

Shared Ride Advisory Committee (SRAC)

Meeting #3

AUGUST 31, 2026

Today's Presentation

- Housekeeping Items
- Other States' Experiences
- Alternatives Evaluation Discussion
- Public Comments



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.*



Other States' Experiences

Other States' Experience

- States Commonly Compared with Pennsylvania
 - Maryland
 - Minnesota
 - New Jersey
 - New York
 - North Carolina
 - Ohio
 - Washington State
 - Wisconsin
- Other States Provide Some Examples of Applying Alternative Concepts
- Many States Manage and Fund Senior/PwD Service as a Human Service (i.e., non-profits, volunteer networks, local services)



State Comparisons- Seniors and PwD Service (Non-ADA)

State	Annual State Funding (2024)	Primary Funding	Eligibility Requirements	Trip Purpose Limitations	Passenger Fare	Noteworthy Practices
Pennsylvania Shared Ride	\$85m+ DOT \$35m+ DHS	Lottery, MATP, 1513, 1516	65+/- Registered PWD	None in practice, except PwD	\$3-\$10	Any resident or visitor, 1-day advance reservation
Maryland Non-ADA Senior	\$4m	25% local match, Grant from Aging	Low to moderate-income seniors (60+) who have difficulty accessing or using other existing transportation services	Ambulatory only	Donation of \$10-\$50	Volunteer drivers, 3-day advance reservation min., 5-day out of co.
Minnesota	\$Unknown	FTA, local property taxes, state appropriations	Varies, based on eligibility for a program	Varies by Program	Donation or varies by provider, income-based	Statutory operating standards, No single senior transportation program statewide
New Jersey	\$53m	State casino revenues, FTA grants, and local county or municipal budgets	Varies on trip type and disability	Varies by Program	Varies by township	Statewide Travel Independence Instruction, county-based services
New York	\$52m	FTA, county and local governments, and volunteer organizations	Varies by town	Separate providers & programs by trip purpose	Varies by town	No single program statewide, County-level volunteer drivers
North Carolina	\$19m	FTA, state match, local	Varies by funding source	Varies by provider	\$2-\$3	Rural designated scheduling days, rural general public
Ohio	\$11m	FTA, local, state match	Varies by funding source	Varies by provider	\$2-\$4	Mobility management via non-profits
Washington State	\$Unknown	Consolidated grants(5310, 5311, 5339), state climate commitment act and multimodal fund	60+, special needs, rural mobility	Varies by provider	\$5-\$20	Volunteer driver networks, blends formula and competitive grants
Wisconsin	\$16m+	State, 5310 Formula Grant	55-65+, no bus service available	Rural, 10 trips / month , varies	Mandatory or Optional	Mobility Managers, trip prioritization in law, copay waiver option



Shared Ride Service Concept Examples

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?

- Pennsylvania (unique, relatively unfragmented, per-trip reimbursement)

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?

- New Jersey, Wisconsin
- No trip prioritization for ADA trips

Title 49 CFR § 37.131(d)

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?

- No examples

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?

- Michigan
- Ohio
- Many other states managed through AAAs, non-profits, or transit agencies



Shared Ride Service Concept Examples

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?

- Ohio
- Other States
 - Arkansas
 - Georgia
 - Kentucky
 - Vermont

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?

- Maryland (county-based)
- Wisconsin (county-based)

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?

- No examples

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?

- Maryland
- Minnesota

(operator and safety standards, not level-of-service)



Maryland

- County-based mobility information and some services
- Some have the following characteristics:
 - Volunteer drivers with their own cars and insurance
 - Passengers must be lower income, pay incidentals (e.g., tolls), have no other public transportation options, and sign a liability release
 - Wheelchair access varies by location
 - Medical limited to the closest and most appropriate provider
 - Limited number of rides/month (e.g., 4 in St. Mary's County)
- [St. Mary's County Example](#)
- [St. Charles County Example](#)



Minnesota

- Varies by Transit Provider, City, or County
- Local Match of 5310/5311
- Twin Cities Metro Mobility (ADA variant, \$30m+ state subsidy)
 - Peak Pricing (\$4.00 vs. \$3.50)
 - [Premium Non-Shared Ride](#) (TNC)
 - Customer pays the first \$5
 - Agency pays the next \$20
 - Customer then pays everything above a \$25 cost
- [Arrowhead Transit Senior via Microtransit Example](#)



New Jersey

- Township-based
- Disability and age-based eligibility vary by township
- Generally, only for medical, and sometimes food
- Wheelchair accessibility varies by township
- Many townships do not offer the service
- Pre-scheduling requirements vary by township
- Funded through a combination of state casino revenues, federal transit grants, and local county or municipal budgets
- [Morris County Example](#)



