

Cambria County Coordinated Public Transit Human Services Transportation Plan



Cambria County, PA

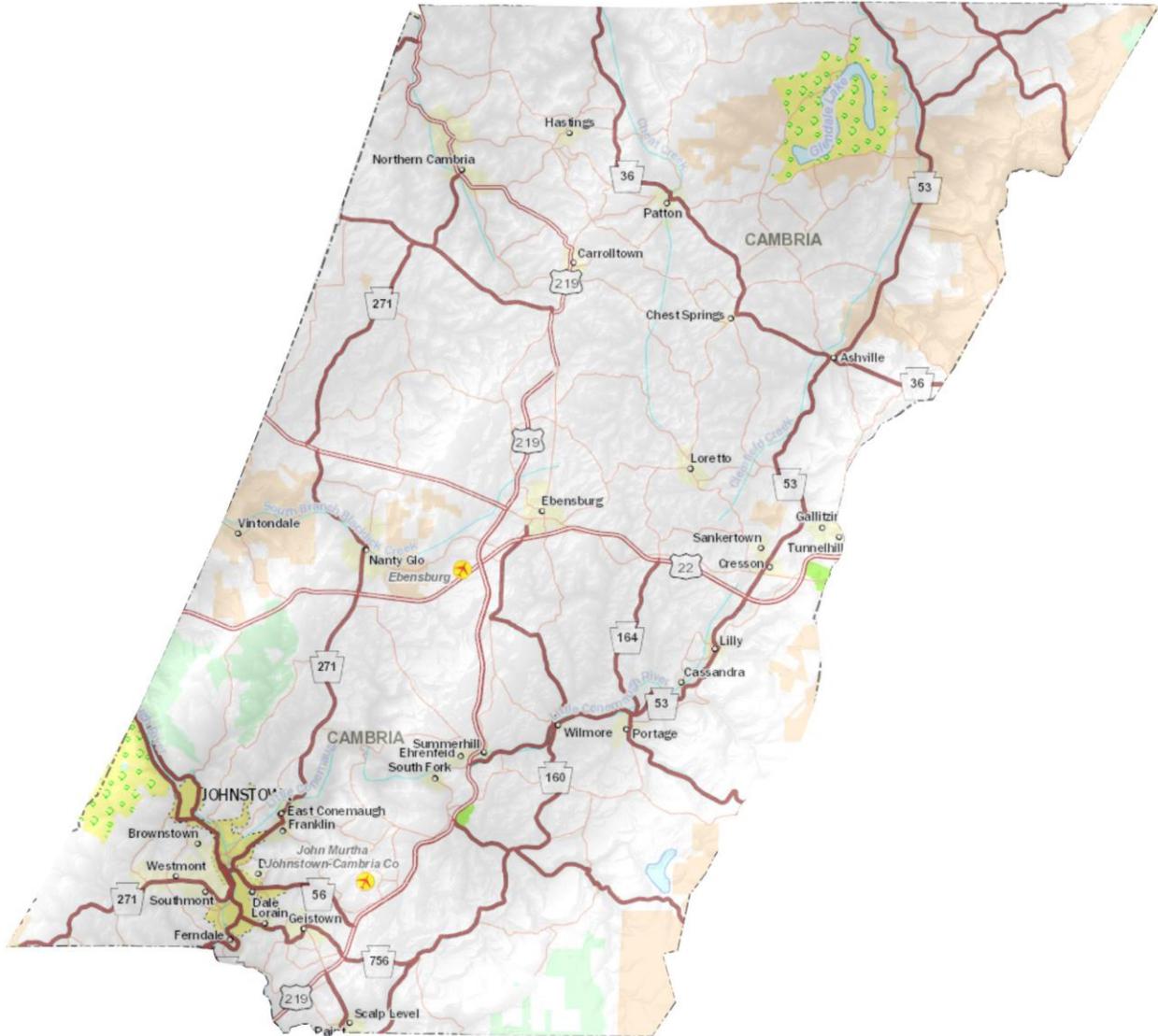


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Chapter 1 Introduction

The Cambria County Transit Authority (CamTran) is the designated public transportation coordinator in Cambria County. The Cambria County Human Services Transportation Coordination Plan is a blueprint for coordination and collaboration amongst all transportation providers throughout Cambria County. Over the years, public transportation has evolved to what is commonly referred to as mobility management. This new way is evolving before our eyes, in that we are working towards our common purpose of providing mobility access and options to the residents of Cambria County through mobility choices. The Cambria County Human Services Transportation Coordination Plan addresses what transportation services are in the community and how we can better serve the mobility/transportation needs of our community.

In October of 2012, CamTran and the Area Agency on Aging (AAA) coordinated transportation services to better serve the residents of Cambria County. Eventually, AAA ceased providing transportation services, and CamTran absorbed the increased work load. This was the first step in providing customers with transportation options that suited their needs. Currently, CamTran provides mobility management through our Fixed Route, Paratransit, and Shared Ride services. With the implementation of the Cambria County Human Services Transportation Coordination Plan, all modes of mobility will be identified through providers working together with the goal of providing the transportation service that makes the most sense for the clients' needs.

The purpose of this plan is to identify the various transportation providers and mobility options as well as advise customers of the most practical form of transportation to meet their mobility needs.

The following chapters will identify the transportation needs of the various groups of customers, transit resources that are available, and the coordinated efforts among agencies in the County. Additionally, defined goals and measures, transportation committees, and working groups will be outlined as part of the Strategic Plan in Chapters 7 through 9.

This plan is a working document and provides a comprehensive look at all aspects of coordination relative to transportation and customer needs throughout Cambria County.



Highest Priority Levels County Wide

- Doctor's Appointments
- Dialysis
- Work
- Foster Grandparents Program
- Adult Daycare
- Shopping
- Senior Centers



Chapter 2 Identifying Gaps

In order to develop achievable goals, noticeable gaps in transportation services in Cambria County will be identified below. In doing so, we will be able to work towards closing those gaps and providing a more robust and coordinated transportation network that will allow better access to the customer.

Gaps in transportation services derive from the lack of coordination. Cambria County is fortunate to have a solid network of transportation providers but is lacking a clear and concise plan for the future. Identifying the transportation needs of the customer will help human service agencies develop **an all-inclusive strategic plan and work together to achieve a common goal.**

Current gaps in transportation services vary, as there are three different types of available transportation services: public, private and non-profit. Additionally, the customer base relative to human services has been identified as **persons with disabilities, older adults, and people below the poverty line.**

Coordination of the above mentioned types of transportation will close the identified gaps and provide the identified customers with more options for transportation services.



Chapter 3 Funding and Available Transit Services

Funding Sources

Section 5311.

The Section 5311 program provides funding for public transportation projects serving areas that are outside of an urban boundary with a population of 50,000 or less. Funds may be used for capital, operating, planning, or technical assistance projects. With these funds, the mobility needs of rural transit users can be both supported and enhanced. Section 5311 Program grants are intended to provide access to employment, education, health care, shopping, and recreation.

Section 5316

The Job Access and Reverse Commute Program (JARC) has been eliminated. Projects previously eligible for JARC funding are now specifically eligible under Section 5311.

