

Cumberland, Dauphin, and Perry Counties Pennsylvania

Coordinated Public Transit – Human Service Transportation Plan 2015 Update

Prepared by:
Coordinated Transportation Steering Committee

Facilitated by:
Tri-County Regional Planning Commission (TCRPC)
Capital Area Transit (CAT)
Perry County Transportation Authority (PCTA)

Approved By:
Harrisburg Area Transportation Study

Table of Contents

CUMBERLAND / DAUPHIN / PERRY COUNTIES, PENNSYLVANIA COORDINATED PUBLIC TRANSIT – HUMAN SERVICE TRANSPORTATION PLAN	1
ABOUT THE HARRISBURG REGION	1
ABOUT HATS	2
TCRPC	2
Paratransit Services	2
SECTION #1: PROVIDERS AND SERVICES	4
Providers:	4
Services	6
Handicap Accessible Transportation	11
SECTION 2: TRANSPORTATION NEEDS ASSESSMENT	12
Persons with Disabilities	12
Persons 65 years of Age or older	13
People with Low-Income	15
Other Areas of Concern	18
Comprehensive Analysis	21
TRANSPORTATION NEEDS BY REGION	22
West Cumberland County.....	22
Central Cumberland County	22
East Cumberland County (also known as the West Shore)	23
Harrisburg	24
Southwest Dauphin County	25
Southeast Dauphin County	25
Northern Dauphin County	26
Southeast Perry County	27
Northeast Perry County	27
West Perry County	28
Conclusion.....	29
SECTION #3: TRANSPORTATION GAPS	30
SECTION #4: PRIORITIES FOR IMPLEMENTATION	32
Priorities.....	32

Cumberland / Dauphin / Perry Counties, Pennsylvania Coordinated Public Transit – Human Service Transportation Plan

The Moving Ahead for Progress in the 21st Century Act (MAP-21) signed into law on July 6, 2012 requires that a coordinated plan for transit be developed for each region. A Coordinated Public Transit – Human Service Transportation Plan (CPT-HSTP) identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, and provides strategies for meeting those local needs and prioritizes transportation services for funding and implementation.

The MAP-21 legislation included several changes to programs related to the CPT-HSTP, most notably, the repeal of the New Freedom and Job Access and Reverse Commute (JARC) programs. The activities eligible under these programs are now eligible under Section 5310. Additionally, public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit are now eligible under Section 5310. However, the legislation requires that not less than 55% of a recipient’s Section 5310 funds be used for capital projects that are “traditional” Section 5310 projects.

A diverse group of stakeholders was invited to assist with the following:

- Conduct an assessment of available services (public, private, and non-profit)
- Identify transportation needs for individuals with disabilities, older adults, and people with low incomes.
- Develop strategies and/or activities to address the identified gaps and achieve efficiencies, where possible, in service delivery.
- Identify priorities for implementing the strategy/activities based on resources, time, and feasibility for implementation.

The group of stakeholders will serve as the task force, on behalf of the Harrisburg Area Transportation Study (HATS) to specifically deal with issues related to transit and human services transportation coordination. The committee will meet on an as needed basis to identify the needs, develop strategy, and assist with program implementation.

About the Harrisburg Region

The Harrisburg Metropolitan Region is situated in South Central Pennsylvania. The region includes the three counties of Cumberland, Dauphin, and Perry. The major employment centers of the region include the City of Harrisburg, which is the State Capital, and the surrounding municipalities in both Cumberland and Dauphin Counties. Major communities in the region include Hershey (part of Derry Township), Middletown, Hummelstown, Halifax, Elizabethville, Camp Hill, Carlisle, Shippensburg, Marysville, Newport, and New Bloomfield. As of the 2010 census, the population of the three counties was around 550,000. The area provides a number of public transportation options for those who live in the area, commute into the area for work, and visit the Pennsylvania State Capital area for work or pleasure.

Capital Area Transit (CAT) provides fixed-route bus service to Downtown Harrisburg and the surrounding communities in Dauphin and Cumberland counties. CAT also provides Paratransit services for the elderly and disabled residents in Dauphin County, while rabbitransit serves residents in Cumberland County and the Perry County Transportation Authority serves those in Perry County.

Other important services include several inter-city and private charter bus companies serving the Harrisburg area, AMTRAK Passenger Rail Service, the Harrisburg International Airport, and other private transit providers. User fees and local, state, and federal transit and transportation funds fund public transit in the area.

In the Harrisburg area, the Harrisburg Area Transportation Study (HATS) oversees the use of these public funds. The following report provides a general overview of public transit in the Harrisburg region.

About HATS

HATS is a federally designated Metropolitan Planning Organization (MPO). The HATS region encompasses the three counties of Cumberland, Dauphin, and Perry and by virtue of their location within the Harrisburg urbanized area, Palmyra Borough and North Londonderry and South Londonderry Townships in Lebanon County.

The Harrisburg Area Transportation Study (HATS) is a federally designated Metropolitan Planning Organization (MPO), an organization of federal, state, and local agencies, and officials from Cumberland, Dauphin, and Perry Counties, the City of Harrisburg, and Capital Area Transit. HATS was created in response to the Federal-Aid Highway Act of 1962, which mandated regional transportation planning as a condition for receiving federal funds for transportation projects.

HATS' three member counties, the Department of Highways (PennDOT's predecessor), and the City of Harrisburg entered into an agreement on February 11, 1965 to provide for a continuing, comprehensive, coordinated transportation planning process for the Harrisburg area. Recognizing the need to include a voice for transit, HATS welcomed Capital Area Transit into membership in 1992.

TCRPC

The Tri-County Regional Planning Commission (TCRPC) serves as the lead-planning agency for HATS. TCRPC staff works closely with the HATS Committees to advise on regional policy and capital funding issues such as transportation, the environment, and land use, in the Harrisburg area.

Paratransit Services

Cumberland, Perry, and Dauphin Counties provide specialized transportation services to residents unable to access normal modes of public and private transportation such as bus service or driving private vehicles. Each county has slightly different requirements for eligibility but all requirements are guided by the regulations set forth in the federal Americans with Disabilities Act. Perry County provides these services under the direction of their county transportation departments while Dauphin and Cumberland Counties contract with Capital Area Transit and rabbittransit, respectively, to provide these services.

Dauphin County

CAT Share-A-Ride offers service to Dauphin County, the urbanized area of Cumberland County, and occasionally into adjacent counties. For the most part, trips to Cumberland County are limited to medical trips in the Camp Hill/Mechanicsburg area.

CAT Shared-A-Ride provides service, which is shared-ride in nature. That means riders will likely be riding with others and that other individuals may be picked up and dropped off before the rider reaches their destination. The goal is to make sure, in most instances, that no one rides for more than an hour, but the trip may well take longer than if a person was traveling in his or her own vehicle, and passengers need to plan accordingly.

The service provided is door-to-door. Most of the vans have wheelchair lifts. Passengers receive assistance from drivers with walking, boarding, and exiting the vehicle, up to the door of your home or destination. Drivers cannot, however, take a wheelchair up or down steps, or provide any lifting assistance for passengers.

All users of specialized services must be registered with CAT Share-A-Ride, and reservations are required. If a rider must cancel a trip, he or she must call the Dispatch Office (Harrisburg—232-6104, extension 136) at least one hour before the scheduled pick-up time.

Cumberland County

Cumberland County is provided paratransit services by the Central Pennsylvania Transportation Authority through rabbittransit, which also serves residents of York, Adams, and Northumberland Counties. It provides curb-to-curb transportation for Cumberland County residents to anywhere in Cumberland County. It also offers transportation for medical appointments to places just over the Franklin County line and to just over the Dauphin County line to include the Capitol Complex, and limited trips to Hershey Medical Center.

Drivers will provide transportation if the client is present at the pick-up curb and can depart the vehicle at the drop off point. The Shared Ride system is wheelchair accessible. The rabbittransit drivers are not responsible to care for a client if no one is home. If a client needs help getting to and from the pick-up point, the client must make the necessary arrangements.

Paratransit clients share the vehicle with others taking similar trips. You may need to adjust your travel times to accommodate other client's schedules. Space is limited and cannot be guaranteed, and service depends on demand. In rural parts of the County, service is limited. Clients should be flexible about when they travel and on what route they are taken.

To schedule an appointment for transportation, call the rabbittransit call center at 1-800-632-9063, Monday through Friday between 7:00 a.m. and 7:00 p.m, and Saturday between 7:45 a.m. and 3:00 p.m. You may call up to two weeks before an appointment date but no later than noon of the working day prior to your appointment.

Perry County

The Perry County Transportation Authority (PCTA) provides Share-A-Ride service for eligible residents and commuter service for residents of Perry County between the hours of 6:00 AM and 6:00 PM, Monday through Friday. Currently no service is provided on Saturday, Sunday, or most major holidays. 80% of all PCTA vehicles are handicapped accessible.

Section #1: Providers and Services

Providers

Many public transportation providers in the Harrisburg region provide transportation to those who choose not to use or cannot operate a personal vehicle. The following section lists those providers in the Harrisburg region.

