County Transportation Authority)</b> 415 Zarfoss Drive York, PA 17404 1-800-632-9063 Mr. Richard Farr, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$29.08 Average Shared-Ride Cost per Trip: \$20.45 Fare Structure Implementation Date: August 2013	
<b>Service Area Statistics (2010 Census) Perry County</b> Square Miles: 554 Population: 45,969 65+ Population: 6,294 % of Population 65 and older: 13.7%		<b>Trip Information</b> 65+ Trips: 6,717 PwD Trips: 2,032 Other Shared-Ride Trips: 5,276 Total Shared-Ride Trips: 14,025 Non-Public Trips: 5,110	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 30	

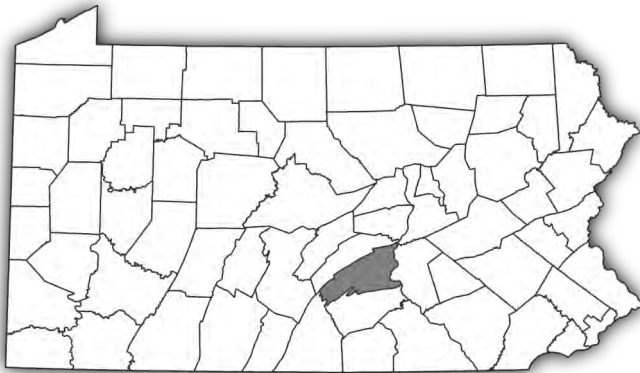
COMMUNITY TRANSPORTATION

### COMMUNITY TRANSPORTATION OPERATING BUDGET\*

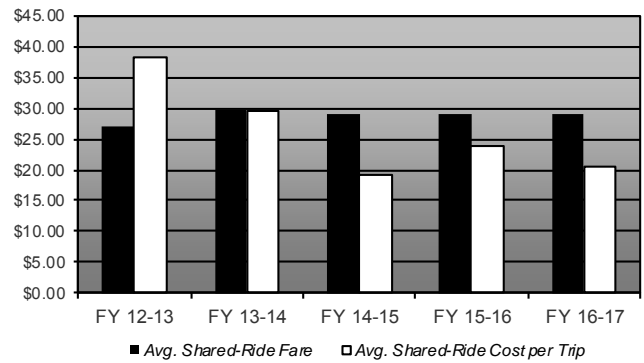


\*Financial data is unaudited.  
 Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

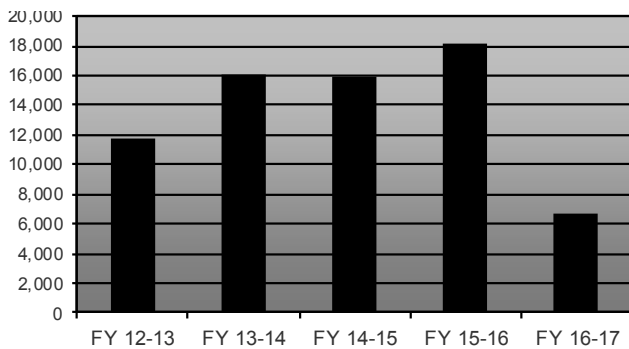
**Agency Service Area**



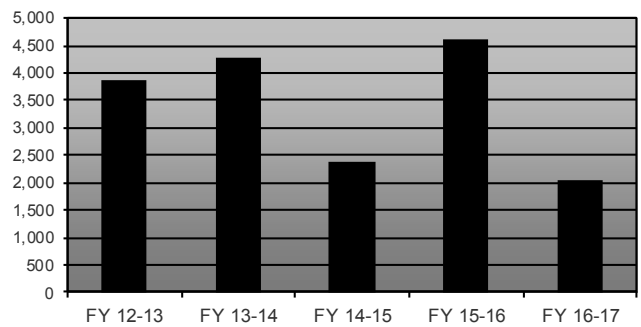
**Shared-Ride Fare Recovery**



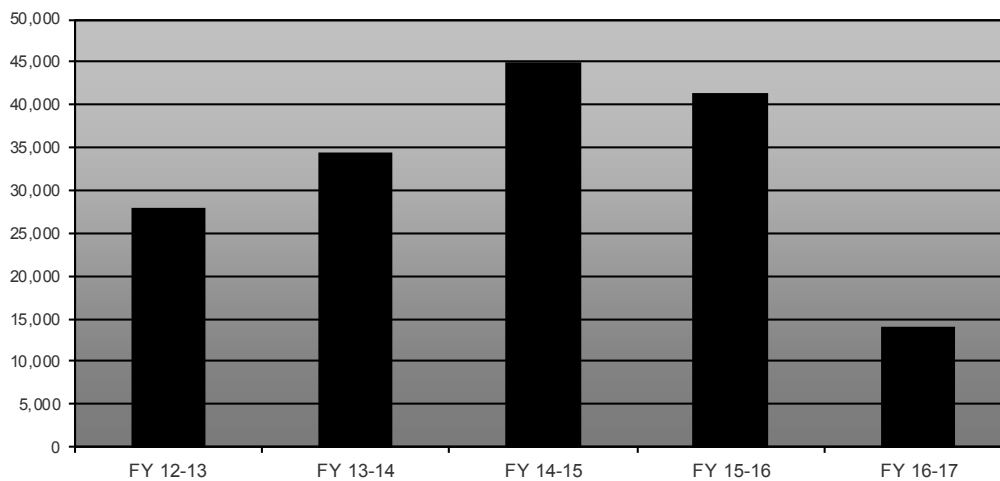
**65+ Shared-Ride Trips\*\***



**PwD Shared-Ride Trips\*\***



**Total Shared-Ride Trips\*\***



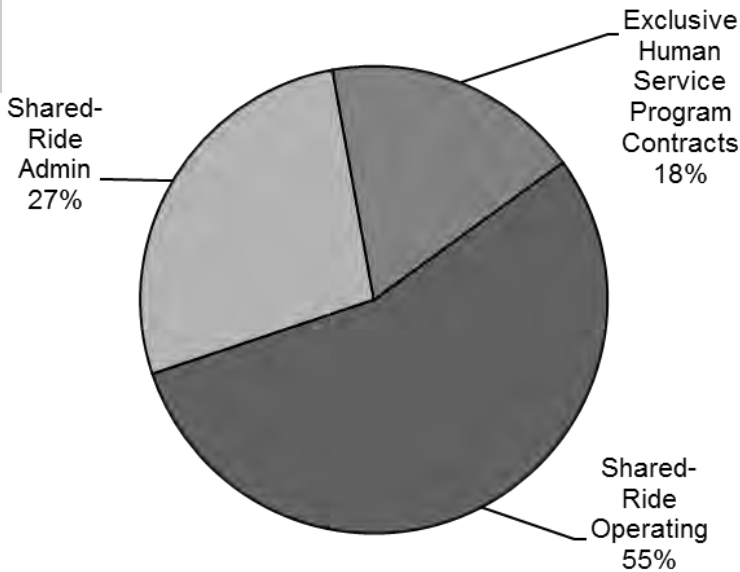
\*\*FY2014-15 and FY2015-16 operating statistics are based on reported agency invoices. Perry County Transportation Authority consolidated with the Central Pennsylvania Transportation Authority (CPTA) in FY2016-17 (see page 52 for an overview of CPTA's consolidation). The data shown on these agency pages represent partial year financial and operating statistics.

## Community Transportation

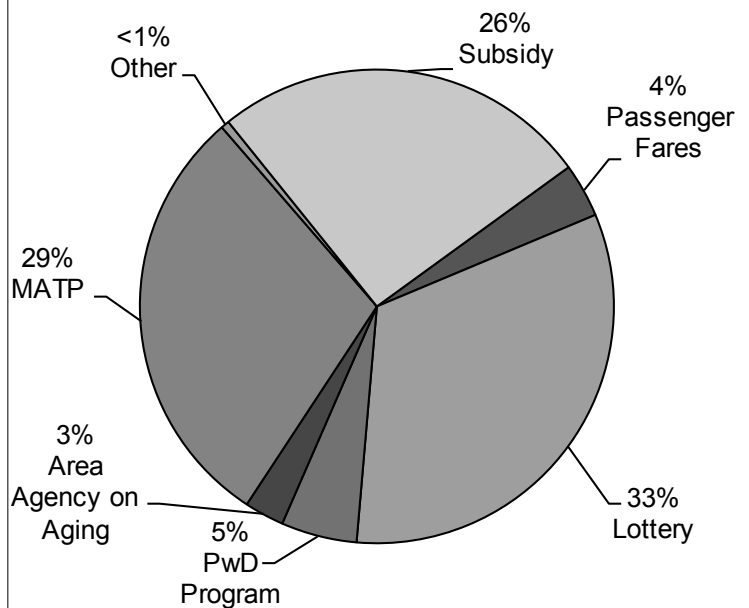
<b>Pike County Transportation Department</b> 506 Broad Street Milford, PA 18337 570-296-3408 Mr. Robert Ruiz, Director		<b>Fare Information</b> Average Shared-Ride Fare: \$20.88 Average Shared-Ride Cost per Trip: \$33.48 Fare Structure Implementation Date: October 2009	
<b>Service Area Statistics (2010 Census)</b> <b>Pike County</b> Square Miles: 547 Population: 57,369 65+ Population: 9,303 % of Population 65 and older: 16.2%		<b>Trip Information</b> 65+ Trips: 21,275 PwD Trips: 3,407 Other Shared-Ride Trips: 29 Total Shared-Ride Trips: 24,711 Total Escorts: 240 Non-Public Trips: 0	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 18	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$1,006,892



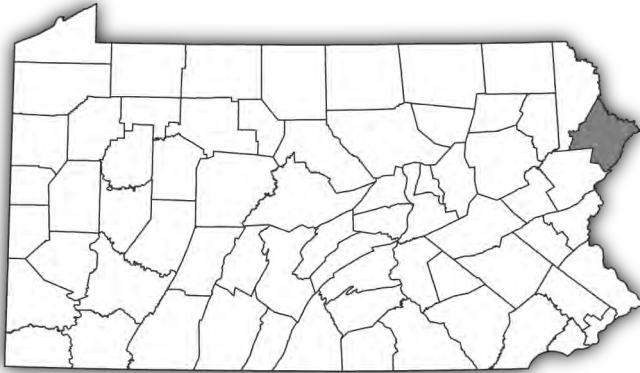
**Sources of Funding**  
\$1,006,892



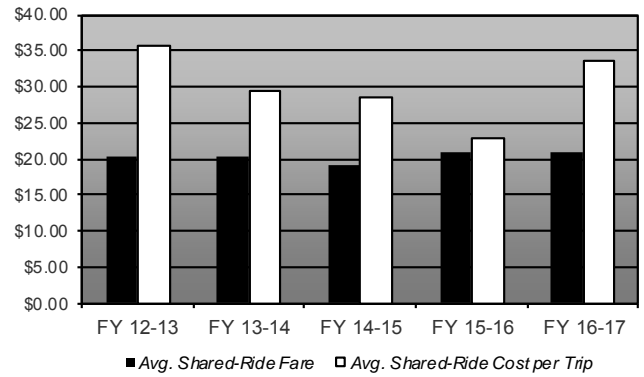
Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.



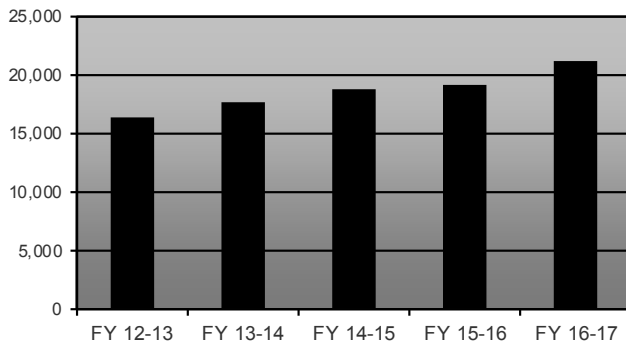
**Agency Service Area**



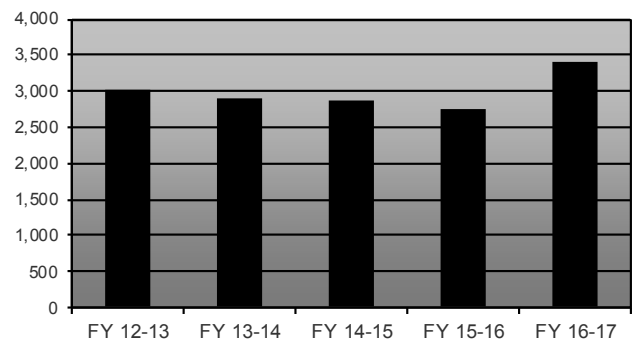
**Shared-Ride Fare Recovery**



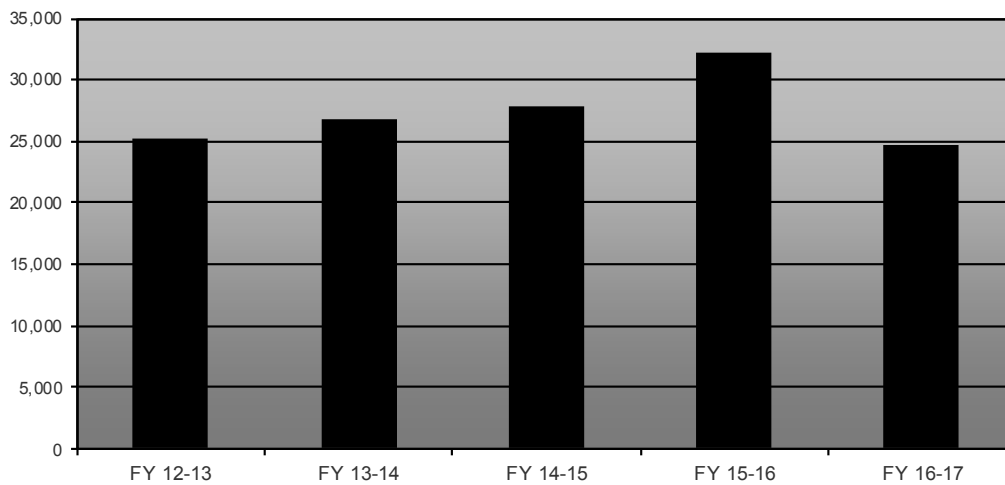
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



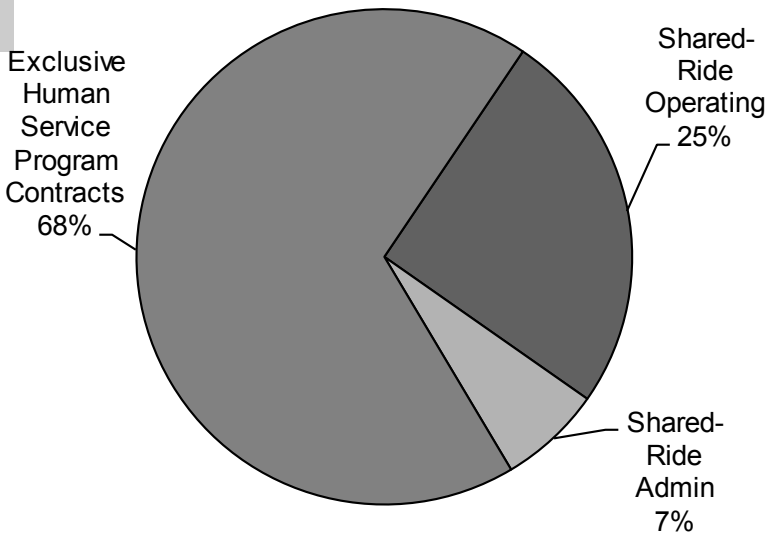
COMMUNITY TRANSPORTATION

## Community Transportation

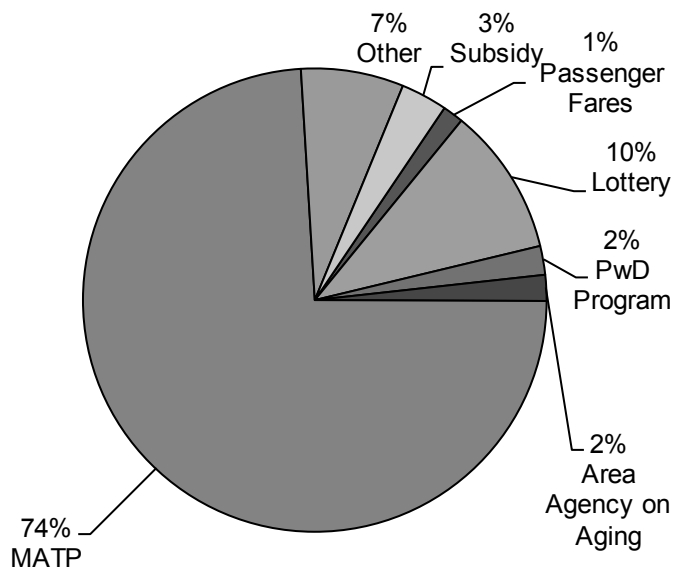
<b>Tableland Services, Inc.</b> 535 East Main Street Somerset, PA 15501 814-445-9628 Mr. David Mrozowski, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$14.44 Average Shared-Ride Cost per Trip: \$16.97 Fare Structure Implementation Date: August 2017	
<b>Service Area Statistics (2010 Census)</b> <b>Somerset County</b> Square Miles: 1,075 Population: 77,742 65+ Population: 14,431 % of Population 65 and older: 18.6%		<b>Trip Information</b> 65+ Trips: 13,113 PwD Trips: 2,626 Other Shared-Ride Trips: 12,484 Total Shared-Ride Trips: 28,223 Total Escorts: 0 Non-Public Trips: 27,865	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 10	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expenses**  
\$1,496,193

