

Northeastern Pennsylvania Alliance

NEPA



COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE



DELTA DEVELOPMENT GROUP

NOVEMBER 2, 2016

TABLE OF CONTENTS

EXECUTIVE SUMMARY	9
INTRODUCTION/OVERVIEW	11
PURPOSE.....	11
PREVIOUS PLANNING EFFORTS	11
COMPREHENSIVE PLANS	11
STUDIES	12
CURRENT CONDITIONS	14
OVERVIEW	14
REGIONAL DEMOGRAPHICS	14
RACE	14
POVERTY LEVEL.....	15
LIMITED ENGLISH PROFICIENCY (LEP)	16
REGIONAL TRAVEL DATA	20
WORK COMMUTE	20
ACCESS TO VEHICLES	25
OTHER DEMOGRAPHIC DATA.....	26
EDUCATION.....	26
PERSONS WITH DISABILITIES (PWD)	27
VETERANS.....	28
ZERO HOUSEHOLD VEHICLES	28
TRANSPORTATION PROVIDERS	29
TRADITIONAL PUBLIC TRANSPORTATION SERVICES AND FARE PROGRAMS.....	29
PUBLIC TRANSPORTATION AGENCIES	30
PRIVATE BUS COMPANIES	40
TAXI/LIMOUSINE COMPANIES	46
OTHER	47
OUTREACH	50
MINI-WORKSHOP KICKOFF	50
OUTREACH SUMMARY	50

OUTREACH MEETINGS	50
COUNTY MEETING SUMMARIES.....	52
MCTA MEETING SUMMARY	61
SURVEYS	62
NEEDS AND GAPS.....	63
OBJECTIVE	63
APPROACH.....	63
FINDINGS.....	64
EDUCATION AND AWARENESS	67
PUBLIC TRANSPORTATION OPTIONS	70
PUBLIC TRANSPORTATION SERVICES	71
CONFIRMATION OF REGIONAL TRANSPORTATION NEEDS AND GAPS	77
RECOMMENDATIONS FOR TRANSPORTATION PROJECTS/PLANS/SERVICE	79
GENERAL RECOMMENDATIONS.....	79
SERVICE RECOMMENDATIONS	80
PROJECT PRIORITIES	83
FUNDING FOR PRIORITY PROJECTS	85
STEPS TO ADOPTING AND IMPLEMENTING COORDINATED PLAN UPDATE.....	87
FOLLOW-UP OUTREACH MEETINGS.....	88
SCHUYLKILL COUNTY	88
CARBON COUNTY	90
PIKE COUNTY	92
MONROE COUNTY	94
EMERGENCY MANAGEMENT AND TECHNOLOGY	96
BACKGROUND	96
METHODS TO GATHER DATA	96
SURVEY DATA COLLECTION RESULTS.....	96
OVERVIEW OF TRANSIT AGENCY EMERGENCY MANAGEMENT	97
BEST PRACTICES	99
APPENDIX.....	104

EXHIBIT 1 – DISABLED POPULATION MAP	105
EXHIBIT 2 – LIMITED ENGLISH PROFICIENCY MAP	106
EXHIBIT 3 – MINORITY POPULATION MAP	106
EXHIBIT 4 – LOW INCOME MAP	108
EXHIBIT 5 – MINORITY AND LOW INCOME MAP	109
EXHIBIT 6 – SENIOR CITIZEN MAP	110
EXHIBIT 7 – NO VEHICLE HOUSEHOLD MAP	110
EXHIBIT 8 – AUGUST 5, 2015 – MINI WORKSHOP SUMMARY	112
EXHIBIT 9 – MINI WORKSHOP POWERPOINT PRESENTATION	114
EXHIBIT 10 – PRELIMINARY DATA NEEDS	119
EXHIBIT 11 – PRELIMINARY MAPPING NEEDS	120
EXHIBIT 12 – MINI WORKSHOP SIGN IN SHEET	121
EXHIBIT 13 – AGENDA NOVEMBER 2016 COUNTY MEETINGS.....	124
EXHIBIT 14 – BASIC SURVEY SUMMARY	126
EXHIBIT 15 – BASIC SURVEY DISTRIBUTION LIST	137
EXHIBIT 16 – COPY OF BASIC SURVEY	139
EXHIBIT 17 – PUBLIC SURVEY RESULTS – SHORT VERSION	142
EXHIBIT 18 – COPY OF PUBLIC SURVEY – SHORT VERSION	149
EXHIBIT 19 – PUBLIC SURVEY RESULTS – LONG VERSION	150
EXHIBIT 20 – COPY OF PUBLIC SURVEY – LONG VERSION	165
EXHIBIT 21 – ORGANIZATION SURVEY RESULTS.....	169
EXHIBIT 22 – COPY OF ORGANIZATION SURVEY	198
EXHIBIT 23 – PUBLIC TRANSPORTATION INFORMATION FOR NEPA REGION AND SURROUNDING COUNTIES.....	202
EXHIBIT 24 – COORDINATED PLAN UPDATE NEPA MEETING POWERPOINT	203
EXHIBIT 25 – HANDOUT MATERIALS FOR FOLLOW-UP OUTREACH MEETINGS	220
EXHIBIT 26 – EMERGENCY MANAGEMENT SURVEY	227

LIST OF TABLES

TABLE 1 – SENIOR CITIZEN POPULATION BY COUNTY	14
TABLE 2 – MINORITY POPULATION.....	15
TABLE 3 – POPULATION BELOW POVERTY LEVEL	16
TABLE 4 – SUMMARY OF ENGLISH SPEAKING POPULATION	16
TABLE 5 – ENGLISH-SPEAKING AND OTHER LANGUAGE DATA	17
TABLE 6 – COMMUTE TO WORK DATA	20
TABLE 7 – PLACE OF WORK DATA	21
TABLE 8 – COMMUTE TO WORK TIMES	22
TABLE 9 – TRAVEL TIME TO WORK BY COUNTY	24
TABLE 10 – MEANS OF TRANSPORTATION TO WORK DATA	25
TABLE 11 – LEVEL OF EDUCATION DATA	27
TABLE 12 – SUMMARY OF POPULATION WITH A DISABILITY	28
TABLE 13 – SUMMARY OF VETERANS BY COUNTY	28
TABLE 14 – ZERO VEHICLES AVAILABLE	28
TABLE 15 – CCCT'S PARATRANSIT FARE STRUCTURE	31
TABLE 16 – CCCT'S FIXED ROUTE PERFORMANCE DATA	32
TABLE 17 – CCCT'S SHARED RIDE PERFORMANCE DATA	32
TABLE 18 – CCCT AGENCY STATISTICS	32
TABLE 19 – MCTA'S PARATRANSIT FARE STRUCTURE	33
TABLE 20 – MCTA'S FIXED ROUTE PERFORMANCE DATA	34
TABLE 21 – MCTA'S SHARED RIDE PERFORMANCE DATA	35
TABLE 22 – MCTA AGENCY STATISTICS	35
TABLE 23 – PIKE COUNTY'S SHARED RIDE SERVICE INFORMATION	36
TABLE 24 – PIKE COUNTY'S SHARED RIDE TRIP DATA	37
TABLE 25 – PIKE COUNTY'S SHARED RIDE TRANSIT STATISTICS	37
TABLE 26 – STS'S SHARED RIDE FARE STRUCTURE.....	38
TABLE 27 – STS'S FIXED ROUTE PERFORMANCE DATA.....	39
TABLE 28 – STS'S SHARED RIDE DATA	39
TABLE 29 – STS AGENCY STATISTICS	40
TABLE 30 – SUSQUEHANNA TRAILWAYS SERVICE STOP LOCATIONS	41

TABLE 31 – GREYHOUND BUS SERVICE AND STOP LOCATIONS	45
TABLE 32 – TAXI AND LIMOUSINE SERVICE EXAMPLES	46
TABLE 33 – VETERAN TRANSPORTATION SITES	48
TABLE 34 – COUNTY MEETING ATTENDEES	51
TABLE 35 – SCHUYLKILL COUNTY MEETING PARTICIPANTS	52
TABLE 36 – SCHUYLKILL COUNTY SWOT	53
TABLE 37 – CARBON COUNTY MEETING PARTICIPANTS	54
TABLE 38 – CARBON COUNTY SWOT	55
TABLE 39 – PIKE COUNTY MEETING PARTICIPANTS	56
TABLE 40 – PIKE COUNTY SWOT	57
TABLE 41 – MONROE COUNTY MEETING PARTICIPANTS	59
TABLE 42 – MONROE COUNTY SWOT	60
TABLE 43 – 2012 URBAN AND RURAL POPULATIONS	65
TABLE 44 – ESTIMATED NUMBER OF PEOPLE THAT NEED TRANSPORTATION	77
TABLE 45 – TRIPS PER RURAL HOUSEHOLD PER DAY	78
TABLE 46 – MOBILITY GAP CALCULATION BY COUNTY	78
TABLE 47 – GENERAL PROJECT RECOMMENDATIONS	79
TABLE 48 – CARBON COUNTY COMMUNITY TRANSPORTATION SERVICE RECOMMENDATIONS	80
TABLE 49 – MONROE COUNTY TRANSIT AUTHORITY SERVICE RECOMMENDATIONS	81
TABLE 50 – PIKE COUNTY TRANSPORTATION SERVICE RECOMMENDATIONS	81
TABLE 51 – SCHUYLKILL TRANSPORTATION SYSTEM SERVICE RECOMMENDATIONS	82
TABLE 52 – APRIL 13, 2016 - NEPA MPO TECHNICAL COMMITTEE MEETING PARTICIPANTS	83
TABLE 53 – TRANSPORTATION NEEDS AND GAPS RANKING	84
TABLE 54 – PRIORITY PROJECT RANKINGS	84
TABLE 55 – POTENTIAL FUNDING SOURCES	85
TABLE 56 – IMPLEMENTATION PLAN	87
TABLE 57 – SCHUYLKILL COUNTY RANKING OF TRANSPORTATION NEEDS AND GAPS	89
TABLE 58 – SCHUYLKILL COUNTY RANKING OF RECOMMENDATIONS	90
TABLE 59 – CARBON COUNTY RANKING OF NEEDS AND GAPS	91
TABLE 60 – CARBON COUNTY RANKING OF RECOMMENDATIONS	92
TABLE 61 – PIKE COUNTY RANKING OF NEEDS AND GAPS	93

TABLE 62 – PIKE COUNTY RANKING OF RECOMMENDATIONS	94
TABLE 63 – MONROE COUNTY RANKING OF NEEDS AND GAPS.....	95
TABLE 64 – MONROE COUNTY RANKING OF RECOMMENDATIONS	95
TABLE 65 – NON-ELECTRONIC ONBOARD SAFETY EQUIPMENT	97
TABLE 66 – ORGANIZATIONS RESPONDING TO THE BASIC SURVEY	127
TABLE 67 – WELL KNOWN TRANSPORTATION SERVICES	129
TABLE 68 – ORGANIZATIONS' INVOLVEMENT WITH TRANSPORTATION SERVICES	130
TABLE 69 – TYPES OF TRANSPORTATION SERVICES NEEDED IN THE COUNTIES	132
TABLE 70 – SUGGESTED WAYS TO IMPROVE TRANSPORTATION IN THE COUNTIES	133
TABLE 71 – COMMENTS ON THE NEED FOR TRANSPORTATION SERVICES	135
TABLE 72 – PUBLIC SURVEY SHORT VERSION RESPONDENTS' ZIP CODES	143
TABLE 73 – PUBLIC SURVEY RESPONDENTS' ZIP CODES	151
TABLE 74 – TRANSPORTATION AGENCIES USED BY RESPONDENTS	152
TABLE 75 – DETAIL BY COUNTY OF NUMBER OF RESPONSES TO LIMITED TRANSPORTATION OPTIONS	155
TABLE 76 – NUMBER OF RESPONDENTS INTERESTED IN ADDITIONAL TRANSPORTATION SERVICES	156
TABLE 77 – PUBLIC TRANSPORTATION OPINIONS' SUMMARY	161
TABLE 78 – ORGANIZATION SURVEY RESPONDENTS	169
TABLE 79 – RANK OF SIGNIFICANT TRANSPORTATION ISSUES BY NUMBER OF RESPONSES	179
TABLE 80 – RANK OF TRANSPORTATION ISSUES RELATED TO ACCESS TO INFORMATION BY NUMBER OF RESPONSES	179

LIST OF CHARTS

CHART 1 – TRADITIONAL PUBLIC TRANSPORTATION PROVIDERS	29
CHART 2 – COUNTIES SERVED BY RESPONDING AGENCIES.....	128
CHART 3 – POTENTIAL MEETING PARTICIPANTS	134
CHART 4 – PUBLIC SURVEY SHORT VERSION RESPONDENTS' COUNTY OF ORIGIN	142
CHART 5 – PUBLIC SURVEY RESPONDENTS' COUNTY OF ORIGIN	150
CHART 6 – RESPONDENTS WHOSE TRANSPORTATION OPTIONS ARE LIMITED	155
CHART 7 – ORGANIZATION TYPE.....	171
CHART 8 – AGENCIES THAT CANNOT ROUTINELY SERVE CLIENT TRANSPORTATION NEEDS	177
CHART 9 – CLIENTS' ACCESS TO THE INTERNET	180

LIST OF MAPS

MAP 1 – SUSQUEHANNA TRAILWAYS SERVICE MAP	41
MAP 2 – SHORTLINE SERVICE AREA AND STOPS	42
MAP 3 – MARTZ TRAILWAYS STOP LOCATIONS	43
MAP 4 – GREYHOUND BUS SERVICE NETWORK	44

LIST OF GRAPHS

GRAPH 1 – TRANSPORTATION SERVICES PROVIDED OR USED	131
GRAPH 2 – REASONS RESPONDENTS NEED OR ARE INTERESTED IN TRANSPORTATION SERVICES	153
GRAPH 3 – TRAVEL IMPACTED DUE TO LACK OF TRANSPORTATION OPTIONS	154
GRAPH 4 – WAYS IN WHICH PEOPLE TYPICALLY TRAVEL.....	159
GRAPH 5 – PREFERRED TIMES OF TRAVEL RESPONSES	160
GRAPH 6 – AGES OF THE SURVEY RESPONDENTS	162
GRAPH 7 – HOUSEHOLD INCOME OF SURVEY RESPONDENTS	163
GRAPH 8 – PRIMARY PURPOSE OF CLIENT CONTACT	172
GRAPH 9 – ORGANIZATION LOCATION	173
GRAPH 10 – ORGANIZATIONS' SERVICE AREA	174
GRAPH 11 – CLIENTS SERVED ANNUALLY	175
GRAPH 12 – TRANSPORTATION SERVICES THAT AGENCIES OFFER	176
GRAPH 13 – TYPES OF TRANSPORTATION LIMITATIONS	178

EXECUTIVE SUMMARY

The Northeastern Pennsylvania Alliance (NEPA), as the region's Metropolitan Planning Organization (MPO), guides transportation planning and programming in Carbon, Monroe, Pike and Schuylkill counties. As the region's MPO, NEPA is responsible for matching its planning efforts with Federal requirements like Fixing America's Surface Transportation Act (FAST Act) that provides for innovative projects that improve the coordination of transportation services with non-emergency medical transportation (NEMT) services and Moving Ahead for Progress in the 21st Century, or MAP-21, legislation that encourage each region to develop a Coordinated Public Transit Human Service Transportation Plan.

In an effort to comply with regulations, NEPA initiated a study to update its 2007 Coordinated Transit Plan to determine whether the four-county area is effectively coordinating transportation services, meeting residents' transportation needs and filling gaps that exist in services. The purpose of NEPA's 2016 Coordinated Transit Plan Update; therefore, is to help community leaders, organizations and agencies involved in human service and public transportation to identify current transportation services, reach out to the public to determine needs particularly for individuals with disabilities, older adults, minorities and people with low income, and identify priority projects to fill transportation gaps within the constraints of available financial resources. The updated plan was completed coincident with FTA's Section 5310 Program so that any eligible initiatives that improve transportation for senior citizens and persons with disabilities can be advanced using these program funds.

The methodology used to update the Coordinated Transit Plan was based largely on collecting information from constituencies and assessing demographic and transportation data. First, research was conducted to obtain and review applicable county comprehensive plans, transportation studies and programs. Next, an inventory of available transportation services, including the various providers of human service transportation, was documented in order to understand current transportation conditions. Market research was conducted to identify densities related to population, employment and regional destinations. An extensive public outreach effort ensued, which was conducted through distribution of surveys to NEPA's organizations and residents, and focused particularly on people with low incomes, persons with disabilities and senior citizens. Data from the transportation inventory, demographic research and survey results was then examined to identify gaps in the region's transportation services. This work culminated in a list of recommendations intended to address, where appropriate, the region's unmet transportation needs and improve efficiencies in service delivery by coordinating efforts.

Results of the outreach and assessment of data show that, despite a challenging geography, ranges of population densities and limited transportation resources, the NEPA area is served with a basic level of human service transportation and public transportation. However, transportation needs and gaps emerged that can be categorized as deficiencies in the following areas:

- 1) Transportation Access Infrastructure
- 2) Partnerships and Coordination
- 3) Access to Funding
- 4) Education and Awareness
- 5) Public Transportation Options
- 6) Public Transportation Services

Primary recommendations to eliminate the aforementioned transportation gaps and improve service and access to information focused on the recommendations listed below. Specific projects described for each recommendation were presented to NEPA's Steering Committee for review, prioritization and implementation. County meetings were convened to provide an update of the Coordinated Transit Plan as well as obtain feedback into the draft Plan with specific emphasis on prioritizing recommendations.

- Undertake a study to identify and prioritize geographic areas throughout the region where it makes sense to invest capital for multimodal infrastructure and consider adopting regional guidelines.
- Establish transportation and human services committees that meet regularly and identify political champions to assist with transportation initiatives and priorities. The goal of the transportation committee would be to identify ways to coordinate and reduce duplication of services. The human services committee would focus on transportation needs and treatment regimens and provide recommendations to improve transportation services to the transportation committee.
- Organizational leaders should work together to develop plans to change funding stream rules to improve access to funding, which would result in reducing restrictions and increasing the number of people eligible for transportation services.
- Develop a formal process and program to educate clients, customers and the public at-large about transportation services available in the region and how to use those services. Establish a central location for compilation, storage and dissemination of information about transportation to increase usage and mobility.
- Public transportation agencies should conduct a review of services and consider implementing service suggestions (or modifications of the suggestions). Reviewing services is important to ensure the services are efficient and effective.
- Public transit agencies should work with organizations that provide work trip alternatives to the single occupant vehicle as well as designing service and operational practices to enhance customer experiences.

INTRODUCTION/OVERVIEW

In order to comply with Federal regulations, Northeastern Pennsylvania Alliance (NEPA) initiated a study to update its 2007 Coordinated Public Transportation Human Services Plan to determine whether the region is effectively coordinating transportation services, meeting residents' transportation needs and filling gaps that exist in services.

The plan covers four counties: Carbon, Monroe, Pike and Schuylkill. The previous coordinated plan included Wayne County. This update excludes Wayne County because the county is updating its own plan, and is not part of the NEPA Metropolitan Planning Organization (MPO).

PURPOSE

The purpose of NEPA's 2016 Coordinated Transit Plan Update is to: help community leaders, organizations and agencies involved in human service and public transportation identify current transportation services; reach out to the public to determine needs particularly for individuals with disabilities, older adults, minorities, people with low income and people limited in English proficiency; and develop prioritized recommendations to fill transportation gaps within the constraints of available financial resources. The updated plan was completed coincident with Federal Transit Administration's (FTA) Section 5310 Program so that any eligible initiatives that improve transportation for senior citizens and Persons with Disabilities (PwD) can be advanced using these program funds.

PREVIOUS PLANNING EFFORTS

COMPREHENSIVE PLANS

Three of the four counties have fixed route service and all four counties provide demand response (paratransit) services. A review of the counties' comprehensive plans revealed that the plans primarily focused on roadways and the public transportation sections primarily provided overviews. The following summarizes the public transportation information that was contained in the respective comprehensive plans:

- The Carbon County Comprehensive and Greenway Plan dated November 2013 summarized the County's transit system, Lehigh and Northampton Transportation Authority (LANta). LANta manages both fixed route and paratransit services for Carbon County. The service is called Carbon County Community Transit (CCCT) and it is operated by Easton Coach. This Comprehensive Plan also indicated that walking is challenging because the sidewalks in the towns need repair and there are only a few sidewalks in the rural areas. The sidewalk issues make public transit a less desirable alternative. The Comprehensive Plan recommends promoting transit, connecting the LANta bus system in Lehigh Valley, establishing bus stops in new major developments and bus stop shelters should be available at high demand bus stops.

- The Monroe County Comprehensive Plan Update dated June 2013 provided an overview of the Monroe County Transit Authority (MCTA). This Comprehensive Plan indicated that MCTA had made significant improvements in its facilities and services. The improvements included ridership increases as well as operational efficiencies.
- Pike County is made up of two boroughs (Matamoras and Milford) and eleven townships (Blooming Grove, Delaware, Dingman, Greene, Lackawaxen, Lehman, Milford, Palmyra, Porter, Shohola and Westfall). The following plans were reviewed:
 - Pike Comprehensive Plan, 2006
 - Porter Township (Pike County) Comprehensive Plan, 2009
 - Palmyra Township (Pike County) Comprehensive Plan, 2009
 - Milford Borough-Milford Township (Pike County) Comprehensive Plan, 2006
 - Blooming Grove Township (Pike County) Comprehensive Plan, 2008

A review of these plans revealed that the primary focus that related to transportation was roadways and bridges. The plans indicated that there are no mass transportation systems and that public transportation was not feasible due to low population density, uncertainty of public acceptance of transit and high cost to provide the service. The comprehensive plans did not identify Pike County's paratransit services. The Pike County 2006 Comprehensive Plan indicated that "outside of Matamoras and Milford, much of the residential development is in private communities with private road systems maintained by community associations." Private road systems often lack interconnectivity resulting in an increase in costs to provide transit services.

- The Schuylkill County 2006 Comprehensive Plan summarized the County's public transit system, Schuylkill Transportation System (STS). This Comprehensive Plan reported that "STS has tripled the number of bus routes, updated its equipment and built a modern maintenance and storage facility." STS provides both fixed route and paratransit services.

STUDIES

The Pennsylvania Department of Transportation's (PennDOT), "Human Service Transportation Coordination Study (Study)," July 2009 - outlines objectives, describes shared-ride services in Pennsylvania and identifies trends shared-ride services face. The following summarizes applicable key points of the Study.

Act 44 of 2007 required evaluating human service transportation and the Study was undertaken to achieve this requirement. Coordinated Public Transit Human Services Transportation Plan's should incorporate same and similar objectives, as the Study's key objectives:

- Improve service delivery to meet human service mobility needs by identifying challenges and opportunities.
- Quantify human service transportation needs and determine the type and level of service to meet those needs in a cost effective manner.
- Maximize service efficiency and control the rate of cost growth at the state and local levels to achieve long term sustainability.

- Improve customer service and responsiveness to market across all programs.
- Develop objective and measurable criteria for service standards, efficiency factors and customer satisfaction.

The following is a brief description of shared ride services expressed in the Study:

Human Service Transportation (HST) is provided by shared ride (paratransit) service. This service provides “curb-to-curb passenger pick-up and drop-off requiring prior day advance reservations.” Pennsylvania’s two largest HST programs are the Department of Public Welfare’s (DPW) Medical Assistance Transportation Program (MATP) and PennDOT’s Shared Ride Programs for Senior Citizens and Persons with Disabilities. MATP is state and federally funded and persons who qualify do not have to pay a fare. PennDOT’s program reimburses providers “85% of the fare for persons 65 years or older and for persons with disabilities. Senior passengers, passengers with a disability, or third party sponsors pay 15% of the fare.”

Costs have increased significantly and the affordability of the services has significantly diminished. According to the 2009 report, the average fare range for the cost of shared ride trip is \$4.00 to \$100.00. The average shared ride fare for a one-way trip is currently over \$15.00 (outside of Philadelphia and Allegheny Counties) and a senior citizen or person with a disability would pay on average \$4.50 (\$2.25 for each one-way trip) if they were using a PennDOT shared ride service. This is also costly to agencies, such as the Area Agency on Aging, who assist clients by paying the 15% for them. The DPW “reimburses shared ride transportation systems for the full fare of medical trips and for associated administrative expenses.”

The Study identified the following trends and these trends are applicable to Carbon, Monroe, Pike and Schuylkill Counties with shared ride programs:

- Costs exceed revenues and fare increases have significant impacts.
- More riders need more physical assistance, which slows service.
- Individual (vs. group) trips are increasing, resulting in higher costs per trip.
- The increasing proportion of MATP riders’ strains funding and capacity.
- Health care trends mean more—and longer—trips.
- New programs have created new travel demand.
- Economic conditions generate more demand while threatening revenue.

CURRENT CONDITIONS

OVERVIEW

The first step to updating the Coordinated Transit Plan was based largely on collecting and analyzing data, identifying densities related to population, employment and regional destinations and developing an inventory of available transportation services. The Current Conditions section summarizes demographics, transportation services and data in Carbon, Monroe, Pike and Schuylkill counties.

REGIONAL DEMOGRAPHICS

Demographic data for the four-county region was obtained mostly from the U.S. Census Bureau (2009-2013) and is presented throughout this section. This compilation of data focuses mainly on protected groups like senior citizens, disabled, low income and minorities, and understanding how many individuals comprise these categories and where they reside throughout the region. The Coordinated Transit Plan was conducted at the same time as NEPA's Long Range Transportation Plan (LRTP), which contains highlights of key demographics. For more detailed demographics, please refer to the LRTP. Exhibits 1 – 7 contain key demographic maps from the LRTP.

RESIDENTS 65 AND OLDER

The number of residents aged 65 and older in the four-county region ranges from 13.4% to 18.3%. Monroe has the lowest percentage at 13.4%. Carbon, Pike and Schuylkill counties' senior citizen population exceeds the overall percent in the Commonwealth of Pennsylvania, which is 15.7%. The following table summarizes total and senior citizen population in the region as compared to the state.

Table 1 – Senior Citizen Population by County

	PENNSYLVANIA		CARBON COUNTY		MONROE COUNTY		PIKE COUNTY		SCHUYLKILL COUNTY	
	TOTAL	%	TOTAL	%	TOTAL	%	TOTAL	%	TOTAL	%
TOTAL POPULATION	12,731,381		65,074		168,947		57,179		147,700	
65 YEARS AND OVER	2,004,801	15.7%	11,908	18.3%	22,613	13.4%	10,111	17.7%	27,095	18.3%
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey										

RACE

The majority of the population in Carbon, Monroe, Pike and Schuylkill counties is white (ranging from 69.7% to 93.4%). Monroe County has the highest minority population (30.3%) with Hispanic or Latino comprising the largest minority group. Pike County has the second highest minority population (17.1%) followed by Schuylkill County (7.1%) and Carbon County (6.6%). Hispanic or Latino comprises the largest minority population in all four counties. Conversely, the highest minority population in Pennsylvania is black or African American. Table 2 summarizes U.S. Census data for population and race in the NEPA MPO region and state.

Table 2 – Minority Population

	PENNSYLVANIA		CARBON COUNTY		MONROE COUNTY		PIKE COUNTY		SCHUYLKILL COUNTY	
	TOTAL	%	TOTAL	%	TOTAL	%	TOTAL	%	TOTAL	%
TOTAL POPULATION	12,731,381		65,074		168,947		57,179		147,700	
RACE										
WHITE	10,057,586	79.0%	60,776	93.4%	117,741	69.7%	47,209	82.6%	137,193	92.9%
BLACK OR AFRICAN AMERICAN	1,333,222	10.5%	854	1.3%	20,542	12.2%	2,875	5.0%	3,705	2.5%
AMERICAN INDIAN AND ALASKA NATIVE	13,856	0.1%	85	0.1%	331	0.2%	32	0.1%	51	0.0%
ASIAN	361,527	2.8%	295	0.5%	3,431	2.0%	514	0.9%	836	0.6%
NATIVE HAWAIIAN AND OTHER PACIFIC ISLANDER	1,998	0.0%	0	0.0%	55	0.0%	15	0.0%	0	0.0%
SOME OTHER RACE	18,156	0.1%	97	0.1%	491	0.3%	100	0.2%	18	0.0%
HISPANIC OR LATINO* (OF ANY RACE)	753,701	5.9%	2,308	3.5%	22,919	13.6%	5,320	9.3%	4,432	3.0%
TWO RACES INCLUDING SOME OTHER RACE	8,337	0.1%	0	0.0%	97	0.1%	41	0.1%	8	0.0%
TWO RACES EXCLUDING SOME OTHER RACE, AND THREE OR MORE RACES	182,998	1.4%	659	1.0%	3,340	2.0%	1,073	1.9%	1,457	1.0%
*Hispanic or Latino Origin by Race.										
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey										

POVERTY LEVEL

The percentage of people whose income is below the poverty level ranges from 9.1% to 12.8% for the four counties. Pike County had the lowest percentage at 9.1% and Schuylkill County had the highest, 12.8%, population below the poverty level. All four counties' poverty level population was less than the percentage for Commonwealth of Pennsylvania, which is 13.3%. Table 3 shows the population poverty data in the state and NEPA MPO region.

Table 3 – Population below Poverty Level

	PENNSYLVANIA		CARBON COUNTY		MONROE COUNTY		PIKE COUNTY		SCHUYLKILL COUNTY	
SUBJECT	TOTAL	%	TOTAL	%	TOTAL	%	TOTAL	%	TOTAL	%
TOTAL POPULATION FOR WHOM POVERTY STATUS IS DETERMINED	12,318,805		64,107		165,394		56,449		140,278	
POPULATION BELOW POVERTY LEVEL	1,638,820	13.3%	7,440	11.6%	19,790	12.0%	5,119	9.1%	17,946	12.8%
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey										

LIMITED ENGLISH PROFICIENCY (LEP)

The majority of the population five years of age and older in all four counties speaks only English. Carbon and Schuylkill counties have the highest percentages of English speaking only at 95.2% and 95.5% respectively. Monroe County has the lowest percentage (86.0%) of the population that speaks only English. This percentage is slightly less than that of Pennsylvania (89.7%). Table 4 provides a summary of English-speaking information.

Table 4 – Summary of English Speaking Population

	PENNSYLVANIA	CARBON COUNTY	MONROE COUNTY	PIKE COUNTY	SCHUYLKILL COUNTY
TOTAL POPULATION FIVE YEARS OF AGE AND OLDER	12,008,403	61,832	160,701	54,663	140,231
SPEAK ONLY ENGLISH	10,769,224	58,866	138,275	48,881	133,909
PERCENT OF TOTAL POPULATION	89.7%	95.2%	86.0%	89.4%	95.5%
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey					

A review of U.S. Census data for populations over five years of age in all four counties revealed that the largest number of people who speak English less than very well speak Spanish or Spanish Creole. Overall, this is consistent with data for the Commonwealth. Monroe and Schuylkill counties had the most people who speak Spanish and that speak English less than very well, 3,141 and 1,240 respectively. In Carbon, Monroe and Pike counties the next highest number of people who speak English less than very well was Polish (Carbon, 157; Monroe, 773; Pike, 329). Schuylkill County's next largest population was people that speak Italian (145). Table 5 summarizes English-speaking and language data.

Table 5 – English-Speaking and Other Language Data

	PENNSYLVANIA	CARBON COUNTY	MONROE COUNTY	PIKE COUNTY	SCHUYLKILL COUNTY
TOTAL POPULATION FIVE YEARS OF AGE AND OLDER	12,008,403	61,832	160,701	54,663	140,231
SPEAK ONLY ENGLISH	10,769,224	58,866	138,275	48,881	133,909
SPANISH OR SPANISH CREOLE:	525,218	869	12,498	3,015	2,746
SPEAK ENGLISH LESS THAN "VERY WELL"	204,631	167	3,141	732	1,240
FRENCH (INCL. PATOIS, CAJUN):	40,087	78	926	230	246
SPEAK ENGLISH LESS THAN "VERY WELL"	10,143	16	281	12	39
FRENCH CREOLE:	14,996	0	588	12	20
SPEAK ENGLISH LESS THAN "VERY WELL"	5,514	0	20	0	0
ITALIAN:	44,686	47	663	106	357
SPEAK ENGLISH LESS THAN "VERY WELL"	12,671	0	211	0	145
PORTUGUESE OR PORTUGUESE CREOLE:	12,504	119	195	231	20
SPEAK ENGLISH LESS THAN "VERY WELL"	5,075	70	95	110	0
GERMAN:	51,345	194	308	274	465
SPEAK ENGLISH LESS THAN "VERY WELL"	10,275	0	64	98	47
YIDDISH:	1,867	0	30	0	48
SPEAK ENGLISH LESS THAN "VERY WELL"	192	0	0	0	0
OTHER WEST GERMANIC LANGUAGES:	63,058	185	298	62	728
SPEAK ENGLISH LESS THAN "VERY WELL"	19,752	56	8	32	85
SCANDINAVIAN LANGUAGES:	3,415	9	65	9	38
SPEAK ENGLISH LESS THAN "VERY WELL"	516	0	26	9	2
GREEK:	14,970	0	299	10	12
SPEAK ENGLISH LESS THAN "VERY WELL"	3,986	0	177	0	0
RUSSIAN:	35,394	61	333	194	80
SPEAK ENGLISH LESS THAN "VERY WELL"	17,091	4	162	106	0
POLISH:	23,470	901	1,515	582	289
SPEAK ENGLISH LESS THAN "VERY WELL"	7,700	157	773	329	59

	PENNSYLVANIA	CARBON COUNTY	MONROE COUNTY	PIKE COUNTY	SCHUYLKILL COUNTY
SERBO-CROATIAN:	8,533	15	188	10	6
SPEAK ENGLISH LESS THAN "VERY WELL"	3,071	15	87	7	6
OTHER SLAVIC LANGUAGES:	19,189	209	331	74	137
SPEAK ENGLISH LESS THAN "VERY WELL"	6,752	66	168	20	28
ARMENIAN:	1,979	0	39	0	0
SPEAK LESS THAN "VERY WELL"	446	0	0	0	0
PERSIAN:	4,554	0	25	12	0
SPEAK LESS THAN "VERY WELL"	1,366	0	0	0	0
GUJARATI:	19,292	0	204	0	121
SPEAK ENGLISH LESS THAN "VERY WELL"	8,236	0	127	0	90
HINDI:	21,108	0	43	22	99
SPEAK ENGLISH LESS THAN "VERY WELL"	4,533	0	33	22	30
URDU:	8,322	0	41	0	0
SPEAK ENGLISH LESS THAN "VERY WELL"	2,205	0	13	0	0
OTHER INDIC LANGUAGES:	25,021	0	120	82	38
SPEAK ENGLISH LESS THAN "VERY WELL"	10,739	0	59	82	19
OTHER INDO-EUROPEAN LANGUAGES:	17,772	25	469	168	304
SPEAK ENGLISH LESS THAN "VERY WELL"	6,838	25	178	44	109
CHINESE:	72,904	41	477	19	168
SPEAK ENGLISH LESS THAN "VERY WELL"	40,187	10	344	14	127
JAPANESE:	6,546	4	232	0	54
SPEAK ENGLISH LESS THAN "VERY WELL"	2,426	4	29	0	8
KOREAN:	28,884	166	208	54	81
SPEAK ENGLISH LESS THAN "VERY WELL"	14,771	77	114	48	36
MON-KHMER, CAMBODIAN:	11,188	0	0	0	12
SPEAK ENGLISH LESS THAN "VERY WELL"	6,582	0	0	0	10
HMONG:	900	0	0	0	0
SPEAK ENGLISH LESS THAN "VERY WELL"	390	0	0	0	0
THAI:	2,304	0	112	0	20
SPEAK ENGLISH LESS THAN "VERY WELL"	1,137	0	95	0	0

NEPA MPO

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

	PENNSYLVANIA	CARBON COUNTY	MONROE COUNTY	PIKE COUNTY	SCHUYLKILL COUNTY
LAOTIAN:	2,064	0	0	0	0
SPEAK ENGLISH LESS THAN "VERY WELL"	1,122	0	0	0	0
VIETNAMESE:	37,783	0	225	174	65
SPEAK ENGLISH LESS THAN "VERY WELL"	23,983	0	92	72	10
OTHER ASIAN LANGUAGES:	34,203	4	254	46	0
SPEAK ENGLISH LESS THAN "VERY WELL"	11,972	0	111	0	0
TAGALOG:	15,222	0	342	19	49
SPEAK ENGLISH LESS THAN "VERY WELL"	4,206	0	87	0	32
OTHER PACIFIC ISLAND LANGUAGES:	4,887	0	0	24	12
SPEAK ENGLISH LESS THAN "VERY WELL"	2,222	0	0	12	0
NAVAJO:	124	0	0	0	0
SPEAK ENGLISH LESS THAN "VERY WELL"	50	0	0	0	0
OTHER NATIVE NORTH AMERICAN LANGUAGES:	966	4	12	0	0
SPEAK ENGLISH LESS THAN "VERY WELL"	107	0	0	0	0
HUNGARIAN:	3,857	15	123	155	2
SPEAK ENGLISH LESS THAN "VERY WELL"	930	0	57	36	2
ARABIC:	29,546	20	478	21	62
SPEAK ENGLISH LESS THAN "VERY WELL"	10,772	0	279	1	34
HEBREW:	6,272	0	25	151	16
SPEAK ENGLISH LESS THAN "VERY WELL"	820	0	0	16	0
AFRICAN LANGUAGES:	23,519	0	746	6	27
SPEAK ENGLISH LESS THAN "VERY WELL"	7,106	0	192	0	13
OTHER AND UNSPECIFIED LANGUAGES:	1,230	0	14	20	0
SPEAK ENGLISH LESS THAN "VERY WELL"	455	0	0	20	0
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey					

REGIONAL TRAVEL DATA

WORK COMMUTE

The majority of people in the region drive alone to work. The level of carpooling in all the counties was similar – 9.1% to 10.5% - with 2-person carpools being the most prevalent – 7.8% to 8.8%. The highest number of workers 16 and older that use public transportation to commute to work was 4.4% in Monroe County. Bicycling to work ranged from none at all to 0.2%. More people walk to work in the region (2.2% to 4.2%), which is 10 to 20 times more than those who bike. Table 6 summarizes commute to work data.

Table 6 – Commute to Work Data

	CARBON COUNTY	%	MONROE COUNTY	%	PIKE COUNTY	%	SCHUYLKILL COUNTY	%
TOTAL: WORKERS 16 YEARS AND OLDER	28,087		73,547		23,177		62,573	
CAR, TRUCK, OR VAN:	25,240	89.9%	65,186	88.6%	21,100	91.0%	57,972	92.6%
DROVE ALONE	22,434	79.9%	57,426	78.1%	18,998	82.0%	51,388	82.1%
CARPOOLED:	2,806	10.0%	7,760	10.6%	2,102	9.1%	6,584	10.5%
IN 2-PERSON CARPOOL	2,267	8.1%	6,478	8.8%	1,810	7.8%	5,015	8.0%
IN 3-PERSON CARPOOL	347	1.2%	912	1.2%	236	1.0%	942	1.5%
IN 4-OR-MORE-PERSON CARPOOL	192	0.7%	370	0.5%	56	0.2%	627	1.0%
PUBLIC TRANSPORTATION (EXCLUDING TAXICAB):	91	0.3%	3,220	4.4%	442	1.9%	306	0.5%
BUS OR TROLLEY BUS	91	0.3%	2,916	4.0%	345	1.5%	291	0.5%
STREETCAR OR TROLLEY CAR (CARRO PUBLICO IN PUERTO RICO)	0	0.0%	14	0.0%	0	0.0%	0	0.0%
SUBWAY OR ELEVATED	0	0.0%	138	0.2%	61	0.3%	15	0.0%
RAILROAD	0	0.0%	152	0.2%	36	0.2%	0	0.0%
FERRYBOAT	0	0.0%	0	0.0%	0	0.0%	0	0.0%
BICYCLE	64	0.2%	45	0.1%	0	0.0%	41	0.1%
WALKED	1,192	4.2%	1,596	2.2%	664	2.9%	2,386	3.8%
TAXICAB, MOTORCYCLE, OR OTHER MEANS	555	2.0%	512	0.7%	103	0.4%	383	0.6%
WORKED AT HOME	945	3.4%	2,988	4.1%	868	3.7%	1,485	2.4%
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey								

Pike County had the highest percentage (39.8%) of people who work outside their state of residence followed by Monroe County at 23.2%. Schuylkill County had the lowest percentage 0.8%. Of those residents in Pike and Monroe counties that work outside the state, 85.3% and 90.5% respectively use public transportation to commute to work. In Carbon and Schuylkill, 51.5% and 9.5% respectively of those that work out of state use public transportation. Table 7 summarizes place of work data.

Table 7 – Place of Work Data

PLACE OF WORK		WORKED IN STATE OF RESIDENCE	WORKED IN COUNTY OF RESIDENCE	WORKED OUTSIDE COUNTY OF RESIDENCE	WORKED OUTSIDE STATE OF RESIDENCE
PENNSYLVANIA	TOTAL:	94.7%	70.7%	24.0%	5.3%
	CAR, TRUCK, OR VAN -- DROVE ALONE	94.4%	68.1%	26.2%	5.6%
	CAR, TRUCK, OR VAN -- CARPOOLED	93.8%	67.9%	25.9%	6.2%
	PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	95.6%	73.1%	22.6%	4.4%
CARBON COUNTY	TOTAL:	96.8%	44.5%	52.2%	3.2%
	CAR, TRUCK, OR VAN -- DROVE ALONE	96.7%	41.0%	55.7%	3.3%
	CAR, TRUCK, OR VAN -- CARPOOLED	96.7%	29.7%	67.0%	3.3%
	PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	48.4%	7.7%	40.7%	51.6%
MONROE COUNTY	TOTAL:	76.8%	60.2%	16.5%	23.2%
	CAR, TRUCK, OR VAN -- DROVE ALONE	79.2%	60.9%	18.3%	20.8%
	CAR, TRUCK, OR VAN -- DROVE ALONE	71.1%	52.0%	19.0%	28.9%
	PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	14.7%	14.7%	0.0%	85.3%
PIKE COUNTY	TOTAL:	60.2%	39.1%	21.2%	39.8%
	CAR, TRUCK, OR VAN -- DROVE ALONE	58.7%	36.3%	22.5%	41.3%
	CAR, TRUCK, OR VAN -- DROVE ALONE	57.9%	31.6%	26.4%	42.1%
	PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	9.5%	7.9%	1.6%	90.5%
SCHUYLKILL COUNTY	TOTAL:	99.2%	67.7%	31.5%	0.8%
	CAR, TRUCK, OR VAN -- DROVE ALONE	99.3%	66.6%	32.7%	0.7%
	CAR, TRUCK, OR VAN -- DROVE ALONE	98.9%	60.2%	38.7%	1.1%
	PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	90.5%	45.4%	45.1%	9.5%
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey					

The following bulleted list highlights U.S. Census 2009-2013 time-of-day that commuters leave their homes to go to work.

- **CARBON COUNTY**
 - 25.7% leave for work after 9:00 a.m.
 - 46.3% leave for work between 6:00 a.m. and 8:00 a.m.
 - 5.3% leave for work before 5:00 a.m.
 - 39.6% of people using public transit leave before 5:00 a.m.
- **MONROE COUNTY**
 - 29.4% leave for work after 9:00 a.m.
 - 36.5% leave for work between 6:00 a.m. and 8:00 a.m.

- 9.1% leave for work before 5:00 a.m.
- 36.3% of people using public transit leave before 5:00 a.m.
- **PIKE COUNTY**
 - 22.9% leave for work after 9:00 a.m.
 - 41.0% leave for work between 6:00 a.m. and 8:00 a.m.
 - 8.5% leave for work before 5:00 a.m.
 - 41.0% of people using public transit leave before 5:00 a.m.
- **SCHUYLKILL COUNTY**
 - 26.5% leave for work after 9:00 a.m.
 - 41.7% leave for work between 6:00 a.m. and 8:00 a.m.
 - 6.8% leave for work before 5:00 a.m.
 - 00.0% using public transit leave for work before 5:00 a.m.

The following table shows the times that people leave home to go to work by county.

Table 8 – Commute to Work Times

TIME LEAVING HOME TO GO TO WORK		12:00 A.M. TO 4:59 A.M.	5:00 A.M. TO 5:29 A.M.	5:30 A.M. TO 5:59 A.M.	6:00 A.M. TO 6:29 A.M.	6:30 A.M. TO 6:59 A.M.	7:00 A.M. TO 7:29 A.M.	7:30 A.M. TO 7:59 A.M.	8:00 A.M. TO 8:29 A.M.	8:30 A.M. TO 8:59 A.M.	9:00 A.M. TO 11:59 P.M.
CARBON COUNTY	TOTAL:	5.3%	4.2%	6.0%	10.1%	11.5%	13.3%	11.4%	8.5%	4.0%	25.7%
	CAR, TRUCK, OR VAN – DROVE ALONE	5.2%	4.1%	5.9%	10.2%	12.3%	13.2%	11.5%	9.0%	4.3%	24.3%
	CAR, TRUCK, OR VAN -- CARPOOLED	5.5%	6.6%	7.3%	14.5%	9.8%	12.2%	12.6%	5.8%	1.7%	23.9%
	PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	39.6%	12.1%	3.3%	0.0%	11.0%	1.1%	7.7%	2.2%	0.0%	23.1%
MONROE COUNTY	TOTAL:	9.1%	5.5%	6.1%	9.2%	9.0%	9.3%	9.0%	8.9%	4.7%	29.4%
	CAR, TRUCK, OR VAN – DROVE ALONE	7.8%	4.9%	5.7%	8.9%	9.8%	9.3%	9.3%	9.1%	5.1%	30.2%
	CAR, TRUCK, OR VAN -- CARPOOLED	8.3%	6.9%	7.3%	13.3%	6.8%	11.1%	9.1%	7.7%	2.9%	26.6%
	PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	36.3%	16.1%	7.8%	8.5%	1.9%	5.3%	4.2%	3.8%	0.3%	15.8%
PIKE COUNTY	TOTAL:	8.5%	5.1%	4.9%	10.3%	8.2%	13.1%	9.4%	11.5%	6.0%	22.9%
	CAR, TRUCK, OR VAN – DROVE ALONE	8.4%	4.6%	4.5%	10.8%	8.8%	13.8%	9.4%	12.1%	6.4%	21.1%
	CAR, TRUCK, OR VAN -- CARPOOLED	4.3%	7.9%	9.6%	10.1%	4.1%	11.5%	6.1%	11.7%	2.5%	32.1%
	PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	41.0%	17.4%	5.4%	4.8%	1.8%	4.5%	6.1%	0.5%	1.8%	16.7%
SCHUYLKILL COUNTY	TOTAL:	6.8%	4.8%	7.8%	9.8%	10.7%	10.9%	10.3%	7.7%	4.8%	26.5%
	CAR, TRUCK, OR VAN – DROVE ALONE	6.5%	4.5%	7.4%	10.1%	11.1%	11.4%	10.5%	7.8%	4.9%	25.7%
	CAR, TRUCK, OR VAN -- CARPOOLED	9.5%	6.7%	9.2%	8.7%	10.5%	8.2%	7.3%	7.2%	4.5%	28.3%
	PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	0.0%	2.0%	42.2%	7.2%	0.0%	2.9%	6.5%	1.6%	3.3%	34.3%

SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey

Travel time to work in the counties had some similarities: the majority of commuters that drive travel less than 30 minutes; and the majority of public transportation commuters travel 60 minutes or more. Commuters traveling less than 30 minutes to work consist of: Carbon County 53.4%, Monroe County 52.6%, Pike County 46.1% and Schuylkill County 66.4%. The percentages of public transportation commuters traveling 60 minutes or longer to get to work in each county are: Carbon County 76.9%, Monroe County 81.7%, Pike County 77.4% and Schuylkill County 52.3%. Schuylkill County's percentage was the highest for commuters traveling 30 minutes or less and the lowest for public transportation traveling 60 minutes or more to work. The table below shows commutes times by county.

Table 9 – Travel Time to Work by County

TRAVEL TIME TO WORK		LESS THAN 10 MINU TES	10 TO 14 MINU TES	15 TO 19 MINU TES	20 TO 24 MINU TES	25 TO 29 MINU TES	30 TO 34 MINU TES	35 TO 44 MINU TES	45 TO 59 MINU TES	60 OR MORE MINU TES	MEAN TRAVEL TIME TO WORK
CARBON COUNTY	TOTAL:	14.8%	12.2%	11.6%	9.7%	5.1%	8.6%	10.5%	16.4%	11.2%	30.5
	CAR, TRUCK, OR VAN -- DROVE	12.7%	13.1%	12.0%	9.9%	5.5%	8.3%	10.6%	17.4%	10.4%	30.4
	CAR, TRUCK, OR VAN --	6.2%	5.9%	7.3%	12.3%	4.6%	12.5%	12.9%	17.8%	20.5%	39.5
	PUBLIC TRANSPORTATION	11.0%	0.0%	0.0%	2.2%	0.0%	4.4%	0.0%	5.5%	76.9%	111.3
MONROE COUNTY	TOTAL:	13.0%	11.7%	12.1%	10.9%	4.9%	9.3%	6.0%	8.5%	23.6%	38.9
	CAR, TRUCK, OR VAN -- DROVE	11.9%	12.2%	13.3%	11.9%	5.5%	10.1%	6.3%	8.9%	19.8%	35.3
	CAR, TRUCK, OR VAN --	13.2%	12.6%	9.8%	6.9%	2.6%	6.6%	6.4%	9.8%	32.2%	45.2
	PUBLIC TRANSPORTATION	4.4%	0.0%	1.0%	4.3%	2.9%	3.3%	1.3%	1.2%	81.7%	102.7
PIKE COUNTY	TOTAL:	13.1%	10.8%	10.2%	7.5%	4.5%	9.3%	7.8%	9.3%	27.4%	41.5
	CAR, TRUCK, OR VAN -- DROVE	11.4%	11.5%	10.0%	8.0%	4.6%	9.8%	8.0%	9.9%	26.7%	40.5
	CAR, TRUCK, OR VAN --	15.6%	3.8%	10.4%	6.2%	5.3%	8.3%	10.8%	8.6%	30.8%	48.7
	PUBLIC TRANSPORTATION	4.3%	0.0%	6.8%	0.9%	1.6%	7.9%	0.0%	1.1%	77.4%	102.1
SCHUYLKILL COUNTY	TOTAL:	17.3%	14.7%	15.3%	13.1%	6.0%	10.0%	6.2%	8.1%	9.4%	N
	CAR, TRUCK, OR VAN -- DROVE	16.3%	14.6%	15.3%	13.7%	6.5%	10.3%	6.1%	8.3%	8.9%	N
	CAR, TRUCK, OR VAN --	11.0%	13.2%	17.2%	12.3%	4.1%	10.2%	8.8%	9.3%	14.0%	N
	PUBLIC TRANSPORTATION	4.2%	0.0%	12.1%	10.8%	0.0%	14.7%	1.6%	4.2%	52.3%	N
N = Sample size too small											
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey											

ACCESS TO VEHICLES

A review of U.S. Census data for vehicles available to people age 16 years or older in households revealed that the majority of people in the NEPA MPO region had two or more vehicles (Carbon 81.6%, Monroe 82.9%, Pike 80.6% and Schuylkill 79.4%). The majority (70.6% to 85.6%) of people throughout the region who either drive to work alone, carpool to work, or work at home have two or more vehicles available to them. The majority of people who commute to work using public transportation have one or two vehicles available (Carbon 74.7%, Monroe 64.2%, Pike 60.9% and Schuylkill 55.3%). The majority of people in Carbon, Monroe and Pike counties who commute to work using a taxicab, motorcycle, bicycle or other means have one or two vehicles (Carbon 58.2%, Monroe 56.2%, Pike 58.3%) whereas, the majority (67.7%) in Schuylkill County have two or more vehicles.

Table 10 – Means of Transportation to Work Data

MEANS OF TRANSPORTATION TO WORK								
	CARBON COUNTY	PERCENT	MONROE COUNTY	PERCENT	PIKE COUNTY	PERCENT	SCHUYLKILL COUNTY	PERCENT
TOTAL POPULATION 16 YEARS OR OLDER IN HOUSEHOLDS	28,030		72,853		23,156		62,498	
NO VEHICLE AVAILABLE	581	2.1%	1,387	1.9%	553	2.4%	1,253	2.0%
1 VEHICLE AVAILABLE	4,566	16.3%	11,039	15.2%	3,938	17.0%	11,653	18.6%
2 VEHICLES AVAILABLE	11,326	40.4%	30,827	42.3%	9,306	40.2%	26,050	41.7%
3 OR MORE VEHICLES AVAILABLE	11,557	41.2%	29,600	40.6%	9,359	40.4%	23,542	37.7%
CAR, TRUCK, OR VAN - DROVE ALONE	22,430		57,150		18,995		51,381	
NO VEHICLE AVAILABLE	243	1.1%	626	1.1%	380	2.0%	369	0.7%
1 VEHICLE AVAILABLE	3,173	14.1%	7,580	13.3%	2,833	14.9%	8,919	17.4%
2 VEHICLES AVAILABLE	9,087	40.5%	24,100	42.2%	7,809	41.1%	22,394	43.6%
3 OR MORE VEHICLES AVAILABLE	9,927	44.3%	24,844	43.5%	7,973	42.0%	19,699	38.3%
CAR, TRUCK, OR VAN - CARPOOLED	2,806		7,659		2,102		6,561	
NO VEHICLE AVAILABLE	91	3.2%	174	2.3%	28	1.3%	220	3.4%
1 VEHICLE AVAILABLE	448	16.0%	1,461	19.1%	589	28.0%	1,488	22.7%
2 VEHICLES AVAILABLE	1,405	50.1%	3,458	45.1%	621	29.5%	2,440	37.2%
3 OR MORE VEHICLES AVAILABLE	862	30.7%	2,566	33.5%	864	41.1%	2,413	36.8%
PUBLIC TRANSPORTATION (EXCLUDING TAXICAB)	90		3,217		442		306	
NO VEHICLE AVAILABLE	0	0.0%	258	8.0%	10	2.3%	60	19.6%
1 VEHICLE AVAILABLE	24	26.7%	1,058	32.9%	142	32.1%	60	19.6%
2 VEHICLES AVAILABLE	46	51.1%	1,250	38.9%	158	35.7%	109	35.6%
3 OR MORE VEHICLES AVAILABLE	20	22.2%	651	20.2%	132	29.9%	77	25.2%

MEANS OF TRANSPORTATION TO WORK								
	CARBON COUNTY	PERCENT	MONROE COUNTY	PERCENT	PIKE COUNTY	PERCENT	SCHUYLKILL COUNTY	PERCENT
WALKED	1,141		1,440		649		2,343	
NO VEHICLE AVAILABLE	99	8.7%	242	16.8%	114	17.6%	534	22.8%
1 VEHICLE AVAILABLE	478	41.9%	371	25.8%	168	25.9%	758	32.4%
2 VEHICLES AVAILABLE	374	32.8%	554	38.5%	227	35.0%	537	22.9%
3 OR MORE VEHICLES AVAILABLE	190	16.7%	273	19.0%	140	21.6%	514	21.9%
TAXICAB, MOTORCYCLE, BICYCLE, OR OTHER	619		557		103		424	
NO VEHICLE AVAILABLE	142	22.9%	87	15.6%	21	20.4%	39	9.2%
1 VEHICLE AVAILABLE	182	29.4%	102	18.3%	23	22.3%	98	23.1%
2 VEHICLES AVAILABLE	178	28.8%	211	37.9%	37	35.9%	81	19.1%
3 OR MORE VEHICLES AVAILABLE	117	18.9%	157	28.2%	22	21.4%	206	48.6%
WORKED AT HOME	944		2,830		865		1,483	
NO VEHICLE AVAILABLE	6	0.6%	0	0.0%	0	0.0%	31	2.1%
1 VEHICLE AVAILABLE	261	27.6%	467	16.5%	183	21.2%	330	22.3%
2 VEHICLES AVAILABLE	236	25.0%	1,254	44.3%	454	52.5%	489	33.0%
3 OR MORE VEHICLES AVAILABLE	441	46.7%	1,109	39.2%	228	26.4%	633	42.7%

SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey

OTHER DEMOGRAPHIC DATA

EDUCATION

According to U.S. Census data, 11.3 % of people 25 years of age and older in Pennsylvania do not have a high school diploma. Pike County had the lowest percentage (8.7%) followed by Monroe County (10.4%) of people without a high school diploma. Carbon County's percentage was 12.6% and Schuylkill County was 13.6%. The range for people in the region whose highest education level is a high school diploma is 36.5% to 48.6%. The percentage of people with some college (with or without degrees) or professional degree in Pennsylvania is 51.6%. Pike County has the highest percentage (54.8%) and Schuylkill County has the lowest (37.8%) of people with more than a high school education. Table 11 summarizes education data.