Organization	Address	City	Zip	Phone
Fixed Route Transportation Providers				
Capital Area Transit (CAT) <i>- Fixed-Route bus service serving Dauphin & Cumberland Counties</i>	901 N Cameron St	Harrisburg	17105	(717) 238-8304
Raider Regional Transit (RRT) <i>- Fixed-Route bus service to the Shippensburg University and the Shippensburg community.</i>	1871 Old Main Dr	Shippensburg	17257	(717) 530-8891
rabbittransit (YCTA) <i>- Fixed-Route express bus service from York County to Downtown Harrisburg.</i>	1230 Roosevelt Ave	York	17404	(800) 632-9063
Lebanon Transit (LT) <i>- Fixed Route bus service from Lebanon County to the City of Harrisburg and western Dauphin County, express service from City of Lebanon to City of Harrisburg.</i>	200 Willow St	Lebanon	17046	(717) 274-3664
Paratransit / Share-A-Ride Providers				
Capital Area Transit (CAT) – Share-A-Ride Division <i>- Paratransit / Share-A-Ride service throughout Dauphin County and eastern Cumberland County, with offices located in Harrisburg.</i>	901 N Cameron St	Harrisburg	17105	(800) 303-1904
rabbittransit <i>- Paratransit / Share-A-Ride service throughout York, Adams, and Cumberland Counties, with offices located in York</i>	1601 Ritner Highway Suite 401	Carlisle	17013	(800) 632-9063
Perry County Transportation Authority (PCTA) <i>- Paratransit / Share-A-Ride service throughout Perry County, with offices located in Newport.</i>	350 Fickes St	Newport	17074	(717) 567-2490
Inter-City Bus Providers				
Fullington Trailways <i>- Service from Harrisburg to Duncannon, Newport, Millerstown, Lewistown, State College and on to Pittsburgh.</i>	316 Cherry St	Clearfield	16830-2362	(800) 252-3893
Susquehanna Trailways <i>- Service from Harrisburg to Amity Hall, New Buffalo, Liverpool, Route 104 Park and Ride on US-11/15, Selinsgrove, Sunbury, Williamsport, Hazelton and Elmira, NY.</i>	11 W Church St	Williamsport	17701	(800) 692-6314
Greyhound Lines <i>- Service from Harrisburg to Duncannon, York, Baltimore, Washington D.C., Sunbury, Bloomsburg, Wilkes Barre, Scranton, Syracuse New York, State College, Altoona, Johnstown, Pittsburgh, Philadelphia, New York City, Columbus Ohio, Indianapolis Indiana, and St. Louis Missouri.</i>	411 Market St	Harrisburg	17101-2302	(800) 255-6970
Regional Bus Providers				
Hegins Valley Lines <i>- Service from Upper Dauphin County (Elizabethville, Millersburg, Halifax) to Downtown Harrisburg.</i>	558 Bowman St	Millersburg	17061-1105	(717) 692-2717
R&J Transportation <i>- Service from Schuylkill County (Frackville, Hegins Valley, Minersville, Cressona, Pine Grove) to Downtown Harrisburg.</i>	P.O. Box 69	Cressona	17929	(570) 385-4488

Regional Rail Providers

Amtrak	411 Market St	Harrisburg	17101	(800) USA-RAIL
<i>- Service from Harrisburg to Middletown, Elizabethtown, Mt. Joy, Lancaster, Philadelphia, Lewistown, Altoona, Johnstown, Pittsburgh</i>				

Non-Profit Service Providers

The Stevens Center	33 State Ave	Carlisle	17013-4432	(717) 243-6033
Mt. Zion School of Ministry	R.D. 1, Box 7380	Grantville	17028	(717) 865-2000
The ARC of Dauphin & Lebanon Cty Center for Community Building	2569 Walnut St	Harrisburg	17103-1760	(717) 540-5800
	3525 N 6 th St.	Harrisburg	17110-1474	(800) 309-8905
Tri-County Association for the Blind	1800 N Second St	Harrisburg	17102-2207	(717) 238-2531

Senior Citizen Transportation Providers

Indian Wheels - Susquehanna Twp.	1900 Linglestown Rd.	Harrisburg	17110	(717) 909-9254
Autumn Leaves - East Hanover	8848 Jonestown Rd.	Grantville	17028	(717) 469-7514
Dauphin Area Senior Transit (DAST)	Post Office Box 277	Dauphin	17018	(717) 921-8128
Derry Township People Movers	PO Box 193	Hershey	17033	(717) 533-3642
Elder Express	Post Office Box 104	Hummelstown	17036	(717) 566-7000
Londonderry VIP	783 South Geyers Church Rd.	Middletown	17057	(717) 944-1777
Lower Paxton Township Senior Citizens Transportation	5000 Commons Drive Friendship Community Ctr	Harrisburg	17112	(717) 657-5650
Middletown Care-A-Van	Grove Motors Main St.	Middletown	17057	(717) 944-2255
S.E.B.O.S.	301 Mohn Street	Steelton	17113	(717) 939-9740
West Hanover Township Senior Van Service	7171 Allentown Blvd.	Harrisburg	17112	(717) 652-1702

Taxi Cab Companies

Capital City Cab	362 Front St	Steelton	17113	(717) 939-6363
Keystone Cab	620 S 13th St	Harrisburg	17104	(717) 234-4400
RC Cab		Carlisle	17105	(717) 440-2486
Liberty Cab Company	1601 Paxton St	Harrisburg	17104	(717) 233-3331
PA Cab Transportation Service	3960 Jonestown Rd	Harrisburg	17109	(717) 260-3328
Shirley's Taxi Service		Mechanicsburg	17050	(717) 516-6084
Harrisburg City Cabs	140 S 17 th St	Harrisburg	17104	(717) 232-5555
Fast Cab Taxi Services	101 S 18 th St	Harrisburg	17104	(717) 686-8505

Car and Van-Pooling Options:

Commuter Services of South Central Pennsylvania	4507 N. Front St., Suite 200	Harrisburg	17110	(866) 579-RIDE
<i>- Provides Car and Van-Pool match-up services, Emergency Ride Home Program, Employer outreach, promotion of transit alternatives.</i>				

Other Transportation Entities

Auto and Van Rental Companies	Limousine Service
Airport to Hotel Shuttle Services	Charter Buses

Services

The Federal Government, Pennsylvania State Agencies, and PennDOT have made available a number of programs, which provide discounted Share-A-Ride transportation for those who qualify. The following section provides an overview of the programs available to residents who live in the Harrisburg Region.

Free Transit Program for Senior Citizens

The Pennsylvania Free Transit Program provides free transportation for persons age sixty-five or older on fixed route services through participating transportation organizations at all regular operating times on weekdays, weekends, and holidays. Non-peak riding hours, based on scheduled boarding time for all hours except the following:

- A. for intercity bus, local public bus, subway-elevated and trolley service:
 - 7:00 am to 7:59 am and from 4:30 pm to 5:29 pm inclusive
- B. for commuter trains and intercity trains:
 - Trains, which arrive at the main terminal from 7:00 am to 7:59 am, and trains, which depart the main terminal from 4:30 pm to 5:29 pm.
- C. Free rides on regional transportation provider systems are available within 35 miles of boarding location.

Persons age sixty-five or older may also ride free at all times on weekends and the following holidays:

- A. New Year's Day*, Martin Luther King, Jr. Day, President's Day, Good Friday, Memorial Day, Independence Day*, Labor Day, Columbus Day (observed), Veteran's Day*, Thanksgiving Day and Christmas Day* for all systems (*indicates holiday is observed on weekday when holiday occurs on weekend) that provide service on these days.

Local Participants:

- Capital Area Transit (CAT): Fixed-Route bus system serving Cumberland & Dauphin Counties.
- Raider Regional Transit (RRT): serving the Shippensburg area.
- Capitol Trailways: from Harrisburg to York, Hershey, Palmyra, Annville, Cleona, Lebanon, or Carlisle.
- Fullington Trailways: from Harrisburg to Duncannon or Newport.
- Greyhound Lines: from Harrisburg to York, Millerstown, or Thompsettown.

Share-A-Ride Program for Senior Citizens

This program provides reduced rates for senior citizens 65 and older throughout Pennsylvania. Senior citizens pay 15% of the fare and the Lottery fund pays the remaining 85% on local Share-A-Ride door-to-door advance reservation transportation service. To qualify for the reduced fare, seniors must be at least 65 years of age and be able to supply one of the eligible proofs of age to the local Share-A-Ride provider in their county. The Share-A-Ride Program discount is available during all general public transportation service hours, which are determined locally.

If the participant is 65 or older and live within ¼ mile of a public bus route (in both Cumberland and Dauphin Counties) and their destination is within ¼ mile of a public bus route, they should use the fixed route/public bus transportation when possible. An exception may be made for extenuating circumstances. Free transportation is available during non-peak hours. However, an ID Card must be obtained from the public mass transportation provider, Capital Area Transit (CAT). Telephone 1-800-303-1904 for additional information.

Local Participants:

- Dauphin County: Senior Citizens, 65 years old and above, with a Senior Citizen Transit Card can use the CAT Shared Ride services for \$2.25 a trip.
- Cumberland County: Senior Citizens, 65 years old and above, registered with the lottery program, can pay the reduced fare (15% of the full fare). For some specified trips, the entire cost is covered. Call rabbittransit, (800) 632-9063 for additional information.
- Perry County: Those 65 years old and above, registered with the lottery program, can pay the reduced fare (15% of full fare). Call the Perry County Transportation Authority, (877) 800-7433 for more information.

Area Agency on Aging (AAA)

The Area Agencies on Aging (AAA) in Dauphin, Cumberland, and Perry Counties offer additional transportation assistance to seniors, age 60 and up.

In Dauphin County, the Dauphin County Area Agency on Aging contracts with CAT to provide the Share-A-Ride services to seniors in Dauphin County. In fiscal year 2006-07, the Agency made a policy decision to subsidize the co-payments of seniors who are using Share-A-Ride to attend a medical appointment. Seniors attending a medical appointment will pay a fare of \$1 each way for a total of \$2. Previously, they had paid a \$4.50 full fare. In addition to CAT, there are other organizations that provide transportation to senior citizens in the region, listed under Senior Citizen Transportation Providers in the table found in this section. To apply for services, contact the Dauphin County Agency on Aging at (717) 780-6130.

In Cumberland County, The Cumberland Office of Aging & Community Services contracts with rabbittransit to offer trips to individuals, age 60 and over. The agency assists persons age 60 and older access transportation to medical and social service agency appointments, senior centers, grocery shopping, work, banks, pharmacies, laundromats, volunteer work, and visiting immediate family members who are in a hospital or nursing facility. These trips are usually limited to locations within Cumberland County, and are provided at no cost to you. They can be contacted at: (717) 240-6110 in the Carlisle area, or toll free at (888) 697-0371 x6110.

In Perry County, the Perry County Office of Aging provides services to seniors throughout the county. Contact the Perry County Area Agency on Aging at (717) 582-2131 for information on their services.

