Coordinated Public Transit–Human Services Transportation Plan for the SEDA-COG and Williamsport Area Metropolitan Planning Organizations

DRAFT

July 2019

Coordinated Public Transit–Human Services Transportation Plan

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Executive Summary

<u>Purpose and Background</u>

This plan updates and amends the Coordinated Public Transit–Human Services Transportation Plan ("Coordinated Plan") of the SEDA-COG Metropolitan Planning Organization (MPO). The Plan was first developed in 2007 and revised in 2008 on behalf of the SEDA-COG MPO and its local stakeholders with an interest in human service transportation programs. The SEDA-COG MPO serves as the regional transportation planning body for the eight counties of Clinton, Columbia, Juniata, Mifflin, Montour, Northumberland, Snyder, and Union. The SEDA-COG MPO closely coordinates transportation planning activities with neighboring Lycoming County, which is served by the Williamsport Area Transportation Study (WATS) MPO. For the 2014 Plan and this 2019 Plan update, it was determined that the SEDA-COG MPO and WATS MPO would develop a joint Coordinated Plan to satisfy planning requirements and use resources more efficiently. While this joint Coordinated Plan update considers all human service transportation needs, an emphasis is placed on transportation needs of low-income populations, seniors, and persons with disabilities.

This plan also fulfills a federal requirement first enacted in 2005 through the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which stipulated that starting in Fiscal Year 2007, projects funded through three SAFETEA-LU programs — the Job Access and Reverse Commute Program (JARC, Section 5316), the New Freedom Program (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) — are required to be derived from a locally developed, coordinated public transit–human services transportation plan. SAFETEA-LU guidance issued by the Federal Transit Administration (FTA) described the plan as a "unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services."

In July 2012, Congress enacted a new two-year federal surface transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), which retained many but not all of the coordinated planning provisions of SAFETEA-LU. Under MAP-21, JARC and New Freedom were eliminated as stand-alone programs, and the Section 5310 and New Freedom Programs were consolidated under Section 5310 into a single program, Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities, which provides for a mix of capital and operating funding for projects. This is the only funding program with coordinated planning requirements under MAP-21, but FTA encourages continuation of the coordinated planning process as a best practice for project selection as it ensures the target population for these projects is included in the planning process.

In December 2015, the Fixing America's Surface Transportation (FAST) Act was signed into law. The FAST Act authorized transportation funding through September 2020 and kept intact the

established structure of the various highway and public transportation related programs. The Section 5310 program continued to focus on improving mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. Section 3006(b) of the FAST Act created a discretionary pilot program for innovative coordinated access and mobility - open to 5310 recipients - to assist in financing innovative projects for the transportation disadvantaged that improve the coordination of transportation services and non-emergency medical transportation (NEMT) services, such as: the deployment of coordination technology, projects that create or increase access to community, One-Call/One-Click Centers, etc.

This Plan is intended to meet the federal planning requirements as well as to provide SEDA-COG/WATS MPOs and their regional partners with a "blueprint" for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, seniors, and persons with low incomes. Furthermore, it is hoped that this Plan will help create vibrant communities, enhance quality of life for residents, and attract and maintain a strong workforce. The Coordinated Plan will hopefully keep a focus on action, evaluation, and accountability for public transit-human services transportation matters. The strategies in this Plan inform and are integrated into the respective SEDA-COG/WATS MPO Long Range Transportation Plans (LRTPs). Regional transit priorities using federal and state funds are also included on the respective MPO Transportation Improvement Programs (TIPs) that list projects to be funded over a 4-year period.

Fully coordinated public transit-human services transportation for the region will require certain essential elements: (1) sustainable funding dedicated to the operation of the region's transportation solutions; (2) federal and state policies in support of transit planning; and (3) broad and inclusive involvement from partner agencies and other stakeholders. To best serve the region's needs for mobility services in the future, these partnerships will need to involve not just providers of public transit and human service transportation, but also private transportation providers, advocacy groups representing seniors and people with disabilities, medical and dialysis providers, faith-based groups, housing agencies, veterans' service providers, providers of support services to the working poor, etc.

Plan Methodology and Outreach

The methodology used to develop the plan update included the following steps:

Review Recent Assessments and Best Practices: A review was conducted of the 2011 North Central Pennsylvania Regional Public Transportation Needs Assessment (2011 Needs Assessment) to consider key data and findings from this report to incorporate into the Plan update. Reviews were also done for other more recent local studies (e.g., North Central Pennsylvania Transit Regionalization Study), surveys, and other initiatives examining transportation needs in the region, and new research was undertaken on innovative coordinated plan strategies.

Update Demographic Profile: An updated demographic profile of the region was prepared using data from the Census Bureau and other relevant sources, to determine the local characteristics of the study area, with a focus on low-income populations, persons with disabilities, seniors, and other individuals that are traditionally more dependent on transit services. Estimates from recent American Community Survey (ACS) datasets were primarily used in generating the demographic profile. Various tables and maps in this Plan were prepared to summarize the demographic data.

Document Existing Transportation Services: This step involved documenting the range of public transportation services that already exist in the region. These services primarily include public fixed route and shared ride services, and transportation services provided or sponsored by human service agencies. Information about public transit operators was obtained from existing resources/reports, along with new surveying and outreach done for this Plan update.

Conduct Outreach: Development of the original Coordinated Plan included stakeholder involvement and public participation via meetings, stakeholder interviews, and convening a committee to examine coordination issues in detail. Through these efforts, transportation gaps were identified or confirmed. Stakeholders provided input on existing barriers to coordination, as well as possibilities for improvement. Since the original Plan was developed, SEDA-COG and WATS MPOs have relied on continuous public involvement through annual transit committee meetings, regular public transportation coalition meetings, surveys, focus groups, and stakeholder interviews. Tailored public involvement was used for this Plan update. Methods included: outreach conducted via other local and regional planning efforts involving the target populations, meetings with regional stakeholder groups to both review and re-validate findings and to try to reach new perspectives not previously engaged in the initial coordinated planning process, a new survey of residents and organizations about public transportation issues, connecting with visitors to senior centers and senior expos, three (3) official listening sessions, key stakeholder interviews, and numerous social media posts. Stakeholder comments received during the Plan update outreach process surveying are summarized in Chapter 5 and included in the Appendices.

Assess Needs: The needs assessment provides the basis for recognizing how service for low-income populations, seniors, and persons with disabilities should be improved. Needs are based on both a quantitative demand analysis and a qualitative assessment of transit needs developed through public outreach, stakeholder interviews, and surveys. The results of the needs assessment are summarized in Chapter 5.

Identify and Prioritize Strategies: Following the identification of service gaps, the planning process identified corresponding potential service solutions. Key stakeholder interviews and public transportation committees were used to identify and validate regional priorities, with the understanding that priorities may shift over time, and that certain improvement strategies should be broad enough for transit project applications to be deemed eligible by state and federal approval agencies. The strategies are documented in Chapter 6, and greater details for certain strategies are provided in Appendix G.

Demographic Profile

Key findings emerging from the demographic study of the 9-county region, using U.S. Census Bureau data (largely from the American Community Survey 2012-2016 5-year estimates), are identified below. 2012-2016 ACS estimates aggregate the sample responses from households collected from January 1, 2012 to December 31, 2016 and represent the average estimate of a population/housing characteristic over the entire 5-year time period. As is the case with all surveys, statistics from sample surveys are subject to sampling and nonsampling error. Margins of error have been omitted in this report for clarity, but they are available for all ACS estimates on *factfinder.census.gov*.

Low-Income Population: 14.0% of the region's residents for whom poverty status is determined live below the federal poverty level.

Seniors: 18.2% of the region's total population is age 65 or older. Within this older-adult population, 36.2% have a disability and 8.3% live below the federal poverty level. By the year 2040, the population age 65 and older is projected to increase by more than 45% to nearly 121,000 residents, or 23.1% of the region's total population.

Individuals with a Disability: Persons with a disability total 14.7% of the region's total civilian noninstitutionalized population.

Vehicle Availability: While 8.8% of the region's households overall have no access to a vehicle, the carless percentage is higher for the senior citizens target population, where 12.1% of householders 65 or older have no access to a vehicle.

Additional demographic information about the region's low-income, senior, and disabled populations is detailed in Chapter 3. Data for minority, female householder, journey to work, and other characteristics are also provided there. Detailed mapping by county and Census tract is provided in Appendix A.

Existing Transportation Services

The original Coordinated Plan created an inventory of agencies that provide public transit-human service transportation and collected basic information about the agencies. This inventory was updated as part of the Plan update process, including information from regional assessments, PennDOT reports, and key stakeholder interviews. Also, a survey was sent to public transit agencies, as well as a range of public and private agencies that provide transportation for clients, program participants, specific populations, or the general public. Survey invitations were sent by email to organizations (representing public transit, aging, disabled, low-income, educational, health, personal care, and other interests), and they were asked to send the survey link on to others in their network. 25 completed surveys were received; the responses are intended to help understand existing services and support

increased coordination and removal of transportation barriers.

Needs Assessment/Transportation Gaps

Several key themes emerged from the outreach efforts, stakeholder consultation, and previous planning projects. These include:

Enhanced Fixed Route Services: For persons who can and do use the fixed route system, there is a need for additional service in rural and suburban areas, and for more direct service to key activity centers that traditional and non-traditional riders need to access. Residents also would like increased frequency to avoid long waits, more service across county lines, and service longer into the evening and on weekends.

Enhanced Shared Ride Services: Shared ride users sometimes need a level of service above and beyond what is required by the ADA, such as service provided on the same day it is requested, where and when the fixed route service does not operate, or the ability to accommodate other mobility devices.

Connectivity: The need for better connectivity between service providers was expressed, both for inter- and intra-county travel, whether using shared ride or fixed-route service.

Transit Experience: Residents mentioned the need for better shelters and bus stops as well as other amenities and accommodations (e.g., lighting) at transfer sites for user safety and comfort.

Transit Alternatives: For those who need transportation where public transit (fixed route or complementary shared ride) is unavailable or unsuitable, affordable alternatives are needed that enable people to live independently, such as ride-sharing or volunteer programs, car loan programs, or programs that bring support services to people's homes.

Information and Other Assistance: There is a need for education and information in a variety of formats so that older adults and persons with disabilities can learn how to use public transit and its accessible features. Likewise, there is a need to ensure drivers, dispatchers, and other transit personnel are sensitive to passenger needs, and know how to provide assistance on-board the vehicle.

Transportation for Youth: Transportation gaps specifically related to youth and children were mentioned, including the cost of transportation for K-12 youth and college students in accessing after-school jobs and events or commuting to classes. Transportation for youth and children was also cited as a challenge for parents that need to take children along to medical appointments.

Bicycle/Pedestrian Access: The need to improve accessibility to and from bus stops and transfer centers was received. Sidewalks, curb cuts, curb ramps, crosswalks, bike lanes, bike

racks, etc. could overcome some of these accessibility issues for people to use transit services Safe routes for walking or riding a bicycle are an issue in many low-income communities and rural/suburban areas. Lack of adequate signage and wayfinding information for pedestrians and bikers is a related issue.

Potential Strategies to Address Gaps

Potential strategies are identified to address the gaps that emerged from the outreach process and review of prior plans. These suggested solutions are grouped into three main categories:

- Activities that better coordinate and consolidate transportation services and resources;
- Activities that enhance mobility; and
- Activities that improve communication, training, and organizational support.

These strategies represent categories of potential investments, which might be eligible for Federal Transit Administration funds subject to this plan, or other local sources of funding. Chapter 6 tables list the strategies and their implementation timeframes, while Appendix G provides greater detail for select strategies.

Next Steps

This update of the SEDA-COG and Williamsport MPO Coordinated Public Transit–Human Services Transportation Plans has afforded the planning team numerous insights into the current status of coordinated transportation efforts in the region. The public outreach efforts detailed elsewhere in this document point towards several potential activities that should be pursued by the MPOs and their regional partners. The next steps in completing this planning process include the following:

Adopt the Coordinated Plan Update: Adopting this Plan update, to reflect the region's updated conditions, needs, strategies, and priorities will comprise the Coordinated Public Transit– Human Services Transportation Plan update covered by current federal guidance. [The SEDA-COG MPO intends to adopt this Plan update on September 20, 2019; the Williamsport MPO intends to adopt this Plan update on November 18, 2019.]

Inform Future Funding Decisions Based on Coordinated Plan Update Strategies: There are several actions that the MPOs can take in the coming months and years to ensure funding priorities reflect the findings and strategies outlined in this Plan, particularly the regional strategies outlined in Chapter 6.

Complete Programming of FAST–Funded Programs Subject to Coordinated Planning Requirements: The Pennsylvania Department of Transportation (PennDOT) administers and has been responsible for selecting projects for use of Section 5310 funds. The SEDA-COG and Williamsport MPOs stand ready to participate in application reviews, project recommendations, Transportation Improvement Program management, etc.

Support Allied Groups and Committees: The SEDA-COG and Williamsport MPOs should continue to foster the activities of area groups in order to more clearly identify public transportation gaps and implement feasible solutions. Continued close coordination with transit operators will be necessary to bring about capital equipment upgrades and enhanced service delivery.

Plan Update: Following adoption of the Plan in fall 2019, SEDA-COG and Williamsport MPOs will evaluate the Plan periodically and determine if an update is necessary. A full update would occur on an as-needed basis, or as dictated by legislative changes. Because projects funded by transit programs subject to the coordinated planning requirement must be included in the Plan, it may also be necessary to update or amend the list of priority strategies to coincide with future Section 5310 funding cycles or other funding cycles specific to fund sources subject to this Plan.

Chapter 1: Purpose and Background

This plan updates and amends the Coordinated Public Transit–Human Services Transportation Plan ("Coordinated Plan") of the SEDA-COG Metropolitan Planning Organization (MPO). The Plan was first developed in 2007 and revised in 2008 on behalf of the SEDA-COG MPO and its local stakeholders with an interest in human service transportation programs. The SEDA-COG MPO serves as the regional transportation planning body for the eight counties of Clinton, Columbia, Juniata, Mifflin, Montour, Northumberland, Snyder, and Union. The SEDA-COG MPO closely coordinates transportation planning activities with neighboring Lycoming County, which is served by the Williamsport Area Transportation Study (WATS) MPO. (See Figure 1 on page 2 for a map of the planning area.) For the 2014 Plan and this 2019 Plan update, it was determined that the SEDA-COG MPO and WATS MPO would develop a joint Coordinated Plan to satisfy planning requirements and use resources more efficiently. While this joint Coordinated Plan update considers all human service transportation needs, an emphasis is placed on transportation needs of low-income populations, seniors, and persons with disabilities.

This Plan also fulfills a federal requirement first enacted in 2005 through the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which stipulated that starting in Fiscal Year 2007, projects funded through three SAFETEA-LU programs — the Job Access and Reverse Commute Program (JARC, Section 5316), the New Freedom Program (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) — are required to be derived from a locally developed, coordinated public transit–human services transportation plan. SAFETEA-LU guidance issued by the Federal Transit Administration (FTA) described the plan as a "unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services."

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disabilities by removing barriers to transportation service and expanding transportation mobility options. Section 3006(b) of the FAST Act created a discretionary pilot program for innovative coordinated access and mobility - open to 5310 recipients - to assist in financing innovative projects for the transportation disadvantaged that improve the coordination of transportation services and non-emergency medical transportation (NEMT) services, such as: the deployment of coordination technology, projects that create or increase access to community, One-Call/One-Click Centers, etc.

This Plan is intended to meet the federal planning requirements as well as to provide SEDA-COG/WATS MPOs and their regional partners with a "blueprint" for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, seniors, and persons with low incomes. While the Plan is only required in communities seeking funding under the Section 5310 program, a Coordinated Plan should incorporate activities offered under other programs sponsored by Federal, State, and local agencies to greatly strengthen its impact. The strategies in this Plan inform and are integrated into the respective MPO Long Range Transportation Plans (LRTPs). Regional transit priorities using federal and state funds are also included on the respective MPO Transportation Improvement Programs (TIPs) that list projects to be funded over a 4-year period.

Figure 1: SEDA-COG & WATS MPO Planning Area
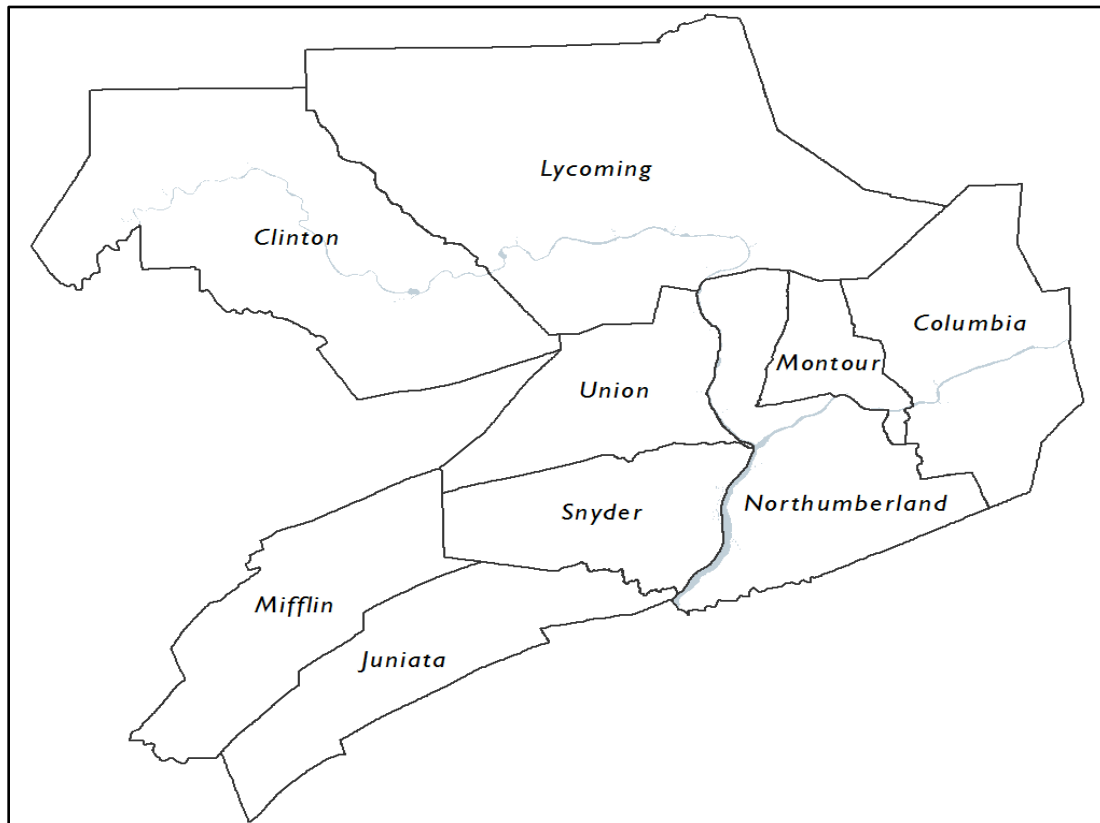
Coordinated Plan Requirements

The Federal Transit Administration (FTA) has provided specific guidelines for the preparation of the Coordinated Plan. The following are the four main elements required of the Coordinated Plan, taken from FTA Circular 9070.1G:

(1) An assessment of available services that identifies current transportation providers (public, private, and non-profit);

(2) An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;

(3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and

(4) Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

Essentially, the Coordinated Plan identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting local needs; and prioritizes transportation services for funding and implementation. A Coordinated Plan should maximize the transit programs' collective coverage by minimizing duplication of services. Further, a Coordinated Plan must be developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public/private/non-profit transportation and human services providers, and other members of the public.

Public Transit-Human Services Transportation Committees

The Central Pennsylvania Transportation Coalition (CPTC) consists of numerous public and private sector human service and transportation-related organizations in the central Pennsylvania region. The service area includes Columbia, Lycoming, Montour, Northumberland, Snyder, Union, Centre, Clinton, Juniata, and Mifflin Counties. The CPTC mission is to "advocate for meeting the regional needs for transportation so that area residents have alternative, accessible, efficient, and affordable means of travel." The SEDA-COG and Williamsport MPOs cooperate on facilitating the CPTC quarterly meetings and activities. The Coalition recognizes that a more regional approach, not limited by county boundaries, should be considered when conducting strategic planning for delivery of public transportation services and cooperation is essential among providers and stakeholders to achieve success. In addition, the CPTC is used as the steering committee to guide and oversee development of the Coordinated Plan.

The Williamsport MPO has also established a Transit Advisory Committee that is comprised of WATS MPO members, transit providers and various social service organizations. This committee generally meets twice per year to provide input and recommendations to the WATS MPO on public transit issues and needs in Lycoming County. SEDA-COG MPO and WATS MPO staff provide the committee with status reports and comment opportunities during the Coordinated Plan update process. Like the CPTC, the WATS Transit Advisory Committee members assess the transportation needs of individuals with disabilities, seniors, and low-income residents; identify strategies and/or activities to address identified service gaps; and set relative public transportation priorities for implementation. As a more comprehensive, continuous, and coordinated transit planning process is executed, SEDA-COG and WATS will work to engage more representatives to serve on the committees and chart a course for improved public transportation in the region.

Federal Transit Programs

Below are descriptions of the Federal transit programs applicable for this Plan.

Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310)
This program is intended to enhance mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000 pop.), small urbanized (50,000-200,000 pop.), and rural (under 50,000 pop.). Section 5310 funds are available for both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

Examples of eligible traditional capital expenses include:

- Vehicles (buses, vans, or accessible taxis);
- Vehicle rehabilitation or overhaul;
- Related vehicle equipment (lifts, ramps, securement devices, etc.);
- Information technology systems (computers, scheduling/routing/one-call systems, vehicle security cameras, fare collection systems, etc.);
- Leasing of equipment or services; and
- Mobility management programs.

Examples of eligible nontraditional other capital and operating expenses include:

- Travel training;
- Volunteer driver programs;
- Building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features;
- Improving signage or wayfinding technology;

- Incremental cost of providing same-day service or door-to-door service;
- Purchasing vehicles to support new accessible taxi, ride sharing and/or vanpooling programs;
- Mobility management programs;
- Costs directly tied to transit operations;
- Administrative expenses;
- Operation of transportation brokerages;
- Development and operation of one-call/one-click call centers
- Voucher programs.

As mentioned earlier, the Section 5317 New Freedom program was a formula grant program that provided funding for capital and operating expenses that support new public transportation services beyond those required by the ADA and new public transportation alternatives beyond those required by the ADA, designed to assist individuals with disabilities with accessing transportation services. New Freedom was formerly to be addressed specifically in Coordinated Plans, but it was repealed by MAP-21. While the New Freedom program was repealed under MAP-21, New Freedom activities are now an eligible project type under the Section 5310 program. A minimum of 55% of Section 5310 funds must be spent on traditional 5310 projects, while the remaining 45% may be spent on other projects, such as were eligible under the New Freedom program.

Federal/Local Matching Requirements: The Section 5310 Federal share for eligible capital projects is up to 80 percent of the net cost of the activity (exceptions: vehicle acquisitions to support compliance with ADA or the Clean Air Act have an 85% and 90% Federal match, respectively, for vehicle-related equipment and facilities). The Federal share for eligible operating costs may not exceed 50 percent of the net operating costs of the activity. Recipients may use up to 10 percent of their apportionment to support program administrative costs including administration, planning, and technical assistance. The local share of eligible capital costs shall be not less than 20 percent of the net cost of the activity, and the local share for eligible operating costs shall be not less than 50 percent of the net operating cost. The local share may be derived from essentially any source other than the U.S. Department of Transportation. Non-cash share such as donations, volunteered services, or in-kind contributions is eligible to be counted toward the local match as long as the value of each is documented and supported, represents a capital cost which would otherwise be eligible under the program, and is included in the net project costs in the project budget.

Eligible Recipients: The eligible recipients include states (for all areas under 200,000 in population) and designated recipients for large urban areas chosen by the Governor of each state. Eligible subrecipients include: states or local government authorities, private non-profit organizations, or operators of public transportation that receive a Section 5310 grant indirectly through a recipient. Private operators of public transportation are eligible subrecipients. The definition of "public transportation" includes shared-ride surface transportation services. Private taxi companies that provide shared-ride taxi service to the public or to special categories of users (such as seniors or individuals with disabilities) on a regular basis are

operators of public transportation, and therefore eligible subrecipients. "Shared-ride" means two or more passengers in the same vehicle who are otherwise not traveling together. Similar to general public and ADA demand response service, every trip does not have to be shared-ride in order for a taxi company to be considered a shared-ride operator, but the general nature of the service must include shared rides.

Urbanized Area Formula Program (Section 5307)
This program provides grants to Urbanized Areas (UZAs)[1] and to states for public transportation capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances. These funds constitute a core investment in the enhancement and revitalization of public transportation systems in the nation's urbanized areas, which depend on public transportation to improve mobility and reduce congestion. Examples of eligible activities include:

- Capital projects;
- Planning, engineering, design, and other technical transportation-related studies;
- Job access and reverse commute projects that provide transportation to jobs and employment opportunities for welfare recipients and low-income workers; and
- Operating costs in urbanized areas with populations less than 200,000.

A partial list of eligible Section 5307 projects includes:

(a) Replacement or overhaul of buses;
(b) Expansion of bus fleets;
(c) Purchase and installation of service and support equipment;
(d) Accessory and miscellaneous equipment such as mobile radio units, bus stop signs, supervisory vehicles, fareboxes, computers, and garage equipment;
(e) Construction or rehabilitation of maintenance facilities;
(f) Construction of other facilities (e.g., transfer facilities, intermodal terminals, and bus shelters);
(g) Construction or renovation of intercity bus and intercity rail stations;
(h) Capital support equipment, including computer hardware, software, bus diagnostic equipment, and other equipment that enhances operating efficiency;
(i) Pedestrian access and walkways;
(j) Bicycle access, including bicycle storage facilities and installing equipment for transporting bicycles on public transportation vehicles;
(k) Signage;
(l) Vehicles, equipment and facilities to comply with ADA;
(m) Crime prevention and security projects;
(n) Studies relating to management, operations, capital requirements, and economic feasibility
(o) Late-night and weekend service;

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[1] Areas encompassing a population of not less than 50,000 people that have been defined and designated in the most recent decennial census as an "urbanized area" by the U.S. Department of Commerce.

(p) Guaranteed ride home service;

(q) Shuttle service;

(r) Demand-responsive van service

(s) Ridesharing and carpooling activities;

(t) Expanding fixed-route public transit routes, including hours of service or coverage;

(u) Promotion and marketing of transit use;

(v) Subsidizing the purchase or lease by a non-profit organization or public agency of a van or bus dedicated to shuttling employees from their residence to a suburban workplace;

(w) Supporting local car loan programs;

(x) Implementing ITS, including customer trip information technology, vehicle position monitoring systems, or geographic information systems software;

(y) Supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

The Section 5316 Job Access and Reverse Commute Program (JARC) was a former formula grant program for projects that improve access to employment-related transportation services for welfare recipients and eligible low-income individuals, and that transport residents of urbanized and nonurbanized areas to suburban employment opportunities. JARC was formerly to be addressed specifically in Coordinated Plans, but it was repealed by MAP-21. While the Section 5316 JARC program was repealed under MAP-21, job access and reverse commute projects are now an eligible project type under the Urbanized Area Formula Program. Although the coordinated planning process is no longer required for job access and reverse commute projects, FTA encourages public transit systems in all areas to continue to participate in the coordinated public transit–human service transportation planning process in order to identify and develop job access and reverse commute projects for funding under Section 5307.

Federal/Local Matching Requirements: The Section 5307 Federal share for eligible capital and planning projects is up to 80 percent of the net cost of the activity. The Federal share may be 90 percent for the cost of vehicle-related equipment attributable to compliance with the Americans with Disabilities Act and the Clean Air Act. The Federal share for eligible operating costs may not exceed 50 percent of the net operating costs of the activity. The local share of eligible capital and planning costs shall be not less than 20 percent of the net cost of the activity, and the local share for eligible operating costs shall be not less than 50 percent of the net operating cost. The local share may be derived from essentially any source other than the U.S. Department of Transportation.

Eligible Recipients: The eligible recipients include states and designated recipients for urbanized areas, which then suballocate funds to governmental authorities, including public transportation providers. A State is responsible for administering the program on behalf of all UZAs under 200,000 in population, or portions thereof that are located within its boundaries. A designated recipient is responsible for administering the program on behalf of a UZA with a population of 200,000 or more.

Formula Program for Rural Areas (Section 5311)
This program provides capital, planning, and operating assistance to states to support public

transportation in rural areas with populations less than 50,000, where many residents often rely on public transit to reach their destinations. Examples of eligible activities include:

- Capital projects;
- Planning;
- Job access and reverse commute projects that provide transportation to jobs and employment opportunities for welfare recipients and low-income workers;
- Operating assistance; and
- Acquisition of public transportation services, including agreements with private providers of public transportation.

A partial list of eligible Section 5311 projects includes:

(a) Buses;
(b) Vans or other paratransit vehicles;
(c) Radios and communications equipment;
(d) Passenger shelters, bus stop signs, park and ride lots, and similar passenger amenities;
(e) Wheelchair lifts and restraints;
(f) Vehicle rehabilitation, remanufacture, or overhaul;
(g) Preventive maintenance;
(h) Computer hardware or software;
(i) Pedestrian and bicycle access to public transportation facilities;
(j) Mobility management techniques;
(k) Transportation plans, programs, studies, and designs; and
(l) Job access and reverse commute projects.

MAP-21 created a new eligible project category for "job access and reverse commute projects" under Section 5311. This category includes all types of projects that were formerly eligible under the Section 5316 Job Access and Reverse Commute Program. Examples of eligible projects are listed as items (o) through (y) in the Section 5307 project listing on pages 6 and 7.

Federal/Local Matching Requirements: The Section 5311 Federal share for eligible capital and planning projects is up to 80 percent of the net cost of the activity. The Federal share for eligible operating costs may not exceed 50 percent of the net operating costs of the activity. The local share of eligible capital and planning costs shall be not less than 20 percent of the net cost of the activity, and the local share for eligible operating costs shall be not less than 50 percent of the net operating cost. The local share may be derived from essentially any source other than the U.S. Department of Transportation. Recipients may count non-cash shares such as donations, volunteered services, or in-kind contributions toward the local match only if the recipient formally documents the value of each non-cash share, and if this value represents a cost that would otherwise be eligible under the project.

Eligible Recipients: The eligible recipients include states and Indian tribes. Eligible subrecipients include state and local governmental authorities, non-profit organizations, operators of public transportation services, or intercity bus operators.

Project Solicitation and Award

Generally, solicitation and approval for the Section 5310, Section 5307, and Section 5311 program projects will be conducted by PennDOT. SEDA-COG and WATS MPOs historically cooperated with PennDOT to promote the JARC/New Freedom program funding rounds, collect applications from area agencies, and provide funding recommendations to PennDOT. Since those programs have been repealed, the MPOs no longer participate to that extent. However, the MPOs are committed to playing an active part with the consolidated Section 5310 program and where PennDOT desires to include the MPO in project evaluations and collaborative transit asset management approaches.

Regarding Section 5310, PennDOT leads the development of the program of projects for FTA review and approval of grant funding. PennDOT ensures that local applicants and project activities are eligible and in compliance with Federal requirements, that private not-for-profit transportation providers have an opportunity to participate as feasible, and that the program provides for coordination of federally assisted transportation services. Once FTA approves PennDOT's application, funds are available for state administration of the program and for allocation to individual subrecipients within the state. PennDOT has established selection criteria by which all applicants seeking Section 5310 program funding will be reviewed and scored. Each project will be evaluated based on its own merit and its ability to meet the following program selection criteria:

1. **Eligible Applicant and Eligible Project Type –** *The applicant is a private, non-profit organization and has a proposed project that falls into one of the three eligible project types: vehicle replacement, fleet expansion, or new service. Vehicle replacement projects will receive priority consideration for funding, providing all other selection criteria thresholds are met.*

2. **Project Need and Justification –** *The applicant provides sufficient and compelling evidence to demonstrate a need for the purchase or replacement of vehicle(s) in order to provide service for seniors and/or persons with disabilities. Projects that demonstrate the highest level of utilization will receive priority consideration for funding, providing all other selection criteria thresholds are met.*

3. **Positive Mobility Improvements –** *The proposed service to be provided by the proposed vehicle(s) has a positive benefit to the mobility of senior citizens and/or persons with disabilities and provides a service that is necessary for the quality of life of those persons. The applicant demonstrates how the project is needed to fill an identified gap in transportation that cannot be reasonably filled otherwise and meets the requirements and intent of the FTA Section 5310 program.*

4. **Local and Regional Coordination –** *The applicant has coordinated with the local county shared-ride coordinator to ensure the service is not duplicative. Furthermore, the applicant has stakeholder support for the project. Stakeholders may include local non-profit human services organizations, the Area Agency on Aging, and/or healthcare*

providers, among others.

5. **Technical and Maintenance Capability to Provide Transportation –** *The applicant demonstrates sufficient experience in providing human services and/or transportation and has the technical capacity to operate the service for the life of the vehicle. In addition, the applicant demonstrates a comprehensive vehicle maintenance plan to ensure proper operation and maintenance for the useful life of the vehicle.*

6. **Organizational, Financial, and Grant Administration Capacity –** *The applicant demonstrates sufficient financial wherewithal to implement the project and operate the service for the life of the vehicle.*

7. **Matching Funds –** *The applicant has demonstrated that a 20% non-federal match is secured and committed to the proposed project.*

The FAST Act requires that Section 5310 projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan. For purposes of the coordinated plan, FTA is willing to consider that a project is a strategy, activity or specific action addressing an identified service gap or transportation coordination objective articulated and prioritized within the plan. Therefore, individual project applications will not need to be specifically listed in the coordinated plan. Regional applicants can ensure their project's eligibility, though, by noting how it addresses an identified service gap, goal or transportation coordination objective listed within this Coordinated Plan. As a result, the gaps and priorities included in this Plan are intended to be comprehensive; the Plan can be amended if valid projects being submitted by applicants do not relate to a gap or priority listed in the Plan.

Public Transportation: A Key Investment

Public transportation investments are of vital importance for personal mobility, healthy citizens, independence, employment, economic development, a high quality of life, etc. According to the FY 2017-2018 Pennsylvania Public Transportation Performance Report, here's a sampling of vital statistics that justify investments in public transportation throughout Pennsylvania:

- Pennsylvanians take 426 million trips per year on public transportation;
- 4.6 million shared ride trips are provided each year for seniors and people with disabilities beyond the Philadelphia and Pittsburgh regions;
- 2.1 million Pennsylvanians are age 65 or older and eligible for Senior Shared Ride services;
- 3.8 million Pennsylvanians do not have a driver's license;
- Public transportation investments in Pennsylvania generate more than $10 billion in economic activity per year and create or retain more than 100,000 jobs.

Chapter 2: Plan Methodology and Outreach

The methodology used to develop the plan update included the following steps:

Recent Assessments and Best Practices

A review was conducted of the 2011 North Central Pennsylvania Regional Public Transportation Needs Assessment (2011 Needs Assessment) to consider key data and findings from this report to incorporate into the Plan update. Particular attention was paid to the Community Characteristics, Existing Transportation Services, and Transit Needs Analysis sections of this report. Reviews were also done for other more recent local studies (e.g., North Central Pennsylvania Transit Regionalization Study), surveys, and other initiatives examining transportation needs in the region, and new research was undertaken on innovative coordinated plan strategies

Demographic Profile

An updated demographic profile of the region was prepared using data from the Census Bureau and other relevant planning documents, to determine the local characteristics of the study area, with a focus on low-income populations, persons with disabilities, seniors, and other individuals that are traditionally more dependent on transit services. Estimates from recent American Community Survey (ACS) datasets were primarily used in generating the demographic profile. Data for the counties, region, and state are summarized in a tabular format, while data at the Census tract level are shown graphically in population distribution maps in Appendix A.

Existing Transportation Services

This step involved documenting the range of public transportation services that already exist in the region. These services primarily include public fixed-route and shared ride services, transportation services provided or sponsored by human service agencies, and intercity or taxi carriers. Information about public transit operators was obtained from existing resources such as the 2011 Needs Assessment, PennDOT reports, and public outreach. Information about services provided by human service agencies was also collected through a survey completed for this project (see Appendix C for the results from this survey).

Public Outreach

Development of the original Coordinated Plan included stakeholder involvement and public participation via meetings, stakeholder interviews, and convening a committee to examine coordination issues in detail. Through these efforts, transportation gaps were identified or confirmed. Stakeholders provided input on existing barriers to coordination as well as possibilities for improvement. Since the original Plan was developed, SEDA-COG and WATS MPOs have relied on continuous public involvement through annual transit committee meetings, regular public transportation coalition meetings, surveys, focus groups, and

stakeholder interviews. Tailored public involvement was used for this Plan update. Methods included outreach conducted via other local and regional planning efforts involving the target populations, meetings with regional stakeholder groups to both review and re-validate findings and to try to reach new perspectives not previously engaged in the initial coordinated planning process, a new survey of residents and organizations about public transportation issues, connecting with visitors to senior centers and senior expos, three (3) official listening sessions, key stakeholder interviews, and numerous social media posts. Stakeholder comments received during the Plan update outreach process surveying are summarized in Chapter 5 and included in the Appendices.

Needs Assessment/Gaps Identification

The needs assessment provides the basis for recognizing how service for low-income populations, seniors, and persons with disabilities should be improved. Needs are based on both a quantitative demand analysis and a qualitative assessment of transit needs developed through public outreach, stakeholder interviews, and surveys. The results of the needs assessment are summarized in Chapter 5.

Priority Strategies

Following the identification of service gaps, the planning process identified corresponding potential service solutions. Key stakeholder interviews and public transportation committees were used to identify and validate regional priorities, with the understanding that priorities may shift over time, and that certain improvement strategies should be broad enough for transit project applications to be deemed eligible by state and federal approval agencies. Outreach to seniors, individuals with disabilities, representatives of public/private/non-profit transportation and human services transportation providers, and other members of the public was essential to identifying preferred strategies. The strategies are documented in Chapter 6, and greater details for certain strategies are provided in Appendix G.

Much of the strategy development involved considering how best to coordinate services so that existing resources can be used as efficiently as possible. In updating the strategies to be included in the Plan update, staff and stakeholders reviewed progress on implementation of the strategies included in the 2008 and 2014 Plans, as well as other relevant planning activities that have taken place since 2008, to inform a revised and updated set of coordination strategies.

Furthermore, PennDOT authorized a consultant to perform an assessment of the costs and benefits associated with the transition of public transportation services provided by 9 transit agencies/departments in the North Central region (Centre, Clinton, Columbia, Lycoming, Montour, Northumberland, Snyder, and Union counties) to an integrated regional transportation authority. This study's report was issued in June 2016 and examined the financial impacts of regionalization, focusing on management efficiencies, and included an analysis of an integrated regional demand response fare structure, a potential technology plan

and a potential transition plan. The affected counties did not resolve to have the study proceed to a second phase, but regionalization did result through Union, Snyder, Montour, and Columbia counties selecting rabbittransit to become their shared ride provider.

Chapter 3: Demographic Profile

This chapter describes current data related to the demographic characteristics of seniors, individuals with disabilities and low-income residents in the SEDA-COG/WATS MPO area. These target populations are the primary beneficiaries of FTA programs covered by this Plan. Data for minority, female householder with children, journey to work, and other characteristics are also provided herein, since they commonly correlate to transit dependency. This Plan generally considers employment and major activity center influences on transit need and travel, but these additional factors were thoroughly appraised in the 2011 Needs Assessment.

Identifying potential transit demand is critical in transit planning. Transit demand comes from two major components: captive riders and non-captive riders. The captive riders are those persons that must rely on transit services, such as senior citizens, the disabled, students, and persons who do not have access to an automobile. The non-captive riders are those persons who have a choice either to use a transit system or to use an automobile. Socioeconomic characteristics provide a sound basis to identify these potential riders, especially the captive riders.

To develop a current demographic profile and population distribution maps, data were compiled from the 2010 Census and datasets from the American Community Survey (ACS) that provided the information needed. The ACS is a nationwide survey conducted in every county and designed to provide communities with reliable and timely demographic, social, economic, and housing data every year. It has an annual sample size of about 3.3 million addresses across the United States and includes both housing units and group quarters (e.g., nursing facilities and prisons). 2012-2016 5-Year ACS Estimates were used for households without access to a vehicle, seniors, low-income individuals, disabled individuals, female householder with children, minority, Hispanic ethnicity, mode of transportation, and limited English proficiency. Official 2010 decennial Census counts were used for the total population and population densities.

2012-2016 ACS Estimates aggregate the sample responses from households collected from January 1, 2012 to December 31, 2016 and represent the average estimate of a population/housing characteristic over the entire 5-year time period. As is the case with all surveys, statistics from sample surveys are subject to sampling and nonsampling error. Margins of error have been omitted in this report for clarity, but they are available for all ACS estimates on *factfinder.census.gov*. Even with the margin of error issue, the ACS provides much more timely information and a reasonable estimate of the population changes that occur between decennial Censuses.

For most classifications on the following pages, data were gathered at the regional level, combining populations from each of the 9 counties, for either individuals or households, depending on the demographic factor. From there, the total number of persons in each demographic group is divided by the appropriate universe (either population or households) for the 9-county region, providing a regional percentage threshold for that population group. Any Census tract in Appendix A mapping that meets or exceeds the regional threshold level may be considered a sensitive tract for that characteristic.

Plan Area

The SEDA-COG/WATS MPO region is located in north central Pennsylvania and contains the Bloomsburg-Berwick and Williamsport Urbanized Areas (UZAs) requiring representation by MPOs (see Figure 2). The region is comprised of urban, suburban and rural settings. The 9-county region contains 229 municipalities: one (1) Town, four (4) Cities, 57 Boroughs and 167 Townships. The primary urban setting is the City of Williamsport, the Lycoming County seat and largest municipality by population in the region. Williamsport – as well as the municipalities immediately surrounding the city – comprises the Williamsport UZA, which is the major employment and retail center in the region and is the primary service area for the River Valley Transit fixed-route system. The other main urban setting includes the Bloomsburg-Berwick UZA, which includes sections of denser residential and commercial development in Columbia, Montour, and Northumberland Counties. Within the region, there is a pattern of traditional core communities, surrounded by less populated townships with larger land areas and

Figure 2: Urban Areas in the SEDA-COG & WATS MPO Planning Area
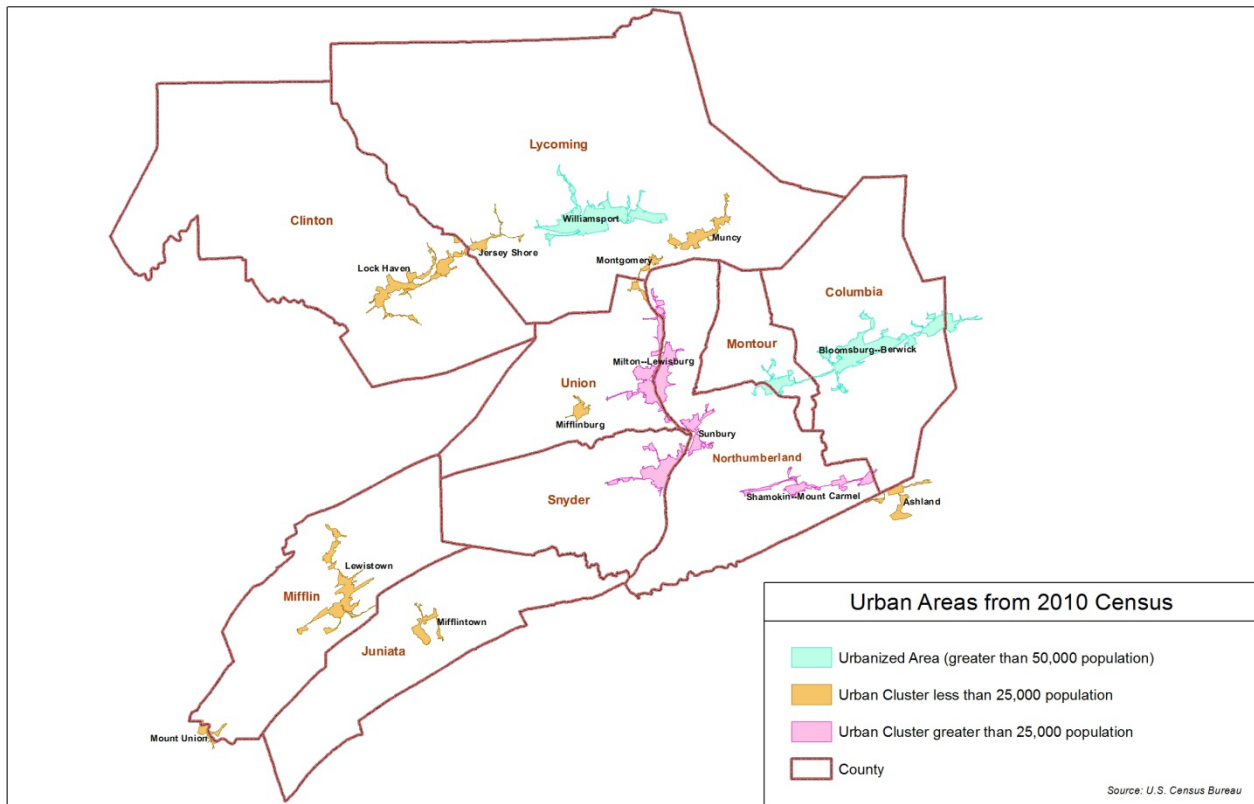
significant agricultural land uses and open spaces. The various townships and boroughs that are adjacent to or near the cities represent areas of potential additional demand as a result of their proximity and linkages to the boroughs through the existing highway system. In a larger context, the SEDA-COG/WATS region is bounded by large urban areas, with Harrisburg to the south, State College to the west, and Scranton/Wilkes-Barre to the east.

The SEDA-COG region is served by a series of major highway corridors. Major corridors are indicated not only by high traffic volumes, but also by their role in the transportation of goods

as part of interstate commerce, passenger transportation for tourism or personal purposes, the movement of agricultural products to major market or processing centers, and other factors. Major routes include: Interstate 80, Interstate 180, US Route 11, US Route 15, US Route 22, US Route 220, US Route 322, US Route 522, PA Route 45, PA Route 54, PA Route 61, PA Route 87, PA Route 147, and PA Route 405.

Population and economic projections do not suggest significant changes in the distribution of potential transit demand. Planned improvements to the highway system are not expected to severely alter travel in the region, with the exception of the upgrade of US 15 (future I-99) and the Central Susquehanna Valley Transportation (CSVT) project.

Regional and County Population Characteristics

One of the chief determinants of transportation need is total population and population density. As shown in Table 1, the total population of the region in 2010 was 491,406 people, a 1.7% increase from 2000. The population in the region represents nearly 4% of the total population in Pennsylvania. The largest absolute change and percent change in population growth between 2000 and 2010 occurred in Union County, which increased by 3,323 people or 8.0% (tied for the most with Juniata County). Lycoming County lost the most population between 2000 and 2010, declining by 3,933 people or 3.3%. (It should be noted that the influx of many persons coming to Lycoming County relative to Marcellus Shale gas exploration were not captured in Lycoming County Census data because these individuals had permanent residences listed outside of the County and Census information is based on the individual's place of permanent residence.) The population change in the region's other counties varied from 0 percent to 5.7 percent.

Table 1: Total Population and Population Change

Geographic Area	Total Population			Change from 2000 to 2010	
	2000 Census	**2010 Census**	**2012-2016 ACS Estimate**	**Change**	**Percent Change**
Clinton County	37,914	39,238	39,536	1,324	3.5%
Columbia County	64,151	67,295	66,772	3,144	4.9%
Juniata County	22,821	24,636	24,811	1,815	8.0%
Lycoming County	120,044	116,111	116,313	-3,933	-3.3%
Mifflin County	46,486	46,682	46,585	196	0.4%
Montour County	18,236	18,267	18,404	31	0.2%
Northumberland County	94,556	94,528	93,590	-28	0.0%
Snyder County	37,546	39,702	40,246	2,156	5.7%
Union County	41,624	44,947	45,178	3,323	8.0%

| REGION | 483,378 | 491,406 | 491,435 | 8,028 | 1.7% |
| Pennsylvania | 12,281,054 | 12,702,379 | 12,783,977 | 421,325 | 3.4% |

Source: U.S. Census Bureau - Decennial Censuses, 2012-2016 ACS Estimates

Public transportation is more efficient and effective in densely populated areas. Population density (persons per square mile) for the region is shown in Table 2. The region's population density was 106 persons per square mile and Pennsylvania's was 284 persons per square mile, using 2010 decennial Census totals. The largest population density occurs in Northumberland County (206 persons per square mile) and the smallest in Clinton County (44 persons per square mile). The population densities of the remaining counties in the region are higher than the regional average except for Juniata and Lycoming Counties (63 and 95 persons per square mile, respectively). The rather large land areas and considerable state forest/open space districts in several counties contribute to lower countywide population densities. Still, density can be an important factor for establishing public or human services transportation and/or determining the types of services to offer. Figure A-1 of Appendix A mapping portrays the densities at a more suitable Census tract level, reflecting that the greatest tract densities are in or clustered around the region's cities and boroughs.

Table 2: Population Density

| Geographic Area | Population (2010) | | Land Area (2010) | | Persons per Square Mile |
	Total	Percent of Region	Total (Sq. Mi.)	Percent of Region	
Clinton County	39,238	8.0%	887.98	19.2%	44
Columbia County	67,295	13.7%	483.11	10.4%	139
Juniata County	24,636	5.0%	391.35	8.4%	63
Lycoming County	116,111	23.6%	1,228.59	26.5%	95
Mifflin County	46,682	9.5%	411.03	8.9%	114
Montour County	18,267	3.7%	130.24	2.8%	140
Northumberland County	94,528	19.2%	458.37	9.9%	206
Snyder County	39,702	8.1%	328.71	7.1%	121
Union County	44,947	9.1%	315.98	6.8%	142
REGION	**491,406**	**100.0%**	**4,635.36**	**100.0%**	**106**
Pennsylvania	12,702,379	N/A	44,742.70	N/A	284

Source: U.S. Census Bureau - State & County QuickFacts

Regional and County Target Population Characteristics

This section presents the demographic characteristics of senior citizens, persons with low

incomes, and individuals with disabilities that comprise a significant portion of the ridership base using public transportation or targeted by funding programs. The demographic data are derived from the decennial Census/ACS and presented in tabular form focused on the county and regional levels. Appendix A presents the data in mapping focused on the Census tract level, illustrated to generally distinguish the characteristics by the following scale:

- 0 percent to ½ of the regional threshold (overall regional percentage)
- ½ of the regional threshold to the threshold
- The regional threshold to 1.5 times the threshold
- 1.5 times the regional threshold to 2 times the threshold
- 2 times the regional threshold and over

Senior Citizen Population

Persons 65 years of age and older have typically exhibited a greater reliance on public transportation compared to other age groups. It is also more common for these individuals to have limited income and experience challenges that limit their ability to operate a vehicle. The leading edge of the Baby Boomer generation (those born between 1946 and 1964) has entered the senior citizen demographic and become eligible for discounted public transportation, but it remains to be seen how the Boomers will actually impact transit ridership levels. It seems, however, the traditional assumptions for seniors' travel behaviors are changing, considering factors such as: retirement generally being postponed; people continuing to work in order to make up for losses during economic downturns, ballooning healthcare costs, or lack of savings; seniors preferring to maintain personal auto mobility late into life; and residents choosing to age in place (including in the suburban and rural areas where more rapid growth has occurred in recent decades) rather than relocate or enter elder care facilities.

Table 3 provides a summary of population data for persons age 65 and older for the region and its counties in 2000, 2010, and 2012-2016. The 2010 population of persons age 65 and over in the region was 82,759, with nearly ¼ of these citizens living in Lycoming County (19,112 persons). Seniors accounted for 16.8% of the region's total population in 2010, indicating an older composition than is found statewide, where 15.4% of Pennsylvania's population was age 65 and over. The percentage of seniors varies somewhat from county to county, from a low of 14.8% in Union County to a high of 18.6% in Montour County. A county's lower percentage of seniors does not necessarily mean that there are few older adults there (e.g., Union County has the 5th largest number of seniors, and it is also experiencing the fastest growth). Figure A-2 in Appendix A shows the distribution of senior citizens by Census tract.

The regional percentage of residents age 65 and over increased slightly from 16.4% to 16.8% between 2000 and 2010. The regional growth occurred at a rate of 4.5%. The county-level percent change over this time period varied from a decline of 2.7% in Northumberland County to an increase of 19.2% in Union County. It is presumed that most in-migration to the region is from working-age populations, so the increases in the senior population likely represent current residents aging in place. According to projections prepared by the Pennsylvania State Data Center, by 2040, the region's population age 65 and older is projected to increase by 45.7%

compared to 2010. The senior population will equal nearly 121,000 residents, or 23.1% of the region's total 2040 population. This growth could greatly stress social service agencies and public transportation operators.

Table 3: Population Age 65 and Older

| Geographic Area | 2000 Census | | | 2010 Census | | | 2012-2016 ACS | | | Pop. Age 65 and Over: Change 2000 to 2010 | |
| | Total Population | Pop. Age 65 and Over | | Total Population | Pop. Age 65 and Over | | Total Population | Pop. Age 65 and Over | | Change | Percent Change |
		Number	Percent		Number	Percent		Number	Percent		
Clinton County	37,914	6,363	16.8%	39,238	6,350	16.2%	39,536	6,808	17.2%	-13	-0.2%
Columbia County	64,151	10,202	15.9%	67,295	10,811	16.1%	66,772	11,523	17.3%	609	6.0%
Juniata County	22,821	3,471	15.2%	24,636	4,134	16.8%	24,811	4,912	19.8%	663	19.1%
Lycoming County	120,044	19,251	16.0%	116,111	19,112	16.5%	116,313	20,488	17.6%	-139	-0.7%
Mifflin County	46,486	7,907	17.0%	46,682	8,643	18.5%	46,585	9,426	20.2%	736	9.3%
Montour County	18,236	3,120	17.1%	18,267	3,395	18.6%	18,404	3,679	20.0%	275	8.8%
Northumberland County	94,556	18,002	19.0%	94,528	17,516	18.5%	93,590	18,406	19.7%	-486	-2.7%
Snyder County	37,546	5,275	14.0%	39,702	6,144	15.5%	40,246	6,769	16.8%	869	16.5%
Union County	41,624	5,584	13.4%	44,947	6,654	14.8%	45,178	7,262	16.1%	1,070	19.2%
REGION	**483,378**	**79,175**	**16.4%**	**491,406**	**82,759**	**16.8%**	**491,435**	**89,273**	**18.2%**	**3,584**	**4.5%**
Pennsylvania	12,281,054	1,919,165	15.6%	12,702,379	1,959,307	15.4%	12,783,977	2,133,247	16.7%	40,142	2.1%

Source: U.S. Census Bureau - Decennial Censuses, 2012-2016 ACS Estimates

Low-Income Population

Individuals with low incomes tend to rely more heavily on public transportation, since they might not be able to afford an automobile, or they decide not to use their limited income for costly automobile ownership expenses. The 2012-2016 ACS indicated a total of 64,426 residents in the region living below the poverty level, which represents 14.0% of the total population for whom poverty status is determined. The largest percentage of low-income residents was in Clinton County at 17.3%; the smallest was in Montour County at 10.0%. Figure A-3 in Appendix A shows the distribution of low-income residents by Census tract. The highest concentrations of low-income residents are found in the larger cities and boroughs. However, areas with a proportion of low-income residents higher than the regional average can be found in rural locations of Clinton, Juniata, Mifflin, and Snyder Counties. The rural and suburban tracts with higher poverty rates can be difficult to serve with frequent and efficient public transportation.

Poverty status is determined for individuals in housing units and noninstitutional group quarters. The poverty universe excludes children under age 15 who are not related to the

householder, people living in institutional group quarters (such as prisons or nursing homes), and people living in college dormitories or military barracks. The numbers in Table 4 represent those individuals earning below the federal poverty level, in adherence with the standards specified by the federal Office of Management and Budget.

Table 4: Low-Income Population

Geographic Area	2012-2016 ACS		
	Population for Whom Poverty Status is Determined	Population Below Poverty Level	
		Number	Percent
Clinton County	37,308	6,436	17.3%
Columbia County	62,108	9,498	15.3%
Juniata County	24,469	2,926	12.0%
Lycoming County	110,490	15,932	14.4%
Mifflin County	45,694	6,676	14.6%
Montour County	17,639	1,763	10.0%
Northumberland County	89,064	12,974	14.6%
Snyder County	37,990	4,230	11.1%
Union County	35,720	3,991	11.2%
REGION	**460,482**	**64,426**	**14.0%**
Pennsylvania	12,369,671	1,647,762	13.3%

Source: U.S. Census Bureau, 2012-2016 ACS Estimates

Individuals with Disabilities

According to the 2012-2016 ACS, there were 69,648 individuals with disabilities living in the region. This equals 14.7% of the region's total civilian noninstitutionalized population. Mifflin County has the highest proportion of individuals with a disability at 17.4%, and Columbia and Snyder Counties tie for the least with 12.2%. Also included below in Table 5 are the disability rates for seniors. These rates are significantly higher, showing that 36.2% of the region's seniors have some type of disability. The proportion of seniors reporting a disability is greatest in Juniata County at 40.1%, followed closely by Mifflin County.

As part of the ACS, a person is counted as having a disability if they report any of the six following disability types: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, or independent living difficulty. Persons with these disabilities could be less likely to drive and therefore more likely to be dependent on public transportation than the general population; they could also be eligible for discounted transit fares. While the ACS data totals in Table 5 do not indicate that the disability necessarily impacts an individual's

mobility, they can serve as a marker for populations that may need additional transportation assistance.

Table 5: Population with a Disability

Geographic Area	2012-2016 ACS			2012-2016 ACS		
	Total Civilian Noninstitutionalized Population	Population with a Disability		Population 65 Years and Over	Population with a Disability	
		Number	Percent		Number	Percent
Clinton County	38,933	5,902	15.2%	6,599	2,472	37.5%
Columbia County	66,010	8,065	12.2%	11,031	3,444	31.2%
Juniata County	24,560	3,446	14.0%	4,680	1,878	40.1%
Lycoming County	113,144	17,386	15.4%	19,486	7,359	37.8%
Mifflin County	46,007	8,006	17.4%	9,000	3,544	39.4%
Montour County	17,791	2,318	13.0%	3,408	994	29.2%
Northumberland County	89,378	14,566	16.3%	17,399	6,524	37.5%
Snyder County	39,933	4,870	12.2%	6,605	2,153	32.6%
Union County	39,503	5,089	12.9%	6,772	2,361	34.9%
REGION	**475,259**	**69,648**	**14.7%**	**84,980**	**30,729**	**36.2%**
Pennsylvania	12,579,598	1,719,069	13.7%	2,053,348	707,880	34.5%

Source: U.S. Census Bureau, 2012-2016 ACS Estimates

Other Regional and County Population Characteristics

Vehicle Availability

Carless households can be another measure for assessing transit dependency in the region. Owning or having access to a vehicle directly relates to an individual's mobility choices. People without access to a vehicle may rely on family, friends, or public transportation for trips that cannot be made on foot or by bicycle. Areas with significant urban populations often have a greater share of households without access to a vehicle than rural areas due to the availability of goods and services within walking distance and/or the availability of transit service.

While not owning a personal vehicle can be a lifestyle choice for more urban dwellers, it can also be due to limiting factors such as low incomes or disabilities. Especially in non-urban areas, carless households can be correlated with low-income households. Also, as noted in several of the County Comprehensive Plans within the region, the SEDA-COG/WATS MPO area is home to significant populations of Plain Sects, including Amish, Old Order Mennonites, and other groups. These religious groups are not documented directly in Census counts, but they may

show up indirectly when looking at households without vehicle access data.

Table 6 lists the number of households by county without a vehicle available. The regional average is 8.8% of households having zero vehicles available. Mifflin County has the highest percentage (10.4%) of households with no vehicle available, potentially due to the significant Amish population located in the county. Figure A-5 of Appendix A illustrates which Census tracts are significant for concentrations of carless households. As would be expected, several tracts in Williamsport pop up as having the highest percentages of households lacking access to a vehicle.

Table 6: Households without Access to a Vehicle

Geographic Area	Households Without a Vehicle Available, 2012-2016 ACS	
	Number	Percent
Clinton County	1,316	8.9%
Columbia County	1,684	6.4%
Juniata County	673	7.2%
Lycoming County	4,220	9.3%
Mifflin County	1,946	10.4%
Montour County	743	10.1%
Northumberland County	4,004	10.2%
Snyder County	1,080	7.4%
Union County	1,141	7.8%
REGION	**16,807**	**8.8%**
Pennsylvania	554,548	11.2%

Source: U.S. Census Bureau, 2012-2016 ACS Estimates

Female Head of Household with Children

Table 7 presents data for females heading a household with no husband present, and with at least one child under 18 years of age who is a son or daughter by birth, a stepchild, or an adopted child of the householder residing in the home. This factor was chosen for inclusion in this Plan to add gender and children into the profile. These statistics are also meant to acknowledge that there is a correlation between this characteristic and poverty status, which can lead to transit dependency. Snyder County at 6.2% has the highest percentage of female householders with no husband present and a child less than 18 years in the region. Figure A-6 represents which Census tracts are significant for female head of household, no husband

present, with child concentrations.

Table 7: Households Headed by Females with Children, No Husband Present

| Geographic Area | Total Households | 2012-2016 ACS | |
| | | Female householder, no husband present, with own children under 18 years old | |
		Number	Percent
Clinton County	14,710	794	5.4%
Columbia County	26,356	1,463	5.6%
Juniata County	9,326	330	3.5%
Lycoming County	45,587	2,731	6.0%
Mifflin County	18,695	1,012	5.4%
Montour County	7,361	291	4.0%
Northumberland County	39,192	2,274	5.8%
Snyder County	14,528	902	6.2%
Union County	14,649	790	5.4%
REGION	**190,404**	**10,587**	**5.6%**
Pennsylvania	4,961,929	310,185	6.3%

Source: U.S. Census Bureau, 2012-2016 ACS Estimates

Non-Hispanic Minority Population

The U.S. Department of Transportation Order 5610.2(a) on Environmental Justice sets forth steps to prevent disproportionately high and adverse effects to minority or low-income populations. In this Order, "minority" means a person who is:

1. Black: a person having origins in any of the black racial groups of Africa;

2. Hispanic or Latino: a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race;

3. Asian American: a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent;

4. American Indian and Alaskan Native: a person having origins in any of the original people of North America, South America (including Central America), and who maintains cultural identification through tribal affiliation or community recognition; or

5. Native Hawaiian and Other Pacific Islander: people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

The U.S. Census Bureau does not include Hispanic or Latino as a racial category, since Hispanic is an ethnicity; persons of Hispanic origin can be of any race. The Census Bureau does, however, consider two other categories in its race data: Some Other Race Alone and Two or More Races.

Table 8 presents data for the region's total non-Hispanic minority population: those that qualify as Black Alone; American Indian and Alaska Native Alone; Asian Alone; Native Hawaiian and Other Pacific Islander Alone; Some Other Race Alone; and Two or More Races. The region's non-Hispanic minority population percentage is 5.9%, much lower than the statewide 18.6%. Lycoming County has the region's highest overall number (9,439) of non-Hispanic minority residents and Union County has the highest percentage (12.2%).

Figure A-7 illustrates which Census tracts have significant non-Hispanic minority percentages above the regional threshold. As expected, the urban Williamsport area tracts have among the highest percentages. The presence of the Lewisburg/Allenwood Federal Prisons in Union County and the Coal Township State Prison in Northumberland County represent special cases that likely skew the percentages for the Census tracts containing these correctional facilities.

