

Using Technology to Improve On-Time Performance

AMTRAN doesn't invest in technology just for the sake of technology.

We utilize technology to become more efficient and effective and to improve customer service.

For example, our myStop technology pushes real-time bus departures out to customers by telephone, via text, on the web, and through our smart phone app for iPhones and Androids. Since many of our routes only run once an hour, it's very important to our customers to know whether the bus is on-time or running late.

Another convenient technology that we offer is trip planning through Google Maps which is also available through our smart phone app.

Today we are very excited about how we have improved our on-time

record for our customers.

On-time Performance

We are now using myStop to improve our on-time performance.

Over the past year, we have been carefully examining each route and adjusting its timetable.



Our drivers are utilizing the onboard technology that alerts them when they are running early or late.

In our industry, traffic signals and congestion significantly impact on-

time performance so it's hard to stay exactly on time. But the bus should never be early because then you might miss a customer.

As for running behind, we consider a bus late if it's more than 4 minutes behind schedule. That's about average for the public transportation industry.

So "on time" means never early and not more than 4 minutes late.

Performance Goal

A year ago, AMTRAN's on-time performance was 75%. For the first six months of this year, our on-time performance has been consistently 80% or better.

We are proud of our progress to date and will continue to improve.

Compressed Natural Gas Buses for Amtran

Amtran is moving to Compressed Natural Gas (CNG) with an order for six new buses to be delivered in May 2018.

On October 19, the Amtran Board of Directors voted to purchase six new, made-in-America, CNG buses for a total cost of almost \$3 million. The funding comes from PennDOT and the Federal Transit Administration.

Support from Bill Shuster

According to Congressman Bill Shuster, Chairman of the House Transportation & Infrastructure Committee, "This is a great opportunity for Amtran to move toward CNG-fueled buses. I was happy to support their federal grant application to help purchase new buses as part of this statewide CNG project. Amtran will finally be able to retire buses in their fleet that are more than 40 years old."

Statewide Public-Private Partnership

In March, PennDOT Secretary Leslie S. Richards announced that the Trillium CNG team was selected for the department's statewide Compressed Natural Gas Public-Private Partnership (P3) project.

Through the \$84.5 million project, Trillium will design, build, finance, operate, and maintain CNG fueling stations at 29 public transit agency sites (including Amtran) through a 20-year P3 agreement. Stations will be constructed over the next five years and the firm will

also make CNG-related upgrades to existing transit maintenance facilities.

In Altoona, there will be a fueling station and upgrades to Amtran's maintenance building to accommodate CNG buses. (There will not be a public fueling option at Amtran at this time, but that could change in the future.) The project in Altoona is scheduled to be completed by summer of 2017. Locally, The EADS Group is working with Amtran and Trillium.

The bus purchase is part of a statewide procurement consortium. The six CNG buses will be delivered in the spring of 2018 from American bus manufacturer Gillig's all-new plant in northern California.

Fuel Savings

PennDOT expects transit agencies to see significant savings due to the project. Based on current CNG, diesel, and gasoline prices as well as fuel usage, agencies could save more than \$10 million annually statewide. After 10 years, the department estimates that the project will pay for itself with the estimated \$100 million in savings.



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Smart Phone App

Amtran's myStop smart phone app is a free download for IOS and Android devices. Search "myStop" at your app store and look for the logo above.

Trip Planning & Real-Time Bus Departures

Using the app, you can plan your trip through Google Maps. You can also find out when your bus will be at your stop in real time. In addition, you can set an alert to remind you when the bus will arrive.

The app was developed by Amtran's tech partner, Avail Technologies in State College.

Loyalty Reward Winners

Here are the AMTRAN myFare smart card customers who were recent Loyalty Reward Program winners.

Our July winner was Dana Vanormer. Our August winner was Patrick Hilger. Our September winner was Carlos Jaso. Each winner received \$25 loaded onto their myFare smart card.

You can win too! Every month, we randomly select a registered myFare card customer to win.

If you don't have a myFare card yet, read about it on the next page, and ask your friendly Amtran driver how you can get your myFare card today!



Amtran's myFare smart card is quick, safe, and convenient. Get yours today!

Quick – Just tap your myFare on the card reader as you board, and you're ready to go.

Safe – If you register your card at Amtran, we can replace it if it's lost. Plus if you register, you'll be automatically entered in our Loyalty Reward Program. (See previous page.) To register your card, just stop by Amtran (next to Mansion Park) Monday through Saturday, 6:30 a.m. to 6:30 p.m.

Convenient – No more worries about exact change. And you can check your balance anytime by phone (944-1200).

Ask your friendly Amtran driver about myFare today. It's free with a \$5.00 minimum purchase!

Starts at 6 a.m.



The early bird catches the bus!

Early & Late Bus Service

Did you know that Amtran runs bus service as early as 6:00 a.m. and as late as 10:00 p.m. Monday through Saturday?

#11 Early Bird starts at the Transit Center at 6:00 a.m. and connects to Logan Valley Mall to the Wye Switches to Juniata and the VA Hospital.

Late Bus Service

#12 Night Owl starts at the Transit Center at 6:00 p.m. and connects to Lloyd Street to Logan Town Centre to Pleasant Valley Shopping Center to Logan Valley Mall to Walmart and back to downtown with four hourly trips beginning at 6:00 p.m. and ending at 10:00 p.m.

#14 Evening Flash connects Penn State Altoona and Fairview to Martin's Chestnut Avenue to Altoona Hospital to downtown Altoona with five hourly trips beginning at 5:00 p.m. and ending at 10:20 p.m.

Pick up a schedule on the bus, or visit our website at www.amtran.org.

amtran HelpLine

Mon-Sat
6:30 am-6:30 pm

(814) 944-4074

real people. real answers. in real time.

Often when you phone for help, you'll get a computer answering the phone. Not at Amtran. If you call our HelpLine Monday through Saturday, 6:30 a.m. to 6:30 p.m., you'll get to talk to a real person who can answer your questions about riding the bus. Give it a try!

real people. real answers. in real time.



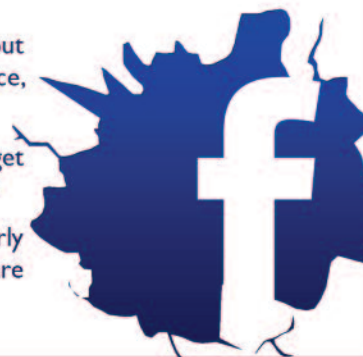
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Tell us what you think about this newsletter, our service, our drivers.

Do you use myStop to get real-time bus departures?

If you're one of our early testers for our new myFare card, how do you like it?



WE WANT TO HEAR FROM YOU