Table 11 – Level of Education Data

	PENNSYLVANIA	%	CARBON COUNTY	%	MONROE COUNTY	%	PIKE COUNTY	%	SCHUYLKILL COUNTY	%
TOTAL POPULATION 25 YEARS OF AGE AND OLDER	8,712,762		47,121		112,061		40,267		107,253	
NO SCHOOLING COMPLETED	83,093	1.0%	237	0.5%	664	0.6%	311	0.8%	903	0.8%
8TH GRADE OR LESS	238,135	2.7%	1,181	2.5%	2,460	2.2%	799	2.0%	2,554	2.4%
	PENNSYLVANIA	%	CARBON COUNTY	%	MONROE COUNTY	%	PIKE COUNTY	%	SCHUYLKILL COUNTY	%
SOME HIGH SCHOOL, NO DIPLOMA	666,587	7.7%	4,534	9.6%	8,492	7.6%	2,408	6.0%	11,172	10.4%
HIGH SCHOOL DIPLOMA, GED OR ALTERNATIVE CREDENTIAL	3,227,985	37.0%	21,666	46.0%	41,381	36.9%	14,697	36.5%	52,133	48.6%
SOME COLLEGE, NO DEGREE	1,435,690	16.5%	8,101	17.2%	22,709	20.3%	9,678	24.0%	15,544	14.5%
ASSOCIATE'S DEGREE	661,608	7.6%	4,277	9.1%	9,629	8.6%	3,324	8.3%	9,631	9.0%
BACHELOR'S DEGREE	1,468,125	16.9%	4,550	9.7%	17,138	15.3%	5,492	13.6%	9,720	9.1%
MASTER'S OR DOCTORATE DEGREE	768,697	8.8%	2,271	4.8%	8,329	7.4%	3,135	7.8%	4,726	4.4%
PROFESSIONAL SCHOOL DEGREE	162,842	1.9%	304	0.6%	1,259	1.1%	423	1.1%	870	0.8%
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey										

PERSONS WITH DISABILITIES (PwD)

The U.S. Census defines disability as, “A long-lasting physical, mental, or emotional condition. This condition can make it difficult for a person to do activities such as walking, climbing stairs, dressing, bathing, learning, or remembering. This condition can also impede a person from being able to go outside the home alone or to work at a job or business.” Schuylkill and Carbon counties’ percentage of PwD is the highest at 17.2% and 17.1% respectively. The percentage of disabled population in Monroe County’s is the lowest at 13.2% followed by Pike County at 14.5%. Table 12 provides a summary of population with a disability.

Table 12 – Summary of Population with a Disability

DISABILITY	PENNSYLVANIA	CARBON COUNTY	MONROE COUNTY	PIKE COUNTY	SCHUYLKILL COUNTY
TOTAL CIVILIAN NON-INSTITUTIONALIZED POPULATION	12,525,314	64,326	167,783	56,768	140,986
WITH A DISABILITY	1,651,733	11,000	22,158	8,255	24,258
PERCENTAGE	13.2%	17.1%	13.2%	14.5%	17.2%
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey					

VETERANS

Throughout the region, 10.3% to 12.5% are Veterans with Pike County having the highest percentage of Veterans. Table 13 summarizes the percentage of Veterans by county.

Table 13 – Summary of Veterans by County

VETERAN STATUS	CARBON COUNTY	%	MONROE COUNTY	%	PIKE COUNTY	%	SCHUYLKILL COUNTY	%
CIVILIAN POPULATION 18 YEARS AND OVER	51,717		129,847		44,490		118,199	
CIVILIAN VETERANS	6,219	12.0%	13,411	10.3%	5,570	12.5%	13,883	11.7%
SOURCE: U.S. Census Bureau, 2009-2013 5-Year American Community Survey								

ZERO HOUSEHOLD VEHICLES

The number of households with zero vehicles available, range from 4.6% to 9.7%. Table 14 summarizes the percentage of households by county.

Table 14 – Zero Vehicles Available

	TOTAL HOUSEHOLDS	ZERO VEHICLES AVAILABLE	% OF HOUSEHOLDS WITH ZERO VEHICLES AVAILABLE
CARBON	25,903	2,177	8.4%
MONROE	58,875	3,073	5.2%
PIKE	21,581	989	4.6%
SCHUYLKILL	59,658	5,799	9.7%
TOTAL:	166,017	12,038	7.3%
SOURCE: U.S. Census Bureau, American Community Survey, 5-year Estimate (2009-2013).			

TRANSPORTATION PROVIDERS

TRADITIONAL PUBLIC TRANSPORTATION SERVICES AND FARE PROGRAMS

The following chart shows the traditional public transportation services available by county and the fare programs.

Chart 1 – Traditional Public Transportation Providers

	CARBON COUNTY	MONROE COUNTY	SCHUYLKILL COUNTY	PIKE COUNTY
TRANSPORTATION SERVICES				
INTERCITY PASSENGER RAIL	No	No	No	No
INTERCITY PASSENGER BUS	Yes	Yes	Yes	No
FIXED ROUTE BUS	Yes	Yes	Yes	No
FIXED ROUTE RAIL	No	No	No	No
SHARED RIDE/DEMAND RESPONSE	Yes	Yes	Yes	Yes
FARE PROGRAMS				
SENIOR FIXED ROUTE FREE TRANSIT	Yes	Yes	Yes	No
SENIOR PARATRANSIT DISCOUNT	Yes	Yes	Yes	Yes
ADA COMPLEMENTARY PARATRANSIT	Yes	Yes	Yes	No
PERSONS WITH DISABILITIES FIXED ROUTE HALF-FARE	Yes	Yes	No	No
PERSONS WITH DISABILITIES PARATRANSIT DISCOUNT	Yes	Yes	Yes	Yes
SOURCE: Bureau of Public Transportation http://www.dot.state.pa.us/BPTMAP/index.htm				

There are a variety of programs available to residents of Pennsylvania that can assist them with transportation. The following highlight a few of the primary federal and state programs:

- **SENIOR FIXED ROUTE FREE TRANSIT** – Seniors who are 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%.
- **ADA COMPLEMENTARY PARATRANSIT SERVICE** – Transit agencies that provide fixed route service provide persons with disabilities comparable paratransit services. The paratransit service is available 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%.
- **MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)** – This program is available for people who receive medical assistance and provides transportation to medical appointments. The type of transportation is county-based and can include fixed route transportation, mileage reimbursement and/or shared ride.

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

Based on the funding source, the fare programs have restrictions and requirements including the requirement that shared ride transportation require 24-hour advanced reservation. Agencies using funding sources must keep detailed records and their policies and procedures must adhere to the regulations. They are audited and scrutinized financially and procedurally. In general, the funding source rules are strict and often times prohibit substitutions. Funding sources also change.

PUBLIC TRANSPORTATION AGENCIES

CARBON COUNTY COMMUNITY TRANSIT (CCCT)

The Lehigh and Northampton Transportation Authority (LANta), under agreement with Carbon County, manage Carbon County Community Transit (CCCT), which provides fixed route and shared ride services throughout the County. CCCT service is operated by a third party, Easton Coach, under a contract with LANta.

The Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2013-14 shows CCCT has one fixed route vehicle and 25 shared ride vehicles. According to the report, CCCT has 21 full-time and 25 part-time sub-contracted employees. This report indicated that the average shared ride fare was \$19.62 and the average fixed route fare was \$1.07.

CCCT's fixed route service operates within Carbon County and to several points outside the County. The fixed route service is branded "Lynx" and there are three routes operating on different days throughout the week to different destinations. The fixed route service operates on weekdays and the span of service is from 8:30 a.m. to 5:25 p.m. Lynx fares are as follows: trips within Carbon County and into Schuylkill County are \$1.50 and trips between Carbon County and Lehigh County are \$2.50. Children under age 5 ride free with a fare-paying adult. Seniors Citizens ride free and PwD ride for half-fare.

CCCT provides shared-ride service within Carbon County as well as to destinations in Walnutport, Tamaqua, Hazleton, the Frackville Mall, Luzerne County Community College, Allentown and Bethlehem. Shared ride programs include Area Agency on Aging (AAA), PwD and Medical Assistance Transportation Program (MATP). Table 15 summarizes the agency's shared ride fares.

Table 15 – CCCT's Paratransit Fare Structure

CARBON COUNTY COMMUNITY TRANSIT PARATRANSIT FARES		
	WITHIN CARBON COUNTY	OUT-OF-COUNTY
SENIOR SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	7:00 a.m. – 5:30 p.m.	7:00 a.m. – 5:30 p.m.
RATES	\$2.70	\$4.50
MEDICAL ASSISTANCE TRANSPORTATION PROGRAM		
SERVICE DAYS	Weekdays	Weekdays
HOURS	7:00 a.m. – 5:30 p.m.	7:00 a.m. – 5:30 p.m.
RATES	\$18.00	\$30.00
PERSON WITH DISABILITIES SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	7:00 a.m. – 5:30 p.m.	7:00 a.m. – 5:30 p.m.
RATES	\$2.70	\$4.50
GENERAL PUBLIC SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	7:00 a.m. – 5:30 p.m.	7:00 a.m. – 5:30 p.m.
RATES	\$18.00	\$30.00
ADA PARATRANSIT		
DAYS	Weekdays	Weekdays
HOURS	7:00 a.m. – 5:30 p.m.	7:00 a.m. – 5:30 p.m.
RATES	\$2.70	\$4.50
AREA AGENCY ON AGING (SENIOR MEDICAL TRIPS ONLY)		
SERVICE DAYS	Weekdays	Weekdays
HOURS	7:00 a.m. – 5:30 p.m.	7:00 a.m. – 5:30 p.m.
RATES	\$.90 or \$2.70	\$1.50 or \$4.50
SOURCE: LANta		

The following table shows key fixed route data for fiscal years 2012, 2013, and 2014.

Table 16 – CCCT's Fixed Route Performance Data

CARBON COUNTY COMMUNITY TRANSPORTATION FIXED ROUTE			
	FY 2012	FY 2013	FY 2014
TOTAL PASSENGERS	9,740	7,198	6,687
SENIOR PASSENGERS	6,212	4,725	3,972
REVENUE VEHICLE MILES	41,128	39,906	34,050
REVENUE VEHICLE HOURS	3,089	2,786	3,201
TOTAL OPERATING EXPENSE:	\$ 129,000	\$ 121,000	\$ 126,000
OPERATING COSTS PER PASSENGER	\$ 13.24	\$ 16.81	\$ 18.84
OPERATING COSTS PER REVENUE VEHICLE HOUR	\$ 41.76	\$ 43.43	\$ 39.36
OPERATING REVENUE PER REVENUE VEHICLE HOUR	\$ 2.27	\$ 1.44	\$ 1.56
PASSENGERS PER REVENUE VEHICLE HOUR	3	3	2
OPERATING COSTS PER REVENUE VEHICLE MILE	\$ 3.14	\$ 3.03	\$ 3.70
SOURCE: Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2012, 2013 and 2014.			

The following table shows key shared-ride data for fiscal years 2012, 2013, and 2014:

Table 17 – CCCT's Shared Ride Performance Data

CARBON COUNTY COMMUNITY TRANSPORTATION SHARED RIDE			
	FY 2012	FY 2013	FY 2014
65+ TRIPS	34,208	31,930	31,122
PWD TRIPS	6,313	4,701	5,151
OTHER SHARED-RIDE TRIPS	28,881	24,420	23,148
TOTAL SHARED-RIDE TRIPS	69,402	61,051	59,421
NON-PUBLIC TRIPS	17,938	14,700	14,700
SOURCE: Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2012, 2013 and 2014.			

CCCT primarily operates shared ride (demand response) services. The majority of their vehicles are equipped with wheelchair lifts and Automatic Vehicle Locators (AVL). Table 18 depicts the agency's current transit statistics.

Table 18 – CCCT Agency Statistics

CARBON COUNTY COMMUNITY TRANSPORTATION	FIXED ROUTE	SHARED RIDE
TOTAL NUMBER OF REVENUE VEHICLES:	1	25
NUMBER OF FULL TIME OPERATORS	3	11
NUMBER OF PART TIME OPERATORS	0	9
NUMBER OF REVENUE VEHICLES WITH WHEELCHAIR LIFTS	1	25
NUMBER OF REVENUE VEHICLES EQUIPPED WITH BIKE RACKS	0	0
NUMBER OF REVENUE VEHICLES EQUIPPED WITH KNEELERS	0	0
NUMBER OF LOW FLOOR VEHICLES	0	0
NUMBER OF VEHICLES EQUIPPED WITH ELECTRONIC FARE BOXES	0	0
NUMBER OF VEHICLES EQUIPPED WITH AUTOMATIC VEHICLE LOCATORS	1	25
NUMBER OF VEHICLES EQUIPPED WITH AUTOMATED STOP ANNOUNCEMENTS	0	0
SOURCE: CCCT		

CCCT's future capital projects include implementation of an Automated Fare Collection System and planning, design, engineering and construction of an Operating and Maintenance Facility.

MONROE COUNTY TRANSIT AUTHORITY (MCTA)

Monroe County Transit Authority (MCTA), also doing business as Pocono Pony, was established in 1979 to serve the Monroe County region. MCTA has seven fixed routes (Blue, Orange, Silver, Red, Purple, Yellow and Toby Express) that operate on weekdays. The Red and Blue routes also operate on Saturdays and the purple route operates only on Tuesday and Thursdays. The Toby Express provides service to and from the Tobyhanna Army Depot from East Stroudsburg with limited stops in Tannersville and Stroudsburg. MCTA has partnered with the Delaware Water Gap National Recreation Area to operate the River Runner fixed route on weekends from Memorial Day to Labor Day.

The Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2013-14 shows that MCTA has 15 fixed route vehicles and 39 shared ride vehicles. The agency has 15 full-time and 7 part-time employees. This report indicated that MCTA's average shared-ride fare was \$20.87 and average fixed route fare was \$1.54.

MCTA's fixed route weekday span of service is from 5:35 a.m. to 10:14 p.m. and its Saturday span of service is from 6:27 a.m. to 9:32 p.m. The base fare is \$1.50, which includes a transfer that is valid for up to two hours traveling in the same direction. A premium fare is charged to ride the Toby Express, which operates only when the Tobyhanna Army Depot is open. The River Runner route is free for all patrons and senior citizens over the age of 65 who are registered with MCTA can ride all routes for free. Persons with Disabilities can ride for half-fare and students with a valid identification card can ride for \$1.00. A maximum of three children accompanied by an adult can ride for free if they are less than 44 inches tall. Customers can pay their fare with a reloadable "smart card" branded MoGo. MCTA also provides shared ride services that include programs for senior citizens, PwD, MATP and Americans with Disabilities Act (ADA) complementary paratransit service. Shared ride service operates throughout Monroe County and also to out-of-county to destinations in Pike, Wayne, Lackawanna, Luzerne, Carbon, Schuylkill, Lehigh and Northampton counties. The following table summarizes MCTA's shared-ride fares.

Table 19 – MCTA's Paratransit Fare Structure

MONROE COUNTY TRANSIT AUTHORITY PARATRANSIT FARES		
	WITHIN MONROE COUNTY	OUT-OF-COUNTY*
SENIOR SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	4:30 a.m. – 7:30 p.m.	4:30 a.m. – 7:30 p.m.
RATES	\$1.00 – \$7.50	\$1.00 – \$7.50
MEDICAL ASSISTANCE TRANSPORTATION PROGRAM		
SERVICE DAYS	Weekdays	Weekdays
HOURS	4:30 a.m. – 7:30 p.m.	4:30 a.m. – 7:30 p.m.
RATES: MATP services are billed directly to the Department of Health and Human Services. Rates are \$14.00 to \$50.00 based on mileage increments. Trips are available out of service area (i.e. Philadelphia, Danville, and Hershey) at \$100.00 per hour.		

MONROE COUNTY TRANSIT AUTHORITY PARATRANSIT FARES		
	WITHIN MONROE COUNTY	OUT-OF-COUNTY*
PERSON WITH DISABILITIES SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	4:30 a.m. – 7:30 p.m.	4:30 a.m. – 7:30 p.m.
RATES	\$3.00 – \$7.50	\$3.00 – \$7.50
GENERAL PUBLIC SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	4:30 a.m. – 7:30 p.m.	4:30 a.m. – 7:30 p.m.
RATES	\$14.00 – \$50.00	\$14.00 – \$50.00
ADA PARATRANSIT		
DAYS	Weekdays & Saturdays	N/A
HOURS	Weekdays: 5:35 a.m. to 10:14 p.m.	N/A
RATES	\$3.00	N/A
GROUP TRIP SERVICE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	4:30 a.m. – 7:30 p.m.	4:30 a.m. – 7:30 p.m.
RATES	\$1.00 – \$50.00	\$1.00 – \$50.00
*Out of County service is available to Pike, Wayne, Lackawanna, Luzerne, Carbon, Schuylkill, Lehigh, and Northampton Counties on specific days.		
SOURCE: MCTA		

Table 20 shows key fixed route measurements for fiscal years 2012, 2013 and 2014:

Table 20 – MCTA's Fixed Route Performance Data

MONROE COUNTY TRANSIT AUTHORITY FIXED ROUTE			
	FY 2012	FY 2013	FY 2014
TOTAL PASSENGERS	241,333	239,311	246,986
SENIOR PASSENGERS	29,385	30,105	29,016
REVENUE VEHICLE MILES	477,066	536,853	531,221
REVENUE VEHICLE HOURS	28,817	31,585	31,263
TOTAL OPERATING EXPENSE:	\$ 3,115,000	\$ 3,254,000	\$ 3,067,000
OPERATING COSTS PER PASSENGER	\$ 12.91	\$ 13.60	\$ 12.42
OPERATING COSTS PER REVENUE VEHICLE HOUR	\$ 108.10	\$ 103.02	\$ 98.10
OPERATING REVENUE PER REVENUE VEHICLE HOUR	\$ 13.26	\$ 10.42	\$ 9.28
PASSENGERS PER REVENUE VEHICLE HOUR	8	8	8
OPERATING COSTS PER REVENUE VEHICLE MILE	\$ 6.53	\$ 6.06	\$ 5.77
SOURCE: Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2012, 2013 and 2014.			

The following table shows key shared-ride data for fiscal years 2012, 2013 and 2014:

Table 21 – MCTA's Shared Ride Performance Data

MONROE COUNTY TRANSIT AUTHORITY SHARED-RIDE			
	FY 2012	FY 2013	FY 2014
65+ TRIPS	33,875	35,884	37,241
PWD TRIPS	10,041	9,011	10,617
OTHER SHARED-RIDE TRIPS	25,818	28,750	27,657
TOTAL SHARED-RIDE TRIPS	69,734	73,645	75,515
NON-PUBLIC TRIPS	35,762	28,396	32,434
SOURCE: Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2012, 2013 and 2014.			

Most of MCTA's vehicles are for shared ride and all vehicles are equipped with Automatic Vehicle Locators (AVLs). All MCTA fixed route vehicles and 10% of its shared ride fleet have bike racks. The majority of MCTA's vehicles have wheelchair lifts. The agency is exploring purchasing automated stop announcement equipment for its fixed route fleet.

The following table summarizes the agency's current transit statistics.

Table 22 – MCTA Agency Statistics

MONROE COUNTY TRANSIT AUTHORITY	FIXED ROUTE	SHARED RIDE
TOTAL NUMBER OF REVENUE VEHICLES:	15	39
NUMBER OF FULL TIME OPERATORS	14	7
NUMBER OF PART TIME OPERATORS *MCTA HAS A 'COMMON DRIVER POOL' WHERE DRIVERS WORK INTERCHANGEABLY BETWEEN FIXED ROUTE AND SHARED RIDE	30*	*
NUMBER OF REVENUE VEHICLES WITH WHEELCHAIR LIFTS	15	36
NUMBER OF REVENUE VEHICLES EQUIPPED WITH BIKE RACKS	15	4
NUMBER OF REVENUE VEHICLES EQUIPPED WITH KNEELERS	15	0
NUMBER OF LOW FLOOR VEHICLES	15	0
NUMBER OF VEHICLES EQUIPPED WITH ELECTRONIC FARE BOXES	15	0
NUMBER OF VEHICLES EQUIPPED WITH AUTOMATIC VEHICLE LOCATORS	15	39
NUMBER OF VEHICLES EQUIPPED WITH AUTOMATED STOP ANNOUNCEMENTS	0	0
SOURCE: MCTA		

MCTA's future capital projects include: installing a traffic signal, replacing fixed route buses, establishing a new park and ride lot, constructing a maintenance facility and refurbishing the bus wash bay.

PIKE COUNTY TRANSPORTATION DEPARTMENT

Pike County has a Community Transportation System that operates shared ride services throughout the County. Shared ride services are open to the general public with reduced fares for senior citizens and PwD, and free service for eligible MATP passengers. Pike County does not operate fixed route service. Service to senior centers and the library are limited to specific days and hours and paratransit services are offered to different areas on different days. Pike County Transportation Department operates the paratransit service that consists of shared ride, medical assistance, PwD and general public transportation services. The shared ride program provides seniors who are 65 years of age and older transportation for medical, financial and social service needs. MATP provides transportation for medical and pharmacy needs regardless of age. The PwD program is for residents between the ages of 18-64 who have a disability. (All other transportation needs are considered General Public that can use shared ride services.) Fares are distance based and vary depending on rider eligibility for a program. The following table summarizes Pike County's shared ride fares.

Table 23 – Pike County's Shared Ride Service Information

PIKE COUNTY TRANSPORTATION DEPARTMENT		
	WITHIN PIKE COUNTY	OUT-OF-COUNTY
SENIOR SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	Office Hours 8:30 a.m. to 4:30 p.m. Appointment Hours: 10:00 a.m. – 1:00 p.m.	Office Hours 8:30 a.m. to 4:30 p.m. Appointment Hours: 10:00 a.m. – 12:00 p.m.
RATES	\$1.00 – \$1.50 (+ \$.75 for each additional stop)	\$2.00 – \$4.00 (+ \$.75 for each additional stop)
MEDICAL ASSISTANCE TRANSPORTATION PROGRAM		
SERVICE DAYS	Weekdays	Weekdays
HOURS	10:00 a.m. – 1:00 p.m.	10:00 a.m. – 12:00 p.m.
RATES	N/A	N/A
PERSON WITH DISABILITIES SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	10:00 a.m. – 1:00 p.m.	10:00 a.m. – 12:00 p.m.
RATES	\$2.25 – \$2.85 (+ \$1.15 for each additional stop)	\$3.75 – \$6.60 (+ \$1.15 for each additional stop)
GENERAL PUBLIC SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	10:00 a.m. – 1:00 p.m.	10:00 a.m. – 12:00 p.m.
RATES	\$15.00 – \$19.00 (+ \$7.50 for each additional stop)	\$25.00 – \$44.00 (+ \$7.50 for each additional stop)
SOURCE: <i>Pike County Transportation</i>		

According to the Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2013-14, the average shared ride fare was \$20.40. The following table shows key shared ride data for fiscal years 2012, 2013 and 2014.

Table 24 – Pike County's Shared Ride Trip Data

PIKE COUNTY TRANSPORTATION SHARED RIDE			
	FY 2012	FY 2013	FY 2014
65+ TRIPS	14,866	16,320	17,753
PWD TRIPS	3,429	3,027	2,901
OTHER SHARED-RIDE TRIPS	7,730	5,858	6,076
TOTAL SHARED-RIDE TRIPS	26,025	25,205	26,730
NON-PUBLIC TRIPS			
SOURCE: Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2012, 2013 and 2014.			

Currently, Pike County Transportation has 28 vehicles and 27 operators (6 full time and 21 part-time) to operate its shared ride services. The majority (96%) of its fleet has wheelchair lifts. The following table summarizes Pike County's transit statistics.

Table 25 – Pike County's Shared Ride Transit Statistics

PIKE COUNTY	SHARED RIDE
TOTAL NUMBER OF REVENUE VEHICLES:	28
NUMBER OF FULL TIME OPERATORS	6
NUMBER OF PART TIME OPERATORS	21
NUMBER OF REVENUE VEHICLES WITH WHEELCHAIR LIFTS	27
NUMBER OF REVENUE VEHICLES EQUIPPED WITH BIKE RACKS	0
NUMBER OF REVENUE VEHICLES EQUIPPED WITH KNEELERS	0
NUMBER OF LOW FLOOR VEHICLES	0
NUMBER OF VEHICLES EQUIPPED WITH ELECTRONIC FARE BOXES	0
NUMBER OF VEHICLES EQUIPPED WITH AUTOMATIC VEHICLE LOCATORS	0
NUMBER OF VEHICLES EQUIPPED WITH AUTOMATED STOP ANNOUNCEMENTS	0
SOURCE: Pike County Transportation	

SCHUYLKILL TRANSPORTATION SYSTEM (STS)

Schuylkill Transportation System (STS) was established in 1982 and serves the residents in Schuylkill County. Since its founding, STS has tripled the number of bus routes, updated its equipment and built a modern maintenance and storage facility.

STS operates 10 fixed routes throughout the County. Nine routes operate on weekdays, seven on Saturdays and two combined seasonal routes operate on Wednesdays to the Hometown Auction in the summer. The agency's bus routes are generally organized along the lines of a hub-and-spoke pattern, focused on important community centers with routes expanding outward along major roads to more rural parts of the County.

The Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2013-14 shows STS has 26 full-time and 23 part-time employees. This report indicated that STS's average shared ride fare was \$16.51 and average fixed route fare was \$1.35.

STS weekday span of fixed route service is from 6:30 a.m. to 5:57 p.m. and its Saturday span of service is from 8:00 a.m. to 4:53 p.m. STS's fixed route base fare is \$1.40 and transfers are \$0.25, with the exception of when a published fare on the connecting route is greater than the base fare of \$1.40. In that case, the rider must buy a transfer and also pay \$0.50 to ride on the connecting route. Senior citizens over the age of 65 who are registered with STS can ride for free. Children under nine years of age ride free and children 9-12 can ride for \$0.50 per trip. STS also provides a shared ride van program for senior citizens as well as transportation for PwD and ADA complementary paratransit service. The following table summarizes STS's shared ride fares.

Table 26 – STS's Shared Ride Fare Structure

SCHUYLKILL TRANSPORTATION SYSTEM		
	WITHIN SCHUYLKILL COUNTY	OUT-OF-COUNTY
SENIOR SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	Base Service 7:00 a.m. to 4:00 p.m. (Limited service on established van runs 4:00 a.m. to 7:00 a.m. and 4:00 p.m. to 4:30 p.m.)	N/A
RATES	\$1.00 - \$5.25	N/A
MEDICAL ASSISTANCE TRANSPORTATION PROGRAM		
SERVICE DAYS	Weekdays	Weekdays
HOURS	Base Service 7:00 a.m. to 4:00 p.m. (Limited service on established van runs 4:00 a.m. to 7:00 a.m. and 4:00 p.m. to 4:30 p.m.)	N/A
RATES	N/A	N/A
PERSON WITH DISABILITIES SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	Base Service 7:00 a.m. to 4:00 p.m. (Limited service on established van runs 4:00 a.m. to 7:00 a.m. and 4:00 p.m. to 4:30 p.m.)	N/A
RATES	\$1.00 - \$5.25	N/A
GENERAL PUBLIC SHARED RIDE		
SERVICE DAYS	Weekdays	Weekdays
HOURS	Base Service 7:00 a.m. to 4:00 p.m. (Limited service on established van runs 4:00 a.m. to 7:00 a.m. and 4:00 p.m. to 4:30 p.m.)	N/A
RATES	\$18.00 - \$35.00	N/A
ADA PARATRANSIT		
SERVICE DAYS	Weekdays & Saturdays	Weekdays & Saturdays
HOURS	Weekdays: 6:30 a.m. to 5:57 p.m. Saturdays 8:00 a.m. to 4:53 p.m.	N/A
RATES	\$2.70	N/A
AREA AGENCY ON AGING		
SERVICE DAYS	Weekdays	Weekdays
HOURS	Base Service 7:00 a.m. to 4:00 p.m. (Limited service on established van runs 4:00 a.m. to 7:00 a.m. and 4:00 p.m. to 4:30 p.m.)	N/A
RATES	\$1.00 - \$5.25	N/A
GROUP TRIP SERVICE		
SERVICE DAYS	Weekdays & Saturdays	Weekdays & Saturdays
HOURS	Weekdays: 8:00 a.m. to 9:00 p.m. Saturdays 8:00 a.m. to 4:00 p.m.	Weekdays: 8:00 a.m. to 9:00 p.m. Saturdays 8:00 a.m. to 4:00 p.m.
RATES	\$1.00 - \$5.25	\$1.00 - \$5.25
SOURCE: Schuylkill Transportation System		

Table 27 shows key fixed route metrics for fiscal years 2012, 2013 and 2014:

Table 27 – STS's Fixed Route Performance Data

SCHUYLKILL TRANSPORTATION SYSTEM FIXED ROUTE			
	FY 2012	FY 2013	FY 2014
TOTAL PASSENGERS:	245,136	217,381	212,250
SENIOR PASSENGERS	96,812	82,832	71,750
REVENUE VEHICLE MILES	334,985	334,676	328,572
REVENUE VEHICLE HOURS	21,321	19,143	18,354
TOTAL OPERATING EXPENSE:	\$ 1,901,000	\$ 1,841,000	\$ 1,950,000
OPERATING COSTS PER PASSENGER	\$ 7.75	\$ 8.47	\$ 9.19
OPERATING COSTS PER REVENUE VEHICLE HOUR	\$ 89.16	\$ 96.17	\$ 106.24
OPERATING REVENUE PER REVENUE VEHICLE HOUR	\$ 9.05	\$ 10.81	\$ 11.93
PASSENGERS PER REVENUE VEHICLE HOUR	11	11	12
OPERATING COSTS PER REVENUE VEHICLE MILE	\$ 5.67	\$ 5.50	\$ 5.93
SOURCE: Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2012, 2013 and 2014.			

The following table shows key shared ride data for fiscal years 2012, 2013 and 2014:

Table 28 – STS's Shared Ride Data

SCHUYLKILL TRANSPORTATION SYSTEM SHARED RIDE			
	FY 2012	FY2013	FY 2014
65+ TRIPS	57,633	51,616	48,891
PWD TRIPS	14,870	13,430	11,956
OTHER SHARED-RIDE TRIPS	19,718	14,068	14,490
TOTAL SHARED-RIDE TRIPS	92,221	79,114	75,337
NON-PUBLIC TRIPS	58,803	39,840	34,365
SOURCE: Pennsylvania Public Transportation Annual Performance Report for Fiscal Year 2012, 2013 and 2014.			

The STS fleet consists primarily (69%) of shared ride vehicles and the majority (69%) of their operators are full time. All STS vehicles are equipped with wheelchair lifts and AVL. The entire fixed route fleet has kneelers and automated stop annunciators. Most of STS's fixed route fleet (92%) is equipped with bike racks. The following table summarizes the agency's current transit information.

Table 29 – STS Agency Statistics

SCHUYLKILL TRANSPORTATION SYSTEM	FIXED ROUTE	SHARED RIDE
TOTAL NUMBER OF REVENUE VEHICLES:	12	27
NUMBER OF FULL TIME OPERATORS	11	11
NUMBER OF PART TIME OPERATORS	1	9
NUMBER OF REVENUE VEHICLES WITH WHEELCHAIR LIFTS	12	27
NUMBER OF REVENUE VEHICLES EQUIPPED WITH BIKE RACKS	11	0
NUMBER OF REVENUE VEHICLES EQUIPPED WITH KNEELERS	12	0
NUMBER OF LOW FLOOR VEHICLES	7	0
NUMBER OF VEHICLES EQUIPPED WITH ELECTRONIC FARE BOXES	0	0
NUMBER OF VEHICLES EQUIPPED WITH AUTOMATIC VEHICLE LOCATORS	12	27
NUMBER OF VEHICLES EQUIPPED WITH AUTOMATED STOP ANNOUNCEMENTS	12	4
<i>SOURCE: STS</i>		

STS's future projects include implementation of Ecolane software for its shared ride program, a comprehensive review of service and schedules, electronic fare boxes on fixed route vehicles, bus shelters enhancements, bus signage, upgrade of its administration and maintenance facility in St. Clair and facilities for compressed natural gas vehicles.

PRIVATE BUS COMPANIES

CARL BIEBER TOURWAYS

Carl Bieber Tourways (Bieber) provides daily service from Kutztown to Philadelphia with interim stops in Schuylkill County in Pottsville and at Penn State Schuylkill Haven. Bieber operates 10 trips each weekday and four trips on weekends and holidays.

FULLINGTON TRAILWAYS

Fullington Trailways offers service to and from Harrisburg and Scranton with stops in Pottsville. Four trips are offered each day. They also offer a Big Apple Express with two trips on Thursday, Friday and Sunday from East Stroudsburg to New York.

SUSQUEHANNA TRAILWAYS

Susquehanna Trailways is a private bus company based in Avis, Pennsylvania that provides service in northeastern Pennsylvania with bus stops in Carbon and Schuylkill counties. Pennsylvania destinations include Williamsport, Lock Haven University, Sunbury, Harrisburg, Hazleton, Lehighton and Philadelphia. New York destinations include New York City and Elmira. Transfers may be required depending on origins and destinations.

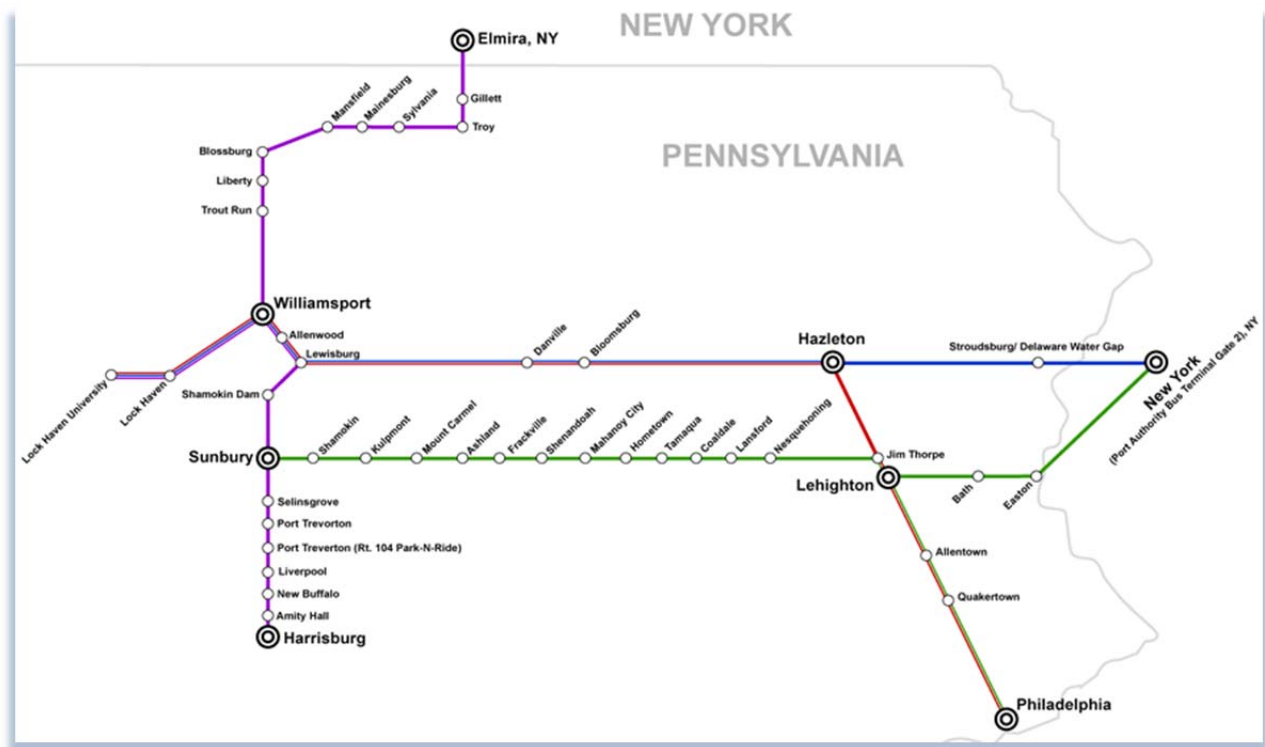
The following table provides an example of Susquehanna Trailways' stop locations in the NEPA MPO region.

Table 30 – Susquehanna Trailways Service Stop Locations
(SOURCE: <http://www.susquehannabus.com>)

SUSQUEHANNA TRAILWAYS BUS SERVICE LOCATIONS		
CITY	COUNTY	SERVICES
Ashland	Schuylkill	Passenger Stop & Tickets
Beaver Meadows	Carbon	Passenger Stop & Tickets
Coaldale	Schuylkill	Passenger Stop
Frackville	Schuylkill	Passenger Stop & Tickets
Hometown	Schuylkill	Passenger Stop & Tickets & Packages
Hudsondale	Carbon	Passenger Stop
Jim Thorpe	Carbon	Passenger Stop
Lansford	Carbon	Passenger Stop
Lehighton	Carbon	Passenger Stop
Mahanoy City	Schuylkill	Passenger Stop & Tickets
Nesquehoning	Carbon	Passenger Stop & Tickets
Shenandoah	Schuylkill	Passenger Stop & Tickets & Packages
Tamaqua	Schuylkill	Passenger Stop

The map below illustrates Susquehanna Trailways service in Pennsylvania.

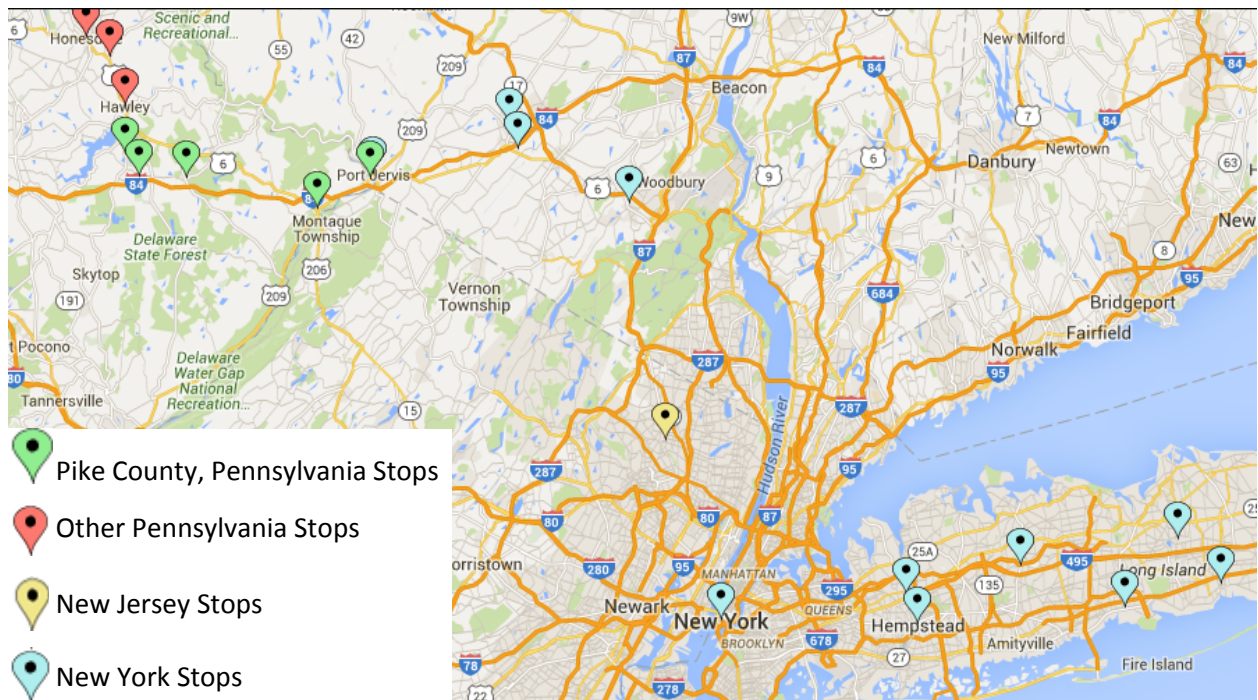
Map 1 – Susquehanna Trailways Service Map
(SOURCE: <http://www.susquehannabus.com>)



COACH USA

Coach USA/Shortline provides daily commuter bus service from Pike County and other Pennsylvania cities to New Jersey and New York. Pike County stops include Blooming Grove, Lords Valley, Matamoras, Milford and Tafton. Other Pennsylvania cities are Hawley, Honesdale, Indian Orchard and White Mills. Cities in New York include Hempstead, Islip, Lake Ronkonkoma, Melville, Middletown, Mineola, Monroe, New Hampton, New York, Patchogue and Port Jervis. The bus also stops in Ridgewood, New Jersey. The following map illustrates the cities served by Shortline.

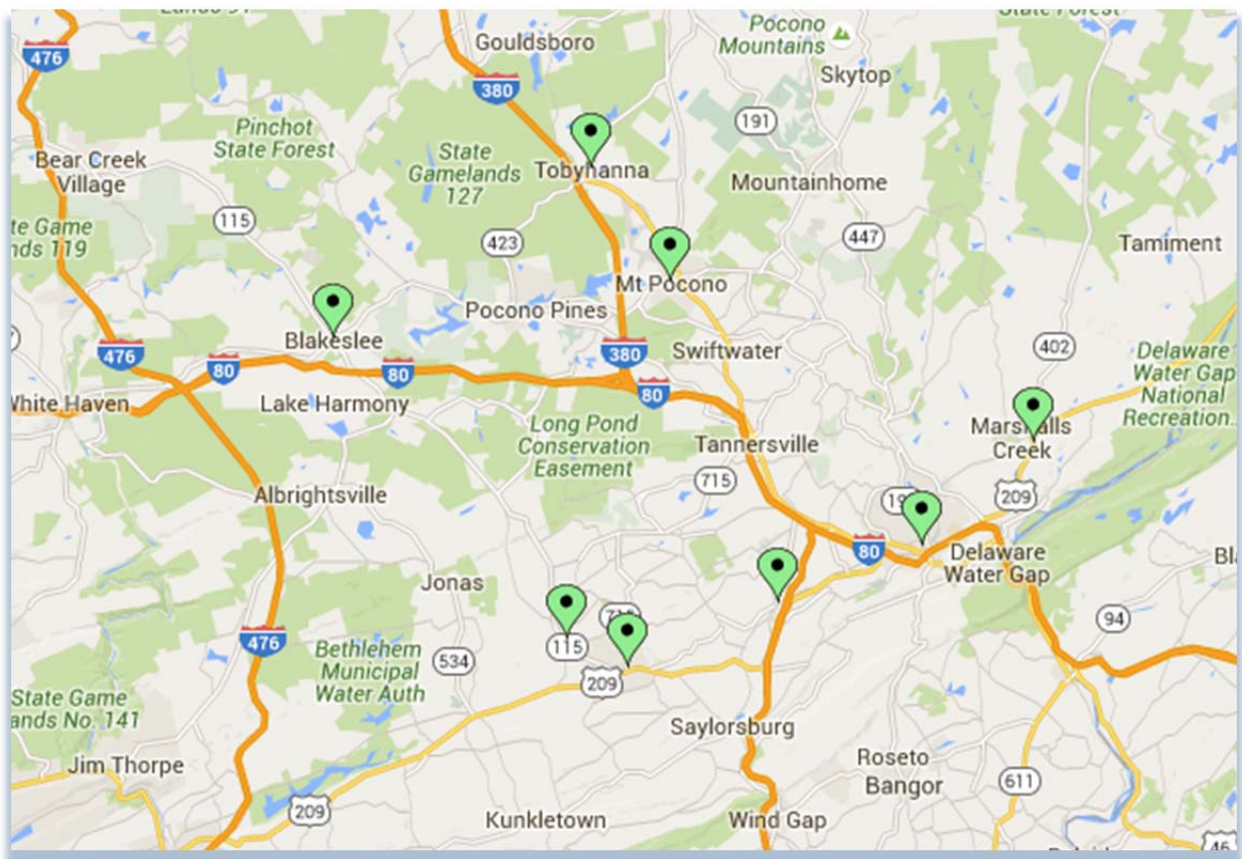
Map 2 – Shortline Service Area and Stops
(SOURCE: Delta using <https://www.mapcustomizer.com/>)



MARTZ TRAILWAYS

Martz Trailways is a private bus company that provides commuter bus service from destinations in Monroe County to New York City. Monroe County stops include: Brodheadsville, Blakeslee, Effort, Marshall Creek, Tobyhanna, Stroudsburg and Snydersville. At minimum, service is available on weekdays to Mt. Pocono and Stroudsburg. The following map shows Martz's bus stop locations.

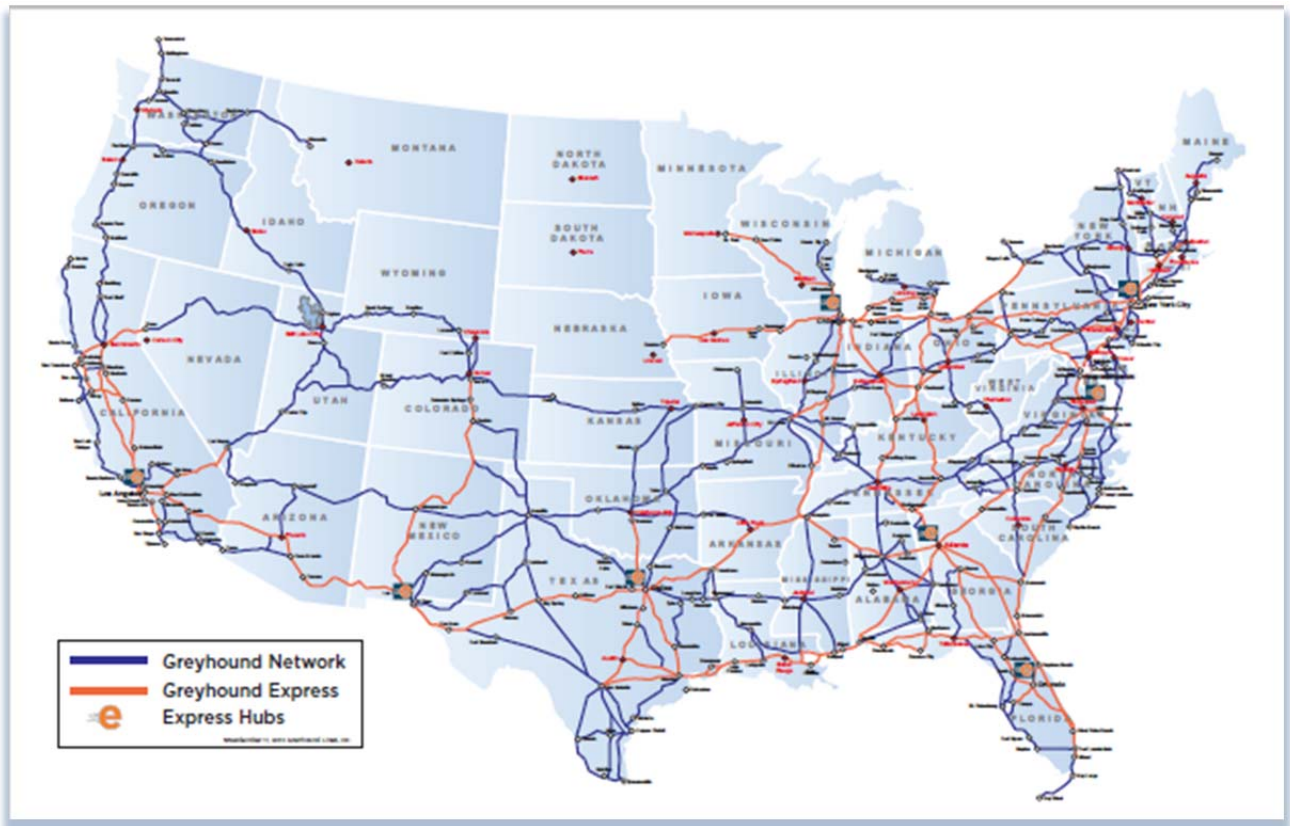
Map 3 – Martz Trailways Stop Locations
(SOURCE: Delta using <https://www.mapcustomizer.com/>)



GREYHOUND BUS

Greyhound Bus provides service in Carbon, Monroe, Pike and Schuylkill counties. In general, there are a limited number of trips in the region. The following map; however, illustrates the extent of Greyhound's routes and service network throughout the country.

Map 4 – Greyhound Bus Service Network
(SOURCE: <https://www.greyhound.com/>)



The following table summarizes Greyhound's stops and service from the NEPA MPO region to Philadelphia and/or New York.

Table 31 – Greyhound Bus Service and Stop Locations

LOCATION	COUNTY	NEW YORK, NEW YORK	PHILADELPHIA, PA
BEAVER MEADOWS	Carbon	Friday/Saturday	Daily
BLAKESLEE	Monroe	X	Weekday
COALDALE	Schuylkill	Friday/Saturday	X
EFFORT	Monroe	X	Weekday
FRACKVILLE	Schuylkill	Friday/Saturday	X
JIM THORPE	Carbon	Daily	Daily
LANSFORD	Carbon	Friday/Saturday	X
MAHANOEY CITY	Schuylkill	Friday/Saturday	X
MOUNT POCONO	Monroe	Saturday/Sunday	Daily
NESQUEHONING	Carbon	Friday/Saturday	X
POTTSVILLE	Schuylkill	Daily	Daily
SCHUYLKILL HAVEN	Schuylkill	Daily	Daily
SHENANDOAH	Schuylkill	Friday/Saturday	X
STROUDSBURG	Monroe	X	Daily
TAMAQUA	Schuylkill	Friday/Saturday	X
SOURCE: Delta, summarized information from Greyhound Website - https://www.greyhound.com/			

TAXI/LIMOUSINE COMPANIES

There are several taxi and limousine companies in Carbon, Monroe, Pike and Schuylkill counties as well as surrounding areas. The companies' services vary from limited to full service. Examples of limited service include event only transportation or area restrictions. The following table provides an example of services for a few local taxi and limousine companies. The list does not include companies whose offices are located in surrounding counties and provide service into the NEPA MPO region.

Table 32 – Taxi and Limousine Service Examples

COMPANY	CITY	COUNTY
A & A LIMOUSINE SERVICE	Lehighton	Carbon
ARMANI LIMOUSINE SERVICE	Jim Thorpe	Carbon
BLACK DIAMOND CAB	Pottsville	Schuylkill
BRAVO LIMOUSINE	Stroudsburg	Monroe
CARIBBEAN EXPRESS	Mount Pocono	Monroe
CORPORATE CARS OF LEHIGH VALLEY	Pottsville	Schuylkill
DZ TAXI	Matamoras	Pike
FAUST TAXI SERVICE	Pottsville	Schuylkill
FORNET ENTERPRISE LIMOUSINE	Milford	Pike
FORTRESS LIMOUSINE, INC.	Dingmans Ferry	Pike
GOTTA GO TAXI	Tobyhanna	Monroe
J & L DISPATCHING TAXI	Port Jervis	New York
MILFORD TRI-STATE TAXI	Milford	Pike
MONROE TAXIS, INC.	East Stroudsburg	Monroe
MOUNTAIN CAB	Mount Pocono	Monroe
PIKE COUNTY TAXI	Dingmans Ferry	Pike
POCONO CAB	East Stroudsburg	Monroe
POCONO LIMOUSINE SERVICE	Mount Pocono	Monroe
PRIVATE LIMOUSINE & SEDAN SERVICE	Schuylkill Haven	Schuylkill
ROAD RUNNER TAXI, INC.	Mount Pocono	Monroe
TIME SAVE TAXI	Canadensis	Monroe
WGM TRANSPORTATION	East Stroudsburg	Monroe
SOURCE: Delta		

OTHER

COMMUTER SERVICES OF PENNSYLVANIA

Commuter Services of Pennsylvania (CSP) is a program of the Susquehanna Regional Transportation Partnership, a non-profit that receives funding from the Federal Highway Administration and PennDOT in partnership with the participating MPOs. CSP provides services throughout the NEPA MPO region and works with employers and employees to identify alternatives to driving alone to work. Options include transit, carpool, vanpool, bike, walk and telework. CSP offers free services including transit information, online ride-matching for car and van pools, assistance with walking and biking options and it offers an emergency ride home program. CSP provides an emergency ride home for qualified commuters that experience an unplanned event. The emergency ride home program reimburses the commuter for the ride home (taxi, transit, and car rental or co-worker mileage reimbursement).

VRIDE, INC.

Vride is a provider of private commuter van and carpooling services. It provides a leased van to groups of people who commute to work together. Vride provides the maintenance, title, insurance and registration on the vans. Each pool has a primary and alternate driver that volunteers to drive the group. All drivers must meet minimum requirements as well as pass a background check. There is a fee that covers the cost of fuel, maintenance, a Guaranteed Ride Home program, insurance, 24 hour roadside assistance and administrative fees. The fees vary based on distance, number of people participating in the pool, employer supplements, etc. People who are interested have access to Vride's extensive database as well as the ability to start a new pool. Today, Vride has 16 van pools in Monroe County and none in the other three counties.

UBER

Uber is an alternative to taxicab services and is available throughout the NEPA MPO region; however, services may be limited in remote areas. Uber provides private driver services and people interested in utilizing the services are required to establish an account on-line. Services are accessed and paid for using an app on a smart phone.

RETIRED SENIORS VOLUNTEER PROGRAM

Retired Seniors Volunteer Program (RSVP) is an organization whose mission is to "engage persons 55 or older in volunteer service to meet critical community needs and to provide a high quality experience that will enrich the lives of the volunteers." RSVP provides volunteers for a number of community needs and has been successful finding volunteers to provide local and long distance medical transportation. There are RSVP organizations in three of the four counties including:

- RSVP of Lehigh, Northampton, and Carbon Counties
- RSVP of Monroe County
- RSVP of Schuylkill County

VETERANS TRANSPORTATION

The following are a few different types of Veteran transportation services:

- Schuylkill County Department of Veteran Affairs provides van service for veterans to the Veterans Administration (VA) Hospital in Lebanon, PA (Lebanon County).
- Carbon County's Department of Veteran Affairs has a van that transports veterans to Wilkes-Barre VA Medical Center on Tuesdays, Wednesdays and Thursdays.
- Transportation services are also available to veterans for transport to the Wilkes-Barre VA hospital. Volunteers transport ambulatory veterans and employees of the VA transport non-ambulatory veterans. Services are available for veterans in Carbon, Monroe and Schuylkill Counties and patients in these counties can be transported to/from their home to the hospital. The following table shows the current days that services are available that veterans can access the volunteer van. The services require advanced reservations. Services are also available in nearby counties and in some cases; veterans can access the van at a specific location such as Starbucks in Marketplace at Steamtown, Scranton, PA.

Table 33 – Veteran Transportation Sites

LOCATION	COUNTY	DAYS
EAST STROUDSBURG	MONROE	Wednesday and Thursday
JIM THORPE	CARBON	Tuesday, Wednesday, and Thursday
TAMAQUA	SCHUYLKILL	Tuesday, Wednesday, and Thursday
TOBYHANNA	Monroe	Monday through Friday
<i>Source: U.S. Department of Veterans Affairs - http://www.wilkes-barre.va.gov</i>		

Carbon County has a Disabled American Veteran van, operated by volunteers, that transports veterans to and from the Wilkes-Barre VA Medical Center on Tuesdays, Wednesdays, and Thursdays.

OTHER TRANSPORTATION SERVICES

Throughout the NEPA MPO region, there are human services organizations that provide transportation services to their clients. The services vary from being provided by volunteers, agency employees and in some situations services are provided to clients unofficially so that clients can receive required treatment. The following are a few examples of transportation services, some of which have offices in multiple counties, and the transportation services will vary by organization and by office, as well as the program a client may be in:

- Avenues of PA, Schuylkill, PA provides transportation services for some clients to Avenue programs.
- Carbon-Monroe-Pike Mental Health Developmental Services occasionally transports clients.
- Colonial Intermediate Unit 20 provides transportation assistance daily or every other day to a few families.

- Community Vocational Services provides daily transportation services for approximately 15 clients.
- Devereux is located in Monroe County and provides human services to residents of Monroe and Pike Counties. Devereux transports its clients to and from home to its facility.
- Diakon Volunteers provides medical appointment transportation for seniors. The Pottsville office services Schuylkill and Carbon Counties, Northern Dauphin County and the Hazleton region.
- Educational Data Systems, Inc. (EDSI), a workforce development company provides daily transportation services for its clients. EDSI has a location in Pottsville, PA. In general, they have one vehicle available for transportation and the number of clients transported varies.
- Fitzmaurice Community Services, Inc. provides some of its clients' transportation services.
- Goodwill Fire Company #1 provides transportation services and accommodates passengers with disabilities.
- Human Resources Center, Inc. (HRC) in Pike County provides transportation services for some its clients to HRC Manufacturing, Inc.
- PA Constables Metzgar provides emergency transportation in the Long Pond area in Monroe County.
- Pike County Developmental Center has two dedicated vehicles and provides transportation services for about 16 people daily.
- ReDCo, a provider of behavioral health services, supplies transportation services a few times a week for three to four clients.
- Resources for Human Development provide daily transportation services for some of its clients.
- Visual Impairment and Blindness Services, Monroe County.

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 closer to home in their own communities. Each waiver has its own unique set of eligibility requirements and services. Of these, the following waivers include transportation services:

- **AGING 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.

For more information on the waivers visit the Department of Human Services website: www.dhs.pa.gov.

In addition to the above, there are other organizations that may provide transportation for its clients such as, the American Cancer Society, National Kidney Foundation, Autism Society of America, etc.

OUTREACH

MINI-WORKSHOP KICKOFF

On August 5, 2015, a mini workshop was held in the NEPA office, which is located in Pittston, PA. The first half of the workshop provided the audience with a review of MPO's Public Participation Plan (PPP) Update. During the first half of the meeting, goals and federal and state requirements were discussed as well as audience participation in Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis. The second half of the workshop focused on the Coordinated Public Transit-Human Services Transportation Plan (Plan) update and the majority of the workshop was spent on reviewing data and mapping needs. The appendix contains a copy of the meeting summary (Exhibit 8), PowerPoint presentation (Exhibit 9), Preliminary Data Needs (Exhibit 10), Preliminary Mapping Needs (Exhibit 11) and Sign-In Sheet (Exhibit 12).

The attendees indicated that participation and input from human services organizations was critical. The final Plan will include an overview of Emergency Management issues, collaboration efforts and best practices.

OUTREACH SUMMARY

OUTREACH MEETINGS

Outreach meetings for the Plan were conducted on November 3, 4, and 5, 2015 for each County in the project area. Additionally, a separate meeting was held due to a scheduling conflict with Monroe County Transit Authority (MCTA) staff. Meeting attendees were asked to participate as subcommittee members to provide ongoing assistance and guidance with the Plan update. Stakeholders, comprised of diverse business interests, consisted of professionals, private and public transportation providers, human service agencies, medical providers, community leaders and advocates. The following table summarizes the meeting attendees by county.