Table 8: Non-Hispanic Minority Population

| Geographic Area | 2012-2016 ACS | | |
| | Total Population | Total Non-Hispanic Minority Population | |
		Number	Percent
Clinton County	39,536	1,506	3.8%
Columbia County	66,772	3,217	4.8%
Juniata County	24,811	818	3.3%
Lycoming County	116,313	9,439	8.1%
Mifflin County	46,585	1,346	2.9%
Montour County	18,404	1,046	5.7%
Northumberland County	93,590	4,518	4.8%
Snyder County	40,246	1,355	3.4%
Union County	45,178	5,505	12.2%
REGION	**491,435**	**28,750**	**5.9%**
Pennsylvania	12,783,977	2,381,234	18.6%

Source: U.S. Census Bureau, 2012-2016 ACS Estimates

Hispanic or Latino Minority Population

As mentioned previously, the USDOT considers Hispanic or Latino to be a minority population in spite of the fact that Hispanic or Latino is technically an ethnicity, with persons of Hispanic origin possibly being of any race. Hispanic origin is used in numerous social justice programs

and is vital in making policy decisions. There can be a correlation between Hispanic origin and low-income levels for possible transit dependency. In addition, Hispanic migrant or seasonal workers that sometimes reside in the area could be reliant on public transportation.

Table 9 presents data for the region's total Hispanic minority population: those individuals, regardless of race, that can be classified as Mexican, Puerto Rican, Cuban, or of another Hispanic, Latino, or Spanish origin. The region's Hispanic minority population percentage is 2.5%, compared to the statewide level of 6.6%. Northumberland County has the region's highest overall number (2,852), while Union County has the highest percentage (5.7%) of Hispanic minority residents.

Figure A-8 illustrates which Census tracts have significant Hispanic minority percentages above the regional threshold. As expected, the more urban tracts have among the highest percentages. The presence of the Lewisburg/Allenwood Federal Prisons in Union County and the Coal Township State Prison in Northumberland County represent special cases that likely skew the percentages for the Census tracts containing these correctional facilities.

Table 9: Hispanic or Latino Minority Population

Geographic Area	Total Population	2012-2016 ACS	
		Hispanic or Latino Minority Population (may be of any race)	
		Number	Percent
Clinton County	39,536	537	1.4%
Columbia County	66,772	1,685	2.5%
Juniata County	24,811	766	3.1%
Lycoming County	116,313	2,075	1.8%
Mifflin County	46,585	633	1.4%
Montour County	18,404	441	2.4%
Northumberland County	93,590	2,852	3.0%
Snyder County	40,246	864	2.1%
Union County	45,178	2,572	5.7%
REGION	**491,435**	**12,425**	**2.5%**
Pennsylvania	12,783,977	843,164	6.6%

Source: U.S. Census Bureau, 2012-2016 ACS Estimates

Limited English Proficiency Population

Executive Order 13166 on Limited English Proficiency (LEP) requires all federally funded agencies to make services more accessible to eligible persons who are not proficient in the English language. LEP persons are those individuals who do not speak English as their primary

language, and who also have a limited ability to read, speak, write or understand English. The key commonality among LEP persons is their inability to communicate effectively in the English language, regardless of their native tongue. The Census ACS data reveal populations (5 years of age and older) whose primary language spoken at home is other than English and who speak English less than very well. These are considered LEP populations in this Plan.

Government agencies use information on language spoken at home for their programs that serve the needs of the foreign-born and those who have difficulty with English. Limited English proficiency can serve as a barrier to accessing transportation services. Demographic analysis revealing LEP populations that do not speak English well can be used in crafting marketing initiatives or public involvement materials toward LEP groups, including preparing information in the languages spoken by the communities being addressed.

Table 10 presents data for the region's LEP population. The region's LEP population percentage is 2.0%, compared to the statewide level of 4.2%. Mifflin County has the region's highest overall number (1,811), while Juniata County has the highest percentage (4.2%) of LEP residents. This is presumably influenced by the significant Amish settlement in Mifflin County and Hispanic and Amish concentrations in Juniata County.

Figure A-9 illustrates which Census tracts are significant for LEP concentrations. As expected, some more urban tracts have among the highest percentages. However, several rural, large land area tracts also pop out with the highest LEP percentages. This is likely influenced by the Plain Sect communities, and higher incidences of German and Other West Germanic languages primarily spoken at home by these residents. Also, the margins of error are considerably high for the language data. The presence of the Lewisburg/Allenwood Federal Prisons in Union County represents special cases that likely skew the percentages for the Census tracts containing these correctional facilities.

Table 10: Limited English Proficiency Population

| Geographic Area | Total Population Five Years and Over | 2012-2016 ACS | |
| | | Primary Language Spoken at Home Other Than English and Speak English Less Than Very Well | |
		Number	Percent
Clinton County	37,443	681	1.8%
Columbia County	63,697	677	1.1%
Juniata County	23,433	990	4.2%
Lycoming County	109,790	969	0.9%
Mifflin County	43,755	1,811	4.1%
Montour County	17,360	256	1.5%
Northumberland County	88,658	1,099	1.2%

|			
Snyder County	38,002	1,337	3.5%
Union County	43,130	1,416	3.3%
REGION	**465,268**	**9,236**	**2.0%**
Pennsylvania	12,069,379	501,180	4.2%

Source: U.S. Census Bureau, 2012-2016 ACS Estimates

Means of Transportation to Work

Driving to work alone is, by far, the most common method of commuting for the region's workers, as it is for most of Pennsylvanians. Nearly 75% of the region's workforce (those workers 16 years and over) drive alone to work, and nearly 77% of Pennsylvanians commute via single-occupant vehicles. The region's carpooling and walk to work means also correspond with the statewide percentages. However, only 0.6% of the region's workers use public transportation for traveling to work, while 5.6% of Pennsylvanians use public transportation to get to work.

Mode choice data from the 2012-2016 ACS are summarized in Figure 3. (The columns do not reach 100% because they omit the percentage of workers that work at home.) The region's 2nd most popular mode is carpooling at 9.4%, followed by walking at 3.7%, and other means at 1.4%. Juniata County (13.5%) and Mifflin County (12.2%) see high rates of carpool usage, likely due to residents carpooling to major worksites located several miles away in the Harrisburg and State College urbanized areas. High carpooling rates may indicate areas where commuting costs and roadway congestion can be mitigated through public transportation use or more organized commuter services.

As mentioned, residents' use of public transportation (bus or trolley bus, streetcar or trolley car, subway, railroad, or ferryboat) as a means of travel to work is extremely limited in much of the region. Fixed-route, local transit service is only available in portions of Lycoming County, Clinton County, and Northumberland County. If non-drivers are not using public transportation, they are finding other means of travel to their workplace destinations, such as family, friends, or human services transportation. As might be expected, use of public transportation as a means of getting to work is highest in those areas that are most urban, where access to the service is the greatest, namely the City of Williamsport and surrounding areas.

Figure 3: Means of Transportation to Work
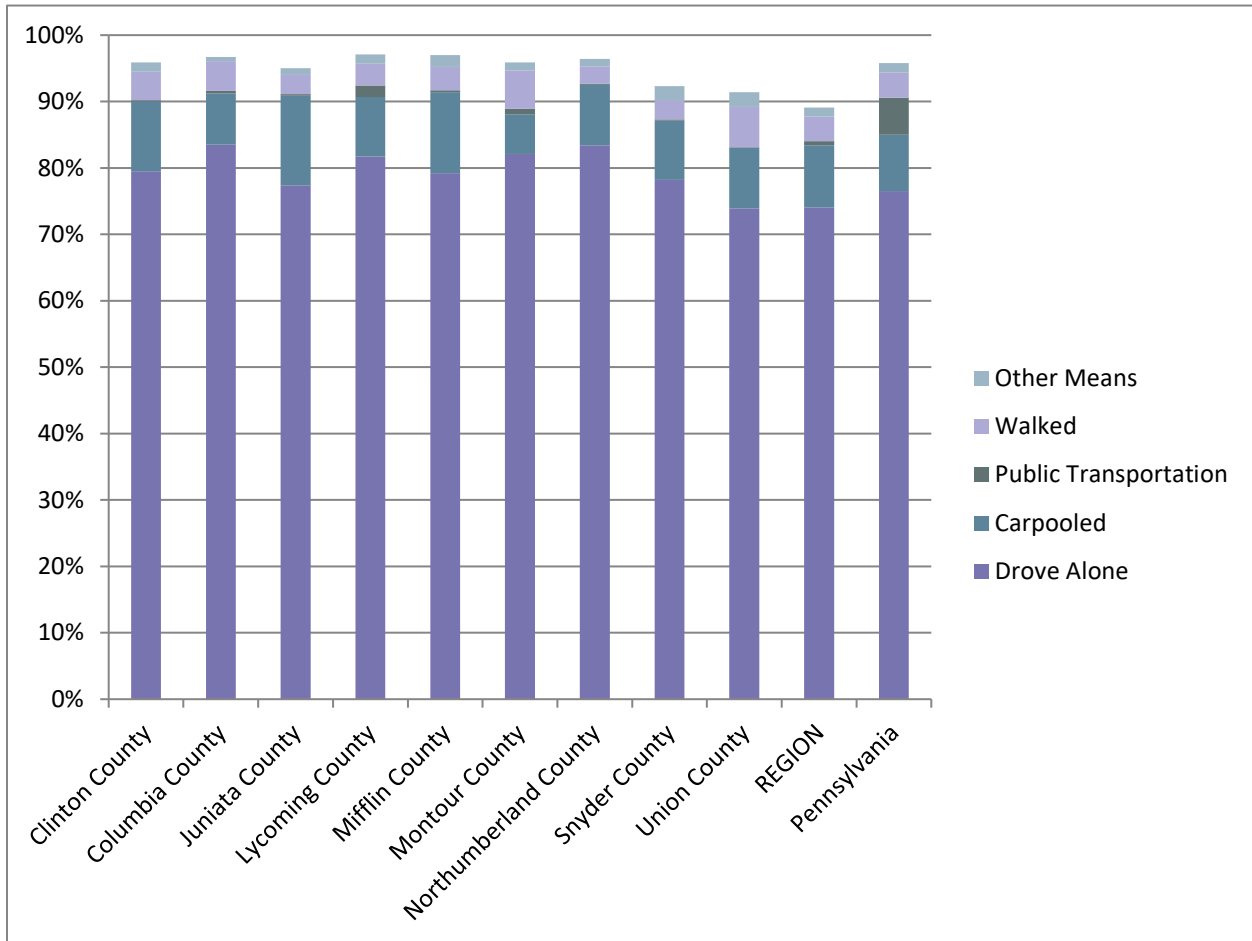
Source: U.S. Census Bureau, 2012-2016 ACS Estimates

Mean Travel Time to Work

Mean travel time to work (in minutes) is the average travel time that workers usually take to get from home to work (one way). The mean travel time to work varies somewhat throughout the region. As shown in Figure 4, workers who live in Juniata County have the longest average commute time, at 29.5 minutes, while workers who live in Montour County enjoy the shortest average commute time, at 19.4 minutes. The amount of time workers spend commuting is an important indicator of spatial distribution of workers' residences and their places of work. Commuting time shifts may provide insight into other important community characteristics such as changes in workforce participation rates, infrastructure upgrades, and shifts in availability and usage of different transportation modes.

Figure 4: Mean Travel Time to Work

Mean Travel Time to Work (in minutes)
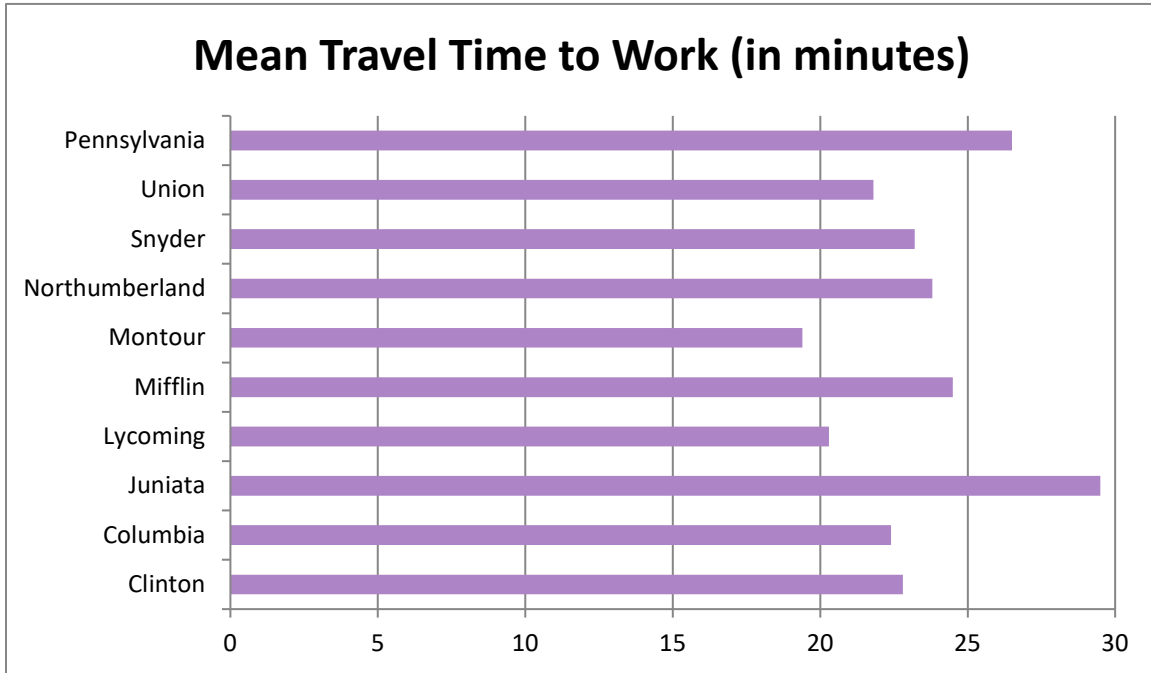
Source: U.S. Census Bureau, 2012-2016 ACS Estimates

Employment

As referenced elsewhere in this report, the need for and the nature of public transportation services in an area relates to the employment conditions. According to the U.S. Census Bureau's Longitudinal Employer Household Dynamics Quarterly Workforce Indicators data for the 2nd quarter of 2018, employment in the region amounted to 185,616 jobs. Table 11 shows the job numbers by county and their percentage of the regional total. Over 50% of the jobs in the region are located in three counties: Lycoming, Northumberland, and Columbia.

Table 11: Employment Numbers by County

Geographic Area	Jobs	Percent of Region Total
Clinton County	12,416	6.7%
Columbia County	24,626	13.3%
Juniata County	6,854	3.7%
Lycoming County	50,178	27.0%
Mifflin County	15,459	8.3%
Montour County	16,078	8.7%
Northumberland County	26,978	14.5%

Snyder County	16,736	9.0%
Union County	16,291	8.8%
REGION	**185,616**	**100.0%**

Source: U.S. Census Bureau, LEHD QWI for 2nd Quarter 2018

The City of Williamsport in Lycoming County was the Plan area's top employment center in 2015, with approximately 20,000 jobs, followed by Montour County's Mahoning Township with 11,211 jobs, and Lycoming County's Loyalsock Township with 5,952 jobs. The top 10 municipalities, by jobs, are presented in Table 12 – together, these municipalities comprise 38.5% of the 9-county region's job totals. Overall, the majority of the top workplace destinations in the area are concentrated along the major transportation corridors, including US 11, US 15, US 220, I-80 and I-180. Major employment concentrations are a good indicator of land use patterns supportive of transit for work trip destinations.

Table 12: Top 10 Municipalities by Employment

Municipality	Jobs	Percent of Region Total
Williamsport City, Lycoming County	20,424	11.6%
Mahoning Township, Montour County	11,211	6.4%
Loyalsock Township, Lycoming County	5,952	3.4%
Bloomsburg Town, Columbia County	5,744	3.3%
Sunbury City, Northumberland County	4,560	2.6%
Berwick Borough, Columbia County	4,252	2.4%
Milton Borough, Northumberland County	4,237	2.4%
Kelly Township, Union County	4,027	2.3%
Lock Haven City, Clinton County	3,858	2.2%
Monroe Township, Snyder County	3,505	2.0%
REGION	**176,250**	**100.0%**

Source: U.S. Census Bureau, OnTheMap Application and LEHD Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2015)

Commutation Patterns

Commutation patterns vary widely among the 9 counties in the Plan region. Table 13 provides a breakdown of the top three commute destination counties for residents of each of the region's counties, using 2012-2016 ACS Estimates. For all nine counties, the top commute destination

was the residents' home county. Lycoming County, at 85.7%, leads the region in having the greatest share of resident workers employed within the county of residence. Northumberland County, at 51.9%, had the lowest percentage of workers who worked in the county where they resided. Likewise, Juniata and Montour Counties also export over 40% of their resident workers to employment destinations outside of the residence county. The journey to work numbers reveal that the single highest percentage export of resident workers to another county is the 18.1% of Clinton County residents commuting to work in Lycoming County; the highest total number is the 4,350 resident workers from Northumberland County commuting to Montour County for employment.

Table 13: Top Three Commute Destinations by County

| Resident County | Commute Destination County | 2012-2016 ACS | |
		Number of Commuters	Percent of Resident County's Commuters
Clinton County	Clinton County	11,390	65.4%
	Lycoming County	3,155	18.1%
	Centre County	1,680	9.7%
Columbia County	Columbia County	19,730	65.8%
	Montour County	3,480	11.6%
	Luzerne County	3,125	10.4%
Juniata County	Juniata County	5,910	53.4%
	Dauphin County	1,235	11.2%
	Mifflin County	920	8.3%
Lycoming County	Lycoming County	45,390	85.7%
	Clinton County	1,860	3.5%
	Union County	1,370	2.6%
Mifflin County	Mifflin County	14,340	72.8%
	Centre County	2,015	10.2%
	Huntingdon County	950	4.8%
Montour County	Montour County	4,795	57.2%
	Columbia County	1,225	14.6%
	Northumberland County	1,050	12.5%
Northumberland County	Northumberland County	20,945	51.9%
	Montour County	4,350	10.8%
	Union County	3,750	9.3%
Snyder County	Snyder County	12,000	63.0%
	Union County	2,310	12.1%
	Northumberland County	1,865	9.8%
Union County	Union County	11,075	61.3%
	Northumberland County	2,720	15.1%
	Snyder County	1,530	8.5%

*Source: U.S. Census Bureau, 2012-2016 ACS Estimates, Special Tabulation: Census
Transportation Planning Products Program*

Figure 5 illustrates data from Table 13 and the larger 2012-2016 ACS dataset, breaking down
commuter flows by the following ranges: 500-1,000; 1,000-2,000; 2,000-3,000; and greater than
3,000. This figure graphically shows the interdependencies and relationships each county has
with its counterparts in the region and surrounding counties with regard to the location of its
respective workforce. The graphic shows that Northumberland and Montour Counties are
major attractors for workers living in other counties, since they are the only counties that draw
at least 500 commuters from 4 surrounding counties. As referenced earlier, there are heavy
worker commuter flows from Northumberland County into Montour County and Clinton
County into Lycoming County. Other significant numeric flows are from Columbia County into
Montour County, from Columbia County into Luzerne County, and from Northumberland
County into Union County.

Figure 5: Commutation Flows
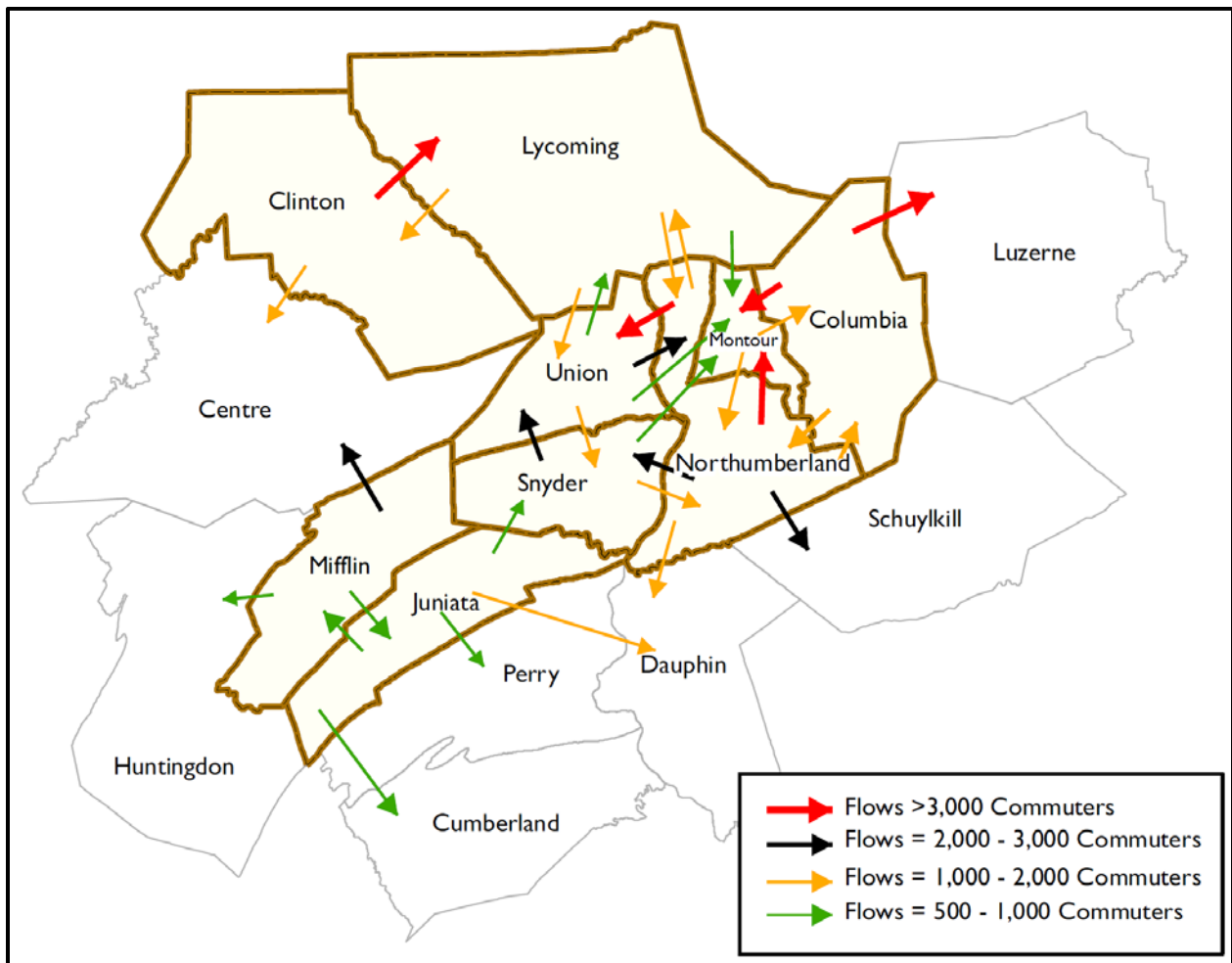
*Source: U.S. Census Bureau, 2012-2016 ACS Estimates, Special Tabulation: Census
Transportation Planning Products Program*

Existing Major Trip Generators

Within the Plan area, there are several major business and community activity centers. These centers serve as logical destinations or generators for many transportation trips. These attractions include: medical centers; large retail establishments and shopping centers; senior citizen facilities (i.e., nursing/retirement homes and senior centers); post- secondary schools; and government centers and public social service agencies. Examples of these major trip generators were compiled for the 2011 Needs Assessments. A more current listing of major employers (i.e., top 10 employers in terms of number of employees by county) was compiled by downloading data from the PA Department of Labor & Industry's Center for Workforce Information & Analysis. (See Table 14 below for a listing of major employers in the region.) New data downloads and partnerships with other area organizations can be used to update additional major trip generator listings for public transportation purposes. Comparing these employer locations to the areas exhibiting higher transit dependent characteristics (discussed earlier in this profile and shown in Appendix A mapping) can give a sense of the likely travel patterns and destinations for persons using public transportation to satisfy mobility needs.

Table 14: Major Employers

Clinton County	
Rank	**Employer**
1	First Quality Products Inc
2	Keystone Central School District
3	First Quality Tissue LLC
4	PA State System of Higher Education
5	Keane Frac LP
6	Truck-Lite Co LLC
7	Wal-Mart Associates Inc
8	Clinton County Commissioners
9	BJ Services LLC
10	State Government
Columbia County	
Rank	**Employer**
1	PA State System of Higher Education
2	Geisinger System Services
3	Wise Foods Inc
4	Autoneum North America Inc
5	Dollar Tree Stores Distribution Ctr
6	Berwick Offray LLC

7	Kawneer Company Inc
8	Wal-Mart Associates Inc
9	Big Heart Pet Brands
10	Metropolitan Trucking

Juniata County	
Rank	Employer
1	AC Products Inc
2	Empire Kosher Poultry Inc
3	Juniata County School District
4	Champion Modular Inc
5	Weis Markets Inc
6	State Government
7	Sanitation Solutions Plus LLC
8	Juniata Valley Bank
9	Plain & Fancy Custom Cabinetry LLC
10	Brookline at Mifflintown Inc

Lycoming County	
Rank	Employer
1	The Williamsport Hospital
2	State Government
3	Pennsylvania College of Technology
4	Williamsport Area School District
5	Susquehanna Health Medical Group
6	Weis Markets Inc
7	Aramark Facility Services LLC
8	Lycoming County
9	West Pharmaceutical Services Inc
10	CS Group Payroll Services LLC

Mifflin County	
Rank	Employer
1	Geisinger-Lewistown Hospital
2	Mifflin County School District
3	Philips Ultrasound Inc
4	Standard Steel LLC
5	First Quality Baby Products LLC
6	Trinity Plastics Inc

7	Valley View Haven
8	Geisinger Clinic
9	United Cerebral Palsy of Central PA
10	Overhead Door Corp
Montour County	
Rank	**Employer**
1	Geisinger Medical Center
2	Geisinger Clinic
3	Geisinger System Services
4	Geisinger Health Plan
5	State Government
6	Great Dane LLC
7	Danville Area School District
8	Maria Joseph Manor
9	Geisinger HealthSouth Rehab Hospital
10	Grandview Nursing & Rehabilitation
Northumberland County	
Rank	**Employer**
1	Weis Markets Inc
2	State Government
3	Conagra Foods Packaged Foods Co Inc
4	Northumberland County
5	Shikellamy School District
6	Geisinger Medical Center
7	Watsontown Trucking Co Inc
8	Furman Foods Inc
9	Shamokin Area School District
10	Milton Area School District
Snyder County	
Rank	**Employer**
1	Wood-Mode Inc
2	State Government
3	Susquehanna University
4	National Beef
5	Selinsgrove Area School District
6	Professional Building Systems Inc

Rank	Employer
7	Conestoga Wood Specialties
8	Midd-West School District
9	Wal-Mart Associates Inc
10	United Cerebral Palsy of Central PA
Union County	
Rank	**Employer**
1	Bucknell University
2	Evangelical Community Hospital
3	Federal Government
4	DNA Central Inc
5	Ritz-Craft Corporation of Pennsylvania
6	Wal-Mart Associates Inc
7	Evangelical Medical Services Organization
8	Mifflinburg Area School District
9	Lewisburg Area School District
10	Miracle Recreation Equipment Co

Source: PA Department of Labor & Industry's Center for Workforce Information & Analysis
4th Quarter 2018; Federal and State Government Entities Aggregated

Chapter 4: Existing Transportation Services

Inventory of Transit Providers

The SEDA-COG/WATS region is served by a variety of public transportation services, including fixed route, demand responsive, intercity bus, and taxi services. Providers for these services are listed in Table 15. In order to prepare a coordinated public transit-human services transportation plan, it is fundamental to assess public transportation needs and resources. Regarding the latter, a listing of known current transportation providers (public, private, and non-profit) was compiled to shape a picture of what public transportation services are currently available. SEDA-COG staff relied on its prior inventory of transit providers, PennDOT resources, and input from area stakeholders to compile a listing for this Plan.

Most of the transportation services provided in the SEDA-COG MPO region are shared ride/demand responsive, primarily serving the needs of seniors, persons with disabilities, and low-income users. However, large busing companies offer fixed routes to specific locations for area residents, and Mount Carmel Borough's Lower Anthracite Transit System provides a fixed-route transit system for communities in lower Northumberland County. Also, Amtrak has a station stop in Lewistown, Mifflin County, making rail passenger service available to the region's population. In Lycoming and Clinton Counties, River Valley Transit offers a number of fixed routes, and coordinates closely with shared ride operations from STEP, Inc. While not exhaustive at this juncture, the below table identifies known current transportation providers.

Table 15: Inventory of SEDA-COG MPO/Williamsport MPO Transit Providers

Area Served & Provider	Address	City/State/ZIP	Phone
Clinton County			
STEP, Inc.	2138 Lincoln St.	Williamsport, PA 17701	570-326-0587
Fullington Trailways (Intercity Bus)	316 East Cherry St.	Clearfield, PA 16830	888-847-2430
Columbia County			
rabbittransit	415 Zarfoss Dr.	York, PA 17404	800-632-9063
Fullington Trailways (Intercity Bus)	316 East Cherry St.	Clearfield, PA 16830	888-847-2430
Juniata County			
Call A Ride Service, Inc.	249 West Third St.	Lewistown, PA 17044	717-242-2277
J & D's, Inc. (bus and MH/MR)	35 School Bus Ln.	Lewistown, PA 17044	717-248-8125
Lycoming County			
STEP, Inc.	2138 Lincoln St.	Williamsport, PA 17701	570-326-0587
River Valley Transit (Fixed Route)	1500 West Third St.	Williamsport, PA 17701	800-248-9287
Fullington Trailways (Intercity Bus)	11 West Church St.	Williamsport, PA 17701	888-847-2430
Mifflin County			
Call A Ride Service, Inc.	249 West Third St.	Lewistown, PA 17044	717-242-2277
J & D's, Inc. (bus and MH/MR)	35 School Bus Ln.	Lewistown, PA 17044	717-248-8125

Fullington Trailways (Intercity Bus)	316 East Cherry St.	Clearfield, PA 16830	888-847-2430
Greyhound (Intercity Bus)	350 North St. Paul St.	Dallas, TX 75201	800-231-2222
Amtrak Lewistown Station	150 Helen St.	Lewistown, PA 17044	800-842-7245
Montour County			
rabbittransit	415 Zarfoss Dr.	York, PA 17404	800-632-9063
Fullington Trailways (Intercity Bus)	316 East Cherry St.	Clearfield, PA 16830	888-847-2430
Northumberland County			
rabbittransit	415 Zarfoss Dr.	York, PA 17404	800-632-9063
Lower Anthracite Transit System (Fixed Route)	137 West Fourth St.	Mt. Carmel, PA 17851	570-339-3956
Fullington Trailways (Intercity Bus)	316 East Cherry St.	Clearfield, PA 16830	888-847-2430
Snyder County			
rabbittransit	415 Zarfoss Dr.	York, PA 17404	800-632-9063
Fullington Trailways (Intercity Bus)	316 East Cherry St.	Clearfield, PA 16830	888-847-2430
Union County			
rabbittransit	415 Zarfoss Dr.	York, PA 17404	800-632-9063
Fullington Trailways (Intercity Bus)	316 East Cherry St.	Clearfield, PA 16830	888-847-2430

A summary of the services provided within the region, and major transit planning activities engaged in since completion of the prior Coordinated Plan follows. More descriptions of individual transit operators begin on page 47.

Fixed Route Services

Fixed route service is operated over designated routes according to a published schedule and is available to the general public. Passengers can board and descend fixed route bus services at any bus stop along the established route. The SEDA-COG MPO region's only public fixed route system is the Lower Anthracite Transportation System (LATS), operated by the Borough of Mount Carmel, and serving the area from Shamokin to Mount Carmel. Three of the SEDA-COG MPO region's universities (Bucknell, Bloomsburg and Susquehanna) operate small fixed route systems for their student bodies. In the WATS MPO region, River Valley Transit (RVT) is the fixed route transit provider serving Lycoming County. In 2018, RVT also instituted a fixed route service demonstration pilot project in Clinton County, expanding fixed route service into an additional SEDA-COG MPO county.

Intercity Bus Service

Intercity bus service is typically operated by private companies and provides connections between communities and over longer distances. Intercity service 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 Plan area). PennDOT's Bureau of

Public Transportation contracts with three carriers across Pennsylvania to provide scheduled fixed route service along routes considered essential links in the regional/statewide network of intercity bus services, but which cannot be financially supported solely from user fares.

Several routes pass through or originate within the SEDA-COG region. These include links from State College to Wilkes-Barre, State College to Harrisburg, Williamsport to Philadelphia, and Williamsport to Easton, operated by Fullington Trailways. Of special note is Fullington's State College to Harrisburg Early Morning Bus. The route runs along Route 322 with stops in Lewistown, Mifflintown and Thompsontown. The timing of the stops is conducive to commuter service and was indicated as an important feature in the 2011 Park and Ride study for Juniata County that was conducted by PennDOT. Although many of the intercity routes connect parts of the region with common work destinations, this is the prime example of an alternative poised to provide commuter service.

Greyhound offers a subsidized Harrisburg to Pittsburgh intercity route that serves Lewistown in Mifflin County, but Fullington Trailways provides the highest level of intercity bus service in the region, since assuming responsibility in 2017 for the routes formerly operated by Susquehanna Trailways. Fullington has several stops in the region and operates routes connecting area towns to major urban centers (see Figure 6). Fullington offers charter tours and daily service from the RVT Church Street Transportation Center to New York City, Philadelphia, Harrisburg, Elmira, and more. Buses run daily, seven days a week, with two departures each day to Philadelphia, Harrisburg, New York City, and Elmira.

Figure 6: Fullington Trailways Routes

Source: http://www.susquehannabus.com/schedules.asp
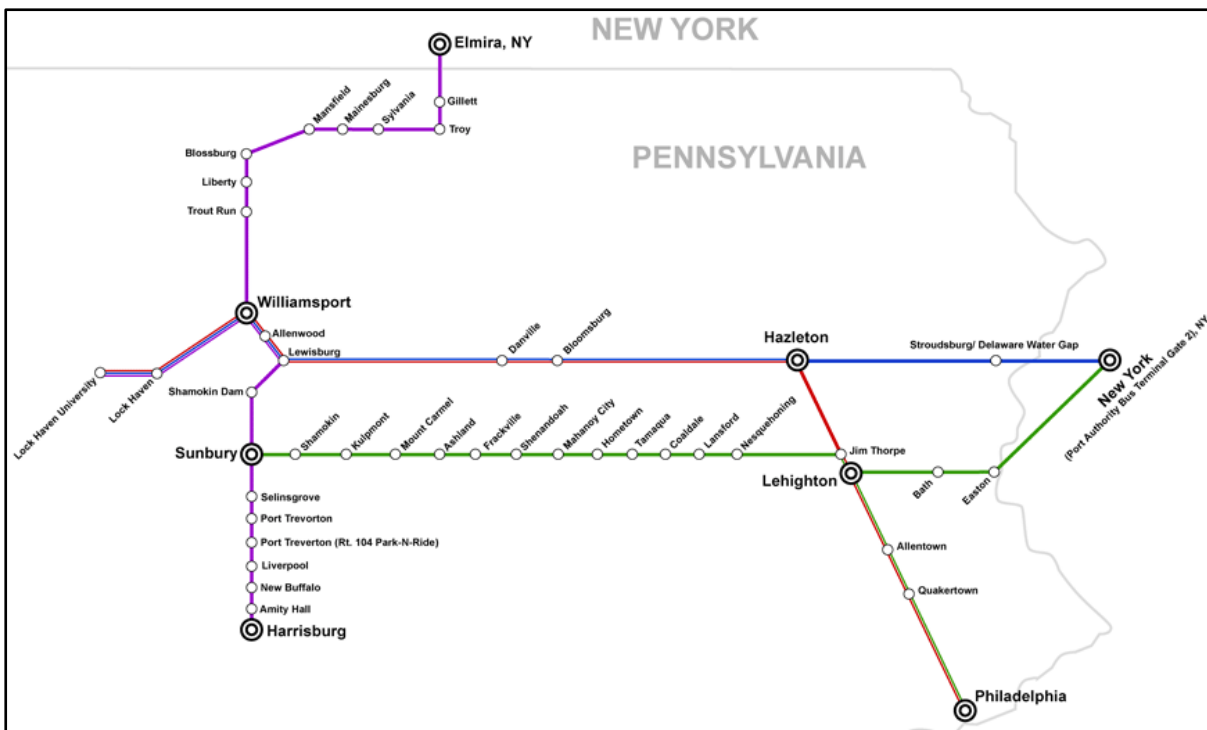
Further information about the routes and communities served can be found on the carriers' websites, or through the PennDOT Bureau of Public Transportation website.

In addition to the state-sponsored intercity bus service, private contractors offer routes through the region. The most prominent example is the Megabus service. Although Megabus routes may pass through the region (to stops in State College, Harrisburg, Philadelphia, Pittsburgh, New York, etc.), routes have yet to be scheduled to points within the region. Trip availability varies and can be identified by contacting Megabus directly or via http://us.megabus.com.

Demand Responsive Services

All parts of the region are served by demand responsive, or shared ride service, where the route and destination are determined by passenger request. Shared ride service provides consolidated trips between riders' origins and destinations that are not well served by fixed route bus service. Often referred to as "paratransit," shared ride operates during limited hours and specific travel areas. Different riders are grouped together depending upon their travel time and location(s). The services are mostly provided to portions of the population without access to vehicles, such as seniors, persons with disabilities, and low-income individuals. Most passengers are able to ride with no or low fares through eligibility for state and federal programs or sponsoring human service agencies that cover the cost on a per-trip basis. Service is available to the general public at full fare, although the utilization of most services at full fare is low. Information on the services within each county can be obtained directly from the local providers.

There are many individual programs within Shared Ride Service. Each of these is governed with a different set of regulations, funding sources, reporting standards and service delivery guidelines. Some of the common funding programs include the following:

- Senior Shared Ride Program
- Aging Services Block Grant Program
- Medical Assistance Transportation Program (MATP)
- Americans with Disabilities Act (ADA) Complementary Paratransit Program
- Persons with Disabilities Program (PwD)
- Welfare to Work (W2W) Program
- Mental Health/Intellectual & Developmental Disabilities (MH/IDD)

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

Taxi Service

Taxi service is also demand responsive, being hailed down or called by customers for same-day trip requests that are accommodated by taxi drivers. Limited taxi service is available in most of the region. In several cases, the taxi companies are used as sub-contractors by the shared ride

providers, as a way to offer transportation services after normal hours. Available taxi companies include those listed below in Table 16.

Table 16: Inventory of SEDA-COG MPO/Williamsport MPO Taxi Companies

Taxi Company	Address	City/State/ZIP	Phone
Billtown Cab Company	3575 West Fourth St.	Williamsport, PA 17701	570-322-2222
Lock Haven Taxi	17 Corning St.	Lock Haven, PA 17745	570-893-8204
Maxi Taxi Service	600 Susquehanna Trl.	Liverpool, PA 17045	717-636-9200
Paul's Cab Service	735 Market St.	Sunbury, PA 17801	570-286-7509
Scotty Taxi	223 Valley St.	Lewistown, PA 17044	717-248-0111
Shamokin Yellow Cab	212 West Independence St.	Shamokin, PA 17872	570-648-5756
Susquehanna Valley Taxi	2225 Ridge Rd.	Northumberland, PA 17857	570-701-1300
Telos Taxi	27 South Fifth St.	Lewisburg, PA 17837	570-523-8294

Transportation Network Companies (TNCs), such as Uber and Lyft, are also demand responsive and function similarly to taxis. A customer hires a driver, using a smartphone app or other digital network, to take them exactly where they need to go, but the vehicle is generally not shared with other riders. While available in most large and medium-sized cities, TNCs are not operating in most of the SEDA-COG and Williamsport MPO areas. In the future, existing TNCs or other emerging technologies could expand mobility options for area residents.

Passenger Rail Service

The Amtrak Pennsylvanian Route travels daily between New York City and Pittsburgh and passes through Mifflin and Juniata Counties. Amtrak service can be obtained from the Lewistown station to nationwide destinations. In recent years, PennDOT has invested heavily in the Amtrak Keystone Corridor track and stations between Harrisburg and Philadelphia. Several organizations and local governments have requested comparable upgrades on the Keystone West portion (Harrisburg to Pittsburgh) of the Pennsylvanian Route service. Extending higher speed and more frequent passenger rail service on the Keystone West portion, along with improved ADA access and amenities at the Lewistown station, would benefit area residents and stimulate regional economic development.

Vanpool Programs

Vanpool programs, primarily through Commute with Enterprise, are another option to serve the region's commuters. A vanpool is typically a group five or more riders with common work commutes that join together to save time, save money, and reduce stress on the way to work. Enterprise provides a flexible fleet of recent-model vehicles, maintenance & roadside assistance, administrative support, optional Guaranteed Ride Home program, and additional benefits. Enterprise has three vanpools starting out their work commute from the SEDA-COG/WATS MPO region as of July 2019 and continues to aggressively promote this reliable and eco-friendly commuting option. The existing

Commute with Enterprise vanpools include:

1. From Shamokin Dam to Harrisburg for state government worksite.
2. From Shamokin Dam to Harrisburg for state government worksite.
3. From Shamokin to Pottsville for Hollander Sleep Products worksite.

Vanpool programs complement existing transit infrastructure and can reach people who are not currently served by traditional public transportation. Vanpools can help connect area residents to longer distance workplaces in Harrisburg, State College, Hazleton, and other job centers. They can also offer convenient transportation for employees of large employers located within the 9-county region. Additionally, the Centre Area Transportation Authority (CATA), through CATACOMMUTE, operates approximately 38 vanpool groups that begin or end in the State College/Bellefonte areas. As of July 2019, nine (9) CATACOMMUTE vanpools have an origin in Mifflin and Clinton Counties, including:

1. From Mill Hall/Lock Haven to Bellefonte area for state correctional institution worksite.
2. From Mill Hall/Lock Haven to Bellefonte area for state correctional institution worksite.
3. From Mill Hall/Lock Haven to State College area worksites.
4. From Lewistown to Bellefonte area for state correctional institution worksite.
5. From Lewistown to Bellefonte area for state correctional institution worksite.
6. From Lewistown to State College area worksites.
7. From Lewistown to State College area worksites.
8. From Lewistown to State College area worksites.
9. From Lewistown to State College area industrial park worksites.

Figure 7 on page 43 shows the existing Commute with Enterprise and CATACOMMUTE vanpools. As more vanpools are formed, mapping will be updated and captured as part of the MPO long range transportation plans for planning and programming purposes.

PennDOT continues to emphasize the importance of vanpools, and it has strengthened that commitment through the Pennsylvania Vanpool Incentive Program, a grant program that will provide an economic incentive to create new vanpools by subsidizing vanpool user fees for a three-year period. Maximum reimbursement for a standard vanpool is $800 per month. Questions and requests for more information on this program can be sent to: RA-PDBPTVANPOOL@pa.gov

Figure 7: Vanpool Origins and Destinations
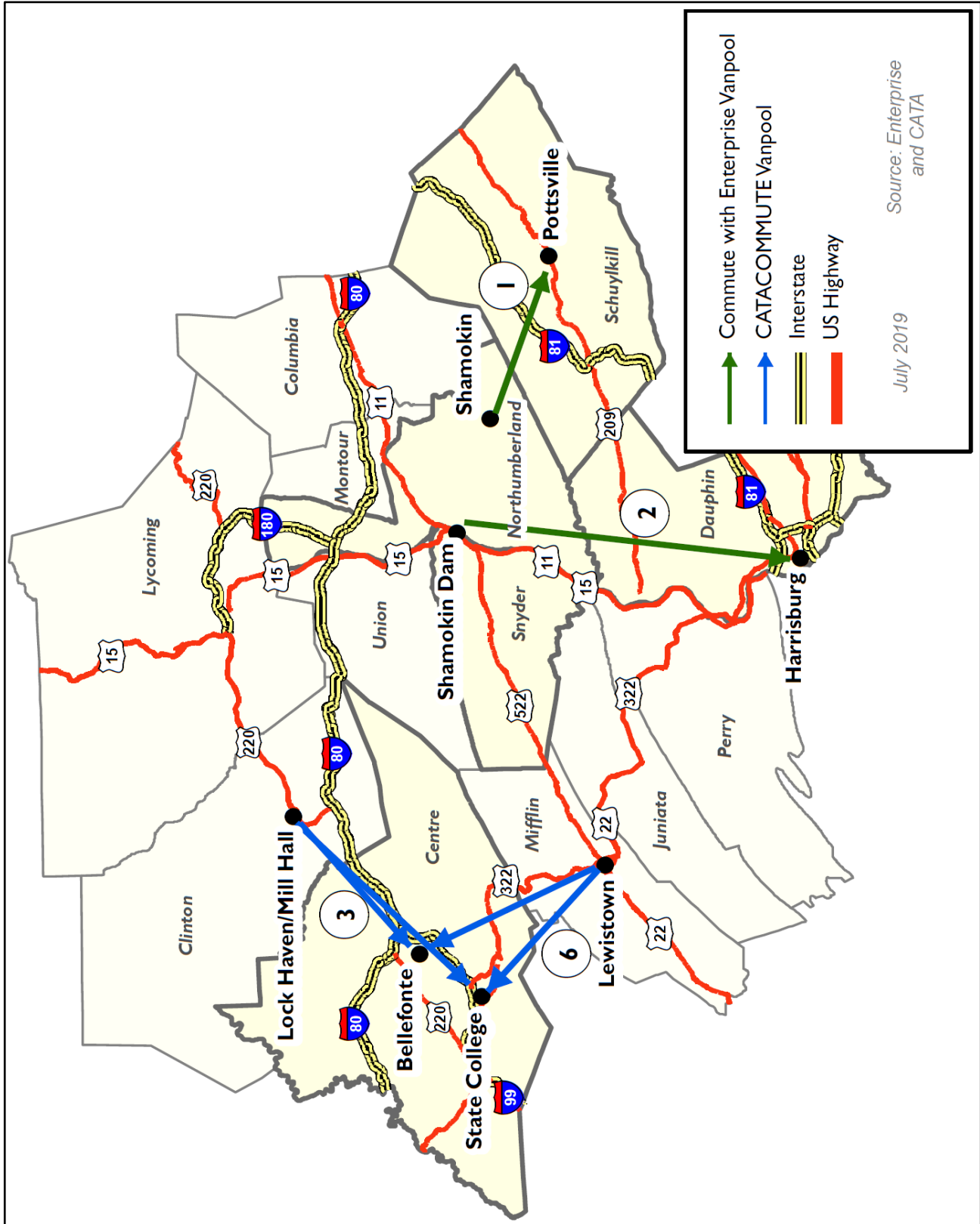
Other Services

A variety of other groups provide additional services that do not fall neatly within the preceding categories. These include additional services for medical transportation provided by agencies for the aging, nursing homes, and health care providers, charter transportation services provided by private companies, and car sharing services, such as the Zip-Car program hosted by

Bucknell University. Private non-profit providers of demand responsive services can be difficult to inventory, since many are simply a van provided by a living facility, church or social service agency to allow clients access to their facilities or other services. Although a reasonable effort to capture and update these services is included in each planning activity, no effort is absolutely assured to identify all participants. Nevertheless, Living Independence for the Elderly (LIFE) Geisinger is one such service that has been successful in receiving Section 5310 capital grants for vehicles. LIFE Geisinger is a unique and innovative program for older adults designed to give them the support they need to live at home. The LIFE Geisinger program can help seniors continue to live independently, while taking advantage of comprehensive daily living and health services at its facilities in Kulpmont, Scranton, Wilkes-Barre, and Lewistown. LIFE Geisinger vehicles offer transportation to participants, with door-to-door service to/from day health centers and outside medical appointments. Daytime adult care is also offered to those families who choose not to participate in the full-spectrum LIFE Geisinger program or who do not qualify financially through medical assistance for the LIFE Geisinger program. Adult day care participants still receive socialization activities, social services, medication management, personal care, meals, and transportation. More details can be found at: https://www.geisinger.org/health-plan/plans/life-geisinger

Park and Ride Lots

Park and ride lots are locations where individuals can park their vehicle when participating in carpools/vanpools or using public transportation for a portion of their trip. Travelers must make their own arrangements for transportation to and from the lots. A park & ride facility must be easily accessible and convenient for the greatest number of potential users, and the availability of convenient parking facilities can directly influence commuters' willingness to try transit services or carpool/vanpool alternatives.

Figure 8 on page 46 shows park & ride lots that are available for people in the region wishing to carpool or vanpool. Nine official park & ride facilities in the region are owned and maintained by PennDOT, denoted by green icons on the Figure 8 map. Six of these lots are located in Lycoming County alone. PennDOT occasionally upgrades the existing park & ride lots when doing roadway resurfacing projects adjacent to them. For example, the park & ride lot at the SR 54-Turbotville Interchange of Interstate 180 (Exit 5), accessed from Cleveland Brothers Rd in

Northumberland County, was expanded and improved in 2014 as part of a resurfacing project along more than five miles of I-180. This lot is now lit, fully paved, and has parking spaces for 45 vehicles. (See below pictures for before-and-after photos of the park & ride lot at this exit.)

There are other places where commuters use commercial lots or have created pull-off parking areas alongside roadways, often without property owner permission. These unofficial pull-off parking areas can pose safety or liability concerns for both the parked vehicles and passing traffic. Therefore, they should be better analyzed and inventoried in the future, along with identifying viable candidate locations for official park & ride lots. Future updates to the MPO long range transportation plans and coordinated plans can address these inventories more comprehensively.

Due to high carpooling rates and potential safety issues with unofficial park & ride areas adjacent to US Route 22/322, PennDOT sanctioned a commuter parking feasibility study for several interchanges along US 22/322 in Juniata County. The 2011 feasibility study report identified eight (8) areas of interest for park & ride facilities. Funds are still being sought for design and construction of a park & ride lot at one or more of the Juniata County locations. The objectives for the new Juniata County Park & Ride facility (applicable to other regional sites) include:

- Provide adequate parking for existing and future commuter use
- Provide additional ride sharing opportunities and/or options
- Provide a safe area for commuter parking
- Alleviate commuter parking infringing upon private parking lots designated to serve other uses
- Promote environmentally friendly conservation efforts

Figure 8 also shows red icons for the two planned park & ride lots associated with the Central Susquehanna Valley Transportation (CSVT) project. The first lot will be constructed at the CSVT/existing SR 147 (future SR 405) interchange along Ridge Road in Point Township, Northumberland County. It is planned to accommodate 24 vehicles and to be opened when the CSVT Northern Section is opened to traffic (currently anticipated by 2022). The second lot will be constructed at the CSVT/existing US 15 interchange along County Line Road in Monroe Township, Snyder County. It is planned to accommodate 40 vehicles and to be opened when the CSVT Southern Section is opened to traffic (currently anticipated by 2027). Lighting will be installed at both locations to illuminate the park & ride lots.

Figure 8: Park and Ride Lot Locations
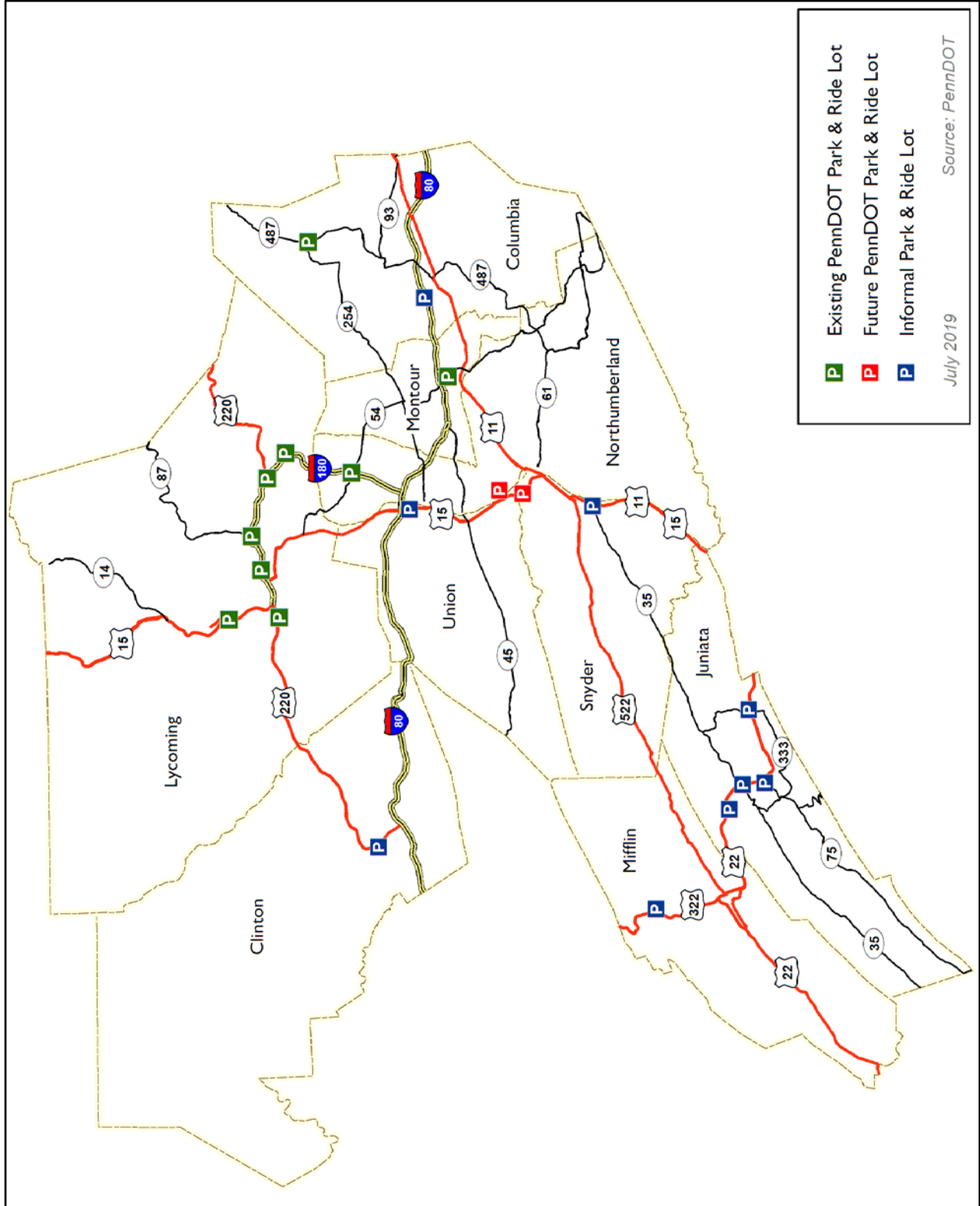
Transit Operator Profiles

The transit operators serving the region are briefly described below. A detailed description of each operator, the services provided, ridership and financial information can be received from the operators or PennDOT.

Fixed Route Operators

River Valley Transit (RVT) – RVT provides fixed route transit service in the Greater Williamsport area, including 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 19 routes, which include several variations in terms of operations, ridership, revenue, and performance. In 2018, RVT provided nearly 1.3 million total passenger trips; senior citizen ridership totaled more than 200,000 passenger trips.

The RVT system primarily serves the City of Williamsport and adjacent communities, with most of the routes emanating from the Trade and Transit Centre (T&TC) located in downtown Williamsport. All 27 buses in the RVT fleet are ADA-accessible, consisting of standard 35' and 40' long transit coaches, including 19 Compressed Natural Gas (CNG) buses and 8 diesel-powered vehicles. The RVT system operates Monday through Saturday from 5:30 AM to 11:45 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 11:45 PM. RVT does not operate Sunday service.

In February 2018, RVT initiated fixed route service to Clinton County as part of a 3-year demonstration pilot project grant from PennDOT. Ridership on the Clinton County service has been steadily growing since its inception and performance is beginning to approach targets set in conjunction with PennDOT. RVT will be coordinating with Lock Haven University for increased opportunities to assist with transportation services for the university's students. Further outreach and marketing with other employers/organizations will be used to further increase ridership and attain performance targets to continue the service beyond 2020. In addition, RVT has been working with the Central PA Transportation Coalition and a Fixed Route Transit Study Advisory Group on a candidate fixed route project, focused on the US Route 11 & 15 corridors, to provide connectivity among communities in Columbia, Montour, Northumberland, Snyder, and Union Counties, with Lycoming County being the central transit hub. RVT has prepared a draft service plan, routes, and schedule that could be used to request a formal fixed route service feasibility study and potential demonstration grant through PennDOT.

The base cash fare to ride an 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. All RVT transit vehicles have electronic validating fareboxes that record passengers as they board and pay fares, thus assisting RVT in providing more detailed analysis on performance of each route. 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. 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 also ride RVT for free anytime of the day under a contractual arrangement between RVT and the Colleges.

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. 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 ¾ 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.

RVT also provides special transit services to support a wide variety of activities and community events throughout its service area, including the Lycoming County Fair, Little League World Series, Williamsport Crosscutters minor league baseball games, Penn College Earth Science Center, Lycoming College Homecoming and other college functions, along with charter services using a process that complies with new FTA regulations.

In support of PennDOT priorities for transit regionalization, RVT manages BeST Transit, a three-county (Bradford, Sullivan, and Tioga) system serving the endless mountains region. A major upgrade to this shared ride and fixed route service has been the opening of a new call center in RVT's Trade & Transit Centre, along with new scheduling and dispatching software. In addition to continuing efforts to streamline service and operations, improve financial viability, and upgrade information

technology, RVT has developed a long-term management strategy plan to eliminate the uncertainty of an annual renewal process related to management services for BeST.

In 2011 and 2012, RVT was awarded $3.5 million and $1.5 million respectively through FTA's Clean Fuels Program to further retrofit its maintenance facility to create a fast-fill CNG fueling station. This CNG fueling station opened in late 2013, and it will enable RVT to replace all of its diesel buses with CNG buses by 2021. This will significantly lower RVT's operating costs and reduce carbon emissions, while capitalizing on the Marcellus Shale natural gas resources abundant in the County. As of 2018, RVT's CNG fueling station utilization reached 144,000 gas gallon equivalent (GGE). At its public CNG fueling station, municipalities, private companies and the general public can fill CNG vehicles.

Lower Anthracite Transportation System (LATS) – LATS operates ADA-accessible, fixed route bus service, using three buses over three distinct 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. In 2018, LATS provided nearly 33,000 total passenger trips; senior citizen ridership totaled more than 13,000 passenger trips.

The LATS service operates Monday through Friday from 8:00 AM to 4:00 PM, and Saturday service runs between 9:00 AM and 1:00 PM. Recently, LATS has worked with its bus operator (Catawese Coach) to establish a new service route to Knoebel's Amusement Park that runs mostly during the week and on some weekends during park operations. During the spring and fall, LATS also operates a Saturday route to the Susquehanna Valley Mall in Selinsgrove and the Monroe Marketplace in Shamokin Dam. Additional route extensions were analyzed as part of the 2014 LATS Transit Development Plan, with a route to Sunbury 2 to 3 days a week considered for short-term implementation. If the proposed 5-county fixed route service focused on the US Route 11 & 15 corridors becomes funded, a connection to the LATS service would be extremely beneficial.

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 at $1.00. Discounted fare programs are available for senior citizens (65+) and persons with disabilities by meeting certain eligibility conditions and showing proper identification. Senior citizens (65+) meeting the requirements can ride LATS for free anytime of the day with the trips paid for through grant funding provided by the Commonwealth. Children up to the age of four ride free; children between the age of five and ten can ride for $0.50 per trip (all children must be accompanied by a fare-paying adult passenger). LATS also offers frequent rider passes and monthly passes for a discounted rate.

ADA complementary paratransit service in compliance with the Americans with Disabilities Act of 1990 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 ¾ of a mile of the LATS routes. Responsibility for service delivery has been contracted with rabbittransit, which is the Shared Ride provider serving Northumberland County. The ADA paratransit service fare is twice the LATS base fare.

Demand Responsive (Shared Ride) Operators

Each shared ride operator provides service for any trip purpose (i.e., medical, shopping, senior centers, etc.). 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 – this results in relatively high fares that discourage general use. Various levels of coordination are occurring between the demand responsive systems in the Plan 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.

Call A Ride Service, Inc. (CARS) – CARS is a private, non-profit organization that provides door-to-door, demand responsive transit services to any resident of Mifflin and Juniata Counties. Program services cover Senior Shared Ride, Persons with Disabilities (PwD), Area Agency on Aging, Medical Assistance Transportation (MATP), and the general public. Regularly served destinations are senior centers, hospitals, dialysis clinics, grocery stores, employment locations, and social service agencies. Service hours are Monday through Friday from 8:00 AM to 4:00 PM, although CARS recently started offering some evening and Saturday service for dialysis patients. Passenger fares are distance based, with discounted or free fares provided to program clients, and the full fare rate charged to the general public. In 2018, CARS provided nearly 41,000 total passenger trips using its 30 vehicles; senior citizen ridership totaled more than 19,000 passenger trips.

rabbittransit – Based in York, PA, rabbittransit is a multi-county municipal transportation authority that oversees shared ride operations in Adams, Columbia, Cumberland, Franklin, Montour, Northumberland, Perry, Snyder, Union and York Counties. In the SEDA-COG MPO region, the Commissioners of Columbia, Montour, Northumberland, Snyder, and Union Counties appointed rabbittransit as their Shared Ride Coordinator in order to reduce costs, streamline operations, and take advantage of technological advancements. Door-to-door demand responsive transit services are provided by rabbittransit to any resident of Columbia, Montour, Northumberland, Snyder, or Union Counties. Program services cover Senior Shared Ride, Persons with Disabilities (PwD), Area Agency on Aging, Medical Assistance Transportation Program (MATP), Mental Health/Intellectual & Developmental Disabilities (MH/IDD), Americans

with Disabilities Act (ADA), and the general public. Regularly served destinations throughout this coverage area include Geisinger Medical Center, Geisinger-Bloomsburg Hospital, Geisinger-Shamokin Hospital, Evangelical Hospital, UPMC Susquehanna Sunbury Hospital, Berwick Hospital, dialysis clinics, grocery stores, Wal-Mart, social service agencies, senior centers, shopping centers, and employers. Service hours are Monday through Friday from 6:00 AM to 6:00 PM. Passenger fares are distance based, with discounted or free fares provided to program clients, and the full fare rate charged to the general public. Subcontractors are used by rabbittransit for certain trips, so passengers may be picked up by different providers in different types of vehicles (e.g., van, mini-van, bus, taxicab, etc.). In 2018, rabbittransit provided nearly 217,000 total passenger trips within the 5-county area; senior citizen ridership totaled more than 86,000 passenger trips.

Beyond its regular shared ride service, rabbittransit launched a transportation pilot brokerage project in 2018 with funding from Geisinger to help patients who can't get to get to their medical appointments due to a lack of transportation. This pilot program covers a 50-mile radius around Geisinger's Danville hospital and a 25-mile radius around Geisinger's Scranton hospital. Phase 1 of this project is focused on reducing the number of missed medical appointments that result from transportation issues. Since April 2018, rabbittransit has been providing door-to-door medical transportation for clients that come through a referral process executed by community health assistants, social workers, patient navigators, etc. Most of the pilot trips have been for medical purposes (80%), with others used for food, pharmacy, or social service needs. Trips eligible to be served by other shared ride agencies are referred by rabbittransit's mobility manager. If the trip cannot be satisfied by rabbittransit, then subcontractors are used. Discussions are occurring to increase the geographical service area, make this service a covered benefit for Geisinger Health Plan clients, look at other types of insurances to cover the medical trips, and using the data as support for feeding a fixed route transit operation.

STEP, Inc. – STEP Transportation is a program within the Lycoming-Clinton Counties Commission for Community Action (STEP), Inc. – a private, non-profit community action agency. Door-to-door, shared ride service is available through STEP Transportation to residents of Clinton and Lycoming Counties. Program services cover 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), and the general public. The STEP service area encompasses Lycoming, Clinton, Centre, Columbia, Montour, Northumberland, Snyder, and Union Counties; the system also

provides MATP trips throughout Pennsylvania on an as needed basis. Regularly served destinations include Geisinger Medical Center, the Eye Center of Central Pennsylvania, UPMC Susquehanna Health System, dialysis units, senior centers, and the STEP Office of Aging. Services hours are Monday through Friday from 6:00 AM to 6:00 PM. Passenger fares are distance based, with discounted or free fares provided to program clients, and the full fare rate charged to the general public. In 2018, STEP provided nearly 120,000 total passenger trips using its 35 vehicles; senior citizen ridership totaled 55,000 passenger trips.

