Public Transportation

Annual Performance Report

Fiscal Year 2020-21
On the cover...

Berks Area Regional Transportation Authority (BARTA)

Middletown Amtrak Station

Red Rose Transit Authority (RRTA)

Capital Area Transit (CAT)

On the back cover...

Schuylkill Transportation System (STS)
Dear Transportation Users and Stakeholders –

We are pleased to offer the Fiscal Year 2020-21 Pennsylvania Public Transportation Annual Performance Report, PennDOT’s annual opportunity to showcase the work it is doing in partnership with public transit agencies to provide essential services to Pennsylvania’s residents. During the year, the industry continued navigating the global coronavirus pandemic. While many Pennsylvanians were able to limit travel, transit agencies continued to provide critical transportation to essential services for others. After life-saving vaccines became available, public transportation formed a critical and equitable link expediting vaccine access to individuals and families who wanted them. Using federal, state, and local funding, many transit agencies provided free or reduced fare trips to vaccine appointments.

Although total ridership experienced historic low levels, the pandemic emphasized the necessity for public transportation as a life-line service, enabling many people to maintain access to employment and other life-sustaining functions. Some bus operators and other employees even served in additional capacities, engaging in friendly check-ins or delivering meals to elderly or disabled passengers who were riding less frequently.

While Pennsylvania’s transit agencies maintained front-line service, PennDOT and its partners also looked toward the future. The department continued development and implementation of innovative technology projects, including the Fixed Route Information Systems Technology (FRITS) project, which will allow transit systems across the state to share real-time data with consumers, and a web-based eligibility application, which streamlines the process by which passengers can register for human service transportation that suits their needs. Additionally, we moved forward with construction of more transit facility projects than ever before. These new facilities will allow transit agencies to operate in modern, greener environments, which will lower operating costs and the environmental footprint. These projects are funded by Act 89 of 2013 and leverage millions of federal transportation dollars, spent right here in Pennsylvania.

In future reports, we look forward to reporting on progress made possible by the Infrastructure Investment and Jobs Act that will invest $2.8 billion in the Commonwealth’s transit operations over five years, as well as $39 billion in grant funding for which we will compete.

This report details the investment we have made in our community connections and the impacts of that investment on individuals. While the financial and ridership data presented on the following pages shows the quantifiable value of public transportation, the true value, especially during the ongoing coronavirus pandemic, is the people served by employees who continued to work during difficult times.

Sincerely,

Yassmin Gramian, P.E.
Secretary of Transportation
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Section I

*Trends in Public Transportation*
Public transportation is a vital service across Pennsylvania, and transit providers continue to adapt to changing trends and conditions.

**Post-Pandemic Recovery**

The COVID-19 pandemic has significantly impacted all aspects of society and the economy in the United States. Transit agencies across the Commonwealth have been flexible and innovative in dealing with the many effects of the pandemic, pivoting to address short-term disruptions as well as planning for long-term impacts. Going forward, soliciting public input and developing updated transit development plans (TDPs) will be critical for transit agencies to adapt their services to a post-pandemic society.

The following are highlights of the top three pandemic-related issues facing public transportation providers in Pennsylvania and nationwide.

- During the first few months of the pandemic, the emergence of both required and voluntary work-from-home trends, job losses in the service and other sectors, and the closure of most public places caused transit ridership across Pennsylvania to plummet by 50 to 90%. Moving forward, teleworking, e-commerce and delivery, and perceptions of transit safety will likely continue to affect ridership.

  **Transit agencies are exploring strategies to retain and attract riders, such as:**
  - Discounted Pass Programs
  - Incentives for Multimodal Travel
  - Touchless Payments
  - Emergency Car Rides Home
The economic upheaval resulting from the COVID-19 pandemic, combined with the chronic wage stagnation of past decades, has led to a significant labor shortage in many job sectors, including the transit industry. When millions of workers across the U.S. returned to the job market after being laid off in 2020, many set their sights on jobs with higher wages and a lower risk of layoffs. Meanwhile, many older workers and retirees working a second career exited the job market entirely due to the hazards of the pandemic and their increased susceptibility to COVID-19. The resulting scarcity of workers has put additional pressure on transit agencies, many of which laid off drivers during the pandemic or had more workers retire early.

Agencies have become more creative in how they reach potential applicants, such as cross-promoting applicants among agency departments or subcontractors—an applicant who is not a good fit for a fixed-route position may be referred to a shared-ride position.

Another approach has been to improve driver compensation to attract new drivers and retain current ones. This approach has included offering higher wages, hazard pay, more flexible vacation days, and cash incentives for employees to get a Commercial Driver License.

“By offering hazard pay, drivers felt appreciated and acknowledged for their efforts to provide an always-challenging service during an extraordinarily challenging time.”

-Vanessa Lovlie, Allied Coordinated Transportation Services (ACTS) Director

**2022 PennDOT survey of transit agencies:**

- 45% of respondents report a shortage of fixed-route drivers
- 51% of respondents report a shortage of shared-ride drivers

These shortages often result in reduced fixed-route service, fewer long-distance shared-ride trips, longer hours for current drivers, and poorer on-time performance.
Supply Chain Challenges

When many countries went into lockdown in spring 2020, millions of workers were laid off, and many manufacturers scaled down production. Even a year after lockdowns were lifted, temporary layoffs in 2021 were still triple the pre-pandemic rate. The drastic contraction of the economy during that time caused ripple effects across the global supply chain.

For transit agencies, this has particularly impacted vehicle procurement. While heavy-duty fixed-route transit buses are still available, production delays and a shortage of semiconductor chips have significantly increased the build time for shared-ride vehicles. This has led to a substantial manufacturing backlog for new shared-ride vehicles, and transit agencies have had to wait months longer than usual to receive cutaway vehicle orders. It is anticipated that this shortage of vehicle manufacturing capacity will persist for some time.

Transit construction projects have experienced delays in the delivery of materials, especially with steel and manufactured products. Additionally, substantial increases in the costs of construction materials, as well as shorter vendor pricing windows, make procurement and project delivery in general more complex and costly for transit agencies.

Federal Funding

On November 6, 2021, the U.S. Congress passed the Infrastructure Investment and Jobs Act (IIJA), which promises the largest infusion of federal funds into the transit industry in a generation. In addition to providing funding for transportation research and rail programs, the IIJA also authorizes surface transportation programs through Federal Fiscal Year (FFY) 2026, including highways, mass transit, and rail, and lays out FFY 2022 spending levels on those programs.

Pennsylvania is expected to receive approximately $2.8 billion in formula funding over five years to improve statewide public transportation options.

The state will also be eligible to compete for $15 billion allocated in RAISE grants; $8 billion in CRISI grants; $8 billion in Capital Investment grants; $5 billion in rail improvement and safety grants; and $3 billion for grade-crossing safety improvements.

At the regional level, an additional $66 billion in rail funding will be allocated to address Amtrak’s maintenance backlog and modernize the Northeast Corridor, making IIJA the largest investment in passenger rail since Amtrak was established.

These additional funds will be critical for transit operators as supply chain shortages and inflation constrain capital improvements and operating budgets even further.
Climate Change

Climate change threatens Pennsylvania’s residents and visitors with agricultural losses, more frequent and severe natural disasters, and worsened air quality. Because climate change is partly driven by carbon emissions from fuel consumption and energy production, the transportation sector will play a key role in combatting climate change. Public transit is an inherently more sustainable transportation choice compared to personal vehicles, and transit agencies in the Commonwealth are working to reduce their carbon footprints even further by strategies including the following.

**Sustainability Commitment**

SEPTA (Philadelphia) and PAAC (Pittsburgh) have joined the American Public Transportation Association (APTA) Sustainability Commitment initiative, which provides transit agencies with a framework to define, initiate, and advance sustainability in the public transportation industry.

**Cleaner Fuels**

More than 20 PA transit agencies have already begun switching their fleets from diesel to cleaner fuels such as compressed natural gas (CNG), biodiesel, diesel/electric hybrid, and electric batteries.

**Efficient Facilities**

Many transit agencies are reducing their emissions by building new facilities or retrofitting existing facilities for more sustainable operations.

CamTran (Cambria County)
The PennDOT Bureau of Public Transportation (BPT) continues to leverage recent technologies and digital programming, launching programs that streamline operations for transit agencies as well as technology platforms that connect riders to local transit options.

**FRITS**

The Fixed Route Intelligent Transit System (FRITS) program, launched in 2018, is a statewide technology implementation project that will provide 32 of Pennsylvania’s 34 fixed-route transit agencies with cutting-edge technology solutions.

FRITS’ powerful business intelligence tools offer enhanced data analysis and reporting capabilities for both transit agencies and PennDOT. The program allows all participating transit agencies to collect and report information consistently, standardizing the data elements PennDOT receives and housing the data in a statewide repository. This reporting platform allows transit agencies to evaluate data and make informed decisions to improve service, and provides unprecedented reporting capabilities for PennDOT, which greatly reduces the burden on agencies to provide data and reports to PennDOT. For transit users, this new software will allow riders to track the location of their bus, and it paves the way for app-based payment methods.

As of FY 2020-21, PennDOT has implemented FRITS in 11 of the planned 32 agencies.

**Components of the system include:**

- **Computer-Aided Dispatch / Automatic Vehicle Location (CAD / AVL)**
  - Captures and stores real-time bus data; Provides real-time bus information to riders via web and mobile apps

- **Automatic Passenger Counting**
  - Captures the number of passenger boardings / alightings

- **Flexible Fare Payment System**
  - Allows for a variety of fare payment options in addition to cash

- **Scheduling Software**
  - Helps create and fine-tune routes

- **Vehicle Surveillance Systems**
  - Records onboard audio and video

- **Transit Planning**
  - Enables transit agencies to examine cost / benefit implications of adding new or modifying existing routes
Find My Ride Service

The FindMyRidePA website, developed in 2016 with state and federal funding, helps Pennsylvanians plan for their transportation needs more seamlessly and intuitively.

FindMyRidePA is a "One-Click, One-Call" resource center that was developed to make it easy for individuals to find information about available transportation options and schedule trips using a computer or cell phone.

PennDOT has since expanded FindMyRidePA to create the Find My Ride Service, which provides additional functionality designed to help address longstanding barriers to accessing transportation.

Currently, Find My Ride has three loosely coupled modules:

**Find My Ride Education**
findmyride.penndot.pa.gov
Educates the public about transportation service options and assistance programs. The site went live in February 2022 and contains educational materials such as videos and guides.

**Find My Ride Apply**
apply.findmyride.penndot.pa.gov
Provides a registration platform for transportation programs (Free Transit Program, the senior shared-ride program, the Persons with Disabilities program, MATP, and ADA complementary paratransit). The Find My Ride Apply service is currently deployed in 64 of 67 counties (not including Philadelphia, Allegheny, and Pike), with the possibility of expanding into Philadelphia and Allegheny counties in 2023.

**Find My Ride Schedule**
findmyridepa.org
Allows individuals to arrange trips through local transportation providers. After testing the scheduling functionality of the website with rabbittransit (CPTA) and Community Transportation of Delaware County, PennDOT will roll it out to all transit agencies starting in mid-2022.
Section II

Public Transit Reference Information
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.
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.
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

### Reference Information

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# Agencies by County

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## Agencies by County

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Section III

Section 1513 Distribution Factors
### TABLE 1

Total Act 44 Passenger Trip Statistics (Includes Senior Citizens)

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<td>PAAC (Allegheny)</td>
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<td>IndiGo (Indiana)</td>
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<td><strong>TOTAL</strong></td>
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<td><strong>141,873,655</strong></td>
<td><strong>-52.8%</strong></td>
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Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
### TABLE 3

Total Act 44 Revenue Vehicle Miles Statistics

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<td>BMC (Mount Carmel)</td>
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<td>CAT (Cumberland, Dauphin)</td>
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<td>52,686</td>
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</tr>
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<td>451,827</td>
<td>-9.5%</td>
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<td>1,751,381</td>
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<td>453,506</td>
<td>478,366</td>
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<td>499,234</td>
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</tr>
<tr>
<td>EMTA (Erie)</td>
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<tr>
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<td>172,598</td>
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<td>78,218</td>
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<td>MMVTA (Mid Mon Valley)</td>
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<td>286,801</td>
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<td>SCTA (Berks, Lancaster)</td>
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<td>3,362,491</td>
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<tr>
<td>STS (Schuylkill)</td>
<td>322,507</td>
<td>343,328</td>
<td>6.5%</td>
<td>317,248</td>
<td>-7.6%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>201,950</td>
<td>200,432</td>
<td>-0.8%</td>
<td>193,595</td>
<td>-3.4%</td>
</tr>
<tr>
<td>WCTA (Washington)</td>
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<td>328,952</td>
<td>-5.5%</td>
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<tr>
<td>WCTA (Westmoreland)</td>
<td>1,066,079</td>
<td>956,574</td>
<td>-10.3%</td>
<td>901,933</td>
<td>-5.7%</td>
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<tr>
<td>Williamsport RVT (Clinton, Lycoming)</td>
<td>926,025</td>
<td>903,680</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>145,958,790</strong></td>
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<td><strong>121,979,087</strong></td>
<td><strong>-7.6%</strong></td>
</tr>
</tbody>
</table>

Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
### TABLE 4

Total Act 44 Revenue Vehicle Hours Statistics

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>SEPTA</td>
<td>7,122,690</td>
<td>6,472,163</td>
<td>-9.1%</td>
<td>6,092,658</td>
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<td>PAAC (Allegheny)</td>
<td>1,977,552</td>
<td>1,823,848</td>
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<td>1,761,650</td>
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<tr>
<td>AMTRAN (Blair)</td>
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<td>47,742</td>
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<td>47,431</td>
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<td>ATA (North Central)</td>
<td>117,267</td>
<td>107,852</td>
<td>-8.0%</td>
<td>101,792</td>
<td>-5.6%</td>
</tr>
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<td>BCTA (Beaver)</td>
<td>53,767</td>
<td>48,627</td>
<td>-9.6%</td>
<td>47,057</td>
<td>-3.2%</td>
</tr>
<tr>
<td>BMC (Mount Carmel)</td>
<td>5,900</td>
<td>4,584</td>
<td>-22.3%</td>
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<tr>
<td>BTA (Butler)</td>
<td>15,650</td>
<td>15,223</td>
<td>-2.7%</td>
<td>15,547</td>
<td>2.1%</td>
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<tr>
<td>CamTran (Cambria)</td>
<td>82,999</td>
<td>82,398</td>
<td>-0.7%</td>
<td>81,654</td>
<td>-0.9%</td>
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<td>CAT (Cumberland, Dauphin)</td>
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<td>134,916</td>
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<td>162,293</td>
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<td>CATA (Centre)</td>
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<td>CATA (Crawford, Venango)</td>
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<td>28,316</td>
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<tr>
<td>CCCT (Carbon)</td>
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<tr>
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<tr>
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<tr>
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<td>4.0%</td>
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<td>EMTA (Erie)</td>
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<td>FACT (Fayette)</td>
<td>31,322</td>
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<tr>
<td>HPT (Hazleton)</td>
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<tr>
<td>LANTA (Lehigh, Northampton)</td>
<td>296,963</td>
<td>280,202</td>
<td>-5.6%</td>
<td>268,097</td>
<td>-4.3%</td>
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<tr>
<td>LCTA (Luzerne)</td>
<td>94,199</td>
<td>95,232</td>
<td>1.1%</td>
<td>96,316</td>
<td>1.1%</td>
</tr>
<tr>
<td>MCRCOG (Mercer)</td>
<td>14,133</td>
<td>12,651</td>
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<td>14,178</td>
<td>12.1%</td>
</tr>
<tr>
<td>MCTA (Monroe)</td>
<td>35,161</td>
<td>26,329</td>
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<td>22,423</td>
<td>-14.8%</td>
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<tr>
<td>Mid County (Armstrong)</td>
<td>7,107</td>
<td>6,593</td>
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<td>4,714</td>
<td>-28.5%</td>
</tr>
<tr>
<td>MMVTA (Mid Mon Valley)</td>
<td>42,995</td>
<td>42,334</td>
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<td>42,358</td>
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<tr>
<td>NCATA (Lawrence)</td>
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<td>48,962</td>
<td>-3.1%</td>
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<tr>
<td>PART (Pottstown)</td>
<td>21,951</td>
<td>21,907</td>
<td>-0.2%</td>
<td>21,952</td>
<td>0.2%</td>
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<tr>
<td>SCTA (Berks, Lancaster)</td>
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<td>0.9%</td>
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<tr>
<td>STS (Schuylkill)</td>
<td>19,696</td>
<td>20,676</td>
<td>5.0%</td>
<td>18,834</td>
<td>-8.9%</td>
</tr>
<tr>
<td>TAWC (Warren)</td>
<td>11,139</td>
<td>11,047</td>
<td>-0.8%</td>
<td>10,597</td>
<td>-4.1%</td>
</tr>
<tr>
<td>WCTA (Washington)</td>
<td>25,895</td>
<td>21,128</td>
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<td>19,794</td>
<td>-6.3%</td>
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<td>53,211</td>
<td>49,062</td>
<td>-7.8%</td>
<td>42,597</td>
<td>-13.2%</td>
</tr>
<tr>
<td>Williamsport RVT (Clinton, Lycoming)</td>
<td>58,792</td>
<td>54,913</td>
<td>-6.6%</td>
<td>54,847</td>
<td>-0.1%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>11,297,925</strong></td>
<td><strong>10,361,910</strong></td>
<td><strong>-8.3%</strong></td>
<td><strong>9,818,545</strong></td>
<td><strong>-5.2%</strong></td>
</tr>
</tbody>
</table>

Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Section IV

Capital Project Highlights
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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 ten active or completed capital projects that were made possible using capital funding assistance provided by the Bureau of Public Transportation.
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 2020-21, PennDOT assisted in purchasing 330 new buses:

- 28 Compressed Natural Gas (CNG) Buses
- 6 Electric Buses
- 7 Hybrid Diesel Buses
- 51 Diesel Buses
- 226 Gasoline Buses
- 12 Propane Buses

The $72.7 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.
As part of PennDOT’s continued investment in the Amtrak Keystone Corridor between Harrisburg and Philadelphia, PennDOT and local collaborators officially opened a new Middletown train station on West Emaus Street at West Main Street. The $49.5 million project is expected to promote transit-oriented development in downtown Middletown. The new station, the most significant portion of the project, broke ground in 2016 and opened to the public in January 2022.

PennDOT led extensive coordination with the Borough of Middletown, Capital Area Transit, and the Harrisburg International Airport to maximize multimodal connectivity, complement the Borough’s downtown streetscape improvements, and align with the airport’s master plan. The landmark station and parking project provides a pedestrian overpass to the ADA-accessible platform and elevator, on-site parking, and designated bus loading zones to improve multimodal connectivity.
In June of 2021, SEPTA completed the $27.5 million 5th Street/Independence Hall Station Reconstruction project. The station has been fully renovated, with improvements including mitigation of long-standing water infiltration issues, installation of new glass headhouses on the street level, new platforms, flooring, and wall tiles, and LED lighting. Specialized architectural treatments, such as bluestone pavers (common in the historical area) were also incorporated in the project. A stand-out feature of the new station is the installation “Portal to Discovery” by local artist Tom Judd as part of SEPTA’s Art in Transit Program.

Additionally, New Flyer of America delivered the final vehicle of a $450 million order of 525 hybrid diesel-electric buses to SEPTA in May 2021. The delivery of these buses allowed the Authority to retire many of its aging diesel buses with new vehicles that have significantly reduced environmental impacts. SEPTA’s bus fleet is now over 90% hybrid vehicles. Procurement of these buses is an important transitional step toward SEPTA’s goal of operating a fully zero-emission fleet and will ensure that it sustains the fleet needed to implement its ambitious Bus Revolution initiative, which will comprehensively and coherently redesign its bus network and services to efficiently meet the transportation needs of the contemporary Philadelphia region.
The Port Authority of Allegheny County is planning numerous upgrades to its Central Business District light rail tunnel (CBD Tunnel), which is integral to the efficient light rail service to Downtown Pittsburgh. In the fall of 2021, Port Authority completed a $4.3 million lighting and conduit replacement within the CBD Tunnel between First Avenue and Gateway Stations. The project consisted of replacing electrical system components which had been in service for nearly 40 years and exceeded their service life. The new conduit, wiring, LED tunnel lighting fixtures, and other miscellaneous electrical components are a significant improvement for service operations and safety.

Another upgrade still in progress is a plinth rehabilitation project for the CBD Tunnel. The $35 million project (funded over multiple fiscal years) will rehabilitate concrete plinths and replace direct fixation track tie plates which have been in service for nearly 40 years and exhibit significant levels of deterioration.
In May 2021, Crawford Area Transportation Authority (CATA) completed its Operations and Maintenance Facility Project at its Oil City location on 285 Elm Street. The new facility consolidates their current operations including administration space, indoor vehicle fleet storage & maintenance, bus wash, and fixed route & paratransit customer service, from two locations into one. This project was a true partnership between Venango County, PennDOT District 1-0, and CATA. It included the demolition of a closed county-owned parking garage and the construction of a new surface parking lot with dedicated spaces for both the use of public transportation and PennDOT District 1-0 employees.
Agency Highlight: Monroe County Transportation Authority (MCTA)

In June 2021, Monroe County Transportation Authority (MCTA) completed a new bus wash at its Swiftwater facility on 134 MCTA Drive. The original bus wash system, built years ago, was operational but not functional. A new system was needed to maintain the MCTA’s bus fleet in a state of good repair. The new bus wash system includes a state-of-the-art water recycling system and additional improvements that will prolong the useful life of MCTA’s buses.

MCTA’s new bus wash facility
Agency Highlight:
Capital Area Transit (CAT)

In February 2021, Capital Area Transit (CAT) completed two important projects to improve public transportation in the Harrisburg region. The first project involved the rehabilitation of the dispatch and staff report areas at CAT’s Herr Street Facility on 901 N. Cameron Street in Harrisburg. This project improved the work environment for all of CAT’s bus operators and dispatch staff.

The second project, the rehabilitation of the Market Square Transfer Center in downtown Harrisburg, has a direct impact on thousands of bus riders each day. The project involved the installation of wheelchair-accessible elements to ensure all riders can use the facility and the improvement of the platform waiting area for riders, featuring new shelters, benches, and leaning rails. The project also featured significant safety enhancements across Market Street to better protect pedestrians crossing the street.
Agency Highlight:
Washington County Transportation Authority (WCTA)

Washington County Transportation Authority (WCTA) completed Phase 1 of its bus shelter project at the end of 2021 with the installation of five new bus shelters in the service area. All new shelters include glass facades with a bench and solar panel lighting. With fixed-route service operating into the evening hours, the addition of lighted bus shelters was a major highlight for riders. Two of the five new bus shelters are located at public housing facilities in the Washington and Canonsburg areas and introduce a covered bus stop with seating at those locations. Another two of the five bus shelters provide cover and seating at park-and-ride lots that connect commuters in Washington County to Downtown Pittsburgh.

This first phase of WCTA’s bus shelter project provides a safe and comfortable spot for riders to wait at high-frequency pick-up and drop-off locations. Since the bus shelters have been in place, the shelters have been well utilized, especially during the cold winter days when a covered waiting area is much appreciated.
Statewide Highlight: 
Projects Moving into Construction and Design Phases

In addition to projects completed in FY20-21, PennDOT also funded numerous design and construction projects.