The F.A.S.T. Act

On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (F.A.S.T.) Act (Pub. L. No. 114-94) into law – the first federal law in over a decade to provide long-term funding certainty for surface transportation infrastructure planning and investment. The F.A.S.T. Act authorizes \$305 billion over fiscal years 2016 through 2020 for highways, highway and motor vehicle safety, public transportation, motor carrier safety, hazardous materials safety, and rail along with research, technology, and statistics programs. The F.A.S.T. Act maintains our focus on safety, keeps intact the established structure of the various highway-related programs we manage, continues efforts to streamline project delivery, and for the first time, provides a dedicated source of federal dollars for freight projects. With the enactment of the F.A.S.T. Act, state and local governments are now moving forward with critical transportation projects with the confidence that they will have a federal partner over the long term. The shortcomings of F.A.S.T. for transit are less buses and bus facility monies being available. Bus replacement is a competitive process.

Medicaid

Major portions of the Medicaid provisions within the Act took effect in January 2014. The ACA (Affordable Care Act) has had substantial impact on Non-Emergency Medical Transportation (NEMT), as one of the primary 12 Remarks of Henrika Buchanan-Smith, Associate Administrator for Program Management, Federal Transit Administration, before the American Association of State Highway and Transportation Officials Standing Committee

(AASHTO) on Public Transportation, Chicago, IL, August 15, 2012. Local MATP (Medical Assistance Transportation Programs) are now mandated to use public transportation for any Medicaid eligible recipients over the age of 65 in order to reduce costs.

The new Trump administration indicated that they will repeal the Affordable Care Act (a.k.a. Obamacare). Currently, we do not know what the impact will be for MATP transit customers.

Enhanced Mobility for Seniors and Individuals with Disabilities

Previous transportation legislation addressed the mobility needs of senior citizens and individuals with disabilities separately: the former through Section 5310 funding and the latter through the New Freedom program. MAP-21 combined these two funding pools and renamed the resulting funding to Enhanced Mobility for Seniors and Individuals with Disabilities. Because this funding is in Section 5310, this plan will refer to this funding pool as such. Legislation requires Planning Organizations to spend at least 55% of Section 5310 funding on capital projects for public transportation planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. Planning Organizations can allocate up to 100% of funding to capital projects that meet the above requirements. Per Federal Transit Administration guidance, Planning Organizations may also use remaining the 45% of Section 5310 funding for the following categories of projects:

1. Public transportation projects that exceed the requirements of the Americans with Disabilities Act.
2. Public transportation projects that improve access to fixed route service and decrease reliance by individuals with disabilities on complementary paratransit.
3. Alternatives to public transportation that assist seniors and individuals with disabilities. MAP-21 also authorizes the use of Section 5310 funding for operating assistance. This is an important change from previous federal transportation legislation.

Public



- Cambria County Transit Authority

Non-Profit



- United Cerebral Palsy (UCP)
- Lifestyles
- Cambria County Association for the Blind
- Home Nursing Agency
- Cambria Residential Services
- American Cancer Society of Blair County

Private



- Mlaker
- Lodestar
- McIlwain
- Med-Van
- West End
- 7th Ward
- Health Ride
- Senior Life
- Taxi Service
- Uber
- University of Pittsburgh at Johnstown
- St. Francis University

Other



- Autonomous Vehicles



www.healthrideplus.com



Inclined Plane
Johnstown • Pa

www.inclinedplane.org



<https://med-van.com>



www.camtranbus.com



CAMBRIA COUNTY TRANSIT AUTHORITY

www.camtranbus.com



United Cerebral Palsy™

Life without limits for people with disabilities™

<http://ucp.org>

Manufacturers of

CAB PRODUCTS

Cambria County Association for the Blind and Handicapped

Call: (814) 472-5077

www.cabproducts.com

Public Transportation:



CamTran: CamTran provides customers with public bus transportation throughout Cambria County, both in the rural and urban settings. CamTran also operates the Inclined Plane, a historic Johnstown landmark. CamTran operates out of three locations in Johnstown and has a long history in the area that dates back to the early 1900s. In the 1980s, CamTran made major renovations to the Inclined Plane, and then in the 1990s, they rebranded themselves and changed their colors to heighten their visibility throughout Cambria County. They served over 1 million passengers in 2015. CamTran gives back to the community by participating in local United Way fund drives and helping local food and clothing drives. CamTran also works with emergency management, providing shelter for fire fighters and assisting with evacuations. Buses are provided at the scene of fires to allow for seasonal cooling and warming of the personnel fighting fires. CamTran has moved forward by adding eco-friendly buses that are Hybrid-Electric or run on natural gas. In the past 2015- 2016 year, the Urban service had over 1 million riders on the Fixed Route service. During the same period, the Rural transportation service provided over 58,000 Shared Ride (Reserve-A-Ride) and 76,375 Fixed Route passengers.

URBAN

Fixed Route Bus Service

Monday –Friday
5:00 A.M. to 10:25 P.M.

Saturday
6:00 A.M. to 7:00 P.M.

Sunday
9:00 A.M to 5:56 P.M.

Shared Ride/ Reserve-A-Ride Service

Monday - Friday
7:00 A.M. to 4:30 P.M

RURAL

Fixed Route Bus Service

Monday- Friday
5:00 A.M. to 7:41 P.M.

Saturday
8:00 A.M. to 4:00 P.M.

Shared Ride/ Reserve-A-Ride Service

Monday - Friday
7:00 A.M. to 4:30 P.M.

Reserve-A-Ride service will pick you up at your door and return you to your door, in accordance with daily schedules. This service is available in the Greater Johnstown area as well as in Northern Cambria County. You must call our office at least one working day in advance before 2:00 p.m. to reserve your seat. The bus will take you to your medical appointments, beauty shop, visiting, shopping, or just a day out. The buses are lift-equipped for persons with

disabilities. If you need to use this feature, please tell the dispatcher at the time you reserve your ride. Different areas of the county are provided service on different days of the week. This information is provided on the CamTran website. Services are also provided by CamTran+, which is the rural division of the company.

Types of Public Transit Services:

Fixed Route: Services include any transit service in which vehicles run along an established path at preset times. Routes are characterized by printed schedules or timetables, with designated bus stops where passengers board and de-board. All buses that maintain these routes are wheelchair accessible.

ADA Paratransit: This paratransit service is required by the federal Americans with Disabilities Act. Only persons who are certified by CamTran as a person with a disability are eligible to ride this service. Trips are only provided at the same times and within the same geographic areas as the fixed routes. The fare is \$3.00 per trip for all ADA Paratransit services.

ADA Paratransit service is provided within three-quarters of a mile of Fixed Route service and mirrors Fixed Route hours and days.

Shared Ride / Reserve-A- Ride: Shared Ride is a bus service that provides consolidated trips between customers' origins and destinations that are not well served by the Fixed Route bus service. Often referred to as "Paratransit," Shared Ride operates during limited hours and specific travel areas. There is a required application and reservation process.

Despite being a door-to-door service, Shared Ride does not provide "taxi" service and is not a multi-stop ride for one person. Different riders are grouped together depending upon their travel time and location(s). Shared Ride does not provide emergency medical transportation services.

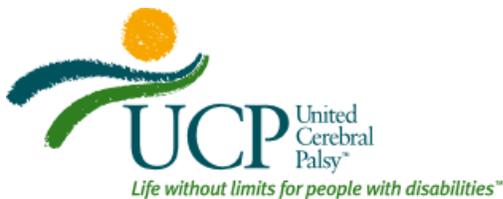
PwD Program: Persons with Disabilities provides service to people ages 18 to 64 years old. Fares are offered at a discounted flat rate of only \$3.00. Service is provided anywhere in Cambria County that the current Reserve-A-Ride service goes. You can ride to work, shopping, or even to just visit a friend. Any individual who has a disability (as defined by the ADA) is eligible for the program. Persons wanting to utilize this service must fill out an application and provide independent verification of the disability. Applications are available at our Johnstown and Ebensburg Offices.

