



Northern Tier

Local Coordinated Transit Plan

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Introduction

THE NORTHERN TIER REGION

The Northern Tier region encompasses five counties in northeastern Pennsylvania: Bradford, Sullivan, Susquehanna, Tioga, and Wyoming. Three of the counties border New York State. The region is primarily rural with low population densities. All five counties have public and private transportation services, with the more densely populated areas having a higher level of service. There are two public transportation agencies: BeST provides fixed route and shared-ride services in Bradford, Sullivan, and Tioga counties; Susquehanna–Wyoming County Transportation (SWCT) provides shared-ride services in Susquehanna and Wyoming counties.

The Northern Tier Regional Planning and Development Commission (NTRPDC) serves as the Rural Planning Organization for the Northern Tier. NTRPDC also leads the region's Rural Transportation Advisory Committee (RTAC).

ABOUT THIS REPORT

Purpose

The purpose of this Coordinated Public Transit–Human Services Transportation Plan (Coordinated Plan) is to ensure that governmental requirements regarding coordination are satisfied and to assist NTRPDC in its efforts to develop an efficient and effective public transit network.

The Coordinated Plan is an important component of state and federal transportation planning as it assesses transportation needs and gaps and prioritizes transportation recommendations. The Federal Transit Administration's (FTA) Section 5310 Program (Enhanced Mobility for Individuals and Individuals with Disabilities) provides funds to assist private nonprofit groups to meet the transportation needs of seniors and persons with disabilities. An updated Coordinated Plan is a prerequisite for Section 5310 funding.

Specifically, the plan assesses available transportation services, including:

- ✓ Identifying current providers;
- ✓ Assessing transportation needs for underserved populations, including persons with disabilities, seniors, residents with limited English proficiency, and low-income individuals;
- ✓ Identifying prioritized strategies to address the transportation gaps and unmet needs and achieve efficiencies in service delivery; and
- ✓ Providing a practical implementation plan.

The objective was to update the locally developed Coordinated Plan consistent with federal transit law with “participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation; and human services providers and other members of the public” who use transportation services.

Approach

Coordinated Plan development was led by NTRPDC, concurrent with development of the Northern Tier’s Bicycle and Pedestrian Plan and its Comprehensive Economic Development Strategy (CEDS).

Coordinated Plan development was based on extensive outreach to the general public and underserved populations (senior, disabled, low-income, limited English proficient, and minority persons) as well as representatives of public, private, and nonprofit transportation and social service providers.

A steering committee was established to help guide the update of the Coordinated Plan. Updating the plan involved research, review of previous plans, assessing demographic and business data, seeking guidance from stakeholders throughout the project, conducting conference calls, telephone interviews, and e-mail correspondence with key stakeholders, administering surveys (organization, public and Guthrie Medical), and hosting a stakeholder summit and public meetings.

The multifaceted outreach efforts shaped the plan’s goals, strategies, and actions, which are introduced in the following chapter.

Transit Terminology

- **Fixed route** is service that operates along a predefined route and time schedule (regular bus service).
- **Deviated fixed route** is service that operates a prescribed base route on a designated fixed schedule but can deviate off course to destinations and origins as requested or reserved by rider.
- **Shared-ride service** is point-to-point pick-up and drop-off transportation services requiring passengers to share the vehicle with other riders and make advance reservations.
- **Intercity bus service** is public service that is regularly scheduled and operates on a designated path with limited stops and typically uses over-the-road vehicles which generally have elevated passenger decks and luggage compartments. Typically, the service operates on arterial roadways connecting between or to urbanized areas.

PREVIOUS LOCAL COORDINATED PLAN AND OTHER IMPORTANT STUDIES

A review of previous plans and studies established a foundation to generate transportation needs and gaps to present to stakeholders for feedback to update the Coordinated Plan. The bulleted list shows the plans and studies reviewed.

- Bradford County Open Space, Greenways and Outdoor Recreation Plan, May 2006
- Bradford/Sullivan County Human Services Plan, FY 2014
- Central Bradford Region Comprehensive Plan, 2008
- Comprehensive Economic Development Strategy, 2013
- Fiscal Year 2016-2017 Wyoming County Human Services Plan Assurance of Compliance
- Human Services Plan Susquehanna County PA FY 2017 and 2018
- Northern Tier Local Coordinated Plan, February 29, 2008
- Northern Tier Long Range Transportation Plan 2015 to 2040, April 2015
- Northern Tier Public Transit/Human Service Interim Coordinated Transportation Plan
- Northern Tier Transportation Improvement Plan 2015 – 2018
- Northern Tier Transportation Improvement Plan 2019-2022 Draft
- Northern Tier Workforce Innovation and Opportunity Act (WIDA) program year (PY) 2017-2019 Multi-Year Regional Plan
- Pennsylvania Department of Transportation Human Service Coordination Study 2009
- Sullivan County Comprehensive Plan, January 2011
- Susquehanna County Comprehensive Development Plan Update, November 12, 2003
- Tioga County Comprehensive Plan Update 2030 (2016-2017)
- Towanda/Wysox Congestion Study, September 2012
- Troy Mobility Plan, October 2011
- Tunkhannock Area Park & Ride Lot Feasibility Analysis Final Report 2007
- Wellsboro Enhancement Strategy and Mobility Plan, June 2009
- Wyoming County Comprehensive Plan 1997

Following are key transportation highlights from previous plans and studies:

- Proposed transit projects, including vehicle procurements and facility improvements
- Need to improve mobility for all transportation modes and expand mobility choices

- Increase in elderly population shifting type of transportation trips
- Support the provision of public transportation services
- Transportation programs are often confusing, contradictory, and often overly restrictive
- Need for flexible, easier-to-understand program guidelines for consumers and providers
- Lack of sidewalks and curb cuts hinders access to transit for all customers, including wheelchair riders
- Need for inter-county transit services
- Funding sources are too restrictive
- Transportation services are limited, especially on weekends
- Expand public transportation to connect people with jobs, healthcare, educational facilities, and other amenities in the communities
- Improve transit amenities (shelters, benches, bus stop signage, sidewalks, brochures, etc.)
- Explore ways to increase utilization of public transportation services
- Evaluate other transportation modes
- Promote the enhancement of a public transportation system to fulfill basic social, economic, and health needs for all, with particular emphasis of underserved populations
- Need for transportation outside of the five-county region, including destinations in the state of New York
- Mental health consumers need affordable and predictable transportation services
- Use technology to enhance transportation services and information
- Complexities of transportation services to economically serve consumers result in confusion about services and programs
- Various programs confuse local service agencies and consumers

Goals, Strategies, and Actions

GOALS

Overall, the Northern Tier's five counties have a basic level of human service transportation and public transportation services. Outreach and data assessment identified transportation needs and gaps as well as opportunities for partnerships to improve transportation services. To meet the needs and fill the gaps the following five priorities, or goals, were identified:

- A. Improve knowledge and information for riders and potential riders, as well as businesses, organizations, and agencies
- B. Centralize information on transportation services and funding sources
- C. Expand current services via data-driven decisions
- D. Improve infrastructure
- E. Coordinate business, organization, and agency actions both within the region and in neighboring regions

Strategies and action steps to achieve these goals follow. Additional detail, including lead entity and timing, is provided in the Implementation chapter.

STRATEGIES AND ACTIONS BY GOAL

Goal A: Improve knowledge and information for riders and potential riders, as well as businesses, organizations, and agencies.

Strategy 1: Develop user-friendly transit information materials

Actions:

- a) Review existing transit agency printed and website materials describing fixed route and shared-ride services and work with riders and human services agencies to identify issues with clarity and completeness.
- b) Develop a list of businesses, organizations, and agencies to receive transit information, and a methodology for periodic updates.
- c) Update online and printed materials and distribute.
- d) Monitor, assess, and refine as needed.

Strategy 2: Educate trip-generators on available transit services

- a) Work with trip-generators (such as human service agencies, educational institutions, medical providers, senior centers, etc.) to identify the training needs of their customers.

- b) Develop an educational program for human service agencies on public transportation scheduling, use, and coordination.
- c) Develop training programs tailored to potential rider needs, including travel training and the benefits of using transit.
- d) Implement a process to deliver training on a regular basis.
- e) Monitor, assess, and refine as needed.

Goal B: Centralize information on transportation services and funding sources

Strategy 1: Develop a comprehensive transportation services database that includes funding sources.

- a) Identify transportation stakeholders, including public, private, and non-profit businesses and organizations that may provide transportation services.
- b) Survey stakeholders about services provided and funding sources.
- c) Summarize responses in a database; distribute results to stakeholders and make available online.
- d) Schedule annual survey and database updates.

Strategy 2: Establish a one-stop source for transportation service information.

- a) Meet with stakeholders to strategize about logistics of information source and mechanisms to keep it current.
- b) Implement one-stop information source.
- c) Market one-stop information source for transportation services as back-up for employees and employers as well as commute options.
- d) Monitor, assess, and refine as needed.

Strategy 3: Assist riders in identifying the most cost-effective transportation service, considering public, private, or non-profit options and all funding sources.

- a) Conduct meetings with stakeholders to strategize about a mobility manager position, including public-private partnerships to fund it.
- b) Hire a mobility manager.
- c) Monitor, assess, and refine as needed.

Strategy 4: Evaluate partnering with Geisinger and rabbittransit to expand their centralized information pilot program to include some or all of the Northern Tier counties. (The pilot program served Luzerne, Lackawanna, Columbia, Montour, Northumberland, Union, Snyder, Lycoming and Clinton counties, adjacent to Sullivan and Bradford counties.)

- a) Contact rabbittransit to discuss outcomes of the pilot program.
- b) Conduct a stakeholder meeting and discuss outcomes of the rabbittransit pilot program; determine whether there is a benefit for one or more Northern Tier counties to partner with Geisinger and rabbittransit.
- c) If beneficial, contact rabbittransit and Geisinger for possible partnership.
- d) Implement or close action.

Goal C: Expand current services via data-driven decisions

Strategy 1: Optimize service modes.

- a) Collect origin and destination data:
 - o For fixed route – Develop and distribute an on-board route origin and destination survey.
 - o For shared-ride – Use origin and destination data captured by Ecolane software.
- b) Analyze data to determine the most efficient service mode for recurring trips and trip types.
- c) Implement service mode changes to increase efficiency.
- d) Monitor, assess, and refine as needed.

Strategy 2: Develop and implement strategic plans for public transportation providers to assess service expansion.

- a) Collect and analyze service data to evaluate expanding service hours and service area.
- b) Identify new service areas/destinations.
- c) Analyze current service for possible efficiencies.
- d) Identify potential partners.
- e) Revise service.
- f) Monitor, assess, and refine as needed.

Goal D: Improve Infrastructure

Strategy 1: Explore updated fixed route technology, such as real-time bus tracking and automated passenger counts.

- a) Research and identify technologies for fixed route services.
- b) Identify potential vendors.
- c) Develop a Request for Information or a Request for Proposal.

- d) Conduct a cost–benefit analysis.
- e) Develop an implementation plan or close action.

Strategy 2: Investigate real-time tracking for shared-ride services.

- a) Research vendors of real-time technology that includes automatic customer updates of van/bus arrival times.
- b) Develop and issue a Request for Information.
- c) Analyze responses.
- d) Issue a Request for Proposal, including implementation plan, or close action.

Strategy 3: Work with Ecolane software vendor to alter parameters to boost shared-ride efficiency.

- a) Identify problematic software issues.
- b) Discuss issues with Ecolane representative.
- c) Implement recommended actions.
- d) Monitor, assess, and refine as needed.

Strategy 4: Install transit amenities such as bus stop signage and shelters in more densely populated areas serviced by fixed routes.

- a) Identify and prioritize areas that would benefit from transit amenities such as shelters and signage.
- b) Determine feasibility and property owners' interest.
- c) Contact bus shelter advertising companies to determine interest and feasibility of sponsorships.
- d) Gauge municipality's interest and likelihood of approving shelters and/or signage.
- e) Identify funding sources.
- f) Design, produce, and install signage and shelters in priority areas.
- g) Develop and implement a plan for shelters and signage in other areas.

Strategy 5: Identify prioritization criteria (medical, transit, etc.) for general and winter roadway maintenance.

- a) Develop a list of roadways that are used by the transit agencies and prioritize.
- b) Develop a list of specific roadway issues for transit.
- c) Meet with PennDOT or municipal staff responsible for roadways and provide prioritized list and discuss ways to address roadway issues.

- d) Develop a mechanism to provide routine notification to PennDOT or responsible entity of roadway issues.
- e) Monitor, assess, and annually update list.

Strategy 6: Evaluate sidewalks and curb cuts in high-density areas.

- a) Identify high-density transit areas that would benefit from sidewalks and curb cuts from a transit perspective.
- b) Develop a prioritized list and meet with local community leaders.
- c) Develop a mechanism to provide routine notification to responsible parties of sidewalk and curb cut issues
- d) Program projects to install beneficial sidewalk and curb cuts in high-density areas.

Strategy 7: Evaluate the feasibility of connecting transit service to trails and bike paths.

- a) Identify locations of trails and bike paths.
- b) Conduct a cost/benefit analysis to connect fixed route service to trails and bike paths.
- c) Implement actions.
- d) Monitor, assess, and refine as needed.

Strategy 8: Install wayfinding signage to key fixed route bus stops/shelters and to trails and bike paths in more densely populated areas.

- a) Identify key areas that would benefit from wayfinding signage.
- b) Meet with local officials to discuss and approve signage.
- c) Identify funding sources.
- d) Develop and implement a plan to install signage.

