

If you have not used a forum, why not?

1. Not aware
2. More appropriate for other staff
3. More appropriate for other staff
4. Do not recall being informed about any forums held on-line.
5. None Applicable
6. No forums for administrative, fiscal, or information technology issues. This is also the reason for a poor rating on networking. I think the networking for operations and maintenance management staff is good. But it is minimal for staff in other functional and critical areas of the business. Technical Assistance in this area could be greatly improved
7. Did not know about them
8. We have had the need. The Borough of Pottstown contracts out for our services and doesn't have the same needs of systems directly operated.
9. Have not had opportunity.
10. I'd use it more if it were more accessible. Maybe I am a bit techno challenged, but it seems to me to be a cumbersome process. And then of course I forget my user ID and password and that is the end of that.
11. Either have not had the time or not involved with the topic.
12. Prefer to discuss on phone or in person
13. Unaware
14. Need to get set up. Plan to do so in the next few days. Have not had time.
15. Cannot recall being informed of a forum available
16. Lack of time.
17. DIDN'T HAVE A NEED
18. I am unfamiliar with this tool.
19. I never really knew too much about the forums or heard anyone speak about them. I knew they existed but I was not sure how often other members actually use them
20. Unaware of the forums.
21. I haven't had the need yet.
22. Just don't take the time to do it and figure it out.
23. I say I am dissatisfied only because it is not used by members as effectively as possible...there are very few posts.
24. NEED ADDITIONAL INFORMATION
25. Not familiar with them.
26. As a supplier, not aware or certain if any forum would apply.
27. Do not feel that this relates to my organization
28. I think it would be helpful to see a 'hands on' demonstration at one of the upcoming

conferences.

29. i tried awhile back, wasn't registered never tried again.

30. haven't gotten to it

PPTA could improve in two areas what would they be?

- 1.** Participation of Business group in sessions & on committee. More dedicated time @ Trade show for operating members
- 2.** Evaluate the need for a paid lobbyist Build the image of public transportation in PA
- 3.** Build the image of public transportation in the Commonwealth Evaluate the need for a lobbyist for PPTA
- 4.** Outreach to a broader base of stakeholders Creating and promoting its own message of the value of public transportation
- 5.** Networking opportunities, technical assistance and training for administrative, fiscal & IT issues and concerns.
- 6.** The administration of PPTA should be more active on the hill. The services currently provided are generally good. However, we have an executive director- she should be promoting transit at every opportunity. The Board should give her goals/objectives, provide direction and measure outcomes. She should be supplementing the members' legislative efforts. She should be an advocate not a lobbyist, however I get the feeling that she is not encouraged to take a lead in this area.
- 7.** Legislative and industry promotion
- 8.** no opinion
- 9.** Not sure
- 10.** 1) I would like to see a better structure for the Legislative committee with more effective lobbying efforts. This is an extremely important area and I do not believe PPTA uses all of its members efficiently. PPTA may want to consider forming a PAC (Political Action Committee) for supporting legislators who support us. 2) All members should be created equal. There should only be different levels of membership if the person wishes only to participate at the associate or affiliate, not because they have to, (i.e. they do not run an authority.) We all have a vested interest in the strength of public transportation and we need the different voices to support P.T.
- 11.** Different Board structure which involves increased participation by other members. Board meetings following committee meetings all the time.
- 12.** 1. More members need to actively participate in governance and legislative issues on a regular basis. It will assist PR issues, legislative issues and funding issues. 2. PPTA needs to

