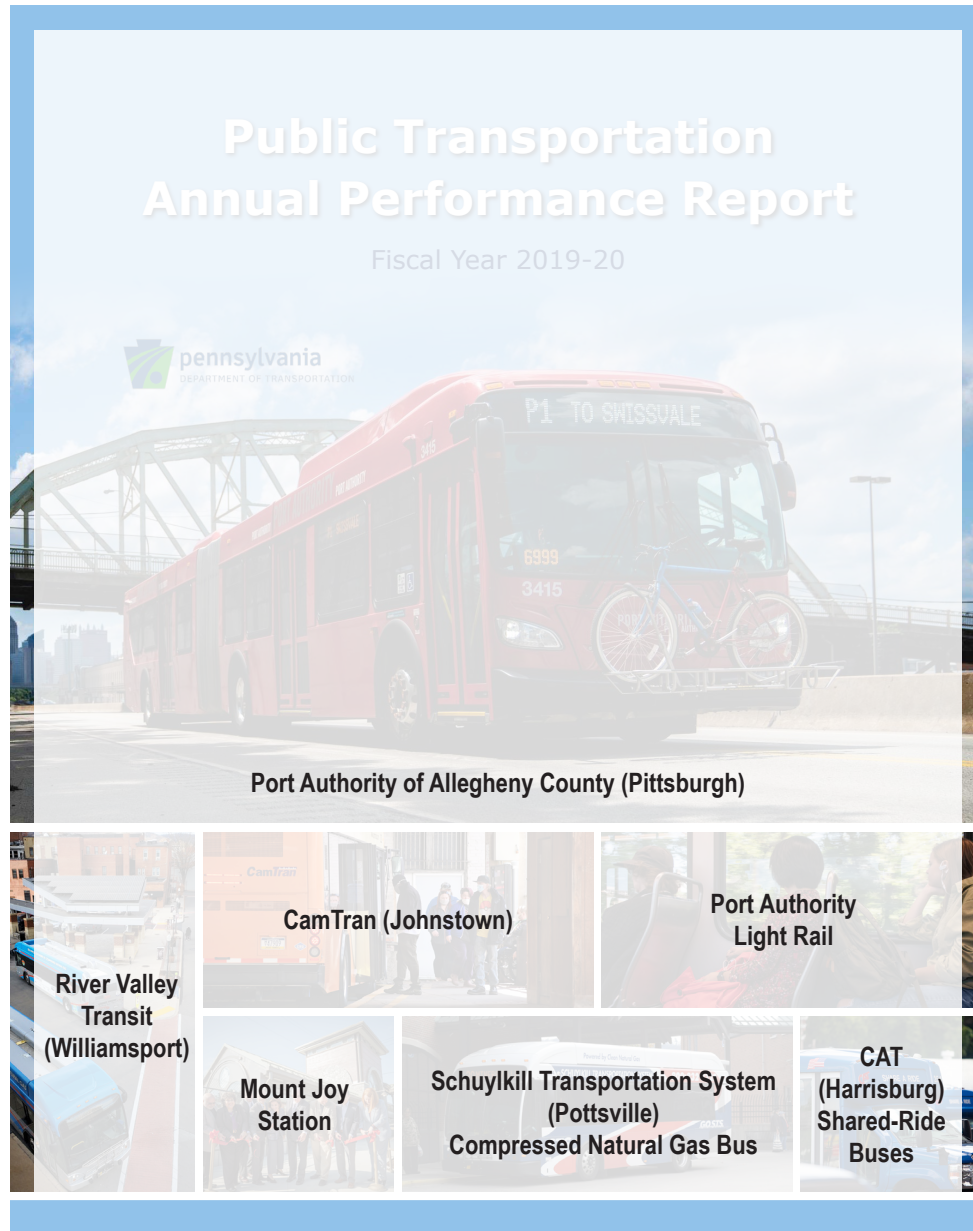


# Public Transportation Annual Performance Report

Fiscal Year 2019-20



On the cover...



Mount Joy photo by Commonwealth Media Services.  
River Valley Transit photo courtesy of Michael Baker International.  
Schuylkill Transportation System photo courtesy of Whitehouse Group, Inc.  
Other images courtesy of the subject transit agency.



April 30, 2021

Dear Transportation Users and Stakeholder –

I am pleased to present this state 2019-20 fiscal year Pennsylvania Public Transportation Annual Performance Report. The pandemic brought on by the coronavirus required us to live and work in a way we would never have imagined before its arrival. Our lives and also public transportation ridership were affected, with some systems seeing 90 percent drops in ridership in the early stages.

Pennsylvanians from all walks of life have been diligently wearing masks, physically distancing, and altering daily habits to protect themselves and others. Critical public transportation service has continued to operate to connect individuals with life-sustaining activities, such as getting essential workers to their jobs and providing connections to other vital services such as grocery shopping and medical services. I would like to praise all the frontline transit workers who came to work every day to ensure that these services were available to those who needed them most.

Over the course of the last year public transportation providers added safety measures to protect riders and drivers including requirements to wear masks and enhanced cleaning on busses. The department assisted in the early stages of the pandemic by distributing cleaning supplies and masks for employees and riders when the transit agencies were unable to purchase them, issuing guidance and flexibility regarding fare collection and other policies and continuing to provide state funding throughout the year. Additionally, millions of dollars of federal CARES Act monies were quickly leveraged to ensure the traveling public continued to have access to important services.

This report will highlight the work that we continue to do to bring transit agency fleets and facilities into a state of good repair. Projects across the state are in various stages of planning and design. We also have more projects in construction than in the past. These projects, long in coming, will provide transit agencies with much-needed new facilities to improve their maintenance and operation for years to come. These projects are funded through Act 89 of 2013, and leverage millions of federal transportation dollars.

We will continue to think imaginatively about transit safety, equity, and quality during the pandemic and beyond. We are proud of the daily hard work of drivers, schedulers, dispatchers, mechanics, and others to ensure Pennsylvania continues to lead in transportation innovation.

Sincerely,

A handwritten signature in black ink, appearing to read "Yassmin Gramian".

Yassmin Gramian  
Secretary of Transportation

*intentionally blank*

---

# *Table of Contents*

# Table of Contents

**Section I: Public Transportation and COVID-19 ..... 1**

**Section II: Public Transit Reference Information ..... 7**

    Map of Urban Systems..... 8

    Map of Rural Systems..... 9

    Map of Community Transportation ..... 10

    Agencies by County ..... 11

**Section III: Section 1513 Distribution Factors ..... 15**

    Act 44 Passenger Trips..... 16

    Act 44 Senior Citizen Trips..... 17

    Act 44 Revenue Vehicle Miles..... 18

    Act 44 Revenue Vehicle Hours..... 19

**Section IV: Capital Project Highlights ..... 21**

    Pennsylvania Act 89 Capital Program ..... 23

    Statewide Highlight: Vehicle Replacements ..... 24

    Rail Highlight: PA State Rail Plan..... 25

    Agency Highlight: Southeastern Pennsylvania Transportation Authority (SEPTA)..... 26

    Agency Highlight: Port Authority of Allegheny County (PAAC) ..... 27

    Agency Highlight: South Central Transportation Authority (SCTA) ..... 28

    Agency Highlight: Altoona Metro Transit (AMTRAN) ..... 29

    Agency Highlight: Westmoreland County Transportation Authority (WCTA)..... 30

    Agency Highlight: Luzerne County Transportation Authority (LCTA) ..... 31

    Agency Highlight: Susquehanna-Wyoming County Transportation (SWCT)..... 32

    Construction and Design ..... 33

**Section V: Agency Operating Profiles..... 35**

    Southeastern Pennsylvania Transportation Authority (SEPTA) ..... 36

    Port Authority of Allegheny County (PAAC)..... 40

    Allied Coordinated Transportation Services, Inc. (ACTS)/Lawrence County..... 44

    Altoona Metro Transit (AMTRAN)..... 46

    Area Transportation Authority of North Central PA (ATA)..... 48

    Beaver County Transit Authority (BCTA)..... 52

    Blair Senior Services, Inc./Blair County ..... 56

    Borough of Mount Carmel (LATS) ..... 58

    Bucks County Transport, Inc. .... 60

    Butler County (BART) ..... 62

    Butler Transit Authority (BTA)..... 64

# Table of Contents

Call-A-Ride Service (CARS)/Mifflin and Juniata Counties.....	66
Cambria County Transit Authority (CamTran).....	68
Capital Area Transit (CAT) .....	72
Carbon County Community Transit (CCCT).....	76
Central Pennsylvania Transportation Authority (CPTA) .....	80
Centre Area Transportation Authority (CATA).....	84
Centre County Office of Transportation .....	88
Clarion County Transportation.....	90
Community Transit of Delaware County .....	92
County of Lackawanna Transit System (COLTS) .....	94
County of Lebanon Transit Authority (COLT/LT).....	98
Crawford Area Transportation Authority (CATA).....	102
Endless Mountains Transportation Authority (EMTA) .....	106
Erie Metropolitan Transit Authority (EMTA) .....	110
Fayette Area Coordinated Transportation (FACT) .....	114
Forest County Transportation .....	118
Greene County Transportation Department.....	120
Hazleton Public Transit (HPT) .....	122
Huntingdon-Bedford-Fulton Area Agency on Aging .....	124
Indiana County Transit Authority (IndiGO).....	126
Lehigh and Northampton Transportation Authority (LANTA) .....	130
Luzerne County Transportation Authority (LCTA).....	134
Mercer County Regional Council of Governments (MCRCOG).....	138
Mid County Transit Authority (TACT).....	142
Mid Mon Valley Transit Authority (MMVTA).....	146
Monroe County Transportation Authority (MCTA).....	148
New Castle Area Transit Authority (NCATA).....	152
Pike County Transportation Department.....	154
Pottstown Area Rapid Transit (PART) .....	156
ROVER Community Transportation/Chester County .....	158
Schuylkill Transportation System (STS).....	160
Somerset County Transportation System .....	164
South Central Transit Authority (SCTA).....	166
STEP, Inc./Lycoming and Clinton Counties .....	170
Suburban Transit Network, Inc. (TransNet)/Montgomery County.....	172
Susquehanna-Wyoming County Transportation .....	174
Transit Authority of Warren County (TAWC).....	176
Washington County Transportation Authority (WCTA).....	180
Wayne County Area Agency on Aging.....	184
Westmoreland County Transit Authority (WCTA).....	186

# Table of Contents

Williamsport River Valley Transit (Williamsport RVT) .....	190
<b>Section VI: Intercity Bus .....</b>	<b>193</b>
The Fullington Auto Bus Company .....	196
Greyhound Lines, Inc. ....	198
<b>Section VII: Passenger Rail .....</b>	<b>201</b>
Keystone Corridor Service .....	202
<b>Section VIII: Transit Agency Performance Review Executive Summaries .....</b>	<b>205</b>
Schuylkill Transportation System (STS) .....	208
Butler Transit Authority (BTA).....	214
Erie Metropolitan Transit Authority (EMTA) .....	220
Mercer County Regional Council of Governments (MCRCOG) .....	226
Indiana County Transit Authority (IndiGO).....	232
Westmoreland County Transit Authority (WCTA) .....	238
Lehigh and Northampton Transit Authority (LANTA) .....	244
Carbon County Community Transit (CCCT) .....	250
<b>Section IX: Glossary of Terms .....</b>	<b>257</b>
<b>Section X: Index .....</b>	<b>261</b>



# *Section I*

---

## *Public Transportation and COVID-19*

# Public Transportation and **COVID-19**

as of April 2021

The World Health Organization identified an outbreak of a coronavirus on January 7, 2020, which causes the disease identified as COVID-19 (Coronavirus Disease 2019). On March 6, Pennsylvania's governor reported the first case in Pennsylvania, and on March 21 a statewide shutdown began for all "non-life-sustaining" businesses.

These restrictions continued widely throughout March, April, and part of May 2020. Cases declined in the summer months, but by fall the infection rate increased rapidly. Some restrictions were reestablished and continued into 2021, pursuant to the changing number of cases.

All aspects of American society and its economy have been significantly impacted by COVID-19. Transit agencies across the United States experienced significant reductions in ridership and the associated fare revenue. Revenue from the majority of sources that comprise state and local transit funding (sales taxes, motor fuel taxes, tolls, fees on transportation network companies such as Uber and Lyft, and the lottery) has declined, and the future status or impacts of those reductions cannot be immediately known.

## **Public transportation is an essential service and has continued to provide vital transportation services throughout the pandemic.**

While many Commonwealth transit systems reduced service hours or altered schedules at some point during the early stages of the pandemic, no system completely shut down. Transit providers across Pennsylvania embraced their role in keeping communities safe, while continuing to provide lifeline services so people could continue to travel to their jobs, receive medical treatment, pursue educational opportunities, and access food and other key necessities.

Ridership loss across Pennsylvania between April and June 2020 is estimated to have been more than 95 million unlinked trips. The Southeastern Pennsylvania Transportation Authority (SEPTA) and Port Authority of Allegheny County (PAAC) each experienced a 65 percent reduction in ridership between July and September 2020 as compared to the same period in 2019. Many other systems experienced initial reductions of approximately 50 percent of normal ridership; some agencies saw as much as a 90 percent drop temporarily.

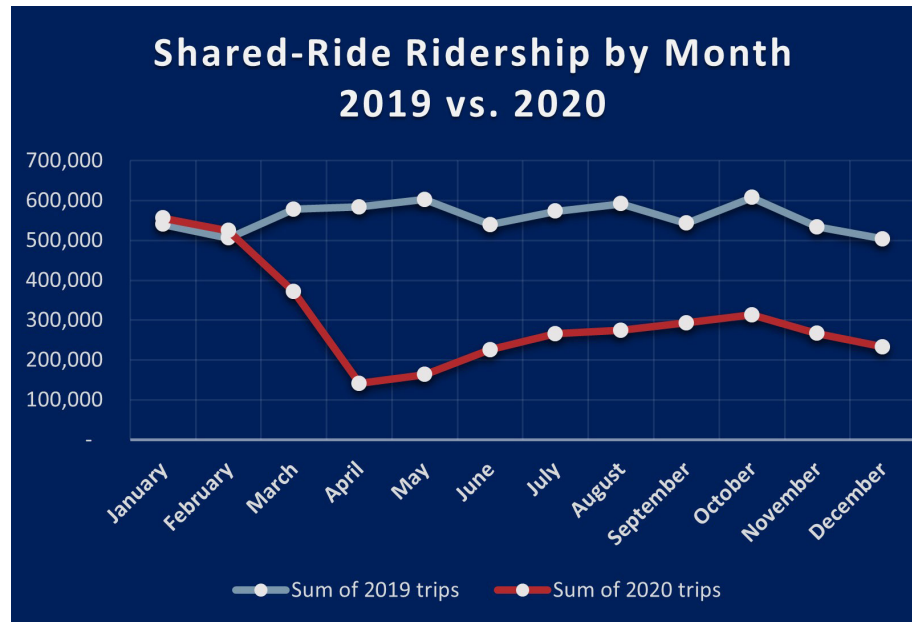
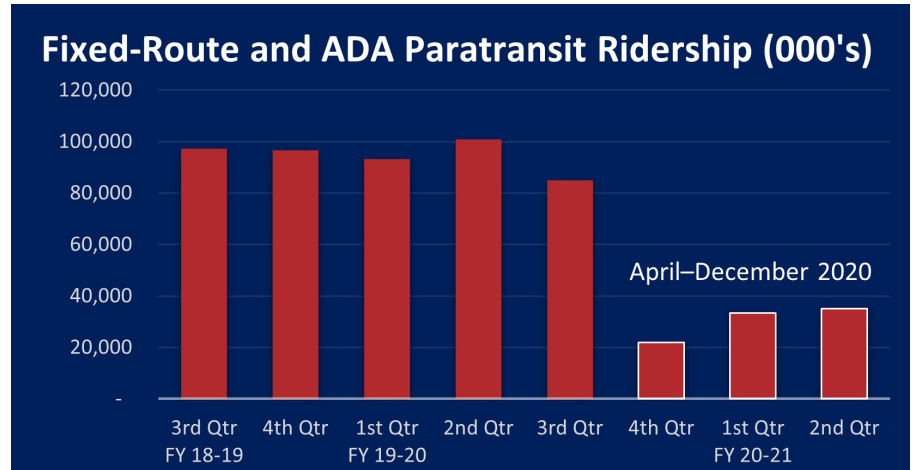
PennDOT coordinated with Amtrak to suspend the *Keystone Service* on March 18, 2020, and the *Pennsylvanian* service on March 19, 2020. Both passenger rail services were restored on June 1, 2020, with a reduced service schedule on the Keystone line to reduce operating costs. After resuming service, ridership returned to approximately 15 percent and 45 percent of pre-COVID levels for the *Keystone Service* and *Pennsylvanian*, respectively.

While the pandemic continues to alter daily life in many ways, transit ridership numbers have begun to rebound and ridership is steadily increasing again. In mid-2020, groups such as the American Public Transportation Association (APTA) and the Community Transportation Association of America (CTAA) estimated that it would take roughly eighteen months for transit ridership levels nationally to return to levels seen pre-pandemic.



Right: Transit ridership plummeted in April 2020, gradually climbing back up over the summer and fall to less than half the pre-COVID levels.

Above: Transit systems have continued to follow the Centers for Disease Control's (CDC) guidelines on face masks, cleaning, and social distancing.



**Modifications were made to ensure the continued safety of transit employees, customers, and the communities they serve.** To address safety concerns associated with COVID, fixed-route systems:

- Limited interactions between riders and drivers:
  - » Instituted electronic fare collection or temporarily eliminating cash transactions
  - » Implemented rear boarding
  - » Spaced out seating by blocking certain seats
  - » Installed plexiglass barriers around drivers
- Utilized enhanced cleaning procedures
- Increased the number of buses where needed to provide for social distancing

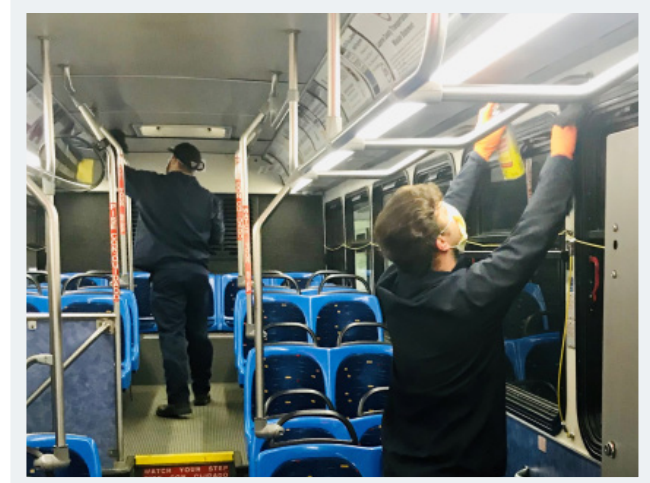
Many shared-ride systems were given permission during the pandemic to:

- Avoid collecting cash from seniors and persons with disabilities by use of local third-party funding
- Temporarily modify service areas or service times to serve their riders more safely or effectively during the pandemic
- Use shared-ride vehicles (but not trip funding) for meal delivery
- Waive the prior-day reservation requirement

## Federal COVID-19 Relief Funding

On January 20, 2020, the Federal Transit Administration (FTA), in direct response to the COVID-19 pandemic, authorized the use of public transportation funds at 100 percent federal share (no local match required). In addition to the emergency use authorization, Pennsylvania was appropriated \$1.1 billion in federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding in March 2020, more than \$440 million in Coronavirus Response and Relief Supplemental Appropriation Act (CRRSAA) funding in December 2020, and an estimated \$1 billion in American Rescue Plan Act funding in March 2021 as a short-term measure to ensure the continued safety and mobility of the traveling public.

Urban agencies applied for these funds directly from the FTA and could begin utilizing these funds immediately upon FTA approval. PennDOT is responsible for allocating and granting rural relief funding and has worked with the FTA to apply for these funds on behalf of rural agencies. The relief funding is prioritized for operating expenses and direct mitigation expenses, such as the purchase of personal protective equipment (PPE) and other safety and cleaning supplies, additional sanitizing of buses and facilities, rearranging of work spaces and public spaces to decrease the spread of COVID-19, pandemic-related training for operators, and the replacement of lost revenue realized from declines in ridership early on.



## **Post-Pandemic Decision-Making**

The challenges associated with the COVID-19 pandemic over the last year have provided an opportunity for transit to become increasingly resilient and reaffirm the industry's commitment to serving Pennsylvanians safely. While much of the focus across the Commonwealth is on "reopening," it bears noting that throughout the pandemic, transit never closed.

Public transportation's future trends in ridership and operations are unknown. Alternative work arrangements including telework and compressed schedules were already reducing transit demand prior to the pandemic. The acceleration of collaborative technologies and their rapid adoption by employers in all sectors may greatly reduce future demand for transit. Pennsylvania transit agencies will continue to monitor national trends and be on the forefront of innovation to ensure our citizens have a transportation network that provides affordable and efficient transportation options.

**Looking ahead, despite possible changes and ongoing challenges, the demand for transit and the need for the essential services it provides will remain.**

**The industry's recovery from the pandemic may present opportunities to deliver services that are safer, more efficient, and more effective than ever before.**

*intentionally blank*

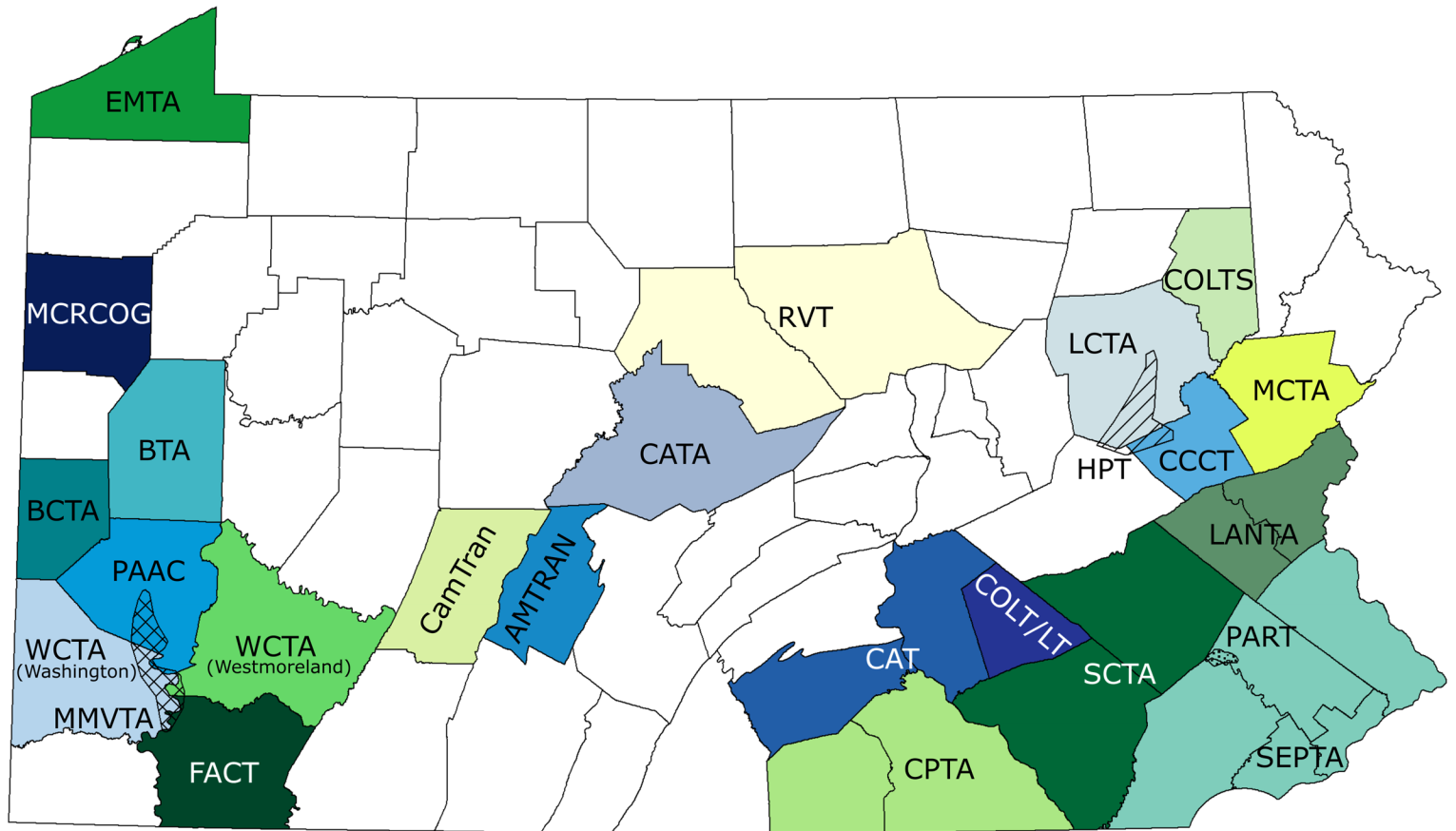
## ***Section II***

---

### ***Public Transit Reference Information***

# Urban Systems

REFERENCE INFORMATION



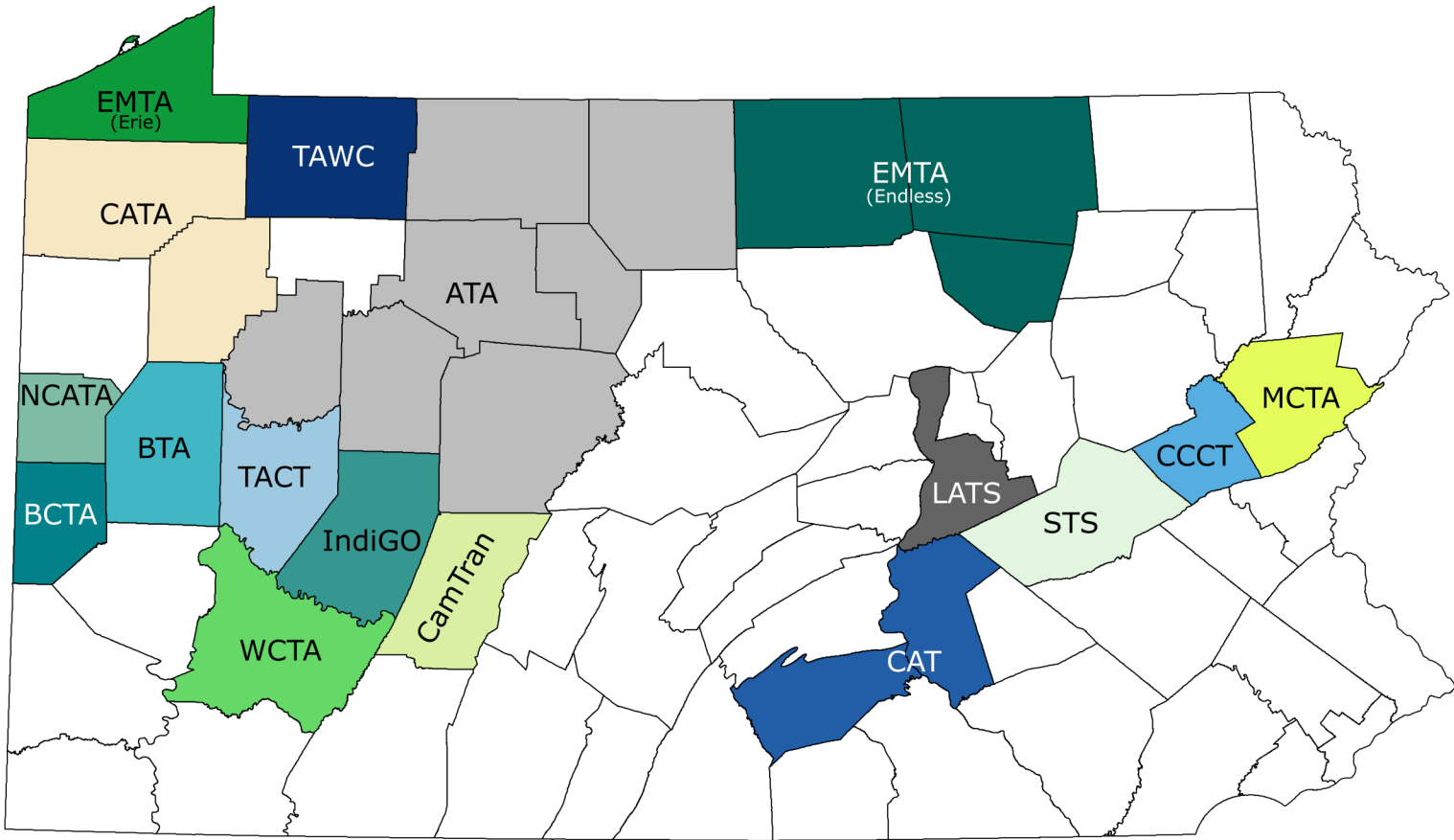
Agencies		
Altoona Metro Transit (AMTRAN)	County of Lebanon Transit Authority (COLT/LT)	Monroe County Transportation Authority (MCTA)
Beaver County Transit Authority (BCTA)	Erie Metropolitan Transit Authority (EMTA)	Port Authority of Allegheny County (PAAC)
Butler Transit Authority (BTA)	Fayette Area Coordinated Transportation (FACT)	Pottstown Area Rapid Transit (PART)
Cambria County Transit Authority (CamTran)	Hazleton Public Transit (HPT)	South Central Transit Authority (SCTA)
Capital Area Transit (CAT)	Lehigh and Northampton Transportation Authority (LANTA)	Southeastern Pennsylvania Transportation Authority (SEPTA)
Carbon County Community Transportation (CCCT)	Luzerne County Transportation Authority (LCTA)	Westmoreland County Transit Authority (WCTA)
Central Pennsylvania Transportation Authority (CPTA)	Mercer County Regional Council of Governments (MCRCOG)	Washington County Transportation Authority (WCTA)
Centre Area Transportation Authority (CATA)	Mid Mon Valley Transit Authority (MMVTA)	Williamsport River Valley Transit (RVT)
County of Lackawanna Transit System (COLTS)		

Public transportation agencies identified as Urban Systems are recipients of Federal Transit Administration Urbanized Area Formula funds (Section 5307). The Urbanized Area Formula Funding program makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census.

Funding is made available to designated recipients that are public bodies with the legal authority to receive and dispense federal funds. Governors, responsible local officials, and publicly owned operators of transit services shall designate a recipient to apply for, receive, and dispense funds for urbanized areas. The governor or governor's designee acts as the designated recipient for urbanized areas with populations between 50,000 and 200,000.

For urbanized areas with 200,000 in population and over, federal funds are apportioned and flow directly to a designated recipient selected locally to apply for and receive federal funds. For urbanized areas under 200,000 in population, the funds are apportioned to the governor of each state for distribution.





REFERENCE INFORMATION

## Agencies

Area Transportation Authority of North Central PA (ATA)	Crawford Area Transportation Authority (CATA)	New Castle Area Transit Authority (NCATA)
Butler Transit Authority (BTA)	Endless Mountains Transportation Authority (EMTA)	Schuylkill Transportation System (STS)
Beaver County Transit Authority (BCTA)	Erie Metropolitan Transit Authority (EMTA)	Town and Country Transit/Mid County Transit Authority (TACT)
Cambria County Transit Authority (CamTran)	Indiana County Transit Authority (IndiGO)	Transit Authority of Warren County (TAWC)
Capital Area Transit (CAT)	Lower Anthracite Transit System/Borough of Mt. Carmel (LATS)	Westmoreland County Transit Authority (WCTA)
Carbon County Community Transportation (CCCT)	Monroe County Transportation Authority (MCTA)	

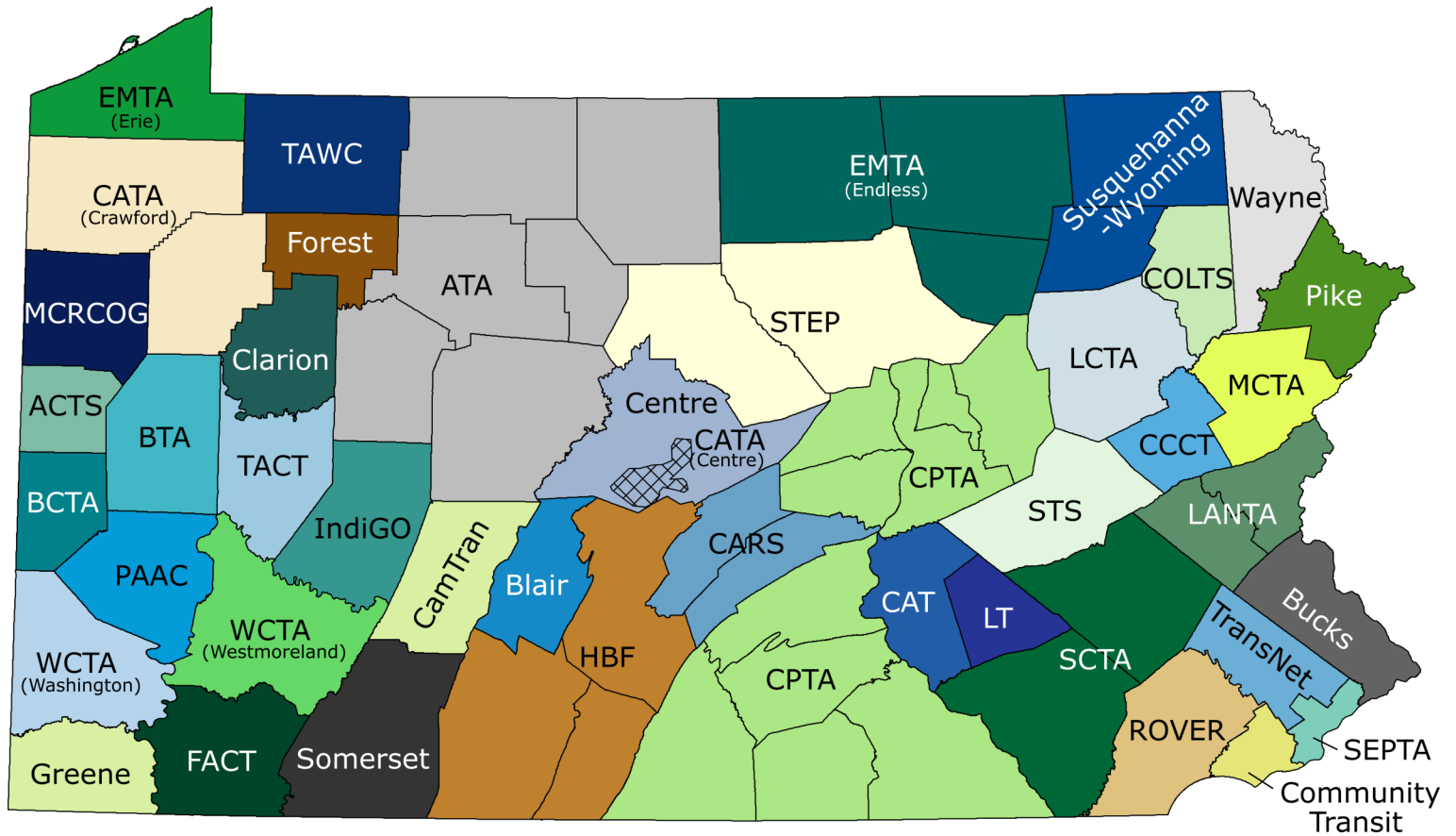
Public transportation agencies identified as Rural Systems are recipients of Federal Transit Administration Federal Grants for Rural Areas funds (Section 5311). The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program.

Eligible recipients include states and federally recognized Indian Tribes. PennDOT is the designated recipient for all Section 5311 funds in the Commonwealth of Pennsylvania. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus services.

The federal share is 80 percent for capital projects, 50 percent for operating assistance, and 80 percent for Americans with Disabilities Act (ADA) non-fixed route paratransit service. Funds are apportioned to States based on a formula that includes land area, population, revenue vehicle miles, and low-income individuals in rural areas.

# Community Transportation

REFERENCE INFORMATION



Agencies		
	Allied Coordinated Transportation Services, Inc. (ACTS)	
	Area Transportation Authority of North Central PA (ATA)	
	Beaver County Transit Authority (BCTA)	
	Blair Senior Services, Inc.	
	Bucks County Transport, Inc.	
	Butler County (BART)	
	Call-a-Ride Service (CARS)	
	Cambria County Transit Authority (CamTran)	
	Capital Area Transit (CAT)	
	Carbon County Community Transportation (CCCT)	
	Central Pennsylvania Transportation Authority (CPTA)	
	Centre Area Transportation Authority (CATA)	
	Centre County Office of Transportation	
	Community Transit of Delaware County	
	Clarion County Transportation	
	County of Lackawanna Transit System (COLTS)	
	County of Lebanon Transit Authority (COLT/LT)	
	Crawford Area Transportation Authority (CATA)	
	Endless Mountains Transportation Authority (EMTA)	
	Erie Metropolitan Transit Authority (EMTA)	
	Fayette Area Coordinated Transportation (FACT)	
	Forest County Transportation	
	Greene County Transportation Department	
	Huntingdon-Bedford-Fulton Area Agency on Aging (HBF)	
	Indiana County Transit Authority (IndiGO)	
	Lehigh and Northampton Transportation Authority (LANTA)	
	Luzerne County Transportation Authority (LCTA)	
	Mercer County Regional Council of Governments (MCRCOG)	
	Monroe County Transportation Authority (MCTA)	
	Pike County Transportation Department	
	Port Authority of Allegheny County (PAAC)	
	ROVER Community Transportation	
	Schuylkill Transportation System (STS)	
	Somerset County Transportation System	
	South Central Transit Authority (SCTA)	
	Southeastern Pennsylvania Transportation Authority (SEPTA)	
	STEP, Inc.	
	Suburban Transit Network, Inc. (TransNet)	
	Susquehanna-Wyoming County Transportation	
	Town and Country Transit/Mid County Transit Authority (TACT)	
	Transit Authority of Warren County (TAWC)	
	Washington County Transportation Authority (WCTA)	
	Wayne County Area Agency on Aging	
	Westmoreland County Transit Authority (WCTA)	

Public transportation agencies identified as Community Transportation coordinate shared-ride service within their highlighted counties. Shared-Ride service is demand-responsive, curb-to-curb or door-to-door transportation which is available to the general public, operates on a non-fixed route basis, and charges a fare to all riders. For transportation to be included in this definition, passengers must agree to share the vehicle with other passengers during a given trip. Various programs such as the Senior Shared-Ride Program, the Persons with Disabilities (PWD) Program, and the Medical Assistance Transportation Program (MATP) purchase shared-ride trips for individuals registered for their programs.

Shared-Ride providers will also often provide demand-responsive transportation to human service programs that goes beyond the times, service areas, or that otherwise exceed the parameters of the public shared-ride service. This type of service is referred to as exclusive human service or non-public transportation throughout this document.

# Agencies by County

## Agencies by County

County	Service	Agency	Page
Adams	Urban	Central Pennsylvania Transportation Authority (CPTA)	80
Adams	Community	Central Pennsylvania Transportation Authority (CPTA)	82
Allegheny	Urban	Port Authority of Allegheny County (PAAC)	40
Allegheny	Community	Port Authority of Allegheny County (PAAC)	42
Armstrong	Rural	Mid County Transit Authority	142
Armstrong	Community	Mid County Transit Authority	144
Beaver	Urban & Rural	Beaver County Transit Authority (BCTA)	52
Beaver	Community	Beaver County Transit Authority (BCTA)	54
Bedford	Community	Huntingdon-Bedford-Fulton Area Agency on Aging	124
Berks	Urban	South Central Transit Authority (SCTA)	166
Berks	Community	South Central Transit Authority (SCTA)	168
Blair	Urban	Altoona Metro Transit (AMTRAN)	46
Blair	Community	Blair Senior Services, Inc.	56
Bradford	Rural	Endless Mountains Transportation Authority (EMTA)	106
Bradford	Community	Endless Mountains Transportation Authority (EMTA)	108
Bucks	Urban	Southeastern Pennsylvania Transportation Authority (SEPTA)	36
Bucks	Community	Bucks County Transport, Inc	60
Butler	Urban & Rural	Butler Transit Authority (BTA)	64
Butler	Community	Butler County (BART)	62
Cambria	Urban & Rural	Cambria County Transit Authority (CamTran)	68
Cambria	Community	Cambria County Transit Authority (CamTran)	70
Cameron	Rural	Area Transportation Authority of North Central PA (ATA)	48
Cameron	Community	Area Transportation Authority of North Central PA (ATA)	50
Carbon	Urban & Rural	Carbon County Community Transit (CCCT)	76
Carbon	Community	Carbon County Community Transit (CCCT)	78
Centre	Urban	Centre Area Transportation Authority (CATA)	84
Centre	Community	Centre Area Transportation Authority (CATA)	86
Centre	Community	Centre County Office of Transportation	88
Chester	Urban	Southeastern Pennsylvania Transportation Authority (SEPTA)	36
Chester	Community	ROVER Community Transportation	158
Clarion	Rural	Area Transportation Authority of North Central PA (ATA)	48
Clarion	Community	Clarion County Transportation	90
Clearfield	Rural	Area Transportation Authority of North Central PA (ATA)	48
Clearfield	Community	Area Transportation Authority of North Central PA (ATA)	50
Clinton	Urban	Williamsport River Valley Transit (RVT)	190
Clinton	Community	STEP, Inc.	170
Columbia	Community	Central Pennsylvania Transportation Authority (CPTA)	82
Crawford	Rural	Crawford Area Transportation Authority (CATA)	102
Crawford	Community	Crawford Area Transportation Authority (CATA)	104
Cumberland	Urban & Rural	Capital Area Transit (CAT)	72
Cumberland	Community	Central Pennsylvania Transportation Authority (CPTA)	82
Dauphin	Urban & Rural	Capital Area Transit (CAT)	72
Dauphin	Community	Capital Area Transit (CAT)	74
Delaware	Urban	Southeastern Pennsylvania Transportation Authority (SEPTA)	36
Delaware	Community	Community Transit of Delaware County	92
Elk	Rural	Area Transportation Authority of North Central PA (ATA)	48
Elk	Community	Area Transportation Authority of North Central PA (ATA)	50
Erie	Urban & Rural	Erie Metropolitan Transit Authority (EMTA)	110
Erie	Community	Erie Metropolitan Transit Authority (EMTA)	112
Fayette	Urban	Fayette Area Coordinated Transportation (FACT)	114
Fayette	Community	Fayette Area Coordinated Transportation (FACT)	116

# Agencies by County

County	Service	Agency	Page
Forest	Community	Forest County Transportation	118
Franklin	Community	Central Pennsylvania Transportation Authority (CPTA)	82
Fulton	Community	Huntingdon-Bedford-Fulton Area Agency on Aging	124
Greene	Community	Greene County Transportation Department	120
Huntingdon	Community	Huntingdon-Bedford-Fulton Area Agency on Aging	124
Indiana	Rural	Indiana County Transit Authority (IndiGO)	126
Indiana	Community	Indiana County Transit Authority (IndiGO)	128
Jefferson	Rural	Area Transportation Authority of North Central PA (ATA)	48
Jefferson	Community	Area Transportation Authority of North Central PA (ATA)	50
Juniata	Community	Call-A-Ride Service (CARS)	66
Lackawanna	Urban	County of Lackawanna Transit System (COLTS)	94
Lackawanna	Community	County of Lackawanna Transit System (COLTS)	96
Lancaster	Urban	South Central Transit Authority (SCTA)	166
Lancaster	Community	South Central Transit Authority (SCTA)	168
Lawrence	Rural	New Castle Area Transit Authority (NCATA)	152
Lawrence	Community	Allied Coordinated Transportation Services, Inc. (ACTS)	44
Lebanon	Urban	County of Lebanon Transit Authority (COLT/LT)	98
Lebanon	Community	County of Lebanon Transit Authority (COLT/LT)	100
Lehigh	Urban	Lehigh and Northampton Transportation Authority (LANTA)	130
Lehigh	Community	Lehigh and Northampton Transportation Authority (LANTA)	132
Luzerne	Urban	Hazleton Public Transit (HPT)	122
Luzerne	Urban	Luzerne County Transportation Authority (LCTA)	134
Luzerne	Community	Luzerne County Transportation Authority (LCTA)	136
Lycoming	Urban	Williamsport River Valley Transit (RVT)	190
Lycoming	Community	STEP, Inc.	170
McKean	Rural	Area Transportation Authority of North Central PA (ATA)	48
McKean	Community	Area Transportation Authority of North Central PA (ATA)	50
Mercer	Urban	Mercer County Regional Council of Governments (MCRCOG)	138
Mercer	Community	Mercer County Regional Council of Governments (MCRCOG)	140
Mifflin	Community	Call-A-Ride Service (CARS)	66
Monroe	Urban & Rural	Monroe County Transportation Authority (MCTA)	148
Monroe	Community	Monroe County Transportation Authority (MCTA)	150
Montgomery	Urban	Southeastern Pennsylvania Transportation Authority (SEPTA)	36
Montgomery	Urban	Pottstown Area Rapid Transit (PART)	156
Montgomery	Community	Suburban Transit Network, Inc. (TransNet)	172
Montour	Community	Central Pennsylvania Transportation Authority (CPTA)	82
Northampton	Urban	Lehigh and Northampton Transportation Authority (LANTA)	130
Northampton	Community	Lehigh and Northampton Transportation Authority (LANTA)	132
Northumberland	Rural	Borough of Mount Carmel (LATS)	58
Northumberland	Community	Central Pennsylvania Transportation Authority (CPTA)	82
Perry	Community	Central Pennsylvania Transportation Authority (CPTA)	82
Philadelphia	Urban	Southeastern Pennsylvania Transportation Authority (SEPTA)	36
Philadelphia	Community	Southeastern Pennsylvania Transportation Authority (SEPTA)	38
Pike	Community	Pike County Transportation Department	154
Potter	Rural	Area Transportation Authority of North Central PA (ATA)	48
Potter	Community	Area Transportation Authority of North Central PA (ATA)	50
Schuylkill	Rural	Schuylkill Transportation System (STS)	160
Schuylkill	Community	Schuylkill Transportation System (STS)	162
Snyder	Community	Central Pennsylvania Transportation Authority (CPTA)	82
Somerset	Community	Somerset County Transportation System	164
Sullivan	Rural	Endless Mountains Transportation Authority (EMTA)	106
Sullivan	Community	Endless Mountains Transportation Authority (EMTA)	108
Susquehanna	Community	Susquehanna-Wyoming County Transportation	174

## Agencies by County

<b>County</b>	<b>Service</b>	<b>Agency</b>	<b>Page</b>
Tioga	Rural	Endless Mountains Transportation Authority (EMTA)	106
Tioga	Community	Endless Mountains Transportation Authority (EMTA)	108
Union	Community	Central Pennsylvania Transportation Authority (CPTA)	82
Venango	Rural	Crawford Area Transportation Authority (CATA)	102
Venango	Community	Crawford Area Transportation Authority (CATA)	104
Warren	Rural	Transit Authority of Warren County (TAWC)	176
Warren	Community	Transit Authority of Warren County (TAWC)	178
Washington	Urban	Mid Mon Valley Transit Authority (MMVTA)	146
Washington	Urban	Washington County Transportation Authority (WCTA)	180
Washington	Community	Washington County Transportation Authority (WCTA)	182
Wayne	Community	Wayne County Area Agency on Aging	184
Westmoreland	Urban	Mid Mon Valley Transit Authority (MMVTA)	146
Westmoreland	Urban & Rural	Westmoreland County Transit Authority (WCTA)	186
Westmoreland	Community	Westmoreland County Transit Authority (WCTA)	188
Wyoming	Community	Susquehanna-Wyoming County Transportation	174
York	Urban	Central Pennsylvania Transportation Authority (CPTA)	80
York	Community	Central Pennsylvania Transportation Authority (CPTA)	82

*intentionally blank*

## *Section III*

---

### *Section 1513 Distribution Factors*

# Act 44 Passenger Trips

<b>TABLE 1</b>					
<b>Total Act 44 Passenger Trip Statistics (Includes Senior Citizens)</b>					
<b>Agency</b>	<b>2017-18</b>	<b>2018-19</b>	<b>Percent Change 17-18 to 18-19</b>	<b>2019-20</b>	<b>Percent Change 18-19 to 19-20</b>
SEPTA	302,177,758	292,342,374	-3.3%	223,067,983	-23.7%
PAAC (Allegheny)	62,414,729	62,990,158	0.9%	50,961,821	-19.1%
AMTRAN (Altoona)	557,190	567,624	1.9%	466,503	-17.8%
ATA (North Central)*	435,653	425,898	-2.2%	361,545	-15.1%
BCTA (Beaver)	818,633	780,983	-4.6%	592,612	-24.1%
BMC (Mount Carmel)	32,660	32,821	0.5%	33,520	2.1%
BTA (Butler)	202,000	187,529	-7.2%	173,724	-7.4%
CamTran (Cambria)	1,094,703	1,167,144	6.6%	1,039,684	-10.9%
CAT (Cumberland, Dauphin, Harrisburg)	2,077,944	2,025,283	-2.5%	1,757,612	-13.2%
CATA (Centre)	6,522,077	6,428,507	-1.4%	5,068,448	-21.2%
CATA (Crawford, Venango)*	291,995	280,495	-3.9%	243,087	-13.3%
CCCT (Carbon)	8,832	10,520	19.1%	7,505	-28.7%
COLT/LT (Lebanon)	310,915	316,024	1.6%	250,592	-20.7%
COLTS (Lackawanna)	1,073,314	1,028,256	-4.2%	818,000	-20.4%
CPTA (York, Adams)	1,648,834	1,605,137	-2.7%	1,335,363	-16.8%
EMTA (Bradford, Sullivan, Tioga)	114,969	103,995	-9.5%	90,716	-12.8%
EMTA (Erie)	2,620,524	2,517,463	-3.9%	1,933,371	-23.2%
FACT (Fayette)	150,515	140,772	-6.5%	107,762	-23.4%
HPT (Hazleton)	205,254	200,671	-2.2%	169,639	-15.5%
IndiGo (Indiana)	384,189	406,304	5.8%	285,667	-29.7%
LANTA (Lehigh, Northampton)	4,617,519	4,497,481	-2.6%	3,862,712	-14.1%
LCTA (Luzerne)	1,183,327	1,165,199	-1.5%	1,007,814	-13.5%
MCRCOG (Mercer)	87,354	88,617	1.4%	68,801	-22.4%
MCTA (Monroe)	248,457	256,101	3.1%	239,600	-6.4%
Mid County (Armstrong)	40,422	43,021	6.4%	36,580	-15.0%
MMVTA (Mid Mon Valley)	283,560	288,328	1.7%	238,545	-17.3%
NCATA (New Castle)	579,120	577,092	-0.4%	478,126	-17.1%
PART (Pottstown)	269,320	247,557	-8.1%	182,086	-26.4%
SCTA (Berks, Lancaster)	4,708,059	4,450,830	-5.5%	3,888,302	-12.6%
STS (Schuylkill)	183,968	189,211	2.8%	169,210	-10.6%
TAWC (Warren)	64,912	67,225	3.6%	61,828	-8.0%
WCTA (Washington)	103,775	116,104	11.9%	89,997	-22.5%
WCTA (Westmoreland)	449,078	421,732	-6.1%	305,200	-27.6%
Williamsport RVT (Clinton, Lycoming)	1,293,028	1,314,850	1.7%	970,360	-26.2%
<b>TOTAL</b>	<b>397,254,587</b>	<b>387,281,306</b>	<b>-2.5%</b>	<b>300,364,315</b>	<b>-22.4%</b>

\*Agency underwent consolidation during this period.



# Act 44 Senior Citizen Trips

**TABLE 2**

**Total Act 44 Senior Citizens Trip Statistics**

Agency	2017-18	2018-19	Percent Change 17-18 to 18-19	2019-20	Percent Change 18-19 to 19-20
SEPTA	25,481,020	25,536,211	0.2%	20,517,203	-19.7%
PAAC (Allegheny)	4,566,567	4,654,689	1.9%	4,004,259	-14.0%
AMTRAN (Altoona)	64,264	69,288	7.8%	68,646	-0.9%
ATA (North Central)*	45,578	45,226	-0.8%	45,297	0.2%
BCTA (Beaver)	86,689	82,487	-4.8%	62,025	-24.8%
BMC (Mount Carmel)	13,654	13,910	1.9%	14,628	5.2%
BTA (Butler)	38,347	37,254	-2.9%	36,211	-2.8%
CamTran (Cambria)	173,899	172,332	-0.9%	141,008	-18.2%
CAT (Cumberland, Dauphin, Harrisburg)	256,031	265,728	3.8%	249,558	-6.1%
CATA (Centre)	54,131	54,914	1.4%	43,122	-21.5%
CATA (Crawford, Venango)*	53,536	54,523	1.8%	44,408	-18.6%
CCCT (Carbon)	3,556	4,073	14.5%	3,053	-25.0%
COLT/LT (Lebanon)	68,287	75,686	10.8%	59,246	-21.7%
COLTS (Lackawanna)	208,119	191,983	-7.8%	145,180	-24.4%
CPTA (York, Adams)	213,806	226,345	5.9%	182,163	-19.5%
EMTA (Bradford, Sullivan, Tioga)	12,631	14,046	11.2%	11,297	-19.6%
EMTA (Erie)	182,336	194,218	6.5%	171,503	-11.7%
FACT (Fayette)	26,867	26,412	-1.7%	18,463	-30.1%
HPT (Hazleton)	56,533	55,375	-2.0%	48,978	-11.6%
IndiGo (Indiana)	15,906	19,746	24.1%	17,597	-10.9%
LANTA (Lehigh, Northampton)	605,457	580,073	-4.2%	518,348	-10.6%
LCTA (Luzerne)	189,844	183,455	-3.4%	146,690	-20.0%
MCRCOG (Mercer)	12,482	12,671	1.5%	10,033	-20.8%
MCTA (Monroe)	25,882	23,836	-7.9%	21,959	-7.9%
Mid County (Armstrong)	11,387	13,096	15.0%	11,695	-10.7%
MMVTA (Mid Mon Valley)	36,061	35,397	-1.8%	29,905	-15.5%
NCATA (New Castle)	84,560	84,340	-0.3%	70,168	-16.8%
PART (Pottstown)	44,767	44,206	-1.3%	31,601	-28.5%
SCTA (Berks, Lancaster)	702,311	714,481	1.7%	637,719	-10.7%
STS (Schuylkill)	52,868	56,030	6.0%	45,385	-19.0%
TAWC (Warren)	9,300	10,723	15.3%	11,027	2.8%
WCTA (Washington)	16,273	16,206	-0.4%	15,426	-4.8%
WCTA (Westmoreland)	60,814	56,152	-7.7%	47,002	-16.3%
Williamsport RVT (Clinton, Lycoming)	203,518	202,284	-0.6%	145,319	-28.2%
<b>TOTAL</b>	<b>33,677,281</b>	<b>33,827,396</b>	<b>0.4%</b>	<b>27,626,122</b>	<b>-18.3%</b>

DISTRIBUTION FACTORS

\*Agency underwent consolidation during this period.

# Act 44 Revenue Vehicle Miles

**TABLE 3**

**Total Act 44 Revenue Vehicle Miles Statistics**

Agency	2017-18	2018-19	Percent Change 17-18 to 18-19	2019-20	Percent Change 18-19 to 19-20
SEPTA	87,810,139	88,786,580	1.1%	78,962,646	-11.1%
PAAC (Allegheny)	26,349,298	25,759,087	-2.2%	23,730,198	-7.9%
AMTRAN (Altoona)	521,794	620,437	18.9%	567,046	-8.6%
ATA (North Central)*	1,523,264	1,510,224	-0.9%	1,376,912	-8.8%
BCTA (Beaver)	901,240	896,316	-0.5%	805,827	-10.1%
BMC (Mount Carmel)	64,650	65,120	0.7%	48,300	-25.8%
BTA (Butler)	233,816	182,059	-22.1%	169,347	-7.0%
CamTran (Cambria)	1,088,595	1,089,045	0.0%	1,081,518	-0.7%
CAT (Cumberland, Dauphin, Harrisburg)	2,020,396	2,000,818	-1.0%	2,013,652	0.6%
CATA (Centre)	1,905,536	1,996,307	4.8%	1,737,582	-13.0%
CATA (Crawford, Venango)*	474,970	496,643	4.6%	552,371	11.2%
CCCT (Carbon)	47,749	52,686	10.3%	41,692	-20.9%
COLT/LT (Lebanon)	515,154	531,873	3.2%	499,416	-6.1%
COLTS (Lackawanna)	1,235,016	1,143,088	-7.4%	999,187	-12.6%
CPTA (York, Adams)	1,773,598	1,801,660	1.6%	1,717,610	-4.7%
EMTA (Bradford, Sullivan, Tioga)	476,392	453,506	-4.8%	478,366	5.5%
EMTA (Erie)	2,526,705	2,459,195	-2.7%	2,154,304	-12.4%
FACT (Fayette)	575,563	583,053	1.3%	545,519	-6.4%
HPT (Hazleton)	423,262	419,096	-1.0%	409,947	-2.2%
IndiGo (Indiana)	481,537	443,880	-7.8%	404,566	-8.9%
LANTA (Lehigh, Northampton)	4,139,645	3,940,411	-4.8%	3,698,194	-6.1%
LCTA (Luzerne)	1,314,846	1,365,304	3.8%	1,350,932	-1.1%
MCRCOG (Mercer)	173,722	172,598	-0.6%	142,384	-17.5%
MCTA (Monroe)	570,972	574,297	0.6%	427,830	-25.5%
Mid County (Armstrong)	116,668	97,652	-16.3%	90,717	-7.1%
MMVTA (Mid Mon Valley)	773,135	771,999	-0.1%	750,377	-2.8%
NCATA (New Castle)	1,104,873	1,103,207	-0.2%	995,734	-9.7%
PART (Pottstown)	277,187	275,759	-0.5%	286,801	4.0%
SCTA (Berks, Lancaster)	3,404,745	3,425,576	0.6%	3,310,427	-3.4%
STS (Schuylkill)	338,848	322,507	-4.8%	343,328	6.5%
TAWC (Warren)	194,574	201,950	3.8%	200,432	-0.8%
WCTA (Washington)	426,181	424,753	-0.3%	348,118	-18.0%
WCTA (Westmoreland)	1,072,397	1,066,079	-0.6%	956,574	-10.3%
Williamsport RVT (Clinton, Lycoming)	875,694	926,025	5.7%	903,680	-2.4%
<b>TOTAL</b>	<b>145,732,161</b>	<b>145,958,790</b>	<b>0.2%</b>	<b>132,101,534</b>	<b>-9.5%</b>

\*Agency underwent consolidation during this period.

# Act 44 Revenue Vehicle Hours

**TABLE 4**

**Total Act 44 Revenue Vehicle Hours Statistics**

Agency	2017-18	2018-19	Percent Change 17-18 to 18-19	2019-20	Percent Change 18-19 to 19-20
SEPTA	7,090,546	7,122,690	0.5%	6,472,163	-9.1%
PAAC (Allegheny)	2,012,014	1,977,552	-1.7%	1,823,848	-7.8%
AMTRAN (Altoona)	39,006	47,343	21.4%	47,742	0.8%
ATA (North Central)*	118,657	117,267	-1.2%	107,852	-8.0%
BCTA (Beaver)	52,481	53,767	2.5%	48,627	-9.6%
BMC (Mount Carmel)	5,725	5,900	3.1%	4,584	-22.3%
BTA (Butler)	16,809	15,650	-6.9%	15,223	-2.7%
CamTran (Cambria)	82,804	82,999	0.2%	82,398	-0.7%
CAT (Cumberland, Dauphin, Harrisburg)	134,030	131,891	-1.6%	134,916	2.3%
CATA (Centre)	161,555	161,985	0.3%	136,452	-15.8%
CATA (Crawford, Venango)*	27,403	28,941	5.6%	28,969	0.1%
CCCT (Carbon)	2,740	3,007	9.7%	2,352	-21.8%
COLT/LT (Lebanon)	30,511	30,870	1.2%	28,992	-6.1%
COLTS (Lackawanna)	100,575	96,369	-4.2%	88,090	-8.6%
CPTA (York, Adams)	125,082	125,113	0.0%	123,545	-1.3%
EMTA (Bradford, Sullivan, Tioga)	21,459	20,916	-2.5%	21,755	4.0%
EMTA (Erie)	183,104	179,630	-1.9%	155,483	-13.4%
FACT (Fayette)	30,613	31,322	2.3%	29,759	-5.0%
HPT (Hazleton)	31,747	31,439	-1.0%	30,681	-2.4%
IndiGo (Indiana)	36,457	34,035	-6.6%	30,478	-10.5%
LANTA (Lehigh, Northampton)	293,907	296,963	1.0%	280,202	-5.6%
LCTA (Luzerne)	86,877	94,199	8.4%	95,232	1.1%
MCRCOG (Mercer)	13,357	14,133	5.8%	12,651	-10.5%
MCTA (Monroe)	34,688	35,161	1.4%	26,329	-25.1%
Mid County (Armstrong)	8,679	7,107	-18.1%	6,593	-7.2%
MMVTA (Mid Mon Valley)	42,950	42,995	0.1%	42,334	-1.5%
NCATA (New Castle)	53,996	53,832	-0.3%	50,550	-6.1%
PART (Pottstown)	22,004	21,951	-0.2%	21,907	-0.2%
SCTA (Berks, Lancaster)	261,626	264,165	1.0%	256,030	-3.1%
STS (Schuylkill)	20,261	19,696	-2.8%	20,676	5.0%
TAWC (Warren)	10,610	11,139	5.0%	11,047	-0.8%
WCTA (Washington)	26,603	25,895	-2.7%	21,128	-18.4%
WCTA (Westmoreland)	53,098	53,211	0.2%	49,062	-7.8%
Williamsport RVT (Clinton, Lycoming)	57,842	58,792	1.6%	54,913	-6.6%
<b>TOTAL</b>	<b>11,289,816</b>	<b>11,297,925</b>	<b>0.1%</b>	<b>10,362,563</b>	<b>-8.3%</b>

DISTRIBUTION FACTORS

\*Agency underwent consolidation during this period.

*intentionally blank*

# *Section IV*

---

## *Capital Project Highlights*

*Intentionally blank*

# Capital Project Highlights

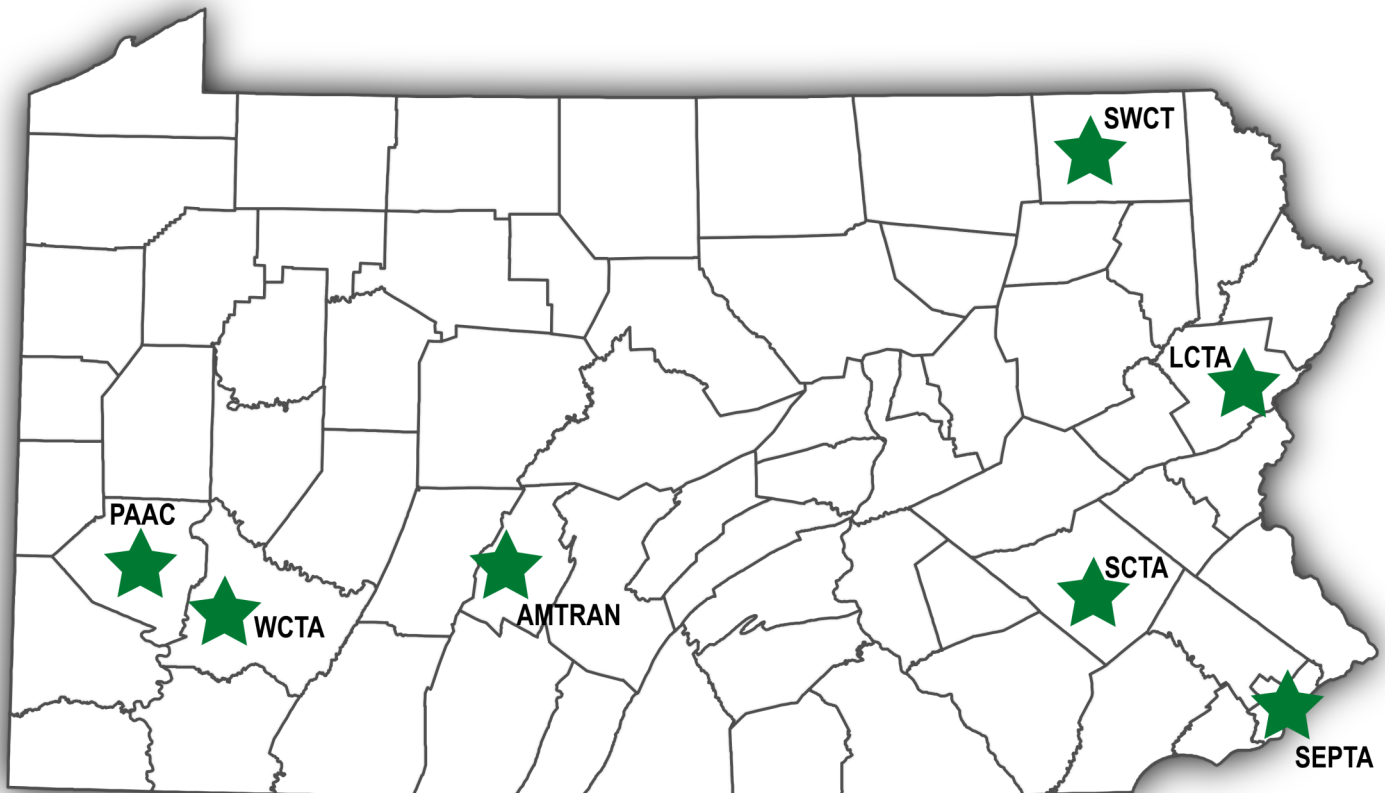
## Capital Project Highlights in Pennsylvania Public Transportation

In 2013, Act 89 was passed as a one-time comprehensive transportation funding package to provide \$2.3 billion in additional funding for road projects, bridge repairs, and public transportation improvements. This established a dedicated funding stream that allows the state 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 created 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. 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 thirteen active or completed capital projects (including one statewide project) that were made possible using capital funding assistance provided by the Bureau of Public Transportation.

CAPITAL HIGHLIGHTS

### FY2019-20 Capital Project Highlights



# Vehicle Replacements

## Statewide Highlight: Vehicle Replacements

PennDOT offers capital assistance to agencies across the state 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 2019-20, PennDOT assisted in purchasing 172 new fixed-route buses:

- 48 CNG Buses
- 2 Electric Buses
- 57 Hybrid Diesel Buses
- 60 Diesel Buses
- 5 Gasoline Buses

The \$95 million cost of these vehicles was subsidized by 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.

CAPITAL HIGHLIGHTS



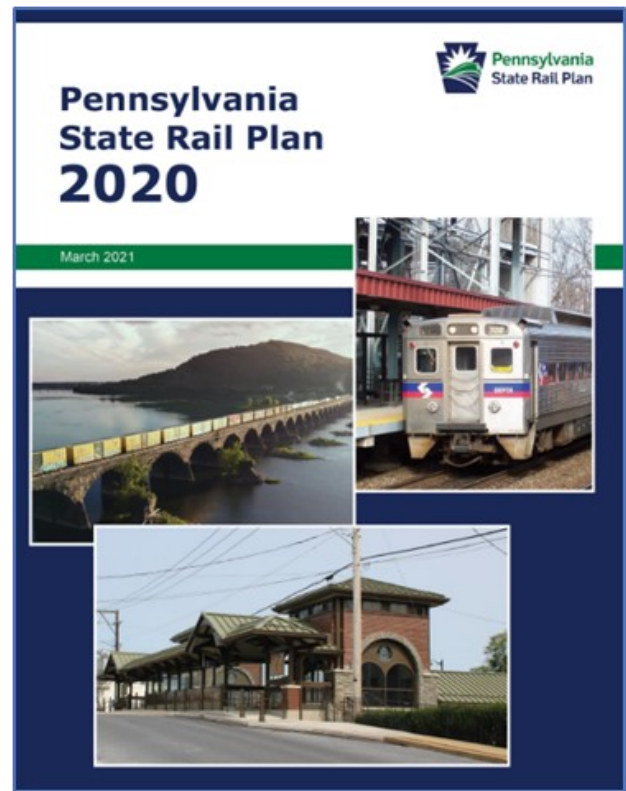


# PA State Rail Plan

## Rail Highlight: State Rail Plan

The final draft of the Pennsylvania State Rail Plan (SRP) was submitted to the Federal Rail Administration (FRA) in March 2021 for review and acceptance; its final publication is slated for 2021. The 2020 SRP reflects changes in existing conditions and trends and identify proposed freight and passenger rail investments into 2045. The SRP includes a comprehensive description and assessment of the current rail system, an analysis of the role of rail and integration within the state's transportation system, and a vision for the future of passenger and freight rail in the Commonwealth.

The SRP identifies 132 passenger rail projects that would either improve existing infrastructure or invest in new infrastructure, including high-speed, intercity, and commuter rail services along Amtrak's Keystone Corridor, Amtrak's NEC, and the SEPTA Regional Rail system. These improvements and investments may collectively generate growth in jobs or productivity gains that foster the Commonwealth's economic competitiveness, leading to more prosperity for all Pennsylvanians.



CAPITAL HIGHLIGHTS



Left: Mount Joy Station, completed in 2019  
Right: Paoli Station, completed 2019



# Southeastern Pennsylvania Transportation Authority (SEPTA)

## Agency Highlight: Southeastern Pennsylvania Transportation Authority (SEPTA)



CAPITAL HIGHLIGHTS



SEPTA completed three station reconstruction projects for its regional rail network in FY19-20. Improvements were made to Levittown Station, located on SEPTA's Trenton Line, to make it fully accessible to all riders. The \$38.16M reconstruction project provided for full-length, high-level platforms, parking expansion, the construction of a new station building, a pedestrian overpass with elevators, and a new bus loop for improved intermodal connections.

The Arrott Transportation Center on the Market-Frankford Line has been made fully accessible through the installation of three new elevators, complemented by new curb ramps, lighting, sidewalk repaving, and improved signage. Stairways and handrails have been repaired or replaced while new paneling and tile finishes have been installed for the walls and canopy. The total cost of this project was \$39.86M.

Secane Station on the Media/Elwyn Regional Rail line was made fully accessible through the construction of full-length high-level platforms, new station building, accessible pathways, new lighting, pedestrian tunnel, and new wayfinding signage. This \$26.45M project was completed in 2020.



Top: New platforms at Levittown Station  
Bottom Left: New elevator at the the Arrott Transportation Center  
Bottom Right: Renovated Platforms at Secane Station

# Port Authority of Allegheny County (PAAC)

## Agency Highlight: Port Authority of Allegheny County (PAAC)



The Port Authority of Allegheny County continued work on several multi-year capital projects. In the Shadyside neighborhood of Pittsburgh, Port Authority has been implementing improvements to the Negley Station along the Martin Luther King, Jr., East Busway to accommodate ADA improvements and passenger amenities. The \$4.5 million project will be completed in 2022.

Port Authority is currently rehabilitating two light rail tunnels in Mt. Lebanon and the Central Business District of Pittsburgh. The 40-year-old Mt. Lebanon Tunnel will receive an upgraded ventilation system by 2022, while the 35-year-old light rail tunnel in the Central Business District will have its support structures rehabilitated by 2022.

Port Authority is also expanding the capacity of the Ross Township Park-N-Ride with a \$21 million parking deck that will more than double parking capacity. The project is anticipated to be completed in 2024.

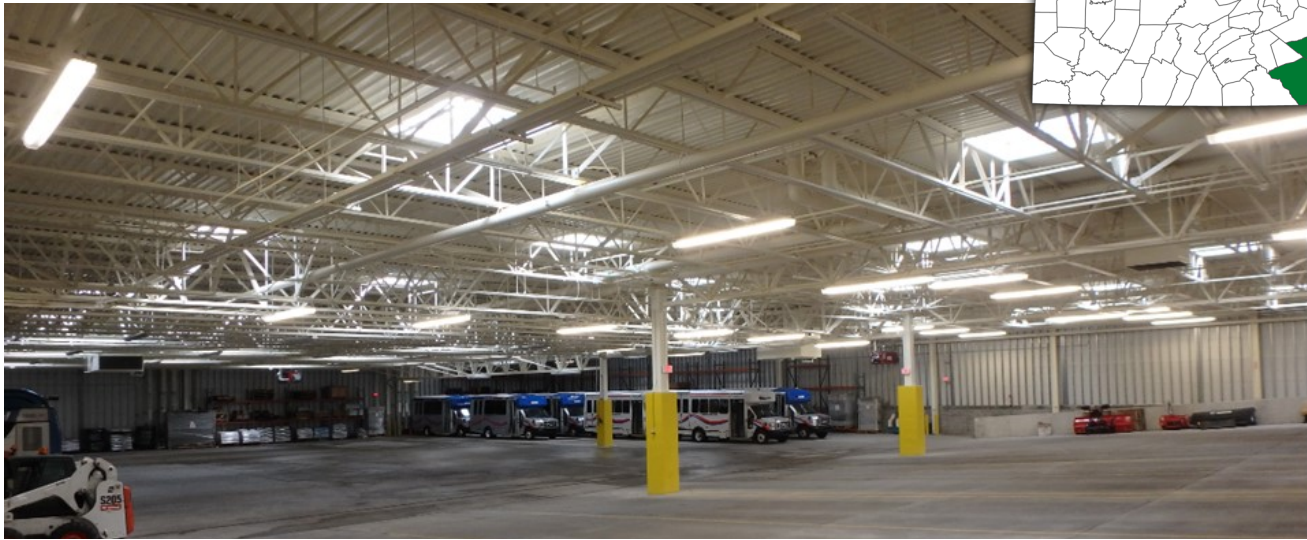
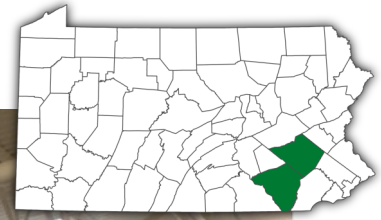
CAPITAL HIGHLIGHTS



Top: Artist's rendering of the Ross Park-N-Ride parking garage.  
Bottom: Pre-construction photo of Negley Station, compared to an artist's rendering of the improved station.

# South Central Transportation Authority (SCTA)

## Agency Highlight: South Central Transportation Authority (SCTA)



CAPITAL HIGHLIGHTS

In July 2020, South Central Transportation Authority (SCTA) completed its bus storage expansion project at its BARTA Facility on 1700 N. 11th St. in Reading, PA. The project featured the expansion of the current bus storage garage. The current Bus Garage had dated back to the early 1900's and could only house slightly over half of BARTA's fleet. The expansion project also extended the current bus storage building to connect it directly to the adjacent maintenance and bus wash building. All bus operations, except fueling, are now located under one contiguous roof, improving efficiency.



SCTA bus garage after construction

## Agency Highlight: Altoona Metro Transit (AMTRAN)



In October 2020, Altoona Metro Transit (AMTRAN) completed its new support vehicle storage facility at 3301 Fifth Avenue, Altoona, PA. The project funded the construction of a 4,800-square-foot (60' x 80') auxiliary garage to store service vehicles and other equipment. The activities also included expansion of an adjacent parking lot. The new facility was needed due to the transition from a fleet of 30' diesel buses to 35' CNG buses which resulted in AMTRAN outgrowing their current 115-year-old garage.

CAPITAL HIGHLIGHTS



AMTRAN's new bus support vehicle facility



# Westmoreland County Transportation Authority (WCTA)

## Agency Highlight: Westmoreland County Transportation Authority (WCTA)



In November 2020, Westmoreland County Transportation Authority (WCTA) completed its new park-and-ride lot on Route 30, northwest of Stewartville, PA. This project improved the property in Westmoreland County to use as a park-and-ride lot for commuter service to the City of Pittsburgh. Prior to the completion of the project the property was half pavement and half gravel with limited lighting. The new park-and-ride lot has made it safer for both passengers and buses.

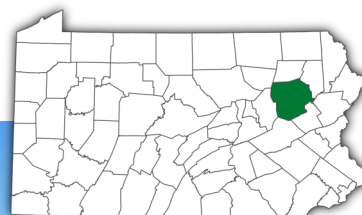
CAPITAL HIGHLIGHTS



WCTA's new Route 30 park-and-ride lot

# Luzerne County Transportation Authority (LCTA)

## Agency Highlight: Luzerne County Transportation Authority (LCTA)



In September 2020, Luzerne County Transportation Authority (LCTA) completed the demolition of the Murray Complex at 200 S. Pennsylvania Ave., Wilkes-Barre, PA. The demolition is in preparation of LCTA's new Operations and Maintenance Facility which is currently under design.

The final project will result in a new, 200,000-square-foot facility to house transit operations, maintenance, and administration, allowing LCTA to house all shared-ride and fixed-route vehicles indoors and to expand maintenance capabilities. This project will also feature a new compressed natural gas (CNG) fueling station as part of the statewide CNG Public-Private Partnership. The project is in the final design stage and is expected to go to bid in the summer of 2021.

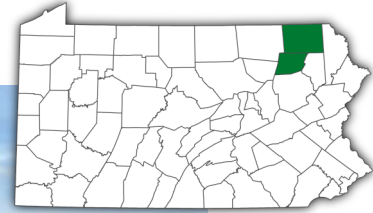
CAPITAL HIGHLIGHTS



Top: Cleared site for the future Operations and Maintenance Facility  
Bottom: The Murray Complex before (left) and during (right) demolition

# Susquehanna-Wyoming County Transportation (SWCT)

## Agency Highlight: Susquehanna-Wyoming County Transportation (SWCT)



In September 2020, Susquehanna-Wyoming County Transportation completed its parking lot improvements project at 81 Industrial Dr., Montrose, PA. The improvements were needed due to the poor condition of the parking lot which was causing premature mechanical problems and rusting on their shared ride vehicles. The improvements made will help Susquehanna-Wyoming County Transportation keep their vehicles in a state of good repair.

CAPITAL HIGHLIGHTS



SWCT's renovated parking lot



## Statewide Highlight: Projects Moving into Construction and Design Phases

In addition to projects completed in FY19-20, funding from PennDOT also allowed numerous projects to enter the construction and design phases.

### Initiated construction:

- Schuylkill Transportation System (STS) - Maintenance and Operations Facility
- Crawford Area Transportation Authority (CATA) - Oil City Operations and Maintenance Facility
- Indiana County Transit Authority (IndiGO) - Facility Expansion Project
- Monroe County Transportation Authority (MCTA) - New Bush Wash
- Capital Area Transit (CAT) - Rehabilitation of the Market Square Transfer Center; Rehabilitation of Interior Staff Areas

### Initiated design:

- Hazleton Public Transit (HPT) - Maintenance and Storage Facility
- Butler Transit Authority (BTA) - Butler Park-and-Ride and Passenger Waiting Area Expansion
- Luzerne County Transportation Authority (LCTA) - Maintenance and Operations Facility
- Cambria County Transit Authority (CamTran) - Johnstown Incline Plane Rehabilitation Project; Bush Wash and Utility Connection Project
- Area Transportation Authority of North Central Pennsylvania (ATA) - DuBois Operations and Maintenance Facility
- Westmoreland County Transit Authority (WCTA) - Bus Storage Expansion Project



CAT Market Square Transfer Center

CATA Oil City Operations and Maintenance Facility



*Intentionally blank*

# *Section V*

---

## *Agency Operating Profiles*

# Southeastern Pennsylvania Transportation Authority (SEPTA)

## Urban System



**Southeastern Pennsylvania Transportation Authority (SEPTA)**  
 1234 Market Street  
 Philadelphia, PA 19107-3780  
 215-580-8280  
 Ms. Leslie Richards, 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: 3,432,361



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 223,067,983  
 Senior Passengers: 20,517,203  
 Revenue Vehicle Miles: 78,962,646  
 Revenue Vehicle Hours: 6,472,163



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$689,700,608  
 Required Local Match: \$103,455,091



**Current Fleet Size**  
 Diesel Motor Bus: 1,495  
 Commuter Rail Cars: 411  
 Heavy Rail Cars: 363  
 Street Car Rail/Light Rail: 159  
 Trolley Bus: 38  
 Gasoline Paratransit Vehicles: 459  
 System-Wide: 2,925

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



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

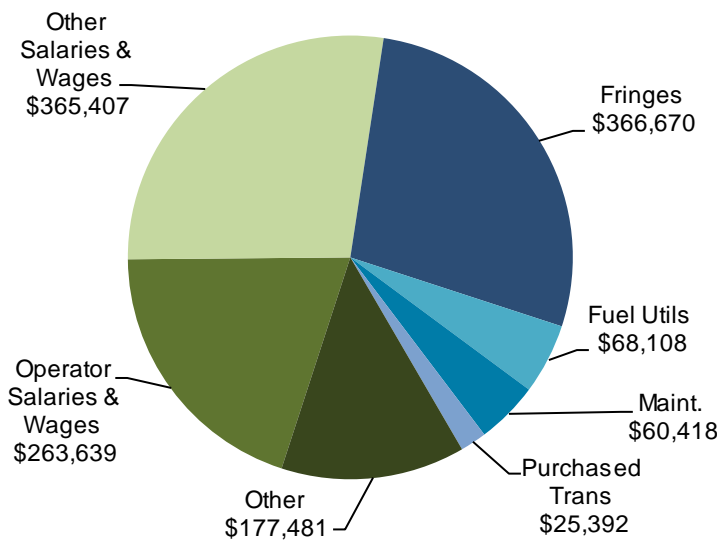


**Current Employees**  
 Agency Full-Time: 9,312  
 Agency Part-Time: 130  
 Contractor Full-Time: 590  
 System-Wide: 10,032

OPERATING PROFILES

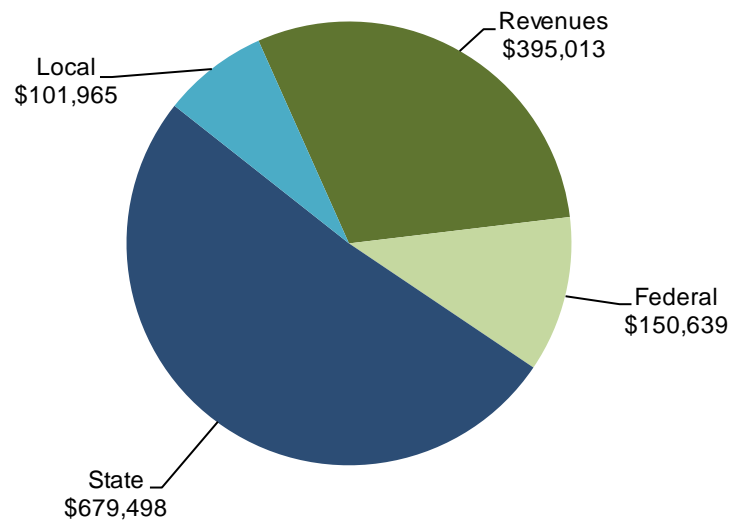
## URBAN OPERATING BUDGET

**Operating Expense (000's)**  
**\$1,327,115**



Expense includes ADA complementary expense.

**Operating Funds (000's)**  
**\$1,327,115**

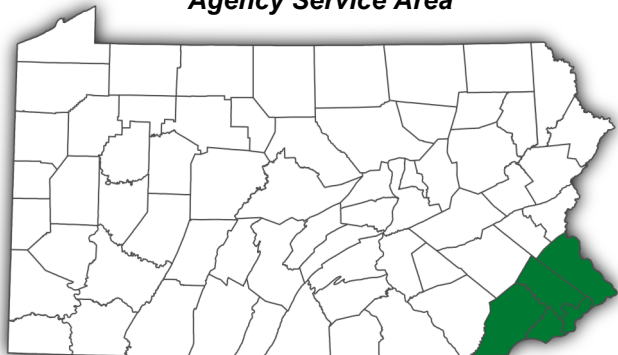


Revenue includes ADA complementary revenue.

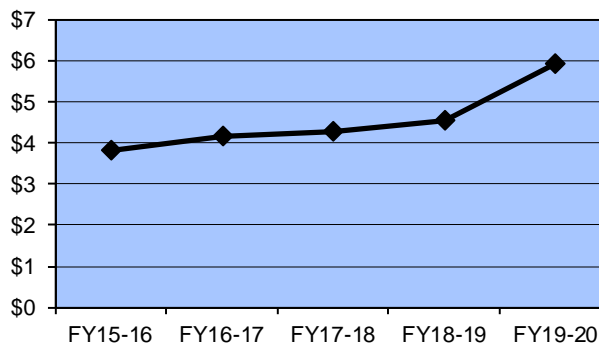
# (SEPTA) Southeastern Pennsylvania Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

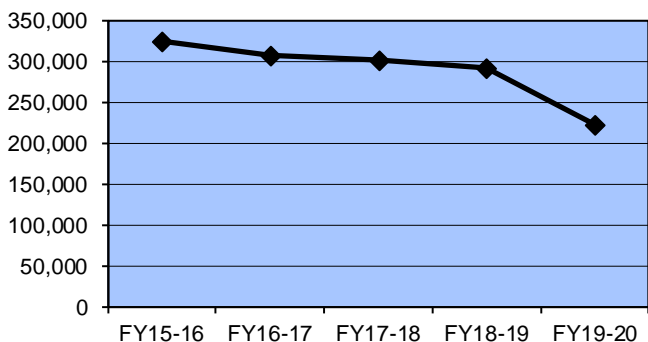
**Agency Service Area**



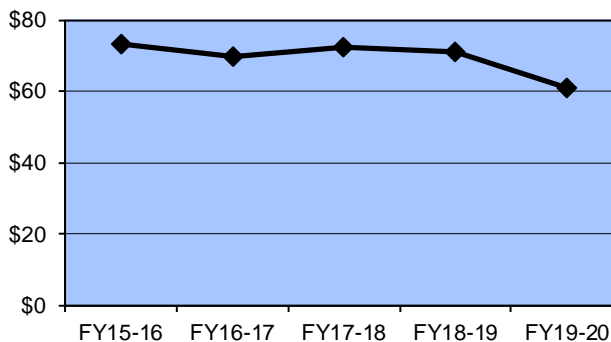
**Operating Expense Per Passenger**



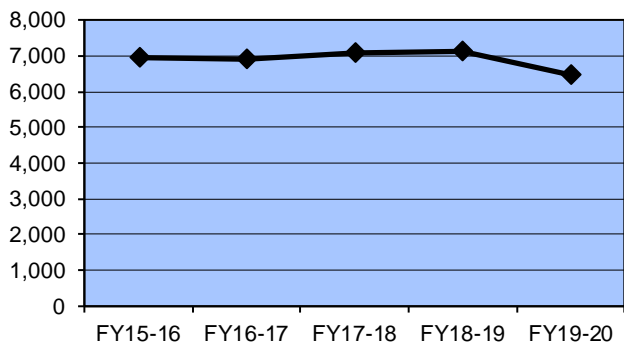
**Total Passengers (000's)**



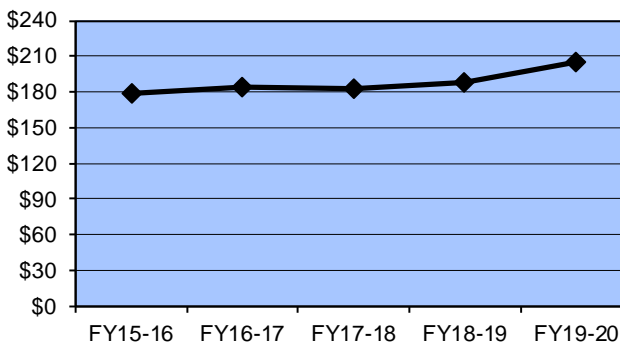
**Operating Revenue Per Revenue Vehicle Hour**



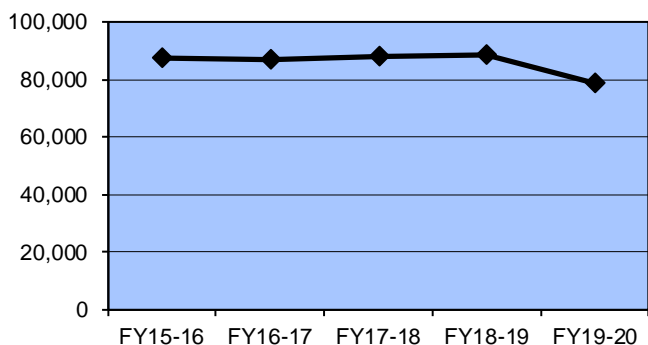
**Revenue Vehicle Hours (000's)**



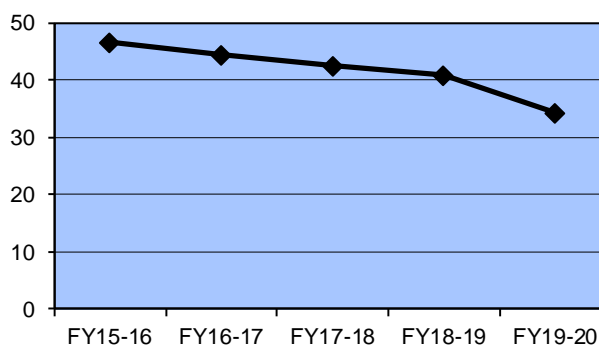
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



OPERATING PROFILES

## Community Transportation



**Southeastern Pennsylvania Transportation Authority (SEPTA)**  
 1234 Market Street  
 Philadelphia, PA 19107  
 215-580-8280  
 Ms. Leslie Richards, 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: 143  
 Population: 1,526,006  
 65+ Population: 185,309  
 % of Population 65 and older: 12.1%

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



**Trip Information**  
 65+ Trips: 444,285  
 Total Shared-Ride Trips: 444,285  
 Total Escorts: 23,030

**Vehicles Operated in Maximum Service Community Transportation:** 175



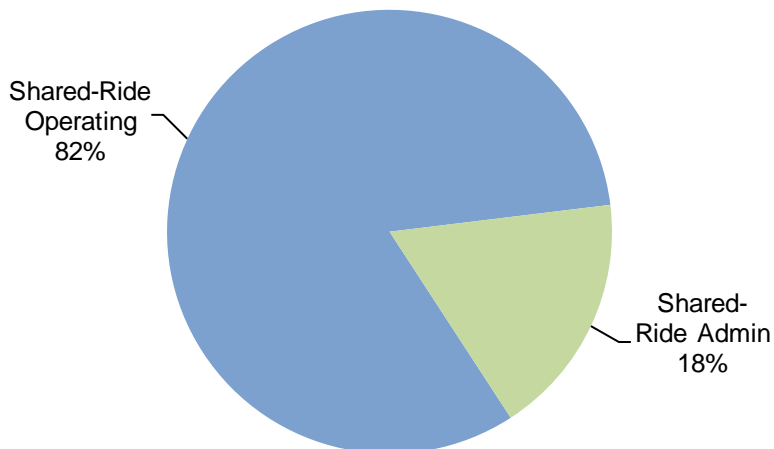
**Current Fare Information**  
 Average Shared-Ride Fare: \$23.07  
 Average Shared-Ride Cost per Trip: \$59.04  
 Fare Structure Implementation Date: July 2017



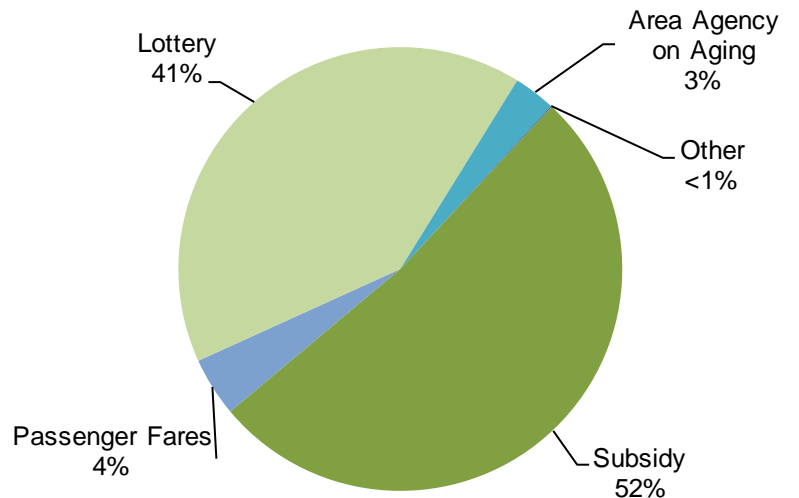
OPERATING PROFILES

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$26,231**

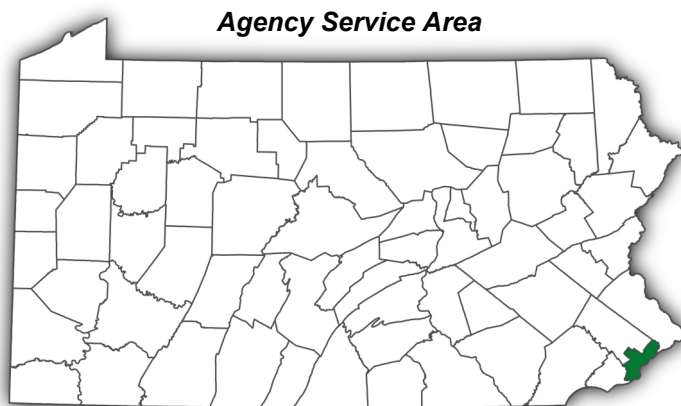


**Operating Funds (000's)**  
**\$26,231**

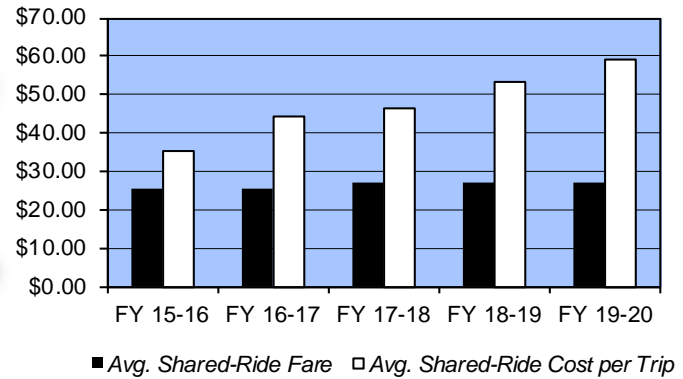


# (SEPTA) Southeastern Pennsylvania Transportation Authority

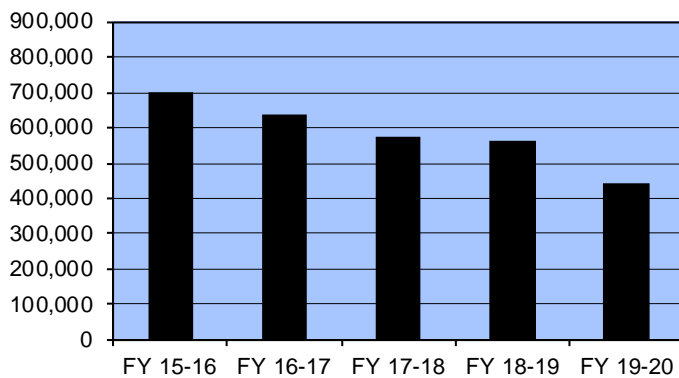
Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Shared-Ride Fare Recovery**



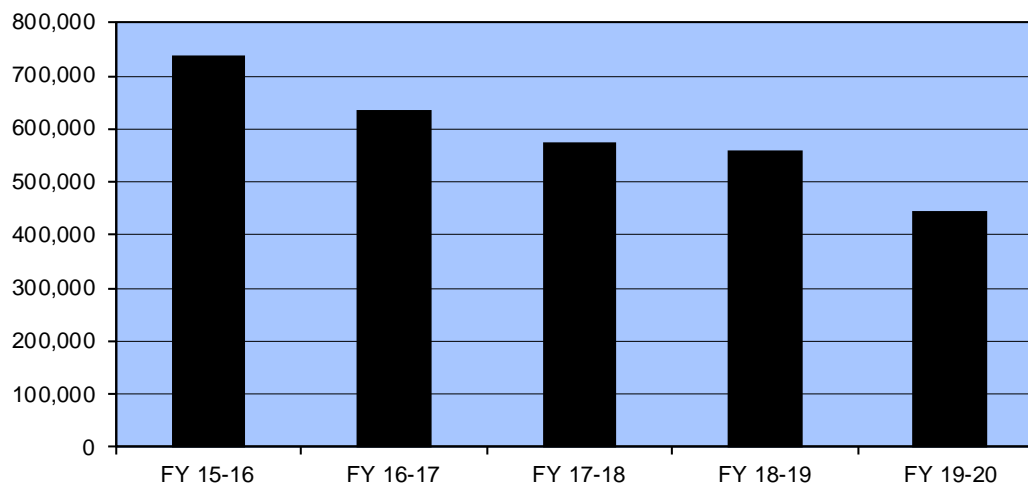
**65+ Shared-Ride Trips**



**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**



OPERATING PROFILES

# Port Authority of Allegheny County (PAAC)

## Urban System



**Port Authority of Allegheny County (PAAC)**  
 345 Sixth Avenue, Third Floor  
 Pittsburgh, PA 15222-2527  
 412-566-5186  
 Ms. Katharine Kelleman, CEO  
[www.portauthority.org](http://www.portauthority.org)



**House District**  
 Allegheny: 16, 19, 20, 21, 23, 24, 25, 27, 28, 30, 32, 33, 34, 35, 36, 38, 39, 40, 42, 44, 45, 46, 54

**Senate District**  
 Allegheny: 37, 38, 42, 43, 45



**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: 50,961,821  
 Senior Passengers: 4,004,259  
 Revenue Vehicle Miles: 23,730,198  
 Revenue Vehicle Hours: 1,823,848



**Current Employees**  
 Agency Full-Time: 2,519  
 Contractor Full-Time: 292  
 Contractor Part-Time: 49  
 System-Wide: 2,860



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$239,334,902  
 Required Local Match: \$35,900,235



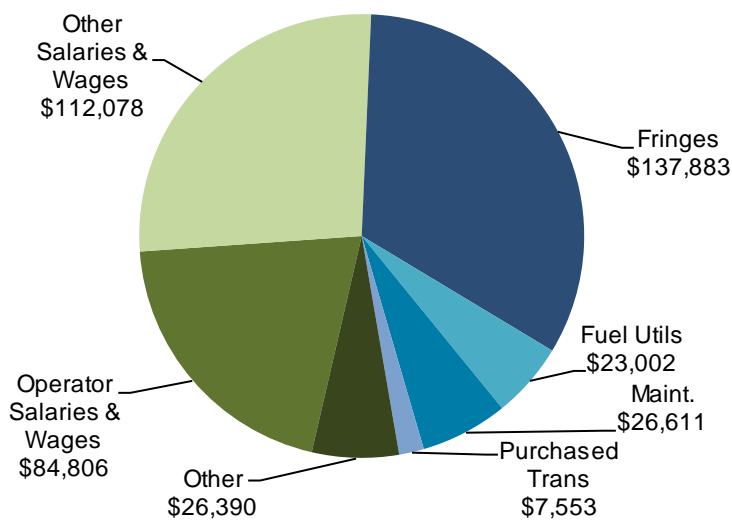
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 701  
 Hybrid Diesel-Electric Bus: 27  
 Electric Bus: 2  
 Street Car Rail/Light Rail: 81  
 Inclined Plane Cars: 2  
 Diesel/Gasoline Paratransit Vehicles: 298  
 System-Wide: 1,111

OPERATING PROFILES

## URBAN OPERATING BUDGET

### Operating Expense (000's)

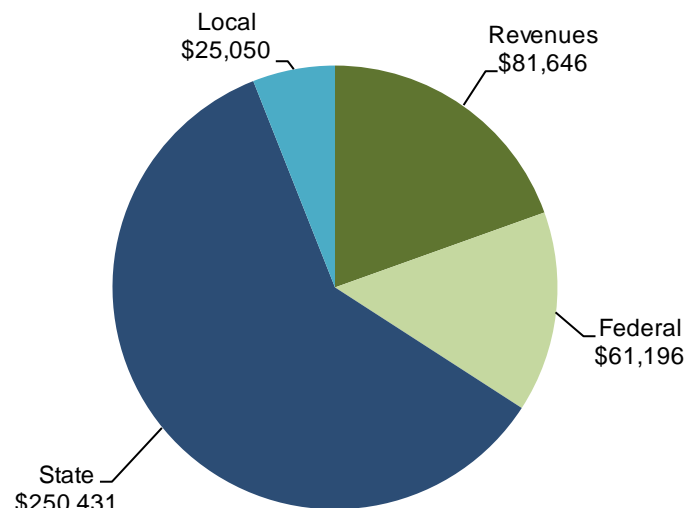
\$418,323



Expense includes ADA complementary and DAS expense.

### Operating Funds (000's)

\$418,323



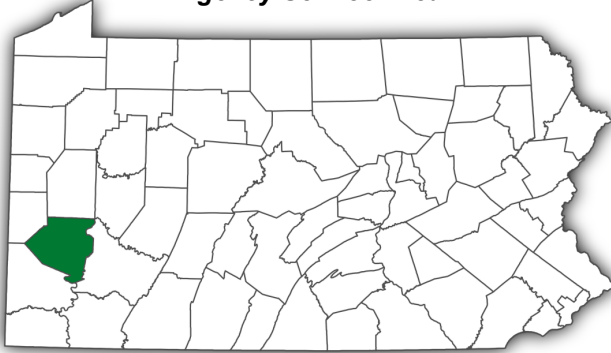
Revenue includes ADA complementary and DAS revenue.



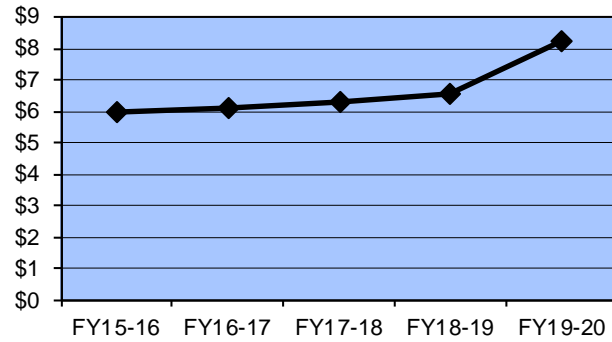
# (PAAC) Port Authority of Allegheny County

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

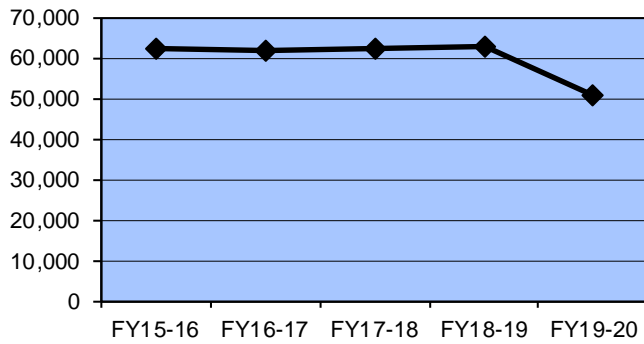
**Agency Service Area**



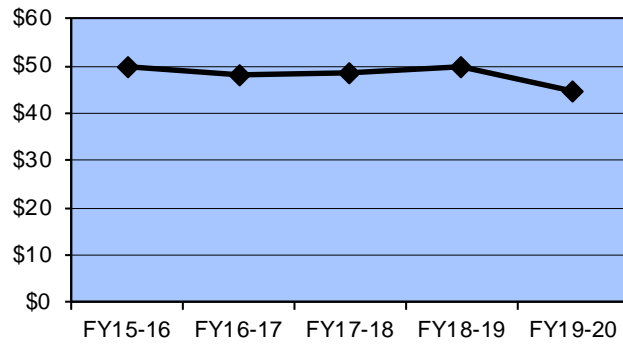
**Operating Expense Per Passenger**



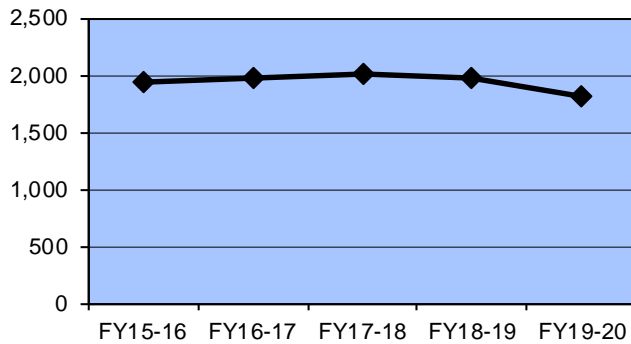
**Total Passengers (000's)**



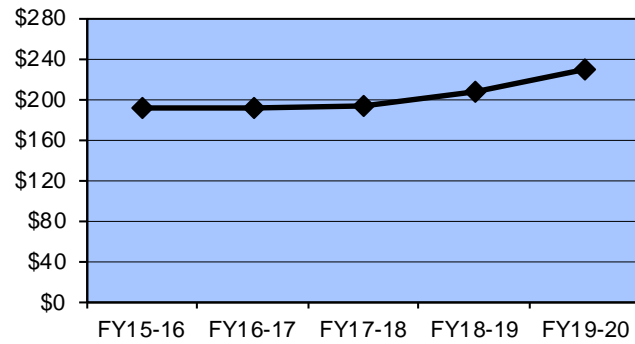
**Operating Revenue Per Revenue Vehicle Hour**



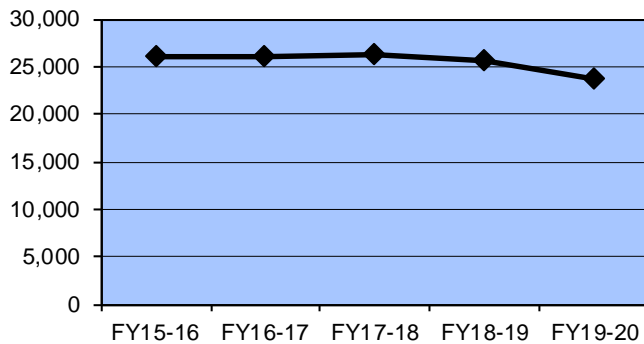
**Revenue Vehicle Hours (000's)**



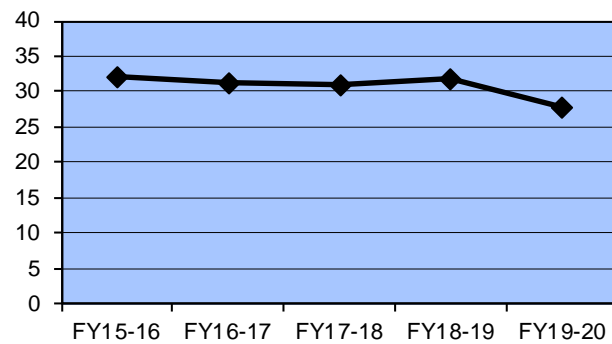
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



OPERATING PROFILES

Passengers include ADA complementary and DAS passengers.

# Port Authority of Allegheny County (PAAC)

## Community Transportation



**Port Authority of Allegheny County (PAAC)/ACCESS**  
 345 Sixth Avenue, Third Floor  
 Pittsburgh, PA 15222-2527  
 412-566-5186  
 Ms. Katharine Kelleman, CEO  
[www.portauthority.org](http://www.portauthority.org)



**House District**  
 Allegheny: 16, 19, 20, 21, 23, 24, 25, 27, 28, 30, 32, 33, 34, 35, 36, 38, 39, 40, 42, 44, 45, 46, 54

**Senate District**  
 Allegheny: 37, 38, 42, 43, 45



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



**Current Fare Information**  
 Average Shared-Ride Fare: \$23.37  
 Average Shared-Ride Cost per Trip: \$35.46  
 Fare Structure  
 Implementation Date: September 2019



**Trip Information**  
 65+ Trips: 420,875  
 PwD Trips: 24,245  
 Other Shared-Ride Trips: 238,468  
 Total Shared-Ride Trips: 683,588  
 Total Escorts: 46,494  
 Non-Public Trips: 29,230

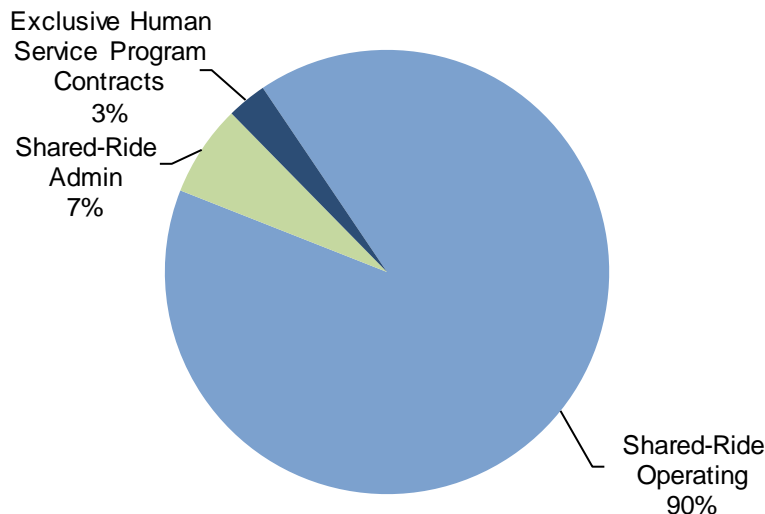


**Vehicles Operated in Maximum Service**  
 Community Transportation: 183

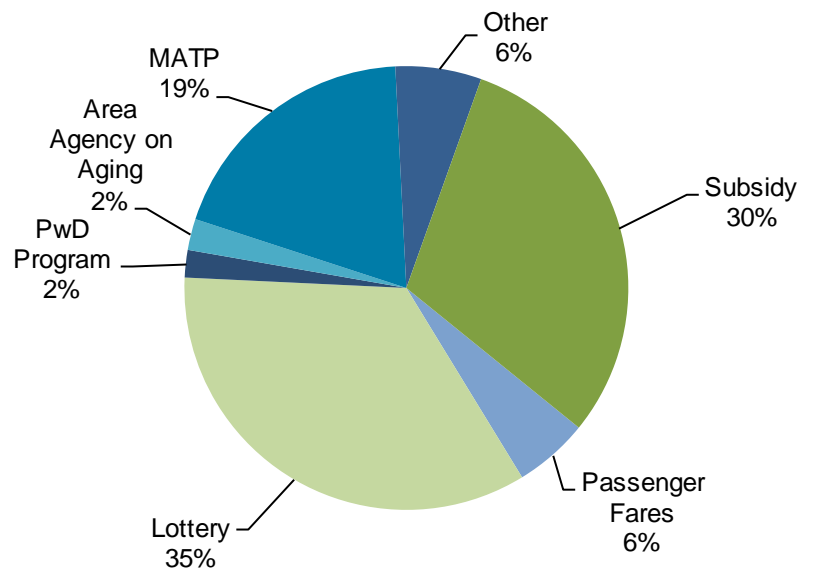
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$24,960**

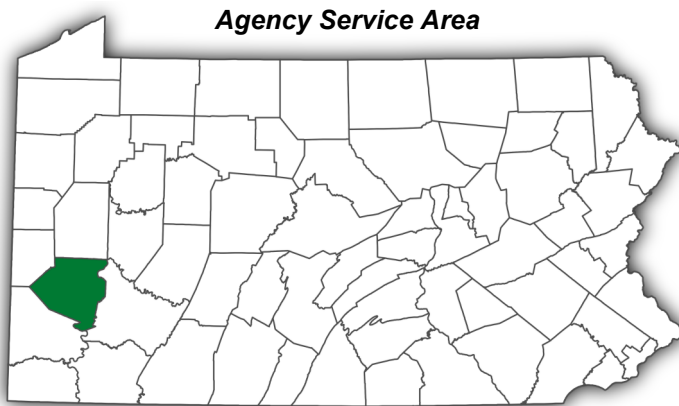


**Operating Funds (000's)**  
**\$24,960**

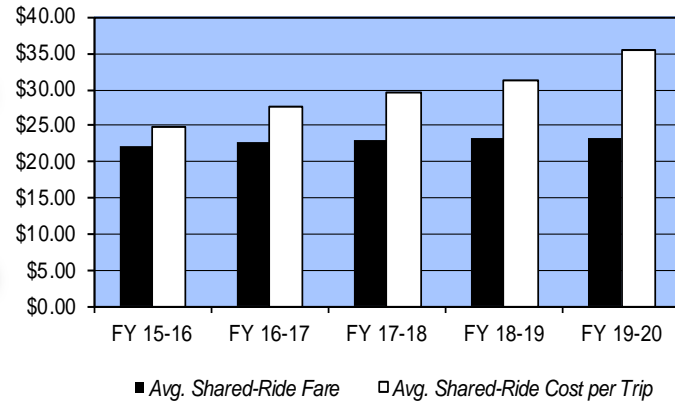


# (PAAC) Port Authority of Allegheny County

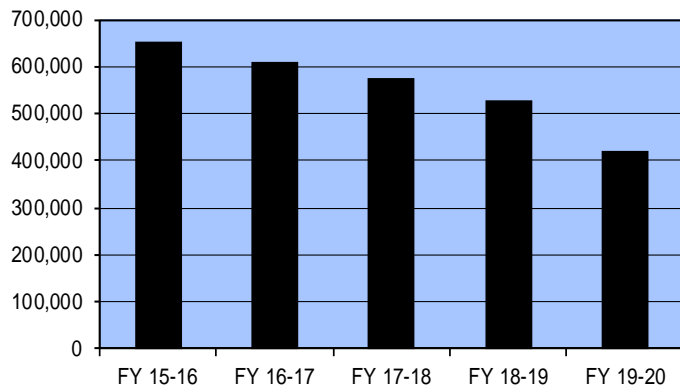
Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



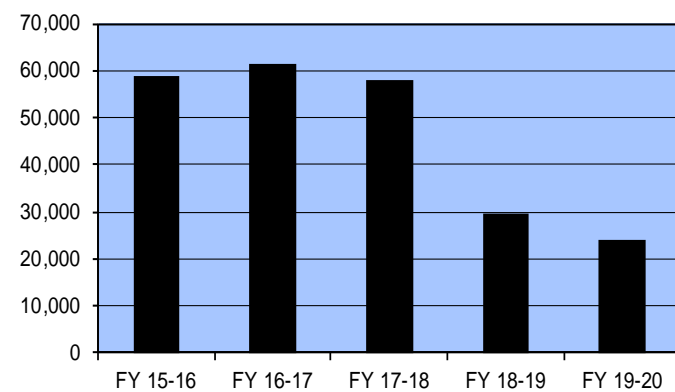
**Shared-Ride Fare Recovery**



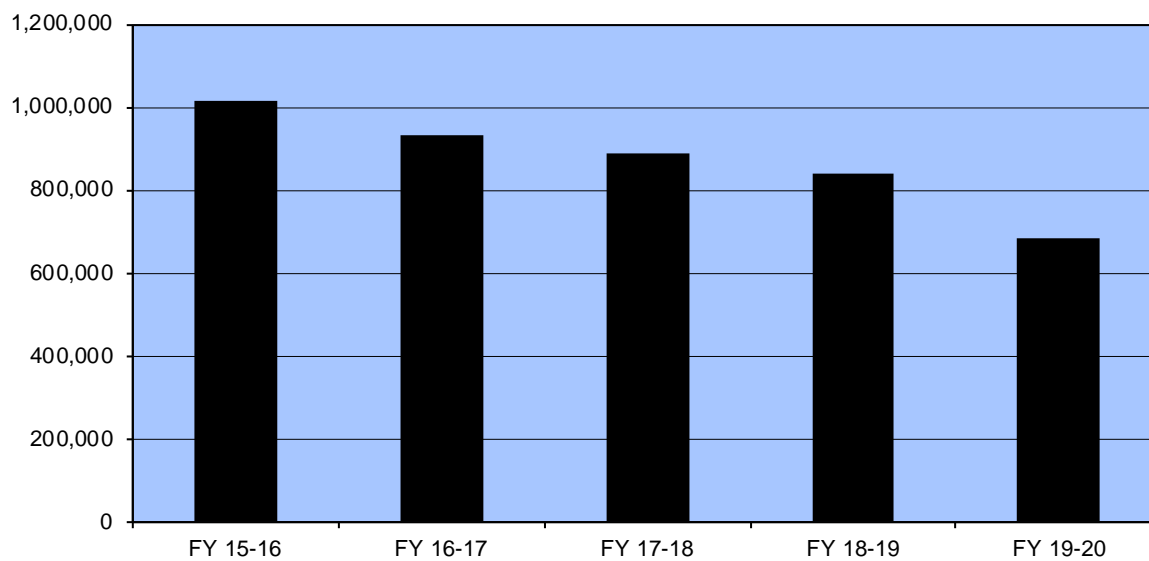
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips\***



**Total Shared-Ride Trips**



\*The large decrease in PwD trips between FY17-18 and FY18-19 resulted from shifting some trips to the Community Health Choices program and other eligible funding sources.