Strategy 9: Develop policies that address transportation access at the onset of development.

- a) Conduct a stakeholder meeting to identify specific transportation access issues from public and private perspectives.
- b) Develop policies to address access issues.
- c) Work with municipal leaders to adopt policies.

Goal E: Coordinate business, organization, and agency actions, both within the region and in neighboring regions**Strategy 1: Partner with other agencies and legislators to address the new Medical Assistance Transportation Program (MATP) Broker Legislation.**

- a) Obtain updates on legislation initiatives from the PA Public Transit Association (PPTA), County Commissioners Association of PA (CCAP), and PA Association of County Human Services (PACHSA).
- b) Develop talking points to stress the impact of the Broker Legislation on riders as well as the public transit agencies (loss of revenue, layoffs, and inability to integrate MATP trips with other shared-ride trips, resulting in inefficiencies).
- c) Meet with community leaders and legislators to advocate for legislative change.

Strategy 2: Partner with businesses, organizations, human service agencies, private transportation providers, and transit agencies to coordinate services, eliminate duplication of services, and expand services for riders.

- a) Meet with all service area transportation providers—public and private—and identify ways to coordinate services and eliminate duplication of services.
- b) Identify out-of-county services that are needed by residents in another provider's service area.
- c) Contact out-of-county transit agencies to determine if there is a way to work together to efficiently transport riders between counties. This may include regionalization and mutual cooperation initiatives that could be adopted.
- d) Develop a plan and implement actions.
- e) Monitor, assess, and refine as needed.

Strategy 3: Explore interest in non-traditional transportation services such as vanpooling, carpooling, and transportation network companies.

- a) Meet with Commuter Services of PA and determine if there is a need for similar services in the Northern Tier.
- b) Annually survey residents and businesses to determine if there is a need for vanpooling, carpooling, and transportation network companies.
- c) Contact transportation network companies such as Uber and Lyft and see if there are part-time opportunities that could be successful in the Northern Tier.

Demographics

This section provides demographic highlights of the Northern Tier’s five counties, as relevant to transit service. Shared-ride services are available in all counties, and BeST’s fixed routes cover the majority of underserved populations in the three counties it serves (Bradford, Sullivan, and Tioga). Appendix A provides more detail, including comprehensive demographic maps with overlays of BeST’s fixed routes.

POVERTY LEVELS

Statewide in 2016, the percentage of residents living in poverty was 13 percent. The Northern Tier’s poverty levels ranged from 7.1 percent to 23.0 percent, with communities in Bradford County having the both the highest and lowest percentages. Table 1 illustrates the poverty ranges by county.

Table 1: Census Tract Percentage Range of 2016 Poverty Levels by County

	Low	High
Bradford	7.1%	23.0%
Sullivan	10.2%	13.2%
Susquehanna	9.1%	19.8%
Tioga	9.1%	18.4%
Wyoming	7.4%	13.9%

American Community Survey, 2012 - 2016

The areas with the highest poverty levels are communities along the western border of Bradford County, the northwest corner of Susquehanna County, and the northeast corner of Tioga County, as well as the Mansfield area.

By county, the municipalities with the highest poverty levels are:

- Bradford County – Borough of Athens (23.0 percent).
- Sullivan County – Townships of Cherry, Laporte, and Colley (13.2 percent)
- Susquehanna County – Townships of Oakland and Harmony (19.6 percent)
- Tioga County – Richmond Township (18.4 percent)
- Wyoming County – Townships of Windham, Braintrim, and Meshoppen (13.9 percent)

LIMITED ENGLISH PROFICIENCY HOUSEHOLDS

Pennsylvania’s percentage of Limited English Proficient (LEP) households is 2.4 percent. The percentages in the Northern Tier are lower, ranging from 0.0 percent to 1.2 percent, with Bradford County having the highest percentages. Table 2 shows the percentage range for each county.

Table 2: Census Tract Percentage Range of LEP Households by County

	Low	High
Bradford	0.0%	1.2%
Sullivan	0.5%	0.6%
Susquehanna	0.0%	0.8%
Tioga	0.0%	1.0%
Wyoming	0.0%	0.4%

Source: American Community Survey, 2012 - 2016

By county, the municipalities with the highest percentages of LEP households are:

- Bradford County – Townships of Warren, Herrick and Pike (1.2 percent).
- Sullivan County – Townships of Cherry, Laporte, and Colley (0.6 percent)
- Susquehanna County – Townships of Rush, Jessup, Auburn, Jackson, Gibson, Thompson, Arat, and Herrick (0.8 percent)
- Tioga County – Wellsboro Borough (1.0 percent)
- Wyoming County – Townships of Nicholson and Clinton (0.4 percent)

DISABLED POPULATIONS

Sullivan County has the highest percentages (17.7 percent to 21.8 percent) of persons with disabilities in the five-county region. Wyoming County has the lowest percentage of persons with disabilities (11.4 percent to 16.7 percent). Table 3 shows the percentage ranges of persons with disabilities by county.

Table 3: Census Tract Percentage Range of Persons with Disabilities by County

	Low	High
Bradford	11.6%	19.1%
Sullivan	17.7%	21.8%
Susquehanna	12.8%	21.4%
Tioga	12.6%	20.1%
Wyoming	11.4%	16.7%

Source: American Community Survey, 2012 - 2016

By county, the municipalities with the highest percentage of persons with disabilities:

- Bradford County – Canton Township (19.1 percent)
- Sullivan County – Townships of Cherry, Laporte, and Colley (21.8 percent)
- Susquehanna County – Townships of Harmony and Oakland (20.9 and 21.4 percent, respectively)
- Tioga County – Townships of Brookfield, Westfield, and Deerfield (20.1 percent)
- Wyoming County - Eaton Township (16.7 percent)

VETERAN POPULATION

The percentage of veterans in the five-county region is slightly higher (10.1 percent or higher) when compared to that of the state of Pennsylvania (8.3 percent). Sullivan County has the highest percentage (13.9), followed by Bradford County (12.3). Table 4 shows the percentage of veterans by county.

Table 4: Percentage of Veterans Age 18 and Older by County

Geography	Percentage
Bradford County	12.3%
Sullivan County	13.9%
Susquehanna County	10.6%
Tioga County	11.0%
Wyoming County	10.1%
Pennsylvania	8.3%

Source: American Community Survey, 2012 - 2016

MINORITY POPULATION

The census tract with the smallest percentage (0.7 percent) of minority population in the five-county region is located in Athens Borough in Bradford County. Sullivan County's Colley, Cherry, and Laporte townships have the highest percentage of minority residents (5.9 percent). Overall the percentage of minority populations is low when compared to that of the state of Pennsylvania (18.6 percent).

Table 5: Census Tract Percentage Range of Minority Population by County

	Low	High
Bradford	0.7%	5.6%
Sullivan	5.0%	5.9%
Susquehanna	1.1%	4.4%
Tioga	1.4%	5.1%
Wyoming	1.0%	4.4%

Source: American Community Survey, 2012 - 2016

SENIOR POPULATION

Seniors (age 65 and older) comprise from 15.4 percent to 27.1 percent of the population in the five-county region. By county, the municipalities with the highest concentrations of seniors are:

- Bradford County – Townships of Wysox and Asylum (23.5 percent)
- Sullivan County - Townships of Fox, Elkland, Forks, Hillsgrove, Shrewsbury, and Davidson (27.1 percent)
- Susquehanna County – Clifford Township (25.4 percent)
- Tioga County – Wellsboro Borough (25.7 percent)
- Wyoming County – Eaton Township (24.2 percent)

Table 6 summarizes the percentage range of seniors by county.

Table 6: Census Tract Percentage Range of Seniors by County

	Low	High
Bradford	15.8%	23.5%
Sullivan	26.8%	27.1%
Susquehanna	17.2%	25.4%
Tioga	17.1%	25.7%
Wyoming	15.4%	24.2%

Source: American Community Survey, 2012 - 2016

HOUSEHOLDS WITH NO VEHICLE AVAILABLE

In the Northern Tier, the percentage of households with no vehicle available ranges from 0.2 percent to 9.1 percent. Overall, the percentages are low. The Borough of Towanda in Bradford County has the highest percentage (9.1) of households with no vehicle available in the five-

county region. The second-highest percentage (5.0) is located in Richmond Township in Tioga County. Table 7 shows the percentage range of households with no available vehicles.

Table 7: Census Tract Percentage Range of Households with No Vehicle Available by County

	Low	High
Bradford	0.2%	9.1%
Sullivan	1.5%	2.0%
Susquehanna	0.4%	3.6%
Tioga	0.8%	5.0%
Wyoming	0.4%	3.4%

Source: American Community Survey, 2012 - 2016

DESTINATIONS

From a transit perspective, there are key destinations with high ridership potential that agencies consider when planning fixed route service. The maps located in Appendix A provide the location of the destinations as well an overlay of BeST’s fixed route service in the three-counties it serves. Overall, BeST provides fixed route service to the majority of the key destinations. The key destinations are institutions of higher education, top employers, affordable housing, medical facilities, and senior centers.

COMMUTING PATTERNS

In the five-county region, the majority of the population (workers 16 years of age and older) drove to work alone. Sullivan County has the lowest percentage (74.2 percent) and Susquehanna County has the highest (83.0 percent). All of the counties except Sullivan exceeded Pennsylvania’s 76.5 percent. Table 8 shows the primary travel mode to work by county.

Table 8: Primary Transportation to Place of Work

	Bradford County	Sullivan County	Susquehanna County	Tioga County	Wyoming County	PA
Car, truck, or van	89.3%	88.3%	91.7%	89.0%	91.0%	85.0%
Drove alone	80.3%	74.2%	83.0%	78.6%	82.4%	76.5%
Carpooled	9.0%	14.0%	8.7%	10.4%	8.5%	8.5%
 In 2-person carpool	7.1%	8.5%	6.8%	8.5%	6.9%	6.7%
 In 3-person carpool	1.7%	4.8%	1.5%	1.0%	0.9%	1.1%
 In 4-or-more person carpool	0.3%	0.8%	0.5%	0.8%	0.7%	0.8%
Workers per vehicle	1.06	1.1	1.05	1.07	1.05	1.06

	Bradford County	Sullivan County	Susquehanna County	Tioga County	Wyoming County	PA
Public transportation (excluding taxicab)	0.2%	0.3%	0.2%	0.7%	0.6%	5.6%
Walked	5.2%	3.9%	2.2%	4.9%	1.8%	3.8%
Bicycle	0.2%	0.0%	0.0%	0.3%	0.0%	0.5%
Taxicab, motorcycle, or other means	1.0%	0.7%	0.5%	0.8%	0.6%	0.9%
Worked at home	4.10%	6.8%	5.4%	4.4%	6.0%	4.2%

Source: American Community Survey, 2012 - 2016

The majority of Northern Tier workers have jobs in Pennsylvania. Sullivan County had the highest percentage (99.1 percent) and Susquehanna County had the lowest percentage (79.0 percent) of workers employed within the state. The majority worked in the county they reside in, ranging from 51.5 percent (Susquehanna County) to 78.3 percent (Bradford County). **Table 9** shows the percentages of place of work by county.

Table 9: Percentage of Place of Work by County

	Bradford County	Sullivan County	Susquehanna County	Tioga County	Wyoming County	PA
Worked in state of residence	86.6%	99.1%	79.0%	88.0%	98.5%	94.8%
Worked in county of residence	78.3%	53.6%	51.5%	77.6%	54.1%	70.5%
Worked outside county of residence	8.3%	45.5%	27.5%	10.4%	44.4%	24.2%
Worked outside state of residence	13.4%	0.9%	21.0%	12.0%	1.5%	5.2%

Source: American Community Survey, 2012 - 2016

Overall, commute times for Northern Tier workers are similar. For most, travel time to work is 29 minutes or less (ranging from 49.7 percent in Sullivan County to 69.4 percent in Bradford County). The percentage of commute times exceeding 60 minutes ranged from 6.3 percent in Bradford County to 13.5 percent in Sullivan County. Table 10 shows the travel time by county for workers age 16 and older.

Table 10: Travel Time to Work by County

	Bradford County	Sullivan County	Susquehanna County	Tioga County	Wyoming County	PA
Less than 5 minutes	6.8%	8.7%	4.9%	8.4%	4.8%	3.3%
5 to 9 minutes	16.1%	10.4%	10.3%	14.6%	11.5%	10.1%
10 to 14 minutes	16.1%	6.5%	10.3%	13.0%	11.6%	13.8%
15 to 19 minutes	12.2%	11.2%	11.1%	13.3%	16.6%	14.6%
20 to 24 minutes	12.2%	8.1%	12.2%	12.8%	13.3%	14.3%
25 to 29 minutes	6.0%	4.8%	7.5%	5.7%	5.2%	6.5%
30 to 34 minutes	12.6%	15.5%	16.5%	11.6%	14.1%	12.9%
35 to 39 minutes	3.0%	3.5%	4.0%	3.1%	2.7%	3.1%
40 to 44 minutes	3.1%	5.2%	5.5%	3.7%	5.1%	4.1%
45 to 59 minutes	5.7%	12.7%	9.7%	5.6%	7.2%	8.5%
60 to 89 minutes	4.2%	10.1%	5.3%	5.2%	5.3%	6.0%
90 or more minutes	2.1%	3.4%	2.7%	2.9%	2.7%	2.8%

Source: American Community Survey, 2012 – 2016

Inventory of Transportation Providers and Services

TRANSPORTATION SERVICES

There are several primary transportation services in the Northern Tier’s five-county region. The primary services include traditional public transportation, emergency medical services transportation for non-emergency medical services, taxi services, and hospital-related transportation. The region also has agency/organization transportation programs. Table 11 summarizes the primary transportation services.

