Northwest Pennsylvania Regional Planning and Development Commission

Coordinated Public Transit – Human Services Transportation Plan Update June 2021

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Coordinated Public Transit Human Service Transportation Plan - 2021

Acknowledgments

The Northwest Commission recognizes the assistance and contributions from many partners in the creation of this update to the Coordinated Public Transit – Human Service Transportation Plan.

Throughout the process of this Coordinated Public Transit Human Service Transportation Program update, involvement from the Steering Committee was essential to ensure the direction of the project and goals of the program were maintained. CATA would like to thank the following individuals for their participation in the Coordinated Public Transit Human Service Transportation Program update:

Transportation Advisory Committee

Chair: Dan Glotz
Vice Chair: Zach Norwood
Regional Planning Manager: Travis Siegel

Steering Committee

Name	Organization
Michelle DeWoody	Venango County Older Adult Services
Lisa Devito	PennDOT
Krista Geer	Active Aging, Inc.
Tim Geibel	Crawford Area Transportation Authority
Dan Glotz	Warren County Planning Commission
Kristin Hauser	Crawford Area Transportation Authority
Wendy Hollabaugh	Transit Authority of Warren County
Michael Imbrogno	Area Transportation Authority
Laura Keeley	PennDOT
Gail Kelly	Crawford County Human Services
Timothy Lidiak	Federal Transit Administration Region III
Mary Lutz	Clarion County Transportation
Courtney Lyle	PennDOT
Brenda McCanna	Forest County Transportation
Zach Norwood	Crawford County Planning Office
Marie Plummer	Venango County Human Services
Gene Porochniak	Federal Highway Administration
Donald Rhoten	Meadville Medical Center CHS
Colleen Staurt	Venango Training and Development Center
Travis Siegel	Northwest Commission Staff

Steering Committee Meeting dates:

12/10/20,
1/20/21,
3/26/21

Guiding Program Requirements

Coordinated Public Transit Human Services Transportation Plans

Federal transit law requires that projects selected for funding under the [Enhanced Mobility for Individuals and Individuals with Disabilities (Section 5310) Program](#) be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310

Overview

This program (49 U.S.C. 5310) 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. Direct recipients have flexibility in how they select Subrecipient projects for funding, but their decision process must be clearly noted in a state/program management plan. The selection process may be formula-based, competitive or discretionary, and subrecipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation.

The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Eligible projects include both "traditional" capital investment and "nontraditional" investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

Eligible Recipients

States and designated recipients are direct recipients; eligible subrecipients include private nonprofit organizations, states or local government authorities, or operators of public transportation.

Eligible Activities

Traditional Section 5310 project examples include:

- buses and vans
- wheelchair lifts, ramps, and securement devices
- transit-related information technology systems, including scheduling/routing/one-call systems
- mobility management programs
- acquisition of transportation services under a contract, lease, or other arrangement

Nontraditional Section 5310 project examples include:

- travel training
- volunteer driver programs
- building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
- improving signage, or way-finding technology
- incremental cost of providing same day service or door-to-door service
- purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs
- mobility management programs

Note: Under MAP-21, the program was modified to include projects eligible under the former Section 5317 New Freedom program, described as capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors.

Listening Sessions and Public Participation

Given the challenges of public involvement during the COVID-19 Pandemic, a mixture of online public surveys and online meetings were conducted. Numerous agency partners made public surveys available through social media accounts and email lists. Signs were posted on transit vehicles directing individuals to the online surveys and hard copies were made available at many locations that were then either mailed or provided to CATA to record into the survey result database.

A total of 17 members of local human service organizations and transportation agencies participated in the Listening Session Zoom Calls held on March 16 and March 18, 2021. Zoom calls were used in place of publicly held sessions due to COVID-19 risk factors. Participants were asked to talk about the challenges their clients have getting or using transportation. They were also asked to share creative solutions or ideas for improving transportation services

Challenges:

1. Getting people who are not eligible for reduced shared ride fares into town for basic human needs such as grocery shopping, appointments, etc. (specifically Townville, Linesville, etc)
2. People who are not eligible for Medical Assistance Transportation have a hard time getting to their medical appointments
3. People under the age of 65 who receive Medicare and are not eligible for reduced Shared Ride fares
4. People have need to cross state lines for services but public transportation is not allowed to cross state lines (i.e. Warren County to Jamestown, New York)
5. Lack of ability to get to other counties (i.e. Titusville to Venango or Erie)
6. Length of time and distance people have to spend on Shared Ride trips
7. Crossing county lines
8. Hours of operation limit ability to drop children off at day care and get to work on time
9. Hours of operation limit ability to keep jobs that may have early starts or late shifts
10. People being discharged from the hospital and not having a ride home
11. Getting Clarion seniors to Pittsburgh and Erie
12. Lack of transportation is a barrier to employment
13. Getting moms from Titusville to Erie for the birth of their babies
14. People get frustrated with CATA's phone system. They get no answer and hang up, especially after hours.

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Ideas/Solutions:

1. Develop methods to get rural residents into town/business centers. Expand the CATA "Life Line" idea to more areas of Crawford and other counties
    a. Life Line is a fixed route service that operates on a limited bases (2-3 days/week) to bring people in to Meadville from specific pick-up points in smaller communities

2. Consider Subsidized rides through Transportation Management Agencies (Uber)

3. Meadville Medical Center is beginning a trial partnership with Vantage to offer 24/7 transport for patients

4. CATA is partnering with Crawford County Planning Commission to offer reduced fare shared ride to low-income households outside of Meadville, Titusville and Vernon Township.

2021 Regional Strategies

A Vision for Coordinated Transportation
An accessible, affordable, and informative community transportation network that provides measurable improvements for regional mobility for all residents.

Regional Strategies

Practical strategies and enhanced coordination have been identified to address the barriers and gaps that were brought forth during the Plan update process. These potential solutions were developed based on suggestions received in the outreach process and noteworthy practices that exist in similarly situated regions. Some of the strategies presented address multiple transportation gaps while others are more localized. These strategies are intended to be a resource for the Northwest Commission and its human service and transportation provider stakeholders to reference as they work towards eliminating transportation barriers and accessing funding through the Federal 5310 Program.

Transportation Program Rules and Regulations: Programs exist to address specific transportation needs; however the rules and regulations often inhibit mobility for those who don't qualify or don't understand how to access those services.

Regional Strategies:

1. *Work with a unified voice to State and Regulatory agencies on the need for consistent and equitable program rules and regulations across all transportation programs for rural communities. Unified rules and regulations should be pursued for the PA Lottery Senior Shared Ride program, Persons with Disabilities Program, Non-Emergency Medical Transportation program, Americans with Disabilities Paratransit program and more.*

2. *Create and maintain public transportation literature in the form of website, social media, print media, bus schedules and brochures to ensure access to programs, regulations and transportation requirements.*

3. *Better educate schedulers and call takers on all program requirements to inform agency partners and transit users.*

4. *Public Transportation providers should hold quarterly meetings with agency partners to better educate agency staff on program rules, requirements and service levels.*

Transportation options for Underserved populations: Ensuring access to the most vulnerable populations in the region is essential. Geographic barriers and low population density result in higher costs for fewer trips however, priority should be given to ensuring adequate funding to provide a basic level of service on a weekly or monthly basis to all populations.

