

Shared Ride Advisory Committee (SRAC)

Meeting #2

JULY 22, 2026 (V00)

MEETING HOUSEKEEPING

A few important reminders to help our meeting run smoothly and ensure a safe and productive environment for everyone.



SAFETY & EVACUATION

Please take a moment to locate the nearest exits.
In the event of an emergency, follow instructions from meeting staff.



RESTROOMS

Restrooms are located outside this room.
Please see meeting staff if you need assistance.



PUBLIC PARTICIPATION

Your input is important!
We encourage respectful discussion and all voices to be heard.



*Thank you for your cooperation and for being here today.
Together, we can make a difference.*



Today's Presentation

- Introductions
- PennDOT Staff Perspectives
- Previous Pilots and Lessons Learned
- Alternative Service Delivery, Funding, and Policy Models
- Facilitated Discussion (Workbook)
- Public Comments



Introductions

PennDOT Staff Perspectives

SHARED RIDE WAS DESIGNED TO PAY FOR ITSELF



Structurally, Shared Ride was intended to be self-sustaining through fare revenues.

THE GOAL:

Fares + Other Revenue

=

Cost to Provide Service





Ridership Decline

- Sharp, sudden drop in ridership and revenue.
- Service used mostly by riders with no other transportation option.



Workforce Challenges

- People leaving the workforce.
- Many agencies relied on retirees as part-time drivers — COVID disrupted this pipeline.



Rising Costs

- Labor: driver wages up significantly since 2019.
- Also up: insurance, maintenance, fuel, general inflation.

KEY COST DRIVERS

Multiple cost factors have contributed to the significant increase.



LABOR / WAGES

Driver wages, benefits, payroll taxes, and overtime have increased substantially.



FUEL

Fuel prices remain significantly higher than pre-pandemic levels.



INSURANCE

Insurance premiums have increased significantly.



VEHICLE MAINTENANCE

Parts, maintenance, and repairs cost more and occur more frequently.



VEHICLE REPLACEMENT

The cost of vehicles and extended delivery times have increased capital needs.



ADMINISTRATION

Administrative, technology, and compliance costs continue to rise.



TECHNOLOGY

Investment in scheduling, dispatching, reporting, and cybersecurity.

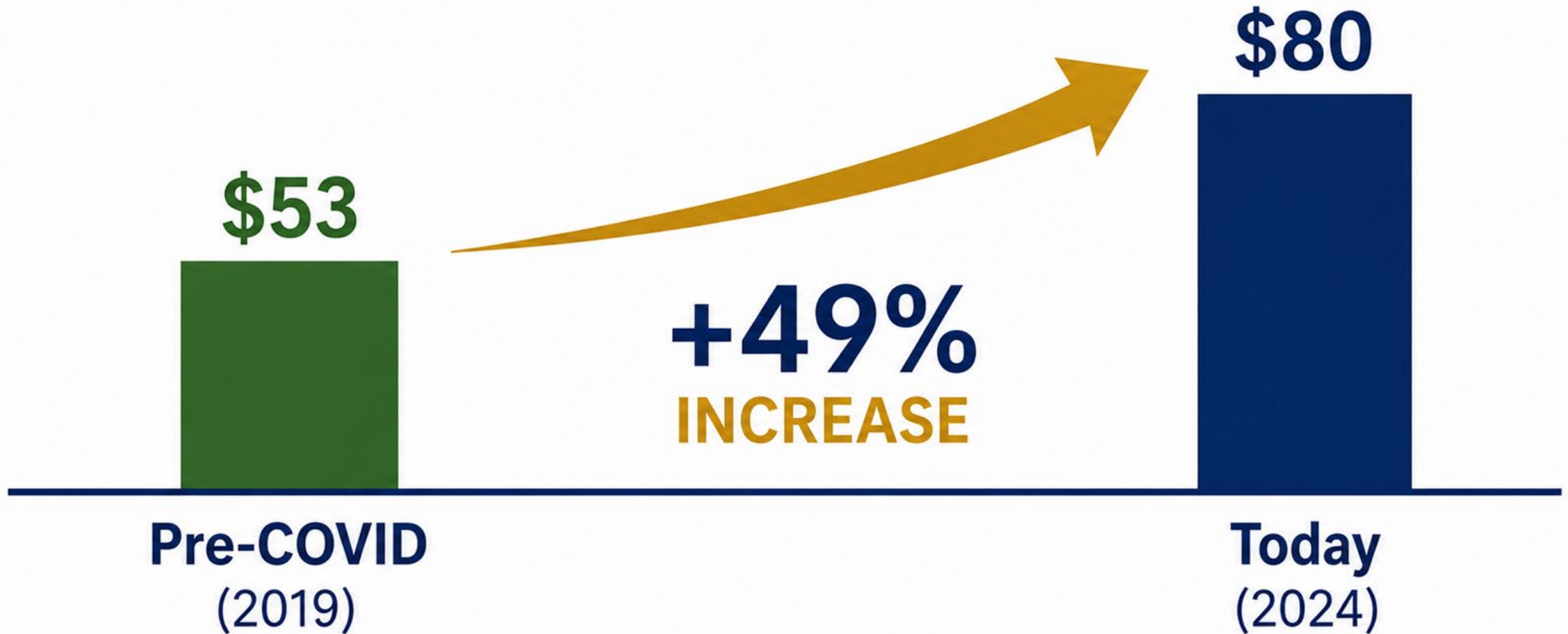


GENERAL INFLATION

Overall inflation continues to impact all goods and services.

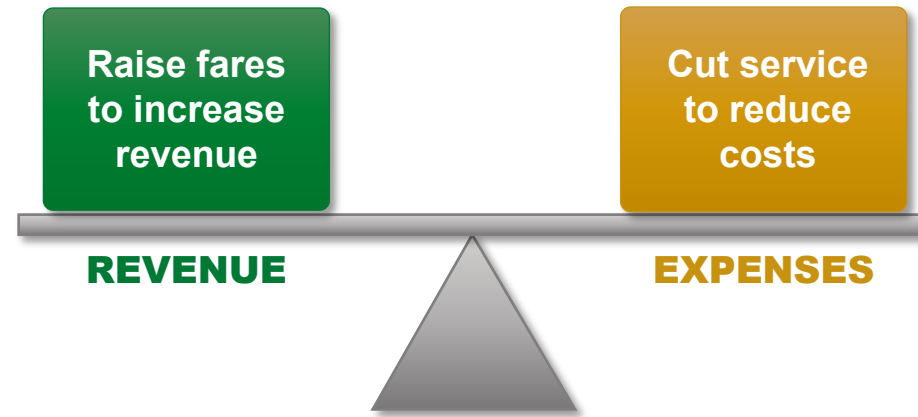


COST PER SERVICE HOUR



Why not raise fares and cut expenses?

This may seem like the way to get the system in balance:



But here is what happens:

Even fewer people take shared ride—they can't afford it, and/or it doesn't meet their schedule or destination needs.

