SOUTHWESTERN PENNSYLVANIA COMMISSION

PUBLIC TRANSIT - HUMAN SERVICES **COORDINATED TRANSPORTATION PLAN**

2024 UPDATE

Prepared by: Southwestern Pennsylvania Commission • www.spcregion.org

Southwestern Pennsylvania Commission 2025

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EXECUTIVE SUMMARY

The purpose of a Public Transit - Human Services Coordinated Transportation Plan is to ensure that all residents of a region can access the amenities and services necessary for a healthy life, with specific consideration for those who may have limited personal mobility for reasons of age, income, or disability. Federal transit law requires that projects selected for funding under the Enhanced Mobility for Individuals and Individuals with Disabilities Program (49 U.S.C. 5310) be "included in a locally developed, coordinated public transit-human services transportation plan." This plan is an update of the Southwestern Pennsylvania Commission's (SPC) Public Transit -Human Services Coordinated Transportation Plan (CTP). This plan:

- Examines the demographics of Southwestern PA.
- Includes an inventory of primary transportation providers in the region.
- Summarizes feedback regarding needs and gaps and finally proposes strategies for meeting these needs and implementation guidance.

It was developed with participation by representatives of public, private, and nonprofit transportation and human services providers and other members of the public that utilize transportation services by using a steering committee, survey, and focus group meetings. This update was prepared by consultants and SPC staff.

INTRODUCTION

1. Southwestern Pennsylvania Commission

The Southwestern Pennsylvania Commission (SPC) is the federally mandated Metropolitan Planning Organization[1] (MPO) for the Southwestern Pennsylvania region, which encompasses the Counties of Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington, and Westmoreland. The Commission is the forum for collaboration, planning, public decision-making, and the prioritization and programming of state and federal transportation funds allocated to this part of the Commonwealth.

In total, the Southwestern Pennsylvania region comprises 548 municipalities, 155 school districts, 362 special purpose governments and public authorities, as well as 1,078 distinct government entities. Throughout the ten counties, there are a mix of dense urban areas, less dense suburban communities, compact small towns, and sparsely populated rural farmland. Like its geography, demographics in the region are fairly diverse, particularly in terms of age, education level achieved, and annual household income. Taken together, these characteristics make it challenging to develop and maintain a transportation network that adequately meets the needs of all residents, especially the elderly, those who live with a disability, and people with a limited income.

Multimodal Transportation Planning Group

Operating within SPC's transportation planning department is the Multimodal Transportation Planning Group, which is responsible for all planning associated with active transportation, public transit, human services transportation (HST), commuter options, and freight operations. This group's staff lends technical support to regional partners and other local area entities that aspire to create a multimodal system consisting of viable

[1] Metropolitan Planning Organization, Federal Transit Administration, https://www.transit.dot.gov/regulations-and-guidance/transportation-planning/metropolitan-planning-organization-mpo

travel options for the region's residents, visitors, and industries.

2. Purpose of Coordination

Human Service Coordinated Transportation integrates transportation services through collaboration and resource sharing, to provide affordable, reliable, and accessible mobility options. Generally speaking, the purpose of coordination is two-fold:

1. Enhance overall access, especially for transportation-disadvantaged populations, to public, private, and nonprofit human services available in the region.
2. Improve the efficiencies of transportation services through smart integration and effective utilization of resources (i.e. vehicles, staff, and funding).

When imagining the ideal transportation system for the Southwestern Pennsylvania region, it's important to think about a comprehensive network that includes mobility-related services for all ages and levels of need. That means having infrastructure and policies in place to effectively support a broad range of mobility options, including walking, carpools/vanpools, micromobility, fixed route transit, car-sharing, microtransit, non-fixed route transportation, ride-hailing and personal vehicles.

3. Coordinated Transportation Plan Requirements

The Southwestern Pennsylvania Commission developed the region's initial plan in 2008, and updated in 2011, 2015, and most recently in 2019.

On November 15, 2021, the Infrastructure Investment and Jobs Act (IIJA) was enacted into law. Federal transit law requires that projects selected for funding under the Bipartisan Infrastructure Law's Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program[2] be "included in a locally developed, coordinated public transit-human services transportation plan." The plan must be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services.

The Public Transit-Human Services Transportation Plan components include:

- Assessment of available services that identifies current transportation providers (public, private, and nonprofit).
- Assessment of transportation needs for seniors, persons with disabilities, and low-income individuals, which can be based on the experiences and perceptions of the planning partners or on more sophisticated data-collection efforts, and gaps in service.
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

[2] Enhanced Mobility of Seniors & Individuals with Disabilities – Section 5310, Federal Transit Administration, https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310

COORDINATED TRANSPORTATION PLAN PLANNING PROCESS

1. Coordinated Transportation Vision

In February 2024, a Steering Committee was convened at the beginning of this plan's development. Details regarding the Steering Committee's involvement in this plan are provided in Section V of this report. As part of the process, the study team and the Steering Committee established a vision for SPC's 2024 Coordinated Transportation Plan:

> "*A sustainable and equitable, multi-modal transportation network that effectively meets the daily transportation needs of Southwestern Pennsylvania Commission Region residents of all incomes, ages, and abilities by removing the barriers that those individuals face to meet their transportation needs.*"

The vision will be achieved by enhancing mobility for senior citizens, individuals with disabilities, individuals with low incomes, and other groups lacking adequate transportation in the SPC 10 County Region.

2. Revisiting the 2019 Coordinated Transportation Plan

In 2012, SPC established the Alliance for Transportation Working in Communities (Alliance, for short) to specifically address access issues for Southwestern Pennsylvania's transportation-disadvantaged populations. In 2019 the Alliance updated the Coordinated Transportation Plan. The 2019 Plan contained a large planning framework, a vision, and strategies to achieve the vision and to meet the need for change. Please see below for a summary of the 2019 planning framework. Many of these strategies still apply to the Southwestern Region. The Alliance has since disbanded.

2019 Strategies to Achieve the 2019 Vision

Embracing Change

1. Determine the impact that changing attitudes about driving and car ownership is having on the region.
2. Foster a mobile hierarchy that directly acknowledges the shift occurring in the way people think about and understand mobility.
3. Support the PennDOT Connects collaborative planning process whereby solutions for sustaining and expanding mobility in a given community are devised to address the needs specific to that community.

Greater Access

1. Encourage public, private, and non-profit transportation providers to pilot proposed first-mile/last-mile and other microtransit services in underserved communities.
2. Work with different levels of government to streamline their procurement processes, so that transportation services, after attaining proof-of-concept, can be brought to the market quickly.

Smarter Service Delivery

1. Explore what it will take to reach a level of transit agency coordination where services and schedules are integrated, fare structures are consistent, the fare payment instrument is the same across agencies, and marketing efforts are multi-agency and regionwide.
2. Conduct a regionwide summit to discuss greater coordination of transit services and the utilization of data to optimize inter-county fixed route and on-demand, shared-ride services.
3. Plan, coordinate, and facilitate a regional discussion about the Mobility as a Service concept and if and how MaaS can be implemented in Southwestern Pennsylvania.

Strategies to Meet the Need for Change – from 2019

Multimodal Network

1. Work to break down the silos between public agencies and the private sector to more successfully manage mobility in the region.
2. Encourage public/private partnerships (P3) to strengthen regional connectivity.
3. Advance the availability and utilization of public transit and other shared mobility options as an alternative to personal car ownership.
4. Advocate for a multimodal and multi-provider network of mobility services, the purpose of which is to provide greater equity in transportation through maximum consumer choice.

Seamless Travel

1. Encourage transit agencies in the region to identify service redundancies and, through improved communication among all providers, address disparities in access.
2. Through open data sharing between transit agencies, integrate transportation services and schedules.
3. Establish a centralized clearinghouse that applies technology to trip planning and trip payment processes across a range of service modes in the region.
4. Promote a regionwide adoption of a common fare instrument.

Mobility in All Settings

1. Encourage public transit agencies and private and nonprofit transportation providers to collaborate on ways to connect underserved communities and disadvantaged populations to the larger public transit systems.
2. Encourage the deployment of tools and technology that can accurately track origin-destination combinations.
3. Develop a process through which land use and its impact on transportation demand can be better understood.
4. Identify and share with local municipalities best practices pertaining to transportation/ land use policies.

Equitable Transportation

1. Incorporate NCSU Principles of Universal Design on projects that happen in the public space.
2. Expand on the PennDOT Connects initiative where every mode and user group is taken into account when planning for transportation infrastructure and facility improvements.
3. Address broadband internet, smart phone use, and unbanked issues, alleviating these barriers to access for disadvantaged populations.
4. Strengthen public outreach efforts such that they're broadly marketed, all-inclusive, and fully accessible.

3. Existing Plans, Studies, and Reports (Since 2019 Plan)

A high-level review of readily available existing plans, studies, and reports was conducted by the Coordinated Plan Update Team.

The goals and strategies from SPC's 2023 SmartMoves Long Range Transportation Plan (LRTP) and the related 2021 SmartMoves Connections: A Regional Vision for Public Transit were reviewed. The LRTP has the following transit Vision that is applicable to the Coordinated Plan, "*Equitable, seamless linkages between the region's public transit services.*" The LRTP identified the following Transit Strategy:

> *Develop a comprehensive regional plan for public transit connections, including the identification of a possible regional source for dedicated public transit funding to facilitate seamless linkages and cooperation across the region.*[3]

Tactics and action items related to that strategy included facilitation of seamless linkages and regional collaboration. This also includes the possibility of a regional public transit plan to improve collaboration between providers, sharing resources, and allowing service across jurisdictions.

The plan also identified Connected Mobility as a strategy:

> *Integrate multiple forms of public/ private transportation to provide increased mobility equitably for all users including those in underserved rural areas and disadvantaged populations.*[4]

Building on the LRTP, one goal of the SmartMoves Connections study was specifically to 'improve regional transportation coordination' with the following potential policies and resources:

- Timetable and schedule alignment for well-timed transfers,
- Coordinated fare payment systems and policies, and
- Coordinated project implementation for multi-agency hubs and corridors.[5]

[3] Southwestern Pennsylvania Commission, SmartMoves: Long Range Transportation Plan & Transportation Improvement Program, Executive Summary, Page 13, retrieved from https://www.spcregion.org/wp-content/uploads/2023/09/PD10155_Executive-Summary-Sept-2023.pdf

[4] Southwestern Pennsylvania Commission, SmartMoves: Long Range Transportation Plan & Transportation Improvement Program, Executive Summary, Page 12, retrieved from https://www.spcregion.org/wp-content/uploads/2023/09/PD10155_Executive-Summary-Sept-2023.pdf

[5] Southwestern Pennsylvania Commission, SmartMoves Connections, Project Goals, Page 8, and Chapter 3: Transportation and Economic Development Strategy, Page 23-24 retrieved from https://www.spcregion.org/wp-content/uploads/2021/07/SmartMovesConnections_FinalReport_07-2021.pdf

In 2019, Pittsburgh Regional Transit (PRT) (then Port Authority of Allegheny County (PAAC)), prepared the 2019 First and Last Mile Program Plan. This plan acknowledges that every transit trip begins and ends somewhere else other than the transit stop. It also acknowledges that aging infrastructure, and steep topography can be a challenge. The PRT wants to facilitate connections that are safe, easy, and comfortable.

The plan states:

> *"PAAC is dedicated to accommodating people of all abilities and its approach to first and last mile connections is no different. PAAC ensures that all of its vehicles comply with the Americans with Disabilities Act (ADA) and accessible physical connections to transit should also be considered, as people with disabilities must be able to travel beyond the bus stop. Attention should be given to people of all ages and abilities when planning and designing public spaces, access to public services, and connections to the transit station. PAAC will make proactive efforts to provide these services, and will offer guidance and support to others in facilitating accessible connections to transit where feasible."*[6]

PRT's First and Last Mile Plan used in-person contextual observation, public experience feedback, and a proprietary "Equity Index" to evaluate 69 fixed-guideway stations. The Equity Index combined eight Census or HUD-sourced demographic indicators affecting an individual's mobility needs, including: Female Householders, Households without Vehicles, Minority Race and Ethnicity Persons, Older Adults, People in Poverty, People under Age 18, People with Disabilities, and People with Limited English Proficiency. A high equity score indicated that there is a great need for public transportation in the walkshed. Once completed, the evaluation provided a ranked list for priority improvements.

The study team reviewed Community Health Needs Assessments (CHNA) completed by the region's two largest healthcare providers, the University of Pittsburgh Medical Center (UPMC) and Allegheny Health Network (AHN). These triennial assessments are required by the Affordable Care Act, Section 9007, for hospitals to maintain their tax-exempt status. The goal of these assessments is to provide opportunities for hospitals, public health entities, and other parties to collaborate and address their communities' health needs.[7]

One of the four main needs identified in the UPMC Allegheny County CHNA was Access to Care and Navigating Resources. It also notes that access to primary care services, navigating resources, medication management, and transportation can present barriers and have wide implications for medically underserved, low-income, and minority populations.[8]

Allegheny Health Network identified transportation as a Social Determinant of Health (SDOH) stating, "the lack of access and availability of personal and public transportation impacts not only access to health care but affects employment, reduces access to affordable healthy food, and many other important drivers of health and wellness. The health system may provide a plethora of recognized physicians, best practice services, noteworthy programs and services but if residents lack transportation and insurance, access to care can be difficult. There is a direct correlation between the ease of accessing health care and the overall health of a community.[9]"

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[6] Port Authority of Allegheny County, 2019 First and Last Mile Program Plan, Accessibility, Page 2, retrieved from https://www.rideprt.org/contentassets/d1e84d83d7d9471dbd5c11daddd25e56/paac-2019-flm-program-plan_singlepage_withhyperlinks.pdf

[7] Sara Rosenbaum, JD, The George Washington University School of Public Health and Health Services, Department of Health Policy, Principles to Consider for the Implementation of a Community Health Needs Assessment Process, retrieved from https://www.cdc.gov/public-health-gateway/php/public-health-strategy/public-health-strategies-for-community-health-assessment-health-improvement-planning.html

[8] Community Health Needs Assessment Community Health Strategic Plan, Allegheny County, UPMC, June 2022, retrieved from https://www.upmc.com/about/community-commitment/community-health-needs-assessment

[9] Community Health Needs Assessment, AHN Neighborhood Hospitals Report, April 2022, retrieved from https://www.ahn.org/about/caring-for-our-community/community-health-needs-assessment

Beaver County Transit Authority's 2022 Mobility Survey of Human Service Agencies was reviewed. Seven agencies in Beaver County participated. According to the results, eighty-six percent of the agencies mentioned a need for more rural services to be provided for their clients, and 43 percent of the agencies said that their clients needed out-of-county transportation services.

Washington County Transportation Authority's (aka Freedom Transit) cross-county policy was reviewed. Freedom Transit meets other county providers at a convenient drop-off location to provide transportation outside of its defined area. The other county provider will complete the second leg of the trip and return the passenger on the return trip to the same drop off location. Freedom Transit will then complete the second leg of the return trip. Occasionally Freedom Transit uses a PA Department of Human Services referral for specialized transportation outside of what Freedom Transit can provide.

CORE BENEFICIARIES OF THE CTP

A coordinated public transit-human services transportation plan identifies the transportation needs of older adults, persons with disabilities, and people with limited incomes. While these specific populations have the same mobility needs as the public, often they're not able to transport themselves because of their age, physical or mental capabilities, and/or financial means.

To appropriately estimate and plan for the service needs among this transportation-disadvantaged population, federal requirements define each group with clear distinction. As the data shows, it's common for individuals to exist between multiple groups, for example approximately one-third of all seniors in the region also live with a disability, and a full quarter of the total population lives with at least one qualifying disadvantage.

The state and federal funding programs available to support the needs of these groups require discrete identification of demographics served, however this is liable to miss individuals who exist on the margin of those definitions and in some cases, fails to illustrate the severity of need for those with intersectional overlaps. This plan identifies those distinct groups as required and additionally includes a broader range of population that exists on the margins of those definitions.

In most cases, this plan references data from the US Census Bureau's 5-Year American Community Survey (ACS) from 2022 (the most recent year for which complete data is available at the time of writing), and 2017 (for comparison against data used in the previous plan's development).

1. Presentation of Demographic Data in This Plan

With increasing regularity, funding requirements of federal grants specify more and more detail in the presentation of data. For example, Justice40 funding sources, discussed later in more detail, have increased requirements to show where project money will be spent and demonstrate how it's expected to impact various demographics of the population. For competitive grants, comprehensive presentation of data can provide a competitive advantage in the application process.

This plan aims to present a high baseline of information available for use by organizations that may be seeking funding, planning for service, targeting marketing campaigns, or other such uses. Within the main body of the plan, data is presented for the SPC Region with reference made to outlier characteristics when appropriate.

More detailed, Census Block- or Tract-level data is available for each county in the appendices of this plan.

In addition to the data packages provided in this plan, SPC also offers an online repository for GIS (Geospatial Information Systems) data. As specified in this plan, SPC will continue to improve the range of data available

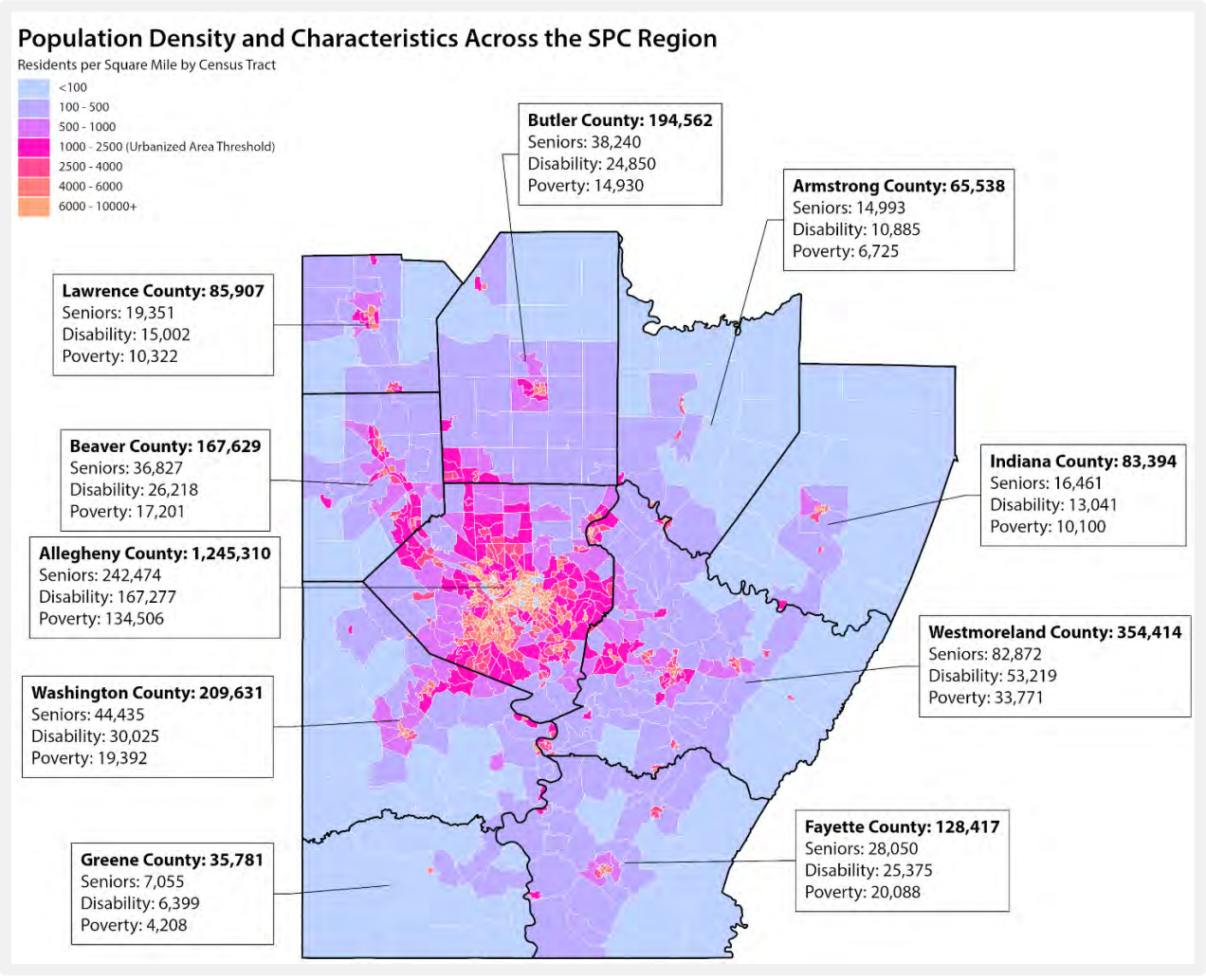
and develop specific online applications catered to the needs of healthcare and transportation providers, as well as the people who use their services. New interactive tools to assist the use of such data in project or service planning, market evaluation, grant writing, and other activities, unlike the static data that exists in this document, the online repository will regularly update with the newest data available from Census, transportation operators, and other sources.

SPC's GIS data hub is available at: **https://spcgis-spc.hub.arcgis.com/**

2. SPC Region Overview

The SPC Region stretches 100 miles North to South and is 90 miles across at its widest segment. This vast region varies greatly in geography and development patterns, ranging from extremely low-density rural areas dominated by farmland to highly urbanized, dense city centers. ***Figure 1*** is a map of the population density and characteristics across the SPC Region.

Figure 1



According to the 2022 5-Year ACS, the 10 county SPC region has a total population of 2,499,161 individuals, representing a nominal increase of 10,150, merely 0.4%, over the five-year period since the previous coordinated plan. Of those approximately 2.5 million residents, more than one-third or 35.8% live with at least one of the three transportation disadvantages highlighted in this plan. Very nearly 10% of the region's

population lives with two or more such disadvantages, with the greatest overlap occurring with seniors living with a disability. In the SPC Region overall, seniors living with a disability comprise the greatest overlap, with 32.8% of all seniors also living with a qualifying disability.

Figure 2 – This Venn diagram shows the populations of people who live with each possible combination of factors considered as key target populations. The center shows the population of people who are disabled seniors that are low income, whereas the outer sections with no overlap show the population of people who live with that one characteristic *but not* either of the other two. The totals for each group individually, without regard for overlap, are shown outside the circles.

Source: US Census ACS 5-Year Estimates: "C18130 – Age by Disability Status by Poverty Status

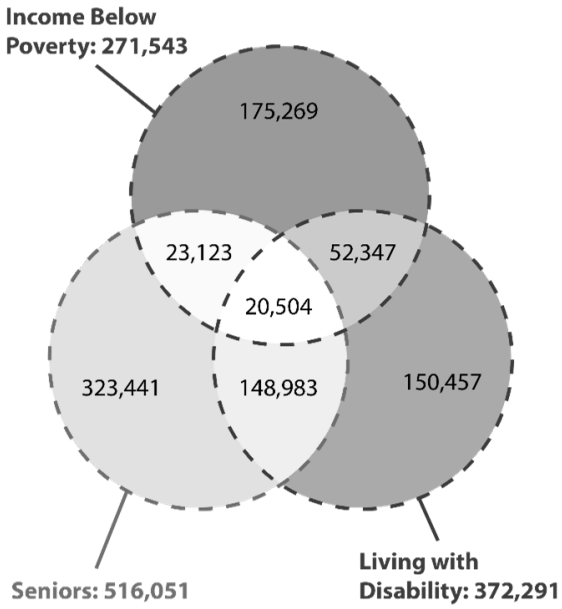


Table 1

Population for Selected Characteristics, Total & Percent

County	Total	Seniors		With Disability		Below Poverty	
United States	**326,147,510**	**59,307,056**	**18.18%**	**41,941,456**	**12.86%**	**40,521,584**	**12.42%**
Pennsylvania	**12,582,123**	**2,434,405**	**19.35%**	**1,799,317**	**14.30%**	**1,482,439**	**11.78%**
SPC Region	**2,499,161**	**516,051**	**20.65%**	**372,291**	**14.90%**	**271,243**	**10.85%**
Allegheny	1,211,057	235,264	19.43%	167,277	13.81%	134,506	11.11%
Armstrong	64,817	14,658	22.61%	10,885	16.79%	6,725	10.38%
Beaver	164,743	36,114	21.92%	26,218	15.91%	17,201	10.44%
Butler	189,288	37,224	19.67%	24,850	13.13%	14,930	7.89%
Fayette	123,982	27,180	21.92%	25,375	20.47%	20,088	16.20%
Greene	32,596	6,720	20.62%	6,399	19.63%	4,208	12.91%
Indiana	77,785	16,042	20.62%	13,041	16.77%	10,100	12.98%
Lawrence	83,592	18,717	22.39%	15,002	17.95%	10,322	12.35%
Washington	204,047	43,321	21.23%	30,025	14.71%	19,392	9.50%
Westmoreland	347,254	80,811	23.27%	53,219	15.33%	33,771	9.73%

Source: US Census ACS 5-Year Estimates: "C18130 - Age by Disability Status by Poverty Status" 2022 and 2017

Table 2

Population Change Since Previous Plan (2017-2022)

	Total	Seniors	With Disability	Below Poverty
SPC Region	**0.40%**	**11.10%**	**3.10%**	**-1.30%**
Allegheny	1.30%	11.60%	4.30%	-2.80%
Armstrong	-1.80%	9.40%	-13.60%	-0.40%
Beaver	-0.40%	9.70%	3.40%	-0.10%
Butler	4.90%	19.50%	12.60%	-3.30%
Fayette	-4.00%	7.40%	5.80%	-2.40%
Greene	-3.70%	7.80%	-9.10%	-4.00%
Indiana	-3.50%	8.30%	4.40%	-2.00%
Lawrence	-2.70%	6.50%	1.70%	-0.10%
Washington	0.70%	11.40%	0.10%	-0.70%
Westmoreland	-0.70%	10.00%	1.20%	-1.20%

3. Seniors

As it relates to this plan, the definition of "Seniors" is individuals 65-years of age and older. This age is commonly associated with being able to receive benefits from a variety of national and state-wide programs, including medical and transportation services.

While turning 65 years old certainly doesn't preclude a person from owning and/or driving a car, it does open opportunities for older adults, especially in the state of Pennsylvania, to take advantage of less expensive, car-free mobility options, including free or discounted fixed route transit services and subsidized non-fixed route, shared-ride transportation programs. **Figure 3** represents the location of the senior population compared to fixed-route transit routes.

In total, seniors comprise 20.6% of the region's population, nearly 3 points higher than the nationwide 17.7%. The counties of Armstrong, Beaver, Fayette, Lawrence, Washington, and Westmoreland all have larger senior populations close to or exceeding 22% of their total population.

Figure 3

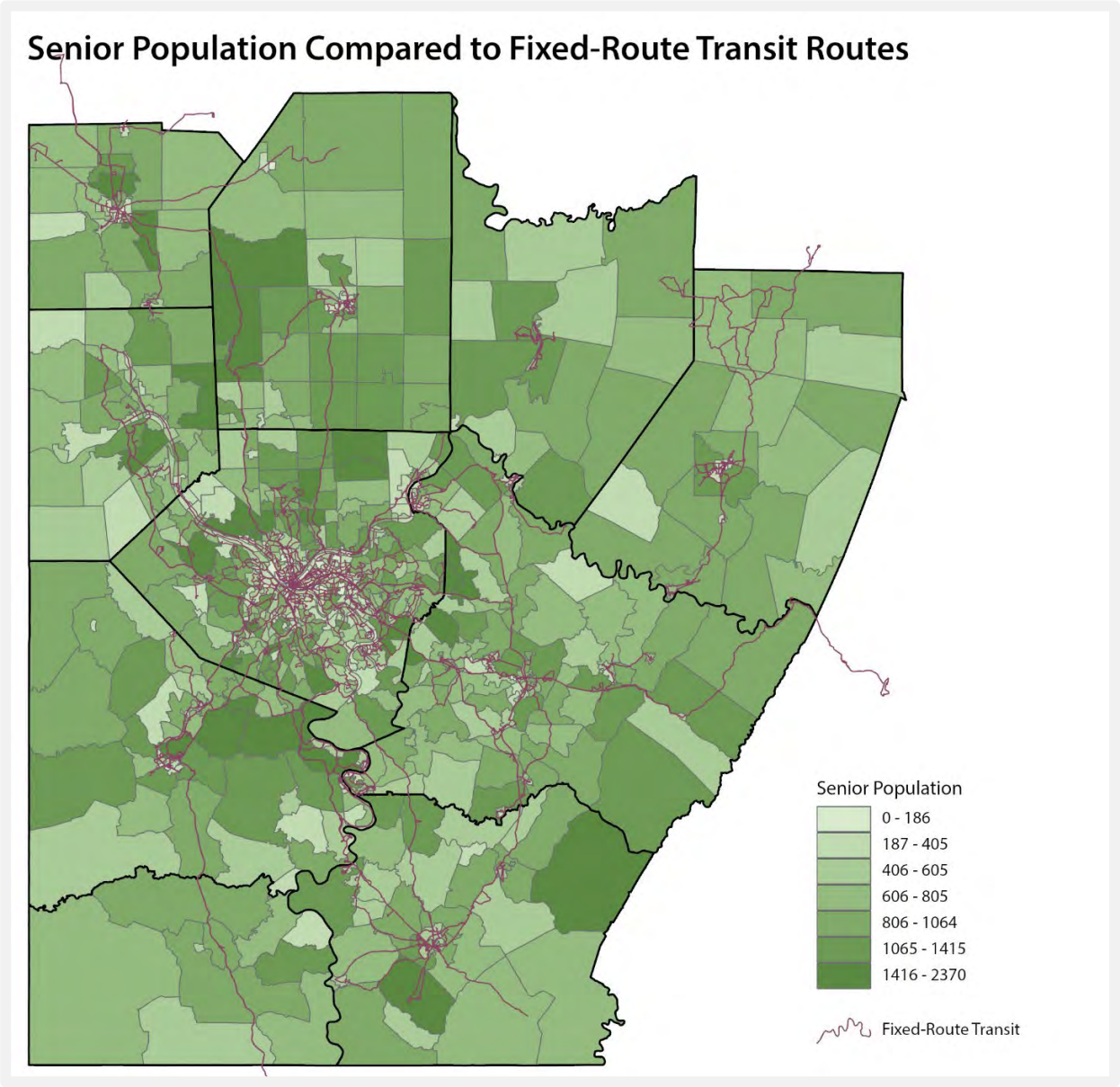
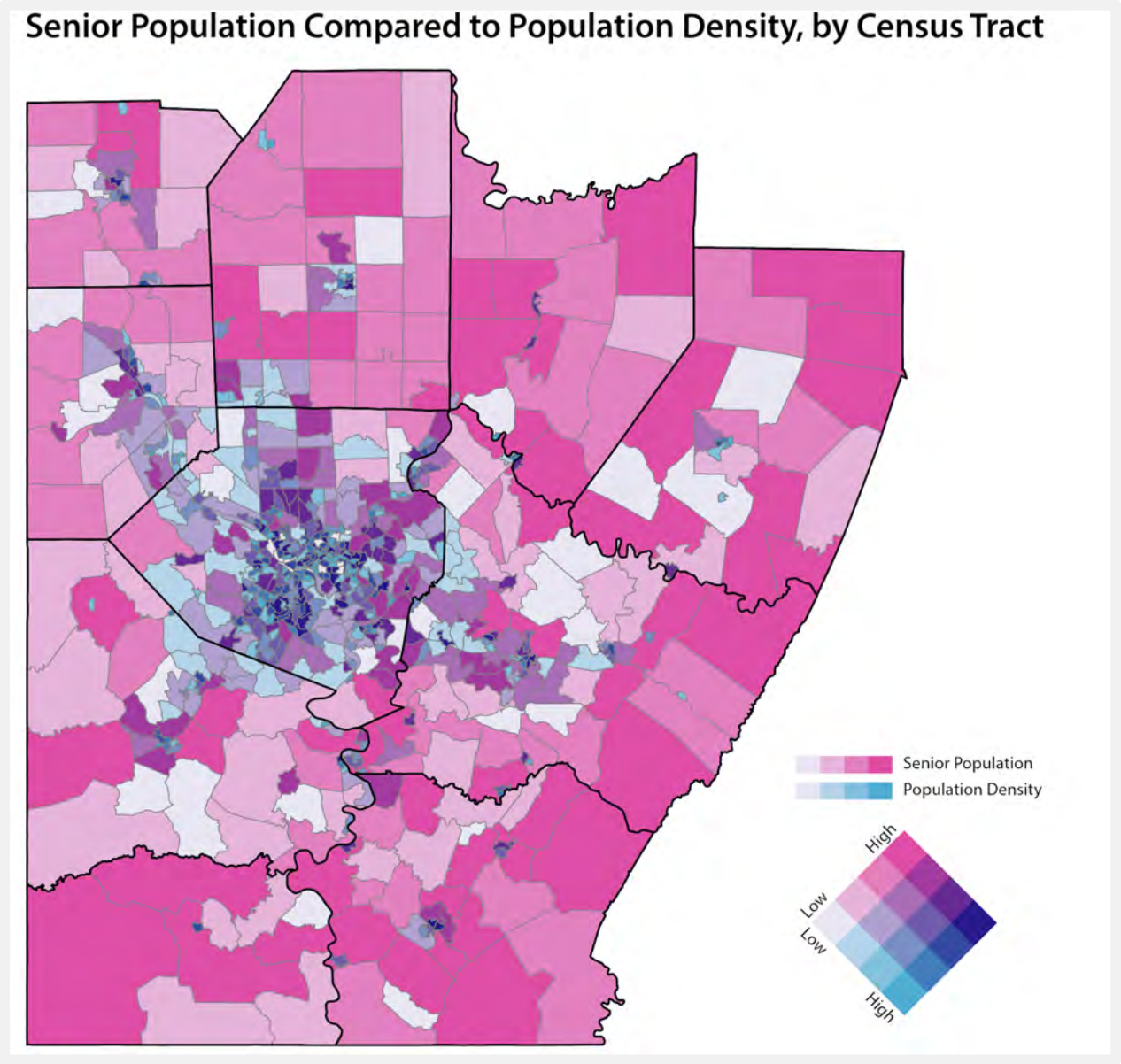


Figure 4 shows a comparison between the density of senior individuals and the total number of seniors per Census tract. In this case, population density is used as a proxy to indicate the presence of nearby amenities, as well as to illustrate the presence or absence of potential riders for service planning. Generally speaking, lower population densities make efficient provision of transportation services more difficult. The purpose of **Figure 4** is to highlight areas which have both a high presence of seniors and low levels of access.

Figure 4



Since the previous plan was developed, American Community Survey (ACS) data from the Census indicates significant proportional increase in the senior population, with an increase of 11.6% overall in the ten-county SPC region. This growth of the senior demographic occurred while the total population remained near constant, with a total population change of less than half a percent during that time, indicating a regional demographic shift towards older residents. All counties saw similar growth in the 65+ demographic, mostly around 10%, with Butler County experiencing the highest increase of 19.5%.

Also of note is a trend of increasing seniors living with other qualifying transportation disadvantages. In comparison to a region-wide decrease in individuals of all ages below poverty, there was an increase in the percentage of 17.3% of seniors living below the poverty line. This means that not only is the region aging, but there is an increasingly low-income portion of the senior population. Allegheny, Armstrong, Butler, Fayette, and Westmoreland Counties all experienced increases of approximately 20% of seniors below the poverty line. Indiana County showed a staggering 42.6% increase in that demographic. While still concerning, this is

tempered somewhat by the low population of that demographic, representing only 1,486 individuals. This increased percentage of low income seniors results in a increasing segment of the population that will need affordable transportation options to connect to life sustaining services such as groceries and medical services.

Table 3 - *What do we know about SW PA residents age 65 and older?*

Seniors by Selected Characteristic

	Total	Seniors		Seniors w/ Disability		Seniors Below Poverty	
SPC Region	**2,499,161**	**516,051**	***20.6%***	**169,487**	***6.8%***	**43,627**	***1.7%***
Allegheny	1,211,057	235,264	*19.4%*	75,833	*6.3%*	21,319	*1.8%*
Armstrong	64,817	14,658	*22.6%*	5,178	*8.0%*	1,447	*2.2%*
Beaver	164,743	36,114	*21.9%*	11,511	*7.0%*	2,384	*1.4%*
Butler	189,288	37,224	*19.7%*	11,500	*6.1%*	2,221	*1.2%*
Fayette	123,982	27,180	*21.9%*	11,060	*8.9%*	3,431	*2.8%*
Greene	32,596	6,720	*20.6%*	2,521	*7.7%*	609	*1.9%*
Indiana	77,785	16,042	*20.6%*	6,143	*7.9%*	1,486	*1.9%*
Lawrence	83,592	18,717	*22.4%*	6,847	*8.2%*	1,365	*1.6%*
Washington	204,047	43,321	*21.2%*	14,305	*7.0%*	3,302	*1.6%*
Westmoreland	347,254	80,811	*23.3%*	24,589	*7.1%*	6,063	*1.7%*

As a region, over the next 5 years the number of people entering the senior age group is approximately 38% of the current senior population, indicating an expected significant increase.

Table 4 – Selected Age Groups of Older Adults in SW PA

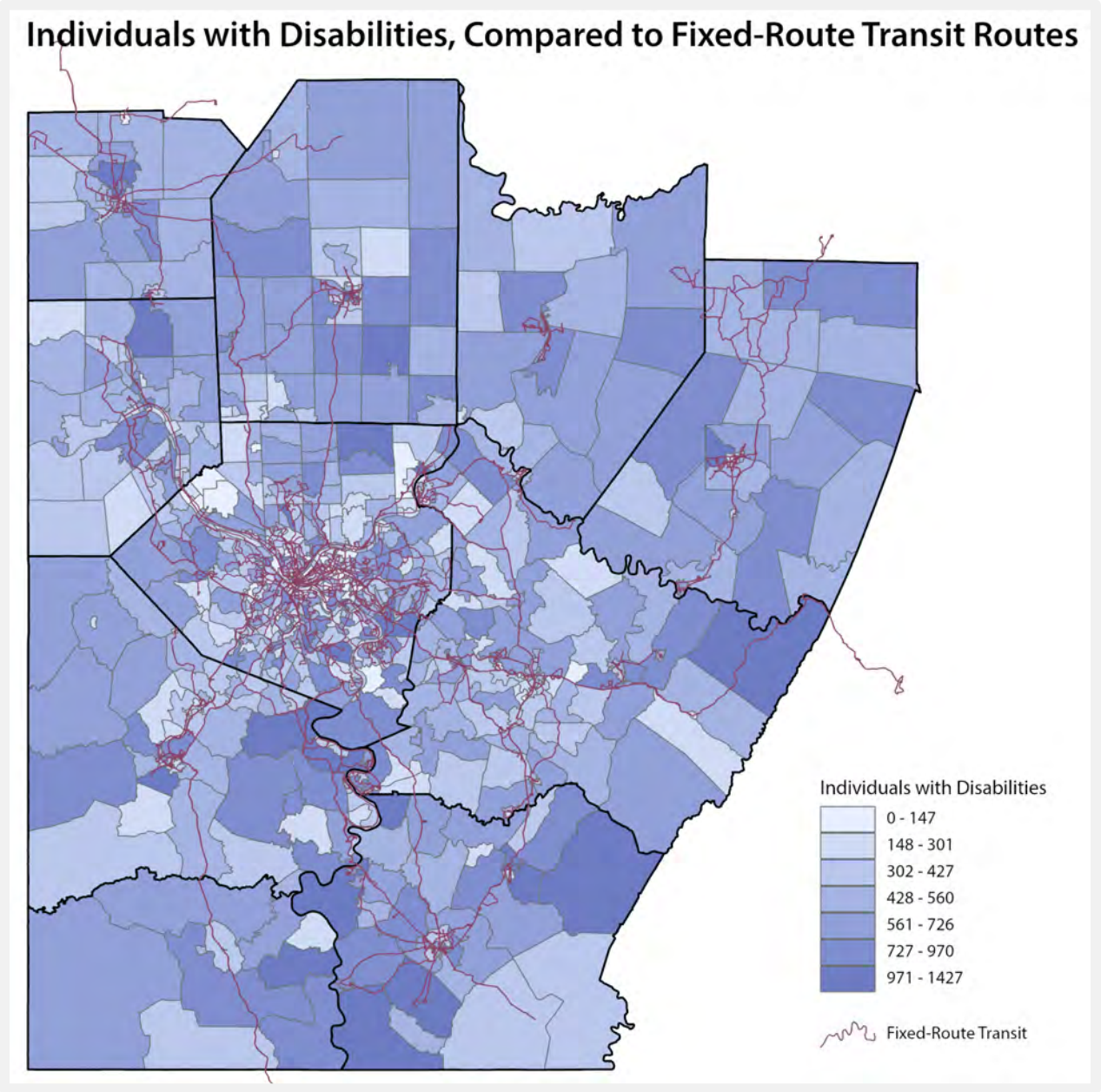
Selected Age Groups

	60-64	75+	Median Age
SPC Region	**196,683**	**224,120**	**39** (National)
Allegheny	90,421	103,168	40.6
Armstrong	5,894	6,346	47
Beaver	13,954	15,599	44.9
Butler	15,413	15,752	43.4
Fayette	9,662	11,569	45.2
Greene	2,434	2,730	43.1
Indiana	5,937	6,906	39.6
Lawrence	7,267	8,370	45
Washington	16,401	18,509	44.2
Westmoreland	29,300	35,171	47.2

4. Persons with Disabilities

The American Disabilities Act (ADA) defines a person with a disability as a person with a physical or mental impairment that substantially limits one or more major life activity. Having a disability often presents significant challenges when it comes to navigating transportation, however it in no way diminishes an individual's right to be treated equally and to benefit from public transit along with others in the community. **Figure 5** displays individuals with disabilities compared to fixed-route transit routes.

Figure 5



This includes all persons regardless of age. **Table 5** shows the number of disabled persons whose age either falls between 18 and 64 or is 65 years and older. It also indicates how many from these two age groups qualify as living below the poverty level based on their recorded incomes over a twelve-month period.

In the SPC Region nearly an estimated 370,000 people, or 14.9% of the total population, live with one or more physical and/or intellectual disabilities. Regionally, this is nearly 10% higher than the national 13.6%, with Fayette and Greene counties having the highest percentage in this demographic. Both counties show approximately 20% of the population living with a disability, notably 47.1% higher than the national average. **Figure 6** shows individuals living with disabilities compared to population density.

Figure 6

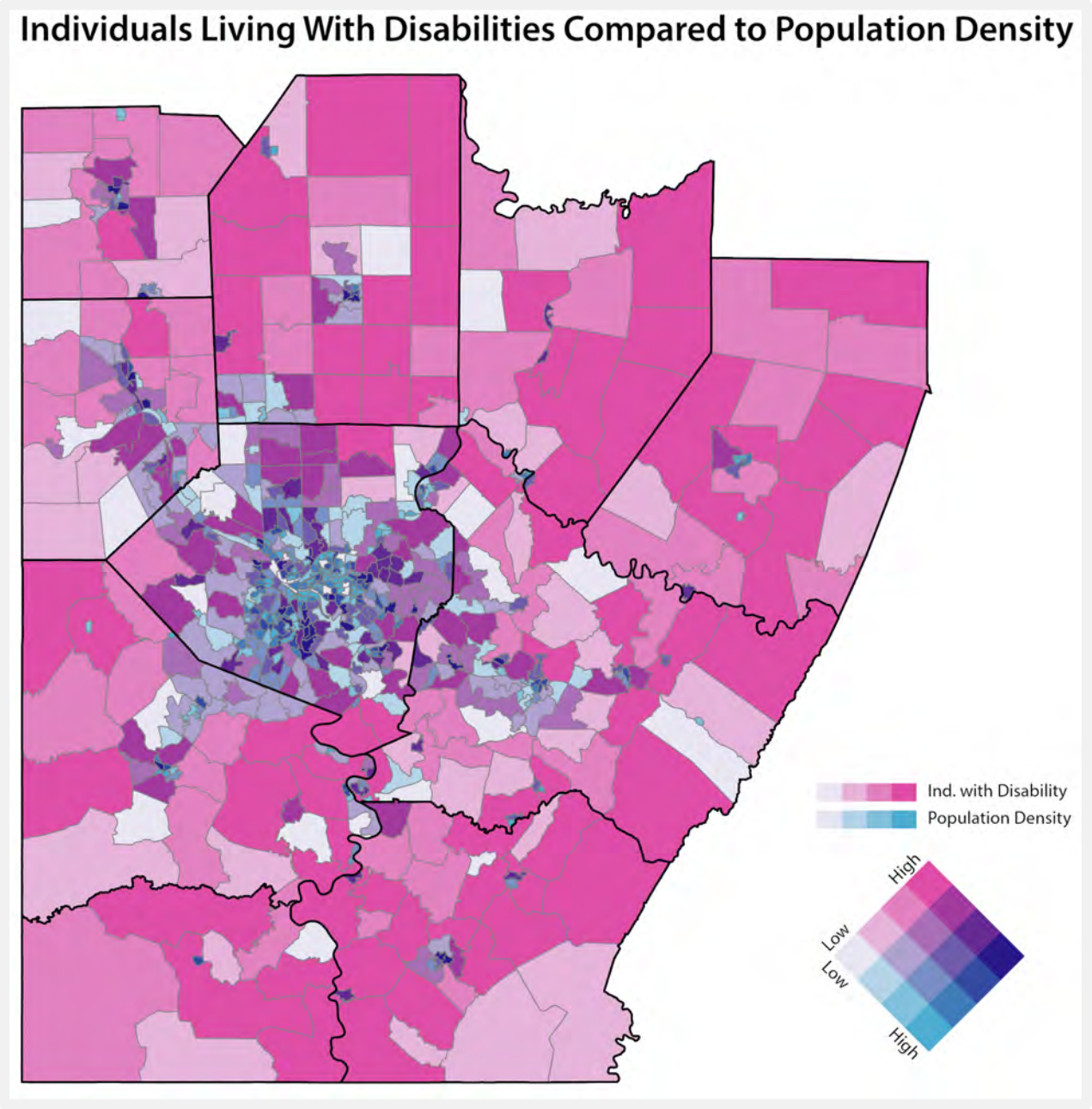

Individuals Living With Disabilities Compared to Population Density
Ind. with Disability
Population Density
High
Low
Low
High

Table 5 – Selected Characteristics of Adults with Disabilities in SW PA

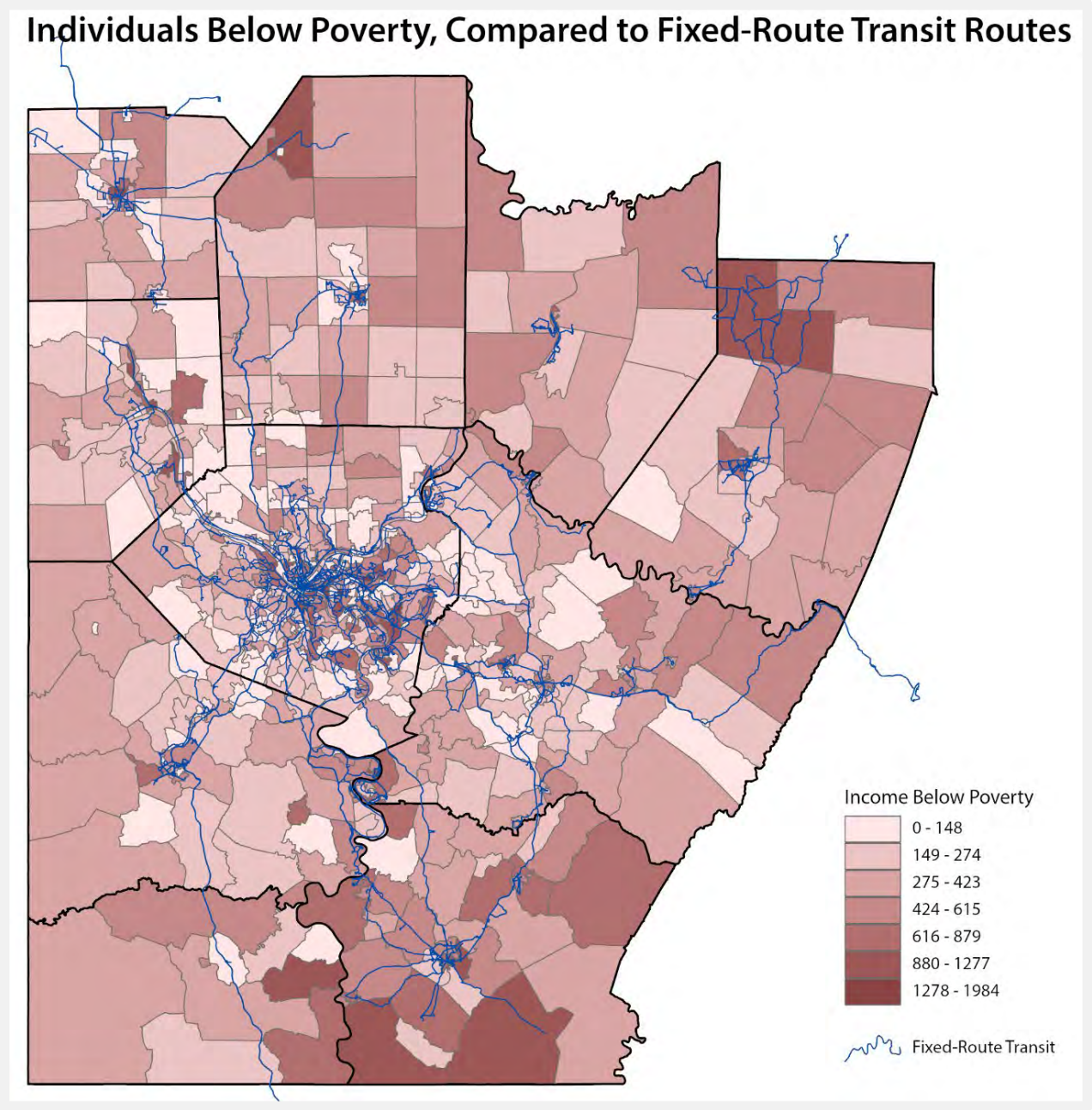
Selected Characteristics of Individuals with Disabilities

	Age 18-64	18-64 & Below Poverty	Age 65+	65+ & Below Poverty
SPC Region	**202,804**	**52,347**	**169,487**	**20,504**
Allegheny	78,853	19,273	75,833	9,409
Armstrong	5,075	1,130	5,178	717
Beaver	12,504	3,361	11,511	1,127
Butler	11,567	2,658	11,500	905
Fayette	12,616	4,087	11,060	1,952
Greene	3,330	1,093	2,521	394
Indiana	6,065	1,596	6,143	875
Lawrence	7,036	2,022	6,847	688
Washington	13,355	3,112	14,305	1,505
Westmoreland	25,470	6,741	24,589	2,932

5. Individuals Experiencing Poverty or Low Income

People living in families with incomes at 200 percent of the Federal Poverty Level (FPL) are defined as low income whereas “poor” is defined as 100 percent of the Federal Poverty Level. Maintaining access to reliable transportation for employment, healthcare, or education can be extremely difficult with such limited resources. In many cases, low-income people may be eligible for programs that offer assistance, discounts, or reimbursement of some costs associated with transportation. **Figure 7** shows individuals below poverty compared to fixed-route transit routes and **Figure 8** shows individuals below poverty compared to population density.

Figure 7



States and local jurisdictions define low-income based on census information gathered by the federal government. The U.S. Department of Housing and Urban Development, or HUD, sets the parameters for low-income programs such as home financing and rental assistance, estimating median incomes and adjusting by household size in specific areas called Metropolitan Statistical Areas (MSAs). **Table 6** outlines the low-income categories as defined by HUD.

Figure 8

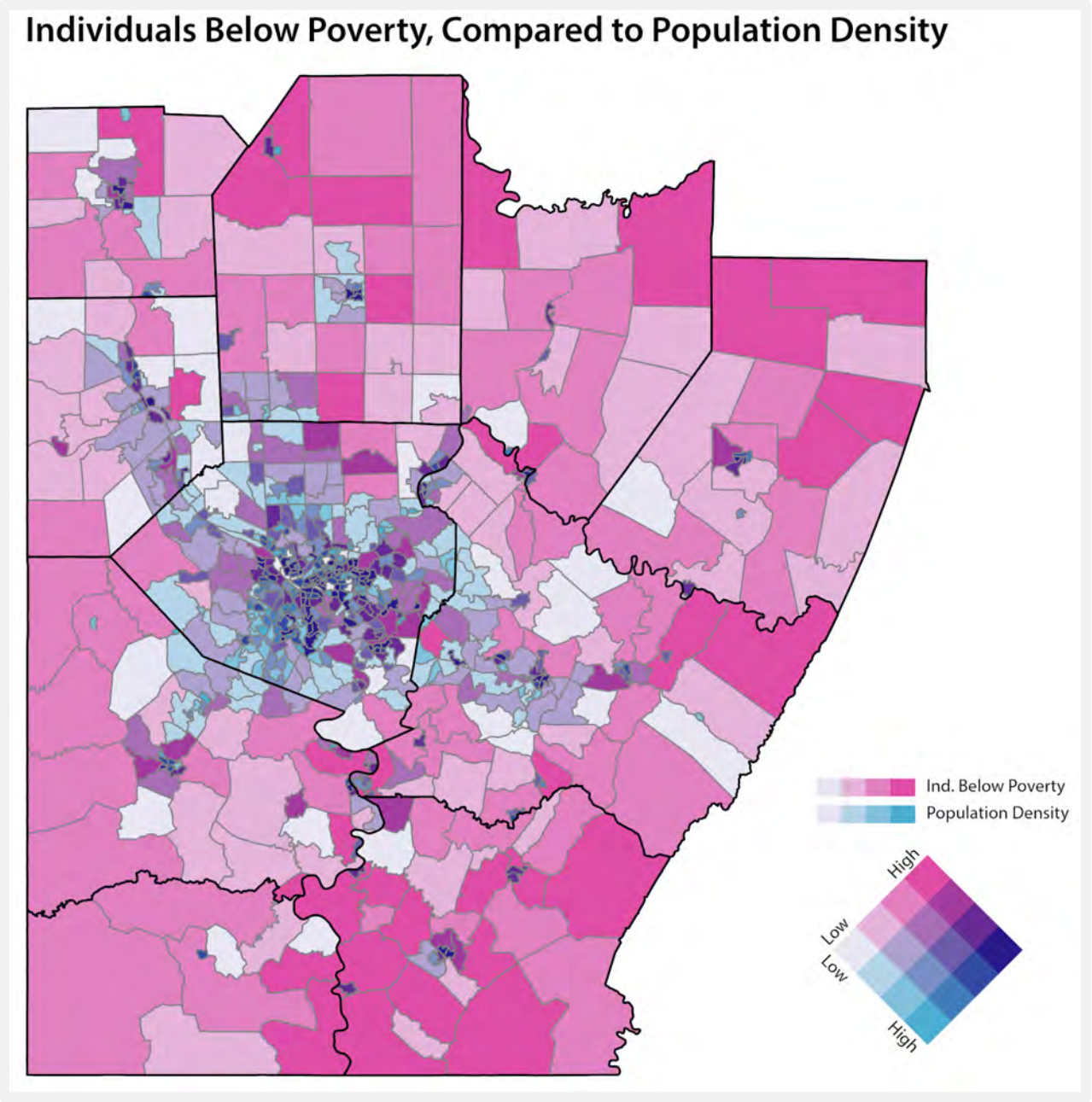

Individuals Below Poverty, Compared to Population Density
Ind. Below Poverty
Population Density
High
Low
Low
High

Table 6 - Low-income categories according to HUD

Low Income	80% of MSA's median income
Very Low Income	50% of MSA's median income
Extremely Low Income	30% of MSA's median income

Additionally, the U.S. Census Bureau uses poverty thresholds to make overall calculations about the United States population. This would include estimating the number of people in poverty nationwide each year and classifying them by type of residence, race, and other social, economic, and demographic characteristics. The U.S. Department of Health and Human Services uses a simplified version of the poverty thresholds, called poverty guidelines, to determine whether families are eligible for federal entitlement programs, like nutritional assistance, cash assistance, and social security. **Table 7** outlines the different poverty levels and the associated group for Pennsylvania's available Medicaid benefits and services.

Table 7 – 2024 Federal Poverty Level and PA Medicaid Qualification Thresholds

2024 Federal Poverty Level and PA Medicaid Qualification Thresholds

Family Size	Poverty (Qualified Medicare Beneficiary)	120% (Specified Low-Income Beneficiary)	135% (Qualifying Individuals Group)
1	$15,060	$18,072	$20,331
2	$20,440	$24,528	$27,594
3	$25,820	$30,984	$34,857
4	$31,200	$37,440	$42,120
5	$36,580	$43,896	$49,383
6	$41,960	$50,352	$56,646
7	$47,340	$56,808	$63,909
8	$52,720	$63,264	$71,172
9+	+$5380 per person		

The parameters of the Federal Poverty Level (FPL) increase annually, based on the cost of living. For those seeking benefits from certain assistance programs, it's important to understand how their income compares to the FPL to determine their eligibility.

Specifically in Pennsylvania, the Department of Human Services offers different benefit programs for health care and medical transportation which may be based on the income categories shown in **Table 7** above, if the individual is receiving Medicare benefits, and other qualifying factors.

Based on 5-Year American Community Survey data, 10.9% percent of Southwestern Pennsylvania residents are

living below the poverty level, a decrease overall of 1.3% for the region. Most counties in the region have poverty rates of between 9 – 12%, with Fayette having the highest rate of 16.2%, and Butler the lowest of 7.9%. If all those who qualify as low-income (between 100% and 200% of the FPL) were included, the number of people with limited incomes would increase significantly.

As expected, a family living in poverty is likely to qualify for more assistance than people who earn low incomes. Practically speaking, however, people who meet the technical measure of poverty and those who earn a little more income live similar lives. Like those living in poverty, low-income individuals struggle with meeting their basic needs, including access to medical care, social services, jobs, and daily living activities. This plan presumes that low, very low, and extremely low-income families experience the impact of transportation barriers in comparable ways.

Table 8 – SW PA Residents with Limited Incomes

SW PA Residents with Limited Incomes

	Total Population	Below Poverty	% Below Poverty	% Change since 2017
SPC Region	**2,499,161**	**271,243**	**10.9%**	**-1.3%**
Allegheny	1,211,057	134,506	11.1%	-2.8%
Armstrong	64,817	6,725	10.4%	-0.4%
Beaver	164,743	17,201	10.4%	-0.1%
Butler	189,288	14,930	7.9%	-3.3%
Fayette	123,982	20,088	16.2%	-2.4%
Greene	32,596	4,208	12.9%	-4.0%
Indiana	77,785	10,100	13.0%	-2.0%
Lawrence	83,592	10,322	12.3%	-0.1%
Washington	204,047	19,392	9.5%	-0.7%
Westmoreland	347,254	33,771	9.7%	-1.2%

6. Veterans

Military veterans within the SPC region are a sizeable demographic and, among them, fully one-third of the population lives with a disability that may qualify them for transportation services. Figure 9 shows the Veteran Population Compared to Population Density by Census Block Group.

In addition to healthcare services provided by the Pennsylvania Department of Veteran Affairs (VA), free transportation for veterans to and from VA healthcare facilities may also be available on a county-by-county basis. In partnership with the VA, Disabled American Veterans (DAV) provides scheduled van rides for veterans in need of transportation with offices in nine of the 10 SPC counties in the SPC region. Residents of Fayette County, the only exception, still have access to these transportation services, but must book trips based on their destination facility instead of their home county. A complete list of contacts and facility locations is

available on the VA website at: https://www.va.gov/pittsburgh-health-care/dav-vans-transportation-for-veterans/ and https://www.va.gov/pittsburgh-health-care/locations/

Figure 9

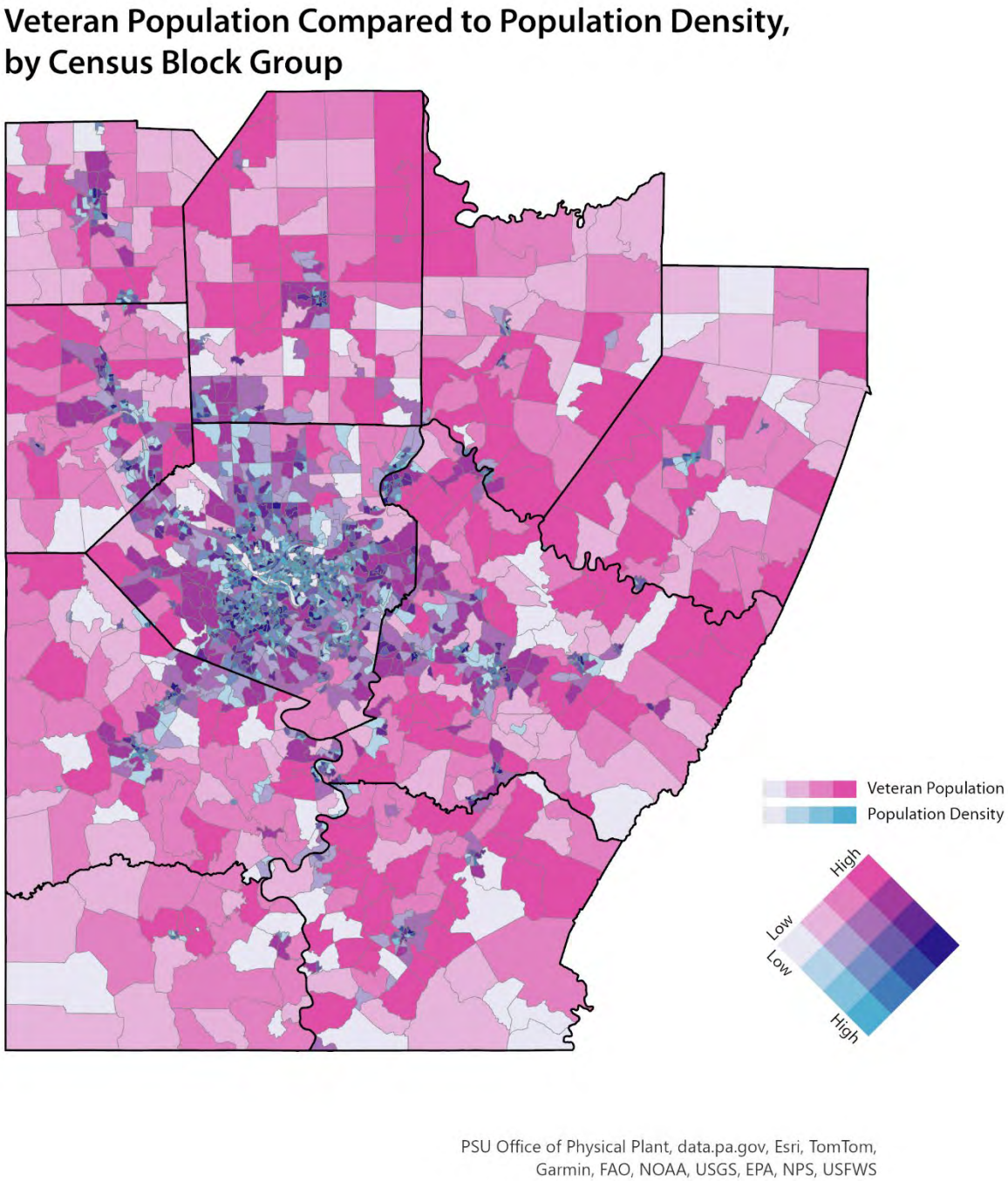


Table 9– Veteran Population

Veteran Population

	Veteran Population	Veterans with Disability
SPC Region	**147,972**	**46,167**
Allegheny	63,133	19,567
Armstrong	4,631	1,431
Beaver	11,033	3,285
Butler	12,104	3,470
Fayette	7,952	3,166
Greene	2,519	1,185
Indiana	5,198	1,916
Lawrence	5,906	1,862
Washington	12,397	3,846
Westmoreland	23,099	6,439

7. Environmental Justice Areas and Justice40

The U.S. Environmental Protection Agency's Office of Environmental Justice defines environmental justice as:

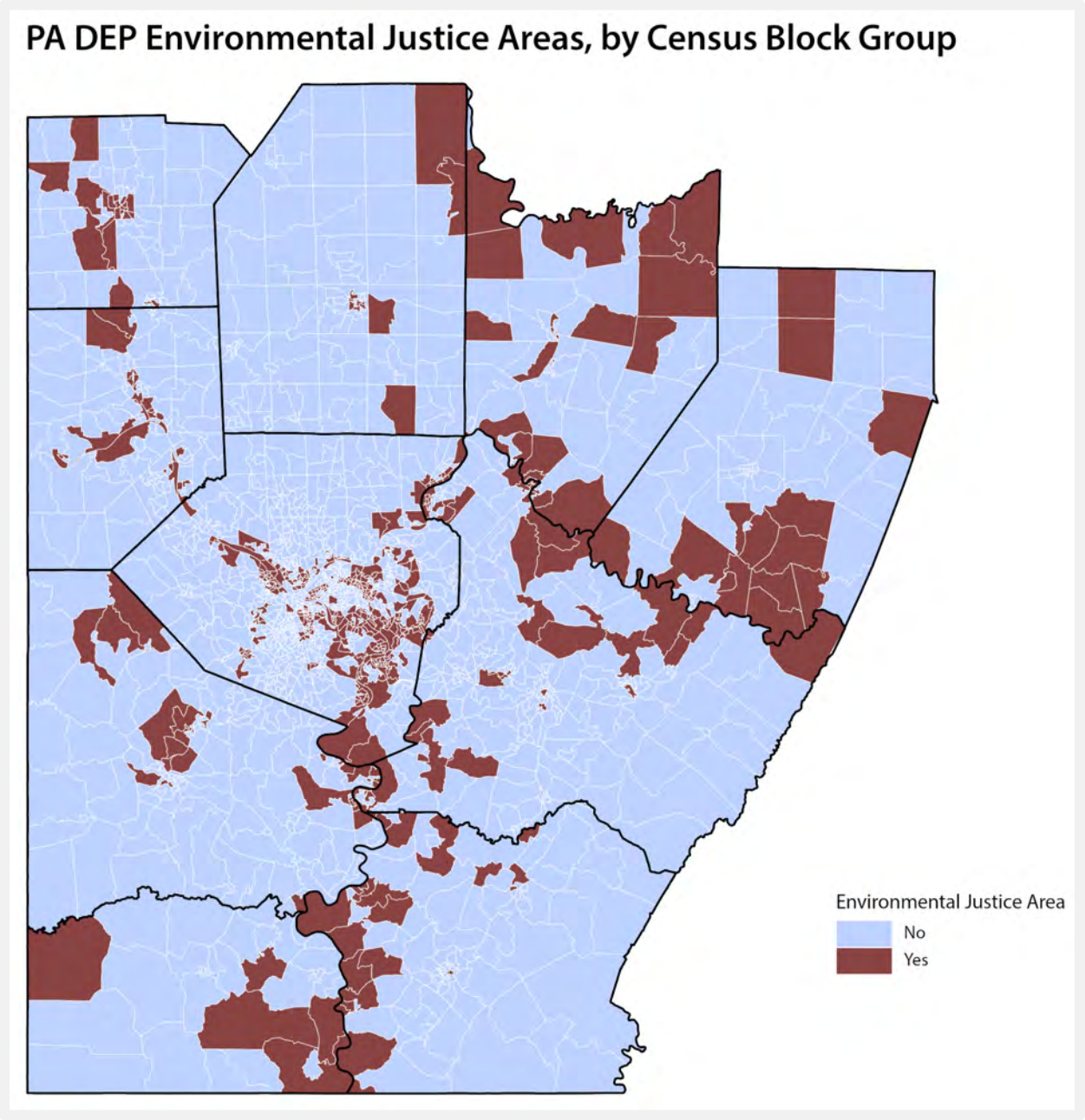
> *"The fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations and policies. Fair treatment means that no group of people, including racial, ethnic, or socioeconomic group should bear a disproportionate share of the negative environmental consequences resulting from industrial, municipal, and commercial operations or the execution of federal, state, local, and tribal programs and policies."*[10]

In 2021, US Executive Order 14008 created the Justice40 Initiative to confront and address underinvestment in disadvantaged communities. Based on criteria established by the EPA, 543 Census Block Groups across over 200 communities within Southwestern Pennsylvania are considered disadvantaged communities. Justice40 is an opportunity to address gaps in transportation infrastructure and public services by working toward the goal that at least 40% of the benefits from U.S. Department of Transportation grants, programs, and initiatives flow to disadvantaged communities.

Since the start of the initiative, qualifying Environmental Justice Areas have been eligible for an expanding range of funding options. As such, it is useful and, in some cases, required to understand and demonstrate where these areas lie when planning for service or infrastructure improvements.

[10] https://www.whitehouse.gov/environmentaljustice/justice40/

Figure 10


PA DEP Environmental Justice Areas, by Census Block Group
Environmental Justice Area
No
Yes

TRANSPORTATION TODAY

1. Public Transportation Services

Fixed Route Transit

Providing over 38 million rides per year[11], fixed route transit services in Southwestern Pennsylvania form an integral part of the transportation network within the region. Pittsburgh Regional Transit (PRT) is the largest of the region's transit systems and, along with eight other counties, provides designated public transportation on vehicles operating along prescribed routes according to fixed schedules (i.e. fixed route). Because of its relatively large size when compared to the area's other fixed route providers, PRT is allocated the greater portion of the region's transit dollars with the remaining agencies receiving their proportionate shares.

Greene County is the only county in the region that does not have fixed route services. Conversely, Mid Mon Valley Transit Authority's fixed routes are designed to serve portions of Fayette, Washington, and Westmoreland counties.

Non-Fixed Route Transportation

Non-fixed route transportation is a form of travel where vehicles plan their routes based on specific transportation demand rather than using a predefined route or timetable. This type of service, sometimes referred to as on-demand or shared ride, picks passengers up and drops them off in locations according to their specific needs. Available across the region, non-fixed route services can be provided by public, private, and non-profit entities and may or may not be publicly subsidized.

Southwestern Pennsylvania's Fixed Route Transit Services by County

ALLEGHENY: Pittsburgh Regional Transit (PRT)

ARMSTRONG: Mid County Transit Authority (aka Town & Country Transit or TACT)

BEAVER: Beaver County Transit Authority (BCTA)

BUTLER: Butler Transit Authority (BTA)

FAYETTE: Fayette Area Coordinated Transportation (FACT)

INDIANA: Indiana County Transit Authority (IndiGO)

LAWRENCE: New Castle Area Transit Authority (NCATA)

WASHINGTON: Washington County Transportation Authority (aka Freedom Transit)

WESTMORELAND: Westmoreland County Transit Authority (WCTA)

FAYETTE, WASHINGTON, WESTMORELAND: Mid Mon Valley Transit Authority (MMVTA)

In general, the paratransit service network for each transit system or county has an established fare structure where fares are set at a level to cover the cost of operating the service. Because there is no service subsidy, the fares are so high that the general public cannot really afford to ride the service(s) without some form of fare subsidy. These Human Service Transportation services, which are called PennDOT shared-ride programs (SRP), encompass a range of accessibility alternatives intended to transport individuals who have difficulties providing their own transportation due to age, disability, or income. As the name implies, ride sharing is a requirement of all SRP trips. Carrying multiple passengers per trip even when their destinations may be different is intended to enhance efficiency and effectiveness. There are a variety of funding programs that help to subsidize the trips for different groups of individuals or trip purposes depending on age, income, disability status and other factors.

[11] Based on data contained in the Pennsylvania Department of Transportation's Public Transportation Annual Performance Report (Fiscal Year 2022-2023) https://www.penndot.pa.gov/Doing-Business/Transit/InformationandReports/Documents/PennDOT%20BPT%20Annual%20Performance%20Report%202022-2023.pdf

The following highlights some of the programs.

- **Senior Shared-Ride Program (65+)**

Providing shared-ride services for people 65 years and older and operating on a non-fixed route basis within defined geographic areas and funded through the Pennsylvania Lottery. The program covers up to 85% of the fare for senior citizens 65 and over. Each system or County has specific parameters that they use to manage the program and program cost.

- **Persons with Disabilities Program (PwD)**

PennDOT State funded program that covers up to 85% of the fare for people with disabilities between 18 and 65 years of age on the Shared Ride Network of Service. This service cannot overlap with Fixed Route Service or ADA complementary service where those services exist.

- **ADA Complementary Paratransit Service**

Complementary paratransit offered where fixed route service is available, providing origin to destination transportation that is a complement to the fixed route system for eligible people with disabilities who are unable to access and use the fixed route system.

- **Medical Assistance Transportation Program (MATP)**

Non-emergency medical transportation (NEMT) services and subsidized through the state's Department of Human Services via the federal Medicaid Program. This program will pay 100% of the cost of transportation including mileage reimbursement and public transportation fare reimbursement for those that meet income eligibility requirements for medical transportation. The Medical Assistance Transportation Program (MATP) is available to all Medicare recipients in Pennsylvania.

RAMP On-Demand Transportation Pilot

RAMP is the Rural Access Mobility Platform, a pilot program that seeks to enhance transportation efficiency and accessibility for essential needs. During the trial period, the project will gather valuable data to help the community identify sustainable solutions and secure long-term financial support for addressing transportation challenges. Carnegie Mellon University, in partnership with Blueprints, Waynesburg University, and Greene County Commission has conducted research and created this pilot transportation program to help improve transportation systems in rural areas. Blueprints, a Community Action Agency located in Washington and Greene Counties, is managing operations and logistics for the program. RAMP provides service in a select territory in Greene County based upon access to reliable cell and internet coverage.

One van operates a fixed route between Waynesburg, PA, and Carmichaels, PA. Eligible riders can also request rides "on-demand" for pickup and drop-off at locations of their choosing. There are also routes to major shopping and transportation hubs in Washington, PA, and Morgantown, WV.

More information on these programs, including how to find providers by county, is available at the following websites:

Pennsylvania Department of Human Services Programs:

https://www.pa.gov/agencies/dhs/programs-services.html

PA Medical Assistance Transportation Program:

https://www.pa.gov/services/dhs/medical-assistance-transportation-program.html

Pennsylvania Find My Ride:

https://findmyride.penndot.pa.gov/fmr-edu/home#header

Managed Care Organizations (MCOs) provide transportation subsidies to assist people to meet their health care needs.

Other Programs: There are a lot of other programs both local and state funded as well as privately funded programs that "piggyback" on the local transportation service networks to help meet transportation needs for a wide range of individuals that need assistance.

In addition, there are a wide range of private Transportation Network Company (TNC) and taxi/jitney services operating in the region that are typically not publicly subsidized.

Barring a few exceptions, the region's subsidized Human Services Transportation trips are administered by the fixed route transit agencies. Each asterisked entity in the Human Services Transportation listing below identifies an exception.

What is Non-Emergency Medical Transportation?

In addition to the primary Federal requirements for Medicaid, which include statewide availability, comparability, and freedom of choice, Medicaid must also ensure eligible consumers can access the care they need. In Pennsylvania, this non - emergency medical transportation is provided through the Medical Assistance Transportation Program or MATP.

Handbook for Examining the Effects of NEMT Brokerages on Transportation Coordination, National Academies Press, 2018 National Academies of Sciences

Southwestern Pennsylvania's Human Services Transportation by County

ALLEGHENY: Transdev Services, Inc. (d.b.a. Access Transportation Systems) *	**GREENE:** Greene County Transportation*
ARMSTRONG: Mid County Transit Authority	**INDIANA:** Indiana County Transit Authority (IndiGO)
BEAVER: Beaver County Transit Authority (BCTA)	**LAWRENCE:** Allied Coordinated Transportation Services (ACTS)*
BUTLER: Butler Area Rural Transportation (BART)*	**WASHINGTON:** Washington County Transportation Authority (WCTA) aka Freedom Transit
FAYETTE: Fayette Area Coordinated Transportation (FACT)	**WESTMORELAND:** GoWestmoreland

According to ridership numbers included in the fiscal year 2022-2023 Pennsylvania Public Transportation Annual Performance Report, the number of trips taken in the region that year through the PennDOT Shared-Ride Programs was over 1.4 million.

Other Publicly Supported Transportation

CommuteInfo

Commuter transportation programs in the form of vanpools and carpools are an important component of the transportation network in the ten-county region. CommuteInfo, a special program within SPC, operates a customer-focused full- service commuting options resource center, is a contract partner for the region's vanpool program, facilitates and tracks local area carpool arrangements, and oversees the forum for organizing regional access-to-work efforts. Currently, SPC has contracts with "Commute with Enterprise",

whose responsibility is to provide vehicles, insurance, and maintenance services to people going to and from work in vanpools.

In 2024, there were 17 vanpools operating in Southwestern Pennsylvania with 100 participants getting to and from work via the CommuteInfo vans. The average monthly cost per rider ranged from $90 to $120. There were 116 registered carpools serving 290 riders in the region as well.

Photograph 1 - CommuteInfo Van (Taken by: SPC)

Heritage Community Transportation

Heritage Community Initiatives (HCI) is a non-profit organization located just east of the City of Pittsburgh in the borough of Braddock. The agency serves individuals and families facing socioeconomic challenges in forty communities within Allegheny County. One of its programs - Heritage Community Transportation - provides transit services at a minimal cost for fifteen mostly disadvantaged communities in the Mon Valley. More than 70% of transportation riders have an annual household income of less than $20,000 and meet federal poverty guidelines. A majority of the riders use the transit services to travel to and from work. [12] The transportation service connects people to both local destinations, not served by the fixed route system by facilitating first- and last-mile access. HCI's three fixed routes charge 25 cents a ride (ages 12-64), providing 1.6 million rides in 2023. Children 6-11 years old and persons with disabilities pay only 10 cents per one-way trip. Children 5 years and younger and adults 65 years and older can ride for free.

RideACTA

The Airport Corridor Transportation Association (ACTA) is a non-profit transportation management association (TMA) located in Robinson Township in Pittsburgh's western suburbs. ACTA serves the business community located along the Parkway West – in particular, Findlay, Moon, North Fayette, and Robinson Townships.

Serving Allegheny County's airport corridor, RideACTA is a shared-ride, flex-route shuttle service that transports people between the IKEA Super Stop in Robinson Town Centre and over 200 local businesses. RideACTA shuttles provided more than 29,000 rides in 2022.[13] The regular cash fare is 25 cents. Based on eligibility, discounts or free rides are available to children, persons with disabilities, and seniors.

2. Public Transportation Services by the Numbers

Performance Data: Fixed Route Services

Every year, the Pennsylvania's Department of Transportation (PennDOT) compiles a report that, among other things, shares annual performance data of agencies operating across the Commonwealth and providing fixed route and community transportation services[14]. The Pennsylvania Public Transportation Annual Performance Report for state fiscal year 2022-23 was reviewed for this plan. **Table 10** includes the most recently available numbers for the fixed route transit services provided in Southwestern Pennsylvania. This table separates the data into two categories – Urban Systems and Rural Systems.

[12] https://heritageserves.org/2024/05/learn-more-about-our-statisitics-of-service/
[13] https://www.transit.dot.gov/sites/fta.dot.gov/files/transit_agency_profile_doc/2022/30990.pdf
[14] The Annual Performance Report's "community transportation" data pertains to trips provided through the Commonwealth's Shared-Ride Programs.

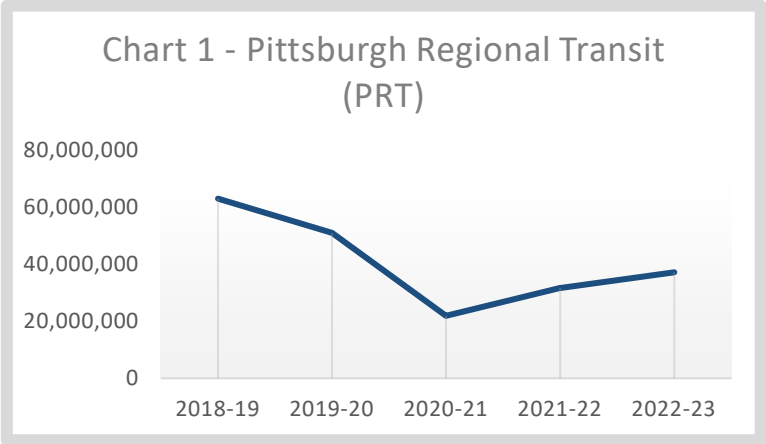
Table 10 - *Fixed Route Transit Providers in the SPC Region (FY2022-2023)*

COUNTY	TRANSIT AGENCY	Total Unlinked Trips	Free Senior Citizen Trips	Fixed Route Base Fare	Service Area (sq mi)
URBAN SYSTEMS					
Allegheny	Heritage Community Initiatives (HCI)[15]	41,323	2,245	$0.25	51
	Port Authority of Allegheny County (PAAC)	37,169,490	3,418,866	$2.75	775
Beaver	Beaver County Transit Authority (BCTA)	321,032	50,103	$2.50	440
Fayette	Fayette Area Coordinated Transportation (FACT)	90,176	9,898	$1.50	791
Washington	Washington County Transportation Authority aka Freedom Transit	85,325	16,196	$1.50	857
Westmoreland	Westmoreland County Transit Authority (WCTA)	208,517	41,996	$2.00	517
Fayette / Wash. / West.	Mid Mon Valley Transit Authority (MMVTA)	211,949	25,231	$2.00	45
RURAL SYSTEMS					
Armstrong	Mid County Transit Authority (TACT)	29,407	8,003	$1.25	24
Butler	Butler Transit Authority (BTA)	175,527	35,567	$1.25	25
Indiana	Indiana County Transit Authority (IndiGO)	159,039	18,538	$1.50	504
Lawrence	New Castle Area Transit Authority (NCATA)	399,272	69,434	$1.00	178

[15] Data from July 2023 to June 2024

Fixed Route Passenger Trip Statistics

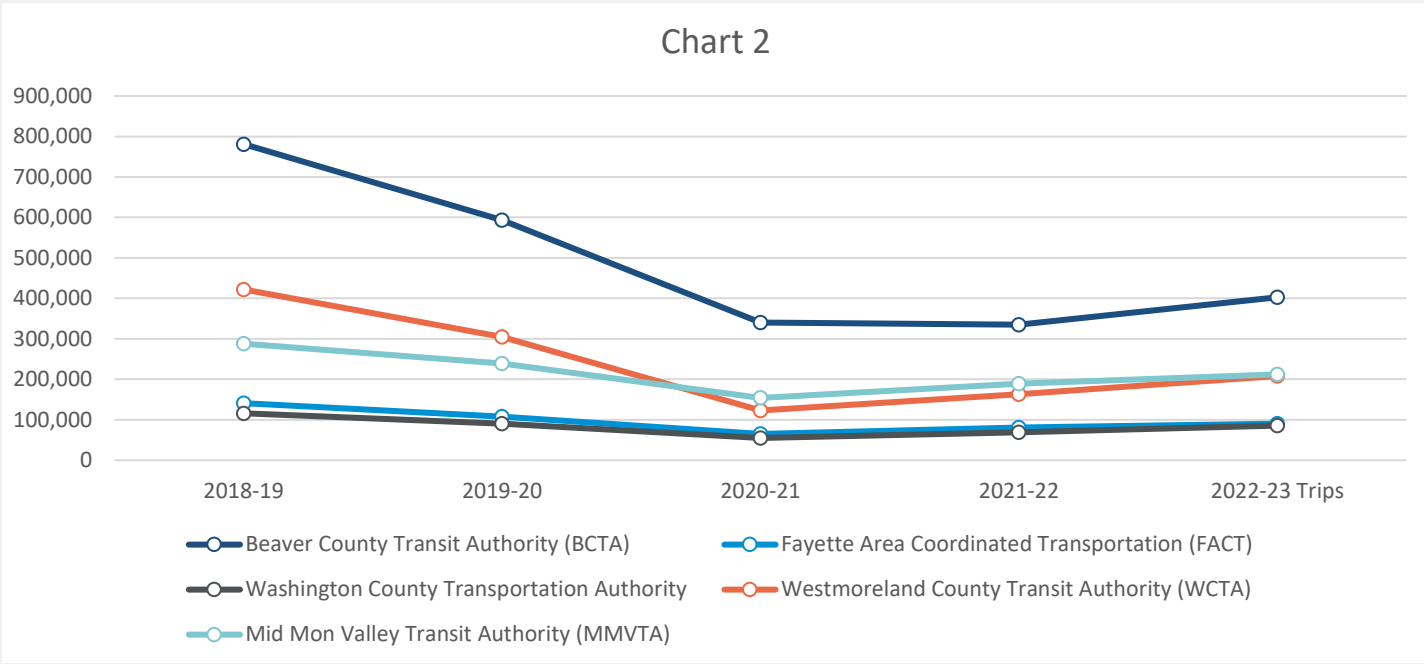
All across the country, transit agencies have experienced reductions in service after the COVID-19 pandemic as people change their work and commuting practices. According to the Federal Transit Administration's August 2024 "*Effects of the COVID-19 Pandemic on Transit Ridership and Accessibility*" report "Reduced travel led to a decrease in transit ridership of 81 percent between April 2019 and April 2020." However, "As of September 2023, overall ridership levels have increased to 74 percent of September 2019 levels."[16] Since the previous CTP, the number of fixed route passenger trips (including those for senior citizens) recorded by the region's ten agencies certainly indicates reductions in ridership overall. Charts 1, 2, and 3 depict the differences in trips provided by the fixed route transit agencies in Southwestern Pennsylvania between 2018 and 2023. The source for this information is also PennDOT's public transportation report for FY2022-23.



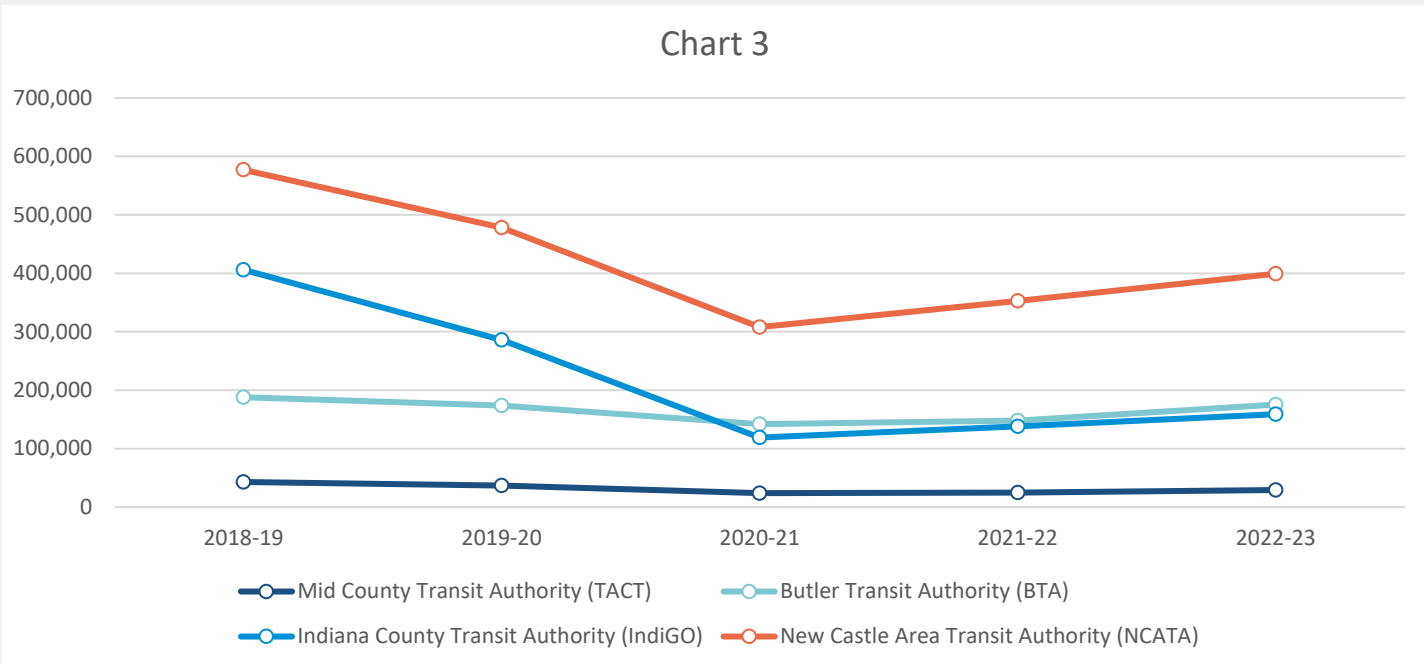
Changes in PRT's Passenger Trip Statistics over a three-year period show a 41% reduction in trips, which translates to close to 25 million fewer rides taken.

The transit agencies serving Beaver, Fayette, Washington, and Westmoreland counties, and select Mid Mon Valley communities individually completed somewhere between 85,000 and 400,000 trips per year. Chart 2 shows the decreases and/or increases in trips for each agency. Between 2018 and 2023, BCTA, FACT, Washington County Transportation Authority (aka Freedom Transit), MMVTA, and Westmoreland County Transit experienced decreases of 48%, 36%, 26%, 51%, and 26% respectively, in the number of trips provided.

[16] https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-08/FTA-Report-0268-Effects-of-the-COVID-19-Pandemic-on-Transit-Ridership-and-Accessibility.pdf



The agencies providing fixed route transit services in Butler, Indiana, Armstrong, and Lawrence counties individually carried somewhere between 29,000 and 400,000 passengers per year. Chart 3 shows the decreases and/or increases in trips for each agency. Between 2018 and 2023, BTA, IndiGO, Mid County, and NCATA experienced decreases of 7%, 61%, 32%, and 31%, respectively, in the number of trips provided.



According to the Federal Transit Administration's August 2024 "*Effects of the COVID-19 Pandemic on Transit Ridership and Accessibility*" report, "Transit service cuts did not affect all areas or riders equally. A study of 22 U.S. cities found that Census block groups with socioeconomic disadvantages were more likely to lose transit access during the pandemic. Block groups with disadvantages experienced an even higher likelihood of losing transit access.[17] Additionally, in a national survey of transit users, respondents were more likely to have trouble accessing employment and services if they were living in poverty; unable to increase their levels of telework; living without a driver's license; Hispanic or Latino; or female or a gender minority.[18]"

The report "*On the Horizon: Planning for Post-Pandemic Travel*", November 2021 by the American Public Transportation Association[19], indicates that Pittsburgh Regional Transit (former Allegheny County Port Authority) expanded service during the pandemic to communities where many people of color and families with low incomes lived. It was noted that the Pittsburgh Regional Transit convened a response team early and developed a pandemic plan.

Demand-Response Services

Also found in PennDOT's FY2022-23 Annual Performance Report and shown in **Table 11** are trip statistics for the region's shared-ride services that are part of the PennDOT Shared-Ride Programs. There are three categories shown in this table - Urban Systems, Rural Systems, and Community Transportation.

Across the region, these trips are provided in three distinct ways: 1) directly by a county-based transit agency; 2) indirectly through a contract agreement that the transit agency has with a broker or private transportation provider(s); and 3) through a non-profit or government-supported community transportation entity. Also included in **Table 11** are trip statistics for RideACTA, which is a subsidized non-fixed route, on-demand service operated by the non-profit ACTA.

Other Shared-Rides, Non-Public Trips, and Escort Trips

- **Other Shared-Rides** include any trip other than 65+ or PwD that a shared-ride provider delivers as part of its public service. Most commonly, these trips would be funded by Medical Assistance Transportation (MATP), Mental Health/Intellectual Disabilities (MH/ID), or Area Agency on Aging (AAA) 60- Plus Adults programs.
- **Non-Public Trips** are rides provided by a shared-ride provider that are outside the geographic boundaries and/or service hours of its public service. Unlike any destination served by the Shared-Ride and PwD programs, these trips would be available only to distinct clientele. A common example would be a shared-ride provider performing out-of-county trips to a medical specialist for an eligible MATP consumer. Typically, a shared-ride provider limits how far into another county it will travel, with the range roughly between 1-5 miles. With the intention of fully covering the cost of delivering this special service, fares for non-public trips are higher than public shared-ride fares.