Regional Strategies:

1. *Pursue expansion of the CATA "lifeline" model of regional fixed routes to provide fixed route services to underserved populations in Crawford and Venango counties.*

2. *Pursue expansion of county services in Crawford and Warren counties for "lifeline" model fixed route services into Erie. Establish connection points with regional routes offered by EMTA. Operate services on the frequency of 2-4 days per month. Connection points with EMTA include bus stops in Corry and Edinboro.*

3. *Work with County Human Service agencies to identify traditionally underserved communities throughout the region. Identify funding sources at the county level to subsidize the cost of paratransit service comparable to the cost of services for senior citizens and persons with disabilities within the existing shared ride programs.*

4. *Monitor areas for future consideration of regional fixed route service.*

Shared-Ride Program Inefficiencies: **The most recurring transportation programs mentioned throughout the planning process was the Pennsylvania Shared- Ride, MATP, and PwD Programs with the need for improvements to access, cost and availability of service.**

Regional Strategies:

1. *Work with agency partners on funding for same-day non-emergency medical transportation. Consider pilot areas within the region to offer same day services for targeted populations. Ex – Secure funding to cover costs for Age 18-64 non-MATP, non-PwD eligible riders to access subsidized same day medical transportation in Titusville.*

2. *Work with agency partners on funding for expansion of shared ride services to weekend and evening hours. Consider pilot areas within the region to offer expanded services on a 12 month trial basis.*

3. *Work with agency partners and the general public to provide education regarding trip cancellations and no-shows. Monitor cancellations and no shows to help improve overall system efficiency.*

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Shared-Ride Program costs and funding: A common barrier to accessing general public shared ride transportation is the cost per trip. Even with PA Lottery subsidy for seniors age 65 and older and persons with disabilities ages 18-64, the costs to the end user create a barrier for service utilization.

Regional Strategies:

1. *Pursue partnerships with low income and senior housing complexes to develop transportation agreements that further subsidize the cost of transportation.*

2. *Maximize partnerships between Public Transportation providers and County Human Service agencies for the coordination of all Human Service transportation needs.*

3. *Utilize funding from programs such as the Community Development Block Grant (CDBG) to support free or discounted paratransit or fixed route services.*

Build the future of Regional Mobility: As transportation patterns change and demographics want more access for lower cost transportation, the region should be proactive in building new and expanded transportation options within the current public transportation providers.

Regional Strategies:

1. *Coordinate transportation services between all public transportation providers. Utilize Ecolane scheduling software as a backbone to coordination of service scheduling.*

2. *Revisit the NW Commission 2 Phase Regionalization Study report to identify a framework for transit regionalization following the model of CATA and Venango County Office of Transportation.*

3. *Facilitate Regional quarterly "Round Table" discussions with all Human Service Transportation providers in each county. Utilize the Public Transportation providers as the lead agency to coordinate meetings. Focus on service provisions, coordination and general knowledge of transportation options, funding and availability throughout each county.*

4. *Build volunteer driver programs to support and facilitate transportation requests outside of the normal general public shared ride zones within the region. Utilize the Community Health Services, Inc model in Crawford county for volunteer driver programs as a model for success.*

5. *Support the Northwest Pennsylvania Mobility Alliance, LLC (NPMA, the non-profit agency founded by CATA). Assist with special funding or grant opportunities to further the mission of the NPMA.*

6. *Support the efforts of CATA and the NPMA for the funding of the Meadville BikeShare program with expansion of public Bikeshare to communities and recreational sites outside of Meadville. Funding for the administration, operation and maintenance of public Bikeshare should be a priority for improved regional mobility.*

Ensure local control and the stabilization of current services and infrastructure: It is crucial for current providers to be able to make decisions regarding services that meet the needs of their communities and to maintain operations and capital equipment. Standard fleet replacement, priority funding for continued operations and more should be pursued.

Regional Strategies:

1. *Prioritize fleet replacement projects for all current Federal 5310 and 5311 subrecipients.*

2. *Prioritize capital projects for all current public transportation providers to ensure proper indoor storage, wash and maintenance for all public transportation fleets in the region.*

3. *Prioritize technology investments to improve operational and administrative efficiencies for all public transportation providers in the region. Projects such as Ecolane scheduling, PA FRITS, Coordinated financial and maintenance software and other technology investments should be identified and properly funded for acquisition and ongoing operations throughout the region.*

4. *Advocate and support the continuation of local transportation services. Programs utilizing state funding should remain under the control of local Boards and County Commissioners. Specifically, private for profit brokering of the Non-Emergency Medical Transportation Program should not be pursued or considered for the counties of Clarion, Crawford, Forest, Venango or Warren.*

5. *Pursue alternative fuel vehicles and infrastructure for current public transportation and human service transportation providers. Consider mutual cooperation agreements between public transportation providers and human service transportation providers to share alternative fuel infrastructure.*

   Ex – Support the expansion of CATA's Compressed Natural Gas and Propane infrastructure sites to locations outside of Meadville. Work with County Human Service agencies to procure alternative fuel vehicles and build mutual cooperation agreements for vehicle maintenance.

Improve connections to and comfort of public transportation stops and transfer points:
Ensuring maximum usage of fixed route public transportation is of vital importance. In order to accomplish this, safety, aesthetics and comfort need to be taken into consideration when planning for and maintaining fixed route bus stops.

Regional Strategies:

1. *Identify pedestrian and bicycle infrastructure improvements to connect communities with fixed route bus stops.*

2. *Prioritize funding for bus shelters and improved passenger amenities at major trip generators such as low-income housing complexes, shopping plazas, and more within Crawford, Venango and Warren counties.*

Appendix 1

Northwest PA Coordinated Transportation Plan User Survey Summary
83 Responses: 12/29/2020 - 3/11/2021

In which county do you live?
82 people responded

Warren
3.66%

Clarion
4.88%

Venango
34.15%

Crawford
54.88%

Forest
2.44%
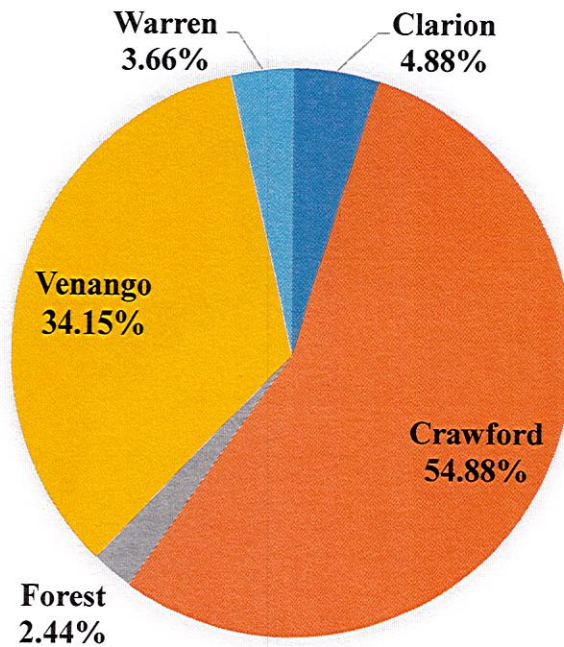
Do you travel to other counties for school, work, medical appointments or services?
81 people responded

NO
36%

YES
64%
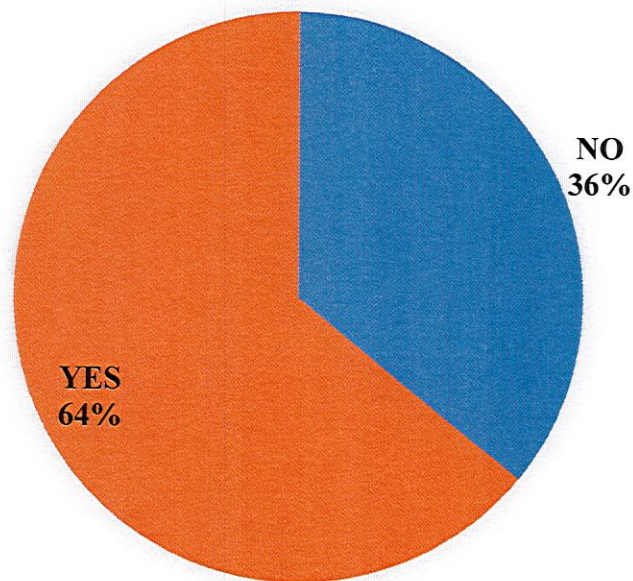
Which other counties do you travel to?
    60 people responded