Table 34 – County Meeting Attendees

	SCHUYLKILL COUNTY	CARBON COUNTY	PIKE COUNTY	MONROE COUNTY
ATTENDEES	15	7	13	11
NEPA ATTENDEES	2	2	2	2
PHONE PARTICIPANTS	1	3	2	2
OTHER	0	0	2	0
TOTAL:	18	12	19	15

At each of the meetings, the following agenda items were discussed (Exhibit 13):

- Plan overview
- Plan purpose
- Description of Coordinated Plan process
- Identification of transportation strengths, weaknesses, opportunities and threats
- Feedback, a critical element for developing the Coordinated Plan, was needed from organizations, the public at large and underserved populations consisting of minorities, low income, Persons with Disabilities (PwD), limited English proficiency (LEP) and senior citizens.
 - Emphasis was placed on the need to obtain feedback from underserved populations.
- Organization and public surveys were distributed.
 - Attendees were asked to assist in disseminating the paper surveys and/or survey links to colleagues, businesses, customers, clients and the public at large. Suggestions for dissemination included Facebook, agency websites, public libraries, focus groups, etc.

COUNTY MEETING SUMMARIES

One meeting was held in each county in the project area: Carbon, Monroe, Pike and Schuylkill. The meetings began with introductions followed by a review of the agenda and an overview of the Coordinated Transit Plan and its process. The attendees identified the SWOT aspects of transportation services in their respective counties. Those who were unable to attend in person were able to participate in the meetings by conference call.

SCHUYLKILL COUNTY MEETING

The Schuylkill County meeting was held on Wednesday, November 4, 2015, at the Schuylkill County Transportation's (STS) Union Station transit facility in Pottsville. Eighteen people participated in the meeting including one who participated by telephone. Table 35 identifies the meeting participants.

Table 35 – Schuylkill County Meeting Participants

SCHUYLKILL COUNTY	
DAVID BEKISZ	Schuylkill Transportation System
MATT BOYER	Commuter Services of Pennsylvania
MARTINA BUFFINGTON	Hidden River Clubhouse
DENNIS CAMPBELL	Heim Construction Company
MARYBETH DOHMANN	Schuylkill Community Action
MATTHEW KELLY	PennDOT Environmental Justice Coordinator
DEBBIE KLOTUNOWITCH	Avenues
MIKE LALLY	EDSI (Educational Data Systems, Inc.) Solutions (Welfare to Work Program)
SHARON LOVE	Schuylkill County Human Services
DANIEL McGRORY	Schuylkill County Mental Health/Mental Retardation and Drug & Alcohol Program
KATE McMAHON	NEPA
LAURA MEALIA	Goodwill-Keystone Area (Employment)
ROB MORDAN	Commuter Services of Pennsylvania
TERRI SALATA	Service Access Management Inc. (SAM)
SUSAN SMITH	Schuylkill County Planning Com
LISA STEVENS	Schuylkill County Children and Youth Services
DANIEL YELITO	NEPA
NIKKI ZUBOWICZ	Child Care Information Services (CCIS) of Schuylkill County

Table 36 summarizes the SWOT identified by participants in the Schuylkill County meeting.

Table 36 – Schuylkill County SWOT

SCHUYLKILL COUNTY	
STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • STS <ul style="list-style-type: none"> ▪ Variety of services <ul style="list-style-type: none"> ○ Fixed Route Service ○ Shared Ride Service ○ Persons with Disabilities (PWD) Service ○ Senior Service ○ Medical Transportation • Some Human Services Agencies provide their own transportation services for clients, such as, Avenues • Bieber Transportation and Fullington Bus Company provide long distance service • Bike racks are available at Union Station in Pottsville 	<ul style="list-style-type: none"> • STS <ul style="list-style-type: none"> ▪ Service does not cover the entire County ▪ Limited hours of service. <ul style="list-style-type: none"> ○ Need service for second and third work shifts ▪ Shared ride hours of service are limited ▪ Shared ride service takes too long • Many job opportunities are in other counties • Low income and homeless people do not have funds to pay for transportation services • Many medical specialists are out of county • Medical Assistance transportation services takes too long • People live in remote areas • Funding is not available for all persons who need transportation <ul style="list-style-type: none"> ▪ Grandparents raising grandchildren • Population Density
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • The new Commuter Service of Pennsylvania will be beneficial for commuters • Educate people about the transportation services that are available and how to use the services • Connecting with nearby transportation providers • Market public transportation to remove the stigma that only poor people ride transit • Connect people to medical and employment opportunities out-of-county 	<ul style="list-style-type: none"> • Insufficient Transportation and Human Services Funding

The following bulleted list summarizes the meeting participants' comments.

- Transportation services are needed for clients of Career Link, Avenues, Windsor Staffing and ReDCo (operates residential services for persons with disabilities and provides mental health services).
- Transportation hours of service need to be extended for dialysis patients and clients that need behavioral health services.
- Access to medical specialists outside of the County is needed.
- The taxi company in the area is Black Diamond.
- Hazle Yellow Cab Company operates into Schuylkill County.
- J and J Luxury Transportation operate into Schuylkill County.

- Children and youths with behavioral health issues need access to services after school (appointments after 4:00 p.m.)
- STS' service hours limit a person's work schedule to four hours.
- Parents need to get children to and from childcare facilities; the Head Start program is limited because of lack of transportation.
- Matt Boyer, Executive Director of Commuter Services of Pennsylvania, provided an overview of the commuting services that are now available in Schuylkill County. He indicated that barriers to work are often transportation. His company works with companies and individuals to assist them with work transportation trips. They provide alternatives to the single occupancy vehicle including transit, carpooling, vanpooling, walking, biking and telecommuting and indicated that his company may be able to help with second and third shift transportation trips. The services are free to employers and employees. Mr. Boyer also discussed the "Emergency Ride Home Program" that provides clients that are participating in the program with a guaranteed ride home for emergencies.
- Transportation is needed to distribution centers in Luzerne County and to the Penn State Campus in Hazleton.
- Out-of-county transportation is needed for medical appointments (including dental specialists). Many medical specialists are located in Danville, Reading, Allentown, Hershey and the Veterans Administration Hospital in Wilkes-Barre.

CARBON COUNTY MEETING

The Carbon County meeting was held on Wednesday, November 4, 2015 in the Carbon County Emergency Management building located in Nesquehoning. A total of 12 people participated in the meeting including three who participated by telephone. Table 37 lists the meeting participants.

Table 37 – Carbon County Meeting Participants

CARBON COUNTY	
ELOISE AHREN	Carbon County
NATALIE BOJKO	Family Promise
BRENDAN COTTER	LANta Bus
DAWN DAIGNAULT	Human Resources Center Inc.
BRIANNE FARRELL	Carbon-Monroe-Pike MH/DS
MARY KUNKLE	Carbon County Domestic Relations Office
KATE MCMAHON	NEPA
RYAN RICHARDS	Carbon County Planning
STEVEN SCHRAYER	LANta Bus
BRIAN SNYDER	Carbon-Monroe-Pike MH/DS
KRISTY TROUTMAN	Carbon-Monroe-Pike MH/DS
DANIEL YELITO	NEPA

Table 38 summarizes the SWOT identified by the participants in the Carbon County meeting.

Table 38 – Carbon County SWOT

CARBON COUNTY	
STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> Carbon County Transportation (operated by LANta) Medical Transportation 	<ul style="list-style-type: none"> Carbon County Transportation (operated by LANta) <ul style="list-style-type: none"> Limited service area Limited hours Limited service to Lehigh Valley Mall and Walmart in Lehighton. Regulations that require social security number and birth certificates can be obstacles for people with disabilities. Trip length is long Time span for trip is long Service does not accommodate second and third work shifts. Reduced or free fares are not available to all consumers. There is no funding available for Mental Health Mental Retardation (MHMR) professionals to assist clients with transportation costs. Transportation costs are high. Users of transportation services often cannot walk to a bus stop because of terrain, no sidewalks or disability.
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> Carbon County Transportation (operated by LANta) <ul style="list-style-type: none"> Educate people about what services are available and how to use the services. Market services The new Commuter Service of Pennsylvania will be beneficial for commuters. Transportation providers partner with MHMR professionals to train drivers on techniques to de-escalate situations with behavioral issues. Initiatives to make transportation more user friendly for hearing impaired and deaf customers. 	<ul style="list-style-type: none"> Insufficient Transportation Funding

The following bulleted list summarizes the participants' comments.

- Employment transportation is needed to McAdoo Industrial Park in West Bank Township in Carbon County, Green Acres Industrial Park West located in the Borough of Nesquehoning in Carbon County and Humboldt Industrial Park in Hazleton, Luzerne County. Carbon County destinations include:

- Super Walmart, 1731 Blakeslee Boulevard Drive E, Lehighton, PA 18235, in Mahoning Township.
- Big Lots, 1241 Blakeslee Blvd Drive E, Lehighton, PA 18235, in Mahoning Township.
- Other out-of-county transportation destinations include:
 - Hazleton General Hospital, Hazleton (Luzerne County)
 - Lehigh Valley Hospital, Hazleton (Luzerne County)
 - Lehigh Valley Hospital, Allentown (Lehigh County)
 - St. Luke's Hospital, Allentown (Lehigh County)
 - Sacred Heart Health Care, Allentown (Lehigh County)
 - 250 Lehigh Valley Mall, Whitehall (Lehigh County)
 - Service to Monroe County

PIKE COUNTY MEETING

The Pike County meeting was held on Thursday, November 5, 2015, at the Pike County 911 Training Facility in Lords Valley. A total of 17 people participated in the meeting including two who were scheduled to participate by telephone. There was a technical glitch during the meeting in Pike County and, as a result, two people that were scheduled to participate by telephone had difficulty dialing into the meeting. Team members subsequently called the two participants directly; one was able to listen to the majority of the meeting whereas the other was not able to participate. In addition, local news Channel 13 was present at the meeting and interviewed a few participants including Christine Kersetter, Director of Pike County Transportation and Alan Baranski, Vice President, Transportation Planning Services Division, NEPA. Table 39 lists the meeting participants.

Table 39 – Pike County Meeting Participants

PIKE COUNTY	
LAURA BUTLER	Delaware Valley High School
RENE BRENATZKY	Pike County Area Agency on Aging
CHRISTINE KERSTETTER	Pike County
JENNIFER FUENTE	Carbon-Monroe-Pike MH/DS
CHRISTINE CHASE-LAMONT	Proven Wellness Neighborhood
KATHY MORGAN	Representative Rosemary Brown's Office
TIM LAUFFENBURGER	Human Resources Center, Inc.
JOHANNA SCHULTZ	Latino American Alliance of Northeast PA
DANIEL YELITO	NEPA
ALAN BARANSKI	NEPA
RAY ESTENES	Carbon Monroe Pike MHMR
RICHARD LEVY	Carbon Monroe Pike MHMR
KIM EMMET	Community Vocational Services
LEWIS GUBRUD	Hemlock Farms
SUE VAN ORDEN	Pike County Area Agency on Aging
MARIE BISHOP*	PennDOT District 4-0
KEVIN WILLIAMS*	Center for Independent Living
*Conference Call Technical Problems – followed up by telephone.	
Channel 13 News – Interviewer Nick Volturo and Cameraman	

Table 40 summarizes the SWOT identified by the participants in the Pike County meeting including follow-up conversations.

Table 40 – Pike County SWOT

PIKE COUNTY	
STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> Pike County Transportation <ul style="list-style-type: none"> New vehicles Educate Seniors Pike County and Wayne County work together to coordinate services 	<ul style="list-style-type: none"> Pike County Transportation <ul style="list-style-type: none"> A lot of trips only transport one person. Too many changes – confusing to seniors Rules/regulations <ul style="list-style-type: none"> Limit of 5 grocery bags (operators assist people with bags) Limits on free and reduced fares Customers required to go to the closest pharmacy Limited service hours Limited service area Limited customer service hours for making reservations. No voice mail for reservations. Application and registration process is time consuming 48 hours needed for reservations Service is only within Pike County Consumers grocery shopping is limited to nearby stores
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> The new Commuter Service of Pennsylvania will be beneficial for commuters 	<ul style="list-style-type: none"> Insufficient Transportation Funding Disconnect between consumers and transportation regulations New health care has resulted in less medical professionals in Pike County

The following bulleted list summarizes the participant’s comments and discussion.

- Pike County Transportation Department is currently reviewing fixed route scenarios in Pike County which includes: Route 507 corridor; Bushkill, PA to Milford, PA; Milford to Matamoras service to Westfall Walmart; and Route 739 corridor.
- Dialysis patients should be a priority.
- Transportation services are needed for released prisoners.
- Consumers need to have freedom of choice of where and when they want to travel.
- Service is needed for shopping and employment opportunities to nearby towns such as Honesdale (Wayne County); Matamoras (Pike County); Hawley (Wayne County); and Milford (Pike County). Grocery stores such as IGA, Weis Market and discount retail stores such as Kmart and Walmart are needed destinations.

- Service is needed to out of county destinations including:
 - New York
 - Monroe County
 - Scranton
 - Danville
 - Wilkes-Barre
 - Newton Memorial Hospital, Newton, New Jersey
 - Tri-State Area
 - Medical professionals and hospitals in Scranton; Lehigh County; Middletown, Wayne Memorial Hospital, Honesdale; Pocono Regional Medical Center, Tobyhanna; and Bon Secours Community Hospital, Port Jervis, NY.
- Seniors need transportation to church services on Sundays.
- Transportation is too costly for low income persons.
- Expand transportation hours and service area to enable disabled people to obtain employment.
- Many disabled consumers are employed in low paying jobs and they cannot afford to pay for transportation to and from work.
- Taxi services include Pike County Taxi (Milford); and, Pocono Cab Company and WGM Transportation in East Stroudsburg (Monroe County).
- Center for Independent Living provides transportation services for its clients and has received favorable comments. The majority use the service for medical appointments. Service should be available Monday through Saturday from 6:00 a.m. to 6:00 p.m. to enable people to use the service for their daily needs. Service is needed to out-of-county destinations including Monroe County.

MONROE COUNTY MEETING

The Monroe County meeting was held on Thursday, November 5, 2015, at the Monroe County Transit Authority's Administrative Office located in Swiftwater. A total of 15 people participated in the meeting including two that participated by telephone. Table 41 lists the meeting participants.

Table 41 – Monroe County Meeting Participants

MONROE COUNTY	
ALAN BARANSKI	NEPA
MATT BOYER	Commuter Services of Pennsylvania
TINA CLYMER	Carbon-Monroe-Pike Mental Health and Developmental
DAWN DAIGNAULT	Human Resources Center Inc.
KAREN EZZO	Monroe County Grants Manager
JASON FAULEY	WGM Transportation
EMMA FURIOSI	Carbon-Monroe-Pike Mental Health and Developmental
TANYA GOODE	Monroe County Transit Authority
ADRIA LABOY	Aetna Better Health
CHRISTINE MEINHART-FRITZ	Monroe Co Planning Commission
HEATHER NOWOSAD	Stroudsburg High School
GRETCHEN PETERS	Monroe County Area Agency on Aging
ARTHUR PIANCONE	Pocono Alliance
NATASHA TUKEVA	Pocono Alliance
DANIEL YELITO	NEPA

Table 42 summarizes the SWOT identified by the participants in the Monroe County meeting.

Table 42 – Monroe County SWOT

MONROE COUNTY	
STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • MCTA <ul style="list-style-type: none"> ▪ Good communications ▪ Very cooperative ▪ Good relationships ▪ Drivers positive and like to help people with disabilities ▪ Color of buses ▪ The bus “kneelers” that lower the front of the bus allow passengers to board and alight easier ▪ MoGo Cards (prepaid fare instrument) permits passengers to ride without carrying cash ▪ Service increases have added destinations for riders ▪ Shared-ride program is good ▪ Route planner on website ▪ Bike racks on busses • Pocono Cab provides service for clients from the hospital to their home • RSVP has volunteer drivers that transport people to medical appointments • Case managers at some agencies unofficially transport clients to medical appointments • Human Resource Center, Inc. provides clients with transportation services 	<ul style="list-style-type: none"> • MCTA <ul style="list-style-type: none"> ▪ Color of buses do not match routes names ▪ Limited service hours <ul style="list-style-type: none"> ○ Service is needed for second and third shifts ○ Late night service is needed for disabled patrons ▪ Limited service area ▪ The shared ride trips are long • Community designs <ul style="list-style-type: none"> ▪ Many community designs are not conducive to transportation including no sidewalks, remote location, circuitous roadways and narrow roadways ▪ Many of the Property Owner Associations are not interested in transit
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • MCTA <ul style="list-style-type: none"> ▪ Educational or marketing opportunity to explain bus colors ▪ Market website ▪ Educate public on service hours • The new Commuter Service of Pennsylvania will be beneficial for commuters 	<ul style="list-style-type: none"> • Insufficient Transportation and Human Services Funding <ul style="list-style-type: none"> ▪ Funding sources are no longer available for clients to assist them with automobile purchases, insurance and/or or vehicle repairs • Some businesses such as retail stores do not want busses on their property

The following bulleted list summarizes the participants' comments.

- Service is needed to Effort and West End in Monroe County and Bushkill in Northampton County.
- Transportation is one of the top three major needs for MHMR clients.
- Transportation should be a major part of the planning processes for developments and businesses.
- Veterans Association in New Jersey has volunteer drivers and they have helped Monroe County veterans with medical transport.
- Pocono Cab and WGM had voucher programs that were successful.
- Matt Boyer, Executive Director of Commuter Services of Pennsylvania, provided an overview of the commuting services that are now available in Monroe County and stressed that the services are for work trips. Commuting services include transit, carpooling, vanpooling, walking, biking and telecommuting and indicated that his company may be able to help with second and third shift transportation trips.
- Medicaid pays only for medical transportation trips.

After the meeting, the Monroe County Grants Manager provided the following input:

- Recent Community Needs Survey indicated that transportation again is one of the top barriers.
- Mileage comparisons from where people can afford to live in Monroe County to where the jobs are reveal that:
 - Highest is Bushkill to Kalahari – 28.35 miles one-way.
 - Western side of the county from Kunkletown to Johnson and Johnson – 28.29 miles one-way.

MCTA MEETING SUMMARY

On November 3, 2015, a meeting was held with the Executive Director of MCTA, Peggy Howarth, and the agency's Call Center Supervisor, Tanya Goode. In 2013, MCTA agency status changed from rural to urban. MCTA provides fixed route and demand response services primarily in Monroe County. Demand response services are provided to neighboring counties on an as needed basis. Ms. Howarth provided an overview of MCTA and advised that she was a key player in developing the previous Plan. Meeting attendees discussed the need to obtain as much feedback from agencies and the public as possible insuring that underserved populations participate.

The following bulleted list summarizes key transportation topics:

- All MCTA's fixed route vehicles are accessible.
- 90% of MCTA's shared ride vehicles are accessible.
- MCTA has seen an increase in LEP customers, and has produced a rider brochure in Spanish and dedicated a staff position, a bilingual assistant, to these efforts.
- Medical transportation services extend out of Monroe County to as far as Philadelphia. MCTA's services are provided outside of Monroe to the following counties: Lehigh, Northampton,

Lackawanna, Luzerne, Carbon, and Montour. Service to Danville in Montour County occurs twice a week.

- Out of county shared ride services are primarily medical.
- Medical, shopping and casino are key shared ride trips.
- Sheltered Workshop uses fixed route services.
 - Burnley Sheltered Workshop has 60-70 jobs.
- Monroe County has two taxi companies and Martz Trailways operates inter-city transportation.
- 10% of Monroe County workers commute outside of the County.
- MCTA has experimented with extending services into the evening; however, it was unsuccessful.
- Funding is not available for all customers that need transportation services.
- PwD funding is not available for Sheltered Workshop transportation.
- Pocono Alliance, Bridges out of Poverty, Commuter Services of Pennsylvania and Vride were identified as organizations that could provide input into the Plan. Their information was incorporated into the Plan.
- MCTA works with neighboring counties for shared ride and fixed route services. MCTA and County of Lackawanna Transit Authority (LCTA) experimented with connecting service between Monroe County and Mohegan Sun Pocono. The experiment was not successful. MCTA has worked with Pike and Carbon counties on occasion on out-of-county bordered shared ride services through reimbursement processes. Coordination of paratransit services for customers with origins and destinations near county lines has been successful.
- Largest employers include Tobyhannah Army Depot and Sanofi (pharmaceutical company).
- Transportation to kidney dialysis facilities is growing and the number of dialysis facilities is increasing as well.
- The Veterans Hospital in Wilkes-Barre is a common shared ride destination.
- Transportation providers in Monroe County include: RSVP, Daffodil Express (provides transportation for cancer patients) and Pocono Cab and WGM Transportation (taxi companies).
- Vride provides commuters with vanpool assistance.
- Commuter Services of Pennsylvania is new to Monroe County and provides assistance to customers with transit, carpool, vanpool, biking, walking and telecommuting.
- Funding is a major issue. Often times low income customers need transportation services and there are no funding sources available to them.

SURVEYS

Three surveys were designed and distributed during October and November 2015. The first survey was a basic survey. The results of the survey are detailed in Exhibit 14. The survey was sent out to 75 people (Exhibit 15) who represented key organizations that included human services, education, medical, planning, and transportation. A copy of the survey is located in Exhibit 16. The purpose of this survey

was to determine people who may be interested in providing feedback into the Coordinated Transit Plan.

The second and third surveys were developed to obtain feedback into the Plan. The second survey had two versions, long and short, and survey was developed to obtain feedback from the public at large, as well as users and potential users of transportation services. The short version of the public survey was developed at the request of sub-committee members to enable them to reach out to more clients/customers who may be reluctant to complete the longer version. People were able to complete the surveys on-line or submit paper copies by e-mail, U.S. Post or fax. The third survey was developed as outreach to stakeholder agencies including human services, government and transportation. Exhibits 17 to 22 contain copies and results of the three surveys.

In order to obtain input from a broad range of stakeholders, survey questions were developed and distributed by the Coordinated Transit Plan Subcommittee to the public and agencies throughout the NEPA MPO region. The subcommittee members from the four county meetings assisted in disseminating the public and organization surveys through a variety of methods including the following:

- Forwarding the surveys to human services colleagues.
- Distributing surveys at meetings.
- Distributing survey to clients and customers.
- Survey links on websites.
- Survey links on Twitter and Facebook.
- Mailing surveys to clients and customers.

The survey response period was open from November 9, 2015 through December 10, 2015. A total of 387 responses were received of which 13 were basic, 101 were from organizations and 273 from the public (179 long and 94 short).

NEEDS AND GAPS

OBJECTIVE

A fundamental purpose of a Coordinated Transit Plan is to identify and analyze the transportation needs and gaps that exist in a particular region, in this case Carbon, Monroe, Schuylkill and Pike counties, and the impact those deficiencies have on underserved populations.

Determination of transportation needs and gaps in the NEPA MPO region consisted of analyzing transportation trips that were not able to be taken due to deficiencies. Additionally, services were assessed to identify duplications, redundancies and overlaps.

APPROACH

To determine transportation needs and gaps, a variety of data was examined including demographic information, transportation services available in all four counties, input from the public and stakeholders, and conversations with transportation and human services organizations. By accumulating

pertinent information and using calculations from the Transportation Cooperative Research Program (TCRP) Report 161 titled “Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation”, specific areas of transportation needs and gaps were able to be identified and confirmed.

FINDINGS

The NEPA MPO region exhibits a basic level of transportation services available to residents including underserved populations that are provided by a combination of public transit agencies, human services organizations and private operators. Each county has transportation agencies that provide some level of shared ride, human service and commuter transportation trips. This analysis determined that there are unmet transportation needs in the region including un-served areas and destinations, duplications and overlaps, infrequent and inconsistent services and issues with human service client eligibility.

It also revealed that affordability is a barrier to transportation access for some customers, an issue that negatively impacts underserved populations like low income, minorities, limited English proficiency, persons with disabilities and senior citizens. These gaps are compounded by limitations experienced by clients of human services organizations. According to results of the organization survey, the majority (86%) expressed that their clients routinely had transportation needs that the agency could not routinely serve. Clients themselves have limitations impacting and, in some cases, precluding travel such as age, physical disability, mental disability, low income, remote/rural location, funding eligibility, costs and transit service hours and days of operation.

Overall, people throughout the region expressed a need for transportation services for a variety of reasons including work, medical appointments, recreational activities, childcare, school and visiting friends and families. Human service agency employees and counselors confirmed as well that their clients have needs that are not being met.

The culmination of research, demographic data and input from the public and stakeholders demonstrated that the NEPA MPO region has needs and gaps in transportation services, the gaps are:

GAP 1: Transportation Access Infrastructure

GAP 2: Partnerships and Coordination

GAP 3: Access to Funding

GAP 4: Education and Awareness

GAP 5: Public Transportation Options

GAP 6: Public Transportation Services

TRANSPORTATION ACCESS INFRASTRUCTURE

Survey results revealed that residents lack access to transportation services based mostly on the rural profile of the region. Typically, rural communities do not have public amenities conducive to walking, biking and transit. Conversely, urban areas with denser populations tend to have infrastructure for alternative modes of travel like sidewalks, bike lanes and bus transfer hubs. The region ranges from 38%

to 71% rural. The two counties with the highest percentage of urban population, Schuylkill and Monroe, have fixed route transit service that operates on regular schedules and connects riders with major destinations. However, Carbon and Pike counties focus much less on fixed route transit because their geographies and sparse populations are not conducive to this type of service. Table 43 shows urban versus rural populations in each county.

Table 43 – 2012 Urban and Rural Populations

COUNTY	TOTAL POPULATION	URBAN	RURAL
CARBON	65,006	53%	47%
MONROE	168,798	62%	38%
PIKE	56,899	29%	71%
SCHUYLKILL	147,063	64%	36%
SOURCE: U.S. Census Data, www.city-data.com			

Additionally, according to U.S. Census data, the majority of people (79% to 83%) in all four counties have access to two or more vehicles with most commuting to work alone. Less than 1% of the population bikes to work, less than 4% walk to work, less than 4% ride transit to work, and slightly more than 9% carpool.

POTENTIAL SOLUTIONS – There are benefits to implementing alternative modes of transportation and related infrastructure. Walking, biking and transit offers residents other convenient and cost-effective choices, reduces traffic congestion, air pollution and fuel costs and improves overall health and safety.

Local partners should undertake a study intended to identify and prioritize geographic areas throughout the region where it makes sense to invest capital for multimodal infrastructure improvements by examining specifically:

- Sidewalks (for pedestrians and persons with disabilities)
- Sidewalk continuity
- Shared roadways (bike lanes)
- Off-road paths and bike trails
- Bike racks
- Bus stops with shelters and lighting
- Turning radii for buses
- Size and height of marquees for bus maneuverability

As part of the study, consider identifying and establishing regional guidelines that require new residential, commercial and retail developments to establish public transportation infrastructure where practical.

PARTNERSHIPS AND COORDINATION

Agencies throughout the region provide minimal collaboration when it comes to coordinating transportation services. Efforts range from no coordination to assisting with paperwork, transportation

arrangements and referrals. Primarily, coordination between public transit agencies focuses more on shared ride transportation services than fixed route interfaces.

In general, organizations that responded to the survey said they provide one or more types of transportation assistance to their clients. The highest percentage (42%) indicated that they refer clients to public or private transportation providers. The next highest percentage (17%) said they transport clients using agency vehicles. Results of the organization survey identified coordination suggestions that should be considered:

- Coordinate transportation and treatment regimens;
- Coordinate services among transportation providers; and
- Address solutions for people unwilling or apprehensive to use public transportation.

There seems to be a need for a centralized structure for collaboration and coordination; however, it should be recognized that implementing coordination strategies can be difficult because of differences in federal programs, transportation providers and human services organizations. Funding streams are different with each program and rules and eligibility vary among organizations. Other barriers to coordination include both liability and insurance issues, and dissimilarities in vehicle types, operation **procedures, service areas, service standards and customer/client information.**

POTENTIAL SOLUTIONS – Consideration should be given to forming committees: a transportation committee and a human services committee. The transportation committee would consist of representatives of organizations that provide or coordinate transportation services, such as public transit operators, commuter services organizations, and private and other public transportation providers. This committee would meet on a regular basis (at least quarterly) to discuss the types of transportation they are providing in an effort to identify ways to coordinate and reduce duplication of services. The human services committee would consist of human services organizations whose clients need transportation. They would meet to discuss client transportation needs and treatment regimens as well as ways in which treatments could be arranged to make it easier for clients to use transportation and offer recommendations to improve transportation services. The outcomes resulting from the human services committee would then be brought to the transportation committee for consideration and implementation.

To ensure participation in meetings and increase influence, an attending member could represent an entire sector acting as a conduit for distribution of meeting outcomes and information. Increasing involvement in meetings would enhance the amount of information shared and improve the opportunity to lobby for state and federal rule changes that negatively impact client and customer transportation services. In addition, the committee members could identify political champions to assist with transportation initiatives and priorities.

ACCESS TO FUNDING

Funding availability is an issue for the transportation agencies and human services organizations in the region. Many transportation programs and funding sources have criterion that are restrictive and sometimes difficult for agencies and for their clients to meet. For example, some funding sources have income thresholds that preclude those with marginal incomes from being eligible and able to ride.

Maintaining transportation funds are is a concern. Public transportation agencies are required by their funders to meet specific performance measures, which are achieved by making sure transportation services are operated efficiently. Failure to meet performance metrics over the long-term ultimately result in the reduction of funds. Transportation agencies continuously monitor performance and take corrective actions to improve metrics and, often times, improving metrics results in the reduction or elimination of services.

Human service organizations are faced with funding challenges as well and, as such, transportation is often un- or under-funded.

Results of the organization survey provided the following suggestions for improving access to and availability of funding:

- Dedicate funds to assist low income persons with transportation costs;
- Combine resources with other agencies or counties;
- Keep fares low;
- Approve transportation for the Psychosocial Rehabilitation programs or have managed care organizations in the area increase their rate; and
- Expand MATP programs to offer transportation to places of employment.

POTENTIAL SOLUTIONS — Funding issues cross multiple federal and state departmental/divisional budgets and, as such, potential remedies are complex. Traditional public transportation funding specifically provides monies for all modes of public transportation services that are available to the public at-large; whereas, other funding sources are tied to people who meet certain criteria established by the funding agency such as income, disability or age group. A few sources place restrictions on transportation funds such as restricting transportation for only medical trips and requiring 24-hour advanced reservations. Changes to rules for the various funding streams will require a concentrated effort that most likely will need the support of elected officials. The leaders of organizations in the region should meet and, through consensus, identify a few key funding rules that could be changed or expanded to increase the number of people eligible for transportation funding and reduce restrictions. Thereafter, local leaders should work together to develop a plan to solicit support of elected officials to effectuate changes.

EDUCATION AND AWARENESS

Traveling by transit in the region is not easy and sometimes difficult to understand. Those unfamiliar with public transportation services can be overwhelmed and subsequently apprehensive to understand or use the services that do exist. This issue is even more significant for people who have never used transit.

Even though most of the region's residents live primarily in automobile oriented communities and have access to cars, a small percentage of the counties' residents use transit to commute to work. However, the services pose many challenges; transit commute times typically exceed 60 minutes; and services usually have to cross county and even state boundaries. Additionally, service is mostly infrequent making it difficult for novices to learn and plan their trips.

The survey results revealed that there is a need for information about transportation services. The majority (58%) of public survey respondents indicated that they would use transportation services if they knew what was available. The type of information needed by potential riders includes: available services; how to use the services; how to pay for services; and assistance in paying for services. Due to the complexity of the information, lack of knowledge of the service areas and/or lack of knowledge of services available, the information that is provided to customers by third parties is often incomplete or inaccurate. Organizations also indicated that a direct connection to transportation providers would be beneficial.

The organizations were asked to identify the significance of four transportation issues as they relate to access to information about transportation options. The majority of responses indicated that the issues are significant with the two most significant being: difficulty finding service information; and insufficient budgets, staff and time. To a slightly less degree of significance, the other problems cited are inaccurate and inconsistent information and no centralized information center.

The majority (65%) of the organization survey respondents indicated that their clients do not have reliable internet access. Survey comments stressed that information needs to be disseminated through means other than the internet because people, especially seniors and low income, may not have access to the internet.

In all four counties, Hispanics and Latinos made up the largest minority populations and the largest number of people who speak English, less than very well speak Spanish or Spanish Creole. This demographic data suggests that reaching out to Hispanic and Latino populations to determine their transportation needs as well as publishing materials in Spanish could result in better service for the region's protected groups and increased ridership for the transit agencies.

Educating residents about public transportation, alternative ways to travel and available programs can go a long way to improving access to the region's residents. Some survey respondents indicated they would benefit from understanding how to use transit. Travel training programs can benefit all people particularly senior citizens, low income, limited English proficient and persons with disabilities.

The organization survey also confirmed the need to educate people about transportation services and implement education/training suggestions from the surveys:

- Educate people about services that are available (some people are unwilling or apprehensive to use public transportation);
- Change the mentality of residents so they can realize the value of public transportation;
- Develop and provide consistent transportation information;
- Simplify transportation information;
- Collaborate to establish public education programs and incentives for doctors to coordinate appointments for consumers in rural areas;
- Improve customer service skills of transportation operators and office staff;
- Set up tutoring program or driver education programs to help people get their licenses and work towards independent transportation; and

- Be sensitive and aware of customer concerns such as those that impact senior citizens, persons with disabilities and those with mental health issues.

Centralizing Information is an important element to education and awareness. There are examples of centralized transportation information throughout the Country. Pennsylvania has an initiative called PA211 (<https://pa211.communityos.org/cms/>) that is attempting to build a statewide information hub for community and human services information that includes transportation services. Rabbittransit in York County, Pennsylvania received a grant in 2014 for a demonstration project to connect customers, specifically veterans and military families to transportation services using a website (<http://www.findmyridepa.com/#/>). The amount and type of information that is gathered varies. There are a few human service and transit agencies that employ mobility managers to assist people in meeting their transportation needs. The functions of mobility managers vary from a person who arranges transportation services for a specific population or client to a person that provides information on alternatives to the single occupant vehicle (bike, carpooling, etc.).

POTENTIAL SOLUTIONS – Consideration should be given to establishing a formal process or program to educate clients, customers and the public at-large about transportation services available in the region and how to use those services. The information should focus specifically on available services, locations of services, how services interface (how transfers can be made) and the best ways for riders to plan their trips. The information should be simple, clear, consistent and easy accessible by all kinds of users and through a variety of mediums. The education campaign should also identify the benefits of transportation for protected groups as well as the public. Marketing the benefits of transportation with the objective of stressing the value of using public transportation like low cost, environmental benefits and human health impacts would increase awareness and the importance of transportation. Regional stakeholders should work together to develop the awareness program's objective, framework and message, distribution methods, and responsibilities for updating and keeping the program current and accurate.

Information about available transportation services is essential to encouraging people to use the services. The counties should consider establishing a central location for compilation, storage and dissemination of information about transportation. A central location would make it easy for consumers to obtain information about all services as well as help human services professionals in their efforts to assist clients with transportation issues. One challenge with establishing a central clearinghouse for information is being able to keep the information up-to-date. However, this challenge can be offset by dedicating a specific position or agency to be responsible for the data and upkeep.

The region's public transit agencies could also play a pivotal role in increasing awareness of transit and available services. Many transit agencies throughout the state have travel training programs, which are essentially presentations made by staff to groups like senior citizens, persons with disabilities or high school classes about how to use transit and how transit can increase mobility options. The program should be available in a variety of mediums such as traditional in-person presentations, on-line Power Points and videos and in brochures. The educational programs should be communicated simply and available in accessible formats including in multiple languages, sign language and Braille. Maps, symbols, pictograms and ideograms can simplify the information and aid readers' understanding.

Transit agencies could also implement programs to improve customer service skills of their drivers and front line personnel that interact frequently with riders and potential riders. It is imperative for those that interact frequently with customers to understand their needs and transportation services available and, at minimum, be able to inform customers who to call for additional assistance. Drivers and front line personnel need to be aware of the importance of providing exceptional customer service and sensitivities of handling the needs of senior citizens, persons with disabilities, low income and limited English proficient people. Transit agencies should establish partnerships with human service organizations to ensure that their staff understands public transportation services and how to use them. These partnerships would ensure the dissemination of reliable, consistent information and improve customer service.

Getting to medical services is a need demonstrated by people in the region and, as a result, medical transportation is essential. A concerted effort should be considered that educates medical providers about transportation challenges faced by their clients and deficiencies within the current systems and establishes a process to schedule client appointments commensurate with the availability of transportation services.

PUBLIC TRANSPORTATION OPTIONS

Survey respondents indicated the need for daily transportation services to get to work, medical appointments, grocery shopping, school and entertainment. Specifically, the need to get to jobs to improve lives and increase mobility was identified along with the inability to get to second and third shift employment. An examination of services determined that actual transportation services are limited in areas of low density and people are generally not aware of the extent of services available.

As part of the survey, organizations were asked to rank, in order of significance, the following four transportation issues: cost; service is not convenient; safe pedestrian access; and advanced reservation requirements. Of those four, the most significant issue identified by the organizations was that transportation services are not convenient for their clients. Specifically, organizations indicated the following public transportation services that need to be improved for their clients:

- service to medical, grocery shopping, work, libraries, food pantries, schools, county offices, church, community centers, entertainment venues and human services agencies;
- service to job locations;
- extended service hours;
- service hours and days consistent for second and third shift employment;
- weekend service or extended weekend hours;
- extended days of operation;
- increased service frequency;
- reduce shared ride travel and wait times;
- consistent bus routes;
- convenient transfers;
- more routes through neighborhoods;
- connect with other transportation agencies;
- improve scheduling and route planning;

- improve on-time performance;
- expand service areas (including out-of-county);
- transportation services need to be more flexible;
- reduce or eliminate advanced reservation requirements;
- cancellation, no-show and eligibility rules are often too strict;
- simplify scheduling and referral process;
- simplify routes;
- drivers should assist consumers on and off buses; and
- develop an employment related shared ride program to assist people with getting to work.

The majority (60%) of the public survey respondents indicated that they believed their transportation options were limited; this belief was stronger in the counties that had no or one fixed route. This sentiment was confirmed again in another part of the survey in which 73% of the respondents indicated that transportation services were limited. Responses to the organization survey also supported the opinion that transportation options are limited and, as a result, provided suggestions to improve transportation options such as increasing hours, days, frequencies and areas of service.

POTENTIAL SOLUTIONS – For public transit agencies, adding service as suggested by organizations and their clients is cost prohibitive because the demand for service increases is usually not sufficient to justify the costs of those increases. Public transit providers have fixed state and local budgets and are challenged annually to work within the constraints of those funds. The Service Alternative Section highlights a few strategies that agencies may be able to implement to offset costs by conducting system-wide reviews of services and eliminating unproductive trips. Addressing customers’ suggestions for more transportation services could be accomplished by:

- considering implementation of service suggestions;
- increasing transportation options for the counties through consistently updating information about available transportation services (public and private);
- working with local planning organizations for new developments to consider alternative transportation in its designs;
- effectively communicating and disseminating transportation information to the public targeting underserved populations;
- implementing service enhancements;
- working with political leaders to address transportation challenges; and
- centralizing information about available transportation services.

PUBLIC TRANSPORTATION SERVICES

SHARED RIDE

In addition to the issues identified in Gap #5, Public Transportation Options, survey respondents identified the need for punctuality and flexibility with shared ride rules as well as the need to reduce wait times and improve scheduling and advanced reservations processes. Survey respondents also identified the need for work trips in- and out-of-county.

POTENTIAL SOLUTION – Commuter Services of Pennsylvania is currently active in all four counties promoting commuting alternatives to the single occupant vehicle. Partnering with Commuter Services of Pennsylvania or a similar agency could enable the transit agencies to design effective transit service for work trips. The following are suggestions that transit agencies might consider implementing to enhance the customers’ experiences, improve perception of the transit agency, as well as, improve the service design of work trips.

- Convenient transfer locations with amenities (can be part of the recommendation to undertake a study).
- Improve on-time performance for fixed route and demand response services.
- Reduce shared ride travel and wait times.
- Reduce advanced reservation requirements if it exceeds 24-hours; work with the state to allow exceptions and educate people on why there is a requirement.
- Review rules (cancellation, no-show and eligibility rules are often too strict) for demand response services and, wherever possible, make the rules more lenient or educate the people why the rule exists.
- Review scheduling processes from the customer perspective and streamline processes if feasible.
- Work with major employers or multiple employers in an area to encourage alternative transportation.
- Work with Commuter Services of Pennsylvania or similar organizations to identify possible work trip opportunities and/or service coordination.

Results of the public and stakeholder surveys as well as demographic analysis showed there is a need for the following types of trips: medical, work, grocery and retail shopping, prescription pick-ups, child care, school, entertainment and miscellaneous. Of those trip types the top three needs are medical, work and shopping. All four counties in the NEPA MPO region have, at minimum, shared ride transportation services that make most kinds of trips possible throughout each county. However, the fare for those trips is sometimes a burden on members of underserved populations such as low income who are not always able to afford the fare or are not eligible for subsidies.

WORK TRIPS

Work trips are the primary means of support for all populations but most notably the underserved; the inability to access employment negatively impacts all the other needs. Most of the work trips provided in the region occur during “traditional” business hours Monday through Friday. Often times the people who need access to work need the services for second and third shifts.

POTENTIAL SOLUTION – To increase the availability of work trips to the largest number of people, each county needs to identify the locations of businesses that have the largest number of employment opportunities. Transit agencies and human services organizations should work together (possibly through the committee recommended in the Needs and Gaps Section) with Commuter Services of Pennsylvania to identify employment opportunities. Commuter Services of Pennsylvania works with employers throughout the four counties and some of the adjacent counties. Transit agencies should

review their services to identify possible changes to its schedules to serve businesses with employment opportunities and work with adjacent transit agencies to identify connecting services for employment opportunities.

SHOPPING TRIPS

Survey results indicated the need for a variety of shopping trips both in and out of county as well as additional service to current retail destinations. In many cases, people were interested in discount stores, local establishments and different venues.

FIXED ROUTE

IN COUNTY TRANSPORTATION SERVICES

The following are in-county service enhancements that would increase the mobility of the residents in each county. The suggestions are based on survey results and an examination of fixed route service in the region and should be evaluated by each transit agency to determine any impacts on the transit system as a whole. The suggestions are based on outreach and demographic information so transit agencies should incorporate any previous experiences and local ridership patterns into the final service designs. All service suggestions would increase costs; therefore, agencies should review all of their services and incorporate the concept (s) into a final design that maximizes productivity and minimize costs.

CARBON, MONROE AND SCHUYLKILL COUNTIES

- Evaluate shared ride origins and destinations and where feasible consider implementing deviated fixed route services to reduce costs of shared ride services.

CARBON COUNTY

- Redesign fixed route services to increase service to Lehigh Valley Mall and implement one or more deviated fixed routes.
 - Combined Lynx Routes 1 and 2 to provide service five days a week from Nesquehoning to Lehigh Valley Mall including Bowmanstown.
 - Add one inbound and one outbound trip to Lynx 3 to provide additional service to Tamaqua.

MONROE COUNTY

- Recommend that MCTA review its Blue Route (Mount Pocono/Stroudsburg) to see if ridership warrants an increase in service frequency.
- Consider adding an additional weekday and Saturday p.m. round trip on the Eagles Glen/Stroudsburg (Red Route) and the Blue Route.
- Shared ride (except ADA services) currently operate only on weekdays. Consider expanding services on Saturday from 10:00 a.m. to 4:00 p.m.

PIKE COUNTY

- Implement one or more deviated fixed routes.
 - Offer the following two services on alternate days:
 - Matamoras to Milford to Dingmans Ferry

- Matamoras to Shohola to Milford to Dingmans Ferry

OR

- Offer deviated fixed route that coincides with current Senior Center services:
 - Milford to Matamoras to Shohola to Lackawaxen (Monday and Wednesday)
 - Milford to Dingmans Ferry to Lords Valley (Tuesday and Thursday)
 - Matamoras to Milford to Dingmans Ferry
- Increase hours of operation on weekdays from 7:00 a.m. to 5:00 p.m.

SCHUYLKILL COUNTY

- Consider extending weekday and Saturday services on core routes until 7:00 p.m. on weekdays and 6:00 p.m. on Saturdays.
- Shared ride (except ADA services) currently operate only on weekdays. Consider expanding services on Saturday from 10:00 a.m. to 4:00 p.m.

OUT-OF-COUNTY SERVICES

The outreach indicated a need and/or interest in out-of-county transportation services. There were two primary types of needs identified: commuter bus or rail services (connecting outlying areas with a central city) and service to neighboring counties for employment, medical and shopping venues. Exhibit 23 provides a summary of the four counties and the neighboring counties public transit agencies.

COMMUTER SERVICES

Out-of-county cities with the highest potential of demand for commuter services from the four counties are Philadelphia, Harrisburg, and New York. Currently, each of the counties has some level of commuter bus service. The outreach did not indicate a sufficient need or demand to support designing services specifically to feed into current out-of-county commuter bus services; however, it did indicate that there was a need for information about available services.

SERVICE TO NEIGHBORING COUNTIES

The four counties all have adjacent counties with fixed route services and there may be opportunities for the counties to connect with these services to enable residents to access more destinations. Connecting services can occur with both fixed route and demand response services, as well as, combining the service types. Passengers can view these connections or transfers as inconvenient; however, it can be offset with increased destinations.

Each county has several options for connections and each County should start with one connection and work to build the ridership through grass roots marketing. This initiative will require partnering with the neighboring transit agency. All of the counties in Pennsylvania have paratransit services. The following briefly describes neighboring transit agencies that operate fixed route services.

- **BERKS AREA REGIONAL TRANSPORTATION AUTHORITY (BARTA)** – BARTA provides service in the City of Reading and surrounding areas in Berks County. The majority of its routes operate into BARTA's Transportation Center in downtown Reading. BARTA's route 20 operates to Hamburg, PA which is approximately 18.5 miles from Pottsville, PA.

- **CAPITAL AREA TRANSIT (CAT)** – CAT operates services in Cumberland and Dauphin Counties with its primary service area the City of Harrisburg and surrounding townships. The majority of its routes serve Downtown Harrisburg.
- **COUNTY OF LACKAWANNA TRANSIT SYSTEM (COLTS *)** – COLTS provides service in and around the City of Scranton in Lackawanna County as well as a few routes go into Luzerne County to Pittston and Mohegan Sun Pocono. The majority of COLTS routes can be accessed in downtown Scranton (Lackawanna Transit Center or Marketplace at Steamtown. Connections would provide access to additional medical facilities, educational institutions, shopping and entertainment venues.
- **COUNTY OF LEBANON TRANSIT (LT)** – LT provides service in and around the City of Lebanon as well as service to Hershey and Harrisburg, PA. All of its routes serve the transit terminal in Downtown Lebanon.
- **HAZLETON PUBLIC TRANSIT (HPT)** – HPT provides service in the City of Hazleton and surrounding townships. All HPT routes can be accessed in downtown Hazleton at Church Street Station. HPT provides one inbound and one outbound trip to Wilkes-Barre Wyoming Mall and there are trips between downtown Hazleton and McAdoo and Beaver Meadows. HPT also has service to Humbolt Industrial Park.
- **LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY (LANTA)** – LANTA provides services in Lehigh and Northampton Counties. They have three transit centers that are located in Allentown, Bethlehem and Easton. LANTA also has several routes at Lehigh Valley Mall.
- **LOWER ANTHRACITE TRANSIT SYSTEM (LATS)** – LATS provides service primarily in and around the Borough of Mount Carmel. It operates two regular routes and one seasonal route. Service primarily City of Shamokin, Coal Township, and the boroughs of Kulpmont, Marion Heights, and Mount Carmel.
- **LUZERNE COUNTY TRANSPORTATION AUTHORITY (LCTA*)** – LCTA provides service in Luzerne County (primarily Greater Wilkes-Barre area) and a few routes into Lackawanna County to Old Forge and downtown Scranton. All of LCTA routes can be accessed in downtown Wilkes-Barre at the Intermodal Transit Center.

* COLTS and LCTA have services that cross in several places such as, downtown Scranton, Mohegan Sun Pocono and Old Forge, enabling riders of both systems to travel to destinations in both counties.

The following are initial suggestions for connecting with neighboring agency (ies) to expand rider destinations. The services will require working with the neighboring agencies, as well as partnering with business and significant marketing to offset costs. All of the neighboring fixed route service providers except LATS have at least on major transit terminal that makes transit connections easy to use and communicate. In addition, agencies should identify any major employment opportunities and/or work with Commuter Services of Pennsylvania and evaluate the possibility of work trips and schedule accordingly. The following suggestions are for fixed route; however, agencies could use the connection points for paratransit services to expand destinations and/or reduce travel time to out-of-county destinations for riders to connect with fixed route services. This will require educating the customer on the benefits and how to use the services.

CARBON COUNTY

- Increase service on Route Lynx 1 (Nesquehoning/Lehigh Valley Mall), coordinate connection times at Lehigh Valley Mall with LANta services and market connections.
- Increase service on Lynx 3 (Nesquehoning/Tamaqua), coordinate connection times in Tamaqua or Hometown Walmart with STS services and advertise connections.
- Extend services on Lynx 3 to McAdoo to connect with HPT.
- Advertise HPT services that are currently available in the Carbon County towns of Beaver Meadows and Weatherly.

MONROE COUNTY

- Extend services to connect with COLTS in Scranton, PA. Market connections.
- Service from East Stroudsburg to Easton, PA to connect with LANta. Service may be able to be an extension of a current route. Market connections.

SCHUYLKILL COUNTY

- Extend services to Hamburg, PA to connect with BARTA.
- Increase service and work with CCCT to connect services in Tamaqua or Hometown Walmart.
- Increase service to McAdoo and coordinate connections with HPT.

PIKE COUNTY

- Implement a fixed route or a deviated fixed route to extend out-of-county to Dunmore or Scranton, PA to connect with COLTS and LCTA.
- Implement a fixed route or a deviated fixed route to extend out-of-county to connect in East Stroudsburg with MCTA.

SERVICE ALTERNATIVES

Operating fixed route service in areas that are largely rural like NEPA is challenging and cost-prohibitive. Geography, topography, population density and vehicle ownership all make fixed route bus service hard to implement and sustain. However, there are non-traditional types of transit service, which can be considered, that are more conducive to sparsely populated and spread-out locations. The following list presents eight types of transit service that can be a more cost-effective and convenient alternative to traditional fixed route.

1. **FEEDER SERVICE.** Bus, van or paratransit vehicles that traverse outlying communities connecting with main line fixed route service utilizing timed transfers and safe and convenient transfer locations.
2. **INTEGRATED SERVICE.** Bus, van or paratransit vehicles that connect with another service type or transportation provider utilizing timed transfers and safe and convenient transfer locations.
3. **DEMAND RESPONSE FEEDER.** Service that requires advanced reservations, but includes scheduled transfer points that connect with a fixed route.

4. **DEVIATED FIXED ROUTE.** Fixed route (service that operates along a fixed path at fixed times) that deviates from the path at the request of passengers. To make this manageable and to adhere to schedules, transit agencies can restrict locations and/or distance from the fixed path.
5. **FLEXIBLE ROUTE SEGMENTS.** Similar to deviate fixed route, but with specific sections of a fixed route that operate as demand response.
6. **REQUEST STOPS.** A fixed route service that has stops that are identified as “request stops” and served only at the request of a passenger.
7. **POINT DEVIATION.** Fixed route service with a specific set of scheduled stops and times. The path to arrive at the stops varies and serves locations within a specified area upon passenger request.
8. **ZONE ROUTE.** Primarily a demand response service with a scheduled arrival and departure time at its ends points.

CONFIRMATION OF REGIONAL TRANSPORTATION NEEDS AND GAPS

Because the NEPA MPO region exhibits a wide range of population densities (from areas exhibiting 36% to 71% rural to small urban cities), the transportation needs and gaps resulting from this study were verified using information from Transit Cooperative Research Program Report 161. The report defines need as “the number of people in a given geographic area likely to require a passenger transportation service.” It defines mobility gap as “the difference between the number of trips made by persons who reside in households owning no personal vehicle and the number of trips that would likely be made by those persons if they had access to a personal vehicle.” Report 161 further indicates that “vehicle ownership and poverty” are two factors that show “the greatest impact on trip need.”

The estimated need for transportation services is determined “by the number of persons residing in households with income below the poverty level, plus the number owning no vehicles.” The calculations take into account that persons without a vehicle or the ability to drive may elect not to make a trip or friends or family may decide to transport them.

Table 44 – Estimated Number of People That Need Transportation

DEMOGRAPHIC DATA	CARBON	MONROE	PIKE	SCHUYLKILL
Persons residing in households with income below the poverty level (U.S. Census Table B17001)	7,440	19,790	5,119	17,946
Persons residing in households with zero vehicles (U.S. Census Table B08201 – multiplied the number of households with no vehicles by the number of people in the households)	3,233	5,099	1,687	8,651
TOTAL (estimate of number of people in need of transportation services):	10,673	24,889	6,806	26,597
SOURCE: U.S. Census 2009-2013 American Community Survey 5-Year Estimates				

Tables extracted from Report 161 show rural trip gaps for the United States by region using data from the 2009 National Travel Survey. Trip gaps for Pennsylvania, which is part of Division 2, are depicted in Table 45 and Table 46.

Table 45 – Trips per Rural Household per Day

CENSUS DIVISION	STATES	0 VEHICLES	1 VEHICLE	GAP IN TRIPS
		TRIPS PER RURAL HOUSEHOLD PER DAY		
National Census Area	All	3.2	4.7	1.5
Division 2 Mid Atlantic Census Area	New Jersey, New York, Pennsylvania	3.5	4.8	1.3

Table 46 – Mobility Gap Calculation by County

DEMOGRAPHIC DATA	CARBON	MONROE	PIKE	SCHUYLKILL
Households with No Vehicle Available	2,177	3,073	989	5,799
Gap	1.3	1.3	1.3	1.3
Trips per Day Missed (Mobility Gap)	2,830	3,995	1,286	7,539
Annual Estimate of missed trips (300 days per year to account for less trips on weekends)	849,030	1,198,470	385,710	2,261,610
SOURCE: U.S. Census 2009-2013 American Community Survey 5-Year Estimates & TCRP Report 161, Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation, 2013				

Using Report 161's calculations, it is estimated that the number of people who need transportation services in the region ranges from 6,806 in Pike County to 26,597 in Schuylkill County or 12% to 18% of the population. The outcomes of the public and organization outreach plus results of the Need and Mobility Gap calculations demonstrate that there are both needs and gaps in transportation services in the NEPA MPO region.

RECOMMENDATIONS FOR TRANSPORTATION PROJECTS/PLANS/SERVICE

Based on the culmination of research, information, public and stakeholder surveys and basic transit service assessments, the following projects are recommended to improve coordination and transportation access in the NEPA MPO region.

GENERAL RECOMMENDATIONS

The following table summarizes the general project recommendations. The recommendations will improve current and future transportation services.

Table 47 – General Project Recommendations

POTENTIAL PROJECTS		RECOMMENDATIONS	COST ESTIMATE
1	TRANSPORTATION ACCESS INFRASTRUCTURE	Undertake a study	\$75,000.00
2	PARTNERSHIPS AND COORDINATION	Transportation Committee	In-kind
		Human Services Committee	In-kind
3	ACCESS TO FUNDING	Concentrated effort with support of elected officials	In-kind
4	EDUCATION AND AWARENESS	Formal process or program to educate clients, customers and the public at-large	In-kind
		Develop print and electronic materials (brochures, website or web page, video or PowerPoint)	\$7,500.00
		Central location	In-kind
		Transit Agencies: travel training customer service skills, partnering with human service agencies	In-kind
		Educate medical providers of transportation challenges including appointment scheduling	In-kind
5	PUBLIC TRANSPORTATION OPTIONS	Service suggestions	See Individual Descriptions Tables 61-64
		Fixed route and shared ride service analysis for service integration and cost offsets	\$75,000.00
6	PUBLIC TRANSPORTATION SERVICES	Convenient transfer locations with amenities (can be part of "undertake a study" under Transportation Access Infrastructure)	See Transportation Access Infrastructure
		Improve on-time performance for fixed route and demand response services.	In-kind
		Reduce shared ride travel and wait times.	In-kind
		Reduce advanced reservation requirements if it exceeds 24-hours. Work with the state to allow exceptions and educate people on why there is a requirement.	In-kind
		Review rules (cancellation, no-show and eligibility rules are often too strict) for demand response services and wherever possible, make the rules more lenient or educate the people why the rule exists.	In-kind
		Review scheduling processes from the customer perspective and streamline processes, if feasible.	In-kind
		Work with major employers or multiple employers in an area to encourage alternative transportation.	In-kind
		Work with Commuter Services of Pennsylvania or similar organizations to identify possible work trip opportunities and/or service coordination.	In-kind

SERVICE RECOMMENDATIONS

The following service projects are based on the results of public outreach and demographic profiles of the counties and are concepts for consideration and/or modification by each respective transit agency. It is recommended that prior to adding or modifying services the transit agency assess its route structure and determine the impact on the system as a whole. This review might identify areas of savings that could assist in defraying costs of additional service. It might also reveal that obtaining more detailed input from targeted market segments may be necessary to determine viability of the new service(s). Implementing any new service will require a robust educational and marketing program focused on grass roots efforts to establish and build ridership to sustain the services.

