

North Central Pennsylvania Regional Public Transportation Needs Assessment

Existing Transportation Services Report

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Prepared by



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Purpose

The purpose of the North Central Regional Public Transportation Needs Assessment is to review the current transportation services and evaluate their efficiency and effectiveness, identify unmet needs and prepare a regional transportation plan that supports regional and local goals and better satisfies transportation needs in North Central Pennsylvania.

This Existing Transportation Services Report is one of a series of reports that provide the foundation for needs analysis and plan recommendations. The goal of this report is to provide an overview of the local public transportation services and human service transportation programs available in North Central Pennsylvania, as well as other private transportation services – intercity bus and taxis – that are critical to ensuring mobility for transit dependent population groups, such as senior citizens, persons with disabilities and low income individuals.

Information about these services and programs were identified through a review of documents associated with the Pennsylvania Human Service Transportation Coordination Study, reports made available by the Pennsylvania Department of Transportation's Bureau of Public Transportation (BPT), inquiries made to the Pennsylvania Public Utilities Commission (PUC) and private taxi companies, Russell's Official National Motor Coach Guide (for intercity bus services), and the Demand Responsive Transportation Provider Questionnaire that was sent to the five publicly funded shared-ride/demand responsive systems operating in the study area.

In addition, prior transportation studies and comprehensive plans for the region were reviewed to identify transit-related recommendations presented in those reports.

Service Description

There are several types of public transportation services offered in the study area – fixed route, demand responsive, intercity and taxi. Fixed route service is operated over designated routes according to a published schedule and is available to the general public. Demand responsive service is tailored to the date, time and location of trip requests received. Many demand responsive services are primarily oriented to specific social programs and primarily utilized by program clients such as the elderly, low income and persons with disabilities. The cost for using these client-oriented demand responsive services (also referred to as human service transportation) is subsidized by the client's sponsoring agency. Prior day reservation is typically required for these services to facilitate more efficient grouping of rides. While the Shared Ride Program (discussed on later sections of this report) is technically open to the general public, the cost to the user is often prohibitive since general public riders have no sponsoring agency and must pay the full fare. Taxi service is also demand responsive service and is distinguished from human service transportation in that it is available to the general public and same-day trip requests are accommodated. Intercity bus service is typically operated by private companies and provides connections between communities and over longer distances. Intercity services schedules are typically designed to attract longer distance travelers which often results in less attractive services for persons desiring to make shorter trips (such as within the study area).

The fixed route operators include River Valley Transit (RVT) serving portions of Lycoming County and the Lower Anthracite Transportation System (LATS) serving lower Northumberland County.

The demand responsive service operators include Montour County Transit of Montour County, the Northumberland County Transportation Department (NCTD) of Northumberland County, STEP Transportation of Lycoming and Clinton Counties, Union-Snyder Transportation Alliance (USTA) of Union and Snyder Counties, and MTR Transportation Company/K-Cab of Columbia County. In addition to serving their county or counties, these systems also provide various levels of cross-county transportation service to major activity centers throughout the study area and throughout central Pennsylvania.

Fixed route and demand responsive services are profiled below and taxi and intercity bus services are discussed in later sections of this report.

Fixed Route Services

Fixed route bus operations are considered to be public transportation services operating along a fixed alignment and on an established schedule. Passengers can board and alight fixed route bus services at any bus stop along the established route. A summary of the two fixed route bus operators in the study area are presented below:

River Valley Transportation (RVT) – RVT serves the Greater Williamsport area. This includes the City of Williamsport, the boroughs of Duboistown, Hughesville, Jersey Shore, Montgomery, Montoursville, Muncy, and South Williamsport, and the townships of Loyalsock, Old Lycoming, Piatt, and Woodward. RVT is a unit of the City of Williamsport and is funded mostly with state and federal grants and passenger revenue. The RVT system consists of 15 routes, which include several variations that result in a total of 21 unique route alignments in the system. The transit system primarily serves the City of Williamsport and adjacent communities, with 14 of the 15 routes emanating from the Trade and Transit Centre (T&TC) located in downtown Williamsport. All RVT bus routes are ADA accessible and vehicles are equipped with a 'kneeling' feature that lowers the right front corner of the bus four (4") inches closer to the sidewalk or street to make it easier for people who have trouble climbing stairs to get on and off the bus. The terminus points for each alignment in the RVT fixed route bus system is listed in Table 1.

Table 1 – RVT Fixed Route Services

Route	Between	And
Newberry	Trade & Transfer Center	Quality Care (Newberry)
Montoursville	Trade & Transfer Center	Wal-Mart (Montoursville)
Park Avenue - Garden View/Green Avenue	Trade & Transfer Center	Memorial & Dewey (Garden View)
Park Avenue - Garden View/Lycoming Creek Road	Trade & Transfer Center	Berry & Misner (Garden View)
Loyalsock	Trade & Transfer Center	Loyal Plaza (Loyalsock)
South Side/Duboisstown	Trade & Transfer Center	Clark & Southern
South Side/Route 15	Trade & Transfer Center	Beiter's Home Center
East End/ManorCare	Trade & Transfer Center	ManorCare
East End/Eldred Street	Trade & Transfer Center	Divine Providence Hospital
West Third Street/Industrial Park	Trade & Transfer Center	Industrial Park
West Third Street/Industrial Park/Newberry Estates	Trade & Transfer Center	Newberry Estates
Valley View Connector	Trade & Transfer Center	Lysock View Complex
Valley View Connector/Lysock View Complex Express	Trade & Transfer Center	Lysock View Complex
Tri-Town Connector - Muncy/Hughesville	Lycoming Mall	Donald L. Boyer Memorial Apartments (Hughesville) via Muncy
Tri-Town Connector - Muncy/Montgomery	Lycoming Mall	Montgomery Homes via Muncy
Jersey Shore Connector	Trade & Transfer Center	Broad & Allegheny (Jersey Shore)
Vallamont	Trade & Transfer Center	Williamsport Home
Lycoming Mall/Lycoming Crossing	Trade & Transfer Center	Lycoming Mall/Lycoming Crossing
Downtown Connector- Wegmans	Trade & Transfer Center	Campbell & Edwin
Super Nightline West	Trade & Transfer Center	Industrial Park
Super Nightline East	Trade & Transfer Center	Lycoming Mall/Lycoming Crossing

The RVT system operates Monday through Saturday from 5:30 AM to 10:40 PM. However, most of the bus service ends by 7:00 PM, with a “Super Nightline” route comprised of two buses serving an east and west alignment that operate between 7:00 PM and 10:40 PM. RVT does not operate Sunday service.

In some instances, certain routes or route alignments operate weekday, Friday, or Saturday only service. This includes the Eldred Street alignment on the East End Route which operates Monday through Friday from 6:05 AM to 5:30 PM; the Downtown Connector-Wegman’s Route that operates Friday only service from approximately 10:30 AM to 1:30 PM; and the Saturday only Lysock View Complex Express alignment on the Valley View Connector/Lysock Route that operates two round trips between 5:50 AM and 1:15 PM. Table 2 provides a listing of the span of service of each RVT route alignment.

Table 2 – Span of Service of RVT Fixed Route Services

Route	Direction	Weekday		Saturday	
		Begin	End	Begin	End
Newberry	IB	5:38 AM	6:45 PM	6:15 AM	6:45 PM
	OB	5:30 AM	6:43 PM	6:00 AM	6:43 PM
Montoursville	IB	6:10 AM	7:00 PM	6:50 AM	7:00 PM
	OB	5:45 AM	6:28 PM	6:32 AM	6:28 PM
Park Avenue - Garden View/Green Avenue	IB	5:57 AM	6:15 PM	9:05 AM	6:15 PM
	OB	6:30 AM	5:57 PM	8:30 AM	5:57 PM
Park Avenue - Garden View/Lycoming Creek Road	IB	6:27 AM	6:27 PM	9:27 AM	6:27 PM
	OB	6:00 AM	6:22 PM	9:00 AM	6:22 PM
Loyalsock	IB	6:18 AM	6:30 PM	6:50 AM	6:30 PM
	OB	5:45 AM	6:10 PM	6:30 AM	6:10 PM
South Side/Duboistown	IB	6:24 AM	5:30 PM	6:24 AM	5:30 PM
	OB	6:00 AM	6:13 PM	6:00 AM	6:13 PM
South Side/Route 15	IB	6:52 AM	5:00 PM	8:52 AM	5:00 PM
	OB	6:40 AM	4:49 PM	8:40 AM	4:49 PM
East End/ManorCare	IB	6:55 AM	6:00 PM	6:55 AM	6:00 PM
	OB	6:30 AM	5:47 PM	6:30 AM	5:47 PM
East End/Eldred Street	IB	6:22 AM	5:30 PM	--	--
	OB	6:05 AM	5:17 PM	--	--
West Third Street/Industrial Park	IB	6:25 AM	5:40 PM	8:25 AM	5:40 PM
	OB	6:00 AM	5:18 PM	8:00 AM	5:18 PM
West Third Street/Industrial Park/Newberry Estates	IB	5:55 AM	5:05 PM	7:55 AM	5:05 PM
	OB	5:30 AM	5:48 PM	6:30 AM	5:48 PM
Valley View Connector	IB	6:00 AM 3:35 PM	8:35 AM 5:43 PM	--	--
	OB	6:35 AM 3:43 PM	7:58 AM 6:10 PM	--	--
Valley View Connector/Lysock View Complex Express	IB	--	--	6:07 AM 12:52 PM	6:30 AM 1:15 PM
	OB	--	--	5:53 AM 12:35 PM	6:05 AM 12:50 PM
Tri-Town Connector - Muncy/Hughesville	IB	8:12 AM	5:27 PM	11:12 AM	5:27 PM
	OB	7:15 AM	5:02 PM	10:30 AM	5:02 PM
Tri-Town Connector - Muncy/Montgomery	IB	9:58 AM	4:27 PM	9:58 AM	4:27 PM
	OB	6:15 AM	3:55 PM	9:30 AM	3:55 PM
Jersey Shore Connector	IB	6:20 AM	6:30 PM	9:50 AM	6:30 PM
	OB	5:30 AM	5:50 PM	9:00 AM	5:50 PM
	OB	9:00 AM	6:30 AM	9:00 AM	6:30 PM

Table 2 – Span of Service of RVT Fixed Route Services (Continued)

Route	Direction	Weekday		Saturday	
		Begin	End	Begin	End
Vallamont	OB	8:30 AM	4:45 PM	8:30 AM	4:45 PM
	OB	9:00 AM	6:30 AM	9:00 AM	6:30 PM
Lycoming Mall/Lycoming Crossing	IB	10:32 AM	6:55 PM	10:32 AM	6:55 PM
	OB	9:00 AM	6:30 AM	9:00 AM	6:30 PM
Downtown Connector-Wegman's (Friday Only)	IB	10:36 AM	1:45 PM	--	--
	OB	10:20 AM	1:33 PM	--	--
Super Nightline West	IB	7:35 PM	10:40 PM	7:35 PM	10:40 PM
	OB	7:10 PM	10:28 PM	7:10 PM	10:28 PM
Super Nightline East	IB	7:28 PM	10:10 PM	7:28 PM	10:10 PM
	OB	7:00 PM	9:23 PM	7:00 PM	9:23 PM

The frequency of weekday service (i.e., the headway between buses) on the RVT routes that primarily operate within the core of the service area – the City of Williamsport and the adjacent communities – is either 30 or 60 minutes. The frequency of service on the routes serving the outlying communities in the service area is best described by the number of trips provided, with these routes generally providing five or six trips during the day at intervals ranging from one trip during the AM and PM peak periods to 120 minutes during the midday period. The two alignments comprising the Nightline Route operate every 60 minutes.

On Saturday, most of the bus route alignments in the core of the service area operate either 30 or 60 minute headways throughout the entire day, with the routes serving the outlying communities operating every 120 minutes. Table 3 provides a listing of the frequency of service of each RVT route alignment.