Local Participants:

- Dauphin County: For those 60 and over, contact the Dauphin County Area Agency on Aging at (717) 780-6130 for applications and other information for these additional services.
- Cumberland County: For those 60 and over, call rabbittransit at (800) 632-9063 for additional information. For other AAA information, call the Cumberland County Area Agency on Aging at (717) 240-6110.
- Perry County: Contact the Perry County Area Agency on Aging at (717) 582-2131 for information on their services or contact the Perry County Transportation Authority (877) 800-7433 for information on senior transportation services.

Medical Assistance Transportation Program (MATP)

MATP provides transportation to medical services for Medical Assistance (MA) consumers who do not have other transportation available to them. These transportation services are provided through County governments. The counties either provide transportation services directly or hire a transportation provider depending on the transportation resources available in a county, the transportation available may be:

- tickets or tokens to ride public transportation,
- reimbursement for bus passes,
- mileage reimbursement for use of a private car, or
- Paratransit services (for example, in a van).
- The county will provide the type of transportation that is the least expensive while still meeting the consumer's needs.

Transportation is available to almost any service that MA pays for. Transportation can be provided to physicians, dentists, health clinics, podiatrists, rural health clinics, hospice programs, physical therapists, outpatient services, pharmacies, drug and alcohol clinics, mental health centers, outpatient rehab services, optometrists, dialysis clinics, psychologists, and ambulatory surgical services. Services that MATP does not include are emergency or other transportation requiring an ambulance, transportation to sheltered workshops, day care programs, transportation for visitation purposes, stretcher service, door-through-door service, transportation to non-medical services, and transportation during severe weather when deemed unsafe or transportation to any medical services that are not payable through the Medical Assistance Program. Exceptional transportation costs such as air travel, lodging, meals, and attendants are paid for by local County Assistance Offices instead of MATP.

Local Participants:

- Dauphin County: Contact the Center for Community Building (800) 309-8905 to sign up for the MATP program, schedule service for any medical transportation, for further information about the program, or to submit complaints about service. CCB is open from 8:00 am to 4:30 pm.
- Cumberland County: Contact rabbittransit at (800) 632-9063 for additional information.
- Perry County: Contact the Perry County Transportation Authority (877) 800-7433 for information on MATP services.

MATP Urgent Care

MATP Urgent Care is an extension of the MATP program. Transportation for urgent care services can be provided when it is validated urgent by a physician/provider. Contact the county transportation department or provider listed below for definition of urgent care.

Local Participants:

- Dauphin County: Contact the Center for Community Building (800) 309-8905 to sign up for the MATP program, schedule service for any medical transportation, for further information, or to submit complaints about service.
- Cumberland County: Urgent care transportation is obtained by notifying rabbittransit Monday through Friday by calling the office at (800) 632-9063. If the transportation can be received during our service hours, notify our office. If you schedule a trip and it is not urgent care, you may be billed for the trip.

- Perry County: Contact the PCTA (877) 800-7433 for information on the Urgent Care program in Perry County.

Human Services Development Fund (HSDF)

The Human Services Development Fund (HSDF) provides counties with a flexible source of funding to be used within the seven human services programs for which the counties are responsible: Adult Services, Aging, Children and Youth, Drug and Alcohol, Homeless Assistance, and the Community Mental Health/Mental Retardation programs. These funds are used to expand existing services in any or all of the seven program areas, for the coordination of services among those programs, and for specialized or generic services.

The flexibility offered by HSDF allows counties to maximize both program and cost efficiencies in serving individuals and families with multiple needs as well as the specialized needs of certain client groups. In addition, HSDF affords counties the opportunity to negotiate one contract for services used by more than one program, such as Homemaker Service or Transportation Service, rather than negotiating and monitoring separate contracts for these services for each program. Funds are distributed to all 67 counties. Each county develops a plan for the use of the HSDF and submits it for review and approval.

Individuals that are 18-59 years old and meet the income guidelines are eligible for transportation to social service appointments. Contact the County HSDF Agency for information and application materials. There is no charge for this service. HSDF funds are very limited, and often used only as an additional source of fund not paid for by other programs.

Local Participants:

- Dauphin County: Contact HSDF Office for information at: (717) 780-6297
- Cumberland County: No longer offers supplemental transportation funding through HSDF.
- Perry County: Contact HSDF Office for information at: (717) 582-2131

Mental Health / Intellectual Disabilities (MH/ID) Program

The Pennsylvania Department of Human Services is responsible for supervising a comprehensive County based mental health program for citizens of the Commonwealth.

The major goal of County MH/ID Programs is to improve the level of functioning of individuals diagnosed with mental illness or an intellectual disability and to provide opportunities for MH/ID consumers to live a full life in our community. Mental health services and intellectual disability services are provided via county agencies and contracted community providers. County MH/ID Programs subsidize some trips to various community based services. County MH/ID or Case Management staff determines client eligibility, and the County Share-A-Ride providers and fixed route providers are contracted for transportation services.

Local Participants:

- Dauphin County: The Dauphin County MH/ID program establishes transportation funding policies for CAT Share-A-Ride and fixed route services. For more information or to sign up for MH/ID services call the Case Management Unit at (717) 232-8761.
- Cumberland County: Contact Cumberland County MH.IDD office at: (888) 697-0371 or 16 West High Street, Suite 301, Carlisle, PA 17013
- Perry County: Contact Perry County MH/MR offices at: (877) 800-7433 or (717) 582-2131 for more information.

Rural Transportation for Persons with Disabilities (PwD)

This program provides reduced rates on Share-A-Ride transportation services for persons with disabilities in selected counties in Pennsylvania, including Cumberland, Dauphin, and Perry Counties. Share-A-Ride trips for persons with disabilities are discounted up to 85% if the trip is not eligible under any other funding program. The passenger pays at least 15% of the general public Share-A-Ride fare on local Share-A-Ride door-to-door advance reservation transportation service. To qualify for the reduced fare, persons with disabilities must present proof of disability to the local Share-A-Ride provider in their county.

If a person lives within $\frac{3}{4}$ of a mile of public transportation and their destination is also within $\frac{3}{4}$ of a mile of public transportation they are required to call the public transportation provider for their complementary service, Special Efforts Transportation (SET). In Dauphin and Cumberland Counties, SET services are provided by Capital Area Transit (CAT) at 232-6104, or Shippensburg by Raider Regional Transit at 530-8891. When eligible, this program provides a discount greater than the SET program and covers trips that may not be covered in the SET program.

Local Participants:

- Dauphin County: Contact CAT Share-A-Ride program (717) 232-6100, to apply or find out additional information on the program.
- Cumberland County: Contact rabbittransit (800) 632-9063 to apply or find out additional information on the program.
- Perry County: Contact the Perry County Transportation Authority (877) 800-7433 to apply or find out additional information on the program.

Special Efforts Transportation (SET)

SET provides door-to-door service for those people who are unable to access the regular CAT fixed-route bus system due to a physical or mental handicap. An application is necessary with certification of the qualifying disability by a physician or human services professional. CAT provides SET service to anyone that lives within $\frac{3}{4}$ of a mile of any CAT fixed-route bus. For those living in Cumberland County that live within $\frac{3}{4}$ of a mile of a CAT bus route, they should use CATs SET service before using rabbittransit's Shared Ride services.

Local Participants:

- Dauphin County: Contact CAT Share-A-Ride program (717) 232-6100, to apply or find out additional information on the program.
- Cumberland County: Contact CAT Share-A-Ride program (717) 232-6100, to apply or find out additional information on the program if you live within $\frac{3}{4}$ mile of any bus route within Cumberland County.
- Perry County: Program is not currently available in Perry County. If fixed-bus route service is provided into Perry County in the future, those within $\frac{3}{4}$ mile of such route would be eligible.

Welfare-to-Work Program

The Welfare-to-Work Transportation Program provides funding to grantee agencies for the transportation of Temporary Assistance to Needy Families (TANF) and low-income individuals to work and support services, such as child care. Program participants must be members of TANF (*see website: <ftp://ftp.dot.state.pa.us/public/Bureaus/PublicTransportation/lottery/w2wEligibility.doc> for more information*)

eligible families, families with incomes less than 235TH percentile of the Federal Family Poverty Income Guidelines, and must be working. Transportation modes that are used by different grantees include fixed-route bus service, paratransit Share-A-Ride, taxis, shuttle/vanpools, and reimbursement to volunteers for use of their vehicles.

The development of partnerships is a priority of the program. In the Welfare to Work (see <ftp://ftp.dot.state.pa.us/public/Bureaus/PublicTransportation/lottery/w2wPartnershipAgreement.doc> for more information) Partnership Agreement, grantees are required to document coordination and cooperative activities among transportation providers, county assistance offices, economic development organizations, employers and support service providers. In many communities, there is also participation by regional planners, faith-based organizations, and housing providers.

For those transitioning from public assistance to paid employment, temporary transportation is provided through PennDOT's welfare-to-work program. The program only pays for trips related to work, employment training, and child-care. For more information, contact

Local Participants:

- Dauphin County: For more information on the program, contact the CAT Share-A-Ride program (717) 232-6100.
- Cumberland County: does not currently participate in the welfare to work program.
- Perry County: Contact the Perry County Transportation Authority (877) 800-7433 for information on the program in Perry County.

Handicap Accessible Transportation

The Americans with Disabilities Act (ADA), Public Law 336 of the 101st Congress, was enacted July 26, 1990. The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. Below is a brief overview of Handicap accessible transportation in the Harrisburg region.

- **CAT Fixed-Route buses**: All CAT buses are now wheel-chair (♿) accessible.
- **Dauphin/Cumberland/Perry Shared Ride vehicles**: The majority of the County Shared Ride vehicles are wheel-chair accessible. When scheduling trip, make sure to let them know wheel-chair services are needed.
- **Transit Facilities**:
 - Harrisburg Transportation Center: fully ♿ accessible station.
 - Lancaster Transportation Center: ♿ accessible to street, parking lot, and station platform, other station services, however, are not fully accessible.
 - Middletown, Elizabethtown, and Mt. Joy Amtrak Stations: currently not ♿ accessible. Future station improvements planned at these stations would include handicap accessibility for these stations.
 - Harrisburg International Airport: fully ♿ accessible facility.