Table 48 – Carbon County Community Transportation Service Recommendations

POTENTIAL SERVICE PROJECTS		ADDITIONAL WEEKLY HOURS	HOURLY RATE*	ESTIMATED ANNUAL COST
1	ADDITIONAL SERVICE TO LEHIGH VALLEY MALL. CONNECT WITH LANTA AT LEHIGH VALLEY MALL			
a.	Combined Lynx Routes 1 and 2. Provide service five days a week from Nesquehoning to Lehigh Valley Mall including Bowmanstown. Provide four one-way trips (2 inbound and 2 outbound).	13	\$40.00	\$27,040
OR				
b.	Extend Lynx 2 to Lehigh Valley Mall.	6	\$40.00	\$12,480
2	ADDITIONAL SERVICE ON TO TAMAQUA AND HOMETOWN – CONNECT WITH STS			
a.	Increase Lynx 3 service days from one to three.	14	\$40.00	\$29,120
OR				
b.	Add two long trips (one inbound and one outbound) to Lynx 3.	2.5	\$40.00	\$5,200
OR				
c.	Increase service days from one to three with two additional long trips (one inbound and one outbound).	21.5	\$40.00	\$44,720
3	EXTEND LYNX 3 TO McADOO – CONNECT WITH HPT IN McADOO			
a.	Extend Lynx 3's four long trips that operate on Wednesdays to McAdoo.	1	\$40.00	\$2,080
OR				
b.	Increase Lynx 3 service days from one to three with long trips extended to McAdoo.	15	\$40.00	\$31,200
OR				
c.	Add two long trips (one inbound and one outbound) to Lynx 3 with trips extended to McAdoo.	4	\$40.00	\$8,320
OR				
d.	Increase service days from one to three with service extended to McAdoo and two additional long trips (one inbound and one outbound).	33	\$40.00	\$68,640
<i>*Hourly rate provided by CCCT.</i>				

Table 49 – Monroe County Transit Authority Service Recommendations

POTENTIAL SERVICE PROJECTS		ADDITIONAL WEEKLY HOURS	HOURLY RATE*	ESTIMATED ANNUAL COST
1	EXTEND SERVICE TO EASTON – CONNECT WITH LANTA			
a.	Provide four one-way trips on weekdays extending service from East Stroudsburg to Easton.	20	\$86.86	\$90,334
2	PROVIDE SERVICE TO SCRANTON – CONNECT WITH COLTS			
a.	Extend current Tobyhanna Express Route to Scranton.	7.5	\$86.86	\$33,875
3	EXTEND SERVICE INTO THE EVENINGS			
a.	Add additional weekday and Saturday evening round trip of Blue Route (Stroudsburg/Mount Pocono).	8.5	\$86.86	\$38,392
AND/OR				
b.	Add additional weekday and Saturday evening round trip of Red Route (Stroudsburg/Eagles Glen).	17	\$86.86	\$76,784
4	PROVIDE SHARED RIDE SERVICES ON WEEKENDS			
a.	Consider expanding shared ride services on Saturday from 10:00 a.m. to 4:00 p.m.	6	\$78.57	\$24,514
*Hours and hourly costs based on revenue hours. Hourly rate provided by MCTA.				

Table 50 – Pike County Transportation Service Recommendations

POTENTIAL SERVICE PROJECTS		ADDITIONAL WEEKLY HOURS	HOURLY RATE*	ESTIMATED ANNUAL COST
1	INCREASE SERVICE			
a.	Implement a weekday deviated fixed route operating from Matamoras to Milford to Dingmans Ferry.	40	\$86.09	\$179,067
b.	Implement a weekday deviated fixed route operating from Matamoras to Shohola to Milford to Dingmans Ferry.	40	\$86.09	\$179,067
OR				
c.	Operate a and b above on varying days.	40	\$86.09	\$179,067
2	INCREASE HOURS OF OPERATION			
a.	Increase hours of operation on weekdays from 7:00 a.m. to 5:00 p.m.	20	\$86.09	\$89,534
3	INCREASE SERVICES CONSISTENT WITH CURRENT SENIOR CENTER SERVICE			
a.	Implement on Mondays and Wednesdays a deviated fixed route operating from Milford to Matamoras to Shohola to Lackawaxen.	See total for the week.		
AND				
b.	Implement on Tuesdays and Thursdays a deviated fixed route operating from Matamoras to Milford to Dingmans Ferry to Lords Valley.	See total for the week.		
AND				
c.	Implement on Fridays a deviated fixed route operating from Matamoras to Milford to Dingmans Ferry.	See total for the week.		
TOTAL FOR THE WEEK:		40	\$86.09	\$179,067

POTENTIAL SERVICE PROJECTS		ADDITIONAL WEEKLY HOURS	HOURLY RATE*	ESTIMATED ANNUAL COST
4	INCREASE SERVICES TO OUT-OF-COUNTY DESTINATIONS			
a.	Expand services to Port Jervis, New York. Connect with commuter bus and train service to New York. Add Port Jervis, New York destination to deviated fixed route that operates to Matamoras. Port Jervis to and/from Matamoras is under 10 minutes. No additional revenue hours needed.	0	\$86.09	\$0
AND/OR				
b.	Expand services to Scranton. Connect with COLTS and LCTA. Add two round trips to a deviated fixed route that serves Dingmans Ferry. Additional weekly revenue hours would be depend on the number of operating days, one day equals 5.	5 to 25	\$86.09	\$22,383 to \$111,917
AND/OR				
c.	Expand services to East Stroudsburg. Connect with MCTA. Add two round trips to a deviated fixed route that serves Dingmans Ferry. Additional weekly revenue hours would be depend on the number of operating days, one day equals 3.5.	3.5 to 17.5	\$86.09	\$15,668 to \$78,342
*Hours and hourly costs based on revenue hours. Hourly rate estimated using the average of STS and MCTA shared ride hourly costs.				

Table 51 – Schuylkill Transportation System Service Recommendations

POTENTIAL SERVICE PROJECTS		ADDITIONAL WEEKLY HOURS	HOURLY RATE*	ESTIMATED ANNUAL COST
1	EXTEND SERVICE TO HAMBURG – CONNECT WITH BARTA			
a.	Extend service (Schuylkill Haven to Orwigsburg to Port Clinton to Hamburg) Provide four weekday one-way trips.	13.5	\$98.98	\$69,484
2	COORDINATE SCHEDULES			
a.	Coordinate with CCCT and revise Route 45 (Pottsville – McAdoo) to provide weekday connecting trips in Tamaqua (both directions) ensuring McAdoo times connect with HPT. Additional time needed for inbound stops in Tamaqua.	2.5	\$98.98	\$12,867
3	INCREASE SERVICE TO HOMETOWN WALMART			
a.	Add one weekday round trip (Pottsville to Hometown).	8.5	\$98.98	\$43,749
OR				
b.	Add one weekday round trip (Pottsville to McAdoo).	10	\$98.98	\$51,470
4	PROVIDE LATER SERVICES			
a.	Extend weekday services on core routes until 7:00 p.m.	27.5	\$98.98	\$141,541
OR				
b.	Extend weekday and Saturday services on core routes until 7:00 p.m. on weekdays and 6:00 p.m. on Saturdays.	33.5	\$98.98	\$172,423
5	PROVIDE SHARED RIDE SERVICES ON WEEKENDS			
a.	Consider expanding shared ride services on Saturday from 10:00 a.m. to 4:00 p.m.	6	\$93.61	\$29,206
*Hours and hourly costs based on revenue hours. Hourly rate provided by STS.				

PROJECT PRIORITIES

On April 13th 2016, an update on the Coordinated Transit Plan was provided to the Project Steering Committee. The presentation included a review of project objectives, activities, findings, recommendations and next steps. A copy of the presentation, Exhibit 24, is provided in the Appendix. Nineteen members participated in the meeting including 17 in person and two that participated by phone.

Table 52 – April 13, 2016 – NEPA MPO Technical Committee Meeting Participants

PARTICIPANT	ORGANIZATION
ALAN BARANSKI	NEPA
DAVE BEKISZ	Schuylkill Transportation System
MARIE BISHOP	PennDOT District 4-0
DAVID BODNAR	Carbon County Planning and Development
JEFFREY BOX	NEPA
LEE ANN CHAMBERLAIN	NEPA
BRENDAN COTTER	LANta
STEVEN FISHER	PennDOT District 4-0
KERRY FIELDS	PennDOT District 5-0
NETTIE GINOCCHETTI	NEPA
RAY GREEN	PennDOT Central Office
JASON HOLLISTER	NEPA
PEGGY HOWARTH	Monroe County Transportation Authority
KATE McMAHON	NEPA
MICHAEL MROZINSKI	Pike County Community Planning
RYAN RICHARDS	Carbon County Planning and Development
SUSAN SMITH	Schuylkill County Planning Commission
RONALD TIRPAK	Carbon Engineering
DANIEL YELITO	NEPA

The comprehensive list of recommendations was presented to the NEPA MPO Technical Committee for discussion and determination of priorities to improve coordination and transportation services. The Committee members were asked to rank the projects based according to the following methodology.

Rank the categories of Transportation Needs and Gaps from 1 to 6 with 1 being the most important and 6 being the least important. Of the 16 voting Committee members, only six responded to the request to rank the projects. According to the results, Committee members believe that Education and Awareness of Transportation Services is the most important gap/need to resolve. The results of the initial rankings are depicted in Table 53.

Table 53 – Transportation Needs and Gaps Ranking

PLEASE RANK 1 THROUGH 6 BASED ON PRIORITY.	
1 = THE MOST IMPORTANT AND 6 = THE LEAST IMPORTANT.	
NEEDS AND GAPS	AVERAGE
Education and Awareness of Transportation Services	2.5
Public Transportation Services and Options	3.3
Transportation Access Infrastructure	3.3
General Transit Agency Recommendations	3.5
Access to Funding	3.7
Partnerships and Coordinated Services	4.7

Committee members were also asked to rank categories of recommendations from 1 to 10 with 1 being the most important and 10 being the least important. Results from the six Committee members who responded, show that conducting a Fixed Route and Shared Ride analysis for better service integration is the most important project to implement.

Table 54 – Priority Project Rankings

PLEASE RANK 1 THROUGH 10 BASED ON PRIORITY.	
1 = THE MOST IMPORTANT AND 10 = THE LEAST IMPORTANT.	
RECOMMENDATIONS	AVERAGE
Fixed route and shared ride service analysis for service integration and cost offsets	2.8
Convenient transfer locations with amenities (can be part of "undertake a study under Transportation Access Infrastructure)	3.8
Improve on-time performance for fixed route and demand response services	4.0
Work with Commuter Services of Pennsylvania or similar organizations to identify possible work trip opportunities and/or service coordination	4.3
Service suggestions	4.6
Work with major employers or multiple employers in an area to encourage alternative transportation	5.0
Review scheduling processes from the customer perspective and streamline processes, if feasible	5.3
Reduce shared ride travel and wait times	6.5
Reduce advanced reservation requirements if it exceeds 24-hours; work with the state to allow exceptions, and, educate people on why there is a requirement	7.7
Review rules (cancellation, no-show and eligibility rules are often too strict) for demand response services and wherever possible, make the rules more lenient or educate the people why the rule exists.	8.2

FUNDING FOR PRIORITY PROJECTS

It is likely that funding will need to be obtained to develop and implement many of the priority projects. Some projects, including Transportation Access Infrastructure and Transfer Locations, will require acquisition of capital infrastructure funds. Others, like conducting a Fixed Route and Shared Ride Service Analysis, will need applicable planning dollars. A few; however, will simply need collaboration from regional partners along with dedication of minimal local contributions. Below is a summary of federal and state sources that are available for application and acquisition.

Table 55 – Potential 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
INNOVATIVE COORDINATED ACCESS AND MOBILITY GRANTS PROGRAM	Find and test promising, replicable public transportation healthcare access solutions that support the following Rides to Wellness goals: increased access to care, improved health outcomes and reduced healthcare costs. http://www.federalgrants.com/Innovative-Coordinated-Access-and-Mobility-Grants-Program-2016-NOFO-56784.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 to 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 PLANNING – 5303, 5304, 5305	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. https://www.transit.dot.gov/funding/grants/metropolitan-statewide-planning-and-nonmetropolitan-transportation-planning-5303-5304

NEPA MPO
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

SOURCE	DESCRIPTION
FEDERAL TRANSIT ADMINISTRATION – (CONTINUED)	
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, 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 counties 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	The Bureau 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 department initiated activities. https://www.dot34.state.pa.us/BPTInfo.aspx
MULTIMODAL TRANSPORTATION FUND	Act 89 also established a dedicated Multimodal Transportation Fund that stabilizes funding for ports and rail freight, increases aviation investments, establishes dedicated 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
COMMUNITY TRANSPORTATION ASSOCIATION OF AMERICA	
STRENGTHENING INCLUSIVE COORDINATED TRANSPORTATION PARTNERSHIPS TO PROMOTE COMMUNITY LIVING	In partnership with Easter Seals, the National Association of Area Agencies on Aging and Westat, 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

STEPS TO ADOPTING AND IMPLEMENTING COORDINATED PLAN UPDATE

The following table summarizes the Action Plan for adopting and implementing this and future Coordinated Transit Plan Updates:

Table 56 – Implementation Plan

COORDINATED TRANSIT PLAN FUTURE ACTION RECOMMENDATIONS	
GENERAL	
<ul style="list-style-type: none"> The Coordinated Transit Plan should be updated at a minimum every three to four years or when there is a “significant” change in demographics and/or transportation services. Outreach for the Coordinated Transit Plan should follow and be consistent with the MPO's Public Involvement Plan and, if applicable, the public transportation agencies should follow their Title VI Public Participation Plans. Outreach should include the public at large, public and private transportation providers, human services organizations and underserved populations (senior citizens, minorities, persons with disabilities, limited English proficiency and low income). 	
REVIEW	
<ul style="list-style-type: none"> Conduct a review of the MPO's current Coordinated Transit Plan. Task the NEPA MPO Committees to review current plan and identify need and scope of required updates. <ul style="list-style-type: none"> Review demographics and current conditions and identify significant changes. Review Coordinated Transit Plan recommendations, strategies and action plan and identify required updates. Engage subcommittee members (attendees at the 2015 individual county meetings) to determine if there are significant changes in transportation needs and gaps. <ul style="list-style-type: none"> Review Coordinated Transit Plan recommendations, strategies and action plan and identify required updates. 	
IDENTIFY AND ANALYZE	
<ul style="list-style-type: none"> Determine whether the update will be completed by staff or with consultant help. 	
CONDUCT OUTREACH	
<ul style="list-style-type: none"> Outreach for Coordinated Transit Plan updates should be consistent with the significance of the changes. <ul style="list-style-type: none"> If there are significant Coordinated Transit Plan updates, use multiple venues to obtain feedback from the public at large, public and private transportation providers, human services organizations and underserved populations (senior, minority, disabled, limited English proficiency and low income). If the changes are minor, the level of outreach can be reduced - such as, work with the subcommittee to assist in obtaining smaller scale feedback from the public at large, public and private transportation providers, human services organizations and underserved populations (senior citizens, minorities, persons with disabilities, limited English proficiency, and low income). 	
UPDATE COORDINATED PLAN	
REVIEW AND OBTAIN FEEDBACK ON UPDATED COORDINATED TRANSIT PLAN	
<ul style="list-style-type: none"> Obtain additional feedback from NEPA MPO Committees. Obtain additional feedback from Subcommittees. 	
UPDATE COORDINATED PLAN	
POST DRAFT UPDATED COORDINATED TRANSIT PLAN ON NEPA MPO WEBSITE AND FOLLOW NEPA PUBLIC INVOLVEMENT PLAN	

FOLLOW-UP OUTREACH MEETINGS

In an effort to make the Coordinated Transit Plan a living document that the counties can use as a resource to reduce and eliminate transportation gaps, follow-up meetings with each county were conducted on June 16 and 17, 2016. The purpose of the meetings was to provide participants with an update of the Coordinated Transit Plan as well as obtain feedback with specific emphasis on prioritizing projects recommended in the draft Plan.

At each county meeting, after introductions, attendees were provided an overview of previously completed project activities, responses to organization and public surveys, demographics, findings, gaps in transportation, recommendations, prioritization of recommendations, and conducted a discussion of ways to continue the coordination process into the future. Exhibit 25 contains the agenda and handout materials from the meetings. The counties plan to move forward with the recommendations by using existing committee or committees to discuss elements in the Plan and edit, modify and implement as appropriate.

SCHUYLKILL COUNTY

The Schuylkill County meeting was conducted on June 16 at 9:00 a.m. in STS's Union Station complex located in Pottsville. The following people attended the Schuylkill County meeting:

- Alan Baranski, NEPA
- Dave Bekisz, Schuylkill Transportation System
- Matt Boyer, Commuter Services of Pennsylvania
- Debbie Klotunowitch, Avenues
- Tara Mistysyn, EDSI
- Vicki Shaffer, Schuylkill County Assistance Office, Department of Human Services
- Susan Smith, Schuylkill County Planning
- Tony Prudenti, West Penn Township Supervisor
- Daniel Yelito, NEPA

A discussion among the attendees resulted in consensus that one way to proceed with implementing aspects of the Coordinated Transit Plan would be to conduct periodic combined transportation and human services meetings. Dave Bekisz said he is willing to initiate the process and suggested that the meetings could become part of STS's established Transportation Advisory Committee (TAC). The TAC could be expanded to include other interested parties using the Coordinated Transit Plan's mailing list.

Another suggestion was for NEPA to consider obtaining and storing model ordinances that foster transit oriented development. This initiative would be a starting point to address transportation access infrastructure.

A centralized location for transportation information was important to the attendees and the group stated that on-line information may be helpful to human services professionals and that a mobility manager would benefit both the transportation users and human services professionals. The biggest challenge with the mobility manager is how to fund the position or positions. A suggestion was made to

look into the possibility of funding the position(s) using multiple public funding sources as well as private funds.

Advertising transportation and human services links on already existing websites such as townships' and municipalities' sites may also be instrumental in providing the public with information.

The attendees were asked to rank transportation needs and gaps for Schuylkill County. The average of the rankings resulted in "partnerships and coordinated services" as the most important and "general transit agency recommendations" as the least. Table 57 summarizes the rankings.

Table 57 – Schuylkill County Ranking of Transportation Needs and Gaps

SCHUYLKILL COUNTY – RANKED NEEDS AND GAPS	
PLEASE RANK 1 THROUGH 6 BASED ON PRIORITY.	
1 = THE MOST IMPORTANT AND 6 = THE LEAST IMPORTANT.	
	AVERAGE
Partnerships and Coordinated Services	2.0
Education and Awareness of Transportation Services	2.4
Public Transportation Services and Options	2.8
Access to Funding	3.9
Transportation Access Infrastructure	4.8
General Transit Agency Recommendations	5.3

The group was then asked to rank in order of importance the recommendations presented in the draft Coordinated Plan. As a result, "work with employers to encourage alternative transportation" was ranked as the most important. "Review demand response rules" was identified as the least important. Table 58 summarizes the group's rankings.

Table 58 – Schuylkill County Ranking of Recommendations

SCHUYLKILL COUNTY – RANKED RECOMMENDATIONS	
PLEASE RANK 1 THROUGH 10 BASED ON PRIORITY. 1 = THE MOST IMPORTANT AND 10 = THE LEAST IMPORTANT.	
	Average
Work with major employers or multiple employers in an area to encourage alternative transportation	2.6
Work with Commuter Services of Pennsylvania or similar organizations to identify possible work trip opportunities and/or service coordination	3.1
Review scheduling processes from the customer perspective and streamline processes if feasible	4.4
Fixed route and shared-ride service analysis for service integration and cost offsets	4.8
Improve on-time performance for fixed route and demand response services	5.9
Convenient transfer locations with amenities (can be part of "undertake a study under Transportation Access Infrastructure)	6.1
Service suggestions	6.1
Reduce advanced reservation requirements if it exceeds 24-hours; work with the state to allow exceptions, and, educate people on why there is a requirement	6.5
Reduce shared-ride travel and wait times	7.1
Review rules (cancellation, no-show and eligibility rules are often too strict) for demand response services and wherever possible, make the rules more lenient or educate the people why the rule exists	8.4

CARBON COUNTY

The Carbon County meeting was held on June 16, 2016 at 1:00 p.m. at Carbon County Emergency Management Building in Nesquehoning. The following people attended the Carbon County meeting:

- Tricia Baffa, CMP MHDS
- Alan Baranski, NEPA
- David Bodnar, Carbon County Planning
- Brendan Cotter, LANta Bus
- Ryan Richards, Carbon County Planning
- Steven Schayer, LANta Bus

The outcomes were similar to the Schuylkill County meeting in that the attendees expressed their opinion that one committee would be better than two. David Bodnar will lead the initiative to stimulate interest in coordinating periodic transportation and human services meetings to implement recommendations identified in the Coordinated Transit Plan. Brendan Cotter will work with David to launch this initiative. The group agreed that Commuter Services of PA needs to be part of the meetings.

The Carbon County attendees ranked needs and gaps and the average resulted in “public transportation services and options” identified as the most important and “general transit agency recommendations” as the least important. Table 59 summarizes the rankings.

Table 59 – Carbon County Ranking of Needs and Gaps

CARBON COUNTY – RANKED NEEDS AND GAPS	
PLEASE RANK 1 THROUGH 6 BASED ON PRIORITY.	
1 = THE MOST IMPORTANT AND 6 = THE LEAST IMPORTANT.	
	Average
Public Transportation Services and Options	2.2
Education and Awareness of Transportation Services	2.8
Partnerships and Coordinated Services	3.2
Access to Funding	3.3
Transportation Access Infrastructure	4.7
General Transit Agency Recommendations	4.8

The group then ranked in order of importance the recommendations presented in the draft Coordinated Transit Plan. The rankings for the recommendations resulted in “fixed route and shared-ride service analysis for service integration and cost offsets” considered the most important and “working with major employers or multiple employers in an area to encourage alternative transportation” were the least important. Table 60 summarizes the rankings.

Table 60 – Carbon County Ranking of Recommendations

CARBON COUNTY – RANKED RECOMMENDATIONS	
PLEASE RANK 1 THROUGH 10 BASED ON PRIORITY. 1 = THE MOST IMPORTANT AND 10 = THE LEAST IMPORTANT.	
	AVERAGE
Fixed route and shared-ride service analysis for service integration and cost offsets	4.2
Improve on-time performance for fixed route and demand response services	5.0
Review scheduling processes from the customer perspective and streamline processes if feasible	5.0
Service suggestions	5.3
Reduce advanced reservation requirements if it exceeds 24-hours; work with the state to allow exceptions, and, educate people on why there is a requirement	5.5
Review rules (cancellation, no-show and eligibility rules are often too strict) for demand response services and wherever possible, make the rules more lenient or educate the people why the rule exists	5.5
Reduce shared-ride travel and wait times	6.0
Convenient transfer locations with amenities (can be part of "undertake a study under Transportation Access Infrastructure)	6.2
Work with Commuter Services of Pennsylvania or similar organizations to identify possible work trip opportunities and/or service coordination	6.2
Work with major employers or multiple employers in an area to encourage alternative transportation	6.2

PIKE COUNTY

The Pike County meeting was held on June 17, 2016 at 10:00 a.m. at the Pike County 911 Training Facility. The following people participated in the meeting:

- Laura Butler – Delaware Valley High School
- Raymond A. Estenes – Carbon/Monroe/Pike Mental Health and Developmental Services
- Jill Gamboni – Representative Mike Peifer's Office
- Christine Kerstetter – Pike County Transportation
- Christine Chase-Lamont – Proven Wellness Neighborhood
- Kate McMahon – NEPA
- Marianne McMillin – Pike County Area Agency on Aging
- Michael Mrozinski – Pike County Office of Community Planning
- Susan Van Orden – Pike County Area Agency on Aging
- Michael Saffarewich – Hemlock Farms

Several of the meeting attendees indicated that transportation access infrastructure was not an important element because of the rural area and the community associations throughout the county. The group identified three committees (Interagency, TAC, and Area Agency on Aging Advisory) that were already established in Pike County and suggested that it would be better to utilize established committees. The roles of the committees could be expanded to address recommendations in the

Coordinated Transit Plan with the goal of improving transportation access and options in Pike County. The committees could expand membership to include other human service agencies, Commuter Services of PA, representative(s) from Community Associations, private transportation providers as well as other advocates of transportation and human services. Christine Kerstetter will lead this initiative.

Attendees suggested that additional and ongoing outreach would be beneficial to ensure that information is current and to identify trends. A few suggested surveying riders as well as residents in community associations.

The attendees ranked needs and gaps and the average resulted in “access to funding” identified as the most important and “general transit agency recommendations” as the least. Table 61 summarizes the rankings.

Table 61 – Pike County Ranking of Needs and Gaps

PIKE COUNTY – RANKED NEEDS AND GAPS	
PLEASE RANK 1 THROUGH 6 BASED ON PRIORITY.	
1 = THE MOST IMPORTANT AND 6 = THE LEAST IMPORTANT.	
	AVERAGE
Access to Funding	2.6
Public Transportation Services and Options	2.9
Partnerships and Coordinated Services	3.1
Education and Awareness of Transportation Services	3.4
Transportation Access Infrastructure	3.9
General Transit Agency Recommendations	5.1

The group’s rankings of the Plan’s recommendations resulted in “improving on-time performance for fixed route and demand response services” identified as the most important and “working with major employers or multiple employers in an area to encourage alternative transportation” as the least. Table 62 provides a summary of the rankings.

Table 62 – Pike County Ranking of Recommendations

PIKE COUNTY – RANKED RECOMMENDATIONS	
PLEASE RANK 1 THROUGH 10 BASED ON PRIORITY. 1 = THE MOST IMPORTANT AND 10 = THE LEAST IMPORTANT.	
	AVERAGE
Improve on-time performance for fixed route and demand response services	2.4
Fixed route and shared-ride service analysis for service integration and cost offsets	3.4
Convenient transfer locations with amenities (can be part of “undertake a study under Transportation Access Infrastructure)	4.9
Review scheduling processes from the customer perspective and streamline processes if feasible	5.1
Reduce shared-ride travel and wait times	5.6
Reduce advanced reservation requirements if it exceeds 24-hours; work with the state to allow exceptions, and, educate people on why there is a requirement	6.0
Work with Commuter Services of Pennsylvania or similar organizations to identify possible work trip opportunities and/or service coordination	6.1
Review rules (cancellation, no-show and eligibility rules are often too strict) for demand response services and wherever possible, make the rules more lenient or educate the people why the rule exists	6.6
Service suggestions	7.1
Work with major employers or multiple employers in an area to encourage alternative transportation	7.7

MONROE COUNTY

The Monroe County meeting was held on June 17 at 2:00 p.m. at MCTA’s administrative offices in Swiftwater. The following people attended the meeting:

- Peggy Howarth – Monroe County Transportation Authority
- Kate McMahon – NEPA
- Judy Sanner – Burnley Employment Rehabilitation, Allied Services

Many of the Coordinated Transit Plan recommendations such as transit actively participating with the Planning Commission and MCTA working closely with human services agencies are already implemented in Monroe County. Expanding Commuter Services of PA in Monroe County would be a significant benefit to the County residents, according to the group. Peggy Howarth will lead the initiative to work with human services and transportation professionals to review the Coordinated Transit Plan recommendations and modify and implement as appropriate. Ms. Howarth stated that MCTA currently has a Local Advisory Committee that meets quarterly and suggested that expanding membership to include Commuter Services of PA may be starting point to move forward with the Coordinated Transit Plan.

Three people ranked the needs gaps as well as the recommendations. Ms. Sanner provided two rankings from staff at the Burnley Employment Rehabilitation. The tables below show the average of the rankings for needs and gaps, and recommendations.

The needs and gaps rankings resulted in “access to funding” ranking the most important need/gap and “general transit agency” ranking the least important. Table 63 shows the ranking results.

Table 63 – Monroe County Ranking of Needs and Gaps

MONROE COUNTY – RANKED NEEDS AND GAPS	
PLEASE RANK 1 THROUGH 6 BASED ON PRIORITY 1 = THE MOST IMPORTANT AND 6 = THE LEAST IMPORTANT.	
	AVERAGE
Access to Funding	2.3
Public Transportation Services and Options	2.7
Education and Awareness of Transportation Services	3.3
Transportation Access Infrastructure	3.3
Partnerships and Coordinated Services	3.3
General Transit Agency Recommendations	6.0

The average of the recommendation rankings resulted in “working with Commuter Services of Pennsylvania or similar organizations to identify possible work trip” as the most important. “Reviewing rules for demand response services” were ranked the least important. Table 64 summarizes the results of the rankings.

Table 64 – Monroe County Ranking of Recommendations

MONROE COUNTY – RANKED RECOMMENDATIONS	
PLEASE RANK 1 THROUGH 10 BASED ON PRIORITY. 1 = THE MOST IMPORTANT AND 10 = THE LEAST IMPORTANT.	
	AVERAGE
Work with Commuter Services of Pennsylvania or similar organizations to identify possible work trip opportunities and/or service coordination	4.0
Convenient transfer locations with amenities (can be part of "undertake a study under Transportation Access Infrastructure)	4.3
Improve on-time performance for fixed route and demand response services	4.7
Review scheduling processes from the customer perspective and streamline processes if feasible	4.7
Work with major employers or multiple employers in an area to encourage alternative transportation	5.0
Fixed route and shared-ride service analysis for service integration and cost offsets	5.7
Reduce shared-ride travel and wait times	5.7
Reduce advanced reservation requirements if it exceeds 24-hours; work with the state to allow exceptions, and, educate people on why there is a requirement	6.3
Service suggestions	6.7
Review rules (cancellation, no-show and eligibility rules are often too strict) for demand response services and wherever possible, make the rules more lenient or educate the people why the rule exists	8.0

EMERGENCY MANAGEMENT AND TECHNOLOGY

BACKGROUND

Emergency Management (EM), specifically the use of technologies, was examined as part of the NEPA MPO and Coordinated Public Transit – Human Services Transportation Plan. The intent for including EM and technology use is to determine how transportation providers within the NEPA MPO service area are addressing EM issues and any methods currently utilized for collaborating with local EM agencies. Additionally, technologies currently used by public transportation providers for emergency management were also identified as well as potential ways to increase and coordinate emergency management services.

METHODS TO GATHER DATA

A survey tool was developed and distributed online and in paper format to transit providers in the region. The survey inquired about the use of emergency management plans and procedures throughout provider organizations, any training programs associated with emergency management plans and procedures, any related emergency management training programs and the current and future uses of technologies. A copy of the survey is located in Exhibit 26.

In addition to the survey, several follow-up questions were sent to the transit agencies and phone calls were made as well to obtain more detailed information and clarifications.

SURVEY DATA COLLECTION RESULTS

Stakeholders were e-mailed links to the online survey and an electronic copy of the survey. The survey data that was collected was analyzed with the following results.

- All respondents indicated their respective organization either currently have a formal Emergency Management Plan (EMP) in place (75%) or their EMP is currently under development (25%). Respondents were also asked about having an informal EMP. The responses to this question are a bit misleading. Half of the respondents indicated that they did not have an informal EMP (25%) or that this question was not applicable (25%), but half of the respondents also indicated that they currently have an informal EMP. This overlap in the responses may indicate that some portion of the respondents have both a formal and informal EMP or that the question was not fully understood. Regardless, it is encouraging that a majority of respondents currently have an EMP in use or an EMP under development.
- In terms of personnel and facilities covered by the EMP, all respondents (100%) reported that their respective EMP covers all employees (administrative, operations, etc.) and facilities managed by their organization. These facilities include office space/buildings, maintenance facilities and transit stations. However, other transit amenities such as shelters, bus stops, etc. were not as well covered. Only half (50%) of the EMPs were inclusive of these types of amenities. A majority of the EMPs (75%) include procedures for field operations such as when transportation assets are providing routine services, but only one-quarter of stakeholders' EMPs include procedures for customers/riders.

- Employees and facilities are well managed in terms of existing EMPs, but this level of preparedness should be extended to other transit amenities under the control of each respective provider. Further, as the time and nature of emergencies are unpredictable, EMPs should also be updated to include procedures when transportation assets are providing services during an emergency. This concept needs to extend to the public/rider. Currently, most stakeholder EMPs (75%) do not include procedures for managing the public/riders. Including the public/riders in the EMP is of paramount importance and steps should be taken to address this gap in current EMPs. Fortunately, all stakeholders coordinate their emergency procedures with public safety agencies. While the survey did not distinguish the level of coordination or what public safety agencies were engaged, continued coordination should be encouraged.
- Finally, formal training on EMPs needs to be addressed. At present, only 25% of providers have a formal EMP Training Plan in place. Developing a formal training program and providing this training to employees should be a priority for providers.

OVERVIEW OF TRANSIT AGENCY EMERGENCY MANAGEMENT

Each transit agency was contacted to clarify their emergency management practices. The FTA recommends a list of onboard, non-electronic safety equipment that transit agencies should have on their transit vehicles. After contacting the transit agencies in the region, it was determined that each has the majority of equipment suggested by the FTA. Table 65 summarizes the vehicle equipment utilized by each agency.

Table 65 – Non-Electronic Onboard Safety Equipment

	CCCT	PIKE TRANSPORTATION	MCTA	STS
SEAT BELT/WEB CUTTERS	✓	✓	✓	✓
BIOHAZARD KIT	✓	X	✓	✓
FIRE EXTINGUISHERS	✓	✓	✓	✓
FIRST AID KIT	✓	✓	✓	✓
TRIANGLES	✓	✓	✓	✓
FLASHLIGHT	X (majority of operators carry their own)	✓	Fixed Route Only	✓

The larger transit agencies (STS and MCTA) have radios, on-board cameras and real-time vehicle location devices on their transit vehicles. These agencies also actively train and participate in their respective county's EM plans. CCCT has real-time vehicle location technology. Pike County implemented real-time software in March 2016. CCCT and Pike County Transportation do not actively participate in their county's EM plans. The following summarizes emergency management information by agency.

CARBON COUNTY COMMUNITY TRANSPORTATION (CCCT)

The Carbon County Emergency Management Public Safety Office is responsible for all emergency management events. The emergency transportation contact for CCCT is Easton Coach, the transportation services provider. Contact with Easton Coach is by landline or radio.

CCCT vehicles are equipped with radios and G-Force activated accident cameras (DriveCam). Its paratransit vehicles are equipped with Ecolane tablets. Ecolane tablets track the vehicles' locations in real-time as well as providing a mechanism to communicate with operators via texting. The tablet contains an emergency button that operators can press to dispatch emergency assistance.

CCCT provides its operators with emergency training. Easton Coach has a Serious Incident Response Plan but it is not specific to Carbon County. CCCT does not participate in training with Carbon County; however, Easton Coach has received emergency training in Lehigh County. The Carbon County Emergency Management Office provides various training courses and the courses are available to CCCT.

PIKE COUNTY TRANSPORTATION

The Office of Emergency Management in Pike County is the lead for all emergency management events. Pike County Transportation is involved at the direction of the County. Pike County's Director of Transportation is designated as the emergency contact and is available 24-hours a day to the Office of Emergency Management should there be an incident.

Pike County Transportation vehicles are not equipped with radios, AVL or other technologies. Communications between operators and dispatchers are by cellular telephones. Vehicles are equipped with first aid kits. In Mid-March 2016, Pike County Transportation implemented the Ecolane software. This software, among other benefits, tracks the location of vehicles in real-time and has onboard tablets through which Pike County Transportation can communicate via texting.

Pike County Transportation does not currently participate in Emergency Management training.

MONROE COUNTY TRANSIT AUTHORITY (MCTA)

The Monroe County Office of Emergency Management is the lead for all emergency management events. MCTA receives periodic emergency management training from the County and, likewise, MCTA provides County emergency personnel with training on its vehicles' safety and security features. MCTA trains all new hires on emergency management procedures and provides updated training as needed. Operators receive training at least twice a year and emergency management is often a topic.

MCTA has a formal, written emergency management plan. All vehicles are equipped with first aid and biohazard kits and some have automatic external defibrillators.

MCTA's designated personnel are available by phone on a 24-hour basis to the Office of Emergency Management should a situation arise.

MCTA's fixed route and paratransit vehicles are equipped with radios, AVL, cameras and emergency buttons. The AVL equipment provides real-time data that enables MCTA to track the location of its vehicles. MCTA is able to view their fixed route vehicles in real-time on its website. The fixed route vehicles contain an electronic tablet that MCTA can use to send texts to communicate with an operator.

SCHUYLKILL TRANSPORTATION SYSTEM (STS)

STS has an Emergency Management Plan that is periodically revised as well as employees that are trained in emergency management at the time of hire. STS works closely with the Schuylkill County

Emergency Management Public Safety Office, the agency that leads emergency situations in Schuylkill County. STS has a designated staff member who is stationed at the County's facility in response to an emergency event. STS has provided the County with an emergency contact list of operations and safety personnel that are available to be contacted by phone 24-hours a day in case of emergency.

STS trains with the county emergency management team at least twice a year for a variety of events from weather emergencies to bomb threats. In addition, STS provides training to County fire and rescue personnel on its vehicles and elements including battery safety and emergency escape windows.

STS's fixed route and paratransit vehicles are equipped with radios and AVL. The AVL enables STS to know the location of its vehicles in real-time. Each vehicle also has a button that the operator can activate in emergency situations, which trigger STS to dispatch assistance to the vehicle.

STS has a variety of other emergency equipment as well. The majority of STS vehicles are equipped with cameras. STS' vehicles also have mounted first aid and body fluid kits and all operators have their own biohazard kit.

STS expressed its desire to purchase Automatic External Defibrillators for its entire fleet contingent upon funding availability.

BEST PRACTICES

Best practices, as outlined below, are specific to emergency management technology and how current technologies are being utilized by transportation providers. The use of technology to increase and coordinate services will also be discussed.

COMMUNICATIONS

Effective communications during a crisis is one of the most important aspects of emergency management. Ideally, communications systems should have a degree of interoperability and redundancy. The degree to which communications systems are interoperable is dependent upon the area served and any established relationships with transportation providers and emergency management stakeholders. It is important to establish these relationships to identify the needs of all stakeholders and the functionality of current communication systems. While the majority of transportation providers have radios, it is unclear how robust these systems are and if they are currently capable of working with other radio or communications systems.

Redundancy for communications is an important concern. Oftentimes during an emergency, primary communications systems can become overwhelmed or the infrastructure that supports the system can become damaged rendering the system inoperable. It is important to understand that a redundant communication system is not necessarily a second radio system. Redundant communications systems are again dependent on the need of the provider. A redundant communications system could be nothing more than utilizing personal mobile telephones or providing mobile telephones for each vehicle.

GLOBAL POSITIONING SYSTEMS (GPS)/AUTOMATIC VEHICLE LOCATION (AVL)

All of the providers have or will have a GPS (AVL – includes Ecolane) in the majority if not all of their vehicles. The use of the technology from an emergency management and operations/fleet management perspective is quite advantageous. These technologies, with regard to the type of telemetry used, are inexpensive to operate and provide real-time location of all equipped vehicles. However, an important distinction to be made is that GPS and AVL are not mutually exclusive technologies. While a number of AVL systems utilize GPS technology to transmit data there are also systems that utilize GSM or EVDO for data telemetry. These systems typically require a nearby cellular tower in order to transmit data and they are typically inexpensive to operate; however, using these systems in areas with decreased cellular coverage will negate the benefit of an AVL system.

The use of an AVL (including Ecolane) system will also serve to improve operational efficiency, especially for non-fixed route (or demand response) services. The systems allow for the simultaneous tracking of all equipped vehicles and the ability to evaluate vehicle locations with appropriate transportation capabilities and allocate the closest or otherwise most appropriate vehicle.

MISCELLANEOUS TECHNOLOGIES

There are a number of technologies not directly relatable to transportation, but are important from a preparedness standpoint. Automatic External Defibrillators (AEDs) have become a routine piece of equipment and have proven to be effective in saving numerous lives following sudden cardiac arrest. While the cost of AEDs has decreased, they are still a significant capital expense and require a degree of continual maintenance and upkeep. If not already purchased, providers should consider developing a plan for the purchase of AEDs for all vehicles.

On-board camera systems are also a valuable technology. The two larger agencies have on-board cameras on their vehicles. While cameras are not able to assist directly from an emergency management perspective, they do serve as a potential deterrent to crime and provide video documentation of events occurring in and around equipped vehicles. Similar to the purchase of AEDs, the purchase and use of a camera system should be evaluated against other provider needs.

COORDINATION

The need for transportation during an emergency is critical, especially if the movement of large numbers of people is required as is seen during an evacuation. Also, the movement of people with disabilities is a critical element that is often overlooked. Transit agencies' fixed route and/or paratransit vehicles are accessible. Bringing an event that requires a large number of people to be moved to a successful resolution is largely dependent on coordination. Coordination between transportation providers and emergency services or emergency management agencies needs to occur prior to any actual incident. All stakeholders (transportation, emergency services, emergency management) need to "come to the table" prior to an incident in order to determine agency resources, potential needs during an emergency, take part in planning activities, etc.

TRAINING

The largest gap gleaned from the survey was training. Although training has occurred at each of the agencies, the type of training varied from a few emergency management classes to actual training on EMPs. It is recommended that agencies update and formalize their EMPs and train employees. There are many resources for emergency management training ranging from classroom to on-line. In many cases, the training is free. The following are examples of training resources:

- County Emergency Management Office
- County Public Safety Office
- US Department of Transportation, Federal Transit Administration, Emergency Management (<http://www.fta.dot.gov/TSO/EmergencyManagement.html>)
- National Rural Transit Assistance Program, Safety and Security, Emergency Management (<http://nationalrtap.org/transitmanager/Operations/Safety-and-Security-Emergency-Management>)
- Federal Emergency Management Agency, Emergency Management Institute (EMI) (<https://training.fema.gov>). EMI has a number of basic courses through advanced Incident Command Course (ICS) that are provided in an online format. EMI courses provide an overview of the ICS, which is national standard among all emergency response and emergency management agencies.
- American Public Transportation Association (<http://www.apta.com/resources/safetyandsecurity>)
- Community Transportation Association of America (<http://web1.ctaa.org>)
- Transit Safety Institute (http://www.rita.dot.gov/tsi/subject_areas/transit_security)
- PENNTrain, a training resource for public transit. (<http://www.penntrain.net>)
- The American Red Cross (first aid training, AED training, etc.) (<http://www.redcross.org>)

In addition to the above, there are many on-line transportation resources including the U.S. Department of Transportation Office of Intelligence, Security and Emergency Response and the Transportation Security Administration.

Encouraging training on EMPs, as well as, other safety and security measures will also assist in inter-agency coordination as all parties involved will have a baseline understanding of emergency management practices.

COMPLIANCE

An important provision identified in FAST Act (formerly MAP-21) was a requirement for bus-only operators to institute and enforce a Bus Safety Program; emergency management practices will be part of the FTA's final rule-making on bus safety program guidance. MAP-21 requires that transit agencies' Bus Safety Programs include, at minimum, methods for identifying and evaluating safety risks, strategies to minimize the exposure to hazards and unsafe conditions, an annual review process, performance targets, a staff training program, and a trained safety officer. Preparing for this eventuality will enable

the region's transit providers to consider the latest EM technologies, coordination strategies and preparedness training.

CONCLUSION

Transit agencies need to be involved in all elements on emergency management including mitigation, preparedness, response and recovery. In the majority of instances, agencies will provide support roles; however, it is critical that they actively participate in their respective County's EMPs.

All of the transit agencies have some level of involvement in emergency management in their respective counties. Due to the upcoming FTA regulations, agencies will be implementing or revising bus safety plans. The bus safety plans contain an emergency management component, making it an excellent time for agencies to update plans and to coordinate their initiatives with their counties emergency management office. Agencies' EMPs should comply with the National Incident Management System (NIMS) framework and, as such, the plans will be standardized and complement both local and regional plans.

Transit agencies should be involved in local and regional EMPs and can provide assistance with evacuation plans including special needs and transit-dependent populations. Human services organizations are also a critical component in emergency management plans.

In general, a counties' Emergency Management Office is the lead for EM events. In some cases, the emergency management personnel may not be aware of all of the resources and expertise the transit agencies have to offer. Agencies are encouraged to contact their emergency management office and provide them with information about agency resources and share their EMP. The following are examples of information to share:

- Inventory of vehicles that includes fuel type, radio type, number of on-board cameras, AVL/GPS equipment, number of seats, number of wheelchair positions and standing capacity.
- Safety equipment in vehicles: first aid kit, bio-hazard kit, fire extinguisher, seat belt/web cutter, triangles and flashlights.
- Offer a demonstration of the agency's AVL equipment as well as transit vehicle safety from a fire/life perspective.
- Number of bus operators (full and part-time) and the number of operators with Commercial Driver's Licenses.
- Facility and special equipment such as: parking areas, training rooms, tow trucks, snow plows, etc.
- Type of safety and security training (including first aid) provided to employees and frequency.
- Ability to connect with neighboring transit agencies.
- Ability to transport disabled passengers.
- Knowledge of the location of transit dependent populations as well as disabled customers.

Sharing the EMP with the emergency management office will result in improved communications and coordination, and it may result in the emergency management personnel being able to assist with training and/or other plan gaps. Sharing EMPs with the county will also ensure that EMPs are integrated.

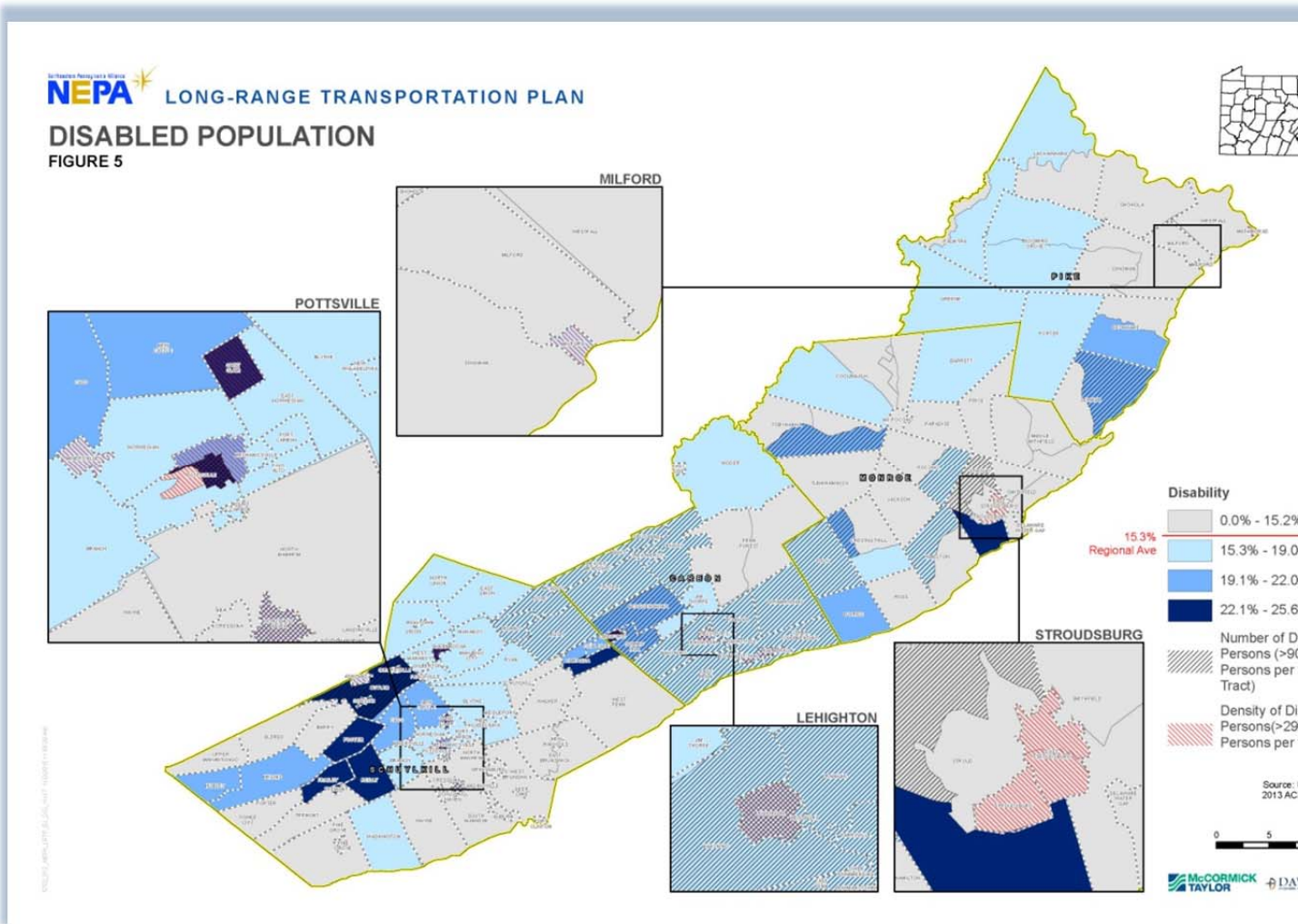
Transit agencies have redundant communications systems, but they should be evaluated from an emergency management perspective to see whether or not the systems are compatible with their County's communication systems and determine if there are areas where the communication systems do not function properly.

Transit agencies should also explore participating in the American Public Transportation Association's (APTA) Emergency Response and Preparedness Program (<http://www.aptaerpp.com>). This is an on-line tool that agencies can access for assistance from other transit agencies and industry entities during a catastrophic event.

Finally, agencies EMPs should be safety and security focused and expanded to include passenger and transit amenity components.

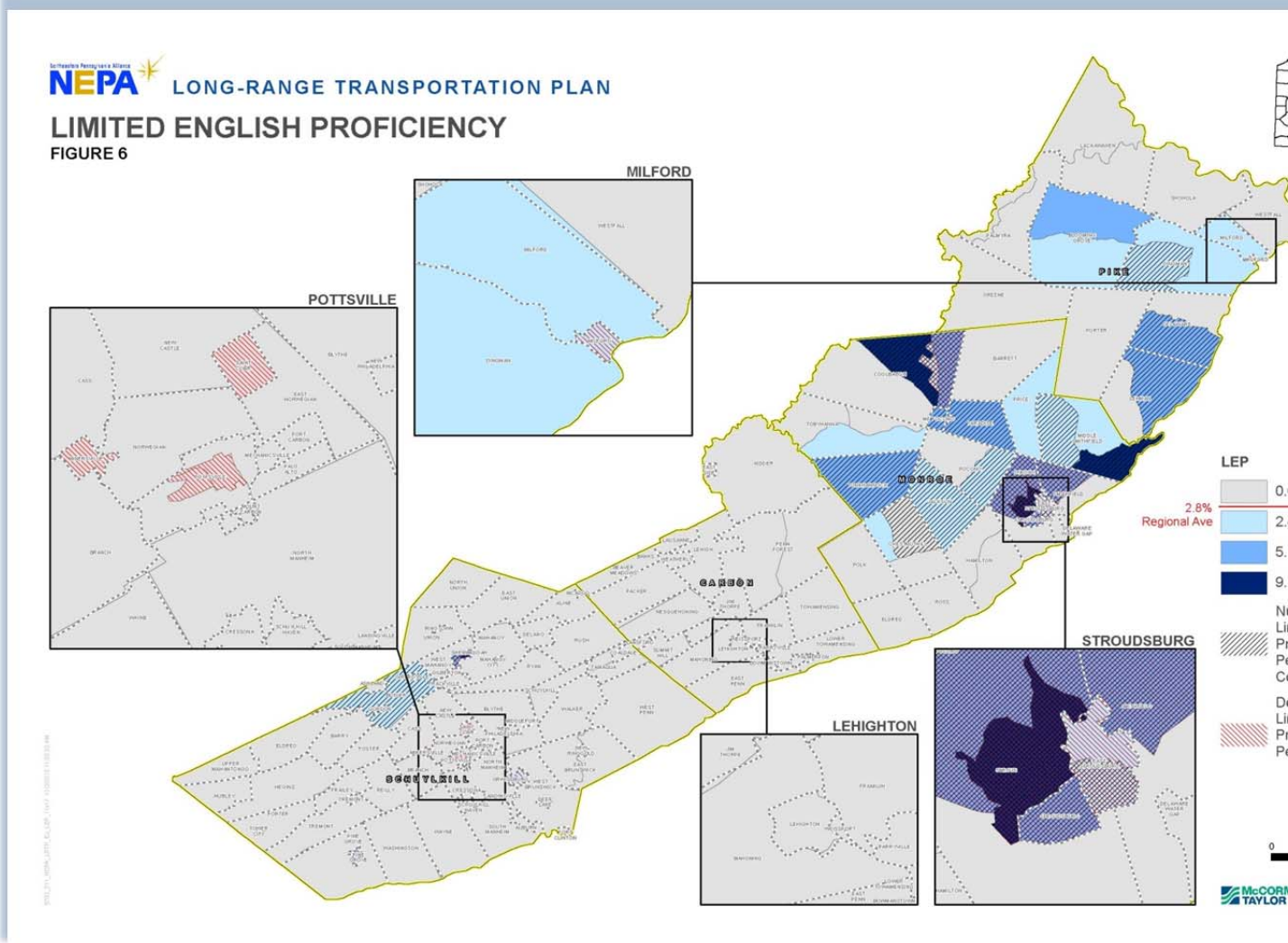
APPENDIX

EXHIBIT 1 – DISABLED POPULATION MAP



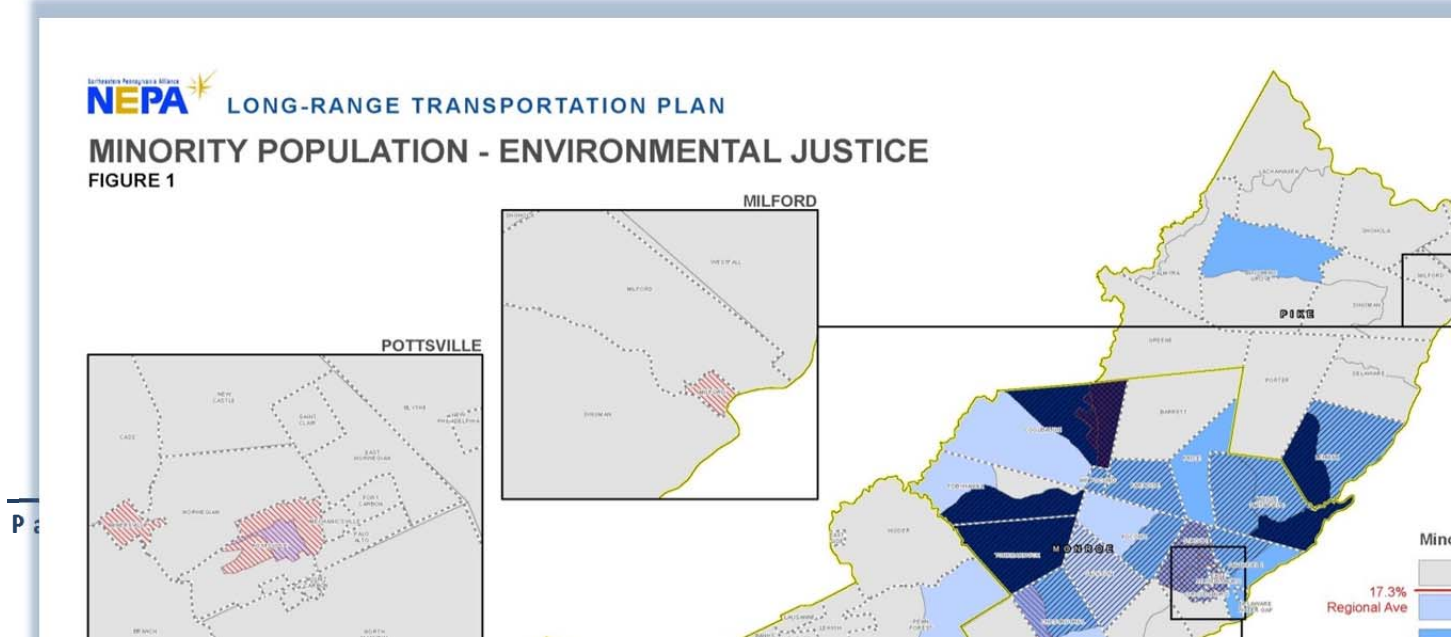
SOURCE: NEPA Alliance Long Range Transportation Plan

EXHIBIT 2 – LIMITED ENGLISH PROFICIENCY MAP



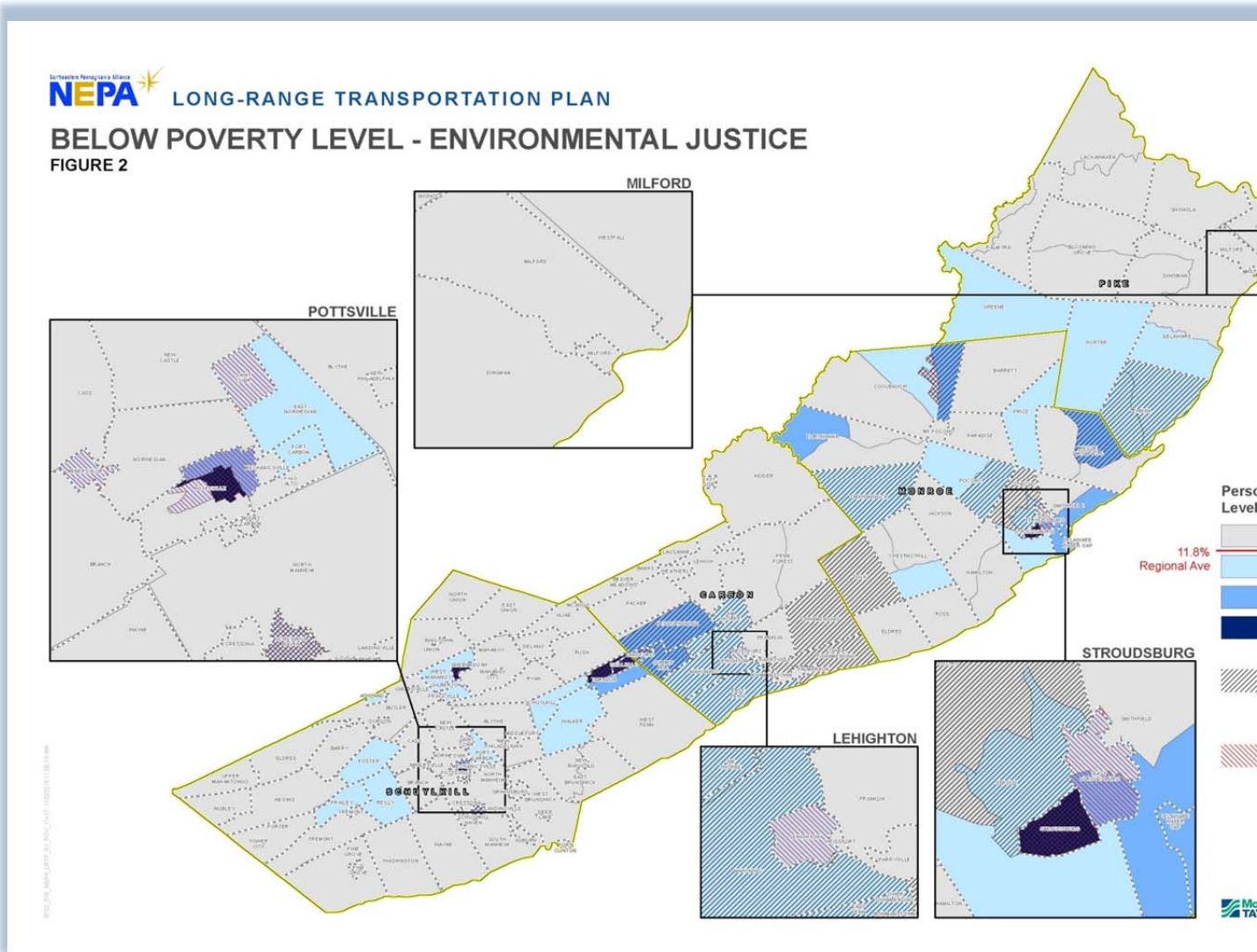
SOURCE: NEPA Alliance Long Range Transportation Plan