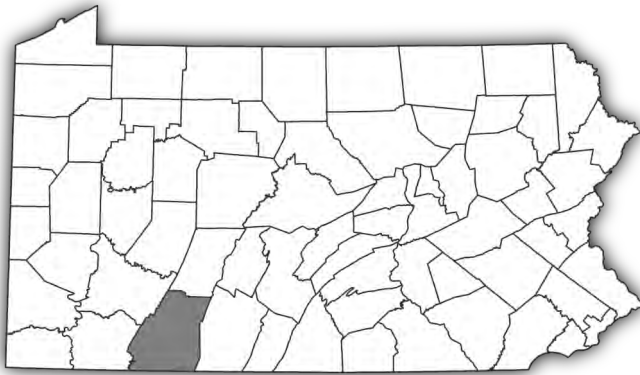


**Sources of Funding**  
\$1,544,069

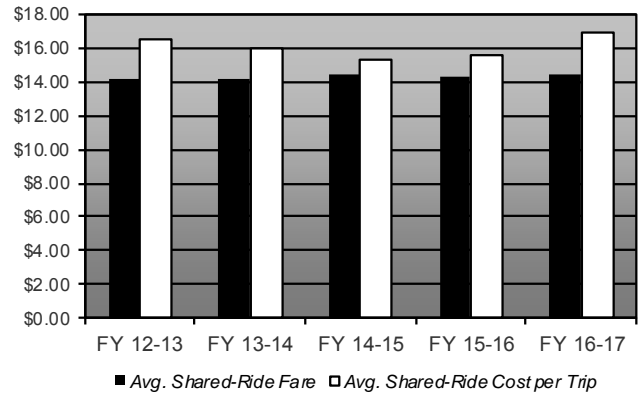


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

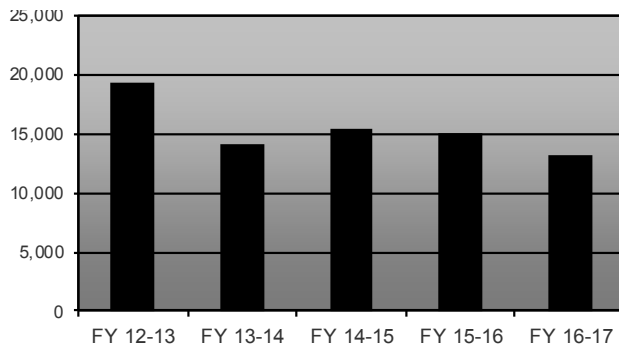
**Agency Service Area**



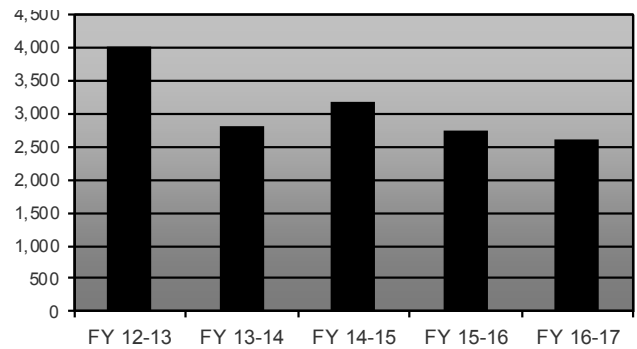
**Shared-Ride Fare Recovery**



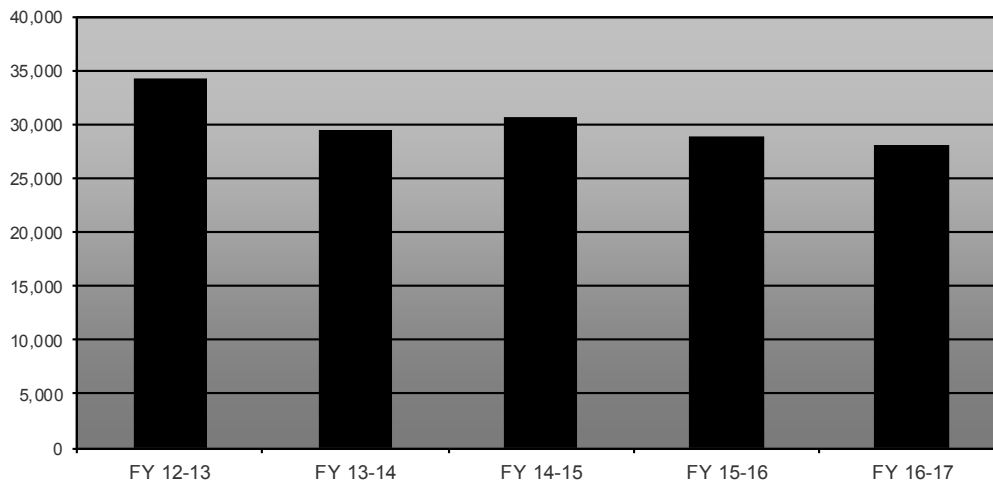
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**

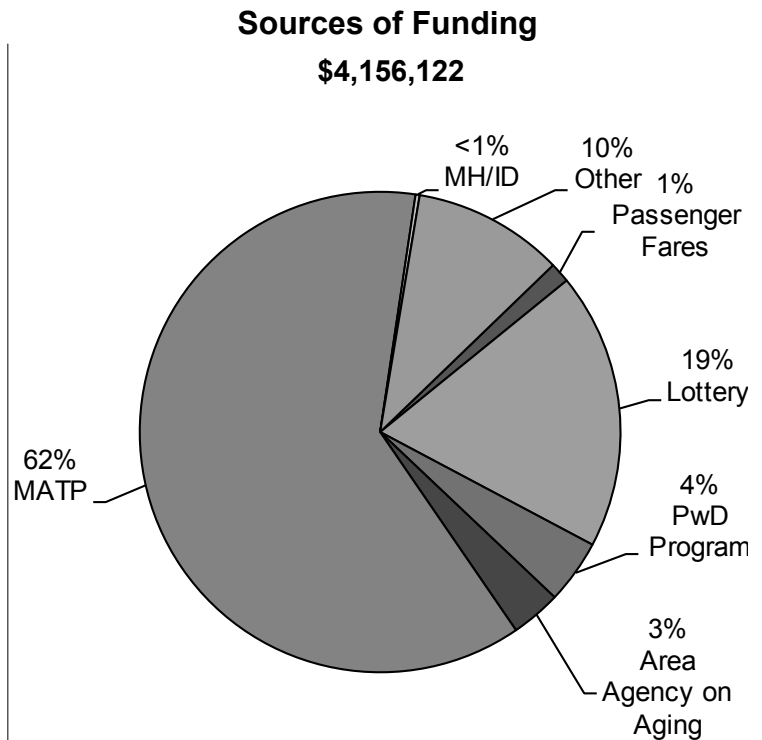
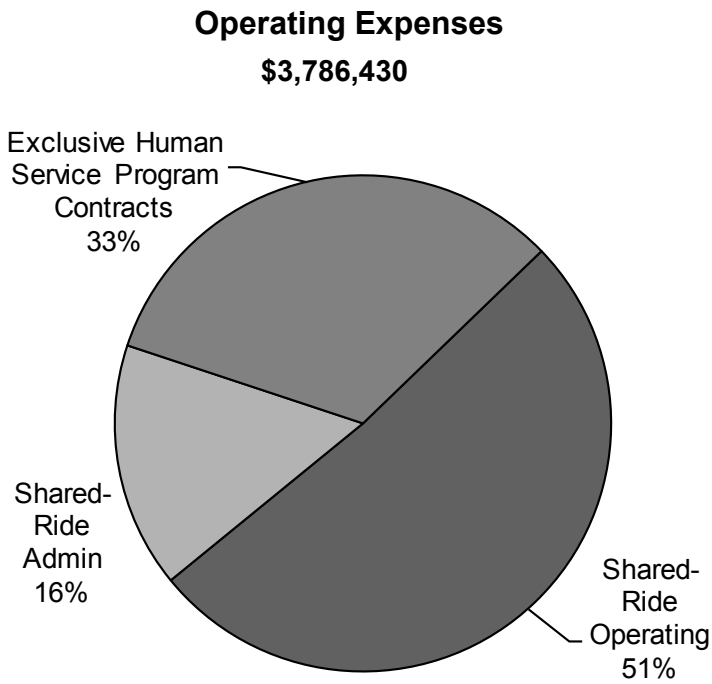


COMMUNITY TRANSPORTATION

## Community Transportation

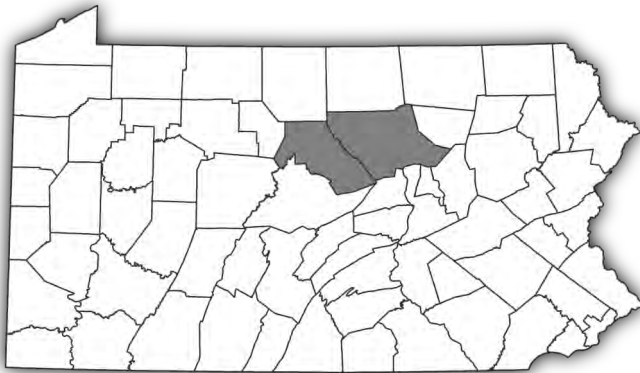
<b>STEP, Inc.</b> 2138 Lincoln Street Williamsport, PA 17701 570-326-0587 Mr. Jim Plankenhorn, President & CEO		<b>Fare Information</b> Average Shared-Ride Fare: \$23.96 Average Shared-Ride Cost per Trip: \$25.72 Fare Structure Implementation Date: April 2015	
<b>Service Area Statistics (2010 Census)</b> <b>Lycoming and Clinton Counties</b>		<b>Trip Information</b>	
Square Miles:	2,126	65+ Trips:	41,041
Population:	155,349	PwD Trips:	9,201
65+ Population:	25,462	Other Shared-Ride Trips:	48,876
% of Population 65 and older:	16.4%	Total Shared-Ride Trips:	99,118
		Total Escorts:	5,441
		Non-Public Trips:	11,249
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 48	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

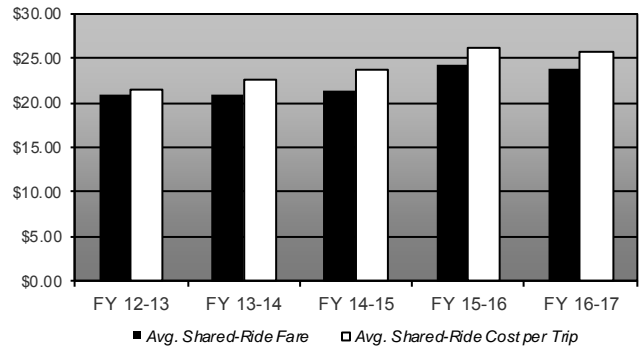


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

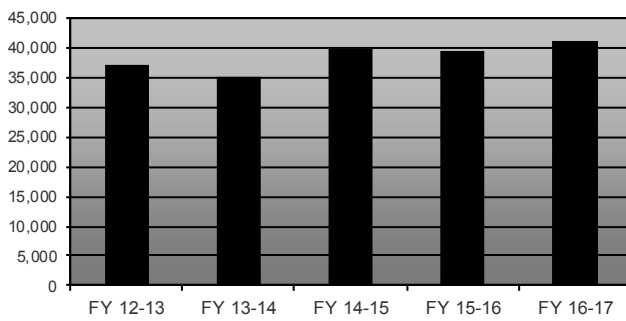
**Agency Service Area**



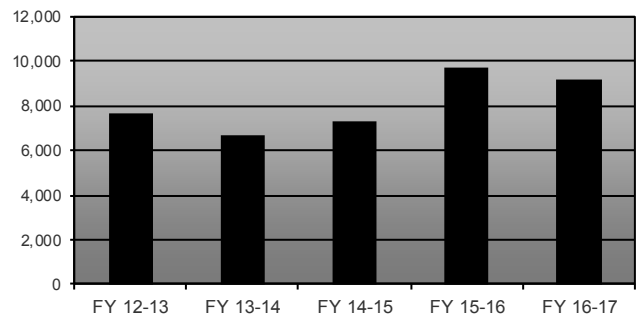
**Shared-Ride Fare Recovery**



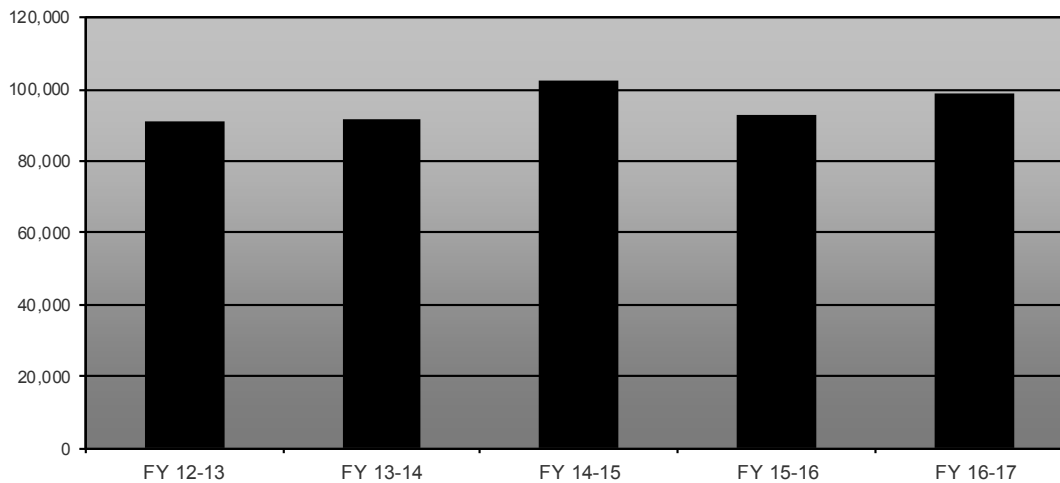
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