Table 11: Primary Transportation Services

	Bradford	Sullivan	Susquehanna	Tioga	Wyoming	Service Types	Wheelchair Accessible Vehicle?
BeST (Endless Mountains Transportation Company)	✓	✓		✓		Fixed Route and Shared-Ride	Yes
Susquehanna-Wyoming County Transportation (Trehab)			✓		✓	Shared-Ride	Yes
Trailways	Limited Stops			Limited Stops		Intercity Bus Transportation	Yes
Greater Valley Emergency Medical Services	✓					Emergency and non-emergency medical transportation	Yes
Montrose Minutemen	✓		✓		✓	Emergency and non-emergency medical transportation	Yes



	Bradford	Sullivan	Susquehanna	Tioga	Wyoming	Service Types	Wheelchair Accessible Vehicle?
Western Alliance Emergency Medical Services, Inc.	North East	✓		✓		Emergency and non-emergency medical transportation	Yes
AJ Taxis					✓	A private for-profit company where passenger vehicles are for hire by the riding public.	Yes
Canyon Country Cab				✓		A private for-profit company where passenger vehicles are for hire by the riding public.	Yes
Valley Taxi, Inc	✓					A private for-profit company where passenger vehicles are for hire by the riding public.	No
Barnes Kasson Hospital			Referral			Refers consumers to SWCT	Not applicable
Geisinger Medical Center	Limited	Limited		Limited	Limited	Makes arrangements for transportation services. Pilot Program in small portions of Bradford, Sullivan, Susquehanna and Tioga Counties.	Not applicable
Guthrie Medical Center	✓					Limited transportation services for patients and has its own emergency medical services in Towanda.	Yes

TRADITIONAL PUBLIC TRANSPORTATION SERVICES

The traditional public transportation services available in the Northern Tier are fixed route, deviated fixed route, shared-ride, and intercity bus service. Table 12 lists transportation services by county as well as the traditional public transportation fare programs.

Table 12: Traditional Public Transportation Services and Fare Programs

	Bradford County	Sullivan County	Susquehanna County	Tioga County	Wyoming County
Transportation Services					
Intercity Passenger Rail	No	No	No	No	No
Intercity Passenger Bus	No	No	No	Yes	No
Fixed Route Bus (including deviated fixed route)	Yes	Yes	No	Yes	No
Fixed Route Rail	No	No	No	No	No
Shared-Ride/Demand-Response	Yes	Yes	Yes	Yes	Yes
Fare Programs					
Senior Fixed Route Free Transit	Yes	Yes	No	Yes	No
ADA Complementary Paratransit	Yes	Yes	No	Yes	No
Persons with Disabilities Fixed Route Half-Fare Program	Yes	Yes	No	Yes	No
Senior Paratransit Discount	Yes	Yes	Yes	Yes	Yes
Persons with Disabilities Paratransit Discount	Yes	Yes	Yes	Yes	Yes

Source: Bureau of Public Transportation

TRADITIONAL PUBLIC TRANSIT PROVIDERS

There are two traditional public transportation agencies in the Northern Tier. Endless Mountains Transportation Authority doing business as BeST (Bradford, Sullivan, and Tioga Transit) provides fixed route, deviated fixed route and shared-ride services in Bradford, Sullivan, and Tioga counties. Susquehanna–Wyoming County Transportation (SWCT) operates shared-ride services in Susquehanna and Wyoming counties.

BeST

BeST contracts with Williamsport’s River Valley Transit (RVT) for management services and service delivery. BeST has two Pennsylvania transit facilities—one in Athens and the other in

Mansfield. The Athens facility is located at 27824 Route 220 and the Mansfield facility is located at 2978 South Main Street (Route 15). Both sites accommodate vehicle storage and maintenance. BeST has a transfer center at the Progress Building, 1 Elizabeth Street #3 in Towanda, and a compressed natural gas (CNG) fueling station in Sayre, PA. The CNG fueling station is a public-private partnership with Williams Oil. Bradford and Sullivan counties' fixed route, deviated fixed route, and shared-ride services operate out of the Athens location and the Tioga services are dispatched from the Mansfield site.

A 2016 survey indicated that overall, BeST's customers were satisfied with the service and would recommend the service to others. The survey asked respondents to rate 19 performance measures on a scale from 1 (very dissatisfied) to 5 (very satisfied), and the average rating was 4.59 across all measures.

A May 2017 PennDOT Performance Report indicated that BeST was in compliance with state standards for the four performance criteria monitored as part of Act 44 of 2007 (passengers per revenue vehicle hour, operating cost per revenue vehicle hour, operating revenue per revenue vehicle hour, and operating cost per passenger).

Fixed Route and Deviated Fixed Route Service

BeST's fixed route and deviated fixed route fleet consists of 15 wheelchair-accessible vehicles (nine gasoline, one compressed natural gas, and five diesel) and the vehicle seating capacities range from 20 to 27 passengers. The majority of the vehicles are equipped with bicycle racks and the fleet has an on-board camera system and electronic headsigns. Most bus stops are "flag stops"—a bus stop without signage, requiring customers to signal (wave) to the approaching bus driver that they want to board the bus. There are a few signed bus stops.

The base fare for fixed route is \$1.00 for a one-zone ride and \$2.00 for a two-zone trip. The deviated fixed route is \$5.00 for each trip. Seniors with the proper documentation ride free and disabled passengers can ride for half-fare. ADA Complementary paratransit services are available on weekdays from 7:00 a.m. to 5:00 p.m. for qualified customers who reserve a ride at least one-day in advance. The fare is double the fixed route fare.

The agency has nine routes; five operate in Bradford and Sullivan counties and four in Tioga County. The service primarily operates on weekdays with limited weekend service in Tioga County. Route 80 in Tioga County operates seven days a week when Mansfield University is in session. One route operates on Tuesdays and the routing varies based on whether it is an even- or odd-dated Tuesday.

There are two deviated fixed routes that serve Bradford County, one in Sullivan County, and one in Tioga County. A customer may request a destination (deviation) within ¼-mile of the base routing. Customers are asked to contact the dispatcher to request a deviation. Table 13 summarizes BeST's fixed route and deviated fixed route services.

Table 13: Summary of BeST’s Fixed Route and Deviated Fixed Route Services

Route Description	Route Type	County	Operating Days	Span of Service	Trips
Bradford and Sullivan County Routes					
Route 10 – Wysox/Towanda/Athens/Sayre	Fixed Route	Bradford	Weekday	5:15 a.m. to 6:00 p.m.	5 a.m. 7 midday 3 p.m.
Route 15 – Dushore/New Albany/Towanda/N. Towanda	Deviated Fixed Route	Bradford Sullivan	Weekday	7:15 a.m. to 6:45 p.m.	12
Route 20 – Canton/Troy/Monroeton/Towanda/Sayre	Fixed Route	Bradford	Weekday	5:40 a.m. to 5:45 p.m.	2 a.m. loops 2 p.m. loops
Route 25 – Wyalusing/Camptown/Wysox/Towanda	Deviated Fixed Route	Bradford	Weekday	7:15 a.m. to 3:33 p.m.	1 a.m. 1 p.m.
Route 50 – Lycoming Mall (Lycoming County)	Fixed Route	Bradford Sullivan	Friday	8:15 a.m. to 4:50 p.m.	1 a.m. 1 p.m.
Tioga County Routes					
Route 30 – Wellsboro/Mansfield/Blossburg	Fixed Route	Tioga	Weekday	6:25 a.m. to 6:16 p.m.	11
Route 45 – Westfield/Elkland/Lawrenceville/Wellsboro	Deviated Fixed Route	Tioga	Weekday	7:15 a.m. to 4:10 p.m.	1 a.m. 1 p.m.
Route 70 – Wellsboro/Mansfield/Tioga/Lawrenceville	Fixed Route	Tioga	Even-dated Tuesdays	10:00 a.m. to 5:18 p.m.	2
Wellsboro/Mansfield/Lycoming Mall (Lycoming County)	Fixed Route	Tioga	Odd-dated Tuesdays	10:00 a.m. to 5:18 p.m.	2
Arnot Mall (Elmira, New York)	Fixed Route	Tioga	Saturday	11:00 a.m. to 4:00 p.m.	2
Route 80* – Mountie Express (MU shuttle) (Mansfield University/Downtown Mansfield/Wal-Mart)	Fixed Route	Tioga	Weekdays Saturday Sunday	7:20 a.m. to 12:00 a.m. 9:00 p.m. to 2:00 a.m.	Weekdays-24 Weekends-10
*Route 80 operates only during school year					

Source: BeST Transit Website

BeST provides out-of-county service to Lycoming County in Pennsylvania and Chemung and Tioga counties in New York. BeST connects with Lycoming County’s transit system (RVT) at Lycoming Mall in Pennsdale, PA. Riders of BeST can connect to the Chemung County Transit System (based in Elmira, NY) at the Arnot Mall in Horseheads, NY, as well as in Waverly and Sayre, PA.

Comparing fiscal year 2016 to 2017, BeST’s fixed route and deviated fixed route data shows a decline in total ridership and senior ridership. During this comparison period, revenue-miles and hours increased, as did operating costs. Total passengers decreased 9.8 percent and senior passengers declined 2.2 percent. Revenue vehicle-hours and miles increased 3.0 percent and 1.6 percent, respectively. Operating costs increased 7.0 percent. Performance metrics show an 18.6 percent increase in operating expenses per passenger, a slight increase (0.4 percent) in operating revenue per revenue vehicle-hour, a 5.2 percent increase in operating expense per revenue vehicle-hour, and a decrease of 11.3 percent in total passengers per revenue vehicle-hour. Table 14 summarizes the service and cost data.

Table 14: BeST Fixed Route and Deviated Fixed Route Data Summary

	FY 2015	FY 2016	FY 2017
Service Data			
Total Passengers	150,488	133,892	120,745
Senior Passengers	12,989	12,913	12,625
Revenue Vehicle Miles	429,867	450,332	463,899
Revenue Vehicle Hours	20,308	20,789	21,132
Expenses			
Operator Salaries and Wages	\$ 412,000	\$ 449,000	\$ 476,000
Other Salaries and Wages	\$ 244,000	\$ 231,000	\$ 246,000
Fringes	\$ 308,000	\$ 316,000	\$ 350,000
Fuel Utilities	\$ 181,000	\$ 134,000	\$ 143,000
Maintenance	\$ 62,000	\$ 59,000	\$ 82,000
Other	\$ 173,000	\$ 221,000	\$ 211,000
Total Expenses	\$ 1,380,000	\$ 1,410,000	\$ 1,508,000
Source of Operating Funds			
Federal	\$ 603,000	\$ 631,000	\$ 631,000
State	\$ 545,000	\$ 572,000	\$ 688,000
Local	\$ 57,000	\$ 60,000	\$ 63,000
Revenue	\$ 174,000	\$ 147,000	\$ 150,000
Total Operating Funds	\$ 1,379,000	\$ 1,410,000	\$ 1,532,000
Performance Metrics			
Operating Expense per Passenger	\$ 9.17	\$ 10.53	\$ 12.49
Operating Revenue per Revenue Vehicle Hour	\$ 8.57	\$ 7.07	\$ 7.10
Operating Expense per Revenue Vehicle Hour	\$ 67.95	\$ 67.82	\$ 71.36
Total Ridership per Revenue Vehicle Hour	7.41	6.44	5.71

Source: Pennsylvania Public Transportation Annual Performance Reports
FY 2015, 2016, and 2017

Shared-Ride Service

BeST operates door-to-door shared-ride service in Bradford, Sullivan, and Tioga counties. The agency also operates the Medical Assistance Transportation Program (MATP) in all three counties. The service is available on weekdays from 6:00 a.m. to 6:00 p.m. The agency has 48 gasoline-fueled shared-ride vehicles and eight back-up vehicles. Some vehicles are wheelchair accessible and the vehicles are equipped with security cameras. A persons-with-disabilities local advisory committee provides guidance to the agency on its share-ride services. BeST has Ecolane software that enables the agency to efficiently schedule, route, track, and report shared-ride services.

Shared-ride services are available within each county on all weekdays. Travel out-of-county is restricted to specific days as shown in Table 15.

Table 15: BeST between Counties and Out-of-County Shared-Ride Services

	Monday	Tuesday	Wednesday	Thursday	Friday
Bradford County/Sullivan County to Tioga County		✓	✓	✓	
Tioga County to Bradford County/Sullivan County		✓	✓	✓	
Owego, NY, and Binghamton, NY / Coudersport	✓				
Scranton/Wilkes-Barre		✓			
Williamsport/Danville			✓		
Bath/Elmira				✓	

Source: BeST Transit Website

To ride the service, customers must call by 11:00 a.m. on the previous business day. Fares are mileage based and unsubsidized fares for the general public range from \$20.00 to \$50.00 per one-way trip. Funding programs enable customers to pay less than the established fare as described below:

- Persons with disabilities (PwD) customers' co-pay ranges from \$3.00 to \$7.50 for a one-way trip.
- MATP subsidizes eligible riders and there is no charge to the consumer for MATP riders who use the service for medical or pharmacy trips.
- Seniors pay either \$1.00, in most cases, or 15 percent of the mileage-based fare, depending on which agency is providing the subsidy. The Area Agency on Aging (AAA) requires seniors to pay \$1.00 and AAA subsidizes the remaining fare. Housing authorities and care homes also assist in subsidizing senior fares. Occasionally, seniors may be required to pay 15 percent of the fare for recreational group trips.