Table 3 – Frequency of RVT Fixed Route Services

Route	Direction	Weekday					Saturday
		Early AM	AM Peak	Midday	PM Peak	Night	
Newberry	IB	30	30	30	30	--	30
	OB	30	30	30	30	--	30
Montoursville	IB	30	30	30	30	--	30
	OB	30	30	30	30	--	30
Park Avenue - Garden View/Green Avenue	IB	60	60	60	60	--	60
	OB	60	60	60	60	--	60
Park Avenue - Garden View/Lycoming Creek Road	IB	60	60	60	60	--	60
	OB	60	60	60	60	--	60
Loyalsock	IB	30	30	30	30	--	30
	OB	30	30	30	30	--	30
South Side/Duboistown	IB	60	60	60	60	--	60
	OB	60	60	60	60	--	60
South Side/Route 15	IB	60	60	60	60	--	60
	OB	60	60	60	60	--	60
East End/ManorCare	IB	60	60	60	60	--	60
	OB	60	60	60	60	--	60
East End/Eldred Street	IB	60	60	60	60	--	--
	OB	60	60	60	60	--	--
West Third Street/Industrial Park	IB	60	60	60	60	--	60
	OB	60	60	60	60	--	60
West Third Street/Industrial Park/Newberry Estates	IB	60	60	60	60	--	--
	OB	60	60	60	60	--	--
Valley View Connector	IB	3 AM & 3 PM Trips	--				
	OB	2 AM & 3 PM Trips	--				
Valley View Connector/Lysock View Complex Express	IB	--	--	--	--	--	1 AM & 1 PM Trip
	OB	--	--	--	--	--	1 AM & 1 PM Trip
Tri-Town Connector - Muncy/Hughesville	IB	--	1 Trip	120	1 Trip	--	120
	OB	--	1 Trip	120	1 Trip	--	120
Tri-Town Connector - Muncy/Montgomery	IB	--	--	120	1 Trip	--	120
	OB	1 Trip	--	120	--	--	120
Jersey Shore Connector	IB	1 Trip	120	120	60	--	120
	OB	1 Trip	120	120	60	--	120

Table 3 – Frequency of RVT Fixed Route Services (Continued)

Route	Direction	Weekday					Saturday
		Early AM	AM Peak	Midday	PM Peak	Night	
Vallamont	IB	**	90	120	63	--	120
	OB	1 Trip	120	120	60	--	120
Lycoming Mall/Lycoming Crossing	IB	--	1 Trip	120	1 Trip	--	120
	OB	--	1 Trip	120	1 Trip	--	120
Downtown Connector-Wegman's (Friday Only)	IB	--	--	60	60	--	--
	OB	--	--	60	60	--	--
Super Nightline West	IB	--	--	--	--	60	60
	OB	--	--	--	--	60	60
Super Nightline East	IB	--	--	--	--	60	60
	OB	--	--	--	--	60	60

The base cash fare to ride a RVT fixed route bus is \$2.00 with children age five and under allowed to ride for free when accompanied by a fare-paying adult. Transfers are issued free of charge for the next available bus and are valid for one hour from the time the transfer is issued.

As shown in Table 4, a variety of discounted fare programs and multi-ride options are available which lower the cost per ride. These programs include discounted tokens (four tokens for \$5.00), \$1.00 for youths under the age of 17, and free transportation for riders 60 or older. Discounted fare programs for students, persons with disabilities, and senior citizens are predicated on the rider meeting certain eligibility conditions and showing proper identification. By meeting these requirements students ride RVT buses for \$0.75 on school days between 7:00 AM and 6:00. Persons with disabilities ride RVT for \$1.00 on weekdays between 8:00 AM and 4:30 PM and ride for free on Saturdays and designated holidays. Senior citizens (60+) ride RVT for free anytime of the day under the sponsorship grant funding provided by PennDOT (65+) and the Bi-County Office of the Aging (60-64). In addition, students, faculty, and staff from Lycoming College and the Pennsylvania College of Technology Penn State also ride RVT for free anytime of the day under a contractual arrangement between RVT and the College.

RVT offers unlimited and multi-ride passes ranging from one day to 31 days and priced from \$2.00 to \$35.00. These passes are used like a pre-paid credit card and can be purchased at the Trade and Transit Centre and the RVT administrative office; one day unlimited ride passes and 2-ride passes can be purchased directly from any RVT driver.

Table 4 – RVT Fare Structure

Fare Category	Cost
Cash Fare – Adult	\$2.00
Tokens	(4 for \$5.00)
Transfer	Free
Senior Citizens (60+)	Free (with I.D.)
Persons with Disabilities	\$1.00 between 8:00 AM – 4:30 PM; free on Saturday and designated holidays (with I.D.)
Student	\$0.75 on school days between 7:00 AM – 6:00 PM (with I.D.)
Lycoming College and PA College of Technology Penn State students, faculty, & staff	Free (with I.D.)
Youth (under 17)	\$1.00
Child (under 5)	Free (with fare-paying adult)
Transfers	Free
One Day EZ Pass from T&TC	\$2.00
One Day or Two Ride EZ Pass from Driver	\$2.50
7-Day EZ Pass	\$10.00
10-Ride EZ Pass	\$10.00
20-Ride EZ Pass	\$18.00
31-Day EZ Pass	\$35.00

ADA complementary paratransit service is provided by River Valley Transit Plus, which is operated by STEP Transportation under contract to RVT and in compliance with the Americans with Disabilities Act of 1990 (ADA). This service is available to individuals who are unable to use accessible fixed-route transportation because of a disability. Rides are available during the same operating hours as the fixed-route service with comparable fares. Service has to be provided to locations within 3/4 of a mile of the RVT routes.

Responsibility for service delivery has been contracted with STEP Transportation. RVT certifies clients as eligible for the paratransit service, but STEP Transportation is responsible for accepting reservations and providing transportation to meet trip requests. The ADA paratransit service fare is twice the RVT base fare.

Lower Anthracite Transit System (LATS) – LATS operates three ADA accessible bus routes in the lower Northumberland County area in and between the City of Shamokin, Coal Township, and the boroughs of Kulpmont, Marion Heights, and Mount Carmel. The system is operated and administered by the Borough of Mount Carmel and funded mostly with state and federal grants and supplemented by passenger fares. The terminus points for the LATS fixed route bus system is listed in Table 5.

Table 5 – LATS Fixed Route Services

Route	Between	And
1 – Mount Carmel-Shamokin	3 rd & Oak Street (Shamokin)	Shamokin Hospital (Shamokin)
2 – Shamokin-Coal Township Loop	9 th & Independence (Coal Twp)	Ranshaw (Shamokin)
3 – Mount Carmel-Marion Heights-Coal Township Loop	Den Mar (Mount Carmel)	Natalie (Coal Township)

The LATS system operates Monday through Friday from 8:00 AM to 4:10 PM, with the Shamokin-Coal Township Loop Route operating Saturday service between 9:00 AM and 3:00 PM. LATS does not operate Sunday service. Table 6 provides a listing of the span of service of each route in the LATS system.

Table 6 – Span of Service of LATS Fixed Route Services

Route	Direction	Weekday		Saturday	
		Begin	End	Begin	End
1 – Mount Carmel-Shamokin	IB	9:40 AM	4:10 PM	--	--
	OB	8:45 AM	4:00 PM	--	--
2 – Shamokin-Coal Twp. Loop	Loop	8:00 AM	3:15 PM	9:00 AM	12:25 PM
3 – Mount Carmel-Marion Heights-Coal Twp. Loop	Loop	9:00 AM	3:00 PM	--	--

On weekdays, LATS bus routes operate between four and six trips per day, with the frequency of service ranging from every 75 minutes to 133 minutes. On Saturday, the Shamokin-Coal Township Loop Route provides three rounds trips at a frequency of every 75 minutes. Table 7 provides a listing of the frequency of service of each LATS route.

Table 7 – Frequency of LATS Fixed Route Services

Route	Direction	Weekday			Saturday
		AM Peak	Midday	PM Peak	
1 – Mount Carmel-Shamokin	IB	132	132	132	--
	OB	133	133	133	--
2 – Shamokin-Coal Twp. Loop	Loop	75	75	75	75
	Loop	75	75	75	75
3 – Mount Carmel-Marion Heights-Coal Twp. Loop	Loop	90	90	90	--

As shown in Table 8, the base cash fare to ride a LATS fixed route bus depends on the origin and destination (i.e., zone or distance based) with fares ranging from \$1.00 to \$2.25. Discounted fare programs are available for senior citizens (65+) and persons with disabilities by meeting certain eligibility conditions and showing proper identification. By meeting these requirements senior citizens (65+) can ride LATS for free anytime of the day with the trips paid for through grant funding provided by the Commonwealth. Persons with disabilities ride LATS for half-fare during the non-peak period. LATS does not offer any passes or multi-ride media that provide either a discount or convenience to riders.

ADA complementary paratransit service in compliance with the Americans with Disabilities Act of 1990 (ADA) is available to individuals who are unable to use the LATS accessible fixed-route buses because of a disability. Rides are available during the same operating hours as the fixed-route service with comparable fares. Service has to be provided to locations within 3/4 of a mile of the LATS routes.

Responsibility for service delivery has been contracted with the Northumberland County Transportation Department, which is the Shared-Ride provider serving Northumberland County. The ADA paratransit service fare is twice the LATS base fare.

Table 8 – LATS Fare Structure

Fare Category	Cost
Cash Fare – Adult	
Shamokin-Coal Twp. Loop	\$1.00
To/From – Mt. Carmel – Kulpmont	\$1.00
To/From – Mt. Carmel – Atlas	\$1.00
Shamokin to Ranshaw	\$1.00
Kulpmont to Ranshaw	\$1.75
To/From – Mt. Carmel – Natalie – Marion Heights	\$1.75
To/From – Natalie – Marion Heights – Mt. Carmel	\$1.75
Locust Gap to Ranshaw	\$1.75
Shamokin to Kulpmont	\$1.75
Mt. Carmel to Ranshaw	\$2.25
Mt. Carmel to Locust Gap	\$2.25
To/From – Mt. Carmel – Shamokin	\$2.25
Senior Citizens (65+)	Free (with I.D.)
Persons with Disabilities	Half-Fare (with I.D.)
Child (under 5)	Free (with fare-paying adult)

Demand Responsive Services

Demand responsive transportation service is available in each county in the study area and refers to services in which the actual routing and schedule of the vehicles is determined by passenger reservations and requests. Routing between origins and destinations varies on a daily basis according to trip requests received and there are no scheduled stops. Services are provided on a door-to-door basis and primarily cater to transit dependent population groups – senior citizens, persons with disabilities, and low income individuals – who receive subsidized or free fares through various state and federal specialized transportation funding programs as long as they meet certain eligibility requirements. In the case of a general public user, the service is not subsidized and the passenger must pay the full cost of the trip. Demand responsive transportation is used to provide access to daily needs, including but not limited to medical and shopping appointments, employment training, congregate meals, adult day care, and social outings. Users are required to schedule trips at least one business day in advance and must be willing to share their vehicle with other passengers.

In the six county study area the most common state and federal transportation funding programs used to subsidize demand responsive trips are comprised of the following programs presented below:

- **Shared-Ride** – is administered at the state level, by PennDOT and is financed with State lottery funding. This program is provided by each system in the study area to persons 65 and older that register for the program. PennDOT reimburses the systems 85 percent of Department-approved fare structure for each trip and the senior citizen (or a third-party sponsor) pays the remaining 15 percent of the fare. While the general public can use this service, those trips are not eligible for lottery funding which requires the rider to pay the full fare. The Shared-Ride Program requires a prior-day reservation. Each of the five demand responsive systems included in this study use this program to serve a variety of destinations, with the systems providing service throughout the six county study area and the surrounding region. Shared-ride services are also utilized by MATP, PWD, and MH/MR clients.
- **Medical Assistance Transportation Program (MATP)** – MATP provides free transportation to persons on public assistance who receive medical care under the Medicaid program. The program is administered by the Department of Public Welfare (DPW) using both state and federal funding. The systems either operate this service using their own vehicles, contractors, or reimburse a family member or friend a certain rate per mile for providing transportation to the MATP recipient.
- **Americans with Disabilities Act (ADA)** – the ADA program mandates that any agency that provides fixed route bus service must make demand responsive services available to persons who are unable to use the bus system because of a disability. Both RVT and LATs, similar to most transit systems, satisfy the minimum federal requirements with respect to geographical coverage and span. The demand responsive system is limited to an area within three-quarters of a mile of existing routes and during the same hours when bus service is made available. Similar to the Shared-Ride Program, the service is provided on an advanced reservation basis (next day). This service is only provided within the RVT and LATs service areas in Lycoming and Northumberland counties, respectively.
- **Persons with Disabilities** – PwD is oriented to rural areas of the Commonwealth to provide access to persons age 18 to 64 with disabilities. Patrons of this service include people who are not eligible for the Shared-Ride program, but are unable to drive because of a disability. This program is designed to complement the ADA-mandated services mentioned above by providing demand responsive services to persons with disabilities who live beyond the three-quarter mile limit of ADA services. Each of the demand responsive systems in the study area provides this program using their own vehicles. PennDOT reimburses the systems 85 percent of the cost of operating each trip and the disabled individual (or a third-party sponsor) pays the remaining 15 percent of the fare.