County	Value
Allegheny	6
Butler	3
Clarion	15
Clearfield	1
Crawford	28
Dauphin	1
Elk	1
Erie	20
Every county within PA	1
Forest	10
Jefferson	1
Lawrence County	1
McKean	1
Mercer	5
Pittsburgh	2
Titusville	1
Venango	21
Warren	7
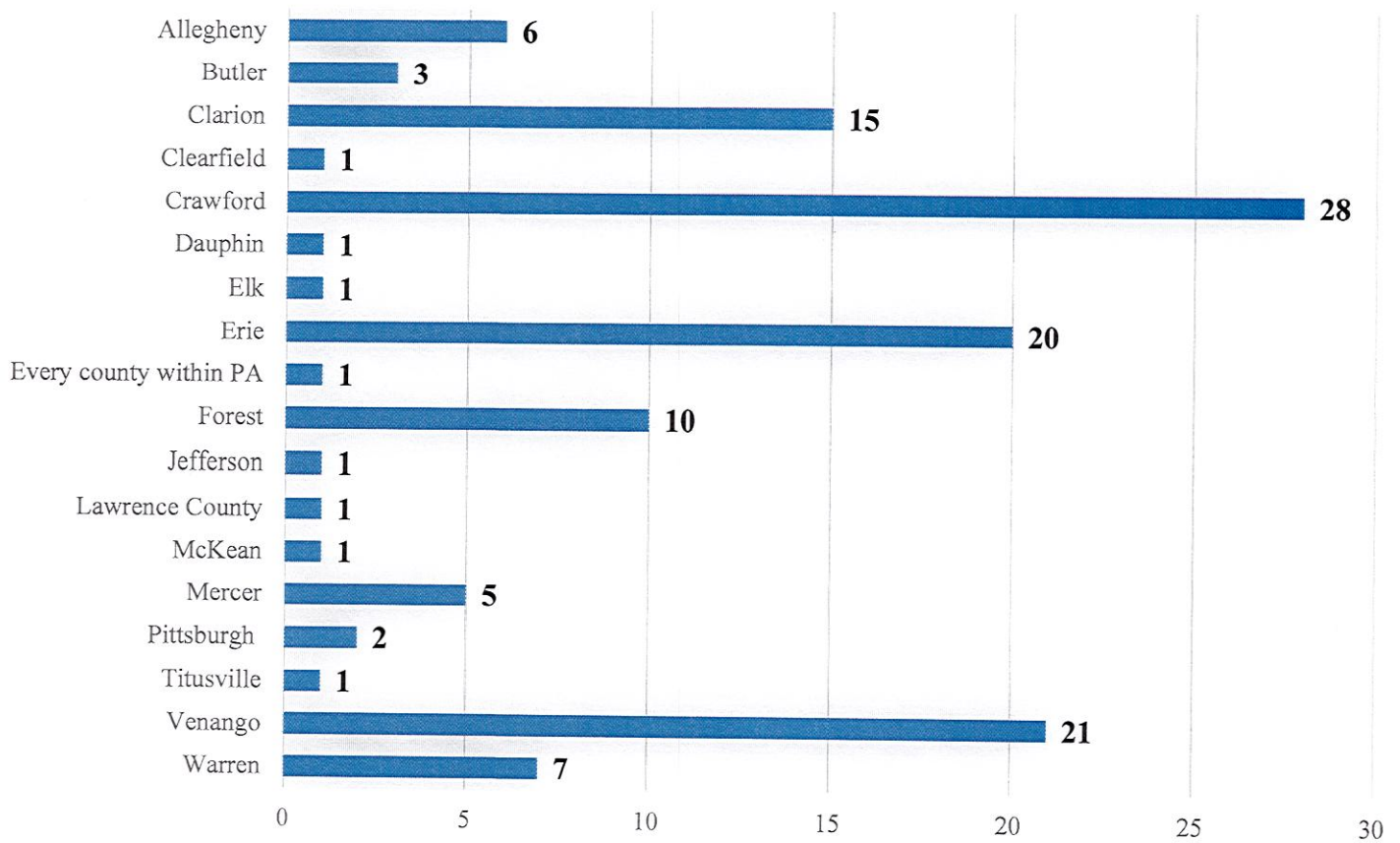
Do you have access to a car?
    83 people responded

Yes. A family member or friend has a car and drives me
1.20%

Yes, I own a car
43.37%

No
38.55%

Yes, Family and/or friends drive me
16.87%
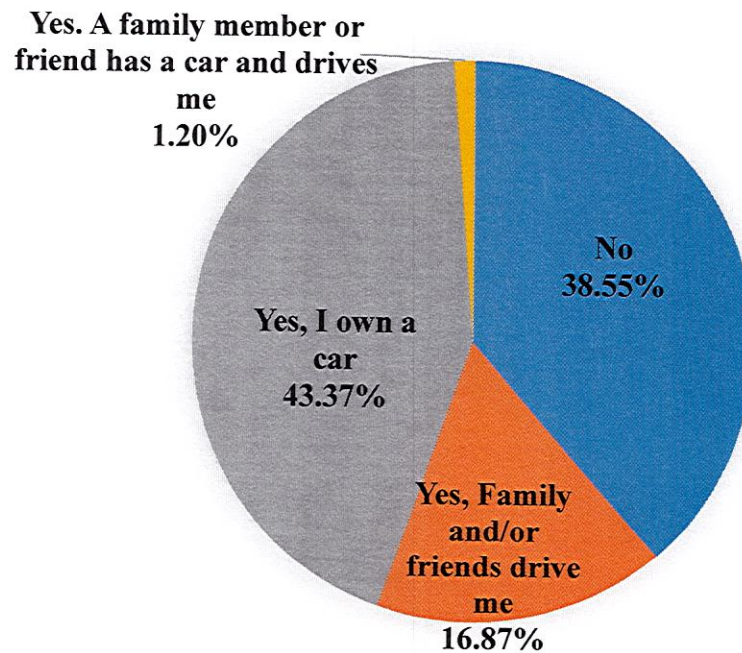
What transportation services do you use?
69 people responded