Chapter 5: Needs Assessment/Transportation Gaps

Public Transportation Needs and Gaps Informed by 2018 Surveys

This section documents the public transportation needs identified through analysis and outreach completed in 2018/19, including surveys conducted by SEDA-COG/WATS MPOs. The surveys asked area residents and organizations a variety of multiple-choice questions about public transportation topics and allowed them to also enter needs and concerns through open-ended questions. The surveys were available from September 10–November 30, 2018. Staff promoted the surveys via press releases, newsletters, emails to interested parties, social media postings, website postings, visits to Senior Expos and senior centers, and attendance at area meetings, In total, 519 survey responses were received from residents, and 25 responses were received from organizations (representing public transit, aging, disabled, low-income, educational, medical, nursing home, and other interests). The responses were helpful in identifying and validating unmet needs in the region, information that is critical to develop strategies for enhancing public transportation services. The survey questions and aggregated responses, minus certain open-ended responses, are provided in Appendix B and Appendix C.

Transportation Needs and Gaps Identified through Data Analysis and Surveys

Awareness/Information

Awareness of Available Services

A problem that exists in many parts of the region is a lack of awareness among targeted transportation users (and the general public) that transportation services are available in their community, whether it is public transportation or services available through a human service agency. Residents often are not aware of the transportation options available in their area, who provides it, and what is required to use it. Individuals sometimes know that service exists, but not where or when the service operates. The problem exists among human service agencies as well. Some agencies have clients with transportation needs that they cannot serve but often are not aware that the local transit provider or other agency can fill the need and vice versa.

Despite its importance, the promotion of transportation services can be severely hampered by insufficient marketing budgets or staffing levels. The resident survey responses indicated that direct mailings and traditional print media remain important for communicating information about public transportation services, particularly for user groups without Internet access (see Appendix B, Question 38 results). The lack of transit information in languages other than English can be a barrier for certain permanent and temporary residents in the region.

Another awareness issue involves potential riders not knowing how to actually use the transportation services. Transit novices may not realize how to reserve trips, use schedules, access stops, board vehicles, pay fares, or make transfers. Drivers and other transit personnel may not understand or have the capability to address new passenger needs. Increasing transit travel knowledge can lead to increased and more convenient utilization of existing resources.

Agencies in the region are working to address awareness issues. rabbittransit has developed several techniques for improved awareness and greater comfort with public transportation:

- an all-inclusive Paratransit Shared Ride Guide that offers details and instructions for how to use shared ride service;
- free travel training to teach people how to use the fixed route public transportation system, with a focus on planning trips, reading route maps/schedules, boarding vehicles properly, paying fares, etc.;
- a video, available on YouTube, to help the public answer the question: "What is Shared Ride?" This video can be found at: https://www.youtube.com/watch?v=vPxD_NkGbkw;
- a flyer included with Geisinger hospital appointment reminders that identifies organizations around the region that can be used for transportation to and from appointments.
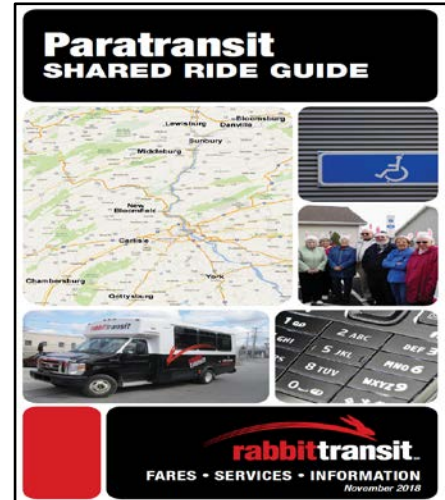
Information Clearinghouse

Coupled with the general awareness issue is the fact that there is often not a single entity (in the region or in most of the counties) that can be contacted to efficiently find out what services are available. Residents are in need of a readily accessible and usable one-stop shop for the collection and dissemination of the entire region's public transportation information. Relatively new resources such as 511PA (www.511pa.com/) and PA 2-1-1 (www.pa211.org/) have helped to consolidate access to traveler information, human services, and referral mechanisms. Still, there are limitations with these resources for local users in terms of their comprehensiveness, ease-of-use, and updates to maintain currency/accuracy. Similarly, the FindMyRidePA tool (http://www.findmyridepa.com/#/) is rather new and could use further refining before achieving widespread use and acceptance. Additional rideshare tools (free ride-matching services that help long-distance commuters to find easy and economical ways to get to and from work via carpools and vanpools) are also needed, whether hosted by a regional clearinghouse, transit providers, employers, or other entities.

Information Development

This planning effort, like the prior 2014 Plan and 2011 Needs Assessment, considers needs and characteristics of a large multi-county region. The Census data relied upon for these planning efforts don't drill down below the county, municipal, or Census tract level, and the counts often have significant margins of error that cloud their usefulness. More specific data analysis at the local level is warranted to better understand target populations and their transportation needs. Data analysis and more localized outreach can help to identify the spatial characteristics of the target populations and their travel destinations, such as low-income individuals to key employment centers. This information can then be shared among entities able to produce improved transportation service for these targeted clients. The Greater Susquehanna Valley

United Way (GSVUW) stands as a model for collecting localized data and tapping into analytical capabilities through area universities. GSVUW has also formed a Priorities For Impact Council on public transportation matters that is focused on reviewing and analyzing community data, building partnerships, addressing root transportation issues, and bringing resources together for innovative solutions. Some of the fruits from these efforts have included a medical transportation brokerage pilot, a revolving car loan program, and a study of possible fixed route transit service for five area counties.
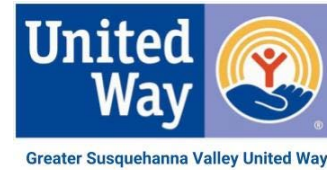
Rider Needs

Transportation for Those Not Eligible for a Transportation Program

Most subsidized transportation programs have strict eligibility requirements for receiving transportation services. Persons that do not quite meet the criteria for the programs but still need transportation may find public transportation to be unaffordable, particularly low-income people with children in rural areas. Some individuals do not meet the income criteria for Medicaid, are not disabled, or are not old enough to qualify for aging programs and thus have problems accessing transportation that may be available in their community. For many individuals, the affordability issue is the additional cost of paying fares for children or family members that must go along on a trip. High fares for the general population deter widespread use.

Low income and at-risk individuals in the region often cannot secure and/or retain employment due to a lack of affordable transportation. Residents trying to get off of public assistance, stabilize their lives, or exit troubling circumstances can run into major stumbling blocks through not having convenient transportation options for accessing steady employment. Family, friends, and organizations may be functioning to fill some voids, but transportation needs of many disadvantaged residents are not being met, resulting in economic drawbacks, health issues, personal problems, etc. More strategic approaches establishing reliable transportation for underprivileged individuals to access employment will create sizeable socioeconomic benefits.

Inter-County Transportation

As evidenced by Census figures presented in Chapter 3, there are significant journey-to-work trips between counties in the region. Due to the number of medical and educational institutions in the region, residents also travel to other counties for healthcare appointments and college classes. Coordination is occurring between the transit systems in the Plan area, with each of the systems coordinating cross-county trips with at least one other provider. Additional analysis of where services overlap or operate near another system's services could lead to greater usage of existing transfer sites or identify new locations to facilitate transfers
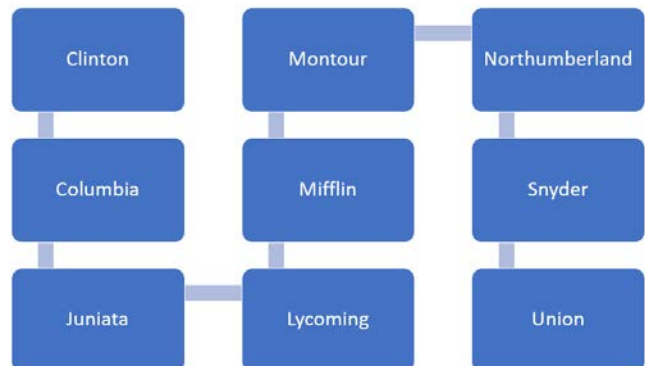
among systems. Survey data indicated a need for greater service from the Lock Haven area to Williamsport and State College, from Berwick to Danville, from surrounding counties to the RT 11/15 commercial strip in Snyder County, and from surrounding counties to Geisinger's medical facilities in Montour County. Some of these needs could be facilitated through coordinated transfers among providers, depending on capacity and conducive schedules.

Additional Fixed Route Service and Better Transportation from Rural Areas to Cities/Towns

Many survey respondents mentioned the need for more fixed route service in the region to connect residents to employment and shopping. There is a need to transport rural residents to the region's cities and towns to access services and conduct personal business. Many transportation providers struggle to provide adequate transportation in rural areas due to low density population and the expense of traveling long distances to pick up a small number of passengers (which can also lead to perception issues among the public seeing largely empty transit vehicles on the road). More direct, frequent, and reliable service to key activity centers in area towns is needed for target populations living in rural areas.

Lack of Same Day Service

The region's shared ride providers have advance reservation requirements. Generally, customers must schedule trips at least one business day in advance. This makes it difficult to address last-minute needs or simply take a trip without advance planning. In particular, there is a need to provide same day service for pharmacy stops and hospital discharges.

Travel Time

Transit passengers face long travel times when they travel from rural areas or transfer from one route or service to another. This can be a deterrent to using transit, especially for persons with disabilities and senior citizens. The unreliability of pick-up and drop-off times can discourage frequent users, especially those using the services for medical transportation trips.

Evening and Weekend Transportation

Shared ride transit service in the region is not available before 6:00 AM or after 6:00 PM. For persons holding a second or third shift job or working in select industries, this time gap may mean that they are only able to use public transportation for trips to or from work, but not both. Those that have nontraditional work schedules or unscheduled overtime face similar difficulties. This inhibits some jobseekers from being able to secure and retain employment.

Similarly, a general lack of evening and weekend service hours means residents have reduced opportunities for taking trips for errands, entertainment, recreation, religious services, and shopping among others. However, transportation providers lack funding to extend hours of service, and they typically find they're in a position where they must focus on stabilizing current services that function as lifelines to targeted populations making up the primary ridership. In 2012, STEP Transportation was forced by fiscal issues to pull back from its prior 24/7/365 service to Monday-Friday from 6:00 AM to 6:00 PM. Greater funding levels would be required to extend hours of service across the region.

Accessibility Issues

The mobility options for persons with disabilities are impacted by transit accessibility issues. Some bus stops lack adjacent sidewalks as well as ADA-compliant curb ramps and a level boarding area, or existing sidewalks are in poor condition or impeded by obstructions such as utilities and overgrown vegetation. The distance to bus stops can be a hindrance to those with difficulty walking beyond short lengths. In rural areas, curbs are few and access may be limited by rural roads and long driveways.

Some agencies do not have enough ADA-accessible vehicles or spaces on vehicles to meet the demand for wheelchair trips, and frail individuals may need more intensive assistance to board, ride, and transfer from public transportation vehicles. Other individuals may be inclined to use public transportation if they could connect to it by bicycle and store their bikes on the bus until reaching their ultimate destination. RVT has added bike racks to several of its buses and found riders making considerable use of these racks, as reported by bus drivers during counts in 2016. Survey respondents interested in these intermodal connections also expressed a need for more bike lanes and wider shoulders to increase biker safety.

Student Transportation

Students may not comprise a target population, but survey respondents pointed out the needs of K-12 students from families without vehicles to access after-school programs, events, or jobs. In addition, though some area colleges offer shuttles to their students for on campus travel and for special destinations like airports, another registered need is that of commuter students for accessing college classes and job training through affordable public transportation beyond the Williamsport area. Within the Williamsport area, there was interest in seeing more frequent trip to college zones during the evening.

Long-distance Travel

Several survey respondents (62%) selected that long-distance trips (e.g., to airports and other major transportation hubs) would be a priority reason for them to use public transportation. This use would offer a great deal of convenience and avoid having to find transportation from friends/relatives or pay considerable parking fees at end points. Quite a few comments were provided in favor of passenger rail service connections for area residents, especially to large cities such as Harrisburg, Philadelphia, Pittsburgh, New York, and Washington D.C.

Transit Experience

Adding or improving amenities at bus stops can create a better transit experience. These amenities include bus shelters, benches, signage, and lighting. Fear of crime can deter some

individuals from using transit; the location of existing fixed route stops and lack of adequate lighting at certain stops can make users uncomfortable.

Capital Issues

Vehicles

The primary capital program focus for transportation agencies is tied to their vehicles. The transportation providers concentrate their efforts on systematic replacement of vehicles to ensure their fleet is in a state of good repair. All Pennsylvania public transportation systems must maintain/update capital asset data in the PennDOT Capital Planning Tool (CPT). The CPT allows PennDOT and transit agencies to view current inventory, assess current and future needs, and plan for capital replacement and investment based on current and forecasted funding. Transit agencies record changes in condition, usage, value, and depreciation of their vehicles through the CPT. The statewide average age of transit revenue vehicles is 5 years and the average mileage is 154,000 miles. 36% of statewide transit revenue vehicles meet or exceed the Estimated Service Life (ESL) standards. An asset exceeding its ESL is a strong indicator that it may not be in a state of good repair. Additional funding is needed to upgrade transit vehicle fleets for improved quality and delivery of public transportation in the region. The MPOs coordinate with transit agencies to fund projects on regional Transit Transportation Improvement Program lists and to access data from the CPT.

Administrative Buildings, Maintenance Facilities & Equipment

Transit agency administrative buildings, maintenance facilities, and passenger/parking facilities are essential to providing reliable public transportation service. Likewise, computers, telephones, radios, and miscellaneous equipment are needed to effectively and efficiently run transit services. Transit agencies must make significant investments to maintain these assets, upgrade facilities, and acquire new assets. Transit agencies regularly perform condition assessments for these and pursue funds for keeping them in a state of good repair, sometimes requiring project listings on the MPO regional Transit Transportation Improvement Program lists.

Operational Issues

High Fuel Costs

High fuel costs strain transit agency budgets. With the advances in alternative fuels and vehicle technologies, there is a need to convert diesel or gasoline-powered fleets to alternatives such as natural gas, propane, or hybrid electric.

Underutilization of Existing Resources

Many transportation-related agencies acquire vehicles through programs to serve the specific needs of their consumers. Sometimes these agencies only use their vehicles a small portion of the day and do not allow other agencies to use the vehicles or purchase service from them that could increase the usage of the vehicles.

Duplication and Redundancy

Over time, the population of Pennsylvania's cities and communities has been dispersed far beyond urban boundaries, and trip patterns have become more regional. The configuration of single county-based transit systems does not reflect the regional nature of travel patterns. Re-configuring transit systems or aspects of their operations from county-based to regional organizations can be an effective strategy to address increasing costs and changing service demands. As part of its modernization initiatives, PennDOT has studied regional consolidation of transit systems in counties where the County Commissioners endorse the study taking place. PennDOT authorized a consultant to perform an assessment of the costs and benefits associated with the transition of public transportation services provided by 9 transit agencies/departments in the North Central region (Centre, Clinton, Columbia, Lycoming, Montour, Northumberland, Snyder, and Union counties) to an integrated regional transportation authority. This study's report was issued in June 2016 and examined the financial impacts of regionalization, focusing on management efficiencies, and included an analysis of an integrated regional demand response fare structure, a potential technology plan and a potential transition plan. The affected counties did not resolve to have the study proceed to a second phase; however, regionalization did result through Union, Snyder, Montour, and Columbia counties selecting rabbittransit to become their shared ride provider.

Transportation Gaps Survey of Area Organizations

As indicated earlier, transportation and human service agencies were surveyed as part of the Plan update in order to capture their comments and concerns for improving transportation programs or services. A brief summary for the results to some questions on transportation gaps in the region follow:

Transportation Limitations

76% of survey respondents indicated that the transportation limitations experienced by their clients are relative to Low Incomes. Remote/Rural Location received the next highest vote total, as indicated by 72% of respondents, followed by a tie between Aging Related and Physical Disability at 68% of respondents.

Transportation Assistance

56% of survey respondents indicated that the transportation assistance they offer is Contracting with Third Parties to Provide Transportation When Needed. Respondents were fairly evenly split on the next highest options, with 32% indicating that they offer Agency Vehicles to Transport Clients, 24% indicating that they Deliver Goods or Services to Clients, and

24% choosing that they Do Not Offer Transportation Assistance to Clients.

Of those organizations stating that they provide, contract, arrange, or otherwise sponsor transportation services for their clients, the number of one-way passenger trips they facilitate annually ranged from 75 to 310,000. An overwhelming 82% of respondents said that their clients routinely have transportation needs that they cannot serve. The organizations responded that their clients routinely miss medical appointments, social/entertainment, workshopping, and family/friend visits due to a lack of adequate transportation services.

Transportation Coordination

The organizations shared that they have tried some limited strategies to coordinate transportation services with other agencies in the area. 33% of respondents felt that Funding was the most significant barrier to transportation service coordination that their agency has encountered. Reluctance of Transportation Providers to Coordinate was the 2nd highest vote total, with 22% of respondents selecting it as the most significant. Certain agencies have overcome coordination barriers through open dialogue and meetings, revising policies/procedures, dedicating caseworker expertise, and assisting with application requirements.

Public Listening Sessions

This section summarizes the results of Public Listening Sessions held during fall 2018 (for the full descriptions, see Appendix D). Transportation planners from the SEDA-COG and Williamsport MPOs held three public listening sessions to solicit input on recommendations for transit system and transportation services improvements throughout the region. These sessions allowed transportation planners to understand the current state of transportation services for the public, including people with disabilities, seniors, minorities, individuals with Limited English Proficiency (LEP), and individuals of low income. Staff promoted the listening sessions via press releases, emails to interested parties, social media postings, website postings, and attendance at various meetings.

The listening sessions were an opportunity for residents who rely on transportation services to speak directly with planners about service gaps, scheduling issues, delays, reliability, affordability issues and other concerns. Each listening session helped identify common transportation coordination challenges across the region as well as localized concerns. The sessions were designed for people to drop in at any time during a three-hour window to share their needs and concerns about transportation services.

Three sessions were held around the combined SEDA-COG MPO and Williamsport MPO region:

Session 1: Tuesday, October 30, 2018, 1pm-4pm
Union-Snyder Community Action Agency, 713 Bridge Street, Suite #10, Selinsgrove, PA 17870

Session 2: Thursday, November 1, 2018, 2pm-5pm
River Valley Trade and Transit Centre II, 144 W 3rd Street, Williamsport, PA 17701

Session 3: Monday, November 5, 2018, 1pm-4pm
Geisinger's Justin Drive Office Building #2, 35 Justin Drive, Danville, PA, 17821

Facilitators asked three key questions supported by a handout in both English and Spanish:

- Which transportation services work best for you and why?
- Today's transportation services would be better if ….
- An ideal transportation service system for our region would include ….

Facilitators also gathered information on origins and destinations well-served, places served with effort beyond regular transit and transportation services, and places unserved by transit and transportation services using maps and color-coded pushpins.

Summary Findings from All Sessions

Attendees

There were 38 across three sessions/locations. The majority of these "attendees" were approached at the Trade and Transit Centre as they waited for buses on the transit plaza or in the indoor waiting area and asked one or more of the three key questions; maps were not used. Service providers who attended the sessions shared riders' perspectives on all three questions and illustrated geographic service challenges using the maps.

The findings below reflect comments made at one or more sessions and those that were discussed at length with one or more attendees of a single session.

The region's transportation services work best because:

1. Customer care by shared-ride and fixed-route transit service drivers and operators/call-takers across all operators is very good.
2. Coordinated service to out-of-area destinations is possible but takes coordination time and sometimes volunteer efforts.
3. River Valley Transit (RVT) meets many needs in its service area: goes to many destinations; runs on time; is affordable and convenient.
4. The PA Ways to Work transportation loan program provides an effective means to support reliable transportation for getting and keeping a job.
5. RVT's pilot expansion route to Lock Haven helps people get to work and visit family.

Today's transportation services would be better if …

1. …RVT extended hours of service into the evening and on Sunday to benefit downtown businesses, people working in suburban areas outside the City, students, and shift workers in all sectors, including manufacturing and health care.

2. …RVT had more frequent trips on select routes.

3. …RVT adjusted and/or expanded routes for better access to local and regional destinations.

4. …shared-ride extended service beyond traditional workday hours (8am-5pm) into the evenings and on the weekend, especially for medical transports.

5. …there were more travel options.

6. …there were well-promoted success stories of transportation services helping more low-income people to become self-sufficient.

7. …programs were more flexible.

8. … intercity bus (Mega-bus) was more convenient, e.g. for students and business/artisans.

9. …riders expected a transit (shared ride) experience.

An ideal transportation service system for our region would …

1. …include multimodal (bicycle, pedestrian and fixed-route transit) networks.

2. … serve all people, especially those living in poverty.

3. …provide daily, inter-community access to job sites, health care, education/training, etc. with multimodal networks supporting last-mile access.

Key Stakeholder Interviews

This section summarizes the results of Key Stakeholder Interviews conducted during spring 2019 (for the full descriptions, see Appendix E). As mentioned previously, transportation service and human service providers were first engaged in the planning process for the Coordinated Plan update through a survey in fall 2018. A spring 2019 outreach invited providers to small group discussions of new and revised services under development, challenges that restrict service access and potential solutions, and the relevance of current plan recommendations for the upcoming years. A standard list of questions was used; however, for efficiency, discussion was focused on topics of most interest to participants. Three transit and ride providers and seven human service agencies that provide transportation services participated in the interviews.

Summary Findings

1. Providers are continually looking for ways to provide better and more service to the

public in need.

2. Providers are aware of unmet needs, more specifically among human service agency clientele and the general public. Challenges include providing funding, rider eligibility for subsidized services, rider schedule (appointments), rider expectations.

3. Providers believe their referrals are successful, but little customer feedback exists on their success.

4. Transit and ride providers also make non-transportation service referrals to help riders meet other needs.

5. Innovative funding sources used by providers include volunteer drivers, donations, and grants. Public-private partnerships are a possible future source.

6. Finding reliable, qualified workers can be a challenge for providers. Retired civil servants are a good workforce pool and retention is good.

7. Providers use a variety of in-print, online and in-person means to market their services. Potential improvements include more digital/online, more in-person promotion to target audiences, and more effective placement of print materials.

8. Providers share resources, particularly with associated agencies.

9. Providers suggest that alternatives to fixed route service include:

    a. Routes subsidized by private employers/organizations.

    b. Different routes on weekends or seasonal routes.

    c. A micro-transit feeder system to established fixed routes.

10. Providers identified these regulatory barriers to service:

    a. Advance scheduling, no same-day service.

    b. limited funding for persons with disabilities.

    c. complicated, rigid transportation funding at the state level.

    d. limited eligibility for subsidy; trips for job and childcare access don't qualify.

    e. trips to social services to sustain mental health for those <65 years.

    f. limited funding that creates inequity for rural areas.

11. Providers find PA 211 and PA 511 to be generally unreliable.

12. One provider noted service and eligibility information should be shared with medical providers.

13. Provider support of the following suggested actions/initiatives is listed below:

    a. Establish a regional broker - Providers generally do not support this suggestion.

    b. Pooling funding between agencies to provide transportation funding/services - Providers believe this to be applicable to out-of-area destinations, e.g., via transfers.

    c. Coordination among agencies for "shared" use of vehicles - Providers show limited support for this idea.

    d. Transit agencies leasing accessible vehicles to other providers (public and private) - Providers generally do not support this suggestion.

    e. Establish bicycling, scooters, car loans, carpool, vanpool and/or car sharing programs.

    f. Additional park and ride lots - Providers believe this would be useful at essential locations.

    g. Special event transportation services - Human service providers are more supportive of this idea than transit providers.

    h. Transit amenities (stops, shelters, etc.) - Most providers are supportive of increased stops and shelters.

    i. Services in the evening and weekends - Transit providers already offer limited weekend service.

14. Providers find that taxi services are limited, expensive, unreliable, and not service-oriented but some use them on weekends and/or as a provider of last resort for critical trips.

15. Providers use technology in various ways and believe it to be useful.

16. Providers believe there is a need for fare discounts for those younger than 65.

17. Providers suggested ways to inform consumers of all available transportation services:

    a. increased education on what shared ride means in terms of advance notice, time required, etc.

    b. help people who are relocating make the transition to new provider contacts, like the 211 system.

    c. more agency involvement linking up riders in need with transportation services.

These responses affirm several findings from the fall 2018 outreach to providers and to the public.

1. Unmet needs and missed trips.

2. Issues and challenges in providing services, e.g., funding, program limitations (trip purpose, rider eligibility, etc.).

3. The need to provide service information to consumers in places they can find it.

Chapter 6: Strategies to Address Gaps

The needs/gaps identified in Chapter 5 are varied and significant. They reflect the importance of public transportation for providing mobility for seniors and persons with disabilities, accessing jobs, making medical transportation trips, and much more. It's understood that efforts to create a fully coordinated public transit-human services transportation system are challenging and will probably not be measured in years but in decades. Transportation needs will always be greater than available funding to tackle them. However, it's hoped that this Plan will serve to institute a more coordinated approach to satisfying transportation needs, eliminating inefficiencies, spurring collaboration in service delivery, and prioritizing warranted improvements. Below are strategies to overcome primary regional needs based on outreach and analysis of regional data, and to integrate alternative improvement concepts from prior assessments.

The strategies are grouped into three categories:

Category 1   Coordinate and Consolidate Transportation Services and Resources
- Coordinate Transportation Services
- Share Resources
- Address Regulatory Barriers

Category 2   Mobility Strategies
- Mobility Management
- Stabilize Existing Transportation Services
- Expand or Create New Transportation Services
- Enhance Accessibility and Equity

Category 3   Communication, Training, and Organizational Support
- Centralize Information
- Educate the Public on Transportation Options
- Improve Awareness of Existing Resources and Programs

The strategies are included in the following tables for each of the categories above. The tables also identify the type of need addressed by each strategy and the timeframe associated with the action strategy. The proposals have been categorized into three implementation timeframes: short (1-3 years), mid (3-6 years) and long term (beyond 6 years). The assigned timeframes reflect various factors, including:

- Revisions to existing versus entirely new programs or services.
- Institutional complexity (e.g., number and type of entities involved and the likelihood of obtaining the necessary buy-in).
- Lead time required to plan and properly execute a transition.
- Whether new funding would be required, and the relative amount of funds required.

More detailed descriptions for select strategies are provided Appendix G. Some strategies for meeting regional needs or service gaps have already been approved by the SEDA-COG and WATS MPOs and included in their respective Transit Transportation Improvement Programs. Establishing additional fiscally constrained priorities requires further coordination with regional providers and consumers of public transportation. The MPOs will do their part to advocate for high-priority projects and call for prudent regulatory changes and increased program flexibility that will improve public transportation.

Strategy	Need Addressed	Timeframe
Category 1: Coordinate and Consolidate Transportation Services and Resources		
Regional Coordination Council – Establish a Regional Coordination Council (RCC) to promote regional coordination strategies in a voluntary and advisory capacity to the transit systems. While lacking direct authority, the RCC could perform several useful functions: convene regular meetings to improve communication among the operators; identify needs and opportunities; share information related to service planning, operations and funding; and provide an umbrella organization for human service transportation programs.	Efficiency and coordination	Mid-term
Improve coordination among information resources – PA 2-1-1 and 511PA systems could improve the integration of transportation information into their processes and referrals. Regional One-Call/One-Click transportation information services could be considered for deployment in the region, potentially accessible from computers, smartphones, tablets and strategically located kiosks. Further deployment and enhancements to the FindMyRidePA tool should be considered. Other types of regional information clearinghouses can be explored to collect and maintain an inventory of services, create an access system that would provide service information to passengers, and utilize infrastructure by which information and resources about transportation services can be disseminated to the general public as well as to providers.	Information needs	Short-term
Pursue prudent transportation brokerage systems – Under a brokered system, a single organization would handle all reservations for demand responsive trips and prepare schedules for daily vehicle runs based on efficiency and other criteria. The broker would also be responsible for scheduling, procurement, contract management, customer registration, record keeping and accounting, service standards and customer service. A positive example is the model initiated by Geisinger and rabbittransit in 2018 for delivering medical transportation and related trips.	Efficiency and coordination	Mid-term

Pool funding – Pooling funding between agencies to provide transportation services among compatible user populations and types of rides may help to relieve some funding strains while maintaining or increasing service levels. This could be particularly helpful for out-of-area trips that might require transfers between operators. Agencies could also pursue cooperation on supplies, purchasing, training, facilities, etc.	Efficiency and coordination	Mid-term
Identify match funds – Consider using other federal/state/local funds to match FTA and PennDOT funds. Coordinate grant-seeking activities among providers and participate in pilot projects funded by other agencies.	Efficiency and coordination	Short-term
Implement new services through greater use of existing vehicles – Many transit systems and community organizations have down time for their vehicles. Coordinate between agencies to maximize use of these vehicles and reduce the capital expense of new service provision.	Low service levels	Mid-term

Category 2: Mobility Strategies		
Local community bus routes with deviation – Operate local community shuttle service using small vehicles in areas with the highest population and population densities to provide point-to-point service between residential areas and major activity centers. This service concept would operate along a defined route on an established schedule but would deviate to pick-up or drop off passengers and then return to the defined route before the next marked bus stop. Passengers could board and exit anywhere on the route as long as the driver deems it safe to stop the vehicle. This type of service could reduce demand on the existing demand responsive services if the routes are easy to use for seniors and persons with disabilities.	Low service levels	Long-term
Evening and weekend service expansion – The benefits of service expansion would provide transit-dependent groups, as well as the general public, access to more employment opportunities and more access to shopping and other essential services.	Low service levels	Mid-term
Regional public transportation system – Create a regional network of public transportation connections along major corridors, between various communities, and between population centers and major generators. Continue the fixed route demonstration pilot service in Clinton County that River Valley Transit began in 2018; fold this into regular service if found to be justified. Complete a fixed route feasibility study and commence a possible demonstration pilot service focused on the Routes 11 & 15 corridors in Columbia, Montour, Northumberland, Snyder, and Union Counties. This regional connecting bus service could link various municipalities (Berwick, Bloomsburg, Danville, Sunbury, Selinsgrove, Lewisburg, etc.) and activity centers. Initiate other fixed route studies and pilot projects through strong public-private partnerships.	Low Service Levels	Mid-term

Taxi vouchers – Human service agencies or other sponsoring entities could coordinate with taxi companies to establish a voucher or pre-paid taxi ride program for situations in which transit won't meet needs. The rider would pay a nominal fare and the sponsoring entity would provide a subsidy toward the fare. These strategies could utilize taxi services to fill gaps in service hours – especially in the evenings and on weekends – and could also offer the potential to provide same-day service. A greater reliance on taxi services can address a variety of trip needs, particularly where fixed route bus service is impractical or during times when demand is low. It can be a good approach for patient transportation upon discharge from the hospital. Similarly, transportation network companies (e.g., Uber & Lyft) could be used for specialized trips when the transit operators are not available or are short on vehicles.	Affordability	Short-term
Increase shared ride and fixed route capacity – Expand shared ride and fixed route service, adding vehicles and drivers to meet demand for the service. Fund needed investments in computer/communication equipment and transit operator buildings.	Low service levels	Mid-term
ADA vehicles and service hours – Increase the number of ADA vehicles available (e.g., among taxis and human service transportation providers) and expand service beyond traditional hours. Transit systems could potentially purchase accessible vehicles (i.e., ramp-equipped low-floor minivans) and lease them to taxi operators, or purchase vehicles with FTA funds and have the taxi company pay the local match.	Accessibility limitations/ Low service levels	Mid-term
Carpool/vanpool programs – Establish additional carpool or vanpool programs and promote at major work sites, institutions, in retirement communities and other sites where large numbers of people have similar transportation needs. These programs offer the potential to increase mobility options through cost-effective means for both transit-dependent population groups and the general public. Take advantage of statewide vanpool and rideshare initiatives that PennDOT administers.	Low service levels	Short-term
Car sharing programs – Establish car sharing programs (e.g., ZipCar or other options) for occasional trips when a car is needed. The program allows individuals to use a pool of automobiles for a small annual fee and payment by the hour. Cars are reserved by phone or online and picked up from a designated parking space and returned to the same spot once the trip is complete. The hourly fee includes fuel and insurance costs. Car sharing programs can be for-profit, non-profit, or cooperative organizations and can have widely different objectives, business models, use of technology, and target markets. They work best in areas with relatively high densities; college campuses are good candidates (Bucknell University in Lewisburg and Susquehanna University in Selinsgrove currently operate car sharing programs on their campuses for students and faculty).	Low service levels	Short-term

Intra-regional commuter bus service – Provide bus service during the weekday morning and afternoon peak periods between a limited number of strategically located bus stops (e.g., park and ride facilities) and major employment sites (e.g., Geisinger Medical Center) in areas such as Bloomsburg, Danville, Sunbury, Selinsgrove, Lewisburg, and Williamsport. Based on the distances traveled by each vehicle, it is likely that the routes would operate limited peak period service, such as one or two round trips in the morning and again in the afternoon. To maintain convenient service and reduce the travel time, the routes would serve a limited number of designated stops.	Low service levels	Long-term
Beyond-the-region subscription commuter bus service – Operate inter-county commuter bus service during the weekday peak period between strategic park and ride facilities in the region and major employment centers such as Harrisburg and State College. To expedite service and increase rider convenience, the routes would ideally operate express service from the park and ride facilities or provide a limited number of stops at key locations in the region. This service could be operated on a subscription basis where a passenger receives a reserved seat by paying a weekly or monthly fare in advance. The service would likely operate one trip in the morning and one return trip in the afternoon. Subscription service could be organized by employers, employees, or one of the existing transit systems in the region, with the transit system providing the vehicle and a driver paid an hourly rate or by shift. A private contractor could also operate the service.	Low service levels	Mid-term
Non-motorized options: Bicycling programs – Enhance access to transportation through bicycling from origin to destination, or to reach a bus stop. Better integration of public transportation and bicycling could be accomplished by installing bike racks on public transit vehicles; installing bike racks for parking; signage to identify shared bike/auto-routes and to remind motorists to be aware of cyclists; educational and promotional activities; developing bike-sharing programs; and infrastructure improvements such as widening road shoulders, designating bike lanes, installing bike racks, and traffic calming measures.	Accessibility limitations	Short-term
Technology enhancements – Improve technological systems to allow for better integration between shared ride and fixed route service, better track vehicle locations, automate reservation processes for outside regular business hours, improve eligibility application processes, and use other intelligent transportation systems.	Efficiency and coordination	Short-term
Transit-oriented development – Facilitate more concentrated or transit-oriented development (TOD), which could make fixed-route transit more feasible in the future. TOD focuses growth around transit stations to promote ridership, affordable housing near transit, revitalized downtown centers and neighborhoods, and to encourage local economic development. Land development plans and design standards can better integrate public transit-human services transportation operator and client needs.	Efficiency and coordination	Short-term

General public rural demand responsive service – As an alternative to trying to operate conventional fixed route service in the rural areas where the density is low and travel patterns are dispersed, there are various models of general purpose demand responsive services that cost less than fixed route service while maintaining mobility within the community. Further, service capacity can easily be increased or decreased as demand changes. For example, a demand-responsive feeder service could be operated in which passengers make a prior day or same day reservation to be picked up at their door and taken to a transfer point to access the existing RVT and LATS systems or the proposed services, such as the US 11 and US 15 corridor service and/or the community bus service. Another example is Demand Response Direct service, which is a combination of fixed route and demand responsive service.	Low service levels	Long-term
Special event/special purpose transportation service – Provide special event transportation service designed to accommodate particular market segments attracted to a special event or certain destinations using either fixed routes or deviated fixed routes. Service could link major activity centers (e.g., shopping centers or college campuses) with nearby parking facilities to mitigate traffic congestion, or could involve making existing college transportation shuttle buses open to the public during the fall and spring semesters through a cost sharing agreement. Another possibility could be to operate bus service between municipalities at certain times of the year as an economic development tool to attract residents and visitors back to the region's traditional downtown business districts.	Low service levels	Short-term
Park and Ride Lots – Increase the number of park and ride lots in the region and expand existing lots where demand or site conditions warrant. Various stakeholders, supported by public input, should work to identify, design, and construct additional park & ride facilities. These facilities will complement many of the other strategies included in this table, and they'll offer opportunities to reduce traffic volumes, increase economic competitiveness, improve the environment, conserve fuel, lower travel costs, etc. Public and private funding sources would be needed to achieve the outcomes.	Low service levels	Mid-term
Free/reduced cost fares – Public transit agencies and human service agencies could coordinate to make free or reduced cost fares available to low-income youth or adults.	Affordability	Mid-term
Pathway and bus stop enhancements – These enhancements may include adding sidewalks where none exist, moving any obstacles (e.g. telephone poles), repairing sidewalks, installing accessible pedestrian crossings and signals, timely snow removal, and installing or upgrading bus stop signs, benches, shelters, and lighting. These improvements would help address traffic safety and crime fears, bring existing facilities into ADA compliance, and make accessible pathways to transit stops.	Accessibility limitations	Long-term

Car loan programs – The high cost of owning and maintaining cars is a common transportation barrier for low-income individuals that might not be served adequately through existing transit system coverage. Low-interest car loan programs can allow low-income individuals/families to access reliable transportation for maintaining employment, accessing childcare, and becoming economically self-sufficient.	Affordability	Mid-term

Category 3: Communication, Training, and Organizational Support		
Improve awareness of information sources – There are a number of information sources already available about transportation options in the region. However, awareness of these resources is limited. Public awareness strategies can help to improve access to these resources and the transportation services that people receive through them. Information about transportation can be more widely placed at locations where target users are likely to be (e.g., doctor's offices, grocery stores, human services centers, unemployment offices, daycare centers, schools, libraries, senior citizen centers, etc.).	Information needs	Short-term
Centralized resource directory – A lack of basic awareness and understanding is a barrier to people using and benefiting from public transportation. Since mobility needs are often regional in scope, this alternative would organize information regarding all available transit providers into a single place, where the rider or an agency representative could easily obtain essential information regarding eligibility, service hours, geographic coverage, etc. The information should be available in web-based and hard copy formats.	Information needs	Short-term
Transportation Management Association (TMA) – The creation of a TMA could provide a clearinghouse for information on existing services, as well as market, manage, and even implement various transportation services to address specific mobility needs. As an autonomous organization, a TMA has the ability to develop services that local governments may be unable to provide. An important role of a TMA would be to establish and oversee various transportation demand management concepts to increase transportation options, help provide basic mobility, and increase transportation affordability. Concepts include carpool/vanpool matching programs, car sharing, employer services, guaranteed ride home, trip planning, a single source of information, and improved marketing. In the absence of a TMA, continue to rely on the Central PA Transportation Coalition to engage in regional planning, address public transportation issues, and spearhead new initiatives.	Information needs	Long-term

***Travel training** – Improve awareness about the travel experience and expand travel training, targeting people who could ride public transportation (e.g., seniors or disabled individuals) but may not feel comfortable or familiar enough to do so. rabbittransit's travel training program and Shared Ride Guide publication could serve as models.*	Information needs	Short-term
***"Bus buddy" program** – Introduce bus buddy programs to provide extra assistance to individuals who have never ridden a bus, are afraid of riding transit alone, need some assistance to carry packages while riding or who have developmental disabilities that make trip planning and execution challenging without assistance. The bus buddy may be a person on staff at an agency, though they are more commonly volunteers. Colleges, senior volunteer programs, and community service groups are a few potential sources for volunteers. Bus buddies may ride just once with a client or may become a regular riding companion for someone who needs long-term assistance. Other riders may need a higher level of assistance and require escorted travel. Staff and/or volunteers may be considered to assist these riders who have no attendants.*	Information needs	Mid-term
***Improve public transit marketing to human service agencies** – One opportunity to improve coordination is to improve the marketing of the regular route transit system to non-profits. Transit agency staff could provide customized information packets to social service agencies and directly to clients of these agencies. Transit providers could also incorporate a demonstration and training session on itinerary planning and trip scheduling. This could include specialized maps indicating the location of routes, the location of services, and pamphlets outlining how transit works. Transit providers may want to produce personalized pamphlets for large, individual organizations. Another area of specialized marketing is to Limited English Proficiency populations. Service guides in other languages marketed specifically to human services organizations routinely interacting with LEP groups could help reduce barriers. Specialized marketing and outreach could also be considered for the Plain Sect community. Agencies should also rely on advisory groups and customer feedback loops to enhance public transportation and improve the rider experience. Good models to follow include rabbittransit's 3P Ride and Transportation Partnership on Mobility (TPOM) programs. These strategies help raise awareness, formulate mobility solutions, streamline service between providers, and create more accessible interactions for consumers.*	Information needs	Mid-term

Maximize ridership – Improve information about available service in order to increase readability and comprehension (routes and schedules can be hard for certain population groups to read or follow), while maximizing ridership on transit services. Target marketing to encourage seniors and persons with disabilities to ride transit and consider joint outreach initiatives with other providers in making presentations to organizations and group homes. Consider special promotions and partnerships with area merchants. Execute strategic public information campaigns (town hall style meetings, workshops, seminars, etc.) throughout the region to increase awareness, meet customer expectations, boost ridership, and garner more support for effective approaches to meet identified needs. Efforts to maximize ridership may also include surveying potential riders to ensure that services meet rider needs.	Efficiency and coordination	Short-term
Access to care – Collaborate with area agencies to increase access to essential medical and dental care, especially for seniors, disabled individuals, low-income persons, and veterans. Evaluate the transportation-related needs and strategies included in community health needs assessments prepared by the region's hospital systems. Support initiatives such as LIFE Geisinger, non-emergency medical transportation from private and non-profit organizations, in-home care, independent living center services, American Cancer Society's Road to Recovery program, etc.	Efficiency and coordination	Short-term

Chapter 7: Next Steps

A safe, accessible, efficient, and reliable public transit-human services transportation system is critical to the SEDA-COG MPO/Williamsport MPO region's economy and quality of life. It is imperative that the region's seniors, low-income, disabled, and other transit-dependent populations receive adequate mobility through public transportation, so that they can achieve their daily medical, employment, shopping, and leisure needs. This Coordinated Plan is designed to instill a process to properly meet those needs through cost-effective and efficient strategies and/or activities. Regional stakeholders will be encouraged to work together to successfully meet identified needs by sharing information, enhancing efficiency, reducing costs, and offering improved or expanded service to the transportation disadvantaged population.

This update of the SEDA-COG and Williamsport MPOs Coordinated Public Transit–Human Services Transportation Plan has afforded the planning team numerous insights into the current status of coordinated transportation efforts in the region. The public outreach efforts detailed elsewhere in this document and the appendices point towards several potential activities that should be pursued by the MPOs and their regional partners. The next steps in completing this planning process include the following:

Adopt the Coordinated Plan Update: Adopting this Plan update, to reflect the region's updated conditions, needs, strategies, and priorities will comprise the Coordinated Public Transit–Human Services Transportation Plan update covered by current federal guidance. [The SEDA-COG MPO intends to adopt this Plan update on September 20, 2019; the Williamsport MPO intends to adopt this Plan update on November 18, 2019.]

Inform Future Funding Decisions Based on Coordinated Plan Update Strategies: There are several actions that the MPOs can take in the coming months and years to ensure funding priorities reflect the findings and strategies outlined in this Plan, particularly the regional strategies outlined in Chapter 6.

Complete Programming of FAST–Funded Programs Subject to Coordinated Planning Requirements: The Pennsylvania Department of Transportation (PennDOT) administers and has been responsible for selecting projects for use of Section 5310 funds. The SEDA-COG and Williamsport MPOs stand ready to participate in application reviews, project recommendations, Transportation Improvement Program management, etc.

Support Allied Groups and Committees: The SEDA-COG and Williamsport MPOs should continue to foster the activities of area groups in order to more clearly identify public transportation gaps and implement feasible solutions. Continued close coordination with transit operators will be necessary to bring about capital equipment upgrades and enhanced service delivery.

Plan Update: Following adoption of the Coordinated Plan in fall 2019, SEDA-COG and Williamsport MPOs will evaluate the Plan periodically and determine if an update is necessary.

A full update would occur on an as-needed basis, or as dictated by legislative changes. Because projects funded by transit programs subject to the coordinated planning requirement must be included in the Plan, it may also be necessary to update or amend the list of priority strategies to coincide with future Section 5310 funding cycles or other funding cycles specific to fund sources subject to this Plan.

Appendix A – Demographic Profile Mapping

Figure A-1: Population Density

Williamsport Area
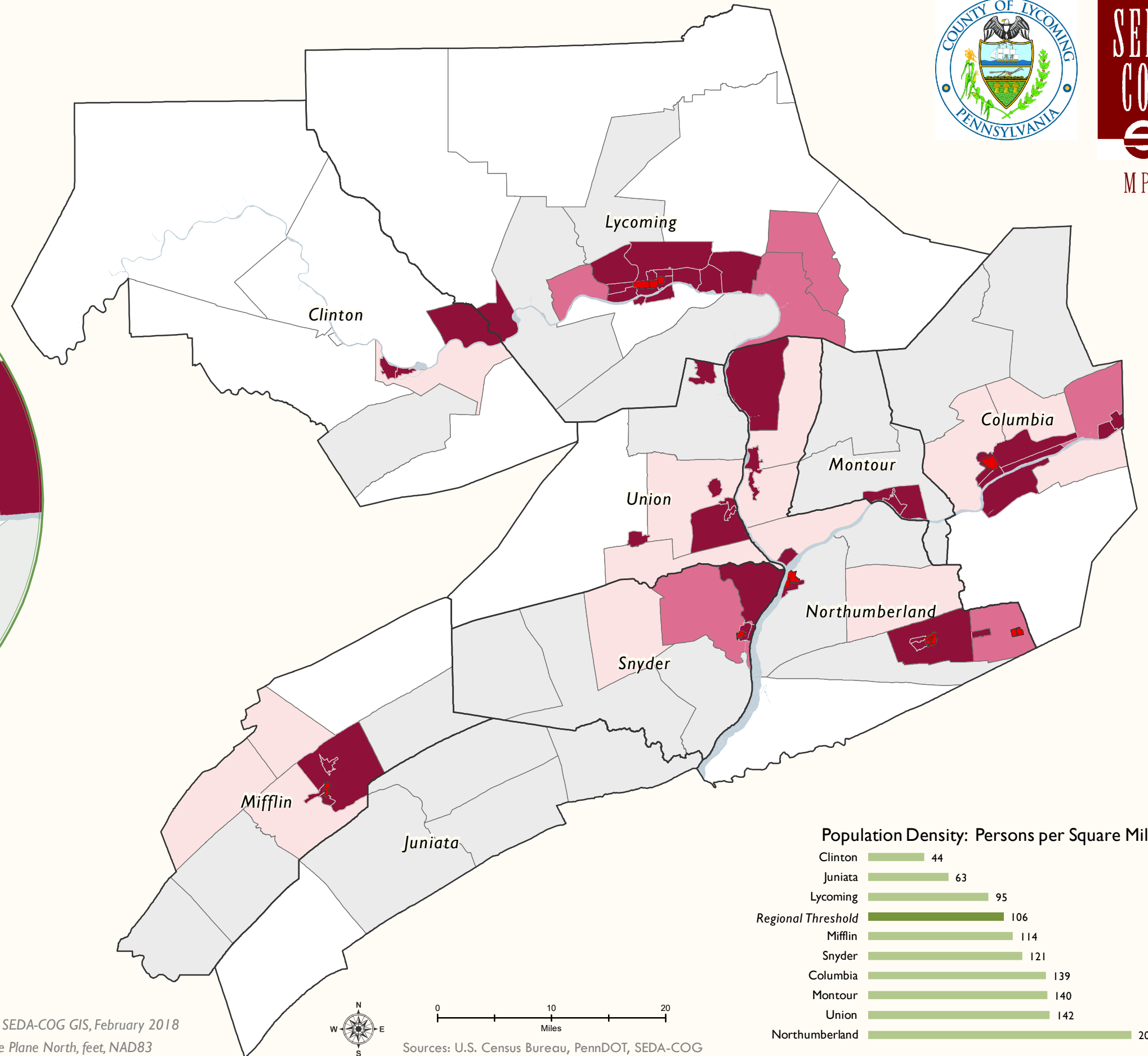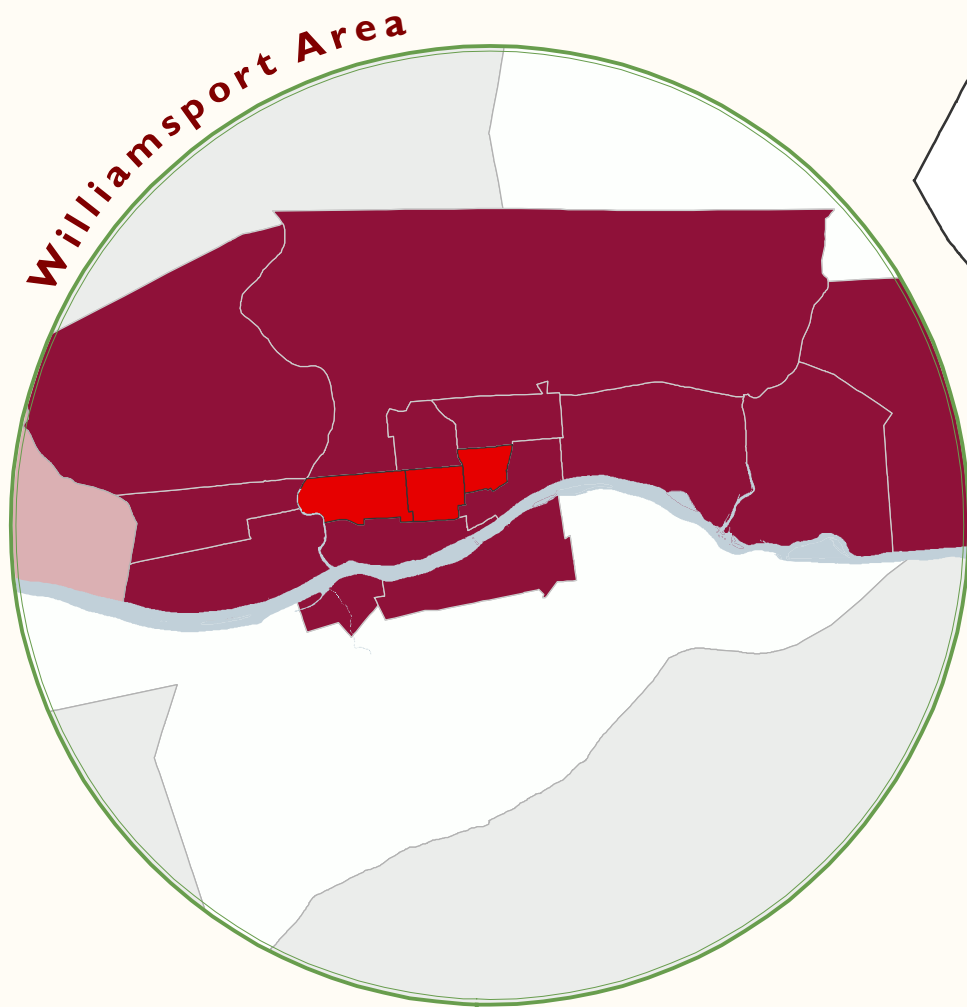
Population Density (Persons per Square Mile) by Tract
2010 Decennial Census

☐ County Boundary

Legend:
- 4 – 52
- 53 – 105
- 106 – 158
- 159 – 211
- 212 – 5,000
- 5,001 – 10,071 (category added for emphasis)

Regional Threshold: 106 Persons/Sq Mile

Clinton
Lycoming
Columbia
Montour
Union
Northumberland
Snyder
Mifflin
Juniata

Population Density: Persons per Square Mile

County	Persons per Square Mile
Clinton	44
Juniata	63
Lycoming	95
Regional Threshold	106
Mifflin	114
Snyder	121
Columbia	139
Montour	140
Union	142
Northumberland	206

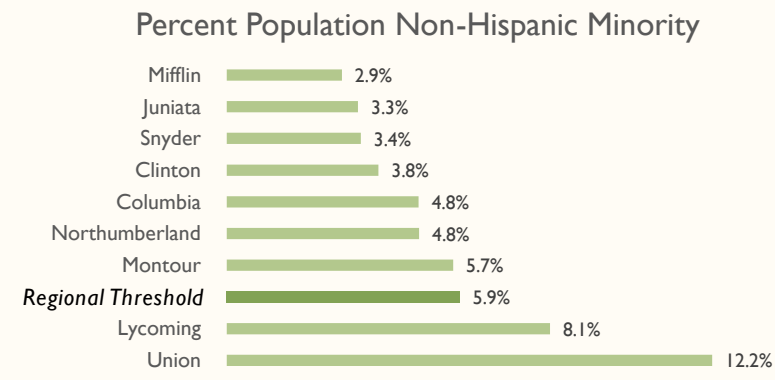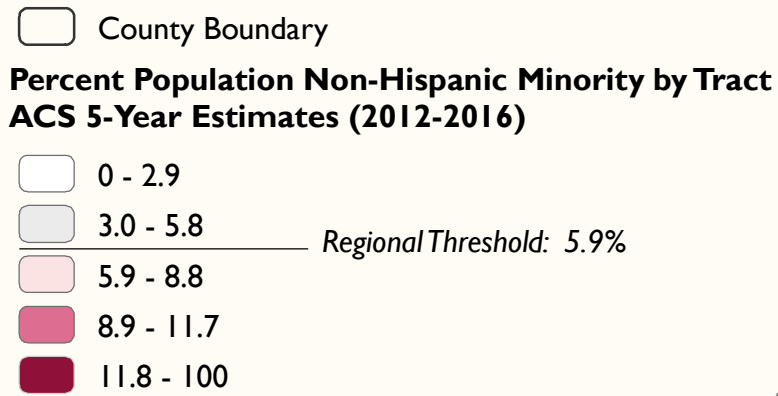COUNTY OF LYCOMING PENNSYLVANIA

SEDA COG MPO

Mapping by SEDA-COG GIS, February 2018

PA State Plane North, feet, NAD83

N W E S

0   10   20
Miles
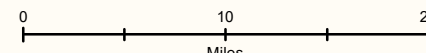
Sources: U.S. Census Bureau, PennDOT, SEDA-COG

Figure A-2: Population Age 65 and Over
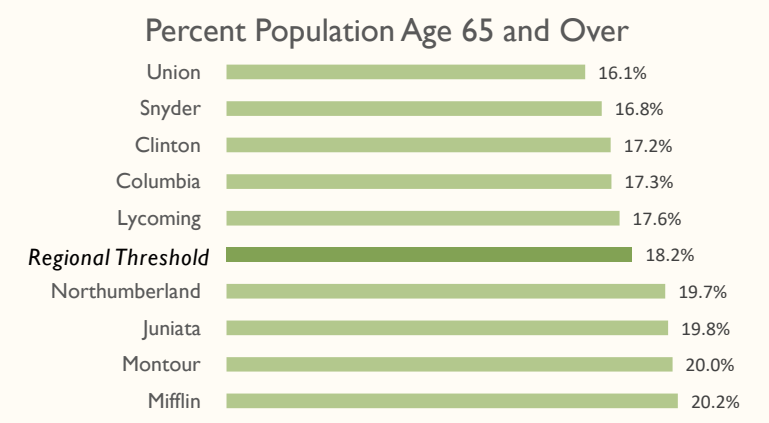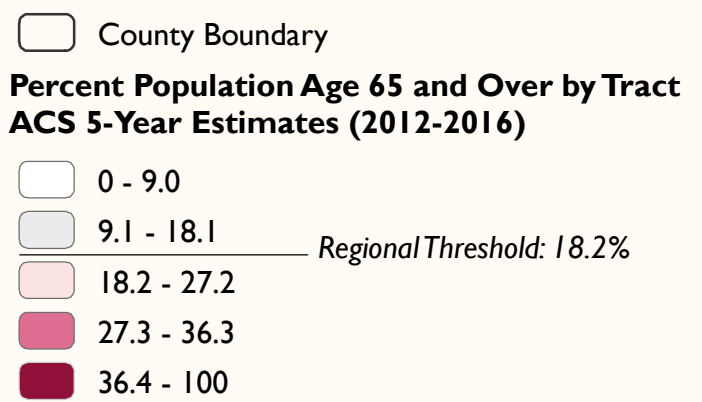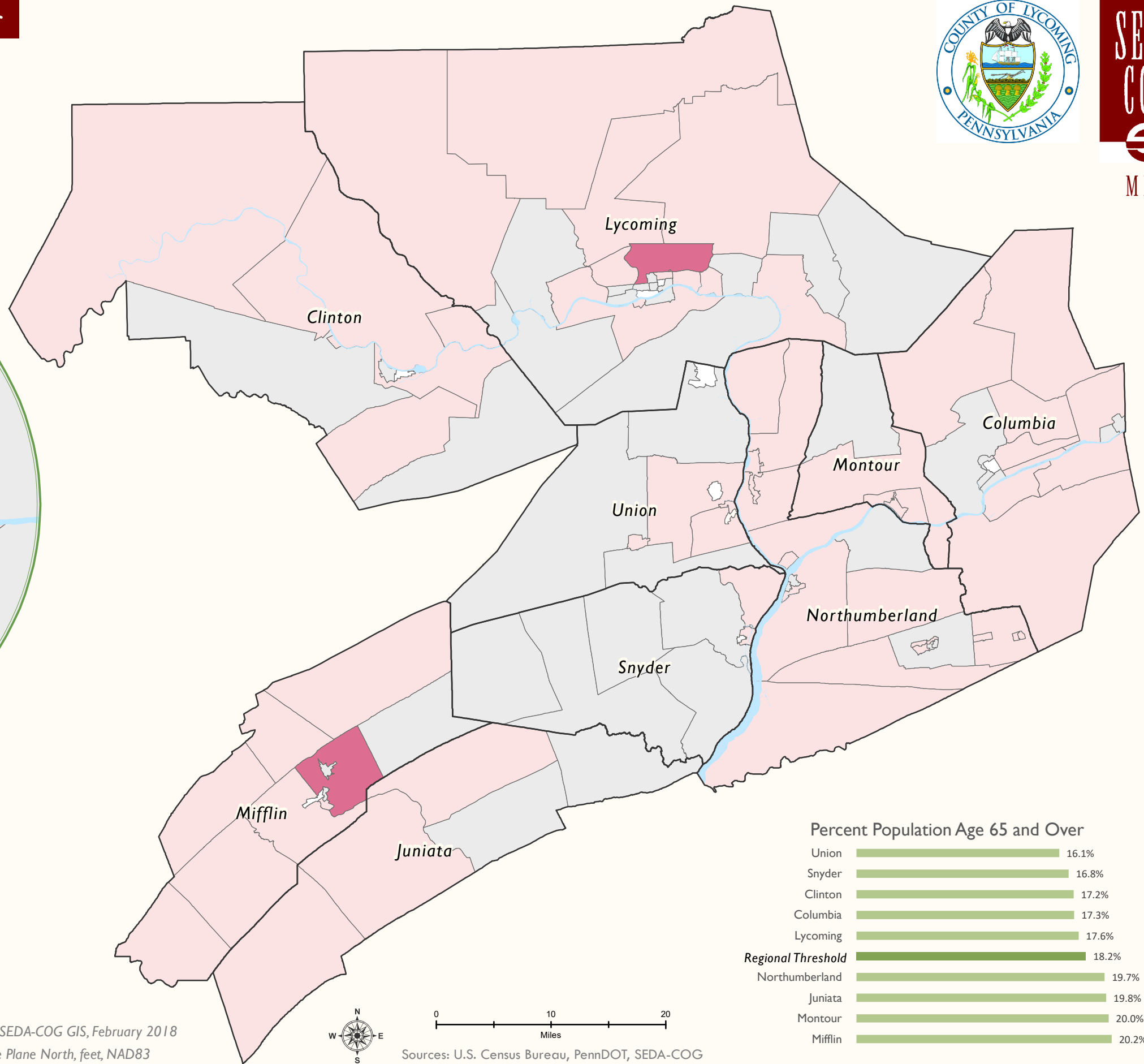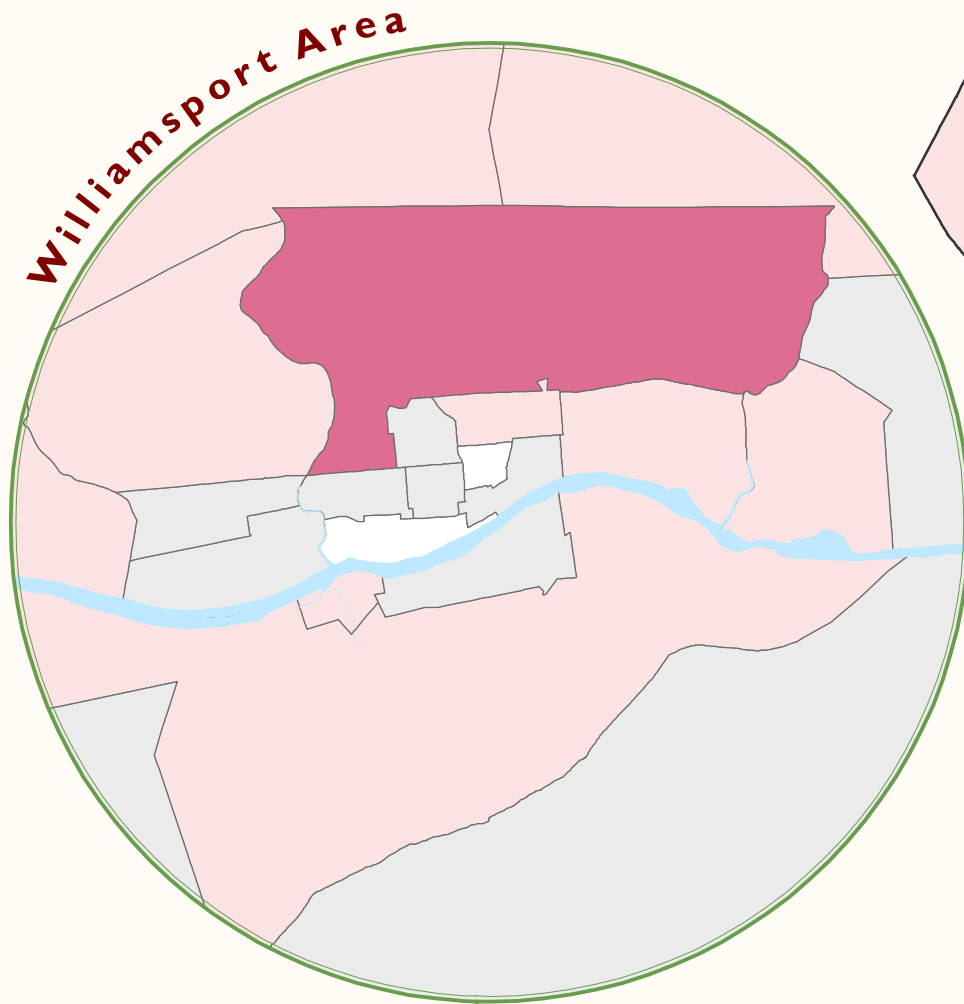
Williamsport Area

County of Lycoming, Pennsylvania

SEDA COG MPO

Lycoming

Clinton

Columbia

Montour

Union

Northumberland

Snyder

Mifflin

Juniata

☐ County Boundary

**Percent Population Age 65 and Over by Tract
ACS 5-Year Estimates (2012-2016)**

	0 - 9.0
	9.1 - 18.1	*Regional Threshold: 18.2%*
	18.2 - 27.2
	27.3 - 36.3
	36.4 - 100

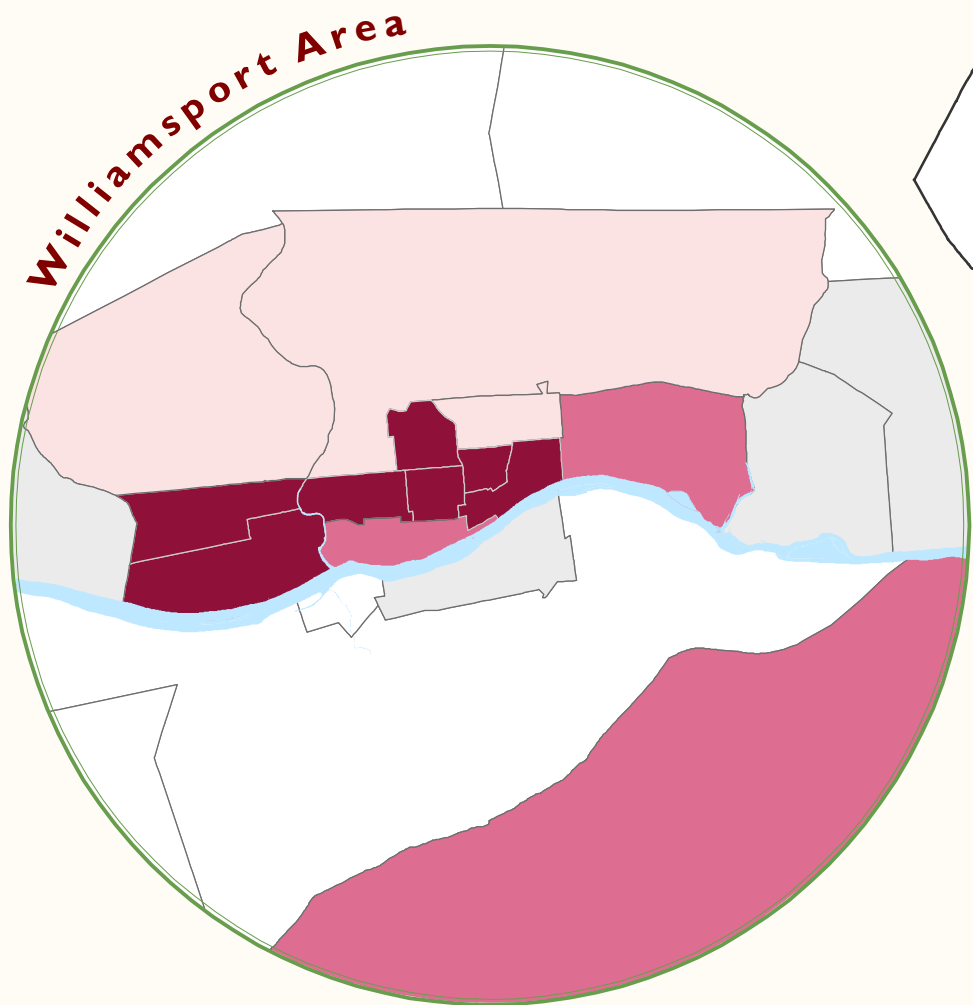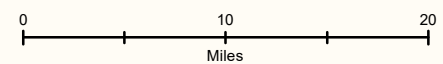*Margins of Error may be large due to small sample size in the ACS.*

Mapping by SEDA-COG GIS, February 2018

PA State Plane North, feet, NAD83

Sources: U.S. Census Bureau, PennDOT, SEDA-COG

Percent Population Age 65 and Over

Region	Percent
Union	16.1%
Snyder	16.8%
Clinton	17.2%
Columbia	17.3%
Lycoming	17.6%
Regional Threshold	18.2%
Northumberland	19.7%
Juniata	19.8%
Montour	20.0%
Mifflin	20.2%
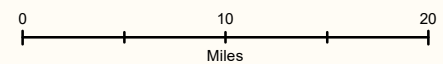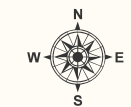
Figure A-3: Population Below Poverty Level

Williamsport Area

County of Lycoming Pennsylvania

SEDA COG MPO

Map Labels

Lycoming

Clinton

Columbia

Montour

Union

Northumberland

Snyder

Mifflin

Juniata

Legend

County Boundary

Percent Population Below Poverty Level by Tract
ACS 5-Year Estimates (2012-2016)

- 0 - 6.9
- 7.0 - 13.9 — *Regional Threshold: 14.0%*
- 14.0 - 20.9
- 21.0 - 27.9
- 28.0 - 100

Margins of Error may be large due to small sample size in the ACS.