- **Aging Services Block Grant (ASBG)** – The ASBG Program is administered at the state level by the Pennsylvania Department of Aging (PDA) which funds the local Area Agencies on Aging (AAA) based on their budget and resource requests. The local AAA's are responsible for determining levels of support, such as subsidy amounts per trip, eligible age groups, and trip types. With the exception of MTR Transportation/K-Cab, the local AAA from each county in the study area contracts with the demand responsive systems to transport eligible clients (age 60-64) and pay the 15 percent co-payment for Shared Ride trips.
- **Mental Health and Mental Retardation (MH/MR)** – MH/MR is administered at the state level by the Department of Public Welfare's (DPW) Office of Mental Health and Substance Abuse Services (OMHSAS), which is dependent upon the DPW's MATP program for the majority of transportation services used by its clients. The Office of Developmental Programs (ODP) within DPW manages programs for individuals with developmental disabilities. At the local level, both programs are administered by county MH/MR offices. Transportation services are billed directly to ODP for trips in support of their consumers. Transportation costs for MH/MR clients who utilize the MATP transportation program are paid by the MATP program and Shared-Ride services provided to MH/MR clients are paid for either by the county or by a physical health care plan. Four of the five systems in the study area have contracts with their local county MH/MR office to transport MH/MR clients, with the exception being STEP Transportation.
- **Welfare to Work (W2W)/Job Access and Reverse Commute (JARC)** – W2W/JARC funds the transportation of low income individuals to work and child care services. Program participants must be eligible for the Temporary Assistance for Needy Families (TANF) program or have incomes less than the 235th percentile of the Federal Family Poverty Income Guidelines. The Welfare to Work Program is funded by PennDOT and the DPW; the JARC Program is made available by a grant from the U.S. Department of Transportation. MTR Transportation/K-Cab, the Montour Transit System, and STEP Transportation provide this service to eligible clients. In addition, USTA also provides Welfare-to-Work transportation through an agreement with the Union-Snyder Community Action Agency (CAA).
- **Agency Contract or "Other (non-public)" Service** – This service is provided to government agencies and non-profit groups who fund the entire negotiated cost of the requested transportation services for their clients. Trips are generally prescheduled for a certain period of time (i.e., monthly) and are provided between the same origin and destination points for each trip. This type of service includes certain agency sponsored trips (e.g. MATP out-of-county and mileage reimbursement trips, MH/MR, etc.) that are provided at a rate other than the Shared Ride fare structure. As an example, the USTA system provides contracted or "Other (non-public)" service to local agencies such as the Union/Snyder Foster Grandparent Program, Suncom Industries, Snyder and Union County Board of Assistance Offices, and Snyder and Union County Careerlink.

PennDOT, the Department of Public Welfare, and the Pennsylvania Department of Aging are responsible for oversight of the various programs described above. These agencies contract with and fund the demand responsive systems in the study area, with the systems responsible for local management and the provision of service in accordance with program regulations, policies and service standards.

The service characteristics and programs utilized by the five providers in the study area are summarized below. Information on the demand responsive systems was obtained from three primary sources: (1) the Demand Responsive Transportation Provider Questionnaire that was sent to each system as part of this analysis, (2) public information materials published by each system and (3) the Pennsylvania Department of Transportation's Bureau of Public Transportation (BPT) which compiles information submitted by each operator and grantee. All financial and level of service information was derived from "Legacy Report" data submitted to PennDOT by the operators.

Montour County Transit – Montour County Transit is a unit of the Montour County Government and is under contract with Pennsylvania Department of Transportation, the Pennsylvania Department of Public Welfare, and other funding sources to provide door-to-door, demand responsive transportation service in Montour County, as well as Centre, Columbia, Dauphin, Luzerne, Northumberland, Snyder, and Union Counties. Transportation is available for any trip purpose with the Geisinger Medical Center, the Columbia Montour Snyder Union (CMSU) Counties of Central Pennsylvania Service System, dialysis clinics, and social service agencies being among the most popular destinations that are regularly served by the system.

The transit system serves individuals eligible for the Shared-Ride, PwD, MATP, AAA, and W2W/JARC programs, and is also available to the general public. Passenger fares are distance based, with discounted or free fares provided to program clients and the full fare rate charged to the general public. Montour County Transit directly administers and operates all transportation services.

Transportation service is available Monday through Friday from 5:00 AM to 4:00 PM, with Saturday service available from 5:00 AM to 11:00 AM for dialysis purposes only. In-County trips are required to be scheduled 24 hours in advance and out-of-county trips require 48 hour advanced notice. Trips are scheduled using Syncretic - "Q" software developed specifically for Pennsylvania shared-ride systems. Montour County Transit coordinates service with MTR/K-Cab in Columbia County and USTA in Snyder-Union Counties. A description of the Montour County Transit service is presented in Table 9.

Table 9 – Montour County Transit Service Description

Montour County Transit Service Characteristics	
Organization	Department within Montour County's government structure
Service Delivery	Directly operated, door-to-door service
Services/Programs Offered	Senior Shared-Ride, Persons with Disabilities (PwD), Area Agency on Aging, Medical Assistance Transportation (MATP), Welfare to Work (W2W)/Job Access & Reverse Commute (JARC), and the general public
Service Area	Montour County (primary service area), Centre, Columbia, Dauphin, Luzerne, Northumberland, Snyder, and Union Counties
Regularly Served Destinations	Geisinger Medical Center, the CMSU Service System, dialysis clinics, grocery stores, employment location, and social service agencies
Service Hours	Weekdays – 5:00 AM to 4:00 PM; Saturday (dialysis only) – 5:00 AM to 11:00 AM
Advanced Reservation	In-County – 24 hours advanced reservation; out-of-county – 48 hours advanced reservation. Reservations can be made Monday through Friday from 8:00 AM to 4:00 PM.
Cost to Rider	Distanced based fare structure discounted or free for program clients; the general public pays full-fare rate.
Scheduling	Computer-assisted scheduling – Syncretic “Q” software
Staffing Levels	Full-Time – 1 Administration, 2 Drivers & 2 Dispatchers Part-Time – 10 Drivers & 1 Dispatcher
Coordination	MTR/K-Cab in Columbia County and USTA in Snyder-Union Counties.

Northumberland County Transportation Department (NCTD) – NCTD is a unit of the Northumberland County Government under contract with Pennsylvania Department of Transportation, the Pennsylvania Department of Public Welfare, and other funding agencies to provide door-to-door, demand responsive service throughout Northumberland County and medical and group trips up to 20 miles past the county line. Transportation is available for any trip purpose. The Geisinger Medical Center, Shamokin Hospital, Evangelical Hospital, Sunbury Hospital, Wal-Mart, Weis Market, and Susquehanna Valley Mall are among the most popular destinations regularly served by the transit system.

The transit system serves individuals eligible for the Shared-Ride, PwD, MATP, AAA, and MH/MR programs, and is also available to the general public. The transit system is also responsible for providing the complimentary ADA paratransit services in the County for the LATS fixed route bus system.

The majority of transit service is provided using in-house personnel with some reliance on contractors. The contractors provide MATP trips that cannot be handled directly by NCTD, with these trips generally limited to the more dense areas in Northumberland County and single-zone trips. Reservations for contractors are taken by NCTD, which is responsible for the consumer experience and adherence to program rules. NCTD also reimburses private individuals and other third parties for transporting MATP clients.

Passenger fares are distanced based, with discounted or free fares provided to program clients and the full fare rate charged to the general public. Fares on the ADA complementary service are twice the LATS base fare.

Transportation service is available Monday through Saturday from 6:00 AM to 6:00 PM. Reservations must be made by 12:00 PM the business day prior to the date of the requested trip. Trips are scheduled using Novus Software provided by Trapeze Group. Northumberland County Transportation coordinates trips with other study area providers including USTA, MTR/K-Cab, and STEP. A description of the NCTD service is presented in Table 10.

Table 10 – NCTD Service Description

NCTD Service Description	
Organization	Department within Northumberland County's government structure
Service Delivery	Directly operated and contracted, door-to-door service
Services/Programs Offered	Senior Shared-Ride, Persons with Disabilities (PwD), Area Agency on Aging, Medical Assistance Transportation Program (MATP), Mental Health and Mental Retardation (MH/MR), Americans with Disabilities Act (ADA) and the general public
Service Area	Northumberland County, except medical and group trips which can be up to 20 miles past the county line
Regularly Served Destinations	Geisinger Medical Center, Shamokin Hospital, Evangelical Hospital, Sunbury Hospital, Wal-Mart, Weis Market, and Susquehanna Valley Mall
Service Hours	Monday through Saturday – 6:00 AM to 6:00 PM
Advanced Reservation	By 12:00 PM the business day prior to the date of the requested trip
Cost to Rider	Distanced based fare structure discounted or free for program clients; the general public pays full-fare rate.
Scheduling	Computer-assisted scheduling – Novus Software provided by Trapeze Group
Staffing Levels	<u>In-House</u> Full-Time – 3 Administration, 15 Drivers, 4 Dispatchers, 2 Mechanics, & 1 Scheduler Part-Time – 14 Drivers <u>Contractors</u> Full-Time – 8 Drivers & 2 Dispatchers Part-Time – 4 Drivers & 3 Dispatchers
Coordination	USTA, MTR/K-Cab, and STEP.

STEP Transportation/Lycoming County – STEP Transportation is a program within the Lycoming-Clinton Counties Commission for Community Action (STEP), Inc. under contract with Pennsylvania Department of Transportation, the Pennsylvania Department of Public Welfare, and other funding sources to provide door-to-door, demand responsive service in Lycoming, Clinton, Montour, and Union Counties. The system also provides MATP trips to destinations throughout the Commonwealth on an as-needed basis. Transportation is available for any trip purpose. The Geisinger Medical Center, the Eye Center of Central Pennsylvania, local MH/MR providers, Susquehanna Health System, dialysis units, senior centers, and the STEP Office of Aging are among the most popular destinations regularly served by the transit system.

STEP Transportation serves individuals eligible for the Shared-Ride, PwD, MATP, AAA, W2W/JARC programs, and is also available to the general public. The transit system is also responsible for providing the complimentary ADA paratransit services in Lycoming County for the RVT fixed route bus system.

STEP Transportation directly administers the transportation program and directly operates most of the service, with contractors used to provide about one-quarter of the MATP trips – including the MATP trips that travel beyond STEP’s primary service area of Clinton and Lycoming Counties. Reservations for contractors are taken by STEP, which is responsible for the consumer experience and adherence to program rules.

Fares are per one-way trip with revenue varying based on the number of passengers on a STEP Transportation vehicle. This fare structure applies to Shared-Ride and PwD clients, as well as the general public. Fares on the ADA complementary service are double the RVT base fare. Riders (60 and older) can ride STEP Transportation for \$0.80, which is subsidized by the Area agency on Aging and PennDOT (for 65+ only). Discounted or free fares are also provided to program clients.

STEP Transportation is unique among human service transportation providers in that it operates continuous service 24 hours a day, seven days a week, and 365 days a year. Reservations must be made by 12:00 PM the business day prior to the date of the requested trip. Trips out of Clinton or Lycoming Counties require a three day advanced reservation. Trips are scheduled using computer-assisted software that was developed in-house by STEP Transportation. Trips going to Union County are coordinated with USTA, which is the local shared-ride provider in Union County. A description of STEP Transportation service is presented in Table 11.

Table 11 – STEP Transportation Service Description

STEP Transportation Service Description	
Organization	Private, non-profit community action agency
Service Delivery	Directly operated and contracted, door-to-door service
Services/Programs Offered	Senior Shared-Ride, Persons with Disabilities (PwD), Area Agency on Aging (AAA), Medical Assistance Transportation Program (MATP), Americans with Disabilities Act (ADA), Welfare to Work (W2W)/Job Access and Reverse Commute (JARC) and the general public
Service Area	Lycoming, Clinton, Montour, and Union Counties; the system also provides MATP trips throughout the Commonwealth on an as needed basis.
Regularly Served Destinations	Geisinger Medical Center, the Eye Center of Central Pennsylvania, local MH/MR providers, Susquehanna Health System, dialysis units, senior centers, and the STEP Office of Aging
Service Hours	24 hours a day, seven days a week, and 365 days a year
Advanced Reservation	By 12:00 PM the business day prior to the date of the requested trip. Trips out of Clinton or Lycoming Counties require a three day advanced reservation
Cost to Rider	Shared-Ride, PwD & general public fares are charged per one-way trip. ADA trips are \$4.00 and trips for seniors 60+ are \$0.80. Discounted or free fares are also provided to program clients.
Scheduling	Computer-assisted software developed in-house.
Staffing Levels	<p><u>In-House</u> Full-Time – 1 Administration, 33 Drivers, 1 Dispatcher, 3 Clerical, 2 Reservations, & 1 Scheduler Part-Time – 6 Reservations, 2 Dispatchers, 1 Scheduler & 1 Driver</p> <p><u>Contractors</u> Full-Time – 12 Drivers, 2 Dispatchers, 2 Mechanics, 2 Administration, & 1 Clerical Part-Time – 24 Drivers & 4 Dispatchers</p>
Coordination	USTA, Northumberland County Transportation

Union/Snyder Transportation Alliance (USTA) – USTA is a public, non-profit transportation alliance serving local human service agencies and is affiliated with the Union-Snyder Community Action Agency (CAA). The system is under contract with the Pennsylvania Department of Transportation, the Pennsylvania Department of Public Welfare, and other funding sources to provide door-to-door, demand responsive services primarily in Union and Snyder Counties. Service is also provided to destinations in the Harrisburg, Hershey, and Lebanon areas in Dauphin and Lebanon Counties, State College Borough in Centre County, and Lewistown Borough in Mifflin County. Transportation is available for any trip purpose. The Geisinger Medical Center, Evangelical Hospital, senior centers, dialysis clinics, grocery stores, and Suncom Industries are among the most popular destinations regularly served by the system.

The transit system serves individuals eligible for the Shared-Ride, PwD, MATP, AAA, and W2W/JARC programs, and is also available to the general public. The transit system also provides transportation through contracts with Suncom Industries, the Snyder/Union County Board of Assistance Offices, and Snyder and Union County Careerlink. All transportation services are directly operated by USTA personnel.

Passenger fares are distanced based, with discounted fares provided to program clients and the full fare rate charged to the general public.