COMMUNITY TRANSPORTATION

# Suburban Transit/Montgomery County

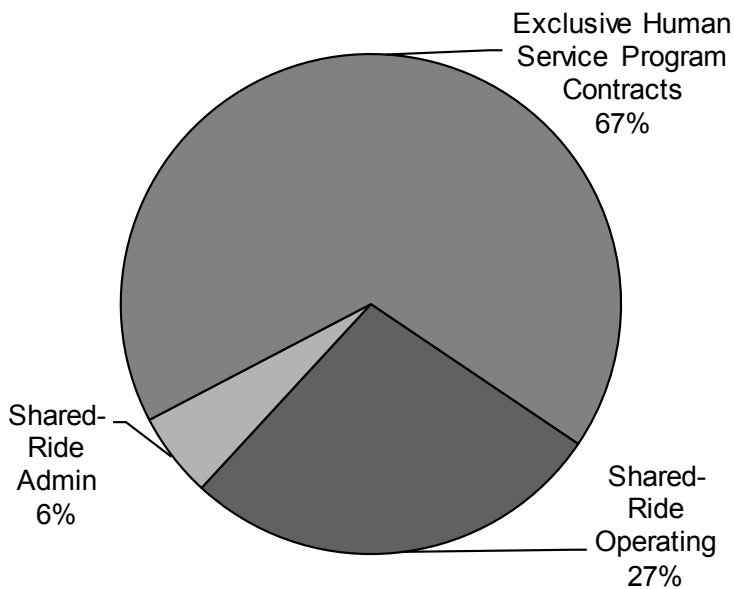
## Community Transportation

<b>Suburban Transit Network, Inc.</b> 980 Harvest Drive, Suite 100 Blue Bell, PA 19422 215-542-7433 Ms. Susan Kopystecki, Executive Director		<b>Fare Information</b> Average Shared-Ride Fare: \$29.95 Average Shared-Ride Cost per Trip: \$33.56 Fare Structure Implementation Date: August 2014	
<b>Service Area Statistics (2010 Census)</b> <b>Montgomery County</b> Square Miles: 483 Population: 799,874 65+ Population: 120,727 % of Population 65 and older: 15.1%		<b>Trip Information</b> 65+ Trips: 167,020 PwD Trips: 12,531 Other Shared-Ride Trips: 20,362 Total Shared-Ride Trips: 199,913 Total Escorts: 1,906 Non-Public Trips: 727,353	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 214	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

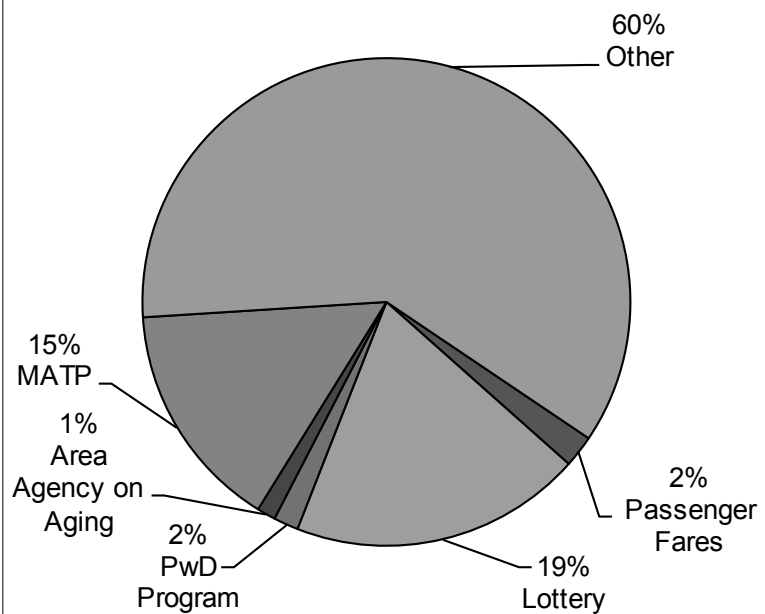
#### Operating Expenses

\$20,404,119



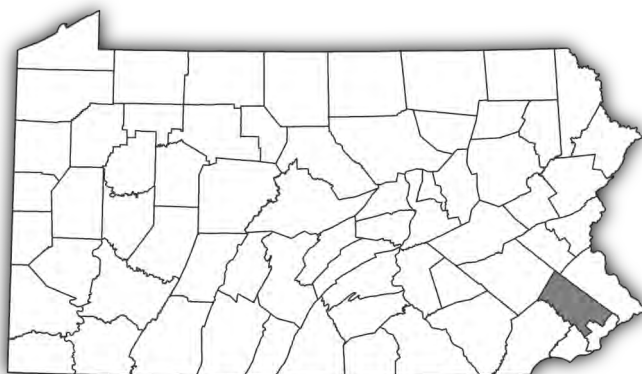
#### Sources of Funding

\$21,324,457

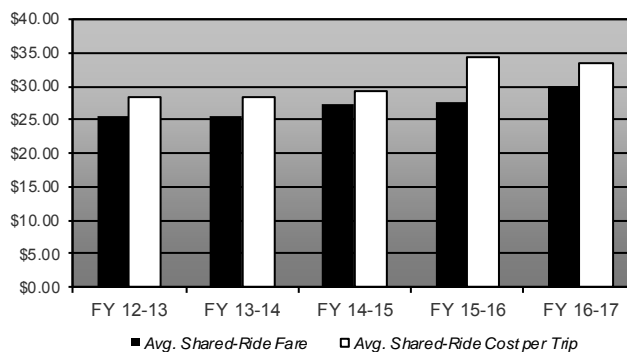


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

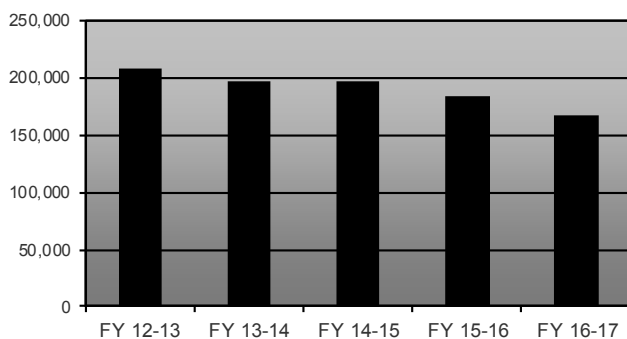
**Agency Service Area**



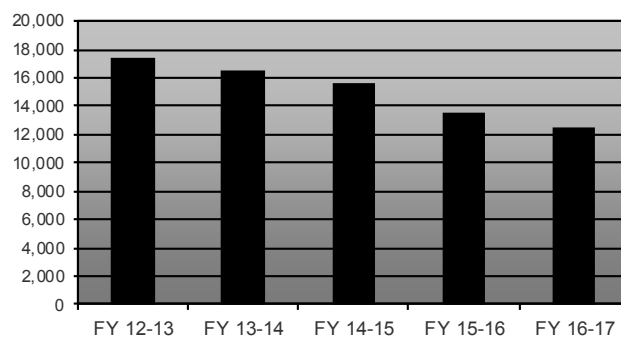
**Shared-Ride Fare Recovery**



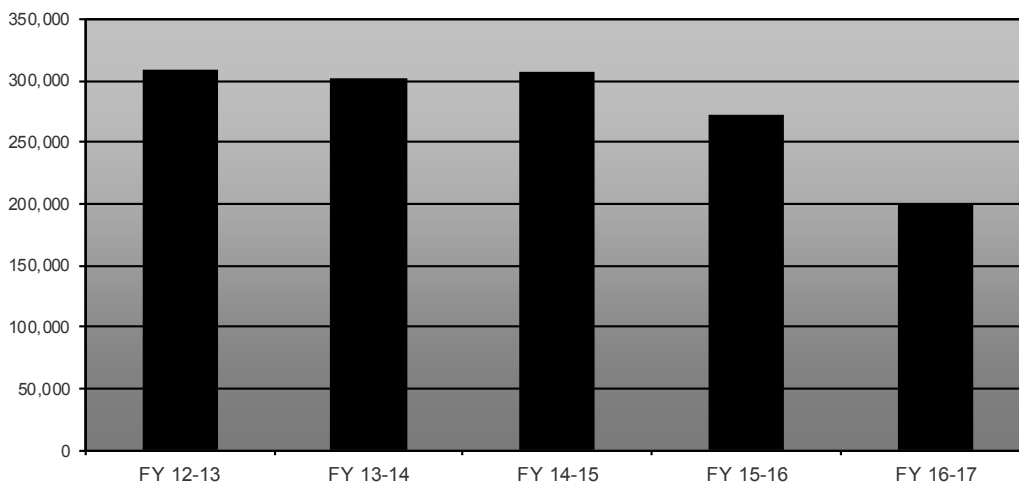
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



COMMUNITY TRANSPORTATION

# Susquehanna-Wyoming County Transportation

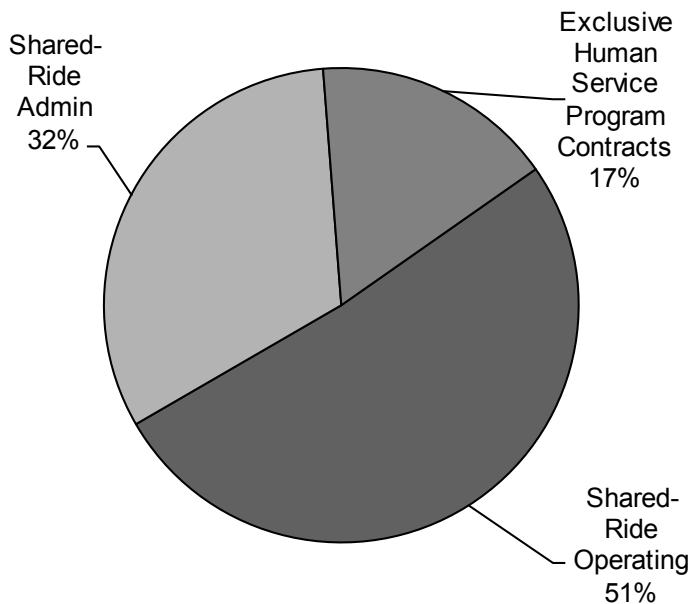
## Community Transportation

<b>Susquehanna-Wyoming County Transportation</b> 81 Industrial Dr., P.O. Box 366 Montrose, PA 18801 570-278-6140 Ms. Ronalyn Lewis, Program Director		<b>Fare Information</b> Average Shared-Ride Fare: \$29.95 Average Shared-Ride Cost per Trip: \$29.54 Fare Structure Implementation Date: March 2013	
<b>Service Area Statistics (2010 Census)</b> <b>Susquehanna &amp; Wyoming Counties</b>		<b>Trip Information</b>	
Square Miles:	1,228	65+ Trips:	22,439
Population:	71,613	PwD Trips:	5,742
65+ Population:	12,373	Other Shared-Ride Trips:	16,200
% of Population 65 and older:	17.3%	Total Shared-Ride Trips:	44,381
		Total Escorts:	0
		Non-Public Trips:	7,450
		<b>Vehicles Operated in Maximum Service</b>	
		Community Transportation:	28

### COMMUNITY TRANSPORTATION OPERATING BUDGET

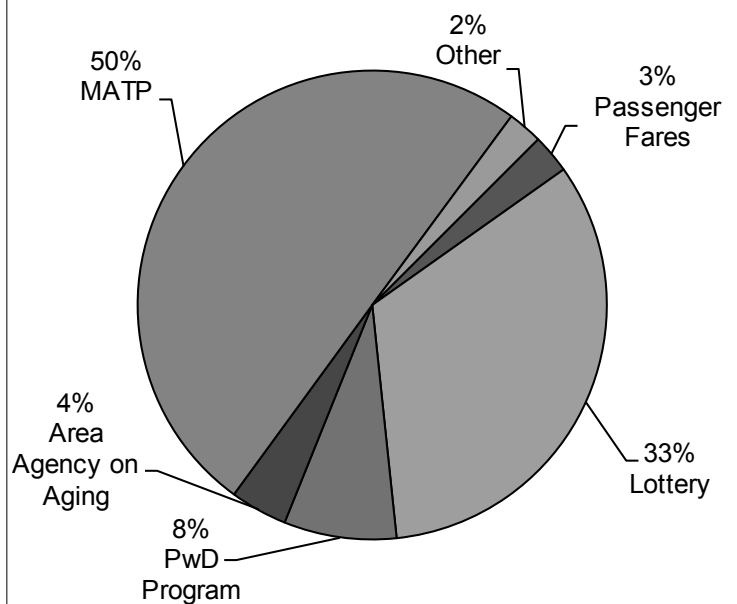
#### Operating Expenses

\$1,570,037



#### Sources of Funding

\$1,621,498

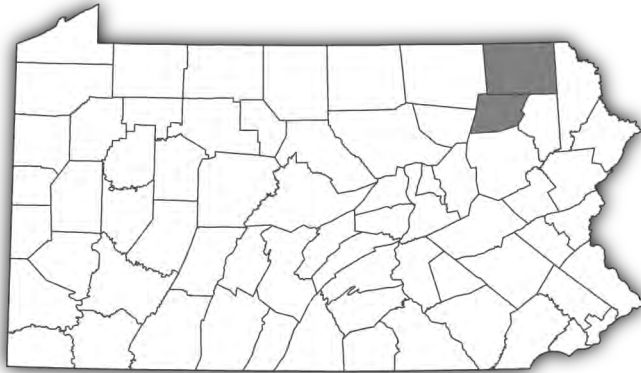


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

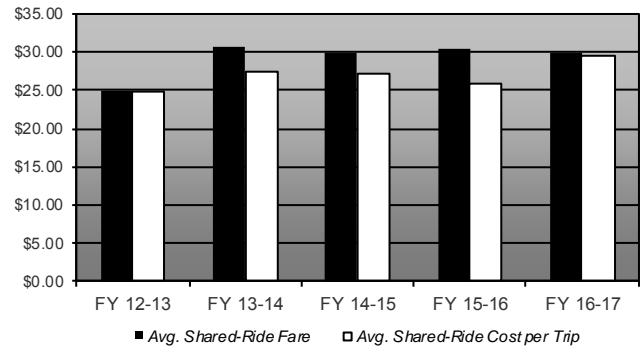


# Susquehanna-Wyoming County Transportation

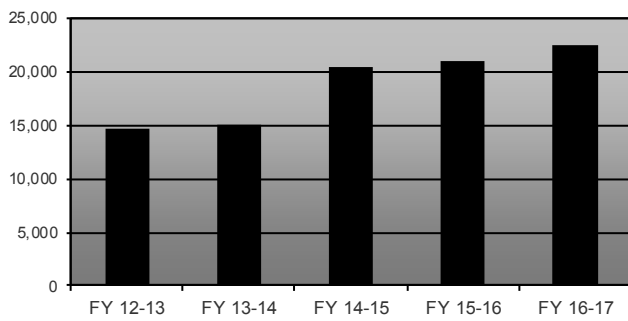
**Agency Service Area**



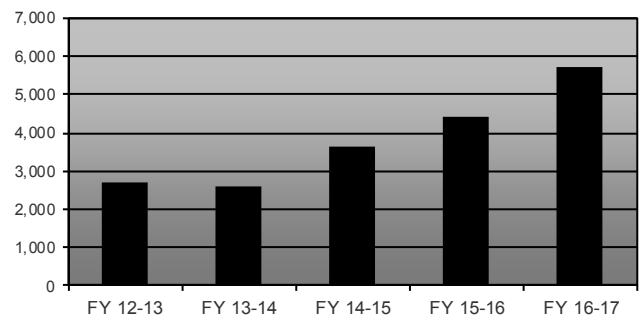
**Shared-Ride Fare Recovery**



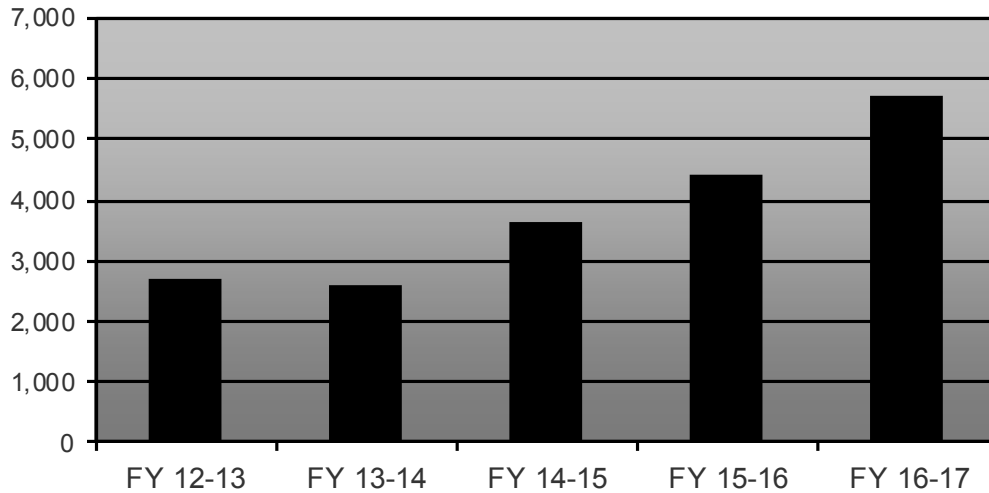
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**