# Allied Coordinated Transportation Services, Inc. (ACTS)

## Community Transportation



**Allied Coordinated Transportation Services, Inc. (ACTS)**  
 241 West Grant Street  
 New Castle, PA 16103  
 724-658-7258  
 Mr. Thomas Scott, CEO



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



**Service Area Statistics (2010 Census)**  
 Square Miles: 360  
 Population: 91,108  
 65+ Population: 17,128  
 % of Population 65 and older: 18.8%



**Current Fare Information**  
 Average Shared-Ride Fare: \$16.58  
 Average Shared-Ride Cost per Trip: \$16.24  
 Fare Structure  
 Implementation Date: January 2019



**Trip Information**  
 65+ Trips: 21,547  
 PwD Trips: 1,520  
 Other Shared-Ride Trips: 15,103  
 Total Shared-Ride Trips: 38,170  
 Total Escorts: 5,137  
 Non-Public Trips: 31,596

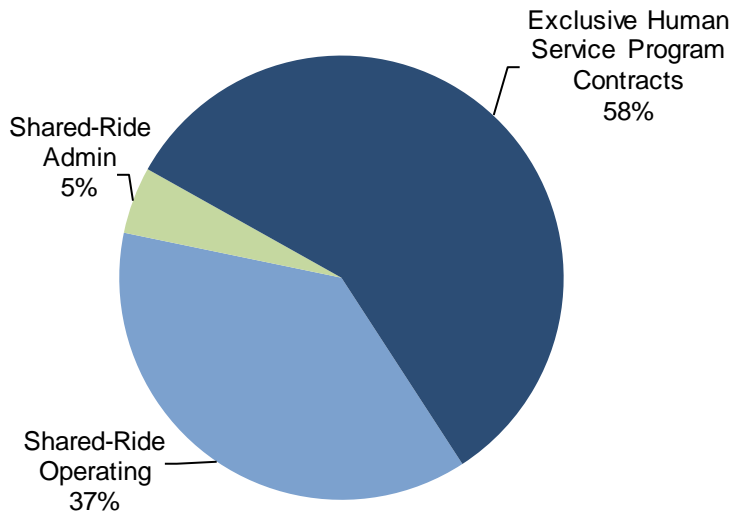


**Vehicles Operated in Maximum Service**  
 Community Transportation: 25

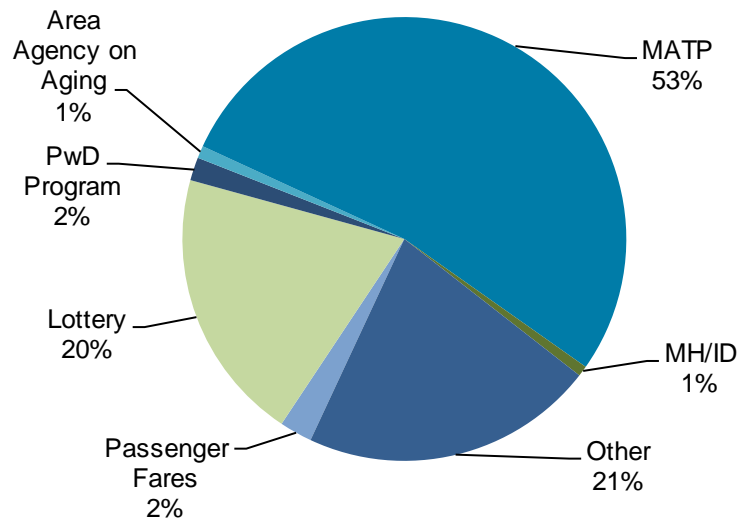
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$1,466**

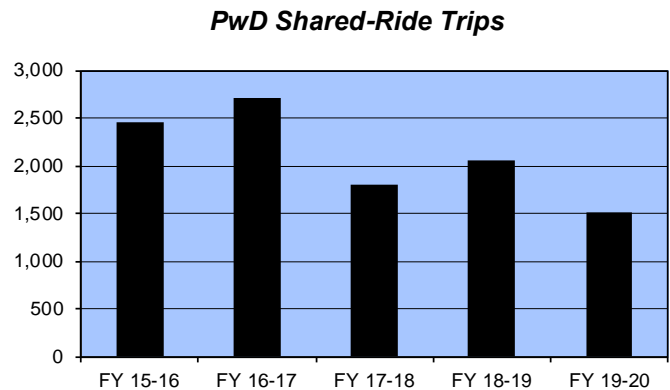
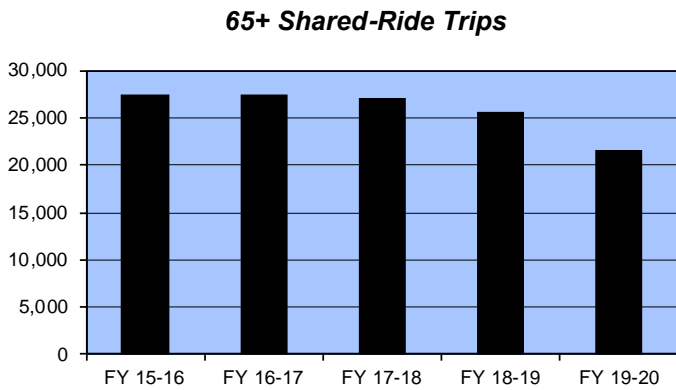
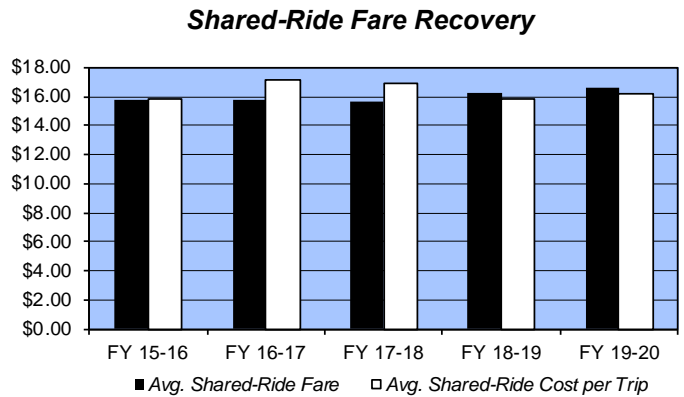
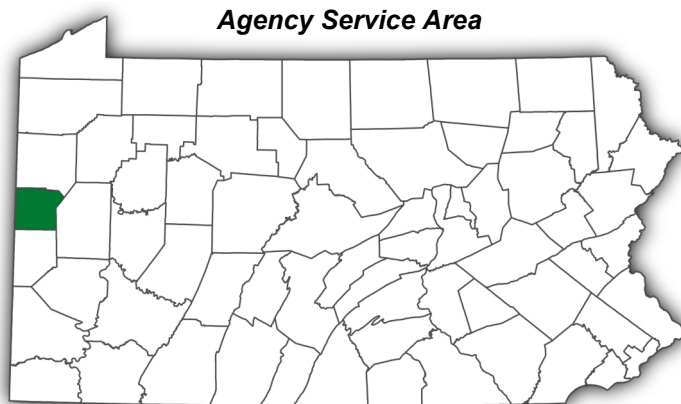


**Operating Funds (000's)**  
**\$1,479**

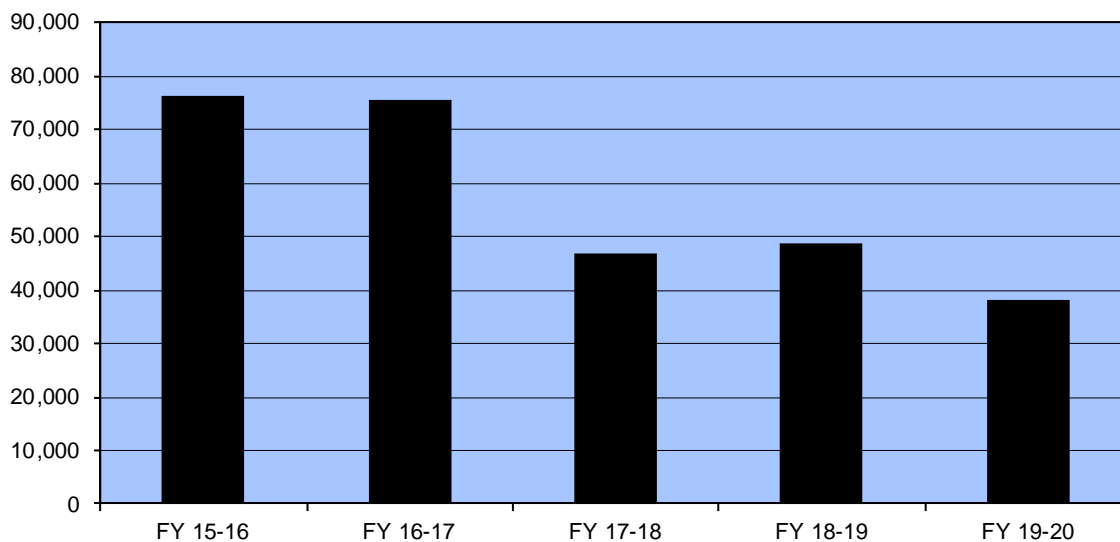


# (ACTS) Allied Coordinated Transportation Services, Inc.

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



## Total Shared-Ride Trips



The large decrease in trips between FY16-17 and FY17-18 resulted from a reclassification of some non-PennDOT funded trips to non-public transportation.

OPERATING PROFILES

# Altoona Metro Transit (AMTRAN)

CNG

## Urban System



**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  
**Senate District**  
 Blair: 30



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



**Current Fare Information**  
 Fixed Route Base: \$1.75  
 Last Base Fare Increase: July 2020



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 466,503  
 Senior Passengers: 68,646  
 Revenue Vehicle Miles: 567,046  
 Revenue Vehicle Hours: 47,742



**Current Employees**  
 Agency Full-Time: 38  
 Agency Part-Time: 9  
 Contractor Full-Time: 15  
 Contractor Part-Time: 27  
 System-Wide: 89



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$3,207,473  
 Required Local Match: \$173,646



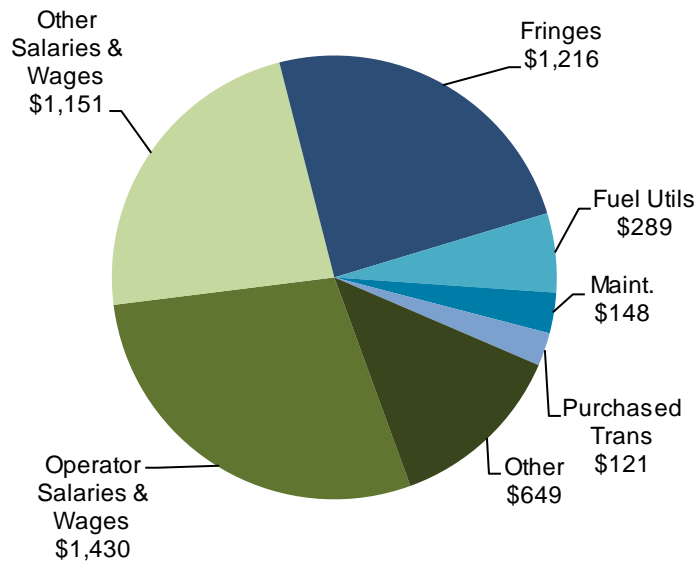
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 8  
 CNG Motor Bus: 16  
 Diesel/Gasoline Paratransit Vehicles: 2  
 System-Wide: 26

OPERATING PROFILES

## URBAN OPERATING BUDGET

Operating Expense (000's)

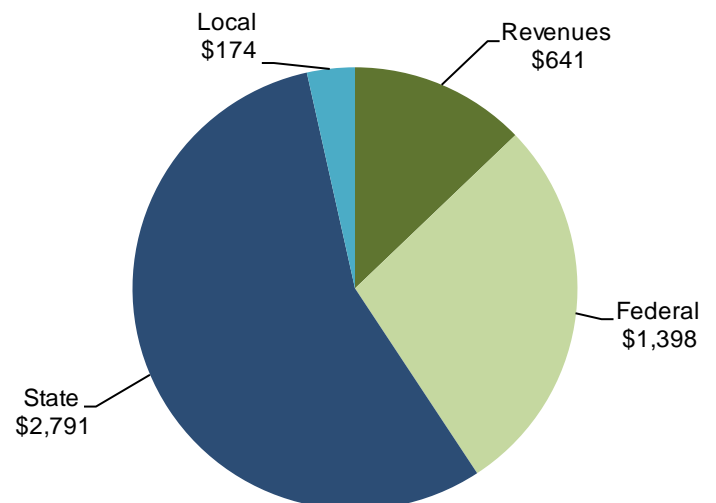
\$5,004



Expense includes ADA complementary expense.

Operating Funds (000's)

\$5,004

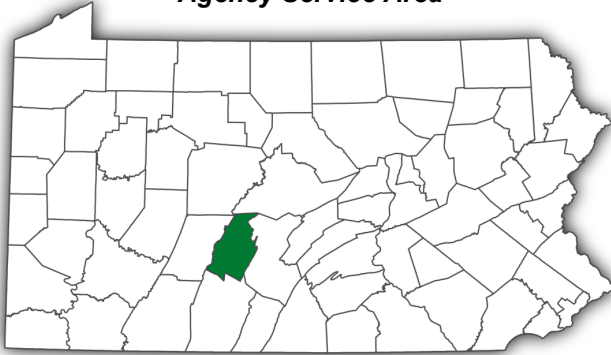


Revenue includes ADA complementary revenue.

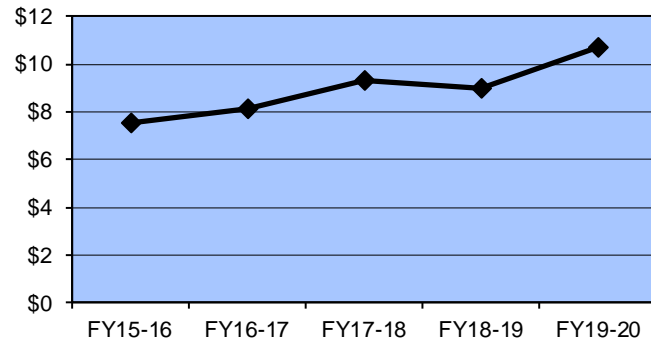
# (AMTRAN) Altoona Metro Transit

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

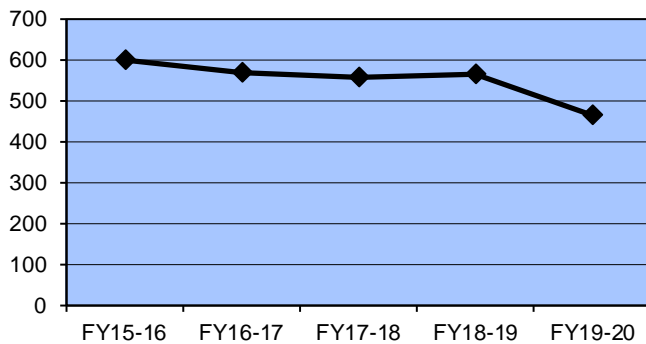
**Agency Service Area**



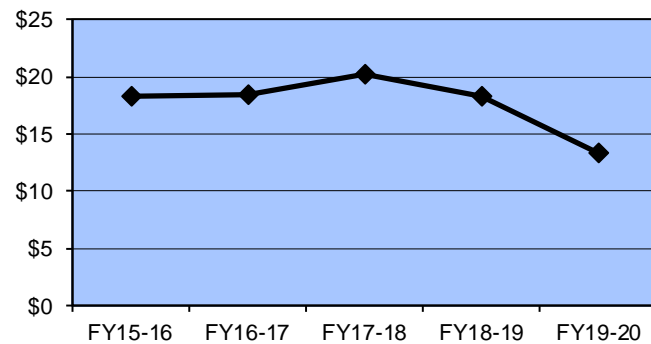
**Operating Expense Per Passenger**



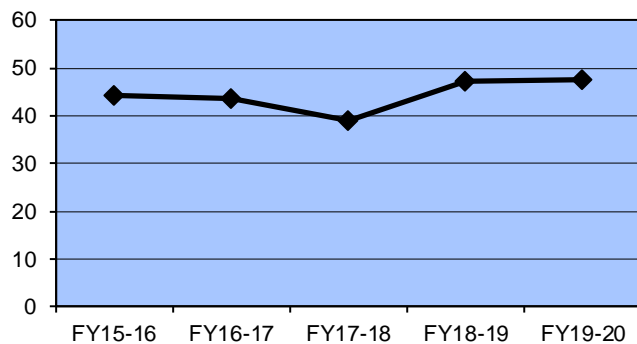
**Total Passengers (000's)**



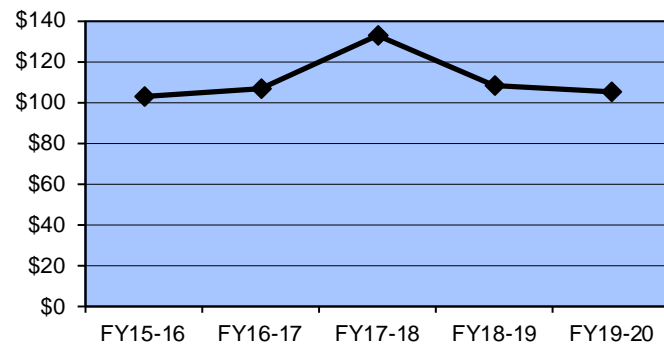
**Operating Revenue Per Revenue Vehicle Hour**



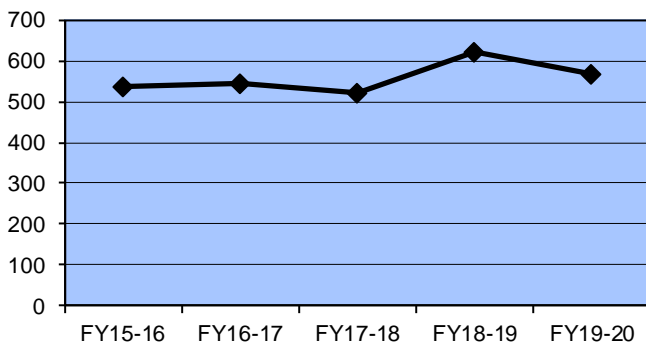
**Revenue Vehicle Hours (000's)**



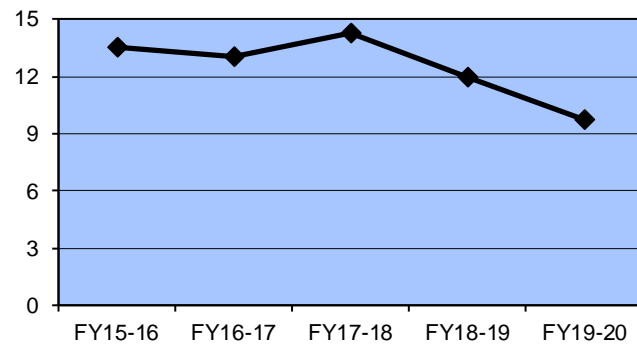
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Area Transportation Authority of North Central PA (ATA)

## Rural System



### Area Transportation Authority (ATA)

44 Transportation Center  
Johnsonburg, PA 15845  
866-282-4968  
Mr. Michael Imbrogno, CEO  
[www.rideata.com](http://www.rideata.com)



### House District

Cameron: 67  
Clarion: 63  
Clearfield: 73, 75  
Elk: 75  
Jefferson: 66  
McKean: 67  
Potter: 67, 68

### Senate District

Cameron: 25  
Clarion: 21  
Clearfield: 25, 35  
Elk: 25  
Jefferson: 25  
McKean: 25  
Potter: 25



### Service Area Statistics (2010 Census)

Square Miles: 5,693  
Population: 264,768



### Current Fare Information

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



### Act 44 Fixed Route Distribution Factors

Total Passengers: 361,545  
Senior Passengers: 45,297  
Revenue Vehicle Miles: 1,376,912  
Revenue Vehicle Hours: 107,852



### Current Employees

Agency Full-Time: 70  
Agency Part-Time: 90  
Contractor Full-Time: 2  
Contractor Part-Time: 8  
System-Wide: 170



### Act 44 Operating Assistance

Section 1513 Allocation: \$5,766,960  
Required Local Match\*: \$387,613



### Current Fleet Size

Diesel/Gasoline Motor Bus: 40  
Hybrid Diesel/Electric Motor Bus: 1  
Diesel/Gasoline Paratransit: 58  
System-Wide: 99

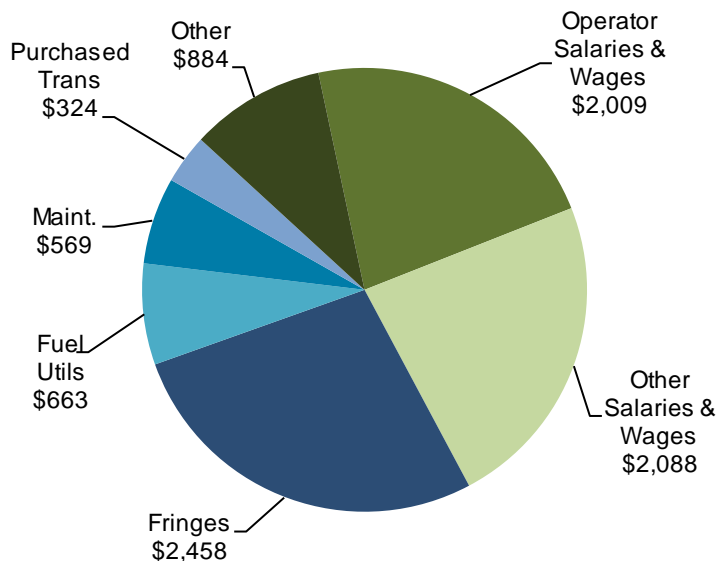
\*ATA was approved for a partial local match waiver due to regional consolidation savings.

OPERATING PROFILES

## RURAL OPERATING BUDGET

### Operating Expense (000's)

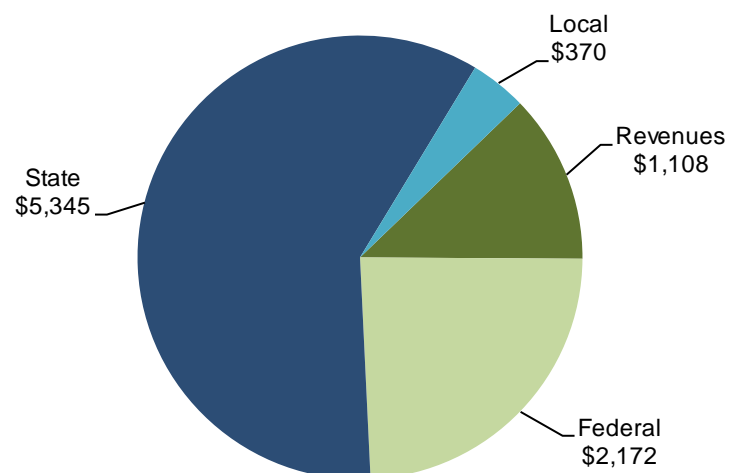
\$8,995



Expense includes DAS expense.

### Operating Funds (000's)

\$8,995



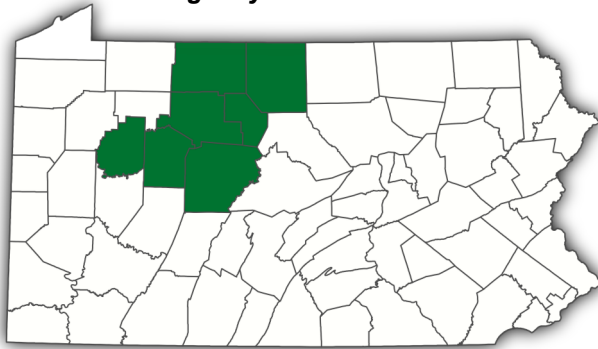
Revenue includes DAS revenue.



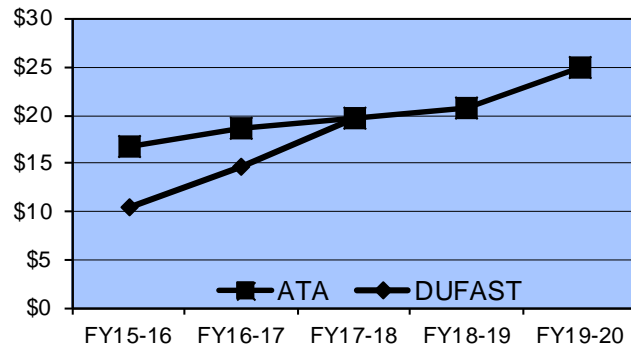
# (ATA) Area Transportation Authority of North Central PA

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

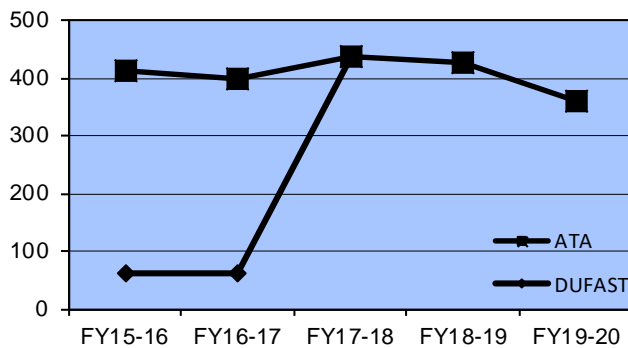
**Agency Service Area**



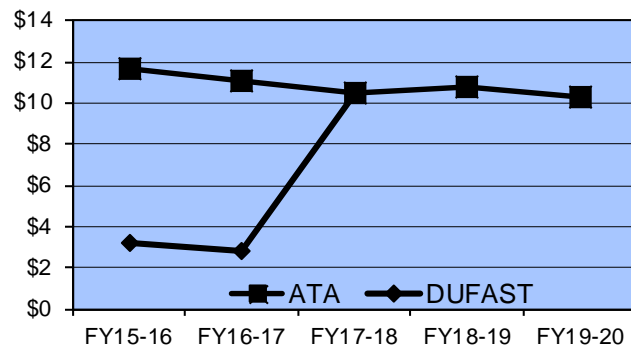
**Operating Expense Per Passenger**



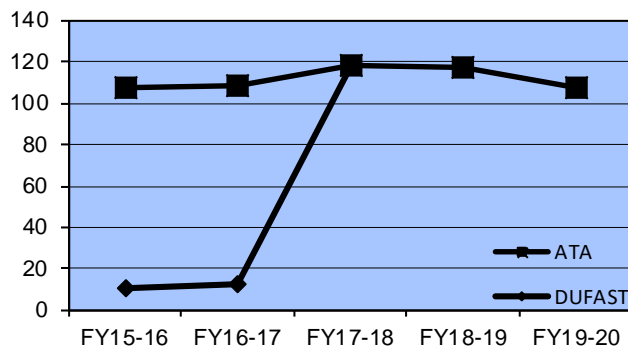
**Total Passengers (000's)**



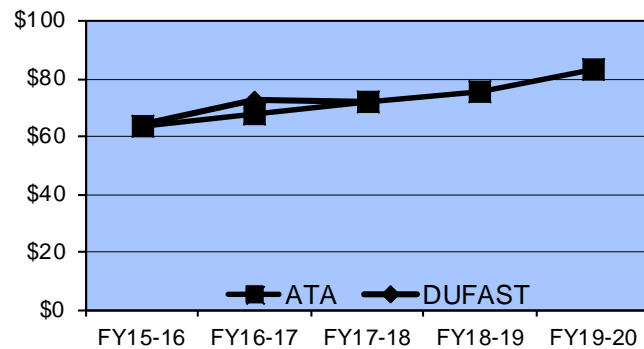
**Operating Revenue Per Revenue Vehicle Hour**



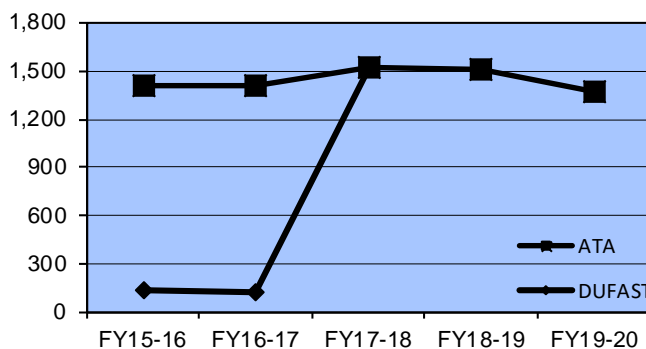
**Revenue Vehicle Hours (000's)**



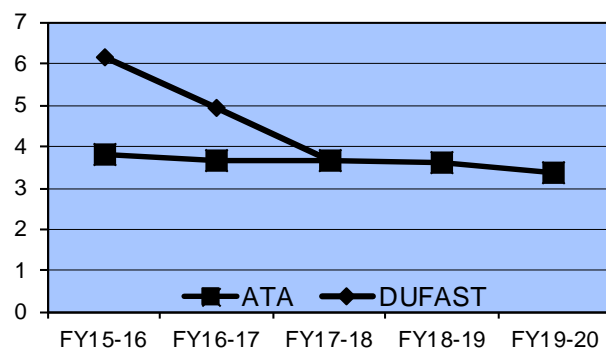
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



OPERATING PROFILES

Passengers include DAS passengers. Charts show data both before and after ATA and DUFAS consolidated in FY17-18.

# Area Transportation Authority of North Central PA (ATA)

## Community Transportation



### Area Transportation Authority (ATA)

44 Transportation Center  
Johnsonburg, PA 15845  
866-282-4968  
Mr. Michael Imbrogno, CEO  
[www.rideata.com](http://www.rideata.com)



### House District

Cameron: 67 Clearfield: 73, 75 Elk: 75  
Jefferson: 66 McKean: 67 Potter: 67, 68

### Senate District

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



### Service Area Statistics (2010 Census)

Square Miles: 5,092  
Population: 224,780



### Current Fare Information

Average Shared-Ride Fare: \$5.28  
Average Shared-Ride Cost per Trip: \$40.50  
Fare Structure  
Implementation Date: August 2017



### Trip Information

65+ Trips: 42,715  
PWD Trips: 22,455  
Other Shared-Ride Trips: 53,150  
Total Shared-Ride Trips: 118,320  
Total Escorts: 8,239  
Non-Public Trips: 12,241



### Vehicles Operated in Maximum Service

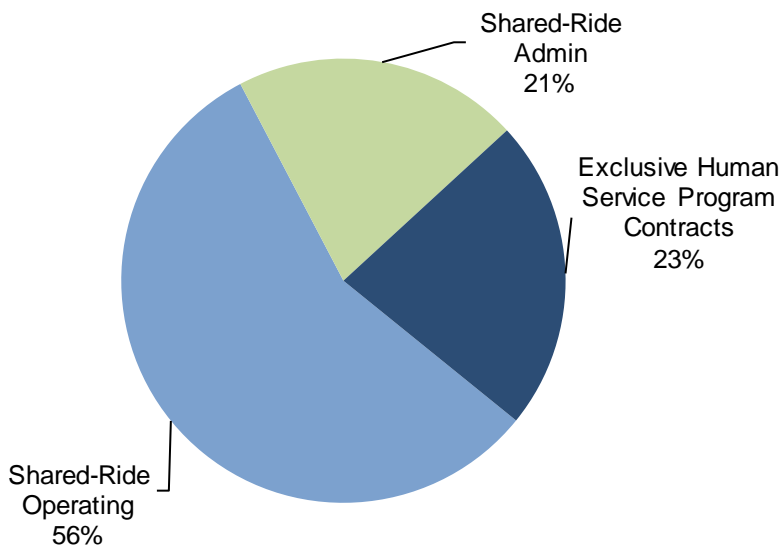
Community Transportation: 36

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

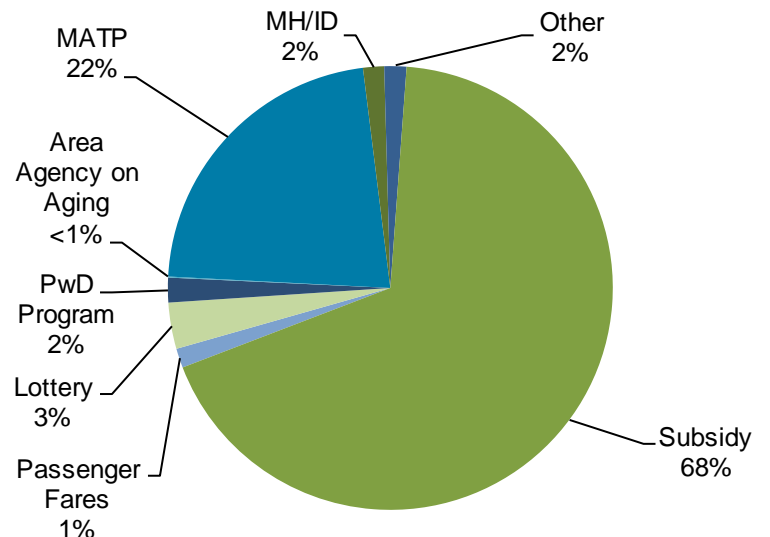
### Operating Expense (000's)

\$6,628



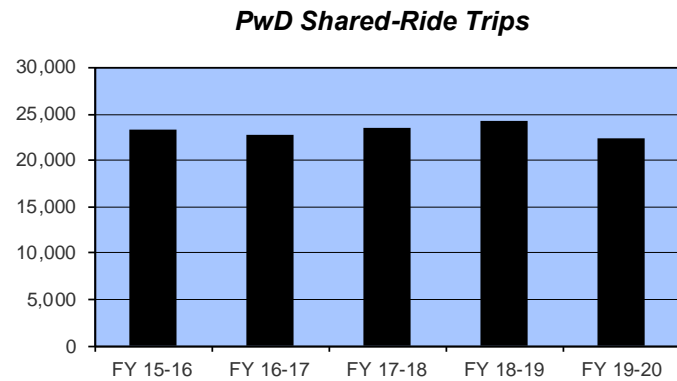
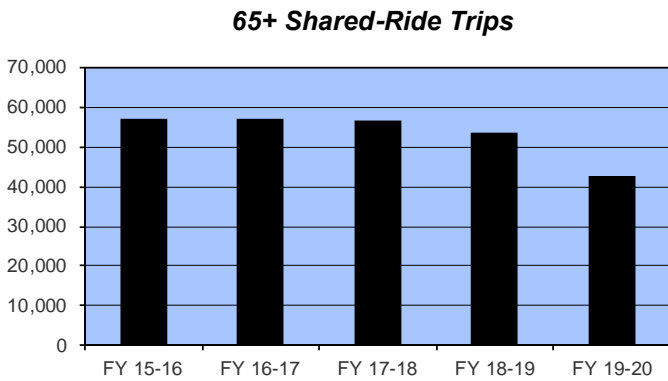
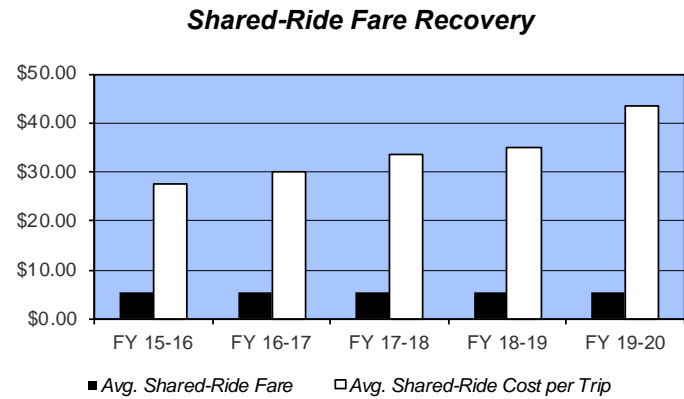
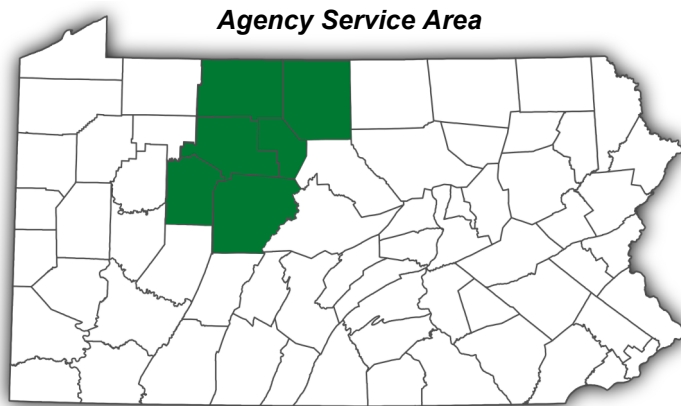
### Operating Funds (000's)

\$6,618

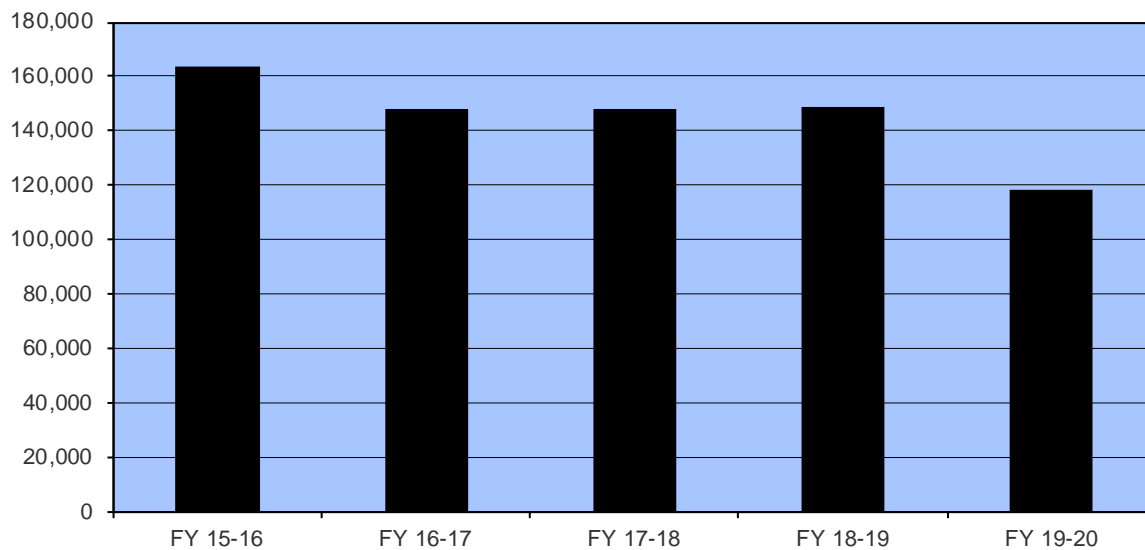


# (ATA) Area Transportation Authority of North Central PA

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Beaver County Transit Authority (BCTA)

CNG

## Urban & Rural System



**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: 592,612  
 Senior Passengers: 62,025  
 Revenue Vehicle Miles: 805,827  
 Revenue Vehicle Hours: 48,627



**Current Employees**  
 Agency Full-Time: 91  
 Agency Part-Time: 1  
 System-Wide: 92



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$4,055,614  
 Required Local Match: \$608,342



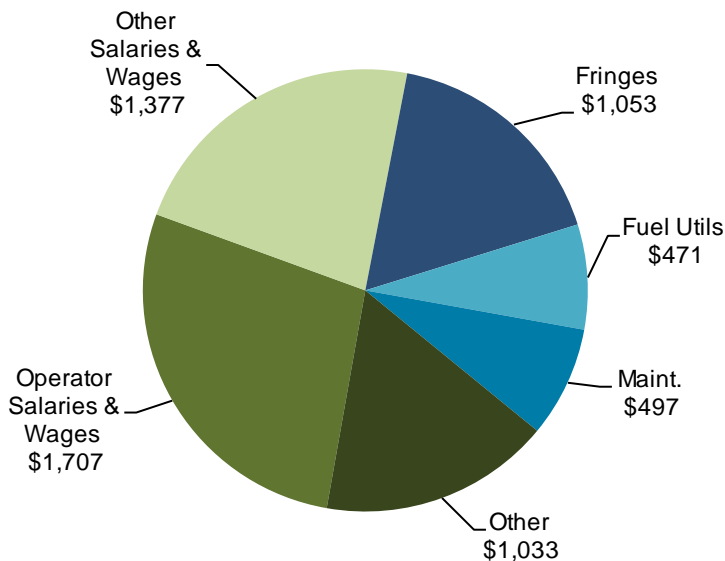
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 6  
 CNG Motor Bus: 17  
 Diesel/Gasoline Paratransit Vehicle: 23  
 System-Wide: 46

OPERATING PROFILES

## URBAN & RURAL OPERATING BUDGET

Operating Expense (000's)

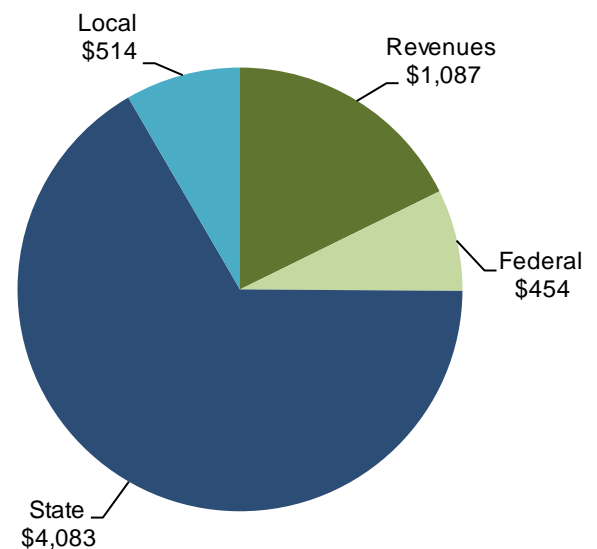
\$6,138



Expense includes DAS expense.

Operating Funds (000's)

\$6,138

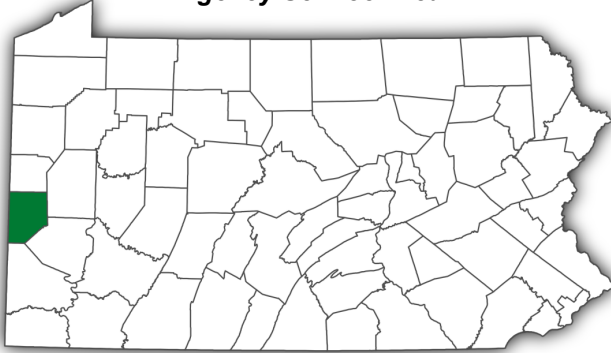


Revenue includes DAS revenue.

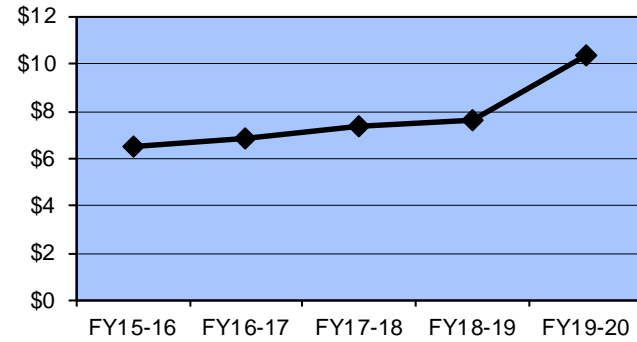
# (BCTA) Beaver County Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

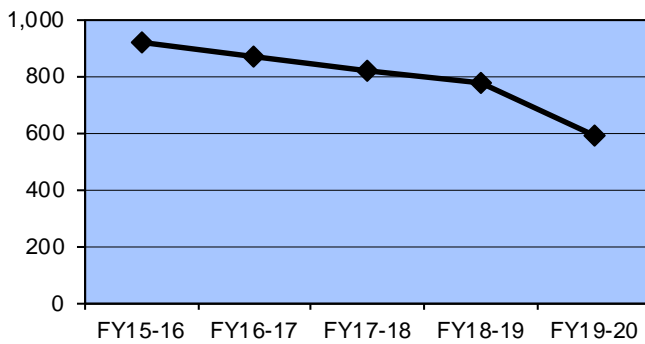
**Agency Service Area**



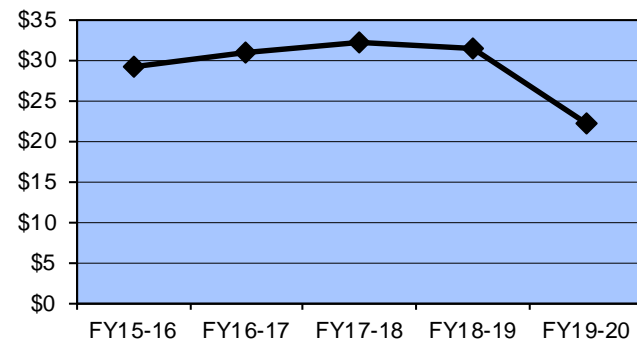
**Operating Expense Per Passenger**



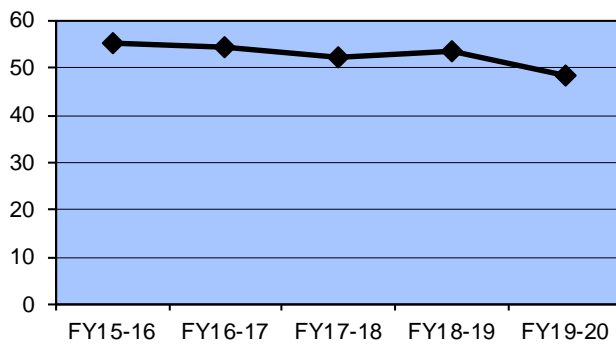
**Total Passengers (000's)**



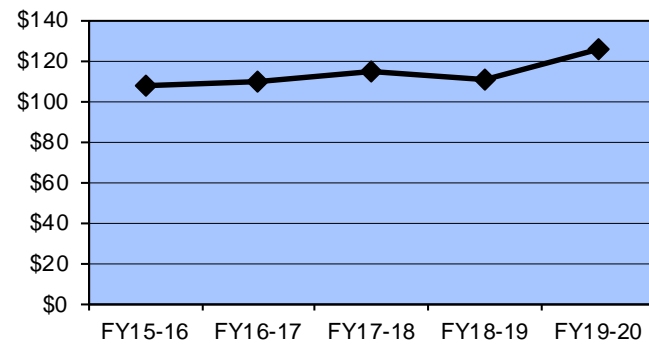
**Operating Revenue Per Revenue Vehicle Hour**



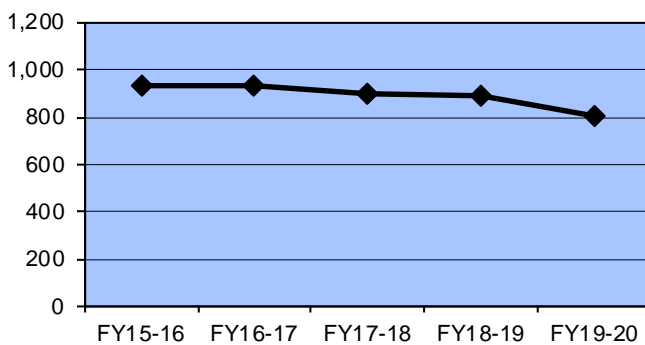
**Revenue Vehicle Hours (000's)**



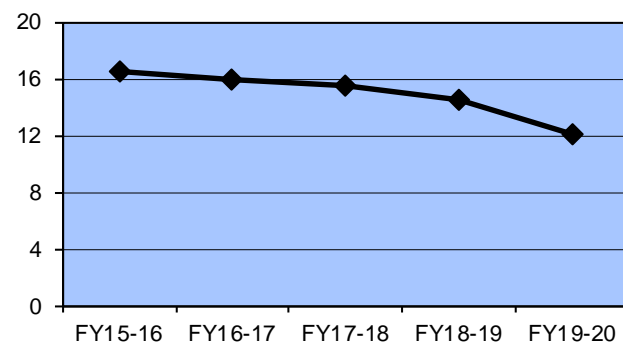
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include DAS passengers.

OPERATING PROFILES

# Beaver County Transit Authority (BCTA)

## Community Transportation



**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  
 65+ Population: 31,660  
 % of Population 65 and older: 18.6%



**Current Fare Information**  
 Average Shared-Ride Fare: \$22.50  
 Average Shared-Ride Cost per Trip: \$36.64  
 Fare Structure  
 Implementation Date: July 2019



**Trip Information**  
 65+ Trips: 23,236  
 Other Shared-Ride Trips: 36,567  
 Total Shared-Ride Trips: 59,803  
 Total Escorts: 3,769  
 Non-Public Trips: 53,367



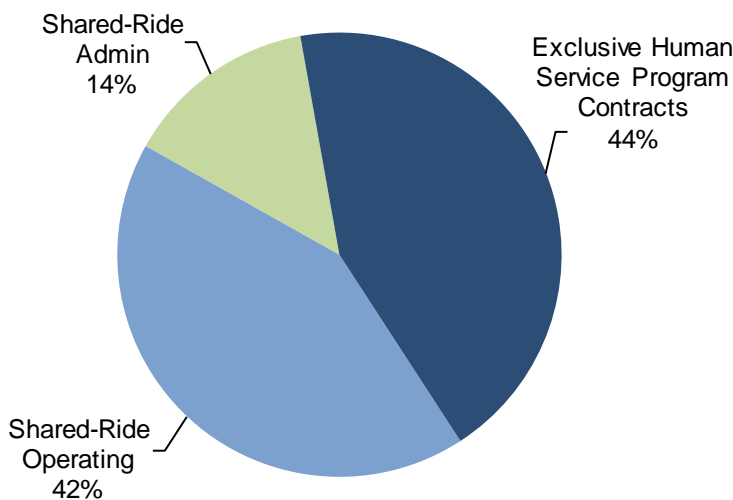
**Vehicles Operated in Maximum Service**  
 Community Transportation: 20

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

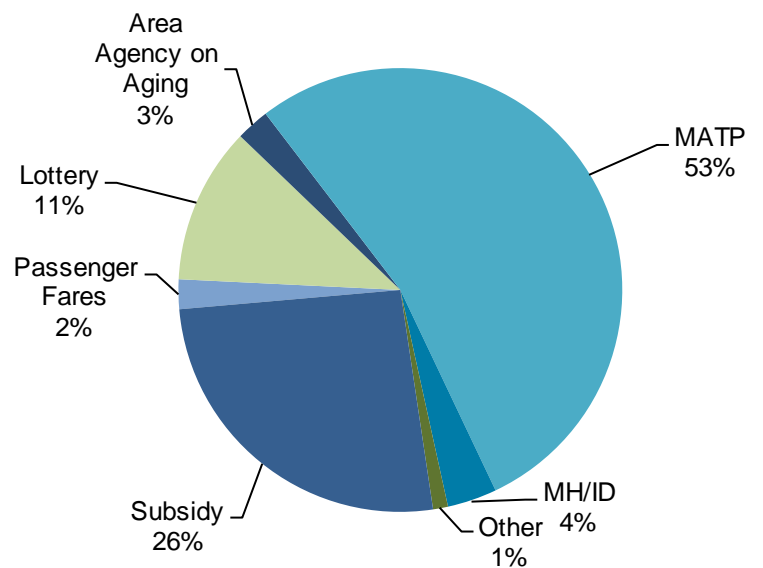
### Operating Expense (000's)

\$3,888



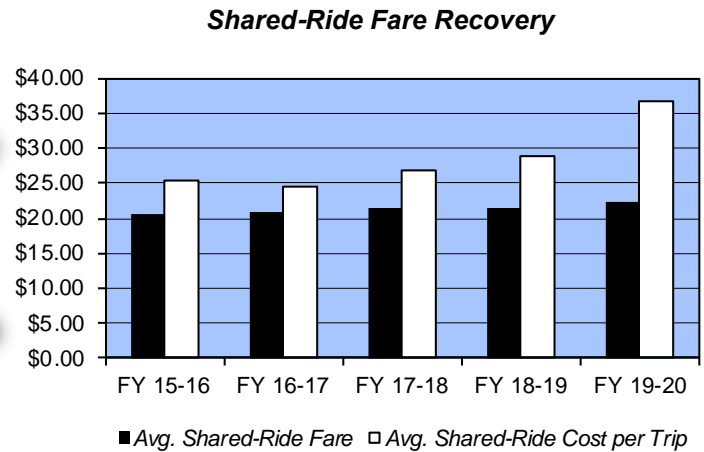
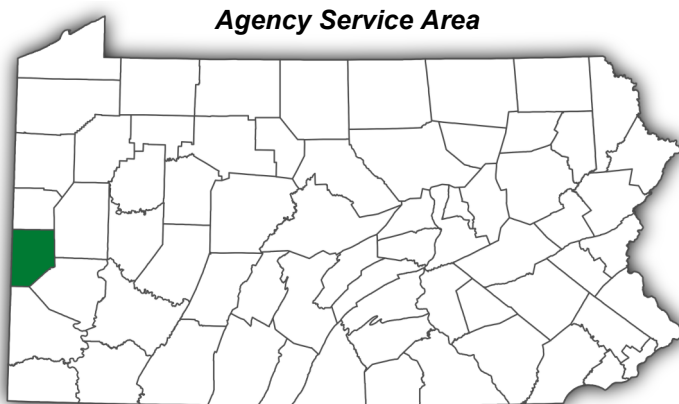
### Operating Funds (000's)

\$3,888

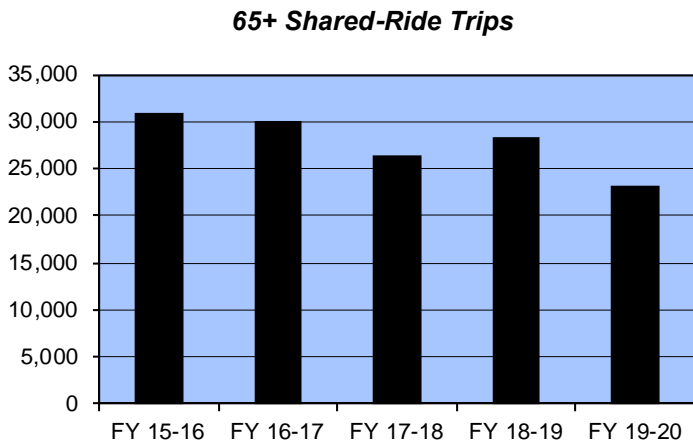


# (BCTA) Beaver County Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



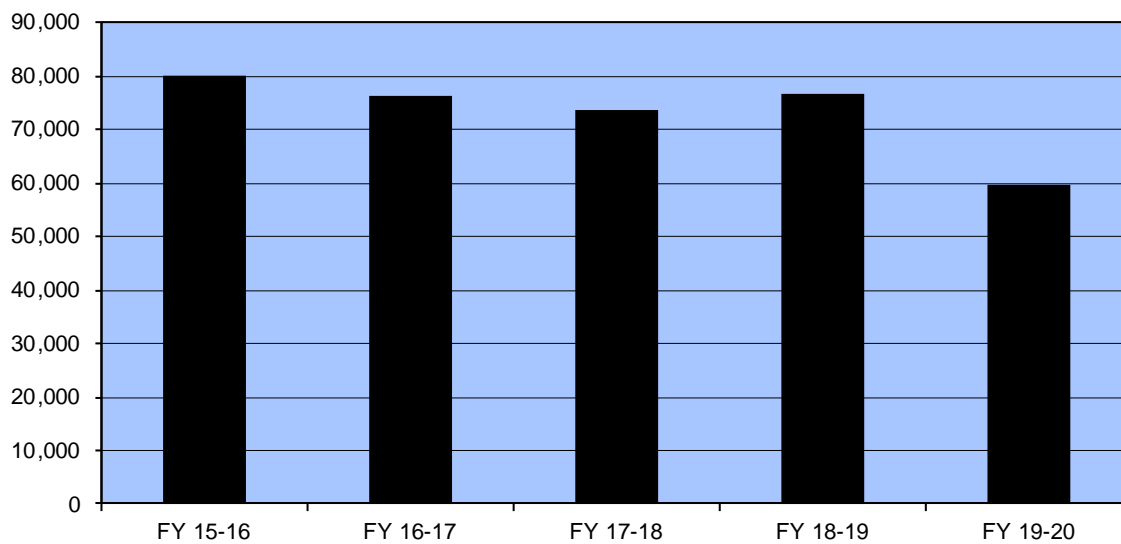
OPERATING PROFILES



**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



# Blair Senior Services, Inc.

## Community Transportation



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



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



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



**Current Fare Information**  
 Average Shared-Ride Fare: \$17.65  
 Average Shared-Ride Cost per Trip: \$25.39  
 Fare Structure  
 Implementation Date: September 2014



**Trip Information**  
 65+ Trips: 57,930  
 PwD Trips: 1,132  
 Other Shared-Ride Trips: 34,121  
 Total Shared-Ride Trips: 93,183  
 Total Escorts: 2,155  
 Non-Public Trips: 191



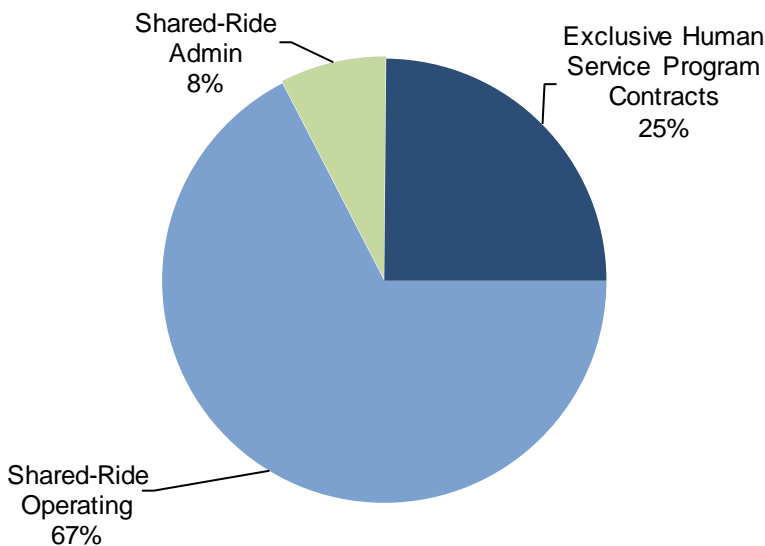
**Vehicles Operated in Maximum Service**  
 Community Transportation: 27

OPERATING PROFILES

### COMMUNITY TRANSPORTATION OPERATING BUDGET

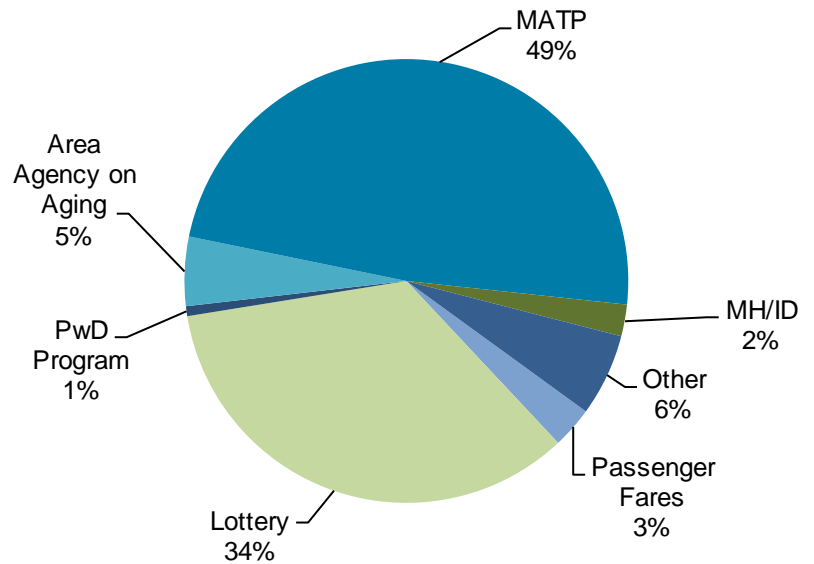
#### Operating Expense (000's)

\$3,148



#### Operating Funds (000's)

\$2,484\*

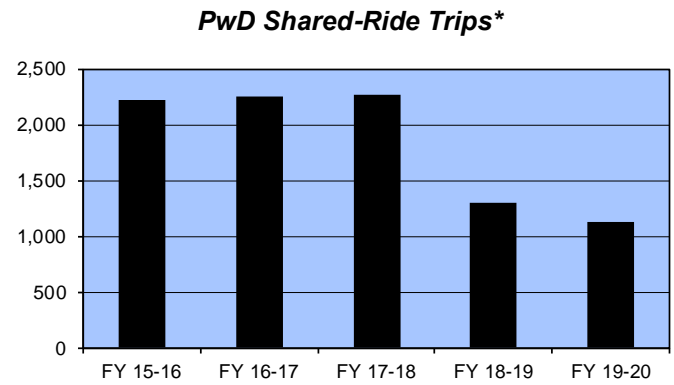
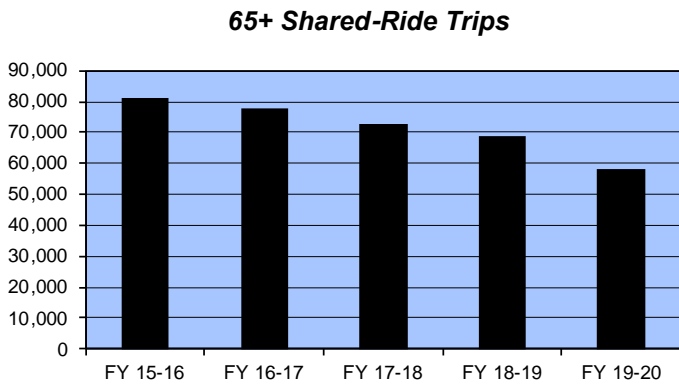
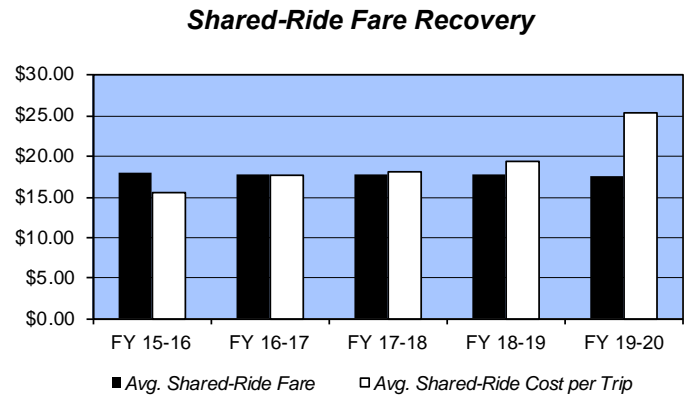


\*Deficit will be covered by retained earnings

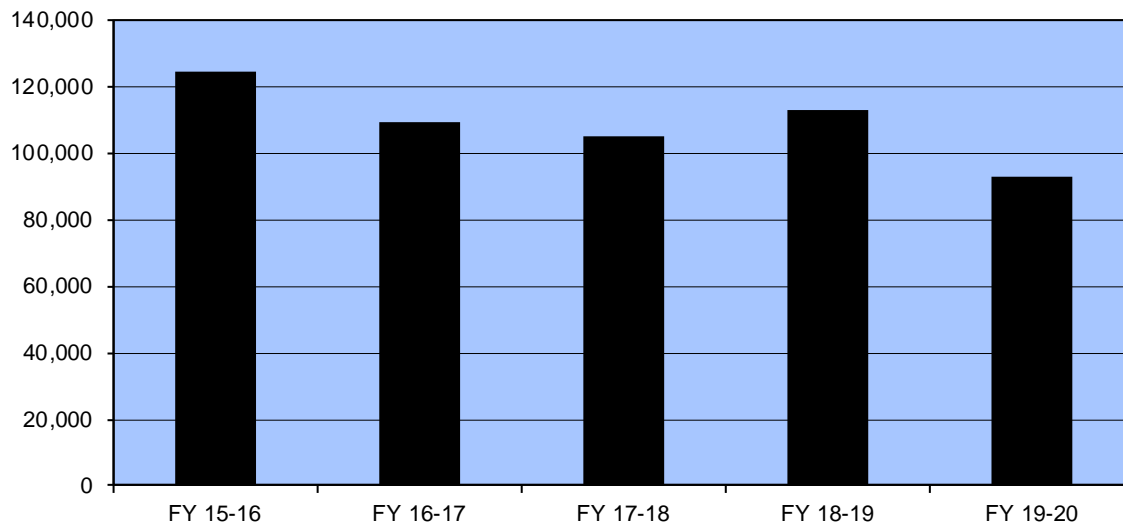


# Blair Senior Services, Inc.

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



## Total Shared-Ride Trips



\*Decrease in PwD trips due to a decrease in activity from high-volume riders

# Borough of Mount Carmel (LATS)

## Rural System



**Borough of Mount Carmel/Lower Anthracite Transit System (LATS)**  
 137 West 4th Street  
 Mount Carmel, PA 17851  
 570-339-3956  
 Mr. Victor Girardi, Transit Director



**House District**  
 Northumberland: 107, 108  
**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: 33,520  
 Senior Passengers: 14,628  
 Revenue Vehicle Miles: 48,300  
 Revenue Vehicle Hours: 4,584



**Current Employees**  
 Agency Full-Time: 1  
 Contractor Full-Time: 2  
 Contractor Part-Time: 4  
 System-Wide: 7



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$329,999  
 Required Local Match: \$14,106

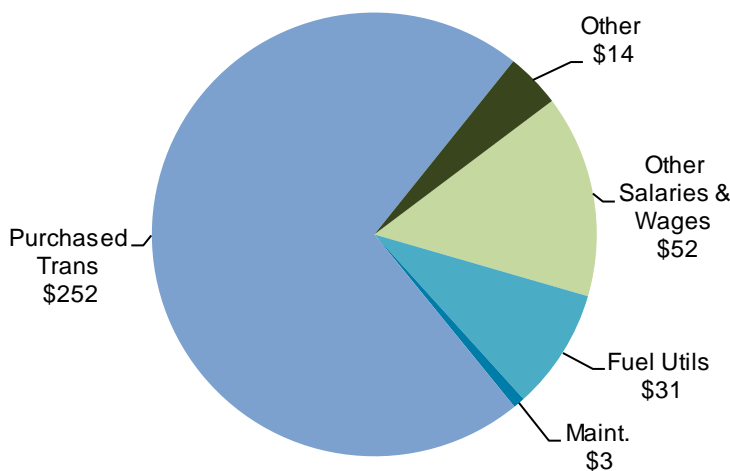


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 3  
 System-Wide: 3

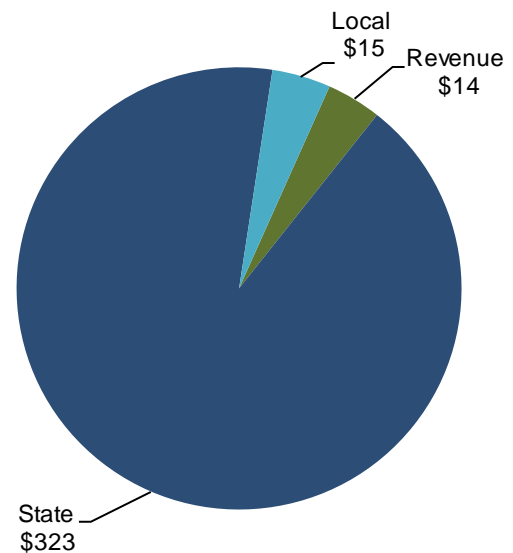
OPERATING PROFILES

## RURAL OPERATING BUDGET

**Operating Expense (000's)**  
**\$352**



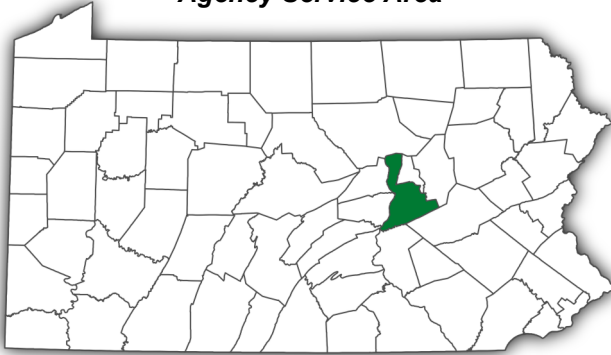
**Operating Funds (000's)**  
**\$352**



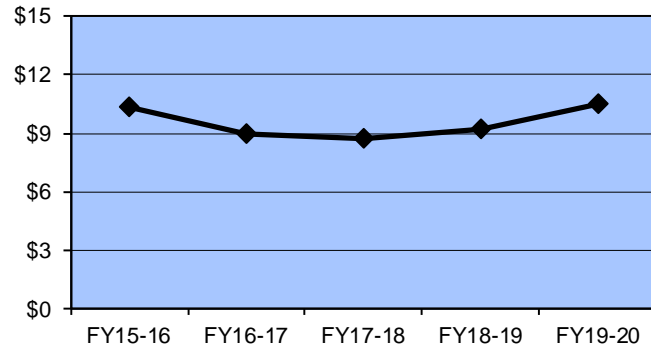
# (LATS) Borough of Mount Carmel

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

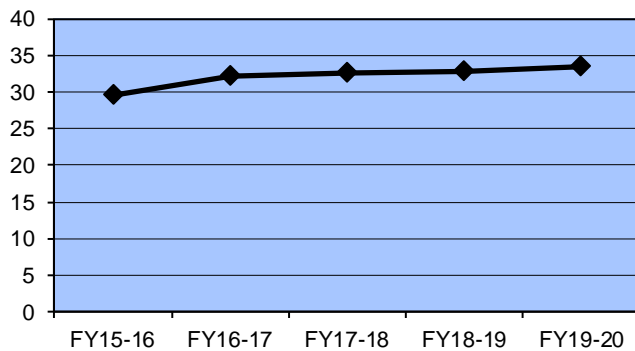
**Agency Service Area**



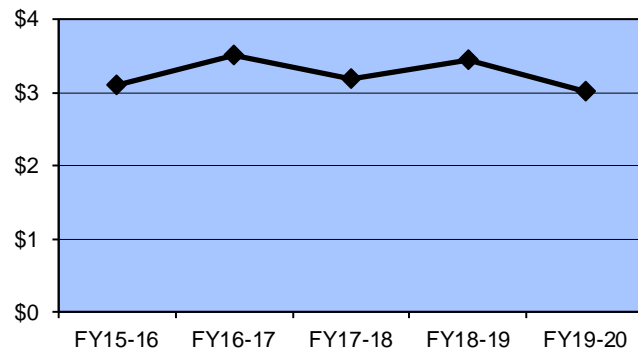
**Operating Expense Per Passenger**



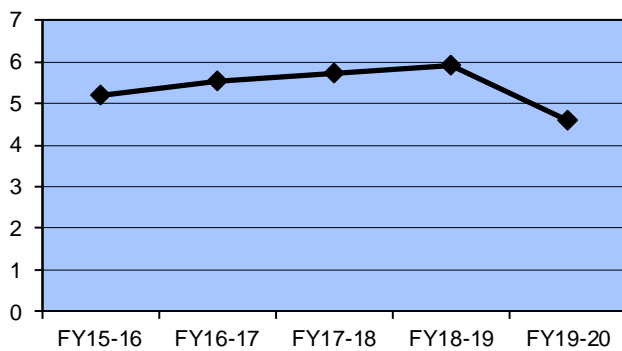
**Total Passengers (000's)**



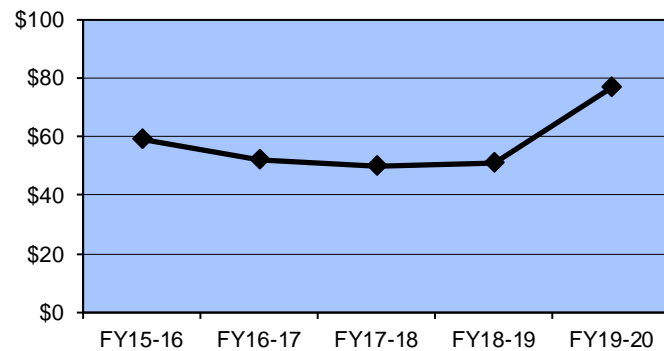
**Operating Revenue Per Revenue Vehicle Hour**



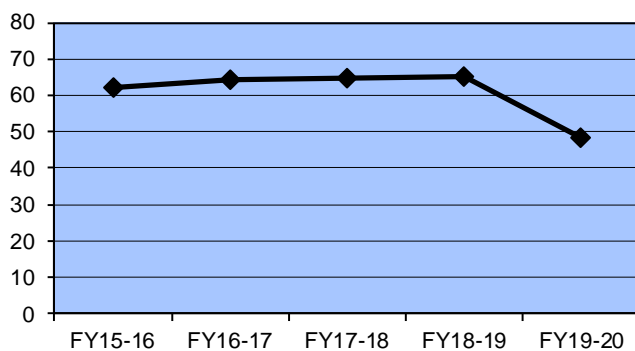
**Revenue Vehicle Hours (000's)**



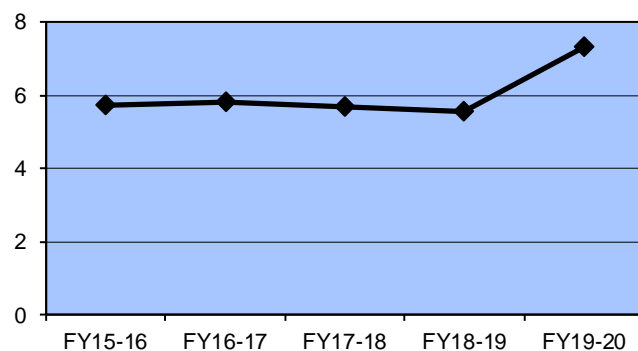
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



OPERATING PROFILES

# Bucks County Transport, Inc.

## Community Transportation



### Bucks County Transport, Inc.

P.O. Box 510  
 Holicong, PA 18928  
 215-794-5554  
 Mr. Vince Volpe, Executive Director  
[www.bctransport.org](http://www.bctransport.org)



### House District

Bucks: 18, 29, 31, 140, 141, 142, 143, 144, 145, 178

### Senate District

Bucks: 6, 10, 12, 24



### Service Area Statistics (2010 Census)

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



### Current Fare Information

Average Shared-Ride Fare: \$25.39  
 Average Shared-Ride Cost per Trip: \$31.39  
 Fare Structure  
 Implementation Date: July 2016



### Trip Information

65+ Trips: 57,548  
 PwD Trips: 20,805  
 Other Shared-Ride Trips: 974  
 Total Shared-Ride Trips: 79,327  
 Total Escort Trips: 2,840  
 Non-Public Trips: 259,842



### Vehicles Operated in Maximum Service

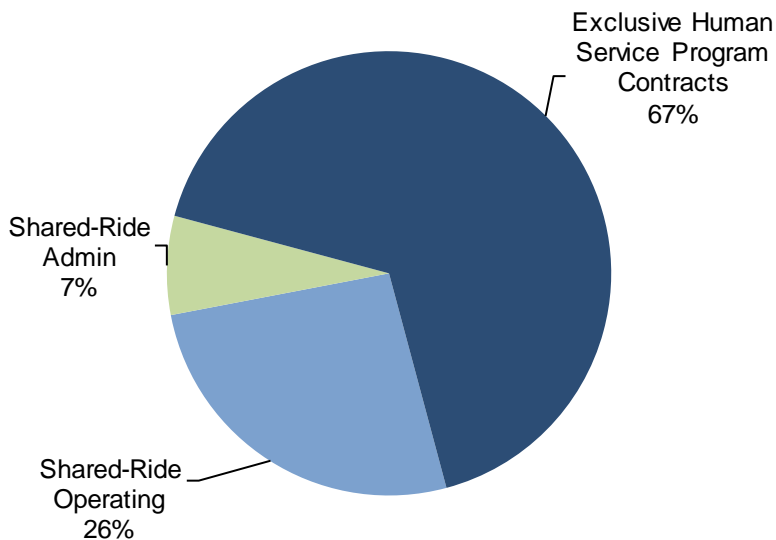
Community Transportation: 99

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

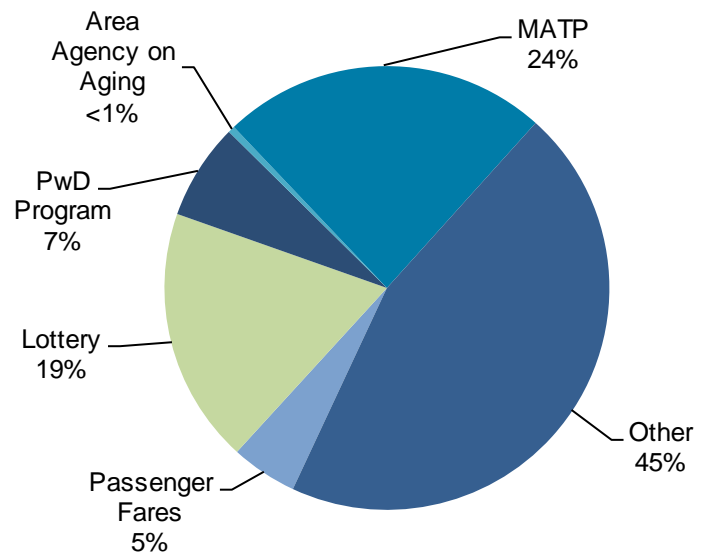
### Operating Expense (000's)

\$7,468



### Operating Funds (000's)

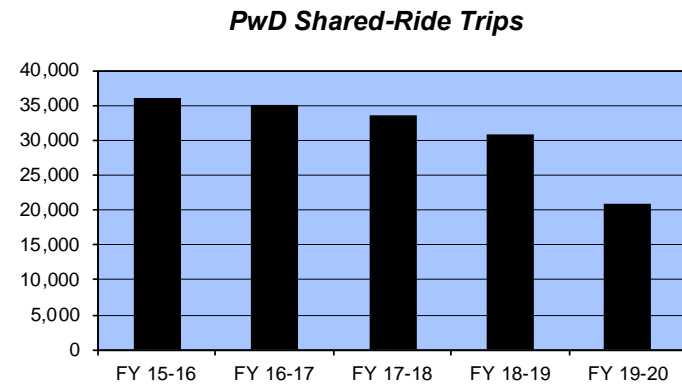
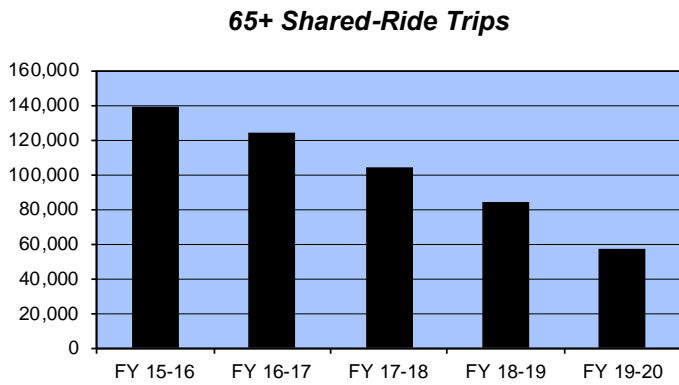
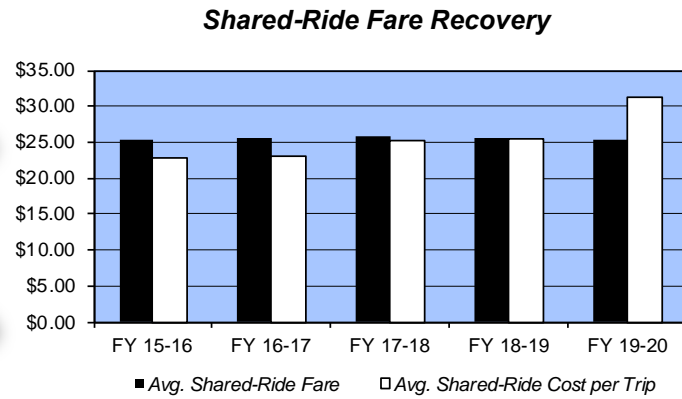
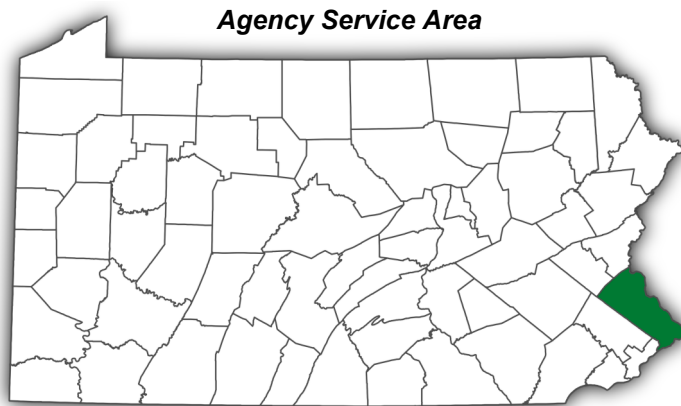
\$6,538\*



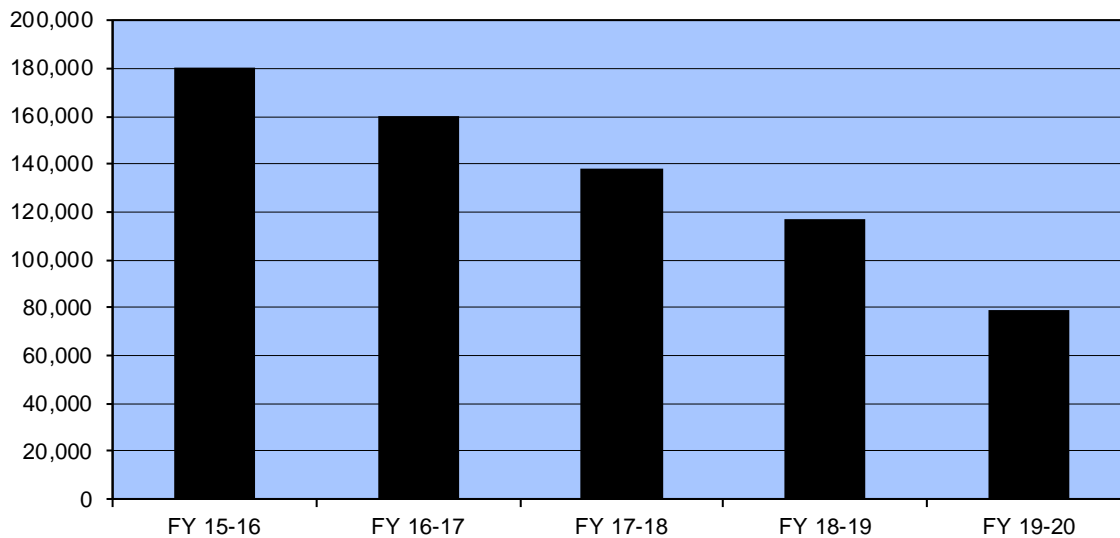
\*Deficit will be covered by CARES Act and other supplemental COVID-19 appropriated funds beyond the end of the fiscal year

# Bucks County Transport, Inc.

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Butler County (BART)

## Community Transportation



**Butler Area Rural Transit (BART)**  
 130 Hollywood Drive  
 Suite 102  
 Butler, PA 16001  
 724-282-6060  
 Ms. Janine Kennedy, Director of Programs



**House District**  
 Butler: 8, 10, 11, 12, 14, 60, 64  
**Senate District**  
 Butler: 21, 41, 47



**Service Area Statistics (2010 Census)**  
 Square Miles: 789  
 Population: 183,862  
 65+ Population: 27,853  
 % of Population 65 and older: 15.1%



**Current Fare Information**  
 Average Shared-Ride Fare: \$14.91  
 Average Shared-Ride Cost per Trip: \$15.53  
 Fare Structure  
 Implementation Date: July 2020



**Trip Information**  
 65+ Trips: 15,255  
 PwD Trips: 3,844  
 Other Shared-Ride Trips: 17,832  
 Total Shared-Ride Trips: 36,931

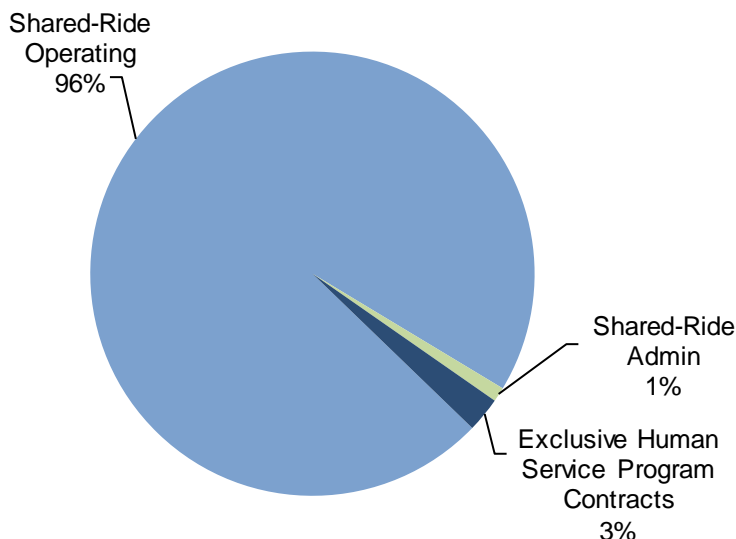


**Vehicles Operated in Maximum Service**  
 Community Transportation: 11

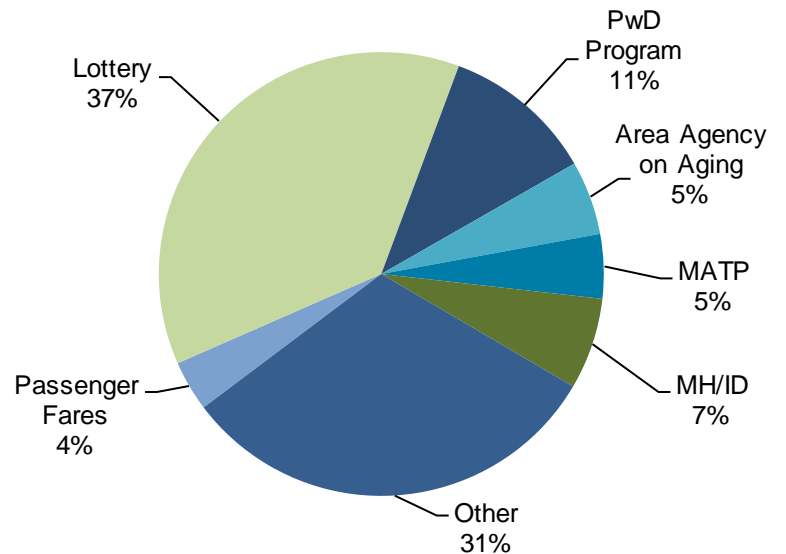
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$589**



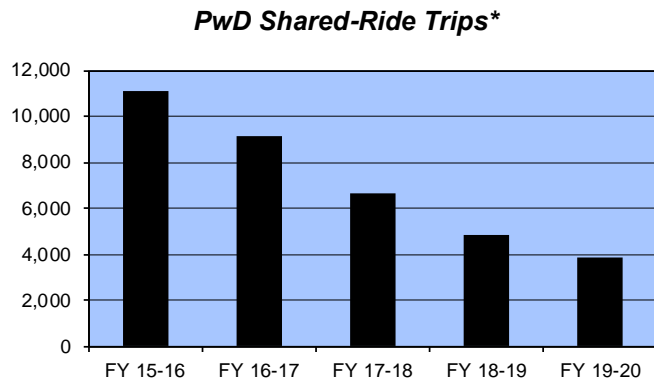
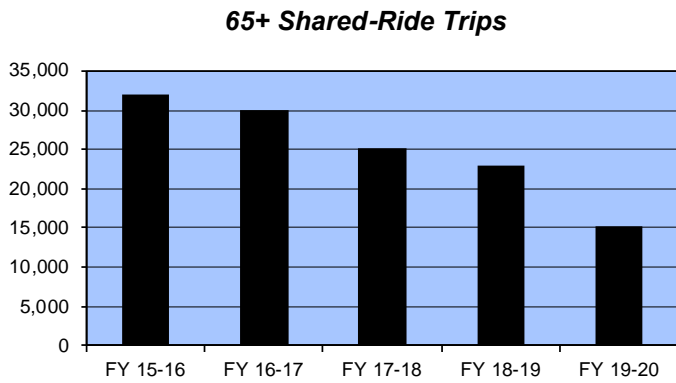
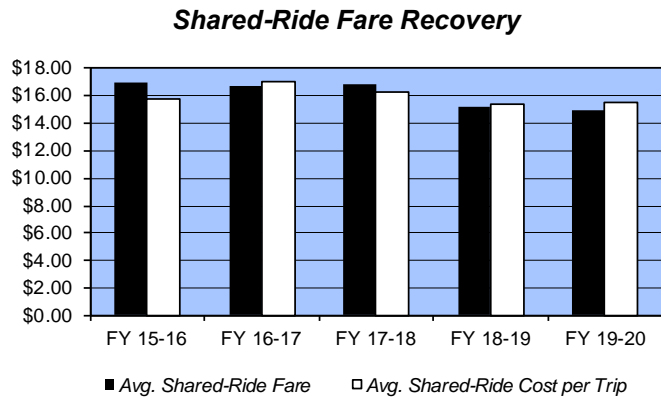
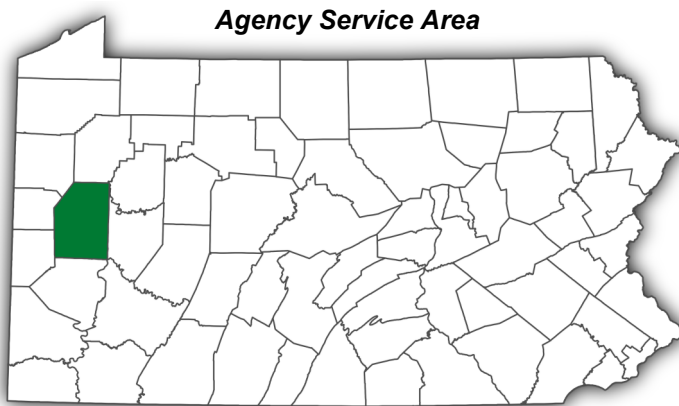
**Operating Funds (000's)**  
**\$566\***



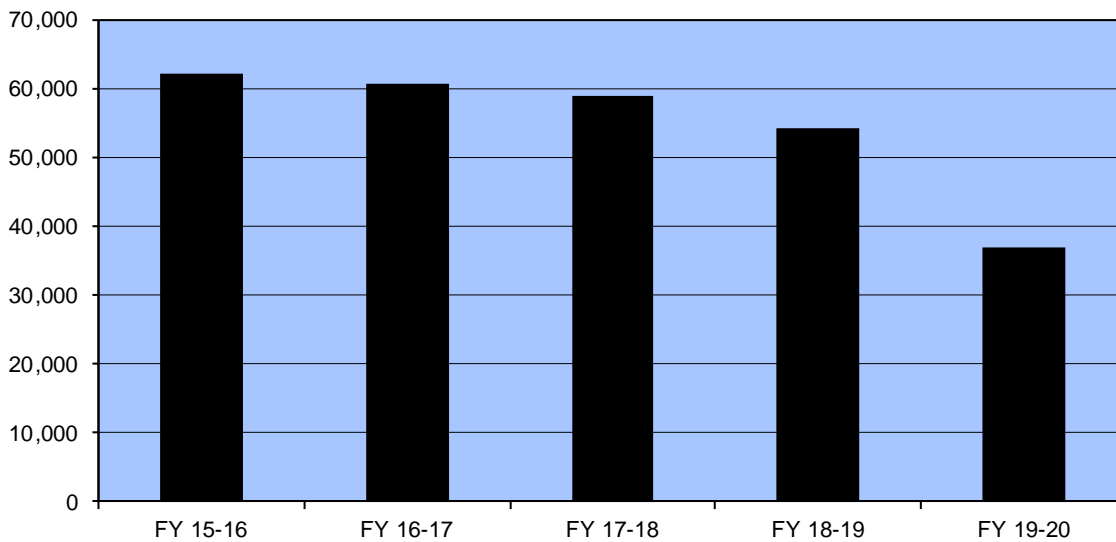
\*Deficit will be covered by prior year retained earnings

# (BART) Butler County

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



## Total Shared-Ride Trips



\*Trips shifted to other eligible funding sources

# Butler Transit Authority (BTA)

CNG

## Urban & Rural System



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



**House District**  
 Butler: 8, 10, 11, 12, 14, 60, 64  
**Senate District**  
 Butler: 21, 41, 47



**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: 173,724  
 Senior Passengers: 36,211  
 Revenue Vehicle Miles: 169,347  
 Revenue Vehicle Hours: 15,223



**Current Employees**  
 Agency Full-Time: 4  
 Agency Part-Time: 7  
 Contractor Full-Time: 14  
 System-Wide: 25



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$995,474  
 Required Local Match: \$55,038



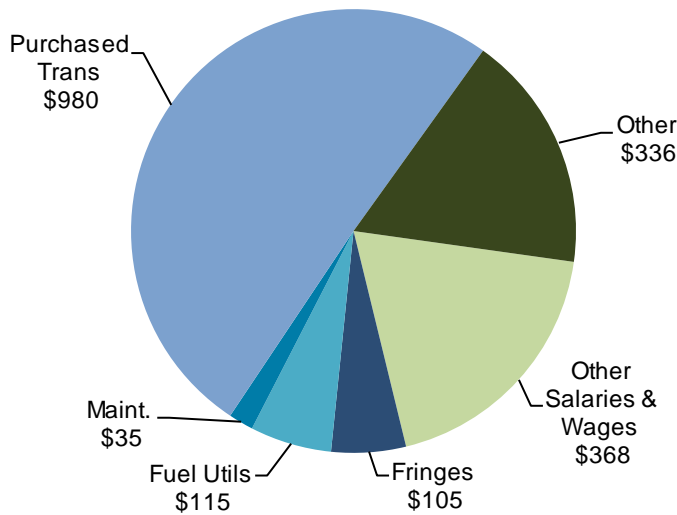
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 1  
 CNG Bus: 11  
 System-Wide: 12

OPERATING PROFILES

## URBAN & RURAL OPERATING BUDGET

### Operating Expense (000's)

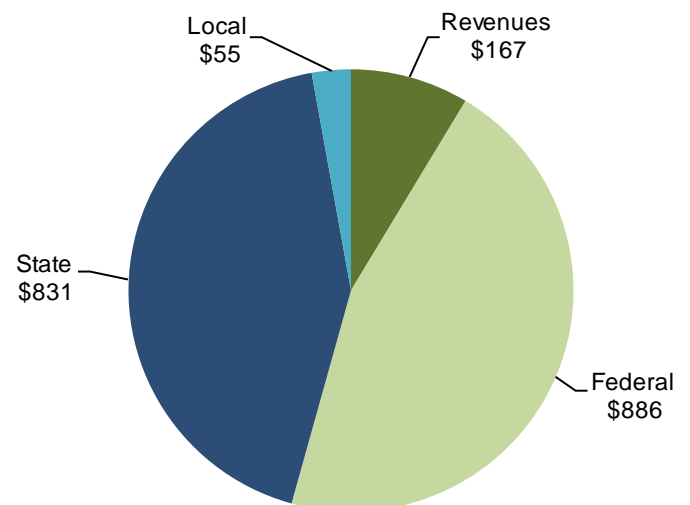
\$1,939



Expense includes ADA complementary expense.

### Operating Funds (000's)

\$1,939



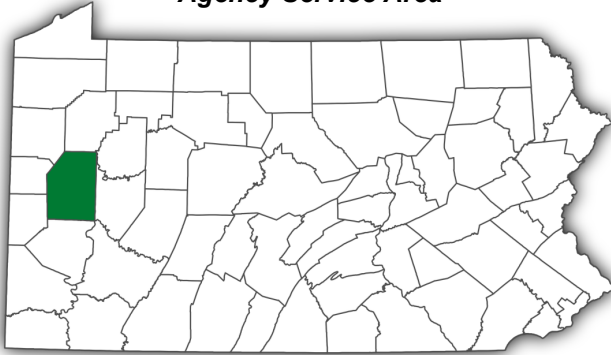
Revenue includes ADA complementary revenue.



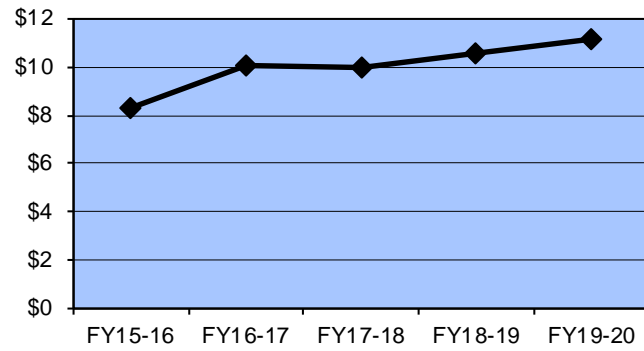
# (BTA) Butler Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

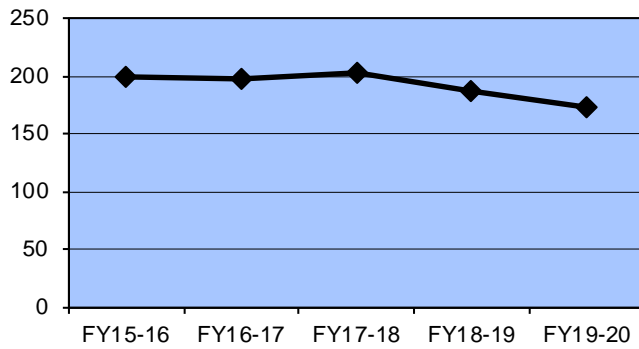
**Agency Service Area**



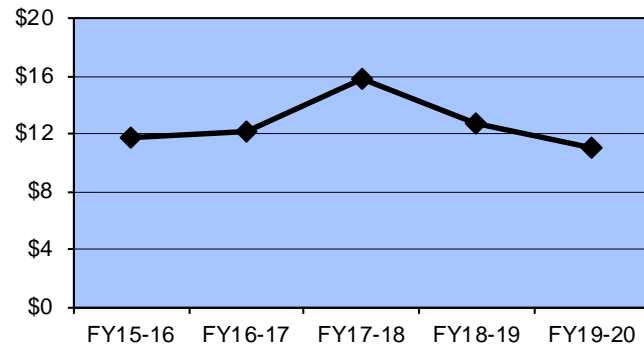
**Operating Expense Per Passenger**



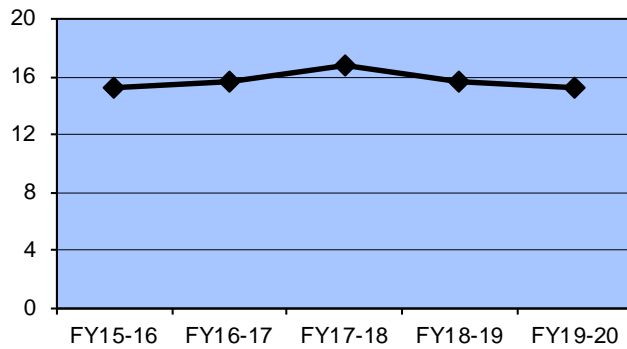
**Total Passengers (000's)**



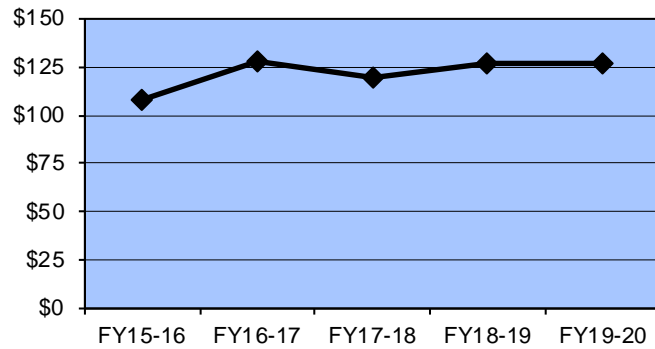
**Operating Revenue Per Revenue Vehicle Hour**



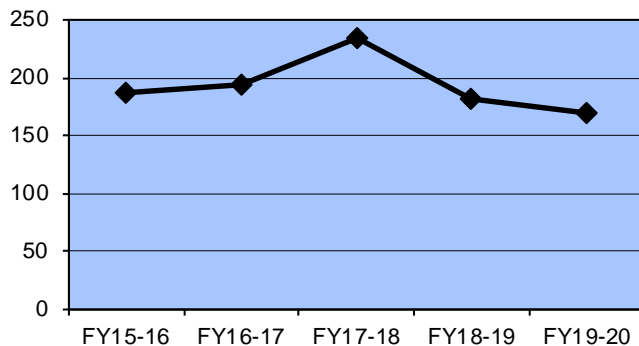
**Revenue Vehicle Hours (000's)**



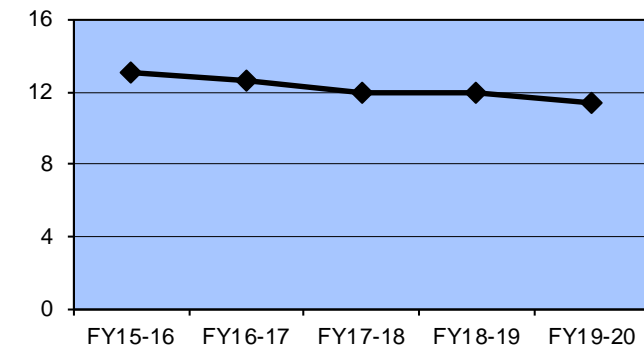
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

NOTE: Myers Coach Lines, Inc. ended operations on December 15th, 2017. Butler Transit Authority assumed responsibility for continuing commuter service in this corridor immediately following the discontinuation of Myers service.

# Call-A-Ride Service (CARS)

## Community Transportation



**Call-A-Ride Service (CARS)**  
 249 West Third Street  
 Lewistown, PA 17044  
 717-242-2277  
 Ms. Cynthia Sunderland, Director of Transportation



**House District**  
 Juniata: 82  
 Mifflin: 81, 82, 171

**Senate District**  
 Juniata: 34  
 Mifflin: 34



**Service Area Statistics (2010 Census)**  
 Square Miles: 803  
 Population: 71,318  
 65+ Population: 12,777  
 % of Population 65 and older: 17.9%



**Current Fare Information**  
 Average Shared-Ride Fare: \$23.64  
 Average Shared-Ride Cost per Trip: \$27.27  
 Fare Structure  
 Implementation Date: May 2013



**Trip Information**  
 65+ Trips: 15,638  
 PwD Trips: 3,128  
 Other Shared-Ride Trips: 16,442  
 Total Shared-Ride Trips: 35,208  
 Non-Public Trips: 445



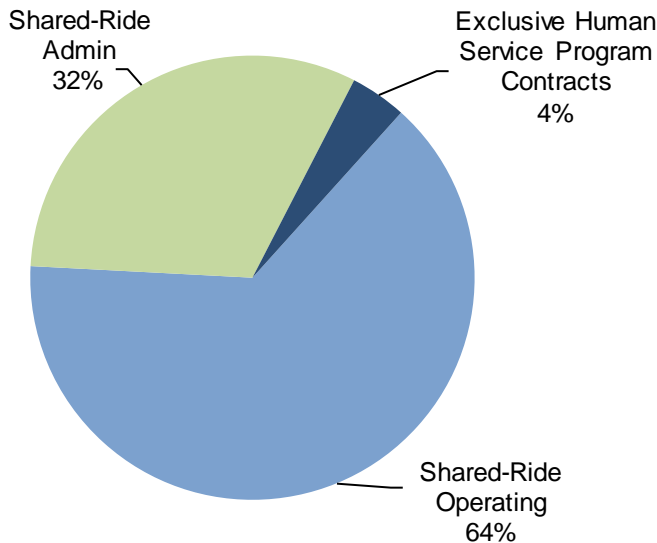
**Vehicles Operated in Maximum Service**  
 Community Transportation: 13

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

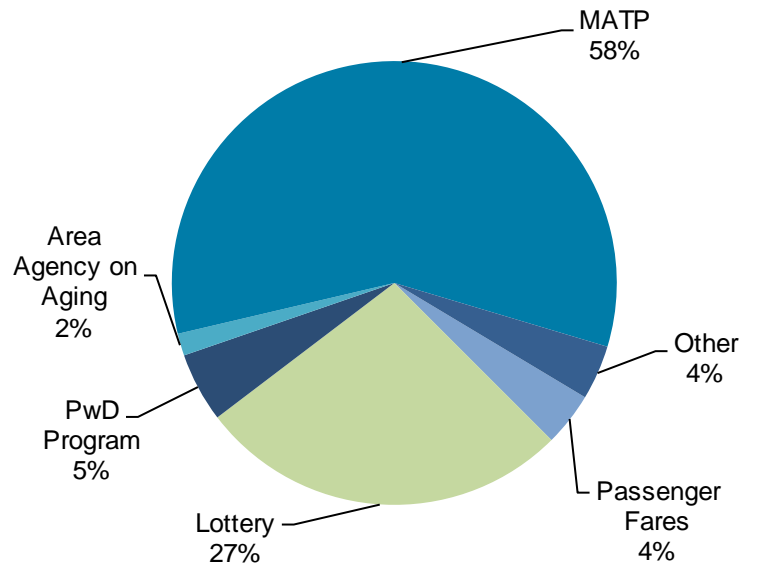
Operating Expense (000's)

\$1,001



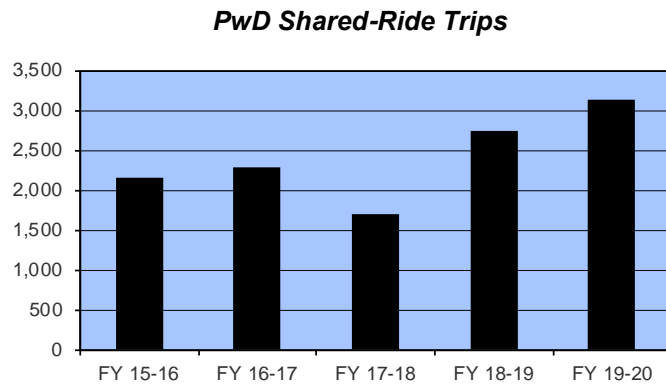
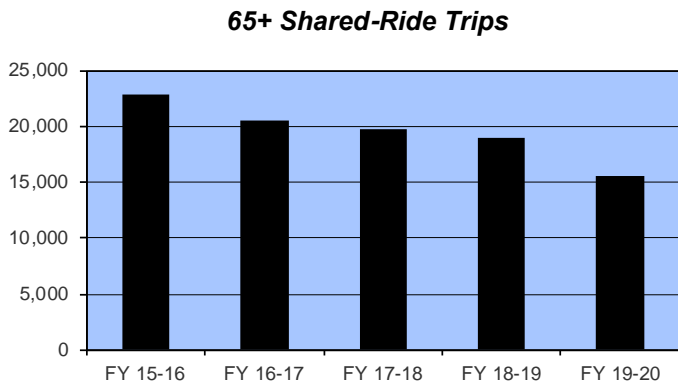
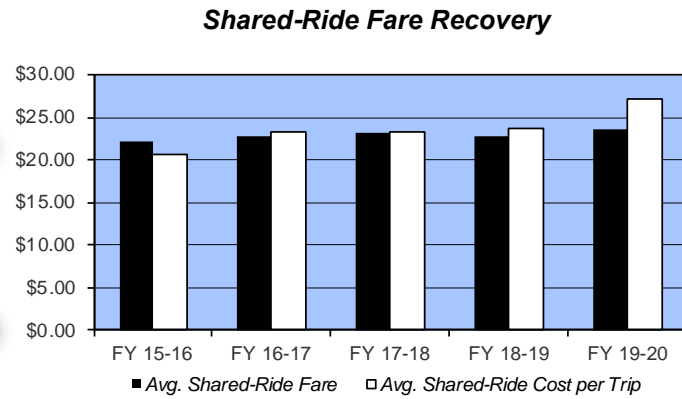
Operating Funds (000's)

\$1,033

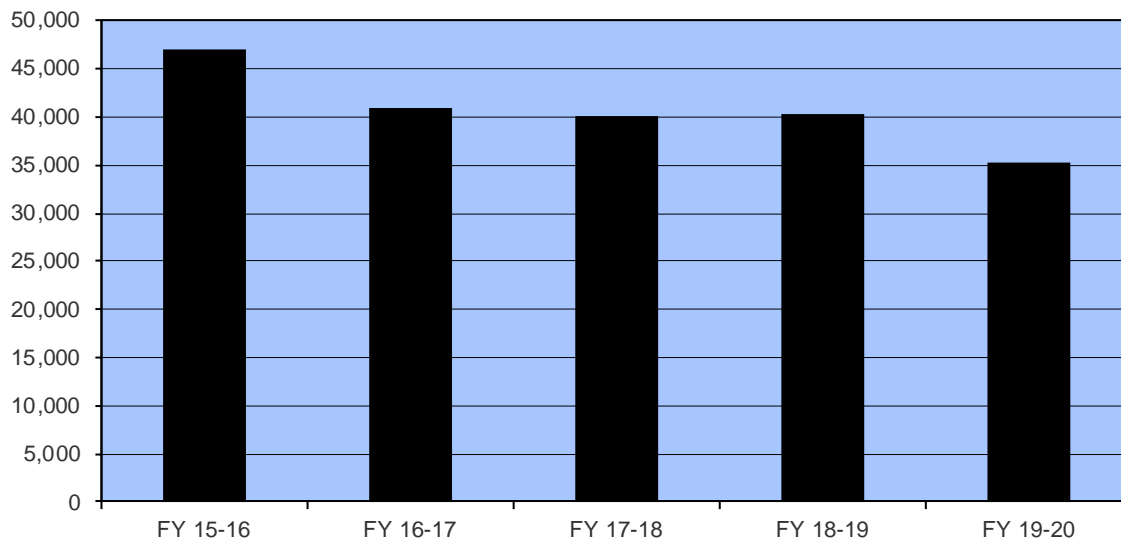


# (CARS) Call-A-Ride Service

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Cambria County Transit Authority (CamTran)

CNG

## Urban & Rural System



**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: 688  
 Population: 143,679



**Current Fare Information**  
 Fixed Route Base: \$1.70  
 Last Base Fare Increase: January 2019



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 1,039,684  
 Senior Passengers: 141,008  
 Revenue Vehicle Miles: 1,081,518  
 Revenue Vehicle Hours: 82,398



**Current Employees**  
 Agency Full-Time: 108  
 Agency Part-Time: 40  
 System-Wide: 148



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$7,328,038  
 Required Local Match: \$890,217



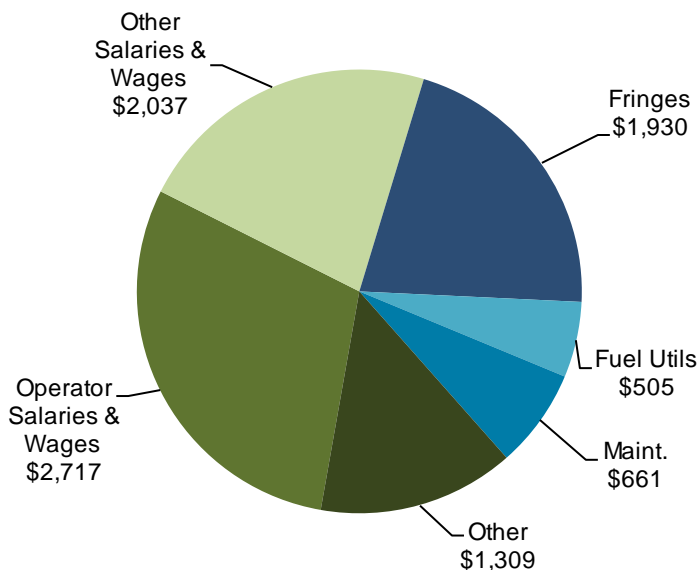
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 23  
 CNG Motor Bus: 26  
 Other Alternative Fuel Motor Bus: 1  
 Inclined Plane Cars: 2  
 Diesel/Gasoline Paratransit Vehicle: 23  
 CNG Paratransit: 7  
 System-Wide: 82

OPERATING PROFILES

## URBAN & RURAL OPERATING BUDGET

Operating Expense (000's)

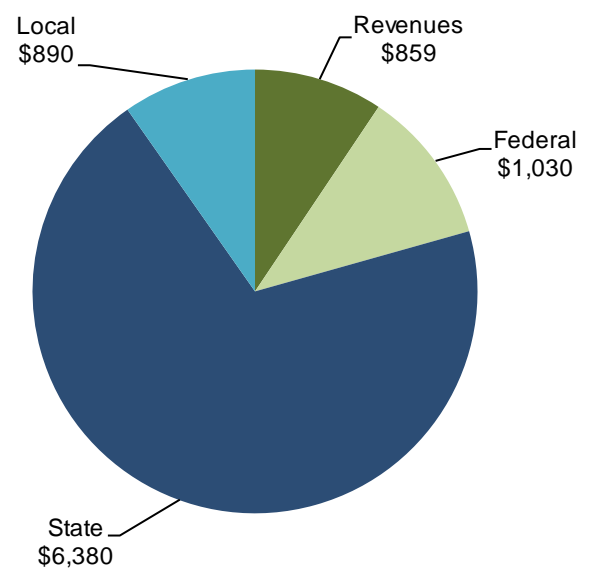
\$9,159



Expense includes ADA complementary expense.

Operating Funds (000's)

\$9,159



Revenue includes ADA complementary revenue.