EXHIBIT 3 – MINORITY POPULATION MAP



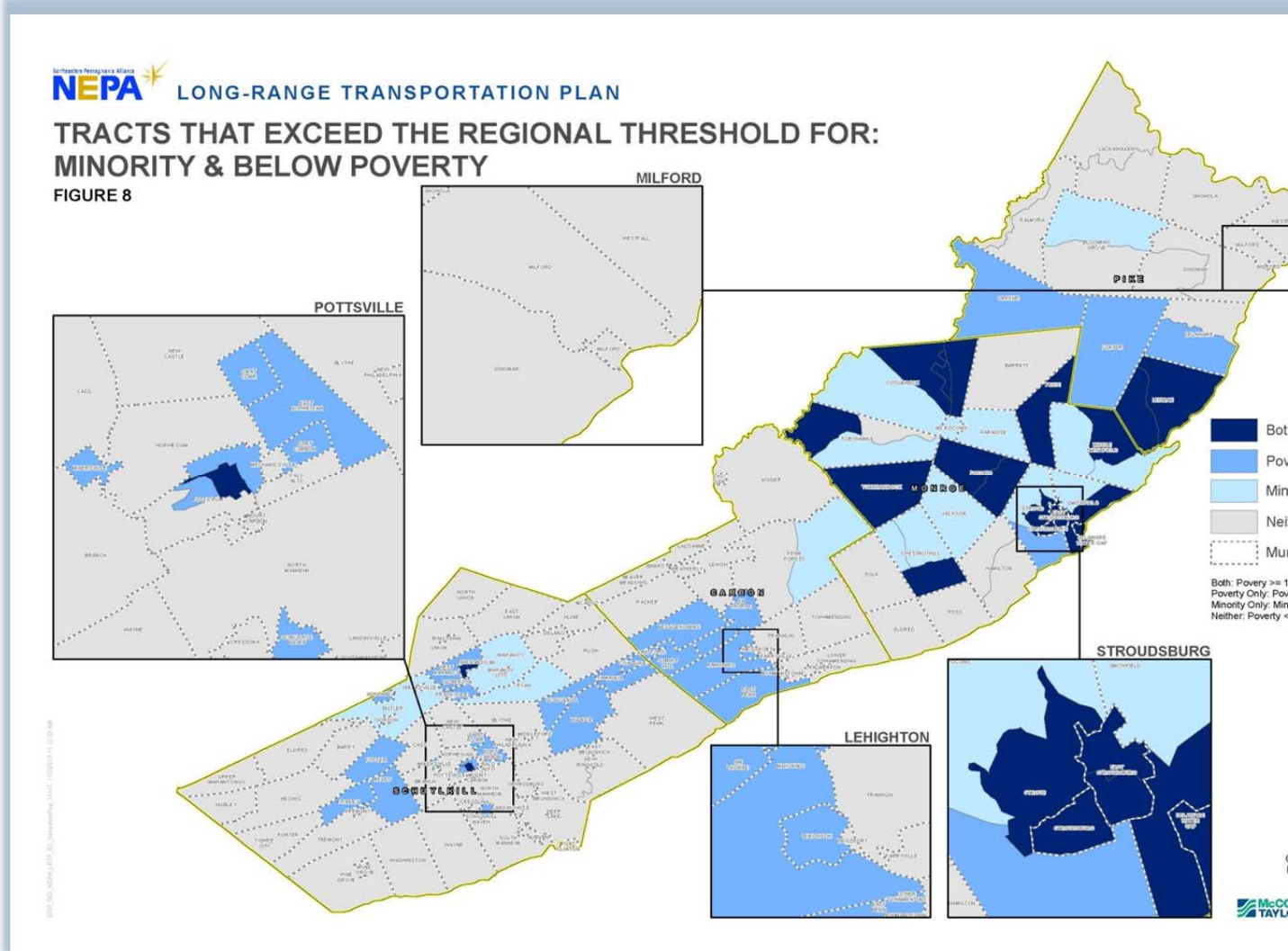
SOURCE: *NEPA Alliance Long Range Transportation Plan*

EXHIBIT 4 – LOW INCOME MAP



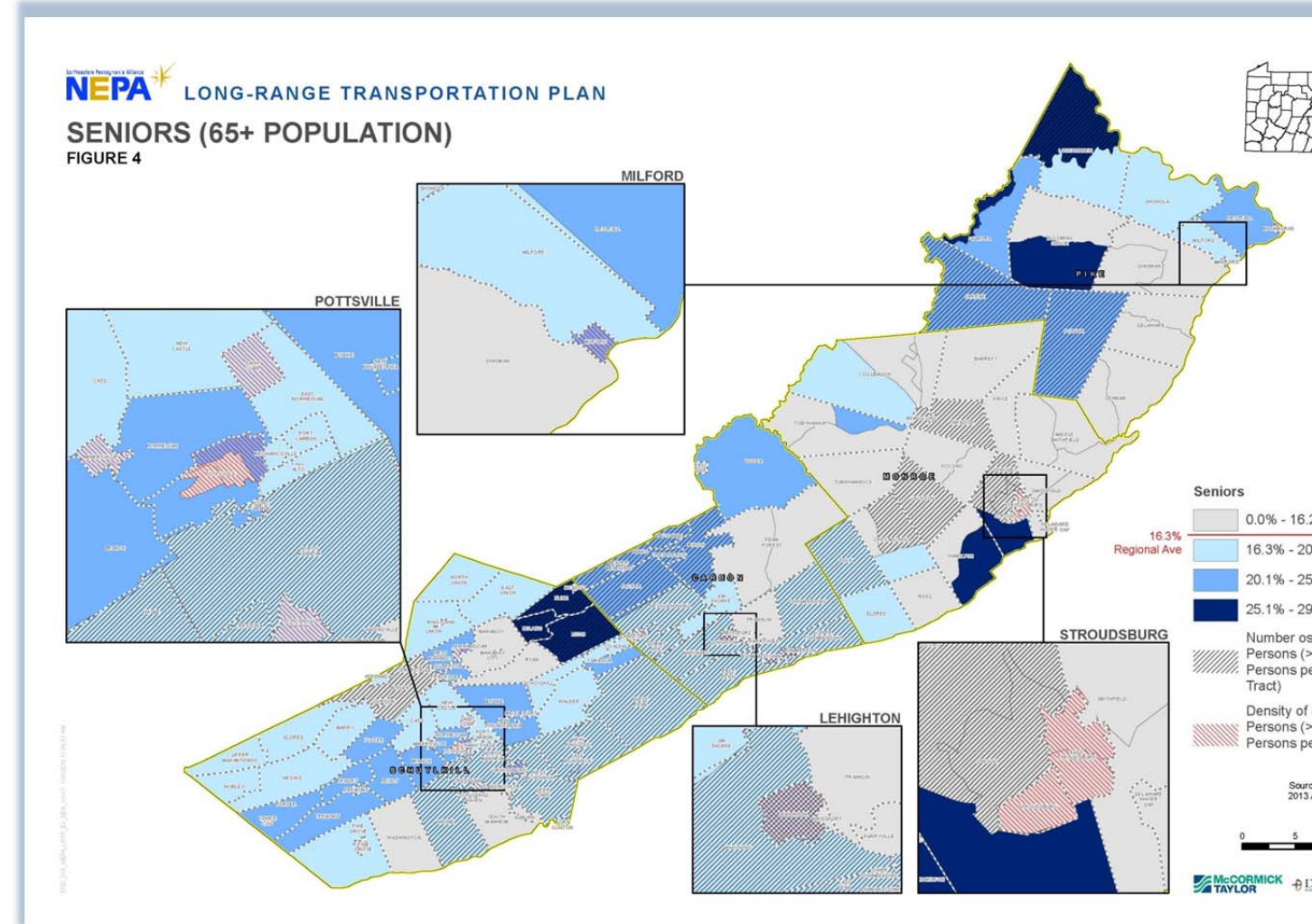
SOURCE: NEPA Alliance Long Range Transportation Plan

EXHIBIT 5 – MINORITY AND LOW INCOME MAP



SOURCE: NEPA Alliance Long Range Transportation Plan

EXHIBIT 6 – SENIOR CITIZEN MAP

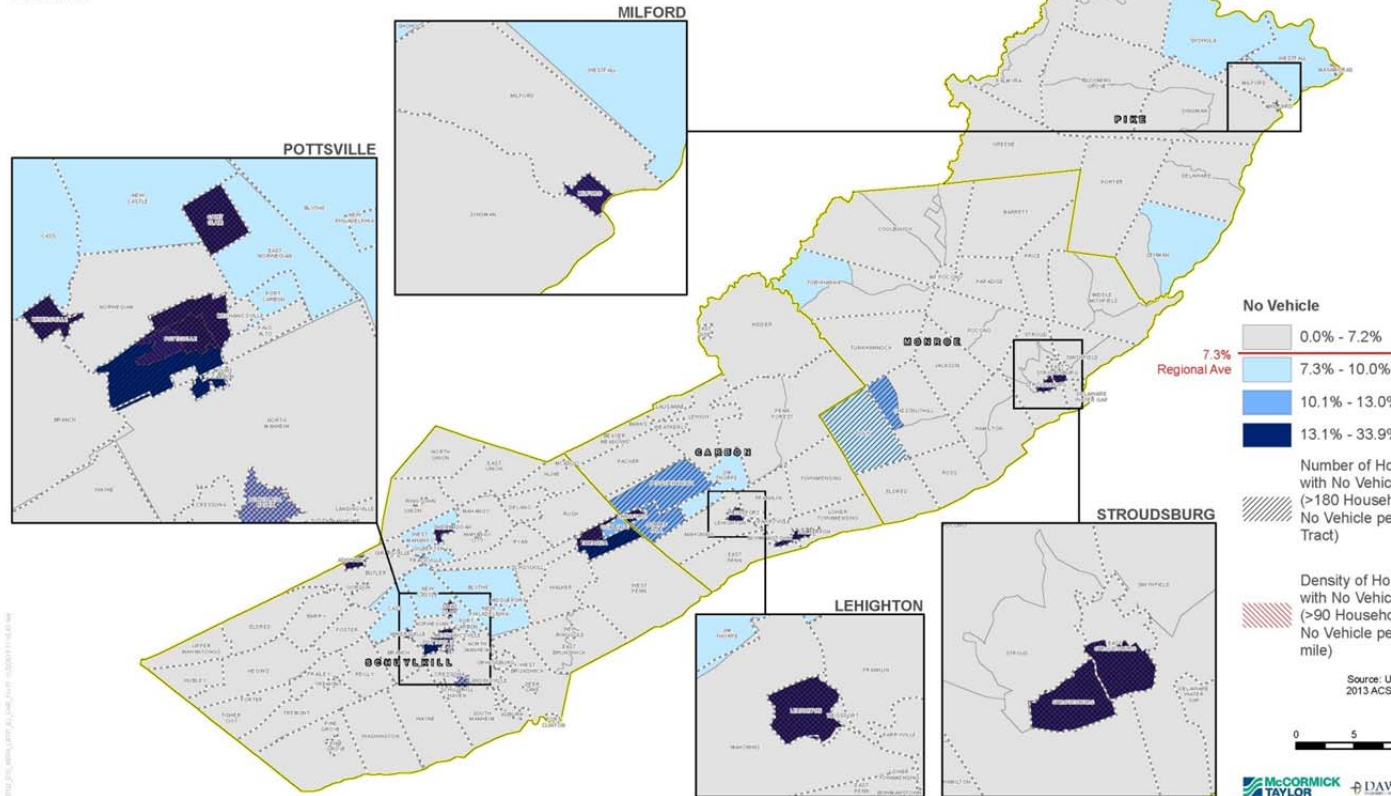


SOURCE: NEPA Alliance Long Range Transportation Plan

EXHIBIT 7 – NO VEHICLE HOUSEHOLD MAP

NEPA LONG-RANGE TRANSPORTATION PLAN

NO VEHICLE HOUSEHOLDS
FIGURE 7



SOURCE: NEPA Alliance Long Range Transportation Plan

EXHIBIT 8 – AUGUST 5, 2015 – MINI WORKSHOP SUMMARY



Northeastern Pennsylvania Alliance (NEPA) Coordinated Public Transit-Human Services Plan Update

Mini Workshop Summary

Introduction

On August 5, 2015 McCormick Taylor and Delta Development Group (Delta) conducted a mini workshop in the Northeastern Pennsylvania Alliance (NEPA) office located in Pittston, PA. McCormick Taylor conducted the first half of workshop that provided the audience with a review of NEPA Metropolitan Planning Organization (MPO) Public Participation Plan (PPP) Update. During the first half of the meeting, goals, and federal and state requirements were discussed as well as audience participation in Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis. Delta facilitated the second half of the workshop, which focused on the Coordinated Public Transit-Human Services Plan (Plan) update. A copy of the PowerPoint presentation is in Exhibit A.

Delta opened the workshop with a brief description of the Plan, indicating that the Plan identifies available transportation services including fixed route and paratransit as well as public, private and non-profit service providers. The Plan also provides an assessment of transportation services and unmet needs. Typically, a Plan assesses needs for persons with disabilities, seniors and low income populations. Delta recommended that minority and Limited English Proficient (LEP) populations also be included in the Plan because these populations are underserved and support transportation services. The Plan identifies and prioritizes strategies to eliminate or reduce gaps such as service, communications, technology and funding. Responding to a question about whether the Plan was required, Delta explained that while the MPO is technically not required to have a Plan it is strongly encouraged because projects that result from the Plan can be eligible for the Federal Transit Administration's (FTA) 5310 Program funds.

Delta presented the following objectives for the Workshop:

- Kick-off the Plan project,
- Determine Steering Committee members, and
- Identify baseline data needs.

A discussion with the Steering Committee revealed that participation and input from human services organizations would be critical and, as such, consideration should be given to a second tier committee or another mechanism to obtain their input. Suggestions for outreach included e-mails, conference calls and/or local meetings in each county. Delta also asked the Steering Committee to provide names of any established transportation groups that exist, such as transit advisory committees.

Public Outreach Initiatives for the PPP and Plan

Communication milestones were reviewed and the Plan completion date was identified as March 31, 2016.

The majority of the mini workshop was spent on reviewing data and mapping needs. Delta provided handouts detailing basic data (Exhibit B) and mapping needs (Exhibit C). Delta recommended using the FTA low income definition for data and mapping. The attendees provided additional suggestions for consideration. The categories for data needs included population, employment locations, housing/residential, human services centers, recreation centers and transportation. Mapping needs included transportation system map, population density, low income population, population over 65, minority population, LEP population, Persons with Disabilities (PWD) population, commuting patterns, and origins and destination. The following bulleted list provides an overview of attendee comments:

- Additional data needs include:
 - Youth (age 16 to 25) population data
 - Vocational schools
 - Water parks
 - Delaware River Water Gap
 - State Parks
 - Park and ride lots
 - Housing complexes and gated communities
 - Group homes
 - Commuter bus services
 - Women Infant and Children (WIC) programs
- Contact Veteran Affairs Organizations
- Review Common Interest Ownership Communities
- Review related county plans and studies
- Research prison release programs
- Contact tourism agencies
- Drug and alcohol rehabilitation centers and programs
- Area Agencies on Aging (AAA)
- Local meetings in each County would provide more feedback

After discussing data needs, Delta reviewed the Plan approach and highlighted that the Plan will include an overview of Emergency Management issues, collaboration efforts and best practices.

The meeting ended with a request from Delta for attendees to send by email any additional suggestions and comments.

EXHIBIT 9 – MINI WORKSHOP POWERPOINT PRESENTATION

NORTHEASTERN PENNSYLVANIA (NEPA)
METROPOLITAN PLANNING ORGANIZATION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES
COORDINATED PLAN UPDATE

PROJECT KICK-OFF MINI WORKSHOP


Northeastern Pennsylvania Alliance
NEPA

www.nepa-alliance.org

Northeastern Pennsylvania Alliance
NEPA

AGENDA

- INTRODUCTIONS AND MEETING OBJECTIVES
- PROJECT DESCRIPTION
- PROJECT APPROACH
- WHAT WE NEED FROM YOU
- QUESTIONS AND DISCUSSION

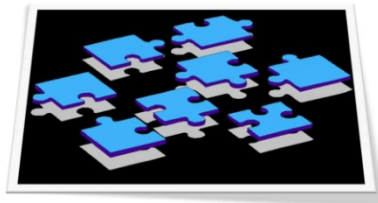


www.nepa-alliance.org



MEETING OBJECTIVES

- KICK-OFF COORDINATED PLAN PROJECT
- DETERMINE STEERING COMMITTEE MEMBERS
- IDENTIFY BASELINE DATA NEEDS



www.nepa-alliance.org



PROJECT DESCRIPTION

- CURRENT NEPA COORDINATED PLAN
- COORDINATED PLAN UPDATE
- PROJECT SCHEDULE
 - MARCH 31, 2016
- COMMUNICATION MILESTONES
 - STEERING COMMITTEE MEETINGS
 - PUBLIC MEETINGS
 - REVIEW TRANSPORTATION GAPS AND DISCUSS SOLUTIONS
 - DISCUSS AND SELECT PRIORITY PROJECTS
 - PRESENTATION OF COORDINATED PLAN



www.nepa-alliance.org




PROJECT APPROACH

1. CURRENT CONDITIONS
 - a) DEMOGRAPHICS
 - b) TRANSPORTATION SERVICES
 - c) COMMUNICATION METHODS
2. PUBLIC AND STAKEHOLDER OUTREACH
 - a) MINORITIES
 - b) LOW INCOME
 - c) SENIOR CITIZENS
 - d) LOW ENGLISH PROFICIENCY (LEP)
 - e) PERSONS WITH DISABILITIES
3. ORIGINS AND DESTINATIONS
 - a) HOUSING
 - b) EMPLOYMENT
 - c) SHOPPING
 - d) HOSPITALS/HEALTHCARE
 - e) SCHOOLS/TRAINING




www.nepa-alliance.org



PROJECT APPROACH - (CONT'D)

4. TRANSPORTATION GAPS
 - a) SERVICE
 - b) COMMUNICATIONS
 - c) TECHNOLOGY
 - d) FUNDING
5. WAYS TO ELIMINATE GAPS
 - a) IDENTIFICATION OF 5310 ELIGIBLE PROJECTS
6. SELECTION OF PRIORITY PROJECTS
7. FINAL PLAN PRESENTATION
8. EMERGENCY MANAGEMENT
 - a) HOW TRANSPORTATION PROVIDERS ADDRESS EMERGENCY MANAGEMENT ISSUES
 - b) METHODS OF COLLABORATING WITH LOCAL EMERGENCY MANAGEMENT AGENCIES
 - c) PRESENT BEST PRACTICES RELATIVE TO TECHNOLOGY AND IDENTIFY POTENTIAL SOLUTIONS



www.nepa-alliance.org

Northeastern Pennsylvania Alliance
NEPA

WHAT WE NEED FROM YOU

- PARTICIPATION AT MEETINGS
- HISTORY AND DATA
- DISTRIBUTION OF PROJECT INFORMATION
- FEEDBACK FROM YOUR CONSTITUENTS



www.nepa-alliance.org

Northeastern Pennsylvania Alliance
NEPA

QUESTIONS AND DISCUSSION



www.nepa-alliance.org



LYNN COLOSI
Project Manager
412-443-1746
lcolosi@deltaone.com

LYNDA CONWAY
Plan Coordinator
412-491-5991
lconway@deltaone.com

MATT WAGNER
Project Support
717-441-9030
mwagner@deltaone.com

*Thank you for your time.
Our Team looks forward to working with you!*

www.nepa-alliance.org

EXHIBIT 10 – PRELIMINARY DATA NEEDS

NEPA Coordinated Transit-Human Services Plan Update

DATA NEEDS
POPULATION
Density
Average Income
Low Income*
Minority
Over 65
Limited English Proficiency
Persons with Disabilities
Commute Time
Access to Car
EMPLOYMENT/LOCATIONS
Major Employers
Shopping Centers
Hospitals/Health Care
Colleges/Universities/Tech
Workforce Development
Employment for Persons with Disabilities
HOUSING/RESIDENTIAL
Affordable Housing
Senior Housing
Multi-unit housing
HUMAN SERVICE CENTERS
Area Agency on Aging
MH/MR
Senior Citizen Centers
Assistance Offices (DHS, Welfare, Social Security, etc.)
Veterans Support Agencies
RECREATION CENTERS
TRANSPORTATION
Fixed Route Transit
Agencies
Routes
Ridership (delineated by type)
Fare Structure
Shared Ride
Agencies
Programs (ADA, MATP, PWD, Seniors)
Ridership
Fare Structure
Regional/Adjacent Transit
Bike/Ped
Private Transportation Providers
Healthcare
Non-profit/Agency
Taxi

*** Based on FTA Definition:** Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Recipients are encouraged to use a locally developed threshold, such as the definition found in 49 U.S.C. 5302 as amended by MAP-21: "refers to an individual whose family income is at or below 150 percent of the poverty line (as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C 9902(2)), including any revision required by that section) for a family of the size involved" or another threshold, provided that the threshold is at least as inclusive as the HHS poverty guidelines.

EXHIBIT 11 – PRELIMINARY MAPPING NEEDS**NEPA Coordinated Transit-Human Services Plan Update**

MAPS	DATA TO BE DEPICTED
Transportation System Map	Routes
	Paratransit Service Area
	Park and Rides (transit)
Population Density	Population
	Routes
	Paratransit Service Area
Low Income Population* (*use FTA definition)	Low Income Population
	Routes
	Paratransit Service Area
Population over 65	Population over 65
	Routes
	Paratransit Service Area
Minority Population	Minority Population
	Routes
	Paratransit Service Area
Limited English Proficiency	LEP Population
	Routes
	Paratransit Service Area
Persons with Disabilities	Persons with Disability Population
	Routes
	Paratransit Service Area
Commuting Patterns	Workforce Data
	Routes
	Paratransit Service Area
Origins and Destinations	Routes
	Paratransit Service Area
	Park and Rides (transit)
	Hospitals
	Employers (including those for PWD)
	Multi-Unit Housing/Affordable/Seniors
	Human Service Centers
	Other Organizations (Veterans, SS, etc.)
	Major Retail
	Senior Centers
	Career Centers
	Dialysis Centers/Clinics

EXHIBIT 12 - MINI WORKSHOP SIGN IN SHEET

Public Participation Plan and Coordinated Public Transit
& Human Services Plan Update
Kick-off Meeting and Workshop
Tuesday, August 4, 2015

SIGN IN SHEET
NEPA Alliance Office
9:30 a.m. - 12:30 p.m.

Northeastern Pennsylvania Alliance

NEPA

No.	Name	Organization Represented	Mailing Address	Email	Phone
1.	Walt Corvill	Monroe County	TAMERLYVILLE 401 N. 2nd St Pottsville PA 17901	miamelle.northampton.edu	570-569-1945
2.	Susan Smirn	Schuylkill	252 Crookston Rd St. Clair, PA	ssmirm@co.schuylkill.pa.us	570-628-1088
3.	David Berisz	STS	76 Susquehanna St Jim Thorpe Pa	dbkrsz@gp-sts.com	570-429-2200
4.	David Podnar	Carbon County	55 Keystone Industrial Park Pottsville PA 17912	davidpodnar@carbon	570-385-3671
5.	Steve Fisher	PennDOT 4-0	55 Keystone Industrial Park Pottsville, Pa 17912	stfisher@pa.gov	570-963-4171
6.	John Frankosky	PennDOT 4-0	55 Keystone Industrial Park Pottsville, Pa 17912	jfrankosky@pa.gov	570-963-4075
7.	Matthew Wagner	Delta Development	Mwagner@deltaone.com	1509 Technology Parkway Mechanicsburg PA 17050	614-416-1787
8.	Lynna Conway	Delta	lconway@deltaone.com	->	412-491-5591

By telephone: Robin Dolce, Pike Co. Area Agency on Aging
Christine Kerstetter, Pike Co.
Brendan Cotter - LANTA
Lynn Colosi, Delta Dev

www.nepa-alliance.org

Public Participation Plan and Coordinated Public Transit
& Human Services Plan Update
Kick-off Meeting and Workshop
Tuesday, August 4, 2015

SIGN IN SHEET

NEPA Alliance Office
9:30 a.m. - 12:30 p.m.



No.	Name	Organization Represented	Mailing Address	Email	Phone
9.	Peggy Howard	Monroe County Transit	PO Box 337 Scranton PA 18355	phowardt@monroetransit.com (570) 218-3411	
10.	Christine Meinhardt	Hornetfly Planning Commission	Quaker Plaza 106 Stroudsburg, PA 18366	cmeinhardt@monroetransit.com (570) 517-3157	
11.	Daniel Yelito	NEPA - Alliance	1115 Oak St Pittston	dye@nepa-alliance.org (570) 355-5581	
12.	Nettie Ginochetti	NEPA - Alliance	1115 Oak St Pittston	agnocchetti@nepa-alliance.org (570) 655-3581	
13.	Jason Hollister	NEPA - Alliance	1151 Oak St Pittston	j.hollister@nepa-alliance.org (570) 655-3581	
14.	Kate McInabhan	"	"	kmcinabhan@nepa-alliance.org (610) 871-4552	
15.	Amanda Leindecker	Penn DOT 50	1002 W. Hamilton St Allentown PA 18101	aleindecker@pa.gov (610) 871-4552	
16.	Kerry Fields	PennDOT 50	1002 W. Hamilton St Allentown PA 18101	kfields@pa.gov (610) 871-4554	



SIGN IN SHEET
NEPA Alliance Office
9:30 a.m. – 12:30 p.m.

7

No.	Name	Organization Represented	Mailing Address	Email	Phone
17.	RAY GREEN	PennDOT Central	4100 North Street Harrisburg, PA	raygreen@ymohara.com	717-787-2255
18.	Steve Dist. 4	Dist. 4			
19.	John Francovsky	Dist. 4			
20.	Alan Baranski	NEPA MTO			
21.	Dan	NEPA Attorneys			
22.	Mike Mrozinski	Pike Co. Planning			
23.	Matt Connell	Northampton Community College West Campus			
24.	Jeff Box	NEPA			

Michelle Goddard	MT
Brandy Rotz	MT
Lucy Keyes	MT

EXHIBIT 13 – AGENDA: NOVEMBER 2016 COUNTY MEETINGS



DELTA | DEVELOPMENT | GROUP
I N C .

**Coordinated Public Transit Human Services Transportation Plan
Carbon, Monroe, Pike and Schuylkill Counties
November 4 and 5, 2015**

A G E N D A

- I. Introduction**
 - Contact Information: Lynda Conway, Phone: 412-491-5991, Fax: 717-441-9056, e-mail: lconway@deltaone.com
- II. Overview**
 - Northeastern Pennsylvania Metropolitan Planning Organization (NEPA MPO)
 - Purpose of Plan
 - Assess transportation needs of underserved populations
 - Identify current transportation services (public and private)
 - Identify gaps
 - Service, Communications, Technology, Funding
 - Recommend strategies to reduce and eliminate gaps
 - Recommend strategies to improve transportation services
- III. Process**
 - Kick-off meeting with Primary Committee NEPA Alliance
 - Base Survey and stakeholder contacts
 - Individual county meetings (subcommittee)
 - Organization Survey (<https://www.surveymonkey.com/r/BWKC5MT>)
 - Client/Public Survey (<https://www.surveymonkey.com/r/BTRGKDT>)
 - Underserved Populations
 - Survey Deadline - November 27, 2015
 - Identify transportation providers and services (public and private)
 - Identify current conditions
 - Review previous relevant plans and studies
 - Identify pertinent demographics
 - Conduct needs and gap analyses
 - Identify plans and alternatives
 - Develop action plans for future
 - Draft report
 - Share report with committees and update plan
 - Post Plan on NEPA website (potentially other websites) for feedback
 - Review comments and finalize plan
- IV. Transit/Transportation**
 - SWOT (Internal Strengths and Weaknesses/External Opportunities and Threats)

NEPA Coordinated Plan – County Meetings
November 4 and 5, 2015
- Page 2 -

Human Services Transportation	
Strengths	Weaknesses
Opportunities	Threats

V. Questions/Answers

EXHIBIT 14 – BASIC SURVEY SUMMARY

A survey, referred to as the Basic Survey, was sent to 72 professionals in the NEPA MPO region, to solicit information about transportation services and participation in Plan. Thirteen people responded of which eight expressed interest in providing feedback into the Plan. The following list shows the organizations to which the Basic Survey was sent.

1. Anthracite Region Center for Independent Living
2. Avenues of PA
3. Carbon County Area Agency on Aging
4. Carbon County Housing Authority
5. Carbon County Planning and Development
6. Carbon County Engineering Department
7. Carbon County Economic Development Council
8. Chestnuthill Township, Monroe County
9. Center for Independent Living
10. Commission on Economic Opportunity
11. Federal Transit Administration
12. Gene Tranovich Bus Company
13. Human Resources Center, Inc.
14. Lehigh and Northampton Transportation Authority (LANta)
15. Lehigh Carbon Community College
16. Maternal and Family Health Services
17. Monroe County Planning Commission
18. Monroe County Transportation Authority
19. Monroe County Area Agency on Aging
20. Monroe County Housing Authority
21. NEPA
22. Northampton Community College
23. PA CareerLink – Carbon County
24. PA CareerLink – Monroe County
25. PA CareerLink – Schuylkill County
26. Commuter Services of Pennsylvania
27. PennDOT (Bureau of Public Transportation, District 4-0, District 5-0)
28. Pike County Community Planning
29. Pike County Area Agency on Aging
30. Pike County Courthouse
31. Pike County Transportation
32. Pocono Alliance
33. Pocono County Workforce Investment Area
34. Pocono Medical Center
35. Pocono Mountains Municipal Airport
36. Schuylkill County Grants Office
37. Schuylkill County Human Services
38. Schuylkill County Office of Senior Services

39. Schuylkill County Airport
40. Schuylkill County Housing Authority
41. Schuylkill County Planning Commission
42. Schuylkill Transportation System
43. St. Luke's Hospital Miners Campus
44. Stroud Township Board of Supervisors, Monroe County
45. Veterans Affairs – Carbon County
46. Veterans Affairs – Monroe County
47. Veterans Affairs – Pike County
48. Veterans Affairs – Schuylkill County

QUESTION #1: PLEASE TELL US SOME INFORMATION ABOUT YOU AND YOUR ORGANIZATION.

Respondents were asked to provide information about their organization, as well as contact information. The 13 survey respondents provided the names of the agencies for which they represent as identified in Table 66.

Table 66 – Organizations Responding to the Basic Survey

ORGANIZATION
CARBON CHAMBER AND ECONOMIC DEVELOPMENT CORPORATION
CHESTNUTHILL TOWNSHIP, MONROE COUNTY
COMMUTER SERVICES OF PENNSYLVANIA
LANTA
LEHIGH CARBON COMMUNITY COLLEGE
MONROE COUNTY AREA AGENCY ON AGING
PIKE COUNTY
SCHUYLKILL COUNTY HUMAN SERVICES
SENATOR DAVE ARGALL OFFICE
TAMAQUA BOROUGH
TAMAQUA AREA COMMUNITY PARTNERSHIP – 2 RESPONSES
WAYNE COUNTY EMPLOYMENT AND TRAINING CENTER

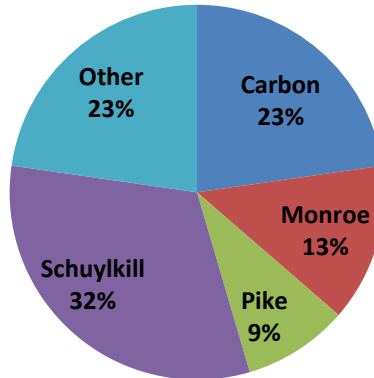
QUESTION #2: PLEASE INDICATE THE COUNTY OR COUNTIES THAT YOUR ORGANIZATION SERVES. CHECK ALL THAT APPLY.

Respondents were asked to indicate the county or counties that their organizations served. All 13 respondents identified the county or counties with which they are associated. Schuylkill County was the most represented with 32% and Pike County the least with 9%.

Chart 2 illustrates the responses to Question #2.

Chart 2 - Counties Served by Responding Agencies

2. Please indicate the County or Counties that your organization serves. Check all that apply.



The respondents were also able to identify other areas that they serve other than the primary county; those responses are identified below.

- Luzerne County
- Chestnuthill Township
- Wayne, Pike, Monroe, and Carbon Counties
- Lehigh County
- Adams, Berks, Cumberland, Dauphin, Franklin, Lancaster, Lebanon, and Perry Counties

QUESTION #3: PLEASE LIST ALL (PUBLIC AND PRIVATE) TRANSPORTATION SERVICES THAT YOU ARE AWARE OF IN THE COUNTIES.

Twelve of the 13 people that responded to the survey identified transportation services of which they are aware. Table 67 depicts those public and private transportation services that respondents identified and several are outside of the NEPA MPO region.

Table 67 – Well Known Transportation Services

TRANSPORTATION PROVIDER	COUNTY LOCATION
AREA ON AGING	Multiple
BERKS AREA REGIONAL TRANSPORTATION AUTHORITY (BARTA)	Berks
CAPITAL AREA TRANSIT (CAT)	Cumberland, Dauphin
CAPITAL BUS COMPANY	Schuylkill
CARBON COUNTY COMMUNITY TRANSIT (CCCT)	Carbon
CARBON TAXI	Carbon
COMMUTER SERVICES OF PENNSYLVANIA	Multiple
EMORY & IVORY LIMOUSINE SERVICE	Schuylkill
GOODWILL FIRE COMPANY NO. 1 (MINERSVILLE, PA)	Schuylkill
HUMAN RESOURCE CENTER	Pike
J&J AFFORDABLE LUXURY TRANSPORTATION	Schuylkill
LEBANON TRANSIT (LT)	Lebanon
LEHIGH AND NORTHAMPTON TRANSPORTATION AUTHORITY	Lehigh, Northampton
MAPLE CITY TAXI	Wayne
MONROE COUNTY TRANSPORTATION AUTHORITY	Monroe
PIKE COUNTY TAXI	Pike
PIKE COUNTY TRANSPORTATION	Pike
POCONO CAB	Monroe
POTTSVILLE AREA LIMOUSINE COMPANIES	Schuylkill
RED ROSE TRANSIT AUTHORITY (RRTA)	Lancaster
RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)	Multiple
SCHUYLKILL COUNTY TRANSPORTATION AUTHORITY	Schuylkill
SHORT LINE BUS	Pike
VRIDE (VANPOOL PROVIDER)	Multiple
WGM CAB	Monroe
YORK ADAMS TRANSPORTATION AUTHORITY (RABBITTRANSIT)	Adams, York

QUESTION #4: PLEASE TELL US ABOUT YOUR ORGANIZATION AND TRANSPORTATION SERVICES. PLEASE READ THE FOLLOWING SENTENCES AND CHECK ALL THAT APPLY TO YOUR ORGANIZATION.

All 13 respondents replied to Question #4 with the majority indicating that clients of their organization needed and used transportation services. Table 68 summarizes shows the tabulation of those responses.

Table 68 – Organizations' Involvement with Transportation Services

SURVEY STATEMENTS	RESPONSES
MY ORGANIZATION PROVIDES TRANSPORTATION SERVICES.	1
MY ORGANIZATION RECEIVES MONEY FOR TRANSPORTATION SERVICES.	1
CLIENTS OF MY ORGANIZATION USE TRANSPORTATION SERVICES.	6
CLIENTS OF MY ORGANIZATION NEED TRANSPORTATION SERVICES.	7
MY ORGANIZATION PROVIDES MONEY TO CLIENTS FOR TRANSPORTATION SERVICES.	1
NOT APPLICABLE	3
OTHER	4

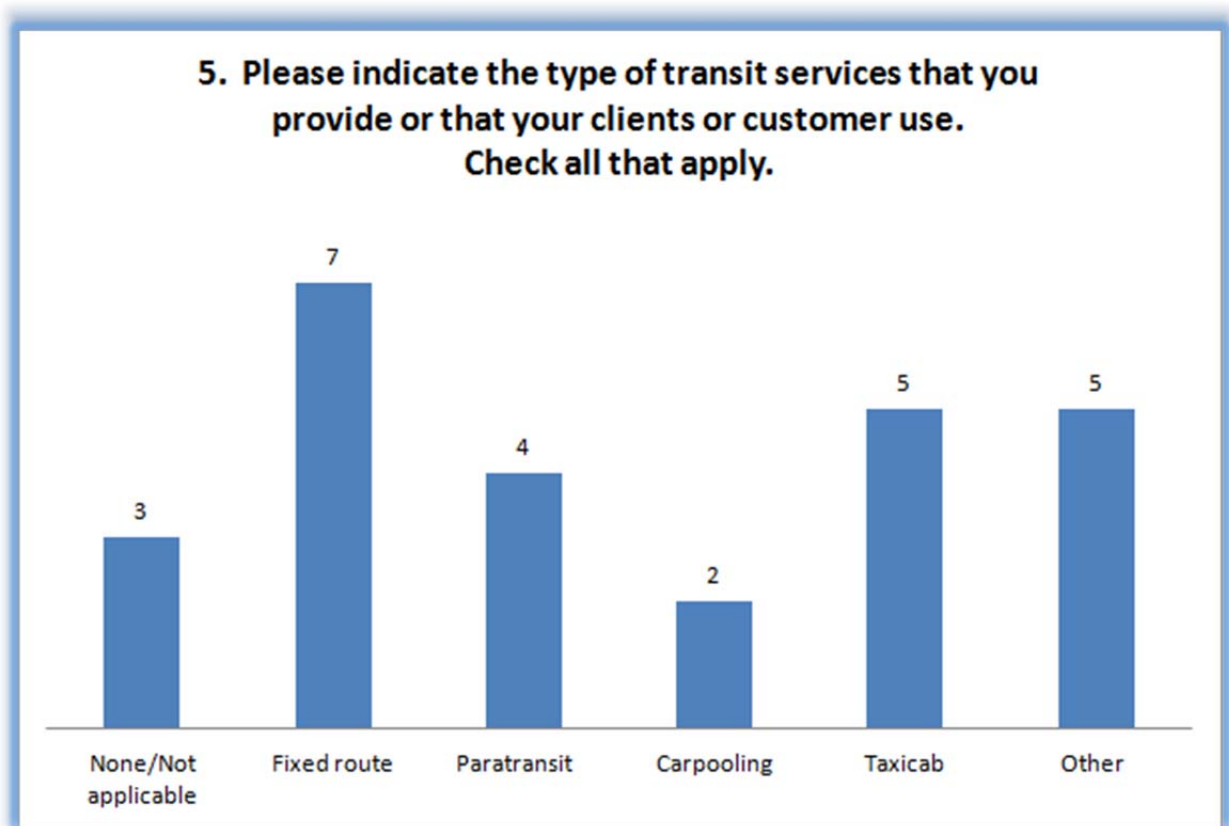
Four respondents selected “Other” and provided the following detail:

- “We are the MATP for Schuylkill County. We contract with transportation providers for services.”
- “RSVP provides volunteers for transportation on a limited basis if no other transportation means is appropriate.”
- “Alternate board member for Commuter Services of Pennsylvania.”
- “Commuter Services of Pennsylvania provides educational outreach to commuters in an effort to make them aware of transportation alternatives other than driving alone in a single occupancy vehicle. Our organization offers guidance on how to form a carpool, organize a vanpool, utilize available transit services, review the possibility of walking and biking, and how to properly institute telework programs. Our organization does not formerly provide the transportation vehicle (i.e. car, van, bus, train, bike, etc.) but rather offers the education and direction so that commuters can choose a mode convenient to their travel and financial needs.”

QUESTION #5: PLEASE INDICATE THE TYPE OF TRANSIT SERVICES THAT YOU PROVIDE OR THAT YOUR CLIENTS OR CUSTOMER USE. CHECK ALL THAT APPLY.

Twelve of the 13 survey respondents indicated the type of transit services that their clients use or that their agency provides. The majority (7) indicated that fixed route as the most used or provided. Graph 1 illustrates the range of responses.

Graph 1 – Transportation Services Provided or Used



Five respondents indicated that their clients used other services, detail of which is provided in the list below.

- Mileage Reimbursement
- Volunteers
- Walk or drive themselves
- Bus service for seniors handicapped to doctors and stores
- Amtrak-Keystone Line

QUESTION #6: PLEASE LIST ANY TRANSPORTATION SERVICES THAT ARE NEEDED IN THE COUNTIES.

Twelve of the 13 survey respondents replied to this question and described transportation services that are needed in the counties. In general, the comments expressed a need for a variety of transportation services including fixed route, paratransit and commuter. Bus, rail, van and taxi were identified as they types of modes that are needed. Table 69 presents specific feedback provided by respondents identifying the types of services they think are needed in the NEPA MPO region.

Table 69 – Types of Transportation Services Needed in the Counties

RESPONDENT	COUNTY	FEEDBACK ON TRANSPORTATION NEEDS
CARBON CHAMBER AND ECONOMIC DEVELOPMENT CORP.	Carbon	Passenger rail service and more bus routes.
SCHUYLKILL COUNTY HUMAN SERVICES	Schuylkill	Schuylkill County is very limited with transportation services. We currently contract with Schuylkill Transportation System (STS), who subcontracts with the local cab companies, and Goodwill Fire Company No. 1. We give clients bus tickets for STS fixed route and paratransit services. They have a very limited bus schedule and a very limited paratransit/shared ride service. Bus & shared ride/paratransit do not reach all areas of the County. STS uses the cab companies to provide out of county services. We contract with Goodwill for oversized wheelchair trips and trips in & out of county that STS will not do.
MONROE COUNTY AREA AGENCY ON AGING	Monroe	Weekend and longer hours of paratransit service.
TAMAQUA AREA COMMUNITY PARTNERSHIP	Schuylkill	Route 309 fixed route service from Tamaqua to TIDE Industrial Park (Rush Township, Schuylkill County) to Humbolt Industrial Park (East Union Township, Schuylkill County), to Kovatch Corporation (Nesquehoning, Carbon County) and to St. Luke's (Coaldale, Schuylkill County). Commuter (day-trip) transportation to New York City. Passenger Rail Service to Philadelphia. Taxi service in Tamaqua including Uber.
TAMAQUA AREA COMMUNITY PARTNERSHIP	Schuylkill	More taxi service and more bus routes as well as increased frequency and span of service. More cross county transportation services. Maybe commuter train through Luzerne, Schuylkill, Carbon, and Lehigh counties.
CHESTNUTHILL TOWNSHIP	Monroe	More handicapped service in the evening hours (5:00 p.m. – 11:00 p.m.)
TAMAQUA BOROUGH	Schuylkill	Taxi, Bus, Rail
PIKE COUNTY	Pike	Fixed route bus service
WAYNE COUNTY EMPLOYMENT AND TRAINING CENTER	Wayne	Wayne County residents need affordable public transportation to get to work, shop, and attend school and community functions. However, the size of the population impacts the practicality of public transportation due to cost. This situation also exists in Pike County. At one time the Department of Welfare, now Department of Human Services, had a transportation grant to assist low-income individuals with car purchases, repairs and insurance. This grant worked well for two rural counties with large distances between population densities.
SENATOR DAVE ARGALL OFFICE	Carbon and Schuylkill	Bus service to local industrial parks for employment. Taxi or van service for shopping and banking for the elderly. Commuter bus service to Allentown, Reading and New York City.
LEHIGH CARBON COMMUNITY COLLEGE	Lehigh and Carbon	Regular bus service on Route 309 and Route 209. Bus service to Walmart and TIDE Industrial Park. Taxi service.
COMMUTER SERVICES OF PENNSYLVANIA	Multiple	Connectivity of public transportation between counties.

QUESTION #7: PLEASE LIST ANY IDEAS AND SUGGESTIONS TO IMPROVE TRANSPORTATION OPTIONS IN THE COUNTIES.

Input from respondents is provided in Table 70.

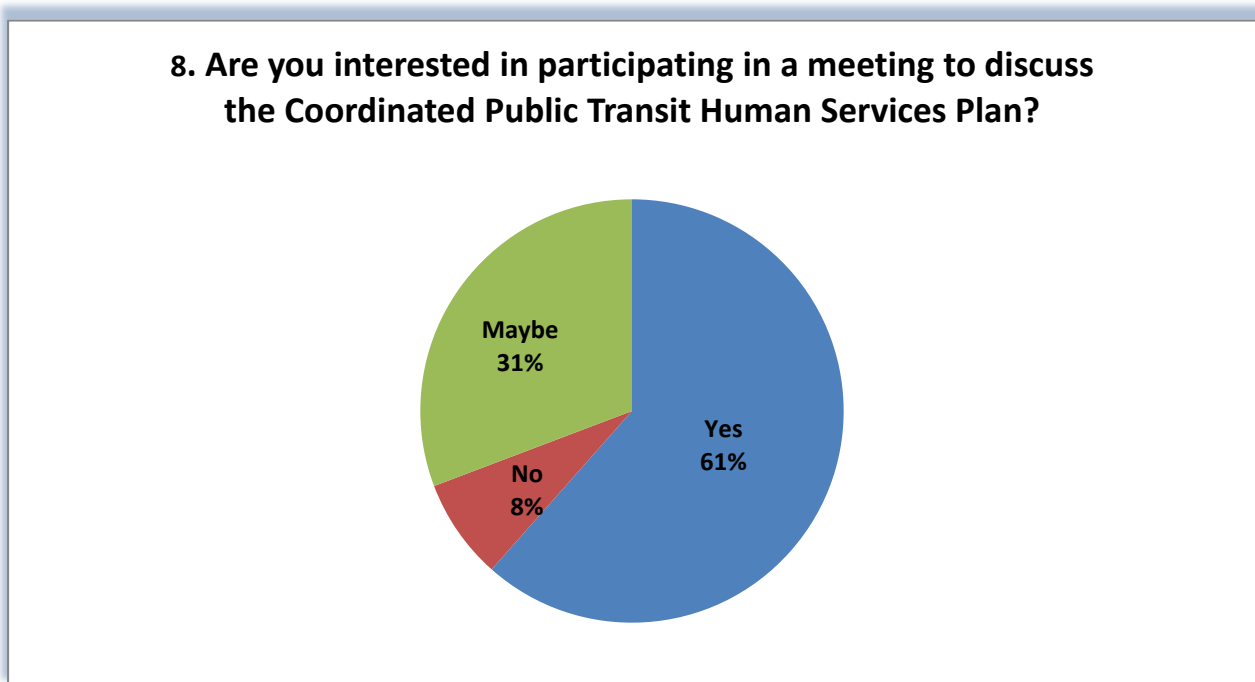
Table 70 – Suggested Ways to Improve Transportation in the Counties

RESPONDENT	COUNTY	FEEDBACK ON WAYS TO IMPROVE TRANSPORTATION OPTIONS
SCHUYLKILL COUNTY HUMAN SERVICES	Schuylkill	STS could probably use more on-call drivers. They are always telling us they don't have enough drivers or somebody has called off. Cab companies that will cover the whole county, not just parts. A schedule by STS that would allow clients in the outlying towns to access services all over the county, instead of not going there at all.
MONROE COUNTY AREA AGENCY ON AGING	Monroe	Door to door paratransit. Extend hours.
TAMAQUA AREA COMMUNITY PARTNERSHIP	Schuylkill	Re-establish passenger rail service to Philadelphia and New York City.
TAMAQUA AREA COMMUNITY PARTNERSHIP	Schuylkill	Daily bus runs with set times and specific bus stops. Suggested Tamaqua locations: Boyers Food Store, Tamaqua Art Center and Tamaqua School District Building. Commuter trains run from Pottsville to Lehigh Valley to Wilkes Barre for workers.
CHESTNUTHILL TOWNSHIP	Monroe	More service for disabled persons in the evening hours (5 p.m.-11 p.m.)
TAMAQUA BOROUGH	Schuylkill	Provide bus service to surrounding communities. Provide taxi service to Tamaqua. Provide rail service to Philadelphia and New York City.
WAYNE COUNTY EMPLOYMENT AND TRAINING CENTER	Wayne	Other than a grant to offset the cost of the transportation currently available, I question the feasibility of bus service.
SENATOR DAVE ARGALL OFFICE	Schuylkill	Less large buses for transit and more smaller vans for individual locations.
COMMUTER SERVICES OF PENNSYLVANIA	Multiple	Rollout and implementation of Commuter Services programs.

QUESTION #8: ARE YOU INTERESTED IN PARTICIPATING IN A MEETING TO DISCUSS THE COORDINATED PUBLIC TRANSIT HUMAN SERVICES PLAN?

All 13 respondents replied to this question. The majority (61%) indicated yes and only one person replied that they are not interested.

Chart 3 – Potential Meeting Participants



QUESTION #9: IN YOUR OPINION, IS THERE A NEED FOR TRANSPORTATION SERVICES IN THE COUNTIES?

All 13 respondents provided feedback to this question. The majority (12) replied affirmatively that there is a need. Table 71 presents the specific comments provided by respondents.

Table 71 – Comments on the Need for Transportation Services

RESPONDENT	COUNTY	FEEDBACK ON THE NEED FOR TRANSPORTATION SERVICES
CARBON CHAMBER AND ECONOMIC DEVELOPMENT CORP.	Carbon	Our county is very rural so it is a challenge to assemble a cost effective method of public transportation even though the need is there. Senior citizens and low income residents sometimes need transportation to appointments and shopping. However, the secondary need is the access to all residents of the county to quality public transportation options not just within county, but also out of the county to Lehigh Valley and beyond.
SCHUYLKILL COUNTY HUMAN SERVICES	Schuylkill	I can only speak about Schuylkill County, but we need more options. STS does not service all areas of the County, even with their shared ride/paratransit services.
MONROE COUNTY AREA AGENCY ON AGING	Monroe	Transportation can be improved. Hours of availability are limited and areas of pick up are limited to certain days and times.
TAMAQUA AREA COMMUNITY PARTNERSHIP	Schuylkill	Route 309 fixed route service from Tamaqua to TIDE Industrial Park (Rush Township, Schuylkill County) to Humboldt Industrial Park (East Union Township, Schuylkill County), to Kovatch Corporation (Nesquehoning, Carbon County) and to St. Luke's (Coaldale, Schuylkill County). Commuter (day-trip) transportation to New York City. Passenger Rail Service to Philadelphia. Taxi service in Tamaqua including Uber.
TAMAQUA AREA COMMUNITY PARTNERSHIP	Schuylkill	Small towns are very congested! It can take 30-45 minutes to get into Tamaqua north and south on 309. It can also take this long to get through town on any given day and you are only covering about 1-2 miles of distance from point A to B. Heavy truck traffic on roads that are unable to accommodate large loads and pedestrian crossing.
CHESTNUTHILL TOWNSHIP	Monroe	MCTA does an excellent job. Expanding hours of service for handicapped persons is needed but funding may be an issue.
TAMAQUA BOROUGH	Schuylkill	Low income. Aging citizens.
WAYNE COUNTY EMPLOYMENT AND TRAINING CENTER	Wayne	Definitely, even in Monroe County, the bus service is limited to certain areas. In Wayne County, we are limited to the hours of the taxi. I do not know the number of riders in any of the counties, but Wayne county does have a large transportation system through the Area Agency on Aging (AAA). If there was public transportation, would these persons be able to ride at the same cost that they are currently paying.
SENATOR DAVE ARGALL OFFICE	Carbon and Schuylkill	I need to get more people employed and to employment locations. There is also a need for shared services for the elderly.
COMMUTER SERVICES OF PENNSYLVANIA	Multiple	Commuter patterns in these four counties, as well as in and out of adjoining counties, reflect the distances commuters are traveling to get to and from work. Coordination of the available transportation services and utilization of new transportation opportunities (such as Commuter Services programming) should be brought to the attention of all travelers in the region.

QUESTION #10: PLEASE PROVIDE ADDITIONAL COMMENTS.

Four survey respondents offered the following comments:

- “Offer more options for shared transportation. Commuter transportation for those who work in cities.”
- “MCTA does an excellent job. Some more outreach to the municipalities may produce better results than the last attempt.”
- “Transportation is a vital part of growth in a community and the surrounding area. It is a way for people to be connected to education, jobs and activities. It brings with it a sense of freedom to move about the area providing options.”

EXHIBIT 15 – BASIC SURVEY DISTRIBUTION LIST

FIRST NAME	LAST NAME	ORGANIZATION NAME
SHARON	ANGELO	PA CareerLink – Schuylkill County
JACK	ASURE	Pocono Mountains Municipal Airport
ALAN	BARANSKI	NEPA Alliance
DAVID	BEKISZ	Schuylkill Trans System
GARY	BENDER	Schuylkill County Grants Office
MARIE	BISHOP	PennDOT District 4-0
DAVID	BODNAR	Carbon County Planning and Development
JEFFREY	BOX	NEPA Alliance
MATT	BOYER	Commuter Services of Pennsylvania
PIERCE	BUNCE	Veterans Affairs – Pike County
DEBORAH	BUTLER	Federal Transit Administration
JOHN	CASELLA	PA CareerLink – Monroe County
MATTHEW	CONNELL	Northampton Community College
DENISE	CORCORAN	Anthracite Region Center for Independent Living
BRENDAN	COTTER	LANTa
HENRY	DESROSIERS	Veterans Affairs – Carbon County
MAUREEN	DONOVAN	Lehigh Carbon Community College
DARYL	EPPLEY	Stroud Township Board of Supervisors
GEORGENE	FEDORISKA	Schuylkill County Office of Senior Services
KERRY	FIELDS	PennDOT 5-0
STEVEN	FISHER	PennDOT District 4-0
PAULA	FOUGERAY	Carbon County Housing Authority
JOHN	FRANKOSKY	PennDOT 4-0
PATTY	FRETZ	Monroe County Area Agency on Aging
NETTIE	GINOCCHETTI	NEPA Alliance
TANYA	GOODE	Monroe County Transit Authority
CARL	GOULD	Chestnuthill Township
RAY	GREEN	PennDOT
MICAH	GURSKY	St. Luke's Hospital Miners Campus
THOMAS	HALE	Schuylkill County Housing Authority
KATHY	HENDERSON	CCEDC
JASON	HOLLISTER	NEPA Alliance
MARK	HOOVER	Human Resources Center Inc
PEGGY	HOWARTH	Monroe County Transportation Authority
GRETCHEN	HUNT	Commission on Economic Opportunity
LISA	KAYE	Veterans Affairs – Monroe County

FIRST NAME	LAST NAME	ORGANIZATION NAME
MATTHEW	KELLY	PennDOT Environmental Justice Coordinator
CHRISTINE	KERSTETTER	Pike County
DEBBIE	KLOTUNOWITCH	Avenues
AMANDA	LEINDECKER	PennDOT District 5-0
TIMOTHY	LIDIAK	Federal Transit Administration
ROBIN	LoDOLCE	Pike County Area Agency on Aging
SHARON	LOVE	Schuylkill County Human Services
JAY	McGEE	PennDOT District 5-0
KATE	McMAHON	NEPA Alliance
CHRISTINE	MEINHART	Monroe County Planning Commission
TIMOTHY	MORAN	NEPA CIL
MICHAEL	MROZINSKI	Pike County Community Planning
ANDY	MUELLER	Reading & Northern RR
OWEN	O'NEIL	LANTa
MATTHEW	OSTERBERG	Pike County Courthouse
FRANK	PACZEWSKI	Ertley
JEFF	PETERSEN	PennDOT 5-0
MICHAEL	REBERT	PennDOT Engineering District 5
GEORGE	ROBERTS	PennDOT District 4-0
GEOFFREY	ROCHE	Pocono Medical Center
CHERI	SANTORE	Carbon County Area Agency on Aging
BETTE	SAXTON	Maternal and Family Health Services
RICHARD	SCHLAMEUSS	Monroe County Transit Authority
JOSEPH	SEBELIN	Pocono County WIA
HOLLY	SHEESLEY	Pocono Medical Center
SUSAN	SMITH	Schuylkill County Planning Commission
MATT	SMOKER	FHWA
ANTHONY	STEVE	PennDOT Bureau of Public Transportation
RONALD	TIRPAK	Carbon Engineering
RAE ANN	TREVORAH	The Tamaqua Salvation Army
MICHAEL	TUKEVA	Pocono Alliance
GARRY	WENTZ	PA CareerLink – Carbon County
RICHARD	WIDDOSS	Monroe County Housing Authority
BILL	WILLARD	Schuylkill County Airport
DANIEL	YELITO	NEPA Alliance
BRENDA	ZECHMAN	Veterans Affairs – Schuylkill County
JOHANNA	ORTEGON	Latino American Alliance of Northeast PA
GENE	TRANOVICH	Gene Tranovich Bus Company

EXHIBIT 16 – COPY OF BASIC SURVEY

NEPA MPO Human Services Transportation Survey – Basic

Delta Development Group, Inc. is updating a Coordinated Public Transit Human Services Transportation Plan for the Northeastern Pennsylvania Metropolitan Planning Organization (NEPA MPO), serving Carbon, Monroe, Pike and Schuylkill Counties. This plan is being updated under a contract with the Northeastern Pennsylvania Alliance (NEPA Alliance).