Transportation service is available on weekdays from 6:30 AM to 4:30 PM and usually does not operate service on weekends. Reservations must be made by 10:00 AM the business day prior to the date of the requested trip. Trips are scheduled using Syncretic - “Q” software developed specifically for Pennsylvania shared-ride systems. USTA coordinates trips with other study area providers including Montour County Transit, STEP Transportation, and the Northumberland County Transportation Department. A description of USTA is presented in Table 12.

Table 12 – USTA Transportation Service Description

USTA Service Characteristics	
Organization	Public, non-profit community action agency
Service Delivery	Directly operated, door-to-door service
Services/Programs Offered	Senior Shared-Ride, Persons with Disabilities (PwD), Area Agency on Aging (AAA), Medical Assistance Transportation Program (MATP), Welfare to Work (W2W)/Job Access and Reverse Commute (JARC) and the general public
Service Area	Union and Snyder Counties; service is also provided to the Harrisburg, Hershey, and Lebanon areas in Dauphin and Lebanon Counties, State College Borough in Centre County, and Lewistown Borough in Mifflin County
Regularly Served Destinations	Geisinger Medical Center, Evangelical Hospital, senior centers, dialysis clinics, grocery stores, and Suncom Industries
Service Hours	Weekdays from 6:30 AM to 4:30 PM; dialysis service is provided prior to 6:30 AM.
Advanced Reservation	By 10:00 AM the business day prior to the date of the requested trip
Cost to Rider	Distanced based fare structure discounted or free for program clients; the general public pays full-fare rate.
Scheduling	Computer-assisted scheduling – Syncretic “Q” software
Staffing Levels	<p><u>In-House</u> Full-Time – 1 Administration, 1 Operations Manager, 1 Transportation Manager, 1 MATP Manager, 1 Scheduler, 2 Reservations, 2 Dispatchers, & 9 Drivers. The reservationists and dispatchers also perform other duties. Part-Time – 28 Drivers 7 & 1 Support Staff</p> <p><u>Contractors</u> Full-Time – 4 Mechanics</p>
Coordination	Montour County Transit, STEP Transportation, Northumberland County Transportation, and CARS in Lewistown.

MTR Transportation/K-Cab – MTR Transportation/K-Cab is a private corporation under contract with the Pennsylvania Department of Transportation, the Pennsylvania Department of Public Welfare, and other funding sources to provide door-to-door, demand responsive services in Columbia, Montour, Northumberland, and lower Luzerne Counties.

Transportation is available for any trip purpose with the Geisinger Medical Center, FMC Dialysis, Berwick Hospital, and Bloomsburg Hospital among the destinations regularly served by the transit system.

The transit system serves individuals eligible for the Shared-Ride, PwD, MATP, AAA, MH/MR, and W2W/JARC programs, and is also available to the general public. All transportation services are directly operated by in-house personnel. However, in some instances, the transit system provides mileage reimbursements for the MATP Program.

Transportation service is available Monday through Friday from 4:30 AM to 8:00 PM and on Saturday from 4:30 AM to 6:00 PM. Reservations must be made by 6:00 PM the business day prior to the date of the requested trip. Trips are scheduled using PC Dispatch scheduling software. MTR Transportation/K-Cab coordinates some trips with Montour County Transit. A description of MTR Transportation/K-Cab service is presented in Table 13.

Table 13 – MTR Transportation/K-Cab Service Description

MTR Transportation/K-Cab Service Characteristics	
Organization	Private corporation
Service Delivery	Directly operated, door-to-door service
Services/Programs Offered	Senior Shared-Ride, Persons with Disabilities (PwD), Medical Assistance Transportation Program (MATP), Mental Health and Mental Retardation (MH/MR), Welfare to Work (W2W)/Job Access and Reverse Commute (JARC) and the general public
Service Area	Columbia, County
Regularly Served Destinations	Geisinger Medical Center, FMC Dialysis, Berwick Hospital, and Bloomsburg Hospital
Service Hours	Monday through Friday from 6:00 AM to 8:00 PM; Saturday from 6:00 AM to 6:00 PM.
Advanced Reservation	By 6:00 PM the business day prior to the date of the requested trip
Cost to Rider	Distanced based fare structure discounted or free for program clients; the general public pays full-fare rate.
Scheduling	PC Dispatch
Staffing Levels	<u>In-House</u> Full-Time – 2 Administration, 3 Dispatchers, and 6 Drivers Part-Time – 17 Drivers
Coordination	Montour County Transit, Northumberland County Transportation

Summary of Current Demand Responsive Services

The following is an overview of the five shared ride services, in terms of general services provided by the systems.

- The scheduling deadline for shared ride services is one day prior to the date that service is needed, with reservations taken Monday through Friday with a cut-off time ranging from 10:00 AM to 6:00 PM.
- At a minimum, all providers offer weekday service within their primary service areas between the hours of 6:30 AM to 4:00 PM. Montour County Transit begins service at 5:00 AM while MTR Transportation/K-Cab ends at 8:00 AM. Additionally, STEP Transportation makes their service available 24 hours a day, seven days a week. Each system operates Saturday service ranging from 5:00 AM to 8:00 PM, with the Saturday service operated by Montour County Transit available only for dialysis. Two of the systems operate Sunday service – STEP Transportation and USTA (6:30 AM to 4:30 PM).

- Each system provides service for any trip purpose (i.e., medical, shopping, senior centers, etc.), with the most commonly utilized programs including Shared-Ride, PwD, MATP, AAA, and W2W/JARC. STEP Transportation and NCTD also operate the complementary ADA paratransit services on behalf of the RVT and LATS fixed route bus systems. Most of the trips provided by the systems are subsidized or are provided at no charge to program clients. Services are open to the general public, but these passengers are required to pay the full cost of the trip.
- Each of the five systems uses computer-assisted software to schedule passenger trips. Two of the systems – USTA and Montour County Transit – use Syncretic “Q” software. STEP Transportation uses custom scheduling software designed in-house. The Northumberland County Transportation Department uses Novus Software by Trapeze Group and MTR Transportation/K-Cab uses PC Dispatch.
- Various levels of coordination are occurring between the demand responsive systems in the study area, with each of the systems coordinating cross-county trips with at least one other provider. Coordination between the systems typically involves transferring passengers at county borders or at specific areas or major destination points.
- While service is available to the general public, the lack of subsidy results in relatively high fares which discourage its use.

Operating and Performance Trends

To provide a context for the current analysis of the public transportation and human service transportation systems operating in the study area, relevant operating, ridership, and financial information was tabulated for the past three years – FY 2007-08 through FY 2008-09 (subsequently referred to as FY 2007, FY 2008 and FY 2009). The data was obtained from the Pennsylvania Department of Transportation’s Bureau of Public Transportation (BPT) Legacy Reports which are compiled from data submitted to PennDOT by the individual operators. The statistics include measures such as revenue miles and revenue hours, ridership, system expenses, and passenger revenue and funding assistance. In certain instances, operating data made available for review was missing or incomplete; these inconsistencies will be noted where they arise.

It should also be noted that reporting and accounting practices may differ among the transit systems. In addition, data definitions may have changed over the review period and the possibility also exists that anomalies or irregularities may have entered the data system.

In addition, the reader is cautioned against using the analyses contained in his report to compare the performance of the individual transit providers. Fixed route and demand responsive services are often characterized by vastly different service area characteristics, client needs, and operational and service delivery practices. Further, there are a variety of service area and operational and organizational differences among the demand responsive systems that make comparisons difficult at best. The same can be said for the fixed route services, which are vastly different in terms of system size and overall operational and organizational complexity. The

purpose of this report is not to conduct a detailed analysis of system performance and comparison of providers, but to provide a description of scope of services that are currently available in the study area and their respective characteristics. The information presented in this section of the report will serve as a foundation for further analysis that may assist in identifying improvements to the management and delivery of human service transportation and the availability of transit services for the general public.

Fixed Route Service Performance Analysis

River Valley Transit (RVT) – Operating statistics and key performance measures for fiscal years 2007 through 2009 are presented in Table 14 and summarized below.

Service levels – revenue miles and revenue hours – have remained relatively stable during the last three fiscal years, with revenue miles dropping by four percent and revenue hours increasing by approximately two percent; peak vehicles have not changed during the three year period. Ridership has increased at a comparable rate to service levels (+2.4 %). The static situation with respect to service levels and ridership resulted in productivity exhibiting a very modest decline of less than one percent during the three year period.

The total operating costs at RVT have increased by approximately 13 percent which is attributable to escalation in the unit costs of providing service since service levels have remained relatively constant during the three year period. An examination of RVT's Legacy Reports for FY 2008 and FY 2009 indicated that administrative costs almost doubled during the two year period, with employee benefits and fuel prices increasing approximately 14 percent.

In contrast, revenue generated through fares paid by riders has declined by almost 24 percent which likely reflects passengers making greater use of discounted fare programs and multi-ride fare media, particularly since ridership has grown during the three year period. The net effect of costs rising faster than revenue is that the deficit has increased from about \$2.9 million in FY 2007 to about \$3.7 million in FY 2009, or an increase of approximately 28 percent.

Fares paid by riders, as a percentage of total costs, decreased from 28.8 percent in FY 2007 to 19.4 percent in FY 2009. This also means that, in FY 2007, a dollar paid by the rider required a subsidy of \$2.48 which increased to \$4.17 by FY 2009.

To offset the operating deficit, RVT is dependent on federal, state, and local funding assistance. Total operating assistance provided to RVT increased by approximately 28 percent during the three year period, and is entirely attributed to state funding doubling during this time period. In fact, federal funding fell by nearly two-thirds with local assistance falling by approximately one-third between FY 2007 and FY 2009.

The increasing deficit has ramifications for the planning process since an increasing operating deficit will make it more difficult for RVT to continue to operate its current level of service, or to expand service in the future.

Table 14 – River Valley Transit (RVT) Operating & Performance Data

Criteria	FY 2006-07	FY 2007-08	FY 2008-09	% Change (cumulative)
Operating Statistics				
Revenue Miles	878,956	834,887	843,496	-4.0
Revenue Hours	54,474	54,618	55,606	2.1
Peak Vehicles	22	22	22	0.0
Passenger Trips	1,266,704	1,287,649	1,297,367	2.4
Operating Expenses	4,065,000	4,216,000	4,603,000	13.2
Passenger Fares	1,169,600	808,000	891,000	-23.8
Farebox Recovery	28.8	19.2	19.4	-32.6
Deficit	2,895,400	3,408,000	3,712,000	28.2
Funding				
Local	356,700	226,000	237,000	-33.6
State	1,493,700	2,882,000	3,075,000	105.9
Federal	1,045,000	300,000	400,000	-61.7
<i>Total</i>	<i>2,895,400</i>	<i>3,408,000</i>	<i>3,712,000</i>	<i>28.2</i>
Performance Measures				
Passengers per Revenue Mile	1.44	1.54	1.54	6.7
Passengers per Revenue Hour	23.25	23.58	23.33	0.3
Cost per Revenue Mile	\$4.62	\$5.05	\$5.46	18.0
Cost per Revenue Hour	\$74.62	\$77.19	\$82.78	10.9
Cost per Passenger	\$3.21	\$3.27	\$3.55	10.6

Source: PennDOT Bureau of Public Transportation.

Table 14 also shows the effect of the changes in the various annual statistics on RVT performance on a per unit basis. Two important measures presented in the table are the operating costs per passenger and operating costs per revenue hour, which indicate financial effectiveness and efficiency, respectively. Operating costs per revenue mile increased by 18 percent while operating costs per revenue hour exhibited an upward trend of nearly 11 percent. On a per passenger basis, operating costs have escalated 10.6 percent. This performance reflects the fact that the increase in operating costs outpaced the growth in ridership during the three year period.

Lower Anthracite Transit System (LATS) – Operating statistics and key performance measures for fiscal years 2007 through 2009 are presented in Table 15 and summarized below.

The level of service – revenue miles and revenue hours – have remained relatively stable during the last three fiscal years, with revenue miles dropping by nearly four percent and revenue hours increasing by less than one percent; peak vehicles have not changed during the three year period. At the same time, the number of passengers carried on the LATS system exhibited a slight decline at a comparable rate to service levels (-0.5 %). The static situation with respect to

service levels and ridership resulted in productivity improving 3.5 percent in terms of revenue miles and falling one percent in terms of revenue hours.

Between FY 2007 and FY 2009, LATS's total operating costs have increased by almost one-quarter, which can be attributed to escalation in the unit costs of providing service since service levels have remained relatively constant during the three year period.

An examination of LATS's Legacy Reports for FY 2008 and FY 2009 indicated that certain line items, such as fuel and maintenance were zero in FY 2008, but were listed at approximately \$3,000 and \$6,000, respectively, the following year. This may be a discrepancy in the data, so some caution should be made with respect to individual cost categories. However, the data does show that administrative costs, employee benefits, and purchased transportation increased approximately six percent, 10 percent and 13 percent, respectively, between FY 2008 and FY 2009.

Revenue from passenger fares increased over the review period by approximately eight percent, which may be attributed to a higher number of passengers travelling between origins and destinations that require a higher fare than the base fare of \$1.00. As noted previously in the description of LATS service, the system has a variety of fares depending on where the rider begins and ends their trip.