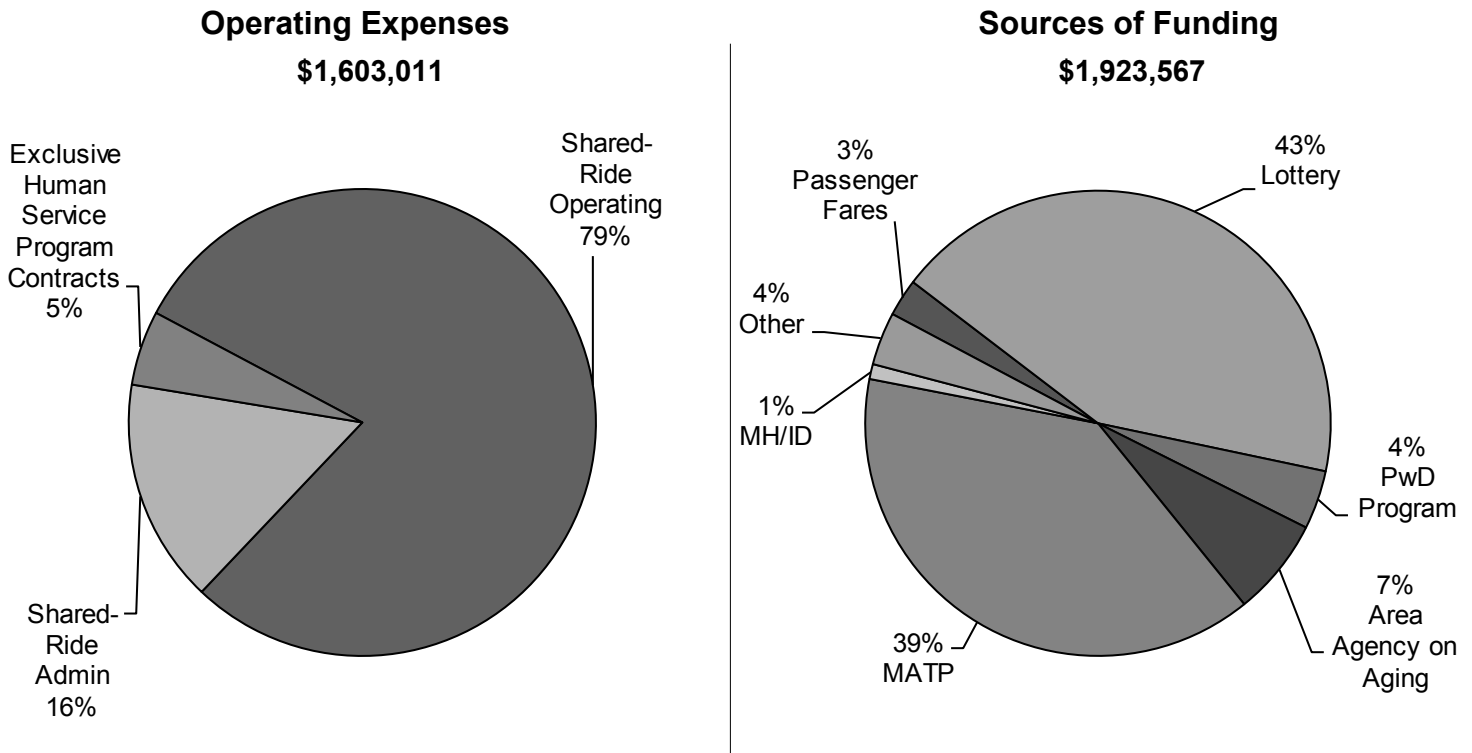


COMMUNITY TRANSPORTATION

## Community Transportation

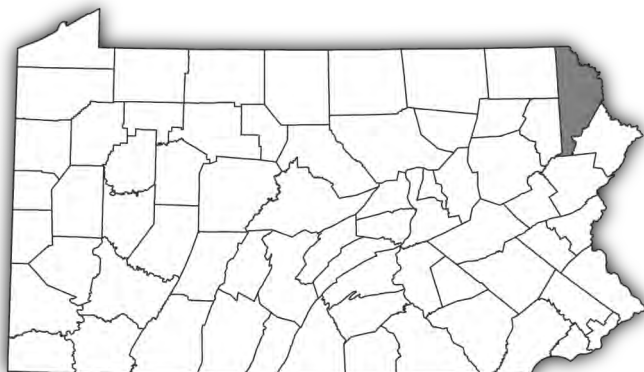
<b>Wayne County Area Agency on Aging</b> 323 10th Street Honesdale, PA 18431 570-253-4280 Mr. Carl Albright, Director		<b>Fare Information</b> Average Shared-Ride Fare: \$32.13 Average Shared-Ride Cost per Trip: \$28.49 Fare Structure Implementation Date: March 2016	
<b>Service Area Statistics (2010 Census)</b> <b>Wayne County</b> Square Miles: 726 Population: 52,822 65+ Population: 10,028 % of Population 65 and older: 19.0%		<b>Trip Information</b> 65+ Trips: 31,456 PwD Trips: 3,324 Other Shared-Ride Trips: 18,567 Total Shared-Ride Trips: 53,347 Total Escorts: 4,617 Non-Public Trips: 6,243	
		<b>Vehicles Operated in Maximum Service</b> Community Transportation: 30	

### COMMUNITY TRANSPORTATION OPERATING BUDGET

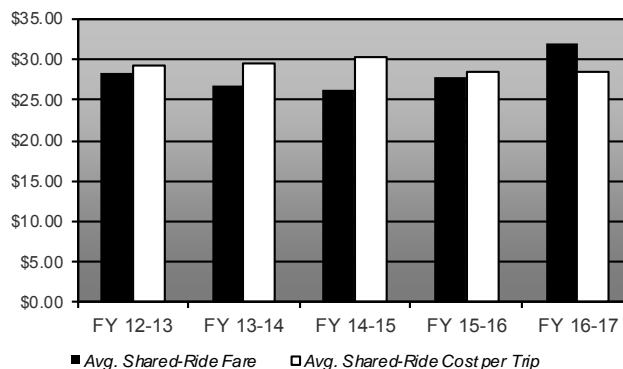


Operating Expenses and Sources of Funding percentages have been rounded to the nearest whole number.

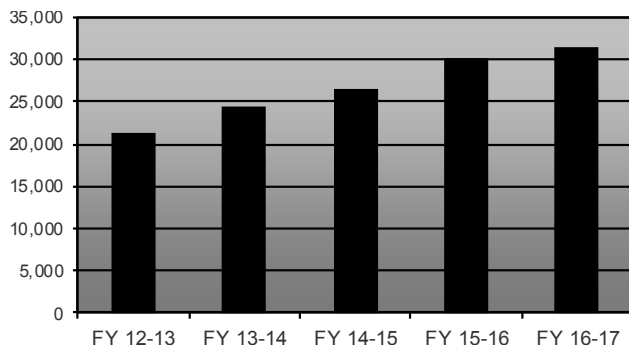
**Agency Service Area**



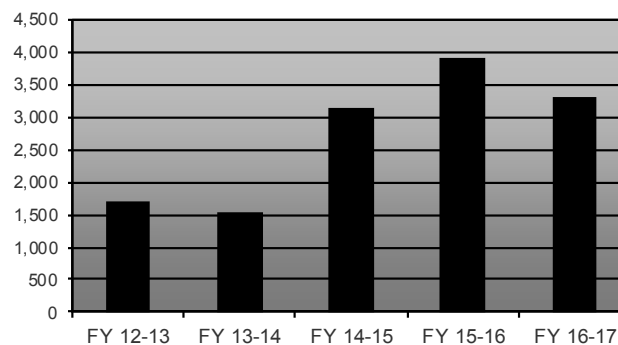
**Shared-Ride Fare Recovery**



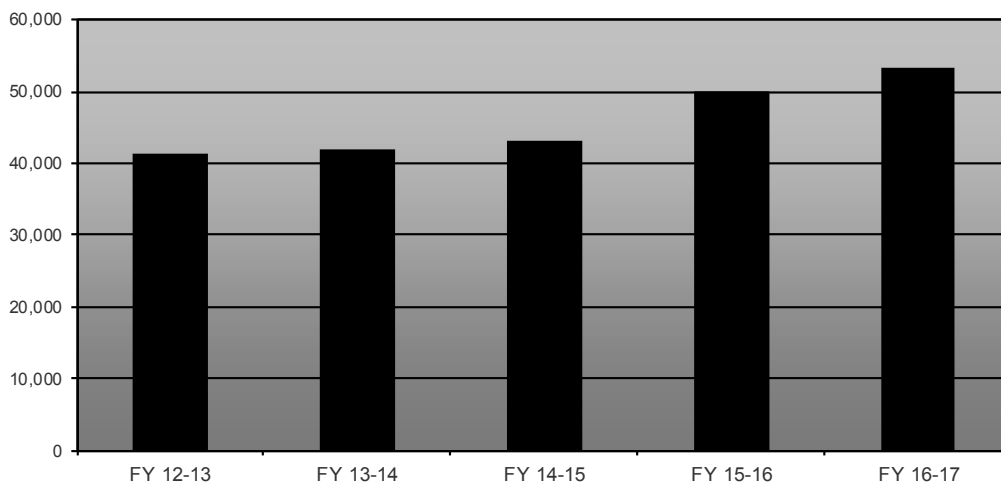
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



COMMUNITY TRANSPORTATION

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# ***Section VI***

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## ***Capital Project Highlights***

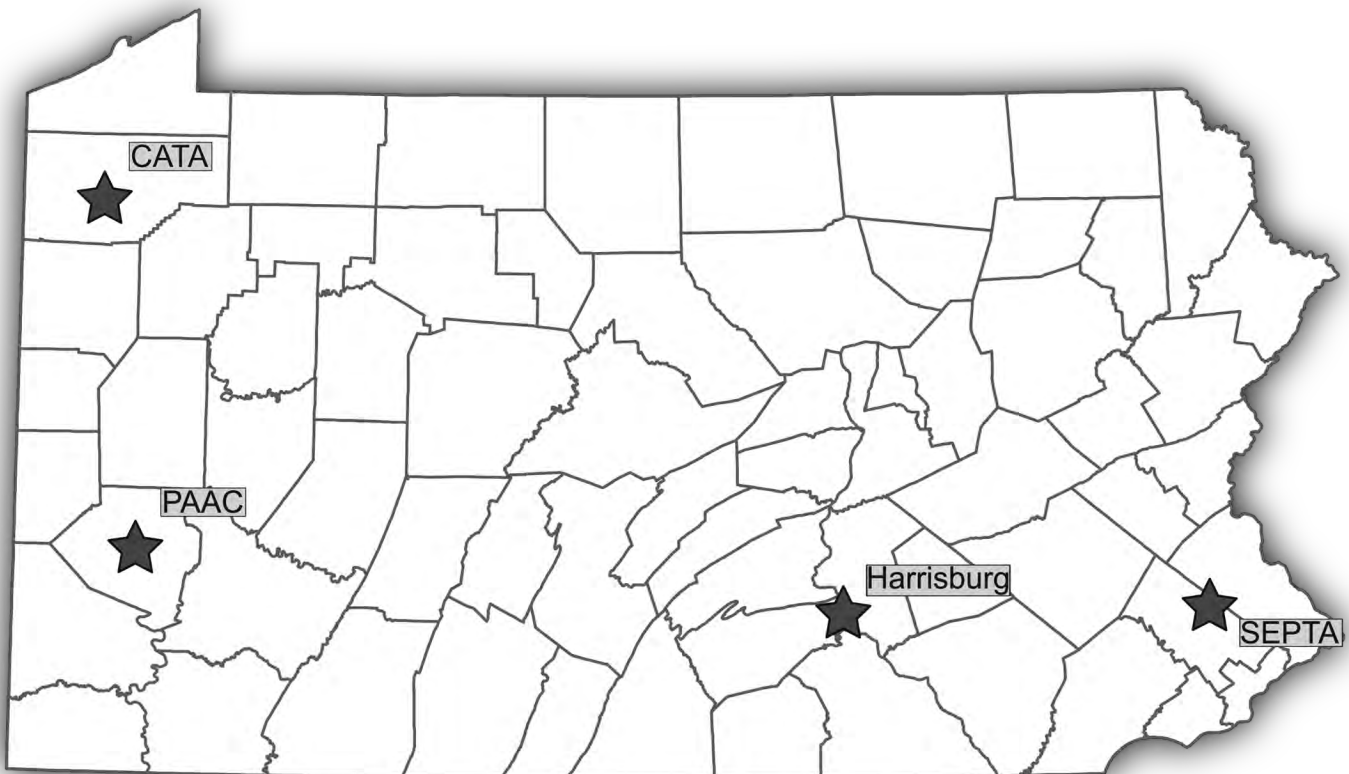
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## Capital Project Highlights in Pennsylvania Public Transportation

In 2013, Act 89 was passed as a one-time comprehensive transportation funding package to provide \$2.3 billion in additional funding over a five-year period for road projects, bridge repairs, and public transportation improvements. This established a dedicated funding stream that 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 strengthening funding for transit operations and creating nearly \$500 million in additional revenue to fund mass transit capital projects by FY 2017-18. 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 (including three statewide projects and two multimodal projects in Harrisburg) completed in FY 2016-17 that were made possible using capital funding assistance provided by the Bureau of Public Transportation.

### FY2016-17 Capital Project Highlights



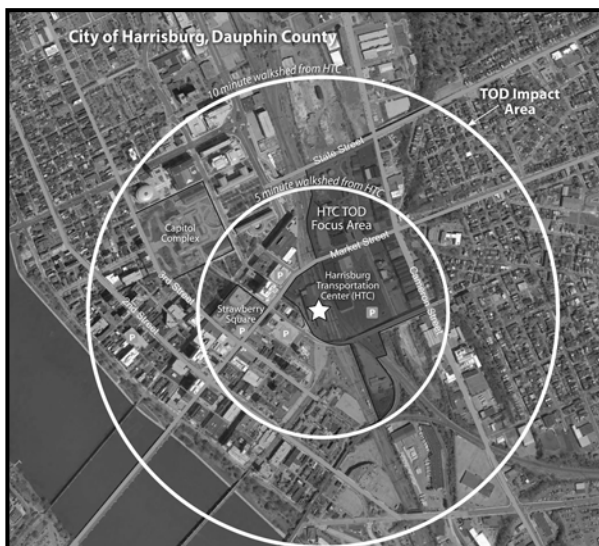
## Multimodal Highlight: Harrisburg Transportation Center — Transit Oriented Development Study



The Pennsylvania Department of Transportation (PennDOT) completed a Transit Oriented Development (TOD) Study for the Harrisburg Transportation Center (HTC) and surrounding Market Street corridor. The study was funded through PennDOT's Bureau of Public Transportation and is being advanced in partnership with Amtrak, City of Harrisburg, and Harrisburg Redevelopment Authority. At the conclusion of the planning process, the study identified multiple development scenarios that may be advanced for further refinement to promote redevelopment, attract businesses, and enhance connectivity to the train station and adjacent neighborhoods.

The TOD study encompassed multiple layers of analysis, including high-level environmental review, multimodal transportation analysis, urban design, and transformational market analysis. The activities culminated in an intense week-long community engagement event to gather information and create the vision for future development surrounding the HTC.

Redevelopment of the area surrounding the HTC will be a long-term endeavor. First steps include improvements to reduce the flood potential of Paxton Creek which traverses the TOD area. Rehabilitation of the HTC building is also expected to move forward as an initial investment to support future TOD development.





## Multimodal Highlight: Capitol Complex Pedestrian Safety Improvement Project



PennDOT implemented a series of pedestrian safety improvements throughout the Capitol Complex—primarily along Commonwealth Avenue and North Street. The Capitol Complex Pedestrian Safety Improvement Project also included improvements along Aberdeen Street to improve the pedestrian connection between the Capitol Complex and the Harrisburg Transportation Center. Overall, these improvements are intended to increase the visibility and safety of pedestrians. A pedestrian-safety campaign was conducted at the conclusion of the project to remind employees and visitors to use the new crosswalks for their safety.