	foster and support a new tier of leadership. Many members of the Board are nearing retirement or have served for many years.
13.	Satisfied as is.
14.	Longer Committee Meetings
15.	Keeping people informed about changing legislation/regulations/laws/board activities. Need for greater visibility statewide.
16.	1. Communication to general membership. 2. Legislative support and distribution of information.
17.	Better, more educational sessions at the conferences.
18.	1. More information of current and upcoming events. 2. Training for financial officers
19.	It would be nice to receive updates from peer transit agencies on a monthly or quarterly basis through a newsletter. Work on strategies to help attract and/or retain the "younger" (under 35) professionals. The future of transit in PA depends on transitioning from today's leaders to tomorrows.
20.	Meetings should be scheduled because we need to meet, not because we need to raise money.
21.	Better lobbying efforts, more fair representation of all class authorities.
22.	no overlapping workshops for better coverage of all available events
23.	Legislative representation
24.	1.) More Regional training, meetings, and networking opportunities (Quarterly around the state rather than once a year in Hershey and several trainings throughout the year in State College) 2.) Better Board communication with the members such as with this survey (ie: letter from Chairman--Good idea) How about letters or e-mails from the Board members representing each class to their constituents giving updates on matters pressing to that class or ASSOCIATES/AFFILIATES
25.	Need more time in the vendor area.
26.	Advocate for higher proportion of state transit funding for Class 3,4,5. Keep membership informed on funding effort.
27.	Assist in the promotion of better automated services and the reduction in costs of those services. Seek ways to assist agencies in reducing the overall cost of transportation services.
28.	Better communication of legislative issues to membership More membership input into Board activities/decisions (this survey a good start!)
29.	Better communication with members on what is going on Better legislative representation of all members
30.	1) Keeping members informed of legislation/regulations. 2) Keeping members informed of industry trends/best practices.
31.	I would like to see a booklet printed up for newer PPTA members that outlines the history of funding for transit. I think that this is a subject that is hard to grasp for those who do not work directly in government affairs. Also, I would like to see more training at meetings in place of too much entertainment.
32.	1). It needs to have a comprehensive strategic legislative plan that is inclusive of all class sizes. It put together the financial needs of all but the presentation to State and Federal officials of what we've done and what we could do with reliable funds has been weak in the past. 2). It needs to do more marketing/public relations with regards to what public transportation can do. We can't rely on Padot, we need our own cohesive coordinated effort.

33.	7 - INDUSTRY TRADE 6 - TECHNICAL ASSISTANCE
34.	1. Content of Annual Conference. Would like more educational benefit, best practices. Conferences seem to be "pep rallies for transit professionals" with a self-help bent. I don't find the sessions very beneficial. 2. Would like to see board broaden the "PPTA umbrella" to support more shared ride issues--learn more about the state's TMAs, include them and support them for the work they do supporting public transit.
35.	advocacy amongst other stakeholders; networking with the highway side.
36.	Have GMs encourage their staff's to use the Web sites
37.	Communication with business members More regular publishing/sharing of member directory
38.	1. Become recognized as THE voice of public transportation in Pennsylvania. Right now, I think if a legislator wanted to know the industry's position on an issue, they would turn to SEPTA and/or PAT, not PPTA. 2. Develop a better system for keeping members apprised of legislative and regulatory issues that are "on the table" in Harrisburg, especially those that are not transit-specific but could affect us nonetheless.
39.	Expand Membership Lower dues
40.	Public relations Promoting public transit with legislators
41.	Bring information on national trends into conference workshops.
42.	Assist with making participation by member from the western part of the state easier.
43.	More frequent communication to membership.
44.	I'm very happy with the association. It's one of the best groups of people in the industry.
45.	Capital Planning and HR training. The Board could do a better out-reach to its members (those that are not on their committees for example) to keep them involved.
46.	1) encouraging pennDOT to provide more technical assistance for class 5. 2) forum improvement for all topics in 7.
47.	More communication from the Board. Board needs to foster a more broad range of input from members.
48.	more attention towards legislative issues. Would like to see a transportation lobbyist.
49.	1-Representation of the Associate members 2-New member "inclusion".
50.	communications salaries