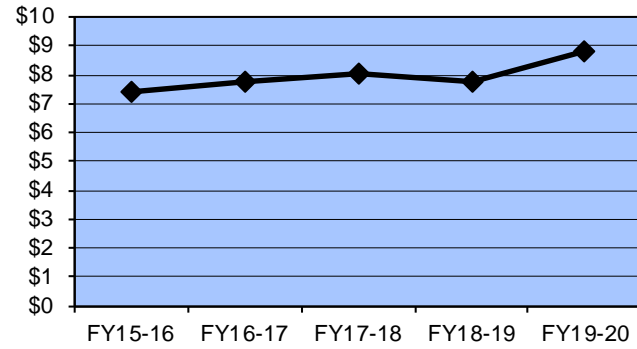
# (CamTran) Cambria County Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

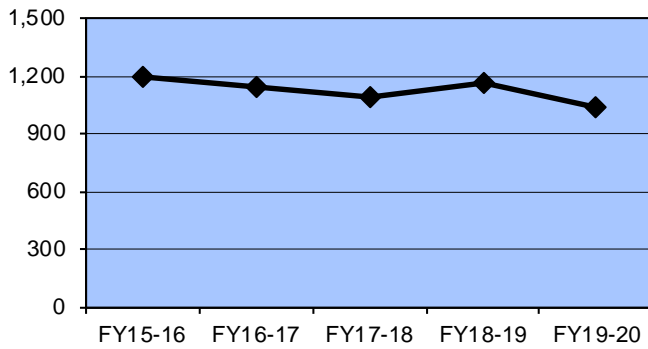
**Agency Service Area**



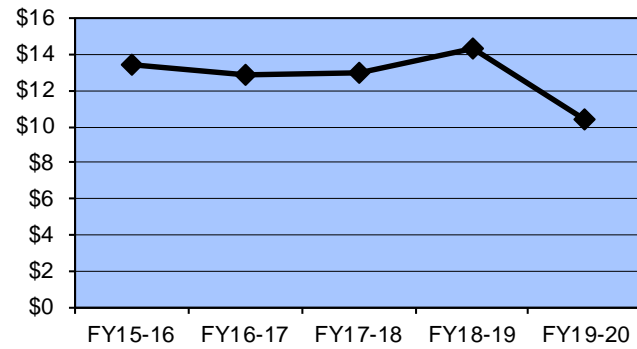
**Operating Expense Per Passenger**



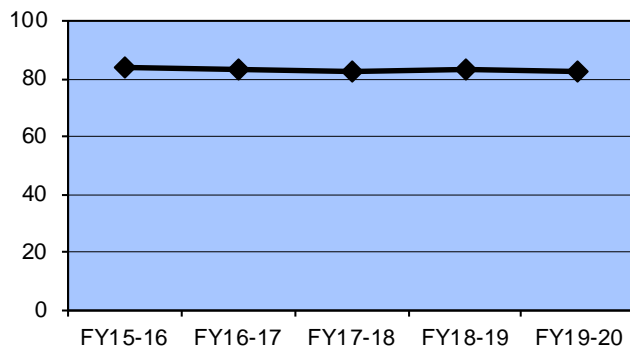
**Total Passengers (000's)**



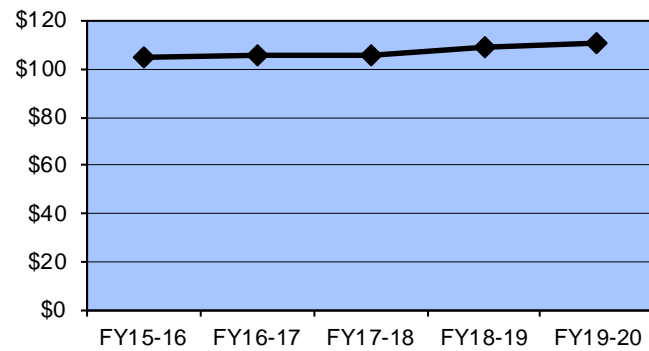
**Operating Revenue Per Revenue Vehicle Hour**



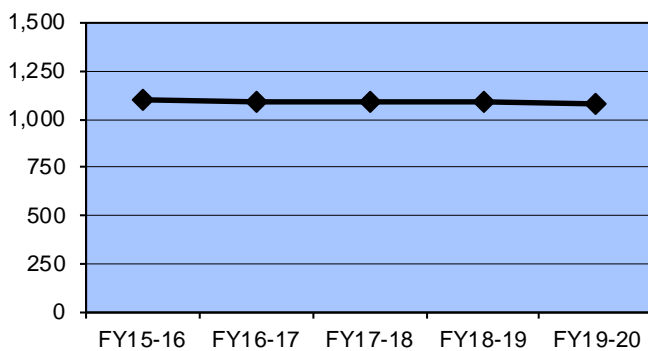
**Revenue Vehicle Hours (000's)**



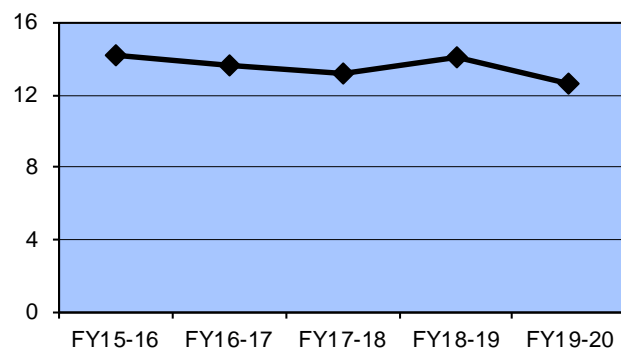
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Cambria County Transit Authority (CamTran)

CNG

## Community Transportation



**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: 688  
 Population: 143,679  
 65+ Population: 27,071  
 % of Population 65 and older: 18.8%



**Current Fare Information**  
 Average Shared-Ride Fare: \$19.62  
 Average Shared-Ride Cost per Trip: \$35.68  
 Fare Structure  
 Implementation Date: January 2017



**Trip Information**  
 65+ Trips: 40,462  
 PwD Trips: 1,837  
 Other Shared-Ride Trips: 2,455  
 Total Shared-Ride Trips: 44,754  
 Total Escorts: 1,512

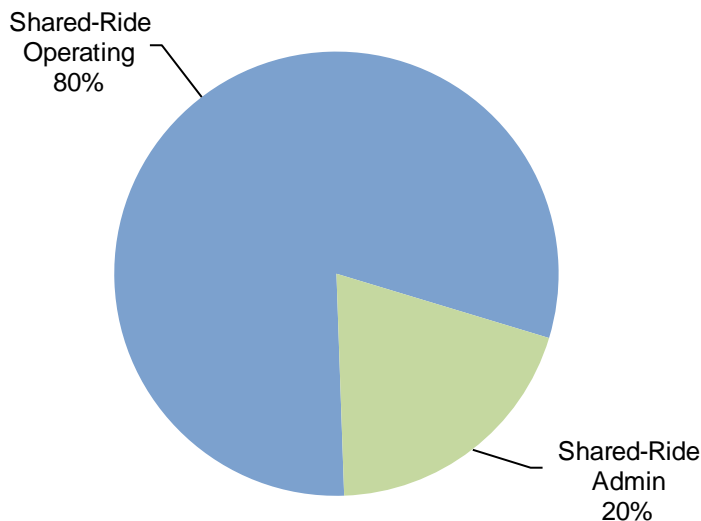


**Vehicles Operated in Maximum Service**  
 Community Transportation: 17

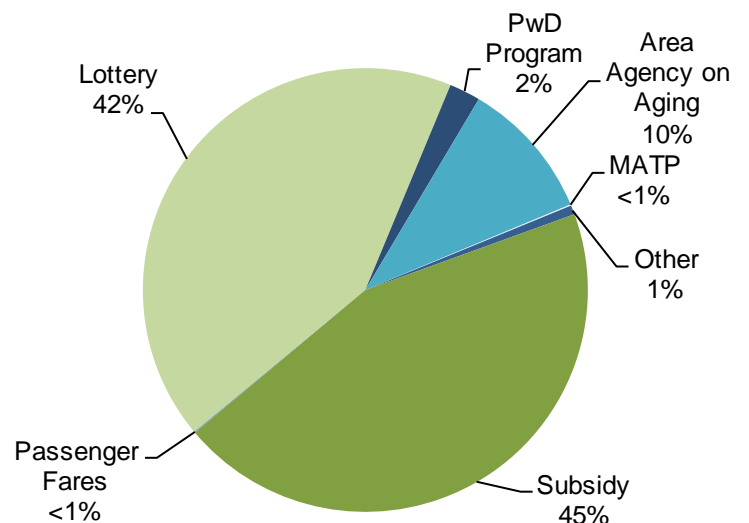
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$1,597**

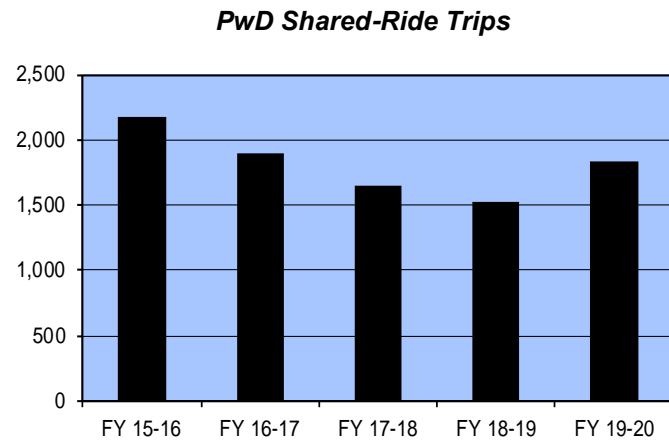
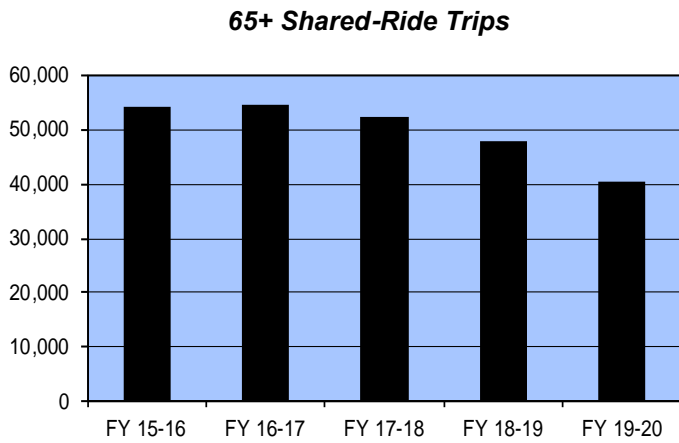
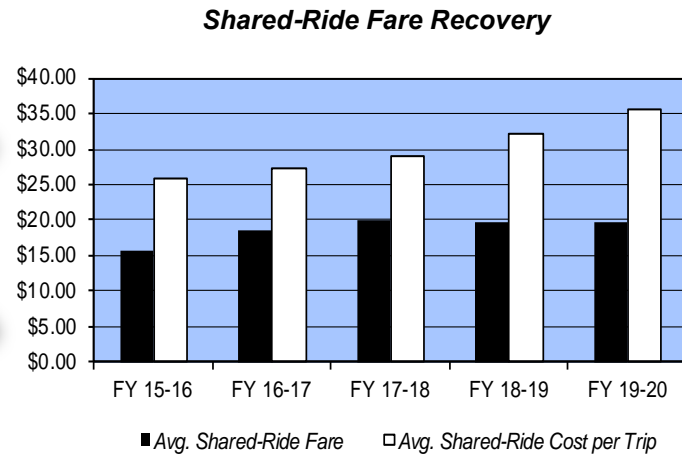


**Operating Funds (000's)**  
**\$1,597**

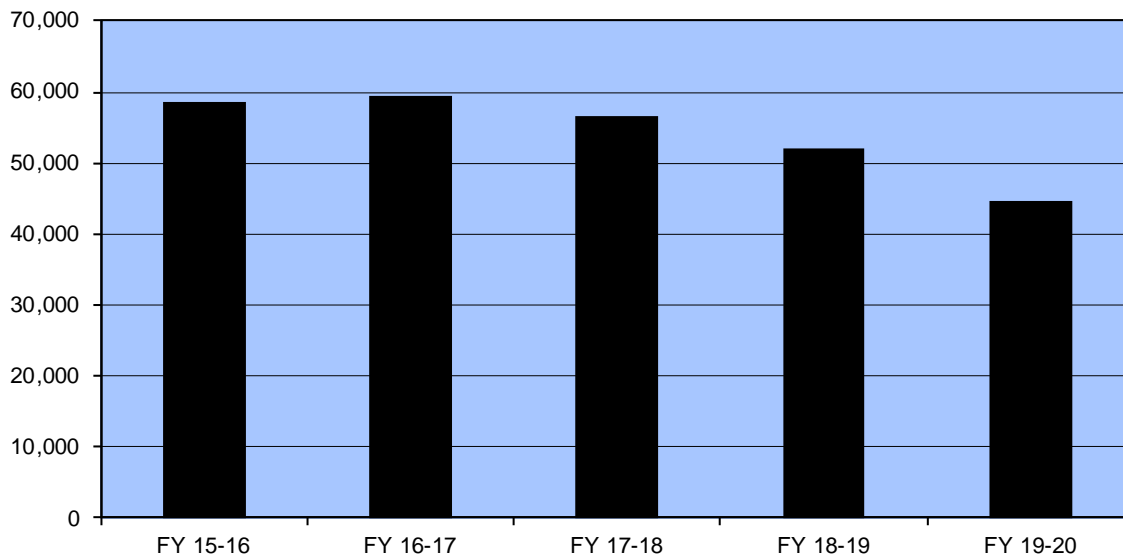


# (CamTran) Cambria County Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Capital Area Transit (CAT)

## Urban & Rural System



**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: 86, 87, 88, 92, 193, 199  
 Dauphin: 98, 103, 104, 105, 106, 125

**Senate District**  
 Cumberland: 30, 31, 33  
 Dauphin: 15, 48



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



**Current Fare Information**  
 Fixed Route Base: \$1.80  
 Last Base Fare Increase: November 2019



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 1,757,612  
 Senior Passengers: 249,558  
 Revenue Vehicle Miles: 2,013,652  
 Revenue Vehicle Hours: 134,916



**Current Employees**

Agency Full-Time:	185
Agency Part-Time:	13
Contractor Full-Time:	26
Contractor Part-Time:	11
System-Wide:	235



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$9,100,664  
 Required Local Match: \$1,027,331



**Current Fleet Size**

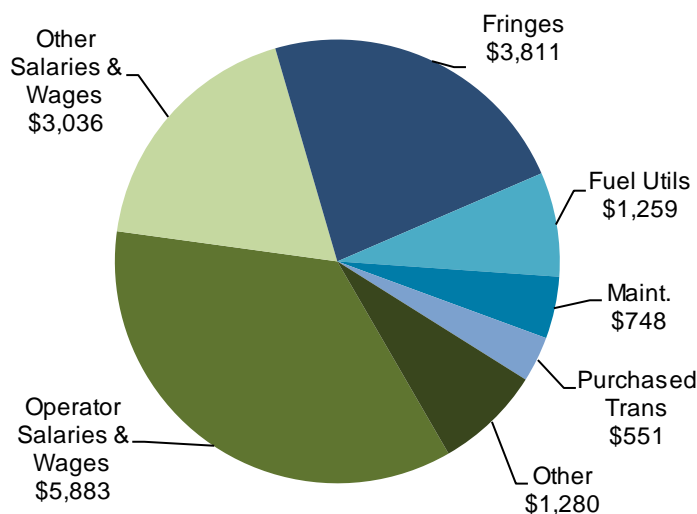
Diesel/Gasoline Motor Bus:	81
Diesel/Gasoline Paratransit Vehicle:	50
System-Wide:	131

OPERATING PROFILES

## URBAN & RURAL OPERATING BUDGET

Operating Expense (000's)

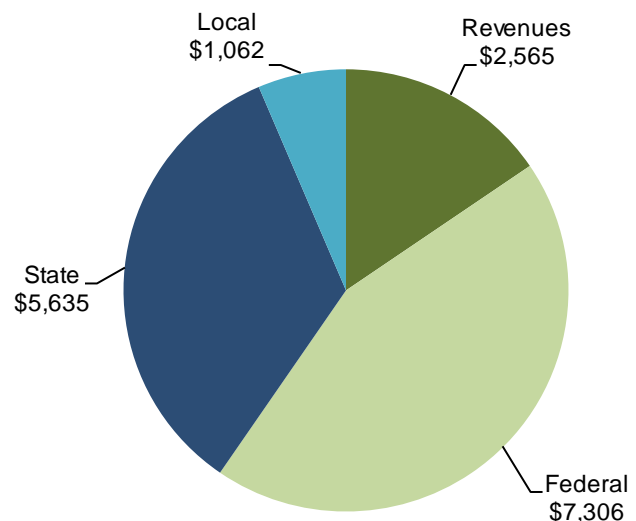
\$16,568



Expense includes ADA complementary expense.

Operating Funds (000's)

\$16,568



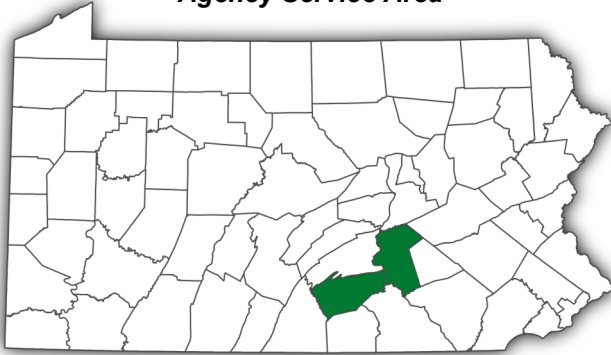
Revenue includes ADA complementary revenue.



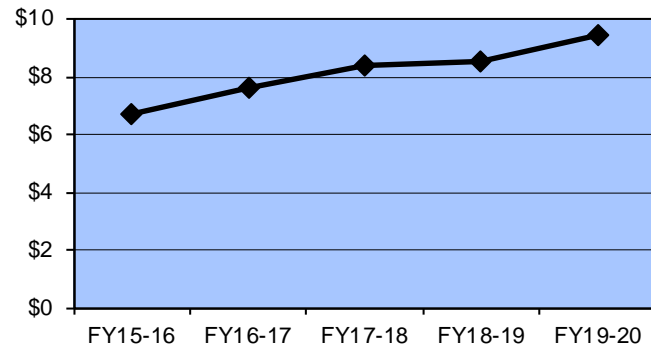
# (CAT) Capital Area Transit

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

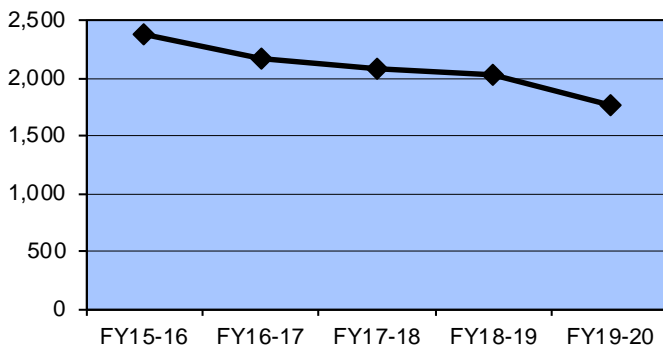
**Agency Service Area**



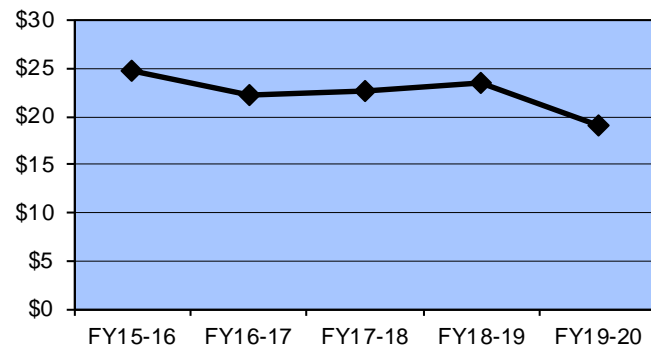
**Operating Expense Per Passenger**



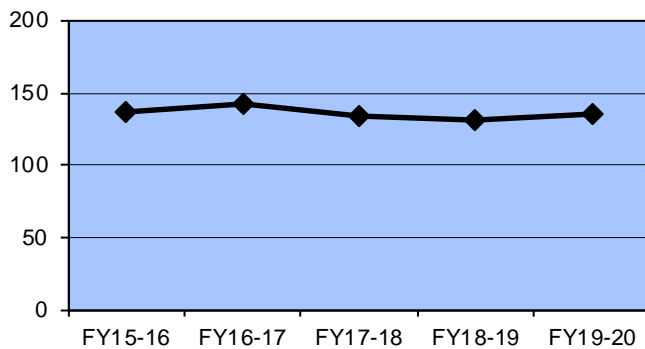
**Total Passengers (000's)**



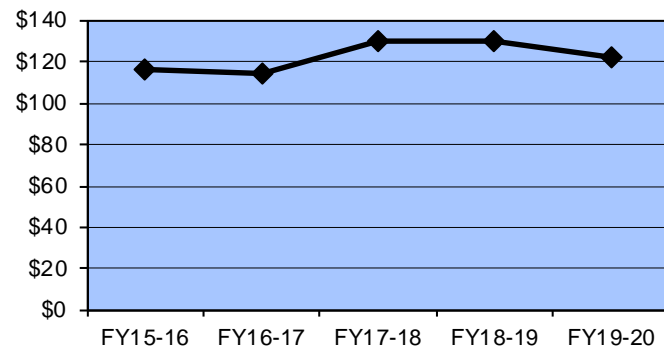
**Operating Revenue Per Revenue Vehicle Hour**



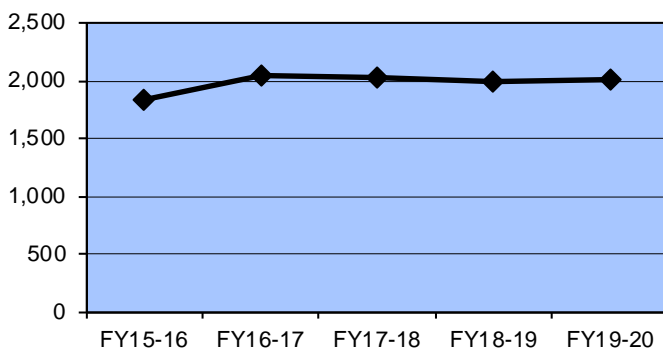
**Revenue Vehicle Hours (000's)**



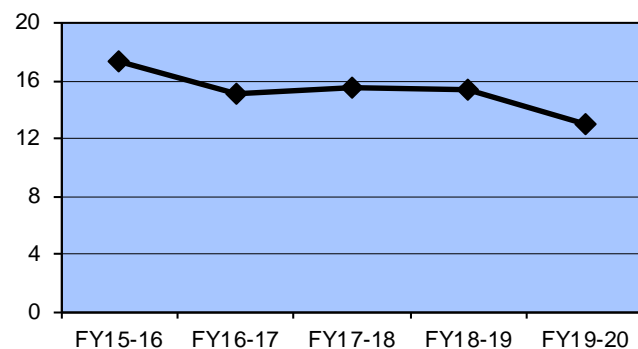
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Capital Area Transit (CAT)

## Community Transportation



**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**  
 Dauphin: 98, 103, 104, 105, 106, 125  
**Senate District**  
 Dauphin: 15, 48



**Service Area Statistics (2010 Census)**  
 Square Miles: 525  
 Population: 268,100  
 65+ Population: 36,841  
 % of Population 65 and older: 13.7%



**Current Fare Information**  
 Average Shared-Ride Fare: \$22.72  
 Average Shared-Ride Cost per Trip: \$32.97  
 Fare Structure  
 Implementation Date: November 2019



**Trip Information**  
 65+ Trips: 43,949  
 PwD Trips: 6,982  
 Other Shared-Ride Trips: 69,959  
 Total Shared-Ride Trips: 120,890  
 Total Escorts: 23,655

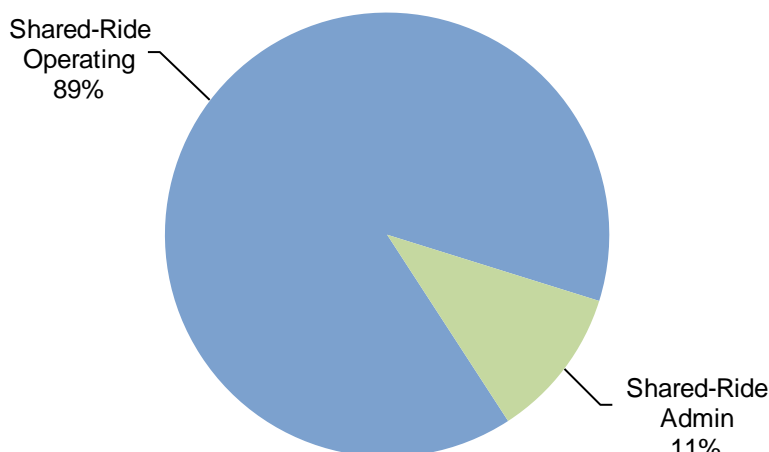


**Vehicles Operated in Maximum Service**  
 Community Transportation: 47

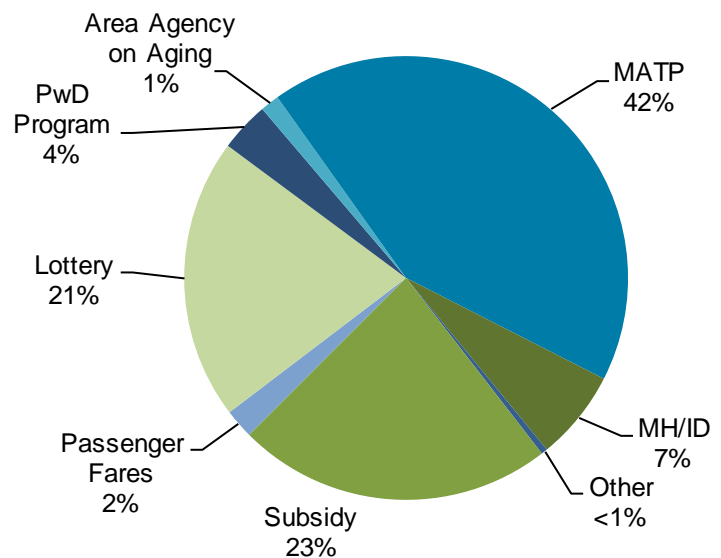
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$3,986**



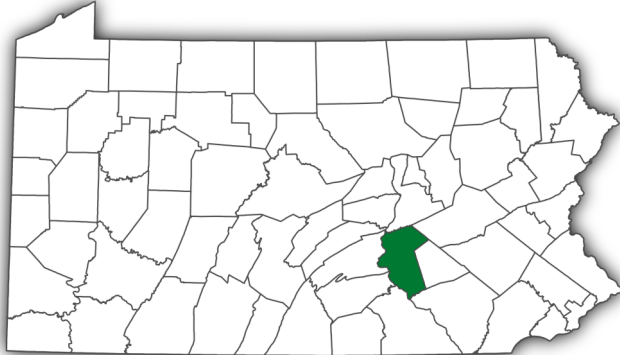
**Operating Funds (000's)**  
**\$3,986**



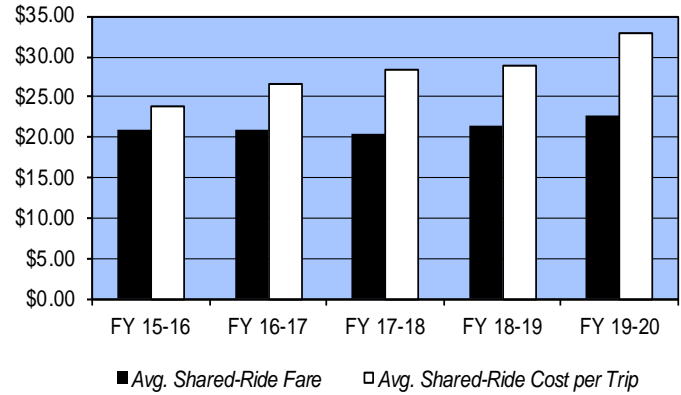
# (CAT) Capital Area Transit

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

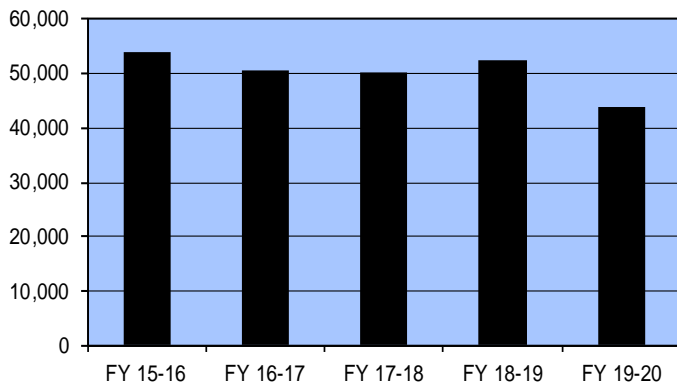
**Agency Service Area**



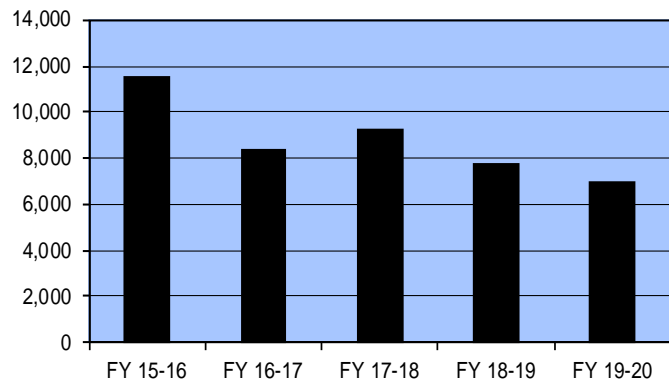
**Shared-Ride Fare Recovery**



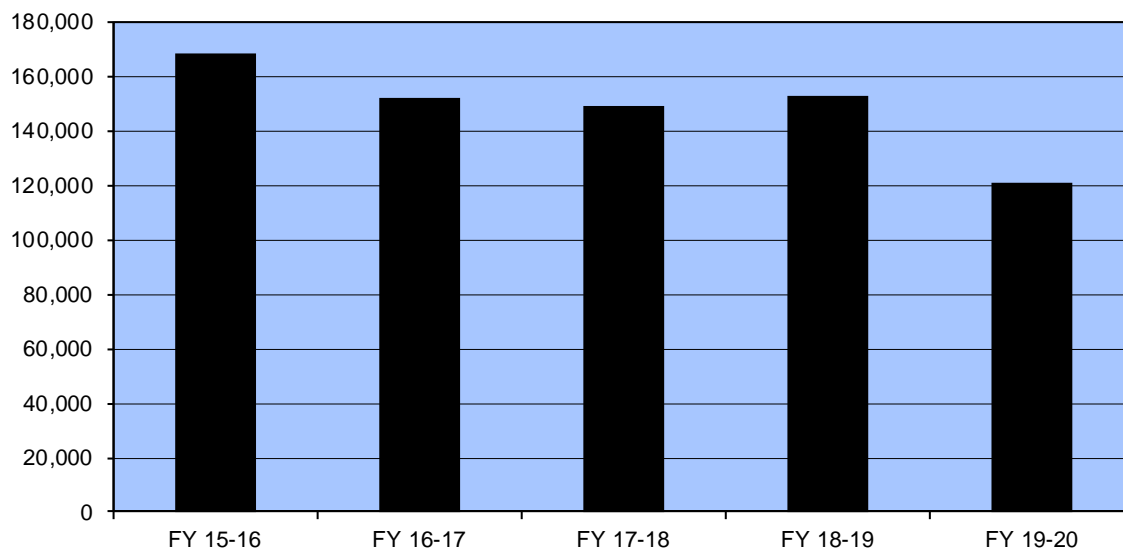
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



OPERATING PROFILES

# Carbon County Community Transit (CCCT)

## Urban & Rural System



**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  
  
**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: 7,505  
 Senior Passengers: 3,053  
 Revenue Vehicle Miles: 41,692  
 Revenue Vehicle Hours: 2,352



**Current Employees**  
 Agency Full-Time: 2  
 Contractor Full-Time: 8  
 Contractor Part-Time: 7  
 System-Wide: 17



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$265,921  
 Required Local Match: \$39,888

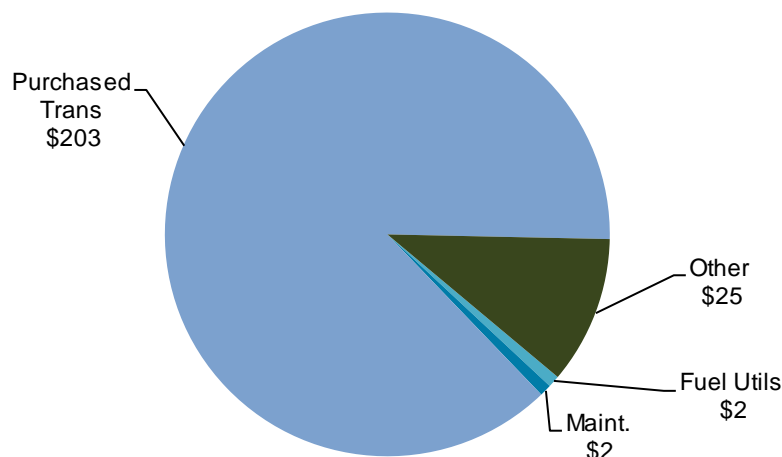


**Current Fleet Size**  
 Diesel/Gasoline Paratransit Vehicle: 14  
 System-Wide: 14

OPERATING PROFILES

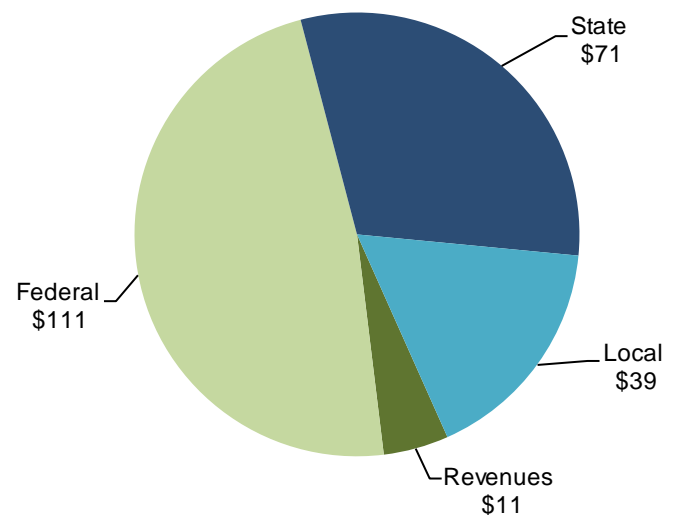
## URBAN & RURAL OPERATING BUDGET

**Operating Expense (000's)**  
**\$232**



Expense includes ADA complementary expense.

**Operating Funds (000's)**  
**\$232**

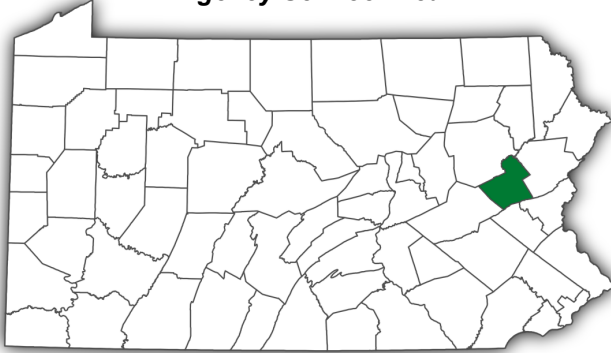


Revenue includes ADA complementary revenue.

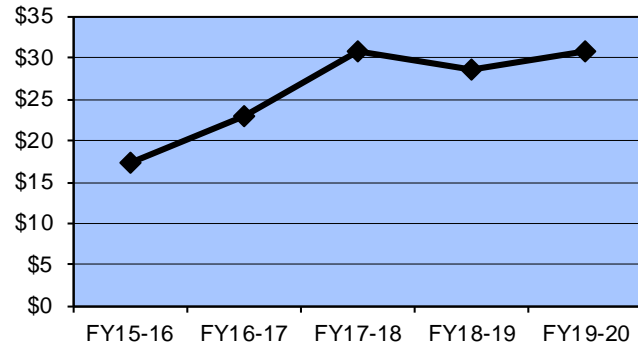
# (CCCT) Carbon County Community Transit

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

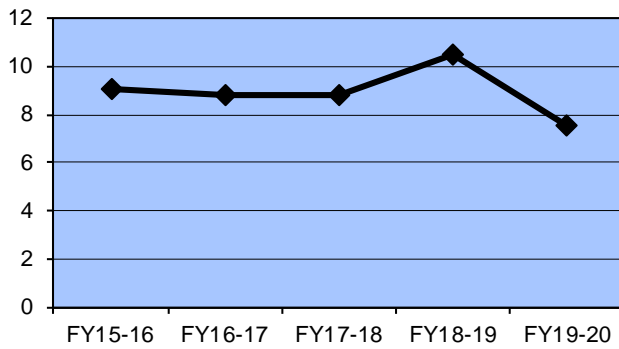
**Agency Service Area**



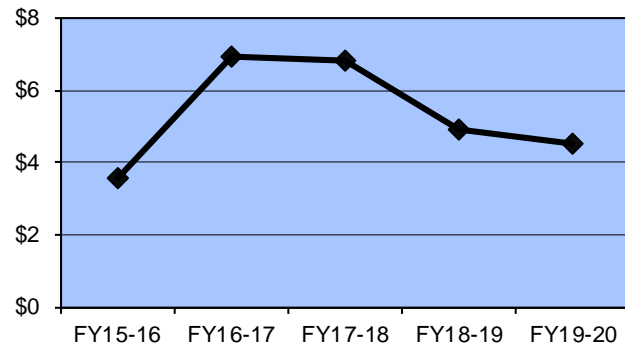
**Operating Expense Per Passenger**



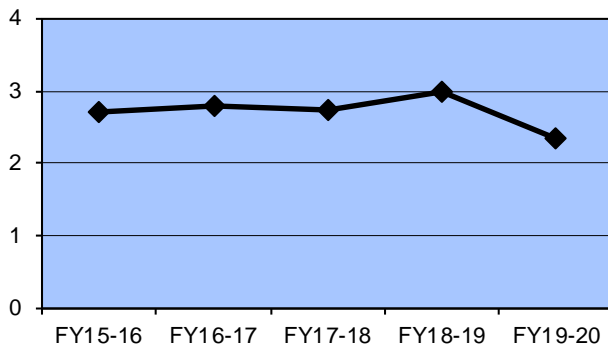
**Total Passengers (000's)**



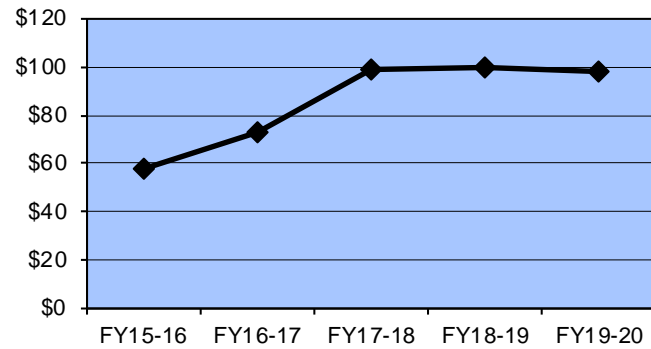
**Operating Revenue Per Revenue Vehicle Hour**



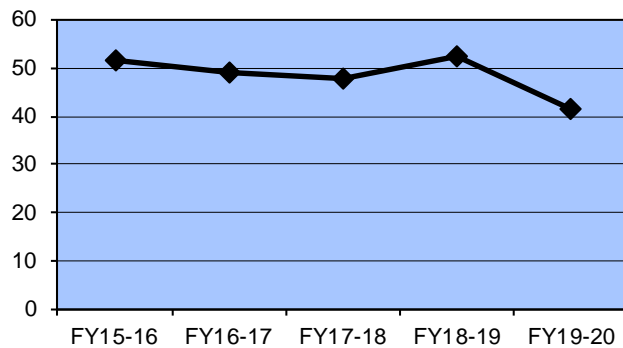
**Revenue Vehicle Hours (000's)**



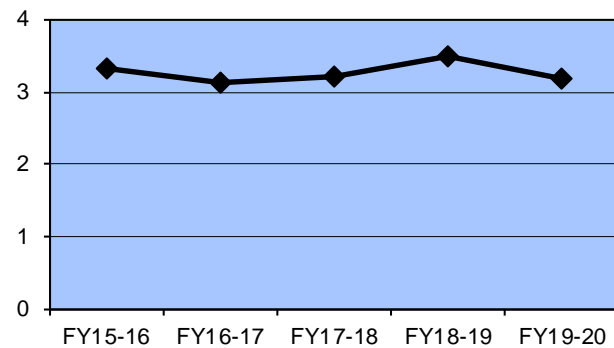
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



OPERATING PROFILES

Passengers include ADA complementary passengers.

# Carbon County Community Transit (CCCT)

## Community Transportation



### 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

### Senate District

Carbon: 14



### Service Area Statistics (2010 Census)

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



### Current Fare Information

Average Shared-Ride Fare: \$24.00  
Average Shared-Ride Cost per Trip: \$40.62  
Fare Structure  
Implementation Date: July 2020



### Trip Information

65+ Trips: 15,173  
PwD Trips: 1,236  
Other Shared-Ride Trips: 8,023  
Total Shared-Ride Trips: 24,432  
Total Escorts: 3,005



### Vehicles Operated in Maximum Service

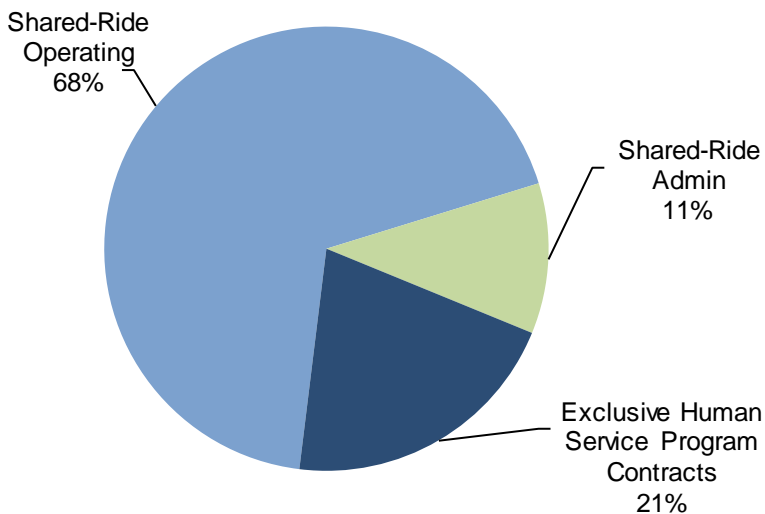
Community Transportation: 9

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

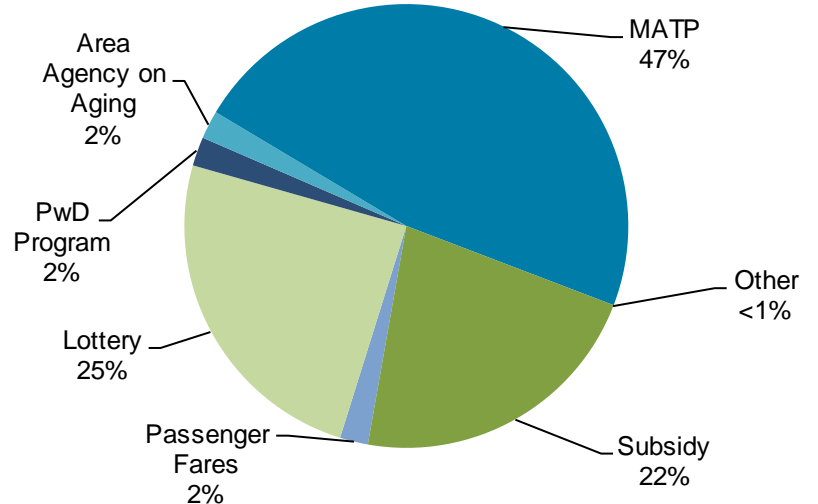
### Operating Expense (000's)

\$1,252



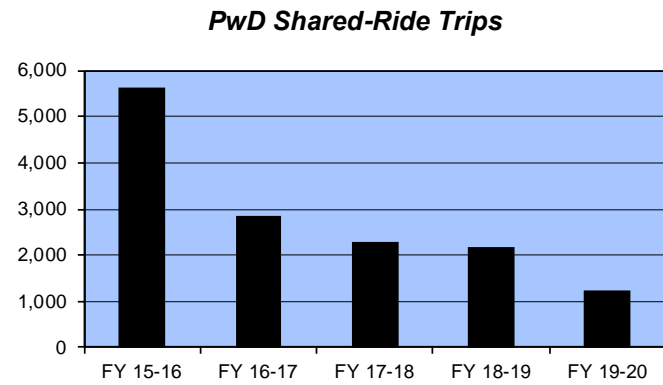
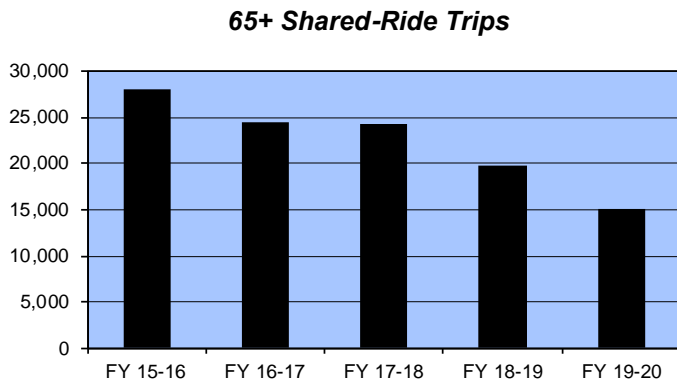
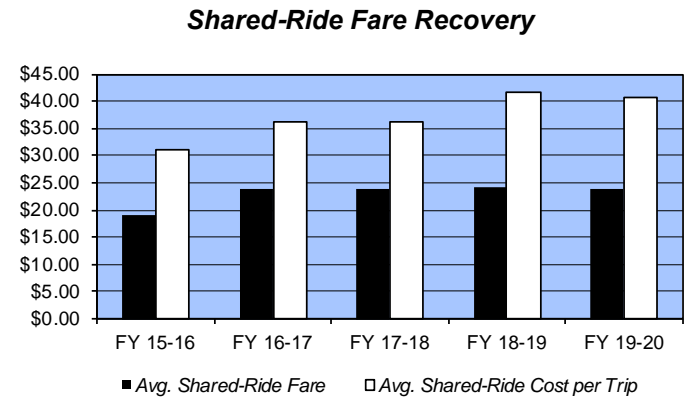
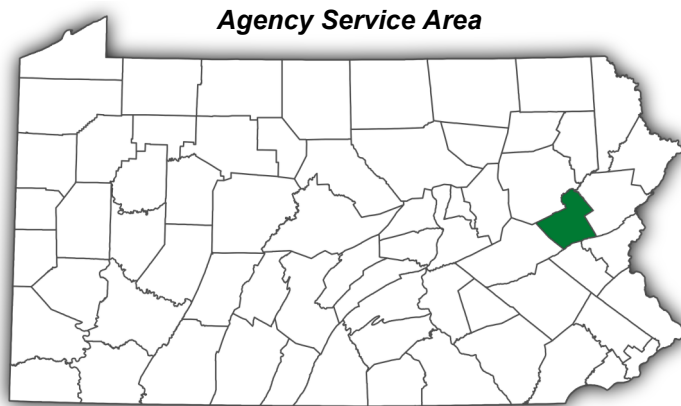
### Operating Funds (000's)

\$1,252

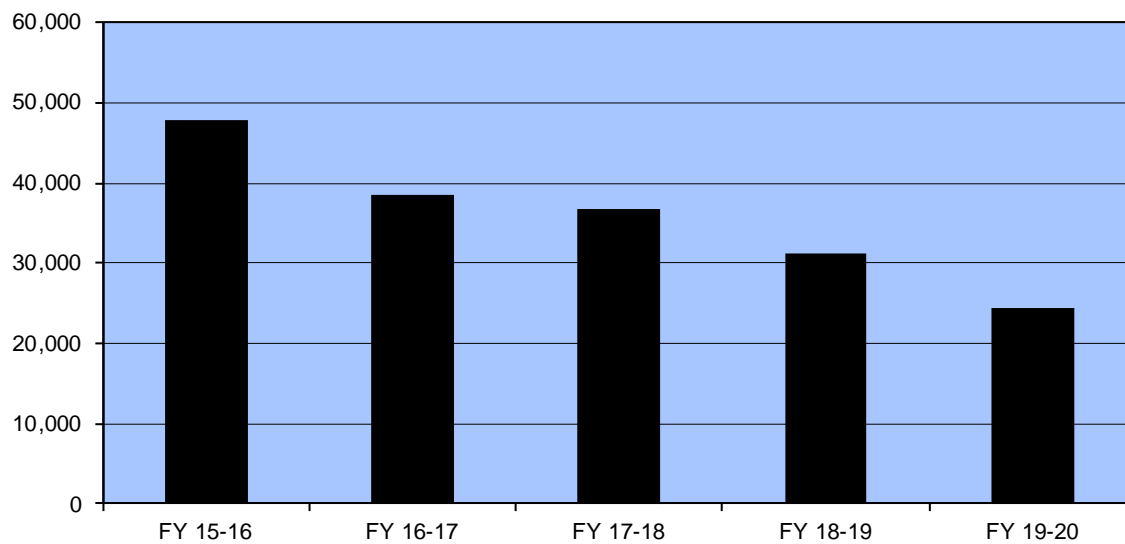


# (CCCT) Carbon County Community Transit

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Central Pennsylvania Transportation Authority (CPTA)

CNG

## Urban System



**Central Pennsylvania Transportation Authority (CPTA)**  
 415 Zarfoss Drive  
 York, PA 17404  
 800-479-2626  
 Mr. Richard Farr, Executive Director  
[www.rabbittransit.org](http://www.rabbittransit.org)



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

**Senate District**  
 York: 28, 31, 33, 48  
 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: 1,335,363  
 Senior Passengers: 182,163  
 Revenue Vehicle Miles: 1,717,610  
 Revenue Vehicle Hours: 123,545



**Current Employees**  
 Agency Full-Time: 218  
 Agency Part-Time: 215  
 Contractor Full-Time: 4  
 Contractor Part-Time: 4  
 System-Wide: 441



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$7,316,262  
 Required Local Match: \$618,407



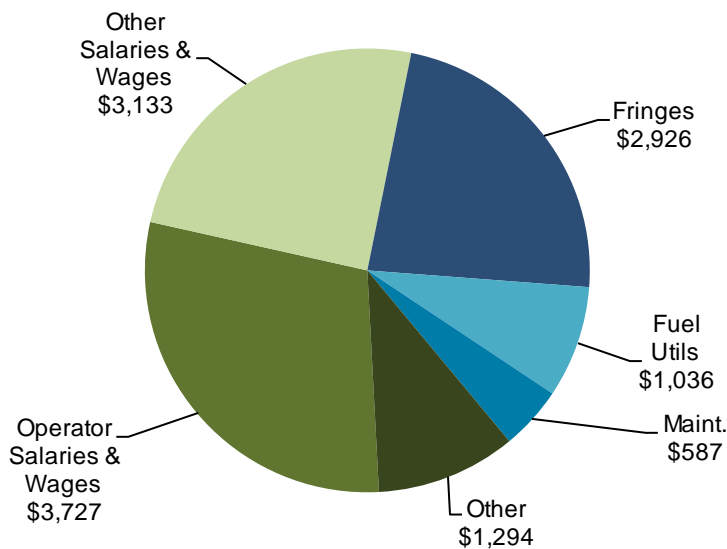
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 13  
 CNG Motor Bus: 35  
 Other Alternative Fuel Motor Bus: 3  
 Diesel/Gasoline Paratransit Vehicle: 256  
 System-Wide: 307

OPERATING PROFILES

## URBAN OPERATING BUDGET

### Operating Expense (000's)

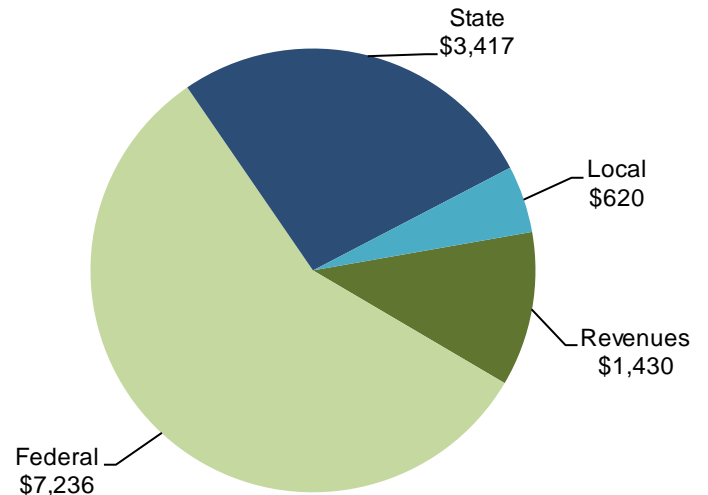
\$12,703



Expense includes ADA complementary expense.

### Operating Funds (000's)

\$12,703



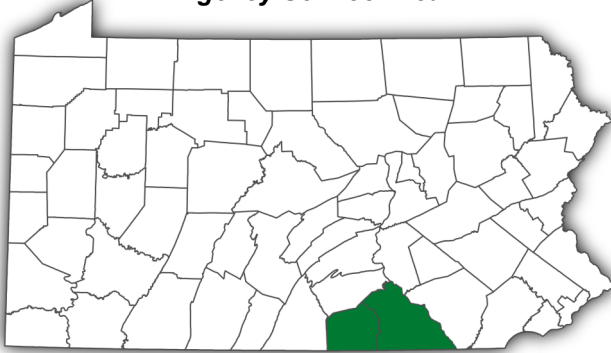
Revenue includes ADA complementary revenue.



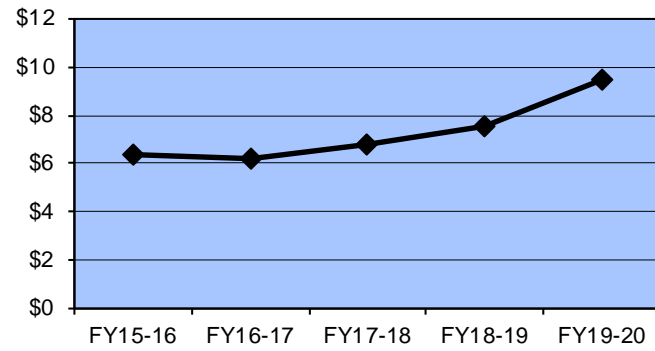
# (CPTA) Central Pennsylvania Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

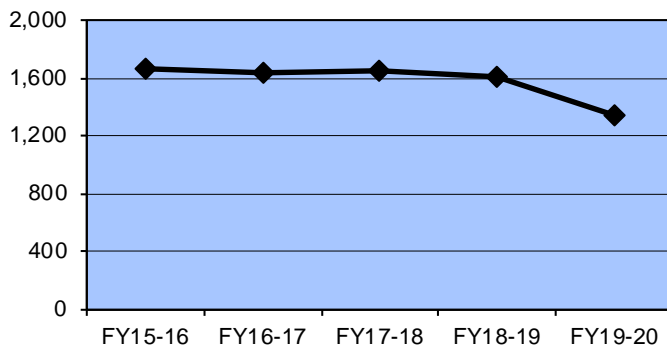
**Agency Service Area**



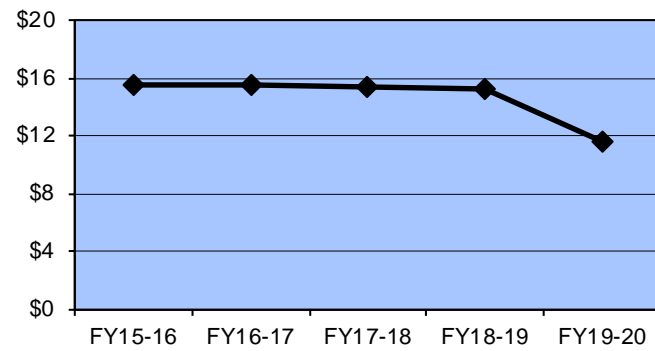
**Operating Expense Per Passenger**



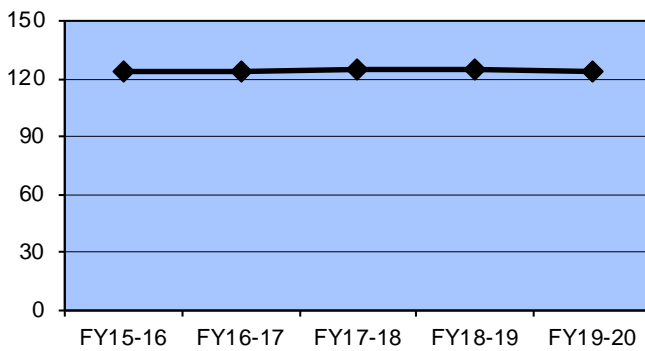
**Total Passengers (000's)**



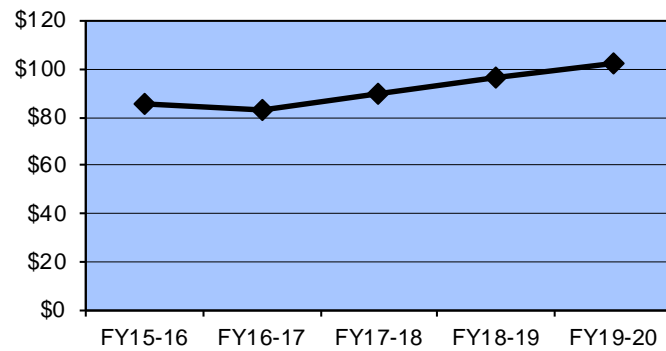
**Operating Revenue Per Revenue Vehicle Hour**



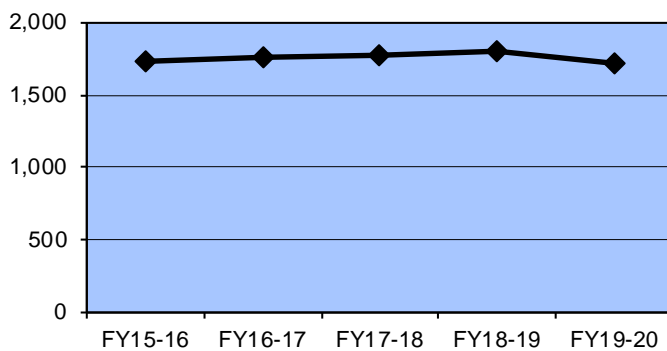
**Revenue Vehicle Hours (000's)**



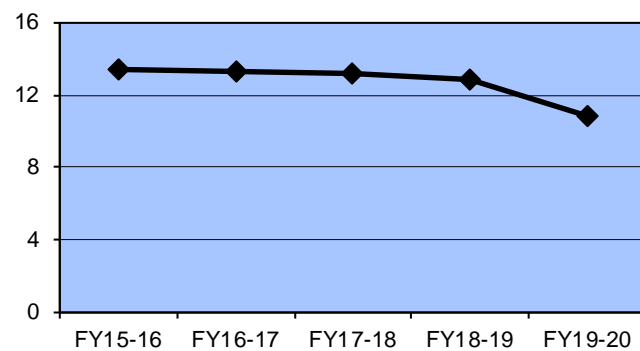
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Central Pennsylvania Transportation Authority (CPTA)

## Community Transportation



**Central Pennsylvania Transportation Authority (CPTA)**  
 415 Zarfoss Drive  
 York, PA 17404  
 800-479-2626  
 Mr. Richard Farr, Executive Director  
[www.rabbittransit.org](http://www.rabbittransit.org)



**House District**  
 Adams: 91, 193; Columbia: 107, 109;  
 Cumberland: 86, 87, 88, 92, 193, 199;  
 Franklin: 78, 82, 89, 90; Montour: 107;  
 Northumberland: 107, 108; Perry: 86;  
 Snyder: 84, 108; Union: 84, 85;  
 York: 47, 92, 93, 94, 95, 169, 196



**Service Area Statistics (2010 Census)**  
 Square Miles: 3,724  
 Population: 1,083,226  
 65+ Population: 166,762  
 % of Population 65 and older: 15.4%

**Senate District**  
 Adams: 33; Columbia: 27; Cumberland: 30,  
 31, 33; Franklin: 30, 33; Montour: 27;  
 Northumberland: 27; Perry: 15; Snyder: 27;  
 Union: 23; York: 28, 31, 33, 48



**Trip Information**  
 65+ Trips: 205,584  
 PwD Trips: 62,748  
 Other Shared-Ride Trips: 56,170  
 Total Shared-Ride Trips: 324,502  
 Total Escorts: 22,162  
 Non-Public Trips: 205,464



**Current Fare Information**  
 Average Shared-Ride Fare: \$19.07  
 Average Shared-Ride Cost per Trip: \$23.62  
 Fare Structure  
 Implementation Date: July 2020

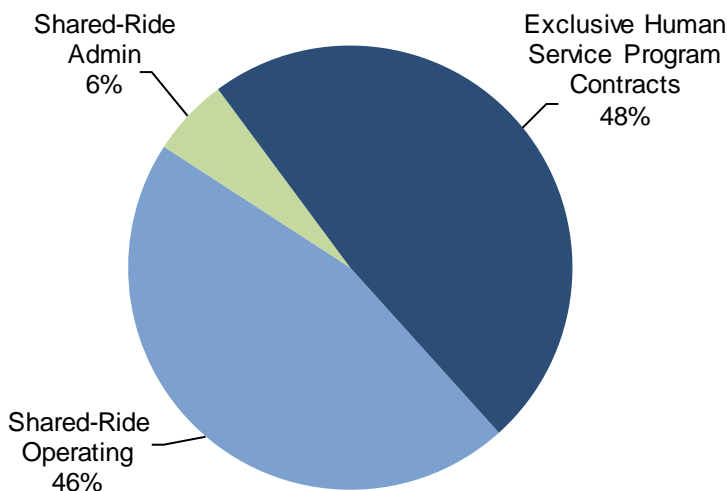


**Vehicles Operated in Maximum Service**  
 Community Transportation: 157

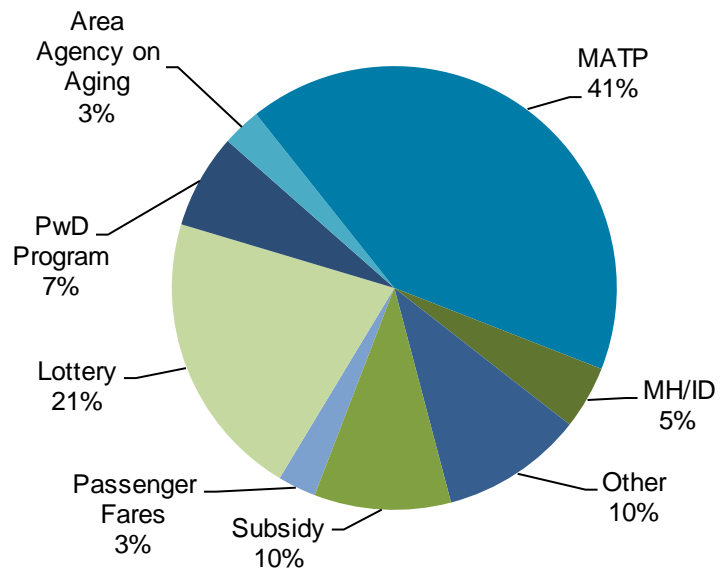
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$14,878**

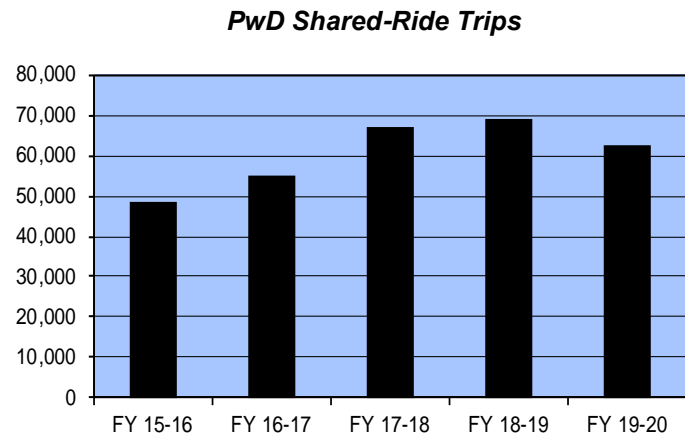
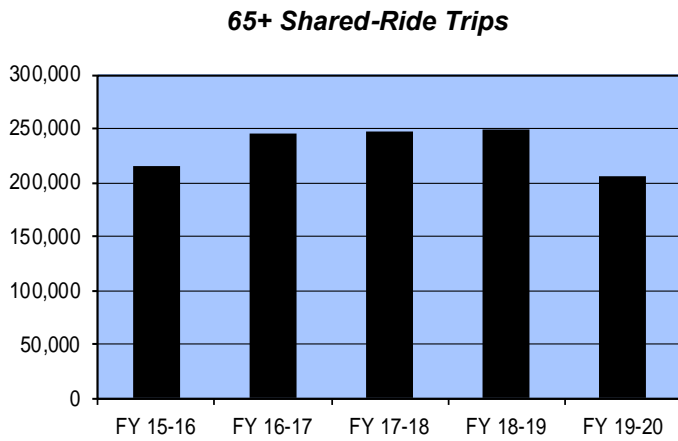
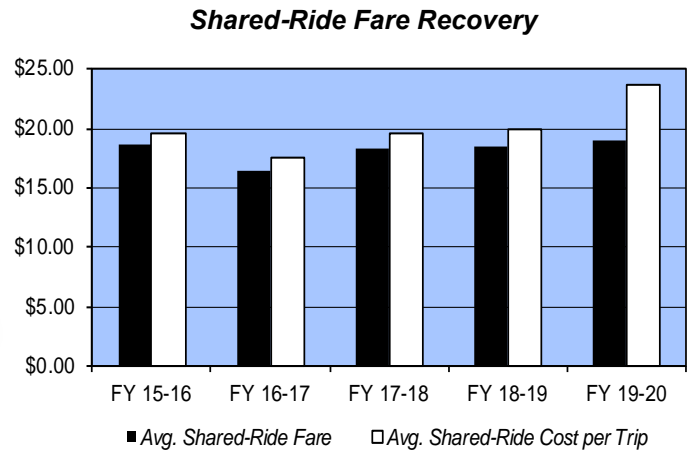
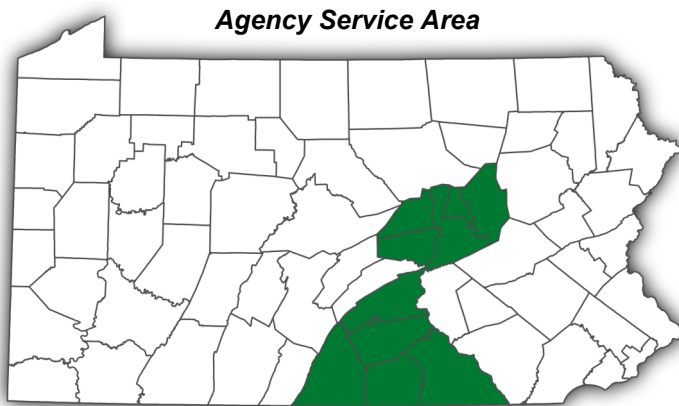


**Operating Funds (000's)**  
**\$15,236**

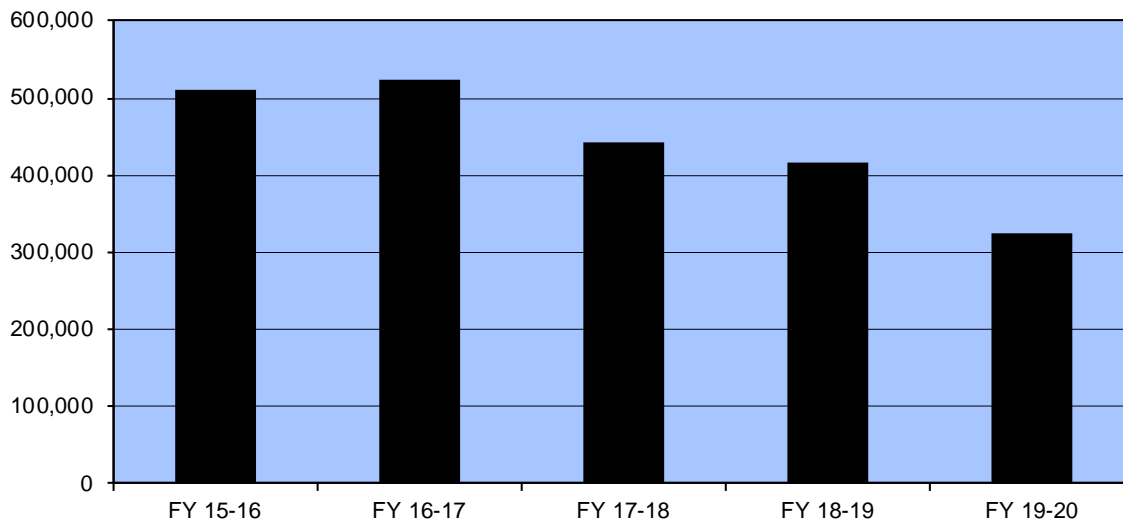


# (CPTA) Central Pennsylvania Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Centre Area Transportation Authority (CATA)

**CNG**

## Urban System



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



**House District**  
 Centre: 76, 77, 81, 171  
**Senate District**  
 Centre: 34



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



**Current Fare Information**  
 Fixed Route Base: \$2.20  
 Last Base Fare Increase: July 2019



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 5,068,448  
 Senior Passengers: 43,122  
 Revenue Vehicle Miles: 1,737,582  
 Revenue Vehicle Hours: 136,452



**Current Employees**  
 Agency Full-Time: 192  
 Agency Part-Time: 19  
 Contractor Full-Time: 7  
 Contractor Part-Time: 5  
 System-Wide: 223



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$7,191,498  
 Required Local Match: \$637,246



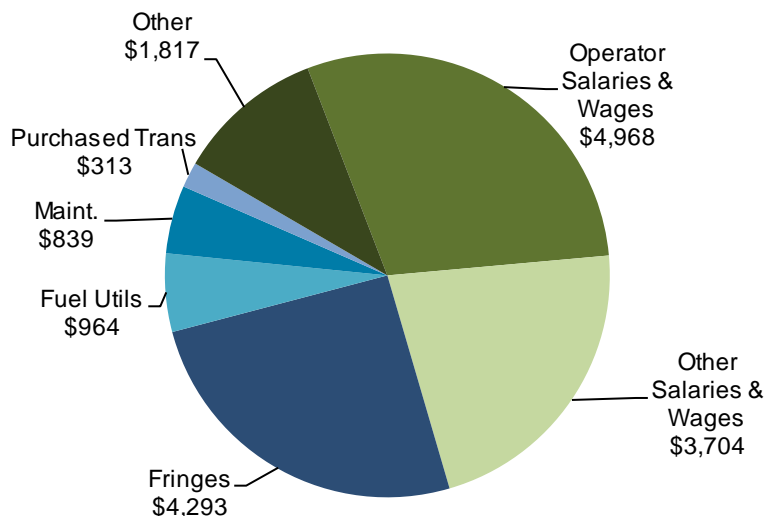
**Current Fleet Size**  
 CNG Motor Bus: 78  
 Diesel/Gasoline Paratransit Vehicle: 55  
 CNG Paratransit Vehicle: 5  
 System-Wide: 138

OPERATING PROFILES

## URBAN OPERATING BUDGET

### Operating Expense (000's)

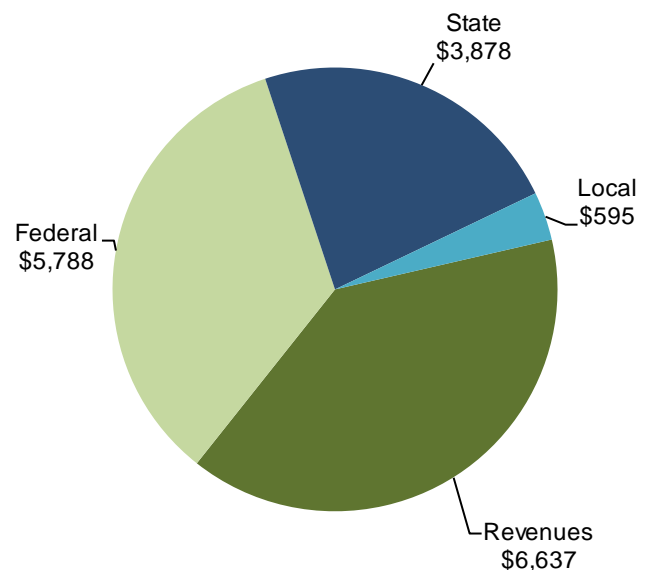
**\$16,898**



Expense includes ADA complementary expense.

### Operating Funds (000's)

**\$16,898**

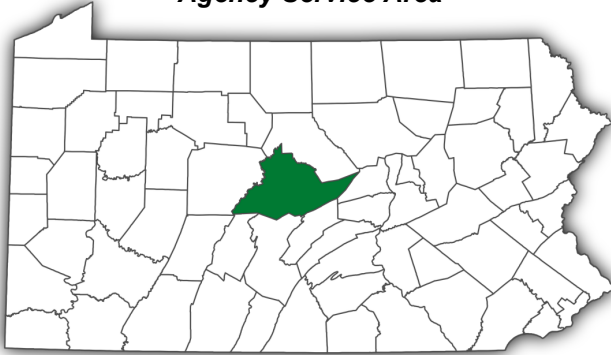


Revenue includes ADA complementary revenue.

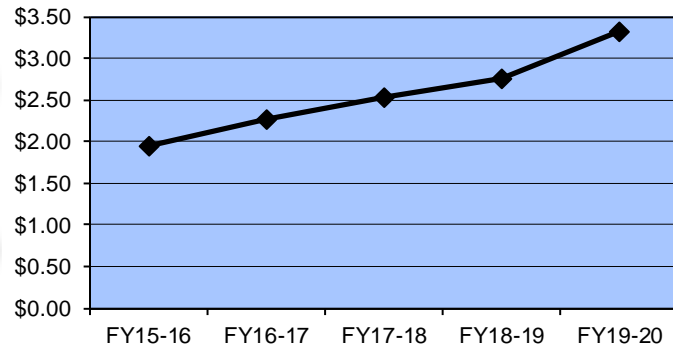
# (CATA) Centre Area Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

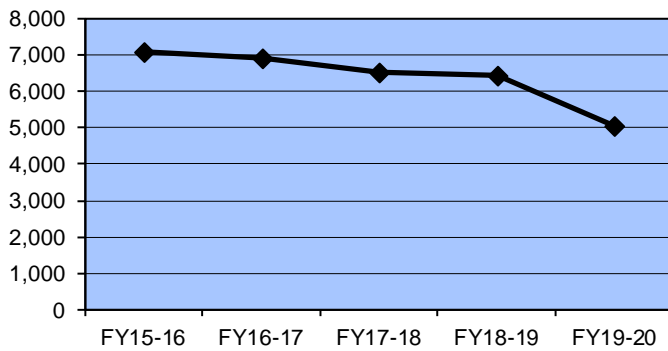
**Agency Service Area**



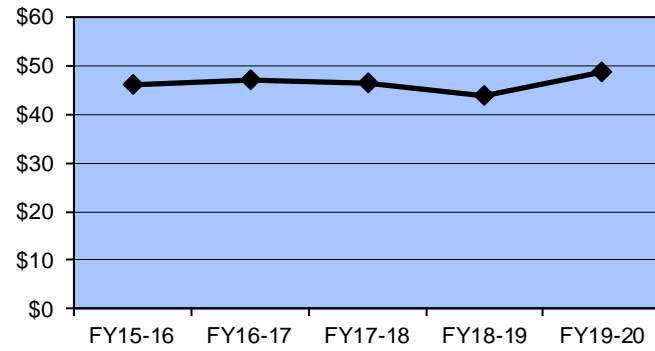
**Operating Expense Per Passenger**



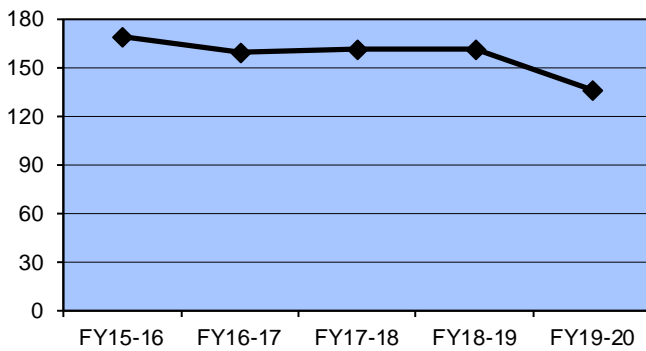
**Total Passengers (000's)**



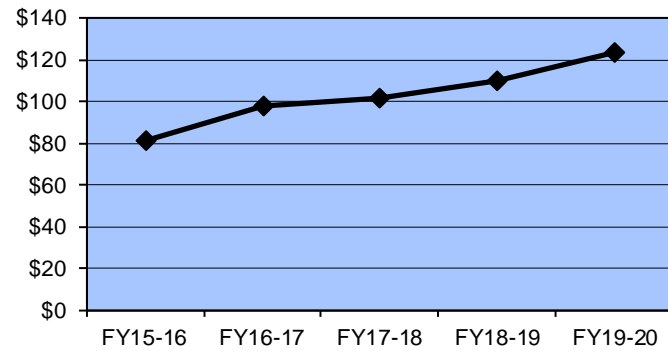
**Operating Revenue Per Revenue Vehicle Hour**



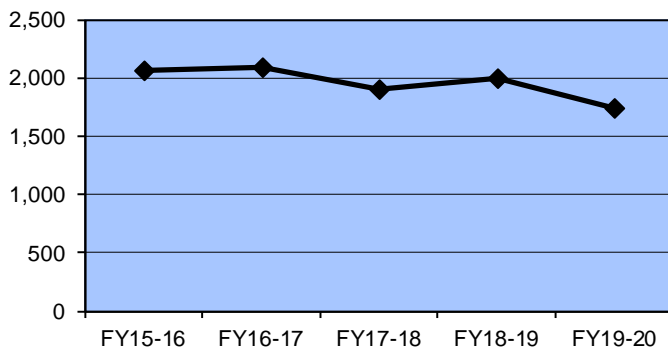
**Revenue Vehicle Hours (000's)**



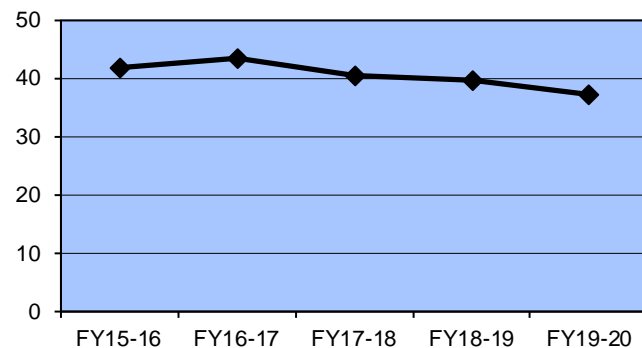
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Centre Area Transportation Authority (CATA)

CNG

## Community Transportation



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



**House District**  
 Centre: 76, 77, 81, 171  
**Senate District**  
 Centre: 34



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



**Current Fare Information**  
 Average Shared-Ride Fare: \$23.35  
 Average Shared-Ride Cost per Trip: \$36.34  
 Fare Structure  
 Implementation Date: July 2019



**Trip Information**  
 65+ Trips: 11,043  
 PwD Trips: See: Centre County  
 Other Shared-Ride Trips: 33  
 Total Shared-Ride Trips: 11,076  
 Total Escorts: 792

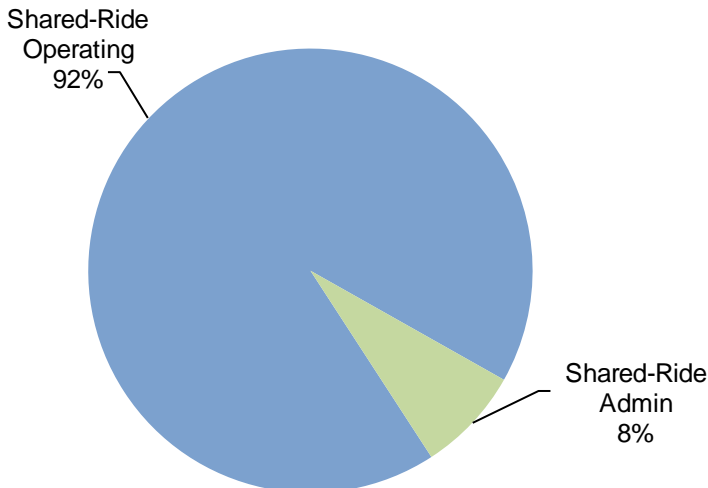


**Vehicles Operated in Maximum Service**  
 Community Transportation: 5

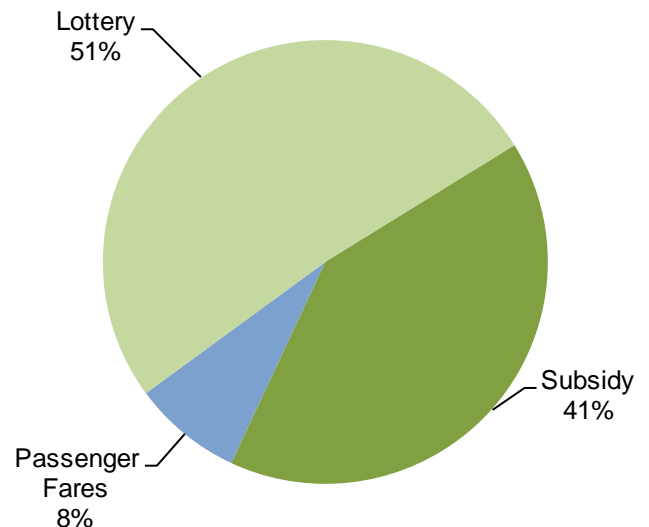
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
 \$428

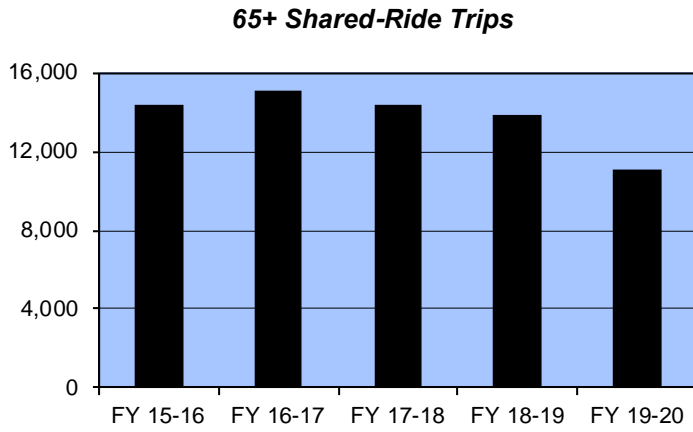
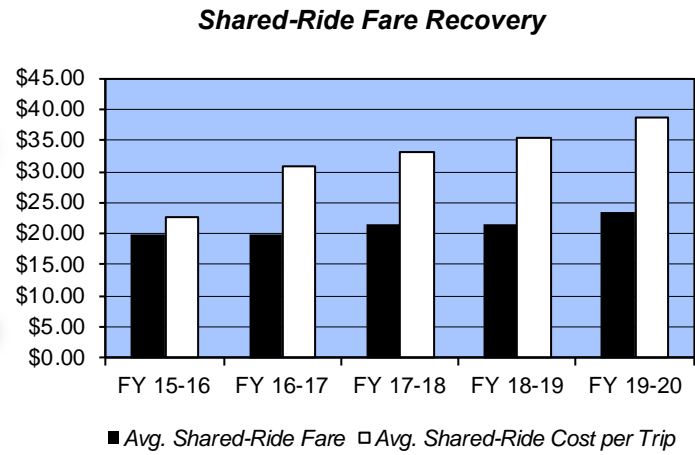


**Operating Funds (000's)**  
 \$428



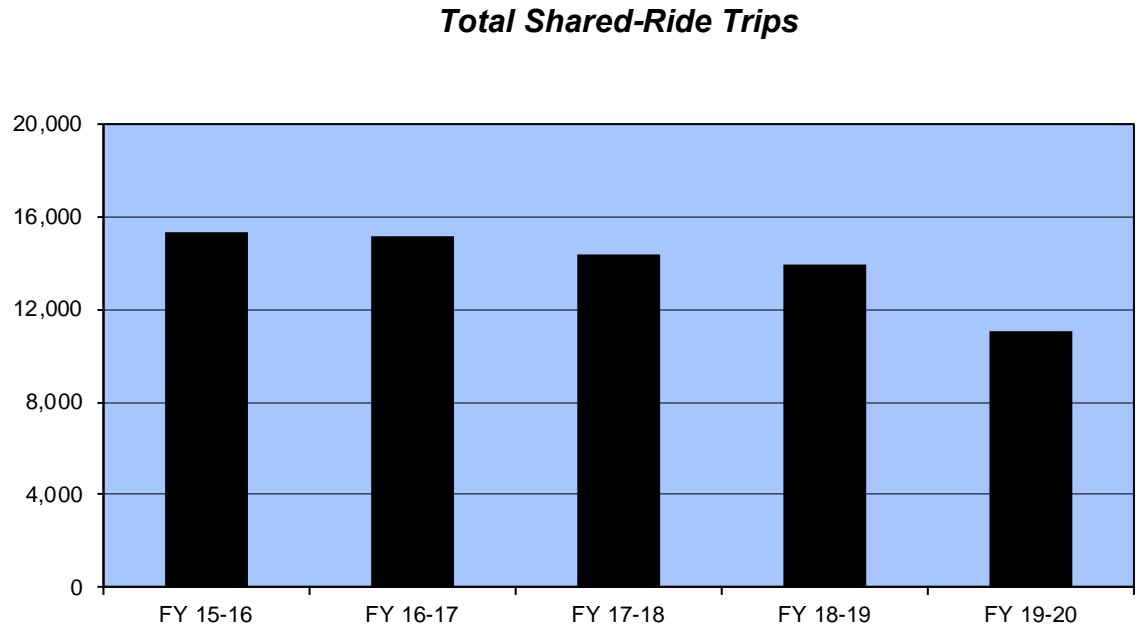
# (CATA) Centre Area Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**PwD Shared-Ride Trips**

*CATA does not provide PwD shared-ride service. Centre County provides PwD.*



OPERATING PROFILES

# Centre County Office of Transportation

## Community Transportation



**Centre County Office of Transportation**  
 420 Holmes Street  
 Bellefonte, PA 16823  
 814-355-6807  
 Mr. David Lomison, Director



**House District**  
 Centre: 76, 77, 81, 171  
**Senate District**  
 Centre: 34



**Service Area Statistics (2010 Census)**  
 Square Miles: 973  
 Population: 41,990  
 65+ Population: 4,735  
 % of Population 65 and older: 11.3%



**Current Fare Information**  
 Average Shared-Ride Fare: \$19.41  
 Average Shared-Ride Cost per Trip: \$26.77  
 Fare Structure  
 Implementation Date: August 2019



**Trip Information**  
 65+ Trips: 24,529  
 PwD Trips: 2,390  
 Other Shared-Ride Trips: 26,913  
 Total Shared-Ride Trips: 53,832  
 Total Escorts: 1,940  
 Non-Public Trips: 2,417



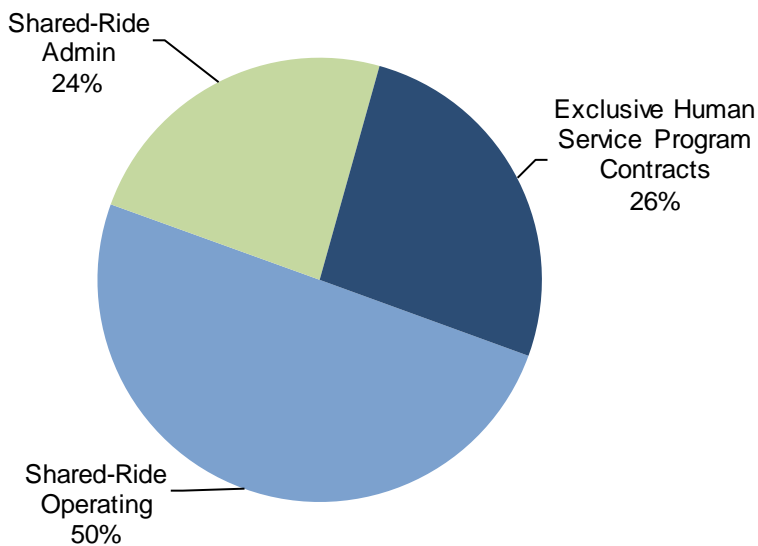
**Vehicles Operated in Maximum Service**  
 Community Transportation: 23

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

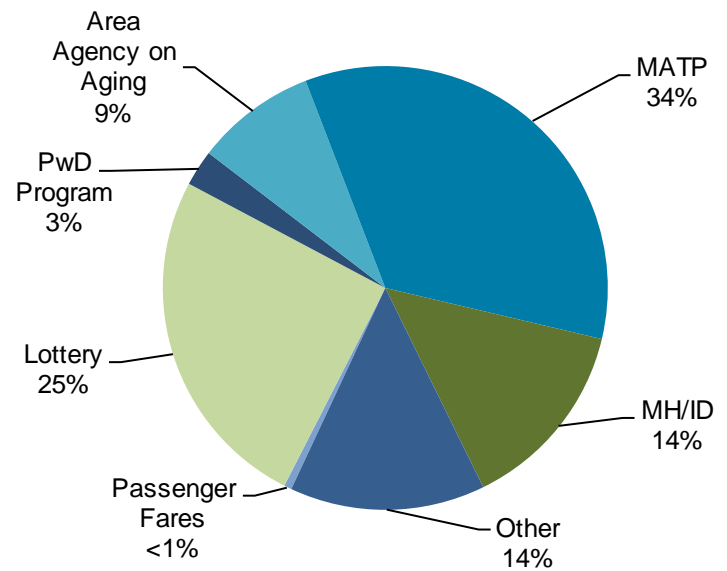
### Operating Expense (000's)

\$1,953



### Operating Funds (000's)

\$1,557\*

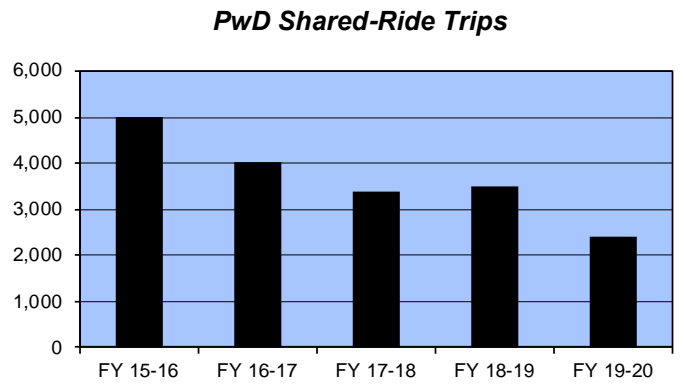
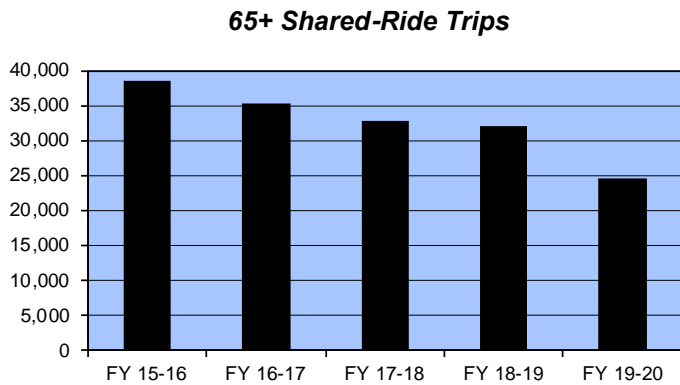
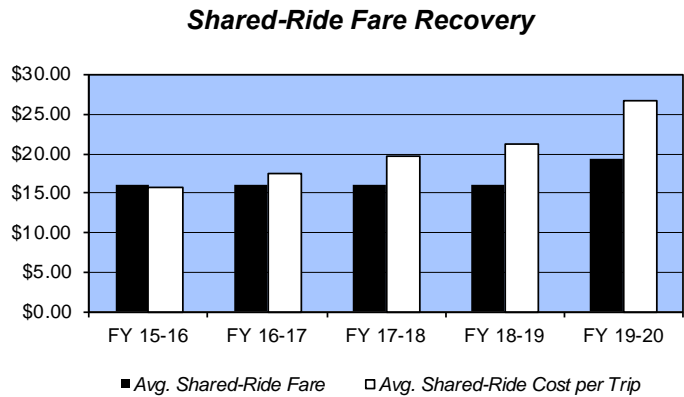


\*Deficit will be covered by CARES Act and other supplemental COVID-19 appropriated funds beyond the end of the fiscal year.

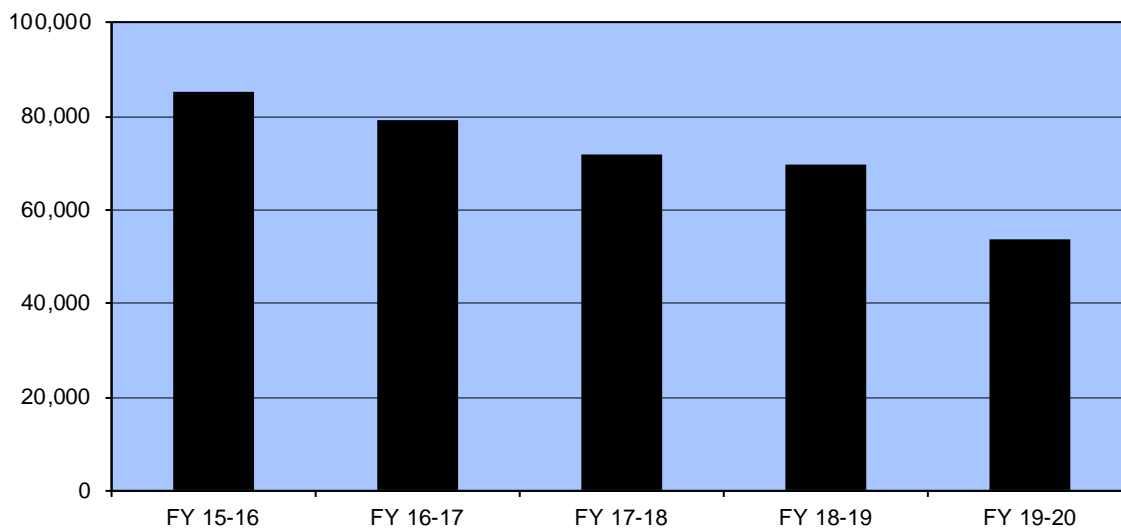


# Centre County Office of Transportation

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Clarion County Transportation

## Community Transportation



### Clarion County Transportation

338 Amsler Avenue, Suite 1  
Shippensburg, PA 16254  
814-226-4000  
Ms. Mary Lutz, Administrative Officer



### House District

Clarion: 63

### Senate District

Clarion: 21



### Service Area Statistics (2010 Census)

Square Miles: 602  
Population: 39,988  
65+ Population: 6,566  
% of Population 65 and older: 16.4%



### Current Fare Information

Average Shared-Ride Fare: \$36.36  
Average Shared-Ride Cost per Trip: \$40.45  
Fare Structure  
Implementation Date: July 2020



### Trip Information

65+ Trips: 10,107  
PwD Trips: 1,085  
Other Shared-Ride Trips: 7,837  
Total Shared-Ride Trips: 19,029



### Vehicles Operated in Maximum Service

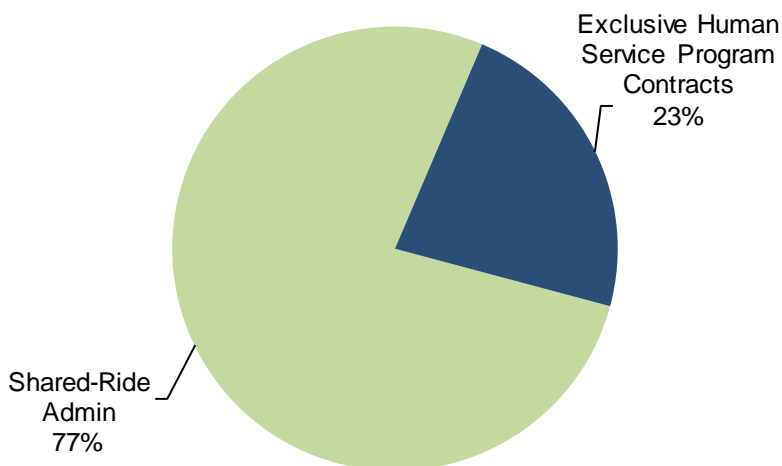
Community Transportation: 16

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

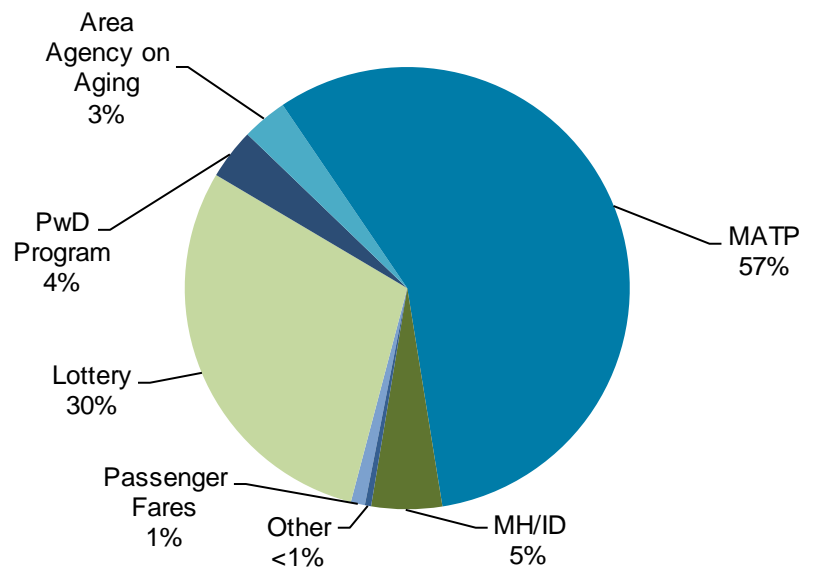
### Operating Expense (000's)

\$997



### Operating Funds (000's)

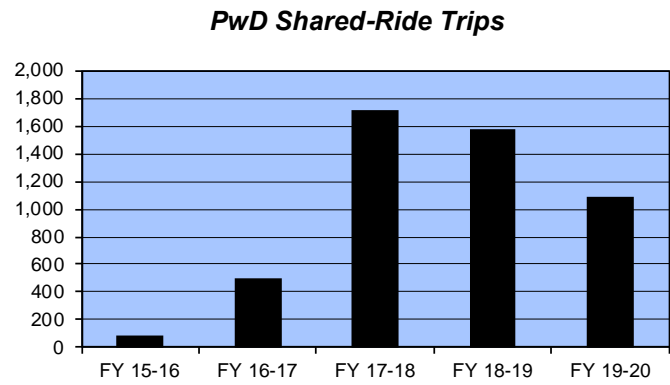
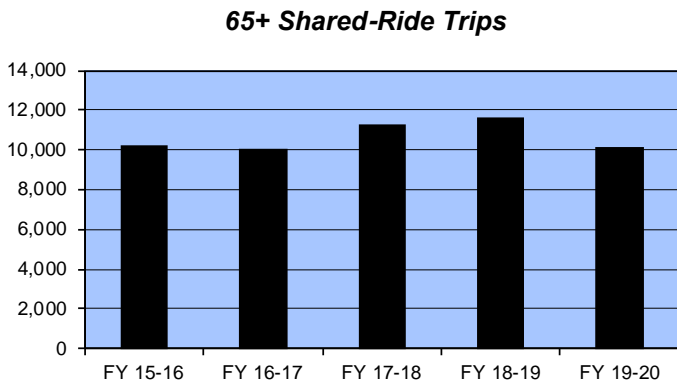
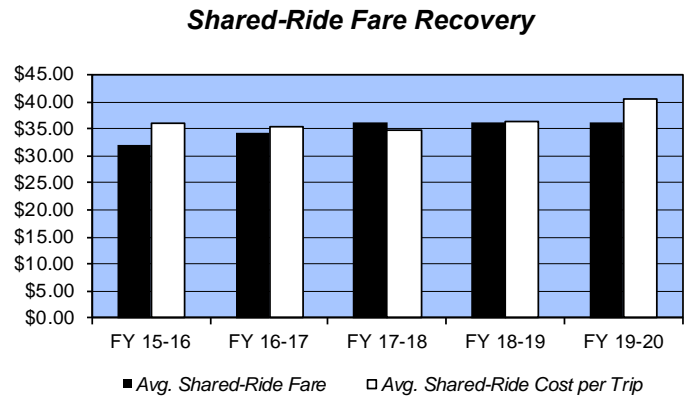
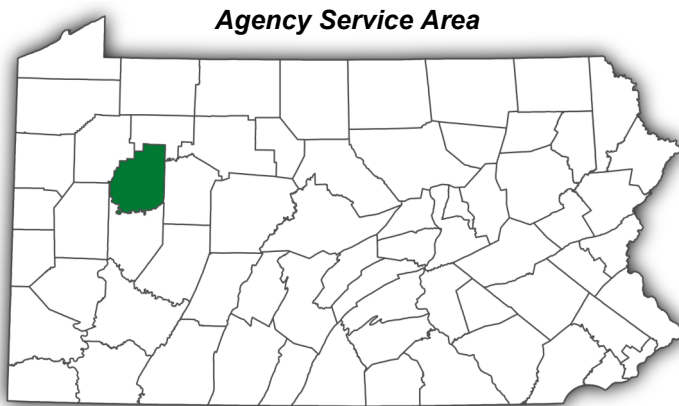
\$996\*



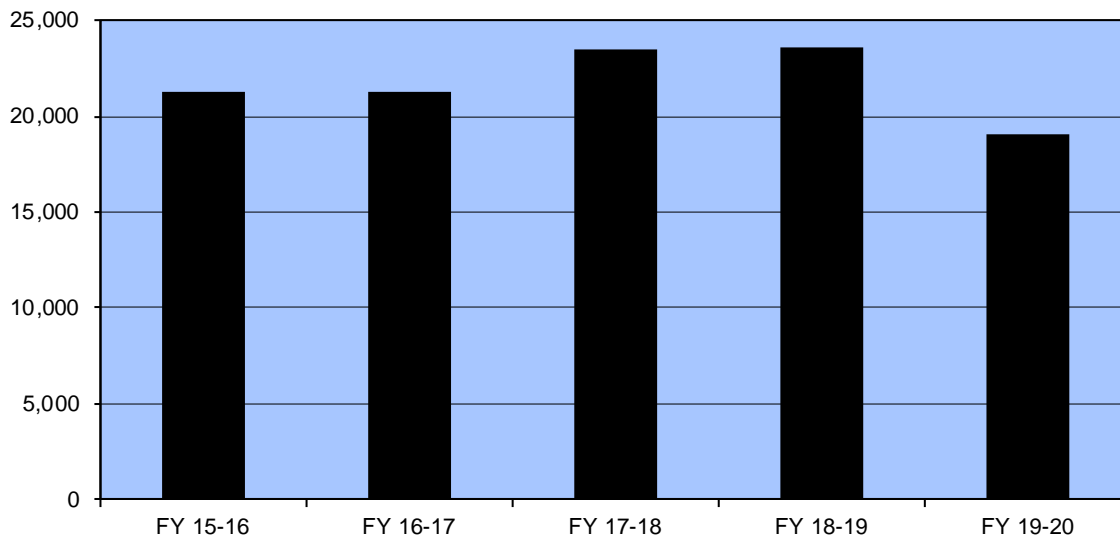
\*Deficit will be covered by prior year retained earnings

# Clarion County Transportation

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Community Transit of Delaware County

## Community Transportation



**Community Transit of Delaware County**  
 332 Chester Pike  
 Norwood, PA 19074  
 610-490-3977  
 Nick Miccarelli, Executive Director  
[www.ctdelco.org](http://www.ctdelco.org)



**House District**  
 Delaware: 159, 160, 161, 162, 163, 164, 165, 166, 168, 185, 191

**Senate District**  
 Delaware: 8, 9, 17, 26



**Service Area Statistics (2010 Census)**

Square Miles:	184
Population:	558,979
65+ Population:	79,726
% of Population 65 and older:	14.3%



**Current Fare Information**

Average Shared-Ride Fare:	\$35.16
Average Shared-Ride Cost per Trip:	\$48.26
Fare Structure	
Implementation Date:	April 2018



**Trip Information**

65+ Trips:	73,982
PwD Trips:	243
Other Shared-Ride Trips:	50,917
Total Shared-Ride Trips:	125,142
Total Escorts:	13,172
Non-Public Trips:	146,566

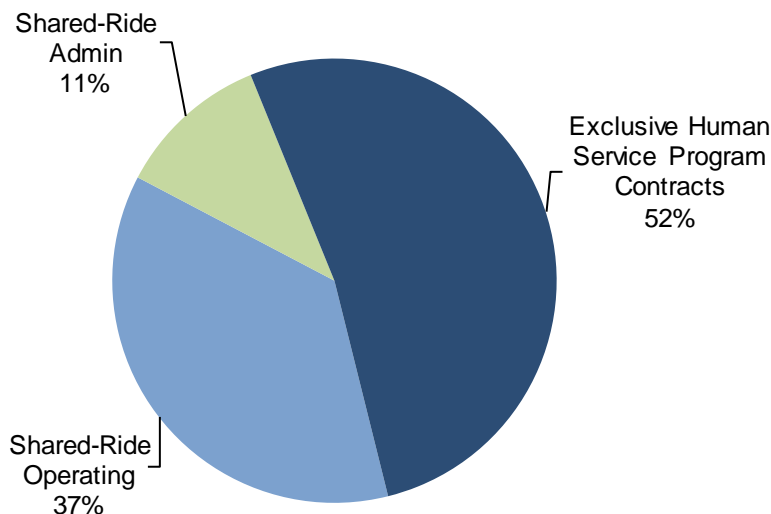


**Vehicles Operated in Maximum Service**  
 Community Transportation: 52

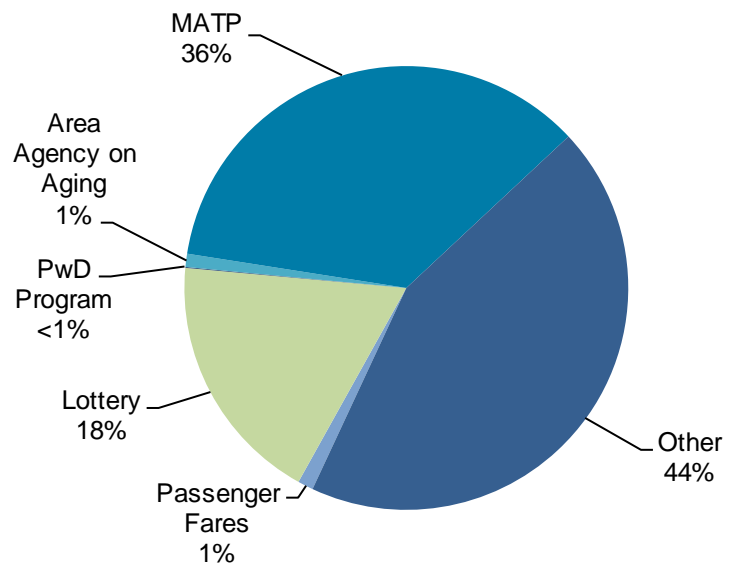
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$12,651**



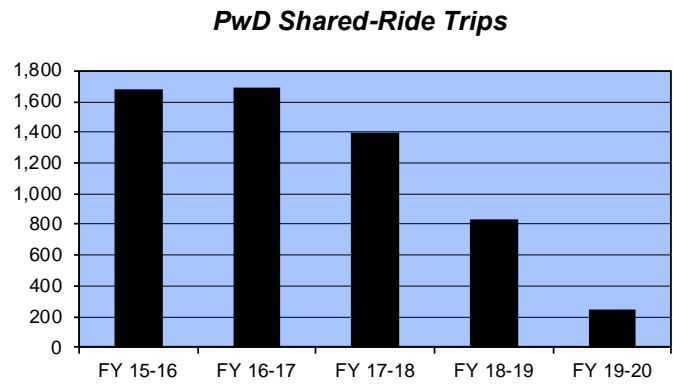
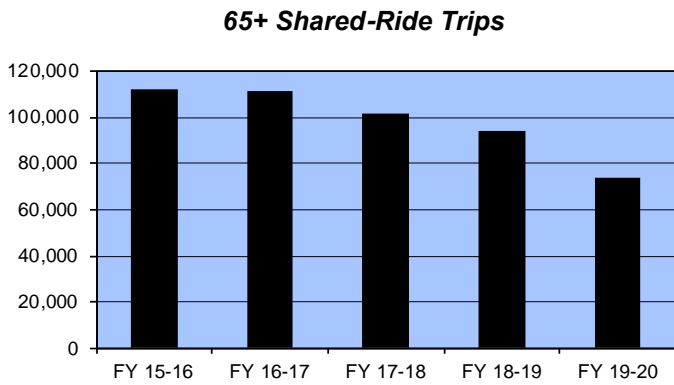
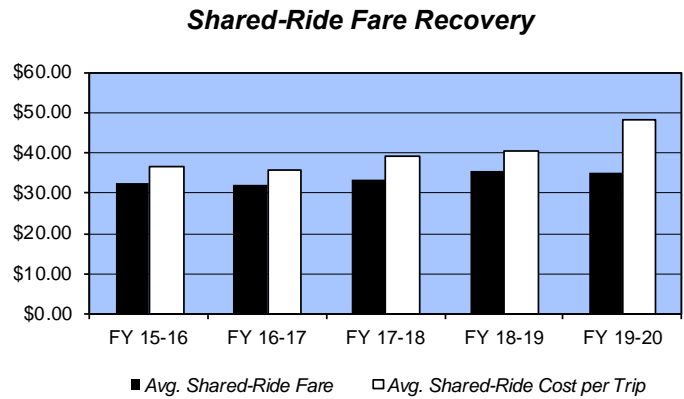
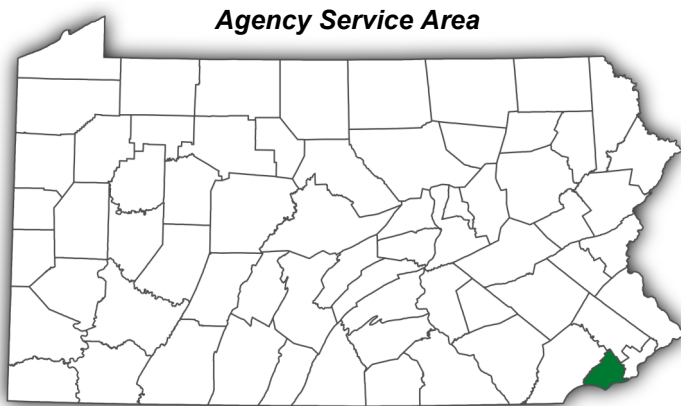
**Operating Funds (000's)**  
**\$11,434\***



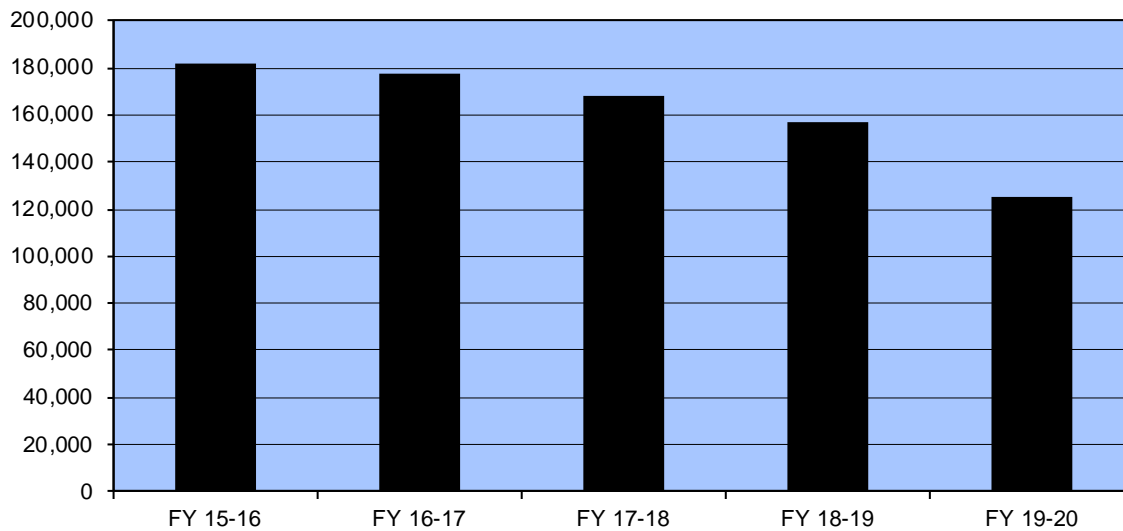
\*Deficit will be covered by CARES Act and other supplemental COVID-19 appropriated funds beyond the end of the fiscal year.

# Community Transit of Delaware County

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# County of Lackawanna Transit System (COLTS)

## Urban System



**County of Lackawanna Transit System (COLTS)**  
 800 North South Road  
 Scranton, PA 18504  
 570-346-2061  
 Mr. Robert 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: 818,000  
 Senior Passengers: 145,180  
 Revenue Vehicle Miles: 999,187  
 Revenue Vehicle Hours: 88,090



**Current Employees**  
 Agency Full-Time: 119  
 Agency Part-Time: 22  
 System-Wide: 141



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$7,348,237  
 Required Local Match: \$759,079



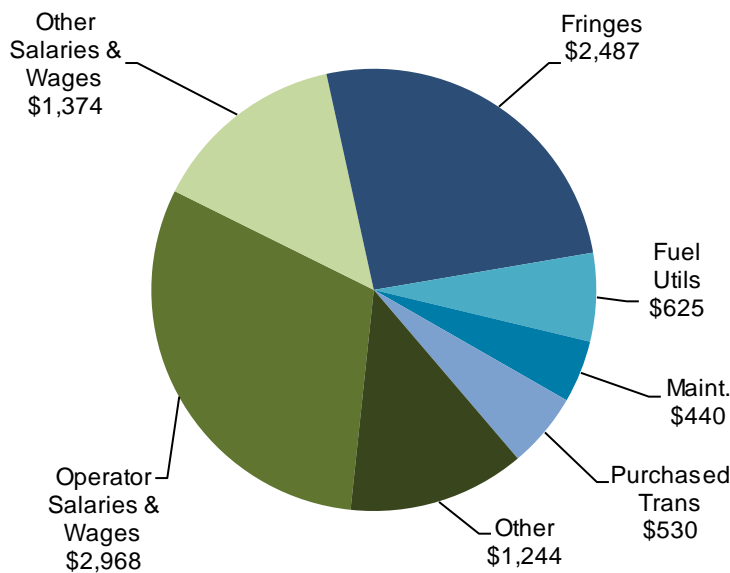
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 32  
 Diesel/Gasoline Paratransit Vehicle: 31  
 System-Wide: 63

OPERATING PROFILES

## URBAN OPERATING BUDGET

Operating Expense (000's)

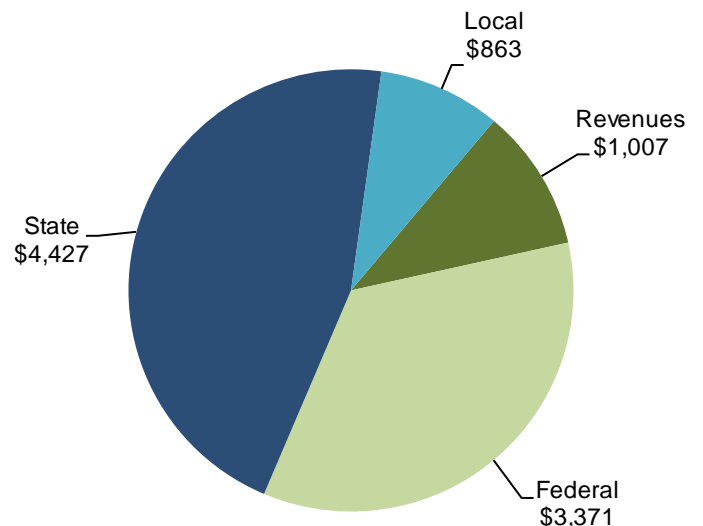
\$9,668



Expense includes ADA complementary expense.

Operating Funds (000's)

\$9,668

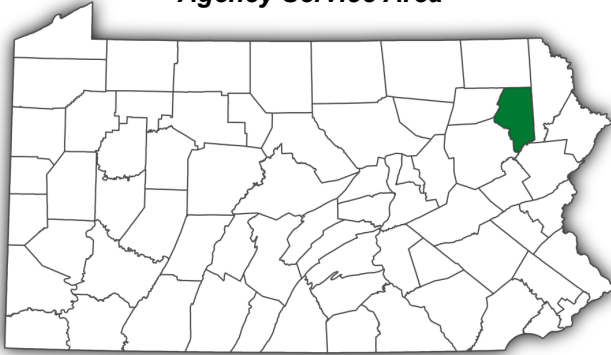


Revenue includes ADA complementary revenue.