Following is a list of improvements within the Capitol Complex:

- Intersection improvements (bulb-outs) at Forster Street and Commonwealth Avenue to reduce the travel distance for pedestrian crossing;
- Raised crosswalks at key mid-block locations along Commonwealth Avenue and North Street;
- Raised intersection at Commonwealth Avenue and North Street to reduce vehicular speed and increase pedestrian visibility at intersection crosswalks;
- Reduction of travel lanes from two to one travel lane and addition of a bicycle lane on North Street between Commonwealth Avenue and Third Street;
- Intersection improvements at North and Third Streets and improvements to reduce pedestrian crossing at the front of the Capitol steps;
- Sidewalk widening along Aberdeen Street from Walnut Street to Market Street and pedestrian crossing improvements on Market Street;
- Lighting, sidewalk, and ramp repair and painting of the Market Street Underpass; and
- Installation of ADA-compliant curb ramps throughout the project site.



## Statewide Highlight: Compressed Natural Gas (CNG) Fueling Stations for Transit Agencies P3



After a year-long procurement process, PennDOT announced its partnership with Trillium CNG to design, build, finance, operate, and maintain compressed natural gas (CNG) fueling stations through a 20-year, \$84.5 million public-private partnership (P3) agreement. The P3 procurement mechanism will allow PennDOT to install the fueling stations faster than if a traditional procurement mechanism had been used for each individual site, resulting in significant capital cost savings of more than \$46 million.

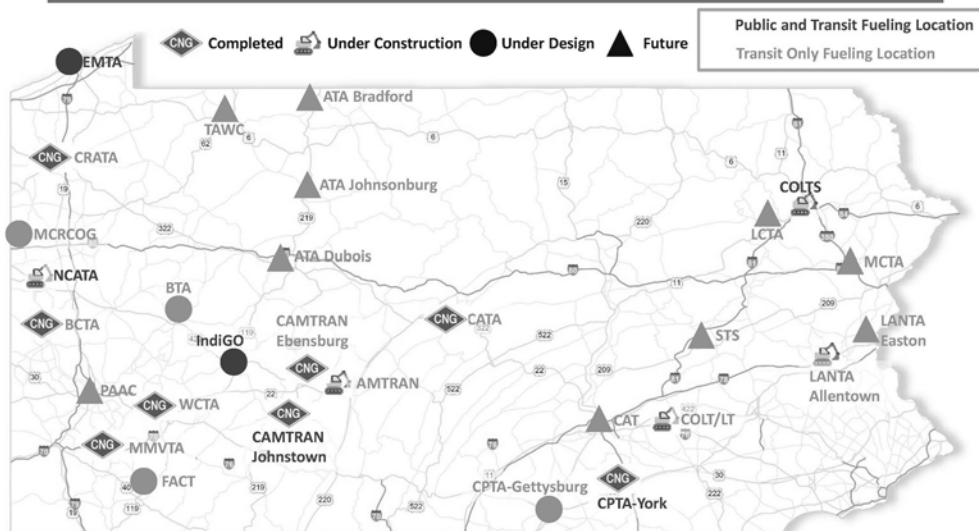
### CNG P3 Goals:

- Twenty-nine fueling stations will be built by May 2021, along with associated CNG-required upgrades to existing transit maintenance facilities.
- At six of the project sites, there will be fueling islands accessible to the public, with the option to add publicly-accessible fueling sites in the future.

### CNG P3 Benefits and Savings:

- PennDOT will receive a 15 percent royalty, excluding taxes, for CNG sold to the public, which will be used to support the cost of the project.
- Based on current CNG, diesel, and gasoline prices as well as projected fuel usage, agencies could save a total of more than \$10 million annually.
- As diesel fuel prices increase, the annual savings will increase. Transit agencies report that a few years ago they were paying more than \$3 per gallon for diesel fuel. CNG is currently averaging \$1.60 per Gasoline Gallon Equivalent.

## CNG Fueling Locations – All Stations



## Statewide Highlight: Fixed Route Intelligent Transportation System (FRITS)

In March 2018, PennDOT kicked off the statewide Fixed Route Intelligent Transportation System (FRITS) project for 33 fixed-route transit systems in Pennsylvania. The project will include all fixed-route transit agencies except the Port Authority of Allegheny County (Pittsburgh) and the Southeastern Pennsylvania Transportation Authority (Philadelphia).

FRITS is a suite of technologies that include: real-time passenger information through mobile/web applications, flexible fare payment options, vehicle health monitoring, and transit planning software. The project will also include a statewide reporting database that will help to provide consistent and reliable data. PennDOT aims to implement FRITS at all agencies by the end of 2021. Avail Technologies Inc. is the vendor selected to implement the project.

A full list of the functional components follows:

Functional Component	Key Function(s)
Computer Aided Dispatch / Automatic Vehicle Location (CAD / AVL)	<ul style="list-style-type: none"> <li>• Capture and store real-time bus data (e.g., location, speed, direction, arrival and departure times)</li> <li>• Facilitate dispatcher functions</li> <li>• Provide for operator–dispatcher communications</li> <li>• Present upcoming stop information and current schedule adherence status to the operator</li> <li>• Generate automated announcements for riders which are presented audibly over the vehicle’s public address system and visually via on-board message signs</li> </ul>
On-Board Message Signs	<ul style="list-style-type: none"> <li>• Used to display automated announcements</li> </ul>
Passenger Information	<ul style="list-style-type: none"> <li>• Provide real-time bus information to riders via web and mobile apps, dynamic message boards, SMS, and IVR</li> <li>• Notify riders about service interruptions and delays</li> </ul>
Automatic Passenger Counting (APC)	<ul style="list-style-type: none"> <li>• Capture the number of passenger boardings and alightings at each stop</li> </ul>
Flexible Fare Payment System	<ul style="list-style-type: none"> <li>• Allow for a variety of fare payment options in addition to cash (agency issued smart cards, contactless debit and credit cards, chip-based debit and credit cards, magnetic media (e.g., debit cards, credit cards, student IDs, smart phones, etc.)</li> </ul>
Scheduling Software	<ul style="list-style-type: none"> <li>• Create and maintain routes, patterns, stops, nodes, trips, vehicle blocks, and runs</li> <li>• Facilitate run cutting and rostering</li> </ul>
Vehicle Surveillance Systems	<ul style="list-style-type: none"> <li>• Record onboard audio and video</li> <li>• Archive unusual events such as accidents</li> </ul>
Vehicle Health Monitoring	<ul style="list-style-type: none"> <li>• Monitor vehicle diagnostic data</li> </ul>
Yard Management Software	<ul style="list-style-type: none"> <li>• Allow for the tracking of the location of each bus in the yard or garage</li> </ul>
Transit Planning	<ul style="list-style-type: none"> <li>• Allow transit agencies to examine the cost / benefit and Title VI implications of adding new routes and modifying existing routes</li> </ul>
Dynamic Message Signs	<ul style="list-style-type: none"> <li>• Present real-time bus information to riders at transit centers and other high-traffic stops</li> </ul>

# Capital Project Highlights

## Statewide Highlight: Bus Fleet Upgrades

PennDOT offers capital assistance to agencies across the commonwealth for the purchase of new and upgraded buses. This program reflects PennDOT's commitment to maintaining a state of good repair for capital assets.

During Fiscal Year 2016-17, PennDOT assisted in purchasing 221 new fixed route buses:

- 33 CNG Buses
- 97 Hybrid Diesel Buses
- 81 Diesel Buses
- 10 Gasoline Buses

The cost of these vehicles was \$135 million, which included federal, state, and local funds. By purchasing newer, modern buses, agencies were able to enhance customer satisfaction, improve emissions, improve safety, and reduce their overall operating costs of maintaining an older, outdated fleet.



## Agency Highlight: Southeastern Pennsylvania Transportation Authority (SEPTA)



Lansdale Station on SEPTA's Lansdale—Doylestown Regional Rail Line has approximately 1,500 daily riders, which makes it the eighth most used station on SEPTA's Regional Rail Network. Nestled in the heart of Lansdale Borough, this station is vital to the economic health and future of the borough. Because of population increases and local plans for transit oriented development adjacent to the station, the demand for increased parking at Lansdale Station led SEPTA to coordinate with Lansdale Borough and PennDOT to build a new parking garage. With the passage of Act 89 of 2013, SEPTA was provided the funding needed to design and build the \$42 million parking garage and associated improvements.

Construction began on the new, fully-accessible Lansdale Station Parking Garage in the summer of 2015, and the garage opened to the public on April 17, 2017. The parking garage is a precast concrete multi-level structure with 680 parking spaces. The garage is located at 101 West Main Street, Lansdale, PA, and is built on the site of the station's former surface parking lot. The garage increases parking capacity at Lansdale Station by 305 spaces, resulting in a total of 895 spaces at this station.

Additionally, the project includes improvements to the station's Main Street entrance, a bus layover location on Railroad Avenue near the station, and a pedestrian overpass that will provide a direct connection to Lansdale Borough's Madison Avenue Transit Oriented Development (TOD) Project, Madison Lansdale Station. This new development broke ground in November 2017 and includes the construction of seven buildings with more than 180 residential units and 15,000 square feet of retail space. The Lansdale Parking Garage is a great example of how SEPTA's "Rebuilding the System" capital program positively impacts customers and communities alike.

## Agency Highlight: Port Authority of Allegheny County (PAAC)



The Port Authority of Allegheny County completed a rehabilitation of the Neville Ramp Bridge, originally constructed in 1981, at a construction cost of \$5.9 million in November 2017. The ramp bridge carries two lanes of traffic connecting the East Busway to the intersection of Centre Avenue and Neville Street in the Shadyside-Oakland area of Pittsburgh. The ramp bridge is integral to providing efficient bus service to the high-density population area east of the city.

The Neville Ramp Bridge is a 990-foot long bridge consisting of four welded plate girders along nine spans of aerial structure supported by eight hammerhead piers founded on spread footings. One abutment is founded on spread footing, and one is founded on piles.

The rehabilitation project consisted of the following primary items of work: replacement of the entire concrete deck and parapet, steel superstructure repairs and complete painting, replacement of 47 bearings (including rocker bearings) with new pot bearings, installation of new energy efficient LED roadway lighting system, installation of new canopy bus shelters, concrete substructure repairs, and improvements to bridge drainage.

CAPITAL HIGHLIGHTS



Neville Ramp Bridge before and after rehabilitation

## Agency Highlight: Crawford Area Transportation Authority (CATA)



The Crawford Light Maintenance and Storage Facility project involved the construction of a maintenance and indoor storage facility off Rogers Ferry Road in Meadville, PA. The work included the expansion of an existing metal-clad structure, including vehicle wash and maintenance areas, office, and indoor storage facility for fleet vehicles. The site-work included exterior parking for personal vehicles as well as paved access to the new garage ingress and egress points.

CAPITAL HIGHLIGHTS



Crawford Light Maintenance and Storage Facility before and after rehabilitation

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# ***Section VII***

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## ***Intercity Bus***

# Intercity Bus Program

**Intercity Bus Program:**

Serves 40 counties  
 Provides opportunities to travel into and outside of the state

**Service Provided:**

Scheduled Route Service (S)  
 Charter (C)  
 Group and Party (G)  
 School Bus Service (SB)  
 Tours (T)

**Subsidized Carriers:**

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

**Service Type:**

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

**Average Fare:** \$17.31  
**Total Number of Passenger Trips:** 361,536  
**Total Number of Vehicles:** 38 coaches

**Carriers and Routes Served:**

**The Fullington Auto Bus Company:**

State College – Harrisburg  
 Pittsburgh – Bradford  
 State College – Wilkes-Barre  
 State College – Pittsburgh  
 DuBois – Harrisburg  
 Scranton – Harrisburg

**Greyhound Lines, Inc.:**

Philadelphia – Scranton  
 Pittsburgh – Erie  
 Harrisburg – Pittsburgh

**Myers Coach Lines, Inc.:**

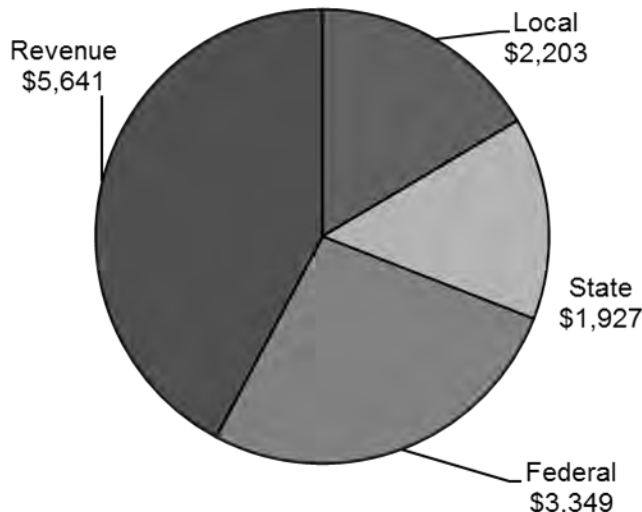
Pittsburgh – Grove City

**Susquehanna Transit Company:**

Williamsport – Philadelphia  
 Williamsport – Easton  
 Harrisburg – Elmira, NY

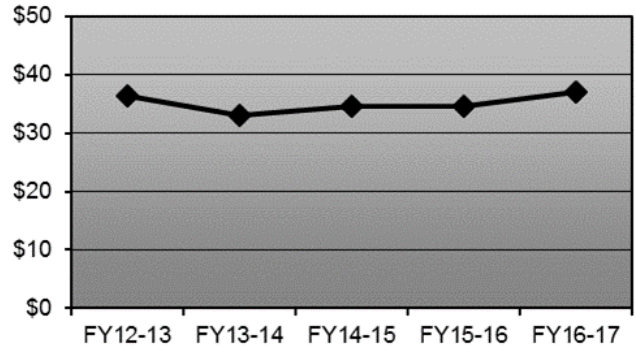
INTERCITY BUS

**OPERATING FUNDS (000's)**  
**\$13,120**

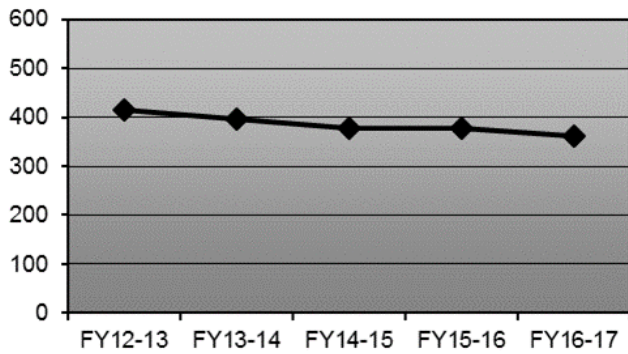




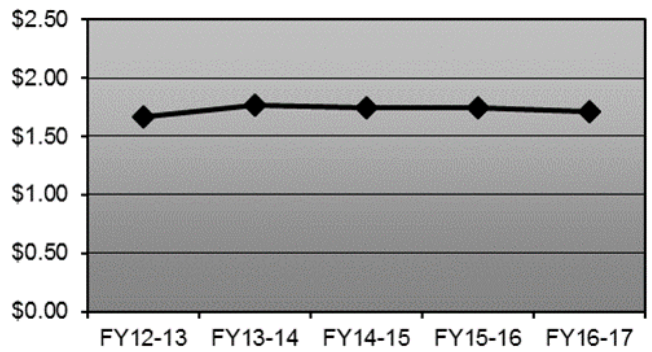
**Operating Expense Per Passenger**



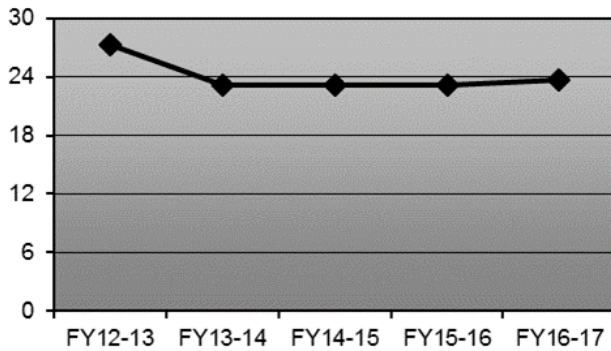
**Total Passengers (000's)**



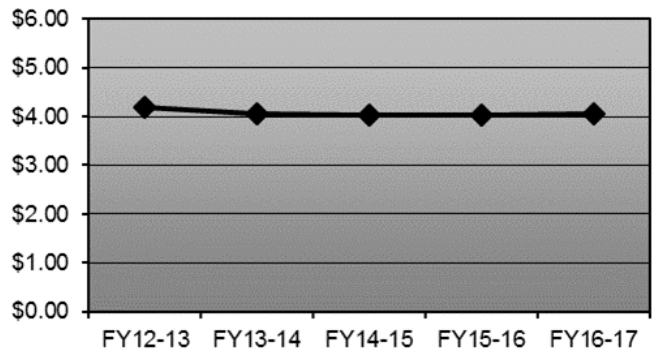
**Operating Revenue Per Vehicle Mile**



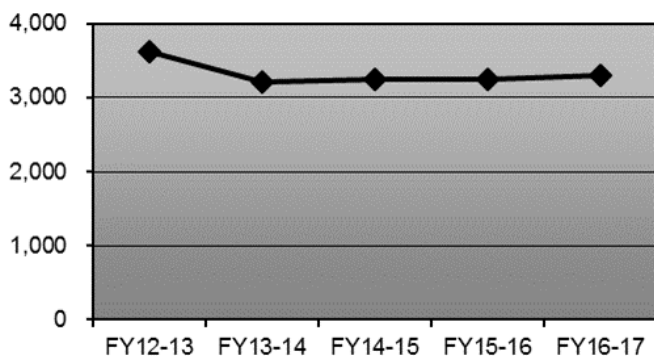
**Total Bus Trips (000's)**



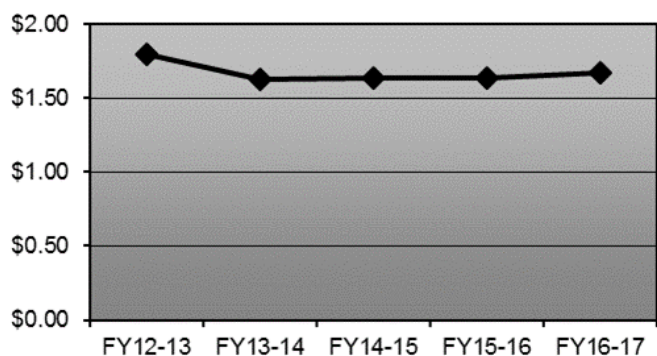
**Operating Expense Per Vehicle Mile**



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



**Total Subsidy Per Vehicle Mile**



**The Fullington Auto Bus Company**

P.O. Box 211  
 316 East Cherry Street  
 Clearfield, PA 16830  
 814-765-7871  
 Mr. Jonathan T. Berzas  
 President/CEO  
[www.fullingtontours.com](http://www.fullingtontours.com)