[17] Kar, Armita, Andre L. Carrel, Harvey J. Miller, and Huyen T.K. Le. "Public Transit Cuts during COVID-19 Compound Social Vulnerability in 22 US Cities." Transportation Research Part D: Transport and Environment 110 (September 2022): 103435. https://doi.org/10.1016/j.trd.2022.103435

[18] Parker, Madeleine E.G., Meiqing Li, Mohamed Amine Bouzaghrane, Hassan Obeid, Drake Hayes, Karen Trapenberg Frick, Daniel A. Rodríguez, Raja Sengupta, Joan Walker, and Daniel G. Chatman. "Public Transit Use in the United States in the Era of COVID-19: Transit Riders' Travel Behavior in the COVID-19 Impact and Recovery Period." Transport Policy 111 (July 2021): 53–62. https://doi.org/10.1016/j.tranpol.2021.07.005

[19] https://yonahfreemark.com/wp-content/uploads/2021/11/APTA-On-The-Horizon-Nov2021.pdf

Table 11 - Non-Fixed Route and Human Services Transportation Providers in the SPC Region (FY2022-2023)

COUNTY	NON-FIXED ROUTE PROVIDER	65+ Trips	PwD Trips	Other Shared Rides	Non-Public Trips	Escort Trips	Avg Trip Cost
URBAN SYSTEMS							
Allegheny	ACTA RideACTA	19	0	28,054	0	0	$14.72
	PRT TransDev	404,921	21,066	235,201	10,755	40,078	$46.39
Beaver	BCTA Demand and Response Transit	32,530	0	37,083	59,736	3,914	$38.09
Fayette	Fayette Area Coordinated Transportation	22,908	3,704	62,934	92	2,467	$28.80
Washington	Washington County Transportation Authority (aka Freedom Transit)	56,589	15,857	69,108	3,489	0	$36.87
Westmoreland	WCTA GOWestmoreland	47,126	10,972	78,710	39,090	5,038	$39.75
RURAL SYSTEMS							
Armstrong	Mid County Transit Authority	5,923	1,112	2,397	0	466	$62.67
Indiana	Indiana County Transit Authority	15,807	1,384	6,519	11,329	1,570	$32.26
COMMUNITY TRANSPORTATION							
Butler	Butler Area Rural Transit (BART)[20]	9,392	2,833	13,401	849	0	$19.60
Greene	Greene County Transportation	12,165	2,940	20,728	1,652	3,702	$28.67
Lawrence	Allied Coordinated Transportation	21,842	3,234	53,973	6,837	5,079	$17.42

3. Private Transportation Services

"Shared mobility" is the fast-growing transportation sector defined by the nonprofit Shared-Use Mobility Center (SUMC) as "transportation services and resources that are shared among users, either concurrently or one after another."[21]

While public transit is the epitome of shared mobility, advances in technology in recent years have created a space for many innovative transportation options to emerge in both the public and private sectors. These types of shared mobility, which include car-sharing, ride-hailing, micromobility options such as bike- and scooter-sharing, and microtransit, are changing how people choose to move about their communities. SUMC also states that these transportation options have grown recently because of renewed interest in urbanism

[20] BART services are now coordinated through the Alliance for Nonprofit Resources.
[21] https://sharedusemobilitycenter.org/what-is-shared-mobility/

and growing environmental, energy, and economic concerns. Technology advances also made sharing assets and data easier, leading to manufacturers, rental car companies, startups, and cities to seek new solutions.

Car-Share in SW PA

Car-sharing is a service that provides members with access to a car, van, or truck for short-term use (usually hourly). The shared vehicles are distributed across a network of locations within a metropolitan area. Members can access the vehicles at any time with a reservation and are charged by either time or distance. Car-sharing provides most of the benefits of a personal vehicle without the costs of true ownership.

Operating in Southwestern Pennsylvania since 2007, the car-share company Zipcar has cars and vans located in different City of Pittsburgh neighborhoods.[22] Local area Zipcar members can book a vehicle 24/7, paying an hourly or daily fee. The company covers gas, insurance, parking and maintenance. In its marketing materials, Zipcar claims that, by choosing car-sharing over car ownership, a person can recoup monthly savings of close to $600.

Zipcar Services for Members with Disabilities

Zipcar makes vehicles with hand controls available to persons with disabilities; however, it requires advanced notice to allow time to locate and move an appropriate vehicle to the right location. The requirement that all animals in Zipcars be in carriers is also waived for service animals.

Ride-Hailing in SW PA

Ride-hailing providers, which are also called Transportation Network Companies or TNCs, use online-enabled platforms to connect passengers and local drivers using their personal vehicles. In most cases, they are a comfortable method for door-to-door transportation. Ride-hailing has become one of the most recognized and ubiquitous forms of shared mobility, with Uber and Lyft currently the top providers in the United States. In Southwestern Pennsylvania, companies Lyft, Uber and z-Trip provide ride-hailing services, with the greatest number of drivers operating in the urban areas. VETaxi is another ride-hailing service in Pittsburgh, PA that has twenty-five all accessible vehicles.

More and more, TNCs are including shared ride-hailing among their service offerings. For example, UberPool and Lyft Line involve the sharing of one vehicle by multiple riders to reduce vehicle trips. With these particular services, drivers carrying a passenger can add additional passengers who are traveling a similar route. For riders, this ride-hailing option is also known as “ride-splitting,” since the passengers split the cost of the trip.

Despite the tremendous growth in ride-hailing services across the country, transportation- disadvantaged populations are less likely to avail themselves of this option for very practical reasons: i.e. seniors and others who do not possess smart-phones, which are typically required to hail a TNC ride; the lack of wheelchair-accessible vehicles (WAVs) to accommodate persons with disabilities; and the high cost of TNC trips, especially for people with limited incomes.

Micromobility

Along with the shared mobility options already described, micromobility services such as bike-share and scooter-share are being deployed in many U.S. cities to further transform the country’s mobility landscape. While traveling by bikes and scooters offers people a clean, convenient, and relatively inexpensive way of getting around, determining how best to manage these increasingly popular on-street modes is a major concern for local municipalities. As with all other emerging mode options, when it comes to micromobility, communities must ensure that its benefits are equitable among all population groups.

[22] In June 2024, Zipcar vehicles were available for members to rent at 21 distinct locations.

Bike-Share

Bike-sharing allows users to take short point-to-point trips using a fleet of public or private bikes distributed throughout a community. To date, more than 400 North American cities have launched bike-share systems.[23]

As of 2024, the only bike-share program in the Southwestern Pennsylvania region is Pittsburgh's POGOH, operated by Bike Share Pittsburgh, which was formed in 2012 and originally launched the Healthy Ride system in 2015. In 2022, Bike Share Pittsburgh rebranded under a new name: POGOH. The rebrand and complete system replacement with 172 traditional pedal bikes and 173 electric-assist bikes at 38 stations. All POGOH stations are located within the City of Pittsburgh. POGOH users can rent bikes for $4 per half-hour ($5.50 for an e-bike rental) at one location and drop them off at another. In addition to paying per ride, users can sign up for additional memberships based on the frequency of use. Over 211,251 rides were taken in 2023.[24]

Stations have been located in some less affluent neighborhoods such as Larimer, Homewood, and the Hill District, which can help to close the transportation equity gap (albeit in a small way) for low-income and minority residents. The POGOH 2022 Annual Report shows that just over 3% of their ridership was over the age of 60 that year. POGOH's accessibility program, Adaptive POGOH creates access to cycling for people of all abilities. The fleet of seven adaptive rental bikes are available at the Eliza Furnace Trailhead on select days from May 29 to September 29. The program offers a hand tricycle, tandem bicycle, carbo bicycle, recumbent bicycle, a low-step through bicycle, side by side tricycle, and adult tricycle. In the Pittsburgh area, in particular, POGOH has made it clear that their bike-share system is for everyone. The company has a Mobility Justice Membership at a significant discount, designed for Pittsburgh residents who receive government assistance.

Microtransit

The Federal Transit Administration (FTA) defines microtransit as "A technology-enabled service that uses multi-passenger vehicles to provide on-demand services with dynamically generated routing. Microtransit services are traditionally provided in designated service areas. Service models include first mile/last mile connections to fixed route services; hub to hub zone-based services; the commingling of ADA complementary paratransit services with general transit service; and point-to-point service within a specific zone or geography."[25] The SPC announced in March 2024 that a discretionary grant would be used to help fund the PRT's first microtransit project. The PRT project is intended to connect unserved local communities with each other and with the PRT's existing system. The agency is proposing four microtransit zones including Penn Hills, Highland Area, McKeesport, and South Hilltop. Microtransit service will be a separate service from ACCESS Paratransit service. Other transit systems in the region have implemented microtransit (Beaver County Transit) or have recommendations in their transit development plans (Westmoreland County Transit).

PUBLIC OUTREACH

1. Steering Committee

SPC enlisted the help of a Steering Committee to provide guidance to the update team. The Steering Committee was comprised of a broad range of stakeholders and the membership list can be found in Appendix A. The study team organized two meetings of the Steering Committee, one early in the study development process and again near the end of the study.

The first meeting was held on February 29, 2024. The purpose of the meeting was to discuss the FTA required

[23] https://sharedusemobilitycenter.org/wp-content/uploads/2019/08/Reference-Guide-Editsweb-version-10.24.2016_1.pdf
[24] https://drive.google.com/file/d/1np1MEYJhjrnHFUrqOBktC7vB-4tTeJKg/view
[25] https://www.transit.dot.gov/regulations-and-guidance/shared-mobility-definitions

update of the SPC Public Transit Human Services Coordinated Transportation Plan and obtain feedback regarding the Vision of the plan and future direction of the plan update.

During the meeting, the group reviewed the 2019 Vision Statement. Various members, including those from Greene County, Allied Coordinated Transportation Services, Inc., ACCESS, and others, provided feedback on specific terms and concepts, suggesting changes to better address current and future needs. The discussion highlighted the need for clearer, more inclusive, and realistic language, and emphasized the importance of funding and equitable access. Members emphasized the need to keep the plan focused and implementable.

Discussion of the 2019 strategies to achieve the vision and meet the needs for change focused on issues of fragmentation in transportation services and funding across counties. Committee members suggested the need for better coordination and leveraging resources across agencies and counties. A summary of this meeting can be found in Appendix A.

In May 2024, the Steering Committee was asked to disseminate the below public survey.

Finally, in July 2024, the Steering Committee convened to review the updated demographics, survey reports, identified needs/gaps/barriers and discuss potential strategies and projects. A summary of this meeting can also be found in Appendix A.

2. Public Survey

To gain community feedback on current transportation needs the team used a predominantly online survey. The survey was distributed to SPC's standing committees including the Transit Operators Committee[26], the TDM Forum and the Transportation Technical Committee[27]. County planning staff and stakeholder list of various elderly, disabled, and low-income service groups and organizations were also provided the survey. These groups were encouraged to share the survey with their clients. A printable flyer, found in Appendix A, was provided so that email recipients could share at their places of business. The survey was also promoted at a SPC booth at OpenStreetsPGH [28], hosted by BikePGH on May 11, 2024.

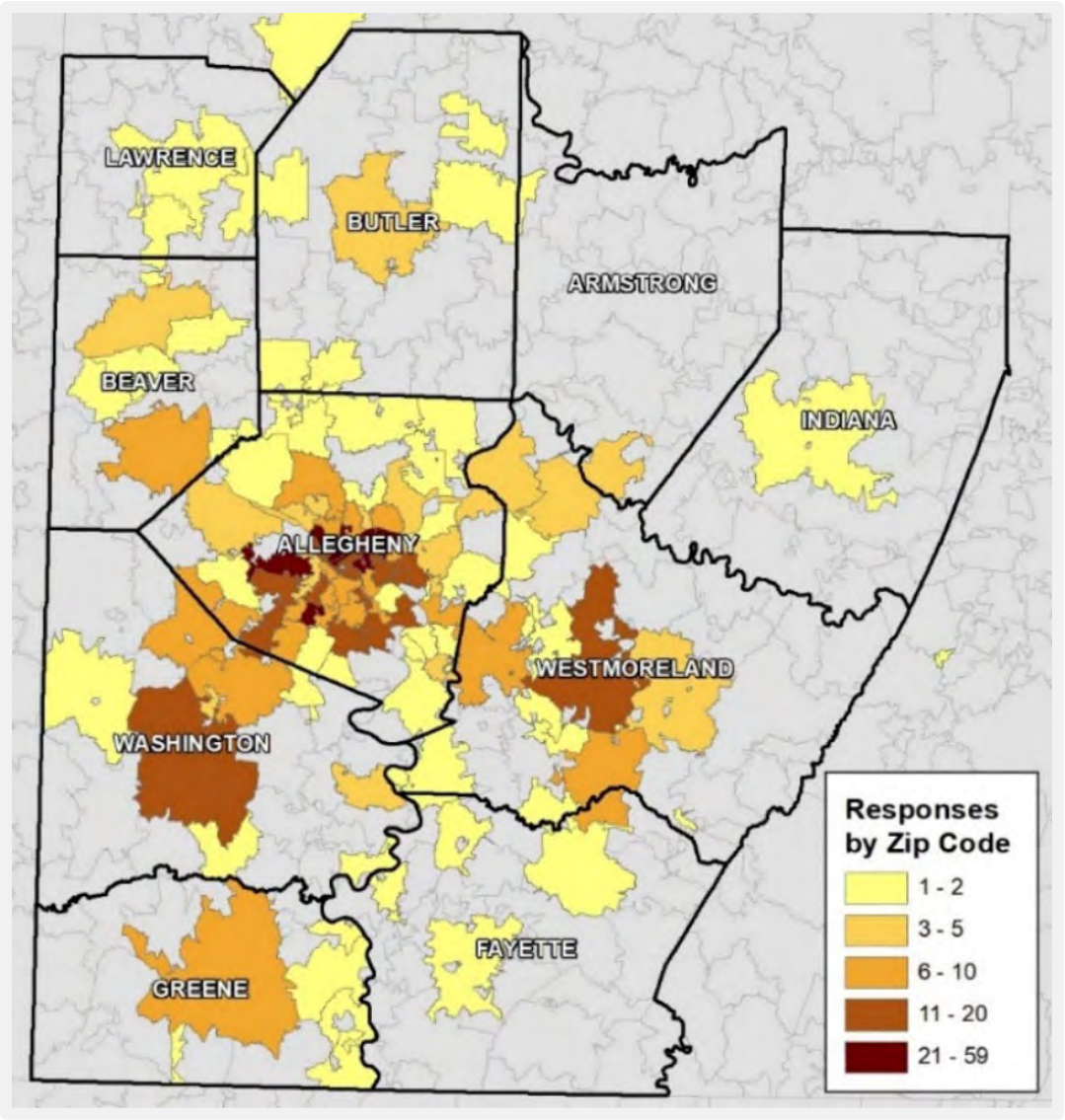
Photograph 2 – Bike Pittsburgh's OpenStreetsPGH, SPC Booth (Taken by: Murphy Moschetta)

To account for residents who may not have computer or mobile device access, or individuals who simply prefer non-digital communication channels, a paper survey was made available. The paper survey format mirrored the web-based survey. A copy of the paper survey can be found in Appendix A.

[26] Transit Operators Committee (TOC) membership consists of public transportation providers, the region's vanpool sponsor, CommuteInfo, and a variety of transportation management associations.

[27] Transportation Technical Committee (TTC) membership includes the planning directors from all ten SPC counties, as well as the City of Pittsburgh. Additionally, representatives from PennDOT's Central Office, Pennsylvania's Department of Environmental Protection (DEP), and Pittsburgh Regional Transit (PRT) attend the meeting. These agencies/organizations receive a vote when matters are brought up that require a vote. Non-voting members of the Committee include PennDOT's district offices, Federal Highway Administration (FHWA), Federal Transit Administration (FTA), Environmental Protection Agency (EPA), and the Allegheny County Bureau of Air Pollution Control.

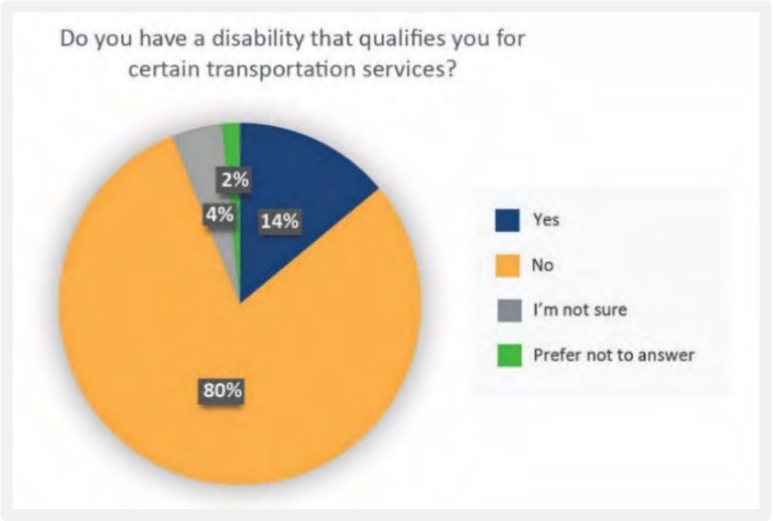
[28] OpenStreetsPGH is a free community event that temporarily closes streets to car traffic and invites Pittsburghers to reimagine their streets as places for people, not just cars.



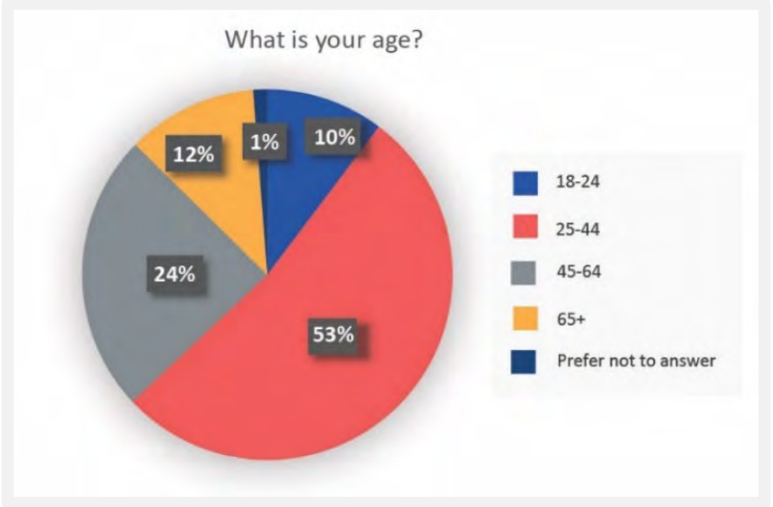
The survey was open from May 14 to June 30, 2024, and the update team received over 1,700 responses to the survey. Responses that were received from outside the SPC region were filtered out for the purposes of this plan. Approximately 800 responses from within the SPC region were analyzed. A summary of the survey data received can be found below. All survey results can be found in the project file.

Responses were received from all 10 counties in the SPC region. The highest concentration of respondents was in Allegheny County, followed by Westmoreland and Washington Counties. This was also reflected in responses to the question related to the transit providers used most, with a large majority of respondents indicating that they use Pittsburgh Regional Transit most often.

The survey collected information from respondents related to the core beneficiaries of the Coordinated Plan. A large majority of respondents (80%) did not have a disability which qualifies them for certain transportation services, 14% (115 people) responded that they do qualify, and 4% of respondents were not sure. In the SPC region, 14.8% of residents reported a disability according to the 2018-2022 American Community Survey (ACS).

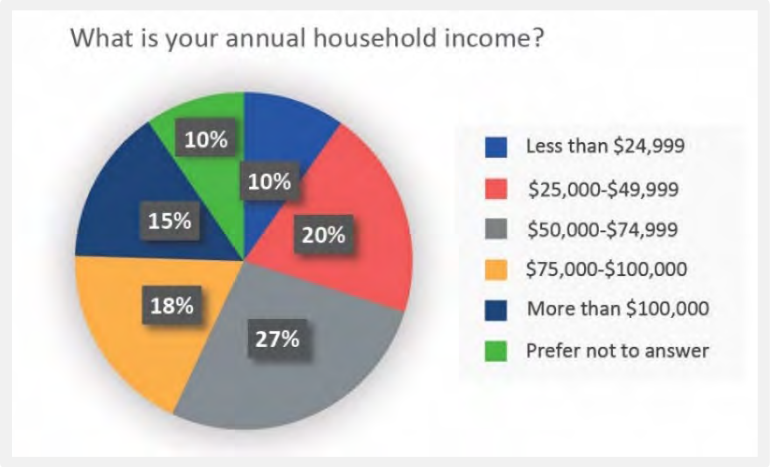


The two largest age groups who responded to the survey were 25-44 years old (53%) and 45-64 years old (24%). Respondents over the age of 65 accounted for 12% (92 people) of responses. According to the 2018-2022 ACS, 20.8% of the SPC region population is over the age of 65. The median age of the region is 42.9 years.



Survey respondents indicated a diverse range of household income. Nearly half of responses (47%) indicated incomes between $25,000 and $74,999 per year, and 10% (80 people) earn less than $24,999. 18% of respondents reported earning between $75,000 and $100,000, and 15% earn more than $100,000. The median family income in the SPC region according to the 2018-2022 ACS is $95,081.

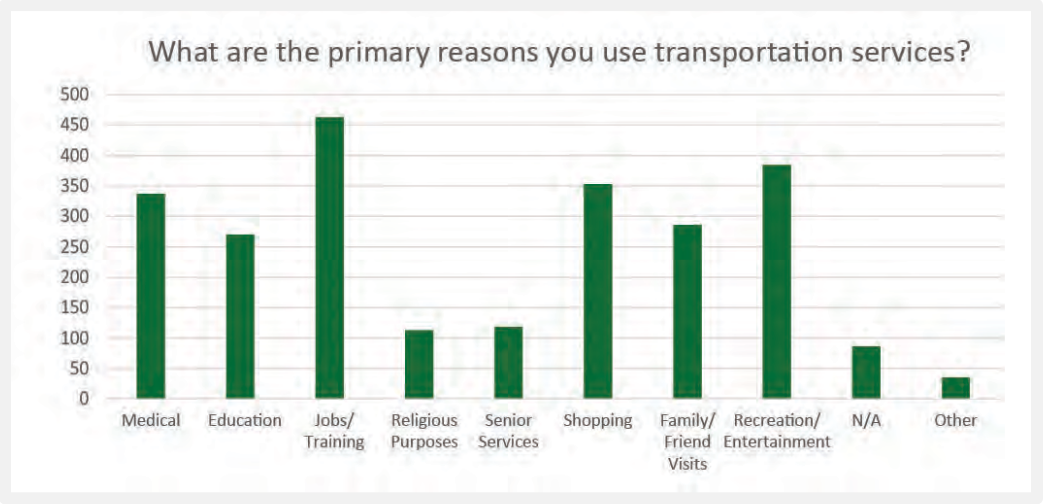
The most common modes of transportation used by respondents were driving alone; fixed route transportation; and riding with others. Most respondents (79%) own or have access to a personal vehicle for use on a regular basis.



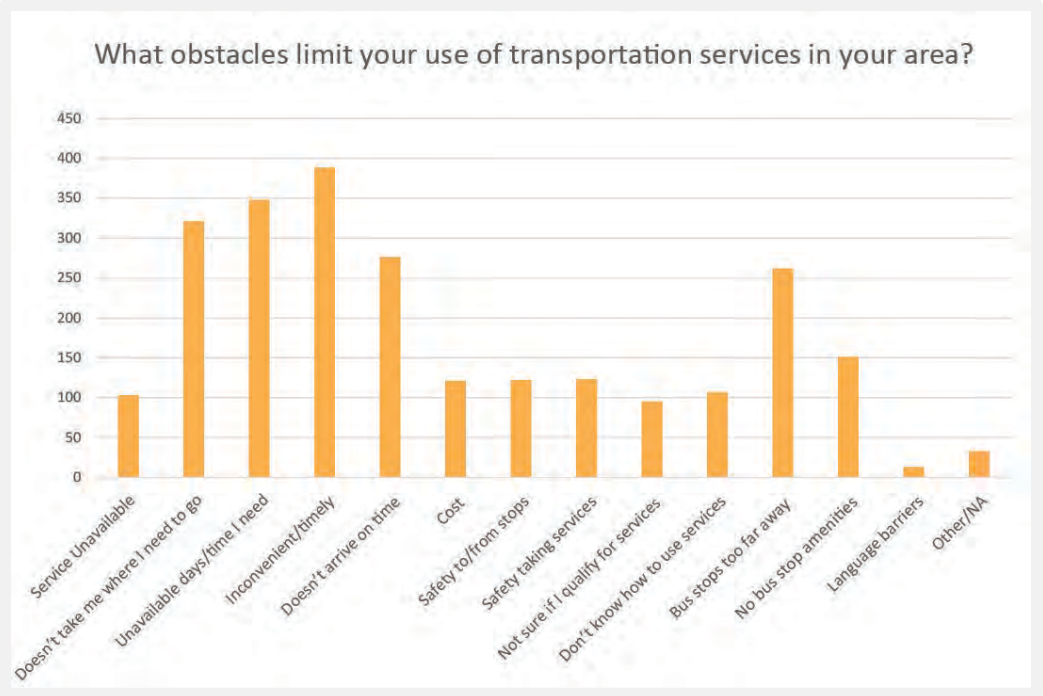
The top reasons that respondents reported using transportation services were Employment/ Training, Shopping, Recreation/Entertainment, and Medical Appointments. The main factors reported for deciding whether to use transportation services were Availability of services to and from destinations; Service availability when needed; and Distance from a bus stop to home or destination. Respondents who reported a household income under $25,000 listed Price/Cost as the second most important decision factor.

Looking more closely at respondents who fall into the core beneficiary categories (seniors, people with

disabilities, and low-income people), more responses highlighted medical appointments as the main reason for using transportation services.

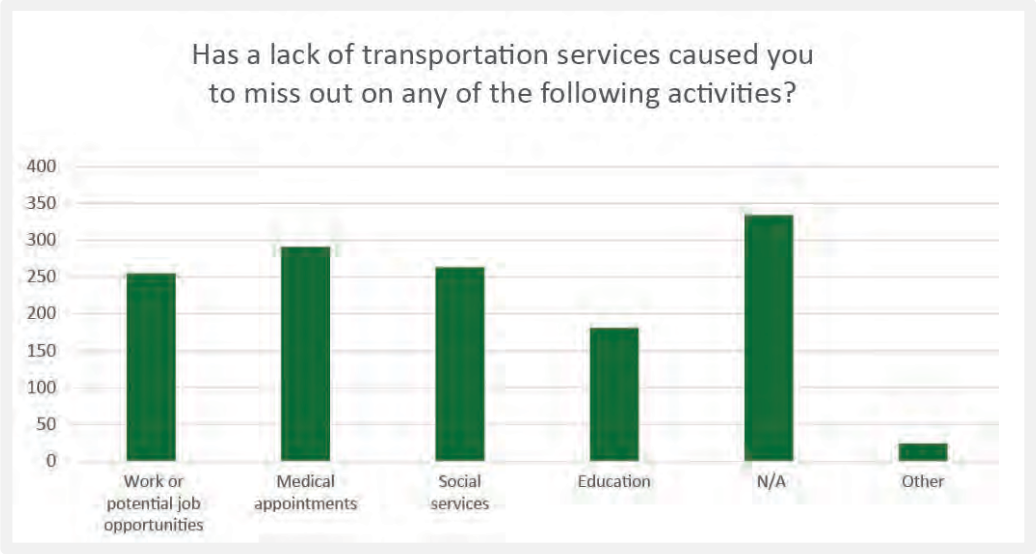


The survey asked respondents to report obstacles that they face in using transportation services in their area. The top reported obstacles were inconvenient service or service taking too long; availability of service on the necessary days/times; and lack of service connections to desired destinations. While most respondents noted that transportation services haven't caused them to miss any activities, most of those who reported that they did miss activities state that medical and social service appointments were most commonly missed. Respondents who reported that they have a disability that qualifies them for transportation services were the only core beneficiary demographic with higher rates of missing activities than not. More than 50% of respondents missed medical and social services appointments due to a lack of transportation.



PRT was the most reported transit provider by respondents by far, across all demographics. The next most reported providers were Town and Country Transit (TACT), Heritage Community Transportation (HCT), and Butler Transit Authority (BTA). Respondents also reported using ridesharing services like Uber and Lyft, taxis, Veteran's Cab, and other private shuttles provided by medical facilities and educational institutions.

The survey asked respondents to provide locations where they would like to take transportation services but can't today. Some respondents noted that direct connections between neighborhoods in Pittsburgh (rather than between downtown and other neighborhoods) are missing, as well as connections to and between suburban and rural communities outside of Allegheny County and other key regional locations like Pittsburgh International Airport. Responses to this question also highlighted the areas of the region where no fixed route public transportation is available, like Greene County and parts of Washington County.



3. Focus Groups

The Focus Group meetings were designed to supplement the quantitative data collected in the survey with qualitative data that can assist in better understanding transit needs across the region. To obtain feedback from the most impacted groups, the update team organized and facilitated four organization-specific focus groups for the SPC. The goal of these focus groups was to collect additional data and input from community service organizations regarding specific transportation needs and barriers for their clients. Focus groups were convened with organizations representing people in each of the following categories:

1.) County Departments of Human Services

2.) Senior Citizens

3.) Low-Income Populations

4.) Disabled Populations

The Focus Groups were all held virtually via Zoom. The meetings were allotted for one-hour windows in the morning or afternoon over two days. The groups were asked a series of questions and open conversation occurred and was documented. A summary of these meetings can be found in Appendix A.

4. Presentations

In April 2024 the update team presented the Coordinated Plan's updated Vision to SPC's Transit Operators Committee (TOC). The public outreach plan was discussed. The TOC members were asked to brainstorm on what needs/gaps they were aware of and any actionable projects that could address these gaps. Some input they provided during the meeting included notes related to ways that human services groups and transit

services provide different types of transportation that meet different needs, and that funding is not always available equally for all types of trips. TOC members noted that demand for customized or on-demand transportation is growing. They also shared that language barriers can be major obstacles for people to use any transportation services, and some TOC members shared ways that their agencies have worked to help educate the public about using their services, including in-person trainings, videos, and virtual meetings. In September 2024 the TOC was presented the survey results and reviewed draft needs/barriers/gaps. Feedback was gathered on missing needs and strategies that could address these needs.

ASSESSMENT OF TRANSPORTATION NEEDS

As described in Section IV, Southwestern Pennsylvania benefits from many transit agencies and services that provide transportation services to the elderly, disabled, and low-income individuals. However, a requirement of the plan is to identify needs, barriers, and gaps in the existing transportation system. The following bulleted list represents frequently mentioned needs/gaps/barriers that were gathered from public outreach described in Section V and identified evolving demographic shifts and population trends in the region that can be used to adjust service, infrastructure, and resource allocation.

Availability/Low Service Level Needs

UPMC Allegheny County Community Health Needs Assessment (CHNA) notes that "*access to primary care services, navigating resources, medication management, and transportation can present barriers and have wide implications for medically underserved, low-income, and minority populations*."

- Areas in the region are lacking a fixed transit service provider, taxi services, and Uber/Lyft. This is especially true in Greene County and rural areas.
- There are limitations to the services that are available on the weekends, evenings, midday, and early morning hours.
- Service providers limit cross-county trips.
- Same-day trips are often not able to be accommodated (this can limit medication pick-up and same day sick appointments).
- Existing bus routes do not go to the destinations needed.
- There is a lack of transit connections to affordable housing.
- Pittsburgh Regional Transit's T (light rail) does not go to the destination needed.
- The counties of Armstrong, Beaver, Fayette, Lawrence, Washington, and Westmoreland all have senior populations close to or exceeding 22% of their total population. This is higher than the nationwide average of 17.7%. This represents an assumption that there is a regional greater increased demand for senior services than nationwide.
- Since the previous plan there has been an 11.6% increase in the senior demographic overall in the ten-county SPC region. The total population remained near constant, with a total population change of less than half a percent during that time, indicating a regional demographic shift towards older residents. All counties saw similar growth in the 65+ demographic, mostly around 10%, with Butler County experiencing the highest increase of 19.5%. This represents an assumption that there is an increased demand for senior services.
- Since the previous plan there was an increase of 17.3% in seniors living below the poverty line.
- Fayette and Greene counties show approximately 20% of the population living with a disability, notably 47.1% higher than the national average. This represents an assumption that there is increased demand

for disability services.

- Over the next five years the region is expected to see a 38% increase in the number of seniors entering the senior age group. This anticipated influx represents a future demand for senior services.
- In Fayette County 16.2% of the population is below poverty. Greene, Indiana, and Lawrence Counties all have poverty rates around 13%. This represents an assumption that lost cost public forms of transportation have a high demand.

Accessibility Needs

- People with disabilities and senior citizens often need to wait long periods of time to be picked up for their return trips.
- There is a lack of infrastructure and amenities at stop locations, such as seating, sidewalks, shelters, drainage, and bathrooms.
- Wheelchair accessible Uber and Lyft options are limited.
- Pick-up times on shared rides can include a very large window.

Allegheny Health Network identified transportation as a Social Determinant of Health (SDOH) stating, "*the lack of access and availability of personal and public transportation impacts not only access to health care but affects employment, reduces access to affordable healthy food, and many other important drivers of health and wellness…"*

- Long distances to pick up stop locations and long distances to destinations from stops, especially for people with disabilities or senior citizens can be a barrier to using service.
- There is a lack of and unreliability of WIFI and technology to schedule and use services.
- According to Southwestern Pennsylvania Connected – Equitable Broadband Access[29] most of the region falls short of the proposed 100/20 Mbps upload threshold for defining broadband which increasingly is reflected in national policies. The report states that "*The 2021 Infrastructure Investment and Jobs Act (IIJA) defines broadband speed at a 100/20 Mbps threshold that PROJECTS MUST MEET to qualify for government funding."*
- There are language barriers in understanding, scheduling, and using transportation.
- There is the inability to take more than one person (escorts/aides/children) on paratransit trips.
- There can be the inability to take service animals on trips.
- Some bus stops feel unsafe.
- In the SPC Region overall, 32.8% of all seniors also live with a qualifying disability. This represents the need for specialized services like paratransit to meet transportation needs.

Affordability Needs

- Uber and Lyft are too expensive. There are no subsidies for their use.
- There are fewer options for middle income individuals who don't qualify for programs and services.

Information/Communication Needs

- There is a lack of knowledge about programs, and challenges to understanding what services are

[29] Southwestern Pennsylvania Connected – Equitable Broadband Access, Southwestern Pennsylvania Commission, https://www.spcregion.org/connected/

available and how to use them.

- There is no centralized source of information regarding all services.
- More information is needed on the region's microtransit options (RAMP, PRT Pilot).
- There is lack of communication when services are running late.
- There is lack of communication when buses are detoured or stops are relocated.
- More information is needed about affordable and/or discounted fare programs on shared ride for 18-64 Medicaid/Medicare patients.
- There should be better promotion of the value of public transportation.

Personnel Needs

- There is a shortage of drivers and it is perceived that drivers are underpaid.
- Drivers need to be trained in various disabilities and communication.

STRATEGIES TO ADDRESS TRANSPORTATION GAPS

This plan aims to institute a more coordinated approach to satisfying transportation needs, eliminating inefficiencies, spurring collaboration in service delivery, and prioritizing warranted improvements. This Section describes strategies and potential projects for coordinated transportation that could help improve the unmet transportation needs, barriers, and gaps in services identified in Section VI. Strategies may be applicable to one county, multiple counties or all counties. **Table 12** presents strategies to overcome regional needs based on outreach and analysis of regional data. The strategies are grouped into three categories:

Category 1: Coordinate Transportation Services & Resources

- Coordinate Transportation Services
- Share Resources
- Address Regulatory Barriers

Category 2: Mobility Strategies

- Improve Mobility Management
- Stabilize Existing Transportation Services
- Expand or Create New Transportation Services
- Enhance Accessibility & Equity

Category 3: Communication, Training, & Organizational Support

- Communicate with Partners
- Educate the Public on Transportation Options
- Improve Awareness of Existing Resources & Programs

The strategies are included in the following table for each of the categories above. The table also identifies the type of need addressed by each strategy and the timeframe associated with the action strategy. The proposals have been categorized into three implementation timeframes: Near-term (1-2 years), Mid-term (3-5 years),

and Long-term (5+ years). The assigned timeframes reflect various factors, including:

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

Some strategies for meeting regional needs or service gaps have already been approved by SPC and included in the Transit Transportation Improvement Program. Establishing additional fiscally constrained priorities requires further coordination with regional providers and consumers of public transportation. SPC will do its part to advocate for high-priority projects and call for prudent regulatory changes and increased program flexibility that will improve public transportation.

PennDOT Studying Shared-Ride Model: Note that concurrent with this Coordinated Plan development (2024), PennDOT was working on a statewide study to examine the shared-ride funding and service delivery crisis. The study aims to develop options to stabilize funding and explore new models for delivering service and establishing fares and structures. As of the completion of this plan, the PennDOT study has not yet been completed and released. It is recommended that the counties, public transit providers, and other stakeholders involved work together with PennDOT and the Pennsylvania State Legislature to improve/reinvent community transportation from the model that started in the 1980s to better meet today's needs.

Table 12

Strategy	Need Addressed	Timeframe
Category 1: Coordinate Transportation Services and Resources		
Annual SPC TOC human service transportation focused meeting – Designate one SPC Transit Operators Committee (TOC) meeting per year to discussing transit and multimodal issues, promoting regional coordination strategies, and planning for human service transportation needs. This committee can work to develop and share best practices among the transit agencies that can address needs and gaps identified in this plan.	Efficiency and coordination	Near-term
Improve coordination among information resources – Support the expansion of Find My Ride PA in the SPC region by supporting the marketing, promotion, and education efforts of Find My Ride PA Schedule. Prepare and share a transit services guide to all the human service, medical, and other resource providers in the region to help them understand and share information about transportation options.	Information needs	Near-term
Identify need gaps in underserved areas – Encourage transit agencies in the region to identify service coordination opportunities and, through improved communication among all providers, address disparities in service availability. Analyze user data and feedback to improve or develop missing connections between existing transit services and necessary destinations such as affordable housing, stores, medical facilities, etc. Explore coordination where services and schedules are integrated, fare structures are consistent, the fare payment instrument is the same across agencies, and marketing efforts are multi-agency and regionwide.	Information needs/Efficiency and coordination	Mid-term
Creation of Accessibility Guidelines - Generate accessibility guidelines for existing and new developments, rezoning, and transit friendly policies. Encourage creation of affordable accessible housing and place the issue of accessibility to transportation and human services at the inception of new and retrofit projects, recommendations might include architectural choices, land use/zoning guidance, parking/pick-up/drop-off requirements, incentive programs for access enhancements, etc. Encourage adoption and implementation of policies, standards, practices, and model ordinances outlined in the Building Better Bus Stops Resource Guide (PPTA and PennDOT, 2020).	Information needs	Mid-term
Coordinate partnerships and pool purchasing – Encourage partnerships to strengthen regional connectivity. Pooling funding between agencies to provide transportation services for compatible user populations and types of rides may help to relieve some funding strains while maintaining or increasing service levels. This could be particularly helpful for cross-county trips that might require transfers between operators. Agencies could also pursue cooperation on supplies, purchasing, training, facilities, etc.	Efficiency and coordination	Mid-term
Address broadband gaps as a transit issue - Encourage the deployment of tools and technology that can accurately track transit services and provide real time information to riders. Identify broadband internet and cellular service gaps where these technologies may not be available, alleviating these barriers to access for disadvantaged populations.	Information needs/Efficiency and coordination	Long-term
Work Closely with Managed Care Organizations (MCOs) and Regional Health Care Providers – SPC should work with the TOC and MCO's in the region to discuss transportation needs and opportunities to work together on human service issues.	Efficiency and coordination	Near-term
Identify match funds – Consider using other federal/state/local funds to match FTA and PennDOT funds. Coordinate grant-seeking activities among providers and participate in pilot projects funded by other agencies. Form a Task Force to build and develop support for traditional local match from counties and local governments as well as non-traditional local match including private donations, foundation support, and advertising revenue.	Efficiency and coordination	Near-term

Category 2: Mobility Strategies		
Explore opportunities to expand existing regional micromobility and microtransit networks – Develop service opportunities for senior citizens, people with disabilities, veterans, low-income individuals, students, and the general public. Develop metrics that demonstrate the benefits of microtransit service in the region. Encourage transportation providers to pilot proposed first-mile/last-mile and other micromobility and microtransit services in underserved communities. Ensure micromobility and microtransit projects have a sustainable funding source and that they are coordinated within the existing transportation service network. Consider using the PennDOT Demo program as a mechanism to explore new service and service models. *Example: RAMP in Greene County and Allegheny County DHS*	Low service levels	Near-term
Explore opportunities to pilot service expansions for operating hours for Fixed Route and Shared Ride where Financially Feasible – The benefits of service expansions would provide transit-dependent groups, as well as the public, access to more employment opportunities as well as greater access to shopping and other essential services. There is specific demand for weekends, evenings, midday, and early morning service hours. The PennDOT demonstration program could be used to pilot services.	Low service levels	Mid-term
Expand service accommodations for same-day travel – Same-day trips are often not able to be accommodated and are not affordable (this can limit medication pick-up and sick appointments). These services are currently only available in Allegheny, Lawrence, & Washington Counties. Work with PennDOT to further explore expansion of affordable same-day services regionwide. *Example: PennDOT Same Day Trip Pilot Program*	Low service levels	Near-term
Voucher models – Human service agencies or other sponsoring entities could coordinate with participating transportation providers to establish a voucher or pre-paid taxi ride program for situations in which transit can't meet needs. Transportation providers may consist of dial-a-ride services, taxi and on-demand services, agency vans, volunteer drivers or others. The rider would pay a nominal fare, and the sponsoring entity would provide a subsidy toward the fare. These strategies could utilize these services to fill gaps in service hours - especially in the evenings and on weekends and could also offer the potential to provide same-day service. A greater reliance on a variety of partners can address a variety of trip needs, particularly where fixed-route bus service is impractical or during times when demand is low. It can be a good approach for patient transportation upon discharge from the hospital. Similarly, transportation network companies (e.g., Uber and Lyft) could be used for specialized trips when the transit operators are not available or are short on vehicles. It is acknowledged that Uber and Lyft do not always have an accessible option, and their employees do not have to have background checks or training. Voucher models may be possible in area that have ubiquitous private rideshare and taxi service. *Example: Commute Info's Emergency Ride Home*	Affordability	Near-term
Explore opportunities to increase shared-ride and fixed-route system capacity – As part of their Transit Development Plans, all the region's transit providers should consider opportunities to increase system capacity where funding allows to improve connections to identified needs including regional cross-county trips, connections to affordable housing, connections to major medical facilities, and improving connections to rural community areas. Fund needed investments in computer/communication equipment and transit operator buildings.	Low service levels	Mid-term
Increase ADA vehicles and service hours – Increase the number of ADA vehicles available (e.g., among taxis and human service transportation providers) and expand service beyond traditional hours. Resources to fund these programs include 5310 Private Non-Profit (PNP) and others.	Accessibility limitations / Low service levels	Mid-term
Expand and promote carpool/vanpool programs – Establish additional carpool or vanpool programs and promote them at major employers, institutions, retirement communities, doctors' offices, and other sites where large numbers of people have similar transportation needs. These programs offer the potential to increase mobility options through cost-effective means for both transit-dependent population groups and the general public. Encourage vanpools that link common geographic areas not just major employers. Take advantage of statewide vanpool and rideshare initiatives that SPC administers. *Example: Commute Info*	Low service levels	Near-term

Establish car-sharing programs – Establish car-sharing programs for occasional trips when a car is needed. The program allows individuals to use a pool of automobiles for a small annual fee and payment by the hour. Cars are reserved by phone or online and picked up from a designated parking space and returned to the same spot when the trip is complete. The hourly fee includes fuel and insurance costs. Car-sharing programs can be for-profit, non-profit, or cooperative organizations and can have widely different objectives, business models, use of technology, and target markets. They work best in areas with relatively high densities; college campuses are good candidates.	Low service levels	Near-term
Facilitate public transportation use by bicyclists – Enhance access to transportation through bicycling from origin to destination, or to reach a bus stop. Better integration of public transportation and bicycling could be accomplished by installing bike racks on public transit vehicles; installing bike racks at stops; installing signage and pavement markings to identify shared bike/auto routes and to remind motorists to be aware of cyclists; investing in educational and promotional activities; developing bike-sharing programs; coordinating bike share programs with public transit, including fare payment integration (one ticket for transit and bike share to get to final destination); and completing infrastructure improvements such as widening road shoulders, designating bike lanes, and introducing traffic-calming measures.	Accessibility limitations	Near-term
Enhance technology – Improve technological systems to allow for better integration between shared-ride and fixed-route service, better track vehicle locations, automate reservation processes outside regular business hours, improve eligibility application processes, and use other intelligent transportation systems.	Efficiency and coordination	Near-term
Advocate for free/reduced cost fares – Public transit agencies and human service agencies should coordinate and provide a position paper to PennDOT and the General Assembly on the benefits of making free or reduced-cost fares available to low-income youth or adults. Consider common fare policies for improved transit access.	Affordability	Mid-term
Implement pathway and bus stop safety and accessibility enhancements – These enhancements may include adding sidewalks where none exist, moving any obstacles (e.g., telephone poles), repairing sidewalks, installing accessible pedestrian crossings and signals, improving drainage and removing snow in a timely manner, and installing or upgrading bus stop signs, benches, shelters, and lighting. Consideration should be given to other traffic calming features that shorten crossing distances, and slow down traffic, such as curb extensions and raised intersections. Improvements to overall bus stop design including level or near level boarding. These improvements would help address traffic safety and crime fears, bring existing facilities into ADA compliance, and make accessible pathways to transit stops. Encourage implementation of the Building Better Bus Stops Resource Guide (PPTA and PennDOT, 2020). *Example: Pittsburgh Regional Transit's (Port Authority of Allegheny County 2019 First and Last Mile Program Plan)*	Accessibility limitations	Long-term
Review and Update Shared Ride Policies to support Regional Mobility - SPC TOC should work together to review system policies and explore opportunities to improve their policies and accommodate long distance travel within each system's budget and service capacity. *Example: ACCESS/Freedom Transit Cross-county transfers*	Coordination	Mid-term
Pursue bike and car loan programs – The high cost of owning and maintaining a car is a common transportation barrier for low-income individuals that might not be served adequately through existing transit system coverage. Low-interest car loan programs and/or vehicle repair programs can allow low-income individuals/families to purchase a vehicle for maintaining employment, accessing childcare, and becoming economically self-sufficient. These kinds of programs have to be tightly managed to avoid fraud. *Example: Ways to Work through Blueprints in Washington County*	Affordability	Mid-term
Develop a GIS database layer of Human Service Transportation Services, and Human Service providers to assist in Future Planning Efforts - SPC should work to gather and build a GIS database layer of the current transportation providers, human service agencies, medical facilities, sheltered workshops and other human service-related destinations to support future transit analyses and data requests.	Information Needs	Mid-term
Pilot additional brokerage of rides through mobile apps in partnership with organizations and operators – Collaborate with regional transit providers or agencies to develop a system or service, either by integrating with existing mobile apps or through the creation of a new one, for on-demand ridesharing services that can be requested from a smartphone device.	Efficiency and coordination	Mid-term

Support Normalized Replacement of Shared Ride and Fixed Route Buses and Equipment - Work with regional transit providers to pursue funding necessary to be able to replace shared ride and fixed route vehicles at the end of their useful life. This is critical to ensure that service can continue to be reliably provided and to support lower operating costs. Consider development of a regional transit asset management plan that explores public and private infrastructure to support human services transportation and provides a coordinated regional list of priorities.	Affordability and Reliability	Mid-term
Coordinate Existing Transportation with Health Care Providers - Prepare information and meet with health care providers to help educate them on service availability so they can schedule medical appointments for those needing to use public transportation when transportation service is available. This applies both to times that service is available and geographic areas that service is readily available.	Coordination	Mid-term
Develop Transfer Hubs with Passenger Amenities throughout the Region - The SPC's SmartMoves Connections Plan recommends developing a series of transfer hubs in the region where transit agencies can safely transfer passengers. SPC should work with the transit providers in the region to develop regional transfer hubs to provide designated locations that fit in the normal shared ride/fixed route travel patterns. This could be developed as formal hubs with amenities or designated transfer points where people can safety transfer between buses/systems.	Coordination	Mid-term
Category 3: Communication, Training, and Organizational Support		
Improve awareness of information sources – There are a number of information sources already available about transportation options in the region. However, awareness of these resources is limited. SPC should work closely with United Way 211 to ensure that they understand and are informed on all the local transportation options. Public awareness strategies can help to improve access to these resources and the associated transportation services. Information about transportation can be more widely placed at locations where target users are likely to be (e.g., doctor's offices, grocery stores, human service centers, unemployment offices, daycare centers, schools, libraries, senior citizen centers, etc.).	Information needs	Near-term
Explore creation of a Mobility Concierge / Travel Navigator for the Region - It can be overwhelming for people to sort through the long list of transportation options, and individually investigate each one to determine what may be the best fit to meet their needs. Each program has a different application process and rules that can cause people to give up. A regional travel navigator could help guide potential riders through the options/process to understand available programs, including helping them though the application processes. This could also be a way to help identify gaps in accessibility, usability and affordability of services.	Rider Assistance/Information Needs	Mid-term
Develop a centralized resource directory – A lack of basic awareness and understanding is a barrier to people using and benefiting from public transportation. Since mobility needs are often regional in scope, this effort would organize information regarding all available transit providers into a single place, where the rider or an agency representative could easily obtain essential information regarding eligibility, service hours, geographic coverage, etc. The information should be available in Web-based and hard-copy formats.	Information needs	Near-term
Real-Time Information Displays – Provide passengers with accurate, timely information about the status of their ride. Consider digital messaging for coordinated services in public spaces, i.e. a screen (or software product on a TV) that could be mounted in both a hospital and an assisted living facility that has arrival/departure times by locations or potentially even per rider. Include accessibility features such as larger text. Real-time information can also be integrated into mobile applications. *Example: Pittsburgh Regional Transit's Connectpoint Digital Bus Stop Displays and True Time System*	Information needs	Mid-term
Expand travel training – Improve awareness of the travel experience and expand travel training, targeting people who could ride public transportation (e.g., seniors or people with disabilities) but are unfamiliar with the system and how to ride. *Example: Freedom Transit has offered and provided travel training sessions to targeted agencies as well as the general public.*	Information needs	Near-term
Introduce a "Bus buddy" program – Introduce bus buddy programs to provide extra assistance to individuals who have never ridden a bus, are afraid of riding transit alone, need some assistance to carry packages while riding, or who have developmental disabilities that make trip planning and execution challenging without assistance. The bus buddy may be a person on staff at an agency, though they are more commonly volunteers. Colleges, senior	Information needs	Near-term

volunteer programs, and community service groups are a few potential sources for volunteers. Bus buddies may ride just once with a client or may become a regular riding companion for someone who needs long-term assistance. Other riders may need a higher level of assistance and require escorted travel. Staff and/or volunteers may be considered to assist riders who have no attendant.		
Improve public transit marketing to human service agencies – Improve the marketing of fixed-route transit systems to non-profits. Transit agency staff could provide customized information packets to social service agencies and directly to clients of these agencies. Transit providers could also incorporate a demonstration and training session on itinerary planning and trip scheduling. This could include specialized maps indicating the location of routes, the location of services, and pamphlets outlining how transit works. Transit providers may want to produce personalized pamphlets for large, individual organizations. Another area of specialized marketing is to Limited English Proficiency (LEP) populations. Service guides in other languages marketed specifically to human service organizations routinely interacting with LEP groups could help reduce barriers. Specialized marketing and outreach could also be considered for the Plain Sect community. Agencies should also rely on advisory groups and customer feedback loops to enhance public transportation and improve the rider experience. These strategies help raise awareness, formulate mobility solutions, streamline service between providers, and create more accessible interactions for consumers.	Information needs	Mid-term
Measure performance through user-provided feedback and surveys – Develop Key Performance Indicators (KPIs) to measure user satisfaction and distribute optional surveys (online, in person, by mail, etc.) for customers to provide feedback on their experience, what they would like to see in the future, markers for improvement, etc.	Information needs	Near-term
Provide transparent and accessible Section 5310 and 5311 funding information online – Include FTA information, requirements, and deadlines for 5310 and 5311 funding in a centralized resource directory that can be accessed through SPC. Provide additional guidance to agencies as needed in the application process.	Information needs	Near-term
SPC State Level Discussions – SPC to hold discussions regarding State escort policies to discuss rules and fares related to children on trips and numbers of escorts.	Accessibility Limitations	Mid-term
Increase driver pool through competitive wages, benefits, requirements, and recognition – Provide hiring and performance incentives for drivers. Agencies could also offer paid training and licensing to further encourage drivers to apply.	Personnel	Mid-term
Review Title VI Plans for limited English Proficiency Needs – SPC should work with the transit agencies in the region to provide support and assistance to ensure that language barriers do not limit transit accessibility.	Accessibility Limitations	Mid-term

IMPLEMENTATION

The Transit Providers and Human Service Agencies provide support for the SPC regions' most vulnerable residents. Access to services, medical facilities and life needs is critical to many individual families and to the health and quality of life for residents of the region. A reliable transportation network is essential to allow seniors to age in place and individuals with disabilities and veterans to fully participate in the life of the community. This plan documents the collaborative efforts of stakeholders with both a vested interest in human services, and potentially the influence and resources to implement change.

SPC will continue to evaluate solutions and coordinate with the region's human services agencies and transportation providers to continue to identify transportation gaps and potential solutions to those gaps. The SPC Southwest PA Public Transit - Human Services Coordinated Transportation Plan can only be effective if the regions' transportation providers work together to select strategies and actions from this plan that they believe they can implement. The very first Strategy in **Table 12** recommends that the SPC Transit Operators Committee designate at least one meeting per year to review implementation progress on the plan and develop actions to address the gaps identified in the plan or those identified in updates to the plan. It is critical that the providers and SPC work together to ensure that the prioritized strategies/actions for implementation be financially sustainable with measurable outcomes.

An action plan template is provided to assist SPC and regional providers to prioritize and track the strategies and actions that they want to work together to implement. It is recommended that this action plan be limited to five to eight strategies and actions that the region's providers, human service agencies, and SPC can work on together. The action plan can be coordinated and progress tracked at the SPC TOC meetings with an annual update as discussed above.

Table 13 – Example Action Plan

Strategy	Action(s)	Responsibility	Due Dates	Comments/Progress

This Coordinated Plan updates and replaces the SPC's 2019 Coordinated Plan. This document will be updated again in four years in concert with the MPO's next planned LRTP update, per federal guidance.

APPENDIX A
Public Outreach Information

First Name	Last Name	Organization	County
John	Tague	Rider	Allegheny
Darcy	Cleaver	PRT	Allegheny
Deborah	Phillips	PRT	Allegheny
Holly	Vogth	UPMC	Multi
Betsy	McClure	Greene County Commisioner	Greene
Sheila	Gombita	Freedom Transit	Washington
Mary Jo	Morandini	Beaver County Transit Authority	Beaver
Karen	Hoesch	ACCESS	Allegheny
Laura	Wiens	Pittsburghers for Public Transit	Allegheny
Leslie	Grenfell	Southwesten PA Area Agency on Aging	Greene, Fayette, Washington
Patti-Lynn	Johnston	Mid-County Transit Authority dba Town and County Transit	Armstrong
Kevin	Huwe	Disability Options Network	Lawrence
Vanessa	Lovely	Allied Coordinated Transportation Services, Inc. (ACTS)	Lawrence
Laura	Keeley	Director, Office of Planning & Program Development, FTA Region 3	
Sam	Plocinski	PennDOT, Bureau of Public Transportion	
Juan	Hernandez	Pittsburgh Transportation Group	Regional

Southwestern Pennsylvania Commission (SPC)

Coordinated Plan Update – Steering Committee

DATE OF MEETING: February 29, 2024

TIME: 9:00am to 10:30am

LOCATION: Microsoft Teams

ATTENDEES:

Commissioner Betsy McClure, Greene County
Patti Lynn Johnston, Town and Country Transit
Leslie Grenfell, Southwest Pennsylvania Area Agency on Aging, Inc.
John Tague, Disability Transit Rider Representative
Juan Hernandez, Pittsburgh Transportation Group
Vanessa Lovlie, Allied Coordinated Transportation Services, Inc.
Sheila Gombita, Freedom Transit, Washington County
Mary Jo Morandini, Beaver County Transit Authority (BCTA)
Karen Hoesch, Pittsburgh Regional Transit (PRT)
Darcy Cleaver, PRT
Sam Plociniski, PennDOT Bureau of Public Transportation
Laura Chu Wiens, Pittsburghers for Public Transit
Domenic D'Andrea, Southwestern Pennsylvania Commission
Tom Klevan, Southwestern Pennsylvania Commission (SPC)
Dave Totten, SPC
Russell Singer, SPC
Ronda Craig, SPC
Toby Fauver, Rockland Planning
Andrew Batson, WSP
Betsy Zang, McCormick Taylor
Carrie Machuga, McCormick Taylor
Jahd Burns, eHoldings
Amy Wiles, eHoldings

PURPOSE: The purpose of the meeting was to discuss the FTA required update of the SPC Public Transit Human Services Coordinated Transportation Plan and obtain feedback regarding the Vision of the plan and future direction of the plan update.

Introductions

1. Dominic D'Andrea began the meeting by thanking everyone for their participation. He introduced the SPC staff members who were on the call. Betsy Zang of

McCormick Taylor will be leading the consultant efforts for the update to the Coordinated Plan and she introduced her team on the call. Lastly Steering Committee members in attendance introduced themselves and the group they were representing.

Purpose of the Coordinated Plan Update

2. Tom Klevan explained that the SPC Coordinated Plan was last updated in 2019. Tom noted that he's been talking about improving coordination throughout his career. Federal transit law requires that projects that use FTA Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) funds be included in a locally developed plan. The plan should identify needs of individuals with disabilities, older adults and people with low incomes. The update of this plan normally coincides with the update to the regional Long Range Transportation Plan (LRTP). Many things have changed since the last Coordinated Plan was developed in 2019 and SPC needs to identify new needs and projects.
3. John Tague asked if Tom could provide an overview of ATWIC or the Alliance for Transportation Working in Communities, the group that had been instrumental in the 2019 Plan's development. Tom provided the background on the group and indicated that the group had been very successful and worked hard to improve gaps in the current system. The group had since dissolved but Tom said there might be a need for a group similar to ATWIC in the future.

2019 Vision Statement Discussion

4. Tom Klevan displayed and read the 2019 Plan's Vision Statement and asked the group to provide their initial comments. Vanessa Lovlie said that the word "robotics" stuck out to her and wondered why this word was specifically chosen over a broader word like "technology". Tom said that during the 2019 Plan update work groups were convened and one of the work groups was "Robotics, Automation, Shared Mobility" and that members of that group, which included representatives from CMU, felt that word was important for the region.
5. Commissioner Betsy McClure liked the Vision Statement but said that transit services are lacking in Greene County. There are services available to take low-income residents to healthcare appointments but there is no service to take them to a job. Better access to transportation for work in rural areas would help improve livelihoods. Tom thanked Betsy for her input, agreed and noted that she was on the Steering Committee to help discuss ways to improve these needs.
6. Mary Jo Morandini noted that the phrase "seamless travel chains" reminds her that they are transporting more and more people who are sick or seeking medical treatment and more people in wheelchairs or otherwise disabled and the idea that they may ride a BCTA bus or an ACCESS bus and transfer to another provider seems like the services are not meeting the needs of that group. She realizes that not all people will be able to access these chains of transportation.
7. Karen Hoesch suggested that the phrase beginning "through the use of" be removed as it seems to limit the vision. It is a lofty goal and a wonderful vision but she believes this vision should be the vision for transit for the region not the Coordinated Transportation Plan and the current vision would be hard to achieve.

She suggested the coordinated plan update should review the funding sources and see what funding is available and where funding is currently being allocated and how additional available funding could fill gaps. She suggested that part of the vision should be to incorporate a commitment to seek additional funding for transit gaps. Tom Klevan agreed that words don't mean much unless money is attached to projects. The goal of this particular update is to clearly identify projects that need funding and see what types of funding the region can obtain.

8. Laura Chu Wiens disagrees with using the words "robotics and automation" in the vision since it is not necessarily realistic and that adding words like public transportation and mobility would be beneficial. She would like to see "connected, safe and accessible street (or pedestrian and bike) infrastructure" added to the vision. Darcy Cleaver also agreed that accessible transit infrastructure is important.
9. Vanessa Lovlie said that there seems to be endless funding for infrastructure but not for subsidized service for people to get to work/shopping and be more active in rural areas. She would like to see a plan with lower income individuals being able to ride on systems that exist in a way that they can afford.
10. Domenic D'Andrea said that he would like to see the words "equitable access" included in the statement somewhere. He noted that people use modern technology and apps to get rides but some transit users need to schedule things in advance or are unfamiliar with how to use an app and so equitable access should be included.

2019 Planning Framework

11. Tom Klevan shared slides of the 2019 Planning Framework which included Current Strategies to Achieve the Vision which were: Embracing Change, Greater Access, and Smarter Service Delivery; and Current Strategies to Meet the Needs for Change which were: Multimodal Network, Seamless Travel, Mobility in All Settings, and Equitable Transportation. This framework will be used as a starting place for update.
12. Mary Jo Morandini said that she agreed with Karen that our system is fragmented in every county within the region and would like to know more about funding strategies and how funding is fragmented by county and how it fits into this plan update.
13. Karen Hoesch said that the region is very diverse and transportation is very local. In Beaver County for example the effort is made to get all the human services to the table but some resources don't choose to be at the table. Since transportation is so local and personal how do we blend together people getting from one county to another for work and also help sick individuals get to medical appointments? If we can piece these together with coordination it can create further buy-in from other agencies. Mary Jo said that internally you see a lot of fragmentation in terms of transportation. There are a lot of different people who are responsible for it and their agency missions vary and don't necessarily have it in their plans to leverage transportation to its fullest extent in their funding streams.
14. John Tague asked about the status of the state's Human Services Transportation Plan. Tom Klevan said that he believed that they have realized at a state level that

the current way of delivering some of these services isn't working well and that some new ideas are needed.

Steering Committee Purpose

15. Betsy Zang asked the committee to review the existing plan. A link to this plan was shared in the chat and following the meeting, an email was sent with the plan attached. She asked the group to consider what was missing, what has changed, and if there were new strategies to consider. A link to a fillable form was provided in the chat and emailed to the group. The feedback was requested by 3.29.24.

Updated Outreach Approach

16. Amy Wiles described that outreach for the plan update will be broad and that the SPC would like the Steering Committee's help identifying stakeholders. Focus groups will be created around priority topics and themes of the plan, and SPC wants to ensure that the plan is reflective of the people who will be impacted by it. A public survey will be conducted and hard copies will be available. John Tague noted that a concern with the plan update is making it so broad that it can't be implemented and that the group needs to stay focused on the coordinated plan and what its requirements involve. SPC will be asking for the Steering Committee's help with reviewing the draft survey questions, potential interviews with riders, and survey distribution and collection.

Plan and Project Development

17. The updated plan will include a list of actionable projects. The group should begin to think about ways to get funding to the right places and think about projects that can be implemented.

This report reflects the discussion conducted during the meeting. Any comments regarding the meeting report should be provided to Betsy Zang.

Meeting Report Prepared by:
McCormick Taylor
Betsy Zang
pc: All attendees

Southwestern Pennsylvania Commission (SPC)
Coordinated Plan Update – Steering Committee

DATE OF MEETING: July 10, 2024

TIME: 1:00pm to 2:00pm

LOCATION: Microsoft Teams

ATTENDEES:

Commissioner Betsy McClure, Greene County
Patti Lynn Johnston, Town and Country Transit
Leslie Grenfell, Southwest Pennsylvania Area Agency on Aging, Inc.
John Tague, Disability Transit Rider Representative
Vanessa Lovlie, Allied Coordinated Transportation Services, Inc.
Sheila Gombita, Freedom Transit, Washington County
Karen Hoesch, Pittsburgh Regional Transit (PRT)
Darcy Cleaver, PRT
Sam Plociniski, PennDOT Bureau of Public Transportation
Deborah Phillips, PRT
Derek Dauphin, PRT
Holly Vogt, UPMC
Emily Gwash, ACCESS
Domenic D'Andrea, Southwestern Pennsylvania Commission (SPC)
Devon White, SPC
Russell Singer, SPC
Toby Fauver, Rockland Planning
Andrew Batson, WSP
Betsy Zang, McCormick Taylor
Carrie Machuga, McCormick Taylor
Jahd Burns, eHoldings

PURPOSE: The purpose of the meeting was to review updated demographic information for the region, review the public survey responses and focus group feedback and review and discuss the identified gaps/barriers/needs.

Introductions

- Betsy Zang began the meeting by thanking everyone for their participation. The consultant team and SPC staff introduced themselves. The Steering Committee members in attendance introduced themselves and the group they represent.

Brief Review of Updated Demographic Information

- Russell Singer presented a series of slides that provided demographic details about the SPC region. He focused on seniors, individuals with disabilities, and low-income individuals as those are the core beneficiaries of this plan. He displayed data on how the region has changed since the last Coordinated Plan update. Russell said that the overall population has stayed about the same, but that the population over the age of 65 is growing. The data seems to show that low-income numbers are dropping, but Russell will research this more. He showed examples of regional maps that would be included in the updated plan. Russell explained that the tables of data only show a restricted view of the information and that there is much intersectionality between the groups. For example, there are differences between individuals that are low-income and disabled vs. low-income and senior. There are blurred boundaries. Individual needs may also change over time.
- Russell explained that the regions' ability to use data to support projects varies widely. Building a better picture of the region through improvements in data collection and use would have many benefits. He recommended including a data project in the Coordinated Plan as a potential strategy/project. This project would aim to consolidate resources, generate new data, document methodologies and present the work in an accessible manner.

Review of Survey Responses

- Carrie Machuga next described the results of the public survey. She displayed a response by Zip Code map and said that 800 responses were received from the SPC region. She showed several pie charts of demographic responses and summaries of the responses to various survey questions. All this feedback will be included in the updated plan. The group noted that the survey responses from outside the region could also be helpful and not to discredit those responses.

Review of Focus Group Feedback

- Jahd Burns provided details of the four focus group meetings that were held with Human Services, Senior Population, Low-income, and Disabled Population organizations. The consultant group asked a series of questions, and the responses regarding things that are working well in the region included: Greene County's pilot project RAMP, transit service to Pittsburgh, and ACCESS. Responses that were received regarding things that create barriers included: lack of cross-country trips, wait times for pick-up, and lack of service on weekends and nights.

Identification of Needs, Barriers, and Gaps

- Betsy Zang next presented draft needs, barriers, and gaps identified by the public survey and focus groups. These needs were grouped into availability needs, accessibility needs, affordability needs, communication needs and personnel needs. It was noted that some of the perceived needs might be due to a lack of education and would actually be a communication need not an availability need. The group was asked to provide feedback on the list of needs.

- The group discussed “No affordable or discounted fare programs on shared ride for 18-64 Medicare patients.” The group felt that there were available programs and that the respondents might just not be aware. It was decided to move this need to communication.
- Leslie Grenfell noted that many of her clients see gaps related to the limitations on cross-county trips, especially because most of the specialty hospitals are located in Pittsburgh. She felt that improvements could be made to accommodate those that need to get across county lines. The group discussed the barriers of cross state lines (i.e., to WVU health facilities) due to insurance. It is possible for riders to transfer between counties from one agency to another. Agencies need to provide a service area to PennDOT for approval due to PUC regulations regarding operating areas, and funding can be jeopardized if the agency goes outside that service area. Cross county trips tend to have low capacity or “one off” and therefore are not priority when allocating resources. Some agencies have a “buffer zone” around their county included in their service area. Shelia Gombita noted that Freedom Transit’s operating area includes several specific high ridership locations outside the county. She said that she had examples of these policies that could be included in the plan.
- Karen Hoesch said that “The region lacks microtransit options.” may not be true and that the definition of microtransit is broad. The group decided this was also a communication need not an availability need. Dom D’Andrea noted that PRT is initiating a pilot microtransit project with at least two locations in Allegheny County. Greene County’s RAMP pilot is also microtransit.
- Russell Singer highlighted the need for transit connections to affordable housing and noted that more information should be gathered regarding this perceived gap.

Identification of Strategies in Draft Plan

- Betsy Zang said that the consultant team would next draft a list of projects and strategies that could help to address these needs, barriers, and gaps and encouraged the Steering Committee to provide ideas for inclusion into the updated plan. The draft list of projects will be provided to the Steering Committee for review.

This report reflects the discussion conducted during the meeting. Any comments regarding the meeting report should be provided to Betsy Zang.

Meeting Report Prepared by:
McCormick Taylor
Betsy Zang
pc: All attendees

SOUTHWESTERN PENNSYLVANIA COMMISSION
SPC

WE NEED YOUR HELP

To identify any challenges or barriers you might face related to taking transportation in your community!

PLEASE TAKE A SHORT SURVEY TO HELP US IMPROVE TRANSIT IN THE REGION

We will trade you:

5-10 minutes of your time for a chance to win a $50 gift card!

The survey is part of the **Southwestern Pennsylvania Commission (SPC) Public Transit Human Services Coordinated Plan** update for the 10-county region. We want all voices to be heard, so please share the survey with your friends, family, and neighbors!

SCAN QR CODE TO TAKE THE SURVEY

Visit www.spcregion.org for more information!

Take the Survey for a Chance to Win $50!

Southwest Pennsylvania Commission (SPC)
Coordinated Public Transit Human Services Transportation Plan

Help improve your access to convenient, affordable transportation in Southwestern Pennsylvania!

This is your chance to impact how Southwestern Pennsylvanians get where they need to go. Answers from this survey will help our region experience improved accessibility and efficiency of transportation services - a mix of services such as public buses, senior shuttles, hospital vans, church vans, etc. Transportation services provide mobility to the many thousands of Southwestern Pennsylvanians who can't, or don't want to, drive a car.

Transportation services are a crucial part of ensuring access to vital services that make life healthy, happy, and fulfilling, and this is your chance to improve it for yourself, your neighbors, loved ones, and community members who rely on it.

Please take 5-10 minutes to complete this survey. All responses received by June 1, 2024 will be entered into a drawing to win a $50 gift card. The drawing will be held June 7, 2024 and the winner will be notified by the email or phone number provided at the end of the survey.

You can return your completed survey any of the following ways:
- Mail to E. Holdings, Inc. Attn: Amy Wiles, 1801 Centre Avenue, Suite 313 Pittsburgh, PA 15219
- Email a photograph or scanned copy to: amy.wiles@eholdingsinc.com
- Call Amy Wiles at 412.434.6571 to find the nearest location to drop off your survey

Thank you for your help!

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1. What is the Zip Code where you live? ☐☐☐☐☐

2. What modes of transportation do you use most often? *(Please cross all that apply)*

- ☐ Drive alone
- ☐ Ride with others
- ☐ Fixed Route transportation services (bus, rail/T)
- ☐ Other transportation services (reserved van, shuttle, shared ride)
- ☐ Take a taxi/Uber/Lyft
- ☐ Walk/Roll
- ☐ Bike

Other ☐

3. Do you own or have access to a vehicle that you can use on a regular basis? *(Please cross one)*

- ◯ Yes
- ◯ No

4. What factors are most important when deciding to use transportation services? *(Please cross all that apply)*

- ☐ Price/Cost
- ☐ Availability of services to and from where I need to go
- ☐ Distance from a bus stop to my home or destination
- ☐ Length of time of the trip
- ☐ Service is available when I need it
- ☐ Safety/Security
- ☐ Comfort onboard bus
- ☐ Comfort at the bus stop

Other ☐

5. What are the primary reasons you use transportation services? *(Please cross all that apply)*

- ☐ Medical appointments
- ☐ Education
- ☐ Employment/training
- ☐ Religious purposes
- ☐ Senior services
- ☐ Shopping
- ☐ Family/friend visits
- ☐ Recreation/entertainment
- ☐ I do not use transportation services

Other ☐

6. Which of the following major transit providers do you use on a regular basis? *(Please cross all that apply)*

- ☐ Airport Corridor Transportation Association (ACTA)
- ☐ Beaver County Transit Authority (BCTA)
- ☐ Butler Transit Authority (BTA)
- ☐ Fayette Area Coordinated Transportation (FACT)
- ☐ Green County Human Services (GCHS)
- ☐ Heritage Community Transportation (HCT)
- ☐ Indiana County Transit Authority (ICTA)
- ☐ Mid Mon Valley Transit Authority (MMVTA)
- ☐ New Castle Area Transportation Authority (NCATA)
- ☐ Pittsburgh Regional Transit (PRT)
- ☐ Town and Country Transit (TACT)
- ☐ Washington County Transportation Authority/Freedom Transit (WASH)
- ☐ Westmoreland County Transit Authority (WCTA)
- ☐ None of the above

7. If you use other transportation services that aren't listed in Question 6, please list them below.

8. How easy is it to schedule a ride with the transportation service providers you use?

Very Poor ◯ 1 ◯ 2 ◯ 3 ◯ 4 ◯ 5 Very Good ◯ Other

9. What obstacles limit your use of transportation services in your area? *(Please cross all that apply)*

- ☐ Service is not available that I know of
- ☐ Service does not take me where I need to go
- ☐ Service is not available on the days/time that I need it
- ☐ Service is inconvenient or takes too much time
- ☐ Service doesn't show up or arrive on time
- ☐ Service is too expensive
- ☐ I don't feel safe getting to/from stop locations (crosswalks, sidewalks, etc.)
- ☐ I don't feel safe or comfortable taking services
- ☐ I don't know if I qualify for services
- ☐ I don't know how to take transportation services
- ☐ Bus stops are too far from where I live or my destination
- ☐ Bus stops do not offer what I need (shelters, bench, real-time updates)
- ☐ Language barriers affect my use of transit

Other

10. Has a lack of transportation services caused you to miss out on any of the following activities? *(Please cross all that apply)*

- ☐ Work or potential new job opportunities
- ☐ Medical appointments
- ☐ Social service
- ☐ Education
- ☐ No, this hasn't been an issue
- Other

11. To what towns or communities would you like to take transportation services that you can't today? (List top 3 towns/communities)

12. Which times of day and/or days of the week do you need transportation services? *(Please cross all that apply)*

- ☐ Weekday (6am to 6pm)
- ☐ Weekday Evenings (6pm to 10pm)
- ☐ Weekday Late Night (10pm to 6am)
- ☐ Saturday
- ☐ Sunday

13. How do you most commonly receive news about events, happenings, or changes in your community? *(Please cross all that apply)*

- ☐ Newspaper or other advertising
- ☐ Senior Center
- ☐ Case worker, County Assistance Office, or other government referral
- ☐ Municipal or county website
- ☐ Internet Search
- ☐ Social Media
- ☐ PA 211/PA 511/Find my Ride PA or similar website
- ☐ Word of Mouth

Other ____

14. How would you rate transportation services in your area?

Very Poor 1 ◯ 2 ◯ 3 ◯ 4 ◯ 5 ◯ Very Good ◯ Other

15. Please provide any additional comments on transportation services or how the lack of transportation services affects your life.

Tell Us About Yourself.

The following questions are optional. We are only collecting this information to understand the demographics of who completed this survey, to ensure our results are representative of the region. All responses will be kept confidential.

16. Do you have a disability that qualifies you for certain transportation services? *(Please cross one)*

- ◯ Yes
- ◯ No
- ◯ I'm not sure
- ◯ Prefer not to answer

17. Which of the following best describes your race/ethnicity? *(Please cross one)*

- ◯ Asian or Pacific Islander
- ◯ Black or African American
- ◯ Hispanic or Latino
- ◯ Native American or Alaskan Native
- ◯ White or Caucasian
- ◯ Multiracial or Biracial
- ◯ A race or ethnicity not listed here
- ◯ Prefer not to answer

18. Other than English, what language is primarily spoken in your household?

19. What is your age? *(Please cross all that apply)*

- ☐ Under 18
- ☐ 18 to 24
- ☐ 25 to 44
- ☐ 45 to 64
- ☐ 65 or older
- ☐ Prefer not to answer

20. What is your annual household income? *(Please cross all that apply)*

- ☐ Less than $25,000
- ☐ Between $25,000 $49,999
- ☐ Between $50,000 and $74,999
- ☐ Between $75,000 and $100,000
- ☐ More than $100,000
- ☐ Prefer not to answer

Enter to win a $50 Gift Card!

If you would like to be entered into the drawing to win the $50 gift card, please provide either a valid email address or phone number below where we can reach you. Thank you for your input!

Email address:

Phone number: ☐☐☐☐☐☐☐☐☐☐

Southwestern Pennsylvania Commission (SPC) Public Transit Human Services Coordinated Plan Focus Group Summary

The SPC Public Transit Human Services Coordinated Plan Focus Group meetings were designed to supplement the quantitative data collected in the survey with qualitative data that can assist in better understanding transit needs across the region. In order to get feedback from the most impacted groups, the project team organized and facilitated four organization-specific focus groups for the Southwestern Pennsylvania Commission (SPC). The goal of these focus groups was to collect additional data and input from community service organizations regarding specific transportation needs and barriers for their clients. Focus groups were convened with organizations representing people in each of the following categories:

1. County Departments of Human Services
2. Senior Citizens
3. Low-Income Populations
4. Disabled Populations

Location and Date:

The Focus Groups were all held virtually via Zoom. The meetings were allotted for one-hour windows in the morning or afternoon over two days.

Focus Group	Date and Time
Department of Human Services	June 18, 2024 - 9am to 10am
Senior Population Organizations	June 18, 2024 - 3pm to 4pm
Low-income Population Organizations	June 20, 2024 - 10am to 11am
Disabled Population Organizations	June 20, 2024 - 3pm to 4pm

Invitations and Attendance:

E. Holdings, Inc. prepared the invitation list for each of the four Focus Groups and sent to the project team and SPC for review. The invitation lists are included in Appendix A and included representatives of all 10 counties within SPC's service area that have a broad reach in their specific industry. Invitations were emailed to the representatives on May 31, 2024, with follow-up emails sent on June 10, 2024 and phone calls made between June 14, 2024 and June 19, 2024 as additional follow-up.

Format:

The focus group comprised an overview of the SPC Public Transit Human Services Coordinated Plan, what the project team has done so far, and a series of questions. The questions asked to the focus group were as follows:

Submitted by E. Holdings, Inc. on June 27, 2024

Southwestern Pennsylvania Commission (SPC) Public Transit Human Services Coordinated Plan Focus Group Summary

- What is working well for individuals you represent in relation to public transit/transportation services?
- What are the biggest or most common issues/obstacles related to public transit/transportation services?
- Does your organization coordinate with SPC and local transit/transportation providers? What are opportunities for improved coordination, partnerships, and programs (DHS, SPC, transit providers, others)?
- How has COVID impacted the need for transit/transportation services for the individuals you represent? What has changed over the last 5 years?
- What are the best communication methods to reach people you represent regarding public transit/transportation services?
- What are strategies or projects you believe would support better human services transportation for the populations you represent?
- Any additional comments or questions?

Summary of Findings:

Transit and transportation services that are working well include:

- The Rural Access Mobility Platform (RAMP) pilot program is working very well providing on demand rides in Greene County. It is in collaboration with Carnegie Mellon University, Waynesburg University, Blueprints, and Greene County.
- Great commuter service from some counties to Pittsburgh, and inside Allegheny County.
- Allegheny County has robust paratransit services, and fixed bus routes in Pittsburgh work well for seniors.
- ACCESS is a beneficial program and improves the quality of life for individuals using it.
- Programs like Veterans Cab and half fares for SNAP participants have been successful.

Transit/Transportation gaps and barriers include:

- Lack of cross county transportation connections, and there are limitations to the ones that do exist.
- Span of service is an issue, both in the evenings and on weekends. BART in particular was mentioned several times.
- Frequency of service is a barrier, especially for individuals returning home from trips.
- Length of trips is a barrier, especially for those that are disabled or seniors.

Submitted by E. Holdings, Inc. on June 27, 2024

- Inaccessibility of transportation services for seniors or disabled, such as not lowering ramps and Uber/Lyft not having accessible options.
- Unreliability of service, not coming on time or having very large windows for pick up times.
- Lack of services in rural areas is a barrier to getting to work, appointments, etc. This includes no fixed route service, no local taxi service, and no Uber/Lyft services.
- Fewer options for middle income individuals who don't qualify for programs or services.
- One day or more advanced scheduling for trips is a barrier when getting medications and last-minute appointments.
- Cost of services is too high for low-income and middle-income individuals.
- Bus line cuts have reduced the amount of services.
- Lack of drivers and low pay for drivers.
- Lack of connections to affordable housing with fixed transit, instead transit is focused on connections within urban areas that are becoming more unaffordable.
- Lack of knowledge among community about programs, and challenges to understanding what services are available and how to use them.
- Lack of infrastructure and amenities at stop locations, such as seating, sidewalks, shelter, drainage, and bathrooms.
- Distance to pick-up stop locations and distances to destinations from stops, especially for the disabled or elderly.
- Lack of and unreliability of WIFI and technology to schedule and use services.
- Language barriers in understandings, scheduling, and using transportation.
- Inability to take more than one person on paratransit trips, and inability to take service animals on trips.

Areas for Improvement:

- Should provide trainings for operators on epilepsy, seizures, first aid; working with deaf or blind individuals; working with individuals who have mental health diagnoses; sensitivity to seniors.
- Allow for scheduling paratransit and on-demand services across county lines.
- Work with medical providers to determine where the clients are coming from so that connections can be improved.
- Create subsidies for using Uber/Lyft to alleviate the cost burden in areas where other transit options don't exist.
- Work with healthcare organizations to find money to subsidize medical transit.
- Find federal funding to support wage increases for operators and view recruiting operators as a workforce development opportunity.

Southwestern Pennsylvania Commission (SPC) Public Transit Human Services Coordinated Plan Focus Group Summary

- Find more funding opportunities in general to support services.
- Simplify transportation instructions for users about where to get on and off the bus, where to pay, and what is near stops.
- Reimbursements for first and last mile transportation from fixed routes.
- Bring back programs for vehicle repairs, which helps individuals pay for car repairs, help with insurance, and registration.
- Public officials and others on media should use interpreters rather than on-screen captioning.
- Need to provide more ways for people to get involved, through a regional cabinet where people can provide feedback; bringing together all the different organizations involved in transit.
- Be creative and try to leverage grassroot efforts and non-traditional ways to assist individuals.
- Budgets should be reviewed to see if we can move funds in order to improve infrastructure.
- Get transit and paratransit providers together because regulations come from governments or government agencies. A list of questions and suggestions should be created and sent to these agencies.
- Need to find funds to replace Emergency Rental Assistance Program (ERAP) to continue assistance programs.
- Create centralized communication methods, where all resources can come from one place.
- Respondents indicated that they do have some level of coordination with local agencies, but that more broad-based coordination would benefit the region.
- Current projects or programs include:
    - Study done by IndiGo Transit Authority that is focusing on how to better serve residents in Indiana County. Some of the suggestions include adding shared rides and discounting prices.
    - There is a public realm design plan for corridors in Oakland being conducted, and they are in the process of hiring an ADA advocate/consultant.
    - Carnegie Mellon Unveristy is pursuing funding from a regional committee and there were transit providers there from across the region, trying to find new ways to reduce the burden on Appalachia.
    - The Rural Access Mobility Platform (RAMP) pilot program is working very well providing on demand rides in Greene County and could be emulated elsewhere.

Submitted by E. Holdings, Inc. on June 27, 2024

Communication methods that work well include:

- Social Media
- Newspapers and Newsletters
- Radio or TV advertisements
- Word of mouth
- Websites
- Brochures and flyers at office locations and events
- Job and Resource Fairs and Senior Expos
- Emails
- Phone Calls and Text Messages
- 211 Service
- FindHelp

Impacts from Covid-19 and other major changes in transit/transportation services over the last 5 years include:

- The number of operators available.
- Routes were cut and many have not returned.
- Demand has continued to increase as the region gets older.
- People now want to go more places to improve their health.
- There is a higher strain on caregivers to get people to appointments and where they need to go, but many are not getting paid for this.
- There has been an immigrant influx in Charleroi, with close to 2,000 arriving in that area.
- People are much more nervous to be on a crowded bus.

Follow-Up:

E. Holdings, Inc. created an online form and emailed it on June 24, 2024 to all of the people invited to partake in the Focus Groups, to allow anyone who was unable to attend an opportunity to provide input. Input will be collected through June 30, 2024 and sent to McCormick Taylor to include with these results.

Submitted by E. Holdings, Inc. on June 27, 2024

Appendix A: Invitation List

Name	Focus Group	Organization
Abigal Horn	DHS Group	Allegheny DHS
Aletea Barnett	Disability Group	NAMI Southwestern PA
Amanda Feltenberger	DHS Group	Butler DHS
Amy Hart	Disability Group	Center for Hearing & Deaf Services
Andy Pugh	Low-Income Group	Hello Neighbor
Ann Mageras	Disability Group	MS Society
Antoinette Greene	Low-Income Group	Greene County Assistance Office
Barb Peterson	Disability Group	Blind and Vision Rehab Services
Benjamin Moonan	Disability Group	Office of Deaf and Hearing (ODHH)
Beth Herold	Senior Group	Butler County Area Agency on Aging
Brenda Wacker	Senior Group	Canonsburg Senior Center
Carlos T. Carter	Low-Income Group	Urban League of Greater Pittsburgh
Carrie Nelson	Senior Group	Westmoreland Area Agency on Aging
Cassandra Masters	Senior Group	Age Friendly Greater Pittsburgh
Chris Sandvig/Bethani Cameron	Low-Income Group	Mobilify
Dan Hartling	Senior Group	VA Pittsburgh Health Care
Ernie Hogan	Low-Income Group	Pittsburgh Community Reinvestment Group (PCRG)
General Staff	Senior Group	Indiana Senior Center
General Staff	Senior Group	Ford City Senior Center
General Staff	Senior Group	Kittanning Center
General Staff	Senior Group	Riverview Community Action Corporation
General Staff	Senior Group	The Way Community Center of Greene County
General Staff	Low-Income Group	Allegheny County Assistance Office
General Staff	Low-Income Group	Butler County Assistance Office
General Staff	Low-Income Group	The Center for Community Growth - Indiana County
General Staff	Low-Income Group	Washington County Assistance Office
General Staff	Disability Group	ABOARD Autism Connection of PA
General Staff	Disability Group	ARC OF ARMSTRONG COUNTY
General Staff	Disability Group	Autism Employment Network
General Staff	Disability Group	East Suburban Citizen Advocacy
General Staff	Disability Group	Pennsylvania Society for the Advancement of the Deaf (PSAD)
General Staff	Disability Group	Office of Vocational Rehabilitation (OVR)
George Reagan	Low-Income Group	Fayette County Assistance Office
Georgia Petropoulus	Disability Group	City County Task Force on Disabilities (City)

Grant Cole	Low-Income Group	Mon Valley Initiative
Heather Sedlacko	Senior Group	Vintage, Inc.
J Fullman	Senior Group	Westmoreland Manor
James G. Bennett	Disability Group	Easterseals Western & Central Pennsylvania
Janine Maust	Senior Group	Indiana Area Agency on Aging
Jeff Boarts	Low-Income Group	Armstrong County Community Action Agency
Jeffrey Fondelier	Low-Income Group	Blueprints
Jennifer Bindernagel	Disability Group	The Blind Association of Butler and Armstrong
Jennifer Carlton	Disability Group	ARC OF BUTLER COUNTY
Jenny Overly	Senior Group	Scottdale Manor
Jenny Rairigh	Low-Income Group	Chevy Chase Community Center/Community Action Council
Jesse A Torisky	Disability Group	Autism Society of Pittsburgh
Jessica Benner	Disability Group	Committee for Accessible Transportation (CAT)
Jessie Rush	Senior Group	Waynesburg Community Center
Joanne "Jo" Deming	Low-Income Group	Pittsburgh Food Policy Council
Jodi Lincoln	Disability Group	Action-Housing, Inc
John Tague	Disability Group	City County Task Force on Disabilities (Resident)
Karen Bennett	DHS Group	Greene DHS
Karen Miller	Senior Group	AARP
Kelly Brown	Senior Group	All of Mon Valley Senior Centers - Riverside Place (Charleroi)
Kenneth L. Heilman	DHS Group	Armstrong DHS
Kimberly Hawk	Low-Income Group	Community Action Commission of Fayette County
Kristin Cribbs	Low-Income Group	Westmoreland County Assistance Office
Kurt Emmerling	Senior Group	Allegheny County Area Agency on Aging
Lisa Bekoski	Senior Group	Lawrence County Area Agency on Aging
Lisa Shaffer	Senior Group	Armstrong Area Agency on Aging
Lisa Spencer	DHS Group	Indiana DHS
Mandy Welty Zalich	Low-Income Group	Westmoreland Community Action
Marlene Landrum	Low-Income Group	Community Services Program of Beaver County
Mary Lynn Spilak	DHS Group	Washington DHS
Mary Mossburg	Disability Group	ARC OF FAYETTE COUNTY
Meredith Peterson	Disability Group	Down Syndrome Association of Pittsburgh
Michelle Reefer, CEO	Disability Group	Progressive Workshop of Armstrong County
Mr. Beakner	Low-Income Group	Lawrence County Assistance Office
Peggy Beem-Jelley/Jordan Hinds	Disability Group	Epilepsy Foundation of Western Pennsylvania
Randy Smith	Low-Income Group	Beaver County Assistance Office
Renee Crosby	Disability Group	School for the Blind

Roland Wolfgang	DHS Group	Beaver DHS
Rudy Dutko	DHS Group	Fayette DHS
Sabrina Saunders Mosby	Disability Group	Vibrant Pittsburgh
Shari Montgomery	Disability Group	ARMSTRONG - INDIANA BEHAVIORAL AND DEVELOPMENTAL HEALTH PROGRAM
Sharon Feinman	Senior Group	Age Well at the JCC
Shayne Roos	Disability Group	Achieva
Shonna Eakin	Disability Group	Voices for Independence / Transitional Paths to Independent Living
Snow Shearer	Low-Income Group	Armstrong County Assistance Office
Stacy Popovich	Senior Group	Fayette-Greene-Washington Area Agency On Aging
Sue Lucas	Senior Group	Citiparks Healthy Active Living
Susan Pollack	Senior Group	Beaver County Area Agency on Aging
Susan Scott	Senior Group	Conway Community Center Circle of Friends
Tammy Thompson	Low-Income Group	Catapult Greater Pittsburgh
Tara Stephens	Disability Group	Mercy Behavioral
Tay R. Waltenbaugh	DHS Group	Westmoreland DHS
Terri Cooley-Taylor	Low-Income Group	PA CareerLink Greene County (EARN Program)
Thomas Scott	DHS Group	Lawrence DHS
Tom Rocks	Low-Income Group	Fayette County Community Action Agency
Vanessa	Low-Income Group	Lawrence County Community Action Partnership
Vicki Allen	Low-Income Group	Indiana County Community Action Program
Vicki Howells	Low-Income Group	Indiana County Assistance Office
Vicki White	Senior Group	Armstrong Center for Medicine and Health (ACMH)
Virginia R. Jurofcik	Senior Group	Life Span Inc.
Yinka Aganga-Williams	Disability Group	Acculturation for Justice, Access and Peace Outreach (AJAPO)

Appendix B: Attendance List:

In total 24 individuals attended the four focus groups, as listed below.