Transportation Service	Count
Bus/Public Transportation	38
Company Vehicle	1
County Van	1
DAV	1
Friends/Family	27
Greyhound	1
Medical Transportation	1
N/A	3
Private vehicle	6
Program Transportation	9
Shared-Ride Service	8
Taxi/Uber/Lyft	9
Train	1
Would use CATA after COVID	1
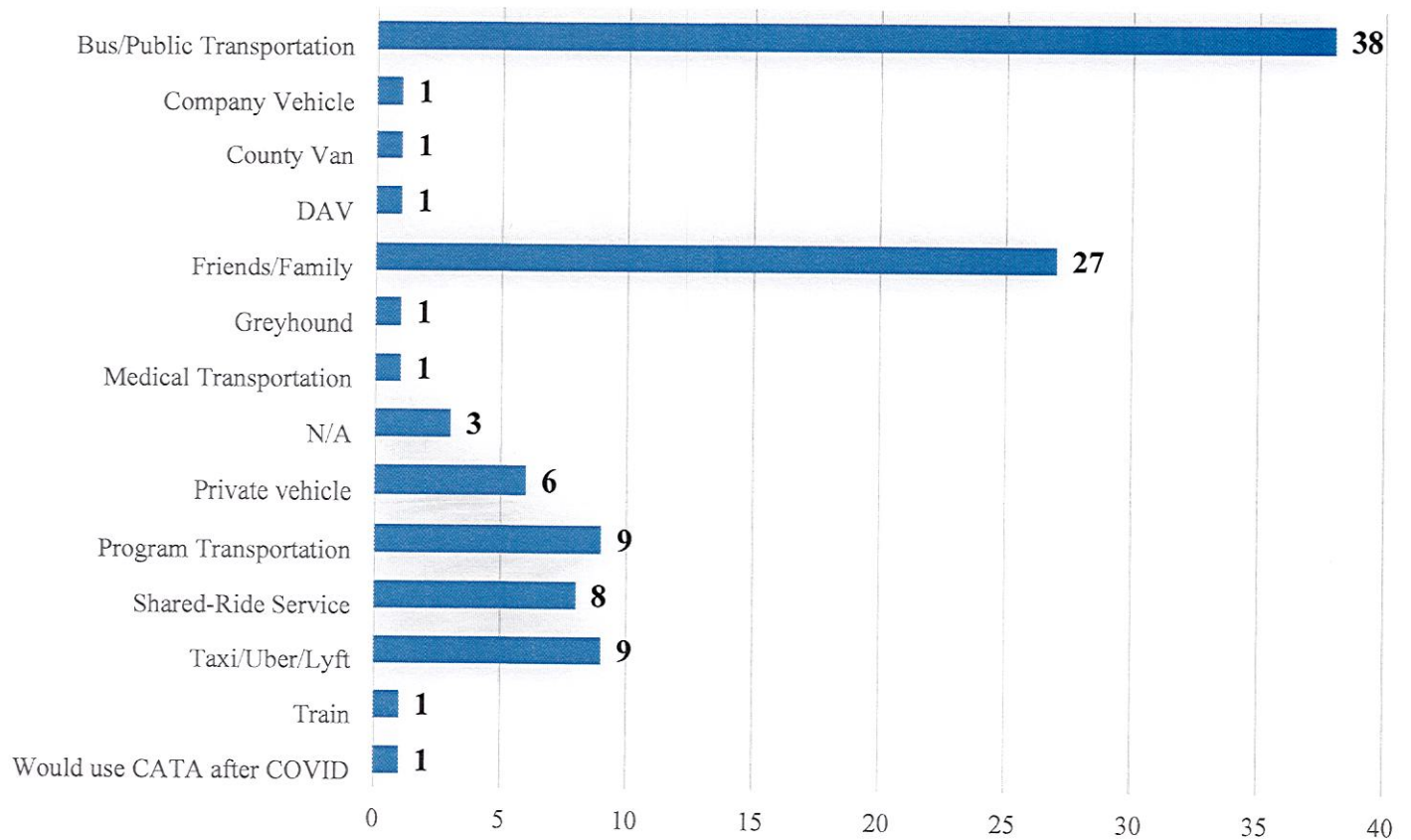
When you travel, how long does it typically take you to get to your destination?
78 people responded

1 hour to 2 hours 16%
2 hours or more 5%
30 minutes to 1 hour 46%
30 minutes or less 33%
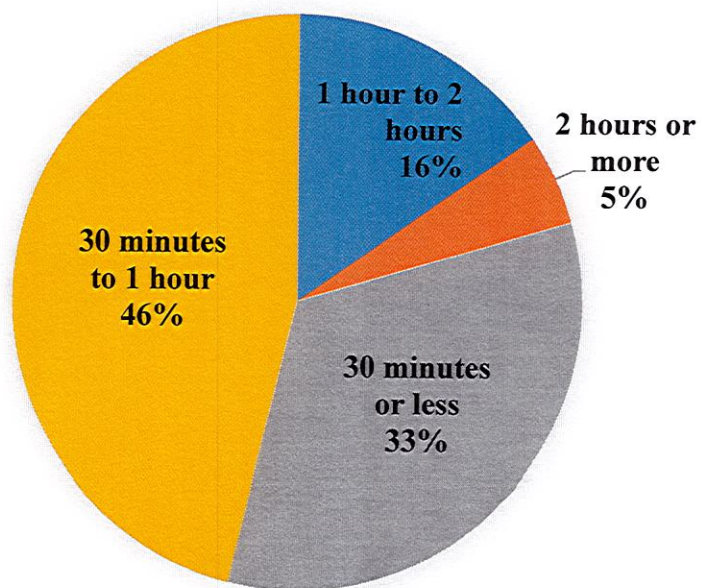
How long do you wait for transportation to return home?
63 people responded

2 hours or more 2%
1 hour to 2 hours 13%
30 minutes to 1 hour 30%
30 minutes or less 55%
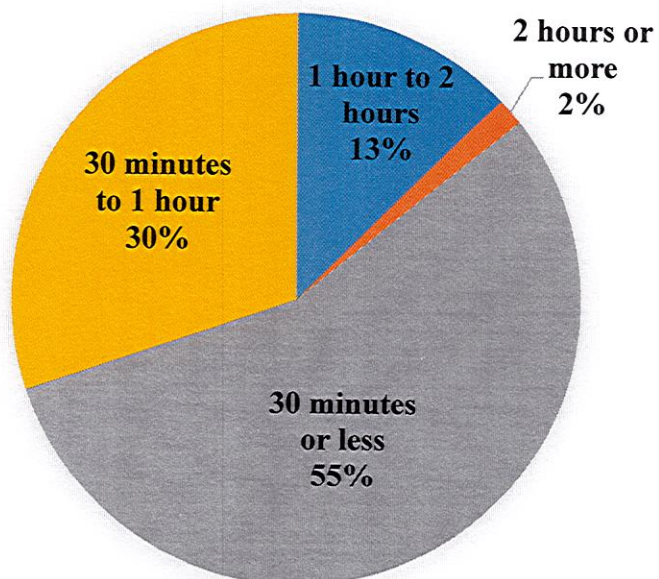
What are the top 3 destinations you want to travel to but can't (within the Northwest Region)?
48 people responded

Places:

Barkeyville to Oil City	1	Meadville	4
Barnes	1	Meadville Behavioral Health	1
Blooming Valley	1	Mercer County	1
Butler	2	Millcreek Mall	5
Centerville RT 8 & 77	1	New Bethleham	1
CHAPS	1	Oil City	4
Children's Hospital in Pittsburgh	1	Peninsula (beach)	1
Clarion	4	Pittsburgh	6
Conneaut Lake	2	Pleasantville	1
Courthouse	1	Reno	1
Davita	1	Safe Harbor, Erie	1
Emlenton	2	Seneca Commons, Seneca	1
Erie	10	Seneca Medical Center	1
Forest County	1	Sharon	1
Franklin	1	Shriners Childrens Hospital Erie	1
French Town	1	Spartansburg	1
Greenville	1	Springboro	1
Grove City	1	Stairways Erie	1
Guys Mills	1	Staples	1
Harmonsburg	1	Titusville	3
Irwin Township in Venango	1	Venango County	4
Lowes	1	Walmart	2

Reasons:

Church	1	Pleasure	1
Counseling appointments	1	Shopping	2
Doctor appointments in Erie for foster children	1	Specialists	1
Doctors appointments	1	Store	1
Grand Kids	1	To get groceries	1
Home	2	Work	2

Other Comments:
- I am currently very well served
- I own a damn car. Stop having empty bus services
- no issues, but don't use public transportation
- NO problem getting places currently
- Save $$ stop empty bus services to save $$$
- Stop the empty bus services

Based on your experience, please tell us which of the following challenges you have encountered in using transportation services.