Table 15 – Lower Anthracite Transit System (LATS) Operating & Performance Data

Criteria	FY 2006-07	FY 2007-08	FY 2008-09	% Change (cumulative)
Operating Statistics				
Revenue Miles	52,739	50,621	50,677	-3.9
Revenue Hours	5,064	5,044	5,090	0.5
Peak Vehicles	2	2	2	0.0
Passenger Trips	56,710	50,814	56,406	-0.5
Operating Expenses	\$417,700	\$455,200	\$512,600	22.7
Passenger Fares	\$7,400	\$9,000	\$8,000	8.1
Farebox Recovery	1.77	1.98	1.56	-11.9
Deficit	\$410,300	\$446,200	\$504,600	23.0
Funding				
Local	\$44,900	\$10,000	\$8,000	-82.2
State	\$164,400	\$220,000	\$321,000	95.3
Federal	\$201,100	\$217,000	\$175,000	-13.0
Total	\$410,400	\$447,000	\$504,000	22.8
Performance Measures				
Passengers per Revenue Mile	1.08	1.00	1.11	3.5
Passengers per Revenue Hour	11.20	10.07	11.08	-1.0
Cost per Revenue Mile	\$7.92	\$8.99	\$10.12	27.7
Cost per Revenue Hour	\$82.48	\$90.25	\$100.71	22.1
Cost per Passenger	\$7.37	\$8.96	\$9.09	23.4

Source: PennDOT Bureau of Public Transportation.

However, even with the increase in passenger revenue, the disparity between revenue and costs widened during the review period, which resulted in LATS having a larger operating deficit at the end of the three year period. The operating deficit increased from \$400,300 in FY 2007 to \$505,000 in FY 2009, an increase of approximately 23 percent during the three year period. Revenue generated through fares paid by riders, as a percentage of costs, decreased from 1.8 percent in FY 2007 to 1.6 percent in FY 2009. This also means that, in FY 2007, a dollar paid by the rider required a subsidy of \$55.45 which increased to \$63.13 by FY 2009. The low ratio of fare revenue to total operating costs is at least partially attributable to seniors riding for free under the sponsorship of PennDOT grant funding.

To offset the operating deficit, LATS is dependent on federal, state, and local funding assistance. Total operating assistance provided to LATS increased by almost 23 percent during the three year period, and is entirely attributed to state funding almost doubling during this time period. In fact, the amount of federal funding actually declined by 13 percent with local assistance falling by approximately 82 percent between FY 2007 and FY 2009.

Table 15 also shows the effect of the changes in the various annual statistics on LATS performance on a per unit basis. Two important measures presented in the table are the operating costs per passenger and operating costs per revenue hour, which indicate financial effectiveness and efficiency, respectively. On average, the operating costs on a per revenue mile and per revenue hour basis exhibited an upward trend of nearly 25 percent. On a per passenger basis, operating costs have escalated 23.4 percent. This performance reflects the fact that operating costs increased during the review period while ridership has declined slightly.

Demand Responsive Services Performance Analysis

Several points are necessary to facilitate the understanding and proper use of the analyses presented below. As noted earlier, the demand responsive providers are characterized by vastly different service areas, client characteristics, service delivery practices, accounting practices and other variables. For that reason, the following analyses are not intended to be used to compare providers. Rather, the information is intended to provide a basic understanding of the individual systems, their services, clientele, utilization and financial characteristics. In addition, compilation of data for all systems, in the form of summary tables, is intended to provide a broader understanding of the total resources expended throughout the region, utilization of services provided and sources of financing.

Although there are a number of annual deficits shown in the individual provider tables, those amounts are often misleading. Fare increases are generally designed to last for several years, which often results in a profit in the first year which is gradually spent down until the next fare increase is implemented. Also, grant program funding practices and accounting practices sometimes result in grant income being credited to a different fiscal year than the period in which the expenses were incurred and the funds were earned. In some instances, systems indicated that their internal accounting practices had changed during the period reviewed, resulting in certain types of expenses and/or revenues not being consistently allocated to the expense or revenue categories across all three years.

The initiation of new programs or new services, as occurred with the PwD program during the period analyzed, also can result in a temporary shift in the trend lines for certain statistics which could lead to misinterpretation of the data.

One observation that will become apparent is the fact that ridership under the Shared Ride Program is on a general decline for most providers. This is not unique to the Shared Ride providers in the study area. This trend has been observed across the state and can be attributed to the fact that the demographics of today's seniors is quite different than earlier generations. Persons turning 65 today are generally healthier, more affluent and are more likely than their predecessors to have relied on the use of personal automobiles throughout their lifetime. This is resulting in a senior population that increasingly defers using the Shared Ride Program until later their years. Ironically, this trend has also led to increasing program costs since users of the service are increasingly frailer than in the past, resulting in a higher level of assistance being required and higher cost per trip provided.

Where the term “Other (non-public)” appears in the narrative, it refers to services that are billed at a negotiated rate, other than the Shared Ride fare structure, based on the unique requirements associated with the services requested and provided. Some of these costs may be associated with individual programs such as MATP or other programs listed in the tables and if a program-by-program analysis was being completed, these costs would have been allocated differently. However, this study was not intended to develop and analyze data at the individual program level and the data made available for review would not support that type of analysis.

Montour County Transit – Operating statistics and key performance measures for fiscal years 2008 through 2009 for Montour County Transit are presented in Table 16 and summarized below. Data was not available for FY 2007.

The number of revenue miles provided by Montour County Transit stayed almost the same over the two year period (+0.4%) while the number of revenue hours increased 14.5 percent.

The increase in service hours did not translate into a similar gain in ridership, as the number of passenger trips increased 4.5 percent over the two year period. Passenger trips funded by the Senior Citizen Lottery Program account for the majority (61.0%) of ridership, with the largest passenger growth rate both in terms of absolute and percentage change occurring among residents using the PwD Program. The rapid growth in the PwD Program can be explained by the fact that service was initiated in FY 2007-2008. At the same time, Other program trips (i.e., MATP and MH/MR) declined 2.3 percent.

With revenue miles staying static and revenue hours increasing at a greater rate than ridership over the two year period, the productivity of the Montour County Transit system was mixed. The number of passengers per revenue mile exhibited an upward trend of approximately four percent while the number of passengers per revenue hour declined by almost nine percent.

Montour County Transit’s operating costs increased almost 16 percent between FY 2008 and FY 2009, with most of the cost increase attributed to administrative costs escalating over 50 percent during the two year period. Operating costs associated with vehicle operations and vehicle maintenance increased 18.5 percent while Other (non-public) expenses declined by approximately one-third over the two year period.

Typical of transportation programs that primarily provide client transportation, only a small proportion of the operating costs are met by rider fares. The majority of funds are provided by the PennDOT Shared-Ride Program, Other (non-public)” revenue and the Department of Public Welfare (DPW) which administers MATP. Overall, the amount of operating revenue increased approximately three percent. Conversely, passenger fare revenue dropped by nearly two-thirds during the two year period.

Table 16 – Montour County Transit Operating & Performance Data

Criteria	FY 2007-08	FY 2008-09	% Change (cumulative)
Operating Statistics			
Revenue Miles	160,533	161,208	0.4
Revenue Hours)	4,972	5,694	14.5
RIDERSHIP			
Senior Citizen Lottery	15,445	16,057	4.0
PwD*	74	827	1,017.6
Other	9,659	9,435	-2.3
<i>Total Ridership</i>	<i>25,178</i>	<i>26,319</i>	<i>4.5</i>
EXPENSES			
Operations & Maintenance	\$217,037	\$257,174	18.5
Administration	\$70,699	\$108,826	53.9
Other (non-public)	\$66,774	\$44,691	-33.1
<i>Total System Expenses</i>	<i>\$354,510</i>	<i>\$410,691</i>	<i>15.8</i>
REVENUE			
Passenger Fares	\$35,071	\$13,772	-60.7
SR Lottery Reimbursement	\$138,867	\$136,533	-1.7
PwD Trip Reimbursement *	\$4,988	\$43,481	771.7
AAA	\$16,698	\$18,720	12.1
MATP	\$44,153	\$55,766	26.3
Other (Shared Ride)	\$25,885	\$16,973	-34.4
Service Stabilization	\$11,027	\$0	NA
Other (non-public)	\$71,355	\$73,789	3.4
<i>Total Revenue</i>	<i>\$348,044</i>	<i>\$359,034</i>	<i>3.2</i>
Deficit **	-\$6,466	-\$51,657	698.9
Performance Measures			
Passengers per Revenue Mile	0.16	0.16	4.1
Passengers per Revenue Hour	5.06	4.62	-8.7
Cost per Revenue Mile	\$2.21	\$2.55	15.4
Cost per Revenue Hour	\$71.30	\$72.13	1.2
Cost per Passenger	\$14.08	\$15.60	10.8

Source: PennDOT Legacy Reports * The PwD Program was initiated in FY 2007-08

** FY 2008-09 deficit was offset by \$52,557 fourth quarter MATP payment that was recorded as FY 2009-2010 revenue

The disparity between revenue and costs widened during the two year period, which resulted in the operating deficit increasing from about \$6,500 to nearly \$52,000. However, the FY 2008-09 operating deficit shown in Table 16 is misleading because the auditor would not allow Montour County Transit to include its 4th quarter MATP payment of \$52,557 since the payment was received after the close of the fiscal year.

Montour County Transit's operating costs escalated faster than service levels or ridership during the two year period. As a result, the financial efficiency and effectiveness of the transit system exhibited a downward trend. Operating costs per revenue mile experienced the largest increase (+15.4%), followed by cost per passenger (+10.8%), and cost per revenue hour (+1.2%).

Northumberland County Transportation Department (NCTD) – The operating statistics and key performance measures for NCTD are presented in Table 17 and summarized below. Level of service indicators – revenue miles and revenue hours – are presented for FY 2009 only and may include irregularities in the data. Service level statistics for fiscal years 2007 and 2008 were not available from the transit system or from the Legacy Reports. In addition, ridership is disaggregated in terms of Shared-Ride and PwD program trips and does not include a separate category for Other (non public) program trips. However, it should be recognized that the Shared-Ride program does include an unspecified number of trips that were subsidized by various programs such as MATP and MH/MR.

In FY 2009 NCTD operated almost 821,000 revenue miles and 144,000 revenue hours.

Ridership on the NCTD system is almost entirely comprised of trips attributed to the Shared-Ride Program. Over the three year period, the number of Shared-Ride passenger trips exhibited a decline of less than one percent. At the same time, the number of trips attributed to the PwD program has increased significantly, from approximately 100 trips in FY 2007 to nearly 3,000 trips in FY 2009. The reason for this dramatic increase is that NCTD did not begin providing PwD trips until March 2007.

NCTD's operating costs increased almost 19 percent between FY 2007 and FY 2009 and is largely the result of a 35.3 percent rise in costs associated with operations and vehicle maintenance. Conversely, administrative expenses trended in the opposite direction and declined by approximately 24 percent over the three year period. Although Other (non-public) costs exhibited the largest cumulative increase over the three year period, this line item accounted for less than three percent of total costs in FY 2009. NCTD is primarily financed through the PennDOT Shared-Ride Program, the Department of Public Welfare (DPW), and Other (Shared Ride) revenue sources. Overall, operating revenue increased 6.4 percent over the three year period, with "Other (non-public)" revenue comprising the fastest growing revenue source over this period.

Despite a rise in operating revenue over the three year period, NCTD's operating costs increased at a much higher rate resulting in the system's deficit growing from \$38,688 in FY 2007 to \$273,166 in FY 2009.

The financial effectiveness of NCTD exhibited a downward trend, as cost per passenger increased approximately 17 percent. This performance reflects the fact that operating costs increased while ridership remained nearly static over the three year period.

Table 17 – NCTD Operating & Performance Data

Criteria	FY 2006-07	FY 2007-08	FY 2008-09	% Change (cumulative)
Operating Statistics				
Revenue Miles	NA	NA	820,550	NA
Revenue Hours	NA	NA	143,798	NA
RIDERSHIP				
Total Shared-Ride	143,168	137,247	142,262	-0.6
PwD*	102	981	2,789	NA
<i>Total Ridership</i>	<i>143,270</i>	<i>138,228</i>	<i>145,051</i>	<i>1.2</i>
EXPENSES				
Operations & Maintenance	\$1,280,356	\$1,434,407	\$1,732,619	35.3
Administration	\$587,029	\$558,835	\$445,217	-24.2
Other (non-public)	\$18,319	\$50,522	\$61,458	235.5
<i>Total System Expenses</i>	<i>\$1,885,704</i>	<i>\$2,043,764</i>	<i>\$2,239,294</i>	<i>18.8</i>
REVENUE				
Passenger Fares	\$11,336	\$17,975	\$22,937	102.3
SR Lottery Reimbursement	\$771,303	\$711,906	\$724,094	-6.1
PwD Trip Reimbursement*	\$0	\$10,816	\$35,067	NA
AAA	\$153,893	\$148,485	\$143,681	-6.6
MATP	\$271,641	\$300,008	\$385,590	41.9
Other (Shared Ride)	\$620,524	\$496,860	\$593,301	-4.4
Service Stabilization	\$0	\$0	\$0	NA
Other (non-public)	\$18,319	\$50,522	\$61,458	235.5
<i>Total Revenue</i>	<i>\$1,847,016</i>	<i>\$1,736,572</i>	<i>\$1,966,128</i>	<i>6.4</i>
Deficit	-\$38,688	-\$307,192	-\$273,166	606.1
Performance Measures				
Passengers per Revenue Mile	NA	NA	0.18	NA
Passengers per Revenue Hour	NA	NA	1.01	NA
Cost per Revenue Mile	NA	NA	\$2.73	NA
Cost per Revenue Hour	NA	NA	\$15.57	NA
Cost per Passenger	\$13.16	\$14.79	\$15.4	17.3

Source: PennDOT Legacy Reports

Operating statistics were not available for FY's 2007-08 and 2008-09

* PwD Program initiated in March 2007

STEP Transportation (STEP) – Table 18 summarizes the operating and financial trends for STEP for fiscal years 2007 through 2009.