Comparing fiscal year 2017 to 2016 shows a slight increase (0.24 percent) in the average shared-ride fare and a slight decrease (0.68 percent) in total shared-ride passenger trips. The distribution of funding sources remained relatively constant with the exception of MATP and lottery funding. Table 16 summarizes BeST’s shared-ride data.

Table 16: BeST Shared-Ride Data Summary

	FY 2015	FY 2016	FY 2017
Costs			
Average Shared-Ride Fare	\$ 30.61	\$ 33.36	\$33.44
Cost to Commonwealth per Senior Trip	\$ 25.93	\$38.99	\$40.62
Trip Data			
65+ Trip	30,611	31,182	31,588
PwD Trips	7,483	6,889	6,323
Other Shared-Ride Trips	29,465	32,246	31,930
Total Shared-Ride Trips	67,559	70,317	69,841
Non-Public Trips	219	271	2,774
Funding Source Percentages			
Passenger Fares	2.0%	2.0%	2.0%
Lottery	32.0%	31.0%	27.0%
Persons with Disabilities	7.0%	7.0%	6.0%
Area Agency on Aging	4.0%	4.0%	3.0%
Medical Assistance Transportation Program	40.0%	45.0%	53.0%
MH/ID	8.0%	7.0%	6.0%
Other	3.0%	3.0%	3.0%
Subsidy	4.0%	1.0%	0.0%
Total	100.0%	100.0%	100.0%
Operating Expenses			
Shared-ride Administration	15%	17%	16%
Shared-ride Operating	82%	81%	81%
Exclusive Human Services Program Contracts	3%	2%	3%
Total	100%	100%	100%

Source: Pennsylvania Public Transportation Annual Performance Reports
FY 2015, 2016, and 2017

SUSQUEHANNA–WYOMING COUNTY TRANSPORTATION

Susquehanna–Wyoming County Transportation (SWCT) provides shared-ride services in Susquehanna and Wyoming counties and operates the MATP program for the two counties. Trehab, a community action agency, operates SWCT services; vehicle maintenance is provided

by outside contractors. The agency has 23 vehicles that are gas-fueled with seating capacity ranging from 3 to 12. The majority of vehicles are wheelchair-accessible and equipped with security cameras. SWCT uses Ecolane software to manage its shared-ride services. The software has some excellent features such as real-time vehicle location and arrival/departure time, and the ability to track the movement of the vehicles; however, SWCT has not gained the expected scheduling efficiencies. Most likely, the efficiencies are not realized due to the software not prioritizing the coordination of trips.

Fares are mileage-based. Unsubsidized fares for the general public range from \$12.00 to \$100.00 (70 to 99.9 miles) per one-way trip. Funding sources that reduce the cost of the trip to the rider include the following:

- The Area Agency on Aging (B/S/S/T AAA) subsidizes trips for Susquehanna County residents age 65 and older. Seniors can ride any trip distance within SWCT’s service area and for any trip purpose (except to the Mohegan Sun Pocono in Wilkes-Barre) for 75 cents per one-way trip.
- In Wyoming County, the Luzerne and Wyoming Counties AAA subsidizes trips for seniors traveling to the senior center, enabling them to pay \$1.50 per one-way trip. Interfaith Friends sponsors travel for seniors once a week for trips to the closest grocery store, bank, post office, or medical appointment; seniors pay \$1.50 for the trip.
- PwD riders pay 15 percent of the trip fare.
- MATP subsidizes eligible riders and there is no charge to the consumer for MATP riders who use the service for medical or pharmacy trips.

Services are available on weekdays 8:00 a.m. to 4:00 p.m. Customers are required to make a reservation by noon at least one business day in advance for in-county services and two business days in advance for out-of-county services. Out-of-county trips and trips to outlying areas may be restricted to specific days and times. Table 17 details SWCT’s service area and service days by county.

Table 17: SWCT Service Days and Service Area by County

Service Days	Service Area
Wyoming County Service	
Weekdays	Tunkhannock to Tunkhannock
Weekdays	Noxen to Tunkhannock
Weekdays	Falls to Tunkhannock
Monday, Wednesday, Friday	Factoryville, Hop Bottom (Susquehanna), Nicholson to Tunkhannock
Weekdays	Wyoming County to Wilkes-Barre (Luzerne)
Tuesday and Friday	Wyoming County to Scranton (Lackawanna)

Weekdays	Mehoopany, Meshoppen, and Laceyville to Tunkhannock
Susquehanna County Service	
Weekdays	Montrose to Montrose
Weekdays	Susquehanna to Susquehanna
Weekdays	Susquehanna, Hallstead, and New Milford to Montrose
Monday, Wednesday, Friday	Susquehanna, Hallstead, and New Milford to Vestal, Johnson City, and Binghamton in New York
Monday, Wednesday and Friday	Montrose to Vestal, Johnson City and Binghamton in New York
Tuesday and Thursday	Forest City to Honesdale (Wayne)
Weekdays	Forest City to Carbondale (Lackawanna)
Monday, Wednesday, Friday	Montrose, Hallstead, and New Milford to Scranton and Dunmore in Lackawanna County
Monday, Wednesday, Friday	Susquehanna, Thompson, and Forest City to Scranton and Dunmore in Lackawanna County
Monday, Wednesday, Friday	Susquehanna, Hallstead, and New Milford to Tunkhannock (Wyoming)
Weekdays	Montrose to Tunkhannock (Wyoming)
Weekdays	Montrose, Harford, and Kingsley to Susquehanna
Wednesday	Forest City, Clifford, and Nicholson (Wyoming) to Montrose
Tuesday	Forest City and Clifford to Susquehanna
Monday, Wednesday, Friday and once a month on Tuesday or Thursday	Susquehanna County to Sayre (Bradford)
2 to 3 times a month	Susquehanna County to Wilkes-Barre (Luzerne)

Source: SWCT Website

Comparing fiscal year 2017 to 2016, SWCT's average fare decreased and total shared-ride trips increased. The average shared-ride fare decreased by 1.8 percent and total shared-ride passenger trips increased by 8.4 percent. The percentage of funding sources remained relatively constant, with the exception of the subsidy category. Table 18 summarizes shared-ride data for fiscal years 2015, 2016, and 2017.

Table 18: SWCT Shared-Ride Data Summary

	FY 2015	FY 2016	FY 2017
Cost Data			
Average Shared-Ride Fare	\$29.94	\$30.49	\$ 29.95
Cost to Commonwealth per Senior Trip	\$ 24.82	\$25.08	\$ 29.54
Trip Data			
65+ Trip	20,393	21,465	22,439

	FY 2015	FY 2016	FY 2017
PwD Trips	3,668	4,765	5,742
Other Shared-ride Trips	10,376	14,436	16,200
Total Shared-ride Trips	34,437	40,666	44,381
Non-Public Trips	7,251	7,303	7,450
Funding Source Percentages			
Passenger Fares	3%	2%	3%
Lottery	39%	33%	33%
Persons with Disabilities	6%	7%	8%
Area Agency on Aging	5%	4%	4%
Medical Assistance Transportation Program	44%	49%	50%
MH/ID	0%	0%	0%
Other	2%	1%	2%
Subsidy	1%	4%	0%
Total	100%	100%	100%
Operating Expenses			
Shared-ride Administration	29%	31%	32%
Shared-ride Operating	55%	48%	51%
Exclusive Human Services Program Contracts	16%	21%	17%
Total	100%	100%	100%

Source: Pennsylvania Public Transportation Annual Performance Reports
FY 2015, 2016, and 2017

SWCT’s transportation office is located in Montrose and includes dispatch, reservations, scheduling, and bus storage. The agency has three off-site locations where it stores buses for daily use to reduce operating costs. Occasionally, the agency works with a neighboring transit provider to transport clients that reside closer to that provider and need services in that provider’s county.

INTERCITY BUS TRANSPORTATION

Trailways operates limited intercity bus transportation through Bradford and Tioga counties. The vehicles are wheelchair-accessible over-the-road coaches with wi-fi. Service operates seven days a week from destinations east and west of Williamsport north to Liberty, east to Troy and north to Elmira, New York, passing through Liberty. The stops in Bradford County are Gillett, Sylvania, and Troy. The Tioga County stops are Blossburg, Liberty, Mansfield and Mainesburg. Following are examples of local fares:

- Troy to Blossburg – \$ 9.00
- Gillett to Liberty – \$20.00
- Mainesburg to Mansfield – \$2.00
- Sylvania to Blossburg – \$8.00

EMERGENCY MEDICAL SERVICES THAT PROVIDE NON-EMERGENCY MEDICAL TRANSPORTATION

Non-emergency medical transportation services are available in all five counties. In general, these companies have wheelchair- and stretcher-accessible vehicles and transport patients from inside the medical facility or home and will stay with the customers. Shared-ride services for the five counties are door-to-door and the operators do not enter the customer's home or the destination facility. The majority of non-emergency medical transportation provided by emergency medical services (EMS) companies are private-pay and generally expensive to the consumer.

The following bulleted list summarizes the non-emergency medical transportation services provided by the major EMS companies in the Northern Tier region.

- **Greater Valley Emergency Medical Services** provides emergency and non-emergency medical transportation service in Bradford County. Their service area is primarily northeast Bradford County as well as Tioga County in New York. Non-emergency medical transportation services are normally available from 7:00 a.m. to 5:00 p.m. on weekdays and Saturdays. However, the company is flexible and can provide service 24 hours a day, seven days a week.

The company has a fleet of six wheelchair-accessible vehicles; one vehicle is equipped to transport a stretcher and a wheelchair.

All trips are private-pay and must be for a medical purpose. The base fare is \$35 for wheelchair and \$75 for stretcher, plus \$3.00 per loaded (when customer on board) mile. Advanced reservations are not required.

- **Montrose Minutemen's** primary service area is Bradford, Susquehanna, and Wyoming counties, providing emergency and non-emergency medical transportation services, including out-of-state transportation. Local service (Montrose) is available seven days a week, 24 hours a day. The company is flexible with its non-local services although normal hours are weekdays from 8:00 a.m. to 5:00 p.m. Trips must be for medical purposes and are private-pay. Advanced reservations are not required. The company has two wheelchair-accessible vans. Trip cost is \$1.50 per mile.
- **Western Alliance Emergency Medical Services, Inc.** provides transportation services in northeast Bradford County as well as Sullivan and Tioga counties. The company also

provides services in counties in New York. Services are available 24 hours a day, seven days a week.

The company has nine vehicles; wheelchair- and stretcher-accessible vehicles are available. Trip type is not restricted. The base fare is \$25 for wheelchair and \$50 for stretcher, plus \$2.50 per loaded mile. Fares are private-pay except for approved workers' compensation claimants. Advanced reservations are preferred but not required.

TAXI CAB SERVICES

Taxi cab services are defined as private companies that transport the general public at a fare typically based on mileage and wait time. Bradford, Tioga, and Wyoming counties each have taxi companies located in their county. Depending on the origin and destination, taxi services may be available to the public in neighboring counties, including out-of-state.

The list below summarizes the major companies.

- **AJ Taxis** is located in Wyoming County, which is also its primary service area. Vehicles are not accessible and the service hours are weekdays 8:00 a.m. to 9:00 p.m. and on Saturday from 8:00 a.m. to 12:00 a.m. or 1:00 a.m. The fare is \$3.75 for the first mile and \$2.10 for every additional mile, plus 30 cents for each minute of wait time. Service end times are flexible based on work assignments.
- **Canyon Country Cab** is located in Tioga County. The service area includes Tioga County and the Troy and Canton areas in Bradford County. Service hours are Monday through Thursday 6:00 a.m. to 10:00 p.m., Friday and Saturday 9:00 a.m. to 3:00 a.m. and Sunday 9:00 a.m. to 10:00 p.m. Rates for non-accessible vehicles for Tioga County, Troy, and Canton start at \$2.25, plus \$1.75 per mile and 35 cents per minute of wait time. Paratransit service (which may be provided in a wheelchair-accessible vehicle) booked 12 hours in advance is eligible for a discounted rate of \$12 for the first 12 miles and \$1.50 for every additional mile. There are varying rates for airport transportation.
- **Valley Taxi, Inc.** is located in Bradford County and serves Athens, Sayre, South Waverly, Towanda, and Waverly. The service hours are Sunday through Thursday from 5:00 a.m. to 12:00 a.m. and Friday and Saturday from 5:00 a.m. to 2:00 a.m./3:00 a.m. Vehicles can accommodate most wheelchairs. Rates are \$2.80 for the first 1/5th mile and 30 cents for each additional 1/5th mile. Wait time is 20 cents per minute after the first five minutes.

HOSPITAL-RELATED TRANSPORTATION SERVICES

Large hospitals or hospital systems generally provide some level of transportation services, ranging from referrals to transit agencies, to reimbursement of taxi fares, to actual transport.

Guthrie Robert Packer Hospital is the largest hospital system in the Northern Tier region. Table 19 summarizes the hospitals in the five-county region.