66 people responded

Challenge	Count
Cancel	1
Cost of transportation	20
Difficulty connecting to other services	16
Difficulty with work schedules - unable to use bus for 3rd shuft	1
Don't use any services	1
Inaccessible transportation facilities	12
Knowing what transportation options are available	32
Limited eligibility criteria	1
Limited geographic coverage	32
No cart option	1
None	1
Not always having riders on bus follow COVID-19 rules	1
Operating hours of service	33
Time getting to oil city	1
Trying to call to schedule (no answer)	3
Understanding program requirements	14
Understanding schedules/days of operation	1

Other Comments:
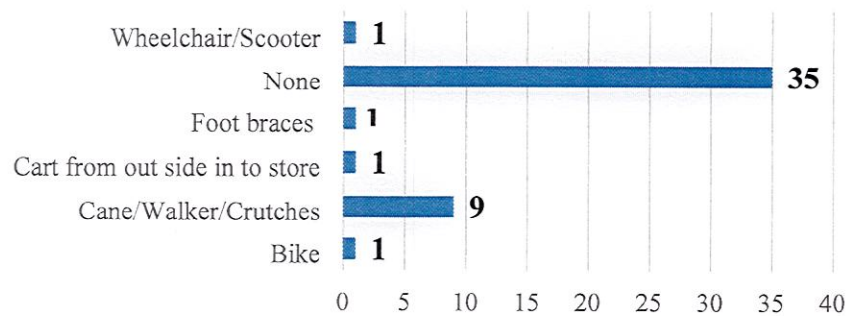- Pretty restrictive when it comes to shopping or when you have small children or an infant. During certain times would it be possible to bring a small two wheeled cart aboard. Perhaps during certain times or a day or so out of the week? I've seen strollers brought aboard.
- Not being able to take all three of my children with me to a medical appointment with the free transportation program.

Do you use any type of mobility device?

47 people responded

Bar chart showing responses:
- Wheelchair/Scooter: 1
- None: 35
- Foot braces: 1
- Cart from out side in to store: 1
- Cane/Walker/Crutches: 9
- Bike: 1

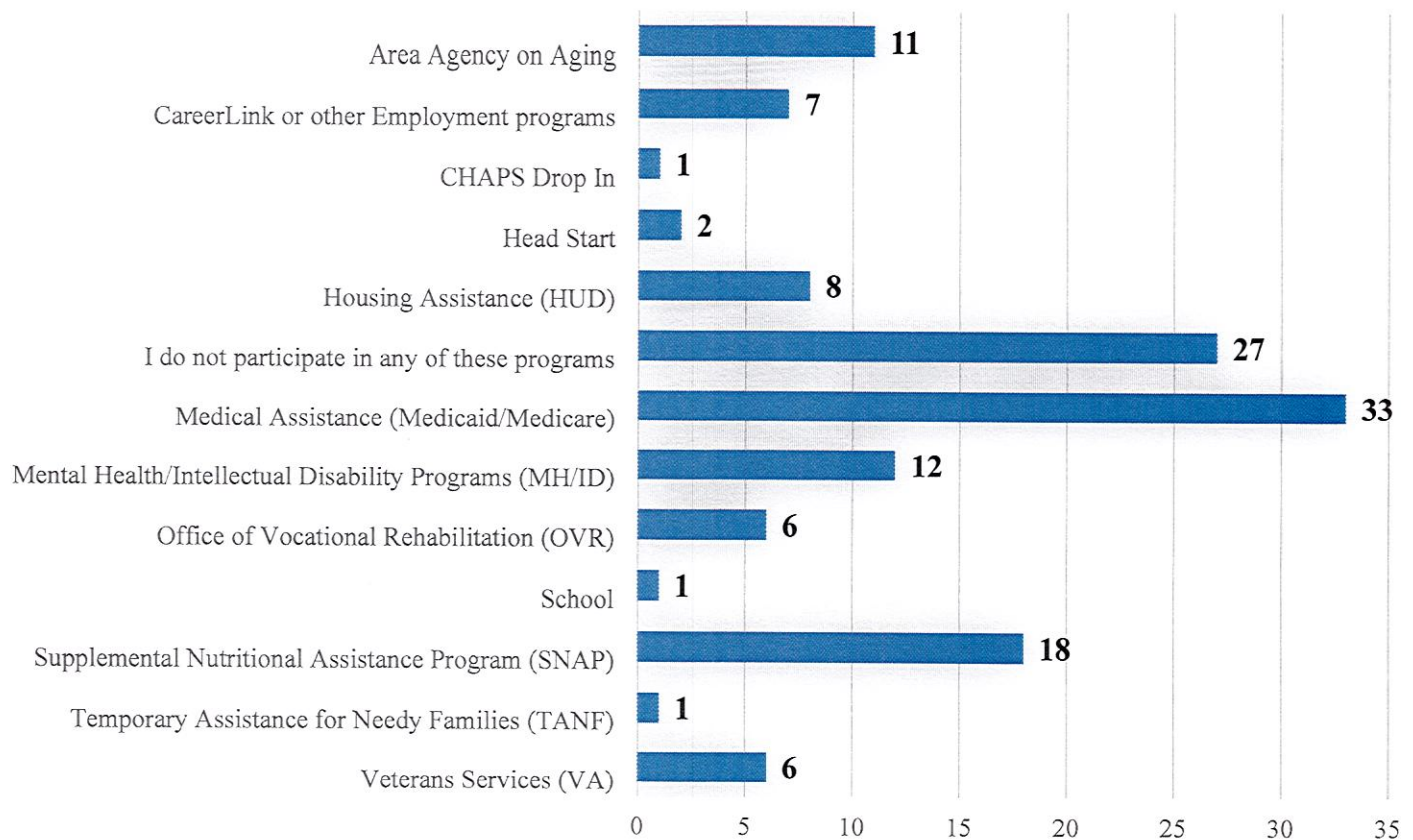How would you improve transportation services?

42 people responded

- More more more
- no ideas, kudos to our present CATA system, managers, and staff
- bring back the old city to city bus system
- Make sure the size of equipment is adequate for the amount of riders. Huge costs for under utilized buses that could be diverted to improving other areas of transportation and walkability.
- Increase the availability of public transport within Crawford County, particularly in municipalities further away from the cities of Meadville and Titusville.
- Offer service along the main Road ways in the area RT77, RT8, RT19, RT27, RT86, RT322. Fanning out from the city like a the spokes on a wheel and Meadville is the hub. Over to the Industrial park so people can go to work at Acutec. Align the bus routes and times with industry work schedules. Make transportation more about a daily service than an occasional one for shopping or doctors appointments. It would improve your ridership and your bottom line.
- More options of destinations and increased frequency of transportation.
- Bus routes between neighboring towns.
- Working fine
- extend coverage
- Answer phone/answer service. Wait longer for people to be able to make to the Cata pickup area.
- Just a little bit of more waiting when picking poeple up
- Offer rides in Titusville on weekends
- More access for people with disabilities
- Not charge the disabled under 65 for non-medical trips.
- A more regular transportation schedule.
- It seems that the transportation system is geared toward Crawford county and Meadville more than it is for Venango county and the Oil City, Franklin and Titusville comunities.
- I am a high school educator a career and technical school, and a need that we frequently witness is of high school seniors who are preparing to enter the work force but are limited in their ability to get to work because they do not have access to transportation. We place students out at cooperative education sites but even though students may be well qualified to take a position, they have to decline because they don't have a way of getting there. A better system of public transportation would allow young adults just starting out to access meaningful employment in a career field in which they are trained. Improvements could be more direct routes in our larger areas (between Oil City and Franklin) and times that allow folks to have traditional work days ~ 9:00 - 5:00 or 7:00 - 3:00.