Section 2: Transportation Needs Assessment

To determine the areas of the HATS region in which transportation needs are the greatest, this plan examined US Census data at the census tract level from the American Community Survey (2009–2013 5-year estimates). The analysis focused on seven different indicators, providing a state-wide context for county-wide numbers, while also comparing each census tract to the HATS regional average for that indicator. This section covers the analysis for the following indicators:

- Persons with Disabilities
- Persons 65 years of age or older
- Persons with Low income
- Other Persons of Concern

Persons with Disabilities

Persons with disabilities face unique challenges and obstacles when accessing transportation. This access is vital to independence; affecting the employment, political participation, entertainment, religious attendance, and even the health of all people with disabilities. Disabled persons include those with physical handicaps, those with sensory disabilities (sight and hearing), mental handicaps, those unable to be employed, and other issues, which prohibit ease of access.

County	Pop. Where Disability Known	Pop. w/o Disability	Pop. w/ Disability	% of Pop w/ Disability	Tracts above Regional Threshold	% Tracts above Regional Threshold
Cumberland	230,971	205,374	25,597	11.08%	20	40.82%
Dauphin	265,202	232,083	33,119	12.49%	35	53.85%
Perry	45,306	39,464	5,842	12.89%	7	70.00%
Total	541,479	476,921	64,558	11.92%	62	50.0%

HATS Regional Threshold = 11.92%

According to the US Census Bureau, the statewide percentage of persons with disabilities is 13.2%. As shown in Map 2.1, the counties with high concentrations of disabled persons are primarily in the northern and western rural counties. The counties of the HATS region are all ranked in the lower third, with the highest being Perry County (ranked 51st), followed by Dauphin County (ranked 53rd) and Cumberland County (ranked 62nd).

Within the HATS region, the identified disabled population is 11.92%. As shown in Map 2.1, areas with disabled persons greater than the regional threshold are distributed throughout the region in urban, suburban, and rural areas, with Perry County having both the highest percentage of population with a disability and the highest percentage of census tracts with a percentage of population with a disability greater than the regional threshold. Census tracts with disabled populations double the regional average are found in eastern Cumberland County and southeastern Dauphin County.

Major Transportation Needs

The disabled, especially those who are physically and sensory disabled are especially dependent on others to provide their transportation needs. Many of the disabled in this region rely on the area Share-A-Ride systems to get them to work, the doctor, and other activities. In Dauphin, Cumberland, and Perry Counties, disabled

residents can get discounted trips to places that are not covered by other programs. In the short term, work needs to continue to provide these services to the disabled throughout the region and in Pennsylvania. In the long term, planners at all levels of government need to work on reducing transportation barriers.

- Transportation that is available to get people both to and from work, even if the person works non-standard hours.
- Access to all institutions of social interaction including employment locations, commercial and shopping centers, recreational facilities, entertainment complexes, faith-based facilities, social events, medical facilities, and other places where people gather.
- Transportation that is accessible to persons with any type of disability.
- If transportation will be required by multiple providers, the transportation should be coordinated sufficiently to ensure transfers are kept to a minimum of disruption to the transportation user.
- Coordinate efforts between public entities and private community organization providers such as long-term care, assisted living, and group home needs.
- Having transportation available during evenings, weekends, and holidays.
- Ensure that all disabled persons are aware of the public and private transportation options available to them.
- Those with limited or diminished mental capacity have advocates who can arrange transportation for them.
- Whenever possible, transportation should be accessible enough that those with disabilities can obtain transportation under their own power. Needs to improve transportation access include:
 - Providing and maintaining sidewalks so disabled persons have safe access to areas where they can obtain transportation.
 - Improve intersection design to allow those with handicaps to cross intersections safely.
 - Make all public transportation wheel-chair accessible, and make sure transportation facilities allow ease of access.

Persons 65 years of Age or older

The American society is aging rapidly. The median age of America's population rose from 28 to 34 between 1970 and 1995, and currently sits at 37.3, according to the most recent US Census ACS data. Between 2000 and 2010, the population 65 years of age and older grew at a faster rate than the overall population, a trend that will only continue as more and more of the Baby Boom generation enter their retirement years.

Different mobility issues face the elderly because they typically drive less, have lower (or fixed) incomes, have health problems, and may require special services and facilities. The majority of older people age in the places they lived while working. Increasingly these are suburban or rural communities where it is difficult to access services or facilities without a car, and where it has generally been difficult to provide transit services.

Table 2.2. Persons 65 years of Age and Older (Source: US Census Bureau, 2009-2013 ACS 5-Year Est.)

County	Total Population	Pop. Under Age 65	Pop. Age 65+	% of Pop Age 65+	Tracts above Regional Threshold	% Tracts above Regional Threshold
Cumberland	237,449	199,506	37,943	15.98%	23	46.94%
Dauphin	269,035	230,982	38,053	14.14%	25	38.46%
Perry	45,808	39,326	6,482	14.15%	2	20.00%
Total	552,292	469,814	82,478	14.93%	50	40.32%

HATS Regional Threshold = 14.93%

According to the US Census figures, Pennsylvania ranks in the top 6 states both in terms of highest percentage of population age 65 and older (15.7%) and median age (40.3). As shown on Map 2.2, the HATS counties have a lower than average percentage of population age 65 and over, with the highest percentages found in the western and northern counties. The counties of the HATS region are all ranked in the lower third, with the highest being Cumberland County (ranked 49th), followed by Perry County (ranked 62rd) and Dauphin County (ranked 63rd).

As shown in Table 2.2, the elderly population in the HATS region is just under 15%, with Dauphin and Perry Counties near 14% and Cumberland County near 16%. Additionally, both Dauphin (25) and Cumberland (23) Counties have significantly more tracts above the regional threshold than Perry County (2). As shown in Map 2.2, the population is evenly dispersed throughout the region, with significant portions of the rural areas (including Central Cumberland and Northern Dauphin County areas) having elderly populations greater than the regional average. Census tracts with elderly populations of double the regional average are found in central and eastern Cumberland County.

Major Transportation Needs

If the trends continue, the “baby-boomer” population living in the region can be expected to remain here as they age. As the “baby-boomer” population enters retirement, many will prefer to use their own vehicles for their transportation needs, just as they do now. However, as people age, many elderly, especially those above 80 years old will become more dependent on alternative forms of transportation. In this region, CAT, the County transportation departments/providers, and other public transportation providers need to anticipate higher elderly ridership on their systems in the future. As the elderly population is dispersed throughout the region, not only can ridership be anticipated to increase, but the number of miles traveled will also increase.

- Access to all institutions of social interaction including employment locations (for those needing supplemental income), commercial and shopping centers, recreational facilities, entertainment complexes, faith-based facilities, social events, medical facilities, and other places where people gather.
- Providing transportation to senior centers, health clinics, special medical events such as flu vaccine programs, and other events where many seniors may be present.
- Transportation that is accessible to seniors with disabilities, those with decreased physical and mental stamina, and those who are on fixed incomes.
- If transportation will be required by multiple providers, the transportation should be coordinated sufficiently to ensure transfers are kept to a minimum of disruption to the transportation user.

- Coordinate efforts between public entities and private community organization providers such as long-term care, assisted living, and group home needs.
- Having transportation available during evenings, weekends, and holidays.
- Ensure that all seniors are aware of the public and private transportation options available to them, including free senior ridership on public transportation during non-peak hours, which is funded by the Pennsylvania Lottery.
- Seniors with limited or diminished mental capacity have advocates who can arrange transportation for them.

People with Low-Income

Population below Poverty Level

The US Census uses a set of money income thresholds that vary by family size and composition to determine poverty level. If a family’s total income is less than the threshold, then that family and every individual in it is considered in poverty. The official poverty thresholds do not vary geographically, but they are updated annually for inflation using Consumer Price Index (CPI-U). The official poverty definition uses money income before taxes and does not include capital gains or non-cash benefits (such as public housing, Medicaid, and food stamps).

County	Pop. with determined poverty status	Pop. Above Poverty Level (past 12 months)	Pop. Below Poverty Level (past 12 months)	% Income Below Poverty Level	Tracts above Regional Threshold	% Tracts above Regional Threshold
Cumberland	223,903	205,370	18,533	8.28%	12	24.49%
Dauphin	263,362	228,397	34,965	13.28%	34	52.31%
Perry	45,091	40,729	4,362	9.67%	3	30.00%
Total	532,356	474,496	57,860	10.87%	49	39.52%

HATS Regional Threshold = 10.87%

According to the US Census Bureau, the statewide percentage of population with an income below poverty level is 13.3%. As shown in Map 2.3, the counties with high concentrations of poverty are primarily in the north-western rural counties, with the exception also being the county with the highest percentage of population living in poverty, Philadelphia. The counties of the HATS region are all below the statewide average, with Dauphin County (ranked 30th) being the highest, followed by Perry County (ranked 60th) and Cumberland County (ranked 64th).

As shown in Table 2.3, the percent of population below poverty level in the HATS region is 10.87%, with Dauphin County having a significantly higher percentage than both Perry and Cumberland Counties. In addition to having a higher county-wide poverty rate, Dauphin County (52%) also has higher percentage of tracts above the regional threshold than both Perry County (30%) and Cumberland County (24%). As shown in Map 2.3, the tracts above the regional threshold are primarily associated with urban centers, but also include the rural areas of northern Dauphin County and western Perry County. Census tracts with a percentage of

population below poverty level of double the regional average are found primarily in our region’s urban centers, including the City of Harrisburg, Middletown Borough, and Shippensburg Borough.

Population Below 50% Poverty Level

In addition to population below poverty level, the US Census data as includes estimates for people with incomes less than 50% below poverty level, which is considered extreme poverty. The determination is based on money income before taxes and does not include capital gains or non-cash benefits (such as public housing, Medicaid, and food stamps).