Percent Population Below Poverty Level

County	Percent
Montour County	10.0%
Snyder County	11.1%
Union County	11.2%
Juniata County	12.0%
Regional Threshold	14.0%
Lycoming County	14.4%
Northumberland County	14.6%
Mifflin County	14.6%
Columbia County	15.3%
Clinton County	17.3%

Mapping by SEDA-COG GIS, February 2018
PA State Plane North, feet, NAD83

Sources: U.S. Census Bureau, PennDOT, SEDA-COG

N W E S

0   10   20
Miles

Figure A-4: Population with a Disability
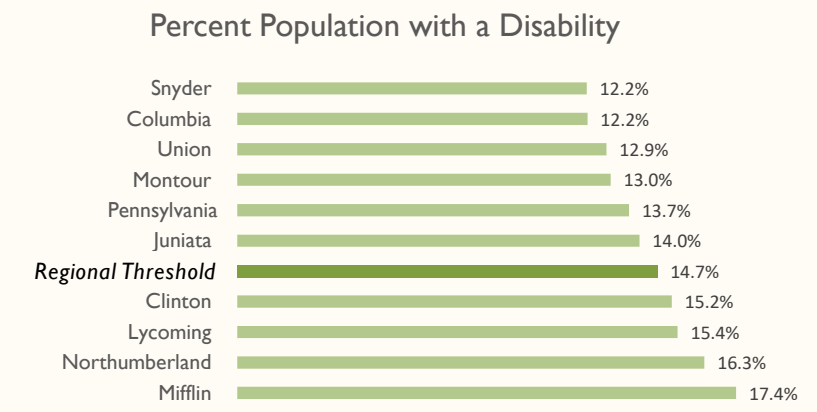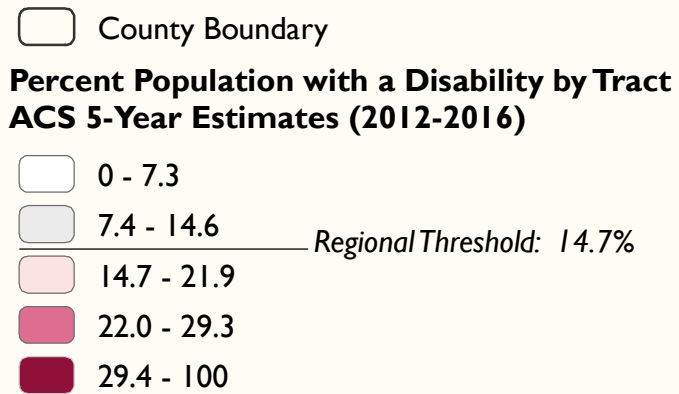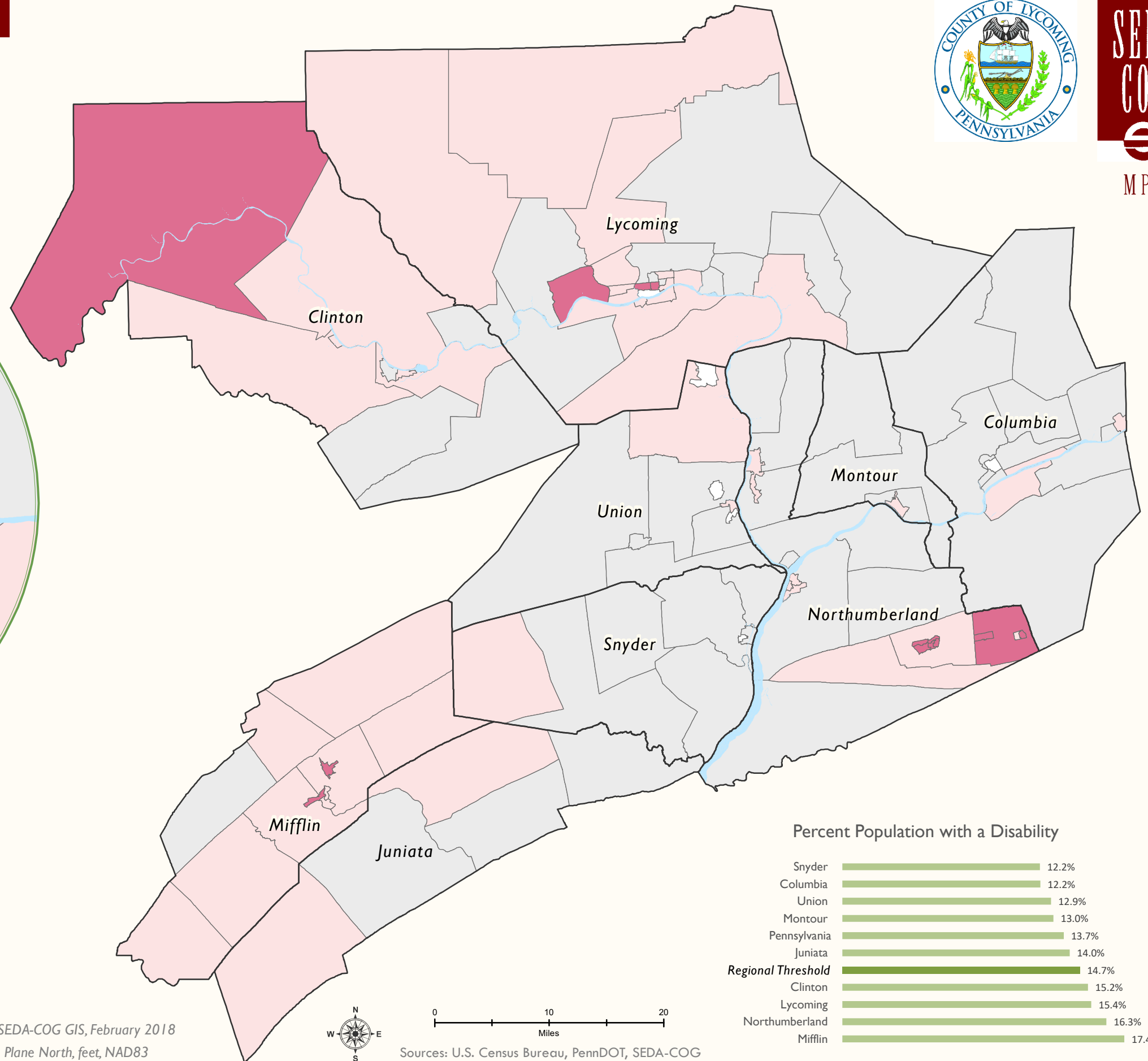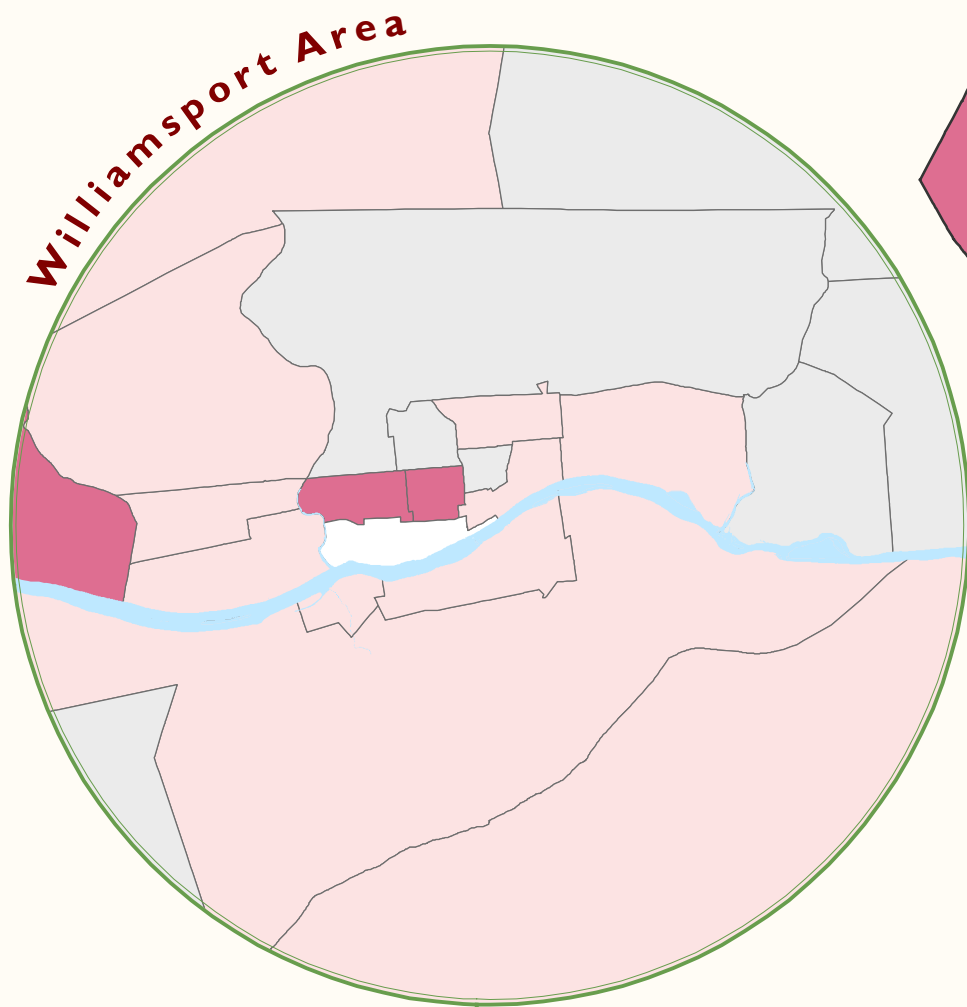
Williamsport Area

County Boundary

Percent Population with a Disability by Tract
ACS 5-Year Estimates (2012-2016)

	0 - 7.3
	7.4 - 14.6 — *Regional Threshold: 14.7%*
	14.7 - 21.9
	22.0 - 29.3
	29.4 - 100

Margins of Error may be large due to small sample size in the ACS.

Lycoming

Clinton

Columbia

Montour

Union

Northumberland

Snyder

Mifflin

Juniata

Mapping by SEDA-COG GIS, February 2018

PA State Plane North, feet, NAD83

Sources: U.S. Census Bureau, PennDOT, SEDA-COG

0   10   20
Miles

Percent Population with a Disability

Snyder	12.2%
Columbia	12.2%
Union	12.9%
Montour	13.0%
Pennsylvania	13.7%
Juniata	14.0%
Regional Threshold	14.7%
Clinton	15.2%
Lycoming	15.4%
Northumberland	16.3%
Mifflin	17.4%
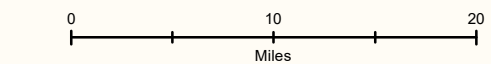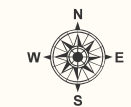
Figure A-5: Households Without a Vehicle Available

Williamsport Area

County of Lycoming, Pennsylvania

SEDA-COG MPO

Map Legend
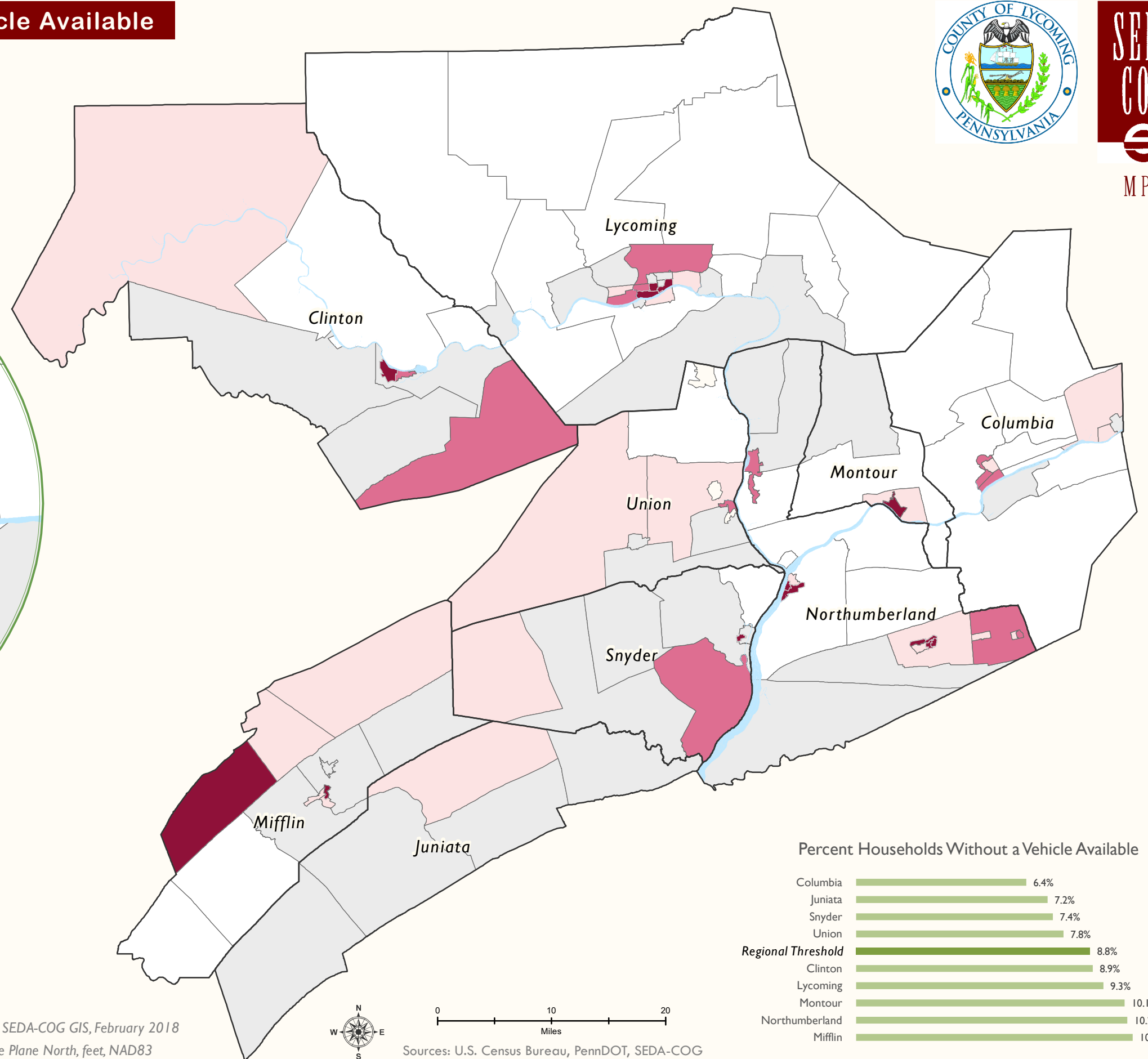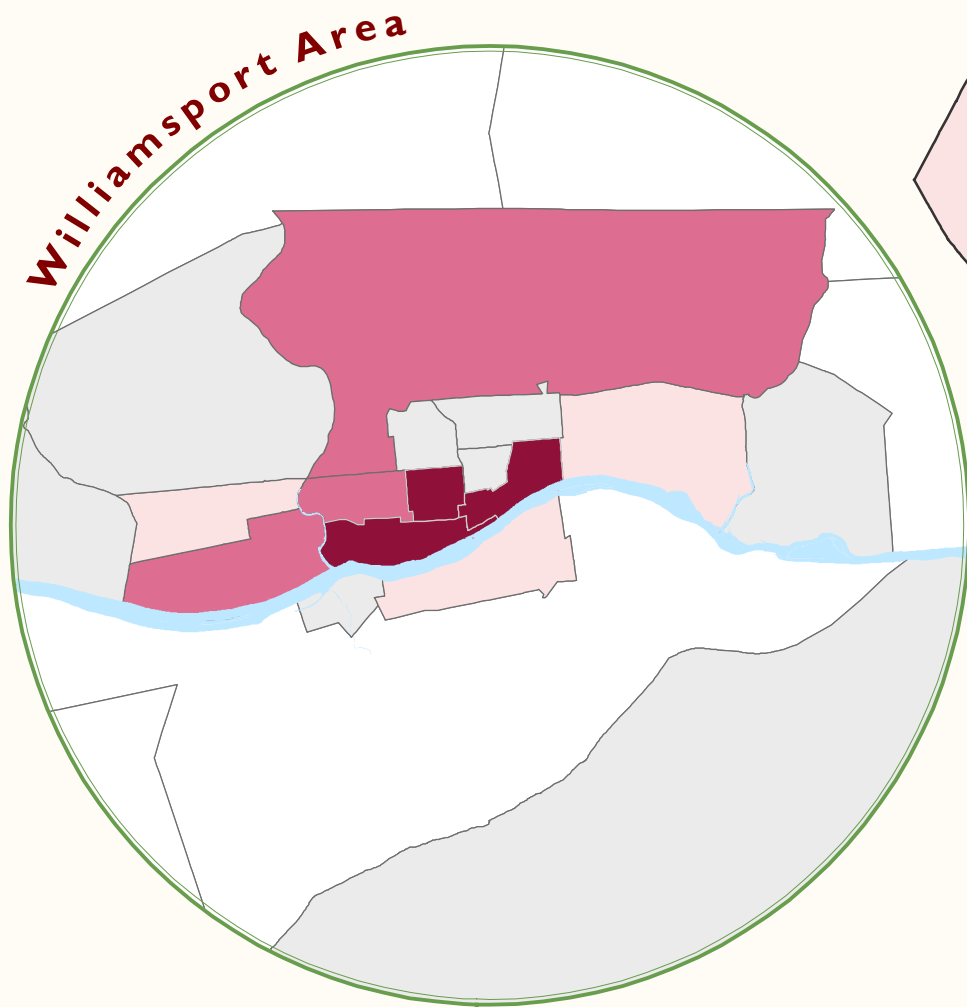
County Boundary

Percent Households Without Access to a Vehicle by Tract
ACS 5-Year Estimates (2012-2016)

- 0 - 4.3
- 4.4 - 8.7
- 8.8 - 13.1 — *Regional Threshold: 8.8%*
- 13.2 - 17.5
- 17.6 - 100

Margins of Error may be large due to small sample size in the ACS.

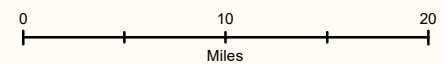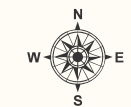*Mapping by SEDA-COG GIS, February 2018*

PA State Plane North, feet, NAD83

Sources: U.S. Census Bureau, PennDOT, SEDA-COG

Percent Households Without a Vehicle Available

County	Percent
Columbia	6.4%
Juniata	7.2%
Snyder	7.4%
Union	7.8%
Regional Threshold	8.8%
Clinton	8.9%
Lycoming	9.3%
Montour	10.1%
Northumberland	10.2%
Mifflin	10.4%
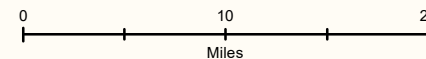
County labels on map: Lycoming, Clinton, Columbia, Montour, Union, Northumberland, Snyder, Mifflin, Juniata

Figure A-6: Female Headed Households with Own Children Present

Williamsport Area
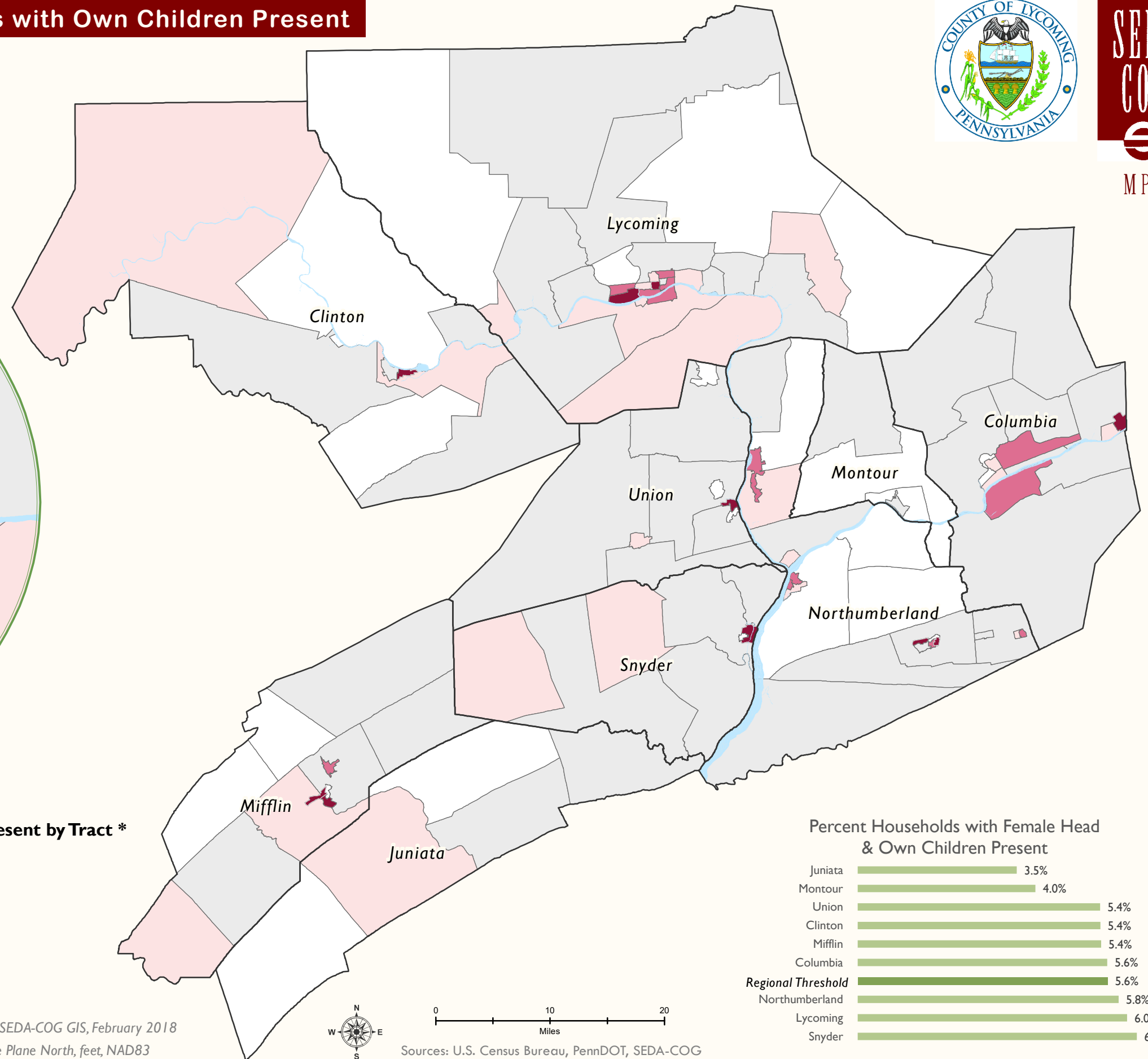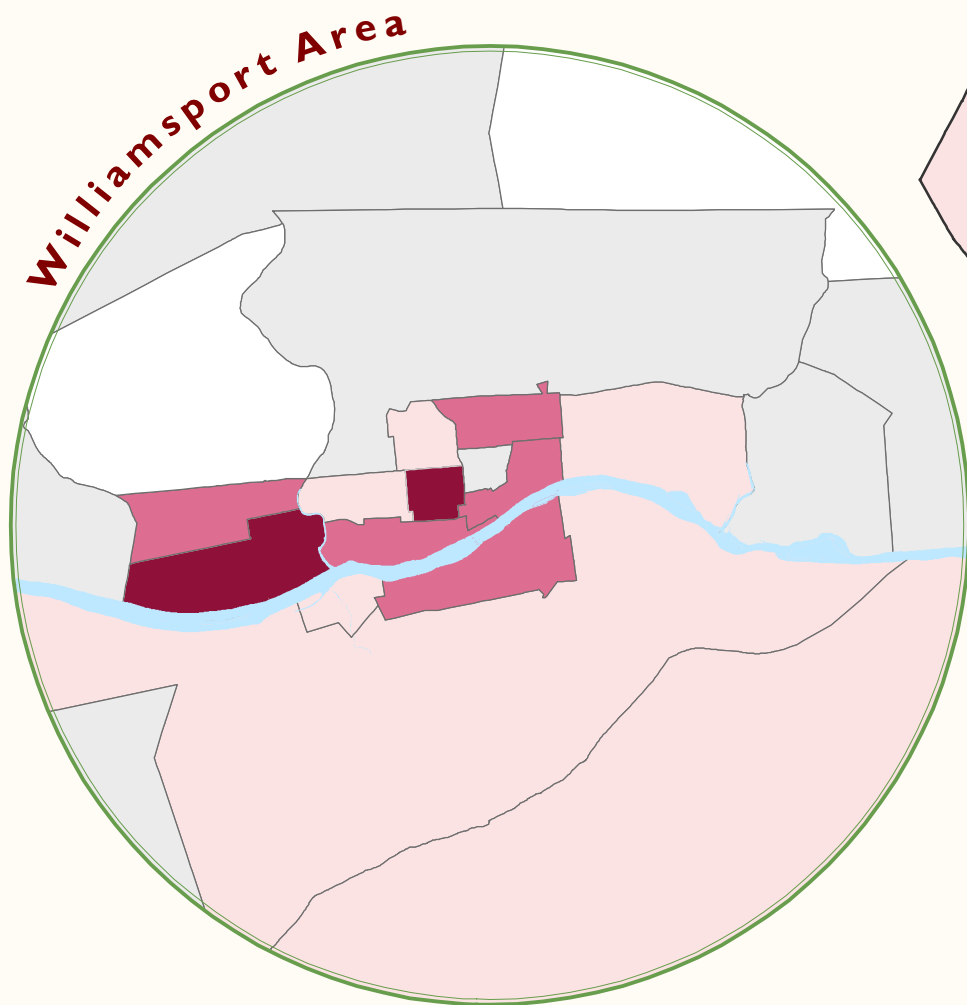
County Boundary

Percent Households with Female Head & Own Children Present by Tract *
ACS 5-Year Estimates (2012-2016)

- 0 - 2.7
- 2.8 - 5.5 — *Regional Threshold: 5.6%*
- 5.6 - 8.3
- 8.4 - 11.1
- 11.2 - 100

* *No husband present, children under 18 years.*

Margins of Error may be large due to small sample size in the ACS.

Mapping by SEDA-COG GIS, February 2018

PA State Plane North, feet, NAD83

Sources: U.S. Census Bureau, PennDOT, SEDA-COG

Lycoming

Clinton

Columbia

Montour

Union

Northumberland

Snyder

Mifflin

Juniata

N W E S

0   10   20
Miles

Percent Households with Female Head & Own Children Present

Juniata	3.5%
Montour	4.0%
Union	5.4%
Clinton	5.4%
Mifflin	5.4%
Columbia	5.6%
Regional Threshold	5.6%
Northumberland	5.8%
Lycoming	6.0%
Snyder	6.2%
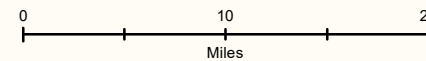
Figure A-7: Population Non-Hispanic Minority
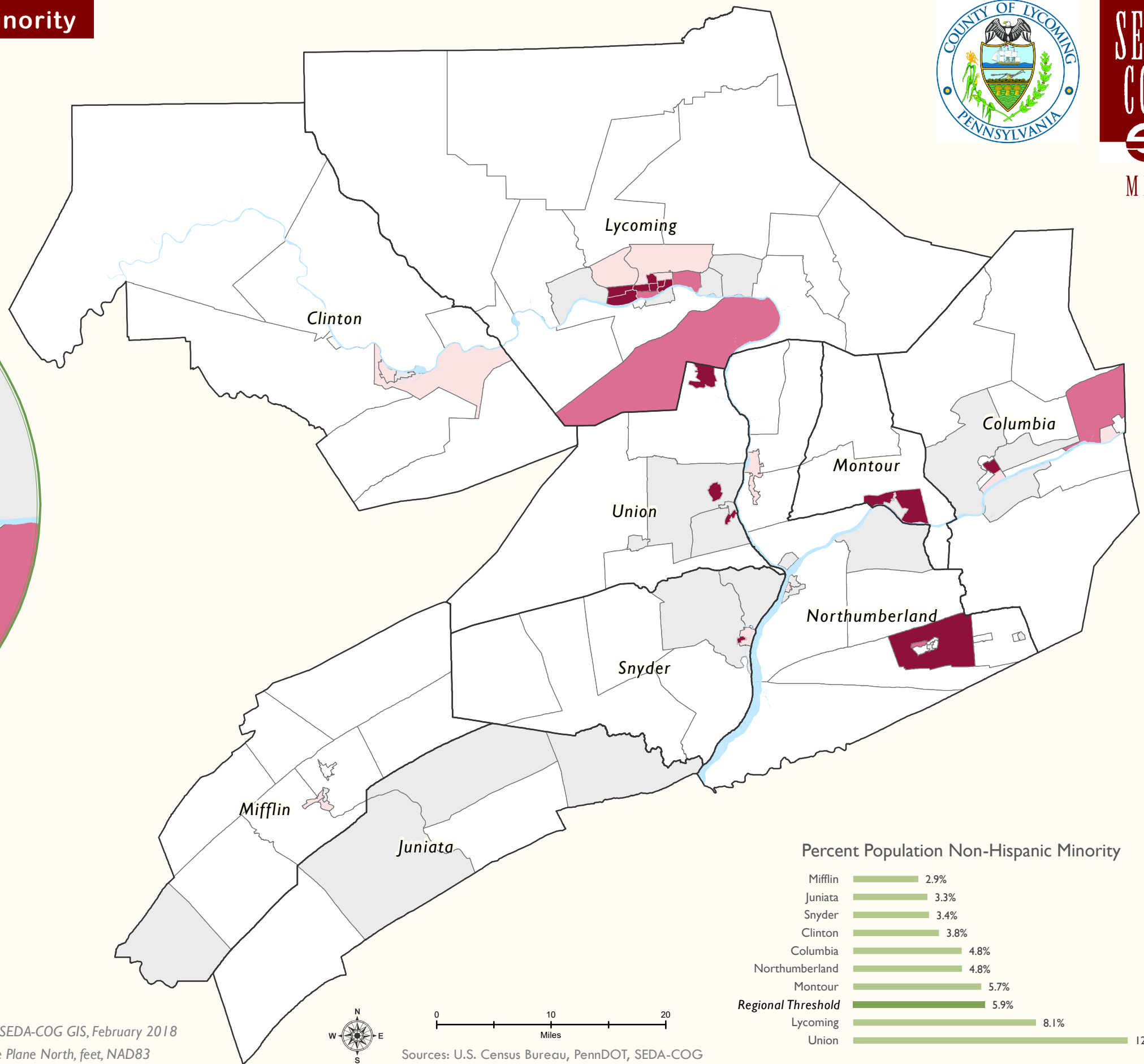
Williamsport Area

County Boundary

Percent Population Non-Hispanic Minority by Tract
ACS 5-Year Estimates (2012-2016)

- 0 - 2.9
- 3.0 - 5.8
- 5.9 - 8.8 — *Regional Threshold: 5.9%*
- 8.9 - 11.7
- 11.8 - 100

Margins of Error may be large due to small sample size in the ACS.

Mapping by SEDA-COG GIS, February 2018

PA State Plane North, feet, NAD83

Sources: U.S. Census Bureau, PennDOT, SEDA-COG

Percent Population Non-Hispanic Minority

County	Percent
Mifflin	2.9%
Juniata	3.3%
Snyder	3.4%
Clinton	3.8%
Columbia	4.8%
Northumberland	4.8%
Montour	5.7%
Regional Threshold	5.9%
Lycoming	8.1%
Union	12.2%

Figure A-8: Population Hispanic or Latino (any race)

Williamsport Area

Lycoming

Clinton

Columbia

Montour

Union

Northumberland

Snyder

Mifflin

Juniata
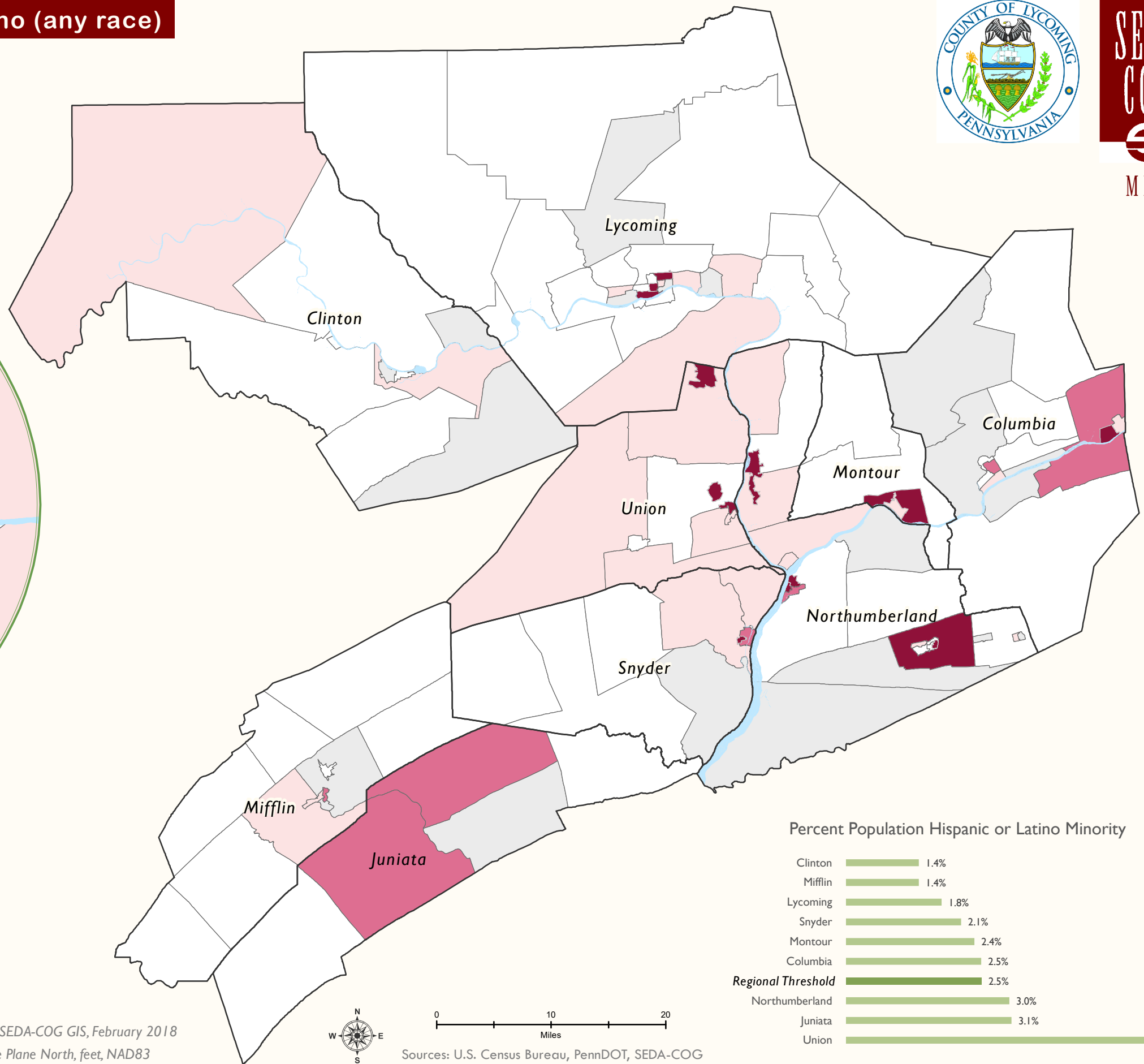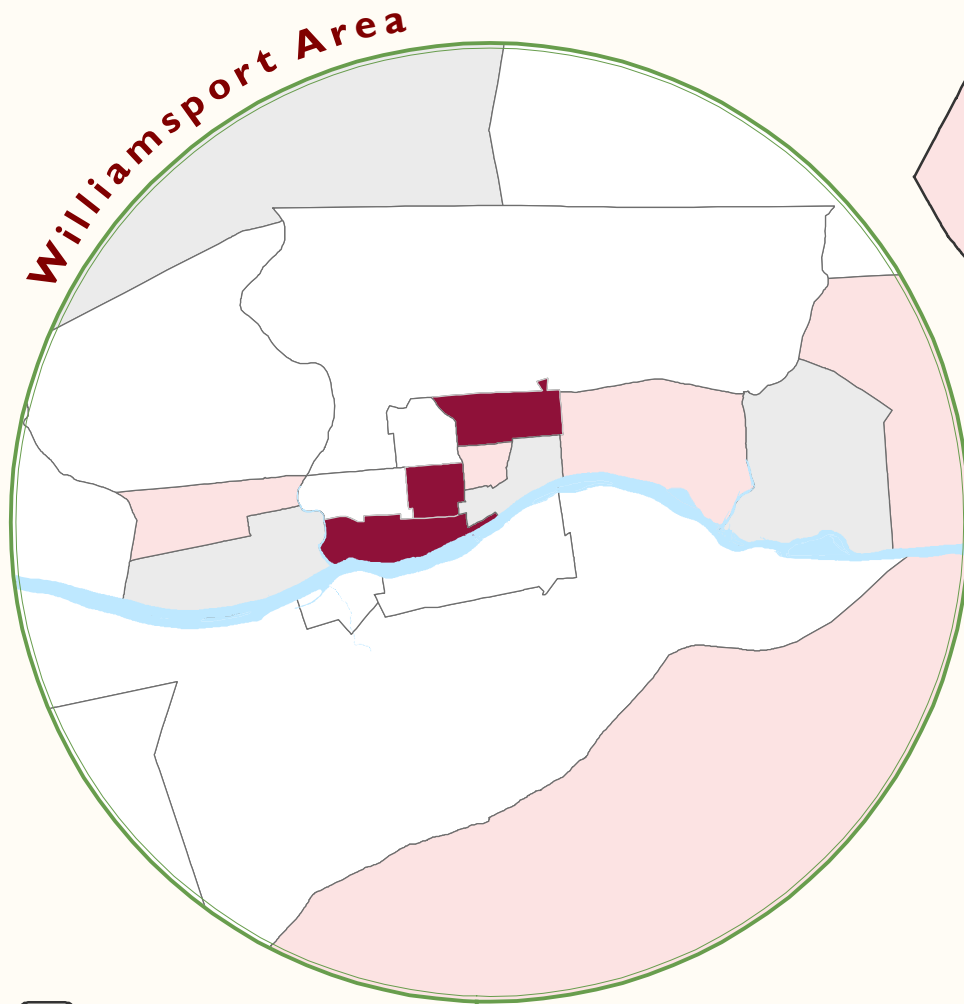
County Boundary

Percent Population Hispanic or Latino (any race) by Tract *
ACS 5-Year Estimates (2012-2016)

☐	0 - 1.2
☐	1.3 - 2.4 *Regional Threshold: 2.5%*
☐	2.5 - 3.7
☐	3.8 - 4.9
☐	5.0 - 100
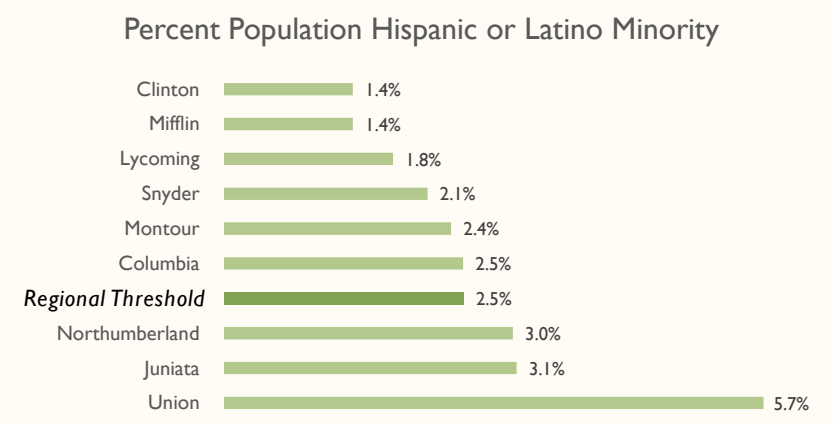
* Hispanic is an ethnicity, not a racial category.
  Persons of Hispanic origin can be of any race.

  Margins of Error may be large due to small sample size in the ACS.

Mapping by SEDA-COG GIS, February 2018

PA State Plane North, feet, NAD83

Sources: U.S. Census Bureau, PennDOT, SEDA-COG

SEDA COG MPO

Percent Population Hispanic or Latino Minority

Clinton	1.4%
Mifflin	1.4%
Lycoming	1.8%
Snyder	2.1%
Montour	2.4%
Columbia	2.5%
Regional Threshold	2.5%
Northumberland	3.0%
Juniata	3.1%
Union	5.7%

N
W   E
S

0   10   20
Miles
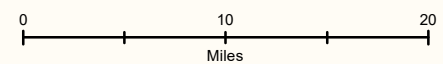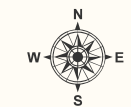
Figure A-9: Population with Limited English Proficiency

Williamsport Area

County of Lycoming Pennsylvania

SEDA-COG MPO

Legend

County Boundary

Percent Population with Limited English Proficiency by Tract *
ACS 5-Year Estimates (2012-2016)

- 0 - 0.9
- 1.0 - 1.9 — Regional Threshold: 2.0%
- 2.0 - 2.9
- 3.0 - 3.9
- 4.0 - 100
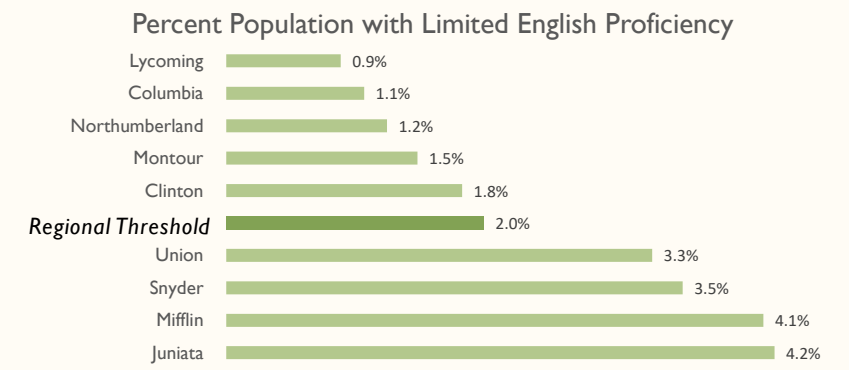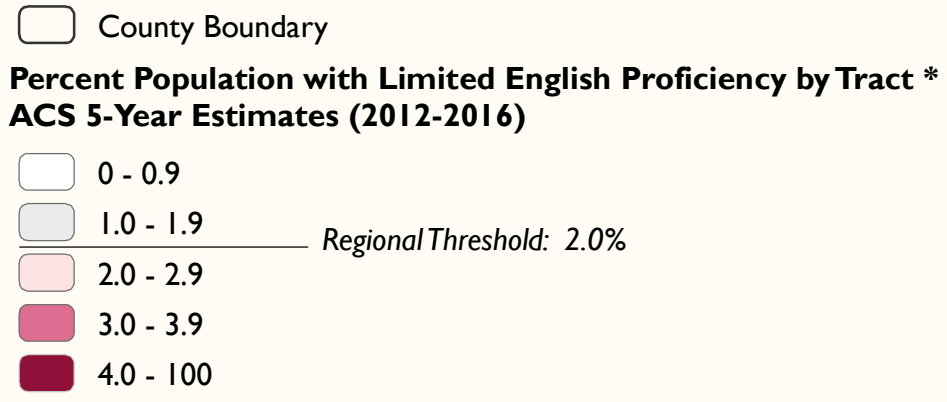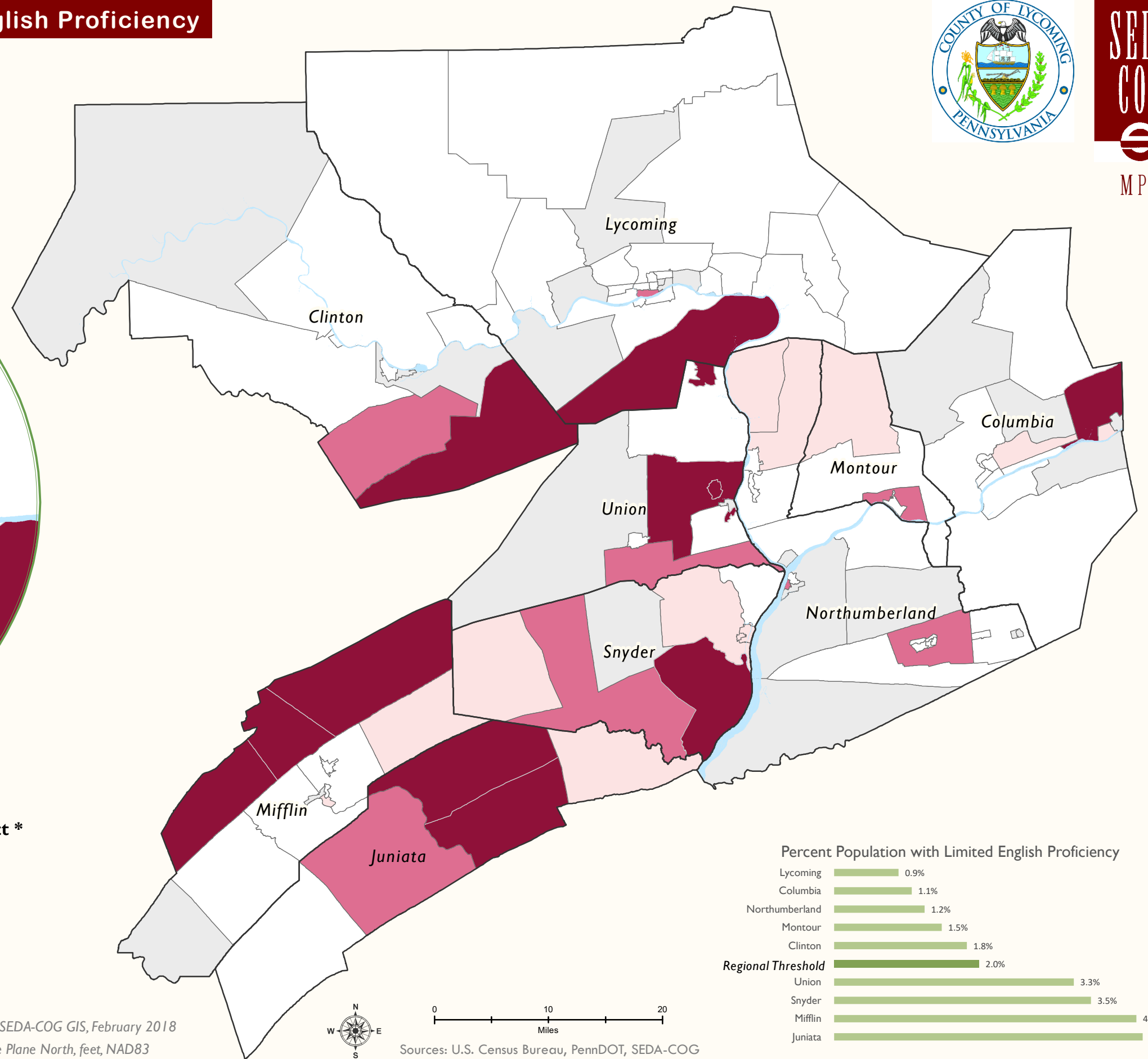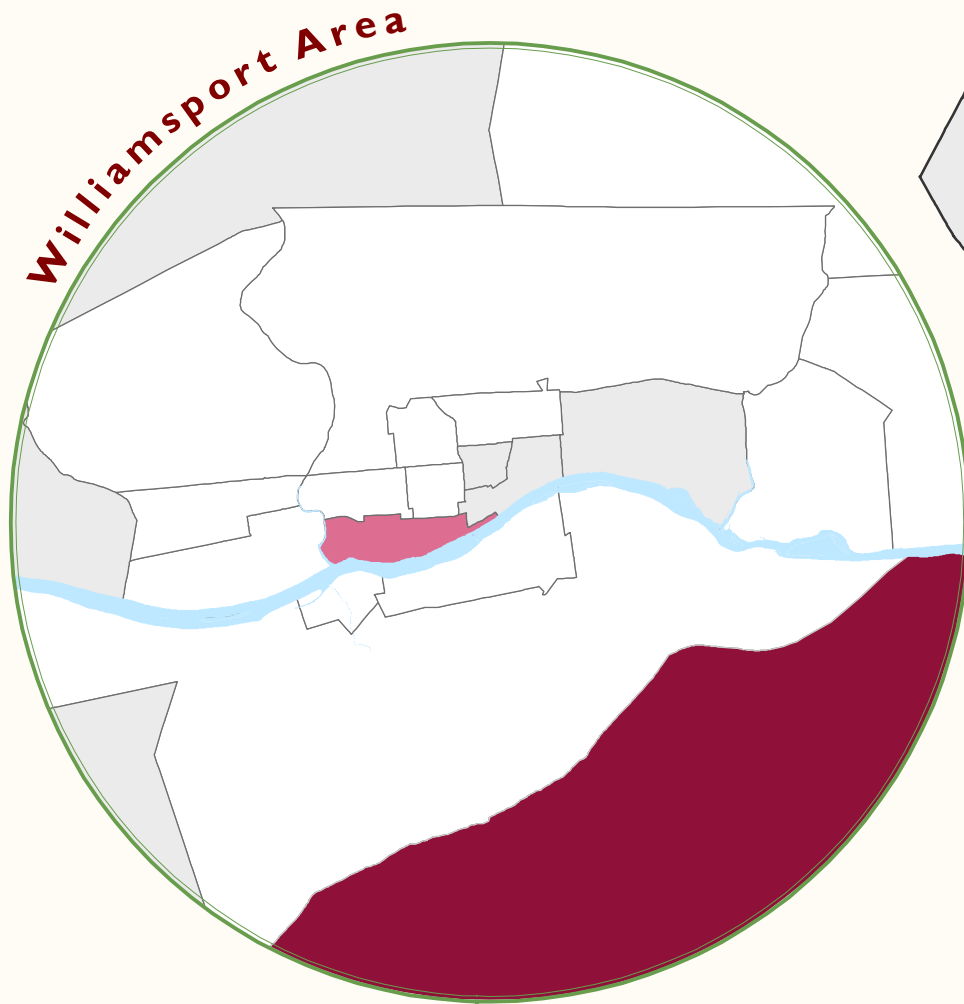
* Population 5 years and older.

Margins of Error may be large due to small sample size in the ACS.

Mapping by SEDA-COG GIS, February 2018

PA State Plane North, feet, NAD83

Sources: U.S. Census Bureau, PennDOT, SEDA-COG

County labels on map

Lycoming, Clinton, Columbia, Montour, Union, Northumberland, Snyder, Mifflin, Juniata

Percent Population with Limited English Proficiency (bar chart)

County	Percent
Lycoming	0.9%
Columbia	1.1%
Northumberland	1.2%
Montour	1.5%
Clinton	1.8%
Regional Threshold	2.0%
Union	3.3%
Snyder	3.5%
Mifflin	4.1%
Juniata	4.2%

Scale: 0 10 20 Miles

Appendix B – Resident Survey Results

Q1 Does your household have access to a car or other vehicle that is running, licensed, and insured?

Answered: 517   Skipped: 2
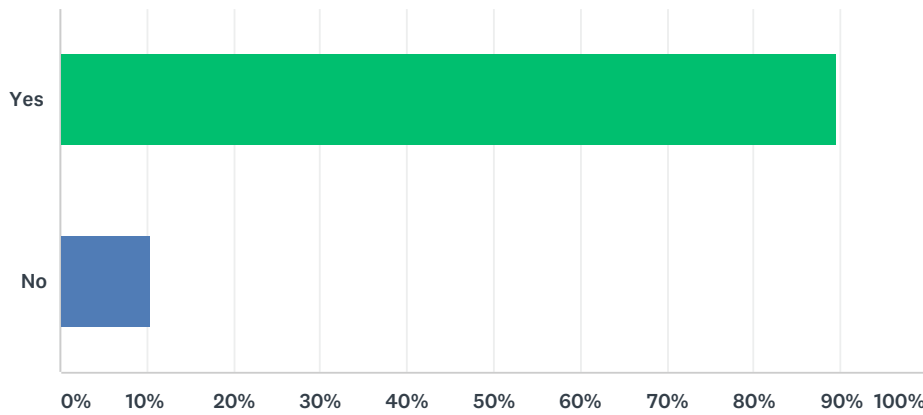
ANSWER CHOICES	RESPONSES	
Yes	89.56%	463
No	10.44%	54
TOTAL		517

Q2 For the majority of your local trips, how do you travel? Select only one.

Answered: 517　　　Skipped: 2
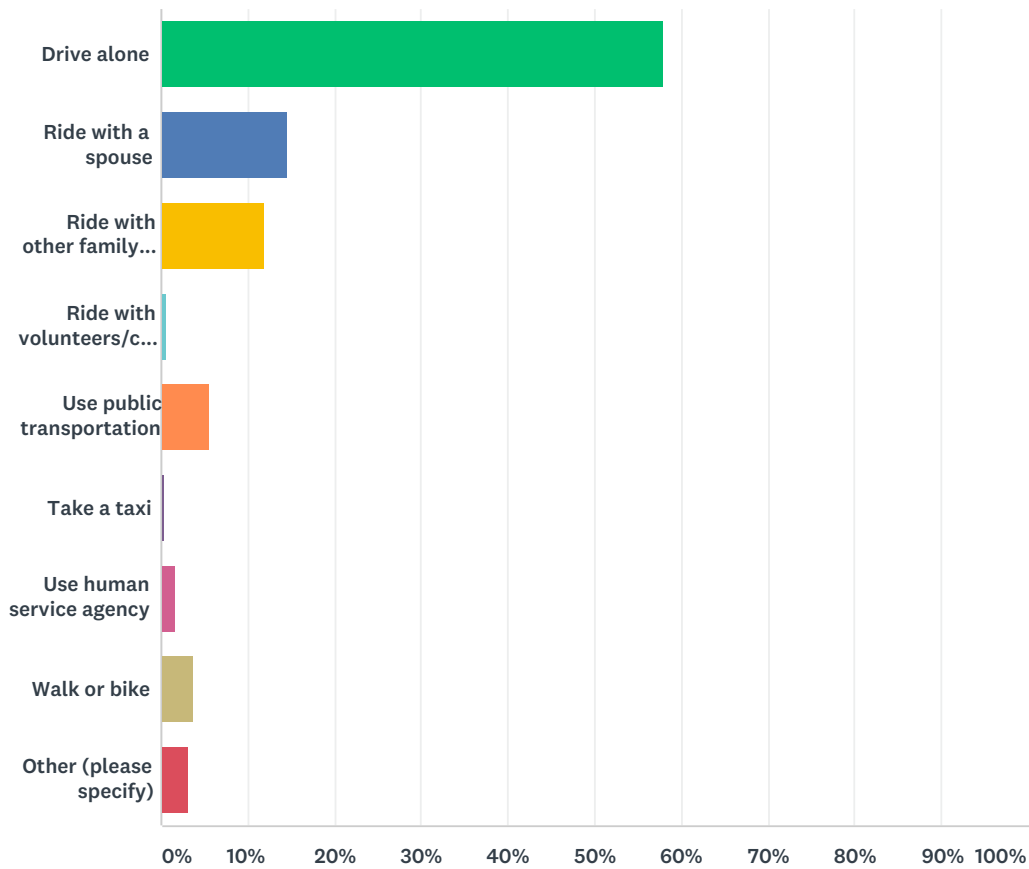
ANSWER CHOICES	RESPONSES	
Drive alone	58.03%	300
Ride with a spouse	14.70%	76
Ride with other family members	11.99%	62
Ride with volunteers/carpool	0.58%	3
Use public transportation	5.61%	29
Take a taxi	0.39%	2
Use human service agency	1.74%	9
Walk or bike	3.87%	20
Other (please specify)	3.09%	16
TOTAL		517

Q3 What kinds of transportation services are available in your neighborhood? Select all that apply.

Answered: 497   Skipped: 22
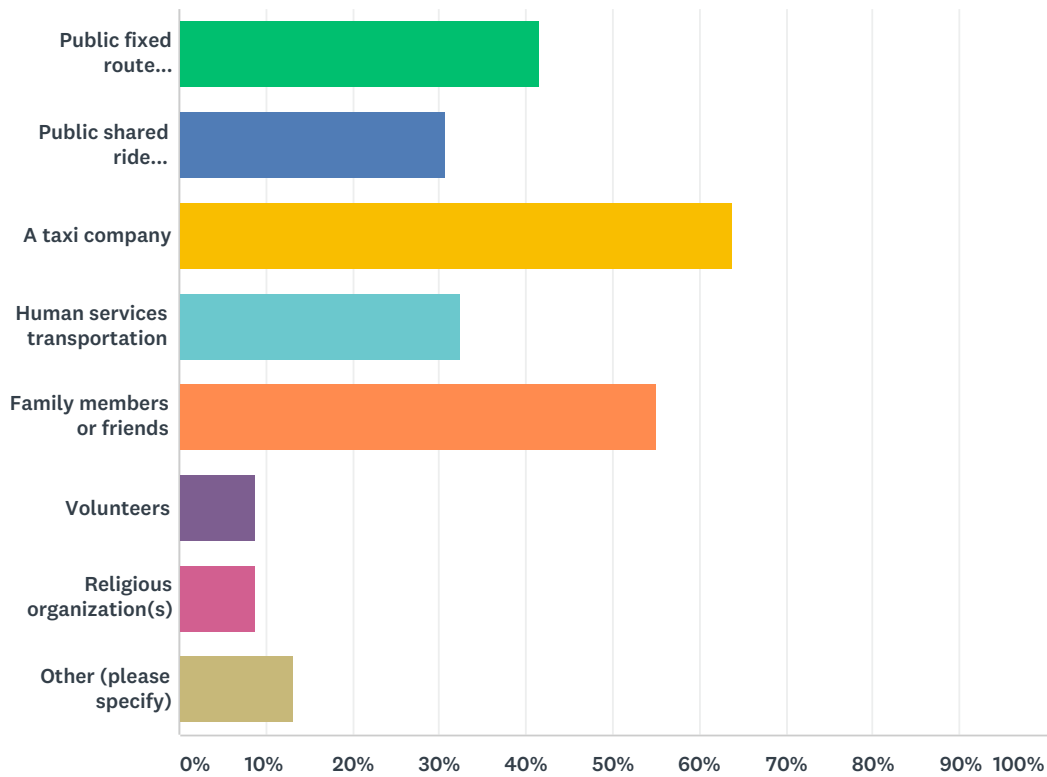
ANSWER CHOICES	RESPONSES	
Public fixed route transportation	41.65%	207
Public shared ride transportation	30.78%	153
A taxi company	63.78%	317
Human services transportation	32.39%	161
Family members or friends	54.93%	273
Volunteers	8.85%	44
Religious organization(s)	8.85%	44
Other (please specify)	13.08%	65
Total Respondents: 497		

Q4 If you use transportation services, which do you use? Select all that you use.

Answered: 226   Skipped: 293
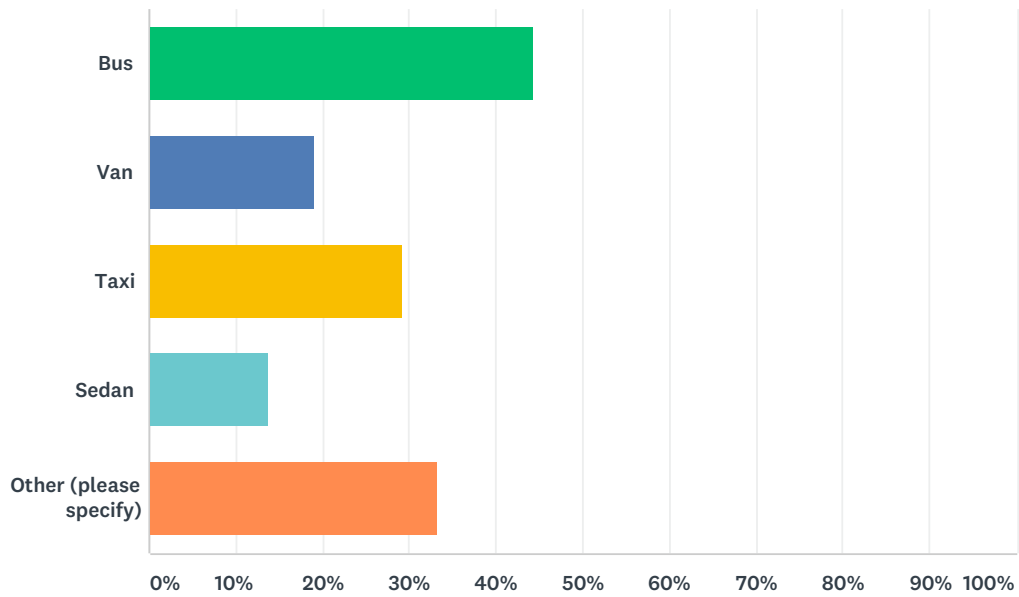
ANSWER CHOICES	RESPONSES	
Bus	44.25%	100
Van	19.03%	43
Taxi	29.20%	66
Sedan	13.72%	31
Other (please specify)	33.19%	75
Total Respondents: 226		

Q5 If you use transportation services, how often do you use it? Select only one.