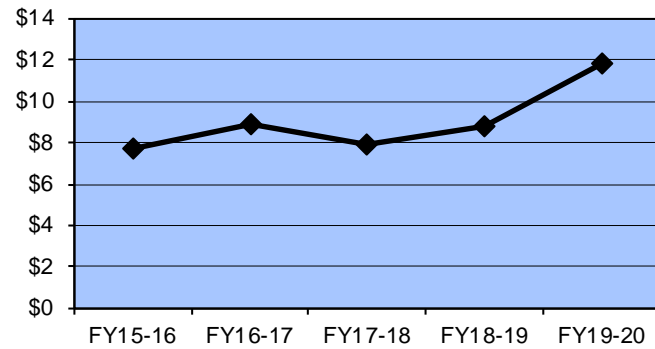
# (COLTS) County of Lackawanna Transit System

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

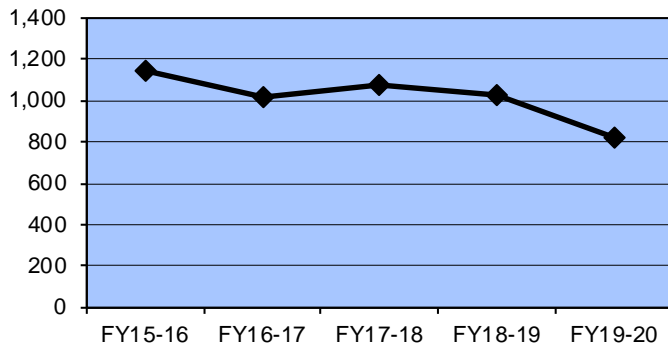
**Agency Service Area**



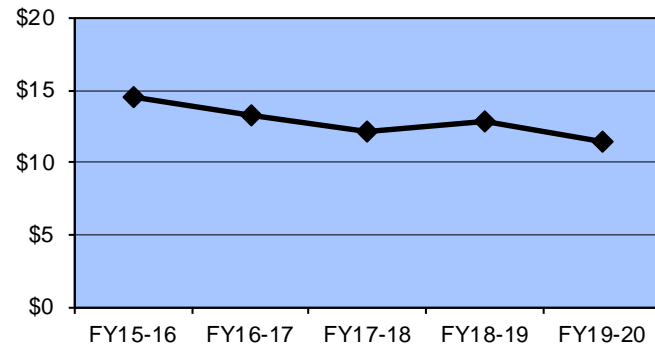
**Operating Expense Per Passenger**



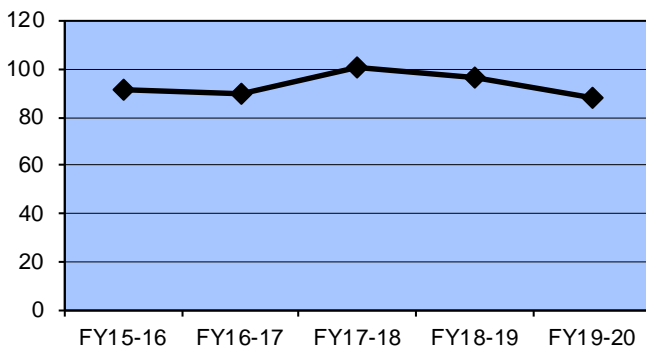
**Total Passengers (000's)**



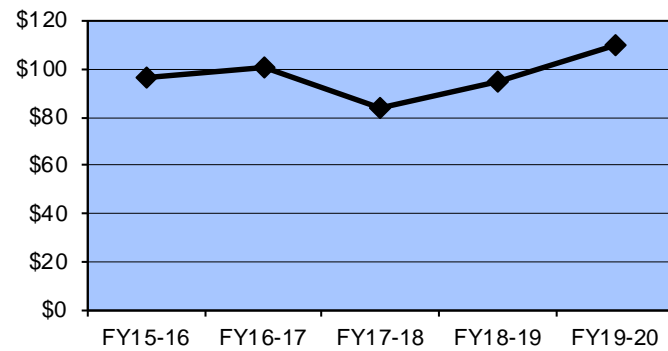
**Operating Revenue Per Revenue Vehicle Hour**



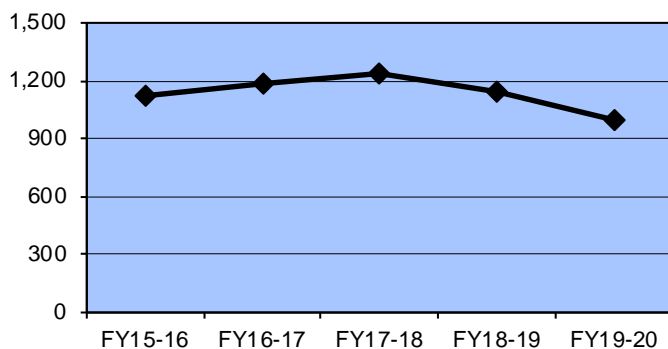
**Revenue Vehicle Hours (000's)**



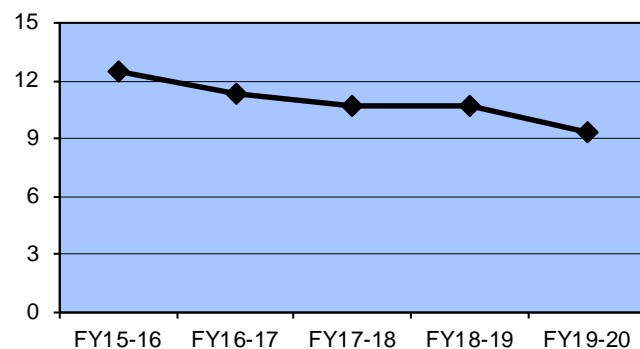
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# County of Lackawanna Transit System (COLTS)

## Community Transportation



**County of Lackawanna Transit System (COLTS)**  
 800 North South Road  
 Scranton, PA 18504  
 570-346-2061  
 Mr. Robert 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  
 65+ Population: 37,895  
 % of Population 65 and older: 17.7%



**Current Fare Information**  
 Average Shared-Ride Fare: \$24.75  
 Average Shared-Ride Cost per Trip: \$49.40  
 Fare Structure  
 Implementation Date: July 2015



**Trip Information**  
 65+ Trips: 67,193  
 PwD Trips: 1,718  
 Other Shared-Ride Trips: 3,510  
 Total Shared-Ride Trips: 72,421  
 Non-Public Trips: 33,307

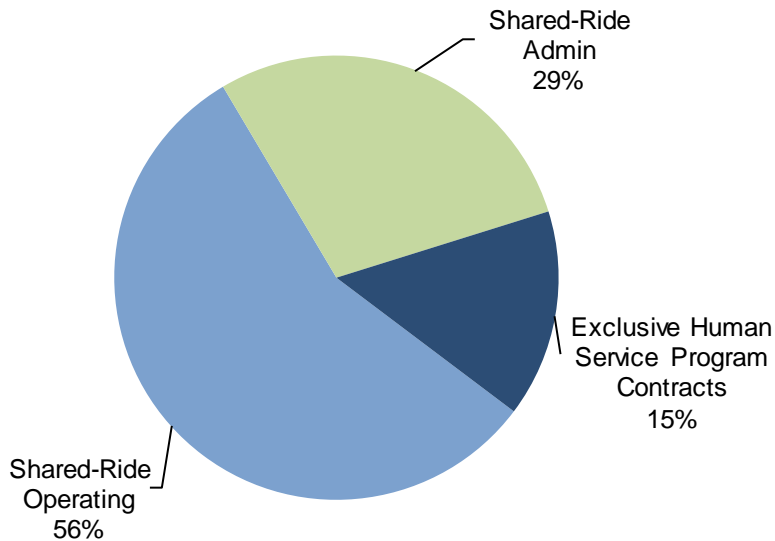


**Vehicles Operated in Maximum Service**  
 Community Transportation: 40

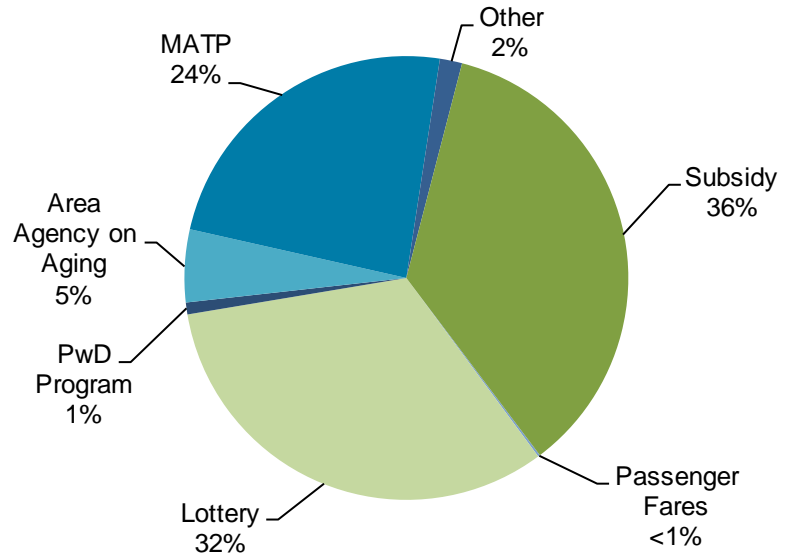
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$4,214**



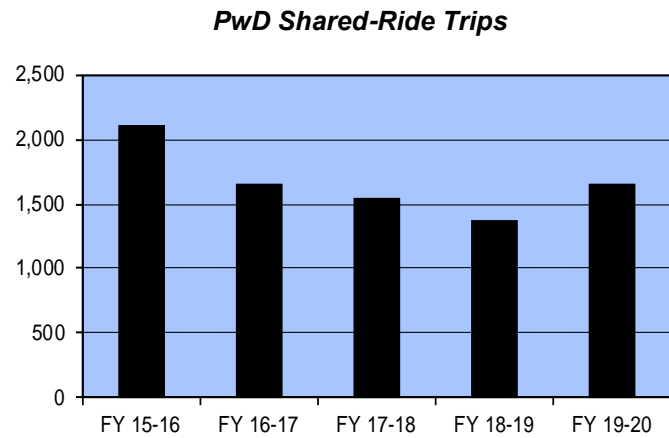
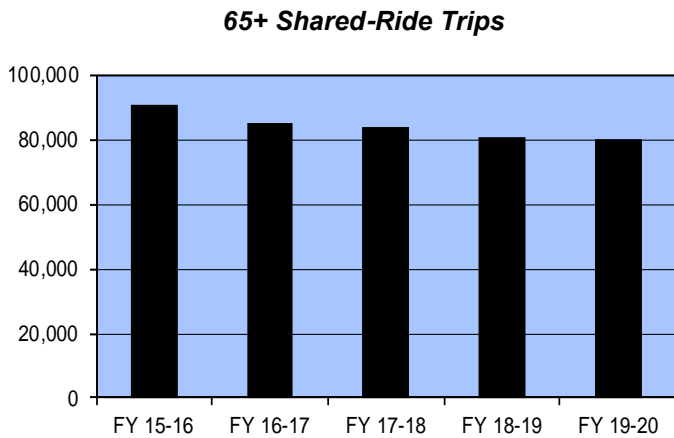
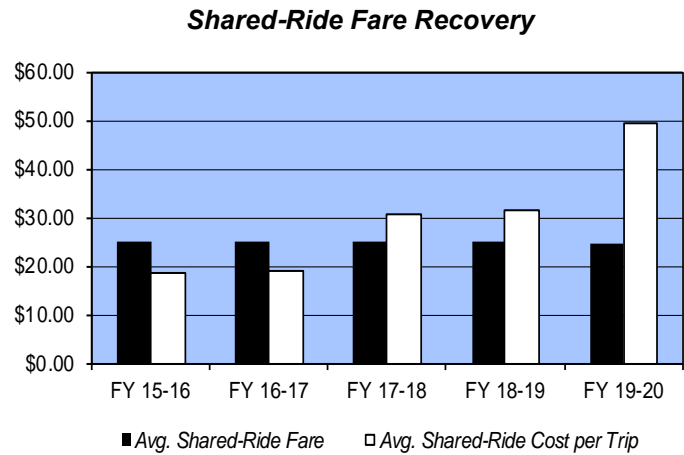
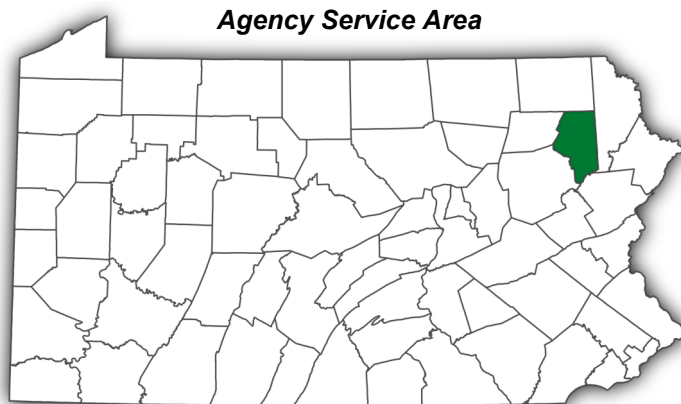
**Operating Funds (000's)**  
**\$4,214**



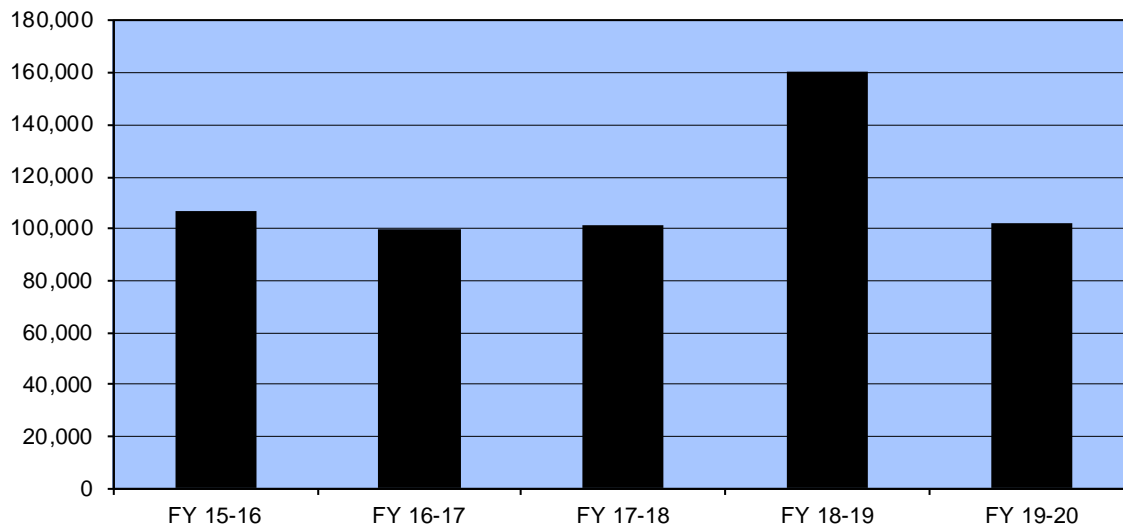


# (COLTS) County of Lackawanna Transit System

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# County of Lebanon Transit Authority (COLT/LT)

## Urban System



**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, 104  
**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: 250,592  
 Senior Passengers: 59,246  
 Revenue Vehicle Miles: 499,416  
 Revenue Vehicle Hours: 28,992



**Current Employees**  
 Agency Full-Time: 44  
 Agency Part-Time: 5  
 System-Wide: 49



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$2,075,986  
 Required Local Match: \$118,003



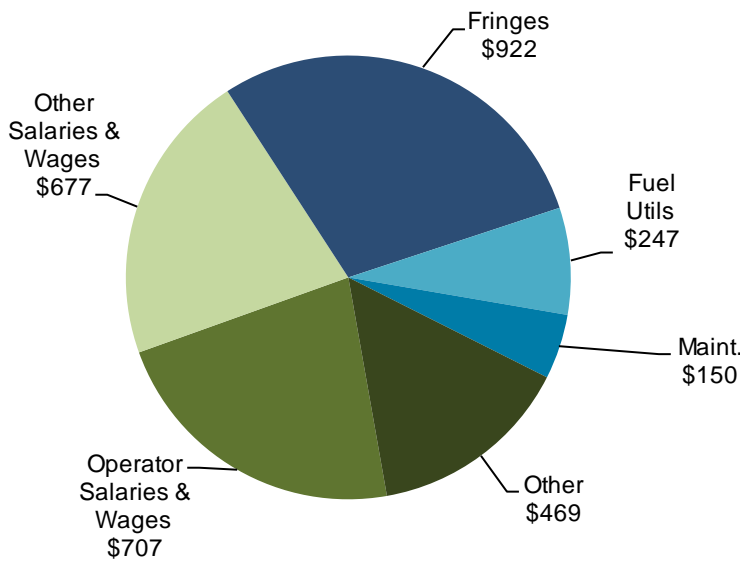
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 18  
 Diesel/Gasoline Paratransit Vehicle: 14  
 System-Wide: 32

OPERATING PROFILES

## URBAN OPERATING BUDGET

Operating Expense (000's)

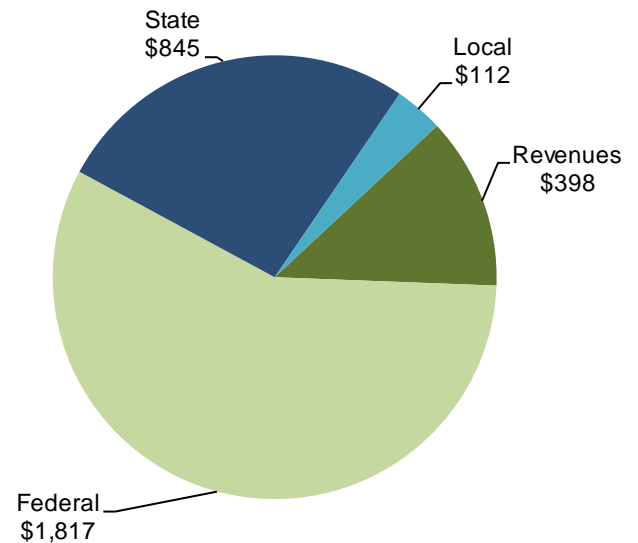
\$3,172



Expense includes ADA complementary expense.

Operating Funds (000's)

\$3,172



Revenue includes ADA complementary revenue.

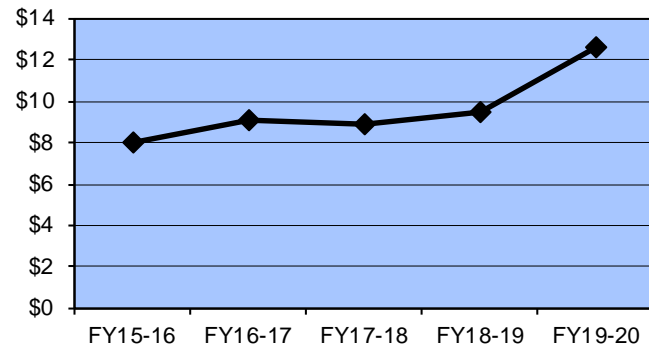
# (COLT/LT) County of Lebanon Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

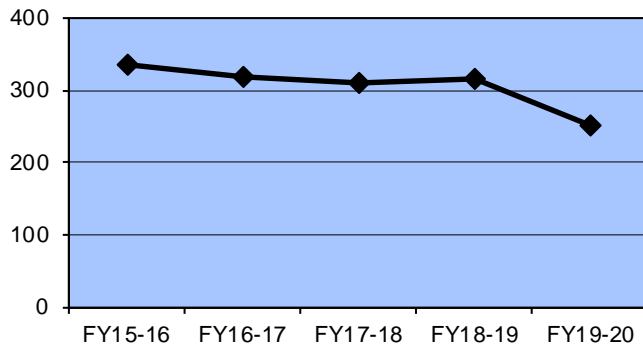
**Agency Service Area**



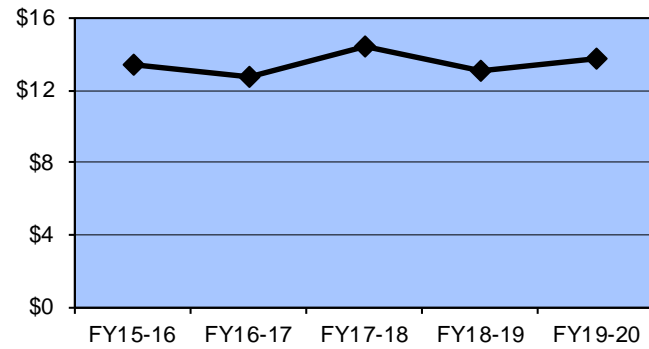
**Operating Expense Per Passenger**



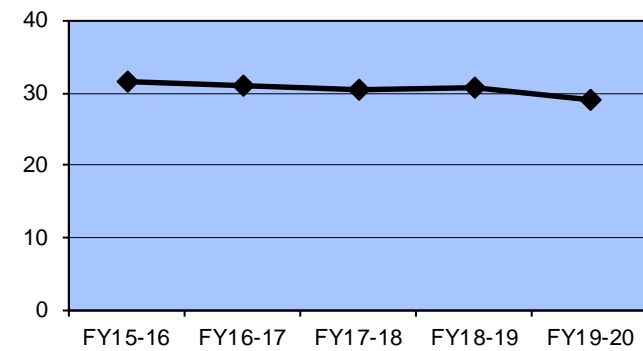
**Total Passengers (000's)**



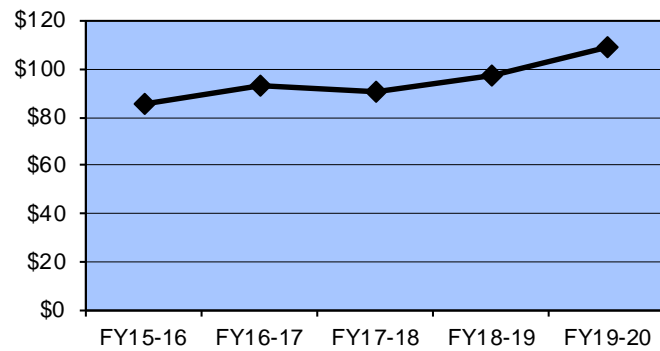
**Operating Revenue Per Revenue Vehicle Hour**



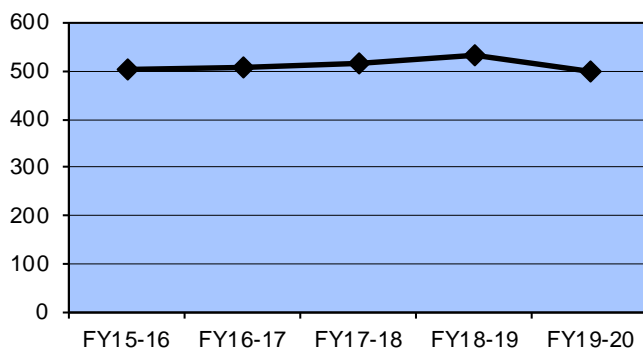
**Revenue Vehicle Hours (000's)**



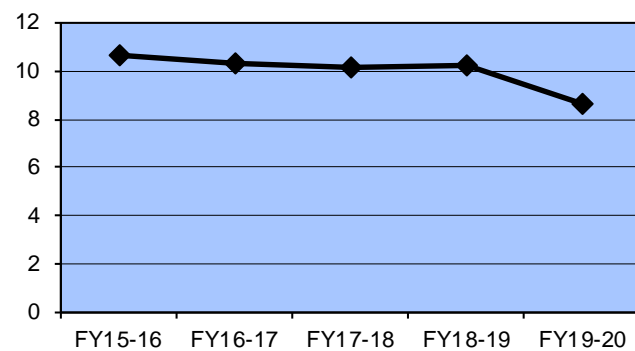
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# County of Lebanon Transit Authority (COLT/LT)

## Community Transportation



**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, 104  
**Senate District**  
 Lebanon: 48



**Service Area Statistics (2010 Census)**  
 Square Miles: 362  
 Population: 133,568  
 65+ Population: 22,729  
 % of Population 65 and older: 17.0%



**Current Fare Information**  
 Average Shared-Ride Fare: \$20.94  
 Average Shared-Ride Cost per Trip: \$35.87  
 Fare Structure  
 Implementation Date: July 2013



**Trip Information**  
 65+ Trips: 20,435  
 PwD Trips: 3,273  
 Other Shared-Ride Trips: 13,377  
 Total Shared-Ride Trips: 37,085

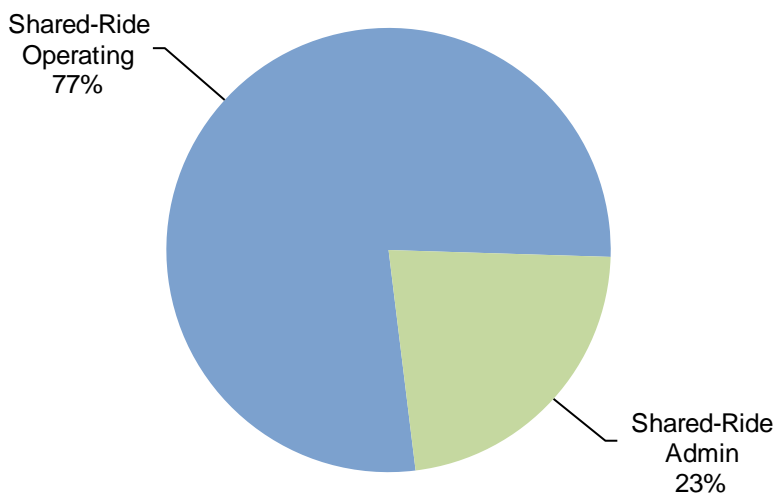


**Vehicles Operated in Maximum Service**  
 Community Transportation: 10

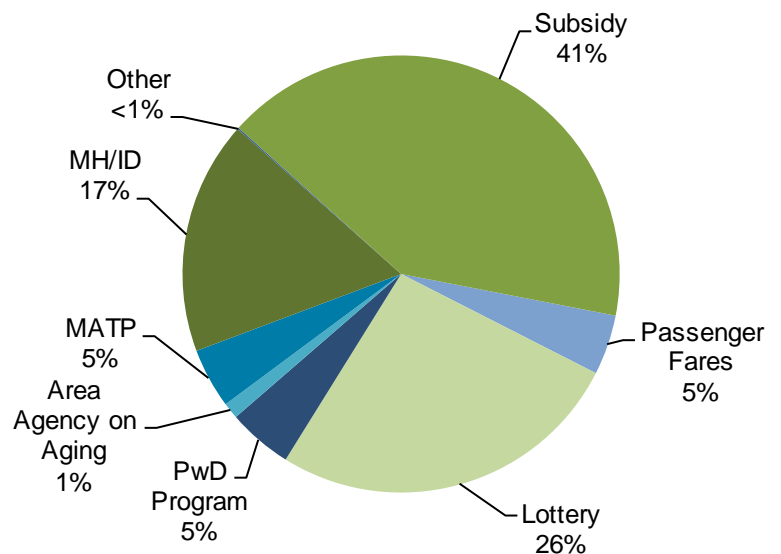
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$1,330**

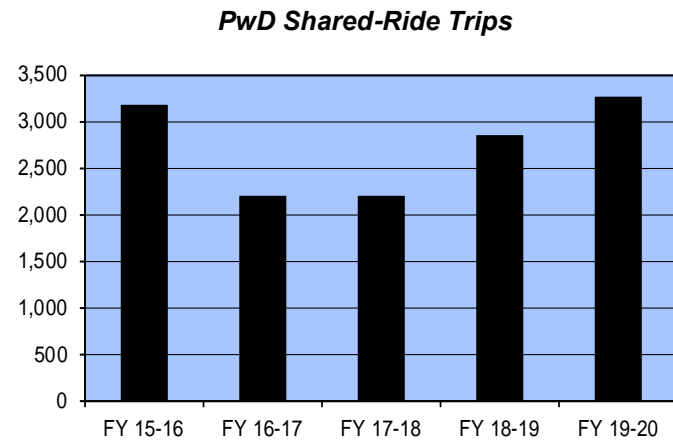
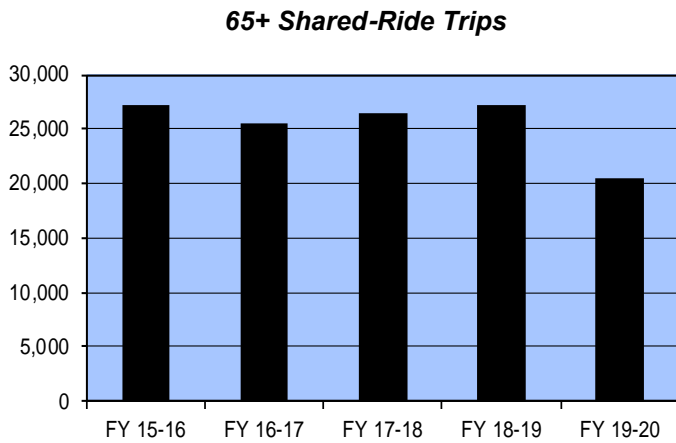
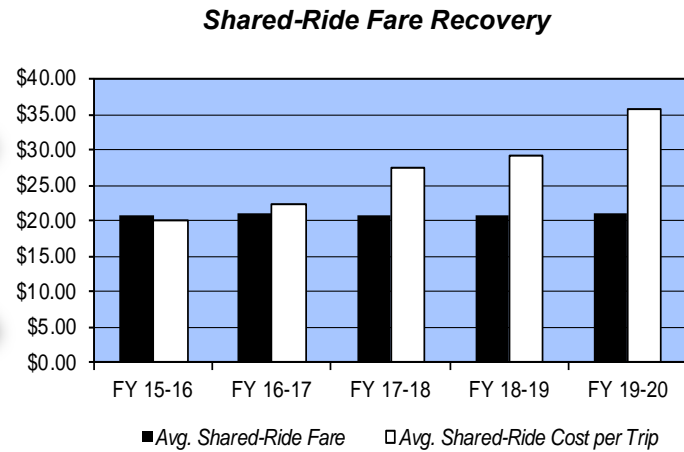


**Operating Funds (000's)**  
**\$1,330**

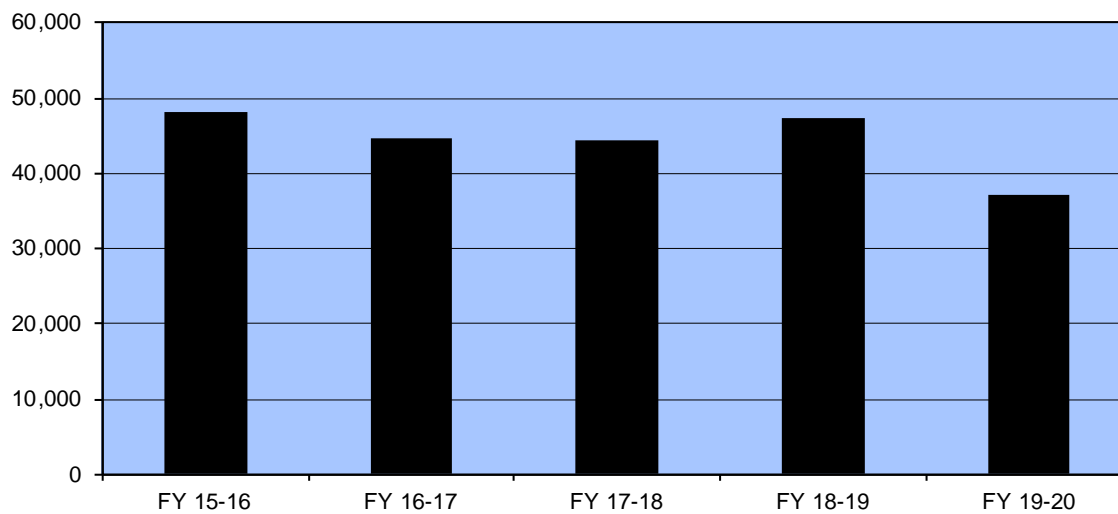


# (COLT/LT) County of Lebanon Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Crawford Area Transportation Authority (CATA)

CNG

## Rural System



**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: October 2014



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 243,087  
 Senior Passengers: 44,408  
 Revenue Vehicle Miles: 552,371  
 Revenue Vehicle Hours: 28,969



**Current Employees**  
 Agency Full-Time: 53  
 Agency Part-Time: 15  
 System-Wide: 68



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,444,022  
 Required Local Match\*: \$74,773



**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 12  
 CNG Bus: 6  
 Diesel/Gasoline Paratransit Vehicle: 48  
 System-Wide: 66

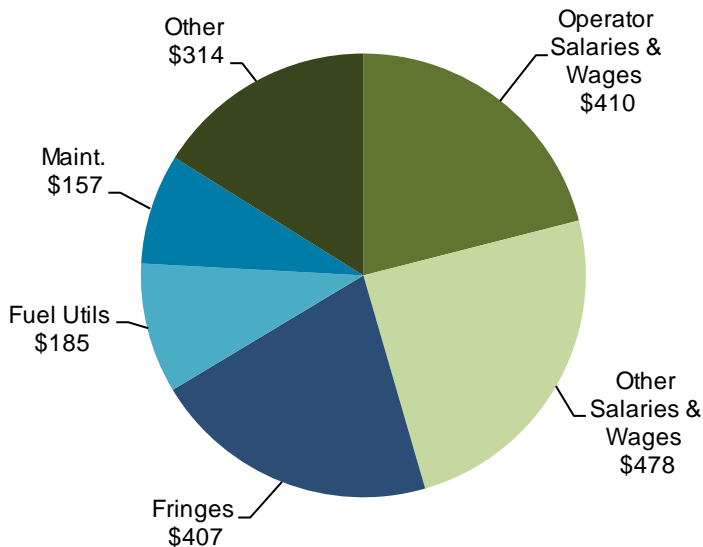
\*CATA was approved for a local match waiver due to regional consolidation savings, thus required local match is reduced to \$0.

OPERATING PROFILES

## RURAL OPERATING BUDGET

### Operating Expense (000's)

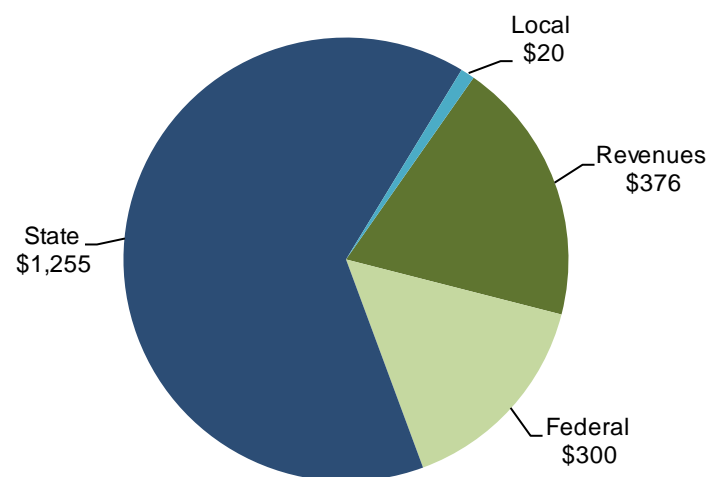
\$1,951



Expense includes ADA complementary expense.

### Operating Funds (000's)

\$1,951

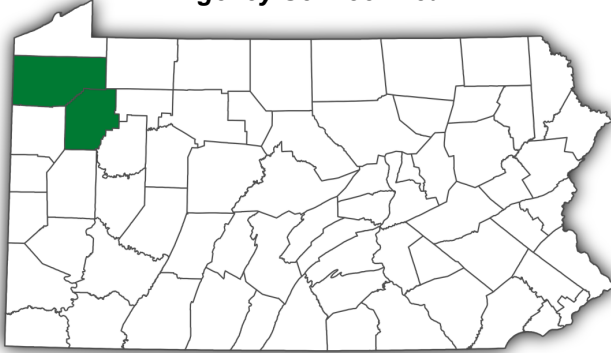


Revenue includes ADA complementary revenue.

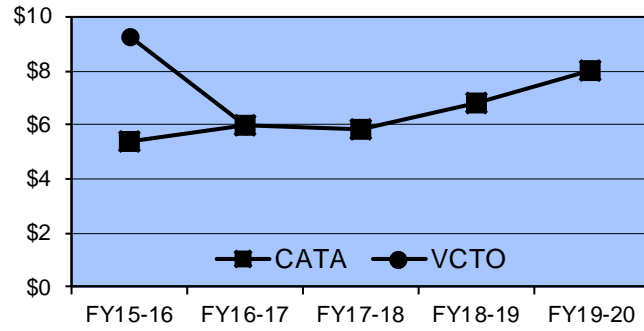
# (CATA) Crawford Area Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

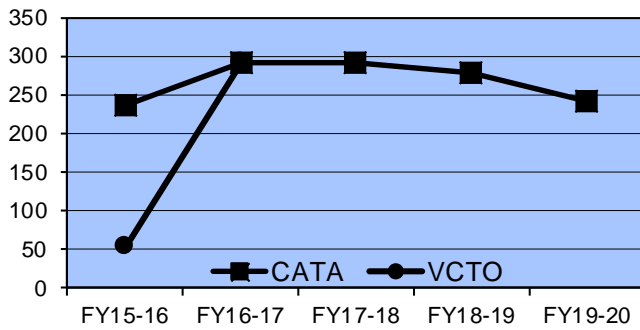
**Agency Service Area**



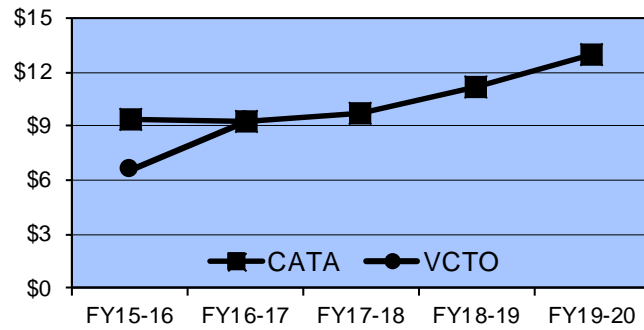
**Operating Expense Per Passenger**



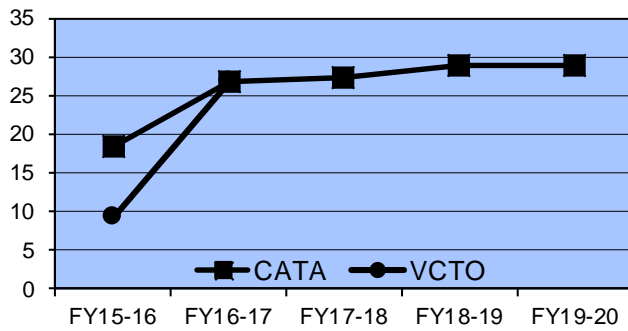
**Total Passengers (000's)**



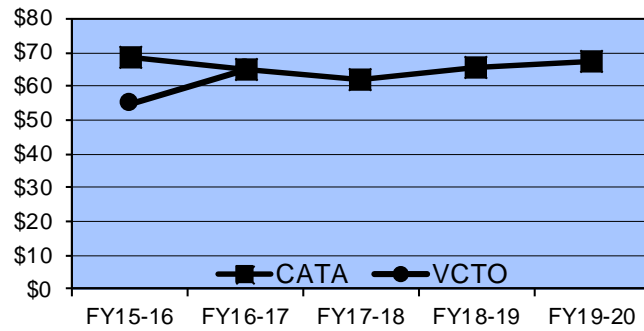
**Operating Revenue Per Revenue Vehicle Hour**



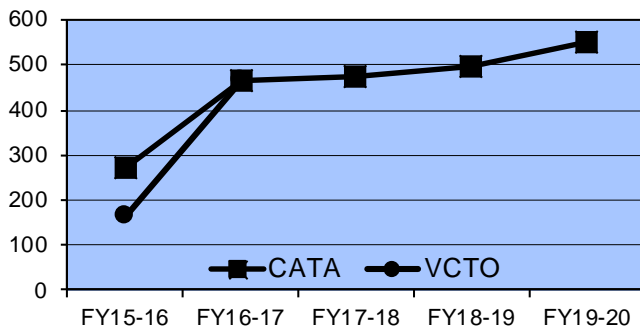
**Revenue Vehicle Hours (000's)**



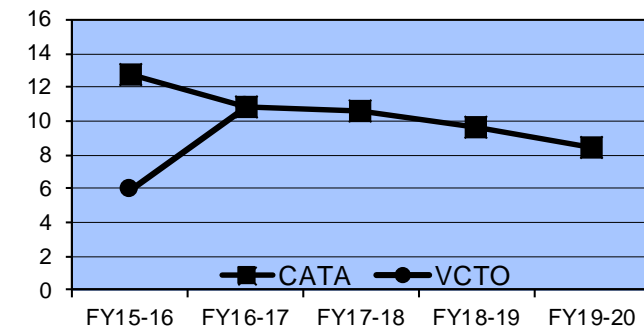
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers. Charts show data both before and after CATA and VCTO consolidated in FY16-17.

OPERATING PROFILES

# Crawford Area Transportation Authority (CATA)

## Community Transportation



**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: 1,688  
 Population: 143,749  
 65+ Population: 24,596  
 % of Population 65 and older: 17.1%



**Current Fare Information**  
 Average Shared-Ride Fare: \$17.21  
 Average Shared-Ride Cost per Trip: \$26.97  
 Fare Structure  
 Implementation Date: July 2018



**Trip Information**  
 65+ Trips: 36,290  
 PwD Trips: 2,210  
 Other Shared-Ride Trips: 25,373  
 Total Shared-Ride Trips: 63,873  
 Total Escorts: 5,854  
 Non-Public Trips: 29,008

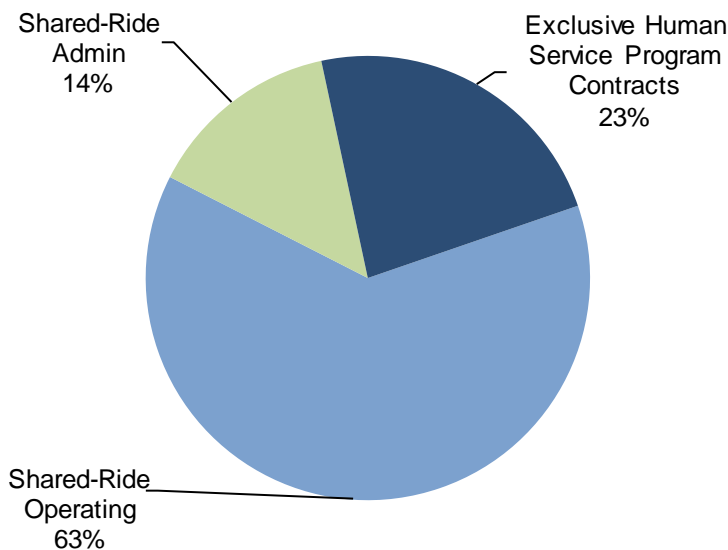


**Vehicles Operated in Maximum Service**  
 Community Transportation: 30

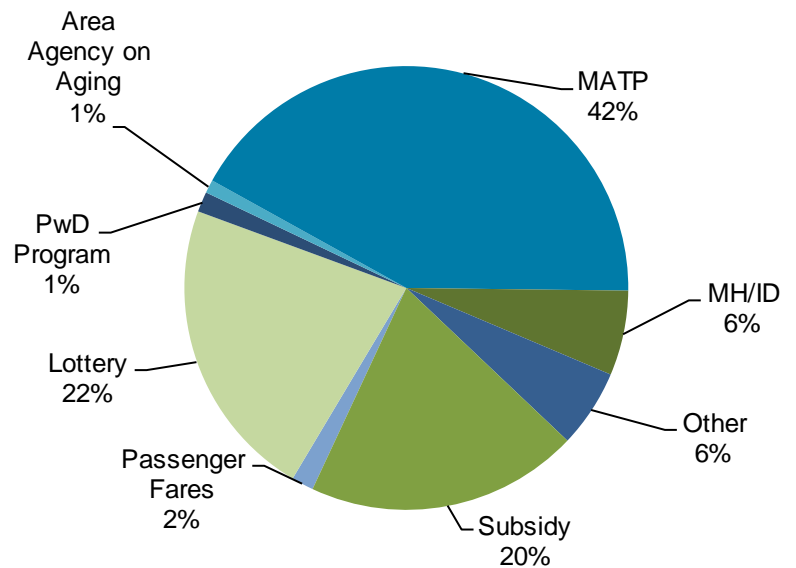
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$2,239**



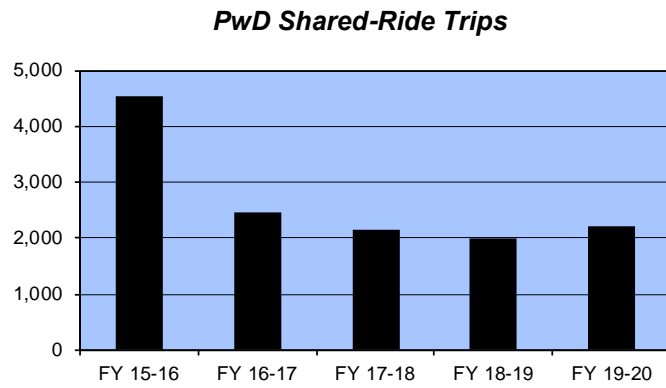
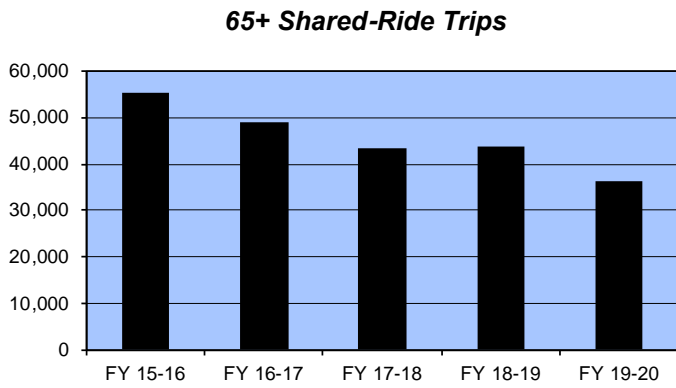
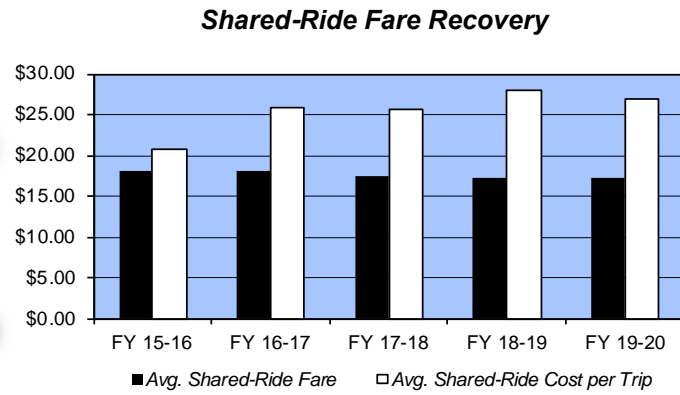
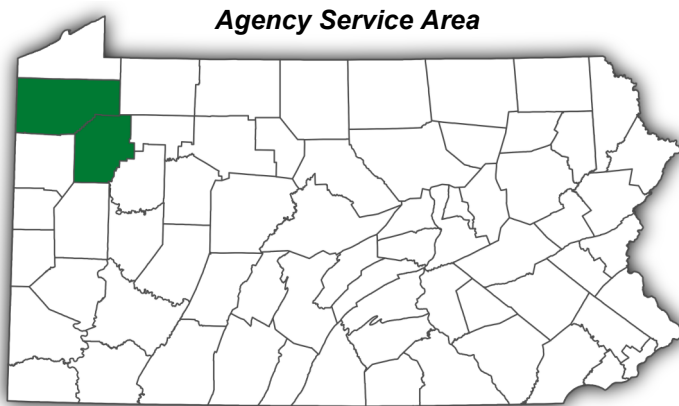
**Operating Funds (000's)**  
**\$2,394**



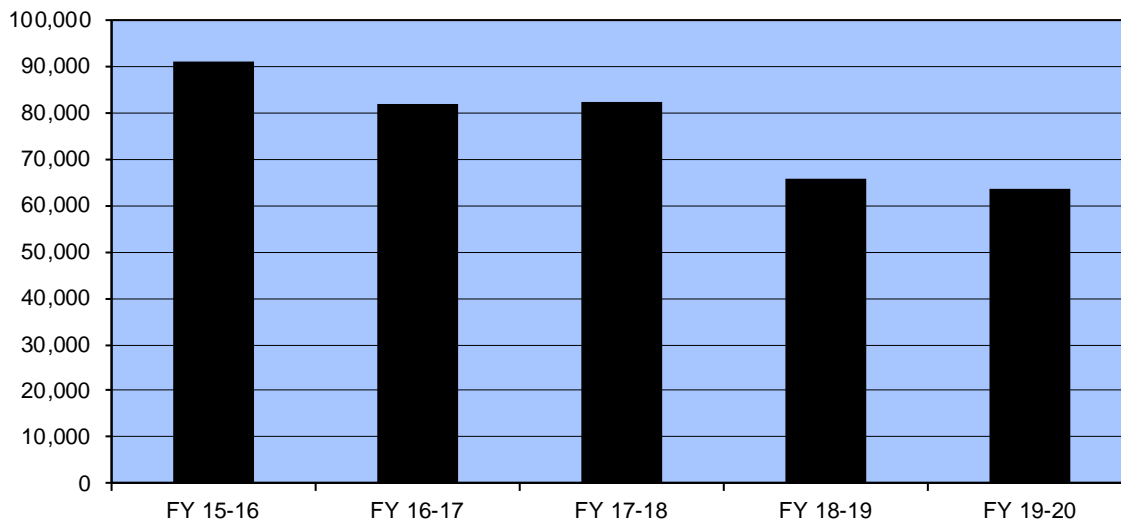


# (CATA) Crawford Area Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Endless Mountains Transportation Authority (EMTA)

**CNG**

## Rural System



**Endless Mountains Transportation Authority (EMTA)**  
 29800 Route 220  
 Athens, PA 18810  
 570-888-8713  
 Mr. Adam Winder, General Manager  
[www.gobesttransit.com](http://www.gobesttransit.com)



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

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



**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: 90,716  
 Senior Passengers: 11,297  
 Revenue Vehicle Miles: 478,366  
 Revenue Vehicle Hours: 21,755



**Current Employees**  
 Agency Full-Time: 52  
 Agency Part-Time: 18  
 System-Wide: 70



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,093,746  
 Required Local Match: \$72,835



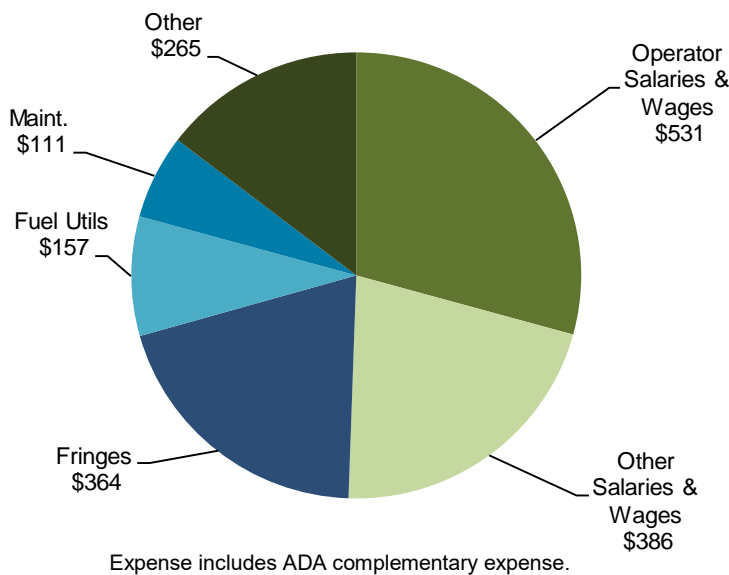
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 13  
 Diesel/Gasoline Paratransit Vehicle: 52  
 CNG Paratransit Vehicles: 1  
 System-Wide: 66

**OPERATING PROFILES**

## RURAL OPERATING BUDGET

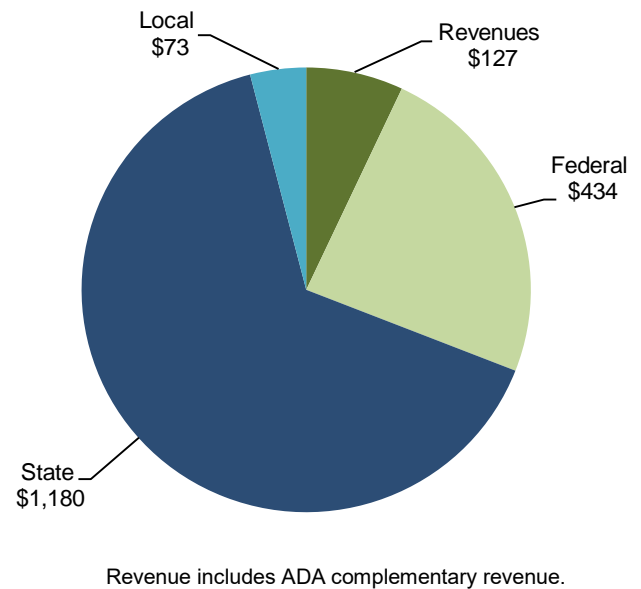
**Operating Expense (000's)**

**\$1,814\***



**Operating Funds (000's)**

**\$1,814\***

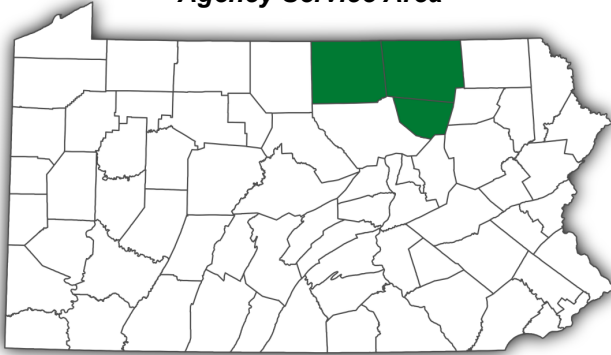


\*Unaudited financial data was provided at the time this report was published.

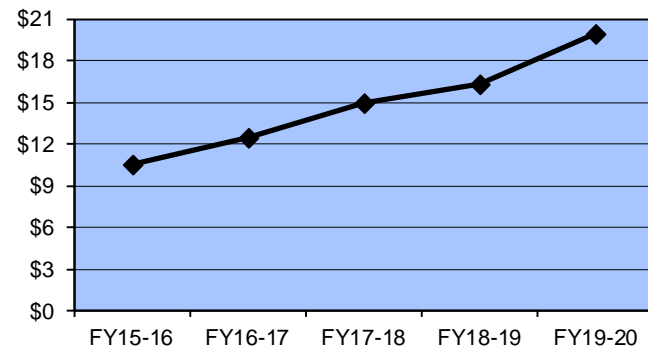
# (EMTA) Endless Mountains Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

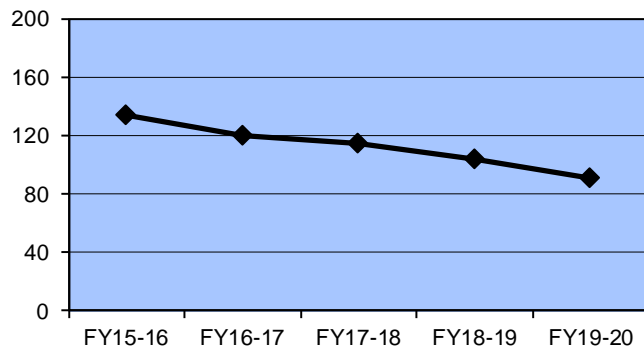
**Agency Service Area**



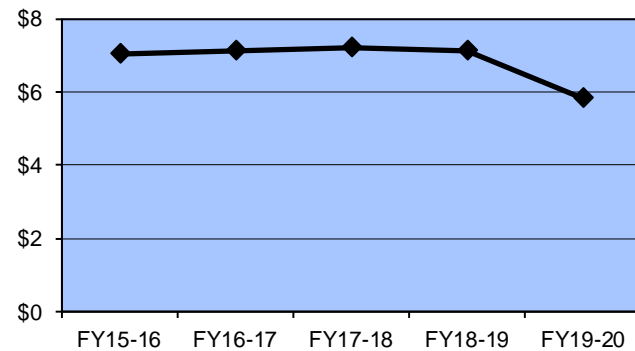
**Operating Expense Per Passenger**



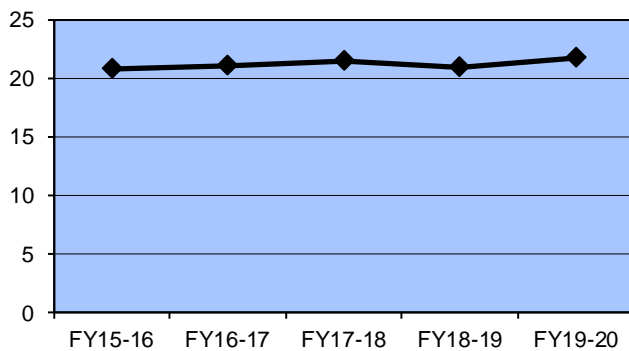
**Total Passengers (000's)**



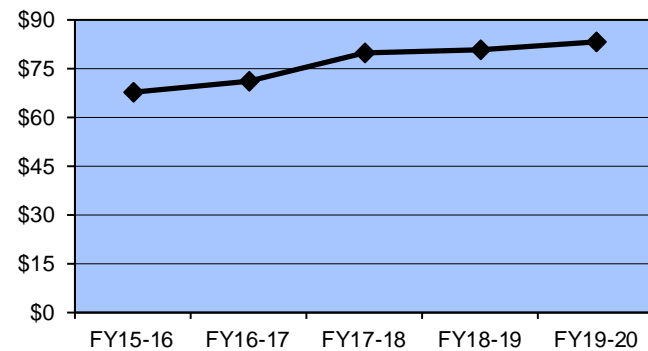
**Operating Revenue Per Revenue Vehicle Hour**



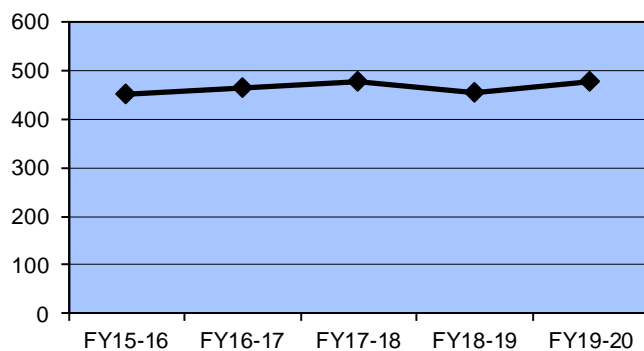
**Revenue Vehicle Hours (000's)**



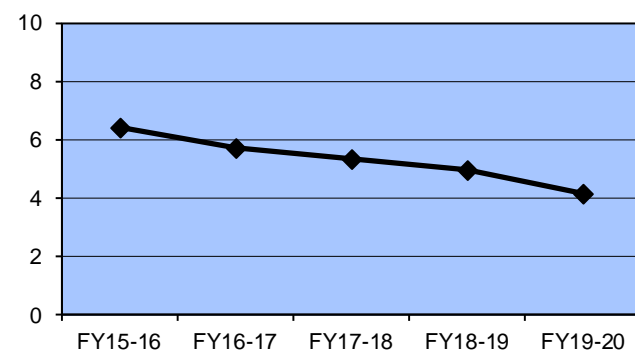
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Endless Mountains Transportation Authority (EMTA)

## Community Transportation



**Endless Mountains Transportation Authority (EMTA)**  
 27824 Route 220  
 Athens, PA 18810  
 570-888-8713  
 Mr. Adam Winder, Interim General Manager  
[www.gobesttransit.com](http://www.gobesttransit.com)



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

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



**Service Area Statistics (2010 Census)**  
 Square Miles: 2,723  
 Population: 111,031  
 65+ Population: 20,271  
 % of Population 65 and older: 18.3%



**Current Fare Information**  
 Average Shared-Ride Fare: \$33.30  
 Average Shared-Ride Cost per Trip: \$57.95  
 Fare Structure  
 Implementation Date: February 2018



**Trip Information**  
 65+ Trips: 28,076  
 PwD Trips: 6,194  
 Other Shared-Ride Trips: 28,722  
 Total Shared-Ride Trips: 62,992  
 Total Escorts: 9,640  
 Non-Public Trips: 4,466

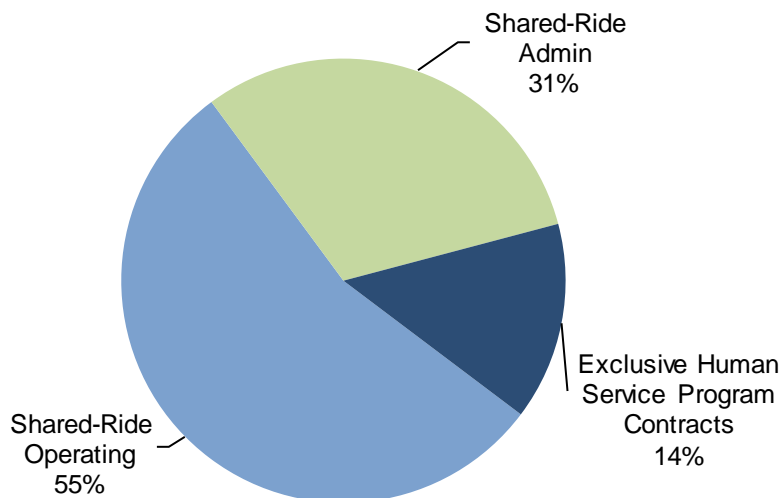


**Vehicles Operated in Maximum Service**  
 Community Transportation: 52

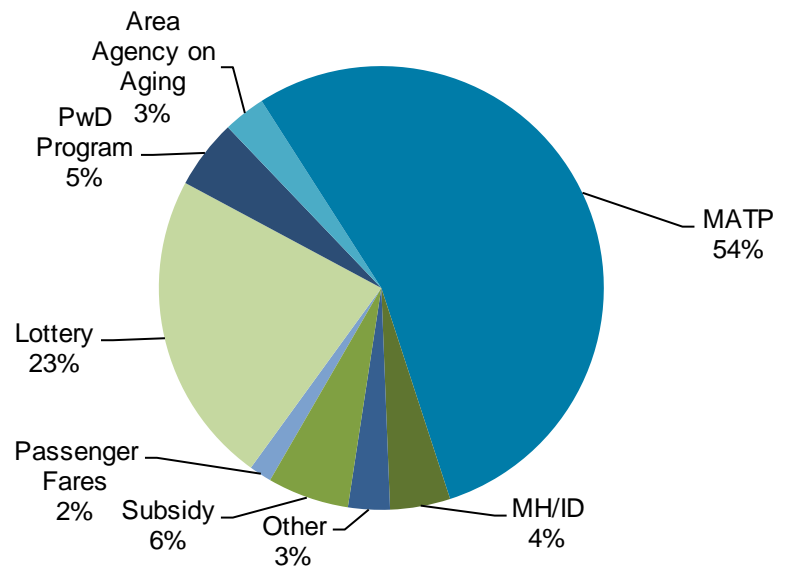
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$4,264\***



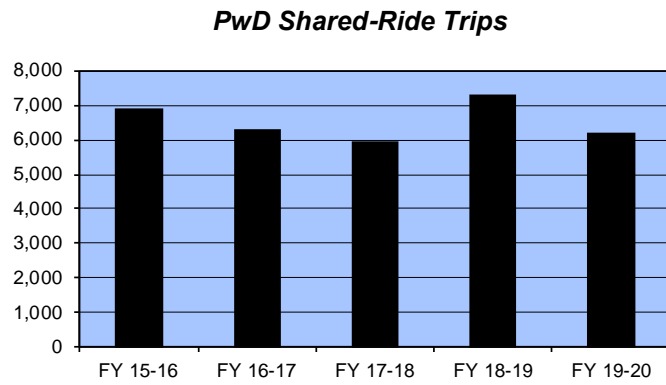
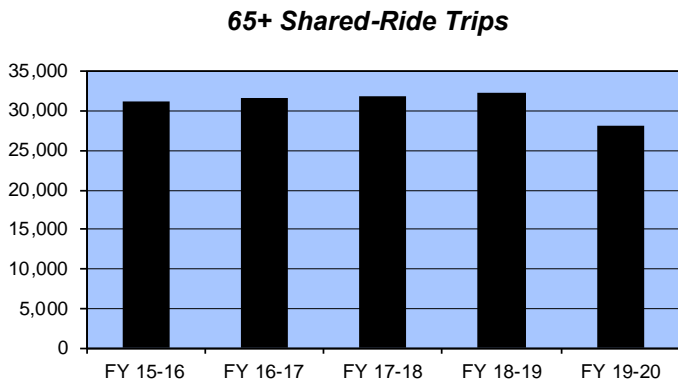
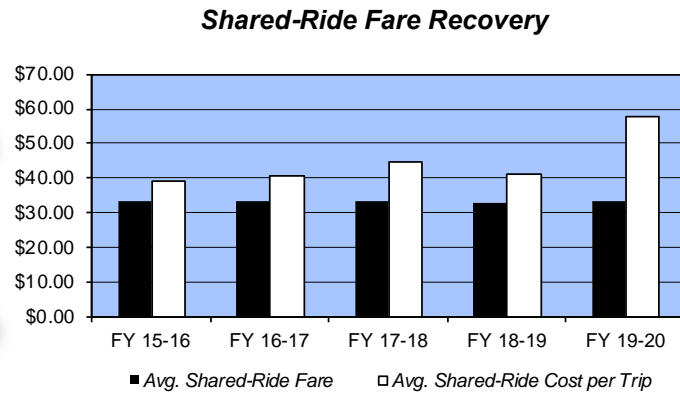
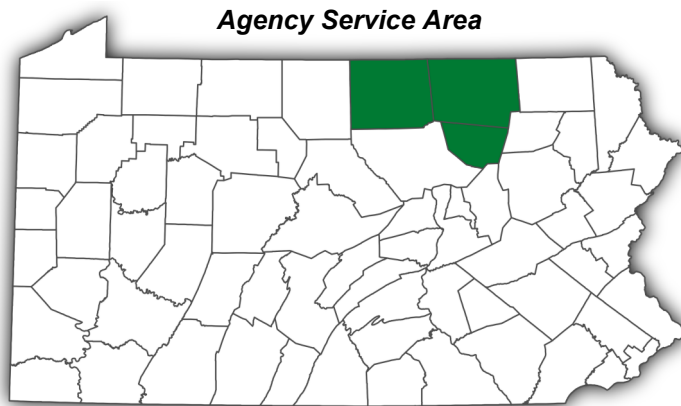
**Operating Funds (000's)**  
**\$3,428\***



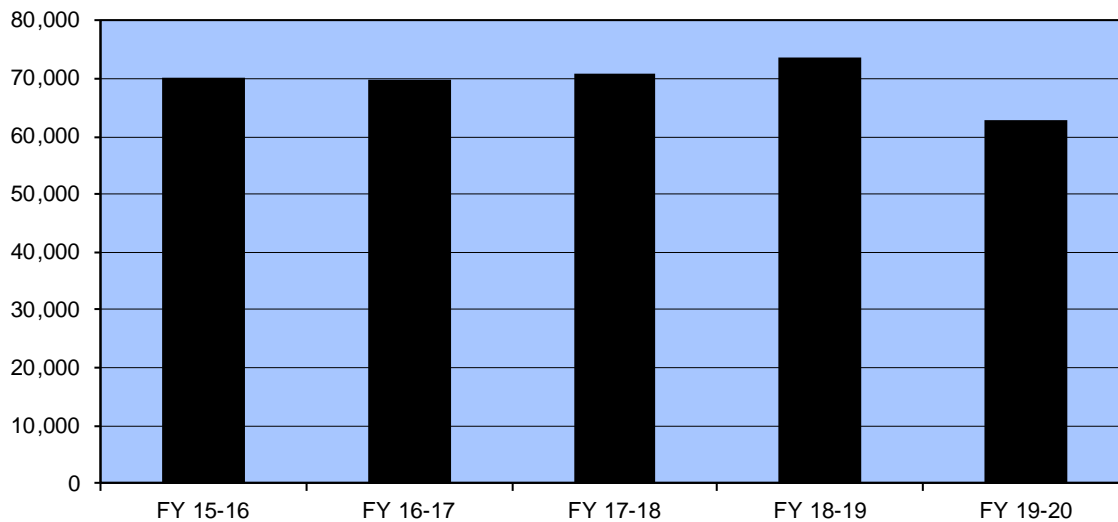
\*Unaudited financial data was provided at the time this report was published.

# (EMTA) Endless Mountains Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Erie Metropolitan Transit Authority (EMTA)

CNG

## Urban & Rural System



**Erie Metropolitan Transit Authority (EMTA)**  
 127 East 14th Street  
 Erie, PA 16503  
 814-452-2801  
 Mr. Jeremy Peterson, CEO  
[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: \$1.65  
 Last Base Fare Increase: October 2018



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 1,933,371  
 Senior Passengers: 171,503  
 Revenue Vehicle Miles: 2,154,304  
 Revenue Vehicle Hours: 155,483



**Current Employees**  
 Agency Full-Time: 198  
 Agency Part-Time: 30  
 System-Wide: 228



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$10,463,058  
 Required Local Match: \$1,098,941



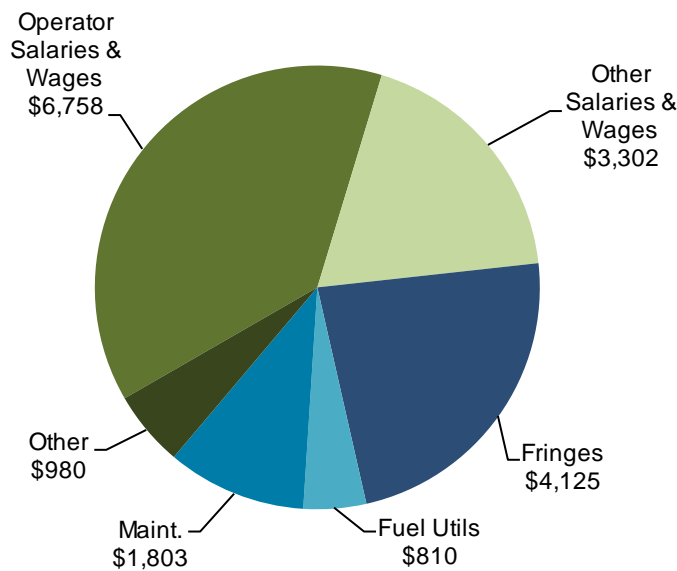
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 57  
 CNG Motor Bus: 22  
 Diesel/Gasoline Paratransit Vehicle: 52  
 System-Wide: 131

OPERATING PROFILES

## URBAN & RURAL OPERATING BUDGET

### Operating Expense (000's)

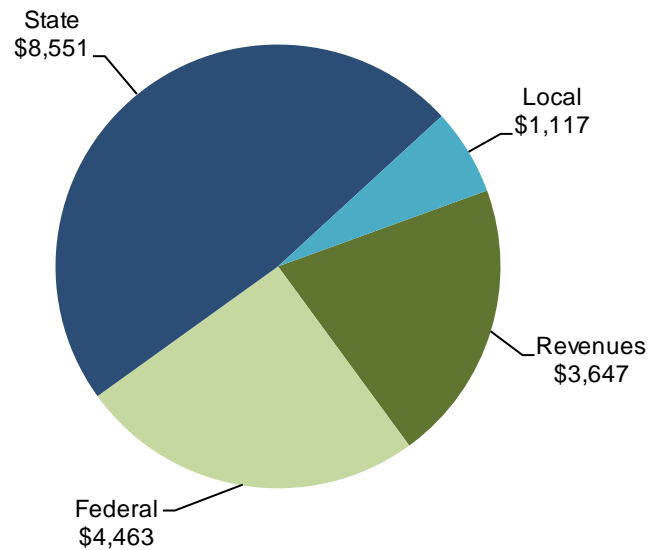
\$17,778



Expense includes ADA complementary expense.

### Operating Funds (000's)

\$17,778

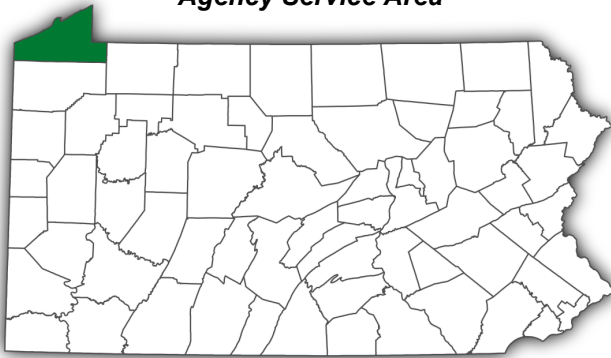


Revenue includes ADA complementary revenue.

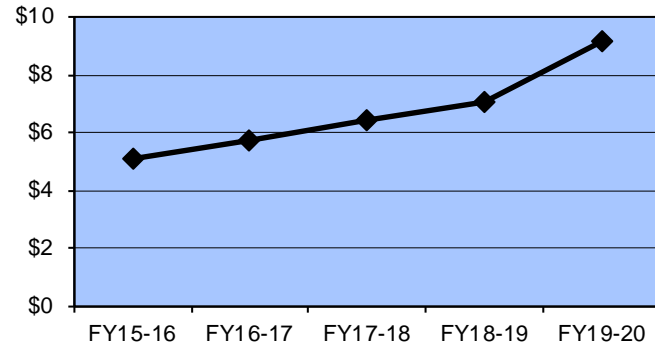
# (EMTA) Erie Metropolitan Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

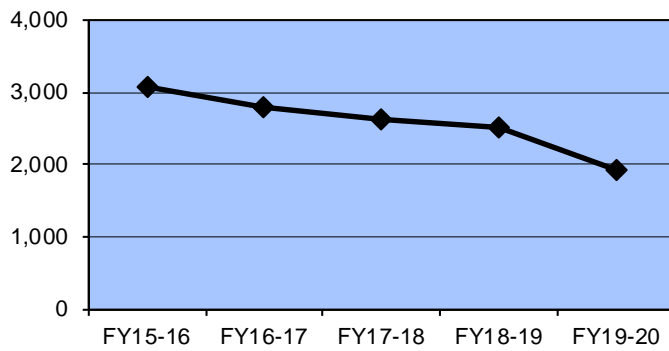
**Agency Service Area**



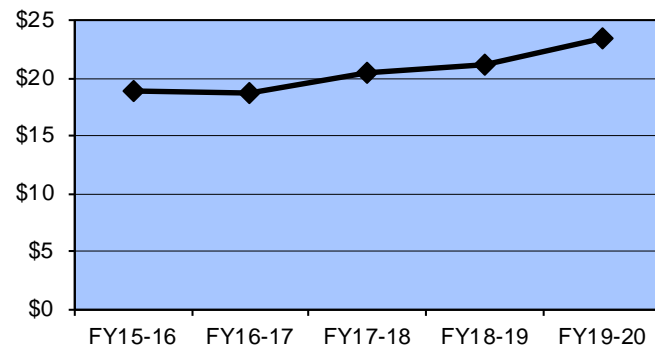
**Operating Expense Per Passenger**



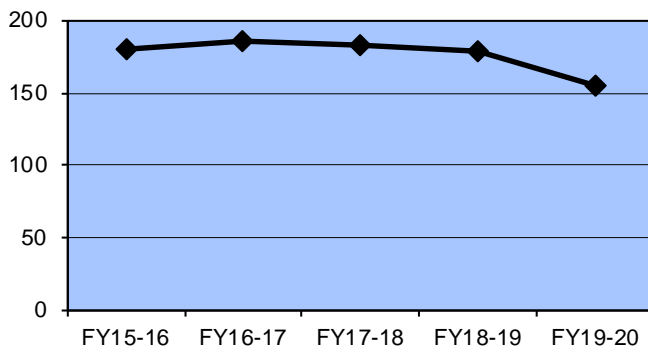
**Total Passengers (000's)**



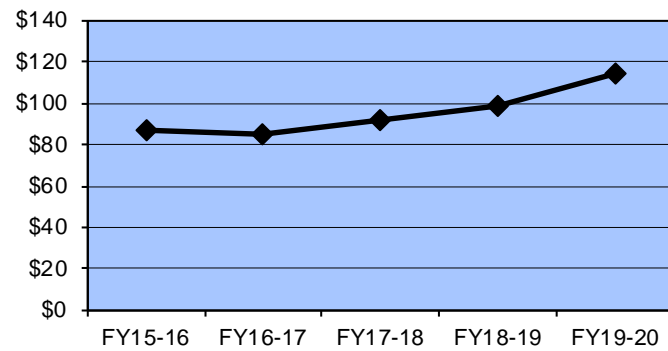
**Operating Revenue Per Revenue Vehicle Hour**



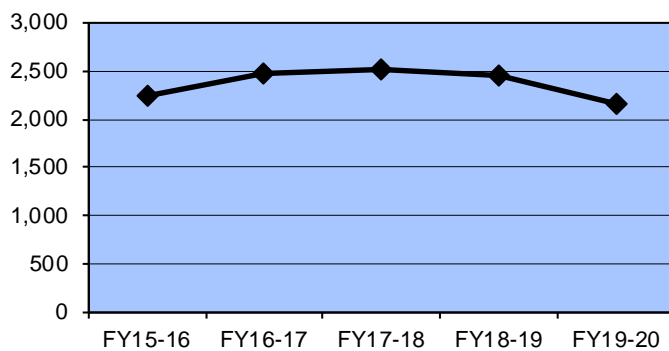
**Revenue Vehicle Hours (000's)**



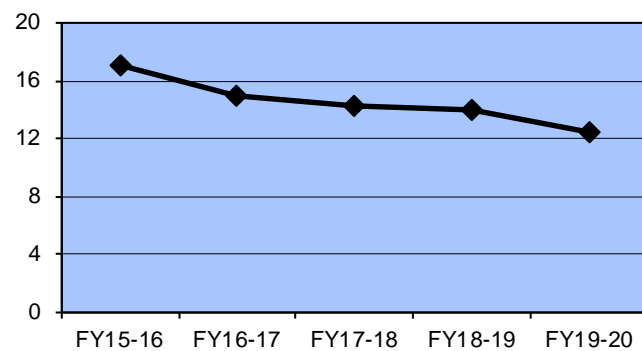
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

# Erie Metropolitan Transit Authority (EMTA)

## Community Transportation



**Erie Metropolitan Transit Authority (EMTA)**  
 127 East 14th Street  
 Erie, PA 16503  
 814-452-2801  
 Mr. Jeremy Peterson, CEO  
[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: 280,566  
 65+ Population: 40,824  
 % of Population 65 and older: 14.6%



**Current Fare Information**  
 Average Shared-Ride Fare: \$22.30  
 Average Shared-Ride Cost per Trip: \$37.02  
 Fare Structure  
 Implementation Date: July 2018



**Trip Information**  
 65+ Trips: 45,629  
 PwD Trips: 1,233  
 Other Shared-Ride Trips: 45,992  
 Total Shared-Ride Trips: 92,854  
 Total Escorts: 10,466  
 Non-Public Trips: 6,777

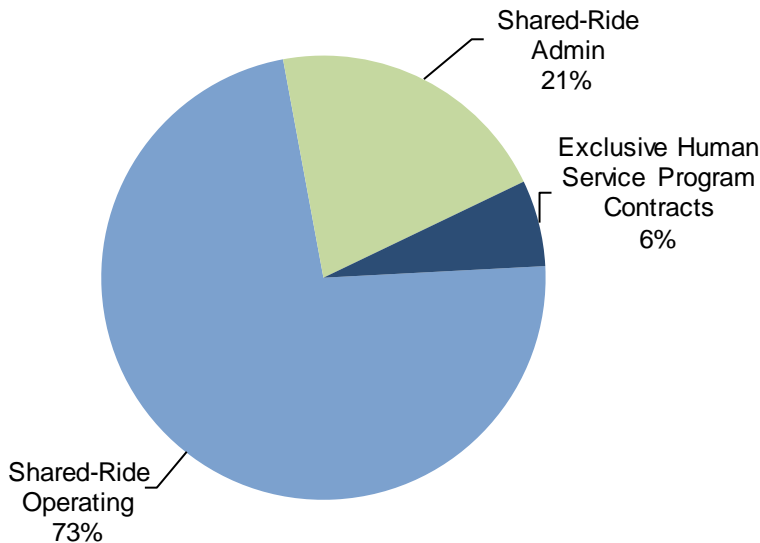


**Vehicles Operated in Maximum Service**  
 Community Transportation: 42

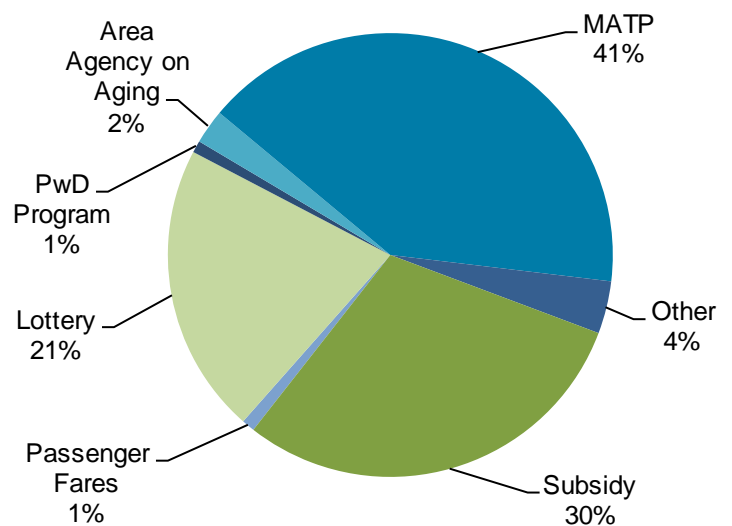
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$3,668**



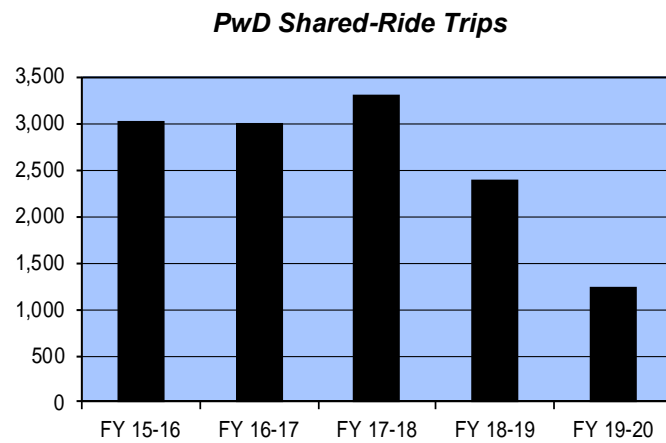
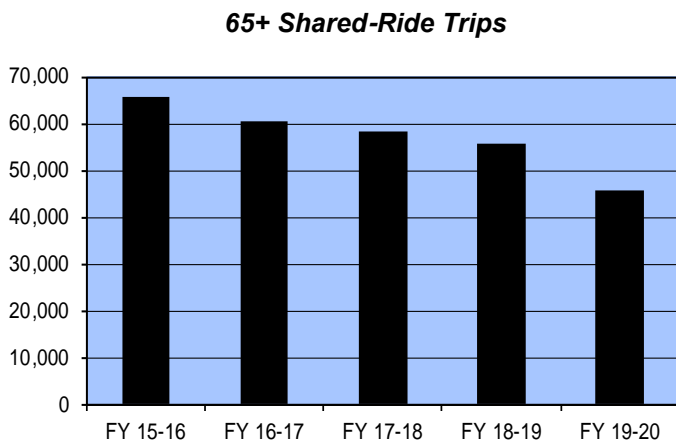
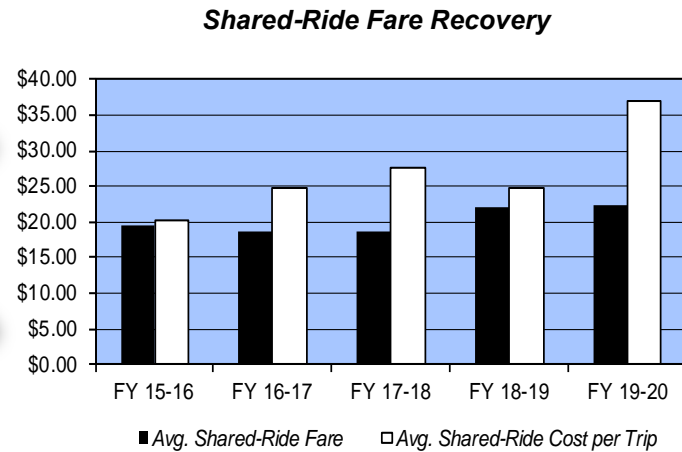
**Operating Funds (000's)**  
**\$3,921**



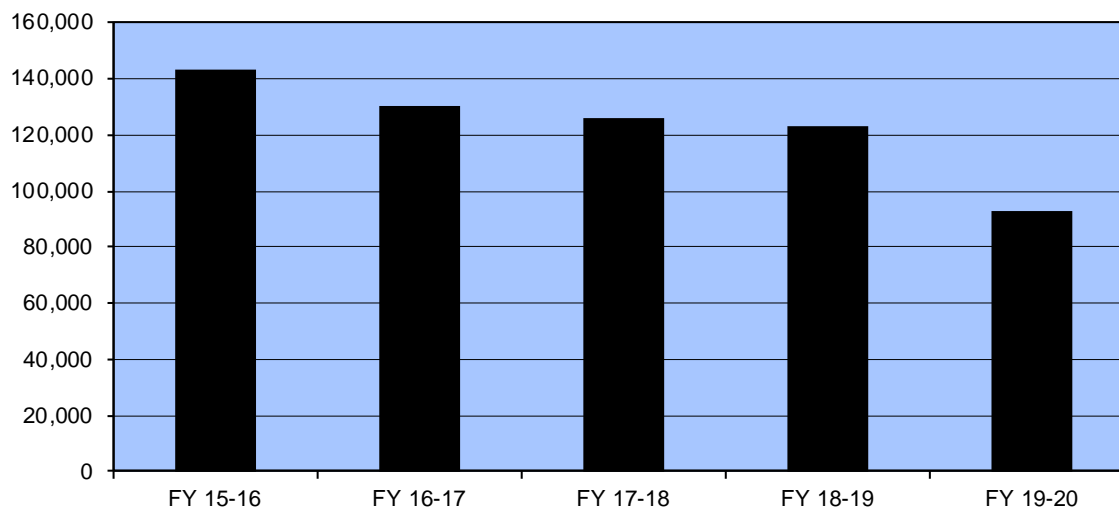


# (EMTA) Erie Metropolitan Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Fayette Area Coordinated Transportation (FACT)

CNG

## Urban System



**Fayette Area Coordinated Transportation (FACT)**  
 825 Airport Road  
 Lemont Furnace, PA 15456  
 724-628-7532  
 Ms. Lori Groover-Smith, Director  
[www.factbus.com](http://www.factbus.com)



**House District**  
 Fayette: 49, 50, 51, 52  
**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: 107,762  
 Senior Passengers: 18,463  
 Revenue Vehicle Miles: 545,519  
 Revenue Vehicle Hours: 29,759



**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: \$1,249,979  
 Required Local Match: \$187,497



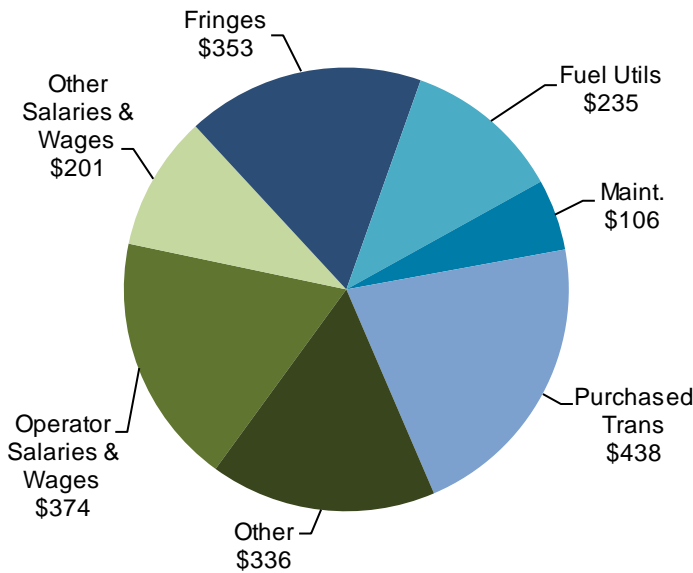
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 11  
 Diesel/Gasoline Paratransit Vehicle: 30  
 System-Wide: 41

OPERATING PROFILES

## URBAN OPERATING BUDGET

Operating Expense (000's)

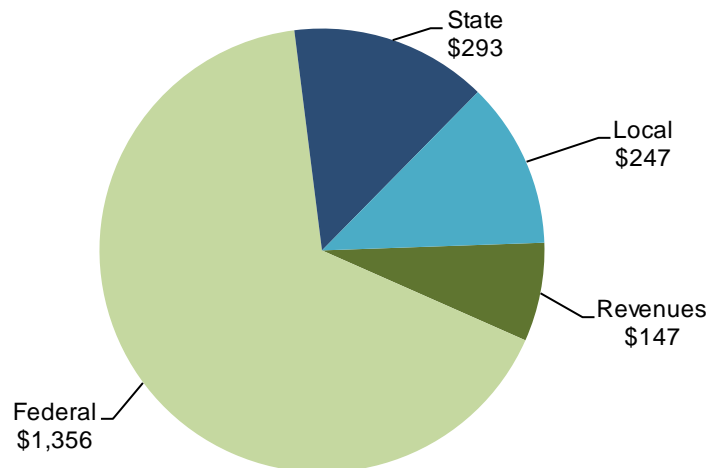
\$2,043



Expense includes ADA complementary expense.

Operating Funds (000's)

\$2,043

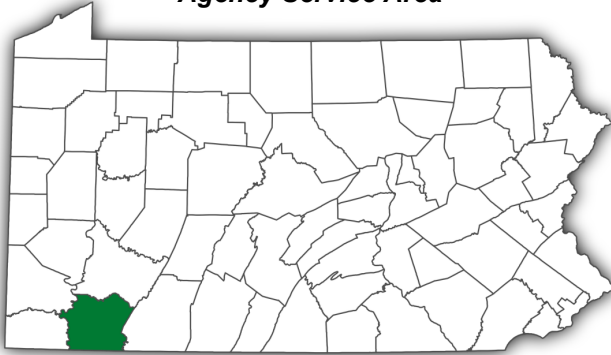


Revenue includes ADA complementary revenue.

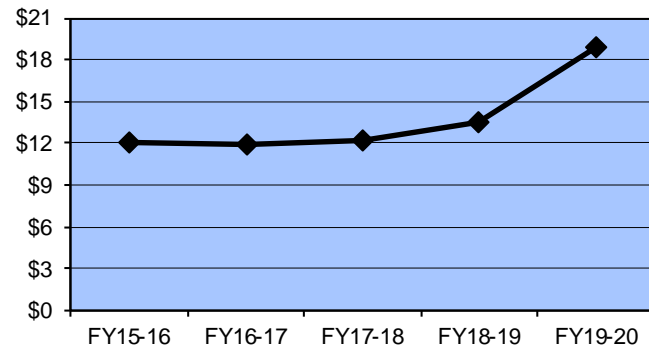
# (FACT) Fayette Area Coordinated Transportation

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

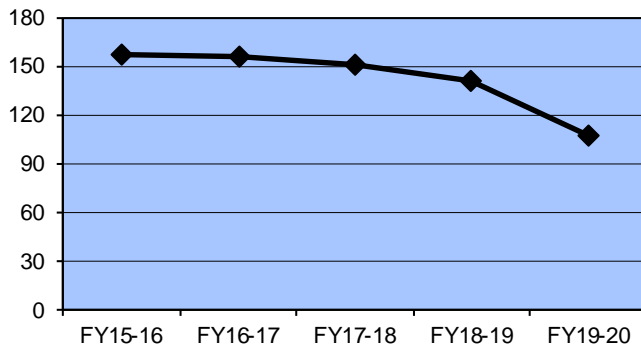
**Agency Service Area**



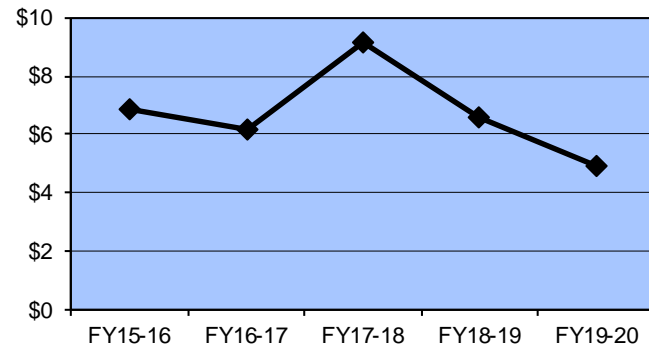
**Operating Expense Per Passenger**



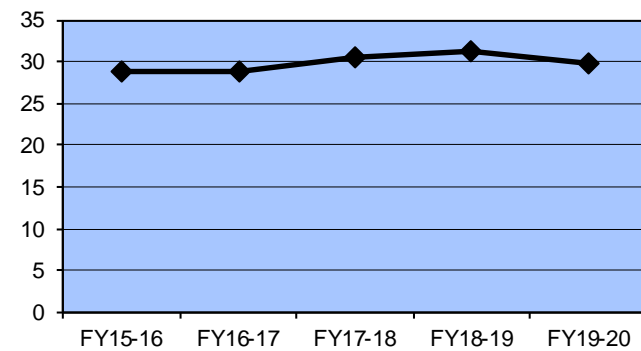
**Total Passengers (000's)**



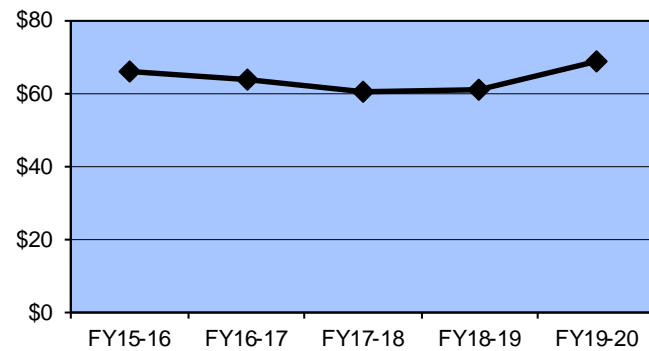
**Operating Revenue Per Revenue Vehicle Hour**



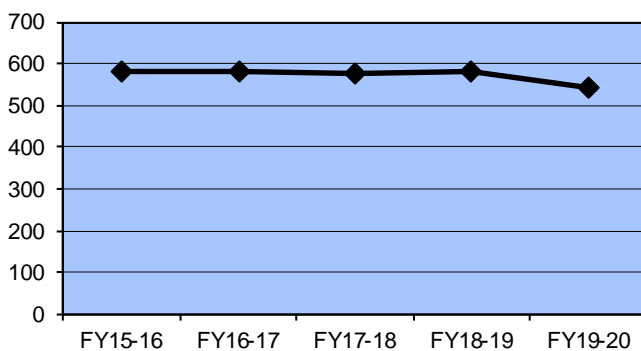
**Revenue Vehicle Hours (000's)**



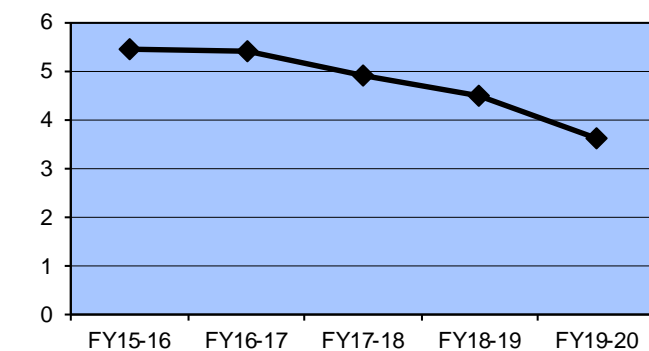
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Fayette Area Coordinated Transportation (FACT)

## Community Transportation



**Fayette Area Coordinated Transportation (FACT)**  
 825 Airport Road  
 Lemont Furnace, PA 15456  
 724-628-7532  
 Ms. Lori Groover-Smith, Director  
[www.factbus.com](http://www.factbus.com)



**House District**  
 Fayette: 49, 50, 51, 52  
**Senate District**  
 Fayette: 32



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



**Current Fare Information**  
 Average Shared-Ride Fare: \$16.95  
 Average Shared-Ride Cost per Trip: \$24.43  
 Fare Structure  
 Implementation Date: July 2020



**Trip Information**  
 65+ Trips: 27,958  
 PwD Trips: 5,647  
 Other Shared-Ride Trips: 57,454  
 Total Shared-Ride Trips: 91,059  
 Total Escorts: 8,498  
 Non-Public Trips: 3

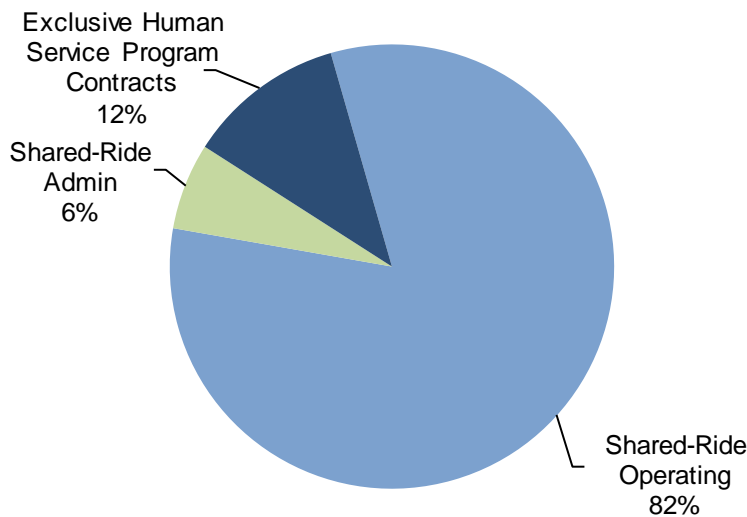


**Vehicles Operated in Maximum Service**  
 Community Transportation: 17

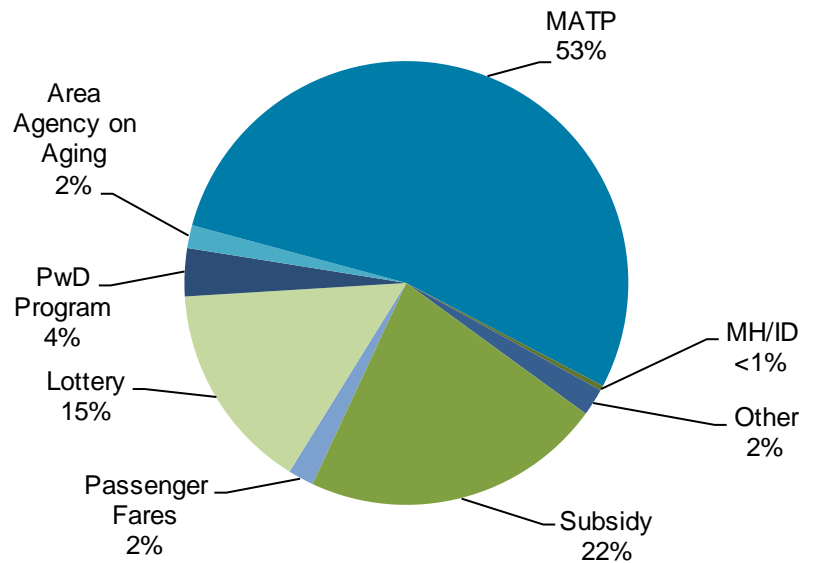
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$2,514**

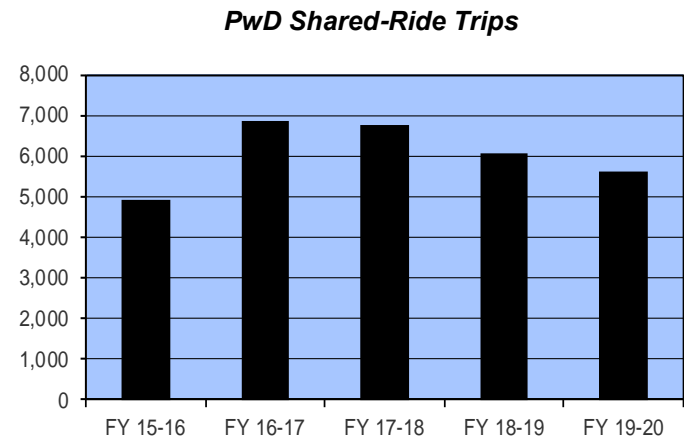
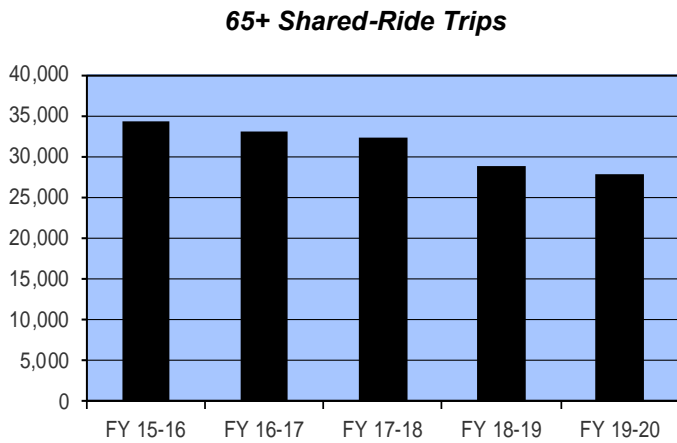
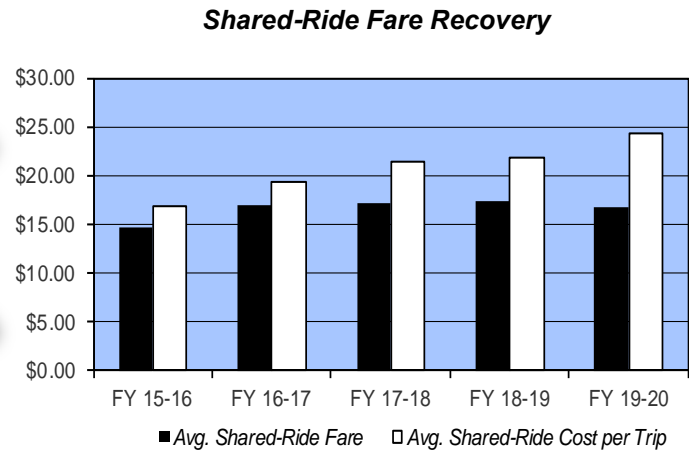
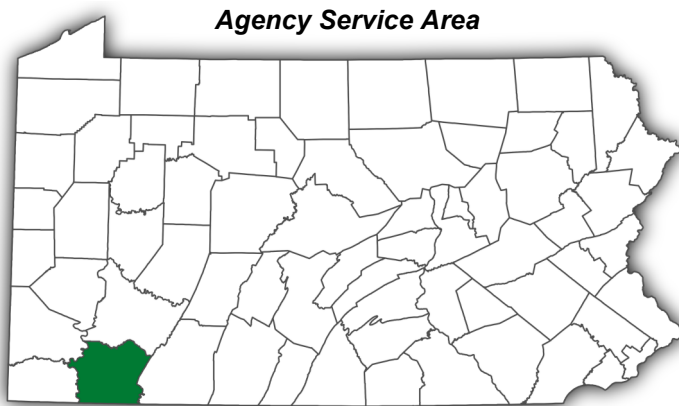


**Operating Funds (000's)**  
**\$2,514**

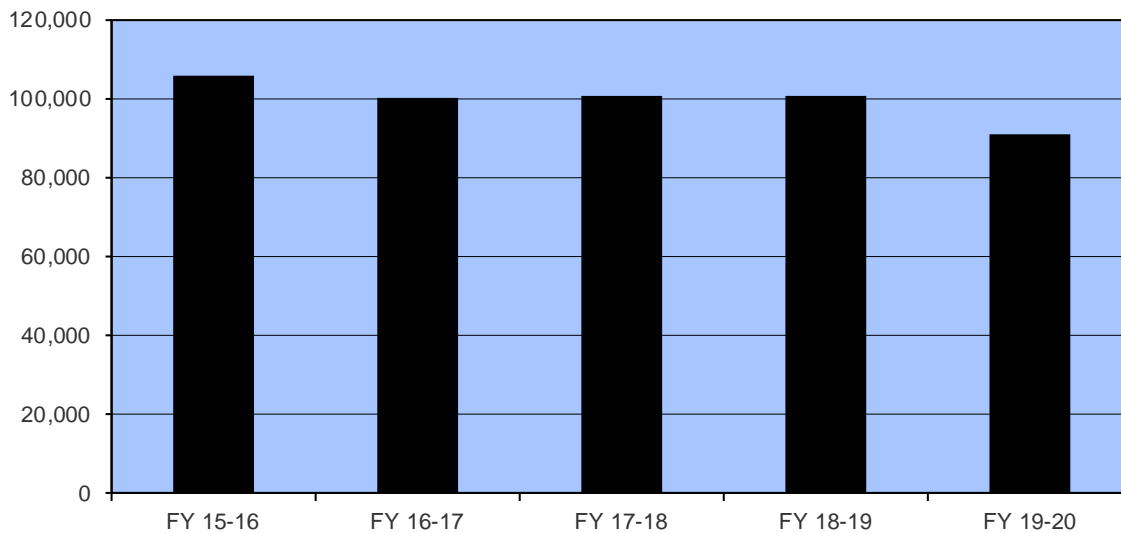


# (FACT) Fayette Area Coordinated Transportation

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Forest County Transportation

## Community Transportation



**Forest County Transportation**  
 126 Cherry Street  
 Marienville, PA 16239  
 814-927-8266  
 Ms. Brenda McCanna, Director



**House District**  
 Forest: 63, 65  
**Senate District**  
 Forest: 21



**Service Area Statistics (2010 Census)**  
 Square Miles: 428  
 Population: 5,216  
 65+ Population: 1,356  
 % of Population 65 and older: 26%



**Current Fare Information**  
 Average Shared-Ride Fare: \$25.01  
 Average Shared-Ride Cost per Trip: \$28.98  
 Fare Structure  
 Implementation Date: January 2015



**Trip Information**  
 65+ Trips: 11,677  
 PwD Trips: 1,511  
 Other Shared-Ride Trips: 3,356  
 Total Shared-Ride Trips: 16,544  
 Total Escorts: 914  
 Non-Public Trips: 119



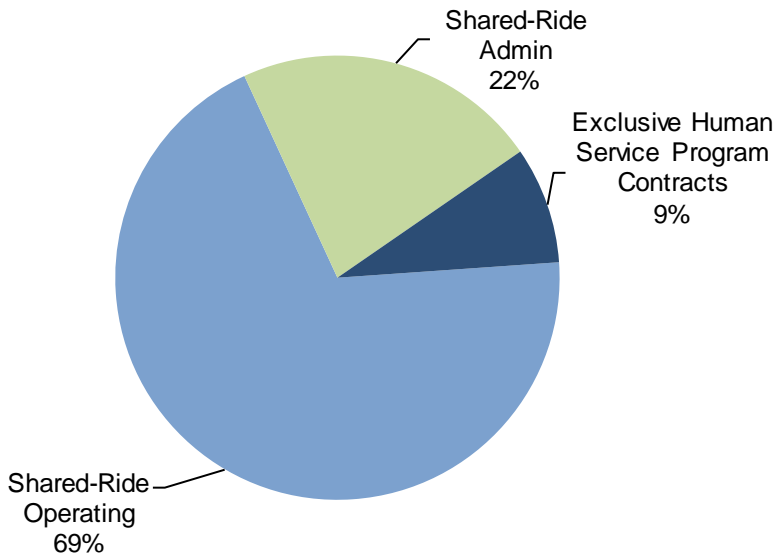
**Vehicles Operated in Maximum Service**  
 Community Transportation: 15

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

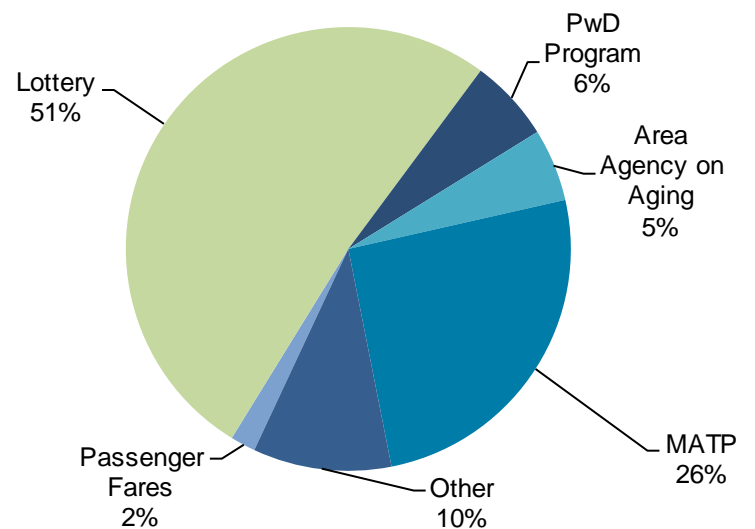
Operating Expense (000's)

\$524



Operating Funds (000's)

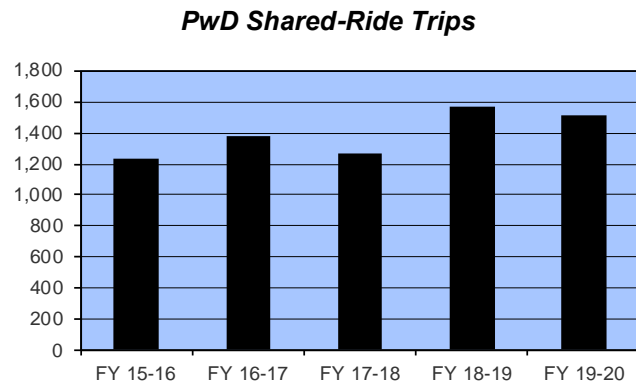
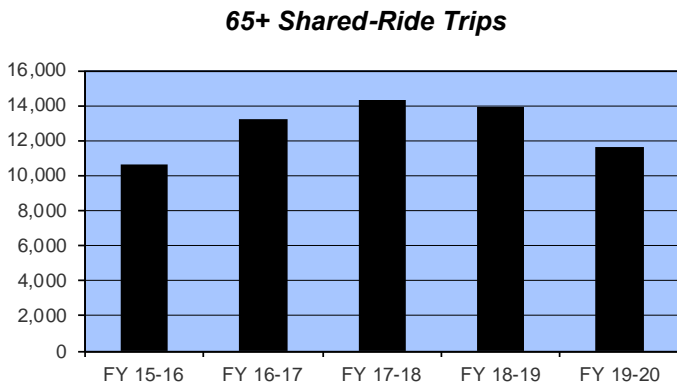
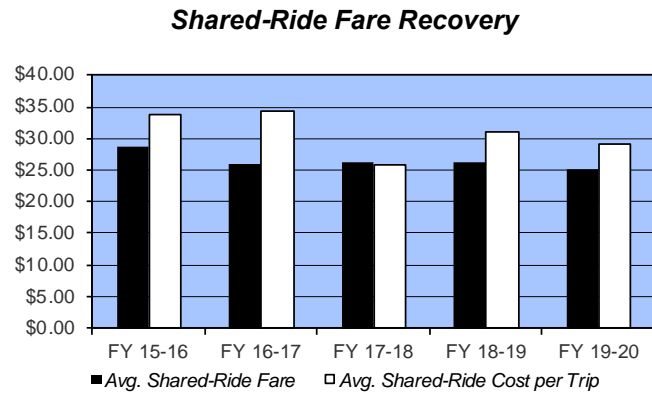
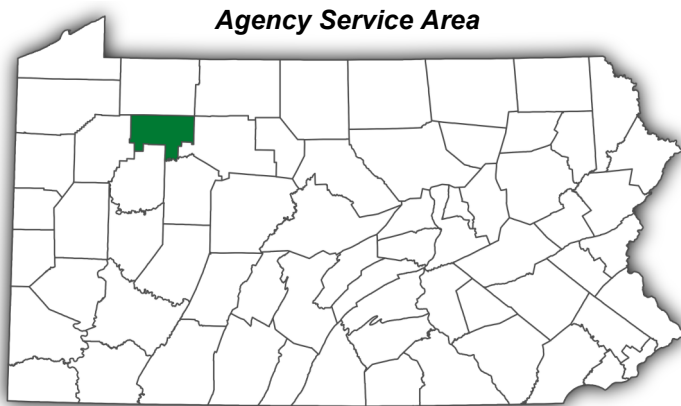
\$463\*



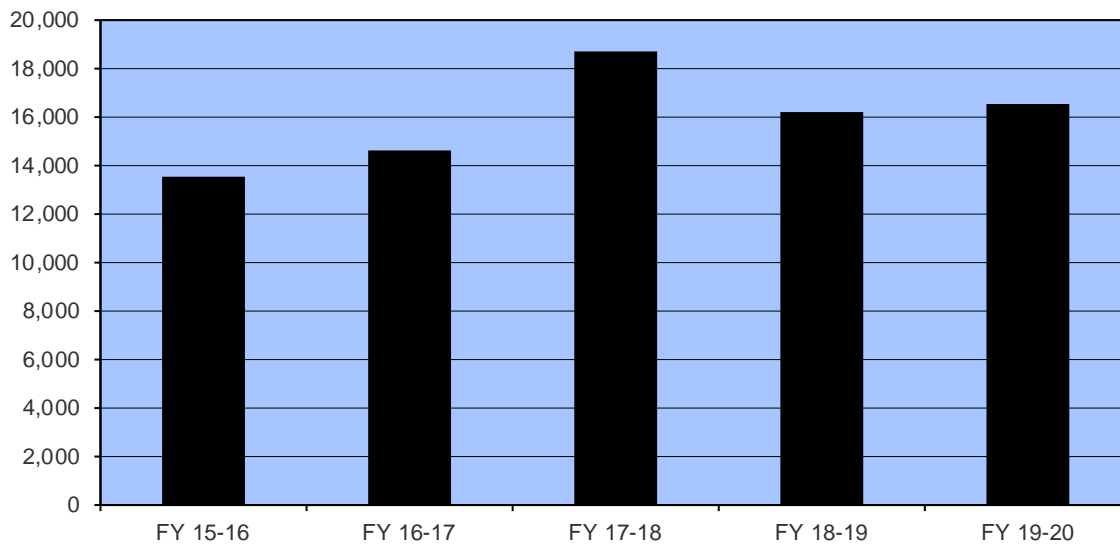
\*Deficit will be covered by CARES Act and other supplemental COVID-19 appropriated funds beyond the end of the fiscal year.

# Forest County Transportation

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Greene County Transportation

## Community Transportation



**Greene County Transportation**  
 190 Jefferson Road  
 Waynesburg, PA 15370  
 724-627-6778  
 Mr. Richard Blaker, Director of Transportation  
[www.co.greene.pa.us/departments-transportation-services](http://www.co.greene.pa.us/departments-transportation-services)



**House District**  
 Greene: 50  
**Senate District**  
 Greene: 46



**Service Area Statistics (2010 Census)**  
 Square Miles: 576  
 Population: 38,686  
 65+ Population: 5,931  
 % of Population 65 and older: 15.3%



**Current Fare Information**  
 Average Shared-Ride Fare: \$26.43  
 Average Shared-Ride Cost per Trip: \$32.91  
 Fare Structure  
 Implementation Date: June 2015



**Trip Information**  
 65+ Trips: 10,540  
 PwD Trips: 3,559  
 Other Shared-Ride Trips: 17,397  
 Total Shared-Ride Trips: 31,496  
 Total Escorts: 3,092  
 Non-Public Trips: 721

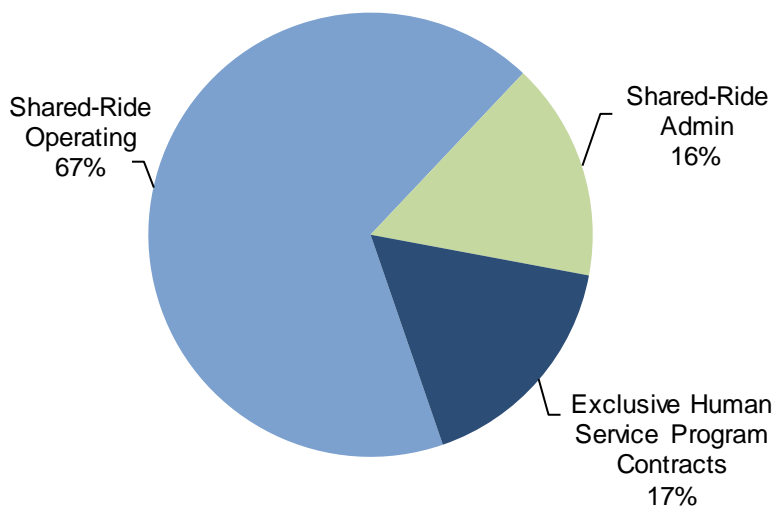


**Vehicles Operated in Maximum Service**  
 Community Transportation: 13

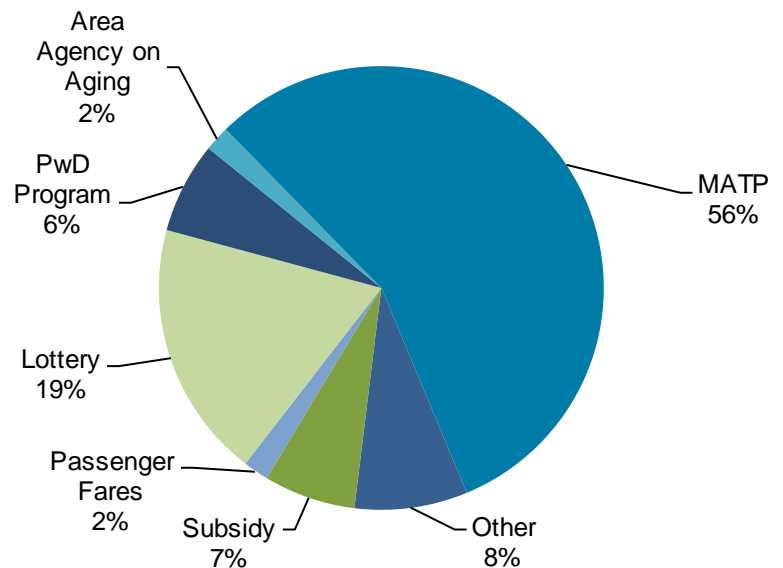
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$1,246**



**Operating Funds (000's)**  
**\$1,123\***

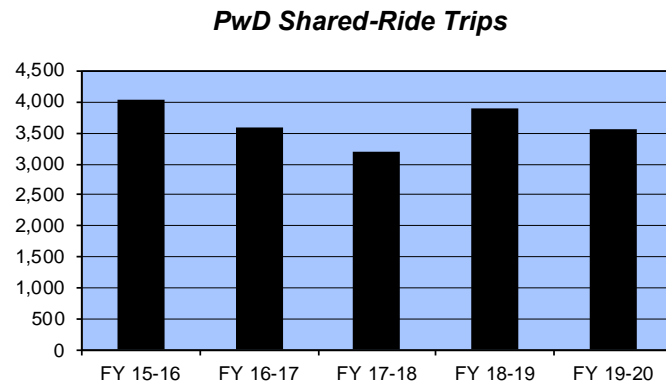
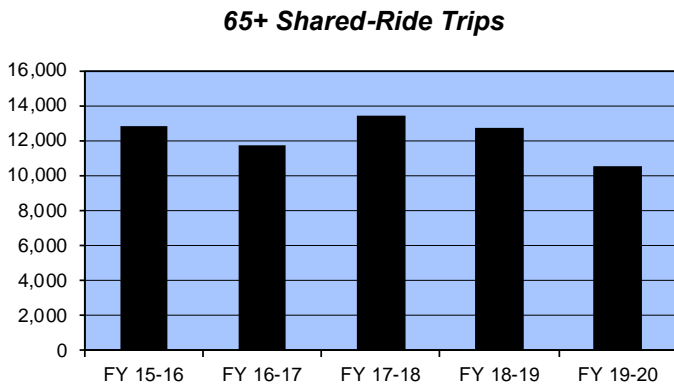
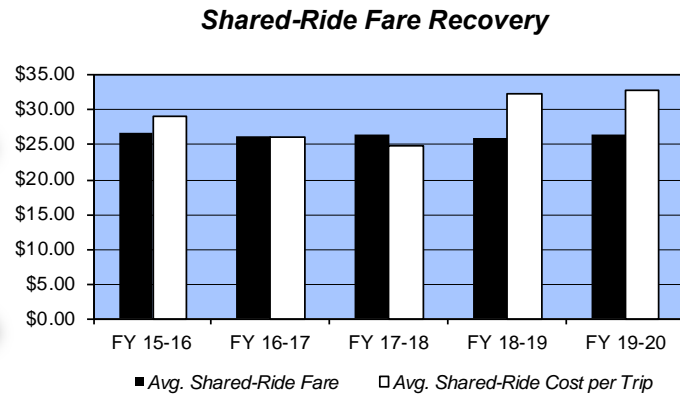
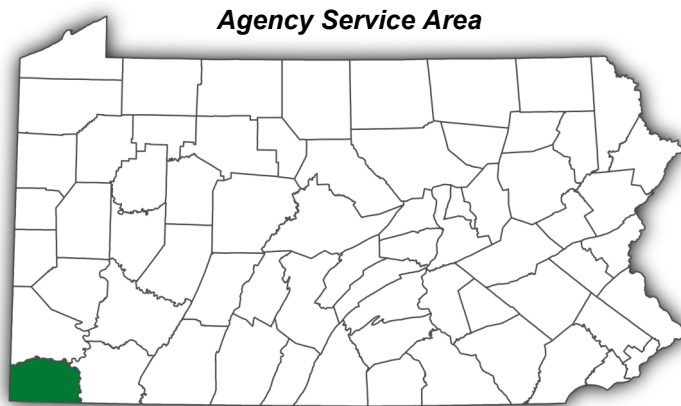


\*Deficit will be covered by CARES Act funds beyond the end of the fiscal year.