County	Pop. with determined poverty status	Pop. Above 50% Poverty Level (past 12 months)	Pop. Below 50% Poverty Level (past 12 months)	% Income Below 50% Poverty Level	Tracts above Regional Threshold	% Tracts above Regional Threshold
Cumberland	223,903	215,752	8,151	3.64%	11	22.45%
Dauphin	263,362	246,829	16,533	6.28%	35	53.85%
Perry	45,091	43,095	1,996	4.43%	4	40.00%
Total	532,356	474,496	26,680	5.01%	50	40.32%

HATS Regional Threshold = 5.01%

According to the US Census Bureau, the statewide percentage of population with an income below 50% poverty level is 5.87%. As shown in Map 2.4, the counties with high concentrations of poverty are primarily in the north-central rural counties. Within the HATS region, both Cumberland County (ranked 62st) and Perry County (ranked 47th) are below the statewide average, with Dauphin County (ranked 15th) being significantly higher and above the wide average.

As shown in Table 2.4, the percent of population below poverty level in the HATS region is 5.01%, with Dauphin County having a significantly higher percentage than both Perry and Cumberland Counties. In addition to having a higher county-wide poverty rate, Dauphin County (54%) also has higher percentage of tracts above the regional threshold than both Perry County (40%) and Cumberland County (22.45%). As shown in Map 2.4, the tracts above the regional threshold are equally associated with urban centers and the rural areas of northern Dauphin County and western Perry County. Census tracts with a percentage of population below poverty level of double the regional average are found primarily in pockets of our region’s urban centers, including the City of Harrisburg, Middletown Borough, and Shippensburg Borough.

Single Head of Household with Children

Households with children where there is only one head of household, face many more challenges than two adult head of household families, and are often considered low-income households. Households that fit description were found by combining two ACS data fields – “Female householder, no husband present, family, with own children under 18 years” and “Male householder, no wife present, family, with own children under 18 years old”. While this data does not represent a complete picture of single parent households, it is the best representation available through the US Census data.

Table 2.5. Single Head of Household w/ Children (Source: US Census Bureau, 2009-2013 ACS 5-Year Est.)

County	Total Households	Single Head of Household w/ Children	% Single Head of Household w/ Children	Tracts above Regional Threshold	% Tracts above Regional Threshold
Cumberland	95,286	4,689	4.92%	14	28.57%
Dauphin	108,831	8,379	7.70%	30	46.15%
Perry	18,173	1,096	6.03%	2	20.00%
Total	222,290	14,164	6.37%	46	37.10%

HATS Regional Threshold =6.37%

According to the US Census Bureau, the statewide percentage of single head of households with children is 6.42%. As shown in Map 2.5, the counties with high concentrations of single parent households follow no discernable pattern, with urban, suburban, and rural counties represented. Focusing on the counties of the HATS region, Dauphin County (ranked 3rd in the state) has the highest percentage, and is the only county to exceed the statewide average. Perry County (ranked 23rd) and Cumberland County (ranked 49th) are both below the statewide average.

Within the HATS region, the percentage of single parent households is 6.37%. As shown in Map 2.5, census tracts with single parent households greater than the regional threshold are concentrated in the City of Harrisburg and the immediate surrounding areas, with a few also located in the urban areas of Cumberland County (Borough of Newville, Borough of Shippensburg, and Borough of Mechanicsburg), as well as rural areas of Perry County and northern Dauphin County. Comparing the three counties of the HATS region, Dauphin County has both the highest percentage of single parent households and the highest percentage of census tracts with a percentage of single parent households greater than the regional threshold. Census tracts with single parent households double the regional average are found in the City of Harrisburg, Borough of Steelton, the Borough of Newville, and other more suburban areas such as Swatara Township and Lower Allen Township.

Major Transportation NEEDS

- Many lower-income households may not have access to reliable personal vehicle transportation, therefore they rely mainly on all forms of public and private transportation organizations to support their traveling needs than the rest of the population.
- Many job opportunities for lower-income workers are often available in suburban regions with positions that frequently operate during non-prime working hours, on weekends, and most major holidays. Public transportation that focuses its services only to peak period transportation will prohibit lower-income individuals from accessing these non-standard operating hour employment positions.
- Access to all institutions of social interaction including employment locations, commercial and shopping centers, recreational facilities, entertainment complexes, faith-based facilities, social events, medical facilities, and other places where people gather.
- Providing transportation to community centers, health clinics that accept lower-income patients, special medical events such as flu vaccine programs, and other events.
- Transportation that is accessible to lower-income individuals with disabilities and on fixed-incomes.
- Ensure low-income individuals are aware of the public and private transportation options available to them, including information on who to travel throughout the region on public transit, special discounts for young children, students, and seniors, and information on how to use public transit in general.

- For single-head-of-household families (and for many low-income married households also), getting their children to day-care or school is also an important issues. Parents may have to get off the bus to walk their children to day-care, and then need another bus that has sufficient frequency of service to get them to work, and reverse the process on the way home.
- Large warehouses and industrial complexes often have need of many workers. Employment shuttles can pick up many people living in lower-income neighborhoods and transport them to these employment locations for each operating shift.
- Public and Private transit operators need to work together to identify more ways to get people to work on time and ensure there is transit both too and from work.
- Public transit in rural areas is especially problematic as there are insufficient population densities to make fixed-route bus service viable, therefore, individuals must have access to personal vehicles, transportation from family and friends, or Share-A-Ride services.
- Many of the programs that provide discounted Share-A-Ride transportation are geared more towards seniors, the disabled, and those who need medical transportation, and undiscounted Share-A-Ride service can be costly, especially for those with low-income.
- The census data shows a high percentage of single-head-of-household families in rural boroughs. While public transit may not be warranted in these smaller communities, ensuring there are sufficient walkable and bikeable pathways throughout the community help individuals to get to and from employment and commercial locations.

Other Areas of Concern

Households with no Vehicle Access

Households with no access to private vehicles present a special transportation challenge. These households are especially dependent on other forms of transportation, such as public transportation and car/van-pooling.

In the HATS service area, alternate forms of transportation are provided by CAT, the County Share-A-Ride programs, and other private transportation providers such as Capitol, Fullington, and Susquehanna Trailways, Greyhound, and Amtrak. Commuter Services of South Central PA (<http://www.PaCommuterServices.com>) also provides car-pool matching services, which can help persons share transportation to and from work. The Share-A-Ride programs are the only public transportation systems, which serve all residents in the three-county area. In Dauphin County, the service is provided by CAT's Share-A-Ride division which serves all of Dauphin County, and anywhere within $\frac{3}{4}$ of a mile from any of their fixed-route bus routes. Rabbittransit serves most Cumberland County residents, and the Perry County Transportation Authority serves all Perry County residents. Unless residents qualify for certain programs, which provide discounted paratransit fares, transportation can become quite costly, if the services needed are not within walking distance or if the person is disabled. This is especially difficult in rural areas where no other forms of public transportation are available.

According to the US Census figures, almost 18,000 households in the HATS region have no access to a private vehicle, which is 7.95% of the total households. On the other side, almost 60% of the households in this region have two or more vehicles. See Appendix X for vehicle availability by municipality.

Table 2.6. Households w/ No Vehicles Available (Source: US Census Bureau, 2009-2013 ACS 5-Year Est.)

County	Total Households	Households w/ No Vehicles Available	% Households w/ No Vehicles Available	Tracts above Regional Threshold	% Tracts above Regional Threshold
Cumberland	95,286	5,995	6.92%	14	28.57%
Dauphin	108,831	10,824	9.95%	31	47.69%
Perry	18,173	850	4.68%	2	20.00%
Total	222,290	17,669	7.95%	47	37.90%

HATS Regional Threshold = 7.95%

According to the US Census Bureau, the statewide percentage of households with no available vehicles is 11.54%. As shown in Map 2.6, the counties with the highest percentage of carless households are Philadelphia and Allegheny Counties, which correspond to our largest urban centers. Beyond these two highest, however, the rest of the higher percentage counties are just as likely to be largely rural and suburban as they are to be largely urban. Focusing on the counties of the HATS region, Dauphin County (ranked 12rd in the state) has the highest percentage, and is the only county to exceed the statewide average. Cumberland County (ranked 47th) and Perry County (ranked 64th) are both below the statewide average.

Within the HATS region, the percentage of households without access to a vehicle is 7.95%. As shown in Map 2.6, census tracts with a percentage of carless households greater than the regional threshold are concentrated in the area surrounding the City of Harrisburg, as well as other urban areas in the Borough of Millersburg, Borough of Carlisle, and Borough of Shippensburg. Additionally, several rural areas are have a percentage of carless households above the regional threshold, including western Perry County and northern Dauphin County. Comparing the three counties of the HATS region, Dauphin County has both the highest percentage of households with no available vehicles and the highest percentage of census tracts with a percentage of households with no available vehicles greater than the regional threshold. Census tracts with carless households double the regional average are found in the City of Harrisburg and the Boroughs of Lemoyne, Millersburg, Carlisle, Middletown, and Shippensburg, as well as areas of both Susquehanna and Lower Allen Townships.

Major Transportation Needs

- Households with no-vehicles tend to cluster in the larger urbanized areas in the Harrisburg region where greater public transportation options are available. As noted above, however, there are many rural areas with a higher than average number of no-vehicle households that are dependant on others for their transportation needs.
- Many of the households without vehicles may be lower-income households where it is difficult to find funding to purchase a vehicle or difficult to maintain vehicles presently owned. These households face the same issues as any other lower-income households (see above).
- For these households, it is important to maintain alternative forms of transportation such as public and private transit, car-pooling options, sufficient area to allow for biking, and maintenance and improvements of the community’s sidewalk and pathway infrastructure.
- Other households may make a conscious decision not to own a personal vehicle. Many of rural areas in Central Pennsylvania have Amish and other religious-oriented communities who build communities that choose not to use person vehicles. Much of their transportation needs are met via horse-and-buggy and use of private transportation networks set up by those who work with these communities and provide transportation when greater distances need to be traveled. The larger community can

help support these communities by allowing sufficient areas on local roadways to accommodate horse-and-buggy travel, and to provide public transportation to those who request it.