Answered: 240   Skipped: 279
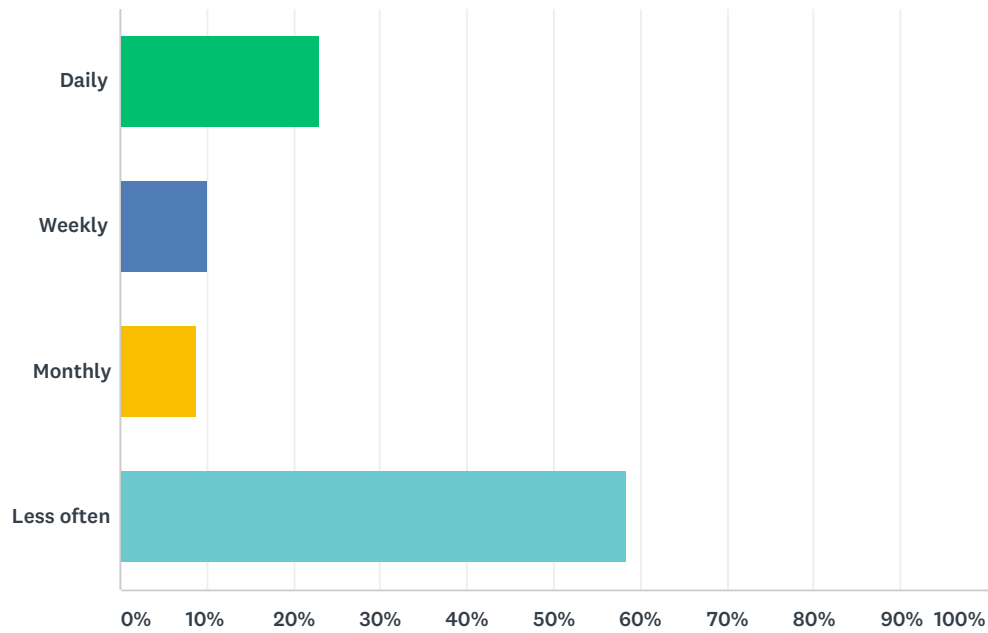
ANSWER CHOICES	RESPONSES	
Daily	22.92%	55
Weekly	10.00%	24
Monthly	8.75%	21
Less often	58.33%	140
TOTAL		240

Q6 Are there trips you would like to make, but cannot due to lack of transportation?

Answered: 485　　　Skipped: 34
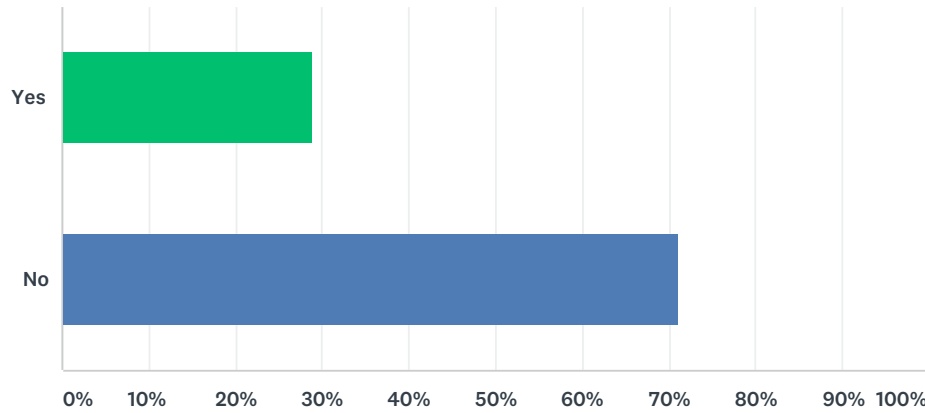
ANSWER CHOICES	RESPONSES	
Yes	28.87%	140
No	71.13%	345
TOTAL		485

Q7 How do you view transportation services in your community?

Answered: 506   Skipped: 13
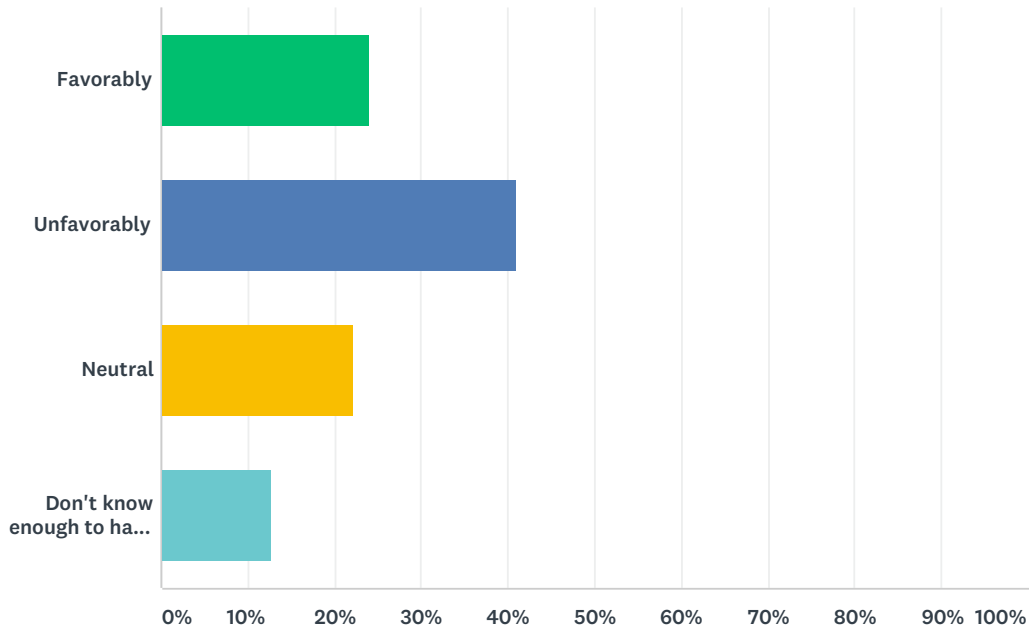
ANSWER CHOICES	RESPONSES	
Favorably	24.11%	122
Unfavorably	40.91%	207
Neutral	22.13%	112
Don't know enough to have an opinion	12.85%	65
TOTAL		506

Q8 Have you ever lived in a different community where transportation services were widely available?

Answered: 507   Skipped: 12
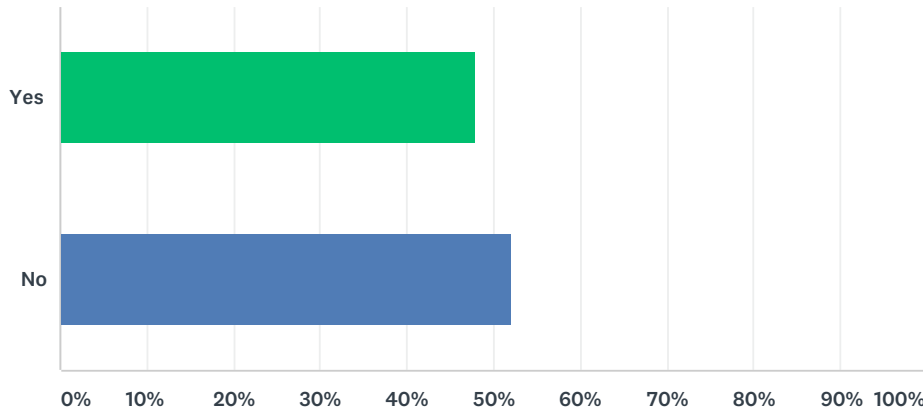
ANSWER CHOICES	RESPONSES	
Yes	47.93%	243
No	52.07%	264
TOTAL		507

Q9 If you answered yes to question 8, did you use the transportation services?

Answered: 281   Skipped: 238
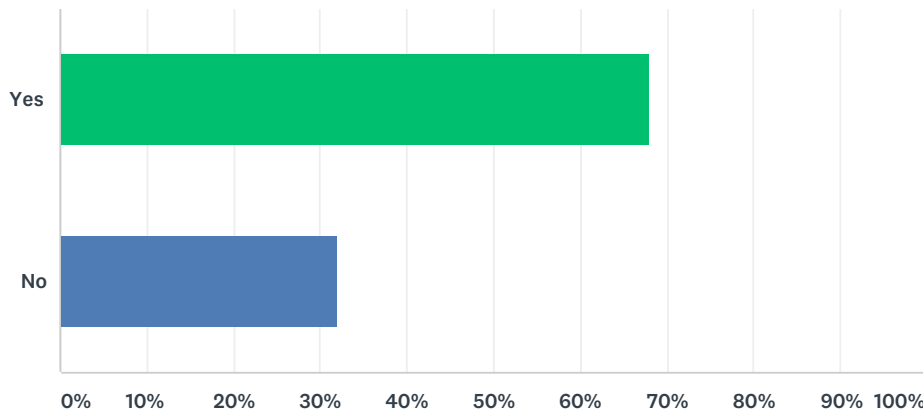
ANSWER CHOICES	RESPONSES	
Yes	67.97%	191
No	32.03%	90
TOTAL		281

Q10 In the last six months, have any household members missed any of the following due to a lack of transportation? Select all that apply.

Answered: 170   Skipped: 349
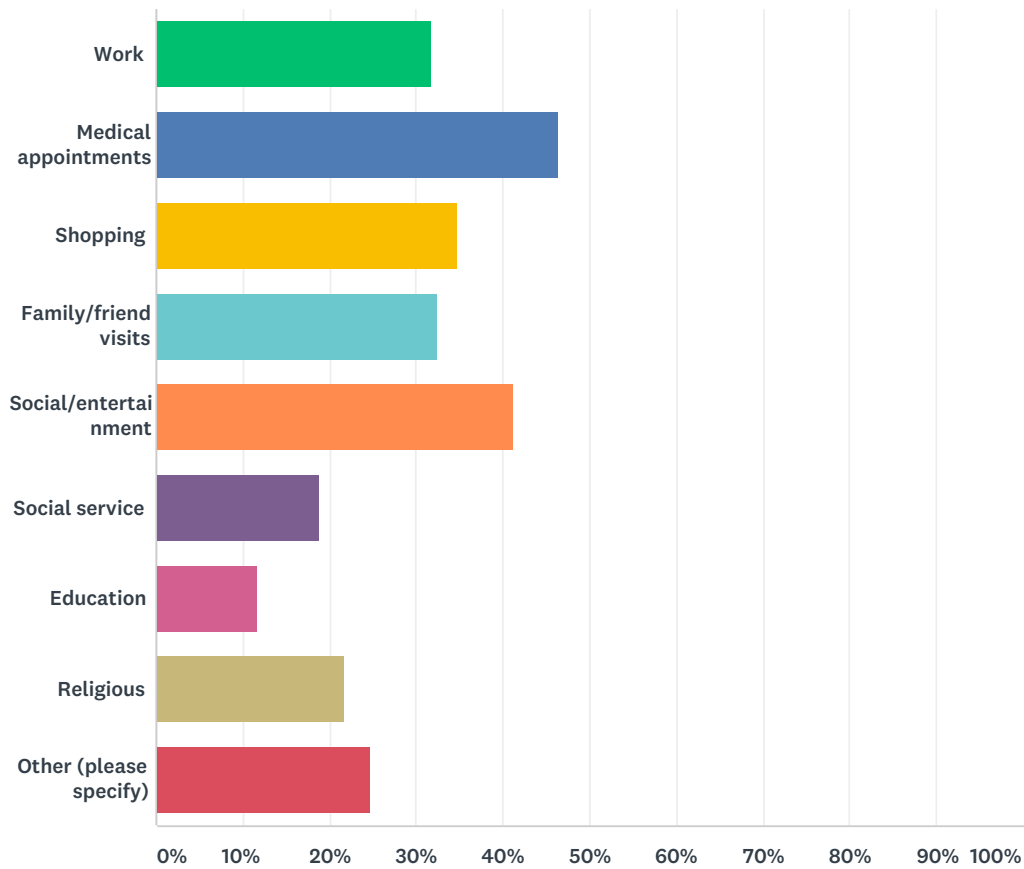
ANSWER CHOICES	RESPONSES	
Work	31.76%	54
Medical appointments	46.47%	79
Shopping	34.71%	59
Family/friend visits	32.35%	55
Social/entertainment	41.18%	70
Social service	18.82%	32
Education	11.76%	20
Religious	21.76%	37
Other (please specify)	24.71%	42
Total Respondents: 170		

Q11 If you use or were to use transportation services, where do you or would you go? Select all that apply.

Answered: 400   Skipped: 119
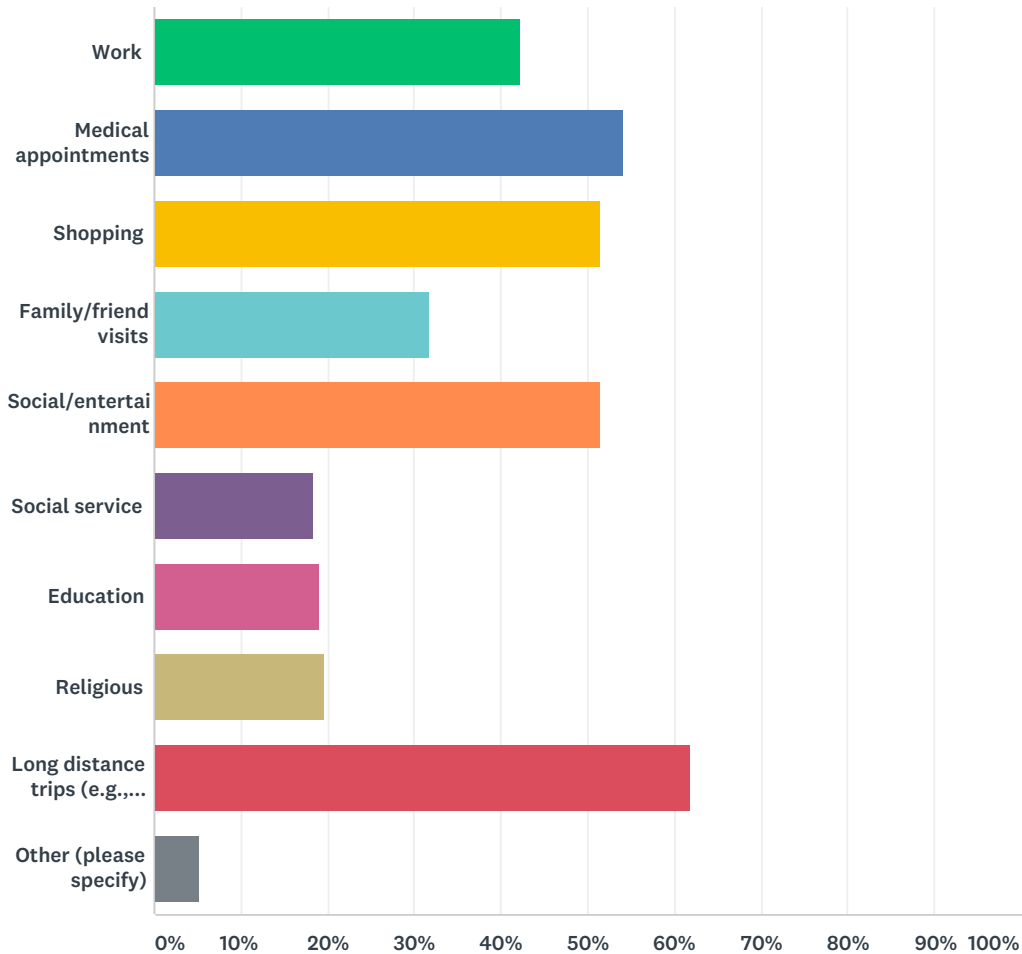
ANSWER CHOICES	RESPONSES	
Work	42.25%	169
Medical appointments	54.25%	217
Shopping	51.50%	206
Family/friend visits	31.75%	127
Social/entertainment	51.50%	206
Social service	18.50%	74
Education	19.00%	76
Religious	19.75%	79
Long distance trips (e.g., to airports)	62.00%	248
Other (please specify)	5.25%	21

Total Respondents: 400

Q12 If you already use or were to use transportation services, when would you need it? Select all that apply.

Answered: 361   Skipped: 158
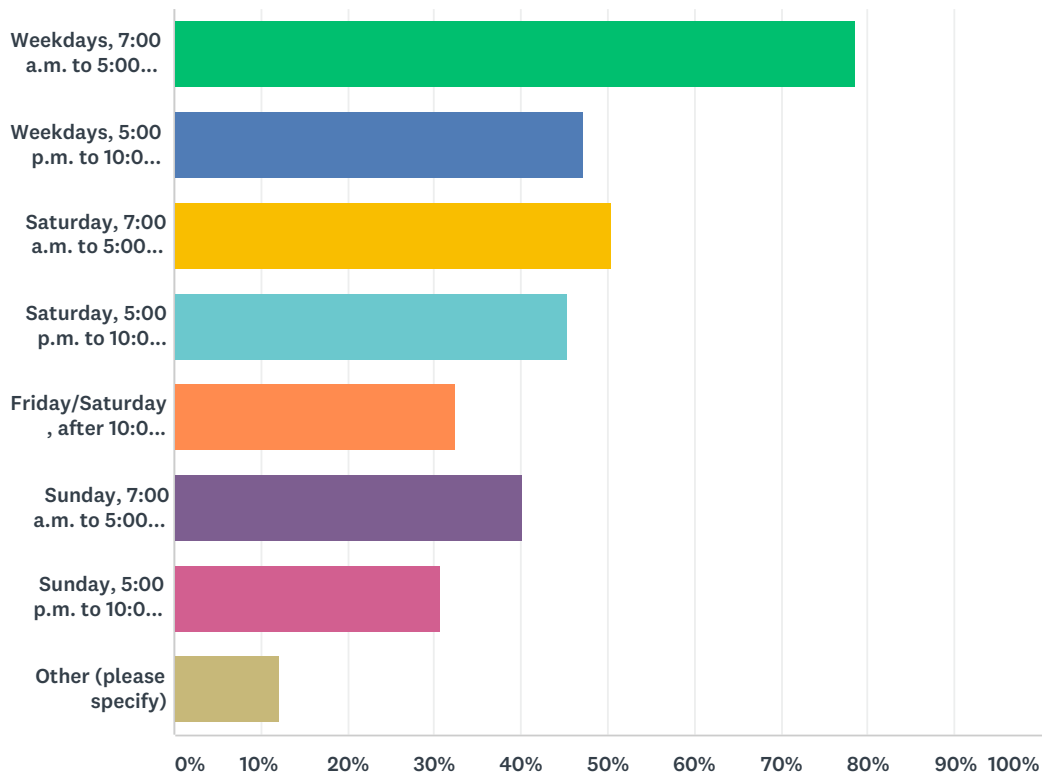
ANSWER CHOICES	RESPONSES	
Weekdays, 7:00 a.m. to 5:00 p.m.	78.67%	284
Weekdays, 5:00 p.m. to 10:00 p.m.	47.37%	171
Saturday, 7:00 a.m. to 5:00 p.m.	50.42%	182
Saturday, 5:00 p.m. to 10:00 p.m.	45.43%	164
Friday/Saturday, after 10:00 p.m.	32.41%	117
Sunday, 7:00 a.m. to 5:00 p.m.	40.17%	145
Sunday, 5:00 p.m. to 10:00 p.m.	30.75%	111
Other (please specify)	12.19%	44
Total Respondents: 361		

Q13 If available, which of the following would you use? Select all that apply.

Answered: 381   Skipped: 138
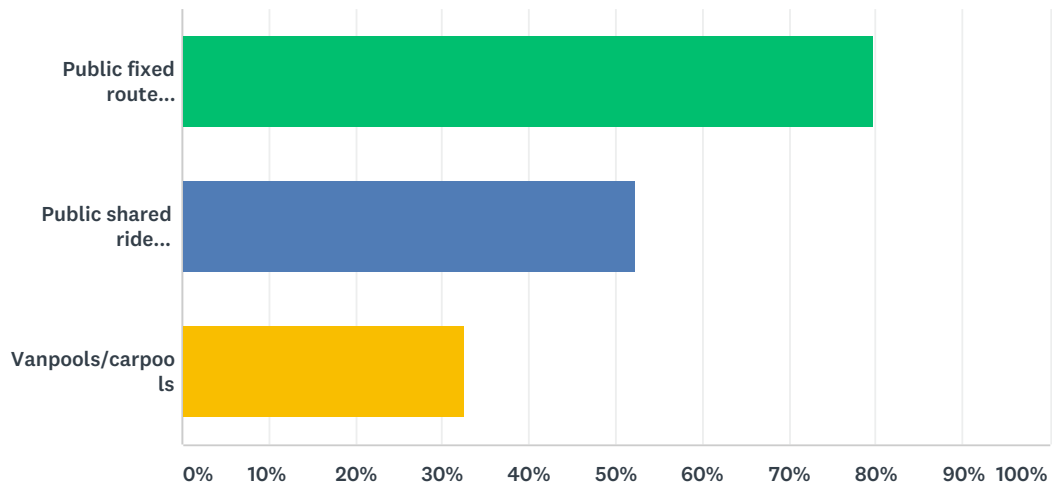
ANSWER CHOICES	RESPONSES	
Public fixed route transportation	79.79%	304
Public shared ride transportation	52.23%	199
Vanpools/carpools	32.55%	124
Total Respondents: 381		

Q14 If you've never used or no longer use transportation services, please tell us why. Select all that apply.

Answered: 362   Skipped: 157
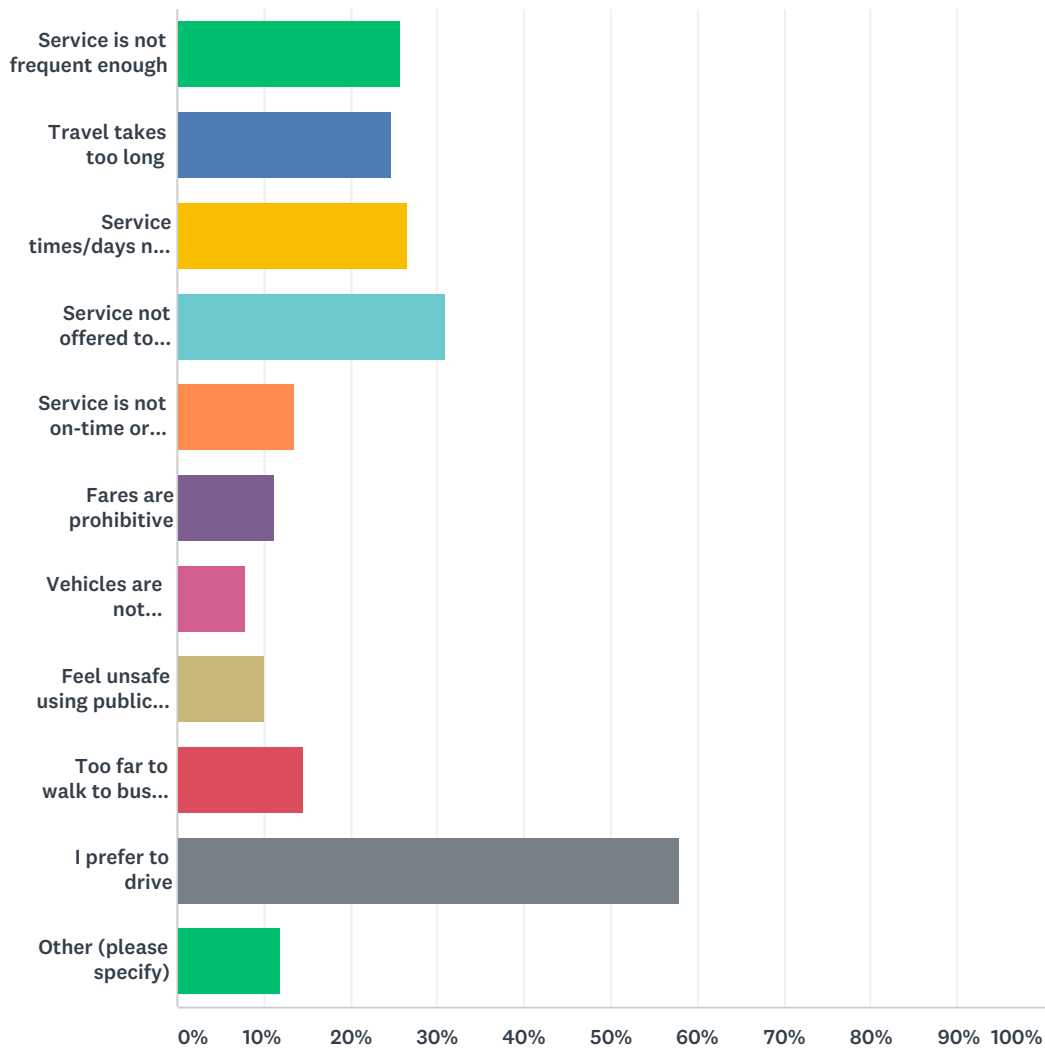
ANSWER CHOICES	RESPONSES	
Service is not frequent enough	25.69%	93
Travel takes too long	24.59%	89
Service times/days not convenient	26.52%	96
Service not offered to needed sites	30.94%	112
Service is not on-time or reliable	13.54%	49
Fares are prohibitive	11.33%	41
Vehicles are not clean/comfortable	8.01%	29
Feel unsafe using public transportation	9.94%	36
Too far to walk to bus stop	14.64%	53

I prefer to drive	58.01%	210
Other (please specify)	11.88%	43
Total Respondents: 362		

Q15 How do you think the current funding level for public transportation services in your community should change over the next five years?

Answered: 443   Skipped: 76
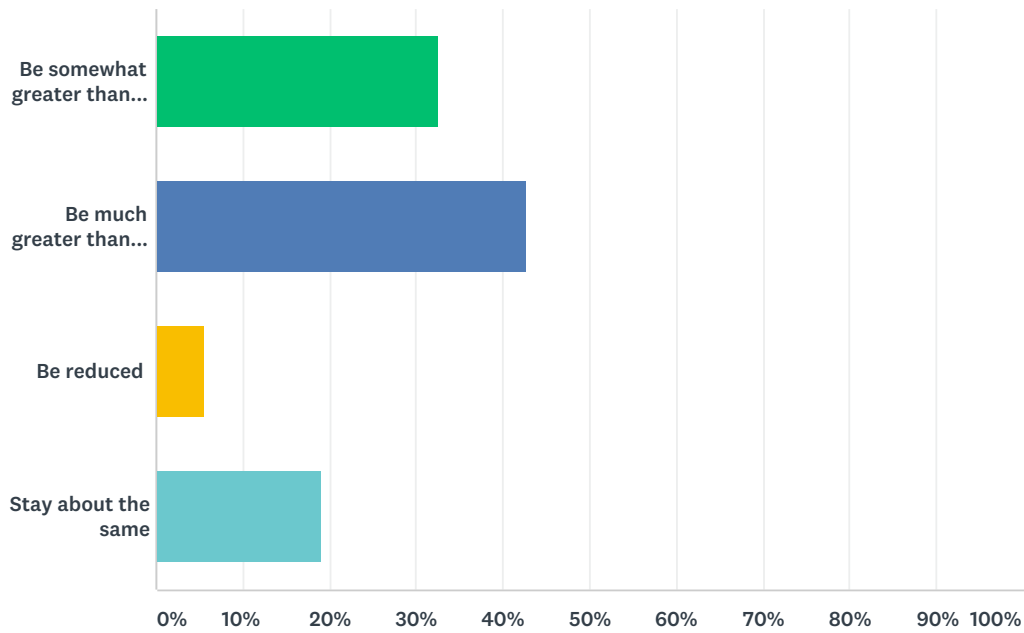
ANSWER CHOICES	RESPONSES	
Be somewhat greater than currently	32.73%	145
Be much greater than currently	42.66%	189
Be reduced	5.64%	25
Stay about the same	18.96%	84
TOTAL		443

Q16 Starting up new public transportation services requires additional investments. Which of the following sources do you consider acceptable for investing in new public transportation services? Select all that apply.

Answered: 442   Skipped: 77
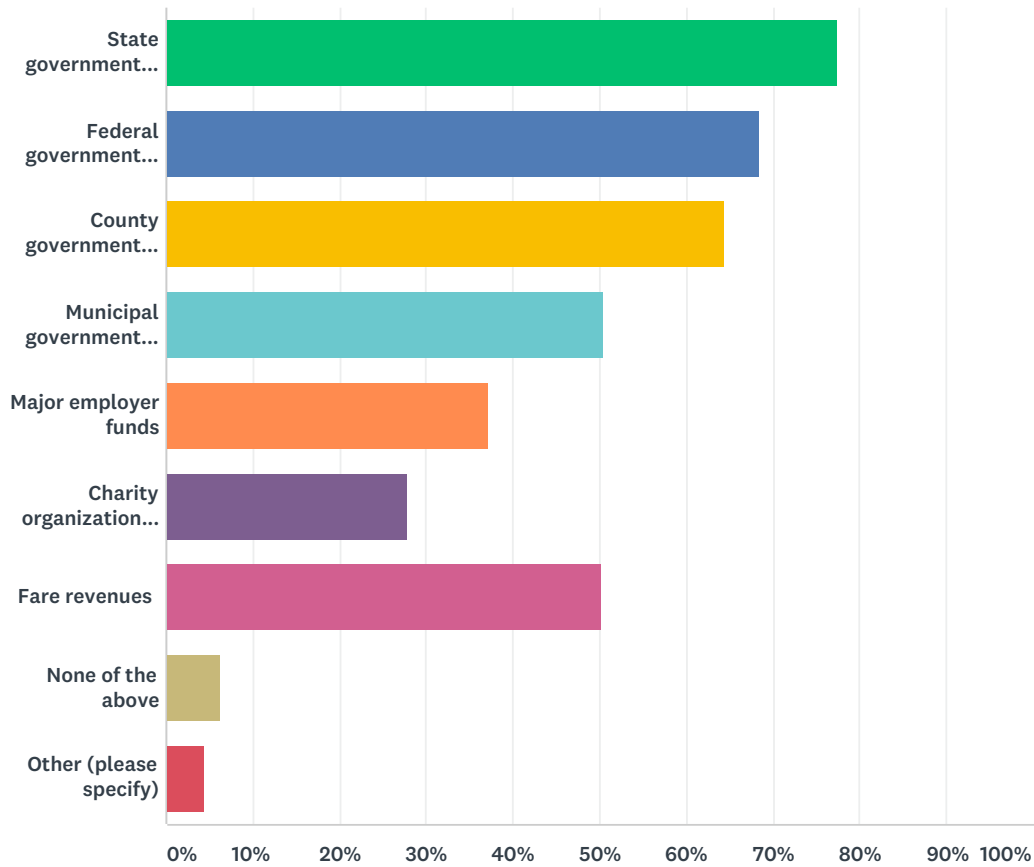
ANSWER CHOICES	RESPONSES	
State government funds	77.38%	342
Federal government funds	68.33%	302
County government funds	64.48%	285
Municipal government funds	50.45%	223
Major employer funds	37.33%	165
Charity organization funds	27.83%	123
Fare revenues	50.23%	222
None of the above	6.33%	28
Other (please specify)	4.30%	19
Total Respondents: 442		

Rate your level of agreement with the following five statements about transportation in your community.

Q17 I am familiar with transportation services that are available.

Answered: 444　　　Skipped: 75
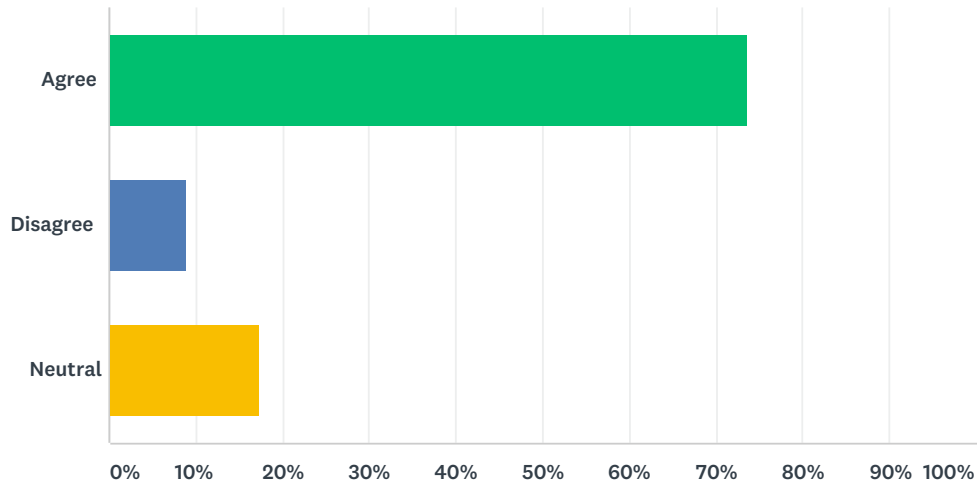
ANSWER CHOICES	RESPONSES	
Agree	73.65%	327
Disagree	9.01%	40
Neutral	17.34%	77
TOTAL		444

Q18 I know where to get information about transportation services, if needed.

Answered: 443   Skipped: 76
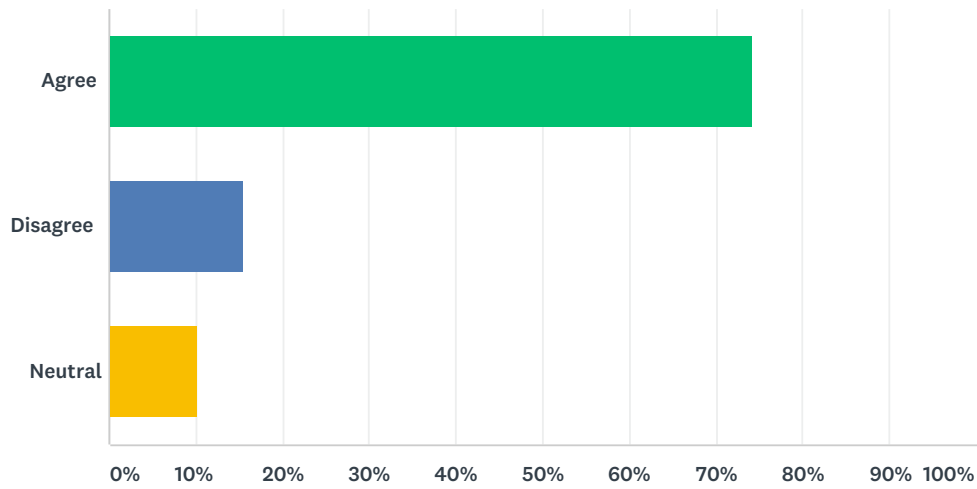
ANSWER CHOICES	RESPONSES	
Agree	74.27%	329
Disagree	15.58%	69
Neutral	10.16%	45
TOTAL		443

Q19 Transportation services are designed to serve people like me.

Answered: 442   Skipped: 77
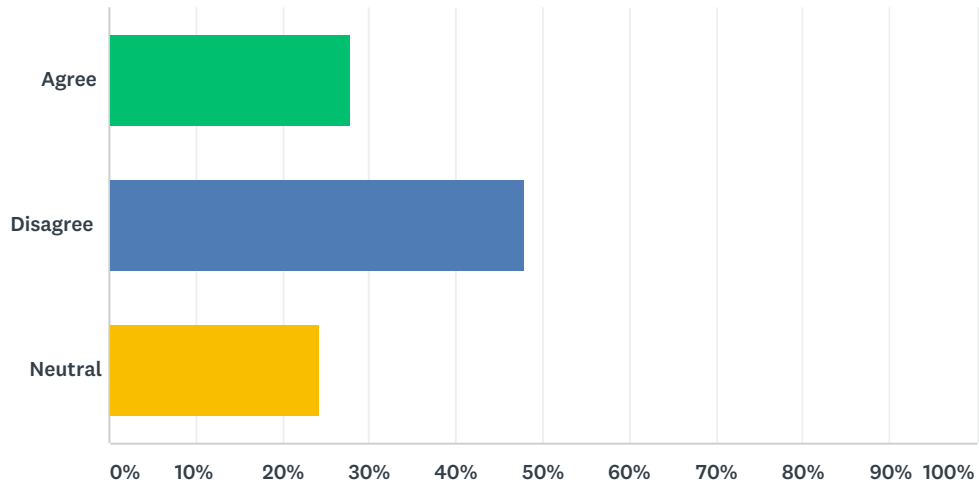
ANSWER CHOICES	RESPONSES	
Agree	27.83%	123
Disagree	47.96%	212
Neutral	24.21%	107
TOTAL		442

Q20 Transportation services are an affordable alternative to driving a car.

Answered: 438   Skipped: 81
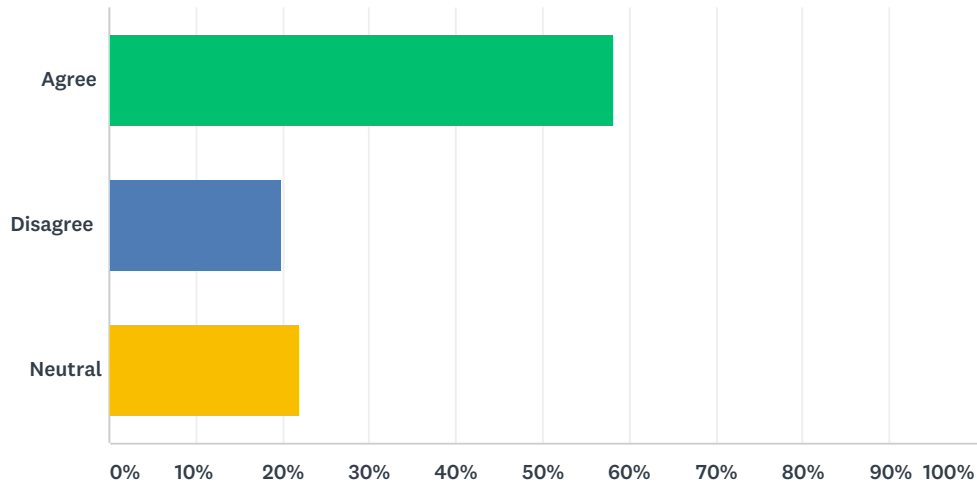
ANSWER CHOICES	RESPONSES	
Agree	58.22%	255
Disagree	19.86%	87
Neutral	21.92%	96
TOTAL		438

Q21 Transportation services are safe to use.

Answered: 442   Skipped: 77
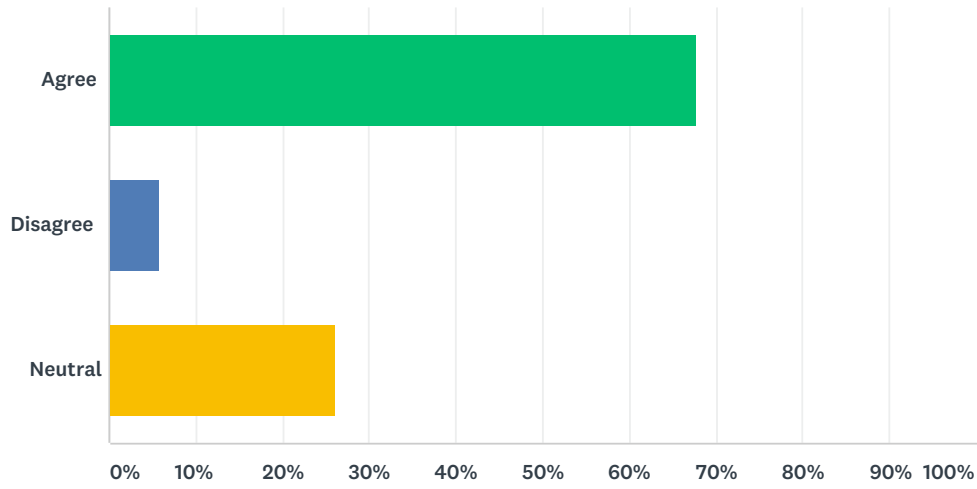
ANSWER CHOICES	RESPONSES	
Agree	67.87%	300
Disagree	5.88%	26
Neutral	26.24%	116
TOTAL		442

Rate the importance of transportation services in your community for the following 7 purposes.

Q22 Provide door-to-door service for people with disabilities and special needs.

Answered: 444   Skipped: 75
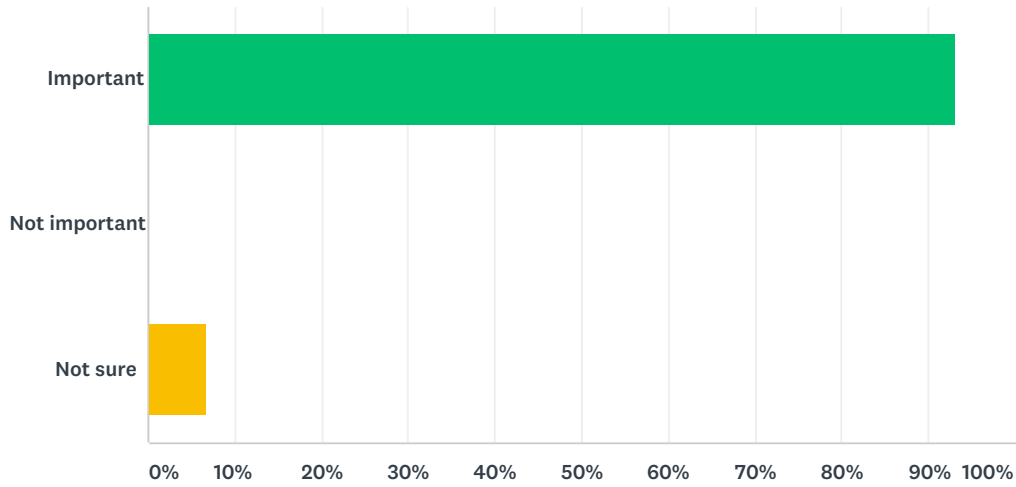
ANSWER CHOICES	RESPONSES	
Important	93.02%	413
Not important	0.23%	1
Not sure	6.76%	30
TOTAL		444

Q23 Help people get to and from work.

Answered: 439   Skipped: 80
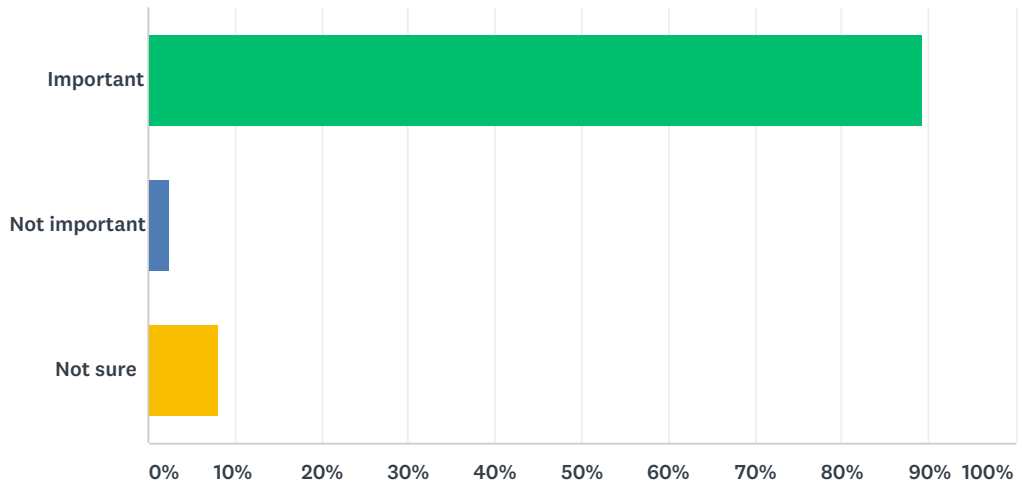
ANSWER CHOICES	RESPONSES	
Important	89.29%	392
Not important	2.51%	11
Not sure	8.20%	36
TOTAL		439

Q24 Help people get to medical appointments, social activities, and other non-work destinations.

Answered: 444   Skipped: 75
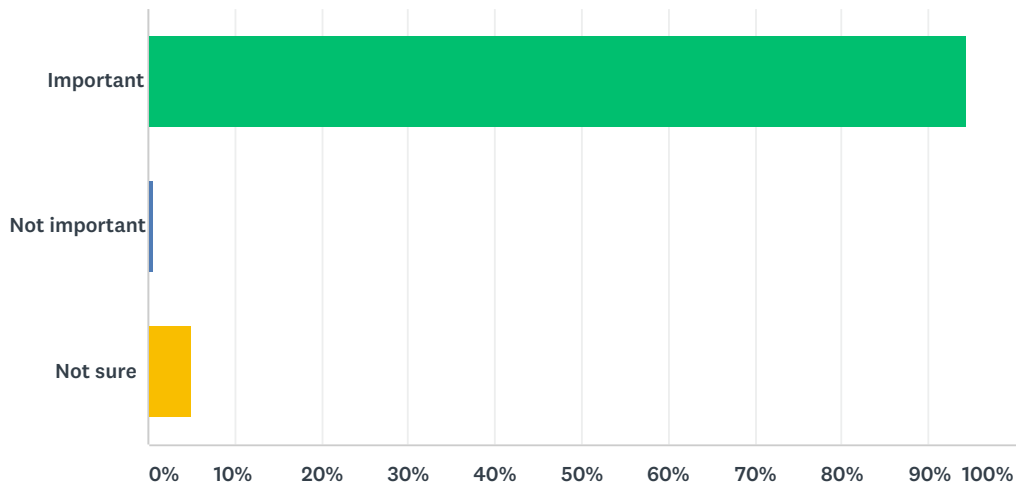
ANSWER CHOICES	RESPONSES	
Important	94.37%	419
Not important	0.68%	3
Not sure	4.95%	22
TOTAL		444

Q25 Offer transportation for people who are unable to drive or afford a vehicle.

Answered: 442   Skipped: 77
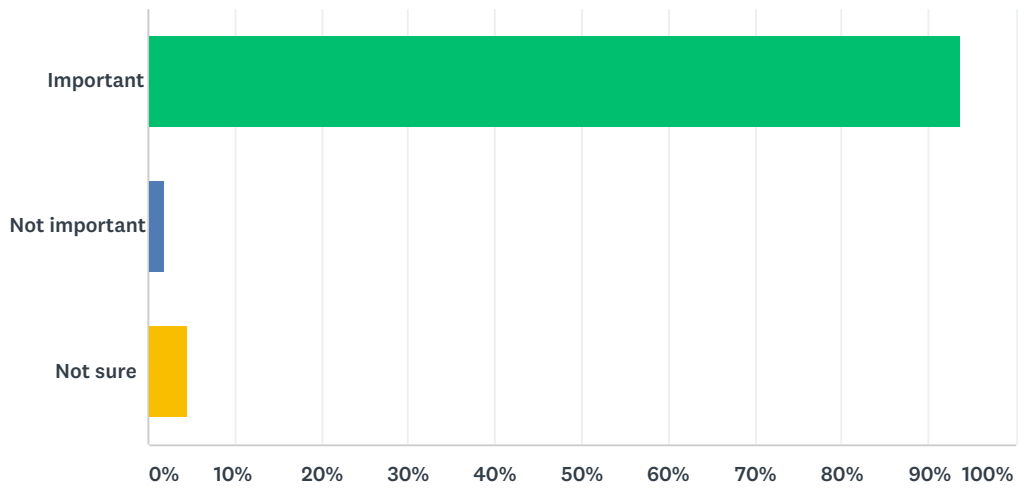
ANSWER CHOICES	RESPONSES	
Important	93.67%	414
Not important	1.81%	8
Not sure	4.52%	20
TOTAL		442

Q26 Help alleviate growing roadway congestion.

Answered: 441   Skipped: 78
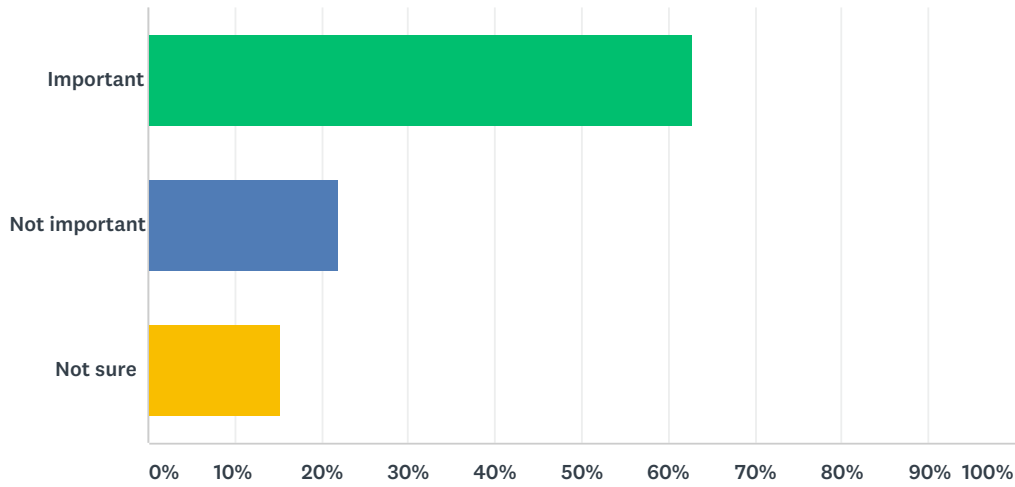
ANSWER CHOICES	RESPONSES	
Important	62.81%	277
Not important	22.00%	97
Not sure	15.19%	67
TOTAL		441

Q27 Help improve air quality (or keep it from getting worse).

Answered: 435   Skipped: 84
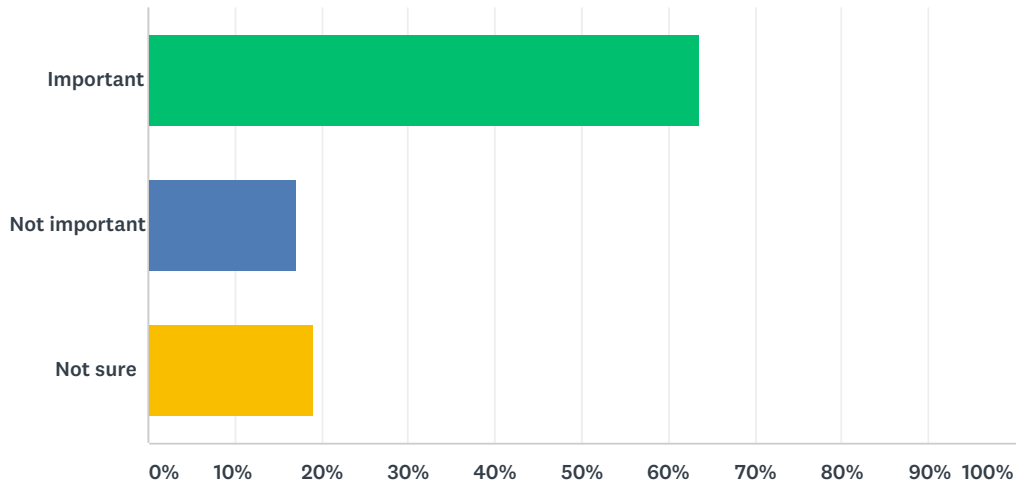
ANSWER CHOICES	RESPONSES	
Important	63.68%	277
Not important	17.24%	75
Not sure	19.08%	83
TOTAL		435

Q28 Help reduce fuel consumption and dependence on importing foreign oil.

Answered: 441   Skipped: 78
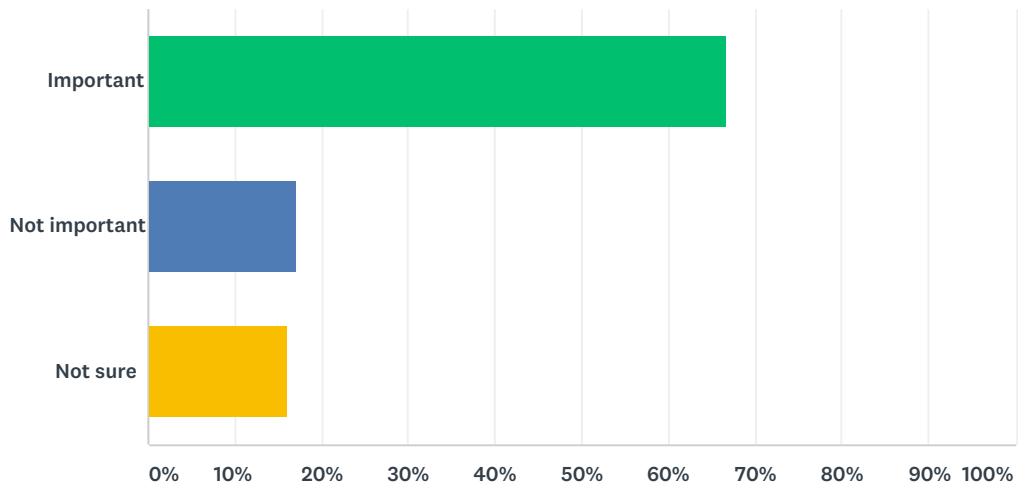
ANSWER CHOICES	RESPONSES	
Important	66.67%	294
Not important	17.23%	76
Not sure	16.10%	71
TOTAL		441

Indicate how likely you or other members of your household would be to use transportation services at least once a week, if....:

Q29 Travel time to work by car increases by 10 minutes or more due to traffic.

Answered: 432   Skipped: 87
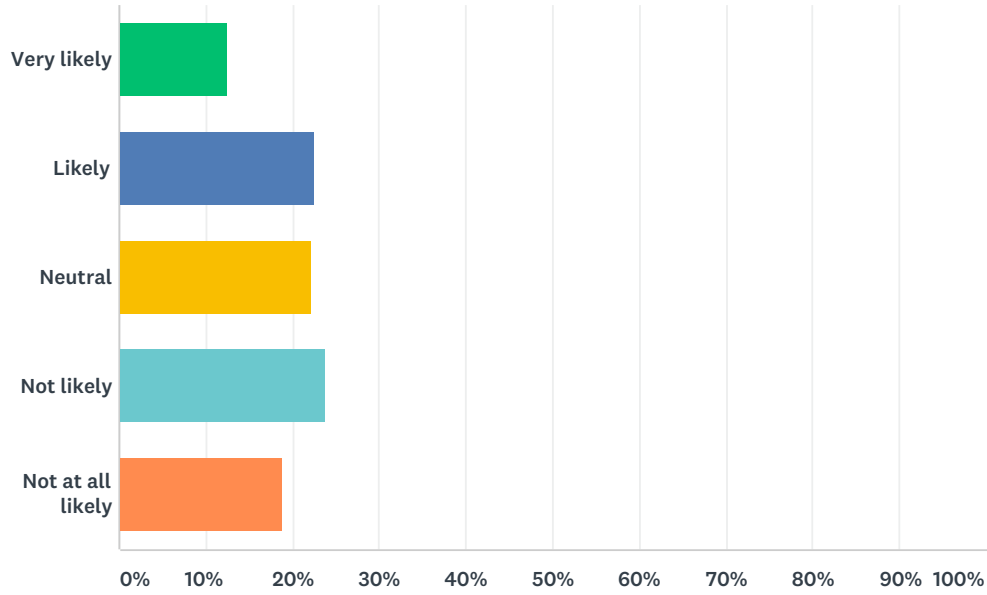
ANSWER CHOICES	RESPONSES	
Very likely	12.50%	54
Likely	22.69%	98
Neutral	22.22%	96
Not likely	23.84%	103
Not at all likely	18.75%	81
TOTAL		432

Q30 The cost of parking/violations increases where you work or travel frequently.

Answered: 433   Skipped: 86
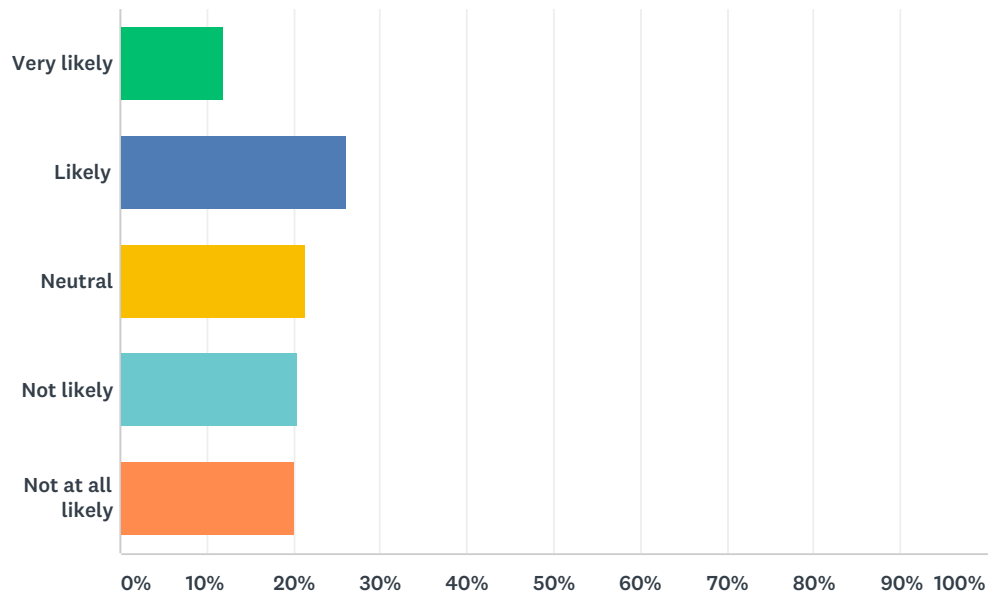
ANSWER CHOICES	RESPONSES	
Very likely	12.01%	52
Likely	26.10%	113
Neutral	21.25%	92
Not likely	20.55%	89
Not at all likely	20.09%	87
TOTAL		433

Q31 The time it takes to find convenient parking increases.

Answered: 432   Skipped: 87
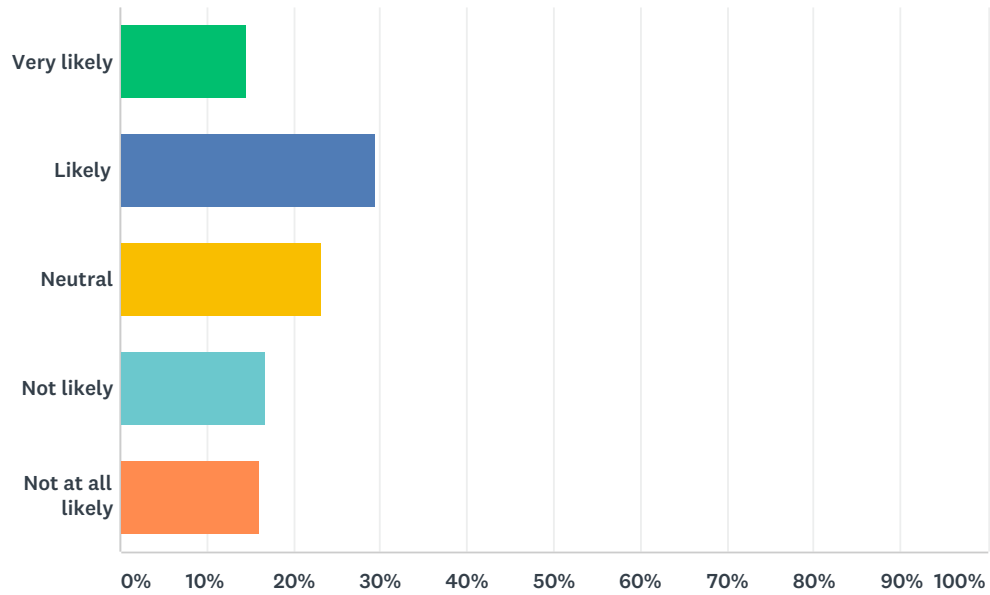
ANSWER CHOICES	RESPONSES	
Very likely	14.58%	63
Likely	29.40%	127
Neutral	23.15%	100
Not likely	16.67%	72
Not at all likely	16.20%	70
TOTAL		432

Q32 Transit stops are located closer to your home or your typical destinations.

Answered: 435   Skipped: 84
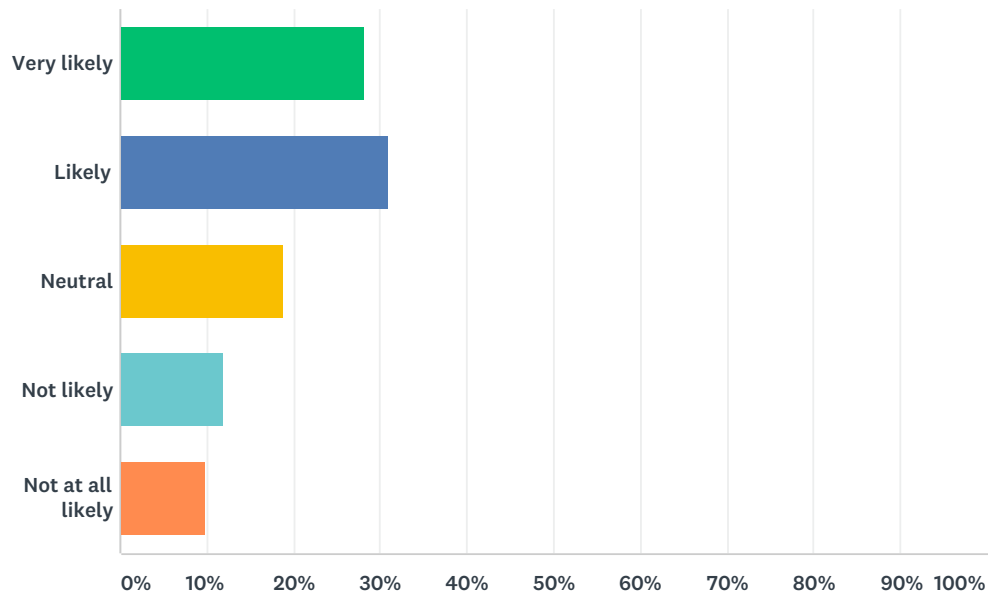
ANSWER CHOICES	RESPONSES	
Very likely	28.28%	123
Likely	31.03%	135
Neutral	18.85%	82
Not likely	11.95%	52
Not at all likely	9.89%	43
TOTAL		435

Q33 Vehicles are scheduled to arrive at stops more frequently.

Answered: 431   Skipped: 88
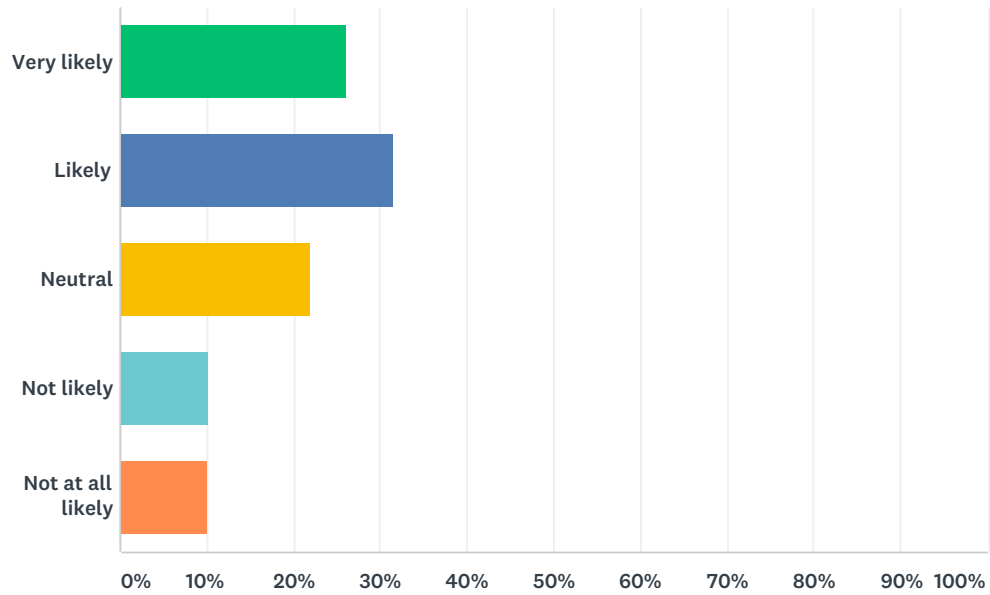
ANSWER CHOICES	RESPONSES	
Very likely	26.22%	113
Likely	31.55%	136
Neutral	22.04%	95
Not likely	10.21%	44
Not at all likely	9.98%	43
TOTAL		431

Q34 Your car is not available due to repairs or other reasons.