New York

- Town, county, and non-profit-based
- Disability and age-based eligibility vary by town
- Wheelchair accessibility varies by township
- Many towns do not offer the service
- Funded through a combination of state grants, federal transit grants, and local county or municipal budgets
- Towns and counties must supplement, or directly sponsor, localized community shuttle or dial-a-bus capital and operating costs using local funds
- [State Funding Example](#)
- [Dutchess County Example](#)



North Carolina

- 98 public transportation systems across 100 counties
- Section 5310 cost sharing
 - Operating = 50% federal / 50% local
 - Capital = 80% federal / 20% local
- State-funded Rural Operating Assistance Program (ROAP) has three programs with a mix of federal and state operating funds
 - Elderly and Disabled Transportation Assistance Program (EDTAP)
 - Employment Transportation Assistance Program (EMPL) – One Year per Client
 - Rural General Public Program (RGP) – Payer of Last Resort- 10% local match
 - Annual formula funding - **\$18.7 million**
 - Administrative costs are ineligible expenses
- [Madison County Example](#)
- [Statewide Coordinated Human Services Transportation Plan](#)



- [Mobility Ohio Initiative](#) Goals (In Development)
 - Establish one agency to coordinate and oversee all providers, funding programs, and rules
 - Create a one-stop hub where clients and customers can conveniently schedule trips by phone or online for multiple trip purposes
 - Determine cost allocation and set rates
 - Create regional mobility management centers
 - Enforce uniform driver and vehicle standards
 - Promote local investment in human services transportation
 - Maintain a comprehensive database of all transportation providers, drivers, and vehicles
- [Laketran Example](#)



Washington State

- Funded through federal and dedicated state climate action funds
- Service varies significantly by location
- Can combine paid and volunteer drivers
- [Klickitat County Example](#)
- [State Overview](#)



Wisconsin

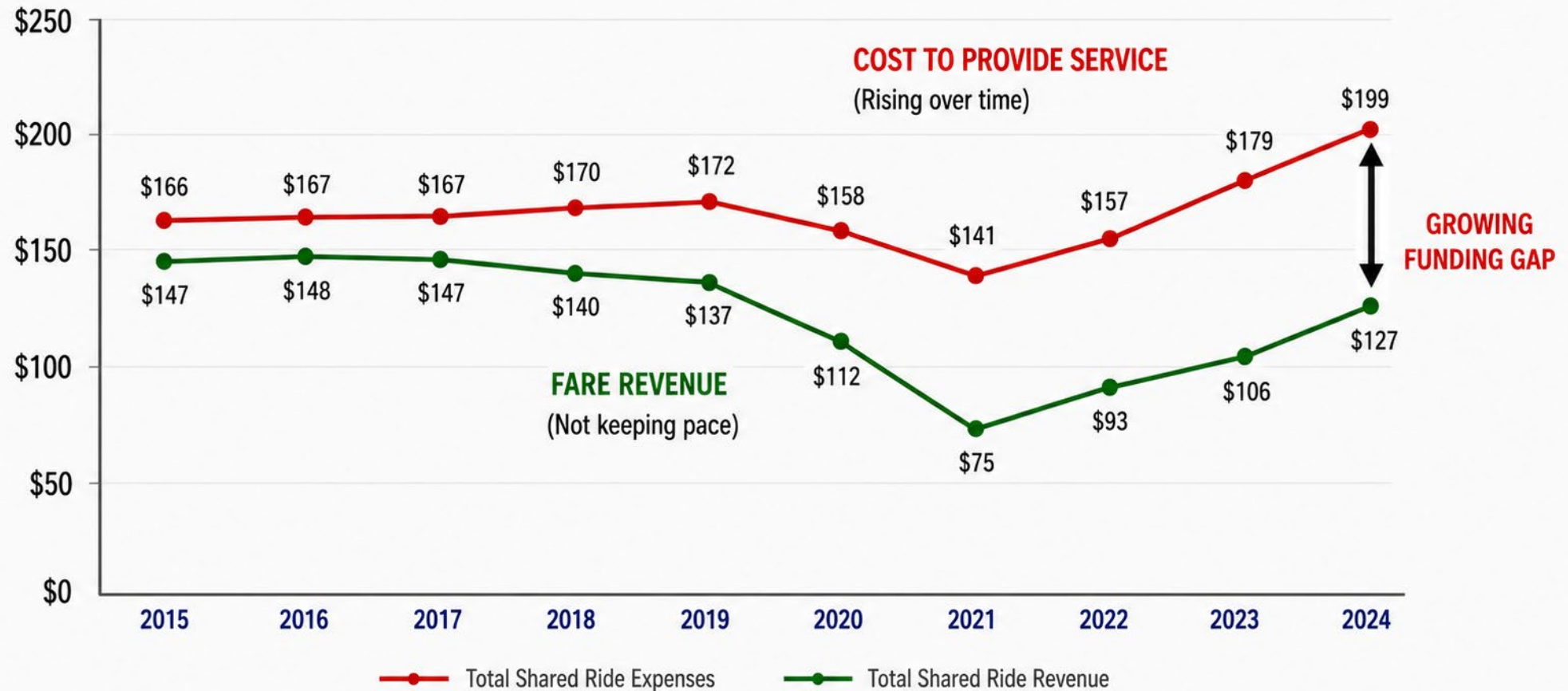
- County-based annual formula grant that is a function of the number of elderly and disabled persons + competitive grants
- County determines copayments (fares) and method (i.e., mandatory or voluntary)
- [Oshkosh Example](#) and [Brochure](#)
- [Winnebago County Example](#)
- [Underlying Wisconsin Statute](#)