Table 19: Northern Tier Hospitals

Hospital	City	County
Guthrie Robert Packer Hospital	Sayre	Bradford
Guthrie Towanda Memorial Hospital	Towanda	Bradford
Guthrie Troy Community Hospital	Troy	Bradford
Barnes-Kasson County Hospital	Susquehanna	Susquehanna
Endless Mountains Health Systems	Montrose	Susquehanna
Soldiers + Sailors Memorial Hospital	Wellsboro	Tioga
Tyler Memorial Hospital	Tunkhannock	Wyoming

Source: Wikipedia

Following are examples of transportation programs provided by medical providers:

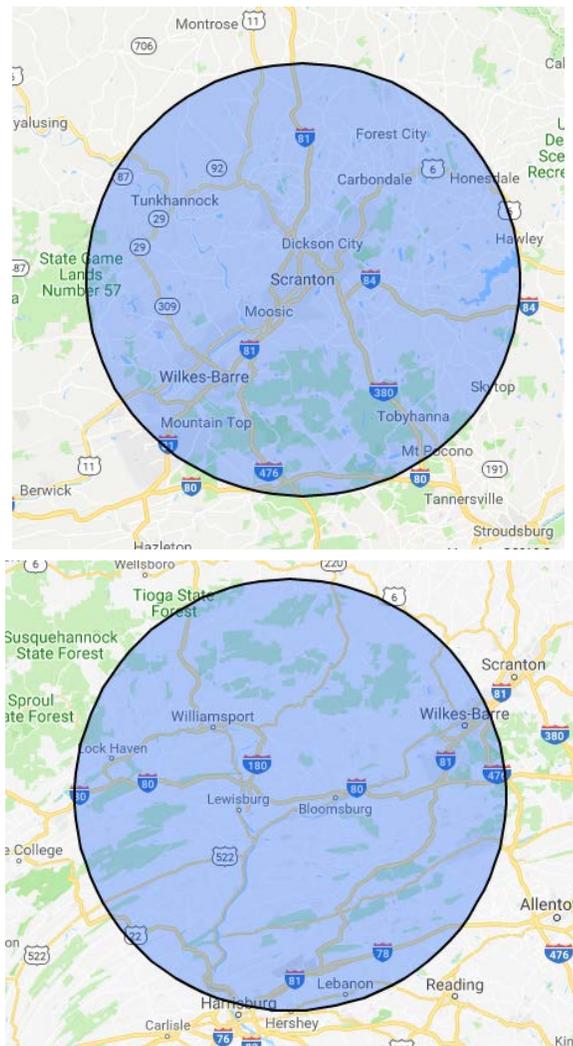
- Guthrie Robert Packer Hospital** (RPH) is located in Bradford County and its service area is Sayre and its surrounding communities. RPH provides transportation services to its consumers in limited situations (consistent with safe harbor provisions) such as: transporting a patient receiving outpatient services or being discharged from the hospital (someone must be at the patient's home to receive the patient). RPH also provides facility-to-facility transportation and vouchers to patients for taxi services.
- Geisinger Health System** (Geisinger) implemented a rural transportation pilot program that covers small portions of Bradford, Sullivan, Susquehanna, and Wyoming counties. The pilot program is designed to address transportation needs of the health system's consumers. According to Healthcare Dive (www.healthcaredive.com), "Geisinger had more than 323,000 no-shows for primary care appointments in FY 2016 and more than 87,000 no-shows for ancillary services. The National Institutes for Health said one-quarter of no-shows are connected to patients not having transportation."

Two pilot programs (rural and urban) were established, to determine if transportation needs could be addressed, thereby reducing the number of missed medical appointments. One pilot program was designed to address urban transportation issues and Geisinger partnered with Lyft and Uber (rideshare companies) and Allscripts (healthcare information technology company) to enable medical professionals to provide transportation to their consumers. Geisinger partnered with rabbittransit, a regional public transit agency that provides transportation services in Adams, Columbia, Cumberland, Franklin, Montour, Northumberland, Perry, Snyder, Union and York Counties, to manage the rural pilot program. More than 70 organizations were involved in developing the pilot programs and the "program will go beyond medical appointments

and provide transportation for non-clinical, but health-related reasons, such as going to counseling, a pharmacy, a grocery store or food bank, or for a job interview.”

The rural pilot program service area covers portions of 10 counties and is based on mileage from Geisinger medical facilities. To participate in the pilot program consumers must reside within a 25-mile radius of Scranton or a 50-mile radius of Danville. Figure 1 shows the two service areas.

Figure 1: Service Areas of Geisinger Transportation Pilot Program



The pilot program is managed by rabbittransit. Wilkes University will analyze data from the pilot program to identify benefits to Geisinger such as reduction in emergency room visits and missed medical appointments. A mobility manager was hired and Geisinger’s Community Health Assistants can call the manager to arrange transportation services for clients. The majority of the counties’ shared-ride providers use Ecolane software and the

mobility manager arranges transportation using this software or by calling the transportation provider. Geisinger pays for the transportation of customers who are not eligible for funding.

- **Barnes Kasson Hospital** refers consumers to SWCT.

In 2017, new safe harbor provisions enable medical entities to provide free or discounted local transportation services under specified criteria. The Husch Blackwell Health Care Law Team's website posted an article by Megan Philip on February 13, 2017, that summarized the criteria that must be met to provide these transportation services.

(<https://www.healthcarelawinsights.com/2017/02/new-local-transportation-safe-harbor-to-the-anti-kickback-statute-and-beneficiary-inducement-statute/>). A synopsis of the criteria follows:

- Individual Transportation
 - Must have a uniform and consistent policy with no restrictions for people eligible to use the service (e.g., only Medicare and Medicaid patients) and within the distance requirements (25 miles, or 50 miles if person resides in a rural area).
 - Only for established patients, including a new patient who has called for service
- Shuttle Service
 - Can provide free or discounted transportation services on a fixed route operating on a schedule.
 - No established patient restriction
- Restrictions
 - No relationship of transportation to volume or value of healthcare program
 - Transportation is not air, luxury, or ambulance
 - Transportation is not publicly advertised, no marketing of health care items including nothing on website or printed materials to patients
 - signage with source of transportation permitted
 - permitted to tell patients about service
 - if operating fixed route shuttle can advertise schedule and stops
 - Transportation providers are not paid on a per-trip basis
 - Service only for medically necessary services excludes counseling, food banks, and food stores.
 - Transportation services cannot be restricted to specific providers even if outside network.
 - Cost must be paid 100 percent by entity and cannot be offset by other payers.

Transportation Programs

AGENCY-SPECIFIC TRANSPORTATION PROGRAMS

Throughout the five-county region, there are other transportation programs available on a limited basis. The list below provides examples of these programs.

- **Tioga County Partnership for Community Health's** service area is Tioga County. The agency coordinates transportation for Tioga County Department of Human Services, Tioga County Probation, Tioga County Drug Court, and University of Pittsburgh Medical Center (UPMC) in Susquehanna.
- **Bradford County Action, Inc.** occasionally can assist clients with purchasing bus passes, gas cards, car repairs, insurance costs, or the cost of a van to transport people to work sites. The agency's service area is Bradford County.
- **Mansfield University** is located in Tioga County and the university provides shuttle bus service for students on and off campus.
- **Abuse & Rape Crisis Center's** service area is Bradford County. Staff members provide transportation for clients in their personal vehicles when the client has no other options. Bus tokens are provided when there is an available bus route.
- **Service Access & Management, Inc. (SAM, Inc.)** provides services in Bradford, Sullivan, Susquehanna, Tioga, and Wyoming counties. SAM, Inc. coordinates transportation for access to work or day programs for Intellectual and Developmental Disability (IDD) consumers.
- **Bradford County Human Services'** service area is Bradford and Sullivan counties. The agency provides transportation for IDD consumers.
- **Area Agency on Aging, Inc. for Bradford, Sullivan, Susquehanna, and Tioga Counties** subcontracts with SWCT and BeST for shared-ride services for seniors. The agency also has a foster grandparents program. Foster grandparents are paid (mileage-based) if they drive their own vehicles or they are paid to ride public transportation to and from their service sites.
- **Interfaith Friends'** service area is Wyoming County and the agency refers consumers to SWCT to address transportation needs.
- **Tioga County Veterans Affairs** provides veterans services in Bradford and Tioga counties. Volunteers transport veterans to Veteran Administration Hospital appointments.
- **Martha Lloyd Community Services** provides transportation services to its clients in group homes and day service programs located in Bradford and Tioga counties. The agency has more than 40 vehicles in its fleet.

OTHER PROGRAMS

PA 211 (Help Line) is a human services effort to connect residents with human services. It provides information and referrals to residents of 17 Pennsylvania counties, including the Northern Tier, 24 hours a day, 365 days a year. The services primarily focus on low- and middle-income residents. In the Northern Tier, Help Line services are provided by Family Services Association of NEPA, a non-profit.

Help Line maintains a list of local, regional, state, and national human services resources. Table 20 lists the number of agencies listed by county.

Table 20: Number of Human Services Agencies Listed on PA 211 Website by County

	Bradford	Sullivan	Susquehanna	Tioga	Wyoming
Agencies	293	88	186	249	137

Source: PA211 website

The majority of the callers have more than one need. Table 21 shows that number of calls and needs for each county for fiscal years 2014 through 2017. Although transportation is part of the listed agencies, it is infrequently used. Consumers with transportation needs are referred to the public transit agencies.

Table 21: PA 2-1-1 / Help Line Calls and Needs

Fiscal Year	Bradford	Sullivan	Susquehanna	Tioga	Wyoming
Number of Calls					
2016-17	265	24	185	286	491
2015-16	230	15	177	436	543
2014-15	131	21	81	211	166
2013-14	58	12	31	132	66
Number of Needs					
2016-17	426	37	254	326	521
2015-16	287	19	225	471	586
2014-15	260	26	94	246	207
2013-14	61	12	38	137	73

Source: Tom Foley, Help Line Director

FARE AND WAIVER PROGRAMS

There are a variety of programs available to residents of Pennsylvania that can assist them with the cost of transportation. The list below provides the primary federal and state programs:

- **Senior Fixed Route Free Transit** – Seniors 65 and older can ride fixed route service free. The senior is required to present a Pennsylvania Identification or a Medicare Card.
- **Senior Paratransit Discount Program** – Seniors who are 65 and older can ride paratransit (shared-ride) advance reservation service for a discount of approximately 85 percent.
- **ADA Complementary Paratransit Service** – By law, transit agencies that provide fixed route service also provide comparable paratransit services to people who are unable to use fixed route service because of their disability. The service is at least available within three quarters of a mile of the fixed route service and is available during the same operating times and days of the fixed route service. The fare cannot exceed twice the fare for fixed route service.
- **Persons with Disabilities Fixed Route Half-Fare Program** – Persons with disabilities can ride fixed route service for half-fare during non-peak periods. The customer is required to present a Commonwealth of Pennsylvania Reduced Transit Fare Identification Card or a Medicare Card at the time of fare payment.
- **Persons with Disabilities Paratransit Discount Program** – Persons with disabilities can ride paratransit (shared-ride) advance reservation service for a discount of approximately 85 percent.
- **Medical Assistance Transportation Program** – This program provides transportation to medical appointments and is available for people who receive medical assistance. The transportation is county-based and can include fixed route transportation, mileage reimbursement, and/or shared-ride.

The fare programs are based on the funding source and have restrictions such as 24-hour advance reservation requirements. Agencies using funding sources must keep detailed records and their policies and procedures must adhere to the regulations. Providers are audited and scrutinized financially and procedurally. In general, the funding source rules are strict and oftentimes prohibit substitutions. Funding sources also change.

In addition to the above transportation services, other governmental agencies (i.e., Area Agency on Aging, PA Department of Public Welfare, PA Department of Human Services, PA Department of Veterans Affairs, and Office of Long Term Living), human services organizations, non-profit groups and charities (e.g., American Cancer Society, The National Kidney Society, Autism Society of America) often have client-specific programs that may help with transportation services.

The Pennsylvania Department of Human Services (PA DHS) offers several waiver programs, including transportation waivers. According to the PA DHS website (www.dhs.pa.gov), the name “waiver” comes from the fact that the federal government “waives” Medical Assistance/Medicaid rules for institutional care in order for Pennsylvania to use the same funds to provide supports and services for people in their own communities. Each waiver has its own unique set of eligibility requirements and services. Of these, the following waivers include transportation services:

- **Ageing Waiver** – Provides long-term care services to qualified older Pennsylvanians living in their homes and communities.
- **COMMCARE Waiver** – Home and community-based program developed for individuals who experience a medically determinable diagnosis of traumatic brain injury.
- **Consolidated Waiver for Individuals with Intellectual Disabilities** – Provides services to eligible persons with intellectual disabilities so that they can remain in the community.
- **Independence Waiver** – Provides services to persons with physical disabilities to allow them to live in the community and remain as independent as possible.
- **OBRA Waiver** – Provides services to persons with severe developmental physical disabilities, such as cerebral palsy, epilepsy, or similar conditions.
- **Person/Family-Directed Support Waiver** – Provides services to eligible persons with intellectual disabilities so that they can remain in the community.

IMPACT OF MATP BROKER LEGISLATION

In July 2018, MATP broker legislation was passed that will impact all counties in Pennsylvania. Non-emergency medical transportation services will be required to be provided through a statewide or regional full risk brokerage model. The Office of Medical Assistance Programs (OMAP) is expected to issue a Request for Proposal in December 2018 for a broker to administer the program, and implementation of the new program is expected in 2020. In the Northern Tier, BeST and SWCT provide MATP shared-ride trips. These trips are integrated with the agencies’ other shared-ride services and enable them to efficiently operate on-demand services. The loss of MATP trips will reduce the agencies’ revenue and number of employees and will negatively impact performance metrics.