Answered: 426   Skipped: 93
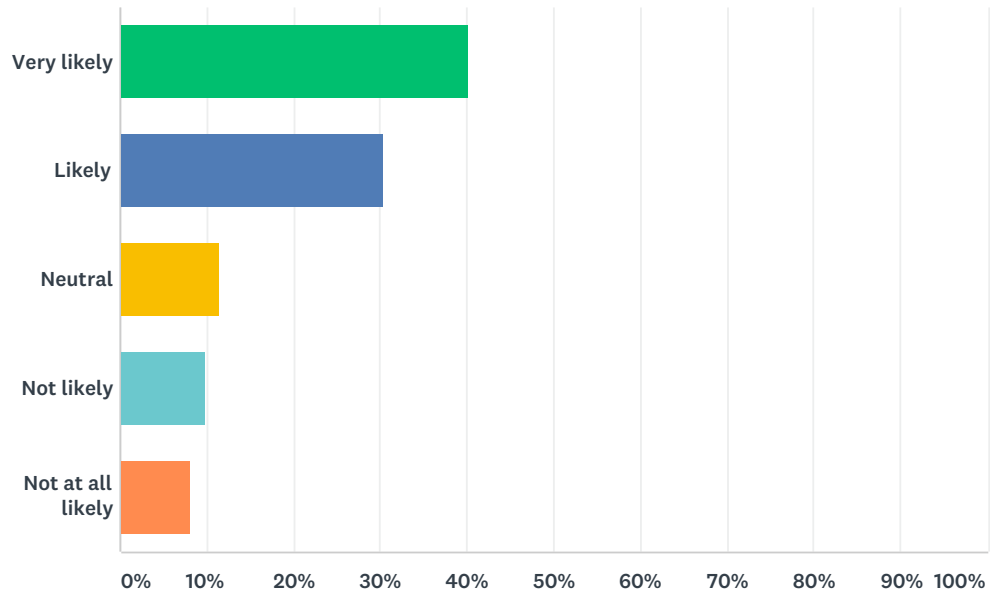
ANSWER CHOICES	RESPONSES	
Very likely	40.14%	171
Likely	30.28%	129
Neutral	11.50%	49
Not likely	9.86%	42
Not at all likely	8.22%	35
TOTAL		426

Q35 The price of gas increases significantly.

Answered: 431   Skipped: 88
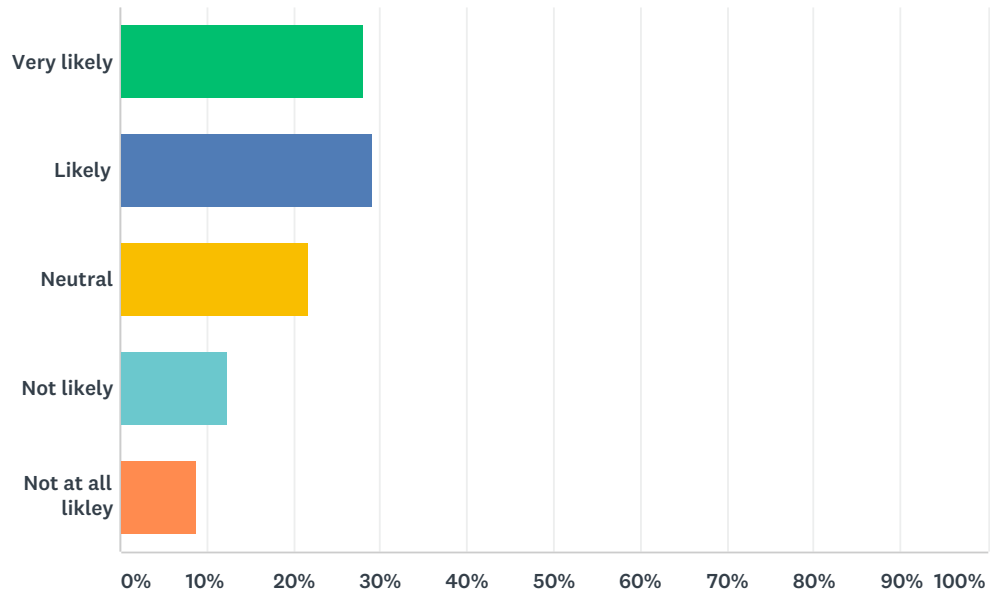
ANSWER CHOICES	RESPONSES	
Very likely	28.07%	121
Likely	29.00%	125
Neutral	21.81%	94
Not likely	12.30%	53
Not at all likley	8.82%	38
TOTAL		431

Q36 Your employer offers incentives to use transportation services, such as discounted fares.

Answered: 429   Skipped: 90
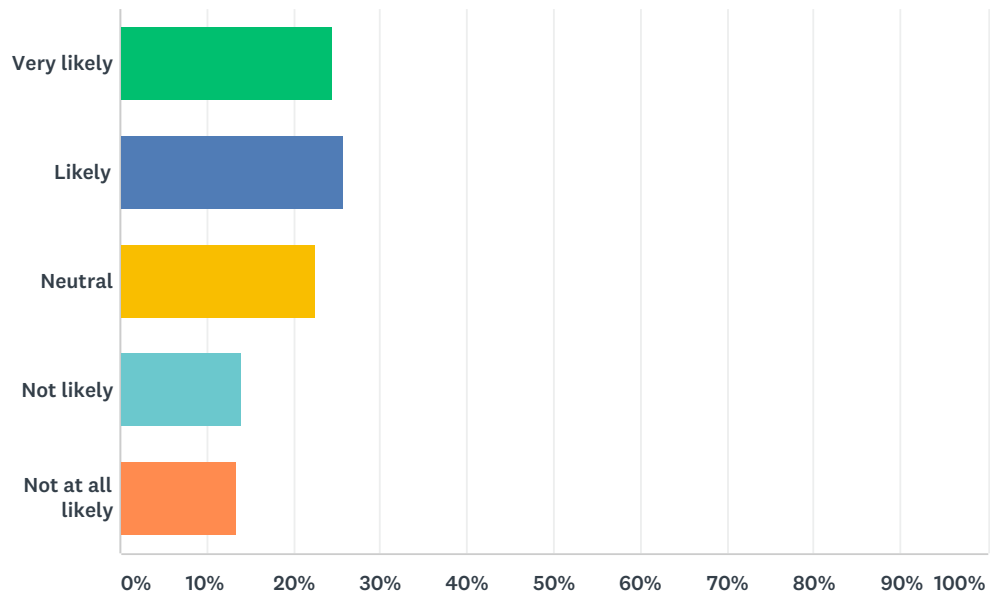
ANSWER CHOICES	RESPONSES	
Very likely	24.48%	105
Likely	25.64%	110
Neutral	22.61%	97
Not likely	13.99%	60
Not at all likely	13.29%	57
TOTAL		429

Q37 You are better informed about how to use transportation services.

Answered: 434   Skipped: 85
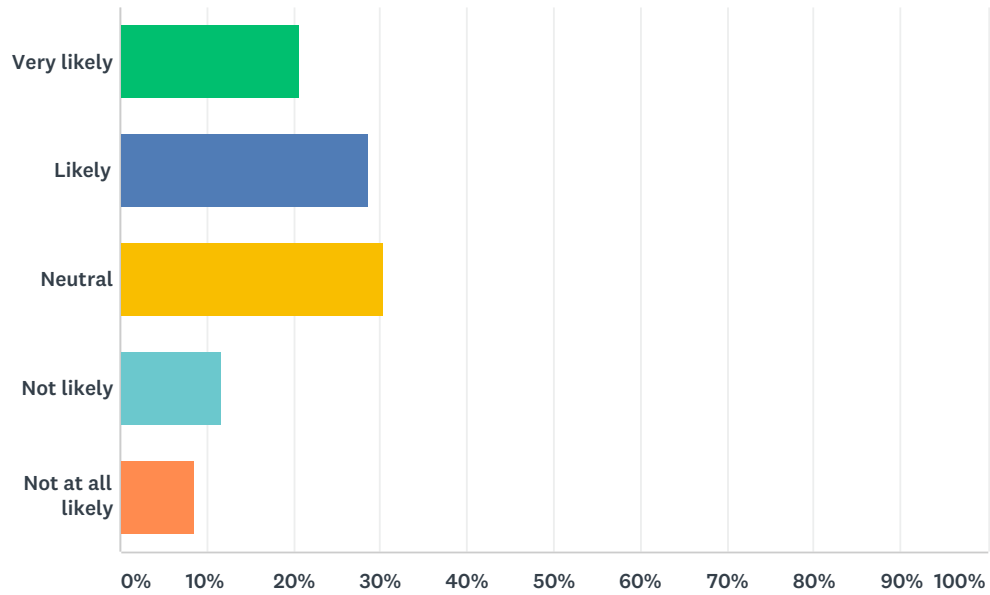
ANSWER CHOICES	RESPONSES	
Very likely	20.74%	90
Likely	28.57%	124
Neutral	30.41%	132
Not likely	11.75%	51
Not at all likely	8.53%	37
TOTAL		434

Q38 Which of the following would be the best means to inform you about transportation services in your community? Select only one.

Answered: 423   Skipped: 96
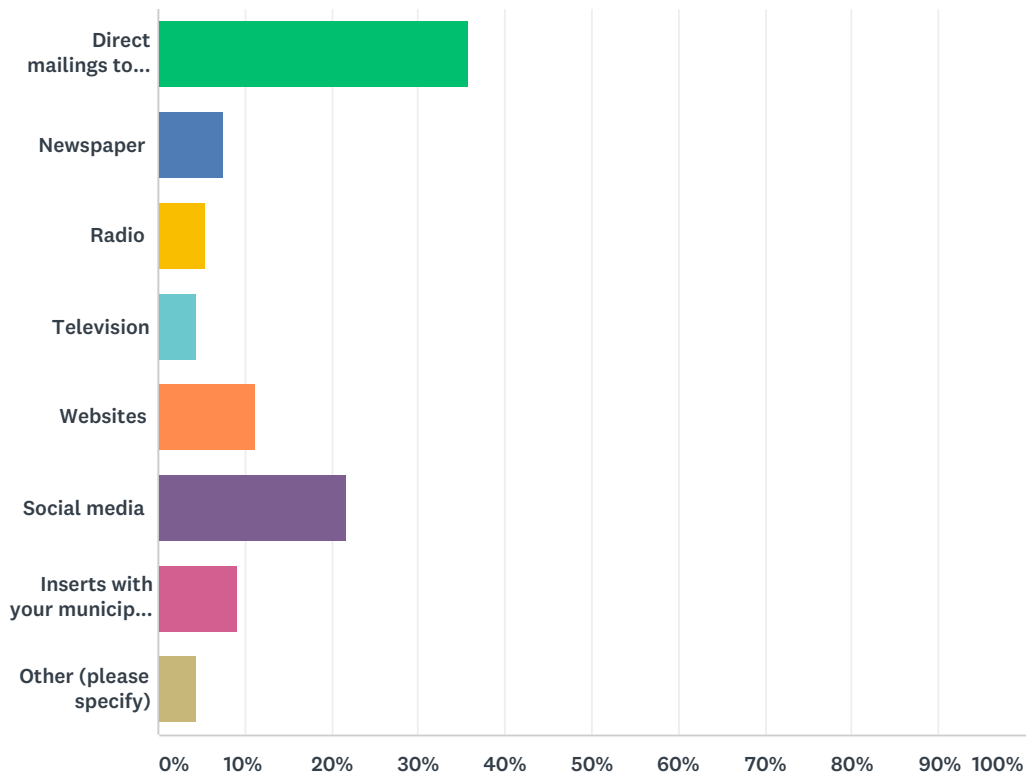
ANSWER CHOICES	RESPONSES	
Direct mailings to your home	35.70%	151
Newspaper	7.57%	32
Radio	5.44%	23
Television	4.49%	19
Websites	11.35%	48
Social media	21.75%	92
Inserts with your municipal bills	9.22%	39
Other (please specify)	4.49%	19
TOTAL		423

Q39 Do you have access to the Internet?

Answered: 424   Skipped: 95
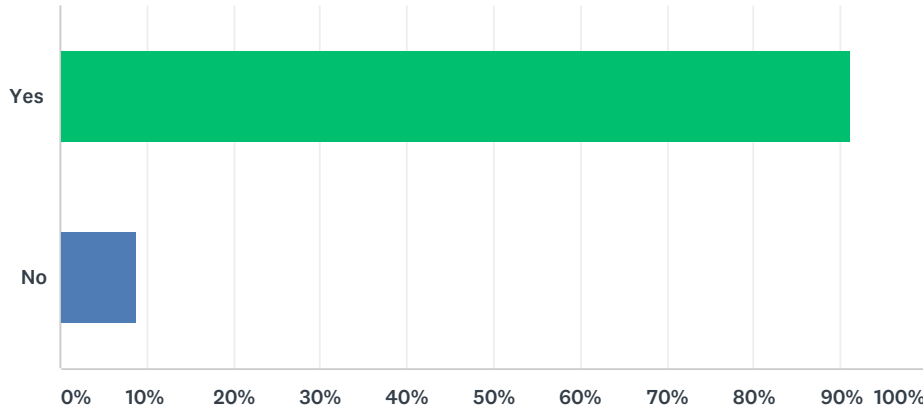
ANSWER CHOICES	RESPONSES	
Yes	91.27%	387
No	8.73%	37
TOTAL		424

Q40 Is your Internet connection high-speed?

Answered: 414   Skipped: 105
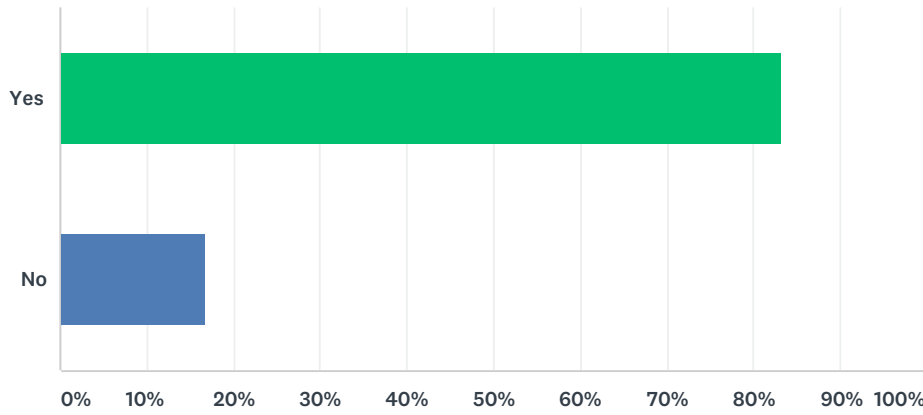
ANSWER CHOICES	RESPONSES	
Yes	83.33%	345
No	16.67%	69
TOTAL		414

Q41 How do you access the Internet? Select all that apply.

Answered: 416   Skipped: 103
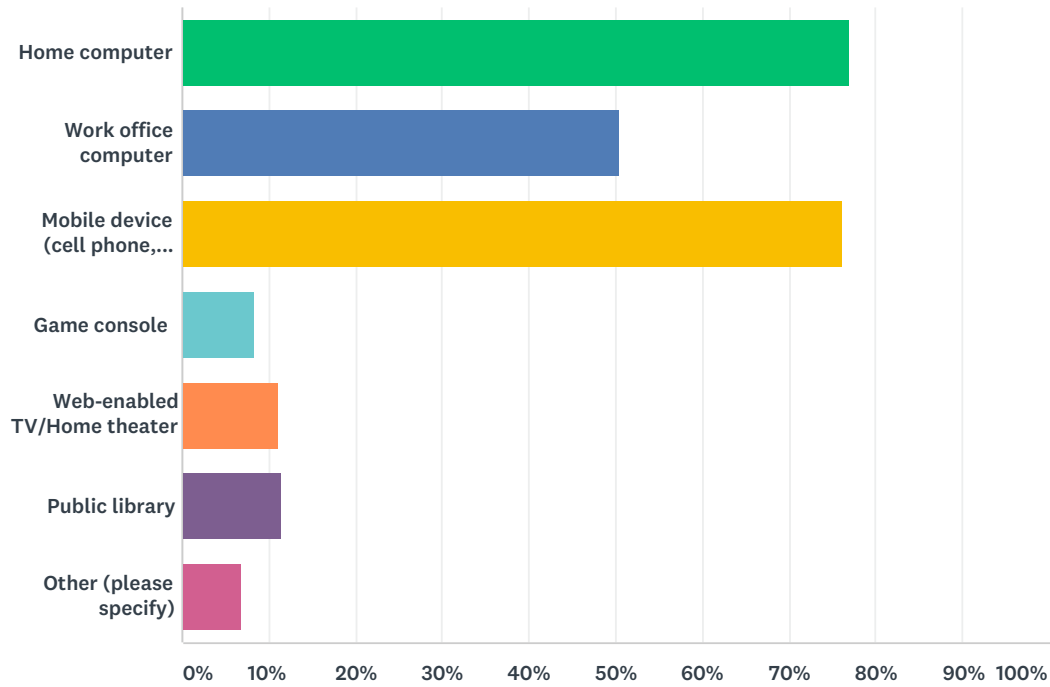
ANSWER CHOICES	RESPONSES	
Home computer	76.92%	320
Work office computer	50.48%	210
Mobile device (cell phone, tablet, etc.)	76.20%	317
Game console	8.41%	35
Web-enabled TV/Home theater	11.06%	46
Public library	11.54%	48
Other (please specify)	6.97%	29
Total Respondents: 416		

Q42 Are you comfortable with using online resources from area transportation service providers?

Answered: 413   Skipped: 106
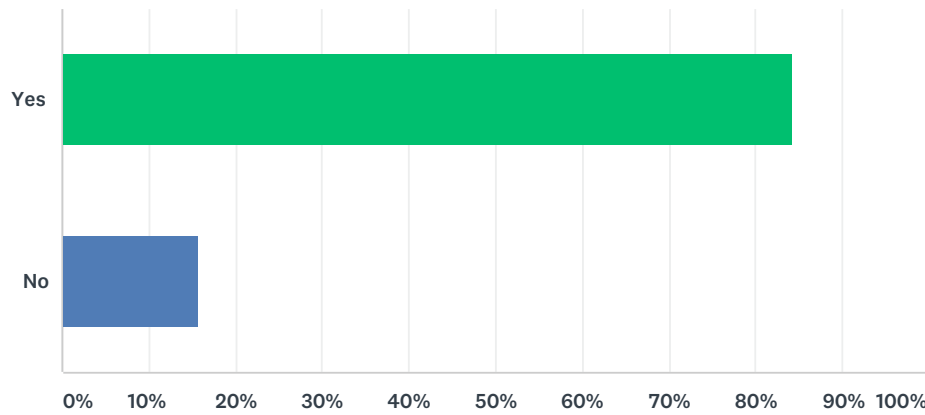
ANSWER CHOICES	RESPONSES	
Yes	84.26%	348
No	15.74%	65
TOTAL		413

Q43 Would you like to share any other thoughts or perspectives about transportation service gaps or strategies in the region?
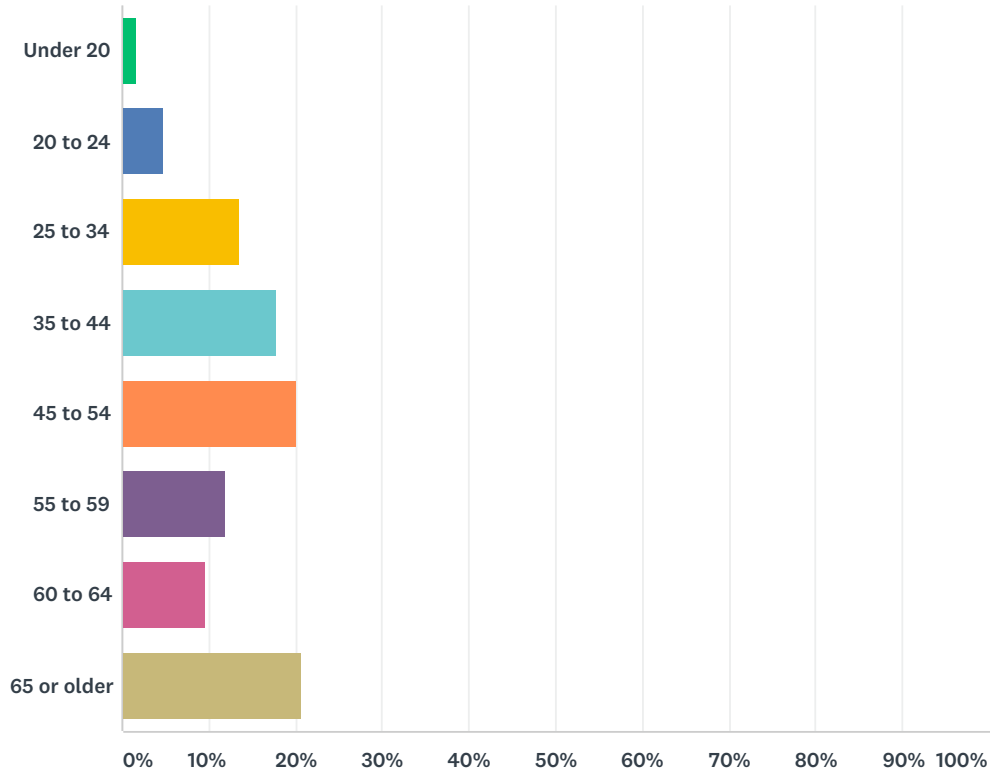
Answered: 127   Skipped: 392

Q44 What is your gender?

Answered: 420   Skipped: 99
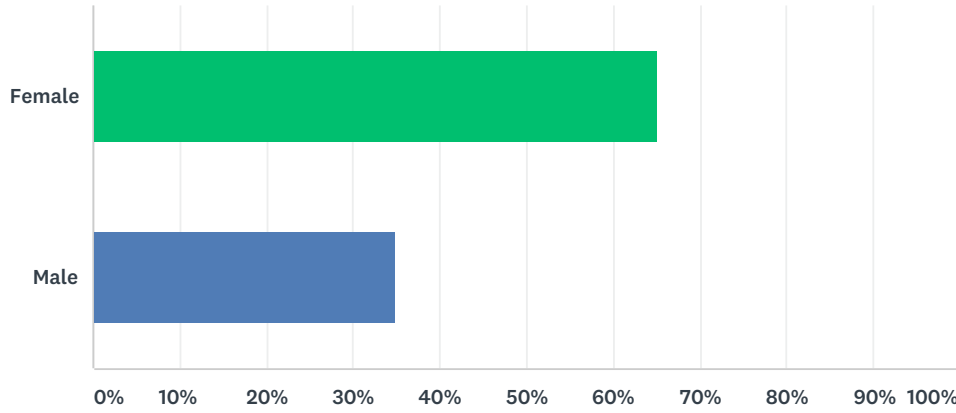
ANSWER CHOICES	RESPONSES	
Female	65.00%	273
Male	35.00%	147
TOTAL		420

Q45 What is your age?

Answered: 422   Skipped: 97

ANSWER CHOICES	RESPONSES	
Under 20	1.66%	7
20 to 24	4.74%	20
25 to 34	13.51%	57
35 to 44	17.77%	75
45 to 54	20.14%	85
55 to 59	11.85%	50
60 to 64	9.72%	41
65 or older	20.62%	87
TOTAL		422

Q46 What is the highest level of education you have completed?
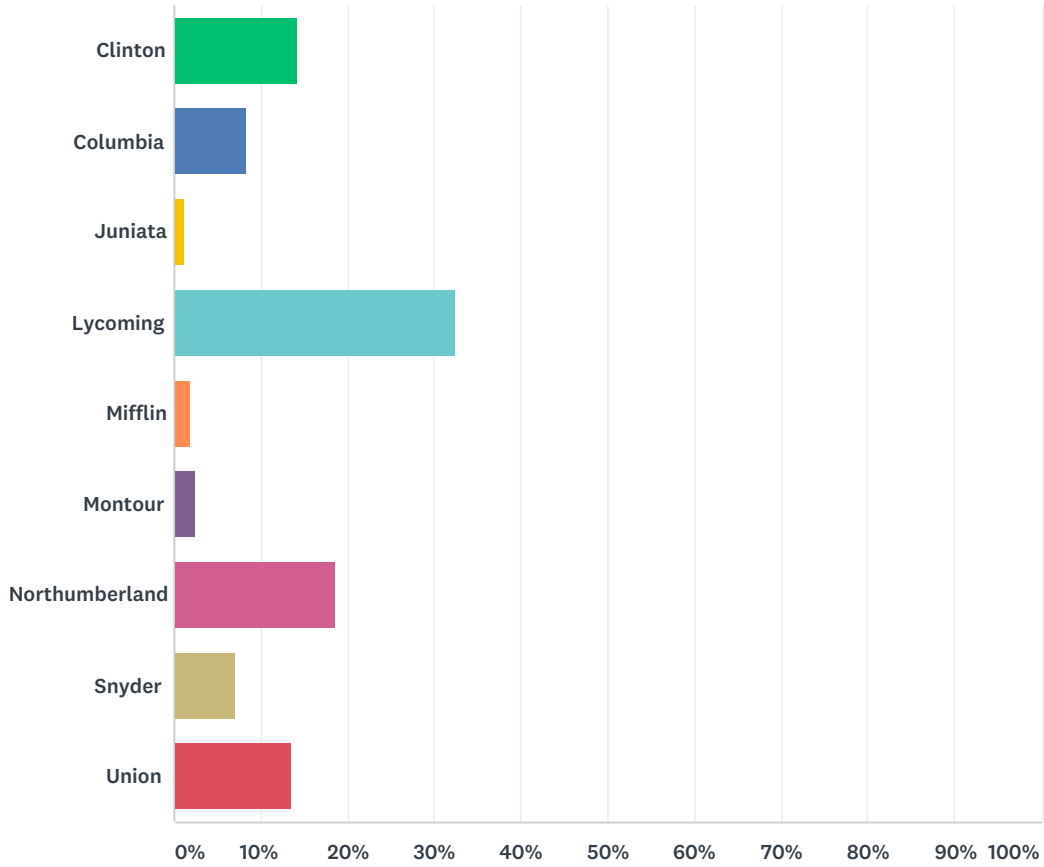
Answered: 407   Skipped: 112
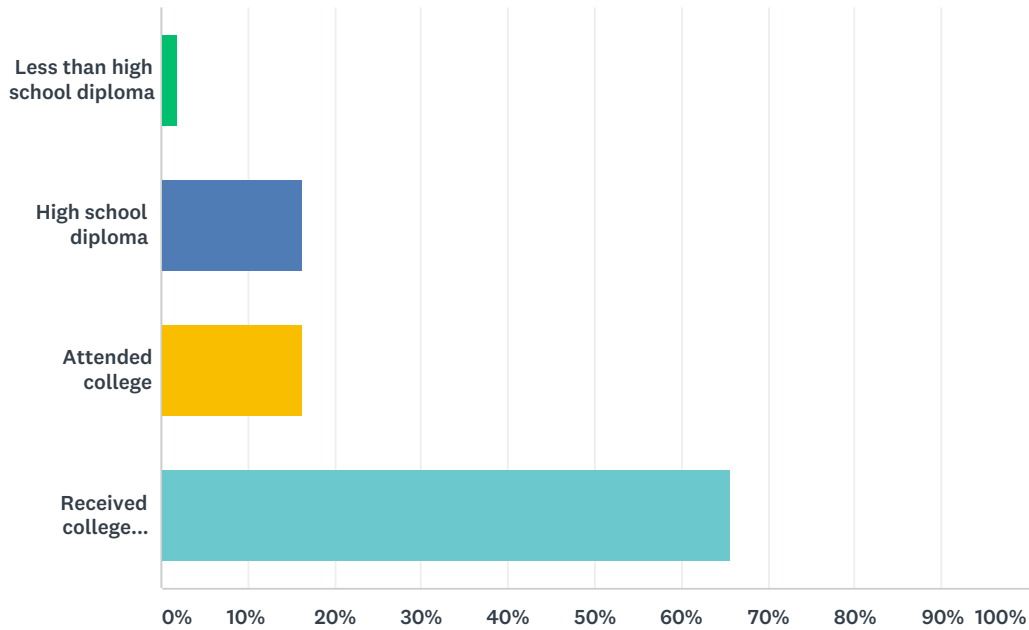
ANSWER CHOICES	RESPONSES	
Less than high school diploma	1.97%	8
High school diploma	16.22%	66
Attended college	16.22%	66
Received college degree(s)	65.60%	267
TOTAL		407

Q47 In what ZIP code is your home located? (enter 5-digit ZIP code)

Answered: 412   Skipped: 107

# Q48 In what county do you live?

Answered: 409   Skipped: 110

ANSWER CHOICES	RESPONSES	
Clinton	14.18%	58
Columbia	8.31%	34
Juniata	1.22%	5
Lycoming	32.52%	133
Mifflin	1.96%	8
Montour	2.44%	10
Northumberland	18.58%	76
Snyder	7.09%	29
Union	13.69%	56
TOTAL		409

Q49 In what municipality do you live? Please specify the name of the city, borough, or township.

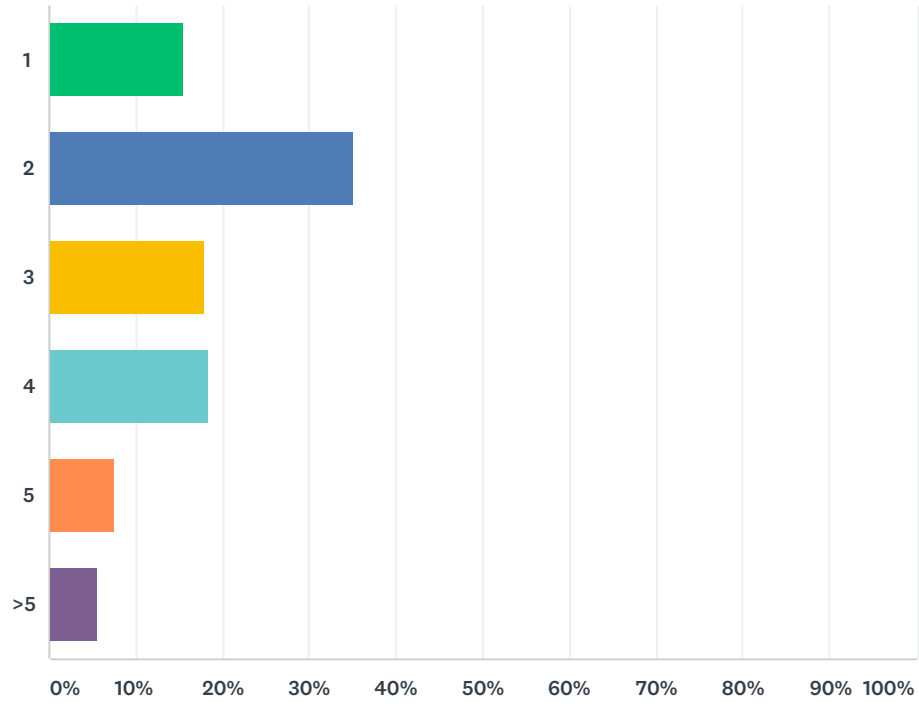Answered: 392   Skipped: 127

Q50 Which best describes your residence?

Answered: 408   Skipped: 111
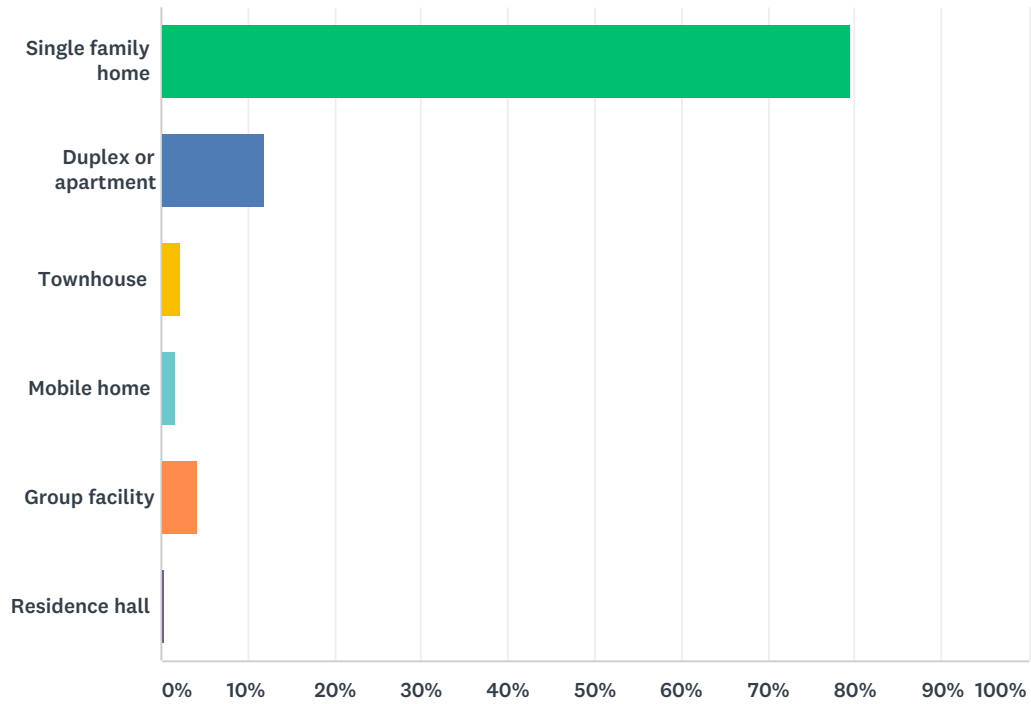
ANSWER CHOICES	RESPONSES	
Single family home	79.41%	324
Duplex or apartment	12.01%	49
Townhouse	2.21%	9
Mobile home	1.72%	7
Group facility	4.17%	17
Residence hall	0.49%	2
TOTAL		408

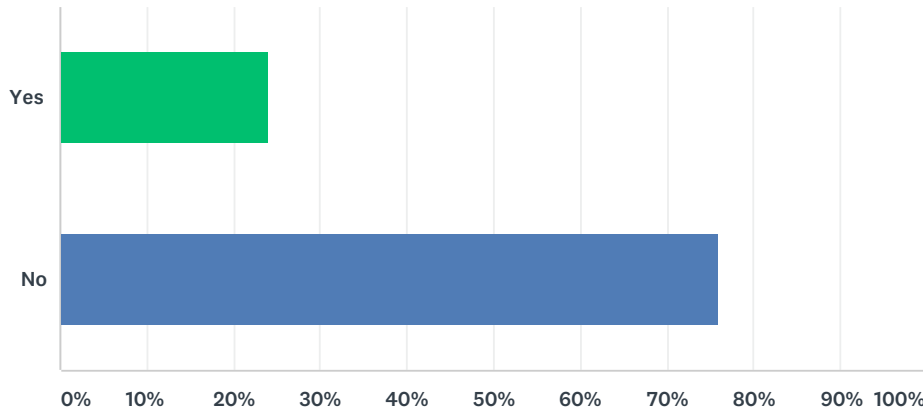# Q51 How many people currently live in your household?

Answered: 413   Skipped: 106

ANSWER CHOICES	RESPONSES	
1	15.50%	64
2	35.11%	145
3	17.92%	74
4	18.40%	76
5	7.51%	31
>5	5.57%	23
TOTAL		413

Q52 Do any household members have a disability (physical, mental, etc.) that limits their ability to drive?
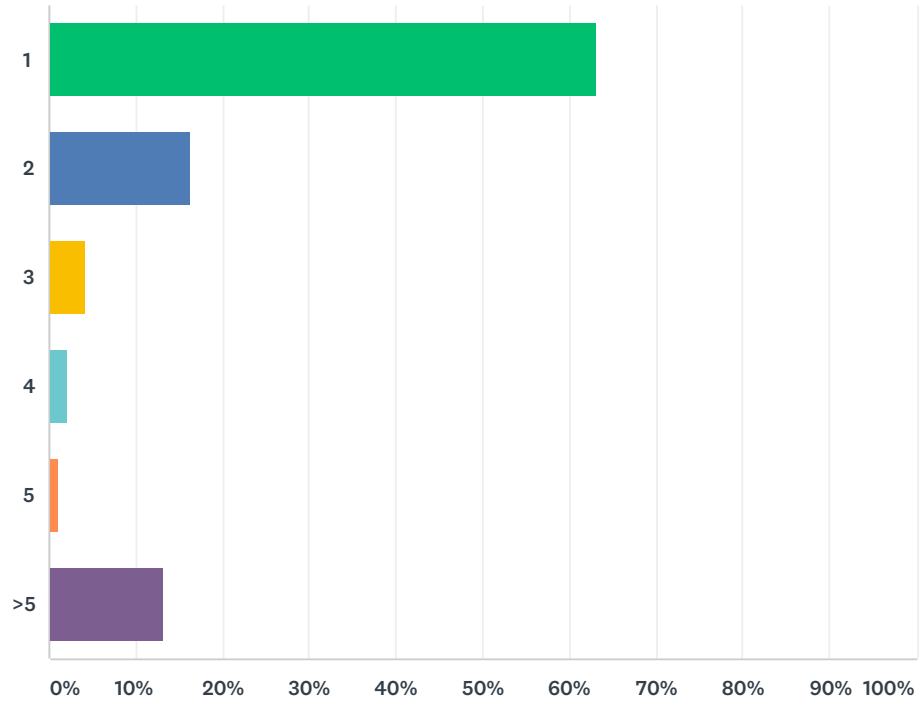
Answered: 416   Skipped: 103

ANSWER CHOICES	RESPONSES	
Yes	24.04%	100
No	75.96%	316
TOTAL		416

Q53 If yes, number of people?

Answered: 98　　Skipped: 421

ANSWER CHOICES	RESPONSES	
1	63.27%	62
2	16.33%	16
3	4.08%	4
4	2.04%	2
5	1.02%	1
>5	13.27%	13
TOTAL		98

Q54 Which category below best describes the total combined income from all sources for all persons in your household during the year 2017?

Answered: 401   Skipped: 118
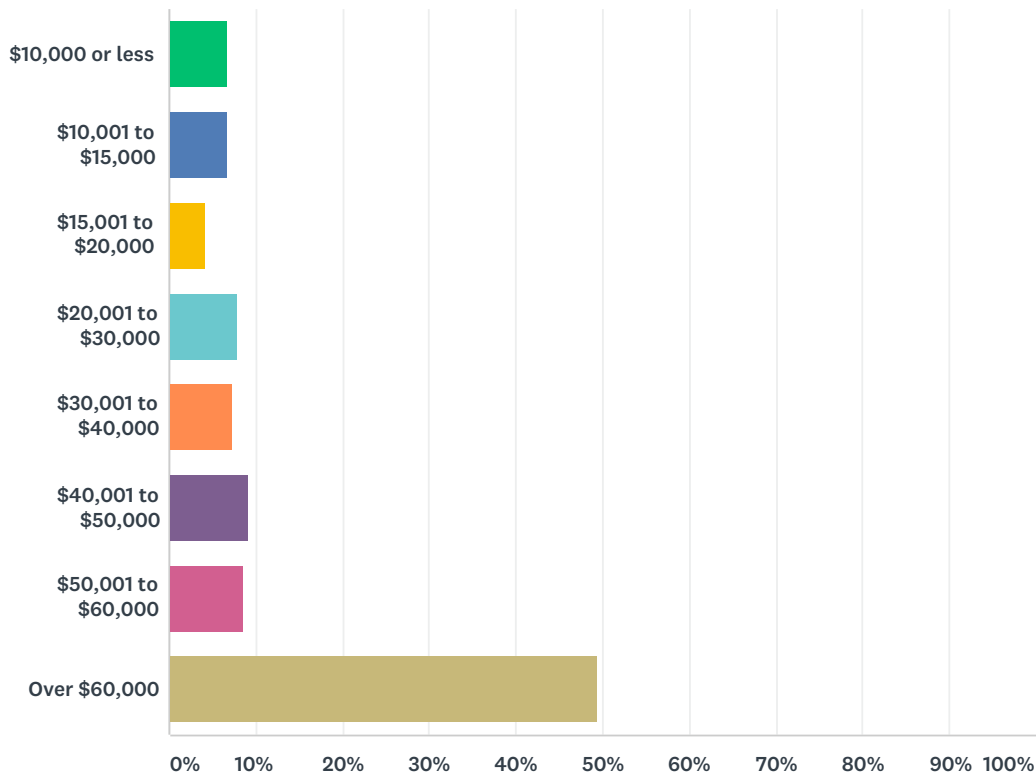
ANSWER CHOICES	RESPONSES	
$10,000 or less	6.73%	27
$10,001 to $15,000	6.73%	27
$15,001 to $20,000	4.24%	17
$20,001 to $30,000	7.98%	32
$30,001 to $40,000	7.23%	29
$40,001 to $50,000	9.23%	37
$50,001 to $60,000	8.48%	34
Over $60,000	49.38%	198
TOTAL		401

Q55 If you'd like to be contacted about upcoming public transit-human services transportation activities and meetings, please provide:
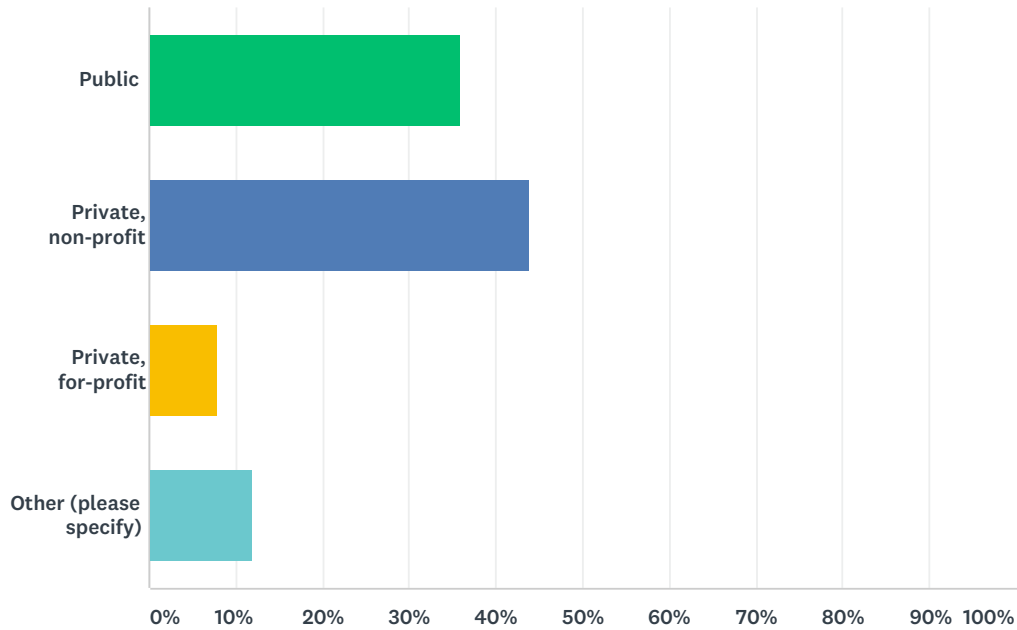
Answered: 51　　Skipped: 468

ANSWER CHOICES	RESPONSES	
Name	92.16%	47
Phone	72.55%	37
Email	96.08%	49

Appendix C – Organization Survey Results

Q2 Please select your agency type.

Answered: 25   Skipped: 0

ANSWER CHOICES	RESPONSES	
Public	36.00%	9
Private, non-profit	44.00%	11
Private, for-profit	8.00%	2
Other (please specify)	12.00%	3
TOTAL		25

#	OTHER (PLEASE SPECIFY)	DATE
1	NOn profit public	9/25/2018 9:12 AM
2	Government Agency	9/13/2018 8:40 AM
3	501 c3 non-profit	9/12/2018 2:46 PM

Q3 Of the clients you have contact with most often through your agency, what is the primary purpose of that contact? Select only one.

Answered: 25   Skipped: 0
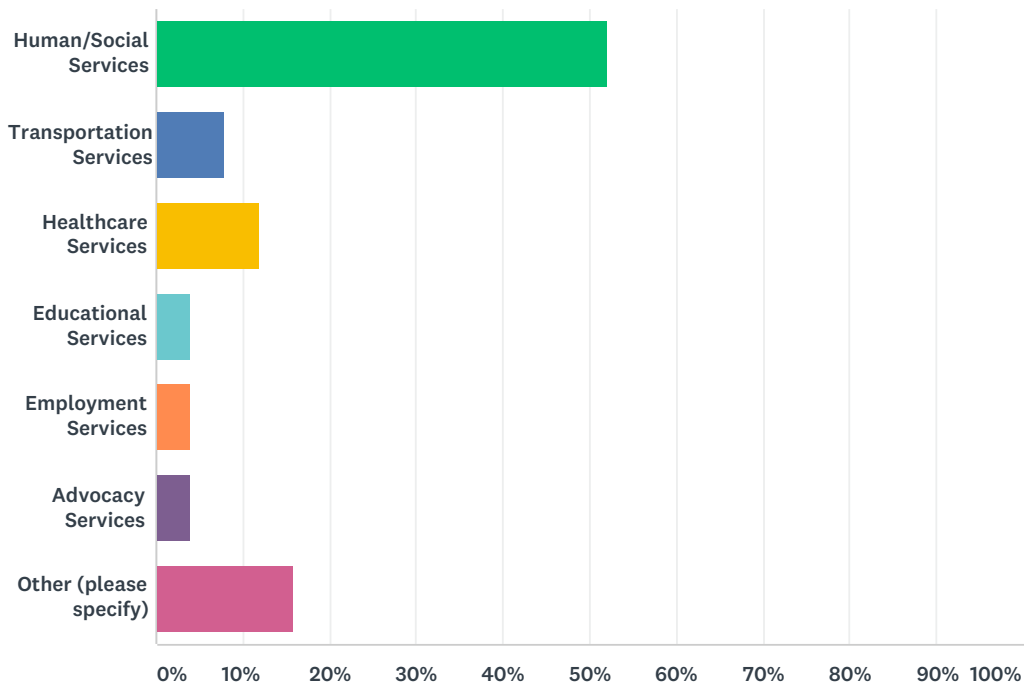
ANSWER CHOICES	RESPONSES	
Human/Social Services	52.00%	13
Transportation Services	8.00%	2
Healthcare Services	12.00%	3
Educational Services	4.00%	1
Employment Services	4.00%	1
Advocacy Services	4.00%	1
Other (please specify)	16.00%	4
TOTAL		25

#	OTHER (PLEASE SPECIFY)	DATE
1	Independent Living	9/12/2018 2:46 PM
2	to provide housing	9/12/2018 7:34 AM
3	Aging Services	9/12/2018 7:20 AM
4	Housing	9/11/2018 6:36 PM

Q4 In what county is your organization's main office located?

Answered: 23 Skipped: 2
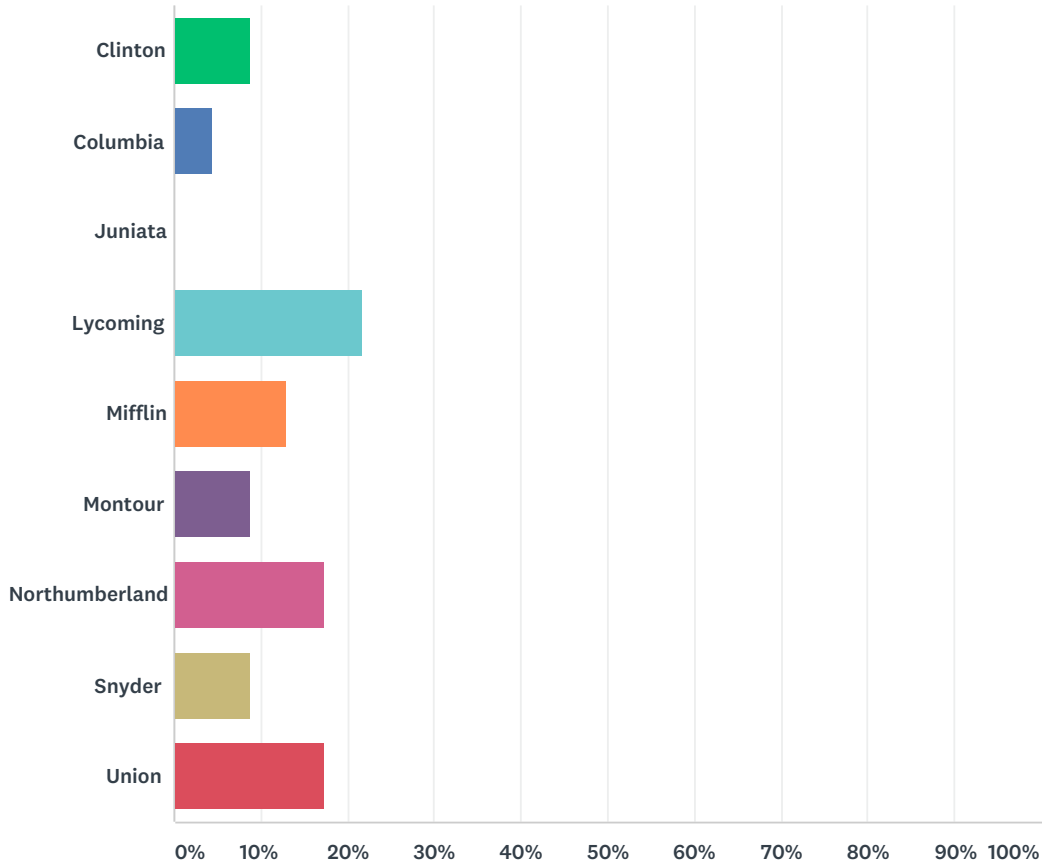
ANSWER CHOICES	RESPONSES	
Clinton	8.70%	2
Columbia	4.35%	1
Juniata	0.00%	0
Lycoming	21.74%	5
Mifflin	13.04%	3
Montour	8.70%	2
Northumberland	17.39%	4
Snyder	8.70%	2
Union	17.39%	4
TOTAL		23

#	OTHER (PLEASE SPECIFY)	DATE
1	Lackawanna	10/29/2018 7:10 AM
2	My center is in Snyder	9/19/2018 2:22 PM

3	Juniata	9/17/2018 9:02 AM
4	Lackawanna but we serve Columbia	9/17/2018 8:44 AM
5	Main office- Erie County. Local offices- Union & Mifflin County	9/17/2018 7:12 AM
6	Office located in Union, but we also serve Snyder Co.	9/12/2018 7:20 AM

Q5 What counties comprise your service area? Select all that apply.

Answered: 25   Skipped: 0
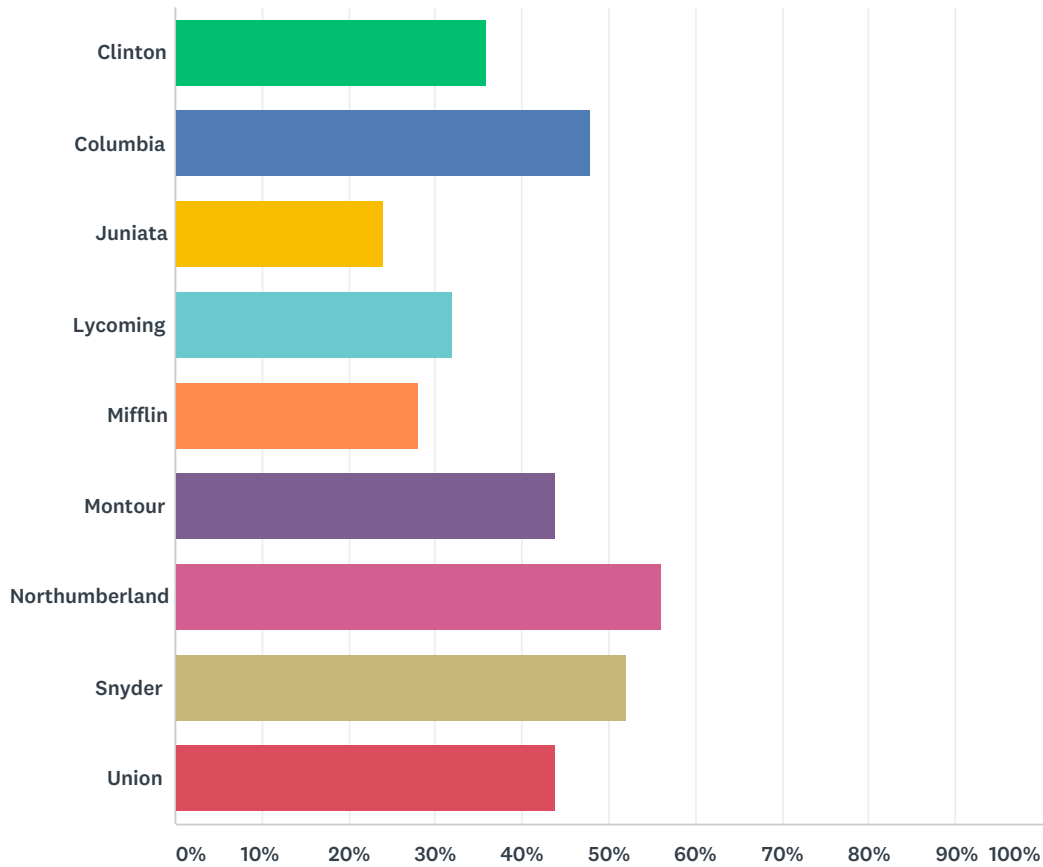
ANSWER CHOICES	RESPONSES	
Clinton	36.00%	9
Columbia	48.00%	12
Juniata	24.00%	6
Lycoming	32.00%	8
Mifflin	28.00%	7
Montour	44.00%	11
Northumberland	56.00%	14
Snyder	52.00%	13
Union	44.00%	11
Total Respondents: 25		

#	OTHER (PLEASE SPECIFY)	DATE
1	NE regions	10/29/2018 7:10 AM
2	Tioga	9/25/2018 9:12 AM

3	Tioga, Centre, Sullivan	9/12/2018 2:46 PM
4	I also oversee Cameron and Potter counties that are not in your area	9/12/2018 7:31 AM
5	Schuylkill, Luzerne, Lackawanna	9/11/2018 7:08 PM

Q6 How many clients does your organization assist annually?

Answered: 24   Skipped: 1

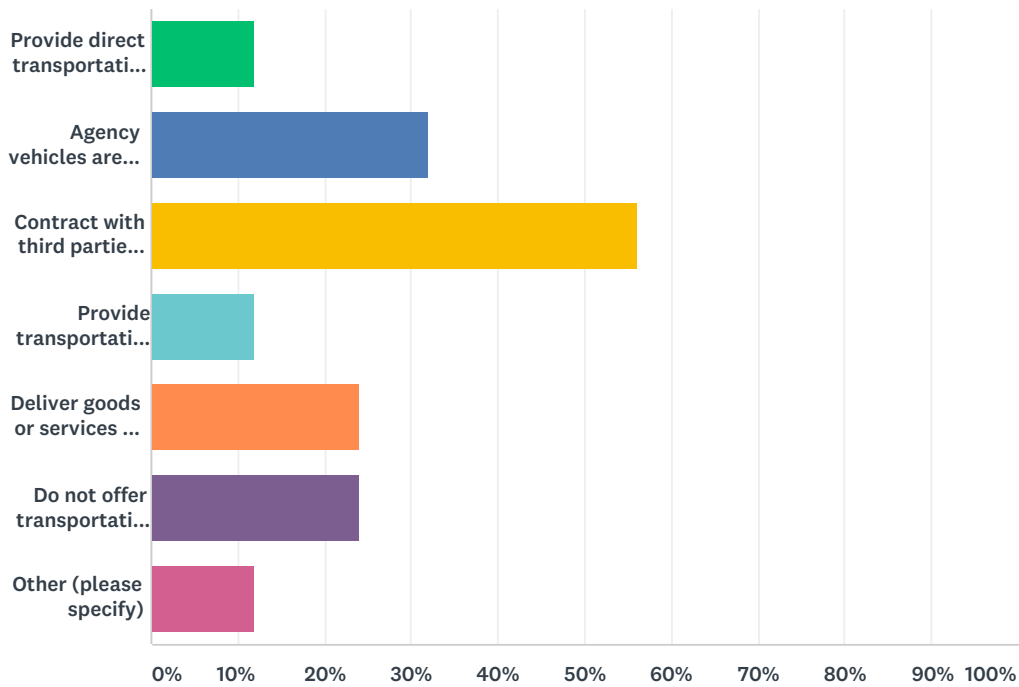| #	RESPONSES	DATE
1	3,000	10/30/2018 9:02 AM
2	611	10/29/2018 7:10 AM
3	400	9/25/2018 9:12 AM
4	3700	9/23/2018 2:55 PM
5	app.350	9/21/2018 1:23 PM
6	400	9/21/2018 1:19 PM
7	3,000	9/17/2018 9:02 AM
8	50 in Columbia	9/17/2018 8:44 AM
9	150	9/17/2018 7:12 AM
10	100	9/13/2018 10:46 AM
11	1000+	9/13/2018 8:40 AM
12	500+	9/12/2018 2:46 PM
13	4500	9/12/2018 8:29 AM
14	50-100	9/12/2018 7:34 AM
15	5,400 in Clinton County	9/12/2018 7:31 AM
16	5,000	9/12/2018 7:21 AM
17	Probably 2000 (approximate)	9/12/2018 7:20 AM
18	610	9/11/2018 7:08 PM
19	400	9/11/2018 6:36 PM
20	300	9/11/2018 5:21 PM
21	3,100	9/11/2018 4:39 PM
22	1500	9/11/2018 4:28 PM
23	24000	9/11/2018 3:12 PM
24	34,000	9/11/2018 2:58 PM

Q7 In terms of transportation services, approximately how many one-way passenger trips do you provide, contract, arrange, or otherwise sponsor annually for your clients?

Answered: 21   Skipped: 4

#	RESPONSES	DATE
1	17,362	10/30/2018 9:02 AM
2	650	10/29/2018 7:10 AM
3	approximately 25,000	9/23/2018 2:55 PM
4	thousands plus	9/21/2018 1:23 PM
5	0	9/21/2018 1:19 PM
6	That varies but throughout a month's time I have 3 folks that come to our center 5 times a week and 1 that comes 3 times a week and then we go on special trips about 2 times a month with another lady who uses 3-5 times for doctors	9/19/2018 2:22 PM
7	0	9/17/2018 8:44 AM
8	75	9/17/2018 7:12 AM
9	156	9/13/2018 10:46 AM
10	0	9/13/2018 8:40 AM
11	no	9/12/2018 7:34 AM
12	Contract with STEP of Medical recipients	9/12/2018 7:31 AM
13	unknown	9/12/2018 7:21 AM
14	Not sure of exact number, but it's high	9/12/2018 7:20 AM
15	25,480	9/11/2018 7:08 PM
16	0	9/11/2018 6:36 PM
17	200	9/11/2018 5:21 PM
18	310,000	9/11/2018 4:39 PM
19	500	9/11/2018 4:28 PM
20	2600	9/11/2018 3:12 PM
21	NONE	9/11/2018 2:58 PM

Q8 What kind of transportation assistance does your agency offer? Select all that apply.

Answered: 25   Skipped: 0

ANSWER CHOICES	RESPONSES	
Provide direct transportation to the public	12.00%	3
Agency vehicles are used to transport clients/residents/members	32.00%	8
Contract with third parties to provide transportation when needed	56.00%	14
Provide transportation vouchers to clients	12.00%	3
Deliver goods or services to clients	24.00%	6
Do not offer transportation assistance to clients	24.00%	6
Other (please specify)	12.00%	3
Total Respondents: 25		

#	OTHER (PLEASE SPECIFY)	DATE
1	coordination of services	10/29/2018 7:10 AM
2	Rabbit	9/19/2018 2:22 PM
3	Our housing is a stop for fixed and non fixed route	9/11/2018 6:36 PM

Q9 Please identify the types of transportation limitations experienced by the people you serve. Select all that apply.

Answered: 25   Skipped: 0
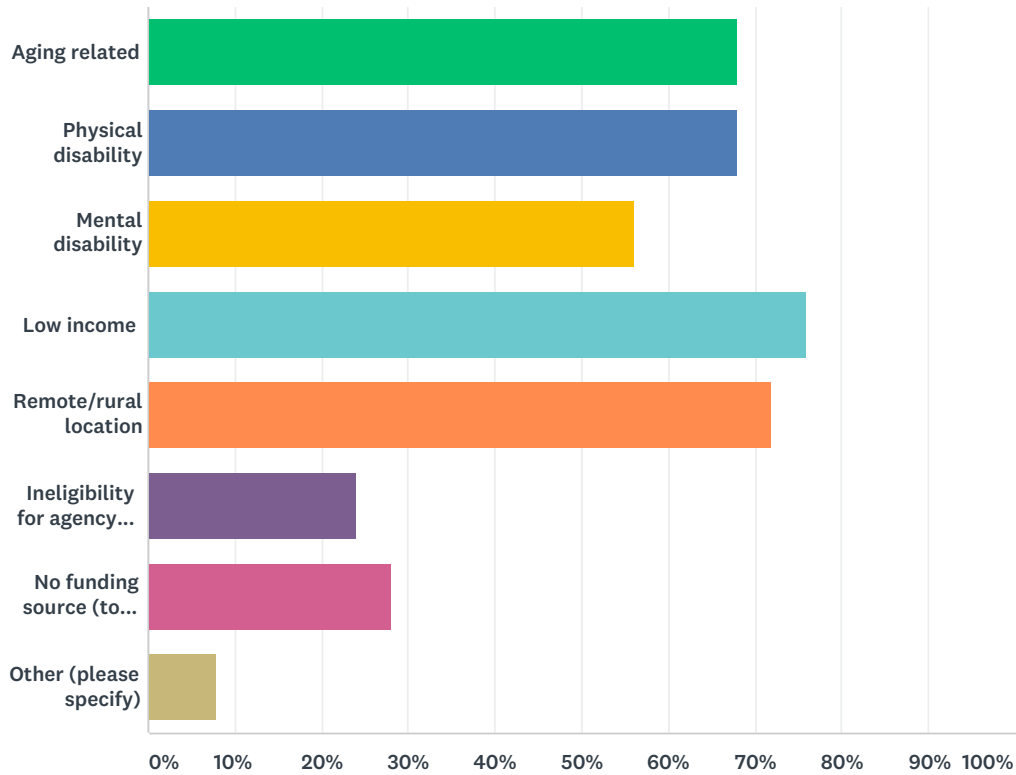
ANSWER CHOICES	RESPONSES	
Aging related	68.00%	17
Physical disability	68.00%	17
Mental disability	56.00%	14
Low income	76.00%	19
Remote/rural location	72.00%	18
Ineligibility for agency funding source(s)	24.00%	6
No funding source (to cover agency costs)	28.00%	7
Other (please specify)	8.00%	2
Total Respondents: 25		

#	OTHER (PLEASE SPECIFY)	DATE
1	providers refuse to subcontract with our agency	10/29/2018 7:10 AM
2	not available certain days or certain times. also requires massive time committments	9/11/2018 4:39 PM

Q10 Do your clients routinely have transportation needs that you cannot serve?

Answered: 22   Skipped: 3
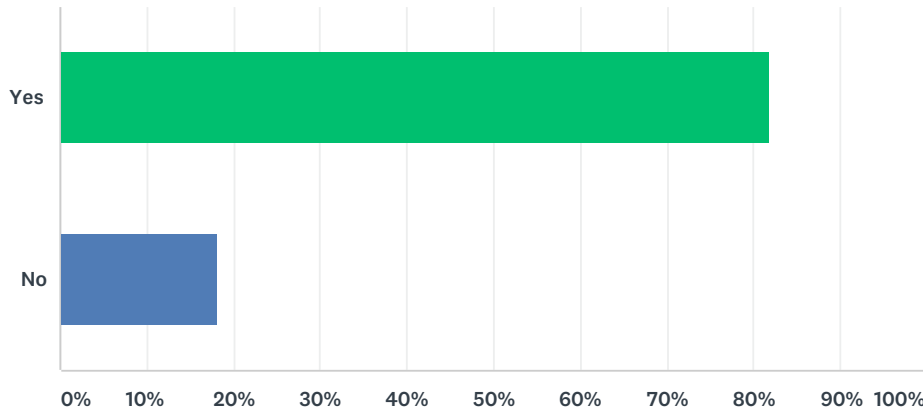
ANSWER CHOICES	RESPONSES	
Yes	81.82%	18
No	18.18%	4
TOTAL		22

Q11 If you track or can estimate the annual cost to your agency due to transportation access problems, please enter the dollar amount below. For example the annual cost to your agency in terms of providing gas cards to clients, deploying work-arounds like having staff travel to clients' homes, waste due to missed appointments, etc.