- Persons need access to all institutions of social interaction including employment locations, commercial and shopping centers, recreational facilities, entertainment complexes, faith-based facilities, social events, medical facilities, and other places where people gather.
- Public education on the availability of the public and private transportation options available to them, including information on possible discounts on travel need to be provided.
- Public transit in rural areas is especially problematic as there are insufficient population densities to make fixed-route bus service viable, therefore, individuals must have access to personal vehicles, transportation from family and friends, or Share-A-Ride services.
- Many of the programs that provide discounted Share-A-Ride transportation are geared more towards seniors, the disabled, and those who need medical transportation and undiscounted Share-A-Ride service can be costly, especially for those with no personal vehicles.
- See “*Transportation Needs by Region*” for an assessment of the No-Vehicle needs by region.

Limited English Proficiency

Households with limited English proficiency can be limited in their ability to read signs, ask for directions or assistance, or participate in the transportation planning process. To identify areas where language issues exist, households with linguistic isolation were identified. According to the US Census the concept of “linguistic isolation” was developed in preparation for the 1990 census in order to provide estimates of the numbers and characteristics of households which might need assistance to communicate with government and social services, for example to follow instructions from Federal Emergency Management Agency (FEMA) in the event of a disaster. “Linguistic isolation” is dependent on the English-speaking ability of all adults in a household. A household is linguistically isolated if all adults speak a language other than English and none speaks English “very well.” Adult is defined as age 14 or older, which identifies household members of high school age and older.

County	Total Households	HH w/ Limited English Proficiency	% HH w/ Limited English Proficiency	# Disadv. Tracts	% Disadv. Tracts
Cumberland	95,286	1,335	1.40%	13	26.53%
Dauphin	108,831	2,517	2.31%	32	49.23%
Perry	18,173	57	0.31%	0	0.00%
Total	222,290	3,909	1.76%	45	36.29%

HATS Regional Threshold = 1.76%

According to the US Census Bureau, the statewide percentage of households with limited English proficiency is 2.26%. As shown in Map 2.7, the counties with high concentrations of poverty are primarily in the south-eastern area of the state, clustered around the Philadelphia metro area. Within the HATS region, Perry County (ranked 50th) has a relatively low percentage of limited English proficiency households, followed by Cumberland County (ranked 22nd), and Dauphin County (ranked 9th) being the only one above the statewide average.

As shown in Table 2.3, the percent of households with limited English proficiency is 1.76%, with Dauphin County having a significantly higher percentage than both Perry and Cumberland Counties. In addition to having a higher county-wide limited English proficiency rate, Dauphin County (49%) also has higher percentage

of tracts above the regional threshold than both Perry County (0%) and Cumberland County (27%). As shown in Map 2.7, the tracts above the regional threshold are primarily associated with urban centers, but also include the rural areas of northern Dauphin County, western Perry County, and eastern Cumberland County. Census tracts with a percentage of households with limited English proficiency double the regional average are found primarily in the City of Harrisburg and surrounding municipalities, as well as Derry Township (Dauphin County) and Hampden Township (Cumberland County).

Major Transportation Needs

- The largest barrier for those who are linguistically isolated is communicating what transportation options are available to them. HATS works with International Services Center to provide information about upcoming public involvement events in several different languages, which are prominently used in the Harrisburg region.

Comprehensive Analysis

Examining each of the seven indicators listed above provides a picture of how each of them is distributed throughout our region. To find areas that have a higher than average need, a comprehensive analysis was performed identifying the number of indicators above the regional threshold for each census tract in the HATS region. The results of this analysis, with the Capital Area Transit fixed routes overlaid, are shown on Map 2.8, with darker colors indicating areas with higher relative needs.

As shown on Map 2.8, the majority of census tracts in the HATS region have at least one indicator for which it is above the regional threshold. In fact, the regional average is nearly 3 indicators above the regional threshold per tract. This indicates that there is a need for coordinated public transit and human service transportation in virtually every place and area in the region. Also evident is the concentration of census tracts with at least 4 indicators above the regional threshold in the area surrounding the City of Harrisburg, which represents the area of greatest need. Other areas with relatively high numbers of indicators above the regional threshold include areas of northern and western Perry County, central Cumberland County, and Northern Dauphin County.

In addition to simply locating the census tracts that have relatively high number of indicators above the regional threshold, the existing fixed route transit system must also be considered. Dauphin and Cumberland Counties are provided public transportation by Capital Area Transit. The majority of CAT's fixed routes are located within the Harrisburg area, with routes that extend to the Elizabethville area of northern Dauphin County and to the Shippensburg area in western Cumberland County. CAT does not currently have any fixed routes to Perry County.

Examining Map 2.8 shows us that the areas of greatest need that do not have access to fixed routes provided by CAT are northern and western Perry County and northern Dauphin County. These areas are predominantly rural in character, which presents barriers not found in urban and suburban areas. Increasing the focus on these rural areas, in addition to those in Cumberland and southern Dauphin Counties would produce the greatest positive impact for the region's residents who rely on human service transportation.

Transportation Needs by Region

The Harrisburg Area Transportation Study (HATS) recently completed its 2040 Regional Transportation Plan. The Plan examined the employment impacts of transportation in the region. (see *Journey to Work* in the Trends and Projections Section, [link here](#), for more details).

The Tri-County region employs almost 320,000 people, and is home to almost 250,000 workers, many of which are disabled, seniors, and low-income residents. The following section assesses the state of public transit in the ten regional sections of the Tri-County area.

West Cumberland County

In West Cumberland County, Shippensburg Borough and Shippensburg Township are the area's employment and commercial center. The other municipalities serve mainly as residential communities.

Public Transportation Needs

- With a large number of people living in West Cumberland County into East and Central Cumberland County, expanded public transit serving all of Cumberland County could be possible.
- CAT provides express service from Shippensburg and the I-81 Newville Park-and-Ride to downtown Harrisburg and the Navy Depot in Mechanicsburg. In the future, service could be extended to Chambersburg.
- Raider Regional Transit provides bus service to the Shippensburg University and the Shopping Centers and residential complexes in the Shippensburg area. In the future, transit providers should continue to look at expanding local service, ensuring continued express services to Harrisburg and find ways for Shippensburg and Chambersburg transit systems to work together.
- With Shippensburg being separated by two counties (Cumberland and Franklin), the paratransit providers for both counties should work together in this area to ensure residents are properly served.

Vehicle Availability

- Western Cumberland County is the most rural part of the county, yet has the highest percentage of no-vehicle households in the County (7.0%). Shippensburg is the only urban area, with many of its services within walking distance, and is served by a CAT express bus service to Harrisburg and the Raider Regional Transit system, which serves Shippensburg and the University. Hopewell Township has a relatively high percentage of households without vehicles (14.25%), but being such a sparsely populated area, the number of actual households needing alternative transportation is small, making paratransit and carpooling systems the most efficient way to serve this area adequately.

Central Cumberland County

Carlisle Borough, the Cumberland County seat, is the major employment center for Central Cumberland County. Carlisle Borough is the largest employment center in the area, followed by Middlesex, Silver Spring, and South Middletown Townships. The other communities have seen large-scale residential growth, with commutes towards Carlisle, the West Shore, and Harrisburg.

Public Transportation Needs

- Capital Area Transit (CAT) provides local and express service from Carlisle to Harrisburg. The Shippensburg Express routes to downtown Harrisburg and the Navy Depot also make a stop in Carlisle. The recent addition of the Carlisle Circulator route has provided more access to destinations within the

Borough. Further efforts should focus on providing better connections from the surrounding municipalities to the Borough of Carlisle.

- With a significant number of Perry residents commuting into work in this area, some form of public transportation from Central and/or West Perry County during peak hours should be considered.
- In public outreach sessions in Cumberland County, residents have indicated that fixed-route and Share-A-Ride services should routinely travel to the Human Services offices for Cumberland County.

Vehicle Availability

- Around 5.47% of the households in this region have no access to a vehicle, which is below the regional average of 7.95%. Carlisle Borough has the highest percentage (9.93%) with Mount Holly Springs Borough having the second highest percentage (9.36%). Throughout the Plan Development Sections, the boroughs and cities have a higher percentage of households without vehicles. With higher densities and more services, boroughs and cities tend to have more services and jobs within walking distances, thereby lessening the need for a private vehicle. These higher densities also provide higher numbers of people within reasonable distances of bus stops, making fixed-route bus service more cost effective. In central Cumberland County, only Carlisle is served by fixed-route bus service, mainly providing service within the Borough itself, and to downtown Harrisburg.

East Cumberland County (also known as the West Shore)

East Cumberland County is the largest employment center in the HATS region. With its location directly across the river from Harrisburg, and easy access to the Capital Beltway, this area has become a popular location for both employers and residents. Hampden Township has both the highest number of employed residents and employees in this region. Hampden Township is at the eastern end of the Capital Beltway, with a large employment and commercial center around US-11/15. The area also hosts several major shopping centers located near the Capitol Beltway.

Public Transportation Needs

- CAT provides many routes throughout the West Shore area, with shuttle services from Harrisburg to many of the larger employers in the area.
- With such a large labor force, there is likely to be a significant number of employment opportunities with non-standard hours that may be unavailable to many if bus routes have limited operating hours.
- The Lemoyne Station, similar to the Market Square Transfer Center in Harrisburg, provides the opportunity to centralize and expand service on the West Shore.
- Public transportation providers should continue to look at better ways to serve this market. Rabbitransit serves seniors, those who need medical transportation, and disabled persons with paratransit services.
- Many of the Perry County Share-A-Ride trips travel to the West Shore area for employment opportunities and shopping trips, demonstrating a need to provide regular public transit service from the major residential areas in Perry County to the West Shore.

Vehicle Availability

- The West Shore has a relatively low percentage of households without access to a vehicle (6.98%), compared to the regional average. All municipalities within this region have CAT fixed-route bus service. Given the large population and employment numbers, public transportation expansion in the area would help, but this region is comparatively well served for those without vehicles compared to many areas.

Harrisburg

Harrisburg has more commuters coming into the city than any other area in the HATS region. Harrisburg is a focal point for employment, especially for those that work for State Government Agencies. Most of the fixed-route public transportation travels to and from downtown Harrisburg.