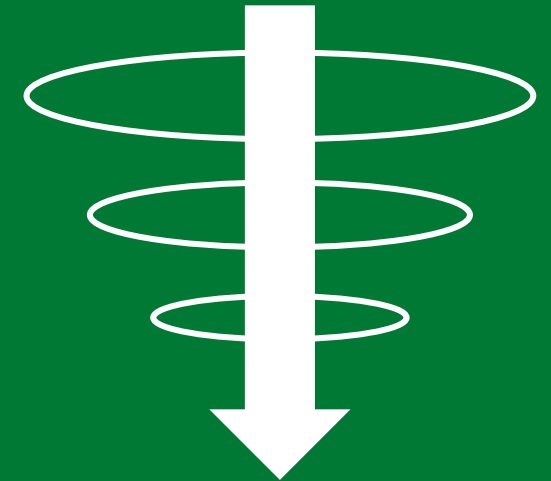
Which yields the opposite of the intended effect:

Fewer trips means less revenue, with the system in rapid decline.

And if we double down on fare increases and service cuts:

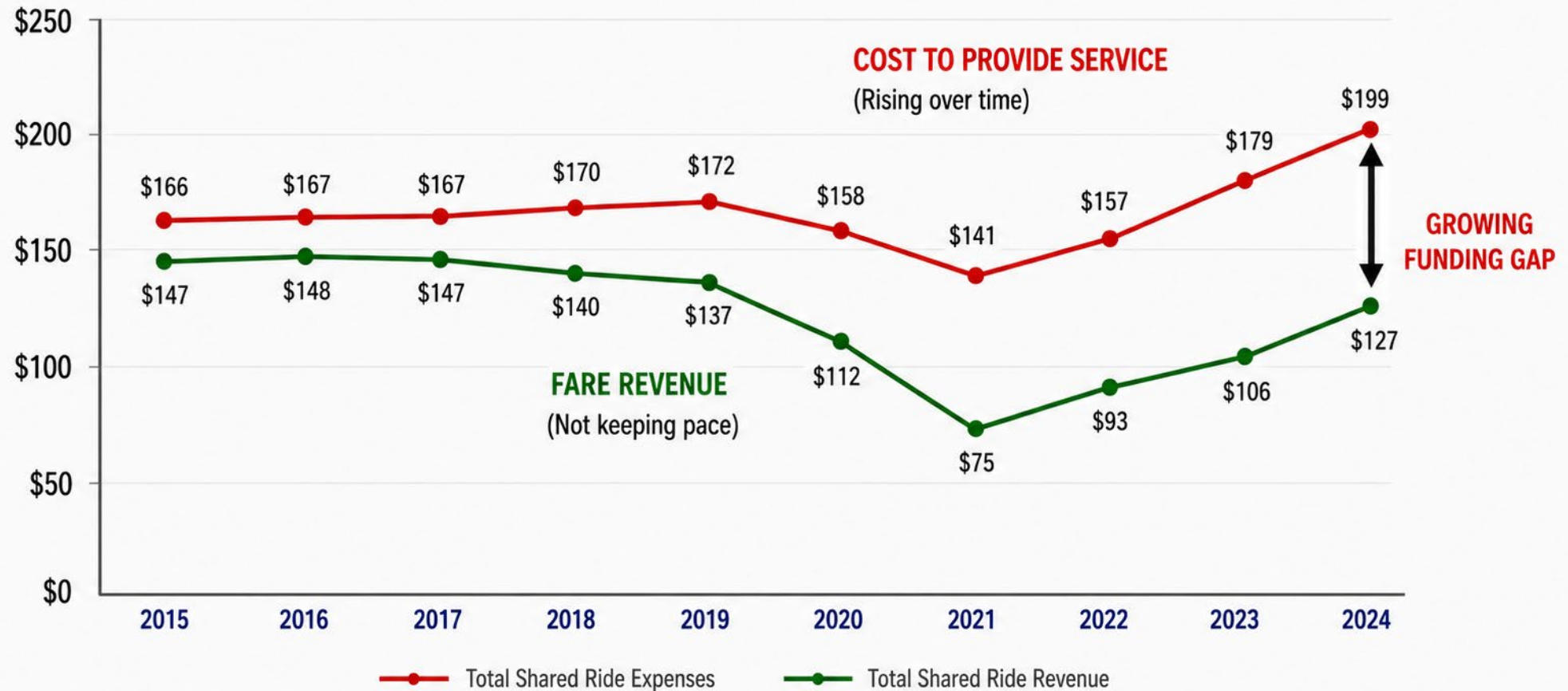
Ridership is gutted; costs per trip become completely unsustainable; third-party sponsors spend more money or stop sponsoring trips, permanent service cuts are inevitable.
Vulnerable populations lose.

Doing so creates a downward spiral.



COSTS CONTINUE TO OUTPACE FARE REVENUE

Shared Ride Program (Millions)



What We Are Hearing from Providers

- Workforce Characteristics
 - Availability is down.
 - Intense competition for employees.
 - Providers have increased wages substantially.
 - Declining applicant quality.
 - Difficulty retaining employees.
 - Workforce places a high value on work-life balance/schedule flexibility.
- Workforce recruitment and retention incentives must adapt.



Pilots, Innovations and State of the System

Pilots and Innovations

- Same Day Service (2017 Phase 1, 2022 Phase 2)
 - Freedom Transit (Phases 1 & 2)
 - Susquehanna Regional Transportation Authority - SRTA (Phases 1 & 2)
 - Allied Coordinated Transportation Services - ACTS (Phase 2)
 - Blair Senior Services - BSS (Phase 2)
 - Monroe County Transportation Authority - MCTA (Phase 2)
 - Pittsburgh Regional Transit - PRT (Phase 2)
 - Suburban Transit Network - STN (Phase 2)
- Geisinger Health Plan Pilot (SRTA)
- Find My Ride Apply and Schedule
- Service and Management Consolidations



Same-Day Service Pilots

SUMMARY OF PROGRAM PHASES AND LESSONS LEARNED

PHASE 1: Started with Two Agencies (Freedom Transit & SRTA)

Phase 1 – Started with Two Agencies (Freedom Transit & SRTA)

OPERATIONAL DETAILS

-  Limited to Six Medical Trips per Year
-  Premium Pricing & No Third-Party Sponsors
-  No Advertisement or Promotion
-  No Added Drivers or Overtime

CUSTOMER & SERVICE VALUE (LESSONS LEARNED)

-  Well received by customers
-  Valuable service for last-minute medical trips
- 

CHALLENGES

-  Restrictions and high expenses limited potential
-  Local vs. state demand parameters must be sorted

PROGRAM EVOLUTION

PHASE 2: Added Five More Agencies

Phase 2 – Added Five More Agencies

CHANGES

-  Eliminated Copayment Medical-only Trip Restrictions
-  Allowed Advertising / Promotion

OUTCOMES

-  1 to 14 same-day trips/day/agency (0.6%) didn't overtax resources
-  Trip count didn't impact passengers per hour or other riders
-  Same-day trips filled available capacity

STRATEGIC FINDINGS

-  Pricing and availability effective management tools
-  Advertising increased same-day trip requests
- 

LESSONS LEARNED

LESSON LEARNED



Demand Exists Using Existing Capacity

18,300 Same-Day Trips Provided over 18-month period

- Riders value unexpected-trip flexibility.
- Demand grew as awareness increased.
- Same-day trips remained a small share of total service.

Better Use of Existing Resources

- Most trips fit into existing schedules.
- Few new vehicles or drivers were needed.
- Unused capacity was put to work.



Rider Response and Local Flexibility

Flexibility Matters

- Improved convenience.
- Enabled trips that otherwise wouldn't occur.
- High customer satisfaction.

One Size Does Not Fit All

- Local operating rules worked.
- Different approaches succeeded.
- Communities need flexibility.