Answered: 12   Skipped: 13

| #	RESPONSES	DATE
1	unknown	10/29/2018 7:10 AM
2	?	9/21/2018 1:23 PM
3	No idea	9/19/2018 2:22 PM
4	Unknown	9/13/2018 10:46 AM
5	500	9/12/2018 8:29 AM
6	At this point, i have not means to track	9/12/2018 7:31 AM
7	we currently do not track this info	9/12/2018 7:21 AM
8	Unsure	9/12/2018 7:20 AM
9	10,000	9/11/2018 6:36 PM
10	estimate $1,000,000.00	9/11/2018 4:39 PM
11	6,000 directly to clients, we bus our children which is 150K or more a year	9/11/2018 4:28 PM
12	n/a	9/11/2018 2:58 PM

Q12 Please identify the most significant transportation issue for your clients.

Answered: 22　　Skipped: 3

#	RESPONSES	DATE
1	Our consumers want call and demand service. They don't realize the cost of transportation to provide transportation in this fashion. They also want the vehicle to wait for them and not provide transportation to anyone else.	10/30/2018 9:06 AM
2	limited vendors	10/29/2018 7:14 AM
3	While utilizing share ride, frail elderly consumers have difficulty waiting for the shared ride provider to arrive to/from destination. The wait can be difficult due to health-related concerns.	9/23/2018 2:58 PM
4	we serve 8 counties having our cliental reach our office is difficult because of the surrounding rural areas we serve	9/21/2018 1:26 PM
5	Rural locations Lack of available public or private transportation.	9/21/2018 1:25 PM
6	Cost of services when ineligible for subsidy. Shared ride in rural areas is often inconvenient.	9/17/2018 9:06 AM
7	Lack of accessible, affordable transportation.	9/17/2018 8:45 AM
8	Individuals who must use litter transport due to being hospital bed bound have difficulty obtaining these services.	9/17/2018 7:13 AM
9	We do not offer transportation on a regular basis Friday-Sunday	9/13/2018 10:48 AM
10	Affordability & Scheduling	9/13/2018 8:42 AM
11	It's not available in most areas we cover. If it is available, they don't cross county lines or it is only covered for medical appointments.	9/12/2018 2:49 PM
12	Transportation resources are limited. Individuals do not always like the shared ride model. Some individuals will not pay the cost of services if they have to private pay.	9/12/2018 8:34 AM
13	grocery shopping	9/12/2018 7:38 AM
14	Transportation to and from work, appointments. Lack of public transportation in very rural areas.	9/12/2018 7:36 AM
15	Limited availability (not 24/7), strict schedules, cost prohibitive, rides are too long and create issues related to physical and/or cognitive needs	9/12/2018 7:23 AM
16	lack of transportation available at the times they want it - many are looking for services on demand, not shared ride Expense of services for multiple family members to ride (i.e. parent rides free due to MA but needs to take child with them, cannot afford child)	9/12/2018 7:22 AM
17	Access to appropriate type of transportation Waiting at apt/stores	9/11/2018 7:11 PM
18	Do not make it to scheduled appointments to get interviewed for housing placement.	9/11/2018 6:38 PM
19	Inability to take a non-appointment child to an appointment for other child. If you had transportation to get your other children elsewhere, you would not need transportation for your child's appointment.	9/11/2018 5:30 PM
20	Inability to find transportation other than Rabbit. Main complaint with utilizing Rabbit...long wait to receive transportation home after appointments when they are tired and sick. Not reliable.	9/11/2018 5:25 PM
21	Lack of adequate transportation out of our coverage area. Since we are a fixed route system, it is not feasible to accommodate them.	9/11/2018 3:44 PM
22	Most with transportation issues utilize the bus but then must coordinate their job search based on bus route and hours of bus operation.	9/11/2018 3:16 PM

Q13 Please rate the significance of the following issues with public transportation services. 1= very low significance; 5= very high significance

Answered: 24   Skipped: 1
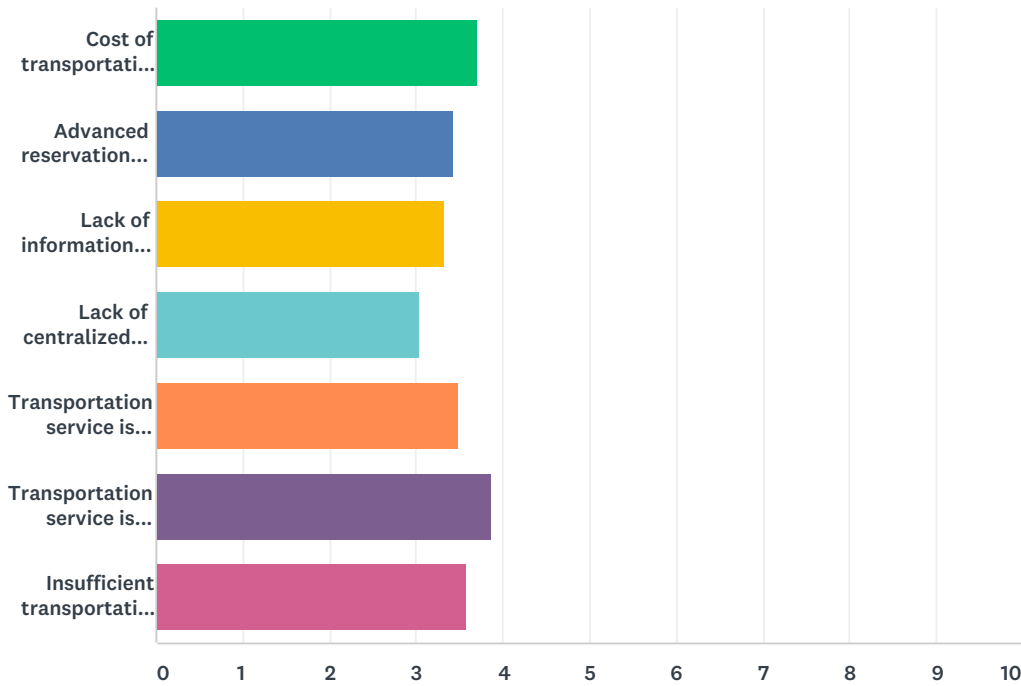
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
Cost of transportation services	4.17% 1	12.50% 3	29.17% 7	16.67% 4	37.50% 9	24	3.71
Advanced reservation requirement	13.04% 3	13.04% 3	17.39% 4	30.43% 7	26.09% 6	23	3.43
Lack of information about transportation services	4.17% 1	12.50% 3	45.83% 11	20.83% 5	16.67% 4	24	3.33
Lack of centralized information source	16.67% 4	8.33% 2	45.83% 11	12.50% 3	16.67% 4	24	3.04
Transportation service is unavailable	8.33% 2	16.67% 4	25.00% 6	16.67% 4	33.33% 8	24	3.50
Transportation service is inconvenient	4.17% 1	4.17% 1	29.17% 7	25.00% 6	37.50% 9	24	3.88
Insufficient transportation funding	8.33% 2	20.83% 5	16.67% 4	12.50% 3	41.67% 10	24	3.58

Q14 Please identify the type of trips that your clients miss due to a lack of adequate transportation services. Select all that apply.

Answered: 24   Skipped: 1
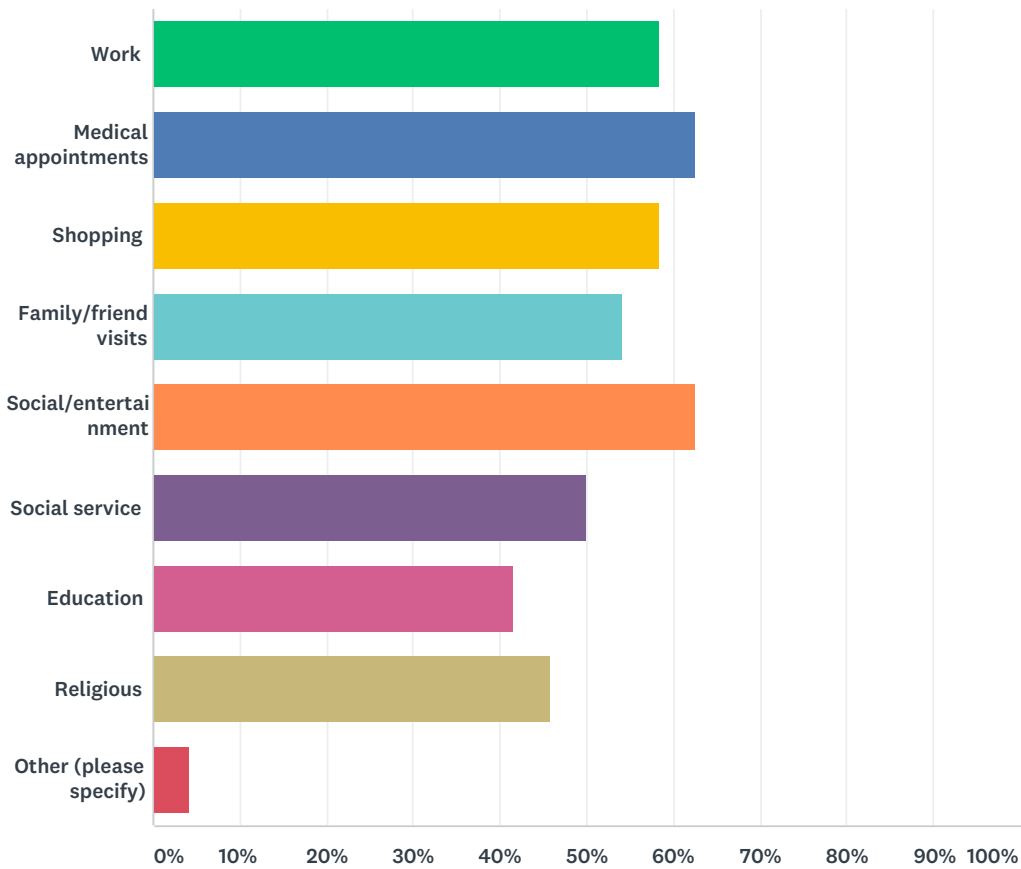
ANSWER CHOICES	RESPONSES	
Work	58.33%	14
Medical appointments	62.50%	15
Shopping	58.33%	14
Family/friend visits	54.17%	13
Social/entertainment	62.50%	15
Social service	50.00%	12
Education	41.67%	10
Religious	45.83%	11
Other (please specify)	4.17%	1
Total Respondents: 24		

#	OTHER (PLEASE SPECIFY)	DATE
1	Grocery Store - it is a necessity	9/12/2018 2:49 PM

Q15 What other transportation issues or gaps would you like to share? Please be specific in describing transportation needs in your service area that are not being adequately met, along with recommended solutions.

Answered: 10   Skipped: 15

#	RESPONSES	DATE
1	Older adults have multiple health problems and don't like to wait for their return trip. When I know about it, I can track back waiting time. I wish religious organizations would offer transportation for their members for trips that can't be provided by agencies.	10/30/2018 9:06 AM
2	Flexibility of being able to go multiple places when utilizing the shared ride service (as this increases the fare cost). Limit to what can be purchased when they do go due to space on the van. Limited hours of operation.	9/12/2018 8:34 AM
3	THE TENANTS STATE THEY HAVE TO WAIT TOO LONG TO BE PICKED UP FROM DR. APPOINTMENTS	9/12/2018 7:38 AM
4	Pubic Transportation is fairly new to Lock Haven, however there is still no service to the Renovo area, a 1/2 hour away from Lock Haven. Public transportation has not existed in this area before and citizens are hesitant and unsure how to use the system. ie, where to get picked up, where to be dropped off, travel times, cost, how to use in general	9/12/2018 7:36 AM
5	Inadequate cross county transportation.	9/11/2018 7:11 PM
6	Very inconvenient for residents to go to various medical appointments.	9/11/2018 6:38 PM
7	Appointments out of area do result in a whole day.This makes it difficult for families with children, especially if appointment is just for adult or one child. None of the younger children can go along, day is too long.	9/11/2018 5:30 PM
8	There is no emergency transportation, have no recommended solution	9/11/2018 4:42 PM
9	Service ends at 4:00 P. M. No evening transportation is available	9/11/2018 3:44 PM
10	Extended bus service hours	9/11/2018 3:16 PM

Q16 Please identify the top five travel patterns for your clients, indicating towns & counties. Example: from Lock Haven, Clinton County to Williamsport, Lycoming County.

Answered: 15   Skipped: 10

ANSWER CHOICES	RESPONSES	
Travel Pattern 1	100.00%	15
Travel Pattern 2	93.33%	14
Travel Pattern 3	80.00%	12
Travel Pattern 4	73.33%	11
Travel Pattern 5	66.67%	10

#	TRAVEL PATTERN 1	DATE
1	Berwick/Berwick	10/30/2018 9:08 AM
2	From Northumberland County to Geisinger Danville, Montour County	9/23/2018 3:02 PM
3	Lewisburg	9/19/2018 2:26 PM
4	Lewistown, Mifflin County to Danville, Montour County	9/17/2018 7:16 AM
5	Selinsgrove to Hummels Wharf	9/13/2018 10:51 AM
6	To various locations throughout Lock Haven, Clinton County	9/13/2018 8:46 AM
7	Mifflin-Juniata Co to Centre Co	9/12/2018 8:38 AM
8	Lock Haven, Clinton County to Williamsport, Lycoming County	9/12/2018 7:43 AM
9	MILTON TO LEWISBURG	9/12/2018 7:40 AM
10	unknown	9/12/2018 7:23 AM
11	Pottsville, Schuylkill to Kulpmont, Northumberland	9/11/2018 7:17 PM
12	Milton to Evan	9/11/2018 6:46 PM
13	Lewistown to State College medical appts.	9/11/2018 5:35 PM
14	Selinsgrove to Danville	9/11/2018 5:27 PM
15	Mount Carmel to Walmart Coal Twp.	9/11/2018 3:47 PM
#	TRAVEL PATTERN 2	DATE
1	Berwick/Danville (GMC)	10/30/2018 9:08 AM
2	From Northumberland County to Hershey Medical Center, Dauphin County	9/23/2018 3:02 PM
3	Middleburg	9/19/2018 2:26 PM
4	Lock Haven, Clinton County to Williamsport, Lycoming County	9/17/2018 7:16 AM
5	Selinsgrove to Lewisburg	9/13/2018 10:51 AM
6	From Renovo, Clinton County to Lock Haven, Clinton County	9/13/2018 8:46 AM
7	Mifflin-Juniata Co to Columbia Co (Geisinger system)	9/12/2018 8:38 AM
8	Renovo, Clinton County to Lock Haven Clinton County	9/12/2018 7:43 AM
9	MILTON TO DANVILLE	9/12/2018 7:40 AM
10	Frackville, Schuylkill to Kulpmont, Northumberland	9/11/2018 7:17 PM

11	Milton to Geisinger	9/11/2018 6:46 PM
12	Snyder County to State College dental appts	9/11/2018 5:35 PM
13	Sunbury to Danville	9/11/2018 5:27 PM
14	Shamokin to Walmart Coal Twp	9/11/2018 3:47 PM
#	**TRAVEL PATTERN 3**	**DATE**
1	Bloomsburg/Bloomsburg	10/30/2018 9:08 AM
2	From Milton/Watsontown, Northumberland County to Evangelical Hospital, Union County	9/23/2018 3:02 PM
3	Mifflinburg	9/19/2018 2:26 PM
4	Selinsgrove to Danville	9/13/2018 10:51 AM
5	From Lock Haven, Clinton County to Renovo, Clinton County	9/13/2018 8:46 AM
6	Mifflin-Juniata Co to Perry Co	9/12/2018 8:38 AM
7	Clinton County to State College, Centre County	9/12/2018 7:43 AM
8	Sunbury, Northumberland to Kulpmont, Northumberland	9/11/2018 7:17 PM
9	Shamokin region to sunbury	9/11/2018 6:46 PM
10	Rural to town supermarkets, shopping	9/11/2018 5:35 PM
11	Selinsgrove to Lewisburg	9/11/2018 5:27 PM
12	Mount Carmel Twp to Walmart Coal Twp	9/11/2018 3:47 PM
#	**TRAVEL PATTERN 4**	**DATE**
1	Bloomsburg/Danville (GMC)	10/30/2018 9:08 AM
2	From Shamokin, Northumberland County to Sunbury, Northumberland County	9/23/2018 3:02 PM
3	Sunbury	9/19/2018 2:26 PM
4	Selinsgrove to Milton	9/13/2018 10:51 AM
5	From Lock Haven, Clinton County to Williamsport, Clinton County	9/13/2018 8:46 AM
6	Mifflin-Juniata Co to Huntingdon Co	9/12/2018 8:38 AM
7	Bloomsburg, Columbia to Kulpmont, Northumberland	9/11/2018 7:17 PM
8	Mt Carmel to Sunbury	9/11/2018 6:46 PM
9	McClure Snyder County to Mifflinburg (union)or Lewistown (mifflin)	9/11/2018 5:35 PM
10	Sunbury to Lewisburg	9/11/2018 5:27 PM
11	Coal Twp to Walmart Coal Twp	9/11/2018 3:47 PM
#	**TRAVEL PATTERN 5**	**DATE**
1	Danville/Danville	10/30/2018 9:08 AM
2	From Milton, Northumberland County to Sunbury, Northumberland County	9/23/2018 3:02 PM
3	Danville	9/19/2018 2:26 PM
4	Selinsgrove to Allenwood/Williamsport	9/13/2018 10:51 AM
5	From Renovo, Clinton County to Williamsport, Clinton County	9/13/2018 8:46 AM
6	internal county transport	9/12/2018 8:38 AM
7	Danville, Montour to Kulpmont, Norhtumberland	9/11/2018 7:17 PM
8	Mt Carmel to Elysburg	9/11/2018 6:46 PM
9	Geisinger from all counties	9/11/2018 5:35 PM
10	Mt. Carmel to Ashland Schuykill County	9/11/2018 3:47 PM

Q17 To what extent does your agency coordinate any transportation services with other agencies in your area (e.g., share riders, joint training, pool insurance, etc.)?

Answered: 16   Skipped: 9

#	RESPONSES	DATE
1	we do not coordinate with other organizations	10/30/2018 9:08 AM
2	shared ride	10/29/2018 7:16 AM
3	Will contact our local community action agency, the county VA agency, and the American Cancer Society when needed.	9/23/2018 3:02 PM
4	All through Rabbit	9/19/2018 2:26 PM
5	We assist with coordinating MATP when needed	9/17/2018 7:16 AM
6	Non emergency Transports Ambulance and Wheelchair Van	9/13/2018 10:51 AM
7	We contract with our affiliate Mifflin Juniata Call a Ride services to coordinate our consumers transportation for our consumers, senior centers and HDM delivery (if needed)	9/12/2018 8:38 AM
8	We are contracted with STEP, for medical appointments. We are also contracted with EARN, they provide transportation in conjunction with job seeking and job training activities needed for our recipients.	9/12/2018 7:43 AM
9	NONE	9/12/2018 7:40 AM
10	Share riders	9/12/2018 7:25 AM
11	unknown	9/12/2018 7:23 AM
12	We attempt to coordinate with Shared Ride services with Rabbit Transit and MJ CARS	9/11/2018 7:17 PM
13	We only provide housing and ride locations for pick up and drop off	9/11/2018 6:46 PM
14	We refer to RABBIT and CARS	9/11/2018 5:35 PM
15	utilize MATP but it is not expansive enough to meet many needs	9/11/2018 4:45 PM
16	Twice daily trips to Ashland	9/11/2018 3:47 PM

Q18 What is the most significant barrier to transportation service coordination that your agency has encountered? Select only one.

Answered: 18   Skipped: 7
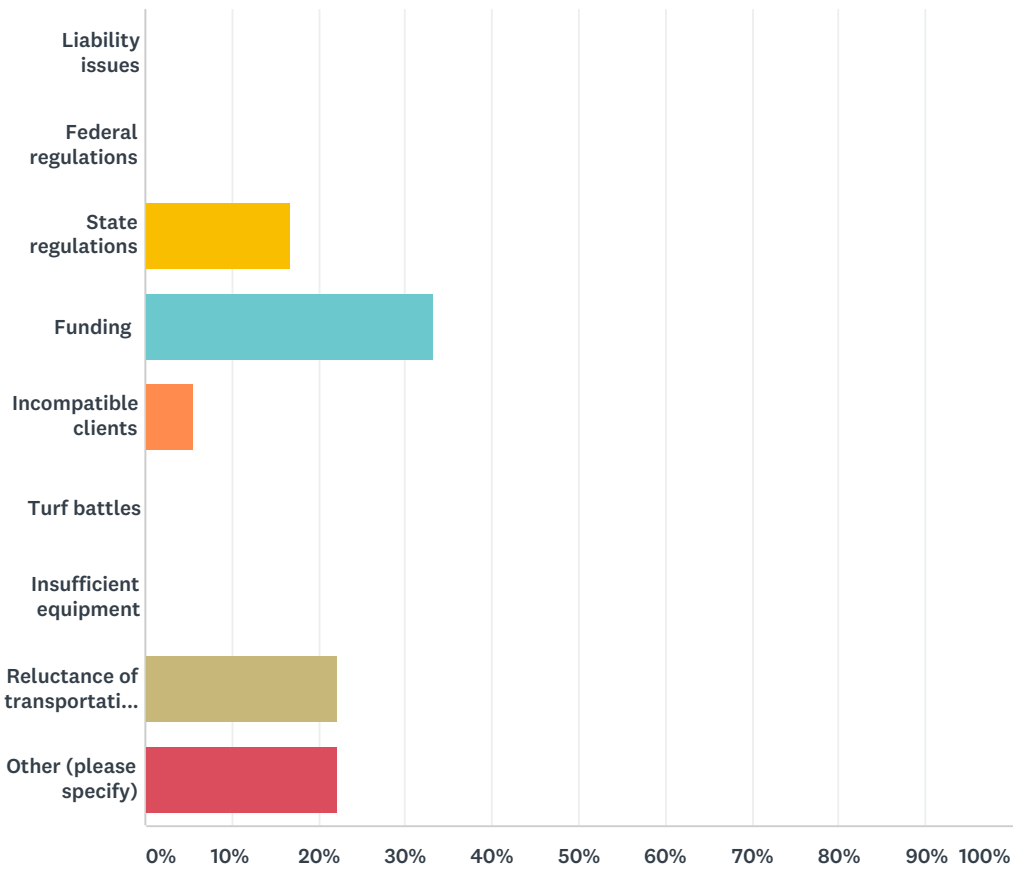
ANSWER CHOICES	RESPONSES	
Liability issues	0.00%	0
Federal regulations	0.00%	0
State regulations	16.67%	3
Funding	33.33%	6
Incompatible clients	5.56%	1
Turf battles	0.00%	0
Insufficient equipment	0.00%	0
Reluctance of transportation providers to coordinate	22.22%	4
Other (please specify)	22.22%	4
TOTAL		18

#	OTHER (PLEASE SPECIFY)	DATE
1	Our consumers complain frequently about the reliability of transportation.	9/17/2018 7:16 AM

2	No service to Renovo, Clinton County	9/13/2018 8:46 AM
3	knowledge of services	9/12/2018 7:43 AM
4	Tuff wars, application paperwork, unreliable service	9/11/2018 7:17 PM

Q19 How, if at all, have you been able to overcome the barrier?

Answered: 9   Skipped: 16

#	RESPONSES	DATE
1	Waiver funding when able	10/29/2018 7:16 AM
2	Open dialogue with shared ride provider as needed.	9/23/2018 3:02 PM
3	Conversation, review of internal policy and procedure	9/12/2018 8:38 AM
4	set up meetings with Pubic transportation services, offer brochures to the public, caseworkers addressing with their clients.	9/12/2018 7:43 AM
5	Still trying - Have multiple meetings - offered to pay for services to remove application requirements	9/11/2018 7:17 PM
6	We do more by mail and phone. Then we also have a satellite office at the other end of the county to accommodate the distance.	9/11/2018 6:46 PM
7	We do receive a transportation stipend for our clients to transport to head Start from United Way. We also have a Momentum to Mobility Grant in Mifflin County to assist 5 clients with obtaining driver's license.	9/11/2018 5:35 PM
8	Have not overcome	9/11/2018 4:45 PM
9	Tried to no avail to rectify the situation	9/11/2018 3:47 PM

Q20 Would you like to share any other challenges or achievements regarding your operations, budget, transportation costs, etc.?

Answered: 8   Skipped: 17

#	RESPONSES	DATE
1	Using rabbittransit as our transportation provider has cut costs	10/30/2018 9:08 AM
2	difficulty coordinating over county limits	10/29/2018 7:16 AM
3	The new public bus service by River Valley Transit Authority has addressed many of our clients local needs.	9/13/2018 8:46 AM
4	Tried to look at Uber costs in the area. Unfortunatey, the costs were high and there was no one available.	9/12/2018 7:43 AM
5	Timing and issues with needing to leave hours early for appointments and not returning until hours later.	9/11/2018 6:46 PM
6	as we all know rural travel is expensive.	9/11/2018 5:35 PM
7	We pay staff and providers to transport which is not our responsibility and cannot bill anyone for, but without doing, individuals would go without services	9/11/2018 4:45 PM
8	Everything else is fine, except extending our coverage to include Sunbury	9/11/2018 3:47 PM

Q21 We may follow-up as we update the coordinated transit plan. Would you be interested in being contacted about future public transit-human services transportation activities and meetings?

Answered: 20   Skipped: 5
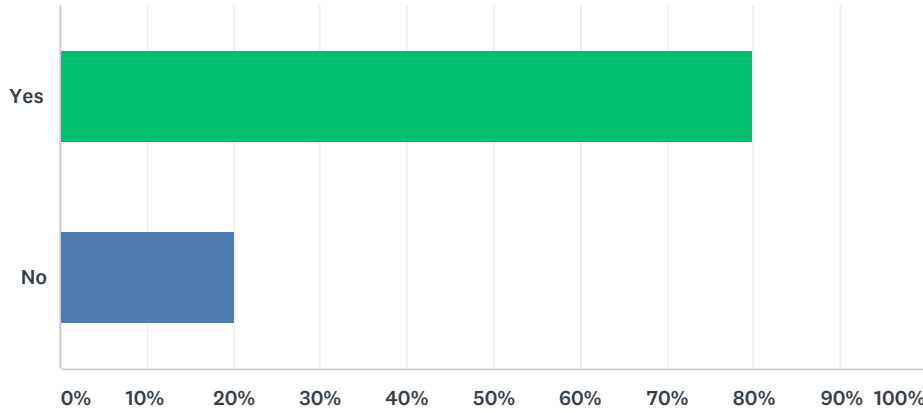
ANSWER CHOICES	RESPONSES	
Yes	80.00%	16
No	20.00%	4
TOTAL		20

Appendix D – Public Listening Sessions Summary

Findings of Public Listening Sessions

For the Coordinated Public Transit-Human Services Transportation Plan Update

Transportation planners from the SEDA-COG and Williamsport areas held three public listening sessions to solicit input on recommendations for transit system and transportation services improvements throughout the region. These sessions allowed transportation planners to understand the current state of transportation services for the public, including people with disabilities, seniors, minorities, individuals with Limited English Proficiency (LEP), and individuals of low income.

These sessions were an opportunity for residents who rely on transportation services to speak directly with planners about service gaps, scheduling issues, delays, reliability, affordability issues and other concerns. Each listening session helped identify common transportation coordination challenges across the region as well as localized concerns. The sessions were designed for people to drop in at any time during a three-hour window to share their needs and concerns about transportation services.

Three sessions were held around the combined SEDA-COG MPO and Williamsport MPO region:

Session 1: *Tuesday, October 30, 2018, 1pm-4pm*
> Union-Snyder Community Action Agency, 713 Bridge Street, Suite #10, Selinsgrove, PA 17870

Session 2: *Thursday, November 1, 2018, 2pm-5pm*
> River Valley Trade and Transit Centre II, 144 W 3rd Street, Williamsport, PA 17701

Session 3: *Monday, November 5, 2018, 1pm-4pm*
> Geisinger's Justin Drive Office Building #2 (3rd floor conference room), 35 Justin Drive, Danville, PA, 17821

Each facility was accessible and had convenient parking. Caregivers, advocates and service agencies were also invited to attend.

The session schedule was advertised via multiple methods:

1. A press notice was shared with regional news media listed the Appendix.
2. A notice was shared via email with area interested parties.
3. Sessions were promoted on multiple days on the SEDA-COG Facebook page.
4. Updates were added to the SEDA-COG website events calendar and Transit Planning page.

At the Sessions

Facilitators asked three key questions supported by a handout in both English and Spanish:

- Which transportation services work best for you and why?
- Today's transportation services would be better if ….
- An ideal transportation service system for our region would include ….

Facilitators also gathered information on origins and destinations well-served, places served with effort beyond regular transit and transportation services, and places unserved by transit and transportation services using maps and color-coded pushpins.

Summary Findings from all Sessions

Attendees

There were 38 across three sessions/locations. The majority of these "attendees" were approached at the Trade and Transit Centre as they waited for buses on the transit plaza or in the indoor waiting area and asked one or more of the three key questions; maps were not used. Service providers who attended the sessions shared riders' perspectives on all three questions and illustrated geographic service challenges using the maps.

The findings below reflect comments made at one or more sessions and those that were discussed at length with one or more attendees of a single session.

The region's transportation services work best because:

1. Customer care by shared-ride and fixed-route transit service drivers and operators/call-takers across all operators is very good.
2. Coordinated service to out-of-area destinations is possible but takes coordination time and sometimes volunteer efforts.
3. River Valley Transit (RVT) meets many needs in its service area: goes to many destinations; runs on time; is affordable and convenient.
4. The PA Ways to Work transportation loan program provides an effective means to support reliable transportation for getting and keeping a job.

5. RVT's pilot expansion route to Lock Haven helps people get to work and visit family.

Today's transportation services would be better if …

1. …RVT extended hours of service into the evening and on Sunday to benefit downtown businesses, people working in suburban areas outside the City, students, and shift workers in all sectors, including manufacturing and health care.

2. …RVT had more frequent trips on select routes.

3. …RVT adjusted and/or expanded routes for better access to local and regional destinations.

4. …shared-ride extended service beyond traditional workday hours (8am-5pm) into the evenings and on the weekend, especially for medical transports.

5. …there were more travel options.

6. …there were well-promoted success stories of transportation services helping more low-income people to become self-sufficient.

7. …programs were more flexible.

8. … intercity bus (Mega-bus) was more convenient, e.g. for students and business/artisans.

9. …riders expected a transit (shared-ride) experience.

An ideal transportation service system for our region would …

1. …include multimodal (bicycle, pedestrian and fixed-route transit) networks.

2. … serve all people, especially those living in poverty.

3. …provide daily, inter-community access to job sites, health care, education/training, etc. with multimodal networks supporting last-mile access.

Figure 1. This session map shows that transit and transportation service providers are asked to serve residents of a very large region. Providers used the map to show home locations, transportation-served locations, and out-of-area but still served locations.
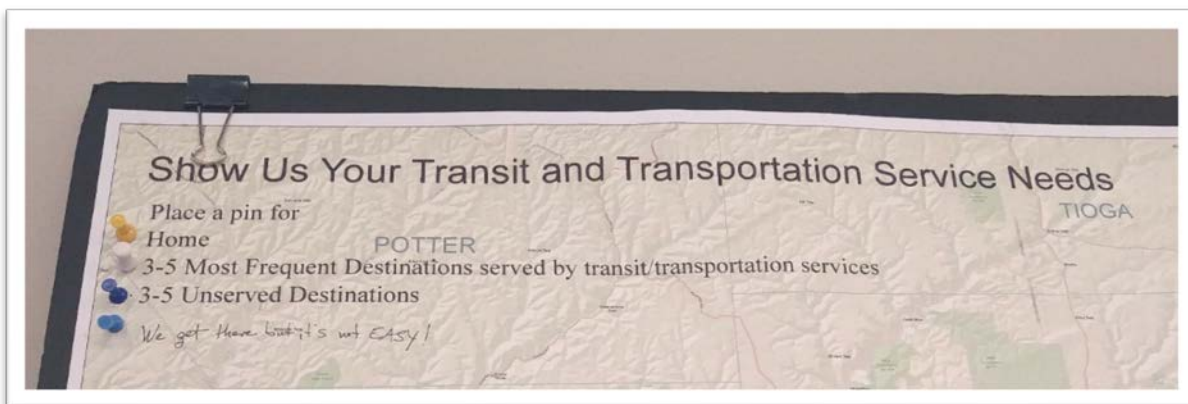
Figure 2. "We get there but it's not easy" was added as a fourth category during the first session. Many of these trip destinations require extensive coordination with out-of-area providers or volunteer drivers.
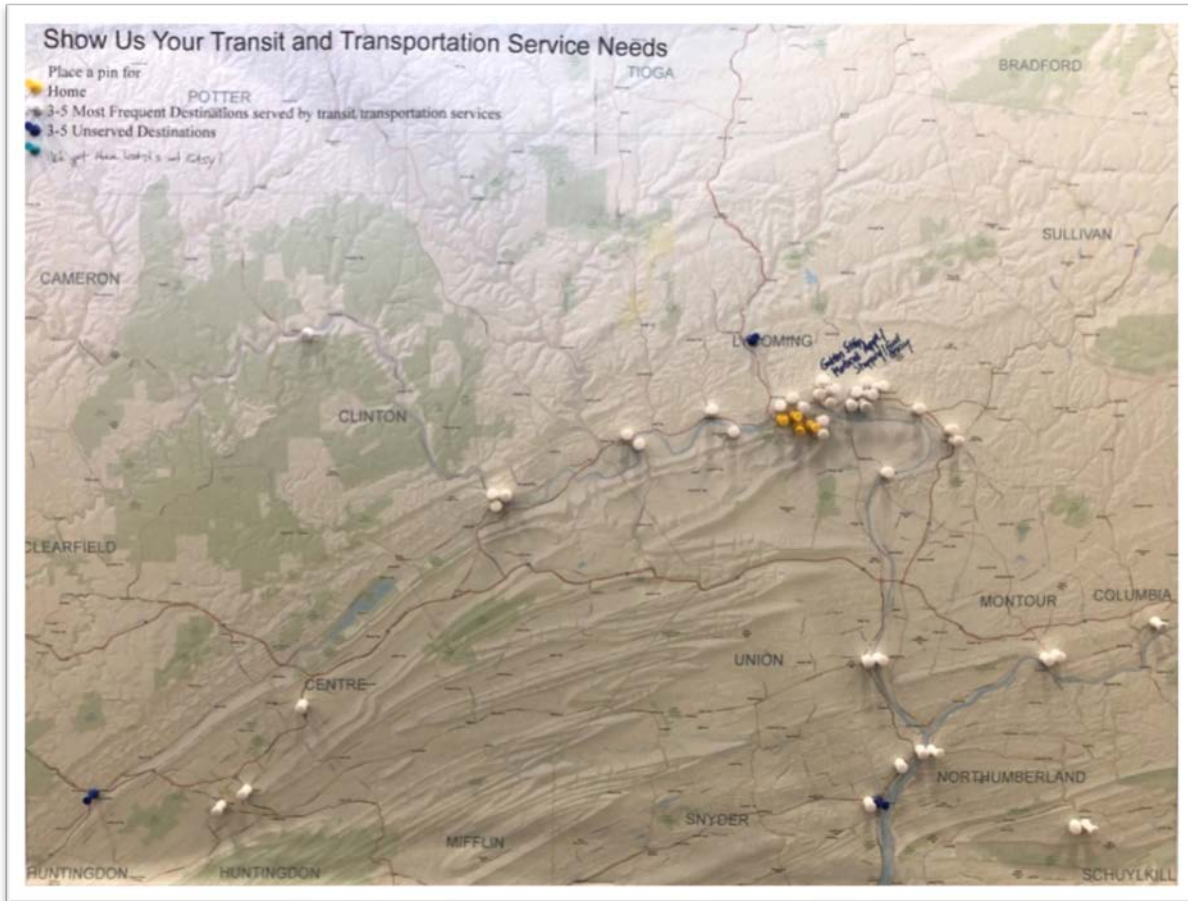
Figure 3. A second regional map focused on the Clinton and Lycoming County area for the Williamsport session. Trips are requested as far as Port Matilda, Centre County (73 miles from Williamsport), and Shamokin, Northumberland County (50 miles from Williamsport).
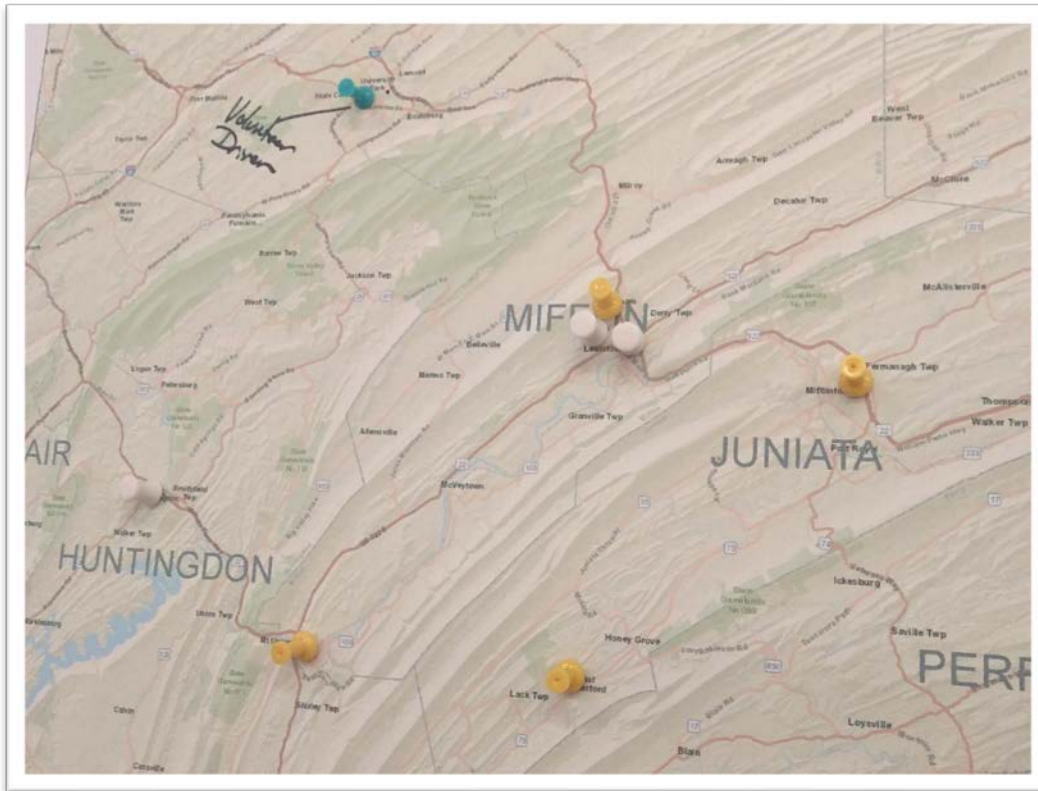
Figure 4. Some agencies use volunteer drivers to get riders to out-of-area destinations like State College – 44 miles from Mount Union and 51 miles from Mifflintown.

Figure 5. The Williamsport-Montoursville corridor is a hub for medical and retail trips.
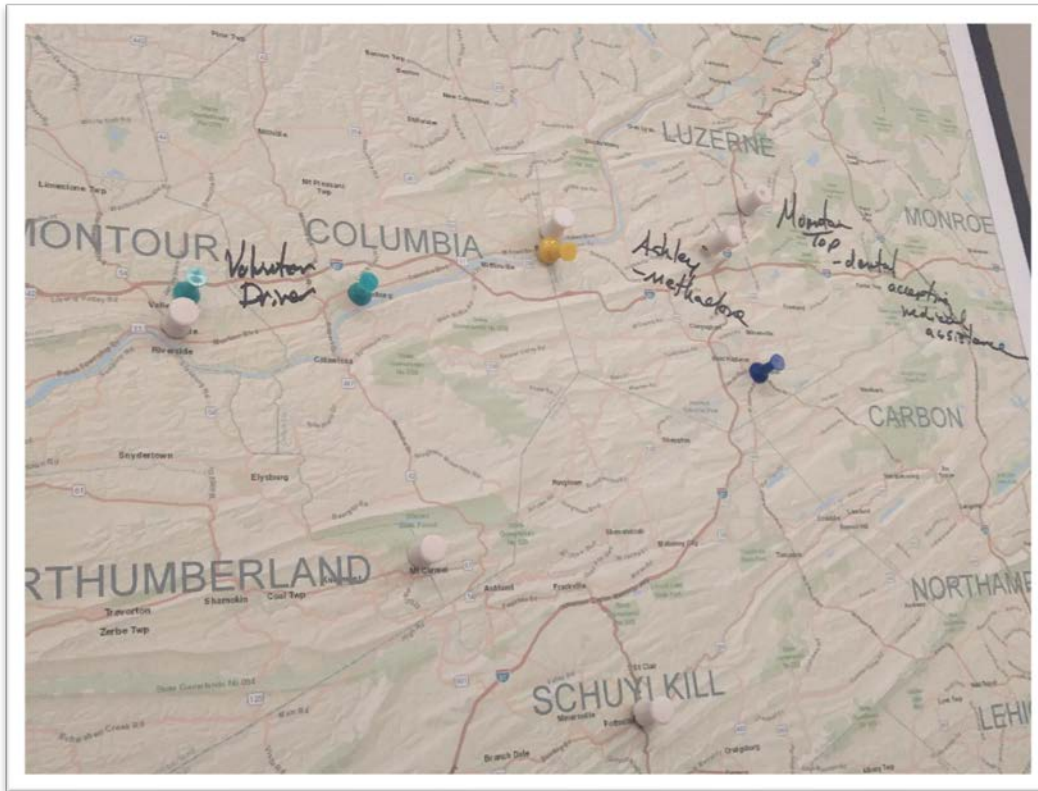
Figure 6. Medical travel needs include trips to the methadone clinic in Ashley, Luzerne County, low-cost or subsidized dental services in Mountain Top, Luzerne County, as well as medical facilities in Hershey, Dauphin County, and Lebanon, Lebanon County.

Findings from Session 1 in Selinsgrove, October 31, 2018

Attendees: 7

> Transit/Transportation Service Provider: 4; Mifflin-Juniata Shared-Ride Service; Union-Snyder
> Community Action Agency (MATP provider) (2); rabbittransit (for Northumberland)
> Other: 1; Snyder County Commissioner
> Media: 2; Sunbury Daily Item; article published same day

Which transportation services work best for you and why?

1. Seniors and persons with disabilities are grateful for the independence that transportation services provide. They can reach activities, medical appointments and shopping. *Mifflin-Juniata Shared-Ride Service*

2. Customer care by drivers and operators/call-takers is very good. *Community Action Agency, Snyder County vanpools*

3. Some employers are operating vanpools/work shuttles themselves to retain workers. These may be employer-owned or Enterprise vans.

4. Coordinated service to the Hershey-Harrisburg area and to Danville via McClure is possible but takes additional time and effort for scheduling and service. *Mifflin-Juniata Shared-Ride Service*

Today's transportation services would be better if ….

1. …transportation services were available on-demand and in real-time, right now. An Uber-like experience is desired. Many riders expect a single-rider experience; they don't expect to wait the time needed for routing to pick-up or drop-off another passenger.
2. …riders understood that the edges of the county are far!! Long distance impacts travel time, especially in a shared ride.
3. …riders expected loading time for persons with disabilities.
4. …transportation service took veterans to the VA hospital in Wilkes-Barre or Harrisburg more easily. [Only outpatient services are available in the region and only at Williamsport. Additional outpatient services are available in Wellsboro, Sayre, Allentown, and DuBois.] rabbittransit is aware of this need.
5. …transportation services helped more low-income people to become self-sufficient: to get to a job interview, to a job, to child care. The link between reliable transportation and employment is not well made in this region.
6. …regulations (eligibility) and co-pay were less burdensome in PennDOT programs, e.g., welfare-to-work, that help low-income into working vehicles. The co-pay for shared-ride for persons with disabilities is a burden.
7. …PA Ways to Work offered alternatives to vehicle ownership, e.g. a transit pass. Vehicle ownership may suit some persons or households, but a transit pass doesn't entail the added cost of fuel, maintenance, and insurance.
8. …shared-ride offered service in the evenings and on the weekend;
   - Access to dialysis (including Saturdays) is among the highest need.
   - Rides home from the hospital (and senior center) occur every day.
9. …shared-ride filled gaps when work shuttles or other facility transportation is unavailable due to maintenance or repair.
10. …ambulance and taxi service weren't the only alternatives.
11. …entrepreneurs in the private market helped fill gaps, cost effectively/affordably.
    - i.e. service at a cost but a cost less than fixed route bus (vehicle + full-time driver).
    - Healthy, active seniors as a pool of potential Uber-like/Lyft-like drivers; with aided induction/sign-up, orientation, pilot recruitment.
12. …transportation services could be subsidized by a community agency as a pilot for new riders or for emergency.

An ideal transportation service system for our region would…

1. …disconnect transportation services from the PA Lottery, which would make it accessible to the Amish.
2. …include ride-hailing for single riders with door-to-door service.

3. …allow cars to be easily shared among 2-3 households.

4. …include automated vehicles for outbound service and return trips or inbound service delivery.

5. …include multimodal networks.

   o Bicycle-pedestrian network for affordable travel to work, to school and for health benefits.
   o Bikes to people programs haven't stuck here. Why?
     ▪ Lack of continuous infrastructure, operations, and culture.
     ▪ Distance between daily destinations, which may be in more than one community and miles apart.
     ▪ Topography.

6. …include fuel-flexible fleets.

7. …have shelter for fleets.

Findings from Session 2 in Williamsport, November 1, 2018

Attendees: 35 (8 at the session venue + 27 public at the transit center)

> Transit/Transportation Service Provider: STEP, Inc. (MATP/Shared-ride provider)(2); Fullington Trailways
> Human Service Agency: STEP, Inc.
> Public: 27; at the mid-point of the session, the outreach team took advantage of the opportunity to speak with RVT riders waiting for a bus indoors and outdoors at the transit center on the ground floor of the Trade and Transit Centre II building
> Other: Heart of Williamsport (Susquehanna Greenway Partnership); Penn College
> Media: Williamsport Sun-Gazette (2); article published same day

Which transportation services work best for you and why?

River Valley Transit (RVT) because:

1. RVT serves desired destinations.

2. RVT service routes are expanding.

3. RVT runs on time with reasonable headways.

4. RVT drivers are helpful.

5. RVT is convenient for everyone, including kids and teens; offers USB charging stations.

6. RVT is affordable; Penn College students ride for free.

Today's transportation services would be better if ….

1. …RVT hours of service were extended

   o to help third shift workers get to and from work, which will help businesses recruit workers with reliable transportation means.
   o into the evening hours, as late as 10 pm-12 am, including weekends, e.g., for college students wanting to visit downtown Williamsport.
   o to reach suburban workplaces before and after shifts.

- o to after 4 pm and Saturday, for the east end bus route.
- o to after 5 pm, for the south side bus route.
- o to include Sunday service for weekend workers, especially to retail locations that are open on Sunday, like the strip, and hospitals in Williamsport and Muncy (UPMC hospitals). A worker had to leave her job because the employer scheduled her for Sunday and she had no transportation.

2. …RVT had more frequent trips

- o to Lock Haven and Jersey Shore with bus stops closer to destinations.
- o to/from Divine Providence (hospital).
- o to the Mall – like every 30 minutes on weekdays like the weekends.
- o for the Loyalsock/Park Avenue bus.
- o to locations farther out in Lycoming County, e.g., Cogan Station. As a result of infrequent services, some people have called 911 to get to a non-emergency/routine doctor appointment.

3. …RVT had a route/stop

- o (or loop) connecting the east and west sides of Williamsport between the colleges; the mid-point transfer is inconvenient.
- o on Fairview Drive. This elderly rider uses the Walnut at Clair bus stop and takes a taxi the last "mile" home.
- o on Washington Boulevard to reach grocery store and church.
- o at Schick Elementary; the closest is downhill a block from the school.
- o nearer to Valley View nursing home.
- o to Reptiland and Allenwood.
- o to Lock Haven University.
- o connecting to CATA to reach State College and Bellefonte.

4. …drivers waited for all to be seated.

5. …riders were polite and respectful, i.e., threw trash in the receptacle.

6. …the Trade and Transit Centre II lobby/office:

- o opened at 5:30am, not 5:45am for restroom access.
- o were open on weekends.
- o offered free wi-fi.

7. …non-smoking areas were enforced.

8. …if seating were more like a charter bus; some seats are awkward.

9. …there were more trolleys, not just for special events.

10. …there was a way to pay for bus other than on the bus or at the transit center, e.g., a kiosk at each bus stop.

11. …if the bus pass structure was different, e.g. 2-day, 10-day, 20-day options vs. the current 1-, 7- and monthly options.

12. …the intercity bus (Mega-bus)
    - was more convenient for students to commute home on weekends, weekend trips, etc.
    - was close to a main thoroughfare, not at Mulberry and Front Streets.

13. …there were more streetlights in some areas.

An ideal transportation service system for our region would…

1. …serve people living in poverty. Some have health insurance, some don't. For many that don't, insurance carriers and/or health care providers have reached a maximum number of (low-income) customers and therefore, people go without health care. Some travel outside the region to reach health care providers who will see them. Shepherd of the Streets is one agency that provides transportation services to medical appointments outside the region.

2. …have fixed-route service available 24/7.

3. …have commuter passenger rail connecting downtown Williamsport and Montoursville.

4. …connect transit and transportation services to regional trails and recreation destinations. Very few recreation destinations are served today.

Other Comments

A. Consider an intercept survey on the buses; Hope Enterprises, college students, or Williamsport Area School District students (honor society) may be able to assist.

B. The Heart of Williamsport, a community engagement initiative, shared transportation issues from extensive outreach over 2.5 years (surveys, interviews, focus groups, and community meetings), as listed below. New comment topics or information are underlined.
    - Supplement local bus services with a Mega-bus stop, a shuttle to connect with existing Mega-bus stop, or affordable bus ticket in/out of Williamsport to NYC. Mega-bus already uses Interstate 80. Students and artisans travel between Williamsport, State College and NYC weekly.
    - Provide more bus stop shelters with benches and trash receptacles.
    - Expand or improve local bus service and/or use a trolley shuttle service. Bus to Lycoming Mall isn't available to workers after closing.
    - Provide charging locations for scooters, mobility chairs, and electric cars.
    - Expand local service to serve students: nights, Sundays, and more bus stops around colleges; connect students to downtown and community in general.
    - Provide bike racks at regional route bus stops.
    - Provide transportation to nearby recreation sites/trailheads.
    - Explore the possibility of market bus that goes into neighborhoods in conjunction with the Central PA Food Bank.

Findings from Session 3 in Danville, November 5, 2018

Attendees: 1

Community Strategies Group, Bloomsburg

Which transportation services work best for you and why?

1. Community Strategies Group, Columbia-Montour United Way, and other partners operate a vehicle loan program. 5 families each have one vehicle, which provides a means of transportation for employment.

Today's transportation services would be better if _____.

No comments.

An ideal transportation service system for our region would…

1. …enable greater regional employment for workers and for businesses. Lack of transportation as a common barrier to greater regional employment.
2. …the old train station in Berwick were a transit or multimodal hub. It could have a nice waiting area. Its location is walkable and has parking. There is access from Front Street. It's near the St. Charles Parklet, though heavy traffic inhibits its use.
3. …provide daily transit service between Berwick, Bloomsburg, and Danville, with a few stops in each community, giving access to job sites, health care, education/training, etc. in other corridor communities; bicycle facilities, bike rentals and sidewalks provide last-mile access.

Appendix

Regional Media Contacts

Newspapers

Central Penn Business Journal – Cathy Hirko (chirko@cpbj.com); Joel Berg, editor, <joelb@cpbj.com>; Jason Scott (jasons@cpbj.com)

Centre County Gazette – Chris Morelli, editor, <editor@centrecountygazette.com>

Centre Daily Times – Jessica McAllister <jmcallister@centredaily.com>; <cdtnewstips@centredaily.com>

Citizen Standard <news@citizenstandard.com>

County Observer (Lewistown) – Joe Cannon, editor, <editor@countyo.com>

Daily Collegian (State College) – Garrett Ross, editor <garrettaross@gmail.com>

Daily Item (Sunbury) – news@dailyitem.com; Dennis Lyons (dlyons@dailyitem.com); David Hilliard (dhilliard@dailyitem.com); Eric Pehowic (epehowic@dailyitem.com); Joe Sylvester <jsylvester@dailyitem.com>

East Lycoming Shopper <shopper@elsnonline.com>

Juniata Sentinel (Mifflintown) – Carol Smith, editor <csmith@juniata-sentinel.com>

Lewistown Sentinel – (sentinel@lewistownsentinel.com); Buffie Boyer <bboyer@lewistownsentinel.com>; Brian Cox (bcox@lewistownsentinel.com); Erin Thompson (ethompson@lewistownsentinel.com)

Lock Haven Express – news@lockhaven.com; Bob Rolley (brolley@lockhaven.com); Lana Muthler (lmuthler@lockhaven.com)

Mifflinburg Telegraph (john@mifflinburgtelegraph.com)

Muncy Luminary <news@muncyluminary.com>

The News Item (Shamokin) – Andy Heintzelman, editor, <andy_h@newsitem.com>; <editorial@newsitem.com>; nieditor@ptd.net;

Northeast PA Business Journal – David Gardner, reporter <davegardner@peoplepc.com>

PA Business Central – Spencer Myers, editor <editor@pabusinesscentral.com>

The Patriot News – <citydesk@patriot-news.com> Patriot News – John Beauge, reporter, <jbeauge@uplink.net>

Patriot News/Penn Live – Teresa Bonner, news manager, <tbonner@pennlive.com>;

The PSU Collegian – Shannon Sweeney (editorinchief@psucollegian.com)

Perry County Times – Wade Fowler, managing editor <editor@perrycountytimes.com>

Pittsburgh Tribune – Joe Napsha <jnapsha@tribweb.com>

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Press Enterprise (Bloomsburg) – Jim Sachetti, editor <news@pressenterprise.net>; <peter.kendron@pressenterprise.net>; Mike Lester (mike.lester@pressenterprise.net)

The Progress (Clearfield) – Julie Benameti, editor <news@theprogressnews.com>

The Renovo Record (clintoncountyrecord@comcast.net); John Lipez (jlipez@yahoo.com)

The Snyder County Times – <scuc@ptd.net>; Kay Poeth (dkpoeth@ptd.net)

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Williamsport Sun-Gazette – Laura Janssen <llee@sungazette.com>; <news@sungazette.com>

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Bigfoot Country (Radio) – Jeff Shaffer (alerts@thisisbigfootcountry.com)

Clear Channel Broadcasting news tips <news@whp580.com>

iheart Media – Ken Sawyer (ksawyer@iheartmedia.com)

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WCHX – Erik Lane (wchx@chx105.com)

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WMRF/WLAK FM/WIEZ AM – Mary Lee Sheaffer, news director, <marylee@merfradio.com>

WPGM Radio/WBGM – Matthew James, news director, <wpgmnews@yahoo.com>

WOWY Radio – Gary Miller, program director, <wowyonline@gmail.com>

WPSU Radio – Emily Reddy, news director, <ereddy@psu.edu>

WQBR (Bear Country 99.9 FM) <bear@kcnet.org>

WQSU Radio (wqsufm@susqu.edu)

WRSC Radio – Bob Taylor, news director, <forever103@comcast.net>

WSVR Radio – Mark Schlesinger (markschlesinger@wsqvradio.com)

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Appendix E – Key Stakeholder Interviews Summary

Summary of Transportation Service Provider Outreach, Spring 2019

Transportation service providers were first engaged in the planning process for the Local Coordinated Plan update through a survey in Fall 2018. A Spring 2019 outreach invited providers to small group discussions of new and revised services under development, challenges that restrict service access and potential solutions, and the relevance of current plan recommendations for the upcoming years. A standard list of questions was used; however, for efficiency, discussion was focused on topics of most interest to participants.

Three transit and ride providers and seven human service agencies that provide transportation services participated.

Summary Findings

1. Providers are continually looking for ways to provide better and more service to the public in need. (Q1, Q2)
2. Providers are aware of unmet needs, more specifically among human service agency clientele and the general public. Challenges include providing funding, rider eligibility for subsidized services, rider schedule (appointments), rider expectations. (Q3, Q4)
3. Providers believe their referrals are successful, but little customer feedback exists on their success. (Q5)
4. Transit and ride providers also make non-transportation service referrals to help riders meet other needs. (Q6)
5. Innovative funding sources used by providers include volunteer drivers, donations, and grants. Public-private partnerships are a possible future source. (Q7, Q8)
6. Finding reliable, qualified workers can be a challenge for providers. Retired civil servants are a good workforce pool and retention is good. (Q9)
7. Providers use a variety of in-print, online and in-person means to market their services. Potential improvements include more digital/online, more in-person promotion to target audiences, and more effective placement of print materials. (Q10, Q11)
8. Providers share resources, particularly with associated agencies. (Q12)
9. Providers suggest that alternatives to fixed route service include: (Q13)
   a. Routes subsidized by private employers/organizations.
   b. Different routes on weekends or seasonal routes.
   c. A micro-transit feeder system to established fixed routes.
10. Providers identified these regulatory barriers to service: (Q14)
    a. Advance scheduling, no same-day service.
    b. limited funding for persons with disabilities.
    c. complicated, rigid transportation funding at the state level.
    d. limited eligibility for subsidy; trips for job and childcare access don't qualify.
    e. trips to social services to sustain mental health for those <65 years.
    f. limited funding that creates inequity for rural areas.
11. Providers find PA 211 and PA 511 to be generally unreliable. (Q15)
12. One provider noted service and eligibility information should be shared with medical providers. (Q16)

13. Provider support of the following suggested actions/initiatives is listed below: (Q17)
    a. Establish a regional broker - Providers generally do not support this suggestion.
    b. Pooling funding between agencies to provide transportation funding/services - Providers believe this to be applicable to out-of-area destinations, e.g., via transfers.
    c. Coordination among agencies for "shared" use of vehicles - Providers show limited support for this idea.
    d. Transit agencies leasing accessible vehicles to other providers (public and private) - Providers generally do not support this suggestion.
    e. Establish bicycling, scooters, car loans, carpool, vanpool and/or car sharing programs
    f. Additional park and ride lots - Providers believe this would be useful at essential locations.
    g. Special event transportation services - Human service providers are more supportive of this idea than transit providers.
    h. Transit amenities (stops, shelters, etc.) - Most providers are supportive of increased stops and shelters.
    i. Services in the evening and weekends - Transit providers already offer limited weekend service.
14. Providers find that taxi services are limited, expensive, unreliable, and not service-oriented but some use them on weekends and/or as a provider of last resort for critical trips. (Q18)
15. Providers use technology in various ways and believe it to be useful. (Q19)
16. Providers believe there is a need for fare discounts for those younger than 65. (Q20)
17. Providers suggested ways to inform consumers of all available transportation services: (Q21)
    a. increased education on what shared ride means in terms of advance notice, time required, etc.
    b. help people who are relocating make the transition to new provider contacts, like the 211 system.
    c. more agency involvement linking up riders in need with transportation services.

These responses affirm several findings from the Fall 2018 outreach to providers and to the public.

1. Unmet needs and missed trips.
2. Issues and challenges in providing services, e.g., funding, program limitations (trip purpose, rider eligibility, etc.).
3. The need to provide service information to consumers in places they can find it.

Summary Responses

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
Service Questions		
1. What transportation needs are you meeting most successfully and how?	• CARS is meeting medical transit needs • CARS and STEP, Inc. coordinate with rabbittransit for out-of-county destinations	
2. What was the last major change in service – expansion/contraction, increase/decrease? What major factors influenced that decision?	• CARS extended their hours from 3pm-5pm, and on Saturdays from 7am-5pm	• Columbia Housing Authority created partnership with United Way to establish an auto-revolving loan program • United Way has community-wide partnership with Geisinger and rabbittransit. They also partner with cab services, which has worked well but can get expensive.
3. What unmet needs are you currently trying to address and how? By geography, by trip purpose, by trip day/time, etc. What current challenges impede making change to meet this need?	• CARS doesn't provide **same day service**. For medical assistance, some needs can be met through urgent care. For non-medical assistance, needs remain unmet. Lack of funding impedes this need from being met. Additionally, customers don't fully understand the shared-ride concept and its challenges. • CARS has **veteran services** available in Mifflin County, but not Juniata • STEP, Inc. is working on providing transportation services for **veterans.** Funding eligibility is a challenge. • rabbittransit provides veteran services to Montour and Columbia Counties to Wilkes-Barre VA from 10am-2 pm. However, the VA doesn't cooperate in scheduling appointments during these hours. They've applied for funding to expand services, but this remains a challenge.	• Expanded service is available to everyone, but there are a lot of **dialysis patients** on evenings and weekends • Columbia Housing Authority is discussing using a van to help **low-income** tenants get to various programs and activities. They're still figuring out resources. • United Way says implementing the fixed route system along US 11/15 is a priority. They're also looking into a prison-reentry job training program for vehicle repair and might pursue a Workforce Innovation grant for a three-year pilot program. They'd also like to establish bike-shares in limited communities.

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
4. What other specific unmet needs are you aware of?		• Mifflin-Juniata Human Services says there are many **young people without drivers licenses or vehicles to get to work and childcare services**. Although SUMMIT helps people attain drivers' licenses, many still can't afford a vehicle. Not only is there a **housing shortage** in the area, but some **rental units are in rural areas far from jobs**. Services are offered at a prime rate with no subsidy. • Columbia-Montour Aging Office says that many struggle to meet the 24-hour advance notice for medical appointments. rabbittransit **does not operate on Sunday**, making it difficult for some riders **to get to church**, especially those who require special vehicles (i.e., for power wheelchairs). Another challenge is getting people to understand the concept of shared-ride services, that they aren't instantaneous. Also getting people to understand that fixed routes require riders to get to the bus stop and it is not a door to door service. • Center for Independent Living says **same day medical appointments** and **Sunday services** are an unmet need. Many **healthcare jobs** in Lycoming area require 24/7 transportation service. Fixed route services not reaching destinations and times of need
5. Do you provide referrals to (coordinate with) other transportation services for needs your agency cannot	• CARS makes referrals for **veteran's services** and **shared-ride providers**. Some feedback has been given, but usually only when unsuccessful.	• Regional Services Corporation has volunteer drivers for out-of-county **medical services**, mileage is paid for. Taxi services and J&D van services are not

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
meet? Do you know if these referrals are successful?	• STEP, Inc. makes **medical assistance** referrals to Department of Human Services in severe cases. This has been successful. • rabbittransit makes referrals for persons ineligible for **shared-ride services**	affordable to all. CATA in Centre County has some informal transfer stations, which some people use as park-and-rides and others have difficulty reaching those stations • Columbia-Montour Aging Office surveys customers periodically. They also have complaint forms, which they will investigate or pass on to rabbittransit to investigate. • Center for Independent Living follows up on complaints. Most complaints are about time/duration, and less about service. • United Way provides referrals to rabbittransit **shared-ride services**. They also partner with community action agency – Union-Snyder CAA, DSO CAA
6. Do you provide referrals to (coordinate with) housing or employment (relocation) assistance that would enable your agency to better meet the customer's needs? Do you know if these referrals are successful?	• CARS is an affiliate of the Area Agency on Aging. They also make **social worker referrals** at hospital and dialysis centers, as well as to the Community for Independent Resources. • STEP, Inc. makes referrals to its umbrella agency programs. • Both CARS and STEP, Inc. make some **internal referrals**	
Funding Questions		
7. What non-traditional sources of funding have you been able to apply toward transportation services?	• CARS uses non-traditional funding sources to meet the needs of those <65 years old, or others ineligible.	• United Way uses private funds for fixed-route initiatives. They also receive funding from local banks.