PPTA's greatest strength

- 1.** Its members and their combined knowledge
- 2.** Advocacy for State & local funding and dissemination of information
- 3.** Size and diversity of its membership
- 4.** The size and diversity of its membership
- 5.** Its members
- 6.** Training and networking. I would like to see the legislative effort become a larger role in the organization. Sometimes feel left in the dark.
- 7.** Networking
- 8.** Bringing together people from all over the state and providing opportunities for them to meet and discuss issues that pertain (possibly solely) to transit.
- 9.** diversity of membership and ability to highlight the importance of public transit throughout the Commonwealth.
- 10.** Cohesiveness of the organization.
- 11.** Networking opportunities although as indicated above, I think these could be improved in cyberspace.
- 12.** Its people. The networking is extremely helpful. Understanding the situation across the state gives us all a better idea of what we need to do to promote P.T.
- 13.** Networking! Penn TRAIN
- 14.** 1. The fact that it is a member driven organization rather than a staff driven organization like APTA. The presence of the General Management and top leadership of transit systems lends credibility to the organization's arguments to administrative and legislative bodies.
- 15.** Political presence.
- 16.** Training Programs
- 17.** Members willing to work for the good of the industry. Staff that hold the association together.
- 18.** Legislative efforts
- 19.** Strong support to bring transit members together & inclusion of Penn DOT to discuss issues. Education & training sessions that help a small organization like ours deal with new requirements for state & federal programs.
- 20.** A relatively stable leader pool throughout the state.
- 21.** 1. Its Members. 2. Solid administration. 3. PennTrain.
- 22.** The association is member-driven.
- 23.** The people...from the staff to the members. They're all first class, wonderful people.
- 24.** Training
- 25.** Giving people the opportunity and place to meet with peers and vendors of the industry.
- 26.** The co-ordination of the wide range of members pursuing legislative support as opposed to

	paying a hired gun.
<u>27.</u>	Penn Train
<u>28.</u>	Communication to membership.
<u>29.</u>	PennTRAIN
<u>30.</u>	It's members.
<u>31.</u>	Administrative Staff
<u>32.</u>	Legislative influence
<u>33.</u>	Networking.
<u>34.</u>	Involvement and commitment from Class 3 & 4 top management.
<u>35.</u>	Excellent workshops/seminars during conferences Training/PENNTRAIN Legislative lobbying
<u>36.</u>	PPTA events and programs offer the best way for transit professionals to network - this is invaluable to the strength of transit in PA
<u>37.</u>	Supports the need for training programs in all areas of transit
<u>38.</u>	networking
<u>39.</u>	Providing education and promoting networking.
<u>40.</u>	Promotes networking and friendships (maybe not the right word) throughout agencies from all over the state. Promotes idea-sharing.
<u>41.</u>	Meetings and conferences are well organized. Trainers are knowledgeable in their fields. Courses are full of valuable information that can be used in real life situations on the job. Very transit oriented.
<u>42.</u>	The steady leadership of the Executive Director and the passion of its members in doing what they do.
<u>43.</u>	VARIETY IN MEMBERSHIP
<u>44.</u>	Providing a forum.
<u>45.</u>	penn train
<u>46.</u>	We have the ability to know what is going on in our State, in Transit, if we would just use it.
<u>47.</u>	Networking and participation
<u>48.</u>	Our meetings. We have one of the best, if not THE best, state public transportation conference in the nation.
<u>49.</u>	Communication with members Constant reminders
<u>50.</u>	Enthusiastic membership and administration - I believe PPTA needs to cultivate relationships with new members and affiliates for new ideas and manpower
<u>51.</u>	Cooperation among its membership.
<u>52.</u>	ability to unite all segments of the state to provide the necessary single front for transit improvement. This is and will continue to be essential to secure dedicated transit funding, which I believe is the single most crucial issue we face right now.
<u>53.</u>	Its members.
<u>54.</u>	Great people.

55.	The ability to bring together a large group of individuals at one time to promote networking opportunities. I believe the conferences are also well thought through.
56.	Networking opportunities.
57.	Membership
58.	bringing membership together at established intervals.
59.	Knowledgeable staff that are able to assist members in so many areas -- great resource with one point of contact. Conference/networking/training opportunities!
60.	The Director.
61.	The relationship the staff has with the membership. PENNTRAIN is to be proud of.
62.	Its members!
63.	1-Being intimately involved in the legislative and funding issues.
64.	ed