Stakeholder and Community Involvement

Multiple methods of stakeholder and community engagement were used to increase the level and diversity of participation. Input was sought through steering committee conference calls; e-mail correspondence and telephone interviews with stakeholders; an organization survey, public survey, and Guthrie missed-appointment survey; a stakeholder summit, and public meetings. More than 85 companies and organizations (listed in Appendix B) were contacted, either directly or through stakeholders, to inform plan development. Participants helped identify and assess transportation needs and ultimately develop, refine, and prioritize transportation goals, strategies, and actions.

Outreach identified that there is a need for transportation to access jobs; mental health services; intellectual disability services; education; training; pharmacies; senior centers; shopping; banking; entertainment; recreation; food banks; foster care homes; court appointments; drug, alcohol, and addiction treatment services; specialized treatments such as dialysis and chemotherapy; and medical appointments.

Transportation barriers and issues include affordability, funding restrictions, limited operating times and days, trip lengths, inadequate roadway maintenance, punctuality, lack of information, confusing information, lack of transit amenities, limited transportation options, and the difficulty of efficiently serving rural and low population density areas.

STEERING COMMITTEE

Steering committee members provided guidance throughout the project. The members of the committee were:

- Justin Batiuk, Pennsylvania Department of Transportation (PennDOT)
- Ed Boardman, Endless Mountain Transportation Agency (BeST)
- Marlea Hoyt, Area Agency on Aging for Bradford, Sullivan, Susquehanna and Tioga Counties
- Mike Hufnagel, Sullivan County Planning
- Kevin Kilpatrick, River Valley Transit (operates BeST)
- Ronalyn Lewis, Trehab Community Action Agency (operates SWCT)
- Carey Mullins, PennDOT
- Bob Templeton, Susquehanna County Planning
- Frank Pinkosky, Guthrie Health Systems
- Matt Williams, Bradford County Planning

TRANSPORTATION PROVIDER CONFERENCE CALLS

Conference calls were conducted in May 2018 with 10 participants. Agenda and meeting summaries are provided in Appendix C. The calls identified transportation providers, needs, barriers, improvement suggestions, and additional contacts as well as positive and negative aspects of current transportation services.

TELEPHONE INTERVIEWS

After conducting research and obtaining feedback from stakeholders, telephone interviews and e-mail correspondence were used to obtain additional information on transportation services, programs, needs, barriers, and initiatives. Follow-up was conducted with innovative projects identified through best-practice research. The telephone interviews were conducted with the following agencies:

- BeST and River Valley Transit
- SWCT
- Greater Valley Emergency Medical Services
- Western Alliance Emergency Medical Services, Inc.
- PA CareerLink® Sullivan and Bradford Counties
- PA CareerLink® Tioga County
- AJ Taxis
- Tioga County Partnership for Community Health
- Guthrie Medical
- rabbittransit (innovative mobility project)
- Rural Health Network of South Central New York (innovative mobility project)
- Family Service Association 's Help Line/211

ORGANIZATION SURVEY

An online organization survey was developed and distributed to 95 people in various public, private, and non-profit organizations. Appendix D contains a copy of the survey. The initial list of 66 people was supplemented by BeST sending the survey link to its transit advisory group. The following list shows the agencies that received one or more requests to complete the online survey.

- Abuse Rape Crisis Center
- Area Agency on Aging (Bradford, Sullivan, Susquehanna and Sullivan Counties)
- Area Agency on Aging (Luzerne and Wyoming Counties)
- Athens Health Care
- Barnes-Kasson Hospital
- BeST

- Bradford County
- Bradford County Action
- Bradford County Commissioner
- Bradford County Drug and Alcohol Rehab
- Bradford County Human Services
- Bradford County Planning
- Bradford County Veterans Affairs
- Bradford County YMCA
- Bradford County, Children and Youth Services
- Bradford Emergency Management Agency
- Bradford/Tioga Housing
- Casa-Trinity
- Concern 4 Kids
- Futures
- Greater Valley Emergency Medical Services
- Guardian Elder Care
- Guthrie Health Systems
- Guthrie Towanda Personal Care Home
- Interfaith Friends
- Mansfield University
- Martha Lloyd Community Services
- Northern Tier Planning
- PACES
- Partners in Progress
- PennDOT
- Penn-York Opportunities Inc
- River Valley Transit
- SAM, Inc.
- Serve Inc.
- Sullivan County Commissioner
- Sullivan County Emergency Services
- Sullivan County Housing Authority
- Sullivan County Human Services
- Sullivan County Planning
- Susquehanna County Children and Youth Services
- Susquehanna County Planning
- Susquehanna County Veterans Affairs
- Susquehanna Emergency Management Agency
- Susquehanna Health
- Susquehanna-Wyoming County Transportation (Trehab)
- Tioga County Commissioner
- Tioga County Department of Human Services
- Tioga County Emergency Services
- Tioga County Veterans Affairs
- Tioga Health Partnership
- Trehab
- Wyoming County Housing & Redevelopment Authorities
- Wyoming County Human Services

Twenty-two responses were received, with representation from each county. The majority (14) of the respondents indicated that they provide some level of transportation services, from providing a voucher to pay for transportation to directly providing the transit trip. The majority (14) also indicated that their consumers routinely have transportation needs that they cannot meet. Examples include: medical appointments outside their service area, early evening appointments, weekend transportation services, students placed in foster care outside their home district, and transportation to job sites. Eighty-six percent indicated that transportation was an issue for their clients. The following bullets summarize the suggestions to improve transportation:

- Reduce transit trip length
- Improve on-time performance
- Expand transportation options
- Provide cross-county transportation services
- Expand current services (days, hours of operation, service area)
- Increase flexibility in trip purpose, passenger eligibility, scheduling, and funding
- Increase funding
- Improve affordability

Transportation barriers and issues:

- Patients are unable to be discharged at a reasonable time due to lack of transportation options
- Often not affordable
- Access to employment, including for persons with disabilities
- Counties are primarily rural and difficult to serve
- Trip lengths are long
- Inadequate road conditions, including winter road maintenance and unpaved roads
- Funding
- Advanced reservation requirement
- Limited options for seniors to get to medical appointments and senior centers
- Affordability for persons with disabilities and medical documentation issues
- Access to medical facilities
- Customers' driveways that are impassable and difficult to access in the winter
- No service to out-of-county medical facilities
- Indirect access (too many transfers) for students in foster care to school
- Abused clients cannot readily get to a public place
- People without driver's licenses need transportation
- Lack of readily available transportation to doctor, counseling, and therapy appointments
- Limited funds and already constrained funding sources (people in the region are living longer)

Specific transit recommendations included:

- Additional fixed route service between Towanda and Canton
- Sullivan County needs a fixed route to medical facilities in Laporte
- Bradford and Tioga counties need transportation to YMCA
- Bradford County needs weekend and evening transportation once a week in remote areas
- Tioga County needs bus service in Millerton—perhaps a deviated fixed route
- Transportation from all counties to Guthrie Health
- Service to veterans hospitals and veterans offices

- Service between Tioga County and Sayre and Corning, NY, for medical appointments
- Evening and weekend service on Route 49 corridor
- Service between Troy and Towanda
- Service designed for work trips to Cargill, Masco, and Troy
- Service to Millerton and Morris Run
- More service in Lawrenceville
- More service days and/or trips for Lawrenceville, Tioga, Elkland, and Westfield areas
- Service to Harbor Counseling in Wellsboro
- Key locations for fixed route: Laporte Medical Center (Laporte), Guthrie Health Clinic (Dushore), the only pharmacy in the county (Dushore), Senior Centers (Dushore & Muncy Valley)
- Transportation to and from Barnes Kasson Hospital

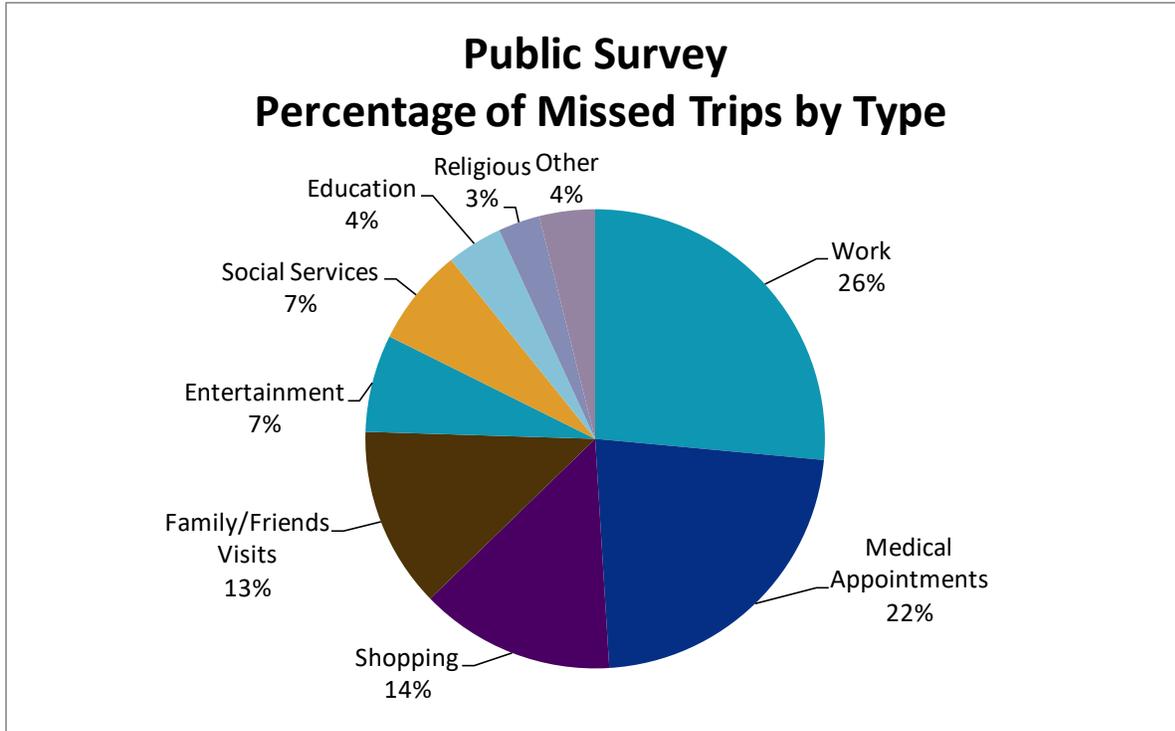
PUBLIC SURVEY

An online public survey was conducted in Summer 2018. The survey closed August 17, 2018. The survey link was posted on the NTRPDC website and e-mails and flyers were provided to stakeholders and partners. A copy of the survey advertisement flyer and the survey instrument is provided in Appendix E. In addition to addressing transit issues, the survey asked for feedback on the Northern Tier Bicycle and Pedestrian Plan.

There were 265 survey responses. Not all respondents answered all questions. One hundred and two (102) respondents indicated that in the last six months a household member missed an activity due to lack of transportation. The majority (62 percent) of trip types that were missed were work, medical appointments, and shopping trips.

Figure 2 shows the percentages of missed trips by category.

Figure 2: Public Survey - Percentage of Missed Trips by Type



The majority of respondents (78 percent) indicated that they were aware of transportation services in their county and that they did not (61 percent) have difficulty getting transportation services.

The survey contained three open-ended questions. Respondents were asked to identify what is good about transportation in their region, where they would like to travel but can't get to because there aren't transportation services, and what can be done to improve transportation. The bullets summarize the comments.

What is good about transportation?

- Friendly and helpful drivers
- Available to all
- Cost efficient
- Easy to access and very visible
- Service is dependable
- Taxis make it easier
- Buses are clean
- Free for people on Medical Assistance

- Dependable
- People can stay employed
- Gets me around county
- Companies travel the rural roads
- It's a very nice option to have
- It is good that we have some, but not enough
- Reliable
- Gets people where they need to go
- On time
- Stay connected
- Transportation for individuals with disabilities

Where you would like to travel but can't get to because there aren't transportation services?

- Evening appointments
- Medical appointments
- Recreational activities (amusement parks, fairs, gaming, malls, movies, shopping, visiting family and friends, etc.)
- Evening and weekend events
- Out-of-area destinations
- Special Olympics activities
- Aldi's, Burger King, McDonalds, Wal-Mart, Wendy's
- Allentown
- Arnot Mall
- Bath, New York
- Bethel Woods for shows
- Clarks Summit
- Corning
- Danville
- East Smithfield, PA
- Knoebels (Elysburg, Pennsylvania)
- Laporte and Le Raysville
- Le Raysville to Towanda and Wysox
- Liberty
- Mansfield to Wellsboro
- Montage Mountain (concerts and games)
- Scranton
- Tunkhannock area
- Wellsboro

What can be done to improve transportation services in your county or the region?