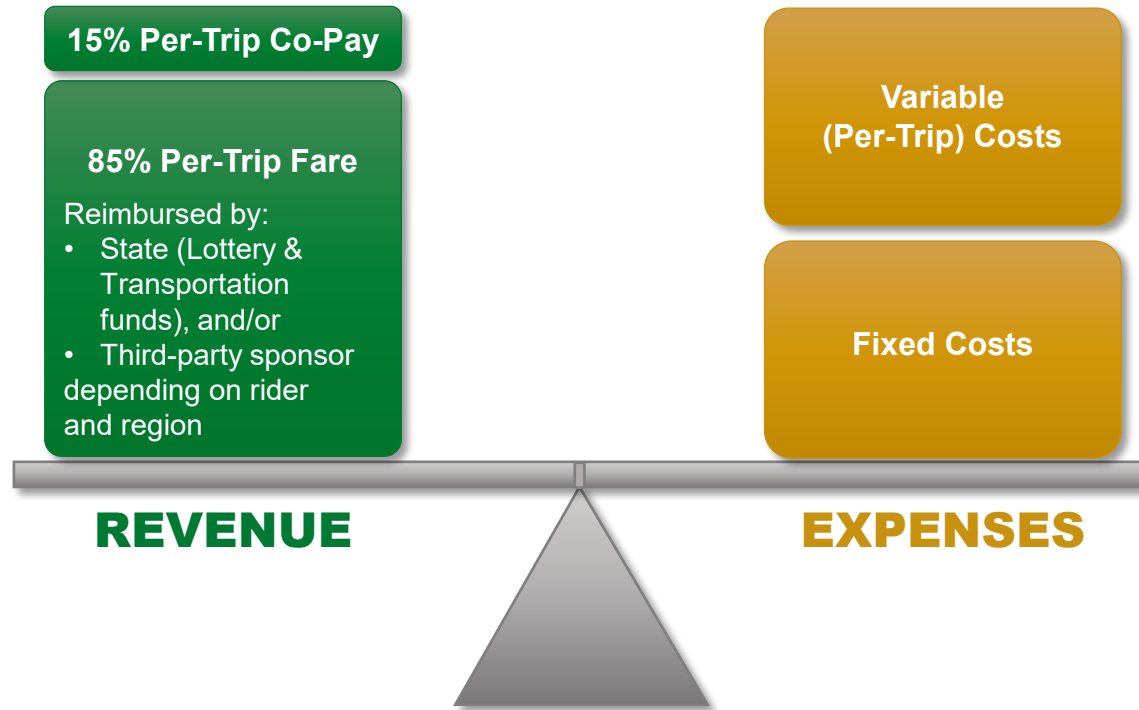
Alternatives Evaluation Discussion

COSTS CONTINUE TO OUTPACE FARE REVENUE

Shared Ride Program (Millions)



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%.