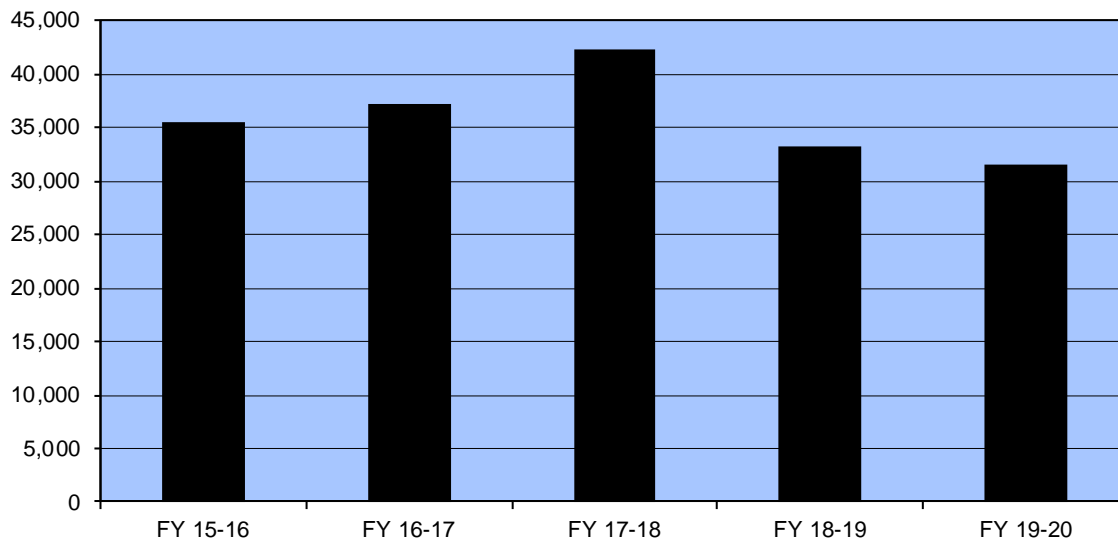


# Greene County Transportation

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Hazleton Public Transit (HPT)

## Urban System



**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, 117, 118, 119, 120, 121  
**Senate District**  
 Luzerne: 14, 20, 22, 27



**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: 169,639  
 Senior Passengers: 48,978  
 Revenue Vehicle Miles: 409,947  
 Revenue Vehicle Hours: 30,681



**Current Employees**  
 Agency Full-Time: 4  
 Agency Part-Time: 2  
 Contractor Full-Time: 18  
 Contractor Part-Time: 8  
 System-Wide: 32



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$2,105,354  
 Required Local Match: \$171,463



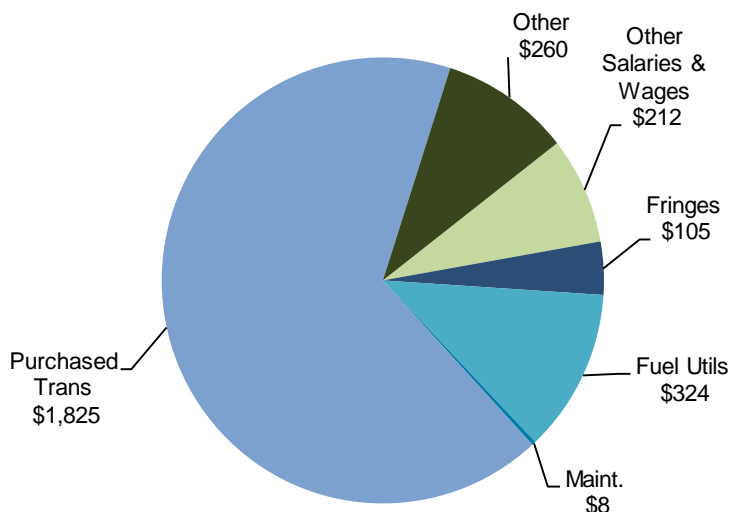
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 6  
 Diesel/Gasoline Paratransit Vehicle: 4  
 CNG Motor Bus: 5  
 System-Wide: 15

OPERATING PROFILES

## URBAN OPERATING BUDGET

Operating Expense (000's)

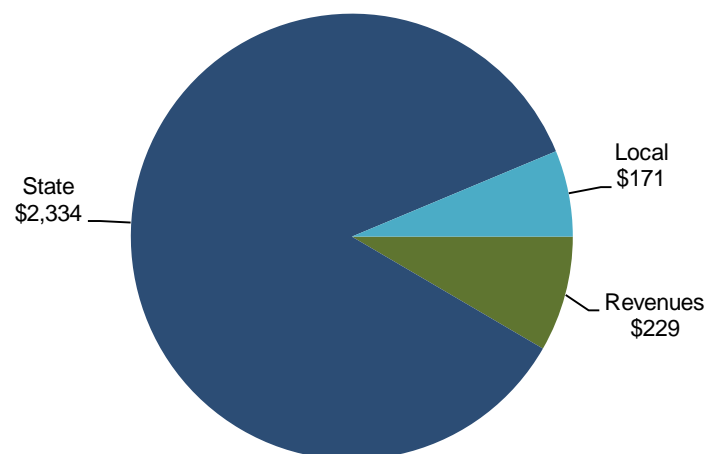
\$2,734



Expense includes ADA complementary expense.

Operating Funds (000's)

\$2,734

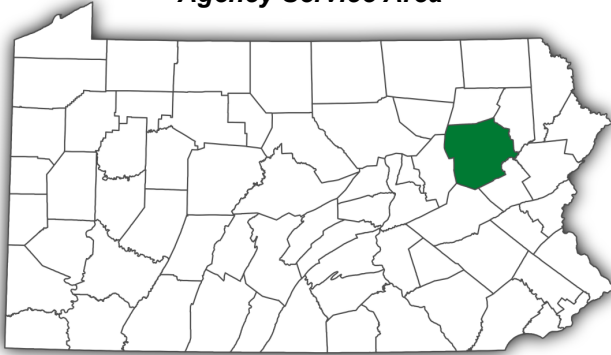


Revenue includes ADA complementary revenue.

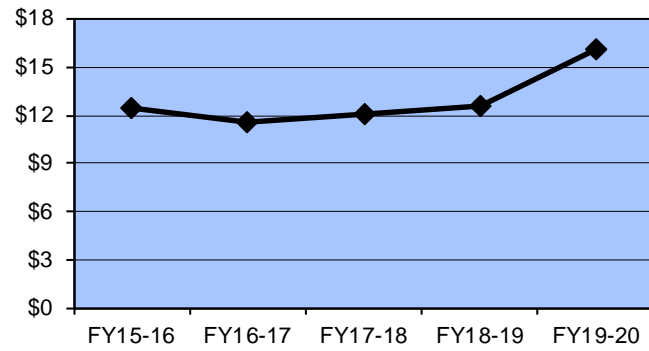
# (HPT) Hazleton Public Transit

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

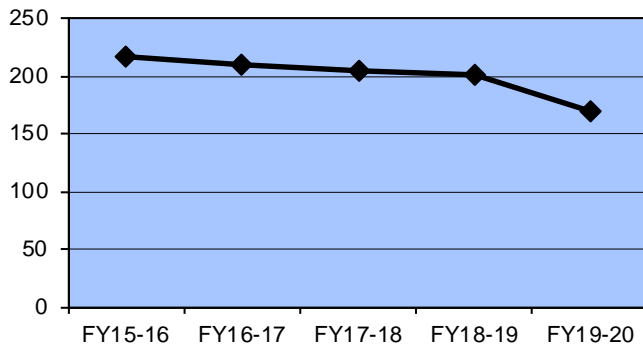
**Agency Service Area**



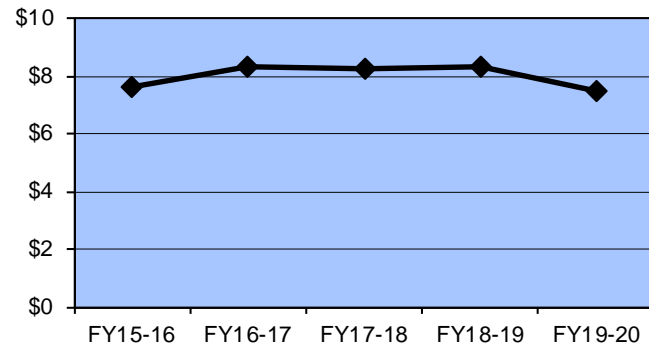
**Operating Expense Per Passenger**



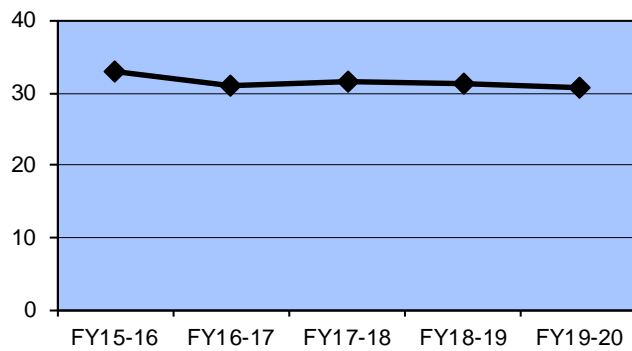
**Total Passengers (000's)**



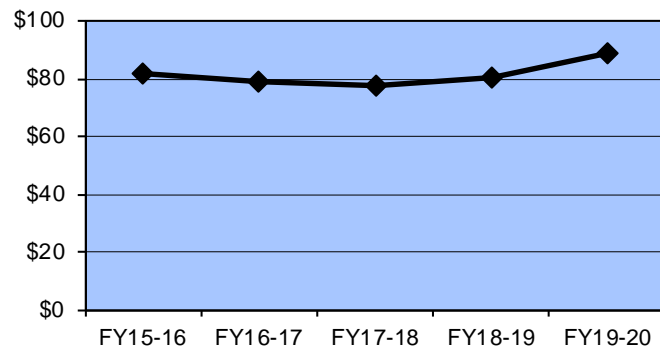
**Operating Revenue Per Revenue Vehicle Hour**



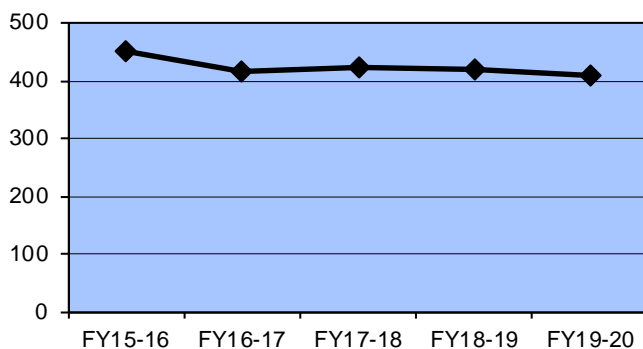
**Revenue Vehicle Hours (000's)**



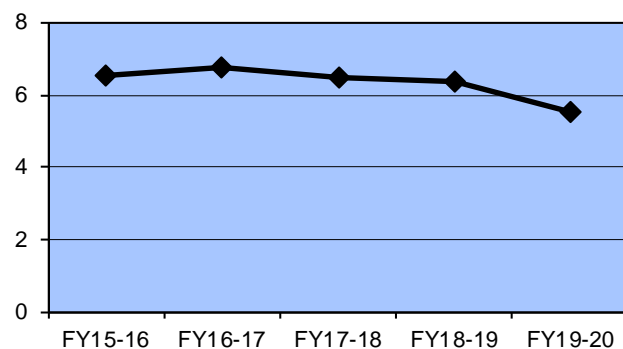
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Huntingdon-Bedford-Fulton Area Agency on Aging

## Community Transportation



**Huntingdon-Bedford-Fulton Area Agency on Aging**  
 240 Wood Street  
 Bedford, PA 15522  
 814-623-8148  
 Ms. Connie Brode, Executive Director  
[www.hbfaaa.org/cart](http://www.hbfaaa.org/cart)



**House District**  
 Bedford: 69, 78  
 Fulton: 78  
 Huntingdon: 81

**Senate District**  
 Bedford: 35  
 Fulton: 30  
 Huntingdon: 30, 34



**Service Area Statistics (2010 Census)**  
 Square Miles: 2,326  
 Population: 110,520  
 65+ Population: 19,478  
 % of Population 65 and older: 17.6%



**Current Fare Information**  
 Average Shared-Ride Fare: \$21.11  
 Average Shared-Ride Cost per Trip: \$26.52  
 Fare Structure  
 Implementation Date: April 2018



**Trip Information**  
 65+ Trips: 42,233  
 PwD Trips: 5,626  
 Other Shared-Ride Trips: 18,829  
 Total Shared-Ride Trips: 66,688  
 Total Escorts: 2,269

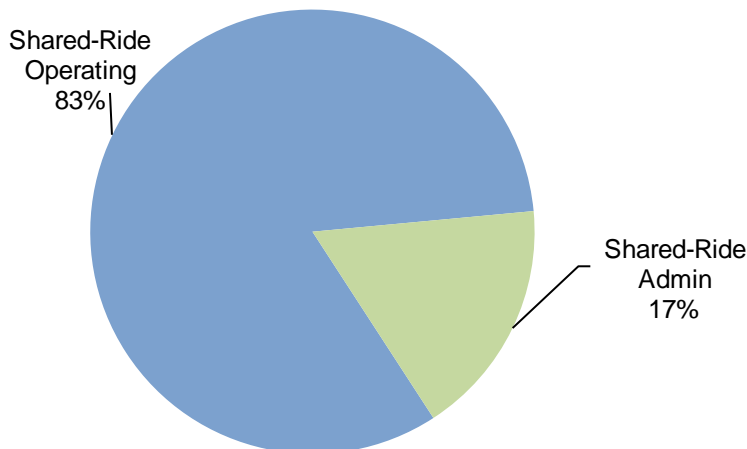


**Vehicles Operated in Maximum Service**  
 Community Transportation: 44

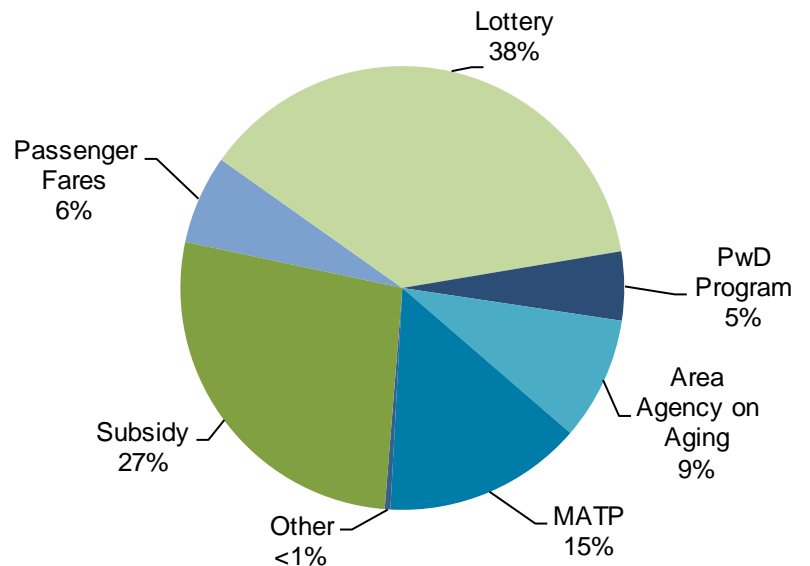
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$1,769**

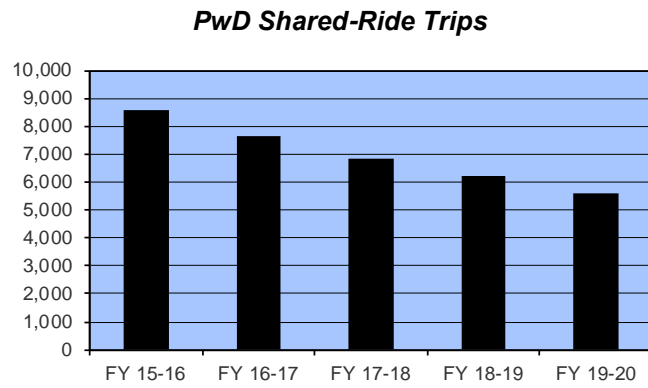
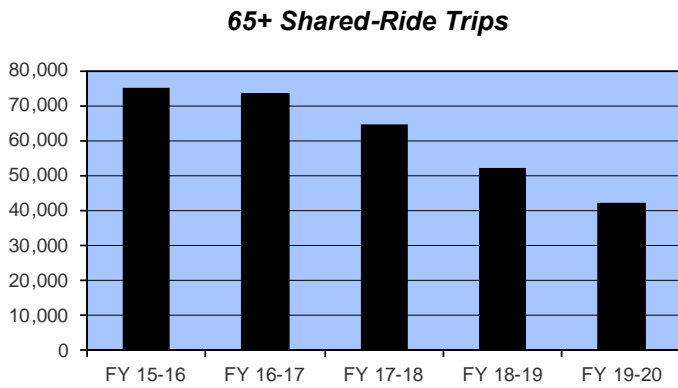
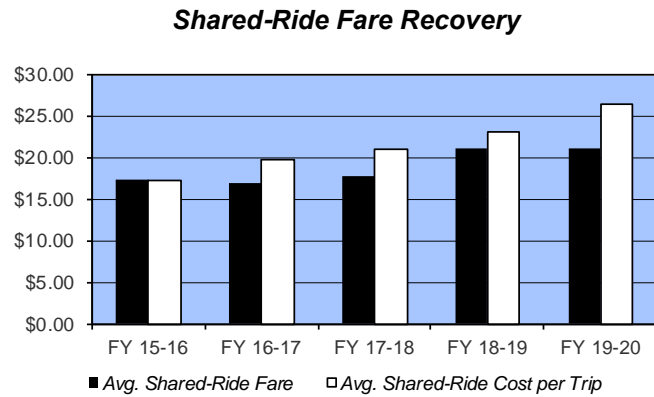


**Operating Funds (000's)**  
**\$1,971**

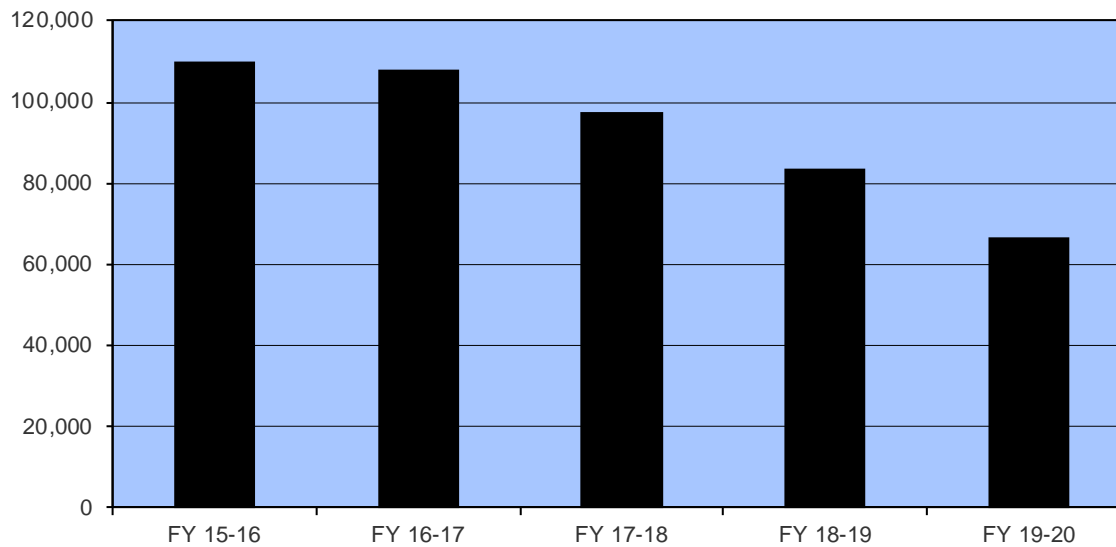


# Huntingdon-Bedford-Fulton Area Agency on Aging

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Indiana County Transit Authority (IndiGO)

CNG

## Rural System



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



**House District**  
 Indiana: 55, 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: 285,667  
 Senior Passengers: 17,597  
 Revenue Vehicle Miles: 404,566  
 Revenue Vehicle Hours: 30,478



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



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,780,628  
 Required Local Match: \$69,463



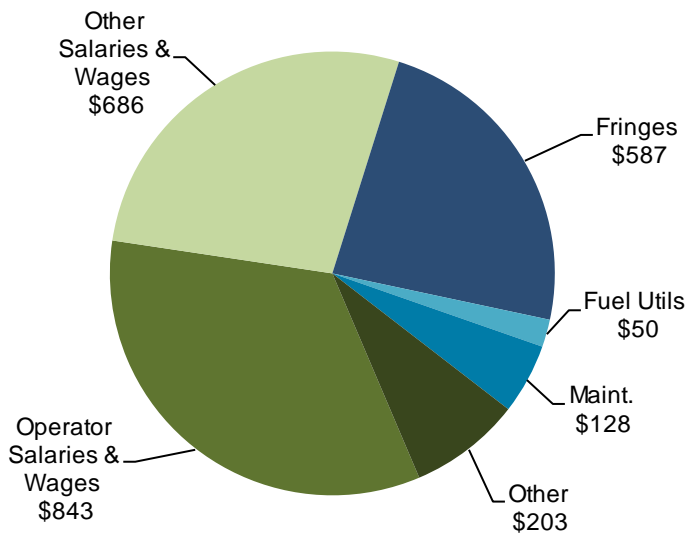
**Current Fleet Size**  
 CNG Motor Bus: 16  
 Diesel/Gasoline Paratransit Vehicle: 12  
 System-Wide: 28

OPERATING PROFILES

## RURAL OPERATING BUDGET

### Operating Expense (000's)

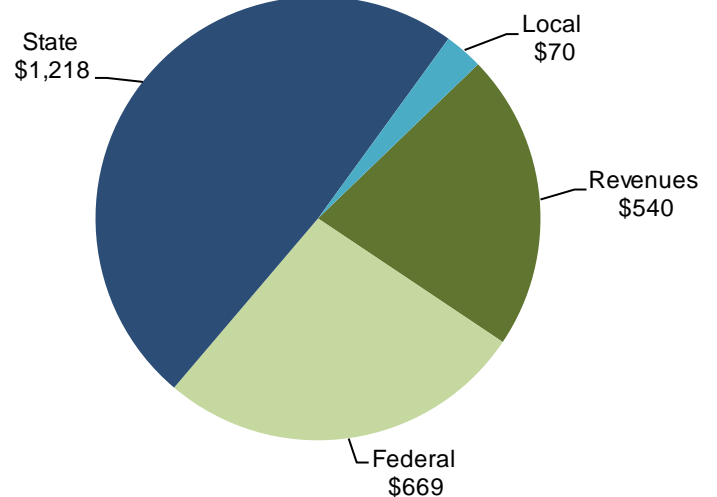
\$2,497



Expense includes ADA complementary expense.

### Operating Funds (000's)

\$2,497

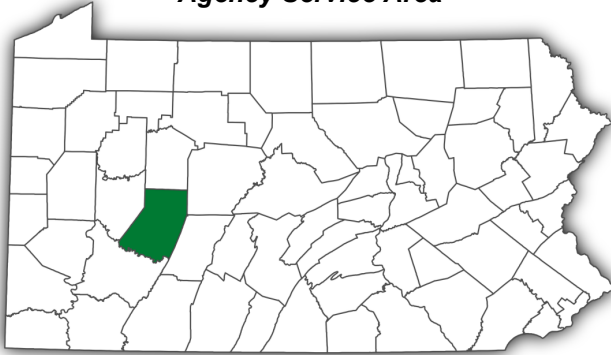


Revenue includes ADA complementary revenue.

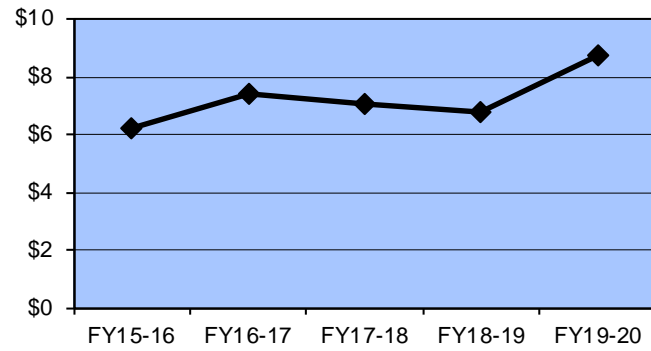
# (IndiGO) Indiana County Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

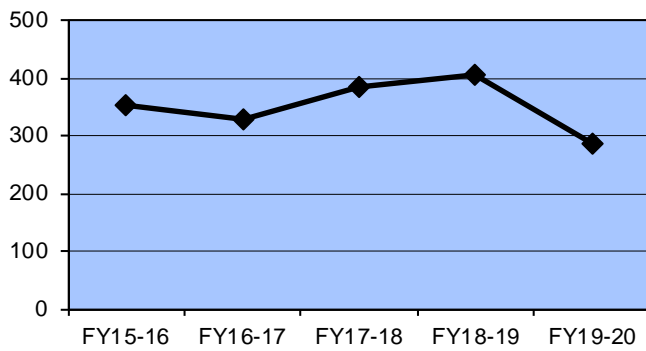
**Agency Service Area**



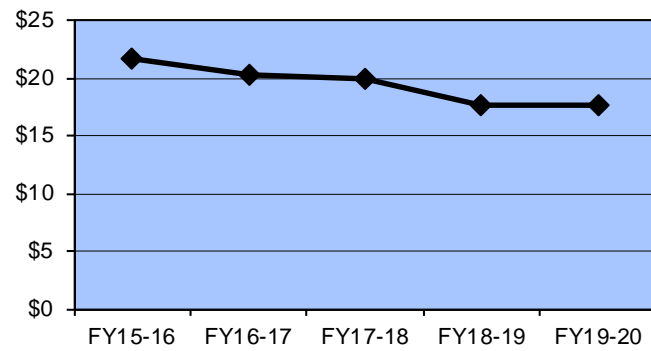
**Operating Expense Per Passenger**



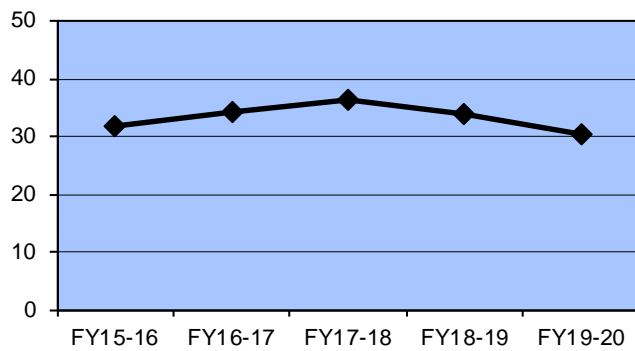
**Total Passengers (000's)**



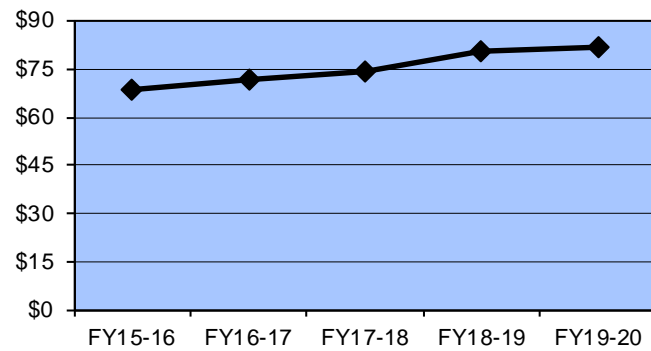
**Operating Revenue Per Revenue Vehicle Hour**



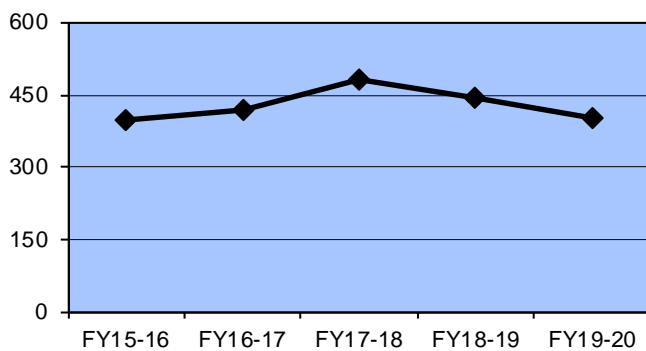
**Revenue Vehicle Hours (000's)**



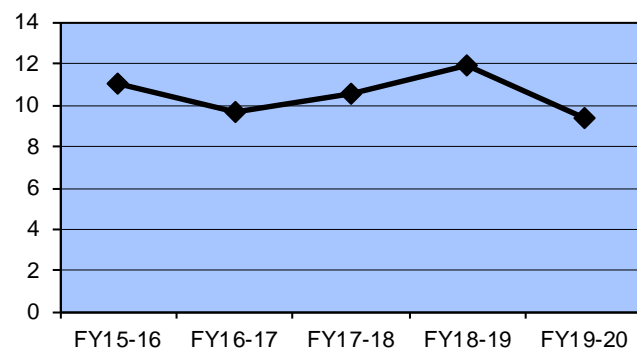
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Indiana County Transit Authority (IndiGO)

## Community Transportation



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



**House District**  
 Indiana: 55, 60, 62, 66  
**Senate District**  
 Indiana: 41



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



**Current Fare Information**  
 Average Shared-Ride Fare: \$22.71  
 Average Shared-Ride Cost per Trip: \$30.72  
 Fare Structure  
 Implementation Date: August 2018



**Trip Information**  
 65+ Trips: 14,636  
 PwD Trips: 824  
 Other Shared-Ride Trips: 2,696  
 Total Share-Ride Trips: 18,156  
 Total Escorts: 595  
 Non-Public Trips: 12,367

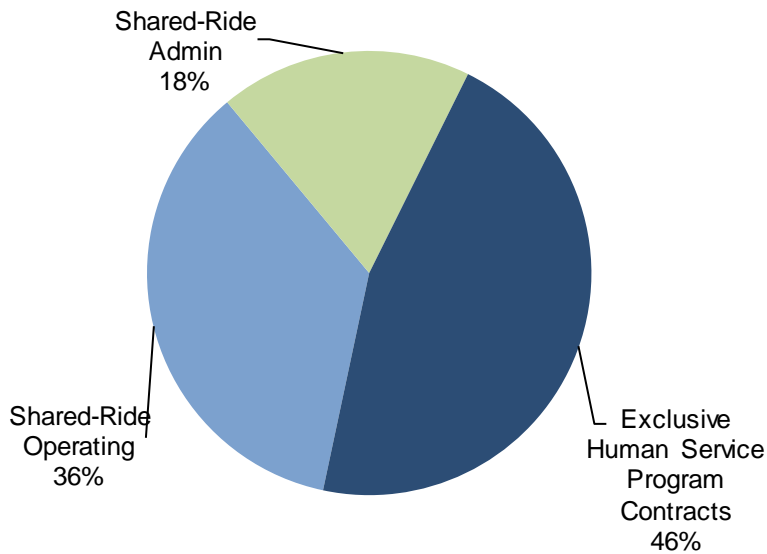


**Vehicles Operated in Maximum Service**  
 Community Transportation: 7

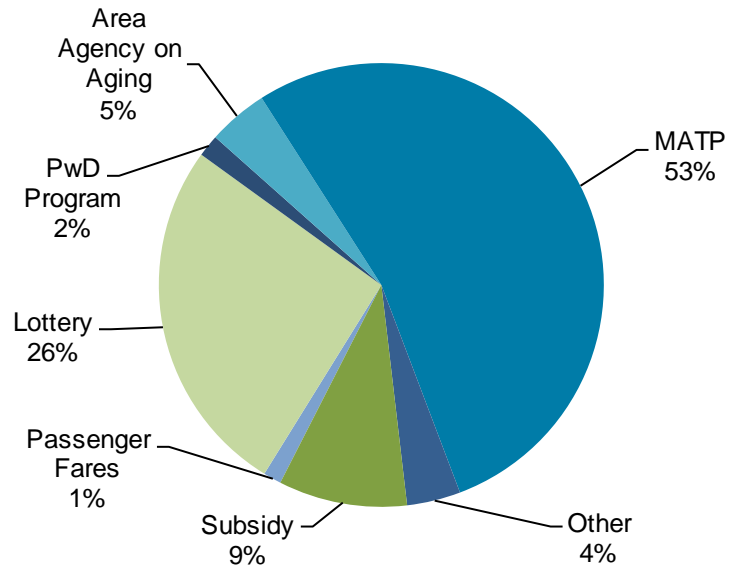
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$1,033**



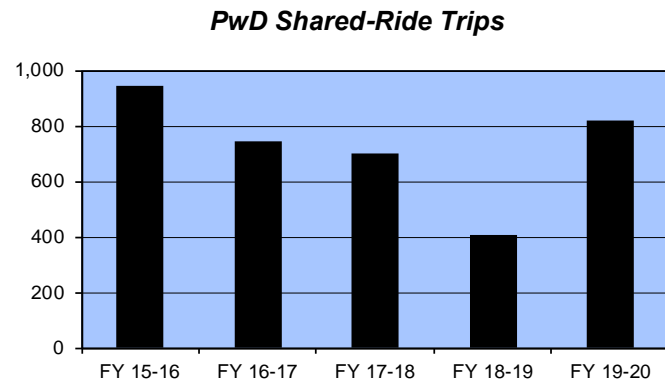
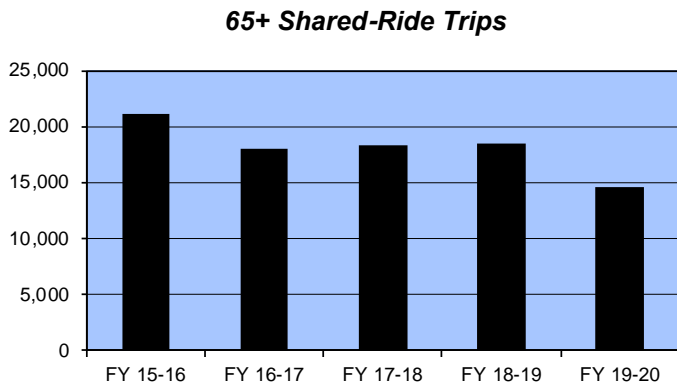
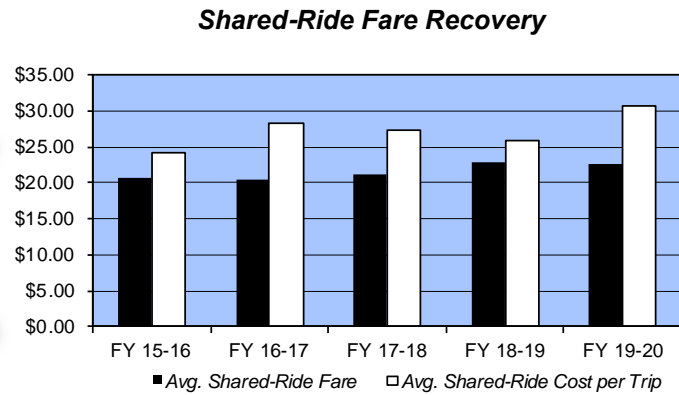
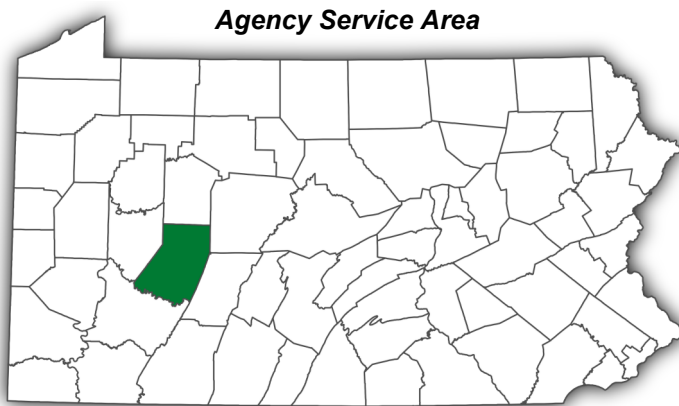
**Operating Funds (000's)**  
**\$1,077**



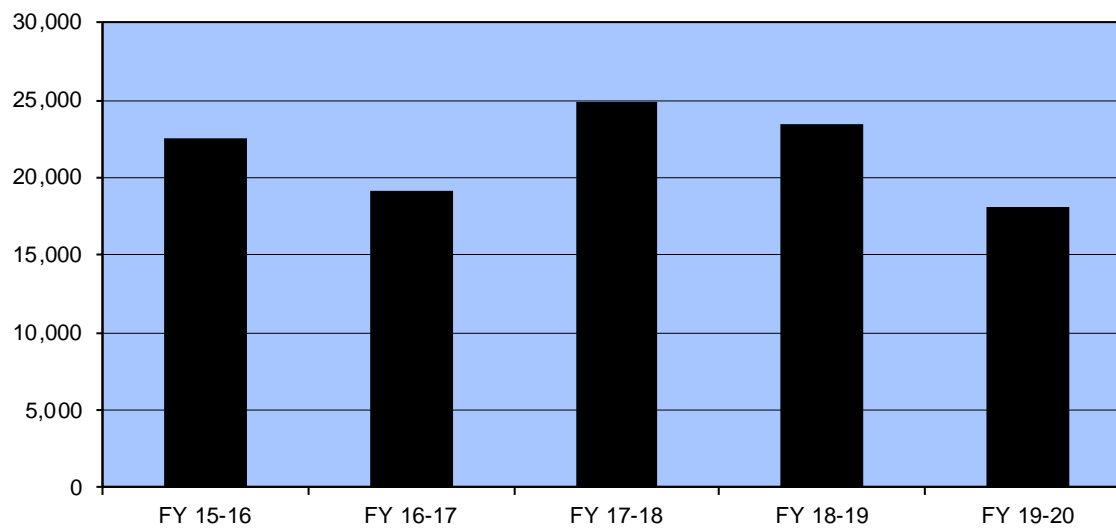


# (IndiGO) Indiana County Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



## Total Shared-Ride Trips



# Lehigh and Northampton Transportation Authority (LANTA)

CNG

## Urban System



**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, 183, 187  
 Northampton: 131, 135, 136, 137, 138, 183

**Senate District**  
 Lehigh: 16, 18  
 Northampton: 18, 40



**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: 3,862,712  
 Senior Passengers: 518,348  
 Revenue Vehicle Miles: 3,698,194  
 Revenue Vehicle Hours: 280,202



**Current Employees**

Agency Full-Time:	231
Agency Part-Time:	2
Contractor Full-Time:	93
Contractor Part-Time:	18
System-Wide:	344



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$18,367,995  
 Required Local Match: \$1,055,587



**Current Fleet Size**

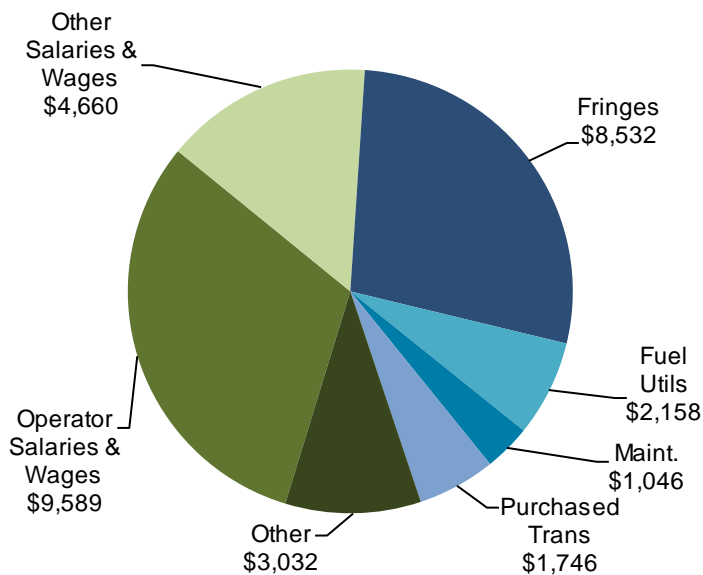
Diesel/Gasoline Motor Bus:	37
CNG Motor Bus:	47
Diesel/Gasoline Paratransit Vehicle:	90
System-Wide:	174

OPERATING PROFILES

## URBAN OPERATING BUDGET

### Operating Expense (000's)

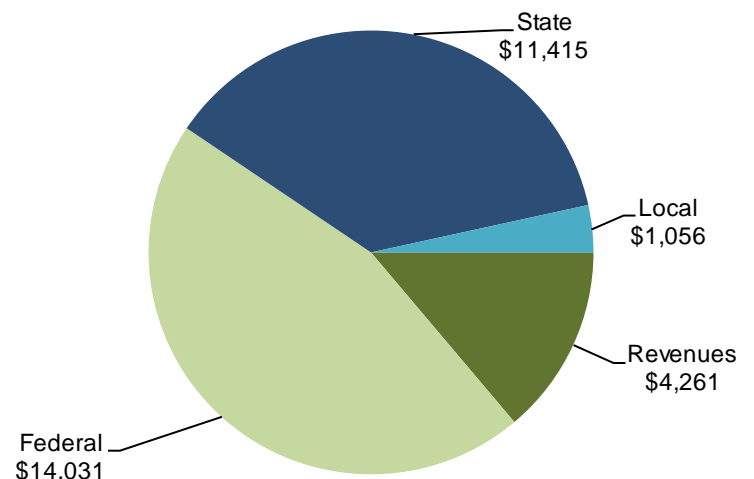
\$30,763



Expense includes DAS and ADA complementary expense.

### Operating Funds (000's)

\$30,763

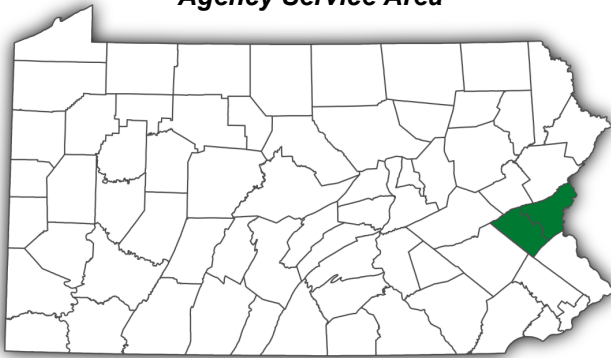


Revenue includes DAS and ADA complementary revenue.

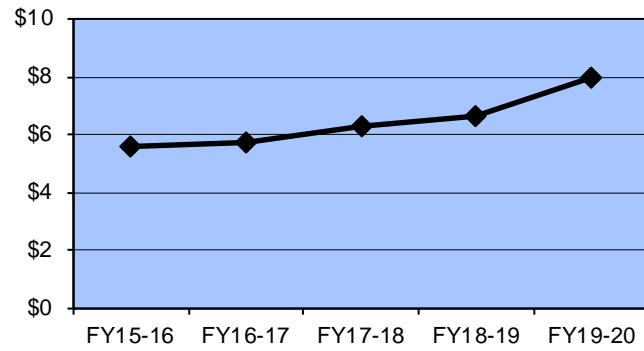
# (LANTA) Lehigh and Northampton Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

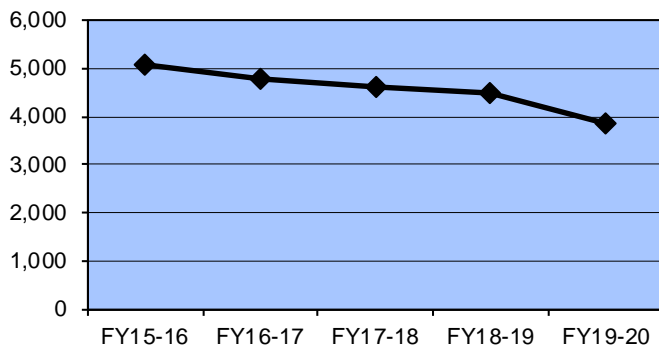
**Agency Service Area**



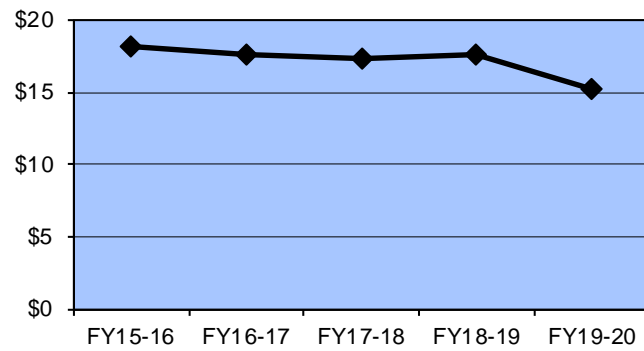
**Operating Expense Per Passenger**



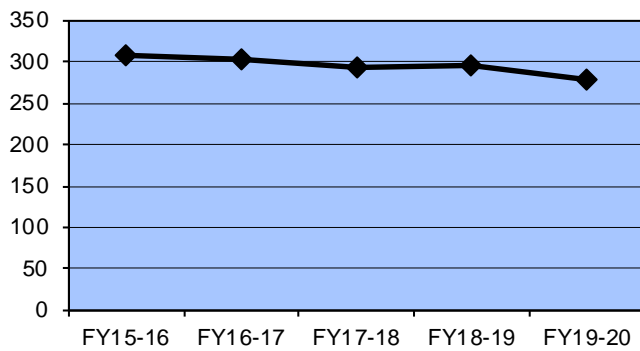
**Total Passengers (000's)**



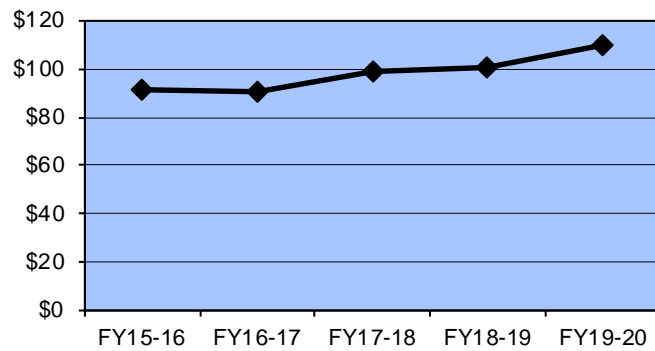
**Operating Revenue Per Revenue Vehicle Hour**



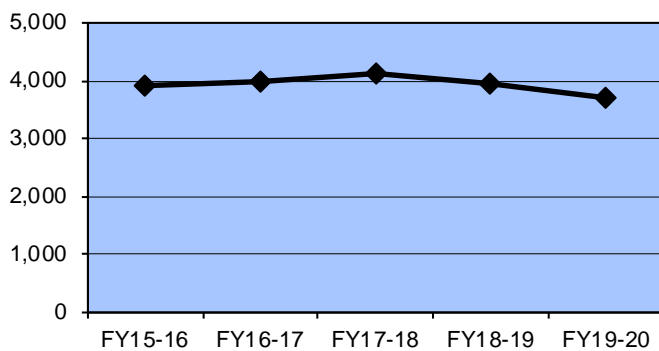
**Revenue Vehicle Hours (000's)**



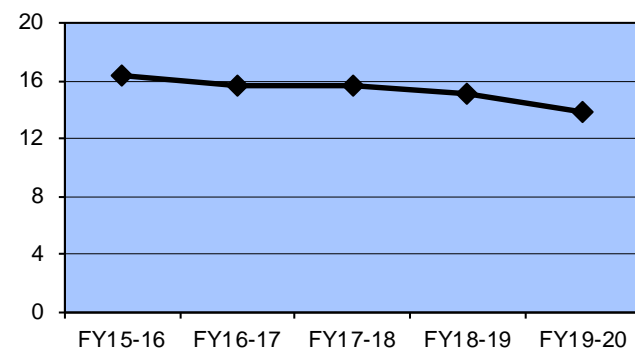
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include DAS and ADA complementary passengers.

OPERATING PROFILES

# Lehigh and Northampton Transportation Authority (LANTA)

## Community Transportation



**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, 183, 187  
 Northampton: 131, 135, 136, 137, 138, 183

**Senate District**  
 Lehigh: 16, 18  
 Northampton: 18, 40



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



**Current Fare Information**  
 Average Shared-Ride Fare: \$26.56  
 Average Shared-Ride Cost per Trip: \$31.01  
 Fare Structure  
 Implementation Date: April 2020



**Trip Information**  
 65+ Trips: 88,992  
 PwD Trips: 8,357  
 Other Shared-Ride Trips: 62,675  
 Total Shared-Ride Trips: 160,024  
 Total Escorts: 26,084

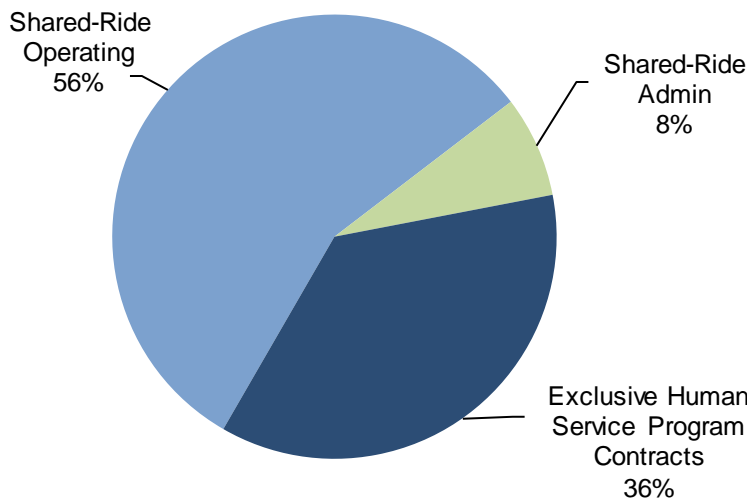


**Vehicles Operated in Maximum Service**  
 Community Transportation: 8

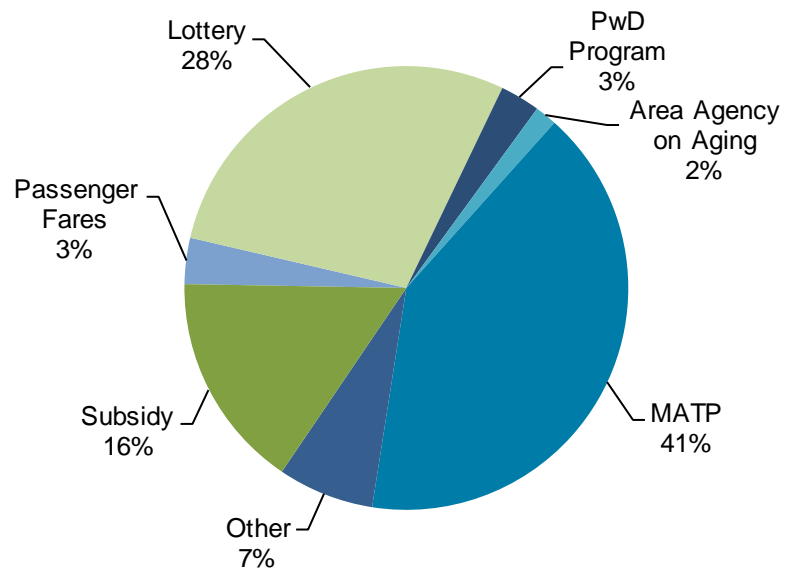
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$7,796**

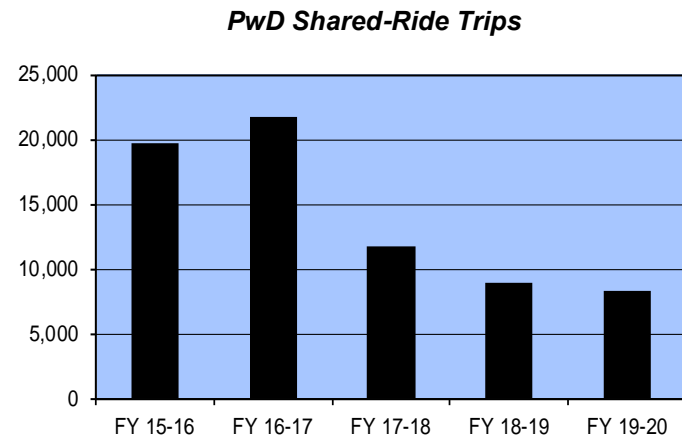
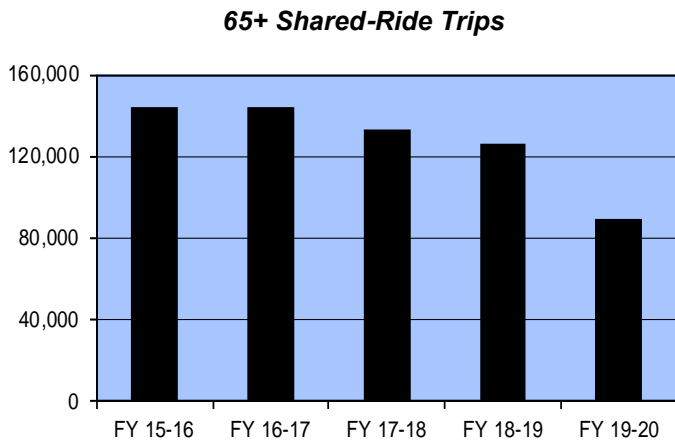
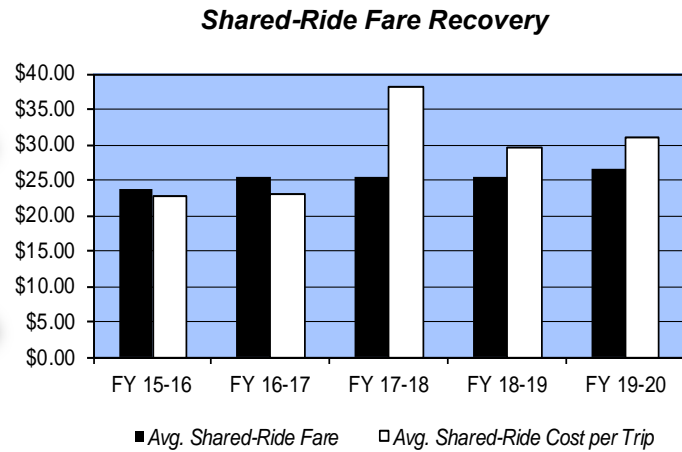
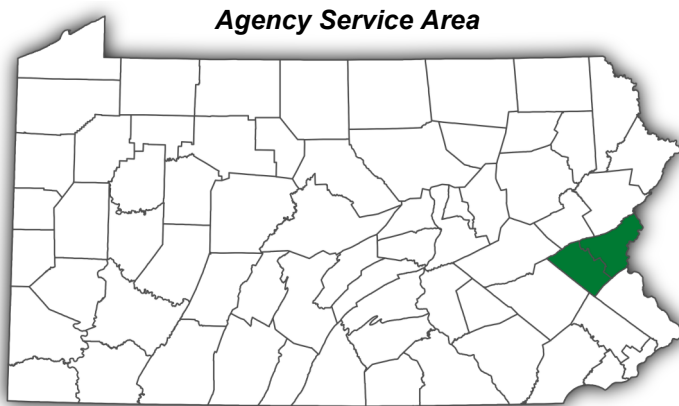


**Operating Funds (000's)**  
**\$6,940**

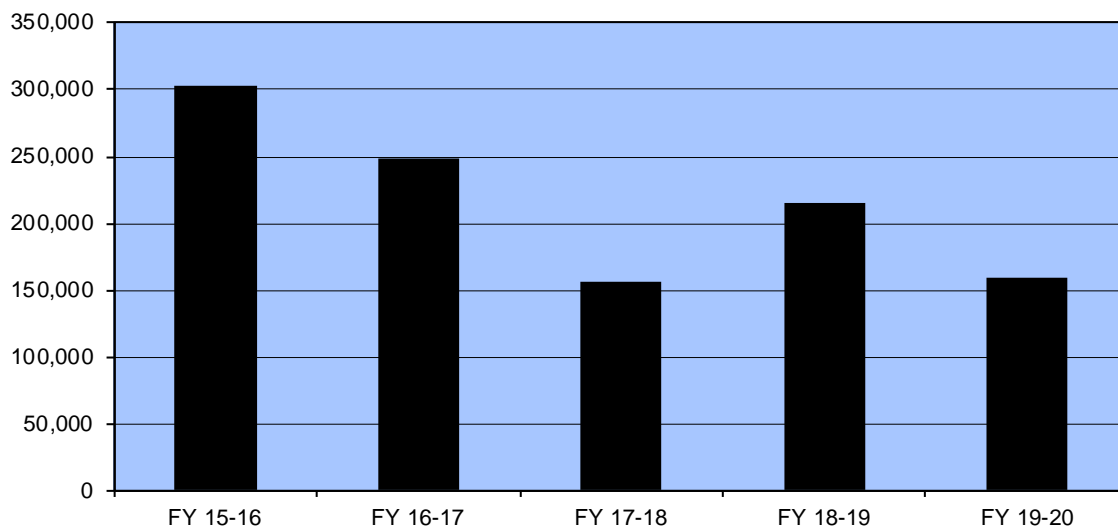


# (LANTA) Lehigh and Northampton Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Luzerne County Transportation Authority (LCTA)

CNG

## Urban System



**Luzerne County Transportation Authority (LCTA)**  
 315 Northampton Street  
 Kingston, PA 18704  
 570-288-9356  
 Mr. Lee Horton, 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: 1,007,814  
 Senior Passengers: 146,690  
 Revenue Vehicle Miles: 1,350,932  
 Revenue Vehicle Hours: 95,232



**Current Employees**  
 Agency Full-Time: 123  
 Agency Part-Time: 25  
 System-Wide: 148



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$6,182,192  
 Required Local Match: \$650,409

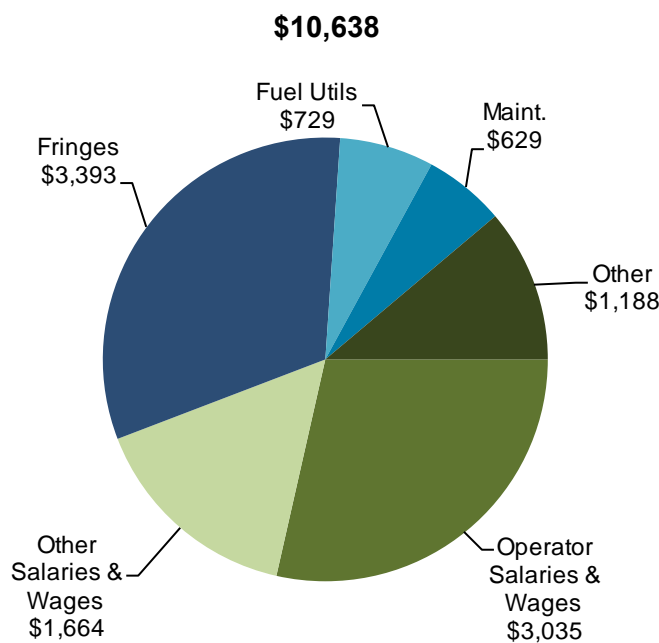


**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 18  
 Hybrid Diesel/Electric Motor Bus: 15  
 CNG Motor Bus: 7  
 Diesel/Gasoline Paratransit Vehicle: 51  
 System-Wide: 91

OPERATING PROFILES

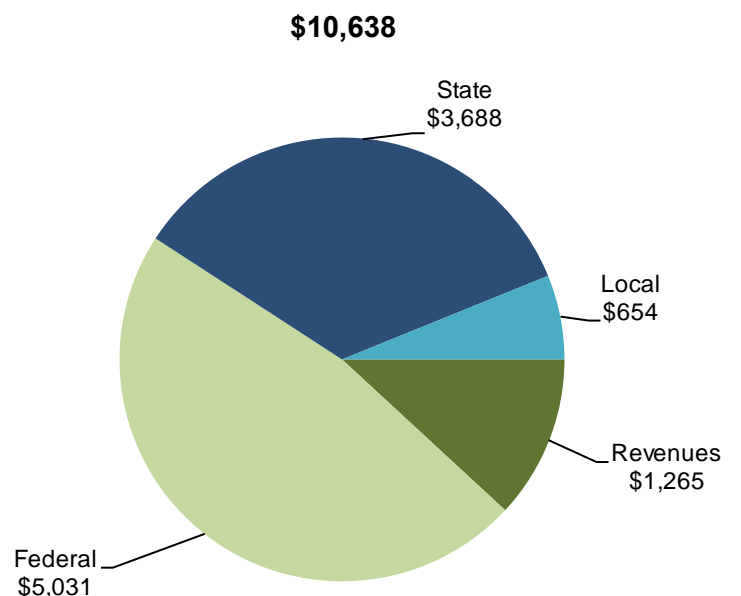
## URBAN OPERATING BUDGET

Operating Expense (000's)



Expense includes ADA complementary expense.

Operating Funds (000's)

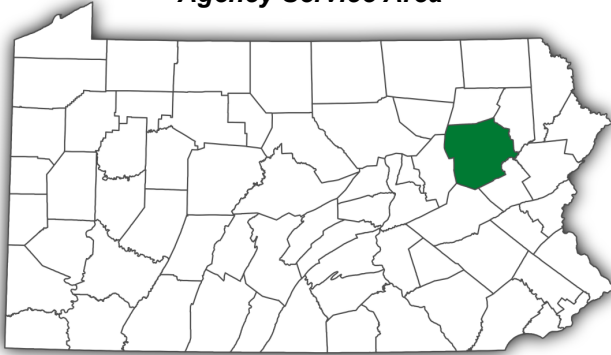


Revenue includes ADA complementary revenue.

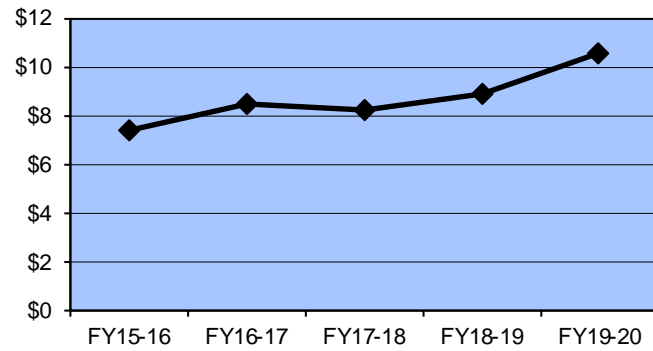
# (LCTA) Luzerne County Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

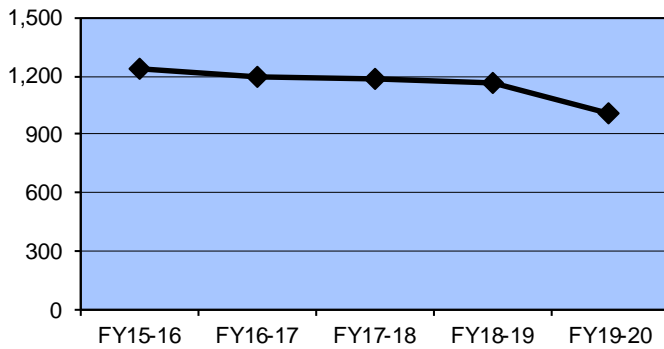
**Agency Service Area**



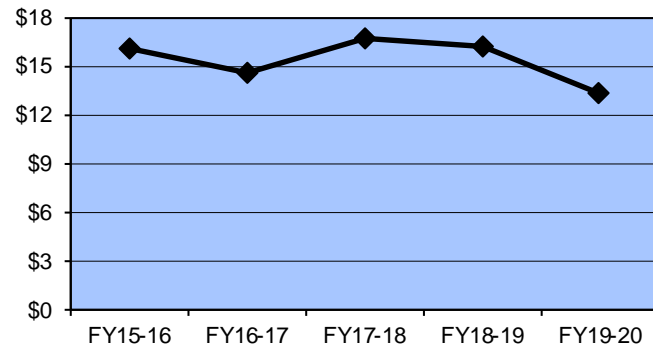
**Operating Expense Per Passenger**



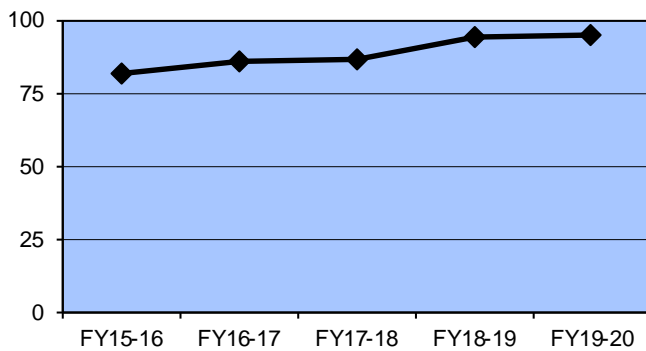
**Total Passengers (000's)**



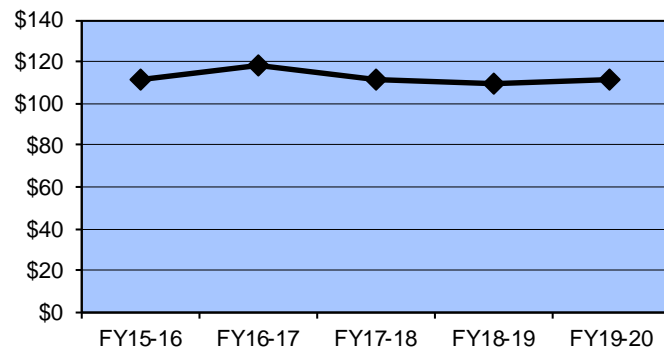
**Operating Revenue Per Revenue Vehicle Hour**



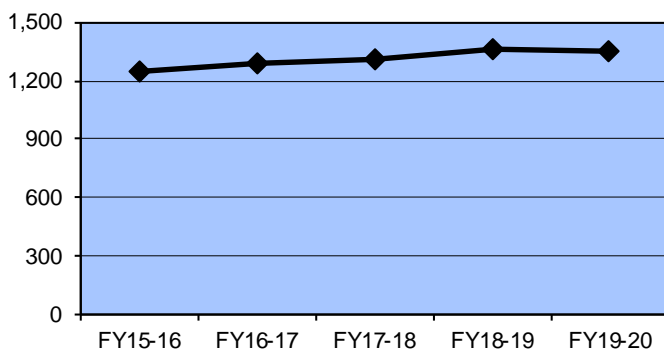
**Revenue Vehicle Hours (000's)**



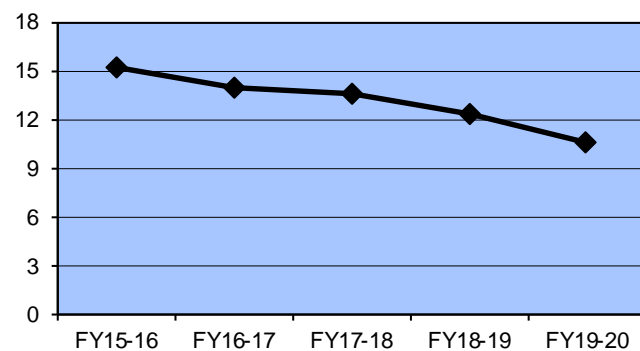
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Luzerne County Transportation Authority (LCTA)

## Community Transportation



**Luzerne County Transportation Authority (LCTA)**  
 315 Northampton Street  
 Kingston, PA 18704  
 570-288-9356  
 Mr. Lee Horton, 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: 906  
 Population: 318,564  
 65+ Population: 56,704  
 % of Population 65 and older: 17.8%



**Current Fare Information**  
 Average Shared-Ride Fare: \$23.21  
 Average Shared-Ride Cost per Trip: \$40.71  
 Fare Structure  
 Implementation Date: December 2018



**Trip Information**  
 65+ Trips: 27,009  
 PwD Trips: 651  
 Other Shared-Ride Trips: 50,906  
 Total Shared-Ride Trips: 78,566  
 Total Escorts: 5,013  
 Non-Public Trips: 20,611

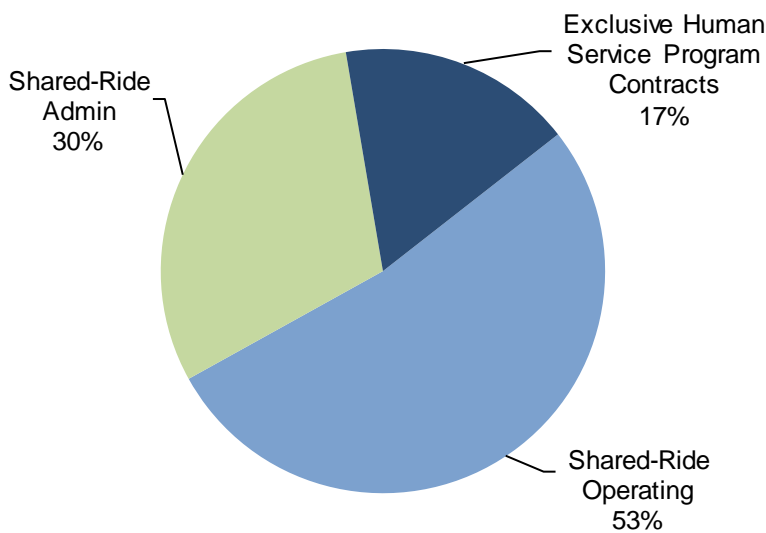


**Vehicles Operated in Maximum Service**  
 Community Transportation: 45

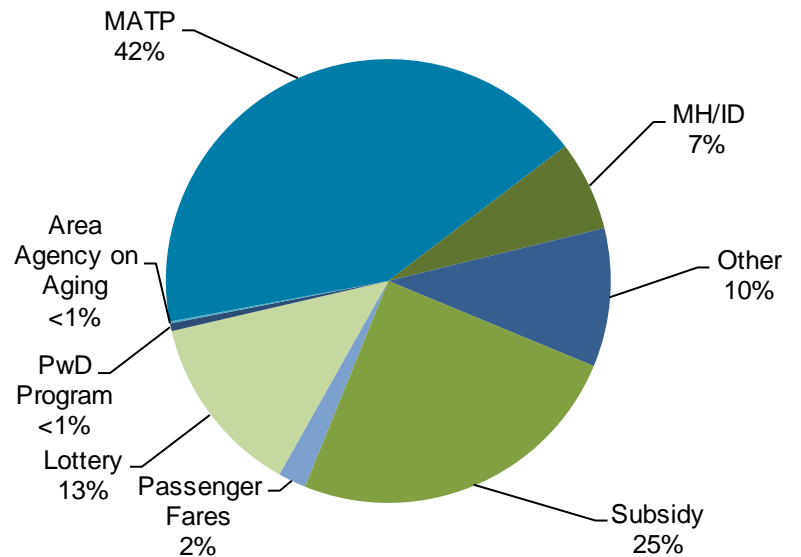
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$3,859**



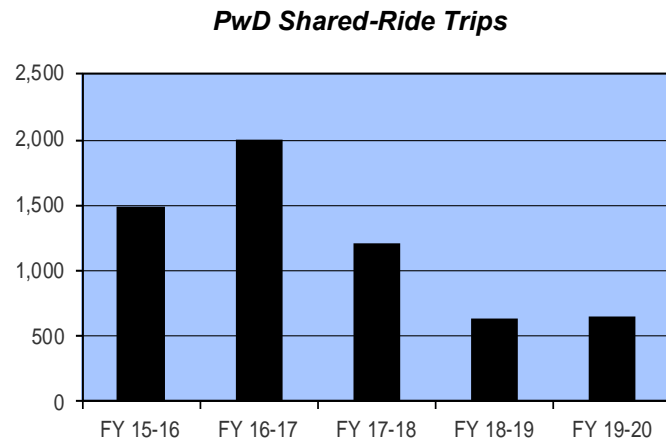
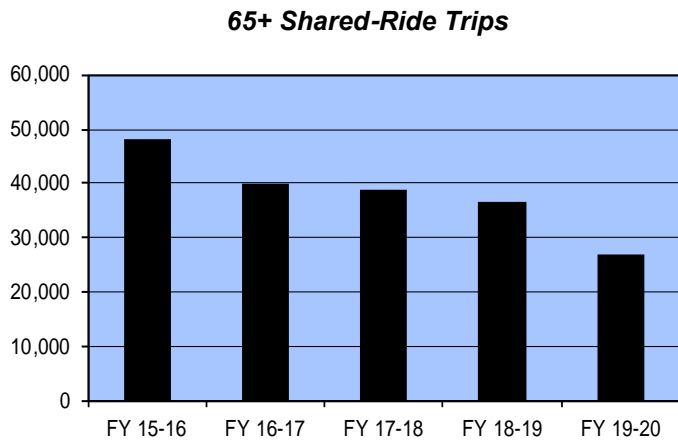
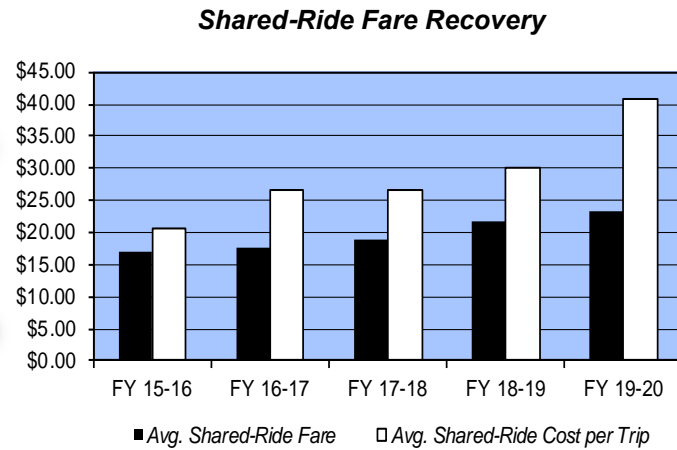
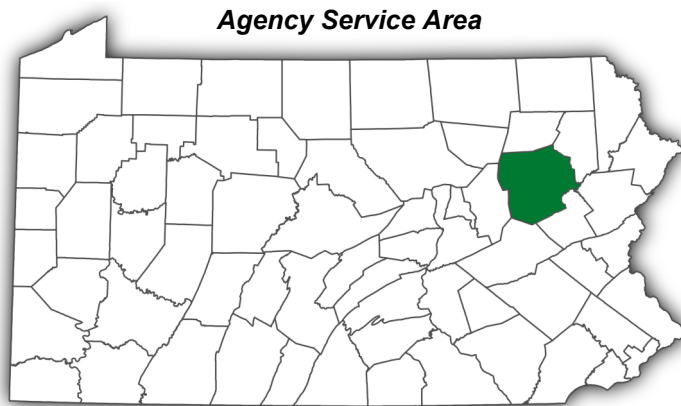
**Operating Funds (000's)**  
**\$3,859**



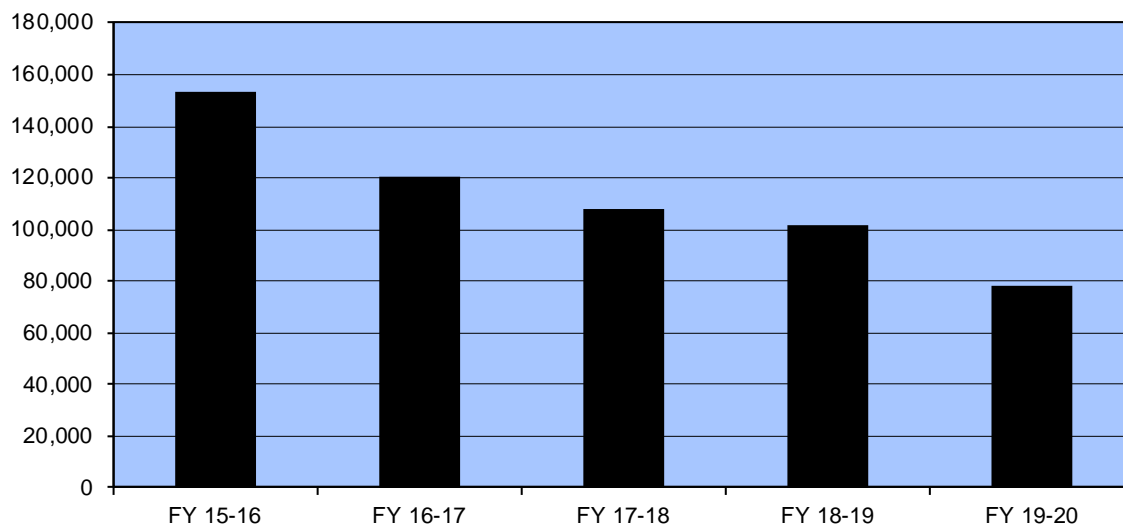


# (LCTA) Luzerne County Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



## Total Shared-Ride Trips



OPERATING PROFILES

# Mercer County Regional Council of Governments (MRCOG)

## Urban System



**Mercer County Regional Council of Governments (MRCOG-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: 68,801  
 Senior Passengers: 10,033  
 Revenue Vehicle Miles: 142,384  
 Revenue Vehicle Hours: 12,651



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



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$839,411  
 Required Local Match: \$68,116



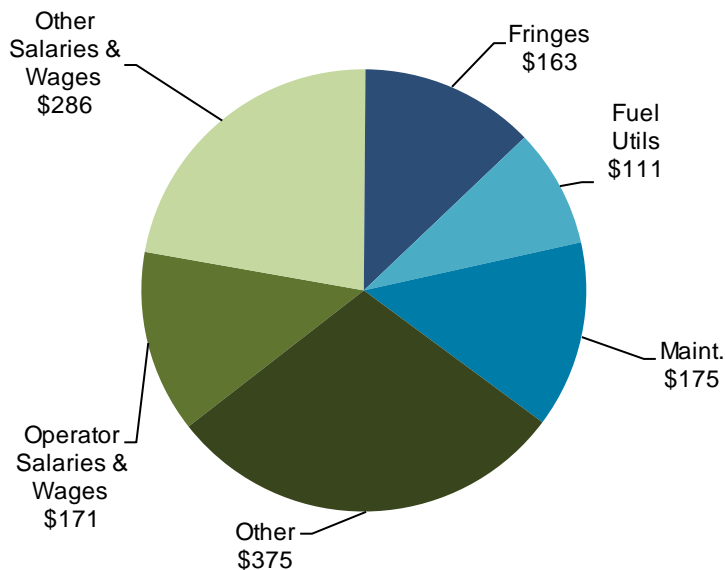
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 7  
 Diesel/Gasoline Paratransit Vehicle: 26  
 System-Wide: 33

OPERATING PROFILES

## URBAN OPERATING BUDGET

### Operating Expense (000's)

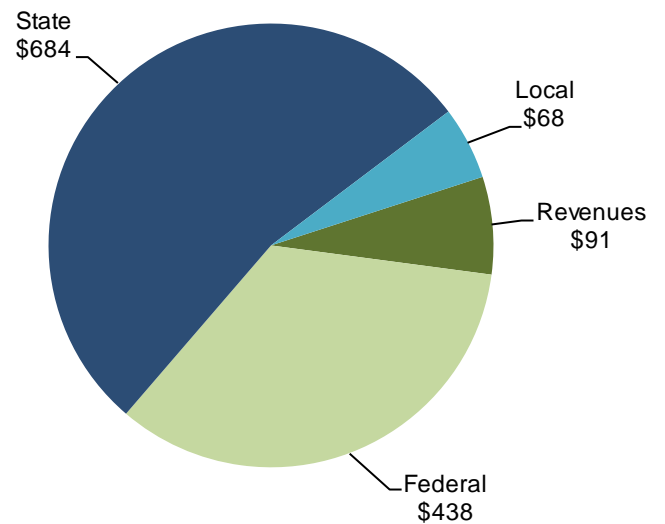
\$1,281



Expense includes ADA complementary expense.

### Operating Funds (000's)

\$1,281

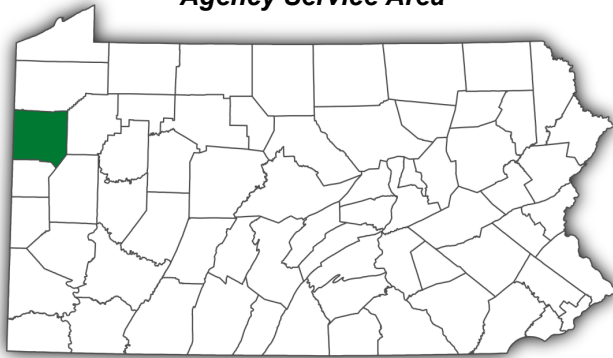


Revenue includes ADA complementary revenue.

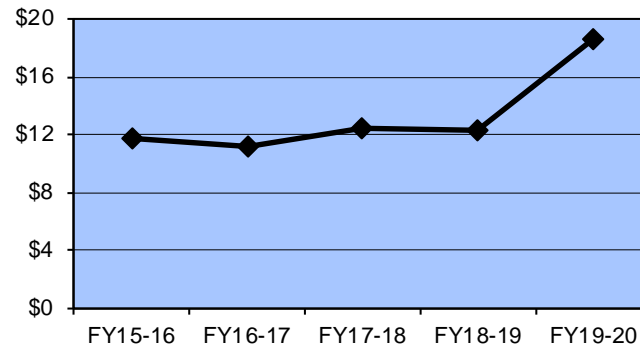
# (MRCOG) Mercer County Regional Council of Governments

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

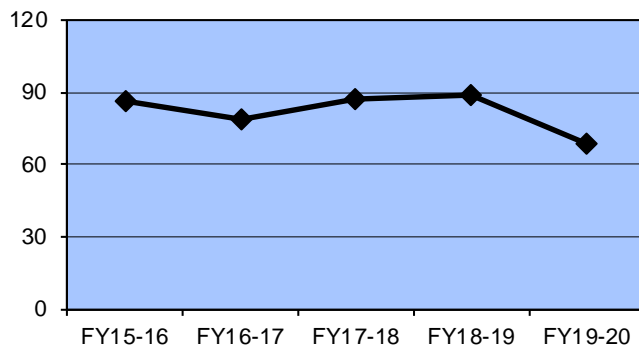
**Agency Service Area**



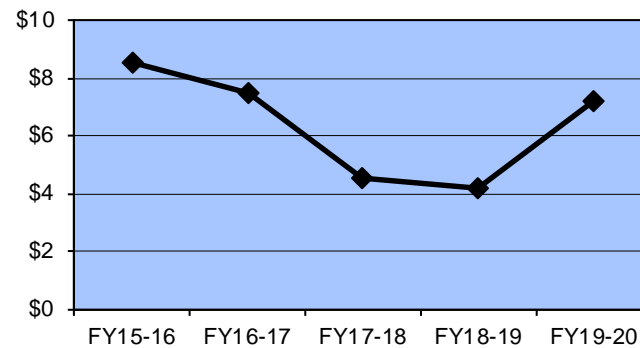
**Operating Expense Per Passenger**



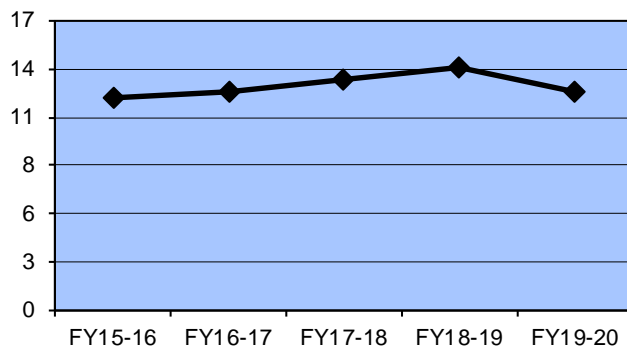
**Total Passengers (000's)**



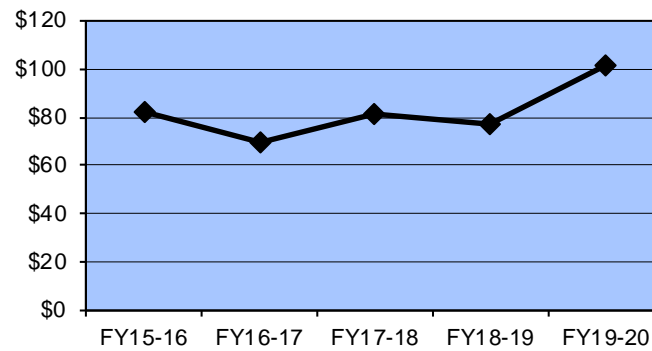
**Operating Revenue Per Revenue Vehicle Hour**



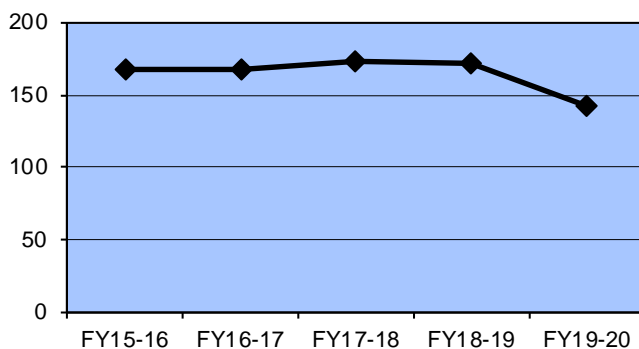
**Revenue Vehicle Hours (000's)**



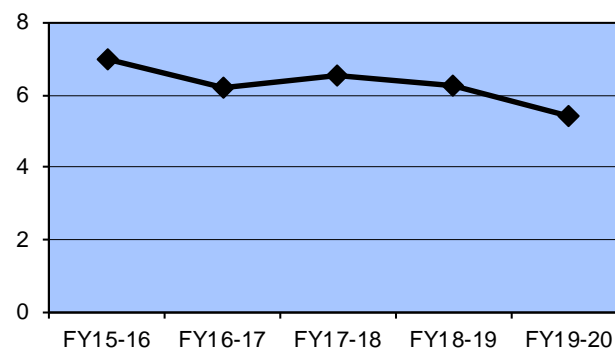
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

## Community Transportation



**Mercer County Regional Council of Governments (MRCOG-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  
 65+ Population: 21,556  
 % of Population 65 and older: 18.5%



**Current Fare Information**  
 Average Shared-Ride Fare: \$20.85  
 Average Shared-Ride Cost per Trip: \$24.23  
 Fare Structure  
 Implementation Date: July 2016



**Trip Information**  
 65+ Trips: 35,954  
 PwD Trips: 3,386  
 Other Shared-Ride Trips: 28,518  
 Total Shared-Ride Trips: 67,858  
 Total Escorts: 4,213  
 Non-Public Trips: 4,379

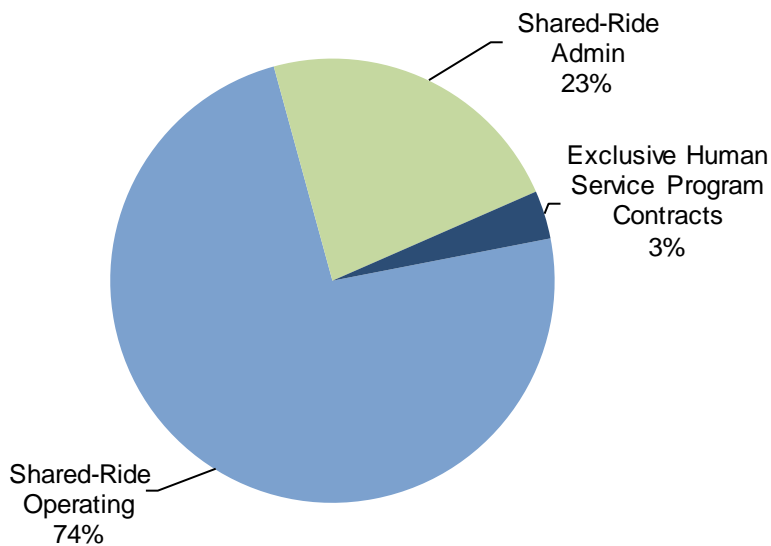


**Vehicles Operated in Maximum Service**  
 Community Transportation: 20

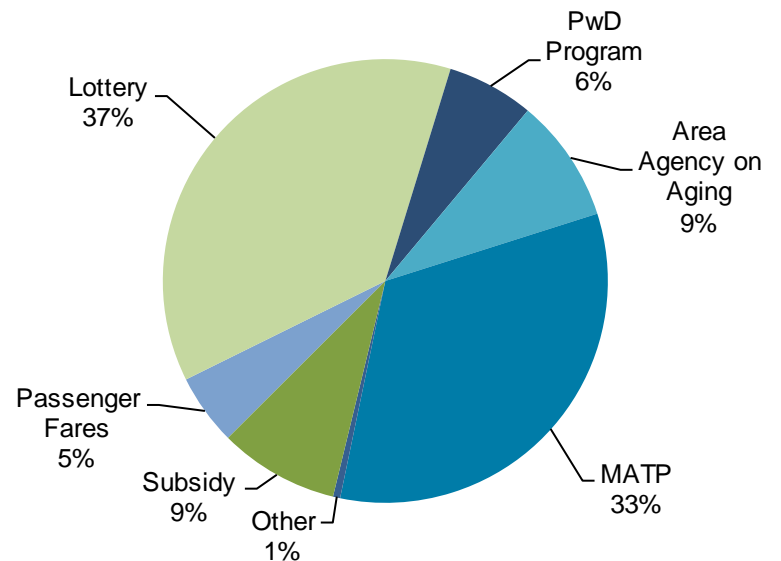
OPERATING PROFILES

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$1,704**

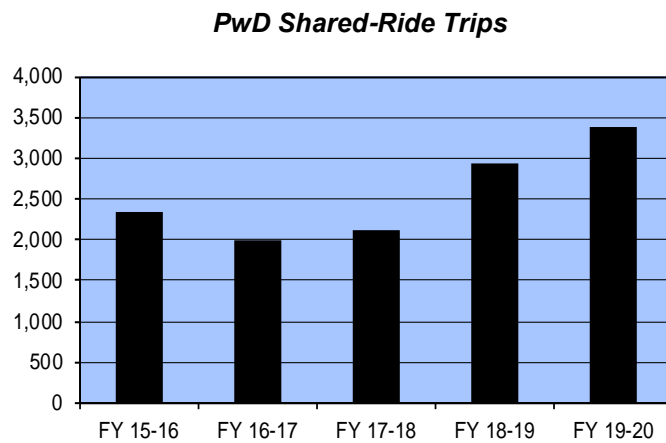
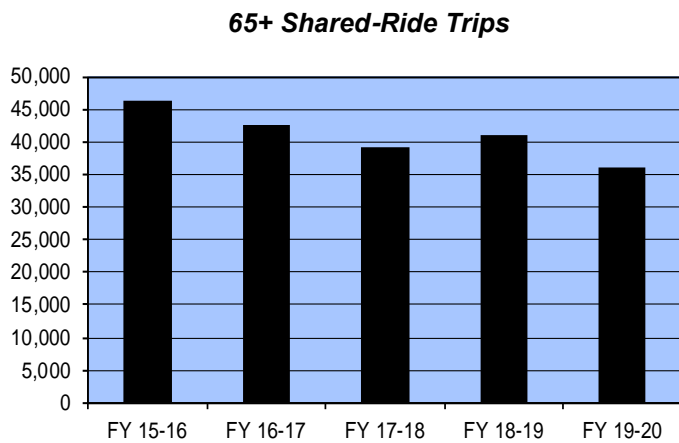
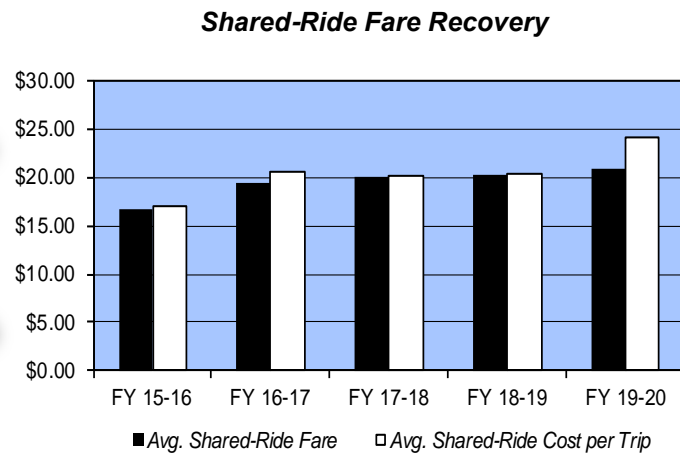
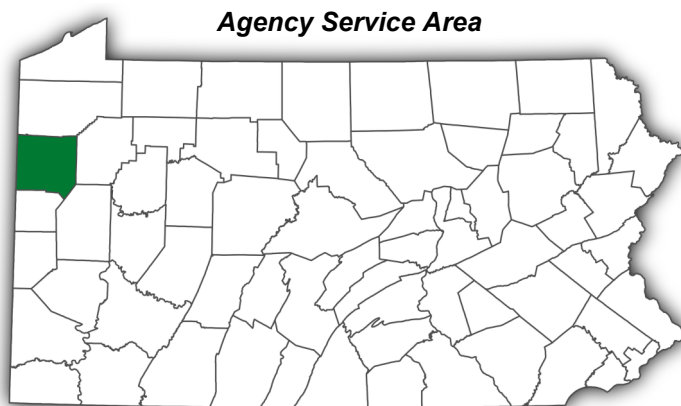


**Operating Funds (000's)**  
**\$1,728**

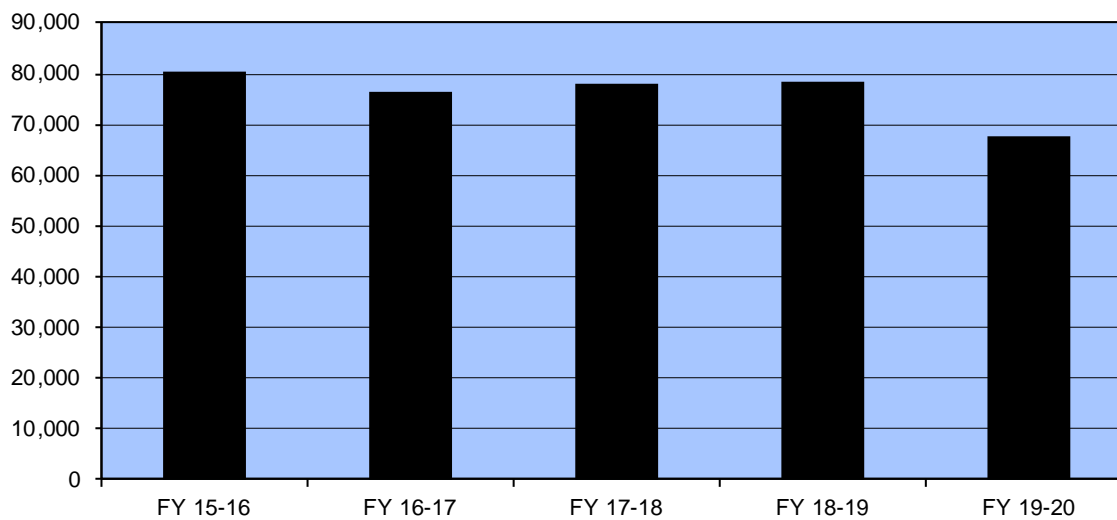


# (MRCOG) Mercer County Regional Council of Governments

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Mid County Transit Authority (TACT)

## Rural System



**Mid County Transit Authority, d.b.a. Town & Country Transit (TACT)**  
 220 North Grant Avenue  
 Kittanning, PA 16201  
 724-548-8696  
 Ms. Patti Lynn Johnston, General Manager  
[www.tandctransit.com](http://www.tandctransit.com)



**House District**  
 Armstrong: 55, 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: 36,580  
 Senior Passengers: 11,695  
 Revenue Vehicle Miles: 90,717  
 Revenue Vehicle Hours: 6,593



**Current Employees**  
 Agency Full-Time: 18  
 Agency Part-Time: 8  
 System-Wide: 26



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$641,053  
 Required Local Match: \$49,011



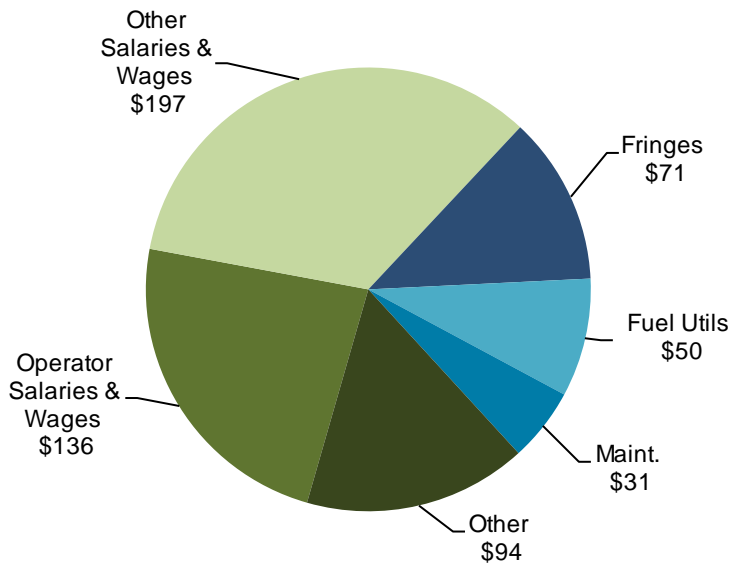
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 9  
 Diesel/Gasoline Paratransit Vehicle: 11  
 System-Wide: 20

OPERATING PROFILES

## RURAL OPERATING BUDGET

Operating Expense (000's)

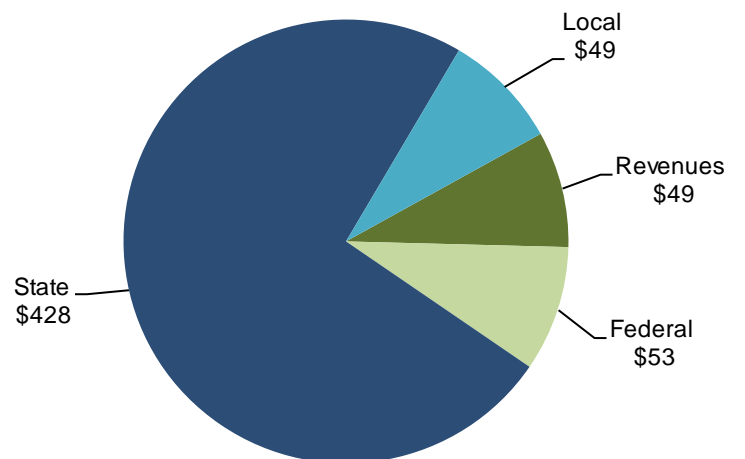
\$579



Expense includes ADA complementary expense.

Operating Funds (000's)

\$579

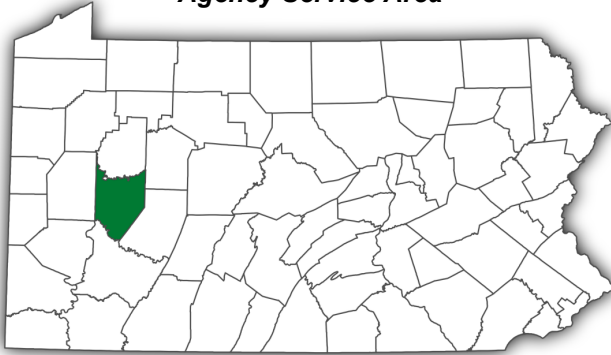


Revenue includes ADA complementary revenue.

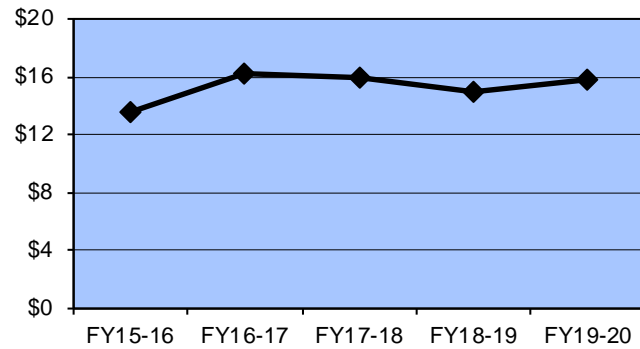
# (TACT) Mid County Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

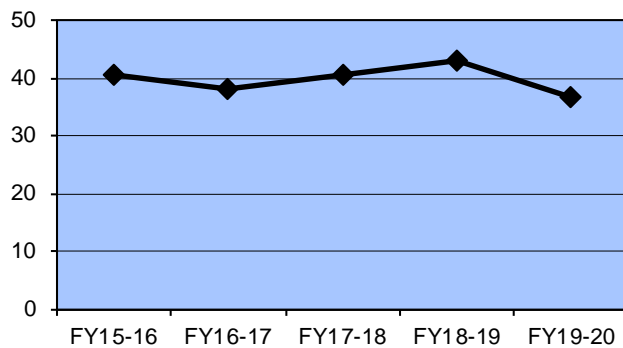
**Agency Service Area**



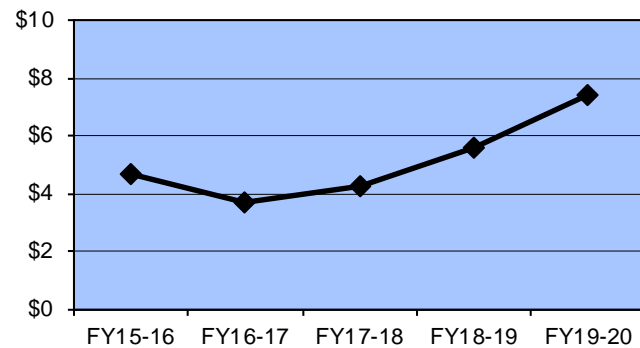
**Operating Expense Per Passenger**



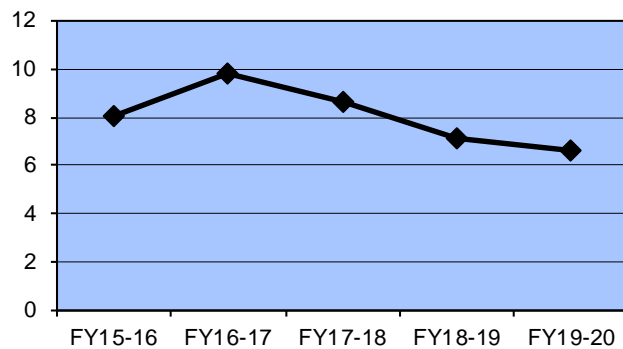
**Total Passengers (000's)**



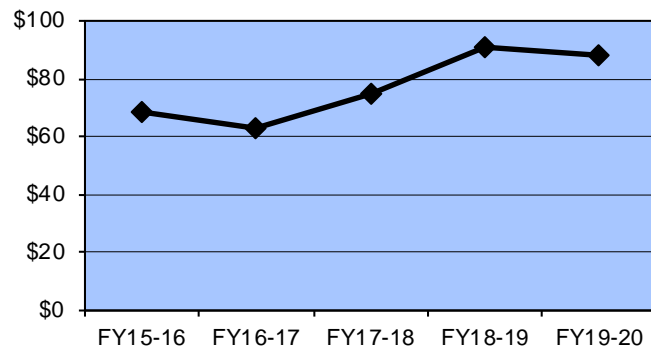
**Operating Revenue Per Revenue Vehicle Hour**



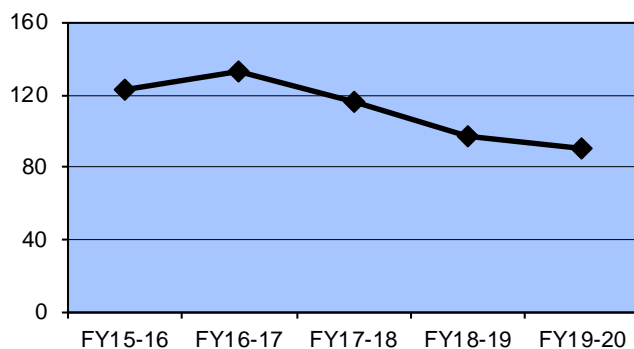
**Revenue Vehicle Hours (000's)**



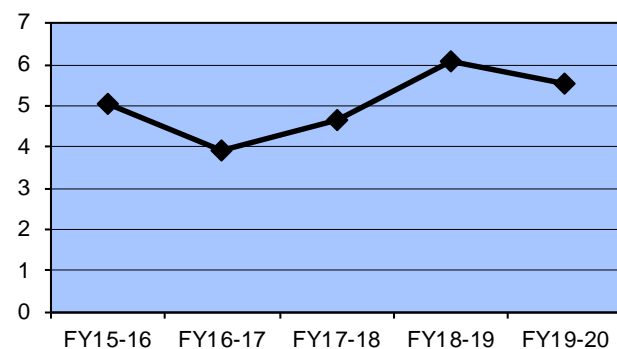
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Mid County Transit Authority (TACT)

## Community Transportation



**Mid County Transit Authority, d.b.a. Town & Country Transit (TACT)**  
 220 North Grant Avenue  
 Kittanning, PA 16201  
 724-548-8696  
 Ms. Patti Lynn Johnston, General Manager  
[www.tandctransit.com](http://www.tandctransit.com)



**House District**  
 Armstrong: 55, 60, 63  
**Senate District**  
 Armstrong: 41



**Service Area Statistics (2010 Census)**  
 Square Miles: 654  
 Population: 68,941  
 65+ Population: 12,687  
 % of Population 65 and older: 18.4%



**Current Fare Information**  
 Average Shared-Ride Fare: \$22.99  
 Average Shared-Ride Cost per Trip: \$40.82  
 Fare Structure  
 Implementation Date: July 2019



**Trip Information**  
 65+ Trips: 9,382  
 PwD Trips: 1,690  
 Other Shared-Ride Trips: 3,794  
 Total Shared-Ride Trips: 14,866  
 Total Escorts: 468



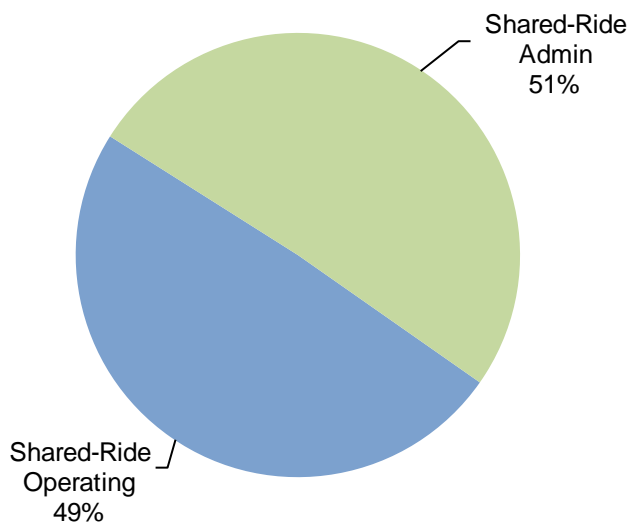
**Vehicles Operated in Maximum Service**  
 Community Transportation: 3

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

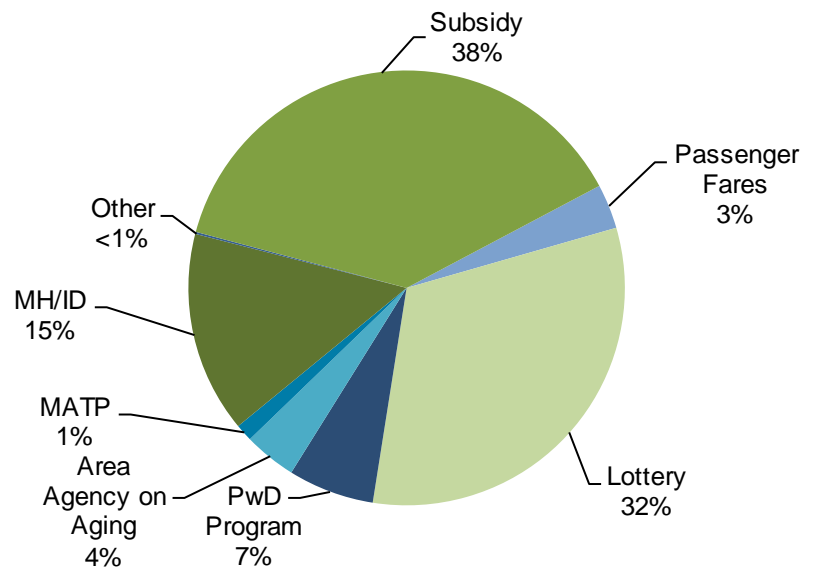
### Operating Expense (000's)

\$607



### Operating Funds (000's)

\$559\*

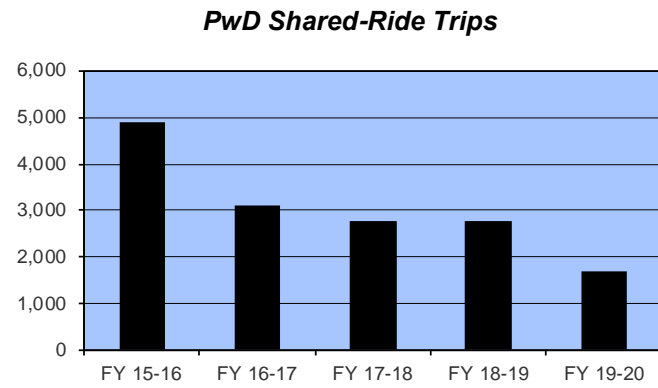
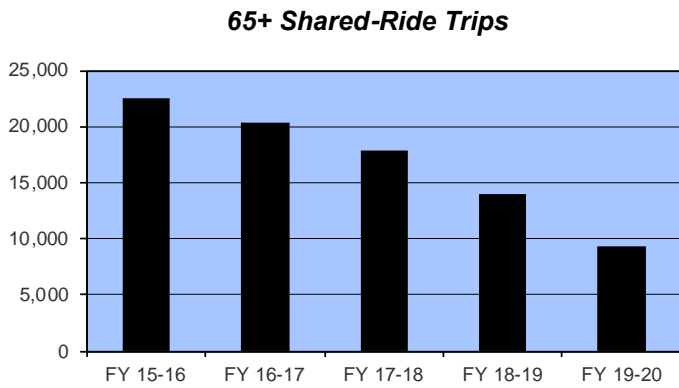
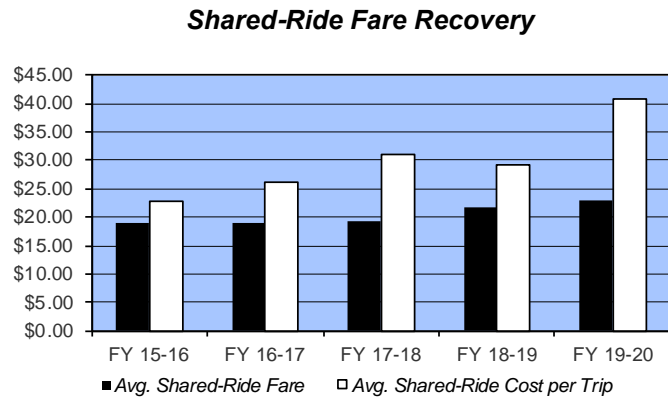
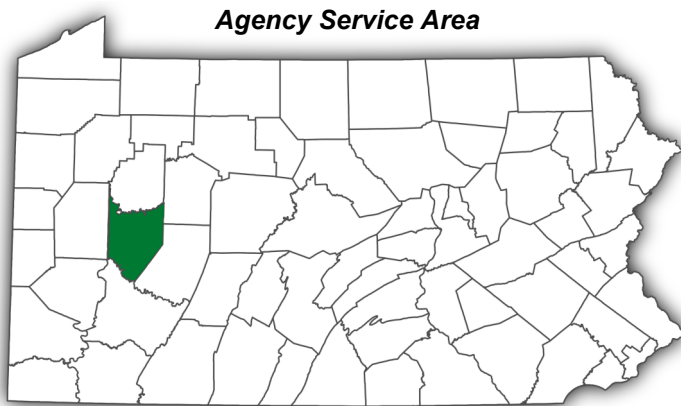


\*Deficit will be covered by CARES Act and other supplemental COVID-19 appropriated funds beyond the end of the fiscal year.

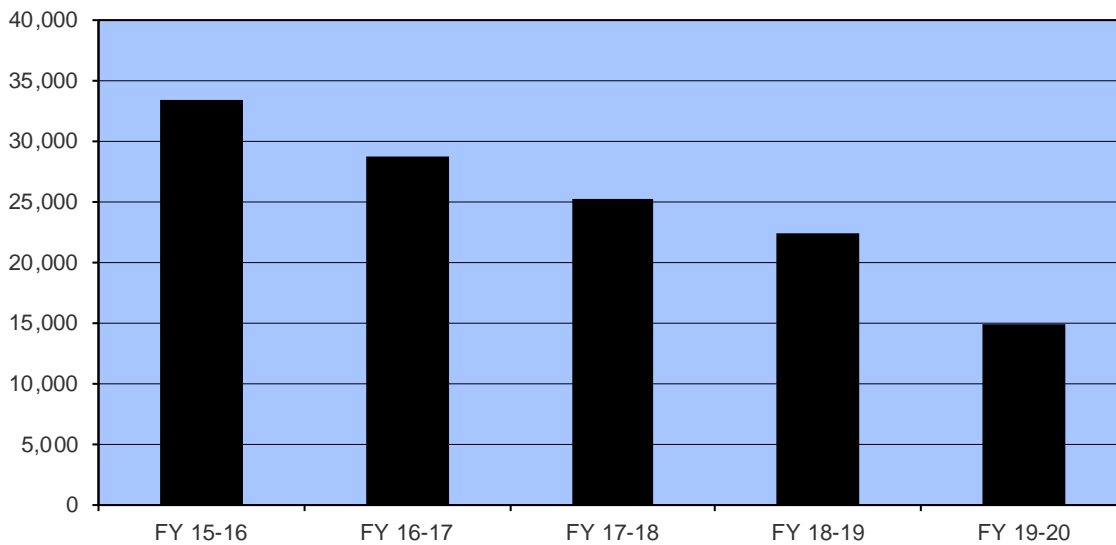


# (TACT) Mid County Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Mid Mon Valley Transit Authority (MMVTA)

CNG

## Urban System



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



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

**Senate District**  
 Washington: 46  
 Westmoreland: 32



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



**Current Fare Information**  
 Fixed Route Base: \$2.00  
 Last Base Fare Increase: January 2018



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 238,545  
 Senior Passengers: 29,905  
 Revenue Vehicle Miles: 750,377  
 Revenue Vehicle Hours: 42,334



**Current Employees**  
 Agency Full-Time: 4  
 Contractor Full-Time: 43  
 Contractor Part-Time: 7  
 System-Wide: 54



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$3,068,247  
 Required Local Match: \$81,026



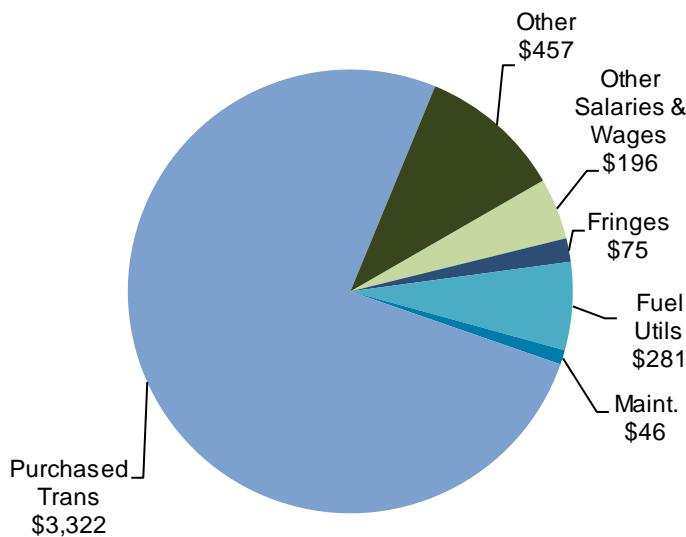
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 12  
 CNG Motor Bus Vehicles: 18  
 System-Wide: 30

OPERATING PROFILES

## URBAN OPERATING BUDGET

Operating Expense (000's)

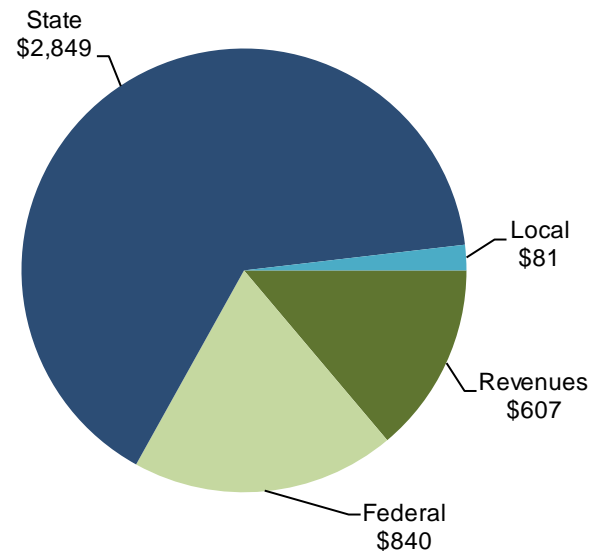
\$4,377



Expense includes ADA complementary expense.

Operating Funds (000's)

\$4,377

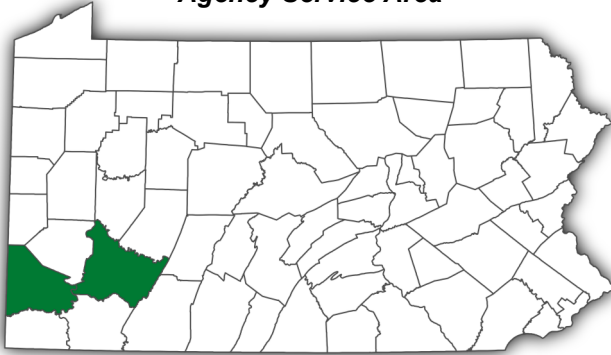


Revenue includes ADA complementary revenue.