During the three year period, STEP supplied less service in terms of revenue miles (-8.4%) and revenue hours (-3.2%), but did exhibit a 1.4 percent increase in ridership. The ridership growth was attributed to the PwD (+5.5%) and Other (+4.8%) programs with the Senior Citizen Lottery Program ridership declining almost three percent over the three year period. The expenses and revenue amounts shown in the “Other (non-public)” lines items, beginning in FY 2008-09, were described in the legacy reports as “Welfare to Work (route enhancements), AAA (Meals on Wheels), and MATP.”

The declining service levels coupled with increasing ridership improved STEP’s productivity on a revenue mile (+10.8%) and revenue hour (+4.8%) basis.

Although STEP’s operating costs increased significantly over the three year period, it is important to recognize that the system’s Other (non-public) line item was blank in the PennDOT Legacy Reports for FY 2007 and FY 2008 but included an amount of \$947,797 for FY 2009. As a result, STEP’s operating cost trend over the three year period should be interpreted with caution. A detailed financial analysis of system performance, which might uncover a better explanation for the observed trend in operating cost, is beyond the scope of this study.

The transit system is primarily financed through the PennDOT Shared-Ride Program and the Department of Public Welfare (DPW) which administers MATP. Between FY 2007 and FY 2009, operating revenue increased more than 50 percent, with MATP and passenger fares accounting for the largest revenue growth rates over the three year period. The increase in operating revenue includes a service stabilization grant of approximately \$75,000 that was provided by PennDOT in FY 2009 only, and the fact that STEP reported \$947,797 in Other (non-public) revenue whereas that line item showed no revenue for the previous two years.

The disparity between STEP’s revenue and costs widened during the three year period, which increased the system’s deficit from about \$5,000 in FY 2007 to approximately \$194,000 in FY 2009. As noted previously, the fact that the Other (non-public) line item expense in STEP’s PennDOT Legacy Reports was blank in FY 2007 and FY 2008 may indicate a reporting discrepancy or some type of change in reporting procedures. Accordingly, STEP’s operating cost trend over the three year period should be interpreted with caution.

The financial efficiency and effectiveness of STEP declined during the three year period, as costs have escalated at a much faster rate than demand. Again, it is important to remember the possibility that STEP’s operating costs, as represented in PennDOT’s Legacy Reports and therefore in this report, may not accurately represent true trends in certain line items or the totals.

Table 18 – STEP Transportation Operating & Performance Data

Criteria	FY 2006-07	FY 2007-08	FY 2008-09	% Change (cumulative)
Operating Statistics				
Revenue Miles	1,010,516	1,006,084	925,340	-8.4
Revenue Hours	36,530	38,220	35,344	-3.2
RIDERSHIP				
Senior Citizen Lottery	64,481	64,465	62,580	-2.9
PwD	13,231	15,109	13,954	5.5
Other	68,466	70,635	71,723	4.8
<i>Total Ridership</i>	<i>146,178</i>	<i>150,209</i>	<i>148,257</i>	<i>1.4</i>
EXPENSES				
Operations & Maintenance	\$1,917,810	\$2,122,450	\$2,145,309	11.9
Administration	\$149,584	\$275,009	\$293,642	96.3
Other (non-public)*	\$0	\$0	\$946,797	NA
<i>Total System Expenses</i>	<i>\$2,067,394</i>	<i>\$2,397,459</i>	<i>\$3,385,748</i>	<i>63.8</i>
REVENUE				
Passenger Fares	\$217,486	\$249,672	\$244,318	12.3
SR Lottery Reimbursement	\$715,704	\$786,028	\$718,924	0.4
PwD Trip Reimbursement	\$120,899	\$139,321	\$135,364	12.0
AAA	\$110,745	\$105,794	\$94,177	-15.0
MATP	\$735,069	\$773,586	\$830,087	12.9
Other (Shared Ride)	\$162,286	\$150,418	\$146,278	-9.9
Service Stabilization	NA	NA	\$75,356	NA
Other (non-public)*	\$0	\$0	\$946,797	NA
<i>Total Revenue</i>	<i>\$2,062,189</i>	<i>\$2,204,819</i>	<i>\$3,191,301</i>	<i>54.8</i>
Deficit	-\$5,205	-\$192,640	-\$194,447	
Performance Measures				
Passengers per Revenue Mile	0.14	0.15	0.16	10.8
Passengers per Revenue Hour	4.00	3.93	4.19	4.8
Cost per Revenue Mile	\$2.05	\$2.38	\$3.66	78.8
Cost per Revenue Hour	\$56.59	\$62.73	\$95.79	69.3
Cost per Passenger	\$14.14	\$15.96	\$22.84	61.5

Source: PennDOT Legacy Reports.

* No amounts listed in Legacy Reports for 2006-07 and 2007-0; 2008-09 amounts attributable to Welfare to Work (Route Enhancement), AAA (Meals on Wheels), MATP

Union/Snyder Transportation Alliance (USTA) – Operating statistics and key performance measures for fiscal years 2007 through 2009 for USTA are presented in Table 19 and summarized below.

Revenue miles and revenue hours have increased by an average of about seven percent during the three year period.

Ridership exhibited a small net loss of approximately one percent. The Senior Citizen Lottery Program is the most utilized program operated by USTA; however, during the three year period, the number of trips provided by this program dropped by 11 percent. Further, the total share of the ridership using the Pennsylvania Shared-Ride Lottery Program dropped from around 40 percent in FY 2007 to about 36 percent in FY 2009. During the three year period, the number of residents using the PwD Program increased by almost 14 percent, while the number of Other program trips (i.e., MATP) increased by nearly four percent.

With the level of service increasing at a greater rate than ridership, USTA's productivity exhibited a downward trend, as passengers per revenue mile and per revenue hour both declined by approximately seven percent.

Operating expenses increased nearly 16 percent between FY 2007 and FY 2009, with Other (non-public) expenses exhibiting the largest cumulative increase over the three year period (+72.8%). USTA's Legacy Report submission to PennDOT described the Other (non-public) expenses as encompassing FTA-reimbursed expenses associated with a building project, Suncom allocated expenses, and MATP mileage reimbursement expenses. The increase in this line item was partially attributable to a change that occurred in how MATP administrative expenses and MATP mileage reimbursement expenses were accounted for during the period reviewed.

USTA is primarily financed through the PennDOT Shared-Ride Program, MATP, and Other (non-public) revenue. Between FY 2007 and FY 2009, USTA's operating revenue increased approximately 22 percent, which reflects a service stabilization grant provided by PennDOT in FY 2009 in the amount of about \$46,000. Other (non-public) revenue (+89.7%) and the MATP program (+20.4) exhibited the largest revenue growth rates over the three year period. In contrast, revenue associated with the Shared Ride program declined by an average of nearly 20 percent. With revenue growth outpacing growth in costs, coupled by a service stabilization grant in FY 2009, USTA reported a net surplus of approximately \$56,000 over the three year period.

The financial efficiency and effectiveness of the USTA system has trended downward. Operating costs per revenue mile and per revenue hour increased by an average of 8.5 percent, while operating cost per passenger rose by approximately 17 percent. This performance reflects the fact that operating costs increased and ridership declined over the three year period.

Table 19 – USTA Operating Statistics & Performance Data

Criteria	FY 2006-07	FY 2007-08	FY 2008-09	% Change (cumulative)
Operating Statistics				
Revenue Miles	832,963	857,825	887,422	6.5
Revenue Hours	43,185	45,027	46,284	7.2
RIDERSHIP				
Senior Citizen Lottery	36,962	34,423	32,909	-11.0
PwD	10,073	11,502	11,470	13.9
Other	45,768	44,727	47,509	3.8
<i>Total Ridership</i>	<i>92,803</i>	<i>90,652</i>	<i>91,888</i>	<i>-1.0</i>
EXPENSES				
Operations & Maintenance	\$763,146	\$838,994	\$837,012	9.7
Administration	\$326,935	\$315,480	\$250,994	-23.2
Other (non-public)	\$309,043	\$413,311	\$534,178	72.8
<i>Total System Expenses</i>	<i>\$1,399,124</i>	<i>\$1,567,785</i>	<i>\$1,622,184</i>	<i>15.9</i>
REVENUE				
Passenger Fares	\$52,203	\$54,175	\$53,877	3.2
SR Lottery Reimbursement	\$412,895	\$399,753	\$390,868	-5.3
PwD Trip Reimbursement	\$142,692	\$162,711	\$163,879	14.8
AAA	\$41,421	\$45,827	\$43,534	5.1
MATP	\$279,958	\$295,201	\$337,166	20.4
Other (Shared Ride)	\$177,139	\$175,895	\$116,182	-34.4
Service Stabilization	\$0	\$0	\$45,943	NA
Other (non-public)	\$294,911	\$399,246	\$559,448	89.7
<i>Total Revenue</i>	<i>\$1,401,219</i>	<i>\$1,532,808</i>	<i>\$1,710,897</i>	<i>22.1</i>
Deficit	\$2,095	-\$34,977	\$88,713	41.3
Performance Measures				
Passengers per Revenue Mile	0.11	0.11	0.10	-7.1
Passengers per Revenue Hour	2.15	2.01	1.99	-7.6
Cost per Revenue Mile	\$1.68	\$1.83	\$1.83	8.8
Cost per Revenue Hour	\$32.40	\$34.82	\$35.05	8.2
Cost per Passenger	\$15.08	\$17.30	\$17.65	17.1

Source: PennDOT Legacy Reports.

MTR Transportation/K-Cab, Inc./Columbia County – Operating statistics and key performance measures for fiscal years 2007 through 2009 for MTR Transportation/K-Cab are presented in Table 20 and summarized below.

The level of service has grown substantially with revenue miles increasing approximately 50 percent and revenue hours nearly doubling during the three year period.

The transit system carried almost 10,000 more passengers in FY 2009 as compared to FY 2007, an increase of nearly 18 percent. In absolute terms, ridership attributed to the PwD Program increased by 7,578 trips, with ridership attributed to Other programs increasing by 3,780 trips. The net passenger gain was lowered by the Senior Citizen Lottery Program, which experienced a loss of 1,470 trips over the three year period. Even with the drop in ridership, the Senior Citizen Lottery Program still accounts for more than half of the system's total ridership.

Although ridership increased, the much larger growth rate in service levels negatively impacted productivity, as passengers on a per revenue mile and on a per revenue hour basis declined nearly 22 percent and 39 percent, respectively, during the three year period

Operating expenses increased approximately one-third between FY 2007 and FY 2009, which is fairly reasonable considering that service hours almost doubled over the three year period. Other (non-public) related expenses comprised over three-quarters of the increase in operating costs, with operations and vehicle maintenance expenses (+22.9%) accounting for the remaining cost increase over the three year period. At the same time, the cost of administering the service actually exhibited a very modest decline (-0.3%) over the three year period.

MTR Transportation/K-Cab is financed primarily through the PennDOT Shared Ride Program and Other (non-public) revenue sources. Over the three year period, total revenue increased by nearly 40 percent, with the largest revenue gains attributed to Other (non-public) sources. It is important to recognize that the PwD program was not operational in FY 2007 and therefore no funding was reported for FY 2007, with the 9.7 percent increase shown in Table 19 reflecting the two year period encompassing FY 2008 and FY 2009. Since 2008, the PwD Program has become a major funding source comprising 16.6 percent of the transit system's revenue in 2009. Revenue received from the Pennsylvania Shared-Ride Lottery Program dropped by 21 percent over the three year period.

With revenue outpacing costs, MTR Transportation/K-Cab reported a net surplus of approximately \$64,000 over the three year period.