- Bigger buses or vehicles
- Extend routes
- Expand service
- More destinations
- 24-hour service
- Weekend service
- Out-of-county service
- Evening service
- Expand service to outlying areas
- More frequent routes in rural areas
- Make scheduling less cumbersome
- On-time performance (early and late issues)
- More options
- Expand transportation eligibility for Women, Infant and Children Program consumers
- Cleaner buses
- Work with the hospital to provide transportation to and from procedures
- Transportation for power base wheelchairs
- Separate services for elderly and disabled from drug testing and addiction services
- Affordable services
- Affordable services for people who don't qualify for assistance with transportation costs
- More private providers
- Uber-like services
- Add more companies to increase competition and reduce costs
- Increase taxi service
- Cab company could offer discounted rates for elderly/disabled
- Lower cost of cabs
- More low-cost transportation services in Wyoming County
- Improve efficiency
- Professionalism
- Better communication with passengers
- Employees trained on how to handle behaviors of all kinds
- Drivers with better customer service skills
- Help drivers understand the needs of people living in rural areas
- Advertise more
- Did not know there was any transportation
- If they are running late they could give a call or message telling the bus will be late

- Mail flyers with times, locations, and cost of public transportation, or have the flyers available at grocery stores and medical offices.
- Make information about available transportation services more readily available
- More advertising, more transportation modes, more park & ride areas
- Advertise where buses go and bus stops
- Add more bus routes, like one that rides along Route 187 from Wyalusing to Towanda/Wysox area and to Rome
- More frequent runs from Sayre to Towanda
- Improve Wal-Mart services
- More days a week in Sullivan County
- Train system
- Rail service to Philadelphia and New York City

GUTHRIE MISSED-APPOINTMENT SURVEY

In late Summer 2018, Guthrie Medical conducted an internal survey to obtain information about missed appointments due to patients' transportation challenges. Appendix F contains a copy of the survey. Guthrie has medical offices in Bradford and Tioga counties as well as adjacent counties in New York. Eighteen medical facilities completed the survey and the facilities have multiple office locations. The majority of the respondents (61.1 percent) have offices in Bradford County and 11.1 percent had offices in Tioga County, PA. Response highlights:

- 40.0 percent indicated that transportation was a fairly significant issue for their consumers
- 57.1 percent rated transportation challenges as a rather significant issue relative to missed appointments
- The majority (57.1 percent) indicated that Medicaid patients of all ages were impacted the most by transportation issues and the second-highest (27.4 percent) category was individuals with disabilities
- 64.3 percent of respondents indicated that transportation was more challenging for rural consumers

SYNERGY SUMMIT

A half-day summit was held on June 26, 2018, in Wysox, PA to solicit feedback on NTRPDC's three in-progress plans: Bicycle and Pedestrian Plan, Comprehensive Economic Development Strategy, and Coordinated Plan. More than 40 people attended the summit and a focus group of 14 provided input specifically into the Coordinated Plan. This section provides an overview of their comments.

Research as well as stakeholder and community outreach informed the assessment of transportation needs and gaps and the drafting of actions to address the needs. Summit

participants were asked to provide input into the draft needs, goals, strategies, actions, and outcomes as well as plan connections and overarching themes. A copy the Coordinated Plan's detailed handout and a summary of the feedback are provided in Appendix G and H. The Coordinated Plan chart presented to the attendees provided an overview of existing conditions related to public and private transportation services and programs in the five-county region. The chart identified needs and potential actions to achieve address the needs. The following bullets summarize the Northern Tier's prioritized transit needs:

- Efficient and effective public transportation services.
- Transportation services with extended weekday and weekend hours.
- Reliable fixed route and shared-ride services.
- A fixed route transit system that is visible/recognizable in the core communities it serves.
- Coordination and awareness of public and private transportation services.
- Affordable transportation services that connect with major destinations and transit systems in adjacent regions.
- Access to affordable transportation services for residents of Northern Tier's five counties to and from all quality-of-life destinations (in and out of county).
- Non-restrictive transportation funding programs.
- Clear and concise transportation materials for consumers, organizations (e.g., human services) and medical providers.
- Centralized information for all funding sources and services.
- Communication/collaboration on prioritizing roadways for maintenance, including winter maintenance.
- A well-signed/mapped multimodal transportation system, especially between modes in more densely populated areas.
- Easy access to transit services, bicycle paths, and multi-use trails.
- Transit amenities that improve the rider experience.
- New developments address transportation access at the onset of development.

From these needs, participants defined five Coordinated Plan goals:

1. Improve knowledge and information for riders, potential riders, as well as businesses, organizations and agencies
2. Centralize information for transportation services and funding sources
3. Expand current services via data-driven decisions
4. Improve physical and technology infrastructure

5. Coordinate business, organization and agency actions both within the region and in neighboring regions

Summit participants also discussed strategies and actions to achieve these goals (Appendix G).

PUBLIC OPEN HOUSES

In mid-September 2018, NTRPDC hosted open houses in each of the five counties to invite public comments on draft goals, strategies, and actions for its updated Bicycle and Pedestrian Plan, Comprehensive Economic Development Plan, and Coordinated Plan (transit). The Public Notice was placed under the News heading of Northern Tier's website and e-mailed to the 86 stakeholders with a request to share the notice with their clients and customers. A copy of the public notice and an example of Tioga County's Open House Coordinated Plan Display Boards are in Appendix I and J. This section summarizes attendance and the public comments related to transit needs, by county.

- Bradford County
 - More options for transportation
 - Would Uber or Lyft operate in Bradford County?
 - Who would host the online database of transportation services?
 - Database for customers, service agencies, and employers who may want to direct employees to reliable transportation options
 - Proctor and Gamble in Mehoopany – 12-hr shifts, 24/7. Several employee carpools from Clark Summit; Binghamton and closer. Previous “transit interest” surveys haven't generated much. Possible candidate for Enterprise RideShare (vanpool).
- Sullivan County
 - Downtime between transportation connections
 - Add more transit stops
 - Statewide/regional broker for non-medical transportation services is not realistic for rural PA. It will have a negative impact on seniors. Services will be online which is not a solution for all consumers. Broker will increase costs for other shared-ride services.
 - BeST acts as a mobility manager.
 - Affordability of transportation services is an issue for people who live beyond the permitted transit route deviation.
 - A potential solution would be for Bradford-Sullivan Intellectual Disability Program to share its origin and destination data with BeST to consider altering services.
- Susquehanna County
 - Patchy cell service deters efficient communication, scheduling, and service

- Tioga County
 - Will the Coordinated Plan influence the state's mandate for MATP brokerage? It's not good for our region.
 - Awareness among the public is good.
 - Affordability and reliability are local issues. For example, \$38 one-way trip from Roseville to Mansfield, is not affordable. Ride was shared and still not affordable.
 - Taxi service is better but not reliable.
 - Persons with disabilities and/or their families often do not own a vehicle.
 - Improve on-time performance
 - Increase number of transportation providers
- Wyoming County
 - Enterprise, a potential for RideShare is in Nicholson> It was more convenient with better service in Tunkhannock.
 - Develop a one-stop information site for employers as back-up for transportation commute option.
 - There are two to three Uber drivers in Tunkhannock. Some go to Scranton-Wilkes-Barre to serve riders there. At least one will also make arrangements one-on-one and then schedule via Uber.

Public input was then used to refine strategies and further develop supporting action items. As a result of the open house meetings, the following actions were added to the final strategies:

- Market one-stop information source for transportation services as back-up for employees and employers as well as commute options.
- BeST should partner with Bradford-Sullivan Intellectual Disability Program and evaluate their origins and destination data for possible expansion of BeST's deviated fixed routes.
- Investigate real-time for shared-ride services that includes automatic customer updates of van/bus arrival times.

Partner with other agencies, Pennsylvania Public Transit Association (PPTA) and legislators to address the new Medical Assistance Transportation Program (MATP) Broker Legislation.

Implementation

After extensive outreach with stakeholders and the public, including underserved populations, final goals, strategies, and actions were developed. The following implementation matrix summarizes the goals and strategies, provides actions steps to implement the strategies, and identifies lead and supporting entities as well as needed resources and estimated costs.

Note that one strategy, “Partner with other agencies and legislators to address the new Medical Assistance Transportation Program (MATP) Broker Legislation,” is outlined in green—actions should be taken immediately.

Goal A - Improve knowledge and information for riders and potential riders, as well as businesses, organizations, and agencies.					
Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
Strategy 1: Develop user-friendly transit information materials					
a) Review existing transit agency printed and website materials describing fixed route and shared-ride services and work with riders and human services agencies to identify issues with clarity and completeness. b) Develop a list of businesses, organizations, and agencies to receive transit information for client/customer awareness and/or distribution, and a methodology for periodic updates. c) Update online and printed materials and distribute. d) Monitor, assess, and refine as needed.	For BeST				
	<ul style="list-style-type: none"> Bradford Sullivan Tioga 	<ul style="list-style-type: none"> BeST 	<ul style="list-style-type: none"> Human Services Agencies Medical Providers 	Marketing Firm/ Website Developer	\$17,000
For SWCT					
	<ul style="list-style-type: none"> Susquehanna Wyoming 	<ul style="list-style-type: none"> SWCT 	<ul style="list-style-type: none"> Human Services Agencies Medical Providers 	Marketing Firm/ Website Developer	\$14,000



Goal A - Improve knowledge and information for riders and potential riders, as well as businesses, organizations, and agencies.

Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
Strategy 2: Educate trip-generators on available transit services.					
a) Work with trip generators (such as human service agencies, educational institutions, medical providers, senior centers, etc.) to identify the training needs of their customers. b) Develop an educational program for human service agencies on public transportation scheduling, use, and coordination. c) Develop training programs tailored to potential rider needs, including travel training and the benefits of using transit. d) Implement a process to deliver training on a regular basis. e) Monitor, assess, and refine as needed.	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> BeST SWCT 	<ul style="list-style-type: none"> Human Services Agencies Medical Providers Businesses Educational Institutions 	Staff and/or train human services staff	\$5,000



Goal B - Centralize information for transportation services and funding sources

Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
Strategy 1: Develop a comprehensive transportation services database that includes funding sources.					
a) Identify transportation stakeholders, including public, private, and non-profit businesses and organizations, that may provide transportation services. b) Survey stakeholders about services provided and funding sources. c) Summarize responses in a database; distribute results to stakeholders and make available online. d) Schedule annual survey and database updates.	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Northern Tier or non-profit 	<ul style="list-style-type: none"> Transportation Providers Human Services Agencies Medical Providers 	Staff	In-Kind
Strategy 2: Establish a one-stop source for transportation service information.					
a) Meet with stakeholders to strategize about logistics of information source and mechanisms to keep it current. Topics: <ul style="list-style-type: none"> PA 211, lead agency, required information, centralization of information, logistics, and methodology to assess impact. b) Implement one-stop information source. c) Market one-stop information source for transportation services as back-up for employees and employers as well as commute options. d) Monitor, assess, and refine as needed.	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> BeST SWCT Northern Tier Non-profit 	<ul style="list-style-type: none"> Transportation Providers Human Services Agencies Medical Providers 	Designated staff person and website	\$10,000



Goal B - Centralize information for transportation services and funding sources

Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
Strategy 3: Assist riders in identifying the most cost-effective transportation service, considering public, private, or non-profit options and all funding sources.					
a) Conduct meetings with stakeholders to strategize about a mobility manager. Topics: <ul style="list-style-type: none"> o results of rabbitransit pilot program, o New York’s mobility manager program, o funding sources, o public-private partnerships, lead agency, and o methodology to assess effectiveness. b) Hire a mobility manager. c) Monitor, assess, and refine as needed.	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • BeST • SWCT • NTRPDC • Non-profit 	<ul style="list-style-type: none"> • Transportation Providers • Human Services • Agencies • Medical Providers 	Mobility Manager	\$90,000
Strategy 4: Evaluate partnering with Geisinger and rabbitransit to expand their centralized information pilot program to include some or all of the Northern Tier counties.					
The pilot program served Luzerne, Lackawanna, Columbia, Montour, Northumberland, Union, Snyder, Lycoming, and Clinton counties, adjacent to Sullivan and Bradford counties. <ul style="list-style-type: none"> a) Contact rabbitransit to discuss outcomes of the pilot program. b) Conduct a stakeholder meeting and discuss outcomes of the pilot program; determine whether there is a benefit for one or more Northern Tier counties to partner with Geisinger and rabbitransit. c) If beneficial, contact rabbitransit and Geisinger for possible partnership. d) Implement or close action. 	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • BeST • SWCT 	<ul style="list-style-type: none"> • Geisinger • rabbitransit 	Staff time	In-Kind

Goal C - Expand current services via data-driven decisions					
Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
Strategy 1: Optimize service modes.					
a) Collect origin and destination data: <ul style="list-style-type: none"> o For fixed route – Develop and distribute an on-board origin and destination survey. o For shared-ride - Use origin and destination data captured by Ecolane software. 	For BeST				
	<ul style="list-style-type: none"> • Bradford • Sullivan • Tioga 	<ul style="list-style-type: none"> • BeST 	<ul style="list-style-type: none"> • Bradford-Sullivan Intellectual Disability Program 	Staff time and/or consulting services	\$35,000
b) Analyze data to determine the most efficient service mode for recurring trips and trip types.	For SWCT				
	<ul style="list-style-type: none"> • Susquehanna • Wyoming 	<ul style="list-style-type: none"> • SWCT 		Staff time and/or consulting services	\$20,000
c) Implement service mode changes to increase efficiency.					
d) Monitor, assess, and refine as needed.					
Strategy 2: Develop and implement strategic plans for public transportation providers to assess service expansion.					
a) Collect and analyze service data to evaluate expanding service hours and service area.	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • BeST • SWCT 		Staff time and/or consulting services	\$35,000
b) Sullivan County – partner with Bradford-Sullivan Intellectual Disability Program and evaluate their origins and destination data for possible expansion of deviated fixed routes.					
c) Identify new service areas/destinations.					
d) Analyze current service for possible efficiencies.					
e) Identify potential partners.					
f) Revise service.					