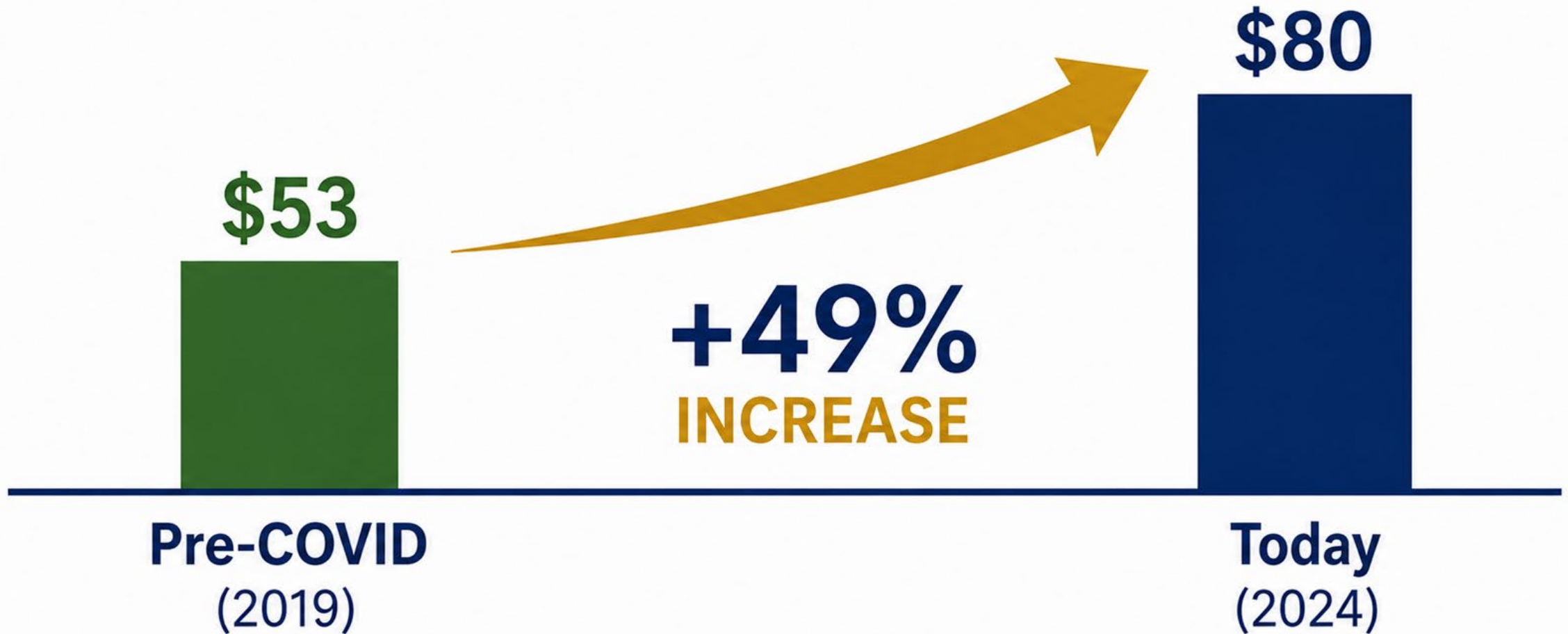
Perspectives

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.