CamTran +: CamTran+ is the rural service area, servicing the northern tier of Cambria County and providing both Rural Fixed Route and countywide Shared Ride services.

Fixed Routes travel through various sections of the county on set schedules to defined pick-up and drop-off locations. A person utilizing the Fixed Route can rely on transportation services at defined time points to various locations. These routes are advertised inside pamphlets, in bus stop shelters, and on the CamTran website for the public to access. Various locations serviced include Northern Cambria, Hastings, Patton, Carrolltown, Ebensburg, Cresson, Portage, Nanty Glo, and Johnstown.

Shared Ride Services/ Reserve-A-Ride require prior day reservations for trips to be scheduled. The cut-off time for prior day reservations is 2:00 P.M. of the day before the trip. The service goes to all locations throughout Cambria County and various locations in adjacent counties.

Non Profit Transportation:



United Cerebral Palsy: The UCP is a social services organization located on 119 Jari Drive in Johnstown, PA. Originally formed in 1949 by Leonard Goldstein, the organization has expanded and provides a broad array of services to people with disabilities. UCP includes some of the following services: adult day programs, home care, nutrition and fitness, and transportation. UCP offers rental cars and vans with handicap friendly hand controls and vans with lifts. UCP is closed on the weekends and open from 8:00 A.M. to 4:30 P.M. Monday through Friday.

Lifestyles: Lifestyles is a social services organization located on 47 Mt. View Terrace in Seward, PA. This is one of their 27 locations located in Jefferson, Indiana, Cambria, and Warren counties. Lifestyles provides opportunities for those suffering with mental disabilities in the form of residential, community, behavioral, and day programs. The mentally ill participant is given a support team, who set up a series of goals for the participant to achieve. Some of these goals may include serving the community and developing social skills. Lifestyles was formed in 1998 and continues to strive for the betterment of disabled people.



Cambria County Association of the Blind (CAB): The CAB develops a supportive manufacturing environment where people with disabilities can create products, such as coat hangers and high visibility safety apparel. The company promotes employee training, independence, and education for the prevention of blindness. The company’s prime factory was established in 1974 and has grown since then. CAB is located in on 175 Industrial Park Road in Ebensburg, PA, and has 150 employees. CAB services also include employment training, family support, and public transportation services to seniors. They are open Monday through Friday from 8:30 A.M. to 5:00 P.M and are closed on weekends. CAB also has a location in Johnstown at 211 Central Avenue. Some transportation is provided by the associations with six of their own vehicles for the employees.

Home Nursing Agency (HNA): Founded in 1968, the HNA is a non-profit agency that provides charitable care, patient education, and diverse health and wellness programs for its customers. The agency serves both adults and children in home, school, and job settings. They provide a wide array of services including nutritional services and mental health counseling. Their staff is made up of trained nurses who are on call 24/7, occupational therapists, and physical therapists. Excellence in service is the company’s mission. Door-to-door van service can be arranged through the agency. The offices are open from 7:00 A.M. to 7:00 P.M. Monday through Friday and 7:00 A.M. to 4:00 P.M. on weekends.

Cambria Residential Services (CRS): CRS is a charity organization located on 338 Bloomfield Street in Johnstown, PA. The organization serves Cambria County and provides residential and related services to people with disabilities. These services include community and residential disabilities services, mental health services, and mental health rehabilitation services. CRS also has a Portage location with 11 to 50 employees. The company’s hours of service are Monday through Friday from 8:00 A.M. to 4:30 P.M. Additional transportation services are referred by their website to the Cambria County Transit Authority.

Presbyterian Home of Greater Johnstown: This facility is located at 787 Goucher Street in Johnstown, PA, and provides inpatient services and assisted living. The facility also provides housekeeping, three daily meals plus snacks, scheduled transportation through third party providers, health and exercise programs, and a host of organized health activities and events.



American Cancer Society: The ACS is a nationwide, community based, voluntary health organization dedicated to eliminating cancer. They are located on 1004 N Juniata Street in Hollidaysburg, PA – 16648. The ASC provides transportation to over 10,000 cancer patients yearly and offer free rides to treatment and assistance for the entire family. They are open Monday through Friday from 8:00 A.M. to 4:30 P.M.



University of Pittsburgh- Johnstown Campus: Campus Shuttle

The campus shuttle provides free transportation between Blackington Hall and Richland Town Centre (WalMart plaza) and the College Park Apartments. The shuttle is free and available for all Pitt-Johnstown students. Please review the schedule for route times and details on their website at <http://www.upj.pitt.edu/en/campus-life/shuttle/>.



Whether you are in need of a ride to local shopping destinations or local transportation depots, SFU Student Life is happy to help! We provide regular transportation/shuttle services to the [Walmart in Ebensburg](#), the local shopping malls in [Altoona](#) and [Johnstown](#), the [Altoona Transportation Center](#) (for bus service or Amtrak train), the [Johnstown/Cambria County Airport](#), and the [Pittsburgh International Airport](#).

Private Transportation:



Mlaker: Mlaker Trailways is a family run business located on 1976 Pleasant View Drive in Johnstown, PA. They have been around for over 30 years and specialize in a variety of services including weddings, church events, and professional and college sporting events. Their charter and tour buses focus on optimal customer satisfaction and offer DVD players, wifi, restrooms, and comfortable reclining seats. Mlaker is one out of the 400 bus companies in Pennsylvania that is United States Department of Defense Safety Certified. The company also devotes part of their profits to breast cancer research organizations. They are open Monday through Friday from 8:00 A.M. to 4:00 P.M. Most service is pleasure-oriented, with trips to New York, Pittsburgh, and various other locations. Mlaker specializes in charter transportation of school groups, seniors, community church groups, professional and college sport teams, and many other organizations.



Lodestar: Lodestar Bus Lines and Tours is located on 970 Eisenhower Blvd in Johnstown, PA. It is owned by Harry Oppy, a 30-year veteran of the motor coach business. They have earned a reputation for being one of the best services in the community, having been awarded numerous “simply the best” awards by the Tribune Democrat. They primarily offer tours to sporting events, The Rivers Casino, and the Ford’s Theater, to name a few. Lodestar specializes in charter bus service. They are open from 8:00 A.M. to 5:00 P.M. on Monday through Friday.

Mcllwain: Mcllwain is a bus charter located on 1551 Ferndale Avenue in Johnstown, PA. They have served the area for over 55 years and have a multitude of vehicles including limos, charter buses, and motor coaches. Their limos and buses are used for golfing events, weddings, bachelor parties, and casino trips. Mcllwain also provides small shuttle buses for Executive Travel and a new limo service in Johnstown. Office hours are Monday through Friday from 8:30 A.M. to 4:30 P.M.



Med Van: Med Van has been around since 1995 and is located on 469 Chestnut Street in Northern Cambria, PA. They cater to clients in over a dozen counties, and they have a staff of 100 employees. Their vans transport customers from their residence to places such as the doctor’s office, the hospital, rehabilitation, and basically anywhere they need to go for medical help. They also sell handicap accessible vans. Med Van takes requests for transportation and provides service 24/7.

West End Ambulance Service: West End Ambulance service is located on 175 Garfield Street in Johnstown, PA. They have 41 years of experience and 50 to 99 employees. They have a fleet of ambulances, and their newest offering is a Special Services 35, which is available for firefighter rehabilitation and SERT deployment. Service is provided 24/7.



7th Ward: 7th Ward Ambulance Organization is located on 316 Bedford Street in Johnstown, PA. They offer ambulance services to Cambria County residents and have a staff of EMTs and paramedics. Hours of operation are 8:00 A.M. to 4:00 P.M. Monday through Friday.