Briefly, the purpose of this plan is to assess transportation needs of underserved populations that include persons with disabilities, seniors, minorities, limited English proficiency and low income persons; identify current transportation services (public and private); identify gaps; and, recommend strategies to reduce and eliminate gaps and improve transportation services.

Please take a few minutes to complete and submit your survey responses. The deadline for completing the survey is Tuesday, October 20, 2015.

If you have questions, need assistance, or have additional information to share with us as a part of this survey, please contact:

Lynda Conway
Delta Development Group, Inc.
412-491-5991
lconway@deltaone.com

1. Please tell us some information about you and your organization.

Your Name:
Your Title:
Organization Name:
Department Name (if applicable) :
Zip Code (5 Digits) of Organization:
Telephone Number:
Email:

2. Please indicate the County or Counties that your organization serves. Check all that apply..

- ☐ Carbon
☐ Monroe
☐ Pike
☐ Schuylkill
☐ Other (please specify)

--

3. Please list all (public and private) transportation services that you are aware of in the Counties.

--

NEPA MPO Human Services Transportation Survey – Basic

4. Please tell us about your organization and transportation services. Please read the following sentences and check all that apply to your organization.

- ☐ My organization provides transportation services.
- ☐ My organization receives money for transportation services.
- ☐ Clients of my organization use transportation services.
- ☐ Clients of my organization need transportation services.
- ☐ My organization provides money to clients for transportation services.
- ☐ Not Applicable
- ☐ Other (please specify)

5. Please indicate the type of transit services that you provide or that your clients or customer use. Check all that apply.

- ☐ None/Not applicable
- ☐ Fixed route
- ☐ Paratransit (shared-ride/demand response)
- ☐ Carpooling
- ☐ Taxicab
- ☐ Other (please specify)

6. Please list any transportation services that are needed in the Counties.

7. Please list any ideas and suggestions to improve transportation options in the Counties.

NEPA MPO Human Services Transportation Survey – Basic

8. Are you interested in participating in a meeting to discuss the Coordinated Public Transit Human Services Plan?

- ☐ Yes
☐ No
☐ Maybe

9. In your opinion, is there a need for transportation services in the Counties?

- ☐ No
☐ Yes
☐ If yes, please describe.

10. Comments and suggestions.

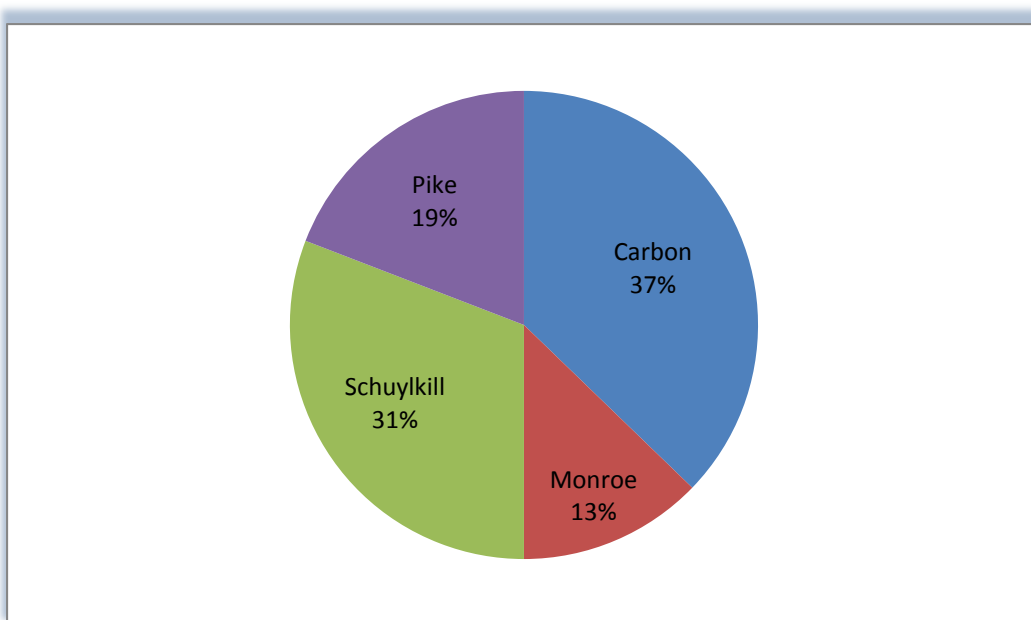
EXHIBIT 17 – PUBLIC SURVEY RESULTS – SHORT VERSION

A total of five questions were administered as part of the short survey focusing on where people live and where they would like to go on public transportation if it were available. A total of 94 responses were received, which are summarized throughout this section in bullet points, maps, charts and graphs.

QUESTION #1: IN WHAT COUNTY DO YOU LIVE?

All 94 respondents identified the county in which they live. The county with the highest percentage (37%) of respondents was Carbon.

Chart 4 – Public Survey Short Version Respondents' County of Origin



QUESTION #2: IN WHAT ZIP CODE AREA DO YOU LIVE?

Nearly all the respondents (93 of 94 respondents) provided their zip code. Table 72 delineates responses by county, zip code and number of respondents residing in each area. The largest number of respondents lives in zip code area 18466 in Monroe County (11) and 17901 in Schuylkill (10).

Table 72 – Public Survey Short Version Respondents' Zip Codes

COUNTY	ZIP CODE	# OF RESPONDENTS	COUNTY	ZIP CODE	# OF RESPONDENTS
Carbon	18071	4	Pike	18428	3
Carbon	18210	1	Pike	18445	1
Carbon	18216	1	Schuylkill	17901	10
Carbon	18229	7	Schuylkill	17935	1
Carbon	18232	5	Schuylkill	17948	2
Carbon	18235	6	Schuylkill	17954	3
Carbon	18240	3	Schuylkill	17959	1
Carbon	18250	2	Schuylkill	17961	2
Carbon	18255	3	Schuylkill	17963	2
Carbon	18325	1	Schuylkill	17965	2
Carbon	18624	1	Schuylkill	17970	1
Monroe	18344	1	Schuylkill	17972	1
Monroe	18466	11	Schuylkill	17976	1
Pike	18324	5	Schuylkill	18237	1
Pike	18328	4	Schuylkill	18248	1
Pike	18336	1	Schuylkill	18252	1
Pike	18337	4			

QUESTION #3: PLEASE LIST PLACES YOU DO NOT GO BECAUSE OF THE LACK OF TRANSPORTATION.

Not all respondents offered input on this question; 69% of respondents identified places they do not go because of the lack of transportation options. Respondents from Carbon, Pike and Schuylkill counties indicated the need for more options for medical appointments and shopping. The need for work trips was specifically mentioned by respondents from Monroe and Schuylkill counties.

All places that respondents do not go because of the lack of transportation services are delineated by county and provided in the list below.

- **CARBON COUNTY (23 RESPONDENTS)**
 - Allentown (5), Coaldale, Hazleton, Lansford, Pottsville, Tamaqua, Wilkes-Barre
 - Atlantic City Sands Casino
 - Doctor/ Medical Appointments (3), Doctors in Allentown, Dr. Fino in Blakeslee, Wilkes-Barre Geisinger Hospital
 - Everywhere
 - Hometown Farmers Market in Hometown, PA
 - Malls and stores on weekends (3)
 - Martz Transportation buses in Blakeslee
 - Outside Carbon County
 - Senior Center

- Shopping/Malls (4), Lehigh Valley Mall (3), Kmart in Walnutport (2), Stroudsburg Shopping Mall, Giant in Hometown (2), Ahart Market in Blakeslee, CVS Drug Store in Blakeslee, Shoprite in Brodheadsville (3)
- **MONROE COUNTY (4 RESPONDENTS)**
 - Blakeslee (2), Pike County, Scranton, Allentown
 - The limited service is a problem if you miss one bus you have to wait an hour for another bus
 - Johnson and Johnson, 3rd shift
- **PIKE COUNTY (14 RESPONDENTS)**
 - Allentown, East Stroudsburg , Easton, Scranton
 - Doctors/Clinics (4), Castle Point VA Hospital (New York), Dentist in Hamlin, PA (Wayne County), Counseling, Pharmacy
 - Shopping/Mall (3), Grocery Store, Thrift Stores, Walmart (2), ReDCo, Kmart (2), Rockaway Mall, New Jersey
 - Church (2)
 - Friends and family (2)
 - Movies
 - Meetings
 - I have a difficult time getting from place to place because I have to rely on family and friends
- **SCHUYLKILL COUNTY (24 RESPONDENTS)**
 - Allentown (2), Bloomsburg, Danville, Highride Park, Jim Thorpe (2), Schuylkill Haven
 - Church
 - Doctor/Dentist/Medical Appointments (4), Comprehensive Women's Health Care, Pottsville
 - Entertainment, Family/Friends, Movies
 - Everywhere (2)
 - God's Helping Hands, Orwigsburg
 - Hometown Auction
 - Hometown Walmart
 - Outside of Minersville
 - Places to get job applications
 - Redner's Auction (2), Renninger's Market (2)
 - Shenandoah to Humbolt Industrial Park day and evening shifts
 - Shopping/Mall (s), Grocery Store (4), Walmart (2)
 - Work (3), Industrial Parks/Distribution Centers (2)

QUESTION #4: IF PUBLIC TRANSPORTATION SERVICE WAS AVAILABLE IN YOUR AREA, WHAT LOCATIONS WOULD YOU LIKE IT TO SERVE? (PLEASE BE SPECIFIC BY PROVIDING THE NAME AND/OR ADDRESS OF THE LOCATIONS. EXAMPLE: HAMLET DRIVE TO MOUNT POCONO WALMART.)

Not all respondents offered input on this question; Sixty-eight percent (68%) identified locations they would like to go if public transportation was available in their area. The following provides respondents' comments by county.

- **CARBON COUNTY (21 RESPONDENTS)**

- All areas (2)
- Service enhancements: increased service to Allentown, longer mall hours, longer hours, mall service on Saturdays, increased service to Tamaqua
- Angela Theater in Coaldale on Saturdays
- Dr. Rosalee Rehrig in New Ringold, Dr. Richard Kolecki, Walnutport, PA, St. Luke's Physician Group
- All malls on Route 145, Lehigh Valley Mall, Mahoning Valley Cinema/Shopping Complex, Shoprite (Broadheadsville), Walmart (Lehighton) (2), Walmart (Hazleton), Walnutport Plaza
- Allentown, Blue Mountain Lake (Stroudsburg, PA), Blakeslee, Coaldale, Lansford, Poconos (2), Sadsbury, and Tamaqua
- Hamlet Drive to Mount Pocono Walmart
- Weatherly to Main Street in Allentown
- Lansford to Lehigh Valley Mall
- We are happy with CCCT (2)
- Expand Lynx service to Shop Rite

- **MONROE COUNTY (6 RESPONDENTS)**

- Camelback
- Main Street in Tobyhanna (2)
- Doctors in other counties
- More buses in Wayne County
- More flexibility for working people
- Fixed route service to Blakeslee area
- Tobyhanna area to Stroudsburg (near Army Depot)

- **PIKE COUNTY (16 RESPONDENTS)**

- Calling All Angels, Kmart (2), Mount Pocono Walmart Vision Center, Peebles (2), Rite Aid, Salvation Army, Stroud Mall, Walmart (4)
- Casino
- Castle Point VA Hospital (Wappingers Falls, NY)
- Connect with Metropolitan Transportation Authority (MTA) New York
- Dingmans Ferry to Stroud Mall (Stroudsburg, PA)
- Honesdale, Easton, Allentown, Stroudsburg, East Stroudsburg, Fernwood

- Milford, PA to Dingman's Ferry, PA, 73rd Street, NY, Port Jervis, NY, Scranton, PA, Middletown, NY, Honesdale, PA, East Stroudsburg, PA, Rockaway Mall, NJ, Greentown, PA, Northfield, PA
- Pike County Court and Probation Office
- Route 507 to Hawley
- Route 507 to Honesdale
- Saw Creek to Tannersville, Easton, Bartonsville, Allentown, Scranton
- **SCHUYLKILL COUNTY (21 RESPONDENTS)**
 - Everywhere
 - Service enhancements: increase span of service, longer distances, more trips (2)
 - Court house, churches, government assistance office
 - Harrisburg, Pottsville Street, Port Carbon, PA, Reading, Tamaqua, Treemont, Jeldwin, Minersville, Pottsville Area, Southern Schuylkill County
 - Big Lots, Lowes (Hamburg), Logan's (Hamburg), Walmart (3), Walmart (St. Clair), Walmart (Lebanon), Walmart (Hamburg) Walmart (Tamaqua)
 - Bloomsburg Shopping District, God's Helping Hands, Hometown Auction, Jim Thorpe Shopping, Rennigers, Redner's Auction (2), mom and pop stores
 - Industrial Parks, Schuylkill Highridge, Humbolt
 - Medical Places, Doctors' offices, Comprehensive Women's Health Care, Geisinger Hospital, Danville, PA
 - Colleges in Bloomsburg
 - Center Pike, Orwigsburg to St. Clair Wal-Mart
 - Mahoning City to Redners
 - Wolfe and Arch Streets to New Beginnings
 - Port Carbon (Pike Street) to Pottsville
 - Port Carbon to surrounding grocery store and Wal-Mart
 - Bus from McAdoo to Hazleton

QUESTION #5: PLEASE LIST ANY SUGGESTIONS TO IMPROVE TRANSPORTATION SERVICES.

Eighty-one percent (81%) of the respondents provided suggestions to improve transportation services, which are listed below.

- **CARBON COUNTY (28 RESPONDENTS)**
 - On-time for appointments. Less waiting time. Do not take on extra stops for the driver when he/she has a full schedule. Consider the extra time it takes to secure and unsecure a wheelchair or someone using a walker that uses the lift. Have clients ready so drivers do not have to wait.
 - Call Senior Center when transportation is going to be late.
 - Call when you are really late.
 - Reduce fares shared ride. (3)
 - More communication between bus and passenger.
 - Increased service (3), weekend service (11), evening service (3), Saturday service (3), and earlier service. More mall trips such as having one on Monday and Friday. Less waiting time on mall trips returning home.

- Change the Tuesday and Thursday Lynx bus to 9:00 a.m. so I can connect with LANta at the mall.
- Provide more time to shop at other places than the Lehigh Valley Mall and be back at the mall by 2:30 p.m. to catch the Lynx bus back.
- New management – office personnel has poor customer service skills.
- Treat drivers better.
- Service is great/good (6).
- **MONROE COUNTY (12 RESPONDENTS)**
 - More information in Spanish.
 - Increased frequency of service (5), more service on weekends (2), Sunday service (2), holiday service, later service.
 - Transportation Hub to connect to other counties.
 - Improve on-time performance for shared ride (2). In cold weather they are slow, over two hours to pick up and over one hour late for appointments. I stopped going to a doctor in Danville because shared ride kept getting me there late.
 - Service to more locations.
 - Takes too long to get from Mount Pocono to Stroudsburg.
- **PIKE COUNTY (15 RESPONDENTS)**
 - Improve on-time performance (2).
 - Call if driver is going to be late.
 - Increase service (5). Service to more areas.
 - Gas vouchers for people willing to give rides.
 - Eliminate the 48 hours for doctor's appointments.
 - Slow down.
 - Return to Blooming Grove Center not Milford Library.
 - Eliminate 48 hours advance reservations.
 - Make sure your name is put down when you call to make a reservation.
 - Pike County Transportation is excellent. Martha is wonderful. Very courteous. On-time. Professional and respectful attitude to the individuals they service when answering the phone.
 - The people who answer the phone could be more friendly and considerate. Drivers could be more punctual.
 - Weekly constant schedule.
 - No fee or reduced fee.

- **SCHUYLKILL COUNTY (21 RESPONDENTS)**

- Increased service (3), more transportation services to more areas (2), increase service to Wal-Mart, 2nd shift service, earlier and later routes (2), later service (2), longer hours (6 a.m. to 8 p.m.), service after 5 p.m. for work, public transportation 24/7 or at least until midnight for people to get to and from work, taxis are only available until 5 p.m.(2), Sunday service (2), increase service frequency.
- Service is very good. Do not change anything. STS does a good job. STS staff members are kind. Some drivers drive slower and are more cautious. Ride home to club house. Nice drive in the morning and night home safer.
- Bus passes.
- On-time performance.
- Make New York City accessible.
- If bicycles are not allowed on the buses for insurance reasons then remove the bike racks; it confuses people. Allowing bicycles on buses would increase ridership.
- Recycle buses instead of scrapping them at taxpayers' expense, then use money for Court House Turtles.
- Repair major roadways, bridges, make simple fixes right away, inspect and plan for major damages. Public survey – house to house.
- Transportation for young children because buses don't allow car seats.
- Uber service to malls that have stores that are open.

EXHIBIT 18 – COPY OF PUBLIC SURVEY – SHORT VERSION

NEPA MPO Human Services Transportation Survey – Public

1. What County do you live in?

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Carbon | <input type="checkbox"/> Schuylkill |
| <input type="checkbox"/> Monroe | <input type="checkbox"/> Pike |
| <input type="checkbox"/> Other (please specify) | |

2. What zip code do you live in?

3. Please list places you do not go because of lack of transportation.

4. If public transportation service was available in your area, what locations would you like it to serve?
(Please be specific by providing the name and/or address of the locations. Example: Hamlet Drive to Mount Pocono Walmart.)

5. Please list any suggestions to improve transportation services.

If you have questions, need assistance, or have additional information to share with us as a part of this survey, please contact: Lynda Conway, Delta Development Group, Inc., 2000 Technology Parkway, Mechanicsburg, PA 17050-9407. Phone: 412-491-5991. Fax: 717-441-9056.
E-mail: lconway@deltaone.com

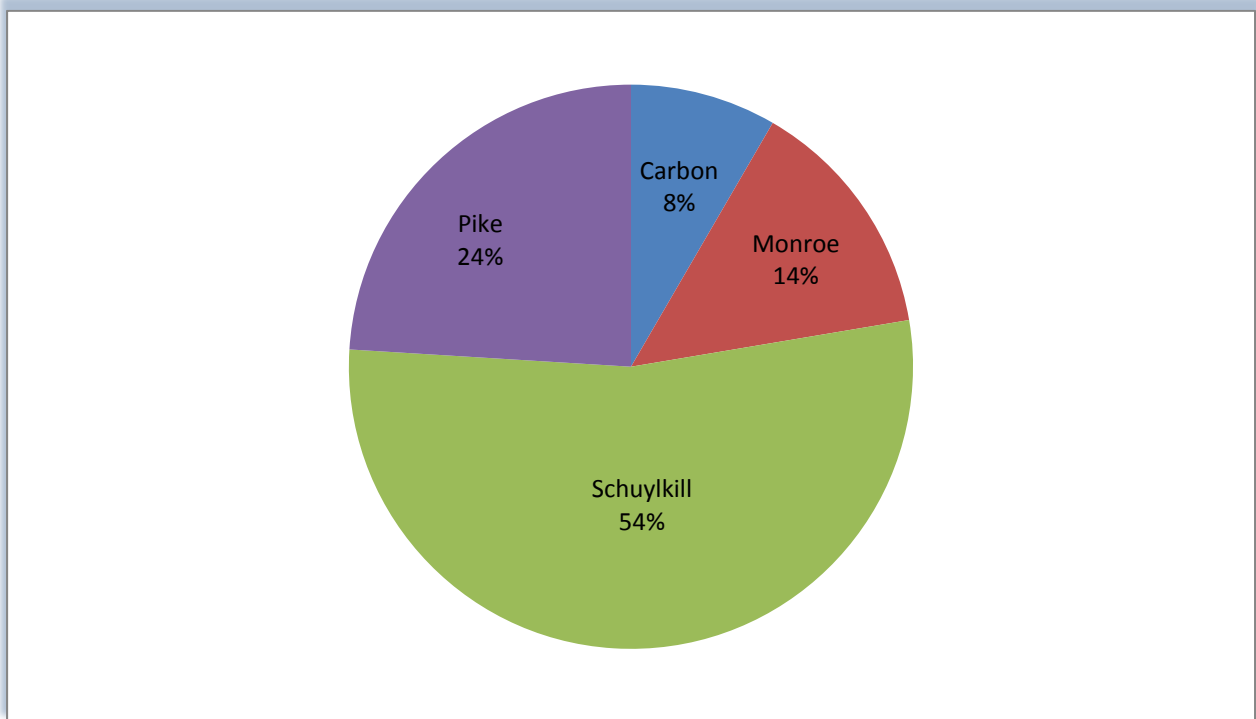
EXHIBIT 19 – PUBLIC SURVEY RESULTS – LONG VERSION

One hundred seventy nine (179) people responded to the long version of the public survey. Specific responses to each question are provided throughout this section.

QUESTION #1: IN WHAT COUNTY DO YOU LIVE?

All 179 people that took the survey responded to this question. The majority of the respondents (54%) indicated they live in Schuylkill County and the least (8%) are from Carbon County.

Chart 5 – Public Survey Respondents' County of Origin



QUESTION 2: IN WHAT ZIP CODE DO YOU LIVE?

All 179 people that took the survey responded to this question as well. Table 73 delineates responses by county, zip code and number of respondents residing in each area. The largest number of respondents lives in zip code area 17901 in Schuylkill County (42) and 18324 in Pike County (43).

Table 73 – Public Survey Respondents' Zip Codes

COUNTY	ZIP CODE	# OF RESPONDENTS		COUNTY	ZIP CODE	# OF RESPONDENTS
Carbon	18058	1		Schuylkill	17901	42
Carbon	18071	2		Schuylkill	17921	4
Carbon	18210	1		Schuylkill	17922	1
Carbon	18229	6		Schuylkill	17923	1
Carbon	18235	2		Schuylkill	17931	1
Carbon	18240	1		Schuylkill	17935	3
Carbon	18244	1		Schuylkill	17938	1
Carbon	18250	1		Schuylkill	17948	3
Monroe	18301	6		Schuylkill	17954	7
Monroe	18302	4		Schuylkill	17961	2
Monroe	18324	1		Schuylkill	17963	2
Monroe	18335	1		Schuylkill	17965	3
Monroe	18344	1		Schuylkill	17972	6
Monroe	18360	5		Schuylkill	17976	8
Monroe	18372	1		Schuylkill	17981	3
Monroe	18466	6		Schuylkill	17983	1
Pike	18302	1		Schuylkill	18214	1
Pike	18324	10		Schuylkill	18218	3
Pike	18328	9		Schuylkill	18237	2
Pike	18336	5		Schuylkill	18252	2
Pike	18337	13				
Pike	18428	3				
Pike	18458	1				
Pike	18464	1				
Pike	18324	43				

QUESTION #3: DO YOU CURRENTLY USE PUBLIC OR PRIVATE TRANSPORTATION SERVICES SUCH AS FIXED ROUTE/SCHEDULED BUS SERVICES; SHARED RIDE VAN OR BUS SERVICES; AND/OR ADVANCED RESERVATION SERVICES?

Ninety-eight percent (176) of the respondents indicated whether or not they use public or private transportation services. The majority (52%) indicated that they do not use public or private transportation services.

Eighty-four people indicated that they use transportation services and 81 of those identified specifically the agency they use for service. One respondent selected more than one agency. The majority (78) indicated that they use services from a public transportation agency.

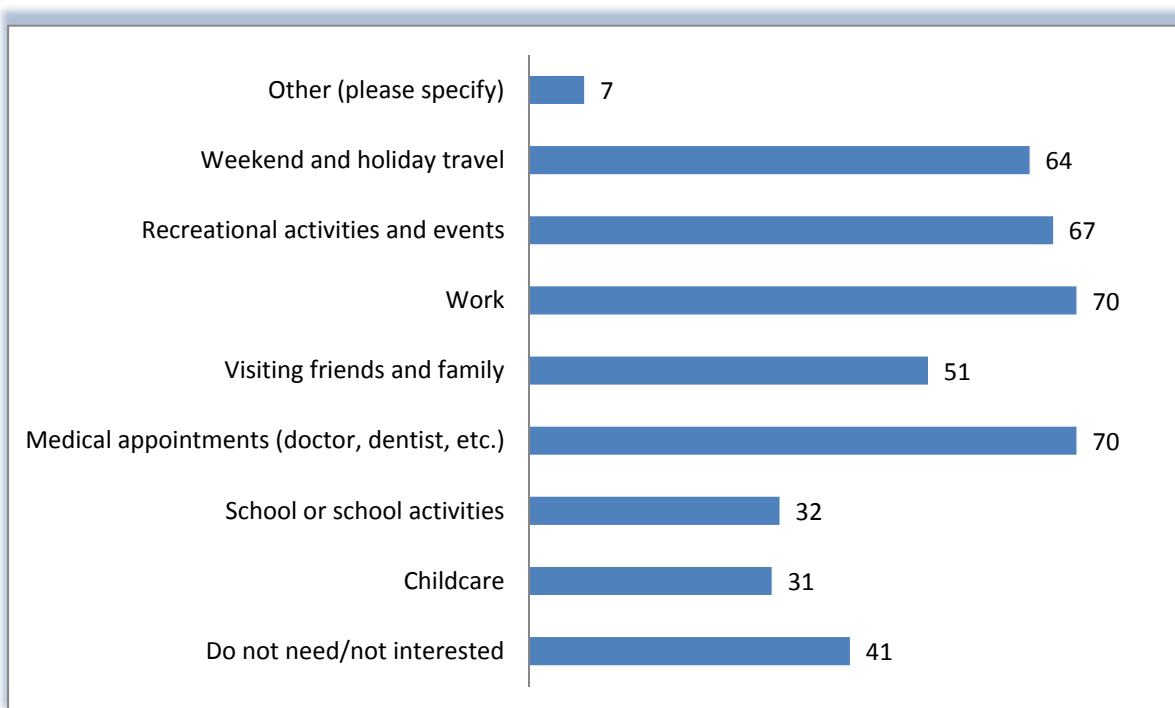
Table 74 – Transportation Agencies Used by Respondents

PIKE COUNTY TRANSPORTATION	11
SCHUYLKILL TRANSPORTATION SYSTEM	46
MONROE COUNTY TRANSIT AUTHORITY	18
CARBON COUNTY COMMUNITY TRANSPORTATION	2
LEHIGH AND NORTHAMPTON TRANSIT AUTHORITY	1
EDUCATIONAL DATA SYSTEMS, INC. (WORKFORCE DEVELOPMENT COMPANY)	3
VETERANS' ADMINISTRATION	1

QUESTION #4: DO YOU NEED OR ARE YOU INTERESTED IN TRANSPORTATION SERVICES ON A REGULAR BASIS FOR ANY OF THE FOLLOWING? CHECK ALL THAT APPLY.

Ninety-two percent (92%) of the respondents indicated that they need or are interested in using transportation on a regular basis. Respondents were able to check multiple reasons why they need or are interested in using transportation services; 433 reasons were provided. The category titled “Other” had the fewest responses (2%) followed by childcare (7%) and school or school activities (7%). Most people indicated they need transportation to go to work, medical appointments, recreational activities, and weekend and holiday travel. Graph 2 illustrates the number of responses by reason.

Graph 2 – Reasons Respondents Need or Are Interested in Transportation Services



The “Other” category had seven responses, which are detailed follows:

- Future for work.
- I do not need these services, but, as a commissioner, I am certainly interested in them for others' benefit.
- A more frequent service or later service for church, food pantry stops on the fixed route.
- I work in an outpatient drug and alcohol program, and our clients need access for transportation services.
- Need a ride for distant places.
- May need in the future (2).

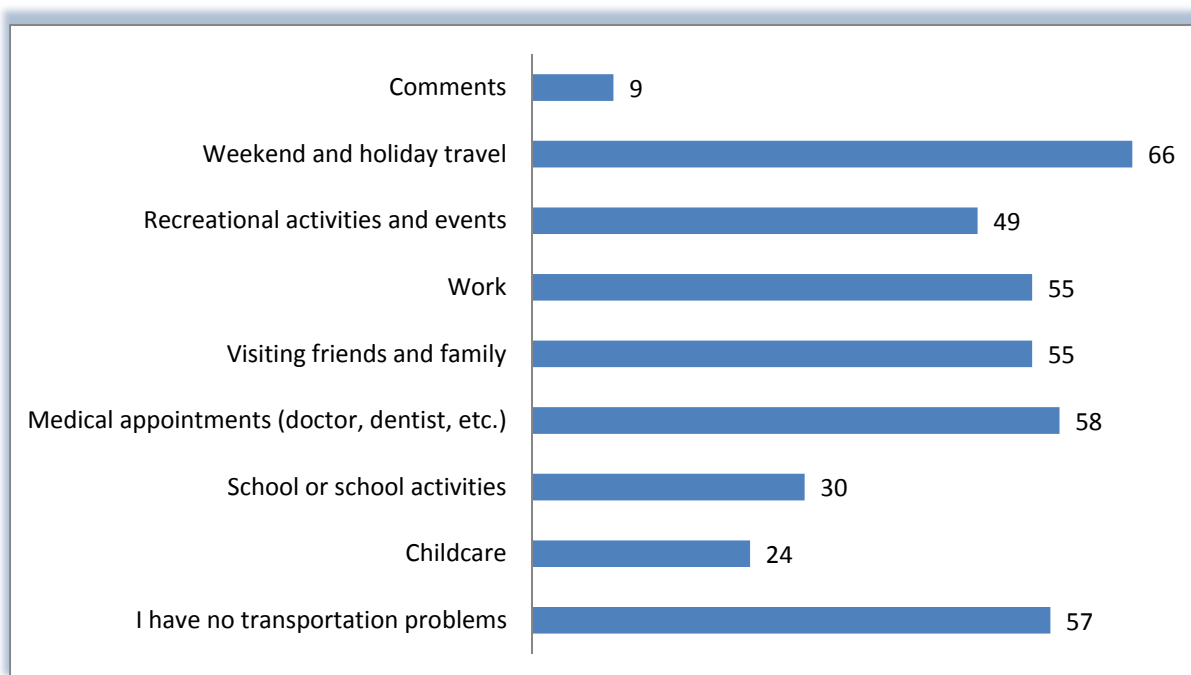
Nine percent (9%) or 41 of the total responses indicated that they do not need or are not interested in transportation services. Schuylkill County had the most (28) followed by Monroe (5) and Pike (5) counties. Carbon County had the least, (3).

QUESTION #5: ARE THERE PLACES YOU DO NOT GO DUE TO THE LACK OF TRANSPORTATION? CHECK ALL THAT APPLY.

Eighty-seven percent (87%) of respondents indicated whether or not there are places they do not go because of the absence of transportation options. Fourteen percent (14%) of the overall responses indicated that they do not have transportation problems. The majority of those (37 of the 57 people) who indicated that they do not have transportation issues live in Schuylkill County. Monroe County had the least number of respondents indicate they do not have issues with getting places (5).

Respondents were able to provide multiple places they do not go or days they do not travel because of lack of transportation. A total of 433 responses were provided and Graph 3 shows the number of responses by category.

Graph 3 – Travel Impacted Due to Lack of Transportation Options



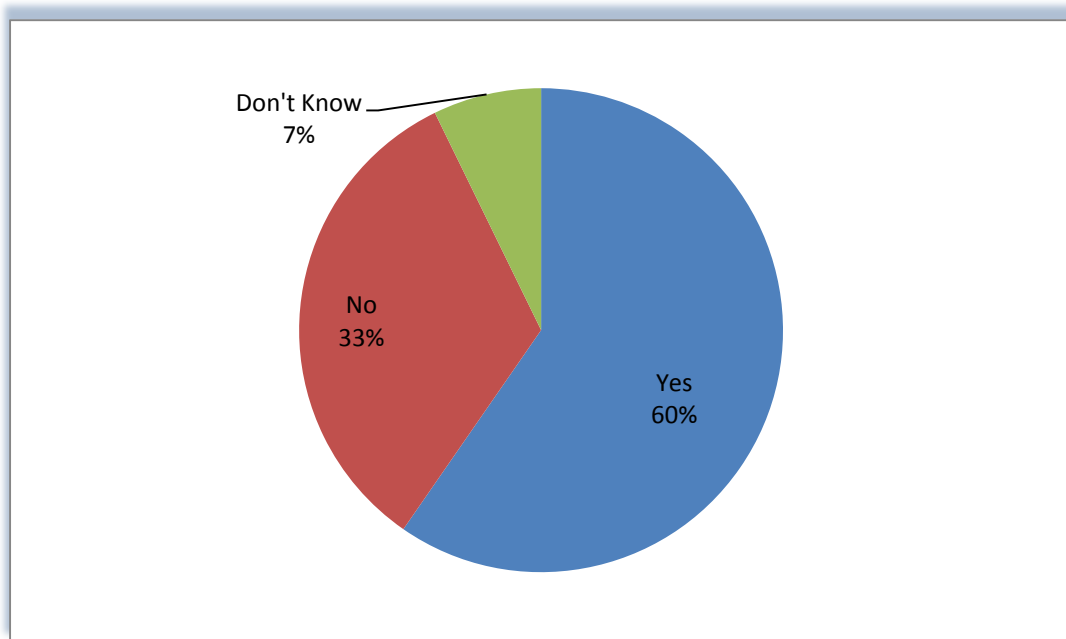
Nine specific comments about transportation services were received, and are summarized below.

- Buses on holidays should run more frequently.
- I am answering this survey because of family members and school students who need transportation.
- Many drug and alcohol clients miss appointments because they lack transportation.
- Many places.
- My mom drives me now (2).
- My work hours are dictated by my transportation.
- Rarely go to these due to the lack of transportation and must ask for assistance from friends and family.
- Rely on friends. Bus only comes through once a day where I live.

QUESTION #6: IS YOUR TRANSPORTATION OPTIONS LIMITED BECAUSE OF WHERE YOU LIVE?

Ninety-three percent (93%) or 166 people that took the survey responded to this question. The majority (60%) said that their transportation options are limited because of where they reside.

Chart 6 – Respondents Whose Transportation Options are Limited



A review of question responses by county indicates that the majority of responses by residents of Carbon County (73%), Pike County (71%) and Schuylkill County (58%) believe that their transportation options are limited. Fifty percent (50%) of the Monroe County respondents do not believe their options are limited.

Table 75 – Detail by County of Number of Responses to Limited Transportation Options

COUNTY	DON'T KNOW	NO	YES
CARBON	0	4	11
MONROE	2	12	10
PIKE	2	8	25
SCHUYLKILL	8	31	53
TOTAL:	12	55	99

QUESTION #7: IF PUBLIC TRANSPORTATION SERVICE WAS AVAILABLE IN YOUR AREA, WHAT LOCATIONS WOULD YOU LIKE IT TO SERVE? (PLEASE BE SPECIFIC BY PROVIDING THE NAME AND/OR ADDRESS OF THE LOCATIONS. EXAMPLE: HAMLET DRIVE TO MOUNT POCONO WAL-MART.)

Eighty-five percent (85%) of overall survey respondents provided feedback relative to what locations they would like served if public transportation was available in their area. Fifty-eight percent (58%) indicated generally that they would like transportation services in their area with the majority of all respondents expressing interest in additional transportation services in their respective county.

Table 76 – Number of Respondents Interested in Additional Transportation Services

RESPONSE	CARBON COUNTY	MONROE COUNTY	PIKE COUNTY	SCHUYLKILL COUNTY	TOTAL
NO RESPONSE	0	4	12	10	26
WOULD NOT RIDE	4	4	5	36	49
I RIDE OR WOULD LIKE TRANSPORTATION TO AND FROM...	11	17	26	50	104
TOTAL:	15	25	43	96	179

Respondents that indicated they were interested in transportation services were asked to provide locations to which they would like to travel. The following list provides respondents' verbatim suggestions.

- **CARBON COUNTY (11 SUGGESTIONS)**
 - At the country harvest
 - Walmart to Garden of Gypsy Hill in Lehigh
 - If I move to a group home
 - Work, day program
 - Weekends to go from Albrightsville to Walmart in Lehigh
 - Walnutport Kmart, Walnutport; Walmart, Lehigh; Giant, Lehigh ; Albrightsville; Split Rock Resort, Lake Harmony; Lehigh Valley Mall, Allentown; Great Wolf Lodge , Scotrun
 - Jim Thorpe Market, Jim Thorpe; Walmart, Lehigh; Carbon Medical Associates, Jim Thorpe; Kmart, Walnutport; Giant, Lehigh; Carbon Plaza, Lehigh; Fritz's Lanes, Lehigh
 - Jim Thorpe Market; Jim Thorpe on the hill; Downtown, Jim Thorpe
 - Jim Thorpe Market; Jim Thorpe on the hill; Mauch Chunk 5 & 10, Jim Thorpe
 - Lehigh to grocery stores; factory work/jobs in Lehigh Valley; methadone clinic 7 days a week and quick enough to get back and go to work or job training
 - Nesquehoning to: Allentown Shopping, Jim Thorpe Carbon Career and Technical Institute, Stroudsburg, West Hazleton, Lehigh, Palmerton

- **MONROE COUNTY (17 SUGGESTIONS):**

- Creek Drive, East Stroudsburg to Camelback, PA
- Everything
- Coolbaugh Road to bus service on Route 209
- Tobyhanna and visit friends
- Fixed route county trips to the college or Bethlehem
- Mt. Tom Road to: Fernwood Twin Lakes Estates, Shawnee - Delaware Gap, Camelback, Skytop
- Penn Estates Drive, East Stroudsburg PA to: River St. Hackensack NJ, also called Hackensack Bus Transfer
- Saw Creek Community (Salisbury Road) to Marshall Creek, Stroudsburg, East Stroudsburg and Shawnee
- Pocono Mountain Schools
- Shopping, Theaters
- Pocono Mountain West and Johnson and Johnson
- Inside Developments
- Weekend (5): food banks, shopping, shared-ride, grocery shopping, Fernwood area
- Camelback Resort

- **PIKE COUNTY (26 SUGGESTIONS)**

- Arnold's Deli, Dingman's Ferry to: Wal-Mart, Milford; Silver Lake Tavern; Turkey Hill, Milford
- Dingmans Ferry to Matamoras
- Dingmans Ferry to Milford to Matamoras (9)
- Kidney treatment centers
- Log Tavern Road, SR 2001 to: Wal-Mart, Milford Township on 6 and 209; Price Chopper in Matamoras
- Marshalls Creek to: Wal-Mart, Mount Pocono; Salvation Army, Mount Pocono; Aldi, Stroudsburg
- Scranton; Monroe County
- Overlook Drive, Milford to Church (St. Vincent, St. Josephs, Matamoras and Zion Church); Lackawaxen; Middletown Mall; Wyoming Mall; Orange County, New York; Rockland County, New York; Wilkes-Barre Airport; Wayne County Hospital; Sussex County, New Jersey; Morris County, New Jersey; and Hudson County, New Jersey.
- Route 6 between Milford and Matamoras - all the local stores
- Stroudsburg shopping
- Center and back home to shopping
- Transportation to churches in Port Jervis, Stroudsburg, Milford, Dingmans Ferry
- Shopping (2); drug stores
- Most places
- We live in a rural area that does not have public transportation (2)
- Locally

- **SCHUYLKILL COUNTY (50 SUGGESTIONS)**

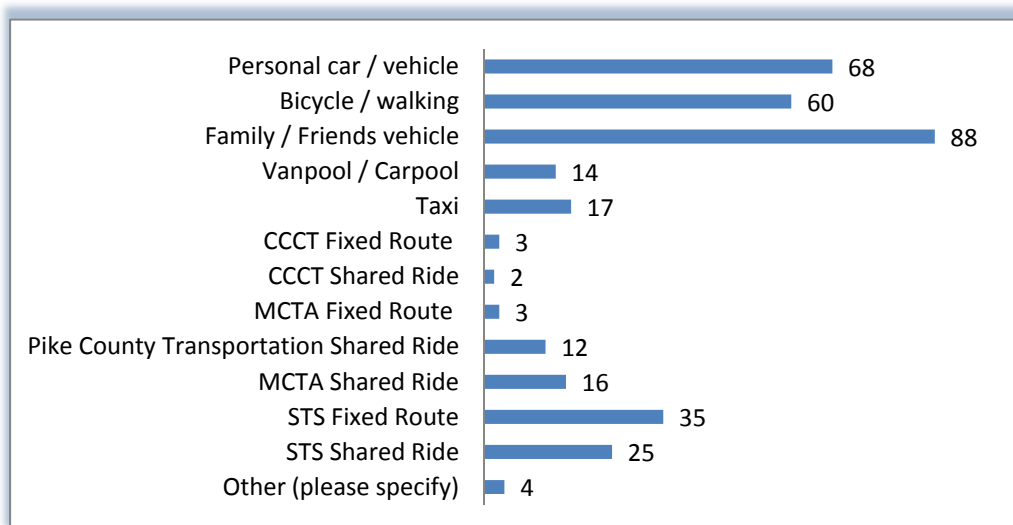
- Broad Street in Tamaqua- both ways more than once a day; more service in Tamaqua; Tamaqua to Whitehall; Lehigh Carbon Community College to any location; Tamaqua to Schuylkill Haven; Hazleton; Lehigh Valley for doctors' appointments; Industrial Parks
- More service Ashland to Frackville and Pottsville
- Happy Valley Road; Orwigsburg to Gordon Food Services; Pottsville
- Gym/pool in Leighton; White Bear Road in Summit Hill
- Dr. Stoudt, Pottsville; Dr. Chauluk, Colby Powell, Pottsville
- Frieden Manor near Friedensburg on 443 to everywhere
- Cabela's, Hamburg (2)
- Dr. office at Geisinger in Pottsville; Sitters Clubhouse Daycare Center, Pottsville
- Coaldale
- More service in Pine Grove
- Heislars
- Brier City Road, Pottsville to/from works 111 Mahantongo St., Pottsville; I can take a bus to work but the last trip is at 3 p.m. and I work until 4 p.m.
- Minersville to the theater on Center Street in evening; Need evening transportation; Minersville to Peacock St (500 Block); Minersville to Malls Fairlane Village Mall (Pottsville, PA); Schuylkill Mall (Frackville) in evening; Minersville to Playhouse in Tuscarora
- Laurel Terrace to Tamaqua on weekends and holidays
- More direct routes to Mahanoy City from Minersville; More weekend and evening service
- More service in Mahanoy City
- More trips connecting the far ends of the county; Tamaqua to Pine Grove; Frackville to Orwigsburg
- More service in the Ashland area
- Pottsville to: Shenandoah; New Philadelphia; Valley View, Hegins
- Pottsville; Schuylkill Haven; Mahanoy City
- Branchdale
- Pottsville to Luzerne County
- Schuylkill and Carbon Counties
- Shenandoah to Industrial Parks; More transportation on weekends and later evening service
- Shenandoah; Orwigsburg; Hazleton; more travel out of the county to nearby counties
- St. Clair Industrial Park
- Stops on Centre Street and a (requested) stop on the Minersville- Pottsville line to the Giant Food Store
- Sunday transportation to Walmart, Mall
- More trips Tamaqua to Pottsville
- Walmart; Frackville Mall; Schuylkill Mall
- Hometown Walmart
- No Detail/Unknown (3)

- Appointments (2)
- Different employer
- Rides to work like the former Welfare to Work Program
- Service to Industrial Parks for people to get jobs
- Service to places that are hiring; School function; Daycare
- Service to daycares and employers who are currently hiring; Taking your child to a daycare, you must get off the bus and then wait for the next bus to take you to work which could be an hour later
- Nearby locations
- Need work transportation evenings, weekends and holidays
- I would use public transportation if my vehicle was not working
- Everywhere (2)
- Transportation is limited for employment other than day shift; I cannot get to work
- Bus stops closer to daycares in the area; It would be helpful if they could wait while the kids got into the center
- Earlier service on weekends

QUESTION #8: HOW DO YOU USUALLY TRAVEL? CHECK ALL THAT APPLY.

Ninety-eight percent (98%) of the overall survey respondents answered the question about how they usually travel. Respondents were able to select more than one answer and, as a result, 175 people provided 347 responses. The top three individual categories that respondents selected were: family/friends vehicle (25%); personal car/vehicle (20%); and bicycle/walking (17%). Considering all the public transportation responses combined, 96 selections or 28% responded that they use either fixed route or shared ride services. The graph below illustrates the number of responses by category.

Graph 4 – Ways in Which People Typically Travel



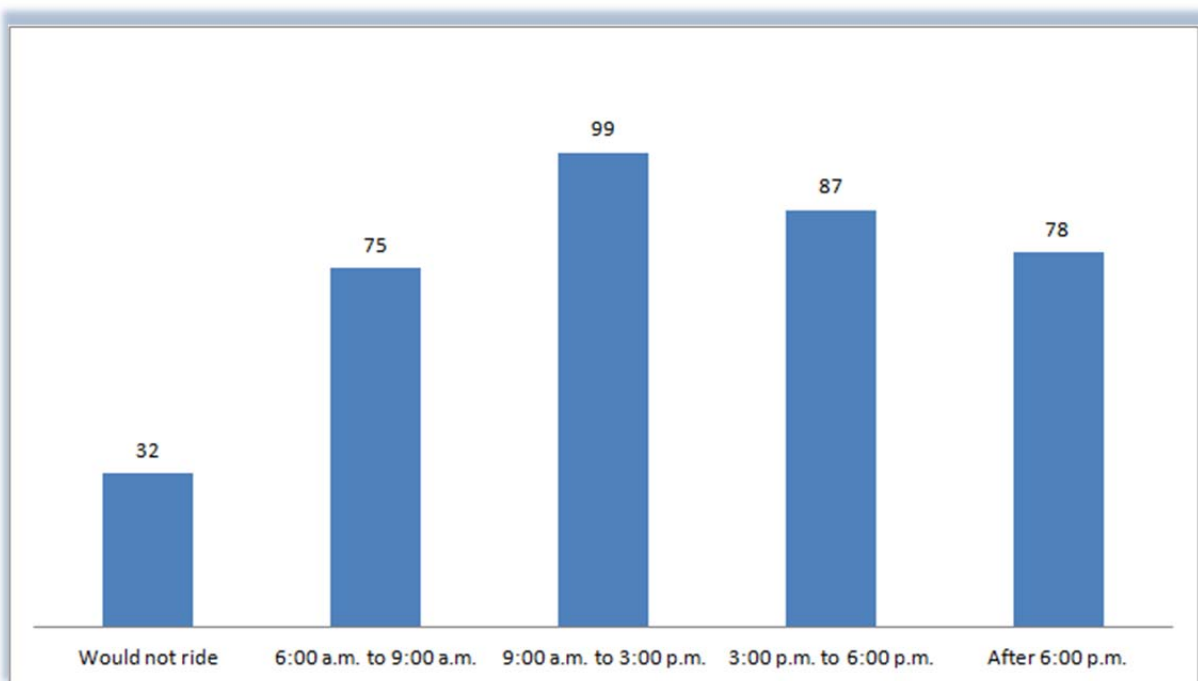
The four responses provided in the “Other” category consisted of:

- A 20-passenger bus with a paid driver for recreation activities; i.e., football games, block parties, festivals
- Enterprise Car rental (2)
- Mental Health organizations that links to CCCT and MCTA

**QUESTION #9: WHAT TIMES OF THE DAY WOULD YOU USE TRANSPORTATION SERVICES IF THEY WERE AVAILABLE?
CHECK ALL THAT APPLY.**

Ninety-three percent (93%) of survey respondents provided an answer to this question. Respondents were able select multiple time periods. The largest percentage of responses (27%) indicated they would like to use transportation services in the mid-day (9:00 a.m. to 3:00 p.m.). Nearly 10% indicated they would not ride.

Graph 5 – Preferred Times of Travel Responses



QUESTION #10: PLEASE RATE HOW WELL YOU AGREE WITH THE FOLLOWING STATEMENTS.

Respondents were asked how well they agree with five statements identified in Table 77, which depicts the number of responses of people's opinions about public transportation services.

Table 77 – Public Transportation Opinions' Summary

	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE	TOTAL
The transportation services do a good job of getting me where I need to go.	36	34	16	42	42	170
The transportation services are limited.	99	24	10	6	30	169
The transportation services are difficult to pay for.	32	30	26	24	53	165
I would use transportation services if I knew what was available.	68	26	11	5	53	163
I would use transportation services if someone taught me how to use the bus/van.	49	22	9	7	76	163
I would use transportation services if the wait time for pick-up was shorter.	54	30	11	9	60	164

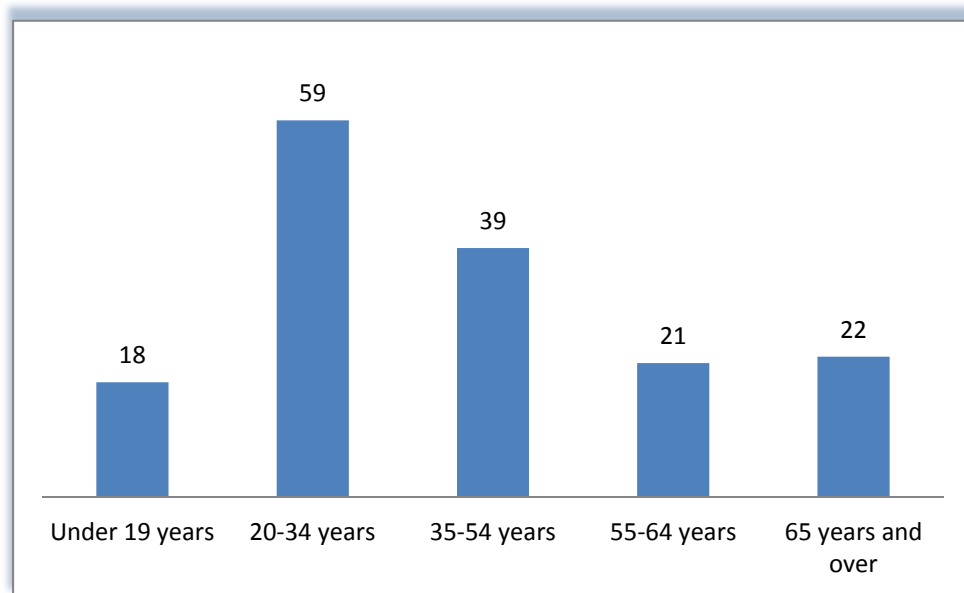
The following bullets provide key observations concerning opinions about public transportation in the region.

- Forty-one percent (41%) of the respondents agreed that transportation services do a good job of getting them where they need to go whereas thirty-four percent (34%) disagreed. Twenty-five (25%) indicated this statement was not applicable.
- The highest majority (73%), indicated that they agreed that transportation services are limited. Of that majority, 59% strongly agreed. Eighteen percent (18%) indicated this statement was not applicable.
- Thirty-eight percent (38%) agreed whereas thirty percent (30%) disagreed that “transportation services are difficult to pay for.” Thirty-two percent (32%) indicated the statement was not applicable.
- More than half the respondents (58%) said they would use transportation services if they knew what was available. Of those, forty-two percent (42%) strongly agreed with the statement. Thirty-three percent (33%) felt the statement was not applicable.
- Slightly less than half (47%) of the respondents indicated that the statement “I would use transportation services if someone taught me how to use the bus/van” was not applicable. Forty-four percent (44%) agreed with the statement whereas ten percent (10%) disagreed. Of those that agreed, thirty percent (30%) strongly agreed with that statement.
- Over half (51%) agreed with the statement “I would use transportation services if the wait time for pick-up was shorter” whereas twelve percent (12%) disagreed. Thirty-seven percent (37%) indicated the statement was not applicable.

QUESTION #11: PLEASE PROVIDE YOUR AGE.

Survey participants were asked to provide their age to which eighty-nine percent (89%) responded. The highest age range category (37%) was 20 to 34 years old. The lowest percentage (11%) of respondents was under the age of 18. The graph below shows the number of responses by age category.

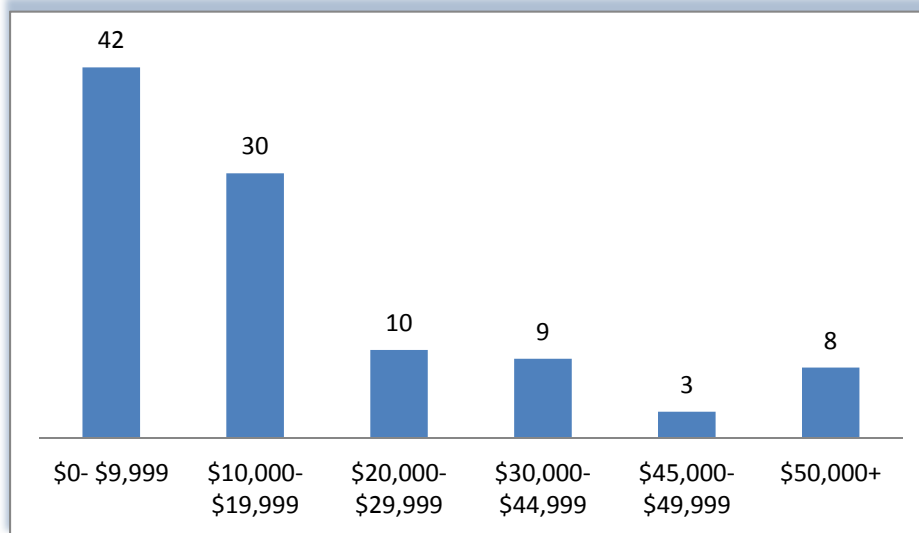
Graph 6 – Ages of the Survey Respondents



QUESTION #12: PLEASE PROVIDE YOUR TOTAL ANNUAL HOUSEHOLD INCOME?

Fifty-seven percent (57%) of respondents provided their household annual income range. Forty-one percent (41%) indicated that their incomes are less than \$10,000 a year. Eleven percent (11%) said their income range was above \$45,000 annually. Graph 7 illustrates the number of responses by income range.

Graph 7 – Household Income of Survey Respondents



QUESTION #13: PLEASE LIST ANY SUGGESTIONS TO IMPROVE TRANSPORTATION SERVICES.

Eighty (80) respondents or forty-five percent (45%) of the people who completed the survey provided suggestions on how to improve transportation in the region. The following list summarizes the comments by county.

- **CARBON COUNTY – 5 PEOPLE PROVIDED 5 COMMENTS**
 - Better cars that don't break down.
 - More service.
 - More trips to doctors in Allentown, not just two days a week.
 - We need public transportation in Carbon County. (2)
- **MONROE COUNTY – 14 PEOPLE PROVIDED 19 COMMENTS**
 - More service. (5)
 - Evening service. (2)
 - Affordable transportation to New Jersey or New York.
 - Discounted taxi cabs. (2)
 - Service to Scranton, Gouldsboro.
 - Sunday service.
 - Classes on services.
 - More service on 940.
 - Reduce shared ride wait time.
 - Weekend service. (2)
 - More service to East Stroudsburg.
 - Weekend shared ride service.

- **PIKE COUNTY – 25 PEOPLE PROVIDED 45 COMMENTS**

- Fixed route service. (2)
- Improve operator pay and benefits.
- Classes on services. (7)
- Weekend service.
- More courteous operators.
- More service. (10)
- Eliminate limits of service area.
- Increase hours for riders at senior center. (4)
- Increase service days at senior center.
- Reduce shared-ride wait time. (2)
- Increase hours of operation. (3)
- Increase service area. (3)
- Holiday service.
- Sunday service. (2)
- More flexibility with reservations. (2)
- On-time for pick-ups.
- Reduced rates for taxis.
- We should not wait for people who are not ready.
- Uber.

- **SCHUYLKILL COUNTY – 36 PEOPLE PROVIDED 50 COMMENTS**

- More service. (15)
- Expanded service hours (morning and evening). (2)
- Later service in evening. (8)
- Keep service to Walmart on Saturday.
- Improve shared ride program.
- Ability to use bike racks that are on buses.
- Day pass.
- Earlier hours on all days.
- Sunday service.
- Service to industrial park.
- More weekend service. (5)
- Positive comments about STS. (3)
- Private buses/vans to transport children from daycare to a babysitter.
- Fixed route bus should operate one block over to travel by the grocery store.
- More free transportation.
- More routes in Tamaqua area.
- More service in smaller towns.
- More service Mahanoy City to Minersville.
- More service through Girardville, Tamaqua and Branchdale.
- Permit passengers to have more than 3 packages to use the bus to go grocery shopping.
- Holiday Service.
- Uber.

EXHIBIT 20 – COPY OF PUBLIC SURVEY – LONG VERSION

NEPA MPO Human Services Transportation Survey – Public

Delta Development Group, Inc. is updating a Coordinated Public Transit Human Services Transportation Plan for the Northeastern Pennsylvania Metropolitan Planning Organization (NEPA MPO), serving Carbon, Monroe, Pike and Schuylkill Counties. This plan is being updated under a contract with the Northeastern Pennsylvania Alliance (NEPA Alliance).

Briefly, the purpose of this plan is to assess transportation needs of underserved populations that include persons with disabilities, minorities, limited English proficiency, seniors and low income persons; identify current transportation services (public and private); identify gaps; and, recommend strategies to reduce and eliminate gaps and improve transportation services.

Please take a few minutes to complete and submit your survey responses.
The deadline for completing the survey is Wednesday, December 9, 2015.

If you have questions, need assistance, or have additional information to share with us as a part of this survey, please contact:

Lynda Conway
Delta Development Group, Inc.
2000 Technology Parkway
Mechanicsburg, PA 17050-9407

Phone: 412-491-5991
Fax: 717-441-9056
E-mail: lconway@deltaone.com

1. What County do you live in?

- ☐ Carbon
☐ Monroe
☐ Schuylkill
☐ Pike
☐ Other (please specify)

2. What zip code do you live in?

3. Do you currently use public or private transportation services such as fixed route/scheduled bus services; shared-ride van or bus services; and, advanced reservation services?

- ☐ No
☐ Yes

If yes, please list the service provider (i.e. MCTA, LANta, STS, Veterans Administration, etc.)

NEPA MPO Human Services Transportation Survey – Public

4. Do you need or are you interested in transportation services on a regular basis for any of the following? Check all that apply.

