

Public Participation Process

Fare Increases/ Service Reductions & Route Modifications



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Cambria County Transit Authority

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www.camtranbus.com

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Public Participation Process

General Purpose

Public participation is a necessary and integral part of transit's planning process. The public participation process will provide early and continuing involvement; clear, accurate, and timely information; full public access to citizens, public agencies, and segments of the community affected by proposed changes in transportation services provided by CamTran.

This document contains the Cambria County Transit Authority (CamTran) public participation process that will be followed.

Definitions

1. A **Fare Increase** is defined as an increase in the basic fare structure. Fare decreases are specifically excluded.
2. **Major Service Reductions** are defined as decreases in service that represent a net loss of fifteen (15%) percent of total service miles or hours.
3. **Route Modifications** are defined as a change in any fixed-route transit service that exceeds fifteen (15%) percent of the total inbound and outbound trip mileage of a route.

Implementing Procedures

Calculation of Service Miles/Hours Reductions

In determining whether this procedure applies to a specific service reduction, CamTran shall calculate and compare the total current service miles or hours to the proposed estimated total service miles or hours to be provided after reduced service would be implemented.

Fare Increase

CamTran shall receive public comment on any proposed fare increase prior to implementation. Any increase in fares shall be approved by CamTran's Executive Director and Controller. Upon approval, it shall be presented to the CamTran's Board of Directors for final approval. If the fare increase is approved, CamTran will then begin the process of conducting public meetings and soliciting public comments regarding the proposed fare increase.

Service Reductions

A major service reduction shall be any reduction in service miles or hours exceeding fifteen (15%) percent of the total service miles or hours provided. Any major service reduction shall be approved by the CamTran's Executive Director. Once approved by the Executive Director the following steps will be taken:

- Public meetings will be conducted

- Input and comment from Union members reviewed & considered.
- Evaluation and consideration of public comments received during public meeting
- Presentation of proposed changes/revisions to the CamTran Operations Committee
- CamTran Operations Committee presentation to the full CamTran Board of Directors for formal approval

Route Modifications

A route modification shall be changed in any fixed-route transit service that exceeds fifteen (15%) percent of the total inbound and outbound trip mileage of a route.

Route and/or schedule modifications occur primarily for several reasons:

- Public complaints
- Employee/operator complaints
- On-time performance
- Overcrowding of the bus

Route modifications are reviewed by CamTran's Schedule Committee; which is comprised of the Operations Director, Operations Manager, a bus operator, the Marketing Director. If the Schedule Committee decides to move forward with the route modifications, the recommendations are presented to the CamTran's Board of Directors for approval.

After approval from the CamTran's Board of Directors, CamTran will begin the process of conducting public meetings and soliciting public comments regarding the proposed route modifications.

Notice

A public hearing for fare increases and major reductions shall be advertised in a daily publication of general circulation at least twenty (20) calendar days prior to conducting such hearing and shall be held at a location that is accessible to all interested persons including persons with disabilities and easily accessed by public transportation. In addition to the advertisements, the use of "*rider alerts*" and notices will be posted on-board fixed-route and paratransit vehicles when and where the meeting will take place at least twenty (20) calendar days in advance of the scheduled public meeting date.

An explanation of the content; along with the date, time, and location of the meetings will be published along with the instructions for submitting written comments; contact information for questions or additional information; the due date for the written comments.

The public meeting notice will be published in the legal section of at least one major newspaper including one display ad in a publication serving minority communities. Additionally, public meeting notices will be displayed in all vehicles as well as at the transit center leading up to the public meeting.

Outreach Efforts

CamTran staff will make efforts to include a PowerPoint generated document to aid in the assisting passengers in understanding the proposed changes. Copies of the existing schedules and/or fares and proposed changes will be made available no less than twenty (20) calendar days in advance of the scheduled public hearing date. In addition to receiving public comments from and educating those already interested and involved, CamTran will provide outreach to the community. CamTran's Marketing Director will assess the general public sentiment based on public comment from the public hearing.

Public Meetings

The Cambria County Transit Authority (CamTran) makes efforts to ensure that scheduling and locations are accessible to the public (this includes a location near public transportation, a time when public transportation is available; as well as an accessible building/room for individuals with disabilities).

Public information meetings will be held at a central location to inform the public of the planning process, solicit ideas, input, and feedback. At least one (1) meeting will take place in the evening and/or on a weekend to accommodate those with traditional work schedules. Additionally, one meeting will be held during a traditional work day to accommodate those who work in the evenings or weekends. The intent of holding a public hearing at a central location is to inform the public of the proposed changes and receive public comments based on the proposed changes.

Upon request, CamTran will provide interpreters for those who do not speak English, materials for individuals with visual impairments, and sign language interpreters. The availability of these services will be mentioned in public notices. Additionally, upon request CamTran will provide notices of public meetings to persons with a LEP. CamTran will be proactive and reach out to local agencies in an effort to accommodate persons with a LEP.

Documentation of Public Comment & Responses

The Cambria County Transit Authority shall document comments received during the course of the public input process. CamTran shall also document how they responded to the public comments by mail or e-mail.

Comments received: Documentation of comments will be accomplished through recording the comments based on the proposed changes. Documentation will consist of meeting minutes and any written comments that are received. A written summary of comments and responses shall be prepared to provide the feedback to the public and will be available upon request. Results and suggested actions will be taken into consideration during the evaluation process and will be provided to the Operations Committee. Any suggested actions and/or comments will then be presented to the full Board for formal action.

Response to comments: Response to comments received at the public hearing will be made at the public hearing. Written and/or e-mail comments received will be

responded to in writing. Any comments requiring responses and/or Board action will be recorded and will be available upon request.

Additional Procedures

- One (1) week prior to the implementation of the proposed changes, new route schedules/fare schedules will be made available to the public via CamTran's website (www.camtranbus.com) and at the Transit Center.
- When the changes are implemented, CamTran will be on site at the Transit Center to provide information and assistance to passengers who may not be aware of the new implemented changes.
- Information regarding the changes will remain available to the public for a 30-day period beyond the implementation of the changes.
- Additional call takers shall be made available for a smooth transition.