Projects under construction include:
- Schuylkill Transportation System (STS) - Maintenance and Operations Facility
- Indiana County Transit Authority (IndiGO) - Facility Expansion Project
- 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
- Coatesville Train Station - Station Project
- LCTA Maintenance and Operations Facility
- Cambria County Transit Authority (CamTran) - Johnstown Incline Plane Rehabilitation Project; Bush Wash and Utility Connection Project
- Coatesville Train Station - Station Project
- Lancaster Train Station - Access and Parking Project

Projects in design include:
- Area Transportation Authority of North Central Pennsylvania (ATA) - DuBois Operations and Maintenance Facility
- Westmoreland County Transit Authority (WCTA) - Bus Storage Expansion Project
- County of Lackawanna Transportation Authority (COLTS) - Maintenance and Operations Facility
- New Castle Area Transportation Authority (NCATA) - Bus Storage Facility Project
- Downingtown Train Station - Station Project
- Lancaster Train Station - Access and Parking Project

Top Left: HPT Maintenance and Storage Facility Groundbreaking
Top Right: Coatesville Station Groundbreaking
Bottom: LCTA Maintenance and Operations Facility Groundbreaking
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Section V

Agency Operating Profiles
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

Service Area Statistics (2010 Census)
Square Miles: 836
Population: 3,439,497

Act 44 Fixed Route Distribution Factors
Total Passengers: 105,603,593
Senior Passengers: 12,718,648
Revenue Vehicle Miles: 72,744,673
Revenue Vehicle Hours: 6,092,658

Act 44 Operating Assistance
Section 1513 Allocation: $714,416,750
Required Local Match: $107,156,889

Current Fleet Size
Diesel Motor Bus: 1,430
Commuter Rail Cars: 411
Heavy Rail Cars: 363
Street Car Rail/Light Rail: 159
Trolley Bus: 38
Gasoline Paratransit Vehicles: 460
System-Wide: 2,861

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

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: 9,101
Agency Part-Time: 90
Contractor Full-Time: 434
System-Wide: 9,625

Urban Operating Budget

Operating Expense (000’s)
$1,321,446

Operating Funds (000’s)
$1,321,446

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Operational Profiles

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour
Community Transportation

Southeastern Pennsylvania Transportation Authority (SEPTA)
1234 Market Street
Philadelphia, PA 19107
215-580-8280
Ms. Leslie Richards, General Manager
www.septa.org

Service Area Statistics (2010 Census)
Square Miles: 143
Population: 1,526,006
65+ Population: 185,309
% of Population 65 and older: 12.1%

Trip Information
65+ Trips: 197,500
Total Shared-Ride Trips: 197,500
Total Escorts: 10,968

Current Fare Information
Average Shared-Ride Fare: $26.97
Average Shared-Ride Cost per Trip: $104.47
Fare Structure
Implementation Date: July 2017

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

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

Vehicles Operated in Maximum Service
Community Transportation: 74

COMmUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$20,633

Operating Funds (000’s)
$20,633

- Shared-Ride Operating 80%
- Shared-Ride Admin 20%
- Lottery 23%
- Area Agency on Aging <1%
- Subsidy 73%
- Passenger Fares 4%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Agency Service Area**

**Shared-Ride Fare Recovery**

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

**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**
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

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: 21,913,736
Senior Passengers: 2,761,855
Revenue Vehicle Miles: 21,933,621
Revenue Vehicle Hours: 1,761,650

Current Employees
Agency Full-Time: 2,587
Contractor Full-Time: 292
Contractor Part-Time: 49
System-Wide: 2,928

Act 44 Operating Assistance
Section 1513 Allocation: $244,850,155
Required Local Match: $36,727,523

Current Fleet Size
Diesel/Gasoline Motor Bus: 714
Hybrid Diesel-Electric Bus: 15
Electric Bus: 8
Street Car Rail/Light Rail: 81
Inclined Plane Cars: 2
Diesel/Gasoline Paratransit Vehicles: 298
System-Wide: 1,118

Current Fleet

URBAN OPERATING BUDGET

Operating Expense (000's)
$424,983

- Other Salaries & Wages $118,216
- Operator Salaries & Wages $84,875
- Purchased Trans $5,605
- Maint. $27,411
- Fuel Utils $19,185
- Fringes $142,561

Operating Funds (000's)
$424,983

- Local $40,986
- State $251,760
- Federal $96,711
- Revenues $35,526

Expense includes ADA complementary and DAS expense.
Revenue includes ADA complementary and DAS revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary 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

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

Trip Information
65+ Trips: 292,963
PwD Trips: 19,303
Other Shared-Ride Trips: 177,547
Total Shared-Ride Trips: 489,813
Total Escorts: 29,943
Non-Public Trips: 5,807

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

Current Fare Information
Average Shared-Ride Fare: $24.32
Average Shared-Ride Cost per Trip: $53.30
Fare Structure
Implementation Date: September 2019

Vehicles Operated in Maximum Service
Community Transportation: 132

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $26,259

- Shared-Ride Operating 92%
- Shared-Ride Admin 7%
- Exclusive Human Service Program Contracts 1%

Operating Funds (000’s) $26,259

- Passenger Fares 3%
- Lottery 24%
- PwD Program 2%
- Area Agency on Aging 2%
- MATP 16%
- Other 2%
- Subsidy 51%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

*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.
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%

Trip Information
65+ Trips: 15,323
PwD Trips: 1,654
Other Shared-Ride Trips: 35,209
Total Shared-Ride Trips: 52,186
Total Escorts: 3,418
Non-Public Trips: 22,960

Current Fare Information
Average Shared-Ride Fare: $16.18
Average Shared-Ride Cost per Trip: $22.24
Fare Structure
Implementation Date: January 2019

Vehicles Operated in Maximum Service
Community Transportation: 28

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,734
Shared-Ride Operating 54%
Exclusive Human Service Program Contracts 33%
Shared-Ride Admin 13%

Operating Funds (000’s)
$1,660*
MATP 22%
Area Agency on Aging <1%
PwD Program 2%
Lottery 12%
Passenger Fares 2%
Subsidy 14%
MH/ID 6%

*Deficit will be covered by prior year retained earnings.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

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.
Altoona Metro Transit (AMTRAN)

Urban System

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 320,151
Senior Passengers: 61,059
Revenue Vehicle Miles: 55,881
Revenue Vehicle Hours: 47,431

Act 44 Operating Assistance
Section 1513 Allocation: $3,315,833
Required Local Match: $182,328

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

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

Current Fleet Size
Diesel/Gasoline Motor Bus: 3
CNG Motor Bus: 23
Diesel/Gasoline Paratransit Vehicles: 1
System-Wide: 27

Operating Expense (000's)
$5,668

- Operator Salaries & Wages $1,513
- Other Salaries & Wages $1,163
- Fringes $1,660
- Fuel Utils $292
- Maint. $167
- Purchased Trans $88
- Other $785

Expense includes ADA complementary expense.

Operating Funds (000's)
$5,668

- Local $182
- Revenues $596
- State $3,052
- Federal $1,838

Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Altoona Metro Transit (AMTRAN)**

**Agency Service Area**

**Total Passengers (000's)**

**Operating Expense Per Passenger**

**Operating Revenue Per Revenue Vehicle Hour**

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

**Operating Expense Per Revenue Vehicle Hour**

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

**Total Ridership Per Revenue Vehicle Hour**

Passengers include ADA complementary passengers.
Rural System

Area Transportation Authority (ATA)
44 Transportation Center
Johnsonburg, PA 15845
866-282-4968
Mr. Michael Imbrogno, CEO
www.rideata.com

Service Area Statistics (2010 Census)
Square Miles: 5,693
Population: 264,768

Act 44 Fixed Route Distribution Factors
Total Passengers: 253,399
Senior Passengers: 31,951
Revenue Vehicle Miles: 1,183,805
Revenue Vehicle Hours: 101,792

Act 44 Operating Assistance
Section 1513 Allocation: $6,000,665
Required Local Match: $406,994

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

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

Current Employees
Agency Full-Time: 67
Agency Part-Time: 80
Contractor Full-Time: 2
Contractor Part-Time: 8
System-Wide: 157

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

RURAL OPERATING BUDGET

Operating Expense (000's)
$8,880
- Operator Salaries & Wages $1,880
- Fringes $2,616
- Fuel, Utils $601
- Maint $415
- Purchased Trans $322
- Other $1,013

Operating Funds (000's)
$8,880
- Revenues
  - Federal $2,959
  - Local $387
  - State $4,645
- Revenues $889

Expense includes DAS expense.
Revenue includes DAS revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Area Transportation Authority of North Central PA (ATA)

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

Area Transportation Authority (ATA)
44 Transportation Center
Johnsonburg, PA 15845
866-282-4968
Mr. Michael Imbrogno, CEO
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

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

Current Fare Information
Average Shared-Ride Fare: $5.72
Average Shared-Ride Cost per Trip: $57.25
Fare Structure Implementation Date: August 2017

Trip Information
65+ Trips: 29,781
PwD Trips: 17,689
Other Shared-Ride Trips: 38,098
Total Shared-Ride Trips: 85,568
Total Escorts: 5,578
Non-Public Trips: 9,561

Vehicles Operated in Maximum Service
Community Transportation: 36

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $6,139

- Shared-Ride Operating 58%
- Exclusive Human Service Program Contracts 20%
- Shared-Ride Admin 22%

Operating Funds (000’s) $6,155

- Subsidy 72%
- Passenger Fares 1%
- Lottery 3%
- PwD Program 2%
- Area Agency on Aging <1%
- MATP 20%
- MH/ID <1%
- Other <1%
- exclusive human service program contracts 20%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Beaver County Transit Authority (BCTA)

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 339,635
Senior Passengers: 42,569
Revenue Vehicle Miles: 728,181
Revenue Vehicle Hours: 47,057

Act 44 Operating Assistance
Section 1513 Allocation: $4,194,810
Required Local Match: $629,222

House District
Beaver: 10, 14, 15, 16

Senate District
Beaver: 46, 47

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

Current Employees
Agency Full-Time: 79
System-Wide: 79

Current Fleet Size
Diesel/Gasoline Motor Bus: 8
CNG Motor Bus: 17
Diesel/Gasoline Paratransit Vehicle: 20
System-Wide: 45

Operating Expense (000's)
$5,984

Operating Funds (000's)
$5,984

Operator Salaries & Wages $1,817
Other Salaries & Wages $1,408
Maint. $450
Fuel Utils $399
Fringes $1,004
Other $1,106

Local $584
State $795
Federal $4,012
Revenues $593

Expense includes DAS expense.
Revenue includes DAS revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Beaver County Transit Authority (BCTA)

Agency Service Area

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include DAS passengers.
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

Service Area Statistics (2010 Census)
Square Miles: 440
Population: 170,596
65+ Population: 31,660
% of Population 65 and older: 18.6%

Trip Information
65+ Trips: 19,024
Other Shared-Ride Trips: 29,001
Total Shared-Ride Trips: 48,025
Total Escorts: 3,089
Non-Public Trips: 39,429

Current Fare Information
Average Shared-Ride Fare: $22.50
Average Shared-Ride Cost per Trip: $43.28
Fare Structure Implementation Date: July 2019

Vehicles Operated in Maximum Service
Community Transportation: 19

Operating Expense (000’s)
$3,554

Operating Funds (000’s)
$3,554

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Operating 44%
Exclusive Human Service Program Contracts 41%
Shared-Ride Admin 15%

Area Agency on Aging 3%
Lottery 10%
Passenger Fares 1%
Subsidy 32%

MATP 50%
MH/ID 3%
Other 1%
Passenger Fares 1%
Subsidy 32%

Operating Expense (000’s)
$3,554

Operating Funds (000’s)
$3,554

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

Service Area Statistics (2010 Census)
Square Miles: 440
Population: 170,596
65+ Population: 31,660
% of Population 65 and older: 18.6%

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Operating Funds (000’s)
$3,554

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Operating 44%
Exclusive Human Service Program Contracts 41%
Shared-Ride Admin 15%

Area Agency on Aging 3%
Lottery 10%
Passenger Fares 1%
Subsidy 32%

MATP 50%
MH/ID 3%
Other 1%
Passenger Fares 1%
Subsidy 32%

Operating Expense (000’s)
$3,554

Operating Funds (000’s)
$3,554

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

Service Area Statistics (2010 Census)
Square Miles: 440
Population: 170,596
65+ Population: 31,660
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Other Shared-Ride Trips: 29,001
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Community Transportation: 19

Operating Expense (000’s)
$3,554

Operating Funds (000’s)
$3,554

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Operating 44%
Exclusive Human Service Program Contracts 41%
Shared-Ride Admin 15%

Area Agency on Aging 3%
Lottery 10%
Passenger Fares 1%
Subsidy 32%

MATP 50%
MH/ID 3%
Other 1%
Passenger Fares 1%
Subsidy 32%

Operating Expense (000’s)
$3,554

Operating Funds (000’s)
$3,554

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

Service Area Statistics (2010 Census)
Square Miles: 440
Population: 170,596
65+ Population: 31,660
% of Population 65 and older: 18.6%

Trip Information
65+ Trips: 19,024
Other Shared-Ride Trips: 29,001
Total Shared-Ride Trips: 48,025
Total Escorts: 3,089
Non-Public Trips: 39,429

Current Fare Information
Average Shared-Ride Fare: $22.50
Average Shared-Ride Cost per Trip: $43.28
Fare Structure Implementation Date: July 2019

Vehicles Operated in Maximum Service
Community Transportation: 19

Operating Expense (000’s)
$3,554

Operating Funds (000’s)
$3,554

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Operating 44%
Exclusive Human Service Program Contracts 41%
Shared-Ride Admin 15%

Area Agency on Aging 3%
Lottery 10%
Passenger Fares 1%
Subsidy 32%

MATP 50%
MH/ID 3%
Other 1%
Passenger Fares 1%
Subsidy 32%

Operating Expense (000’s)
$3,554

Operating Funds (000’s)
$3,554

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

Service Area Statistics (2010 Census)
Square Miles: 440
Population: 170,596
65+ Population: 31,660
% of Population 65 and older: 18.6%

Trip Information
65+ Trips: 19,024
Other Shared-Ride Trips: 29,001
Total Shared-Ride Trips: 48,025
Total Escorts: 3,089
Non-Public Trips: 39,429

Current Fare Information
Average Shared-Ride Fare: $22.50
Average Shared-Ride Cost per Trip: $43.28
Fare Structure Implementation Date: July 2019

Vehicles Operated in Maximum Service
Community Transportation: 19

Operating Expense (000’s)
$3,554

Operating Funds (000’s)
$3,554

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Operating 44%
Exclusive Human Service Program Contracts 41%
Shared-Ride Admin 15%

Area Agency on Aging 3%
Lottery 10%
Passenger Fares 1%
Subsidy 32%

MATP 50%
MH/ID 3%
Other 1%
Passenger Fares 1%
Subsidy 32%

Operating Expense (000’s)
$3,554

Operating Funds (000’s)
$3,554

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

Service Area Statistics (2010 Census)
Square Miles: 440
Population: 170,596
65+ Population: 31,660
% of Population 65 and older: 18.6%

Trip Information
65+ Trips: 19,024
Other Shared-Ride Trips: 29,001
Total Shared-Ride Trips: 48,025
Total Escorts: 3,089
Non-Public Trips: 39,429

Current Fare Information
Average Shared-Ride Fare: $22.50
Average Shared-Ride Cost per Trip: $43.28
Fare Structure Implementation Date: July 2019

Vehicles Operated in Maximum Service
Community Transportation: 19

Operating Expense (000’s)
$3,554

Operating Funds (000’s)
$3,554

COMMUNITY TRANSPORTATION OPERATING BUDGET

Shared-Ride Operating 44%
Exclusive Human Service Program Contracts 41%
Shared-Ride Admin 15%

Area Agency on Aging 3%
Lottery 10%
Passenger Fares 1%
Subsidy 32%

MATP 50%
MH/ID 3%
Other 1%
Passenger Fares 1%
Subsidy 32%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

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

**Total Shared-Ride Trips**
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: $17.50
Average Shared-Ride Cost per Trip: $29.26
Fare Structure
Implementation Date: September 2014

Trip Information
65+ Trips: 40,758
PwD Trips: 682
Other Shared-Ride Trips: 28,548
Total Shared-Ride Trips: 69,988
Total Escorts: 2,094
Non-Public Trips: 55

Vehicles Operated in Maximum Service
Community Transportation: 26

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $2,411
- Shared-Ride Operating 75%
- Shared-Ride Admin 10%
- Exclusive Human Service Program Contracts 15%

Operating Funds (000’s) $2,820
- Subsidy 43%
- MATP 26%
- PwD Program >1%
- Lottery 21%
- Passenger Fares 3%
- Other 3%
- MH/ID 2%
- Area Agency on Aging 2%
- PwD Program <1%
- Other 3%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**

*Pre-pandemic decrease in PwD trips due to a decrease in activity from high-volume riders*
Rural System

Borough of Mount Carmel/Lower Anthracite Transit System (LATS)
50 West 3rd 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

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 31,565
Senior Passengers: 14,509
Revenue Vehicle Miles: 48,500
Revenue Vehicle Hours: 4,900

Act 44 Operating Assistance
Section 1513 Allocation: $342,393
Required Local Match: $14,811

Act 44 Operating Assistance
$364

RURAL OPERATING BUDGET

Operating Expense (000's)
$364

- Other $9
- Salaries & Wages $52
- Fuel Utils $32
- Maint. $3
- Purchased Trans $268

Operating Funds (000's)
$364

- Revenue $330
- State $19
- Local $15
- Other $9

Pennsylvania Public Transportation Performance Report – Fiscal Year 2020-21
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Community Transportation

**Bucks County Transport, Inc.**
P.O. Box 510
Holicong, PA 18928
215-794-5554
Mr. Vince Volpe, Executive Director
www.bctransport.org

**Service Area Statistics (2010 Census)**
Square Miles: 607
Population: 625,249
65+ Population: 91,219
% of Population 65 and older: 14.6%

**Trip Information**
65+ Trips: 32,503
PwD Trips: 12,377
Other Shared-Ride Trips: 457
Total Shared-Ride Trips: 45,337
Total Escort Trips: 2,128
Non-Public Trips: 130,754

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

**Senate District**
Bucks: 6, 10, 12, 24

**Current Fare Information**
Average Shared-Ride Fare: $25.12
Average Shared-Ride Cost per Trip: $48.61
Fare Structure
Implementation Date: September 2021

**Vehicles Operated in Maximum Service**
Community Transportation: 101

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**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expense (000’s)**
$5,476

- Exclusive Human Service Program Contracts 60%
- Shared-Ride Operating 30%
- Shared-Ride Admin 10%

**Operating Funds (000’s)**
$5,476

- MATP 30%
- Area Agency on Aging <1%
- PwD Program 5%
- Lottery 13%
- Passenger Fares 3%
- Subsidy 16%
- Other 33%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Community Transportation

Butler Area Rural Transit (BART)
130 Hollywood Drive
Suite 102
Butler, PA 16001
724-282-6060
Ms. Cody Slater, 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: $13.47
Average Shared-Ride Cost per Trip: $26.14
Fare Structure
Implementation Date: July 2020

Trip Information
65+ Trips: 7,706
PwD Trips: 1,835
Other Shared-Ride Trips: 8,514
Total Shared-Ride Trips: 18,055

Vehicles Operated in Maximum Service
Community Transportation: 12

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$492

- Shared-Ride Operating 95%
- Shared-Ride Admin 1%
- Exclusive Human Service Program Contracts 4%

Operating Funds (000’s)
$492

- Subsidy 46%
- MATP 7%
- PwD Program 6%
- Lottery 21%
- Passenger Fares 2%
- MH/ID 10%
- Other 5%
- Area Agency on Aging 3%
- Passenger Fares 2%
- PwD Program 6%
- Lottery 21%
- MATP 7%
- Other 5%
- MH/ID 10%
- Subsidy 46%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Butler Transit Authority (BTA)

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

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

Act 44 Fixed Route Distribution Factors
- Total Passengers: 141,819
- Senior Passengers: 29,619
- Revenue Vehicle Miles: 171,536
- Revenue Vehicle Hours: 15,547

Act 44 Operating Assistance
- Section 1513 Allocation: $1,031,131
- Required Local Match: $57,790

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

House District
Butler: 8, 10, 11, 12, 14, 60, 64

Senate District
Butler: 21, 41, 47

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

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

URBAN & RURAL OPERATING BUDGET

Operating Expense (000’s)
$1,820

Operating Funds (000’s)
$1,820

Expense includes ADA complementary expense.

Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

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)

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: $23.70
Average Shared-Ride Cost per Trip: $34.22
Fare Structure Implementation Date: May 2013

Trip Information
65+ Trips: 12,959
PwD Trips: 2,771
Other Shared-Ride Trips: 12,013
Total Shared-Ride Trips: 27,743
Non-Public Trips: 143

Vehicles Operated in Maximum Service
Community Transportation: 10

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$979

Shared-Ride Admin 36%
Exclusive Human Service Program Contracts 3%
Shared-Ride Operating 61%

Operating Funds (000’s)
$1,193

MATP 49%
PwD Program 4%
Lottery 19%
Passenger Fares 3%
Subsidy 24%
Area Agency on Aging 1%

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: $23.70
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Vehicles Operated in Maximum Service
Community Transportation: 10

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$979

Shared-Ride Admin 36%
Exclusive Human Service Program Contracts 3%
Shared-Ride Operating 61%

Operating Funds (000’s)
$1,193

MATP 49%
PwD Program 4%
Lottery 19%
Passenger Fares 3%
Subsidy 24%
Area Agency on Aging 1%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
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

House District
Cambria: 71, 72, 73

Senate District
Cambria: 35

Service Area Statistics (2010 Census)
Square Miles: 688
Population: 143,679

Act 44 Fixed Route Distribution Factors
Total Passengers: 727,418
Senior Passengers: 105,770
Revenue Vehicle Miles: 1,073,520
Revenue Vehicle Hours: 81,654

Act 44 Operating Assistance
Section 1513 Allocation: $7,526,648
Required Local Match: $934,728

Current Fleet Size
Diesel/Gasoline Motor Bus: 18
CNG Motor Bus: 30
Other Alternative Fuel Motor Bus: 1
Inclined Plane Cars: 2
Diesel/Gasoline Paratransit Vehicle: 19
CNG Paratransit: 7
System-Wide: 77

Current Fare Information
Fixed Route Base: $1.75
Last Base Fare Increase: January 2020

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

Current Fleet Size
Diesel/Gasoline Motor Bus: 18
CNG Motor Bus: 30
Other Alternative Fuel Motor Bus: 1
Inclined Plane Cars: 2
Diesel/Gasoline Paratransit Vehicle: 19
CNG Paratransit: 7
System-Wide: 77

Current Fleet Size
Diesel/Gasoline Motor Bus: 18
CNG Motor Bus: 30
Other Alternative Fuel Motor Bus: 1
Inclined Plane Cars: 2
Diesel/Gasoline Paratransit Vehicle: 19
CNG Paratransit: 7
System-Wide: 77

URBAN & RURAL OPERATING BUDGET

Operating Expense (000’s)
$9,479*

Other Salaries & Wages $1,993
Operator Salaries & Wages $2,746
Fringes $2,208
Fuel Utilities $692
Maint. $702
Other $1,138

Expense includes ADA complementary expense.

Operating Funds (000’s)
$9,479*

Revenues $491
Local $958
Federal $2,166
State $5,864

Revenue includes ADA complementary revenue.