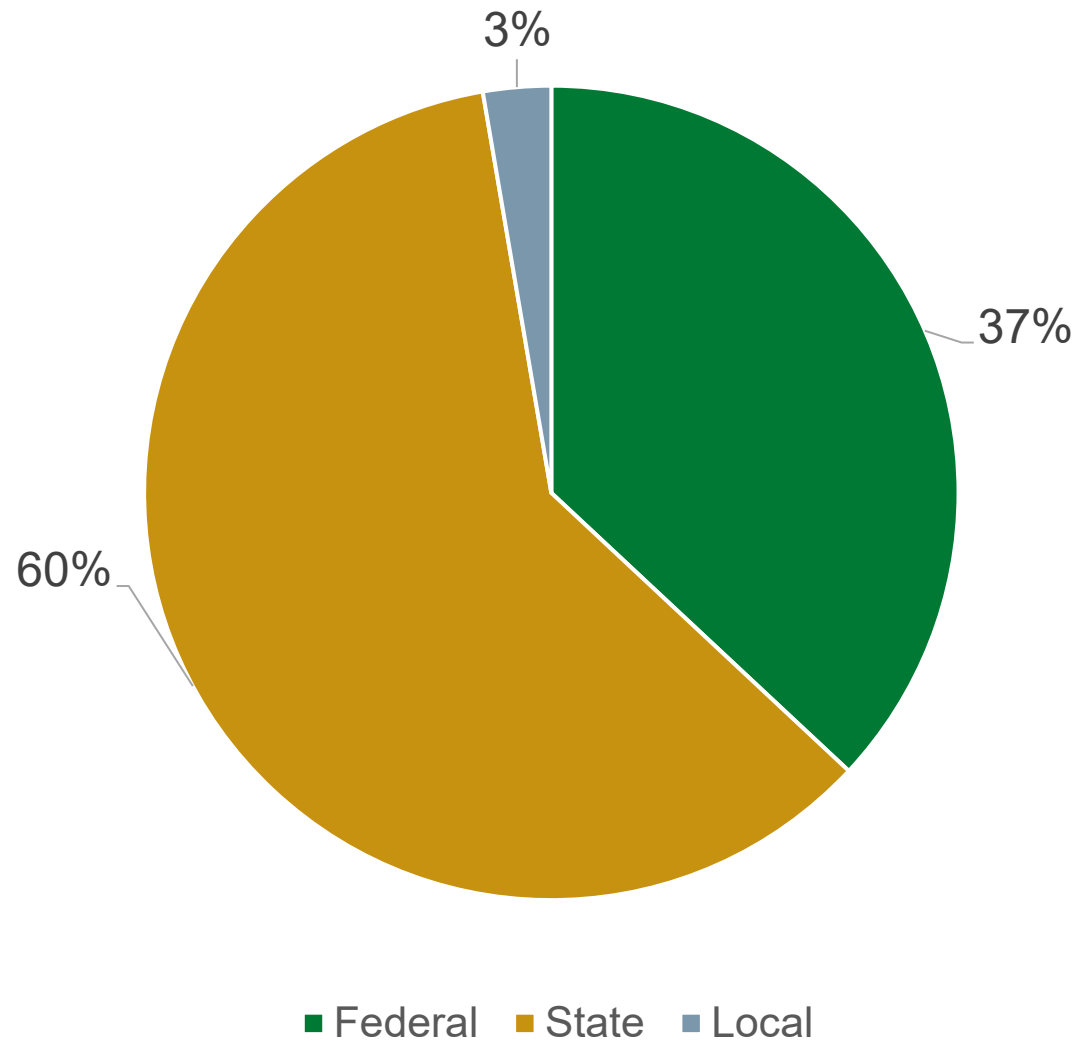
Challenges

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

COST PER SERVICE HOUR



Closing the Gap: Subsidy Sources



Committee Question: Budget & “Other” Revenue

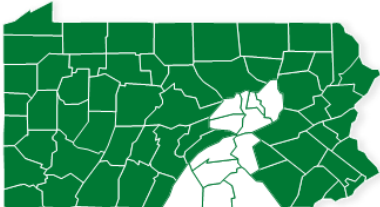
- **Q: What is the Commonwealth's overall budget on Shared Ride? Could we examine a few provider budgets/metrics from the Annual Report? What does “Other” mean in a provider's revenue?**
- 2024 statewide Shared Ride program cost: ~\$199M;
- The Annual Report profiles every provider individually
- “Other” in a provider's revenue is generally purchase-of-service contracts with local social service agencies that pay for group trips
 - Local non-profits
 - MHID
 - Revenue from local contract service



2025 Susquehanna (SRTA)

OPERATING PROFILES

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY (SRTA) D.B.A. RABBITTRANSIT*



CNG

rabbittransit

*rabbittransit, a brand that supports three distinct municipal authorities; Susquehanna Regional Transportation Authority, Cumberland-Dauphin-Harrisburg Transit Authority, and Central Pennsylvania Transportation Authority. The data is a summation of three distinct authorities.

189 / Pennsylvania Public Transportation Performance Report

SRTA (RABBITTRANSIT)

415 Zarfoss Drive
York, PA 17404
800-479-2626

Richard Farr, Executive Director
www.rabbittransit.org

COMMUNITY TRANSPORTATION

Service Area Statistics (2020 Census)

Square Miles:	5,616
Population:	1,564,861
65+ Population:	298,668
% of Population 65 and Over:	19.1%

Trip Information

65+ Trips:	271,751
PwD Trips:	76,984
ADA Trips:	39,301
MATP Trips:	172,959
Other Shared-Ride Trips:	181,846
Total Shared-Ride Trips:	742,841

House District

Adams:	91, 193	Northumberland:	107, 108
Columbia:	109	Perry:	86
Cumberland:	87, 88, 103, 193, 199	Snyder:	85
Dauphin:	103, 104, 105, 106, 125	Union:	76, 83, 85
Franklin:	81, 89, 90	York:	47, 92, 93, 94, 95, 169, 196
Montour:	108		

Senate District

Adams:	33	Northumberland:	27
Columbia:	27	Perry:	34
Cumberland:	31, 34	Snyder:	27
Dauphin:	15, 34	Union:	23
Franklin:	33	York:	28, 31
Montour:	27		

Current Fare Information

Average Shared-Ride Fare:	\$24.43
Average Shared-Ride Cost Per Trip:	\$44.53
Fare Structure Implementation Date:	July 2020

Vehicles Operated in Maximum Service

Community Transportation:	253
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OPERATING EXPENSES (000'S)*

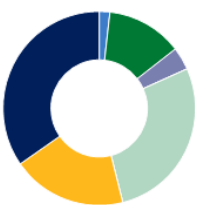
\$42,236



■ Shared-Ride Operating
■ Shared-Ride Admin
■ Exclusive Human Service Program Service Contracts
■ Passenger Fares