Goal C - Expand current services via data-driven decisions

Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
g) Monitor, assess, and refine as needed.					

Goal D - Improve infrastructure

Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
Strategy 1: Explore updated fixed route technology, such as real-time bus tracking and automated passenger counts.					
a) Research and identify technologies for fixed route services. b) Identify potential vendors. c) Develop a Request for Information or a Request for Proposal. d) Conduct a cost-benefit analysis. e) Develop an implementation plan or close action.	<ul style="list-style-type: none"> Bradford Sullivan Tioga 	<ul style="list-style-type: none"> BeST 		Staff	Staff time
Strategy 2: Investigate real-time tracking for shared-ride services.					
a) Research vendors of real-time technology that includes automatic customer updates of van/bus arrival times. b) Develop and issue a Request for Information. c) Analyze responses. d) Issue a Request for Proposal, including implementation plan, or close action.	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> BeST SWCT 		Staff	\$50,000



Goal D - Improve infrastructure

Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
Strategy 3: Work with Ecolane software vendor to alter parameters to boost shared-ride efficiency.					
a) Identify problematic software issues. b) Discuss issues with Ecolane representative (request contact person from PennDOT Bureau of Public Transportation). c) Implement recommended actions. d) Monitor, assess, and refine as needed.	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> BeST SWCT 		Staff	Staff time
Strategy 4: Install transit amenities such as bus stop signage and shelters in more densely populated areas serviced by fixed routes.					
a) Identify and prioritize areas that would benefit from transit amenities such as shelters and signage. b) Determine feasibility and property owners' interest. c) Contact bus shelter advertising companies to determine interest and feasibility of sponsorships. d) Gauge municipality's interest and likelihood of approving shelters and/or signage. e) Identify funding sources. f) Design, produce, and install signage and shelters in priority areas. g) Develop and implement a plan for signage and shelters in other areas.	<ul style="list-style-type: none"> Bradford Sullivan Tioga 	<ul style="list-style-type: none"> BeST 	<ul style="list-style-type: none"> Community leaders (town, municipality, county, etc.) 	Staff	\$6,000
Strategy 5: Identify prioritization criteria (medical, transit, etc.) for general and winter roadway maintenance.					
a) Develop a list of roadways that are used by the transit agencies and prioritize.	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> PennDOT NTRPDC 	<ul style="list-style-type: none"> Municipalities PennDOT 	Staff	In-kind

Goal D - Improve infrastructure

Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
b) Develop a list of roadway issues for transit. c) Meet with PennDOT or municipal staff responsible for roadways and provide prioritized list and discuss ways to address roadway issues. d) Develop a mechanism to provide routine notification to PennDOT or responsible entity of roadway issues. e) Monitor, assess, and annually update list.		<ul style="list-style-type: none"> • BeST • SWCT 	<ul style="list-style-type: none"> • Representatives responsible for roadway maintenance 		
Strategy 6: Evaluate sidewalks and curb cuts in high-density areas.					
a) Identify high-density transit areas that would benefit from sidewalks and curb cuts from a transit perspective. b) Develop a prioritized list and meet with local community leaders. c) Develop a mechanism to provide routine notification to responsible parties of sidewalk and curb cut issues. d) Program projects to install beneficial sidewalk and curb cuts in high-density areas.	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • PennDOT • NTRPDC • BeST • SWCT 	<ul style="list-style-type: none"> • Municipalities • PennDOT • Representatives responsible for sidewalks 	Staff Time	In-Kind
Strategy 7: Evaluate the feasibility of connecting transit service to trails and bike paths.					
a) Identify locations of trails and bike paths. b) Conduct a cost/benefit analysis to connect fixed route service to trails and bike pats. c) Implement actions. d) Monitor, assess, and refine as needed.	<ul style="list-style-type: none"> • Bradford • Sullivan • Tioga 	<ul style="list-style-type: none"> • NTRPDC 	<ul style="list-style-type: none"> • BeST 	Staff Time	In-Kind



Goal D - Improve infrastructure

Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
Strategy 8: Install wayfinding signage to key fixed route bus stops/shelters and to trails and bike paths in more densely populated areas.					
a) Identify key areas that would benefit from wayfinding signage. b) Meet with local officials to discuss and approve signage. c) Identify funding sources. d) Develop and implement a plan to install signage.	<ul style="list-style-type: none"> • Bradford • Sullivan • Tioga 	<ul style="list-style-type: none"> • NTRPDC 	<ul style="list-style-type: none"> • BeST 	Staff Time	\$100,000 to \$200,000
Strategy 9: Develop policies that address transportation access at the onset of development.					
a) Conduct a stakeholder meeting to identify specific transportation access issues from public and private perspectives. Issues may include: <ul style="list-style-type: none"> ○ Turning radii ○ Bus/vehicle waiting areas ○ Pedestrian pathways b) Develop policies to address access issues. c) Work with municipal leaders to adopt policies.	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • NTRPDC 	<ul style="list-style-type: none"> • BeST • SWCT • Medical Providers • Businesses • Human Service Agencies 	Staff Time	In-Kind



Goal E - Coordinate business, organization, and agency actions, both within the region and in neighboring regions

Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
Strategy 1: Partner with other agencies and legislators to address the new Medical Assistance Transportation Program (MATP) Broker Legislation.					
a) Obtain updates on legislation initiatives from PA Public Transit Association (PPTA), County Commissioners Association of PA (CCAP), and PA Association of County Human Services (PACHSA). b) Develop talking points to stress the impact of the Broker Legislation on riders as well as the public transit agencies (loss of revenue, layoffs and inability to integrate MATP trips with other shared-ride trips resulting in inefficiencies). c) Meet with community leaders and legislators.	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • BeST • SWCT 	<ul style="list-style-type: none"> • BeST • SWCT • PPTA • CCAP • PACHSA • Legislators • Community Leaders 	Staff Time	In-Kind
Strategy 2: Partner with businesses, organizations, human service agencies, private transportation providers, and transit agencies to coordinate services, eliminate duplication of services, and expand services for riders.					
a) Meet with all service area transportation providers—public and private—and identify ways to coordinate services and eliminate duplication of services. b) Identify out-of-county services that are needed by residents in another provider’s service area. c) Contact out-of-county transit agencies to explore ways to work together to efficiently transport riders between counties. This may include regionalization and mutual cooperation initiatives that could be adopted. d) Develop a plan and implement actions. e) Monitor, assess, and refine as needed.	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • BeST • SWCT 	<ul style="list-style-type: none"> • Out-of-county transit agencies • Human Service Agencies • Businesses • Organizations • Private transportation providers 	Staff Time	In-Kind



Goal E - Coordinate business, organization, and agency actions, both within the region and in neighboring regions

Action Steps	Counties	Lead Partners	Key Stakeholders	Needed Resources	Estimated Cost
Strategy 3: Explore interest in non-traditional transportation services such as vanpooling, carpooling, and transportation network companies.					
a) Meet with Commuter Services of PA and determine if there is a need for similar services in the Northern Tier. b) Annually survey residents and businesses to determine if there is a need for vanpooling, carpooling, and transportation network companies. c) Contact transportation network companies such as Uber and Lyft and see if there are part-time opportunities that could be successful in the Northern Tier.	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> NTRPDC 		Staff Time	In-Kind

Potential Funding Sources

In addition to partnerships there are several key federal and state funding sources that could be used to provide financial assistance to implement some of the actions. Table 22 summarizes the sources.

Table 22: Potential Federal and State Funding Sources

Source	Description
Federal Transit Administration (FTA)	
Mobility on Demand Sandbox Program (MOD)	Part of a larger MOD research effort at FTA and the U.S. Department of Transportation (DOT) that seeks to support transit agencies and communities as they navigate the dynamic, evolving landscape of personal mobility and integrated multimodal transportation networks. FTA is interested in conducting research on new service options in combination with available technologies that enable a traveler-centric approach to transportation and provide better mobility options for everyone. http://www.federalgrants.com/Mobility-on-Demand-MOD-Sandbox-Program-57625.html
Enhanced Mobility of Seniors & Individuals with Disabilities – Section 5310	The purpose of the program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. Provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate for meeting these needs. Funds are apportioned based on each state’s share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas, this is the state Department of Transportation, while in large urban areas, a designated recipient is chosen by the governor. https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310
Flexible Funding Programs – Congestion Mitigation and Air Quality Program – 23 USC 149 (CMAQ)	CMAQ provides funding to areas in nonattainment or maintenance for ozone, carbon monoxide, and/or particulate matter. States that have no nonattainment or maintenance areas still receive a minimum apportionment of CMAQ funding for either air quality projects or other elements of flexible spending. Funds may be used for any transit capital expenditures otherwise eligible for FTA funding as long as they have an air quality benefit. https://www.transit.dot.gov/funding/grants/grant-programs/flexible-funding-programs-congestion-mitigation-and-air-quality
Formula Grants for Rural Areas – 5311	Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services. Provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. https://www.transit.dot.gov/funding/grants/grant-programs/formula-grants-rural-areas-5311
Metropolitan & Statewide Planning and Non-Metropolitan Transportation	Provides funding and procedural requirements for multimodal transportation planning in metropolitan areas and states. Planning needs to be cooperative, continuous, and comprehensive, resulting in long-range plans and short-range programs reflecting transportation investment priorities.

Planning – 5303, 5304, 5305	https://www.transit.dot.gov/funding/grants/metropolitan-statewide-planning-and-nonmetropolitan-transportation-planning-5303-5304
Rural Transportation Assistance Program – 5311(b)(3) (RTAP)	Provides a source of funding to assist in the design and implementation of training and technical assistance projects and other support services tailored to meet the needs of transit operators in non-urbanized areas. States may use RTAP funds to support non-urbanized transit activities in four categories: training, technical assistance, research, and related support services. https://www.transit.dot.gov/funding/grants/rural-transportation-assistance-program-5311b3
FTA Fixing America’s Surface Transportation Act (Fast Act)	Provides for long-term funding for surface transportation including critical transportation projects. One new grant provides for competitive funding for innovative projects that improve coordination of transportation services with non-emergency medical transportation services. https://www.transit.dot.gov/FTA
Commonwealth of Pennsylvania	
Transportation Alternatives Program	Provides funding for programs and projects defined as transportation alternatives, including on- and off-road pedestrian and bicycle facilities, infrastructure projects for improving non-driver access to public transportation and enhanced mobility, community improvement activities, and environmental mitigation, trails that serve a transportation purpose, and safe routes to school projects. http://www.penndot.gov/ProjectAndPrograms/Planning/Pages/Transportation-Alternatives-Program.aspx#.VzHrPDbm3A
Community Transportation Capital Equipment	Provides state and federal funds for the purpose of replacing and/or upgrading equipment used to provide shared-ride services, as well as for the purpose of purchasing, constructing, or renovating shared-ride office and maintenance facilities. All counties except Allegheny and Philadelphia are eligible to apply for these funds. Equipment purchased through this program must be used for the provision of the shared-ride services described in the county’s or the designated shared-ride provider’s Shared-Ride Transportation Plan. https://www.dot34.state.pa.us/BPTInfo.aspx#11
Section 5310 Grant Program	Organizations may apply to PennDOT for federal capital assistance to pay up to 80% of the purchase cost of new wheelchair-accessible small transit vehicles and other equipment used to provide needed transportation services for senior citizens and persons with disabilities who cannot be reasonably accommodated by existing transportation providers. Eligible 5310 recipients must be either private non-profit organizations or a public body designated as a Shared-Ride County Coordinator under the lottery-funded Senior Citizens Shared-Ride Program. https://www.dot34.state.pa.us/BPTInfo.aspx
Capital Assistance Program	PennDOT’s Bureau of Public Transportation administers several transit capital assistance programs which provide grants to Pennsylvania’s urban and rural public transportation systems for the purchase of vehicles, equipment, and facilities. https://www.dot34.state.pa.us/BPTInfo.aspx
Technical Assistance Program	Section 1516 of Act 44 provides financial assistance for projects of statewide significance. This program provides funding for any approved operating and capital costs relating to research, demonstration, non-urbanized service expansion, and PennDOT-initiated activities. https://www.dot34.state.pa.us/BPTInfo.aspx
PennDOT Multimodal	Act 89 established a dedicated PennDOT Multimodal Transportation Fund that stabilizes funding for ports and rail freight, increases aviation investments, establishes dedicated

Transportation Fund	<p>funding for bicycle and pedestrian improvements, and allows targeted funding for priority investments in any mode. http://www.penndot.gov/ProjectAndPrograms/MultimodalProgram/Pages/default.aspx#.VzHstDbmq3A</p>
DCED Multimodal Transportation Fund	<p>Act 89 established a dedicated DCED Multimodal Transportation Fund for the development, rehabilitation and enhancement of transportation assets to existing communities, streetscape, lighting, sidewalk enhancement, pedestrian safety, connectivity of transportation assets and transit-oriented development. https://dced.pa.gov/programs/multimodal-transportation-fund/</p>
Community Transportation Association of America	
Strengthening Inclusive Coordinated Transportation Partnerships to Promote Community Living	<p>In partnership with Easter Seals, National Association of Area Agencies on Aging, and Westat, the Community Transportation Association of America is developing, testing and demonstrating ways to empower people with disabilities and older adults to be actively involved in designing and implementing coordinated transportation systems. The goal is to support communities nationwide in adopting sustainable, scalable, and replicable models that include participation of people with disabilities and older adults in the design and implementation of responsive, coordinated transportation systems. http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=3265</p>