

PROPOSED FY 2007/2008 SERVICE STANDARDS GOALS

The Centre Area Transportation Authority (CATA) Board of Directors will consider adoption of its 2007/2008 Service Standards at its May 21, 2007 meeting. The public will be given an opportunity to comment on the standards at this meeting prior to any action by the Board.

As required, CATA has submitted these proposed goals to PENNDOT for their review and comment. Before the standards can be adopted in final form though, the general public must be afforded an opportunity to comment on them. That comment has been invited by means of an announcement on CATA's website and a public notice in the Monday May 7 Centre Daily Times advertising the separate public hearing on the proposed Service Standards at the beginning of the Board meeting which will held at 4:00 PM at the State College Borough Building, Room 241, 243 S. Allen Street, State College, PA.

Prior to the start of the State's fiscal year (July 1), each Act 26 urban (Class 1, 2, and 3) and rural (Class 4) transit grant recipient is required to adopt a series of Service Standards and Performance Measures. The standards are established by PENNDOT and each grant recipient sets their own specific objectives or numeric performance levels to be achieved in meeting those service standards. The CATA staff has evaluated the current year's performance and adjusted several of the coming year's goals. Those goals for FY 2007/2008 are shown in the last column of the attached Thirteen-Year Performance Review which documents the Authority's performance over the twelve previous years, projects performance for this current year and shows the proposed goals for next year. The goals that CATA staff proposes to change from our current FY goals are shaded in gray.

CENTRE AREA TRANSPORTATION AUTHORITY

Service Standards Performance and 13 Year Review

Service Standard Measure	Actual 1994/95	Actual 1995/96	Actual 1996/98	Actual 1997/98	Actual 1998/99	Actual 1999/00	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05	Actual 2005/06	Goal 2006/07	Projected Actual 2006/07	Proposed Goal 2007/08
ROUTE UTILIZATION:															
Passengers Per Total (not Revenue) Vehicle Hour	29	32	32	30	28	40	39	42	48	49	47	48	49 minimum	48	49 minimum
STAFFING RATIOS:															
Administrative Employees per Operations Employee	0.32	0.28	0.43	0.38	0.27	0.19	0.19	0.20	0.22	0.21	0.22	0.22	0.25 maximum	0.22	0.25 maximum
Peak Hour Vehicles per Maintenance Employee	3.8	3.8	4.3	4.3	3.7	3.1	3.0	3.2	3.2	3.2	3.1	3.1	3.1 maximum	3.1	3.1 maximum
PRODUCTIVITY RATIOS:															
Total Vehicle Miles Per Employee	12,743	12,524	13,166	13,449	13,894	11,012	14,085	12,666	12,991	12,590	12,897	12,669	12,000 minimum	12,640	12,000 minimum
Preventable Accidents Per 100,000 miles	0.00	0.00	0.00	0.00	0.00	0.00	0.06	0.00	0.00	0.00	0.00	0.00	0.00 maximum	0.00	0.00 maximum
On-time performance: <30 min. Peak	98%	97%	97%*	99%	98%	94%	96%	96%	86%	96%	95%	98%	95% minimum	94%	95% minimum
On-time performance: <30 min. Non-Peak	95%	95%	97%*	98%	99%	98%	97%	97%	96%	99%	95%	95%	95% minimum	96%	95% minimum
<i>*Starting in 1996/97 On-Time Performance goals for Peak and Non-Peak periods became the same for the two different frequency groups (<30 and > 30 minutes.)</i>															
Mean Distance (Miles) Between Road Failures	5,381	2,853	5,458	6,254	4,817	3,294	2,727	2,908	2,918	2,029	2,072	2,243	3,000 minimum	2,400	3,000 minimum
FISCAL INDICATORS:															
Operating Cost Per Passenger	\$ 1.35	\$ 1.26	\$ 1.26	\$ 1.19	\$ 1.27	\$ 0.93	\$ 0.97	\$ 0.93	\$ 0.99	\$ 1.01	\$ 1.12	\$ 1.22	\$ 1.30 maximum	\$ 1.28	\$ 1.38 maximum
Subsidy Per Passenger	\$ 0.73	\$ 0.69	\$ 0.60	\$ 0.52	\$ 0.66	\$ 0.46	\$ 0.51	\$ 0.47	\$ 0.46	\$ 0.48	\$ 0.56	\$ 0.63	\$ 0.71 maximum	\$ 0.65	\$ 0.73 maximum
Operating Expense Recovered From Operating Revenue	46%	45%	52%	56%	48%	50%	47%	49%	53%	53%	50%	49%	45% minimum	49%	47% minimum
Paratransit Responsiveness	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance	Reservation s required no more than one (1) day in advance
Pre-Qualifications For Service Contractors	n/a	n/a	n/a	n/a	n/a	Minimum 3 years' experience	Minimum 3 years' experience	Minimum 3 years' experience	Minimum 3 years' experience	Minimum 3 years' experience	Minimum 3 years' experience	Minimum 3 years' experience	Minimum 3 years' experience	Minimum 3 years' experience	Minimum 3 years' experience

Includes Fixed Route Services only (Centre Line, LOOP & LINK)