*Unaudited financial data was provided at the time this report was published.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Passengers include ADA complementary passengers.
Community Transportation

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

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

**Trip Information**
- 65+ Trips: 20,660
- PwD Trips: 1,330
- Other Shared-Ride Trips: 594
- Total Shared-Ride Trips: 22,584
- Total Escorts: 565

**Current Fare Information**
- Average Shared-Ride Fare: $19.41
- Average Shared-Ride Cost per Trip: $53.57
- Fare Structure
- Implementation Date: January 2017

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

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

**Senate District**
Cambria: 35

**Community Transportation Operating Budget**

**Operating Expense (000’s)**
$1,210*

- Shared-Ride Operating 78%
- Shared-Ride Admin 22%

**Operating Funds (000’s)**
$1,210*

- Passenger Fares 1%
- Lottery 28%
- PwD Program 2%
- Area Agency on Aging 5%
- MATP <1%
- Subsidy 64%
- Other <1%

*Unaudited financial data was provided at the time this report was published.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
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

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

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

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

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Operating Revenue Per Passenger

Operating Expense Per Passenger

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

Capital Area Transit (CAT)
901 North Cameron Street
Harrisburg, PA 17101
717-233-5657
Mr. Richard Farr, Executive Director
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%

Trip Information
65+ Trips: 35,834
PwD Trips: 5,116
Other Shared-Ride Trips: 48,009
Total Shared-Ride Trips: 88,959
Total Escorts: 19,271

Current Fare Information
Average Shared-Ride Fare: $24.64
Average Shared-Ride Cost per Trip: $41.64
Fare Structure
Implementation Date: November 2019

Vehicles Operated in Maximum Service
Community Transportation: 44

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$3,704

- Shared-Ride Operating 87%
- Shared-Ride Admin 13%

Operating Funds (000’s)
$3,704

- Subsidy 34%
- MATP 37%
- MH/ID 3%
- Other <1%
- Lottery 20%
- PwD Program 3%
- Area Agency on Aging 1%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
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

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: 5,748
Senior Passengers: 2,520
Revenue Vehicle Miles: 63,813
Revenue Vehicle Hours: 3,126

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

Act 44 Operating Assistance
Section 1513 Allocation: $273,126
Required Local Match: $40,969

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

URBAN & RURAL OPERATING BUDGET

Operating Expense (000’s)
$250

- Purchased Trans $197
- Fuel Utils $24
- Maint. $1
- Other $28

Operating Funds (000’s)
$250

- Revenues $7
- Federal $101
- Local $41
- State $101

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

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

**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%

**Trip Information**

- 65+ Trips: 9,753
- PwD Trips: 695
- Other Shared-Ride Trips: 4,504
- Total Shared-Ride Trips: 14,952
- Total Escorts: 1,892

**Current Fare Information**

- Average Shared-Ride Fare: $29.03
- Average Shared-Ride Cost per Trip: $56.91

**Fare Structure**

- Implementation Date: July 2020

**Vehicles Operated in Maximum Service**

- Community Transportation: 9

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**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expense (000’s)**

- $1,019

**Operating Funds (000’s)**

- $1,349

- **MATP** 32%
- **Subsidy** 46%
- **Other** <1%
- **Exclusive Human Service Program Contracts** 16%
- **Passenger Fares** 1%
- **Lottery** 18%
- **PwD Program** 1%
- **Area Agency on Aging** 1%
- **Shared-Ride Admin** 14%
- **Shared-Ride Operating** 70%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Carbon County Community Transit (CCCT)**

**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**
Central Pennsylvania Transportation Authority (CPTA)

Urban System

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 886,026
Senior Passengers: 139,796
Revenue Vehicle Miles: 1,751,381
Revenue Vehicle Hours: 125,420

Act 44 Operating Assistance
Section 1513 Allocation: $7,619,916
Required Local Match: $649,327

Current Fare Information
Fixed Route Base: $1.60
Last Base Fare Increase: July 2014

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

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 Expense (000’s)
$12,697

- Operator Salaries & Wages $3,740
- Fringes $3,108
- Fuel $1,000
- Maint. $557
- Other $1,312
- Other Salaries & Wages $2,980

Operating Funds (000’s)
$12,697

- Revenues $1,375
- Federal $9,063
- State $1,610
- Local $649

Expense includes ADA and DAS complementary expense.
Revenue includes ADA and DAS complementary revenue.

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 886,026
Senior Passengers: 139,796
Revenue Vehicle Miles: 1,751,381
Revenue Vehicle Hours: 125,420

Act 44 Operating Assistance
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Other Alternative Fuel Motor Bus: 3
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Operating Expense (000’s)
$12,697

- Operator Salaries & Wages $3,740
- Fringes $3,108
- Fuel $1,000
- Maint. $557
- Other $1,312
- Other Salaries & Wages $2,980

Operating Funds (000’s)
$12,697

- Revenues $1,375
- Federal $9,063
- State $1,610
- Local $649

Expense includes ADA and DAS complementary expense.
Revenue includes ADA and DAS complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Central Pennsylvania Transportation Authority (CPTA)

Operating Profiles

Agency Service Area

Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Revenue Vehicle Miles (000’s)

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

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

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

Trip Information
65+ Trips: 139,910
PwD Trips: 30,957
Other Shared-Ride Trips: 45,924
Total Shared-Ride Trips: 216,791
Total Escorts: 15,175
Non-Public Trips: 124,098

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

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

Current Fare Information
Average Shared-Ride Fare: $20.03
Average Shared-Ride Cost per Trip: $31.06
Implementation Date: July 2020

Vehicles Operated in Maximum Service
Community Transportation: 179

COMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$13,503
Shared-Ride Admin 6%
Shared-Ride Operating 44%
Exclusive Human Service Program Contracts 50%

Operating Funds (000’s)
$14,503
MATP 51%
Area Agency on Aging 2%
PwD Program 6%
Lottery 16%
Passenger Fares 2%
Subsidy 16%
Other 4%

COMMUNITY TRANSPORTATION OPERATING BUDGET
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
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

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 722,732
Senior Passengers: 16,762
Revenue Vehicle Miles: 1,457,940
Revenue Vehicle Hours: 118,236

Act 44 Operating Assistance
Section 1513 Allocation: $7,630,856
Required Local Match: $669,108

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

Current Employees
Agency Full-Time: 161
Agency Part-Time: 3
Contractor Full-Time: 9
Contractor Part-Time: 3
System-Wide: 176

Current Fleet Size
CNG Motor Bus: 80
Diesel/Gasoline Paratransit Vehicle: 50
System-Wide: 130

URBAN OPERATING BUDGET

Operating Expense (000’s)
$13,960

- Operator Salaries & Wages $3,953
- Fringes $3,233
- Fuel Utilities $761
- Purchased Trans $204
- Maint. $773
- Other $1,324

Operating Funds (000’s)
$13,960

- State $5,312
- Local $647
- Federal $5,388
- Revenues $2,613

Expense includes ADA complementary and DAS expense.
Revenue includes ADA complementary and DAS revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Operational Profiles

Centre Area Transportation Authority (CATA)

Operative Expense Per Passenger

Revenue includes ADA complementary and DAS passengers.
Centre Area Transportation Authority (CATA)

**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

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

**Trip Information**
65+ Trips: 6,797
PwD Trips: See: Centre County
Other Shared-Ride Trips: 9
Total Shared-Ride Trips: 6,806
Total Escorts: 556

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

**Senate District**
Centre: 34

**Current Fare Information**
Average Shared-Ride Fare: $23.35
Average Shared-Ride Cost per Trip: $19.92
Fare Structure
Implementation Date: August 2021

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

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**COMMUNITY TRANSPORTATION OPERATING BUDGET**

<table>
<thead>
<tr>
<th>Operating Expense (000's)</th>
<th>Operating Funds (000's)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$898</td>
<td>$898</td>
</tr>
</tbody>
</table>

- **Shared-Ride Operating**: 95%
- **Shared-Ride Admin**: 5%
- **Subsidy**: 77%
- **Lottery**: 15%
- **Passenger Fares**: 8%
Centre Area Transportation Authority (CATA)

Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Shared-Ride Fare Recovery

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

65+ Shared-Ride Trips

PwD Shared-Ride Trips

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

Total Shared-Ride Trips
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: $19.63
Average Shared-Ride Cost per Trip: $37.14
Fare Structure
Implementation Date: October 2021

Trip Information
65+ Trips: 15,424
PwD Trips: 2,387
Other Shared-Ride Trips: 20,050
Total Shared-Ride Trips: 37,861
Total Escorts: 1,506
Non-Public Trips: 2,226

Vehicles Operated in Maximum Service
Community Transportation: 13

Centre County Office of Transportation

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000's)
$1,918

Operating Funds (000's)
$1,918

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared-Ride Admin</td>
<td>25%</td>
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<tr>
<td>Exclusive Human Service Program Contracts</td>
<td>27%</td>
</tr>
<tr>
<td>Shared-Ride Operating</td>
<td>48%</td>
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<tr>
<td>MATP</td>
<td>30%</td>
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<tr>
<td>MH/ID</td>
<td>7%</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>5%</td>
</tr>
<tr>
<td>PwD Program</td>
<td>3%</td>
</tr>
<tr>
<td>Lottery</td>
<td>13%</td>
</tr>
<tr>
<td>Passenger Fares</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Subsidy</td>
<td>30%</td>
</tr>
</tbody>
</table>

Other 13%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Clarion County Transportation

Community Transportation

Clarion County Transportation
338 Amsler Avenue, Suite 1
Shippenville, PA 16254
814-226-4000
Ms. Alizabeth Schmidt, 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: $39.05
Average Shared-Ride Cost per Trip: $43.02
Fare Structure
Implementation Date: July 2020

Trip Information
65+ Trips: 6,612
PwD Trips: 1,146
Other Shared-Ride Trips: 5,580
Total Shared-Ride Trips: 13,338

Vehicles Operated in Maximum Service
Community Transportation: 12

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$798

Operating Funds (000’s)
$828

Shared-Ride Admin 72%

Exclusive Human Service Program Contracts 28%

MATP 55%

PwD Program 5%

Lottery 26%

Passenger Fares 1%

MH/ID 4%

Area Agency on Aging 2%

Subsidy 2%

Other 5%

Passenger Fares 1%

Subsidy 2%

Other 5%

Passenger Fares 1%

Subsidy 2%

Other 5%

Passenger Fares 1%

Subsidy 2%

Other 5%

Passenger Fares 1%

Subsidy 2%

Other 5%

Passenger Fares 1%

Subsidy 2%

Other 5%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Community Transit of Delaware County

Community Transportation

Community Transit of Delaware County
2001 Industrial Highway
Eddystone, PA 19022-1513
610-490-3977
Mr. Nicholas Miccarelli, Executive Director
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%

Trip Information
65+ Trips: 36,691
PwD Trips: 325
Other Shared-Ride Trips: 36,534
Total Shared-Ride Trips: 73,550
Total Escorts: 2,476
Non-Public Trips: 146,566

Current Fare Information
Average Shared-Ride Fare: $36.45
Average Shared-Ride Cost per Trip: $54.76
Fare Structure Implementation Date: April 2018

Vehicles Operated in Maximum Service
Community Transportation: 29

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$8,864

- Shared-Ride Admin 15%
- Exclusive Human Service Program Contracts 54%
- Shared-Ride Operating 31%

Operating Funds (000’s)
$7,963*

- MATP 36%
- Area Agency on Aging <1%
- PwD Program <1%
- Lottery 14%
- Passenger Fares 1%
- Subsidy 7%
- Other 42%

*Deficit will be covered by CARES Act and other supplemental COVID-19 appropriated funds beyond the end of the fiscal year.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Shared-Ride Fare Recovery

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

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
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. Tim McGrath, Executive Director
www.coltsbus.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 427,003
Senior Passengers: 94,798
Revenue Vehicle Miles: 916,420
Revenue Vehicle Hours: 83,865

Act 44 Operating Assistance
Section 1513 Allocation: $7,562,994
Required Local Match: $797,033

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.

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

Senate District
Lackawanna: 22

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

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

Diesel/Gasoline Motor Bus: 32
Diesel/Gasoline Paratransit Vehicle: 31
System-Wide: 63

Current Fleet Size

URBAN OPERATING BUDGET

Operating Expense (000's)

$9,451

Federal $3,687
State $4,182
Local $852
Revenues $730

Operator Salaries & Wages $3,110
Other Salaries & Wages $1,733
Fringes $2,347
Fuel Util $514
Maint. $313
Purchased Trans $592
Other $842

Operating Funds (000's)

$9,451

Federal $3,687
State $4,182
Local $852
Revenues $730

Operator Salaries & Wages $3,110
Other Salaries & Wages $1,733
Fringes $2,347
Fuel Util $514
Maint. $313
Purchased Trans $592
Other $842
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Operating Expense Per Passenger

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
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. Tim McGrath, Executive Director
www.coltsbus.com

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

Senate District
Lackawanna: 22

Service Area Statistics (2010 Census)
Square Miles: 459
Population: 214,437
65+ Population: 37,895
% of Population 65 and older: 17.7%

Current Fare Information
Average Shared-Ride Fare: $25.99
Average Shared-Ride Cost per Trip: $59.99
Fare Structure
Implementation Date: February 2021

Trip Information
65+ Trips: 47,436
PwD Trips: 2,138
Other Shared-Ride Trips: 13,532
Total Shared-Ride Trips: 63,106
Non-Public Trips: 11,913

Vehicles Operated in Maximum Service
Community Transportation: 42

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$4,184
- Shared-Ride Admin 31%
- Exclusive Human Service Program Contracts 10%
- Shared-Ride Operating 59%

Operating Funds (000’s)
$4,247
- Subsidy 51%
- MATP 17%
- Area Agency on Aging 4%
- PwD Program 1%
- Lottery 25%
- Passenger Fares <1%
- Other 2%
- Exclusive Human Service Program Contracts 10%
- Shared-Ride Operating 59%
- Shared-Ride Admin 31%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 179,196
Senior Passengers: 44,210
Revenue Vehicle Miles: 451,827
Revenue Vehicle Hours: 27,436

Act 44 Operating Assistance
Section 1513 Allocation: $2,157,009
Required Local Match: $123,903

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

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

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

URBAN OPERATING BUDGET

Operating Expense (000's)
$3,265

Operating Funds (000's)
$3,265

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Operating Revenue Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
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

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%

Trip Information
65+ Trips: 15,985
PwD Trips: 3,536
Other Shared-Ride Trips: 6,134
Total Shared-Ride Trips: 25,655

Current Fare Information
Average Shared-Ride Fare: $20.97
Average Shared-Ride Cost per Trip: $47.07
Fare Structure
Implementation Date: July 2013

Vehicles Operated in Maximum Service
Community Transportation: 11

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $1,208

- Shared-Ride Operating 75%
- Shared-Ride Admin 25%

Operating Funds (000’s) $1,208

- Subsidy 55%
- MATP 4%
- Area Agency on Aging 1%
- PwD Program 6%
- Lottery 23%
- Passenger Fares 5%
- Other <1%
- MH/ID 6%
County of Lebanon Transit Authority (COLT/LT)

Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Crawford Area Transportation Authority (CATA)

Service Area Statistics (2010 Census)
Square Miles: 112
Population: 53,819

Act 44 Fixed Route Distribution Factors
Total Passengers: 179,628
Senior Passengers: 31,529
Revenue Vehicle Miles: 476,019
Revenue Vehicle Hours: 26,900

Act 44 Operating Assistance
Section 1513 Allocation: $1,517,925
Required Local Match*: $78,512

*CATA was approved for a local match waiver due to regional consolidation savings, reducing required local match to $0.

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

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

RURAL OPERATING BUDGET

Operating Expense (000’s)
$2,418

- Operator Salaries & Wages $409
- Fringes $492
- Maint. $156
- Fuel Util $146
- Other $411

Operating Funds (000’s)
$2,418

- State $4
- Local $12
- Revenues $273
- Federal $2,129

Expense includes ADA complimentary expense.
Revenue includes ADA complimentary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

### Agency Service Area

![Agency Service Area Map]

### Total Passengers (000's)

<table>
<thead>
<tr>
<th>Year</th>
<th>Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY16-17</td>
<td>350</td>
</tr>
<tr>
<td>FY17-18</td>
<td>275</td>
</tr>
<tr>
<td>FY18-19</td>
<td>220</td>
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<tr>
<td>FY19-20</td>
<td>185</td>
</tr>
<tr>
<td>FY20-21</td>
<td>150</td>
</tr>
</tbody>
</table>

### Revenue Vehicle Hours (000's)

<table>
<thead>
<tr>
<th>Year</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY16-17</td>
<td>40</td>
</tr>
<tr>
<td>FY17-18</td>
<td>35</td>
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<tr>
<td>FY18-19</td>
<td>30</td>
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<tr>
<td>FY19-20</td>
<td>25</td>
</tr>
<tr>
<td>FY20-21</td>
<td>20</td>
</tr>
</tbody>
</table>

### Revenue Vehicle Miles (000's)

<table>
<thead>
<tr>
<th>Year</th>
<th>Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY16-17</td>
<td>600</td>
</tr>
<tr>
<td>FY17-18</td>
<td>550</td>
</tr>
<tr>
<td>FY18-19</td>
<td>500</td>
</tr>
<tr>
<td>FY19-20</td>
<td>450</td>
</tr>
<tr>
<td>FY20-21</td>
<td>400</td>
</tr>
</tbody>
</table>

### Total Ridership Per Revenue Vehicle Hour

<table>
<thead>
<tr>
<th>Year</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY16-17</td>
<td>12</td>
</tr>
<tr>
<td>FY17-18</td>
<td>10</td>
</tr>
<tr>
<td>FY18-19</td>
<td>8</td>
</tr>
<tr>
<td>FY19-20</td>
<td>6</td>
</tr>
<tr>
<td>FY20-21</td>
<td>4</td>
</tr>
</tbody>
</table>

### Operating Expense Per Passenger

<table>
<thead>
<tr>
<th>Year</th>
<th>Expense</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY16-17</td>
<td>$6</td>
</tr>
<tr>
<td>FY17-18</td>
<td>$7</td>
</tr>
<tr>
<td>FY18-19</td>
<td>$8</td>
</tr>
<tr>
<td>FY19-20</td>
<td>$9</td>
</tr>
<tr>
<td>FY20-21</td>
<td>$10</td>
</tr>
</tbody>
</table>

### Operating Revenue Per Revenue Vehicle Hour

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY16-17</td>
<td>$60</td>
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<tr>
<td>FY17-18</td>
<td>$80</td>
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<td>FY18-19</td>
<td>$100</td>
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<tr>
<td>FY19-20</td>
<td>$120</td>
</tr>
<tr>
<td>FY20-21</td>
<td>$140</td>
</tr>
</tbody>
</table>

Passengers include ADA complementary passengers.
Community Transportation

Crawford Area Transportation Authority (CATA)
214 Pine Street
Meadville, PA 16335
814-336-5600
Mr. Timothy Geibel, General Manager
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: $16.91
Average Shared-Ride Cost per Trip: $29.23
Fare Structure
Implementation Date: July 2018

Trip Information
65+ Trips: 24,624
PwD Trips: 1,398
Other Shared-Ride Trips: 19,908
Total Shared-Ride Trips: 45,930
Total Escorts: 4,120
Non-Public Trips: 22,081

Vehicles Operated in Maximum Service
Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000's)
$1,817

Operating Funds (000's)
$1,817
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Endless Mountains Transportation Authority (EMTA)

Rural System

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 51,692
Senior Passengers: 8,739
Revenue Passenger Miles: 499,234
Revenue Vehicle Hours: 22,629

Act 44 Operating Assistance
Section 1513 Allocation: $1,148,978
Required Local Match: $76,477

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

Senate District
Bradford: 23
Sullivan: 23
Tioga: 25

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

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

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

RURAL OPERATING BUDGET

Operating Expense (000's)
$1,653

- Operator Salaries & Wages $591
- Maint. $76
- Fuel Utils $187
- Fringes $321
- Other $304

Operating Funds (000's)
$1,653

- Revenues $118
- Federal $1,402
- State $51
- Local $82

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Endless Mountains Transportation Authority (EMTA)

Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Revenue Vehicle Miles (000’s)

Passengers include ADA complementary passengers.

Pennsylvania Public Transportation Performance Report – Fiscal Year 2020-21
Community Transportation

Endless Mountains Transportation Authority (EMTA)
27824 Route 220
Athens, PA 18810
570-888-8713
Mr. Adam Winder, General Manager
www.gobesttransit.com

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

Trip Information
- 65+ Trips: 19,738
- PwD Trips: 4,166
- Other Shared-Ride Trips: 20,076
- Total Shared-Ride Trips: 43,980
- Total Escorts: 8,859
- Non-Public Trips: 2,291

Current Fare Information
- Average Shared-Ride Fare: $34.00
- Average Shared-Ride Cost per Trip: $67.63
- Fare Structure Implementation Date: February 2018

Vehicles Operated in Maximum Service
- Community Transportation: 39

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$3,780

- Shared-Ride Operating: 55%
- Shared-Ride Admin: 24%
- Exclusive Human Service Program Contracts: 21%

Operating Funds (000’s)
$3,780

- MATP: 40%
- Subsidy: 35%
- Passenger Fares: 15%
- Lottery: 15%
- PwD Program: 3%
- Area Agency on Aging: 2%
- MH/ID: 2%
- Other: 2%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Erie Metropolitan Transit Authority (EMTA)

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 769,695
Senior Passengers: 105,212
Revenue Vehicle Miles: 1,482,415
Revenue Vehicle Hours: 104,151

Act 44 Operating Assistance
Section 1513 Allocation: $10,882,308
Required Local Match: $1,153,888

Current Employees
Agency Full-Time: 179
Agency Part-Time: 11
System-Wide: 190

Current Fleet Size
Diesel/Gasoline Motor Bus: 49
CNG Motor Bus: 31
Diesel/Gasoline Paratransit Vehicle: 45
System-Wide: 125

URBAN & RURAL OPERATING BUDGET

Operating Expense (000's)
$14,798

- Operator Salaries & Wages $5,059
- Other Salaries & Wages $2,994
- Fringes $3,594
- Fuel Util $639
- Maint $1,459
- Other $1,051

Operating Funds (000's)
$14,798

- State $4,529
- Federal $7,628
- Local $1,173
- Revenues $1,468

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Agency Service Area**

### Total Passengers (000's)

- FY16-17: 3,000
- FY17-18: 2,500
- FY18-19: 2,000
- FY19-20: 1,500
- FY20-21: 1,000

### Revenue Vehicle Hours (000's)

- FY16-17: 210
- FY17-18: 180
- FY18-19: 150
- FY19-20: 120
- FY20-21: 90

### Revenue Vehicle Miles (000's)

- FY16-17: 3,000
- FY17-18: 2,500
- FY18-19: 2,000
- FY19-20: 1,500
- FY20-21: 1,000

### Total Ridership Per Revenue Vehicle Hour

- FY16-17: 18
- FY17-18: 15
- FY18-19: 12
- FY19-20: 9
- FY20-21: 6

### Operating Revenue Per Revenue Vehicle Hour

- FY16-17: $0
- FY17-18: $5
- FY18-19: $10
- FY19-20: $15
- FY20-21: $20

### Operating Expense Per Revenue Vehicle Hour

- FY16-17: $0
- FY17-18: $5
- FY18-19: $10
- FY19-20: $15
- FY20-21: $20

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

Service Area Statistics (2010 Census)
Square Miles: 802
Population: 280,566
65+ Population: 40,824
% of Population 65 and older: 14.6%

Trip Information
65+ Trips: 27,445
PwD Trips: 858
Other Shared-Ride Trips: 39,512
Total Shared-Ride Trips: 67,815
Total Escorts: 8,433
Non-Public Trips: 2,763

Current Fare Information
Average Shared-Ride Fare: $22.18
Average Shared-Ride Cost per Trip: $49.97
Fare Structure
Implementation Date: July 2018

Vehicles Operated in Maximum Service
Community Transportation: 42

Operating Expense (000’s)
$3,540

Operating Funds (000’s)
$3,540

Operating Expense:
- Shared-Ride Operating 71%
- Shared-Ride Admin 25%
- Exclusive Human Service Program Contracts 4%

Operating Funds:
- MATP 34%
- Area Agency on Aging 2%
- PwD Program <1%
- Lottery 14%
- Passenger Fares 1%
- Other 2%
- Subsidy 47%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Fayette Area Coordinated Transportation (FACT)

Service Area Statistics (2010 Census)
Square Miles: 790
Population: 136,606

Act 44 Fixed Route Distribution Factors
Total Passengers: 65,496
Senior Passengers: 10,910
Revenue Vehicle Miles: 463,442
Revenue Vehicle Hours: 25,370

Act 44 Operating Assistance
Section 1513 Allocation: $1,326,436
Required Local Match: $198,965

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

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

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

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.