Health Ride: Health Ride Plus is located on 406 Magnolia Street in Northern Cambria, PA. They offer transportation for non-emergency situations. They first offered non-emergency transportation in 1997 for customers going to medical appointments. They take customers to a variety of non-emergency medical places including hospital appointments, therapy sessions, and cancer treatments. Health Ride takes requests for transportation and provides service 24/7.



Senior Life: Senior Life is located on 401 Broad Street in Johnstown, PA and at the Cambria Care Facility on 429 Manor Road in Ebensburg, PA. The program offers a variety of healthcare solutions for seniors living at home. They have in-home nursing services for senior patients suffering from physical and mental illnesses. They have buses that transport the elderly to and from the Johnstown LIFE center, to and from medical appointments, and via ambulance service to and from the emergency room. CamTran is utilized as an additional resource in providing daily transportation to their locations. They are open from 8:00 A.M. to 4:30 P.M. Monday through Friday and are closed on the weekend.

Taxi Service: The Greater Johnstown Yellow Cab Company and DC Cab serve the local area. Their headquarters are located at 1301 Frankstown Road in Johnstown, PA. They are a taxi service that transport customers to various destinations in the city of Johnstown. The taxis serve customers 24/7.



Uber: Uber is an online transportation company used by people around the world, but it is new to Cambria County. Their headquarters are located in San Francisco, California, USA. They have a mobile app where users are matched with a driver who will take them to their destination. Uber serves customers 24/7. Uber is currently testing autonomous or driverless vehicles.

Autonomous Vehicles: More and more state departments of transportation and private sector businesses are researching and testing autonomous vehicles. There is no doubt that the general introduction of these new types of vehicles will have a major impact in mobility access and choice.

Johnstown Inclined Plane: Owned and operated by the Cambria County Transit Authority, the Inclined Plane connects Johnstown with the borough of Westmont at the top. The Inclined Plane welcomes visitors and locals alike, carrying 100,000 passengers a year. Commuters, who bike, walk, or even drive to work, are able to utilize the Incline for a small fare. It is open Monday through Sunday from 11:00 A.M. to 9 P.M. More information about services and fares can be found on the website at www.inclinedplane.org.

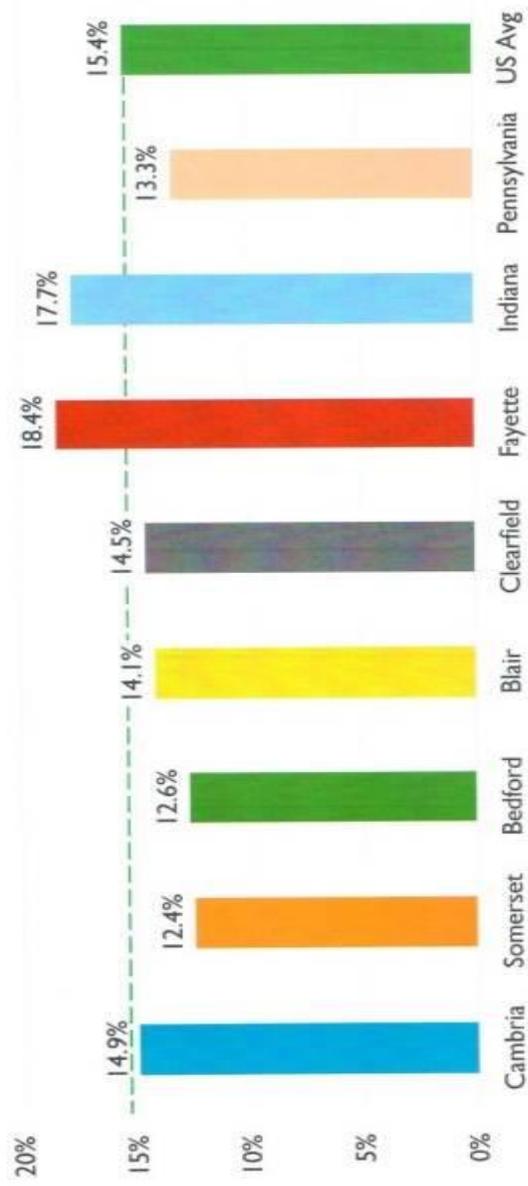
Chapter 4 Poverty, Demographics and Community Needs

Poverty, population, and health care are all major factors that can be addressed with a vibrant and collaborative approach among agencies that provide transportation in Cambria County. The following slides outline contributing factors in relation to the needs for a coordinated transportation effort throughout Cambria County. Poverty levels for Cambria County are just under the national average, similar to the surrounding counties. The median household income is forecasted to drop even more into 2020. Major concerns regarding Health Care focus on 3 main points.

- Affordable Health Care
- Health Care that is more affordable to more people
- A better support system for Health Care



Poverty Levels 2009-2013 for Contiguous Counties, PA, and US



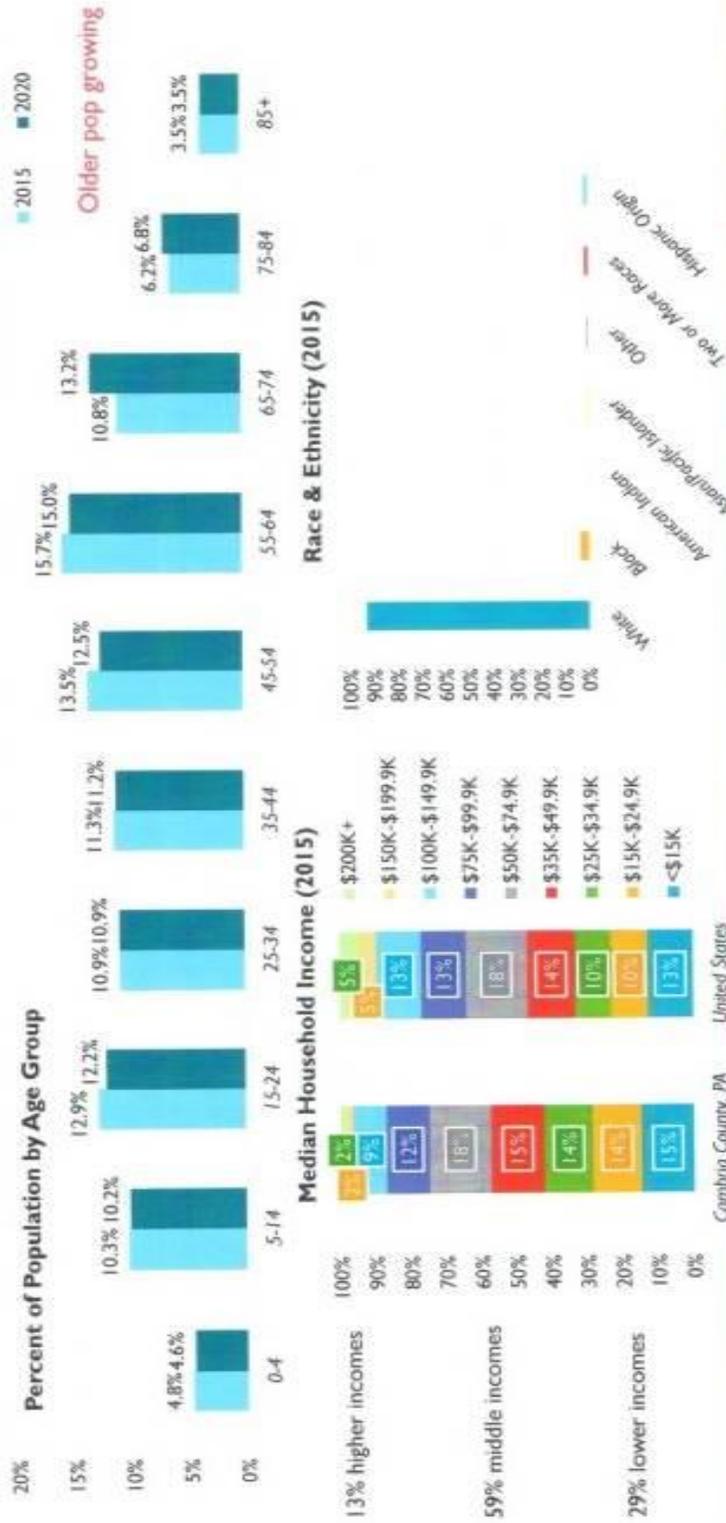
PA & US 2010-2014



Source: United States Health Department (2014); Census (2013); Brounig (2014)