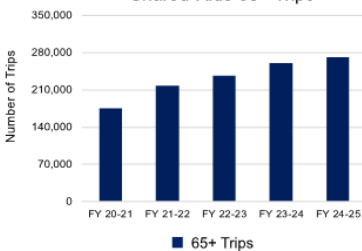
OPERATING FUNDS (000'S)*

\$42,236

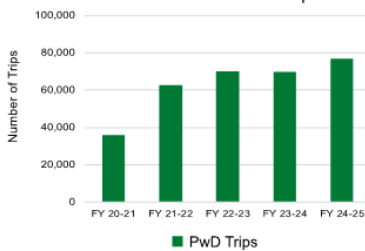


■ Passenger Fares
■ PwD Program
■ Lottery
■ MATP
■ Subsidy

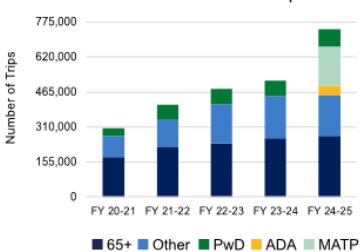
Shared-Ride 65+ Trips



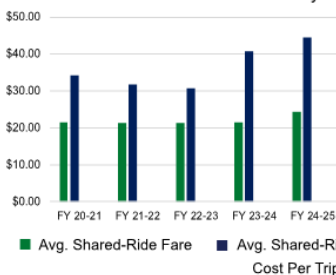
Shared-Ride PwD Trips



Total Shared-Ride Trips*



Shared-Ride Farebox Recovery



*ADA complementary trips are not included in FY20-21 through FY23-24. Beginning in FY24-25, totals include ADA trips.

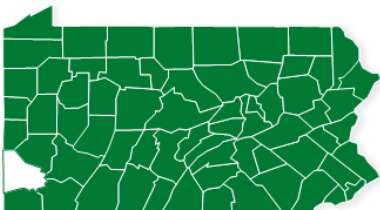
Fiscal Year 2024-25 / 190



2025 Washington (FT)

OPERATING PROFILES

WASHINGTON COUNTY TRANSPORTATION AUTHORITY (FREEDOM TRANSIT)



WASHINGTON



FREEDOM TRANSIT
50 East Chestnut Street
Washington, PA 15301
724-223-8747
Sheila Gombita, Executive Director
www.freedom-transit.org

COMMUNITY TRANSPORTATION

Service Area Statistics (2020 Census)

Square Miles:	857
Population:	209,349
65+ Population:	44,591
% of Population 65 and older:	21.3%

Trip Information

65+ Trips:	66,690
PwD Trips:	18,683
ADA Trips:	12,696
MATP Trips:	65,849
Other Shared-Ride Trips:	8,332
Total Shared-Ride Trips:	172,250

House District

Washington: 15, 39, 40, 46, 48, 50

Senate District

Washington: 46

Current Fare Information

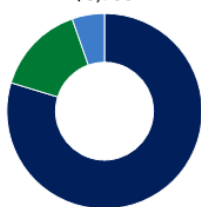
Average Shared-Ride Fare:	\$26.74
Average Shared-Ride Cost per Trip:	\$37.00
Fare Structure Implementation Date:	April 2023

Vehicles Operated in Maximum Service

Community Transportation:	45
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OPERATING EXPENSES (000'S)*

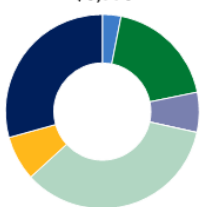
\$6,736



■ Shared-Ride Operating
■ Shared-Ride Admin
■ Exclusive Human Service Program Service Contracts

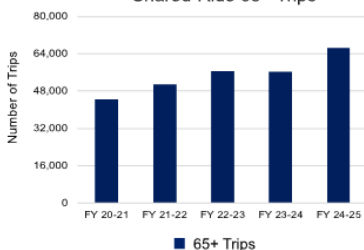
OPERATING FUNDS (000'S)*

\$6,773



■ Passenger Fares
■ PwD Program
■ Other
■ Lottery
■ MATP

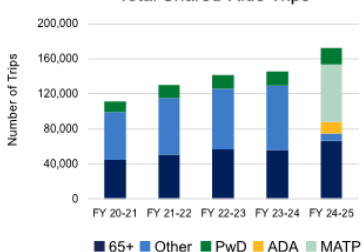
Shared-Ride 65+ Trips



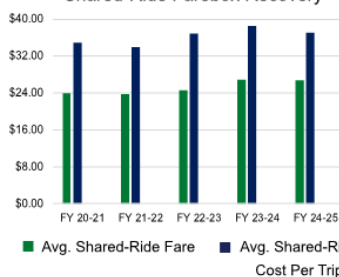
Shared-Ride PwD Trips



Total Shared-Ride Trips*



Shared-Ride Farebox Recovery



*ADA complementary trips are not included in FY20-21 through FY23-24. Beginning in FY24-25, totals include ADA trips.