Public Transportation Needs

- The entire region's bus and train systems serve downtown Harrisburg. Around 2,700 Perry County residents and 1,700 northern Dauphin County residents commute into Harrisburg for work, making these areas good locations to expand public transit and carpooling options.
- Hegin Valley Lines serves Halifax, Millersburg and Elizabethville each day (one inbound am / one outbound pm). R&J Transportation provides weekday service from Schuylkill County (one inbound am/one outbound pm). These are important bus routes as they provide residents in the outlying regions an opportunity to work in Harrisburg, especially if the transportation options are limited.
- Fullington Trailways has one daily route from State College which serves Duncannon, Newport, and Millerstown (one inbound am/one outbound pm). On weekends and holidays this route is run on a limited basis and riders wishing to board at locations other than State College and Harrisburg must call 24 hours prior to pick up. Susquehanna Trailways has one daily route from Williamsport, PA which serves Amity Hall, New Buffalo, Liverpool, and the Rt. 104 Park-and-Ride (one inbound, one outbound am/one inbound, one outbound pm). This is the only fixed-route transit available to residents in Perry County. There is a need to ensure these transit options continue to be available.
- CAT provides paratransit services for all Dauphin County residents, with subsidized travel for seniors, those needing transportation to medical facilities, and those with disabilities.
- Amtrak provides service out of the region with one inbound and outbound train daily to Altoona and Pittsburgh, and numerous trains each day to and from Lancaster and Philadelphia to New York City. The train station is located in downtown Harrisburg. With one bus capable of carrying 20 to 30 people and one train capable of carrying hundreds of people, public transportation provides the most efficient means to control area congestion.
- With gas prices not expected to decrease significantly, the area public transportation providers need to continue to look at ways to increase service and capacity in the coming years.
- As shown in the previous section, the City of Harrisburg has both a high percentage and a high overall number of residents who rely on public transportation. The advantage in the city is that almost every major roadway in the city is served by a public transit route and all residents have access to the Share-A-Ride system.

Vehicle Availability

- With almost 27% of the households in the City of Harrisburg having no vehicles, the city itself far exceeds every other municipality in the region having no access to a private vehicle. The city does, however, have the most fixed-bus service routes in the HATS service area, with most routes going towards downtown and out to major service areas. Downtown Harrisburg also provides access to many private transportation and Amtrak. It also boasts two public transit transfer points in Market Square and the Harrisburg Transportation Center.

Southwest Dauphin County

Employment in the Southwest Dauphin County area rivals East Cumberland County and exceeds employment in the City of Harrisburg itself. The area also has numerous shopping complexes and commercial centers located throughout the area.

Public Transportation Needs

- While CAT does serve most of the area with bus routes, the majority of them travel in and out of Harrisburg. With a significant number of people living and working in Southwest Dauphin County, suburban loop service that bypasses Harrisburg may be a viable option. As our highway system has developed the Capital Beltway, public transit should consider such options also.
- Rabbit Transit has an express bus service from York, which makes several stops throughout Harrisburg. The route has proved quite successful, and similar services from/to Lebanon, Lancaster, and other areas should be considered in the future.
- There is are a significant number of people traveling from Perry County and North Dauphin County who would be well served by more transportation options into this area. Park-and-ride lots throughout the area would serve both CAT customers and carpoolers.
- Access to Amtrak is available in Middletown and Harrisburg, with a new Amtrak station proposed for the Harrisburg International Airport.

Vehicle Availability

- This area has a relatively low percentage of households with no access to vehicles, and most municipalities are served with fixed-route bus service to and from Harrisburg. Those municipalities not served by fixed-route transit, have a very low percentage of no-vehicle households (2% or below). At 15%, Middletown Borough has the highest percentage of no-vehicle households.

Southeast Dauphin County

The Hershey area serves as a major residential and employment source in Southeast Dauphin County. Like western Cumberland County, the other municipalities in the region have a high number of residents and lower employment opportunities. The Hershey area also serves as a major commercial and entertainment center.

Public Transportation Needs

- For public transportation, CAT and Lebanon Transit both provide service into Downtown Harrisburg. LT operates an express service stopping at various park and ride locations in Derry Township before proceeding to destinations in Downtown Harrisburg. The Intermodal Transportation Center in Derry Township provides opportunities to both centralize and expand service.
- With the small amount of commuting to Perry County or northern Dauphin County, direct transit connections may not be needed, but coordinated transfer points in Harrisburg would be desirable.
- As this area continues to increase in popularity as a residential area, traffic along the roadways that connect to Derry Township and the Harrisburg area will continue to see increased demand. Formal park-and-ride lots in this area would be a benefit for both car-poolers and as possible locations for bus service.
- With continued influx of residential and commercial developments, SR-39 should be looked at for public transportation service in the future.

- More public transit connections between the area’s employment, medical, and commercial centers, as well as entertainment destinations, and other areas in the region, particularly southeast Dauphin County, should be developed.
- Bus service from Derry Township to the Amtrak stations in Middletown and Elizabethtown will also improve public transportation access to Harrisburg, Lancaster, and Philadelphia.

Vehicle Availability

- At 4.32%, southeast Dauphin County has the second lowest percentage of carless households in the region. For those households living in the Hershey area of Derry Township, there is access to a CAT bus route 322 from Hershey to downtown Harrisburg. Downtown Hummelstown has a Capitol Trailways bus stop, and COLT stops in Hershey. Other residents must rely on paratransit or some form of carpooling for their needs, just as in most of the region.

Northern Dauphin County

North Dauphin County is a rural area with many more residents living in the area than employment opportunities. The major employment centers in the area are the Boroughs of Elizabethtown, Gratz, Halifax, and Millersburg. The majority of northern Dauphin County residents live and work in these areas.

Public Transportation Needs

- Currently public transportation needs are served by Hegin Valley Lines, which provides service to Elizabethtown and Millersburg into Harrisburg (one morning outbound run each location, one evening inbound run each location).
- Despite the closing of CAT’s Elizabethtown office, service will still connect North Dauphin County to all Dauphin County locations. Rides traveling into Cumberland and Perry Counties can cost significantly more than rides within Dauphin County. A weekly shopping service into the Harrisburg area is provided.
- Schuylkill County does have a fixed-route bus service to the various employment and shopping centers there, but currently there is no viable connections to this system, but should be considered in the future.
- While there are commuters to and from Perry and Lebanon Counties, the numbers do not warrant direct public transportation service, but coordinated transfer service via the Harrisburg region should be considered.
- Expanding Park-and-Ride facilities represents the most efficient strategy for servicing the public transit needs of the area. Sites close to the most densely populated areas, the boroughs, should be considered.

Vehicle Availability

- Outside of Harrisburg, this area has the highest percentage of households without access to a vehicle (7.91%). Generally, the area’s boroughs have a higher percentage of households without vehicles than the area’s townships. While the boroughs do have denser population and services within walking distance, with so many of the boroughs being smaller in size, needed services such as grocery stores and medical facilities are often not within walking distance. Hegin Valley Lines does provide rush-hour service to Harrisburg. CAT also provides a Share-A-Ride program. This region should be looked at closer to see if households without vehicles are being adequately served.

Southeast Perry County

The major employment and commercial center of Southeast Perry County is the US-11/15 corridor from Marysville to US-22/322 by Duncannon. Compared to Dauphin and Cumberland Counties, employment in all of Perry County is limited.

Public Transportation Needs

- For public transit, Fullington Trailways has one daily route from State College to Harrisburg, which serves Duncannon, Newport, and Millerstown (one outbound am/one inbound pm).
- Susquehanna Trailways has one daily route from Harrisburg to Williamsport, PA which serves Amity Hall, New Buffalo, Liverpool, and the Rt. 104 Park-and-Ride (one inbound, one outbound am/one inbound, one outbound pm).
- Currently, no routes serve southeast Perry County to the employment and shopping centers in Cumberland County.
- The Perry County Transportation Department provides paratransit services for Perry County residents, mainly serving seniors and those who need medical transportation. Most transportation is provided from Perry County into Cumberland County.
- The Persons with Disabilities (PWD) program assists handicapped person to obtain transportation for jobs, shopping, and other services.
- No formal park-and-ride lots currently exist in this area and should be considered in the future.
- CAT once served Marysville with a bus route. With the implementation of the West Shore Transfer Center in Lemoyne, north-south bus service from there to Marysville, Duncannon, and the Newport park-and-ride should be considered in future expansion of regional bus services.

Vehicle Availability

- The Boroughs of Duncannon and Marysville both have nearly 10% of households with no vehicles. As with other boroughs, the higher densities do allow for more services within walking distances. Of the Townships, both Miller and Watts Townships have comparatively high percentage of carless households. This indicates these townships being areas of particular concern and should be examined more closely.

Northeast Perry County

Like Southeast Perry County, the major commercial corridor in Northeast Perry is US-11/15. In Northeast Perry County, more residents live and work in the area than commute to other areas of the Tri-County region. Similar to Southeast Perry County, the majority of employed residents work elsewhere, although less of the labor force is exported compared to Southwest Perry County.

Public Transportation Needs

- For public transportation, the situation is similar to southeast Perry County, being served by Fullington and Susquehanna Trailways and the Perry County paratransit program, with the same problems and benefits.

- The area has a formal park-and-ride location on US-22/322 at the Newport exit, and another one, just north of Perry County on US-11/15 at the Route 104 exit. These locations could also serve well as bus stops if CAT expanded service into Perry County.
- Many informal parking areas have developed along these highways at other exits. If informal parking areas are developing, this is a very good indication that many people are carpooling together, so in order to continue that trend, ways should be found to increase locations and services provided at these areas. This is true in all areas of the Tri-County region.

Vehicle Availability

- Paratransit service is the only alternative transportation most no-vehicle households have in Perry County. Fullington Trailways (State College to Harrisburg route) has stops in Millerstown and along the Newport exit on US-322. Susquehanna Trailways has bus stops along US-11/15, but unless people live near one of these bus stops and are going to Harrisburg, this transportation is not viable for most no-vehicle households. With more than 10% of the households having no vehicles, Oliver Township is an area of particular concern that warrants closer examination.