- I am a high school educator a career and technical school, and a need that we frequently witness is of high school seniors who are preparing to enter the work force but are limited in their ability to get to work because they do not have access to transportation. We place students out at cooperative education sites but even though students may be well qualified to take a position, they have to decline because they don't have a way of getting there. A better system of public transportation would allow young adults just starting out to access meaningful employment in a career field in which they are trained. Improvements could be more direct routes in our larger areas (between Oil City and Franklin) and times that allow folks to have traditional work days ~ 9:00 - 5:00 or 7:00 - 3:00.
- I am the school to work coordinator at the Venango Technology Center. One of the biggest obstacles my students have is lack of transportation. I know in a rural area it is very difficult to serve everyone with transportation, However if we could help some students that live within the major municipalities of the tri-county area. I feel it could be a major benefit And if my input would be helpful I would be more than glad to be part of the conversation.
- Yes
- Extend area. Cannot get to Meadville which would connect you to Pittsburgh via Greyhound. From Pittsburgh you can travel to most cities by train.
- Stop empty bus runs, waste of money
- Offer further destinations and extended hours.
- "More scheduled stops at medical facilities.
- The bus passes many medical facilities that I require, thus I must walk excruciatingly long distances from the regular stops."
- Shopping once a month from the Scrubgrass Center wait time to get home. I've been using the van for over 22 years and grateful to have it after my husband passed.
- evening hours, early morning hours and considering long trips for families allowing an extra person to help out with the kids
- Get more Publicity, add more routes -monthly, weekly, daily
- Buses to Erie
- make more direct road ways
- Allow an entire family or to go on trips together regardless of reason especially for single parents that have no daycare or help watching children
- It would be awesome to know someone will always be available to take me and my foster children to their appointments. It gets awful expensive driving with a taxi all the time. The hassle to get a taxi then giving them half your paycheck can be stressful. Availability, convenience and less expensive would be awesome.
- Expand pick-up area; look at person's situation on a case by case basis; have programs that include transportation to necessities other than doctor's appointments
- Change the age for ride for free. Slow down the drivers go too fast. More benches and building for riders
- It is perfect the way it is
- Improved bus stops
- Make sure you are on time when someone has an appointment or calls to be picked up.
- I would for there to be more benches at bus stops some of us have trouble standing any great length of time.
- If a client has a doctor in another county say the client is in Crawford county and their doctor is in Erie county they should have the right to choose that particular doctor
- I don't know
- More routes, increased times, holiday times, need to be able to bring more bags in bus

- Hours, time to and from, not knowing the route, transportation time, change of schedule, not having holiday transportation
- Connections between the countries? Between Venango County & Crawford County, Greyhound doesn't stop anywhere in Venango County such as Franklin out Oil City that I'm aware of. Earlier and later starting times in Crawford County for job related/shift related transportation, as well as furthering education. Even if it were one bus for those specific times, just one route for an hour or two. Around 5 & 6 am, & between 10 & 11 pm. Those are pretty common shift starting and stopping times. Maybe not financially viable? The are also some trade schools, programs that start pretty early. I don't ever plan to purchase a vehicle for sustainably reasons, but makes it very very difficult to get ahead, and enjoy the community, shop for groceries, visit friends family, as well as many other things.

In which Government Services do you participate?
72 people responded

Category	Value
Area Agency on Aging	11
CareerLink or other Employment programs	7
CHAPS Drop In	1
Head Start	2
Housing Assistance (HUD)	8
I do not participate in any of these programs	27
Medical Assistance (Medicaid/Medicare)	33
Mental Health/Intellectual Disability Programs (MH/ID)	12
Office of Vocational Rehabilitation (OVR)	6
School	1
Supplemental Nutritional Assistance Program (SNAP)	18
Temporary Assistance for Needy Families (TANF)	1
Veterans Services (VA)	6

What is your age?
76 people responded

Age	Value
65 or older	16
50-64	21
35-49	2
25-34	9
18-24	6
17 or younger	1
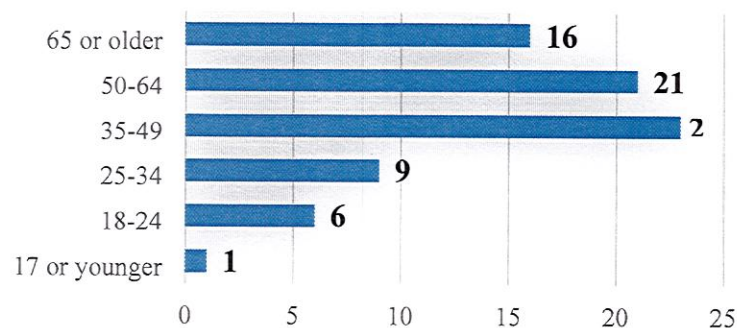
How many children under age 18 live with you?
    74 people responded

Category	Value
more than 3	2
3	3
2	9
1	5
0	55
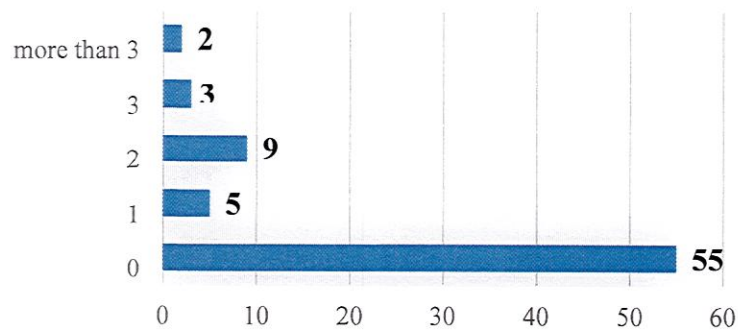
What is your highest level of education?
    79 people responded

Category	Value
Some High School	7
Some College, Technical School or other post secondary	20
Master's Degree	7
High School Diploma	2
Doctoral Degree	1
Bachelor's Degree/Technical Certificate	15
Bachelor's Degree	2
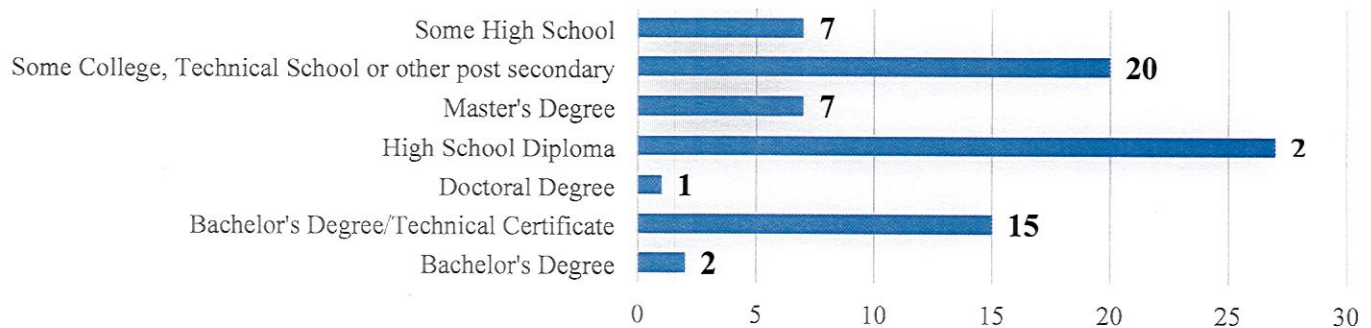
Are you a Military Veteran?
    80 people responded

YES 14%
NO 86%
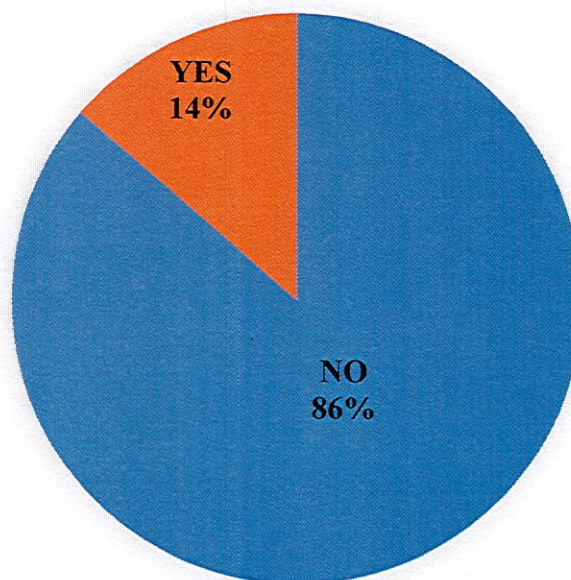
Do you have any type of recognized disability that impacts your ability to travel?
   80 people responded