Beyond funding issues, what is the most pressing issue facing your organization?	
1.	Increasing ridership
2.	Funding @ State & Local level
3.	The complexity of funding and the regulatory environment
4.	The complexity of grant funding and the regulatory environment
5.	Cost of fuel and insurance, driver training
6.	The need to continually develop & train staff and to remain innovative in our approach to providing service and meeting the communities needs.
7.	Sustaining ridership
8.	Ridership numbers
9.	As a non-operating member do not have any with which PPTA needs to assist.
10.	Ridership, More Funding, Ridership, More Funding
11.	Meeting growing demands in a productive manner.
12.	Funding is the main reason we belong to PPTA and its ability to use its strength in numbers when lobbying for that funding. Our other issues are more local.
13.	Lack of support from the community
14.	All programs are fiscal driven. Operations, Capital Equipment, both are fiscally driven.
15.	Retaining Drivers
16.	Planning processes -- capital & long range service goals and objectives. Outreach to grow the ridership. The need to update policies that comply with current regulations/laws. Time to get it done!

<u>17.</u>	Keeping good quality employees.
<u>18.</u>	1. Training & development of new PA Transit leadership.
<u>19.</u>	Continued employee development, especially maintenance training.
<u>20.</u>	MEETING ALL THE GOALS OR DEMANDS OF THE AGENCIES WE SERVE
<u>21.</u>	Declining ridership
<u>22.</u>	I'm a consultant, so establishing long-lasting relationships and helping transit agency members meet their goals is my most pressing issue.
<u>23.</u>	unprecedented growth in our county and how to continue to provide adequate or better service based on current and future budgets restraints.
<u>24.</u>	Keeping pace with society (technology issues, fare-payment issues) capturing the next generation of transit rider
<u>25.</u>	ALL PRESSING ISSUES STEM FROM LACK OF MONEY
<u>26.</u>	Staff Training and Retention.
<u>27.</u>	training
<u>28.</u>	Maintaining the level of service delivered to our customers.
<u>29.</u>	Members feeling that they are "PART" of the process and not an outsider looking in. Membership involvement! Can't be a few "doing" and "having input", there must be a greater involvement of all members. Internet allows this to happen more freely through Web conferences and workshops as well as conference calls. Look at the membership committee and its ability to work with Kirsten to develop this tool.
<u>30.</u>	Training - operators, mechanics, supervisors.
<u>31.</u>	Rapid growth in customer base needing services, and the inability to keep up with the growth.
<u>32.</u>	Streamlining and improving internal administrative processes in order to support service growth
<u>33.</u>	Maintaining passengers/economy
<u>34.</u>	Lack of resources to accomplish everything
<u>35.</u>	Need for better marketing. Need for Technical support.
<u>36.</u>	Ridership, Hospitalization costs
<u>37.</u>	Training-Keeping up with technological advances.
<u>38.</u>	GETTING TO THE END OF A CAPITAL BUILDING PROJECT.
<u>39.</u>	Unfortunatel, funding is the issue.
<u>40.</u>	survival
<u>41.</u>	If we had adequate funding, that would certainly address many of our issues. However, of the ones that are not fundamentally financial, the biggest problem we face is how to provide quality transit service in the face of continuing suburban sprawl.
<u>42.</u>	Manpower (fiscal constraints)
<u>43.</u>	Legislative awareness of the benefits of transportation. Legislators need to be made aware of the benefits of transportation through the eyes (and mouths) of their constituents and area businesses.

<u>44.</u>	Retaining good quality employees
<u>45.</u>	Long term funding
<u>46.</u>	Fostering municipal understanding of the necessity for transportation planning, ie. Transit Oriented Development, transit access with municipalities and transit's relation to economic viability.
<u>47.</u>	Functional Board of Directors
<u>48.</u>	Capital Planning. (understanding and programming the TIP and projecting 5-10 and 15years out for growth of agency).
<u>49.</u>	Population decline in our area.
<u>50.</u>	sharing of information throughout membership
<u>51.</u>	Being kept up to date on other regulatory issues. Need to have updated policies, driver handbook.
<u>52.</u>	Human Resource recruitment and retention