Fayette Area Coordinated Transportation (FACT)
825 Airport Road
Lemont Furnace, PA 15456
724-628-7532
Mr. Jimmie Lane, Director
www.factbus.com

House District
Fayette: 49, 50, 51, 52

Senate District
Fayette: 32

Operating System

URBAN OPERATING BUDGET

Operating Expense (000's)
$1,659

- Operator Salaries & Wages $411
- Fringes $405
- Fuel Util $243
- Maint $112
- Other $228

Operating Funds (000's)
$1,659

- Federal $1,315
- State $41
- Local $202
- Revenues $101

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Operating Expense Per Passenger

Passengers include ADA complementary passengers.
Fayette Area Coordinated Transportation (FACT)

**Community Transportation**

**Fayette Area Coordinated Transportation (FACT)**
825 Airport Road
Lemont Furnace, PA 15456
724-628-7532
Mr. Jimmie Lane, Director
www.factbus.com

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

**Trip Information**
- 65+ Trips: 21,126
- PwD Trips: 3,531
- Other Shared-Ride Trips: 42,916
- Total Shared-Ride Trips: 67,573
- Total Escorts: 6,121
- Non-Public Trips: 44

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

**Senate District**
Fayette: 32

**Current Fare Information**
- Average Shared-Ride Fare: $21.73
- Average Shared-Ride Cost per Trip: $29.01
- Fare Structure
  - Implementation Date: July 2020

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

### COMMUNITY TRANSPORTATION OPERATING BUDGET

**Operating Expense (000’s)**

- Shared-Ride Operating: 83%
- Shared-Ride Admin: 4%
- Exclusive Human Service Program Contracts: 13%
- Passenger Fares: 2%
- Lottery: 17%
- Subsidy: 16%
- Other: 2%

**Operating Funds (000’s)**

- MATP: 59%
- Area Agency on Aging: 1%
- PwD Program: 3%
- Lottery: 17%
- Passenger Fares: 2%
- Subsidy: 16%
- Other: 2%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Forest County Transportation

Community Transportation

Forest County Transportation
128 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: $24.90
Average Shared-Ride Cost per Trip: $34.89
Fare Structure
Implementation Date: January 2015

Trip Information
65+ Trips: 11,671
PwD Trips: 947
Other Shared-Ride Trips: 524
Total Shared-Ride Trips: 13,142
Total Escorts: 477
Non-Public Trips: 2,070

Vehicles Operated in Maximum Service
Community Transportation: 15

Operating Expense (000’s)
$513

Operating Funds (000’s) $483*

Shared-Ride
Admin 16%
Exclusive Human
Service Program
Contracts 11%
Shared-Ride
Operating 73%

PwD Program 4%
Lottery 49%
Area Agency on
Aging 7%
MATP 22%
Passenger
Fares 2%
Other 16%

*Deficit will be partially covered by CARES Act funds applied in FY21-22
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Greene County Transportation

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

**Trip Information**
- 65+ Trips: 7,226
- PwD Trips: 2,830
- Other Shared-Ride Trips: 14,691
- Total Shared-Ride Trips: 24,747
- Total Escorts: 3,061
- Non-Public Trips: 414

**Current Fare Information**
- Average Shared-Ride Fare: $27.46
- Average Shared-Ride Cost per Trip: $39.82
- Fare Structure Implementation Date: June 2015

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

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

**Operating Expense (000’s)**
- $1,220

- Shared-Ride Operating: 67%
- Shared-Ride Admin: 14%
- Exclusive Human Service Program Contracts: 19%

**Operating Funds (000’s)**
- $1,220

- MATP: 53%
- Other: 2%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

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

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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 130,183
Senior Passengers: 41,403
Revenue Vehicle Miles: 380,980
Revenue Vehicle Hours: 28,462

Act 44 Operating Assistance
Section 1513 Allocation: $2,174,972
Required Local Match: $180,036

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

Current Employees
Agency Full-Time: 5
Agency Part-Time: 0
Contractor Full-Time: 17
Contractor Part-Time: 5
System-Wide: 27

Current Fleet Size
Diesel/Gasoline Motor Bus: 5
Diesel/Gasoline Paratransit Vehicle: 3
CNG Motor Bus: 7
System-Wide: 15

Urban System

Urban Operating Budget

Operating Expense (000's)
$2,672

| Item                  | Amount 
|----------------------|--------
| Other Salaries & Wages | $221   
| Fringes              | $99    
| Fuel Util.           | $372   
| Maint.               | $12    
| Purchased Trans      | $1,716 

Operating Funds (000's)
$2,672

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>$2,085</td>
</tr>
</tbody>
</table>
| Local                | $180   
| Federal              | $249   
| Revenues             | $158   |

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

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

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: $20.85
Average Shared-Ride Cost per Trip: $39.49
Fare Structure
Implementation Date: April 2018

Trip Information
65+ Trips: 26,410
PwD Trips: 4,297
Other Shared-Ride Trips: 11,295
Total Shared-Ride Trips: 42,002
Total Escorts: 1,629

Vehicles Operated in Maximum Service
Community Transportation: 23

<table>
<thead>
<tr>
<th>COMMUNITY TRANSPORTATION OPERATING BUDGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Expense (000’s)</td>
</tr>
<tr>
<td>Operating Funds (000’s)</td>
</tr>
</tbody>
</table>

Shared-Ride Operating 67%
Shared-Ride Admin 33%
Passenger Fares 4%
Lottery 23%
Subsidy 37%
PwD Program 4%
MATP 10%
Other 22%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Agency Service Area**

**Shared-Ride Fare Recovery**

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

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**
## 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)

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

### Act 44 Fixed Route Distribution Factors
- **Total Passengers:** 118,555
- **Senior Passengers:** 16,783
- **Revenue Vehicle Miles:** 378,636
- **Revenue Vehicle Hours:** 27,568

### Act 44 Operating Assistance
- **Section 1513 Allocation:** $1,855,439
- **Required Local Match:** $72,936

### Current Fare Information
- **Fixed Route Base:** $1.50
- **Last Base Fare Increase:** July 2020

### Current Employees
- **Agency Full-Time:** 47
- **Agency Part-Time:** 3
- **System-Wide:** 50

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

### Operating Expense (000’s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator Salaries &amp; Wages</td>
<td>$761</td>
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<tr>
<td>Fuel Utils</td>
<td>$120</td>
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<tr>
<td>Maint.</td>
<td>$137</td>
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<tr>
<td>Other</td>
<td>$196</td>
</tr>
<tr>
<td>Fringes</td>
<td>$555</td>
</tr>
<tr>
<td>Other Salaries &amp; Wages</td>
<td>$683</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$2,452</strong></td>
</tr>
</tbody>
</table>

*Expense includes ADA complementary expense.*

### Operating Funds (000’s)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal</td>
<td>$698</td>
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<tr>
<td>Revenues</td>
<td>$365</td>
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<tr>
<td>Local</td>
<td>$73</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$2,452</strong></td>
</tr>
</tbody>
</table>

*Revenue includes ADA complementary revenue.*
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

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

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

Trip Information
65+ Trips: 10,951
PwD Trips: 1,073
Other Shared-Ride Trips: 4,640
Total Share-Ride Trips: 16,664
Total Escorts: 669
Non-Public Trips: 8,611

Current Fare Information
Average Shared-Ride Fare: $22.71
Average Shared-Ride Cost per Trip: $33.16
Fare Structure
Implementation Date: July 2021

Vehicles Operated in Maximum Service
Community Transportation: 6

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$899
Shared-Ride Admin 20%
Exclusive Human Service Program Contracts 39%
Shared-Ride Operating 41%

Operating Funds (000’s)
$914
MATP 50%
Area Agency on Aging 4%
PwD Program 3%
Passenger Fares 1%
Lottery 23%
Subsidy 10%
Other 9%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
Lehigh and Northampton Transportation Authority (LANTA)

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

Service Area Statistics (2010 Census)
Square Miles: 324
Population: 533,100

Act 44 Fixed Route Distribution Factors
Total Passengers: 2,672,391
Senior Passengers: 380,335
Revenue Vehicle Miles: 3,497,390
Revenue Vehicle Hours: 268,097

Act 44 Operating Assistance
Section 1513 Allocation: $19,084,811
Required Local Match: $1,108,366

Urban System

Operating Expense (000’s)
$32,352

- Operator Salaries & Wages $10,397
- Other Salaries & Wages $4,882
- Fringes $8,271
- Fuel $1,967
- Maint. $1,276
- Purchased Trans $1,932
- Other $3,627

Expense includes DAS and ADA complementary expense.

Operating Funds (000’s)
$32,352

- Federal $17,657
- State $11,488
- Local $1,108
- Revenues $2,099

Revenue includes DAS and ADA complementary revenue.

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

Current Fare Information
Fixed Route Base: $2.00
Last Base Fare Increase: April 2007

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

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

Urban Operating Budget
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Total Ridership Per Revenue Vehicle Hour

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Operating Expense Per Passenger

Passengers include DAS and ADA complementary passengers.
Community Transportation

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

Trip Information
65+ Trips: 53,723
PwD Trips: 4,754
Other Shared-Ride Trips: 39,034
Total Shared-Ride Trips: 97,511
Total Escorts: 17,597

Current Fare Information
Average Shared-Ride Fare: $34.69
Average Shared-Ride Cost per Trip: $41.21
Fare Structure
Implementation Date: April 2020

Vehicles Operated in Maximum Service
Community Transportation: 8

Lehigh and Northampton Transportation Authority

Community Transportation OPERATING BUDGET

Operating Expense (000’s) $6,499

Operating Funds (000’s) $6,499

Shared-Ride Operating 51%
Shared-Ride Admin 11%
Exclusive Human Service Program Contracts 38%

Passenger Fares 3%
Lottery 23%
Subsidy 25%
PwD Program 3%
Area Agency on Aging <1%
MATP 41%

Lehigh and Northampton Transportation Authority (LANTA)
1060 Lehigh Street
Allentown, PA 18103
610-435-4052
Mr. Owen O’Neil, Executive Director
www.lantabus.com

House District
Lehigh: 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%

Trip Information
65+ Trips: 53,723
PwD Trips: 4,754
Other Shared-Ride Trips: 39,034
Total Shared-Ride Trips: 97,511
Total Escorts: 17,597

Current Fare Information
Average Shared-Ride Fare: $34.69
Average Shared-Ride Cost per Trip: $41.21
Fare Structure
Implementation Date: April 2020

Vehicles Operated in Maximum Service
Community Transportation: 8

Lehigh and Northampton Transportation Authority

Community Transportation OPERATING BUDGET

Operating Expense (000’s) $6,499

Operating Funds (000’s) $6,499

Shared-Ride Operating 51%
Shared-Ride Admin 11%
Exclusive Human Service Program Contracts 38%

Passenger Fares 3%
Lottery 23%
Subsidy 25%
PwD Program 3%
Area Agency on Aging <1%
MATP 41%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Urban System

Luzerne County Transportation Authority (LCTA)
315 Northamptton Street
Kingston, PA 18704
570-288-9356
Mr. Robert Fiume, Executive Director
www.lctabus.com

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

Act 44 Fixed Route Distribution Factors
- Total Passengers: 770,617
- Senior Passengers: 68,029
- Revenue Vehicle Miles: 1,349,164
- Revenue Vehicle Hours: 96,316

Act 44 Operating Assistance
- Section 1513 Allocation: $6,411,756
- Required Local Match: $682,929

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

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

Current Fleet Size
- Diesel/Gasoline Motor Bus: 6
- Hybrid Diesel/Electric Motor Bus: 15
- CNG Motor Bus: 19
- Diesel/Gasoline Paratransit Vehicle: 51
- System-Wide: 91

URBAN OPERATING BUDGET

Operating Expense (000's)
$10,566
- Operator Salaries & Wages $3,303
- Fringes $3,671
- Fuel Util $575
- Maint. $635
- Other $535
- Other Salaries & Wages $1,847

Operating Funds (000's)
$10,566
- Revenues $194
- Federal $3,899
- Local $683
- State $5,790

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Agency Service Area**

**Total Passengers (000's)**

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

**Operating Revenue Per Revenue Vehicle Hour**

**Operating Expense Per Revenue Vehicle Hour**

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

**Operating Expense Per Passenger**

**Total Ridership Per Revenue Vehicle Hour**

Passengers include ADA complementary passengers.
Community Transportation

Luzerne County Transportation Authority (LCTA)
315 Northampton Street
Kingston, PA 18704
570-288-9356
Mr. Robert Fiume, Executive Director
www.lctabus.com

Service Area Statistics (2010 Census)
Square Miles: 906
Population: 318,564
65+ Population: 56,704
% of Population 65 and older: 17.8%

Trip Information
65+ Trips: 18,336
PwD Trips: 790
Other Shared-Ride Trips: 32,019
Total Shared-Ride Trips: 51,145
Total Escorts: 3,578
Non-Public Trips: 10,114

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

Senate District
Luzerne: 14, 20, 22, 27

Current Fare Information
Average Shared-Ride Fare: $23.20
Average Shared-Ride Cost per Trip: $59.48
Fare Structure Implementation Date: December 2018

Vehicles Operated in Maximum Service
Community Transportation: 45

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$3,473

Operating Funds (000’s)
$3,473

Shared-Ride Operating 71%
Shared-Ride Admin 17%
Exclusive Human Service Program Contracts 12%

MATP 32%
MH/ID 2%
Area Agency on Aging <1%
PwD Program <1%
Lottery 10%
Passenger Fares 1%
Subsidy 52%
Other 2%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Mercer County Regional Council of Governments (MCRCOG)

Urban System

Mercer County Regional Council of Governments (MCRCOG-SVSS/MCCT)
2495 Highland Road
Hermitage, PA 16148
724-981-1561, ext. 3103
Ms. Jill Boozer, Executive Director
www.mcrcog.com

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 45,161
Senior Passengers: 7,692
Revenue Vehicle Miles: 177,779
Revenue Vehicle Hours: 14,178

Act 44 Operating Assistance
Section 1513 Allocation: $868,430
Required Local Match: $71,522

House District
Mercer: 7, 8, 17

Senate District
Mercer: 50

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

Current Employees
Agency Full-Time: 9
Agency Part-Time: 6
System-Wide: 15

Current Fleet Size
Diesel/Gasoline Motor Bus: 6
CNG Motor Bus: 1
Diesel/Gasoline Paratransit Vehicle: 26
System-Wide: 33

Urban Operating Budget

Operating Expense (000's)
$1,283

- Operator Salaries & Wages $215
- Fuel Utils $109
- Fringes $180
- Maint. $250
- Other Salaries & Wages $351
- Other $178
- Other $178

Operating Funds (000's)
$1,283

- Local $72
- Federal $261
- Revenues $82
- State $868

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

agency Service Area

Operational profiles

Revenue Vehicle Hours (000’s)

Total Passengers (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Revenue Vehicle Miles (000’s)

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Mercer County Regional Council of Governments (MCRCOG-SVSS/MCCT)

2495 Highland Road
Hermitage, PA 16148
724-981-1561
Ms. Jill Boozer, Executive Director
www.mcrcog.com

Service Area Statistics (2010 Census)
Square Miles: 672
Population: 116,638
65+ Population: 21,556
% of Population 65 and older: 18.5%

Trip Information
65+ Trips: 24,680
PwD Trips: 2,230
Other Shared-Ride Trips: 26,400
Total Shared-Ride Trips: 53,310
Total Escorts: 3,126
Non-Public Trips: 4,193

Current Fare Information
Average Shared-Ride Fare: $20.80
Average Shared-Ride Cost per Trip: $29.46
Fare Structure
Implementation Date: July 2016

Vehicles Operated in Maximum Service
Community Transportation: 27

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,646

Operating Funds (000’s)
$1,150*

*Deficit will be covered by CARES Act funds beyond the end of the fiscal year
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
### 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

- **House District**
  - Armstrong: 55, 60, 63

- **Senate District**
  - Armstrong: 41

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

#### Act 44 Fixed Route Distribution Factors
- Total Passengers: 23,708
- Senior Passengers: 6,723
- Revenue Vehicle Miles: 78,218
- Revenue Vehicle Hours: 4,714

#### Act 44 Operating Assistance
- Section 1513 Allocation: $656,993
- Required Local Match: $51,462

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

#### Current Employees
- Agency Full-Time: 12
- Agency Part-Time: 3
- System-Wide: 15

#### Current Fleet Size
- Diesel/Gasoline Motor Bus: 9
- Diesel/Gasoline Paratransit Vehicle: 13
- System-Wide: 22

### RURAL OPERATING BUDGET

#### Operating Expense (000's)
- **$539**
  - Other Salaries & Wages: $157
  - Operator Salaries & Wages: $129
  - Fringes: $81
  - Fuel Util: $54
  - Maint.: $29
  - Other: $89

#### Operating Funds (000's)
- **$539**
  - Revenues: $34
  - Federal: $454
  - Local: $51

Expense includes ADA complementary expense. Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Passengers include ADA complementary passengers.
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

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%

Trip Information
65+ Trips: 5,088
PwD Trips: 899
Other Shared-Ride Trips: 1,165
Total Shared-Ride Trips: 7,152
Total Escorts: 213

Current Fare Information
Average Shared-Ride Fare: $23.11
Average Shared-Ride Cost per Trip: $70.56
Fare Structure
Implementation Date: July 2019

Vehicles Operated in Maximum Service
Community Transportation: 8

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000's)
$505
- Shared-Ride Admin 59%
- Shared-Ride Operating 41%

Operating Funds (000's)
$505
- Subsidy 67%
- Passenger Fares 2%
- Lottery 19%
- PwD Program 4%
- Area Agency on Aging 3%
- MATP 4%
- Other <1%
- MH/ID 1%

Passenger Fares
PwD Program
Lottery
MH/ID
MATP
Area Agency on Aging
Subsidy

Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
## 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

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

### Act 44 Fixed Route Distribution Factors
- Total Passengers: 153,820
- Senior Passengers: 21,183
- Revenue Vehicle Miles: 708,088
- Revenue Vehicle Hours: 42,358

### Act 44 Operating Assistance
- Section 1513 Allocation: $3,173,216
- Required Local Match: $85,077

### House District
- Washington: 39, 49, 50
- Westmoreland: 58

### Senate District
- Washington: 46
- Westmoreland: 32

### Current Fare Information
- Fixed Route Base: $2.00
- Last Base Fare Increase: January 2018

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

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

## URBAN OPERATING BUDGET

### Operating Expense (000's)

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Amount ($1000s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Wages</td>
<td>$196</td>
</tr>
<tr>
<td>Fringes</td>
<td>$88</td>
</tr>
<tr>
<td>Fuel &amp; Utilities</td>
<td>$260</td>
</tr>
<tr>
<td>Maint.</td>
<td>$244</td>
</tr>
<tr>
<td>Purchased Trans</td>
<td>$3,682</td>
</tr>
<tr>
<td>Other</td>
<td>$414</td>
</tr>
</tbody>
</table>

**Total Operating Expense:** $4,884

*Expense includes ADA complementary expense.*

### Operating Funds (000's)

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount ($1000s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>$3,307</td>
</tr>
<tr>
<td>Local</td>
<td>$85</td>
</tr>
<tr>
<td>Federal</td>
<td>$960</td>
</tr>
<tr>
<td>Revenues</td>
<td>$532</td>
</tr>
</tbody>
</table>

**Total Operating Funds:** $4,884

*Revenue includes ADA complementary revenue.*
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Mid Mon Valley Transit Authority (MMVTA)

Agency Service Area

Total Passengers (000's)

Revenue Vehicle Hours (000's)

Revenue Vehicle Miles (000's)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
**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

**House District**
Monroe: 115, 176, 189

**Senate District**
Monroe: 22, 40

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

**Act 44 Fixed Route Distribution Factors**
Total Passengers: 145,353
Senior Passengers: 19,296
Revenue Vehicle Miles: 393,449
Revenue Vehicle Hours: 22,423

**Act 44 Operating Assistance**
Section 1513 Allocation: $2,232,507
Required Local Match: $188,888

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

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

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

---

**URBAN & RURAL OPERATING BUDGET**

**Operating Expense (000's)**
$2,981

- Operator Salaries & Wages $685
- Fringes $655
- Fuel Util $222
- Maint. $184
- Other $416
- Other Salaries & Wages $819

Expenses include ADA complementary expense.

**Operating Funds (000's)**
$2,981

- Revenues $2,537
- Local $229
- Federal $215

Revenues include ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Monroe County Transportation Authority (MCTA)

Passengers include ADA complementary passengers.
Community Transportation

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

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

Trip Information
65+ Trips: 24,259
PwD Trips: 10,739
Other Shared-Ride Trips: 11,542
Total Shared-Ride Trips: 46,540
Total Escorts: 1,151
Non-Public Trips: 9,526

CURRENT FARE INFORMATION

Average Shared-Ride Fare: $23.59
Average Shared-Ride Cost per Trip: $41.53
Fare Structure
Implementation Date: August 2018

House District
Monroe: 115, 176, 189

Senate District
Monroe: 22, 40

Vehicles Operated in Maximum Service
Community Transportation: 18

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$2,099

Operating Funds (000’s)
$2,099
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
New Castle Area Transit Authority (NCATA)

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

House District
Lawrence: 9, 10, 17

Senate District
Lawrence: 47

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 307,934
Senior Passengers: 50,266
Revenue Vehicle Miles: 869,352
Revenue Vehicle Hours: 48,962

Act 44 Operating Assistance
Section 1513 Allocation: $4,782,817
Required Local Match: $256,405

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

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

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

RURAL OPERATING BUDGET

Operating Expense (000’s)
$6,406

Operating Funds (000’s)
$6,406

Expense includes ADA complementary expense.

Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Agency Service Area**

**Total Passengers (000's)**

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

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

**Operating Expense Per Passenger**

**Operating Revenue Per Revenue Vehicle Hour**

**Operating Expense Per Revenue Vehicle Hour**

**Total Ridership Per Revenue Vehicle Hour**

Passengers include ADA complementary passengers.
Community Transportation

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: $22.33
Average Shared-Ride Cost per Trip: $45.03
Fare Structure
Implementation Date: March 2016

Trip Information*
65+ Trips: 11,183
PwD Trips: 2,582
Other Shared-Ride Trips: 2,671
Total Shared-Ride Trips: 16,626
Total Escorts: 879

Vehicles Operated in Maximum Service
Community Transportation: 15

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

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $908
- Shared-Ride Admin 39%
- Exclusive Human Service Program Contracts 18%
- Shared-Ride Operating 43%

Operating Funds (000’s) $908
- MATP 21%
- PwD Program 5%
- Lottery 23%
- Passenger Fares 3%
- Area Agency on Aging 2%
- Subsidy 46%
- MATP 21%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Urban System

Pottstown Area Rapid Transit (PART)
902 Farmington Avenue
Pottstown, PA 19464
610-970-6511
Mr. Justin Keller, Borough Manager
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

Act 44 Fixed Route Distribution Factors
Total Passengers: 133,932
Senior Passengers: 23,515
Revenue Vehicle Miles: 291,787
Revenue Vehicle Hours: 21,952

Act 44 Operating Assistance
Section 1513 Allocation: $1,406,875
Required Local Match: $98,995

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

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

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

URBAN OPERATING BUDGET

Operating Expense (000's)
$2,374

Other Salaries & Wages $69
Fringes $36
Fuel Utils $114
Purchased Trans $2,086
Other $64

Operating Funds (000's)
$2,374

Federal $747
State $1,407
Local $99
Revenues $121

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Passengers include ADA complementary passengers.
ROVER Community Transportation

Community Transportation

ROVER Community Transportation
1002 South Chestnut Street
Downingtown, PA 19335
484-696-3854
Mr. Martyn Bradbury, General Manager

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

House District
Chester: 13, 26, 74, 155, 156, 157, 158, 160, 167

Senate District
Chester: 9, 19, 26, 44

Current Fare Information
Average Shared-Ride Fare: $23.61
Average Shared-Ride Cost per Trip: $30.15
Fare Structure Implementation Date: January 2021

Trip Information
65+ Trips: 38,831
PwD Trips: 14,325
Other Shared-Ride Trips: 14,987
Total Shared-Ride Trips: 68,143
Total Escorts: 707
Non-Public Trips: 41,102

Vehicles Operated in Maximum Service Community Transportation: 28

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$5,156
- Exclusive Human Service Program Contracts 60%
- Shared-Ride Operating 26%
- Shared-Ride Admin 14%

Operating Funds (000’s)
$5,766
- Area Agency on Aging 2%
- MATP 34%
- Lottery 12%
- Other 29%
- PwD Program 5%
- Passenger Fares 2%
- Subsidy 13%
- MH/ID 3%
- Other 29%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

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.
### Schuylkill Transportation System (STS)

**Rural System**

<table>
<thead>
<tr>
<th>Schuylkill Transportation System (STS)</th>
<th>House District</th>
</tr>
</thead>
<tbody>
<tr>
<td>252 Industrial Park Road</td>
<td>Schuylkill: 123, 124, 125</td>
</tr>
<tr>
<td>St. Clair, PA 17970</td>
<td>Senate District</td>
</tr>
<tr>
<td>670-429-2701</td>
<td>Schuylkill: 29</td>
</tr>
<tr>
<td>Mr. David Bekisz, Executive Director</td>
<td>Current Fare Information</td>
</tr>
<tr>
<td><a href="http://www.go-sts.com">www.go-sts.com</a></td>
<td>Fixed Route Base: $1.50</td>
</tr>
</tbody>
</table>

**Service Area Statistics (2010 Census)**

- Square Miles: 277
- Population: 97,441

**Act 44 Fixed Route Distribution Factors**

- Total Passengers: 121,639
- Senior Passengers: 32,936
- Revenue Vehicle Miles: 317,248
- Revenue Vehicle Hours: 18,834