**Intercity Bus Program:**

Serves 18 counties  
 Provides opportunities to travel into and outside of the state

**Subsidized Routes:**

- State College – Harrisburg
- Pittsburgh – Bradford
- State College – Wilkes-Barre
- State College – Pittsburgh
- DuBois – Harrisburg
- Scranton – Harrisburg

**Service Provided:**

- Scheduled Route Service
- Charter
- Group and Party
- School

<b>Average Fare:</b>	\$15.51
<b>Total Number of Vehicles:</b>	8 coaches

**Communities Served by Fullington:**

**Communities Served by State College – Harrisburg:**  
 State College, Lewistown, Mifflintown, Thompsontown, Millerstown, Newport, Duncannon, and Harrisburg

**Communities Served by Pittsburgh – Bradford:**  
 Pittsburgh, Monroeville, Delmont, Blairsville, Indiana, Punxsutawney, Big Run, Sykesville, DuBois, St. Marys, Johnsonburg, Wilcox, Kane, and Bradford

**Communities Served by State College – Wilkes-Barre:**  
 State College, Bellefonte, Lock Haven, Williamsport, Hughesville, Red Rock, Dallas, and Wilkes-Barre

**Communities Served by State College – Pittsburgh:**  
 State College, Philipsburg, Clearfield, DuBois, Sykesville, Big Run, Punxsutawney, Indiana, Blairsville, Delmont, Monroeville, Pittsburgh, and Pittsburgh Airport

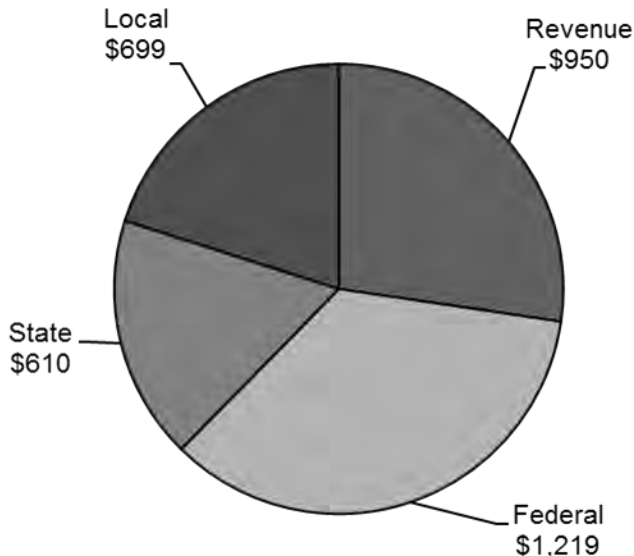
**Communities Served by DuBois – Harrisburg:**  
 DuBois, Clearfield, Philipsburg, State College, Lewistown, Mifflintown, and Harrisburg

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

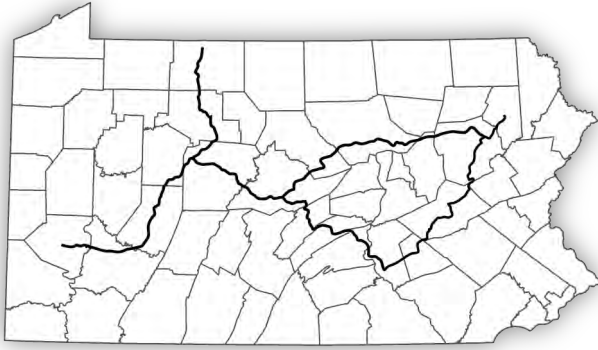
INTERCITY BUS

**OPERATING FUNDS (000's)**

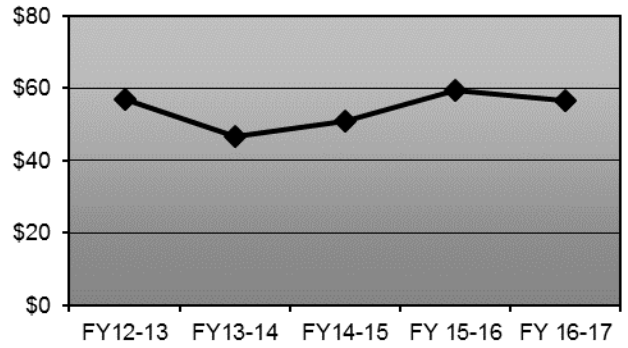
**\$3,478**



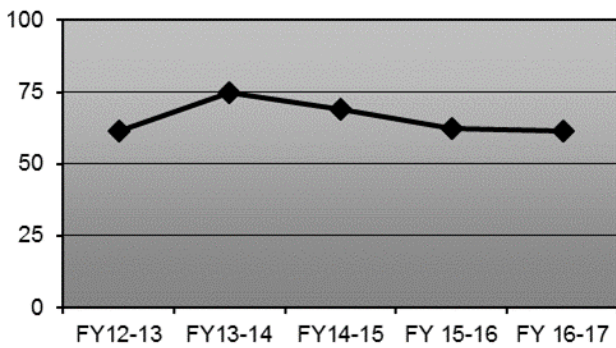
# The Fullington Auto Bus Company



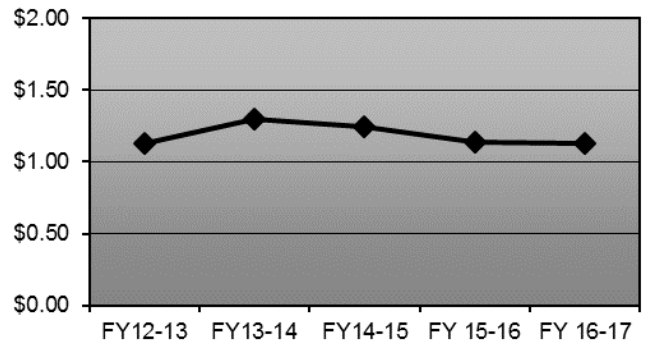
**Operating Expense Per Passenger**



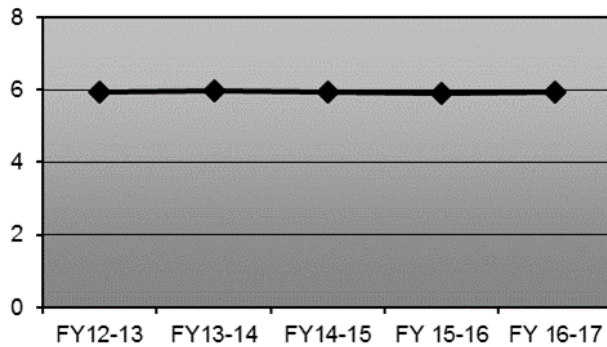
**Total Passengers (000's)**



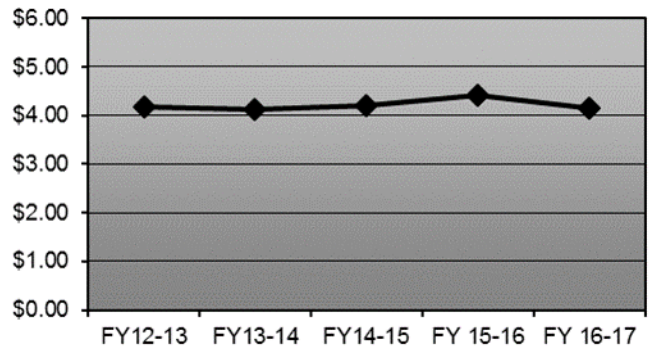
**Operating Revenue Per Vehicle Mile**



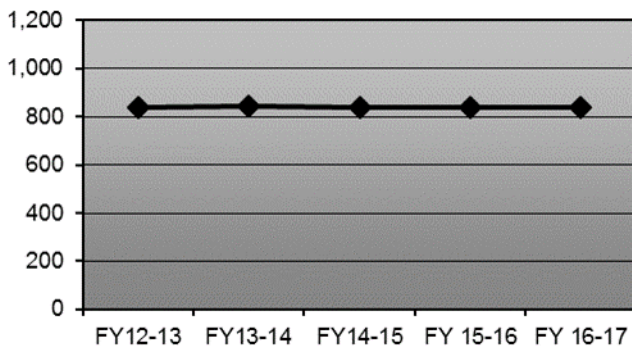
**Total Bus Trips (000's)**



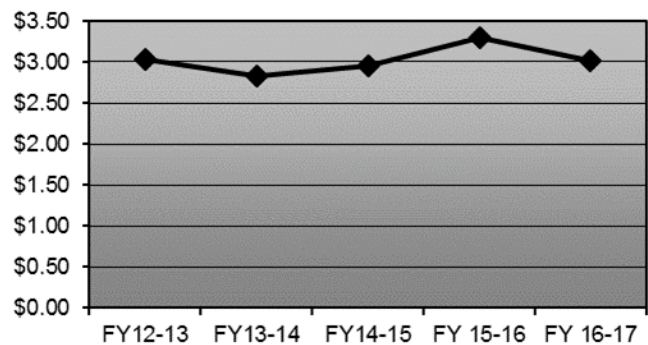
**Operating Expense Per Vehicle Mile**



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



**Total Subsidy Per Vehicle Mile**



INTERCITY BUS

**Greyhound Lines, Inc.**

350 North St. Paul Street  
 Dallas, TX 75201  
 800-231-2222  
 Ms. Stephanie Gonterman  
[www.greyhound.com](http://www.greyhound.com)

**Intercity Bus Program:**

Serves 16 counties  
 Provides opportunities to travel into and outside of the state

**Subsidized Routes:**

Philadelphia – Scranton  
 Pittsburgh – Erie  
 Harrisburg – Pittsburgh

**Service Provided:**

Scheduled Route Service  
 Charter  
 Group and Party

**Average Fare:** \$24.90

**Total Number of Vehicles:** 12 coaches

**Communities Served by Greyhound:**

**Communities Served by Philadelphia – Scranton:**

Scranton, Mt. Pocono, Stroudsburg, Easton, Doylestown, and Philadelphia

**Communities Served by Pittsburgh – Erie:**

Pittsburgh, Zelienople, New Castle, Meadville, Edinboro University, and Erie

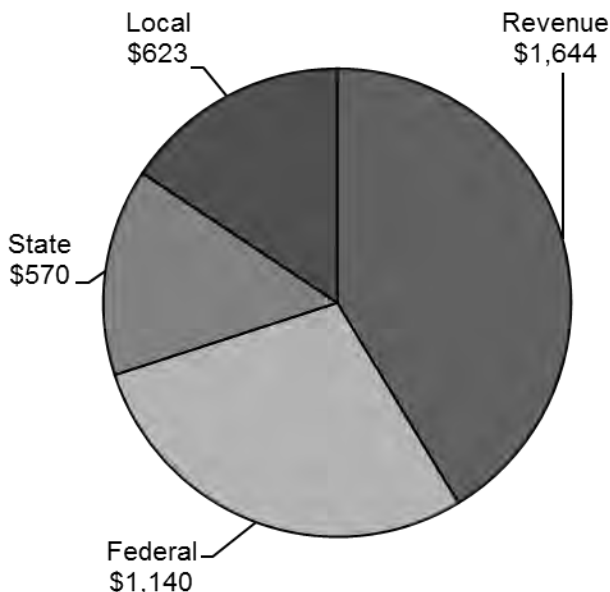
**Communities Served by Harrisburg – Pittsburgh:**

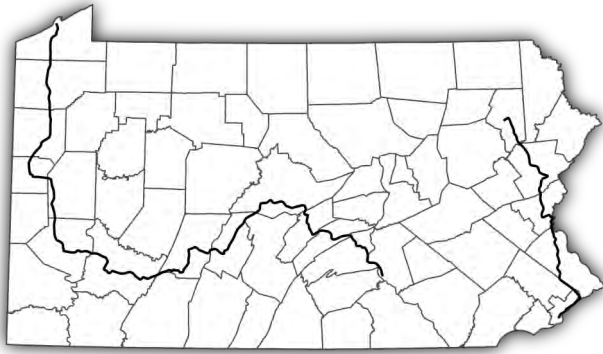
Harrisburg, Lewistown, State College, Tyrone, Altoona, Ebensburg, Johnstown, Latrobe, Greensburg, and Pittsburgh

