

**amtran**

Altoona, PA

# THE TRIP SHEET

## AMTRAN Announces Service Cuts



On April 18, AMTRAN announced that, in the absence of a transportation funding solution from the state legislature, the bus company will raise fares and will make a 24% cut in bus service effective June 11.

The proposed changes are posted on the buses, at the Transit Center, and on the website at [www.amtran.org](http://www.amtran.org).

The changes represent a complete redesign of AMTRAN's system that could become permanent.

The authority has historically run a hub and spoke system where almost all buses met at the downtown Transit Center at the top or bottom of the hour. The new design is a spine and feeder system with the main route following Pleasant Valley Boulevard and Plank Road up and down the valley.

"In terms of destinations, the center of gravity has shifted for our customers," according to Maureen Gilbert, Director of Transportation. "Most of them are going to work or to shop in the retail and commercial

district along the boulevard. The new system reflects that change. However, if you overlay the new map with the old map, you'll see that we continue to cover the same service area, just with a different focus."

The changes will result in more transfers, many of which will take place outside of downtown Altoona.

The changes include the elimination of all bus service after 6:00 p.m. except for the Campus Loop. The proposed changes also include the elimination of AMTRAN's downtown circulator, Route #9 the Flash.

The current adult fare of \$1.25 will increase to \$1.30 effective June 11 and will rise 5 cents per year until it reaches \$1.50 (fare details on page 2).

Based on feedback from three public hearings (see below), AMTRAN staff will adjust their recommendations for approval at the May 16 board meeting. The changes will take effect beginning Monday, June 11.

AMTRAN customers are encouraged to telephone their state representatives to tell them why the bus service is important to them.

### Public Hearings on Proposed Fare Increase and Service Cuts

Saturday, April 28, 10:00 a.m. - 12:00 noon  
Logan Valley Mall Community Room

Monday, April 30, 7:00 - 9:00 p.m.  
Logan Valley Mall Community Room

Wednesday, May 2, 10:00 am. - 12:00 noon  
Green Avenue Tower, Altoona



# The Trip



## Fare Increases

AMTRAN is proposing fare increases along with service changes. Details are listed on the buses, at the Transit Center, and at AMTRAN's website at [www.amtran.org](http://www.amtran.org).

The Adult Cash Fare will increase from \$1.25 to \$1.30 effective June 11. The adult fare will continue to rise 5 cents each year until it reaches \$1.50 in June 2011.

"We are trying to make the fare increase as gradual as possible to lessen the impact on our customers," according to Eric Wolf, General Manager. "A nickel may not sound like much, but when you multiply it over a month's worth of bus rides, it's real money."

The All Day Pass will increase from \$2.50 to \$2.75. The Monthly Pass will increase from \$30 to \$34.

An important change is that children 12 and over will pay the adult cash fare of \$1.30. The new half fare of \$.65 will apply to people with a disability and children ages 6-11.

Children under 6 will continue to ride free.

Senior citizens (65+) will continue to ride free during off-peak hours under the Pennsylvania Lottery program.

Paratransit service will increase from \$2.50/ride to \$2.60/ride.



*I  
couldn't  
do it  
without  
transit!*



Photos by Steve Cantrell.



## State Legislators Hear From AMTRAN Customers

135 phone calls in 2 weeks

In March, AMTRAN drivers and managers asked customers to contact their state legislators to support a statewide funding solution for public transportation. (See [www.amtran.org](http://www.amtran.org).)

According to General Manager Eric Wolf, AMTRAN's ridership responded with gusto. "Our customers really came through," enthused Wolf. "One of our state reps reported 135 phone calls in two weeks. That is an extraordinary number of calls on one issue."

AMTRAN staff have been talking with Senator John Eichelberger, Representative Rick Geist, and Representative Jerry Stern regarding the statewide funding crisis for highways and public transit.

"But it's important that they hear from their constituents," Wolf added. "They need to know the local impact."

Eichelberger, Geist, and Stern all indicated that they support finding a solution to the problem. Unfortunately, the complex nature of highway and transit funding make it unlikely that the legislature will be able to develop a solution in time for AMTRAN to avoid service cuts and fare increases.

According to Wolf, "We are asking our customers and our suppliers to continue to contact their legislators. We're asking the same from human service agencies whose clients use the bus service. Pennsylvania's public transportation providers need a stable, predictable, and growing revenue source. This is a statewide problem, and we have to keep up the pressure until a permanent solution is in place."

"If you phoned your state rep in March, phone him again in April and May," concluded Wolf. "Remind him why the bus service is important to you."

## Customer Focus

6th in a series



Like a lot of AMTRAN customers, Roseanne McNally starts her regular bus trip downtown - on 17th Street - and ends it at the Logan Valley Mall. Unlike some of her fellow passengers though, she's not going shopping. Instead, five days a week, Roseanne gets off the bus at the Mall and walks across Goods Lane to the Hampton Inn to go to work. Roseanne is a student in the Life Skills program in the Altoona School District and her "regular" school day consists of putting in a day of hard work at the hotel. She cleans bathrooms, laundry, dishes - anything and everything. For some of us, this might not seem so attractive. But Roseanne actually loves her job. In fact, her supervisors say that she works harder than anyone else in the program. So hard that lately, she's been getting some Wednesdays off - so other students can get a chance to get some experience. Roseanne says she likes the AMTRAN bus a lot. Roseanne's mother, Pat, really appreciates the bus service too. She's concerned that cuts in service will hurt people with mobility limitations - people who can't drive a car for one reason or another - the most.



# Last Stop

## Karen McKinney 2007 Superstar of Transportation

Karen L. McKinney will celebrate 21 years of full time service with AMTRAN on April 22, 2007.

Karen's compassion and empathy for co-workers and customers alike have placed her at the top of her peers. Her passion for a "job well done" shows in all her endeavors.

Karen was the 1989 Pennsylvania State Rodeo Champion, and competed in the APTA International Rodeo that same year.

### *Driver-Trainer*

Karen has been a driver-trainer in the past with AMTRAN and once again in 2006 accepted the responsibility of being one of our driver-trainers. Karen's precision driving skills combined with her dedication to the success of others has made her an excellent trainer.

In spite of tragic personal trials,

the past year being extremely difficult for the McKinney family, Karen's professional demeanor and willingness to help others has never wavered. Karen's abundant faith and determined spirit have set an excellent example for her co-workers. She has become a mentor to many of our new operators.

### *"Relay for Life" Chair*

For many years, Karen has been the chairman of the AMTRAN employees' American Cancer Society "Relay for Life" Team. She has donated countless hours to the cause and coordinated many fund raising campaigns. (Just ask her how many hoagies she has sold, sorted, and distributed.) Her tireless leadership of that team has placed AMTRAN in the top dollar arena many times.



**Karen McKinney**

### *A Positive Outlook*

Whether at the garage or out on the bus, when you see Karen she makes you feel like you are just the person she wanted to see. She is an asset to this organization and is dedicated to making AMTRAN a great place to work.

AMTRAN is proud that Karen McKinney is our Superstar for 2007.

Change Service Requested

www.amtran.org  
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Fare Increases**

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