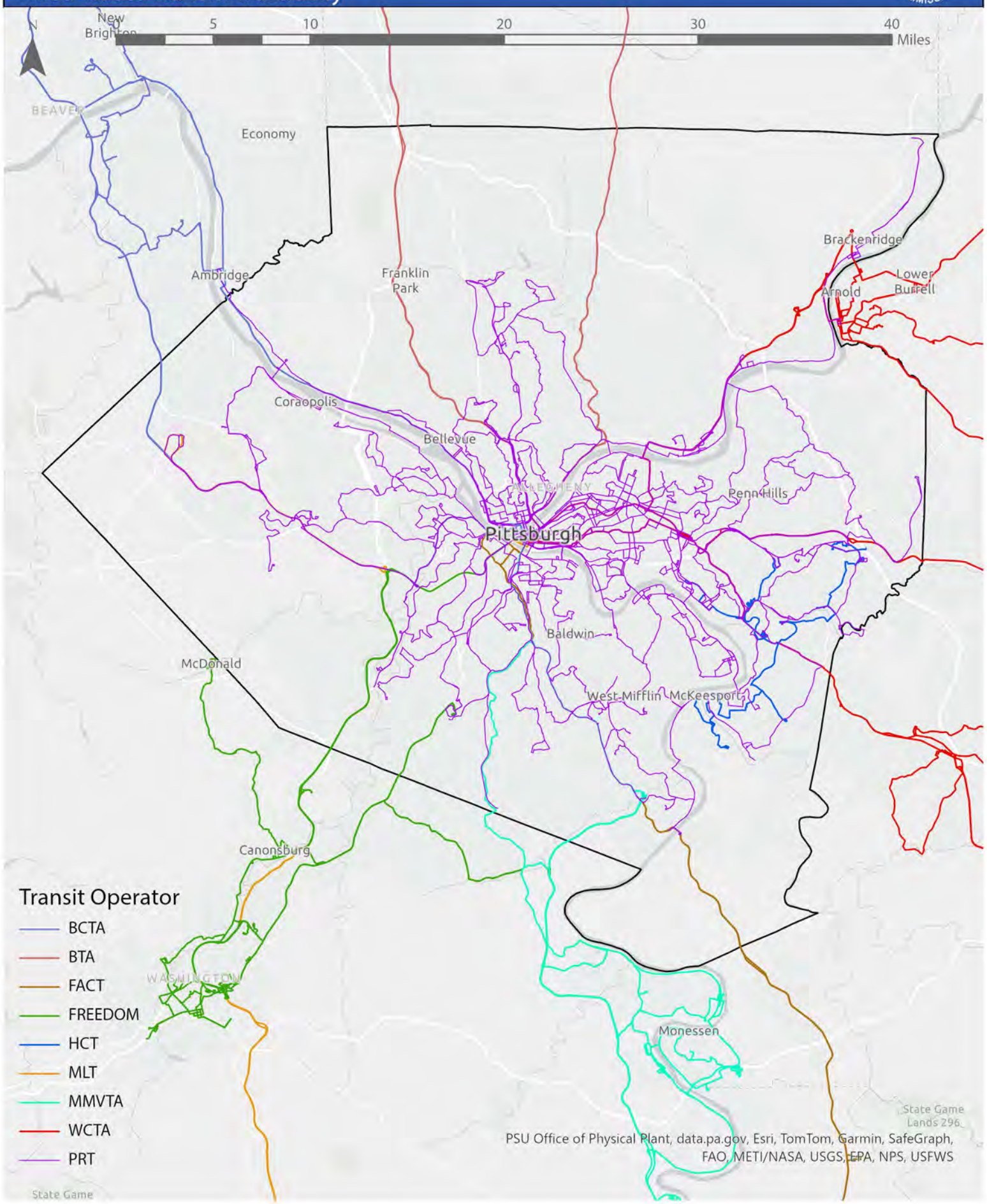
Name	Focus Group	Organization
Amy Cervone	Senior Group	Challenges, Options in Aging (Lawrence County AAA)
Amy Hart	Disability Group	Center for Hearing & Deaf Services
Brandi Fleming	Low-Income Group	Indiana County Community Action Program, Inc.
Brittany Gilfillan	Senior Group	Butler County Area Agency on Aging
Carlos Carter	Low-Income Group	Urban League of Greater Pittsburgh
Cassandra Masters	Senior Group	Age-Friendly Greater Pittsburgh
Christine Fiedler	Senior Group	Westmoreland County Area Agency on Aging
Heather Rockwell	Low-Income Group	Washington Greene County Job Training Agency, Inc.
Jeff Fondelier	Low-Income Group	Blueprints
Jodi Lincoln	Disability Group	Action Housing
John Tague	Disability Group	City/County Task Force on Disabilities
Marcy Maletta	DHS Group	Greene County Human Services
Marlene Landrum	Low-Income Group	Community Development Program of Beaver
Megan Woods	Disability Group	Epilepsy Association of Western and Central PA
Sharon Feinman	Senior Group	JCC of Greater Pittsburgh
Shawn Fertitta	Disability Group	Oakland Business Improvement District
Shayne Roos	Disability Group	Achieva
Stacey Popvich	Senior Group	Southwestern PA Area Agency on Aging, Inc.
Susan Pollack and 3 Staff	Senior Group	Beaver County Office on Aging
Vicki White	Senior Group	ACMH
Virginia Jurofcik	Senior Group	LifeSpan, Inc.

Appendix B
Mapping

Allegheny County

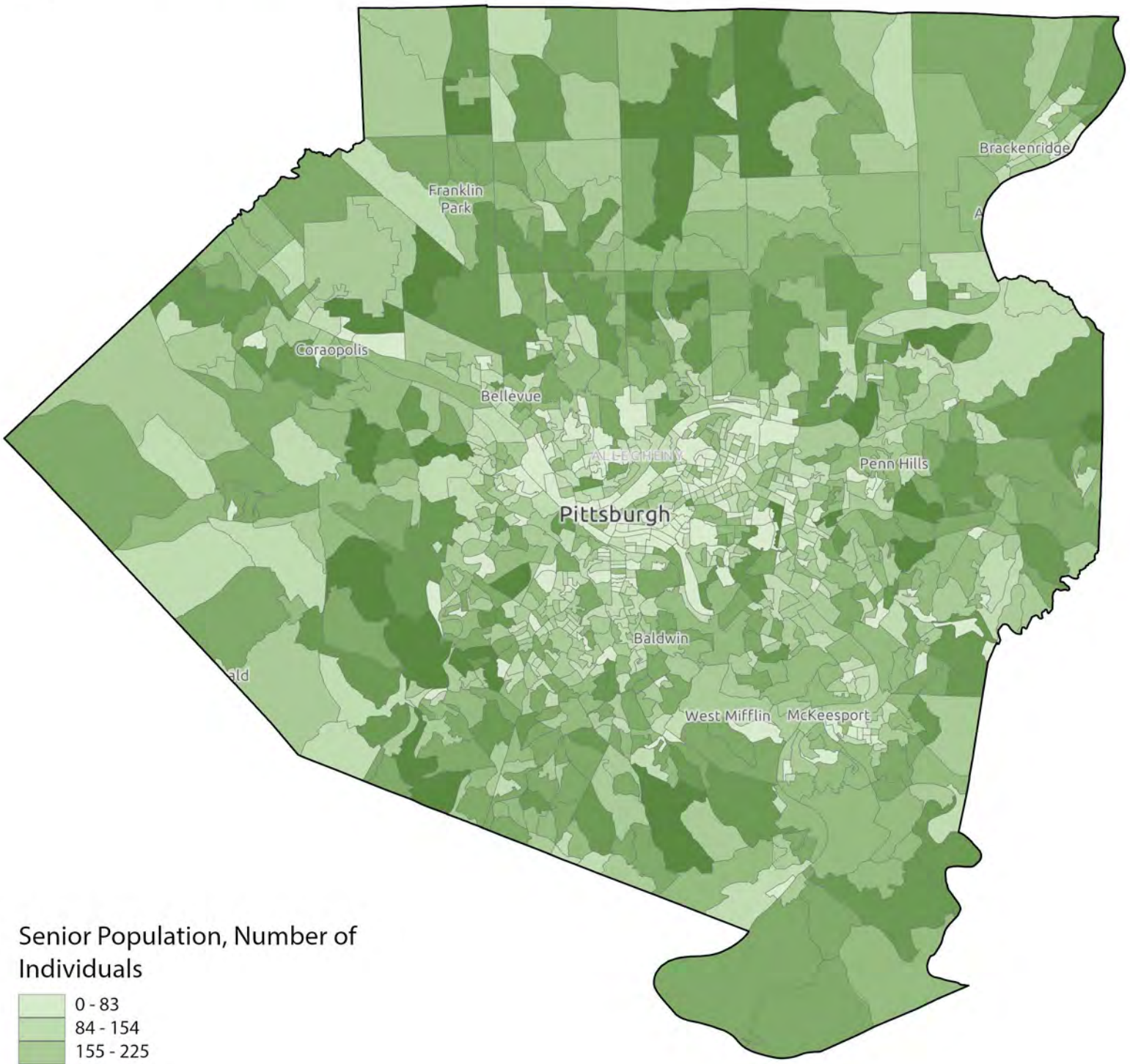
Allegheny County

Fixed-Route Transit Availability



Allegheny County

Senior Population by Census Block Group



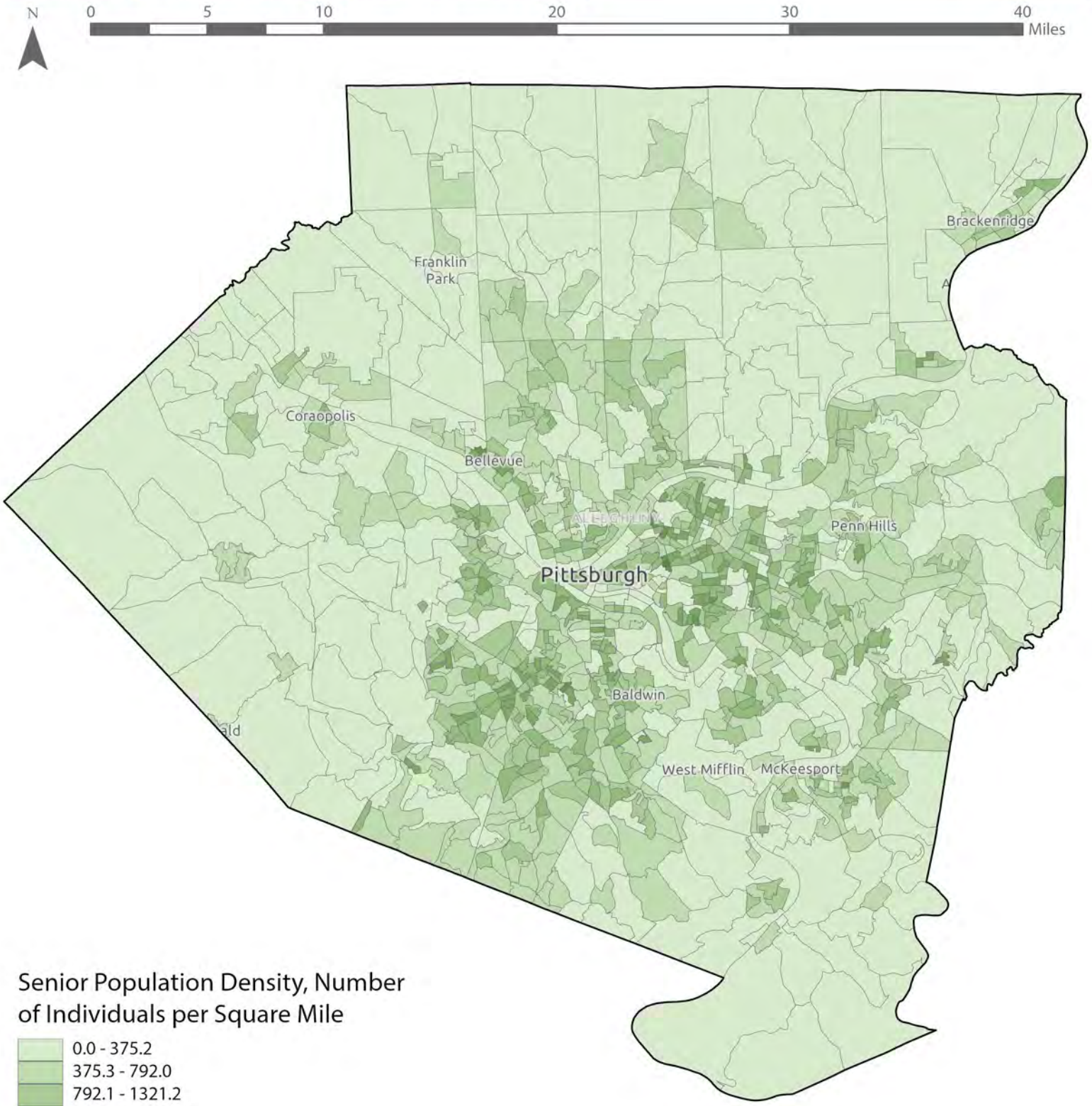
Senior Population, Number of Individuals

- 0 - 83
- 84 - 154
- 155 - 225
- 226 - 313
- 314 - 430
- 431 - 598
- 599 - 1004

PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

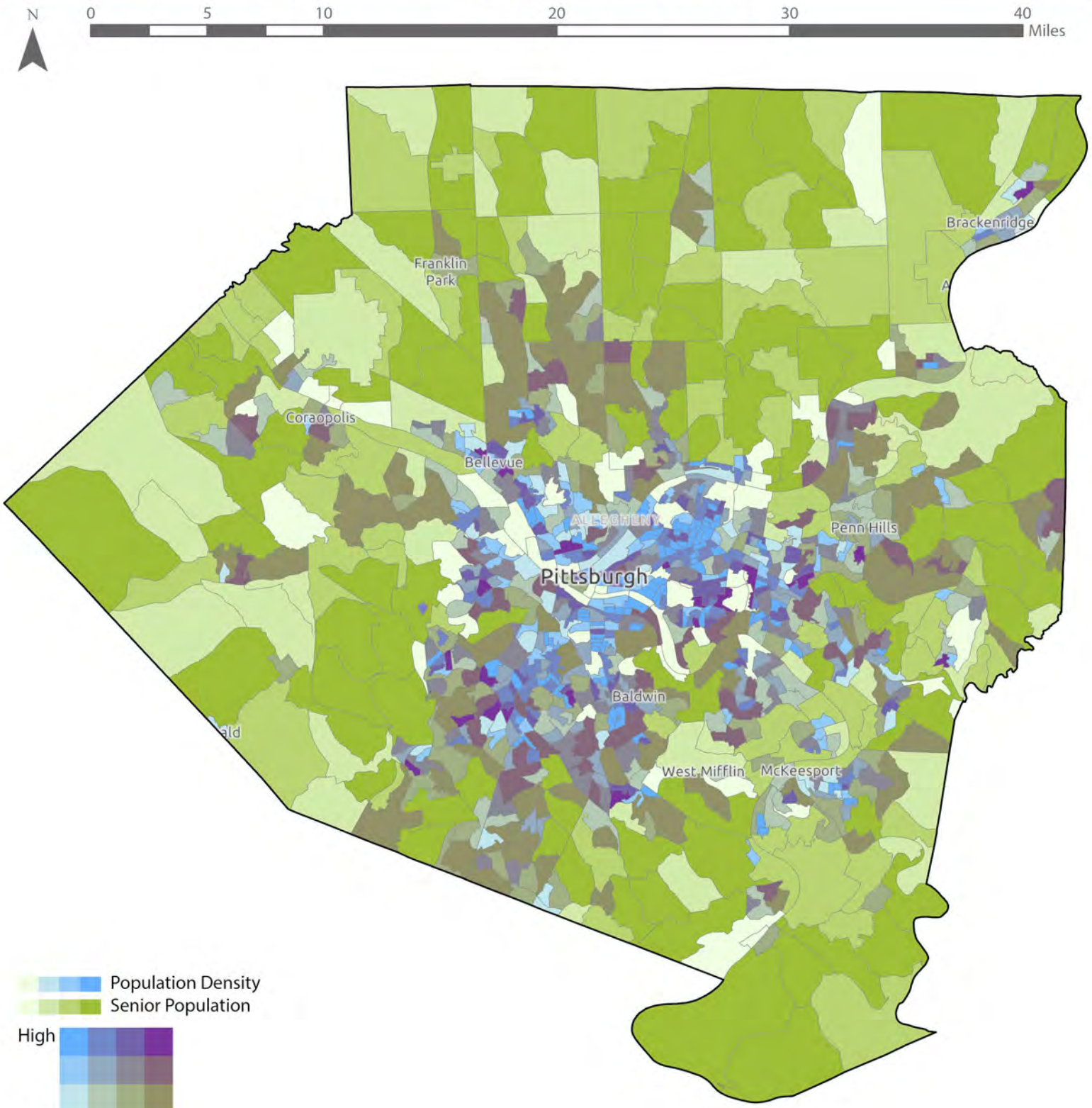
Senior Population Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

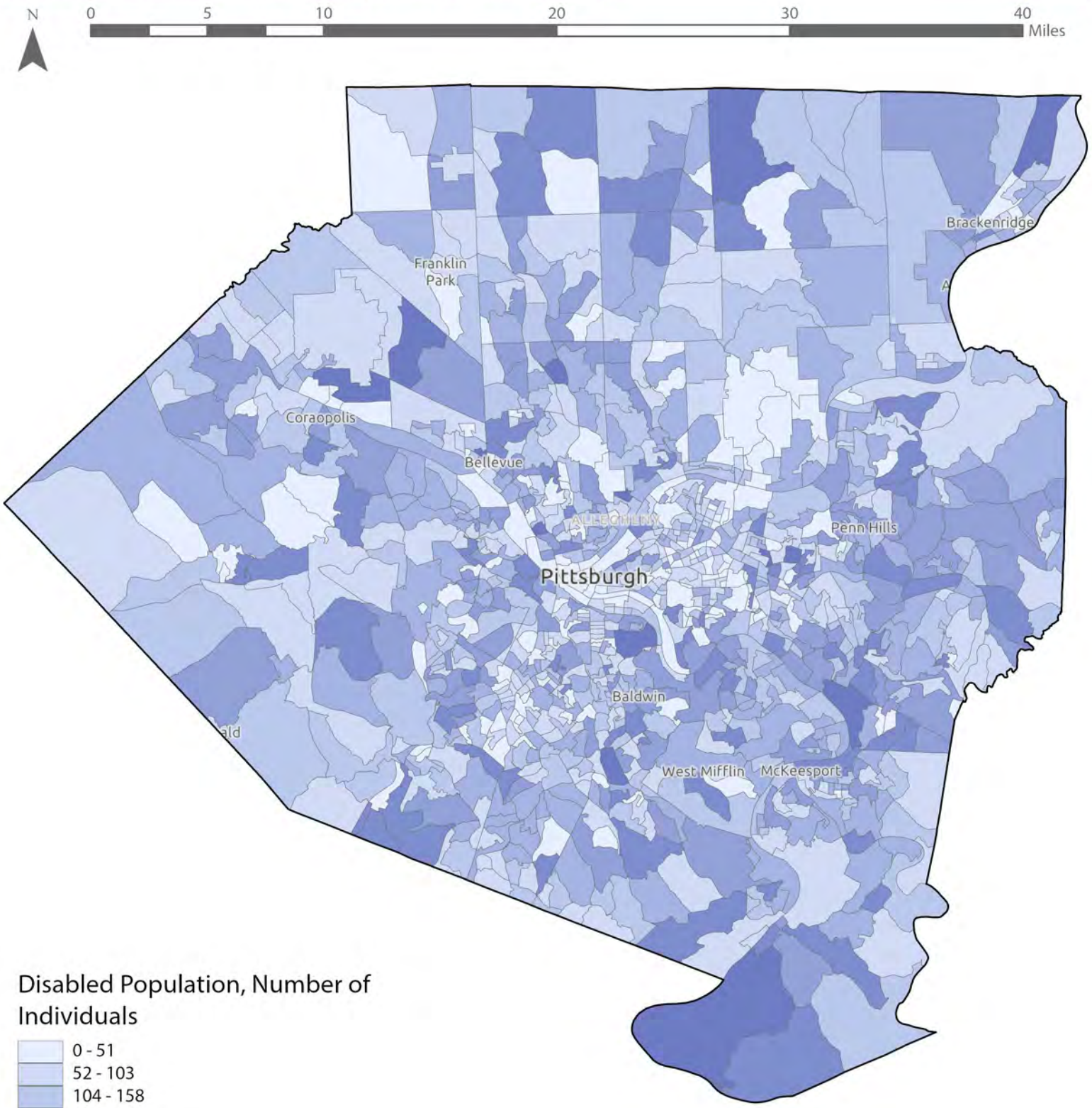
Senior Population Compared to Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

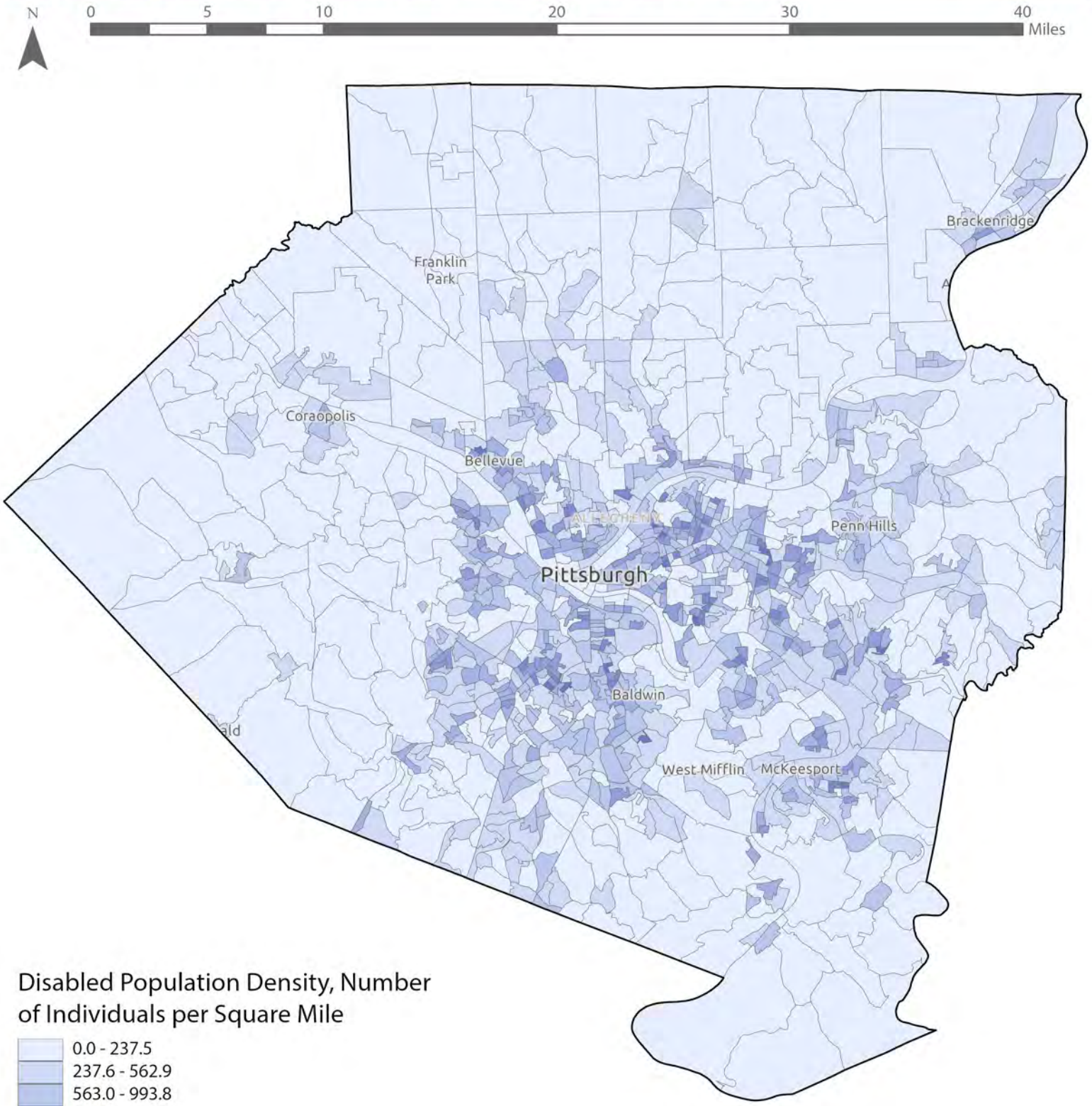
Individuals with Disabilities by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

Pop. Density of Individuals with Disabilities by Census Block Group



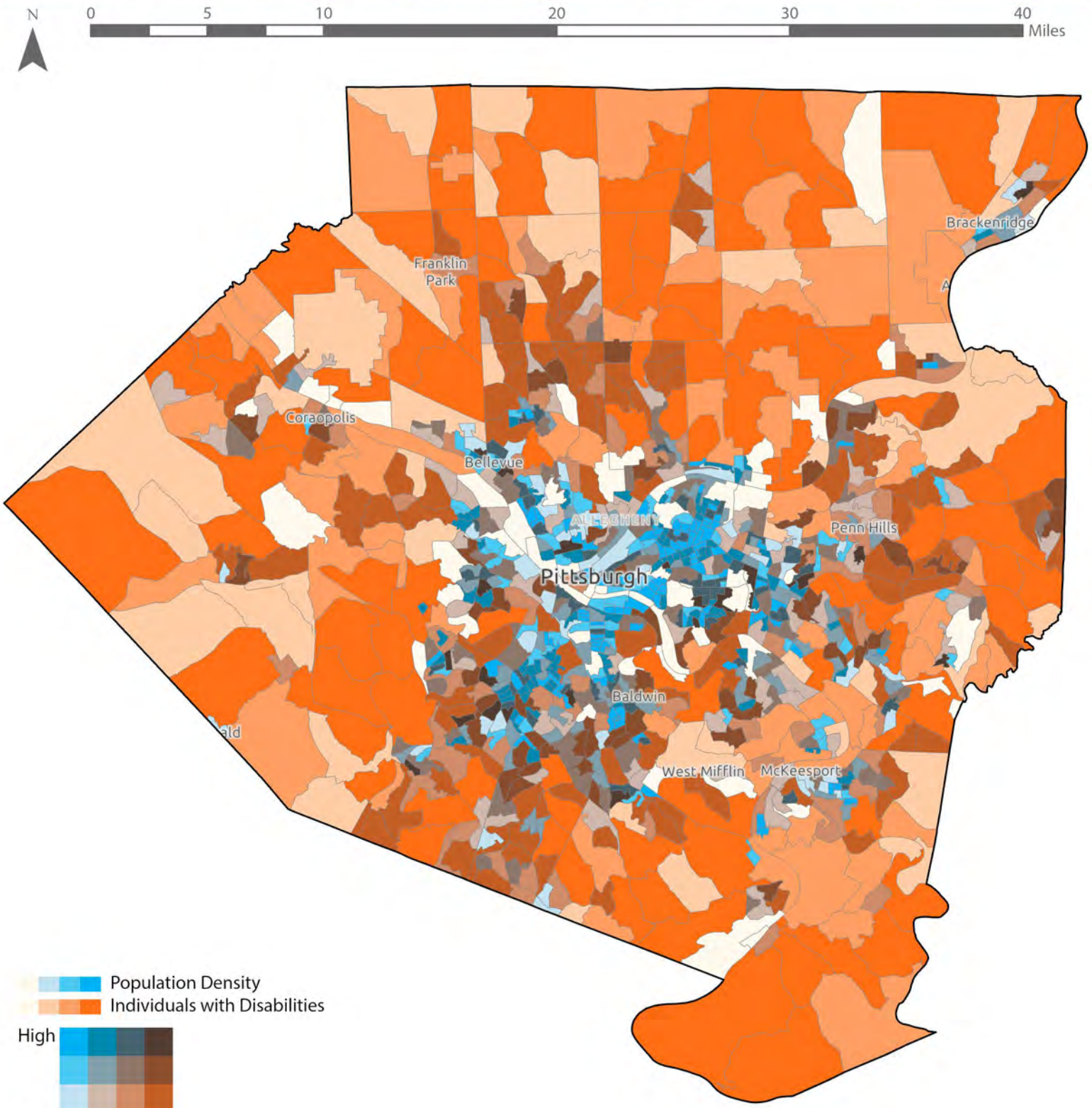
Disabled Population Density, Number of Individuals per Square Mile

- 0.0 - 237.5
- 237.6 - 562.9
- 563.0 - 993.8
- 993.9 - 1530.8
- 1530.9 - 2359.2
- 2359.3 - 3714.8
- 3714.9 - 7399.9

PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

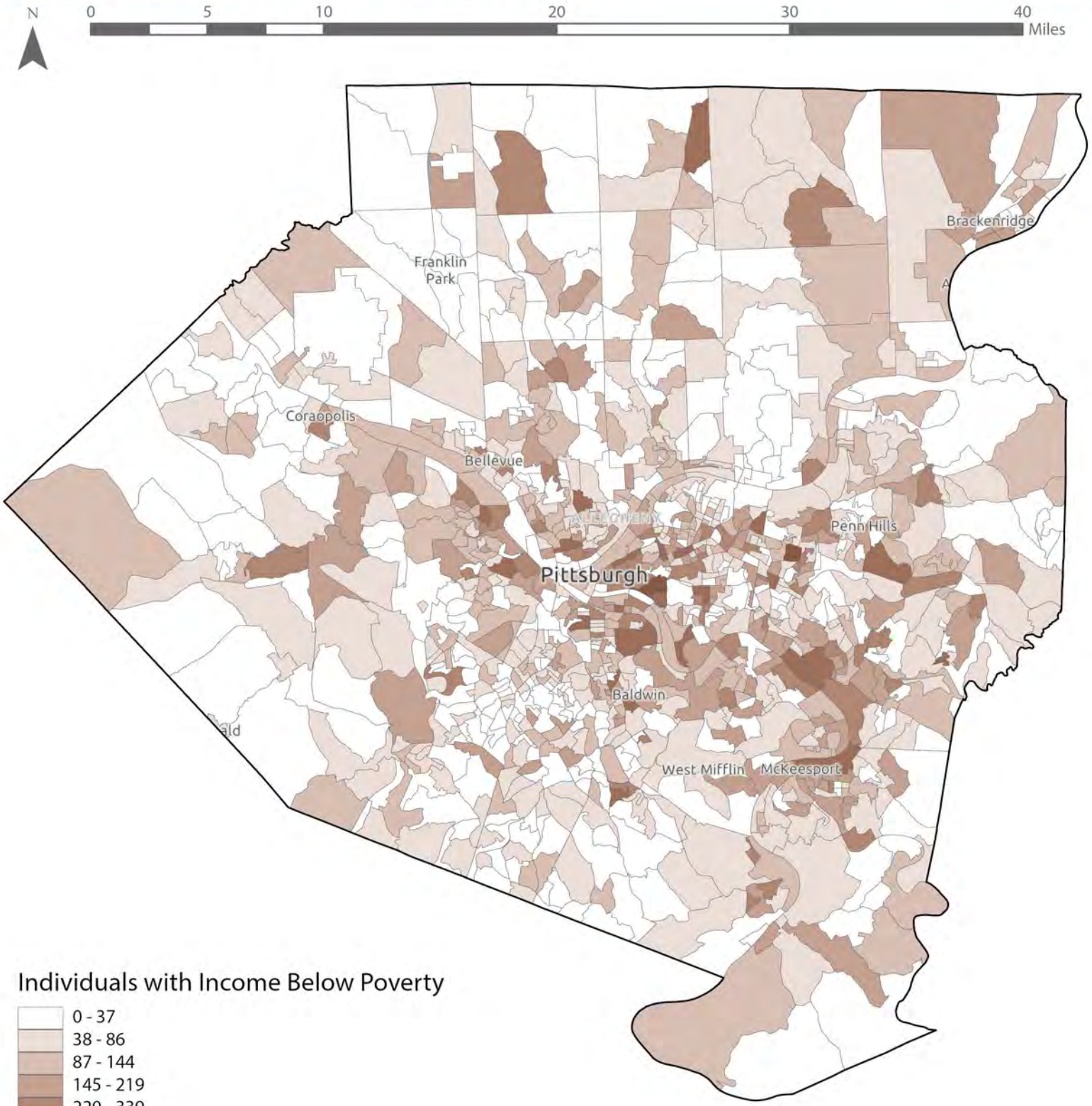
Individuals with Disabilities Compared to Pop. Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

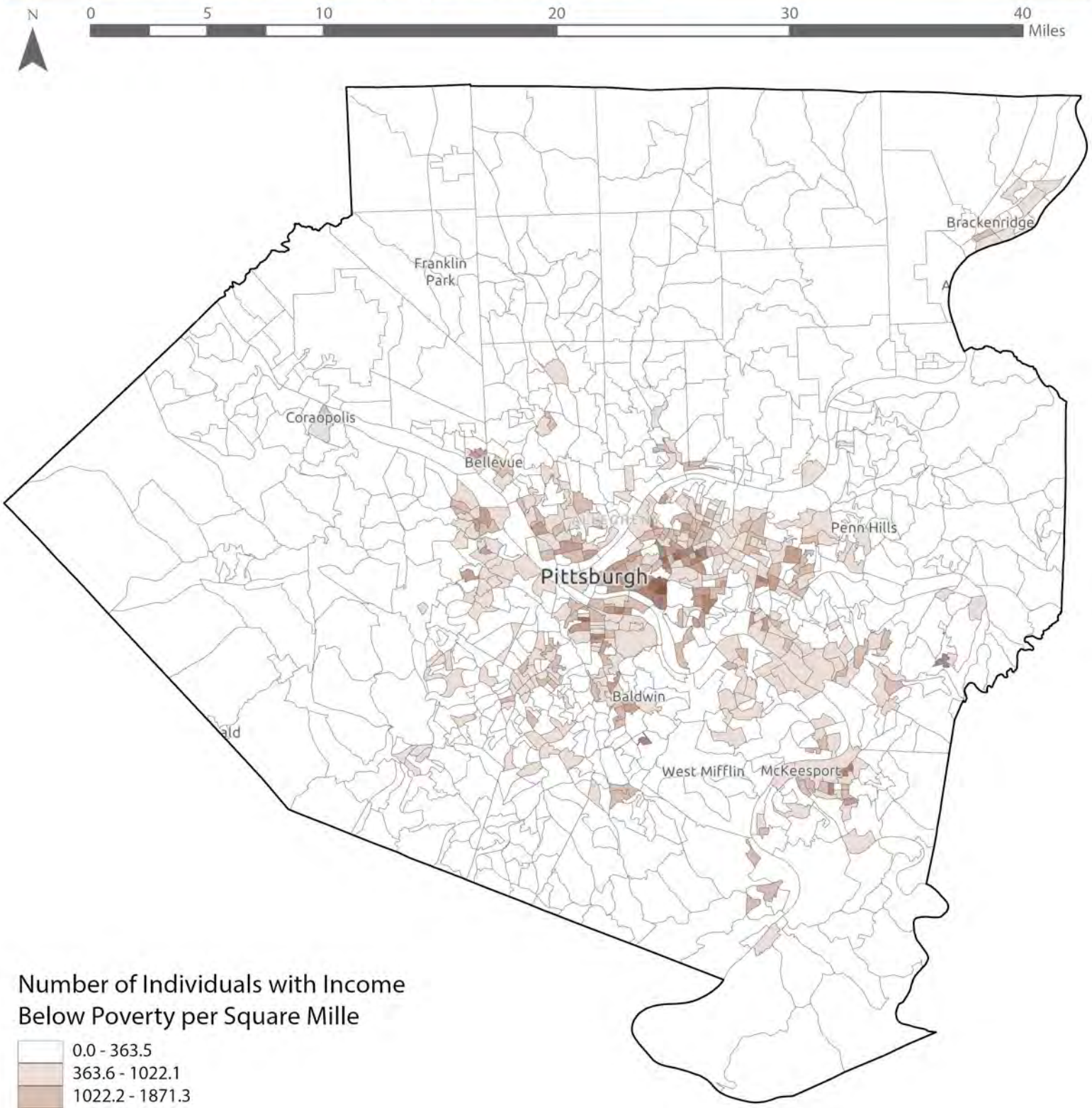
Low-Income Population by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

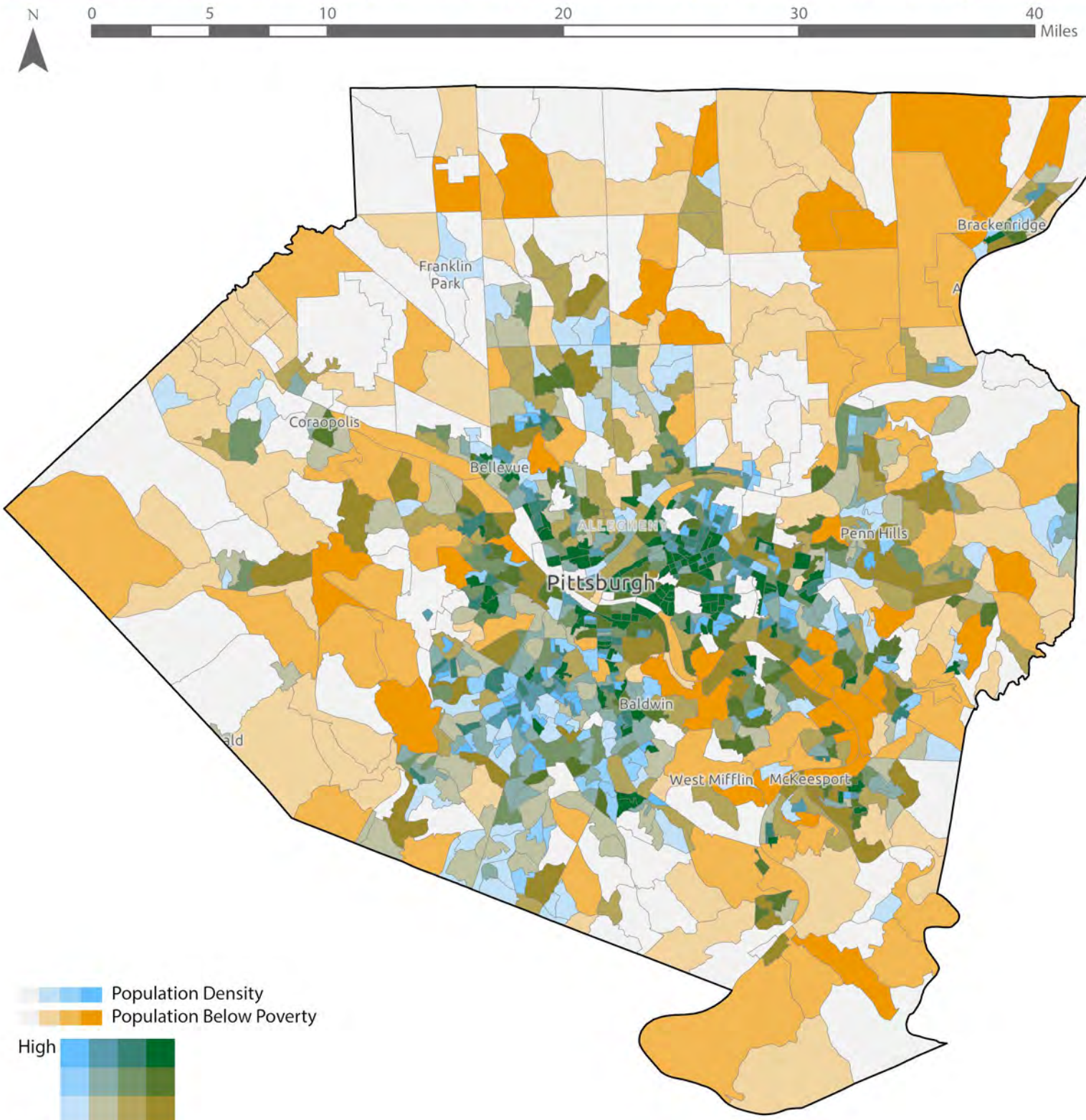
Low-Income Population Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

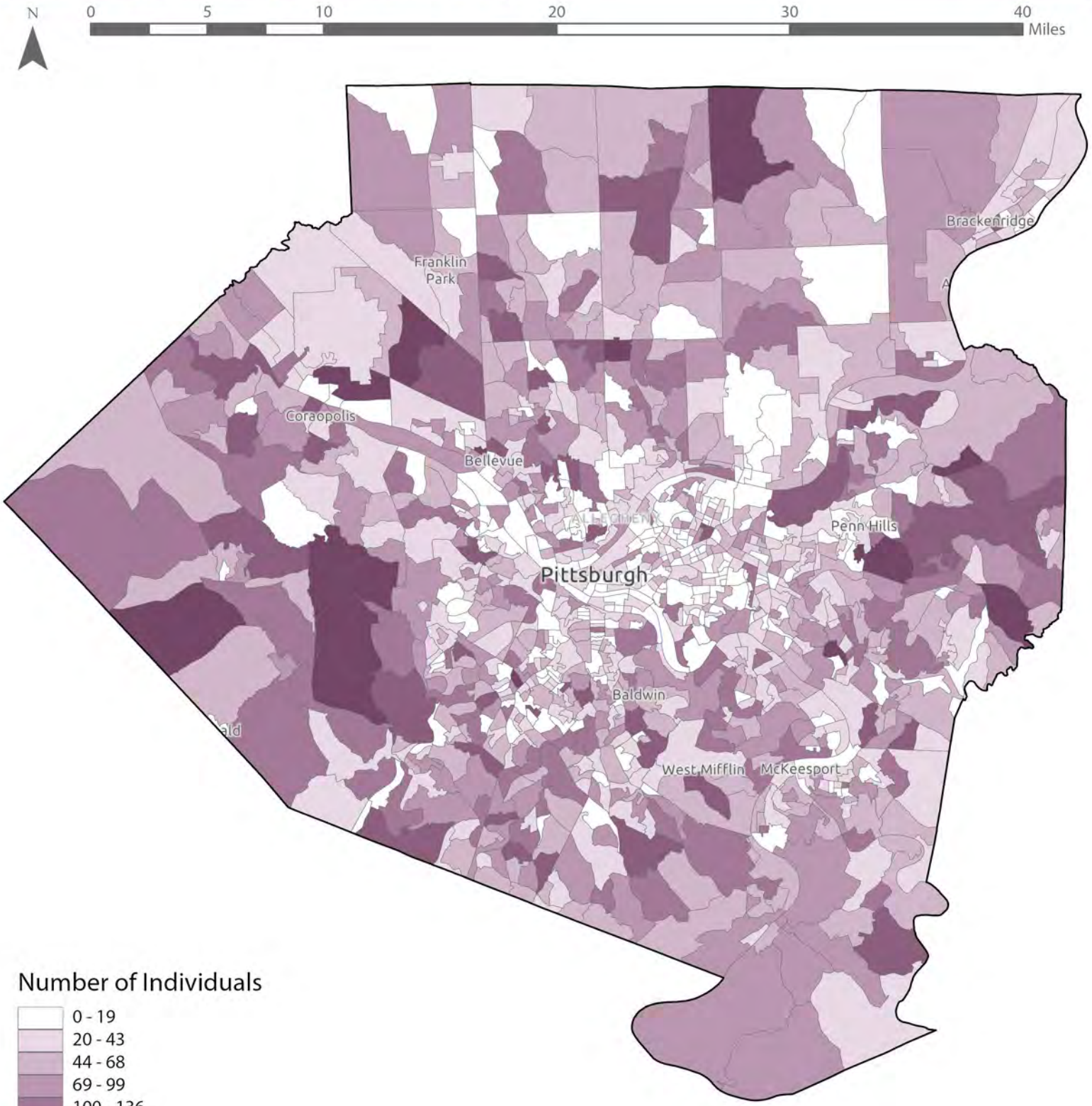
Low-Income Population Compared to Population Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

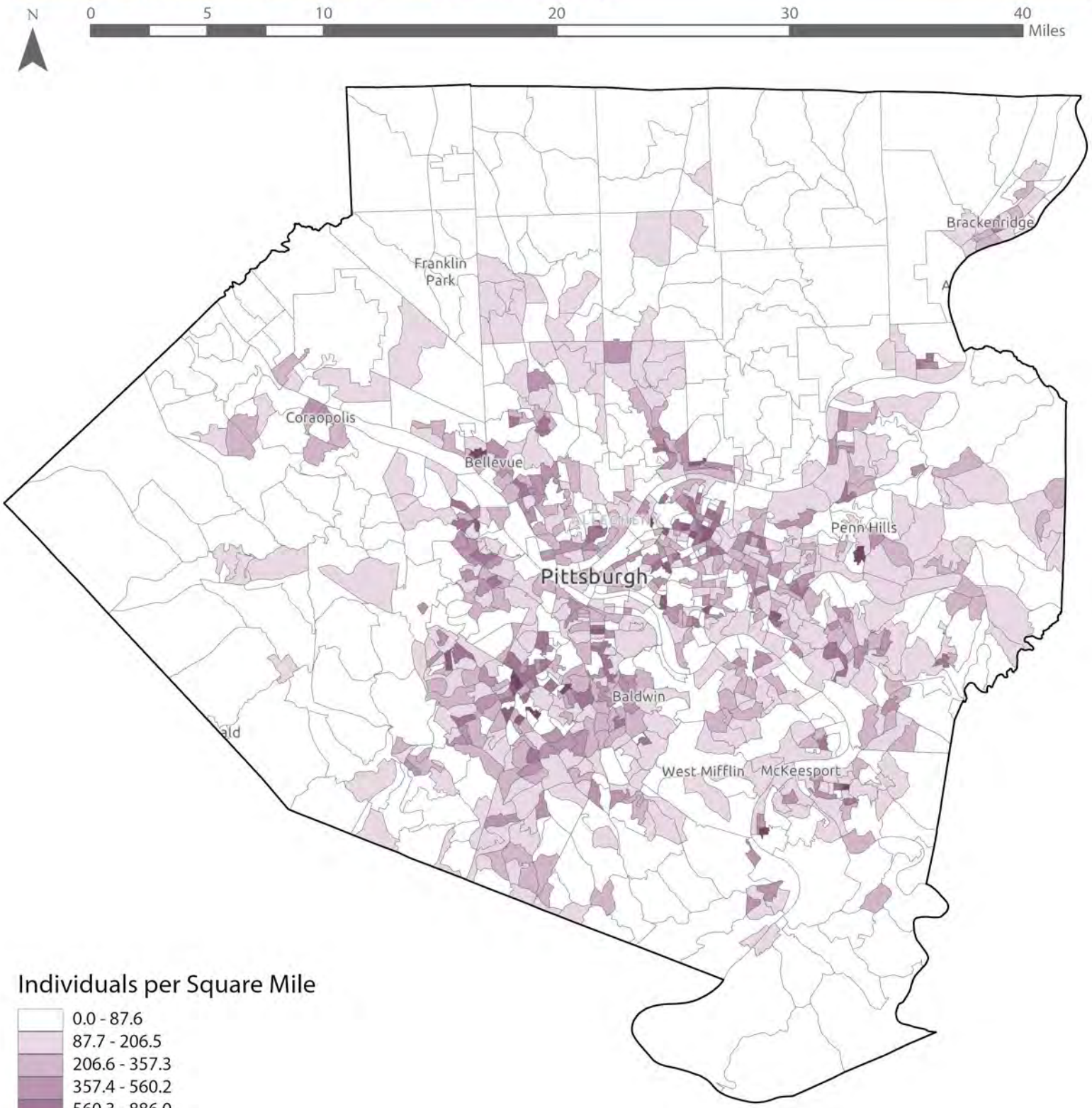
Veteran Population by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

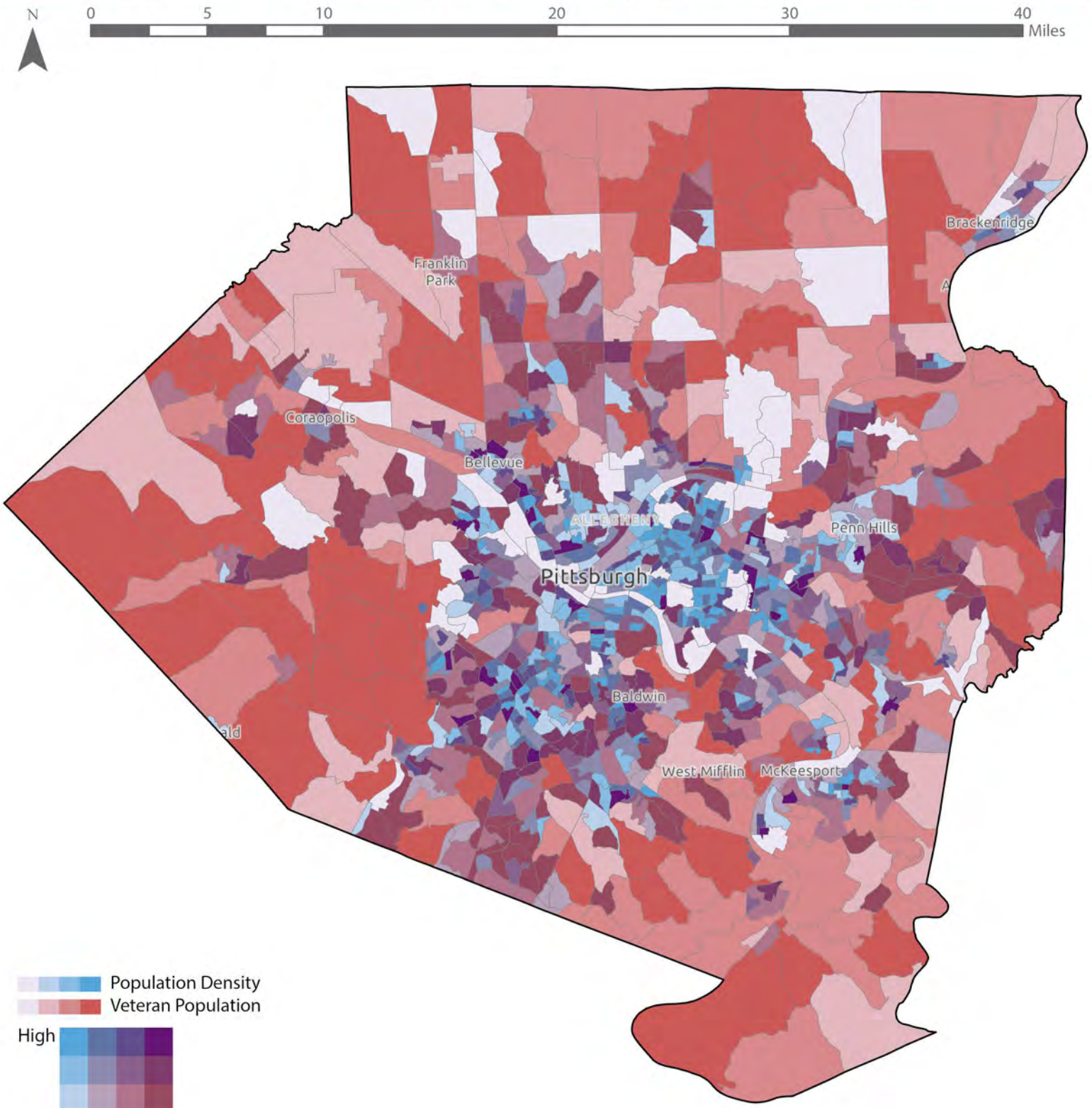
Veteran Population Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

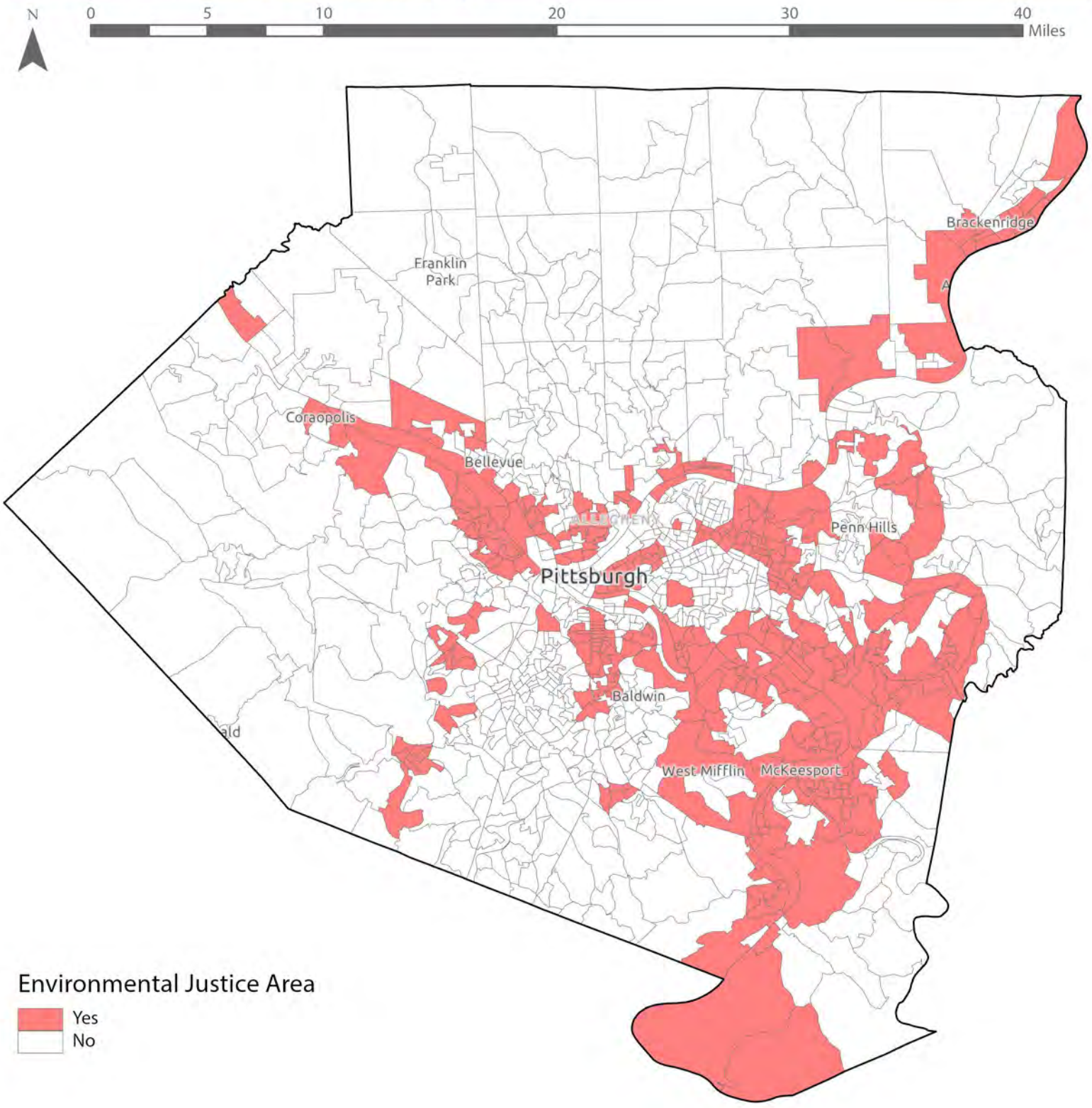
Veteran Population Compared to Population Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Allegheny County

EPA Environmental Justice Block Groups

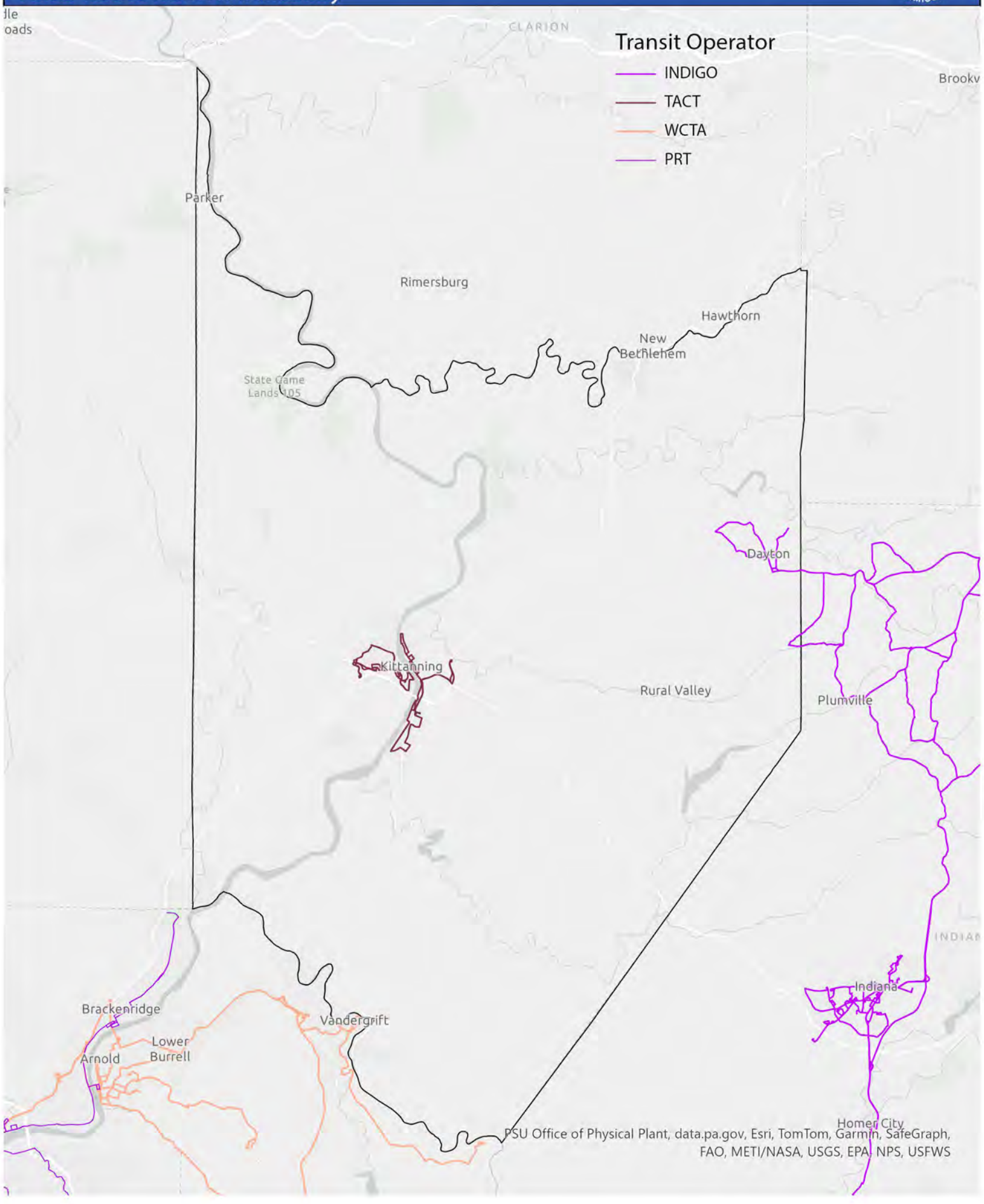


PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

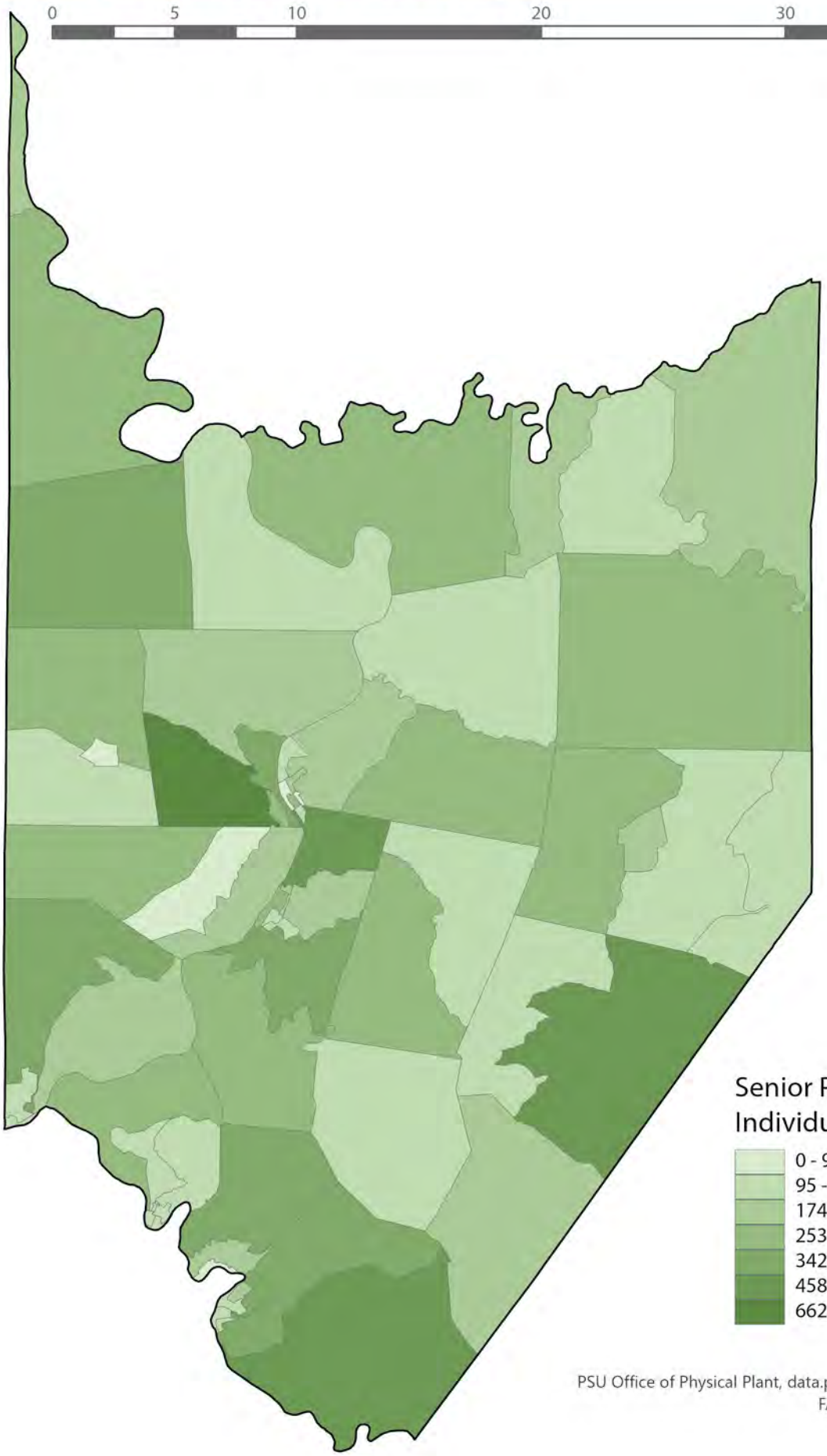
Armstrong County

Fixed-Route Transit Availability



Armstrong County

Senior Population by Census Block Group



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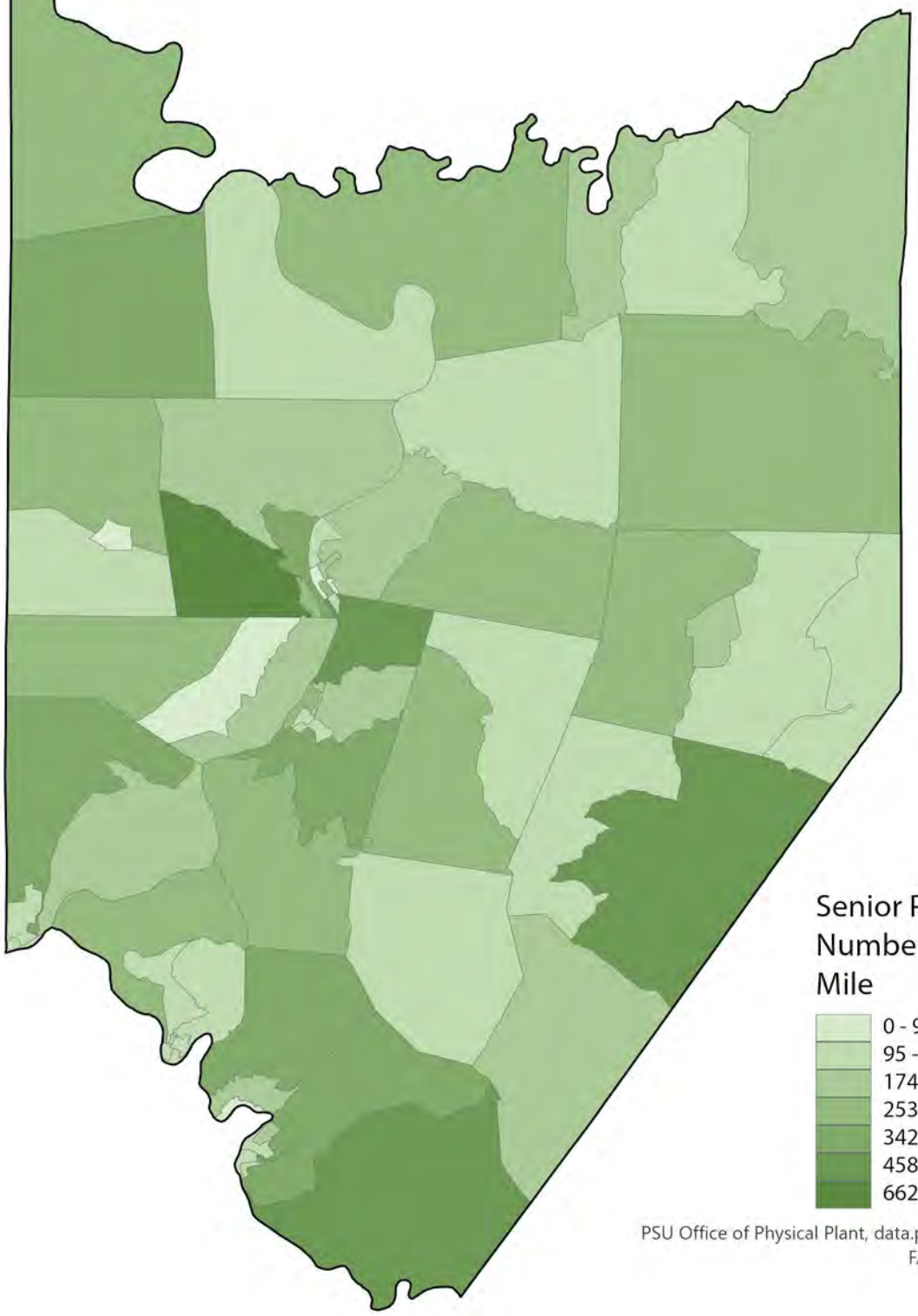
Armstrong County

Senior Population Density by Census Block Group



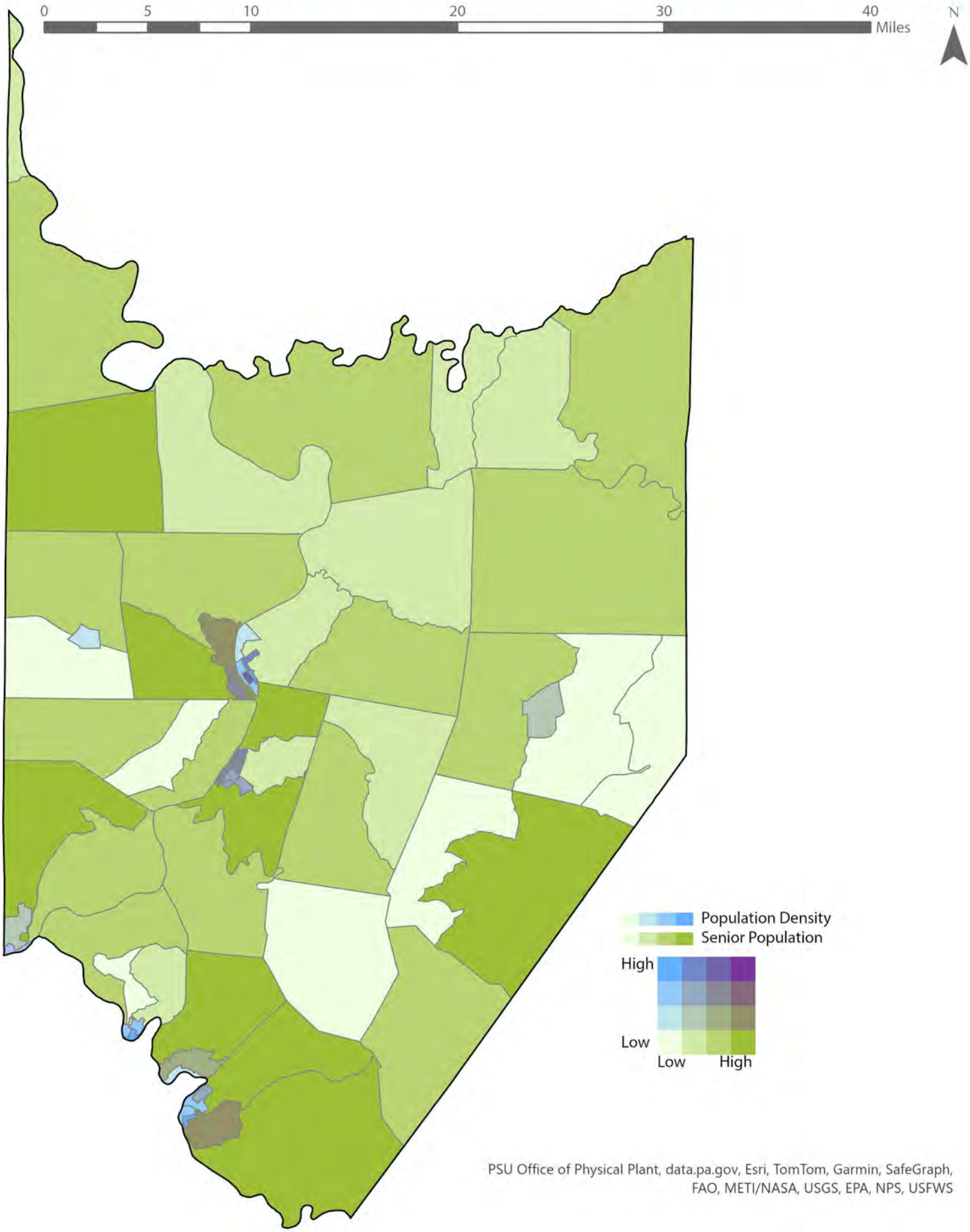
Senior Population Density, Number of Individuals per Square Mile

- 0 - 94
- 95 - 173
- 174 - 252
- 253 - 341
- 342 - 457
- 458 - 661
- 662 - 1471

PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

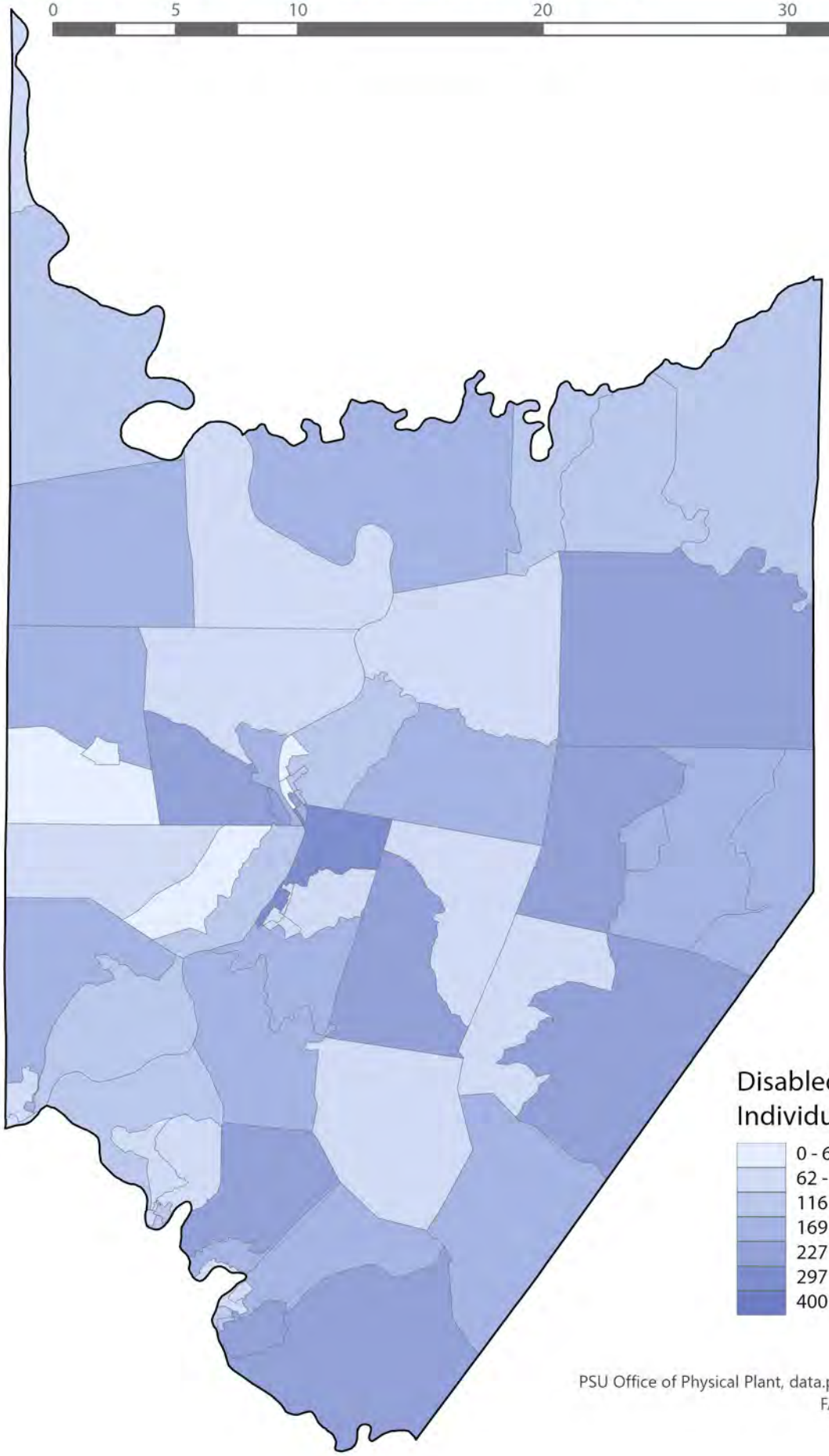
Senior Population Compared to Population Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

Individuals with Disabilities by Census Block Group



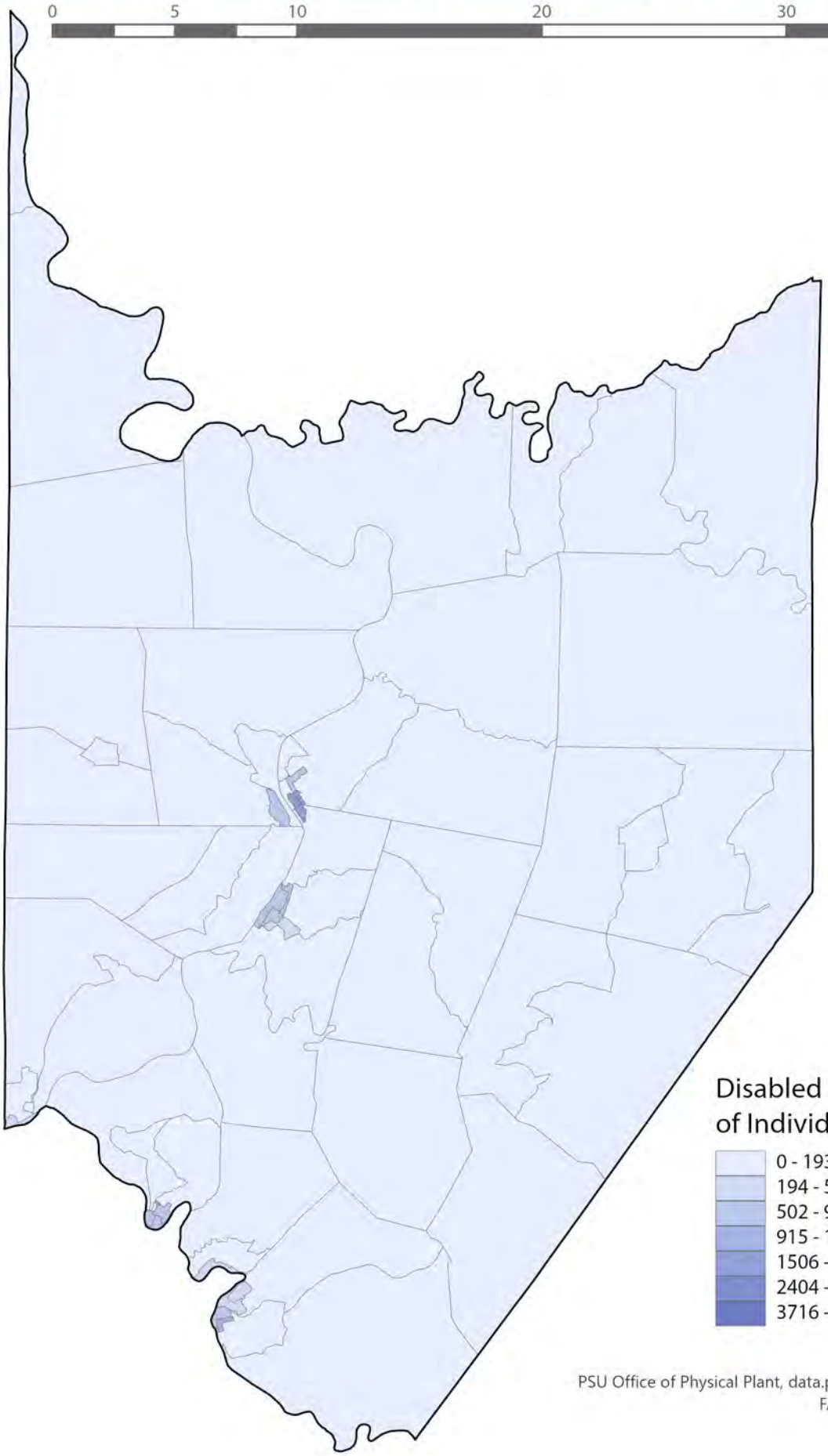
Disabled Population, Number of Individuals

- 0 - 61
- 62 - 115
- 116 - 168
- 169 - 226
- 227 - 296
- 297 - 399
- 400 - 636

PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

Pop. Density of Individuals with Disabilities by Census Block Group



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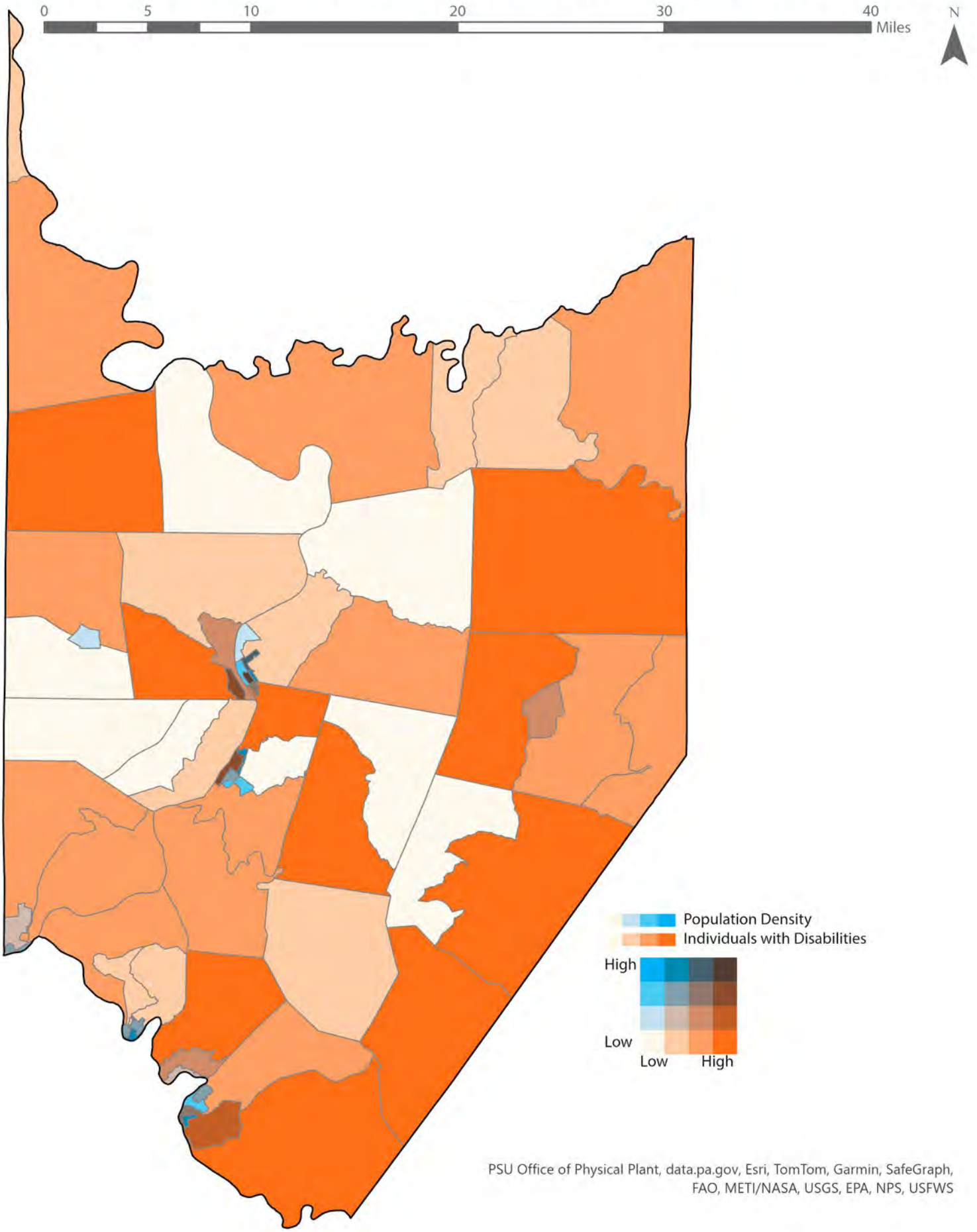
Armstrong County

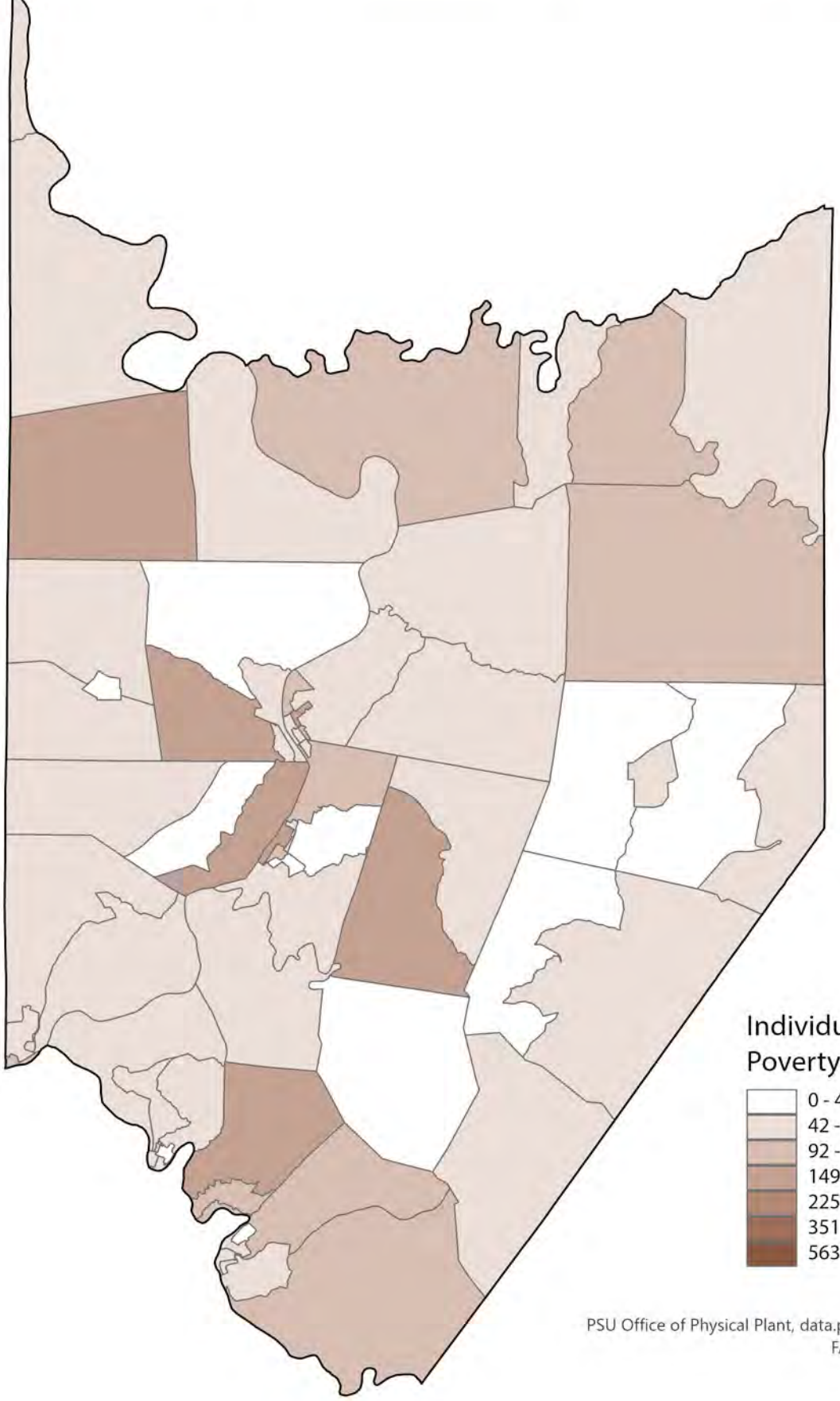
Individuals with Disabilities Compared to Pop. Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

Low-Income Population by Census Block Group



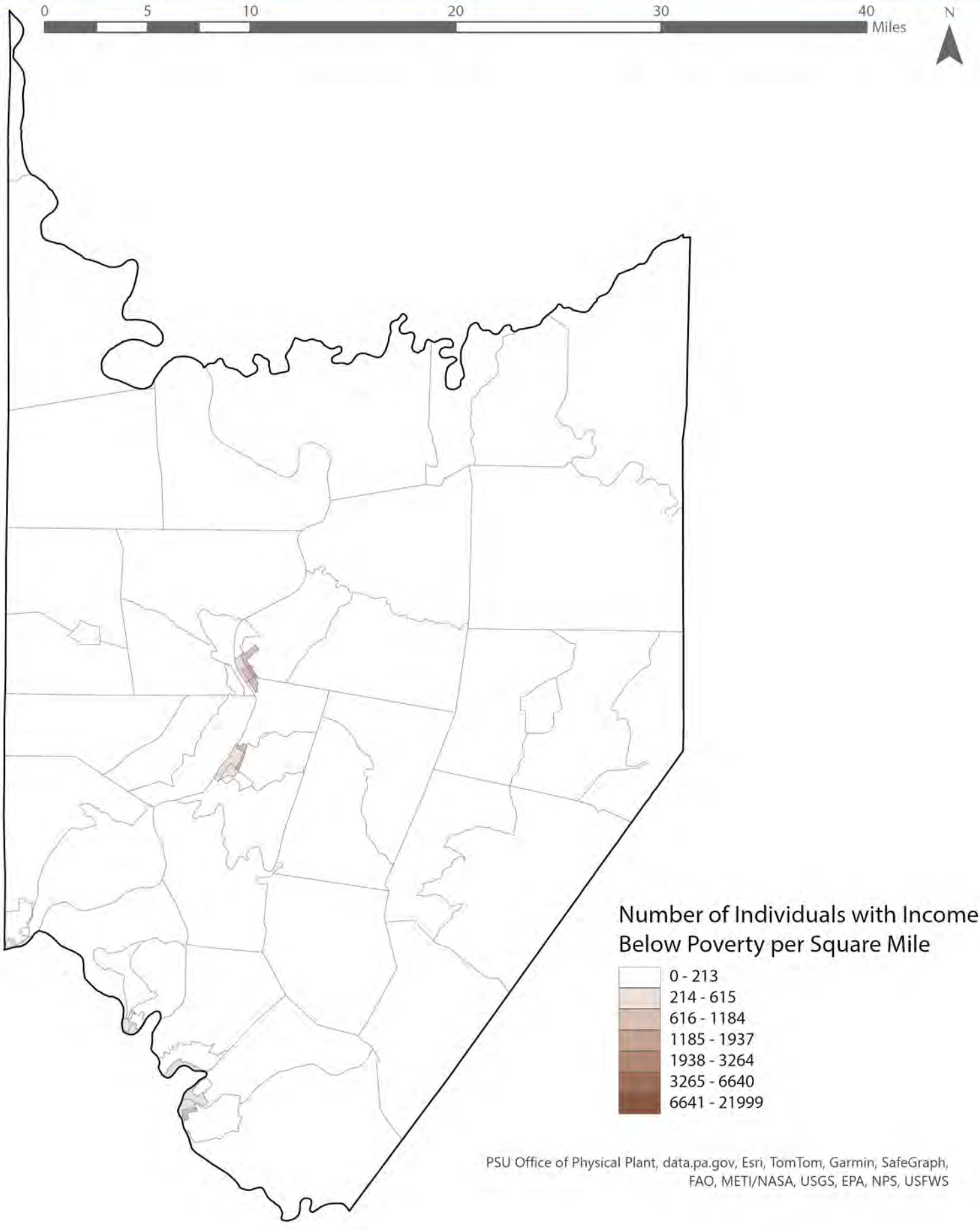
Individuals with Income Below Poverty

- 0 - 41
- 42 - 91
- 92 - 148
- 149 - 224
- 225 - 350
- 351 - 562
- 563 - 1018

PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

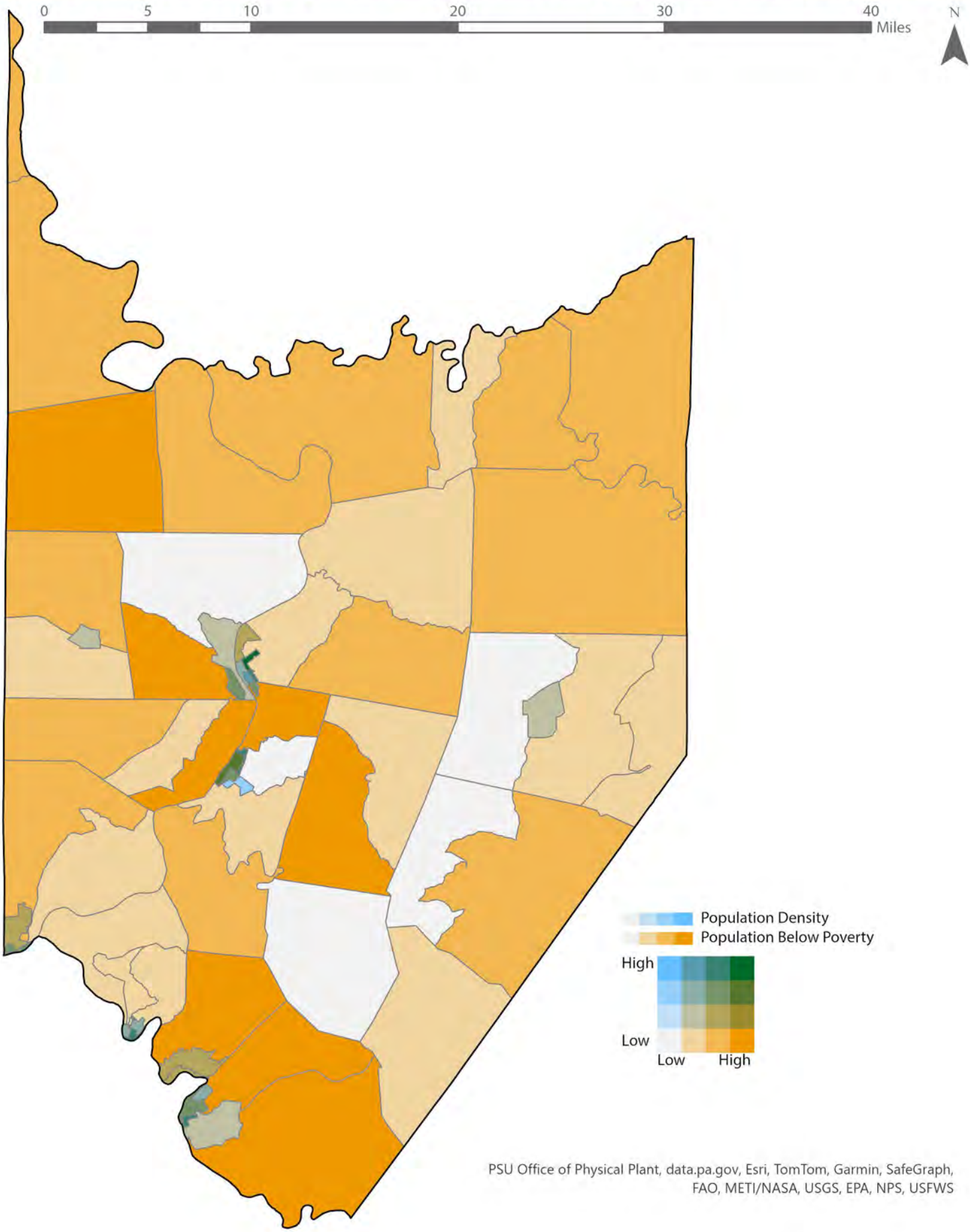
Low-Income Population Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