Although cost per revenue mile and per revenue hour declined by 10.1% and 29.7% respectively over the three year period, cost per passenger increased by 14.7% due to declining productivity as indicated by passengers per revenue mile (-21.6%) and passengers per revenue hour (-38.6%)

Table 20 – MTR Transportation/K-Cab, Inc. Operating Statistics & Performance Data

Criteria	FY 2006-07	FY 2007-08	FY 2008-09	% Change (cumulative)
Operating Statistics				
Revenue Miles	257,047	300,826	385,768	50.1
Revenue Hours	20,176	35,024	38,733	92.0
RIDERSHIP				
Senior Citizen Lottery	37,346	37,180	35,876	-3.9
PwD	182	5,347	7,760	4,163.7
Other	18,524	18,680	22,304	20.4
<i>Total Ridership</i>	<i>56,052</i>	<i>61,207</i>	<i>65,940</i>	<i>17.6</i>
EXPENSES				
Operations & Maintenance	\$345,437	\$544,391	\$424,580	22.9
Administration	\$144,745	\$161,522	\$144,267	-0.3
Other (non-public)	\$169,098	\$235,305	\$320,882	89.8
<i>Total System Expenses</i>	<i>\$659,280</i>	<i>\$941,218</i>	<i>\$889,729</i>	<i>35.0</i>
REVENUE				
Passenger Fares	\$28,971	\$34,090	\$36,477	25.9
SR Lottery Reimbursement	\$408,797	\$382,932	\$322,988	-21.0
PwD Trip Reimbursement	\$0	\$148,133	\$162,564	9.7
AAA	\$44,815	\$48,296	\$51,880	15.8
MATP	\$0	\$0	\$0	NA
Other (Shared Ride)	\$0	\$0	\$0	NA
Service Stabilization	\$0	\$0	\$0	NA
Other (non-public)	\$217,247	\$263,974	\$402,555	85.3
<i>Total Revenue</i>	<i>\$699,830</i>	<i>\$877,425</i>	<i>\$976,464</i>	<i>39.5</i>
Deficit	\$40,550	-\$63,793	\$86,735	113.9
Performance Measures				
Passengers per Revenue Mile	0.22	0.20	0.17	-21.6
Passengers per Revenue Hour	2.78	1.75	1.70	-38.7
Cost per Revenue Mile	\$2.56	\$3.13	\$2.31	-10.1
Cost per Revenue Hour	\$32.68	\$26.87	\$22.97	-29.7
Cost per Passenger	\$11.76	\$15.38	\$13.49	14.7

Source: Summary of PennDOT Legacy Reports

Demand Responsive Services Summary – Table 21 presents a composite picture of the operating characteristics of the demand responsive services in the study area. In total, the demand responsive systems provided approximately 270,000 revenue hours and 3.2 million revenue miles annually in FY 2009. STEP Transportation operated the most revenue miles while NCTD operated the most revenue hours. These statistics can be affected by the size and population of the service area, the number of trips requested, and the length of trips requested. It is also important to recognize that variations in the reporting practices and reporting procedures among the systems may affect the comparability of data and performance trends across systems.

**Table 21 – Study Area Operating Statistics & Performance Data (FY 2008-09)
Demand Responsive Transportation Services Only**

	Montour	NCTD	STEP	USTA	MTR	Total
Revenue Miles	161,208	820,550	925,340	887,422	385,768	3,180,288
Revenue Hours	5,694	143,798	35,344	46,284	38,733	269,853
RIDERSHIP						
Shared-Ride	16,057	142,262	62,580	32,909	35,876	289,684
PwD	827	2,789	13,954	11,470	7,760	36,800
Other	9,435	NA	71,723	47,509	22,304	150,971
<i>Total Ridership</i>	<i>26,319</i>	<i>145,051</i>	<i>148,257</i>	<i>91,888</i>	<i>65,940</i>	<i>477,455</i>
Total Operating Expenses	\$410,691	\$2,239,294	\$3,385,748	\$1,622,184	\$889,729	\$8,547,646
Passengers per Revenue Mile	0.16	0.18	0.16	0.10	0.17	0.15
Passengers per Revenue Hour	4.62	1.01	4.19	1.99	1.70	2.70

STEP Transportation carried the most passengers in FY 2009 (148,257) followed by NCTD (145,051). Together, these two systems accounted for almost two-thirds (61%) of all demand responsive passenger activity in the study area in FY 2009. This is to be expected since STEP and NCTD operate in more populous service areas compared to the other three systems. Conversely, Montour County Transit carried the fewest passengers in FY 2009 which is consistent with the fact that the system operates in the least populous region of the study area.

In FY 2009 the Shared Ride program accounted for almost 290,000 trips, or approximately two-thirds of the total demand responsive ridership in the study area. “Other” program trips (i.e., AAA, MATP, MH/MR, etc.) were second with 124,755 trips, followed by the PwD Program with 36,800 trips.

Overall, the demand responsive systems in the study area averaged approximately 2.7 passengers per revenue hour and 0.15 passengers per revenue mile. This reflects the relatively sparsely populated nature of the study area and the distances needed to travel to major destinations.

In FY 2009 the five demand responsive systems expended approximately \$8.5 million providing human service transportation in the study area. STEP Transportation exhibited the largest operating budget during the fiscal year (i.e., approx \$3.4 million) while Montour County

Transit had the smallest budget of the five systems (i.e., approx \$410,000). The cost differential among the systems in the study area is largely based on the overall size of the systems, the levels of service provided to the public, and the number of out-of-county trips and mileage reimbursements provided under the MATP program.

Taxi Companies

The SEDA-COG region is served by several taxi companies that complement the services offered by fixed route and demand-responsive public transportation. In many instances, the region's demand-responsive providers subcontract various human service program trips to taxi companies. These include agency programs that come under the banner of human service transportation, including MATP, MH/MR, Aging (60-64), PwD, and others. A summary of each taxi service provider is provided in the following table. The service area of the taxi companies is depicted in Map 1.

Table 22 – Study Area Operating Statistics & Performance Data (FY 2008-09)

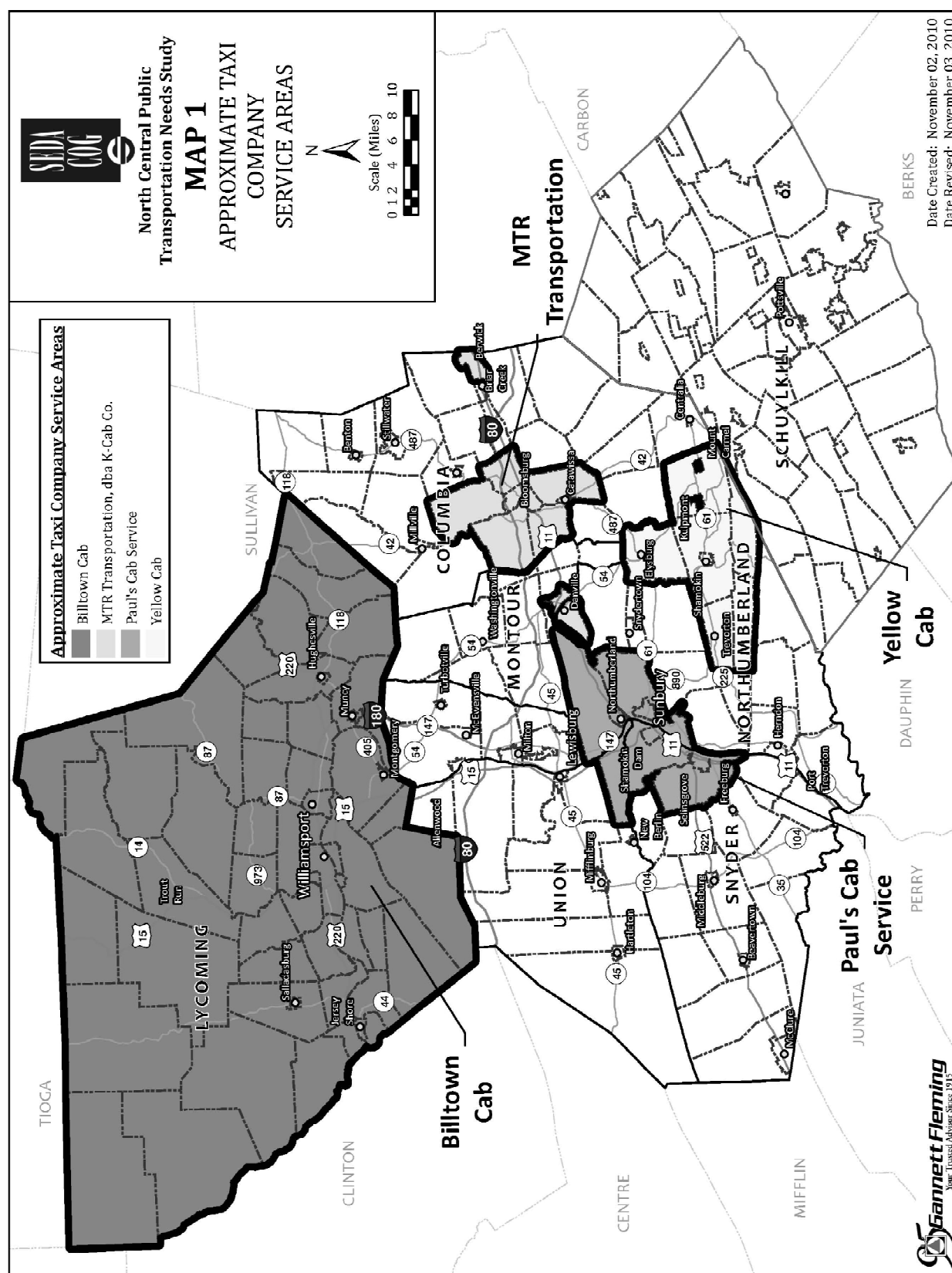
County	Company	Fleet Size	Handicapped Accessible?	No. of Annual Trips (General Public)/Agency Contracts	Service Area – General Public
Columbia	MTR Transportation, dba K-Cab Co.	18 vans/ 2 sedans	Yes (all but 2)	61,940/2,907	Town of Bloomsburg and surrounding townships, Boroughs of Catawissa, Berwick, Danville, and Riverside; southern Luzerne County.
Lycoming	Billtown Cab	12	no	84,400/18,355	Lycoming County
Northumberland	Paul's Cab Service	4 vans/ 2 sedans	limited		Borough of Northumberland, City of Sunbury and surrounding townships; Boroughs of Shamokin Dam and Selinsgrove, Village of Hummels Wharf.
Northumberland	Yellow Cab	6	limited	36,996/207	City of Shamokin and surrounding townships of Coal, Ralpho (Elysburg), East and West Cameron, Mt. Carmel, and Zerbe.
Union	Telos II	n/a	n/a	n/a	Borough of Danville, Lewisburg, Riverside, Milton and Watsonstown.

Source: PUC and interviews with representatives of taxi companies

(1) MTR classifies "Call & Demand" and General Public Paratransit rides under the same category, so some of the 2,907 rides may be considered "Call & Demand" and some may be considered General Public Paratransit

(2) Northumberland County leases handicapped accessible vans to both Paul's Cab Service and Yellow Cab for use every Saturday. The vehicle is a Chevrolet Uplander, capable of carrying two wheelchairs. Both Paul's and Yellow Cab provide trips under all of the various programs under the Shared Ride banner.

(3) Unable to contact or leave a message.



There is no taxi service based in Snyder County, although Paul's Cab Service in Sunbury serves Snyder County communities along the "Golden Strip," including Shamokin Dam, Selinsgrove and Hummels Wharf.

Intercity Bus Service

According to Russell's Official National Motor Coach Guide and the PennDOT Bureau of Public Transportation's FY 2008-09 Annual Report, there are a variety of intercity bus providers that serve the SEDA-COG region and its communities. A summary of these services are described below with the specific areas served depicted in Map 2.

Fullington Trailways – This operator serves five corridors in Pennsylvania, including one that traverses that SEDA-COG region. The State College – Wilkes Barre run (Schedule #7157) serves Williamsport and Hughesville with one round-trip daily.

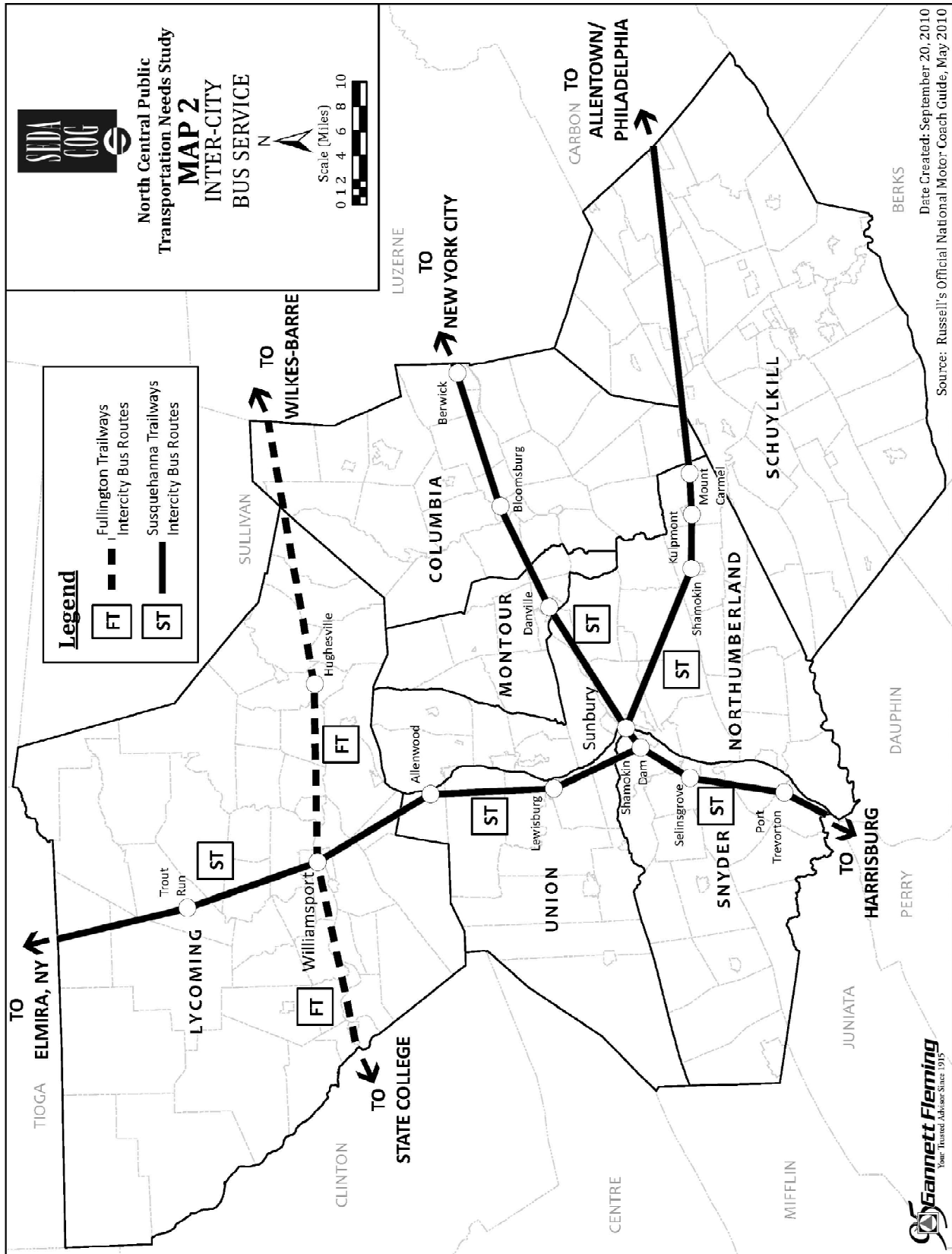
State College – Wilkes-Barre
Schedule #7157
<ul style="list-style-type: none">• Hughesville• Williamsport