INTERCITY BUS

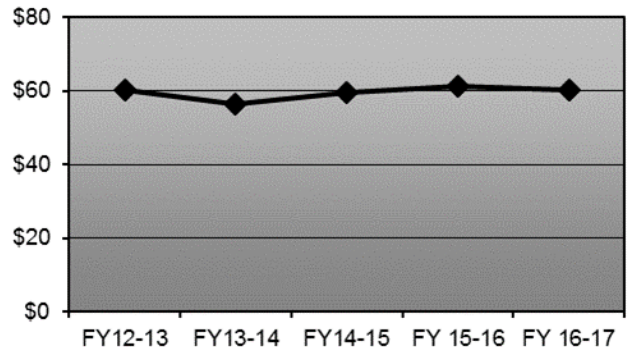
**OPERATING FUNDS (000's)**

**\$3,977**

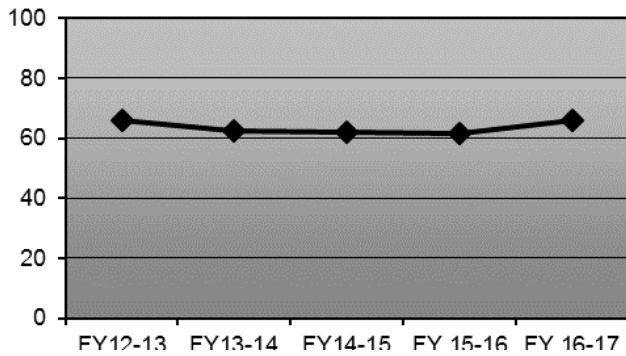




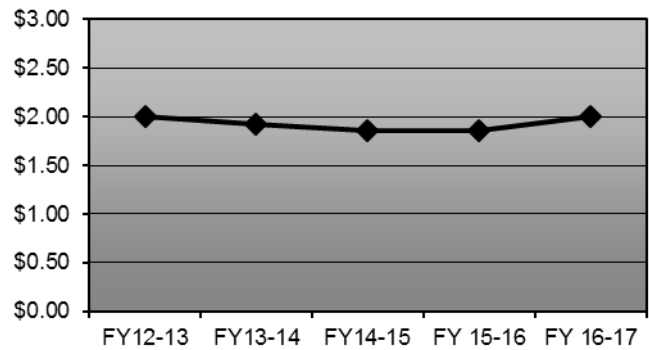
**Operating Expense Per Passenger**



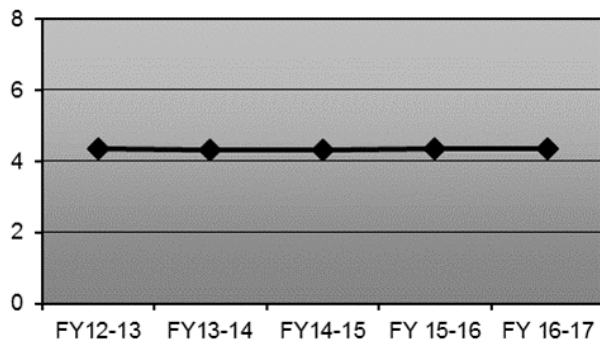
**Total Passengers (000's)**



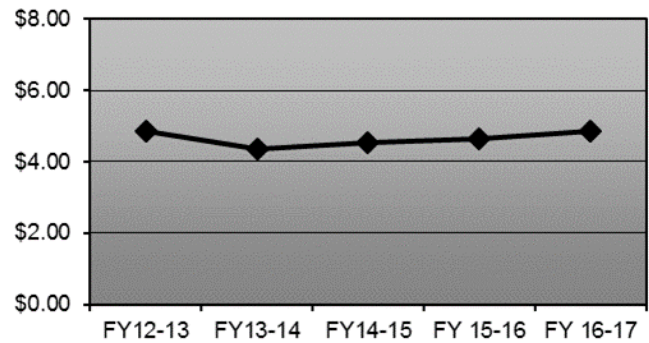
**Operating Revenue Per Vehicle Mile**



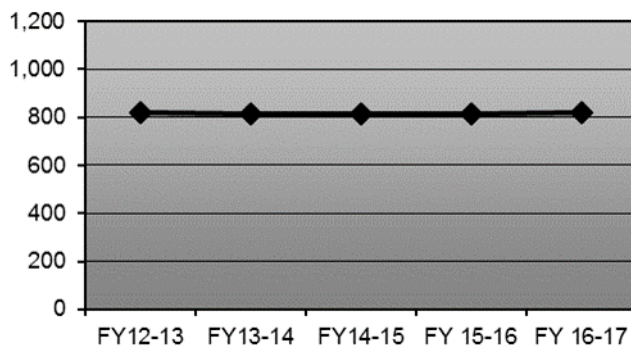
**Total Bus Trips (000's)**



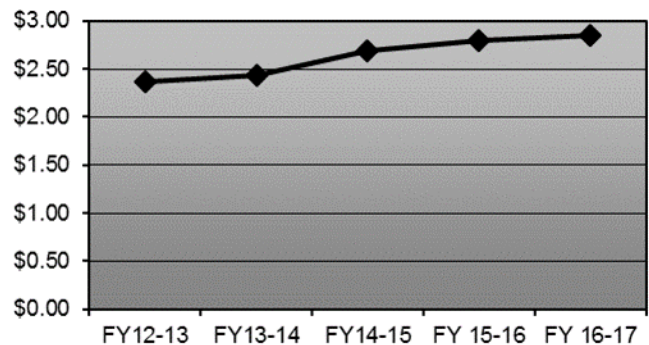
**Operating Expense Per Vehicle Mile**



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



**Total Subsidy Per Vehicle Mile**



INTERCITY BUS

**Myers Coach Lines, Inc.**

2001 Ball Park Road  
 Export, PA 15632  
 724-733-1045  
 Mr. David A. Myers, President  
[www.myerscoachlines.com](http://www.myerscoachlines.com)

**Intercity Bus Program:**

Serves 3 counties  
 Provides opportunities to travel into  
 and outside of the state

**Subsidized Route:**

Pittsburgh – Grove City

**Service Provided:**

Scheduled Route Service  
 Charter  
 Group and Party

**Average Fare:** \$4.51

**Total Number of Vehicles:** 2 coaches

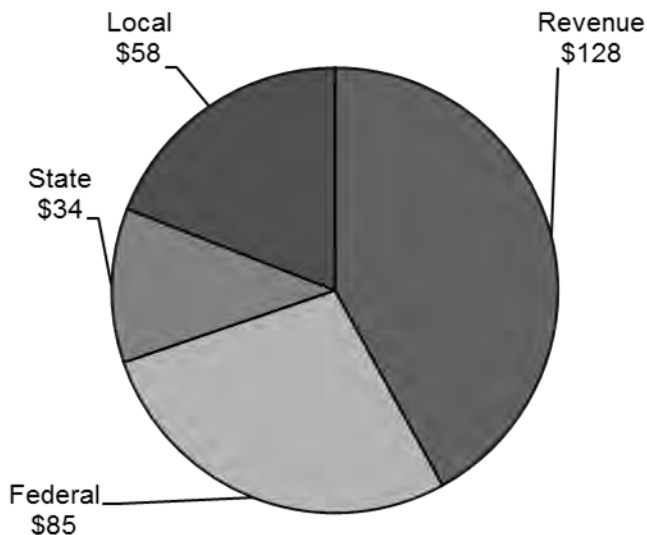
**Communities Served by Myers:**

**Communities Served by Pittsburgh – Grove City:**  
 Pittsburgh, Etna, Glenshaw, Allison Park, Mt. Royal,  
 Wildwood, Orchard Park, Bakerstown, Cooperstown,  
 Plainview, Butler, Unionville, Stone House, Slippery  
 Rock, and Grove City

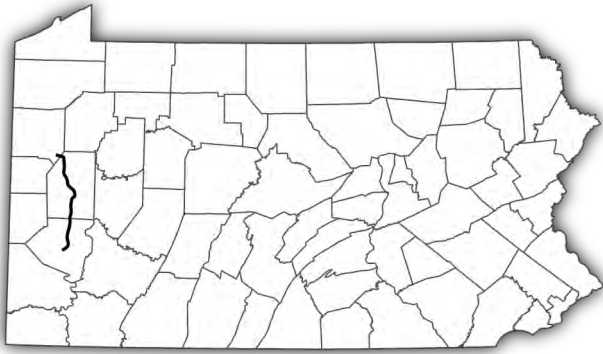
INTERCITY BUS

**OPERATING FUNDS (000's)**

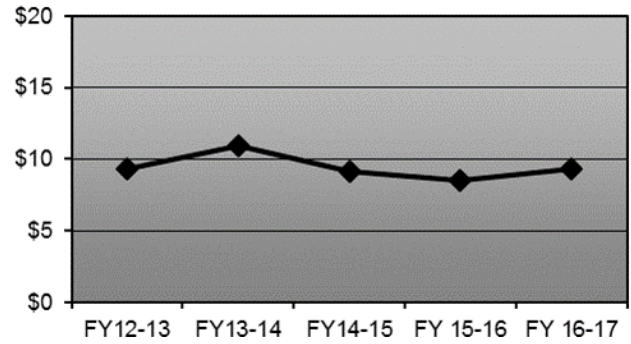
**\$305**



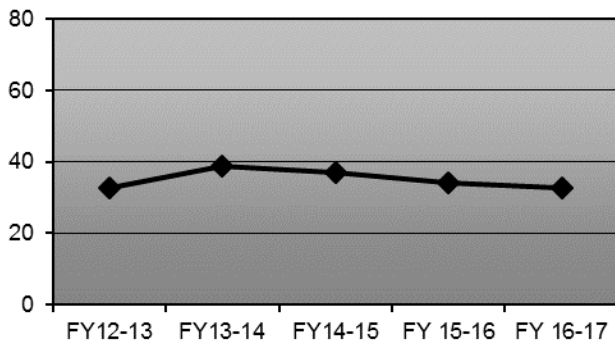




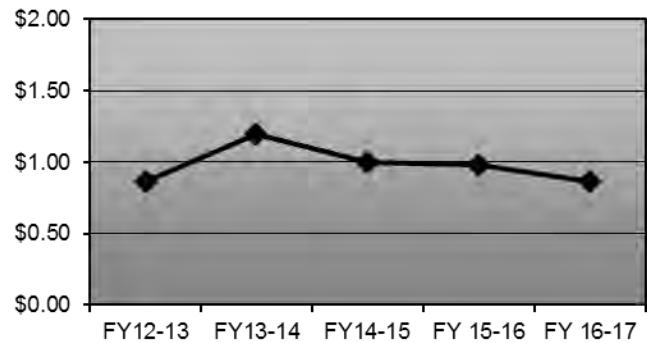
**Operating Expense Per Passenger**



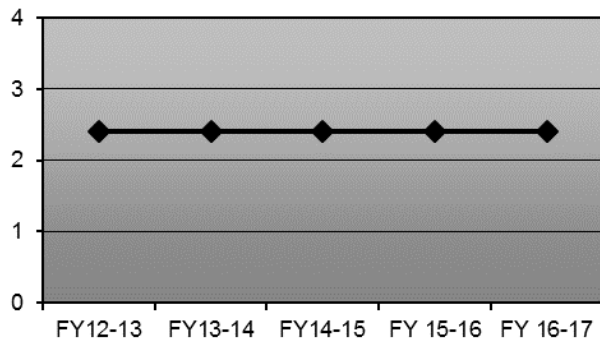
**Total Passengers (000's)**



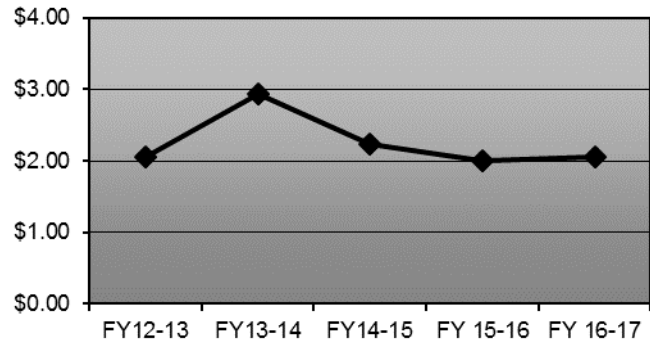
**Operating Revenue Per Vehicle Mile**



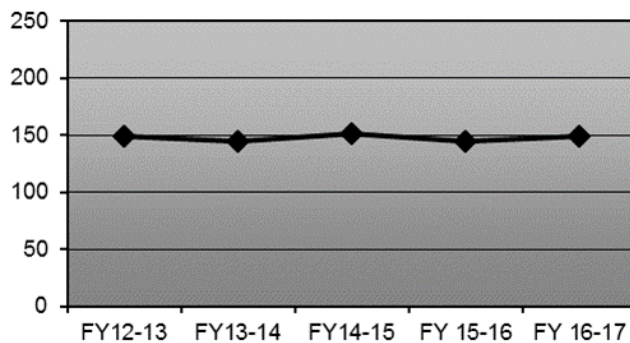
**Total Bus Trips (000's)**



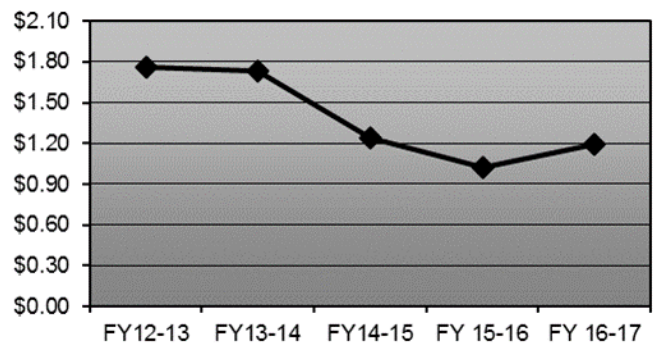
**Operating Expense Per Vehicle Mile**



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



**Total Subsidy Per Vehicle Mile**



INTERCITY BUS

**Susquehanna Transit Company**

P.O. Box U  
 Avis, PA 17721  
 570-753-5125  
 Mr. Carl W. Kephart, President  
[www.susquehannabus.com](http://www.susquehannabus.com)

**Intercity Bus Program:**

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

**Subsidized Routes:**

Williamsport – Philadelphia  
 Williamsport – Easton  
 Harrisburg – Elmira, NY

**Service Provided:**

Scheduled Route Service  
 Charter  
 Group and Party  
 School Bus

**Average Fare:** \$17.14  
**Total Number of Vehicles:** 16 coaches

**Communities Served by Susquehanna Transit Company:**

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

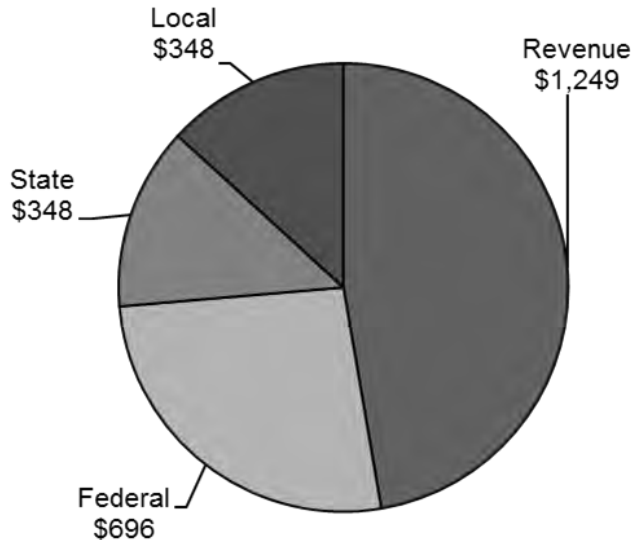
**Communities Served by Williamsport – Easton:**  
 Williamsport, Mt. Carmel, Bloomsburg, Lehigh, Allentown, and Easton

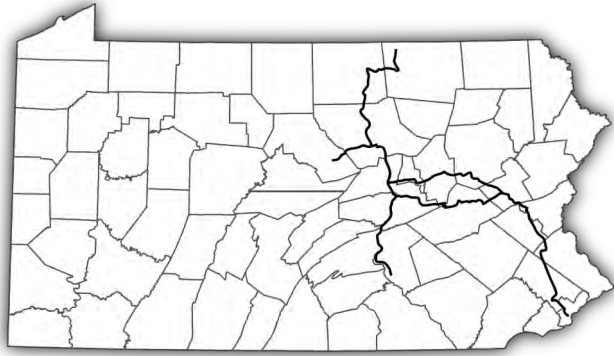
**Communities Served by Harrisburg – Elmira, NY:**  
 Harrisburg, Amity Hall, New Buffalo, Liverpool, Rt. 104 Park-and-Ride, Port Trevorton, Selinsgrove, Sunbury, Shamokin Dam, Lewisburg, Allenwood, Williamsport, Lock Haven, Trout Run, Liberty, Blossburg, Mansfield, Mainesburg, Sylvania, Troy, Gillett,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