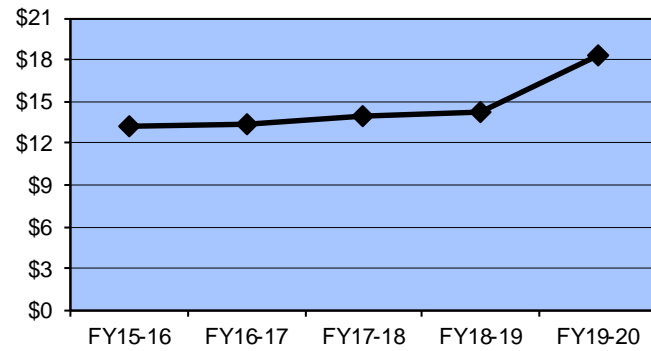
# (MMVTA) Mid Mon Valley Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

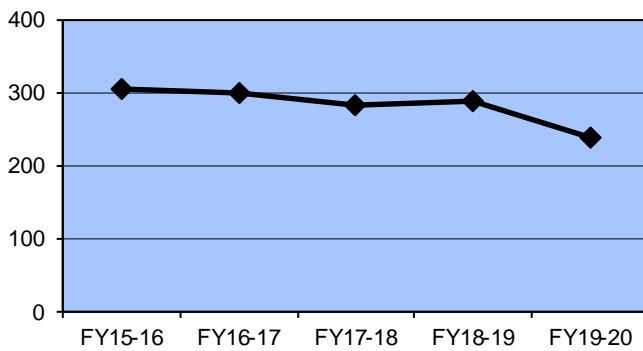
**Agency Service Area**



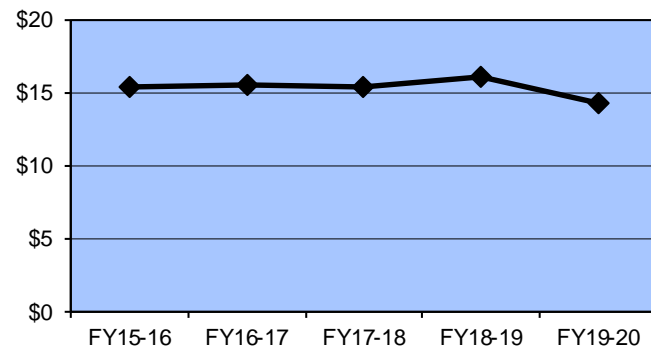
**Operating Expense Per Passenger**



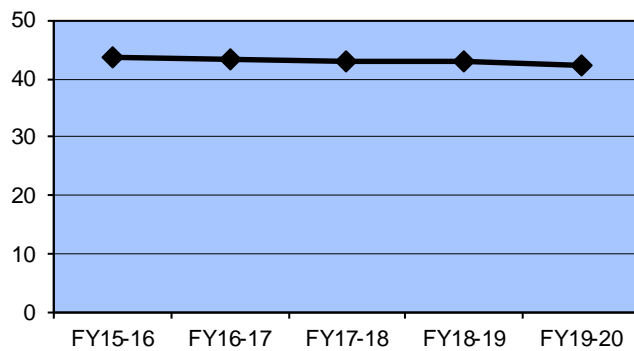
**Total Passengers (000's)**



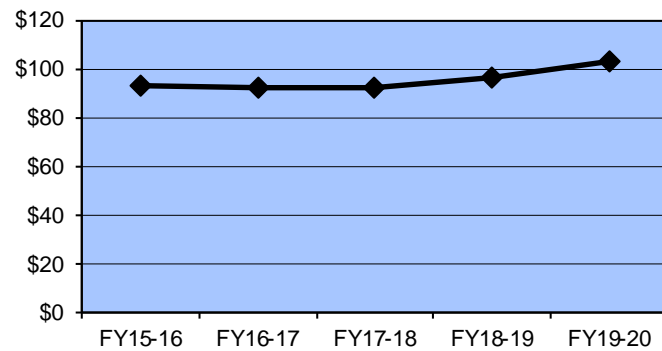
**Operating Revenue Per Revenue Vehicle Hour**



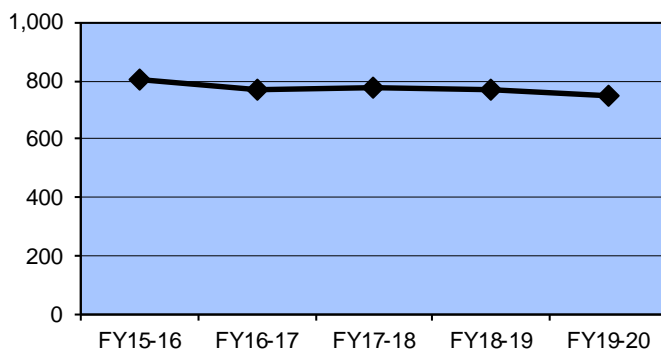
**Revenue Vehicle Hours (000's)**



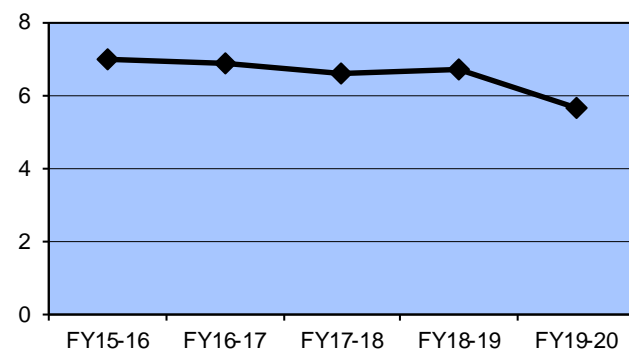
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Monroe County Transportation Authority (MCTA)

## Urban & Rural System



**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: 239,600  
 Senior Passengers: 21,959  
 Revenue Vehicle Miles: 427,830  
 Revenue Vehicle Hours: 26,329



**Current Employees**  
 Agency Full-Time: 49  
 Agency Part-Time: 23  
 System-Wide: 72



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$2,150,563  
 Required Local Match: \$179,893



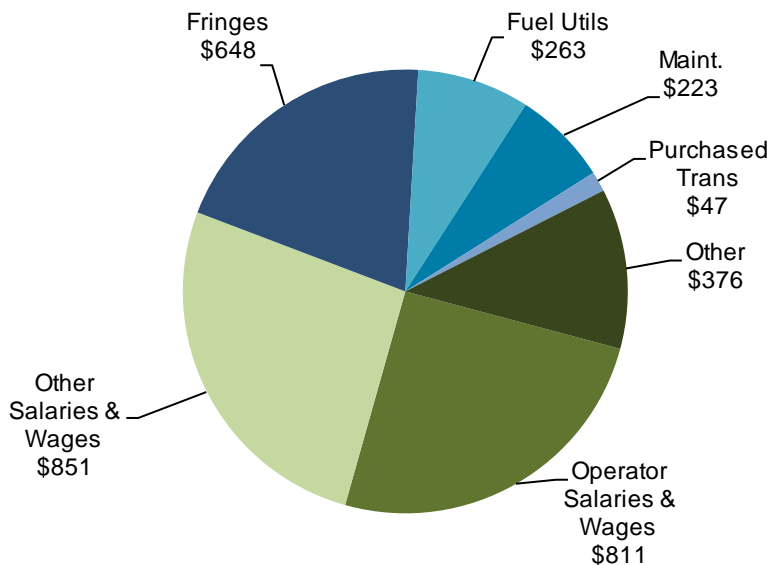
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 14  
 Diesel/Gasoline Paratransit Vehicle: 40  
 System-Wide: 54

OPERATING PROFILES

## URBAN & RURAL OPERATING BUDGET

Operating Expense (000's)

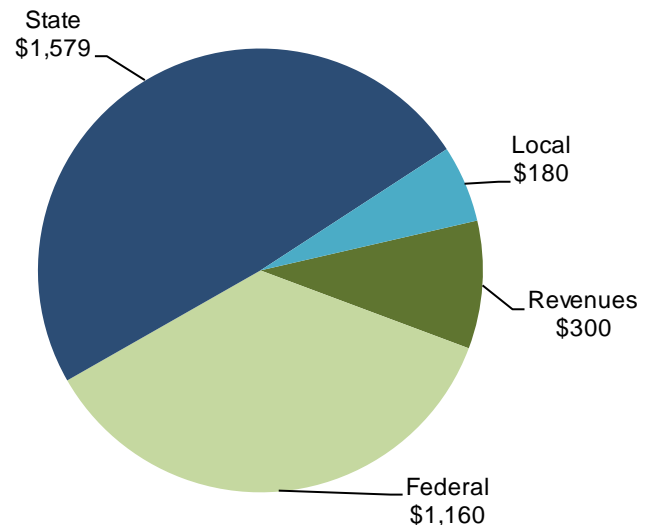
\$3,219



Expense includes ADA complementary expense.

Operating Funds (000's)

\$3,219

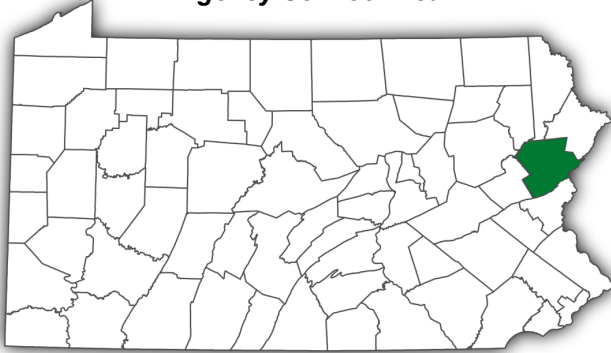


Revenue includes ADA complementary revenue.

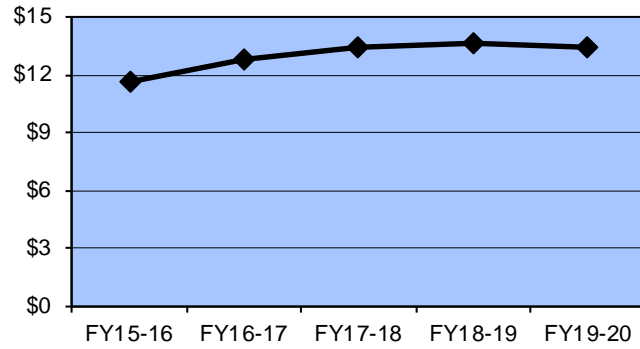
# (MCTA) Monroe County Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

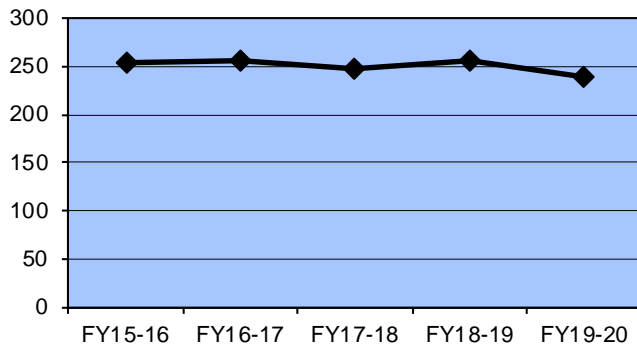
**Agency Service Area**



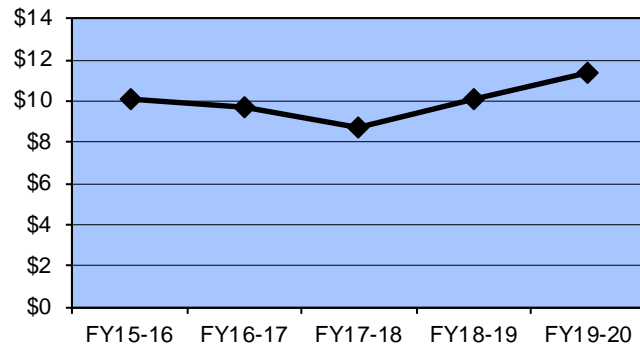
**Operating Expense Per Passenger**



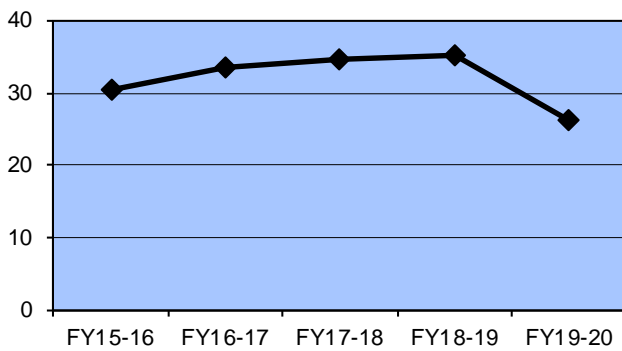
**Total Passengers (000's)**



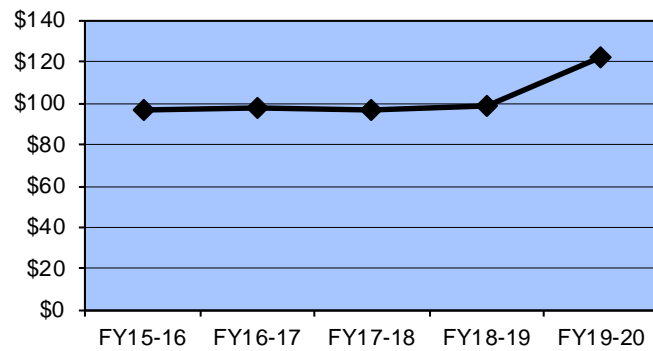
**Operating Revenue Per Revenue Vehicle Hour**



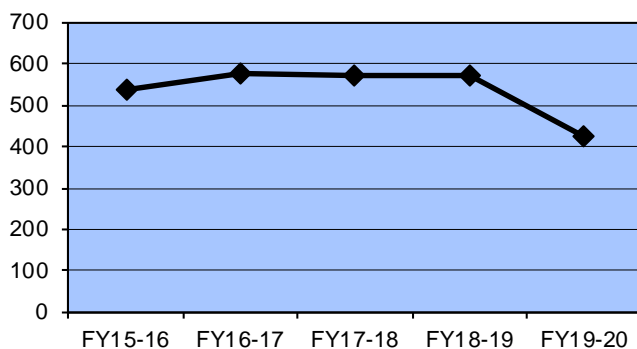
**Revenue Vehicle Hours (000's)**



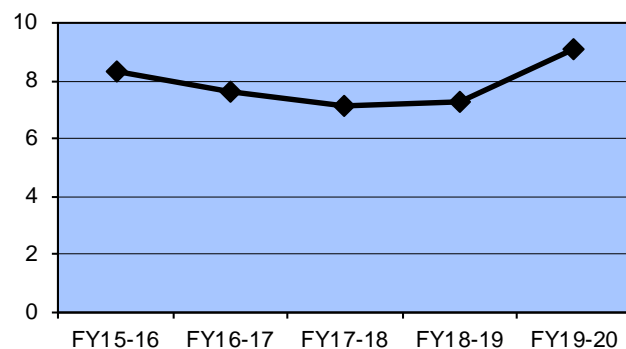
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

# Monroe County Transportation Authority (MCTA)

## Community Transportation



**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: 609  
 Population: 169,842  
 65+ Population: 21,701  
 % of Population 65 and older: 12.8%



**Current Fare Information**  
 Average Shared-Ride Fare: \$24.79  
 Average Shared-Ride Cost per Trip: \$32.82  
 Fare Structure  
 Implementation Date: August 2018



**Trip Information**  
 65+ Trips: 37,125  
 PwD Trips: 13,603  
 Other Shared-Ride Trips: 16,360  
 Total Shared-Ride Trips: 67,088  
 Non-Public Trips: 16,532

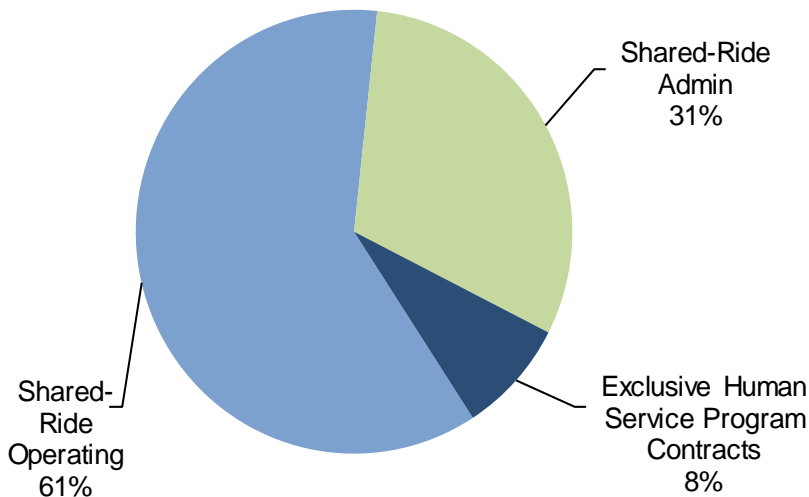


**Vehicles Operated in Maximum Service**  
 Community Transportation: 21

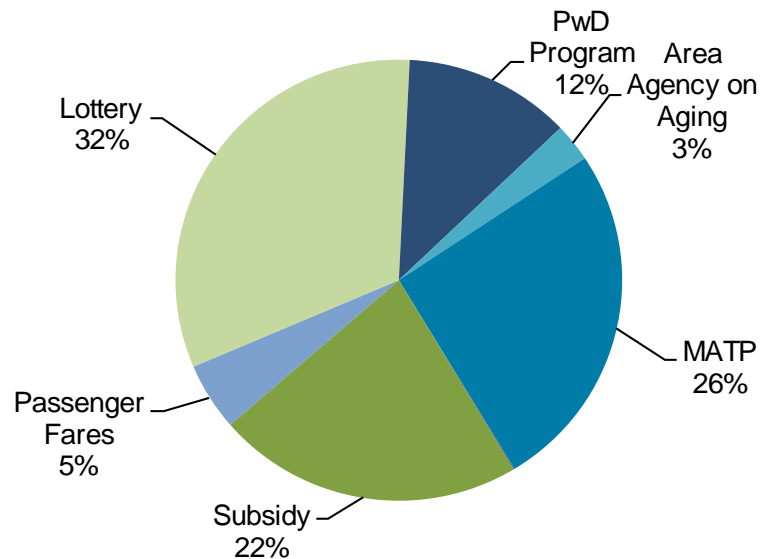
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$2,402**

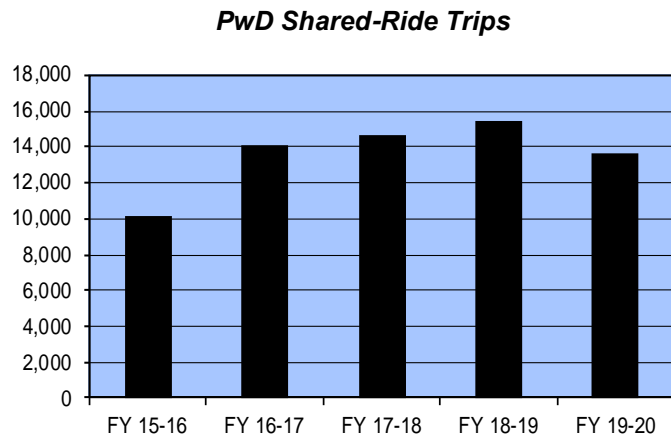
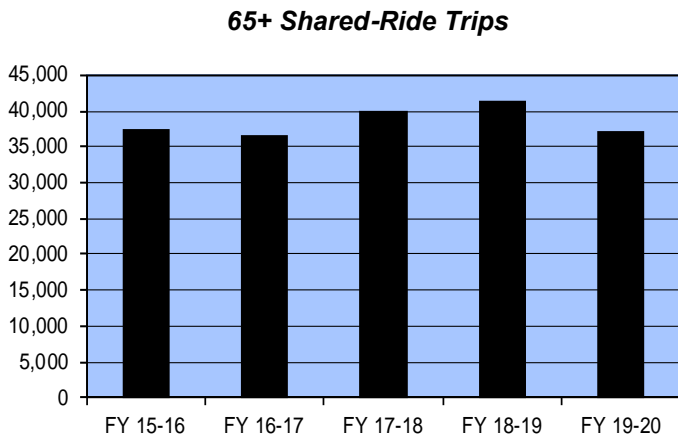
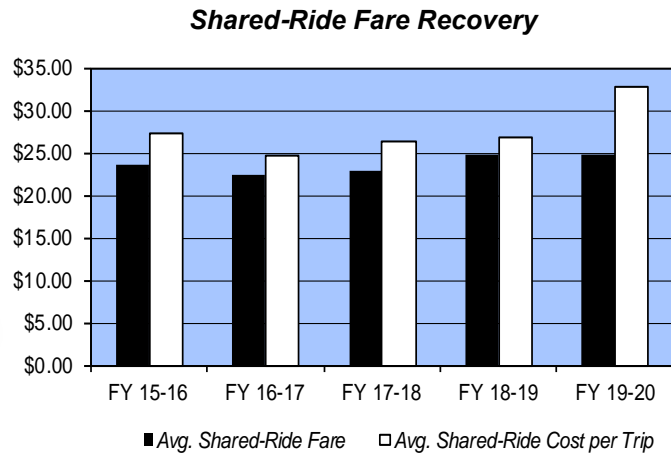


**Operating Funds (000's)**  
**\$2,402**

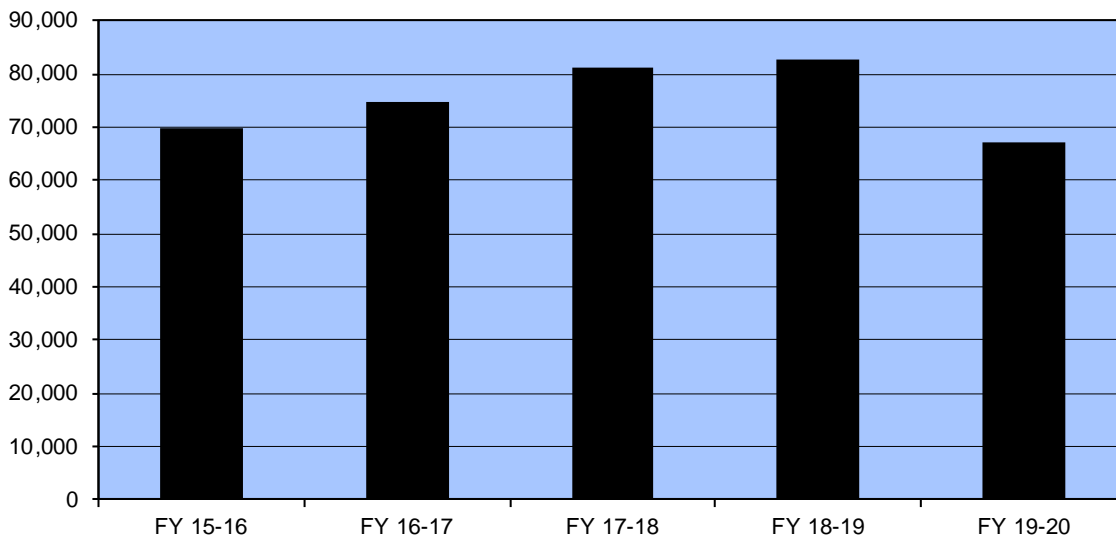


# (MCTA) Monroe County Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# New Castle Area Transit Authority (NCATA)

CNG

## Rural System



**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



**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: 478,126  
 Senior Passengers: 70,168  
 Revenue Vehicle Miles: 995,734  
 Revenue Vehicle Hours: 50,550



**Current Employees**  
 Agency Full-Time: 50  
 Agency Part-Time: 6  
 System-Wide: 56



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$4,633,773  
 Required Local Match: \$244,195



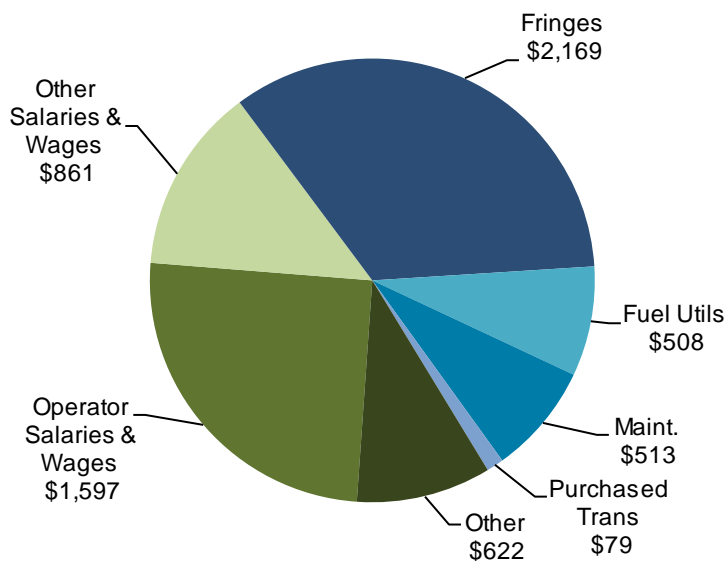
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 13  
 Hybrid Diesel/Electric Motor Bus: 10  
 CNG Motor Bus Vehicles: 11  
 System-Wide: 34

OPERATING PROFILES

## RURAL OPERATING BUDGET

### Operating Expense (000's)

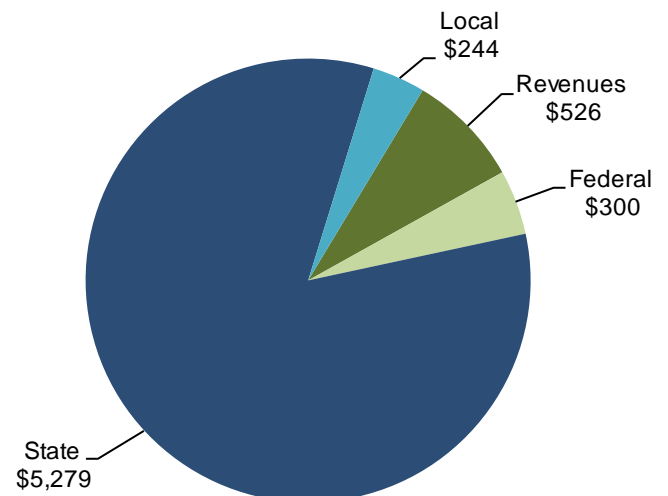
\$6,349



Expense includes ADA complementary expense.

### Operating Funds (000's)

\$6,349



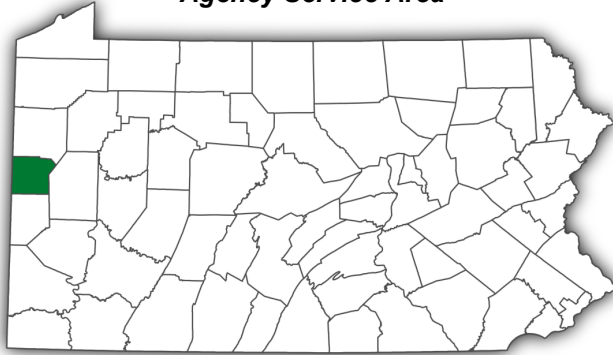
Revenue includes ADA complementary revenue.



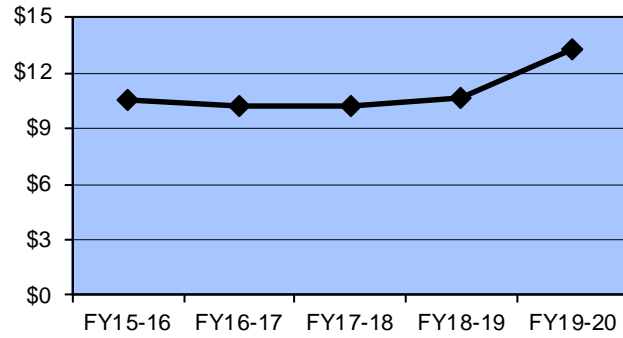
# (NCATA) New Castle Area Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

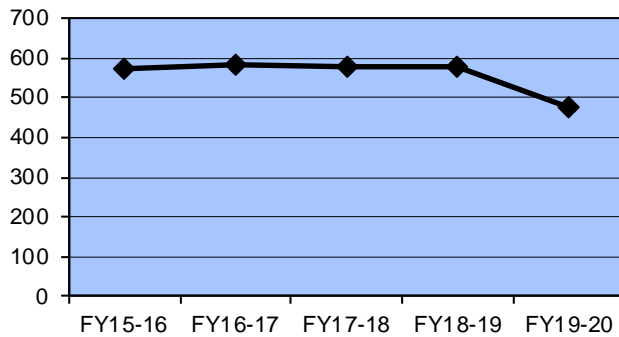
**Agency Service Area**



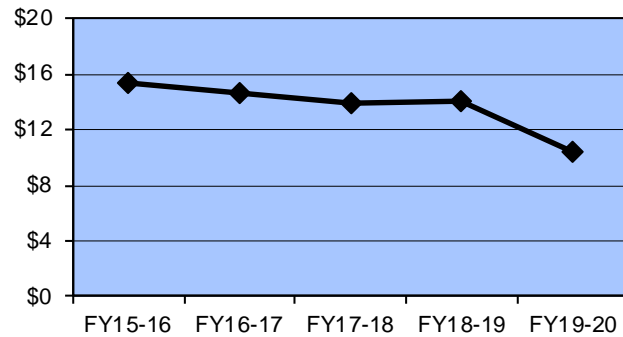
**Operating Expense Per Passenger**



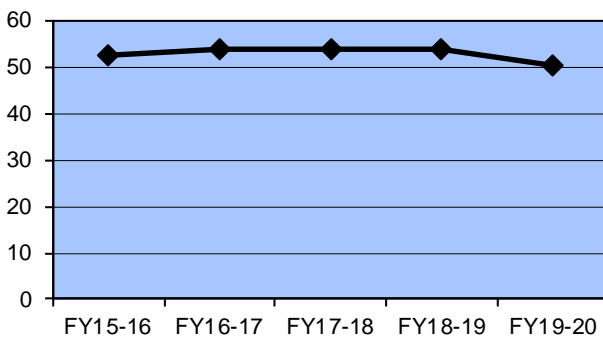
**Total Passengers (000's)**



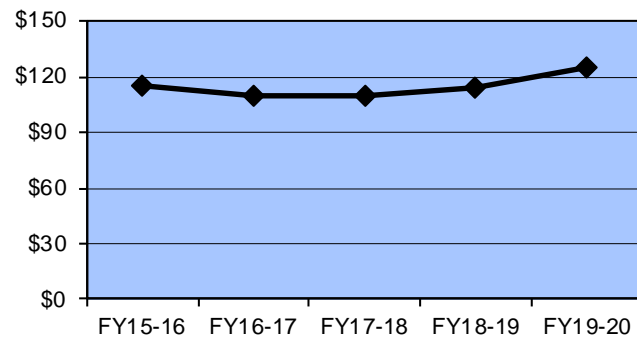
**Operating Revenue Per Revenue Vehicle Hour**



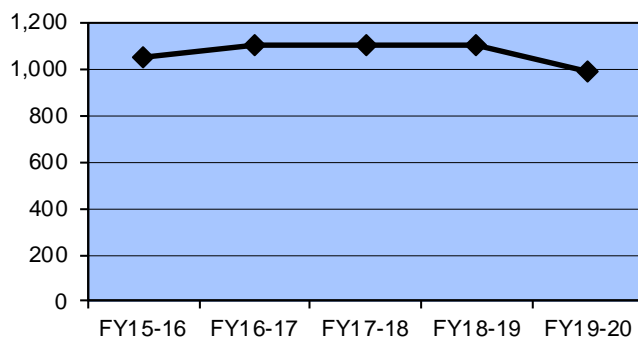
**Revenue Vehicle Hours (000's)**



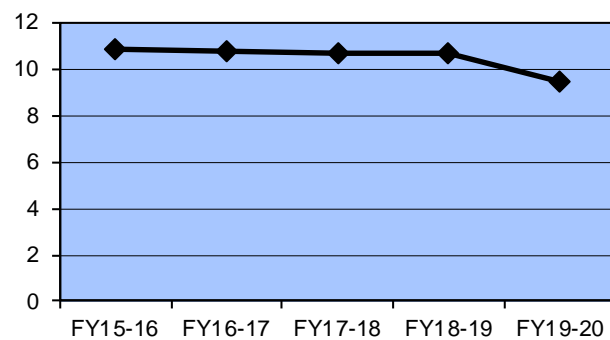
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Pike County Transportation Department

## Community Transportation



**Pike County Transportation Department**  
 506 Broad Street  
 Milford, PA 18337  
 570-296-3434  
 Mr. Robert Ruiz, Director



**House District**  
 Pike: 139, 189  
**Senate District**  
 Pike: 20



**Service Area Statistics (2010 Census)**  
 Square Miles: 547  
 Population: 57,369  
 65+ Population: 9,303  
 % of Population 65 and older: 16.2%



**Current Fare Information**  
 Average Shared-Ride Fare: \$20.69  
 Average Shared-Ride Cost per Trip: \$36.71  
 Fare Structure  
 Implementation Date: March 2016



**Trip Information**  
 65+ Trips: 17,766  
 PwD Trips: 3,080  
 Other Shared-Ride Trips: 708  
 Total Shared-Ride Trips: 21,554



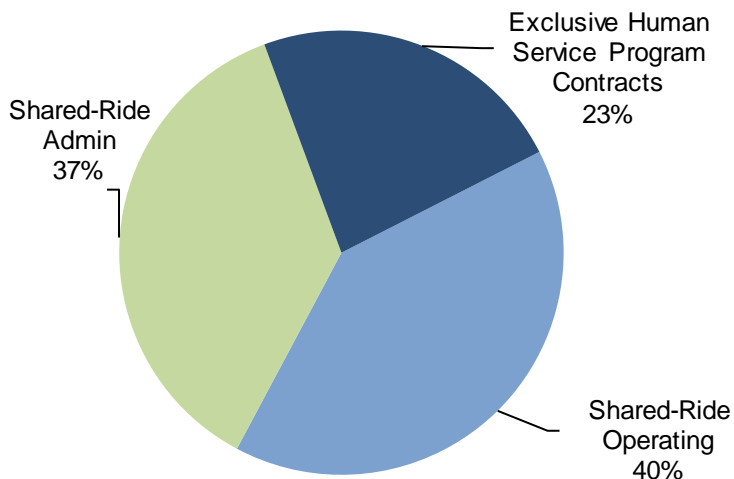
**Vehicles Operated in Maximum Service**  
 Community Transportation: 36

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

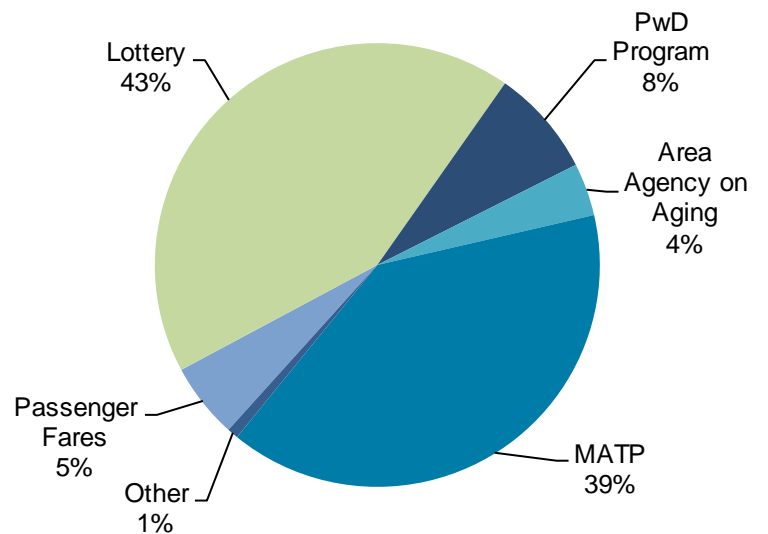
### Operating Expense (000's)

\$1,029



### Operating Funds (000's)

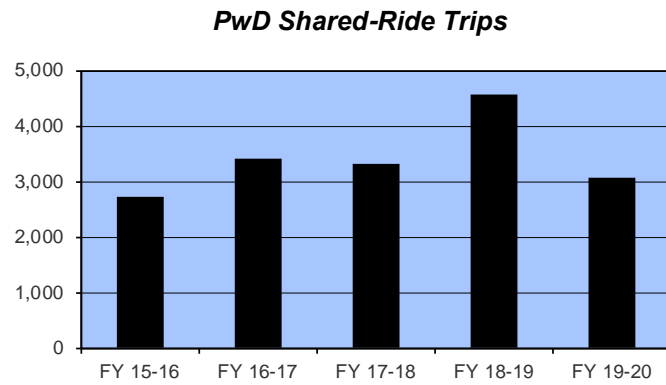
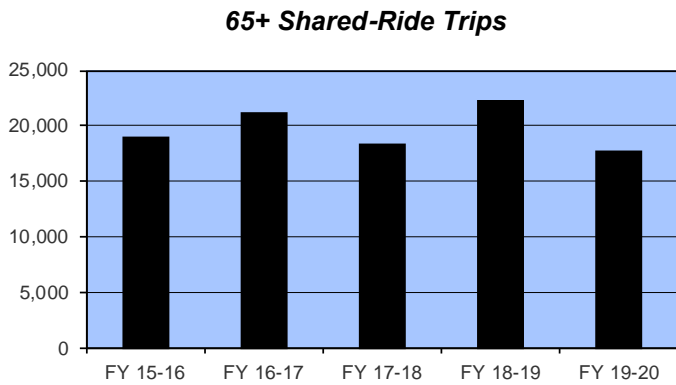
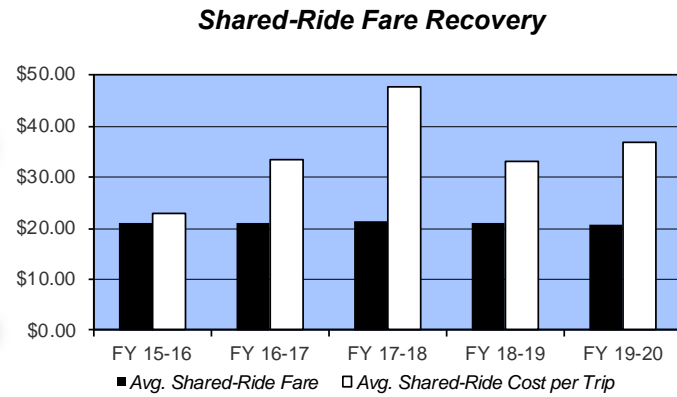
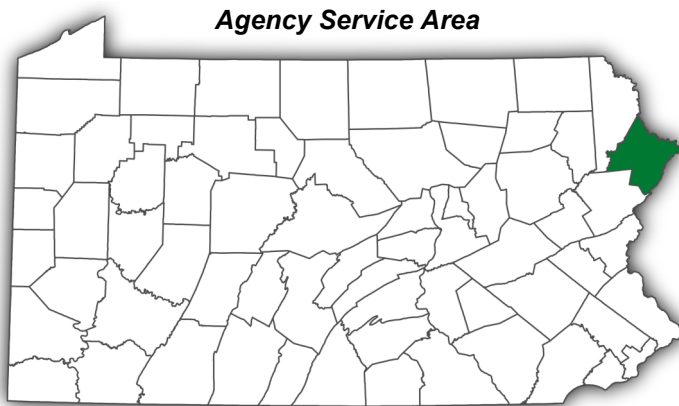
\$694\*



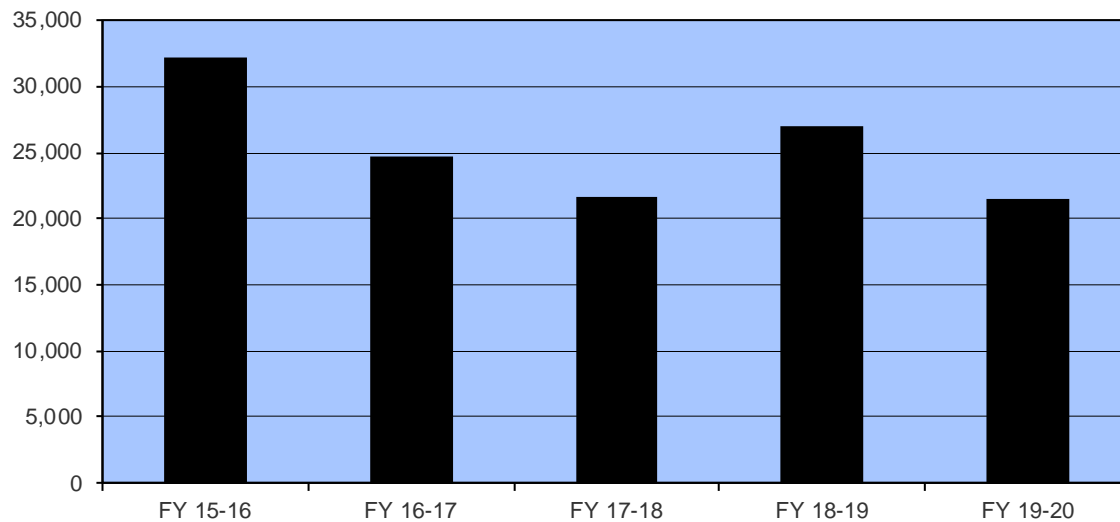
\*Deficit will be covered by retained earnings

# Pike County Transportation Department

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Pottstown Area Rapid Transit (PART)

## Urban System



**Pottstown Area Rapid Transit (PART)**  
 902 Farmington Avenue  
 Pottstown, PA 19464  
 610-970-6511  
 Mr. Justin Keller, Borough Manager  
[www.pottstownarearapidtransit.com](http://www.pottstownarearapidtransit.com)



**House District**  
 Chester: 26  
 Montgomery: 26, 146, 147

**Senate District**  
 Chester: 44  
 Montgomery: 24, 44



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



**Current Fare Information**  
 Fixed Route Base: \$2.25  
 Last Base Fare Increase: July 2018



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 182,086  
 Senior Passengers: 31,601  
 Revenue Vehicle Miles: 286,801  
 Revenue Vehicle Hours: 21,907



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



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,356,595  
 Required Local Match: \$94,281



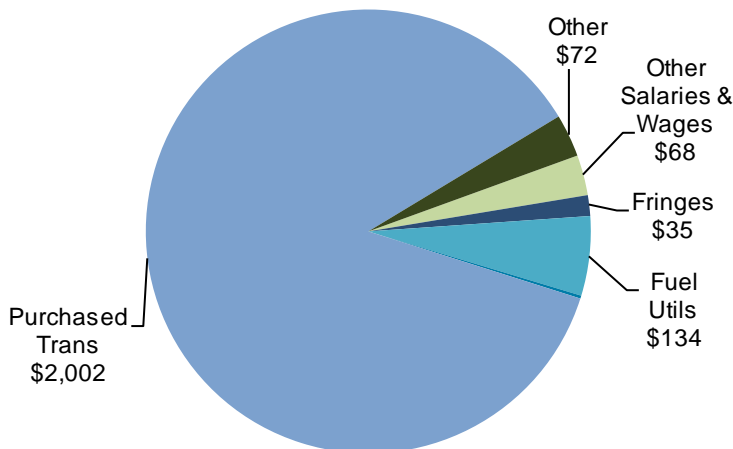
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 8  
 Diesel/Gasoline Paratransit Vehicle: 2  
 System-Wide: 10

OPERATING PROFILES

## URBAN OPERATING BUDGET

Operating Expense (000's)

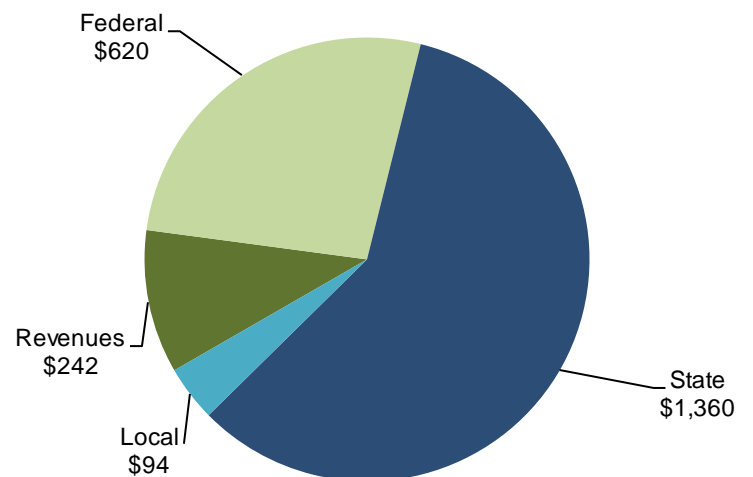
\$2,316



Expense includes ADA complementary expense.

Operating Funds (000's)

\$2,316

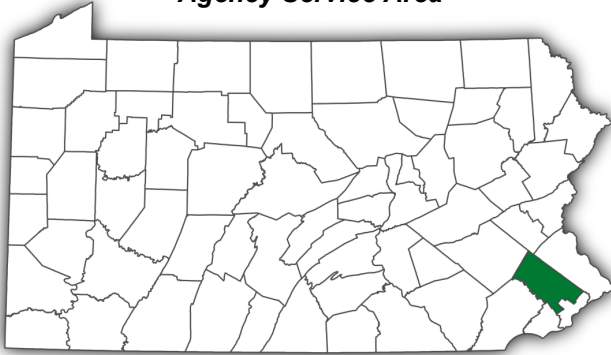


Revenue includes ADA complementary revenue.

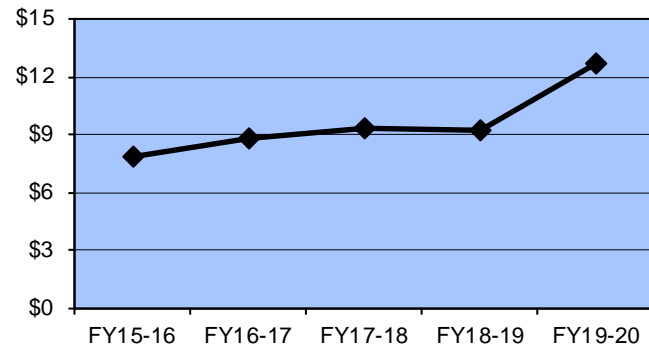
# (PART) Pottstown Area Rapid Transit

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

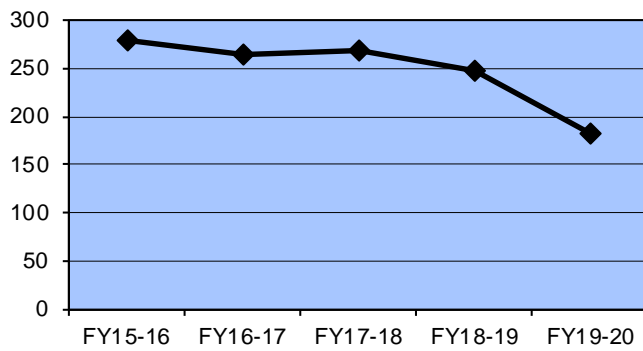
**Agency Service Area**



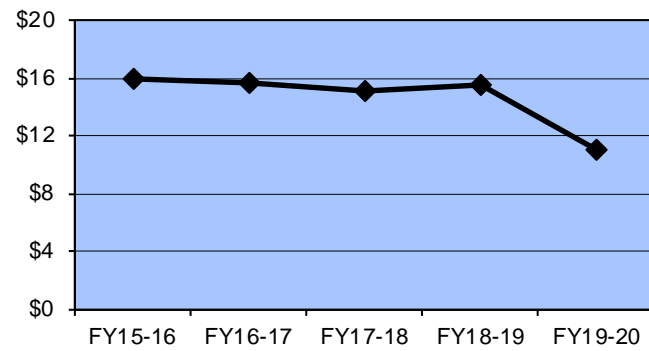
**Operating Expense Per Passenger**



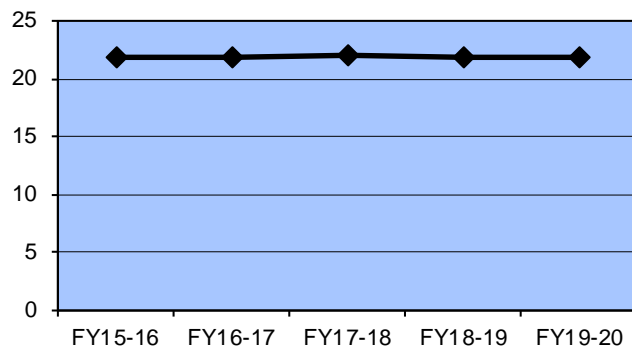
**Total Passengers (000's)**



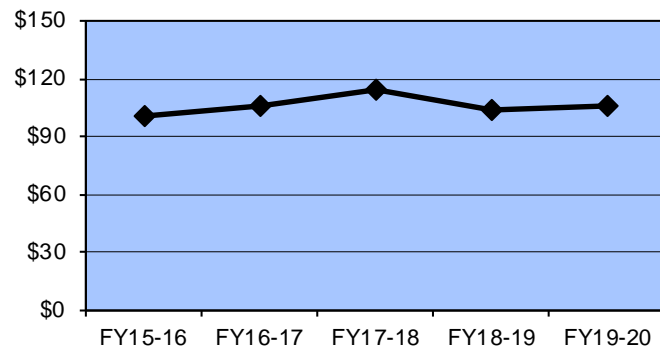
**Operating Revenue Per Revenue Vehicle Hour**



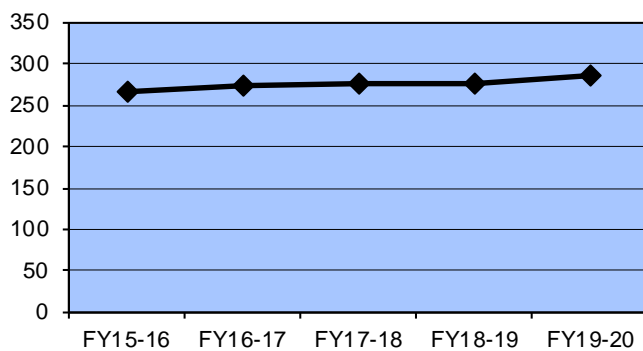
**Revenue Vehicle Hours (000's)**



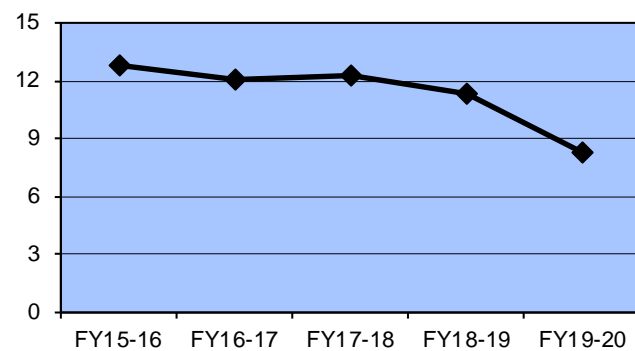
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# ROVER Community Transportation

## Community Transportation



**ROVER Community Transportation**  
 1002 South Chestnut Street  
 Downingtown, PA 19335  
 484-696-3854  
 Mr. Wayne Robinson, General Manager



**House District**  
 Chester: 13, 26, 74, 155, 156, 157, 158, 160, 167  
**Senate District**  
 Chester: 9, 19, 26, 44



**Service Area Statistics (2010 Census)**  
 Square Miles: 756  
 Population: 498,886  
 65+ Population: 63,875  
 % of Population 65 and older: 12.8%



**Current Fare Information**  
 Average Shared-Ride Fare: \$23.29  
 Average Shared-Ride Cost per Trip: \$26.32  
 Fare Structure  
 Implementation Date: January 2021



**Trip Information**  
 65+ Trips: 74,933  
 PwD Trips: 22,589  
 Other Shared-Ride Trips: 29,666  
 Total Shared-Ride Trips: 127,188  
 Total Escorts: 871  
 Non-Public Trips: 73,084

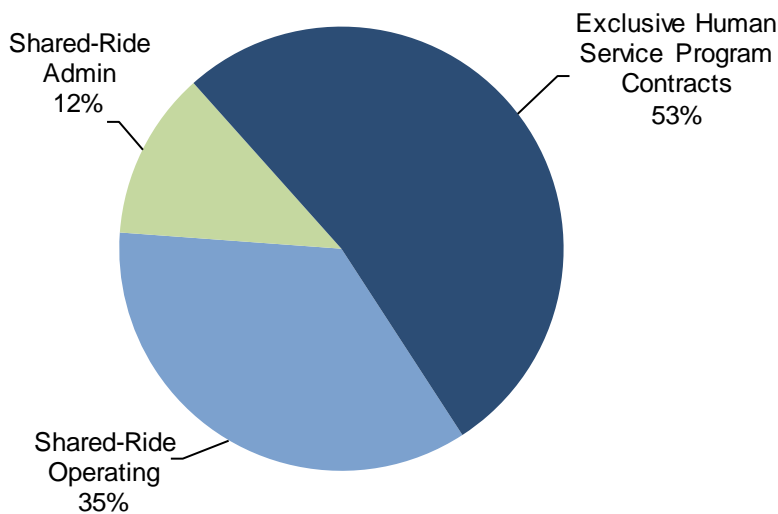


**Vehicles Operated in Maximum Service**  
 Community Transportation: 57

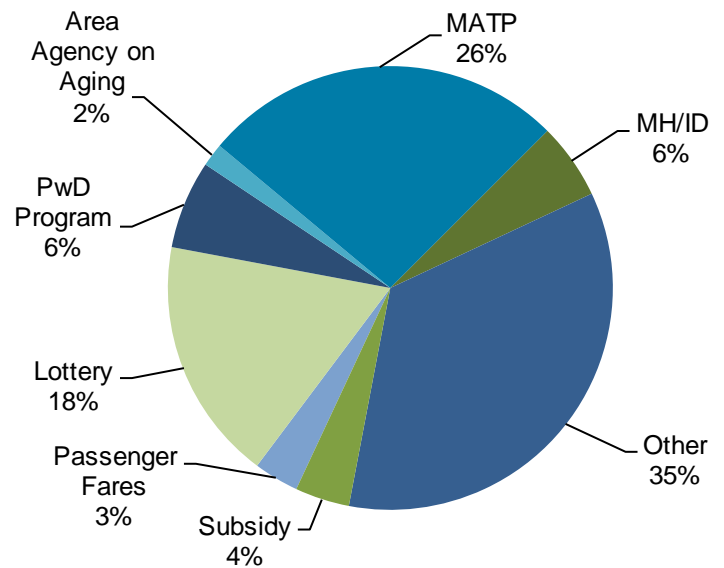
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$7,038**

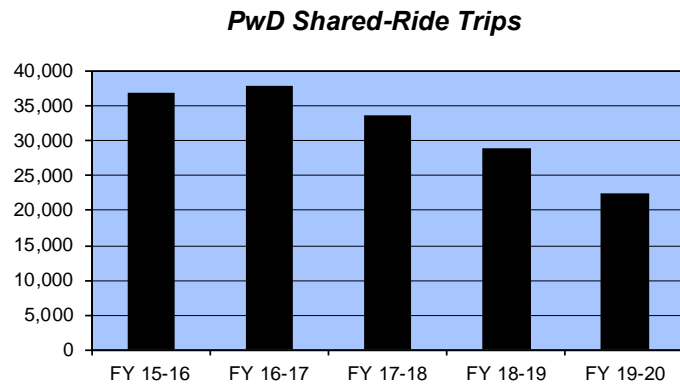
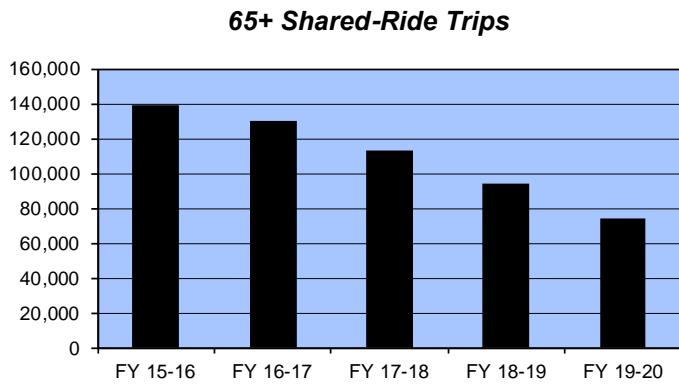
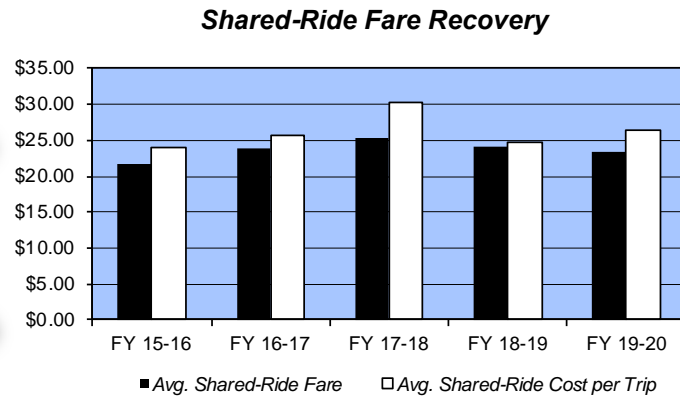
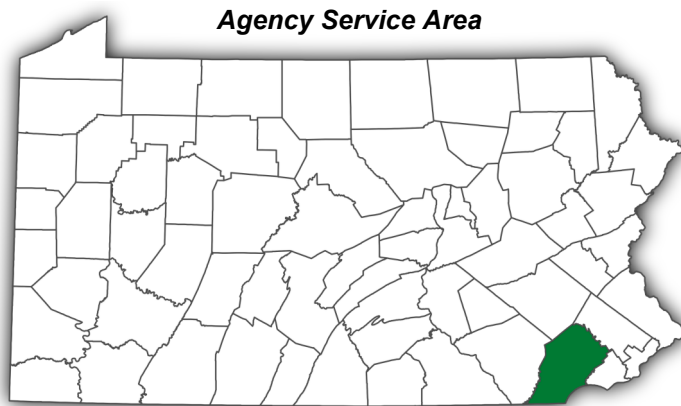


**Operating Funds (000's)**  
**\$7,138**

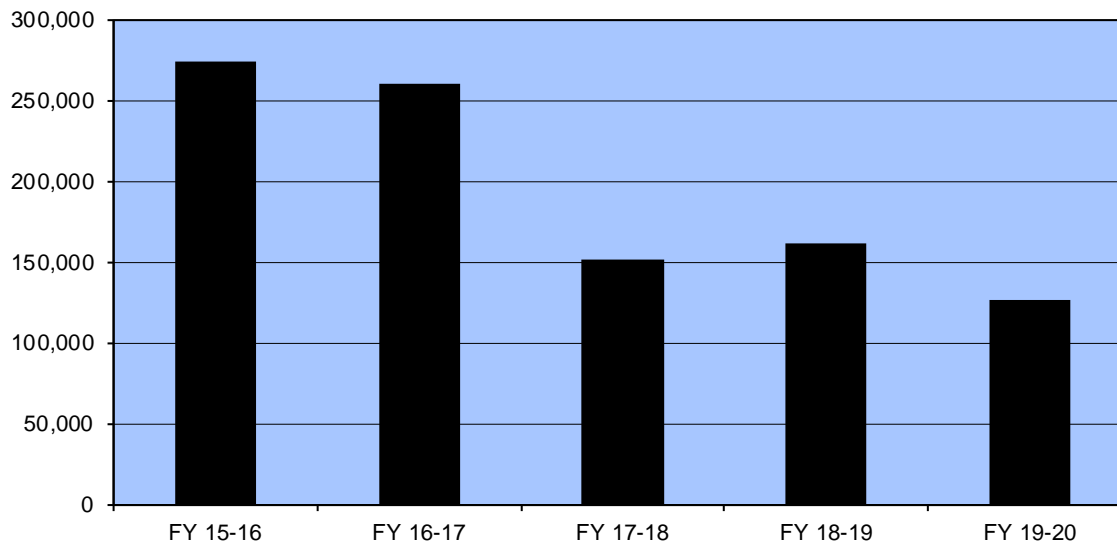


# ROVER Community Transportation

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



## Total Shared-Ride Trips



The large decrease in trips between FY 16-17 and FY17-18 resulted from a reclassification of some non-PennDOT funded trips to non-public transportation.

OPERATING PROFILES

# Schuylkill Transportation System (STS)

## Rural System



**Schuylkill Transportation System (STS)**  
 252 Industrial Park Road  
 St. Clair, PA 17970  
 570-429-2701  
 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: \$1.50  
 Last Base Fare Increase: July 2017



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 169,210  
 Senior Passengers: 45,385  
 Revenue Vehicle Miles: 343,328  
 Revenue Vehicle Hours: 20,676



**Current Employees**  
 Agency Full-Time: 54  
 Agency Part-Time: 19  
 System-Wide: 73



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,696,252  
 Required Local Match: \$71,311



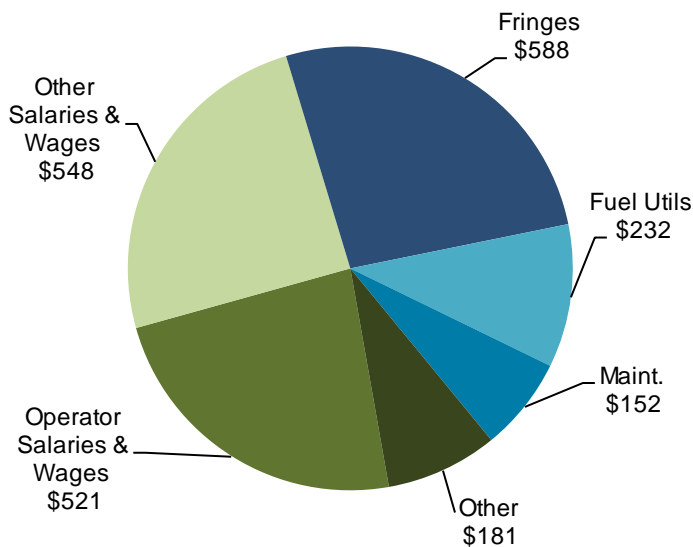
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 3  
 CNG Motor Bus: 10  
 Diesel/Gasoline Paratransit Vehicle: 2  
 System-Wide: 15

OPERATING PROFILES

## RURAL OPERATING BUDGET

Operating Expense (000's)

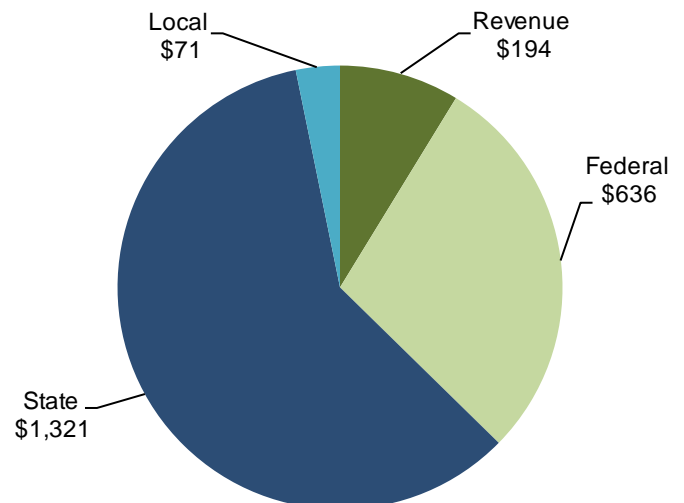
\$2,222



Expense includes ADA complementary expense.

Operating Funds (000's)

\$2,222



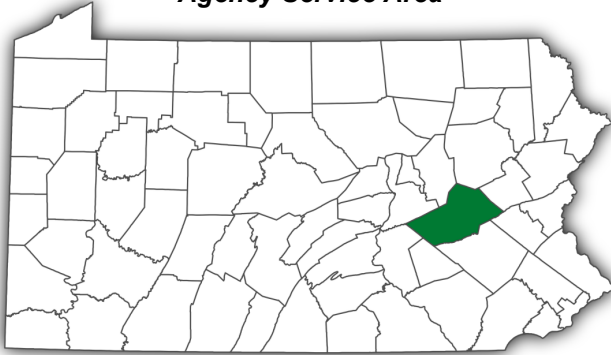
Revenue includes ADA complementary revenue.



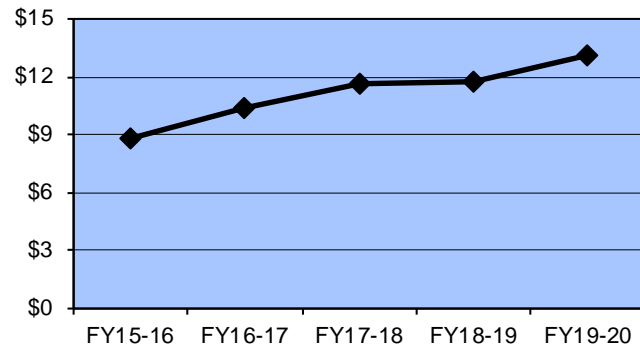
# (STS) Schuylkill Transportation System

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

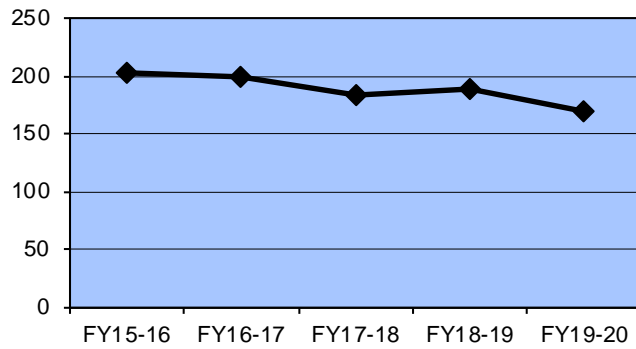
**Agency Service Area**



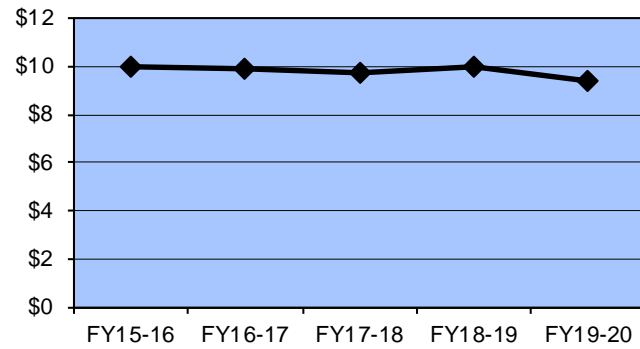
**Operating Expense Per Passenger**



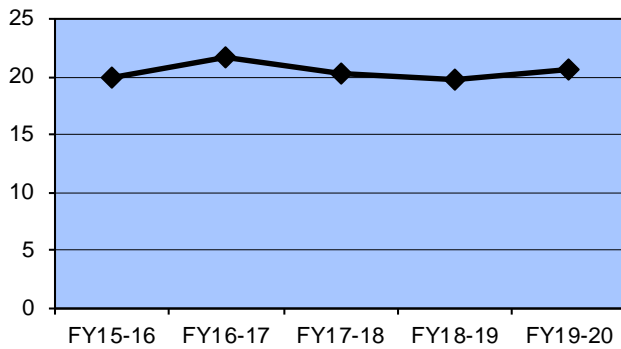
**Total Passengers (000's)**



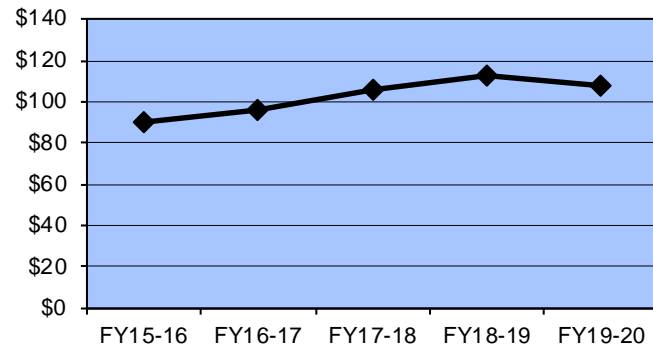
**Operating Revenue Per Revenue Vehicle Hour**



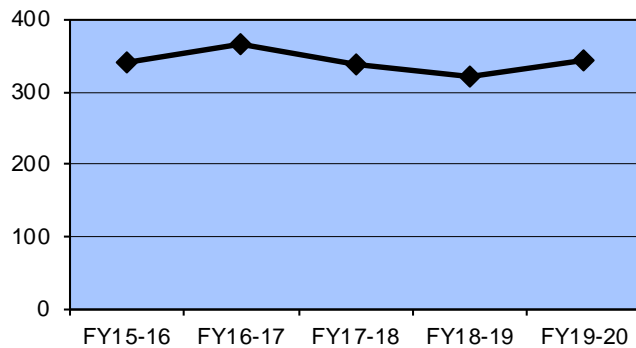
**Revenue Vehicle Hours (000's)**



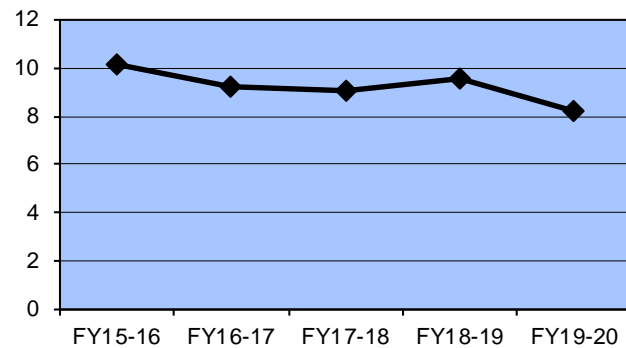
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Schuylkill Transportation System (STS)

## Community Transportation



### Schuylkill Transportation System (STS)

252 Industrial Park Road  
St. Clair, PA 17970  
570-429-2701  
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: 778  
Population: 148,289  
65+ Population: 26,828  
% of Population 65 and older: 18.1%



### Current Fare Information

Average Shared-Ride Fare: \$25.73  
Average Shared-Ride Cost per Trip: \$36.86  
Fare Structure  
Implementation Date: October 2020



### Trip Information

65+ Trips: 34,019  
PwD Trips: 4,411  
Other Shared-Ride Trips: 21,400  
Total Shared-Ride Trips: 59,830  
Total Escorts: 6,175  
Non-Public Trips: 6,926



### Vehicles Operated in Maximum Service

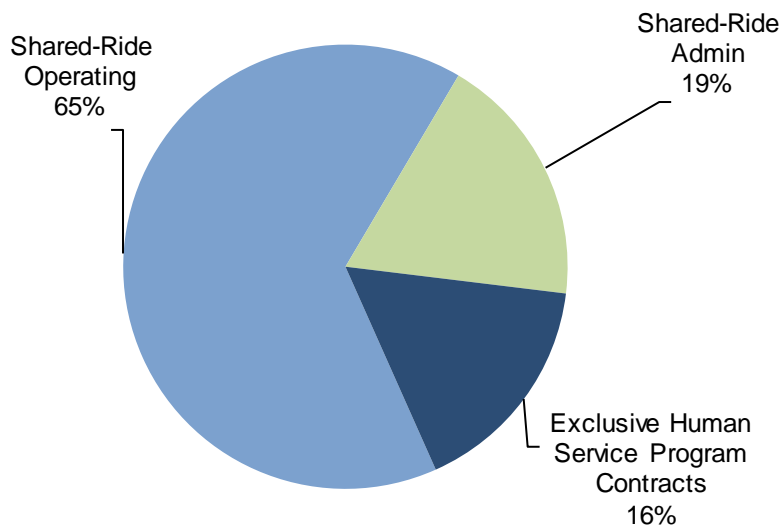
Community Transportation: 28

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

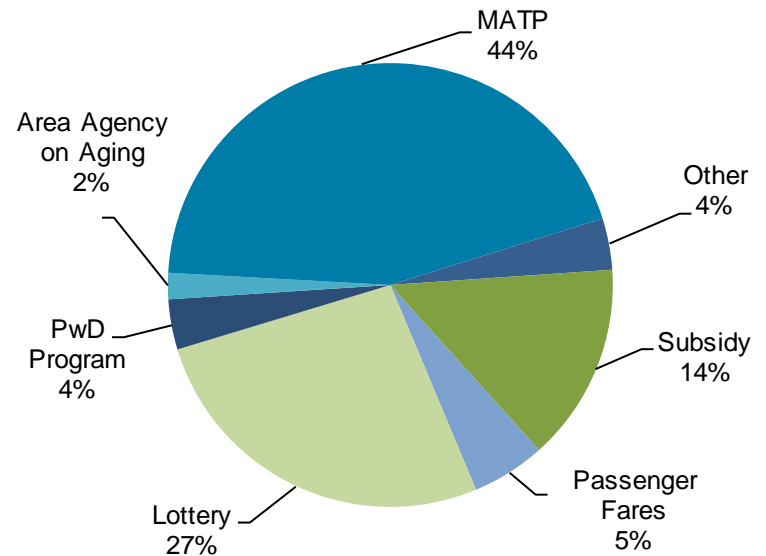
### Operating Expense (000's)

\$2,638



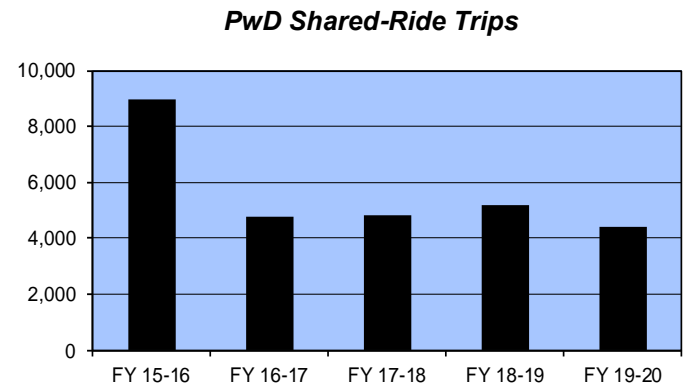
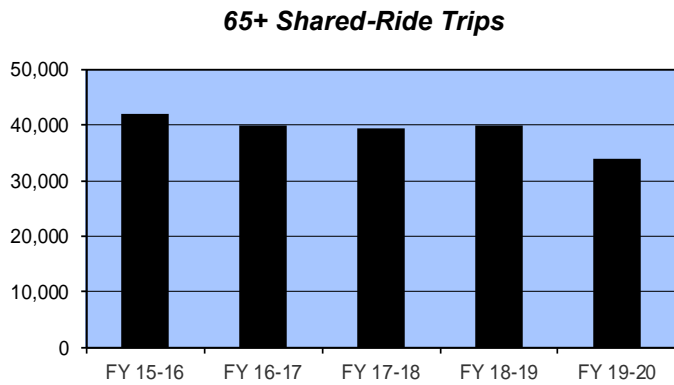
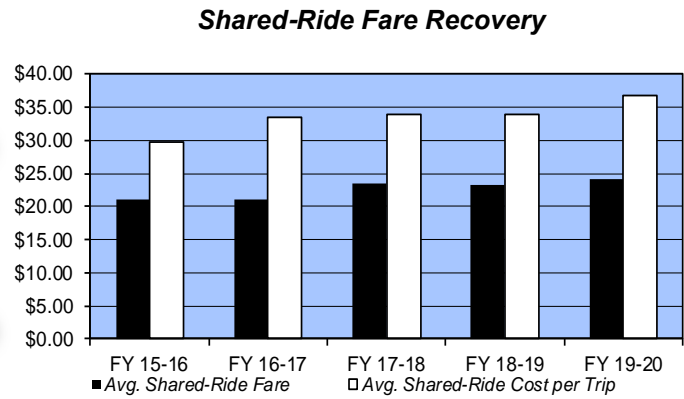
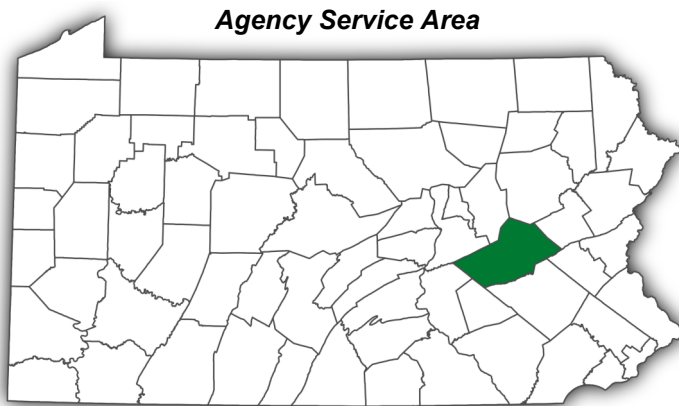
### Operating Funds (000's)

\$2,638

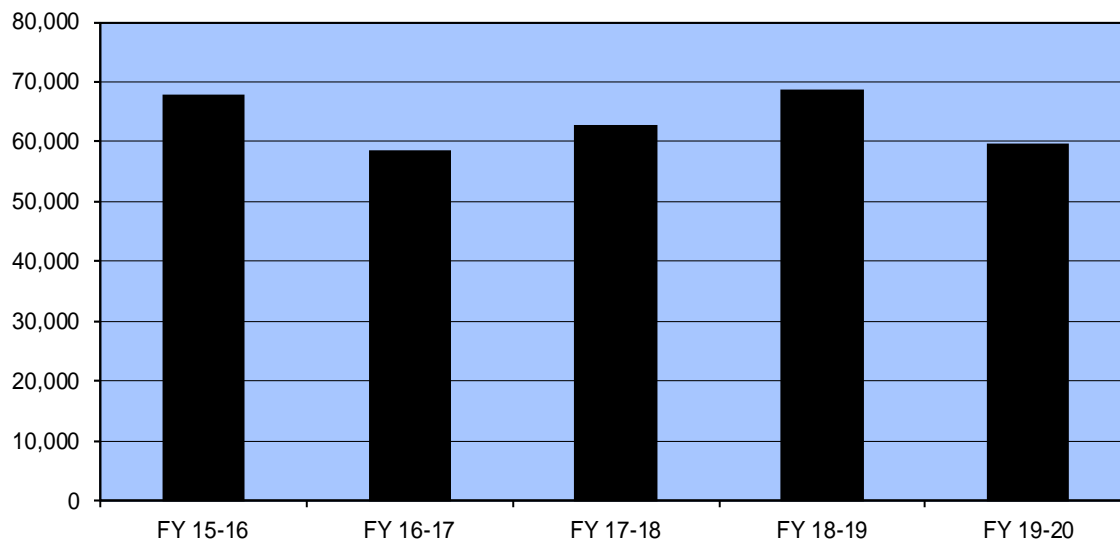


# (STS) Schuylkill Transportation System

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Somerset County Transportation System

## Community Transportation



### Somerset County Transportation System

535 East Main Street  
Somerset, PA 15501  
814-445-9628  
Mr. Michael Villeneuve, Director of Transportation



### House District

Somerset: 51, 59, 69, 71

### Senate District

Somerset: 32



### Service Area Statistics (2010 Census)

Square Miles: 1,075  
Population: 77,742  
65+ Population: 14,431  
% of Population 65 and older: 18.6%



### Current Fare Information

Average Shared-Ride Fare: \$15.65  
Average Shared-Ride Cost per Trip: \$16.38  
Fare Structure  
Implementation Date: July 2017



### Trip Information

65+ Trips: 11,012  
PwD Trips: 3,181  
Other Shared-Ride Trips: 11,037  
Total Shared-Ride Trips: 25,230  
Total Escorts: 1,155  
Non-Public Trips: 3,584



### Vehicles Operated in Maximum Service

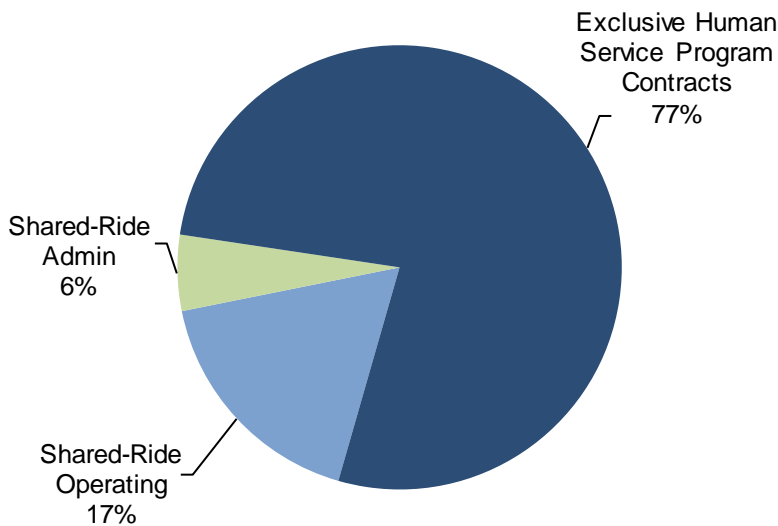
Community Transportation: 14

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

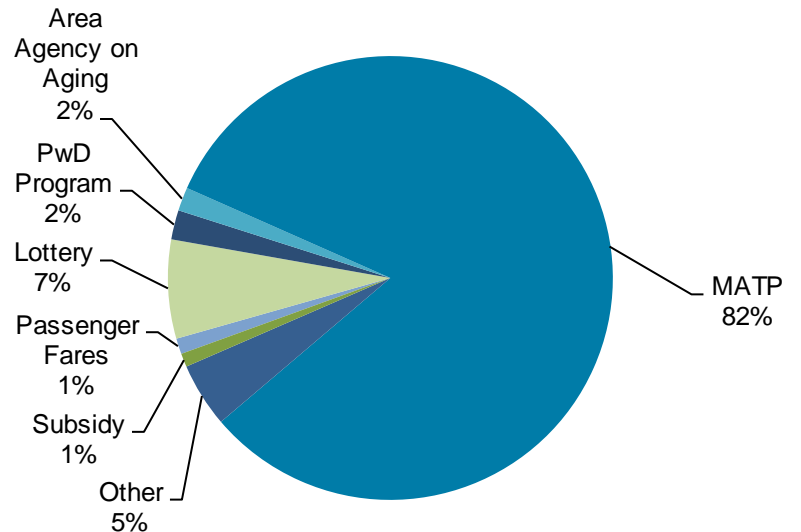
### Operating Expense (000's)

\$1,803



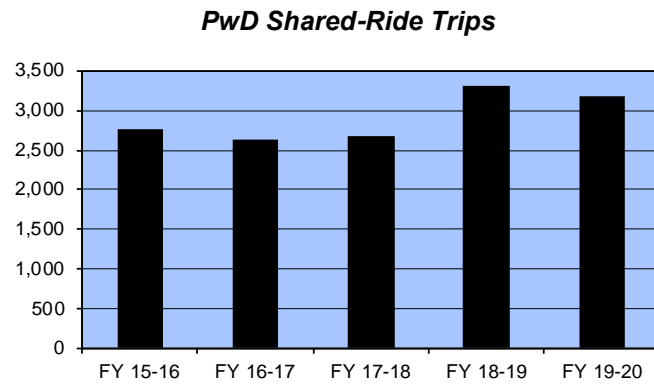
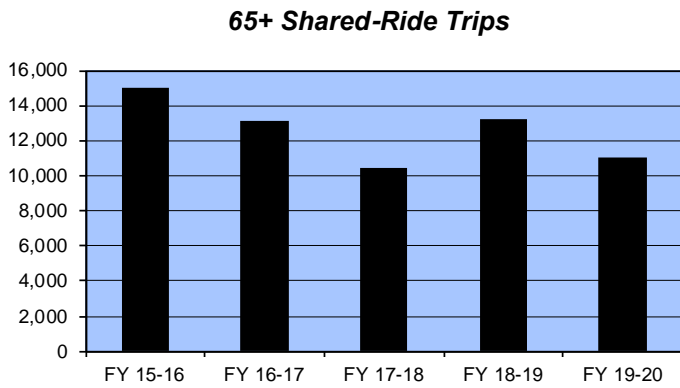
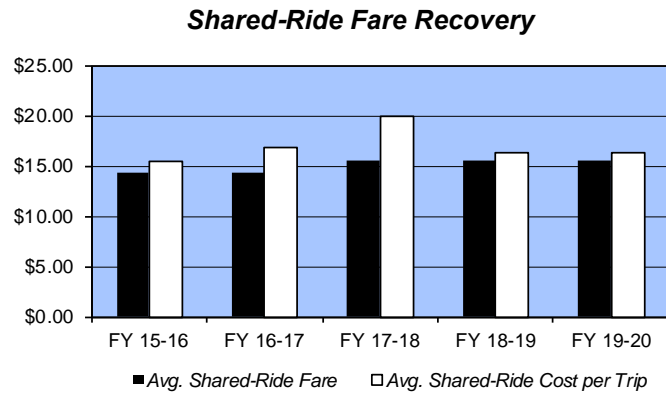
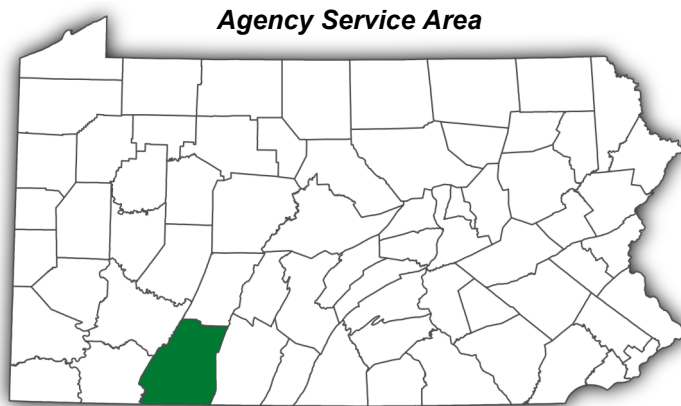
### Operating Funds (000's)

\$2,037

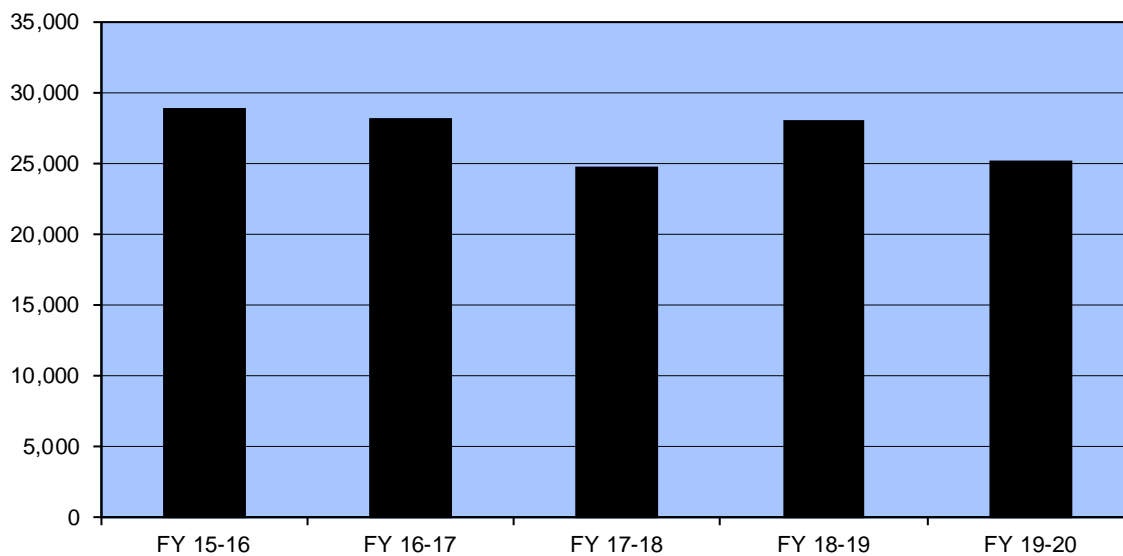


# Somerset County Transportation System

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



# South Central Transit Authority (SCTA)

## Urban System



### South Central Transit Authority (SCTA)

45 Erick Road  
Lancaster, PA 17601  
717-358-1920  
Mr. David Kilmer, Executive Director  
[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: 3,888,302  
Senior Passengers: 637,719  
Revenue Vehicle Miles: 3,310,427  
Revenue Vehicle Hours: 256,030



### Current Employees

Agency Full-Time: 249  
Agency Part-Time: 25  
Contractor Full-Time: 88  
Contractor Part-Time: 10  
System-Wide: 372



### Act 44 Operating Assistance

Section 1513 Allocation: \$17,004,091  
Required Local Match\*: \$948,152



### Current Fleet Size

Diesel/Gasoline Motor Bus: 95  
Diesel/Gasoline Paratransit Vehicle: 125  
System-Wide: 220

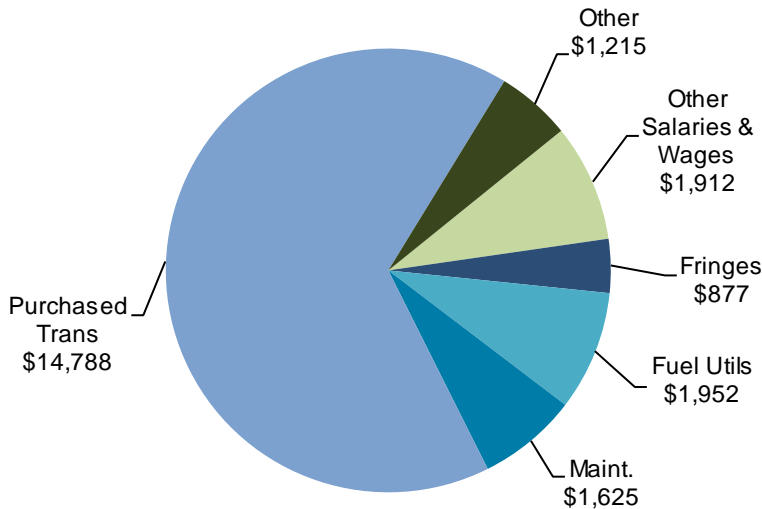
\*SCTA was approved for a local match waiver due to regional consolidation savings, thus required local match is reduced to \$0.

OPERATING PROFILES

## URBAN OPERATING BUDGET

### Operating Expense (000's)

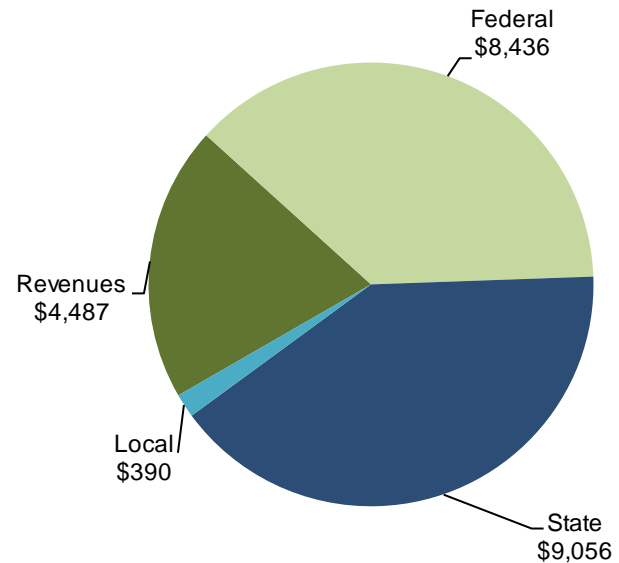
\$22,369



Expense includes ADA complementary expense.

### Operating Funds (000's)

\$22,369

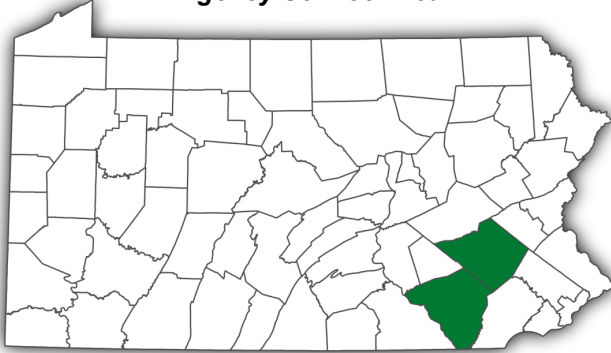


Revenue includes ADA complementary revenue.

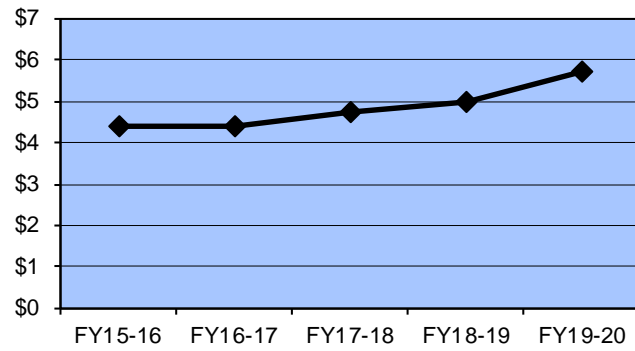
# (SCTA) South Central Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

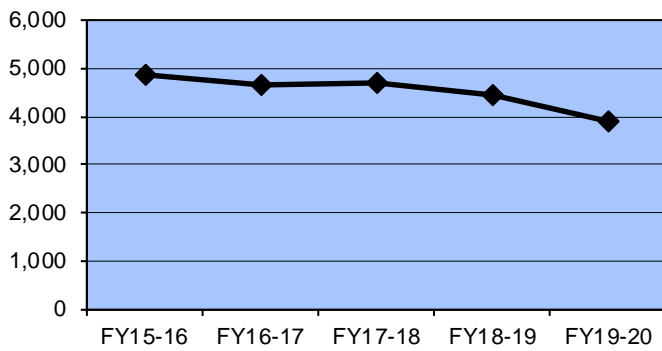
**Agency Service Area**



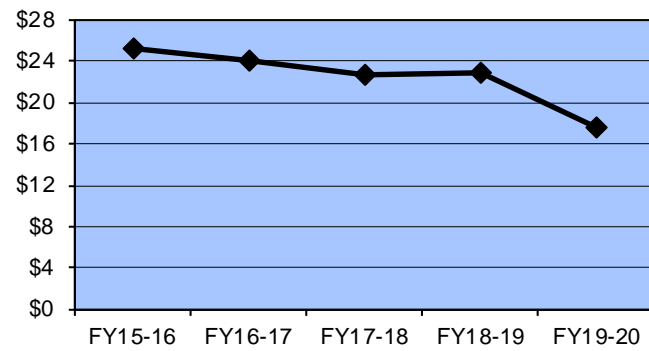
**Operating Expense Per Passenger**



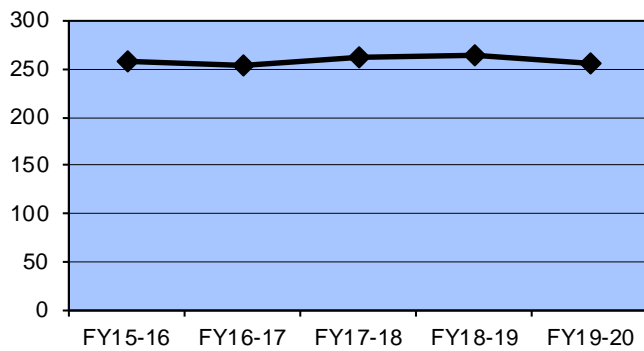
**Total Passengers (000's)**



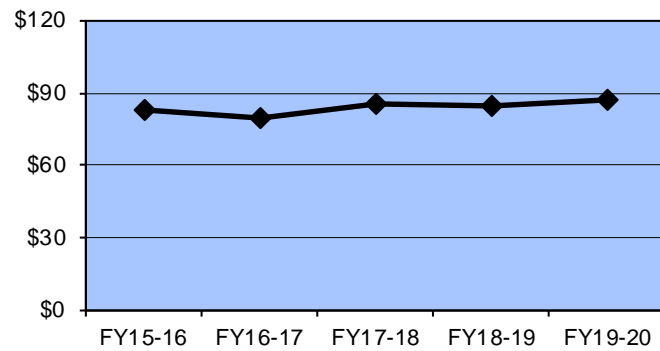
**Operating Revenue Per Revenue Vehicle Hour**



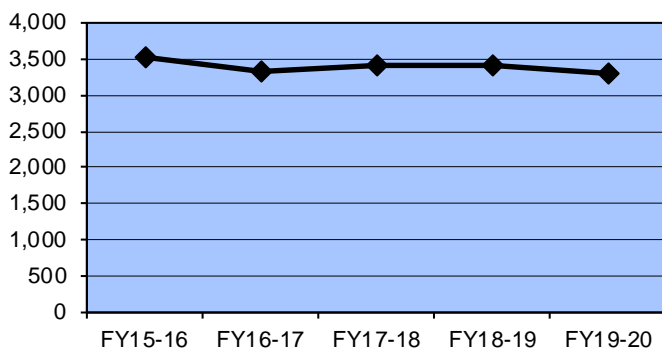
**Revenue Vehicle Hours (000's)**



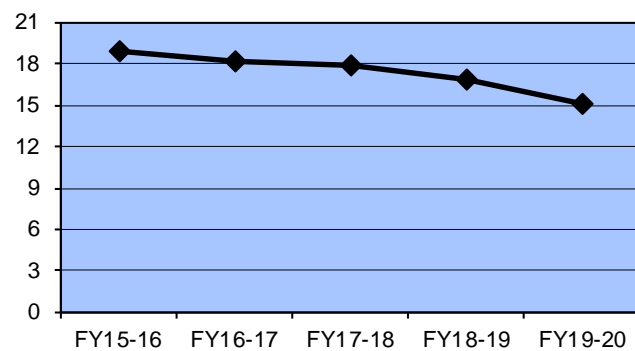
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



OPERATING PROFILES

In FY 15-16, the Red Rose Transit Authority merged with Berks Area Regional Transportation Authority to form the South Central Transit Authority. Passengers include ADA complementary passengers.

# South Central Transit Authority (SCTA)

## Community Transportation



### South Central Transit Authority (SCTA)

45 Erick Road  
Lancaster, PA 17601  
717-358-1920  
Mr. David Kilmer, Executive Director  
[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  
65+ Population: 137,338  
% of Population 65 and older: 14.8%



### Current Fare Information

Average Shared-Ride Fare: \$23.98  
Average Shared-Ride Cost per Trip: \$31.26  
Fare Structure  
Implementation Date: July 2017



### Trip Information

65+ Trips: 152,501  
PwD Trips: 8,736  
Other Shared-Ride Trips: 142,450  
Total Shared-Ride Trips: 303,687  
Total Escorts: 27,727  
Non-Public Trips: 47,091



### Vehicles Operated in Maximum Service

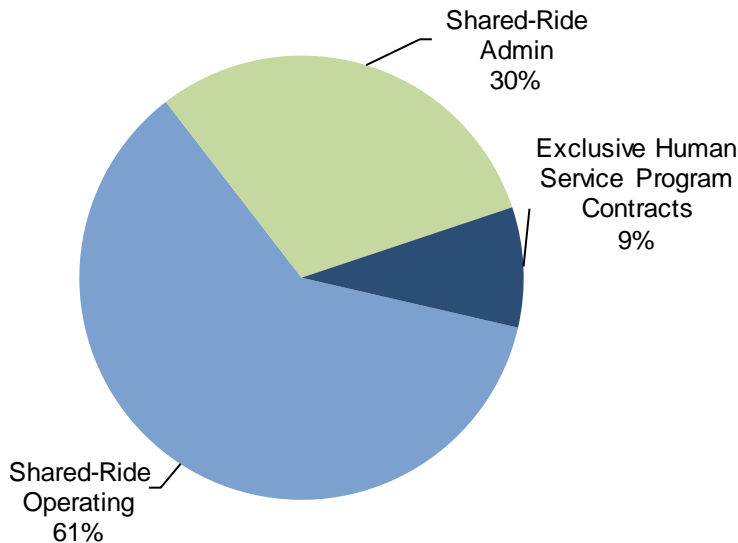
Community Transportation: 83

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

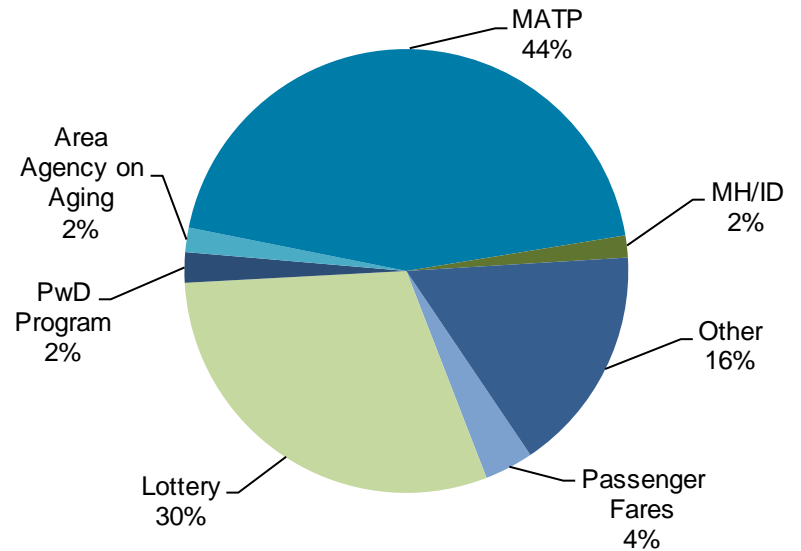
### Operating Expense (000's)

\$10,402



### Operating Funds (000's)

\$10,325\*

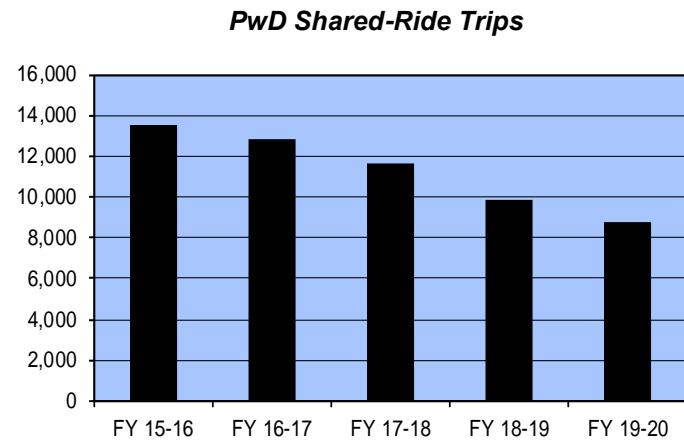
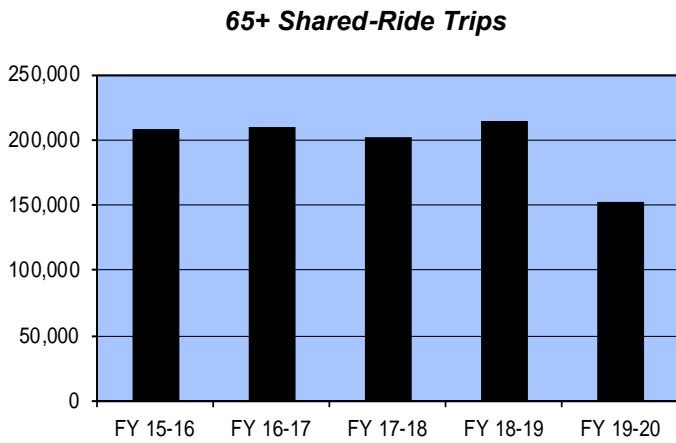
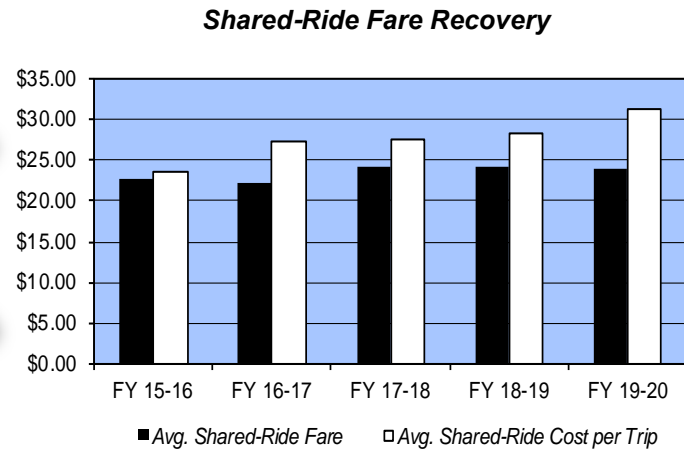
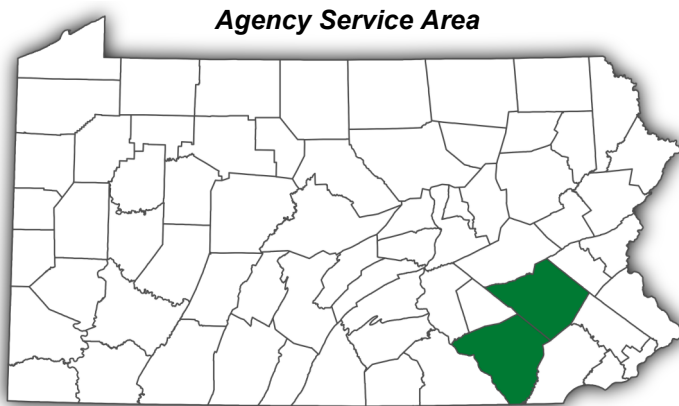


\*Deficit will be covered by prior year retained earnings

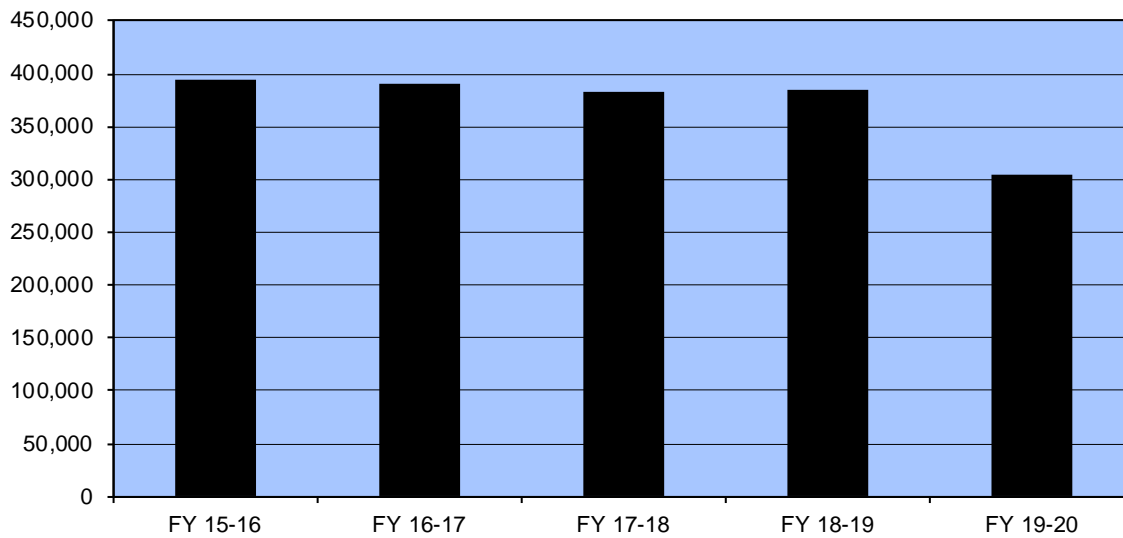


# (SCTA) South Central Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



## Total Shared-Ride Trips



OPERATING PROFILES

## Community Transportation



**STEP, Inc.**  
2138 Lincoln Street  
Williamsport, PA 17701  
570-326-0587  
Mr. Jim Plankenhorn, President & CEO



**House District**  
Clinton: 76  
Lycoming: 83, 84, 93

**Senate District**  
Clinton: 25  
Lycoming: 23



**Service Area Statistics (2010 Census)**  
Square Miles: 2,126  
Population: 155,349  
65+ Population: 25,462  
% of Population 65 and older: 16.4%



**Current Fare Information**  
Average Shared-Ride Fare: \$24.92  
Average Shared-Ride Cost per Trip: \$34.89  
Fare Structure  
Implementation Date: April 2015



**Trip Information**  
65+ Trips: 32,511  
PwD Trips: 3,487  
Other Shared-Ride Trips: 32,692  
Total Shared-Ride Trips: 68,690  
Total Escorts: 3,574  
Non-Public Trips: 17,310



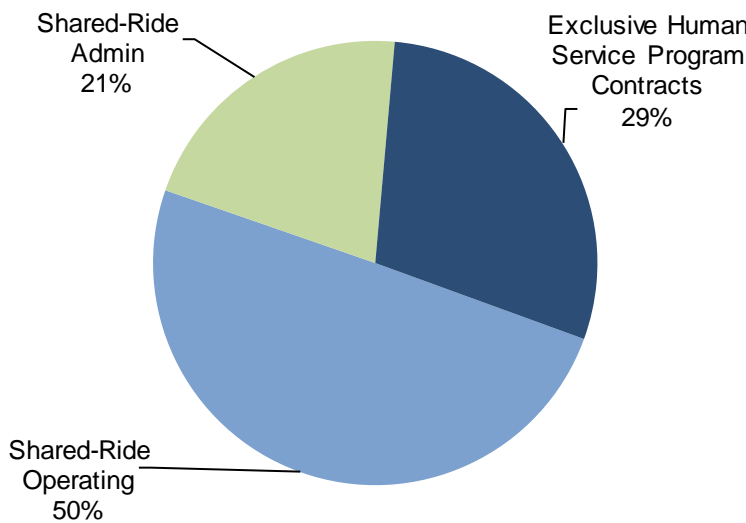
**Vehicles Operated in Maximum Service**  
Community Transportation: 39

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

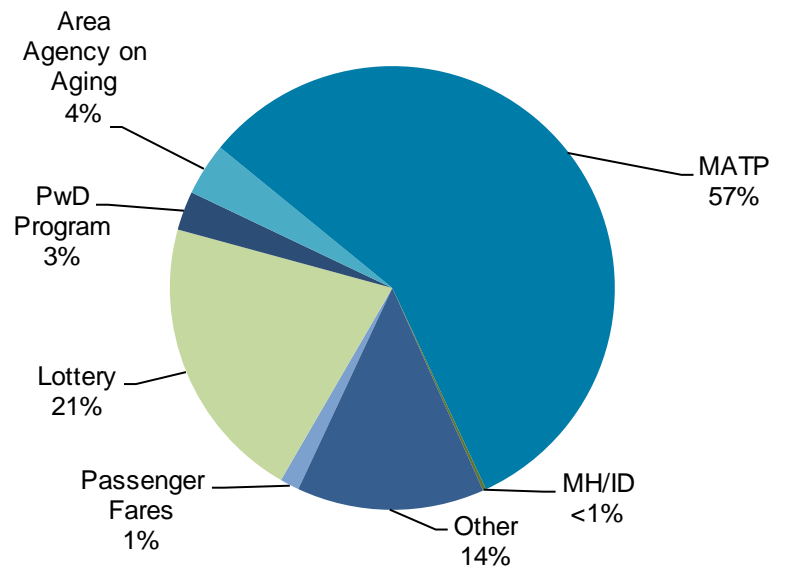
Operating Expense (000's)

\$3,383



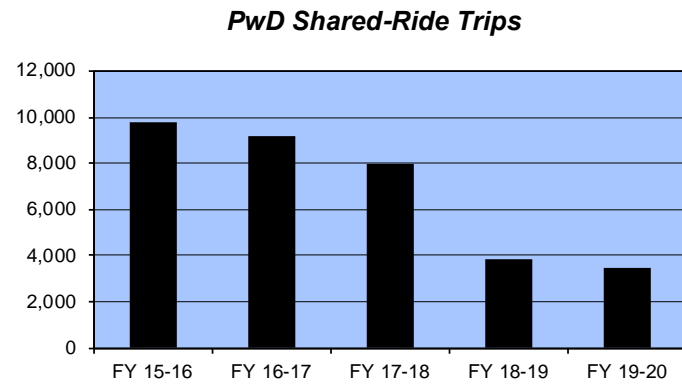
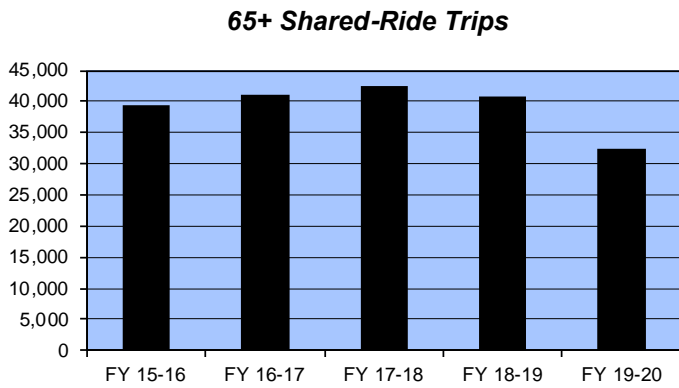
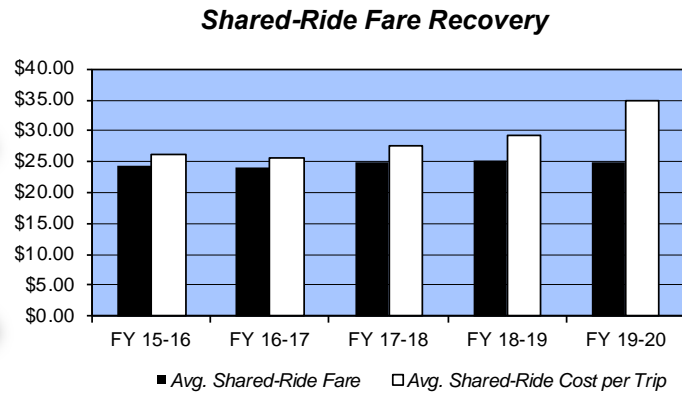
Operating Funds (000's)

\$3,004\*

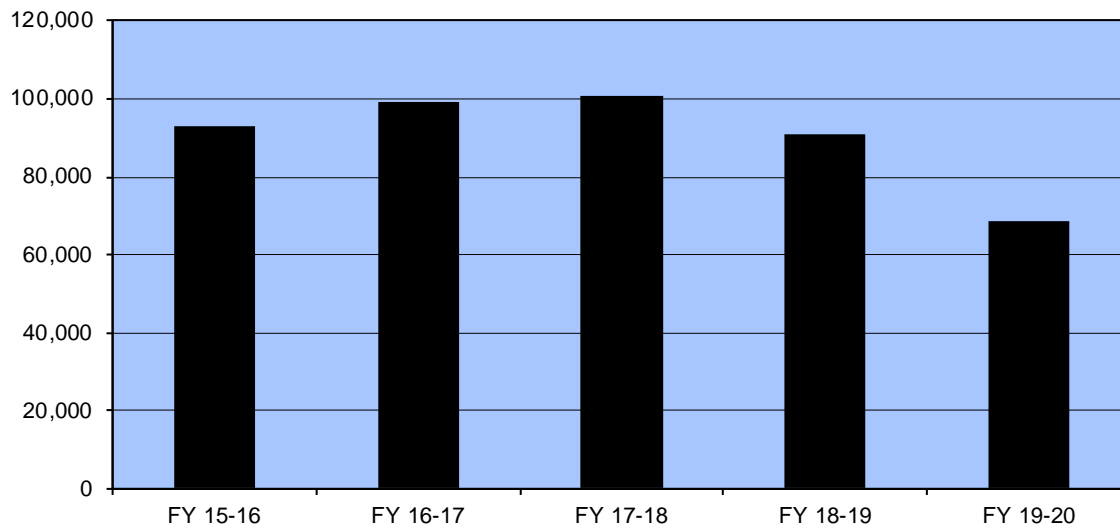


\*Deficit will be covered by CARES Act funds beyond the end of the fiscal year.