**Act 44 Operating Assistance**

- Section 1513 Allocation: $1,747,300
- Required Local Match: $74,877

**Current Fleet Size**

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

**Current Employees**

- Agency Full-Time: 50
- Agency Part-Time: 12
- System-Wide: 62

**Service Area Statistics**

<table>
<thead>
<tr>
<th>Service Area Statistics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Square Miles: 277</td>
<td></td>
</tr>
<tr>
<td>Population: 97,441</td>
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</tr>
</tbody>
</table>

**Act 44 Fixed Route Distribution Factors**

- Total Passengers: 121,639
- Senior Passengers: 32,936
- Revenue Vehicle Miles: 317,248
- Revenue Vehicle Hours: 18,834

**Act 44 Operating Assistance**

- Section 1513 Allocation: $1,747,300
- Required Local Match: $74,877

**Current Fleet Size**

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

**Current Employees**

- Agency Full-Time: 50
- Agency Part-Time: 12
- System-Wide: 62

**RURAL OPERATING BUDGET**

<table>
<thead>
<tr>
<th>Operating Expense (000's)</th>
<th>Operating Funds (000's)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,147</td>
<td>$2,147</td>
</tr>
</tbody>
</table>

**Operating Expense (000's)**

- Operator Salaries & Wages: $536
- Other Salaries & Wages: $533
- Fringes: $548
- Fuel Utils: $179
- Maint: $191
- Other: $160
- Federal: $1,335

**Operating Funds (000's)**

- State: $589
- Federal: $1,335
- Local: $75
- Revenue: $148

Expense includes ADA complementary expense. Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Passengers include ADA complementary passengers.
**Community Transportation**

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

**Service Area Statistics (2010 Census)**
Square Miles: 778
Population: 148,289
65+ Population: 26,828
% of Population 65 and older: 18.1%

**Trip Information**
65+ Trips: 22,346
PwD Trips: 3,595
Other Shared-Ride Trips: 15,726
Total Shared-Ride Trips: 41,667
Total Escorts: 3,981
Non-Public Trips: 4,436

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

**Senate District**
Schuylkill: 29

**Current Fare Information**
Average Shared-Ride Fare: $24.63
Average Shared-Ride Cost per Trip: $50.63
Fare Structure
Implementation Date: October 2020

**Vehicles Operated in Maximum Service**
Community Transportation: 26

**COMMUNITY TRANSPORTATION OPERATING BUDGET**

<table>
<thead>
<tr>
<th>Operating Expense (000’s)</th>
<th>Operating Funds (000’s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,412</td>
<td>$2,412</td>
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</table>

- **Exclusive Human Service Program Contracts**
  12%

- **Shared-Ride Operating**
  68%

- **Shared-Ride Admin**
  20%

- **Other**
  5%

- **MATP**
  32%

- **Subsidy**
  36%

- **Passenger Fares**
  3%

- **Lottery**
  19%

- **PwD Program**
  3%

- **Area Agency on Aging**
  2%

- **Other**
  5%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Community Transportation

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

Service Area Statistics (2010 Census)
Square Miles: 1,075
Population: 77,742
65+ Population: 14,431
% of Population 65 and older: 18.6%

Trip Information
65+ Trips: 7,644
PwD Trips: 2,869
Other Shared-Ride Trips: 9,892
Total Shared-Ride Trips: 20,405
Total Escorts: 1,166
Non-Public Trips: 3,333

Current Fare Information
Average Shared-Ride Fare: $15.71
Average Shared-Ride Cost per Trip: $19.79
Fare Structure
Implementation Date: July 2017

Vehicles Operated in Maximum Service
Community Transportation: 18

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,573

Operating Funds (000’s)
$1,787

Exclusive Human Service Program Contracts 74%
PwD Program 2%
Lottery 10%
Passenger Fares 1%
Subsidy 4%
Other 4%
MATP 78%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Urban System

South Central Transit Authority (SCTA)
45 Erick Road
Lancaster, PA 17601
717-397-5613
Mr. Gregory C. Downing, Executive Director
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: $1.80
Last Base Fare Increase: January 2021

Act 44 Fixed Route Distribution Factors
Total Passengers: 2,822,706
Senior Passengers: 479,055
Revenue Vehicle Miles: 3,362,491
Revenue Vehicle Hours: 258,325

Act 44 Operating Assistance
Section 1513 Allocation: $17,665,076
Required Local Match: $749,902

Current Employees
Agency Full-Time: 251
Agency Part-Time: 23
Contractor Full-Time: 140
Contractor Part-Time: 34
System-Wide: 448

Current Fleet Size
Diesel/Gasoline Motor Bus: 93
Diesel/Gasoline Paratransit Vehicle: 126
System-Wide: 219

URBAN OPERATING BUDGET

Operating Expense (000’s)
$23,839

- Purchased Trans $15,127
- Maint. $2,223
- Fringes $1,056
- Fuel Utils $1,891
- Other Salaries & Wages $2,183
- Other $1,359

Operating Funds (000’s)
$23,839

- Federal $17,110
- State $2,163
- Local $820
- Revenues $3,746

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Community Transportation

South Central Transit Authority (SCTA)
45 Erick Road
Lancaster, PA 17601
717-397-5613
Mr. Gregory C. Downing, Executive Director
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%

Trip Information
65+ Trips: 87,043
PwD Trips: 8,663
Other Shared-Ride Trips: 96,147
Total Shared-Ride Trips: 191,853
Total Escorts: 22,312
Non-Public Trips: 20,423

CURRENT FARE INFORMATION
Average Shared-Ride Fare: $23.92
Average Shared-Ride Cost per Trip: $40.62
Fare Structure
Implementation Date: July 2017

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$8,582

- Shared-Ride Admin - 33%
- Exclusive Human Service Program Contracts - 9%
- Shared-Ride Operating - 58%

Operating Funds (000’s)
$8,532*

- Passengers Fares - 3%
- Lottery - 22%
- MATP - 31%
- MH/ID - <1%
- Area Agency on Aging - <1%
- PwD Program - 3%
- Subsidy - 31%
- Other - 10%

*Deficit will be covered by prior year retained earnings
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
STEP, Inc.

2138 Lincoln Street
Williamsport, PA 17701
570-326-0587
Mr. James Plankenhorn, President & CEO

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

Trip Information
65+ Trips: 23,074
PwD Trips: 4,338
Other Shared-Ride Trips: 26,601
Total Shared-Ride Trips: 54,013
Non-Public Trips: 9,153

Current Fare Information
Average Shared-Ride Fare: $25.00
Average Shared-Ride Cost per Trip: $38.06
Fare Structure
Implementation Date: April 2015

Vehicles Operated in Maximum Service
Community Transportation: 37

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $2,802

- Shared-Ride Operating 50%
- Exclusive Human Service Program Contracts 27%
- Shared-Ride Admin 23%

Operating Funds (000’s) $2,795*

- MATP 52%
- Lottery 16%
- Passenger Fares 2%
- Subsidy 16%
- MH/ID <1%
- Other 7%

*Deficit will be covered by CARES Act funds beyond the end of the fiscal year
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
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

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%

Trip Information
65+ Trips: 53,862
PwD Trips: 7,023
Other Shared-Ride Trips: 27,155
Total Shared-Ride Trips: 88,040
Total Escorts: 4,201
Non-Public Trips: 106,366

Current Fare Information
Average Shared-Ride Fare: $32.41
Average Shared-Ride Cost per Trip: $56.24
Fare Structure Implementation Date: July 2021

Vehicles Operated in Maximum Service
Community Transportation: 118

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$10,276

Operating Funds (000’s)
$10,367

Shared-Ride Admin 9%
Shared-Ride Operating 39%
Exclusive Human Service Program Contracts 52%

Area Agency on Aging 1%
PwD Program 2%
Lottery 14%
Passenger Fares 2%
Subsidy 3%
MATP 28%
Other 50%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Susquehanna-Wyoming County Transportation

Service Area Statistics (2010 Census)
- Square Miles: 1,228
- Population: 71,613
- 65+ Population: 12,373
- % of Population 65 and older: 17.3%

Trip Information
- 65+ Trips: 13,054
- PwD Trips: 4,643
- Other Shared-Ride Trips: 7,538
- Total Shared-Ride Trips: 25,235
- Non-Public Trips: 10,569

Current Fare Information
- Average Shared-Ride Fare: $34.89
- Average Shared-Ride Cost per Trip: $39.45
- Fare Structure Implementation Date: March 2019

Vehicles Operated in Maximum Service
- Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $1,455
- Shared-Ride Admin 29%
- Exclusive Human Service Program Contracts 32%
- Shared-Ride Operating 39%

Operating Funds (000’s) $1,455
- Lottery 25%
- MATP 55%
- PwD Program 8%
- Area Agency on Aging 3%
- Passenger Fares 2%
- Subsidy 5%
- Other 2%

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

Operational Profiles

Susquehanna-Wyoming County Transportation

Service Area Statistics (2010 Census)
- Square Miles: 1,228
- Population: 71,613
- 65+ Population: 12,373
- % of Population 65 and older: 17.3%

Trip Information
- 65+ Trips: 13,054
- PwD Trips: 4,643
- Other Shared-Ride Trips: 7,538
- Total Shared-Ride Trips: 25,235
- Non-Public Trips: 10,569

Current Fare Information
- Average Shared-Ride Fare: $34.89
- Average Shared-Ride Cost per Trip: $39.45
- Fare Structure Implementation Date: March 2019

Vehicles Operated in Maximum Service
- Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $1,455
- Shared-Ride Admin 29%
- Exclusive Human Service Program Contracts 32%
- Shared-Ride Operating 39%

Operating Funds (000’s) $1,455
- Lottery 25%
- MATP 55%
- PwD Program 8%
- Area Agency on Aging 3%
- Passenger Fares 2%
- Subsidy 5%
- Other 2%

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

Operational Profiles

Susquehanna-Wyoming County Transportation

Service Area Statistics (2010 Census)
- Square Miles: 1,228
- Population: 71,613
- 65+ Population: 12,373
- % of Population 65 and older: 17.3%

Trip Information
- 65+ Trips: 13,054
- PwD Trips: 4,643
- Other Shared-Ride Trips: 7,538
- Total Shared-Ride Trips: 25,235
- Non-Public Trips: 10,569

Current Fare Information
- Average Shared-Ride Fare: $34.89
- Average Shared-Ride Cost per Trip: $39.45
- Fare Structure Implementation Date: March 2019

Vehicles Operated in Maximum Service
- Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $1,455
- Shared-Ride Admin 29%
- Exclusive Human Service Program Contracts 32%
- Shared-Ride Operating 39%

Operating Funds (000’s) $1,455
- Lottery 25%
- MATP 55%
- PwD Program 8%
- Area Agency on Aging 3%
- Passenger Fares 2%
- Subsidy 5%
- Other 2%

Susquehanna-Wyoming County Transportation
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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

Operational Profiles

Susquehanna-Wyoming County Transportation

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- Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $1,455
- Shared-Ride Admin 29%
- Exclusive Human Service Program Contracts 32%
- Shared-Ride Operating 39%

Operating Funds (000’s) $1,455
- Lottery 25%
- MATP 55%
- PwD Program 8%
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- Passenger Fares 2%
- Subsidy 5%
- Other 2%

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

Operational Profiles

Susquehanna-Wyoming County Transportation

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- Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $1,455
- Shared-Ride Admin 29%
- Exclusive Human Service Program Contracts 32%
- Shared-Ride Operating 39%

Operating Funds (000’s) $1,455
- Lottery 25%
- MATP 55%
- PwD Program 8%
- Area Agency on Aging 3%
- Passenger Fares 2%
- Subsidy 5%
- Other 2%

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

Operational Profiles

Susquehanna-Wyoming County Transportation

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Vehicles Operated in Maximum Service
- Community Transportation: 24

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $1,455
- Shared-Ride Admin 29%
- Exclusive Human Service Program Contracts 32%
- Shared-Ride Operating 39%

Operating Funds (000’s) $1,455
- Lottery 25%
- MATP 55%
- PwD Program 8%
- Area Agency on Aging 3%
- Passenger Fares 2%
- Subsidy 5%
- Other 2%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
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

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

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

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

Operating Expense (000’s)
$696

- Operator Salaries & Wages $213
- Fuel Utils $129
- Maint. $23
- Fringes $157
- Other Salaries & Wages $132
- Other $42

Operating Funds (000’s)
$696

- Revenues $48
- Federal $580
- Local $51
- State $17

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Passengers include ADA complementary passengers.
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

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: $21.04
Average Shared-Ride Cost per Trip: $39.25
Fare Structure
Implementation Date: June 2018

Trip Information
65+ Trips: 11,460
PwD Trips: 701
Other Shared-Ride Trips: 3,956
Total Shared-Ride Trips: 16,117
Total Escorts: 1,250
Non-Public Trips: 925

Vehicles Operated in Maximum Service
Community Transportation: 10

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$861

- Shared-Ride Operating 54%
- Shared-Ride Admin 19%
- Exclusive Human Service Program Contracts 27%

Operating Funds (000’s)
$861

- Lottery 24%
- Subsidy 32%
- MATP 36%
- PwD Program 2%
- Area Agency on Aging 3%
- Other 2%
Transit Authority of Warren County (TAWC)

Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Agency Service Area

Shared-Ride Fare Recovery

65+ Shared-Ride Trips

PwD Shared-Ride Trips

Total Shared-Ride Trips
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

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

Act 44 Fixed Route Distribution Factors
Total Passengers: 55,155
Senior Passengers: 12,523
Revenue Vehicle Miles: 328,952
Revenue Vehicle Hours: 19,794

Act 44 Operating Assistance
Section 1513 Allocation: $1,639,384
Required Local Match: $245,908

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

Current Employees
Agency Full-Time: 12
Agency Part-Time: 1
Contractor Full-Time: 57
Contractor Part-Time: 18
System-Wide: 88

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

URBAN OPERATING BUDGET

Operating Expense (000's)
$1,657

- Other $104
- Salaries & Wages $210
- Fringes $62
- Fuel Utils $158
- Purchased Trans $1,123

Operating Funds (000's)
$1,657

- Revenues $98
- Local $246
- Federal $1,300
- State $13

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
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

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: $23.86
Average Shared-Ride Cost per Trip: $34.97
Fare Structure
Implementation Date: September 2018

Trip Information
65+ Trips: 44,537
PwD Trips: 11,758
Other Shared-Ride Trips: 54,810
Total Shared-Ride Trips: 111,105
Total Escorts: 10,592
Non-Public Trips: 2,734

Vehicles Operated in Maximum Service
Community Transportation: 38

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$4,096

Operating Funds (000’s)
$4,124
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

**Agency Service Area**

**Shared-Ride Fare Recovery**

**65+ Shared-Ride Trips**

**PwD Shared-Ride Trips**

**Total Shared-Ride Trips**
Wayne County Area Agency on Aging

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: $33.50
Average Shared-Ride Cost per Trip: $40.95
Fare Structure Implementation Date: July 2021

Trip Information
65+ Trips: 24,423
PwD Trips: 3,659
Other Shared-Ride Trips: 12,500
Total Shared-Ride Trips: 40,582
Total Escorts: 3,834
Non-Public Trips: 6,032

Vehicles Operated in Maximum Service
Community Transportation: 35

COMPUTER TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s)
$1,860

Operating Funds (000’s)
$1,926

Operating Expense (000’s)

Shared-Ride Admin 14%
Exclusive Human Service Program Contracts 11%
Shared-Ride Operating 75%

Operating Funds (000’s)

PwD Program 5%
Area Agency on Aging 6%
MATP 31%
MH/ID 1%
Other <1%
Passenger Fares 3%
Subsidy 19%
Lottery 35%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
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

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

Act 44 Fixed Route Distribution Factors
- Total Passengers: 122,636
- Senior Passengers: 32,385
- Revenue Vehicle Miles: 901,933
- Revenue Vehicle Hours: 42,597

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

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

URBAN & RURAL OPERATING BUDGET

Operating Expense (000’s)
$5,797

- Operator Salaries & Wages $2,316
- Fuel Utilities $544
- Fringes $844
- Maint. $354
- Other $1,051

Operating Funds (000’s)
$5,797

- Revenues $3,607
- State $3,607
- Local $402
- Federal $1,500

Expense includes ADA complementary expense.
Revenue includes ADA complementary revenue.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

Westmoreland County Transit Authority (WCTA)

Agency Service Area

Total Passengers (000’s)

Revenue Vehicle Hours (000’s)

Operating Expense Per Passenger

Operating Revenue Per Revenue Vehicle Hour

Operating Expense Per Revenue Vehicle Hour

Revenue Vehicle Miles (000’s)

Total Ridership Per Revenue Vehicle Hour

Passengers include ADA complementary passengers.
Community Transportation

Westmoreland County Transit Authority (WCTA)

41 Bell Way
Greensburg, PA 15601
724-832-2712
Mr. Alan Blahovec, Executive Director
www.westmorelandtransit.com

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

Trip Information
65+ Trips: 38,202
PwD Trips: 6,096
Other Shared-Ride Trips: 59,555
Total Shared-Ride Trips: 103,853
Total Escorts: 5,052
Non-Public Trips: 26,868

Current Fare Information
Average Shared-Ride Fare: $24.37
Average Shared-Ride Cost per Trip: $39.65
Fare Structure
Implementation Date: September 2018

Vehicles Operated in Maximum Service
Community Transportation: 38

COMMUNITY TRANSPORTATION OPERATING BUDGET

Operating Expense (000’s) $4,370

- Exclusive Human Service Program Contracts 6%
- Shared-Ride Operating 63%
- Shared-Ride Admin 31%

Operating Funds (000’s) $4,370

- MATP 47%
- Subsidy 26%
- Passenger Fares 3%
- Other 1%
- PwD Program 4%
- Lottery 18%
- Area Agency on Aging 1%
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
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

**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

**Act 44 Fixed Route Distribution Factors**
- Total Passengers: 637,533
- Senior Passengers: 116,834
- Revenue Vehicle Miles: 905,796
- Revenue Vehicle Hours: 54,847

**Act 44 Operating Assistance**
- Section 1513 Allocation: $4,642,549
- Required Local Match: $426,204

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

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

**Current Employees**
- Agency Full-Time: 70
- Agency Part-Time: 6
- System-Wide: 76

**URBAN OPERATING BUDGET**

**Operating Expense (000's) $7,631***

- Operator Salaries & Wages $2,027
- Other Salaries & Wages $1,939
- Fringes $2,017
- Fuel UTILS $272
- Maint. $519
- Purchased Trans $115
- Other $742
- Expense includes ADA complementary expense.

**Operating Funds (000's) $7,631***

- Federal $1,936
- Local $426
- Revenues $626
- State $4,643

*Unaudited financial data was provided at the time this report was published.
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Section VI

Intercity Bus
Intercity Bus Program

Intercity Bus Program:
Serves 40 counties
Provides opportunities to travel into and outside of the state

<table>
<thead>
<tr>
<th>Total Passengers:</th>
<th>64,582</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Bus Trips:</td>
<td>6,732</td>
</tr>
<tr>
<td>Total Revenue Vehicle Miles:</td>
<td>1,225,291</td>
</tr>
<tr>
<td>Operating Expense Per Passenger:</td>
<td>$167.26</td>
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<tr>
<td>Operating Revenue Per Vehicle Mile:</td>
<td>$1.13</td>
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<tr>
<td>Operating Expense Per Vehicle Mile:</td>
<td>$8.82</td>
</tr>
<tr>
<td>Total Subsidy Per Vehicle Mile:</td>
<td>$7.69</td>
</tr>
<tr>
<td>Average Fare:</td>
<td>$21.40</td>
</tr>
<tr>
<td>Total Number of Vehicles:</td>
<td>22 coaches</td>
</tr>
</tbody>
</table>

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

OPERATING FUNDS (000’s)
$10,802

Federal $9,237
Revenue $1,382
Local $182
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Intercity Bus Program:
Serves 29 counties
Provides opportunities to travel into and outside of the state

Total Passengers: 18,570
Total Bus Trips: 2,758
Total Revenue Vehicle Miles: 434,612
Operating Expense Per Passenger: $267.69
Operating Revenue Per Vehicle Mile: $0.70
Operating Expense Per Vehicle Mile: $11.44
Total Subsidy Per Vehicle Mile: $10.74
Average Fare: $16.30
Total Number of Vehicles: 12 coaches

Subsidized Routes and Communities Served:

**State College – Harrisburg:**
State College, Lewistown, Mifflintown, Thompsontown, Millerton, Newport, Duncannon, and Harrisburg

**Pittsburgh – Bradford:**
Pittsburgh, Monroeville, Delmont, Blairsville, Indiana, Punxsutawney, Big Run, Sykesville, DuBois, St. Marys, Johnstown, 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, Lehighton, Allentown, Quakertown, Doylestown, and Philadelphia

**Williamsport – Easton:**
Williamsport, Mt. Carmel, Bloomsburg, Lehighton, Allentown, and Easton

**Harrisburg – Elmira, NY:**
Harrisburg, Amity Hall, New Buffalo, Selinsgrove, Sunbury, Lewisburg, Allenwood, Williamsport, Lock Haven, and Gillet

**OPERATING FUNDS (000’s)**

$4,971

- Revenue $303
- Federal $4,668
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

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.
Subsidized Routes and Communities Served:

**Philadelphia – Scranton:**
Scranton, Mt. Pocono, Stroudsburg, Easton, Doylestown, and Philadelphia

**Pittsburgh – Erie:**
Pittsburgh, Zelienople, New Castle, Meadville, Edinboro University, and Erie

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

Greyhound Lines, Inc.
350 North St. Paul Street
Dallas, TX 75201
800-231-2222
www.greyhound.com

Intercity Bus Program:
Serves 16 counties
Provides opportunities to travel into and outside of the state

<table>
<thead>
<tr>
<th>Total Passengers:</th>
<th>46,012</th>
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<tbody>
<tr>
<td>Total Bus Trips:</td>
<td>3,974</td>
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<tr>
<td>Total Revenue Vehicle Miles:</td>
<td>790,679</td>
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<tr>
<td>Operating Expense Per Passenger:</td>
<td>$126.72</td>
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<tr>
<td>Operating Revenue Per Vehicle Mile:</td>
<td>$1.37</td>
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<tr>
<td>Operating Expense Per Vehicle Mile:</td>
<td>$7.37</td>
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<tr>
<td>Total Subsidy Per Vehicle Mile:</td>
<td>$6.01</td>
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<tr>
<td>Average Fare:</td>
<td>$23.46</td>
</tr>
<tr>
<td>Total Number of Vehicles:</td>
<td>10 coaches</td>
</tr>
</tbody>
</table>

**OPERATING FUNDS (000’s)**

$5,831

- **Local**
  - $182

- **Federal**
  - $4,569

- **Revenue**
  - $1,080
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.
Section VII

Passenger Rail
### Keystone Corridor Service & Operations
- Keystone Corridor owned by Amtrak from Harrisburg, PA, to Philadelphia, PA
- 26 weekday and 14 weekend trains
- High Speed Rail of 110 mph
- Harrisburg – Philadelphia commute time = 95 min

### Ridership and Revenue
- Keystone Passengers: 295,467
- Keystone Passenger Revenue: $9,428,711

### Fuel & Power
- Power Usage (kilowatt hours): 23,178,274

### Keystone Corridor Station Improvements
- Harrisburg Transportation Center
  - Replace roof and rehabilitate observation room (planned construction, 2022-2023)
- Middletown Train Station
  - Shift Norfolk Southern and Amtrak tracks (complete)
  - Construct level boarding passenger platforms and ADA access (complete)
- Coatesville Train Station
  - Construct level boarding passenger platforms and ADA access (under construction)

### Pennsylvanian Service & Operations
- Pennsylvanian corridor owned by Norfolk Southern from Pittsburgh, PA, to Harrisburg, PA, and by Amtrak from Harrisburg, PA, to Philadelphia, PA
- Two daily trains
- Pittsburgh – Philadelphia commute time = 5 hr 23 min

### Ridership and Revenue
- Pennsylvanian Passengers: 107,271
- Pennsylvanian Passenger Revenue: $6,378,505

*Amtrak milepost shown in parentheses next to station name*
Note: The effects of the COVID-19 pandemic can be seen beginning in the last quarter of FY19-20.

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

Transit Agency Performance Review Executive Summaries
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 regulations provide for a determination of whether 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.”