YES
20%

NO
80%
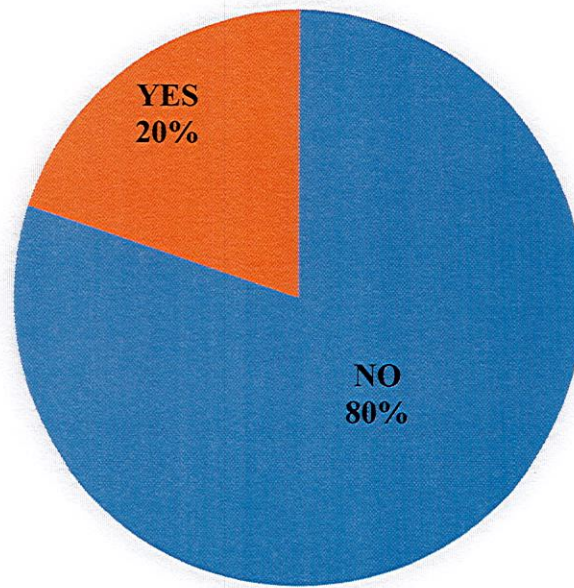
What is your annual household income?
   81 people responded

Income	Count
Prefer not to say	22
$75,000 +	6
$50,000-$74,999	9
$35,000-$49,999	4
$25,000-$34,999	6
$15,000-$24,999	10
$0-$14,999	24

Appendix 2

Northwest PA Coordinated Human Service Transportation Plan
Organization/Agency Survey Results

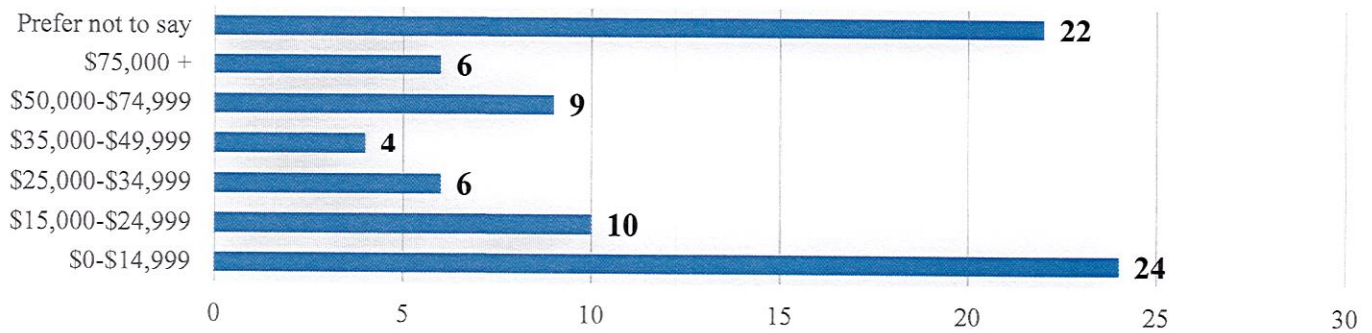| Name of Organization/Agency	
	County of Venango
	Meadville YMCA
	Forest Warren Human Services
	Oakwood Heights
	Community Support Services
	Forest County Transportation
	Clarion Co. Human Services
	United Way of the Titusville Region
	Stop Abuse For Everyone (SAFE)
	Too Far Out Farm LLC (Foundations of Recovery Equine-Assisted Services & Programs)
	Crawford County Human Services
	CCDAEC
	Crawford County Human Services
	CRAWFORD COUNTY HUMAN SERVICES
	Venango County Older Adult Services
	JusticeWorks YouthCare
	JusticeWorks YouthCare - Butler
	Venango Training & Development Center, Inc.
	Women's Services
	Meadville Medical Center
	County of Crawford

In which County(ies) do you operate?	
	Venango
	Crawford
	Warren
	Venango
	Venango
	Forest
	Clarion
	Crawford, Venango
	Clarion
	Crawford
	Crawford
	Crawford
	Crawford
	Crawford
	Venango
	Clarion, Forest
	Butler
	Clarion, Forest, Venango, Clearfield, Jefferson
	Crawford
	Crawford
	Crawford

Provide a brief explanation of the transportation services that your organization provides	
	MATP, Shared Ride, Fixed Route
	bussing for child care
	On occasions, we transport clients to medical appointments if no other resource is available.
	Our nursing home does not have our own transportation so we use the shared ride service for monthly outings (before covid).
	Bus passes and shared ride to low income residents
	We provide transportation to seniors over 65 years old, people with disabilities, people on medical assistance that don't own a vehicle and veterans.
	We offer gas cards to low-income individuals to help them get to medical appointments and have funding to pay Clarion Co. Transportation for non-MA individuals also to get to medical appointments.
	Bus passes and fund medical transportation for those that do not qualify for the service
	Van rides to appointments when county transportation is not available or when clients need accompaniment.

	We currently provide transportation for Crawford County residents to attend recovery meetings (support groups) in Mercer County. Additionally, we are seeking community-based transportation options for clients to attend equine-assisted recovery program sessions in the spring, summer and fall of 2021.
	The program I supervise does blended case management. We can take consumers to appointments BUT it is our job to find them more permanent transportation solutions. (We don't get reimbursed for drive time.)
	Medical, rides to hospital or inpatient services, shopping, work, laundry locations.
	We may attend appointments with consumers and transport them if needed. If there are community needs as a goal we may assist them and transport if possible.
	CCHS HAS A FLEET OF VEHICLES THAT ARE USED TO TRANSPORT CONSUMERS TO A VARIETY OF DIFFERENT APPOINTMENTS AND TO ACCESS ESSENTIAL NEEDS SUCH AS FOOD, PAYING BILLS, ETC..
	Share Ride through CATA and the Go Bus
	When working with a client or family, we assist in transportation to and from medical appointments, educational meetings, intakes, housing meetings, job interviews and any other places needed to complete the family's goals.
	We use our own personal vehicles for work purposes to get youth and family's to medical appointments, D&A appointments, connect to resources, etc
	VTDC provides individualized "Transportation Trip" through the Office of Development Programs.
	we are very limited on the transportation that we can provide therefor we utilize the CATA
	MATP services primarily
	Crawford County maintains over 30 bridges in the county.

Who is eligible to utilize your transportation services?	
	Approved clients or recipients of the organization
	General public
	Approved clients or recipients of the organization
	General public, People who desire to attend recovery meetings and activities in Mercer County
	Approved clients or recipients of the organization
	Approved clients or recipients of the organization, Warm hand off employee
	General public, our consumers if it is an apt. we are attending or goal specific
	General public

What is the primary funding source that is used to cover the cost of transportation?	
	State Funding
	Client payment
	we pay full price if we don't have proof of age
	Private Donations/Grants
	Mercer County reimbursement funds
	None. We receive no reimbursement for transportation.
	County/State
	Children & Youth Services and Juvenile Probation Services

What type of vehicles are used in your transportation service (select all that apply)?	
	Whatever the providers have
	We do not provide transportation with our own fleet of vehicles, transportation is contracted out
	Agency fleet vehicles- SUVs
	Sedans, Accessible mini-vans, Ford Transit or comparable Vans
	Volunteer drivers or CATA buses
	non accessible van
	Volunteers provide the transportation in their personal cars.
	Buses, I really don't know how it works, other than I have seen bus tickets in the office.
	Sedans, SUV's and regular vans
	Sedans, Accessible mini-vans
	We use our personal vehicles
	We use our own vehicles for work purposes
	Accessible mini-vans

How many vehicles in your fleet are used for client transportation?	
	20+
	10-20
	1-5
	20+
	20+