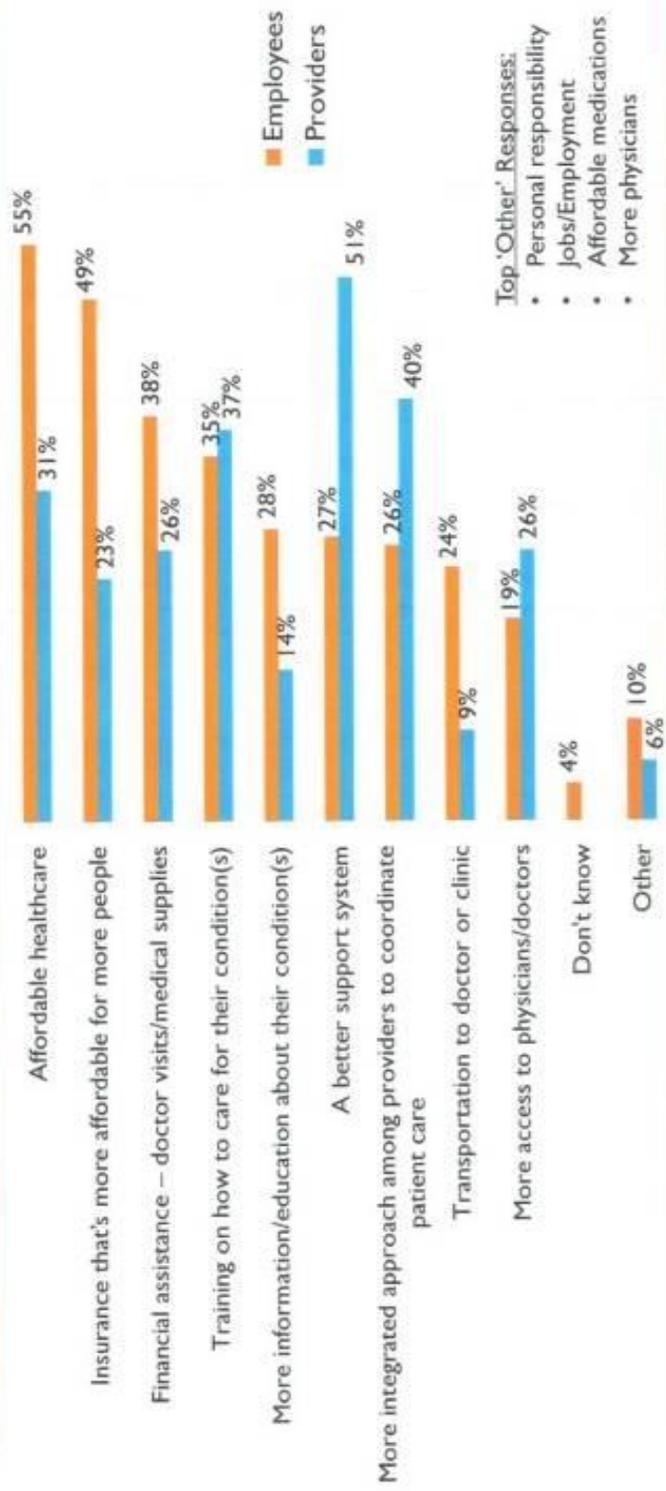


Cambria County Demographics 2015

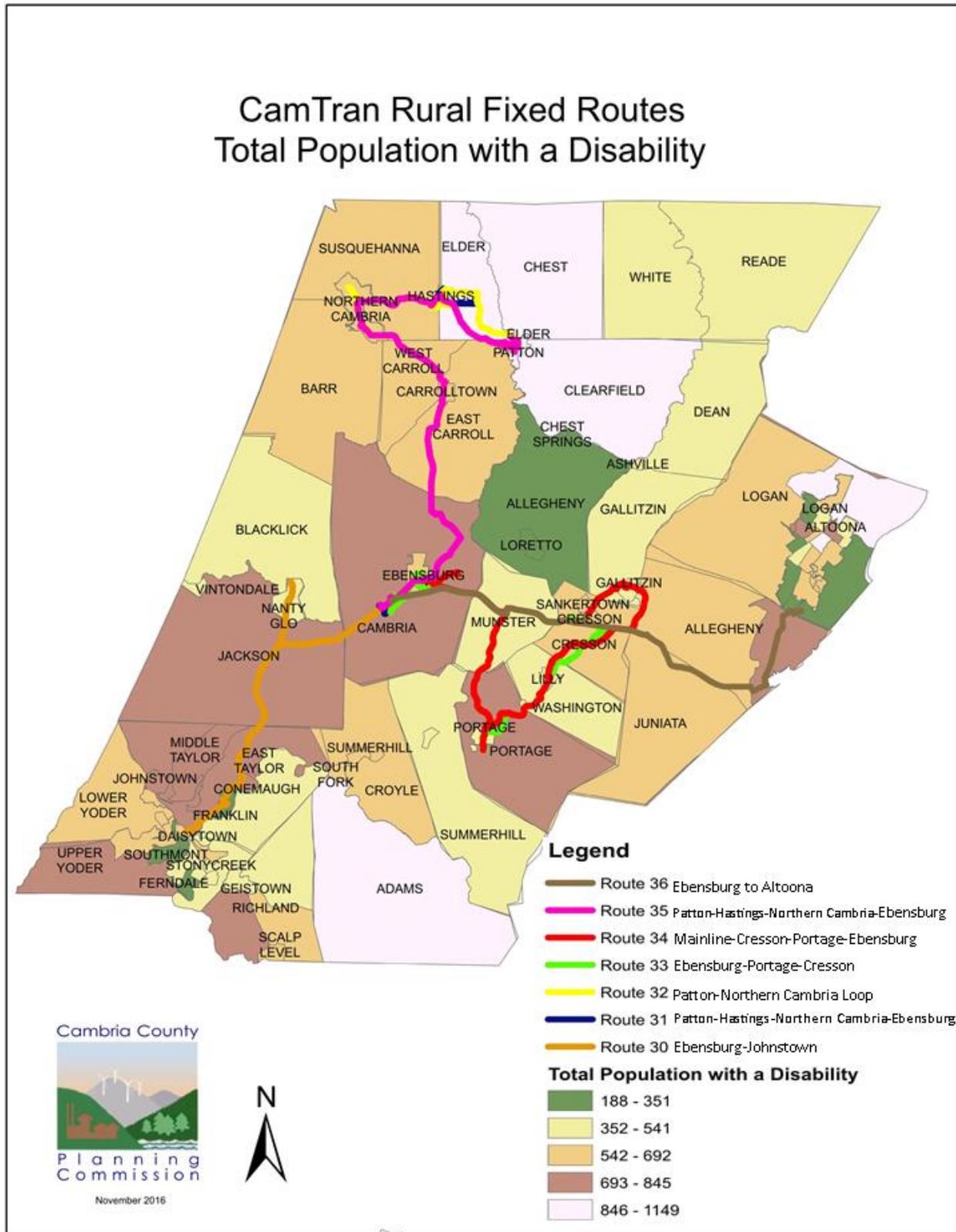


Source(s): Szeasian (2014), Evi (2015)

What, if anything, do you think the people in the community need in order to manage their health more effectively?