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

Beginning in 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% 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. 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 reassess the transit agency's five-year performance targets when the long-term effects of the epidemic become clear.
The following Round Two reports have been published recently:

- Shenango Valley Shuttle Service (SVSS) - December 2020
- Transit Authority of Warren County (TAWC) - January 2021
- Hazleton Public Transit (HPT) - January 2021
- Central Pennsylvania Transportation Authority (CPTA) - February 2021
- Lower Anthracite Transit System (LATS) - March 2021
- South Central Transit Authority (SCTA) - April 2021
- Williamsport Bureau of Transportation (d.b.a. River Valley Transit) - September 2021
Shenango Valley Shuttle Service (SVSS)
Transit Performance Review — Executive Summary

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Mercer County Regional Council of Governments (d.b.a. MCRCOG, Shenango Valley Shuttle Service (SVSS), Mercer County Community Transit (MCCT))</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1971</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2020</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>173</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>96,432</td>
</tr>
</tbody>
</table>

### Annual Operating Statistics*

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus (SVSS)</th>
<th>Paratransit (Shared Ride + ADA) (MCCT)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>8</td>
<td>24</td>
<td>32</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$893,136</td>
<td>$1,704,843</td>
<td>$2,597,979</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$42,673</td>
<td>$1,482,899</td>
<td>$1,525,572</td>
</tr>
<tr>
<td>Operating Subsidies</td>
<td>$850,463</td>
<td>$51,126</td>
<td>$901,589</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>131,864</td>
<td>646,141</td>
<td>778,005</td>
</tr>
<tr>
<td>Revenue Vehicle Miles of Service (RVM)</td>
<td>124,015</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>11,934</td>
<td>34,090</td>
<td>46,024</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>11,566</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>64,196</td>
<td>76,676</td>
<td>140,872</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>10,033</td>
<td>38,134</td>
<td>48,167</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus (SVSS)</th>
<th>Paratransit (Shared Ride + ADA) (MCCT)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>5.55</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$77.22</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$3.69</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$13.91</td>
<td>$22.23</td>
<td>$18.44</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route Bus (SVSS)</th>
<th>Paratransit (Shared Ride + ADA) (MCCT)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>4.78%</td>
<td>86.98%</td>
<td>58.72%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$74.84</td>
<td>$50.01</td>
<td>$56.45</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$6.77</td>
<td>$2.64</td>
<td>$3.34</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>5.38</td>
<td>2.25</td>
<td>3.06</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$7.20</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>94.05%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>96.92%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$13.25</td>
<td>$2.89</td>
<td>$7.61</td>
</tr>
</tbody>
</table>

*Source: PennDOT dotGrants unaudited 2020 reporting
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.

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. 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% 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. 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%, 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% 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 DETERMINATION AND FINDINGS

The 2015 performance review compared SVSS to a group of peer agencies based on the four performance criteria required by Act 44. SVSS was "In Compliance" for seven performance criteria and "At-Risk" for operating cost per revenue vehicle-hour in the single-year FYE 2013 determination.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 13)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>12.37</td>
<td>8.92</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>0.64%</td>
<td>-0.15%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2013</td>
<td>At-Risk</td>
<td>9</td>
<td>Worse</td>
<td>$100.24</td>
<td>$73.74</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>1.64%</td>
<td>2.29%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$5.80</td>
<td>$7.89</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>4</td>
<td>Worse</td>
<td>3.38%</td>
<td>5.24%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2013</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>$8.10</td>
<td>$8.76</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>1.00%</td>
<td>2.45%</td>
</tr>
</tbody>
</table>

*Note: Single-year and five-year trend peer comparisons are based on the latest-available National Transit Database (NTD) information at the time of the peer review.

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. Development of a cost allocation plan to assign shared costs between SVSS and MCCT more accurately.

2. Addressing of 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.

3. Determination of 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% per year on average;
- Contain increases in operating costs per revenue vehicle-hour to no more than 3.0% per year on average;
- Increase operating revenue per revenue vehicle-hour by at least 3.0% 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.
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.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 13)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>6.73</td>
<td>7.34</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>13</td>
<td>Worse</td>
<td>-11.48%</td>
<td>-3.99%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>$83.00</td>
<td>$73.79</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>-3.71%</td>
<td>0.02%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$4.19</td>
<td>$4.96</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>At Risk</td>
<td>11</td>
<td>Worse</td>
<td>-9.59%</td>
<td>-1.57%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2018</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>$12.34</td>
<td>$11.33</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>8.79%</td>
<td>4.38%</td>
</tr>
</tbody>
</table>

*Note: Single-year and five-year trend peer comparisons are based on the latest-available National Transit Database (NTD) information at the time of the peer 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% and 9.59%, 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 STS’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.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2019 Actual</td>
<td>2020 Unaudited</td>
</tr>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>6.41</td>
<td>5.55</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$78.72</td>
<td>$77.22</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$3.79</td>
<td>$3.69</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$12.28</td>
<td>$13.91</td>
</tr>
</tbody>
</table>

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 STS’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% of total public transportation operational funding.
- MCRCOG reported a cash balance of available and restricted cash equal to 36.1% of total 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% 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 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% 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.
Transit Authority of Warren County (TAWC)
Transit Performance Review — Executive Summary

Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Transit Authority of Warren County (d.b.a. TAWC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1980</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2020</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>899</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>39,659</td>
</tr>
</tbody>
</table>

Annual Operating Statistics*                | Fixed-Route | Paratransit (ADA + Shared Ride) | Total    |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>3</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$756,112</td>
<td>$670,581</td>
<td>$1,426,693</td>
</tr>
<tr>
<td>Operating Revenues</td>
<td>$44,233</td>
<td>$509,746</td>
<td>$553,979</td>
</tr>
<tr>
<td>Operating Subsidies</td>
<td>$711,879</td>
<td>$160,835</td>
<td>$872,714</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>189,208</td>
<td>239,572</td>
<td>428,780</td>
</tr>
<tr>
<td>Revenue Vehicle Miles of Service (RVM)</td>
<td>188,744</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>10,419</td>
<td>14,850</td>
<td>25,269</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>10,319</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>59,850</td>
<td>27,021</td>
<td>86,871</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>11,027</td>
<td>18,652</td>
<td>29,679</td>
</tr>
</tbody>
</table>

Act 44 Performance Statistics

| Passengers / RVH                         | 5.80        | N/A                             | N/A      |
| Operating Cost / RVH                     | $73.27      | N/A                             | N/A      |
| Operating Revenue / RVH                  | $4.29       | N/A                             | N/A      |
| Operating Cost / Passenger               | $12.63      | $24.82                          | $16.42   |

Other Performance Statistics

| Operating Revenue / Operating Cost       | 5.85%       | 76.02%                          | 38.83%   |
| Operating Cost / Total Vehicle Hours    | $72.57      | $45.16                          | $56.46   |
| Operating Cost / Total Vehicle Miles    | $4.00       | $2.80                           | $3.33    |
| Total Passengers / Total Vehicle Miles  | 5.74        | 1.82                            | 3.44     |
| Operating Cost / RVM                    | $4.01       | N/A                             | N/A      |
| RVM / Total Vehicle Miles               | 99.75%      | N/A                             | N/A      |
| RVH / Total Vehicle Hours               | 99.04%      | N/A                             | N/A      |
| Operating Subsidy / Passenger Trip      | $11.89      | $5.95                           | $10.05   |

*Source: PennDOT dotGrants 2020 reporting
PennDOT conducted a transit performance review for TAWC in June 2015. Based on that review, PennDOT developed a performance report in 2016 that established five-year performance targets and agreed to TAWC’s Action Plan to meet those targets. In October 2020, PennDOT reassessed TAWC to determine whether TAWC met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.

IMPORTANT CHANGES SINCE THE 2015 PERFORMANCE REVIEW

PennDOT conducted the initial review of TAWC in 2015. Since finalizing the original TAWC performance report in 2016, the following changes and other factors impacted operations, finance, and statistical reporting at TAWC, as well as the performance targets established in 2015:

1. **Reduced Rental Income** – In FYE 2015 through FYE 2017, TAWC received $20,000 in rental income from space on the second floor of its transit center leased to the Allegheny Community Center (ACC). Rental income contributed to 31% of TAWC’s total fixed-route operating revenue in FYE 2017. However, in FYE 2018, ACC faced budget constraints and signed a new lease for a smaller square footage. TAWC's rental income decreased by 75%. TAWC has since signed new leases with other human service agencies and organizations to fill the space vacated by ACC, but rental income is still not at FYE 2015 to FYE 2017 levels. TAWC received $11,238 in total rental revenue in FYE 2019—56% of the total rent received each year from FYE 2015 through FYE 2017.

2. **Appropriately Allocating Utilities** – TAWC has taken steps to improve how the authority allocates utility expenses for its geothermal heating system between TAWC and its tenants, as well as how shared expenses are allocated between TAWC's fixed-route and demand-response programs. In previous years, TAWC incurred the total utility costs for the transit center despite occupying only the building’s ground level. Since 2018, TAWC has included a provision in its leases that assigns a percentage of utility costs to tenants based on square footage, which has reduced TAWC's net utility expenses.

2015 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2015 performance review compared TAWC with a group of peer agencies based on the four performance criteria required by Act 44. TAWC was found to be "In Compliance" with six performance criteria and "At Risk" for the five-year trend period determination for the operating revenue per revenue-hour and for the operating cost per passenger for the single-year FYE 2013 period. TAWC performed better than the peer group for the five-year trend period determinations for passengers per revenue-hour and operating revenue per revenue-hour but worse in all other metrics.
TAWC developed an Action Plan to address opportunities for improvement identified in the 2016 performance review report. Among the efforts TAWC undertook to improve its performance were:

1. Including a provision for utility payments as part of leasing contracts with transit center tenants.
2. Developing a formal cost allocation methodology for direct and indirect costs between fixed-route and shared-ride programs.
3. Developing a preventative maintenance policy to ensure the fleet's state of good repair.

PennDOT, in consultation with TAWC management, established the following performance targets that the agency should attain before its next performance review:

- Increase passengers per revenue vehicle-hour annually by 1.0%;
- Contain yearly increases in operating costs per revenue vehicle-hour by 3.0%;
- Increase annual operating revenue per revenue vehicle-hour by 1.0%; and
- Restrict growth in the share of operating costs per passenger by 2.0% per year.

The following performance targets were established using the most accurate data available at the time.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2019 Target</th>
<th>2019 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>7.10</td>
<td>6.31</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$88.22</td>
<td>$71.59</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$5.39</td>
<td>$4.73</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$12.44</td>
<td>$11.34</td>
<td>Yes</td>
</tr>
</tbody>
</table>
TAWC Performance Review

target, TAWC ridership remained relatively stable with an average of about six passengers per revenue vehicle-hour from FYE 2014 through FYE 2019. Although TAWC has found new tenants to increase lease revenue, the authority’s supplemental rental income has not returned to FYE 2015–FYE 2017 levels. Management should continue seeking opportunities to expand ridership, increase revenue, and control operating costs.

2020 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS
The 2020 performance review compared TAWC with a group of peer agencies based on the four Act 44 performance criteria. TAWC was found to be “In Compliance” with eight performance measures and “At Risk” for none.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 11)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers/ Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>9</td>
<td>Worse</td>
<td>6.20</td>
<td>7.85</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>-2.78%</td>
<td>-3.63%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>$72.51</td>
<td>$75.00</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>-1.39%</td>
<td>0.33%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>$4.94</td>
<td>$4.75</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>6</td>
<td>Better</td>
<td>-0.83%</td>
<td>-1.59%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2018</td>
<td>In Compliance</td>
<td>8</td>
<td>Worse</td>
<td>$11.69</td>
<td>$10.11</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>1.43%</td>
<td>4.29%</td>
</tr>
</tbody>
</table>

*Note: Single-year and five-year trend peer comparisons are based on the latest-available NTD information at the time of the peer review.

In 2020, TAWC performed better than the peer group for most metrics but worse for passengers per revenue-hour and operating cost per passenger for the single-year FYE 2018 period. TAWC sustained its passengers per revenue vehicle-hour since FYE 2013 and took steps to manage operating costs. As a result, TAWC brought its 2015 "At Risk" findings (operating cost per revenue vehicle-hour and operating cost per passenger) into compliance for the 2020 performance assessment.

The 2020 performance review also identified steps that TAWC can take to improve overall agency performance, including:
1. Develop a strategic plan that establishes a vision for transit in Warren County.
2. Create a dashboard report to brief Board members on operational performance.
3. Address prior audit findings and improve financial recordkeeping.

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 TAWC’s Board-approved Action Plan.

2025 PERFORMANCE TARGETS
As required by Act 44, PennDOT and TAWC management developed new five-year performance targets. Performance targets are designed to be aggressive yet achievable. TAWC should work to achieve these targets, shown in the following table, to ensure continued eligibility for full Section 1513 funding over the
next five years.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2019 Actual</td>
<td>2020 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>6.31</td>
<td>5.80</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$71.59</td>
<td>$73.27</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$4.73</td>
<td>$4.29</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$11.34</td>
<td>$12.63</td>
</tr>
</tbody>
</table>

FINANCIAL REVIEW

TAWC currently has a balanced operating budget. The total operating budget has been between $1.3 million and $1.4 million during the last five years. Noteworthy elements of TAWC’s financial condition as of FYE 2020 are:

- TAWC had $0 in local and $210,083 in state carryover funds.
- Combined carryover subsidies were equal to 14.7% of total operational funding, lower than the 25% target.
- The local match fund received was 100.0% of the required amount.
- TAWC had a balance of restricted cash equal to 20.4% of total annual operating expenses.
- Current assets exceeded current liabilities.
- TAWC had a $300,000 revolving line of credit and no outstanding debt.
- Fixed-route direct passenger fares represented 4.9% of total operating funding.

Management should take appropriate actions to manage costs (i.e., containing cost growth within 3.0% annually), achieve farebox recovery goals, and improve cash reserves to improve TAWC’s overall financial health. TAWC should work to build total carryover subsidies to a level of 25% of annual operating costs and address prior audit findings. Furthermore, TAWC should address material weaknesses in financial reporting as described in its FYE 2020 audit.

NEXT STEPS

TAWC’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. TAWC’s management must report to the Board and PennDOT quarterly on progress towards accomplishing the Action Plan and meeting its performance targets.
# HPT Performance Review

## Hazleton Public Transit (HPT)

### Transit Performance Review — Executive Summary

#### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>City of Hazleton—Hazleton Public Transit (d.b.a. HPT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1982</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2020</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>47</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>57,482</td>
</tr>
</tbody>
</table>

#### Annual Operating Statistics*

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route</th>
<th>Paratransit (ADA)</th>
<th>Total (Fixed-Route + Paratransit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>8</td>
<td>3</td>
<td>11</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$2,267,762</td>
<td>$223,493</td>
<td>$2,491,255</td>
</tr>
<tr>
<td>Operating Revenue</td>
<td>$212,969</td>
<td>$16,852</td>
<td>$229,821</td>
</tr>
<tr>
<td>Operating Subsidies</td>
<td>$2,054,793</td>
<td>$206,641</td>
<td>$2,261,434</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>387,435</td>
<td>41,132</td>
<td>428,567</td>
</tr>
<tr>
<td>Revenue Vehicle Miles of Service (RVM)</td>
<td>374,561</td>
<td>35,386</td>
<td>409,947</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>28,310</td>
<td>4,632</td>
<td>32,942</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>26,489</td>
<td>4,192</td>
<td>30,681</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>163,712</td>
<td>5,927</td>
<td>169,639</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>48,978</td>
<td>0</td>
<td>48,978</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route</th>
<th>Paratransit (ADA)</th>
<th>Total (Fixed-Route + Paratransit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>6.18</td>
<td>1.41</td>
<td>5.53</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$85.61</td>
<td>$53.31</td>
<td>$81.20</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$8.04</td>
<td>$4.02</td>
<td>$7.49</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$13.85</td>
<td>$37.71</td>
<td>$14.69</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route</th>
<th>Paratransit (ADA)</th>
<th>Total (Fixed-Route + Paratransit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>9.39%</td>
<td>7.54%</td>
<td>9.23%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$80.10</td>
<td>$48.25</td>
<td>$75.63</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$5.85</td>
<td>$5.43</td>
<td>$5.81</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>5.78</td>
<td>1.28</td>
<td>5.15</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$6.05</td>
<td>$6.32</td>
<td>$6.08</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>96.68%</td>
<td>86.03%</td>
<td>95.66%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>93.57%</td>
<td>90.50%</td>
<td>93.14%</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$12.55</td>
<td>$34.86</td>
<td>$13.33</td>
</tr>
</tbody>
</table>

*Source: unaudited dotGrants 2020 reporting

Note: Luzerne County Transportation Authority provides shared-ride trips within HPT's service area.
PennDOT conducted a transit performance review for Hazleton Public Transit (HPT) in September 2015. Based on that review, PennDOT developed a performance report in March 2016 that established five-year performance targets and agreed to HPT's Action Plan to meet those targets. In November 2020, PennDOT reassessed HPT to determine whether HPT met its targets and to evaluate the actions taken to improve the agency's performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT's findings.

IMPORTANT CHANGES SINCE THE 2015 PERFORMANCE REVIEW

PennDOT conducted the initial review of HPT in January 2015. Since finalizing HPT's 2016 report, the following factors impacted HPT's operations and finances:

1. **Improved Contract Management** – HPT previously contracted with two private transportation providers, where HPT was responsible for 75% of the fair market cost of bus repairs. The contracts did not have sufficient oversight requirement for maintenance. Therefore, HPT was unable to ensure contractors were adhering to preventative maintenance (PM) schedules. It was difficult to review contractor records because both companies used paper-based systems. The 2015 performance review recommended that HPT improve contract management to control maintenance costs that are incurred due to weak PM adherence. Since 2015, HPT re-bid its service and awarded it to one contractor instead of two. HPT improved oversight methods to include weekly data reports on maintenance performance statistics and review of electronic records to ensure PM schedule adherence. HPT incorporated vehicle maintenance as a performance standard to ensure the contractor performs PM according to schedule and negotiated a provision for liquidated damages if HPT determines the contractor to be non-compliant.

2. **Cross-County Service** – HPT provides weekday and Saturday service to Wilkes-Barre via Mountain Top. Previously, the HPT route ended at Mountain Top, where passengers would transfer to LCTA for service to Wilkes-Barre. However, LCTA discontinued this coordinated service in 2015, and HPT assumed responsibility for the full route to Wilkes-Barre. Despite this extended service, HPT has not reported an increase in overall fixed-route ridership.

3. **Decline in Penn State–Hazleton Enrollment** – HPT provides weekday service between Penn State–Hazleton and downtown Hazleton, with stops at Walmart and the Laurel Mall. Since 2015, enrollment declined at Penn State–Hazleton by approximately 19%, from 831 full-time students in 2015 to 676 full-time students in 2019.
2015 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2015 performance review compared HPT to 13 peer agencies based on the four performance criteria required by Act 44. HPT was found to be “In Compliance” for three criteria and “At Risk” for five.

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

*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.

HPT developed an Action Plan to address opportunities for improvement identified in the 2015 performance review and took the following steps to improve performance:

1. Began developing a transit development plan (TDP) to address the decline in ridership;
2. Developed a strategic marketing plan to capture existing market conditions, identify target markets, determine marketing objectives, and develop strategies and tactics to promote ridership among target markets.
3. Incorporated routine status reports covering ridership, farebox recovery, changes in operational costs, and customer service as part of the monthly Board reports.

PennDOT, in consultation with HPT’s 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 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
- Prevent increases in operating cost per passenger per year on average

The performance targets were established using the most accurate data available at the time.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2019 Target</th>
<th>2019 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>8.74</td>
<td>7.20</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$88.21</td>
<td>$84.27</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$8.89</td>
<td>$9.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$10.10</td>
<td>$11.71</td>
<td>No</td>
</tr>
</tbody>
</table>
HPT successfully met its five-year performance targets for operating cost per revenue vehicle-hour and operating revenue per revenue vehicle-hour due to improved contract management and diversified revenue streams. HPT re-bid its service from two contracts to one contract and increased oversight of maintenance to ensure PM schedule is adhered to and repairs are completed in a timely manner. Sales from HPT’s advertising program, along with rental income, helped supplement revenue from passenger fares. Although HPT failed to achieve its target for passengers per revenue vehicle-hour, fixed-route ridership remained stable at about 7.2 passengers per revenue-vehicle hour.

2020 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2020 performance review compared HPT with 14 peer agencies based on the four Act 44 performance criteria. HPT was "In Compliance" with all performance measures.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 15)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>7.41</td>
<td>9.60</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>-0.30%</td>
<td>-4.37%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>$82.39</td>
<td>$82.07</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>1.52%</td>
<td>4.14%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>9</td>
<td>Better</td>
<td>$8.97</td>
<td>$8.72</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>4.39%</td>
<td>-2.80%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2018</td>
<td>In Compliance</td>
<td>13</td>
<td>Worse</td>
<td>$11.12</td>
<td>$9.46</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>1.83%</td>
<td>9.24%</td>
</tr>
</tbody>
</table>

*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.

The criteria with the largest improvements in peer rank included:

- The five-year trend for passengers per revenue-hour (from 13 to 3);
- The five-year trend for operating cost per revenue-hour (from 13 to 4); and
- The five-year trend for operating cost per passenger (from 14 to 4).

Although the group of peer agencies varied between the 2015 and 2020 reviews, the rankings indicate significant improvement in HPT operations.

HPT outperformed the peer group average in:

- The five-year trend for passengers per revenue-hour;
- The five-year trend for operating cost per revenue-hour;
- The single-year FYE 2018 determination for operating revenue per revenue-hour;
- The five-year trend for operating revenue per revenue-hour; and
- The five-year trend for operating cost per passenger.
HPT underperformed the peer group average in:

- The single-year FYE 2018 determination for passengers per revenue-hour;
- The single-year FYE 2018 determination for operating cost per revenue-hour; and
- The single-year FYE 2018 determination for operating cost per passenger.

The 2020 performance review also identified steps that HPT could take to improve overall agency performance and will serve as the basis for HPT’s Board-approved Action Plan:

1. Update service standards to consider passenger-miles as a factor for evaluating route productivity;
2. Reach out to neighboring transit systems that have successfully established revenue agreements to support enhanced service to industrial parks; and
3. Assess the potential impact of increased utilities on existing budgets and determine a sustainable price point for future contracts that ensures operating costs for the new facility are fully recovered.

2025 PERFORMANCE TARGETS

As required by Act 44, PennDOT and HPT management developed new five-year performance targets. The performance targets are intended to be aggressive yet achievable. This performance report uses the last full audited financial year (i.e., FYE 2019) before the impacts of the COVID-19 pandemic for developing five-year performance targets. HPT should achieve these targets, shown in the following table, to ensure continued eligibility for full Section 1513 funding.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2019 Actual</td>
<td>2020 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>7.20</td>
<td>6.18</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$84.27</td>
<td>$94.07</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$9.00</td>
<td>$8.02</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$11.71</td>
<td>$15.22</td>
</tr>
</tbody>
</table>

FINANCIAL REVIEW

As of FYE 2020, HPT had a balanced operating budget. Its cash equivalent balance decreased between 2016 and 2020. Important elements of HPT’s FYE 2020 financial condition are:

- HPT had $3,076,868 in state and $377,352 in local carryover funds.
- Combined carryover subsidies were equal to 126.3% of total operational funding.
- HPT had a cash balance equal to 130.9% of total annual operating expenses.
- HPT had no Accounts Payable or Accounts Receivable over 90 days.
- Current assets exceeded current liabilities.
- HPT had no long-term debt and no credit line.