Susquehanna Transit Company/Susquehanna Trailways – This intercity bus operator provides the highest-level of intercity bus service in the SEDA-COG region, with three routes traversing the region. Susquehanna Trailways offers routes between Williamsport and Philadelphia, Williamsport and Wilkes-Barre, and Harrisburg to Elmira, NY. Service from Williamsport includes 4 round-trips daily, while the Harrisburg – Elmira service includes two round trips daily. SEDA-COG communities served are as listed in the following table:

Table 23 - Susquehanna Trailways Intercity Bus Service

Harrisburg – Elmira, NY Schedule #7139	Williamsport – Philadelphia Schedule #7138	Williamsport – Philadelphia Schedule #7138
<ul style="list-style-type: none">• Port Trevorton• Selinsgrove• Sunbury• Shamokin Dam• Lewisburg• Allenwood• Williamsport• Trout Run	<ul style="list-style-type: none">• Williamsport• Allenwood• Lewisburg• Sunbury• Shamokin• Kulpmont• Mt. Carmel	<ul style="list-style-type: none">• Williamsport• Allenwood• Lewisburg• Danville• Bloomsburg• Berwick

Other Intercity Bus Service – In addition to the intercity bus service providers listed above, there are others that provide services that traverse the SEDA-COG region, but do not have stops in the study area (e.g., Greyhound stops in Lewistown; Fullington stops in Lewistown and Mifflintown, etc.). Others, such as MegaBus, provide intercity bus service in areas adjacent to the SEDA-COG region, serving an axis between Philadelphia and Harrisburg to State College.



University Transportation Services

Three institutions of higher education in the study area – Bloomsburg University, Bucknell University, and Susquehanna University – offer various forms of transportation services to their students, faculty, and staff, including fixed route bus service, regional and long distance airport shuttle bus service, and car sharing programs. A summary of the services available at the three universities is provided below.

Bloomsburg University – The University operates fixed route bus service with dedicated stops along three routes that serve the campus area, downtown Bloomsburg, off-campus apartment complexes, and Wal-Mart. Bus service is primarily operated on weekdays between 7:30 AM and 9:30 PM; the exception is the Campus Loop which operates seven days a week with weeknight and Sunday service provided until midnight.

Service frequencies range from every 10 minutes to approximately every 45 minutes depending on the day, time, and location served. Service between the University and Wal-Mart is limited to three round trips between 6:00 PM and 9:15 PM.

The bus system is funded through student fees and is available to Bloomsburg University students only; however, the service is occasionally used by faculty and staff.

The vehicle fleet used to operate the service consists of thirteen 25 passenger cutaway buses and one full-size 45 passenger bus. ADA accessible vehicles are available but are used on a needed/requested basis.

Bucknell University – The University operates airport shuttle service, a car sharing program, and fixed route shuttle bus service between the campus area and downtown Lewisburg.

The shuttle services are offered for transportation to the Harrisburg airport and train/bus station and the Williamsport, Philadelphia airports during the fall and spring break and the beginning and end of semesters. A shuttle to JFK airport in New York City operates at the beginning and end of each semester only. Reservations to access these services must be made in advance and are provided on a first come, first serve basis. The fare to Williamsport Airport is \$36.00 each way, with the one-way fare to the Harrisburg Airport, Harrisburg Train/Bus Station, Philadelphia International Airport, and JFK Airport in New York City costing \$76.00. This service is provided using private carriers using a combination of mini-vans, shuttle buses, and town cars.

The car sharing program is operated through Zipcar and consists of one Toyota Prius and one Honda Civic. The vehicles are available 24 hours a day, 7 days a week and can be rented on an hourly basis or for an entire 24 hour period through the Zipcar web site. The program is available to Bucknell students, faculty, and staff, as well persons in the area not affiliated with the university. The use of the service requires a \$35.00 annual membership fee. Fuel and insurance costs are included in the rental rate.

The fixed route shuttle bus operates between the Bucknell campus and downtown Lewisburg, making various scheduled stops around the campus area, Wal-Mart, Weis Market, and the campus bookstore in downtown Lewisburg.

The bus service is operated using one bus that operates three separate loop routes at different times of the day. The service is available Monday through Saturday from 10:00 AM to 9:00 PM and on Sunday from 12:00 PM to 6:00 PM. The service is available to Bucknell students, faculty, staff, and their guests and is provided only when school is in session. There is no fare to ride the bus with the cost of the service paid for through student fees and other University funding sources.

The service is contracted to Susquehanna Valley Limousine which operates one 24 passenger body-on-chassis vehicle that is ADA accessible and can accommodate two wheel chair bound passengers.

Susquehanna University – The University operates three transportation services for its students, including a shuttle service to the Harrisburg airport and Harrisburg train station, a Saturday only bus route between campus and local shopping centers, and a car sharing program.

The shuttle service to Harrisburg is primarily operated before and after student breaks and is provided via Susquehanna Trailways. A one-way fare is \$25.00. This service is available to Susquehanna University students during other times of the academic school year but at a higher fare of \$75.00 each way.

Susquehanna University operates a bus route on Saturdays from 3:00 PM to 6:00 PM during the academic school that serves the campus area and local shopping centers such as Wal-Mart, the Monroe Marketplace, and the Susquehanna Valley Mall. The service is available to Susquehanna University students only and is funded for through student fees with the Susquehanna University Student Government Association responsible for administering the service. The service is operated using one full-size school bus.

Susquehanna University students, faculty, and staff have access to a Toyota Prius and a Mini Cooper through the Connect by Hertz car sharing program. The vehicles can be rented hourly or for periods of 24 hours and greater through a web site administered by Hertz. The use of the service requires membership fees which range in price from \$50 annually to \$125 monthly. Gas and insurance costs are included in the rental rate.

Review of Previous Planning Efforts

The following transportation studies were reviewed for recommendations that specifically address public transportation concerns:

- Coordinated Public Transit – Human Services Transportation Plan (February 2008)
- Columbia County Transportation Study (October 1998)
- Mifflin County Public Transportation Study (December 2002)
- Union/Snyder Fixed Route Public Transportation Feasibility Study (November 2004).

In addition, the Comprehensive Plans for the following counties were reviewed to identify transit-related recommendations:

- Columbia County
- Lycoming County
- Northumberland County.

A summary of the transit recommendations from the studies/plans listed above is provided in the following tables.

Table 24 - Columbia County Transportation Study (October 1998)

Recommendation	Type of Recommendation					
	Service	Policy	Equipment	Planning	Coordination	Funding
<ul style="list-style-type: none">• Begin dialog with Bloomsburg University to expand existing service.				X	X	
<ul style="list-style-type: none">• Commissioners should support the development of fixed route transit service between Danville, Bloomsburg and Berwick.	X					X
<ul style="list-style-type: none">• K-B Cab (under contract with Columbia County) should incorporate scheduled fixed route stops into its service regimen	X					
<ul style="list-style-type: none">• Existing human service agencies should join a Human Service Transportation Coordinating Committee to determine ways to improve service delivery via service coordination					X	

The coordination plan prepared by SEDA-COG is organized into short-term and long-term priorities, as shown in Table 25.

**Table 25 - Coordinated Public Transit – Human Services Transportation Plan
(February 2008)**

Recommendation	Type of Recommendation					
SHORT-TERM RECOMMENDATIONS						
	Service	Policy	Equipment	Planning	Coordination	Funding
• Continue using Section 5310/CTC and other capital; or operating programs to fund needed investments						X
• Ensure that more transit vehicles are wheelchair accessible			X			
• Continue active role of the Coordinating Committee in addressing regional transportation needs					X	
• Research best practices and public transportation models from other areas		X				
• Distribute and evaluate a survey of community transportation needs				X		
• Convene focus groups to engage stakeholders for greater input on the Coordinated Plan				X		
• Interview specific agencies and transportation partners for information gathering				X		
• Regularly update the Coordinated Plan and integrate it with regional and statewide plans				X		
• Promote coordinated transportation and assess ways for providers to further coordinate services					X	
• Propose a demonstration or pilot project to PennDOT for examining more efficient transportation services in the region					X	
• Use taxi company service for long-distance out-of-county medical transportation trips					X	
LONG-TERM RECOMMENDATIONS						
• Expand the level of public transit-human services transportation to traditional and non-traditional consumers					X	
• Establish greater partnerships among providers, human service agencies, foundations and charities to further subsidize transportation					X	
• Execute strategic public information campaigns throughout the region to increase awareness		X				
• Encourage providers to pool resources or support services		X				
• Increase same-day and on-call service in the region, particularly for nursing homes and related facilities	X					
• Institute van loops to transport users to jobs, day care, shopping, etc.	X					
• Create programs using the vehicles of older adults during times the vehicles are not needed		X				
• Have grocery orders of call-in customers collected and delivered to home by taxi companies	X					

**Table 25 - Coordinated Public Transit – Human Services Transportation Plan
(February 2008) (Continued)**

Recommendation	Type of Recommendation					
• Further use of volunteer groups, charities, and faith-based organizations to transport residents		X				
• Enhance and legitimize service to Amish and Mennonite populations	X					
• Implement fixed route or deviated fixed-route service within the region	X					
• Integrate public transit human service transportation needs into local government decision-making and development patterns		X				
• Offer localized service similar to Zipcar, where individuals reserve cars by the hour or the day as part of a car-sharing service	X					

**Table 26 - Union/Snyder Fixed Route Public Transportation Feasibility Study
(November 2004)**

Recommendation	Type of Recommendation					
	Service	Policy	Equipment	Planning	Coordination	Funding
• Institute circulator bus service in Lewisburg Borough	X					
• Institute circulator bus service in Selinsgrove Borough with an option to extend service to Sunbury	X					
• Institute a Connector Route linking Lewisburg and Selinsgrove	X					

Public transportation has been identified as a strategy for addressing community development in several county comprehensive plans throughout the region. The following transit-related recommendations were enumerated in the respective County Comprehensive Plans, as shown in the following tables.

Table 27 - Columbia County Comprehensive Plan

Recommendation	Type of Recommendation					
	Service	Policy	Equipment	Planning	Coordination	Funding
• Explore transit service in and around the Bloomsburg area, including expansion to the BU campus	X			X		
• Explore the potential for public transportation services in conjunction with the Bloomsburg Fair	X			X		

Table 28 - Lycoming County Comprehensive Plan

Recommendation	Type of Recommendation					
	Service	Policy	Equipment	Planning	Coordination	Funding
<ul style="list-style-type: none"> Extend public transportation service to areas of the county outside of Williamsport 	X			X		

Table 29 - Northumberland County Comprehensive Plan

Recommendation	Type of Recommendation					
	Service	Policy	Equipment	Planning	Coordination	Funding
<ul style="list-style-type: none"> Investigate the potential for transit service between Milton and Sunbury to serve journey to work trips in these communities and others, such as Lewisburg 	X			X		

Next Steps

This report presents information on the availability and performance characteristics of public transportation, human service transportation and privately-operated transportation (intercity bus and taxi service) that are available to the general public across the study area. Although much of the human service transportation is technically open to the general public, the fact that general public trips are not subsidized results in those services being used primarily by persons whose trips are sponsored through state and federal grants and social service agency funding. The services provided are typical of the services offered in other areas of the Commonwealth, although the sizes of the systems and their individual operating characteristics vary according to demographics and local policies and practices.

The information presented in this report, coupled with the community characteristics analysis and the results of the planned stakeholder outreach activities will provide a solid foundation for identifying and evaluating potential service improvements.