INTERCITY BUS

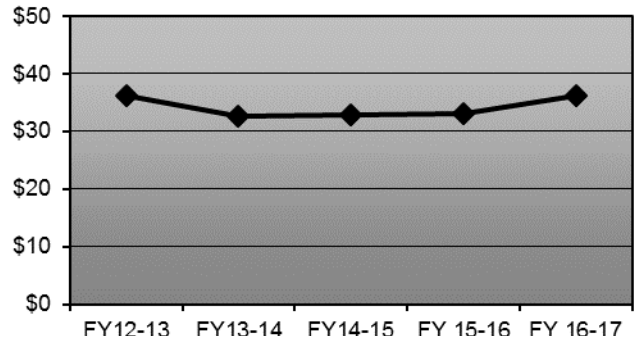
**OPERATING FUNDS (000's)**

**\$2,641**

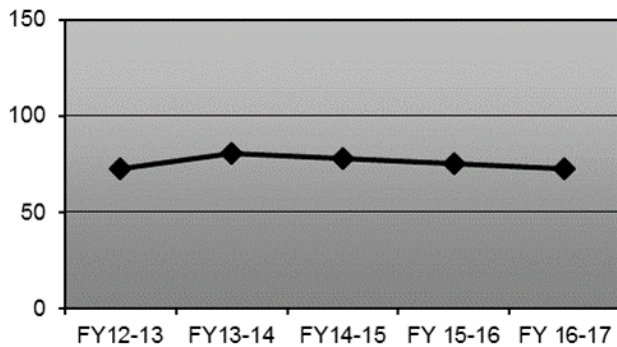




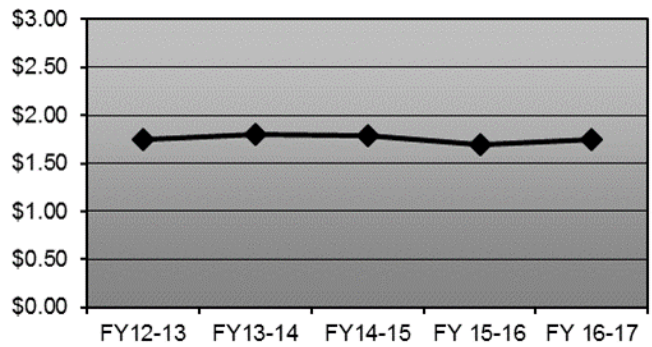
**Operating Expense Per Passenger**



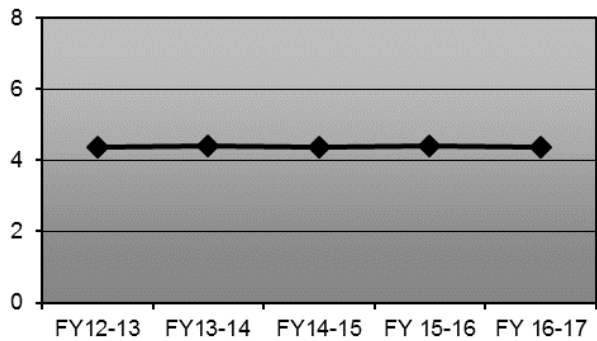
**Total Passengers (000's)**



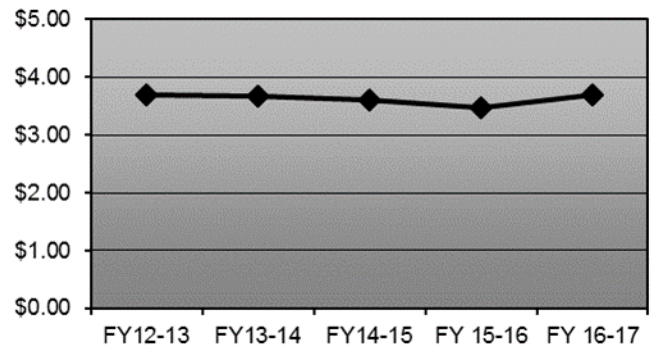
**Operating Revenue Per Vehicle Mile**



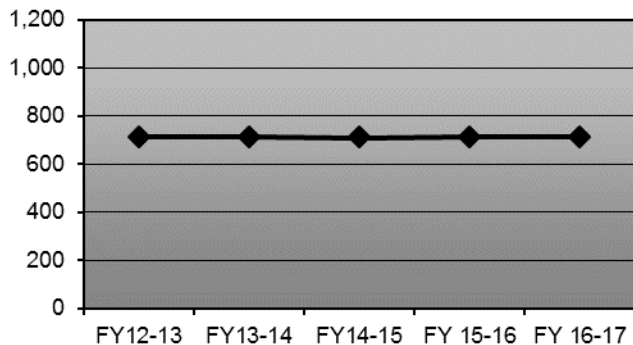
**Total Bus Trips (000's)**



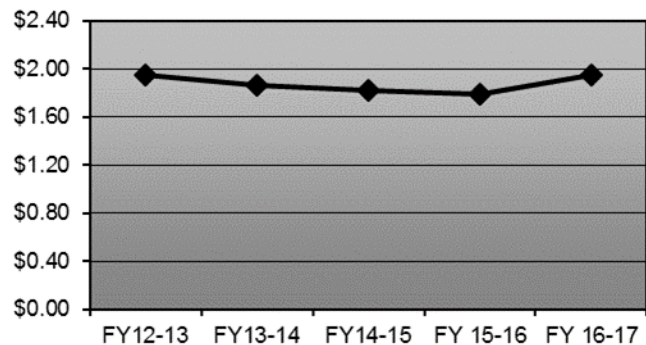
**Operating Expense Per Vehicle Mile**



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



**Total Subsidy Per Vehicle Mile**



INTERCITY BUS

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# ***Section VIII***

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## ***Passenger Rail***

## Passenger Rail Program

Pennsylvania Department of Transportation  
 Bureau of Public Transportation  
 P.O. Box 3151  
 Harrisburg, PA 17105-3151  
 717-783-8025  
[www.penndot.gov](http://www.penndot.gov)

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

### Keystone Corridor Service & Operations

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

### Ridership and Revenue

- Keystone Passengers: 1,538,164
- Keystone Passenger Revenue: \$44,023,986

### Fuel & Power

- Power Usage (kilowatt hours): 29,318,764
- Diesel Consumption (gallons): 17,530

### Keystone Corridor Station Improvements

[www.planthekeystone.com](http://www.planthekeystone.com)

#### Middletown Train Station

- Shift Norfolk Southern and Amtrak tracks (in progress)
- Construct level boarding passenger platforms and ADA access (design complete)

#### Mount Joy Train Station

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

#### Coatesville Train Station

- Rehabilitate 3<sup>rd</sup> Avenue for access to the train station and parking (in progress)

#### Paoli Train Station

- Construct level-boarding passenger platforms and ADA access (in progress)

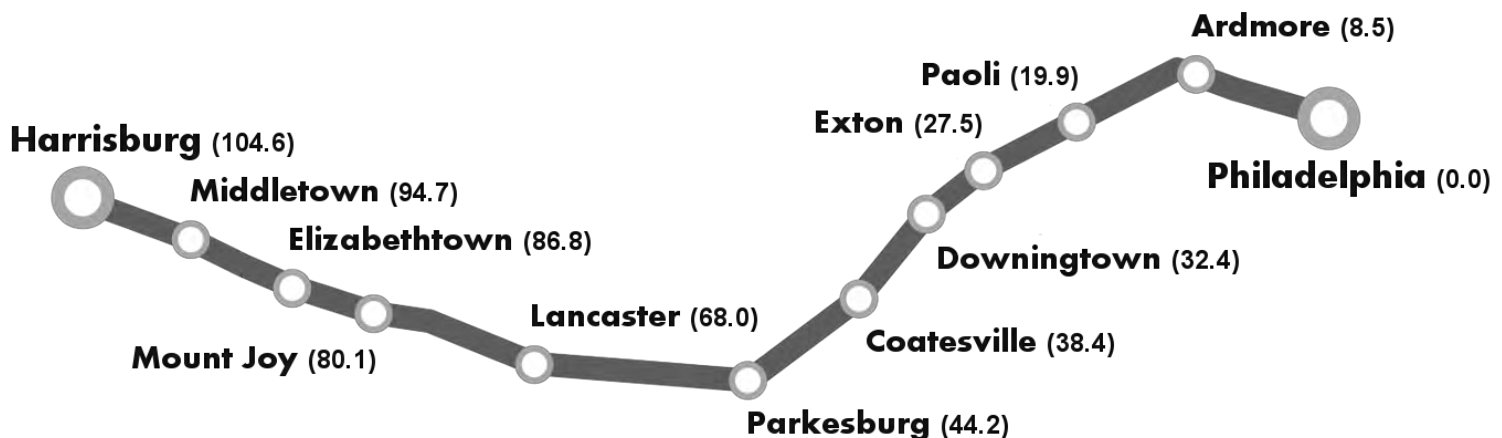
### Pennsylvanian Service & Operations

- Pennsylvanian corridor owned by Norfolk Southern from Pittsburgh, PA, to Harrisburg, PA, and by Amtrak from Harrisburg, PA, to Philadelphia, PA
- Two daily trains
- Pittsburgh – Philadelphia commute time = 5 hr 23 min

### Ridership and Revenue

- Pennsylvanian Passengers: 222,348
- Pennsylvanian Passenger Revenue: \$11,868,462

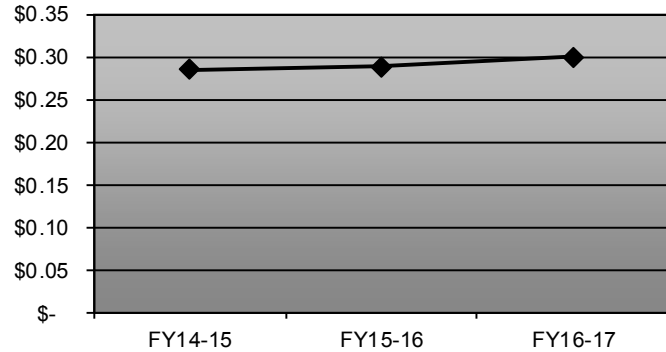
## Keystone Corridor Harrisburg - Philadelphia



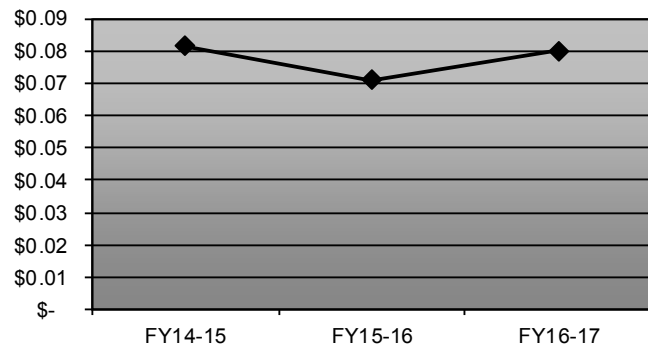
\*Amtrak milepost shown in parentheses next to station name

<b>Pennsylvania Intercity Passenger Rail Performance Data</b>		
<b>Factor</b>	<b>FY 15-16</b>	<b>FY 16-17</b>
Scheduled Train Miles	697,368	697,368
Expense per Train Mile	\$92.06	\$101.56
Subsidy per Train Mile	\$18.20	\$21.41
Average Passenger Fare	\$31.43	\$31.75
Revenue per Train Mile	\$73.86	\$80.15
Passengers	1,638,969	1,760,512
Passenger Miles	178,484,776	186,303,699
Annual State Subsidy	\$12,690,978	\$14,933,039
Annual Passenger Revenue	\$51,508,718	\$55,892,448

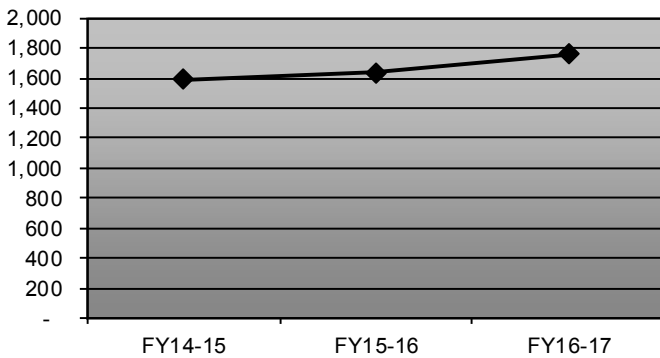
**Revenue per Passenger Mile**



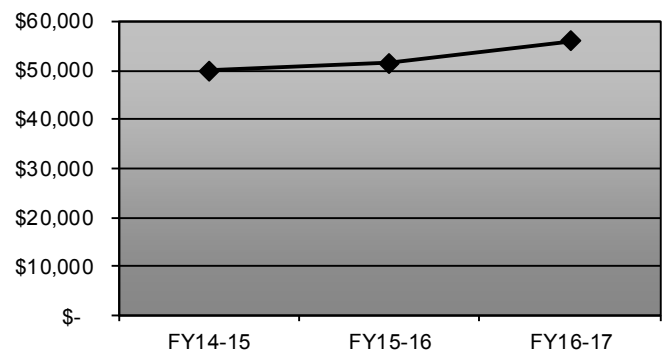
**Subsidy per Passenger Mile**



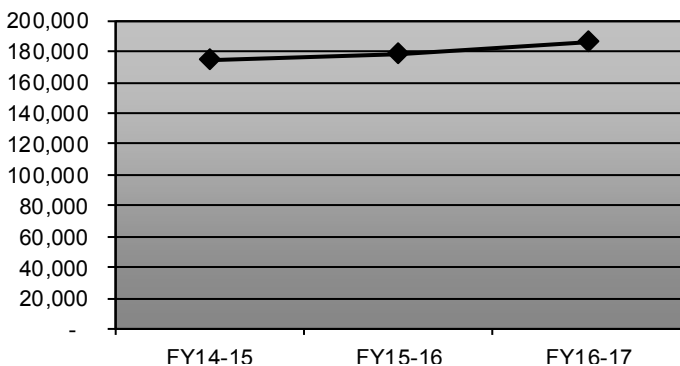
**Total Ridership (000's)**



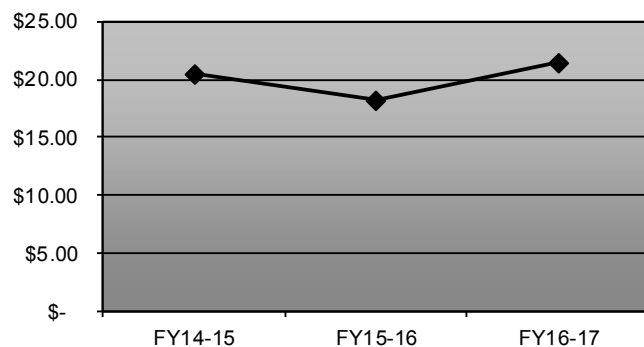
**Revenue (000's)**



**Total Passenger Miles (000's)**



**Subsidy per Train Mile**



\* 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.

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# ***Section IX***

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## ***Glossary of Terms***

## Urban and Rural Systems

**Act 44:** Pennsylvania Act 44 of 2007.

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

**Act 89:** Pennsylvania Act 89 of 2013

**Fixed-Route Public Transportation Service:** Defined by Act 44 as regularly-scheduled general public transportation that is provided according to published schedules along designated routes, with specified stopping points for the taking on and discharging of passengers.

**Operating Expenses:** Defined by Act 44 as total expenses required to continue service to the public and to permit needed improvements in service which are not self-supporting and otherwise for any purpose in furtherance of public passenger transportation.

**Operating Revenue:** Defined by Act 44 as the total revenue earned by a local transportation organization through its transit operations. The term includes passenger fares, reimbursement in lieu of fares for senior passengers, charter revenue, school bus revenue, advertising revenue, and other miscellaneous revenue such as public and private route guarantee funds.

**Paratransit Service:** Defined by Act 44 as transit service operating on a non-fixed-route basis in order to provide complementary transportation service to persons who are functionally unable to use fixed-route public transportation service, as required by the Americans with Disabilities Act of 1990.

**Revenue Vehicle Hours:** Defined by Act 44 as the total amount of time calculated in hours during which vehicles are in service and available for public use in fixed-route public transportation service and paratransit service. The term does not include deadhead hours.

**Revenue Vehicle Miles:** Defined by Act 44 as the total amount of distance calculated in miles during which vehicles are in service and available for public use in fixed-route public transportation service and paratransit service. The term does not include deadhead miles.

**Senior Passengers:** Defined by Act 44 as senior citizens (persons who are at least 65 years of age) who ride on fixed-route public transportation service.

**Total Passengers:** Defined by Act 44 as the total of all originating passengers plus transfer passengers carried on fixed-route public transportation service and paratransit service.

## Community Transportation

**65+ (Senior Citizen) Passenger Trips:** The number of one-way passenger trips reported for persons 65 years of age or older. Senior citizens are responsible for a portion (approximately 15%) 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 Transportation Program for Senior Citizens for a one-way passenger trip for persons 65 and older. The amount is equal to approximately 85% 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%) 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.

**Shared-Ride Escorts:** Individuals who accompany passengers on shared-ride trips to support the physical, cognitive, or social needs of those passengers who require assistance. Shared-Ride Escorts are not included in total shared-ride trip statistics.

**Total Trips:** The number of one-way passenger trips reported for general public shared-ride service. This includes passengers who are 65 years of age or older, as well as those under 65.

### **Passenger Rail**

**Train-Miles:** The number of miles when a train is “in service” and available for public use.

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# ***Section X***

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