Management should continue taking appropriate actions to manage costs (i.e., containing annual operating cost increases to 3.0% or less), achieve farebox recovery goals, and maintain cash reserves to preserve HPT’s overall financial health. As they develop future year budgets, HPT should account for the cost increases due to the new facility.
NEXT STEPS
HPT’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 an extended period. HPT’s management must report to the Board and PennDOT quarterly on progress toward accomplishing the Action Plan and meeting its performance targets.
## Central Pennsylvania Transportation Authority (CPTA)
### Transit Performance Review — Executive Summary

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Profile</th>
<th>Central Pennsylvania Transportation Authority (d.b.a. CPTA, rabbittransit)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agency Name</strong></td>
<td>Central Pennsylvania Transportation Authority (d.b.a. CPTA, rabbittransit)</td>
</tr>
<tr>
<td><strong>Year Founded</strong></td>
<td>1974</td>
</tr>
<tr>
<td><strong>Reporting Fiscal Year End (FYE)</strong></td>
<td>2020</td>
</tr>
<tr>
<td><strong>Service Area (square miles)</strong></td>
<td>1,433</td>
</tr>
<tr>
<td><strong>Service Area Population</strong></td>
<td>537,169</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Operating Statistics*</th>
<th>Fixed-Route</th>
<th>Paratransit (ADA + Shared Ride)</th>
<th>Total (Fixed-Route + Paratransit)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vehicles in Maximum Service (VOMS)</strong></td>
<td>43</td>
<td>145</td>
<td>188</td>
</tr>
<tr>
<td><strong>Operating Cost</strong></td>
<td>$12,462,867</td>
<td>$5,550,833</td>
<td>$18,013,700</td>
</tr>
<tr>
<td><strong>Operating Revenue</strong></td>
<td>$1,378,894</td>
<td>$6,234,806</td>
<td>$7,613,700</td>
</tr>
<tr>
<td><strong>Operating Subsidies</strong></td>
<td>$11,081,653</td>
<td>$1,706,018</td>
<td>$12,787,671</td>
</tr>
<tr>
<td><strong>Total (Actual) Vehicle Miles</strong></td>
<td>1,763,742</td>
<td>4,130,736</td>
<td>5,894,478</td>
</tr>
<tr>
<td><strong>Revenue Vehicle Miles of Service (RVM)</strong></td>
<td>1,608,263</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total Vehicle Hours</strong></td>
<td>129,032</td>
<td>215,055</td>
<td>344,087</td>
</tr>
<tr>
<td><strong>Revenue Vehicle Hours (RVH)</strong></td>
<td>117,453</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total Passenger Trips</strong></td>
<td>1,318,485</td>
<td>363,542</td>
<td>1,682,027</td>
</tr>
<tr>
<td><strong>Senior Passenger (Lottery) Trips</strong></td>
<td>182,163</td>
<td>223,895</td>
<td>406,058</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th>Performance Statistics</th>
<th>Passengers / RVH</th>
<th>Operating Cost / RVH</th>
<th>Operating Revenue / RVH</th>
<th>Operating Cost / Passenger</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passengers / RVH</strong></td>
<td>11.23</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Operating Cost / RVH</strong></td>
<td>$106.11</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Operating Revenue / RVH</strong></td>
<td>$11.74</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>$9.45</td>
<td>$15.27</td>
<td>$10.71</td>
<td></td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th>Performance Statistics</th>
<th>Operating Revenue / Operating Cost</th>
<th>Operating Cost / Total Vehicle Hours</th>
<th>Operating Cost / Total Vehicle Miles</th>
<th>Total Passengers / Total Vehicle Hours</th>
<th>Operating Cost / RVM</th>
<th>RVM / Total Vehicle Miles</th>
<th>RVH / Total Vehicle Hours</th>
<th>Operating Subsidy / Passenger Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Revenue / Operating Cost</strong></td>
<td>11.06%</td>
<td>112.32%</td>
<td>42.27%</td>
<td>4.89</td>
<td>91.18%</td>
<td>N/A</td>
<td>N/A</td>
<td>$8.41</td>
</tr>
<tr>
<td><strong>Operating Cost / Total Vehicle Hours</strong></td>
<td>$96.59</td>
<td>$25.81</td>
<td>$52.35</td>
<td>$1.69</td>
<td>$7.75</td>
<td>N/A</td>
<td>N/A</td>
<td>-$1.88</td>
</tr>
<tr>
<td><strong>Operating Cost / Total Vehicle Miles</strong></td>
<td>$7.07</td>
<td>$1.34</td>
<td>$3.06</td>
<td>4.89</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total Passengers / Total Vehicle Hours</strong></td>
<td>10.22</td>
<td>1.69</td>
<td>4.89</td>
<td>4.89</td>
<td>91.03%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Operating Cost / RVM</strong></td>
<td>$7.75</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>RVM / Total Vehicle Miles</strong></td>
<td>91.18%</td>
<td>N/A</td>
<td>N/A</td>
<td>91.18%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>RVH / Total Vehicle Hours</strong></td>
<td>91.03%</td>
<td>N/A</td>
<td>N/A</td>
<td>91.03%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Operating Subsidy / Passenger Trip</strong></td>
<td>$8.41</td>
<td>-$1.88</td>
<td>$6.18</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Source: PennDOT dotGrants 2020 reporting.*
PennDOT conducted a transit performance review for the York-Adams Transportation Authority (d.b.a. YATA) in January 2015. Based on that review, PennDOT developed a performance report in August 2015 that established five-year performance targets and agreed to YATA's Action Plan to meet those targets. YATA was renamed the Central Pennsylvania Transportation Authority (d.b.a. CPTA) in December 2015. In October 2020, PennDOT reassessed CPTA to determine whether CPTA met its targets and evaluated the 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.

IMPORTANT CHANGES SINCE THE 2015 PERFORMANCE REVIEW

PennDOT conducted the initial review of CPTA in January 2015. Since finalizing CPTA's 2015 report, the following factors impacted CPTA's operations and finances:

1. **Increased Mobility Initiatives** – Consistent with the authority's strategic plan, CPTA launched several new mobility initiatives like new fixed-route service as part of the job-access E3S pilot project on Route 33 and the "Stop Hopper" micro-transit in East York, Red Lion, and parts of Dallastown. CPTA also created a pilot program for patient transportation to hospitals within the Geisinger Health Network and 3P Ride; a nonprofit partner organization focused on expanding transportation options for seniors, persons with disabilities, veterans, and vulnerable families. Most mobility initiatives expanded demand-response options. CPTA's fixed-route ridership has remained relatively stable since the 2015 performance review, at approximately 1.6 million total annual passenger trips, despite a 3% decrease in total revenue vehicle-hours between FYE 2015 and FYE 2019. CPTA cut unproductive service hours in Hanover and on the early morning inbound commuter service to Harrisburg that had no significant impact on total fixed-route ridership.

2. **New Utility Expenses from the Zarfoss Facility** – In 2016, CPTA moved into its new headquarters facility on Zarfoss Drive in York. The building increased the square footage for administrative functions and the maintenance garage and added indoor vehicle storage capacity. CPTA anticipated that the HVAC demands of the facility would increase CPTA's utility costs. As expected, utility costs increased from $315,782 in FYE 2015 to $510,008 in FYE 2019. CPTA cut unproductive service hours in Hanover and on the early morning inbound commuter service to Harrisburg that had no significant impact on total fixed-route ridership.

3. **Significant Growth in Overall Agency Operations** – Since the 2015 performance review, CPTA dramatically expanded its geographic footprint. CPTA provides shared-ride service in Cumberland, Columbia, Franklin, Montour, Perry, Snyder, and Union counties; Medical Assistance Transportation Program (MATP) administration for Indiana County; micro-transit in York County; and management services for Harrisburg's Capital Area Transit (d.b.a. CAT). Total agency operating expenses increased by about 7.6% per year, rising from $15.2 million in FYE 2015 to $20.4 million in FYE 2019.
2015 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2015 performance review compared CPTA with a group of peer agencies based on the four performance criteria required by Act 44. CPTA was "In Compliance" for seven performance criteria and "At Risk" for one. CPTA performed better than the peer group for operating revenue per revenue vehicle-hour for the trend and single-year determinations.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 15)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>2013</td>
<td>At Risk</td>
<td>15</td>
<td>Worse</td>
<td>13.76</td>
<td>17.92</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>-1.09%</td>
<td>0.11%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>$78.81</td>
<td>$91.68</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>3.16%</td>
<td>1.37%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>$14.64</td>
<td>$18.96</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>14</td>
<td>Worse</td>
<td>-0.25%</td>
<td>2.37%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2013</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>$5.73</td>
<td>$5.19</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>12</td>
<td>Worse</td>
<td>4.30%</td>
<td>1.36%</td>
</tr>
</tbody>
</table>

*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.

CPTA developed an Action Plan to address opportunities for improvement identified in the 2015 performance review report. CPTA accomplished the following to improve its performance:

1. Improved on-time performance by adjusting time points contributing to late departures and addressing driver issues that led to early departures.
2. Incorporated maintenance performance statistics as part of monthly Board reports, including on-time preventative maintenance and the total number of breakdowns.
3. Developed a marketing plan with goals, objectives, and activities by mode and service area, including a budget and performance targets to measure success.

In consultation with CPTA's 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 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; and
- Contain increases in operating cost per passenger to no more than 2.0% per year on average.

PennDOT established the following performance targets using the most accurate data available at the time.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2019 Target</th>
<th>2019 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>14.09</td>
<td>13.39</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$95.73</td>
<td>$99.90</td>
<td>No</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$15.22</td>
<td>$15.68</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$6.79</td>
<td>$7.46</td>
<td>No</td>
</tr>
</tbody>
</table>

CPTA narrowly missed its targets for passengers per revenue vehicle-hour, operating cost per revenue vehicle-hour, and operating cost per passenger. Management has taken steps to stabilize ridership, control
for operating costs, and diversify revenue streams. Despite only meeting one out of four performance targets, CPTA performed well compared to other transit systems in Pennsylvania in meeting its Act 44 targets. The authority expanded mobility options by successfully implementing alternative service models to meet existing customer needs and assumed a greater role in providing transportation in its 10-county service area through expanded shared-ride service. CPTA also provided management services for CAT, which has a total operating budget approximately 6% larger than CPTA—$21.6 million in FYE 2019.

2020 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2020 performance review compared CPTA with a group of peer agencies based on the four Act 44 performance criteria. CPTA was "In Compliance" with all performance measures.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 9)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>10</td>
<td>Worse</td>
<td>13.82</td>
<td>14.74</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-1.06%</td>
<td>-4.31%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>5</td>
<td>Better</td>
<td>$93.01</td>
<td>$99.73</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>2.18%</td>
<td>1.96%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>11</td>
<td>Worse</td>
<td>$15.73</td>
<td>$17.08</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>7</td>
<td>Better</td>
<td>-1.37%</td>
<td>-2.79%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2018</td>
<td>In Compliance</td>
<td>8</td>
<td>Better</td>
<td>$6.73</td>
<td>$7.39</td>
</tr>
<tr>
<td></td>
<td>Trend</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>3.27%</td>
<td>6.63%</td>
</tr>
</tbody>
</table>

*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.

CPTA performed best out of the peer group in passengers per revenue vehicle-hour for the five-year trend period, despite performing worse than the peer group in the single-year FYE 2018 determination. CPTA performed better than the peer group for operating revenue per revenue vehicle hour and operating cost per passenger in the five-year trend period. CPTA performed better than the peer group in the single-year FYE 2018 determination for operating cost per revenue vehicle hour but worse than the peer group average over the five-year trend.

The 2020 performance review also identified steps that CPTA could take to improve overall agency performance, including:

1. Assess alternative transportation options for southern York County as part of the next Transit Development Plan (TDP) update;
2. Identify cost savings and ensure long-term financial sustainability as part of a consolidated CPTA/CAT management authority; and,
3. Develop a strategic information technology (IT) plan that defines IT architecture requirements to support planning and budgeting for potential investments.

PennDOT also identified additional opportunities for improvement during the 2020 performance review. The complete list will serve as the basis for CPTA’s Board-approved action plan.
2025 PERFORMANCE TARGETS

As required by Act 44, PennDOT and CPTA management developed new five-year performance targets. PennDOT designs the performance targets to be aggressive yet achievable. This performance report uses the last full audited financial year (i.e., FYE 2019) before the impacts of the COVID-19 pandemic for developing five-year performance targets. CPTA should work to achieve these targets, shown in the following table, to ensure continued eligibility for full Section 1513 funding.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2019 Actual</td>
<td>2020 Unaudited</td>
</tr>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>13.39</td>
<td>11.23</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$99.90</td>
<td>$106.11</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$15.68</td>
<td>$11.74</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$7.46</td>
<td>$9.45</td>
</tr>
</tbody>
</table>

FINANCIAL REVIEW

CPTA currently has a balanced operating budget. Its cash equivalent balance has increased since 2015. Important elements of CPTA’s FYE 2020 financial condition are:

- CPTA had $9,779,459 in state and $664,807 in local carryover funds.
- Combined carryover subsidies were equal to 58.0% of total operational funding.
- CPTA had a cash balance equal to 35.1% of total annual operating expenses.
- CPTA’s accounts receivable aging (AR) over 90 days was equal to 0.2% of total operating costs.
- Accounts payable aging amounts over 90 days (AP) were negligible.
- Current assets exceeded current liabilities.
- CPTA had no long-term debt and no balance on its $1.5 million revolving line of credit.

Management should continue taking appropriate actions to manage costs (i.e., containing annual operating cost increases to 3.0% or less), achieve farebox recovery goals, and maintain cash reserves to preserve CPTA’s overall financial health. Financial planning should also address the potential impacts of consolidation of CPTA and CAT under a new management authority.

NEXT STEPS

CPTA'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. CPTA's management must report to the Board and PennDOT quarterly on progress toward accomplishing the Action Plan and meeting its performance targets.

1 CPTA requested a flat (0.0%) target for passengers per revenue vehicle-hour to manage fixed-route ridership that has declined in recent years and was negatively impacted by the COVID-19 pandemic. CPTA's target for passenger per revenue vehicle-hour will remain at a 0.5% annual increase to encourage improved performance. PennDOT will revisit targets mid-cycle after the impacts of COVID-19 are better understood.
# Lower Anthracite Transit System (LATS) Transit Performance Review — Executive Summary

## Agency Profile

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agency Name</strong></td>
<td>Lower Anthracite Transit System (d.b.a. LATS)</td>
</tr>
<tr>
<td><strong>Year Founded</strong></td>
<td>1982</td>
</tr>
<tr>
<td><strong>Reporting Fiscal Year End (FYE)</strong></td>
<td>2020</td>
</tr>
<tr>
<td><strong>Service Area (square miles)</strong></td>
<td>50</td>
</tr>
<tr>
<td><strong>Service Area Population</strong></td>
<td>29,713</td>
</tr>
</tbody>
</table>

### Annual Operating Statistics*

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vehicles Operated in Maximum Service</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>Operating Cost</strong></td>
<td>$351,567</td>
</tr>
<tr>
<td><strong>Operating Revenues</strong></td>
<td>$13,800</td>
</tr>
<tr>
<td><strong>Operating Subsidies</strong></td>
<td>$337,767</td>
</tr>
<tr>
<td><strong>Total (Actual) Vehicle Miles</strong></td>
<td>57,228</td>
</tr>
<tr>
<td><strong>Revenue Vehicle Miles of Service (RVM)</strong></td>
<td>48,300</td>
</tr>
<tr>
<td><strong>Total Vehicle Hours</strong></td>
<td>5,208</td>
</tr>
<tr>
<td><strong>Revenue Vehicle Hours (RVH)</strong></td>
<td>4,584</td>
</tr>
<tr>
<td><strong>Total Passenger Trips</strong></td>
<td>26,800</td>
</tr>
<tr>
<td><strong>Senior Passenger (Lottery) Trips</strong></td>
<td>13,600</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passengers / RVH</strong></td>
<td>5.85</td>
</tr>
<tr>
<td><strong>Operating Cost / RVH</strong></td>
<td>$76.69</td>
</tr>
<tr>
<td><strong>Operating Revenue / RVH</strong></td>
<td>$3.01</td>
</tr>
<tr>
<td><strong>Operating Cost / Passenger</strong></td>
<td>$13.12</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Revenue / Operating Cost</strong></td>
<td>3.93%</td>
</tr>
<tr>
<td><strong>Operating Cost / Total Vehicle Hours</strong></td>
<td>$67.51</td>
</tr>
<tr>
<td><strong>Operating Cost / Total Vehicle Miles</strong></td>
<td>$6.14</td>
</tr>
<tr>
<td><strong>Total Passengers / Total Vehicle Hours</strong></td>
<td>5.15</td>
</tr>
<tr>
<td><strong>Operating Cost / RVM</strong></td>
<td>$7.28</td>
</tr>
<tr>
<td><strong>RVM / Total Vehicle Miles</strong></td>
<td>84.40%</td>
</tr>
<tr>
<td><strong>RVH / Total Vehicle Hours</strong></td>
<td>88.02%</td>
</tr>
<tr>
<td><strong>Operating Subsidy / Passenger Trip</strong></td>
<td>$12.60</td>
</tr>
</tbody>
</table>

*Source: unaudited dotGrants 2020 reporting
PennDOT conducted a transit performance review for Lower Anthracite Transit System (LATS) in August 2015. Based on that review, PennDOT finalized a performance report in February 2016 that established five-year performance targets and agreed to LATS's Action Plan to meet those targets. In December 2020, PennDOT reassessed LATS to determine whether LATS met its targets and evaluated the actions taken to improve the agency's performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.

IMPORTANT CHANGES SINCE THE 2015 PERFORMANCE REVIEW

PennDOT conducted the initial review of LATS in August 2015. Since finalizing the 2016 performance report, the following factors impacted LATS's operations and finances:

1. **Management Turnover at the Borough of Mount Carmel** – The Borough has had two different Borough Managers within the last five years. The LATS Executive Director has split his time between LATS and other Borough responsibilities, which has reduced his time available to oversee LATS.

2. **Lack of Operational Oversight** – LATS has an Executive Director, but the Borough of Mount Carmel manages agency finances. A lack of internal controls for management and financial oversight contributed to several unaddressed audit findings and the previous contractor's misreported ridership. Without a Borough Manager, there is little independent oversight of LATS aside from the Borough Council. Furthermore, this lack of oversight has enabled the contractor to operate the service despite violating state and federal requirements that would otherwise make LATS eligible for federal funds.

3. **Lack of Eligibility for 5311 Funds** – Currently, LATS is ineligible for Section 5311 federal funds due to several unaddressed findings that have been documented over the years. For example, LATS does not offer ADA service despite operating a fixed-route bus service. As of 2018, the Borough did not hold the contractor accountable for drug and alcohol testing, maintenance, and Title VI. LATS has additional 5311 Compliance Review findings related to financial management, procurement and DBE participation, and maintenance.
## 2015 Performance Review Determinations and Findings

The 2015 performance review compared LATS to six peer agencies based on the four performance criteria required by Act 44. The analysis determined that LATS was "In Compliance" for all eight metrics and "At Risk" for none.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 7)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>4</td>
<td>Worse</td>
<td>4.81</td>
<td>5.01</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>2.58%</td>
<td>-3.06%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$51.85</td>
<td>$65.15</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-10.49%</td>
<td>0.43%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2013</td>
<td>In Compliance</td>
<td>6</td>
<td>Worse</td>
<td>$2.65</td>
<td>$5.35</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>9.09%</td>
<td>3.60%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2013</td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>$10.77</td>
<td>$14.76</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-12.75%</td>
<td>4.12%</td>
</tr>
</tbody>
</table>

*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.

LATS developed an Action Plan to address opportunities for improvement identified during the 2015 performance review and took the following steps to improve performance:

1. Developing a marketing strategy that targets local senior centers and high-rise apartment buildings and fostered a relationship with local human services agencies.
2. Re-bidding the service contract in early 2018.
3. Including a provision in the service contract to notify the Borough of any service interruptions.

LATS has several actions from the 2015 Action Plan that are incomplete. These actions are still relevant opportunities to improve ridership, increase revenue, and control operating costs. This performance review recommends that LATS address incomplete action items as part of its 2020 Action Plan.

PennDOT, in consultation with LATS management, established the following performance targets in 2015 that the agency was to attain before its next performance review:

- Increase passengers per revenue vehicle-hour annually by 2.0%;
- Contain yearly increases in operating costs per revenue vehicle-hour by 3.0%;
- Increase annual operating revenue per revenue vehicle-hour by 2.0%; and
- Restrict growth in the share of operating costs per passenger by 1.1% per year.

The performance targets were established using the most accurate data available at the time.
LATS successfully met three out of four performance targets, including operating cost per revenue vehicle-hour, operating revenue per revenue vehicle-hour, and operating cost per passenger. Although LATS did not meet its 2.0% annual target increase for passengers per revenue vehicle-hour, overall ridership has remained relatively stable since the 2015 performance review with no significant declines. Passengers per revenue vehicle-hour remained at about 5.7 between FYE 2014 and FYE 2019.

2020 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS
The 2020 performance review compared LATS with six peer agencies based on the four Act 44 performance criteria. LATS was “In Compliance” with all eight performance metrics.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>FYE*</th>
<th>Determination</th>
<th>Rank (of 7)</th>
<th>Relation to Peer Avg.</th>
<th>Value</th>
<th>Peer Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>5.70</td>
<td>5.21</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>3.46%</td>
<td>-2.14%</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>$49.84</td>
<td>$71.65</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>3</td>
<td>Better</td>
<td>-0.79%</td>
<td>1.35%</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>2018</td>
<td>In Compliance</td>
<td>5</td>
<td>Worse</td>
<td>$3.15</td>
<td>$3.96</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>4</td>
<td>Better</td>
<td>3.49%</td>
<td>1.21%</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>2018</td>
<td>In Compliance</td>
<td>2</td>
<td>Better</td>
<td>$8.74</td>
<td>$17.11</td>
</tr>
<tr>
<td>Trend</td>
<td></td>
<td>In Compliance</td>
<td>1</td>
<td>Better</td>
<td>-4.11%</td>
<td>3.85%</td>
</tr>
</tbody>
</table>

LATS performed better than the peer group in all metrics except for the FYE 2018 single-year determination for operating revenue per revenue vehicle-hour. LATS had the lowest operating cost per revenue hour of the peer group. Despite not meeting the performance target for passengers per revenue vehicle-hour, LATS increased passengers per revenue-vehicle-hour on average by 3.46% between FYE 2013 and FYE 2018, compared to the metric for the peer group, which declined 2.14% annually.

The 2020 performance review also identified steps that LATS could take to improve overall agency performance, including:

1. Participate in available Pennsylvania Public Transportation Association (PPTA) marketing committee meetings to identify applicable best practices and brainstorm marketing solutions;
2. Updating the vehicle maintenance policy to include adherence with recommended manufacturer specifications and on-time performance goals; and
3. Working with PennDOT to develop a plan to become compliant with FTA Section 5311 requirements so that it will be eligible to receive federal funding.

PennDOT also identified additional opportunities for improvement during the 2020 performance review. The complete list will serve as the basis for LATS’s Board-approved action plan.

2025 PERFORMANCETargets
As required by Act 44, PennDOT and LATS management developed new five-year performance targets. PennDOT designs the performance targets to be aggressive yet achievable. PennDOT based LATS's
performance targets on data from the most recent audited financial year before the impacts of the COVID-19 pandemic (FYE 2019). To ensure full Section 1513 funding, LATS should achieve the targets shown in the table below.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2019 Actual</td>
<td>2020 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>5.56</td>
<td>5.85</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$51.12</td>
<td>$76.69</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$3.45</td>
<td>$3.01</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$9.19</td>
<td>$13.12</td>
</tr>
</tbody>
</table>

FINANCIAL REVIEW

LATS currently has a balanced operating budget. Its net current cash equivalent balance has increased since 2015. Important elements of LATS’s FYE 2019 financial condition are:

- LATS had $316,608 in state funds and $4,690 in local carryover funds.
- Combined carryover subsidies were equal to 106.5% of total operational funding.
- LATS had a cash balance equal to 102.8% of total annual operating expenses.
- Current liabilities exceeded assets by $22,090 since 2015. LATS should work with PennDOT to eliminate this liability as part of the five-year action plan.
- LATS had no long-term debt and no credit line as of FYE 2019.

Management should continue taking appropriate actions to manage costs (i.e., containing annual operating cost increases to 3.0% or less), achieve farebox recovery goals, and maintain cash reserves to preserve LATS’s overall financial health.