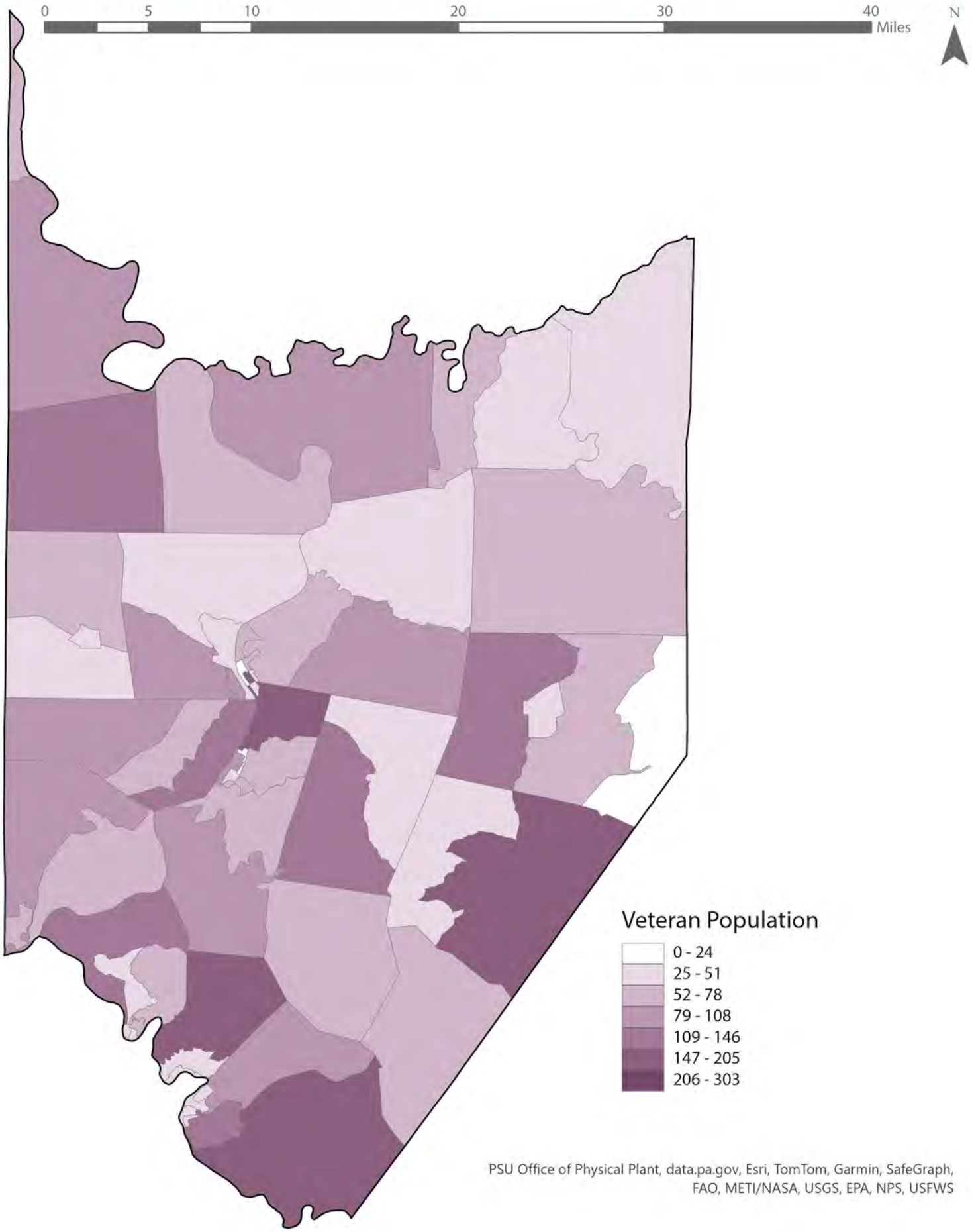
Low-Income Population Compared to Population Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

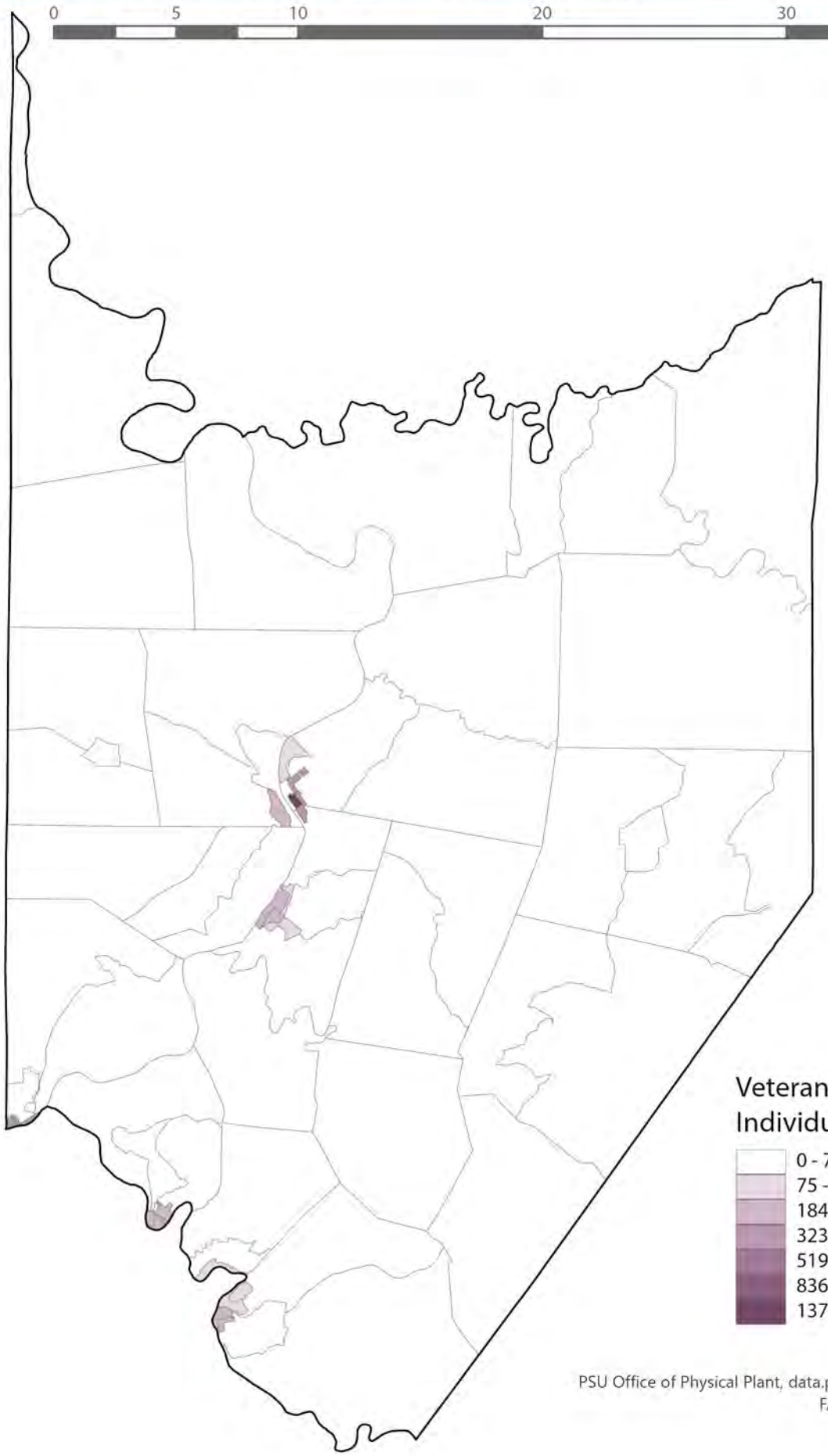
Veteran Population by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

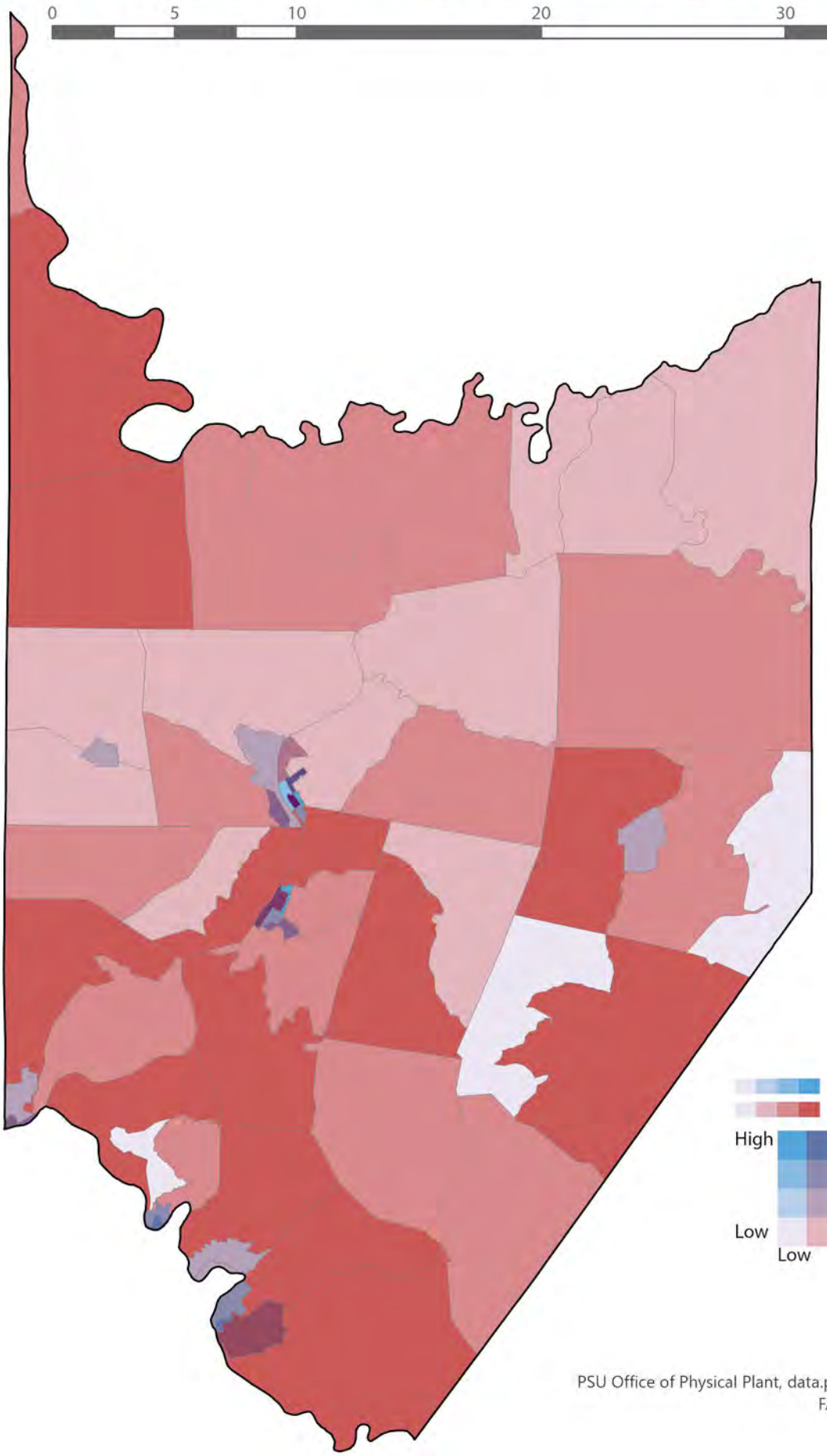
Veteran Population Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

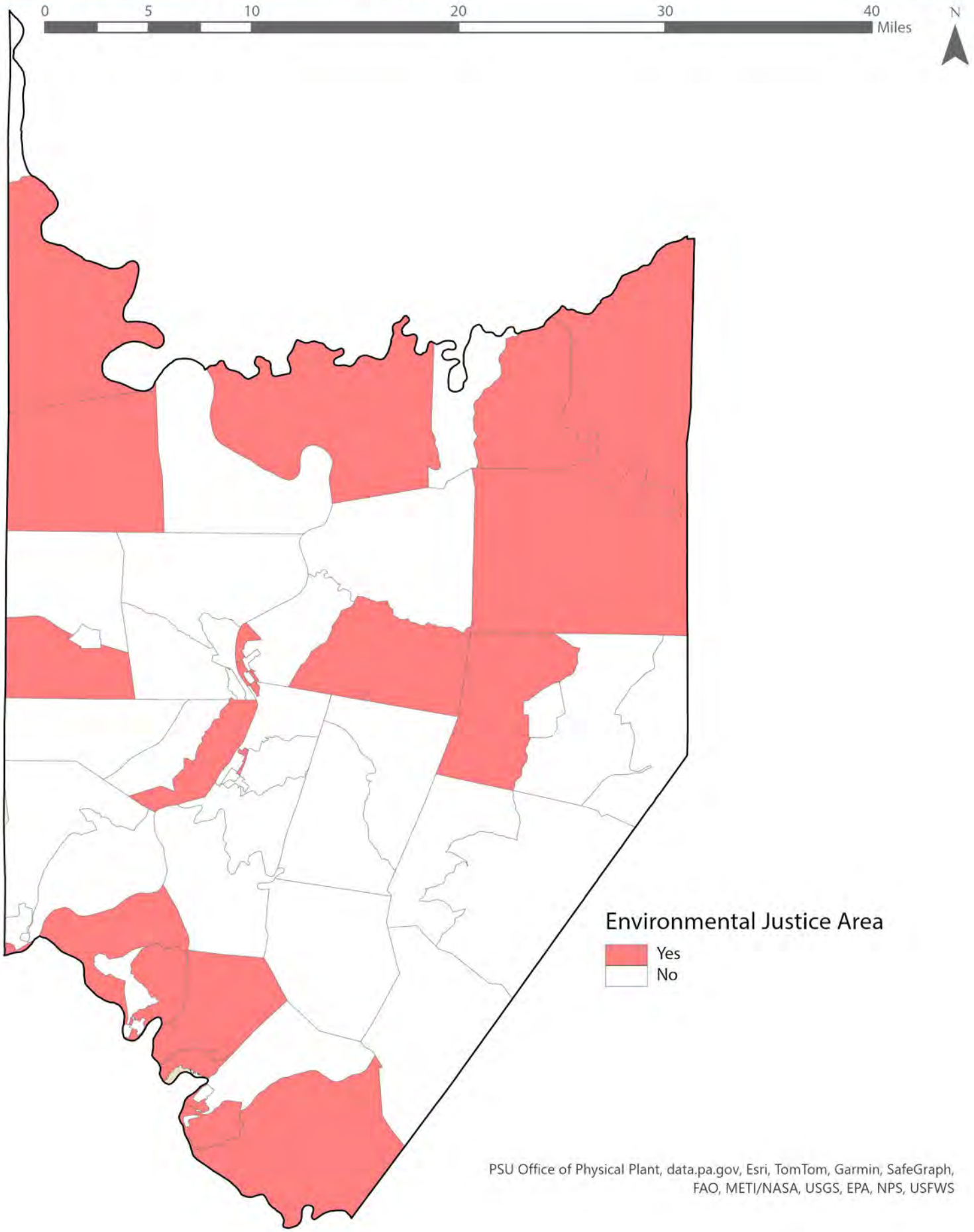
Veteran Population Compared to Population Density by Census Block Group



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Armstrong County

EPA Environmental Justice Block Groups

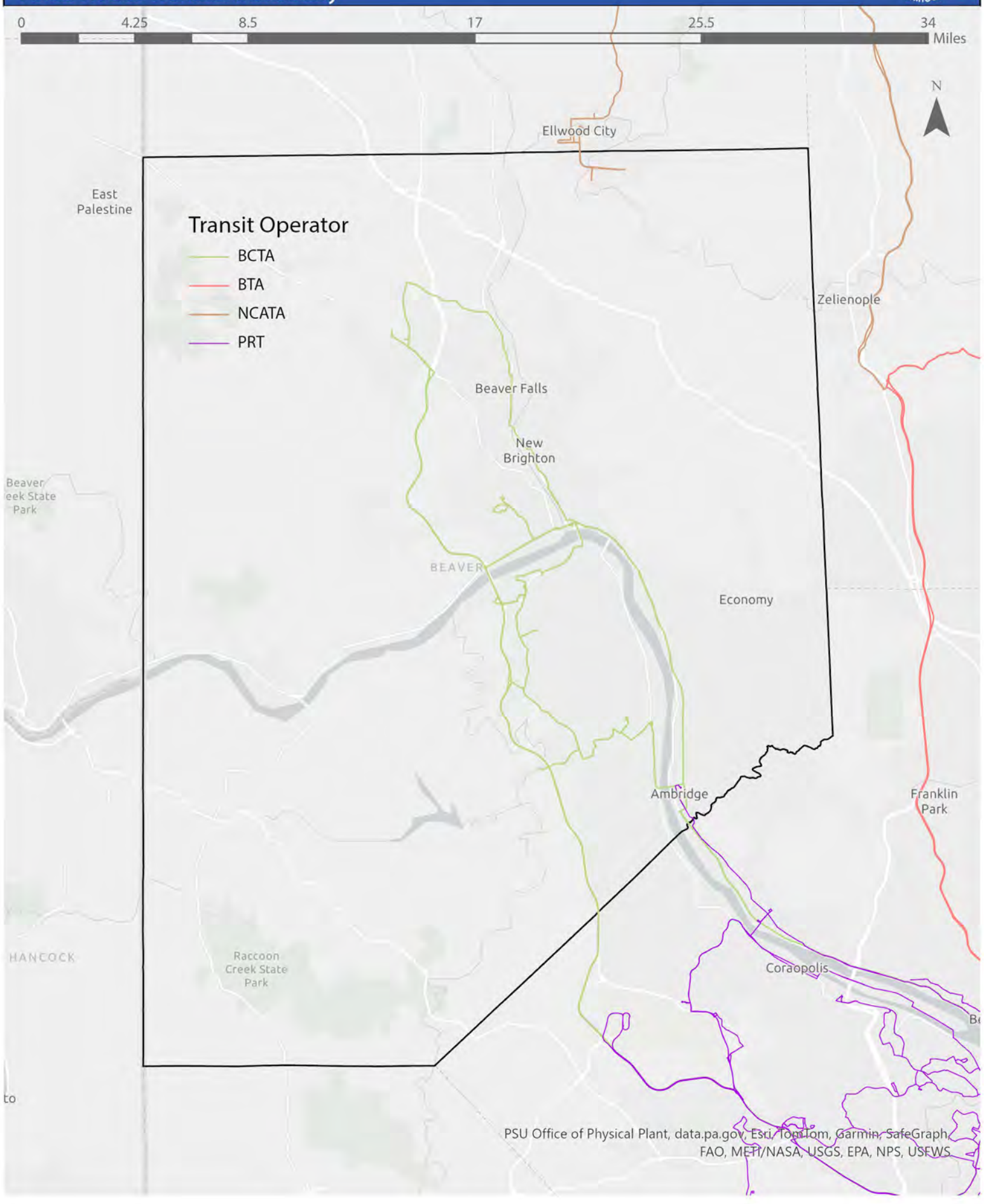


PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Beaver County

Beaver County

Fixed Route Transit Availability

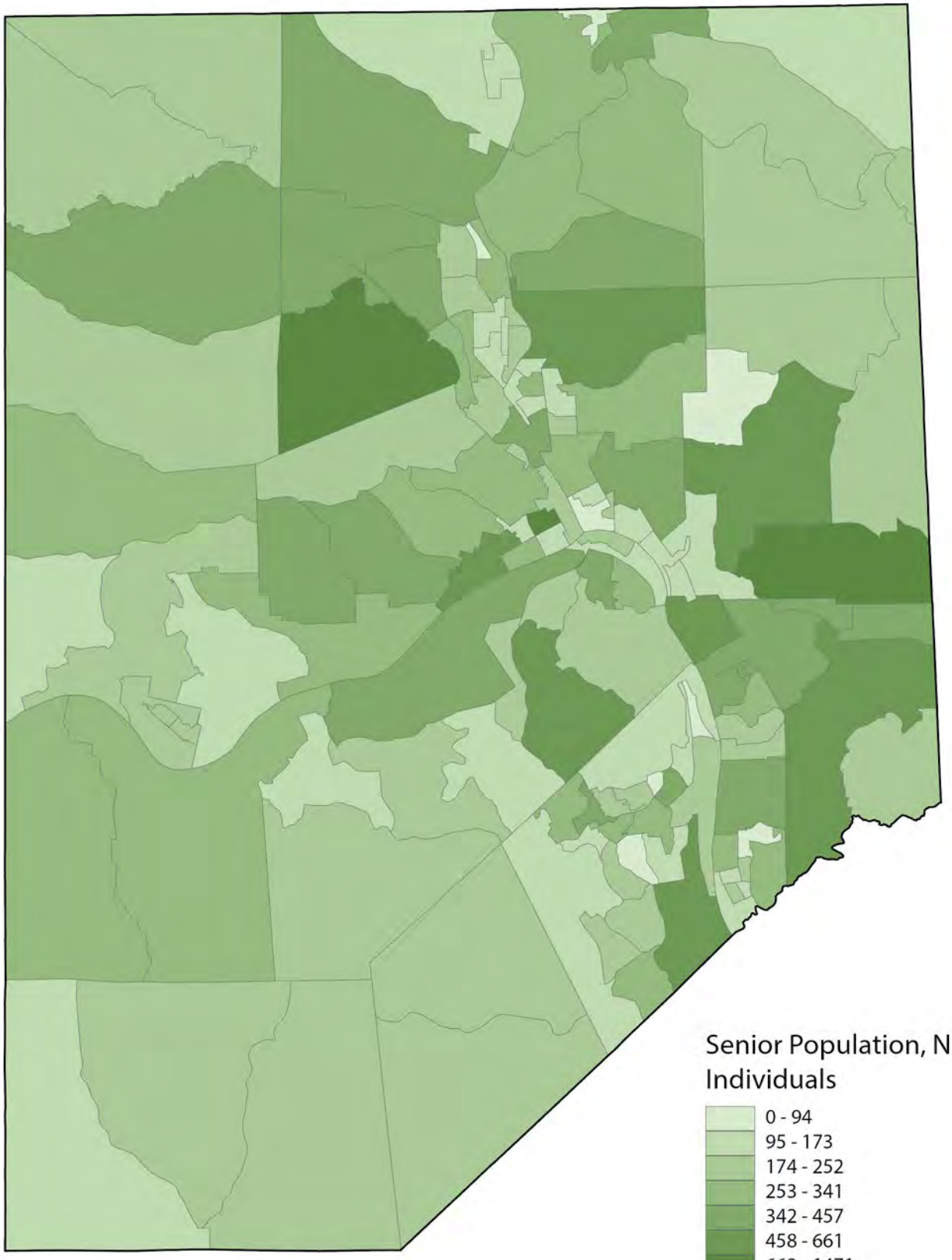


Beaver County

Senior Population by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

N



Senior Population, Number of Individuals

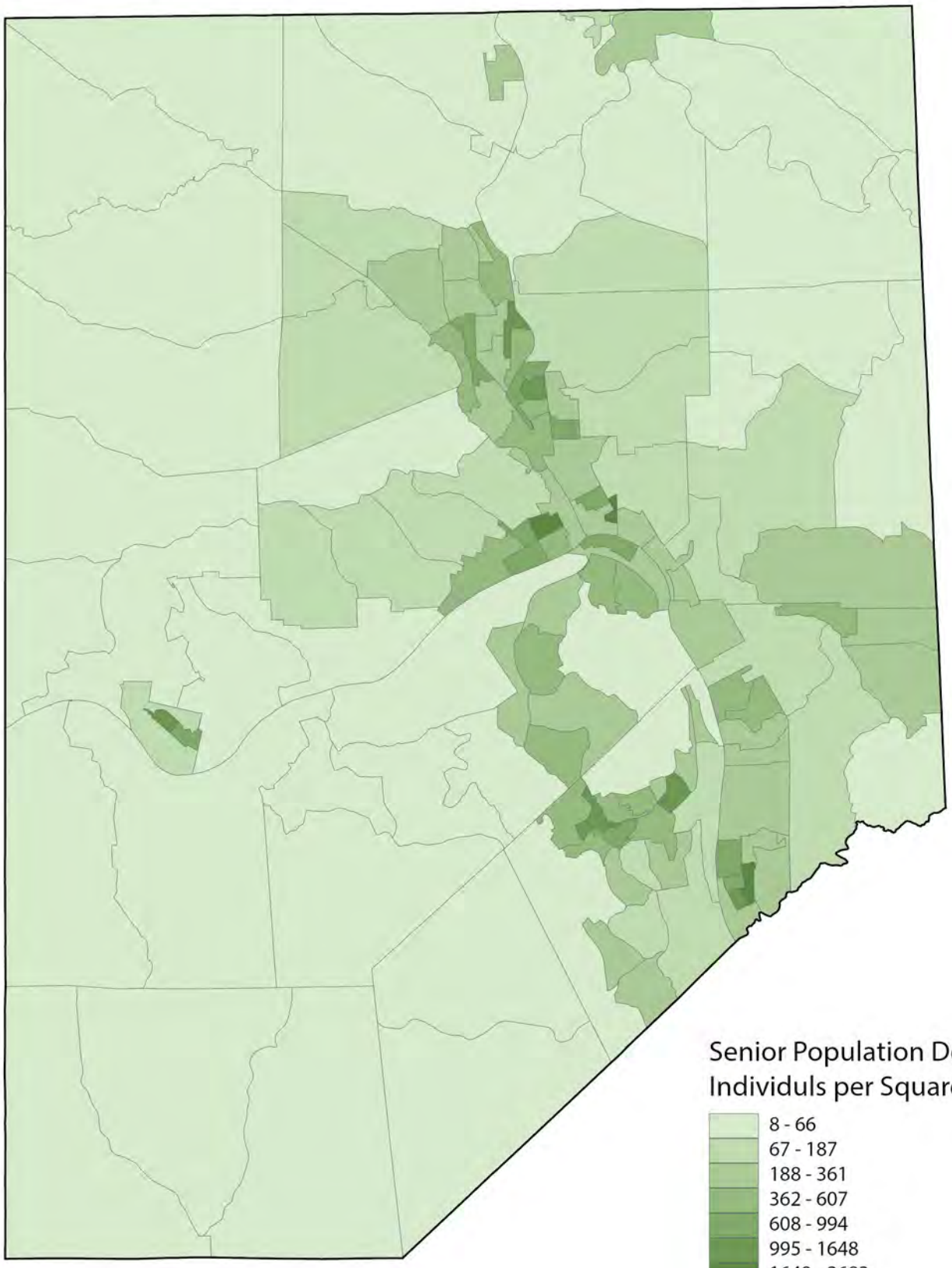
- 0 - 94
- 95 - 173
- 174 - 252
- 253 - 341
- 342 - 457
- 458 - 661
- 662 - 1471

Beaver County

Senior Population Density by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

N



Senior Population Density, Number of Individuls per Square Mile

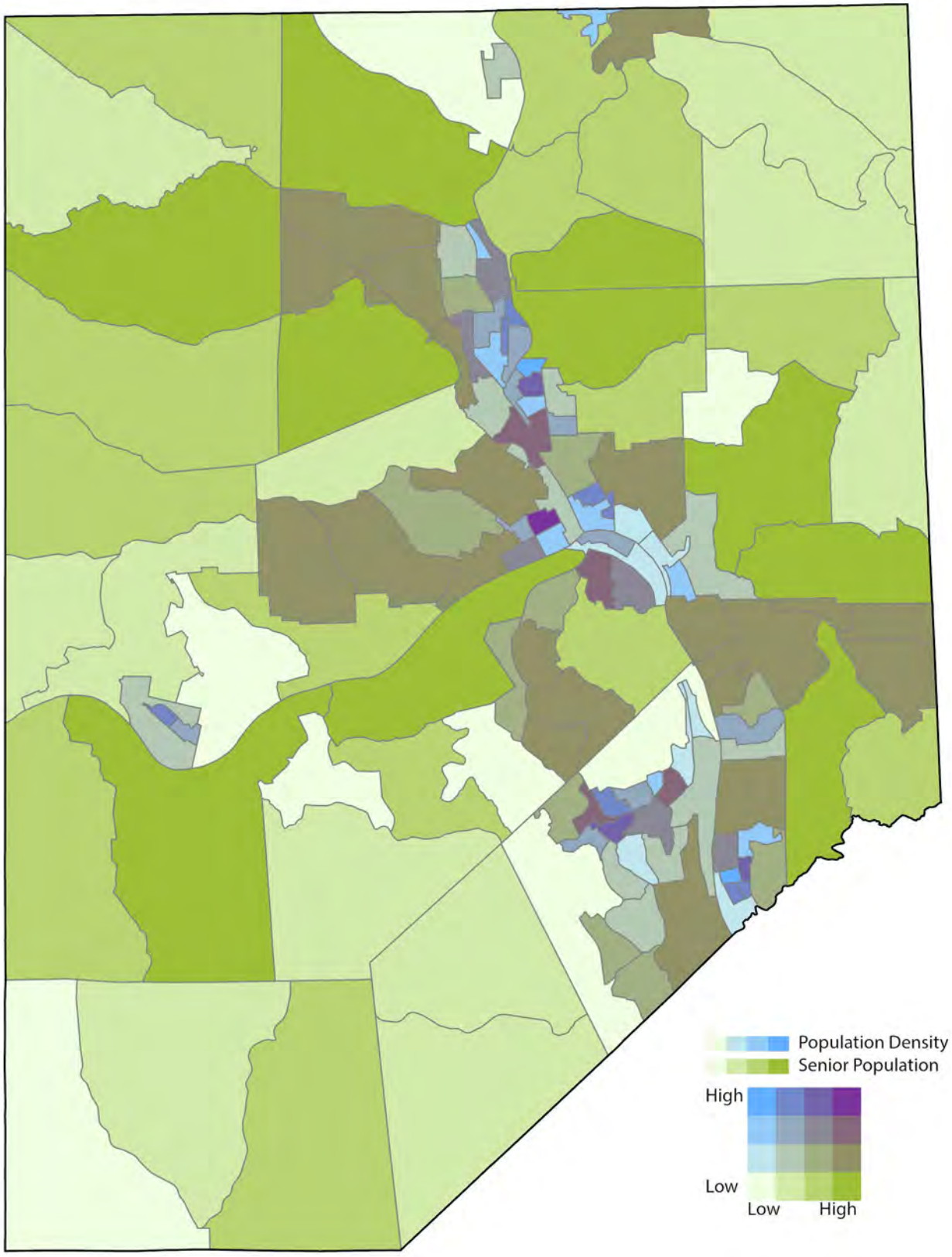
- 8 - 66
- 67 - 187
- 188 - 361
- 362 - 607
- 608 - 994
- 995 - 1648
- 1649 - 2683

Beaver County

Senior Population Compared to Density by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

N

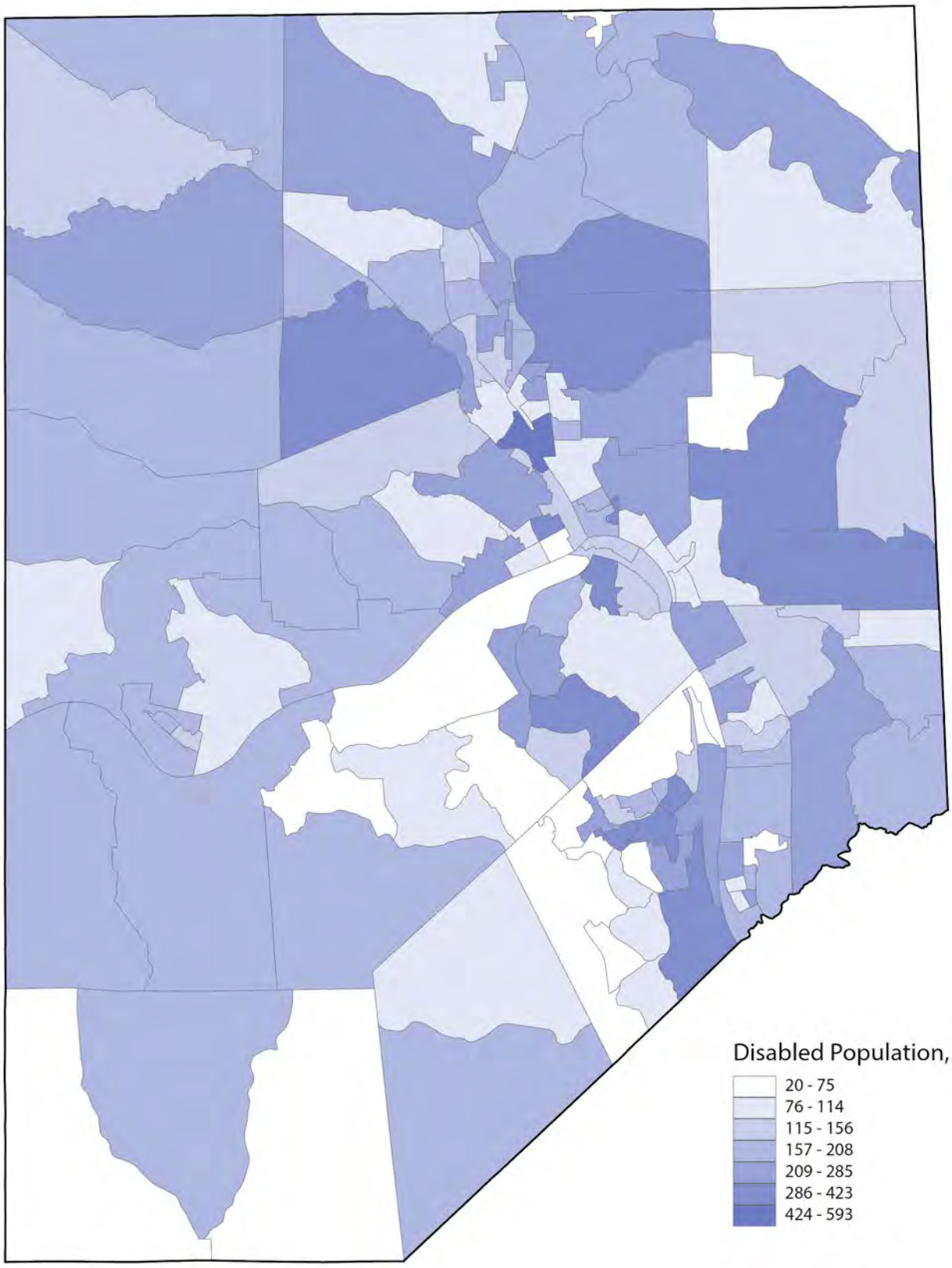


Beaver County

Individuals with Disabilities by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

N



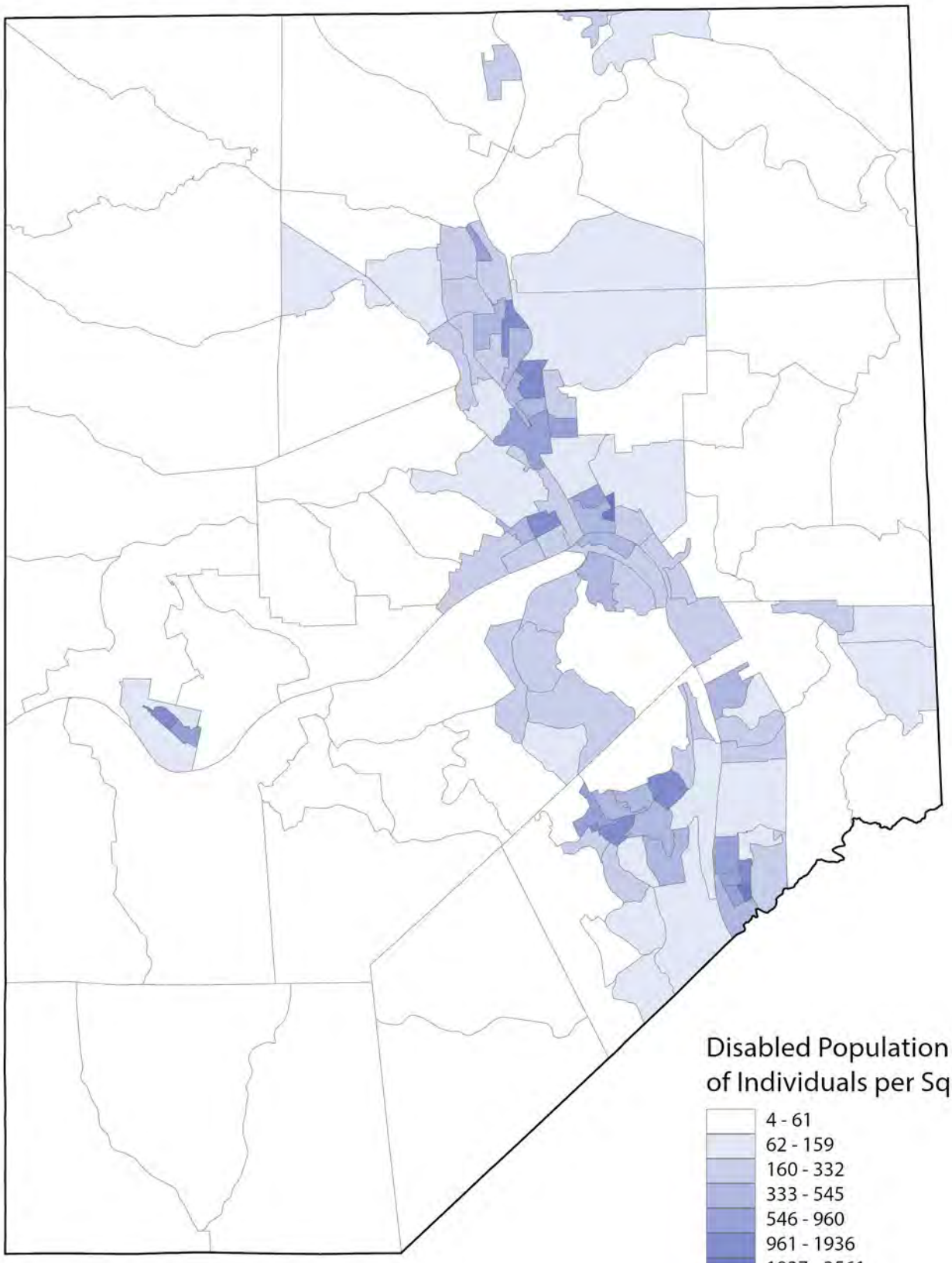
Disabled Population, Number of Individuals

- 20 - 75
- 76 - 114
- 115 - 156
- 157 - 208
- 209 - 285
- 286 - 423
- 424 - 593

Beaver County

Pop. Density of Individuals with Disabilities by Census Block Group

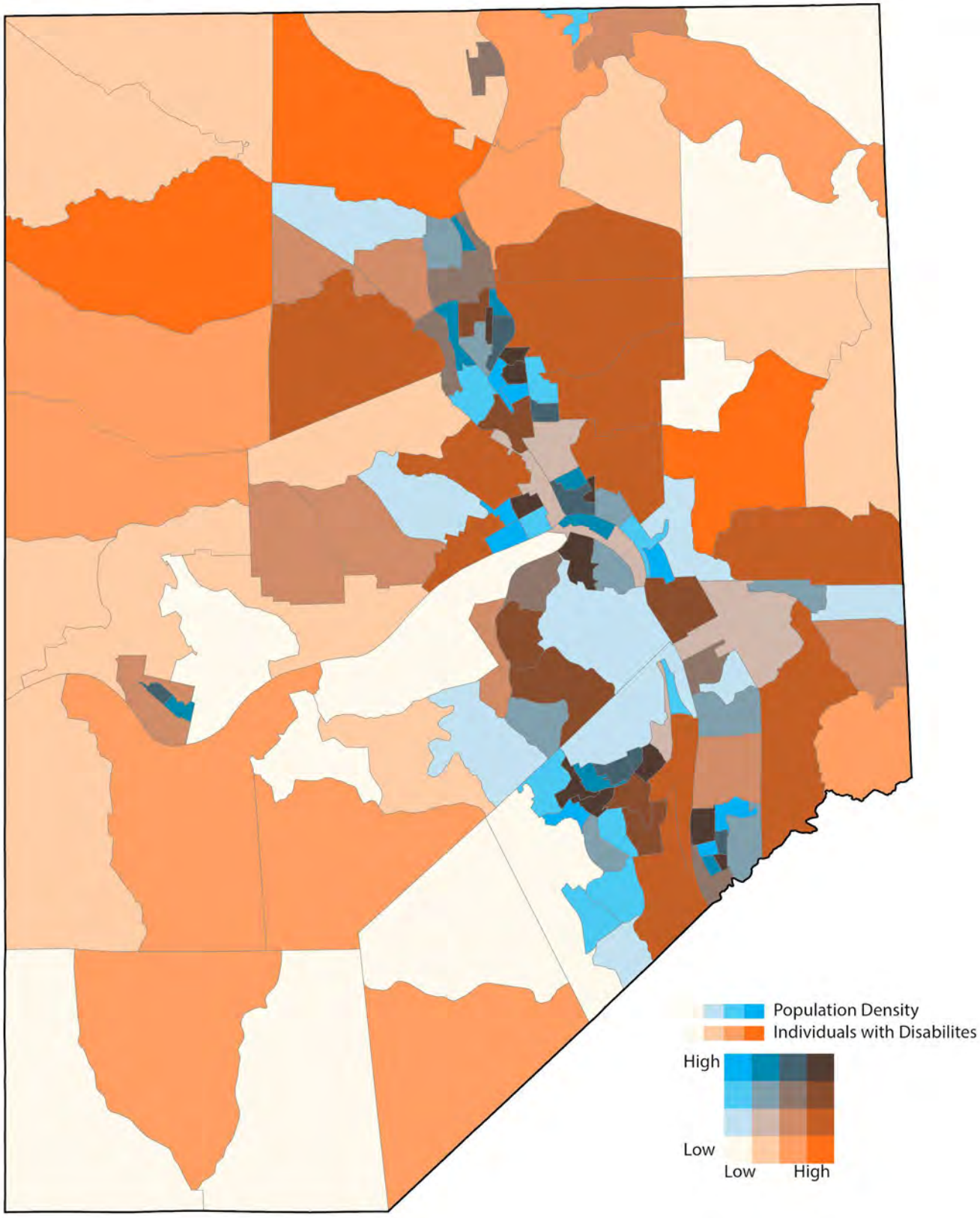
0 3.75 7.5 15 22.5 30 Miles



Beaver County

Individuals with Disabilities Compared to Pop. Density by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

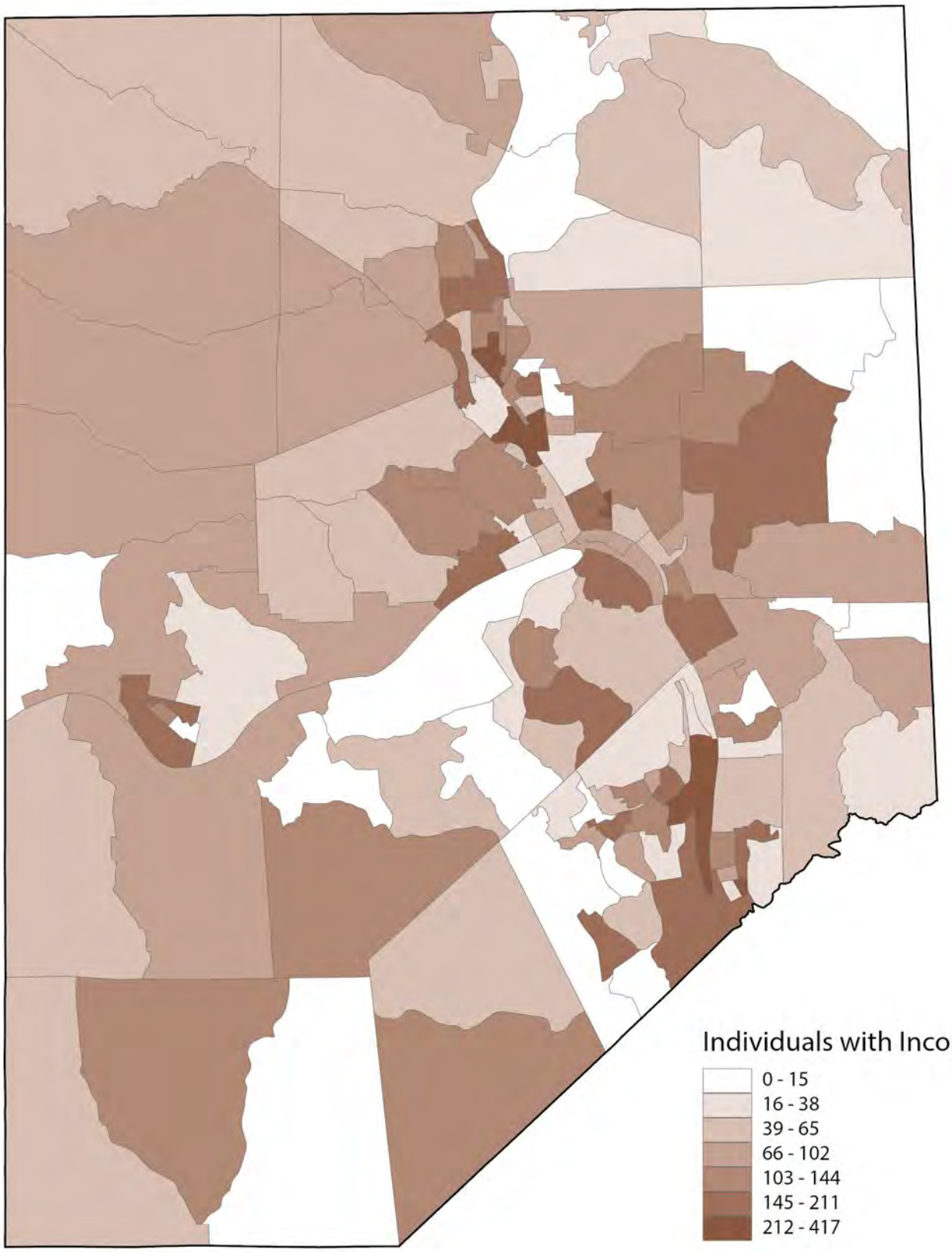


Beaver County

Low-Income Population by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

N



Individuals with Income Below Poverty

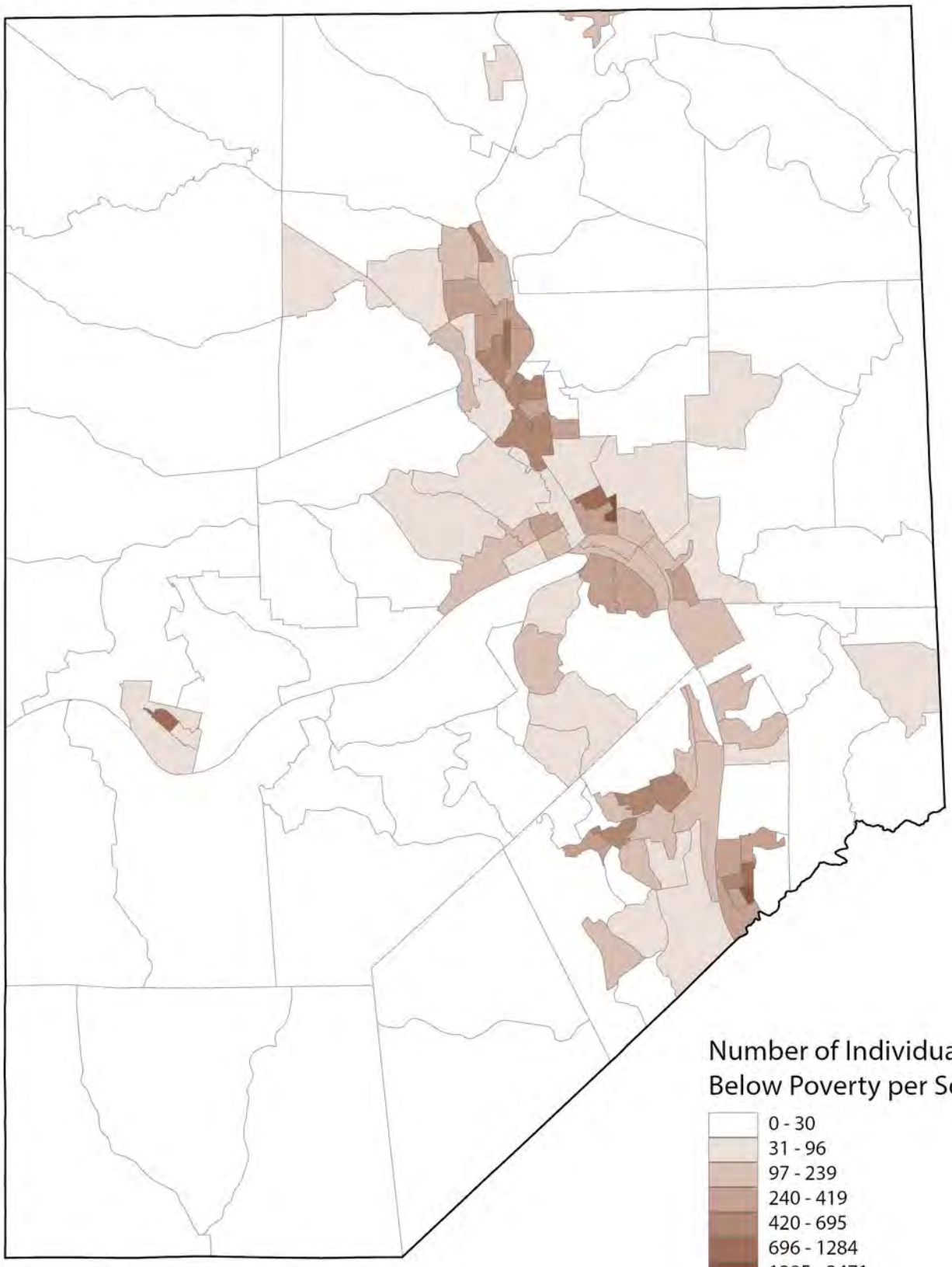
- 0 - 15
- 16 - 38
- 39 - 65
- 66 - 102
- 103 - 144
- 145 - 211
- 212 - 417

Beaver County

Low-Income Population Density by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

N



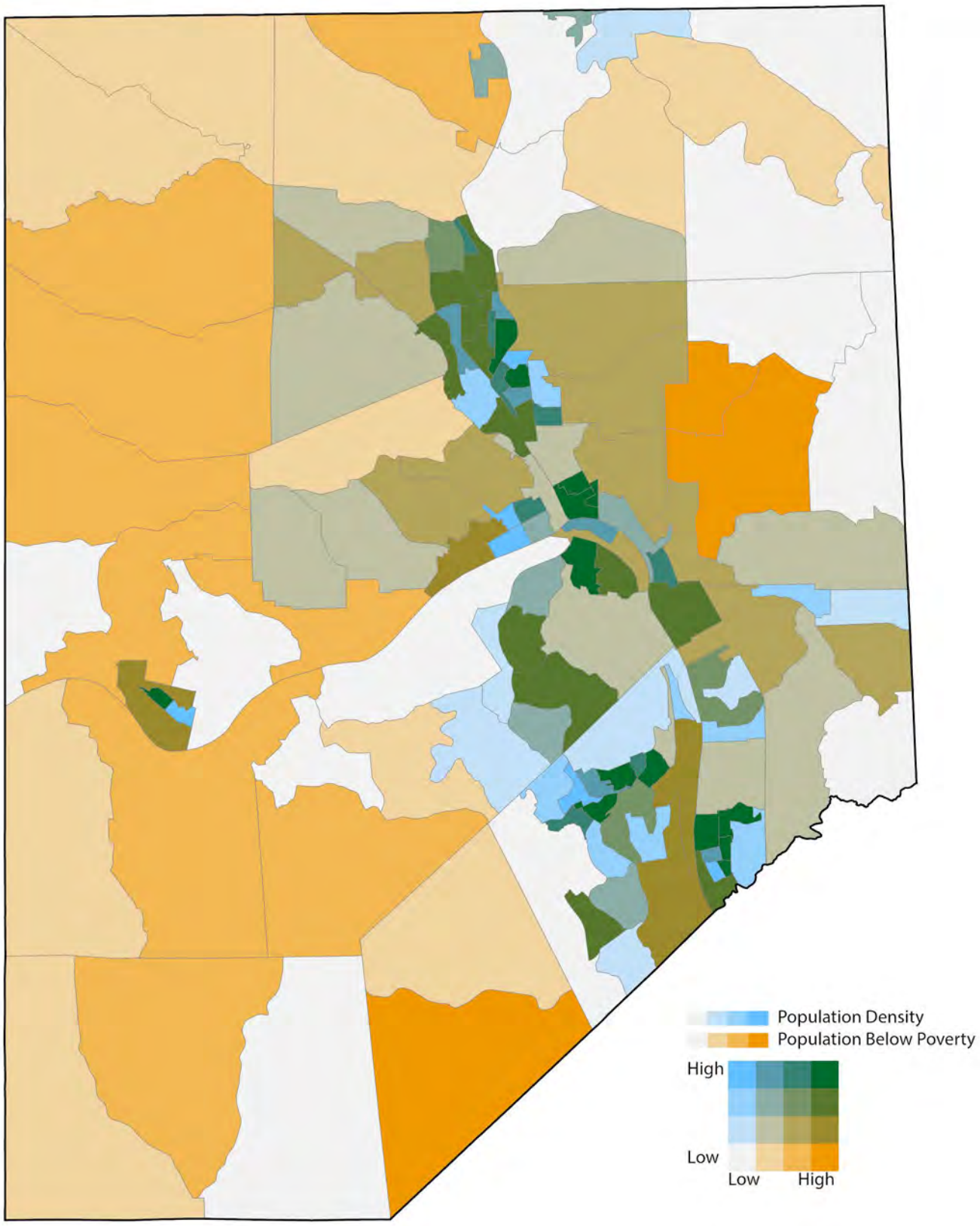
Number of Individuals with Income Below Poverty per Square Mile

- 0 - 30
- 31 - 96
- 97 - 239
- 240 - 419
- 420 - 695
- 696 - 1284
- 1285 - 3471

Beaver County

Low-Income Population Compared to Population Density by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

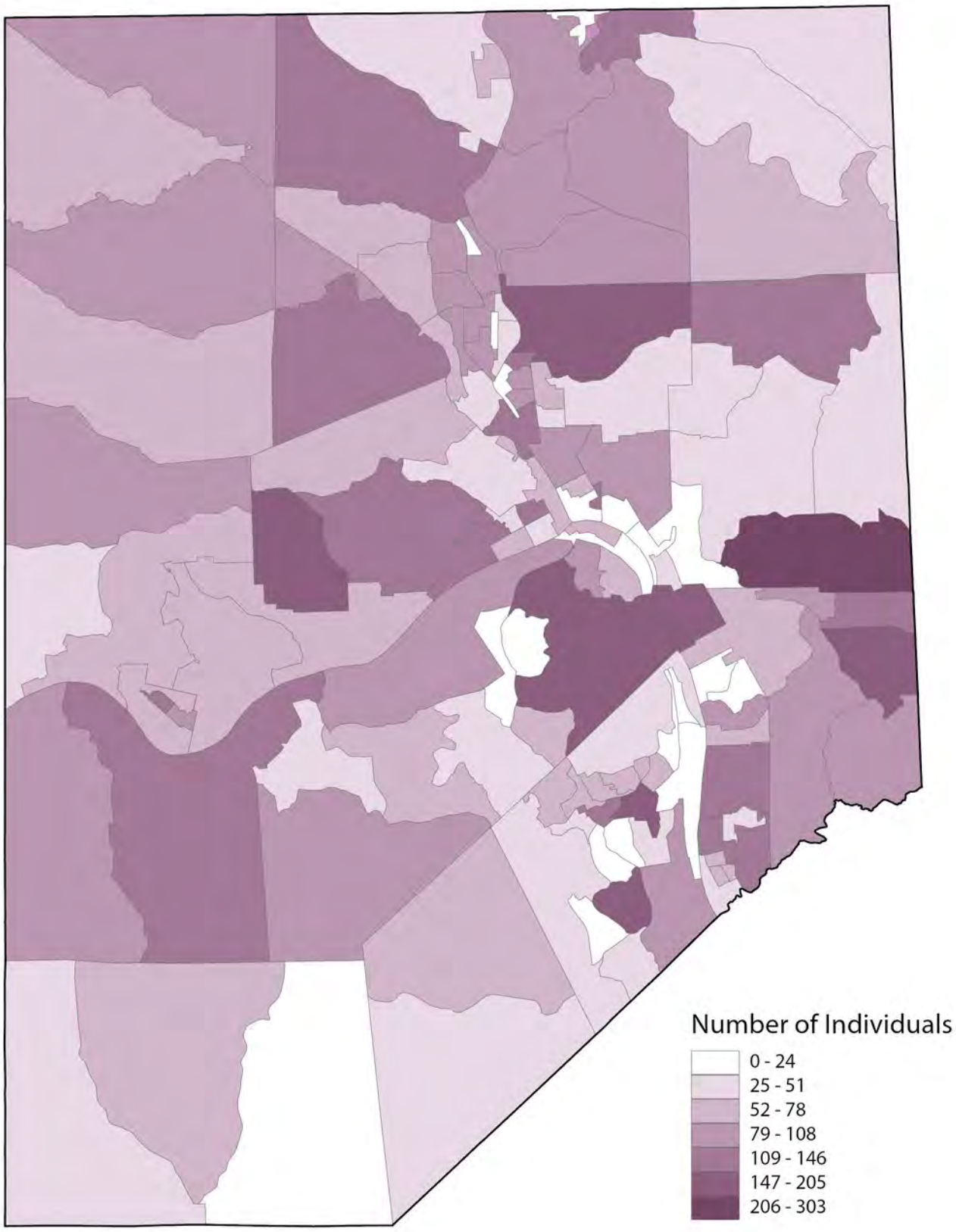


Beaver County

Veteran Population by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

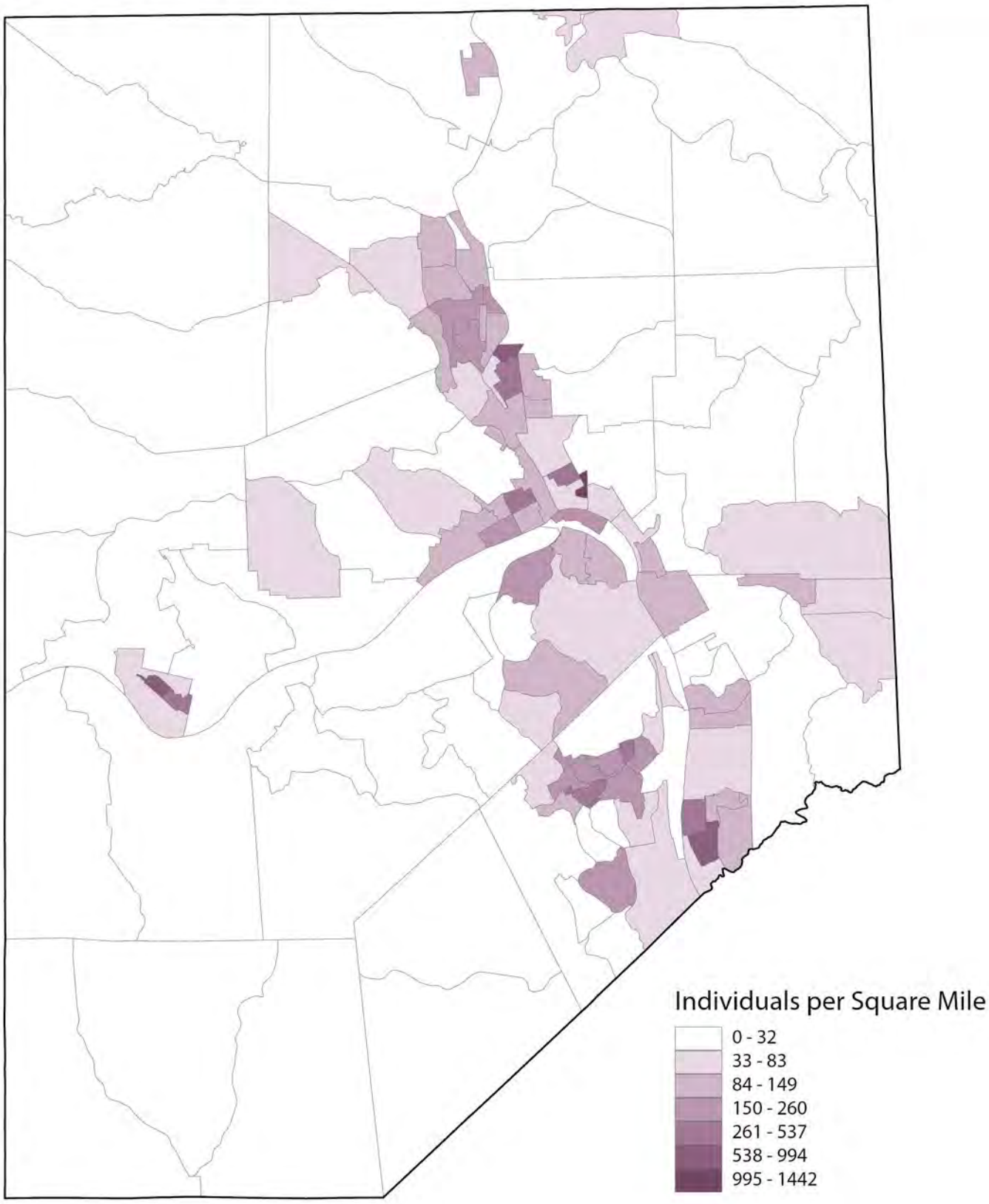
N



Beaver County

Veteran Population Density by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

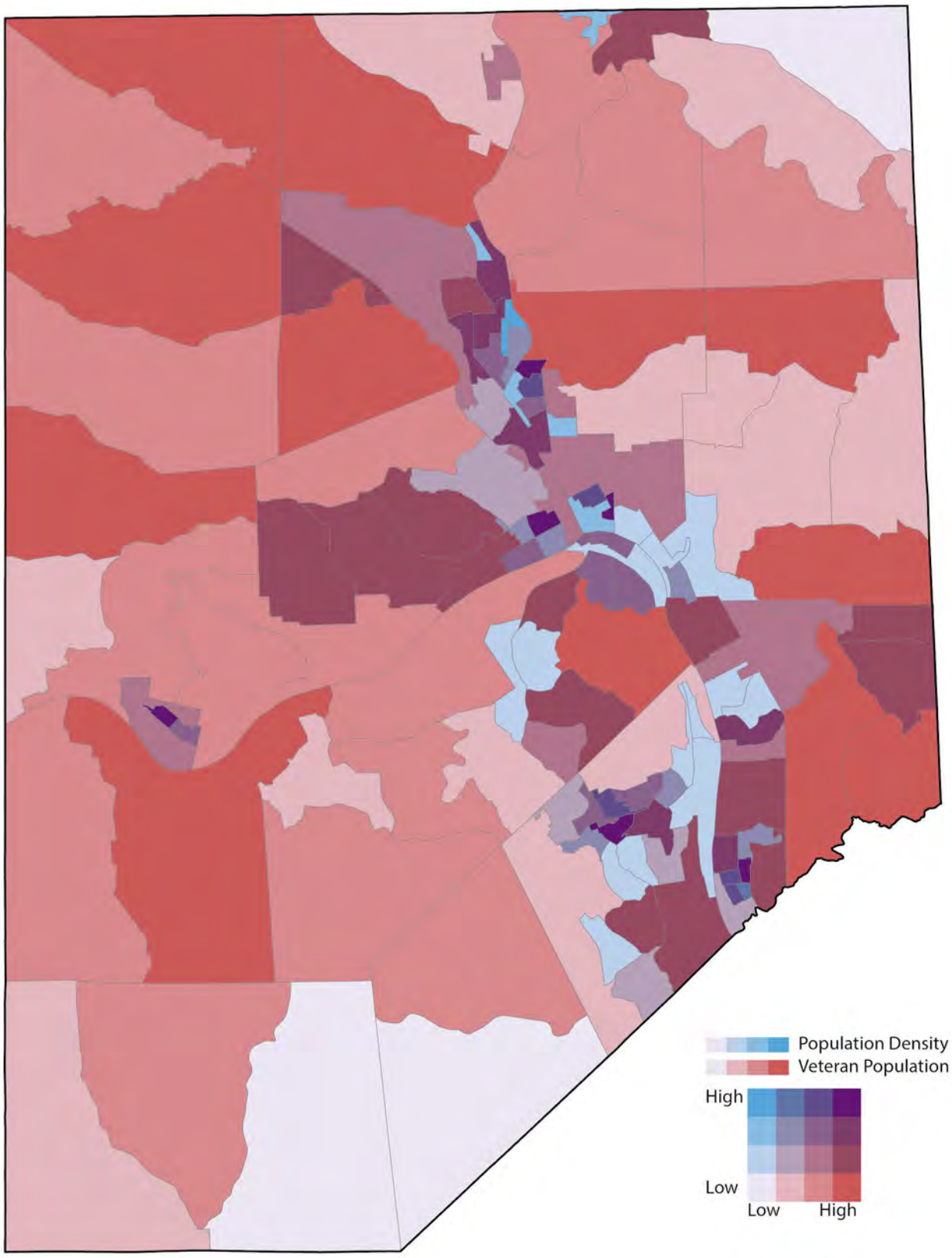


Beaver County

Veteran Population Compared to Population Density by Census Block Group

0 3.75 7.5 15 22.5 30 Miles

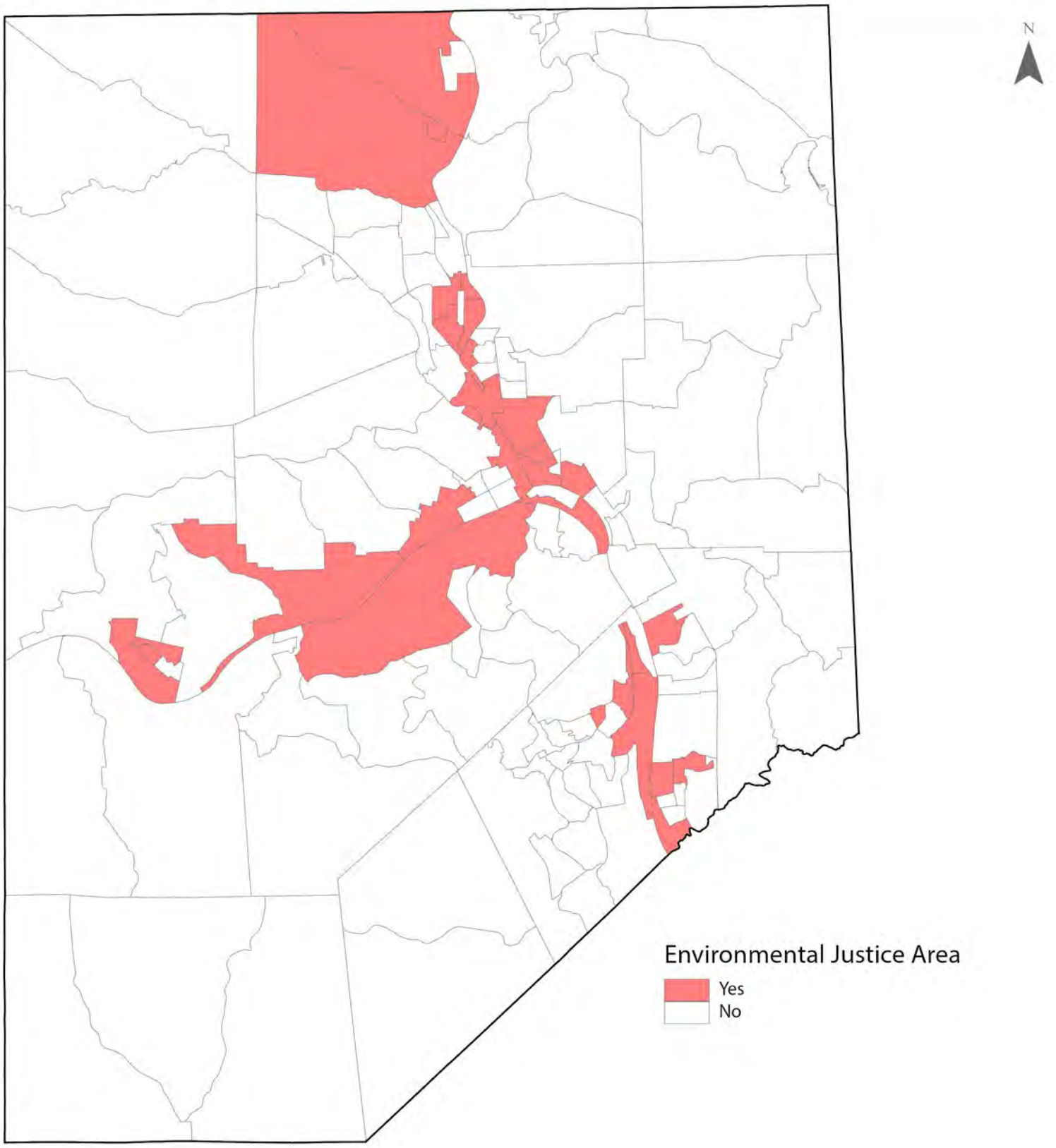
N



Beaver County

EPA Environmental Justice Block Groups

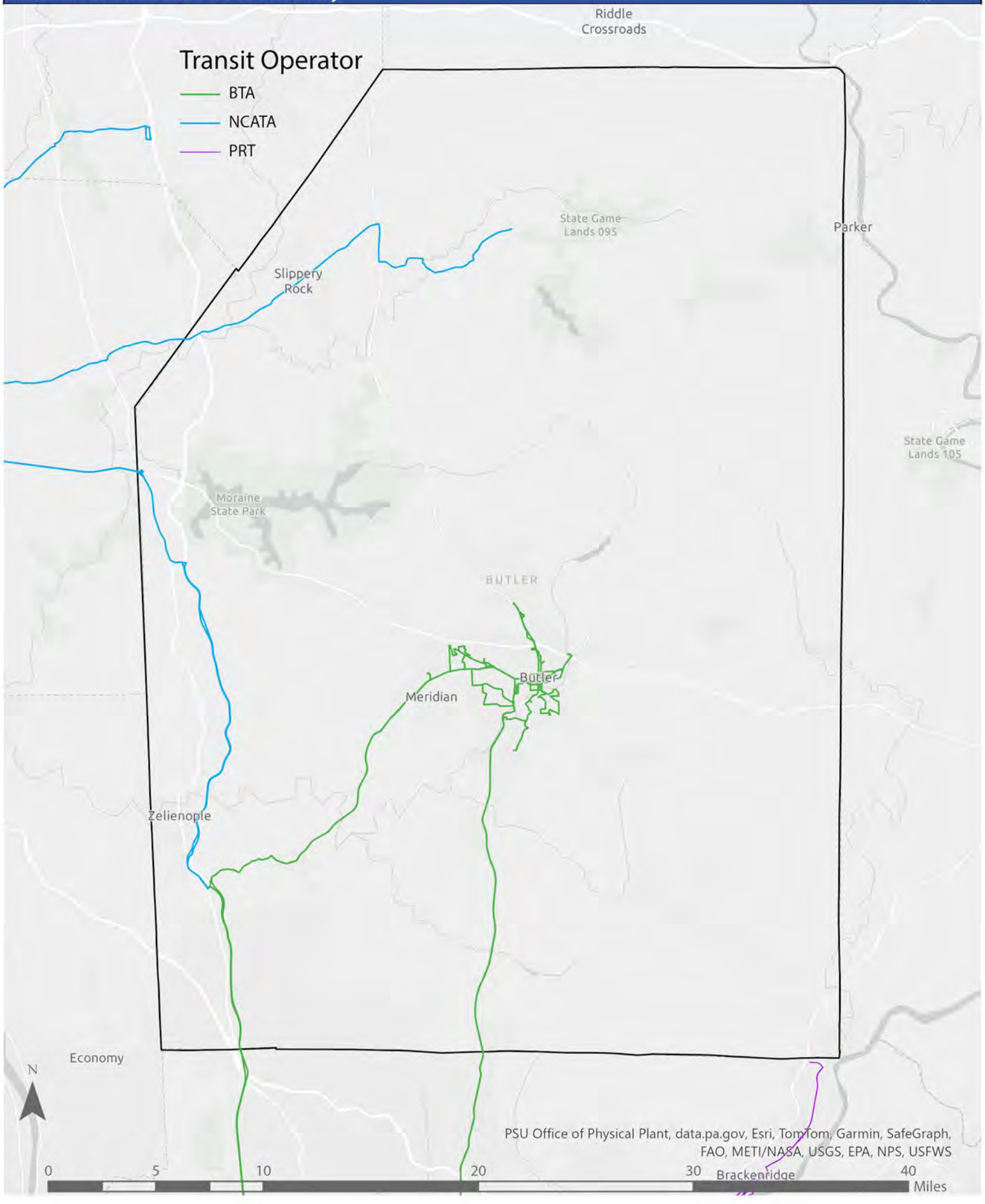
0 3.75 7.5 15 22.5 30 Miles



Butler County

Butler County

Fixed-Route Transit Availability

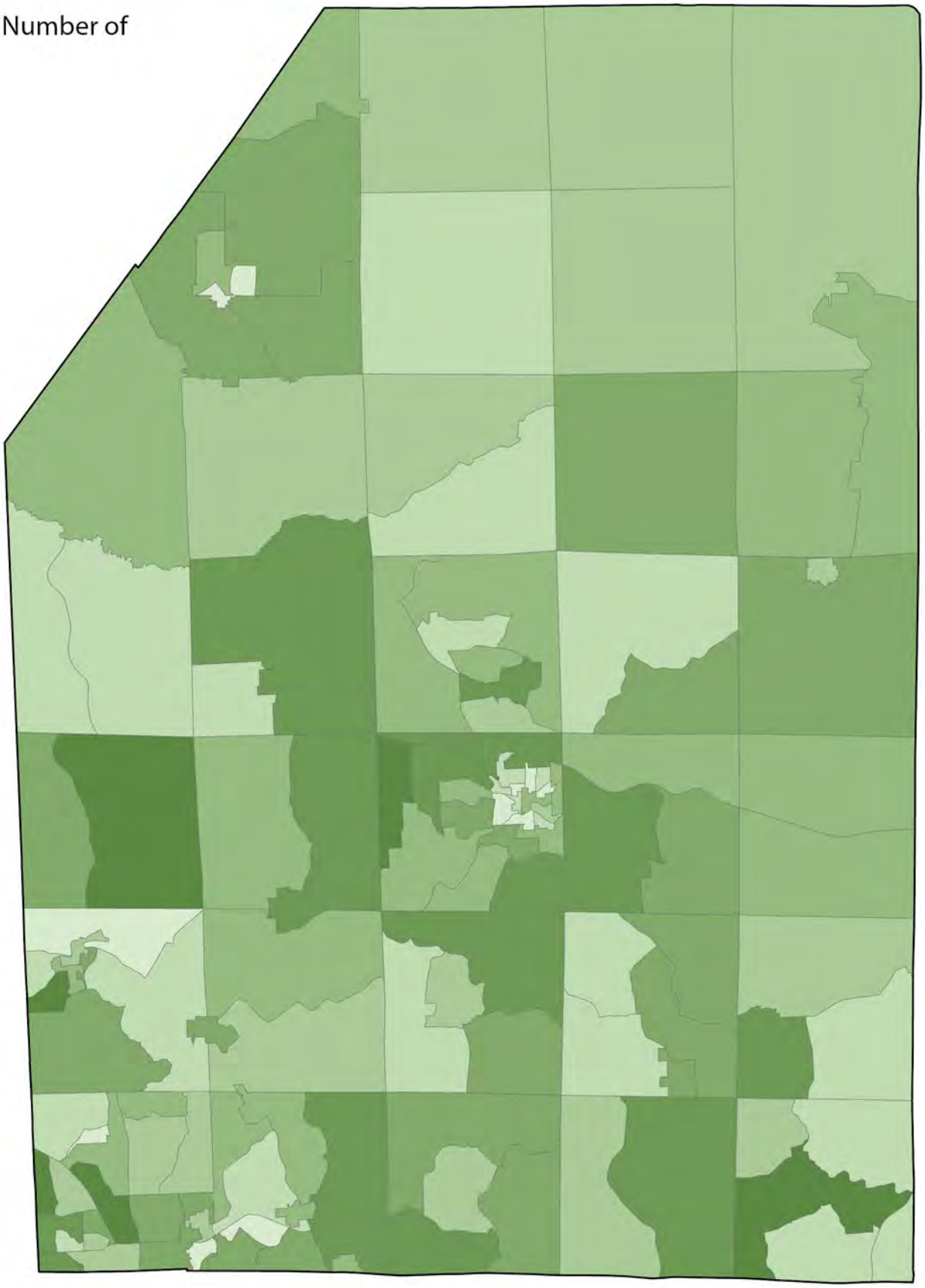


Butler County

Senior Population by Census Block Group

Senior Population, Number of Individuals

- 0 - 120
- 121 - 202
- 203 - 268
- 269 - 326
- 327 - 396
- 397 - 516
- 517 - 644