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



# Suburban Transit Network, Inc. (TransNet)

## Community Transportation



### Suburban Transit Network, Inc. (TransNet)

980 Harvest Drive, Suite 100  
Blue Bell, PA 19422  
215-542-7433  
Ms. Susan Kopystecki, Executive Director  
[www.suburbantransit.org](http://www.suburbantransit.org)



### House District

Montgomery: 26, 53, 61, 70, 131, 146, 147, 148, 149, 150, 151, 152, 153, 154, 157, 166, 172, 194

### Senate District

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



### Service Area Statistics (2010 Census)

Square Miles: 483  
Population: 799,874  
65+ Population: 120,727  
% of Population 65 and older: 15.1%



### Current Fare Information

Average Shared-Ride Fare: \$32.18  
Average Shared-Ride Cost per Trip: \$39.65  
Fare Structure  
Implementation Date: August 2019



### Trip Information

65+ Trips: 111,332  
PwD Trips: 10,191  
Other Shared-Ride Trips: 55,723  
Total Shared-Ride Trips: 177,246  
Total Escorts: 6,282  
Non-Public Trips: 550,425



### Vehicles Operated in Maximum Service

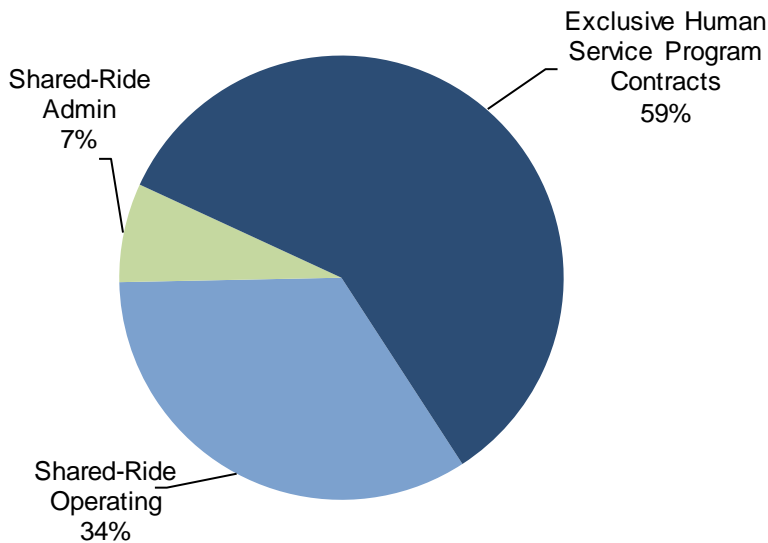
Community Transportation: 209

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

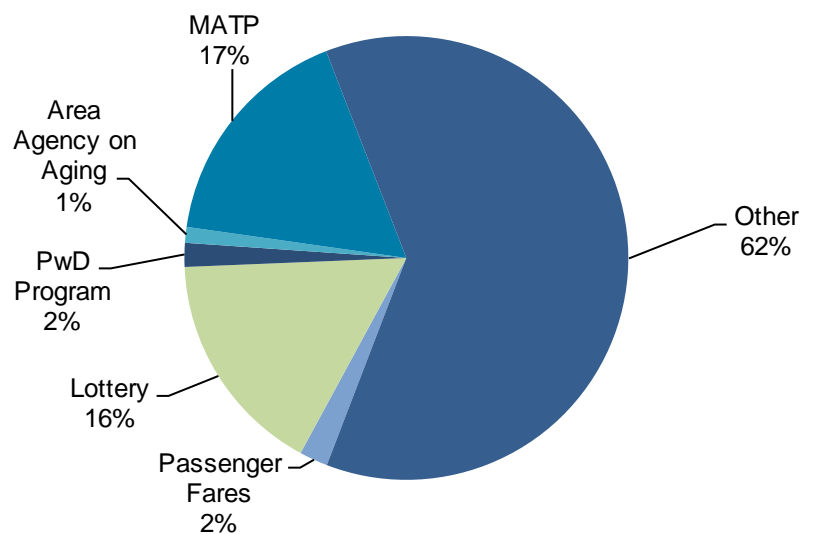
### Operating Expense (000's)

\$17,119



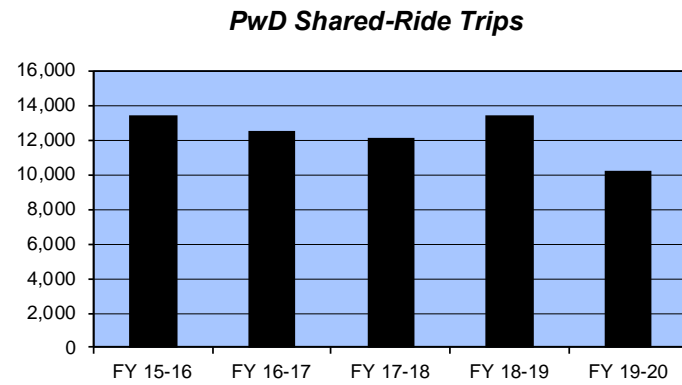
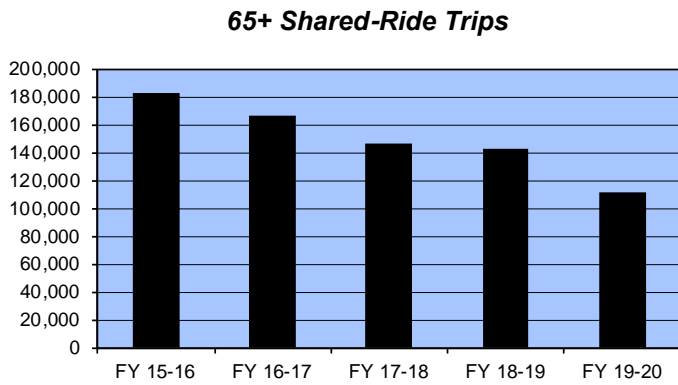
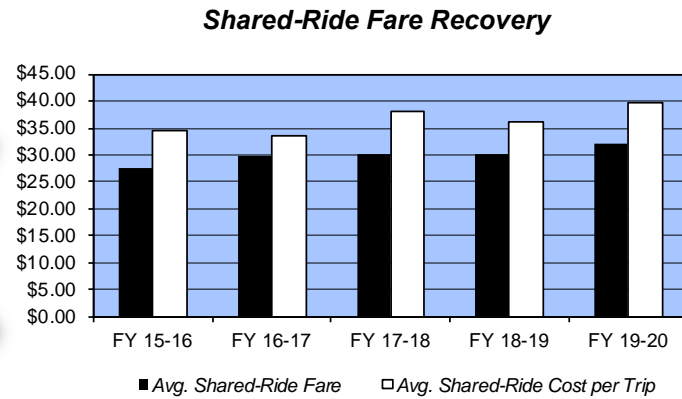
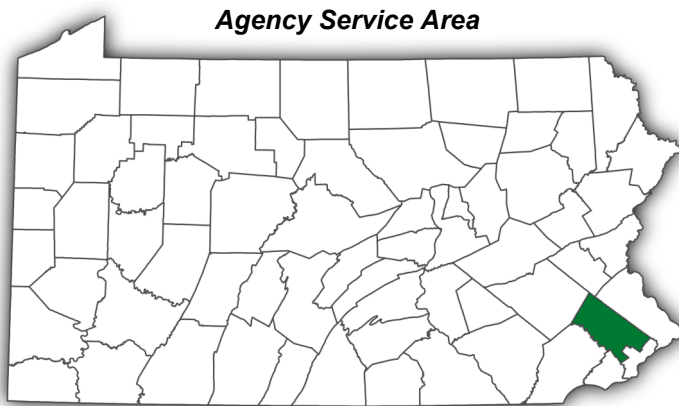
### Operating Funds (000's)

\$17,826

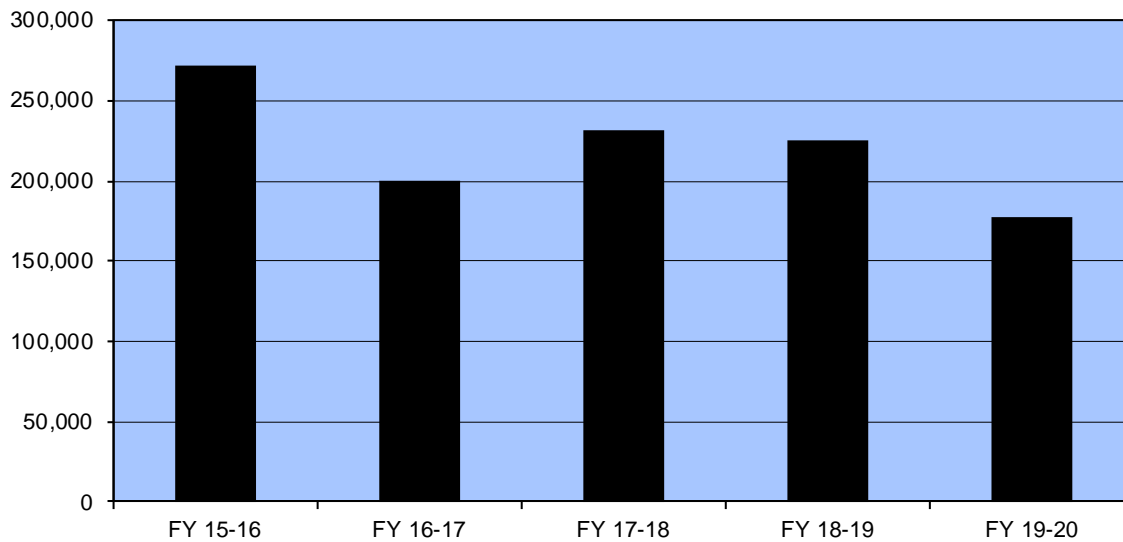


# (TransNet) Suburban Transit Network, Inc.

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



## Total Shared-Ride Trips



# Susquehanna-Wyoming County Transportation

## Community Transportation



**Susquehanna-Wyoming County Transportation**  
 81 Industrial Dr., P.O. Box 366  
 Montrose, PA 18801  
 570-278-6140  
 Ms. Ronalyn Lewis, Program Director



**House District**  
 Susquehanna: 110, 111  
 Wyoming: 117

**Senate District**  
 Susquehanna: 20, 23  
 Wyoming: 20



**Service Area Statistics (2010 Census)**

Square Miles:	1,228
Population:	71,613
65+ Population:	12,373
% of Population 65 and older:	17.3%



**Current Fare Information**

Average Shared-Ride Fare:	\$34.78
Average Shared-Ride Cost per Trip:	\$35.08
Fare Structure	
Implementation Date:	March 2019



**Trip Information**

65+ Trips:	17,968
PwD Trips:	4,580
Other Shared-Ride Trips:	13,533
Total Shared-Ride Trips:	36,081
Non-Public Trips:	9,674

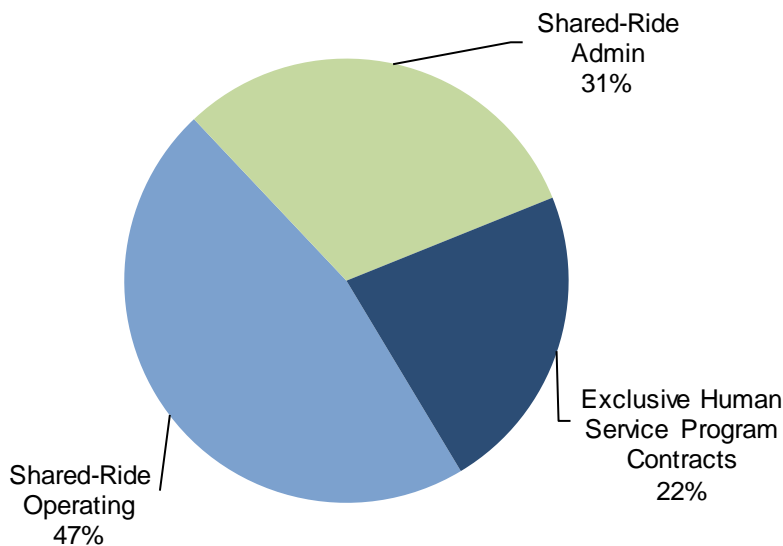


**Vehicles Operated in Maximum Service**  
 Community Transportation: 29

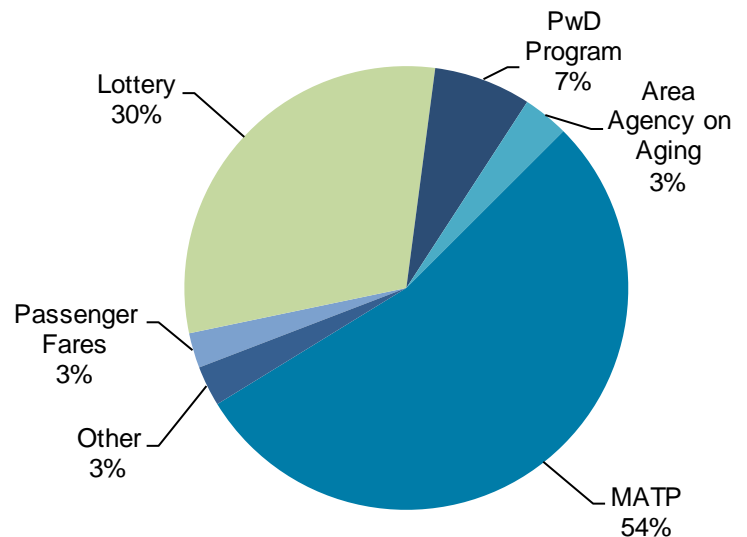
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$1,633**

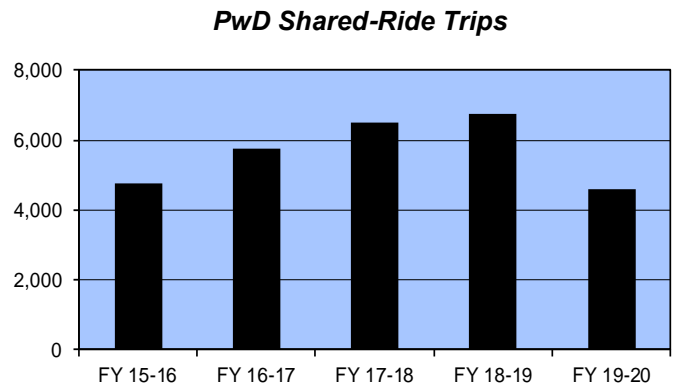
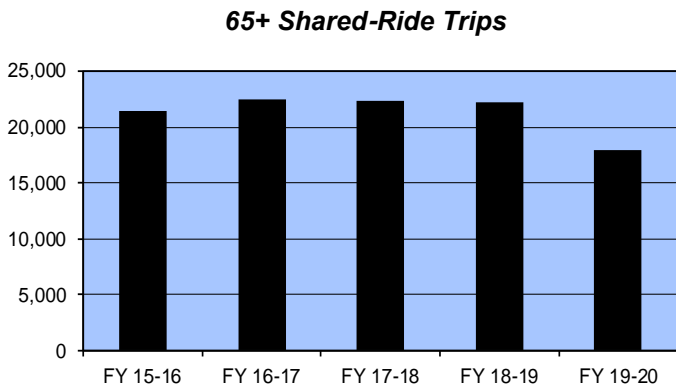
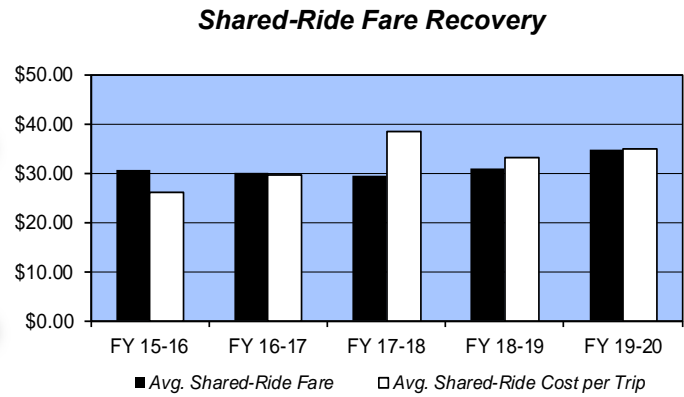
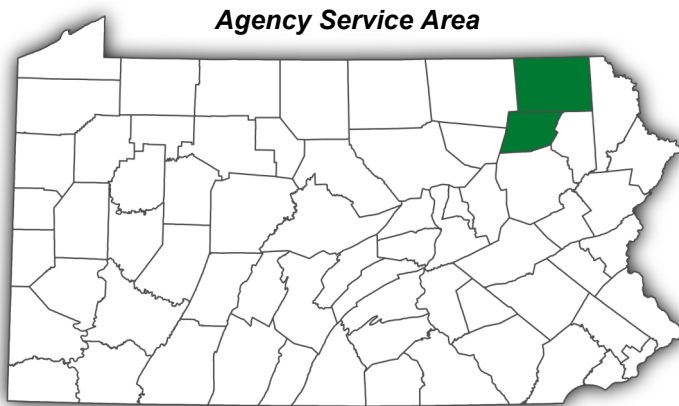


**Operating Funds (000's)**  
**\$1,678**

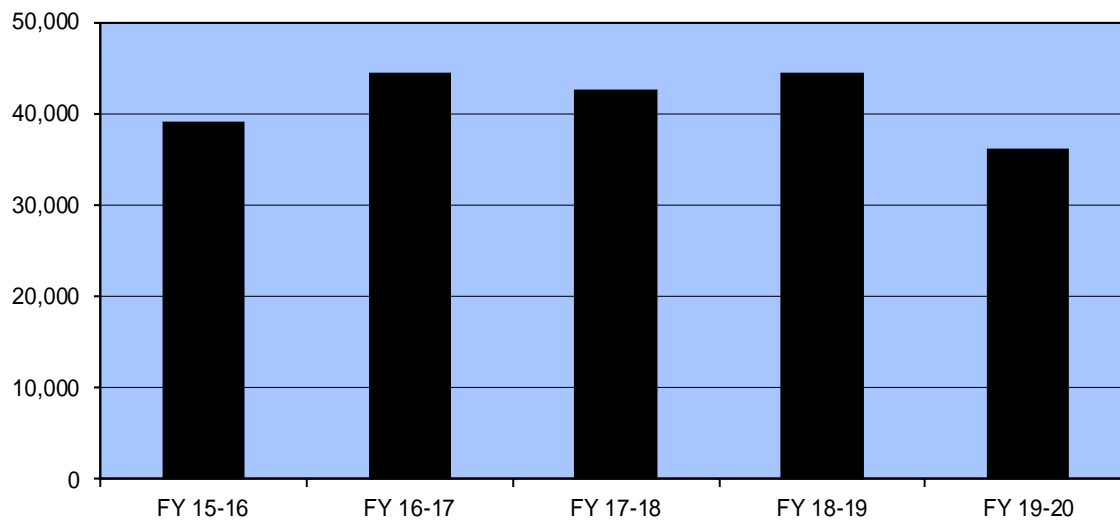


# Susquehanna-Wyoming County Transportation

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Transit Authority of Warren County (TAWC)

## Rural System



**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, 50



**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: 61,828  
 Senior Passengers: 11,027  
 Revenue Vehicle Miles: 200,432  
 Revenue Vehicle Hours: 11,047



**Current Employees**  
 Agency Full-Time: 20  
 Agency Part-Time: 8  
 System-Wide: 28



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$727,974  
 Required Local Match: \$48,825



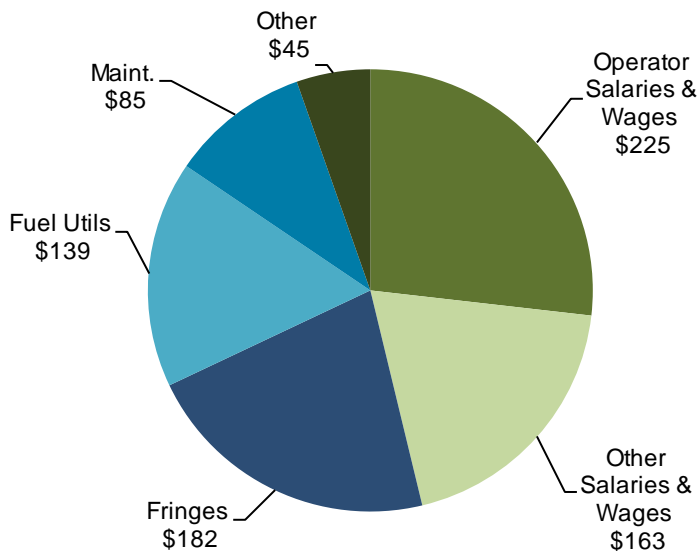
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 5  
 Diesel/Gasoline Paratransit Vehicle: 12  
 System-Wide: 17

OPERATING PROFILES

## RURAL OPERATING BUDGET

Operating Expense (000's)

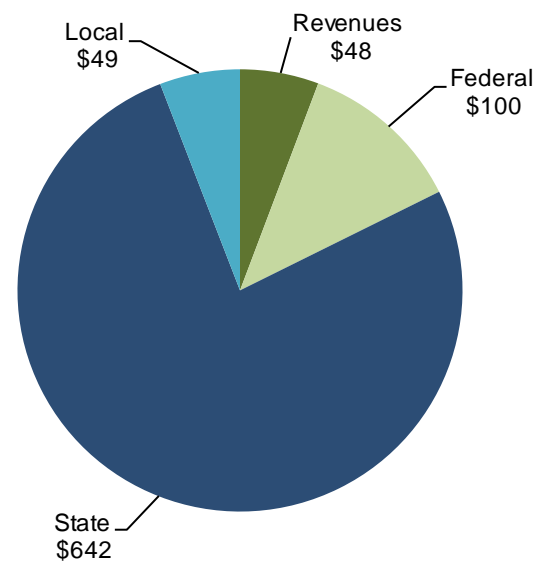
\$839



Expense includes ADA complementary expense.

Operating Funds (000's)

\$839



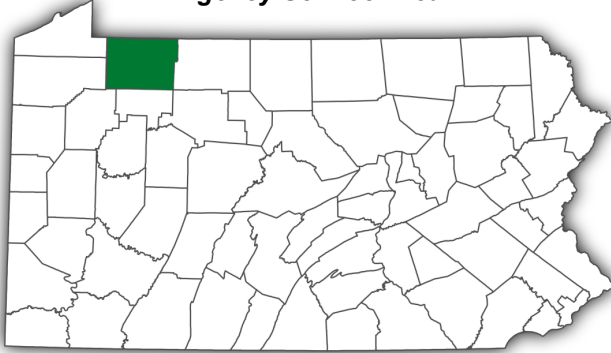
Revenue includes ADA complementary revenue.



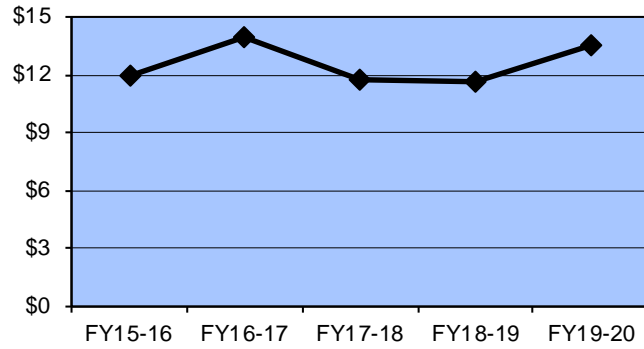
# (TAWC) Transit Authority of Warren County

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

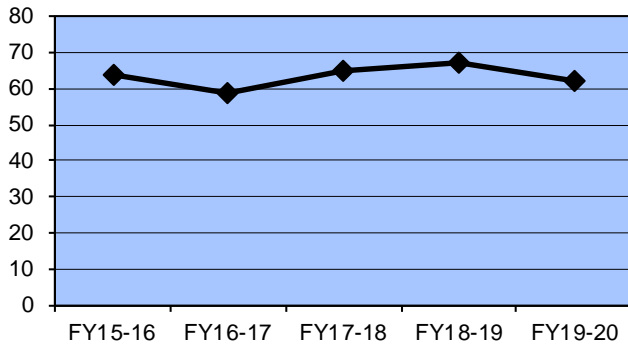
**Agency Service Area**



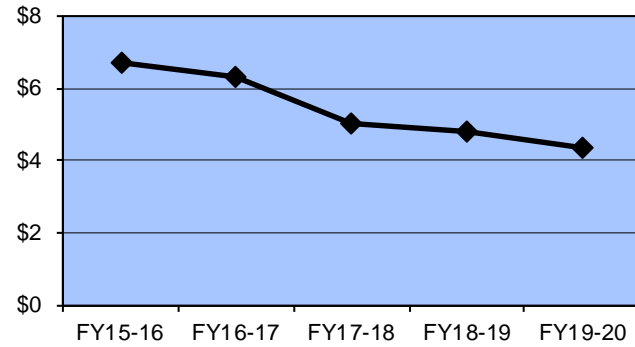
**Operating Expense Per Passenger**



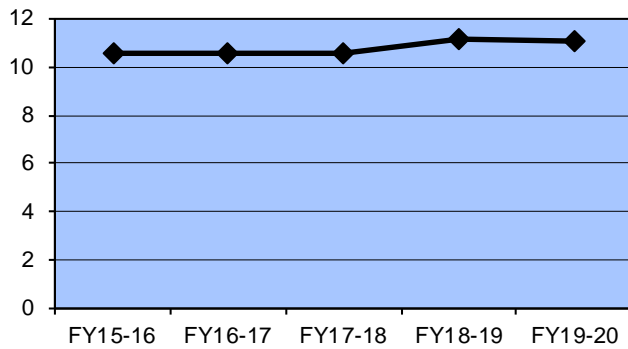
**Total Passengers (000's)**



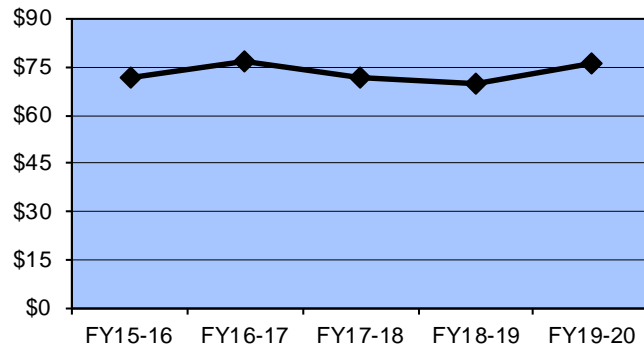
**Operating Revenue Per Revenue Vehicle Hour**



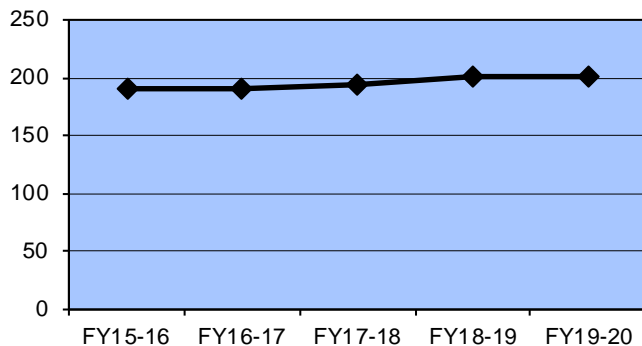
**Revenue Vehicle Hours (000's)**



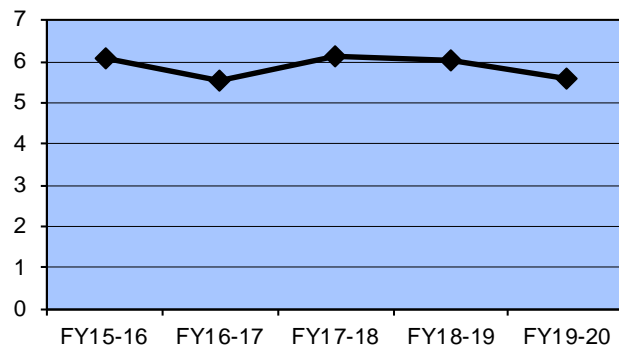
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Transit Authority of Warren County (TAWC)

## Community Transportation



**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, 50



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



**Current Fare Information**  
 Average Shared-Ride Fare: \$21.11  
 Average Shared-Ride Cost per Trip: \$25.00  
 Fare Structure  
 Implementation Date: June 2018



**Trip Information**  
 65+ Trips: 17,622  
 PwD Trips: 1,191  
 Other Shared-Ride Trips: 4,677  
 Total Shared-Ride Trips: 23,490  
 Total Escorts: 1,553  
 Non-Public Trips: 838

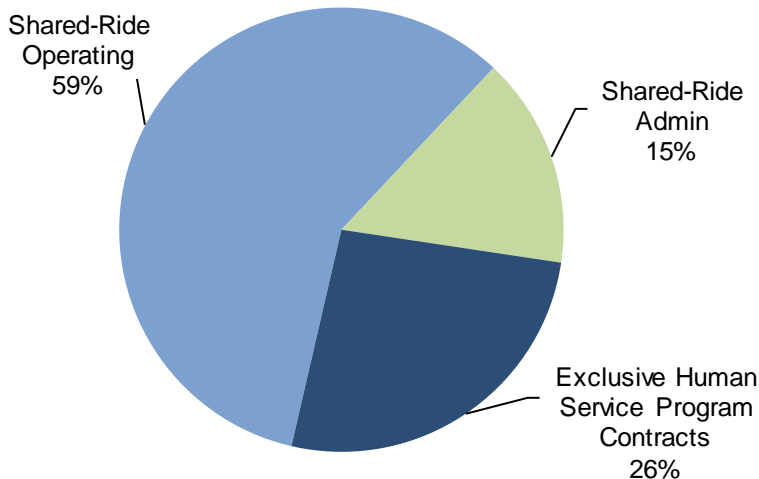


**Vehicles Operated in Maximum Service**  
 Community Transportation: 8

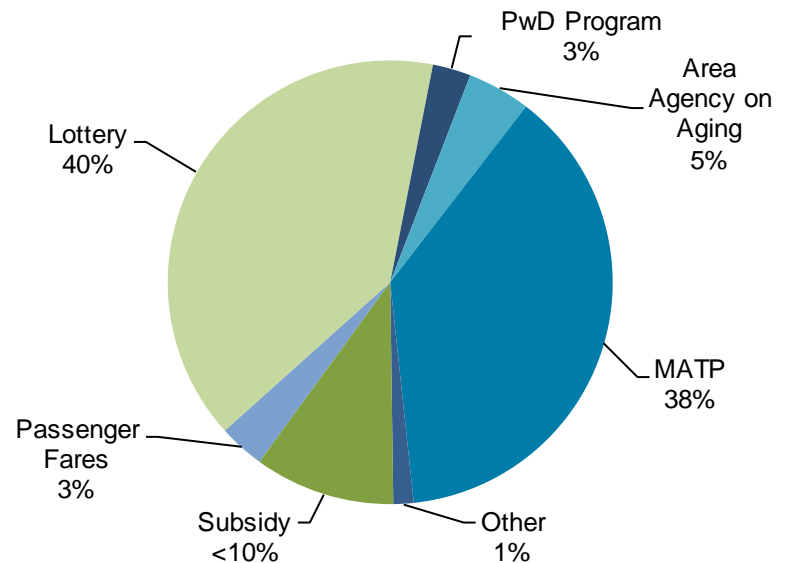
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$796**

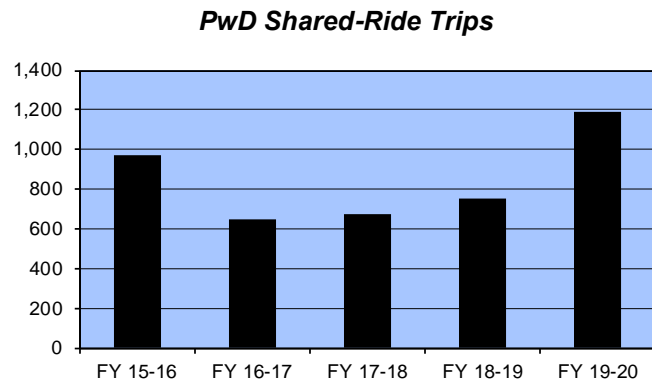
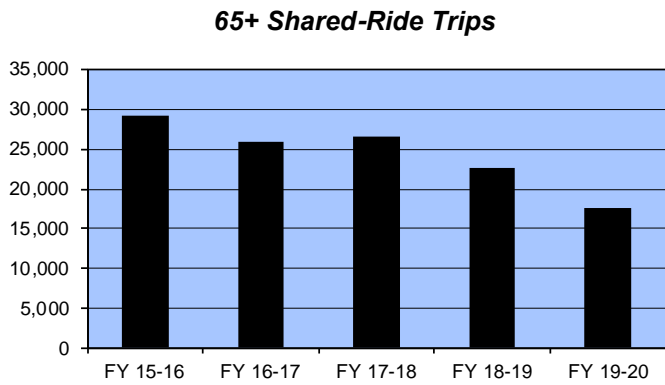
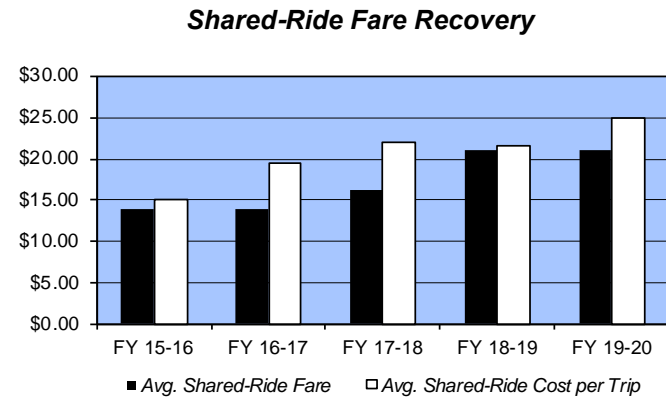
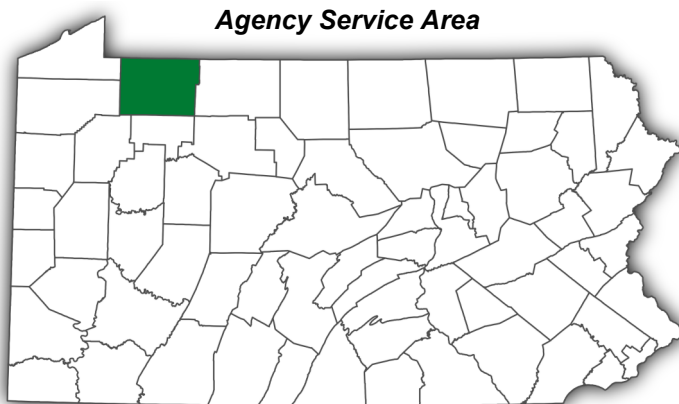


**Operating Funds (000's)**  
**\$796**

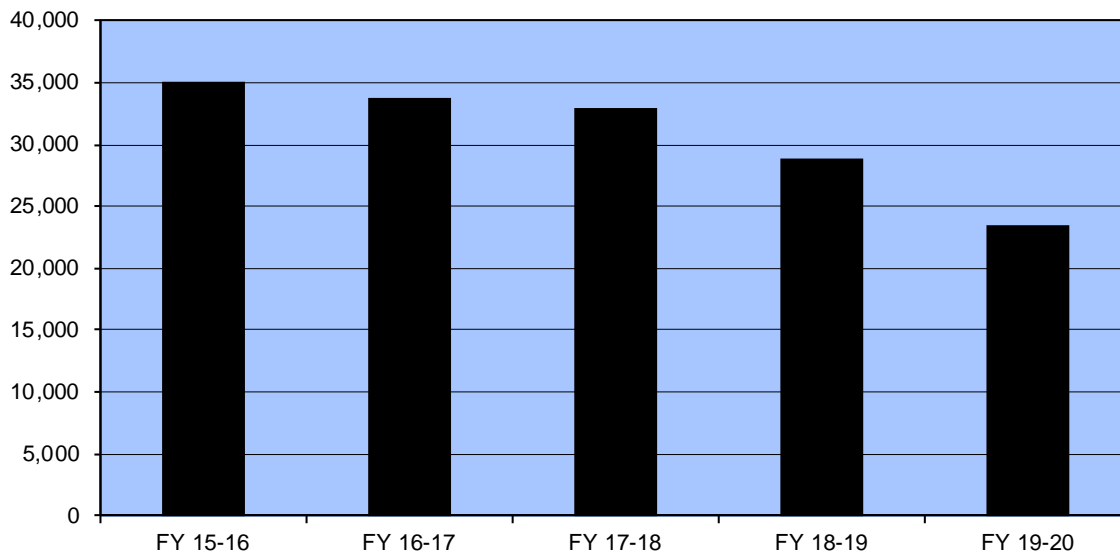


# (TAWC) Transit Authority of Warren County

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



## Total Shared-Ride Trips



# Washington County Transportation Authority (WCTA)

## Urban System



**Washington County Transportation Authority (WCTA)**  
 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: 15, 39, 40, 46, 48, 49, 50  
**Senate District**  
 Washington: 37, 46



**Service Area Statistics (2010 Census)**  
 Square Miles: 857  
 Population: 207,820



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



**Act 44 Fixed Route Distribution Factors**  
 Total Passengers: 89,997  
 Senior Passengers: 15,426  
 Revenue Vehicle Miles: 348,118  
 Revenue Vehicle Hours: 21,128



**Current Employees**  
 Agency Full-Time: 14  
 Agency Part-Time: 1  
 Contractor Full-Time: 92  
 Contractor Part-Time: 30  
 System-Wide: 137



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$1,580,575  
 Required Local Match: \$237,086



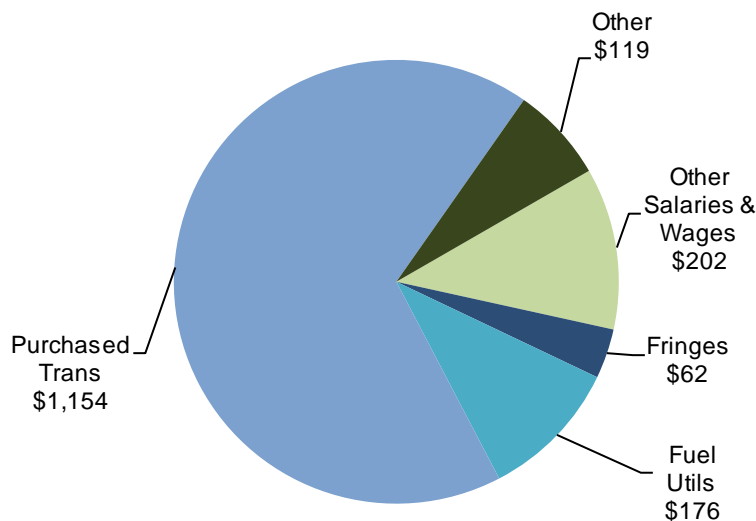
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 13  
 Diesel/Gasoline Paratransit Vehicle: 78  
 System-Wide: 90

OPERATING PROFILES

## URBAN OPERATING BUDGET

Operating Expense (000's)

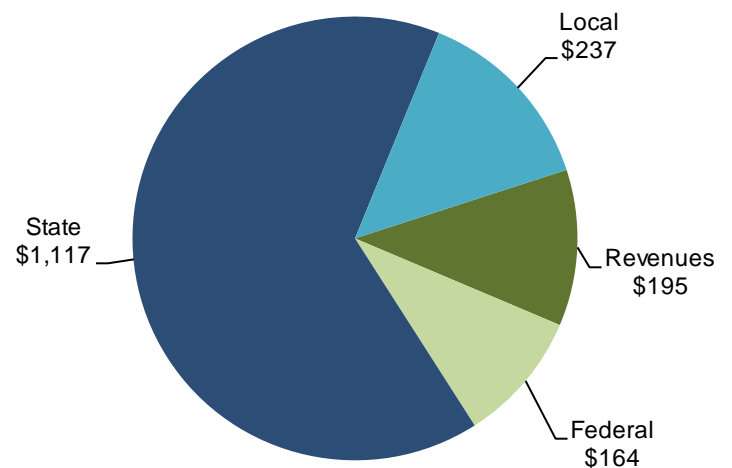
\$1,713



Expense includes ADA complementary expense.

Operating Funds (000's)

\$1,713

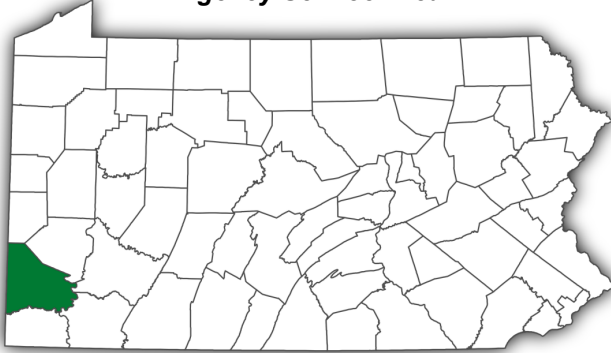


Revenue includes ADA complementary revenue.

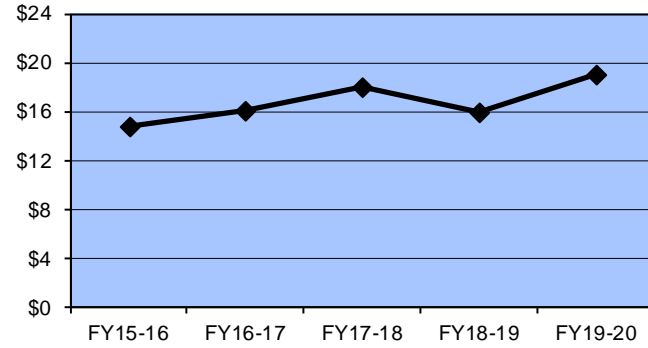
# (WCTA) Washington County Transportation Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

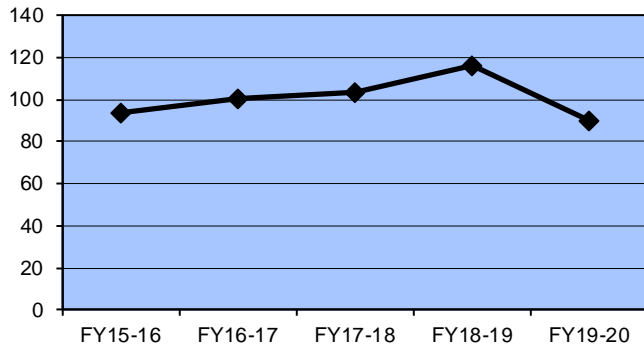
**Agency Service Area**



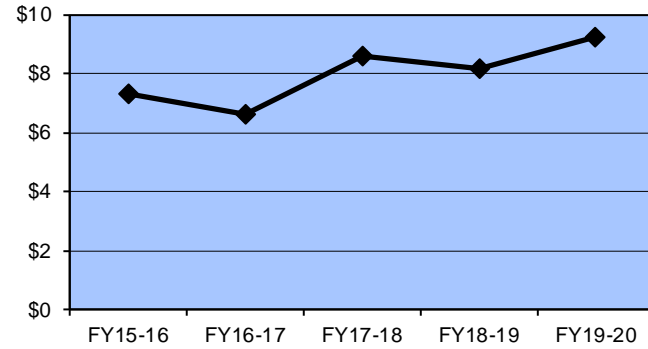
**Operating Expense Per Passenger**



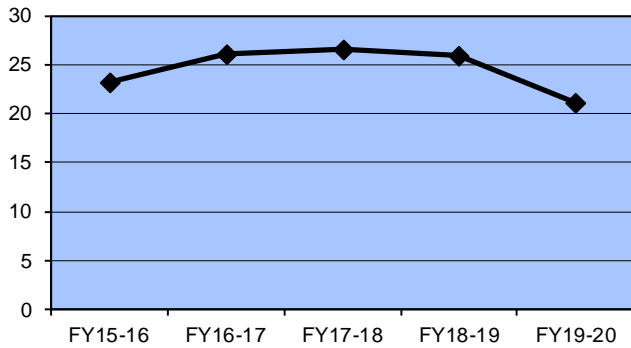
**Total Passengers (000's)**



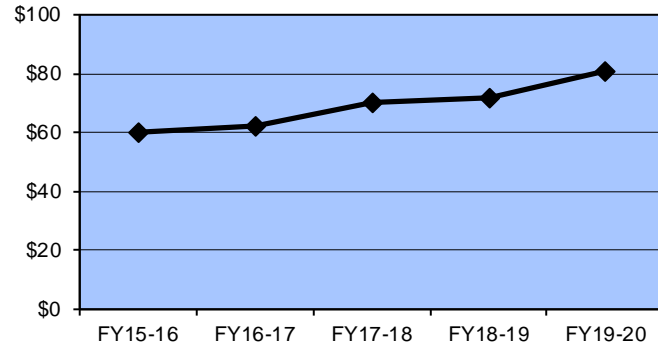
**Operating Revenue Per Revenue Vehicle Hour**



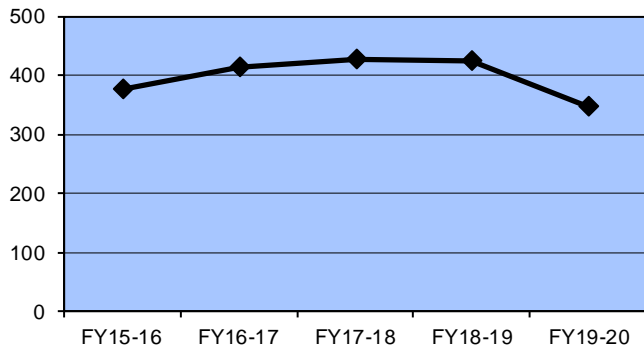
**Revenue Vehicle Hours (000's)**



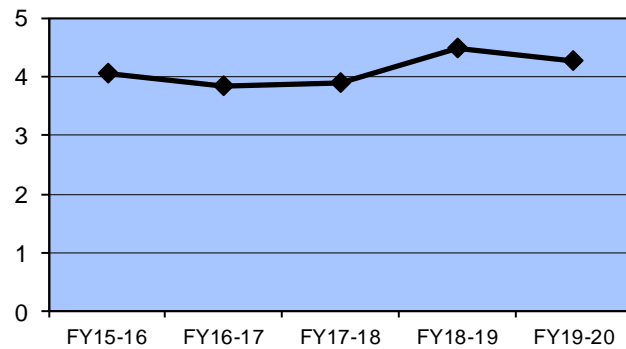
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Washington County Transportation Authority (WCTA)

## Community Transportation



**Washington County Transportation Authority (WCTA)**  
 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: 15, 39, 40, 46, 48, 49, 50  
**Senate District**  
 Washington: 37, 46



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



**Current Fare Information**  
 Average Shared-Ride Fare: \$23.44  
 Average Shared-Ride Cost per Trip: \$28.74  
 Fare Structure  
 Implementation Date: September 2018



**Trip Information**  
 65+ Trips: 72,114  
 PwD Trips: 16,427  
 Other Shared-Ride Trips: 69,179  
 Total Shared-Ride Trips: 157,720  
 Total Escorts: 19,052  
 Non-Public Trips: 2,548

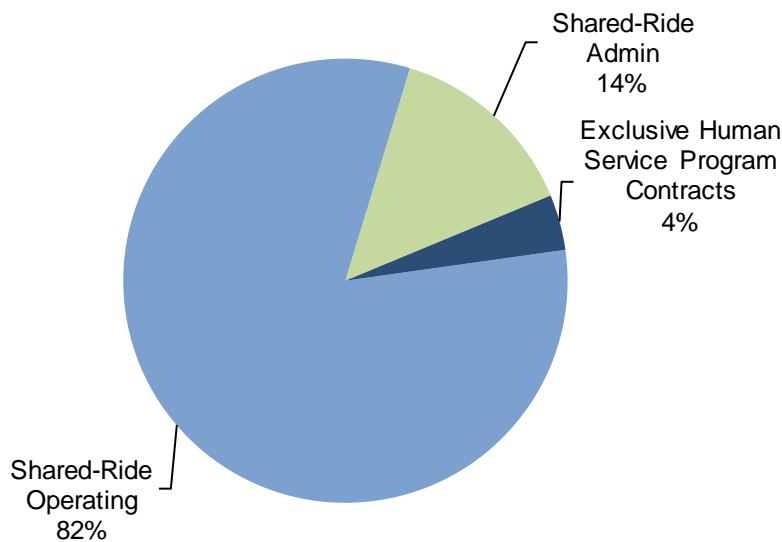


**Vehicles Operated in Maximum Service**  
 Community Transportation: 57

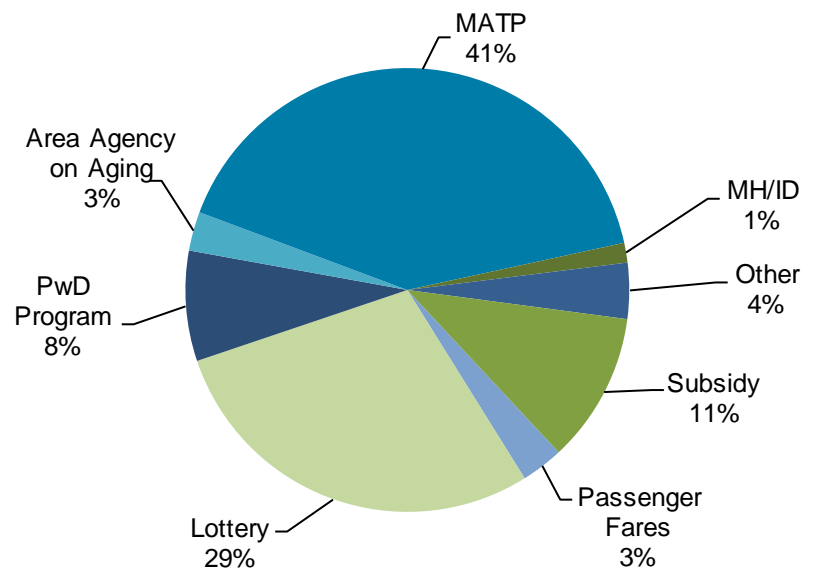
OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$4,723**

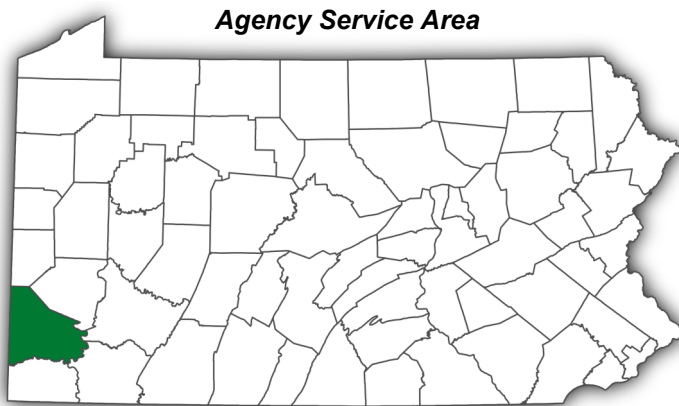


**Operating Funds (000's)**  
**\$4,745**

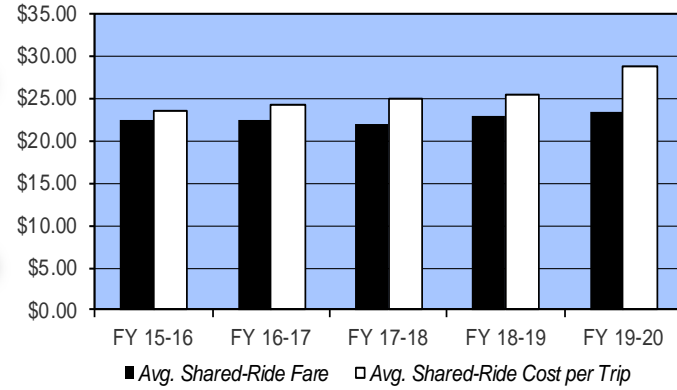


# (WCTA) Washington County Transportation Authority

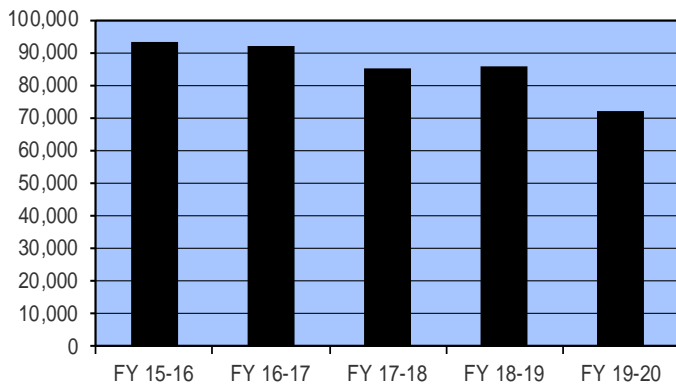
Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



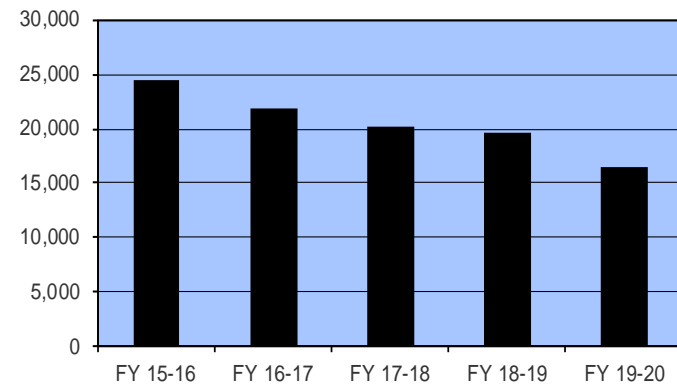
**Shared-Ride Fare Recovery**



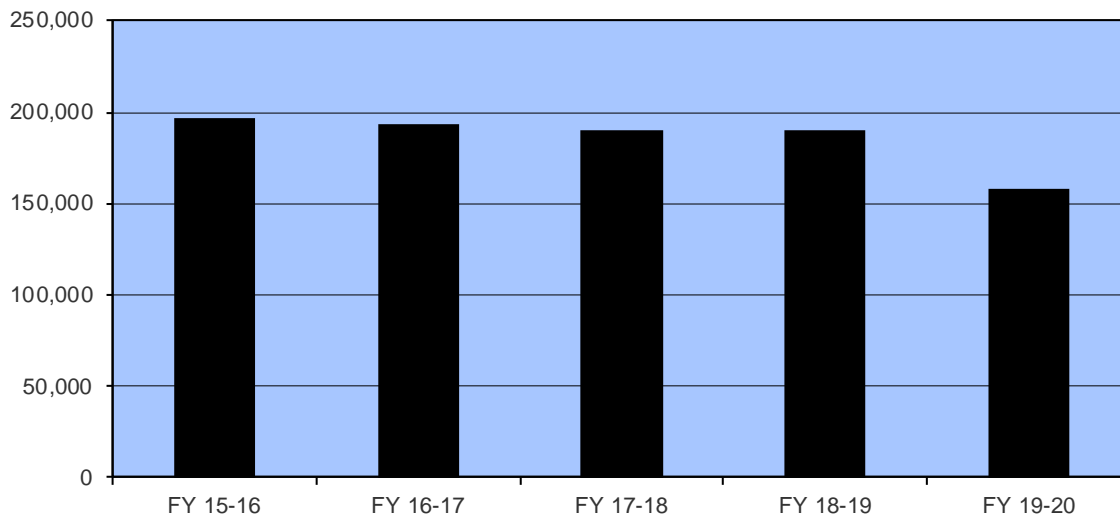
**65+ Shared-Ride Trips**



**PwD Shared-Ride Trips**



**Total Shared-Ride Trips**



OPERATING PROFILES

# Wayne County Area Agency on Aging

## Community Transportation



**Wayne County Area Agency on Aging**  
 323 10th Street  
 Honesdale, PA 18431  
 570-253-4280  
 Mr. Carl Albright, Director



**House District**  
 Wayne: 111, 139  
  
**Senate District**  
 Wayne: 20



**Service Area Statistics (2010 Census)**  
 Square Miles: 726  
 Population: 58,822  
 65+ Population: 10,028  
 % of Population 65 and older: 19.0%



**Current Fare Information**  
 Average Shared-Ride Fare: \$33.23  
 Average Shared-Ride Cost per Trip: \$38.49  
 Fare Structure  
 Implementation Date: March 2016



**Trip Information**  
 65+ Trips: 29,236  
 PwD Trips: 3,513  
 Other Shared-Ride Trips: 16,738  
 Total Shared-Ride Trips: 49,487  
 Total Escorts: 6,357  
 Non-Public Trips: 7,496

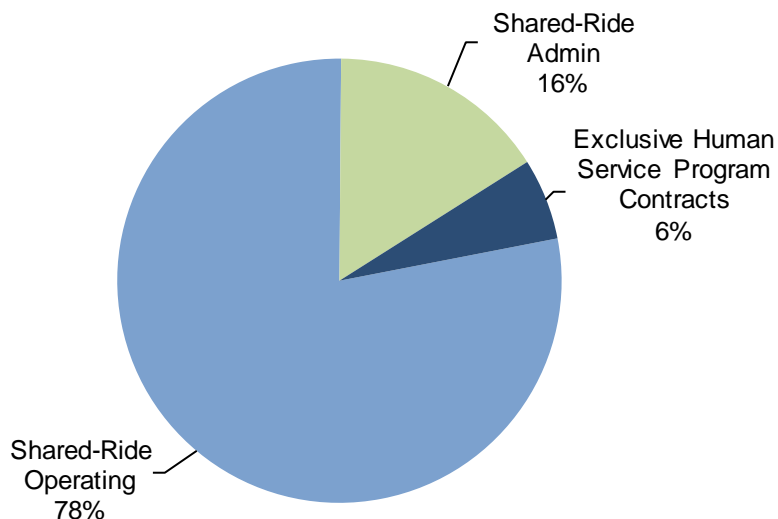


**Vehicles Operated in Maximum Service**  
 Community Transportation: 31

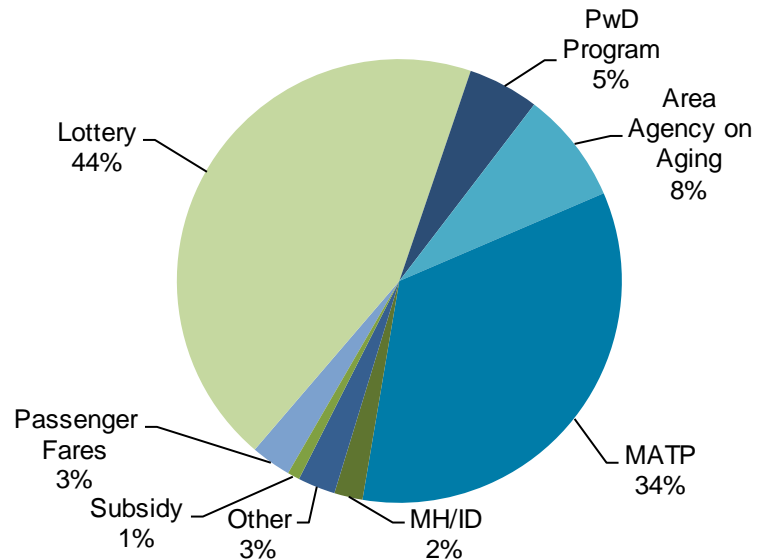
OPERATING PROFILES

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000's)**  
**\$2,024**



**Operating Funds (000's)**  
**\$1,780\***

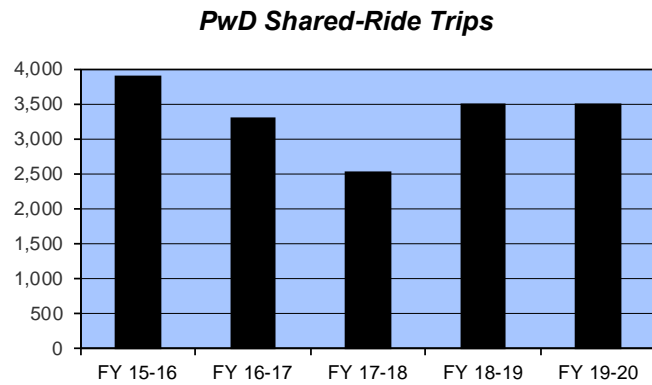
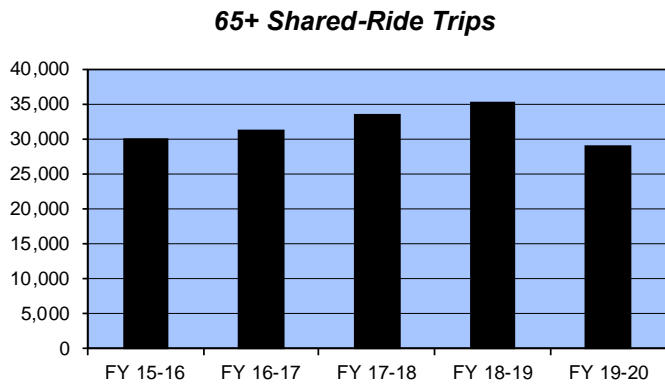
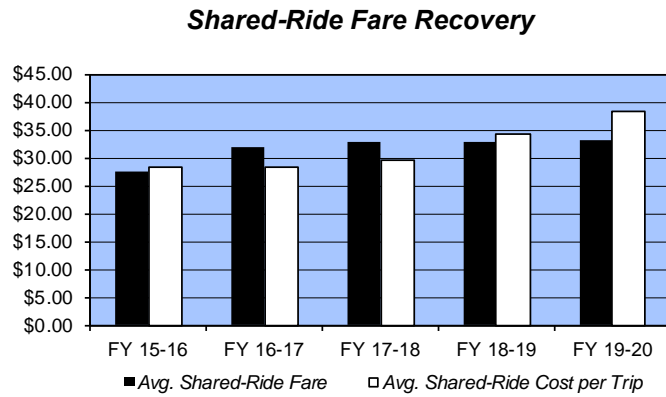
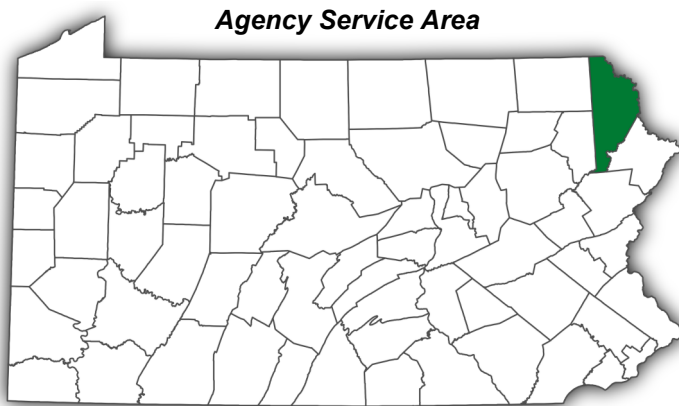


\*Deficit will be covered by retained earnings

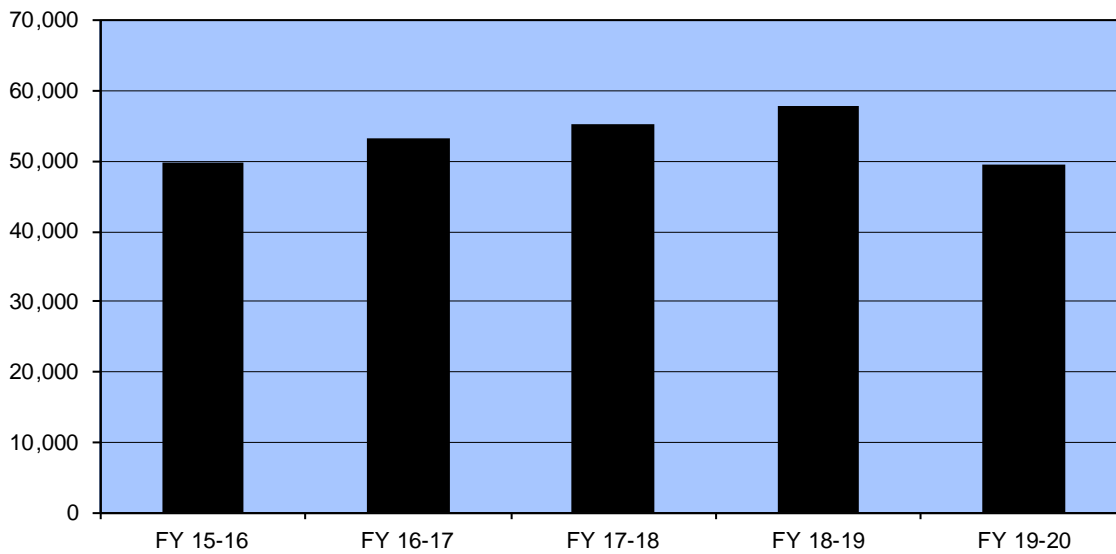


# Wayne County Area Agency on Aging

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



## Total Shared-Ride Trips



# Westmoreland County Transit Authority (WCTA)

CNG

## Urban & Rural System



**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: 33, 52, 54, 55, 56, 57, 58, 59  
**Senate District**  
 Westmoreland: 32, 39, 41, 45



**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: 305,200  
 Senior Passengers: 47,002  
 Revenue Vehicle Miles: 956,574  
 Revenue Vehicle Hours: 49,062



**Current Employees**  
 Agency Full-Time: 14  
 Agency Part-Time: 3  
 Contractor Full-Time: 80  
 Contractor Part-Time: 31  
 System-Wide: 128



**Act 44 Operating Assistance**  
 Section 1513 Allocation: \$3,710,672  
 Required Local Match: \$382,607



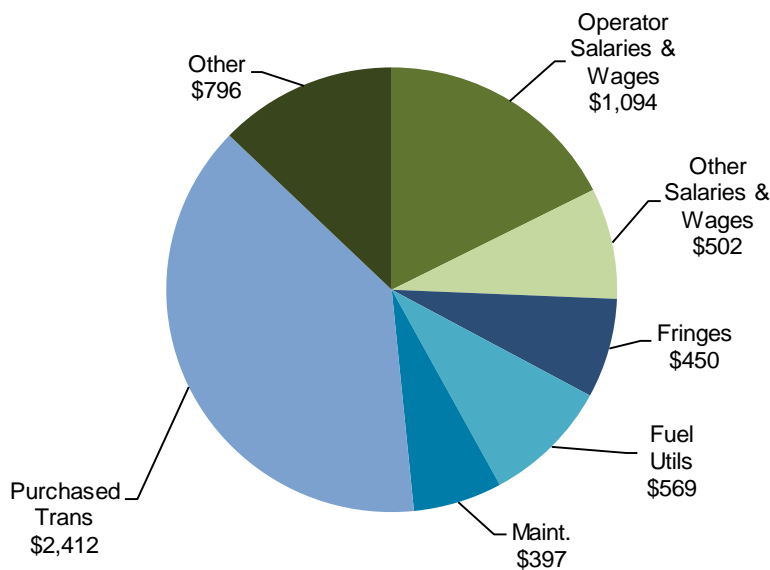
**Current Fleet Size**  
 Diesel/Gasoline Motor Bus: 30  
 CNG Motor Bus: 11  
 Diesel/Gasoline Paratransit Vehicles: 48  
 System-Wide: 89

OPERATING PROFILES

## URBAN & RURAL OPERATING BUDGET

Operating Expense (000's)

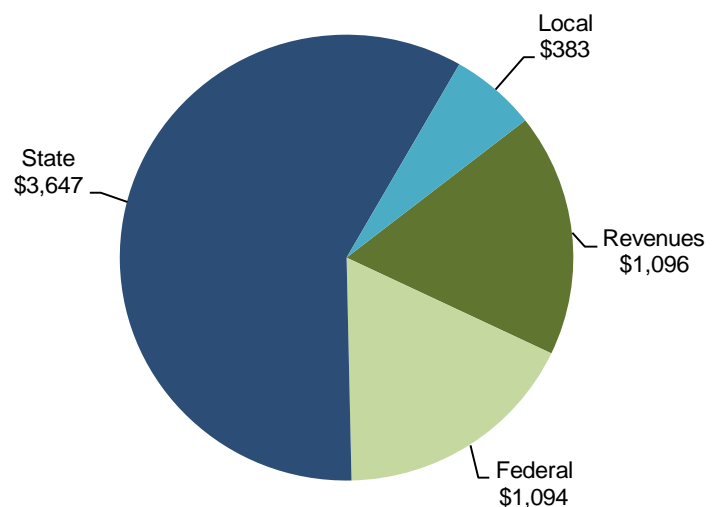
\$6,220



Expense includes ADA complementary expense.

Operating Funds (000's)

\$6,220

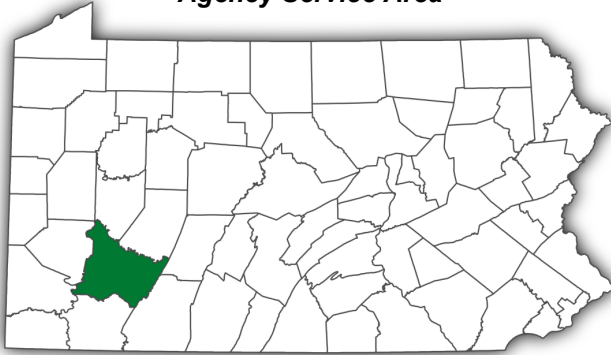


Revenue includes ADA complementary revenue.

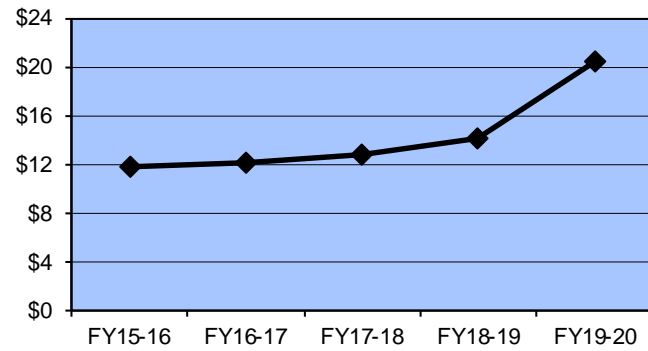
# (WCTA) Westmoreland County Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

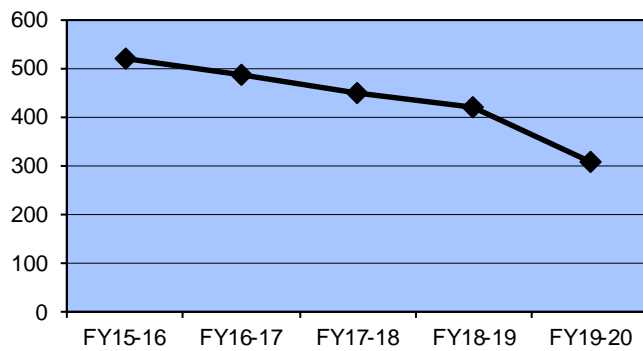
**Agency Service Area**



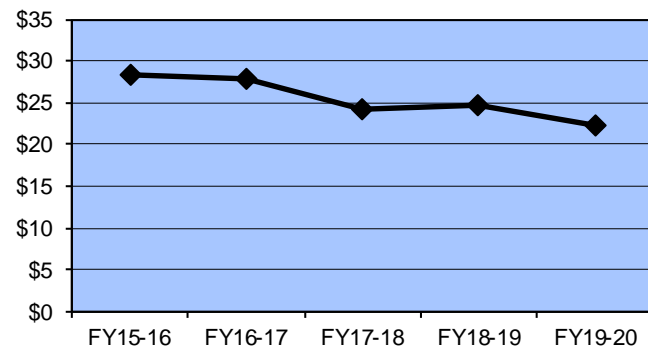
**Operating Expense Per Passenger**



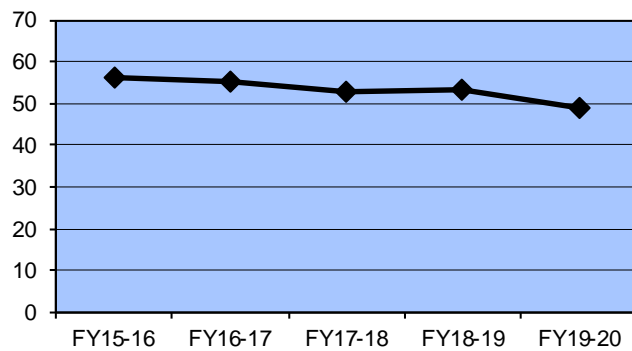
**Total Passengers (000's)**



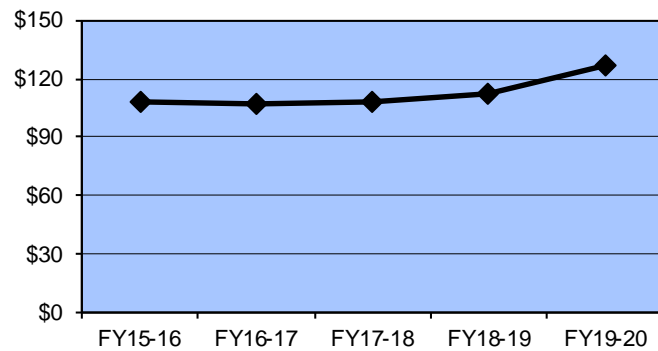
**Operating Revenue Per Revenue Vehicle Hour**



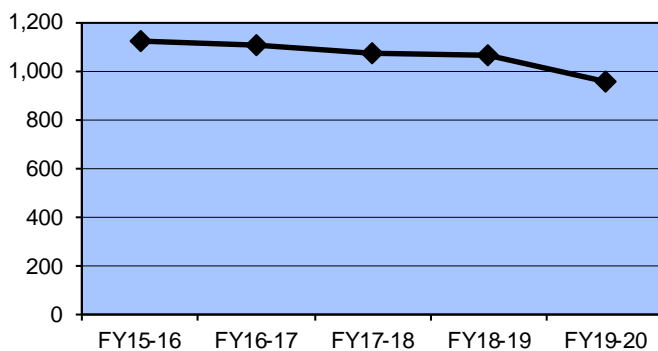
**Revenue Vehicle Hours (000's)**



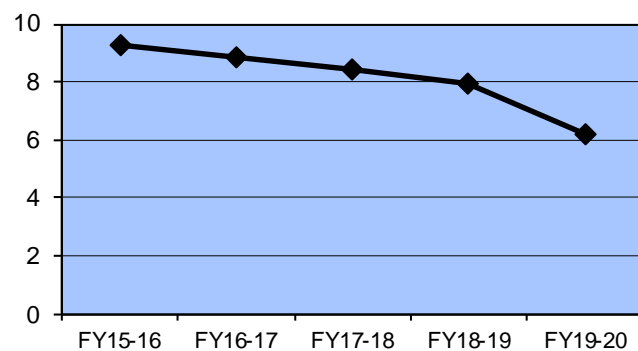
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

# Westmoreland County Transit Authority (WCTA)

## Community Transportation



**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: 33, 52, 54, 55, 56, 57, 58, 59  
**Senate District**  
 Westmoreland: 32, 39, 41, 45



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



**Current Fare Information**  
 Average Shared-Ride Fare: \$28.82  
 Average Shared-Ride Cost per Trip: \$30.39  
 Fare Structure  
 Implementation Date: September 2018



**Trip Information**  
 65+ Trips: 48,582  
 PwD Trips: 9,409  
 Other Shared-Ride Trips: 83,332  
 Total Shared-Ride Trips: 141,323  
 Total Escorts: 6,605  
 Non-Public Trips: 34,145



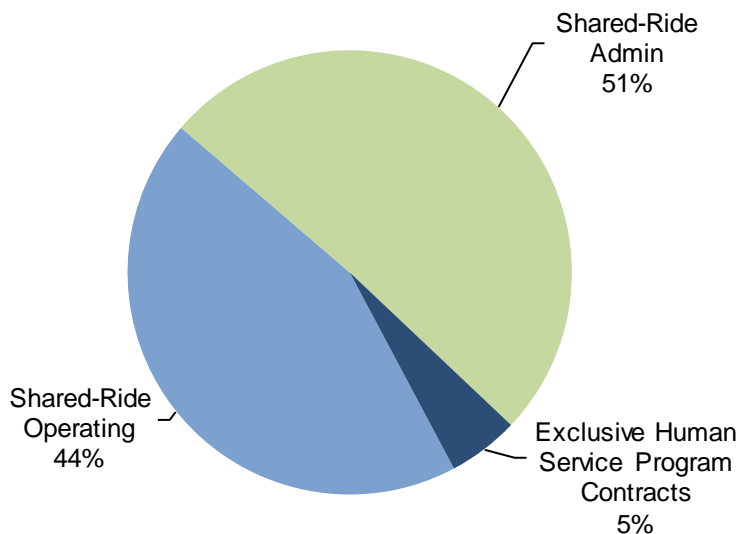
**Vehicles Operated in Maximum Service**  
 Community Transportation: 49

OPERATING PROFILES

## COMMUNITY TRANSPORTATION OPERATING BUDGET

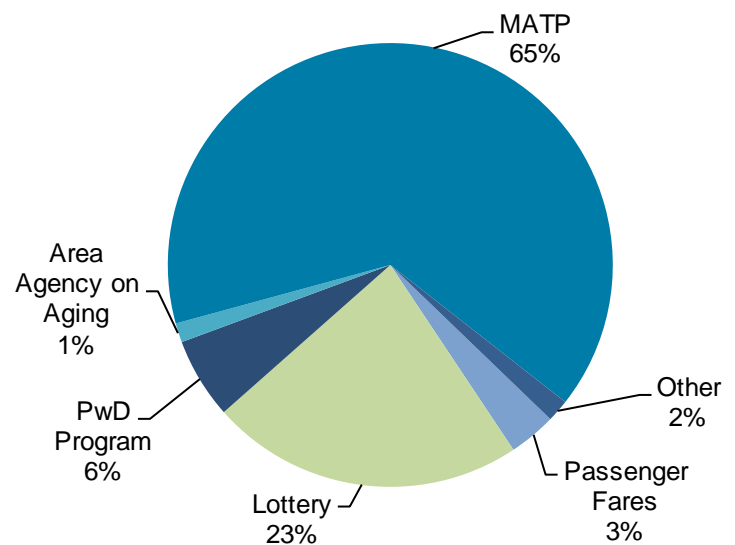
### Operating Expense (000's)

\$4,528



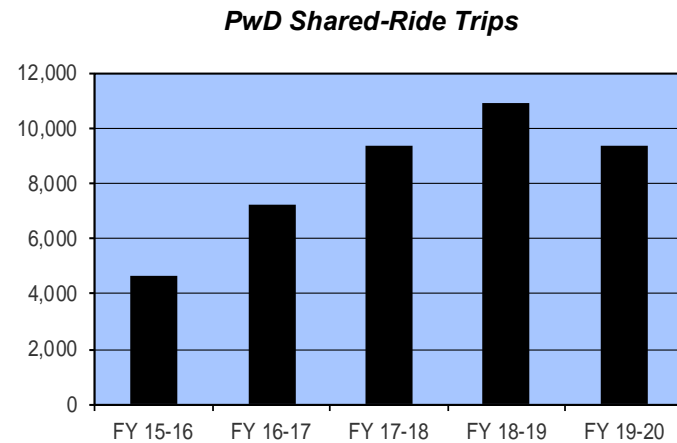
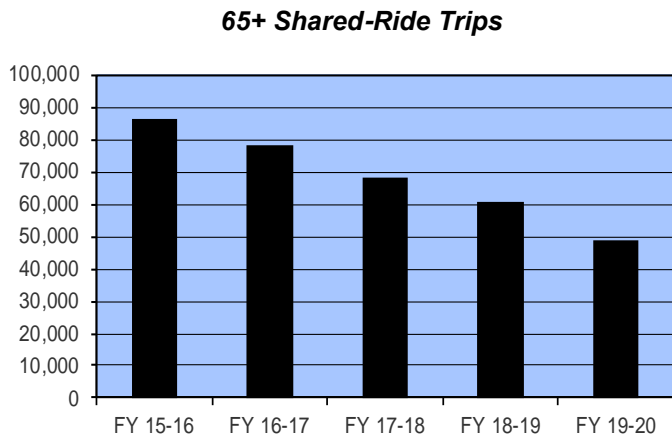
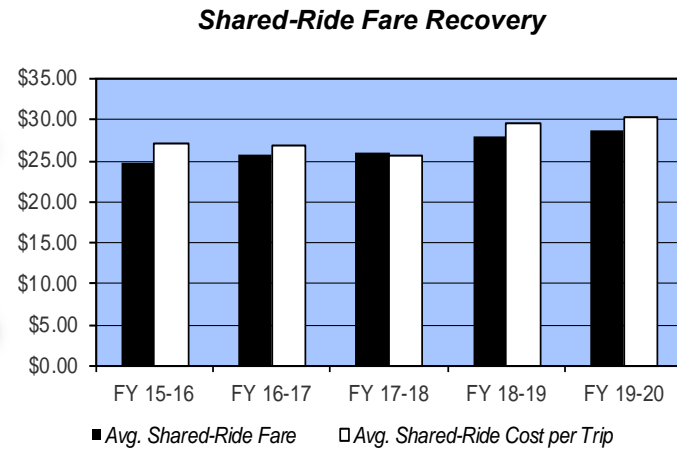
### Operating Funds (000's)

\$4,528

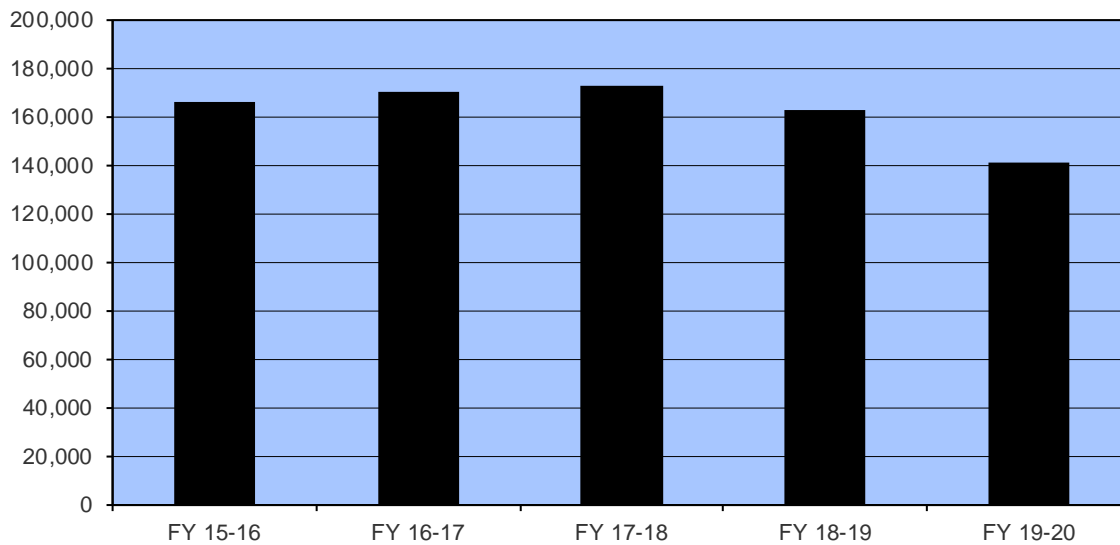


# (WCTA) Westmoreland County Transit Authority

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



**Total Shared-Ride Trips**



OPERATING PROFILES

# Williamsport River Valley Transit (RVT)

CNG

## Urban System



### Williamsport River Valley Transit (RVT)

1500 West Third Street  
Williamsport, PA 17701  
570-326-2500  
Mr. Adam Winder, General Manager  
[www.ridervt.com](http://www.ridervt.com)



### House District

Clinton: 76  
Lycoming: 83, 84, 93

### Senate District

Clinton: 25  
Lycoming: 23



### Service Area Statistics (2010 Census)

Square Miles: 92  
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: 970,360  
Senior Passengers: 145,319  
Revenue Vehicle Miles: 903,680  
Revenue Vehicle Hours: 54,913



### Current Employees

Agency Full-Time: 70  
Agency Part-Time: 6  
System-Wide: 76



### Act 44 Operating Assistance

Section 1513 Allocation: \$4,473,411  
Required Local Match: \$405,909



### Current Fleet Size

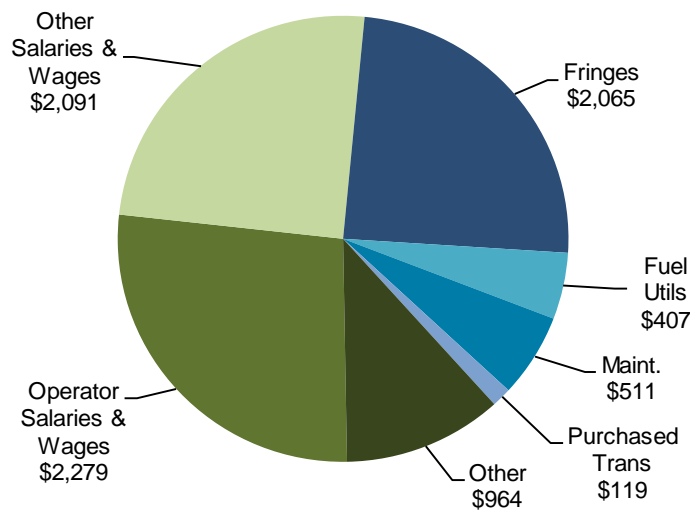
Diesel/Gasoline Motor Bus: 20  
CNG Motor Bus: 18  
Diesel/Gasoline Paratransit Vehicles: 3  
System-Wide: 41

OPERATING PROFILES

## URBAN OPERATING BUDGET

### Operating Expense (000's)

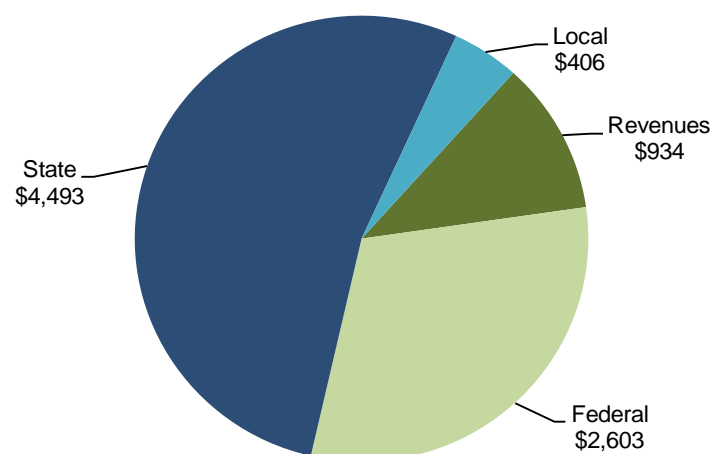
\$8,436\*



Expense includes ADA complementary expense.

### Operating Funds (000's)

\$8,436\*



Revenue includes ADA complementary revenue.

\*Unaudited financial data was provided at the time this report was published.

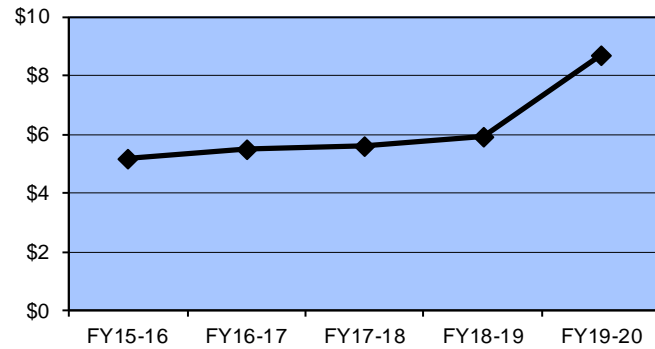
# (RVT) Williamsport River Valley Transit

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

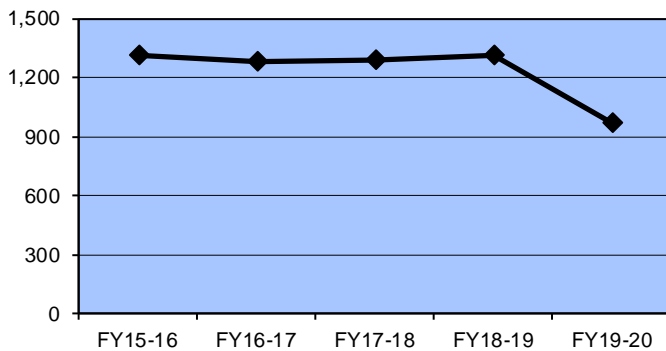
**Agency Service Area**



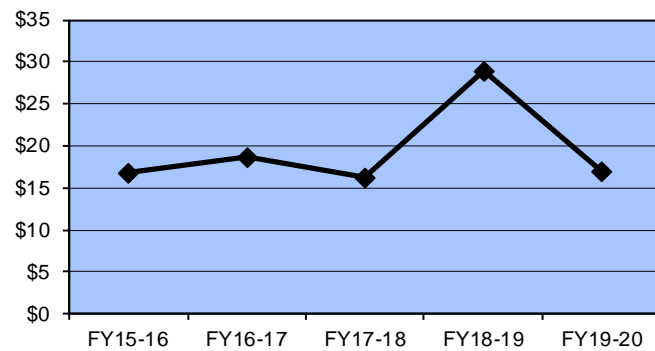
**Operating Expense Per Passenger**



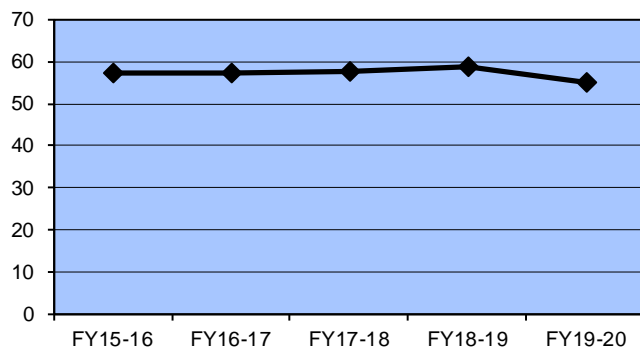
**Total Passengers (000's)**



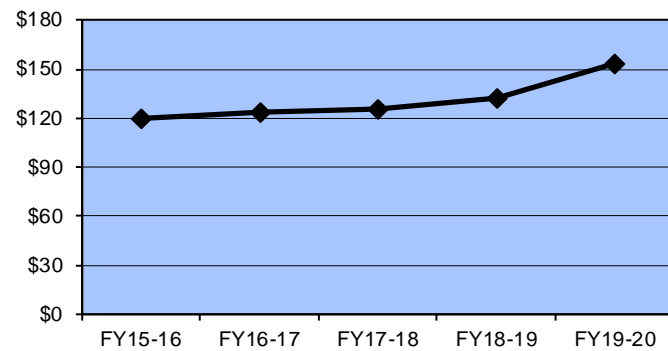
**Operating Revenue Per Revenue Vehicle Hour**



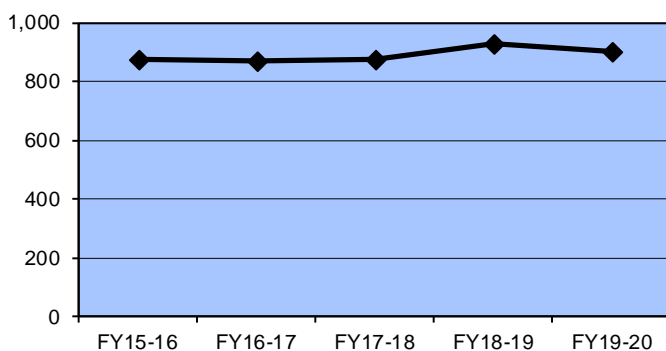
**Revenue Vehicle Hours (000's)**



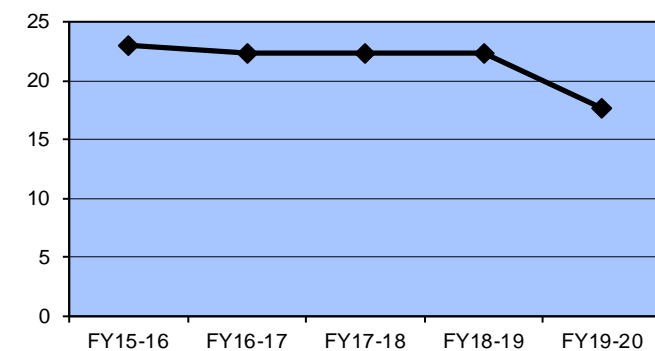
**Operating Expense Per Revenue Vehicle Hour**



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



**Total Ridership Per Revenue Vehicle Hour**



Passengers include ADA complementary passengers.

OPERATING PROFILES

*intentionally blank*



# *Section VI*

---

## *Intercity Bus*

INTERCITY BUS

# Intercity Bus Program

## Intercity Bus Program:

Serves 40 counties  
Provides opportunities to travel into and outside of the state

<b>Total Passengers:</b>	163,547
<b>Total Bus Trips:</b>	12,124
<b>Total Revenue Vehicle Miles:</b>	2,051,462
<b>Operating Expense Per Passenger:</b>	\$73.89
<b>Operating Revenue Per Vehicle Mile:</b>	\$1.54
<b>Operating Expense Per Vehicle Mile:</b>	\$5.89
<b>Total Subsidy Per Vehicle Mile:</b>	\$4.35
<b>Average Fare:</b>	\$19.29
<b>Total Number of Vehicles:</b>	26 coaches

## Carriers and Subsidized Routes Served:

### The Fullington Auto Bus Company:

State College – Harrisburg  
Pittsburgh – Bradford  
State College – Wilkes-Barre  
State College – Pittsburgh  
DuBois – Harrisburg  
Scranton – Harrisburg  
Williamsport – Philadelphia  
Williamsport – Easton  
Harrisburg – Elmira, NY

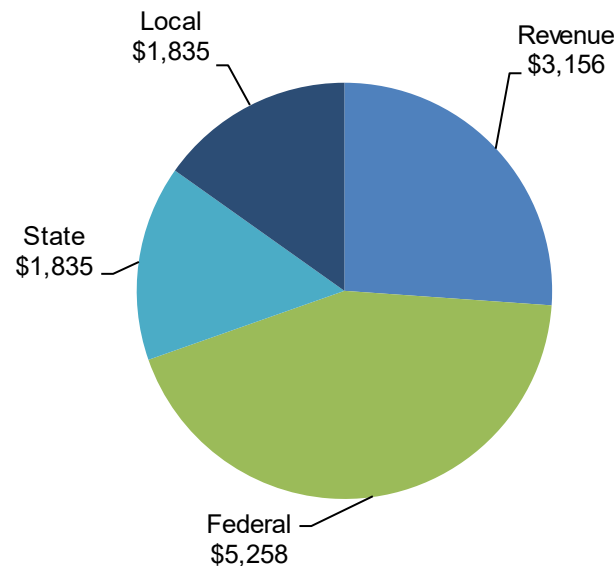
### Greyhound Lines, Inc.:

Philadelphia – Scranton  
Pittsburgh – Erie  
Harrisburg – Pittsburgh

INTERCITY BUS

## OPERATING FUNDS (000's)

\$11,016

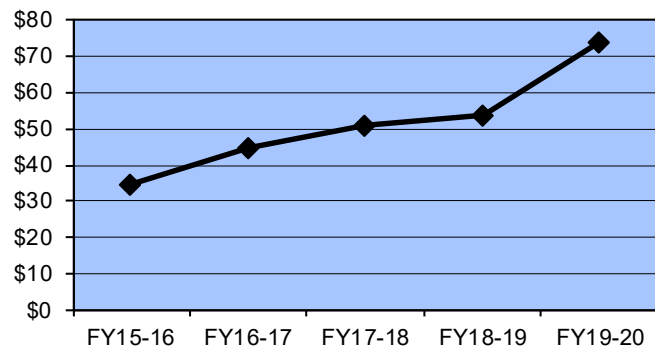


# Intercity Bus Program

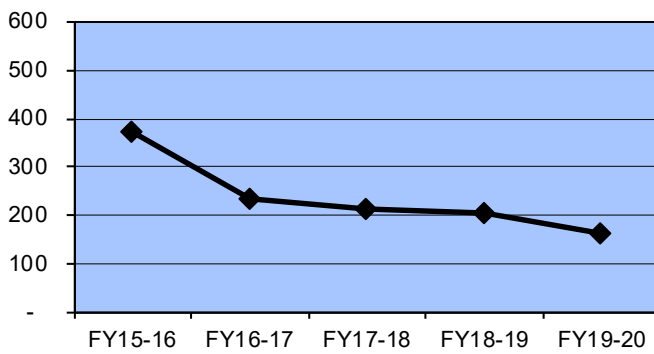
Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



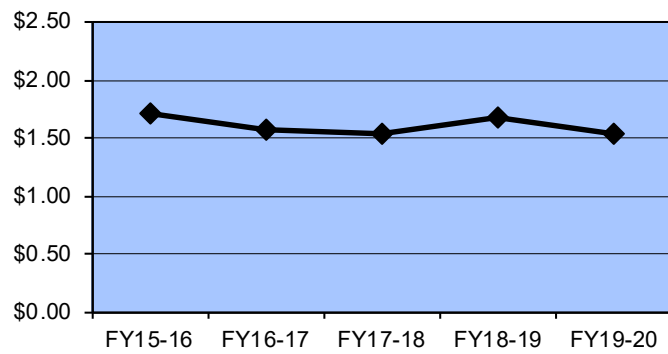
**Operating Expense Per Passenger**



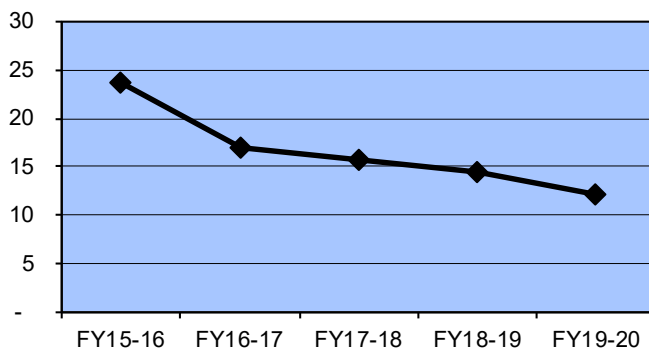
**Total Passengers (000's)**



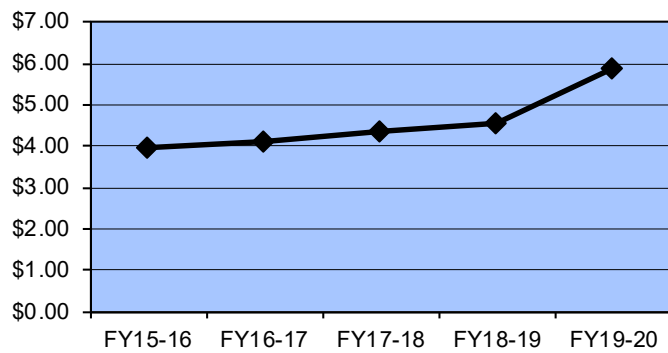
**Operating Revenue Per Vehicle Mile**



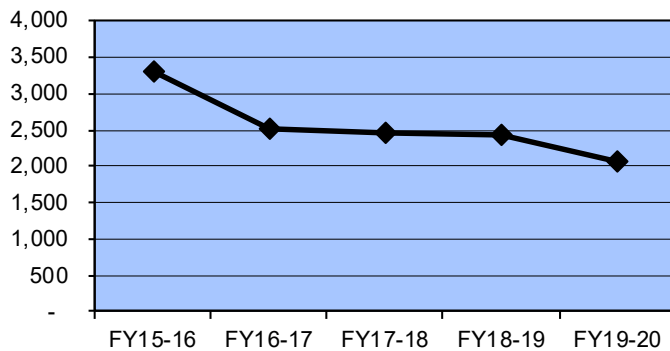
**Total Bus Trips (000's)**



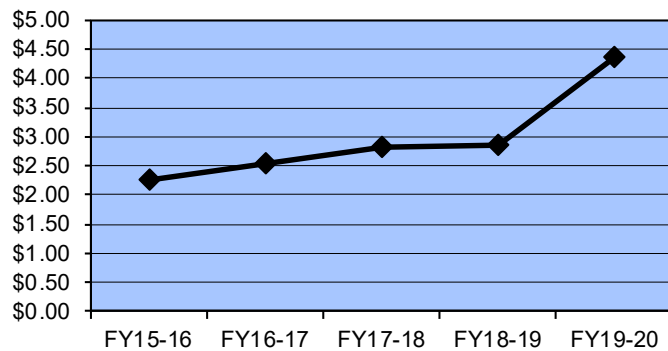
**Operating Expense Per Vehicle Mile**



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



**Total Subsidy Per Vehicle Mile**



INTERCITY BUS

# The Fullington Auto Bus Company

## 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 29 counties  
 Provides opportunities to travel into  
 and outside of the state

<b>Total Passengers:</b>	101,351
<b>Total Bus Trips:</b>	7,743
<b>Total Revenue Vehicle Miles:</b>	1,225,586
<b>Operating Expense Per Passenger:</b>	\$72.13
<b>Operating Revenue Per Vehicle Mile:</b>	\$1.26
<b>Operating Expense Per Vehicle Mile:</b>	\$5.96
<b>Total Subsidy Per Vehicle Mile:</b>	\$4.71
<b>Average Fare:</b>	\$15.20
<b>Total Number of Vehicles:</b>	14 coaches

### Subsidized Routes and Communities Served:

#### **State College – Harrisburg:**

State College, Lewistown, Mifflintown, Thompsontown, Millerstown, Newport, Duncannon, and Harrisburg

#### **Pittsburgh – Bradford:**

Pittsburgh, Monroeville, Delmont, Blairsville, Indiana, Punxsutawney, Big Run, Sykesville, DuBois, St. Marys, Johnsonburg, Wilcox, Kane, and Bradford

#### **State College – Wilkes-Barre:**

State College, Bellefonte, Lock Haven, Williamsport, Hughesville, Red Rock, Dallas, and Wilkes-Barre

#### **State College – Pittsburgh:**

State College, Philipsburg, Clearfield, DuBois, Sykesville, Big Run, Punxsutawney, Indiana, Blairsville, Delmont, Monroeville, Pittsburgh, and Pittsburgh Airport

#### **DuBois – Harrisburg:**

DuBois, Clearfield, Philipsburg, State College, Lewistown, Mifflintown, and Harrisburg

#### **Scranton – Harrisburg:**

Scranton, Wilkes-Barre, Hazleton, Pottsville, and Harrisburg

#### **Williamsport – Philadelphia:**

Williamsport, Lewisburg, Mt. Carmel, Bloomsburg, Hazleton, Jim Thorpe, Lehigh, Allentown, Quakertown, Doylestown, and Philadelphia

#### **Williamsport – Easton:**

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

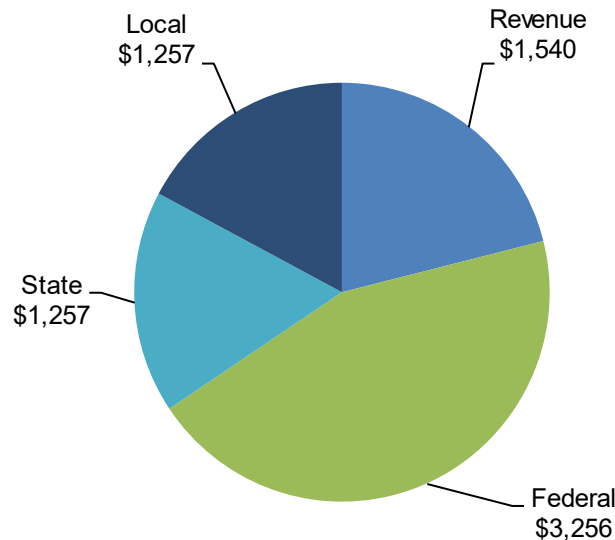
#### **Harrisburg – Elmira, NY:**

Harrisburg, Amity Hall, New Buffalo, Selinsgrove, Sunbury, Lewisburg, Allenwood, Williamsport, Lock Haven, and Gillet

INTERCITY BUS

### OPERATING FUNDS (000's)

\$6,793

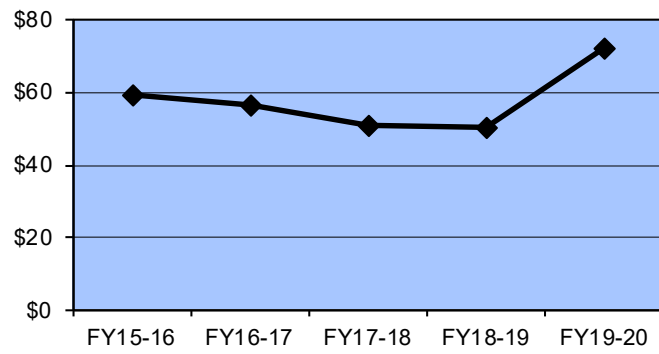


# The Fullington Auto Bus Company

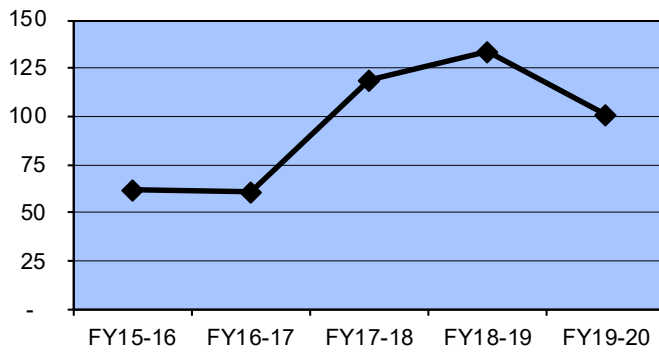
Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



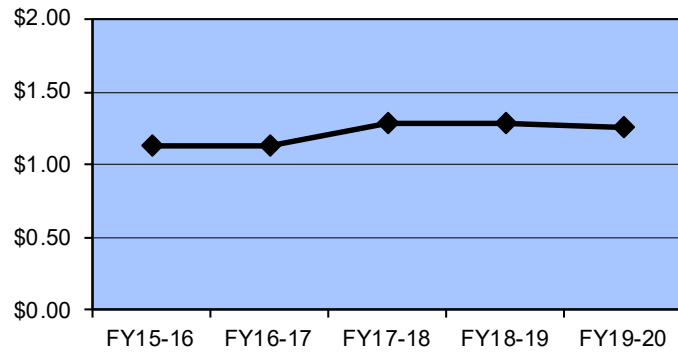
**Operating Expense Per Passenger**



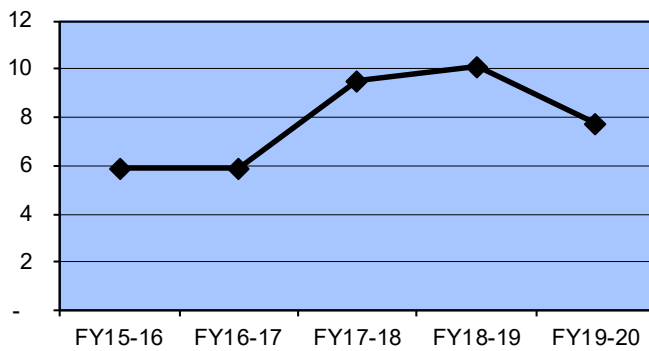
**Total Passengers (000's)**



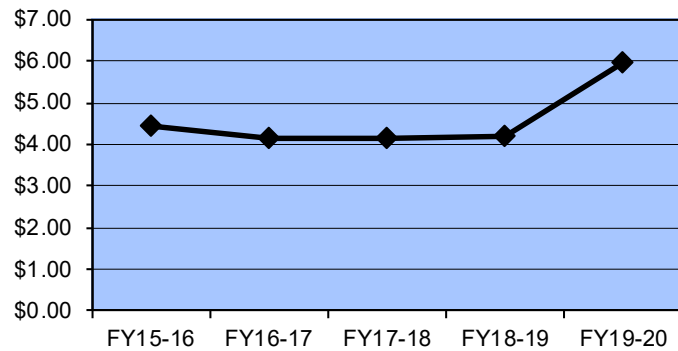
**Operating Revenue Per Vehicle Mile**



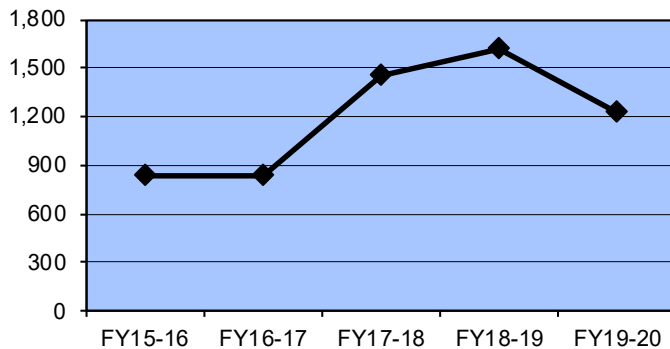
**Total Bus Trips (000's)**



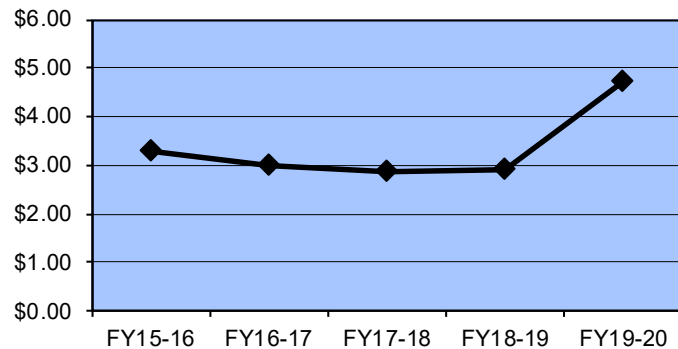
**Operating Expense Per Vehicle Mile**



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



**Total Subsidy Per Vehicle Mile**



INTERCITY BUS

NOTE: Susquehanna Transit Co. ended service along subsidized routes on August 31, 2017. The Fullington Auto Bus Co. assumed responsibility for continuing service along these routes on September 1, 2017.

# Greyhound Lines, Inc.

**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

<b>Total Passengers:</b>	62,196
<b>Total Bus Trips:</b>	4,381
<b>Total Revenue Vehicle Miles:</b>	825,876
<b>Operating Expense Per Passenger:</b>	\$76.76
<b>Operating Revenue Per Vehicle Mile:</b>	\$1.96
<b>Operating Expense Per Vehicle Mile:</b>	\$5.78
<b>Total Subsidy Per Vehicle Mile:</b>	\$3.82
<b>Average Fare:</b>	\$25.97
<b>Total Number of Vehicles:</b>	12 coaches

**Subsidized Routes and Communities Served:**

**Philadelphia – Scranton:**

Scranton, Mt. Pocono, Stroudsburg, Easton, Doylestown,  
 and Philadelphia

**Pittsburgh – Erie:**

Pittsburgh, Zelenople, New Castle, Meadville, Edinboro  
 University, and Erie

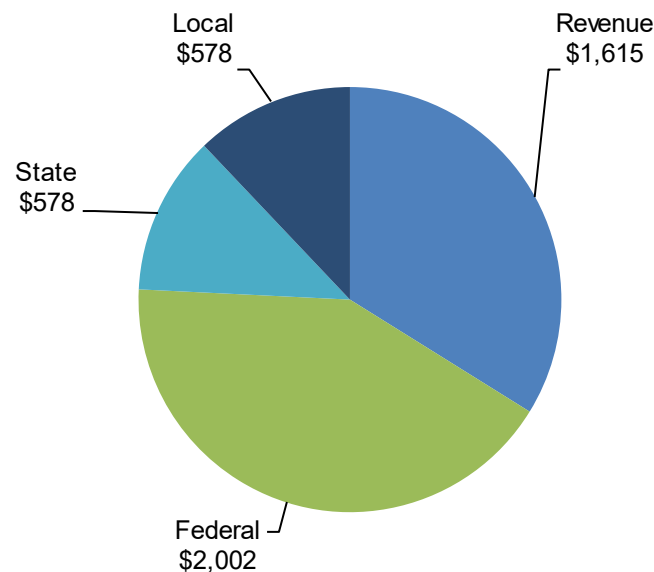
**Harrisburg – Pittsburgh:**

Harrisburg, Lewistown, State College, Tyrone, Altoona,  
 Ebensburg, Johnstown, Latrobe, Greensburg, and Pitts-  
 burgh

INTERCITY BUS

**OPERATING FUNDS (000's)**

**\$4,224**

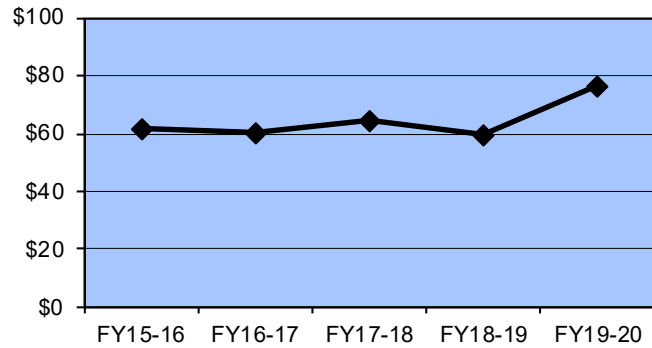


# Greyhound Lines, Inc.

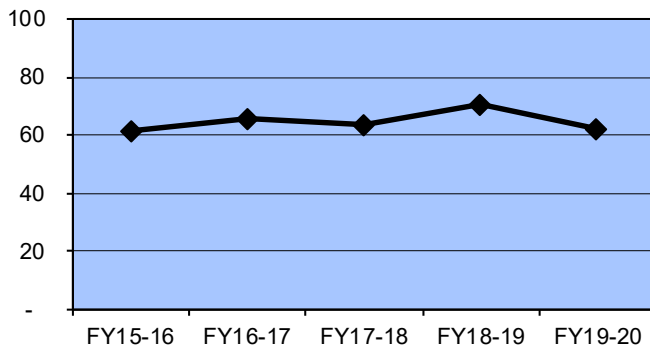
Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic



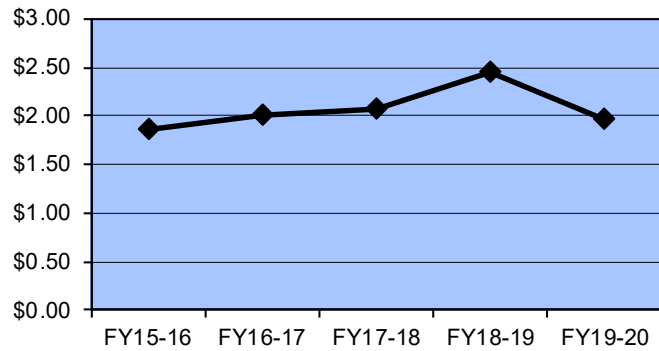
**Operating Expense Per Passenger**



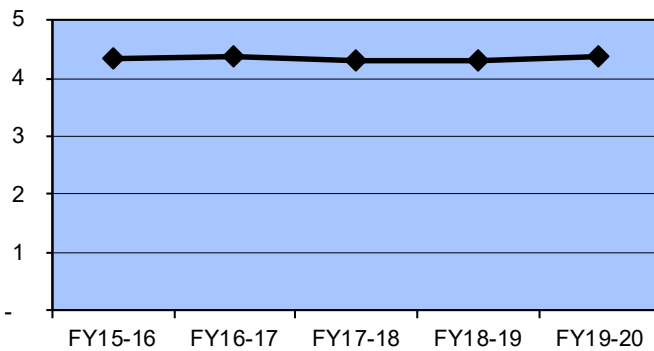
**Total Passengers (000's)**



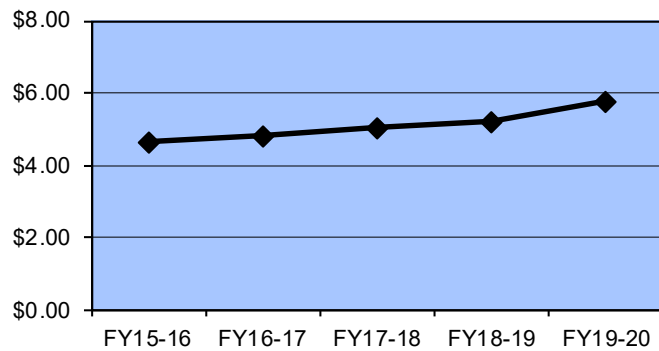
**Operating Revenue Per Vehicle Mile**



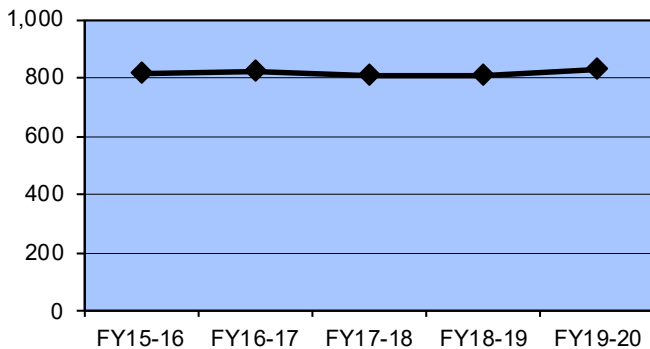
**Total Bus Trips (000's)**



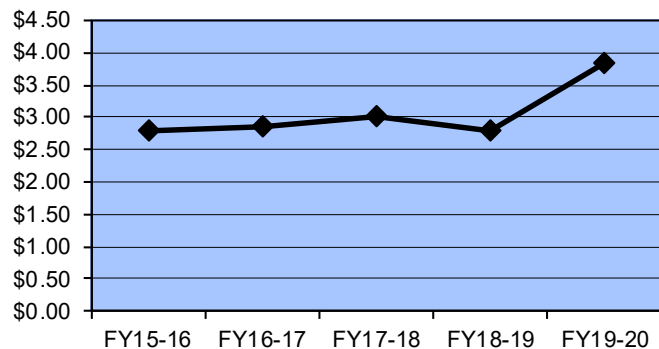
**Operating Expense Per Vehicle Mile**



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



**Total Subsidy Per Vehicle Mile**



INTERCITY BUS

*intentionally blank*



# *Section VII*

---

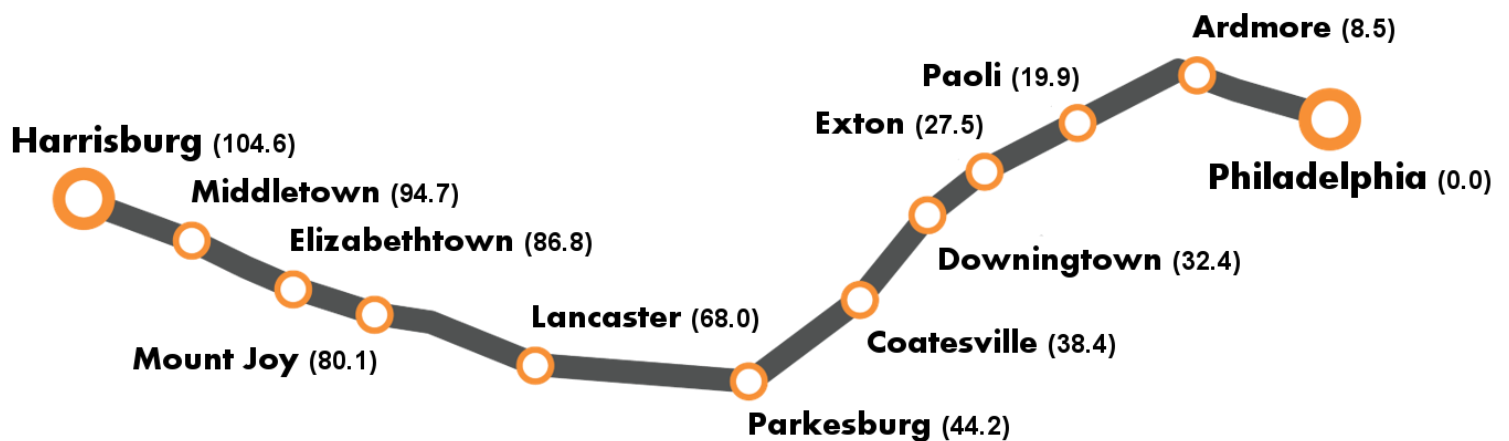
## *Passenger Rail*

# Passenger Rail Program

<b>Passenger Rail Program</b> Pennsylvania Department of Transportation Bureau of Rail, Freight, Ports, and Waterways P.O. Box 3151 Harrisburg, PA 17105-3151 717-783-8025 <a href="http://www.penndot.gov">www.penndot.gov</a>		National Railroad Passenger Corporation (Amtrak) 60 Massachusetts Avenue, NE Washington, D.C. 20002 1-800-872-7245 <a href="http://www.amtrak.com">www.amtrak.com</a>	
<b>Keystone Corridor Service &amp; Operations</b> <ul style="list-style-type: none"> <li>Keystone Corridor owned by Amtrak from Harrisburg, PA, to Philadelphia, PA</li> <li>26 weekday and 14 weekend trains</li> <li>High Speed Rail of 110 mph</li> <li>Harrisburg – Philadelphia commute time = 95 min</li> </ul>		<b>Keystone Corridor Station Improvements</b> <a href="http://www.planthekeystone.com">www.planthekeystone.com</a>	
<b>Ridership and Revenue</b> <ul style="list-style-type: none"> <li>Keystone Passengers: 1,114,788</li> <li>Keystone Passenger Revenue: \$35,611,879</li> </ul>		Middletown Train Station <ul style="list-style-type: none"> <li>Shift Norfolk Southern and Amtrak tracks (complete)</li> <li>Construct level boarding passenger platforms and ADA access (construction underway)</li> </ul>	
<b>Fuel &amp; Power</b> <ul style="list-style-type: none"> <li>Power Usage (kilowatt hours): 27,325,354</li> </ul>		Mount Joy Train Station <ul style="list-style-type: none"> <li>Construct level boarding passenger platforms and ADA access (complete)</li> </ul>	
		Exton Train Station <ul style="list-style-type: none"> <li>Construct level-boarding passenger platforms with ADA access and improve parking (complete)</li> </ul>	
		Paoli Train Station <ul style="list-style-type: none"> <li>Construct level-boarding passenger platforms with ADA access and improve parking (complete)</li> </ul>	
<b>Pennsylvanian Service &amp; Operations</b> <ul style="list-style-type: none"> <li>Pennsylvanian corridor owned by Norfolk Southern from Pittsburgh, PA, to Harrisburg, PA, and by Amtrak from Harrisburg, PA, to Philadelphia, PA</li> <li>Two daily trains</li> <li>Pittsburgh – Philadelphia commute time = 5 hr 23 min</li> </ul>		<b>Ridership and Revenue</b> <ul style="list-style-type: none"> <li>Pennsylvanian Passengers: 159,009</li> <li>Pennsylvanian Passenger Revenue: \$8,746,605</li> </ul>	

PASSENGER RAIL

## Keystone Corridor Harrisburg - Philadelphia

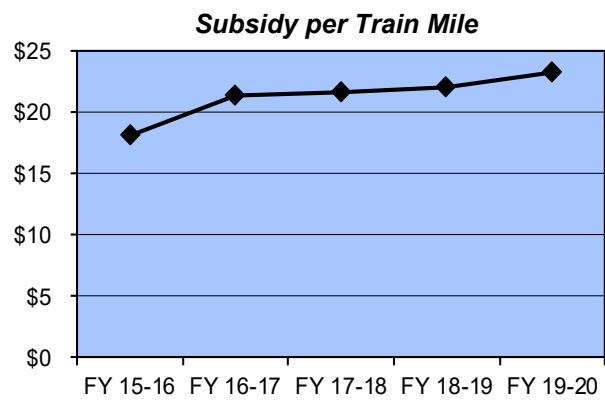
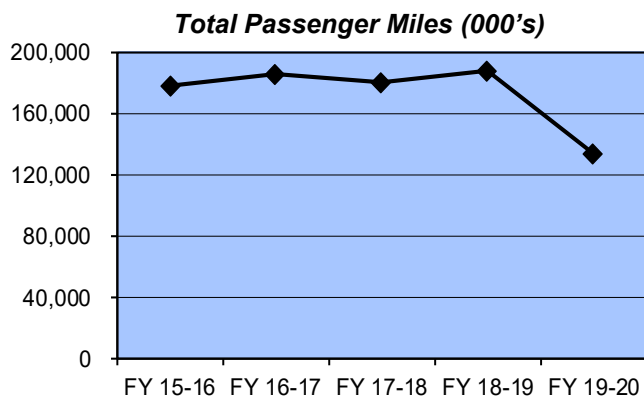
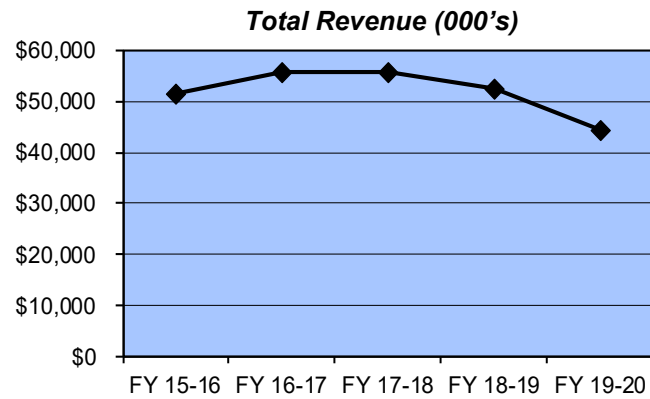
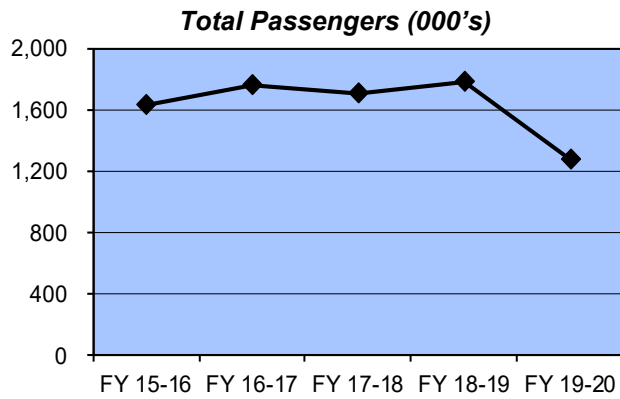
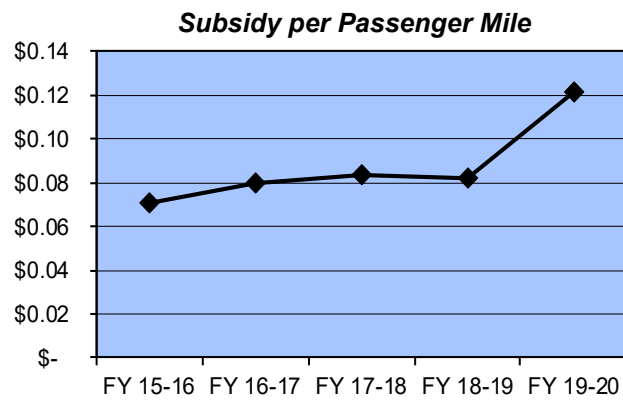
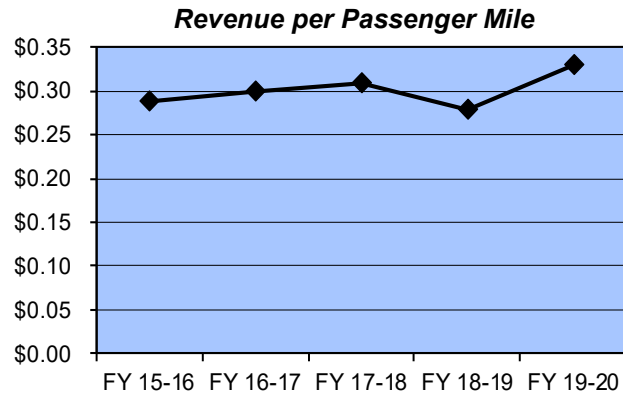


\*Amtrak milepost shown in parentheses next to station name

# Passenger Rail Program

Note: Trip totals for the last quarter of FY19-20 decreased significantly due to the COVID-19 pandemic

Pennsylvania Intercity Passenger Rail Performance Data		
Factor	FY 18-19	FY 19-20
Total Passengers	1,781,363	1,273,797
Total Passenger Miles	187,762,489	134,305,332
Revenue per Passenger Mile	\$0.28	\$0.33
Subsidy per Passenger Mile	\$0.08	\$0.12
Scheduled Train Miles	697,368	697,368
Expense per Train Mile	\$97.33	\$86.94
Subsidy per Train Mile	\$22.11	\$23.34
Average Passenger Fare	\$29.45	\$34.82
Revenue per Train Mile	\$75.22	\$63.61
Annual State Subsidy	\$15,418,716	\$16,273,783
Annual Passenger Revenue	\$52,458,357	\$44,358,484



PASSENGER RAIL

\* The Keystone Service and Pennsylvanian are financed primarily through funds made available by the Pennsylvania Department of Transportation.