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
◦ Any private sources in a formal or informal public-private partnership	• CARS receives **donations**. They also have a **volunteer** medical program that provides out-of-county service when regional service is not available, or when patient has been referred to an out-of-county doctor • STEP, Inc. has a partnership with **UPMC Susquehanna** to provide same-day service for hospital release • rabbittransit receives grants and **American Legion donations**. **Geisenger/Scranton Foundation** is a partner for health care and medical logistics.	• Regional Services Corporation funds patient transportation to Life Center facility. **Geisinger** vans then transport patients to their appointments.
◦ Any local sources (county, municipal)	• **Area Agency on Aging** funds both CARS and STEP, Inc. trips for 60-64-year-olds to senior and daycare centers	
8. Are there other funding models in use elsewhere that may be applicable to your service area or the region?	• STEP, Inc. is exploring other funding models for **veterans transportation services.**	• Regional Services Corporation has received **human service and block grants/CDBG** in the past. • Columbia Housing Authority says that it's difficult for rural areas to receive subsidies. There's a reliance on dedicated local people to volunteer. Overcoming the legacy of a low-income, dependent lifestyle is challenging. • United Way believes there should be more innovative approaches to **public-private partnerships.**
Administrative Questions		
9. Do you have difficulty hiring a qualified staff – drivers, admin, maintenance, etc.?	• CARS receives some unqualified applicants, i.e., **little job history or poor employment records**.	• Regional Services Corporation says that hiring drivers is a challenge because it is **part-time work without benefits**.

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
	Some applicants show a lack of responsiveness. • rabbittransit provides a second career for many **post-civil servants**, i.e., some postal and prison workers become drivers **after retirement**. Finding **maintenance/mechanic workers is harder**.	There is a **high turnover rate**. **Recent retirees** are good hires. • Columbia Housing Authority has a small staff and low turnover • United Way has **difficulty finding entry-level staff** but has good retention.
10. How do you market your transportation services? Do you know what methods are most effective in reaching your customers/prospective customers?	• CARS places ads in the **newspaper**, which were effective in hiring drivers, as well as on the **radio**. They also **present at senior centers**. They have a **Facebook** and are currently working on a **website**. • STEP, Inc. places ads in the **newspaper**. One article was particularly effective and resulted in many calls. Their **website** is under construction. They also do some **marketing through partners**. • rabbittransit is **marketed through partner agencies**, i.e., Area Agency on Aging. They no longer do radio ads.	• Regional Services Corporation uses **Careerlink, Facebook, and other job posting sites** for hiring. For customers, there's **printed information** in the vehicles. They're working on a list-serv, but not all customers are comfortable going online. They promote their services at **health fairs, community events, after-hours with the Chamber of Commerce**. They also present at **social clubs**. • Columbia Housing Authority focuses on tenants, but this method is not working well. They plan to incorporate outreach and marketing into a strategic plan. They're also building a **website** and may add **social media**. They're also considering moving their office closer to tenants and other services for improved coordination. • United Way uses **social media** and sometimes **banners** in areas of high traffic. For events, they sometimes use **radio and tv advertising**. They noted that it's hard to promote a service with eligibility requirements.
11. How do you think marketing could be improved – by your agency or through coordinated efforts?	• CARS thinks their marketing could be improved with more **digital media**, i.e., using EcoLane app. Also, **intermodal**	• Regional Services Corporation hired a **communications coordinator** two years ago, who evaluates communications, as

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
	VR could be used for driver status reminders. • STEP, Inc. is looking into more organized efforts to collaborate.	well as other service aspects, with a team quarterly. • Columbia-Montour Aging Office suggests **flyers** and **pamphlets** at popular facilities, i.e., grocery stores, medical offices, churches. rabbittransit **presents at town hall meetings** and asks **senior centers** for suggestions • Center for Independent Living conducted an **RVT/MPO survey** in 2018. They suggest meeting people where they are to promote service availability and eligibility. They sometimes invite **guest speakers** to educate customers and could invite STEP, Inc.
Other Questions		
12. Are you aware of any opportunities or have suggestions for providers of transportation to share resources?	• The county allows CARS to **park at agency office** for a low-cost. They are looking for **sheltered storage**. • STEP, Inc. has a **partnership with RVT,** which saves them money by using natural gas and CNG fuel. At the Fairfield Ford in Williamsport, there is **free parking** and vehicle service is discounted. They also coordinate with rabbittransit and Centre County. • rabbittransit suggests establishing **transfer points** to destination-specific sites. There is a need to reach Schuylkill County, Hershey, and Philadelphia.	• Regional Services Corporation suggests **collaborating with Geisinger for medical appointments**. They also suggest CATA **transfer stops**. • Center for Independent Living says that it's a challenge for service lines to cross county boundaries. • Columbia Housing Authority plans to use HUB to **share administration and meeting space**. They're also considering purchasing **a van through shared funding**. • United Way has many services under its umbrella organization.
13. Should the region consider alternatives to fixed route service (such as deviated fixed route/flex route) in low density areas?	• **rabbittransit** does this and the **Benton Foundry** is similar. They provide **by-the-hour service**, which is funded through a private employer or organization.	• Center for Independent Living says offering flexibility should be considered. For example, **offering different routes on weekends or seasonal routes**.

	Transit and Ride Providers Input Summary	**Human Service Providers Input Summary**
		• Columbia Housing Authority states that **local efforts** (through faith-based groups or specific assistance requests) might help in a feeder system • United Way states that a **micro-transit feeder system** should be considered later. There could potentially be a connection of LATS to the US 11/15 fixed-route corridor.
14. In your opinion, what do you see as regulatory barriers? Do you have any legislation suggestions that if implemented would improve mobility?	• CARS and rabittransit both suggest **same-day service** • STEP, Inc.'s biggest barrier is providing services to **persons with disabilities**. Some trips can fit under ADA, but not under PWD because funding is limited. Some trips don't fit at all.	• Regional Services Corporation believes that transportation funding at the state level is **more complicated than it needs to be**. Some support or **subsidy should be given to those who don't qualify for services**, i.e., for job and childcare access. • Columbia/Montour Aging Office believes **that same-day service** is a barrier, but the Geisinger and rabbittransit agreement to provide same-day service will improve mobility. • Center for Independent Living suggests providing shared-access to social services to sustain mental health. Those **<65 years old have less variety** of service options. • Columbia Housing Authority find navigating through the various regulations to be **time intensive.** • United Way finds **funding** to be a barrier. Transportation **equity** needs to be considered in rural areas. They also believe the rules and **regulations are too rigid.**
15. Do you find PA 211 and/or 511 PA useful tools to address transportation needs? What (if	• CARS believes that **same-day service needs** to be improved. • STEP, Inc. says direct agency-to-agency or department-to-	• Regional Services Corporation has tried to promote 211, but it is **not well-known** and **out of date**. 511 is similar.

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
anything) would need improved?	department communication needs to be improved	• Columbia/Montour Aging Office and Center for Independent Living agree that their **information is incomplete or out of date**. • Columbia Housing Authority does **not find either as an effective tool**. • United Way has seen some new movement in a positive direction. **Updates to database need to be made**.
16. What is needed to improve the dissemination of transportation information?		• Regional Services Corporation says it would be helpful if **medical providers understood transportation service information**, as well as **eligibility**.
17. The following were suggestions in the prior plan – please let me know if they should be pursued:		
a. Establish a regional broker *Providers generally do not support this suggestion.*	• CARS believes this unlikely to be effective for Mifflin and Juniata Cunty. **Rural residents would fall through the cracks** in a large regional system. • STEP, Inc. says that this is an active topic with the MATP program, but **more data is needed** to demonstrate effectiveness. • rabbittransit believes this would likely **complicate service requests**. Currently, seniors call one number for medical trips and another number for non-medical trips.	• Regional Services Corporation has concern for transportation brokerage, particularly regarding **community referrals**, **added costs**. • Center for Independent Living is not supportive because of the **lack of local accountability**. They also have **concerns regarding quality service** for persons with **disabilities**. • Columbia Housing Authority believes this to be similar to PA 211. The concept makes sense, but conditions are fluid. Therefore, it's **impractical** at a regional level. • United Way works in this role. They believe it could work if there is **sustainability and consistency**. Local practices must still be considered.

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
b. Pooling funding between agencies to provide transportation funding/services	• CARS says that there is a way to share clients through the EcoLane app, but the set-up is **tedious** for their current level of requests. • STEP, Inc. says PennDOT may be better able to answer. County service can be **tricky** because communities aren't equidistant. Shared-service provides the best customer service and makes it easy to share clients. • rabbittransit says Aging and Health funds are helpful. They help **transfers with CARS** to Geisinger because county-based services can't go beyond county border.	• Regional Services Corporation works with **other providers to make transfers**. • Center for Independent Living does this where it can be done efficiently. • Columbia Housing Authority believes this would be **challenging** and that doing so would have to result in the same service outcomes with real savings.
c. Coordination among agencies for "shared" use of vehicles	• STEP, Inc. handles special needs via referrals.	• Regional Services Corporation has concerns over **liability**. Some internal agenda sharing is done for special group trips, where parent agency holds liability • Columbia Housing Authority and United Way think this is a good idea. Columbia Housing Authority just started **leasing from Enterprise**. They don't have a service vehicle to share, but some work/office vehicles could be shared, as long as it would have work permit regulations.
d. Transit agencies leasing accessible vehicles to other providers (public and private)	• All agencies say this is unlikely because of **liability** issues	• Regional Services Corporation might explore this to provide **wheelchair accessible transportation**.
e. Establish bicycling, scooters, car loans, carpool, vanpool and/or car sharing programs	• CARS says that CATA Commutes come into Mifflin and Juniata • rabbittransit says yes, in certain areas, especially for **car sharing**. **3P Rides**, a non-profit, is in the	• Regional Services Corporation is unsure if this would work in isolated rural areas. • Columbia/Montour Aging office says this has been established by the region but not by them.

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
	early stages of looking into car sharing in the region	They're supportive of the program where **cars can be donated to households** in need, so long as they can pay for insurance and maintenance. • Center for Independent Living supports **bicycle programs**, but not in rural areas with poor conditions • United Way would like to establish **bike-shares** in limited communities. **Carpool apps** have done some employer outreach.
f. Additional park and ride lots	• rabbittransit says yes, **Danville** area for Geisinger employees	• Regional Services Corporation provided possible locations, including at the **Rutter's on 322**, the **Giant in Burnham**, the **Giant in Lewistown**, and in **McVeytown** • Center for Independent Living suggests **repurposing empty shopping malls** • United Way suggests starting by identifying where cars park daily
g. Special event transportation services	• rabbittransit says no because it's **too close to a chartered service**, which is not permitted.	• Regional Services Corporation says there used to be a popular tour bus for seniors, but it's now closed. • Columbia/Montour Aging Office says this is worth exploring for **seniors and younger people without transportation access** • Center for Independent Living would explore this for **events** like the Bloomsburg Fair, Fall Foliage, and Candy Cane Lane
h. Transit amenities (stops, shelters, etc.)	• rabbittransit would like its own **shelter at Geisinger**. Stops and shelters should be in **Shamokin** where streets are too narrow for all local service	• Columbia/Montour Aging Office doesn't believe this to be necessary, as there is no fixed-route in their region. • Center for Independent Living would like to keep this recommendation – RVT has

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
		some shelters but not at all bus stops • Columbia Housing Authority believes that multiple shelters/stops may be necessary to **indicate the presence of transit** service • United Way believes that one or two shelters **indicate transit availability**
i. Services in the evening and weekends	• CARS already provides some. Current service hours will remain unless needs increase. • STEP, Inc. provides some service to **medical clinics** on weekends. Other weekend service is **subcontracted to taxis**, but they are not wheelchair accessible. They foresee an **increasing demand** on Saturdays for dialysis trips. • rabbittransit receives requests for **evening entertainment**. They currently don't provide evening service because it's hard to find drivers.	
18. Are taxis a viable alternative to address the gaps in public transportation?	• CARS does not refer customers to taxis because they are **unreliable** • STEP, Inc. says taxis serve 10-15% of daily trips • rabbittransit says there are few taxis, Ubers, Lyfts, etc. They occasionally contract taxi drivers on **weekends**.	• All agencies say taxi service is **limited, expensive, and not service-oriented** (i.e., not equipped to handle children or persons with disabilities) • United Way states that taxis are used for **critical trips** and are most often paid by an agency.
19. Are there technology issues or solutions?	• CARS and STEP, Inc. use technology for **fare collection** • STEP, Inc. has a **website** and **mobile app** for requesting trips, which reduces phone calls and wait times • rabbittransit has a **real-time bus schedule at high demand**	• Regional Services Corporation uses **EcoLane** but would like a better way to register for rides online. • Columbia/Montour Aging Office finds rabbittransit's technology to be useful. They have **real-time tracking and cameras** on their vehicles to investigate

	Transit and Ride Providers Input Summary	Human Service Providers Input Summary
	locations, possibly tied into EcoLane.	complaints. However, their call center gets busy • Center for Independent Living finds technology to be useful for **accountability**. Additionally, **hearing-impaired riders can use assistive technology**.
20. Is there a need for other fare discounts for consumers who are not eligible for a reduced or free fare? If yes, please describe.	• CARS says that **general public fares are too high** for most riders. Communities could subsidize their local riders. • STEP, Inc. will know more after veterans services are explored. They suspect there is a **need for persons <65 years old**. • rabbittransit says there are **many who fall through the cracks**, i.e., those who want to visit their family in specialized/cancer care centers.	• Columbia/Montour Aging Office says that **not all veterans centers provide service**, but that American Legion has assisted. Those **<65 with temporary or long-term conditions** that inhibit independent travel need further assistance.
21. What type of information is needed to inform consumers of all available transportation services (i.e. centralized resource directory, travel training, bus buddy program, etc.)	• CARS believes there needs to be **increased education** on what shared-ride means in terms of **advance notice**, **time required**, etc. • STEP, Inc. says people who are relocating should be given **new provider contacts**, like the 211 system. • rabbittransit says that **agencies need to be more involved with linking up riders in need with transportation services.**	• Regional Services Corporation believes **eligibility information should be simplified**

Comparison to Findings from Fall 2018 Outreach

The following pages list select findings from the two survey and public listening sessions held in fall 2018. Statements shown in **bold** are affirmed by the providers input summarized above.

Providers Survey Fall 2018

Most relevant Transportation Service Provider Survey Findings

- **Q9 The top five transportation limitations experienced by the people providers serve**
  - **Low income (76.00%)**
  - **Remote/rural location (72.00%)**
  - Aging-related (68.00%)
  - Physical disability (68.00%)
  - Mental disability (56.00%)
- Q10 18 (81.82%) have clients with transportation needs that the provider routinely cannot serve
- Q12 The most significant transportation service issue for clients (open-ended question)
  - Lack of service in remote/rural areas (mentioned 4 times by 22 respondents)
  - Wait time and travel time for persons with poor health conditions (mentioned 3 times by 22 respondents)
  - **Cost of unsubsidized service (mentioned 3 times by 22 respondents)**
  - Cost of unsubsidized service for companion child (mentioned 2 times by 22 respondents)
  - **Lack of appropriate transportation service (mentioned 2 times by 22 respondents)**
  - **Want immediate, exclusive service (mentioned 2 times by 22 respondents)**
  - Few vendors/contractors
  - **Lack of evening service**
  - **Lack of weekend service**
  - Limited job opportunities
- **Q13 The significance of transportation service issue for clients (closed question)**
  - **Inconvenience**
  - **Cost**
  - **Unavailable**
- **Q14 Missed trips due to lack of adequate transportation services**
  - Medical appointment, 15 (62.50%)
  - Social/Entertainment, 15 (62.50%)
  - Shopping, 14 (58.33%)
  - Work, 14 (58.33%)
  - Family/friend visits, 13 (54.17%)

Travel Needs Survey for Central PA Residents (Public at-large), Fall 2018

Relevant Findings

- Q4 Of the 226 who use transportation services,
  - 100 (44.25%) use the bus
  - 75 (33.19%) use other
  - 66 (29.20%) use a taxi
- Q5 Of the 240 who use transportation services,

- o   140 (58.33%) use services less than monthly
- o   55 (22.92%) use services daily
- Q6 For the 485 who responded, a lack of transportation hinders 140 (28.87%) of respondents.
- Q7 For the 503 who responded,
  - o   207 (40.91%) view transportation services unfavorably
  - o   122 (24.11%) view transportation services favorably
  - o   56 (12.85%) don't know enough to have an opinion
- Q9 Of those who have lived in another community with widely available transportation services,
  - o   191 (67.97%) used transportation services there.
- Q10 In the last six months, 170 had a household member miss a trip for lack of transportation.
  - o   Medical appointment, 79 (46.47%)
  - o   Social/Entertainment, 70 (41.18%)
  - o   Shopping, 59 (34.17%)
  - o   Family/friend visits, 55 (32.25%)
  - o   Work, 54 (31.76%)
- **Q11 Of the 440 who responded, transportation services would enable**
  - o   **248 (62.00%) to make long-distance trips**
  - o   **217 (54.25%) to reach Medical appointment**
  - o   206 (51.50%) to reach Shopping
  - o   206 (51.50%) to reach Social/Entertainment
  - o   169 (42.25%) to reach Work
- Q12 Of the 361 who responded, transportation services are needed
  - o   Weekdays, 7:00 a.m. to 5:00 p.m. for 284 (78.76%)
  - o   Evening
  - o   Weekend
- Q13 Of the 361 who responded,
  - o   304 (79.79%) respondents would use Public fixed route transportation
  - o   199 (52.23%) respondents would use Public shared ride transportation
  - o   124 (32.55%) would use vanpools/carpools
- Q14 Of the 362 who never used or no longer use transportation services,
  - o   210 (58.01%) prefer to drive
  - o   112 (30.94%) Service not offered to needed sites
  - o   96 (26.52%) Service times/days not convenient
- **Q17 Of the 444 who responded to familiarity with transportation services that are available,**
  - o   327 (73.65%) are familiar
  - o   **77 (17.34%) are neutral (unsure)**
  - o   **40 (9.01%) are unfamiliar**
- **Q18 Of the 443 who responded to knowing where to get information,**
  - o   329 (74.27%) know where to get information
  - o   **45 (10.16%) are neutral (unsure)**
  - o   **69 (15.58%) do not know**
- A majority of respondents are likely or very likely to take transportation services if
  - o   Q32 Transit stops are located closer to your home or your typical destinations (59.31%)
  - o   Q33 Vehicles are scheduled to arrive at stops more frequently (57.77%)
  - o   Q35 The price of gas increases significantly (57.07%)

- **Q38 After direct mailings (35.70%), the best means to inform respondents about transportation services is**
  - **Social media (21.75%)**
  - Inserts in municipal bills (9.22%)
  - Newspaper (7.57%)

2018 Public Listening Sessions

These findings support/concur with these findings from the fall 2018 Public Listening Sessions, which many providers also attended.

The region's transportation services work best because:

1. Customer care by shared-ride and fixed-route transit service drivers and operators/call-takers across all operators is very good.
2. **Coordinated service to out-of-area destinations is possible but takes coordination time and sometimes volunteer efforts.**
3. River Valley Transit (RVT) meets many needs in its service area: goes to many destinations; runs on time; is affordable and convenient.
4. The PA Ways to Work transportation loan program provides an effective means to support reliable transportation for getting and keeping a job.
5. RVT's pilot expansion route to Lock Haven helps people get to work and visit family.

Today's transportation services would be better if …

1. **…RVT extended hours of service into the evening and on Sunday to benefit downtown businesses, people working in suburban areas outside the City, students, and shift workers in all sectors, including manufacturing and health care.**
2. …RVT had more frequent trips on select routes
3. …RVT adjusted and/or expanded routes for better access to local and regional destinations.
4. **…shared-ride extended service beyond traditional workday hours (8am-5pm) into the evenings and on the weekend, especially for medical transports.**
5. **…there were more travel options.**
6. …there were well-promoted success stories of transportation services helping more low-income people to become self-sufficient.
7. **…programs were more flexible.**
8. … intercity bus (Mega-bus) was more convenient, e.g., for students and business/artisans.
9. **…riders expected a transit (shared-ride) experience.**

An ideal transportation service system for our region would …

1. …include multimodal (bicycle, pedestrian and fixed-route transit) networks.
2. **… serve all people, especially those living in poverty.**
3. **…provide daily, inter-community access to job sites, health care, education/training, etc. with multimodal networks supporting last mile access.**

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Appendix F – Public Comments on Draft Plan

Placeholder for comments to be received during the Draft Plan's public comment period

Appendix G – Detailed Strategy Descriptions

Regional Public Transportation System

Category(ies): Organizational/New Service/Service Enhancement

Identified Need:
• Create a regional network of public transportation connections along major corridors, between various communities, and between population centers and major generators.
• Available and affordable public transportation service.
• More consistency across the region in policies, service levels, fares, etc.

Discussion: It is difficult for individual operators serving individual counties or pairs of counties to successfully address all identified needs solely through coordination efforts. One example of how another predominantly rural region addresses this need is the Area Transportation Authority (ATA) which serves a 5,100 square mile, five-county region in North Central PA consisting of Elk, Jefferson, Potter, Cameron and McKean Counties (limited service is also operated into Clearfield County). ATA operates an array of service types, including demand responsive human service transportation, local fixed route transportation and fixed route with deviation service, and a network of regional connection services. The authority is financed through system fares and funding provided by FTA, PennDOT, the Counties and various third-party sponsors of certain types of trips. The system has been in operation for over 30 years with start-up funding provided through a federal demonstration program which no longer exists. Other possible approaches would be (a) one county take the lead on creating and managing a multi-county system, and (b) hire a private broker to manage, administer and deliver some or all regional services under the sponsorship and oversight of a regional board.

Implementation Timeframe: Long-term

Parties Responsible for Implementation: A new regional body would likely have to be formed through local initiative. Governance is typically provided through a board appointed by the sponsoring entities. The sponsoring entities are typically responsible for providing local matching funds required to qualify for federal and state grant funding.

Benefits:
• Needs of a regional nature get addressed.
• Political boundaries, within the region, should become transparent to users.
• Consistency in service standards, levels of services, fares, amenities, etc.
• Potential efficiencies with a regional system.
• Consistent with latest PennDOT directions.

Probable Funding Implications: Considerable resources are already being expended that could be applied to a more regional system. Some economies could be realized but a new network of regional connecting services would likely require additional funding to achieve.

Other Considerations:
• Requires the collaboration and cooperation among the counties and yielding of some control to the

regional authority.

• Sharing of local funding responsibilities can be difficult to agree on.

• If one or more counties decide not to participate, it is not practical to operate a multi-county system serving non-contiguous counties.

Regional Coordination Council (RCC)

Category(ies): Organizational/Coordination

Identified Need: Current and previous planning studies, as well as public input, identified numerous issues impacting the ability of the existing demand responsive transportation systems in providing more efficient and effective regional service to transit dependent population groups and the general public. Greater coordination between the region's demand responsive systems in various functional areas – grants management, administration, procurement, public information, scheduling, reservations, operations, and funding – offers the potential for agencies to reduce costs, save resources and improve customer service.

Discussion: The existing public and human service transportation systems and various public and private transportation-related organizations within the region could establish a Regional Coordination Council (RCC) to promote regional coordination strategies. The Council would be a voluntary organization and act in an advisory capacity with the transit systems retaining full control of their operations and decision making functions. While lacking direct authority, the RCC could perform several useful functions. It could convene regular meetings to improve communication among the counties, identify needs and opportunities, share information related to service planning, operations and funding, and provide an umbrella organization for human service transportation programs. An RCC could take many different forms since the number of agencies willing to participate as well as the functional areas that are coordinated may vary. Since the transit systems retain control of their organizations and can modify their services, offer new types of services, and/or expand the geographic area it serves, the RCC would provide a venue for resolving any conflicts and promoting coordination whenever possible. The Central Pennsylvania Transportation Coalition (CPTC) could be used as a nucleus for the formation of the Coordination Council, which would have a different mission than the CPTC.

Implementation Timeframe: Short-term

Parties Responsible for Implementation: The CPTC could initiate the formation of the RCC and SEDA-COG could provide "in-kind" services such as meeting space and the provision of office supplies. However, the organizations that agree to participate in the Regional Coordination Council would enter into a cooperation agreement or memorandum of understanding that defined the goals and objectives of the council, funding roles and responsibilities of the participating organizations, management and operational principles, and any other appropriate rules and conditions. Once the goals and objectives of the Council have been clearly defined, working groups or committees could then be established to develop projects and/or action plans to address specific regional transportation priorities.

Benefits:
• Provide consistent regional service delivery standards to manage expectations and ensure that all clients/customers in the region are provided equitable service. This could be achieved through coordinating fares, scheduling, public information, eligibility criteria, customer service, etc.

• An RCC would be a suitable candidate to take the lead in developing a comprehensive transportation

directory, standardizing and consolidating driver and staff training, discussing joint procurement opportunities, etc.

• A stand-alone organization that functions well has the potential to enjoy greater visibility of its actions and legitimacy of its position on transportation issues. An informal network or a committee within some other organization that is not created with the primary function of addressing transportation coordination may not have the same visibility or legitimacy.

Probable Funding Implications: No new funding required. It is assumed that existing agencies would commit to participate in the forum and that staff involvement, meeting-related travel and miscellaneous costs would be covered with existing staff and existing budgets.

Other Considerations:
• An RCC would not change the participating agencies' structures or organization since they would continue to have primary responsibility for all functional areas. As a result, the ability of this model to make fundamental policy changes is limited to those areas which are informally negotiated between the agencies involved in the process.
• An RCC would be less effective if one or more existing demand responsive systems decide not to participate.

Establishment of a Regional Transportation Broker

Category(ies): Organizational/Coordination

Identified Need: Similar to a Regional Transportation Authority, a centralized broker system could respond to policy changes and would be well positioned to expand service and meet new and emerging travel needs. This alternative would establish consistent operating and service standards with transportation service managed by a professional team of transit managers.

Discussion: Under a brokered system, a single organization would handle all reservations for demand responsive trips and prepare schedules for daily vehicle runs based on efficiency and other criteria. The broker would also be responsible for scheduling, procurement, contract management, customer registration, record keeping and accounting, service standards and customer service. There are also different options for the establishment of the broker. The counties could procure the services of an outside party, through an IFB or RFP, to act as the broker. Alternatively, one of the existing demand responsive systems could assume the responsibility of the broker either under contract with, or through designation by the counties. In some instances, one entity assumes the role of broker/manager and service provider.

Implementation Timeframe: Mid-term

Parties Responsible for Implementation: Existing transit systems and local government

Benefits:
• More effective voice in securing funds since it would serve a number of groups and constituencies.
• Improves service delivery through consistent operating and service standards.
• Regional transit needs are addressed.
• Create efficiencies and lower costs through competitive bidding and by assuring the scheduling of the least costly, most appropriate method of transportation for a client. Cost savings could translate into increased service.
• A broker with strong ties to local medical and human service providers can be valuable in promoting coordinated service for clients.
• Consistent with latest PennDOT directions.
• Transfers a substantial portion of the budgetary risk to the broker.

Probable Funding Implications: Considerable resources are already being expended that could be applied to a regional transportation broker. Although certain economies are expected to be realized, it is likely that some combination of local, state, and federal funding will be required to plan for and effect a transition. Local funding can include in-kind grants from area social service agencies and other non-profit organizations that could benefit from a brokered system.

Other Considerations:
• Requires multiple agencies/organizations to champion the broker concept and the support of local elected officials.

• Concerns over service quality, loss of control and client contact.

• If implemented, requires project management and oversight, cost allocation/reimbursement models and service delivery standards.

• A transition plan would be required and transition costs would be incurred.

• The transition could be a phased process to minimize risks and potential disruptions.

• If an outside party is hired as the broker, the lack of knowledge regarding the local environment and human service providers will result in a "learning curve" as that knowledge is acquired.

• Customers will potentially be dealing with new parties and practices which can be confusing for certain types of clients and/or impose more of a burden on their caregivers.

Transportation Management Association (TMA)

Category(ies): Organizational/Service Expansion/Service Enhancement

Identified Need: Public outreach and stakeholder interview sessions during the 2011 Needs Assessment identified a number of ideas to improve the availability and delivery of transportation services in the region. Several of these suggestions included developing alternative transportation services and support facilities (i.e., vanpools/carpools, employment transportation, ridesharing, park and ride facilities, car sharing, etc.), as well as increasing awareness of existing transportation services and improving the overall quality of the information that is provided to the public.

Discussion: Ensuring that the public has easy access to timely and accurate information about available transportation services is an essential component of maximizing mobility and service utilization. This is particularly important in the region where transportation service is provided by a variety of organizations with different policies and procedures, service hours, and service areas. The creation of a Transportation Management Association (TMA) could provide a clearinghouse for information on existing services, as well as market, manage, and even implement various transportation services to address specific mobility needs. As an autonomous organization, a TMA has the ability to develop services that local governments may be unwilling or unable to provide. The services provided by a TMA can be designed according to the needs and expectations of the area in which it serves. An important role of a TMA would be to establish and oversee various transportation demand management concepts to increase transportation options, help provide basic mobility, and increase transportation affordability. Concepts include carpool/vanpool matching programs, car sharing, employer services, guaranteed ride home, trip planning, a single source of information, and improved marketing. An example of a successful local TMA is the non-profit Commuter Services of PA/Susquehanna Regional Transportation Partnership that includes business groups, transit agencies, and metropolitan planning organizations (MPOs) representing Adams, Berks, Carbon, Cumberland, Dauphin, Franklin, Lancaster, Lebanon, Monroe, Perry, Pike, Schuylkill, and York counties. Commuter Services of PA serves as an information clearinghouse on available transportation services and programs, and provides alternative transportation services to meet mobility needs.

Implementation Timeframe: Mid-term

Parties Responsible for Implementation: A TMA is typically a public-private partnership created by a consortium of local municipalities, government organizations, business groups, transit agencies, major institutions (i.e., colleges and medical centers) and large employers to address transportation issues and encourage the use of alternative transportation options.

Benefits:
• A TMA can assist employers in establishing commuter benefit programs that provide employees with subsidies and tax breaks that apply to work-related trips taken on public transportation. The Qualified Transportation Fringe Benefit program governed under Section 132[f] of the IRS Code provides a tax incentive to employers for employees who commute to work on a publicly or privately owned or operated transit vehicle. Commuter benefits offered by an employer are exempt from withholding and

employment taxes and are not reported as taxable wages on the employee's W-2 form. They are also deductible as an employer-provided benefit from the employer's gross profit. Businesses can set aside an employee's pre-tax income amount, up to a maximum of $230 per month, for commuting expenses on a qualified vehicle.

• A stand-alone organization has the potential to enjoy greater visibility of its actions and legitimacy of its position on transportation issues. An informal network or a committee within some other organization that is not created with the primary function of addressing transportation may not have the same visibility or legitimacy.

Probable Funding Implications: TMA membership fees, local funding, PennDOT, federal grants, in-kind contributions and payment for services rendered. A non-profit TMA has access to a greater variety of funding opportunities. For example, it may be necessary to be a nonprofit corporation in order to apply for various grants. Further, corporations' in-kind contributions and payment for services rendered to recognized nonprofit organizations may qualify as a tax deductible expense.

Commuter Services of PA, mentioned above, uses Congestion Mitigation and Air Quality Improvement (CMAQ) Program funding to support their costs. Currently, no CMAQ funding is available to the communities included in the joint SEDA-COG/WATS Coordinated Plan area.

Other Considerations:
• Would require a private sector "champion" who believes in the need for a TMA and who can use its influence to expand its membership. An initial committee or board is also needed to get the TMA started.
• Challenge to promote member interest and TMA services, document the TMA's effectiveness, maintaining stable, ongoing funding and developing and maintaining services.
• Groups considering forming a TMA in the region would likely need to conduct preliminary planning to identify the existing conditions under which a TMA would be formed, assess the applicability of the TMA concept to local conditions, and perform preliminary organizational, service, and financial planning.

Evening and Weekend Service Expansion

Category(ies): Service Expansion

Identified Need: A general finding from the public outreach and stakeholder interview sessions from the 2011 Needs Assessment indicated the need to provide affordable general-purpose transportation during evenings and on weekends.

Discussion: With the exception of the RVT system in Lycoming County, none of the other existing transit systems in the region operate evening service. The benefits of service expansion would provide transit-dependent groups, as well as the general public access to more employment opportunities and more access to shopping and other essential services. Existing systems could offer contractual service to local universities, organizations or municipalities to provide evening and/or weekend service.

Implementation Timeframe: Short-term

Parties Responsible for Implementation: Transit Systems

Benefits:
• Increases the level of mobility in the region.

Probable Funding Implications: Would likely require additional local, federal and state financial assistance, which could be supplemented with farebox revenue.

Other Considerations:
• Lack of sufficient densities and demand to warrant service.
• Lack of funding to pay for additional service. For example, it may be difficult to obtain a local match to access federal funds.

Centralized Resource Directory

Category(ies): Awareness/Customer Service

Identified Need: Increasing awareness of existing public and human service transportation services throughout the region.

Discussion: Input from the 2011 Needs Assessment public outreach and stakeholder interviews indicated the need for improving the availability and quality of information that is provided to the public. In particular, there appears to be confusion on the part of the consumer in terms of services that are available, eligibility, how to access service, expectations of the services provided, etc. A lack of basic awareness and understanding is a barrier to people using and benefiting from public transportation. Since mobility needs are often regional in scope, this alternative would organize information regarding all available transit providers into a single place, where the rider or an agency representative could easily obtain essential information regarding eligibility, service hours, geographic coverage, etc. The information would be available in hard copy and web-based formats and would also be available via telephone.

Implementation Timeframe: Short-term

Parties Responsible for Implementation: Best practice models in the transit industry suggest that directories are most effective when prepared by a reliable organization with a regional scope and the ability to partner with transportation providers, municipalities and/or counties. Institutional options, such as a Regional Coordination Council or Transportation Management Association, would be well suited to lead the development of a comprehensive resource directory.

Benefits:
• Improves access to both local and regional services through increased awareness and understanding.
• Enhances mobility options for transit-dependent populations and the general public by increasing awareness of all available public and private transit services and human service agency transportation.
• Increases utilization of existing services with nominal additional investment.
• Increased visibility for public transportation and its benefits among elected officials and policy makers.
• Directories can be particularly useful in larger communities with a large number of public and private sector transportation resources.

Probable Funding Implications: Up to 80 percent of the cost of developing a transportation resource directory may be available through the Federal Section 5317 program, with the remaining 20 percent local match provided by local government, existing transit providers, and/or by local agencies and organizations.

Other Considerations:
• The entity responsible for developing the directory would need to commit to updating and maintaining the directory for a specified period of time.
• Care must be exercised to ensure that the directory or other materials are easy to use and understand,

and that distribution channels and techniques maximize effectiveness.

• Directories only alert consumers to the availability of a service provider; consumers and/or agency representatives must still inquire about eligibility and arrange for services.

Taxi Vouchers

Category(ies): Service Expansion

Identified Need: Provision of evening, weekend, and same-day paratransit service that is generally not provided by existing demand responsive systems.

Discussion: A sponsoring entity (transit provider, human service agency, TMA, etc.) would establish an agreement with a taxi company or transportation networking company to provide subsidized transportation service to eligible individuals through the use of vouchers. This program could be restricted to agency clients or program participants, but could also be made available to the general public if a source of funding is available for that purpose. The rider would pay a nominal fare and the sponsoring entity would provide a subsidy toward the fare. If the taxi fare for the trip is more than the passenger fare plus the subsidy, the rider would be responsible for the balance. After the trip is served, the sponsoring entity would reimburse the taxi company for the subsidized portion of the trip. Another option under this model could be to allow the rider to travel to any origin and destination point within a defined geographical area for a nominal fare. The sponsoring entity would then pay the taxi company the difference between the set fare and the meter price.

These strategies could utilize taxi services to fill gaps in service hours and could also offer the potential to provide same-day service. A greater reliance on taxi services can offer a way to address a variety of trip needs, particularly where fixed route bus service is impractical or during times when demand is low.

Implementation Timeframe: Short-term

Parties Responsible for Implementation: Human service agencies, transit providers, TMA, etc. Providers or some other entity would have to enter into an agreement with the taxi companies, provide oversight and quality assurance and handle grant administration functions.

Benefits:
• Effective for evening and weekend service and for unanticipated travel needs.
• Effective in low density areas or during times when demand is low.
• Provide same-day service.
• Increases mobility options in the region for transit-dependent population groups and potentially for the general public.
• Can be advanced incrementally.

Probable Funding Implications: Would require new funding.

Other Considerations:
• Would require good communication between sponsoring entities and taxi operators or transportation networking companies.
• Lack of accessible taxi vehicles.
• Limited taxi coverage.
• Taxi companies may be unwilling to participate.

ADA Vehicles and Service Hours

Category(ies): Service Enhancement

Identified Need: The need for accessible taxi vehicles was identified during the 2011 Needs Assessment public outreach effort and stakeholder interviews. Accessible taxi services could supplement existing demand responsive systems by providing an option for passengers with disabilities, particularly individuals who use wheelchairs.

Discussion: Under this alternative, existing demand responsive transit systems could purchase accessible vehicles (i.e., ramp-equipped low-floor minivans) using FTA funds and local grants and lease them to taxi operators; or purchase vehicles with FTA funds and have the taxi company pay the local match. Accessible taxi vehicles would be an important component of the taxi voucher alternative described above, or could be implemented independent of a taxi voucher program.

Implementation Timeframe: Short-term, depending on funding availability and sources

Parties Responsible for Implementation: Human service agencies, transit providers, TMA, taxi companies, etc.

Benefits:
• Would complement taxi voucher program but could be advanced independently.
• Increased mobility options by expanding the number of accessible vehicles in the region.
• Could help fill in service gaps during the hours when existing providers do not operate.

Probable Funding Implications: Would require additional local, state and federal funding assistance. Some local costs could be offset if taxi companies agree to provide all or part of the local match.

Other Considerations:
• Taxi companies may not be interested in the program.
• Some type of local match will be required to access Federal or state programs.
• The entity applying for grant funds will be responsible for ensuring that appropriate maintenance practices, insurance and eligible uses of the vehicles are being adhered to.

Carpool/Vanpool Programs

Category(ies): Service Enhancement

Identified Need: Public outreach and stakeholder interview feedback indicated the need to provide transportation services to employment and educational facilities in the region, with participants suggesting carpool and vanpool services and utilizing existing park and ride facilities as part of this program. These models can also address mobility needs in low-density areas where conventional fixed route bus service and general public demand responsive transit service are not financially feasible. Carpool and vanpool matching programs could be part of a larger transportation demand management program organized by the establishment of a TMA, or could be advanced by other appropriate organizations such as SEDA-COG.

Discussion: Carpooling is among the easiest and most flexible ways to share a ride. Carpoolers either pay a pre-established weekly or monthly fee or share actual costs plus parking fees. Carpool riders typically establish rules and etiquette to sustain the carpool partnership, such as timely notifications of absences and whether to eat or drink in the car. Formal arrangements, such as online carpool matching services, could be administered by a large employer or major institution (e.g., medical center or university), SEDA-COG, or a newly created Transportation Management Association (TMA).

Vanpools are generally comprised of groups of 7–15 people to commute to work on a prearranged basis by van, with one of the riders agreeing to be the primary driver and 1–2 others serving as back-up drivers. Vanpool riders may meet at one designated location or at specified pick-up and drop-off stops along the way. The number of passengers, length of trip, insurance, gas, parking fees, and third-party fees, if applicable, will determine the actual cost per passenger. The driver usually travels for free and may also have access to the van on nights and weekends. Participants may all work at the same location or at nearby locations. There are three types of vanpool arrangements available:
• Employer-sponsored or operated vanpool programs in which the employer purchases or leases the vans and is responsible for overall program administration. Insurance is usually obtained through the company's regular fleet policy.
• Individually owned and operated vanpools in which the driver owns and maintains the van and coordinates the daily operation of the vanpool; rider fares are used to cover the purchase and maintenance costs.
• Third-party vanpooling programs in which a private company or organization purchases or leases vans and then offers them to vanpooling groups for a fee that covers the cost of program administration, vanpool promotion, vehicle amortization, operating expenses and van maintenance.

Implementation Timeframe: Short-term

Parties Responsible for Implementation: A single vanpool program can be coordinated by an employer, while larger and more complex vanpool arrangements are often handled by an outside organization, such as a TMA. The responsibilities for administering a comprehensive vanpool program would include applying for and managing grant funding, recruiting riders, approving and training drivers, determining routes, collecting monthly fees, developing marketing materials and publicizing the program, and

monitoring and maintaining the program. The administering agency could choose to limit their role. For instance, they could agree to perform all of the facilitation roles but leave financial matters to the participants; or alternatively could simply market the program to private employers and provide technical assistance and sample documents to interested employers.

Benefits:
• Increases mobility options in the region for both transit-dependent population groups and the general public.
• Addresses an unmet need cited in the public outreach and stakeholder interview sessions.
• Provides alternative ride-sharing services to under-served areas and serves as a means of assessing the potential for traditional types of public transportation service.
• Improves access to regional services and employment opportunities.
• Provides mobility options for non-drivers, lower income residents, and the general public.
• Vanpools provide a more cost effective means of serving mid-range and long-distance commuters compared to conventional transit service.
• Less costly to public agencies than providing public transit service.

Probable Funding Implications: A ride matching and carpool program, which is relatively inexpensive to implement, should be undertaken first to determine demand and possible interest in developing more formal vanpool arrangements.

Other Considerations:
• Increases travel time and lacks flexibility in accommodating changes to working times/patterns. This could be addressed through a guaranteed ride home arrangement with a local taxi company.
• Reliability of the informal arrangements made between individuals which can result in passengers or drivers occasionally not showing up for pre-arranged trips.
• There must be a monetary incentive (e.g., high gas prices or restricted parking availability) and a sufficient number of persons with reasonably similar origins and destinations.
• Potential difficulty in collecting payments from riders.
• Potential for continuing turnover in ridership.
• Volatility in market forces such as gas prices and employment trends.

Car Sharing Programs

Category(ies): New Service

Identified Need: Public outreach and stakeholder interview sessions indicated the need to provide mobility for transit-dependent population groups to access employment opportunities, services, and maintain independence. There was also a need to provide transportation services to employment and educational facilities in the region. A car sharing program could be a stand-alone program or part of a larger transportation demand management program organized by a TMA or other appropriate organization.

Discussion: Car sharing is intended for occasional trips when a car is needed. The program allows individuals to use a pool of automobiles for a small annual fee and payment by the hour. Cars are reserved by phone or on-line and picked up from a designated parking space and returned to the same spot once the trip is complete. The hourly fee includes fuel and insurance costs. Car sharing programs can be for-profit, non-profit, or cooperative organizations and can have widely different objectives, business models, use of technology, and target markets. In most instances, car sharing programs typically share the following features:
• An organized group of participants that pay an annual fee to become members.
• One or more shared vehicles.
• A decentralized network of parking locations ("pods") stationed close to homes, workplaces and/or transit stations.
• Usage booked in advance.
• Rentals for short time periods.
• Self-accessing vehicles.

Implementation Timeframe: Short-term

Parties Responsible for Implementation: Car sharing programs can be run by local governments, transit agencies, employers and businesses, universities and private-for-profit companies. Bucknell University in Lewisburg currently operates a car sharing program on its campus for students and faculty.

Benefits:
• Increases mobility options in the region for both transit-dependent population groups and the general public.
• Addresses an unmet need cited in the public outreach and stakeholder interview sessions.
• Cheaper than owning an automobile.
• Lessens parking demand.
• Provides an additional mobility option.
• Complements taxi service which is better suited to one-way trips.

Probable Funding Implications: Would be self-financed through membership and rental fees. May require nominal funding for start-up and program oversight.

Other Considerations:

• Understanding of car-sharing.

• Sufficient members to allow for reasonable user charges that fully cover program costs.

• Regulatory obstacles such as securing dedicated parking spaces.

• Works best in areas with relatively high densities; as a result, the implementation of this program may be best suited for select areas in the region such as Williamsport, certain municipalities along the US 11 and US 15 corridors, or on college campuses.

Intra-Regional Commuter Bus Service

Category(ies): New Service

Identified Need: A general finding from public outreach and stakeholder interview sessions has been the need for general public transportation service to access major employers and post-secondary institutions along the along the US 11 and US 15 corridors.

Discussion: This transit service option could provide bus service during the weekday morning and afternoon peak periods between a limited number of strategically located bus stops (i.e., park and ride facilities) and major employment sites in the region, such as Bloomsburg, Danville, Lewisburg, and Williamsport. Conceptually, this service could consist of two minibuses that begin from opposite ends of the region – for example, one vehicle starting from the park and ride facility near Benton in Columbia County and the other vehicle starting from the park and ride facility in Hughesville in Lycoming County – and operate inbound along the US 11 and US 15 corridors to serve major employment sites and/or municipalities with a high number of jobs. The two routes could terminate at the Geisinger Medical Center in Danville and then turn around and operate in the outbound direction back to their point of origin. A third vehicle operated by LATS could begin inbound service at a designated stop in Lower Northumberland County and operate northbound on Route 54 to Danville, at which point the route could turn around and operate along the same alignment back to lower Northumberland County. Based on the distances traveled by each vehicle, it is likely that the routes would operate limited peak period service, such as one or two round trips in the morning and again in the afternoon. To maintain convenient service and reduce the travel time, the routes would serve a limited number of designated stops. The services could be scheduled to arrive at the Geisinger Medical Center at approximately the same time so that passengers could transfer to another route for broader access to points throughout the region.

Implementation Timeframe: Long-term, but could be advanced incrementally

Parties Responsible for Implementation: Transit systems and local government

Benefits:
• The three routes would provide direct access to the Geisinger Medical Center – one of the largest employers in the region. Passengers could also transfer to another route to travel to other locations.
• In the long term, the service could be expanded to evenings and weekends to accommodate workers employed during second and third shifts, or workers employed in industries that do not operate according to the typical eight hour weekday work period.

Probable Funding Implications: Would require additional local, state and federal funding assistance. Some costs could be offset through private sector contributions and farebox revenue. Section 5307 funding may be available for the service impacting the urbanized areas.

Other Considerations:
• Clearly marked and accessible bus stops would need to be designated and should be equipped with a

bus shelter, seating, and public information materials (i.e., route schedule, a listing of existing service providers, contact information, etc.).

• Passengers that need to transfer between routes to reach their destination could not likely rely on services for work commutes due to the travel times involved.

• Lack of sufficient demand to warrant service. Driving is faster and parking is generally easy to find and free.

• Would require designation of an entity with multi-county focus and authority to be responsible for day-to-day management and administration of the service, which would include preparing grants, quarterly reports, and ensuring compliance with various government agencies in terms of reporting practices and vehicle maintenance.

Beyond-the-Region Subscription Commuter Bus Service

Category(ies): New Service

Identified Need: The 2011 Needs Assessment Community Characteristics report indicated that although most commuters in the region were employed in their county of residence or an adjacent county, the number of jobs in the region was in decline. Further, the loss of employment was a common theme noted throughout the public outreach and stakeholder interview sessions. As a result, it is likely that employment centers in Dauphin County (i.e., Harrisburg), Centre County (i.e., State College), and Williamsport will become more prominent commuting destinations for the region's commuting labor force population.

Discussion: This alternative proposes operating inter-county commuter bus service during the weekday peak period between strategic park and ride facilities in the region and major employment centers such as Harrisburg and State College. To expedite service and increase rider convenience, the routes would ideally operate express service from the park and ride facilities or provide a limited number of stops at key locations in the region. This service could be operated on a subscription basis where a passenger receives a reserved seat by paying a weekly or monthly fare in advance. A subscription bus is usually started only when a sufficient number of passengers have committed to the service to ensure cost effective service. The service would likely operate one trip in the morning and one return trip in the afternoon.

Implementation Timeframe: Mid-term, but could be advanced incrementally

Parties Responsible for Implementation: Subscription service could be organized by employers, employees, or one of the existing transit systems in the region, with the transit system providing the vehicle and a driver paid an hourly rate or by shift. A private contractor could also operate the service.

Benefits:
• Provide transit-dependent individuals and the general public with improved access to major employment destinations.
• Could be a more cost effective means of commuting than driving alone, especially if gas prices rise, as they did in 2008.

Probable Funding Implications: Requires new funding. Financed through rider fares, private sector contributions, and possible state and federal operating assistance. Subscription services are generally not eligible for public transit grant programs.

Other Considerations:
• The park and ride facilities should be paved and provide a safe waiting area for passengers. The waiting area should have a shelter, seating, and a list of existing transit services with their telephone number and/or e-mail address.
• Unpredictable market forces that influence demand such as gas prices and employment trends. Could be more costly and less flexible than carpooling or vanpooling.

• May increase travel time compared to private automobile and lacks flexibility in accommodating changes to working times/ patterns. This could be addressed through a guaranteed ride home arrangement with a local taxi company.

• Would require designation of an entity with multi-county focus and authority to be responsible for day-to-day management and administration of the service, which would include preparing and administering grants, quarterly reports, and oversight including ensuring compliance with various government agencies in terms of reporting practices, vehicle maintenance, and quality assurance.

• A private operator could be contracted to provide the service but would have to use ADA accessible vehicles.

US 11 and US 15 – Regional Connecting Bus Service

Category(ies): New Service

Identified Need: A general finding from the 2011 Needs Assessment public outreach and stakeholder interview sessions was the need for some form of regularly scheduled public transportation service to operate between the population centers located along the US 11 and US 15 corridors. This service is one alternative to provide access to employment sites, retail areas, and other essential services.

Discussion: The 2011 Needs Assessment Community Characteristics report indicated that several communities located along the US 11 and US 15 corridors – Berwick, Bloomsburg, Danville, Sunbury, and Selinsgrove, among others – were among the highest-ranking municipalities in the region in terms of transit need. However, because the overall size of each municipality is rather small and the distance between the municipalities along the two corridors is fairly significant, it is difficult and costly to operate conventional fixed route bus service in this area of the region. However, it is apparent from population and land use patterns that a linear route(s) linking various municipalities and activity centers along the corridors is appropriate. This route could use small vehicles and primarily operate along a defined alignment on an established schedule like regular fixed route bus service, but could also deviate to pick up or drop off riders by request and then return to the defined route before the next marked bus stop. Passengers could board and alight anywhere on the route as long as the driver deems it safe to stop the vehicle. This type of service could reduce demand on the existing demand responsive services if the routes are easy to use for the elderly and persons with disabilities. Many factors must be taken into account when designing route deviation service, including:
• Customer eligibility for deviated service (general public, persons with disabilities, other rider groups). Timing of requests for deviations (scheduled on the day prior to the trip, scheduled with minimal advance notice, given to the driver when the rider boards the vehicle).
• Accommodation of deviation requests (How to provide deviation requests without negatively affecting fixed route service reliability).
• Area to be served by deviations (maximum distance from the route, all or only portions of the route, only to/from specific key sites). A deviation of three-quarters of a mile would satisfy ADA service regulations.
• The days and hours for deviated service (all days and hours that the route is in operation or only during certain times).

In spring 2019, Bucknell University students conducted detailed analysis pertaining to potential fixed route service for the US Routes 11 & 15 corridors and published a report entitled, "Data-informed Recommendations for Fixed-Route Public Transit in the Greater Susquehanna Valley." Three main types of data were collected for use in producing recommendations for the proposed public transit system: data providing information about the route, data providing information about potential ridership in the area, and data providing information about contextual variables (e.g. demographics) in the study area.

Using agency input and analysis of major employers, medical centers, subsidized housing, and critical facilities in the study area, the students made rough estimates of where stops were needed. The set of

17 proposed timed stops included:

Stop Name	Town	Route
Trade & Transit Center	Williamsport	Williamsport to Geisinger
Allenwood	Allenwood	Williamsport to Geisinger
Watsontown Elementary	Watsontown	Williamsport to Geisinger
Milton	Milton	Williamsport to Geisinger
Lewisburg Walmart	Lewisburg	Williamsport to Geisinger
Evangelical Community Hospital	Lewisburg	Williamsport to Geisinger
Downtown Lewisburg/Bucknell	Lewisburg	Williamsport to Geisinger
Geisinger Medical Center	Danville	Hub
Geisinger Woodbine	Danville	Geisinger to Berwick
Buckhorn Plaza	Bloomsburg	Geisinger to Berwick
Bloomsburg University and Hospital	Bloomsburg	Geisinger to Berwick
Luzerne County Community College/BIDA	Berwick	Geisinger to Berwick
Berwick Hospital Center	Berwick	Geisinger to Berwick
UPMC Susquehanna Sunbury Hospital	Sunbury	Geisinger to Selinsgrove
Target Shopping Center	Selinsgrove	Geisinger to Selinsgrove
Susquehanna Valley Mall	Selinsgrove	Geisinger to Selinsgrove
Susquehanna University	Selinsgrove	Geisinger to Selinsgrove

The Bucknell students recommended a four-bus rotational system to best optimize workforce accessibility. The proposed rotational system allows for coordinating and connecting buses as a continuous system. Geisinger Medical Center would serve as a transit hub, allowing passengers to easily transfer between route spokes. Also, maintaining proportionality builds in flexibility for adjusting the route in the future. Because all four buses in the proposal would start and end the day at River Valley Transit's garage in Williamsport, it was recommended to express two buses to each extreme (one to Berwick and one to Selinsgrove) to begin the day running towards Geisinger. The proposed system would allow potential riders to get to work before 9:00 AM, regardless of where they live and work along the route.

Implementation Timeframe: Mid-term but could be advanced incrementally

Parties Responsible for Implementation: Transit Systems, local government, private sector

Benefits:
• Increases mobility options in the region for both transit-dependent population groups and the general public.
• Would link many of the region's major employers and activity centers (i.e., retail centers, post-secondary schools, etc.) and transit supportive residential areas.
• Addresses an unmet need cited in the public outreach and stakeholder interview sessions.

Probable Funding Implications: Would require additional local, state and federal funding assistance. Some costs could be offset through private sector contributions and fares. Section 5307 funding may be available for the service impacting the urbanized areas.

Other Considerations:

• Clearly marked and accessible bus stops would need to be designated and should be equipped with a bus shelter, seating, and public information materials (i.e., route schedule, a listing of existing service providers, contact information, etc.). If park and ride facilities are utilized, these lots should be paved.

• Services operated less than five days per week do not serve the work trip market.

• Would need to complete a fixed route feasibility study.

• Would require designation of an entity with multi-county focus and authority to be responsible for day-to-day management and administration of the service, which would include preparing and administering grants, quarterly reports, and oversight including ensuring compliance with various government agencies in terms of reporting practices, vehicle maintenance, and quality assurance.

• Operation could be handled by the same entity or contracted to a private operator.

Local Community Bus Routes with Deviation

Category(ies): New Service

Identified Need: A general finding from the 2011 Needs Assessment public outreach and stakeholder interview sessions was the need for regularly scheduled public transportation service for the municipalities located along the US 11 and US 15 corridors. This service is one alternative for providing access to retail areas and other essential services along the corridor.

Discussion: Another route concept involves operating local community shuttle service using small vehicles in areas with the highest population and population densities to provide point-to-point service between residential areas and major activity centers. This service concept would also operate along a defined route on an established schedule but would deviate to pick up or drop off passengers and then return to the defined route before the next marked bus stop. The last stop would always occur at the same pre-determined time. Passengers could board and alight anywhere on the route as long as the driver deems it safe to stop the vehicle. This type of service could reduce demand on the existing demand responsive services if the routes are easy to use for the elderly and persons with disabilities. The Area Transportation Authority (ATA) operates a similar type of service in communities with at least 5,000 persons and a population density of at least 2,500 persons per square mile. Some municipalities in the region that meet these criteria and are not currently served by regularly scheduled public transportation include Berwick, Bloomsburg, Danville, Lewisburg, Milton, Selinsgrove, Sunbury, and Watsontown. It is possible that these communities could be divided into two separate service areas that could be served on alternating weekdays. For example, the municipalities along US 11 served Tuesday and Thursday and the municipalities along US 15 served Wednesday and Friday. Many factors must be taken into account when designing route deviation service, including:
• Customer eligibility for deviated service (general public, persons with disabilities, other rider groups) Timing of requests for deviations (scheduled on the day prior to the trip, scheduled with minimal advance notice, given to the driver when the rider boards the vehicle).
• Accommodation of deviation requests (would the service accommodate all requests, accommodate requests with either deviation or paratransit service, accommodate requests only if possible without negatively affecting fixed route service quality).
• Area to be served by deviations (maximum distance or time from the route, all or only portions of the route, only to/from specific key sites). A deviation of three-quarters of a mile would satisfy ADA service regulations.
• The days and hours for deviated service (all days and hours that the route is in operation; only during certain times, such as off-peak hours; only on certain days, such as weekends).

Implementation Timeframe: Long-term but could be advanced incrementally

Parties Responsible for Implementation: Transit systems, local government, private sector

Benefits:
• Increases mobility options in the region for both transit-dependent population groups and the general public.

• Service operated less than five days per week does not serve work trip markets.

• Would serve many of the region's major activity centers (i.e., retail centers, post-secondary schools, etc.) and transit supportive residential areas.

• Addresses an unmet need cited in the public outreach and stakeholder interview sessions.

Probable Funding Implications: Would require additional local, state and federal funding assistance. Some costs could be offset through private sector contributions and farebox revenue.

Other Considerations:

• Clearly marked and accessible bus stops would need to be designated and should ideally be equipped with a bus shelter, seating, and public information materials (i.e., route schedule, a listing of existing service providers, contact information, etc.).

• Would require an entity with multi-county focus and authority to be responsible for day-to-day management and administration of the service, which would include preparing and administering grants, quarterly reports, and oversight including ensuring compliance with various government agencies in terms of reporting practices, vehicle maintenance and service quality.

• Service could be provided by the same entity or contracted to a private operator.

General Public Rural Demand Responsive Service

Category(ies): New Service

Identified Need: A general finding from the public outreach and stakeholder interview sessions was the need for affordable general-purpose public transportation in the rural areas of the region for individuals who do not qualify for subsidized transportation through agency programs.

Discussion: As an alternative to trying to operate conventional fixed-route service in the rural areas where the density is low and travel patterns are dispersed, there are various models of general-purpose demand responsive services that cost less than fixed route service while maintaining mobility within the community. Further, service capacity can easily be increased or decreased as demand changes. For example, a demand-responsive feeder service could be operated in which passengers make a prior day or same day reservation to be picked up at their door and taken to a transfer point to access the existing RVT and LATS systems or the proposed services, such as the US 11 and US 15 corridor service and/or the community bus service. Another example is Demand Response Direct service which is a combination of fixed route and demand responsive service. Under this model, a transit vehicle would operate on a demand responsive basis within a defined geographical area for a particular amount of time and would then operate on a fixed route basis to a particular destination. In the reverse, the route would leave the terminal point, operate on a fixed route basis until it reached the demand responsive zone and would then operate on a demand responsive basis within the zone for a given period of time. Passengers in the defined geographical area could board or alight at any requested location in the geographical area with a reservation. Passengers traveling to and from locations along the fixed route portion could board at any bus stop. It is possible that the region could be divided into separate service areas and served on alternating weekdays. An example is the Area Transportation Authority's (ATA) Call-A-Bus service, which is an entirely demand responsive service that operates in zones covering the system's six county service area. The rider is charged per zone traveled. The service requires a prior day advance reservation and is available to anyone who wants to use the service.

Implementation Timeframe: Long-term but could be advanced incrementally

Parties Responsible for Implementation: Existing service providers and local governments, or a new entity.

Benefits:
• Provides an affordable mobility option for individuals residing in rural areas who don't qualify for subsidized transportation through agency programs.
• Less expensive than operating conventional fixed route bus service. Using defined trip parameters (i.e., certain day or geographical area) provides the opportunity to group trips and provide more cost effective service.
• Addresses an unmet need cited in the public outreach and stakeholder interview sessions.

Probable Funding Implications: Would require additional local, state and federal funding assistance. Some costs could be offset through farebox revenue.

Other Considerations:

• Clearly marked and accessible bus stops would need to be designated for any fixed route components of the service and should ideally be equipped with a bus shelter, seating, and public information materials (i.e., route schedule, a listing of existing service providers, contact information, etc.).

• Service operated less than five days per week does not address work trip markets.

• Would require designation of an entity with multi-county focus and authority to be responsible for day-to-day management and administration of the service, which would include preparing and administering grants, quarterly reports, and oversight including ensuring compliance with various government agencies in terms of reporting practices, vehicle maintenance, and service quality.

• Service could be provided by existing entities or contracted to a private contractor(s).

Special Event/Special Purpose Transportation Service

Category(ies): New Service

Identified Need: The 2011 Needs Assessment public outreach and stakeholder interview sessions identified the need for some type of transit service to be available for special events in the region, or to be available during certain times of the year such as the holiday season, summer fairs or when the local colleges are in session.

Discussion: Special event transportation service is often designed to accommodate particular market segments attracted to a special event or certain destinations using either fixed routes or deviated fixed routes. Service could link major activity centers (i.e., shopping centers or college campuses) with nearby parking facilities to mitigate traffic congestion, or could involve making existing college transportation shuttle buses open to the public during the fall and spring semesters through a cost sharing agreement between the colleges and the municipalities or activity centers desiring service. Another possibility could be to operate bus service between various municipalities at certain times of the year as an economic development tool to attract residents and visitors back to the region's traditional downtown business districts. This service could be made more attractive and distinguished by operating rubber-tire, trolley replica vehicles. Special event services operated by River Valley Transit (RVT) could serve as potential models.

Implementation Timeframe: Short-term

Parties Responsible for Implementation: A public-private partnership that would distribute responsibilities for designing, operating and financing the service.

Benefits:
• Addresses an unmet need identified through the stakeholder outreach and public forums.
• Could be a useful economic development tool to help local merchants and older downtown business districts in the region, especially during the holiday season or special events that bring large numbers of visitors to the area.

Probable Funding Implications: A combination of local, state, and federal funding could be pursued along with significant contributions from local institutions and the private sector, such as local visitor bureaus. In addition, passenger fares could be utilized to help offset operating costs.

Other Considerations:
• Specialized nature of service would not be suited for work trips.
• Would require designation of an entity to be responsible for administration of the service, which would include preparing and administering grants, quarterly reports, and oversight including ensuring compliance with various government agencies in terms of reporting practices, vehicle maintenance, and service quality.
• Service could be provided by existing entities or contracted to a private contractor(s).

Non-Motorized Options – Bicycling Programs

Category(ies): Service Enhancement

Identified Need: Access to transportation could be enhanced if opportunities for bicycling from origin to destination, or to reach a bus stop was available.

Discussion: The integration of public transportation and bicycling can include the installation of bike racks on all public transit vehicles and installation of bike racks for parking; signage to identify shared bike/auto-routes and to remind motorists to be aware of cyclists; educational and promotional activities; and infrastructure improvements such as widening roadway shoulders, designated bike lanes, installation of bike racks, and traffic calming measures. River Valley Transit (RVT) has bike racks on some of the buses in their fleet.

Another option could include developing bike-sharing programs serving the region's college campus areas. Bike-sharing is becoming increasingly common at colleges and universities throughout the United States and can be designed in a variety of ways to suit local needs. For example, a person with a campus identification card could access a bike at kiosks placed throughout campus. A bike could be rented at one location and returned to a different bike kiosk located somewhere else on-campus or even somewhere off-campus. This program could be free and paid for through student fees or could be designed to charge users by the minute or hour the bike is in use.

Implementation Timeframe: Short-term

Parties Responsible for Implementation: Local colleges, advocacy organizations, or a newly formed TMA.

Benefits:
• Bicycling is inexpensive and provides mobility options for people who do not have an automobile or access to public transportation.
• Planning for bicyclists is supported by PennDOT and is included as a component of PennDOT planning guides and design checklists.
• Consistent with SEDA-COG's long range transportation plan.

Probable Funding Implications: A combination of local, state, and Federal programs could be pursued to assist in bicycle infrastructure improvements. The costs of establishing a bike sharing program would be relatively modest and be paid for by the participating colleges and organizations.

Other Considerations:
• Physical improvements to infrastructure are expensive and require commitment from local authorities.
• Bike-sharing is best suited to college campuses and/or within specific municipalities where activity centers and residential areas are clustered together.
• A temperate climate comprised of hot summers and cold winters can affect the convenience of bicycling as a viable transportation mode during these time periods.