Fiscal Year 2024-25 / 200



Committee Question: General Public's Use

- **Q: How often does the general public use shared ride?**
 - Does a provider generate revenue on a trip provided to a general-public rider?
 - How do fares/costs per trip compare for a general-public rider vs. a typical (program-eligible) customer?
- Shared Ride is open to the general public
- However, most users are sponsored by a funding source (Lottery, PwD, MATP)
- The cost and revenue for general public trips are the same as a sponsored trip



Example of Shared Ride Fare Structure

Paratransit Cash Fare Type	Zone 1 (Up to 7.99 Miles)	Zone 2 (8-17.99 Miles)	Zone 3 (18-27.99 Miles)	Zone 4 (28+ Miles)
Senior Shared Ride: 65 and older (Non-medical)	\$3.75	\$5.25	\$6.75	\$7.50
Senior Shared Ride: 65 and older (Medical only)	\$1.00	\$1.00	\$1.00	\$1.00
General Public (Full fare)	\$25.00	\$35.00	\$45.00	\$50.00
ADA Complementary Fixed Route	\$3.60	\$3.60	\$3.60	\$3.60
Medical Assistance Transportation (MATP)	\$0.00	\$0.00	\$0.00	\$0.00
Persons with Disabilities (PWD)	\$3.75	\$5.25	\$6.75	\$7.50



Committee Question: Vehicle Types

- **Q: Is Shared Ride only provided with paratransit vehicles? Could smaller vehicles be dispatched to serve most riders?**
- Most Shared Ride trips are provided on 12-passenger cutaway "paratransit" vehicles
- Where appropriate, agencies do dispatch mini-vans and sedans — but mainly for geography, not cost
- Labor is the biggest cost factor for an agency, so there isn't a significant cost savings between a mini-van/sedan trip and a cutaway trip



 PENNSYLVANIA

SHARED RIDE PROGRAM

ALTERNATIVES WORKBOOK

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



Stakeholder Input Is Pointing Toward a Hybrid Approach

- No single model has emerged as the preferred solution.
- The strongest direction is to **modernize and strengthen the existing program**, rather than replace it.
- Combine the strongest components of Models 1–5 into a coherent policy framework.
- Move incrementally: improve first, invest strategically, then expand mobility coordination.
- Use pilots and phased implementation before major statewide structural changes.



Strong Common Ground Has Emerged

- **Protect Customers** - Maintain essential mobility, particularly healthcare access and transportation for seniors, persons with disabilities, and vulnerable riders.
- **Predictable Funding** - Provide a more stable operating foundation while protecting against funding becoming an artificial service ceiling.
- **Local Flexibility** - Allow providers to select the most appropriate transportation solution for individual mobility needs.
- **Strategic Investment** - Invest in technology, AI, scheduling, fleet, workforce, and administrative improvements that produce measurable benefits.
- **Better Coordination** - Improve cross-county, healthcare, and human-service transportation coordination.
- **Accountability** - Pair increased flexibility with clear financial, performance, and customer-outcome expectations.

In addition to long-term sustainability, reform should improve mobility—not simply change the organizational structure of the program



Funding Is the Central Design Question

What We Heard

Predictable funding is strongly valued

Funding should recognize the cost of maintaining service availability

Providers need flexibility to manage mobility

Strategic investment has broad support

Concern

A formula grant requires strong management to a budget

Inflation and demand can erode a fixed allocation

State could be exposed when allocations prove insufficient

Investment funding balance with core operating resources

Emerging Direction

Explore a **hybrid funding structure**

Build in adjustments for **inflation, growth and operating conditions**

Pair flexibility with **financial accountability**

Make investments **supplemental to core funding**



Modernization Before Major Structural Change

Technology & Operations

- AI-assisted scheduling
- Better trip grouping/routing
- Advance scheduling
- Automated reminders
- Cancellation/no-show management
- Better customer communications

Managed Mobility

- Match customers with the appropriate mode
- Shared Ride
- Fixed route
- Microtransit
- Smaller vehicles
- Other transportation options

Strategic Investment

- Technology
- Fleet
- Workforce
- Training and leadership development
- Shared procurement/resources
- Financial dashboards

Coordination

- Cross-county mobility
- Healthcare partnerships
- MATP/human-service coordination
- Provider-to-provider trip coordination
- Shared statewide resources where beneficial



An Emerging Path Forward for Pennsylvania

1. **STRENGTHEN:** Improve the existing Shared Ride program and protect essential mobility.
2. **STABILIZE:** Establish predictable, sustainable operating funding with protections for inflation, demand, and rural/urban differences.
3. **INVEST:** Fund technology, AI, fleet, workforce, and efficiency initiatives with measurable returns.
4. **ENABLE MANAGED MOBILITY:** Give providers flexibility to match customers with the most appropriate transportation option while establishing stronger accountability.
5. **EXPAND COORDINATION:** Progressively integrate regional, healthcare, and human-service mobility where it produces measurable benefits.