West Perry County

West Perry County is a net residential area, exporting more people in the labor force than jobs in the area. With 2,500 people living and working in the area, the majority of area employees come from the West Perry County area.

Public Transportation Needs

- The only public transportation in this region is the Share-A-Ride services provided by the Perry County Transportation Authority.
- The small population in West Perry County may not warrant fixed-route transportation to the area, but identifying park-and-ride locations near rural core areas like Blain, Landisburg, and near Bloomfield may make carpooling a more desirable option for people living in the region.
- Commuter Services of South Central Pennsylvania, of which Perry County via its membership in the Harrisburg Area Transportation Study (HATS), assists people in the region to identify other carpoolers who live and commute to the same areas. Promotion of carpooling and Share-A-Ride services around Perry County should be a priority.

Vehicle Availability

- West Perry County has the second lowest percentage of no-vehicle households in Perry County and the highest percentage of two or more vehicle households in the entire HATS region. Paratransit is the only alternative form of transportation in this area. While the number of households is relatively small throughout the area, a few of the townships have relatively high percentages of carless households, including Northeast Madison Township (14.76%), Jackson Township (16.29%), and Toboyne Township (14.80%). Looking at disadvantaged areas, this area stands out as the area with the most indicators above the regional average while not being served by any fixed route public transit. The remoteness of this area, along with the lower population, make this area more difficult to provide alternative forms of transportation, but is an issue which must be examined closer in the future.

Conclusion

Public Transportation Needs

The HATS region is a major employment center in Pennsylvania, with Harrisburg and the areas surrounding the Capital Beltway (I-81, I-83, and SR-581) providing the majority of employment opportunities in the region. Investments in local projects encourage more development within areas and increasing the availability of alternative transportation such as carpooling, buses, and trains, provide direct relief on regional roadways. Twenty people riding a bus can mean twenty less vehicles commuting on the highways. Developing regional land use guidelines can also improve regional traffic flow by directing development, which creates high transportation volumes (such as large residential subdivisions, major employment centers, and commercial developments), to areas where the transportation infrastructure can accommodate large traffic volumes. Regional economic development centers throughout the region can also help by providing more employment and commercial opportunities locally and reduce the need for trips outside the local area for employment and commercial activities.

Vehicle Availability

In the HATS region, the cities and boroughs tend to have a higher percentage of households without vehicles. The advantage in these areas is generally there are more services available within walking distance and many of these places are served by public transportation (especially in the areas surrounding Harrisburg). While these are areas of concern and should not be ignored, households with no vehicle access in rural areas are also areas of concern. Paratransit services offered by each county may provide the only reliable source of transportation in remote areas and with the remote nature of rural areas and the smaller populations, providing service in remote areas can become very cost inefficient.

People who choose not to have their own vehicles, such as many of the Amish and Mennonite people living in rural areas, may account for the high percentages of no-vehicle households in the rural areas, but it is part of the MPO's responsibilities to ensure the transportation needs of all its residents are being adequately served. We must continue to provide the existing transportation services as well as look at ways these services can be improved and expanded.

Section #3: Transportation Gaps

In an ideal world, all persons would be able to obtain transportation to go wherever they wanted whenever they wanted. Unfortunately, this is not an ideal world. Having access to a personal vehicle is the closest we have to providing instant transportation but not all people have access to personal vehicles, either temporarily or permanently, which is why governments, public and private transportation, and community organizations have seen the need to fill those gaps in service. Unfortunately, there are still gaps in the transportation system that need to be filled.

- Support for Public Transit: Historically, most transportation funding has gone into improving highway and roadway infrastructure, rather than public transportation, as personal vehicle transportation is seen as the preferred mode. In recent years, this viewpoint has been changing and greater investments in public transportation have occurred, but public transit funding still lags behind highway funding at both the Federal and State funding levels. The largest gap in providing needed transportation services is providing a sustained level of public transportation funding from all sources and funding that is increased each year to account for inflation.
- Expanded Public Transit Options: Most public transportation costs are fixed costs that remain the same no matter if one person or 30 persons ride the vehicle. When 30 people ride in the vehicle, you have 30 times as much fare income, therefore it is much more efficient to provide public transit in areas and at times when there is the highest ridership. If cuts in services are to occur it is logical to eliminate runs that are inefficient due to low use. The problem is, often these runs are during off-peak, weekend, and holiday periods when the majority of users may be seniors, the disabled, and those with lower-income or no access to personal vehicles. If these gaps are to be filled to provide service during these times, the users, community organizations, and local, state, and federal officials all have to work together to find ways to provide and fund this service.
- Coordination between all organizations who provide transportation to those they serve: Both Public and Non-Profit organizations who provide some transportation services for area residents fill in the gaps in transportation for those who need assistance. All these organizations need to work together and coordinate their services with each other to ensure as many persons as possible are receiving adequate transportation services. When these services are not coordinated, duplication and inefficient use of transportation resources can occur.
 - Public transportation providers provide transportation service to all residents within a region. The drawback of their service is that due to the volume of requests for transportation, most trips must be scheduled a day or two in advance. The hours of operation are also limited, which makes it difficult to get transportation during evenings and weekends.
 - Non-profit organizations often provide services to their clients during non-standard times and may have need of transportation for their clients in a time-frame which makes use of the public system difficult. When working in coordination with the public transportation providers, these organizations can fill the service gaps the public providers cannot fulfill. The major concern with these services is if the public transportation provider can provide a client's trip, the public provider should be given priority, and ways should be identified to ensure vehicles used by private organizations purchased with government funds, are not sitting idle most of the time.
 - Organizations need to work together to identify ways how the concerns of both types of organizations can be addressed. The Task Force brought together to develop this plan may be the conduit to organize the services between public and private transportation providers.

- Easy Enrollment Applications for Share-A-Ride Services: As identified earlier in this plan, there are a number of different programs available to people for discounted Share-A-Ride services. Each program has different rules and regulations to be eligible and if persons are eligible for many programs, applications for each program must be filled out, duplicating much of the needed information. While the County Human Service providers and the Transportation Providers can work together to create a single form for applications, the rules and regulations for these programs are set at the State and Federal levels of governance and that is the level where the various agencies need to work together to standardize their requirements for these funding programs.
- Increased Availability of Service: As noted previously, service during non-peak, evening, late-night, weekends, and Holidays is much less efficient as the number of people needing the service is often much lower than during peak hours of the weekday. Without additional funding sources, providing these services becomes difficult. In the short-term, residential and employment / commercial areas that would benefit most from such extended service need to be identified and possible local funding sources such as local employers should be identified, in the long-term, outreach to local, state, and federal officials to support the expansion of non-prime public transit should continue.
- Distribution of Service Organizations: Organizations and agencies who provide services to seniors, disabled persons, and persons with low-income often congregate in certain locations. There should be an effort to see if these services can be distributed throughout the region so transportation costs and time are not so high for those who live far away from the service areas.
- Emergency Evacuation Response: The organizations who provide transportation to seniors, disabled, and low-income persons must be involved in developing a regional Emergency Evacuation Plan. As many of these people may not have access to their own personal reliable transportation sources, they are more dependant on others being able to provide them with transportation should they need to be evacuated.
- Utilization of Technology: The use of technology can make the use of public transportation more attractive and can help the multiple transportation organizations to share and coordinate services. The area transportation providers should look to enhance their services with:
 - GPS Technology: GPS and data terminals on all public transportation vehicles, which can feed into scheduling software, ITS systems, and other informational systems.
 - ITS Integration: Integrate public transportation into the regional ITS system being developed so that transit drivers can have instant access to highway conditions and alter their routes accordingly. In the long term, the Regional ITS system should look at not only identifying congestion on the regions Highways, but also the on-time schedules of the public transportation system.
 - Trip Planning: Development of online trip planning services via public transportation. PennDOT has been looking into the feasibility of doing this at a statewide level.
 - Online Scheduling: of Share-A-Ride trips for those who would like to use such services. Also email or phone reminders of upcoming scheduled trips.
 - On-Time Information: Time until the next bus information at major bus stops. With GPS units on Share-A-Ride vehicles, and the right kinds of software, anticipated arrival times for individuals could be obtained online.
 - Smartcard Technology: The use of Smartcards allows holders of smartcards to refill their fare cards at specialized vending machines and if set up correctly can be used on multiple transportation systems.

Section #4: Priorities for Implementation

Identification of priorities for implementation based on time, resources, and feasibility for implementing the specific strategies and activities identified.

Priorities

1. Capital Equipment Support: To continue to provide transportation services to the seniors, disabled, and low-income residents in the region, the capital equipment must be maintained and replaced as equipment ages. Without continued support from the 5310 program funds, it would become exceedingly difficult to continue to provide these much needed services.
2. Public Transit Funding Support: Many public transportation providers in Pennsylvania are facing a financial crisis unless a continuing stable source of funding can be provided for public transit agencies throughout the Commonwealth. Without this funding, expanding services to fill the gaps that have been identified will be exceedingly difficult, and many agencies across the Commonwealth may be forced to cut services such as evening and weekend services that already exist if more funding does not become available.
3. Education: Provide education and information to targeted groups to inform them of the transportation services that may be available to them. Where possible, translate this information into prominent languages used in the Harrisburg region.
4. Identification of Resources: Identifying where special needs persons are living, working, and where the services organizations that assist them are located. This information is needed to develop long range plans to identify where services and resources need to be located in the region.
5. Emergency Service Planning: Identify those persons who need transportation assistance should the area need to be evacuated, and work with those who are developing the Emergency Response plans.
6. Easy Enrollment Applications for Share-A-Ride Services: The Human Service organizations who support some transportation programs and the transportation providers should work together to develop an easy to use application for transportation services. As a long-term goal, continue to advocate to the State Agencies to work together to develop a statewide system application that meets the requirements of all state agencies.
7. Coordination of Services between Public and Private Organizations: Organizations who provide transportation should work together to eliminate duplications in service and inefficient use of existing capital equipment.
8. New Technologies: As funds and resources become available, implement the new technology resources identified in the previous section.