NEXT STEPS

LATS management and the Borough Council 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. LATS management must report to the Borough Council and PennDOT quarterly on progress toward accomplishing the Action Plan and meeting its performance targets.
## South Central Transit Authority (SCTA)
### Transit Performance Review — Executive Summary

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>South Central Transit Authority (SCTA, d.b.a. BARTA, RRTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>2014 SCTA, 1973 BARTA, 1973 RRTA</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2020</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>1848</td>
</tr>
<tr>
<td>Service Area Population</td>
<td>949,401</td>
</tr>
</tbody>
</table>

### Annual Operating Statistics*

<table>
<thead>
<tr>
<th></th>
<th>Fixed-Route</th>
<th>Paratransit (Shared Ride + ADA)</th>
<th>Total (Fixed-Route + Paratransit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles Operated in Maximum Service</td>
<td>75</td>
<td>93</td>
<td>168</td>
</tr>
<tr>
<td>Operating Cost</td>
<td>$21,254,488</td>
<td>$10,607,149</td>
<td>$31,861,637</td>
</tr>
<tr>
<td>Operating Revenues</td>
<td>$4,384,199</td>
<td>$9,226,184</td>
<td>$13,610,383</td>
</tr>
<tr>
<td>Operating Subsidies</td>
<td>$16,870,289</td>
<td>$1,012,557</td>
<td>$17,882,846</td>
</tr>
<tr>
<td>Total (Actual) Vehicle Miles</td>
<td>3,198,735</td>
<td>2,780,973</td>
<td>5,979,708</td>
</tr>
<tr>
<td>Revenue Vehicle Miles of Service (RVM)</td>
<td>3,061,992</td>
<td>2,251,024</td>
<td>5,313,016</td>
</tr>
<tr>
<td>Total Vehicle Hours</td>
<td>252,000</td>
<td>181,835</td>
<td>433,835</td>
</tr>
<tr>
<td>Revenue Vehicle Hours (RVH)</td>
<td>239,829</td>
<td>147,168</td>
<td>386,997</td>
</tr>
<tr>
<td>Total Passenger Trips</td>
<td>3,847,187</td>
<td>372,529</td>
<td>4,219,716</td>
</tr>
<tr>
<td>Senior Passenger (Lottery) Trips</td>
<td>637,719</td>
<td>158,684</td>
<td>796,403</td>
</tr>
</tbody>
</table>

### Act 44 Performance Statistics

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / RVH</td>
<td>16.04</td>
<td>2.53</td>
<td>10.90</td>
</tr>
<tr>
<td>Operating Cost / RVH</td>
<td>$88.62</td>
<td>$72.08</td>
<td>$82.33</td>
</tr>
<tr>
<td>Operating Revenue / RVH</td>
<td>$18.28</td>
<td>$62.69</td>
<td>$35.17</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.52</td>
<td>$28.47</td>
<td>$7.55</td>
</tr>
</tbody>
</table>

### Other Performance Statistics

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>20.63%</td>
<td>86.98%</td>
<td>42.72%</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Hours</td>
<td>$84.34</td>
<td>$58.33</td>
<td>$73.44</td>
</tr>
<tr>
<td>Operating Cost / Total Vehicle Miles</td>
<td>$6.64</td>
<td>$3.81</td>
<td>$5.33</td>
</tr>
<tr>
<td>Total Passengers / Total Vehicle Hours</td>
<td>15.27</td>
<td>2.05</td>
<td>9.73</td>
</tr>
<tr>
<td>Operating Cost / RVM</td>
<td>$6.94</td>
<td>$4.71</td>
<td>$6.00</td>
</tr>
<tr>
<td>RVM / Total Vehicle Miles</td>
<td>95.73%</td>
<td>80.94%</td>
<td>88.85%</td>
</tr>
<tr>
<td>RVH / Total Vehicle Hours</td>
<td>95.17%</td>
<td>80.93%</td>
<td>89.20%</td>
</tr>
<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$4.39</td>
<td>$3.71</td>
<td>$4.33</td>
</tr>
</tbody>
</table>

*Source: PennDOT dotGrants 2020 reporting
PennDOT conducted transit performance reviews for the Berks Area Regional Transportation Authority (d.b.a. BARTA) in 2014 and the Red Rose Transit Authority (d.b.a. RRTA) in 2016. Following the 2014 BARTA report, the BARTA and RRTA Board members voted to consolidate management functions for both agencies under a new entity, the South Central Transit Authority (SCTA). PennDOT established five-year performance targets for SCTA in the 2016 RRTA report and agreed to SCTA’s Action Plan to meet those targets. In February 2021, PennDOT reassessed SCTA to determine whether SCTA met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.

IMPORTANT CHANGES SINCE THE 2016 PERFORMANCE REVIEW

PennDOT conducted the initial review of RRTA/SCTA in 2016. Since finalizing the original SCTA performance report in June 2016, the following changes and other factors impacted operations, finance, and statistical reporting at SCTA, as well as the performance targets established in 2016:

1. **Service Expansions** – SCTA expanded fixed-route service. Examples include restoring Sunday service in Reading, adding service to the employment centers in Lancaster County (e.g., The Shoppes at Belmont and the Urban Outfitters Distribution Center), and increasing frequency along the Route 61 corridor to Hamburg in Berks County. SCTA increased total revenue vehicle-hours by 6.2%, from 231,198 revenue vehicle-hours in FYE 2015 to 245,563 revenue vehicle-hours in FYE 2019.

2. **Farebox Recovery** – SCTA adopted a fixed-route service fare policy in 2015 to provide equitable fares throughout its service area and generate sufficient revenues to maintain financial sustainability. SCTA reduced operating costs per revenue vehicle-hour by 1.2% annually between FYE 2014 and FYE 2019, from $91.68 to $86.48. However, passenger fares and organization-paid fares declined 7% during this period, from $5.3 million to $4.9 million, reducing SCTA’s farebox recovery ratio from 25.9% to 23.3%. BARTA and RRTA fixed-route fares had not increased since 2011. In 2021, SCTA eliminated zone-based fares and increased the adult cash fare from $1.70 to $1.80. SCTA also increased the price of half-fares, student fares, daily passes, and monthly passes and raised parking rates at the Queen Street parking garage in Lancaster, which had not changed since 2012.

2016 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2014 performance review for BARTA and the 2016 performance review for RRTA compared the SCTA Reading and Lancaster divisions separately to a group of peer agencies based on the four performance criteria required by Act 44. Both BARTA and RRTA were “In Compliance” for all eight performance criteria. Compared to their peer groups, BARTA outperformed RRTA for passengers per revenue vehicle hour in both metrics and operating revenue per revenue vehicle-hour in the five-year trend. RRTA outperformed BARTA for the five-year trend in operating cost per revenue vehicle-hour.
SCTA developed action plans for BARTA and RRTA to address improvement opportunities identified in their performance review reports. Many of the actions in the 2014 BARTA report recommended that SCTA improve standard operating procedures at BARTA such as:

1. Developing performance targets for all key agency functions.
2. Formalizing marketing efforts by developing a budget and a marketing plan.
3. Introducing policies for increasing fares and farebox recovery for fixed-route and shared-ride operations.
4. Addressing inherent conflicts of interest in BARTA’s collective bargaining agreement.
5. Improving integration between fixed-route and paratransit operations.
The 2016 RRTA Action Plan identified opportunities for SCTA to facilitate the consolidation of executive, management, and support services of BARTA and RRTA. Among the steps SCTA took to improve its performance were:

1. Evaluating the feasibility of revising road supervision hours to cover all hours of operation.
2. Developing a succession plan for the Executive Director position with involvement by the Board's Personnel Committee and the current Executive Director.
3. Reviewing existing policies for consistency between the Lancaster and Reading divisions and consolidating policies under SCTA.

PennDOT, in consultation with SCTA 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%;
- Contain yearly increases in operating costs per revenue vehicle-hour by 3.0%;
- Increase annual operating revenue per revenue vehicle-hour by 2.0%; and
- Restrict growth in the share of operating costs per passenger by 1.0% per year.

These performance targets were established using the most accurate data available at that time.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2019 Target</th>
<th>2019 Actual</th>
<th>Met Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>23.23</td>
<td>18.47</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$97.05</td>
<td>$86.48</td>
<td>Yes</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$31.83</td>
<td>$24.16</td>
<td>No</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$4.18</td>
<td>$4.68</td>
<td>No</td>
</tr>
</tbody>
</table>

SCTA met the target for operating cost per revenue vehicle-hour but missed its target for operating cost per passenger. SCTA also fell below the 2.0% annual increase for passengers per revenue vehicle-hour and operating revenue per revenue vehicle-hour. SCTA completed its 2016 Action Plan and took additional steps to improve performance.

In 2018, SCTA created the authority's first transit development plan (TDP) since the management consolidation. The TDP surveyed BARTA and RRTA customers, provided scenarios for improving fixed-route service, and explored alternative modes for addressing service coverage gaps in the rural areas of Berks and Lancaster counties. SCTA assumed management of BARTA's two downtown Reading parking garages from the Reading Parking Authority and leased the Franklin Street Station building to a restaurant and taproom to increase the revenue-earning potential of BARTA properties. In 2019, SCTA established partnerships with Four Seasons Produce and High Concrete Group to pilot service for workforce transportation from Lancaster City to northern Lancaster County. SCTA transitioned the BARTA and RRTA fixed-route fleets to hybrid diesel-electric buses and reduced operations and maintenance costs, including labor, parts, and fuel.

### 2021 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

SCTA began reporting consolidated operating statistics for BARTA and RRTA to dotGrants and NTD in 2017. The 2021 performance review compared SCTA with a group of peer agencies based on the four Act 44 performance criteria. SCTA was found to be "In Compliance" with eight performance measures and "At Risk" for none.
The 2021 review rankings indicate a significant improvement in SCTA operations. Of the 13 peer systems, SCTA performed better than the peer group average in all metrics except the five-year trend for operating revenue per revenue vehicle-hour. Although SCTA ranked third in the FYE 2019 single-year determination for operating revenue per revenue vehicle-hour, operating revenue per revenue vehicle-hour declined on average by 5.31% annually compared to the peer average of 1.46%. Most of this decline is attributable to a loss of rents collected by BARTA that had peaked in 2014 and 2015. SCTA performed best out of the peer group in the same period for operating cost per revenue vehicle-hour.

The 2021 performance review examined additional steps beyond those specified in the 2016 Action Plan that SCTA has taken to improve performance. The most important action was restructuring fixed-route fares at BARTA and RRTA, which resulted in the first fixed-route fare increase in nearly ten years. The 2021 performance review also identified steps that SCTA can take to improve overall agency performance, including:

1. Develop a strategic plan that incorporates the goals and objectives of the TDP, assigns roles and responsibilities for oversight, and reports progress as part of the SCTA annual report.
2. Update cost allocation methodologies to include a sub-allocation of paratransit expenses to passenger trip reimbursement program types (e.g., ADA, shared-ride, non-public MATP, etc.).
3. Encourage renewal of the BARTA and RRTA articles of incorporation before the 2023 expiration dates.

PennDOT also identified additional opportunities for improvement during the 2021 performance review. The complete list of opportunities for improvement will serve as the basis for SCTA’s Board-approved action plan.

2025 PERFORMANCE TARGETS

As required by Act 44, PennDOT and SCTA management developed new five-year performance targets. Performance targets are designed to be aggressive yet achievable. Over the next five years, SCTA must achieve the targets shown in the following table to ensure continued eligibility for full Section 1513 funding.
FINANCIAL REVIEW

SCTA currently has a balanced operating budget. Its net cash equivalent balance has increased since 2015. Noteworthy elements of SCTA's financial condition as of FYE 2019 are:

- SCTA had $24,485,773 in state carryover funds (cash reserves).
- Combined carryover subsidies were equal to 76.9% of total operational funding.
- SCTA had a cash balance of available and restricted cash equal to 68.6% of total annual operating expenses.
- Current assets exceeded current liabilities.
- Accounts payable and receivable amounts were negligible.
- SCTA has no credit line as of FYE 2020.
- SCTA had a 16.6% fixed-route farebox recovery ratio, and passenger fares and other local revenues covered 20.6% of total fixed-route operating expenses.

SCTA's total carryover subsidies increased substantially due to the federal CARES Act and ARPA funding. These funds will offset operating losses resulting from the decreased revenues received and higher costs incurred in response to the COVID-19 pandemic. Management should continue taking appropriate actions to manage costs (i.e., containing cost growth within 3.0% annually), achieve farebox recovery goals, and maintain cash reserves to preserve SCTA's overall financial health.

NEXT STEPS

SCTA'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. SCTA's management must report to the Board and PennDOT quarterly on progress toward accomplishing the Action Plan and meeting its performance targets.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2019 Actual*</td>
<td>2020 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>18.47</td>
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<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$86.48</td>
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<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$24.16</td>
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<tr>
<td>Operating Cost / Passenger</td>
<td>$4.68</td>
<td>$5.52</td>
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</table>

*Note: FYE 2025 performance targets are based on FYE 2020 financial information.
# River Valley Transit (RVT)

## Transit Performance Review — Executive Summary

### Agency Profile

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>City of Williamsport (d.b.a. River Valley Transit, RVT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year Founded</td>
<td>1969</td>
</tr>
<tr>
<td>Reporting Fiscal Year End (FYE)</td>
<td>2020</td>
</tr>
<tr>
<td>Service Area (square miles)</td>
<td>92</td>
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<tr>
<td>Service Area Population</td>
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### Annual Operating Statistics*

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<tr>
<th></th>
<th>Fixed-Route</th>
<th>Paratransit (ADA)</th>
<th>Total (Fixed-Route + Paratransit)</th>
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<tr>
<td>Vehicles in Maximum Service (VOMS)</td>
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<td>2</td>
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<td>Operating Cost</td>
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<td>Total (Actual) Vehicle Miles</td>
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<td>Revenue Vehicle Miles of Service (RVM)</td>
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<td>Total Vehicle Hours</td>
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<td>Revenue Vehicle Hours (RVH)</td>
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<tr>
<td>Total Passenger Trips</td>
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<td>Senior Passenger (Lottery) Trips</td>
<td>145,319</td>
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### Act 44 Performance Statistics

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<tr>
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</thead>
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<tr>
<td>Passengers / RVH</td>
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<td>17.67</td>
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<tr>
<td>Operating Cost / RVH</td>
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<td>$53.47</td>
<td>$153.64</td>
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<tr>
<td>Operating Revenue / RVH</td>
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<td>$17.01</td>
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<tr>
<td>Operating Cost / Passenger</td>
<td>$8.60</td>
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<td>$8.69</td>
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### Other Performance Statistics

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<tr>
<th></th>
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<tbody>
<tr>
<td>Operating Revenue / Operating Cost</td>
<td>11.02%</td>
<td>14.65%</td>
<td>11.07%</td>
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<td>Operating Cost / Total Vehicle Hours</td>
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<td>Operating Cost / Total Vehicle Miles</td>
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<td>Total Passengers / Total Vehicle Hours</td>
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<td>Operating Cost / RVM</td>
<td>$9.85</td>
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<td>RVM / Total Vehicle Miles</td>
<td>95.15%</td>
<td>86.31%</td>
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<tr>
<td>RVH / Total Vehicle Hours</td>
<td>83.34%</td>
<td>85.53%</td>
<td>83.43%</td>
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<tr>
<td>Operating Subsidy / Passenger Trip</td>
<td>$7.65</td>
<td>$23.52</td>
<td>$7.73</td>
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*Source: PennDOT dotGrants 2020 reporting*
PennDOT conducted the initial transit performance review for the Williamsport Bureau of Transportation (d.b.a. River Valley Transit, RVT) in September 2014. PennDOT finalized the performance report in 2016 after completion of a 2015 cost allocation review. PennDOT established five-year performance targets for RVT in the 2016 report and agreed to RVT’s Action Plan to meet those targets. In April 2021, PennDOT reassessed RVT to determine whether RVT met its targets and what actions were taken to improve the agency’s performance and management practices to maximize the return on investment of Commonwealth funding. This report summarizes PennDOT’s findings.

**IMPORTANT CHANGES SINCE THE 2014 PERFORMANCE REVIEW**

PennDOT conducted its initial review of RVT in 2014. Since finalizing the original RVT performance report in July 2016, the following changes and other factors impacted operations, finance, and statistical reporting at RVT, as well as the performance targets established in 2016:

1. **Pilot Service in Clinton County** – In 2018 RVT launched the Clinton County Express—a demonstration project to provide fixed-route service within Clinton County with stops in Wayne Township, Lock Haven, Bald Eagle Township, and Jersey Shore Borough. Despite the initial success of the service in contributing to the overall increase in ridership for RVT, from 1.2 million total passenger trips to 1.3 million total trips between 2018 and 2019, the service did not meet its performance factor of 100 riders per day and subsequently was eliminated in December 2020.

2. **High Operating Costs** – RVT has experienced significant growth in operating expenses since its 2014 performance review. Operating costs increased at an average rate of 3.36% per year, from $6.3 million in FYE 2014 to $7.7 million in FYE 2019. For FYE 2020, RVT had the third-highest operating cost per revenue vehicle-hour in Pennsylvania, at $157.37.

3. **Misreported Financials** – In 2020, a review of RVT’s finances determined that reported operating costs and revenues included ineligible activities, such as the use of state and federal transit operating subsidies for purposes other than transit operations. The misreporting was not detected due to the complex financial relationship between the City of Williamsport and RVT, which is a city department. RVT reported transit operating expenses that should have been charged to other activities managed by RVT (e.g., capital debt, Williamsport Parking Authority, Hiawatha Paddlewheel Riverboat, Peter Herdic Transportation Museum, etc.). RVT is working with a new auditor to report all financial data correctly.

**2014 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS**

The 2014 performance review for RVT compared RVT to a group of peer agencies based on the four performance criteria required by Act 44. RVT was “In Compliance” for six of the eight performance criteria. RVT outperformed the peer group average for passengers per revenue vehicle-hour, operating revenue per revenue vehicle-hour, and operating cost per passenger. RVT was “At Risk” for the cost trend metrics for operating cost per revenue vehicle-hour and operating cost per passenger.
RVT developed an action plan to address improvement opportunities identified in the 2016 performance review report. Among the steps RVT took to improve its performance were:

1. Reducing the number of road calls and maintenance labor hours through farebox improvements.
2. Reporting on-time performance using AVL technology.
3. Periodically assessing discount fare media pricing policies.

PennDOT, in consultation with RVT management, established the following performance targets that the agency was to attain before its next performance review:

- Increase passengers per revenue vehicle-hour annually by 2.0%;
- Contain yearly increases in operating costs per revenue vehicle-hour to 3.0%;
- Increase annual operating revenue per revenue vehicle-hour by 2.0%; and
- Restrict growth in the share of operating costs per passenger to 1.0% per year.

The following performance targets were established using the most accurate data available at that time.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2019 Target</th>
<th>2019 Actual</th>
<th>Met Target</th>
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<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>4.59</td>
<td>3.85</td>
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<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$68.25</td>
<td>$92.80</td>
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<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$1.05</td>
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<td>Yes</td>
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<tr>
<td>Operating Cost / Passenger</td>
<td>$14.77</td>
<td>$24.13</td>
<td>No</td>
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</table>

RVT met—and significantly exceeded—its target for operating revenue per revenue vehicle-hour. The exceptional revenue performance is attributable to $670,251 reported as Other Income from Out of Service Area (OOSA) medical assistance transportation program (MATP) trips provided for Endless Mountains Transportation Authority (EMTA), now BeST Transit. RVT reported revenue earned from OOSA MATP trips inconsistently over the years, and FYE 2019 is an outlier from past year revenue trends. Typically, this source of revenue should be reported as a reconciling item against operating expenses. RVT fell below the target 2.0% annual increase for passengers per revenue vehicle-hour and failed to control growth in annual operating costs to within 3.0% per revenue vehicle-hour and 1.0% per passenger. RVT completed many of its actions from the 2016 Action Plan and took additional steps to improve performance, such as establishing the Jersey Shore Connector and the Clinton County Express demonstration project that ran from 2018 to 2020.
In 2020, an analysis of RVT's financial reporting concluded that operating costs and revenues had been misreported for several years. It is likely that RVT's Act 44 performance targets were initially based on incorrect data with overstated operating costs and revenues reported by the previous administration.

2021 PERFORMANCE REVIEW DETERMINATIONS AND FINDINGS

The 2021 performance review compared RVT with a group of peer agencies based on the four Act 44 performance criteria. RVT was found to be "In Compliance" with seven performance measures and "At Risk" for the single-year FYE 2019 determination for operating cost per revenue vehicle-hour.

RVT performed better than the peer group average in all metrics except operating cost per revenue vehicle-hour for the single year. Passengers per revenue vehicle-hour remained stable, with a negligible 0.72% decline compared to the peer group average decline of 4.61% per year. RVT ranked second out of the peer group for operating revenue per revenue vehicle-hour, performing better than the peer average with a 7.50% increase in income compared to the peer group's 0.27% decline. RVT had an "At Risk" finding for operating cost per revenue vehicle-hour in the single-year determination. Operating costs per revenue vehicle-hour increased 3.36% per year since FYE 2014. Although RVT maintained a high rate of passengers per revenue vehicle-hour, operating costs per passenger increased by 4.10% per year, from $4.78 to $5.84 between FYE 2014 and FYE 2019.

The 2021 performance review examined additional steps beyond those specified in the 2016 Action Plan that RVT has taken to improve performance. The most important action was installing an external reboot switch accessible to drivers that significantly reduced the number of road calls for farebox failures and reduced maintenance labor hours. The 2021 performance review identified steps that RVT can take to improve overall agency performance, including:

1. Identify an optimal price point for fixed-route fares and discounted fare media to improve farebox recovery.
2. Develop a long-term financial strategy to reduce operating expenses and improve financial sustainability.
3. Consider establishing an independent oversight committee or a routine governance structure that monitors RVT finances and reports to the mayor and Williamsport City Council.
PennDOT also identified additional opportunities for improvement during the 2021 performance review. The complete list of opportunities for improvement serves as the basis for RVT’s Board-approved Action Plan.

2025 PERFORMANCE TARGETS
As required by Act 44, PennDOT and RVT management developed new five-year performance targets. Performance targets are designed to be aggressive yet achievable. Over the next five years, RVT must achieve the targets shown in the following table to ensure continued eligibility for full Section 1513 funding.

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 pandemic become known. If the performance targets are revised, they will be published as an addendum to this report.

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Fiscal Year End (FYE)</th>
<th>Target Annual Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2018 Actual</td>
<td>2019 Actual</td>
</tr>
<tr>
<td>Passengers / Revenue Vehicle Hour</td>
<td>23.03</td>
<td>18.41</td>
</tr>
<tr>
<td>Operating Cost / Revenue Vehicle Hour</td>
<td>$134.46</td>
<td>$158.34</td>
</tr>
<tr>
<td>Operating Revenue / Revenue Vehicle Hour</td>
<td>$29.67</td>
<td>$17.44</td>
</tr>
<tr>
<td>Operating Cost / Passenger</td>
<td>$5.84</td>
<td>$8.60</td>
</tr>
</tbody>
</table>

FINANCIAL REVIEW
RVT currently has a balanced operating budget. Its net cash equivalent balance has decreased since 2015. Noteworthy elements of RVT’s financial condition as of FYE 2019 and FYE 2020 are:

- RVT had $676,092 in state carryover funds (cash reserves) as of FYE 2019.
- Carryover subsidies were equal to 8.7% of total operational funding in FYE 2019.
- RVT received Federal CARES Act and ARPA grants totaling approximately $9.7 million to offset revenue losses and expenses incurred in response to the COVID-19 pandemic.
- RVT had a cash balance of available and restricted cash equal to 16.5% of total annual operating expenses as of FYE 2019.
- Legacy financial reporting was erroneous but practices will improve with a new auditor and rigorous staff training.
- Current assets exceeded current liabilities as of FYE 2019.
- Accounts payable were negligible as of FYE 2020.
- RVT had significant accounts receivables in arrears over 90 days, equal to 4.0% of FY 2019-20 operating budget as of May 2021.
- RVT had no credit line as of FYE 2020.
- RVT had a 7.6% fixed-route farebox recovery ratio in FYE 2020, and passenger fares and other local revenues covered 11.1% of total fixed-route operating expenses.
As RVT more accurately reports its finances, the true cost and revenues associated with public transportation will become more apparent and provide management with better data to develop future budgets. The City of Williamsport and RVT need to implement robust financial oversight measures to ensure RVT's long-term financial sustainability and to minimize the risk of misappropriation. While efforts to rectify RVT's financials are ongoing, management should take appropriate actions to contain costs (i.e., containing cost growth within 1.0% annually), achieve farebox recovery goals, and maintain cash reserves to preserve RVT's overall financial health.

NEXT STEPS

RVT’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. RVT’s management must report to the Board and PennDOT quarterly on progress toward accomplishing the Action Plan and meeting its performance targets.
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.
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Section X

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<td>CamTran (Cambria County Transit Authority)</td>
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<td>Capital Area Transit (CAT)</td>
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