- Top 'Other' Responses:**
- Personal responsibility
 - Jobs/Employment
 - Affordable medications
 - More physicians



The previous map shows current Fixed Route service to areas of population where people with disabilities reside. This information will be utilized in the upcoming restructuring of the rural routes in 2017. Other private and public transportation companies provide service in overlapping areas along with many destinations outside of Cambria County.

CamTran is the designated coordinator of Public Transportation in Cambria County.

Community Needs

Service Area

CamTran’s complementary Paratransit service (ADA) is designed to complement the Fixed Route bus service in the Johnstown and rural areas of Cambria County. It will only operate when the Fixed Route service is operating in the service area in which the person wants to travel. In addition, the Paratransit service operates within a specific path so that service is only available when the origin and destination of the trip is within $\frac{3}{4}$ of a mile of an existing fixed route. In rural Cambria County, the origin and destination must be within 1.5 miles of an existing rural fixed route. CamTran offers Reserve-A-Ride services to cover gaps in service. Reserve-A-Ride is a Shared Ride service that transports anyone who needs a ride, and reservations need to be made a day in advance by 2:00 P.M. All reasonable accommodations will be investigated and discussed before any trips could be denied. Reasonable accommodations include any requests (times, locations, etc.) by a customer to alter service so that they can use the public transportation services.

MATP and Low income individuals

Individuals in the past were lacking crucial choices to obtain transportation to medical appointments. Through changes in the MATP guidelines regarding more use of public transportation system, more people are being scheduled to ride public transportation, thereby lowering overall costs for MATP compared to private vendors who are currently providing Paratransit services. CamTran is the “Shared Ride Provider” for Cambria County’s MATP program.

Some barriers still do exist to further increase the availability for MATP clients to use public transportation.

Challenges

- Increasing ability for CamTran to service locations within the county at a higher frequency for days and times.

Goal: Restructure of Rural Service Areas

- Increased service hours to accommodate earlier and later trips throughout the day.

Goal: Establish service hours for dialysis customers that meet the need of their schedules. Expansion will occur through increased outreach and marketing.

- Transportation to out-of-county sites on an as-needed basis for medical appointments.

Goal: Better coordination with Medical Facilities and customers to meet their needs.

- Reduce duplication of service and increase efficiencies.

Goal: Coordinate with other transportation providers to provide better and more efficient service.

Chapter 5 Barriers

Fear of using the Bus

As in any collaborative or coordinated effort, there are various barriers that will need to be overcome in order to fulfill the goal of a coordinated human services transportation program. In dealing with a variety of human service agencies, the services provided by them to the public vary as does the customer's needs. There are varying levels of disabilities ranging from cognitive to physical, and those must be addressed in order to have a successful coordination of transportation services.

Education can be a barrier for many people who would like to use public transportation, in understanding the schedules and routes throughout the county. CamTran does strive to provide travel training to any individuals or groups in order to better acquaint them with how to ride public transit. Many clients may not be aware that these services are available, and as an organization, CamTran needs to find better ways to get the message out.

Travel Training

CamTran provides travel training to any groups or individuals that request the service. The aim of this training is to help people become more acquainted and knowledgeable with the various forms of both fixed and shared ride services throughout the county. CamTran provides travel training on both a small scale and large scale depending on the person or persons requesting travel training. On a large scale, the trainer will provide a classroom setting and go over everything from reading bus schedules to reviewing the various transportation services provided by CamTran. The trainer will have a bus that attendees can board and learn how to use the fare box, interact with the driver, and transfer buses to get to and from their destination. On a small scale, the trainer will come to the bus stop and stand with the customer

while they wait. The trainer will board the bus with the customer and accompany them on their trip teaching them how to use the fare box, interact with the driver, and transfer buses to get to and from their destination. CamTran provides bi-weekly travel training classes at the Hiram G. Andrews center as part of the curriculum for students that attend the facility. Additionally, CamTran works with students at U.P.J. annually to provide travel training as requested.

People who cannot read look for specific drivers or route relative symbols

Challenge

In the past, many riders were able to associate the bus they needed to ride to their destination by the driver or some kind of unique designation on the bus. Because of routes not always being assigned to the same driver, people can have trouble finding the proper bus for their travel. Although each bus has a “destination sign” that identifies the route, people with visual impairments, inability to read, or lack of understanding of the routes can have barriers against using public transportation. Suggestions from members of the Human Services Committee at previous meetings included finding more unique ways to help people identify the correct buses.

Response

Some solutions included the use of a picture or character that was unique to that route so that it could be more easily identified. Example: Having a picture of a Daisy for the Daisytown route. CamTran is currently exploring ways to help people more easily identify their buses either through more visual destination signs or actually posting picture to identify the routes. CamTran is currently exploring both electronic and manual solutions for solutions to this barrier.

People with special needs

All CamTran buses are wheelchair accessible. In addition, all buses in Urban Fixed Route have a kneeling function to make it easier for customers to board and exit the bus.

Challenge

Having trained drivers who can understand and respond to the special need of our customers.

Response

Bus drivers and staff are given sensitivity training, ADA, conflict avoidance, and other trainings to help them be more responsive to the needs of the customers.

Technology

In today's fast-paced world, people demand access to information in electronic formats which are both portable and updated frequently. CamTran is striving to move its information into this arena. Tools that are available for customer use are as follows:



FindMyRidePA is an initiative in cooperation with PennDOT, which allows individuals to identify transportation options and book a ride through the FindMyRidePA website.

You can book your CamTran trips at www.FindMyRidePA.com using your computer, tablet, or mobile device. You can also identify a variety of travel options outside of the Shared Ride program including our Fixed Route service.

Please contact to offer comments or ask questions:

Email: help@findmyridpa.com

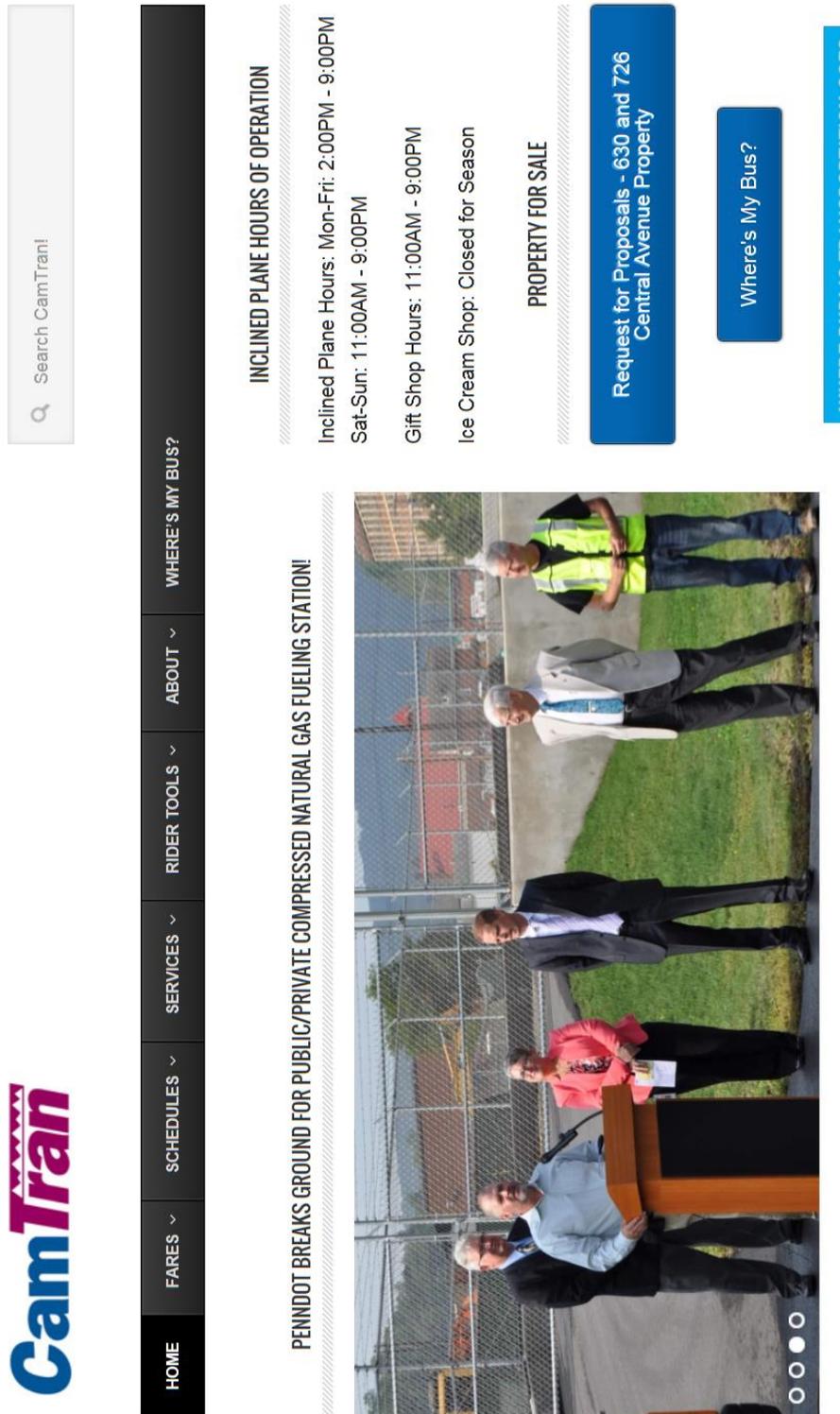
Phone: 1-844-PA4-RIDE

Riders can also access the system through a kiosk set up at the Hiram G. Andrews facility in Johnstown. The program was started through a grant obtained by the Cambria County Commissioners to start outreach to veterans and is administered by the Federal Transit Administration.

Social Media— Facebook & Twitter are utilized as a tool to share information regarding detours, schedule changes, and other important information.



Camtranbus.com – Informational source for customers wishing to learn about CamTran



Where’s My Bus – Customers can see where their bus is in real time by simply visiting the “Where’s My Bus?” section on the website at camtranbus.com.

Translate »



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- FARES
- SCHEDULES
- SERVICES
- RIDER TOOLS
- ABOUT
- WHERE'S MY BUS?

CamText

Want to get the latest information about CamTran detours, schedule changes, contests, and events? Then register for CamText! Simply fill out the following survey, and you'll be in the loop. If you'd like to unsubscribe, email us at Alert@camtranbus.com with UNSUBSCRIBE in the subject line. Important: CamTran is not responsible for any charges that you may incur by your mobile phone carrier for receiving text messages.

Name *

First

Last

Please select your age group *



INCLINED PLANE HOURS OF OPERATION

Inclined Plane Hours: Mon-Fri: 2:00PM - 9:00PM
Sat-Sun: 11:00AM - 9:00PM

Gift Shop Hours: 11:00AM - 9:00PM

Ice Cream Shop: Closed for Season

PROPERTY FOR SALE

Request for Proposals - 630 and 726
Central Avenue Property

Where's My Bus?

Chapter 6 Collaboration and Coordination

In 2012, CamTran took over coordination of services for what, at that time, were two independently operated shared ride services in Cambria County. Cambria County Area Agency on Aging (CCAAA) and CamTran were both doing shared ride trips but without any coordination between the two systems. AAA mostly concentrated on servicing the senior centers throughout the county along with providing meals on wheels to the residents. In 2012, CamTran took the lead in coordinating services between both organizations. Coordination involved maximizing ridership on available vehicles and reducing the number of buses that overlapped going into the same service areas. In January of 2013, AAA removed themselves as a transportation provider subcontractor to CamTran, deciding to concentrate more on the meals on wheels program. CamTran adapted and continued to utilize the vehicles, hired additional drivers, and increased the efficiency of transportation services. With the addition of the PennDOT sponsored scheduling software (Ecolane), the system has become more refined and efficient. The scheduling of trips by clients going to Senior Centers has become easier, allowing the center directors access to a portal on which they can view the scheduled trips for their members. At that time, they can review scheduled rides and cancel anyone that has decided not to attend. The next planned step in this process is to add an automated phone calling system that will call each rider the night before to give them a pick-up time range and allow them to cancel their trip if they choose. This system is currently under review by PennDOT.

Chapter 7 Strategic Plan



Chapter 8 Defined Goals and Measures

- 1) People living in the outlying areas of Cambria County have a more difficult time using paratransit because their assigned trip times and length are longer than those of whom live nearer to Johnstown.
 - Through the implementation of the Ecolane scheduling software, we are making progress in streamlining trips. Our goal is to reduce travel times from an excess of an hour to trips closer to 30 minutes when geographically possible.
- 2) Paratransit riders are arriving after activities have begun at senior centers and other facilities; this can cause scheduling difficulties for these facilities.
 - Through promotion of both the Reserve-A-Ride/ Shared Ride Service and Fixed Route services, customers are offered alternatives for their trips. Both services offer advantages of direct routes (Fixed Route) and alternative destinations (Shared Ride).
- 3) Scheduling consistency of ADA Requested Door-to-Door service versus Shared Ride Curb-to-Curb service for customers and notification upon arrival at the pick-up location.
 - Better use of both Ecolane Scheduling Software to alert drivers regarding the level of service (Door-to-Door) that needs to be provided. Future plans are to implement an Electronic Verification System (EVS) system that calls clients the day before to alert them of a scheduled trip and to give them a pick-up time range. Ecolane allows the dispatchers to alert drivers to the special needs of customers through the Mobile Data Terminals that the system utilizes.
- 4) Changes to Rural Cambria County Fixed Route service are needed. Population centers and work related locations have shifted over the years and the current routes do not reflect areas that need transportation.
 - CamTran, along with the Cambria County Planning Commission, are working together to identify areas throughout the Rural Fixed Route system that have population densities that might sustain ridership on the route. CamTran will examine the restructuring of the rural routes to also service more hospitals, medical facilities, and dialysis units in the service area. The goal is to provide better transportation services to all medical facilities. Restructuring for more efficient and customer-friendly routes will occur in the future.
- 5) Human service agencies have identified barriers for clients using the Fixed Route system when there are cognitive or sight problems involved.
 - CamTran does and will continue to offer travel training for any organizations or groups that request the service. Suggestions were made to somehow identify the bus routes by

some kind of symbols that would be easily recognized. CamTran is currently exploring both electronic and manual solutions to this barrier. CamTran drivers had a course in sensitivity training in October 2016. This training will help the drivers better understand the needs of persons with a disability and give them an understanding of all aspects of ADA.