- ☐ Do not need/not interested
- ☐ Childcare
- ☐ School or school activities
- ☐ Medical appointments (doctor, dentist, etc.)
- ☐ Visiting friends and family
- ☐ Work
- ☐ Recreational activities and events
- ☐ Weekend and holiday travel
- ☐ Other (please specify)

5. Are there places you do not go because of lack of transportation? Check all that apply.

- ☐ I have no transportation problems
- ☐ Childcare
- ☐ School or school activities
- ☐ Medical appointments (doctor, dentist, etc.)
- ☐ Visiting friends and family
- ☐ Work
- ☐ Recreational activities and events
- ☐ Weekend and holiday travel
- ☐ Other (please specify)

6. Are your transportation options limited because of where you live?

- ☐ Yes
- ☐ No
- ☐ Don't Know

7. If public transportation service was available in your area, what locations would you like it to serve? (Please be specific by providing the name and/or address of the locations. Example: Hamlet Drive to Mount Pocono Walmart.)

- ☐ Would not ride
- ☐ I ride or would like transportation to and from (please be specific):

NEPA MPO Human Services Transportation Survey – Public

8. How do you usually get places? Check all that apply.

- ☐ Personal car / vehicle
- ☐ Bicycle / walking
- ☐ Family / Friends vehicle
- ☐ Vanpool / Carpool
- ☐ Taxi
- ☐ Carbon County Community Transportation (CCCT) Fixed Route - Lynx
- ☐ Carbon County Community Transportation (CCCT) Shared Ride
- ☐ Monroe County Transportation Authority (MCTA) Fixed Route - Pocono Pony
- ☐ Pike County Transportation Shared Ride
- ☐ Monroe County Transportation Authority (MCTA) Shared Ride
- ☐ Schuylkill Transportation System (STS) Fixed Route
- ☐ Schuylkill Transportation System (STS) Shared Ride
- ☐ Other (please specify)

9. What times of the day would you use transportation services if they were available? Check all that apply.

- ☐ Would not ride
- ☐ 6:00 a.m. to 9:00 a.m.
- ☐ 9:00 a.m. to 3:00 p.m.
- ☐ 3:00 p.m. to 6:00 p.m.
- ☐ After 6:00 p.m.

10. Please rate how well you agree with the following statements.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Applicable
The transportation services do a good job of getting me where I need to go.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The transportation services are limited.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The transportation services are difficult to pay for.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would use transportation services if I knew what was available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would use transportation services if someone taught me how to use the bus/van.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would use transportation services if the wait time for pick-up was shorter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NEPA MPO Human Services Transportation Survey – Public

11. Your age?

- ☐ Under 19 years
- ☐ 20-34 years
- ☐ 35-54 years
- ☐ 55-64 years
- ☐ 65 years and over
- ☐ Prefer not to answer

12. Total annual household income?

- ☐ \$0- \$9,999
- ☐ \$10,000- \$19,999
- ☐ \$20,000- \$29,999
- ☐ \$30,000- \$44,999
- ☐ \$45,000- \$49,999
- ☐ \$50,000+
- ☐ Prefer not to answer

13. Please list any suggestions to improve transportation services.

14. What are the greatest transportation needs in your community?

EXHIBIT 21 – ORGANIZATION SURVEY RESULTS

A total of 101 organization representatives completed the survey, details of which are provided in Table 78.

QUESTION #1: PLEASE TELL US INFORMATION ABOUT YOU AND YOUR ORGANIZATION.

The first item on the survey was a request for the respondents to provide information about themselves and their organizations. They were asked to provide: name, title, organization, department, organization's zip code, e-mail, and telephone number. Table 78 summarizes the information.

Table 78 – Organization Survey Respondents

NAME	ORGANIZATION	ZIP CODE
LEWIS (LEW) GUBRUD	Aging In Community Steering Committee of Hemlock Farms	18428
JENNIFER BETZ	AHEDD (employment services for people with disabilities)	17901
KATHY COUCH	AHEDD (employment services for people with disabilities)	17961
MARLA LANGLEY	AHEDD (employment services for people with disabilities)	17901
STEVE PONCELET	AHEDD (employment services for people with disabilities)	17901
DEBRA SINKOVICH	AHEDD (employment services for people with disabilities)	17901
FRAN TRAKES	Avenues of PA	17901
LARISSA KIMMEL	Carbon-Monroe-Pike Mental Health Developmental Services (CMP MHDS)	18235
JEANETTE ORTIZ	Carbon-Monroe-Pike Mental Health Developmental Services (CMP MHDS)	18360
COLLEEN CLAUSER	Carbon-Monroe-Pike Mental Health Developmental Services (CMP MHDS)	18235
AARON DOHNER	Bureau of Workforce Programs	17901
MARY KUNKEL	Carbon County Domestic Relations Office	18229
DENISE HERBERT	Carbon-Monroe-Pike Mental Health Developmental Services (CMP MHDS)	18360
SHERI OSTRANDER-	Carbon-Monroe-Pike Mental Health Developmental Services (CMP MHDS)	18337
KRISTY RALSTON	Carbon-Monroe-Pike Mental Health Developmental Services (CMP MHDS)	18235
LINDA MIGNECO	Carbon-Monroe-Pike Mental Health Developmental Services (CMP MHDS)	18360
SABRINA STOECKEL	Carbon-Monroe-Pike Mental Health Developmental Services (CMP MHDS)	18360
KRISTY TRAUTMAN	Carbon-Monroe-Pike Mental Health Developmental Services (CMP MHDS)	18235
ERIN GILPATRICK	Catholic Social Services	18337
MONSIGNOR J.P. KELLY	Catholic Social Services - Diocese of Scranton	
CONNIE MILLAND	Catholic Social Services	18360
ANN GILLERLANE	Center for Developmental Disabilities	18337
REBECCA LEISTER	Christian Awareness Ministries Ecumenical (C.A.M.E.) Food Pantry	18325
CRISANGEL CABREJA	Colonial Intermediate Unit 20	18045
TARA LANG	Colonial Intermediate Unit 20	18045
MARTINA BUFFINGTON	Community Services Group	17901
KIM EMMET	Community Vocational Services, Inc.	18431
SHAWN DENISE VAN DYKE	Council of Churches of Schuylkill Haven and Vicinity	17972
JOSEPH S. BURNETT	Crossroads Community Services	18301
MARK RUF	Crossroads Community Services	18360
LAURA BUTLER	Delaware Valley School District	18337
CATHY KNASH	Delaware Valley School District	18337
LINETTE POUSLEY	Delaware Valley School District	18337
PATRICIA WARD	Delaware Valley School District	18337
JOHN GETHING	Devereux	18445

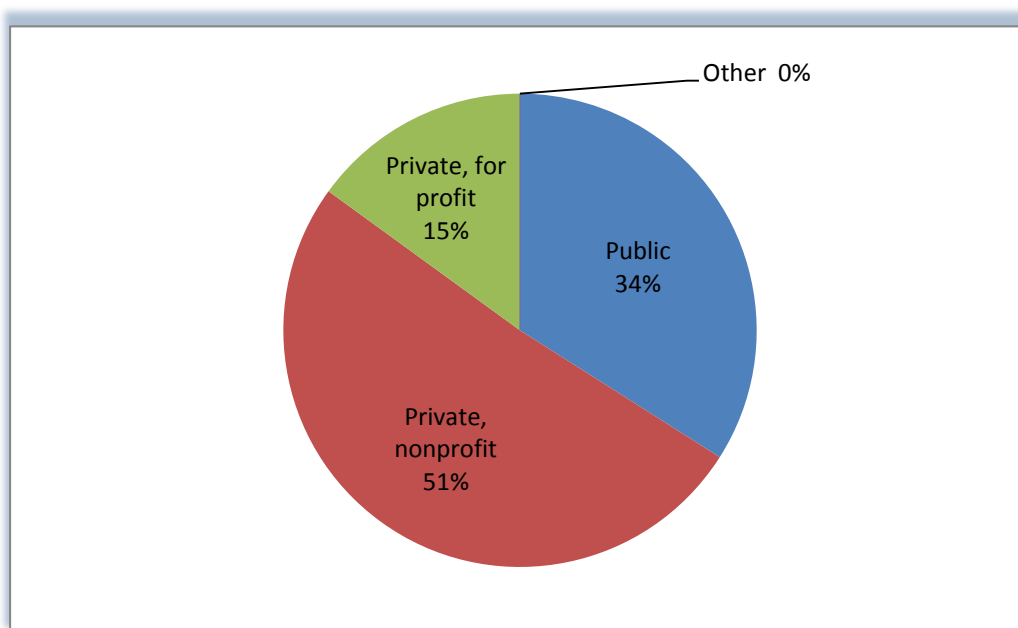
NAME	ORGANIZATION	ZIP CODE
DEBBIE HERB	Diakon Community Services	17901
KATHY LEAHY	Diakon Community Services	17901
MIKE LALLY	Education Data Systems, Inc. (EDSI)	17901
LISA DAY	Family Promise of Monroe County	18360
BETH BOOTERBAUGH	Fitzmaurice Community Services	18360
ANGELINA CATALANO	Fitzmaurice Community Services	18360
SEAN DONOHOE	Fitzmaurice Community Services	18337
ADDIE SNYDER	Fitzmaurice Community Services	18360
KRISTY CARDUFF	Goodwill Keystone Area	17901
LAURA MEALIA	Goodwill Keystone Area	17901
DAWN DAIGNAULT	Human Resources Center, Inc.	18431
LINDSEY WHITE	Human Resources Center, Inc.	18431
JENNIFER DRAKE	Independent Living Services	18252
JOYCE WETZEL	Kids-R-Kids Child Care Center	17981
STEVEN SCHRAYER	Lehigh and Northampton Transportation Authority	18103
LORIA MICHAEL	Lori's Angels	17972
DR. ROBERT DECOLLI	Marshall-Rismiller & Associates	17901
SHANNON BRENNAN	McCann School of Business & Technology	17901
KAREN DAMITER	McCann School of Business & Technology	17901
ANGELA KELLER, MS	McCann School of Business and Technology	17901
HEIDI FARERI	Monroe County Meals on Wheels, Inc.	18360
PEGGY HOWARTH	Monroe County Transportation Authority	18355
DANA OTTALAGANO	NHS Extended Acute Care	18064
SUSAN BRONSKI	NHS Human Services	18360
DAMARIS SANTIAGO	NHS Human Services	18360
THERESA BLACKWELL	Office of Vocational Rehabilitation	19605
ANDREA MERRICK	Office of Vocational Rehabilitation	19605
MELISSA ROONEY	Office of Vocational Rehabilitation	19605
FRANK NIEDDU	Pennsylvania Careerlink Schuylkill County at Pottsville	17901
MATTHEW G. KELLY	Pennsylvania Department of Transportation	17120
RENE BERNATZKY	Pike County Area Agency on Aging	18428
BARBARA LEARY	Pike County Area Agency on Aging	18428
ROBIN LODOLCE	Pike County Area Agency on Aging	18428
JENNIFER L. STRAUCH	Pleasant Valley Ecumenical Network	18353
LORRAINE NAIKO	Pocono Mt. Ecumenical Hunger Ministry	18344
KRISTIN POGWIST	Program of Wellness, Empowerment, and Recovery	18235
CHRISTINE CHASE-LAMONT	ProvenWellness Neighborhood/Geisinger	17822
LESLIE PERRYMAN	Resources for Human Development Crossroads Community Services	18301
JARED SOTO	Resources for Human Development	18235
COURTNEY UHL	Resources for Human Development	18235
CYNTHIA WEBER	Resources For Human Development	18301
CYNTHIA MAZZA, MS	Salisbury Behavioral Health, Inc.	18017
JUDY SCHWEICH	Schuylkill Alliance for Health Care Access, Inc.	17901
JENNIFER SLIFKA	Schuylkill Community Action	17901
ANGELA ALTEMOSE	Schuylkill County Crisis Intervention Services	17901
AMANDA BATDORF	Schuylkill County Crisis Intervention Services	17901
TORI SCHRODING	Schuylkill County Crisis Intervention Services	17901
KATHY QUICK	Schuylkill County Mental Health and Disability Services (MH/DS)	17901
MARY ANN FAUST	Schuylkill County Office of Senior Services	17901
DAVID A. BEKISZ	Schuylkill County Transportation Authority	17970
KATHLEEN M. BOUND	Schuylkill Intermediate Unit 29	17951
SHAWN FRANKENSTEIN	Service Access and Management, Inc.	17901
DEBBIE REILLY	Service Access and Management, Inc.	17901
KRISTA SMITH	Service Access & Management, Inc.	17901
NANNETTE BROPHY	St. Joseph Center for Special Learning, Inc.	17901
ELIZABETH BOGART	Street2Feet Outreach Center	18360

NAME	ORGANIZATION	ZIP CODE
SARA KELLER	Street2Feet Outreach Center - Crossroads Community Services	18360
MAGGIE KENDIG	The Meadows/Universal Community Behavioral Health, Inc. (UCBH)	17901
LIZ ORKILSEN	The Pike County Developmental Center	18337
JILL BAINBRIDGE	The ReDCo Group	17901
MANDEE BALDWIN	The ReDCo Group	18360
KAREN CARNEY	The ReDCo Group	18337
DANIELLE RALPH	The ReDCo Group	18360 & 18235
ANGEL ROGALINSKI	The ReDCo Group	18360
JILL BRINK	The Salvation Army	18301
CHUCK LAWRENCE	TOMEC Food Pantry 18347	18347

QUESTION #2: PLEASE SELECT YOUR AGENCY TYPE.

Respondents were asked to select the type of organization they represent: public; private nonprofit; private for profit; or other. Ninety-nine percent (99%) of the people provided a response. The majority of the respondents (51%) indicated that their agency was a private nonprofit.

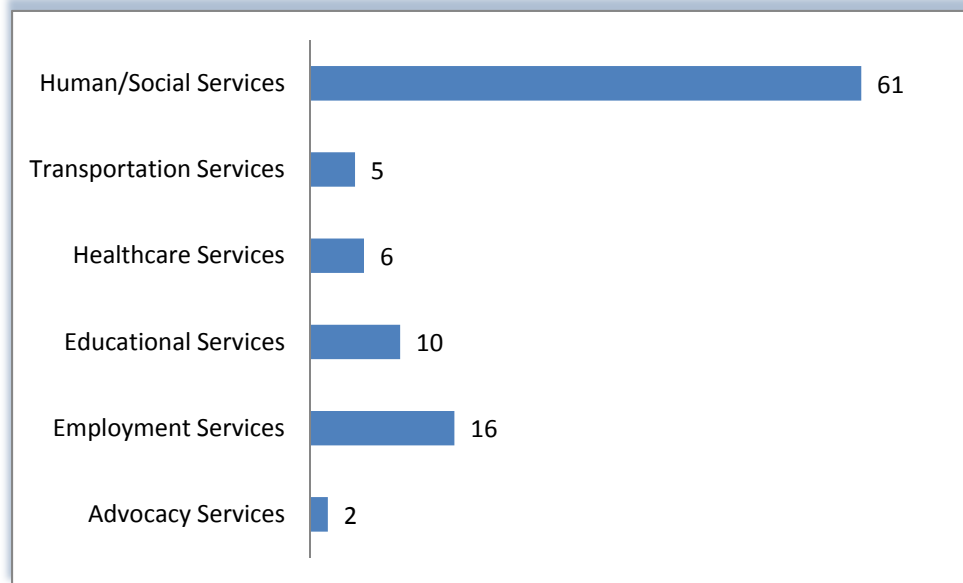
Chart 7 – Organization Type



QUESTION #3: OF THE CLIENTS YOU HAVE CONTACT WITH MOST OFTEN THROUGH YOUR AGENCY, WHAT IS THE PRIMARY PURPOSE OF THAT CONTACT? CHECK ONLY ONE.

Ninety-nine percent (99%) of the respondents completed this question, and the majority (61%) identified the primary purpose of their contact as human/social services. The lowest categories included advocacy services (2%), transportation services (5%) and healthcare services (6%). The graph shows the number of responses by agency contact.

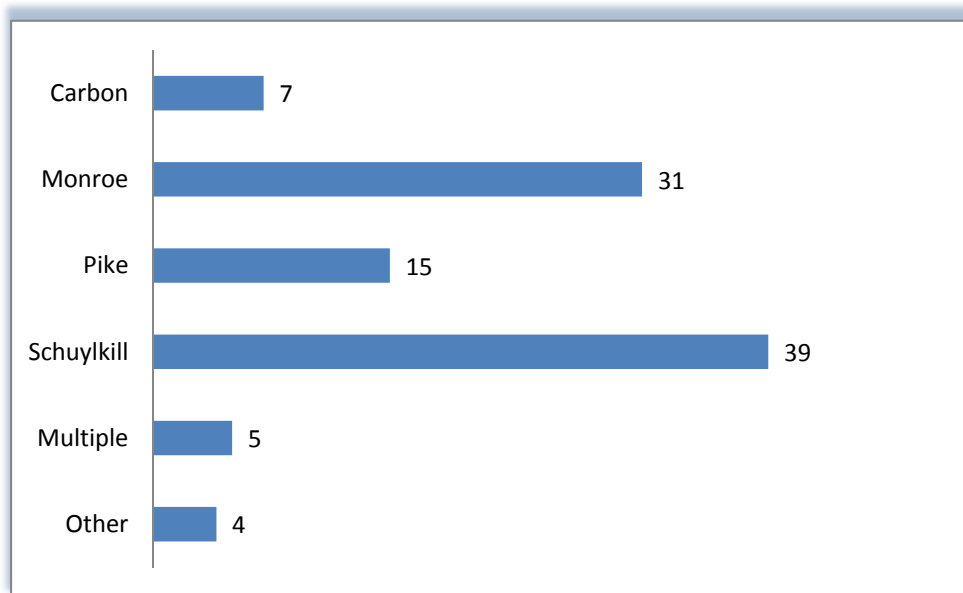
Graph 8 – Primary Purpose of Client Contact



QUESTION #4: IN WHAT COUNTY IS YOUR ORGANIZATION LOCATED? CHECK ONLY ONE.

All respondents indicated the county in which their organization is located. Schuylkill County was selected the most often (39%) followed by Monroe County (31%). Graph 9 illustrates the number of responses by the organization's location.

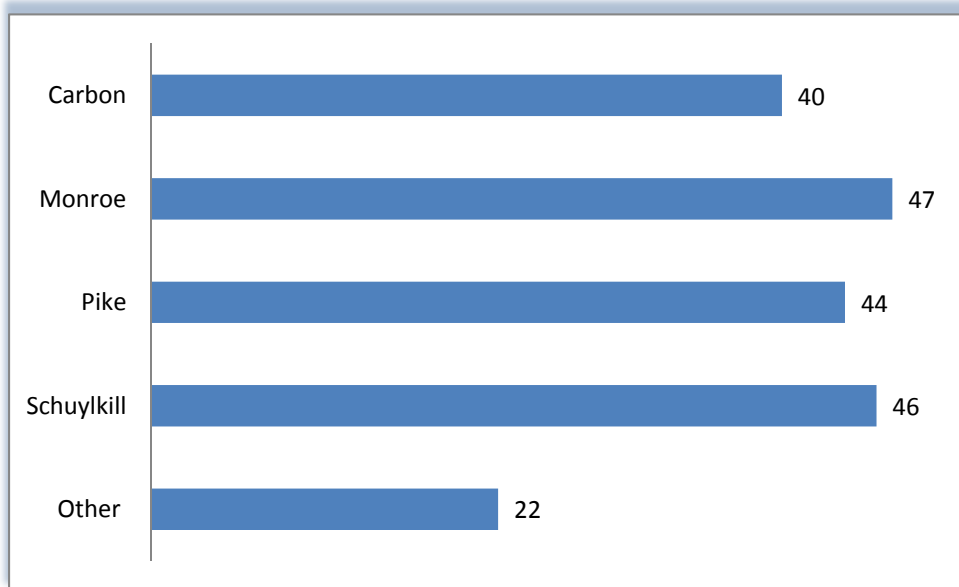
Graph 9 – Organization Location



QUESTION #5: WHAT COUNTIES COMPRISE YOUR SERVICE AREA? CHECK ALL THAT APPLY.

Nearly all of the survey participants responded to this question (99%). Respondents were able to select more than one county and, as such, 100 respondents made 199 selections. The percentage range was 20% to 24% for the four counties. Twenty-two (22) people selected the other category and provided 36 responses, which consisted of the following counties: Berks (3); Dauphin (2); Lackawanna (4); Lehigh (3); Luzerne (6); Northampton (7); Susquehanna (2); Wayne (3); Wyoming (1); counties throughout Pennsylvania (2); all surrounding counties (1); 21 other Pennsylvania counties (1); and counties in adjacent states (1). Graph 10 shows the number of responses for the organizations' service area.

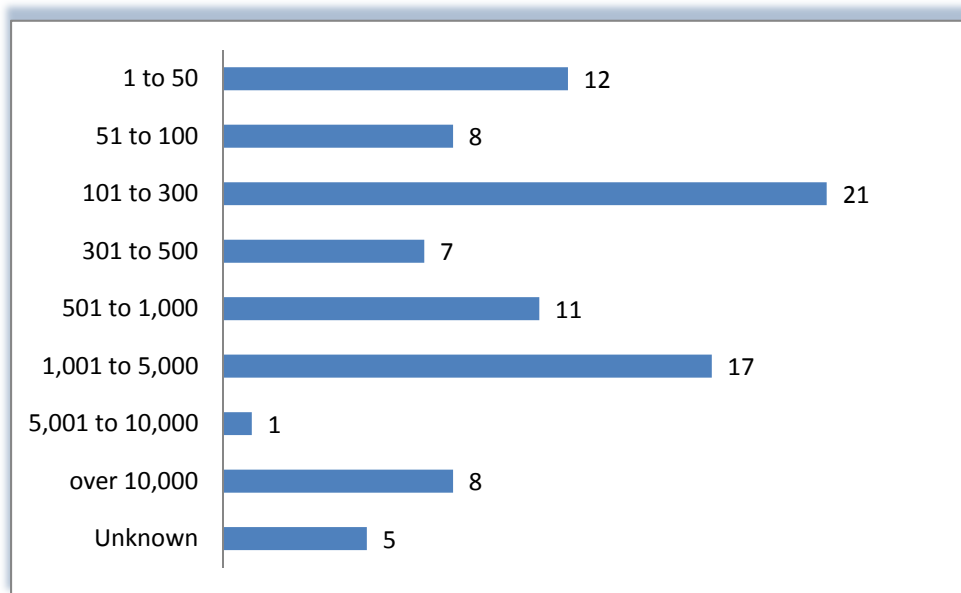
Graph 10 – Organizations' Service Area



QUESTION #6: ON AN ANNUAL BASIS, HOW MANY CLIENTS DOES YOUR ORGANIZATION HAVE?

Ninety respondents or 89% indicated the number of clients their organization serves annually with most (53%) indicating that their organizations serve less than 500 clients. The graph below shows the number of responses by range of clients' served.

Graph 11 – Clients Served Annually



QUESTION #7: PLEASE INDICATE THE KIND OF TRANSPORTATION ASSISTANCE YOUR AGENCY OFFERS. CHECK ALL THAT APPLY.

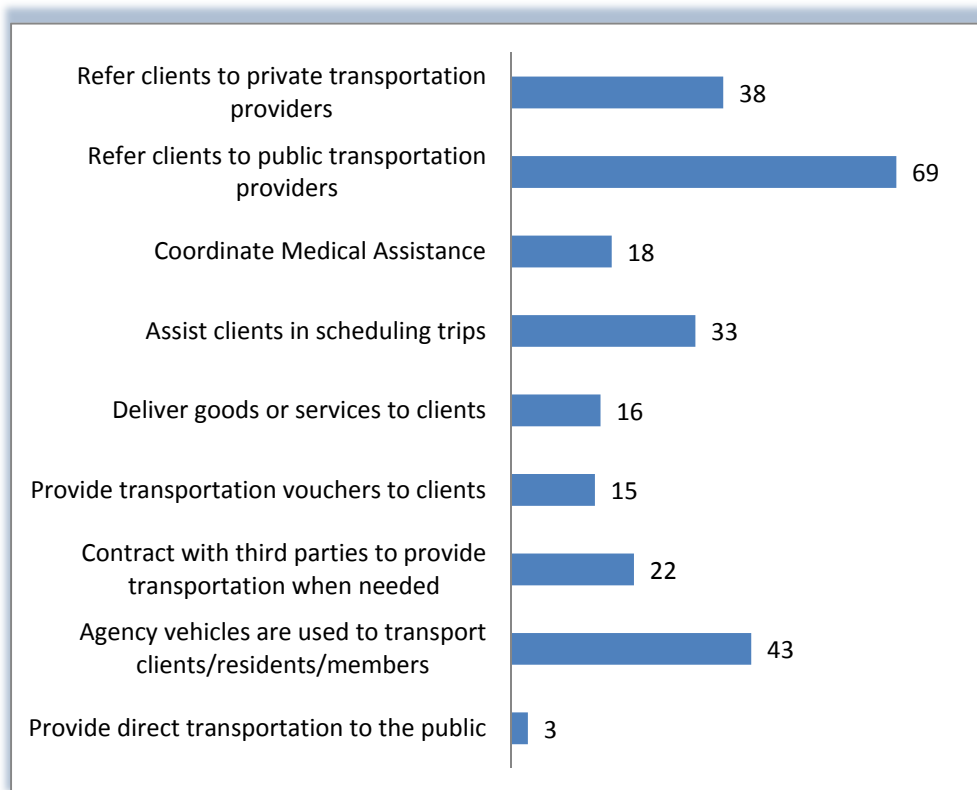
Respondents were asked to identify the types of transportation assistance their organization provides to clients. Respondents were able to select multiple types of assistance and, as a result, 97 people (96%) provided 257 responses. The category with the least number of responses was direct transportation (3) and the category with the most (69) indicated they refer clients to public transportation providers. Forty-three (43) people indicated that agency vehicles were used to transport clients. The following bullets summarize the responses from the 43 people who indicated that their agency used vehicles to transport clients. The frequency at which the agency provides transportation ranges from a few times a year to daily. The bulleted list is summarized by the county in which the respondent's organization is located.

- **CARBON COUNTY**
 - Carbon-Monroe-Pike MH/DS (3)
 - Resources for Human Development (3)
- **MONROE COUNTY**
 - Devereux
 - The ReDCo Group (2)
 - Resources for Human Development/Crossroads Community Services/Street2Feet Outreach Center (6)
 - Salisbury Behavioral Health, Inc.

- Fitzmaurice Community Services (4)
- Human Resources Center, Inc.
- Carbon Monroe Pike Mental Health and Developmental Services (3)
- Family Promise of Monroe County
- Catholic Social Services – Diocese of Scranton
- **PIKE COUNTY**
 - Human Resources Center, Inc.
 - Colonial Intermediate Unit 20
 - NHS Extended Acute Care
 - Carbon Monroe Pike Mental Health and Developmental Services (3)
 - Delaware Valley School District (2)
 - The Pike County Developmental Center
 - Pike County Area Agency on Aging
 - Community Vocational Services, Inc.
- **SCHUYLKILL COUNTY**
 - Schuylkill Intermediate Unit 29
 - Independent Living Services
 - Avenues
 - AHEDD
 - Community Services Group
 - EDSI

Graph 12 illustrates the number of responses by the transportation services category that agencies offer.

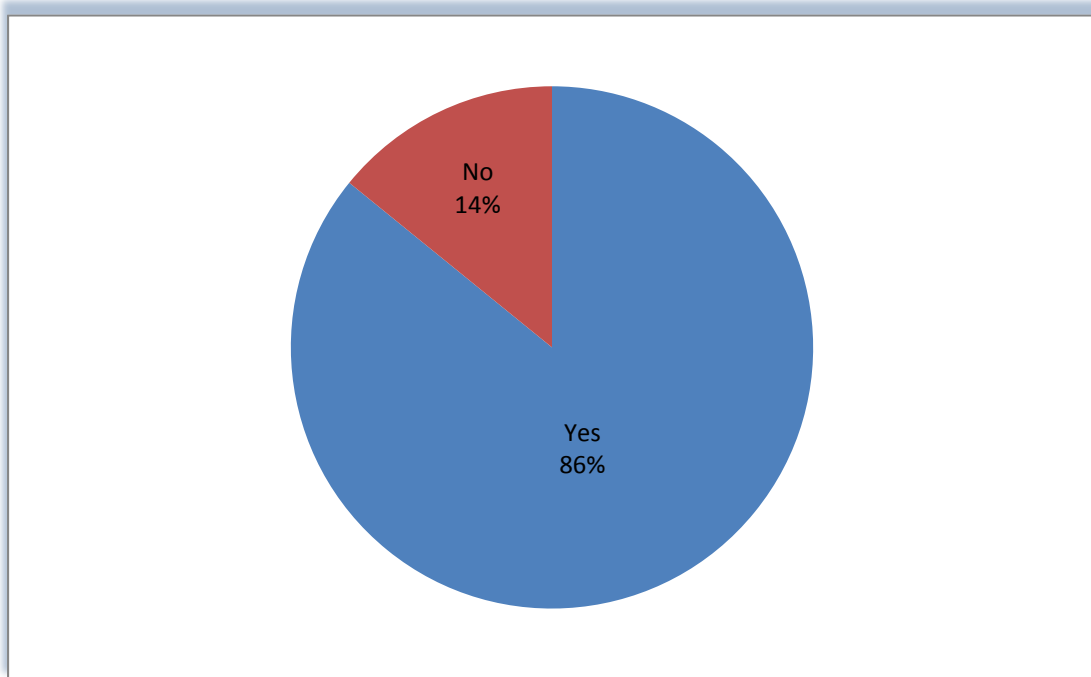
Graph 12 – Transportation Services That Agencies Offer



QUESTION #8: DO YOUR CLIENTS ROUTINELY HAVE TRANSPORTATION NEEDS THAT YOU CANNOT SERVE?

Again, nearly all survey respondents (98%) provided an answer to this question. Eighty-six percent (86%) said they routinely cannot fulfill their clients' transportation needs.

Chart 8 – Agencies That Cannot Routinely Serve Client Transportation Needs



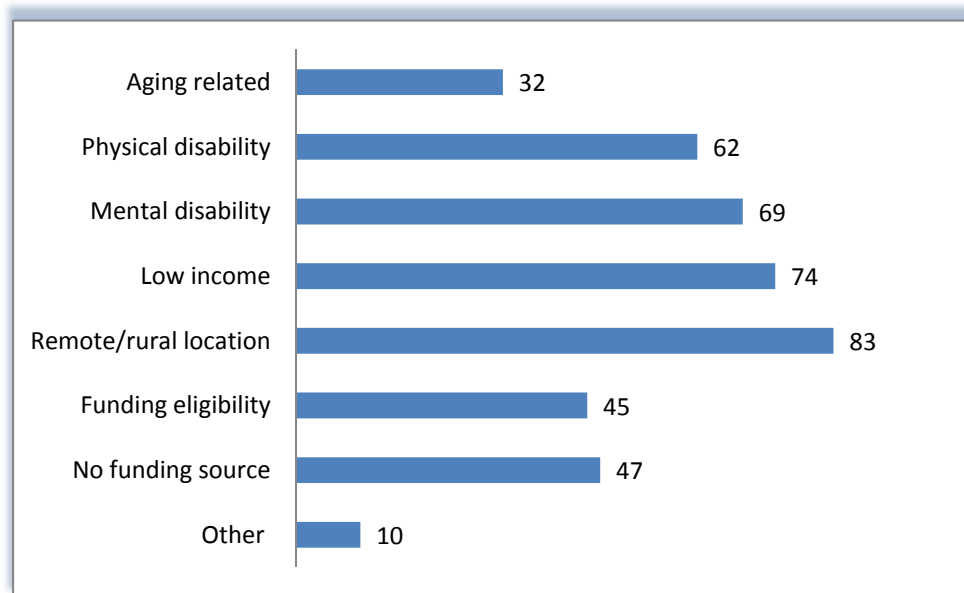
QUESTION #9: PLEASE IDENTIFY THE TYPES OF TRANSPORTATION LIMITATIONS EXPERIENCED BY THE PEOPLE YOU SERVE. CHECK ALL THAT APPLY.

Ninety-eight (98) of the 101 respondents identified the types of transportation limitations experienced by their clients. Those completing the survey provided multiple selections for a total of 422 responses. Remote/rural location was the most selected limitation (20%) and aging related was the least selected (8%). Ten people selected the “other” category, which included the details:

- Public transportation rules, cost, eligibility requirements, limited options and/or service hours (8)
- Parents provide transportation
- Volunteer availability

The number of responses by transportation limitation categories is shown in Graph 13 below.

Graph 13 – Types of Transportation Limitations



QUESTION #10: PLEASE RANK THE SIGNIFICANCE OF THE TRANSPORTATION ISSUES.

Respondents were asked to rank the significance of four transportation issues and, as such, 99% obliged by ranking the issues. “Service is not convenient” was the issue selected the most. “Safe pedestrian access” was an issue that was considered not significant.

Table 79 – Rank of Significant Transportation Issues by Number of Responses

	VERY SIGNIFICANT	MODERATELY SIGNIFICANT	SOMEWHAT SIGNIFICANT	NOT SIGNIFICANT	NO OPINION	TOTAL
Cost	44	25	19	7	5	100
Service is not convenient.	68	15	7	4	3	97
Safe pedestrian access.	14	11	20	36	14	95
Advanced reservation requirements.	28	22	23	16	10	99

QUESTION #11: PLEASE RANK THE SIGNIFICANCE OF THE TRANSPORTATION ISSUES LISTED BELOW AS THEY RELATE TO ACCESS TO INFORMATION.

Ninety-eight percent (98%) of respondents ranked the significance of four transportation issues relate to access to information about transportation options. “Insufficient budgets, staff and time” was selected the most as having moderate or very significant impact.

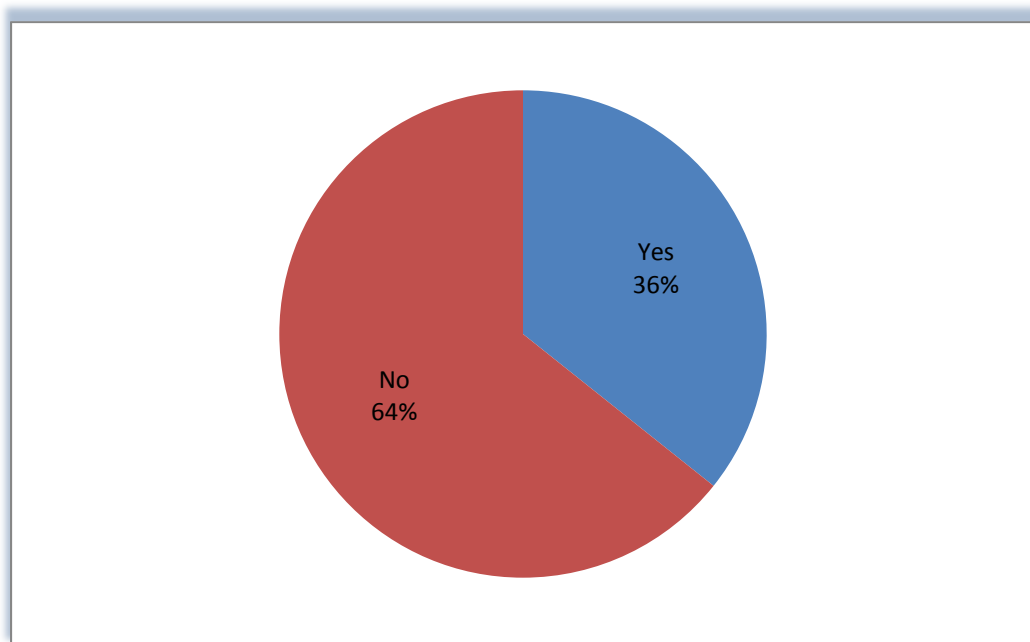
Table 80 – Rank of Transportation Issues Related to Access to Information by Number of Responses

	VERY SIGNIFICANT	MODERATELY SIGNIFICANT	SOMEWHAT SIGNIFICANT	NOT SIGNIFICANT	NO OPINION	TOTAL
Difficulty finding service information.	25	23	25	16	8	97
Insufficient budgets, staff, and time.	39	22	11	16	9	97
Inaccurate and inconsistent information.	18	22	20	22	14	96
No centralized information center.	17	26	18	22	14	97

QUESTION #12: DO THE MAJORITY OF YOUR CLIENTS HAVE RELIABLE ACCESS TO THE INTERNET?

Ninety-seven percent (97%) of respondents indicated whether or not their clients had reliable access to the internet. The majority (64%) said that their clients do not have access to the internet.

Chart 9 – Clients' Access to the Internet



QUESTION #13: PLEASE IDENTIFY PRIMARY DESTINATIONS THAT YOUR CLIENTS NEED OR WANT TO TRAVEL TO AND FROM. PLEASE BE SPECIFIC.

Eighty-nine percent (89%) of the respondents identified destinations to and from that their clients need or want to travel. The following list is a summary of the agencies' comments, which are based on the counties in which the agency provides service (not the county in which the agency is located.)

- **CARBON COUNTY**
 - Lehigh Valley Mall, Walmart in Carbon Plaza, Gnaden Heutten Hospital, Palmerton Hospital.
- **MONROE COUNTY**
 - They need more consistent bus routes, not having to wait to transfer, or to have buses be on schedule. Mt. Pocono area is huge for our clients because a lot of jobs are located there.
 - Shopping centers including grocery and drug stores, hair care services, medical appointments and libraries.
 - Food pantry.

- Walmart, Shop Rite, and Weis in Mt. Pocono or East Stroudsburg; doctor offices on Brown Street or Rt. 447 in East Stroudsburg; doctor offices in Mt. Pocono; and Geisinger Medical Building.
 - Mostly for out of town doctor appointments to the Lehigh Valley and some in the Scranton and Wilkes Barre area.
 - Stroudsburg area to Mt. Pocono and Tobyhanna area for work needs.
 - Stroudsburg, East Stroudsburg, Mount Pocono.
 - Major employers such as Camelback or Kalahari Resort or Mt. Airy Casino.
 - Library, Kinsley's Shoprite and Weis Shopping Centers in Brodheadsville; Monroe County Assistance Office and other agency offices in Stroudsburg; Medical offices, facilities and clinics throughout Monroe County.
- **PIKE COUNTY**
 - Many locations.
 - Scheduled appointments, i.e. medical, county assistance office, social security office (in Scranton); housing and medical appointments in Waymart; grocery stores, mall, jobs, movies, to Parks in surrounding areas i.e., Promised Land Park up by Tafton in Pike County; New York; New Jersey.
 - Pike county malls; Scranton; Orange County, New York.
 - Walmart, Kmart, malls, grocery stores, any place they can get employment.
 - Walmart; Matamoras Shoprite; Montague, New Jersey; Church on Sundays; Specialists; Danville Mall; Middletown, New York.
 - Doctors and shopping.
 - Jobs in the Pike County area.
 - Attending scheduled appointments at The ReDCo Group in Milford. Attending additional medical appointments throughout Pike County.
 - Stroudsburg; East Stroudsburg; Milford; Matamoras; Honesdale; Dingmans Ferry; Middletown, New York; Scranton; Wilkes-Barre; Port Jervis, New York; Hawley; Sussex County, New Jersey.
 - Dingmans Ferry to Milford to Matamoras; Route from Shohola to Milford.
 - Matamoras and Milford Shopping Centers; Econo-Pak (535 US 209 Milford, PA)
 - Walmart; Movie Theater.
 - **SCHUYLKILL COUNTY**
 - Tremont, Girardville, and Tamaqua on a regular basis. Industrial Parks for jobs; Transportation to cover second and third shifts.
 - Outer areas of county to Pottsville and back; Pine Grove; Tower City; Klingerstown; Highridge; Tamaqua; Shenandoah; and Mahanoy City.
 - To Pottsville for human services, and Frackville and Orwigsburg for medical services. There are high rises in Schuylkill Haven, Pottsville, Shenandoah, Ashland, Mahanoy City, Tamaqua and far off in Coaldale.
 - Physician offices including specialists for illness such as cancer that may be outside the county lines.

- Schuylkill County to Geisinger, Danville; Hershey Medical Center; Lehigh Valley Hospital; Reading hospitals and specialists.
- Wilkes Barre, Lebanon, Philadelphia.
- Highridge Industrial Park, Humboldt Industrial Park, and various other employers (2).
- Ashland, Shenandoah, Pottsville, Schuylkill Haven, Port Carbon, Cressona Mall.
- Employment in Highridge; Rural Schuylkill County: north – Ringtown; west – Tower City, Hegins, Pine Grove; east - South Tamaqua.
- Highridge Business Park and outlying towns of Tamaqua, McAdoo, Hegins, Tremont, Pine Grove, Orwigsburg, Ashland.
- Many people do not have access to transportation of any kind. They live in areas that do not currently have bus routes and would have to depend on getting a ride with someone they know, which can be difficult. My department works with children and families and would need to get from their homes to any child-serving organizations.
- It seems that with Supportive Employment, transportation is a big issue for non-drivers. The STS bus system needs extended evening and weekend hours. Shared Rides is time consuming for many individuals. They may have to get on a Shared Ride at 7:00 a.m. to get to work for 10:00 a.m.
- Doctor appointments, employment (3).
- Travel throughout the County and beyond.
- Students should be able to access transportation for both our day and night programs. We would also like to be able to provide them with information helpful to getting them to their appointments to maintain their health and wellbeing.
- Schuylkill County: Humboldt Industrial Park; Pine Grove Industrial Park; Auburn Industrial Park; St. Clair Industrial Park; Frackville Industrial Park; Schuylkill Haven Penn State University; Orwigsburg Industrial Park; McAdoo Industrial Park; Tide Industrial Park, Tamaqua; Mahanoy City.
- Anywhere.
- To and from school or a babysitter or daycare.
- Rural out-lying areas are the primary issue.
- Girardville; Gilberton; Frackville; Shenandoah; Cumbola; New Philadelphia; Port Carbon; New Ringgold; Tremont; Hegins; Mt. Carmel to Pottsville.
- Home to center.
- Doctors appointments, mental health appointments and adult/older adult care appointments.
- Mental health outpatient providers and medical providers; Inpatient mental health providers/facilities.
- Travel to local mental health doctor appointments throughout the County.
- **MULTIPLE COUNTIES**
 - Medical appointments, shopping, employment opportunities, education, social service agencies, church and other venues within and out of the county.

- Philadelphia; Hershey; Lebanon; Danville; Scranton; Wilkes-Barre; Lehigh Valley; Northampton County; Lackawanna County; Luzerne County.
- Valley View/Hegins have very limited access as well as the times our buses run in Pine Grove.
- Pottsville to High Ridge Park; Later bus hours for work such as Walmart.
- Our clients need to travel to wherever jobs are located; specifically from rural locations such as Orwigsburg to the Industrial Drive north of Pottsville/Minersville area. The Highridge Industrial Park has numerous distribution centers that our population is unable to access due to there being no public transportation route.
- Community support groups and social activities outside of their residential area; ReDCo, Fitzmaurice, and other human service agencies.
- Route 940 in Mt. Pocono to the larger resorts for employment; Allentown; Philadelphia; Danville; Scranton/Wilkes-Barre for doctor appointments.
- Albrightsville to various work locations.
- From Lehighton to retail stores along Route 209 or outlining areas surrounding Lehighton (this is true in Monroe and Pike Counties as well); from their homes to day programs and other community social service agencies; Medical appointments; Social engagements.
- CTC Manufacturing, Inc.; Access and C.A.R.E.S. (Community and Residential Empowerment Services) day programs; community outings.
- We have had employees dependent on transportation services to maintain employment (needed support in getting to work and home from work). We have families that sometimes need support getting their child to medical appointments that are outside of Pike County (Children's Hospital of Philadelphia, Geisinger Clinic, etc.) We have families that need support getting their child to our pre-kindergarten education program 5 days a week.
- Anywhere in Pike County, far corners of Pike County, to Milford, Stroudsburg, etc.
- Pocono Medical Center; East Stroudsburg; Kidney Dialysis Centers in Stroudsburg, East Stroudsburg, Mt. Pocono, Wind Gap, Palmerton; Senior Centers in East Stroudsburg, Brodheadsville, Pocono Pines and Barrett Township; other Medical services in Monroe County in East Stroudsburg, Mt. Pocono; other Medical services outside of Monroe County in Allentown, Bethlehem, Easton and the Wilkes-Barre/Scranton region; Employers at Tobyhanna Army Depot; Pocono Medical Center; Schools like Northampton Community College, Tannersville, East Stroudsburg University; Shared Ride to senior centers, medical, recreational group trips; fixed route to employers, social, medical.
- Lowes Distribution Center at 1201 Keystone Boulevard in Pottsville.
- Rural areas to Stroud Mall, major stores, other bus routes in Monroe County. West end and Bushkill areas are specifically in need.
- Home to schools in Monroe County (Pocono Mountain School District, East Stroudsburg School District, Delaware Valley School District, Pleasant Valley School District, and Stroudsburg School District).

- Day program services (Developmental Education Services, Burnley Workshop); recreational activities/events community outings (going to movies, festivals, parks, out to eat, etc.); home visits with family members or close friends.
- Bethlehem to Wind Gap; Bethlehem to Easton; Easton to Wind Gap.
- Carbon County to Lehigh Valley; Carbon County to Hazleton area.
- We are located in Lehigh, PA which is in Carbon County and we serve clients from the following areas: time it takes to get to the program from town in parenthesis after the town – Lansford (22 minutes); Nesquehoning (15 minutes); Jim Thorpe (10-25 minutes); Albrightsville (25-30 minutes); Palmerton (10-15 minutes).
- Clients need to get to Allentown at 8:00 a.m. for an appointment with the specialist or to Easton for an appointment with the psychiatrist during a day that shared ride does not provide transportation to this area.
- Monroe Career Technical Institute in the evenings; major employers including Kalahari, Shawnee and Camelback Mountains, Hayward Labs, Industrial Park in Gouldsboro; hours of bus routes also limit individuals that travel to other resorts that are currently on the bus route - such as Great Wolf Lodge; people who work past 9:00 p.m. are unable to get transportation home.
- Devereux transports its clients to and from their house to our programs; any other transportation needs outside of that service purview are not made known to us.

QUESTION #14: TO WHAT EXTENT DOES YOUR AGENCY COORDINATE ANY TRANSPORTATION SERVICES WITH OTHER AGENCIES IN YOUR AREA (E.G., SHARE RIDERS, JOINT TRAINING, POOL INSURANCE, ETC.)? PLEASE LIST THE COORDINATING AGENCIES.

Eighty-two percent (82%) of the respondents provided information about whether their agency coordinates transportation services with other agencies. Agencies' responses are provided in the list below.

- **MONROE COUNTY**

- We only contact Monroe County Area on Aging if a client raises transportation as a specific issue he or she needs help with.
- We have contacted RSVP or asked for volunteers from the area churches; this has not been very helpful.
- Monroe County Transit Authority.
- Shared Ride for those clients who are eligible.
- We do not coordinate transportation. We refer clients to MCTA. In our experience, MCTA has been unable to provide assistance to many of our rural senior and those living in poverty in the west end of Monroe County.
- Do not coordinate (2).

- **PIKE COUNTY**

- For services on the developmental side, we have some providers who have workers who may provide some transportation services but only when they work with the consumer.

As Supports Coordinators, we do not provide rides to our consumers; however, we refer them to public transportation.

- We provide some transportation and then refer clients to taxi service which does not run all the time so we have to make their employment schedules coincide with taxi schedules.
- We assist in linking people to county transportation or transportation through church programs.
- Office of the Aging; job coaches; and Habilitation staff's personal vehicles.
- Our agency will refer clients to Pike County Transportation and assist in advocating for any issues concerning their needs.
- We coordinate the senior center days/events with the Shared Ride provider. Pennsylvania Department of Aging (PDA) waiver trips provided by Service Coordinator and Transportation Provider. Attempt to assist consumer (aging) who need special trips out of area due to specific issues and reimburse volunteers when necessary.
- Help students fill out paperwork for Persons with Disabilities program.
- Do not coordinate (4).

- **SCHUYLKILL COUNTY**

- Currently, agency can only provide transportation for people who are enrolled in our program due to insurance issues.
- We help our consumer get referred to STS for their Shared Ride and MATP programs.
- Staff assists clients in contacting MATP, STS, Shared-Ride, and volunteer organizations such as the Senior Center and Cancer Society.
- Our office has a volunteer transport via the Retired Senior Volunteer Program. Diakon Services also has a volunteer transport. We try to assist consumers who are unable to use STS.
- STS, Black Diamond Cab.
- Some coordination is available with job coaching agencies and STS shared ride.
- Avenues provide transportation to each day program from consumer homes. There are three regions in Schuylkill County where buses run in an efficient manner to save on overall costs.
- We explore all possibilities for transportation assistance depending on agency and involvement and eligibility, as well as alternate agencies and employers that may provide transportation directly or indirectly. County Assistance Office (DPW), Schuylkill Transportation system (STS), EDSI, the ReDCo Group, Office of Vocational Rehabilitation, Veteran Employment Services and Schuylkill IU 29, just to name a few.
- We are able to provide bus passes and any information.
- EDSI/Department of Public Welfare: Welfare to Work and ReDCo Supportive Services for bus vouchers.
- Often times our staff makes the arrangements for transportation through share ride.
- Ride sharing has been tried in the past and it does not really work because of students' schedules and where they live.
- I coordinate with the 12 districts in our area.

- Human service organizations.
 - We do student ride sharing within our organization. STS helps us assess if clients are eligible for paratransit service and coordinate ride along trips as needed.
 - Rent buses for field trips.
 - We only make referrals to transportation agencies; we do not set up appointments or assist other than giving the phone numbers and agency names.
 - We do not have the ability to coordinate because we are mobile crisis and do not have case management capabilities. We research resources and try to coordinate with existing case management services if applicable.
 - Our agency provides our clients with the resources in the county that are able to provide transport. However, many of our clients have a lower income budget and cannot afford to pay for public transportation, even if it is at a very low cost.
 - We do not. We are implementing Workforce Innovation and Opportunity Act (WIOA) and will look toward doing more transportation training, usage with secondary school students with disabilities.
 - Do not coordinate (5).
- **MULTIPLE COUNTIES**
 - We do share ride; however, when we get a person a job and then call, we are told they must have more than one person using the van so no service. I understand costs but I believe it would build if more convenient.
 - We try to do natural supports or STS but the hours do not always work and then if the person transporting is off work they cannot work.
 - We coordinate rides when possible with STS shared ride.
 - CCCT (2).
 - We coordinate with the Carbon, Monroe and Pike County Medical Assistance Transportation Programs to assist our clients in obtaining transportation to other services.
 - The Development Services Department does not link to transportation as often as our Mental Health Department does.
 - Linkage to Shared Ride and other service providers. We provide linkage to public transportation such as MCTA and Shared Ride; we also contract with cab companies to provide transportation, which is the least economically efficient.
 - Will arrange directly with family or expect CCCT to be involved.
 - We make sure that all agencies follow the law under Title VI. We review the Title VI plans, monitor changes in routes and price increases. Many of the agencies will reach out to us for assistance.
 - We will refer to other sources, and help with applications for services.
 - We assist clients with filling out applications and vouchers for MCTA.
 - Pike County Transportation.
 - MCTA (2).
 - Volunteers, STS, Black Diamond.

- Work with STS, RSVP, and under 60 programs.
- Generally, our clients have been referred to us by an agency such as the County Assistance Office and Community Mental Health organizations. There are occasional extenuating circumstances for MATP clients who may need transport to Philadelphia, Danville or a location more distant at a 'contract fare', which is a premium fare for the ride provided by the clients subsidizing source. We students fill out paperwork for Persons with Disabilities program.
- RSVP, STS.
- We work with MHDS when applicable to help clients connect with taxi service or other transportation options.
- MCTA and CCCT bus services to and from clinics to people's homes.
- We either make the phone calls or assist our clients.
- If eligible, families have been referred to shared ride.
- The Carbon program provides most of the transportation, but most use CCCT for some Medical appointments; some more independent individuals will use it for transportation to and from work; some case managers may provide transportation, but this is as few as three or four times a year.
- Outside of coordinating within our own agency there are none that I know of pertaining to the individuals I work closely with.
- Shared ride transportation was discontinued because it is not approved for site base Psychiatric Rehabilitation. It is not an in planned service so therefore is not reimbursable.
- We provide consumers, who are able to use public transportation services, the opportunity to use public transportation (Carbon County Community Transit) tickets. We do not coordinate any specific transportation with anyone else.
- We call MCTA with our clients to schedule appointments for transportation; we help clients to apply for shared-ride thru MCTA; we try to coordinate this service as much as we are able to. MCTA is the only source of public transportation in this area of Monroe County. We do not have as many problems with CCCT in Carbon County. They are more flexible with their routes.
- Carbon County Community Transit; our agency also assists with gas cards.
- We help facilitate filling-out applications for MCTA Shared Ride, Carbon County-Easton Coach and Pike County Shared Ride.
- We typically refer to Shared-Ride for consumers' transportation needs, and obtain bus tickets through MCTA for transportation to our program, which is not currently covered by Medical Assistance for Psychiatric Rehabilitation Services.
- We inform prospective clients about County Transportation Services such as Pike County Shared Ride and MCTA.
- Minimal.
- Do not coordinate (6).

QUESTION #15: PLEASE IDENTIFY TRANSPORTATION ISSUES OR GAPS.

Seventy-nine percent (79%) of the respondents offered their input on transportation issues or gaps, which are listed below.

- **CARBON COUNTY**
 - Northern portion of the county; connection to other agencies.
- **MONROE COUNTY**
 - Funding for bus passes.
 - Older adults might not have access to the internet or have access to transportation services information. Those that live deep in large developments might be able to take public buses if they could get transportation to the front of the development and then back home again.
 - Transportation is non-existent.
 - Clients needing to get to the pantry and back home again with groceries; clients needing to get to doctors' appointments.
 - Must make appointments too far in advance; waiting time of pick from appointments is excessive; and drivers rude and impatient with clients.
 - There is no immediate transportation to and from job locations. Public transportation does not run on Sundays. Most people work through the weekend and in remote locations. Cabs are not affordable for our clients as they are low to no income.
 - Public transportation does not run around the clock - for those who may work certain hours and need to get to work or are getting out of work at a certain time when the bus is not running - makes it difficult. Public transportation 24/7 would be beneficial to many. Shared Ride is a great resource for those clients who qualify. One downside is that you have to schedule the transportation a certain time in advance. This may be inconvenient for someone who may have a same-day appointment or an emergency appointment.
 - The locations of bus stops in the west end of Monroe County are often times too far from residential areas. Seniors have difficulty riding long distances without access to a bathroom facility due to prescribed medications and medical conditions. We should look to include more community resource bus stops on routes including local food pantries, clothing closets, clinics, post offices, libraries, school and community centers to assist low income families with the ability to be involved in our community. Families living in poverty cannot often times afford the cost. The current schedule leaves some families living in the Effort/Blakeslee area stranded if they have school aged children to get on and off the bus. Buses do not run on the weekends.
- **PIKE COUNTY**
 - Need service within Hemlock Farms; need service outside weekday 9:00 a.m. to 4:00 p.m. service provided by Pike Transportation.
 - There is not transportation unless they have to have advanced registration or pay a lot of money to get from point A to point B; area is too rural.
 - Depends on who you are and where you live regarding available services.
 - Evening and weekend service is needed.

- We only have county transportation and taxi services. Most cannot afford taxis. We are pretty widespread and rural – a lot of lake communities. If we had centralized meeting points many could not make it to those locations. Many elderly are financially disadvantaged do not have computers with internet access.
- Lack of understanding of the issues seniors deal with regarding memory and trying to schedule appointments in the time frame set up by transportation. The wait for pick up is too long. Another issue is clients are unable to ride Pike County Transportation because they canceled their ride several times or didn't get to the door before the driver pull away.
- Many individuals need supervision during transportation due to mental and/or physical disabilities; no staff available for supervision when utilizing public transportation system (e.g., taxis).
- Limited time and days provided by Pike County Transportation to transport clients to office. Clients are not always picked up for appointment. Complaints by drivers regarding length of appointment times and distance to transport clients to office.
- Rigid schedule not able to be flexible when events are late. No ability to add hours or service days for senior center riders to participate in. No evening events can be planned. No ability to provide work/vocation related transportation due to short window of appointments. No weekend coverage, no church or shopping available at these times. No ability to participate with community events by aging clients or people with disabilities.
- No availability for people with disabilities. Not enough funding for more drivers/busses.
- Significant gap for people with disabilities to get to and from work.
- Students after the age of 21 need all transportation.
- **SCHUYLKILL COUNTY**
 - Gaps in transportation would be second and third shifts to the industrial parks.
 - For the agency, cost has increased without any expansion of service hours. We pay nearly \$50.00 round trip for people who live in Tamaqua to participate in the program but the maximum time STS allows them to be in the program is 2.5 hours. There are also areas of the County where STS simply does not run so members cannot use the service. Some can get to work but not the return trip home. Also, buses don't run on Sundays, evenings and Saturday service is limited.
 - It's difficult to schedule and get the proper documents. Case managers have a hard time even helping consumers. There are layovers in some areas as well. If you live in Ashland and have to get into Pottsville for an appointment, it is an all-day event due to the bus schedules.
 - Transportation can be difficult to schedule for clients with severe mental health issues. Bus routes are confusing and, when staff tries to assist, they are given incorrect or inconsistent information. Customer service is often lacking and consumers often feel frustrated and stigmatized. Transportation staff has challenged physician signatures and need for transportation for individuals, and seems to have a negative view of mental health consumers.
 - No out of county transport; rural areas not served or underserved; no attempts to coordinate rural areas with appointments in common.