*intentionally blank*

## ***Section VIII***

---

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

## Pennsylvania's Public Transportation Performance Review Program

In July 2007, the Pennsylvania Legislature passed Act 44, establishing a framework to assess transit agency performance through a formal review process. The review identifies ways to improve transit system efficiency and effectiveness and documents 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.

### COVID-19 PANDEMIC

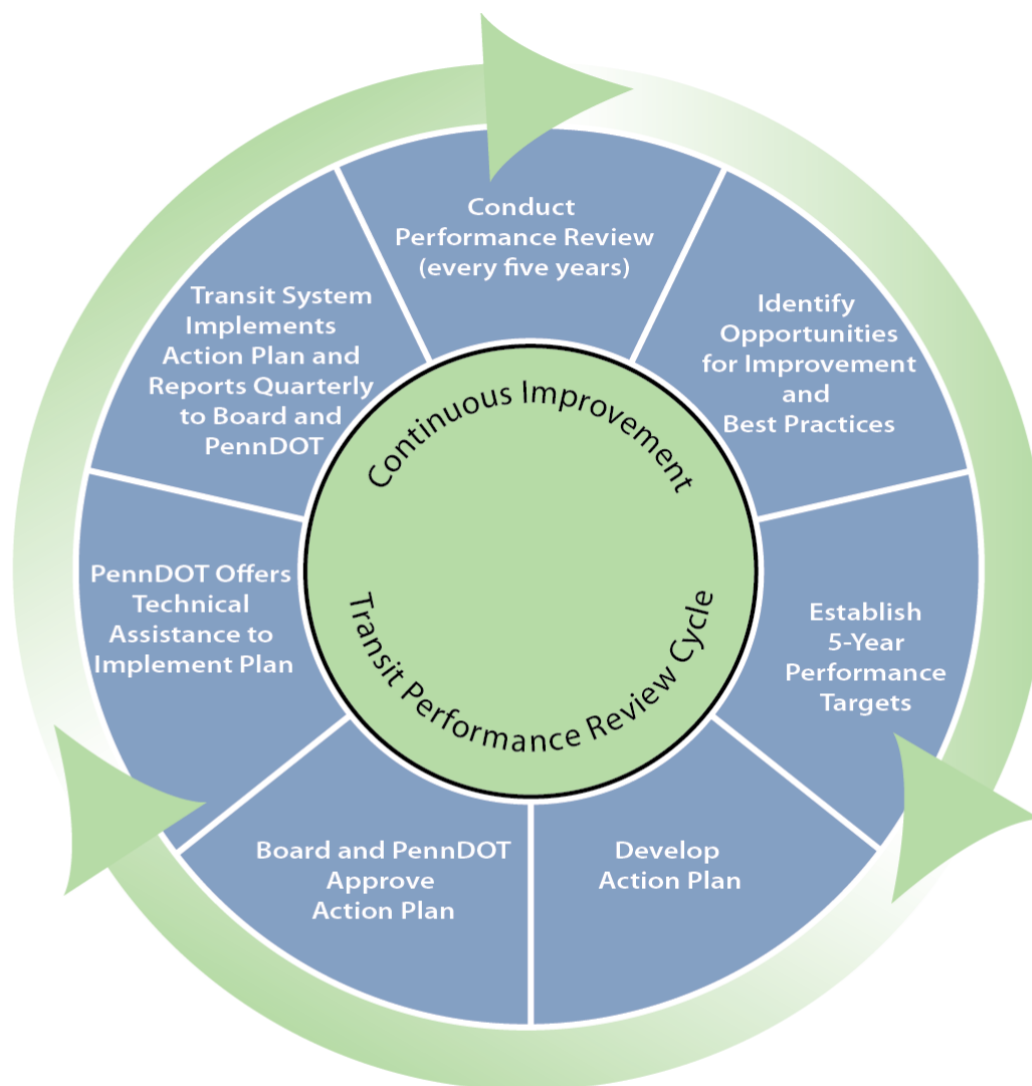
During the spring of 2020, COVID-19 caused significant social and economic disruptions as people sheltered in place to limit the spread of the disease. The health and unemployment effects of Covid-19 disproportionately impacted senior, disabled, and low-income populations.

Across the public transportation industry, ridership decreased by more than 90 percent at some agencies during April 2020. Revenues dropped as agencies opted to waive fares to limit possible disease transmission from the handling of tickets and currency. Agencies increased the frequency and extent of bus cleaning, causing higher operating costs. Some agencies furloughed drivers as they reduced service in response to plummeting passenger demand.

While transit agencies have begun to stabilize from the initial impacts of COVID-19, the long-term effects remain unknown. Social distancing guidelines could cause transit agencies to limit the number of passengers on buses and rail for years. Ridership, revenue, and operating cost trends used to develop this transit performance review report, including five-year performance targets, rely on information that predates the pandemic. PennDOT will continue to monitor the impacts of COVID-19 and reassess the transit agency's five-year performance targets when the long-term effects of the epidemic become known.

The following Round Two reports have been published recently:

- Schuylkill Transportation System (STS) - February 2020
- Butler Transit Authority (BTA) - February 2020
- Erie Metropolitan Transit Authority (EMTA) - April 2020
- Mercer County Regional Council of Governments (MCRCOG) - September 2020
- Indiana County Transit Authority (IndiGO) - October 2020
- Westmoreland County Transit Authority (WCTA) - October 2020
- Lehigh and Northampton Transit Authority (LANTA) - October 2020
- Carbon County Community Transit (CCCT) - November 2020



PERFORMANCE REVIEWS

# STS Performance Review

## Schuylkill Transportation System (STS) Transit Performance Review — Executive Summary

### Agency Profile

Agency Name	Schuylkill Transportation System (d.b.a. STS)		
Year Founded	1982		
Reporting Fiscal Year End (FYE)	2019		
Service Area (square miles)	782		
Service Area Population	148,289		
Annual Operating Statistics*	Fixed-Route Bus	Paratransit (Shared Ride + ADA)	Total
Vehicles Operated in Maximum Service	10	28	38
Operating Cost	\$2,000,715	\$2,390,423	\$4,391,138
Operating Revenue	\$178,610	\$1,528,977	\$1,707,587
Operating Subsidies	\$1,822,105	\$493,351	\$2,315,456
Total (Actual) Vehicle Miles	299,811	633,003	932,814
Revenue Vehicle Miles of Service (RVM)	282,169	N/A	N/A
Total Vehicle Hours	19,513	35,926	55,439
Revenue Vehicle Hours (RVH)	17,291	N/A	N/A
Total Passenger Trips	182,731	81,885	264,616
Senior Passenger (Lottery) Trips	56,030	42,983	99,013
Act 44 Performance Statistics			
Passengers / RVH	10.57	N/A	N/A
Operating Cost / RVH	\$115.71	N/A	N/A
Operating Revenue / RVH	\$10.33	N/A	N/A
Operating Cost / Passenger	\$10.95	\$29.19	\$16.59
Other Performance Statistics			
Operating Revenue / Operating Cost	8.93%	63.96%	38.89%
Operating Cost / Total Vehicle Hours	\$102.53	\$66.54	\$79.21
Operating Cost / Total Vehicle Miles	\$6.67	\$3.78	\$4.71
Total Passengers / Total Vehicle Hours	9.36	2.28	4.77
Operating Cost / RVM	\$7.09	\$5.49	\$6.12
RVM / Total Vehicle Miles	94.12%	68.74%	76.90%
RVH / Total Vehicle Hours	88.61%	65.40%	73.57%
Operating Subsidy / Passenger Trip	\$9.97	\$10.52	\$10.14

\*Source: PennDOT dotGrants most recently available reporting (FY19)



# STS Performance Review

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 a transit performance review for Schuylkill Transportation System (STS) in December 2013. Based on that review, PennDOT developed a performance report in 2014 that established five-year performance targets and agreed to STS’s action plan to meet those targets. In November 2019, PennDOT conducted the follow-up reassessment of STS to determine if STS 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.

# STS Performance Review

## IMPORTANT CHANGES SINCE THE 2014 PERFORMANCE REVIEW

PennDOT conducted the initial review of STS in December 2013. Since finalizing the 2014 performance report, STS addressed many agency findings and was met with varying degrees of success in attempting to achieve its five-year performance targets:

- 1. Assessed opportunities to sustainably grow ridership** - STS experienced ridership declines after 2014, like those experienced in transit systems across the Commonwealth. STS was unable to achieve a 3.0% annual growth in passengers per revenue vehicle hour but managed to hold ridership at about 175,000 yearly passenger trips for the last two years after making minor service adjustments. STS proactively assesses new developments in Schuylkill County for realistic opportunities to provide sustainable service, for example:
  - STS began marketing for and initiated a new route in late 2019 in southern Schuylkill County prior to the opening of a major hospital. STS hopes establishing a route that serves a new major activity center will boost ridership from hospital employees and those needing access.
  - STS identified another opportunity to increase ridership by providing service to an industrial park off I-81 that is home to a growing warehouse industry. However, due to irregular work shifts that are outside of STS's fixed-route service hours, it is not financially feasible to provide expanded service without any additional means of cost-recovery aside from passenger fares.
- 2. Ensured revenues kept pace with inflation** - STS acknowledges the economic conditions of a rural county like Schuylkill County and is concerned with pricing out low-income riders with large fare increases. STS developed a fixed-route fare adjustment policy to ensure fare growth keeps pace with inflation in accordance with Act 89. STS's last fare increase was an incremental \$0.05 from \$1.45 to \$1.50 in July of 2017. STS successfully sells advertising on fixed-route buses to help diversify revenue streams. Advertising revenue accounted for 8.9% of total fixed-route revenue for FYE 2018. STS narrowly missed its operating revenue per revenue hour performance target by about \$0.50.
- 3. Maintain competitive wages** – STS reduced total fixed-route costs by 11.6% from \$1.9 million in FYE 2014 to \$1.7 million in FYE 2015. However, beginning in FYE 2016, costs began to increase at a significant rate. From FYE 2015 to FYE 2018, total fixed-route operating costs increased on average by 3.3% annually. Management attributes the increase of the expenses to wage increases. Labor negotiations lasted two years until arbitration in 2017. STS successfully negotiated 40-hour overtime for hours worked but agreed to wage increases to stay competitive with the private sector. STS missed its performance targets for cost containment by nearly \$8 per revenue vehicle hour and about \$3 per passenger trip.

# STS Performance Review

## 2013 PERFORMANCE REVIEW DETERMINATION AND FINDINGS

The 2013 performance review compared STS with a group of peer agencies based on the four performance criteria required by Act 44. STS was found to be “In Compliance” for five performance criteria and “At Risk” for four metrics.

Performance Criteria	FYE*	Determination	Rank (of 10)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2012	At Risk	9	Worse	10.09	14.07
	Trend	In Compliance	3	Better	4.68%	0.61%
Operating Cost / Revenue Vehicle Hour	2012	At Risk	10	Worse	\$83.64	\$66.10
	Trend	At Risk	10	Worse	10.89%	4.04%
Operating Revenue / Revenue Vehicle Hour	2012	In Compliance	7	Worse	\$7.27	\$10.55
	Trend	In Compliance	2	Better	10.65%	4.51%
Operating Cost / Passenger	2012	At Risk	10	Worse	\$8.29	\$5.02
	Trend	In Compliance	5	Worse	5.93%	3.74%

\*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 2014 performance review determined that STS was “In Compliance” for four criteria and “At Risk” for four metrics. STS performed better than the peer group for increasing ridership and revenue for the five-year trends. STS performed worse than the peer group for containing costs and was “At Risk” for three out of four cost containment criteria. STS was also “At Risk” for passengers per revenue vehicle hour in the single-year FYE 2012 determination.

STS developed an Action Plan to address opportunities for improvement identified in the 2014 performance review report. Among the steps STS took to improve its performance were:

1. Evaluate the optimal use of 1513 funds for fixed-route and paratransit operations;
2. Develop a comprehensive marketing plan; and,
3. Prioritize surplus non-public revenue to reduce the shared-ride operating deficit.

PennDOT, in consultation with STS management, established the following performance targets that the agency should attain before the second performance review:

- Increase passengers per revenue vehicle hour by at least 3.0% per year on average
- Increase operating revenue per revenue vehicle hour by at least 3.0% per year on average
- Contain increases in operating cost per revenue vehicle hour to no more than 3.0% per year on average
- No change in operating cost per passenger

# STS Performance Review

The performance targets were established using the most accurate data available at the time.

Performance Criteria	2018 Target	2018 Actual	Met Target
Passengers / Revenue Vehicle Hour	13.80	10.33	No
Operating Cost / Revenue Vehicle Hour	\$102.50	\$110.43	No
Operating Revenue / Revenue Vehicle Hour	\$10.83	\$10.30	No
Operating Cost / Passenger	\$7.42	\$10.69	No

STS worked toward achieving the 2018 performance targets by implementing actions listed in the 2014 Action Plan. These actions included developing a comprehensive marketing plan, reducing the amount of 1513 funding used to subsidize shared-ride losses, and adopting a farebox recovery policy. STS addressed many findings from the 2014 performance report but was met with varying degrees of success. STS expressed that the previous performance targets of 3.0% ridership growth and 3.0% revenue growth were not achievable on a per revenue vehicle hour basis due to the rural fixed-route service STS provides and the limited opportunities to sustainably grow ridership in Schuylkill County.

## 2019 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2019 performance review compared STS with a group of peer agencies based on the four performance criteria outlined by law. STS was found to be “In Compliance” for all performance measures and “At Risk” for none.

Performance Criteria	FYE*	Determination	Rank (of 12)	Relation to Peer Avg.	Value	Peer Average
<b>Passengers / Revenue Vehicle Hour</b>	2017	In Compliance	6	Better	10.87	10.38
	Trend	In Compliance	5	Better	-1.23%	-2.85%
<b>Operating Cost / Revenue Vehicle Hour</b>	2017	In Compliance	12	Worse	\$100.62	\$84.84
	Trend	In Compliance	8	Worse	2.35%	2.21%
<b>Operating Revenue / Revenue Vehicle Hour</b>	2017	In Compliance	3	Better	\$10.93	\$8.56
	Trend	In Compliance	4	Better	3.79%	1.51%
<b>Operating Cost / Passenger</b>	2017	In Compliance	10	Worse	\$9.26	\$8.98
	Trend	In Compliance	5	Better	3.62%	5.43%

\*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 2019 performance review examined additional steps, beyond those specified in the 2014 Action Plan, that STS took to improve performance. The most notable action is assessing opportunities to sustainably grow ridership like the development and marketing of STS’s new south county route ahead of the opening of a new major hospital.

The 2019 performance review also identified actions that STS can take to improve overall agency performance including:

1. Develop a strategic plan to guide service improvements and prioritize investments.
2. Develop a farebox recovery goal to ensure agency revenue keeps pace with operating costs.

# STS Performance Review

3. Identify cost drivers and implement cost control measures to ensure long-term fiscal sustainability.

PennDOT also identified additional opportunities for improvement during the 2019 performance review. The complete list of opportunities for improvement will serve as the basis for STS's Board-approved action plan.

## 2024 PERFORMANCE TARGETS

As required by Act 44, PennDOT and STS management developed new five-year performance targets. Performance targets are designed to be aggressive, yet achievable. STS should work to achieve these targets, shown in the following table, over the next five years to ensure continued eligibility for full Section 1513 funding.

Performance Criteria	Fiscal Year End (FYE)			Target Annual Increase
	2018 Actual	2019 Actual	2024 Target	
Passengers / Revenue Vehicle Hour	10.33	10.57	10.83	0.5%
Operating Cost / Revenue Vehicle Hour	\$110.43	\$115.71	\$134.14	3.0%
Operating Revenue / Revenue Vehicle Hour	\$10.30	\$10.33	\$11.40	2.0%
Operating Cost / Passenger	\$10.69	\$10.95	\$12.39	2.5%

## FINANCIAL REVIEW

STS currently has a balanced fixed-route operating budget. Noteworthy elements of STS's financial condition as of FYE 2019 are:

- STS had \$2 million in carryover local funds and \$151,231 state carryover funds available.
- STS plans to use approximately \$240,000 in local carryover funds to match federal and state funding for the new facility project.
- Carryover funds amount to 47.9% of annual operational funding.
- STS received its full local match as required by Act 44.
- STS maintained a cash equivalent balance equal to 46.3% of total annual operating expenses.
- STS's operating budget increased from of \$3.7 million in FYE 2015 to \$4.5 million in FYE 2019.
- Current assets exceed current liabilities.
- No accounts payable and receivable amounts past 90 days are negligible.
- STS uses current year fares, surplus revenue from current year "courier" service, and available 1513 funds (as needed) to balance its shared-ride operating budget.
- STS secured a \$1 million line of credit in FYE 2019 for their upcoming capital facility project.

## NEXT STEPS

STS 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. STS's management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.

# BTA Performance Review

## Butler Transit Authority (BTA) Transit Performance Review — Executive Summary

### Agency Profile

Agency Name	Butler Transit Authority (d.b.a. the bus)		
Year Founded	1989		
Reporting Fiscal Year End (FYE)	2019		
Service Area (square miles)	440		
Service Area Population	170,539		
Annual Operating Statistics*	Fixed-Route	Paratransit (ADA )	Total (Fixed-Route + Paratransit)
Vehicles Operated in Maximum Service	4	14	18
Operating Cost	\$1,767,353	\$212,872	\$1,980,225
Operating Revenues	\$182,286	\$16,520	\$198,806
Operating Subsidies	\$1,585,067	\$196,352	\$1,781,419
Total (Actual) Vehicle Miles	169,676	22,040	191,716
Revenue Vehicle Miles of Service (RVM)	163,965	N/A	N/A
Total Vehicle Hours	16,402	1,213	17,615
Revenue Vehicle Hours (RVH)	14,480	N/A	N/A
Total Passenger Trips	180,921	6,608	187,529
Senior Passenger (Lottery) Trips	37,254	N/A	37,254
Act 44 Performance Statistics			
Passengers / RVH	12.49	5.65	11.98
Operating Cost / RVH	\$122.05	\$181.94	\$126.53
Operating Revenue / RVH	\$12.59	\$14.12	\$12.70
Operating Cost / Passenger	\$9.77	\$32.21	\$10.56
Other Performance Statistics			
Operating Revenue / Operating Cost	10.31%	7.76%	10.04%
Operating Cost / Total Vehicle Hours	\$107.75	\$175.49	\$112.42
Operating Cost / Total Vehicle Miles	\$10.42	\$9.66	\$10.33
Total Passengers / Total Vehicle Hours	11.03	5.45	10.65
Operating Cost / RVM	\$10.78	N/A	N/A
RVM / Total Vehicle Miles	96.63%	N/A	N/A
RVH / Total Vehicle Hours	88.28%	N/A	N/A
Operating Subsidy / Passenger Trip	\$8.76	\$29.71	\$9.50

\*Source: PennDOT dotGrants most recently available reporting (FY19)

# BTA Performance Review

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 a transit performance review for the Butler Transit Authority (BTA, d.b.a. the bus) in December 2014. Based on that review, PennDOT developed a performance report in 2015 that established five-year performance targets and agreed to BTA’s Action Plan to meet those targets. In September 2019, PennDOT reassessed BTA to determine whether BTA 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.

# BTA Performance Review

## IMPORTANT CHANGES SINCE THE 2014 PERFORMANCE REVIEW

PennDOT conducted the initial review of BTA in December 2014. Since finalizing the original BTA performance report in August 2015, the following changes and other factors impacted operations, finance, and statistical reporting at BTA, as well as the performance targets established in 2015:

1. **Cut unproductive service** – Like many systems that expanded service or added frequency After Act 89 increased available funding, BTA was not able to attract the ridership or find additional sources of revenue to sustain the service. In an effort to contain operating costs, BTA cut unproductive service in 2015. Revenue vehicle hours decreased by 20.6 percent, from 17,977 in 2014 to 14,272 in 2015. Following the service cuts, ridership decreased by 9.8 percent, from 220,617 to 198,993 passenger trips. BTA experienced a 5.3 percent reduction in total expenses. Three out of four Act 44 performance metrics are based on revenue vehicle hours; cost per revenue vehicle hour increased from \$100.00 in FYE 2014 to \$119.35 in FYE 2015.
2. **Revised service contract** – The 2015 performance report highlighted that BTA's operating costs were increasing at an unsustainable rate, and the structure of BTA's service contract contributed to high costs. BTA developed a Request for Proposals (RFP) based on industry best practices to improve the structure and management of its service the contract. Specifically, BTA sought to:
  - a. Develop a single price per revenue vehicle hour for operations and routine maintenance;
  - b. Define explicit terms on what is covered under the contract and what is not;
  - c. Ensure the contractor assumes responsibility for all costs attributable to its employees; and,
  - d. Manage contractor reimbursement consistent with the terms of the contract.

These changes enabled BTA to reduce total fixed-route operating costs by 12.8 percent, going from \$1.9 million in 2017 to \$1.6 million in 2018. However, BTA continues to incur high overhead costs. Considering total fixed-costs, BTA operates at \$122.05 per revenue hour (FYE 2019), which is high for a rural system in suburban Pittsburgh. Management will need to continue implementing cost-control measures to ensure a sustainable, long-term financial outlook.



# BTA Performance Review

## 2014 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2014 performance review compared BTA with a group of peer agencies based on the four performance criteria required by Act 44. BTA was found to be “In Compliance” for seven performance criteria and “At Risk” for one.

Performance Criteria	FYE*	Determination	Rank (of 11)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2012	In Compliance	3	Better	13.61	9.12
	Trend	In Compliance	6	Better	1.23%	0.99%
Operating Cost / Revenue Vehicle Hour	2012	At Risk	11	Worse	\$87.18	\$63.91
	Trend	In Compliance	5	Better	1.79%	2.08%
Operating Revenue / Revenue Vehicle Hour	2012	In Compliance	4	Better	\$9.60	\$8.18
	Trend	In Compliance	9	Worse	-0.46%	2.79%
Operating Cost / Passenger	2012	In Compliance	6	Better	\$6.41	\$8.58
	Trend	In Compliance	5	Better	0.55%	1.10%

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

The 2014 performance review determined that BTA was “In Compliance” for seven criteria and “At Risk” for one. BTA performed better than the peer group for passengers per revenue vehicle hour and operating cost per passenger for the trend and single-year determinations.

BTA developed an Action Plan to address opportunities for improvement identified in the 2015 performance review report. Among the efforts BTA undertook to improve its performance were:

1. Reduce the cost of purchased transportation through a revised service contract based on industry best practices.
2. Develop a fixed-route fare adjustment policy that annually assesses fare growth against the inflation rate.
3. Coordinate commuter service runs and use of a park-and-ride with the New Castle Area Transit Authority (NCATA) to avoid duplication of service.

PennDOT, in consultation with BTA management, established the following performance targets that the agency should attain before its next performance review:

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

Since the 2015 report was finalized, BTA worked to meet its performance targets and implement actions listed in the 2015 Action Plan. These actions included implementing cost control measures like eliminating unproductive service and addressing the management and structure of the service contract. Additionally, BTA completed a transit-development plan (TDP) that included business development strategies for

# BTA Performance Review

growing fixed-route ridership. BTA also implemented a robust farebox recovery policy that ties fare increases to the rate of inflation in accordance with Act 89.

The performance targets were established using the most accurate data available at the time.

Performance Criteria	2019 Target*	2019 Actual	Met Target
Passengers / Revenue Vehicle Hour	13.69	12.49	No
Operating Cost / Revenue Vehicle Hour	\$134.39	\$122.05	Yes
Operating Revenue / Revenue Vehicle Hour	\$13.89	\$12.59	No
Operating Cost / Passenger	\$9.63	\$9.77	No

\*2019 Unaudited values were used to provide BTA with targets based on the most currently available data.

## 2019 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2019 performance review compared BTA with a group of peer agencies based on the four Act 44 performance criteria. BTA was found to be “In Compliance” with five performance measures and “At Risk” for three.

Performance Criteria	FYE*	Determination	Rank (of 9)	Relation to Peer Avg.	Value	Peer Average
Passengers/ Revenue Vehicle Hour	2017	In Compliance	3	Better	13.02	10.97
	Trend	In Compliance	4	Better	-0.88%	-2.23%
Operating Cost / Revenue Vehicle Hour	2017	At Risk	12	Worse	\$127.86	\$79.36
	Trend	At Risk	11	Worse	7.96%	2.25%
Operating Revenue / Revenue Vehicle Hour	2017	In Compliance	3	Better	\$12.32	\$9.46
	Trend	In Compliance	4	Worse	5.12%	5.68%
Operating Cost / Passenger	2017	At Risk	10	Worse	\$9.82	\$7.55
	Trend	In Compliance	10	Worse	8.92%	4.86%

\*Note: Single-year and five-year trend peer comparisons are based on NTD information that was current at the time of peer review. Therefore, these factors differ from those presented on the Agency Profile page, which uses FYE 2019 data.

The 2019 review found BTA to be “At Risk” for three out of four cost metrics, i.e., operating cost per revenue vehicle hour for the single-year and five-year trends, and in the single-year for operating cost per passenger. BTA performed better than the peer group for increasing ridership per revenue hour, but worse at cost containment. BTA increased fixed-route revenues and performed better than the peer group for the single-year determination but not over the five-year trend period.

BTA has high operating costs for a contracted, rural fixed-route system \$127.86 per revenue vehicle hour. Operating cost per revenue vehicle hour increased by nearly 8 percent each between FYE 2012 and FYE 2017. As a contracted system, most of BTA’s expenses are relatively known (i.e., salaries and wages for admin, and as a function of the service contract). BTA revised its fixed-route service contract in 2017 to improve cost-recovery and overall fixed-route expenses decreased by 13 percent between 2017 and 2018.

The 2019 performance review examined additional steps, beyond those specified in the 2015 Action Plan, that BTA has taken to improve performance. The most important action was the revised service contract in 2017. The 2019 performance review also identified steps that BTA can take to improve overall agency performance, including:

# BTA Performance Review

1. Develop a long-term strategy for fiscal sustainability.
2. Ensure Act 44 performance targets are considered when assessing fare adjustment.
3. Develop service standards for local fixed-route service.

PennDOT also identified additional opportunities for improvement during the 2019 performance review. The complete list of opportunities for improvement will serve as the basis for BTA’s Board-approved Action Plan.

## 2024 PERFORMANCE TARGETS

As required by Act 44, PennDOT and BTA management developed new five-year performance targets. Performance targets are designed to be aggressive yet achievable. BTA should work to achieve these targets, shown in the following table, over the next five years to ensure continued eligibility for full Section 1513 funding.

Performance Criteria	Fiscal Year End (FYE)			Target Annual Increase
	2018 Actual	2019 Actual	2024 Target	
Passengers / Revenue Vehicle Hour	13.28	12.49	13.79	2.0%
Operating Cost / Revenue Vehicle Hour	\$120.10	\$122.05	\$141.49	3.0%
Operating Revenue / Revenue Vehicle Hour	\$12.30	\$12.59	\$14.59	3.0%
Operating Cost / Passenger	\$9.05	\$9.77	\$10.27	1.0%

## FINANCIAL REVIEW

BTA currently has a balanced operating budget. Its cash equivalent balance has decreased since 2015. Noteworthy elements of BTA’s financial condition are:

- BTA has \$313,736 in local and \$453,628 in state carryover funds in FYE 2019.
- Combined carryover subsidies equal to 38.8% of total operational funding.
- BTA maintains a cash balance equal to 26.8% of total operating expenses.
- Current assets exceed current liabilities.
- Accounts payable and receivable amounts are negligible.
- Currently, BTA has no debt.
- BTA’s operating cost per passenger trip of \$32.21 for ADA in FYE 2019 is roughly twice that of peer agencies.
- Nearly half of BTA’s operating costs are derived from general administration.

Management should continue taking appropriate actions to manage costs (containing growth within 3.0 percent annually), achieve farebox recovery goals, and maintain cash reserves to preserve BTA’s overall financial health.

## NEXT STEPS

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

# EMTA Performance Review

## Erie Metropolitan Transit Authority (EMTA) Transit Performance Review — Executive Summary

### Agency Profile

Agency Name	Erie Metropolitan Authority (d.b.a. EMTA)		
Year Founded	1966		
Reporting Fiscal Year End (FYE)	FYE 2019		
Service Area (square miles)	77		
Service Area Population	189,872		
Annual Operating Statistics*	Fixed-Route	Paratransit (ADA + Shared Ride)	Total (Fixed-Route + Para- transit)
Vehicles Operated in Maximum Service	66	44	110
Operating Cost	\$16,382,988	\$4,442,717	\$20,825,705
Operating Revenue	\$3,587,575	\$2,951,757	\$6,539,332
Operating Subsidies	\$12,795,413	\$1,182,302	\$13,977,715
Total (Actual) Vehicle Miles	2,232,362	1,028,865	3,261,227
Revenue Vehicle Miles of Service (RVM)	2,146,677	N/A	N/A
Total Vehicle Hours	164,915	78,752	243,667
Revenue Vehicle Hours (RVH)	155,131	N/A	N/A
Total Passenger Trips	2,449,829	203,417	2,653,246
Senior Passenger (Lottery) Trips	191,765	N/A	N/A
Act 44 Performance Statistics			
Passengers / RVH	15.79	N/A	N/A
Operating Cost / RVH	\$105.61	N/A	N/A
Operating Revenue / RVH	\$23.13	N/A	N/A
Operating Cost / Passenger	\$6.69	\$21.84	\$7.85
Other Performance Statistics			
Operating Revenue / Operating Cost	21.90%	66.44%	31.40%
Operating Cost / Total Vehicle Hours	\$99.34	\$56.41	\$85.47
Operating Cost / Total Vehicle Miles	\$7.34	\$4.32	\$6.39
Total Passengers / Total Vehicle Hours	14.86	2.58	10.89
Operating Cost / RVM	\$7.63	N/A	N/A
RVM / Total Vehicle Miles	96.16%	N/A	N/A
RVH / Total Vehicle Hours	94.07%	N/A	N/A
Operating Subsidy / Passenger Trip	\$5.22	\$7.33	\$5.38

\*Source: PennDOT dotGrants most recently available reporting (FY19)

# EMTA Performance Review

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 a transit performance review for Erie Metropolitan Transit Authority (EMTA) in April 2014. Based on that review, PennDOT established five-year performance targets and agreed to EMTA’s action plan to meet those targets. In September 2019, PennDOT conducted the follow-up reassessment of EMTA to determine if EMTA 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.

# EMTA Performance Review

## IMPORTANT CHANGES SINCE THE 2014 PERFORMANCE REVIEW

PennDOT conducted the initial review of EMTA in April 2014. Since finalizing the previous report, the following changes and other factors impacted operations and management at EMTA, as well as performance targets established in 2014:

1. **Turnover in executive management** – EMTA had three different CEOs since the 2014 performance review, including one CEO that lasted less than four months. Each transition reprioritized management focus in the short-term at the cost of following through on long-term goals. High management turnover impacted the authority’s organizational culture and contributed to EMTA’s inability to improve cost-recovery on tripper service and educate the Board of Directors on the importance of renewing the Charter.
2. **Charter renewal and Board resignation** – In 2016, EMTA’s 50-year charter was up for renewal. Disagreements between the City of Erie and Erie County on Board representation and local match contributions stalled negotiations. Without an immediate resolution, EMTA faced potential closure. A ten-year extension of the charter was enacted, but Board infighting and disagreements between the City and the County continued, leading to the resignation of the Board in 2018. Due to the protracted charter negotiations and eventual resignation of the Board, progress delayed in achieving agency goals, tackling issues like long-term fiscal sustainability, and serving as advocates on behalf of EMTA.
3. **Declines in fixed-route ridership** – The U.S. transit industry experienced declining ridership in recent years. Factors contributing to this trend are numerous. The transit-dependent population has declined since the economy normalized in 2010. Alternatives to public transit, such as Uber and Lyft, emerged as competitors for city service in urban systems. More employees now work from home at least once per week, which becomes increasingly attractive in areas impacted by significant lake-effect snow like Erie County.

## 2014 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2014 performance review compared EMTA with a group of peer agencies based on the four performance criteria required by Act 44. EMTA was found to be “In Compliance” for seven performance criteria and “At Risk” for one.

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

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

# EMTA Performance Review

The 2014 performance review determined that EMTA was “In Compliance” for seven criteria and “At Risk” for one. EMTA performed better than the peer group for containing operating costs for the single-year and five-year trends. Although EMTA performed better than the peer average for passengers per revenue vehicle hour trend, EMTA performed worse for the single-year determination. Operating revenues per revenue hour declined between 2007 and 2012, resulting in the “At Risk” finding.

EMTA developed an Action Plan to address opportunities for improvement identified in the 2014 performance review report. Among the efforts EMTA took to improve its performance were:

1. Institute a culture of proactive customer service by adopting a formal customer comment/complaint process and procedure guidelines;
2. Extend the EMTA Charter for a ten-year period; and,
3. Address farebox recovery by adopting a five-year fare phasing policy after nearly 17 years without a fare increase.

PennDOT, in consultation with EMTA management, established the following performance targets that the agency should attain before its next performance review:

- Increase passengers per revenue vehicle hour by at least 0.5% per year on average
- Increase operating revenue per revenue vehicle hour by at least 1.0% per year on average
- Contain increases in operating cost per revenue vehicle hour to no more than 3.0% per year on average
- Contain increases in operating cost per passenger to no more than 2.5% per year on average

The performance targets were established using the most accurate data available at the time.

Performance Criteria	2019 Target	2019 Actual	Met Target
Passengers / Revenue Vehicle Hour	21.14	15.79	No
Operating Cost / Revenue Vehicle Hour	\$96.23	\$105.61	No
Operating Revenue / Revenue Vehicle Hour	\$20.15	\$23.13	Yes
Operating Cost / Passenger	\$4.55	\$6.69	No

EMTA worked toward achieving the 2019 performance targets by implementing actions listed in the 2014 Action Plan. These actions included updating the TDP, formalizing customer service procedures, establishing an annual marketing budget, and monitoring on-time performance. EMTA also faced challenges from a high turnover in executive management and a lack of Board leadership. EMTA has since taken steps to institute an active customer service-based organizational culture and secured a new Board of Directors that works alongside management in stewardship over the authority.

## 2019 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2019 performance review compared EMTA with a group of peer agencies based on the four performance criteria outlined by law. EMTA was found to be “In Compliance” for eight performance measures and “At Risk” for none.

# EMTA Performance Review

Performance Criteria	FYE*	Determination	Rank (of 12)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2017	In Compliance	10	Worse	16.51	17.43
	Trend	In Compliance	8	Better	-4.60%	-4.75%
Operating Cost / Revenue Vehicle Hour	2017	In Compliance	8	Better	\$89.80	\$99.39
	Trend	In Compliance	11	Worse	1.53%	0.44%
Operating Revenue / Revenue Vehicle Hour	2017	In Compliance	6	Better	\$20.09	\$18.21
	Trend	In Compliance	6	Better	0.14%	-1.93%
Operating Cost / Passenger	2017	In Compliance	6	Better	\$5.44	\$5.82
	Trend	In Compliance	9	Worse	6.43%	5.51%

\*Note: NTD information most current at the time of the peer review is 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 2019 data.

The 2019 performance review examined additional steps, beyond those specified in the 2014 Action Plan, that EMTA took to improve performance. The most notable action is an increase in fixed-route fares after nearly two decades of without a raise.

The 2019 performance review also identified actions that EMTA can take to improve overall agency performance including:

1. Renew agency charter for a new fifty-year period.
2. Update the strategic plan.
3. Work towards optimum cost recovery for the long-term sustainability of tripper service.

PennDOT also identified additional opportunities for improvement during the 2019 performance review. The complete list of opportunities for improvement will serve as the basis for EMTA's Board-approved action plan.

## 2024 PERFORMANCE TARGETS

As required by Act 44, PennDOT and EMTA management developed new five-year performance targets. Performance targets are designed to be aggressive, yet achievable. EMTA should work to achieve these targets, shown in the following table, over the next five years to ensure continued eligibility for full Section 1513 funding.

Performance Criteria	Fiscal Year End (FYE)			Target Annual Increase
	2018 Actual	2019 Actual	2024 Target	
Passengers / Revenue Vehicle Hour	16.06	15.79	16.19	0.5%
Operating Cost / Revenue Vehicle Hour	\$98.44	\$105.61	\$122.43	3.0%
Operating Revenue / Revenue Vehicle Hour	\$22.43	\$23.13	\$24.31	1.0%
Operating Cost / Passenger	\$6.13	\$6.69	\$7.57	2.5%

## FINANCIAL REVIEW

EMTA currently has a balanced fixed-route operating budget. Noteworthy elements of EMTA's financial condition as of FYE 2019 are:



# EMTA Performance Review

- EMTA had \$1.4 million in carryover local funds and \$4.5 million in carryover state funds.
- Combined carryover subsidies amount to 28.8% of total operational funding.
- EMTA received its full local match as required by Act 44.
- EMTA maintained a cash equivalent balance equal to 37.7% of total annual operating expenses in FYE 2019.
- EMTA's operating budget increased from \$18.0 million in FYE 2015 to \$20.8 million in FYE 2019.
- Current assets exceed current liabilities.
- Accounts payable and receivable amounts over 90 days are negligible.
- EMTA uses retained earnings from demand response service to balance its shared-ride operating budgets.
- EMTA maintains a \$100,000 line of credit. There is no outstanding balance.
- Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and maintain cash reserves to preserve EMTA's overall financial health.

## **NEXT STEPS**

EMTA 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. EMTA's management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.

# MCRCOG Performance Review

## Mercer County Regional Council of Governments (MCRCOG) Transit Performance Review — Executive Summary

### Agency Profile

Agency Name	Mercer County Regional Council of Governments (d.b.a. MCRCOG, Shenango Valley Shuttle Service (SVSS), Mercer County Community Transit (MCCT))		
Year Founded	1971		
Reporting Fiscal Year End (FYE)	2020		
Service Area (square miles)	173		
Service Area Population	96,432		
Annual Operating Statistics*	Fixed-Route (SVSS)	Paratransit (ADA + Shared Ride) (MCCT)	Total (Fixed-Route + Paratransit)
Vehicles in Maximum Service (VOMS)	8	24	32
Operating Cost	\$893,136	\$1,704,843	\$2,597,979
Operating Revenue	\$42,673	\$1,482,899	\$1,525,572
Operating Subsidies	\$850,463	\$51,126	\$901,589
Total (Actual) Vehicle Miles	131,864	646,141	778,005
Revenue Vehicle Miles of Service (RVM)	124,015	N/A	N/A
Total Vehicle Hours	11,934	34,090	46,024
Revenue Vehicle Hours (RVH)	11,566	N/A	N/A
Total Passenger Trips	64,196	76,676	140,872
Senior Passenger (Lottery) Trips	10,033	38,134	48,167
Act 44 Performance Statistics			
Passengers / RVH	5.55	N/A	N/A
Operating Cost / RVH	\$77.22	N/A	N/A
Operating Revenue / RVH	\$3.69	N/A	N/A
Operating Cost / Passenger	\$13.91	\$22.23	\$18.44
Other Performance Statistics			
Operating Revenue / Operating Cost	4.78%	86.98%	58.72%
Operating Cost / Total Vehicle Hours	\$74.84	\$50.01	\$56.45
Operating Cost / Total Vehicle Miles	\$6.77	\$2.64	\$3.34
Total Passengers / Total Vehicle Hours	5.38	2.25	3.06
Operating Cost / RVM	\$7.20	N/A	N/A
RVM / Total Vehicle Miles	94.05%	N/A	N/A
RVH / Total Vehicle Hours	96.92%	N/A	N/A
Operating Subsidy / Passenger Trip	\$13.25	\$2.89	\$7.61

\*Source: PennDOT unaudited 2020 reporting.

# MCRCOG Performance Review

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.”

In May 2015, PennDOT conducted the initial transit performance review for the Shenango Valley Shuttle Service (d.b.a. SVSS), operated by the Mercer County Regional Council of Governments (d.b.a. MCRCOG). Based on that review, PennDOT developed a performance report in 2016 that established five-year performance targets for SVSS and agreed to MCRCOG's Action Plan to meet those targets. In September 2020, PennDOT reassessed MCRCOG to determine whether SVSS met its targets and what actions it took to improve performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT's findings.

# MCRCOG Performance Review

## IMPORTANT CHANGES SINCE THE 2015 PERFORMANCE REVIEW

PennDOT conducted the initial review of MCRCOG in May 2015. Since finalizing the original MCRCOG performance report in April 2016, the following changes and other factors impacted operations, finance, and statistical reporting at SVSS, as well as the performance targets established in 2015:

1. **A reduction in MCRCOG activities** – MCRCOG no longer manages the local animal shelter or the regional jail. MCRCOG's primary activity is public transportation, accounting for \$3.1 million, or 76 percent of the \$4.1 million FYE 2019 consolidated COG operating budget. MCRCOG still provides other municipal support services and manages recreational facilities such as the community pool and softball complex.
2. **A change in rental revenue reporting** – MCRCOG counted rental income on Federal Transit Administration (FTA)-funded COG properties as operating revenue until FYE 2017. In FYE 2018, MCRCOG began allocating rental income to its reserve accounts. SVSS performance targets established in the 2016 performance report assumed MCRCOG would continue to report rental income as SVSS operating revenue. The change in rental income reporting, reduced total fixed-route revenues by 41 percent, from \$87,555 in FYE 2017 to \$51,416 as of FYE 2018.
3. **Revised accounting practices** – Since FYE 2015, MCRCOG adopted new cost allocation procedures to assign SVSS and MCCT shared costs. MCRCOG also changed its accounting practices by transitioning from a calendar year to a fiscal year reporting structure consistent with PennDOT reporting requirements. SVSS operating costs decreased 14 percent from FYE 2016 to FYE 2017, declining from approximately \$964,000 to \$825,000. However, operating costs increased in FYE 2018 and remained at about \$1 million through FYE 2019.

## 2015 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2015 performance review compared EMTA with a group of peer agencies based on the four performance criteria required by Act 44. SVSS was found to be “In Compliance” for seven performance criteria and “At Risk” for one.

Performance Criteria	FYE*	Determination	Rank (of 13)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2013	In Compliance	2	Better	12.37	8.92
	Trend	In Compliance	4	Better	0.64%	-0.15%
Operating Cost / Revenue Vehicle Hour	2013	<b>At-Risk</b>	9	Worse	\$100.24	\$73.74
	Trend	In Compliance	5	Better	1.64%	2.29%
Operating Revenue / Revenue Vehicle Hour	2013	In Compliance	8	Worse	\$5.80	\$7.89
	Trend	In Compliance	4	Worse	3.38%	5.24%
Operating Cost / Passenger	2013	In Compliance	5	Better	\$8.10	\$8.76
	Trend	In Compliance	3	Better	1.00%	2.45%

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

MCRCOG developed an Action Plan to address opportunities for improvement identified in the 2016 performance review report. Among the steps MCRCOG took to improve its performance were:

1. Develop a cost allocation plan to assign shared costs between SVSS and MCCT more accurately.
2. Address audit findings by moving MCRCOG to a modified accrual accounting basis, closing dormant bank accounts, and transitioning from calendar-year financial reporting to fiscal year reporting consistent with PennDOT requirements.

# MCRCOG Performance Review

- Determine the legal separation between transportation (SVSS and MCCT) and other COG functions, such as recreational activities, that are insured independently of MCRCOG.

In consultation with COG management, PennDOT established the following performance targets that the agency was to attain before its next performance review:

- Increase passengers per revenue vehicle-hour by at least 3.0 percent per year on average;
- Contain increases in operating costs per revenue vehicle-hour to no more than 3.0 percent per year on average;
- Increase operating revenue per revenue vehicle-hour by at least 3.0 percent per year on average; and
- Maintain a flat rate of operating costs per passenger per year on average.

PennDOT established the following performance targets using the most accurate data available at the time. MCRCOG successfully met one out four performance targets set in 2015.

Performance Criteria	2019 Target	2019 Actual	Met Target
Passengers / Revenue Vehicle Hour	8.26	6.41	No
Operating Cost / Revenue Vehicle Hour	\$98.43	\$78.72	Yes
Operating Revenue / Revenue Vehicle Hour	\$11.06	\$3.79	No
Operating Cost / Passenger	\$11.92	\$12.28	No

Public transportation has become MCRCOG's primary focus since the 2016 performance report. To meet five-year performance target obligations, management acted by improving the accuracy of financial reporting, partnering with a regional health provider to raise awareness of SVSS and MCCT, and increasing service to the Mercer County Courthouse and the Grove City Premium Outlets mall. These efforts successfully increased total ridership, but passengers per revenue vehicle-hour (i.e., productivity) declined. With low farebox recovery, not reporting rental income, and a lack of supplemental revenue, MCRCOG did not meet targets for passengers per revenue vehicle-hour, operating revenue per revenue vehicle-hour, and operating cost per passenger.

## 2020 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2020 performance review compared SVSS with a group of peer agencies based on the four Act 44 performance criteria. SVSS was "In Compliance" with six performance measures and "At-Risk" for two—the five-year trend period determinations for passengers per revenue vehicle-hour and operating revenue per revenue vehicle-hour.

Performance Criteria	FYE*	Determination	Rank (of 9)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2018	In Compliance	9	Worse	6.73	7.34
	Trend	<b>At Risk</b>	13	Worse	-11.48%	-3.99%
Operating Cost / Revenue Vehicle Hour	2018	In Compliance	10	Worse	\$83.00	\$73.79
	Trend	In Compliance	4	Better	-3.71%	0.02%
Operating Revenue / Revenue Vehicle Hour	2018	In Compliance	8	Worse	\$4.19	\$4.96
	Trend	<b>At Risk</b>	11	Worse	-9.59%	-1.57%
Operating Cost / Passenger	2018	In Compliance	9	Worse	\$12.34	\$11.33
	Trend	In Compliance	9	Worse	8.79%	4.38%

\*Note: NTD information most current at the time of the peer review is the basis of the single year, and trend peer comparisons. Therefore, these factors differ from those presented on the Agency Profile page, which use FYE 2019 data.

# MCRCOG Performance Review

SVSS performed better than the peer group for containing operating costs for the five-year trend determination but performed worse than the peer group in all other metrics. Passengers per revenue vehicle-hour and operating revenue per revenue vehicle-hour declined significantly between FYE 2013 and FYE 2018, by 11.48 percent and 9.59 percent, respectively. It will be necessary for MCRCOG to take appropriate steps to increase the efficiency and effectiveness of service and accurately report rental income as operating revenue to address both "At Risk" findings.

The 2020 performance review identified steps that SVSS could take to improve overall agency performance, including:

1. Developing a strategic plan to guide MCRCOG decision-making and long-term planning efforts for prioritizing SVSS and MCCT in addition to other COG activities.
2. Including a transit development plan (TDP) element as part of the strategic planning process to assess potential scenarios that optimize coverage and frequency to improve SVSS ridership.
3. Accurately reporting rental income earned from federally funded properties as SVSS operating revenue.

PennDOT also identified additional opportunities for improvement during the 2020 performance review. The complete list of opportunities for improvement will serve as the basis for MCRCOG's Board-approved action plan.

## 2025 PERFORMANCE TARGETS

As required by Act 44, PennDOT and MCRCOG management developed new five-year performance targets. Performance targets are designed to be aggressive yet achievable. MCRCOG should achieve the following table's 2025 targets to ensure continued eligibility for full Section 1513 funding.

Performance Criteria	Fiscal Year End (FYE)			Target Annual Increase
	2019 Actual	2020 Unaudited	2025 Target	
Passengers / Revenue Vehicle Hour	6.41	5.55	5.69	0.5%
Operating Cost / Revenue Vehicle Hour	\$78.72	\$77.22	\$89.52	3.0%
Operating Revenue / Revenue Vehicle Hour	\$3.79	\$3.69	\$4.28	3.0%
Operating Cost / Passenger	\$12.28	\$13.91	\$15.74	2.5%

## FINANCIAL REVIEW

MCRCOG's public transportation program currently has a balanced operating budget. A review of FYE 2019 audit reports revealed the misreporting of ADA federal subsidies as fare revenue, misreporting of operating revenue as capital reserves, and misreporting carryover subsidies as unrestricted funds. The net cash equivalent balance has decreased since 2015. Noteworthy elements of the public transportation program's financial condition as of FYE 2019 are:

- MCRCOG maintains separate accounts for SVSS and MCCT operational activities and SVSS and MCCT reserves. MCRCOG reported \$281,500 in total public transportation reserves.
- Reported public transportation reserves were equal to 10.4 percent of total public transportation operational funding.
- MCRCOG reported a cash balance of available and restricted cash equal to 36.1 percent of total

# MCRCOG Performance Review

annual public transportation operating expenses.

- Current assets exceeded current liabilities.
- MCRCOG allocates operating income from rents to SVSS reserve accounts.
- SVSS had a 4.7 percent fixed-route farebox recovery ratio, well below industry standards for a small urban system.
- MCRCOG's practice of reporting audit results by operating fund (i.e., SVSS and MCCT) makes it difficult to interpret the net position for public transportation activities comprehensively.

Based on financial misreporting and MCRGOG's inability to provide AP/AR reports for review, a thorough review of MCRCOG's financial practices by PennDOT is warranted. In particular, a detailed assessment of the sources and uses of funds in all reserve accounts will help accurately determine actual 1513 carryover balances and eligible uses of any remaining funds.

Management should continue to take appropriate actions to manage costs (i.e., containing cost growth within 3.0 percent annually), achieve farebox recovery goals, and maintain cash reserves to preserve and improve the public transportation program's overall financial health. MCRCOG should take additional steps to diversify income streams for SVSS to ensure fixed-route revenues keep pace with annual increases in operating costs.

## **NEXT STEPS**

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

# IndiGO Performance Review

## Indiana County Transit Authority (IndiGO) Transit Performance Review — Executive Summary

### Agency Profile

<b>Agency Name</b>	<b>Indiana County Transit Authority (d.b.a. IndiGO)</b>		
<b>Year Founded</b>	1979		
<b>Reporting Fiscal Year End (FYE)</b>	FYE 2019		
<b>Service Area (square miles)</b>	829		
<b>Service Area Population</b>	88,880		
<b>Annual Operating Statistics*</b>	<b>Fixed-Route</b>	<b>Paratransit (Shared Ride + ADA)</b>	<b>Total (Fixed-Route + Paratransit)</b>
<b>Vehicles Operated in Maximum Service</b>	15	10	25
<b>Operating Cost</b>	\$2,742,513	\$618,952	\$3,361,465
<b>Operating Revenues</b>	\$602,515	\$607,676	\$1,210,191
<b>Operating Subsidies</b>	\$2,139,998	\$11,276	\$2,151,274
<b>Total (Actual) Vehicle Miles</b>	453,771	279,398	733,169
<b>Revenue Vehicle Miles of Service (RVM)</b>	441,872	199,689	641,561
<b>Total Vehicle Hours</b>	36,644	13,158	49,802
<b>Revenue Vehicle Hours (RVH)</b>	33,930	9,756	43,686
<b>Total Passenger Trips</b>	405,693	24,745	430,438
<b>Senior Passenger (Lottery) Trips</b>	19,746	19,079	38,825
<b>Act 44 Performance Statistics</b>			
<b>Passengers / RVH</b>	11.96	2.54	9.85
<b>Operating Cost / RVH</b>	\$80.83	\$63.44	\$76.95
<b>Operating Revenue / RVH</b>	\$17.76	\$62.29	\$27.70
<b>Operating Cost / Passenger</b>	\$6.76	\$25.01	\$7.81
<b>Other Performance Statistics</b>			
<b>Operating Revenue / Operating Cost</b>	21.97%	98.18%	36.00%
<b>Operating Cost / Total Vehicle Hours</b>	\$74.84	\$47.04	\$67.50
<b>Operating Cost / Total Vehicle Miles</b>	\$6.04	\$2.22	\$4.58
<b>Total Passengers / Total Vehicle Hours</b>	11.07	1.88	8.64
<b>Operating Cost / RVM</b>	\$6.21	\$3.10	\$5.24
<b>RVM / Total Vehicle Miles**</b>	97.38%	71.47%	87.51%
<b>RVH / Total Vehicle Hours</b>	92.59%	74.15%	87.72%
<b>Operating Subsidy / Passenger Trip</b>	\$5.27	\$0.46	\$5.00

\*Source: PennDOT dotGrants most recently available reporting (FY19)



# IndiGO Performance Review

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.

Act 44 also ushered in 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, and the financial penalties for public transportation organizations that fail to meet performance targets. Section §427.12., Performance Reviews, states:

“(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 a transit performance review for the Indiana County Transit Authority (d.b.a. IndiGO) in September 2015. Based on that review, PennDOT developed a performance report in 2016 that established five-year performance targets and agreed to IndiGO’s Action Plan to meet those targets. In July 2020, PennDOT reassessed IndiGO to determine whether IndiGO 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.

# IndiGO Performance Review

## IMPORTANT CHANGES SINCE THE 2015 PERFORMANCE REVIEW

PennDOT conducted the initial review of IndiGO in September 2015. Since finalizing the original IndiGO performance report in March 2016, the following changes and other factors impacted operations, finance, and statistical reporting at IndiGO, as well as the performance targets established in 2015:

- IUP Enrollment Declining** – Indiana University of Pennsylvania (IUP) students provide 70 percent of IndiGO’s fixed-route ridership, and revenue agreements between the university and its largest off-campus housing complex (The Grove at Indiana) provide a significant source of fixed-route revenue. However, total enrollment has declined at IUP by 23 percent between 2015 and 2019, from 13,775 students to 10,636 students. Organization-paid fares (mainly from IUP and The Grove at Indiana) declined 17 percent, from \$583,347 in 2015 to \$484,013 in 2019.
- WyoTech Campus Closed** – IndiGO successfully negotiated a revenue service agreement to shuttle students between WyoTech’s Blairsville technical school and its 800-bed student housing complex. However, the WyoTech campus closed in 2017.
- Unproductive Service Eliminated** – As part of its contract with IUP, IndiGO previously provided service to IUP’s satellite campus in Punxsutawney, which served approximately 200 students. However, the service (Route 23) operated with low productivity, and IndiGO management stated that the number of non-university trips between Indiana and Punxsutawney was declining. IndiGO cut the Punxsutawney route in 2018.
- Driver Shortages Encountered** – IndiGO reported driver shortages that impacted route coverage. Despite minor service adjustments, IndiGO experienced an increase in unscheduled overtime to meet daily pull-outs. Management stated that most of IndiGO’s drivers are older and the authority has had difficulty hiring new drivers.

## 2015 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2015 performance review compared IndiGO with a group of peer agencies based on the four performance criteria required by Act 44. IndiGO was found to be “In Compliance” for all eight performance criteria. IndiGO performed better than the peer group in most criteria but worse for passengers per revenue vehicle-hour and operating cost per passenger for the single-year period.

Performance Criteria	FYE*	Determination	Rank (of 11)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2013	In Compliance	11	Worse	12.47	16.74
	Trend	In Compliance	2	Better	4.02%	1.05%
Operating Cost / Revenue Vehicle Hour	2013	In Compliance	4	Better	\$65.64	\$79.86
	Trend	In Compliance	3	Better	-0.83%	1.55%
Operating Revenue / Revenue Vehicle Hour	2013	In Compliance	3	Better	\$17.74	\$12.89
	Trend	In Compliance	1	Better	8.62%	2.21%
Operating Cost / Passenger	2013	In Compliance	7	Worse	\$5.26	\$5.03
	Trend	In Compliance	1	Better	-4.66%	0.54%

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

# IndiGO Performance Review

IndiGO developed an Action Plan to address opportunities for improvement identified in the 2016 performance review report. Among the efforts IndiGO undertook to improve its performance were:

1. Included in Board packets progress reporting on strategic plan implementation.
2. Developed a system map depicting all available service within Indiana County.
3. Assessed shared-ride program costs and fare pricing to identify strategies that recover more of the actual cost of providing shared-ride service.

PennDOT, in consultation with IndiGO management, established the following performance targets that the agency should attain before its next performance review:

- Increase passengers per revenue vehicle-hour annually by 2.0 percent;
- Contain yearly increases in operating costs per revenue vehicle-hour by 3.1 percent;
- Increase annual operating revenue per revenue vehicle-hour by 2.0 percent; and
- Restrict growth in the share of operating costs per passenger by 1.1 percent per year.

The performance targets were established using the most accurate data available at the time.

Performance Criteria	2019 Target	2019 Actual	Met Target
<b>Passengers / Revenue Vehicle Hour</b>	15.10	11.96	No
<b>Operating Cost / Revenue Vehicle Hour</b>	\$23.68	\$17.76	No
<b>Operating Revenue / Revenue Vehicle Hour</b>	\$76.01	\$80.83	No
<b>Operating Cost / Passenger</b>	\$5.04	\$6.76	No

Management reported that in addition to the four factors described previously, an increase in healthcare insurance premiums, an aging fleet, and higher utility costs contributed to IndiGO not meeting cost containment targets. Since the 2016 report was finalized, IndiGO worked to meet its performance targets and implement actions listed in the 2016 Action Plan. These actions included implementing a route realignment that added a new transfer center at the Indiana Mall to centralize transfers, creating detailed route maps and system maps published online and at hub locations, and developing a cost allocation plan to more accurately separate costs between fixed-route and demand-response services. Furthermore, IndiGO began talks with the Southwestern Planning Commission (SPC) in late 2019 to update the authority's strategic plan to include Transit Development Plan (TDP) elements.

# IndiGO Performance Review

## 2020 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2020 performance review compared IndiGO with a group of peer agencies based on the four Act 44 performance criteria. IndiGO was found to be “In Compliance” with eight performance measures and “At Risk” for none.

Performance Criteria	FYE*	Determination	Rank (of 9)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2018	In Compliance	12	Worse	10.56	12.78
	Trend	In Compliance	11	Worse	-3.28%	-1.99%
Operating Cost / Revenue Vehicle Hour	2018	In Compliance	4	Better	\$74.52	\$87.63
	Trend	In Compliance	9	Better	2.57%	2.85%
Operating Revenue / Revenue Vehicle Hour	2018	In Compliance	2	Better	\$19.93	\$13.87
	Trend	In Compliance	5	Better	2.35%	0.85%
Operating Cost / Passenger	2018	In Compliance	10	Better	\$7.06	\$7.09
	Trend	In Compliance	8	Worse	6.05%	5.06%

\*Note: NTD information most current at the time of the peer review is 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 2019 data.

In 2020, IndiGO was found to be “In Compliance” with all Act 44 performance criteria. IndiGO performed better than the peer group for containing operating costs and increasing revenue, but worse for ridership-based criteria, specifically passengers per revenue vehicle-hour. Despite performing worse than the peer group for most ridership-based criteria, IndiGO maintains a high rate of passengers per revenue vehicle-hour for a rural agency. Fluctuations in ridership are directly tied to IUP enrollment, which has decreased in recent years. Given the decline in ridership between FY 2013 and FY 2018, IndiGO’s five-year trend for operating cost per passenger was worse than the peer group average.

The 2020 performance review examined additional steps, beyond those specified in the 2016 Action Plan, that IndiGO has taken to improve performance. The most important action was updating the strategic plan to incorporate TDP elements, a contingency scenario in the event that IUP is no longer a reliable source of ridership and revenue, and a long-term strategy for financial stability. The 2020 performance review also identified steps that IndiGO can take to improve overall agency performance, including:

1. Update marketing strategies to align with the goals of the strategic business plan and consider targeted outreach to increase non-university ridership.
2. Develop a revenue strategy to diversify income streams.
3. Monitor FRITS for additional tools and updates for opportunities to improve operational efficiencies.

PennDOT also identified additional opportunities for improvement during the 2020 performance review. The complete list of opportunities for improvement will serve as the basis for IndiGO’s Board-approved action plan.

## 2024 PERFORMANCE TARGETS

As required by Act 44, PennDOT and IndiGO management developed new five-year performance targets. Performance targets are designed to be aggressive, yet achievable. IndiGO should work to achieve these targets, shown in the following table, over the next five years to ensure continued eligibility for full Section

# IndiGO Performance Review

1513 funding.

Performance Criteria	Fiscal Year End (FYE)			Target Annual Increase
	2018 Actual	2019 Actual	2024 Target	
Passengers / Revenue Vehicle Hour	10.56	11.96	12.26	0.5%
Operating Cost / Revenue Vehicle Hour	\$74.52	\$80.83	\$93.70	3.0%
Operating Revenue / Revenue Vehicle Hour	\$19.93	\$17.76	\$20.59	3.0%
Operating Cost / Passenger	\$7.06	\$6.76	\$7.65	2.5%

## FINANCIAL REVIEW

IndiGO currently has a balanced operating budget. Its net cash equivalent balance has increased since 2015. Noteworthy elements of IndiGO’s financial condition as of FYE 2019 are:

- IndiGO had \$180,472 in local and \$580,595 in state carryover funds (cash reserves).
- Combined carryover subsidies were equal to 22.6 percent of total operational funding.
- IndiGO had a cash balance of available and restricted cash equal to 36.3 percent of total annual operating expenses.
- Current assets exceeded current liabilities.
- Overdue accounts payable and receivable amounts are negligible.
- IndiGO had no debt but planned to open a line of credit in 2020 to support its facility expansion capital project.
- IndiGO had a 20.7 percent fixed-route farebox recovery ratio, and passenger fares and other local revenues covered 36.3 percent of total operating expenses.

Management should continue taking appropriate actions to manage costs (i.e., containing cost growth within 3.0 percent annually), achieve farebox recovery goals, and maintain cash reserves to preserve IndiGO’s overall financial health. IndiGO should take additional steps to determine the potential long-term impacts on agency operations from reduced revenue service agreements as a result of changes in IUP enrollment.

## NEXT STEPS

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

# WCTA Performance Review

## Westmoreland County Transit Authority (WCTA) Transit Performance Review — Executive Summary

### Agency Profile

<b>Agency Name</b>	<b>Westmoreland County Transit Authority (d.b.a. WCTA)</b>		
<b>Year Founded</b>	1978		
<b>Reporting Fiscal Year End (FYE)</b>	FYE 2019**		
<b>Service Area (square miles)</b>	668		
<b>Service Area Population++</b>	296,066		
<b>Annual Operating Statistics*</b>	<b>Fixed-Route</b>	<b>Paratransit (Shared Ride + ADA)</b>	<b>Total (Fixed-Route + Paratransit)</b>
<b>Vehicles Operated in Maximum Service</b>	31	55	86
<b>Operating Cost</b>	\$5,582,956	\$5,127,690	\$10,710,646
<b>Operating Revenues</b>	\$1,296,734	\$4,870,968	\$6,167,702
<b>Operating Subsidies</b>	\$4,286,222	\$256,722	\$4,542,944
<b>Total (Actual) Vehicle Miles</b>	1,405,161	2,229,053	3,634,214
<b>Revenue Vehicle Miles of Service (RVM)</b>	920,769	N/A	N/A
<b>Total Vehicle Hours</b>	63,432	105,053	168,485
<b>Revenue Vehicle Hours (RVH)</b>	45,176	N/A	N/A
<b>Total Passenger Trips</b>	406,075	185,142	591,217
<b>Senior Passenger (Lottery) Trips</b>	54,560	63,199	117,759
<b>Act 44 Performance Statistics</b>			
<b>Passengers / RVH</b>	8.99	N/A	N/A
<b>Operating Cost / RVH</b>	\$123.58	N/A	N/A
<b>Operating Revenue / RVH</b>	\$28.70	N/A	N/A
<b>Operating Cost / Passenger</b>	\$13.75	\$27.70	\$18.12
<b>Other Performance Statistics</b>			
<b>Operating Revenue / Operating Cost</b>	23.23%	94.99%	57.58%
<b>Operating Cost / Total Vehicle Hours</b>	\$88.01	\$48.81	\$63.57
<b>Operating Cost / Total Vehicle Miles</b>	\$3.97	\$2.30	\$2.95
<b>Total Passengers / Total Vehicle Hours</b>	6.40	1.76	3.51
<b>Operating Cost / RVM</b>	\$6.06	N/A	N/A
<b>RVM / Total Vehicle Miles</b>	65.53%	N/A	N/A
<b>RVH / Total Vehicle Hours</b>	71.22%	N/A	N/A
<b>Operating Subsidy / Passenger Trip</b>	\$10.56	\$1.39	\$7.68

\*Source: PennDOT dotGrants most recently available reporting (FY19 unaudited)

\*\*The FYE 2019 certified audit was not ready at the time of this report, thus FYE 2019 information presented is based on unaudited and fourth quarter projected values and is not expected to significantly change.

++Service area population is based on agency reporting to NTD (FYE 2017).

# WCTA Performance Review

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 a transit performance review for Westmoreland County Transit Authority (WCTA) in March 2015. Based on that review, PennDOT established five-year performance targets and agreed to WCTA’s action plan to meet those targets. In August 2019, PennDOT conducted the follow-up reassessment of WCTA to determine if WCTA 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.

# WCTA Performance Review

## IMPORTANT CHANGES SINCE THE 2015 PERFORMANCE REVIEW

PennDOT conducted the initial review of WCTA in March 2015. Since finalizing the previous report, the following changes and other factors impacted operations, finance, and statistical reporting at WCTA, as well as performance targets established in 2015:

- 1. WCTA’s contractor (National Express) had difficulty providing enough fixed-route drivers to meet service requirements.** The driver shortage resulted in missed trips, late trips, and numerous customer complaints. To address the service disruptions, WCTA imposed liquidated damages on the contractor. WCTA also met with National Express leadership to request improved service reliability. WCTA ultimately decided to terminate the fixed-route and paratransit contracts with National Express effective December 31, 2019, and directly operate service beginning January 1, 2020.
- 2. The WCTA implementation of the regional “Connect Card” met with limited success.** WCTA recently started to provide mobile phone ticketing in 2019 to provide a better customer experience.
- 3. WCTA faced several challenges throughout the years that threatened the stability of the authority.** Emergencies like severe driver shortages, unsustainable operating deficits in the demand response program, and restructuring the authority to operate service directly, required the full attention of management and the Board of Directors. Operating in emergency response mode came at the cost of implementing long-term planning initiatives like the 2018 strategic business plan (SBP) and transit development plan (TDP).
- 4. The U.S. transit industry experienced declining ridership in recent years.** Factors contributing to this trend are numerous. The transit-dependent population has declined since the economy normalized since 2010. Alternatives to public transit, such as Uber and Lyft, emerged. More employees now work from home at least one day a week. Suburban systems that provide commuter service, such as WCTA, have experienced the most significant ridership declines.

## 2015 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2015 performance review compared WCTA with a group of peer agencies based on the four performance criteria required by Act 44. WCTA was found to be “In Compliance” for seven performance criteria and “At-Risk” for one.

Performance Criteria	FYE*	Determination	Rank (of 13)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2013	In Compliance	8	Worse	12.53	12.65
	Trend	In Compliance	5	Better	4.85%	3.37%
Operating Cost / Revenue Vehicle Hour	2013	At Risk	13	Worse	\$114.41	\$82.24
	Trend	In Compliance	8	Worse	3.46%	2.33%
Operating Revenue / Revenue Vehicle Hour	2013	In Compliance	3	Better	\$30.33	\$20.72
	Trend	In Compliance	5	Better	8.55%	5.78%
Operating Cost / Passenger	2013	In Compliance	10	Worse	\$9.13	\$7.24
	Trend	In Compliance	7	Better	-1.32%	-0.62%

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



# WCTA Performance Review

The 2015 performance review determined that WCTA was “In Compliance” for seven criteria and “At-Risk” for one. WCTA performed better than the peer group for containing operating costs per passenger and passengers per revenue vehicle hour for the trend and operating revenue per revenue vehicle hour for the trend and single year.

WCTA developed an Action Plan to address opportunities for improvement identified in the 2015 performance review report. Among the efforts WCTA took to improve its performance were:

1. Limited ADA service to serve only those passengers within ¼ mile of fixed-route service;
2. Reconfigured the downtown Greensburg transfer facility to improve bus flow and passenger safety;
3. Maintained a rate for purchased transportation and labor that held fixed-route operating costs under 3.0% average annual growth; and
4. Improved demand response cost recovery from 74% in 2014 to 99% in 2019.
5. Developed an SBP and TDP to guide agency decision-making and service planning efforts.

PennDOT, in consultation with WCTA management, established the following performance targets that the agency should attain before its next performance review:

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

These performance targets were established using the most accurate data available at that time.

Performance Criteria	2019 Target	2019 Unaudited*	Met Target
Passengers / Revenue Vehicle Hour	12.75	8.99	No
Operating Cost / Revenue Vehicle Hour	\$135.24	\$123.58	Yes
Operating Revenue / Revenue Vehicle Hour	\$35.38	\$28.70	No
Operating Cost / Passenger	\$10.62	\$13.75	No

\*Note: 2019 Unaudited values were used to provide WCTA with targets based on the most currently available data.

Since the last performance review, WCTA has experienced poor contractor performance, frequent driver shortages, and a sharp decline in commuter ridership. WCTA’s efforts to address immediate challenges often took precedence over implementing long-term strategies. However, WCTA continued working to meet its performance targets by implementing actions listed in the 2015 Action Plan, including the development of an SBP and TDP, developing and implementing a marketing plan, and addressing the deficit in the shared-ride program.

## 2019 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2019 performance review compared WCTA with a group of peer agencies based on the four performance criteria outlined by law. WCTA was found to be “In Compliance” for seven performance measures and “At-Risk” for one.

# WCTA Performance Review

Performance Criteria	FYE*	Determination	Rank (of 12)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2017	In Compliance	6	Worse	10.21	10.79
	Trend	In Compliance	8	Worse	-3.77%	-3.34%
Operating Cost / Revenue Vehicle Hour	2017	At Risk	11	Worse	\$119.51	\$100.61
	Trend	In Compliance	3	Better	1.14%	2.12%
Operating Revenue / Revenue Vehicle Hour	2017	In Compliance	3	Better	\$31.65	\$18.38
	Trend	In Compliance	1	Better	5.14%	0.24%
Operating Cost / Passenger	2017	In Compliance	10	Worse	\$11.71	\$10.22
	Trend	In Compliance	5	Better	5.10%	5.69%

\*Note: NTD information most current at the time of the peer review is 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 2019 data.

The 2019 performance review examined additional steps, beyond those specified in the 2015 Action Plan, that WCTA took to improve performance. The most notable action is the enforcement of liquidated damages on its contractor for non-compliance with service requirements outlined in its contract.

The 2019 performance review also identified actions that WCTA can take to improve overall agency performance including:

1. Continue to monitor service reliability and increase on-time performance to 90% or more.
2. Work with peer agencies to identify and implement cost-effective ways to outsource advertising sales.
3. Implement service-specific strategies to increase ridership on local fixed-route, commuter fixed-route, and demand response service.
4. Develop a system map and provide web-based trip planning.
5. Consider procuring the services of a firm to modernize WCTA's branding.
6. Conduct a wage and compensation survey that can be used to structure operator compensation packages that are competitive, yet within budget constraints.
7. Establish an operating line of credit.

PennDOT also identified additional opportunities for improvement during the 2019 performance review. The complete list of opportunities for improvement will serve as the basis for WCTA's Board-approved action plan.

## 2023 PERFORMANCE TARGETS

As required by Act 44, PennDOT and WCTA management developed new five-year performance targets. Performance targets are designed to be aggressive, yet achievable. WCTA should work to achieve these targets, shown in the following table, over the next five years to ensure continued eligibility for full Section 1513 funding.

# WCTA Performance Review

Performance Criteria	Fiscal Year End (FYE)			Target Annual Increase
	2018 Actual	2019 Unaudited*	2024 Target	
Passengers / Revenue Vehicle Hour	9.47	8.99	9.45	1.0%
Operating Cost / Revenue Vehicle Hour	\$117.61	\$123.58	\$143.27	3.0%
Operating Revenue / Revenue Vehicle Hour	\$26.65	\$28.70	\$30.92	1.5%
Operating Cost / Passenger	\$12.43	\$13.75	\$15.18	2.0%

\*Note: 2019 Unaudited values were used to provide WCTA with targets based on the most currently available data.

## FINANCIAL REVIEW

WCTA currently has a balanced operating budget. Noteworthy elements of WCTA's financial condition as of FYE 2018 are:

- WCTA had \$136,384 in carryover local funds and \$2,331,311 in carryover state funds
- Combined carryover subsidies amount to 24.2% of total operational funding
- WCTA received approximately \$1 million in revenue from contractor reimbursements between FYE 2014 and FYE 2019
- WCTA received its full local match as required by Act 44
- WCTA maintained a balance of cash and restricted cash equal to 29.0% of total operating expenses in FYE 2018
- WCTA's operating budget decreased from \$11.3 million in FYE 2014 to \$10.2 million in FYE 2018
- Current assets exceed current liabilities
- Accounts payable and receivable amounts are negligible
- Shared-ride had an operating surplus of \$276,832 in FYE 2018
- WCTA does not maintain a line of credit

Because contractor reimbursements since FYE 2014 amount to about 50% of WCTA's current carryover balance, WCTA should account for the loss of this revenue stream in future budgets. Management should continue taking appropriate actions to manage costs, achieve farebox recovery goals, and maintain cash reserves to preserve WCTA's overall financial health.

## NEXT STEPS

WCTA 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. WCTA's management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.

# LANta Performance Review

## Lehigh and Northampton Transportation Authority (LANta) Transit Performance Review — Executive Summary

### Agency Profile

Agency Name	Lehigh and Northampton Transportation Authority (d.b.a., LANta)		
Year Founded	1972		
Reporting Fiscal Year End (FYE)	2019		
Service Area (square miles)	230		
Service Area Population	485,712		
Annual Operating Statistics*	Fixed-Route	Paratransit (ADA + Shared Ride + DAS**)	Total (Fixed-Route + Paratransit)
Vehicles in Maximum Service (VOMS)	76	95	171
Operating Cost	\$26,978,741	\$9,078,488	\$36,057,229
Operating Revenue	\$4,783,685	\$5,943,725	\$10,727,410
Operating Subsidies	\$22,195,056	\$2,530,320	\$24,725,376
Total (Actual) Vehicle Miles	3,308,471	3,173,505	6,481,976
Revenue Vehicle Miles of Service (RVM)	3,061,461	N/A	N/A
Total Vehicle Hours	276,297	193,686	469,983
Revenue Vehicle Hours (RVH)	240,672	N/A	N/A
Total Passenger Trips	4,368,566	364,004	4,732,570
Senior Passenger (Lottery) Trips	580,073	148,661	728,734
Act 44 Performance Statistics			
Passengers / RVH	18.15	N/A	N/A
Operating Cost / RVH	\$112.10	N/A	N/A
Operating Revenue / RVH	\$19.88	N/A	N/A
Operating Cost / Passenger	\$6.18	\$24.94	\$7.62
Other Performance Statistics			
Operating Revenue / Operating Cost	17.73%	65.47%	29.75%
Operating Cost / Total Vehicle Hours	\$97.64	\$46.87	\$76.72
Operating Cost / Total Vehicle Miles	\$8.15	\$2.86	\$5.56
Total Passengers / Total Vehicle Hours	15.81	1.88	10.07
Operating Cost / RVM	\$8.81	N/A	N/A
RVM / Total Vehicle Miles	92.53%	N/A	N/A
RVH / Total Vehicle Hours	87.11%	N/A	N/A
Operating Subsidy / Passenger Trip	\$5.08	\$8.61	\$5.35

\*Source: PennDOT dotGrants most recently available reporting (FY19)

\*\*Department Approved Service

# LANta Performance Review

Act 44 of 2007 increased state funding for public transportation operations by about 50 percent (from \$535 million per year to \$800 million per year) by the end of its first year. The funding was provided to address the dire financial needs of local public transportation organizations across the Commonwealth. The public transportation organizations on the verge of major service cuts and/or significant fare increases were thus able to maintain existing service and fares and, with a predictable and growing source of operating assistance, plan service changes.

Act 44 also ushered in requirements for accountability, performance improvement, and maximizing 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, and the financial penalties for public transportation organizations that fail to meet performance targets. Section §427.12., Performance Reviews, states:

“(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 a transit performance review for the Lehigh and Northampton Transportation Authority (d.b.a. LANTA) in November 2014. Based on that review, PennDOT developed a performance report in June 2015 that established five-year performance targets and agreed to LANTA’s Action Plan to meet those targets. In July 2020, PennDOT reassessed LANTA to determine whether LANTA met its targets and what actions it took to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.

# LANTA Performance Review

## IMPORTANT CHANGES SINCE THE 2015 PERFORMANCE REVIEW

PennDOT conducted the initial review of LANTA in November 2014. Since finalizing LANTA's 2015 report, the following factors impacted LANTA's operations and finances:

- Organizational Changes** – Since 2015, the executive director hired dedicated staff for human resources (HR), compliance, safety, and planning. LANTA also brought shared-ride scheduling in-house and hired former contractor staff. These organizational changes increased the overall cost of administering LANTA operations. Currently, total administrative costs account for approximately 6.4 percent of total operating costs, and are within industry standards for a large transit system.
- Expanded LANTA Bus Service** – Since 2015, LANTA increased fixed-route service to accommodate a growing service area. LANTA secured revenue agreements with Amazon and FedEx for expanded service on existing routes. LANTA Bus service was expanded due to population growth in the Lehigh Valley. However, anticipated gains in ridership and revenue did not materialize despite a 7.4 percent increase in revenue vehicle-hours between FYE 2015 and FYE 2019. The associated operating costs per revenue vehicle-hour increased 3.6 percent on average between FYE 2015 and FYE 2019.
- LANTA Flex, as Department-Approved Service** – LANTA began operating a reservation-based flex service in 2011. LANTA Flex operates within two geographically defined zones where passengers can travel throughout the zone or transfer to fixed-route bus service. From FYE 2011 through FYE 2018, LANTA reported its flex service as fixed-route purchased transportation. As of FYE 2019, LANTA reported LANTA Flex as a Department-Approved Service (DAS) under demand-response purchased transportation.
- Carbon Transit Management Fees** – LANTA has a longstanding relationship with Carbon County to manage Carbon Transit (CT). In July 2020, CT owed about \$545,000 to LANTA, with some invoices as old as 2017. PennDOT worked with LANTA and its auditor to use existing grants to balance CT's debt to LANTA.

## 2015 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2015 performance review compared LANTA with a group of peer agencies based on the four performance criteria required by Act 44. LANTA was "In Compliance" for seven performance criteria and "At Risk" for one. LANTA performed better than the peer group for operating revenue per revenue vehicle-hour for the trend and single-year determinations.

Performance Criteria	FYE*	Determination	Rank (of 8)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2012	In Compliance	5	Better	22.43	19.55
	Trend	In Compliance	12	Worse	-4.65%	0.17%
Operating Cost / Revenue Vehicle Hour	2012	In Compliance	9	Worse	\$93.80	\$89.05
	Trend	In Compliance	6	Worse	2.61%	2.11%
Operating Revenue / Revenue Vehicle Hour	2012	In Compliance	5	Better	\$21.55	\$19.09
	Trend	In Compliance	8	Better	3.03%	2.19%
Operating Cost / Passenger	2012	In Compliance	6	Better	\$4.18	\$4.97
	Trend	At Risk	12	Worse	7.61%	2.12%

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

# LANta Performance Review

LANTA developed an Action Plan to address opportunities for improvement identified in the 2015 performance review report. LANTA did the following to improve its performance:

1. Developed a long-term strategy to increase cash reserves and transition away from credit-based financing.
2. Evaluated the implications of Bus Rapid Transit (BRT) on overall operating costs to determine the long-term fiscal impacts of the proposed service. LANTA decided BRT was too expensive to implement and decided to pursue Enhanced Bus Service (EBS) instead.
3. Coordinated with PennDOT staff to consistently account for LANTA Flex Service in dotGrants and NTD reporting.

PennDOT, in consultation with LANTA management, established the following performance targets that the agency should attain before its next performance review:

- Increasing passengers per revenue vehicle-hour by at least 2.0 percent per year on average;
- Increasing operating revenue per revenue vehicle-hour by at least 2.0 percent per year on average;
- Containing increases in operating cost per revenue vehicle-hour to no more than 3.0 percent per year on average; and,
- Containing increases in operating cost per passenger to no more than 1.0 percent per year on average.

These performance targets established in 2015 use the most accurate data available at that time.

Performance Criteria	2019 Target	2019 Actual	Met Target
<b>Passengers / Revenue Vehicle Hour</b>	24.98	18.15	No
<b>Operating Cost / Revenue Vehicle Hour</b>	\$111.58	\$112.10	No
<b>Operating Revenue / Revenue Vehicle Hour</b>	\$23.69	\$19.88	No
<b>Operating Cost / Passenger</b>	\$4.47	\$6.18	No

LANTA experienced increases in fixed-route operating costs from investments in administrative staff and enhanced service. LANTA successfully established revenue agreements to offset the cost for expanded service on existing routes to large-scale warehousing operations. LANTA also expanded LANtaBus service in sync with population growth in the Lehigh Valley. However, ridership gains did not materialize as anticipated. Despite experiencing a decline in overall ridership since 2015, LANTA performs better than the peer group in passengers per revenue vehicle hour.

# LANta Performance Review

## 2020 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2020 performance review compared LANTA with a group of peer agencies based on the four Act 44 performance criteria. LANTA was “In Compliance” with all performance measures.

Performance Criteria	FYE*	Determination	Rank (of 13)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2018	In Compliance	3	Better	19.24	17.43
	Trend	In Compliance	5	Better	-2.81%	-4.14%
Operating Cost / Revenue Vehicle Hour	2018	In Compliance	7	Better	\$110.72	\$116.79
	Trend	In Compliance	8	Worse	3.45%	2.57%
Operating Revenue / Revenue Vehicle Hour	2018	In Compliance	6	Worse	\$20.09	\$20.52
	Trend	In Compliance	5	Worse	-0.91%	-0.03%
Operating Cost / Passenger	2018	In Compliance	5	Better	\$5.76	\$6.66
	Trend	In Compliance	6	Better	6.44%	7.13%

\*Note: Single-year and five-year trend peer comparisons are based on NTD information that was current at the time of peer review. Therefore, these factors differ from those presented on the Agency Profile page, which uses FYE 2019 data.

LANTA performed better than the peer group in passengers per revenue vehicle hour in both the single-year FYE 2018 determination and the five-year trend. LANTA performed better than the peer group in operating costs per revenue-hour for the single-year determination, but not over the five-year trend. LANTA performed slightly worse than the peer group average for increasing operating revenue per revenue-hour for both the single-year determination and the five-year trend. LANTA performed better than the peer group for operating cost per passenger for both the single-year determination and the five-year trend.

The 2020 performance review also identified steps that LANTA can take to improve overall agency performance, including:

1. Identifying long-term strategies to achieve a fiscally sustainable business model;
2. Developing a strategy to achieve its on-time performance goal; and,
3. Coordinating with local municipalities to implement transit signal priority (TSP) to support Enhanced Bus Service (EBS).

PennDOT identified additional opportunities for improvement during the 2020 performance review. The complete list of opportunities for improvement serves as the basis for LANTA’s Board-approved Action Plan.

## 2024 PERFORMANCE TARGETS

As required by Act 44, PennDOT and LANTA management developed new five-year performance targets. Performance targets are designed to be aggressive yet achievable. LANTA should work to achieve these targets, shown in the following table, over the next five years to ensure continued eligibility for full Section 1513 funding.



# LANta Performance Review

Performance Criteria	Fiscal Year End (FYE)			Target Annual Increase
	2018 Actual	2019 Actual	2024 Target	
Passengers / Revenue Vehicle Hour	19.24	18.15	18.61	0.5%
Operating Cost / Revenue Vehicle Hour	\$110.72	\$112.10	\$129.95	3.0%
Operating Revenue / Revenue Vehicle Hour	\$20.09	\$19.88	\$23.04	3.0%
Operating Cost / Passenger	\$5.76	\$6.18	\$6.99	2.5%

## FINANCIAL REVIEW

LANTA currently has a balanced operating budget. Its cash equivalent balance has increased since 2015. Noteworthy elements of LANTA’s FYE 2019 financial condition are:

- LANTA had \$1,974,529 in state carryover funds.
- LANTA reported a negative local carryover balance of \$57,506 that arose from receiving inadequate capital match in prior years.
- Combined carryover subsidies were equal to 5.2 percent of total operational funding.
- LANTA had a cash balance equal to 7.3 percent of total annual operating expenses.
- LANTA had accounts receivable (AR) greater than 90 days equal to 3.0 percent of total operating costs.
- Accounts payable (AP) amounts were negligible.
- Current assets exceeded current liabilities.
- LANTA had \$7,654 remaining in long-term debt.

Management should continue taking appropriate actions to manage costs (containing growth within 3.0 percent annually), achieve farebox recovery goals, and increase cash reserves to preserve LANTA’s overall financial health. Financial planning should also address the impacts of a potential merger of CT into LANTA

## NEXT STEPS

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

# CT Performance Review

## Carbon Transit (CT) Transit Performance Review — Executive Summary

### Agency Profile

Agency Name	Carbon Transit (d.b.a. CT)		
Year Founded	1996		
Reporting Fiscal Year End (FYE)	2019		
Service Area (square miles)	340		
Service Area Population	65,249		
Annual Operating Statistics*	Fixed-Route	Paratransit (ADA + Shared Ride)	Total (Fixed-Route + Paratransit)
Vehicles in Maximum Service (VOMS)	1	9	10
Operating Cost	\$159,253	\$1,445,258	\$1,604,511
Operating Revenue	\$3,507	\$774,470	\$777,977
Operating Subsidies	\$155,746	\$314,332**	\$470,078
Total (Actual) Vehicle Miles	37,614	437,679	475,293
Revenue Vehicle Miles of Service (RVM)	28,704	N/A	N/A
Total Vehicle Hours	2,005	23,144	25,149
Revenue Vehicle Hours (RVH)	1,716	N/A	N/A
Total Passenger Trips	6,599	39,845	46,444
Senior Passenger (Lottery) Trips	4,073	21,216	25,289
Act 44 Performance Statistics			
Passengers / RVH	3.85	N/A	N/A
Operating Cost / RVH	\$92.80	N/A	N/A
Operating Revenue / RVH	\$2.04	N/A	N/A
Operating Cost / Passenger	\$24.13	\$36.27	\$34.55
Other Performance Statistics			
Operating Revenue / Operating Cost	2.20%	53.59%	48.49%
Operating Cost / Total Vehicle Hours	\$79.43	\$62.45	\$63.80
Operating Cost / Total Vehicle Miles	\$4.23	\$3.30	\$3.38
Total Passengers / Total Vehicle Hours	3.29	1.72	1.85
Operating Cost / RVM	\$5.55	N/A	N/A
RVM / Total Vehicle Miles	76.31%	N/A	N/A
RVH / Total Vehicle Hours	85.59%	N/A	N/A
Operating Subsidy / Passenger Trip	\$23.60	\$16.83	\$17.80

\*Source: PennDOT dotGrants most recently available reporting (FY19)

\*\*CT also used \$197,296 in transfer payments to subsidize shared-ride losses. After all subsidies and transfer payments the CT shared-ride program lost \$159,160 in FYE 2019.

# CT Performance Review

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.

Act 44 also ushered in requirements for accountability, performance improvement, and maximizing 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, and the financial penalties for public transportation organizations that fail to meet performance targets. Section §427.12., Performance Reviews, states:

“(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 a transit performance review for Carbon Transit (d.b.a. CT) in November 2014. Based on that review, PennDOT developed a performance report in 2015 that established five-year performance targets and agreed to CT’s Action Plan to meet those targets. In July 2020, PennDOT reassessed CT to determine whether CT 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.

# CT Performance Review

## IMPORTANT CHANGES SINCE THE 2014 PERFORMANCE REVIEW

PennDOT conducted the initial review of CT in November 2014. Since finalizing CT's 2015 report, the following factors impacted CT operations and finances:

1. **High cost of service** – The Lehigh and Northampton Transportation Authority (LANTA) contracts with Easton Coach to provide Carbon County fixed-route service (CT). Purchased transportation costs consist of annual fixed costs and hourly costs. CT's fixed costs should be relatively stable because Carbon County contracts management to LANTA, which contracts services to Easton Coach. From FYE 2015 to FYE 2019, operating costs increased annually by 8.6 percent, on average, from \$114,534 to \$159,253. Revenue vehicle-hours decreased slightly from 1,773 in FYE 2015 to 1,716 in FYE 2019. The increase in operating costs combined with a minor decrease in revenue vehicle-hours increased CT fixed-route operating costs per revenue vehicle-hour from \$64.60 at FYE 2015 to \$92.80 as of FYE 2019—a 43.7 percent increase in five years.

Recognizing CT's unsustainable increase in operating costs, LANTA renegotiated contract rates for CT with Easton Coach in 2019 to shift some costs away from the fixed portion of the contract to the variable rate:

- The flat (annual) rate decreased from more than \$51,000 to \$22,865; and
- The variable (hourly) rate increased from about \$62.00 to \$73.76 per hour.

LANTA anticipates the cost savings from renegotiated contract rates with Easton Coach to lower total CT fixed-route operating costs by FYE 2021.

2. **CT management** – LANTA developed a strategic plan for CT management to bring the authority in line with LANTA's mission statement with goals and objectives targeting high-quality and effective service. Steps taken to improve performance included:
  - Renegotiating contract rates for more sustainable CT service; and,
  - Negotiating revenue service agreements with new hospital networks in Carbon County.

It should be noted that many of these actions were completed between 2019 and 2020 and did not impact operating statistics by FYE 2019.

# CT Performance Review

## 2014 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2014 performance review compared CT with a group of peer agencies based on the four performance criteria required by Act 44. CT was “In Compliance” for eight performance criteria and “At Risk” for none.

Performance Criteria	FYE*	Determination	Rank (of 7)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2012	In Compliance	5	Worse	4.56	5.57
	Trend	In Compliance	6	Worse	-5.35%	-3.01%
Operating Cost / Revenue Vehicle Hour	2012	In Compliance	3	Better	\$55.69	\$71.63
	Trend	In Compliance	3	Better	2.17%	4.20%
Operating Revenue / Revenue Vehicle Hour	2012	In Compliance	7	Worse	\$1.50	\$4.45
	Trend	In Compliance	1	Better	10.42%	1.13%
Operating Cost / Passenger	2012	In Compliance	4	Better	\$12.20	\$14.30
	Trend	In Compliance	5	Worse	7.95%	7.94%

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

CT performed better than the peer group for operating cost per revenue vehicle hour for the single-year determination and the five-year trend period, and per passenger for the single-year assessment. CT also performed best out of the peer group average for revenue per revenue vehicle hour over the trend period. However, CT performed worse than the peer group for ridership trend, experiencing a 3.01 percent annual decline in passengers per revenue vehicle-hour between FYE 2007 and FYE 2012.

CT developed an Action Plan to address opportunities for improvement identified in the 2015 performance review report. Among the efforts CT undertook to improve its performance were:

1. Coordinated with LANTA and Easton Coach to identify several cost-saving measures, including using tax-free credit cards for fueling, reallocating fixed and variable costs, and reducing fleet size.
2. Conducted several outreach meetings with stakeholders in Carbon County, including senior centers, hospital networks, and the Chamber of Commerce.
3. Coordinated LANTA routes with CT service to allow for coordinated transfers.

PennDOT, in consultation with CT management, established the following performance targets that the agency was to attain before its next performance review:

- Increasing passengers per revenue vehicle-hour by at least 5.0 percent per year on average;
- Increasing operating revenue per revenue vehicle-hour by at least 5.0 percent per year on average;
- Containing increases in operating cost per revenue vehicle-hour to no more than 3.0 percent per year on average; and,
- Reducing average operating cost per passenger by 2.0 percent per year on average.

# CT Performance Review

These performance targets were established using the most accurate data available at that time.

Performance Criteria	2019 Target	2019 Actual	Met Target
Passengers / Revenue Vehicle Hour	4.59	3.85	No
Operating Cost / Revenue Vehicle Hour	\$68.25	\$92.80	No
Operating Revenue / Revenue Vehicle Hour	\$1.05	\$2.04	Yes
Operating Cost / Passenger	\$14.77	\$24.13	No

## 2020 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2020 performance review compared CT with a group of peer agencies based on the four Act 44 performance criteria. CT was “In Compliance” with two performance measures and “At Risk” for six.

Performance Criteria	FYE*	Determination	Rank (of 9)	Relation to Peer Avg.	Value	Peer Average
Passengers / Revenue Vehicle Hour	2018	At Risk	5	Worse	3.51	5.36
	Trend	In Compliance	2	Better	0.49%	-2.03%
Operating Cost / Revenue Vehicle Hour	2018	At Risk	5	Worse	\$93.78	\$73.32
	Trend	At Risk	5	Worse	10.41%	1.38%
Operating Revenue / Revenue Vehicle Hour	2018	At Risk	5	Worse	\$1.64	\$3.70
	Trend	In Compliance	1	Better	15.88%	0.02%
Operating Cost / Passenger	2018	At Risk	5	Worse	\$26.70	\$14.86
	Trend	At Risk	5	Worse	9.87%	3.59%

\*Note: Single-year and five-year trend peer comparisons are based on NTD information that was current at the time of peer review. Therefore, these factors differ from those presented on the Agency Profile page, which uses FYE 2019 data.

The 2020 review found CT to be “At Risk” for all four cost metrics, i.e., operating cost per revenue vehicle-hour for the single-year and five-year trends, and operating cost per passenger for the single-year and five-year trends. CT performed better than the peer group for increasing passengers per revenue vehicle hour and best for revenue per revenue vehicle hour for the five-year trend period.

At \$93.78 per revenue vehicle hour, CT has a high operating cost for a contracted, rural, fixed-route system. Operating cost per revenue vehicle-hour increased by nearly 65 percent between FYE 2013 and FYE 2018. As a contracted system, most of CT’s expenses should be relatively predictable (i.e., salaries and wages for LANTA administration, and costs of the service contract). LANTA revised its service contract in 2019 to reduce expenses following years of unsustainable cost growth.

The 2020 performance review also identified steps that CT can take to improve overall agency performance, including:

1. Developing a sustainable funding model that includes the full cost of management services;
2. Updating the cost allocation for LANTA staff performing functions for both LANTA and CT; and,
3. Ensuring any long-term arrangement to consolidate CT within LANTA is responsive and equitable to the local community.

# CT Performance Review

PennDOT also identified additional opportunities for improvement during the 2020 performance review. The complete list of opportunities for improvement serves as the basis for CT’s Board-approved Action Plan.

## 2024 PERFORMANCE TARGETS

As required by Act 44, PennDOT and CT management developed new five-year performance targets. Performance targets are designed to be aggressive yet achievable. CT should work to achieve these targets, shown in the following table, over the next five years to ensure continued eligibility for full Section 1513 funding.

Performance Criteria	Fiscal Year End (FYE)			Target Annual Increase
	2018 Actual	2019 Actual	2024 Target	
Passengers / Revenue Vehicle Hour	3.51	3.85	3.94	0.5%
Operating Cost / Revenue Vehicle Hour	\$93.78	\$92.80	\$107.59	3.0%
Operating Revenue / Revenue Vehicle Hour	\$1.64	\$2.04	\$2.37	3.0%
Operating Cost / Passenger	\$26.70	\$24.13	\$27.30	2.5%

## FINANCIAL REVIEW

CT operates at a deficit, with current liabilities exceeding current assets as of FYE 2019. Its cash equivalent balance has decreased overall since 2015. Important elements of CT’s financial condition are:

- CT operated using current-year funding with no carryover funds as of FYE 2019.
- CT maintains a cash balance equal to 1.0 percent of total operating expenses.
- Current liabilities exceed current assets, with a negative net position of -\$649,454 as of FYE 2019.
- Accounts payable over 90 days equal 54.1 percent of annual operating costs, with most debt owed to LANTA for management services. LANTA’s plans to clear CT’s debt by using its 1513 grant subsidies.
- CT has made \$74,000 of interest-only payments on a \$65,000 principal loan owed to Carbon County since 1999.
- Accounts receivable over 90 days equal 13 percent of total operating costs, with outstanding invoices due from Carbon County for MATP administration.
- CT’s financial condition should improve in coming years due to a shared-ride fare increase implemented in 2020.

Management should continue taking aggressive steps to manage costs (containing growth within 3.0 percent annually), eliminate shared-ride program operating deficits, achieve farebox recovery goals, and increase cash reserves to improve CT’s overall financial health.

## NEXT STEPS

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

*intentionally blank*



# *Section IX*

---

## *Glossary of Terms*

# Glossary

## 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 state 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.

**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.

**Non-Public Trips:** Trips that are provided for an exclusive group of passengers at a negotiated rate. This service falls outside of the defined parameters of Shared-Ride transportation.

**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.

*intentionally blank*

# *Section X*

---

## *Index*

# Index

ACCESS	See Port Authority of Allegheny County (PAAC)
ACTS (Allied Coordinated Transportation Services, Inc.)	44-45
Agency Highlights (Capital)	21-33
Allied Coordinated Transportation Service, Inc. (ACTS)	44-45
Altoona Metro Transit (AMTRAN)	10-13, 16-19, 29, 46-47
Amtrak	25, 202-203
AMTRAN (Altoona Metro Transit)	10-13, 16-19, 29, 46-47
Area Agency on Aging (Huntingdon-Bedford-Fulton)	See Huntingdon-Bedford-Fulton Area Agency on Aging
Area Agency on Aging (Wayne County)	See Wayne County Area Agency on Aging
Area Transportation Authority of North Central PA (ATA)	10-13, 16-19, 33, 48-51
ATA (Area Transportation Authority of North Central PA)	10-13, 16-19, 33, 48-51
BART	See Butler County (BART)
BARTA	See South Central Transit Authority (SCTA)
BCT (Bucks)	See Bucks County Transport, Inc.
BCTA (Beaver County Transit Authority)	10-13, 16-19, 52-55
Beaver County Transit Authority (BCTA)	10-13, 16-19, 52-55
Berks Area Regional Transportation Authority	See South Central Transit Authority (SCTA)
BeST Transit	See Endless Mountains Transportation Authority (EMTA)
Blair Senior Services, Inc.	56-57
BMC (Borough of Mount Carmel)	10-13, 16-19, 58-59
Borough of Mount Carmel (BMC)	10-13, 16-19, 58-59
BTA (Butler Transit Authority)	16-19, 33, 64-65, 214-219
Bucks County Transport, Inc.	60-61
Butler Area Rural Transit	See Butler County (BART)
Butler County (BART)	62-63
Butler Transit Authority (BTA)	10-13, 16-19, 33, 64-65, 214-219
Call-A-Ride Service (CARS)	66-67
Cambria County Transit Authority (CamTran)	10-13, 16-19, 33, 68-71
CamTran (Cambria County Transit Authority)	10-13, 16-19, 33, 68-71
Capital Area Transit (CAT)	10-13, 33, 72-75
Capital Project Highlights	21-33
Carbon County Community Transit (CCCT)	10-13, 16-19, 76-79
CARS (Call-A-Ride Service)	66-67
CART	See Huntingdon, Bedford, and Fulton Counties
CAT (Capital Area Transit)	10-13, 33, 72-75
CAT (Clarion Area Transit)	See Area Transportation Authority of North Central PA (ATA)
CATA (Centre Area Transportation Authority)	10-13, 84-87
CATA (Crawford Area Transportation Authority)	10-13, 33, 102-105
CCCT (Carbon County Community Transit)	10-13, 16-19, 76-79
CCT Connect	See Southeastern Pennsylvania Transportation Authority (SEPTA)
Central Pennsylvania Transportation Authority (CPTA)	10-13, 16-19, 80-83
Centre Area Transportation Authority (CATA)	10-13, 84-87
Centre County Office of Transportation	10-13, 88-89
Chester County	See ROVER Community Transportation
Clarion Area Transit	See Area Transportation Authority of North Central PA (ATA)
Clarion County Transportation	10-13, 90-91
CNG (Compressed Natural Gas)	18-19, 24, 29
COLT/LT (County of Lebanon Transit Authority)	10-13, 16-19, 98-101

COLTS (County of Lackawanna Transit System) .....	10-13, 16-19, 94-97
Columbia County (Community Transportation) .....	See Central Pennsylvania Transportation Authority (CPTA)
Community Transit of Delaware County .....	10-13, 92-93
Community Transportation .....	10
Compressed Natural Gas (CNG).....	18-19, 24, 29
County of Lackawanna Transit System (COLTS) .....	10-13, 16-19, 94-97
County of Lebanon Transit Authority (COLT/LT).....	10-13, 16-19, 98-101
CPTA (Central Pennsylvania Transportation Authority) .....	10-13, 16-19, 80-83
Crawford Area Transportation Authority (CATA).....	10-13, 33, 102-105
Cumberland-Dauphin-Harrisburg Transportation Authority .....	See Capital Area Transit (CAT)
DART (Demand and Response Transit) .....	See Beaver County Transit Authority (BCTA)
Delaware County (Community Transportation) .....	See Community Transit of Delaware County
Distribution Factors .....	15-19
DuBois, Falls Creek, Sandy Township Joint Transportation Authority (DuFAST) .....	See Area Transportation Authority of North Central PA (ATA)
DuFAST (DuBois, Falls Creek, Sandy Township Joint Transportation Authority) .....	See Area Transportation Authority of North Central PA (ATA)
EMTA (Endless Mountains Transportation Authority) .....	10-13, 106-109
EMTA (Erie Metropolitan Transit Authority).....	10-13, 110-113
Endless Mountains Transportation Authority (EMTA) .....	10-13, 106-109
Erie Metropolitan Transit Authority (EMTA).....	10-13, 110-113
FACT (Fayette Area Coordinated Transportation) .....	10-13, 114-117
Fayette Area Coordinated Transportation (FACT) .....	10-13, 114-117
Forest County Transportation .....	118-119
Formula Factors.....	See Distribution Factors
Franklin County (Community Transportation) .....	See Central Pennsylvania Transportation Authority (CPTA)
Freedom Transit (Adams).....	See Central Pennsylvania Transportation Authority (CPTA)
Freedom Transit (Washington).....	See Washington County Transportation Authority (WCTA)
Fullington Auto Bus Company .....	194-197
Greene County Transportation Department .....	10-13, 120-121
Greyhound Lines, Inc. ....	194, 198-199
Hazleton Public Transit (HPT).....	10-13, 16-19, 33, 122-123
HPT (Hazleton Public Transit).....	10-13, 16-19, 33, 122-123
Huntingdon, Bedford, and Fulton Area Agency on Aging .....	10-13, 124-125
Indiana County Transit Authority (IndiGO) .....	10-13, 16-19, 33, 126-129, 207, 232-237
IndiGO (Indiana County Transit Authority) .....	10-13, 16-19, 33, 126-129, 207, 232-237
Intercity Bus .....	193-198
Keystone Corridor Service (Amtrak).....	25, 202-203
LANTA (Lehigh and Northampton Transportation Authority) .....	10-13, 16-19, 130-133, 207, 244-255
LATS .....	See Borough of Mount Carmel (BMC)
LCTA (Luzerne County Transportation Authority) .....	10-13, 16-19, 31-33, 134-137
Lebanon Transit.....	See County of Lebanon Transit Authority (COLT/LT)
Lehigh and Northampton Transportation Authority (LANTA) .....	10-13, 16-19, 130-133, 207, 244-255
Lower Anthracite Transit System.....	See Mount Carmel, Borough of (BMC)
LT .....	See County of Lebanon Transit Authority (COLT/LT)
Luzerne County Transportation Authority (LCTA) .....	10-13, 16-19, 31-33, 134-137
Lycoming and Clinton Counties/STEP, Inc. ....	See STEP, Inc.
Lynx .....	See Carbon County Community Transit (CCCT)
MCRCOG (Mercer County Regional Council of Governments) .....	10-13, 138-141, 207, 226-231

# Index

MCTA (Mid County)	See Mid County Transit Authority (TACT)
MCTA (Monroe County Transportation Authority)	10-13, 16-19, 33, 148-151
Mercer County Regional Council of Governments (MCRCOG)	10-13, 138-141, 207, 226-231
Mid County Transit Authority (TACT)	10-13, 142-145
Mid Mon Valley Transit Authority (MMVTA)	10-13, 16-19, 146-147
Mifflin and Juniata Counties (CARS)	See Call-A-Ride Service (CARS)
MMVTA (Mid Mon Valley Transit Authority)	10-13, 16-19, 146-147
Monroe County Transportation Authority (MCTA)	10-13, 16-19, 33, 148-151
Montgomery County/Suburban Transit	See Suburban Transit Network, Inc. (TransNet)
Montour County Transit	See Central Pennsylvania Transportation Authority (CPTA)
Mount Carmel, Borough of (BMC)	See Borough of Mount Carmel (BMC)
NCATA (New Castle Area Transit Authority)	10-13, 16-19, 152-153
New Castle Area Transit Authority (NCATA)	10-13, 152-153
PAAC (Port Authority of Allegheny County)	10-13, 16-19, 27, 40-43
Paratransit	See Community Transportation
PART (Pottstown Area Rapid Transit)	10-13, 156-157
Passenger Rail	20, 201-202
PAT	See Port Authority of Allegheny County (PAAC)
PCTA (Perry County Transportation Authority)	See Central Pennsylvania Transportation Authority (CPTA)
Performance Factors	See Distribution Factors
Performance Review Executive Summaries	205-250
Perry County Transportation Authority (PCTA)	See Central Pennsylvania Transportation Authority (CPTA)
Pike County Transportation Department	10-13, 154-155
Pocono Pony	See Monroe County Transportation Authority (MCTA)
Port Authority of Allegheny County (PAAC)	10-13, 16-19, 27, 40-43
Pottstown Area Rapid Transit (PART)	10-13, 148-149
RabbitTransit	See Central Pennsylvania Transportation Authority (CPTA)
Red Rose Transit Authority	See South Central Transit Authority (SCTA)
River Valley Transit	See Williamsport River Valley Transit (RVT)
ROVER Community Transportation	10-13, 158-159
RRTA	See South Central Transit Authority (SCTA)
Rural Systems	9
RVT (Williamsport River Valley Transit)	10-13, 190-191
Schuylkill Transportation System (STS)	10-13, 16-19, 33, 160-163, 207-213
SCTA (South Central Transit Authority)	10-13, 166-169
SCTS (Somerset County Transportation System)	See Tableland Services, Inc.
Section 1513 Distribution Factors	15-19
SEPTA (Southeastern Pennsylvania Transportation Authority)	10-13, 16-19, 25-26, 36-39
Shared Ride	See Community Transportation
Shenango Valley Shuttle Service	See Mercer County Regional Council of Governments (MCRCOG)
Somerset County Transportation System (SCTS)	See Tableland Services, Inc.
South Central Transit Authority (SCTA)	10-13, 166-169
Southeastern Pennsylvania Transportation Authority (SEPTA)	10-13, 16-19, 25-26, 36-39
STEP, Inc./Lycoming and Clinton Counties	160-161
STS (Schuylkill Transportation System)	10-13, 16-19, 33, 160-163, 207-213
Suburban Transit Network, Inc. (TransNet)	162-163
Susquehanna-Wyoming County Transportation (SWCT)	32
SVSS	See Mercer County Regional Council of Governments (MCRCOG)



SWCT (Susquehanna-Wyoming County Transportation)	32
Tableland Service, Inc.	See Somerset County Transportation System (SCTS)
TACT	See Mid County Transit Authority
TAWC (Transit Authority of Warren County)	10-13, 16-19, 25, 176-179
TheBUS	See Butler Transit Authority (BTA)
Town & Country Transit	See Mid County Transit Authority
Trailways (Fullington)	See Fullington Auto Bus Company
Transit Authority of Warren County (TAWC)	10-13, 16-19, 25, 176-179
TransNet (Suburban Transit Network, Inc.)	10-13, 172-173
Union Snyder Transportation Alliance (USTA)	See Central Pennsylvania Transportation Authority (CPTA)
Urban Systems	8
USTA (Union Snyder Transportation Alliance)	See Central Pennsylvania Transportation Authority (CPTA)
VCTO (Venango County Transportation Office)	See Crawford Area Transportation Authority (CATA)
VenanGo Bus	See Crawford Area Transportation Authority (CATA)
Venango County Transportation Office	See Crawford Area Transportation Authority (CATA)
Warren County, Transit Authority of (TAWC)	See Transit Authority of Warren County (TAWC)
Washington City Transit	See Washington County Transportation Authority (WCTA)
Washington County Transportation Authority (WCTA)	10-13, 180-183
Washington Rides	See Washington County Transportation Authority (WCTA)
Wayne County Area Agency on Aging	176-177
WCTA (Washington County Transportation Authority)	10-13, 180-183
WCTA (Westmoreland County Transit Authority)	10-13, 16-19, 30-33, 186-189, 207,238-243
Westmoreland County Transit Authority (WCTA)	10-13, 16-19, 30-33, 186-189, 207,238-243
Westmoreland Transit	See Westmoreland County Transit Authority (WCTA)
Williamsport River Valley Transit (RVT)	10-13, 190-191
WT	See Westmoreland County Transit Authority (WCTA)
York Adams Transportation Authority (YATA)	See Central Pennsylvania Transportation Authority (CPTA)
York County Transportation Authority (YCTA)	See Central Pennsylvania Transportation Authority (CPTA)

intentionally blank