- 6) Employment opportunities for clients of human service agencies exist in Ebensburg and Johnstown and could be fulfilled with better transit access to those areas.
 - Rural route restructuring will be occurring with these employment opportunities in mind when changing routes in the future.
- 7) Gaps in service hours. The times and frequency of service to many areas throughout the county are lacking for needs and efficiency.
 - Cost and ridership per hour are big factors in making decisions regarding starting earlier and quitting later during the workweek and weekends. Cambria County Association for the Blind and Senior Life provide transportation for their clients at times outside of CamTran service hours. Other private transportation organizations (Med Van, Health Ride) also fill the gaps in service, like evening discharges from hospitals and emergency rooms. Listed on page 9 are the private providers who provide 24/7 transportation service to most areas of the county and state.

Many of the problems identified and planned projects are in conjunction with information that was developed and published in the Cambria County Long-Range Transportation Plan 2015-2040.

Strategies to Overcome Gaps

- 1) Purchase smaller transit vehicles for Shared Ride/Reserve-A-Ride and ADA Service at reduced costs that are more fuel efficient to cover urban locations. Most ADA and shared ride transportation that occurs in Johnstown only transports up to 3-4 passengers at a time. Smaller vehicles would allow more access to people's homes and would be more cost-effective.
- 2) Development of a better fixed route system county wide to provide more access by residents. Currently, CamTran is reviewing population density studies and comparing them to the current Fixed Route system to see if different areas would benefit from routes through those areas. A strategic service plan project is planned to be completed in the future that will address these needs.

- 3) Develop routes that are advantageous for people who could utilize them for work programs. Currently routes for work are utilized by the Cambria Association for the Blind, IU8, and some local businesses. Future routes will focus on service to areas like Walmart, Galleria Mall, and service industry jobs.
- 4) Develop routes that service the major medical facilities throughout the county both in the Northern and Southern portions. CamTran has identified Miners Medical Center, DCI dialysis center in Hastings, Conemaugh Hospital, dental clinics, I-Care, Urgent Care, and the new Conemaugh and UPMC medical centers planned to be built in Ebensburg as possible locations that would benefit from our service.
- 5) CamTran needs to increase the awareness of the Senior Free Ride Program sponsored by the PA Lottery. Outreach and visits to the senior centers takes place on a continual basis. Direct mailing campaigns have also been utilized including birthday cards to seniors who are turning 65 with an enclosed senior card application. CamTran has done direct mailing campaigns within Cambria County to better get the message out about services. Seasonally, we have also sent out Christmas cards to the seniors who utilize CamTran.
- 6) CamTran needs to increase awareness of travel training programs that are available to riders. Every facility that we contact has been made aware of the availability of travel training on a both group and individual basis.
- 7) Further address the needs of frail and disabled individuals throughout the county. CamTran continues to make all residents aware of both the ADA and Persons with Disabilities (PwD) programs that are available.

Prioritize Needs to be addressed.

- 1) Capital equipment: It is extremely important to have local support for transportation and existing services. The number one priority is to use section 5310 funding to continue to support these services. The Cambria County Commissioners are very supportive in providing local share funding for continued capital improvements and operating match. Many of these improvements include the purchase of new buses, conversion to CNG, and building improvements. CamTran will continue, when funding is available, to update and improve the bus fleet to insure that we possess enough vehicles to meet the demand and any potential growth in the future.

- 2) Education and outreach to medical facilities in our service areas to encourage the use of public transportation to get people to their facilities. Utilization of Fixed Route services to medical facilities for services that they provide. CamTran has worked with various organizations to reach this goal. These include the 1889 Fund at Conemaugh Hospital, Medical Assistance Transportation, Area Agency on Aging, United Cerebral Palsy, and various dialysis units in the county.

- 3) Undertake an inventory of vehicles and service hours from the various agencies that currently transport customers and review if these agencies could coordinate their services in order to more efficiently serve the transportation needs of the residents of Cambria County. CamTran will continue to reach out to other transportation providers to coordinate services and an inventory of vehicles throughout the county. The ultimate goal of this coordination is to increase customer service with better access to medical facilities and Human Service organizations in the future.

- 4) Establish a working subcommittee with other transportation providers to look for “common” areas of support to improve delivery of transportation service to the residents of Cambria County.

Chapter 9 Transportation Committees and Working Groups

Cambria County Public Transit

Human Services Coordination Local Advisory and PwD Subcommittee Members

Rose M. Lucey-Noll
Executive Director
CamTran
502 Maple Avenue
Johnstown, PA 15901
(814) 535-5526 x201
rlnoll@camtranbus.com

Daniel L. Ligda
Rural Director
CamTran+
1226 North Center Street
Ebensburg, PA 15931
(814) 471-6601 x400
dligda@camtranbus.com

Pam Holtz
Operations Supervisor
CamTran+
1226 North Center Street
Ebensburg, PA 15931
(814) 471-6601 x401
pholtz@camtranbus.com

Kim Morley
Senior Accountant
CamTran+
1226 North Center Street
Ebensburg, PA 15931
(814) 471-6601 x403
ksmorley@camtranbus.com

Cambria County Coordinated Public Transit – Human Services Transportation Plan

Josh Yoder
Director of Marketing & Planning
CamTran
502 Maple Avenue
Johnstown, PA 15901
(814) 535-5526 x208
[jyoder@camtranbus.com](mailto: jyoder@camtranbus.com)

Mr. John Stahl
Cambria County Association for the Blind and Handicapped
211 Central Avenue
Johnstown, PA 15902
(814) 536-3531
[jstahl@ccabh.com](mailto: jstahl@ccabh.com)

Richard Bosserman
Cambria County Association for the Blind and Handicapped
211 Central Avenue
Johnstown, PA 15902
(814) 536-3531
[rbosserman@ccabh.com](mailto: rbosserman@ccabh.com)

Brian Oechslin
Alleghenies United Cerebral Palsy, Inc.
119 Jari Drive
Johnstown, PA 15904
(814)262-9600
[boechslin@alucp.org](mailto: boechslin@alucp.org)

Nancy Uhrinek , MATP Paratransit Coordinator
Community Action Partnership of Cambria County
516 Main Street
Johnstown, PA 15901
(814) 536-9031
[nbuhrinek@capcc.us](mailto: nbuhrinek@capcc.us)

Chris Roeken
Office of Vocational Rehabilitation
727 Goucher Street
Johnstown, PA 15905
(814) 255-6771
[croken@pa.gov](mailto: croken@pa.gov)

Cambria County Coordinated Public Transit – Human Services Transportation Plan

M. Veil Griffith
Cambria County Area Agency on Aging
Central Park Complex
110 Franklin St.; Suite 400
Johnstown, PA 15901-1831
(814) 534-2616
mvgriffith@co.cambria.pa.us

Tom Caufield
Veterans Community Initiatives
727 Goucher St
Johnstown, PA 15905
(814) 255-0355
caulfieldt@atlanticbbn.net

Carolyn Gibson
Cambria CAO
625 Main Street
Johnstown, PA 15901
cgibson@pa.gov

Tony Penna Sr
Coaches 4 Kids Foundation
445 Schoolhouse Road
Johnstown, PA 15904
(814) 288-9311
vt48@aol.com

Paula Gojmerac
United Way
422 Main Street #203
Johnstown, PA 15901
814-535-2563
Paula@uwlaurel.org

Debbie Orris
M.A.T.P. Reimbursement Coordinator
CAPCC
516 Main Street
Johnstown, PA 15901
(814) 536-9031
dorris@capcc.us