	20+
	20+
	1-5
	1-5
	1-5
	10-20

What transportation resources are you aware of in your county (whether your program uses them or not)?	CATA, Hubbard Bus Service, Anderson
	Transit Authority of Warren County, Veterans Association, Taxi service
	i'm only aware of CATA bus
	We are the only transportation source in Forest County.
	Clarion Co. Transportation, Primary Health, Clarion Taxi, ATA Bus
	Only services are for medical services with medicaid
	Clarion County Transportation Authority, Clarion County Taxi, Choice Cab Company, Primary
	CATA
	MATP, CATA, VA transportation, cab services, Uber, Lyft, other private arrangements
	CATA
	CATA and Medical Transportation
	MEDICAL ASSISTANCE TRANSPORTATION PROGRAM; CATA-RURAL TRANS.
	MATP, Shared Ride through Aging, Go-Bus, Senior Volunteer Program out of County
	county transportation and one medical provider provides transportation
	A&R, BART, Air Ride
	CATA, Ride Share Program, Uber
	CATA

What major destinations do people have a hard time getting to in your county?	Out lying areas
	Out of town medical appointments- non-contiguous counties
	Any event we want to go to on an evening or weekend we cant get transportation.
	Emlenton, Clintonville, all outlying areas of the county
	Most of our clients need to go outside of Forest County for any medical or shopping.
	anyone who lives outside of Clarion can't access the bus routes, so rural getting into
	Hospitals, County and Human Service organizations
	work, counseling appointments, grocery shopping
	Recovery meetings are vital to the sustained sobriety, health and well-being of folks who
	Medical / mental health appointments, grocery shopping, laundry, picking up prescriptions -
	Titusville, Guys Mills, Cherrytree, linesville, Spartansburg, Chambridge Springs
	Franklin, Erie, or around Meadville for those with Mental heath and mobility issues.
	WALMART; MEADVILLE AREA COMMUNITY HEALTH CENTER; PARKSIDE
	Rural destinations
	the store, schools (pick up kids from school: sick), medical appointments (only takes the
	Pittsburgh area
	Employment, doctors appointments, shopping
	appointments as well as larger shopping opprotunities
	Unknown

What are the major transportation barriers or challenges facing your clients or people you serve? (choose all that apply)	Knowing what transportation is available to them, Inaccessible transportation facilities,
	I don't know
	Understanding Program Requirements, Knowing what transportation is available to them,
	Limited geographic coverage, Operating hours of service, at some point we were told we
	Inaccessible transportation facilities, Difficulty connecting to other services, Limited
	Difficulty connecting to other services
	Understanding Program Requirements, Knowing what transportation is available to them,
	Understanding Program Requirements, Knowing what transportation is available to them,
	Knowing what transportation is available to them, Cost of transportation, Limited geographic
	Knowing what transportation is available to them, Inaccessible transportation facilities, Cost

	Understanding Program Requirements, Knowing what transportation is available to them,
	Knowing what transportation is available to them, no service available from origination city
	Understanding Program Requirements, Knowing what transportation is available to them,
	Knowing what transportation is available to them, Cost of transportation, Difficulty connecting
	Limited geographic coverage, Operating hours of service
	Limited geographic coverage, Operating hours of service
	Knowing what transportation is available to them, Operating hours of service, Program
	Understanding Program Requirements, Knowing what transportation is available to them,
	Knowing what transportation is available to them, Operating hours of service, it is hard for
	Limited geographic coverage, Operating hours of service

What are some potential solutions to the aforementioned transportation barriers?	Providing medical transport to noncontiguous counties for specialty doctor appointments.
	having more evening and weekend hours.
	Expansion of public transportation
	There are no other services available to them.
	expand bus route/hours, continued outreach, more programs to assist with costs to low-
	county wide bus system, extended hours for Clarion County Transportation
	Recovery meetings are vital to the sustained sobriety, health and well-being of folks who
	Broaden share-a-ride and make it more affordable. Offer transportation services for teens
	Offer service to outside of the city of Meadville along main access roads to outlying
	LESS STRICT ELIGIBILTY; SIMPLIFY THE ENTIRE PROCESS; RECOGNIZE THAT OUR
	More availability for those who live in rural areas and extended transportation hours.
	unknown
	Buses running into the later evening hours, waiting times and ease of access.
	Expand geographic coverage and hours. Allot community Human Service Providers
	Service coverage to more areas, more frequently.

Appendix 3

Northwest PA Human Services Coordinated Transportation Plan Update 2021
Public Transportation Agencies Basic Data Compilation

Page 1

Fixed route

Fiscal Year	County	Ridership	Revenue Miles
FY 17-18	Clarion	62958	71197
	Forest	0	0
	Warren	63384	188642
	Crawford	287778	459768
	Venango		
	TOTAL	414120	719607
FY18-19	Clarion	53110	68977
	Forest	0	0
	Warren	64714	187753
	Crawford		
	Venango	276509	482059
	TOTAL	394333	738789
FY19-20	Clarion	46749	59115
	Forest	0	0
	Warren	59850	188744
	Crawford		
	Venango	239727	540410
	TOTAL	346326	788269

Shared Ride

Fiscal Year	County	Client Ridership	Additional Riders	Revenue Miles
FY 17-18	Clarion	23565		407845
	Forest	18915	757	435948
	Warren	34404	1991	228154
	Crawford	110906	10772	754316
	Venango			
	TOTAL	187790	13520	1826263
FY18-19	Clarion	23642		369740
	Forest	19328	1083	441121
	Warren	32419	1661	252938
	Crawford			
	Venango	95577	6502	623947
	TOTAL	170966	9246	1687746
FY19-20	Clarion	19029		290826
	Forest	16664	936	377219
	Warren	25379	1642	188530
	Crawford			
	Venango	96087	6893	636848
	TOTAL	157159	9471	1493423

SR Trips by Purpose

Fiscal Year	County	Adult Daycare	Adult Education	Employment	Medical	Other	Recreation	Senior Center	Shopping	Workshop	TOTAL
FY 17-18	Clarion	1554	6	2611	20984	310	310	4047	409		30231
	Forest		180	1330	8600	3975	656	718	4211		19670
	Warren	4675		3243	14805	5232	4155	3165	4581		39856
	Crawford	409	12	186	30322	1996	369	6191	715	12235	52435
	Venango										
	TOTAL	6638	198	7370	74711	11513	5490	14121	9916	12235	142192
FY18-19	Clarion	1833	4	2183	22254	169	471	4527	412		31853
	Forest		56	1245	9514	4155	686	851	3903		20410
	Warren	4281	40	2771	14558	4262	3116	2450	3932		35410
	Crawford										
	Venango	295	16	3706	47808	27125	4837	14604	3768	11637	113796
	TOTAL	6409	116	9905	94134	35711	9110	22432	12015	11637	201469
FY19-20	Clarion	1336	1	1561	17869	184	213	3796	300		25260
	Forest		1	1245	7808	3576	1220	791	2959		17600
	Warren	1990	170	2525	14172	3110	2351	1563	3120		29001
	Crawford										
	Venango	172	9	4076	43456	29543	3629	9958	4400	6909	102152
	TOTAL	3498	181	9407	83305	36413	7413	16108	10779	6909	174013

Number/Type of Vehicles

	Clarion	Forest	Warren	Crawford/Venango	TOTAL
Shared Ride	20	20	12	44	96
Fixed Route	4	0	5	15	24

Top Shared Ride Funding Sources

Clarion	Forest	Warren	Crawford/Venango
MATP	Lottery	Lottery	Lottery
Lottery	MATP	MATP	MATP
Promise	PWD	AAA	MH/MR
PWD	CRI	PWD	AAA
AAA	ARC		PWD
General Public	Veterans		
Veterans	General Public		
	Forest Area SD		
	Children & Youth		