N

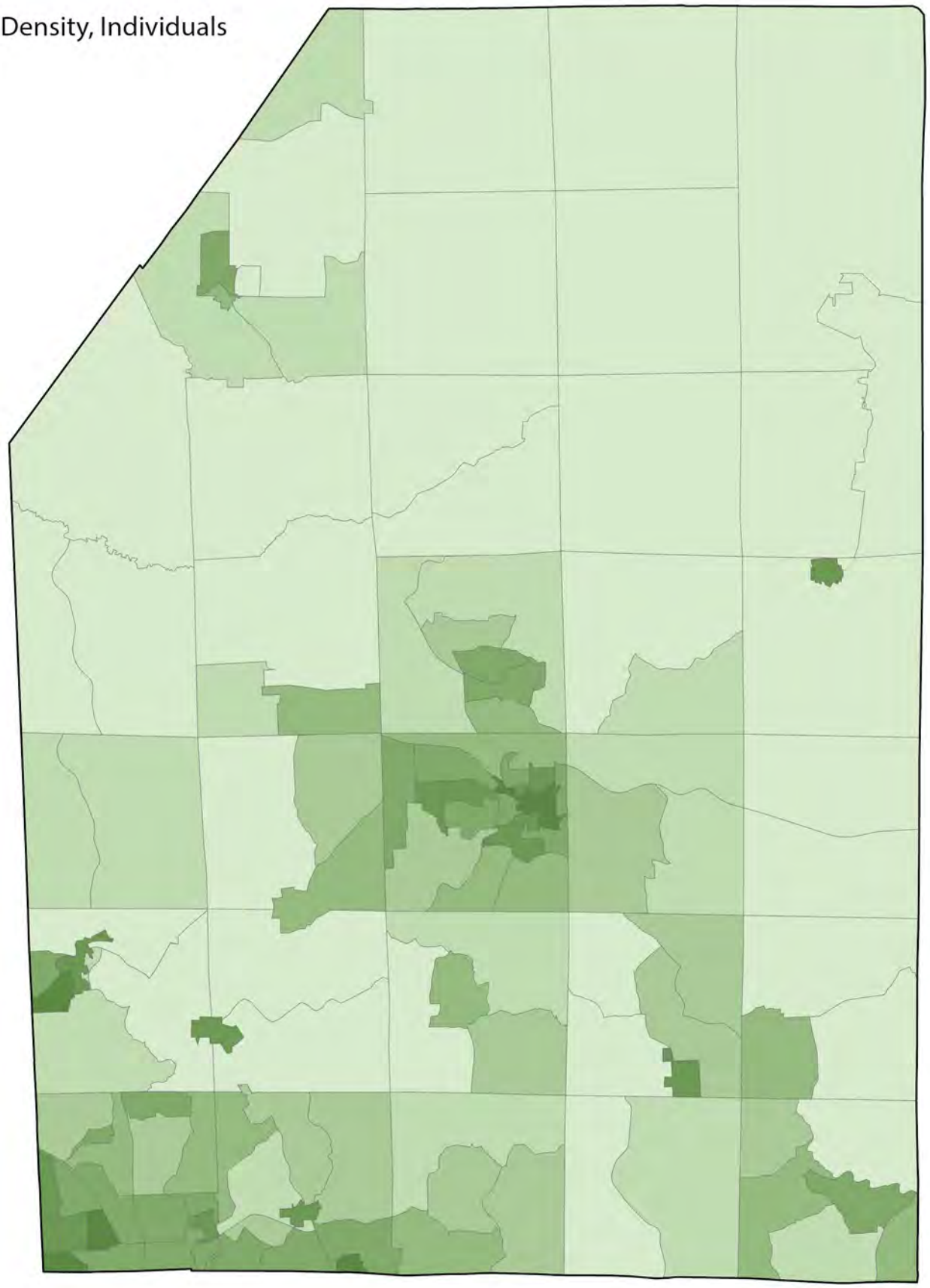
0 5 10 20 30 40 Miles

Butler County

Senior Population Density by Census Block Group

Senior Population Density, Individuals per Square Mile

- 0 - 29
- 30 - 53
- 54 - 94
- 95 - 164
- 165 - 315
- 316 - 701
- 702 - 1185

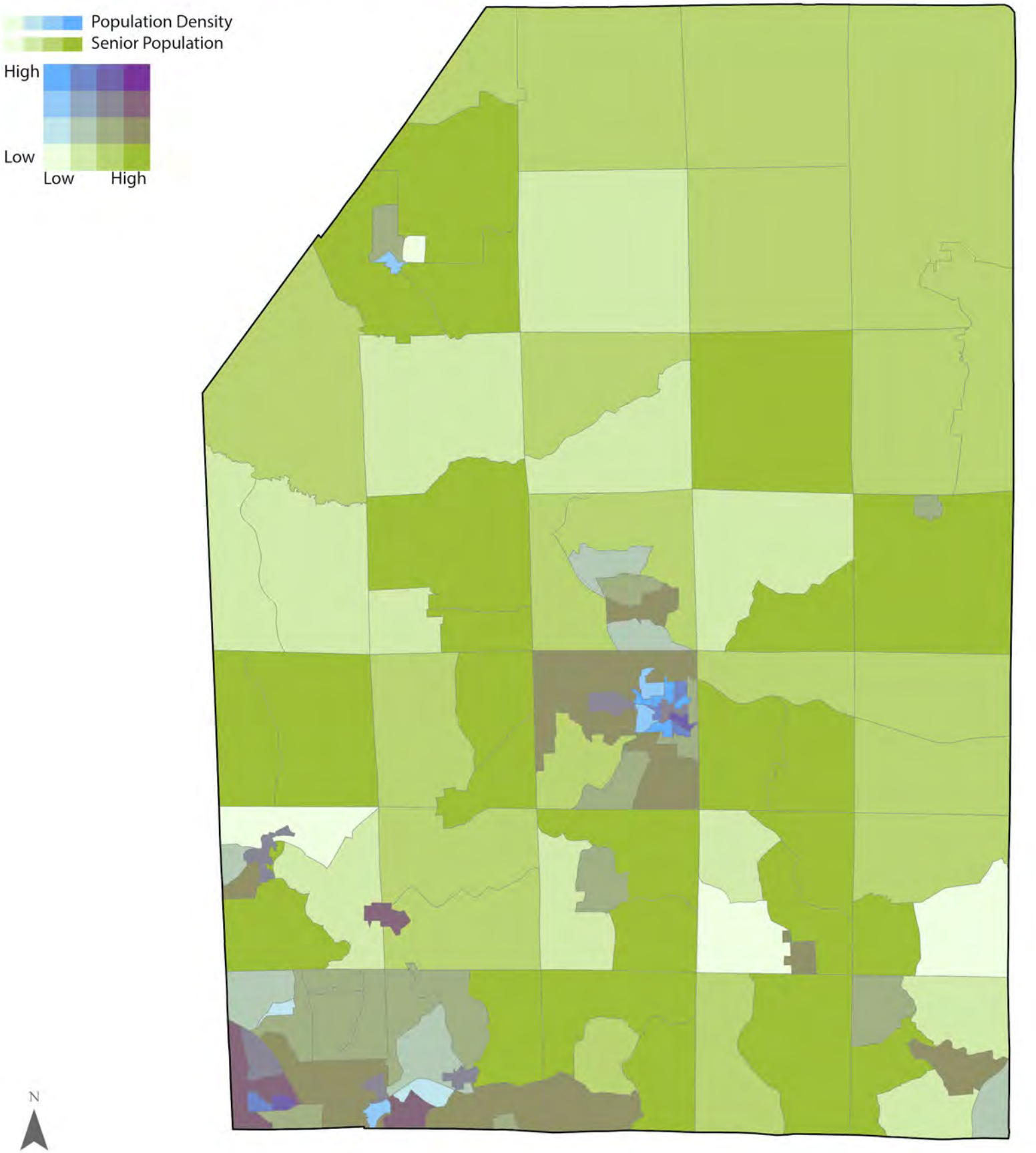


N

0 5 10 20 30 40 Miles

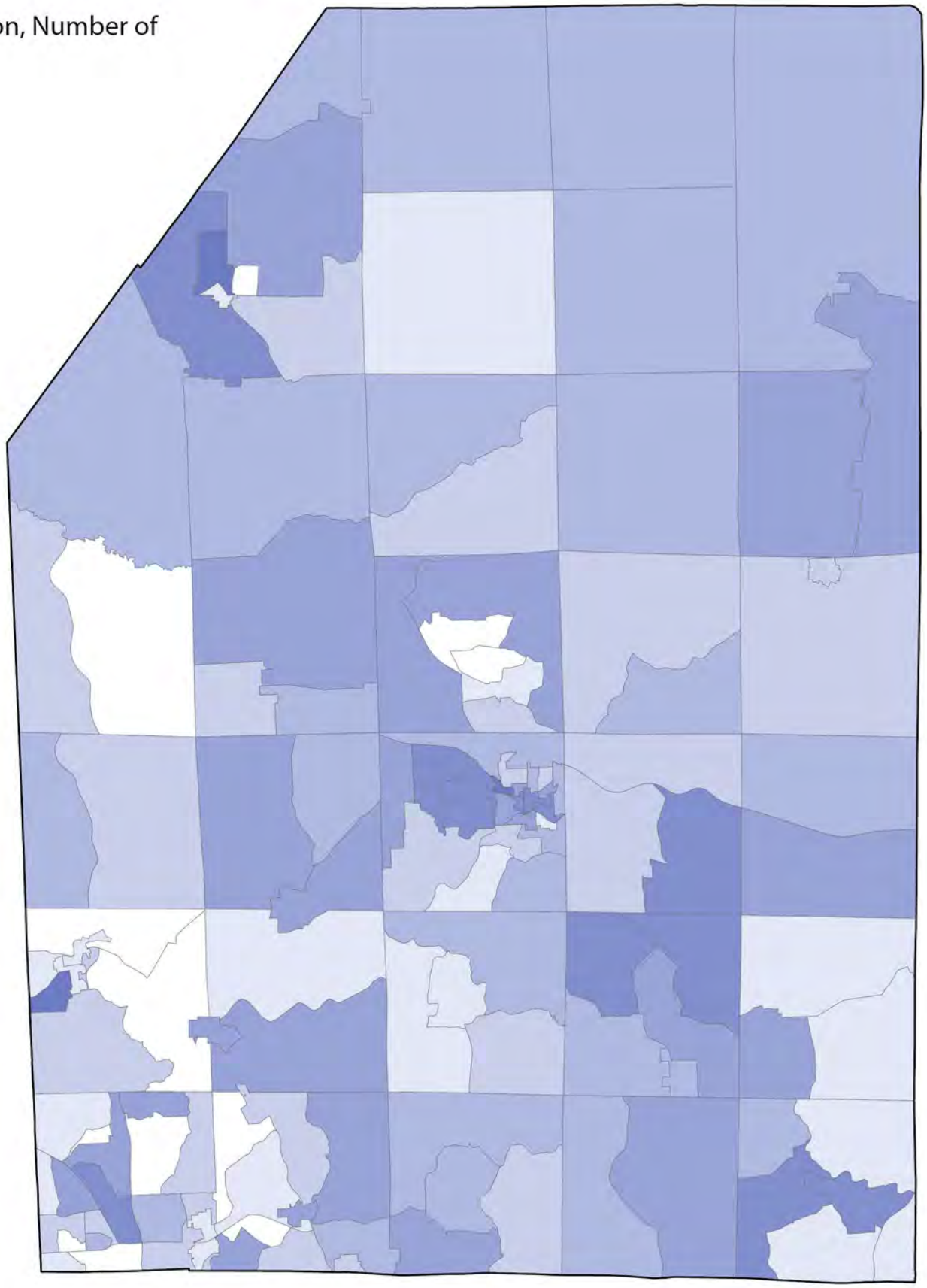
Butler County

Senior Population Compared to Population Density by Census Block Group



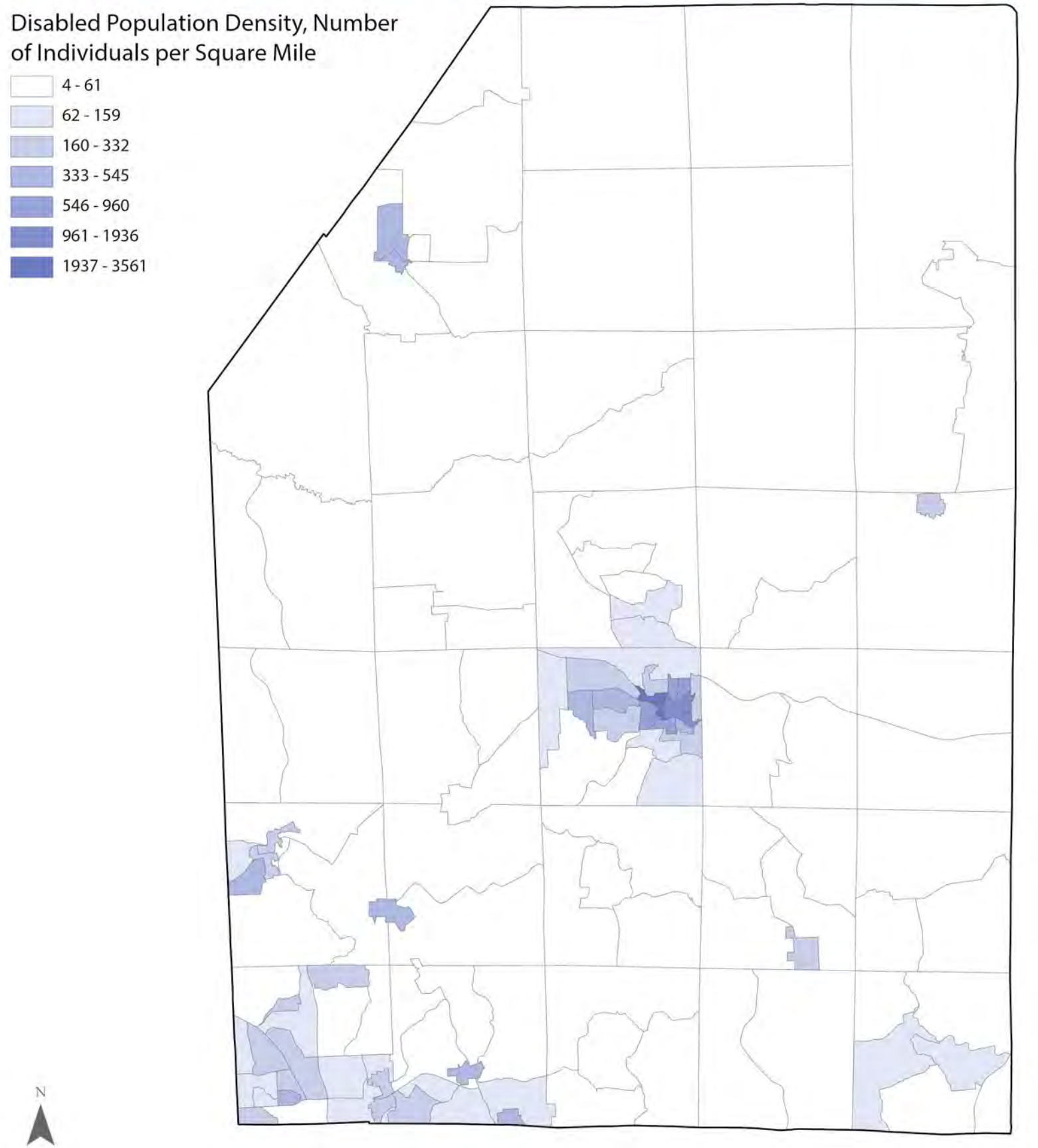
Butler County

Individuals with Disabilities Census Block Groups



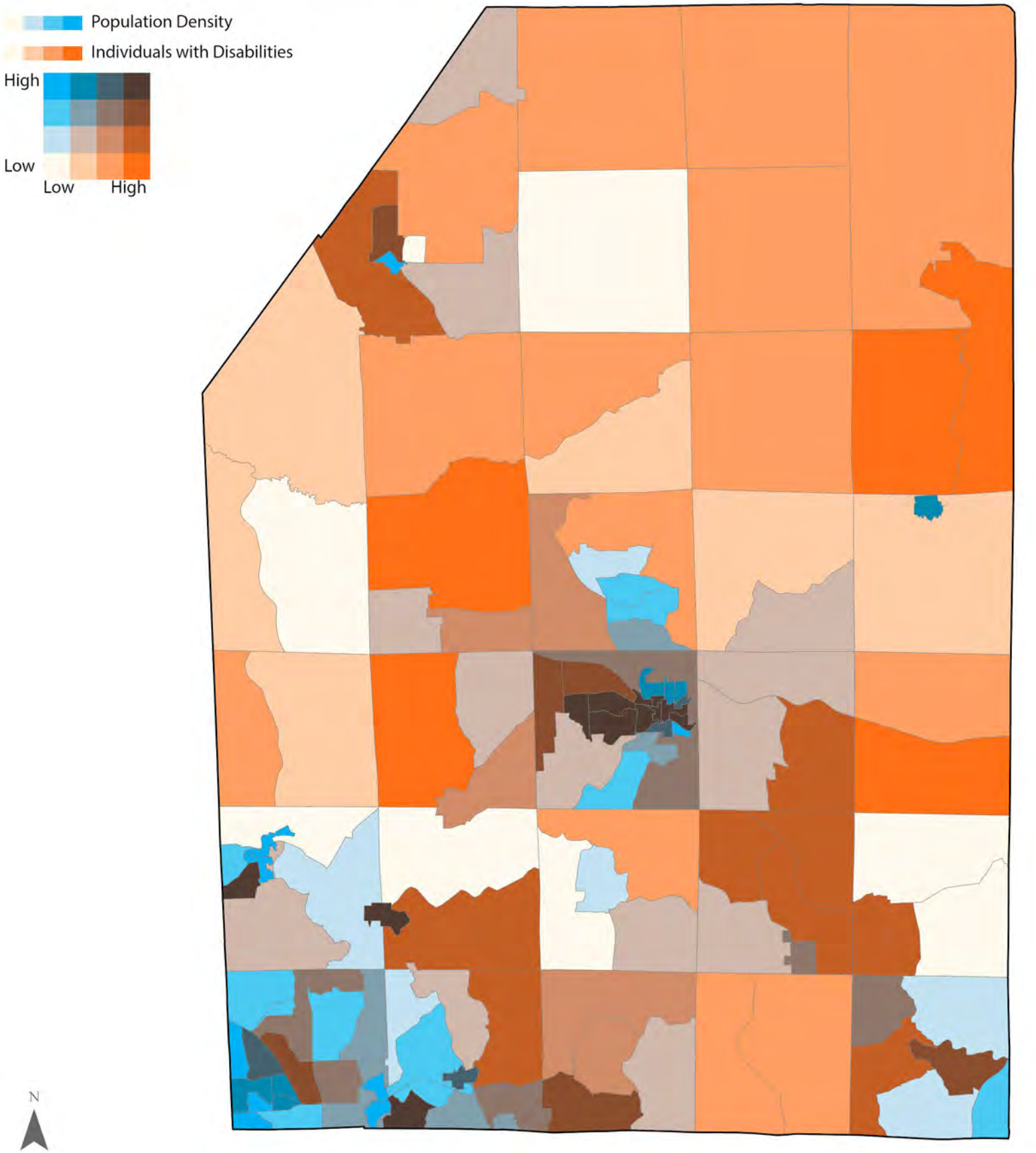
Butler County

Population Density of Individuals with Disabilities Census Block Groups



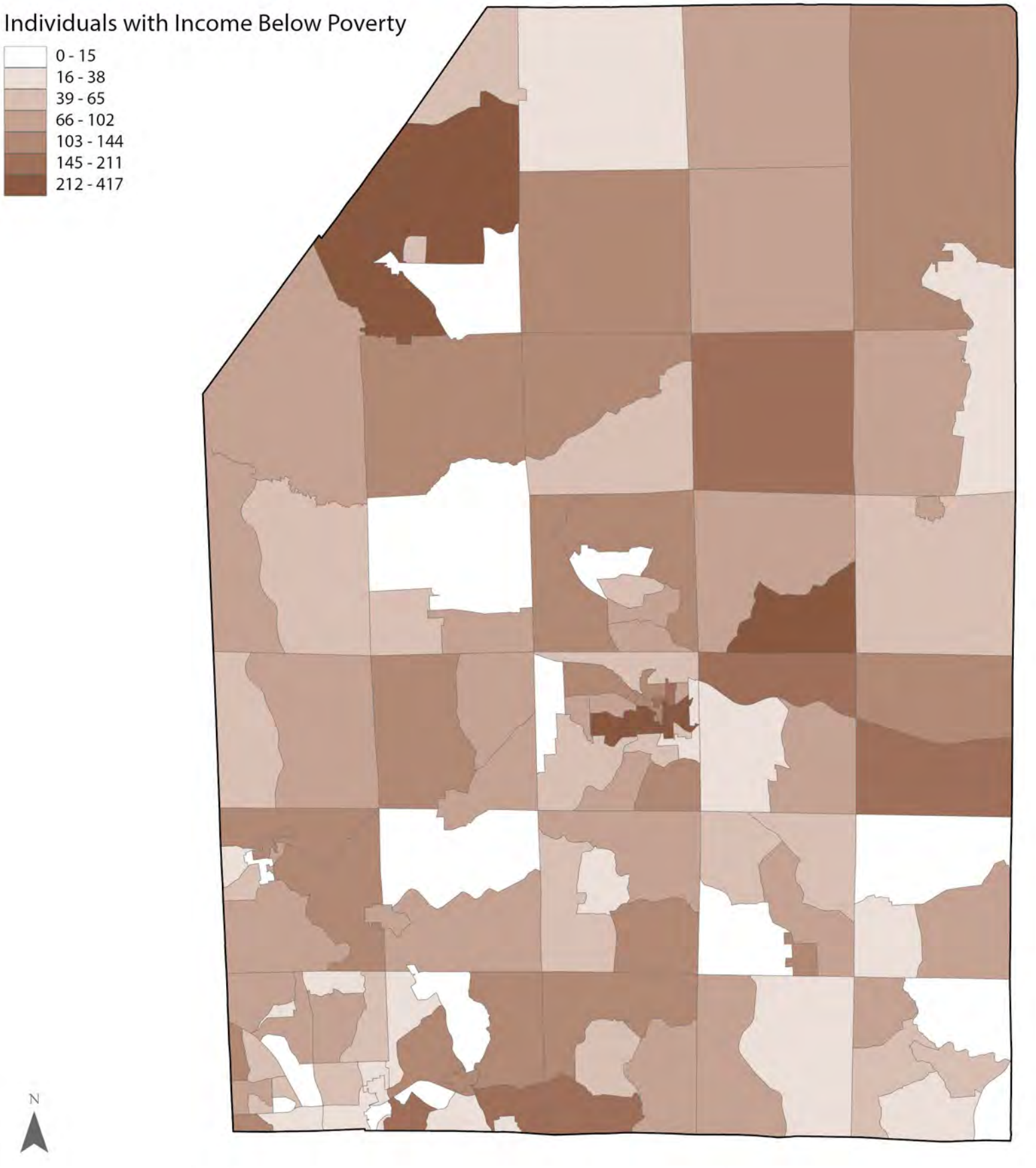
Butler County

Individuals with Disabilities Compared to Pop. Density by Census Block Groups



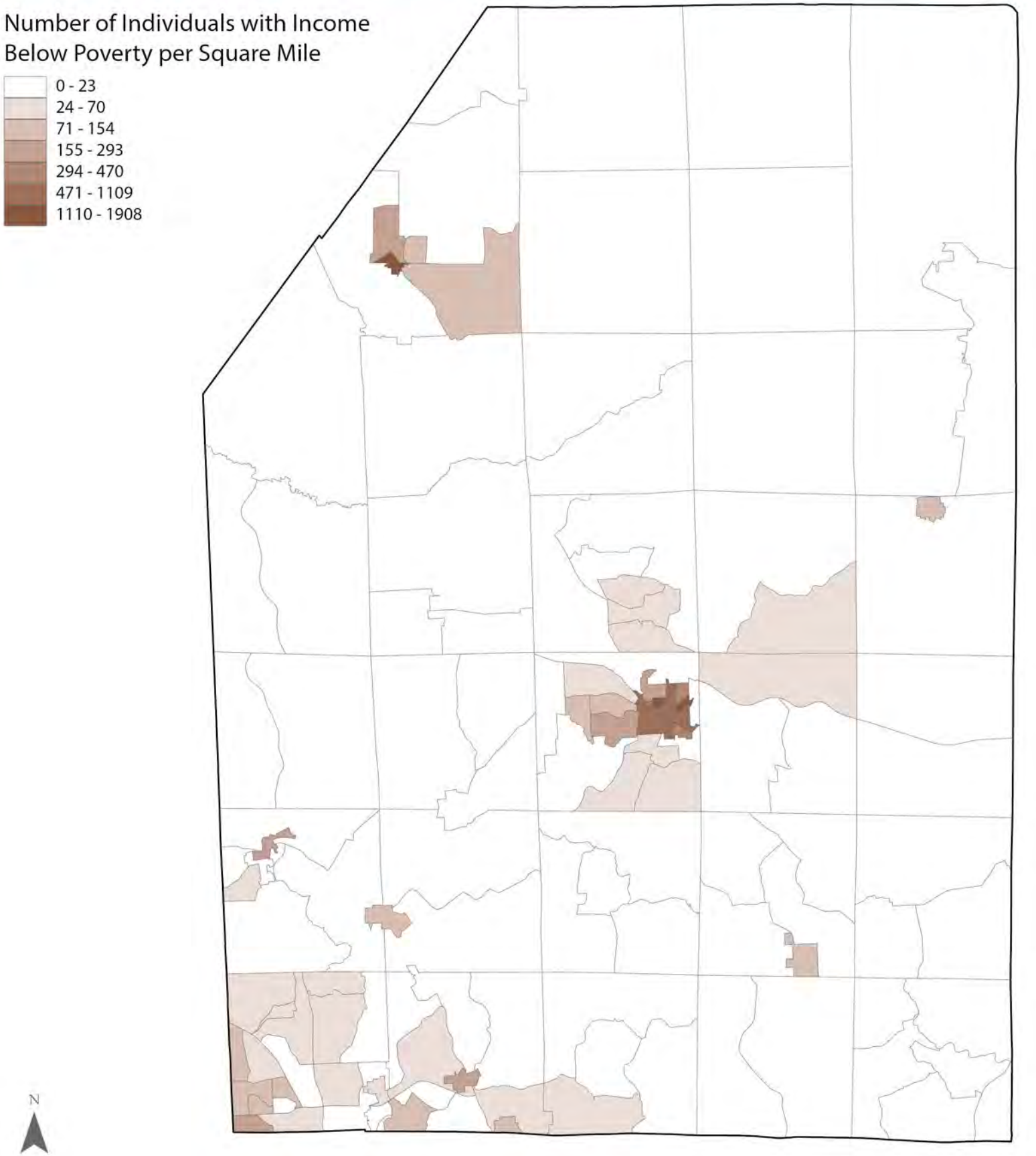
Butler County

Low-Income Population by Census Block Group



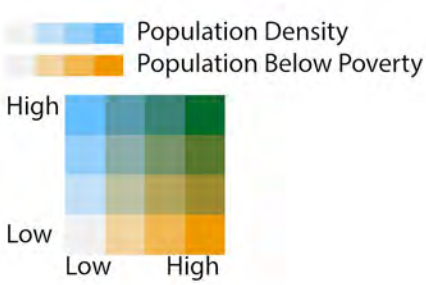
Butler County

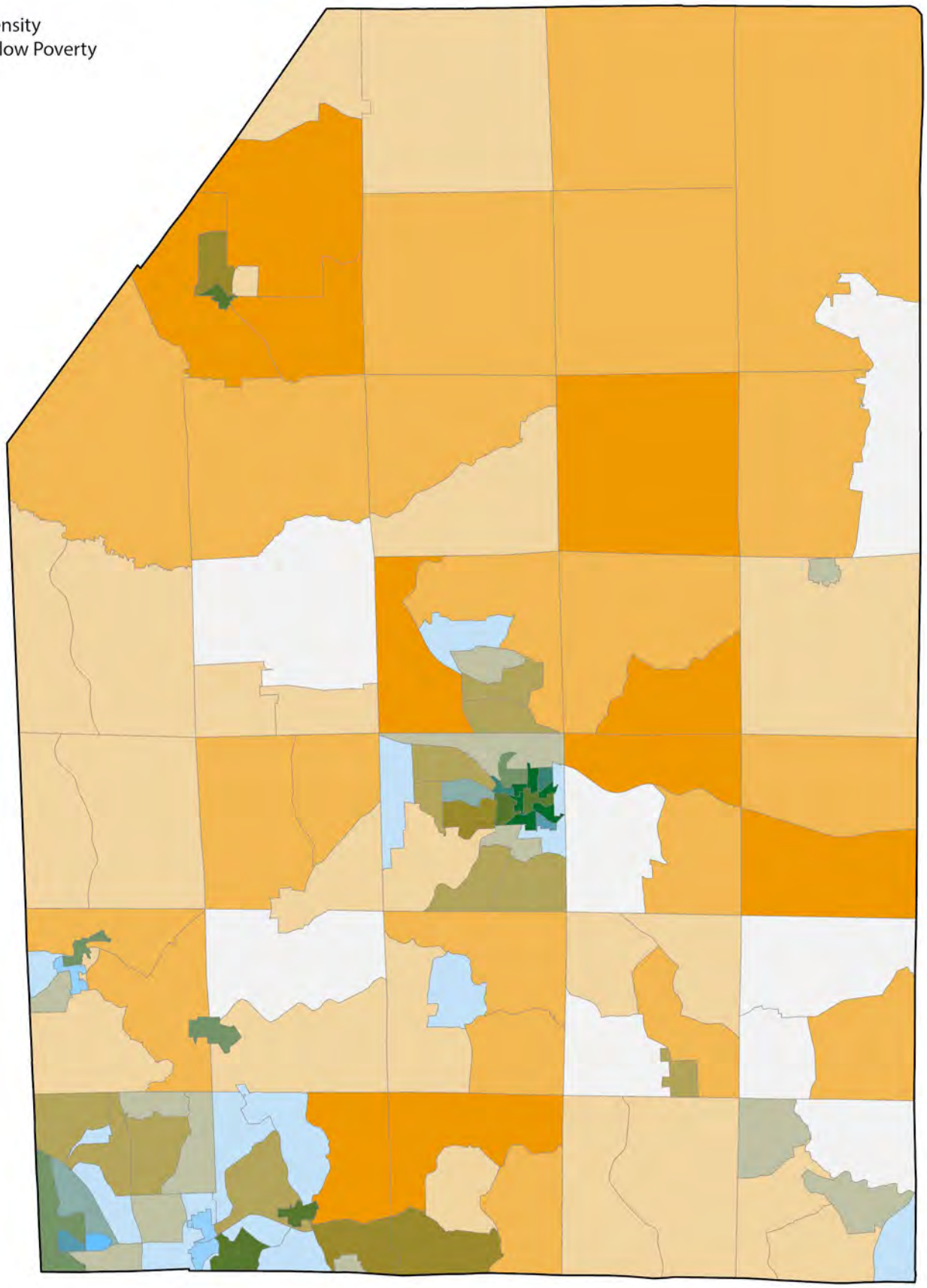
Low-Income Population Density by Census Block Group

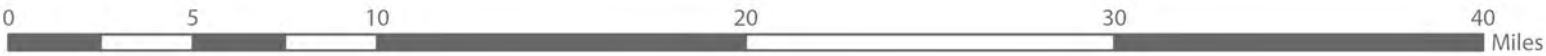


Butler County

Low-Income Population Compared to Population Density by Census Block Group





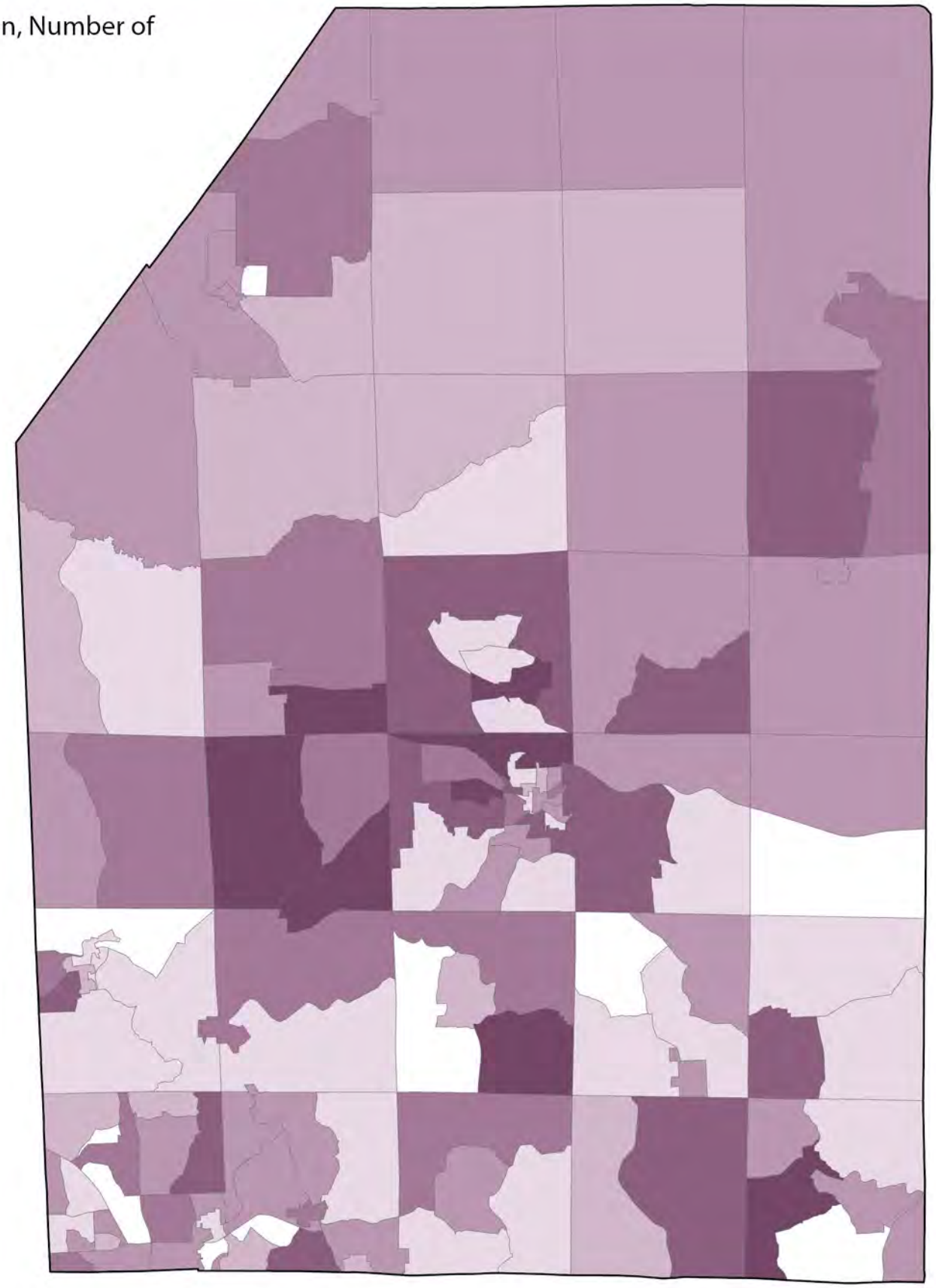


Butler County

Veteran Population by Census Block Group

Veteran Population, Number of Individuals

- 0 - 22
- 23 - 47
- 48 - 69
- 70 - 100
- 101 - 126
- 127 - 172
- 173 - 253

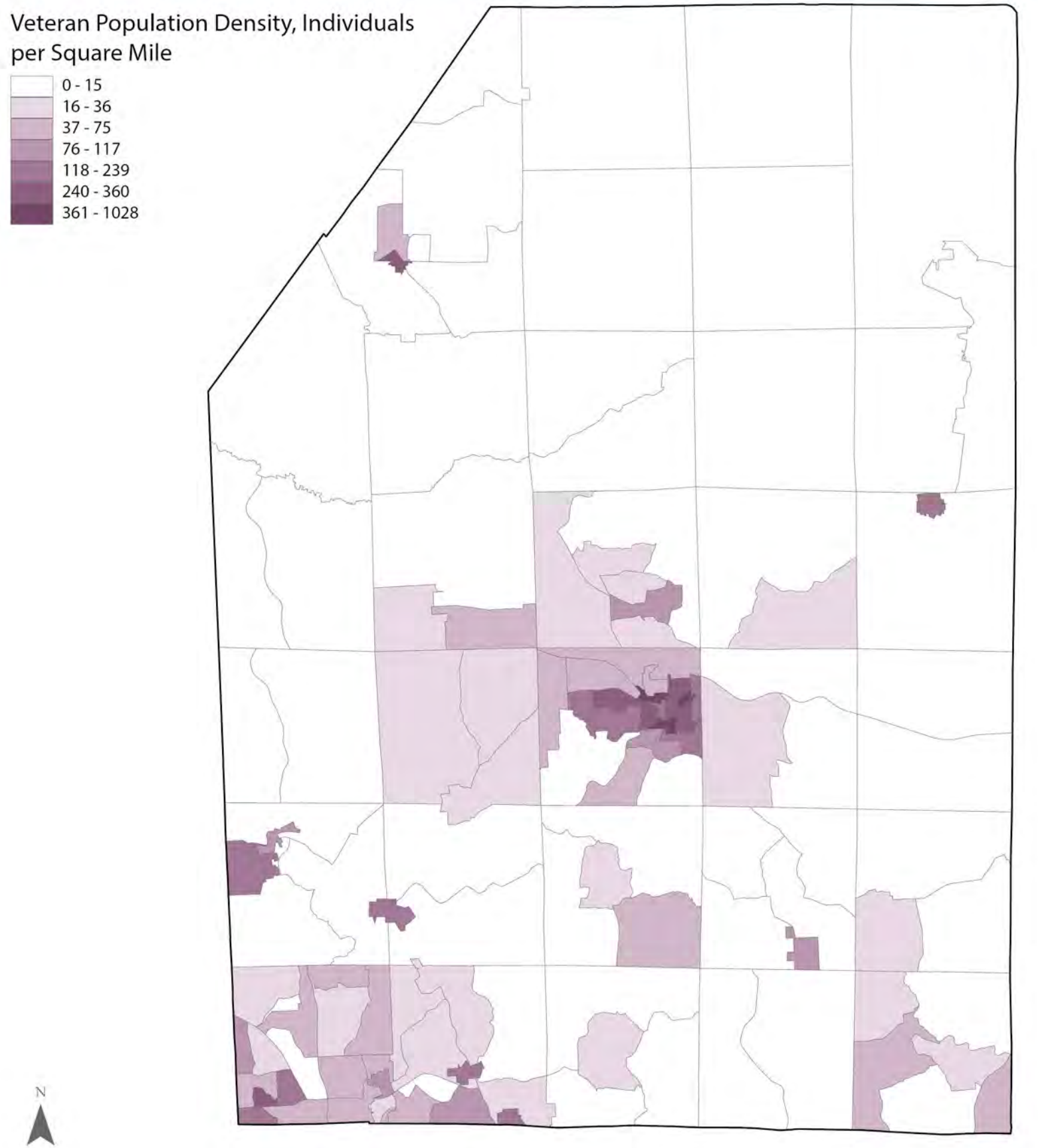


N

0 5 10 20 30 40 Miles

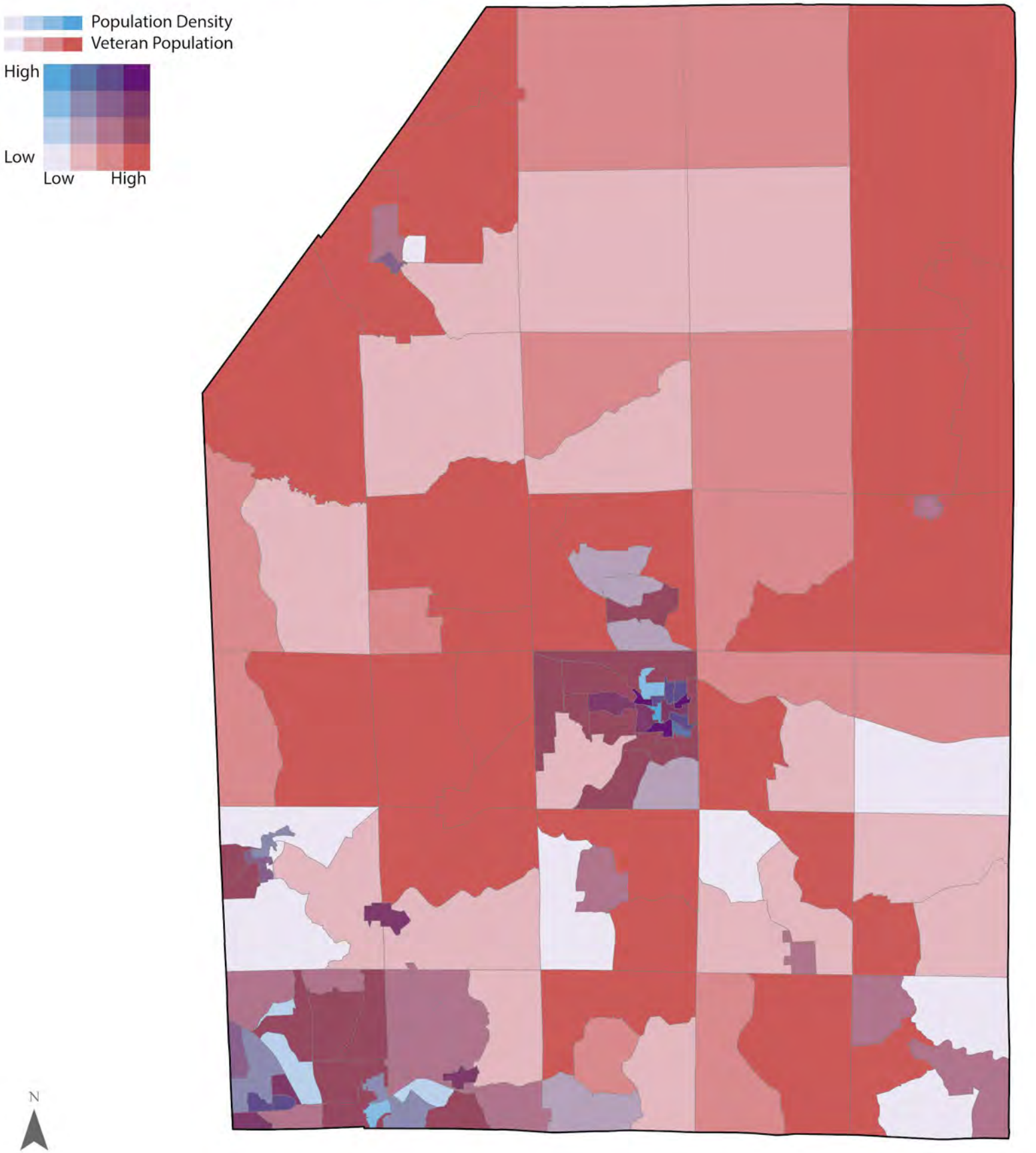
Butler County

Veteran Population Density by Census Block Group



Butler County

Veteran Population Compared to Population Density by Census Block Group

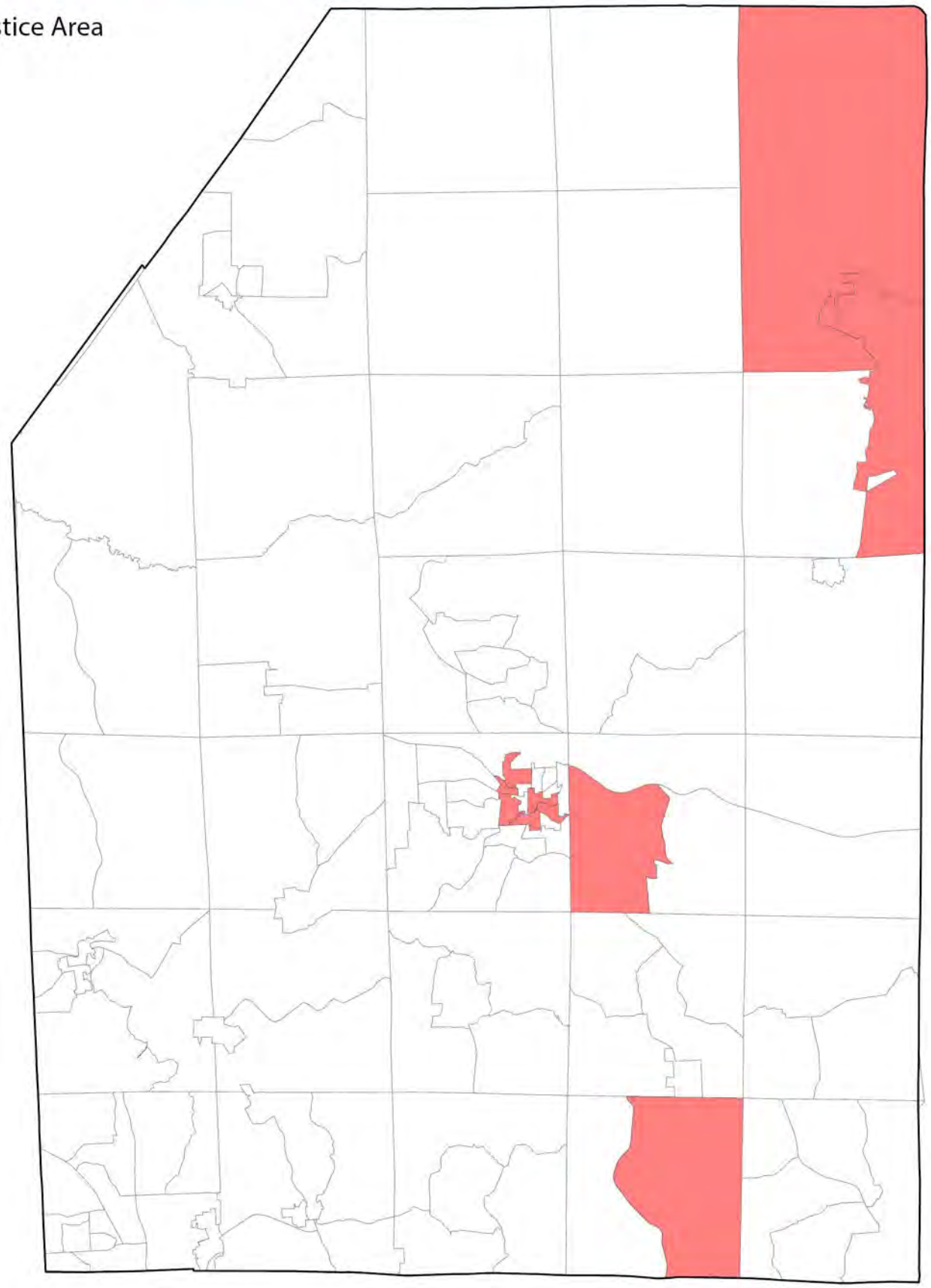


Butler County

EPA Environmental Justice Block Groups

Environmental Justice Area

- Yes
- No



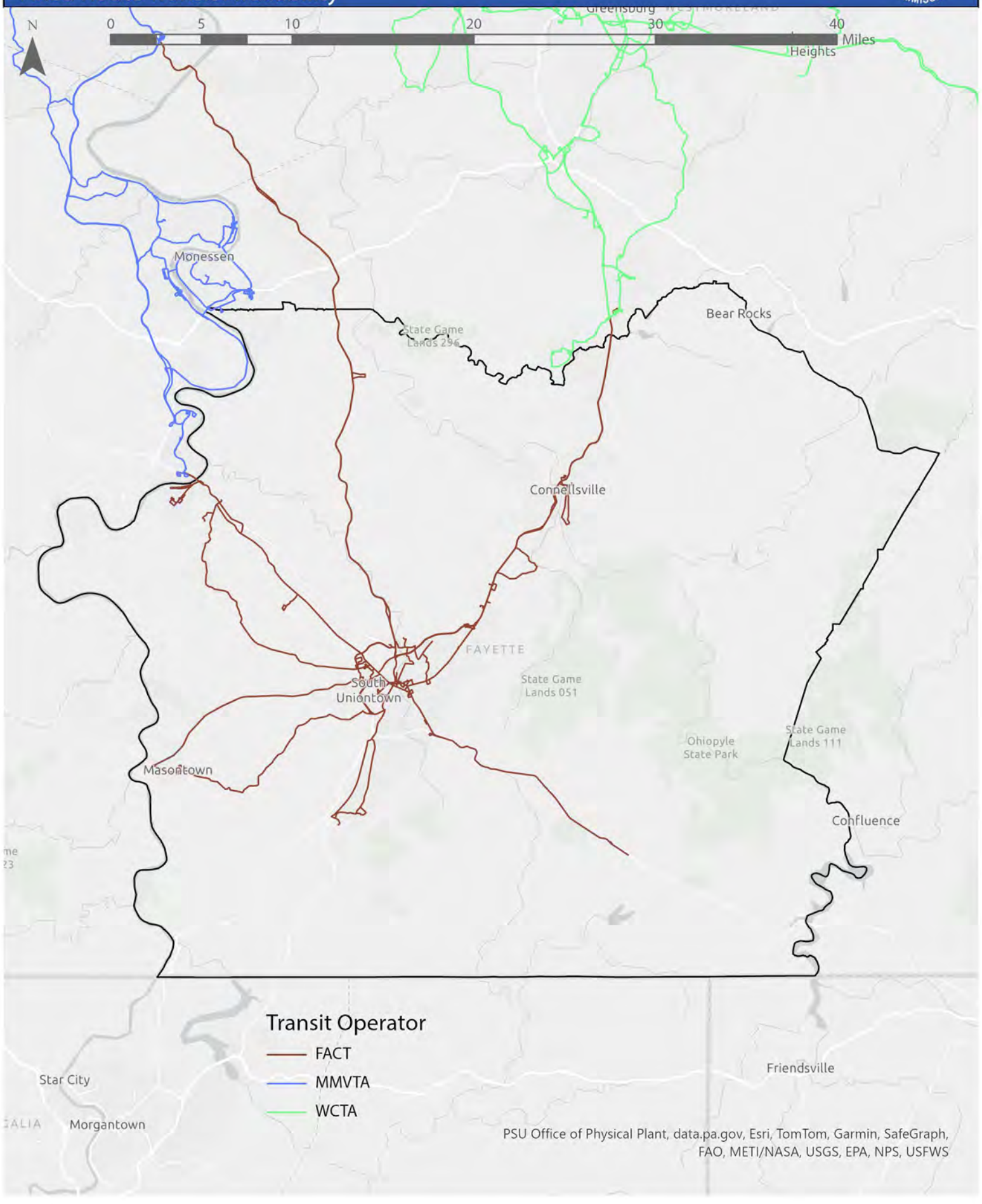
N

0 5 10 20 30 40 Miles

Fayette County

Fayette County

Fixed Route Transit Availability



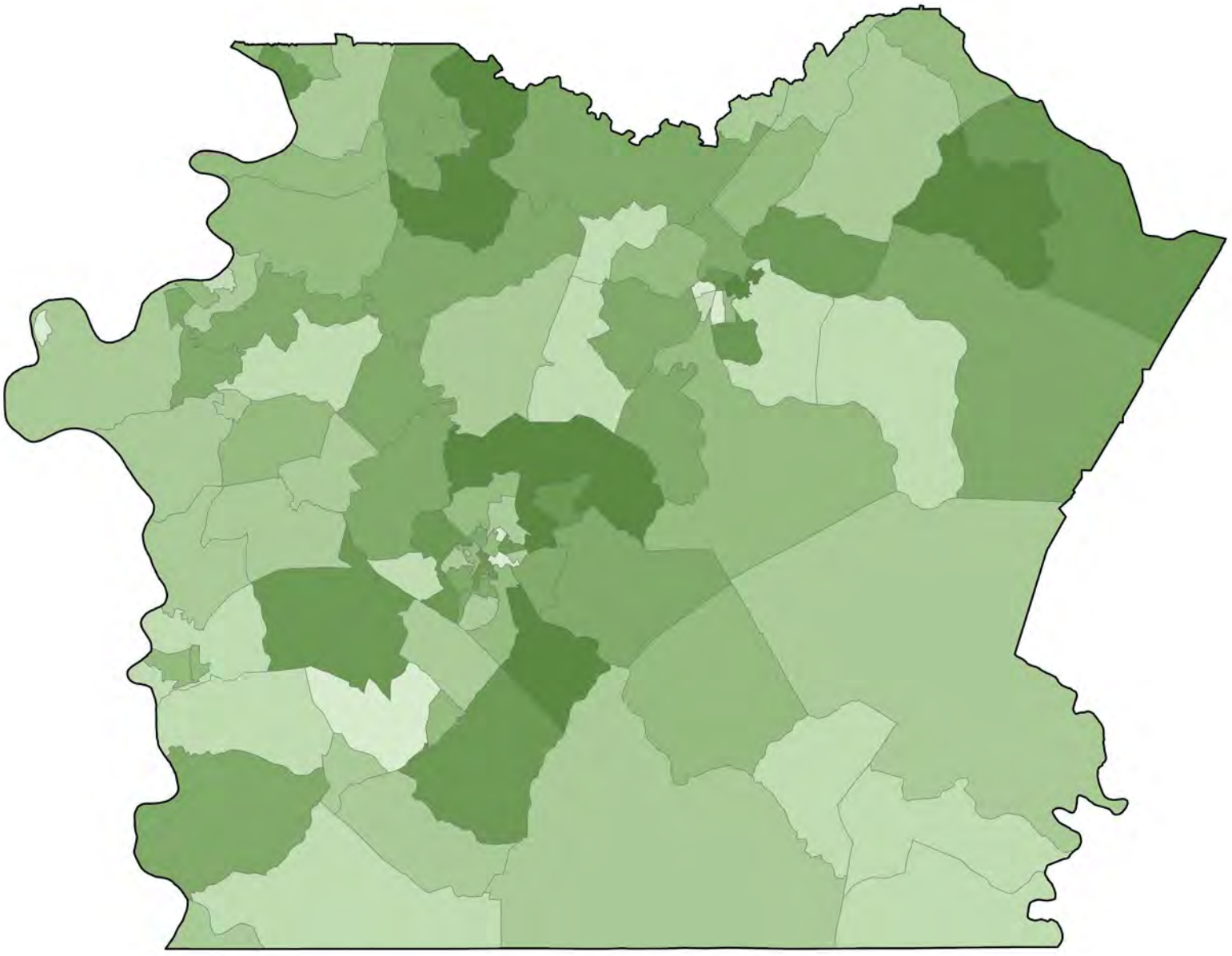
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Fayette County

Senior Population by Census Block Groups

N

0 5 10 20 30 40 Miles



Senior Population, Number of Individuals

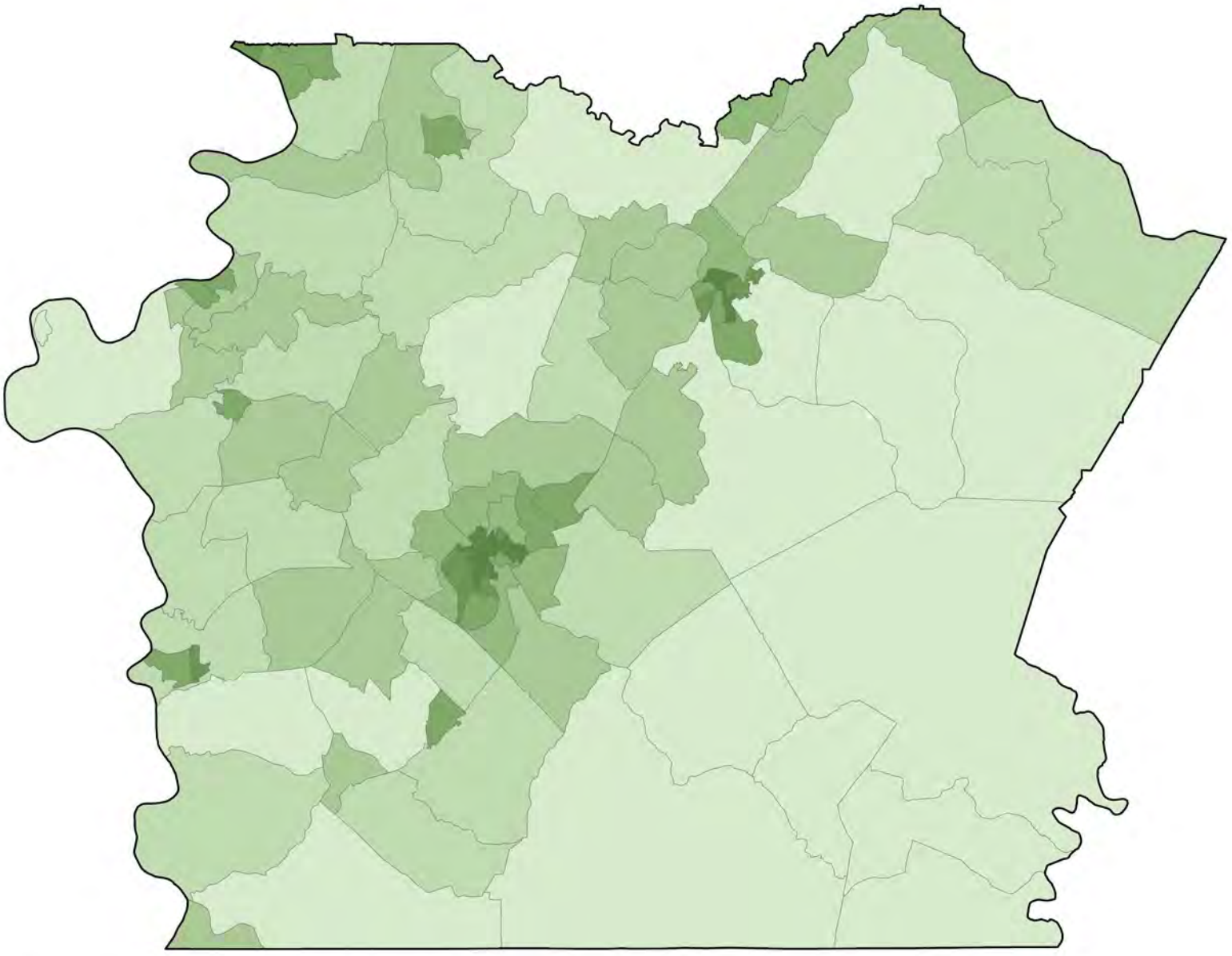
- 0 - 95
- 96 - 188
- 189 - 247
- 248 - 309
- 310 - 366
- 367 - 441
- 442 - 531

Fayette County

Senior Population Density by Census Block Groups

N

0 5 10 20 30 40 Miles



Senior Population Density, Individuals per Square Mile

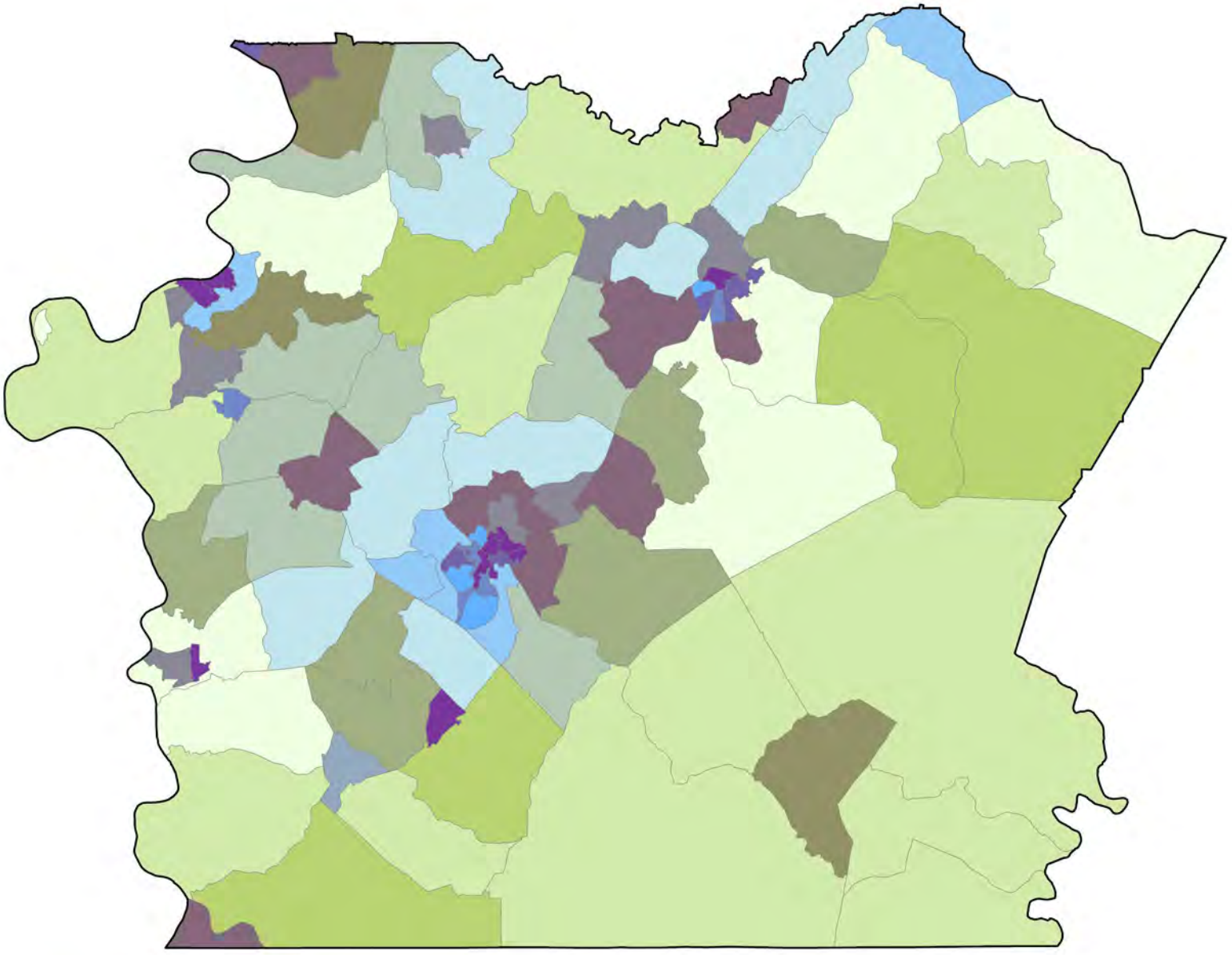
- 0 - 17
- 18 - 39
- 40 - 100
- 101 - 179
- 180 - 441
- 442 - 855
- 856 - 1536

Fayette County

Senior Population Compared to Population Density by Census Block Groups

N

0 5 10 20 30 40 Miles



Population Density

Senior Population

High

Low

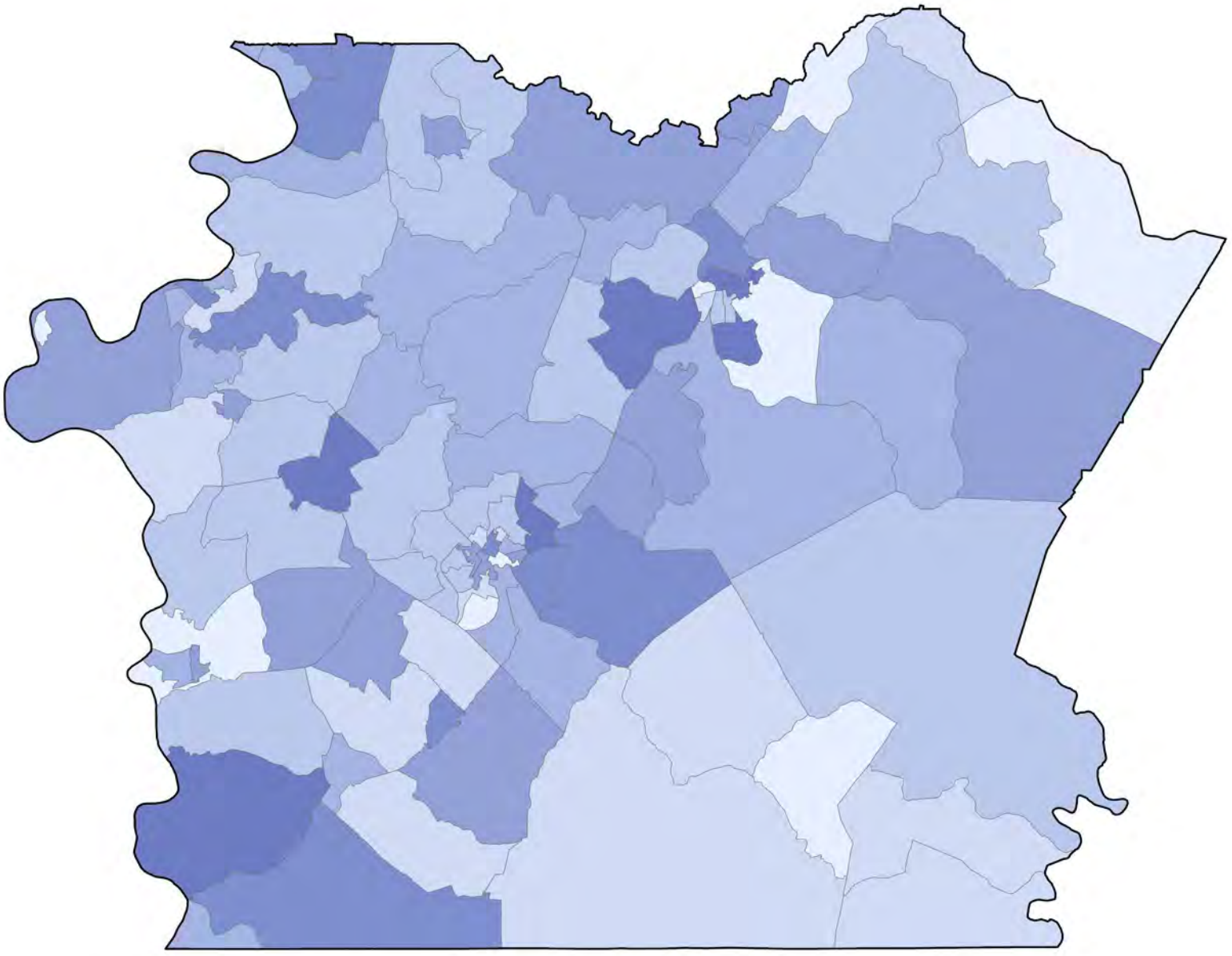
Low High

Fayette County

Individuals with Disabilities by Census Block Groups

N

0 5 10 20 30 40 Miles



Disabled Population, Number of Individuals

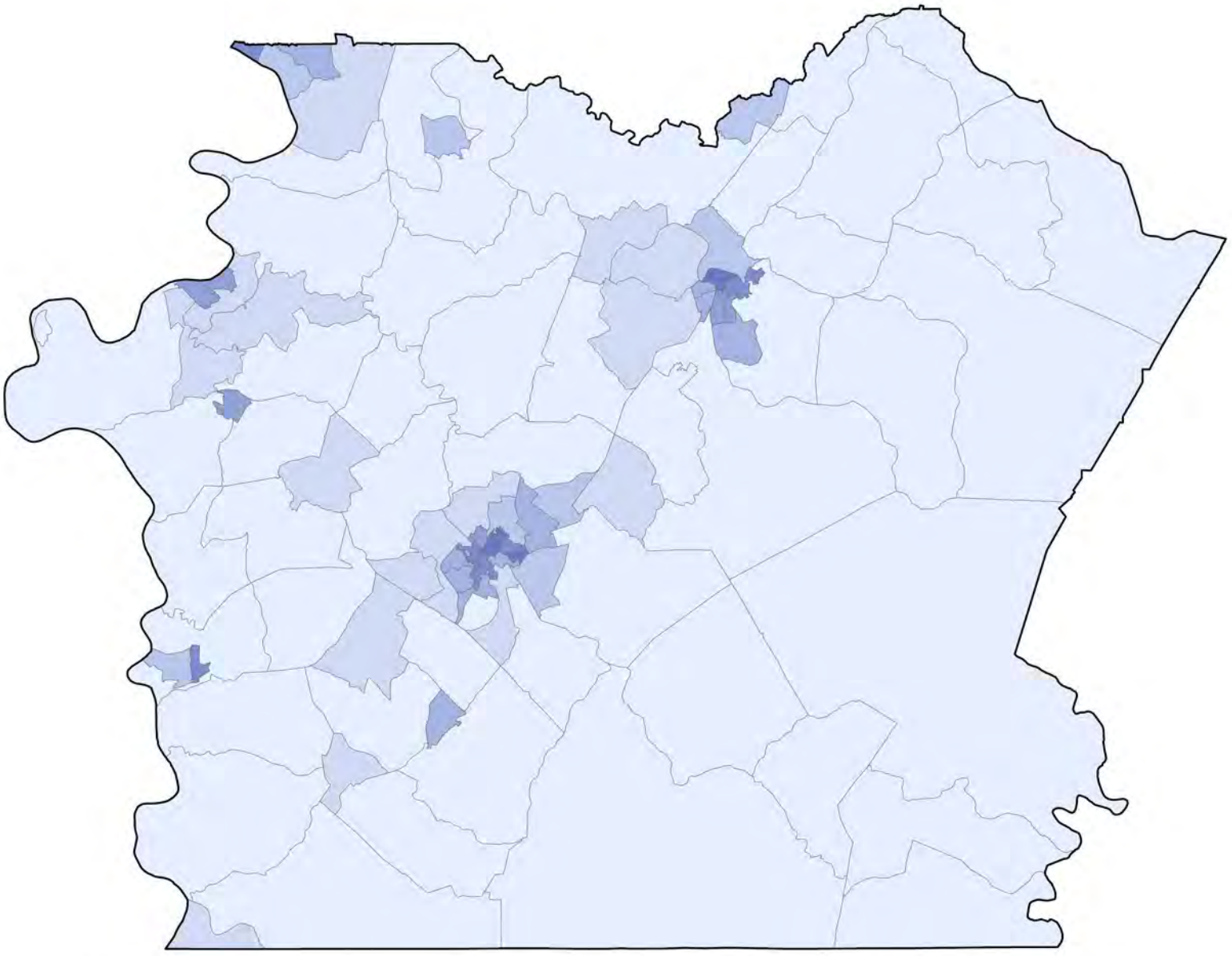
- 0 - 97
- 98 - 158
- 159 - 210
- 211 - 268
- 269 - 333
- 334 - 404
- 405 - 539

Fayette County

Population Density of Individuals with Disabilities by Census Block Groups

N

0 5 10 20 30 40 Miles



Disabled Population Density, Number of Individuals per Square Mile

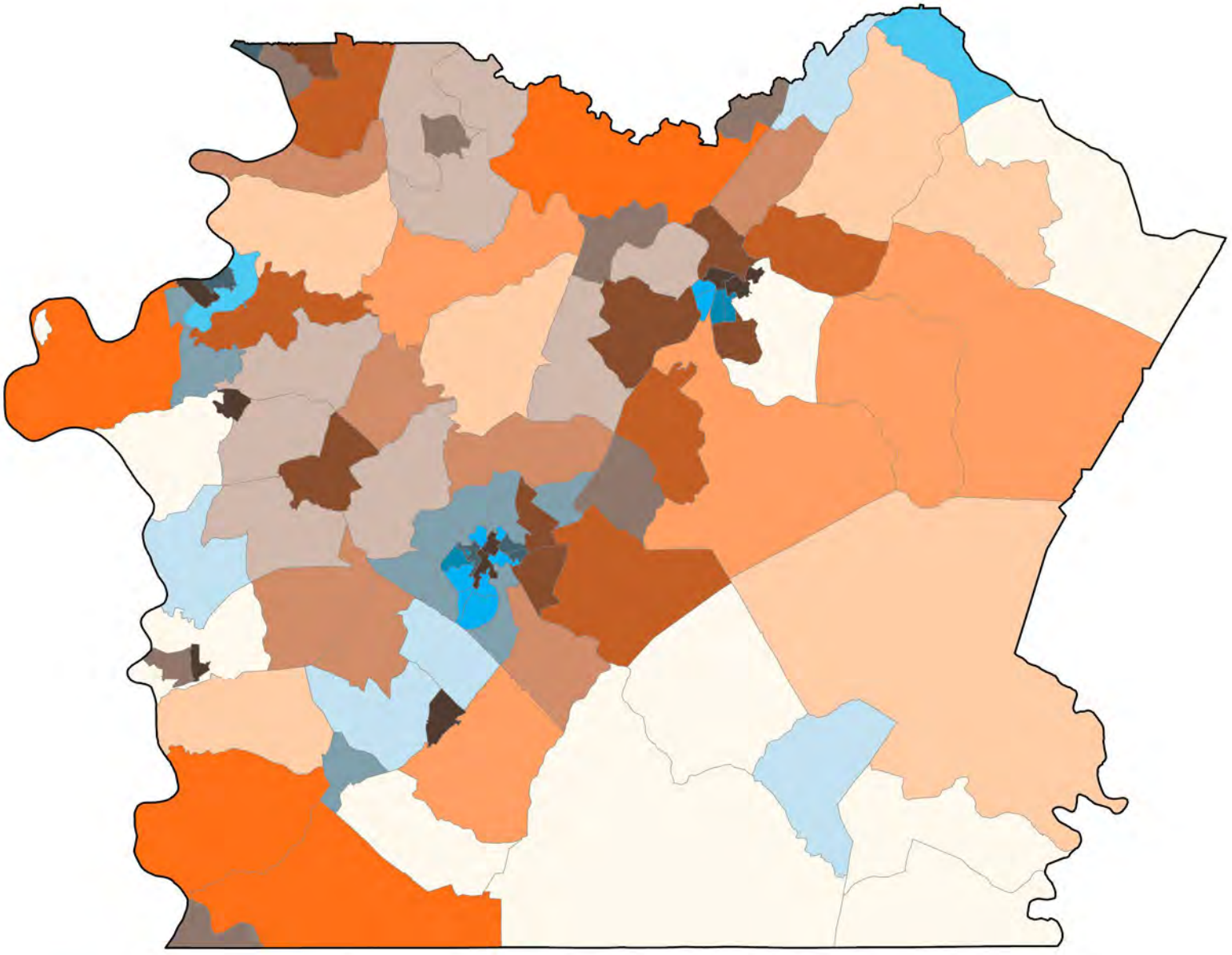
- 0 - 42
- 43 - 106
- 107 - 215
- 216 - 400
- 401 - 586
- 587 - 989
- 990 - 1719

Fayette County

Individuals with Disabilities Compared to Pop. Density by Census Block Groups

N

0 5 10 20 30 40 Miles



Population Density

Individuals with Disabilities

High

Low

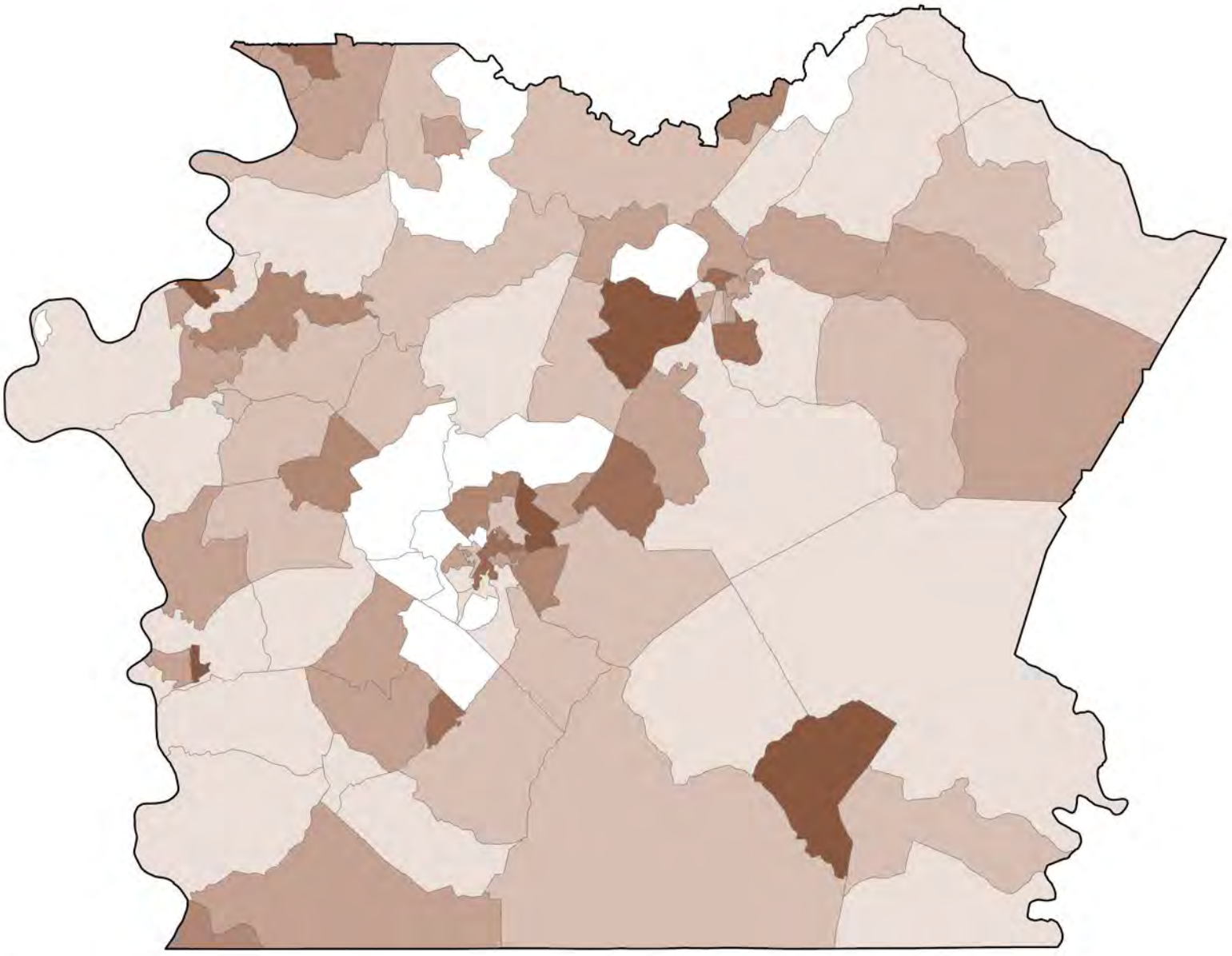
Low High

Fayette County

Low-Income Population by Census Block Groups

N

0 5 10 20 30 40 Miles



Individuals with Income Below Poverty

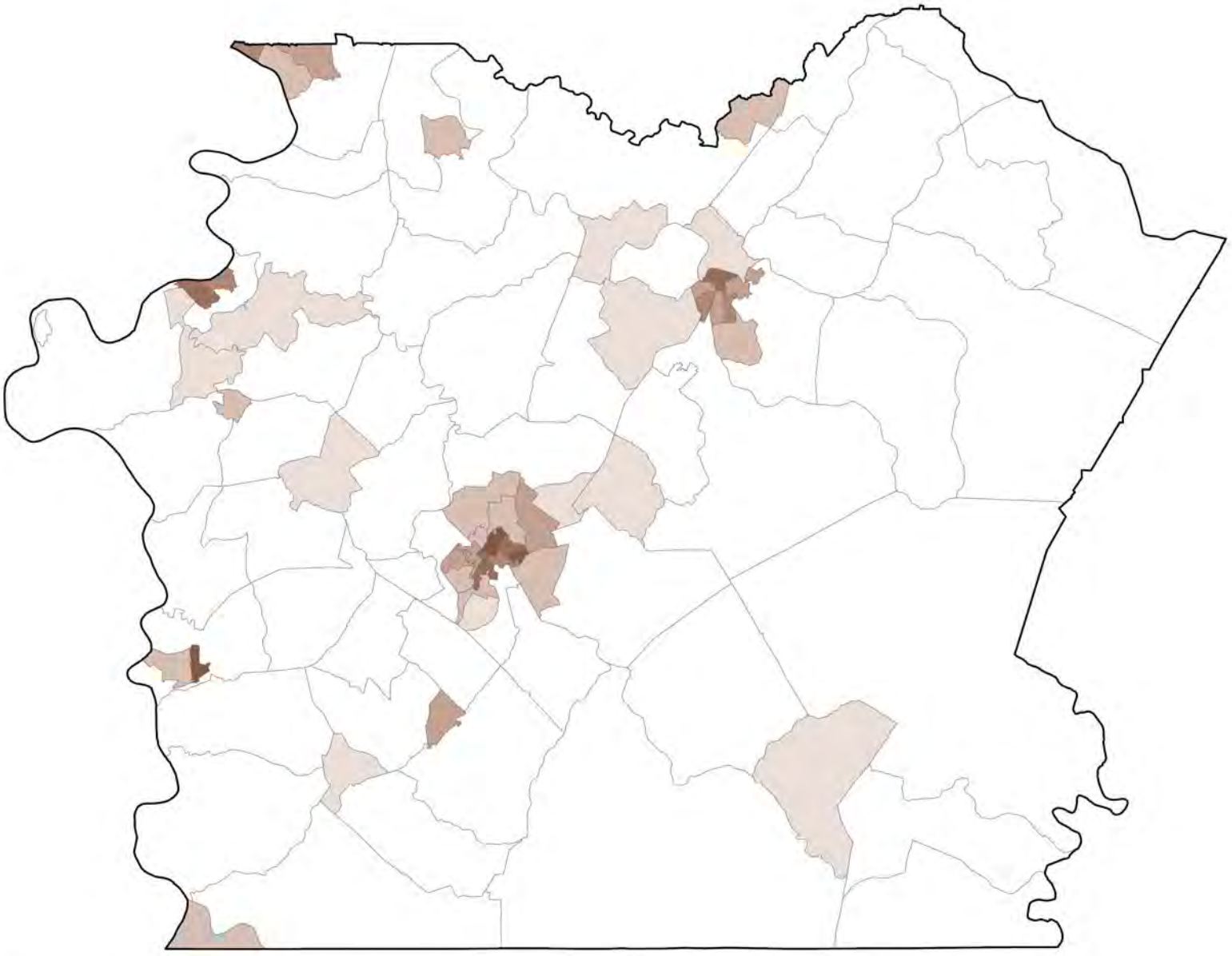
- 0 - 56
- 57 - 91
- 92 - 136
- 137 - 196
- 197 - 269
- 270 - 418
- 419 - 685

Fayette County

Low-Income Population Density by Census Block Groups

N

0 5 10 20 30 40 Miles



Number of Individuals with Income Below Poverty per Square Mile

- 0 - 32
- 33 - 84
- 85 - 184
- 185 - 362
- 363 - 576
- 577 - 1105
- 1106 - 2071

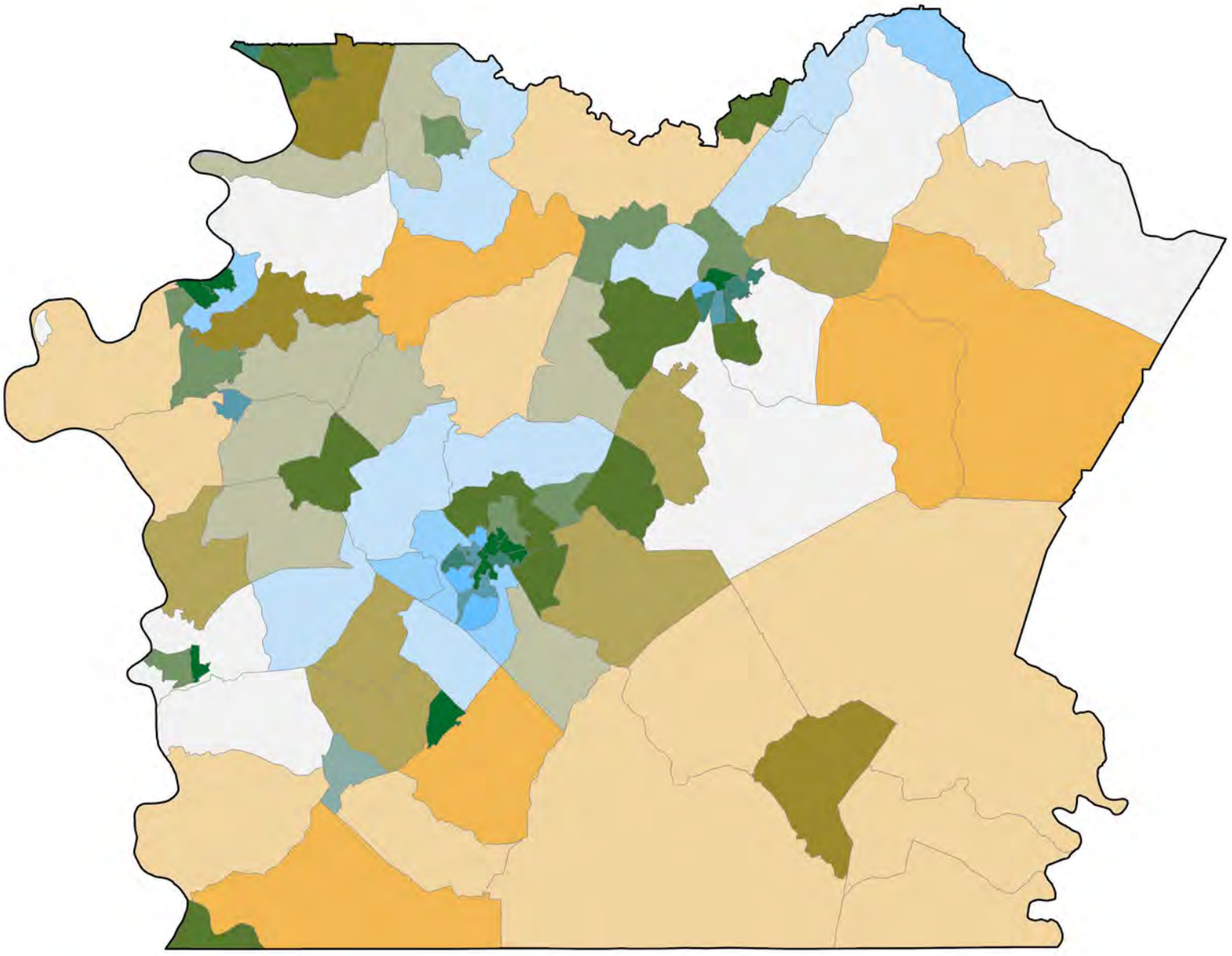
Fayette County

Low-Income Population Compared to Pop. Density by Census Block Groups

N

0 5 10 20 30 40

Miles



Population Density

Population Below Poverty

High

Low

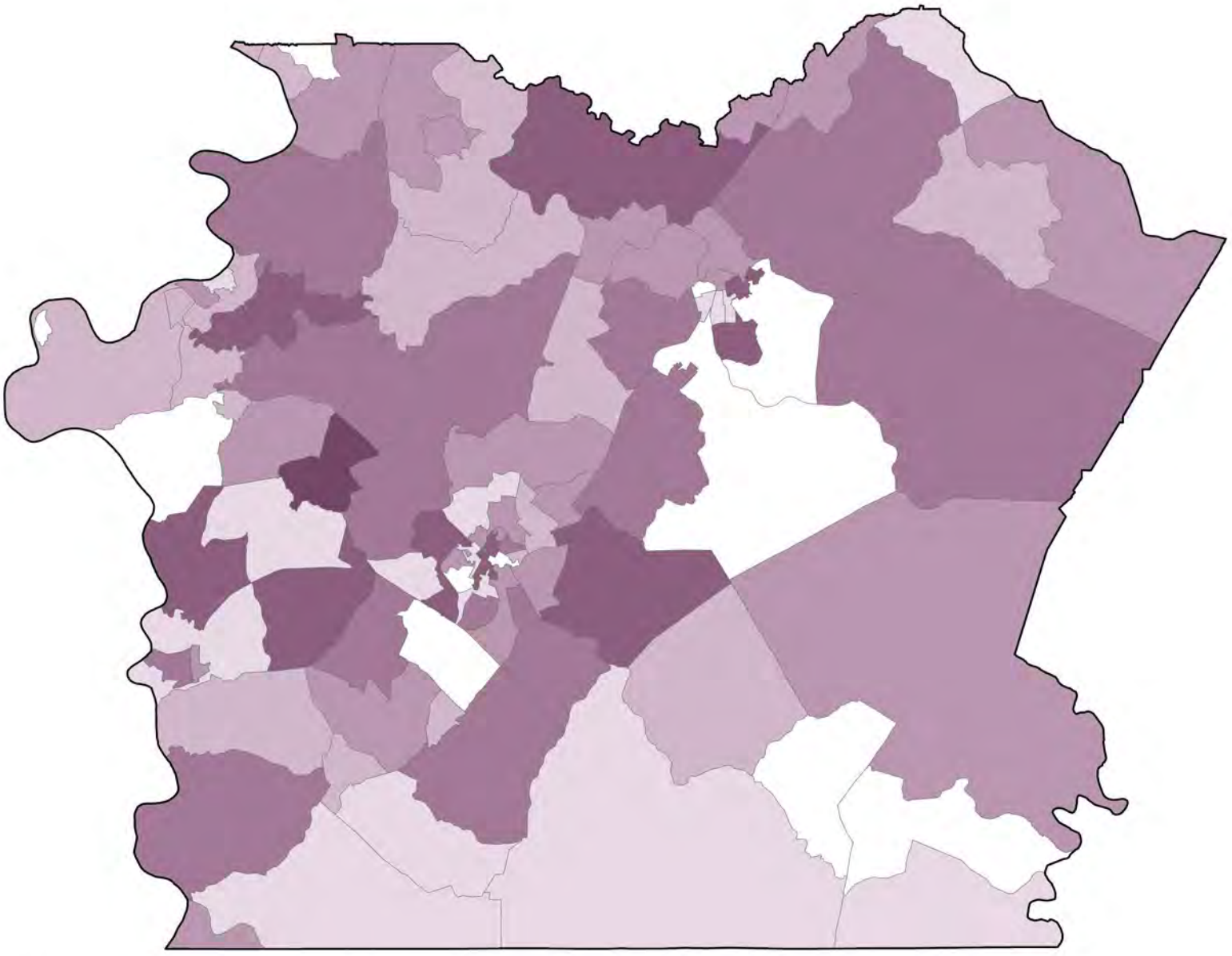
Low High

Fayette County

Veteran Population by Census Block Groups

N

0 5 10 20 30 40 Miles



Veteran Population, Number of Individuals

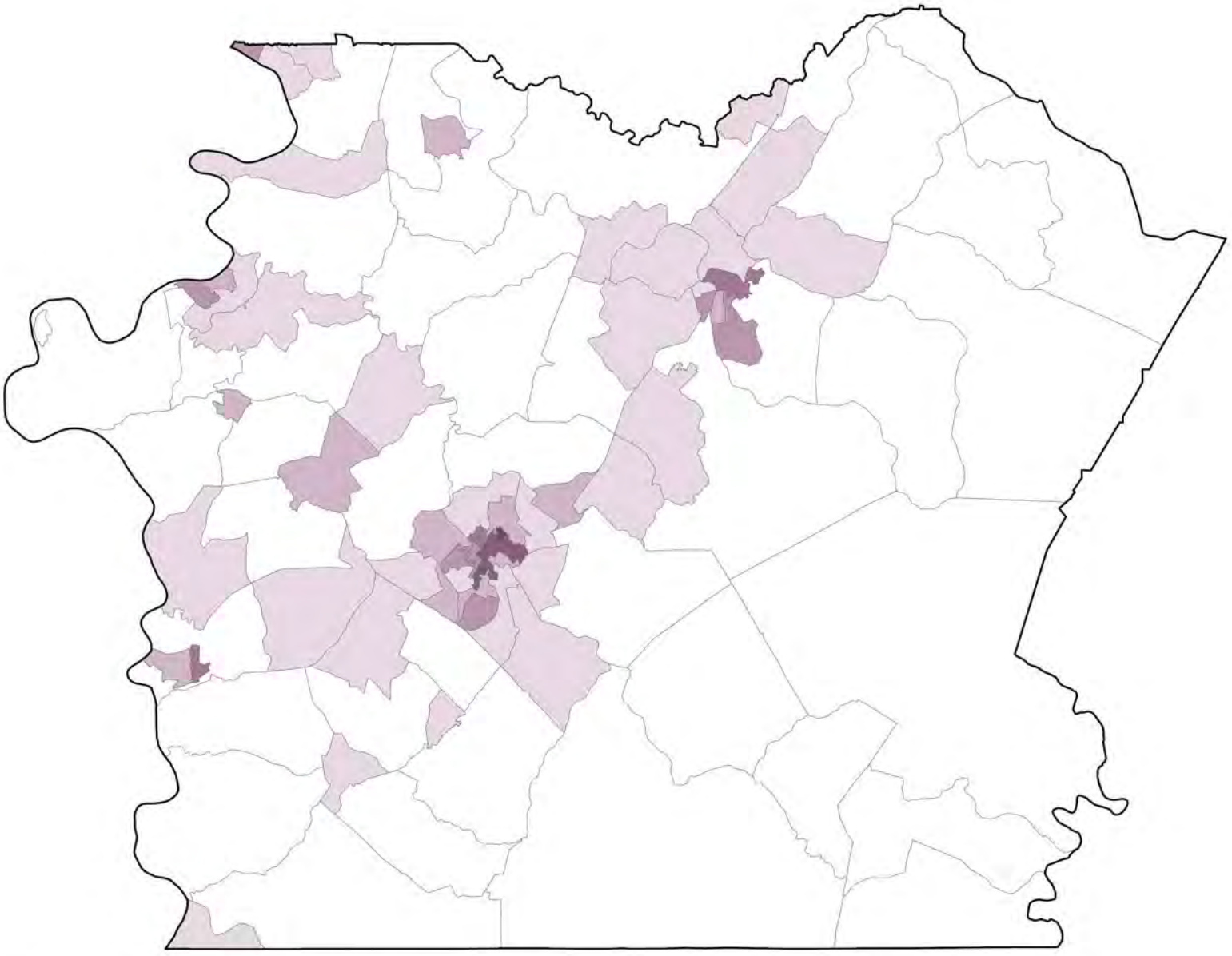
- 0 - 22
- 23 - 41
- 42 - 62
- 63 - 88
- 89 - 122
- 123 - 174
- 175 - 264