- Medical and dental appointments in neighboring counties as some of these services are not available here in this County.
- A rare situation last year: Children and Youth Services determined that a home in Girardville was uninhabitable. In addition to the family with children living there, an elderly woman with physical disabilities and her adult mentally disabled son were forced to vacate. It was winter and they had no transportation. I worked with several agencies in Pottsville to see if help could be offered. As none was available, I finally sent a cab to pick them up to drive them to Frackville where the Council of Churches of Schuylkill Haven and Vicinity provided one night's housing.
- Available transportation to needed areas throughout the day; often the shared ride program will only go to an area twice throughout the day – once for pick up and once for return. This does not align with an individual's work hours.
- Joan Breslin, STS PR, does great bus buddy training; but we need to actively create a partnership with STS and do more for secondary students with disabilities.
- In the County, the public transportation system runs for limited hours to limited areas. Since there are many rural and outlying towns in Schuylkill County, many of them are not accessible via public transportation. Shared ride is available for people with disabilities but that too is limited for hours and is not always timely. There are some taxi services but the cost often outweighs the benefits when utilizing it for work. Transportation creates a huge barrier for those who do not have a license or a personal vehicle when obtaining or to maintain work. Additionally there is limited support in the County to help those who do not have a license obtain a license.
- We are interested in working to set up public transportation access to popular employers like the Lowes Distribution Center. They work well with individuals with disabilities, but transportation remains a big barrier.
- People who live in the western part of the County have a difficult time finding transportation that will go that far.
- Unwillingness by clients to travel even moderate distances (over 10 miles one way) to employment opportunities; inability of clients to pay for transportation services; limited availability of public and private transportation services; lack of 24/7 transportation services; unwillingness for clients to use public transportation services.
- There simply is not enough public transportation in this area. Students are not able to get transportation at the times that are needed. Many of our more rural students are not able to access any sort of public transportation.
- STS has reduced bus routes limiting access to employment opportunities (Schuylkill County to Humboldt Industrial Park, Pine Grove Industrial Park, Auburn Industrial Park St. Clair Industrial Park, Frackville Industrial Park, Schuylkill Haven Penn State University, Orwigsburg Industrial Park, McAdoo Industrial Park; Tide Industrial Park, Tamaqua; Mahanoy City). Low income job seekers often lack driver's licenses due to criminal issues. Public transportation often not reliable or people are uneducated about the service.
- There are many rural areas in our County; also low income population.
- Buses don't run every day of the week only Monday – Thursday to some rural locations.
- Lack of money; lack of providers; unable to make contact with the transportation provider or return information to a client.

- Public transportation is not available throughout the county particularly in the west end where there are also no mental health providers. And where public transportation is available, it is very limited and not accessible to everyone.
- There is a lack of transportation services in the area other than STS.
- **MULTIPLE COUNTIES**
 - Infrequent schedule; gaps between stops throughout the county.
 - The push is to get people off benefits and out to work yet no transportation is available for them to get to work. Most individuals do not have the financial means to purchase or maintain a vehicle relying on public transportation. As a result they have to take a job that pays less or no job.
 - Need expanded service days and hours.
 - Many of our participants are unable to get to well-paying jobs due to transportation. The industrial park in the area does not have public transportation access.
 - Limited transportation resources; inconsistency with CCCT schedule, pick-up/drop off times.
 - The MATP programs require that clients can only use the transportation if their appointments fall between 10:00 a.m. and 2:00 p.m. Many doctors, especially for mental health outpatient, only have late afternoon and evening appointments available. The MATP buses only go to certain locations on specific days, and they have to be on a bus all day long to attend a 30-minute appointment. Regular public bus routes do not extend far enough into the County which is rural (Monroe) so people aren't able to access it and, if they are able to get to a bus stop, the bus doesn't come through often enough.
 - Transportation on weekends and evenings is not available to our population.
 - Limitations in bus routes; poor communication or miscommunication from the county's transportation office; lack of reliable service from one stop to the other; limits on hours and routes; very long wait times for individuals to get picked up before/after appointments.
 - Outer regions of the county need service.
 - It is always about available resources or more to the point lack of. With a current low tax collection many of the services that were once offered are no longer offered because of lack of money.
 - Lack of affordable public transportation and frequency of transportation; no out of county transportation.
 - Rural coverage is needed and expanded hours.
 - Not enough options; limited services; hard to find if you do not know who to call; no central area to look up information.
 - The time is very limited with the current medical assistance transportation system. Our clients can only really access appointments at 10:00 a.m., 11:00 a.m., or 1:00 p.m. Transportation cannot get them in for a 9:00 a.m. appointment. They want them to be done early, so no later afternoon appointments are able to be given to them. They don't arrive on time, or are way too early, or have to sit to wait to be picked up, or the driver wants them to be done before their appointment. They also have to call way in advance.

- No routes; limited availability; limited times; limited locations to travel to and from; very limited Saturday service and no Sunday service at all; no evening services; no service to warehousing locations.
- Many clients live rural settings and are miles from public transportation.
- Rural areas of the county; many lacking volunteers as well as fixed route and consistent shared ride services.
- Frequency and distance in our fixed route service is difficult for riders because it limits their choices. Monroe County is approximately 610 square miles of which approximately 440 square miles are currently served by fixed route. Due to costs to provide services, there may be clients in more rural areas who do not have access to this service. Two-day advanced reservations for shared ride transport and grouping of trips requires planning on behalf of the rider. Clients would like more flexibility on date, time and location, and would also like to be more flexible on the day they ride. Usually funding subsidies also have restrictions such as Temporary Assistance for Needy Families (TANF) funds require an individual to be 220% of the Federal Poverty Income Guidelines (FPIG) with dependent children. So, if a single person meets the 220% FPIG, but does not have dependents, the person isn't eligible. It's these types of restrictions that make navigating services challenging for the client. There are limitations in rural communities on the frequency of services – especially fixed route buses running only once an hour on the high demand routes. In true urban areas with high population densities, buses often run much more frequently. Other gaps are: travel at night or on weekends for shared ride; and the cost is prohibitive for just a few riders.
- No service to the industrial parks.
- Transportation is extremely limited, not reliable or flexible.
- Lack of routes; pick up stations are too far for clients to walk to; and clients are confused when reading the bus maps.
- Need service times that can get clients to their appointments on time.
- Remote locations do not have access to reliable public transportation.
- We serve children and what transportation is available requires parental supervision, which requires pre-approval. Process is slow and not always available.
- Issues with scheduling with Carbon Career and Technical Institute; staff there not scheduling appointments; occasional difficulty with scheduling in advance.
- At times there are scheduling issues. Group home often have one vehicle and the individuals that live there may need to go in different directions. For example, one person may be going to day program while another has a doctor appointment, or one individual may need to be transported to a home visit with their parent 45 minutes away and the other individuals in the home may want to go to the movies.
- The transportation system only runs during certain hours of the week, which makes it impossible for them to make their appointments on time.
- No enough company vehicles to meet the needs of transporting families to meetings and our different sites.
- There is no affordable public transportation.

- We have few gaps right now because of our transportation department. Gaps within our transportation department includes: how to get clients to class living outside of Lehighton; and making sure those clients get to the program in time for when class is scheduled to begin.
- In Monroe County, MCTA does not communicate properly to clients or to case managers that there are issues with transportation. The hours that clients have to spend on the bus or waiting for shared ride to arrive sometimes is overwhelming for our clients that suffer anxiety. I have a client that has appointments in Allentown and she has been picked up at 6:00 a.m. for a 10:00 a.m. appointment and then shared ride brings her home around 6:00 p.m. She was upset one day because the driver did not want to stop and allow people to use the bathroom. She tries to make sure that she has some food with her and water because she is diabetic. That is just an example of how hard it is to utilize shared ride. Another example is that shared ride does not pick up clients on time to bring them to their appointments. And when they arrive to their appointments, they are told that they are not being seen by the doctors. All our clients know they have to be patient and wait for shared ride, but sometimes the wait is very long.
- Assessing every case individually and making decisions based on distance from the major bus routes. For, example, an individual with seizure disorder that lives less than a mile from a fixed route was denied shared ride, but she could not walk to the bus stop. Therefore, her dependability was jeopardized.
- Shared ride trip times; patients arrive for appointments in the morning and their return trip is late afternoon; patients are sitting in the waiting room for several hours.
- With the limited funds the counties receive for transportation services, it is understandable that there will be gaps relative to the ratio of consumers to available services.
- The time frame that the county provides transportation is not good for almost all consumers; most consumers work late hours and it is very hard for them to find transportation home from work.

QUESTION #16: PLEASE IDENTIFY ANY SUGGESTIONS TO IMPROVE TRANSPORTATION SERVICES.

Sixty-four percent (64%) of the respondents provided suggestions on how to improve transportation services. The suggestions are below.

- **CARBON COUNTY**
 - Expand frequency of service, improve connections to other agencies and standardize service so there is consistent operation on days of service.
- **MONROE COUNTY**
 - Willingness to provide free bus passes to non-profits.
 - Regularly scheduled buses on days of Pantry openings (first Wednesday and first Saturday every month).
 - More stops throughout the county making access to buses more ready available to low income residence and seniors. Regular bus routes that could be depended upon on a daily basis that would connect our more rural areas with Stroudsburg, East Stroudsburg and Mt. Pocono. Consider connections to further destinations such as Wilkes-Barre, Scranton and Allentown.
 - Direct access to some of our resorts in Monroe County as they seem to be the largest job resource currently; public transportation needs to run on Sundays; more stops would be helpful.
 - Make bus passes available to be purchased by non-profits at a significant reduced or free rate.
 - Increased access for rural participants; decrease and/or subsidized cost for families living in poverty; transportation assistance to help get individuals to work; compassion when scheduling our elderly residents for rides and recognizing limitations.
- **PIKE COUNTY**
 - Need to more clearly identify transportation needs of residents of Hemlock Farms and then match to available service, and advocate for expansion of service when appropriate.
 - We have 66 consumers in Developmental Services not including new intakes and some other cases. We need someone who is willing to be available at all times of the day and evening to transport. There is no easy answer. A split schedule for transportation.
 - Increase hours of operation.
 - 24/7 service.
 - Consider a general population fee, perhaps by income and offering a sliding fee; weekend runs; add more service.
 - Split shifts so the schedule can be changed and appointments could be made when doctors are available. This would also free up time for more trips too.
 - Wider range of offered appointment days and times.
 - Provide opportunities for coordination of providers of other services such as MH/DS, Center for Independent Living, School-age programs (early intervention), private facilities with vehicles, taxi services (which are cost prohibitive currently) to have graduated rates. Provide reimbursement to those entities providing specific

transportation services. Coordinate with meal transporters for errands and shopping services, medication pickups, volunteers, Uber transportation services.

- Fixed route bus would be great for Dingmans Ferry. More availability for people with disabilities. Right over the bridge (less than 10 minutes from Milford) is a train in Port Jervis that goes to New York City.
- Transportation needs to be flexible and available daily for those trying to obtain employment in the area. Employment is not always weekdays 9:00 a.m. to 5:00 p.m.
- Offer wheelchair accessible vans with more convenient drop-offs and pick-ups.

- **SCHUYLKILL COUNTY**

- Transportation to industrial parks and, if possible, second and third shifts.
- Stop increasing rates when you continue to limit service times.
- Easier scheduling and referral process; more buses that take longer trips.
- Better and more consistent communication as well as customer service and an understanding of how to work with mental health consumers.
- A joint effort of public education and incentives for doctors to coordinate appointments for consumers in rural areas; drivers who can assist consumers on and off buses would increase ridership.
- Work more closely with PA Commuter Service.
- Additional area trips and added times throughout the day.
- Increased coverage to industrial areas from all county regions and partnering between STS and Office of Vocational Rehabilitation to increase the ability to use public transportation to access work.
- Developing an employment related shared ride program to assist people with getting to work; additionally setting up a tutoring program or driver education serve to help people get their license and work towards independent transportation.
- This county needs to provide transportation across the entire county on a more frequent basis.
- Have available transportation for western part of the county.
- Our main job is to help people gain employment. Shrinking and restricted budgets facing virtually every agency and program today and we have eliminated transportation assistance almost entirely. For those clients with transportation issues, we rely solely on referring to one or two programs that provide limited transportation services to those that qualify, or providing bus tickets for a limited time, but only to those that meet eligibility criteria. Financial constraints facing our public transit provider has forced them to providing daytime, weekday service through a fixed route schedule for the most part. Being a spread-out rural county, with many employers that operate 24/7, we need affordable private carriers and expansion of public service to cover the entire county 24/7. We've had this problem for a very long time and there doesn't seem to be solutions without money.
- Increase hours, provide services to more rural areas, recognize higher education as a part of mental wellness for many individuals and allow them to receive services at lower costs.
- Increase bus routes to employment areas in Schuylkill County.

- More funding to provide more service even when it may not be efficient.
- Joan Breslin at STS awesome and always helpful with helping student's access services and translating the bus schedules.
- It needs to be considered part of the insured services otherwise our referrals are useless.
- **MULTIPLE COUNTIES**
 - It's all been suggested. The only way to fix this is to get lots of money and completely change the mentality of the residents of the county to realize the value of public transportation.
 - Operate seven days a week because people work seven days a week; better service to outlying areas; coordinate with surrounding counties to allow individuals who are able to secure employment in other counties the ability to get there.
 - Adding stops and routes to the current system; increasing the shared ride program.
 - Extend routes to the more remote areas of the counties and have buses come through the routes more often; extend the hours of when the MATP programs are able to provide transportation; extend MATP programs to also offer transportation to places of employment.
 - Improved scheduling and route planning to accommodate people.
 - Combine resources with other agencies or even counties. I believe that the lack of ridership is people don't know about what is offered to them. Present services in a very positive manner.
 - Bus routes need to run more often and reach shopping areas from all county locations.
 - A central place to call and get information would be very helpful. Increase in services for adults with disabilities to support them getting and maintaining employment is critical. I have no idea how to support families to get their child to a pre-kindergarten program; it requires special kind of transportation.
 - There needs to be routes, hours and service options. There are so many people that do not drive in the immediate area that if more service at more times and on more days was made available more people would use the service.
 - Need more transportation - especially in rural areas and dependable schedules.
 - Hopefully Congress will pass a six-year Transportation Bill which will demonstrate their support of federally funded programs into the future. Although Monroe County has worked on some coordination of public transit services, the results have been very low interest. Coordination in rural areas is always difficult due to the limited number of riders needing services to outlying counties on a daily or regular basis, and the cost to provide such services. I think the NEPA MPO should conduct a study to analyze general traffic patterns between counties- NOT commuter patterns. Finding out where commuters work and live is only one piece of the picture.
 - Possibly try to have a route or shuttle bus for the industrial parks coordinated with work schedules.
 - Clients have later appointments at times and are dropped off extremely early before they are seen by the doctor. At times, if a doctor is running behind, the client is seen later than the scheduled time. Add more buses and increase service frequency.

- Add more routes at multiple times every day of the week, including weekends and late nights.
- More accessibility and longer hours.
- Pike County needs a transportation system. MCTA needs to stay open later.
- Assess the needs of remote communities and develop a plan for access to areas such as supermarket and medical clinics.
- I feel that transportation to day programs would be very beneficial and more efficient overall.
- Either approve transportation for the Psychosocial Rehabilitation programs or have managed care organizations in area increase their unit rate. The community care behavioral health reimbursement is half of other managed care organizations in the state.
- Public transportation system needed immediately.
- Create more routes.
- Make it affordable and time convenient for people to use it to get to and from work.
- Related to social or behavioral health services, I believe there needs to be more coordination between programs in the county along with state resources on how to make sure people are signed up for and following through with the treatment they receive. For example, if someone lives in Lansford, their psychiatrist, therapist and psychiatric rehabilitation program could be located in Lehighton. I believe there should be better coordination between program and transportation to get people to the services they need with the minimal amount of trips necessary to get what they need accomplish. It may make for a long day for some people, but this would be more cost effective for the state and allow the consumer to follow through with what they need.
- I suggest that there are more transportation providers in the Monroe County area. This county has had a tremendous population growth and many people live in remote areas. They require transportation to their doctors or even to the store and laundry. I think having more transportation options gives people choices that will encourage them to continue with their recovery goals such as following up with their physical and mental health care providers.
- More public transportation.
- Evaluate each case individually before denying shared ride or Easton Coach services. Increase shared ride routes, so the individuals don't need to be picked up three hours before their appointment.
- Continued conversation on how to best serve the population who need services.
- Extend hours later in the evening.

EXHIBIT 22 – COPY OF ORGANIZATION SURVEY**NEPA MPO Human Services Transportation Survey – Agency**

Delta Development Group, Inc. is updating a Coordinated Public Transit Human Services Transportation Plan for the Northeastern Pennsylvania Metropolitan Planning Organization (NEPA MPO), serving Carbon, Monroe, Pike and Schuylkill Counties. This plan is being updated under a contract with the Northeastern Pennsylvania Alliance (NEPA Alliance).

Briefly, the purpose of this plan is to assess transportation needs of underserved populations that include persons with disabilities, minorities, limited English proficiency, seniors and low income persons; identify current transportation services (public and private); identify gaps; and, recommend strategies to reduce and eliminate gaps and improve transportation services.

Please take a few minutes to complete and submit your survey responses.

The deadline for completing the survey is Wednesday, December 9, 2015.

If you have questions, need assistance, or have additional information to share with us as a part of this survey, please contact:

Lynda Conway
Delta Development Group, Inc.
2000 Technology Parkway
Mechanicsburg, PA 17050-9407

Phone: 412-491-5991
Fax: 717-441-9056
E-mail: lconway@deltaone.com

1. Please tell us some information about you and your organization.

Your Name:
Your Title:
Organization Name:
Department Name (if applicable) :
Zip Code (5 Digits) of Organization:
Telephone Number:
Email:

2. Please select your agency type.

- ☐ Public
☐ Private, nonprofit
☐ Private, for profit
☐ Other (please specify)

--

NEPA MPO Human Services Transportation Survey – Agency

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

- ☐ Human/Social Services
- ☐ Transportation Services
- ☐ Healthcare Services
- ☐ Educational Services
- ☐ Employment Services
- ☐ Advocacy Services
- ☐ Other (please specify)

4. In what County is your organization located? Check only one.

- ☐ Carbon
- ☐ Monroe
- ☐ Pike
- ☐ Schuylkill
- ☐ Other (please specify)

5. What Counties comprise your service area? Check all that apply.

- ☐ Carbon
- ☐ Monroe
- ☐ Pike
- ☐ Schuylkill
- ☐ Other (please specify)

6. On an annual basis, how many clients does your organization have?

7. Please indicate the kind of transportation assistance your agency offers. Check all that apply.

- ☐ Provide direct transportation to the public
- ☐ Agency vehicles are used to transport clients/residents/members
- ☐ Contract with third parties to provide transportation when needed
- ☐ Provide transportation vouchers to clients
- ☐ Deliver goods or services to clients
- ☐ Assist clients in scheduling trips
- ☐ Coordinate Medical Assistance
- ☐ Refer clients to public transportation providers
- ☐ Refer clients to private transportation providers

NEPA MPO Human Services Transportation Survey – Agency

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

☐ Yes

☐ No

If yes, please describe:

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

☐ Aging related

☐ Physical disability

☐ Mental disability

☐ Low income

☐ Remote/rural location

☐ Funding eligibility

☐ No funding source

☐ Other (please specify)

10. Please rank the significance of the transportation issues.

	Very significant 1	Moderately significant 2	Somewhat significant 3	Not significant 4	No Opinion
Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service is not convenient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe pedestrian access.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced reservation requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Please rank the significance of the transportation issues listed below as they relate to access to Information about transportation options.

	Very significant 1	Moderately significant 2	Somewhat significant 3	Not significant 4	No Opinion
Difficulty finding service information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NEPA MPO Human Services Transportation Survey – Agency

Insufficient budgets, staff, and time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inaccurate and inconsistent information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No centralized information center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Do the majority of your clients have reliable access to the internet?

- ☐ Yes
☐ No

13. Please identify primary destinations that your clients need or want to travel to and from. Please be specific.

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

15. Please identify transportation issues or gaps.

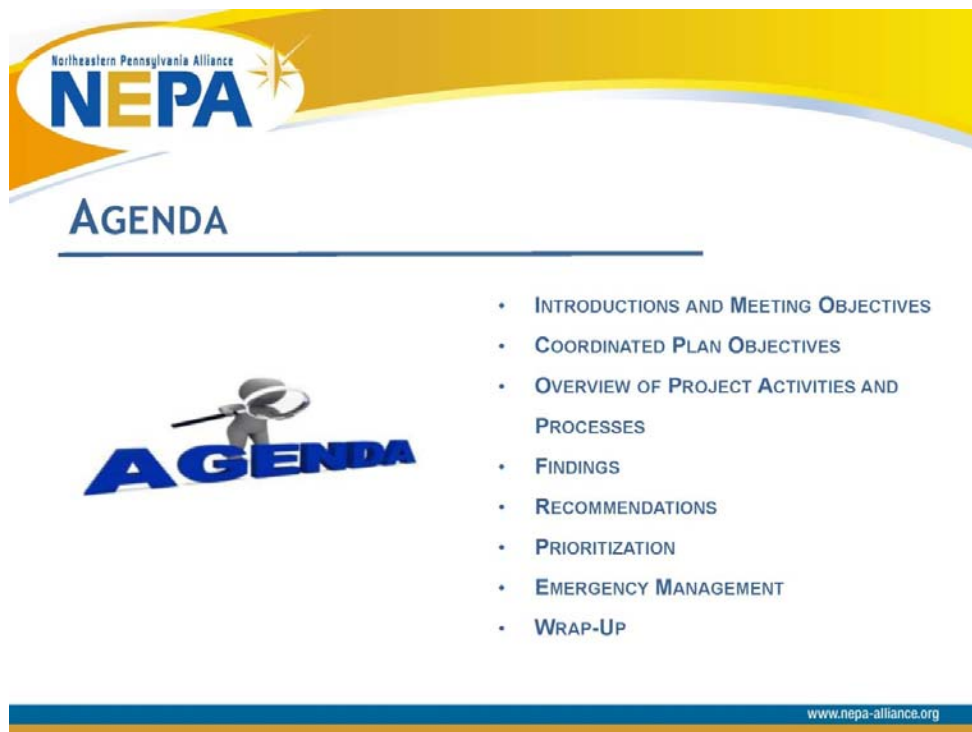
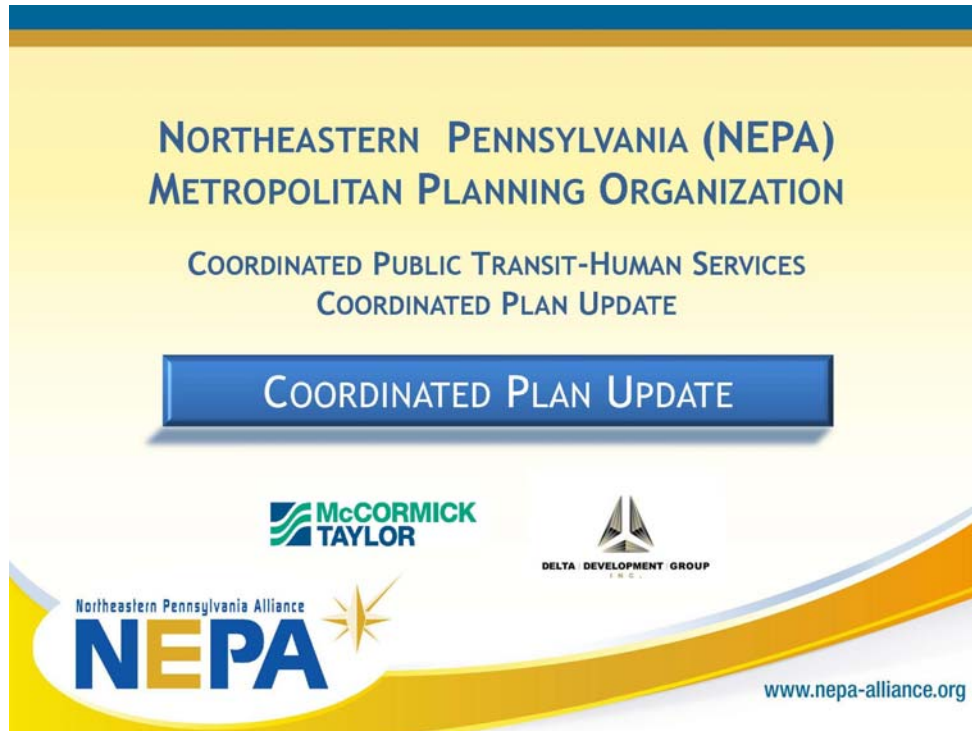
16. Please identify any suggestions to improve transportation services.

EXHIBIT 23 – PUBLIC TRANSPORTATION INFORMATION FOR NEPA REGION AND SURROUNDING COUNTIES

The following table summarizes the four counties and the neighboring counties public transit agencies.

COORDINATED PLAN AND SURROUNDING COUNTIES PUBLIC TRANSPORTATION INFORMATION									
COUNTY	AGENCY	FIXED ROUTE				SHARED RIDE			
		FLEET	PASSENGERS	COST PER PASSENGER	BASE FARE	VEHICLES AVAILABLE IN MAXIMUM SERVICE	SHARED RIDE TRIPS	NON-PUBLIC TRIPS	AVERAGE SHARED RIDE FARE
BERKS	Berks Area Regional Transportation Authority (BARTA)	57	3,259,487	\$ 3.78	\$1.70	57	163,782	64,404	\$11.66
CARBON	Carbon County Community Transit	1	6,687	\$ 18.84	\$1.50	11	59,42	14,7	\$19.62
COLUMBIA	MTR Transportation	X	X	x	X	17	46,91	4,32	\$16.67
DAUPHIN	Capital Area Transit (CAT) – Serves Dauphin and Cumberland Counties	79	2,696,660	\$ 5.72	\$1.75	40	164,691	X	\$20.92
LACKAWANN	County of Lackawanna Transit	35	1,157,4	\$ 7.93	\$1.75	25	84,63	7,10	\$21.00
LEBANON	County of Lebanon Transit	18	310,501	\$ 8.59	\$1.50	12	44,68	X	\$20.80
LEHIGH AND NORTHAMPTON	Lehigh and Northampton Transportation Authority (LANta)	83	5,173,760	\$ 4.90	\$2.00	95	260,580	107,231	\$22.15
LUZERNE	Luzerne County Transportation	38	1,208,8	\$ 6.95	\$1.50	45	159,7	17,8	\$16.74
LUZERNE	Hazleton Public Transit (HPT) – Serves City of Hazleton and surrounding Counties	12	229,382	\$ 11.11	\$1.25	*	Provide by LCTA		
MONROE	Monroe County Transportation	15	246,986	\$ 12.42	\$1.50	22	75,5	32,43	\$20.87
NORTHUMBERLAND	Northumberland County Community Transportation	X	X	x	X	32	106,828	X	\$18.95
NORTHUMBERLAND	Lower Anthracite Transit System (LATS) – Borough of Mount Carmel	4	28,423	\$ 11.58	\$1.00	0	Provided by Northumberland Community Transportation		
PIKE	Pike County Transportation	X	X	X	X	22	26,7	X	\$20.40
SCHUYLKILL	Schuykill Transportation System	14	212,250	\$ 9.19	\$1.30	27	75,3	34,36	\$16.51
WAYNE	Wayne County Community Transit	X	x	x	x	24	42,0	5,030	\$26.92
*Provides ADA Complementary Paratransit. See LCTA for Countywide shared-ride.									
SOURCE: <i>Pennsylvania Public Transportation Performance Report FY 2013-14</i>									

EXHIBIT 24 – COORDINATED PLAN UPDATE NEPA MEETING POWERPOINT





MEETING OBJECTIVES

- Present transportation needs and gaps
- Review recommendations to improve transportation services
- Discuss project priorities



www.nepa-alliance.org



COORDINATED PLAN OBJECTIVES

- Help community leaders, organizations and agencies involved in human service and public transportation to identify current transportation services;
- Reach out to the public to determine needs particularly for individuals with disabilities, older adults, minorities, people with low income, and people limited in English proficiency; and,
- Develop prioritized recommendations to fill transportation gaps within the constraints of available financial resources.



www.nepa-alliance.org



- **Outreach**
 - Basic Survey - 75 13 responses
 - County Meetings - 64 Attendees (Meetings included SWOT Analyses)
 - Follow up with transit agencies and human services organizations
- **Public surveys**
 - Short Form - 94 responses
 - Long Form - 79 responses
- **Organization survey - 101 responses**
- **Follow-up with organizations on responses**

www.nepa-alliance.org



PROCESS TO IDENTIFY NEEDS AND GAPS (CONT'D)



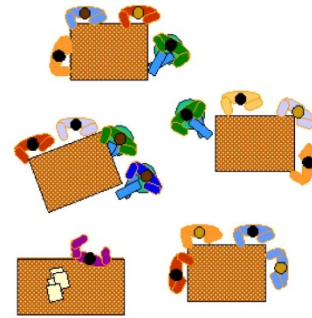
- **Analyses of Demographics**
- **Conducted Research**
 - Comprehensive County Plans
 - Transportation Studies (PennDOT)
 - Transportation Programs
 - Federal and State
 - » FTA, PennDOT, Human Services Waivers
 - Agencies providing direct transportation
 - Human service organizations, non-profit groups and charities providing transportation programs
- **Identified Requirements of Funding Sources/Programs**

www.nepa-alliance.org



PROCESS TO IDENTIFY NEEDS AND GAPS (CONT'D)

- Public and private transportation providers
- Other
 - Commuter Services of Pennsylvania, Vride
 - Volunteer Groups
 - Human Service Organizations
 - Charity Organizations
- In-depth review of public transit services
- Confirmation of needs (TCRP Report 161)



www.nepa-alliance.org



FINDINGS

- All four counties have a base level of transportation services
- All four counties had similar needs and gaps
- Needs and gaps
 1. Transportation Access Infrastructure
 2. Partnerships and Coordinated Services
 3. Access to Funding
 4. Education and Awareness of Transportation Services
 5. Public Transportation Services and Options



www.nepa-alliance.org



RECOMMENDATIONS

1. Transportation Access Infrastructure

- Undertake a study intended to identify and prioritize geographic areas throughout the region where it makes sense to invest capital for multimodal infrastructure improvements by examining specifically: Sidewalks (for pedestrians and persons with disabilities), Sidewalk continuity, Shared roadways (bike lanes), Off-road paths and bike trails, Bike racks, Bus stops with shelters and lighting, Turning radii for buses, Size and height of Marquees for bus maneuverability



www.nepa-alliance.org



RECOMMENDATIONS (CONT'D)

2. Partnerships and Coordinated Services

- Form committees
 - Transportation committee
 - Human services committee
 - Recommendations to improve transportation access.
 - Outcomes to the transportation committee for consideration and implementation.
- Increase influence
- Increase involvement
- Identify political champions



www.nepa-alliance.org



RECOMMENDATIONS (CONT'D)

3. Access to Funding

- Public at-large versus funding agency criterion
- Change rules
 - Concentrated effort with support of elected officials
- Organizations' leaders meet and indentify a few key funding rules that could be changed or expanded, and develop and implement a plan to solicit support of elected officials to effectuate changes.



www.nepa-alliance.org



RECOMMENDATIONS (CONT'D)

4. Education and Awareness of Transportation Services

- Formal process or program to educate clients, customers and the public at-large about services, how to use them and benefits.
- Regional stakeholders develop awareness program and process to keep information and program current and accurate.
- Central location for compilation, storage and dissemination of information about transportation
 - Information current and accurate



www.nepa-alliance.org



RECOMMENDATIONS (CONT'D)



5. Public Transportation Services & Options

- Transit Service Gaps
- Education and Awareness
 - Travel training programs in multiple mediums
 - Improve customer service skills of drivers and front line staff
 - Partnership with human service agencies – sharing transportation information to ensure reliability
 - Educate medical providers of transportation challenges including appointment scheduling

www.nepa-alliance.org



RECOMMENDATIONS (CONT'D)

5. Public Transportation Services & Options

- Review service suggestions in conjunction with system-wide review of services to offset costs
- Implement or modify service suggestions
- Update public transportation information
- Work with local planning organizations for new developments to consider alternative transportation in its designs
- Work with political leaders to address transportation challenges



www.nepa-alliance.org

PRIORITIZING TRANSPORTATION NEEDS

- **Nearby Fixed Route Transit Agencies**
 - Berks Area Regional Transportation Authority (BARTA)
 - Capital Area Transit (CAT)
 - County of Lackawanna Transit System (COLTS)
 - County of Lebanon Transit (LT)
 - Hazleton Public Transit (HPT)
 - Lehigh and Northampton Transportation Authority (LANta)
 - Lower Anthracite Transit System (LATS)
 - Luzerne County Transportation Authority (LCTA)



www.nepa-alliance.org

SERVICE SUGGESTIONS (CARBON COUNTY)

Carbon County		Additional Weekly Hours	Hourly Rate*	Estimated Annual Cost
1	Additional service to Lehigh Valley Mall. Connect with LANta at Lehigh Valley Mall.			
	Combined Lynx Routes 1 and 2. Provide service five days a week from Nesquehoning to Lehigh Valley Mall including Bowmanstown. Provide four one-way trips (2 inbound and 2 outbound).	13	\$40.00	\$27,040
	or			
	b. Extend Lynx 2 to Lehigh Valley Mall.	6	\$40.00	\$12,480
2	Additional service on to Tamaqua and Hometown. Connect with STS.			
	a. Increase Lynx 3 service days from one to three.	14	\$40.00	\$29,120
	or			
	b. Add two long trips (one inbound and one outbound) to Lynx 3.	2.5	\$40.00	\$5,200
	or			
	c. Increase service days from one to three with two additional long trips (one inbound and one outbound).	21.5	\$40.00	\$44,720

www.nepa-alliance.org



SERVICE SUGGESTIONS (CARBON COUNTY)

Carbon County		Additional Weekly Hours	Hourly Rate*	Estimated Annual Cost
3	Extend Lynx 3 to McAdoo. Connect with HPT in McAdoo.			
a.	Extend Lynx 3's four long trips that operate on Wednesdays to McAdoo.	1	\$40.00	\$2,080
	or			
b.	Increase Lynx 3 service days from one to three with long trips extended to McAdoo.	15	\$40.00	\$31,200
	or			
c.	Add two long trips (one inbound and one outbound) to Lynx 3 with trips extended to McAdoo.	4	\$40.00	\$8,320
	or			
d.	Increase service days from one to three with service extended to McAdoo and two additional long trips (one inbound and one outbound).	33	\$40.00	\$68,640

www.nepa-alliance.org


SERVICE SUGGESTIONS (MONROE COUNTY)

Monroe County		Additional Weekly Hours	Hourly Rate*	Estimated Annual Cost
1	Extend Service to Easton. Connect with LANTA.			
a.	Provide four one-way trips on weekdays extending service from East Stroudsburg to Easton.	20	\$86.86	\$90,334
2	Provide service to Scranton. Connect with COLTS.			
a.	Extend current Tobyhanna Express Route to Scranton.	7.5	\$86.86	\$33,875
3	Provide later services.			
a.	Add additional weekday and Saturday evening round trip of Blue Route (Stroudsburg/Mount Pocono).	8.5	\$86.86	\$38,392
b.	Add additional weekday and Saturday evening round trip of Red Route (Stroudsburg/Eagles Glen).	17	\$86.86	\$76,784
4	Provide shared ride services on weekends.			
a.	Consider expanding shared ride services on Saturday from 10:00 a.m. to 4:00 p.m.	6	\$78.57	\$24,514

www.nepa-alliance.org



SERVICE SUGGESTIONS (PIKE COUNTY)

Pike County		Additional Weekly Hours	Hourly Rate*	Estimated Annual Cost
1	Increase Service.			
	Implement a weekday deviated fixed route operating from			
a.	Matamoros to Milford to Dingmans Ferry.	40	\$86.09	\$179,067
	Implement a weekday deviated fixed route operating from			
b.	Matamoros to Shohola to Milford to Dingmans Ferry.	40	\$86.09	\$179,067
	or			
c.	Operate a and b above on varying days.	40	\$86.09	\$179,067

www.nepa-alliance.org



SERVICE SUGGESTIONS (PIKE COUNTY)

Pike County		Additional Weekly Hours	Hourly Rate*	Estimated Annual Cost
2	Increase hours of operation.			
a.	Increase hours of operation on weekdays from 7:00 a.m. to 5:00 p.m.	20	\$86.09	\$89,534
3	Increase services consistent with current Senior Center service.			
	Implement on Mondays and Wednesdays a deviated fixed route operating from Milford to Matamoros to Shohola to Lackawaxen.	See below		
	and			
	Implement on Tuesdays and Thursdays a deviated fixed route operating from Matamoros to Milford to Dingmans Ferry to Lords Valley.	See below		
	and			
	Implement on Fridays a deviated fixed route operating from Matamoros to Milford to Dingmans Ferry.	See below		
	<i>Total for the week</i>	40	\$86.09	\$179,067

www.nepa-alliance.org



SERVICE SUGGESTIONS (PIKE COUNTY)

Pike County		Additional Weekly Hours	Hourly Rate*	Estimated Annual Cost
4	Increase services to out-of-county destinations.			
	Expand services to Port Jervis, New York. Connect with commuter bus and rail services to New York. Add Port Jervis, New York destination to deviated fixed route that operates to Matamoras. Port Jervis to and/from Matamoras is 10 minutes. No additional revenue hours needed.	0	\$86.09	\$0
a.	and/or			
	Expand services to Scranton. Connect with COLTS and LCTA. Add two round trips to a deviated fixed route that serves Dingmans Ferry. Additional weekly revenue hours would be depend on the number of operating days, one day equals 5.	5 to 25	\$86.09	\$ 22,383 to \$111,917
b.	and/or			
	Expand services to East Stroudsburg. Connect with MCTA. Add two round trips to a deviated fixed route that serves Dingmans Ferry. Additional weekly revenue hours would be depend on the number of operating days, one day equals 3.5.	3.5 to 17.5	\$86.09	\$15,668 to \$78,342
c.				

www.nepa-alliance.org


SERVICE SUGGESTIONS (SCHUYLKILL COUNTY)

Schuylkill County		Additional Weekly Hours	Hourly Rate*	Estimated Annual Cost
1	Extend Service to Hamburg. Connect with BARTA.			
	Extend service (Schuylkill Haven to Orwisburg to Port Clinton to Hamburg.) Provide four weekday one-way trips.	13.5	\$98.98	\$69,484
a.				
2	Schedule coordination.			
	Coordinate with CCCT and revise Route 45 (Pottsville – McAdoo) to provide weekday connecting trips in Tamaqua (both directions) ensuring McAdoo times connect with HPT. Additional time needed for			
a.	Inbound stops in Tamaqua.	2.5	\$98.98	\$12,867
3	Increase service to Hometown Wal-Mart.			
a.	Add one weekday round trip (Pottsville to Hometown).	8.5	\$98.98	\$43,749
or				
b.	Add one weekday round trip (Pottsville to McAdoo).	10	\$98.98	\$51,470

www.nepa-alliance.org



SERVICE SUGGESTIONS (SCHUYLKILL COUNTY)

		Additional Weekly Hours	Hourly Rate*	Estimated Annual Cost
Schuykill County				
4	Provide later services.			
a.	Extend weekday services on core routes until 7:00 p.m.	27.5	\$98.98	\$141,541
or				
b.	Extend weekday and Saturday services on core routes until 7:00 p.m. on weekdays and 6:00 p.m. on Saturdays.	33.5	\$98.98	\$172,423
5	Provide shared ride services on weekends.			
a.	Consider expanding shared ride services on Saturday from 10:00 a.m. to 4:00 p.m.	6	\$93.61	\$29,206

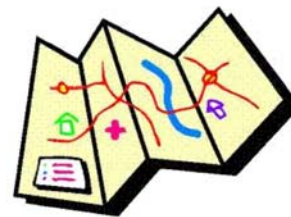
❖ Hourly Cost estimates provided by MCTA and STS.
Pike County Transportation estimated - average of STS and MCTA shared ride costs.
Waiting for confirmation from CCCT.

www.nepa-alliance.org




SERVICE SUGGESTIONS (GENERAL)

- Transit agencies should consider reviewing shared ride origins and destinations and whether or not deviated fixed route could be implemented to reduce costs of shared ride service.
- Convenient transfer locations with amenities such as a shelter, lighting and schedules.
- Improve on-time performance for fixed route and demand response services.
- Reduce shared-ride travel and wait times.
- Reduce advanced reservation requirements if it exceeds 24-hours. Work with state to allow exceptions, and educate people on why there is a requirement.

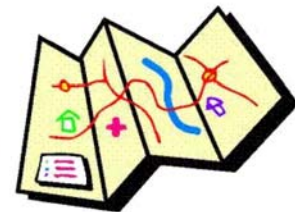


www.nepa-alliance.org




SERVICE SUGGESTIONS (GENERAL CONT'D)

- Review rules (cancellation, no-shows and eligibility are often too strict) for demand response services and wherever possible make rules more lenient or educate people why the rule exists.
- Review scheduling processes from customer perspective and streamline processes if feasible.
- Drivers need to be sensitive to customer needs and assist customers whenever possible.
- Work with major employers or multiple employers to encourage alternative transportation.
- Work with Commuter Services of Pennsylvania or similar organizations to identify possible transit links and services.




www.nepa-alliance.org



PRIORITIZING TRANSPORTATION NEEDS

- Trip Need Categories: medical, work, food and prescription shopping, general shopping, child care, school, entertainment and miscellaneous.
- Most significant needs from outreach efforts
 - Medical, work and shopping
 - Critical to underserved population.
- Prioritizing transportation needs is a challenge
 - Medical Trips
 - degree of need impacts people differently based upon their individual situations, i.e. funding, income, veteran, age, disability, etc.
 - Solution (education, information)



www.nepa-alliance.org



- **Work trips**
 - Critical
 - Challenge efficiency varying origins and destinations
 - Work with employers, Commuter Services of PA
- **Shopping Trips**
 - Achieve a balance between frequency and number of destinations
 - Solution (education, information)



www.nepa-alliance.org



PRIORITIZING TRANSPORTATION NEEDS

POTENTIAL PROJECT	RECOMMENDATION	COST ESTIMATE
1 Transportation Access Infrastructure	Undertake a study	\$75,000.00
2 Partnerships and Coordinated Services	Transportation committee	In-kind
	Human services committee	In-kind
3 Access to Funding	Concentrated effort with support of elected officials	In-kind
4 Education and Awareness of Transportation Services	Formal process or program to educate clients, customers and the public at-large	In-kind
	Develop print and electronic materials (brochures, website or web page, video or powerpoint)	\$7,500.00
	Central location	In-kind
	Transit Agencies: travel training customer service skills, partnering with human service agencies	In-kind
	Educate medical providers of transportation challenges including appointment scheduling	In-kind

www.nepa-alliance.org



	POTENTIAL PROJECT	RECOMMENDATION	COST ESTIMATE
5	Public Transportation Services and Options	Service Suggestions	See Separate Document
		Fixed route and shared-ride service analysis for service integration and cost offsets	\$75,000.00

www.nepa-alliance.org


6	General Transit Agency Recommendations	Convenient transfer locations with amenities (can be part of "undertake a study under Transportation Access Infrastructure)	See Transportation Access Infrastructure
		Improve on-time performance for fixed route and demand response services.	In-kind
		Reduce shared-ride travel and wait times.	In-kind
		Reduce advanced reservation requirements if it exceeds 24-hours. Work with the state to allow exceptions, and, educate people on why there is a requirement.	In-kind
		Review rules (cancellation, no-show and eligibility rules are often too strict) for demand response services and wherever possible, make the rules more lenient or educate the people why the rule exists.	In-kind
		Review scheduling processes from the customer perspective and streamline processes if feasible.	In-kind
		Work with major employers or multiple employers in an area to encourage alternative transportation.	In-kind
		Work with Commuter Services of Pennsylvania or similar organizations to identify possible work trip opportunities and/or service coordination.	In-kind

www.nepa-alliance.org



EMERGENCY MANAGEMENT

- In general, each County's Emergency Management Office is the lead for EM events
- Critical to actively participate County's EMPs
- Upcoming FTA bus safety requirements
- Human Services Organizations should be part of EMPs
- Transit and Human Services Organizations can assist with special needs and transit-dependent populations
- Share information
- Transit Agencies have redundant communication systems



www.nepa-alliance.org



EMERGENCY MANAGEMENT

- Transit Agencies have or will have GPS (AVL includes Ecolane)
- Automatic External Defibrillators
- On-board camera systems
- Coordination among neighboring transit agencies
- Training
- EMPs should be safety and security focused and expanded to include passenger and transit amenities components



www.nepa-alliance.org



WRAP UP

- QUESTIONS
- DISCUSSION
- NEXT STEPS



www.nepa-alliance.org



LYNN COLOSI
Project Manager
412-443-1746
lcolosi@deltaone.com

LYNDA CONWAY
Plan Coordinator
412-491-5991
lconway@deltaone.com

Thank you.

www.nepa-alliance.org

EXHIBIT 25 – HANDOUT MATERIALS FOR FOLLOW-UP OUTREACH MEETINGS



DELTA | DEVELOPMENT | GROUP
I N C .

**Coordinated Public Transit Human Services Transportation Plan
Carbon, Monroe, Pike and Schuylkill Counties
Update Meetings - June 16 and 17, 2016**

A G E N D A

- I. Introduction
- II. Overview of Activities to Date
 - a. Collected information
 - b. Assessed demographics
 - c. Assessed transportation data
 - d. Conducted research
 - e. Reviewed applicable comprehensive plans, transportation studies and programs
 - f. Inventoried public and private transportation services
 - g. Conducted public outreach
 - h. Identified needs and gaps
 - i. Summarized recommendations
- III. Findings
- IV. Gaps
 - a. GAP 1: Transportation Access Infrastructure
 - b. GAP 2: Partnerships and Coordination
 - c. GAP 3: Access to Funding
 - d. GAP 4: Education and Awareness
 - e. GAP 5: Public Transportation Options
 - f. GAP 6: Public Transportation Services
- V. Recommendations
- VI. Priorities
- VII. Questions and Answers

*Coordinated Public Transit Human Services Transportation Plan
Update Meeting – June 16 and 17, 2016*

POTENTIAL PROJECTS	RECOMMENDATIONS	COST ESTIMATE
1 TRANSPORTATION ACCESS INFRASTRUCTURE	Undertake a study	\$75,000.00
2 PARTNERSHIPS AND COORDINATION	Transportation committee	In-kind
	Human services committee	In-kind
3 ACCESS TO FUNDING	Concentrated effort with support of elected officials	In-kind
4 EDUCATION AND AWARENESS	Formal process or program to educate clients, customers and the public at-large	In-kind
	Develop print and electronic materials (brochures, website or web page, video or powerpoint)	\$7,500.00
	Central location	In-kind
	Transit Agencies: travel training customer service skills, partnering with human service agencies	In-kind
	Educate medical providers of transportation challenges including appointment scheduling	In-kind
5 PUBLIC TRANSPORTATION OPTIONS	Service Suggestions	See Individual Descriptions Tables 61-64
	Fixed route and shared-ride service analysis for service integration and cost offsets	\$75,000.00
6 PUBLIC TRANSPORTATION SERVICES	Convenient transfer locations with amenities (can be part of "undertake a study" under Transportation Access Infrastructure)	See Transportation Access Infrastructure
	Improve on-time performance for fixed route and demand response services.	In-kind
	Reduce shared-ride travel and wait times.	In-kind
	Reduce advanced reservation requirements if it exceeds 24-hours. Work with the state to allow exceptions and educate people on why there is a requirement.	In-kind
	Review rules (cancellation, no-show and eligibility rules are often too strict) for demand response services and wherever possible, make the rules more lenient or educate the people why the rule exists.	In-kind
	Review scheduling processes from the customer perspective and streamline processes if feasible.	In-kind
	Work with major employers or multiple employers in an area to encourage alternative transportation.	In-kind
	Work with Commuter Services of Pennsylvania or similar organizations to identify possible work trip opportunities and/or service coordination.	In-kind

***Coordinated Public Transit Human Services Transportation Plan
Update Meeting – June 16 and 17, 2016***

CARBON COUNTY COMMUNITY TRANSIT POTENTIAL SERVICE PROJECTS		ADDITIONAL WEEKLY HOURS	HOURLY RATE*	ESTIMATED ANNUAL COST
1	ADDITIONAL SERVICE TO LEHIGH VALLEY MALL. CONNECT WITH LANTA AT LEHIGH VALLEY MALL			
a.	Combined Lynx Routes 1 and 2. Provide service five days a week from Nesquehoning to Lehigh Valley Mall including Bowmanstown. Provide four one-way trips (2 inbound and 2 outbound).	13	\$40.00	\$27,040
OR				
b.	Extend Lynx 2 to Lehigh Valley Mall.	6	\$40.00	\$12,480
2	ADDITIONAL SERVICE ON TO TAMAQUA AND HOMETOWN – CONNECT WITH STS			
a.	Increase Lynx 3 service days from one to three.	14	\$40.00	\$29,120
OR				
b.	Add two long trips (one inbound and one outbound) to Lynx 3.	2.5	\$40.00	\$5,200
OR				
c.	Increase service days from one to three with two additional long trips (one inbound and one outbound).	21.5	\$40.00	\$44,720
3	EXTEND LYNX 3 TO McADOO – CONNECT WITH HPT IN McADOO			
a.	Extend Lynx 3's four long trips that operate on Wednesdays to McAdoo.	1	\$40.00	\$2,080
OR				
b.	Increase Lynx 3 service days from one to three with long trips extended to McAdoo.	15	\$40.00	\$31,200
OR				
c.	Add two long trips (one inbound and one outbound) to Lynx 3 with trips extended to McAdoo.	4	\$40.00	\$8,320
OR				
d.	Increase service days from one to three with service extended to McAdoo and two additional long trips (one inbound and one outbound).	33	\$40.00	\$68,640
*Hourly rate provided by CCCT.				

***Coordinated Public Transit Human Services Transportation Plan
Update Meeting – June 16 and 17, 2016***

MONROE COUNTY TRANSIT AUTHORITY POTENTIAL SERVICE PROJECTS		ADDITIONAL WEEKLY HOURS	HOURLY RATE*	ESTIMATED ANNUAL COST
1	EXTEND SERVICE TO EASTON – CONNECT WITH LANTA			
a.	Provide four one-way trips on weekdays extending service from East Stroudsburg to Easton.	20	\$86.86	\$90,334
2	PROVIDE SERVICE TO SCRANTON – CONNECT WITH COLTS			
a.	Extend current Tobyhanna Express Route to Scranton.	7.5	\$86.86	\$33,875
3	EXTEND SERVICE INTO THE EVENINGS			
a.	Add additional weekday and Saturday evening round trip of Blue Route (Stroudsburg/Mount Pocono).	8.5	\$86.86	\$38,392
AND/OR				
b.	Add additional weekday and Saturday evening round trip of Red Route (Stroudsburg/Eagles Glen).	17	\$86.86	\$76,784
4	PROVIDE SHARED RIDE SERVICES ON WEEKENDS			
a.	Consider expanding shared ride services on Saturday from 10:00 a.m. to 4:00 p.m.	6	\$78.57	\$24,514
*Hours and hourly costs based on revenue hours. Hourly rate provided by MCTA.				

*Coordinated Public Transit Human Services Transportation Plan
Update Meeting – June 16 and 17, 2016*

PIKE COUNTY TRANSPORTATION POTENTIAL SERVICE PROJECTS		ADDITIONAL WEEKLY HOURS	HOURLY RATE*	ESTIMATED ANNUAL COST
1	INCREASE SERVICE			
a.	Implement a weekday deviated fixed route operating from Matamoras to Milford to Dingmans Ferry.	40	\$86.09	\$179,067
b.	Implement a weekday deviated fixed route operating from Matamoras to Shohola to Milford to Dingmans Ferry.	40	\$86.09	\$179,067
OR				
c.	Operate a and b above on varying days.	40	\$86.09	\$179,067
2	INCREASE HOURS OF OPERATION			
a.	Increase hours of operation on weekdays from 7:00 a.m. to 5:00 p.m.	20	\$86.09	\$89,534
3	INCREASE SERVICES CONSISTENT WITH CURRENT SENIOR CENTER SERVICE			
a.	Implement on Mondays and Wednesdays a deviated fixed route operating from Milford to Matamoras to Shohola to Lackawaxen.	See total		
AND				
b.	Implement on Tuesdays and Thursdays a deviated fixed route operating from Matamoras to Milford to Dingmans Ferry to Lords Valley.	See total		
AND				
c.	Implement on Fridays a deviated fixed route operating from Matamoras to Milford to Dingmans Ferry.	See total		
TOTAL FOR THE WEEK:		40	\$86.09	\$179,067
4	INCREASE SERVICES TO OUT-OF-COUNTY DESTINATIONS			
a.	Expand services to Port Jervis, New York. Connect with commuter bus and service to New York. Add Port Jervis, New York destination to deviated fixed route that operates to Matamoras. Port Jervis to and/from Matamoras is 10 minutes. No additional revenue hours needed.	0	\$86.09	\$0
AND/OR				
b.	Expand services to Scranton. Connect with COLTS and LCTA. Add two round trips to a deviated fixed route that serves Dingmans Ferry. Additional weekly revenue hours would be depend on the number of operating days, one day equals 5.	5 to 25	\$86.09	\$ 22,383 to \$111,917
AND/OR				
c.	Expand services to East Stroudsburg. Connect with MCTA. Add two round trips to a deviated fixed route that serves Dingmans Ferry. Additional weekly revenue hours would be depend on the number of operating days, one day equals 3.5.	3.5 to 17.5	\$86.09	\$15,668 to \$78,342
*Hours and hourly costs based on revenue hours. Hourly rate estimated using the average of STS and MCTA shared ride hourly costs.				

***Coordinated Public Transit Human Services Transportation Plan
Update Meeting – June 16 and 17, 2016***

SCHUYLKILL TRANSPORTATION SYSTEM POTENTIAL SERVICE PROJECTS		ADDITIONAL WEEKLY HOURS	HOURLY RATE*	ESTIMATED ANNUAL COST
1	EXTEND SERVICE TO HAMBURG – CONNECT WITH BARTA			
a.	Extend service (Schuylkill Haven to Orwigsburg to Port Clinton to Hamburg) Provide four weekday one-way trips.	13.5	\$98.98	\$69,484
2	COORDINATE SCHEDULES			
a.	Coordinate with CCT and revise Route 45 (Pottsville – McAdoo) to provide weekday connecting trips in Tamaqua (both directions) ensuring McAdoo times connect with HPT. Additional time needed for inbound stops in Tamaqua.	2.5	\$98.98	\$12,867
3	INCREASE SERVICE TO HOMETOWN WALMART			
a.	Add one weekday round trip (Pottsville to Hometown).	8.5	\$98.98	\$43,749
OR				
b.	Add one weekday round trip (Pottsville to McAdoo).	10	\$98.98	\$51,470
4	PROVIDE LATER SERVICES			
a.	Extend weekday services on core routes until 7:00 p.m.	27.5	\$98.98	\$141,541
OR				
b.	Extend weekday and Saturday services on core routes until 7:00 p.m. on weekdays and 6:00 p.m. on Saturdays.	33.5	\$98.98	\$172,423
5	PROVIDE SHARED RIDE SERVICES ON WEEKENDS			
a.	Consider expanding shared ride services on Saturday from 10:00 a.m. to 4:00 p.m.	6	\$93.61	\$29,206
*Hours and hourly costs based on revenue hours. Hourly rate provided by STS.				

*Coordinated Public Transit Human Services Transportation Plan
Update Meeting – June 16 and 17, 2016*

PLEASE RANK 1 THROUGH 6 BASED ON PRIORITY.	
1 = THE MOST IMPORTANT AND 6 = THE LEAST IMPORTANT.	
NEEDS AND GAPS	AVERAGE
Education and Awareness of Transportation Services	2.5
Public Transportation Services and Options	3.3
Transportation Access Infrastructure	3.3
General Transit Agency Recommendations	3.5
Access to Funding	3.7
Partnerships and Coordinated Services	4.7

PLEASE RANK 1 THROUGH 10 BASED ON PRIORITY.	
1 = THE MOST IMPORTANT AND 10 = THE LEAST IMPORTANT.	
RECOMMENDATIONS	AVERAGE
Fixed route and shared-ride service analysis for service integration and cost offsets	2.8
Convenient transfer locations with amenities (can be part of "undertake a study under Transportation Access Infrastructure)	3.8
Improve on-time performance for fixed route and demand response services	4.0
Work with Commuter Services of Pennsylvania or similar organizations to identify possible work trip opportunities and/or service coordination	4.3
Service suggestions	4.6
Work with major employers or multiple employers in an area to encourage alternative transportation	5.0
Review scheduling processes from the customer perspective and streamline processes if feasible	5.3
Reduce shared-ride travel and wait times	6.5
Reduce advanced reservation requirements if it exceeds 24-hours; work with the state to allow exceptions, and, educate people on why there is a requirement	7.7
Review rules (cancellation, no-show and eligibility rules are often too strict) for demand response services and wherever possible, make the rules more lenient or educate the people why the rule	8.2

EXHIBIT 26 – EMERGENCY MANAGEMENT SURVEY**NEPA Emergency Management Survey**

1. Do you have a formal (written) Emergency Management Plan (EMP)?

- ☐ Yes
- ☐ No
- ☐ Under development

2. Do you have an informal EMP?

- ☐ Yes
- ☐ No
- ☐ Not Applicable

3. Does your EMP cover the entire organization (all employees - administration and operations)?

- ☐ Yes
- ☐ No

If no, whom does the plan cover

4. What facilities do you own (administrative offices, maintenance facilities, transit stations, etc.)

5. Does your EMP cover all of the facilities that you own?

- ☐ Yes
- ☐ No

6. Does your EMP cover other transit amenities such as shelters, bus stops, etc.?

- ☐ Yes
- ☐ No

7. Does your EMP include field operations (i.e. when the bus is out on the road)?

☐ Yes

☐ No

8. Does your EMP include procedures for the public/rider?

☐ Yes

☐ No

9. Do you have a formal EMP training program?

☐ Yes

☐ No

If yes, please provide details of the training program

10. Please describe all of the technology that you currently have that is beneficial in EMPs (cameras, radios, automated vehicle locator, etc.).

11. Do you coordinate your emergency procedures and/or processes with any other agencies such as, police, fire, etc.?

☐ Yes

☐ No

If yes, please describe these relationships

12. Please describe any planned technologies in the near future.

A small rectangular box with a thin black border, intended for text input. It is positioned in the upper left corner of the main response area.