Pilots Were Successful

Pricing Influences Demand

- Most agencies dropped premium fares.
- Ridership increased.
- Operations remained manageable.

The Pilot Was Successful

- Better customer service.
- Efficient use of existing resources.
- Manageable operational impacts.
- Local flexibility within a statewide framework works.



Same-Day Pilots (Continued)

SAME-DAY SHARED RIDE PILOT

What PennDOT Learned

Phase 2 Pilot (Jul 2022 – Dec 2023)

Seven agencies across Pennsylvania tested same-day shared ride service with more flexibility.



1 DEMAND EXISTS



18,300
same-day
trips provided
over 18 months.

Riders value the ability to respond to unexpected travel needs.

2 EXISTING CAPACITY CAN BE BETTER UTILIZED



Most same-day trips were scheduled by filling existing gaps in vehicle schedules.

No significant expansion of service was required.

3 RIDERS RESPONDED VERY POSITIVELY



- ✓ Improved flexibility
- ✓ Increased convenience
- ✓ Allowed trips they otherwise could not make

Customer satisfaction with same-day service was high.

4 LOCAL FLEXIBILITY WORKED



Each agency managed the pilot using its own operating rules.

Different communities successfully used different approaches.

5 PREMIUM FARES REDUCED PARTICIPATION



Most agencies eventually eliminated premium same-day fares.

Demand increased while operations remained manageable.

6 PILOT WAS SUCCESSFUL



The pilot demonstrated that agencies can improve customer service by making better use of existing resources while maintaining local flexibility.



KEY POLICY LESSON



STATEWIDE
DIRECTION



LOCAL
FLEXIBILITY



BETTER CUSTOMER
SERVICE

A statewide framework combined with local operational flexibility can improve service without fundamentally changing how shared ride is delivered.



Geisinger Health Plan Pilot

- rabbittransit
 - Part of “Geisinger for Life” strategy
 - Coordinates transportation for high-need Geisinger patients
 - Goal to ensure patients can attend appointments
 - rabbittransit effectively coordinated shared ride transportation with multiple service providers throughout the Commonwealth on behalf of Geisinger
 - Results in savings from missed appointments and undispensed medications (e.g., chemotherapy)
 - Recently added fresh food & pharmacy benefits after social determinant pilot



Geisinger Family + rabbittransit

Mobility Coordination Pilot

Improving Overall Health Through Transportation Enhancements



WHY IT WAS CREATED

Geisinger identified that social determinants of health play a major role in individuals' overall health.

Patients were missing opportunities for:



Socialization



Recreation



Employment



Social services

When these missed trips occurred:



Poor patient outcomes



Higher healthcare costs



Increased hospital readmissions



Transportation became a **healthcare solution**—
not simply a transportation service.

THE CHALLENGE



TRANSPORTATION BARRIERS

Limited, inconsistent, or unavailable transportation options beyond MATP.



LOW QUALITY OF LIFE

Increased risk of poor health.



HIGHER HEALTHCARE COSTS

Worse health outcomes, poor mental health, decreased life expectancy, lower quality metrics.



Geisinger
Family



Part of Geisinger Family strategy
Coordinating transportation for
high-need Geisinger patients.



THE SOLUTION



MOBILITY COORDINATION SOLUTION

rabbittransit coordinates transportation with multiple providers across Pennsylvania to ensure patients can attend the care they need.



*Begin addressing unmet needs
related to the social determinants
of health.*



Geisinger Health Plan Pilot (continued)

PENNSYLVANIA CASE STUDY

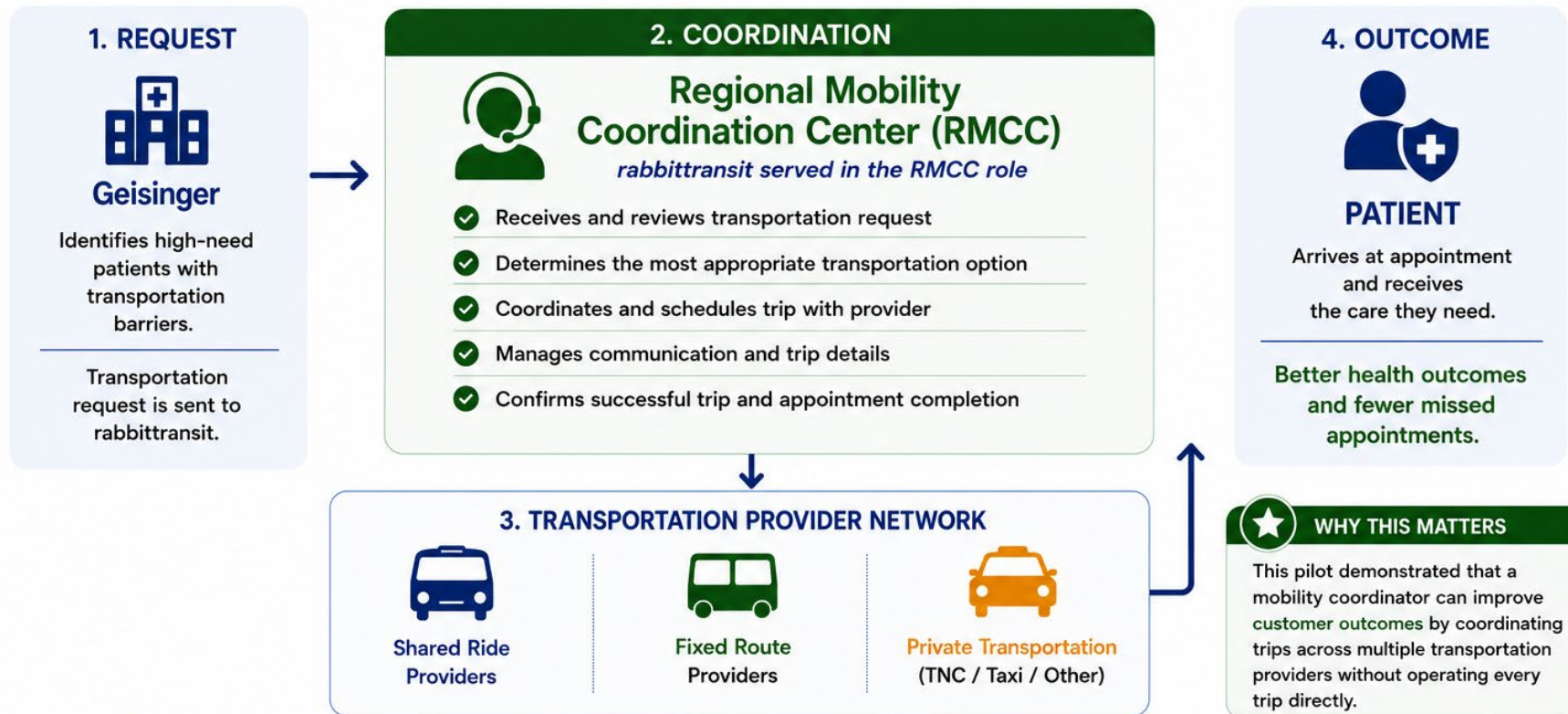
Geisinger



Geisinger + rabbittransit Mobility Coordination Pilot

How the Program Works

rabbittransit served as the Regional Mobility Coordination Center (RMCC), coordinating transportation with multiple providers across Pennsylvania to get patients to the care they need.