Fayette County

Veteran Population Density by Census Block Groups

N

0 5 10 20 30 40 Miles



Veteran Population Density, Individuals per Square Mile

- 0 - 13
- 14 - 39
- 40 - 92
- 93 - 166
- 167 - 291
- 292 - 475
- 476 - 804

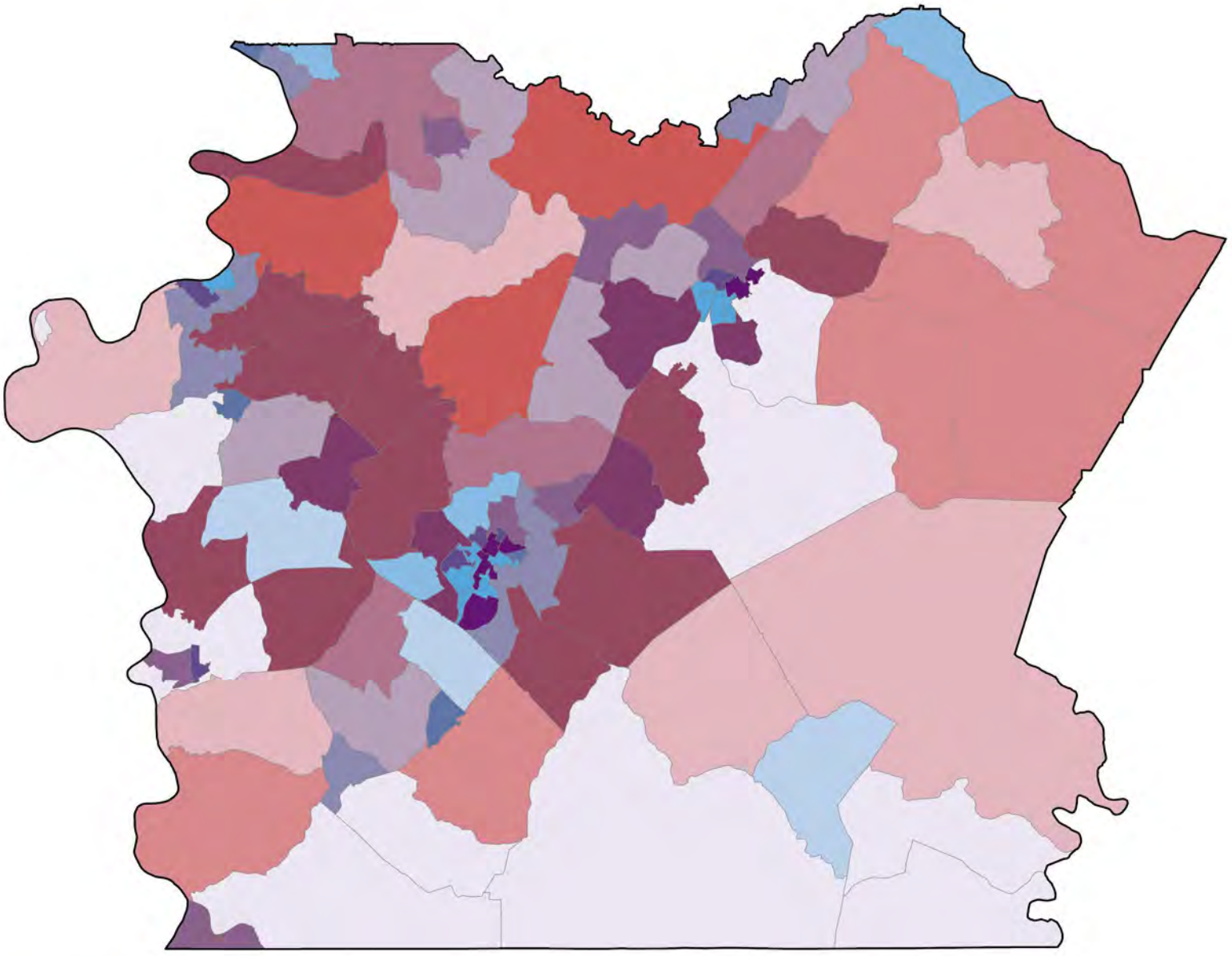
Fayette County

Veteran Population Compared to Population Density by Census Block Groups

N

0 5 10 20 30 40

Miles



Population Density

Veteran23

High

Low

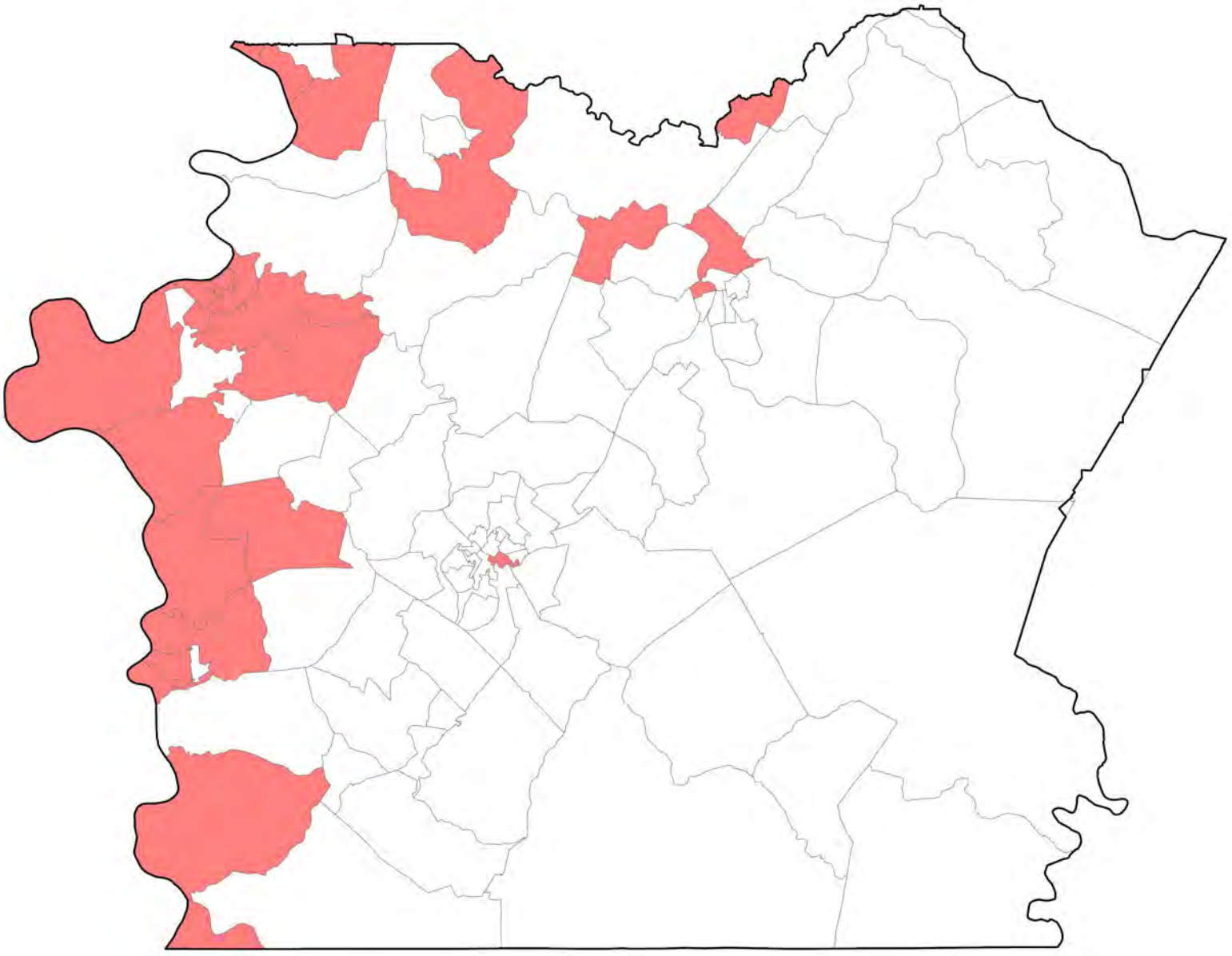
Low High

Fayette County

EPA Environmental Justice Block Groups

N

0 5 10 20 30 40 Miles



Environmental Justice Area

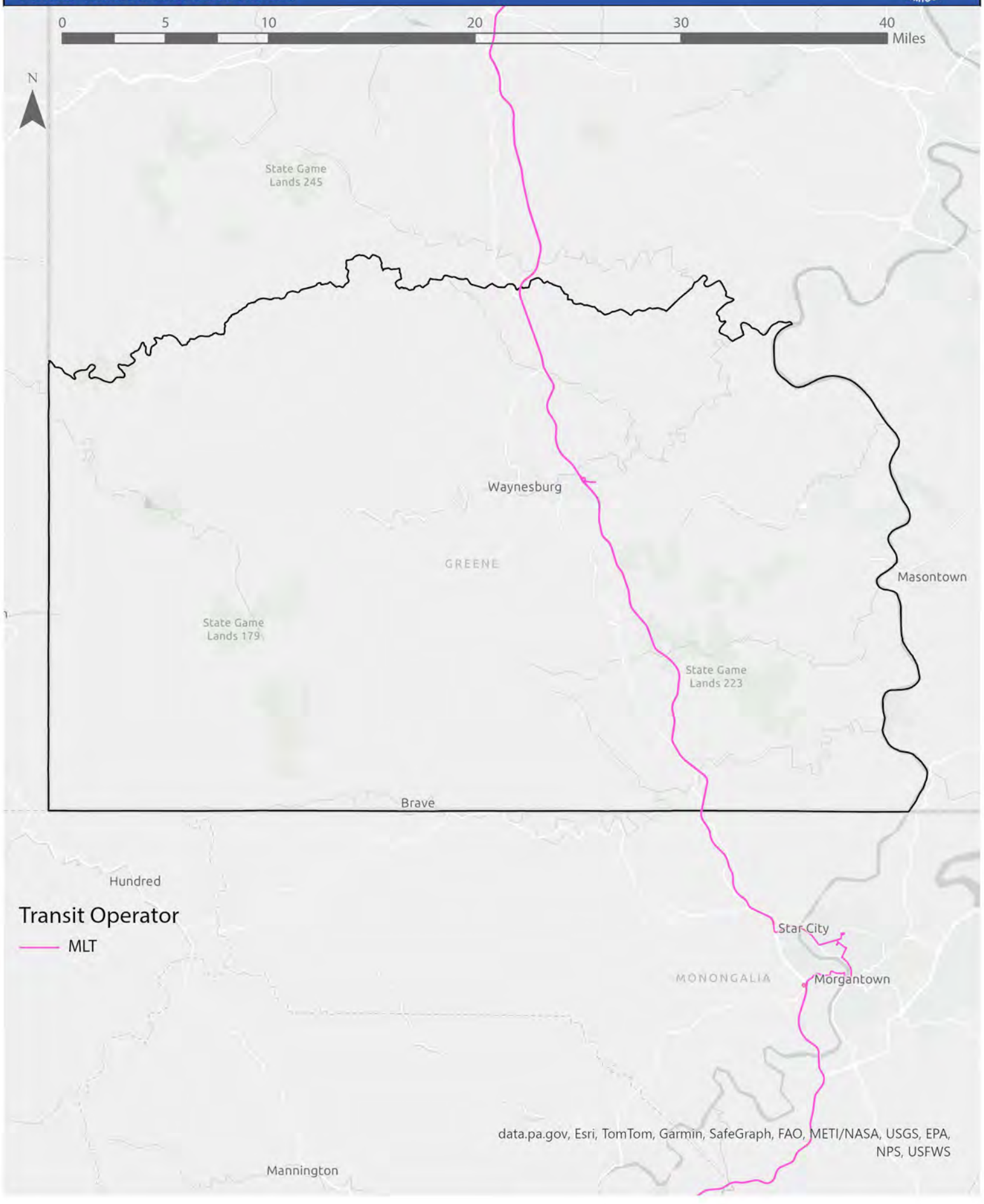
Yes

No

Greene County

Greene County

Fixed-Route Transit Access

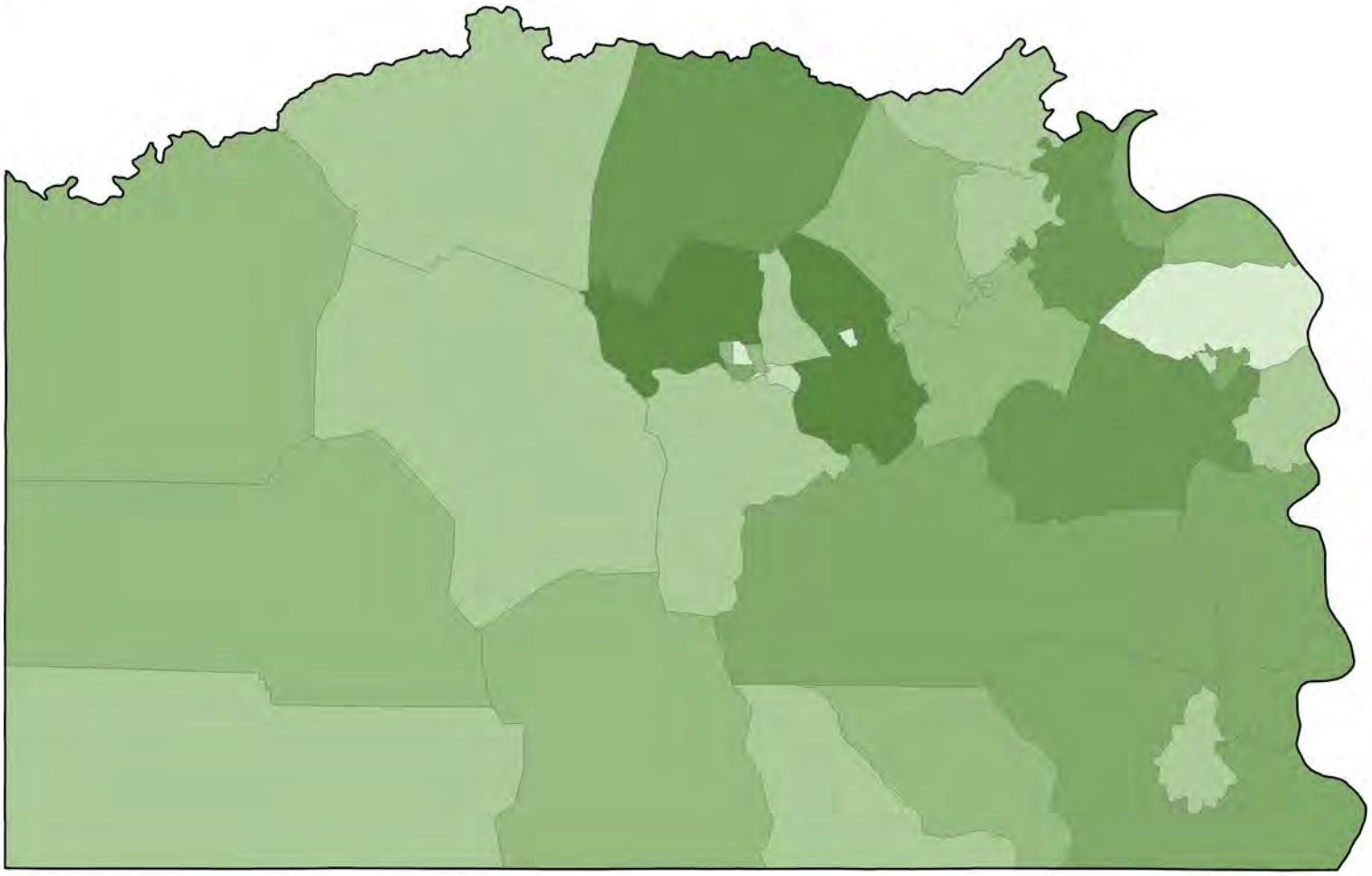


Greene County

Senior Population by Census Block Groups

0 5 10 20 30 40 Miles

N



Senior Population, Number of Individuals

- 0 - 36
- 37 - 81
- 82 - 146
- 147 - 177
- 178 - 229
- 230 - 329
- 330 - 444

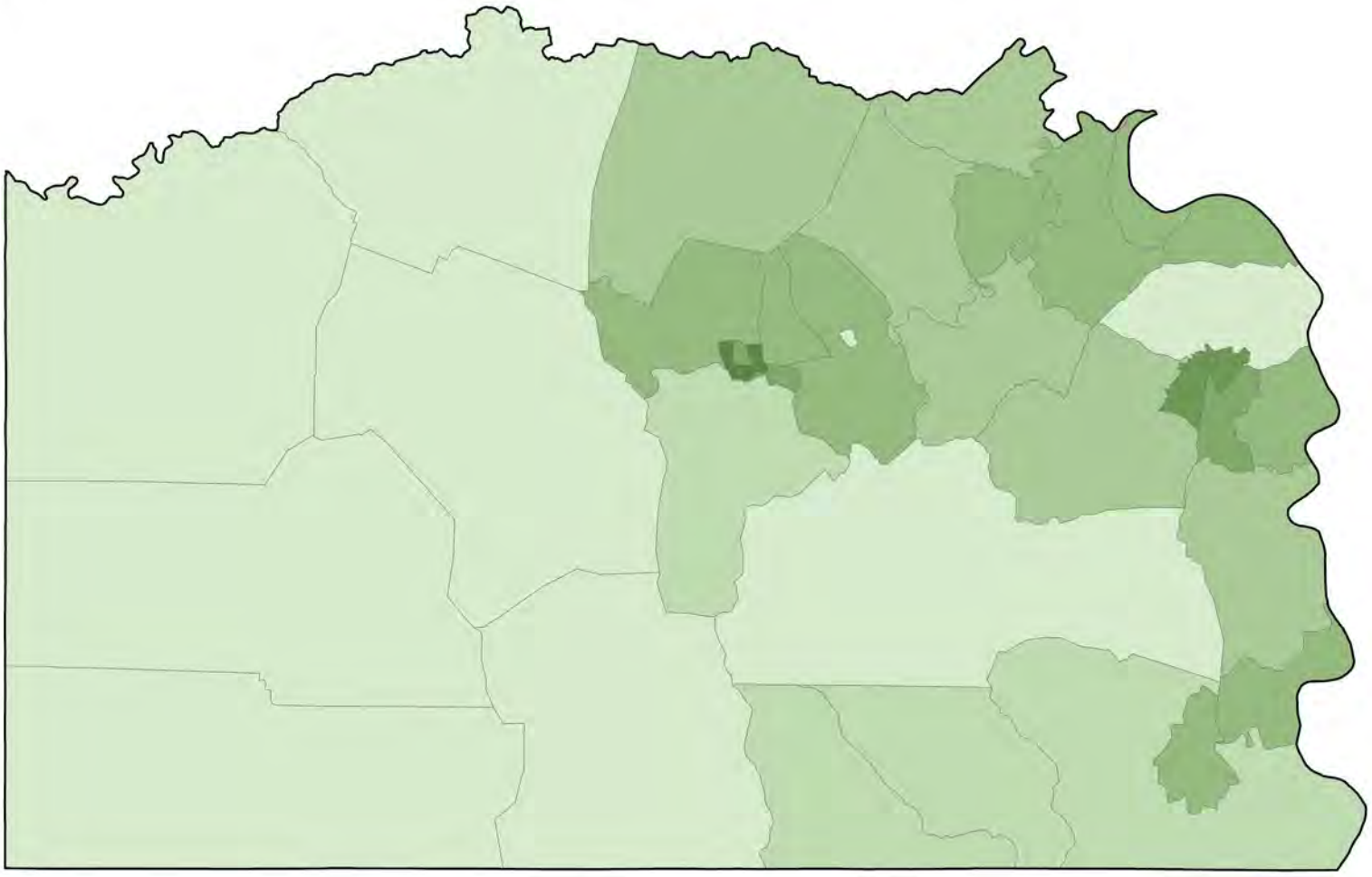
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Senior Population Density by Census Block Groups

0 5 10 20 30 40 Miles

N



Senior Population Density, Individuals per Square Mile

- 0 - 4
- 5 - 10
- 11 - 18
- 19 - 83
- 84 - 183
- 184 - 377
- 378 - 1011

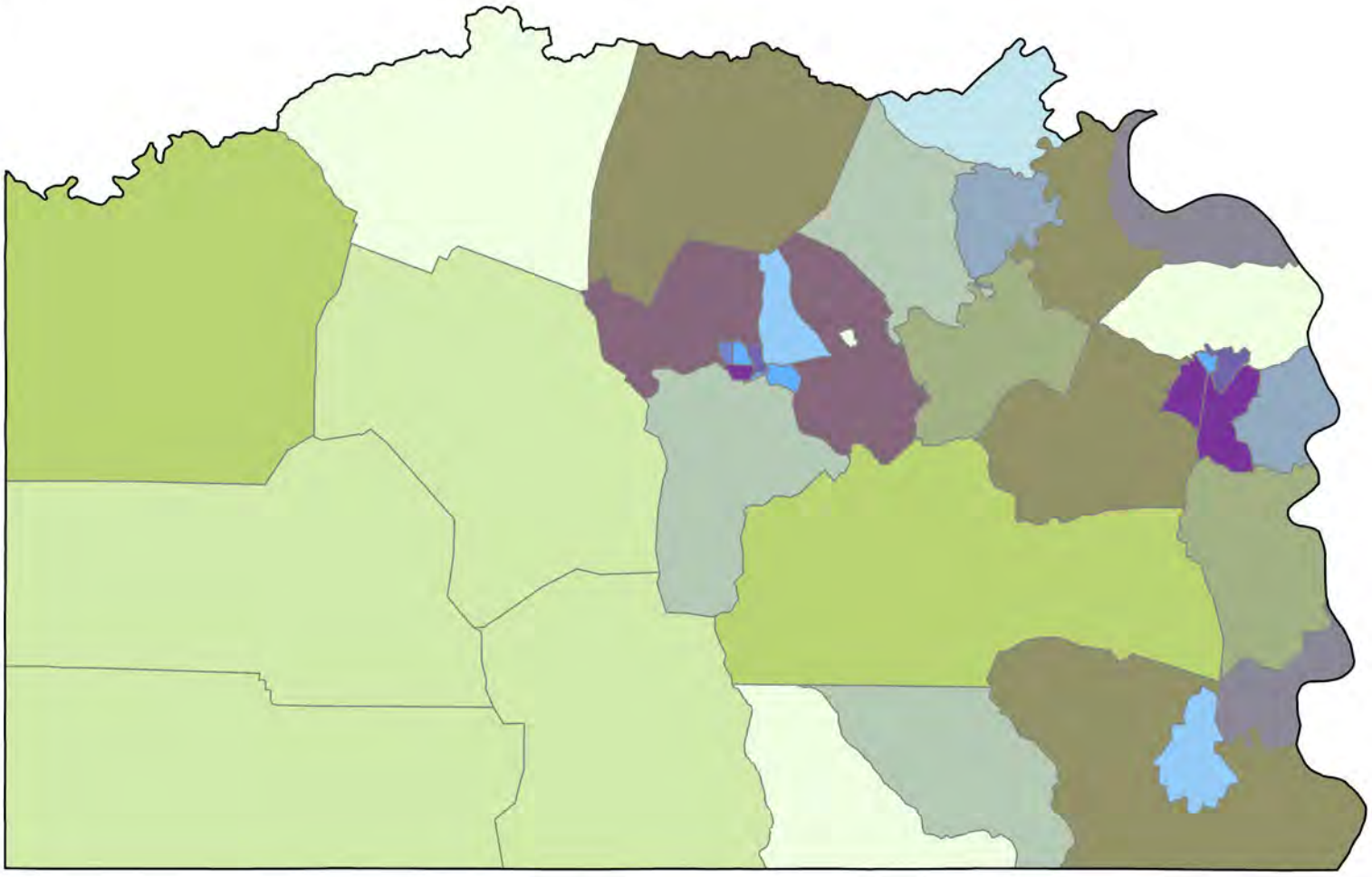
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Senior Population Compared to Population Density by Census Block Groups

0 5 10 20 30 40 Miles

N



Population Density
Seniors Population

High
Low
Low High

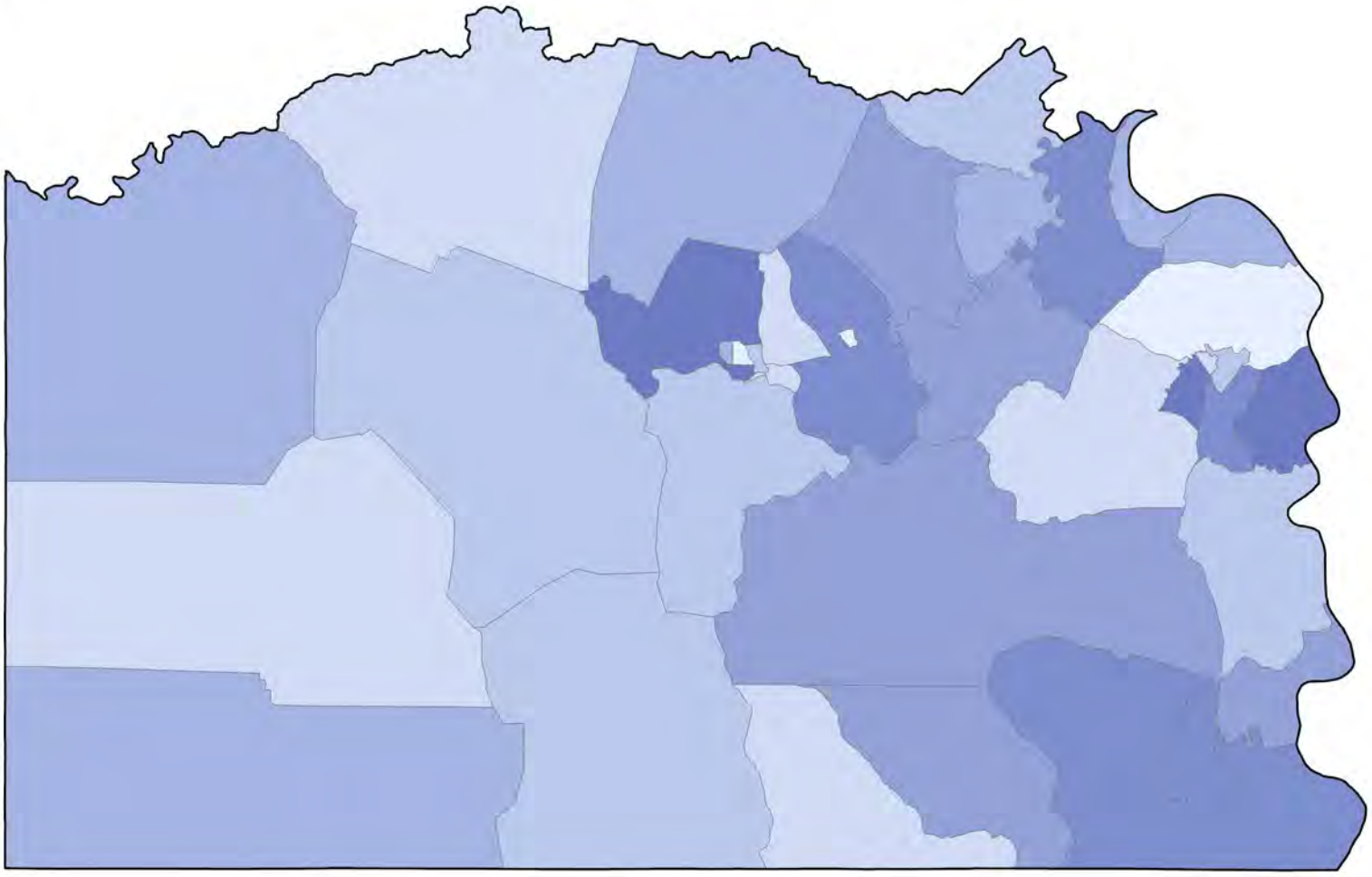
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Individuals with Disabilities by Census Block Groups

0 5 10 20 30 40 Miles

N



Disabled Population, Number of Individuals

- 0 - 25
- 26 - 85
- 86 - 131
- 132 - 154
- 155 - 186
- 187 - 249
- 250 - 420

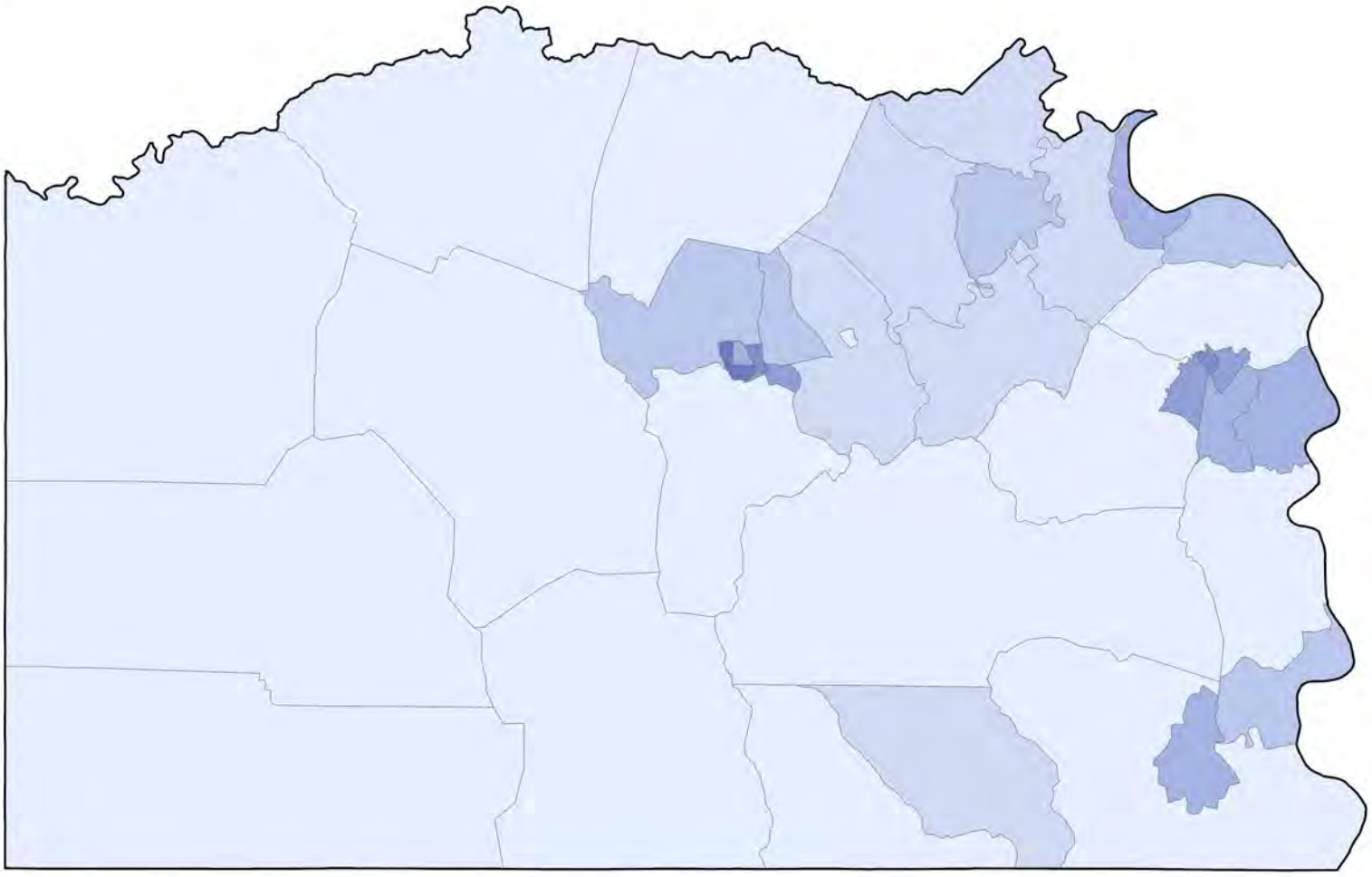
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Population Density of Individuals with Disabilities by Census Block Groups

0 5 10 20 30 40 Miles

N



Number of Individuals with Disabilities per Square Mile

- 0 - 9
- 10 - 23
- 24 - 36
- 37 - 91
- 92 - 251
- 252 - 540
- 541 - 1258

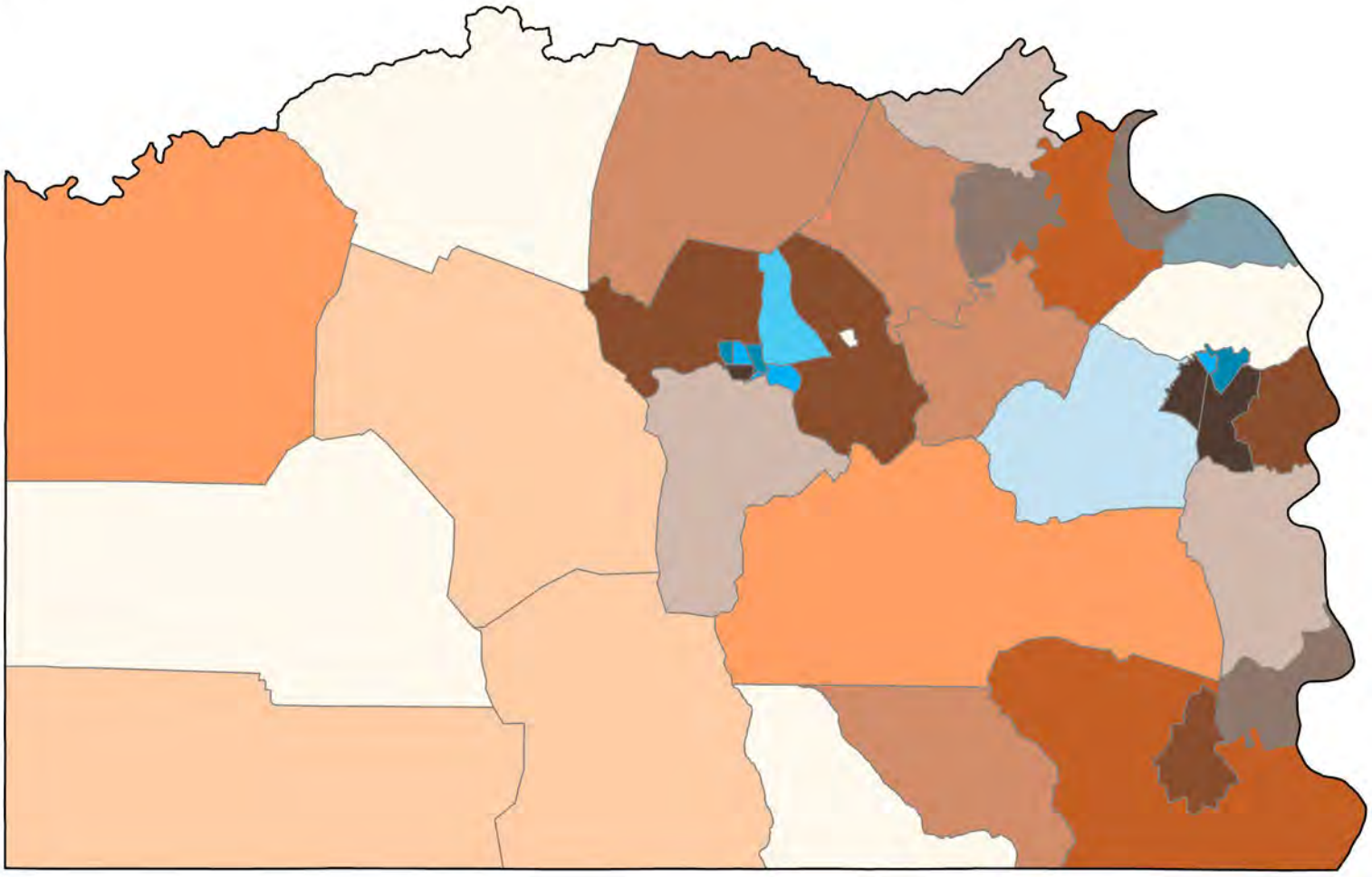
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Individuals with Disabilities Compared to Pop. Density by Census Block Groups

0 5 10 20 30 40 Miles

N



Population Density

Individuals with Disabilities

High

Low

Low High

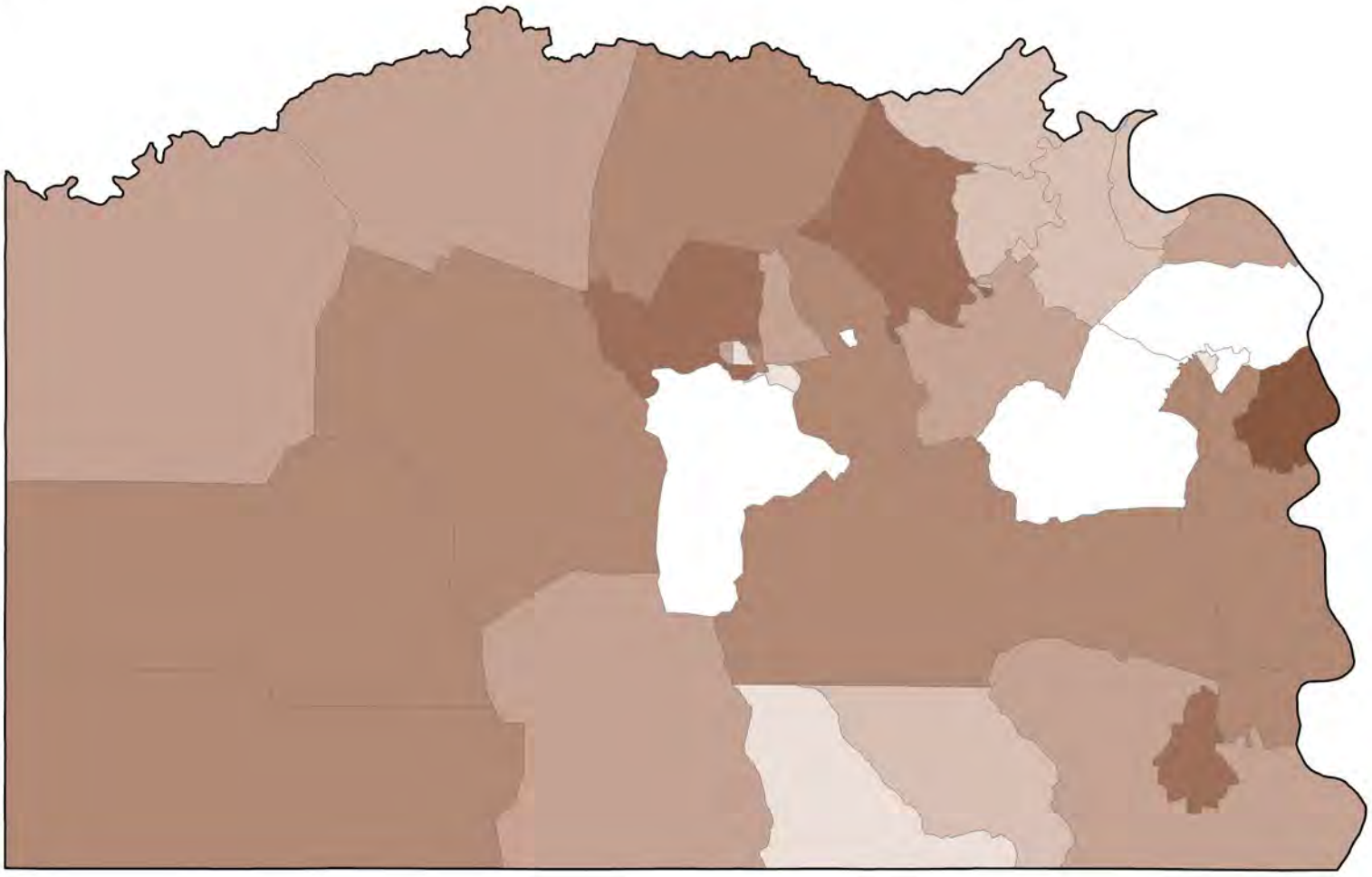
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Low-Income Population by Census Block Groups

0 5 10 20 30 40 Miles

N



Individuals with Income Below Poverty

- 0 - 11
- 12 - 23
- 24 - 43
- 44 - 68
- 69 - 131
- 132 - 244
- 245 - 396

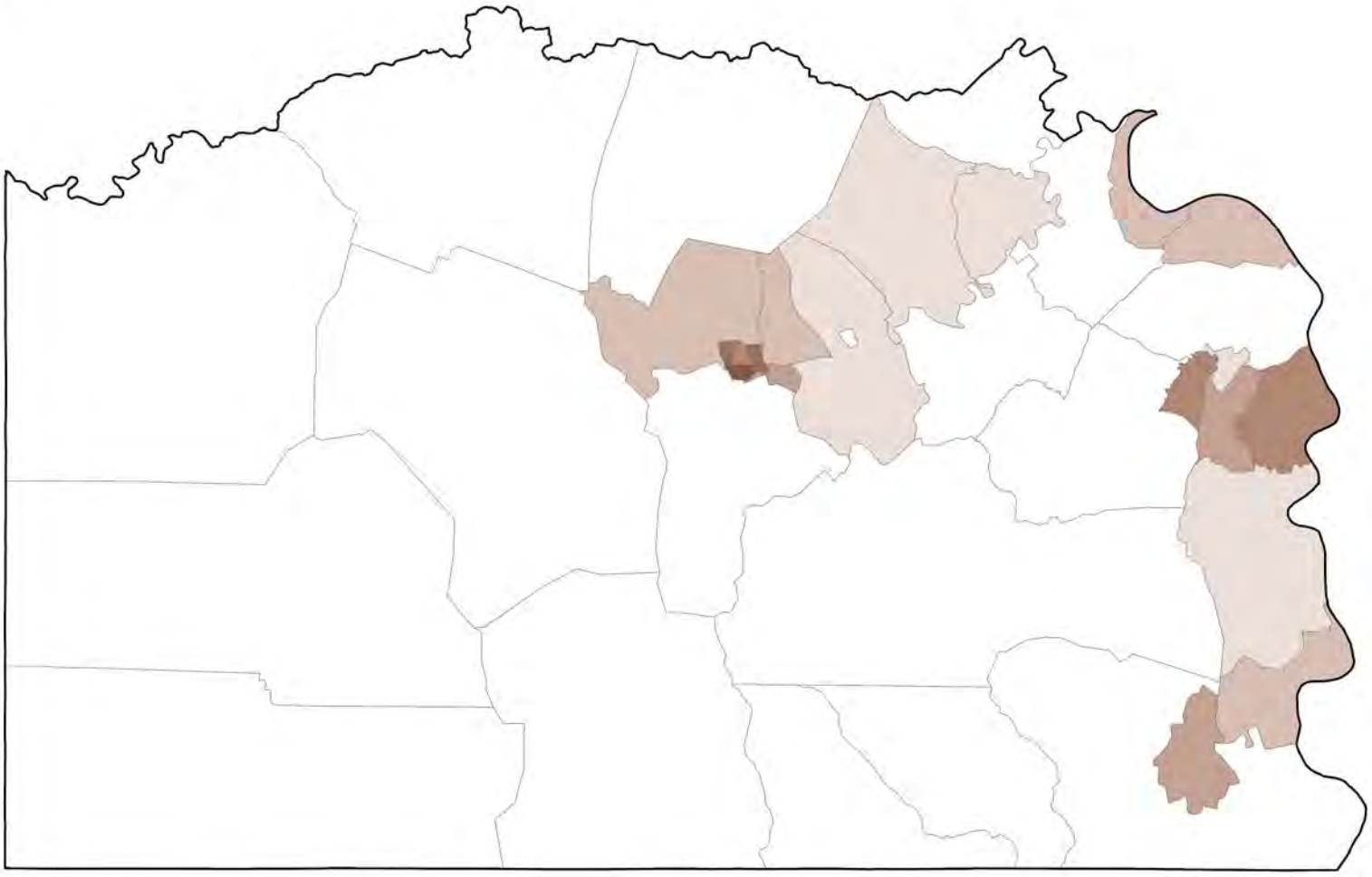
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Low-Income Population Density by Census Block Groups

0 5 10 20 30 40 Miles

N



Number of Individuals with Income Below Poverty per Square Mile

- 0 - 5
- 6 - 12
- 13 - 23
- 24 - 53
- 54 - 111
- 112 - 517
- 518 - 1104

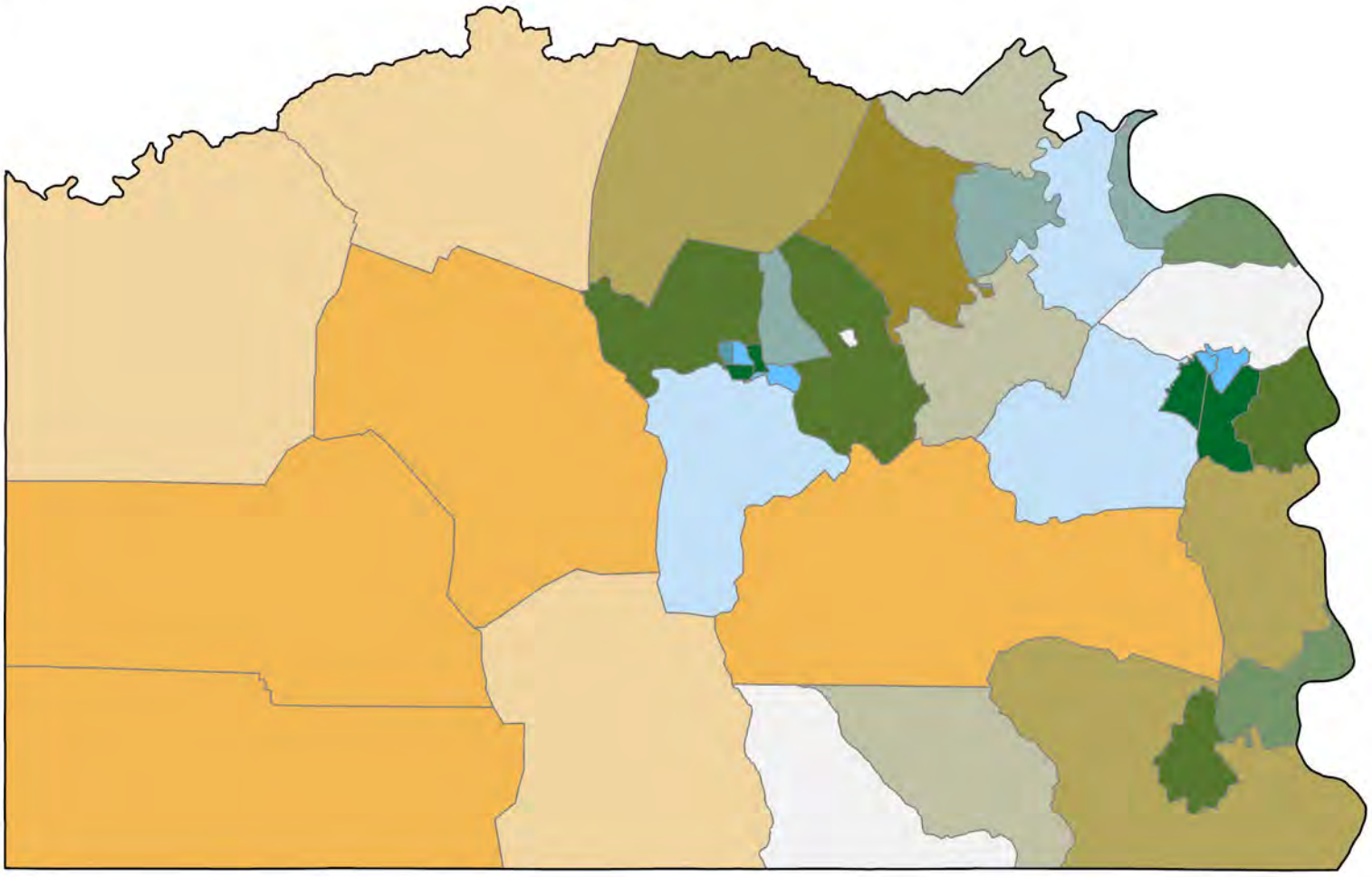
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Low-Income Population Compared to Population Density by Census Block Groups

0 5 10 20 30 40 Miles

N



Population Density
Population Below Poverty

High
Low
Low High

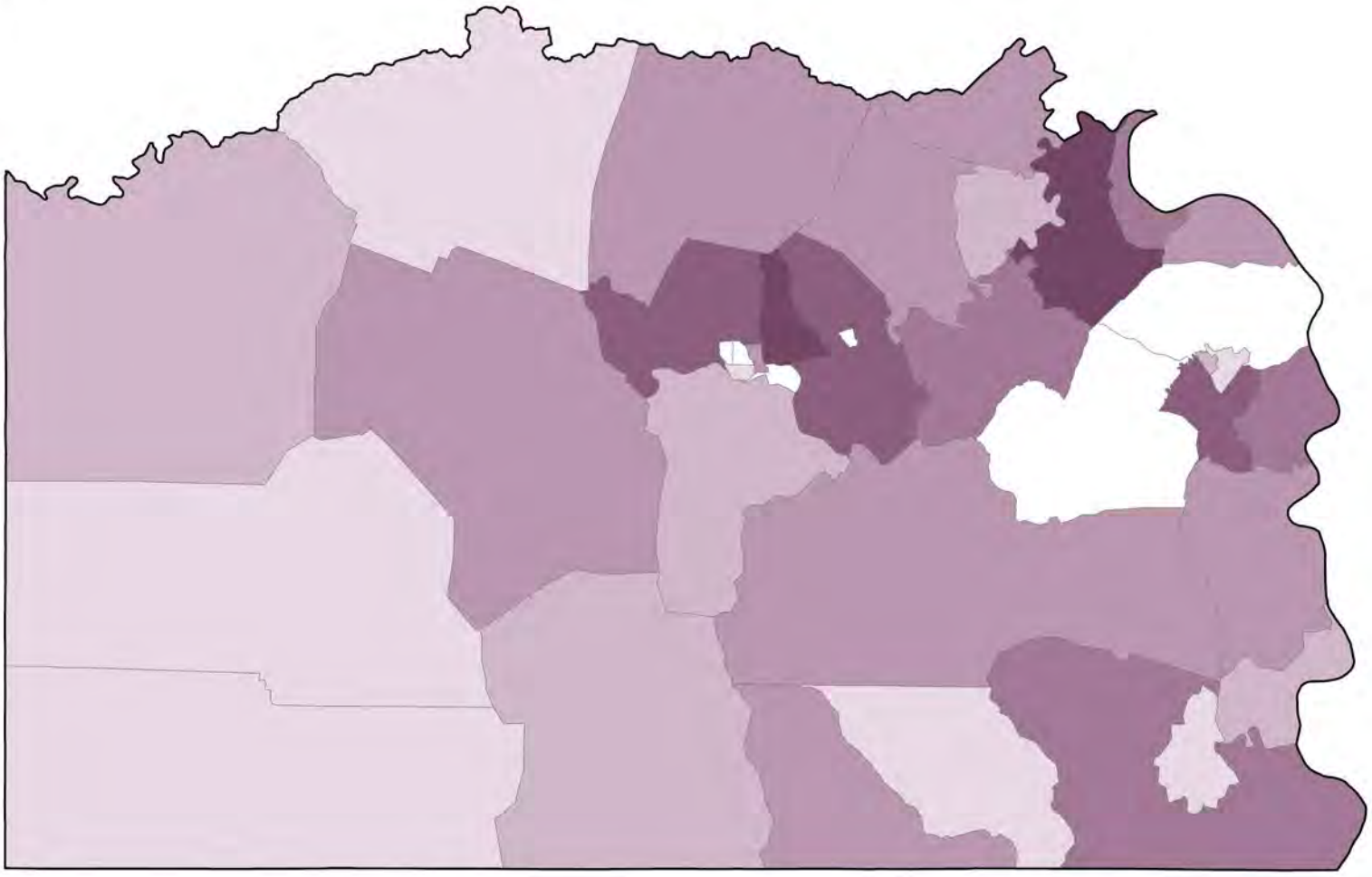
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Veteran Population by Census Block Groups

0 5 10 20 30 40 Miles

N



Veteran Population, Number of Individuals

- 0 - 14
- 15 - 38
- 39 - 50
- 51 - 72
- 73 - 90
- 91 - 120
- 121 - 147

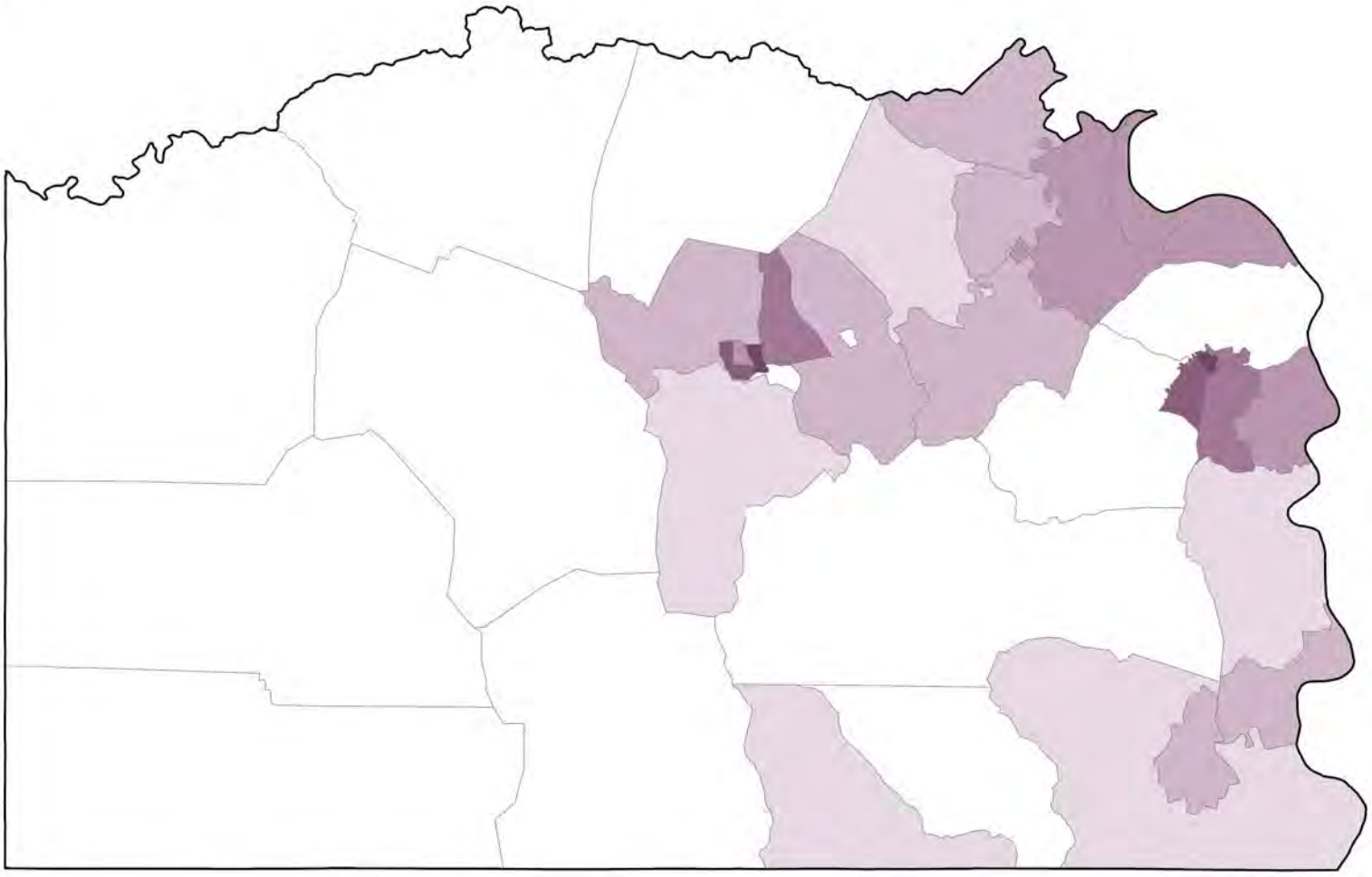
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Veteran Population Density by Census Block Groups

0 5 10 20 30 40 Miles

N



Veteran Population Density, Individuals per Square Mile

- 0 - 2
- 3 - 5
- 6 - 12
- 13 - 31
- 32 - 55
- 56 - 145
- 146 - 295

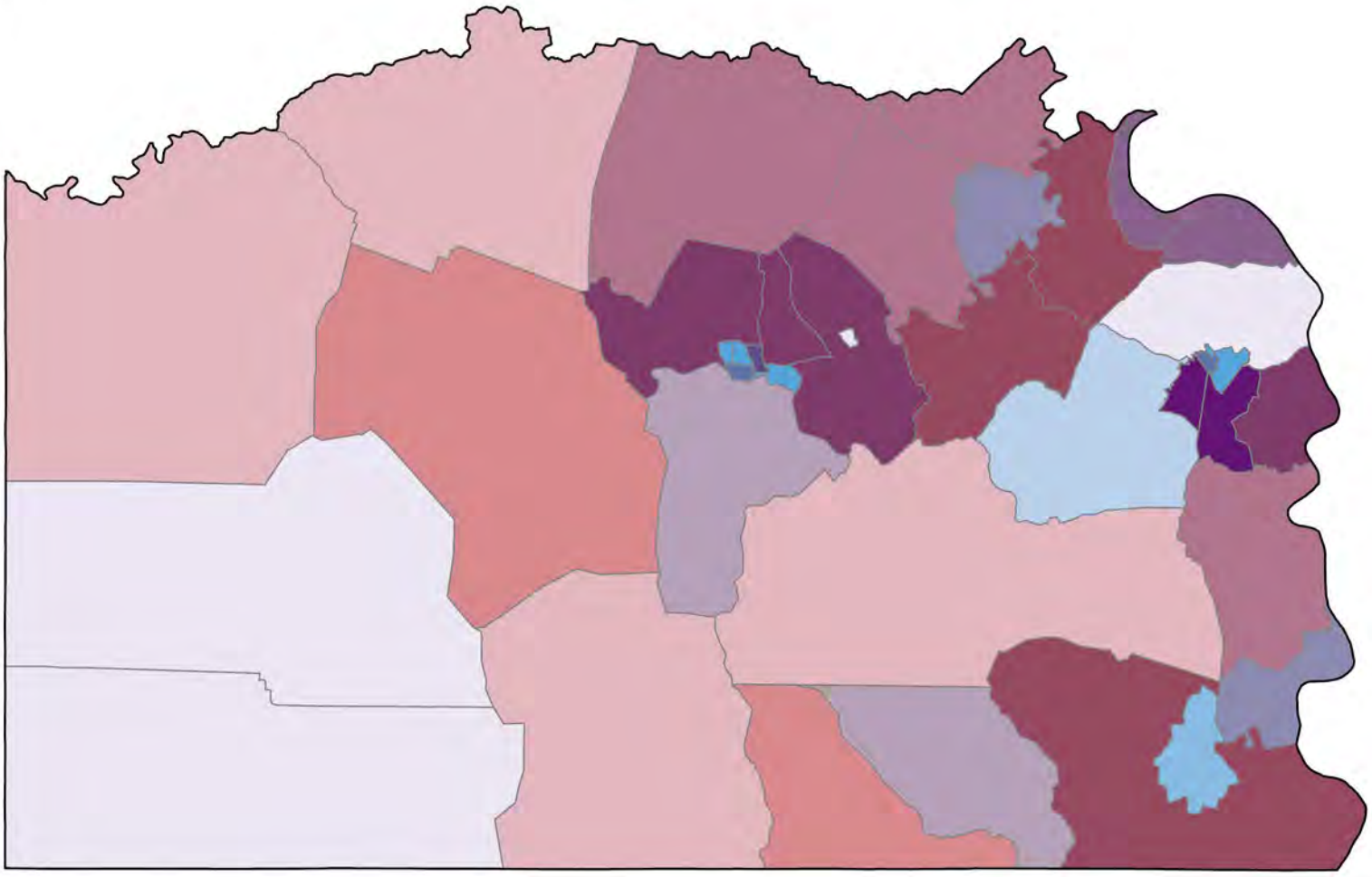
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

Veteran Population Compared to Population Density by Census Block Groups

0 5 10 20 30 40 Miles

N



Population Density
Veteran Population

High
Low
Low High

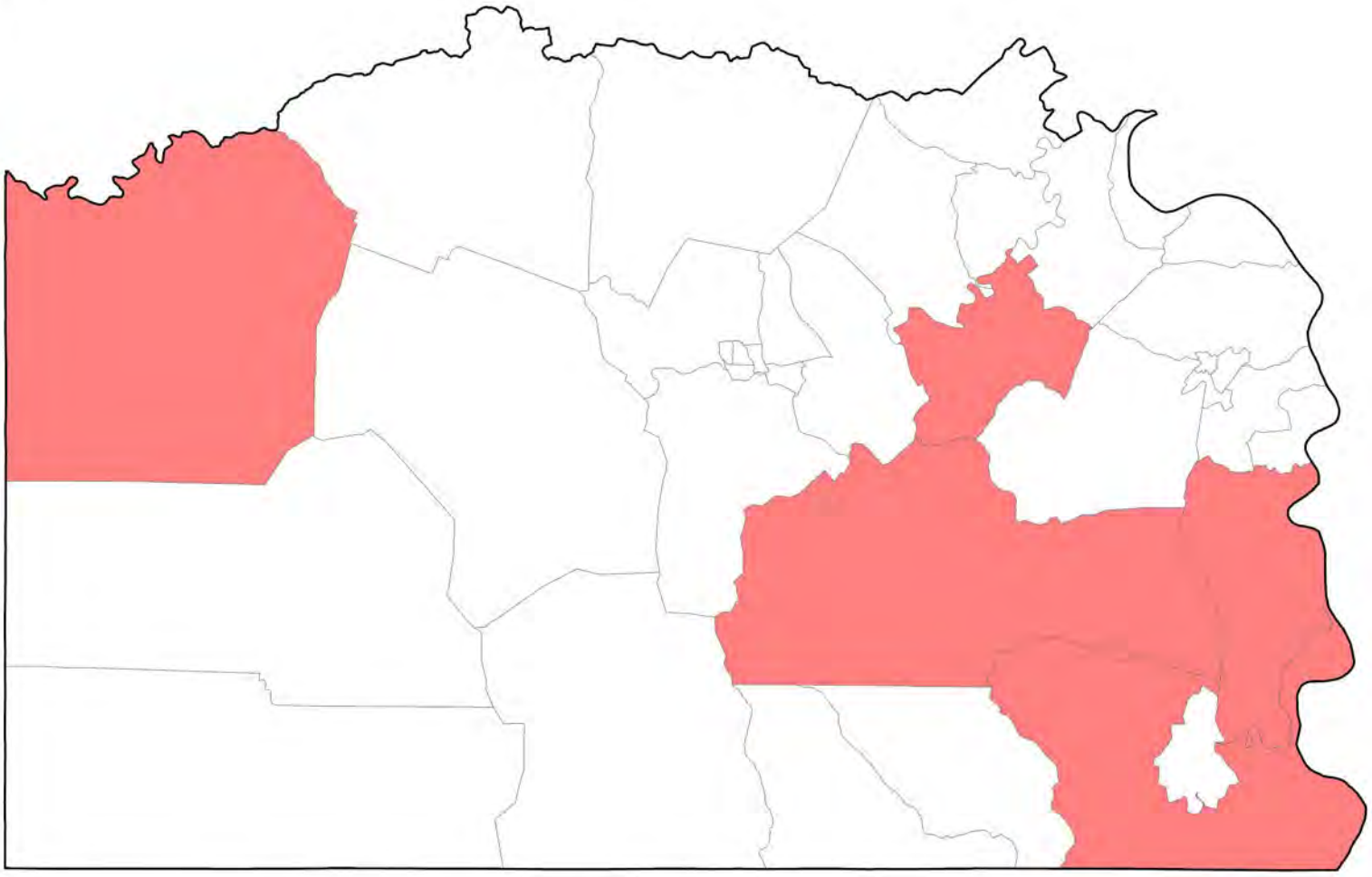
data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Greene County

EPA Environmental Justice Block Groups

0 5 10 20 30 40 Miles

N



Environmental Justice Area

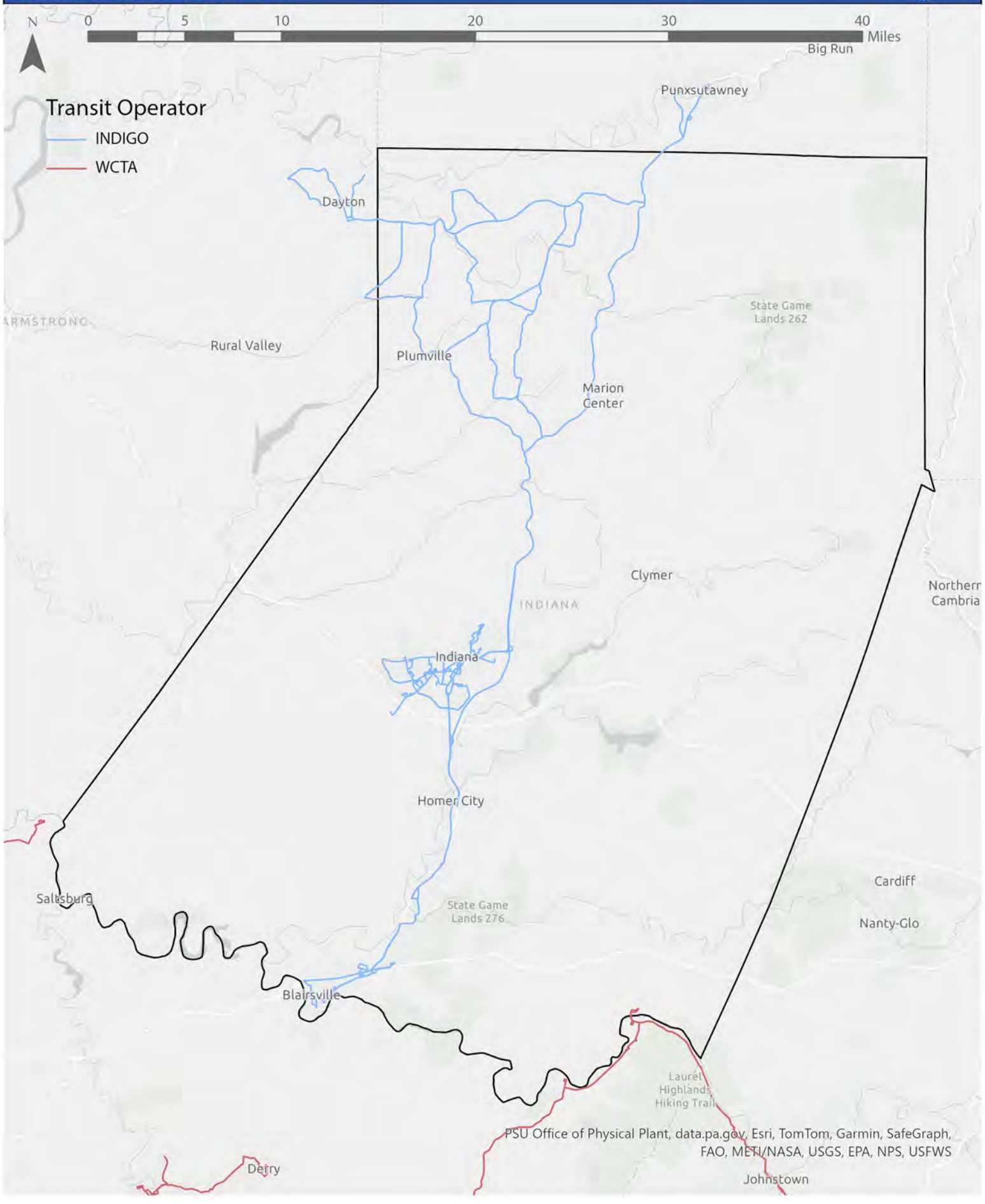
- Yes
- No

data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Indiana Conty

Indiana County

Fixed-Route Transit Access



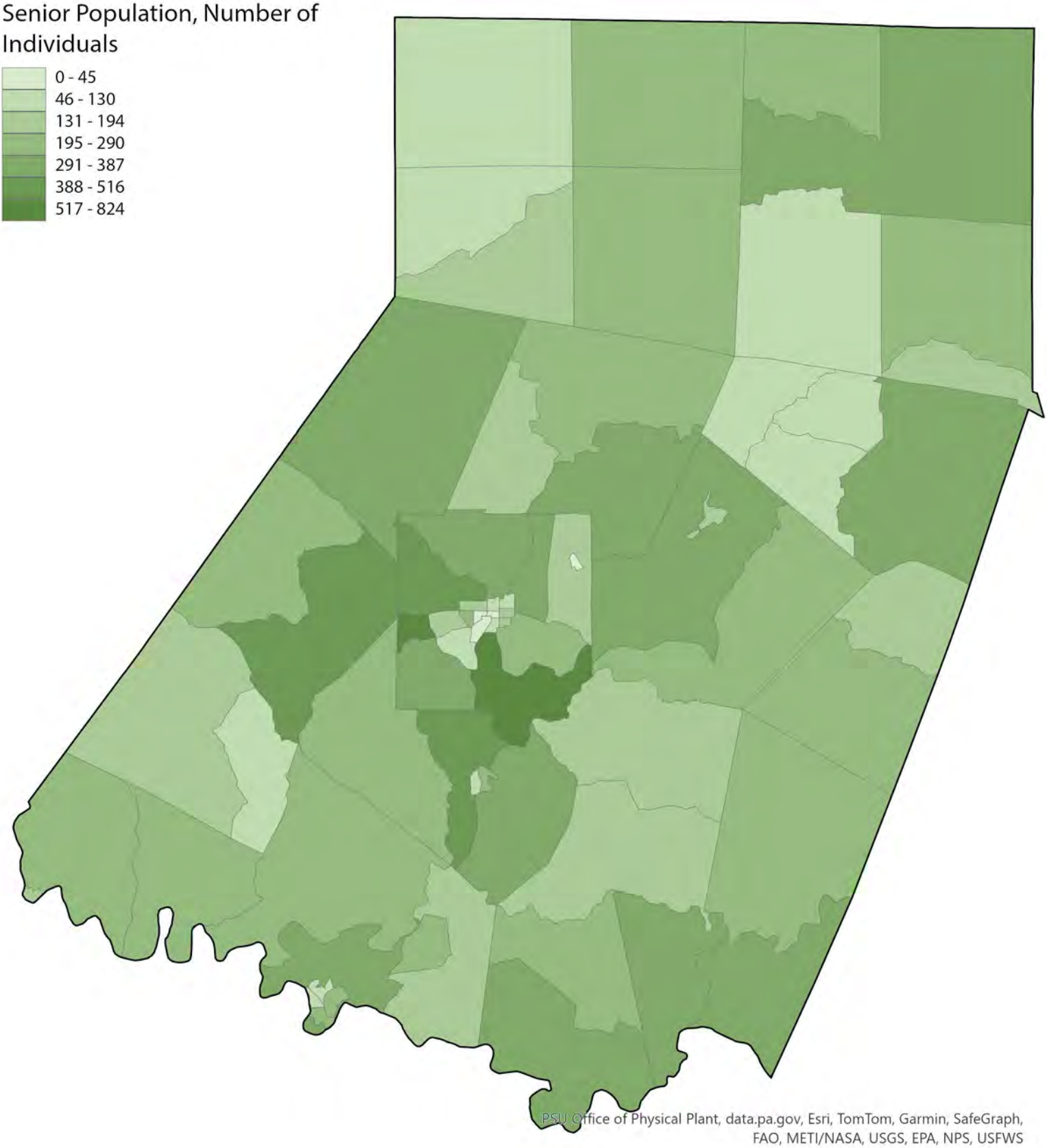
Indiana County

Senior Population by Census Block Group

N 0 5 10 20 30 40 Miles

Senior Population, Number of Individuals

- 0 - 45
- 46 - 130
- 131 - 194
- 195 - 290
- 291 - 387
- 388 - 516
- 517 - 824



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

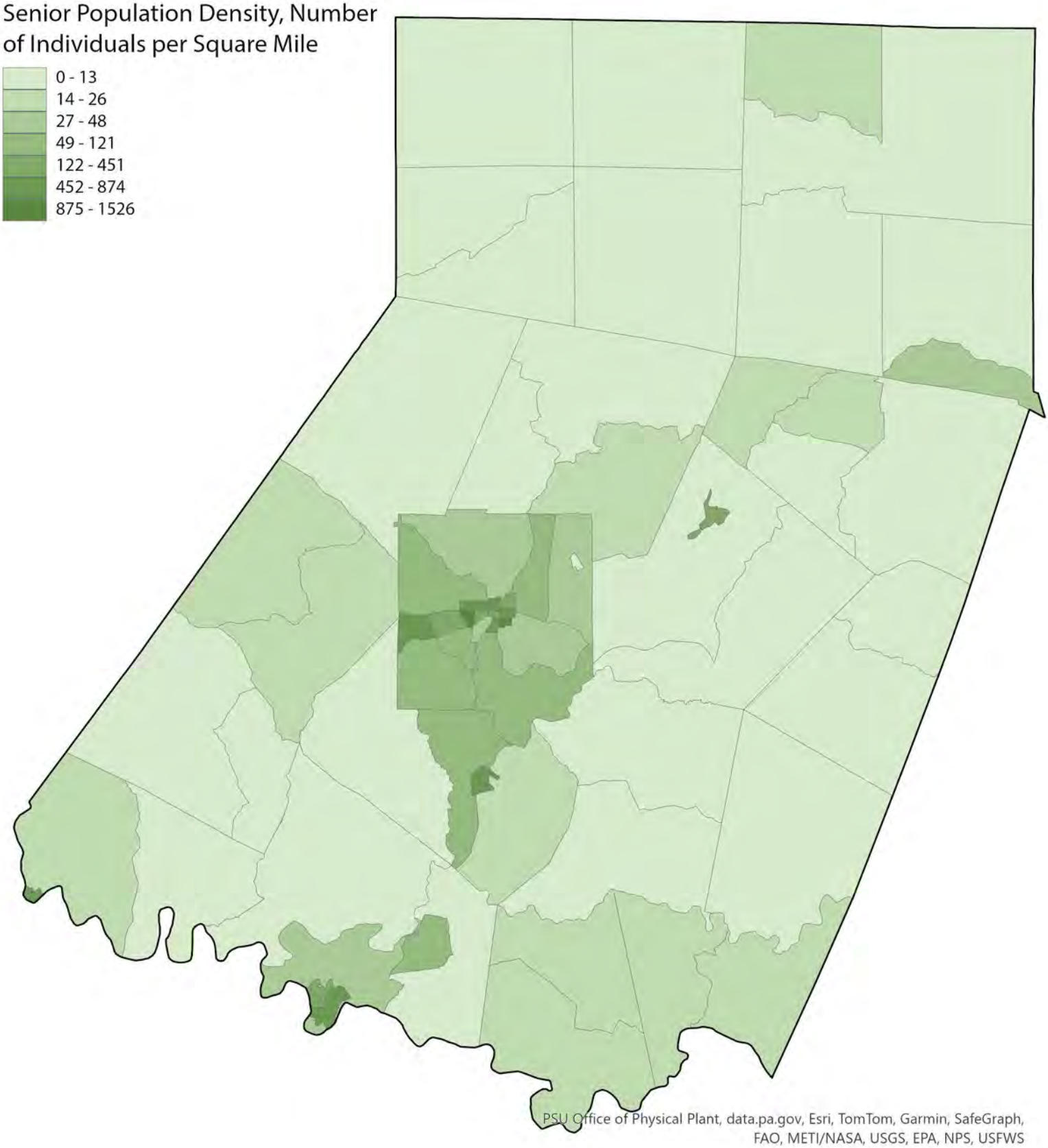
Indiana County

Senior Population Density by Census Block Group

N 0 5 10 20 30 40 Miles

Senior Population Density, Number of Individuals per Square Mile

- 0 - 13
- 14 - 26
- 27 - 48
- 49 - 121
- 122 - 451
- 452 - 874
- 875 - 1526



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Indiana County

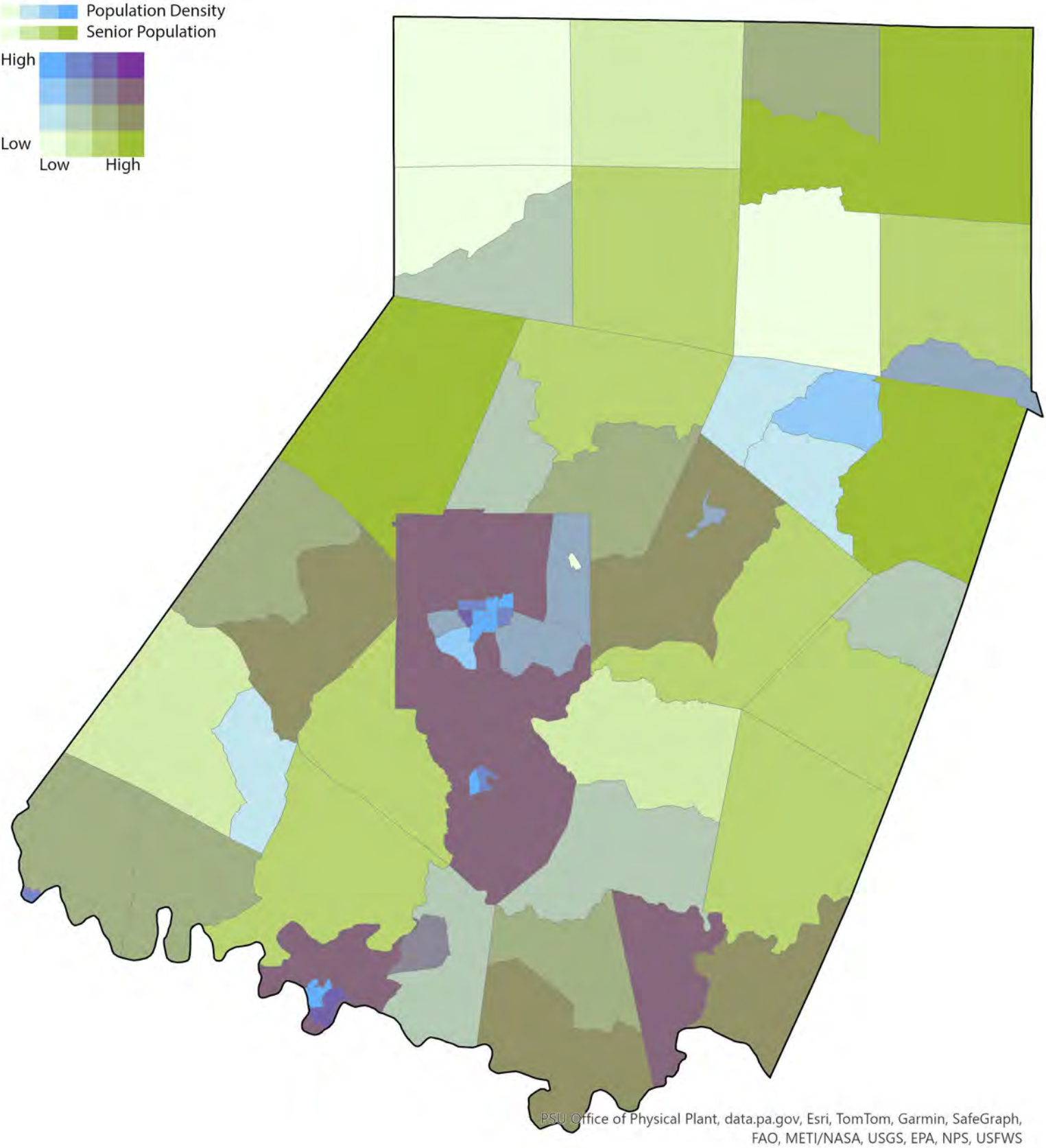
Senior Population Compared to Population Density by Census Block Group

N

0 5 10 20 30 40 Miles

Population Density
Senior Population

High
Low
Low High



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

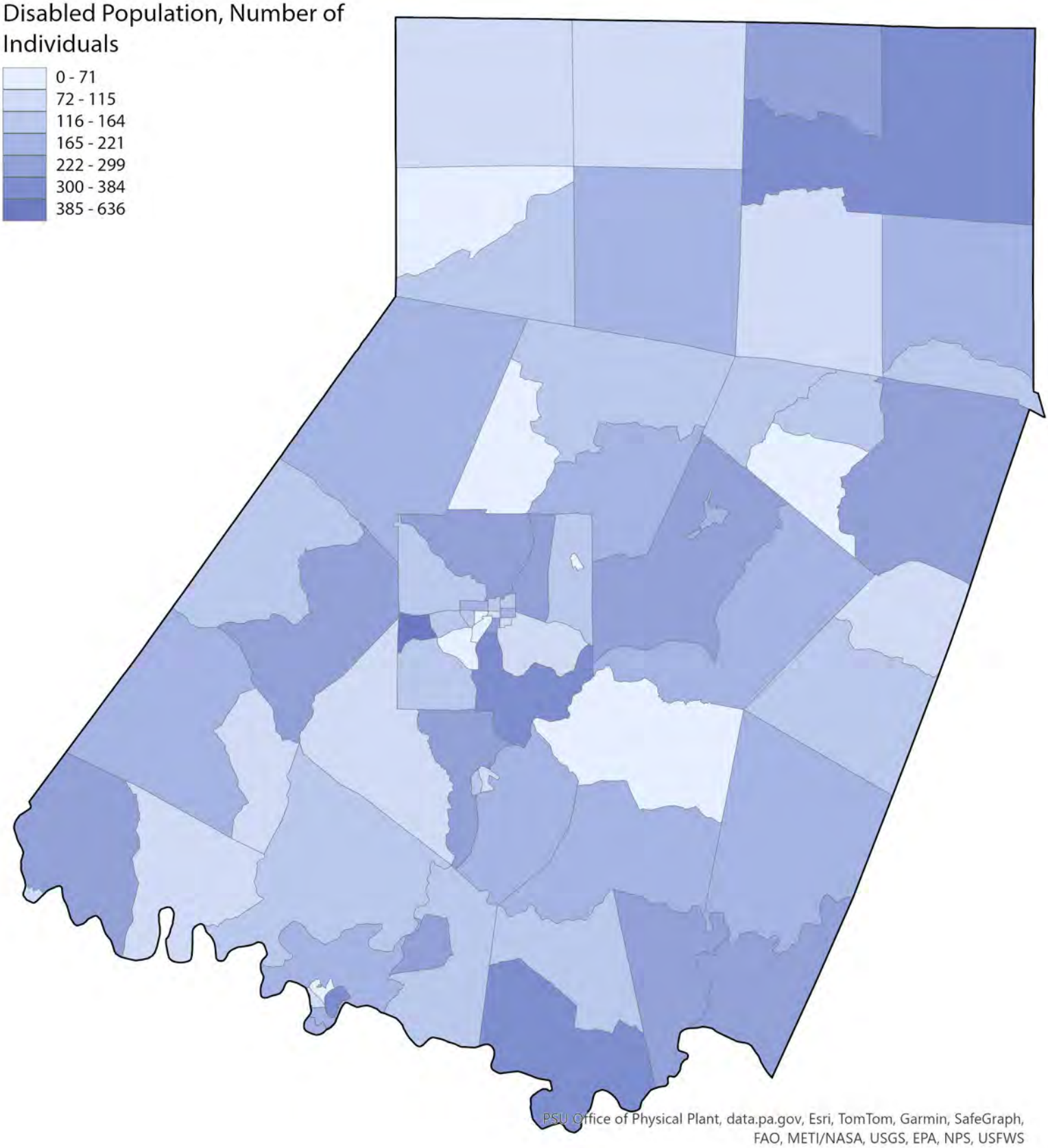
Indiana County

Individuals with Disabilities by Census Block Group

N 0 5 10 20 30 40 Miles

Disabled Population, Number of Individuals

- 0 - 71
- 72 - 115
- 116 - 164
- 165 - 221
- 222 - 299
- 300 - 384
- 385 - 636



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Indiana County

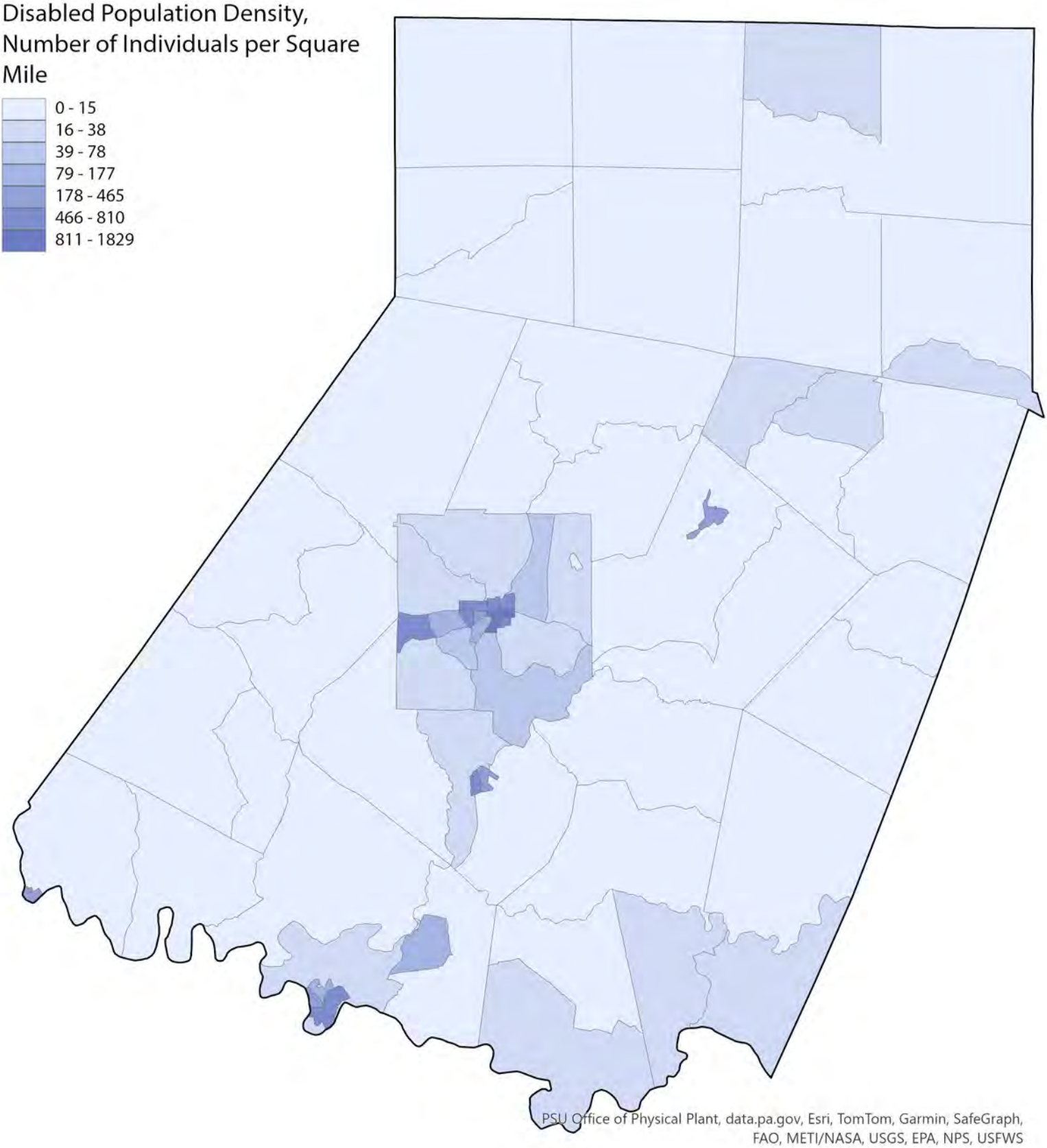
Population Density of Individuals with Disabilities by Census Block Group

N

0 5 10 20 30 40 Miles

Disabled Population Density, Number of Individuals per Square Mile

- 0 - 15
- 16 - 38
- 39 - 78
- 79 - 177
- 178 - 465
- 466 - 810
- 811 - 1829



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

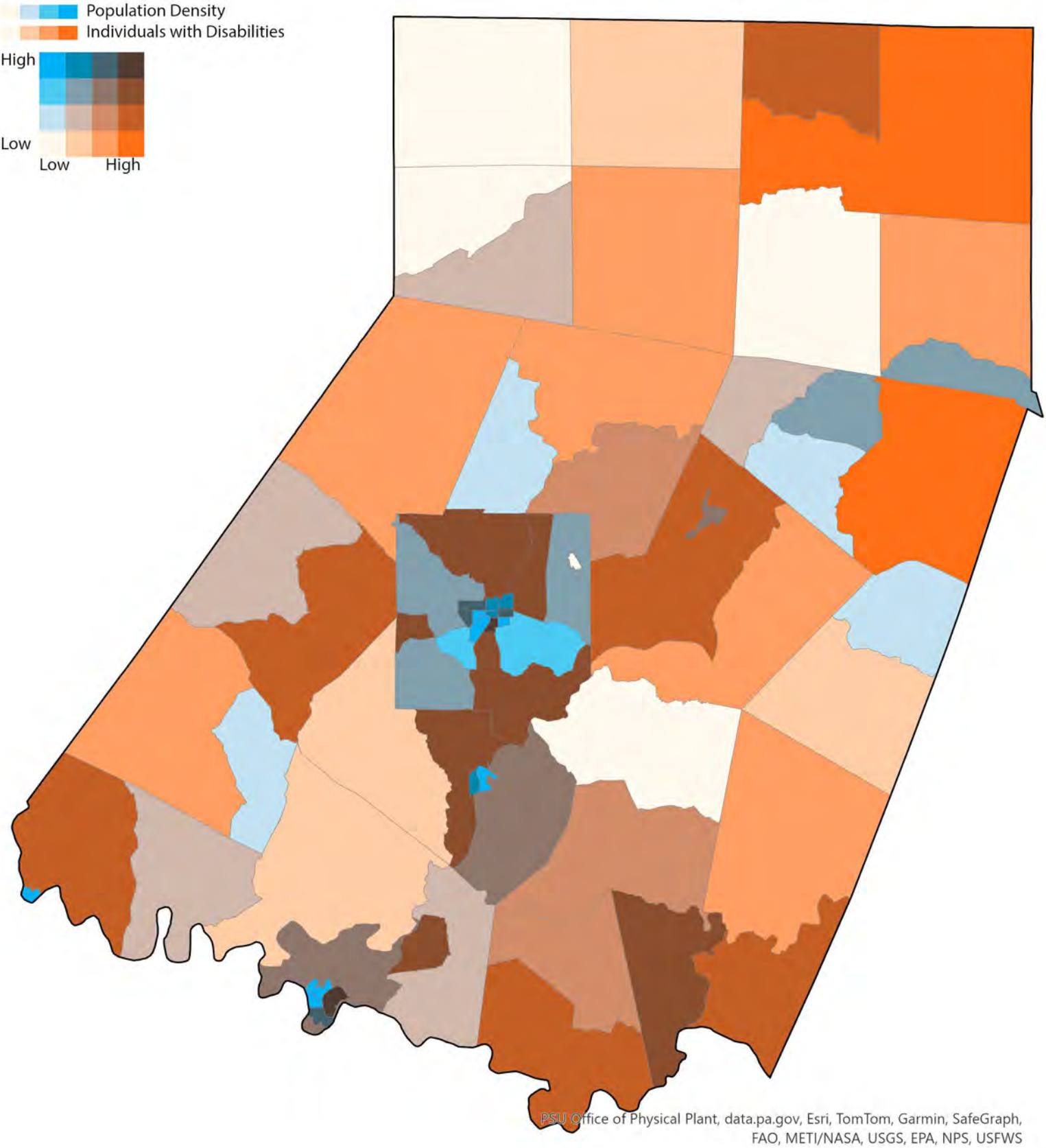
Indiana County

Individuals with Disabilities Compared to Pop. Density by Census Block Group

N 0 5 10 20 30 40 Miles

Population Density
Individuals with Disabilities

High
Low
Low High



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

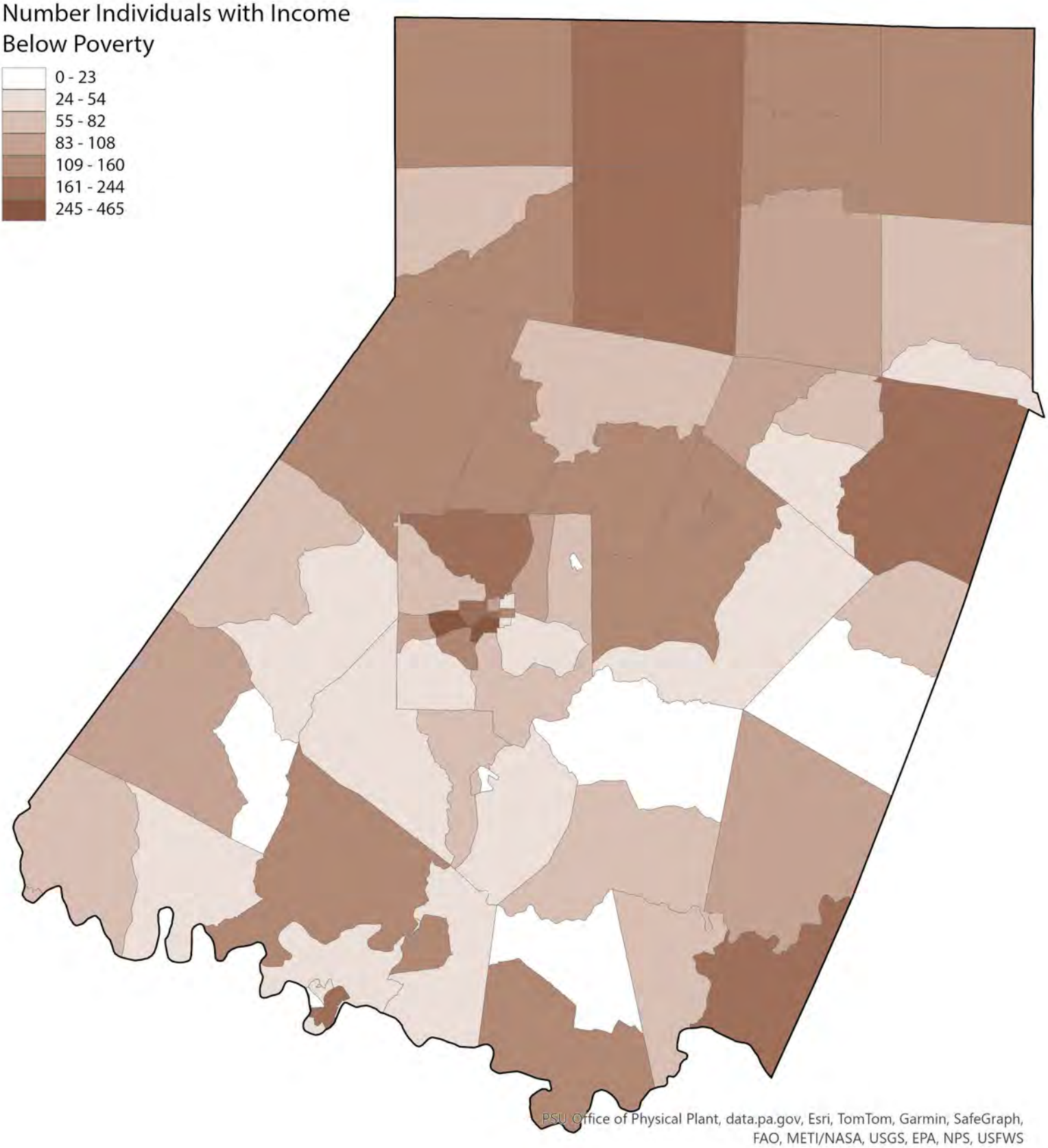
Indiana County

Low-Income Population by Census Block Group

N 0 5 10 20 30 40 Miles

Number Individuals with Income Below Poverty

- 0 - 23
- 24 - 54
- 55 - 82
- 83 - 108
- 109 - 160
- 161 - 244
- 245 - 465



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

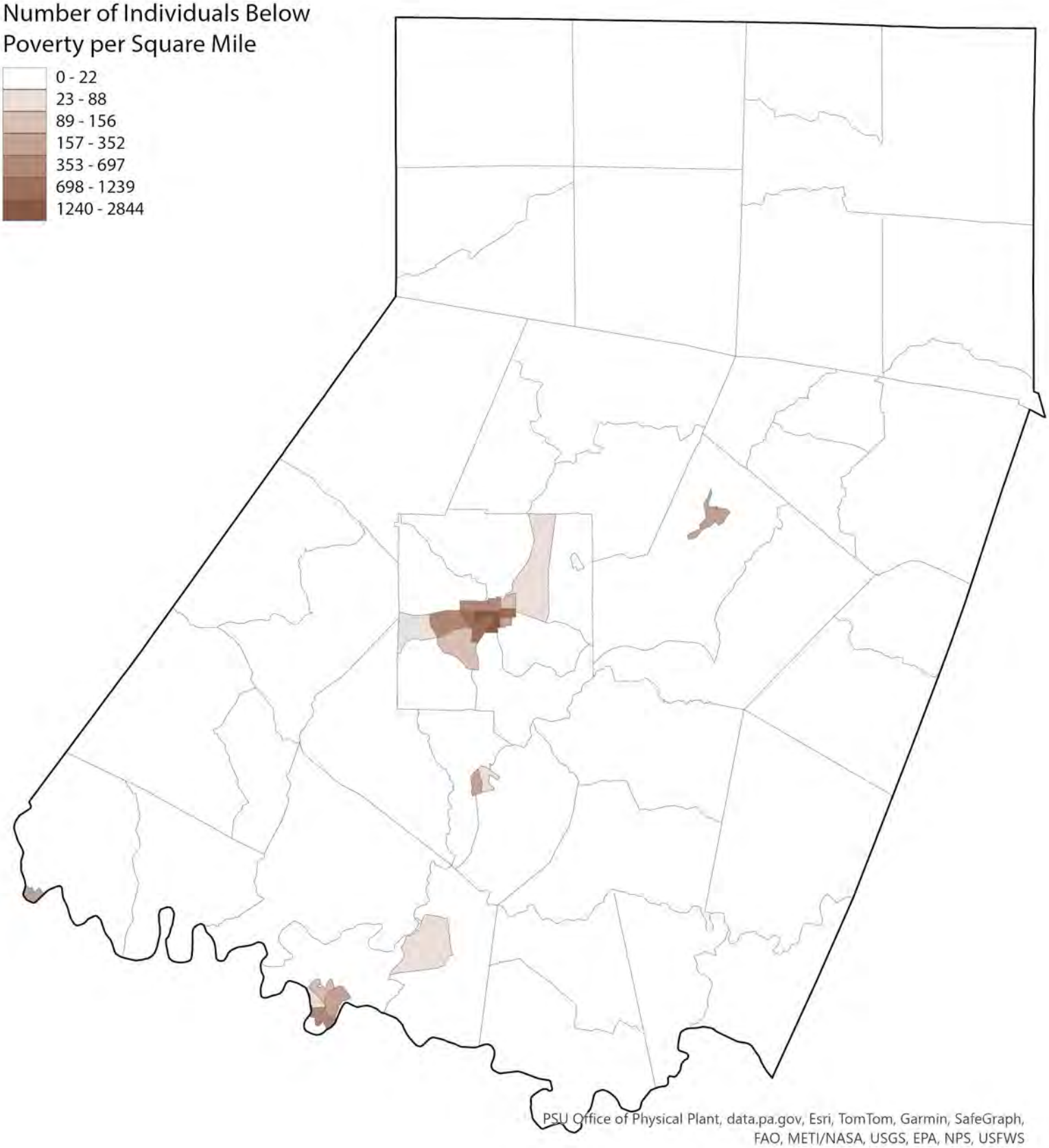
Indiana County

Low-Income Population Density by Census Block Group

N 0 5 10 20 30 40 Miles

Number of Individuals Below Poverty per Square Mile

- 0 - 22
- 23 - 88
- 89 - 156
- 157 - 352
- 353 - 697
- 698 - 1239
- 1240 - 2844



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Indiana County

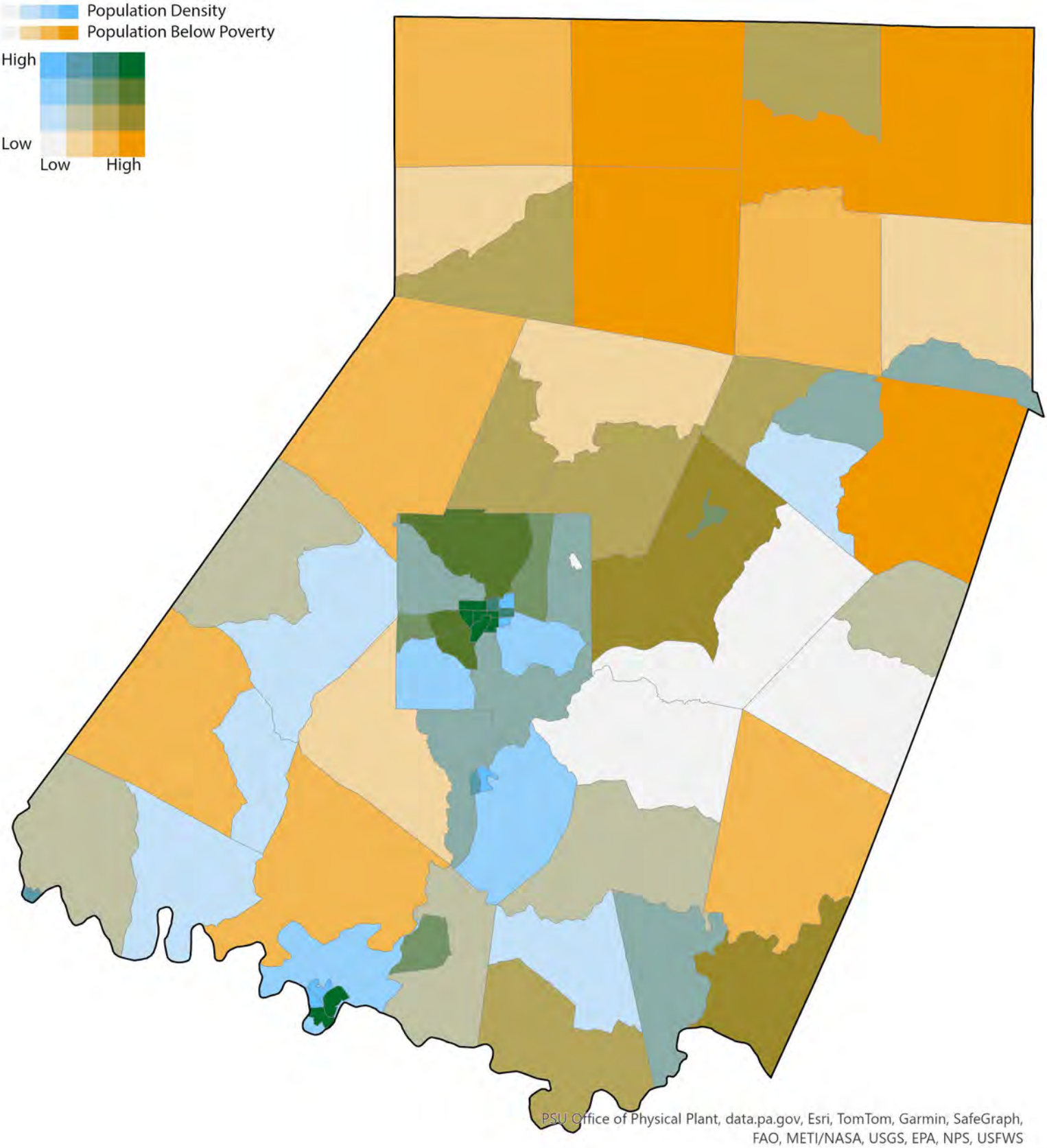
Low-Income Population Compared to Population Density by Census Block Group