The emerging direction is not Model 1, 2, 3, 4, or 5—it is a Pennsylvania framework built from the strongest elements of each.



What Stakeholders Do Not Want in the Future System

- A Funding Cap That Drives Service Reductions
- Mandatory Consolidation or Statewide Brokerage
- A One-Size-Fits-All Statewide Model
- Structural Change for the Sake of Structural Change
- Strategic Investment That Takes Money Away from Service
- More Administrative Complexity

The message from stakeholders

Modernize the program—but do not sacrifice service, affordability, local knowledge, or customer relationships in the process.



Alternative Refinement and Testing Process

- Define What to Quantify and Evaluate in More Detail
 - Short and long-term impacts
 - Operating and capital costs
 - Staffing and resources
 - State and local budgets
 - Sustainability (i.e., funding, cost, customer out-of-pocket)
 - Level-of-service
 - Ease of implementation (e.g., technically, politically)
 - Degree of regulatory oversight required
 - Opportunities to better leverage the shared ride system
 - Cost-effective ways to improve service to the community
 - What do you think we can quantify that would help your assessment?



Exploring Alternatives in More Detail

- Q1: Funding Model: Trip, Block Grant, or Mix?
 - Performance Incentives (similar to FTA STIC program)?
 - Living within Available Resources?
 - Potential Roles of Private Market, Non-profits, and Volunteers?
- Q2: Rules/Regs: State, Local, or Mix?
 - Fare Policies?
 - Sponsorships?
 - Core LOS+?
 - Means Testing or Discounts?
- Q3: Management Support: Toolbox, Technical Support, or Ad Hoc?
 - Trip Prioritization or Limits?
 - Mobility Management (TNC, Move to Fixed-Route where Possible)?
 - Span of Service?
 - Transit Development Plan (TDP)?
- Q4: Short-term, Incremental, and Long-term Change Strategies?

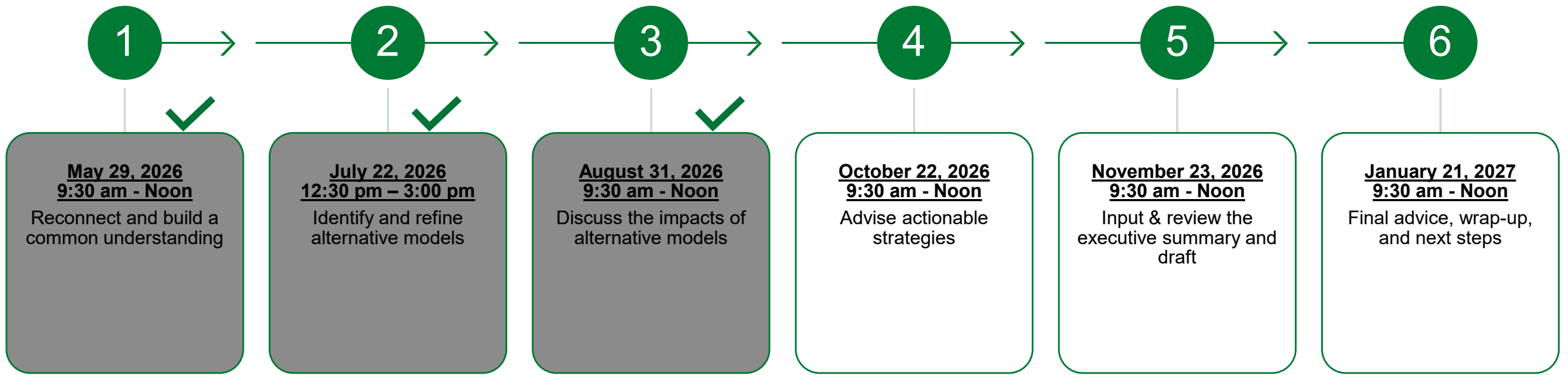


Scenarios to Evaluate (Define in Meeting)

Alternative	Funding Changes	Service Changes	Rule/Regulation Changes	Demand Changes	Other Changes / Considerations
A: Min. Change					
B					
b.1					
b.2					
C					
D					
E: Max. Change					



SRAC Meeting Schedule



Public Comment Opportunity