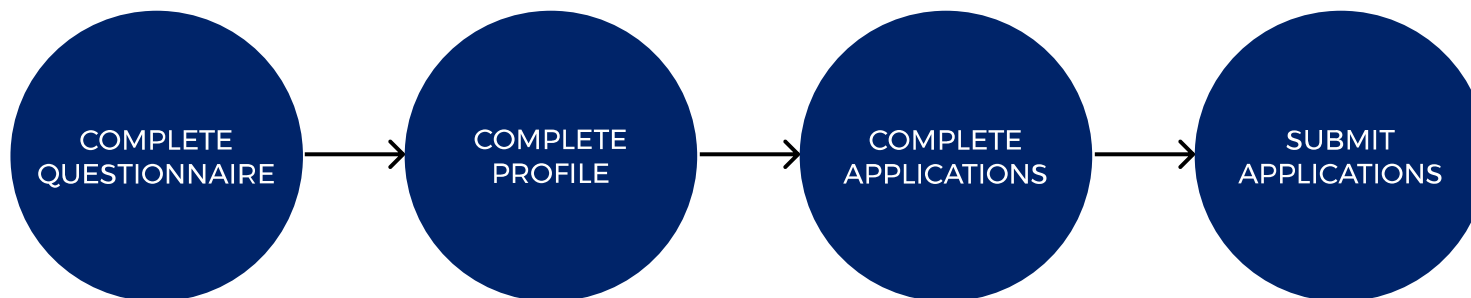
KEY TAKEAWAY: A mobility coordinator leverages a network of transportation providers to deliver the right trip for the right patient at the right time.



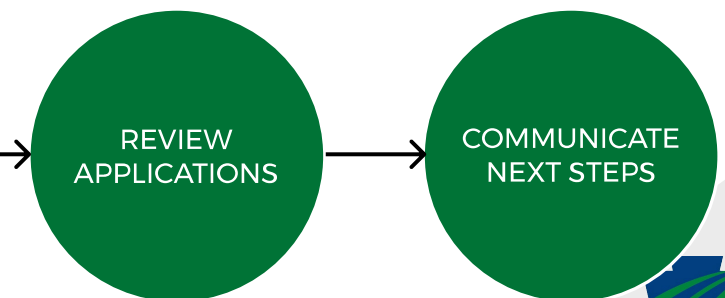
Find My Ride Pilot to Implementation

- PennDOT, DHS, and Local Providers
 - **Find My Ride Schedule** lets people schedule a trip online in counties where Ecolane is used for shared ride trip scheduling
 - **Find My Ride Apply** lets people apply online for Senior Lottery, PwD, and MATP programs offered by transportation providers across Pennsylvania
 - The goals:
 - To provide a better customer experience
 - Better access to information
 - Reduce the workload of transit agency staff, possibly resulting in some financial savings

Applicant Steps

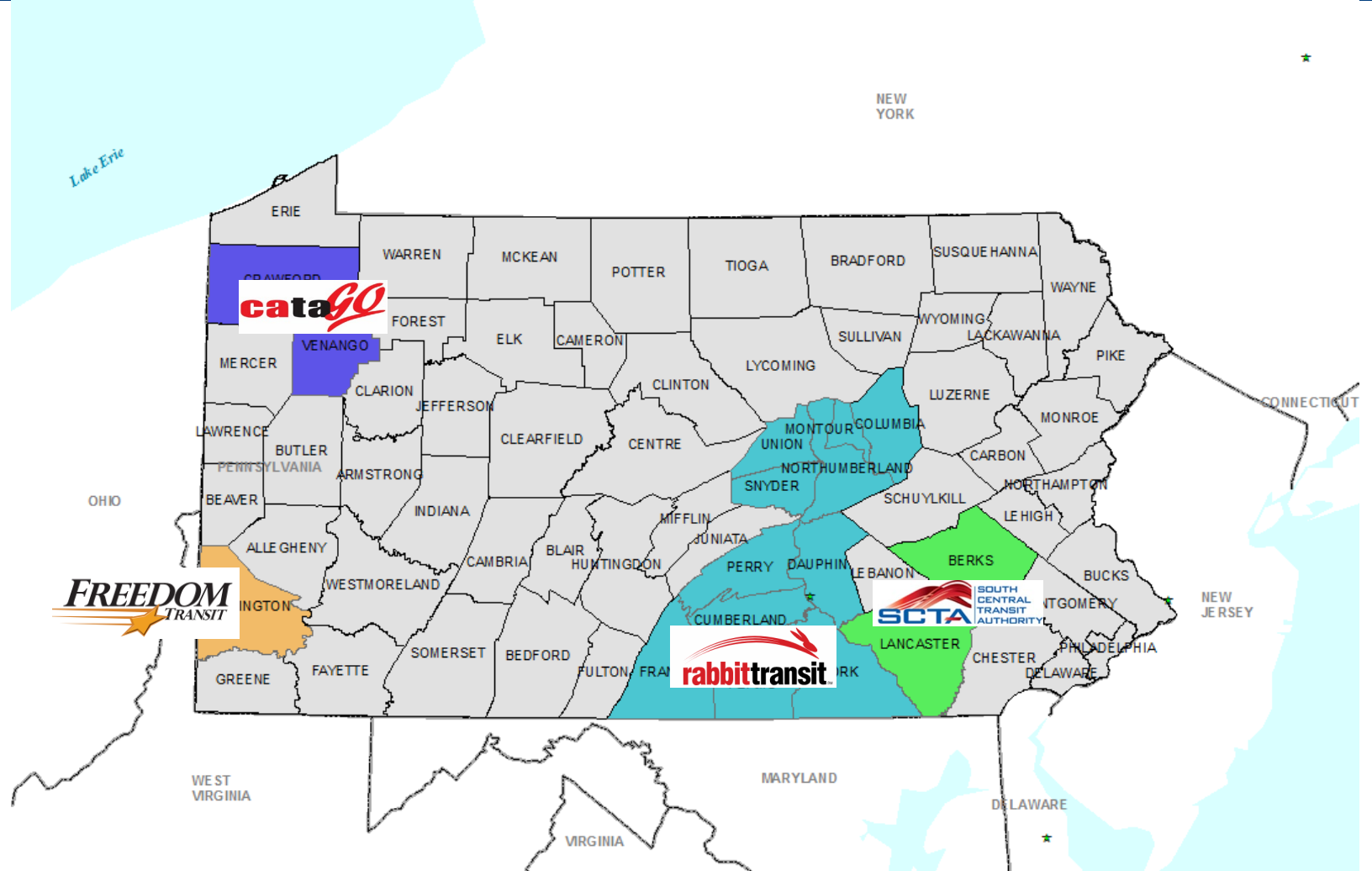


Transportation Provider Steps



Service Consolidation Examples

- South Central Transportation Authority (2015)
- Susquehanna Regional Transportation Authority (2011-present)
- Crawford/Venango Transportation Authority (2016)
- Washington County and City of Washington (2015)



Customer Perspectives

Customer Feedback from:

PennDOT Customer Satisfaction
Surveys (CSS)



DHS MATP Listening Sessions



PDA “Aging our Way, PA”
Outreach



- **Customer Characteristics**

- Most shared ride clients are **seniors (65+) and female** (often outnumbering male riders 2-to-1) who utilize the service primarily due to a lack of other transport options or underlying medical disabilities.
- Most shared ride clients do not utilize standard fixed-route bus lines. The prominent barriers cited were physical, such as **difficulty reaching a bus stop or the inability to stand outside and wait** for long periods.
- A significant portion of riders (often 40% to 70%) **lack internet access and do not own a smartphone.**



PennDOT CSS Findings (continued)

- **Rider Satisfaction**

- Across all surveyed transit agencies, most riders expressed strong satisfaction with the services provided.
- System-wide, favorable ratings ("satisfied" or "very satisfied") consistently fell between **81% and 98%**.
- Data collected over multiple years revealed an upward trajectory in overall customer satisfaction.

- **Staff and Drivers**

- Performance measures associated with **driver friendliness, safe/skilled driving, and wheelchair securement** regularly landed in the top tier of all metrics.
- Open-ended comments frequently featured riders writing in to **personally compliment** staff and drivers for their compassion, assistance, and dedication.



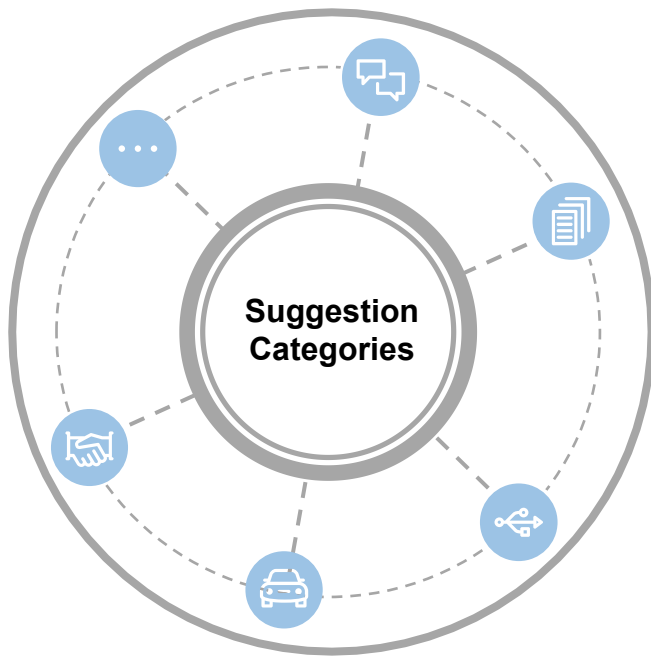
PennDOT CSS Findings (continued)

- **Customers' Challenges with Shared Ride Service**
 - Long Wait Times for Return Trips
 - Time Spent On-Board Vehicles
 - Slow Phone Customer Service
- **Customers' Common Requests for Service Improvements**
 - Same-day service
 - Expand the days and hours of operation (specifically requesting weekend or later evening hours)
 - Decrease overall travel time on the vehicles



DHS MATP Listening Sessions

The MATP Listening Sessions' purpose was to share proposed suggestions for Pennsylvania's MATP and to receive feedback from consumers and stakeholders.



Category

Suggestions

MATP Collaboration

17 total feedback comments

- Encourage Counties to Work Together on MATP
- Encourage County MATP/SSRP Coordinators to Work Together
- Increase HST Coordination

Standardize MATP Processes & Policies

36 total feedback comments

- Standardize Services Across the State
- Make County MATP Processes More Similar Across the State

Technology, Access & Communications

11 total feedback comments

- Evaluate Technology Needs of Providers
- Increase Communication

Potential Models

9 total feedback comments

- Compare a Broker Model in Two Counties
- Create a Hybrid Model

Sole Source Agreement

7 total feedback comments

- Return County MATP Responsibility for Sole Source Counties
- Issue Request for Application (RFA) for Sole Source Counties

Other

17 total feedback comments

- Not applicable.



PDA “Aging Our Way, PA” Outreach Comments

- **Public Transportation Challenges Facing Older Adults**
 - Public transit options in rural communities are highly limited or nonexistent, and existing routes have strict limitations on where they can take passengers.
 - Challenges exist regarding the physical accessibility of vehicles for individuals with disabilities, as well as anxieties over the behavior of other passengers.
 - App-based services (like Uber and Lyft) sometimes lack functional or selectable wheelchair-accessible vehicle options or are too expensive for routine commuting.



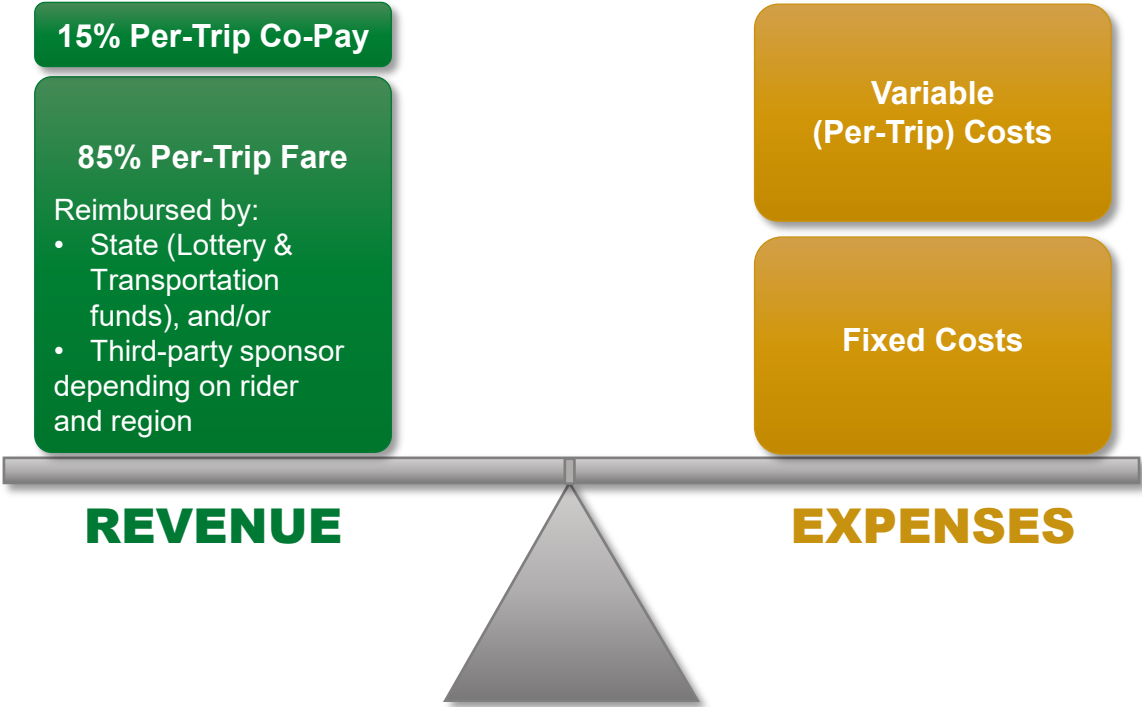
PDA “Aging Our Way, PA” Outreach (continued)

- **Advocates’ Suggestions to Improve Existing Transit Service**
 - Create advertising programs to promote respectful rider behavior on public transit.
 - Investigate and evaluate the Shared Ride program, rideshare applications, and third-party options to assess their efficiency on low-travel days and after-hours.
 - Advocate for greater availability of paratransit and accessible rideshare (TNC) vehicles.
 - Educate non-profit entities on PennDOT's Private Non-Profit Vehicle Grant to fund transport vehicles for older adults and individuals with disabilities.
 - Review and evaluate how Pennsylvania Lottery funds are distributed to the Shared Ride program to maximize overall efficiency and impact.



Alternative Funding Concepts

Current: Per-Trip Reimbursement



A “pay for trips” model that is extremely vulnerable to decreases in ridership and increases in costs.

Review of Shared Ride Today

- All revenue is on a per-trip basis.
- Transit providers set a fare structure to balance projected costs.
- Riders/sponsors pay 15% of the fare per trip.
- Providers are reimbursed for the remaining 85%.

Perspectives

Funding Partners	Service Providers	Customers
Maximum accountability; hard to accurately budget.	Unreliable revenue; co-payments can discourage ridership, unsustainable.	Co-payments can be expensive; may be unaffordable to citizens not in a program.

Challenges

Institutional	Technical & Legislative
Requires compliance verification.	Need to balance agency funding against customer and sponsor co-payments.

Previous Study Funding Method Concepts

The Shared Ride Program is unique to Pennsylvania

Primary Shared Ride Funding Sources

- PennDOT
 - Lottery Funds (seniors)
 - PwD (programs of statewide significance)
 - Service Stabilization (programs of statewide significance)
- DHS
 - MATP Senior Lottery 15% copayment 65+ (Medicaid)
 - MATP under 65 (Medicaid)
 - Premium (non-shared ride) demand response service
- Local AAAs
 - Passenger copayment support (lottery and local)

This discussion focuses on changes in funding and legislative authorization for Shared Ride services for seniors and PwD.

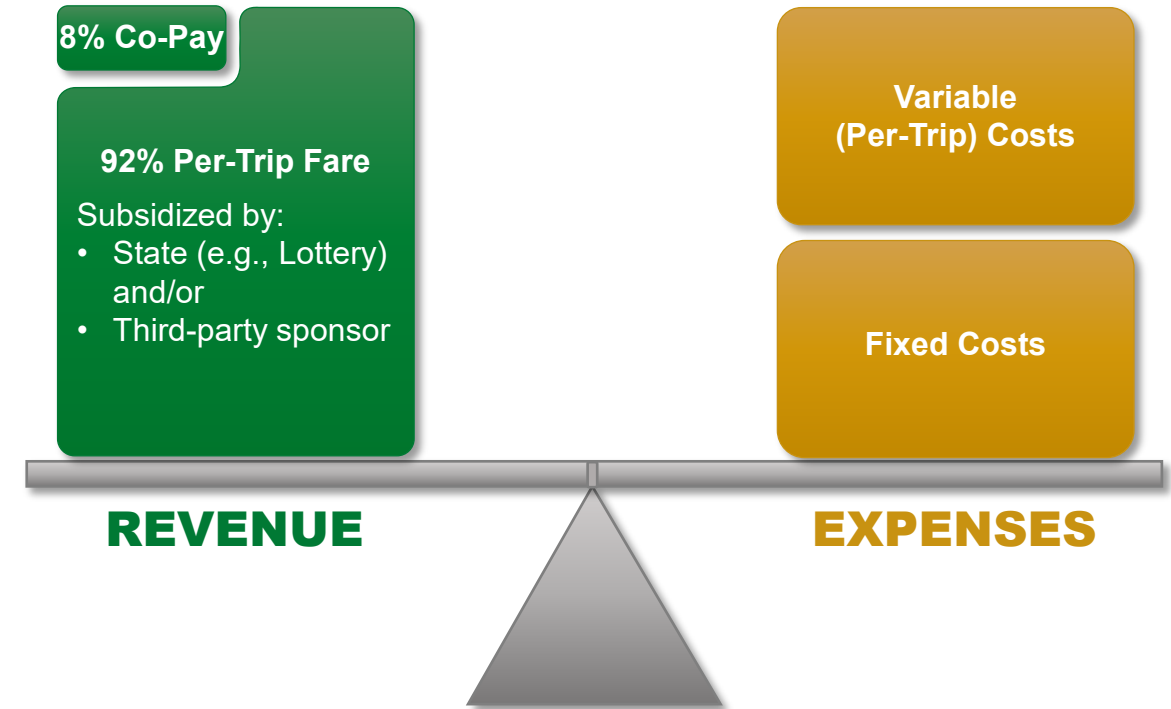
Impacts on other programs will be documented at a high level and would require further analysis by the responsible agencies.



Concept 1: Cap Out-of-Pocket Co-payment

Funding and Legislative Considerations

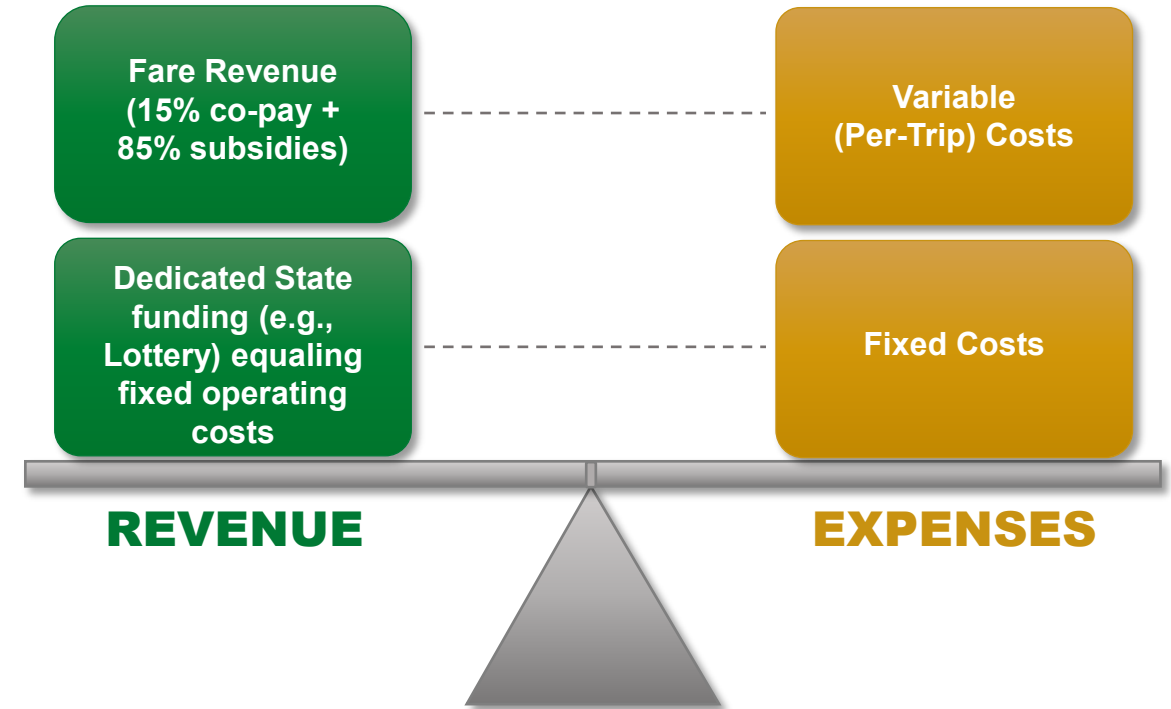
- Could be funded on a trial basis through the annual budget act for senior citizens through Section 1516 of Act 44.
- Act 36 of 1991 would need to be amended to authorize up to 95% Lottery funding.
- No changes to DHS legislation.



Concept 2: Cost Realignment

Funding and Legislative Considerations

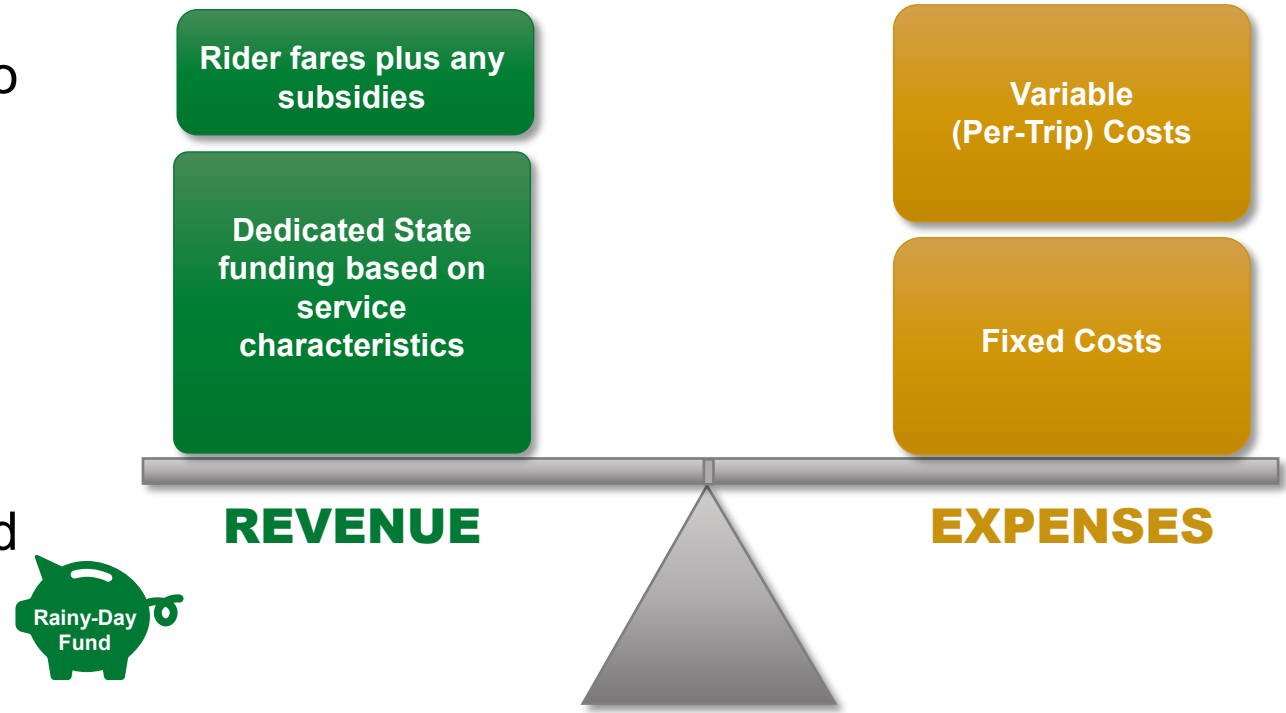
- Legislative action needed to convert a portion of Lottery funds to formula distribution. PennDOT could create a new Section 1516 program using some PTTF dollars for the PwD program.
- Or, shift a portion of the Shared Ride Lottery annual executive authorization to the fixed-route Lottery executive authorization to increase the overall amount of funding in the Section 1513 formula. A PennDOT Program Revision Request during the budget process could request authorization to shift Lottery funds from fixed-route to Shared Ride.
- No changes for DHS or AAA programs.



Concept 3: Service Statistic Formula-Based

Funding and Legislative Considerations

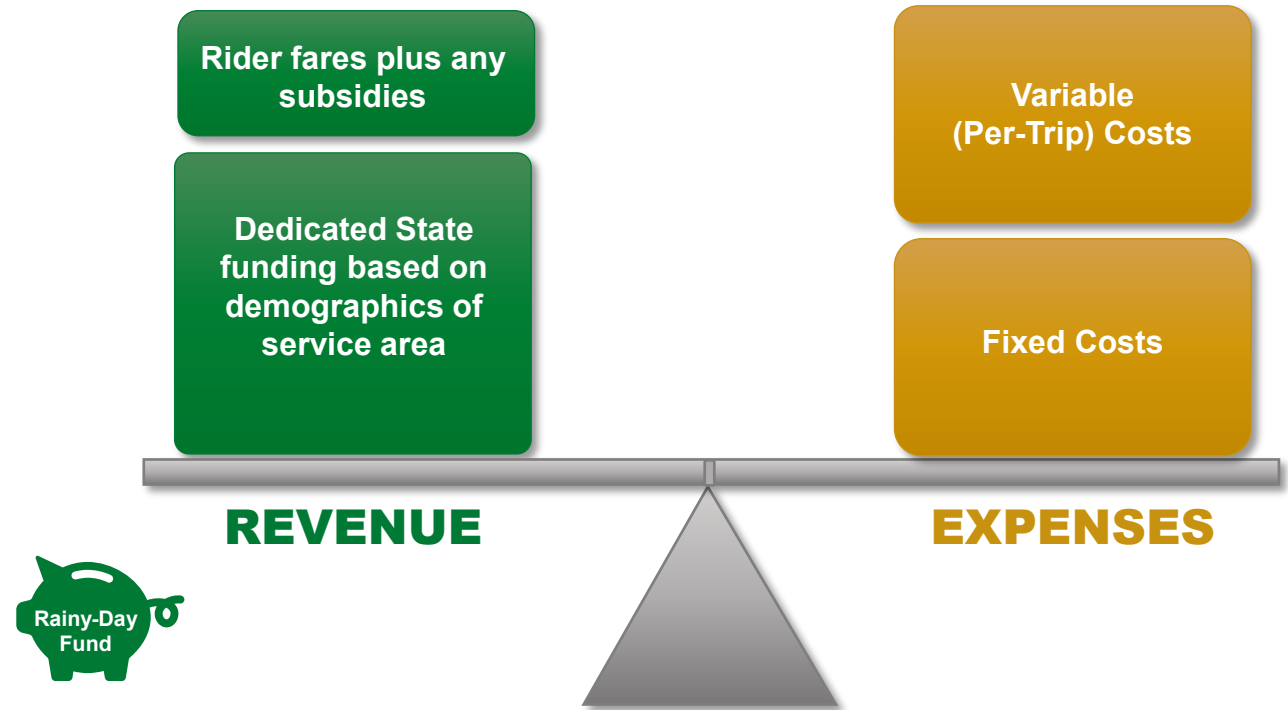
- New legislation needed to use Lottery funds to subsidize service for seniors rather than trips.
- DHS/MATP funding would decrease if it is continued on a per-trip fare basis.
- If DHS/MATP funds are used in the formula subsidy, DHS would have to determine the funding source and necessary legislative and regulatory changes. (For example, DHS would have to obtain federal approval to make changes in its payment structure.)



Concept 4: Per-Capita Formula-Based

Funding and Legislative Considerations

- Significant modification of Act 44 of 2008 and Act 36 of 1991, or new public transportation legislation.
- DHS would be responsible for determining the legislative, policy, and other changes necessary to implement this model. For example, DHS would have to obtain federal approval to make changes in its payment structure.



Alternative Service Delivery Concepts

SERVICE CONCEPT A

Current Service Model (Status Quo)

Maintain today's statewide Shared Ride program with existing service levels and local flexibility.

Key Elements

- Existing eligibility
- Current service hours & days
- Current trip priorities
- Current fare policies
- Local flexibility

Potential Benefits / Tradeoffs

- No disruption
- Familiar to riders
- Highest long-term cost

SERVICE CONCEPT B

Statewide Core Service

Establish a statewide minimum service with optional local enhancements.

Key Elements

- Minimum hours
- Minimum days
- Standard service
- Local premium add-ons

Potential Benefits / Tradeoffs

- Consistency
- Equity
- Local choice

Essential Trip Priority

Prioritize trips with the greatest public benefit.

Key Elements

- Medical
- Employment
- Education
- Human services

Potential Benefits / Tradeoffs

- Focus resources
- Improved efficiency
- Lower-priority trips may wait

Managed Mobility

Use the most appropriate transportation option for each trip.

Key Elements

- Shared Ride
- Fixed Route
- Volunteer
- TNCs/Microtransit

Potential Benefits / Tradeoffs

- Right service
- Lower costs
- Greater coordination

Regional Service Optimization

Provide Shared Ride where it adds the most value.

Key Elements

- Regional coordination
- Alternative providers
- Reduce duplication

Potential Benefits / Tradeoffs

- Resource optimization
- Partnerships
- Geographic flexibility

Passenger Mobility Benefit

Provide a defined transportation benefit instead of unlimited trips.

Key Elements

- Trip budgets
- Mobility accounts
- Travel allowances

Potential Benefits / Tradeoffs

- Predictable costs
- Flexible benefit
- Policy changes

Uniform Fare Policy

Provide consistent statewide rider costs (except MATP).

Key Elements

- Common fare
- Transparent pricing
- Income options

Potential Benefits / Tradeoffs

- Simple
- Fair
- Consistent

Statewide Policies + Local Options

Separate statewide minimums from locally funded enhancements.

Key Elements

- Statewide standards
- Local premium service
- Performance measures

Potential Benefits / Tradeoffs

- Consistency
- Innovation
- Local investment



SHARED RIDE SERVICE CONCEPTS

Policy Approaches for Future Service Delivery

EXPLORING OPTIONS TO IMPROVE SERVICE, INCREASE EFFICIENCY, AND SUPPORT MOBILITY FOR ALL

OUR GOAL

Right-size shared ride services to meet community needs while improving efficiency, managing costs, and preserving mobility for those who depend on it.



A CURRENT SERVICE MODEL (STATUS QUO)



Maintain today's shared ride program with existing service standards, policies, and local decision-making.

Potential Strategies

- Continue current eligibility, service hours, days, trip priorities, and fare policies.

Key Policy Question
Should we continue today's model?

B STATEWIDE CORE SERVICE



Establish a minimum level of shared ride service that every Pennsylvanian can expect.

Potential Strategies

- Minimum service hours
- Minimum days of operation
- Geographic service standards
- Local "premium" service add-ons

Key Policy Question
What is the minimum service every community should receive?

C ESSENTIAL TRIP PRIORITY



Prioritize trips that provide the greatest public benefit when resources are limited.

Potential Strategies

- Prioritize medical, work, education, and other essential trips
- Adjust availability for lower priority trips
- Align resources with community need

Key Policy Question
Which trips should receive the highest priority?

D MANAGED MOBILITY



Provide the most appropriate transportation option for each trip, not just shared ride.

Potential Strategies

- Fixed route service
- On-demand and microtransit
- TNCs (where appropriate)
- Volunteer and community options
- Human service transportation

Key Policy Question
Should riders receive the right service based on need and cost?

E REGIONAL SERVICE OPTIMIZATION



Focus shared ride resources where public transportation provides the most value and coordinate across regions.

Potential Strategies

- Ridepooling and shared trips
- Eliminate duplicative service
- Expand partnerships with TNCs
- Coordinate across county boundaries

Key Policy Question
Where should shared ride be provided versus other providers?

F PASSENGER MOBILITY BENEFIT



Provide riders with a defined mobility benefit instead of unlimited trips.

Potential Strategies

- Annual or monthly mobility budget
- Trip or mileage allowance
- Mobility account or credits
- Program-specific trip limits

Key Policy Question
Should riders receive a defined mobility benefit?

G UNIFORM FARE POLICY



Establish consistent statewide policies for rider out-of-pocket costs.

Potential Strategies

- Same fare structure statewide
- Income-based discounts
- Distance- or trip-based pricing
- Consistent policies (except MATP)

Key Policy Question
Should rider costs be consistent across Pennsylvania?

H STATEWIDE POLICIES + LOCAL OPTIONS



Define statewide standards while allowing local agencies flexibility to meet community needs.

Potential Strategies

Statewide: Safety, eligibility, performance, minimum service, reporting, accountability
Local Options: Additional hours, weekend service, expanded areas, local discounts, premium programs

Key Policy Question
What decisions should be made at the state level vs. locally?

HOW TO USE THESE CONCEPTS



These service concepts represent different policy approaches. They are not mutually exclusive and can be combined.



The Advisory Committee can use these concepts to discuss priorities, trade-offs, and the future direction of the Shared Ride Program.



Implementation strategies will depend on the service concepts selected, funding availability, and community needs.



The right service.
Right where it's needed.
Sustainable for the future.

ONE GOAL: IMPROVE MOBILITY, INCREASE EFFICIENCY, AND SUPPORT PENNSYLVANIANS WHO DEPEND ON SHARED RIDE SERVICES.

Facilitated Discussion

Shortlist of Models to Evaluate in Detail

 PENNSYLVANIA

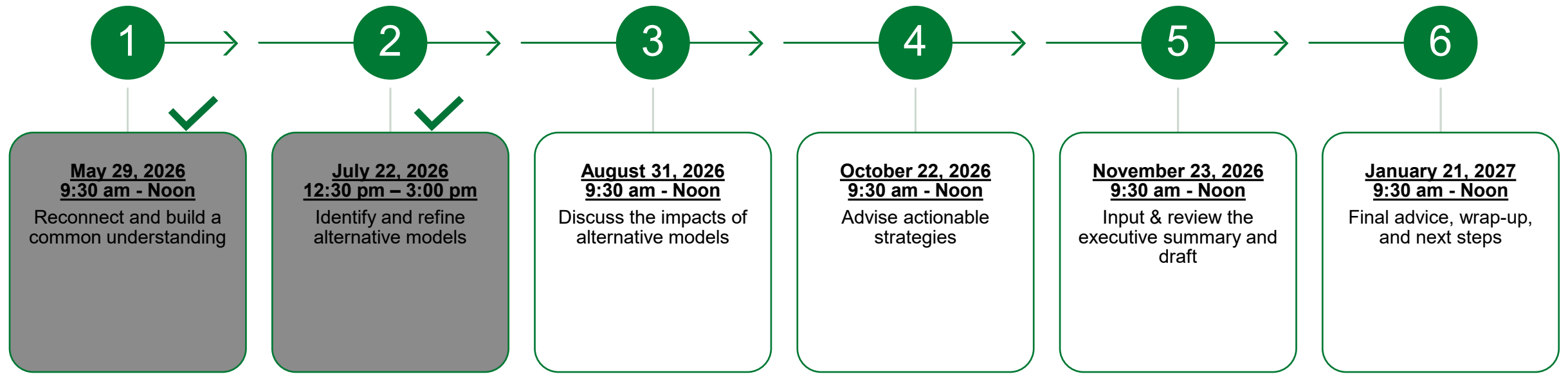
SHARED RIDE PROGRAM

ALTERNATIVES WORKBOOK

*Exploring Policy Options for a
Stronger, More Sustainable Future*



SRAC Proposed Meeting Schedule



Public Comment Opportunity