N

0 5 10 20 30 40 Miles

Population Density
Population Below Poverty

High
Low
Low High



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

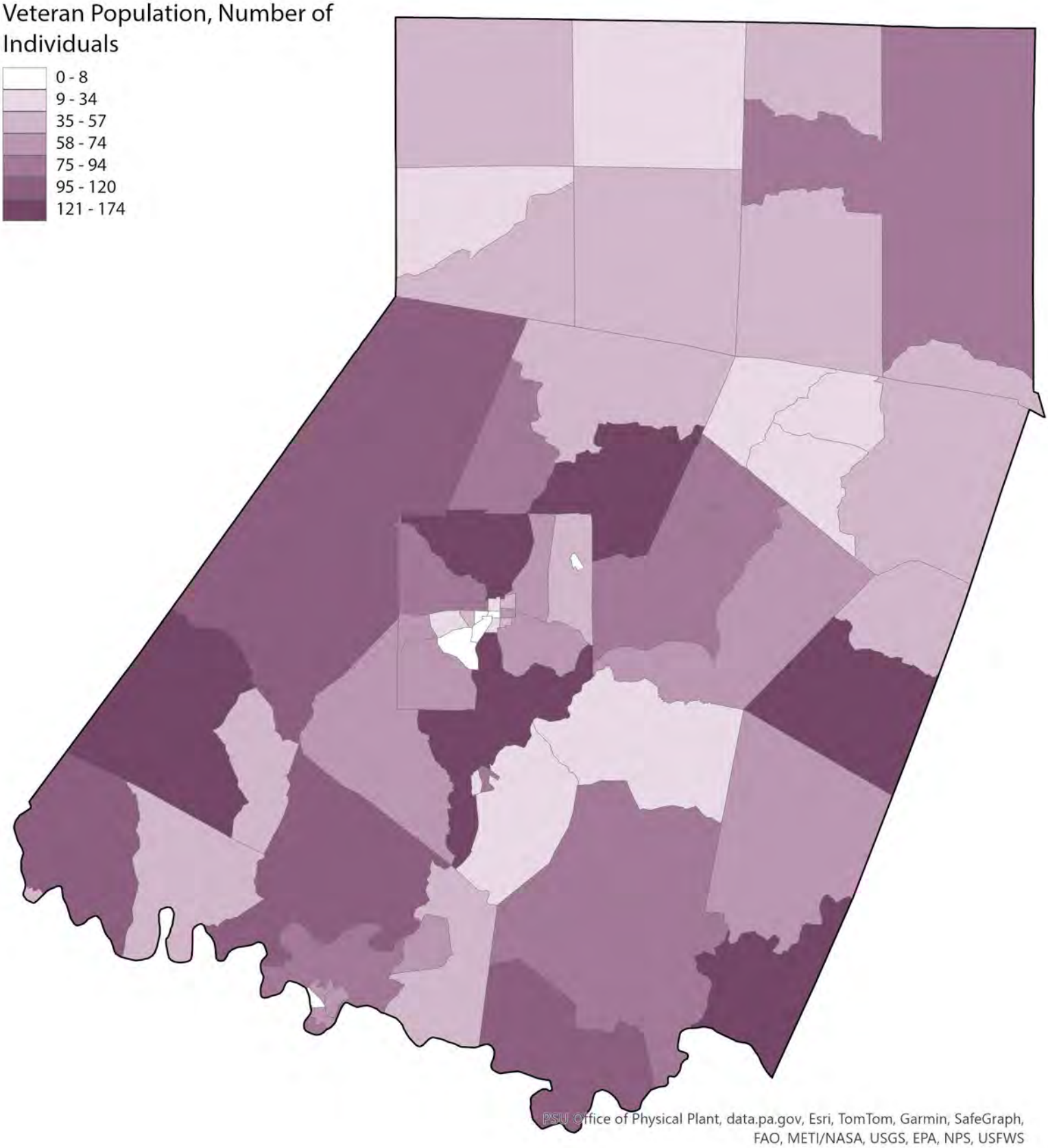
Indiana County

Veteran Population by Census Block Group

N 0 5 10 20 30 40 Miles

Veteran Population, Number of Individuals

- 0 - 8
- 9 - 34
- 35 - 57
- 58 - 74
- 75 - 94
- 95 - 120
- 121 - 174



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

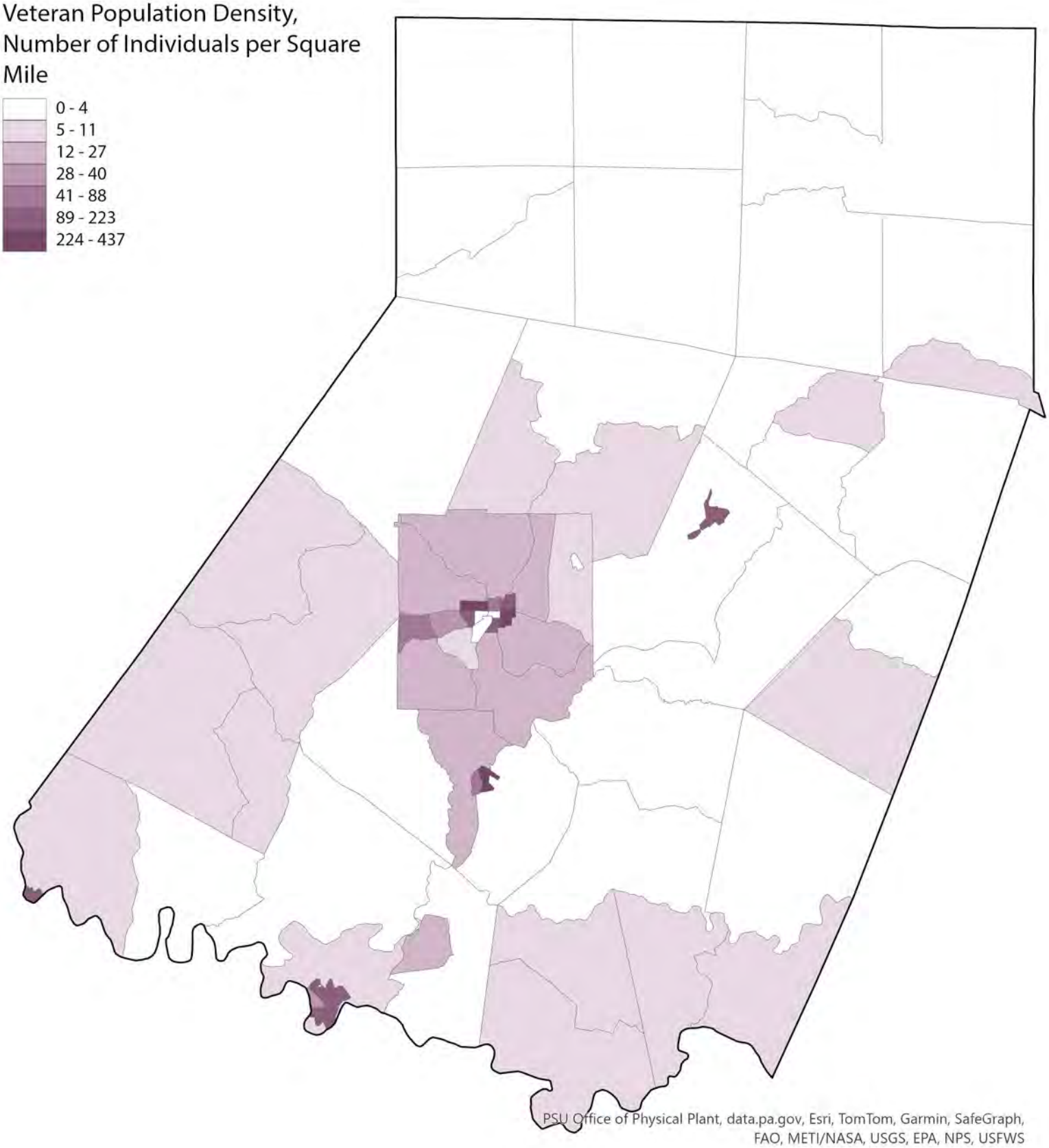
Indiana County

Veteran Population Density by Census Block Group

N 0 5 10 20 30 40 Miles

Veteran Population Density, Number of Individuals per Square Mile

- 0 - 4
- 5 - 11
- 12 - 27
- 28 - 40
- 41 - 88
- 89 - 223
- 224 - 437



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Indiana County

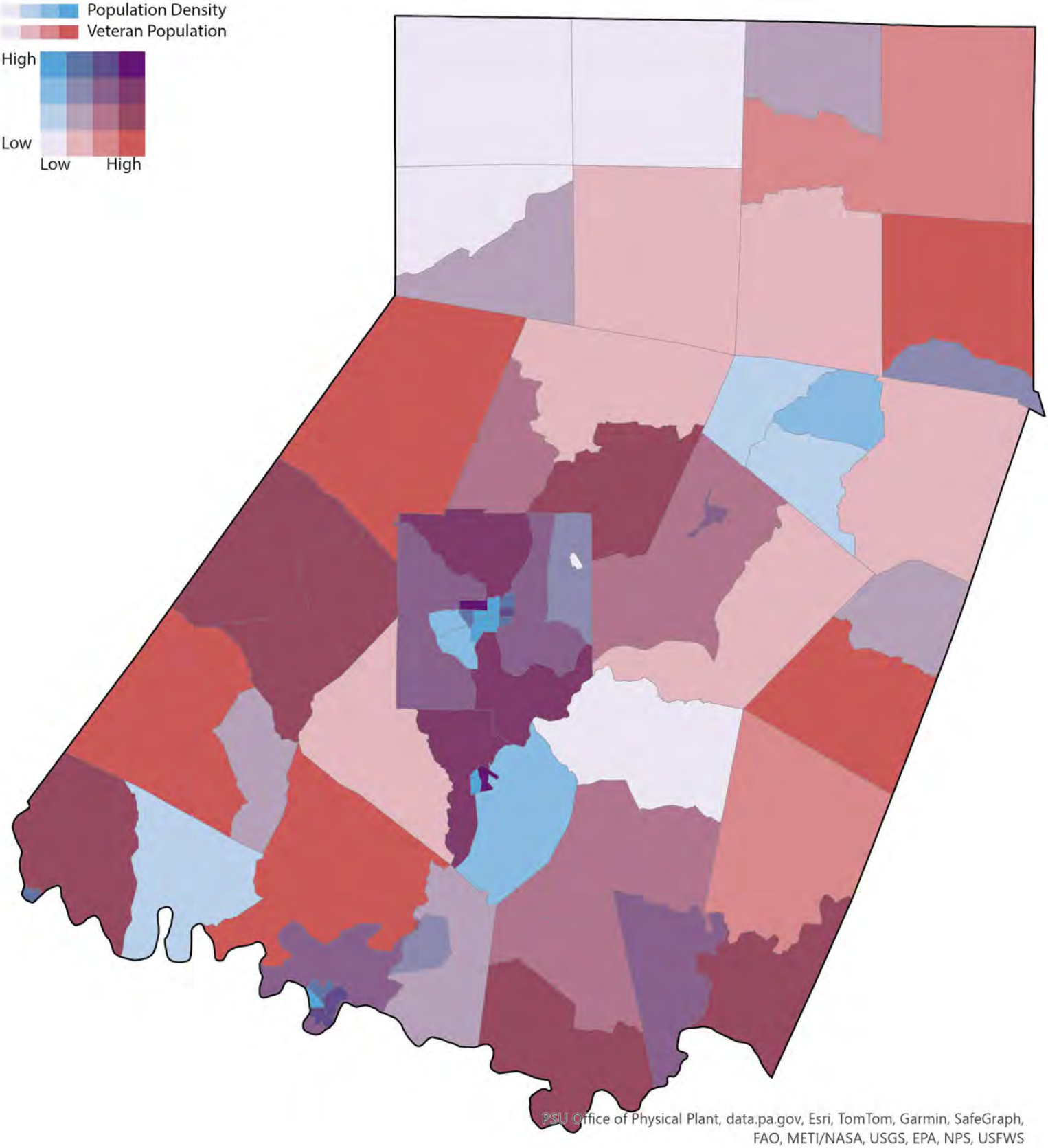
Veteran Population Compared to Population Density by Census Block Group

N

0 5 10 20 30 40 Miles

Population Density
Veteran Population

High
Low
Low High



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

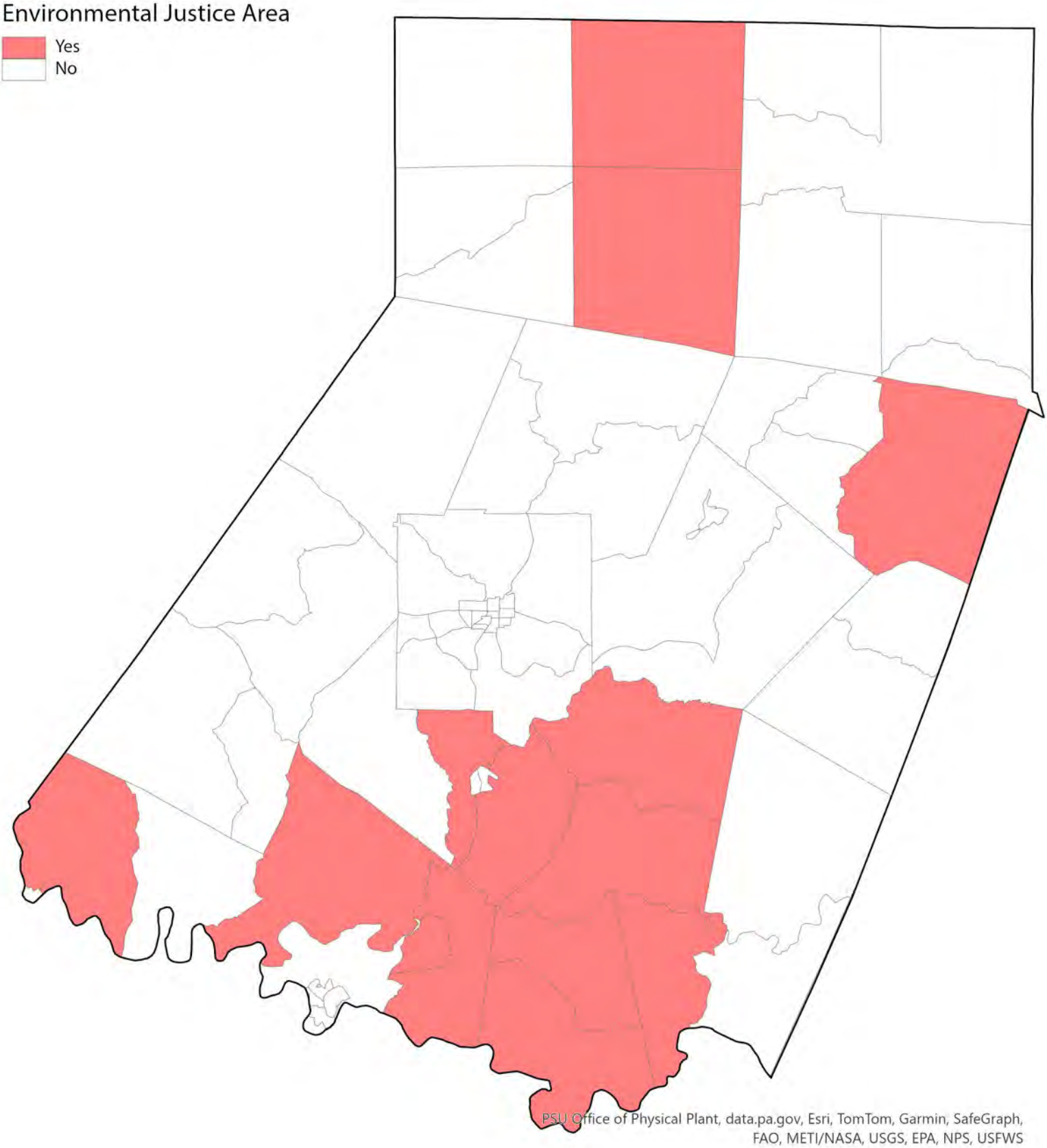
Indiana County

EPA Environmental Justice Census Block Groups

N 0 5 10 20 30 40 Miles

Environmental Justice Area

Yes
No

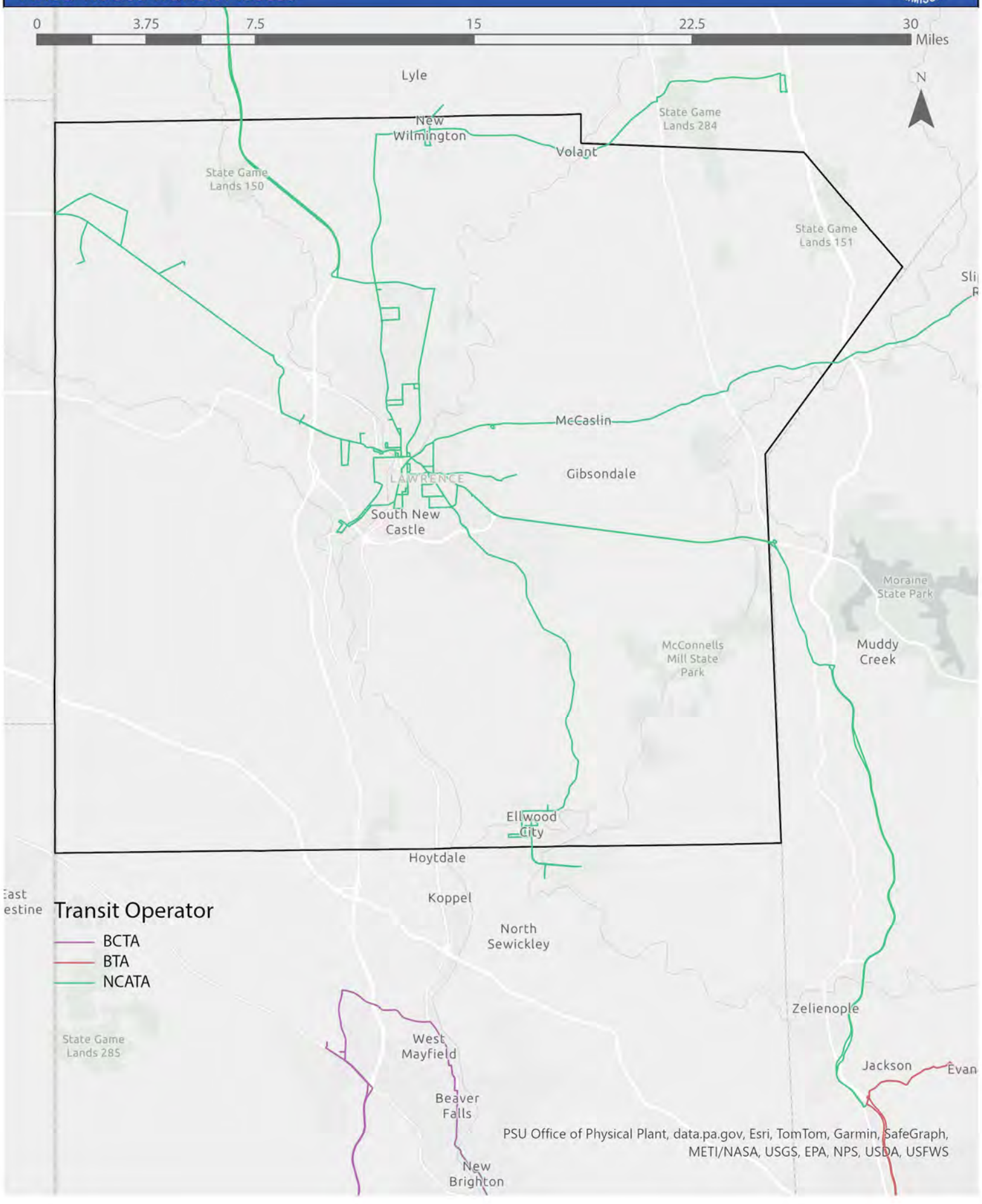


PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Lawrence County

Lawrence County

Fixed-Route Transit Access

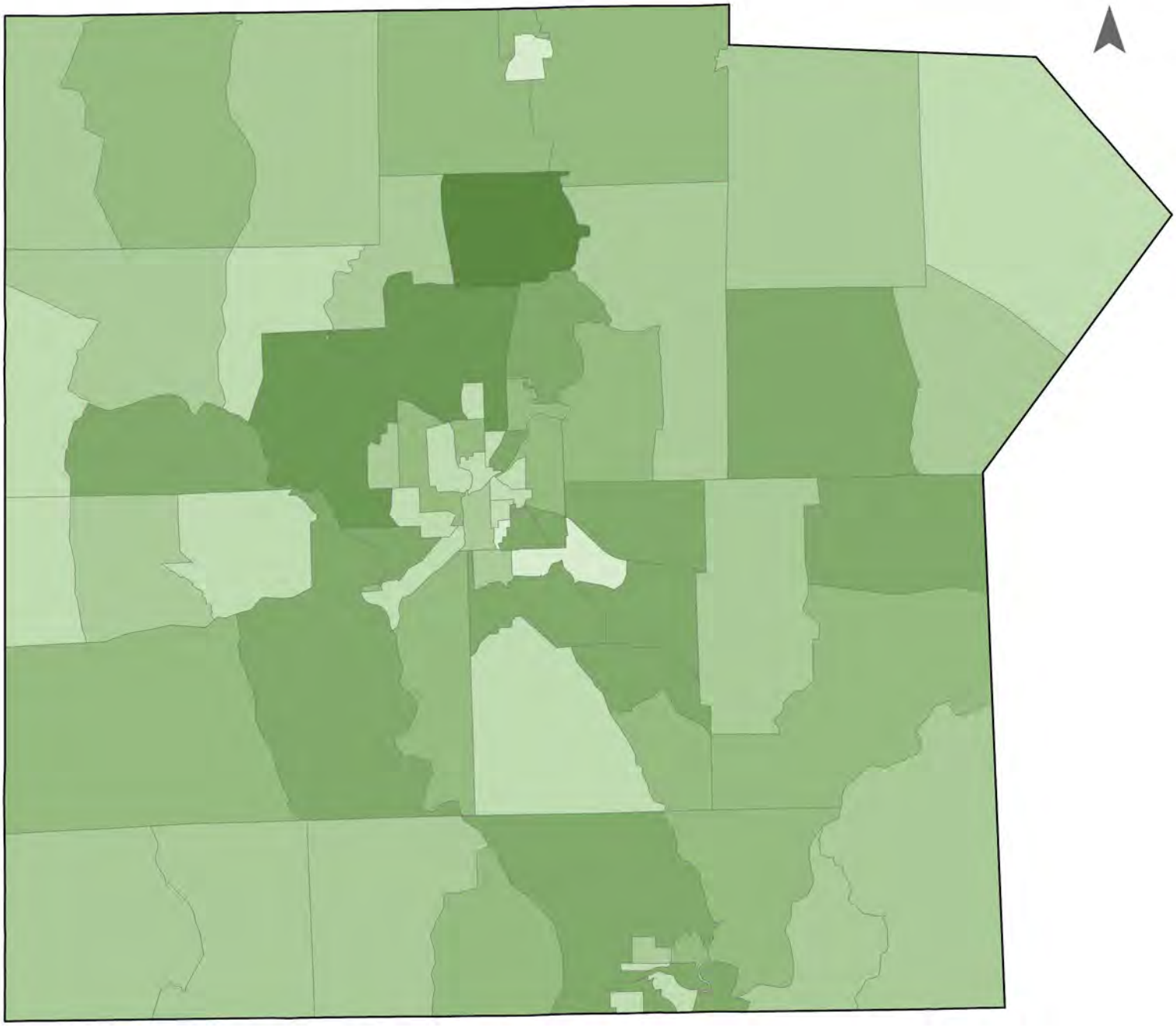


Lawrence County

Senior Population by Census Block Groups

0 3.5 7 14 21 28 Miles

N



Senior Population, Number of Individuals

- 23 - 50
- 51 - 138
- 139 - 211
- 212 - 311
- 312 - 443
- 444 - 637
- 638 - 1090

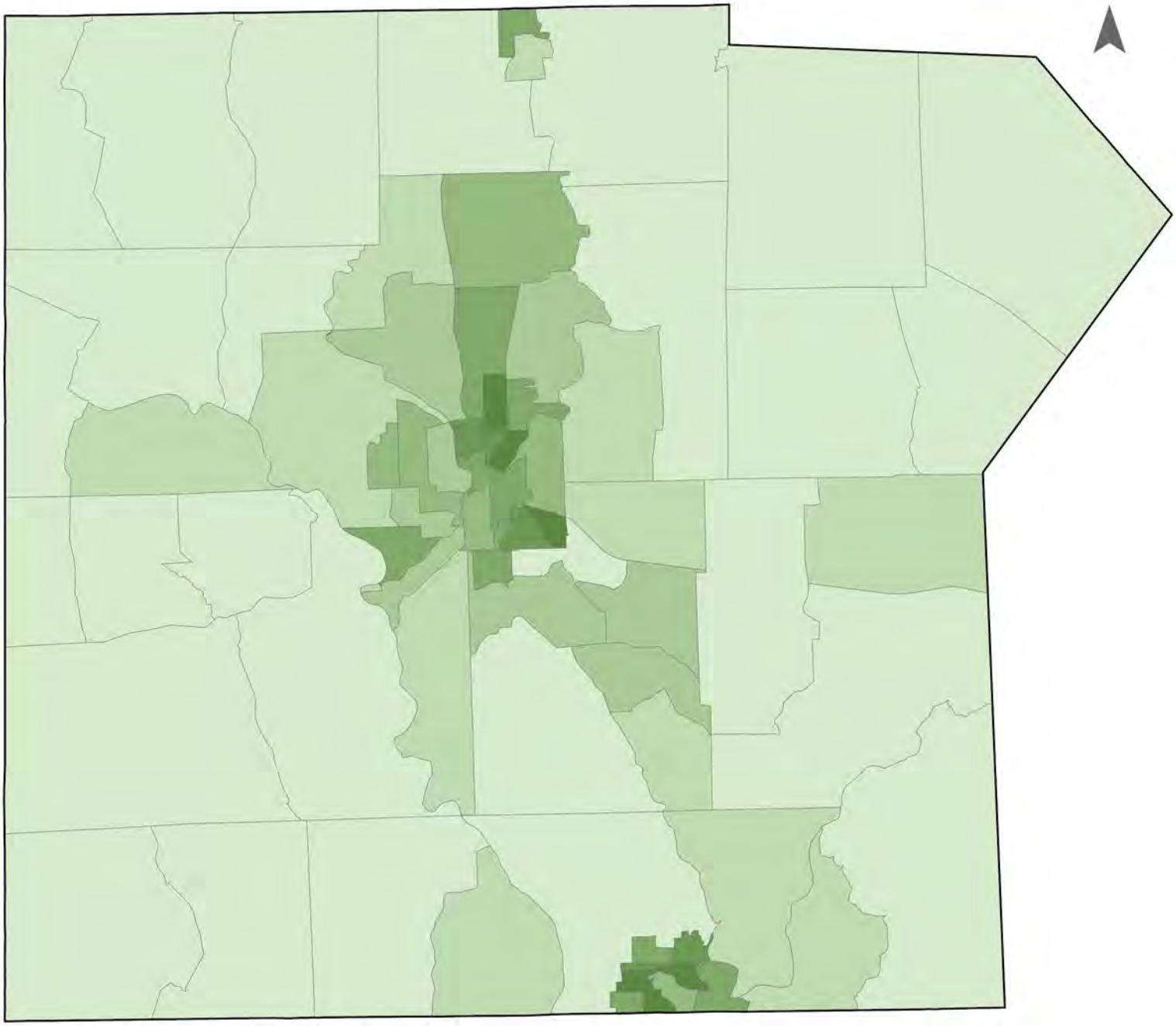
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Senior Population Density by Census Block Groups

0 3.5 7 14 21 28 Miles

N



Senior Population Density, Individuals per Square Mile

- 6 - 37
- 38 - 97
- 98 - 182
- 183 - 286
- 287 - 569
- 570 - 819
- 820 - 1291

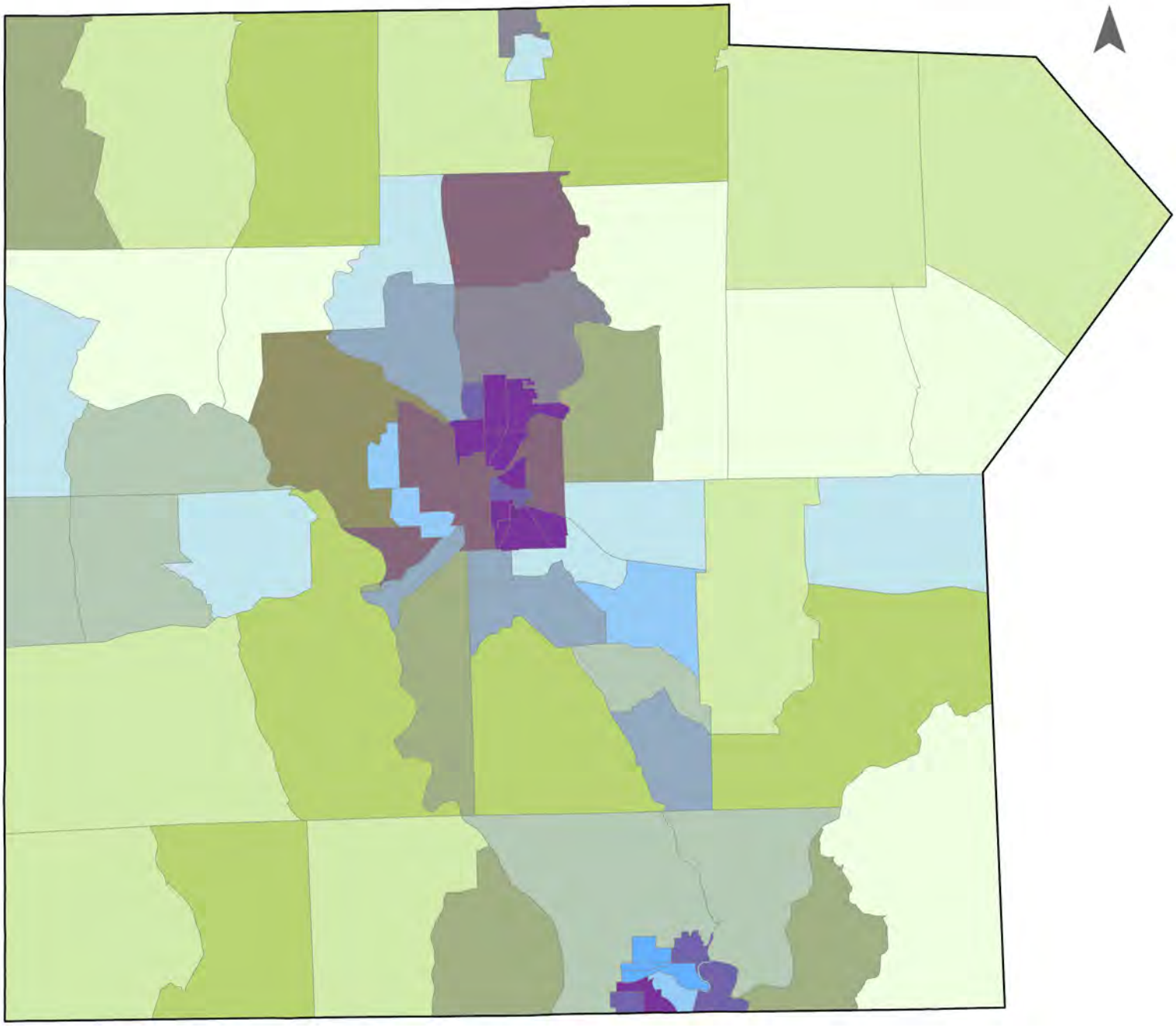
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Senior Population Compared to Population Density by Block Groups

0 3.5 7 14 21 28 Miles

N



Population Density
Senior Population

High
Low
Low High

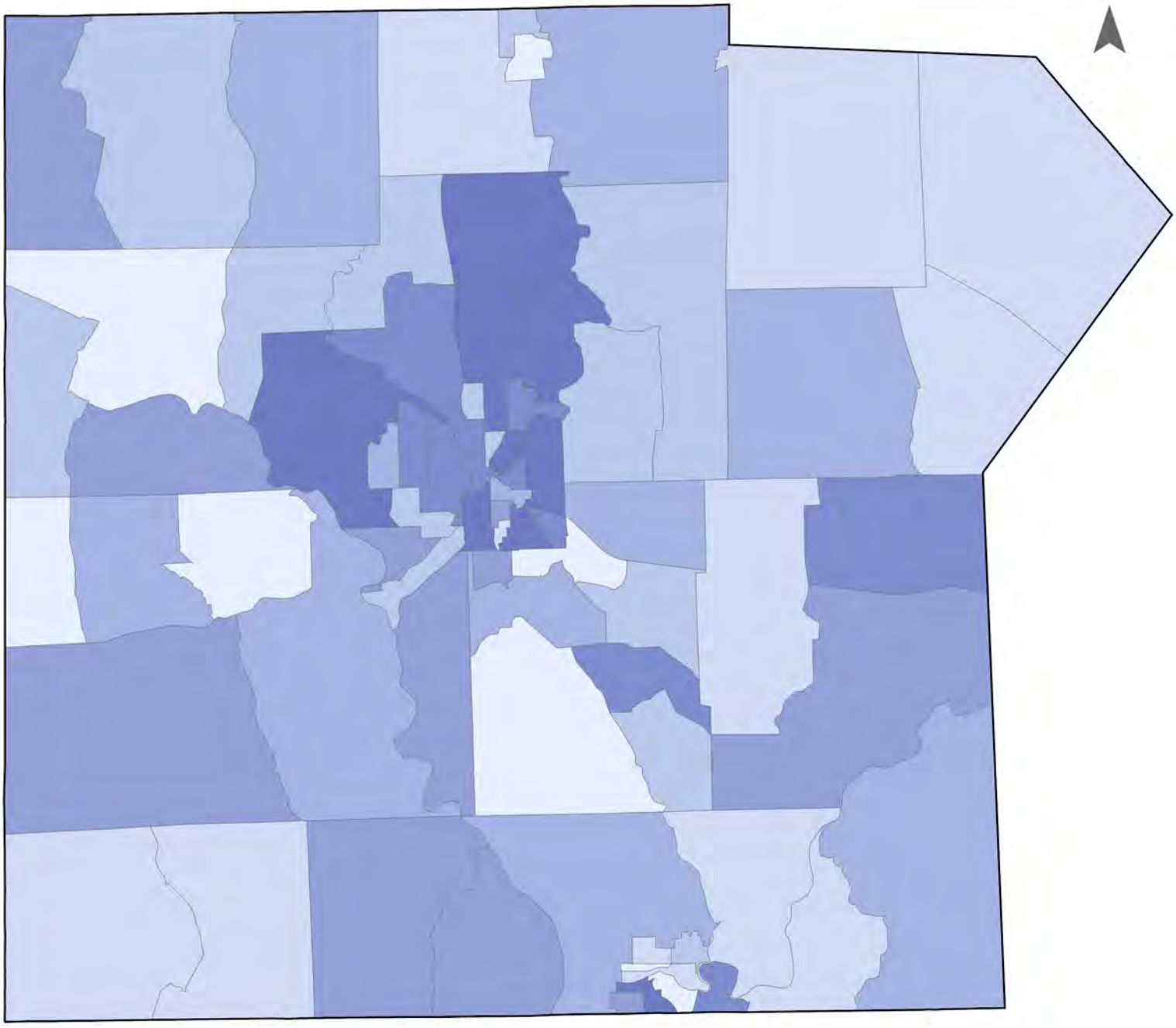
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Individuals with Disabilities by Block Groups

0 3.5 7 14 21 28 Miles

N



Disabled Population, Number of Individuals

- 15 - 49
- 50 - 94
- 95 - 127
- 128 - 171
- 172 - 229
- 230 - 310
- 311 - 461

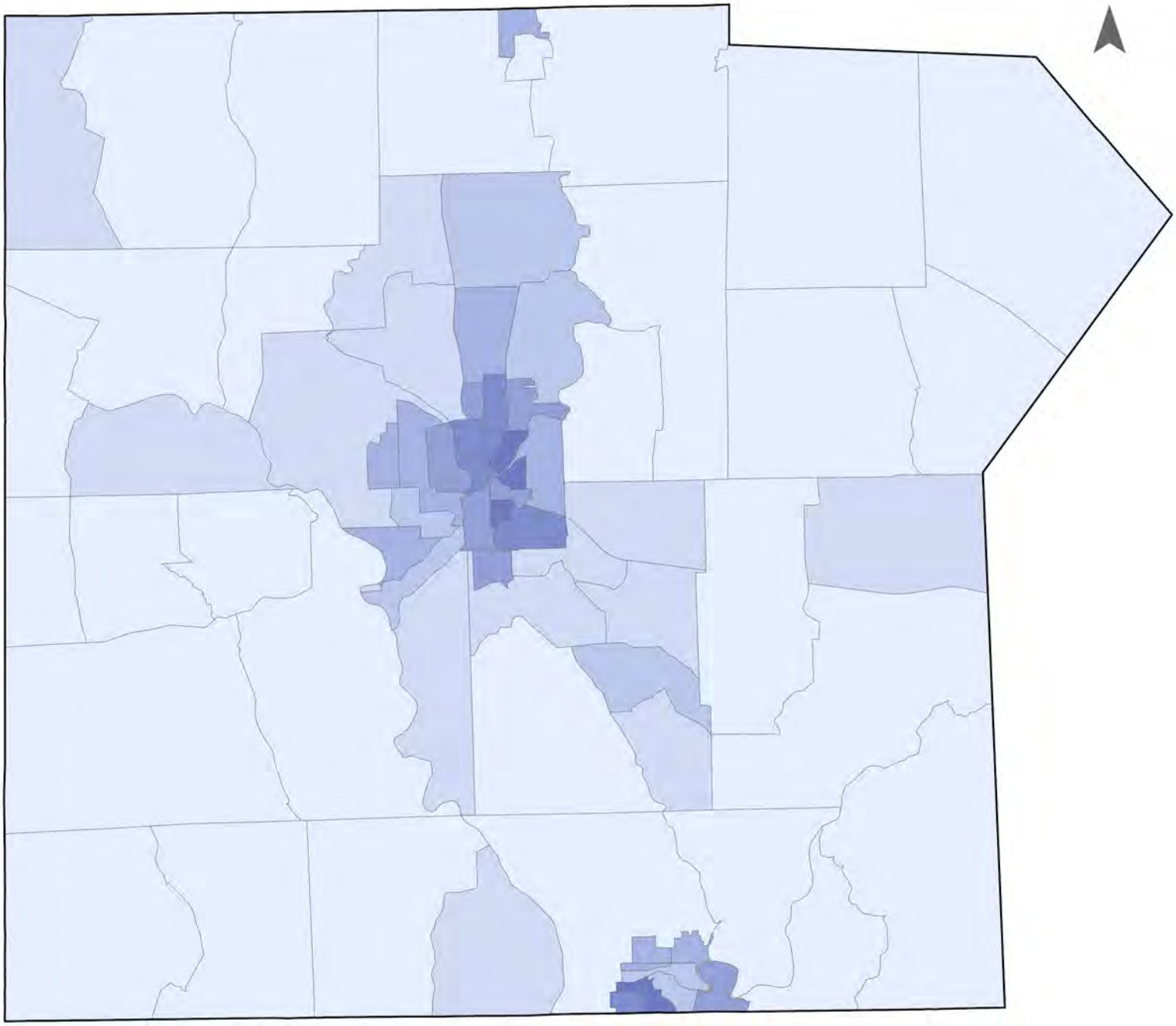
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Population Density of Individuals with Disabilities by Block Groups

0 3.5 7 14 21 28 Miles

N



Disabled Population Density,
Individuals per Square Mile

- 4 - 26
- 27 - 73
- 74 - 160
- 161 - 305
- 306 - 579
- 580 - 995
- 996 - 1339

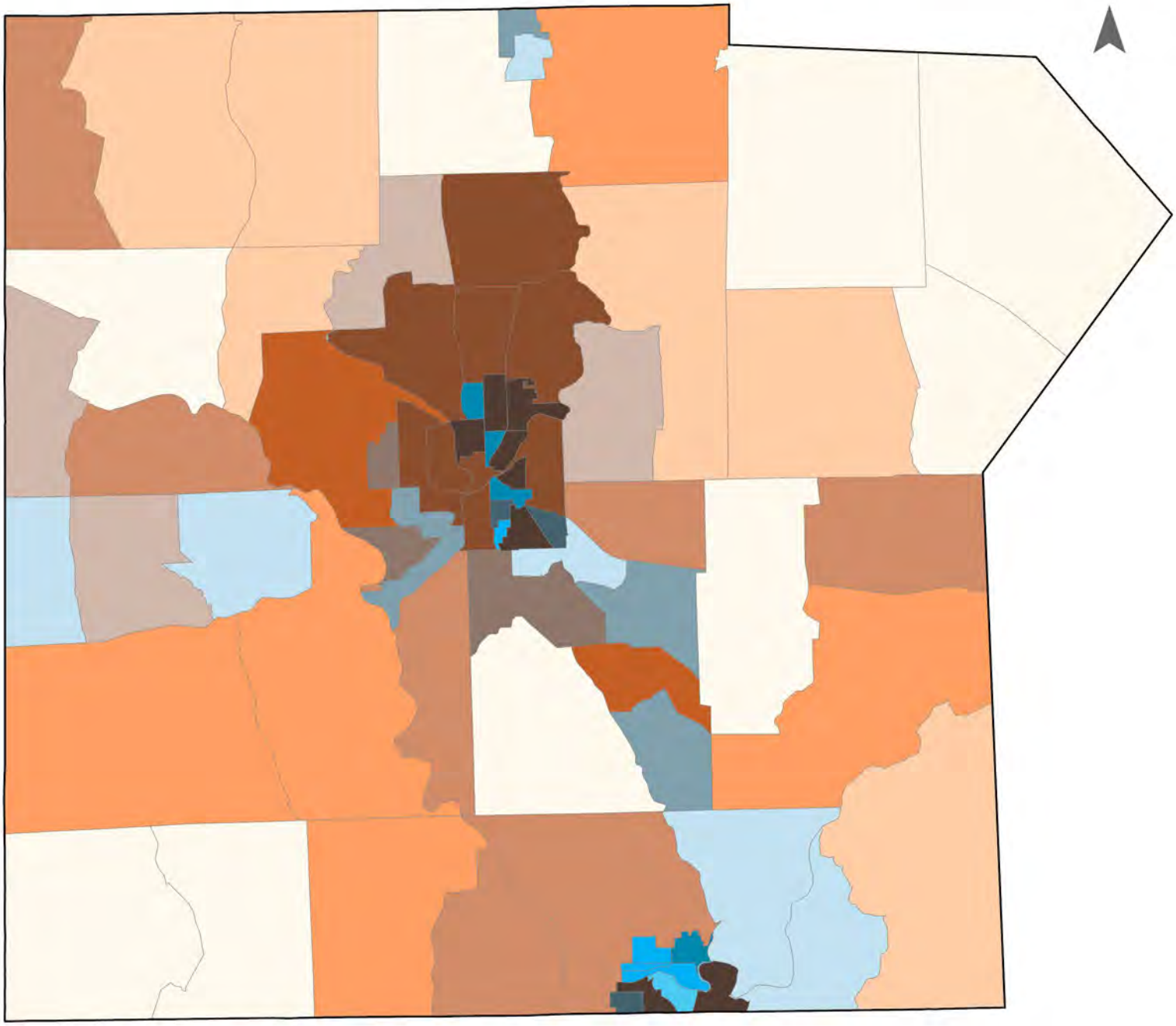
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Individuals with Disabilities Compared to Pop. Density by Block Groups

0 3.5 7 14 21 28 Miles

N



Population Density
Individuals with Disabilities

High
Low
Low High

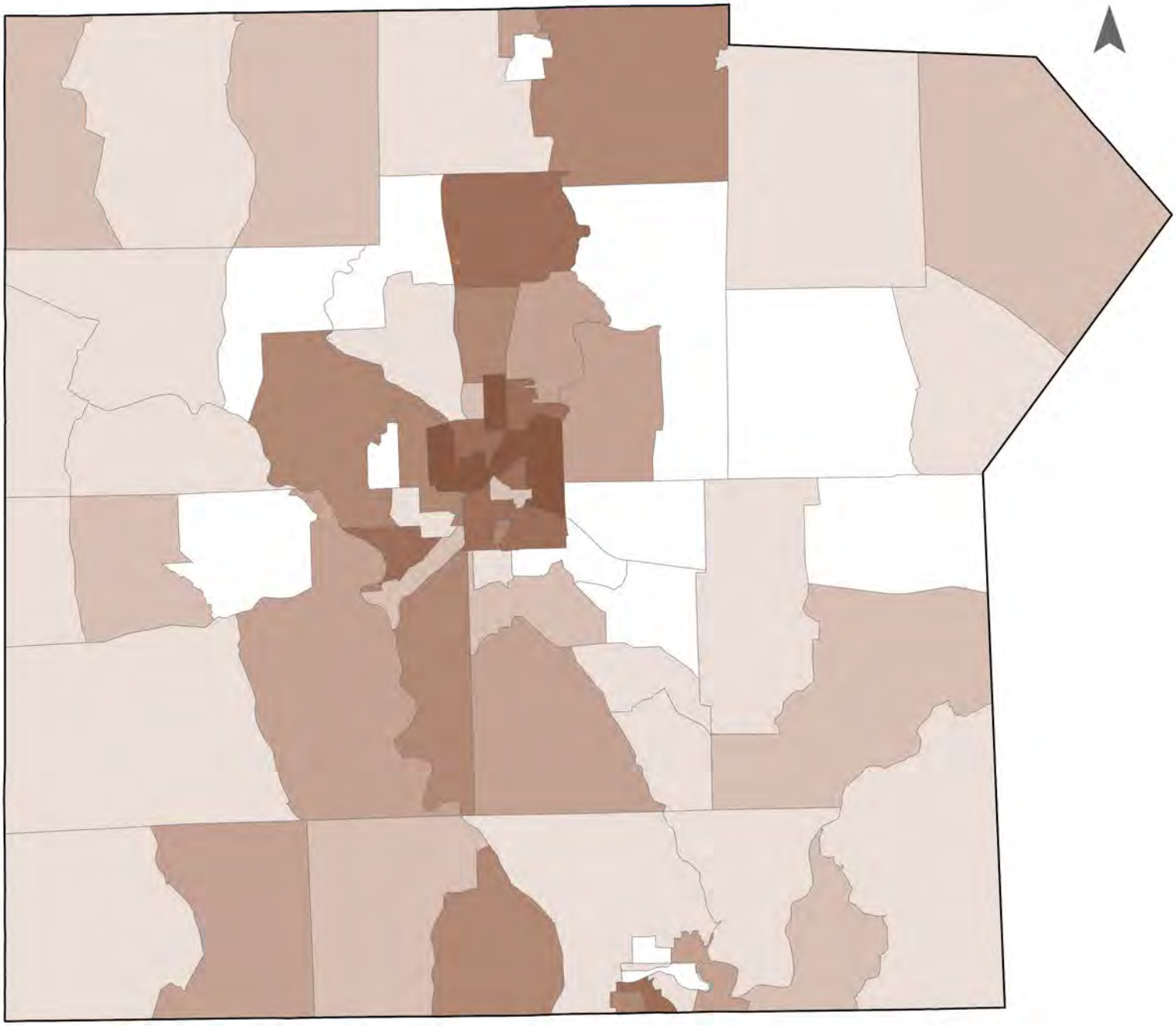
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Low-Income Population by Census Block Groups

0 3.5 7 14 21 28 Miles

N



Individuals with Income Below Poverty

- 0 - 20
- 21 - 42
- 43 - 66
- 67 - 95
- 96 - 149
- 150 - 212
- 213 - 399

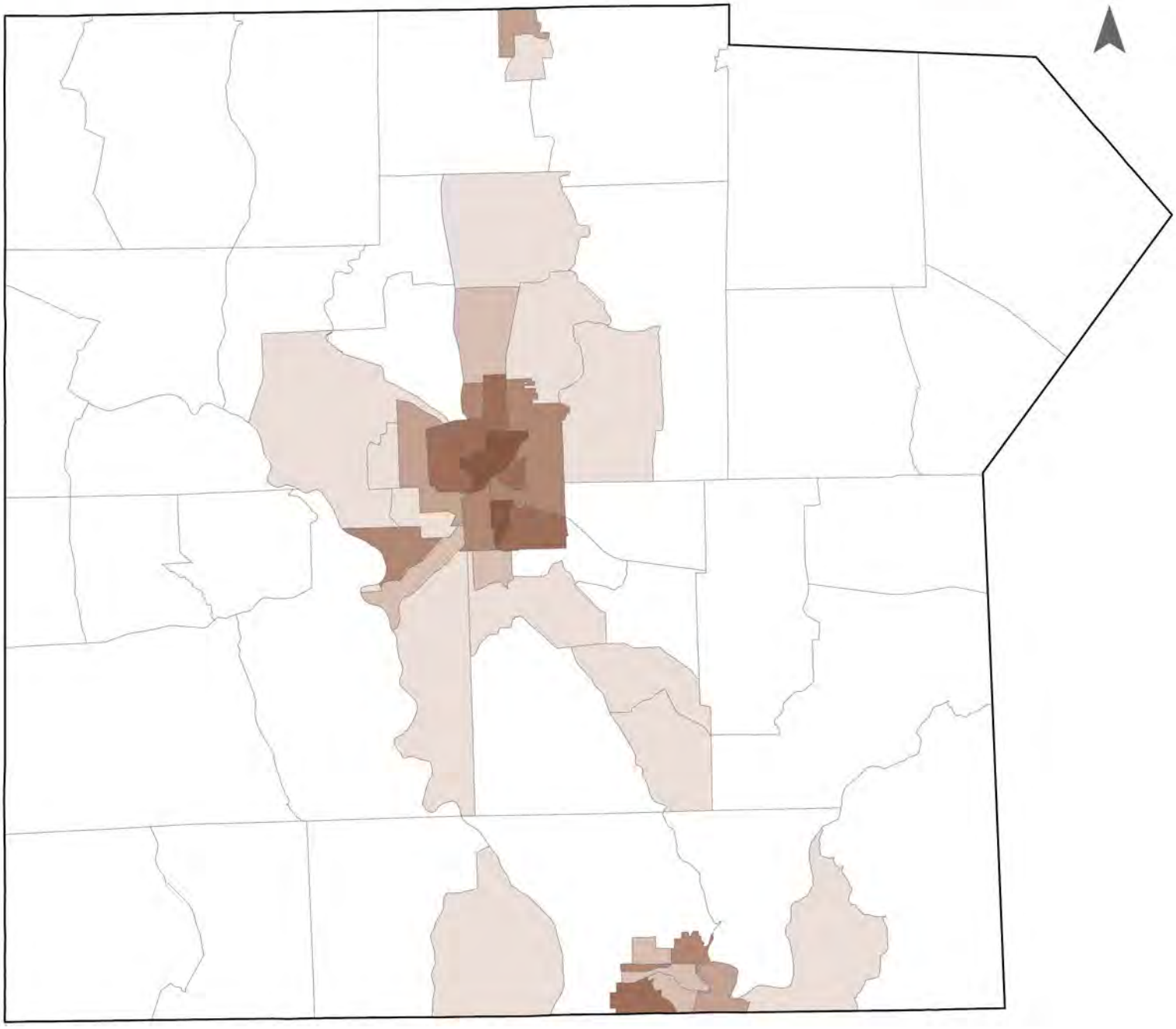
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Low-Income Population Density by Census Block Groups

0 3.5 7 14 21 28 Miles

N



Number of Individuals with Income Below Poverty per Square Mile

- 0 - 11
- 12 - 39
- 40 - 72
- 73 - 171
- 172 - 310
- 311 - 873
- 874 - 1461

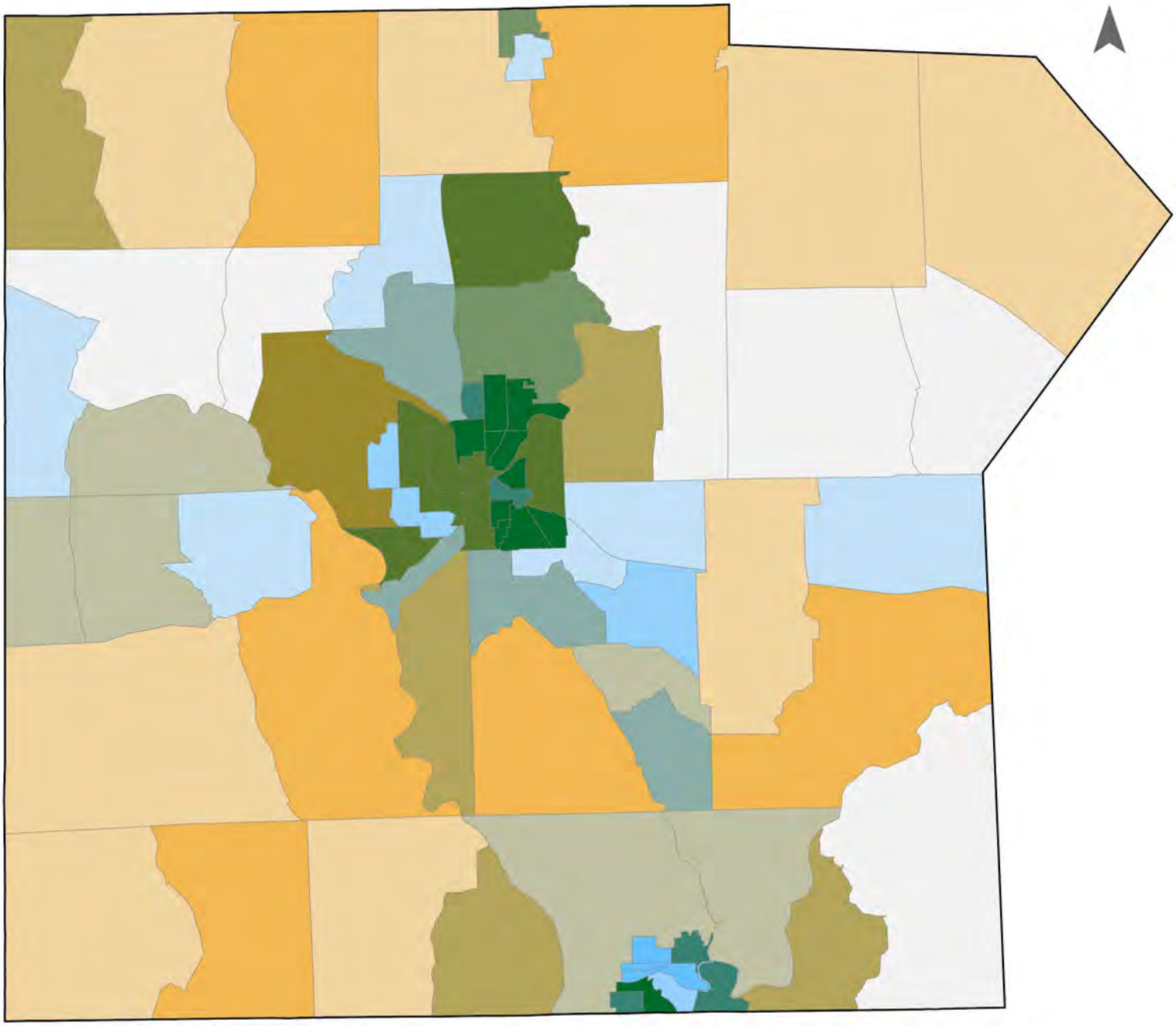
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Low Income Population Compared to Pop. Density by Block Groups

0 3.5 7 14 21 28 Miles

N



Population Density
Population Below Poverty

High
Low
Low High

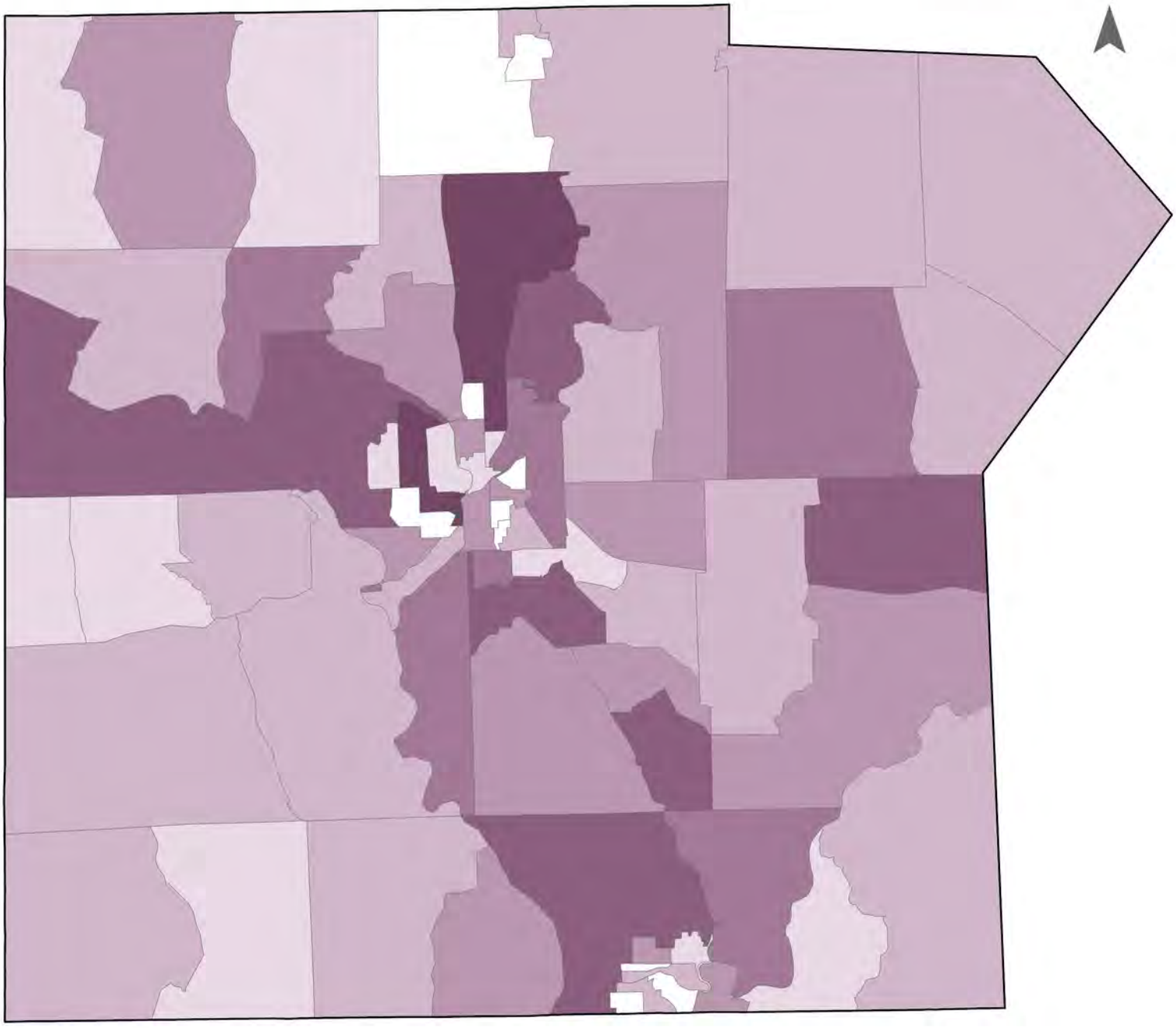
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Veteran Population by Block Groups

0 3.5 7 14 21 28 Miles

N



Veteran Population, Number of Individuals

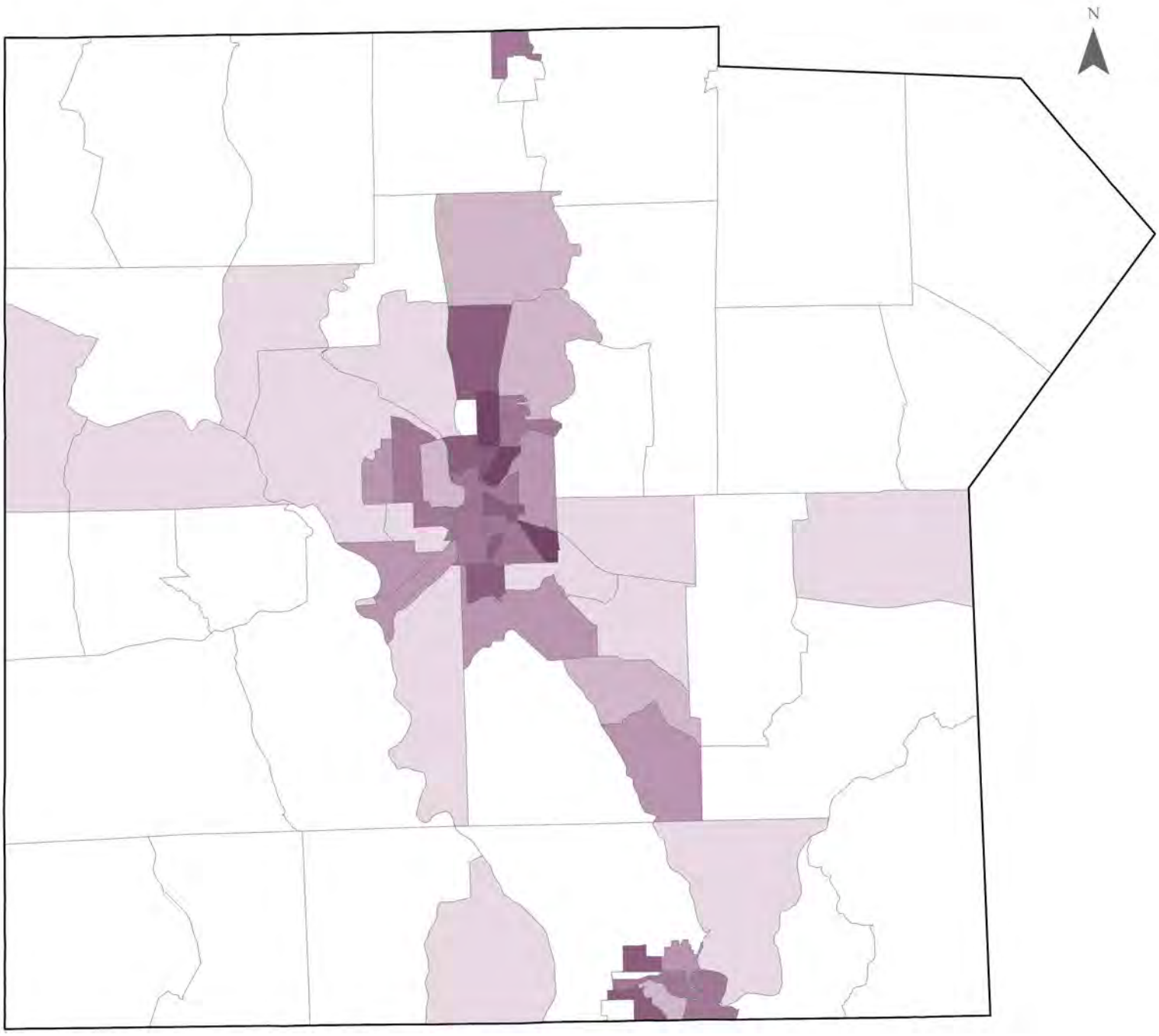
- 0 - 20
- 21 - 38
- 39 - 61
- 62 - 87
- 88 - 107
- 108 - 151
- 152 - 301

PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Veteran Population Density by Block Groups

0 3.5 7 14 21 28 Miles



Veteran Population Density, Individuals per Square Mile

- 0 - 12
- 13 - 25
- 26 - 45
- 46 - 82
- 83 - 153
- 154 - 279
- 280 - 518

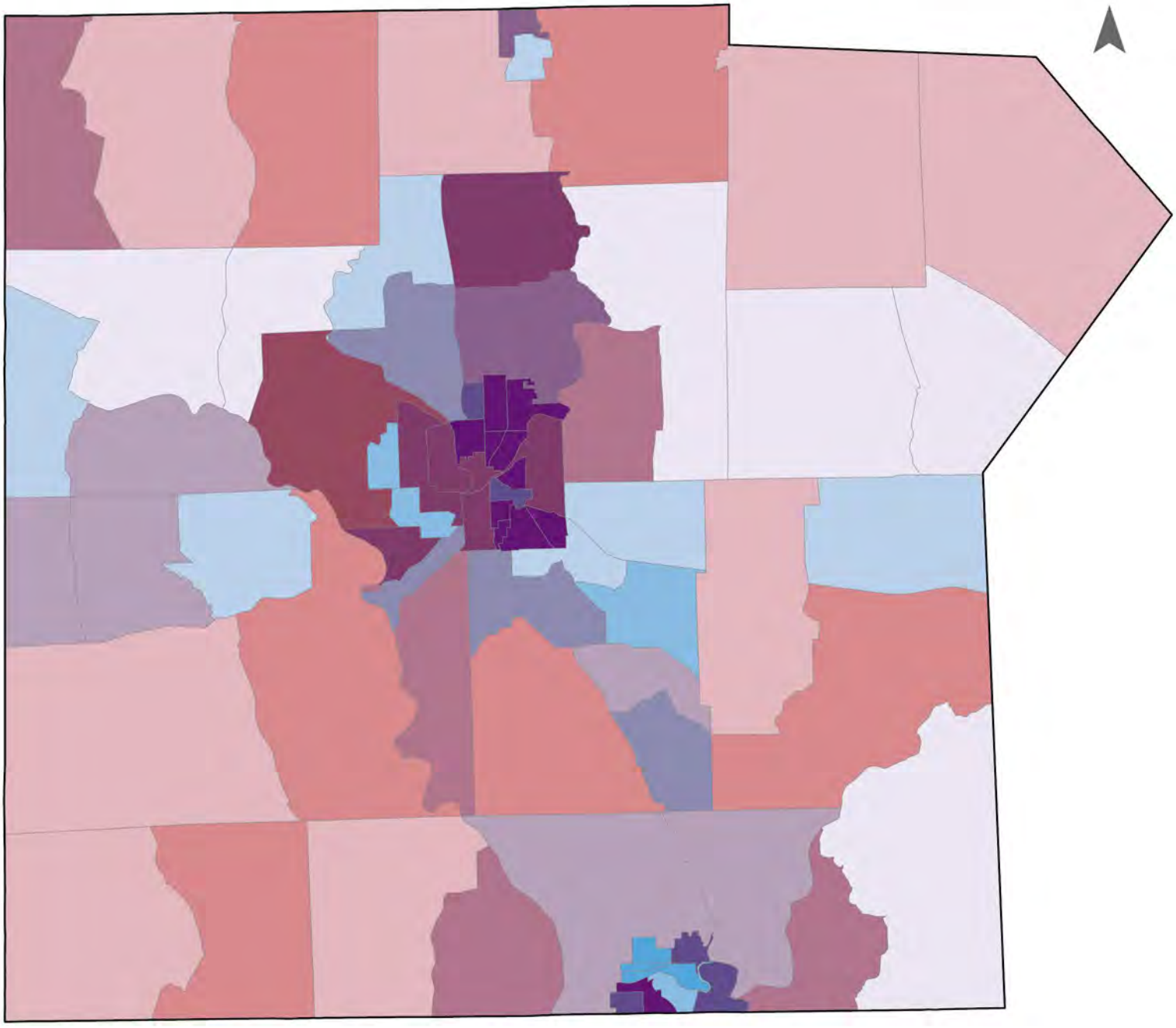
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

Veteran Population Compared to Population Density by Block Groups

0 3.5 7 14 21 28 Miles

N



Population Density
Veteran Population

High
Low
Low High

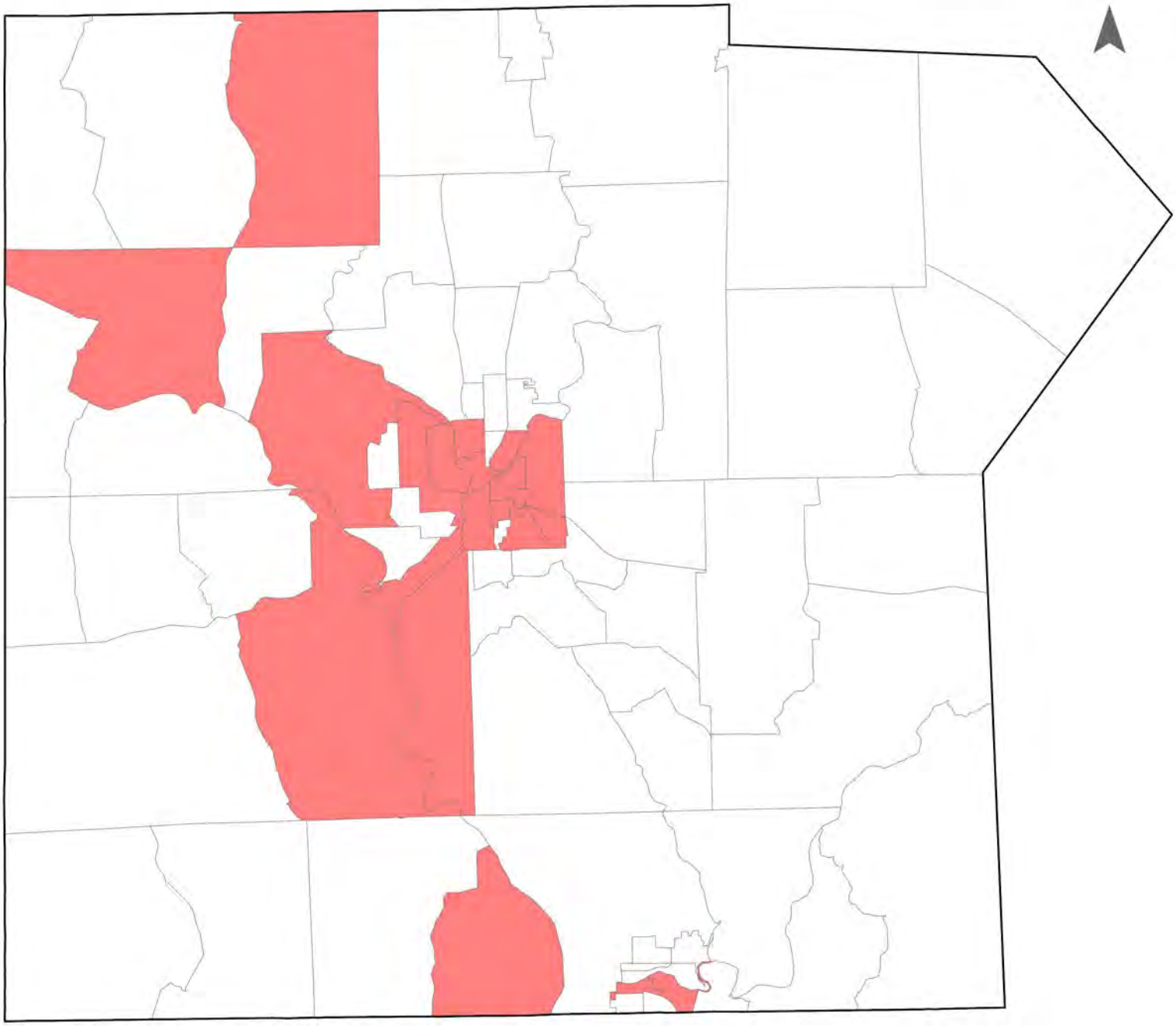
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Lawrence County

EPA Environmental Justice Block Groups

0 3.5 7 14 21 28 Miles

N



Environmental Justice Area

Yes

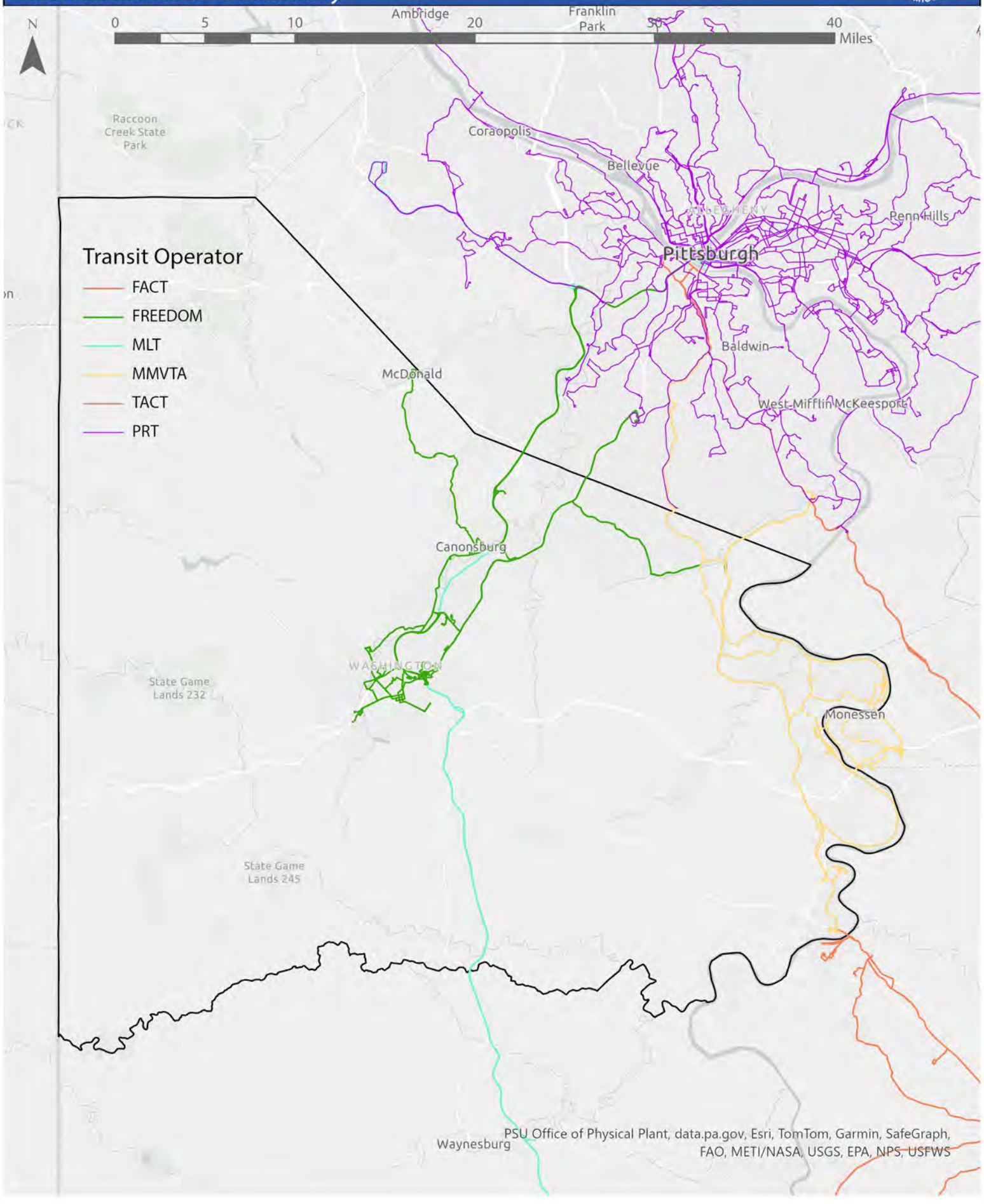
No

PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, USFWS

Washington County

Washington County

Fixed-Route Transit Availability

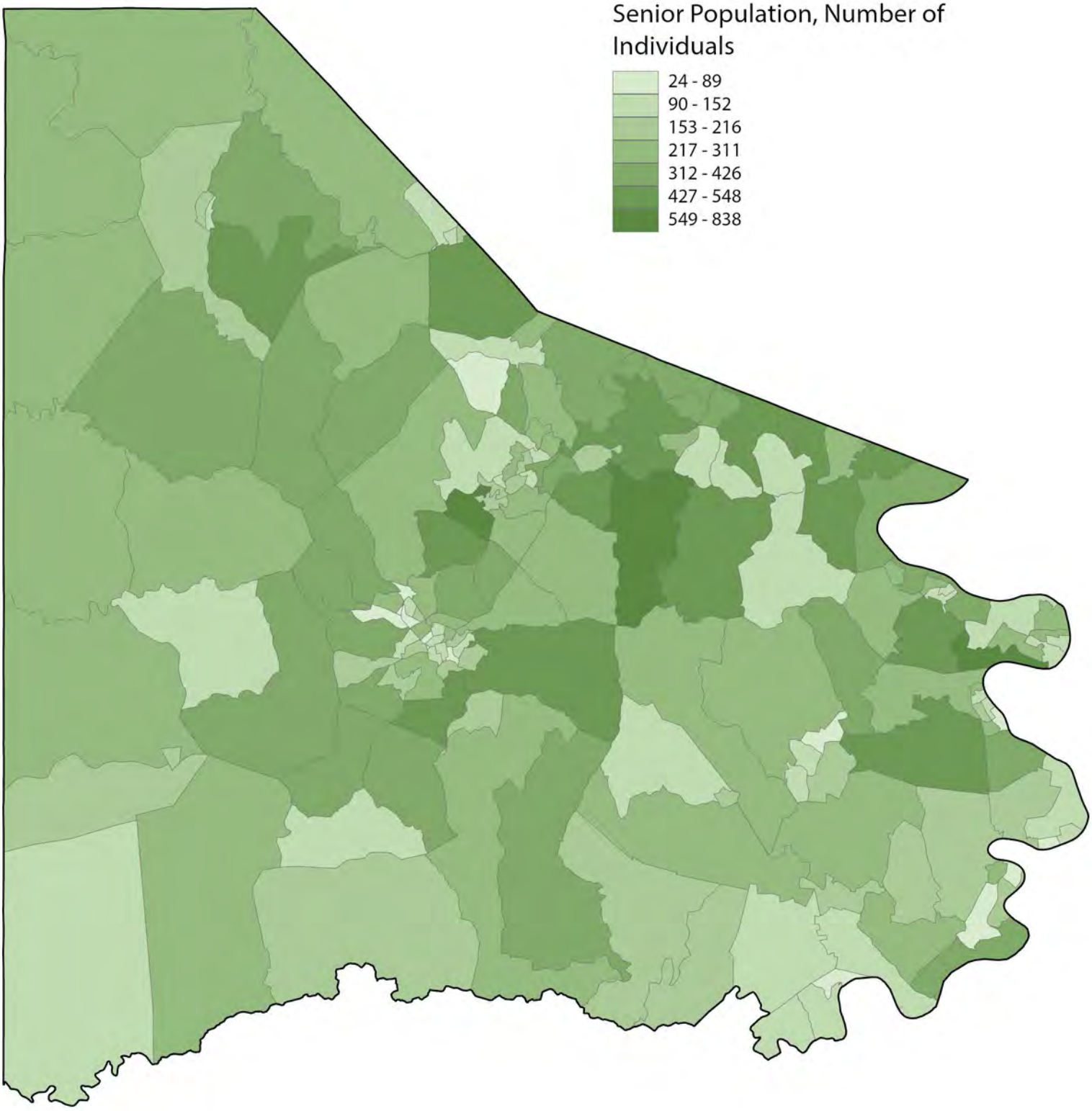


Washington County

Senior Population by Census Block Groups

N

0 5 10 20 30 40 Miles



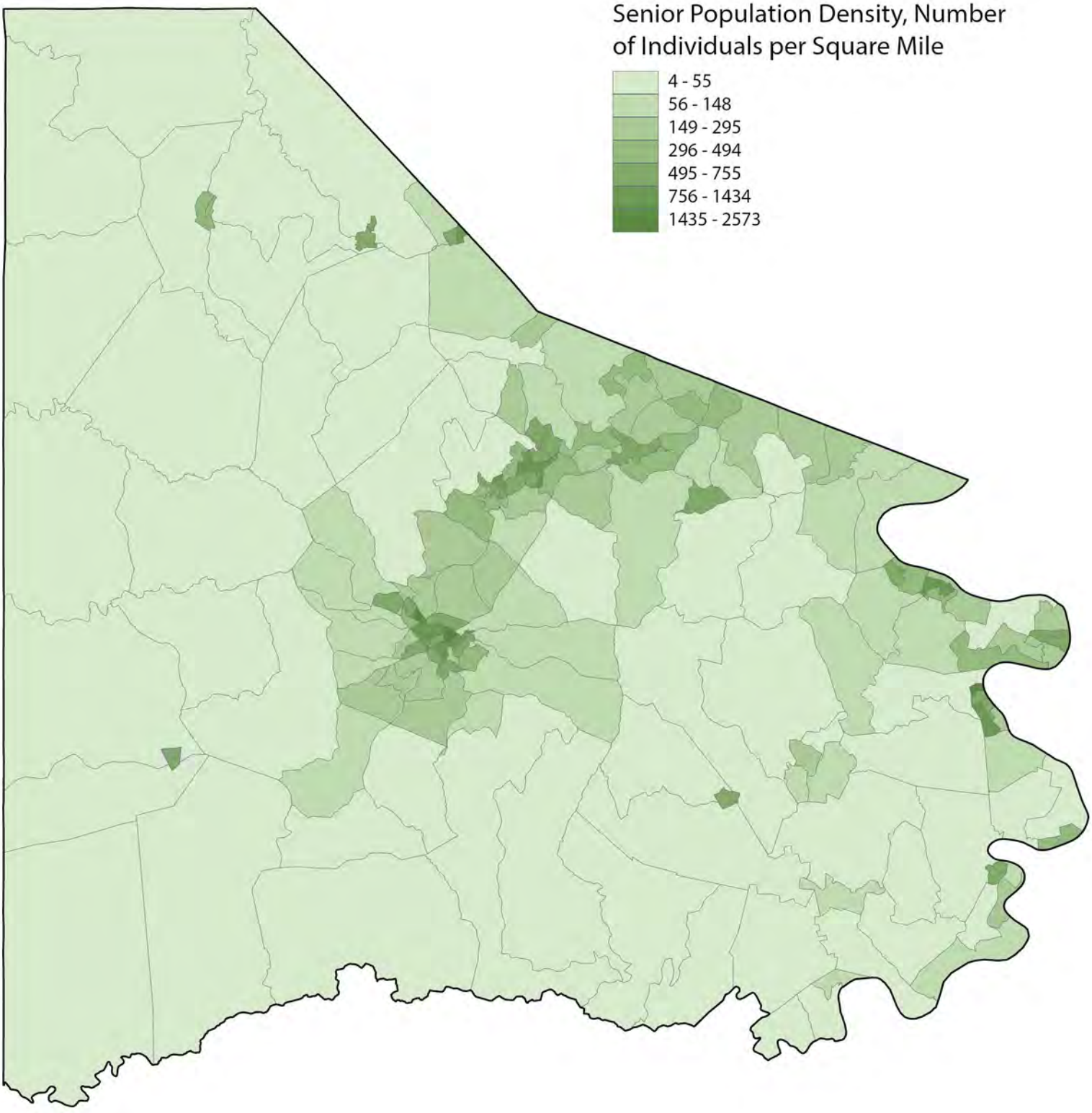
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

Senior Population Density by Census Block Groups

N

0 5 10 20 30 40 Miles



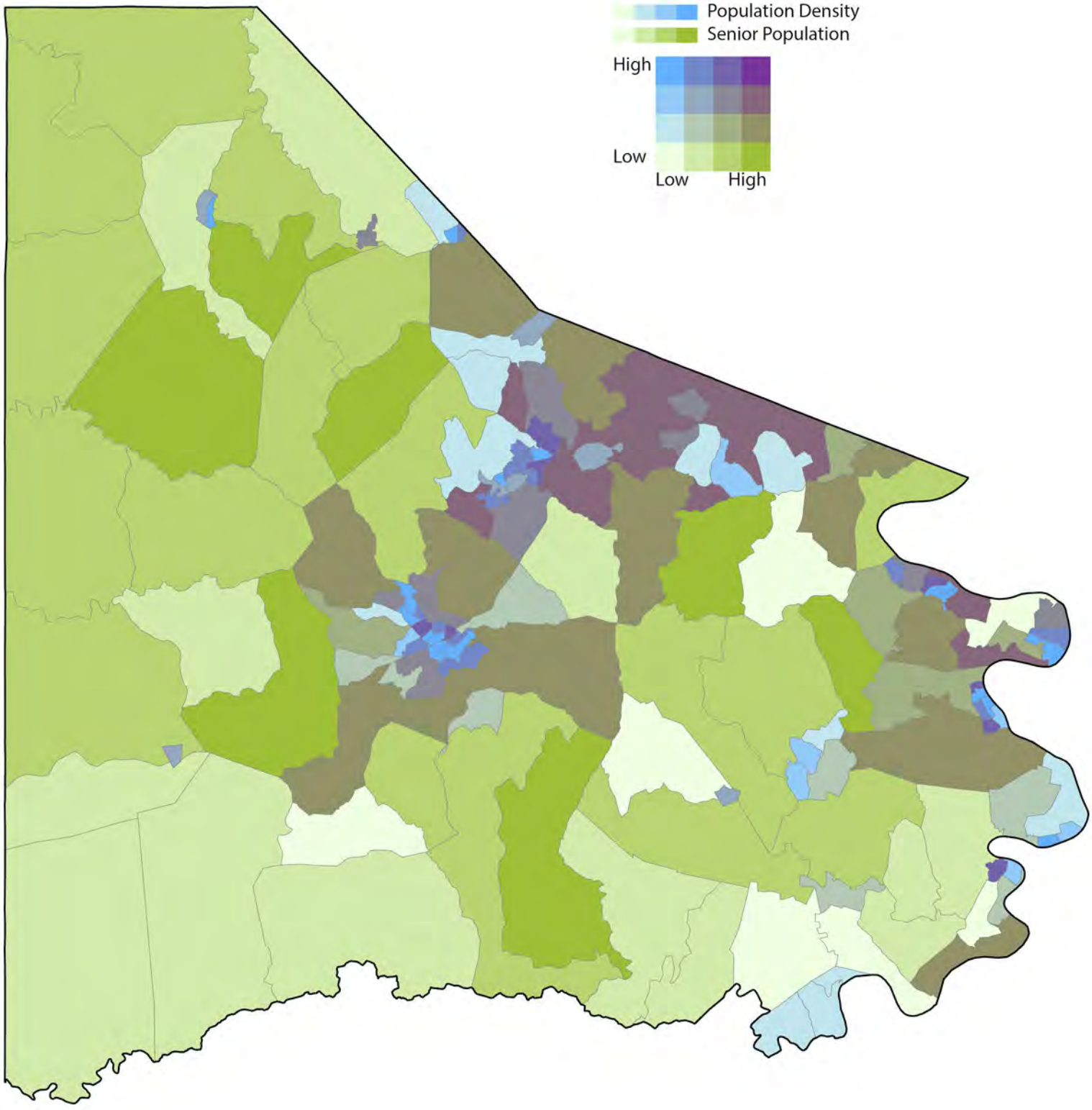
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

Senior Population Compared to Population Density by Census Block Groups

N

0 5 10 20 30 40 Miles



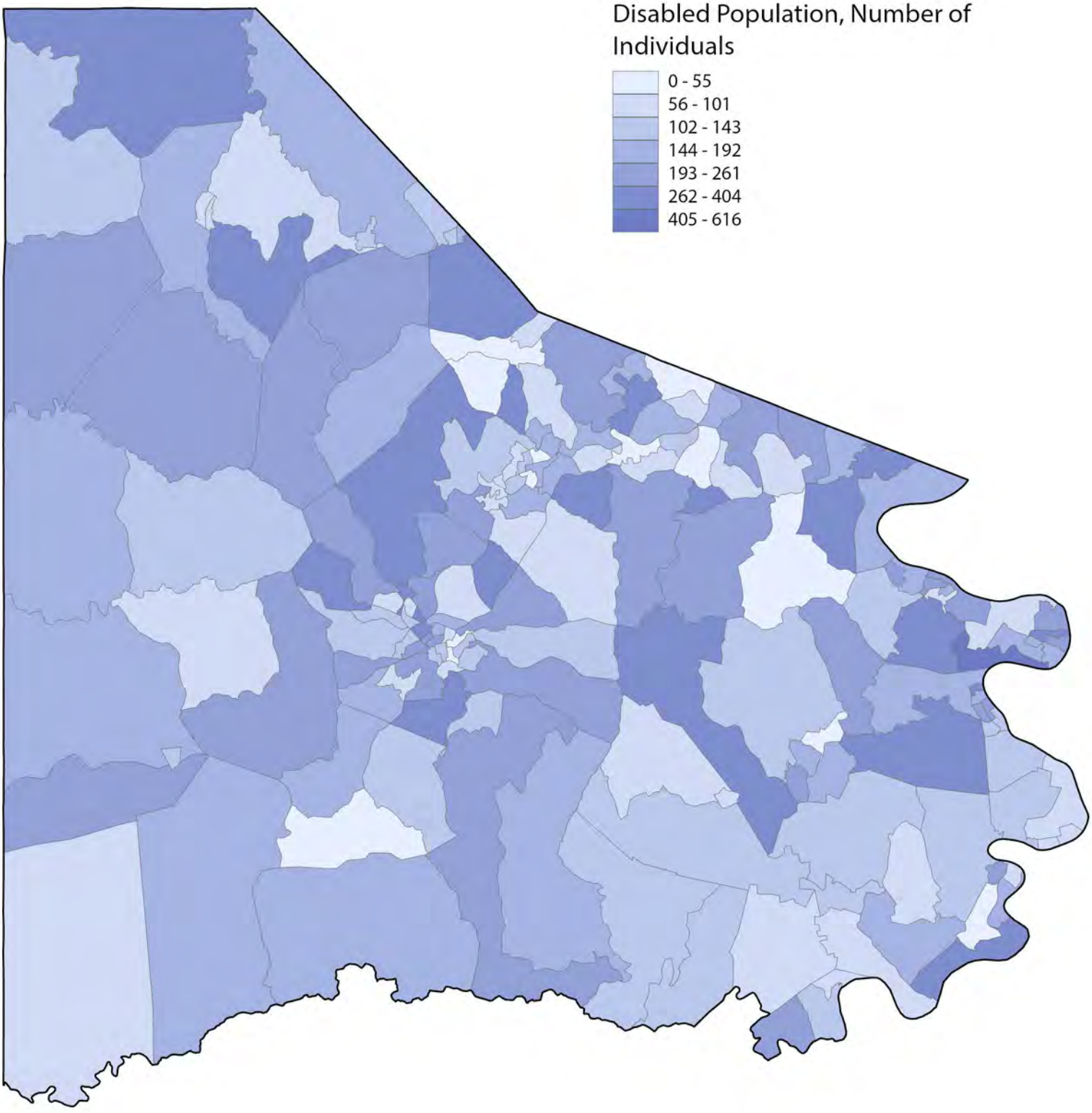
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

Individuals with Disabilities by Census Block Groups

N

0 5 10 20 30 40 Miles



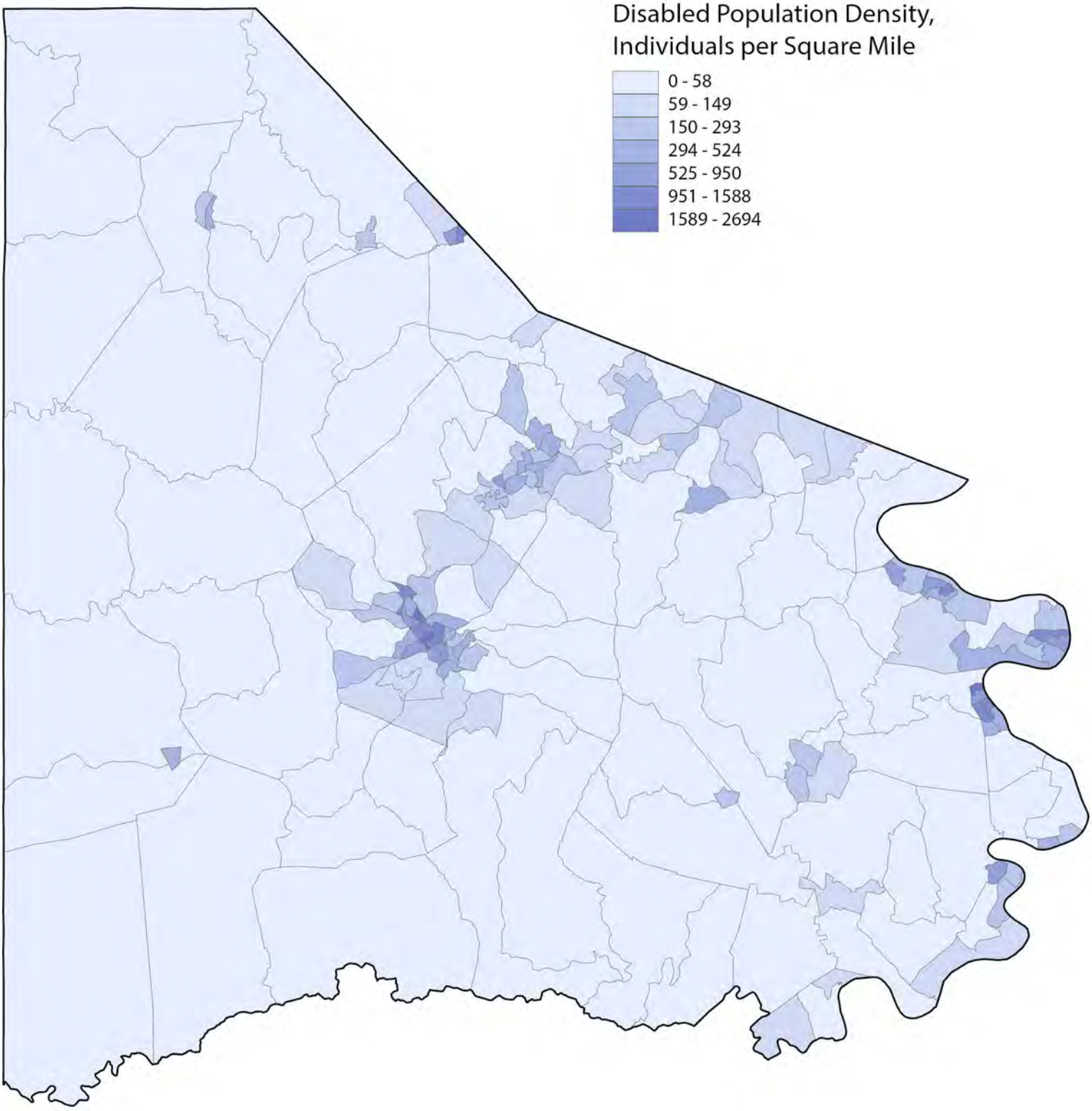
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

Disabled Population Density by Census Block Groups

N

0 5 10 20 30 40 Miles



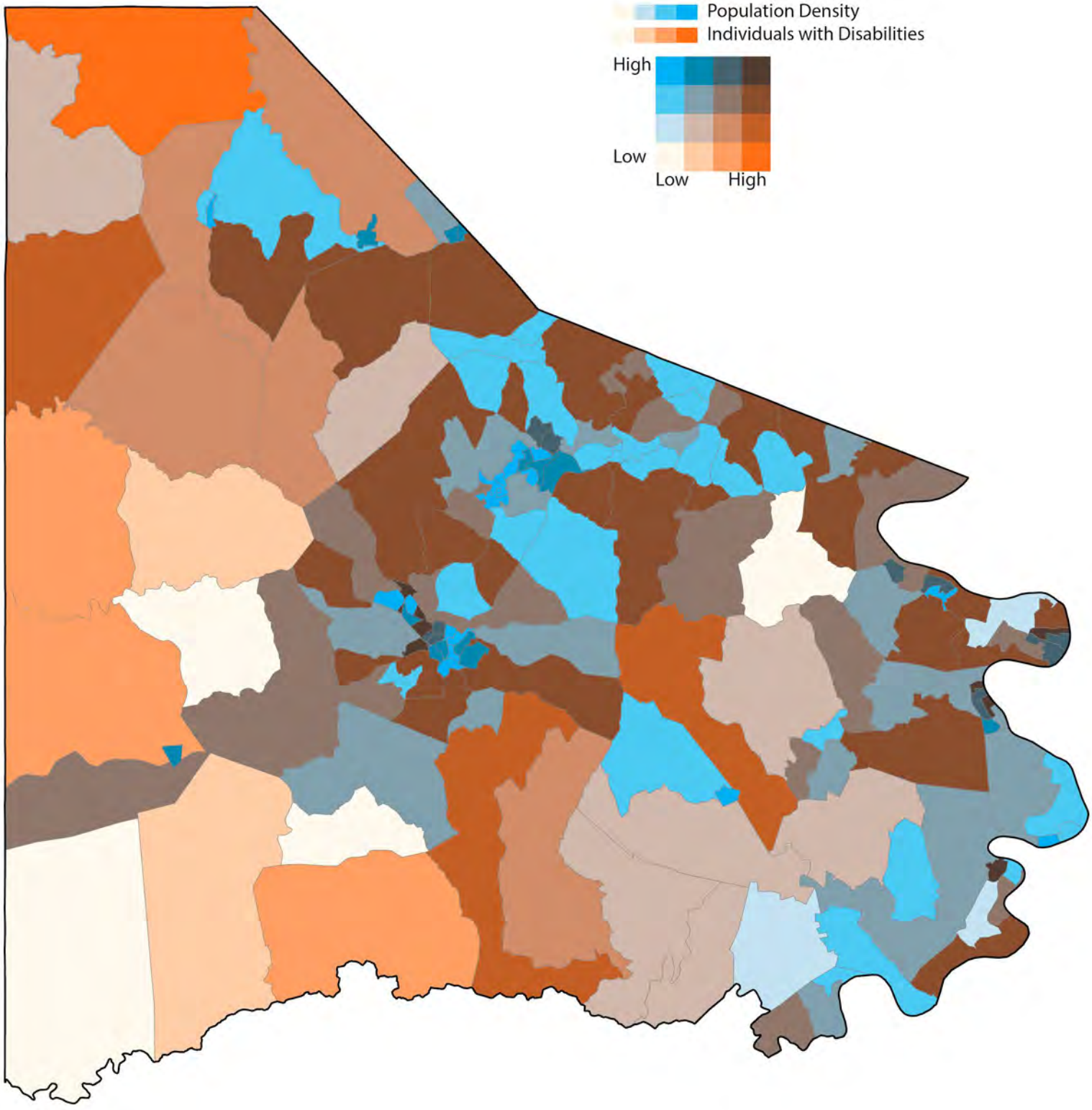
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

Individuals with Disabilities Compared to Pop. Density by Census Block Groups

N

0 5 10 20 30 40 Miles



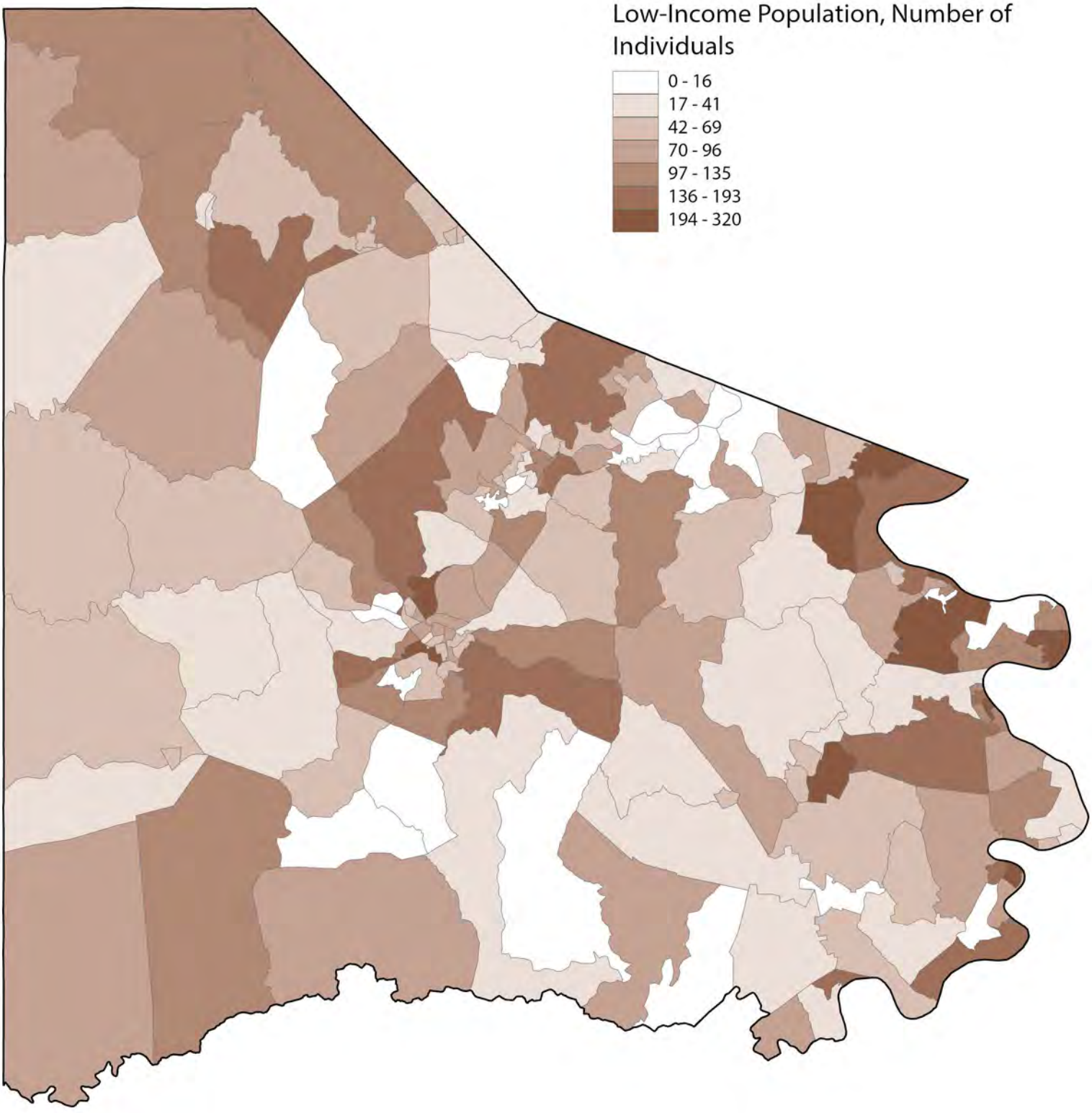
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

Low-Income Population by Census Block Groups

N

0 5 10 20 30 40 Miles



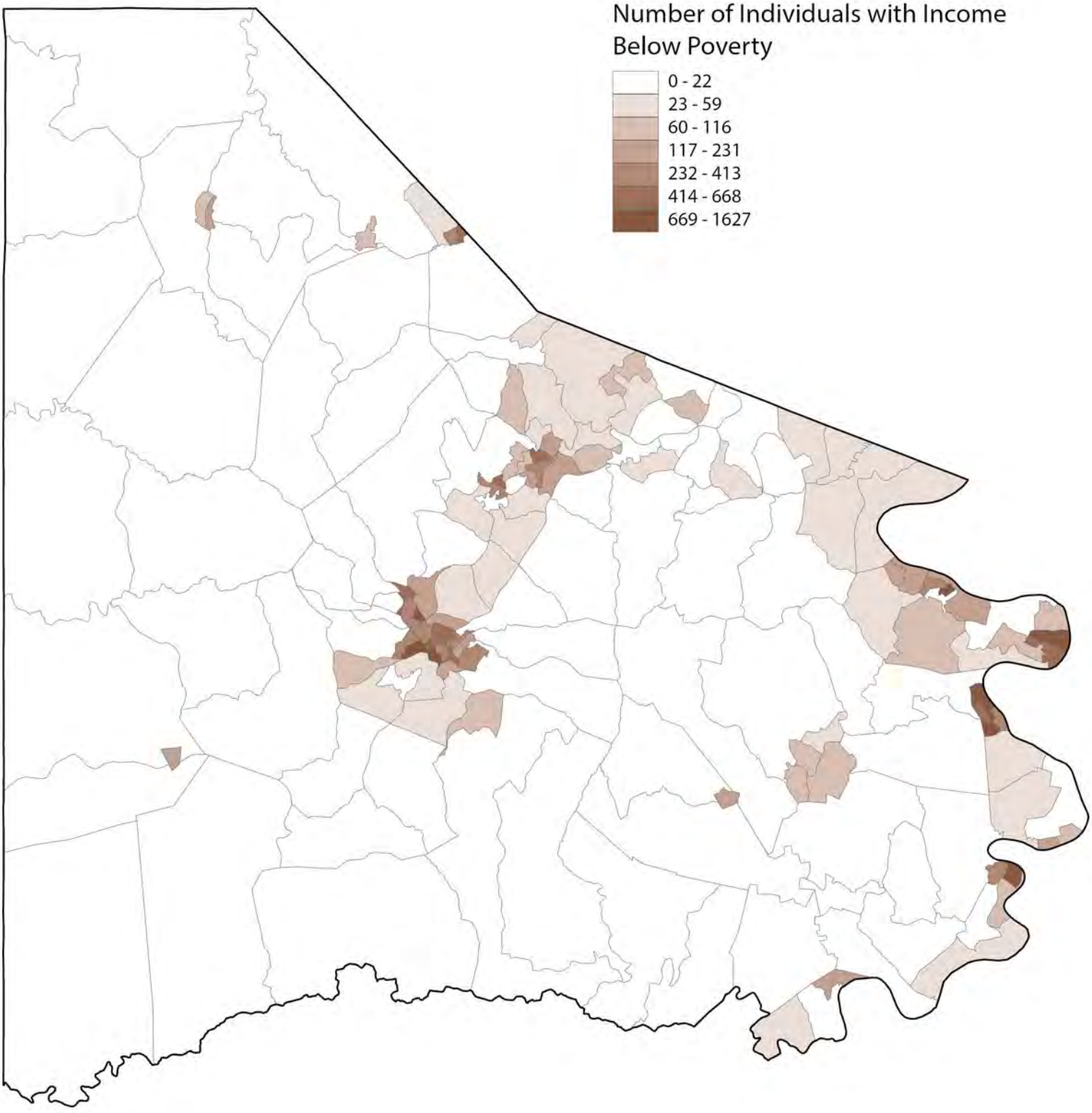
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

Low-Income Population Density by Census Block Groups

N

0 5 10 20 30 40 Miles



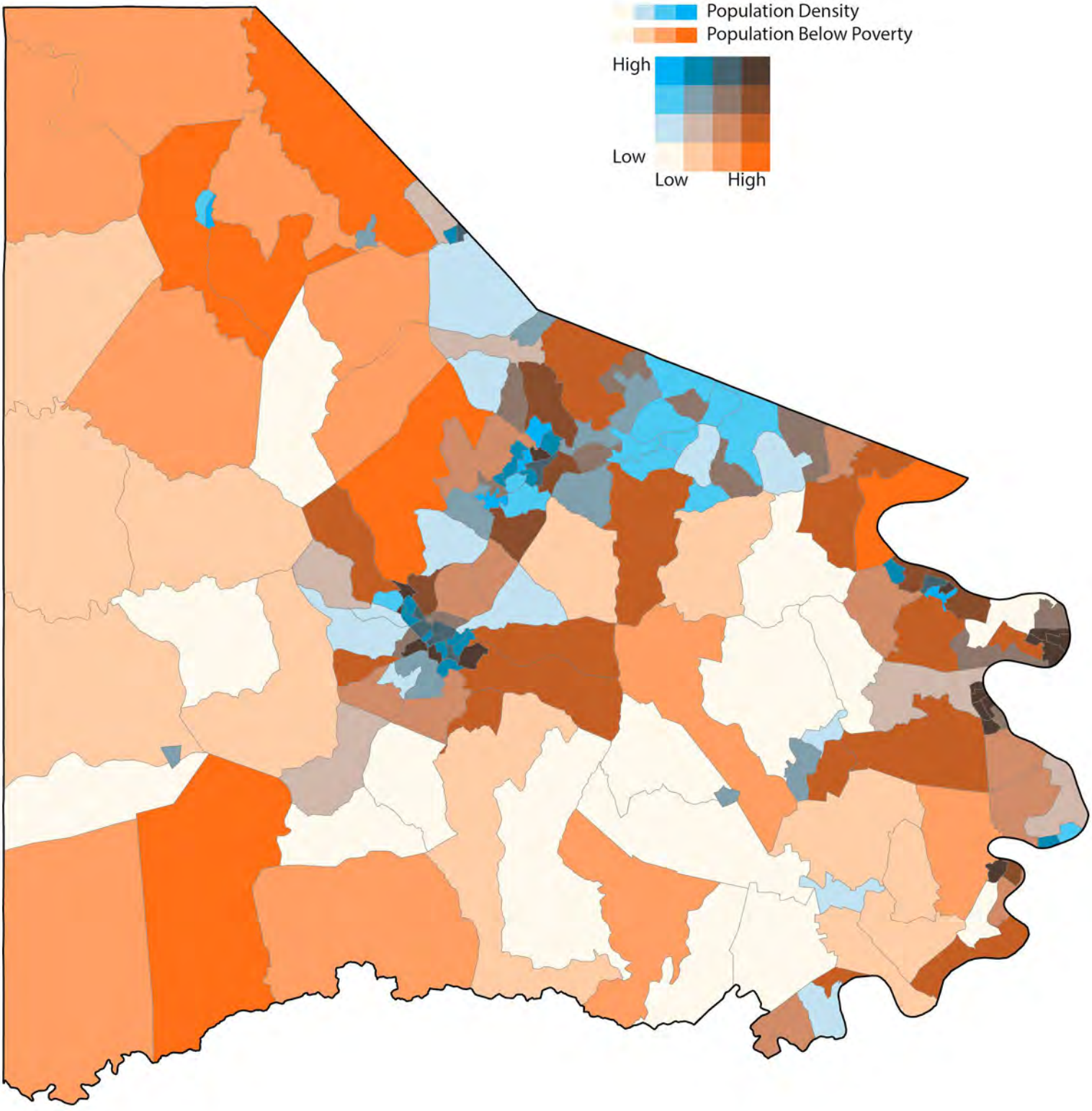
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

Low-Income Population Compared to Pop. Density by Census Block Groups

N

0 5 10 20 30 40 Miles



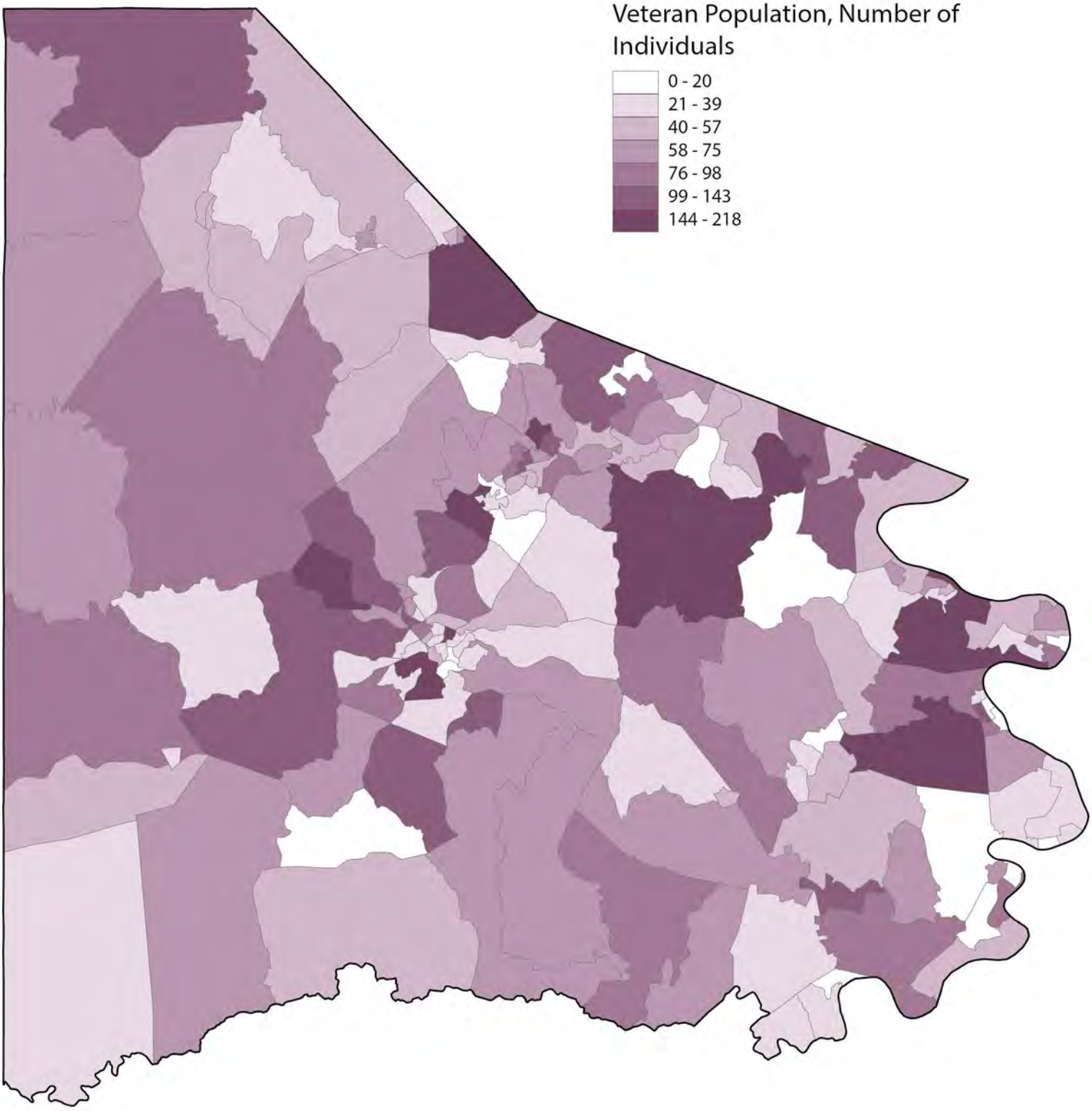
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

Veteran Population by Census Block Groups

N

0 5 10 20 30 40 Miles



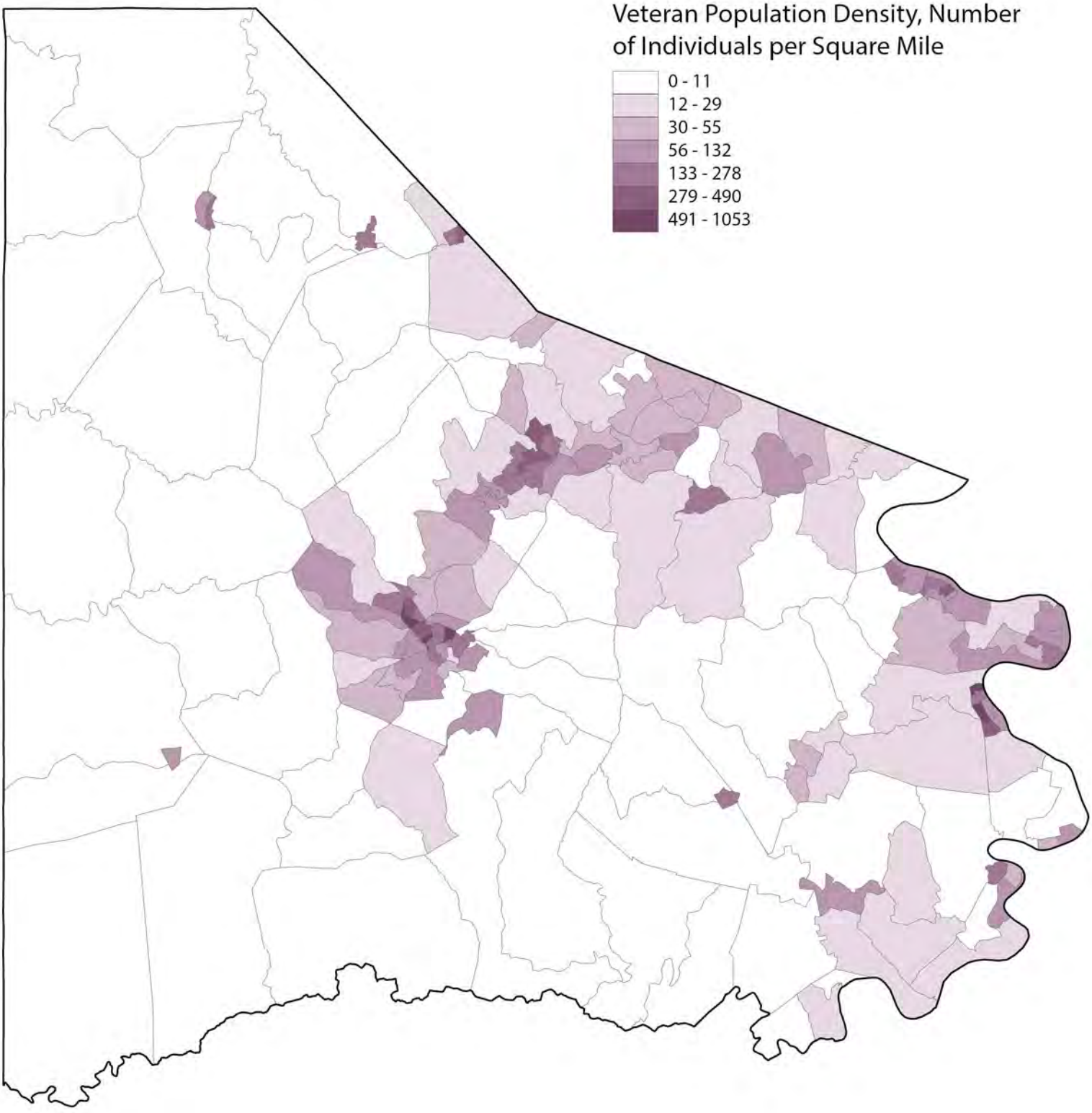
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

Veteran Population Density by Census Block Groups

N

0 5 10 20 30 40 Miles



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

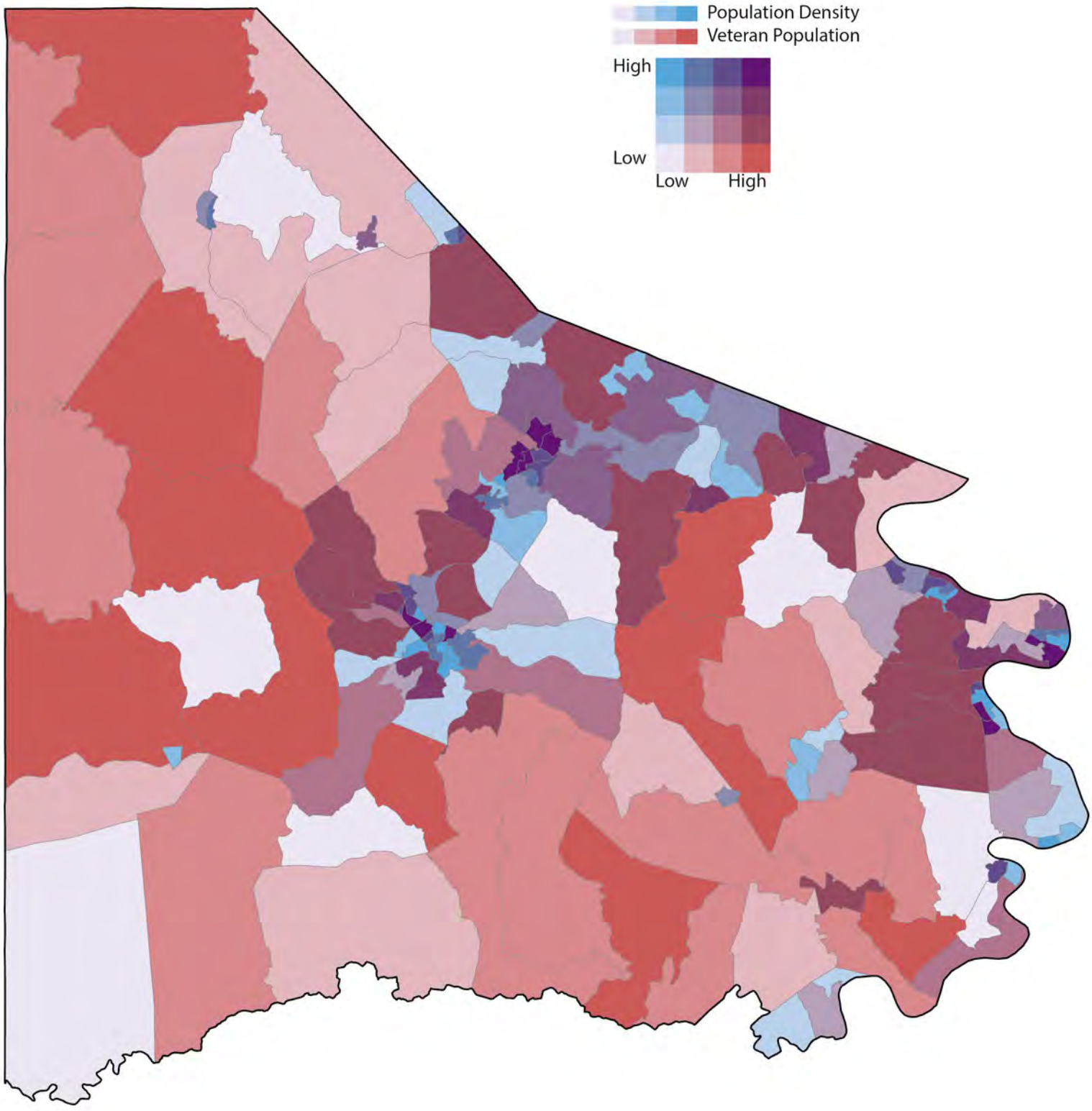
Washington County

Veteran Population Compared to Population Density by Census Block Groups

SOUTHWESTERN PENNSYLVANIA COMMISSION SPC

N

0 5 10 20 30 40 Miles



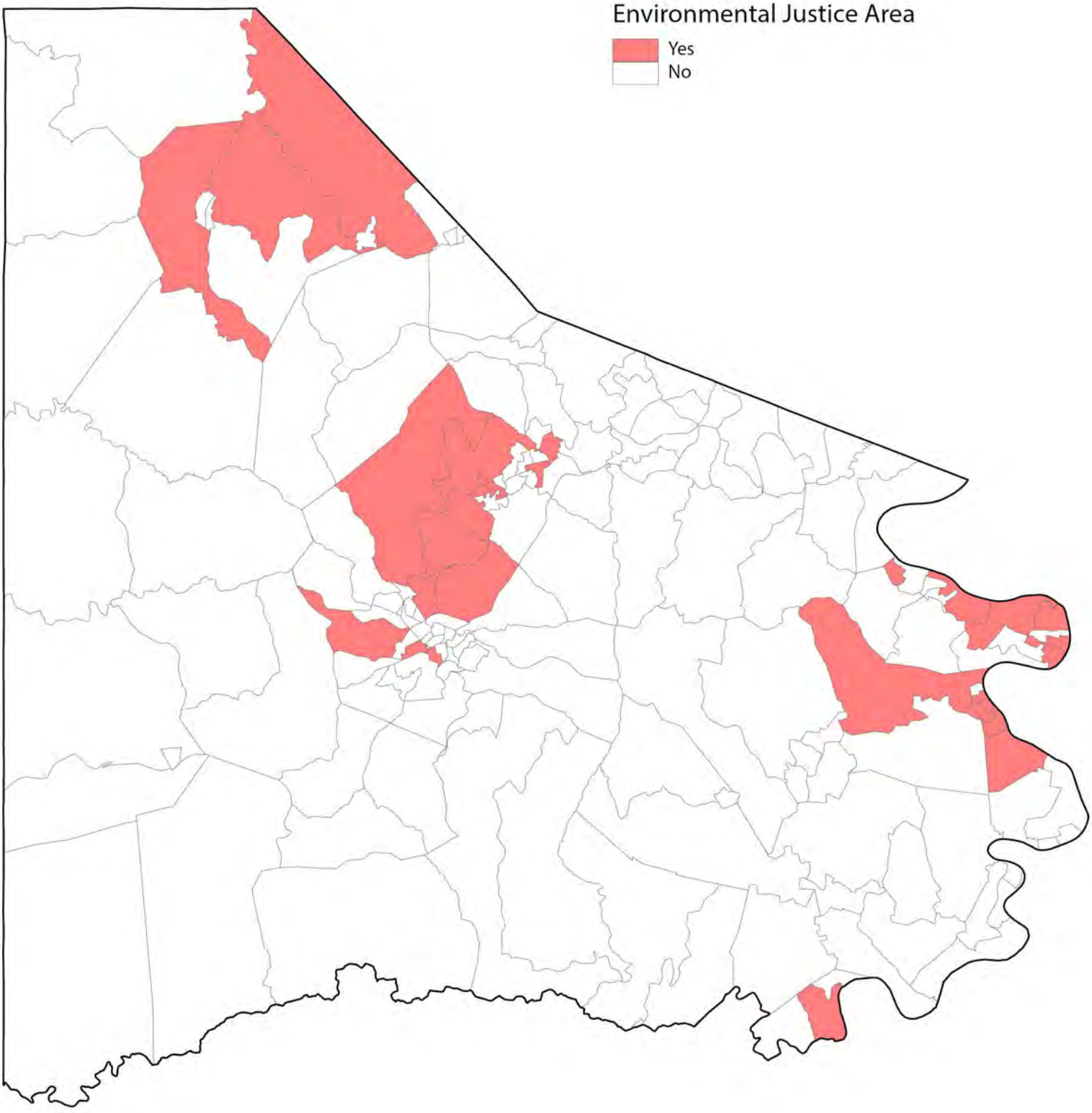
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Washington County

EPA Environmental Justice Census Block Groups

N

0 5 10 20 30 40 Miles

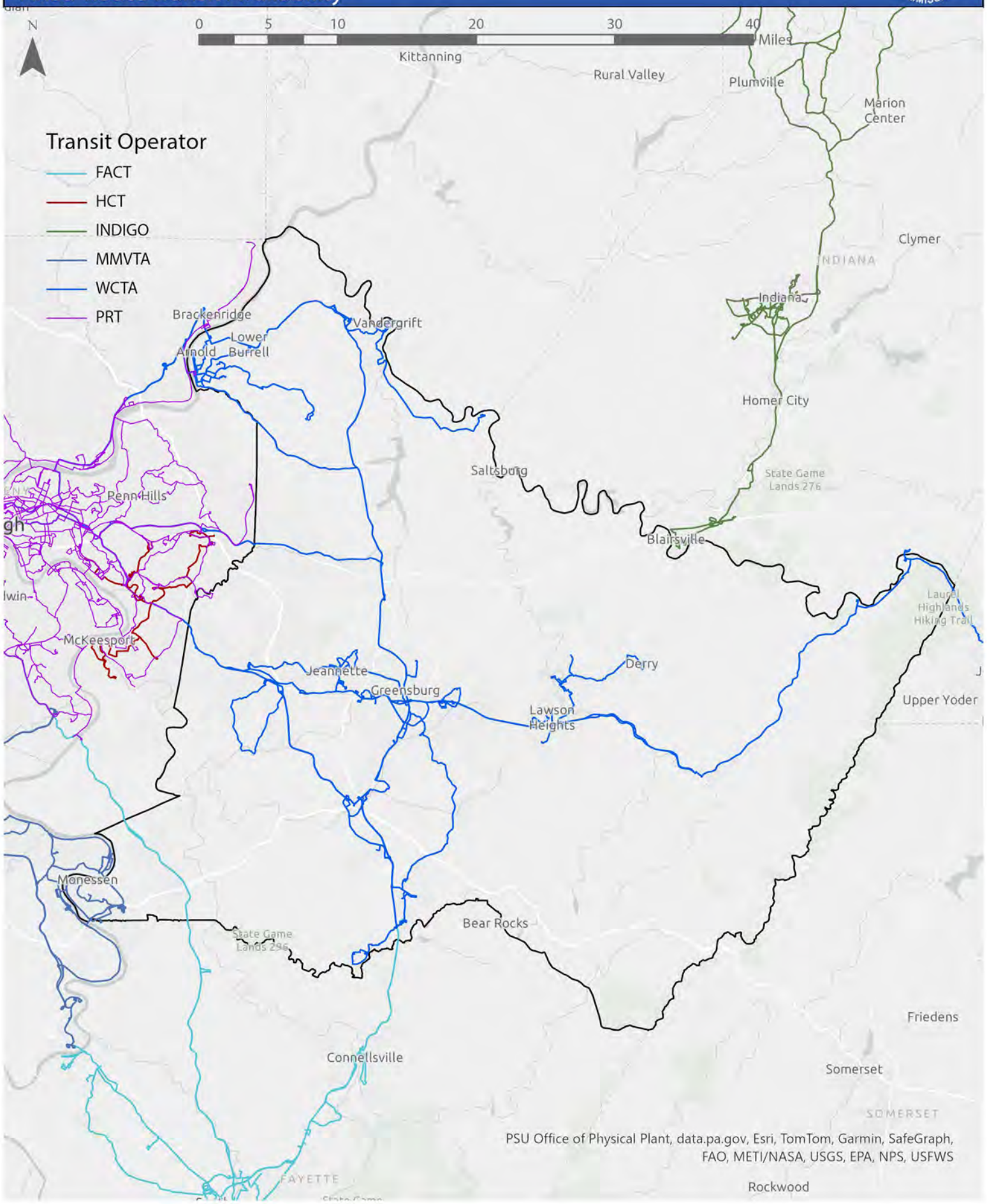


PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Westmoreland County

Fixed-Route Transit Availability

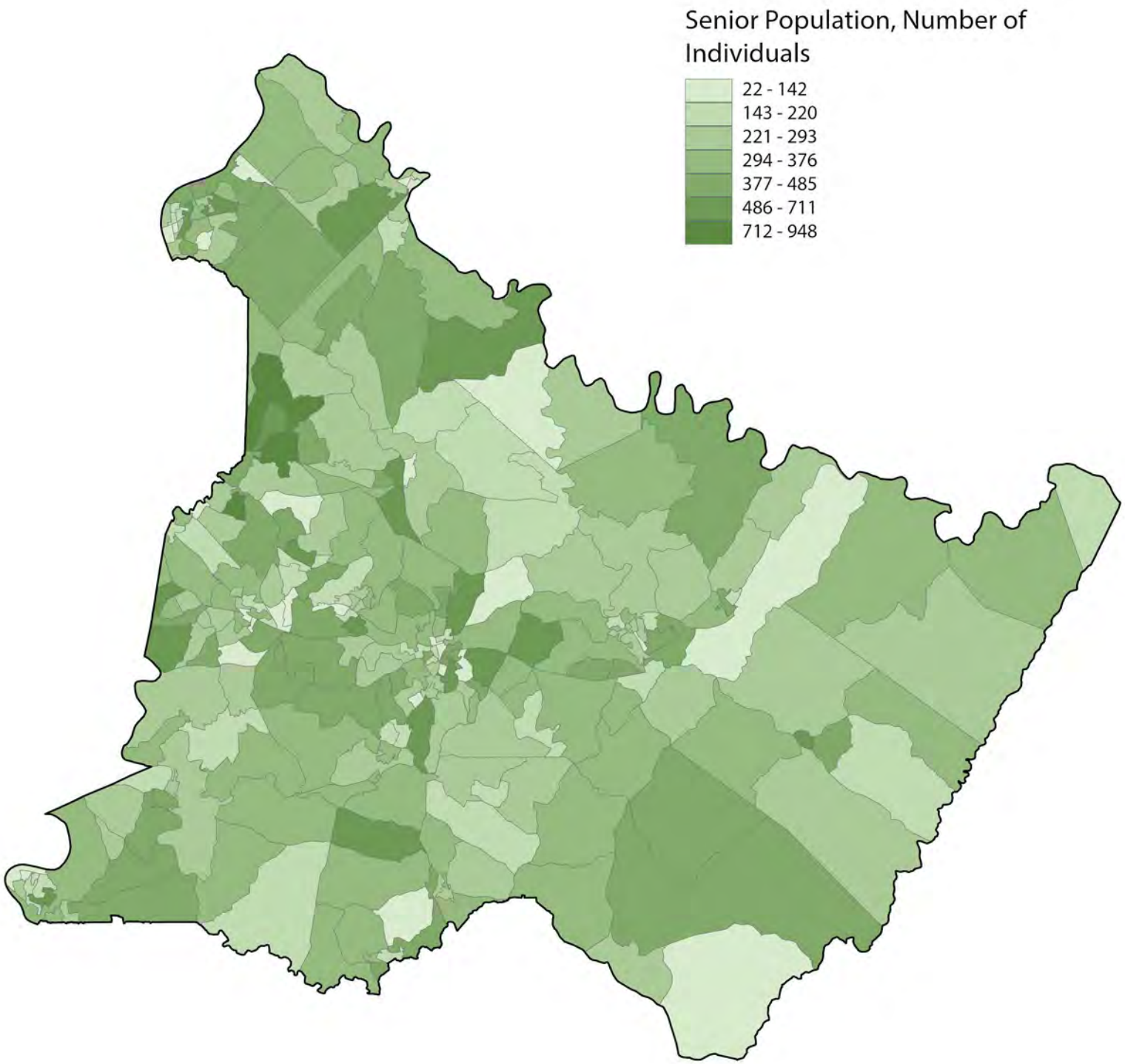


Westmoreland County

Senior Population by Census Block Group

N

0 5 10 20 30 40 Miles



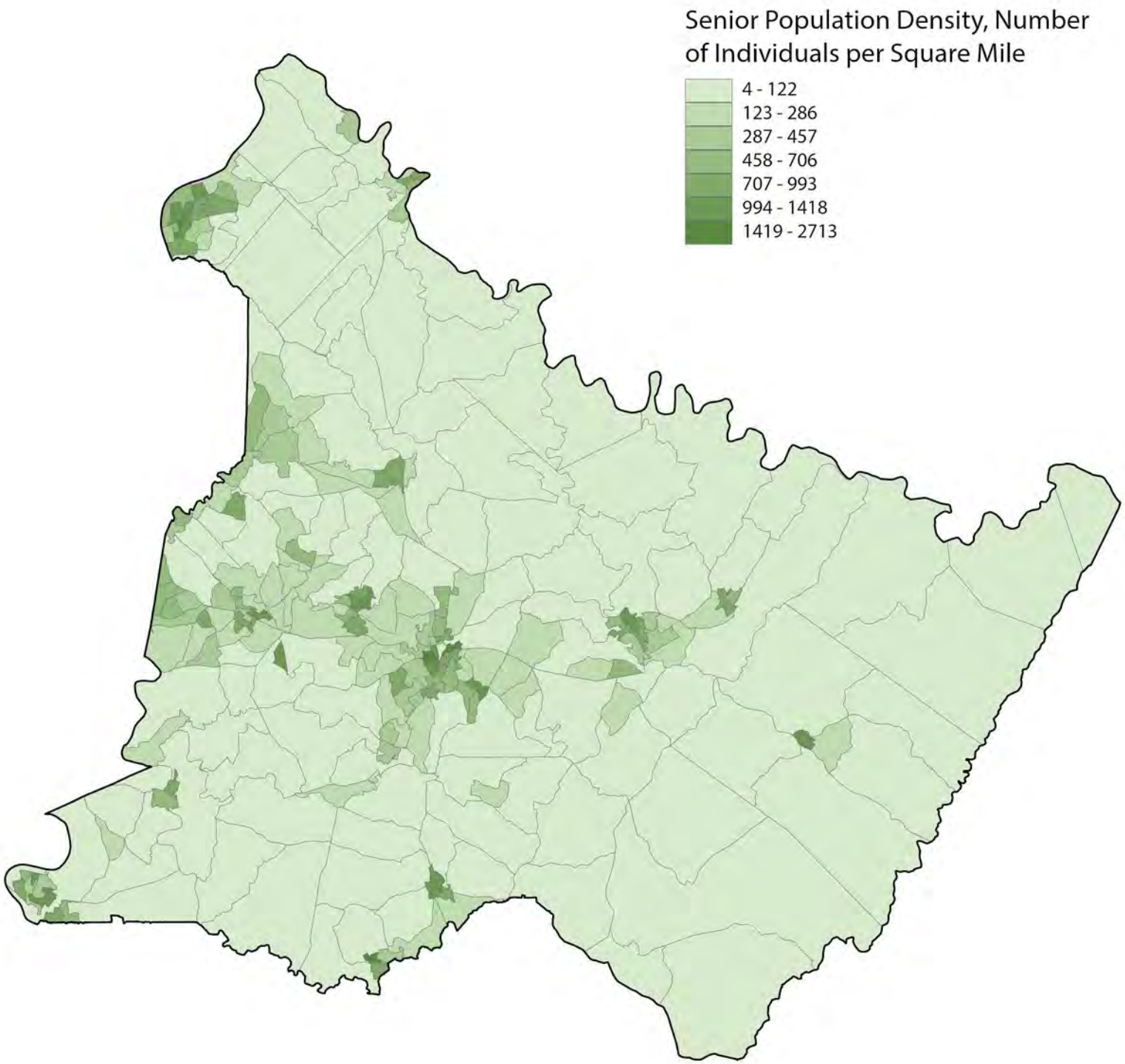
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Senior Population Density by Census Block Group

N

0 5 10 20 30 40 Miles



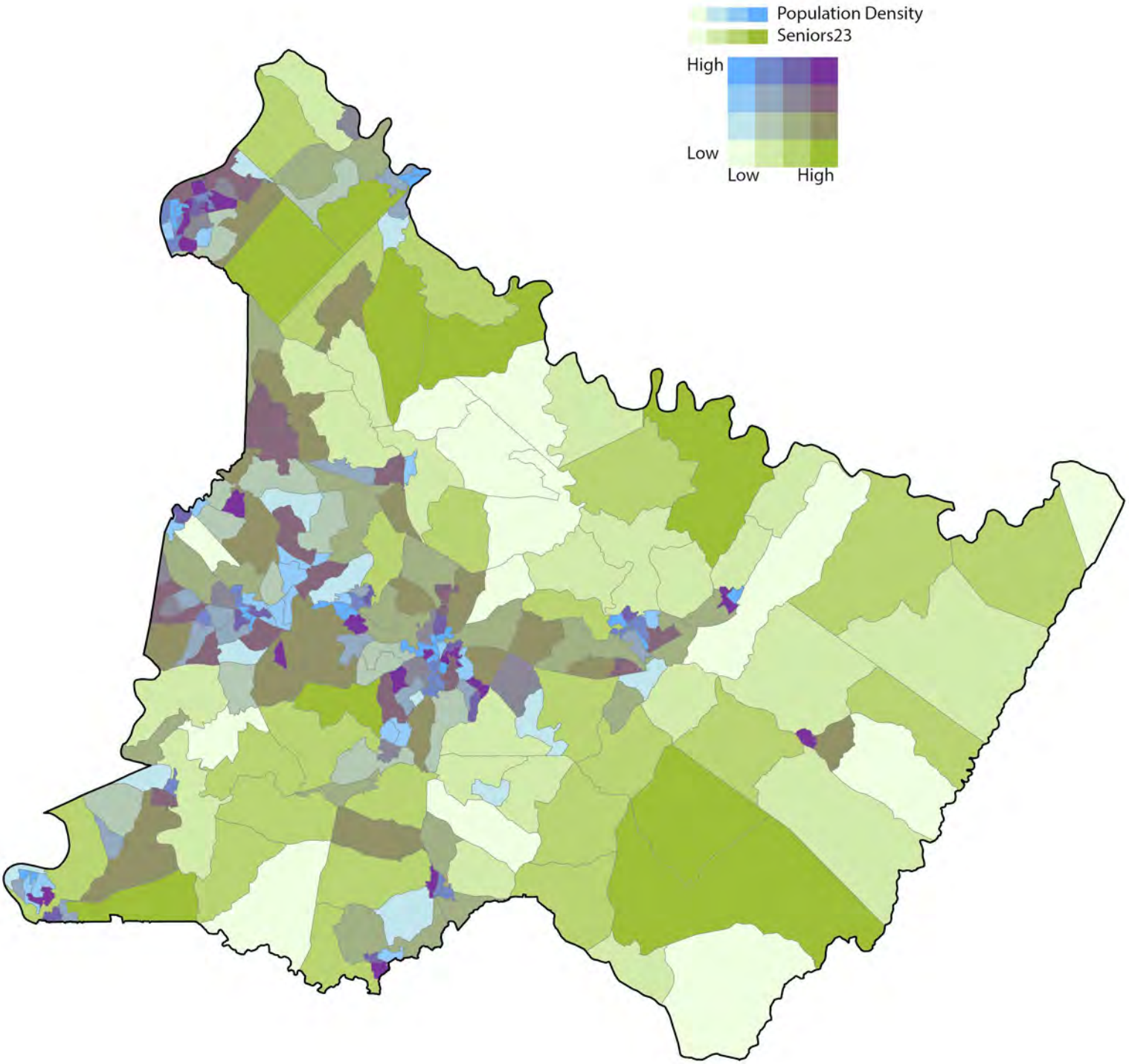
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Senior Population Compared to Population Density by Census Block Group

N

0 5 10 20 30 40 Miles



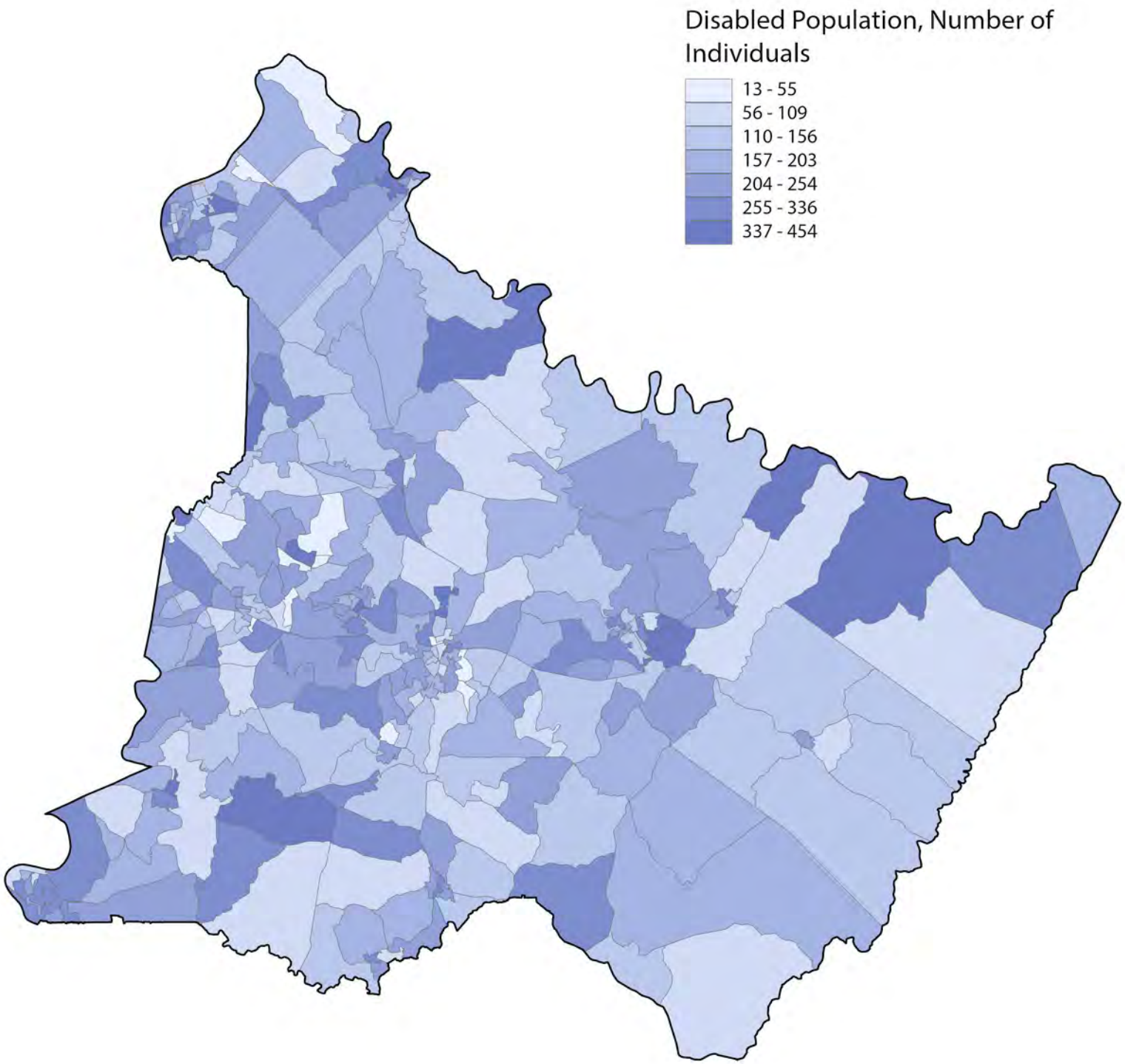
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Individuals with Disabilities by Census Block Group

N

0 5 10 20 30 40 Miles



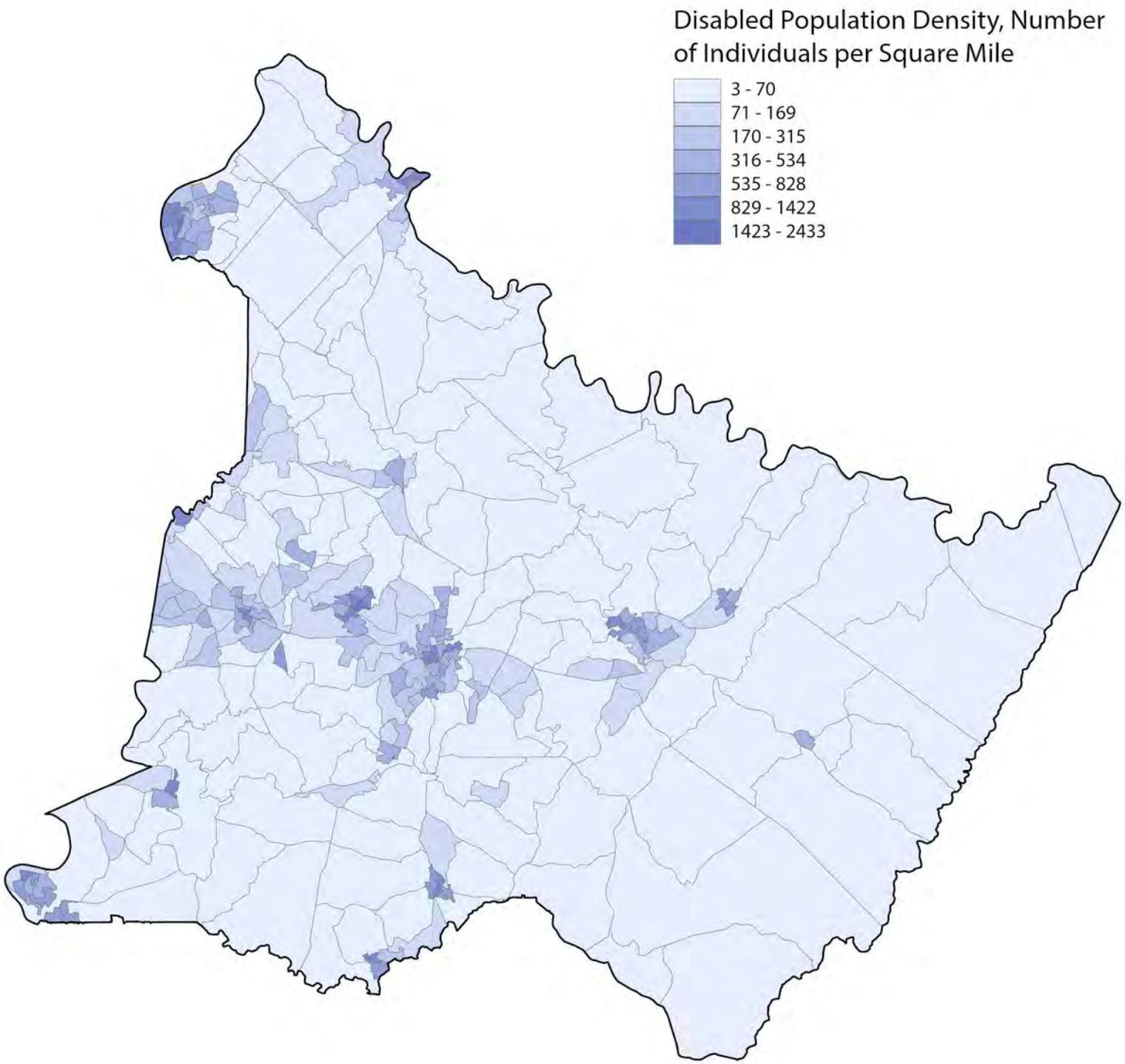
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Population Density of Individuals with Disabilities by Census Block Group

N

0 5 10 20 30 40 Miles



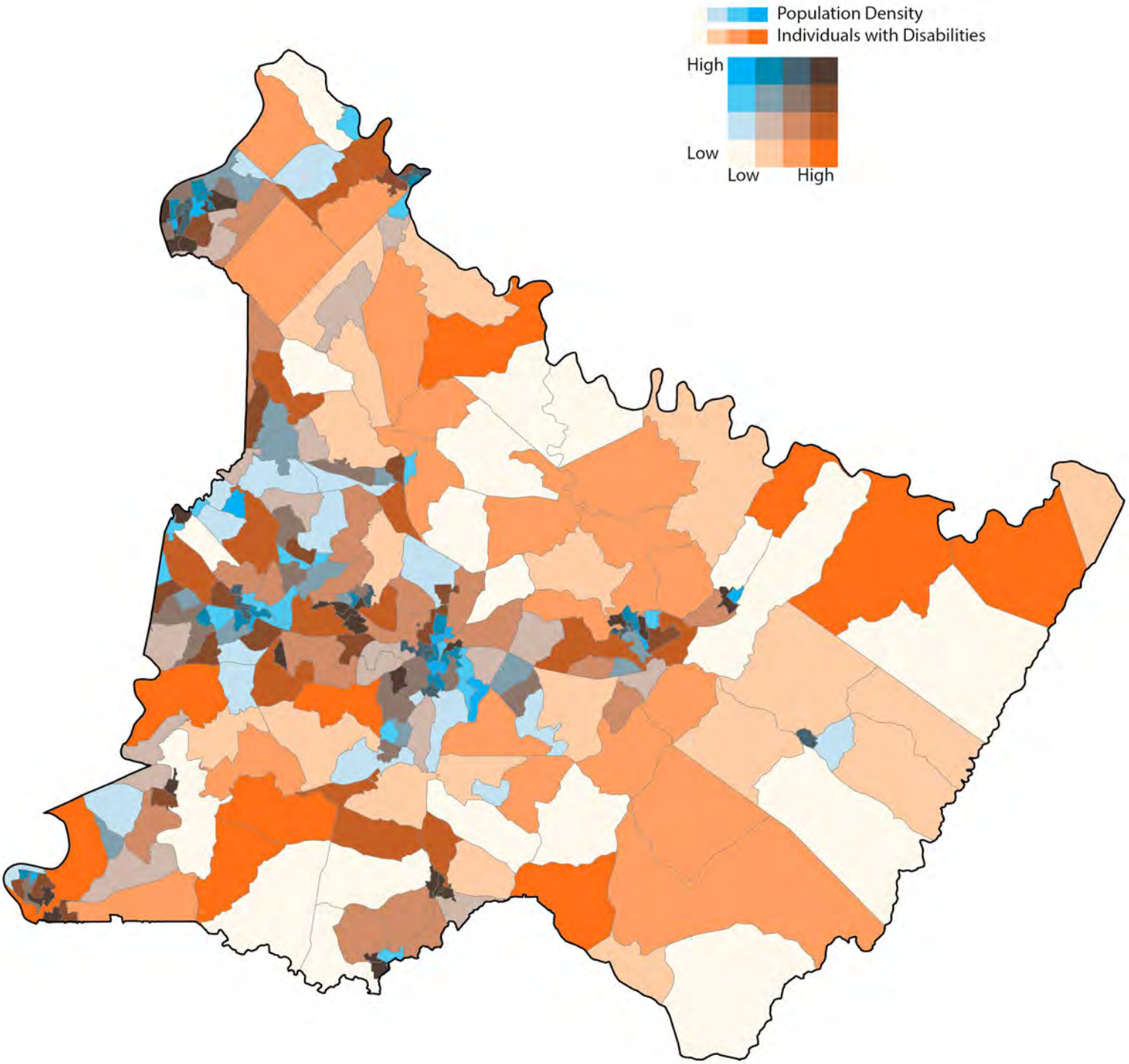
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Individuals with Disabilities Compared to Pop. Density by Census Block Group

N

0 5 10 20 30 40 Miles



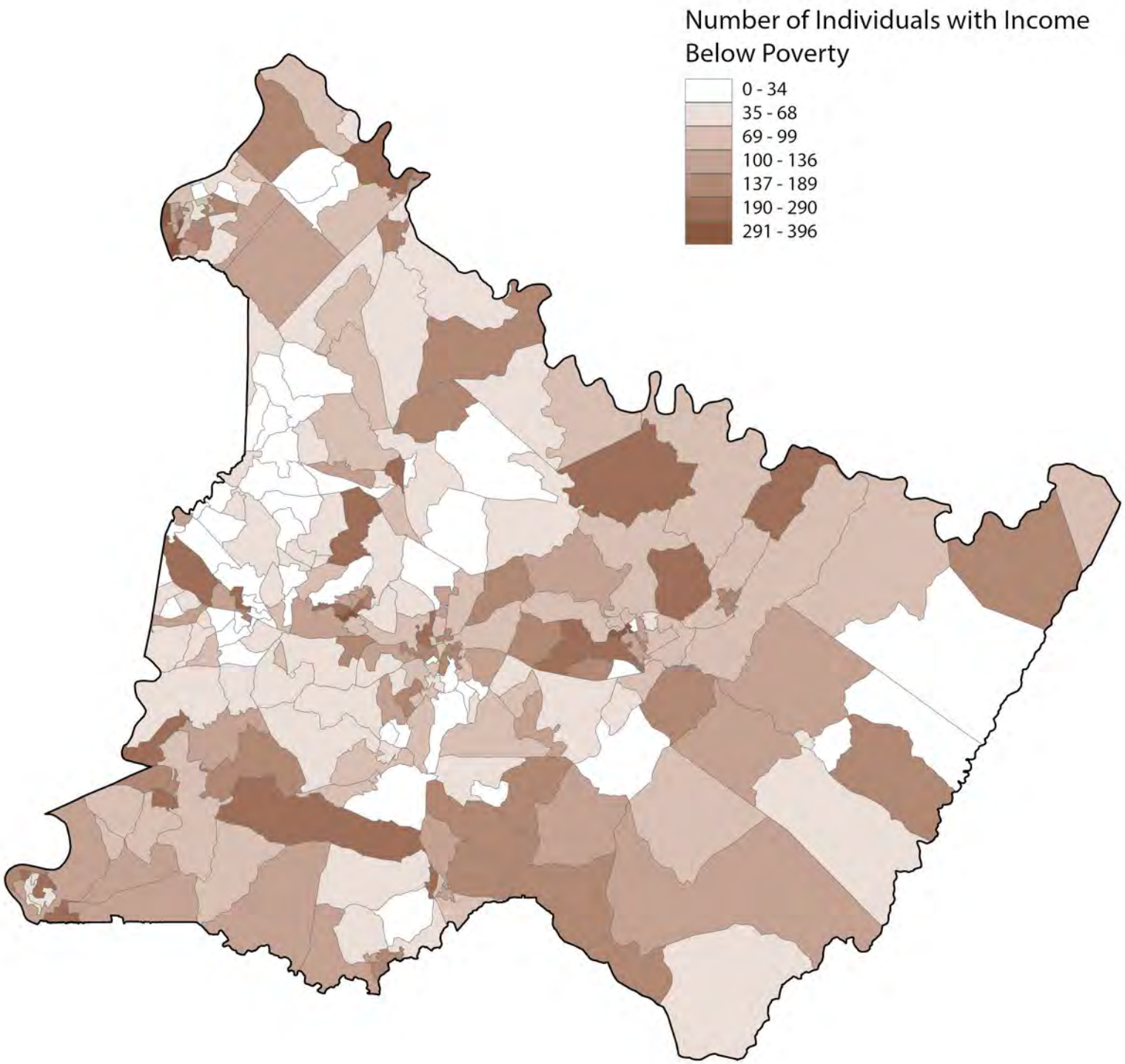
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Low-Income Population by Census Block Group

N

0 5 10 20 30 40 Miles



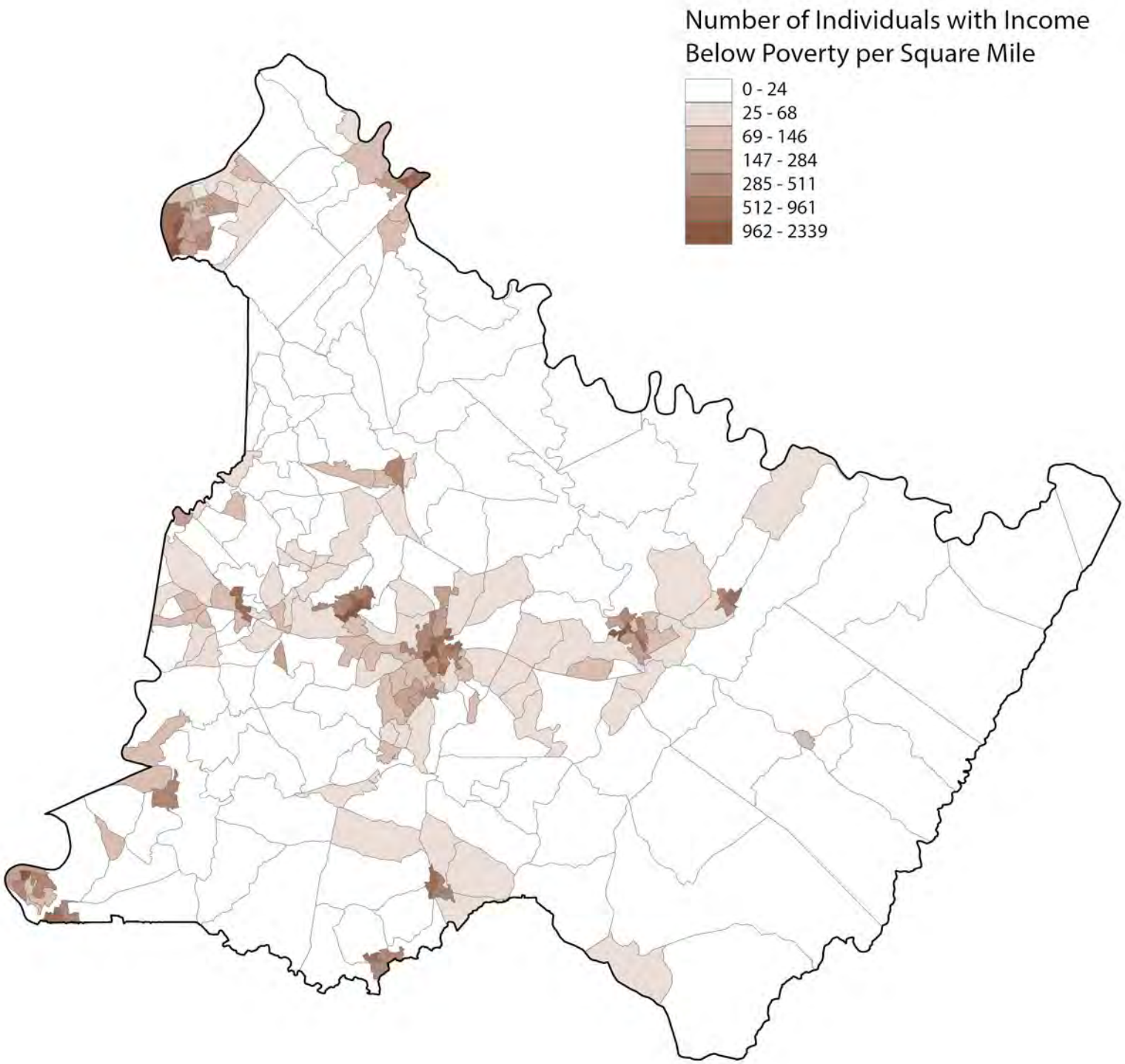
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Low-Income Population Density by Census Block Group

N

0 5 10 20 30 40 Miles



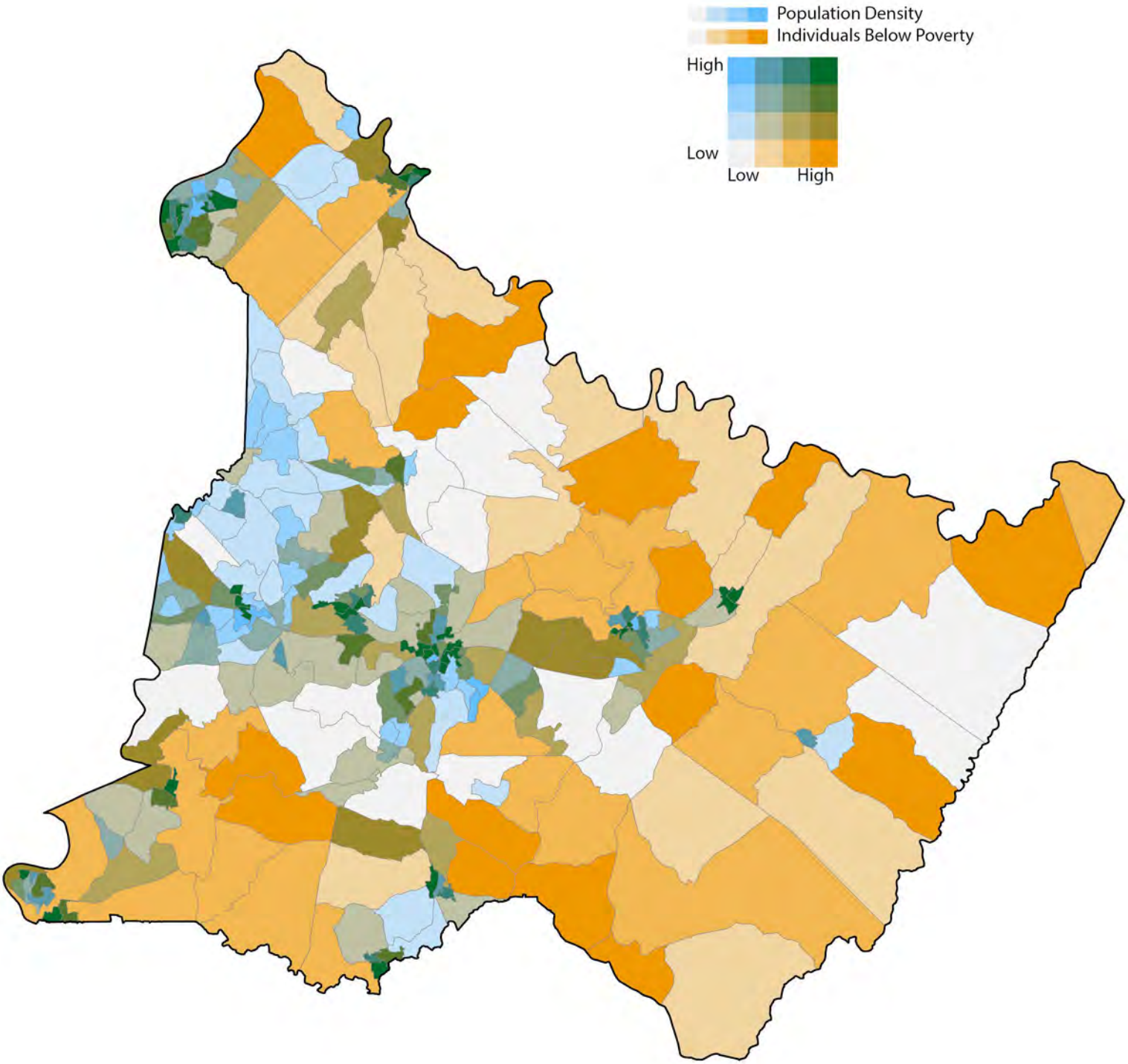
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Low-Income Population Compared to Population Density by Census Block Group

N

0 5 10 20 30 40 Miles



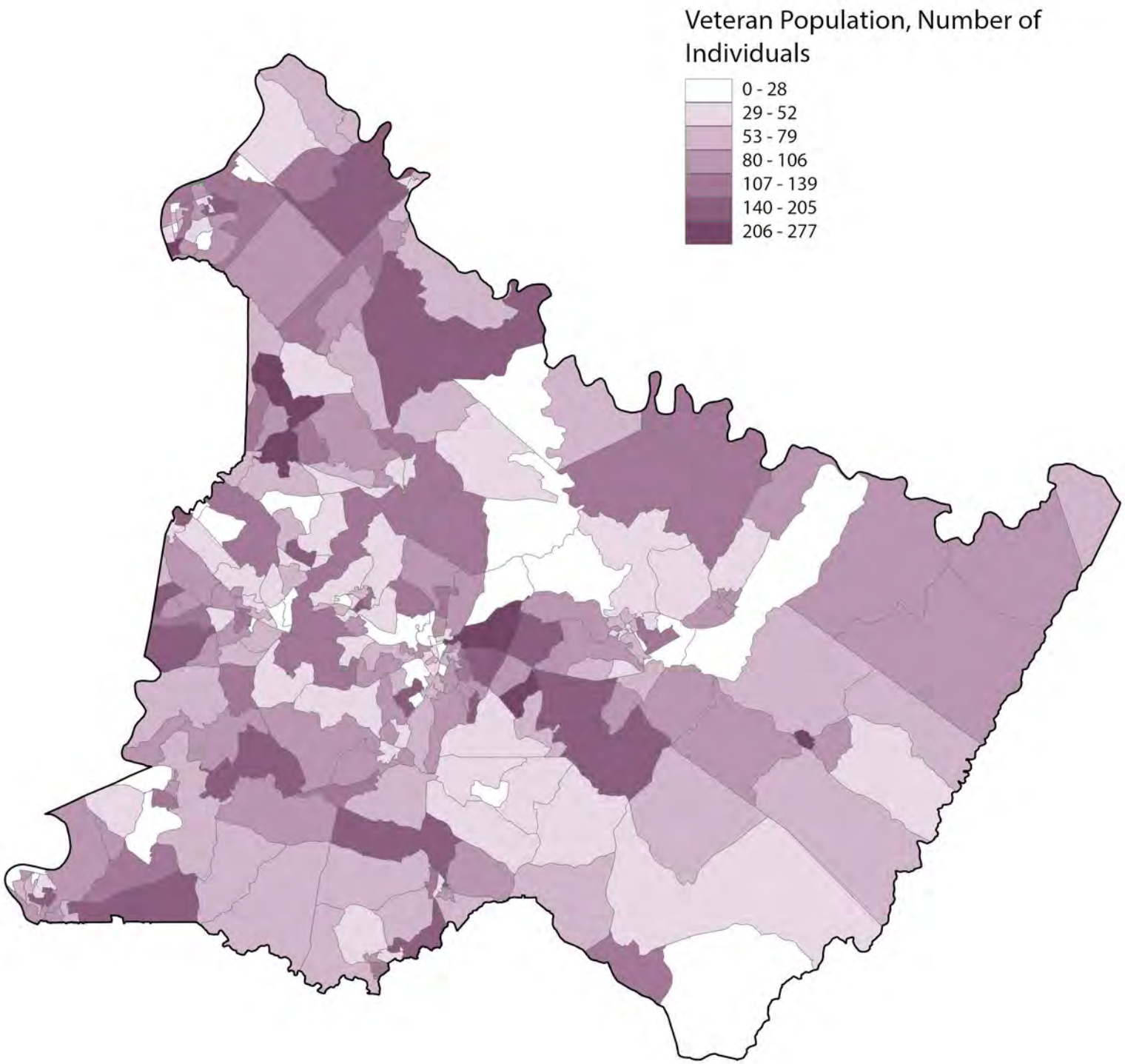
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Veteran Population by Census Block Group

N

0 5 10 20 30 40 Miles



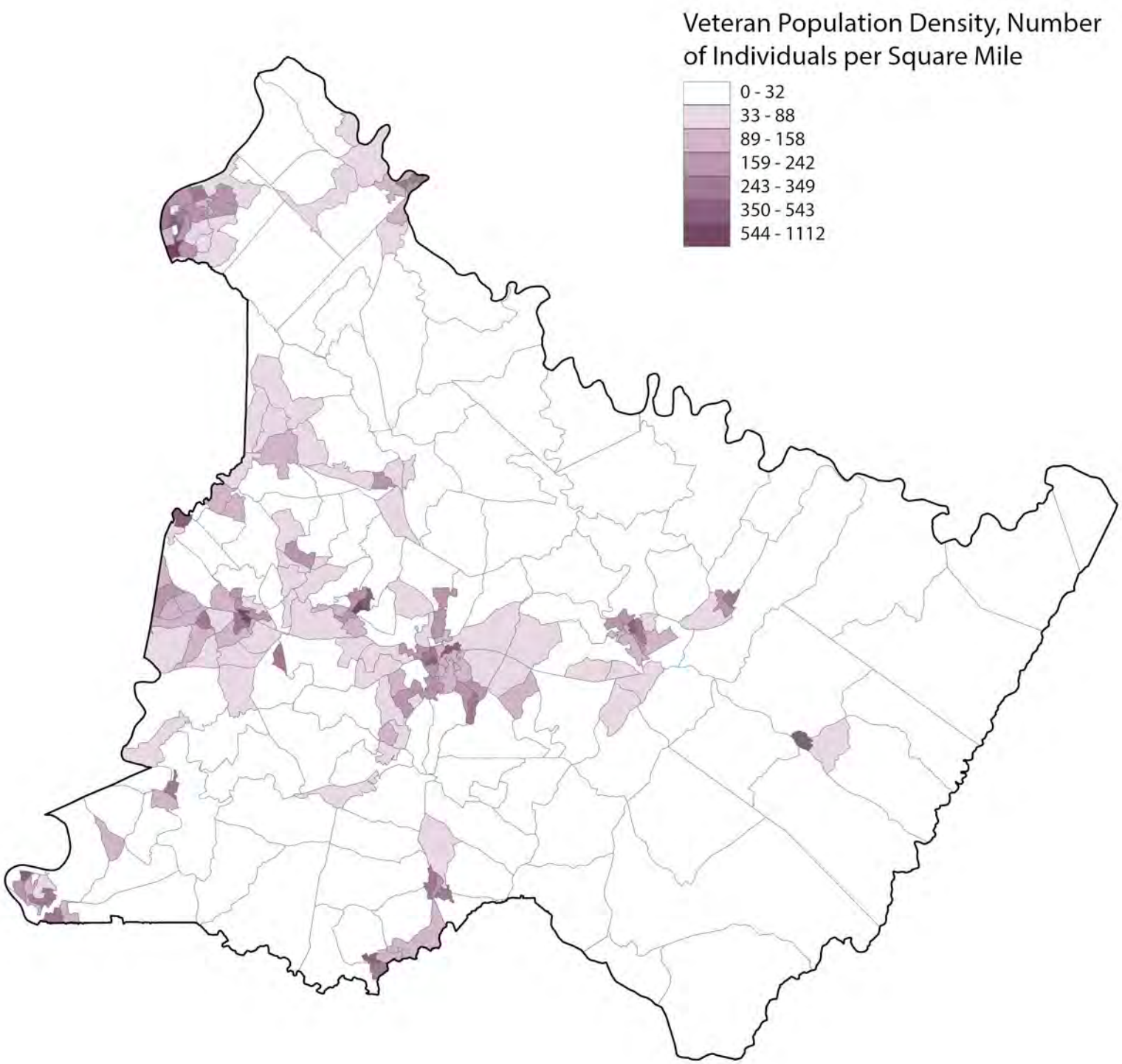
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Veteran Population Density by Census Block Group

N

0 5 10 20 30 40 Miles



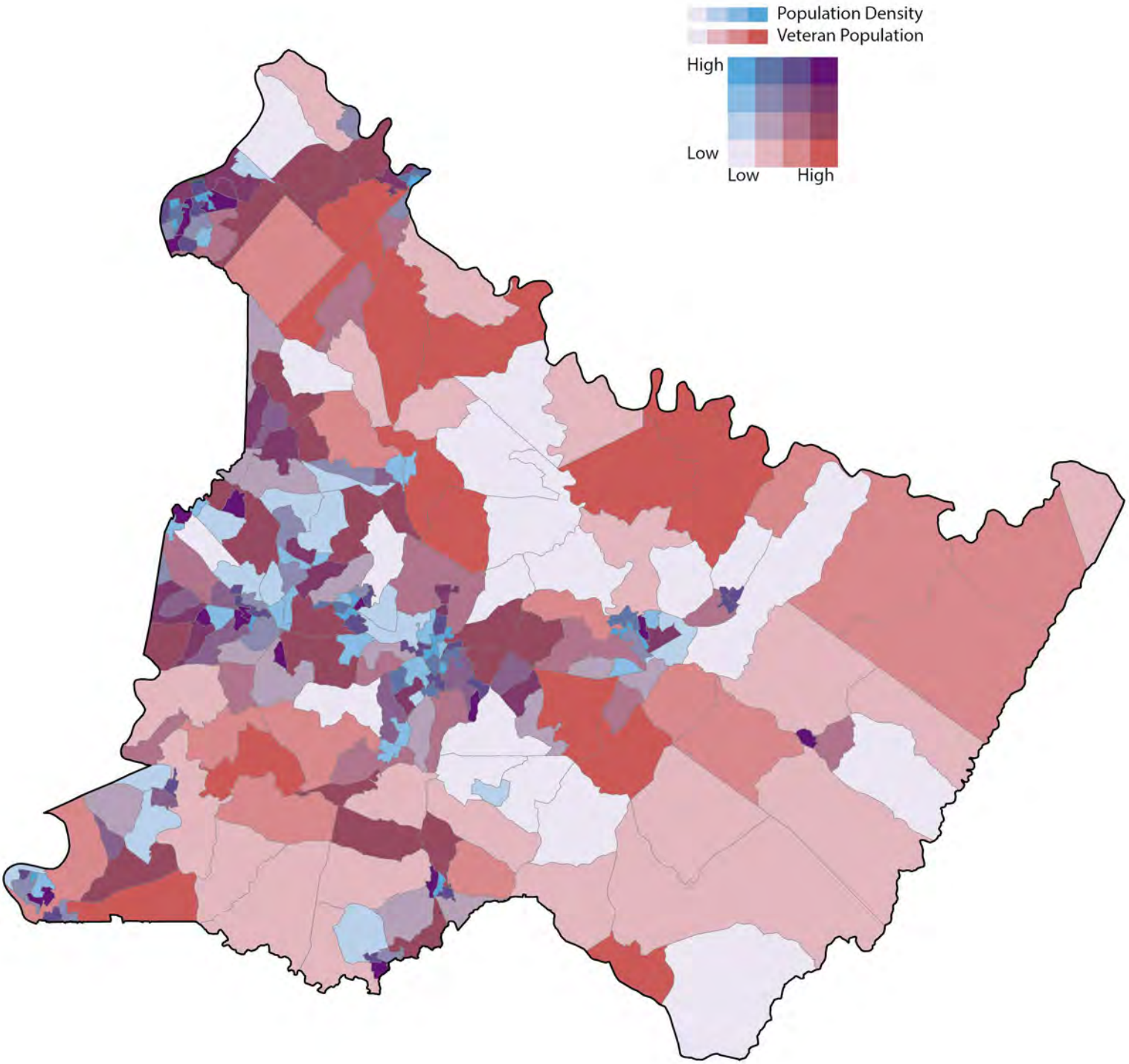
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

Veteran Population Compared to Population Density by Census Block Group

N

0 5 10 20 30 40 Miles



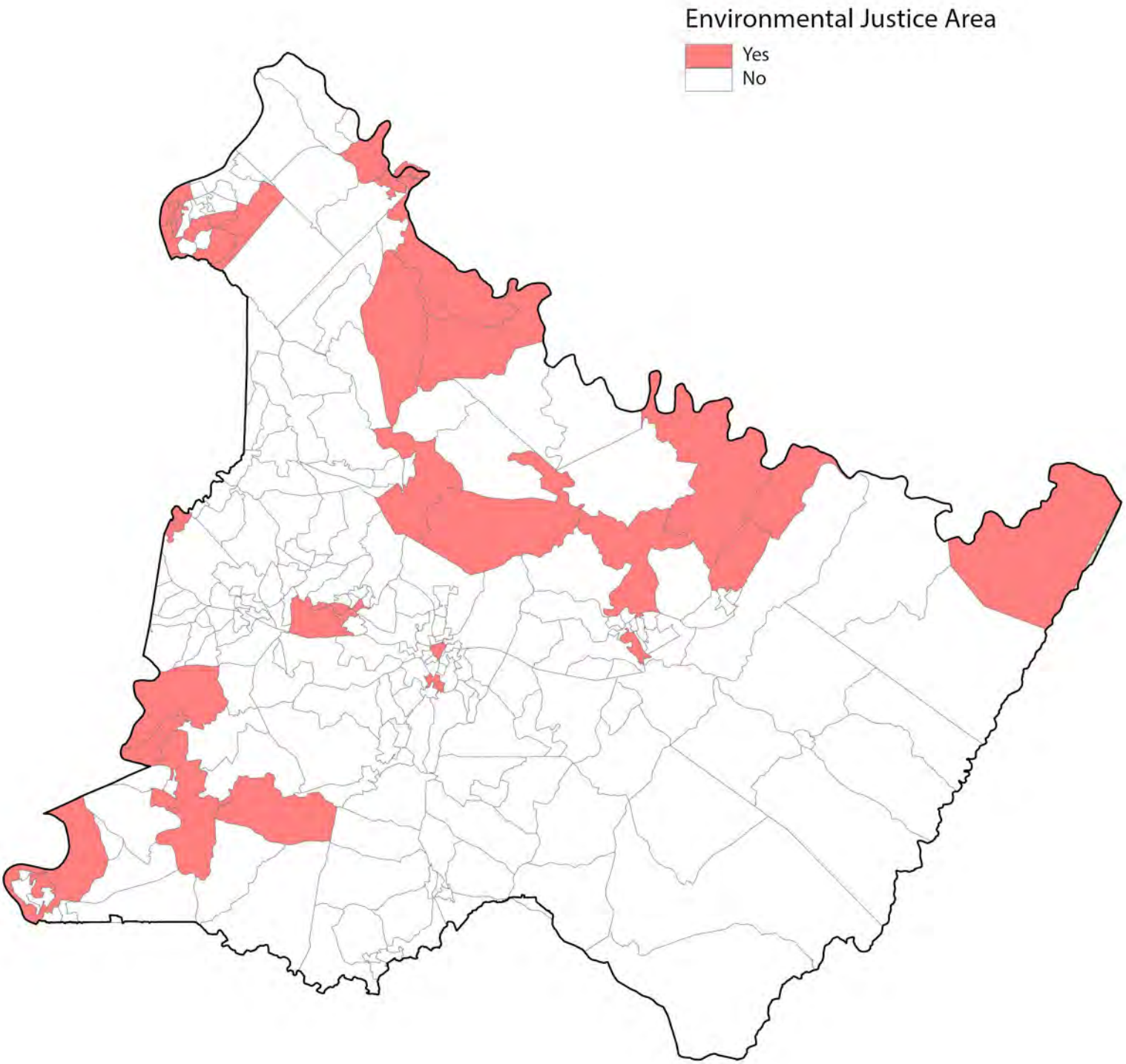
PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS

Westmoreland County

EPA Environmental Justice Census Block Groups

N

0 5 10 20 30 40 Miles



PSU Office of Physical Plant, data.pa.gov, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS