

Greater Dayton Regional Transit Authority

Title VI Program Report

October 2024



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I. Introduction

Since 1972, the Federal Transit Administration (FTA) has required applicants, recipients and sub-recipients of federal assistance to provide assessments of compliance with Title VI as part of the grant approval process.

Section 601 of the Title VI of the Civil Rights Act of 1964 states the following:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Since 1980, the RTA has been a countywide transit provider that serves Montgomery County and Wright Patterson Air Force Base (WPAFB) and Wright State University (WSU) in Greene County.

Montgomery County is in the southwestern portion of the State of Ohio and includes most of the Dayton Urbanized area. The western townships of Montgomery County are basically rural in character and devoted primarily to agriculture; while the eastern and southeastern area is experiencing suburban growth extending into parts of Greene County not currently served by the RTA. Growth is also occurring in the northeast and northwest corridors of Montgomery County along with area immediately south of the Montgomery County line. The RTA operates a regional hub network to address these trends in growth and population shifts.

II. General Reporting Requirements

Title VI requires all applicants, recipients and sub-recipients to provide A) a copy of procedures for filing a Title VI complaint, B) a list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submittal, C) a copy of the agency's plan, if determined to be necessary, for providing access to meaningful activities and programs for persons with limited English proficiency, D) a notice that the agency complies with Title VI and a list of the procedures the public may follow to file a discrimination complaint, and E) a summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority persons had meaningful access to these activities.

Other information required by Title VI to be maintained is on file at the RTA.

During this period, RTA had no subrecipients and had no new facilities constructed.

A. Title VI Notice to the Public

A copy of the notification that advises RTA customers of their rights is included in Appendix A. This notification has been placed at each of RTA's transit hubs and RTA

vehicles. RTA also reviews other methods of notification that will provide additional opportunities to communicate to the riding public of their rights under Title VI. The locations that it can be found include all the Transit Centers, public gathering places, which include the building lobbies of 600 Longworth Street and Wright Stop Plaza, boardroom, schedules, and the website which links to a complaint form.

B. Procedures for Filing a Civil Rights Complaint

It is RTA's policy to provide outstanding customer service to all passengers, employees, and the general public. It is the responsibility of all RTA employees to insure professional, timely and accurate responses to customer concerns and suggestions. RTA will investigate and respond to every customer complaint or public inquiry. To this end, RTA has established procedures (see Appendix B) for the investigation of complaints as well as the receipt of compliments. Appendix C is the actual complaint form. Within these procedures, specific actions are to be taken if a complainant alleges discrimination.

Procedures

All customer complaints/suggestions must be logged into the Customer Response System (CRS). Complaints that can be verified "invalid" during the initial contact will require documentation in CRS as to why the complaint is not valid. The final action on an invalid complaint requires the customer service representative or the complaint coordinator to follow up by telephone or other means preferred by the contact within one business day.

The customer service or other RTA representative will input all needed information into (CRS) including the complaint code type using a Customer Service Key. If the complainant alleges discrimination, the Equal Employment Opportunity (EEO) Officer, or designee, must be notified immediately of any such complaints. Complaints dealing with discrimination, as one specific type of complaint, require notification of department managers immediately.

The representative must send e-mail notification to the designated department complaint coordinator responsible for investigating the concern. The complaint coordinator is responsible for investigating and/or assigning the concern to the investigator. All customer complaints must be investigated in a timely manner by the department and generally not exceed 5 working days. Investigations may include any or all of the following: meeting with the employee(s), review of GPS or Camera recordings, field check by supervisors, interviewing witnesses and/or the contact person.

Customer complaints should generally be answered in the format received i.e., written letter should receive written response. Customer Service must randomly (within 30 days) follow up with complainants at least 25% of the time to insure customer satisfaction. The follow up must be documented in (CRS).

C. Title VI Complaints Received

The Greater Dayton RTA received no complaints during this timeframe.

D. Public Participation Plan

The Greater Dayton RTA complies with Federal Transit Law 49 United States Code (USC) Chapter 53, Section 5307 (d)(1)(I) by developing a locally written process for soliciting and considering public comment before raising a fare or carrying out a major service reduction. In addition, the following public outreach and participation plan meets the requirements of U.S. DOT Order 5610.2(a), Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, FTA C 4703.1 Environmental Justice.

The RTA employs several means to communicate to the general public regarding the activities it performs including LEP (limited-English proficient) and minority populations. The communication activities may focus in different mediums depending on the program or population affected.

These include but are not limited to:

Public Information and Notifications

RTA publishes notices, brochures and tables regarding RTA proposals or programs, including how the public can obtain information and make comments, where meetings are to take place, and other applicable information. The notices for public input are posted 30 days in advance so the public has time to consider proposals and make comments. The notice methods include:

- Press releases to local and state media
- E-alerts via text or e-mail via Bustime
- Website links and articles and social media via Facebook, Instagram and LinkedIn
- On bus advertising with interior cards, onboard enunciator, and TV monitors on partial bus fleet. 11x17 posters with QR code placed on entire bus fleet.
- Rack cards/ “take ones” placed on the bus and racks throughout GDRTA transit centers
- Transit Center posters and brochures

- Spanish translation services and translated materials including fare media signs, system map information, bus hailer kits, translation assistance cards, critical notifications and forms such as Title VI notice and application forms
- Radio, television or newspaper ads considering stations and publications that serve LEP and minority population
- On board customer surveys to receive customer feedback on service change proposals from those who are directly affected by the proposed changes.

Meeting Locations

RTA meets with the public in locations that have convenient access to transit and are centrally located so that anyone in its service area can attend meetings and receive information about any RTA activities that will impact them, especially LEP and minority populations. Meetings are held at several different times of the day for easier access. All public meeting locations will be accessible to those with disabilities. If notified five (5) days prior to the meeting, language or hearing interpreters will be made available.

Public Meeting Forums

On critical issues such as major service changes and all fare changes, RTA conducts public meetings that utilize one-on-one interviews with customers. RTA Staff will prepare proposals in sufficient detail and make available prior to the meeting for interested individuals. If the proposal involves service changes, maps are made available. Since each customer can be affected differently than another customer, obtaining comments this way allows for an individualized response to an individual need. RTA staff will conduct personal interviews and transcribe oral comments if written comments are not possible. Meetings will have sign-up sheets available and if no one is in attendance, staff will wait for 10 minutes and then announce the reason for the meeting, a statement that no one is in attendance and close the meeting. Customers are also able to leave audio messages on an advertised phone number prior to the advertised deadline for public feedback and the comments are transcribed for RTA's analysis along with all public feedback received. The public comments are presented at Board of Trustee Committee meetings so that they are part of the decision making process.

On April 17th and 18th 2024, RTA held public meetings at the Downtown Transit Center location to receive public input on proposed fare changes. Meetings were held from 9:00 a.m.-11:00 a.m. on April 17 and again on April 18 from 4:00 p.m. to 6:00 p.m. There were 24 total attendees at the meetings.

There were additional comments received via phone calls and emails. At the public meetings, the proposals were summarized on posters at four locations throughout the meeting room and customers could speak in person to staff members about their concerns and give input as well as ask questions about the changes to better understand them.

In addition, GDRTA held public input sessions for its proposed service changes in 2023. GDRTA held five public input sessions in February 2023 to collect customer feedback and comments regarding the agency's proposed system redesign. The public input session dates were as follows:

Date: Monday, Feb. 13, 2023
Time: 8-10 a.m., 12-2 p.m. and 4-6 p.m.
Location: Wright Stop Plaza

Date: Wednesday, Feb. 15, 2023
Time: 9:30-11:30 a.m.
Location: Dayton Metro Library – West Branch

Date: Thursday, Feb. 16, 2023
Time: 9:30-11:30 a.m. and 4-6 p.m.
Location: Dayton Metro Library – Miami Township Branch

Date: Monday, Feb. 20, 2023
Time: 8-10 a.m. and 4-6 p.m.
Location: RTA's Northwest Transit Center

Date: Wednesday, Feb. 22, 2023
Time: 9:30-11:30 a.m. and 4-6 p.m.
Location: Dayton Metro Library – Southeast Branch

A press release for both the fare and service changes that were sent out summarizes the proposed changes and are found in Appendix D. A breakdown of the feedback received, and public input sessions are included in both analyses found in Appendix J and K.

Website

RTA's website provides round-the-clock information on the transit system, including fare structures, route schedules and maps. Any changes in service, such as weather anomalies, traffic reroutes, or holiday hours, are made available on the site. RTA press releases and customer newsletters are published on the site. The site has Google Translation software for on demand translation to Spanish. Alerts can be sent to customer phones

(Transit app) for immediate service alerts when they sign-up for the service. Customers also may apply online to become a member of RTA's Customer Advocacy Group, which reports directly to the RTA Management staff. This council is representative of both minority and non-minority groups.

Community Events

RTA staff members regularly participate in community events that are not specific to public transit such as ethnic festivals, arts and music events, or events that promote a specific community or district. RTA staffers man a display booth and provide information on public transit activities and review customer feedback.

Wright Stop Plaza Information Tables

When RTA wants to advise the public of specific projects that will have a direct impact on riders, RTA staff will conduct personal interviews at the major downtown transit center and transcribe oral comments or assist customers with computer surveys to receive customer input.

Outreach to Community Groups

The Greater Dayton RTA meets with community groups and social service agencies to listen to community concerns on the effects of fare changes to low-income and minority populations. GDRTA has associations with the Latino Family Advocacy Program at East End Community Services (EECS), Sinclair Community College, Wright State University, University of Dayton, Montgomery County, and the City of Dayton, all of which assist LEP persons. Dayton is an immigrant friendly city and as such RTA is doing all it can to meet their needs by being a part of the Welcome Dayton Initiative.

Jurisdictional Meetings

RTA conducts an extensive outreach program with jurisdictions throughout its service area. Over 30 meetings annually are conducted to gather meaningful feedback on current transit needs issues, offer information about the services RTA provides, and enhance relationships with our stakeholders.

RTA continued in 2021-2024 to attend many community events, festivals, educational events, etc. to provide information on public transit activities and review customer feedback.

In 2021-2024, RTA Staff met with all Jurisdictions in the service area to receive feedback and ideas from the community elected leaders and government staff on how to improve service for residents and coordinate future developments with new transit system redesign service plans.

E. Plan for Providing Access to Meaningful Activities and Programs for Persons with Limited English Proficiency (LEP)

In accordance with the Title VI requirements of the Civil Rights Act of 1964, the Greater Dayton Regional Transit Authority (GDRTA) conducted this analysis, seeking to improve transit access for individuals who have Limited English Proficiency (LEP). The outcomes of this analysis below will examine the services GDRTA provides to the LEP population, identifying any gaps in access, and to develop and implement a working LEP assistance plan. GDRTA will provide services to which LEP persons can have meaningful access, prohibiting discrimination based on national origin. This assertion applies to any GDRTA program or activity that receives Federal Transit Administration (FTA) federal financial assistance.

Framework of the Analysis

GDRTA used the Department of Transportation LEP Guidance to construct this analysis:

Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population

Task 1, Step 1: Examine prior experience with LEP individuals.

GDRTA serves the diverse population of Montgomery County, Wright Patterson Air Force Base (WPAFB), Wright State University (WSU), and a small segment of Greene County. The excellent college programs in the region bring in many international students. In addition, WPAFB employs a diverse workforce. Our operators report frequent interactions with foreign-born customers. Following national trends, our community has experienced consistent growth in the Latino population over the past decade; thus, Spanish is one of the most common languages spoken by foreign-born passengers in our service area. Small concentrations of Asian, Turkish, Russian, and African speaking individuals also exist. Operators, transit ambassadors, and call center employees report little to no frequency of interactions with customers who do not speak English very well. The few interactions with LEP persons involve questions on route information, scheduling information, and fare information. LEP persons frequently rely on English speaking family members to assist with these types of needs. Otherwise, LEP persons use local government agency liaisons for booking/phone assistance or with system questions.

Task1, Step 2: Become familiar with data from the U. S. Census.

GDRTA examined the Miami Valley Regional Planning Commission's (MVRPC) Census 2020 Regional Profile data as well as the 2019 American Community

Survey 5-year estimates. MVRPC is a Census Affiliate Organization. As such, MVRPC provides assistance to the U.S. Census Bureau's various programs and maintains Census data for the Region. GDRTA staff, used data from the 2020 US Census data to provide a profile of Montgomery County, Ohio race population within the county.

The Race Breakdown chart shows that Hispanic/Latino make up the largest minority portion of Montgomery County's population at 2.5%, followed by Asian (1.8%), Indo-European (1.8%), and Other (0.8%).

- The GDRTA also used the 2020 US Census data to examine the LEP population of Wright Patterson Airforce Base (WPAFB). According to the data, WPAFB consists of a total population of 1,415 people over the age of five, of which 16 speak English less than very well. Further detail is available in Appendix E.1.
- The GDRTA also examined the population of Wright State University. According to the Wright State Newsroom Factsheet, 24.6% of its fall 2023 enrollment consists of minority students. The largest single minority group excluding African Americans is Hispanic Americans at 10.4%. Per correspondence with Wright State's Asian/Hispanic/Native American Center (AHNAC), even at the lowest level, these students are proficient in English. Further detail is available in Appendix E.2.

Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves.

The GDRTA system encompasses a large geographic area which includes Montgomery County and a few surrounding areas in Greene County (Wright Patterson Air Force Base, Fairborn, and Wright State University). In a recent 2024 service vs population comparison GDRTA highlights the Montgomery County general population that lives within ¼ mile of GDRTA's service, as seen in Appendix E7.

In the same comparison, GDRTA also highlights the LEP population that lives within ¼ mile of GDRTA's service.

Census 2020 and ACS 2018-2022			
	Quarter Mile Buffer	Half Mile Buffer	Montgomery County Total
Minority	131,488 (76.34%)	154,736 (89.84%)	172,232
Hispanic	15,238 (71.95%)	18,536 (87.52%)	21,179
LEP	3,315 (62.59%)	4,340 (81.95%)	5,296
Total Population	354,565 (65.99%)	443,590 (82.56%)	537,309

Task 1, Step 2B: Obtain Census data on the LEP population in your service area.

Appendix E.3 demonstrates the 2020 US Census American Community Survey on English proficiency in Montgomery County (Dayton, Ohio), showing population by language of origin. The data also demonstrates those who speak English very well or less than very well (4.8%).

Task 1, Step 2C: Analyze the data you have collected.

In using the data, persons who are categorized as those who speak English less than very well are determined to be non-proficient in English. In Montgomery County, a total of 12,128 persons are shown to have limited English proficiency. This is an decrease of 186 over the previous 5 year survey however there is a margin error of +/- 2,4077 so it is not conclusive that there was an actual increase. This information is highlighted in Appendix E3. Breaking the data into subcategories shows the following:

- In Montgomery County's Spanish population, 4,497 persons are non- proficient with English.
- Montgomery County's Indo-European population contains 2,019 persons who are non-proficient with English.
- Montgomery County's Asian and Pacific Island population contains 3,864 persons who are non-proficient with English.
- Lastly, Montgomery County's other language population contains 1,748 persons who are non-proficient with English.

Of the total population over five years of age (502,703), 4.8% is persons with LEP (a decrease of 0.2% based on GDRTA's previous LEP analysis). The largest LEP population group is Spanish at 2.5% followed by Indo-European and Asian and Pacific Islander, each at 1.8% respectively.

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area.

Appendix E.4 compares language proficiency in GDRTA's main service area. The below chart demonstrates the number of LEP persons by language categories for the City of Dayton, Ohio.

Language	Dayton, Ohio
Spanish	3,973 (3%)
Indo-European	955 (0.7%)
Asian and Pacific Island	3,009 (2.3%)
Other languages	1,129 (0.9%)
Total	9,006 (6.9%)

A large number of LEP persons live within the City of Dayton area with the largest concentration speaking Spanish but the Asian population, which has the same percent of its population since the last review.

Task 1, Step 3: Consult state and local sources of data.

The Ohio Department of Education data also supports that Spanish-speaking and Asian persons comprise the largest portion of potential LEP persons in Montgomery County. Excluding African Americans, and unidentified multi-racial people, Latinos are the largest population at 3154 students, while Asians are the second largest population at 1612 students. The largest population of Latino enrollment is at Dayton City schools. The data sets are located in Appendix E.5.

Task 1, Step 4: Community organizations that serve LEP persons.

GDRTA has associations with the Latino Family Advocacy Program at East End Community Services (EECS), Sinclair Community College, Wright State University, University of Dayton, Montgomery County, Catholic Social Services, Welcome Dayton and the City of Dayton, all of which assist LEP persons.

Task 1, Step 4B: Contact relevant community organizations.

These organizations provide the most services for LEP persons in Montgomery County.

- City of Dayton's Welcome Dayton Program
- Sinclair's English as a Second Language (ESL) program
- WSU's International Program and L.E.A.P.
- University of Dayton's Center for International Programs (CIP)

Contact was initiated with these organizations requesting information to help analyze and improve LEP person's access to GDRTA's services.

Task1, Step 4C: Obtain information.

Sinclair Community College ESL program offers assistance to the campus population. The majority of students in the program are functional in English. If new students cannot function without a translator, they receive a referral to local, free ESL classes and agencies. Problems with using our bus service are rare. Common questions involve finding the best bus route that will get the student from point A to B, or to ask exactly where the nearest bus stop is located. Even then, since most are functional in English, students call the GDRTA call center for further clarification. Sinclair also holds, small, and very personalized orientations just for ESL students, during which they are free to ask any questions. Transportation is one of the subjects covered in the orientation.

WSU's AHNAC is open to the entire Wright State University and Dayton communities. The Center also serves as an information center for the Asian Student Association (ASA), Latinos Unidos, and the Association of Native American Students (ANAS). The center offers the following:

- Support services for Asian, Hispanic and Native American students
- Support and advocacy to students, faculty, staff, organizations and members of the surrounding community with requests and concerns related to diversity
- Resources for students in the development of learning opportunities in and outside of the classrooms

WSU students use Route 1 to travel back and forth from school, for shopping in the area surrounding the main campus, and to travel to downtown Dayton. They also have RTA Connect Zone 4 available to them in order to connect them to RTA's fixed route system.

Recent Efforts:

University of Dayton – Center for International Programs: How to Ride RTA sessions

GDRTA provided a classroom “How to Ride” training on campus followed by an on- bus training. The classroom training portion consisted of a PowerPoint presentation on the basics of riding the bus. It covered topics such as trip planning, how to read a schedule, how to catch a bus, identifying bus stops, how to board & de-board a bus, how to utilize RTA real time products, as well as other important info. Once the Staff shows the students were to board the bus in order for them to get to area destinations, such as shopping locations, entertainment spots, and grocery stores. ***GDRTA conducted these How to Ride RTA training sessions in the beginning of UD’s Fall and Spring semesters between 2022 and 2024.***

University of Dayton – Center for International Programs: Student Resource Fair

GDRTA has participated with the International Student Resource Fair for the past several years. GDRTA staffed a table providing information on passes, routes, and services. The international program at UD provided staff on hand that was available to help with translation needs. ***GDRTA participated in this resource fair in the beginning of UD’s Fall and Spring semesters between 2022 and 2024.***

Wright State University – University Center for International Education: How to Ride RTA sessions

GDRTA provided a classroom “How to Ride” training on campus followed by an on- bus training. The classroom training portion consisted of a PowerPoint presentation on the basics of riding the bus. It covered topics such as trip planning, how to read a schedule, how to catch a bus, identifying bus stops, how to board & de-board a bus, how to utilize RTA real time products, as well as other important info. Once the classroom training is done, GDRTA staff takes the students on an actual bus, giving them the experience of boarding a bus. ***GDRTA conducted these How to Ride RTA training sessions in the beginning of WSU’s Fall and Spring semesters between 2022 and 2024.***

Wright State University – Learning English for Academic and Professional Purposes (L.E.A.P): How to Ride RTA sessions

GDRTA provided a classroom “How to Ride” training on campus followed by an on- bus training. The classroom training portion consisted of a PowerPoint presentation on the basics of riding the bus. It covered topics such as trip

planning, how to read a schedule, how to catch a bus, identifying bus stops, how to board & de-board a bus, how to utilize RTA real time products, as well as other important info. WSU L.E.A.P. staff provided translators for those students whose English was not as strong as other students in the program. Once the classroom training is done, GDRTA staff takes the students on an actual bus, giving them the experience of boarding a bus. Staff shows the students where to board the bus and takes them on a practice trip to area destinations, such as shopping locations, entertainment spots, and grocery stores. ***GDRTA conducted this How to Ride RTA training session between 209 – 2022. WSU cut the L.E.A.P program in 2022.***

Wright State University – University Center for International Education: Student Resource Fair

GDRTA has participated with the International Student Resource Fair for the past several years. GDRTA staffed a table providing information on passes, routes, and services. The international program at UD provided staff on hand that was available to help with translation needs. ***GDRTA participated in this resource fair in the beginning of WSU's Fall and Spring semesters between 2022 and 2024.***

Factor 2: The frequency with which LEP individuals come into contact with your programs, activities, and services.

Task 2, Step 1: Review the relevant programs, activities, and services you provide.

GDRTA services include fixed route service (including service to WSU, Sinclair, UD and WPAFB), ADA paratransit service, and RTA Connect On-Demand service. GDRTA also offers the 5310 Program, which is a door-to-door service for older adults age 65 and older and persons with a disability traveling to and from medical appointments, the pharmacy or to the grocery store. Customers encounter GDRTA employees through our call center, administrative offices, transit centers, and our vehicle operators. Customers can also come to public meetings, events, and can view information on our public web site, Facebook, and Instagram. In 2016, real time customer products were added to assist via text messages, transit smartphone app and Ridetime products on the website. Customers can now get materials translated easier on how to use the service and get more accurate times.

Task 2, Step 2: Review information obtained from community organizations:

According to Wright State University (WSU) and Sinclair College, there are no reports of language barrier complaints in order to use GDRTA services. In fact, a large number of Spanish-speaking students do not fall into the LEP category. WSU reported daily use of bus service on fixed route 1, with a stop being on campus in front of their student union. RTA Connect O-Demand Zone 4, which connects on WSU is also utilized. There are also concentrations of Asian students living in the WSU area. Sinclair College is directly served by fixed routes 1, 2, 4, 8, 9, and 19.

The University of Dayton (UD) has international students with most of them being Asian, Middle Eastern, and Indian. Previously, they have expressed concerns that the concept of time tables and designated bus stops can be intimidating at first to students. The implementation of real-time customer information on phones has greatly assisted in translating this information. Fares can also be purchased on their phone, which makes for easier boarding and understanding GDRTA's fare structure. As mentioned before, GDRTA is working on collaboration with the CIP on these trainings, offering extra buses for one-on-one guidance students frequently use routes 6, 7, 12, 16, 17, 18, 55 and The Flyer.

Outside of the college and military systems, there are higher concentrations of Spanish-speaking LEP persons. The majority of this population lives within Montgomery County. A large portion uses the bus system to travel to work, Others use fixed routes to go to school. Frequently used fixed routes are 1, 2, 4, 6, 18, and 19.

Task 2, Step 3: Consult directly with LEP persons:

GDRTA consulted with segments of the LEP ridership in Montgomery County.

The following summarizes requests to help with using GDRTA's bus services:

- Help with directions to new places they have never been to before
- More RTA publications translated into their language
- Initial "how to use the RTA system" training classes

The overall impression of GDRTA's system is positive with LEP persons. Most see the system as user friendly; however, the main problem is making the initial trip/contact. At first, LEP persons may be hesitant to use the bus. They may not understand the concept of time schedules. They also may not understand the concept of designated bus stops. Buses often stop anywhere with no real time table in their country of origin. These factors can cause

intimidation which prevents them from using the bus. LEP persons often rely on their friends who have cars for transportation. This becomes impractical as they will often wait additional hours for a ride, where as they could have used the public transit instead. LEP persons (who can afford a car) are also intimidated by learning to drive in an unfamiliar setting.

Using the bus actually is helpful with their sense of direction and driver training. In addition, many are not used to driving in winter weather conditions. In essence, learning to ride public transit can prevent potential safety issues.

Reports from RTA's 2024 Title VI Survey, the Hispanic community indicate daily usage of the following routes: 1 East/Westbound, 2 East/Westbound, 4 Eastbound, 6 North/Southbound, 8 North/Southbound, 17 North/Southbound, 18 Southbound, 19 North/Southbound, 22 Southbound, The Flyer Southbound. A large portion of local Hispanics living in Montgomery County use the bus to travel to where they work in the Southern portion of the region.

Factor 3: The importance to LEP persons of your program, activities, and services.

Task 3, Step 1: Identify your agency's most critical services:

According to the 2023 American Bus Benchmarking (ABBG) survey, RTA's customers found that the following as the three most important service quality areas as:

- Availability
- Time
- Security

Non-proficiency in English can create a barrier to these services. This can have serious consequences, including limited access to health care, education, employment, or daily needs. This barrier can limit access to:

- Route/scheduling information
- Fare information
- GDRTA's rules of the road
- How to ride literature
- Public service announcements
- Safety and security information/announcements
- Complaint/commendation forms
- Transit planning communications via phone
- Information pertaining to RTA Connect services

Task 3, Step 2; Review input from community organizations and LEP person

- Area university students use the following fixed routes: 1, 2, 4, 6, 7, 8, 12, 14, 16, 17, 18, 19, 55, and the Flyer.
- WPAFB military personnel use RTA Connect On Demand.
- Area Hispanics use the following fixed routes: 1, 2, 4, 6, 8, 17, 18, 19, 22, and the Flyer (56).
- The University of Dayton and Wright State University have requested training for their international student population.
- The Hispanic community is requesting more system training. This effort will be addressed through GDRTA's customer service and community relations teams through travel training and other informational in-person sessions with this customer base.

Factor 4: The resources available to the recipient and costs.

Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs.

- Critical information translated into Spanish: GDRTA contracts services for printed communication materials, including fact sheets, bus fares, and how to utilize bicycles in the system, as well as our Title VI process and complaint forms. A portion of the Ride Guide on the System Map is also translated into Spanish. An Example of this material can be found at the end of this section in Appendix E6.
- Translation services are provided by Global 2 Local by phone as needed by employees. Appendix E8.
- Website translation available for schedules and critical RTA documents and service information.
- Transit app translation available on phones for real-time information and trip planning.
- The budget for translation of printed materials is currently \$5,000.

Task 4, Step 2: Determine what, if any additional services are needed to provide meaningful access.

GDRTA focuses its language services on digital outlets and critical document print translation for the Spanish community. With the increase in Asian population, RTA should continue to focus on mediums that can easily translate into multiple languages such as smartphone and apps, such as the Transit app.

Bus operator training should also include information or materials dealing with LEP passengers and how to use inform the bus riders in need of translation services of GDRTA's contract with Global 2 Local.

Task 4, Step 3: Analyze your budget.

GDRTA will focus its language resources to electronic materials for the most critical populations of Asian and Spanish speaking persons. Budget increases may be implemented based on future needs and demographic changes. Phone translation services will continue to be included in the budget.

Task 4, Step 4: Consider cost effective practices for providing language services.

GDRTA will continue to pursue collaborative efforts with local community agencies, including:

- Assistance with print and online material translation
- Translation assistance for LEP persons
- Educational outreach opportunities for LEP persons, along with distribution of needed materials

LEP Implementation Plan

The Greater Dayton Regional Transit Authority (GDRTA) created this implementation plan to comply with the Title VI requirements for Limited English Proficiency (LEP) persons. The plan contains a synthesis of the data and information found in the Four Factor Analysis. This plan will ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the FTA.

Plan for Implementation

1. Identifying LEP persons who need language assistance

Research indicates the largest LEP population within GDRTA's service area speak Spanish languages followed closely by Asian and Pacific Islander languages. Of the total population 5 years and over (502,703), 2.4% is persons with limited English proficiency. Broken down further, Spanish speaking persons represent 0.9% and Asian and Pacific Islander speaking persons represent 0.8% of the LEP population while the other 0.7% is represented by a mixture of Indo-European and other languages. Overall, this is a .2% increase based on GDRTA's previous analysis.

Research amongst GDRTA staff indicates that the frequency of contact with LEP persons is from less than monthly to rare. The limited experiences tended to involve Spanish speakers. Based on the

data GDRTA should look to target its LEP plan on the Spanish and Asian speaking population.

2. Language Assistance Measures

The following resources are currently in use or will be implemented (as indicated) by this plan:

Written Language:

- Web site English to Spanish and 60 other language translations currently provided by Google translation. An updated website provides a more robust means to provide translated documents.
- Currently purchase services from contractors to print communication materials in Spanish.
- GDRTA in 2016 began offering real-time services with Transit App which allows the customer to receive the information in the language they need using their phone's translation service. This greatly improves the usability of the system for the LEP population.

GDRTA currently provides printed fact sheets, bus fares, and system map in Spanish. These and other materials are also available to be printed at the request of customers or organizations.

Oral Language:

- An agreement with Global 2 Local to assist with translation services on an as needed basis. The procedure is located in Appendix E8 and is posted in each employee work area.
- Latino Family Advocacy at East End Community Services (EECS) 624 Xenia Ave, Dayton (937)259-1898. EECS provides one to one assistance with helping LEP persons negotiate the transportation system and booking help.
- GDRTA in 2016 began offering real-time services with Transit App which allows the customer to receive the information in the language they need. It also can provide this information by voice. This greatly improves the usability of the system for the LEP population.
- GDRTA will continue to offer group trainings with a bus at the various colleges and institutions teaching English as a second language to assist customers.

3. Training Staff

RTA provides front line employees with training and an informational card for when assisting customers where language may be a barrier. RTA when asked, is also able to provide certain documents in other languages to better assist customers.

4. Notification

GDRTA will primarily use web site information, call center employees, community meetings, printed materials, advertising, social media, and special events to notify LEP persons of the availability of printed/oral language assistance and bus system training opportunities.

GDRTA will initiate further outreach efforts to all community agencies that specialize in LEP assistance.

III. Program Monitoring and Feedback

The Title VI Rider Survey that RTA conducted found that the LEP ridership population that reported language issues was very little (0.8%). The GDRTA Communications and Community Relations Manager and their Communications team will obtain feedback from local agencies. The Communications Specialist, with the communications department, will continue to meet with the Universities and other organizations to assist LEP individuals learning to use our service. GDRTA will also monitor feedback from employees. The overall success of this plan is contingent upon positive/negative feedback, helping to uncover any unforeseen needs, and assist with plan changes or alterations.

GDRTA will monitor the LEP population, including potential new service areas.

A. Membership of non-elected committees and councils

A table depicting the membership of the Customer Advocacy Group (CAG) which is selected by the recipient, broken down by race, and displayed below.

Body	Caucasian	Latino	African American	Asian American	Native American
Population	69.3%	2.3%	20.4%	2.2%	0.7%
Customer Advocacy Group	54%	0%	46%	0%	0%

US Census American Community Survey 5-Year Estimates

The CAG mission statement is to actively seek input from a broad range of riders on operational and service issues that affect bus riders and organizations with an expressed interest in public transit.

B. Analysis of Construction Projects

There were no construction projects that have occurred since the last report was written.

C. Board Meeting for Approval of Title VI Program Update

RTA is scheduled to hold a meeting on November 6, 2024, for which the Board of Trustees will review and approve the Title VI Program. Upon completion of that meeting, a copy of the meeting minutes, resolution, or other appropriate documentation showing the board of directors responsible for the policy decisions reviewed and approved the Title VI Program. See Appendix I.

IV. Program Specific Requirements

A. System-wide Service Standards

GDRTA has adopted service standards in order to assure fair and equitable service design or operations decisions. These are reviewed on a regular basis. Included are standards on frequency of service (headways), time periods of service, route directness, route variations, vehicle load factor, transfers, community impact review and passenger amenities.

Since the last Title VI Update, there have been minor zero changes to GDRTA's Service Standards. The Service Standards include:

Vehicle Headways

There were no revisions in standards since the last reporting.

Service Availability

As a way to monitor service availability, GDRTA uses Remix transit planning software, which includes a layer for the most recent US Census data to highlight the "Transit Accessibility in Montgomery County" in relation to GDRTA services. GDRTA will continue to use GIS and Census data to monitor the percentage of minority, Hispanic, and elderly populations that live within ¼ of GDRTA routes.

B. Service Policies and Practices

Transit Amenities for Each Mode

There were no revisions in standards since the last reporting. The Greater Dayton Regional Transit Authority (GDRTA) recognizes the importance of customer amenities in providing comfortable and quality service to system users as well as attracting new riders. This program will place shelters, benches, trash receptacles, schedule holders, concrete pads, bus pads and bus stop signs at bus stops. GDRTA continues to maintain an accurate inventory of all passenger amenities and the average daily boardings associated with the stop and amenity. See Appendix G for full Amenities Policy.

Vehicle Assignment for Each Mode

In compliance with applicable Federal Requirements under Title VI of the Civil Rights Act of 1964, including 49 CFR Section 21 and FTA Circular FTA C 4702.1B, the Greater Dayton RTA is updating its vehicle assignment process to a Board of Trustees approved policy and amending the process to include the assignment of APC vehicles. There were no revisions in standards since the last reporting. The policy will continue to ensure that vehicles are assigned in an equitable manner without regard to race, color or national origin. GDRTA assigns vehicles randomly every day to ensure a fair and equitable distribution of vehicles throughout the service area. Note: GDRTA is one of the fewest transit systems that operate a fleet of electric trolley buses. Thus, some routes are limited to this vehicle mode. The policy can be found in Appendix H.

C. Demographic Data and Maps

Title 49 CFR Section 21.9(b) requires the RTA to keep records and submit compliance reports to FTA.

During the Winter and Spring of 2024, RTA performed a rider survey to fulfill the data collection requirement included in FTA Circular C 4702.1B. RTA collected over 800 responses. The survey included a questionnaire requesting the following:

- Information on riders' race, color, and national origin.
- Whether the rider speaks or understands English "not well" or "not at all".
- Information on riders' income or income range.
- The frequency of transit usage.
- The typical number of transfers made.

- The fare payment type and media most frequently used.
- Riders' auto availability.

To accommodate non-English speaking respondents, the survey was also provided in Spanish, the language most likely spoken by a non-English speaking individual. The Spanish survey was also available on the RTA's homepage as well shared with the local Hispanic Chamber of Commerce. Additionally, if the print size was too small for some individuals, surveys could be requested in large print.

The Miami Valley Regional Planning Commission also conducted a demographic analysis with 2020 census information in TAZs that demonstrates the percentage of minority and Hispanic population in relation to the RTA service routes and total population:

Census 2020 and ACS 2018-2022			
	Quarter Mile Buffer	Half Mile Buffer	Montgomery County Total
Minority	131,488 (76.34%)	154,736 (89.84%)	172,232
Hispanic	15,238 (71.95%)	18,536 (87.52%)	21,179
LEP	3,315 (62.59%)	4,340 (81.95%)	5,296
Total Population	354,565 (65.99%)	443,590 (82.56%)	537,309

This represents closer service of RTA routes for minority populations than the general population.

D. Board Approval of Analysis and Results of Program

Associated Title VI Surveys, Analyses and Reviews supporting this program update can be seen in Appendix J and K, along with the Board meeting minutes.

E. Public Engagement for Major Service and Disparate Impact Policies

The public outreach process included the following:

- Press release to local and state media, including a public notice
- Posters were available at all the transit centers

- Operator notification in the Operators' Lounge and e-mail notification to all employees with a computer
- Customer alerted via Facebook, Instagram, and Transit app posts and alerts
- Website notification on home page in large block rotation with Spanish translation available
- Electronic versions of notices sent to jurisdictions and non-profit agencies including
- Spanish flier was available at all the public hearing sessions

Example of the press release regarding the Public Hearing sessions can be seen Appendix D.

The public input feedback from the in-person sessions and online can be found within the Title VI Analysis in Appendix J and K.

F. Results of Service Analysis Since Last Title VI Report

RTA conducted two analyses to support this program update, one of which includes a service analysis. Both were approved by the GDRTA Board of Trustees. See Appendix J and K for those analyses, and meeting minutes showing approval.

G. Conclusion

The Greater Dayton RTA is proud of our efforts to follow the requirements and expectations of the Title VI program. It is consistently part of every decision that is made concerning our service delivery to our customers. Our established procedures, community outreach efforts, and analysis of our service delivery provide our agency the necessary tools to ensure that our operation provides quality services to our stakeholders in a fair and equitable manner.

Appendices

A

Title VI Notice



Title VI

Greater Dayton RTA operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with RTA.

For more information on RTA's civil rights program and the procedures to file a complaint: go to iriderta.org; email titlevicomplaint@i-riderta.org, call 937-425-8300 or visit our administrative office at:

4 S. Main Street, Dayton, Ohio 45402

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention:

**Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave.,
SE, Washington, DC 20590**

For additional information or questions on RTA's Title VI obligations, contact 937-425-8300.

Greater Dayton Regional Transit Authority

4 S. Main Street, Dayton, OH 45402 • P: 937-425-8400 • F: 937-425-8416 • www.iriderta.org



TÍTULO VI

La RTA de la Región Metropolitana de Dayton opera sus programas y servicios sin distinción de raza, color u origen nacional en cumplimiento del Título VI de la Ley de Derechos Civiles. Toda persona que considere haber sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja contra la RTA.

Para obtener mayor información acerca del programa de derechos civiles de la RTA y de los procedimientos para presentar una queja: visite iriderta.org; comuníquese por correo electrónico a titlevicomplaint@i-riderta.org; llame al 937-425-8300 o visite nuestra oficina administrativa ubicada en:

4 S. Main Street, Dayton, Ohio 45402

Toda persona puede presentar una queja directamente a la Administración Federal de Transporte Público [Federal Transit Administration] a través de la Oficina de Derechos Civiles, con atención para:

**Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave.,
SE, Washington, DC 20590**

Para obtener información adicional o si tiene preguntas sobre las obligaciones del Título VI de la RTA, comuníquese al 937-425-8300.

Greater Dayton Regional Transit Authority

4 S. Main Street, Dayton, OH 45402 • P: 937-425-8400 • F: 937-425-8416 • www.iriderta.org

PROTECTING YOUR RIGHTS: TITLE VI

Greater Dayton RTA operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Any person who believes she or he has suffered any unlawful discriminatory practice under Title VI may file a complaint with RTA.

To file a complaint: go to iriderta.org; email titlevicomplaint@i-riderta.org, call 937-425-8300 or visit our administrative office at:
4 S. Main Street, Dayton, Ohio 45402



A complainant may also file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention:

**Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE,
Washington, DC 20590**

If information is needed in another language, contact 937-425-8300.

For additional information or questions on RTA's Title VI obligations, contact 937-425-8300.



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Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE, Washington, DC 20590

For additional information or questions on RTA's Title VI obligations, contact 937-425-8300.



PROTECCIÓN DE SUS DERECHOS: TÍTULO VI

La Autoridad de Tránsito Regional de la Región Metropolitana de Dayton [Greater Dayton RTA] ofrece sus programas y servicios sin tener en cuenta la raza, el color y el origen nacional, tal como dispone el Título VI de la Ley de Derechos Civiles.

Toda persona que considere que ha sido objeto de prácticas discriminatorias ilegales relacionadas con el Título VI puede presentar una queja ante la RTA.

Para presentar una queja: visite el portal de Internet iriderta.org; escriba por correo electrónico a titlevicomplaint@i-riderta.org; llame al 937-425-8300; o visite a nuestra oficina administrativa en: 4 S. Main Street, Dayton, Ohio 45402

Un demandante también puede presentar la queja ante la Administración de Tránsito Federal [Federal Transit Administration], dirigiéndola a la Oficina de Derechos Civiles [Office of Civil Rights], a la siguiente dirección:

Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE, Washington, DC 20590

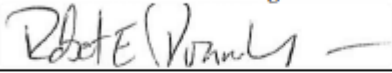
Para obtener información adicional o si tiene preguntas sobre las obligaciones del Título VI de la RTA, comuníquese al 937-425-8300.



B

Complaint and Compliment Procedures



Type: Procedure	Number: 16
Department: Customer and Business Development	
Focus: Customer Service	
Document History Approved: 2/5/2020 Effective: 2/5/2020 Revisions: 5/2023	Pages: 1 of 3
Chief Executive Officer Signature: 	
Date: 5/9/2023	

GENERAL DESCRIPTION

The RTA places great importance on the confidence of our customers and the community we serve. In recognition of that importance, this procedure establishes our customer service commitment in accordance with RTA's Vision, Mission, Core Values and Employee Standards of Performance.

This procedure establishes guidelines for the processing and resolution of customer complaints, compliments and suggestions (feedback) received by RTA. This procedure encompasses all processes, from initial contact with the customer, investigation, actions taken, to final resolution. This procedure is meant to empower all employees to "do what is right" for the customer. RTA's Chief Customer and Business Development Officer bears the ultimate responsibility for compliance with this procedure.

PROCEDURE STATEMENT

We will acknowledge, investigate and provide timely and complete resolution for all customer feedback. Any feedback received by an employee must be logged into the Customer Relationship Management (CRM) system. If the employee who initially received the feedback does not have access to the CRM, they will be responsible for ensuring the feedback is entered by forwarding on the information to the appropriate employee with CRM access.

When the feedback is received in-person or live by phone, customers will receive acknowledgement within one working day that their feedback was received. Once entered into the system, the designated department is responsible for the investigation, actions taken, customer follow-up and resolution within five working days.

Most feedback can be investigated and resolved within one business day. In situations where an investigation requires more than five working days to complete, the designated department investigator must update the CRM to allow for complete feedback tracking. The final action on any feedback requires appropriate customer resolution and follow-up by phone, email, social media, or other means preferred within one working day, unless otherwise declined by the customer.

***Note:** The Equal Employment Opportunity Officer, or designee, must be notified immediately of any feedback alleging discrimination and/or harassment. Feedback dealing with claims, legal issues, discrimination or harassment requires notification of department managers immediately. This, in addition to any feedback related to safety and security, should be reported to the Transportation Dispatch immediately.*

Investigation and Accountability

When feedback is received alleging unprofessional employee behavior and/or performance, RTA management will conduct a timely investigation. Investigations may include but are not limited to: meeting with the employee(s), review of technology system(s) data, facility and on-board vehicle cameras, in-field observations, interviewing witnesses, and/or interviewing the person who submitted the feedback. If upon completion of the investigation management determines the feedback to be valid, appropriate action may be taken in accordance with RTA's Standards of Performance.

Feedback verified as invalid after the investigation also requires entry into the CRM, including why the feedback was invalid. Department management will track and review all invalid feedback. Any areas of concern identified by department management must be addressed through appropriate employee counseling, re-training, and/or action in accordance with RTA's Standards of Performance.

The department director or manager of any assigned feedback is ultimately responsible for ensuring the complete, timely, and accurately-researched responses are entered into the CRM. Department management will receive monthly reports to monitor employees receiving feedback from the Customer Services Department. This will include information on investigative responses, customer follow-up, and resolution. If upon review of the reports department management determines non-compliance with this procedure, appropriate action may be taken in accordance with RTA's Standards of Performance.

Customer Resolution

Customer resolution can be provided in many forms. In situations where RTA has failed to meet our customer's expectations, the most common form of resolution is providing the customer with fare media. For example, a customer may allege that the fare payment system failed to provide/accept their payment or fare. In this example, employees are empowered "to do the right thing" and, where appropriate, will have the ability to provide fare media as a form of resolution.

In any situation where fare media has been provided as a resolution to feedback received, the employee must enter the feedback received, customer information, and fare media provided into the fare media tracking system. The fare media tracking system will be monitored and reports will be made available weekly to department directors and managers in order to ensure accountability of fare media distributed by employees and the utilization by customers.

Another form of resolution includes providing alternative transportation, as a result of verified early or late service. In these situations, employees should first determine if RTA personnel is available to transport the customer(s). If not available, employees are to utilize RTA's approved contracted providers to provide the most appropriate service for the customer(s).

Customer Satisfaction

The Customer Services Department will randomly (within 30 days) follow up with 25% of customers who submitted feedback to ensure customer satisfaction. The follow-up will be documented within the CRM and reported monthly to the Chief Customer and Business Development Officer to ensure compliance.

C

Compliment Form

D

**Public Notifications of
Service and Fare Changes**

RTA to hold public input sessions seeking customer feedback regarding proposed system redesign

(DAYTON, OHIO)... The Greater Dayton Regional Transit Authority (RTA) will hold five public input sessions in February 2023 to collect customer feedback and comments regarding the agency's proposed system redesign. The public input session dates are as follows:

Date: Monday, Feb. 13, 2023

Time: 8-10 a.m., 12-2 p.m. and 4-6 p.m.

Location: Wright Stop Plaza

Date: Wednesday, Feb. 15, 2023

Time: 9:30-11:30 a.m.

Location: Dayton Metro Library – West Branch

Date: Thursday, Feb. 16, 2023

Time: 9:30-11:30 a.m. and 4-6 p.m.

Location: Dayton Metro Library – Miami Township Branch

Date: Monday, Feb. 20, 2023

Time: 8-10 a.m. and 4-6 p.m.

Location: RTA's Northwest Transit Center

Date: Wednesday, Feb. 22, 2023

Time: 9:30-11:30 a.m. and 4-6 p.m.

Location: Dayton Metro Library – Southeast Branch

The RTA is collecting feedback on the proposed system redesign. Any future changes to RTA services are subject to driver availability, as the agency has more than 100 driver openings. The overall goal of the agency's redesign is to increase the quality of services through more frequent, direct and easy to use multi-mobility options. More details of the system redesign can be found at www.iriderta.org/2023systemredesign.

The RTA encourages individuals, groups, agencies and private providers of transportation to comment on the proposed changes. Those wishing to comment may do so verbally or in writing at the public input sessions. Individuals unable to attend the in-person sessions are invited to attend RTA's virtual input session on Thursday, Feb. 23, 2023, from 4-5 p.m. on Facebook Live. Comments may also be submitted via email at speakup@greaterdaytourta.org, by calling (937) 425-8339 or by mail to the Greater Dayton RTA, Attn: Planning & Service Development, 4 S. Main Street, Dayton, OH 45402 on or before 5 p.m. Friday, March 3, 2023, and will be made part of the official record for the public input session process.

MEDIA CONTACT: Kristi Newton (937) 425-8379, Communications and Community Relations Manager

<https://www.iriderta.org/about/news-and-media/rta-hold-public-input-sessions-seeking-customer-feedback-regarding-proposed>

RTA holds public hearings to discuss proposed fare increase

(DAYTON, OHIO)... The Greater Dayton Regional Transit Authority (RTA) will hold public hearings to collect feedback regarding proposed changes to the agency's fare structure. The public hearings will be held at Wright Stop Plaza on April 17 from 9 a.m. to 11 a.m. and April 18 from 4 p.m. to 6 p.m.

The RTA is looking to update its fare structure to reflect increasing costs of providing services. These proposed changes would provide affordable daily and monthly caps through the RTA Tapp Pay fare payment system. The last change to RTA's fare structure was in 2018, when fixed route single ride adult fares increased from \$1.75 to \$2. The last time RTA paratransit fares increased was 2009, when a single ride fare went from \$3 to \$3.50. The agency held public hearings for proposed increases in 2022, but did not elect to make changes at that time.

The proposed fare changes are as follows:

Proposed Changes						
Fixed Route	Current	Sep-24	Jan-26	May-26	Sep-26	Jan-28
Single Ride - Adult	\$2.00	\$2.10	\$2.20	\$2.30	\$2.40	\$2.50
Single Ride - Reduced	\$1.00	\$1.05	\$1.10	\$1.15	\$1.20	\$1.25
Daily - Adult	\$4.00	\$4.50	\$5.00	\$5.50	\$6.00	\$6.50
Daily - Reduced	\$2.00	\$2.25	\$2.50	\$2.75	\$3.00	\$3.25
Monthly - Adult	\$55.00	\$60.00	\$65.00	\$70.00	\$75.00	\$80.00
Monthly - Reduced	\$32.00	\$32.00	\$32.50	\$35.00	\$37.50	\$40.00
Paratransit Service	Current	Sep-24	Jan-26	May-26	Sep-26	Jan-28
Single Ride	\$3.50	\$4.00	\$4.25	\$4.50	\$4.75	\$5.00
Daily	\$7.00	\$9.00	\$10.00	\$11.00	\$12.00	\$13.00
Monthly	\$115.00	\$120.00	\$130.00	\$140.00	\$150.00	\$160.00
On-Demand Service	Current	Sep-24	Jan-26	May-26	Sep-26	Jan-28
Single Ride	No Charge	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00
No Show/Late Cancellation	No Charge	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00

The RTA encourages individuals, groups, agencies and private providers of transportation to comment on the proposed increases. Comments will be received verbally or in writing at the community forums.

Individuals unable to attend the in-person public hearings can submit written comments via email at speakup@greaterdaytonrta.org, by calling (937) 425-8339 or by mail to the Greater Dayton RTA, Attn: Planning & Service Development, 4 S. Main St., Dayton, OH 45402 on or before 5 p.m. on Wednesday, May 1, 2024. Submitted comments will be made part of the official record of the public hearing process.

[To view this press release in Spanish click here](#)

<https://www.iriderta.org/about/news-and-media/rta-holds-public-hearings-discuss-proposed-fare-increase>

E1

**WPAFB 2019 American
Community Survey 5 Year**

Selected Social Characteristics in the United States



Note: The table shown may have been modified by user selections. Some information may be missing.

DATA NOTES

TABLE ID:	DP02
SURVEY/PROGRAM:	American Community Survey
VINTAGE:	2022
DATASET:	ACSDP5Y2022
PRODUCT:	ACS 5-Year Estimates Data Profiles
UNIVERSE:	None
MLA:	U.S. Census Bureau. "Selected Social Characteristics in the United States." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP02, 2022, https://data.census.gov/table/ACSDP5Y2022.DP02?q=DP02&t=Language Spoken at Home&g=160XX00US3986660 .
FTP URL:	None
API URL:	https://api.census.gov/data/2022/acs/acs5/profile

	Wright-Patterson AFB CDP, Ohio			
Label	Estimate	Margin of Error	Percent	Percent Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	1,415	±240	1,415	(X)
English only	1,322	±246	93.4%	±2.8
Language other than English	93	±34	6.6%	±2.8
Speak English less than "very well"	8	±13	0.6%	±1.0
Spanish	37	±22	2.6%	±1.6
Speak English less than "very well"	0	±12	0.0%	±2.4
Other Indo-European languages	29	±26	2.0%	±1.8
Speak English less than "very well"	8	±13	0.6%	±1.0
Asian and Pacific Islander languages	27	±23	1.9%	±1.8
Speak English less than "very well"	0	±12	0.0%	±2.4
Other languages	0	±12	0.0%	±2.4
Speak English less than "very well"	0	±12	0.0%	±2.4

E2

**Wright State Newsroom
Factsheet**

AT A GLANCE

Wright State University, located 8 miles northeast of downtown **Dayton, Ohio**, serves more than **11,000 students** and offers 315 undergraduate, graduate, doctoral, and professional **academic programs** through six colleges and a medical school. The university also operates a branch campus, **Wright State University–Lake Campus**, on the shores of Grand Lake St. Marys in Celina, Ohio.

Wright State was named to honor aviation pioneers **Orville and Wilbur Wright**, who invented the world's first successful airplane in their Dayton bicycle shop. In fact, the Wright brothers conducted most of their early test flights at Huffman Prairie, just minutes from our Dayton campus.

MISSION

Wright State University empowers all students to excel in their lives and chosen careers through integrated learning, research, innovation, and experience.

VISION

To be a diverse, inclusive university that positively transforms the educational, economic, and social fabric of the communities Wright State University serves.

(Mission and vision statements approved by Faculty Senate, February 14, 2022.)

wright.edu/quick-facts

STUDENT PROFILE (September 2023)

11,036

Total Enrollment (all campuses)

CAMPUS ENROLLMENT

Dayton Campus	9,637
Lake Campus	1,120
Both Campuses	279

STUDENT TYPE

Undergraduates	8,136	73.7%
Graduates	2,247	20.4%
Doctoral/Professional Students	653	5.9%
Full-time Students	8,490	76.9%
Part-time Students	2,546	23.1%

DEMOGRAPHICS

Men	5,008	45.4%
Women	6,028	54.6%
Out-of-State Domestic Students	297	3.0%
Mean Age of All Students	23	
Students Age 25 or Over	2,901	26.3%

1,213 (11%)

International Students from **57 countries**

2,419 (24.6%)

Total Minority Student Enrollment (does not include international students)

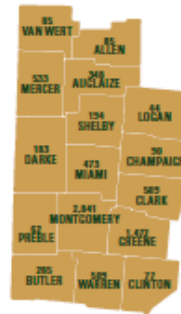


Black or African American	1,020	10.4%
American Indian or Alaska Native	13	0.1%
Asian	365	3.7%
Hispanic/Latino	464	4.7%
Native Hawaiian or other Pacific Islander	7	0.1%
Two or more races	550	5.6%

7,790

Students from Raider Country

Raider Country is the contiguous 16-county region in Ohio anchored by Wright State's two campuses.



\$12,538*

Average Annual Cost (all campuses)

*for Ohio residents; includes tuition and estimated cost of books and supplies

13:1

Student-to-Faculty Ratio (all campuses)

Source: Higher Learning Commission, Wright State University 2022–23 Institutional Update

ALUMNI PROFILE (September 2023)

121,920

Number of Graduates

140,250

Degrees Awarded

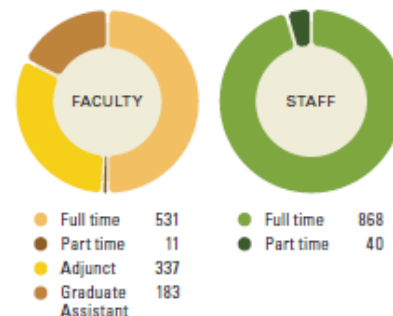
109,186

Degrees Awarded to Raider Country Residents

EMPLOYEE PROFILE (November 2022)

1,970

Total Employees



Source: Higher Learning Commission, Wright State University 2022–23 Institutional Update

E3

**2019 American Community
Survey 5 Year Estimates on
English Proficiency in
Montgomery County**

Selected Social Characteristics in the United States



Note: The table shown may have been modified by user selections. Some information may be missing.

DATA NOTES

TABLE ID:	DP02
SURVEY/PROGRAM:	American Community Survey
VINTAGE:	2022
DATASET:	ACSDP1Y2022
PRODUCT:	ACS 1-Year Estimates Data Profiles
UNIVERSE:	None
MLA:	U.S. Census Bureau. "Selected Social Characteristics in the United States." American Community Survey, ACS 1-Year Estimates Data Profiles, Table DP02, 2022, https://data.census.gov/table/ACSDP1Y2022.DP02?q=DP02&t=Language Spoken at Home&g=050XX00US39113 .
FTP URL:	None
API URL:	https://api.census.gov/data/2022/acs/acs1/profile

	Montgomery County, Ohio			
Label	Estimate	Margin of Error	Percent	Percent Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	502,703	±224	502,703	(X)
English only	467,400	±3,833	93.0%	±0.8
Language other than English	35,303	±3,782	7.0%	±0.8
Speak English less than "very well"	12,128	±2,407	2.4%	±0.5
Spanish	12,818	±2,072	2.5%	±0.4
Speak English less than "very well"	4,497	±1,235	0.9%	±0.2
Other Indo-European languages	9,099	±2,407	1.8%	±0.5
Speak English less than "very well"	2,019	±1,008	0.4%	±0.2
Asian and Pacific Islander languages	9,176	±2,479	1.8%	±0.5
Speak English less than "very well"	3,864	±1,672	0.8%	±0.3
Other languages	4,210	±1,767	0.8%	±0.4
Speak English less than "very well"	1,748	±1,035	0.3%	±0.2

E4

**Language Proficiency in
Dayton, Ohio**

Selected Social Characteristics in the United States



Note: The table shown may have been modified by user selections. Some information may be missing.

DATA NOTES

TABLE ID:	DP02
SURVEY/PROGRAM:	American Community Survey
VINTAGE:	2022
DATASET:	ACSDP5Y2022
PRODUCT:	ACS 5-Year Estimates Data Profiles
UNIVERSE:	None
MLA:	U.S. Census Bureau. "Selected Social Characteristics in the United States." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP02, 2022, https://data.census.gov/table/ACSDP5Y2022.DP02?q=DP02&t=Language Spoken at Home&g=160XX00US3921000 .
FTP URL:	None
API URL:	https://api.census.gov/data/2022/acs/acs5/profile

	Dayton city, Ohio			
Label	Estimate	Margin of Error	Percent	Percent Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	128,858	±655	128,858	(X)
English only	119,637	±1,321	92.8%	±0.8
Language other than English	9,221	±1,057	7.2%	±0.8
Speak English less than "very well"	3,914	±694	3.0%	±0.5
Spanish	4,671	±779	3.6%	±0.6
Speak English less than "very well"	1,915	±494	1.5%	±0.4
Other Indo-European languages	1,429	±423	1.1%	±0.3
Speak English less than "very well"	466	±221	0.4%	±0.2
Asian and Pacific Islander languages	1,539	±371	1.2%	±0.3
Speak English less than "very well"	823	±224	0.6%	±0.2
Other languages	1,582	±659	1.2%	±0.5
Speak English less than "very well"	710	±439	0.6%	±0.3

E.5

**Department of Education
Data**

District IRN	District Name	County	Region	Student Group	Enrollment 2022-2023	Percent of Total Enrollment 2022-2023
043737	Centerville City	Montgomery	Region 10	ENGLEARN	279	3.5
043844	Dayton City	Montgomery	Region 10	ENGLEARN	1899	15.5
044180	Kettering City Sc	Montgomery	Region 10	ENGLEARN	236	3.1
044396	Miamisburg City	Montgomery	Region 10	ENGLEARN	189	3.9
044586	Oakwood City	Montgomery	Region 10	ENGLEARN	29	1.4
044958	Vandalia-Butler C	Montgomery	Region 10	ENGLEARN	41	1.5
045054	West Carrollton C	Montgomery	Region 10	ENGLEARN	305	9.1
048678	Brookville Local	Montgomery	Region 10	ENGLEARN	<10	NC
048686	Jefferson Townsh	Montgomery	Region 10	ENGLEARN	11	4.3
048694	Trotwood-Madisc	Montgomery	Region 10	ENGLEARN	24	0.9
048702	Mad River Local	Montgomery	Region 10	ENGLEARN	135	3.6
048710	New Lebanon Lo	Montgomery	Region 10	ENGLEARN	<10	NC
048728	Northmont City	Montgomery	Region 10	ENGLEARN	79	1.7
048736	Northridge Local	Montgomery	Region 10	ENGLEARN	49	3.1
048744	Valley View Loca	Montgomery	Region 10	ENGLEARN	<10	NC
048751	Huber Heights Ci	Montgomery	Region 10	ENGLEARN	395	6.7

SOURCE: <https://reportcard.education.ohio.gov/download>

E.5 Cont.

District ID	District Name	County	Region	Student Group	Enrollment 2020-2021	Percent of Total Enrollment 2020-2021
043737	Centerville City	Montgomery	Region 10	ASIAN	759	9.9
043844	Dayton City	Montgomery	Region 10	ASIAN	49	0.4
044180	Kettering City School District	Montgomery	Region 10	ASIAN	138	1.8
044396	Miamisburg City	Montgomery	Region 10	ASIAN	146	3.1
044586	Oakwood City	Montgomery	Region 10	ASIAN	97	5.0
044958	Vandalia-Butler City	Montgomery	Region 10	ASIAN	52	1.9
045054	West Carrollton City	Montgomery	Region 10	ASIAN	50	1.5
048678	Brookville Local	Montgomery	Region 10	ASIAN	16	1.1
048686	Jefferson Township Local	Montgomery	Region 10	ASIAN	<10	NC
048694	Trotwood-Madison City	Montgomery	Region 10	ASIAN	<10	NC
048702	Mad River Local	Montgomery	Region 10	ASIAN	89	2.5
048710	New Lebanon Local School District	Montgomery	Region 10	ASIAN	<10	NC
048728	Northmont City	Montgomery	Region 10	ASIAN	95	2.0
048736	Northridge Local	Montgomery	Region 10	ASIAN	10	0.6
048744	Valley View Local	Montgomery	Region 10	ASIAN	<10	NC
048751	Huber Heights City	Montgomery	Region 10	ASIAN	101	1.8
				TOTAL	1612	
043737	Centerville City	Montgomery	Region 10	HISPANIC	208	2.7
043844	Dayton City	Montgomery	Region 10	HISPANIC	775	6.6
044180	Kettering City School District	Montgomery	Region 10	HISPANIC	447	5.9
044396	Miamisburg City	Montgomery	Region 10	HISPANIC	233	4.9
044586	Oakwood City	Montgomery	Region 10	HISPANIC	117	6.0
044958	Vandalia-Butler City	Montgomery	Region 10	HISPANIC	90	3.3
045054	West Carrollton City	Montgomery	Region 10	HISPANIC	354	10.8
048678	Brookville Local	Montgomery	Region 10	HISPANIC	21	1.5
048686	Jefferson Township Local	Montgomery	Region 10	HISPANIC	23	8.7
048694	Trotwood-Madison City	Montgomery	Region 10	HISPANIC	45	1.7
048702	Mad River Local	Montgomery	Region 10	HISPANIC	223	6.2
048710	New Lebanon Local School District	Montgomery	Region 10	HISPANIC	10	0.9
048728	Northmont City	Montgomery	Region 10	HISPANIC	154	3.3
048736	Northridge Local	Montgomery	Region 10	HISPANIC	60	3.8
048744	Valley View Local	Montgomery	Region 10	HISPANIC	38	2.2
048751	Huber Heights City	Montgomery	Region 10	HISPANIC	356	6.4
				TOTAL	3154	

SOURCE: <https://reportcard.education.ohio.gov/download>

E.6

Spanish Title VI Notice



TÍTULO VI

La RTA de la Región Metropolitana de Dayton opera sus programas y servicios sin distinción de raza, color u origen nacional en cumplimiento del Título VI de la Ley de Derechos Civiles. Toda persona que considere haber sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja contra la RTA.

Para obtener mayor información acerca del programa de derechos civiles de la RTA y de los procedimientos para presentar una queja: visite iriderta.org; comuníquese por correo electrónico a titlevicomplaint@i-riderta.org; llame al 937-425-8300 o visite nuestra oficina administrativa ubicada en:

4 S. Main Street, Dayton, Ohio 45402

Toda persona puede presentar una queja directamente a la Administración Federal de Transporte Público [Federal Transit Administration] a través de la Oficina de Derechos Civiles, con atención para:

**Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave.,
SE, Washington, DC 20590**

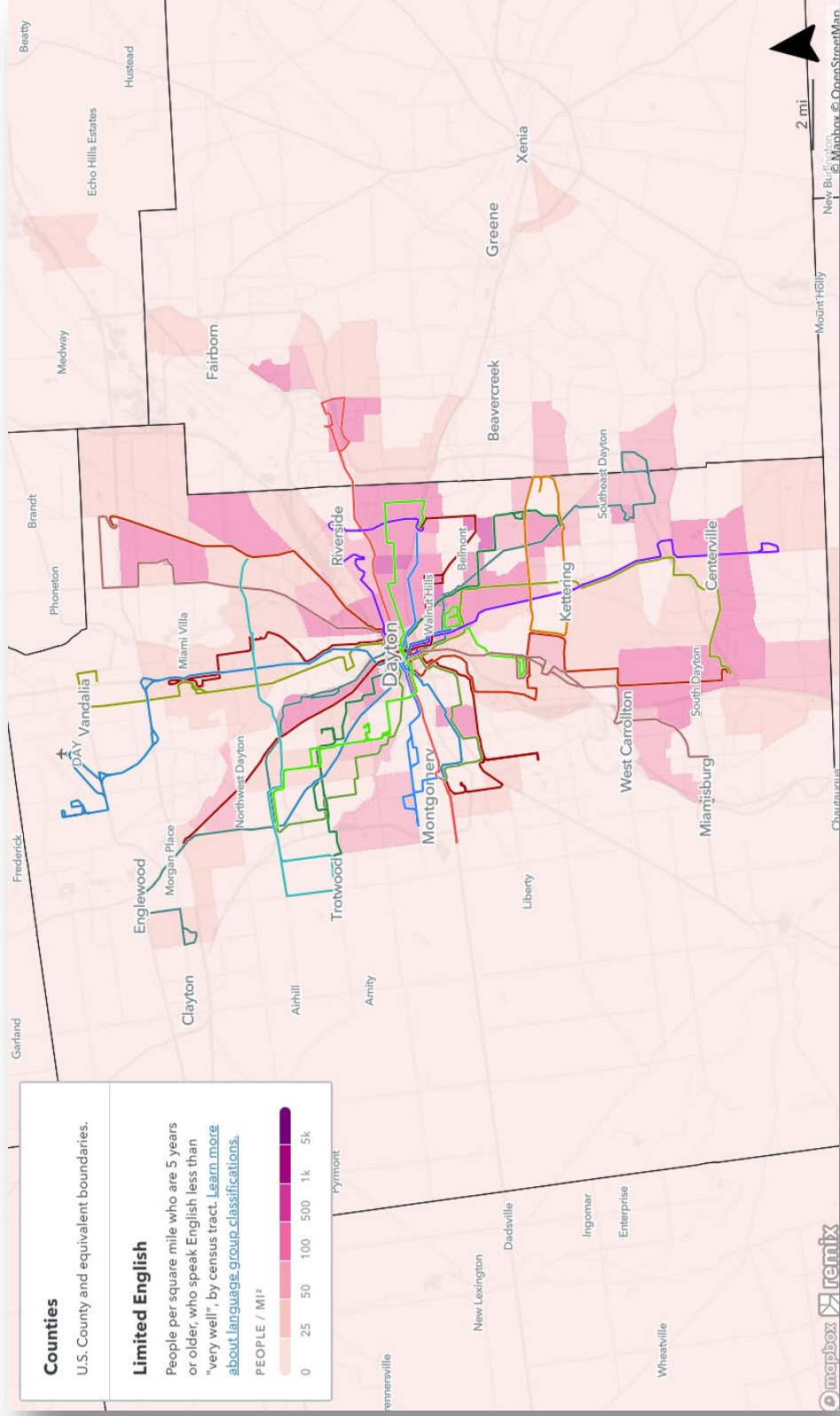
Para obtener información adicional o si tiene preguntas sobre las obligaciones del Título VI de la RTA, comuníquese al 937-425-8300.

Greater Dayton Regional Transit Authority

4 S. Main Street, Dayton, OH 45402 • P: 937-425-8400 • F: 937-425-8416 • www.iriderta.org

E.7

LEP Household Map and RTA Service



E.8

**Language Assistance
Procedure**



To: All Operations & Customer & Business Development Staff
From: Brandon Policicchio, Chief Customer & Business Development Officer
Date: February 28, 2018
Subject: Translation Services



In an effort to increase the accessibility of our services, this memo provides guidelines for when a non-English speaking customer makes contact with us in an attempt to receive information. Global 2 Local (our current vendor) offers over the phone translation service during our hours of operation and are available for both conference (3-way) calling and speaker phone translation for in person translation.

When a non-English speaking customer makes contact with us via phone, please use the conference function on your phone or if the customer is in person use the speaker phone function. For employees operating a phone without the conference function, please direct the caller to a phone with this functionality. See your direct supervisor or manager to determine what phones have conference call functionality in your department.

When contacting Global 2 Local at **1-877-839-1761**, provide our company code **47432** when prompted. They will then ask what language is needed, and the caller's name. Once connected to the translator, you can connect the conference call or place the call on speaker phone mode to begin. Once finished, disconnect the call.

If you have any additional questions, please contact Sally Brown or myself.

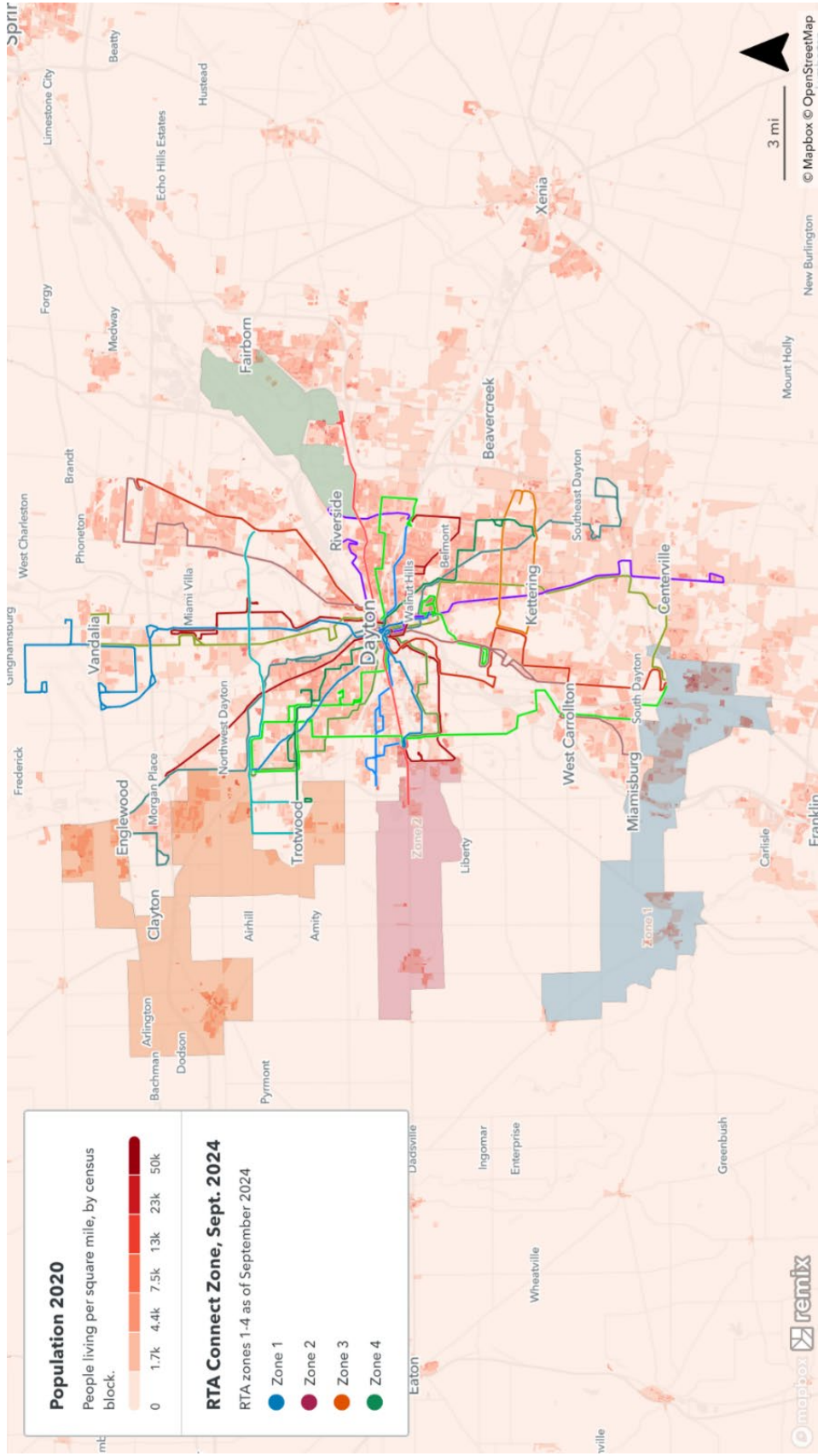
Greater Dayton Regional Transit Authority

4 S. Main Street Dayton, OH 45402 • 937-425-8400 P • 937-425-8416 F • www.rtdta.org



F

Transit Accessibility in Montgomery County Map

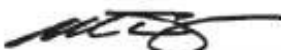


G

Amenities Policy



Customer and Business Development
(Policy)

Focus: Customer Amenity Program	Number: Customer/Business Development 1
Document History: Approved: 9/2/99 Effective: 9/1/92 Revisions: 4/2/96, 9/2/99, 6/15/08, 7/1/08, 9/4/08, 9/3/13, 8/1/17	Pages: 1 of 2
Executive Director Signature: 	Date: 08-08-17

CUSTOMER AMENITY PROGRAM
CUSTOMER AND BUSINESS DEVELOPMENT POLICY

GENERAL DESCRIPTION

The Greater Dayton Regional Transit Authority (GDRTA) recognizes the importance of customer amenities in providing comfortable and quality service to system users as well as attracting new riders. This program will place shelters, benches, trash receptacles, schedule holders, concrete pads, bus pads and bus stop signs at bus stops. GDRTA will maintain an accurate inventory of all passenger amenities.

PROGRAM STATEMENT

Periodically, the GDRTA will evaluate its amenity program for the acquisition and placement of amenities. Funding, actual ridership counts and operational characteristics at bus stops will be used in determining the appropriate amenity. Amenities will be placed according to the following criteria.

Bus Signage: Each bus stop will be clearly marked with a bus stop sign. Most signs display the route number(s) and name of route(s), which serve that bus stop.

Concrete Pads: Bus stops which have boardings of (20) or more passengers per day can be provided with a concrete pad.

Benches: Bus stops which have boardings of (20) or more passengers per day can be provided with a bench. Benches will only be placed on existing concrete pads or in conjunction with the installation of a new pad.

Shelters: Bus stops that have boardings of (40) or more passengers per day can be provided an open shelter. If an enclosed shelter is desired, the request must be submitted by a political jurisdiction through the Community Grants Program.

Trash Receptacles: Bus stops that have a GDRTA shelter will be provided with a trash receptacle. At bus stops without a shelter, a trash receptacle will be installed if a request has been made, the bus stop has boardings of (20) or more passengers per day and, the jurisdiction, business, or property owner agrees to empty the receptacle weekly. GDRTA Planning Department will document new agreements for emptying trash receptacles.

Bus Pads: New layover locations will be inspected for any necessary concrete bus support, dependent upon the conditions and layout of the roadbed, which it will operate.

Schedule Information: Bus stops where it is deemed necessary to provide clearer scheduling information, may be eligible for a schedule holder, system map, or digital sign equipment

Lighting: Bus stops that do not provide adequate lighting will be programmed for a solar light at locations where physically possible to place.

Park-n-Rides: GDRTA will seek locations along GDRTA routes where GDRTA customers can park their automobiles and conveniently board a bus.

Special Considerations: In placing or relocating customer amenities, the following will also be given consideration: traffic patterns affecting vehicle operations and/or public safety, the location of other near-by amenities, the affect on cost of maintaining amenities, GDRTA identity in rural areas, the span of time between buses (frequency of service), and local ordinances or regulations governing the location and placement of amenities.

Special consideration for additional amenities will be given to bus stops located near senior housing, senior centers, independent/assisted living centers, hospitals or other senior/health-related facilities. New transit-friendly developments where ridership is expected but not as yet determined will also receive the same consideration.

The placement of amenities will be distributed equitably across the system to ensure Title VI requirements are met. An analysis of the placement of amenities will take place at least every three years and will be implemented by mapping existing and planned amenities and facilities to evaluate equal distribution. The maps will be included as part of GDRTA's Title VI Program.

PROGRAM CRITERIA

To effectively implement the GDRTA Amenity Program, ridership counts and operational characteristics at bus stops will be monitored to determine which stops warrant shelters, benches, and other amenities. The Executive Director reserves the right to determine the placement of customer amenities beyond this program upon rational examination of the benefits to the community and/or GDRTA operations. It will be the goal of the GDRTA to provide amenities to the riding public wherever possible, within the Board-approved budget and operating policies of the GDRTA.

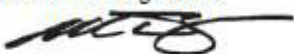
In addition, the GDRTA will continue to encourage participation in the annual GDRTA Community Grant Program. This program awards approximately \$200,000 per year for jurisdictions within the GDRTA service area for transit-related improvements, including customer amenities, over and beyond those, which the GDRTA can provide.

H

Vehicle Assignment Policy



**Customer and Business Development
(Policy)**

Focus: Vehicle Assignment	Number: Customer/Business Development 3
Document History: Approved: 9/3/13 Effective: 9/3/13 Revisions:	Pages: 1 of 1
Executive Director Signature: 	Date: 08-08-17

**VEHICLE ASSIGNMENT
RTA OPERATING POLICY**

I. GENERAL DESCRIPTION

In compliance with applicable Federal Requirements under Title VI of the Civil Rights Act of 1964, including 49 CFR Section 21 and FTA Circular FTA C 4702.1B, the Greater Dayton RTA is updating its vehicle assignment process to a Board of Trustees approved policy and amending the process to include the assignment of APC vehicles. The policy will ensure that vehicles are assigned in an equitable manner without regard to race, color or national origin.

II. POLICY STATEMENT

1. RTA assigns vehicles randomly every day to ensure a fair and equitable distribution of vehicles throughout the service area.
2. When assigning vehicles, RTA takes into consideration routes that have higher ridership, specific needs and the topography that limits the use of certain size vehicles.
3. As RTA is one of the fewest transit systems that have a fleet of electric trolley buses, some routes are limited to this vehicle mode except in situations that might interfere with their operation.
4. .

The Directors of Customer and Business Development and Maintenance will be responsible for ensuring compliance with this policy.

I

Board Approval of Title VI Program



Greater Dayton RTA Board of Trustees

Public Board Meeting

Meeting Packet

Thursday, November 7, 2024 – 3:00 p.m.

**Greater Dayton RTA
4 South Main Street - Dayton OH 45402
3rd Floor Board Room**

Interpreters for hearing-impaired individuals are available upon request. Requests should be made at least 5 days prior to the date of the meeting. For more information, contact 425-8392.

Greater Dayton RTA Board of Trustees Packet

Meeting Date: Thursday, November 7, 2024 – 3:00 p.m.

Wright Stop Plaza – 4 S. Main Street – Dayton OH 45402 – 3rd Floor Board Room

AGENDA

Next Section





AGENDA

Greater Dayton RTA Board of Trustees
Public Board Meeting

Wright Stop Plaza
4 South Main Street, 3rd Floor Board Meeting Room, Dayton, OH 45402

Thursday, November 7, 2024 – 3 p.m.

- | | |
|--|-----------------------|
| 1. Call to Order | John Lumpkin |
| 2. Pledge of Allegiance | John Lumpkin |
| 3. Roll Call | Mary Stanforth |
| 4. Approval of Consent Agenda | John Lumpkin |
| 5. Approval of October 1, 2024 Board Meeting Minutes | John Lumpkin |
| 6. Committees Reports | |

Finance/Personnel Committee

Belinda Matthews-Stenson

- Action Item #2 – 2025 Operating and Capital Budgets
- Action Item #3 – Resolution No. 2024-11-1, 2025 Annual Appropriations
- Action Item #4 – Resolution No. 2024-11-2, Fiscal Years 2025 and 2026,
49 United States Code 5307, 5337, 5339 & Other Federal
Capital Assistance Grants
- Action Item #5 – Resolution No. 2024-11-3, State Fiscal Years 2026 and 2027,
Ohio Urban Public Transportation Grant Program Applications
- Action Item #6 – Wireless Phone & Data Services & Data Service for Vehicles
Change Order
- Action Item #7 – Surveyor Servicees

Report

Planning Committee

Tom Weckesser

- Action Item #8 – Title VI
- Action Item #9 – Record Retention Policy Update
- Action Item #10 – Public Records Policy Update
- Action Item #11 – Masabi Contract Renewal

Report

Greater Dayton RTA Board of Trustees – November 7, 2024

- | | |
|--|----------------------|
| 7. Chief Executive Officer's Report | Bob Ruzinsky |
| 8. Old Business | John Lumpkin |
| 9. New Business
- Nominating Committee Report and Vote – Mr. Al Fullenkamp | John Lumpkin |
| 10. Public Comment | John Lumpkin |
| 11. Board Member Comments - Announcements | Board Members |
| 12. Request for Executive Session – <i>as needed</i>

Reconvene to Regular Session | John Lumpkin |
| 13. Adjourn | John Lumpkin |

Suggested Next Meetings

Committee Meeting

November 19, 2024

Jointly Held Finance/Personnel & Planning- 8:30 a.m.

Board Meeting

December 3, 2024

3 p.m.

Interpreters for hearing impaired individuals are available upon request. Requests should be made at least 5 days prior to the date of the meeting. For more information, please call (937) 425-8392. Thank you.

Minutes

Greater Dayton RTA Board of Trustees Public Board Meeting

November 7, 2024

Trustees: John A. Lumpkin, Jr., President
Ashton S. Dupler
Al Fullenkamp
Belinda Matthews-Stenson
Grady L. Mullins
Thomas Weckesser
David P. Williamson

Excused: Sharon D. White, Vice President
Nikol M. Miller

Staff: Bob Ruzinsky, Chief Executive Officer
Daron Brown, Chief Maintenance Officer
Roland Caldwell, Chief Transportation Officer
Christopher Conard, Coolidge Wall, Co. LPA
Cathy Garner, Senior Executive Administrative Assistant
Brandon Policicchio, Chief Customer and Business Development Officer
Mary K. Stanforth, Chief Financial Officer
Robert Stevens, Chief Labor Officer

Others: Interested citizens (see attached sheet)

Call Meeting to Order

Mr. Lumpkin called the meeting to order at 3:00 p.m. A quorum was present and proper notice of the meeting had been given.

PLEDGE OF ALLEGIANCE

Mr. Lumpkin led attendees in reciting the Pledge of Allegiance.

ACTION ITEM #2 – ADOPTION OF FISCAL YEAR 2025 OPERATING AND CAPITAL BUDGETS

Ms. Matthews-Stenson stated RTA's total Operating Revenues for 2025 are projected at \$84.4 million while total Operating Expenses are projected at \$84.2 million. This budget scenario reflects a gain of \$164 thousand before local capital charges and a loss of \$3.7 million after local capital charges.

Regarding the Capital Budget, expenditures for 2025 are projected at \$56.3 million with \$26.7 million funded by RTA. Pandemic funds held in reserve are included in RTA's funding amount. Capital projects include the categories: Electric System Infrastructure, Revenue Vehicles & Equipment, Transit Hubs & Facility Improvements and Equipment, Technology, Amenities & Other. All projects must follow FTA procurement rules and be approved by the Board of Trustees (for individual projects over \$100 thousand) or the Chief Executive Officer (for projects under \$100 thousand). This ensures the Board has a second level of approval, in addition to approving the overall Capital Budget each year.

MOTION MADE by Ms. Matthews-Stenson and SECONDED by Mr. Fullenkamp to APPROVE the 2025 Operating and Capital Budgets. This APPROVAL allows the Secretary-Treasurer to file the appropriate documents with the Montgomery County Auditor and to receive a certificate authorizing 2025 expenditures.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

ACTION ITEM #3 – RESOLUTION NO. 2024-11-1, FISCAL YEAR 2025 ANNUAL APPROPRIATIONS

Ms. Matthews-Stenson stated the Board of Trustees' adoption of the Fiscal Year 2025 Operating and Capital Budgets establishes budget limits for the upcoming year. Trustees' approval of Resolution No. 2024-11-1 will appropriate the needed funds to conduct the activities approved in the Budget documents.

MOTION MADE by Ms. Matthews-Stenson and SECONDED by Mr. Weckesser to APPROVE Resolution No. 2024-11-1, Fiscal Year 2025 Annual Appropriations.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

ACTION ITEM #4 – RESOLUTION NO. 2024-11-2, FISCAL YEARS 2025 AND 2026, 49 UNITED STATES CODE 5307, 5337, 5339 & OTHER FEDERAL CAPITAL ASSISTANCE GRANTS

Ms. Matthews-Stenson stated 49 United States Code (USC) 5307 authorizes grants for capital, operating, and planning assistance.

49 USC 5337 and 5339 authorizes grants to public transit systems in urbanized areas for capital assistance to support and maintain fixed guideway assets and other capital assets in a state of good repair. RTA can use this funding for the purchase of electric trolley buses, modernization of trolley infrastructure, the capitalization of maintenance costs, and other supporting facilities & equipment projects as well as to maintain capital assets in a state of good repair.

Resolution No. 2024-11-2 provides authorization to file Fiscal Years 2025 and 2026, USC 5307, 5337, 5339 and other Federal Capital Assistance Grants. The projects applied for will be consistent with RTA approved capital and operating budgets.

MOTION MADE by Ms. Matthews-Stenson and SECONDED by Mr. Dupler to APPROVE Resolution No. 2024-11-2, authorizing the filing of 49 USC 5307, 5337, 5339 and Other Federal Capital Grant Applications for RTA Fiscal Years 2025 and 2026 with the Federal Transit Administration. Furthermore, the Chief Executive Officer is authorized to provide all necessary documents, execute grant contracts, amend the grant contracts if deemed necessary and fulfill all other requirements of the applications.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

ACTION ITEM #5 – RESOLUTION NO. 2024-11-3, STATE FISCAL YEARS 2026 AND 2027 OHIO URBAN PUBLIC TRANSPORTATION GRANT PROGRAM APPLICATIONS

Ms. Matthews-Stenson stated the Ohio Department of Transportation (ODOT) provides financial assistance to public transportation systems in Ohio through the Ohio Urban Public Transportation Grant Program. Current funding opportunities are offered under the Urban Formula Program and the Preservation Partnership Program. RTA intends to use state awarded funds for Preventive Maintenance or other Capital Projects based on budget need. Projects can be selected from RTA's 2025, 2026, or 2027 list of eligible projects.

Historically RTA has applied under the Urban Transit Program, as well as the Ohio Transit Preservation Partnership Program. In addition, we have applied for funding under some Ohio EPA programs, which are open to Ohio public transit systems; other funding opportunities may arise and will be considered for application based on program requirements and current need.

MOTION MADE by Ms. Matthews-Stenson and SECONDED by Mr. Williamson to APPROVE Resolution No. 2024-11-3, authorizing the filing of various applications for eligible projects under State of Ohio Public Transportation Grant Programs for State Fiscal Years 2026 and 2027.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

ACTION ITEM #6 – WIRELESS PHONE & DATA SERVICES & DATA SERVICE FOR VEHICLES CHANGE ORDER

Ms. Matthews-Stenson stated in January of 2021, the Board of Trustees approved the above-named project with AT&T. The purpose of this action item is to execute a change order for that contract. Changes in technology on the buses have steadily increased the amount of data going between the vehicles and Greater Dayton RTA's network. This includes video, audio files, general data and soon more dynamic live maps.

MOTION MADE by Ms. Matthews-Stenson and SECONDED by Mr. Weckesser to APPROVE a contract change order to AT&T Wireless for \$113,839 to cover current overage costs plus the new rates for the remainder of the Wireless Phone & Data Services & Data Service for Vehicles contract.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

ACTION ITEM #7 – SURVEYOR SERVICES

Ms. Matthews-Stenson stated the purpose of this procurement is to award a five (5) year contract for professional surveying, engineering and related services to support various projects contemplated by Greater Dayton RTA. This includes a multi-million-dollar investment in improvements and upgrades to the electrical infrastructure and facilities over a five-year planning window.

MOTION MADE by Ms. Matthews-Stenson and SECONDED by Mr. Fullenkamp to APPROVE a five (5) year CONTRACT AWARD to Brumbaugh Engineering & Surveying and Environmental Design Group for the hourly rates listed for a total amount of \$350,000 for Surveyor Services.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

Other items to mention:

Ms. Mathews-Stenson stated the August 2024 Financial Report as well as Small Purchases Information has been included in today's Board package.

PLANNING COMMITTEE REPORT (TOM WECKESSER)

Mr. Weckesser stated the Finance/Personnel and Planning Committees met for a jointly held meeting on October 22nd, and as a result, the Planning Committee is recommending four (4) Action Items for the Board's consideration.

ACTION ITEM #8 – APPROVAL OF TITLE VI PROGRAM

Mr. Weckesser stated that as a recipient of U.S. Department of Transportation, Federal Transit Administration funding, the RTA must comply with Title VI and Environmental Justice regulations. This is to ensure RTA provides fair and equitable service and amenities delivery and installation, meaningful customer outreach plans, and periodic service equity review processes.

While the RTA is in compliance with the FTA Title VI program through November 30, 2024 it is required that the Board review and approve the Title VI Program, and supporting service and fare equity reviews since the last submission in October, 2021. The program update is included in today's board packet.

MOTION MADE by Mr. Weckesser and SECONDED by Ms. Matthews-Stenson to APPROVE the 2024 Title VI Program, including the supporting service and fare equity reviews.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

ACTION ITEM #9 – RECORD RETENTION POLICY

Mr. Weckesser stated the purpose of this action item is to create an agency-wide record retention policy. The policy will regulate record retention and disposal in accordance with record retention schedules developed by the Ohio Department of Administrative Services for general business functions of a government agency and Federal Transit Administration retention requirements.

The record retention schedules serve as a procedure for managing RTA records. It specifies the minimum length of time each type of record should be retained and outlines what should happen once the retention period has been met.

MOTION MADE by Mr. Weckesser and SECONDED by Ms. Matthews-Stenson to APPROVE Customer and Business Development, Record Retention Policy #9.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

ACTION ITEM #10 – PUBLIC RECORDS POLICY

Mr. Weckesser stated the purpose of this action item is to update the RTA's current public records policy. The policy is being updated to align with current Ohio Law.

MOTION MADE by Mr. Weckesser and SECONDED by Ms. Matthews-Stenson to APPROVE updates to Human Resources, Public Records Policy #1.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

ACTION ITEM #11 – MASABI CONTRACT RENEWAL

Mr. Weckesser stated RTA intends to renew, and add to its current fare payment system, Tapp Pay. RTA's current fare payment system provider is Masabi. Masabi was awarded a five-year contract in May 2019, for a grand total of \$2,377,612. To date, RTA has remained under budget and has achieved its original commitment to spending no more than 7% of all passenger fare revenues collected on the management of the fare collection system, and this will be possible again, under the proposed renewal with Masabi.

Since its implementation of Tapp Pay, RTA has found the Masabi system to be reliable, and has met the agency's goals. In addition, the system design has delivered increased access to all, including low-income, unbanked, and underbanked customers, reduced fare collection costs reductions, provided more streamlined operating processes, and greater customer and operational efficiencies.

RTA's contract renewal includes the addition of cEMV. cEMV is payment technology that uses near field communication to allow customers to make payments without inserting or swiping a debit/credit card and allows for the usage of smartphones to pay with Apple or Google Pay.

A cost analysis was performed which compared the proposals' software, implementation, and warranty costs, as well as revenue sharing, mobile transaction processing, and retail transaction processing costs, and Masabi's pricing was found to be fair and reasonable. Note that initial cEMV costs are fixed, and actual ongoing and variable costs will depend on the fares sold.

MOTION MADE by Mr. Weckesser and SECONDED by Mr. Fullenkamp to AWARD a contract to Masabi, LLC for an estimated grand total cost not to exceed \$2,540,473.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

Discussion Items to Mention

Mr. Weckesser stated at the meeting, Mr. Policicchio provided a summary document of recent activities going on in the Customer and Business Development Department.

CHIEF EXECUTIVE OFFICER'S REPORT

None.

OLD BUSINESS

None.

NEW BUSINESS

Mr. Fullenkamp stated in accordance with the RTA Bylaws, the Board's Nominating Committee consisting of himself, Ms. Miller, and Mr. Williamson wishes to nominate Mr. John A. Lumpkin as President and Ms. Sharon D. White as Vice-President for the calendar year 2024-2025.

MOTION MADE by Mr. Williamson and SECONDED by Mr. Weckesser to APPROVE the above slated candidates as presented by the Nominating Committee.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

Mr. Lumpkin thanked everyone for their vote of confidence.

PUBLIC COMMENT

None.

**BOARD MEMBER COMMENTS
- ANNOUNCEMENTS**

Mr. Williamson wanted to follow up regarding the Masabi contract. He stated that he is so impressed with Staff, as he knows this has been a slow rollout, and it's really hard to teach people new ways of doing things. However, TAPP Pay and its iterations following it have been very successful, and as we take a glimpse of the future, he believes that it will only get better for our customers.

Ms. Matthews-Stenson wanted to acknowledge two of our Board members. Ms. Nikol Miller was awarded the NCCJ Pillars Humanitarian Award, and Ms. Sharon White joined the University of Dayton's Board of Trustees. Congratulations to both!

Mr. Lumpkin stated that our next committee meeting is on November 19th, and our next Board meeting will be on December 3rd.

Mr. Ruzinsky stated that Staff is planning not to hold a December Committee meeting or a January Board meeting just for planning purposes, unless an emergency arises.

EXECUTIVE SESSION

None.

ADJOURNMENT

MOTION MADE by Ms. Matthews-Stenson and SECONDED by Mr. Williamson to ADJOURN the meeting.

MOTION CARRIED by voice vote.

Ayes: Seven

Nays: None

The meeting adjourned at 3:33 p.m.

J

**Title VI – Service Analysis
and Board Approval Minutes**



AGENDA
Greater Dayton RTA Board of Trustees
Public Board Meeting

Wright Stop Plaza
4 South Main Street, 3rd Floor Board Meeting Room, Dayton, OH 45402

Tuesday, June 6, 2023 – 3 p.m.

- | | |
|--|----------------|
| 1. Call to Order | John Lumpkin |
| 2. Pledge of Allegiance | John Lumpkin |
| 3. Roll Call | Mary Stanforth |
| 4. Approval of Consent Agenda | John Lumpkin |
| 5. Approval of May 2, 2023 Board Meeting Minutes | John Lumpkin |
| 6. Committees Reports | |

Finance/Personnel Committee

Belinda Matthews-Stenson

Action Item #2 – As Needed Electrical Services
Action Item #3 – Video Storage Appliances and Installation
Action Item #4 – Cameras, Licenses and Recorders
Action Item #5 – Removal & Installation of Mobile Electronic
Equipment For RTA Vehicles

Report

Planning Committee

Tom Weckesser

Action Item #6 – Title VI Analysis Approval & Multi-Year
Service Plan Adoption
Action Item #7 – Resolution No. 2023-6-1, NEORide Membership

Report

- | | |
|-------------------------------------|--------------|
| 7. Chief Executive Officer's Report | Bob Ruzinsky |
| 8. Old Business | John Lumpkin |
| 9. New Business | John Lumpkin |

Greater Dayton Regional Transit Authority

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ACTION ITEM #6 Title VI Analysis Approval & Multi-Year Service Plan Adoption

To prepare for the future, we have developed and are recommending for adoption a phased Multi-Year Service Plan for implementation. In addition, we are recommending for approval a supporting Title VI Analysis of the plan. The plan includes an increase of existing services, adjustment of existing services, creation of new services, and the discontinuation of existing services. Our plan modernizes the existing transportation network, increasing access to new and existing economic development. Of the over 2,500 current bus stops served today, the plan calls for discontinuation of service at less than 50 of those bus stops. When fully implemented the new service plan will reach, within a ¼ mile of all services, roughly 70% of the Montgomery County population, 80% of individuals living in poverty, 85% of jobs, and 100% of major hospitals in Montgomery County. In addition, through a combination of Paratransit and the 5310 Program, services will continue to be available to 100% of the 65 and older population and individuals with disabilities residing in the county.

Prior to making this recommendation, we released and shared with the public our proposed service plans over the span of several months. Feedback from the public was collected through in-person meetings and a virtual meeting over Facebook Live. RTA also received feedback via mail, phone, social media, email, and its interactive online mapping system Remix. In total, the RTA received over 70 public comments. In addition, we engaged with over 20 jurisdictions within the county, ensuring our plans aligned where possible with their economic and residential development, where possible.

Service plans (**Attachment A**) were determined based on a review of all public comments received, analysis of ridership on routes, specific trips, time periods experiencing lower ridership, and duplicative service coverage. Maintaining basic geographic service coverage were priorities in the final design of these plans, as well as conducting a Title VI analysis (**Attachment B**).

In addition, we are also recommending that should any opportunities arise to create additional services, other than those referenced within this action item, that a temporary service period of no more than one (1) year be executed if it does not impact the current approved budget. If the temporary service is deemed successful, we will present those individual service plans to the board of trustees for approval.

The Planning and Finance/Personnel Committees discussed this Action Item on May 16, 2023 and support the Chief Executive Officer's recommendation to the Board of Trustees.

The Chief Executive Officer recommends APPROVAL of the attached Title VI Analysis, and ADOPTION of the attached Multi-Year Service Plan. Furthermore, he asks that he be authorized to carry out all actions necessary to make these changes. All aspects of the plan will be implemented in phases based on driver availability, approved budget levels, and demand/utilization of service.

6/6/2023

Chief Executive Officer

Attachment A – Multi-Year Service Plan

Attachment B – Title VI Analysis, Multi-Year Service Plan

Attachment A

Major Highlights

The proposed system redesign consists of **(1)** maintaining some existing services, **(2)** implementing minor changes to other services, **(3)** launching new services to replace services that are proposed to be discontinued, and **(4)** service hours and frequencies.

No Changes

Routes 1, 2, 8, 9, 12, 22, 55, The Flyer, North Community Connector, On-Demand Zone 2, and Paratransit Services.

Minor Changes

Routes 4, 6, 7, 16, 17, 18, 19 and On-Demand Zones 1, 3, 4.

- **Route 4** will be expanded. Under the redesign, Route 4 will serve the Eastown Transit Center, along Smithville Road to Dorothy Lane, ending at the Kroger near Woodman Drive in Kettering.
- **Route 6** will be expanded to serve east of downtown along the current Route 11, ending at the Eastown Transit Center.
- **Route 7** will no longer serve the Rainbow Drive loop in Kettering but will be expanded to serve along Woodman Drive north to the Eastown Transit Center.
- **Route 16** will be expanded to serve the Northwest Transit Center along Shiloh Springs Road from Main Street, north on Garber Road, and returning to Main Street to continue along current routing to the Meijer and into Englewood. Areas southeast on Route 16 include proposed expansion of service to the Sugarcreek Plaza Shopping Center area. In addition, we will no longer serve Montgomery Square Drive, sections of Clyo Road northwest of Center Point Drive, and Feedwire Road between Wilmington Road and Clyo Road. Instead, most of these sections will be served by the adjusted Route 17.
- **Route 17** north from downtown, the west loop in Vandalia will be served by On-Demand Zone 5. South from downtown the route will travel from Shroyer Road to Stroop Road, to Wilmington Pike in Centerville, continuing along 725 to the Dayton Mall area, and ending at the South Transit Center. Shroyer Road between Far Hills Avenue and Stroop Road will no longer have service.
- **Route 18** will be expanded to cover in both directions, Hoyle Plaza and Big Hill Road from Kettering Boulevard.
- **Route 19** service will no longer operate on 741 between 725 and Lyons Road. Nearby services include the West Connector and On-Demand Zone 1.
- **On-Demand Zone 1** will be expanded to cover areas just north of 725 near the Dayton Mall, and east of 675, along 725. The On-Demand zone will also be adjusted to account for expanded bus route service.
- **On-Demand Zone 3** will be adjusted to account for additional bus route service in the area. These adjustments include the removal and expansion of service.
- **On-Demand Zone 4** will be adjusted due to low utilization of the current service to date.

New Services

Route 28, East, West, Airport Connectors, Central Circulator, On-Demand Zone 5, and revitalization of sections of discontinued routes 3 & 5 to create a new route(s).

- **Central Circulator** will connect with The Flyer, creating more connections downtown that run east and west, primarily on 3rd Street, connecting Sinclair College and the Wright Dunbar Historic District.
- **Route 28** will travel between the Kettering Recreation Center in Kettering, along Dorothy Lane, Southern Boulevard and Stroop Road.
- **West Connector** will run north and south along the west side of the county. Running south from the Northwest Transit Center, stopping at the Westtown Transit Center and South Transit Center, and ending at the Dayton Children's Hospital South Campus.
- **East Connector** will travel between Brandt Pike at Needmore Road in northeast Dayton, running north and south along the east side of the county, stopping at the Easttown Transit Center, and ending at the Meijer on Stroop Road in Kettering.
- **Airport Connector** will connect downtown to the Dayton International Airport, along with major employer sites around the airport.
- **On-Demand Zone 5** will be created to cover the west loop of the Route 17 and most sections of the Route 43.

Discontinued Services

Routes 11, 14, 34, 43 will be discontinued.

- **Route 11** east from downtown areas will be served by Route 6 and the East Community Connector. South from downtown, most areas will be served by Routes 6, 17, 18, 19, and 28. A portion along Schantz Avenue between Far Hills Avenue and Patterson Boulevard will no longer have service.
- **Route 14** north from downtown areas will be served by Routes 8, 12, North Community Connector and On-Demand Zone 3. South of downtown will be served by the Route 6.
- **Route 34** east from the Northwest Transit Center areas will be served by the North Community Connector. North of Needmore Road will be served by the Route 22.
- **Route 43** north from downtown will be served by the Airport Connector, which will cover Dayton International Airport and areas around the airport. Areas not covered by the Airport Connector will be served by the new On-Demand Zone 5. Service from the Northwest Transit Center will be discontinued.

Service Hours and Frequency

The hours of service and frequencies may vary by route, based on usage. We intend to implement new services at current frequency levels and improve frequencies to the following based on the service type:

- Bus Routes – Every 15 to 45 minutes
- Connectors – Every 15 to 30 minutes
- Circulators – Every 10 to 15 minutes



Greater Dayton Regional Transit Authority

Title VI Analysis Multi-Year Service Plan

May 2023

Executive Summary

This report documents RTA's service equity analysis of its proposed Multi-Year Service Plan, including related public engagement efforts. The purpose of the analysis is to determine, prior to implementing changes to service, whether the planned changes will have a disparate impact on the basis of race, color, or national origin, or if low-income populations will bear a disproportionate burden as a result of these proposed changes.

To prepare for the future, RTA developed and are recommending for adoption a phased Multi-Year Service Plan for implementation. The plan includes an increase of existing services, adjustment of existing services, creation of new services, and the discontinuation of existing services. RTA's plan modernizes the existing transportation network, increasing access to new and existing economic development.

Of the over 2,500 current bus stops served today, the plan calls for discontinuation of service at less than 50 of those bus stops. When fully implemented the new service plan will reach, within a ¼ mile of all services, roughly 70% of the Montgomery County population, 80% of individuals living in poverty, 85% of jobs, and 100% of major hospitals in Montgomery County. In addition, through a combination of Paratransit and the 5310 Program, services will continue to be available to 100% of the 65 and older population and individuals with disabilities residing in the county.

Prior to making this recommendation, RTA released and shared with the public the proposed service plans. Beginning in February 2023, feedback from the public was collected through in-person meetings and a virtual meeting over Facebook Live. RTA also received feedback via mail, phone, social media, email, and its interactive online mapping system Remix. In total, the RTA received over 70 public comments. In addition, RTA engaged with over 20 jurisdictions within the county, ensuring our plans aligned where possible with their economic and residential development, where possible.

The recommended service plans were determined based on a review of all public comments received, analysis of ridership on routes, specific trips, time periods experiencing lower ridership, and duplicative service coverage. Maintaining basic geographic service coverage were priorities in the final design of these plans. In addition, to these recommendations RTA is also recommending that should any opportunities arise to create additional services, other than those referenced within this multi-year service plan, that a temporary service period of no more than one (1) year be executed if it does not impact the current approved budget. If the temporary service is deemed successful, RTA will present those individual service plans to its board of trustees for approval.

If the RTA board of trustees approves these plans, the Chief Executive Officer will be authorized to carry out all actions necessary to make these changes. All aspects of the plan will be implemented in phases based on driver availability, approved budget levels, and demand/utilization of service.

Overview of Multi Year Service Plan

The proposed system redesign consists of **(1)** maintaining some existing services, **(2)** implementing minor changes to other services, **(3)** launching new services to replace services that are proposed to be discontinued, and **(4)** service hours and frequencies.

No Changes

Routes 1, 2, 8, 9, 12, 22, 55, The Flyer, North Community Connector, On-Demand Zone 2, and Paratransit Services.

Minor Changes

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New Services

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- **On-Demand Zone 5** will be created to cover the west loop of the Route 17 and most sections of the Route 43.
- Revitalization of sections of discontinued routes 3 & 5 to be combined to create a new route(s).

Discontinued Services

Routes 11, 14, 34, 43 will be discontinued.

- **Route 11** east from downtown areas will be served by Route 6 and the East Community Connector. South from downtown, most areas will be served by Routes 6, 17, 18, 19, and 28. A portion along Schantz Avenue between Far Hills Avenue and Patterson Boulevard will no longer have service.
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Service Hours and Frequency

The hours of service and frequencies may vary by route, based on usage. We intend to implement new services at current frequency levels and improve frequencies to the following based on the service type:

- Bus Routes – Every 15 to 45 minutes
- Connectors – Every 15 to 30 minutes
- Circulators – Every 10 to 15 minutes

Analysis and Review of Proposed Changes and the Potential Adverse Effects

The service analysis was performed in accordance with the requirements of the Federal Transit Administration's Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients and RTA's 2021 Title VI Program.

The purpose of the service analysis is to determine, prior to implementing changes, whether the planned changes will have a disparate impact on the basis of race, color, or national origin, or if low-income populations will bear a disproportionate impact burden of the changes.

In addition to public comments, RTA also utilized data collected from the following systems:

- Automated Passenger Counters
- Transit app
- Remix

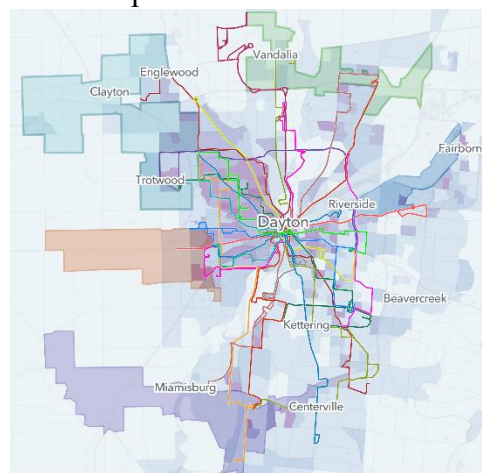
RTA's equity analysis found that the following service changes will have no disparate impact or disproportionate burden, and that only positive gains in service were shown in our Title VI data analysis, in every individual category:

Category	Variance in Population Served
Minority	+ 3%
Limited English Speaking (LES)	+ 3.6%
Low Income	+ 3.3%
65 and Older	+ 9.2%
Zero Car Households	+ 3.6%

The following data analysis is based on population data within .25 miles of RTA fixed routes and other services, which includes its demand response service On-Demand. More information on the On-Demand program can be found here: <https://www.iriderta.org/ride/other-transportation-services/demand>. No changes were proposed to RTA's current complementary ADA paratransit service, which currently operates county-wide, beyond the $\frac{3}{4}$ mile requirement.

RTA's methodology and data sources can be found here: <http://remix.com/title-vi>. This analysis provides several different pieces of information contains our full Census-based analysis. For each category, RTA evaluated this plan to compare benefits of the populations reviewed and those who are not within those populations.

RTA mapped the changes, overlaid on the populations within the service area (example on the right). RTA then compared percentages of the two populations, respectively, to determine if a potential disparate impact or disproportionate burdens existed.



Minority

Minority			
Aug 2022	Population	Minority	Minority%
Fixed Route Services	274,100	101,691	37.1%
On-Demand Services	78,600	21,013	26.7%
All Services System	352,700	122,704	34.8%
Multi-Year Service Plan	Population	Minority	Minority%
Fixed Route Services	285,300	104,135	36.5%
On-Demand Services	90,970	22,223	24.4%
All Services System	376,270	126,357	33.6%

Limited English Speaking

Limited English Speaking (LES)			
Aug 2022	Population	LES	LES%
Fixed Route Services	274,100	7,401	2.7%
On-Demand Services	78,600	1,299	1.7%
All Services System	352,700	8,700	2.5%
Multi-Year Service Plan	Population	LES	LES%
Fixed Route Services	285,300	7,418	2.6%
On-Demand Services	90,970	1,595	1.8%
All Services System	376,270	9,013	2.4%

Low Income

RTA defines low-income as those earning less than 150% of the federal poverty level.

Low Income			
Aug 2022	Population	Poverty	Poverty%
Fixed Route Services	274,100	57,835	21.1%
On-Demand Services	78,600	9,585	12.2%
All Services System	352,700	67,420	19.1%
Multi-Year Service Plan	Population	Poverty	Poverty%
Fixed Route Services	285,300	58,487	20.5%
On-Demand Services	90,970	11,162	12.3%
All Services System	376,270	69,649	18.5%

65 and Older

65 and Older			
Aug 2022	Population	65+	65+%
Fixed Route Services	274,100	41,937	15.3%
On-Demand Services	78,600	14,671	18.7%
All Services System	352,700	56,608	16.0%
Multi-Year Service Plan	Population	65+	65+%
Fixed Route Services	285,300	45,077	15.8%
On-Demand Services	90,180	16,738	18.6%
All Services System	375,480	61,816	16.5%

Zero Car Households

Zero Car Households			
Aug 2022	Households	Car Free	Car Free%
Fixed Route Services	109,900	13,957	12.7%
On-Demand Services	26,300	1,880	7.1%
All Services System	136,200	15,838	11.6%
Multi-Yr Service Plan	Households	Car Free	Car Free%
Fixed Route Services	116,100	14,396	12.4%
On-Demand Services	30,560	2,019	6.6%
All Services System	146,660	16,416	11.2%

Public Engagement Process

Information and Notifications

RTA publishes notices, brochures and tables regarding RTA proposals or programs, including how the public can obtain information and make comments, where meetings are to take place, and other applicable information.

The notices for public input are posted 30 days in advance so the public has time to consider proposals and make comments. Translation services were available to support the public engagement process.

Public engagement was conducted through the following activities:

- In-Person
- Facebook Live
- Email
- Phone
- Mail
- Website

The notice methods included:

- Press releases to local and state media
- Customer newsletters (print and email)
- E-mail blasts and alerts via text or e-mail
- Website links and articles
- On bus advertising with interior cards, exterior bus banners, onboard enunciator, and TV monitors on partial bus fleet
- Rack cards/“take ones” placed on the bus and racks throughout RTA transit centers
- Transit Center posters and brochures

In-Person

RTA held five (5) public meetings in February 2023 to collect customer feedback and comments regarding the agency’s proposed system redesign. The RTA encouraged individuals, groups, agencies and private providers of transportation to comment on the proposed changes. The photo to the right was taken from one of the meetings.



The meetings were conducted by RTA staff and included a general information overview video for attendees. After the video, customers could either submit their comments or meet one-on-one with a member of the RTA staff. RTA staff prepares proposals in sufficient detail and makes copies available when required prior to the meeting for interested individuals. Maps of the changes were also made available for attendees to review.

Since each customer can be affected differently than another customer, obtaining comments this way allows for an individualized response to an individual need. RTA staff will conduct personal interviews and transcribe oral comments if written comments are not possible. Reasonable accommodation was offered, where requested.

Meetings had sign-up sheets where attendees could sign in. All individuals who arrive during the advertised time will be heard from, even if in line after the ending time of the meeting.

The public input session dates, times and locations:

Date: Monday, Feb. 13, 2023

Time: 8-10 a.m., 12-2 p.m. and 4-6 p.m.

Location: Wright Stop Plaza

Date: Wednesday, Feb. 15, 2023
Time: 9:30-11:30 a.m.
Location: Dayton Metro Library – West Branch

Date: Thursday, Feb. 16, 2023
Time: 9:30-11:30 a.m. and 4-6 p.m.
Location: Dayton Metro Library – Miami Township Branch

Date: Monday, Feb. 20, 2023
Time: 8-10 a.m. and 4-6 p.m.
Location: RTA’s Northwest Transit Center

Date: Wednesday, Feb. 22, 2023
Time: 9:30-11:30 a.m. and 4-6 p.m.
Location: Dayton Metro Library – Southeast Branch

Individuals unable to attend the in-person sessions could also submit in-person at RTA’s Wright Stop Plaza offices located at 4 S. Main Street, Dayton, OH 45402 between 8 a.m. and 5 p.m. Monday through Friday.

Facebook Live

A session was held on Thursday, Feb. 23, 2023, from 4-5 p.m.

E-Mail

Comments could be submitted via email at speakup@greaterdaytonrta.org.

Phone

Comments could be submitted via phone at 937-425-8330 between 8 a.m. and 5 p.m. Monday through Friday. Customers were also able to leave an audio message on an advertised phone number and the comments are transcribed.

Mail

Comments could be submitted by mail to the Greater Dayton RTA, Attn: Planning & Service Development, 4 S. Main Street, Dayton, OH 45402.

Website

A specific site was created where customers could find details on the proposed changes, including an interactive map where feedback could be provided as well:
www.iriderta.org/2023systemredesign.

Summary of Information Collected & Potential Adverse Effects Identified

Prior to making this recommendation, RTA released and shared with the public the proposed service plans. Beginning in February 2023, feedback from the public was collected through in-person meetings and a virtual meeting over Facebook Live. RTA also received feedback via mail, phone, social media, email, and its interactive online mapping system Remix. In total, the RTA received over 70 public comments. In addition, RTA engaged with over 20 jurisdictions within the county, ensuring our plans aligned where possible with their economic and residential development, where possible. All comments were made part of the official record for the public engagement period, and all individual comments made can be found under Appendix A, along with meeting sign in sheets.

Potential Adverse Effects Identified

Common concerns identified through public engagement were the routing adjustments made to certain routes. Also, it was noted that while most services remained unchanged, due to several proposed adjustments, it was recommended to change route numbers under the plan. This led to confusion over the changes proposed and the perception that certain areas were being discontinued, which was not accurate. Those misconceptions were taken into account in the review of the feedback received.

As expected with every service proposal, not every single customer will see benefits from the changes. Most of the comments received that were of concern are in relation to increased travel time that would be required due to transfers. None of these concerns rose to the level of opposition to the changes. However, the RTA has decided to not change some of the routing and the numbering of those associated routes because of the comments received. The public engagement period started on January 31, 2023 and comments were received until 5 p.m. on Friday, March 3, 2023.

Appendix A – Public Engagement Information



8-10 AM

Sign-In Sheet Public Input Sessions

Wright Stop Plaza / February, 13th, 2023
(Location/Date/Time)

Please **print** your full name on the lines below. Thank you.

Print Full Name Please

Faith Ambrose

Jamie Oram

Joseph Ingle Jr.

David J. Schmitz

Mindy Gibson

Oliver Powell

Kim Bugh

Brian Bonfield

George H. Stampaly

Ann Marie Johnson

Grace Malone

CARLA BALLOU

William Davis



12-2pm

**Sign-In Sheet
Public Input Sessions**

Wright Stop Plaza / February, 13th, 2023
(Location/Date/Time)

Please **print** your full name on the lines below. Thank you.

Print Full Name Please

Joyce Block

Linda G. Maynard

Angela Day

Beneva Back

Beverly Back

MARK E. CARRIER

ALLEN ROSE

MS. ERIC TROSAI-JONES

Wally Duns

Crystal Nash

ALVIN 20 JOHNSON



**Sign-In Sheet
Public Input Sessions**

Wright Stop Plaza / February, 13th, 2023
(Location/Date/Time)

Please **print** your full name on the lines below. Thank you.

Print Full Name Please

Michael Payne
Lisa Williams
Michael Hartman
Angela Dwyer
Susan Peters
Debra Estes
Cory West
James Hart
Kellye D. Fisher

[illegible]



**Sign-In Sheet
Public Input Sessions**

Dayton Metro Library – Miami Township / February 16th, 2023

(Location/Date/Time)

Please **print** your full name on the lines below. Thank you.

Print Full Name Please

Ronald VanLandingham

Anthony Dillard

Julia Beckwith

Samuel West

ANDREW HOLLAND

Zeandre Nossay

Richard Ritter

SUSAN D-ELUS

MARGARET ROGERS

Jeffrey Henderson

LYNN ANN GUINEY

Daniel Clark



**Sign-In Sheet
Public Input Sessions**

Northwest Transit Center / February 20th, 2023
(Location/Date/Time)

Please **print** your full name on the lines below. Thank you.

Print Full Name Please

KARLA TRUMAN

Lauren McKey

Paul Curtis

Ngô, TRIEN LUONG

RACHEL KINARD

Mable Singleton Lewis

Renee Jones

LORI ROTTMAN

Rick Fishman

Linda Randall

Mama Pozzo

Rae



**Sign-In Sheet
Public Input Sessions**

Dayton Metro Library – Southeast / February 22nd, 2023

(Location/Date/Time)

Please **print** your full name on the lines below. Thank you.

Print Full Name Please

Lee Char
Wilhelm B. B. B.
Mary Sue Gmeiner
Joy Armstrong
Mary Schlottman
Percy Jones

Public Individual Comments

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
1/27/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	North Connector	I like that the North Connects the northern parts of Montgomery County without having to travel downtown.
2/1/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	East Connector	Route 12 should bring back the loop around the Indian Riffle neighborhood to connect to the Greene and along Stroop.
2/1/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 16	When is the new route coming out
2/1/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	West Connector	When Does The New Route Come Out
2/4/2023	Anna Bennett	Email	Did Not Provide	annaeb29@hotmail.com	Did Not Provide	Flyer	Put thy flyer back to its original route and put all day Saturday and Sunday times also the way you have it I haven near zero opportunity to take advantage of the flyer
2/4/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	North Connector	Perhaps a bus stop here to service the mobile home park?
2/5/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	East Connector	There has never been a loop on Indian Ripple. Did you mean the Dorothy Lane-Stroop loop? If so, 28 does that loop.
2/5/2023	Anna Bennett	Email	Did Not Provide	annaeb29@hotmail.com	Did Not Provide	Flyer	Brin back original flyer route and the all day time the way it is now I have near zero opportunities to tide
2/6/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 16	Glad to see a stop closer to Walmart. Loading groceries at the one on Clyo is too difficult due to the distance and slope. Hopefully there will be a shelter here and a place to put shopping carts.
2/6/2023	Christopher Boian	Facebook	Did Not Provide	Did Not Provide	Did Not Provide	Route 25	I'm excited about the route 25The only thing is that you should have done is the route 25 going into saint Leonard's like the route 23 used to do

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/7/2023	Mario Gajdaczova	Email	Did Not Provide	kaou.iwen@gmail.com	Did Not Provide	Payment	Here is my feedback since I cannot attend any of your meetings. While there have been many horrifying changes in the last few months, I will focus on only one or two When a traveller arrives at our city, either at the airport, the Greyhound Bus, or by Flixbus...their first impression of our city shouldn't be that they need an app or a payment card to transact a fare. Some who travel arrange to have only cash in USA currency while visiting the US. Here is my suggestion and solution for a policy change: Anyone getting on at or near the airport (especially including Vandalia) should be given the option to show a boarding pass or flight itinerary. This should be enough to grant them passage to downtown. It should be explained to them about where to purchase a card with cash. The above suggestion should also apply to the Greyhound Bus in Trotwood. It should also apply to the arrival of passengers by Flixbus (at Old Troy Pike and Merrily Way) in Huber Heights. And unrelated to that, since the Columbus Buses have free WiFi, why not in our fair city? Respectfully, Mário
2/7/2023	Anonymous	Public Hearing	Did Not Provide	Did Not Provide	Did Not Provide	Route 11	I got a good idea of what Bus 11 will be doing if and when you make changes. The person in charge was courteous and very helpful to me and my questions. Thank you very much.
2/7/2023	Christopher Boian	Facebook	Did Not Provide	Did Not Provide	Did Not Provide	Route 25	I'm all for in route 25
2/7/2023	Haley Davis	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	West Connector	This route is perfect. I'm definitely liking all of the new add ons!!!
2/7/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	General feedback	There should still be more than 1 bus that goes to Walmart throughout the week.

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/7/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	General feedback	There should still be more than one bus that goes to the hospital!
2/8/2023	Oliver Powell	Public Hearing	1102 Wayne Ave.	kattdaddyoh@yahoo.com	Did Not Provide	Route 11 and 12	I live on Wayne Ave and I work at the Greene. Bus 12 would pick me up on Wayne and take me to Dorothy/Stroop. I now ends at Kroger and I have to walk 30 min uphill to the Greene. If I take the bus 11 I have to wal;k 20 min to the MVH and ride to the Greene. Bus 11 takes the full tor of Moraine/Kettering and I have to leave am 1 1/2 early as well. I would like Bus 12 put back to it original schedule. Thank you very much. P.S. plus it looks like your discontinuing 11.
2/8/2023	Mindy Gibson	Public Hearing	Did Not Provide	Did Not Provide	9372325339	Route 17	I work at Walmart and Kingridge Drive in Centerville. I have to be at work at 7:00 a.m. and I take bus 17. Will 17 still be running or will the bus number change from downtown I get bus 17 at 6:01 a.m. Will that time change. I also ride bus 1. Will that bus be changing at all I catch the very first bus at Third and Iona at 5:30 a.m. I have no other means or transportation so if these times could stay that would be wonderful. My schedule Bus 1 5:30 Third and Iona Bus 17 6:01 downtown
2/10/2023	Kim Bright	Public Hearing	911 N. Gettysburg Ave.	Did Not Provide	9373612376	Route 22	Put 22 back on Needmore and Wadworth
2/10/2023	Michael Hartman	Public Hearing	Did Not Provide	m.hartman@gmx.us	Did Not Provide	Route 4	I really like the proposed route 4 changes.
2/12/2023	Jeanie Oram	Public Hearing	980 Wilmington Ave., Dayton, OH 45377	jeanieoram76042@aol.com	9373717796	Routes 17 and 16	Please keep 17 and 16
2/12/2023	Hardin	Public Hearing	Did Not Provide	Did Not Provide	Did Not Provide	General feedback	On Saturday-Sunday-on some of the routes put extra when needed. Dayton RTA has it all together over Columbus. Check as to why when he scans his Tapp Pay is still asks for senior ID.
2/13/2023	Chris Burchfield	Email	Did Not Provide	cburchfield@yahoo.com	Did Not Provide	Route 16	I ride bus 16 everyday to work and back home I need this bus not to go anywhere I work at Freddy's the only bus that takes me out to my job is bus 16 so please don't get rid my bus

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/13/2023	Taunya Adams	Email	140 Park Dr., Dayton, OH 45410	adamstl1971@gmail.com	Did Not Provide	Route 16	To whom it may concern I live at 140 Park Dr, Dayton, OH 45410 and I work at 1700 E Stroop Rd, Kettering, OH 45429. I currently use bus 16. My concern is being able to get back and forth to work and home. I don't mind being at work 30 minutes early, I actually prefer it. My work schedule is from 7am to 3:30pm or 4:30pm Monday to Friday. My question is how will the new changes affect my current commute, or will there be any changes? Very concerned Taunya Adams
2/13/2023	Nicholas Buschur	Email	Did Not Provide	nbuschur8382@gmail.com	Did Not Provide	Route 17	I ride the 17 to and from work. With the new changes in the route I'm afraid with the change in schedule times. I work 3:15 - 11:30 and the 17 picks me up at 3:05 and 11:40 which is perfect for me. Will those times stay the same? I work at Miami valley hospital and always use the main and apple street stop along with Shroyer and Roy. Will those stops stay in contact?

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/13/2023	Brad J. Townsend	Email	300 E. Central Ave., West Carrollton, OH 45449	btownsend@westcarrollton.org	9378595183	Route 18 and 27	Good morning Nate, My apologies for not being able to attend the discussion yesterday. I trust that you understand it was out of an abundance of caution. While it was my understanding that the purpose of the meeting was to discuss future developments in WC, it's also my understanding that you discussed with Mr. Lucking a proposed route renumbering and change for route 18. Attached is a copy of the proposed change that you presented to Mr. Lucking utilizing Elm Street and renumbering the route . Nate, I can tell you this proposed route redesign will be a non-starter for my City Council. It is my understanding that several years ago, (2005 or 2006 time frame), route 18 was changed to the current configuration at the request of the City Council to specifically eliminate RTA bus traffic on Elm Street. This was in response to numerous complaints received from residents of the adjoining neighborhood and other existing conditions on Elm. If I had known this was going to be a topic of discussion, I would have attended the meeting and relayed this information to you directly. Please let me know the next steps in this process and how the City can officially objected to this proposal. Regards, Brad J. Townsend, ICMA-CM City Manager City of West Carrollton 300 East Central Avenue West Carrollton, Ohio 45449 p. 937.859.5183 f. 937.859.3366 www.westcarrollton.org

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/13/2023	Lisa Williams	Email	Did Not Provide	lwilliams839@yahoo.com	Did Not Provide	Route 19	Good evening, my name is Lisa Williams. I ride the 19 bus. I have been made aware of the changes being proposed and gone over the information. This is an absolute nightmare. It would be very hard for me to get to work if I have to get to Needmore or even the Executive Blvd/Meijer stop. For all the people that live on Valley, Harshman or even Brandt, both of those stops are miles away. How are we supposed to get to the stops far from where we live? I work downtown, from 8 to 4. I have no idea how I would get there on time with this new plan. On my route in the morning, the bus usually fills up by the time I get to the hub and when I get off there even more people are getting on. This whole proposed plan seems geared to the downtown and not everybody else. I am very confused about why this is happening. I have lived in other states and was just saying to a co-worker today that the bus system here is pretty good. That will no longer be true if these changes take place. I do intend to attend at least the public session at the Wright Stop Plaza. Hopefully I can get some answers and hopefully enough people will speak up to find a better alternative that what has been proposed here. Thank you for your time.
2/13/2023	Lisa Williams	Email	Did Not Provide	lwilliams839@yahoo.com	Did Not Provide	Route 19	Thank you for your response. I saw the actual route listings today and was really relieved, lol. Guess I jumped the gun. I appreciate all the work the RTA people put into getting us where we need to go. Have a great evening. Lisa Williams
2/13/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 25	I'm very pleased to see a plan to add coverage to Wilmington Pike South of E David, which is a troublesome gap on the current map.

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/13/2023	Anthony Dillard	Public Hearing	Did Not Provide	jesuskeepsmefocus_29@yahoo.com	Did Not Provide	West Connector	When i heard about the proposed changes that are proposed, I heard about he route that goes to the westside of town coming from Dayton Mall/South Hub area. I think the one route will be easier and be a good idea so I don't have to going downtown. When they eliminated 24 due to the pandemic, i had to end up taking 2 buses that was my alternate route. The other issue at night is Route 19 and 22 meet at Broadway and Edwin C. Moses because i catch the bus at the intersection mostly days when i get off work. The issue that i end up going downtown because i have to endup waiting for an hour for the line up. So maybe it there a way or maybe better for me for the route that is proposed so i can get home easier and get quickly to my destination.
2/13/2023	Shari Hicks	Email	Did Not Provide	shicks@greaterdaytonrta.org	Did Not Provide	General feedback	Hello I enjoyed reading the memo today. Here is a suggestion for you, it is just a thought. First of all, I am a new RTA employee and my suggestion is for ALL RTA employees to ride a special kind of bus that is made for them. All we would have to do is login to a portal and sign up to be picked up when we have to go to work and not have to worry about being late. What we would do when we sign up is put the days and the times that we work and then put in a time that is either one to two hours before our shift in order to be picked up on time without being late. It does not have to be just one bus. It can be a bus designated for each part of Montgomery County. I came up with this idea because I have a disability and I ride the paratransit bus, which sometimes has a lack of pickup time availability when coming to work. I have seen what other bus riders and what other employees have gone through and that is why I thought of this suggestion. Every piece of feedback and every thought helps! Have a good day! Shari R Hicks Greater Dayton RTA Clerical Support

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/13/2023	Beverly Back and Geneva Back	Public Hearing	3318 Old Troy Pike	ctrygrrl@yahoo.com	Did Not Provide	General feedback	Concerned that Geneva will be able to get to work. She works @ Walmart by Dayton Mall. We are also wondering what us/buses we would catch to go to Huber Heights from where we live in downtown from where we live. Also, will there be a bus that goes to the Greene Shopping Center and how close to the Air Force Museum will a bus go to.
2/13/2023	Crystal Nash	Public Hearing	Did Not Provide	crash4102@gmail.com	Did Not Provide	General feedback	This new change still isn't doing anything that the other buses aren't doing. There was changes made last year. How is these changes going to help the customers? Everytime there is a change there's also a change in the fare. The Tapp Pay fare is ridiculous. We as customers are not saving money. Even after 30 days we're still having to put money on these Tapp Pay cards it seems as if it's everyday. These Tapp Pay so called solutions is ridiculous. All customers that ride the bus is losing money before saving money. I think we should go back to regular pay. Also changing the numbers of the bus should stay the same instead of changing the numbers. Just change what you think would be beneficial to the riders.
2/13/2023	George H. Stamaty	Public Hearing	219 Neal/106 Squirrel/841 Belmonte Park	gstamaty@gmail.com	Did Not Provide	General feedback	X5? After talking to "Nathan" at length my concern is keeping service first for your customers (me: a former one) and also communicating "KISS" as video was too hard to follow by lay person less educated than myself. I had problems following the audio to the visual. Thanks for accepting my input. George H. Stamaty
2/13/2023	Mark E. Carryer	Public Hearing	144 E. Helena St., #205, Dayton, OH 45404	mecarryer@gmail.com	9372721597	General feedback	Documents scanned
2/13/2023	William Davis	Public Hearing	2 Kosmo Dr. Apt. 219	Did Not Provide	Did Not Provide	General feedback	Dayton, Ohio has one of the worst bus service in the country in the op 20. In the 1970's their bus service was better organized the public has to wait longer for service too arrive too where they need to go, which is unfair to them.
2/15/2023	Chris Burchfield	Email	Did Not Provide	cburchfield@yahoo.com	Did Not Provide	Routes 11,16,17,18,19	Please don't eliminate business 11,16,17,18,19 I need them to get to work and places I have to go to my name is Christopher burchfield16&18 takes me to both of my jobs
2/15/2023	Arlene Stevens	Email	Did Not Provide	mygrandbabies284@gmail.com	Did Not Provide	General feedback	At 4:45 the bus says it will arrive in 15mins I get to my stop on Tabor and Smithville then it says it's oming in 45mins I was standing outside for nearly 1hr. The GPS system is horrible. Plz somebody get it together....

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/16/2023	Lynn Ann Guiney	Public Hearing	1108 A Cambridge Station Road, Washington Twp., OH 45458	abbess.Tsing@hotmail.com	Did Not Provide	Bus stop ID #6552	Donna and Ivory were patient, helpful, and thorough. Treat them right. (The same applies to Nathan.) Please consider retaining service to stop #6552 (the bus bench/shelter between Kettering/Moraine Walmart and Happy Asian Mart. That's an important and heavily-trafficked stop for customers of both businesses - often burdened, disabled, and/or wrangling young children, and Happy Asian Mart is a primary grocery for some shoppers.
2/16/2023	Lori Rotterman	Public Hearing	425 Dayton Towers Drive, Dayton, OH 45410	lorirotterman@gmail.com	Did Not Provide	General feedback	I like the look of many of these system changes, especially the additional connectors and increased frequency. My main feedback however is on the RTA service in general. 1) Having printed schedules and maps available for those who do not have a smartphone is pretty essential. Downloading and printing schedules from website is very cumbersome and there are no maps to download except the complete system map which is too small to read if it is printed. 2) While I understand the cost savings in switching to the cashless Tapp Pay system, this is very unfriendly to out of town visitors as well as those who may be new to the system or infrequent users. 3) Please support the proposed Amtrak expansion route 3C & D, since adding train service to Dayton would be wonderful.
2/16/2023	Dee Char	Email	Did Not Provide	todchar@yahoo.com	Did Not Provide	Question	Are these public input meetings for the proposed bus changes, a presentation format that will last the two hour time slot, or is it a drop in and out Open house style forum to leave comments and ask questions? Dee Char
2/16/2023	Mable Singletonlewis	Public Hearing	Did Not Provide	Did Not Provide	Did Not Provide	Route 43	Trotwood people having issues going to Walmart - difficult for people disabilities/older adults have issues with crossing dixie @ needmore. - 43 schedule not consistent enough to help her get a job. - Can't leave her job at certain times due to schedule (14) (now north connector) - People having to get to work 3 hours early - 70 connections not congruent with other buses - schedule flips causing job conflicts

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/16/2023	Daniel Clark	Public Hearing	7424 Creekwater Drive, Dayton OH 45459	dclark3360@smail.com	Did Not Provide	Route 26	My only issue with the proposed route redesign is the proposed route 26 would turn north on Dixie rather than continuing on Dorothy Lane. This would require me to transfer onto route 27 to get to work which I set off on St. route 741 and Dorothy to/from 741 mall park. Currently I do not have to transfer. (Dorothy @S.R. 741) - Stop ID. (Starting @ 741 new Auto Mall... Honda, Mazda, etc.) -(Get off @ Frickers)
2/16/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	West Connector	Route 24 Should Come Back
2/16/2023	Anthony	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	West Connector	If they put the west connector on that route, I can take one bus to and from the south hub so don't have to be going downtown and the one of those nights I don't have to wait for an hour for the lineup. that will be easier for me and would be a good idea
2/17/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 16	For the Southbound 16, since it will no longer go on Montgomery Square, add a stop at Whipp and Montgomery at both ends of Montgomery Square. Also, on the northbound, add a stop at Whipp and Kentshire.
2/18/2023	Peggy Rosselit	Email	Did Not Provide	peggyrosselit@hotmail.com	Did Not Provide	Route 11, general feedback	I would like to see bus frequency to every 30 to 45 minutes on routes 6 and 11. Also please continue to have bus 11 go to and from Kettering Medical Center.
2/20/2023	Samuel West	Public Hearing	1316 Camphill Way Apt. 5	kairawest03@gmail.com	9375101760	Concerns	Turns out I have valid concerns about walking 20 mins to the bus stop everyday.

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/20/2023	Matthew Swafford	Email	Did Not Provide	matthewswafford2d@gmail.com	Did Not Provide	General feedback	I'm matthew swafford member historical trolley gdrta historical society. I have feedback help gdrta, that be run trolley wsp south brown st to Stroop rd. Reason benefit ud students could and passengers ride trolley bring back 5 south go brown far hills oakwood and Stroop rd.southmoore circle. Students can go mall Kroger, two pizza restaurants, yogurt shop, Chinese restaurant, across street. Stroop mall. Inside remodeled, where go ,Buffalo wild wings, shoe stores, sunoco gas station, little restaurant, Krispy krunch spicy chicken. Back health food store,book store .main traders Joe. Grocery nice organic variety fruits meats wines, juices assortment . Run 1 trolley 5 wsp south, North wsp.north pull hub drop off. Left jefferson.right Sinclair, right fourth , left Jefferson back wsp hub south bay D E. Put word out instead wait 17, 6 south can catch 5.farhills stroop via stroop mall. .another consideration, benefit.record 1990 had 5 turn around go south. 2023 better cause now wsp. Like planning consider look into this. Passenger revenue. Also:: I like proposes for these new routes: new 15 Xpress south wsp to gateway. Take gateway shelter serve. Take load off 22, .this better benefit serve wsp express, GATE WAY SHELTER. 15 express go south 35 to Gettysburg straight gateway shelter. Mon_ sun 7am _ 905pm. Last bus. Shelter gateway closes door 10pm. Lock. Via wsp. Hub north 15 Salem to northwest hub. Help 8 and 630pm 810pm help benefits passengers going up Salem Ave. Since 14 disconnected. Help out 7days but start 6am _ 1137pm. Help out when have 4th July 2023, fire works show. Take load off 8 North, South being over crowded. Compensate. Take 2 8 busses off route. Won't need them. Cause have 15. Going Salem. Save money. Just be 2 8 south, 2 north 2 15 Salem 7 days. . Run south gateway 45 minutes. North 45 minutes. These changes proposal start June 2023. Help improve services connection northwest hub 15,north. 15 south help . 15 only serve gateway. Be better service. People shelter. Improve performance, times, 5, 15. Also help out summer, and 15, help 5, bring people Dec 2023, grandlumination. Bring more people catch bus. .please consider my proposal. I've help you get 22 route. Cause live liscum. Got bus stop help martin Luther, and day care liscum. Help you save money by cut 9 derby out Cause no revenue. So use dial ride. Contact : matthew swafford, 1453 liscum Dr apt 120 dayton ohio 45417 contact: 937 250 2245. Thank you for listening consideration. Sincerely, Matthew swafford.
2/20/2023	Carolyn A. Steele	Public Hearing	3704 Hickory Drive, Trotwood, OH 45426	Did Not Provide	9375702972	General feedback	Senior apts - make senior shuttle more affordable - qualify for paratransit - issues with 14 check zones -- 9000 N. Main Wal-Mart - wants senior bus back

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/20/2023	Paul	Public Hearing	Did Not Provide	Did Not Provide	Did Not Provide	General feedback	Does not like the extra transfers to get to get to the NW. T.C. Can you PLEASE have the 12 serve NW Hub? Less connections! Likes West Connector to get to South Hub ... but still has to transfer twice to get to the West Connector. Stop near CVS Main St. and Olive ... Stop is closed for construction. Long walk to CVS pharmacy. Can we add stop @/near CVS?
2/20/2023	Rick Fishman	Public Hearing	4911 Covenant House Drive, Dayton, OH 45426-2007	Did Not Provide	Did Not Provide	General feedback	Take too long to answer the phone. Have to wait 10-20 minutes for each call. He thinks its terrible would like to see the 14 come back to the Northwest transit center. Use to go down to Town and Country and now he has to take 2 buses and it's terrible. He likes the Route 5. Automated voice on call center call line says we can do same day service and we can't. He wanted to stay later on Saturday, he was scheduled for an 8 p.m. pickup. He was told no he can't stay later. We use to have little vans that could pick people up if our mobility buses weren't available. He indicated its still advertised on our call line. He would like to see the paper schedules come back. Would like a Tapp Pay card holder mailed to him.
2/20/2023	Dr. Rachel Kinard	Public Hearing	114Martz Ave.	navierstokes21@gmail.com	4322102954	Route 11	I am a regular rider of Route 11 (every Saturday) and I always use the stop on Schantz (the street losing service in the redesign). Although the stop I use is being removed, RTA has done a great job redesigning the other routes to still service the area - GREAT WORK! Is there a way to connect Route 6 to the East Community Connector at the National Air Force Museum (or nearby) to service WPAFB Area B? We need a route on Area B! This is in the works, and DESPERATELY needed!
2/20/2023	Renee Jones	Public Hearing	45 Brookhaven Drive, Trotwood, OH 45426	Did Not Provide	9378549455	Route 14	Advocating for the remergence of route 14 - noticed buses (6) for areas like Oakwood being empty. - Someone rode the bus to see how busy the bus was. - Wants ridership request for 6,14 - Uber no longer in service - Has been using Lyft - Time cut has prevented Ms. Jones from getting to work on time.

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/20/2023	Ron VanLandingham	Public Hearing	Did Not Provide	journey01faith@gmail.com	Did Not Provide	Route 25	Wants to travel from South Hub to 48 area ... to (E-Sporta) gym and Far Hills and Whipp. This new Rt. 25 change would make it harder to get to. Using the Rt. 17 now to get to these locations. New changes would require transfers. Could 6 hit South Hub? If this goes through ... make sure there is time to transfer from 25 to 6.
2/20/2023	Jennifer Minge	Email	Did Not Provide	jenniferminge38@gmail.com	Did Not Provide	Routes 23, 12, 11	Kettering area had lost 23 and now more of route 12 by the greene. 11 inconvenient. None of bus times coordinate where it even makes sense. Whatever changes happen please consider the ease of use and sensibility. Having routes just run all over with no reasonable connectivity not serving the community. And the 16 route from wilmingtton/ Wayne to wilmingtton / stroop a mess. Too many elderly handicapped disabled carts wheelchairs etc are clogging these buses up since senior ez bus was taken away. It affects timeliness and ease of use for all passengers almost every single trip. The area of whipp and bigger is over served very little riders that is also taking time away from the route as a whole. Traveling south dayton kettering needs serious redesign. These last changes are a mess. If improvements aren't made I personally will b securing a vehicle because providing transportation at the sake of just having it roll around with no sensibility not helpful and here lately dependability of even seeing a driver is questionable and it is unfortunate that more can't be done in the way of providing the service you lay out and being accountable to the public. Communities need and deserve better efficiency dependability and service when considering changes and updates as improvements are implemented. Thank you Jen Minge
2/20/2023	Ngo, Trieu Cong	Public Heaing	2441 Falmouth Ave.	charleschuong@gmail.com	Did Not Provide	Routes 24, 34	I would like to make a comment about RTA system redesign that if you can, can you reinstate Bus 24, 34 effective in the future, because I like to shopping a lot. If I go downtown to get these 2 bus, I will have to lose a hour a trip.

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/20/2023	Anonymous	Voicemail	Did Not Provide	Did Not Provide	9372753375	Route 24	Yes, I'm calling pertaining to your route number 24 which primarily run up but used run up and down Gettysburg south Gettysburg toward the Dayton Mall. Back to North Gettysburg Dehllinger out to the Meijer's area like that. And I'm surely wondering, hoping that you can possibly get that back because you stopped and have a disparate amount of consumers or Tapp Pay pay members who can't utilize or catch a bus right there if they are not the health where they can walk up to Salem Avenue to catch a number eight are down Gettysburg to catch number nine I'd appreciate your consideration for something pertaining to giving a person access. If I need to catch a bus down Gettysburg to go up there the VA Center I live out near Dehlinger and I needed to go to the VA center what bus can take me there the bus used to run down Dehlinger right down from my house I was trying to get some information and some assistance. Thank you very much
2/21/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 25	Eliminating Route 17 and replacing with 25 is stupid. This was a good crosstown to Vandalia that went downtown from the SR 725/Mall area via a relatively quick jaunt down Far Hills/Shroyer/Main. Instead there is this long deviation to the Wilmington Pike area. And instead of Vandalia & Miller Road area the route goes to the desolate intersection of Neemore and Brandt Pike and doesnt even extend to the shopping areas of Huber.
2/21/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 25	26 still goes from the 725/Mall area via a relatively quick jaunt to downtown and on to vandalia/miller lane
2/21/2023	Chris Back	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 28	I live in Old North Dayton area and don't like that it looks I would have to take 3 buses to get to the Greene shopping center. Catch 25 downtown and then catch 27 somewhere to meet up with bus 28 which doesn't go downtown. Unless I am looking at the maps wrong this will be very inconvenient.

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/21/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 28	It depends on where in Old North Dayton you live, but from what I can see you have two ways to get to the Greene. - You could take 25 up to the Eastern Connector - You could do what you said or take 27 all the way to Kettering and transfer to 28 I see what you mean, It does sound very inconvenient.
2/21/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 28	I like the frequency of this route, but it would be nice if it went in both directions instead of a 1-directional loop. I would also like to see a detour to the medical center so that it could be served by more than 1 route.
2/21/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 28	It's great that there's gonna be a bus route on Dorothy east of Southern Blvd. I feel like this bring a lot more ridership in Kettering. While the frequency is amazing, it would be more convenient if there were busses going both ways. A detour to Kettering Hospital would be great too.
2/21/2023	Nevea Davis	Email	Did Not Provide	neveacdbotv@yahoo.com	Did Not Provide	Schantz Ave impact	Greetings, Thank you for soliciting feedback from us. I have been a patron of RTA transit since 2009 and I happen to reside off of W. Schantz Avenue where bus service will no longer be available. Since I rely on RTA for transportation to work--due to inconsistencies with automobile transportation--discontinuing all bus service along W. Schantz would be a hardship for myself and perhaps others who are in a position similar to mine--especially in the winter. There are many residents who live in apartment buildings along W. Schantz (myself included) who benefit from the bus service that RTA has been able to provide. I have been grateful for it. After reviewing the proposed changes, I cannot determine which Circulators, Connectors or On-Demand Zones would service residents who live along W. Schantz. If none of those services are available either, am I left without any options from RTA transit? Your consideration and answers to my questions are greatly appreciated. Respectfully, Nevea Davis resident at Lytle Ln. and W. Schantz Ave.

Date	Name	Source	Address	Email	Telephone	Topic(s)	Comment
2/22/2023	Anonymous	Public Hearing	Did Not Provide	Did Not Provide	Did Not Provide	Route 11	Route 11 = Shintz Ave. difficulty to get to Brown St. to head to downtown or go South or take 18 to point where 11 goes to get Schantz or use 18 come up ramp like the 11 does and then go back down Schantz to the 18.
2/22/2023	Dee Char	Public Hearing	Did Not Provide	Did Not Provide	Did Not Provide	Routes 23, 11, 12	Concerns about changes, removal of bus 23, going into Kettering to o into Meijers -no buses drop off in front of Meijers. Route 12 and 11 - takes too long to go to destination - have to go downtown to make other connections -- takes too long
2/23/2023	Anonymous	Remix Map	Did Not Provide	Did Not Provide	Did Not Provide	Route 25	I like the new route 25 it covers most of the route 23 so I'm all for the new route still wishing 23 was around
2/23/2023	Kimberly Joann Jones Tufts	Facebook Live	Did Not Provide	Did Not Provide	Did Not Provide	Concern	Need to have routes running when they are supposed to. Not we didn't have enough drivers. I have to get to work on time
2/23/2023	William Reeder	Facebook Live	Did Not Provide	Did Not Provide	Did Not Provide	Concern	Downtown hub needs to be ran better then what it is
2/23/2023	Morgana Ross	Facebook Live	Did Not Provide	Did Not Provide	Did Not Provide	Concern	You need to cover the schools as well. Not some schools- all schools.
2/23/2023	Christopher Boian	Facebook Live	Did Not Provide	Did Not Provide	Did Not Provide	Route 23	I want route 23 back 23 was very helpful for me on a daily base
2/23/2023	Vickie Valentine	Facebook Live	Did Not Provide	Did Not Provide	Did Not Provide	Concern	The drivers you do have, need to be on time. The first 16 going southbound is always late. I have to run daily to connect with 17. I'm 63 yrs old, that's to much.. If i can't make i have go dwntwn to catch 22 and I'll bw late to work..
2/23/2023	William Reeder	Facebook Live	Did Not Provide	Did Not Provide	Did Not Provide	Concern	I have to catch the bus early in order to get to work on time
2/23/2023	Christopher Boian	Facebook Live	Did Not Provide	Did Not Provide	Did Not Provide	Suggestion	Need a bus route that goes to all the bus hubs. How about a route that goes to Cincinnati
2/23/2023	Tim Stack II	Email	Did Not Provide	tjstack@yahoo.com	Did Not Provide	North Connector	On the stretch of Olive taken by the new North Connector is a sign posted that reads "Trucks prohibited Gross Vehicle Weight of 22,000 lbs of greater" I read that somewhere that ... "The curb weights for these transit buses currently range between approximately 20,000 and 33,000 pounds, and fully-loaded weights range from approximately 30,000 to 44,000 pounds. As such, passengers comprise roughly one- third of the gross vehicle weight (GVW) of a fully-loaded 40-ft transit bus." Wouldn't the buses likely be overweight for that stretch of road and possibly cause damage to the road over time?

K

**Title VI – Fare Analysis and
Board Approval Minutes**



AGENDA

Greater Dayton RTA Board of Trustees
Public Board Meeting

Wright Stop Plaza
4 South Main Street, 3rd Floor Board Meeting Room, Dayton, OH 45402

Tuesday, August 6, 2024 – 3:00 p.m.

1. Call to Order John Lumpkin
2. Pledge of Allegiance John Lumpkin
3. Roll Call Mary Stanforth
4. Approval of Consent Agenda John Lumpkin
5. Approval of June 4, 2024 Board Meeting Minutes John Lumpkin
6. Committees Reports
- Finance/Personnel Committee** Belinda Matthews-Stenson
 - Action Item #2 – Banking Services
 - Report
 - Planning Committee** Tom Weckesser
 - Action Item #3 – Resolution No. 2024-8-1, Authorizing Greater Dayton
RTA Chief Executive Officer to Execute the Membership
Agreement and Bylaws of the Health Transit Pool of Ohio
 - Action Item #4 – Transit
 - Action Item #5 – Title VI
 - Action Item #6 – Fares
 - Report
7. Chief Executive Officer's Report Bob Ruzinsky
8. Old Business John Lumpkin
9. New Business John Lumpkin
10. Request for Executive Session – *as required* John Lumpkin
- Reconvene to Regular Session

Greater Dayton Regional Transit Authority

4 S. Main Street, Dayton, OH 45402 • P: 937-425-8400 • F: 937-425-8416 • www.rtda.org

Action Item # 5 – July 2024 Title VI Fare Equity Analysis for Proposed Fare Changes

As a recipient of U.S. Department of Transportation (USDOT), Federal Transit Administration (FTA) funding, the Greater Dayton Regional Transit Authority (RTA) must comply with Title VI and Environmental Justice regulations. This is to ensure that RTA provides fair and equitable service and amenities delivery and installation, meaningful customer outreach plans, and periodic service/fare equity review processes.

RTA is in compliance with the FTA Title VI program through November 30, 2024, however it is required that the RTA Board of Trustees review and approve the RTA Title VI Fare Equity Analysis. The RTA is requesting the RTA Board of Trustees to review and give approval to submit the July 2024 – Title VI Fare Equity Analysis for Proposed Fare Changes, which will be included in the next Title VI Program update to the FTA website. In addition, the RTA will also make this analysis available on the RTA website.

The Finance/Personnel and Planning Committees discussed this Action Item on July 16, 2024 and support the Chief Customer and Business Development Officer's recommendation to the Board of Trustees.

The Chief Customer and Business Development Officer recommends approval of the July 2024 – Title VI Fare Equity Analysis for Proposed Fare Changes, which will be included in the next Title VI Program update to the FTA website.

Attachments

July 2024 – Title VI Fare Equity Analysis for Proposed Fare Changes

Board Meeting 8/6/2024

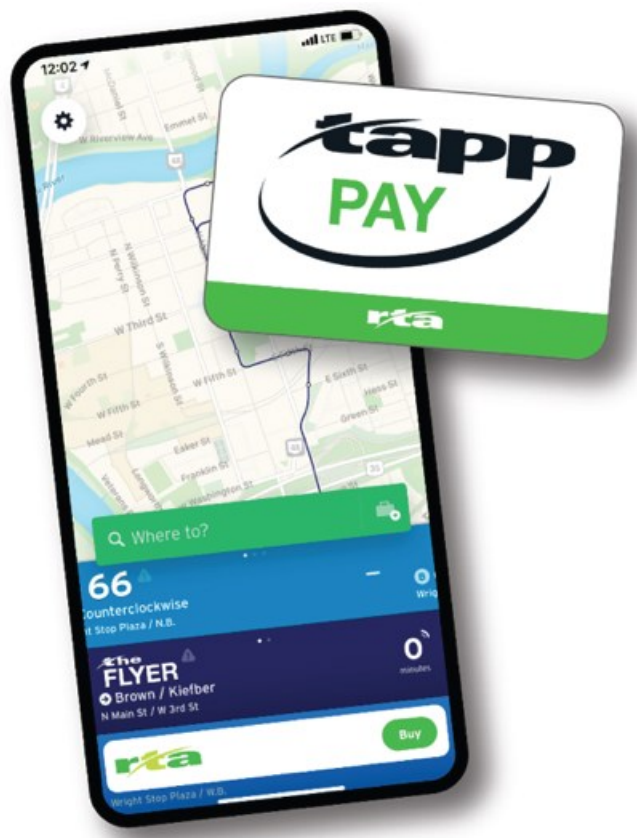
Chief, Customer and Business Development



Greater Dayton Regional Transit Authority

Title VI Fare Equity Analysis for Proposed Fare Changes

July 2024



Greater Dayton Regional Transit Authority

4 S. Main Street, Dayton, OH 45402 • P: 937-425-8400 • F: 937-425-8416 • www.iriderta.org

Executive Summary

The Greater Dayton Regional Transit Authority (RTA) located in Dayton, Ohio is the public transit agency that serves Montgomery County and western Greene County. RTA operates a fleet of fixed route and paratransit vehicles. There are over 2,500 stops and over 18 routes throughout the region. Customers use RTA for more than 6 million trips each year.

This report documents RTA's fare equity analysis of its proposed fare changes, including related public engagement efforts. The purpose of the fare equity analysis is to determine, prior to implementing changes to certain fare structures, whether the planned changes will have a disparate impact on the basis of race, color, or national origin, or if low-income populations will bear a disproportionate burden as a result of these proposed changes.

The fare equity analysis involved a technical analysis using rider survey data and public input collected through our community engagement process. Public input collected at RTA's public hearings in April 2024, and meetings with our internal Customer Advocacy Group throughout the entire process helped RTA's decision-making process in the final proposed fare changes.

To provide high quality, accessible services to its customers, in 2020 RTA decided to replace its existing cash and magnetic ticket-based Automated Fare Collection system with a new fare payment system. The new payment system (Tapp Pay) is a closed loop, account-based ticketing system offered through a mobile app via the Transit app, and smartcards. The new payments system is available on both fixed route and paratransit services.

RTA's equity analysis and public feedback process found that the fare structure changes as shown in Figure 1, did not create disparate impact(s) or disproportionate burden(s).

RTA does note that during the public feedback process individuals did state that the cost would be too high, but that it wouldn't necessarily be considered a disparate or disproportionate impact/burden.

Fixed Route	Current	24-Sep	25-Jan	25-May	25-Sep	26-Jan
Single Ride - Adult	\$2.00	\$2.10	\$2.20	\$2.30	\$2.40	\$2.50
Single Ride - Reduced	\$1.00	\$1.05	\$1.10	\$1.15	\$1.20	\$1.25
Daily - Adult	\$4.00	\$4.50	\$5.00	\$5.50	\$6.00	\$6.50
Daily - Reduced	\$2.00	\$2.25	\$2.50	\$2.75	\$3.00	\$3.25
Monthly - Adult	\$55.00	\$60.00	\$65.00	\$70.00	\$75.00	\$80.00
Monthly - Reduced	\$32.00	\$32.00	\$32.50	\$35.00	\$37.50	\$40.00
Paratransit Service	Current	24-Sep	25-Jan	25-May	25-Sep	26-Jan
Single Ride	\$3.50	\$4.00	\$4.25	\$4.50	\$4.75	\$5.00
Daily	\$7.00	\$9.00	\$10.00	\$11.00	\$12.00	\$13.00
Monthly	\$115.00	\$120.00	\$130.00	\$140.00	\$150.00	\$160.00
On-Demand Service	Current	24-Sep	25-Jan	25-May	25-Sep	26-Jan
Single Ride	No Charge	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00
No Show/Late Cancellation	No Charge	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00

Figure 1

RTA staff recommends implementing and continuing several mitigation measures to address concerns raised during the public feedback process:

- Implement the fare changes in phases and minimize the number of phases to reduce confusion.
- Delay implementation of changes to allow more advance notification and communication of fare changes.
- Lower the first phase price level for Connect On-Demand considering that the fare is currently free of charge.
- Continuing providing account-based payments, which include daily and monthly fare cap rates.
- Continuing to add more locations to the retail network, specifically in minority and low-income neighborhoods.
- Continuing allowing customer accounts to go negative to access cash conversion locations.
- Allow customers who are unaware that cash is not an acceptable form on payment on-board the vehicle, to board mid-trip and disembark at transit centers to access the payment system for further travel.

Fare Equity Analysis on Proposed Fare Changes

Introduction

A fare equity analysis of the proposed fare changes was completed using survey results from a statistically valid 2024 Title VI rider intercept survey conducted by RTA. The fare equity analysis was performed in accordance with the requirements of the Federal Transit Administration's Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients and RTA's 2019 Title VI Program.

The purpose of the fare equity analysis is to determine, prior to implementing changes, whether the planned changes will have a disparate impact on the basis of race, color, or national origin, or if low-income populations will bear a disproportionate impact burden of the changes.

Background

RTA recently upgraded to its new fare system, Tapp Pay. The system upgrade provided customers with fare equity through rate capping, along with a faster, convenient, and secure approach to paying their fares.

While the costs of most goods and services have increased substantially over the last 4 years, RTA has not increased fares in 6 years. Figure 2 shows the history of RTA fares dating back to 2009.

Fare Type	2009	2010	2012	2017	2018	2019	2020	2021	24-Sep	Jan-25	May-25	Sep-25	Jan-26
Single Trip - Regular	\$1.75				\$2.00	6 years			\$2.10	\$2.20	\$2.30	\$2.40	\$2.50
Single Trip - Reduced	\$0.85				\$1.00				\$1.05	\$1.10	\$1.15	\$1.20	\$1.25
Single Trip - Paratransit	\$3.50				15 years				\$4.00	\$4.25	\$4.50	\$4.75	\$5.00
Single Trip - On-Demand					No Charge				\$1.00	\$2.00	\$3.00	\$4.00	\$5.00
No Show/Late Cancellation - On-Demand					No Charge				\$1.00	\$2.00	\$3.00	\$4.00	\$5.00
Day - Regular			\$5.00		\$4.00				\$4.50	\$5.00	\$5.50	\$6.00	\$6.50
Day - Reduced					\$2.00				\$2.25	\$2.50	\$2.75	\$3.00	\$3.25
Day - Paratransit								\$7.00	\$9.00	\$10.00	\$11.00	\$12.00	\$13.00
Monthly - Regular	\$55.00								\$60.00	\$65.00	\$70.00	\$75.00	\$80.00
Monthly - Reduced	\$32.00								\$32.00	\$32.50	\$35.00	\$37.50	\$40.00
Monthly - Paratransit					\$115.00				\$120.00	\$130.00	\$140.00	\$150.00	\$160.00

Figure 2

In fact, due to the introduction of Tapp Pay and fare capping in 2021, many customers have saved money by never paying more than the daily or 31-day rolling maximum rate. Other fares, such as Paratransit have not been increased in 15 years and remain below the maximum allowed by the Federal Transportation Administration.

RTA receives most of its operating funding through sales tax and utilizes federal and state funding to support the purchase and maintenance of our assets, such as vehicles and facilities. RTA is proposing a fare increase because the costs are increasing to provide services, and sources of revenue are not keeping up with the rate of inflation (Figure 3).

	2022 vs. 2023
Inflation	4%
Sales Tax	1%
Expenses	15%
Revenues	-0.43%

Figure 3

In 2022, of total operating costs across all modes and all US transit systems, 16.6% were recovered through fares. RTA recovered 7% of operating costs through fare revenues in 2022 (Figure 4).

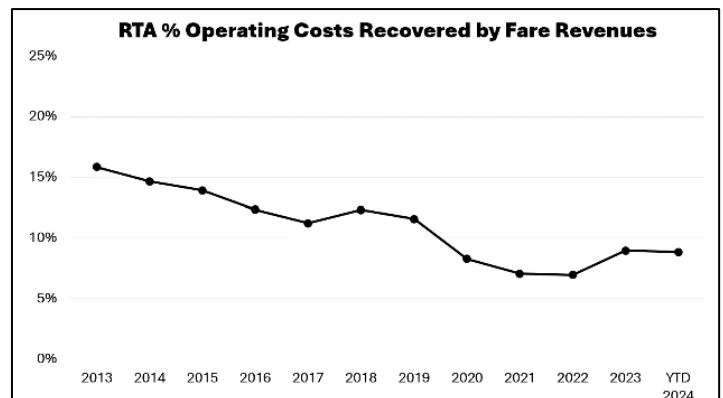


Figure 4

Figure 5 outlines the draft Tapp Pay policy areas recommended in the preliminary analysis. The initial findings provided content for early community engagement efforts and helped frame issues for discussion in this formal Title VI analysis.

Policy Area	Proposed Change
Fare Pricing	Implement fare increases across all services and introduce new fares to RTA's On-Demand Service.

Figure 5

Early Mitigations

While RTA found no findings of disparate impacts or disproportionate burdens, RTA is still implementing steps to avoid, minimize, or mitigate impacts where practicable. Thus, preparing for the transition from the existing fare structure to the new structure, the RTA identified the following:

- Implement the fare changes in phases and minimize the number of phases to reduce confusion.
- Delay implementation of changes to allow more advance notification and communication of fare changes.
- Lower the first phase price level for Connect On-Demand considering that the fare is currently free of charge.

The next sections of the report describe RTA’s approach to the technical analysis and process to collect early input on how proposed fare changes may affect minority and low-income populations in the service area. In the following section the technical analysis results and public feedback are presented per our Title VI Program.

Fare Equity Technical Analysis

Per the RTA’s policy on Major Service Change and Fare Equity Analysis, Customer & Business Development Policy 6, for proposed changes that would increase or decrease fares on the entire system, or on any mode, or by fare payment type or fare media, the RTA shall analyze any available information generated from annual ridership surveys indicating whether minority and/or low-income customers are disproportionately more likely to use the mode of service, payment type, or payment media that would subject to the fare change. The RTA will describe the techniques and/or technologies used to collect data for analysis in its documentation of application of the Monitoring Procedure.

The RTA will conduct the following steps in accordance with this policy:

- Determine the number and percent of overall customers, minority, and low-income users of each fare media being changed;
- Review current fares vs. proposed fare change;
- Compare the statistical percentage differences for each particular fare media between minority users and overall users; and
- Compare the statistical percentage differences for each particular fare media between low-income users and overall users.

The first portion of the technical equity analysis used data from the 2024 RTA on-board rider survey on fares. The survey was conducted from March to June 2024 and included a total of 818 individual rider responses. The 802 2024 fixed route rider survey responses were based on 2023 ridership and a sampling of the current service routes. The 16 paratransit survey responses were collected via a phone survey (*Appendix A*).

While most of the policy options could be analyzed using this rider survey data, a few options could only be analyzed using demographic data and GIS maps to evaluate the policy impacts on minority and low-income populations compared to non-minority and non-low-income populations. The customers survey analysis in the tables (Figure 6, 7, 8) show that the fare categories of minorities and low-income groups mirror closely with overall usage and one category is not used 20% more by these groups than the overall users which is the threshold percentage for disparate impact or disproportionate burden in RTA's Title VI policies.

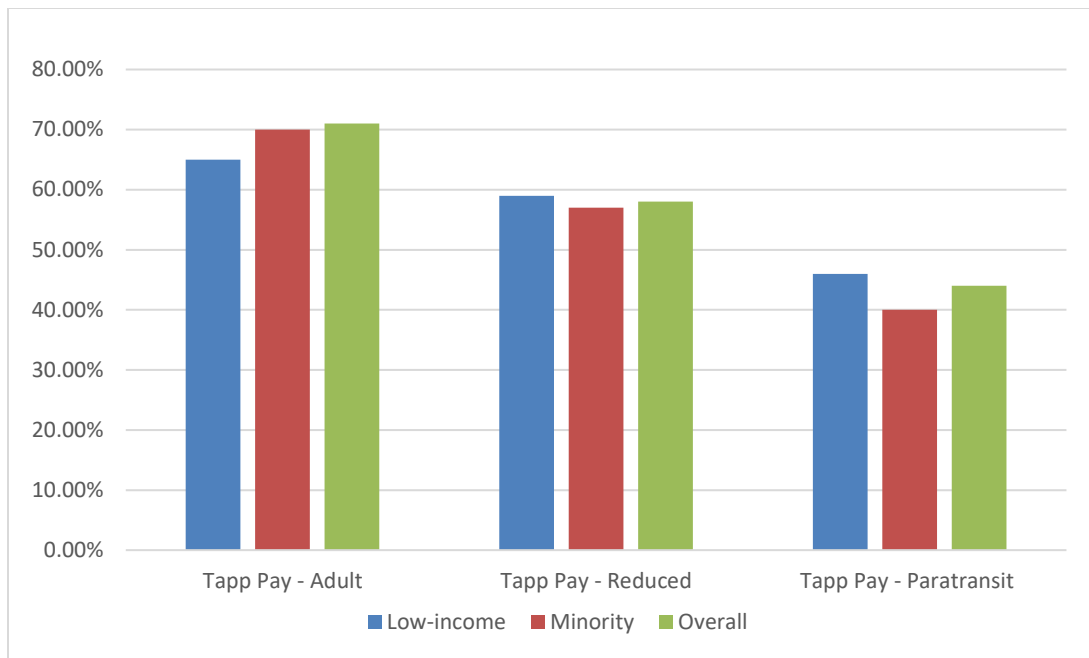


Figure 6 – RTA Surveys April – June 2024

Fare Type	Cost		Change		Usage by Group				
	Existing	Proposed	Absolute	Percentage	Low-income	Diff	Minority	Diff	Overall
Single Trip - Adult	\$2.00	\$2.50	\$0.50	25.0%	65.0%	-9.2%	70.0%	-1.4%	71.0%
Daily - Adult	\$4.00	\$6.50	\$2.50	62.5%					
Monthly - Adult	\$55.00	80	\$25.00	45.5%					
Daily Reduced	\$2.00	3.25	\$1.25	62.5%	59.0%	1.7%	57.0%	-1.8%	58.0%
Single Trip - Reduced	\$1.00	\$1.25	\$0.25	25.0%					
Monthly - Reduced	\$32.00	40	\$8.00	25.0%					
Single Ride - Paratransit	\$3.50	\$5.00	\$1.50	42.9%	46.0%	4.3%	40.0%	-10.0%	44.0%
Daily - Paratransit	\$7.00	\$13.00	\$6.00	85.7%					
Monthly - Paratransit	\$115.00	\$160.00	\$45.00	39.1%					

Figure 7- Percentage Usage and Ridership by Fare Type

Fare Type	Cost		Change		Usage by Group		
	Existing	Proposed	Absolute	Percentage	Low-income	Minority	Overall*
Single Trip - Regular	\$2.00	\$2.50	\$0.50	25.0%	2,380,492	2,603,663	3,719,519
Daily - Adult	\$4.00	\$6.50	\$2.50	62.5%			
Monthly - Adult	\$55.00	80	\$25.00	45.5%			
Daily Reduced	\$2.00	3.25	\$1.25	62.5%	273,920	287,849	464,272
Single Trip - Reduced	\$1.00	\$1.25	\$0.25	25.0%			
Montly - Reduced	\$32.00	40	\$8.00	25.0%			
Single Ride - Pratransit	\$3.50	\$5.00	\$1.50	42.9%	45,692	39,732	99,330
Daily - Paratrnasit	\$7.00	\$13.00	\$6.00	85.7%			
Montly - Paratransit	\$115.00	\$160.00	\$45.00	39.1%			

* 2023 Tapp Pay Ridership via Masabi

Figure 8 - Percentage Usage and Ridership by Fare Type

Public Participation Plan

The Greater Dayton RTA complies with Federal Transit Law 49 United States Code (USC) Chapter 53, Section 5307 (d)(1)(I) by developing a locally written process for soliciting and considering public comment before raising a fare or carrying out a major service reduction. In addition, the following public outreach and participation plan meets the requirements of U.S. DOT Order 5610.2(a), Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, FTA C 4703.1 Environmental Justice.

The RTA employs several means to communicate to the general public regarding the activities it performs including LEP (limited-English proficient) and minority populations. The communication activities may focus in different mediums depending on the program or population affected. These include but are not limited to:

Public Information and Notifications

RTA publishes notices, brochures and tables regarding RTA proposals or programs, including how the public can obtain information and make comments, where meetings are to take place, and other applicable information. The notices for public input are posted 30 days in advance so the public has time to consider proposals and make comments. The notice methods include:

- Press releases to local and state media
- RTA Bustime Alerts: text and/or e-mail alerts to customers
- Website links and articles
- On bus advertising with interior cards, exterior bus banners, onboard enunciator, and TV monitors on partial bus fleet
- 11x17 poster with QR code placed on the bus fleet
- On bus audio announcements
- Transit Center posters
- Spanish press release was available at the public hearing and available upon request and posted to our website. Spanish materials were also available upon request.
- On board customer surveys to receive customer feedback on service change proposals from those who are directly affected by the proposed changes

Meeting Location

When RTA wants to advise the public of specific projects that will have a direct impact on customers, RTA staff will conduct personal interviews at the major downtown transit center and transcribe oral comments or assist customers with computer surveys to receive customer input. The meetings for the proposed changes were held at Wright Stop Plaza at two different times. This location has convenient access to transit and are centrally located so that anyone in its service area can attend meetings and receive information about any RTA activities that will impact them, especially LEP and minority populations. Meetings were held at two different times of the day for easier access. The public meeting location was accessible to those with disabilities. Also, the Rider Survey was available for attendees to fill out. If notified five (5) days prior to the meeting, language or hearing interpreters were made available. Figure 9 shows the meeting schedule for the public hearing on the proposed fare changes.

Meeting Date	Location	Area Focus	Number of Attendees	Language Translation at Meeting
Wednesday, April 17, 2024 9:00am to 11:00am	4 South Main Street Dayton, Ohio 45402	Montgomery County	17 citizens 6 staff	None Requested
Thursday, April 18, 2024 4:00pm to 6:00pm	4 South Main Street Dayton, Ohio 45402	Montgomery County	17 citizens 6 staff	None Requested

Figure 9 - Tapp Pay Title VI Public Engagement Meetings

On critical issues such as major service changes and all fare changes, RTA conducts public meetings that utilize one-on-one interviews with customers. RTA staff prepares proposals in sufficient detail and makes copies available prior to the meeting for interested individuals. Images to the right are from the public meetings conducted on these proposed fare changes.

If the proposal involves service changes, maps are made available. Since each customer can be affected differently than another customer, obtaining comments this way allows for an individualized response to an individual need. RTA staff will conduct personal interviews and transcribe oral comments if written comments are not possible.



Meetings will have sign-up sheets available and if no one is in attendance, staff will wait for 10 minutes and then announce the reason for the meeting, a statement that no one is in attendance and close the meeting. Customers are also able to leave audio messages on an advertised phone number prior to the advertised deadline for public feedback and the comments are transcribed for RTA's analysis along with all public feedback received. The public comments are presented at Board of Trustee Committee meetings so that they are part of the decision-making process. (*Appendix B*)

Website

RTA's website provides round-the-clock information on the transit system, including fare structures, route schedules and maps. Any changes in service, such as weather anomalies, traffic reroutes, or holiday hours, are made available on the site. RTA press releases and customer newsletters are published on the site. The site has Google Translation software for on demand translation to Spanish. RSS messages can be sent to customer phones for immediate service alerts when they sign-up for the service. Customers also may apply online to become a member of RTA's Customer Advocacy Group. This council is representative of both minority and non-minority groups.

Explanation and Analysis of Potential Adverse Effects to Proposed Fare Changes

Fixed Route	Explanation	Analysis of Potential Adverse Effects
Single Ride - Adult	The current rate is \$2.00. The proposed max rate would increase this fare by \$.50 to \$2.50.	The increase of single ride - adult fare does not meet the 20% threshold of disparate impact or disproportionate burden for low-income riders and minority riders when compared to riders overall. (See figure 7)
Single Ride - Reduced	The current rate is \$1.00. The proposed max rate would increase this fare by \$.25 to \$1.25.	The increase of single ride - reduced fare does not meet the 20% threshold of disparate impact or disproportionate burden for low-income riders and minority riders when compared to riders overall. (See figure 7)

Fixed Route	Explanation	Analysis of Potential Adverse Effects
Daily - Adult	The current max daily rate is \$4.00. The proposed max rate would increase this fare by \$2.50 to \$6.50.	The increase of daily - adult fare does not meet the 20% threshold of disparate impact or disproportionate burden for low-income riders and minority riders when compared to riders overall. (See figure 7)
Daily - Reduced	The current max daily rate is \$2.00. The proposed max rate would increase this fare by \$1.25 to \$3.25.	The increase of daily - reduced fare does not meet the 20% threshold of disparate impact or disproportionate burden for low-income riders and minority riders when compared to riders overall. (See figure 7)
Monthly - Adult	The current max monthly rate is \$55.00. The proposed max rate would increase this fare by \$25.00 to \$80.00.	The increase of monthly – adult fare does not meet the 20% threshold of disparate impact or disproportionate burden for low-income riders and minority riders when compared to riders overall. (See figure 7)
Monthly - Reduced	The current max monthly rate is \$32.00. The proposed max rate would increase this fare by \$8.00 to \$40.00.	The increase of monthly – reduced fare does not meet the 20% threshold of disparate impact or disproportionate burden for low-income riders and minority riders when compared to riders overall. (See figure 7)
Paratransit Service	Explanation	Analysis of Potential Adverse Effects
Single Ride	The current rate is \$3.50. The proposed max rate would increase this fare by \$1.50 to \$5.00.	The increase of single ride paratransit fare does not meet the 20% threshold of disparate impact or disproportionate burden for low-income riders and minority riders when compared to riders overall. (See figure 7)
Daily	The current max daily rate is \$7.00. The proposed max rate would increase this fare by \$6.00 to \$13.00.	The increase of daily paratransit fare does not meet the 20% threshold of disparate impact or disproportionate burden for low-income riders and minority riders when compared to riders overall. (See figure 7)
Monthly	The current max monthly rate is \$115.00. The proposed max rate would increase this fare by \$45.00 to \$160.00.	The increase of monthly paratransit fare does not meet the 20% threshold of disparate impact or disproportionate burden for low-income riders and minority riders when compared to riders overall. (See figure 7)

On-Demand Service	Explanation	Analysis of Potential Adverse Effects
Single Ride	There is no current fare charged. The proposed rate would increase this fare by \$5.00.	We do not have demographics of the users of this service. We have limited data provided to us from Uber, Lyft, and Taxi providers.
No Show/Late Cancellation	There is no current no show/late cancellation charge. The proposed rate would increase this fare by \$5.00.	We do not have demographics of the users of this service. We have limited data provided to us from Uber, Lyft, and Taxi providers.

Summary of Analysis on Proposed Fare Changes

RTA used the 2024 data from a rider survey on fares for the fare equity analysis. A copy of the survey and summary of responses to the survey can be found in Appendix A. The 2024 survey collected the following information pertinent to the fare equity analysis:

- Fare Types (Adult, Reduced, Paratransit)
- Fare Products (Tickets, Passes)
- Where the fare was purchased
- Availability of checking or savings account
- Availability of regular debit or credit card
- Ethnicity
- Income
- English proficiency
- Language spoken at home

The survey data on ethnicity was used to evaluate the potential impacts on minority trips, where “minority” was defined as all races/ethnicities besides white, non-Hispanic. The survey data on income was used to evaluate the potential impacts on low-income trips, where “low-income” was defined as at or below 150% of the federal poverty level set by the U.S. Department of Health and Human Services.

A copy of the survey instrument is included at the end of this appendix. The fare equity analysis used the survey data on minority and low-income trips.

The equity analysis shows no disparate impact for increasing fares. The Fare increase does not meet the 20% threshold of disparate impact or disproportionate burden for low-income riders and minority riders when compared to riders overall.

Appendix A



Greater Dayton RTA: 2024 Title VI Survey

1. If riding the bus today, what is the route number, your starting, and ending point?

Route #

Starting Nearest
Street/Cross Street
Name

Ending Nearest
Street/Cross Street
Name

2. Typically, how often do you ride RTA?

- ☐ A few times a month
- ☐ A few times a week
- ☐ Every day

3. Which days do you usually ride RTA?

- ☐ Everyday
- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday

4. What is the main purpose in using RTA for your trip today?

- ☐ Work
- ☐ School (Middle or High)
- ☐ Shopping
- ☐ Social Service
- ☐ Social Visit
- ☐ Doctor or Medical Visit
- ☐ College
- ☐ Other (please specify)

5. How many separate buses do you have to use to make this one-way trip to where you are going now?

- ☐ 1 Bus
- ☐ 2 Buses
- ☐ 3 or More

6. Do you have a vehicle you could have used to make this trip-either as the driver or passenger?

- ☐ Yes
- ☐ No

7. How much do you spend per month on your individual RTA service?

- ☐ \$55
- ☐ \$50 to \$54
- ☐ \$40 to \$49
- ☐ \$30 to \$39
- ☐ \$20 to \$29
- ☐ \$10 to \$19
- ☐ \$1 to \$9
- ☐ \$0

8. Do you own a smartphone?

- ☐ Yes
- ☐ No

9. Are you eligible for reduced fare or paratransit?

- ☐ Yes
- ☐ Reduced Fare
- ☐ Paratransit
- ☐ No

10. How did you pay for your most recent trip?

- ☐ Tapp Pay on Smartcard
- ☐ Tapp Pay on Transit App (Phone)
- ☐ Day Pass
- ☐ Monthly Pass
- ☐ Other (please specify)

11. Where did you load value to your Tapp Pay account, or receive your monthly or daily pass?

- ☐ Ticket Vending Machine/Kiosk
- ☐ Transit app
- ☐ Retail Store (ex. CVS, Walmart, etc.)
- ☐ Tapp Pay Website
- ☐ School or Place of Employment
- ☐ Social Service Agency
- ☐ Other (please specify)

12. Where and what payment method do you typically utilize to load funds to your Tapp Pay account? (Choose one)

	Payment Method
Ticket Vending Machine	
Transit app	
Retail Outlet	
Tapp Pay Website	

13. How often do you load funds to your Tapp Pay account?

- ☐ Daily
- ☐ Weekly
- ☐ Bi-Weekly
- ☐ Monthly

14. What type of bank account do you have?

- ☐ Checking
- ☐ Savings
- ☐ Checking and Savings
- ☐ Neither

15. Do you use a pre-paid debit card, bank issued debit, or credit card?

- ☐ Yes (check all that apply):
- ☐ Pre-paid debit card
- ☐ Bank issued debit card
- ☐ Bank issued credit card
- ☐ No

16. If you could pay your fare on the bus with your personal debit or credit card, and still be provided with the lowest fare possible would you?

- ☐ Yes
- ☐ No

17. Including yourself, how many people live in your household?

18. How many trips have you taken on RTA in the last month? (count each direction as 1 trip)

19. What is the zip code of your residence?

20. Which applies to you presently?

- ☐ Employed work outside residence
- ☐ Employed work from home
- ☐ Student
- ☐ Homemaker
- ☐ Retired
- ☐ Unemployed
- ☐ Other (please specify)

21. What is your age?

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

22. Are you: (Check one)

- ☐ Asian/Pacific Islander
- ☐ Caucasian/White
- ☐ African American/Black
- ☐ Hispanic/Latino
- ☐ Native American Indian
- ☐ Multi-racial/bi-racial
- ☐ Other (please specify)

23. Do you speak a language other than English at your residence?

- ☐ Yes
- ☐ No

If yes, please specify other language(s)

24. What is your households annual income?

- ☐ Less than \$15,000
- ☐ \$15,000 - \$24,999
- ☐ \$25,000 - \$34,999
- ☐ \$35,000 - \$74,999
- ☐ \$75,000 - \$99,999
- ☐ \$100,000 - \$149,999
- ☐ \$150,000 - \$199,999
- ☐ More than \$200,000

25. How well do you speak English?

- ☐ Very Well
- ☐ Well
- ☐ Not Well
- ☐ Not at All

Greater Dayton RTA: 2024 Title VI Survey

Friday, June 28, 2024

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802

Total Responses

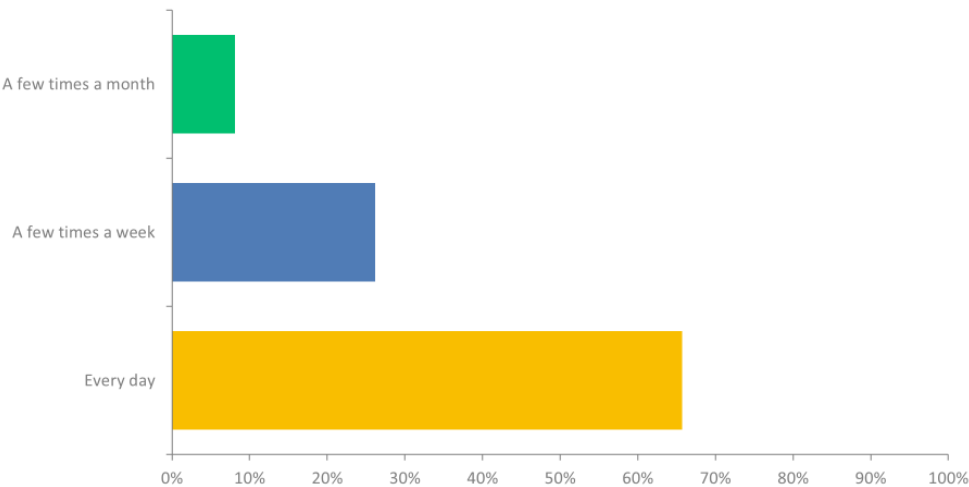
Date Created: Friday, March 22, 2024

Complete Responses: 802

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Q2: Typically, how often do you ride RTA?

Answered: 791 Skipped: 11



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Q2: Typically, how often do you ride RTA?

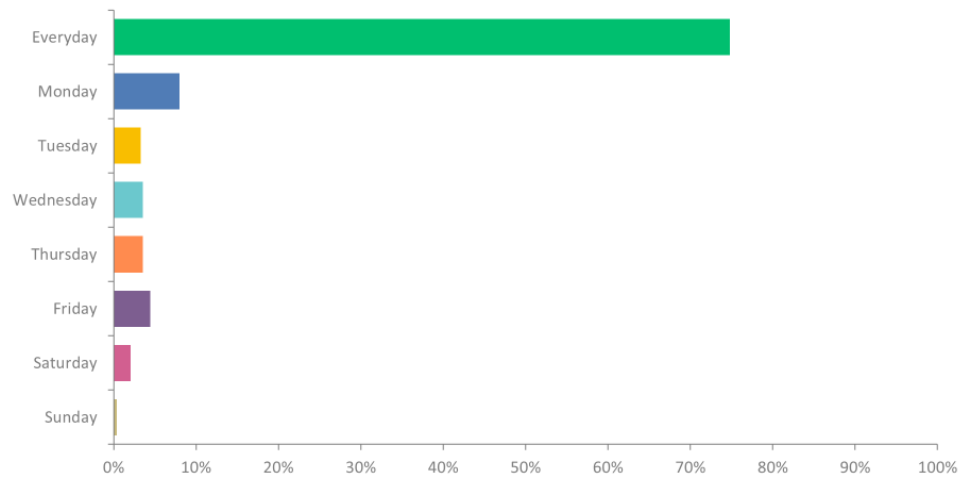
Answered: 791 Skipped: 11

ANSWER CHOICES	RESPONSES	
A few times a month	8.09%	64
A few times a week	26.17%	207
Every day	65.74%	520
TOTAL		791

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Q3: Which days do you usually ride RTA?

Answered: 790 Skipped: 12



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Q3: Which days do you usually ride RTA?

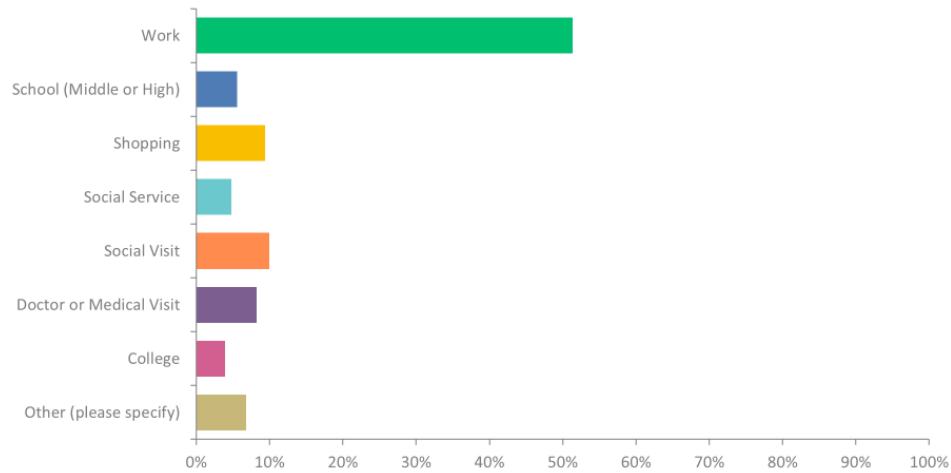
Answered: 790 Skipped: 12

ANSWER CHOICES	RESPONSES	
Everyday	74.81%	591
Monday	7.97%	63
Tuesday	3.29%	26
Wednesday	3.54%	28
Thursday	3.54%	28
Friday	4.43%	35
Saturday	2.03%	16
Sunday	0.38%	3
TOTAL		790

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Q4: What is the main purpose in using RTA for your trip today?

Answered: 791 Skipped: 11



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Q4: What is the main purpose in using RTA for your trip today?

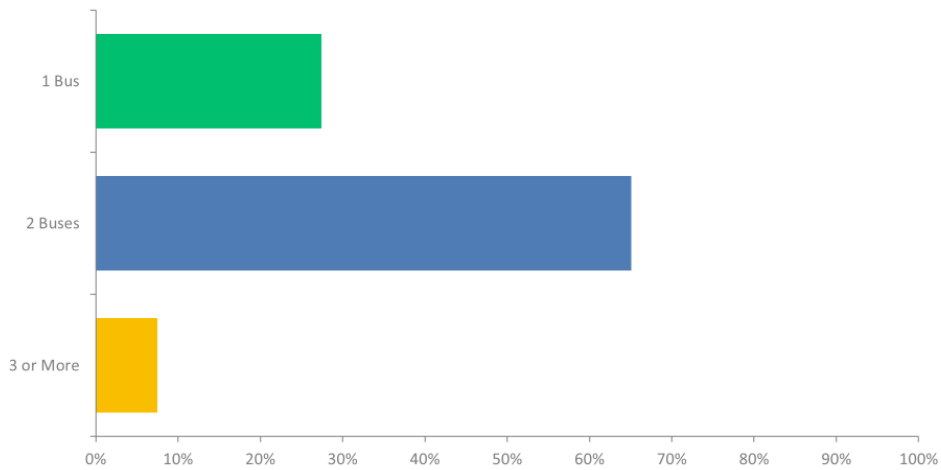
Answered: 791 Skipped: 11

ANSWER CHOICES	RESPONSES	
Work	51.33%	406
School (Middle or High)	5.56%	44
Shopping	9.36%	74
Social Service	4.80%	38
Social Visit	9.99%	79
Doctor or Medical Visit	8.22%	65
College	3.92%	31
Other (please specify)	6.83%	54
TOTAL		791

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Q5: How many separate buses do you have to use to make this one-way trip to where you are going now?

Answered: 787 Skipped: 15



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Q5: How many separate buses do you have to use to make this one-way trip to where you are going now?

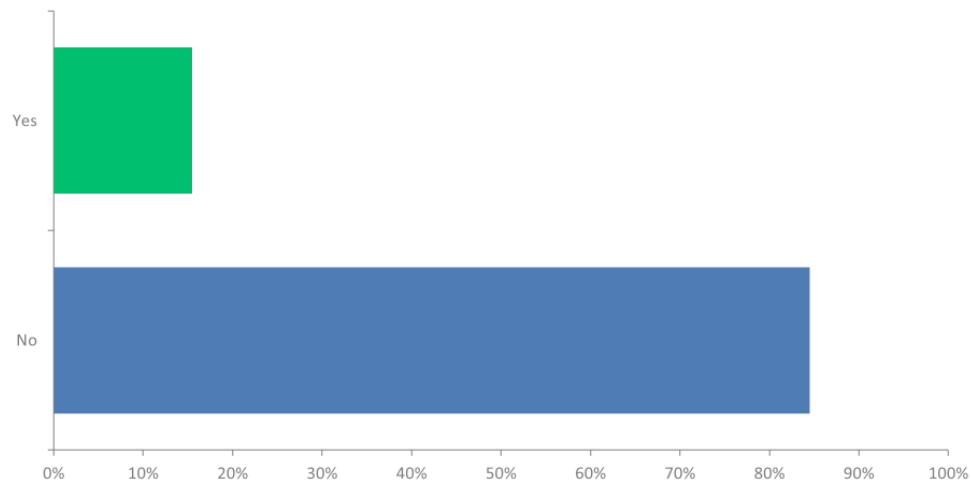
Answered: 787 Skipped: 15

ANSWER CHOICES	RESPONSES	
1 Bus	27.45%	216
2 Buses	65.06%	512
3 or More	7.50%	59
TOTAL		787

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Q6: Do you have a vehicle you could have used to make this trip-either as the driver or passenger?

Answered: 788 Skipped: 14



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Q6: Do you have a vehicle you could have used to make this trip-either as the driver or passenger?

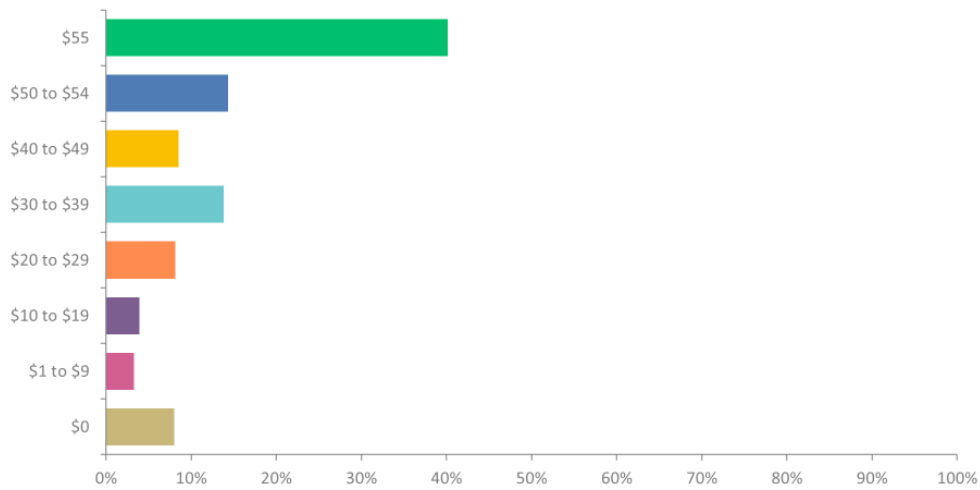
Answered: 788 Skipped: 14

ANSWER CHOICES	RESPONSES	
Yes	15.48%	122
No	84.52%	666
TOTAL		788

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Q7: How much do you spend per month on your individual RTA service?

Answered: 790 Skipped: 12



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Q7: How much do you spend per month on your individual RTA service?

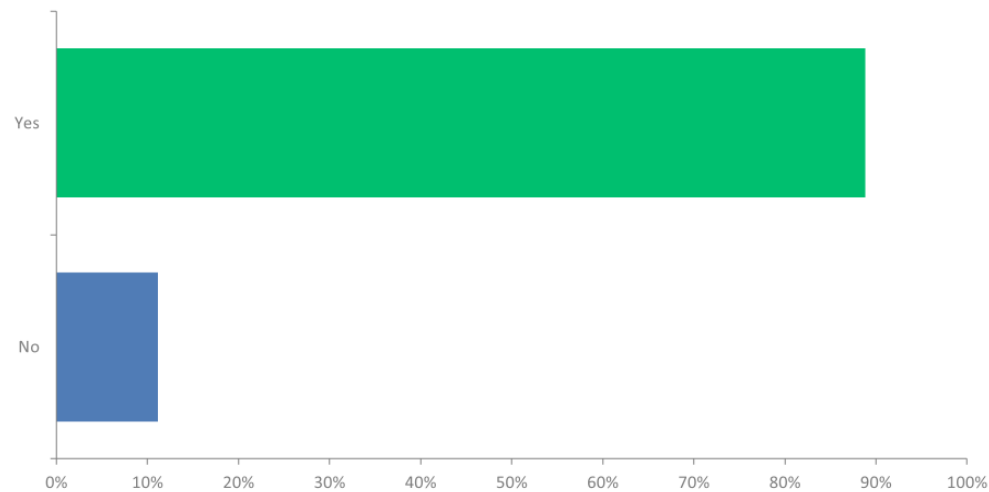
Answered: 790 Skipped: 12

ANSWER CHOICES	RESPONSES	
\$55	40.13%	317
\$50 to \$54	14.30%	113
\$40 to \$49	8.48%	67
\$30 to \$39	13.80%	109
\$20 to \$29	8.10%	64
\$10 to \$19	3.92%	31
\$1 to \$9	3.29%	26
\$0	7.97%	63
TOTAL		790

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Q8: Do you own a smartphone?

Answered: 789 Skipped: 13



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Q8: Do you own a smartphone?

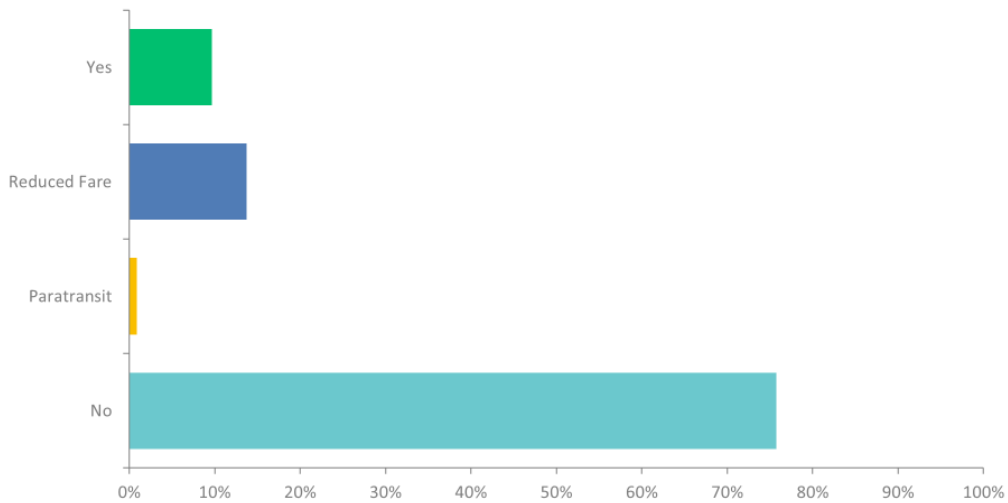
Answered: 789 Skipped: 13

ANSWER CHOICES	RESPONSES	
Yes	88.85%	701
No	11.15%	88
TOTAL		789

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Q9: Are you eligible for reduced fare or paratransit?

Answered: 788 Skipped: 14



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Q9: Are you eligible for reduced fare or paratransit?

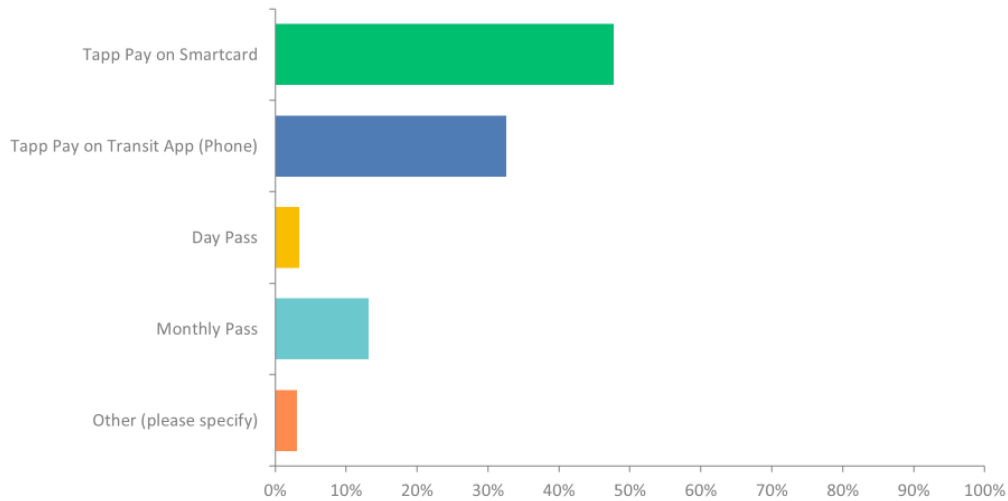
Answered: 788 Skipped: 14

ANSWER CHOICES	RESPONSES	
Yes	9.64%	76
Reduced Fare	13.71%	108
Paratransit	0.89%	7
No	75.76%	597
TOTAL		788

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Q10: How did you pay for your most recent trip?

Answered: 788 Skipped: 14



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Q10: How did you pay for your most recent trip?

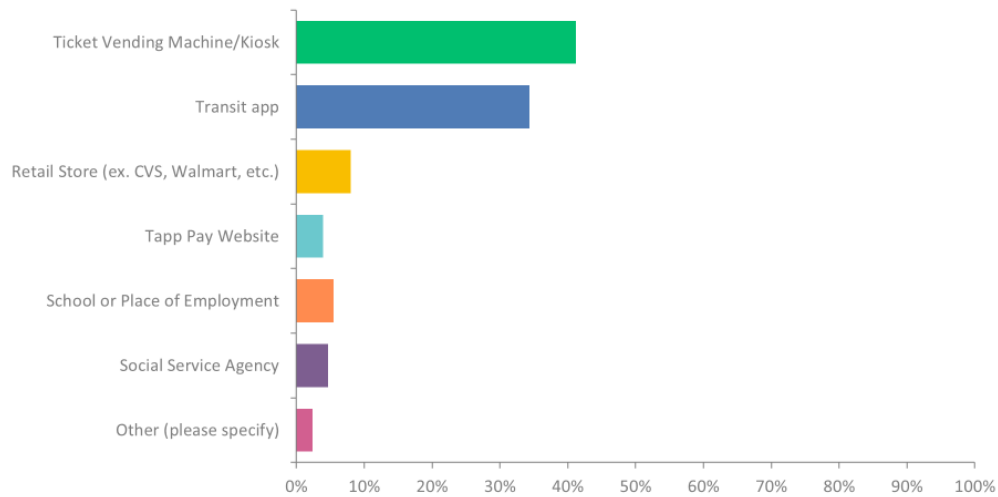
Answered: 788 Skipped: 14

ANSWER CHOICES	RESPONSES	
Tapp Pay on Smartcard	47.72%	376
Tapp Pay on Transit App (Phone)	32.61%	257
Day Pass	3.43%	27
Monthly Pass	13.20%	104
Other (please specify)	3.05%	24
TOTAL		788

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Q11: Where did you load value to your Tapp Pay account, or receive your monthly or daily pass?

Answered: 787 Skipped: 15



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Q11: Where did you load value to your Tapp Pay account, or receive your monthly or daily pass?

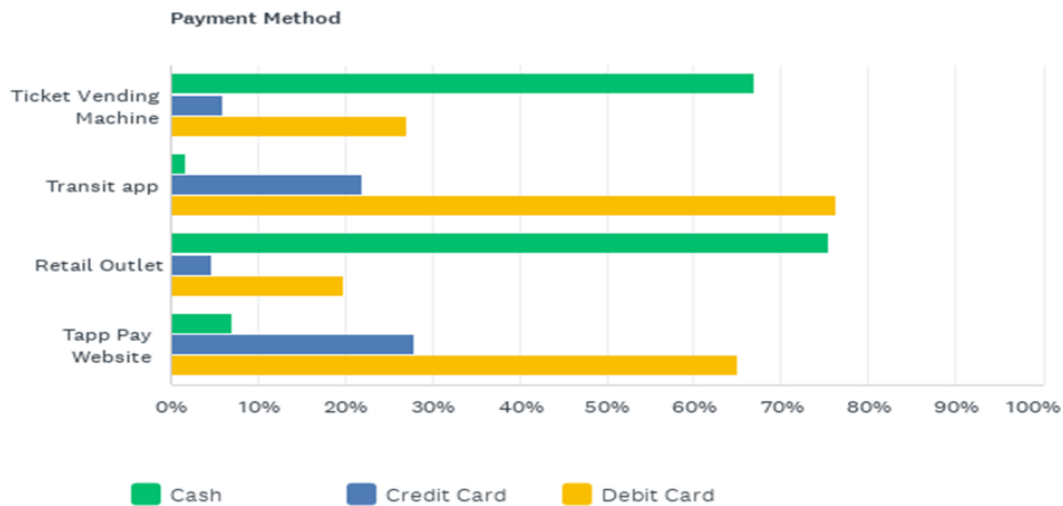
Answered: 787 Skipped: 15

ANSWER CHOICES	RESPONSES	
Ticket Vending Machine/Kiosk	41.17%	324
Transit app	34.31%	270
Retail Store (ex. CVS, Walmart, etc.)	8.01%	63
Tapp Pay Website	3.94%	31
School or Place of Employment	5.46%	43
Social Service Agency	4.70%	37
Other (please specify)	2.41%	19
TOTAL		787

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Q12: Where and what payment method do you typically utilize to load funds to your Tapp Pay account? (Choose one)

Answered: 699 Skipped: 103



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Q12: Where and what payment method do you typically utilize to load funds to your Tapp Pay account? (Choose one)

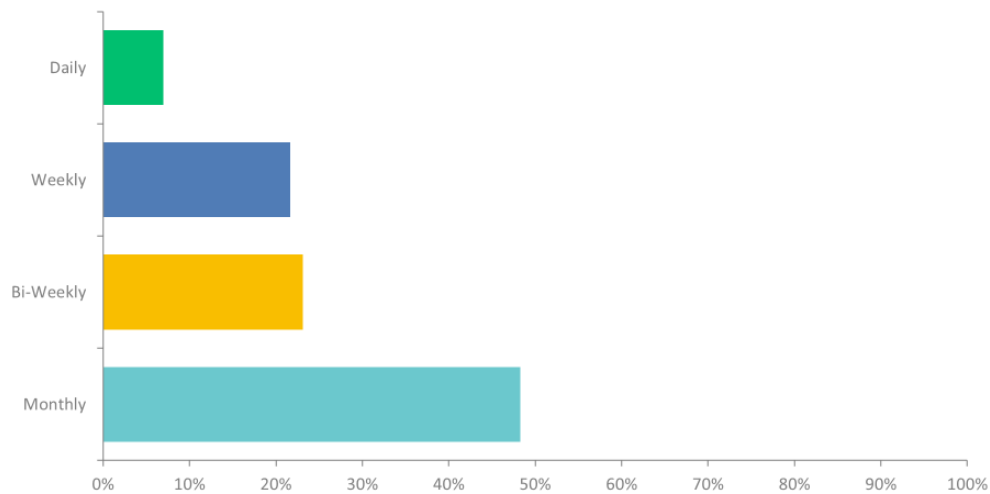
Answered: 699 Skipped: 103

Payment Method				
	CASH	CREDIT CARD	DEBIT CARD	TOTAL
Ticket Vending Machine	66.96% 227	5.90% 20	27.14% 92	339
Transit app	1.79% 5	21.86% 61	76.34% 213	279
Retail Outlet	75.58% 65	4.65% 4	19.77% 17	86
Tapp Pay Website	6.98% 3	27.91% 12	65.12% 28	43

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Q13: How often do you load funds to your Tapp Pay account?

Answered: 758 Skipped: 44



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Q13: How often do you load funds to your Tapp Pay account?

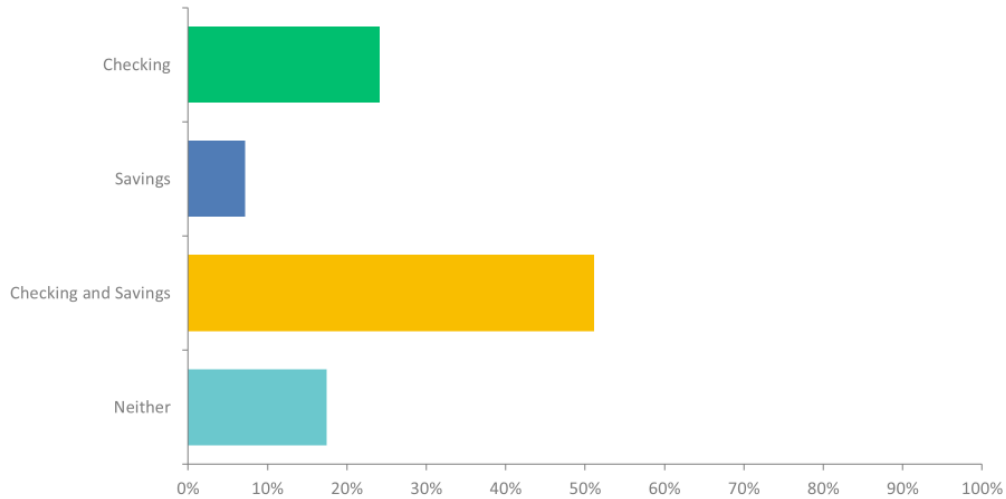
Answered: 758 Skipped: 44

ANSWER CHOICES	RESPONSES	
Daily	6.99%	53
Weekly	21.64%	164
Bi-Weekly	23.09%	175
Monthly	48.28%	366
TOTAL		758

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Q14: What type of bank account do you have?

Answered: 778 Skipped: 24



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Q14: What type of bank account do you have?

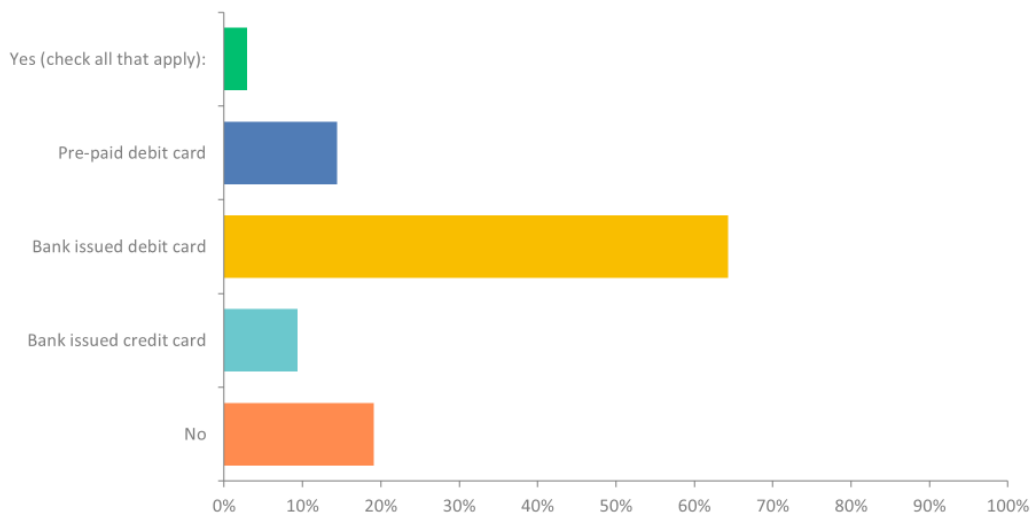
Answered: 778 Skipped: 24

ANSWER CHOICES	RESPONSES	
Checking	24.16%	188
Savings	7.20%	56
Checking and Savings	51.16%	398
Neither	17.48%	136
TOTAL		778

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Q15: Do you use a pre-paid debit card, bank issued debit, or credit card?

Answered: 779 Skipped: 23



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Q15: Do you use a pre-paid debit card, bank issued debit, or credit card?

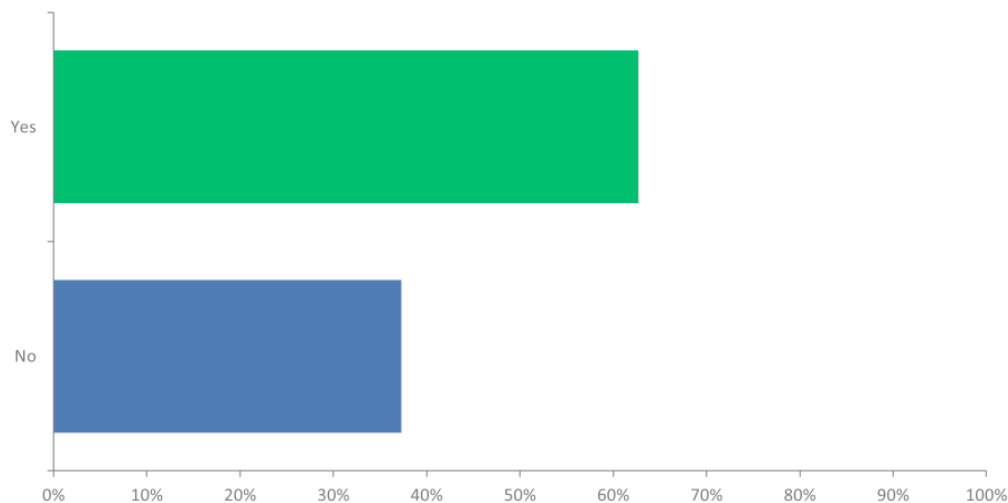
Answered: 779 Skipped: 23

ANSWER CHOICES	RESPONSES	
Yes (check all that apply):	2.95%	23
Pre-paid debit card	14.38%	112
Bank issued debit card	64.31%	501
Bank issued credit card	9.37%	73
No	19.13%	149
TOTAL		858

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Q16: If you could pay your fare on the bus with your personal debit or credit card, and still be provided with the lowest fare possible would you?

Answered: 783 Skipped: 19



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Q16: If you could pay your fare on the bus with your personal debit or credit card, and still be provided with the lowest fare possible would you?

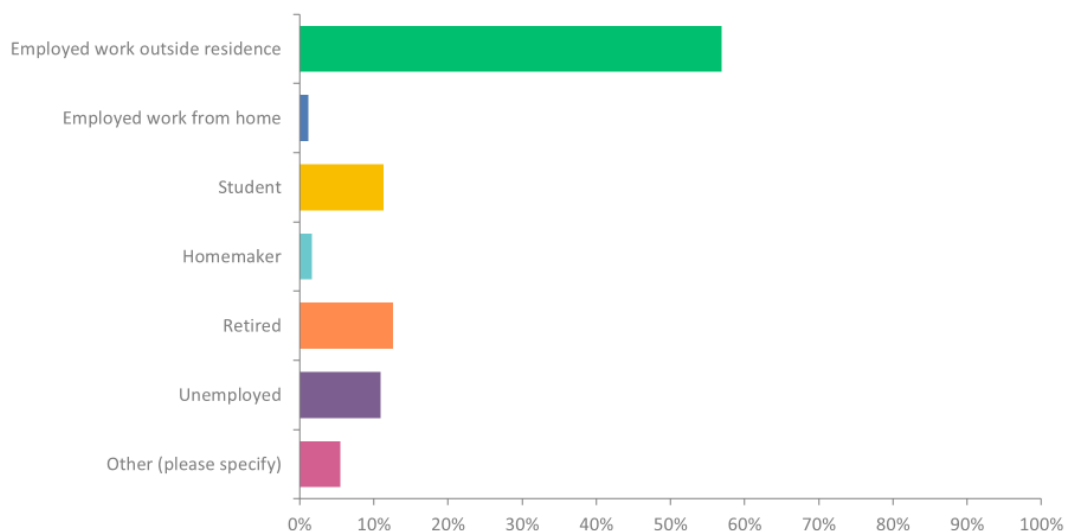
Answered: 783 Skipped: 19

ANSWER CHOICES	RESPONSES	
Yes	62.71%	491
No	37.29%	292
TOTAL		783

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Q20: Which applies to you presently?

Answered: 780 Skipped: 22



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Q20: Which applies to you presently?

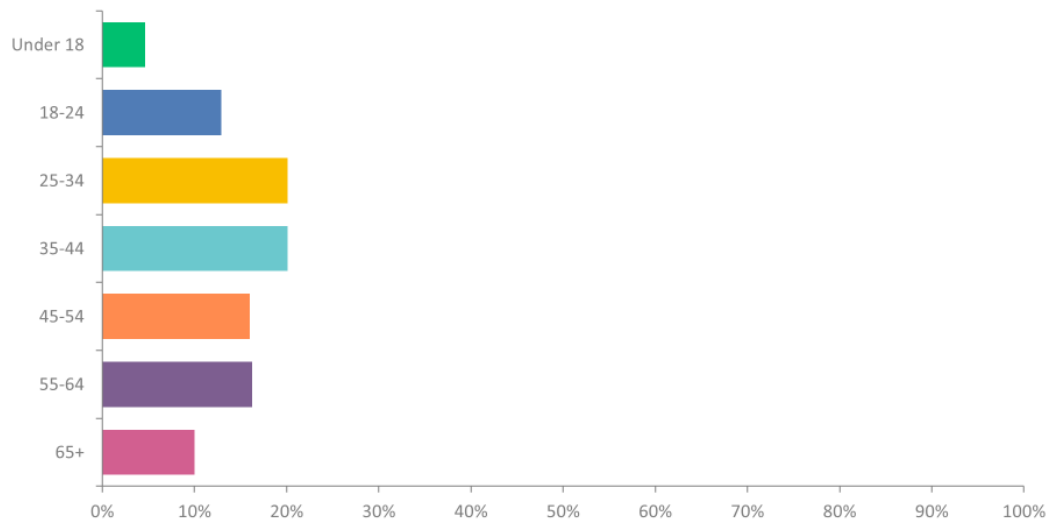
Answered: 780 Skipped: 22

ANSWER CHOICES	RESPONSES	
Employed work outside residence	56.92%	444
Employed work from home	1.15%	9
Student	11.28%	88
Homemaker	1.67%	13
Retired	12.56%	98
Unemployed	10.90%	85
Other (please specify)	5.51%	43
TOTAL		780

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Q21: What is your age?

Answered: 781 Skipped: 21



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Q21: What is your age?

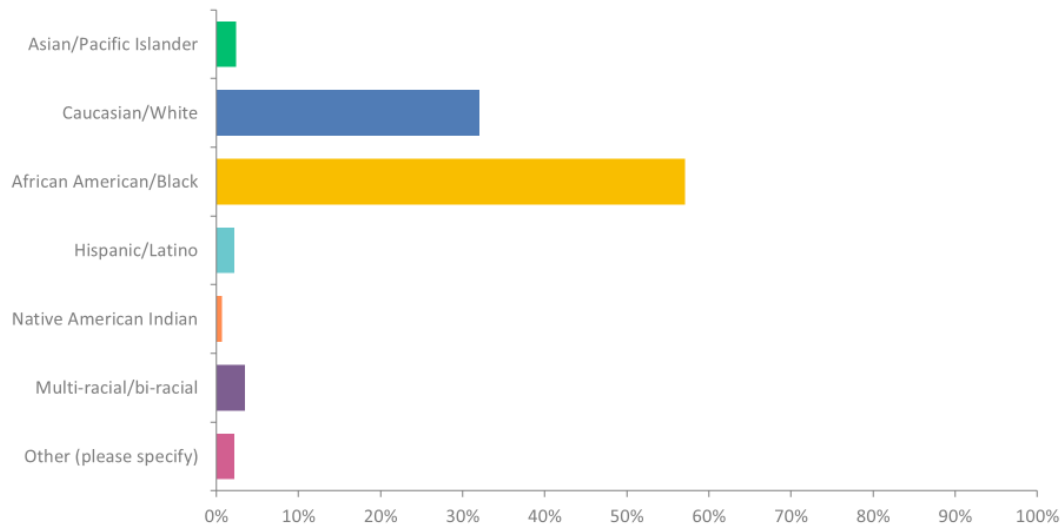
Answered: 781 Skipped: 21

ANSWER CHOICES	RESPONSES	
Under 18	4.61%	36
18-24	12.93%	101
25-34	20.10%	157
35-44	20.10%	157
45-54	16.01%	125
55-64	16.26%	127
65+	9.99%	78
TOTAL		781

Powered by SurveyMonkey

Q22: Are you: (Check one)

Answered: 781 Skipped: 21



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Q22: Are you: (Check one)

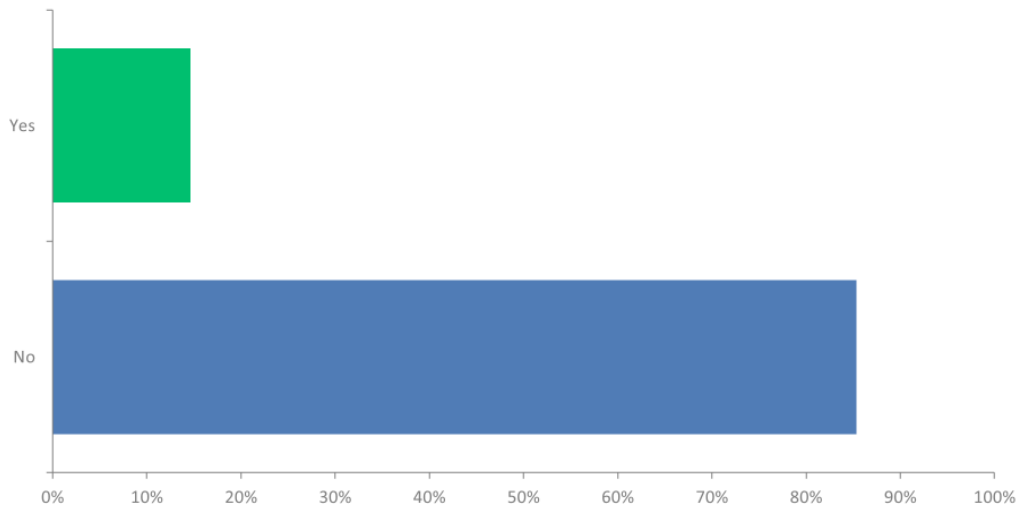
Answered: 781 Skipped: 21

ANSWER CHOICES	RESPONSES	
Asian/Pacific Islander	2.43%	19
Caucasian/White	32.01%	250
African American/Black	57.11%	446
Hispanic/Latino	2.18%	17
Native American Indian	0.64%	5
Multi-racial/bi-racial	3.46%	27
Other (please specify)	2.18%	17
TOTAL		781

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Q23: Do you speak a language other than English at your residence?

Answered: 778 Skipped: 24



Powered by SurveyMonkey

Q23: Do you speak a language other than English at your residence?

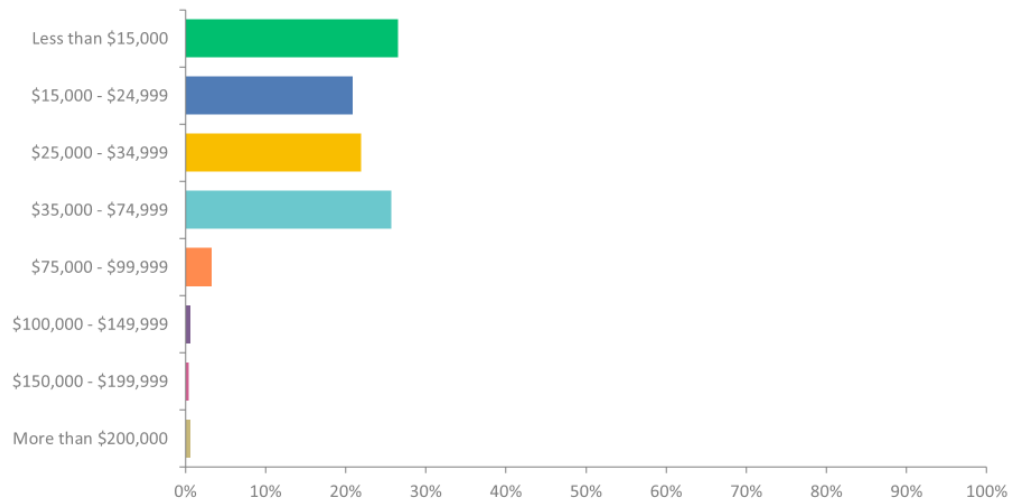
Answered: 778 Skipped: 24

ANSWER CHOICES	RESPONSES	
Yes	14.65%	114
No	85.35%	664
TOTAL		778

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Q24: What is your households annual income?

Answered: 766 Skipped: 36



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Q24: What is your households annual income?

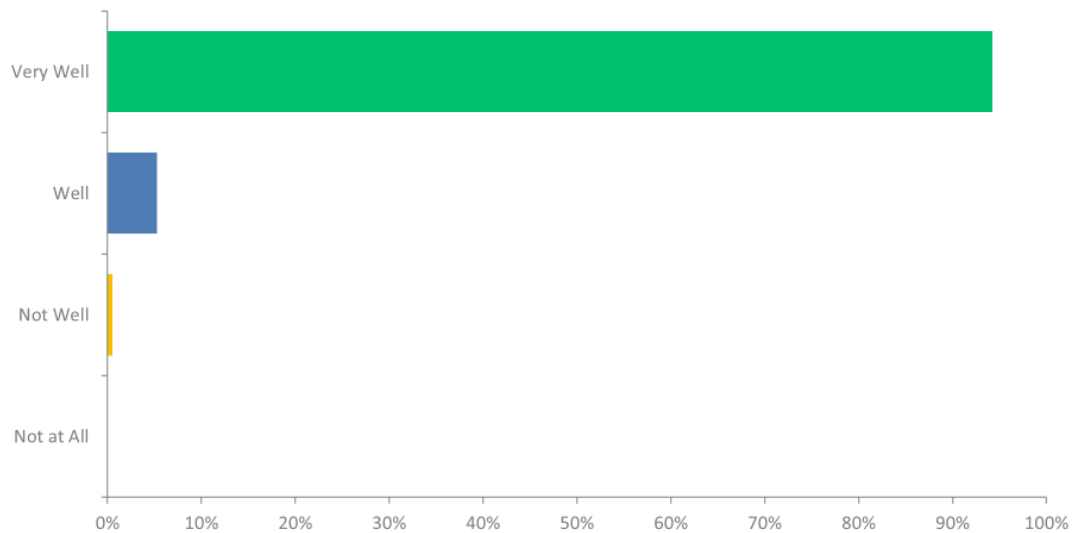
Answered: 766 Skipped: 36

ANSWER CHOICES	RESPONSES	
Less than \$15,000	26.50%	203
\$15,000 - \$24,999	20.89%	160
\$25,000 - \$34,999	21.93%	168
\$35,000 - \$74,999	25.72%	197
\$75,000 - \$99,999	3.26%	25
\$100,000 - \$149,999	0.65%	5
\$150,000 - \$199,999	0.39%	3
More than \$200,000	0.65%	5
TOTAL		766

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Q25: How well do you speak English?

Answered: 779 Skipped: 23



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Q25: How well do you speak English?

Answered: 779 Skipped: 23

ANSWER CHOICES	RESPONSES	
Very Well	94.22%	734
Well	5.26%	41
Not Well	0.51%	4
Not at All	0%	0
TOTAL		779

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Greater Dayton RTA: 2024 Title VI Survey (Paratransit)

Tuesday, July 02, 2024

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16

Total Responses

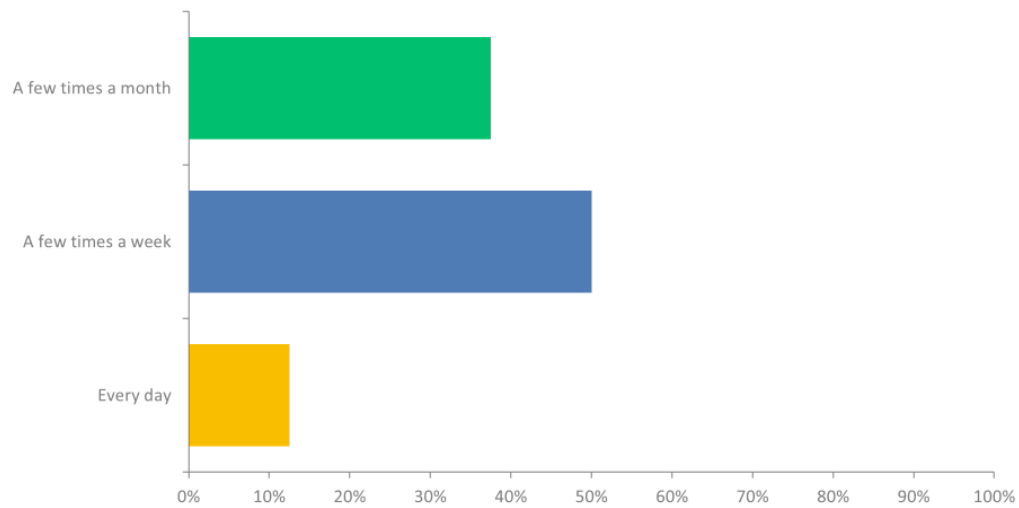
Date Created: Friday, May 10, 2024

Complete Responses: 16

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Q1: Typically, how often do you ride RTA?

Answered: 16 Skipped: 0



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Q1: Typically, how often do you ride RTA?

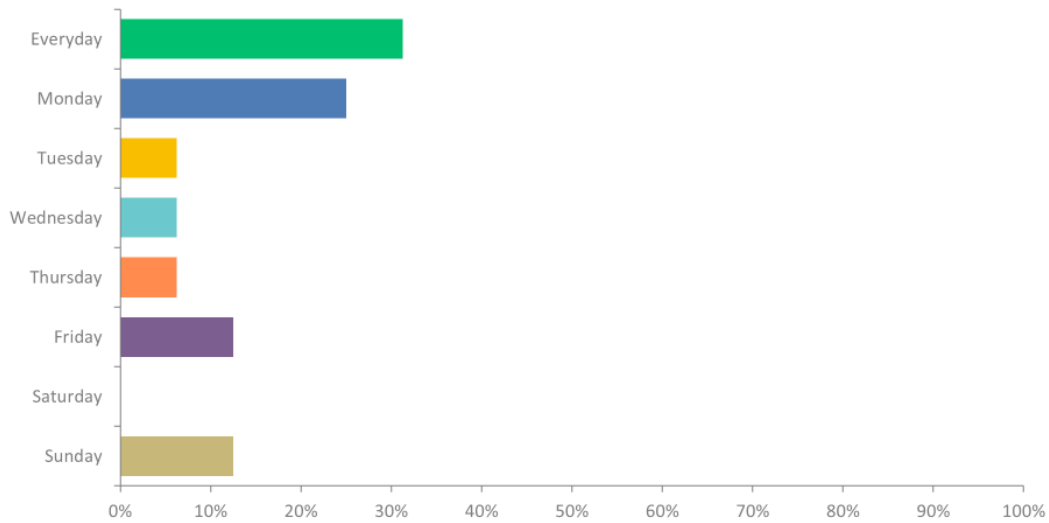
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
A few times a month	37.50%	6
A few times a week	50.0%	8
Every day	12.50%	2
TOTAL		16

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Q2: Which days do you usually ride RTA?

Answered: 16 Skipped: 0



Powered by SurveyMonkey

Q2: Which days do you usually ride RTA?

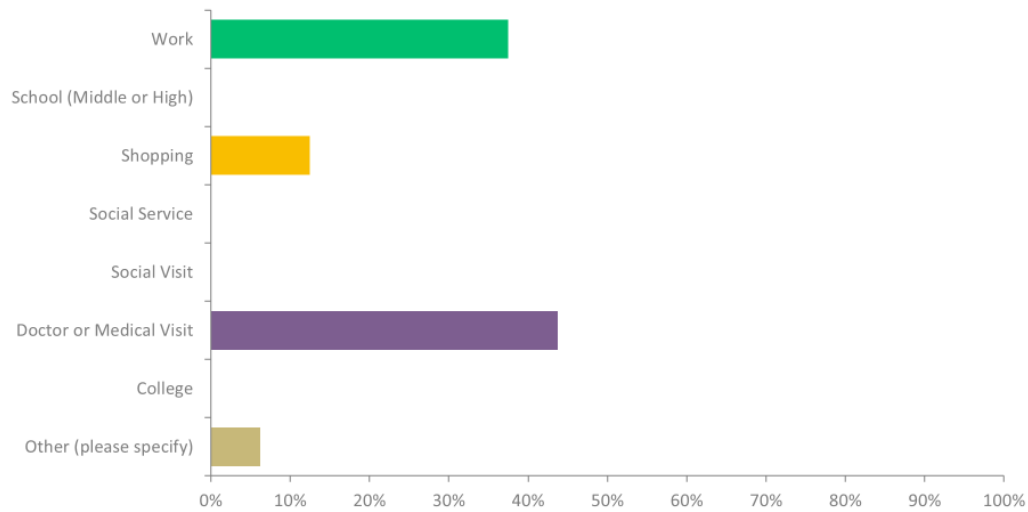
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Everyday	31.25%	5
Monday	25.00%	4
Tuesday	6.25%	1
Wednesday	6.25%	1
Thursday	6.25%	1
Friday	12.50%	2
Saturday	0%	0
Sunday	12.50%	2
TOTAL		16

Powered by SurveyMonkey

Q3: What is the main purpose in using RTA for your trip today?

Answered: 16 Skipped: 0



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Q3: What is the main purpose in using RTA for your trip today?

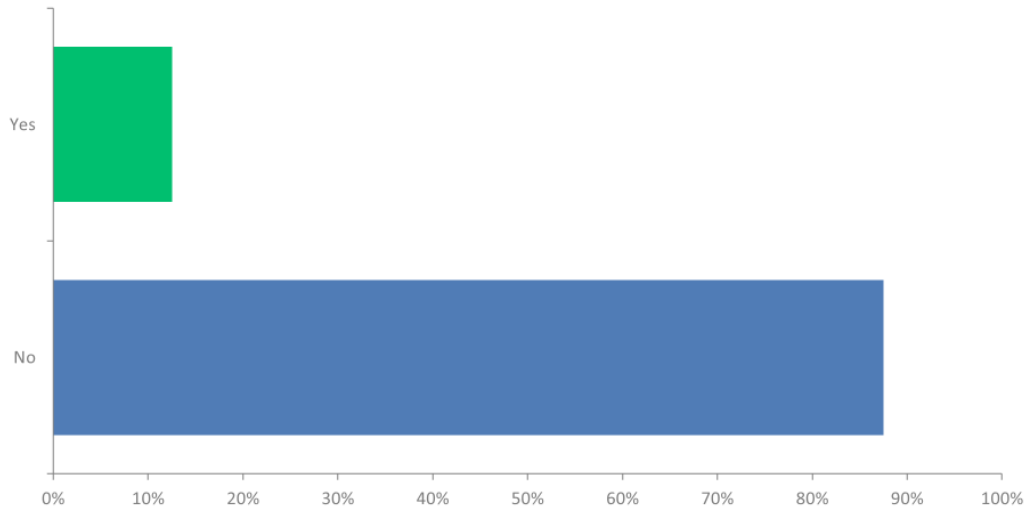
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Work	37.50%	6
School (Middle or High)	0%	0
Shopping	12.50%	2
Social Service	0%	0
Social Visit	0%	0
Doctor or Medical Visit	43.75%	7
College	0%	0
Other (please specify)	6.25%	1
TOTAL		16

Powered by SurveyMonkey

Q4: Do you have a vehicle you could have used to make this trip-either as the driver or passenger?

Answered: 16 Skipped: 0



Powered by SurveyMonkey

Q4: Do you have a vehicle you could have used to make this trip-either as the driver or passenger?

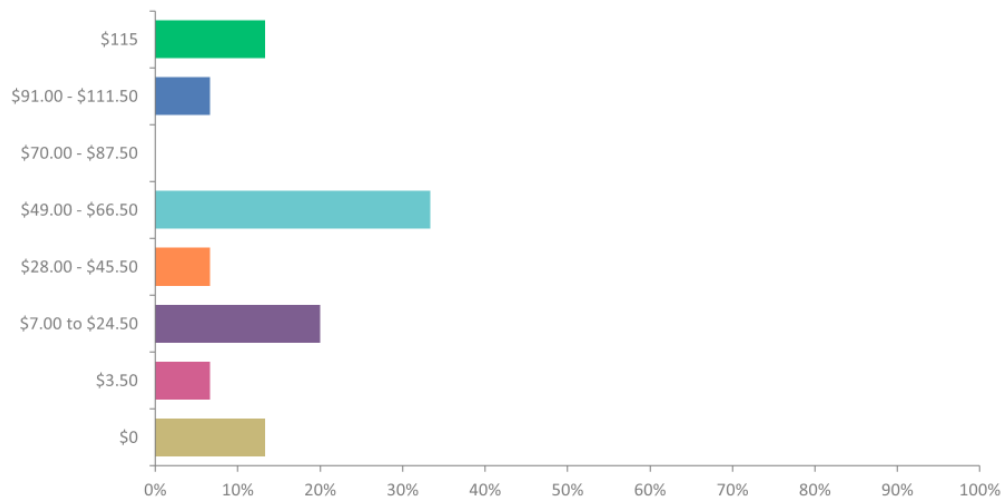
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	12.50%	2
No	87.50%	14
TOTAL		16

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Q5: How much do you spend per month on your individual RTA service?

Answered: 15 Skipped: 1



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Q5: How much do you spend per month on your individual RTA service?

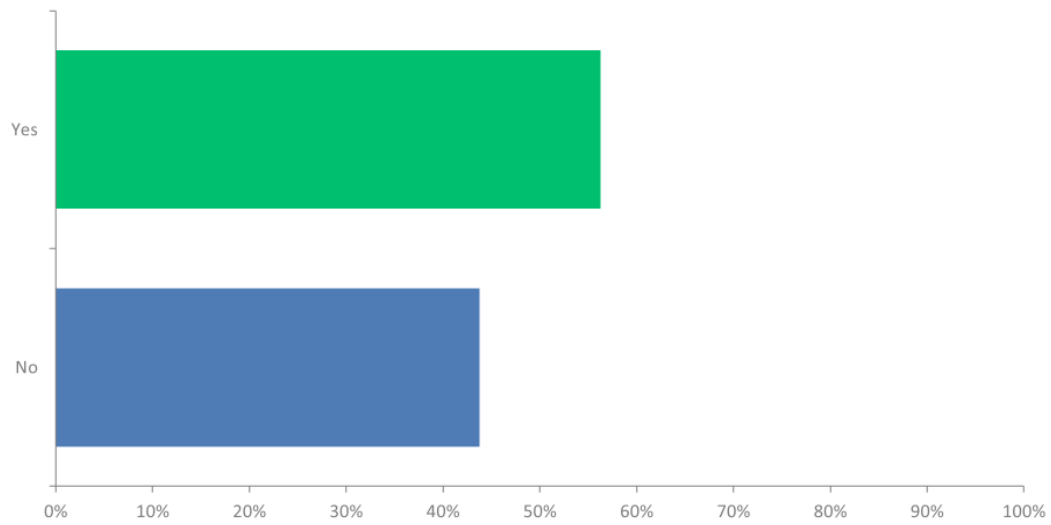
Answered: 15 Skipped: 1

ANSWER CHOICES	RESPONSES	
\$115	13.33%	2
\$91.00 - \$111.50	6.67%	1
\$70.00 - \$87.50	0%	0
\$49.00 - \$66.50	33.33%	5
\$28.00 - \$45.50	6.67%	1
\$7.00 to \$24.50	20.0%	3
\$3.50	6.67%	1
\$0	13.33%	2
TOTAL		15

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Q6: Do you own a smartphone?

Answered: 16 Skipped: 0



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Q6: Do you own a smartphone?

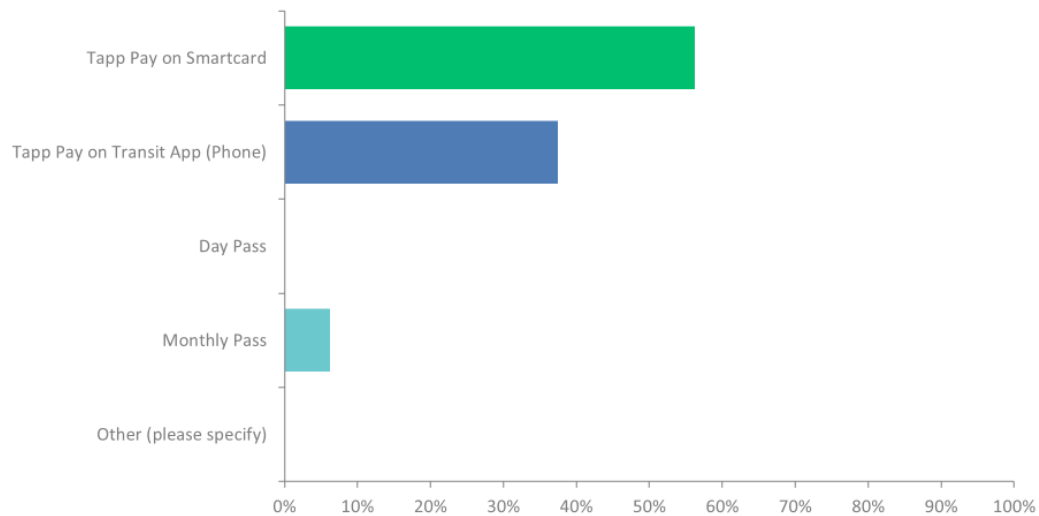
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	56.25%	9
No	43.75%	7
TOTAL		16

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Q7: How did you pay for your most recent trip?

Answered: 16 Skipped: 0



Powered by SurveyMonkey

Q7: How did you pay for your most recent trip?

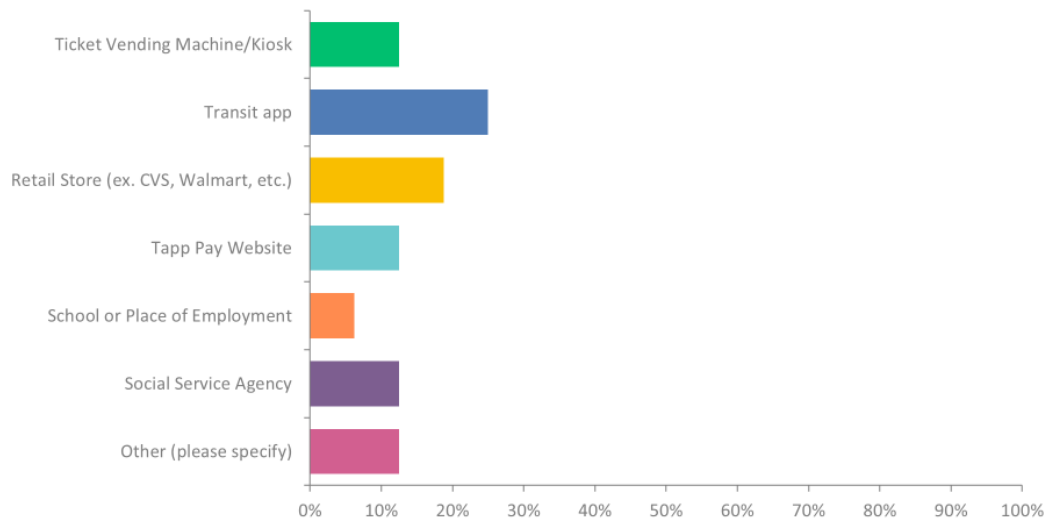
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Tapp Pay on Smartcard	56.25%	9
Tapp Pay on Transit App (Phone)	37.50%	6
Day Pass	0%	0
Monthly Pass	6.25%	1
Other (please specify)	0%	0
TOTAL		16

Powered by SurveyMonkey

Q8: Where did you load value to your Tapp Pay account, or receive your monthly or daily pass?

Answered: 16 Skipped: 0



Powered by SurveyMonkey

Q8: Where did you load value to your Tapp Pay account, or receive your monthly or daily pass?

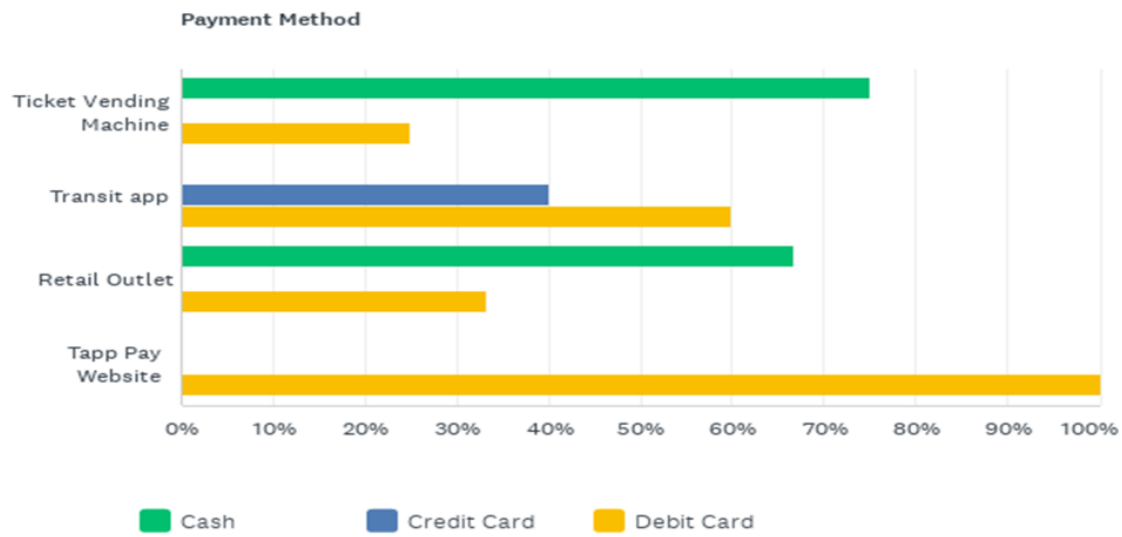
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Ticket Vending Machine/Kiosk	12.50%	2
Transit app	25.00%	4
Retail Store (ex. CVS, Walmart, etc.)	18.75%	3
Tapp Pay Website	12.50%	2
School or Place of Employment	6.25%	1
Social Service Agency	12.50%	2
Other (please specify)	12.50%	2
TOTAL		16

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Q9: Where and what payment method do you typically utilize to load funds to your Tapp Pay account? (Choose one)

Answered: 14 Skipped: 2



Powered by SurveyMonkey

Q9: Where and what payment method do you typically utilize to load funds to your Tapp Pay account? (Choose one)

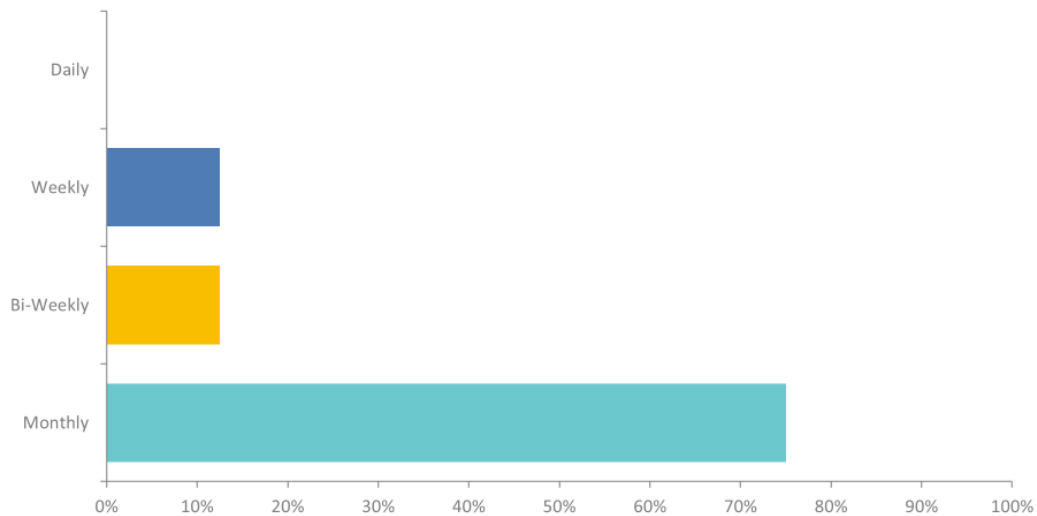
Answered: 14 Skipped: 2

Payment Method				
	CASH	CREDIT CARD	DEBIT CARD	TOTAL
Ticket Vending Machine	75.00% 3	0.00% 0	25.00% 1	4
Transit app	0.00% 0	40.00% 2	60.00% 3	5
Retail Outlet	66.67% 2	0.00% 0	33.33% 1	3
Tapp Pay Website	0.00% 0	0.00% 0	100.00% 2	2

Powered by SurveyMonkey

Q10: How often do you load funds to your Tapp Pay account?

Answered: 16 Skipped: 0



Powered by  SurveyMonkey

Q10: How often do you load funds to your Tapp Pay account?

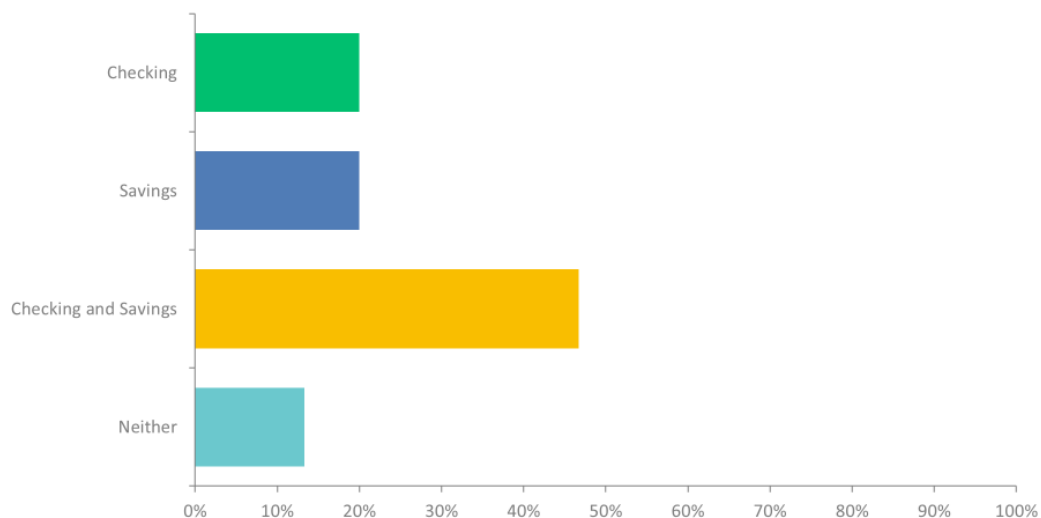
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Daily	0%	0
Weekly	12.50%	2
Bi-Weekly	12.50%	2
Monthly	75.00%	12
TOTAL		16

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Q11: What type of bank account do you have?

Answered: 15 Skipped: 1



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Q11: What type of bank account do you have?

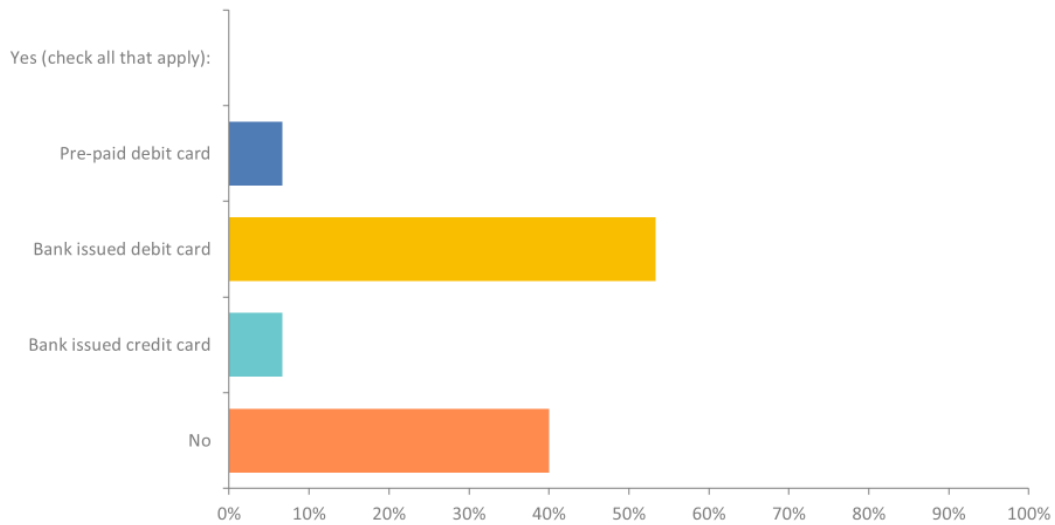
Answered: 15 Skipped: 1

ANSWER CHOICES	RESPONSES	
Checking	20.0%	3
Savings	20.0%	3
Checking and Savings	46.67%	7
Neither	13.33%	2
TOTAL		15

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Q12: Do you use a pre-paid debit card, bank issued debit, or credit card?

Answered: 15 Skipped: 1



Powered by SurveyMonkey

Q12: Do you use a pre-paid debit card, bank issued debit, or credit card?

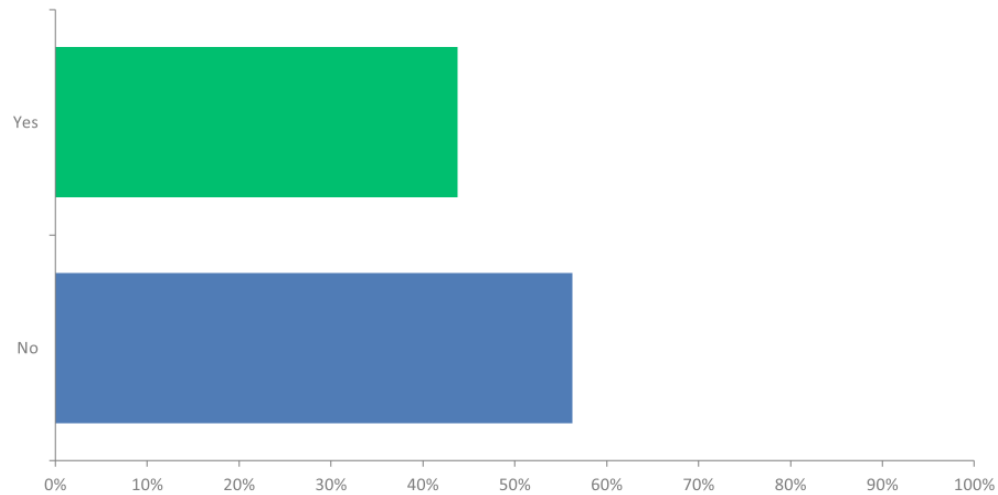
Answered: 15 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes (check all that apply):	0%	0
Pre-paid debit card	6.67%	1
Bank issued debit card	53.33%	8
Bank issued credit card	6.67%	1
No	40.0%	6
TOTAL		16

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Q13: If you could pay your fare on the bus with your personal debit or credit card, and still be provided with the lowest fare possible would you?

Answered: 16 Skipped: 0



Powered by SurveyMonkey

Q13: If you could pay your fare on the bus with your personal debit or credit card, and still be provided with the lowest fare possible would you?

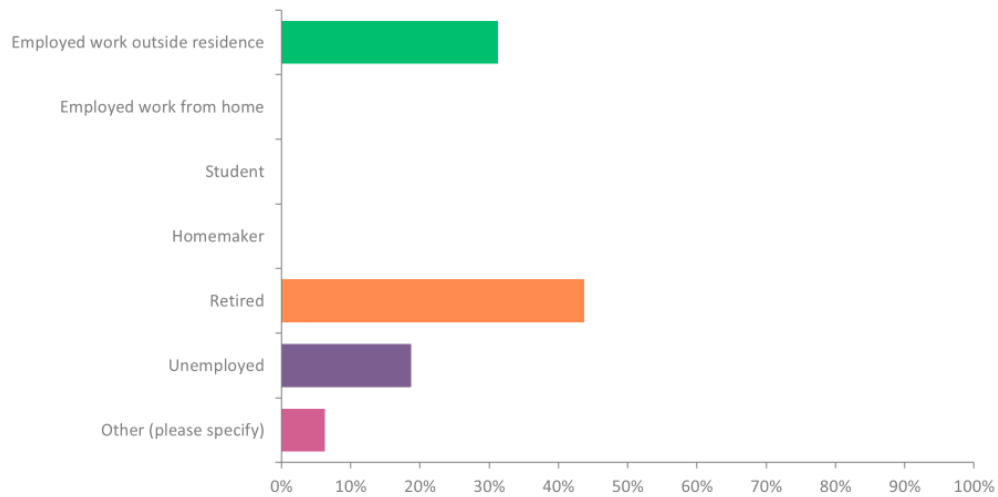
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	43.75%	7
No	56.25%	9
TOTAL		16

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Q17: Which applies to you presently?

Answered: 16 Skipped: 0



Powered by SurveyMonkey

Q17: Which applies to you presently?

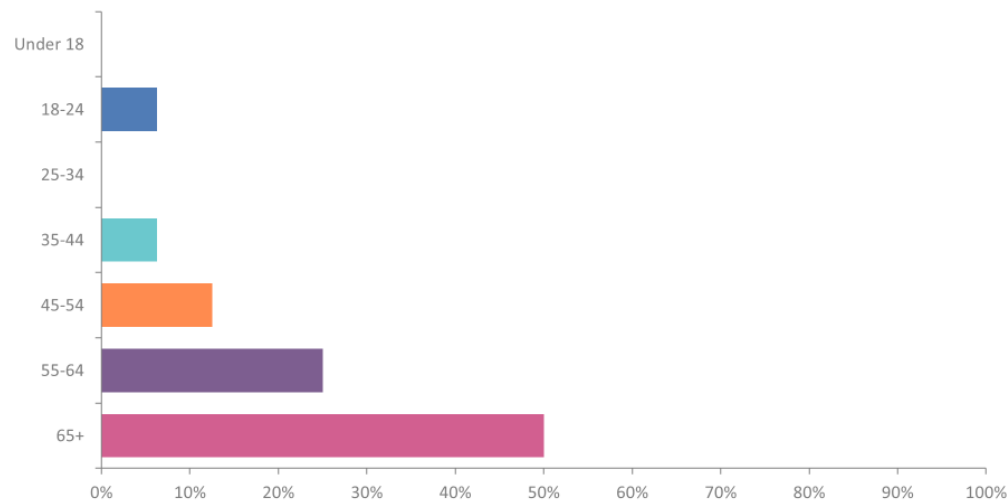
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Employed work outside residence	31.25%	5
Employed work from home	0%	0
Student	0%	0
Homemaker	0%	0
Retired	43.75%	7
Unemployed	18.75%	3
Other (please specify)	6.25%	1
TOTAL		16

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Q18: What is your age?

Answered: 16 Skipped: 0



Powered by SurveyMonkey

Q18: What is your age?

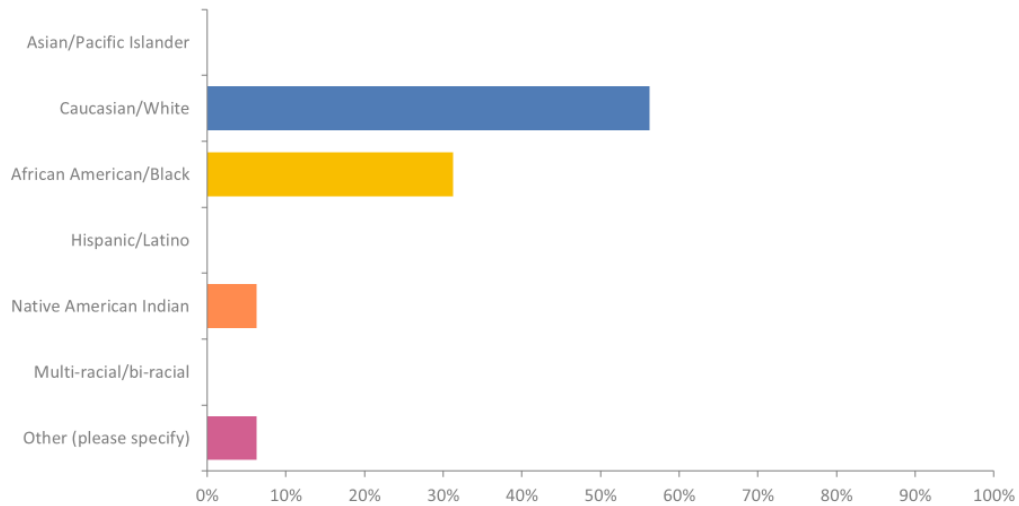
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Under 18	0%	0
18-24	6.25%	1
25-34	0%	0
35-44	6.25%	1
45-54	12.50%	2
55-64	25.00%	4
65+	50.0%	8
TOTAL		16

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Q19: Are you: (Check one)

Answered: 16 Skipped: 0



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Q19: Are you: (Check one)

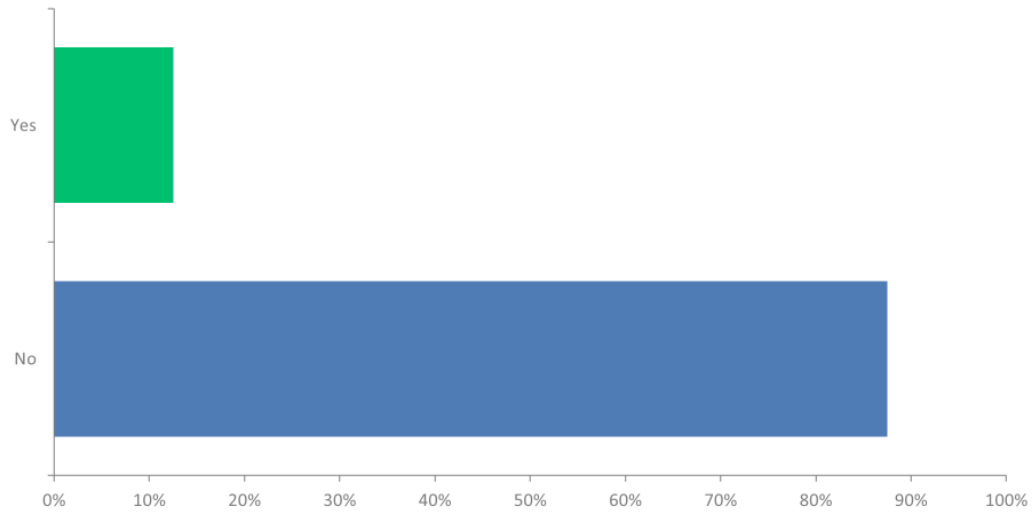
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Asian/Pacific Islander	0%	0
Caucasian/White	56.25%	9
African American/Black	31.25%	5
Hispanic/Latino	0%	0
Native American Indian	6.25%	1
Multi-racial/bi-racial	0%	0
Other (please specify)	6.25%	1
TOTAL		16

Powered by  SurveyMonkey

Q20: Do you speak a language other than English at your residence?

Answered: 16 Skipped: 0



Powered by SurveyMonkey

Q20: Do you speak a language other than English at your residence?

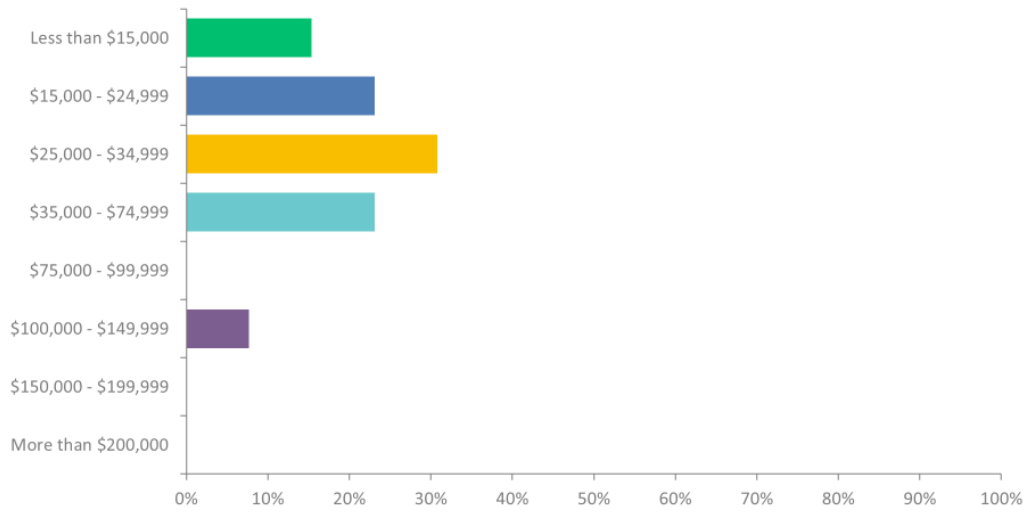
Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	12.50%	2
No	87.50%	14
TOTAL		16

Powered by SurveyMonkey

Q21: What is your households annual income?

Answered: 13 Skipped: 3



Powered by SurveyMonkey

Q21: What is your households annual income?

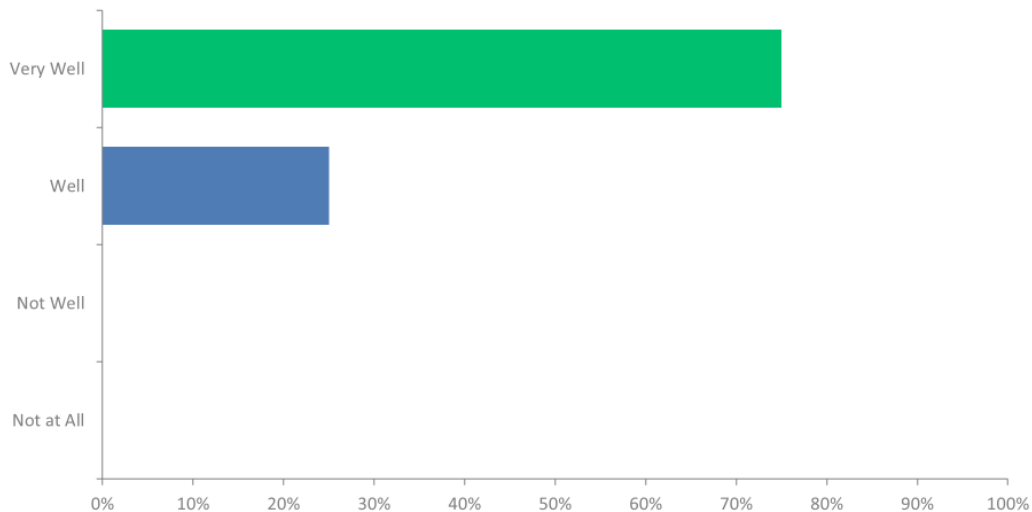
Answered: 13 Skipped: 3

ANSWER CHOICES	RESPONSES	
Less than \$15,000	15.38%	2
\$15,000 - \$24,999	23.08%	3
\$25,000 - \$34,999	30.77%	4
\$35,000 - \$74,999	23.08%	3
\$75,000 - \$99,999	0%	0
\$100,000 - \$149,999	7.69%	1
\$150,000 - \$199,999	0%	0
More than \$200,000	0%	0
TOTAL		13

Powered by SurveyMonkey

Q22: How well do you speak English?

Answered: 16 Skipped: 0



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Q22: How well do you speak English?

Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very Well	75.00%	12
Well	25.00%	4
Not Well	0%	0
Not at All	0%	0
TOTAL		16

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Appendix B



Public Hearing sign-in sheet

Date: 4/17/24

NAME	PHONE	EMAIL	ZIP
Charles Holmes	937-623-4297		
Nathaniel Butler	937-723-0148		45342
Melody Beuda	(937) 461-6239	melody.a.beuda@gmail.com	45402
Joe Davis	(937) 979-5043	jdavis23@duck.com	45429
Dan Gibson	937-321-2632	dhgibson74@gmail.com	45410
Sheila Hardy-Wilson	937-470-6482	SHW937@gmail.com	45426
Daphne Harden			45405
Loren Scott	937-531-5182	SCOTT.L@MCOHIO.org	45417
Sharon Ingram	937 242-0837	sharoningram662@gmail.com	45406
Sue Hansen	937 979-6887		45402
MARGARET Johnson	937 655-0177		
Thomas Anderson	937-325-0331		
nots m/			

Date: 4/18/24

[illegible]

ID	Name - Optional	Question	Comments
1	Joseph	Fares	Joseph agrees with on-demand shouldn't be free and is reasonable. Fare proposal seems reasonable. He doesn't like 3 rides a day gets you to the fare cap, he wishes it was two rides a day.
2	Florence Douglas	Fares	10 cents isn't bad. I remember when I first started riding the RTA it cost me a nickel. That's how we got around we took the bus. It says on there for disabled, I have one of the disabled cards. It doesn't say disabled on the TVM. I went to the Walmart and caught the Bus 1619 coming back. A new guy, a young guy, when he went around the corner, even though I was strapped in and I moved sideways. They keep changing the routes like the Route 12. I don't think there is a bus that goes up toward The Greene anymore.
3	Melody Burba	Fares	I would like you to know that this fare increase is going to impact people getting to necessary appointments whether that is work or doctor appointments. Not everyone is on medicaid, not everyone has access to a vehicle and has someone to take them. I know myself, a lot of the needs that I have to ride paratransit. It is not by my choice, it is because the cities are not putting sidewalks in and are not making it easy for people to get around. I would rather be riding main transit. I hate for people not being able to get somewhere because they can't afford the fare. Over the last year I have lost half of my household income. I don't think there was good signage to direct people where to go. That is the disadvantage of riding paratransit, I don't have control over the time and location. You should of had a public hearing about the bus stop signs. From a customer service standpoint you should have gotten public feedback.
4	Sheila Hardy-Wilson	Fares	I am a member of the National Federation of the Blind and have been riding paratransit since 2010. I have gone through the process of cash tickets and Tapp pay transitions. As a concerned citizen having a disability and on a fixed income which we did receive an increase my question is, is that the reason for the proposed price increase or is it to help pay salary. Most people who are receiving disability have a hard time affording the trips at the price it is now. They discontinued the senior trips which is a disservice to the community as well. The Tap Pay system is pretty good. I am against the paratransit fare increase. They are doing an increase every couple months. If your going to raise the fare just do it one time.
5	Nancy Smith	Fares	I am on a fixed income, social security, if they raise the fare I will have to give up the bus. The \$55 a month is a reasonable amount but if they want t increase the fare then busses will need to come more often. I use CVS to load my fare.
6	Dr. Green	Fares	In terms of the other comments, I have been given three different answers from two other people. When your card is low, that beeping noise that it makes, it is not clarified what that beeping sound is whether it is low funds versus no funds. Whenever that has happened in the past, I carry cash just in case. The monthly pass, does it run for a calendar month or does it run for 31 days? (that was clarified for her). The fare increase will be capped at \$5 for each individual per trip. Asked about why we are increasing the paratransit fare when there is no recovery of the service. Asked what will happen when the public comments are submitted: who reviews them, and how will the decision be made? She was told that the comments will be reviewed by RTA staff and a recommendation will be sent to the CEO, he will review the comments and the proposal, and then make recommendation to the board. The board will receive the recommendation and make a decision from there to vote yes or no for the recommendation. The comments may or may not influence that decision. When I got here for the meeting, when we finally were shown where to go, this was only available in Spanish, and I had to ask for it in English. When I asked Sally Brown and she came downstairs, and I was told to go over to the door near the parking lot, I was given an answer that there should be signage there directing people, and it should be and that is not a definitive answer. The more intelligent answer should have been that the signage should be there and let me check to make sure.

7	Dino Anderson	Fares	I don't think it is right to be increasing fares when they are cutting service and decreasing the bus stops. I understand that the cost of doing business is increasing, there have been a lot of changes over the past couple of years, and they are cutting a lot of services that they had before. The Route 14 used to get you really close to Brookville and now I have to walk. It would be nice if you brought the fare boxes back. I have had issues with that. I can't put a couple of bucks in the fare box and get a pass for a day. The places to load cash onto my card are too far away. I don't understand why I can't load cash onto my card on the bus. The agencies pay more for the passes than people get charged. It shouldn't cost my caseworker more to get passes than it would for us to come down here and get one.
8	Celena Caldwell - Daphney Harden	Fares	Celena has a Tapp Pay card and is unsure of when she reaches the end of funds because she doesn't have an email. She also said she didn't know about the free Sunday rides until it was over. She said they didn't say anything about getting rid of the tickets. Communication is very poor, they weren't told about the meeting. She wants answers as to why people with the 5310 program can put cash on the buses, but she can not. She would like communication on the call tree for the public hearing. She doesn't like that the monthly cap cost is being proposed to \$160. Celena also said she has tickets that she didn't realize she could trade in for the ticket take back program when Tapp Pay rolled out. She still has these tickets and she feels its wasted money. She also mentioned riding after the daily cap is hard to do because appointments are long. She said it doesn't make sense to use a trip to put money on her card. Wishes we would increase the frequency. She also wishes the daily cap would be 2 rides and capped. Some of the daily caps are higher than 2 rides, so you'd have to ride a third time to hit the cap. She wants the final daily cap for fixed-route daily cap to be \$5.75 instead of \$6.50. She would like the fixed-route buses to increase frequency.
9	Christopher Boian	Fares	Leave the Bus Fair alone The CEO does not care about us riders he only thinks about himself and no one else
10	John Young	Fares	Please keep the RTA paratransit fare where it is. For some, this is the only means of transportation.
11	Karon Danley	Fares	My name is Karon Danley. I've been riding the bus forever. I don't drive. I understand that gas prices is up but that's Inflation. We all are having it hard. I don't think raising bus fare it OK being that gdrta cut the most convenient routes which to me was X5 24.and 34. The people who work have to transfer to 2-3 busses. Just to get to work.
12	Sheila Wilson	Fares	Dear RTA, RTA, my name is Shelia Hardy Wilson. I have been riding the project mobility service now for about eight years, I value the service very much, and the professional of the drivers. I am sending this email concerning the fair increase. I am not for the fair increase. Best regards Sheila H. Wilson
13	Melissa Hedgecoth	Fares	I wanted to let you RTA that I had to quit riding with you because of the following reasons. 1. The fare INCREASE is out of my control of monthly payments. 2. I DON'T always need to ride with RTA but when I do, you do not allow WE THE PEOPLE to use cash for those spontaneous trips. 3. The SAFETY that has decreased on your bases
14	Davidk Johnson	Service	You've decreased bus lines, took away customer service for bus time and location to and from on the phone ☎ , service from north to south on Gettysburg stopped 🚏
15	Pay Laker	Fares	DO NOT INCREASE THE FARES! ITS ALREADY AT THE LIMIT OF BEING AFFORDABLE
16	Matt Faulkner	Fares	Based on the service and accuracy of pick up and drop off times these fare changes are not warranted. The bus never arrives on time and the drivers are only concerned about "THEIR" schedule, not the riders. They stop in the middle of the route and sit for no reason. You're holding people who have no other choice but to use your service, hostage.
17	Haley Davis	Fares	Dear RTA, You have to be really out of your mind if you're gonna raise the prices on bus fairs. You're gonna just lose money doing it cause nobody is gonna ride the bus anymore. It's even more horrible that yall took away getting on the bus with cash. This is why people aren't able to get on their feet anymore especially people on the street. No consideration for people living in poverty in this cheap weak ass city. Do better for the city. If you really care about people. Don't do this. How are yall gonna sit there and make a chart about raising the price twice a year. We already pay enough taxes for this dirty city. From: a very pissed mother of 4 with no transportation.
18	Nehemiah Ward	Fares	You need to settle corrections in your application for tap pay, I paid for a monthly fare so I should have until the 20th of this month but the application isn't reflecting that, it's showing that it'll be none left tomorrow on the 11th, this isn't right, for me to have to pay for two monthly fares in the same month. And also I'm against the fare cost increase, you can't increase anything if you don't have what you have already working properly. And I have a complaint against you, just as I stepped on the ramp to enter the bus the driver lifted the ramp up, it did hurt some. And there needs to be another route available after 11:00 pm leaving from Meijer & Stroop, I need that for work, and you have to make this change as well.... the wright stop plaza and the restrooms must be kept open at all times as long as the buses are running, and those buses must be running till at least 12:30 AM leaving from Meijer & Stroop and going to free pike & denlinger. Please and thank you so much.

19	Lori Allen	Fares	I do not agree with the increase at all it's hard enough to ride the bus the way you guys have got it and then you're going to raise it you know the average American can't even hardly afford to ride the bus now as it is I really don't think you have the customer at their best interest I mean you're getting ready to build a new bus station which you the one downtown is fine I don't know why you have to build a whole new one I totally disagree with your increase 100% do not agree I'm sorry
20	Dwight Maloney	Fares	I don't understand how you can propose to raise fares, but can't restore the old bus schedules. I used to be able to catch the 4:45-4:50 am bus #2 on Valerie Arms to get to work at 6 am. Now I have to pay for an Uber cause the buses don't come early enough where I stay. Increase service then ask for a fare increase. Why would someone want to pay extra, and you're not accommodating them? Terry D. Maloney 3497 Valerie Arms Drive Apt. 726 Dayton, Ohio 45405
21	Maria Willmann	Fares	I don't agree with your changing the fare for the bus. Everything is already expensive, people are struggling to keep up as it is. And y'all are trying to make it harder makes sense.
22	Brianna Moore	Fares	In this economy we're already struggling with paying the fare as it is. We shouldn't get higher prices for daily, or monthly passes due to inflation.
23	Dani Pittman	Fares	You're trying to do a fair change?? Well, at this point, I'll just ride the bikes or walk everywhere because you're being absolutely ridiculous. You just raise the fair to two dollars. People are struggling to make that amount of money but because y'all want to be greedy and make more changes not for the public but for yourselves because these changes don't do anything in the benefit of us most of your riders are still complaining because you hire people to treat us badly on the customer service line or downtown at the hub focus on the inner changes before you worry about raising the prices for people to be mistreated by your people???? Honestly, just shut down the entire RTA Dayton will figure it out but at this point our busing system is getting just as greedy as every other rich city, but forgets that we're not a rich city we are poor we get the lowest amount of funding as a state, let alone a city, but you wanna raise prices for people who already can barely afford the price that it is?? People that have to ride the bus every day?? We don't need any more greedy companies in Dayton and if that's what you're turning into we don't want you and we don't need you!!!! You get four dollars a day for most people just to be able to go to work but you need more?? you think if we had other options we would pick you???????? Eventually it's gonna be worth it to just Uber because at this point you raise the monthly pass price to exactly what I would need to just Uber for the month to my job and to school if I just went ahead and stay down there for the day so why wouldn't I just pay Uber instead of you?? I would there faster and they have more availability as well. You can barely get your riders to show up for their shifts, and then when the bus doesn't show up either have us outside, waiting for the next one or you might possibly send an Uber but not always. This is just straight up greedy because none of the changes that you have made. I've been in the benefits of anybody but the company.... You've removed bus lines that people used because you felt like they weren't used enough for you felt like they needed to be cut..... you've cut times and hours for certain buses..... You've changed routes for others..... an and well very little of your changes have been in the benefit of other people let's be honest most of them were in the benefit of you as a company. You are stationed in Dayton might I suggest acting accordingly please????
24	Robert Yates	Fares	No don't increase the fares please, I currently live in fairborn with my brother and I have to take two Greene cats buses around fairborn before I get on the 1 at the wright St University student union to get downtown to transfer to the 16 to go to work at rite Aid in Englewood. Greene cats is cash only. I struggle to be able to put money on my tapp pay card so that I can get back and forth to work as is. 4 rides a day to get to work and home eats up a tapp pay card quickly
25	Matt Faulkner	Offensive Riders - Smell Marijuana	If rta could address the issue of riders who are offensive to other riders like those who board the bus smelling so strongly of Marijuana them maybe the service would be worth a higher price.
26	Katherine Koehler	Fares	Although it is impossible for me to be at any of the meetings I want to give my input. Have you thought about what the fare increase will do for people that are already struggling? Those whose only income is disability and raising a minor child already with limited income. Some of us are actually trying to find employment, but once out of work so many years and have the experience but not the degree. This is why some won't hire me and cause I am the primary one caring for my son and would have to juggle a schedule around when my son is in school or bring him on the job. This has been my case and the continued rise in cost stresses people out more. Sincerely, Katherine Irene Koehler

27	Babydoll Boone	Fares	I really hope they can come up with a better plan than the one here. Going from \$115 to \$180 by Jan 2026 is outrageous to me what's the point in getting a monthly pass no real savings. Poor people use the bus to get to work, get kids to daycare, & school. We can't afford cars so we ride the bus and speaking for poor people riding the bus we can't afford a higher fare. The hubs all suck now no food hardly have a place to wait for the next bus. Security treating everyone like criminals or children it's immature. I hate going to any hub to catch another bus, there's nothing to do to kill time no where to sit & now u guys want more money??? For what may I ask??? U already took stops away on routes so that affected us riders now you want more money?? WOW is all I can say. Well the poor are u clientele so raising the prices like you plan to means we won't be able to afford to ride as often, so you will lose customers. That's going to lead to more revenue losses for rta in the long run if you ask the poor people that use the rta. Thanks for listening! Sincerely, Jennifer Boone
28	Jack Game Blogs	Fares	Hello RTA. I ride your buses to get from place to place and, to be fair, I'm not happy with the new price changes. I liked being able to just add 10\$ for Tapp Pay and being able to take five rides, and on top of that, there may be individuals struggling with money to add to their bus pass. They can add 4\$ and be able to get to and from where they need to go, twice. With this price change, they'll only be able to make it once and may not even be able to get back. I hope you take into consideration these price changes, and maybe change your mind on that.
29	Stars Marie	Drivers	Greetings, The quality of the drivers and ride has diminished. The drivers are rude and the lack of RTA's "at least" attempting to have passengers be respectful (reduce loud- foul language) is appalling. Over half the time we pay to ride and cannot sit because they hoard the seats. Senior adult are standing. The routes are decreased. Number 9 route has huge gaps. The fighting on the bus is crazy. If the fare increases, so should tge standard of service. Kindly, Commuter.

30	Nicole Erickson	Fares	Dear Greater Dayton RTA , I hope this email finds you well. I am writing to express my growing concern regarding the recent surge in public transportation costs, particularly for residents who rely on these services, including adults with various disabilities who use the paratransit program. As a member of the community who works with residents who will be personally impacted by this increase, I feel compelled to bring this matter to your attention. It's undeniable that public transportation plays a vital role in the lives of many individuals, facilitating access to employment, education, healthcare, and various essential services like our arts program at We Care Arts. However, the proposed uptick in fare prices is placing an undue financial burden on countless households, disproportionately affecting vulnerable groups. Adults with disabilities often face additional obstacles in their daily lives, from limited mobility to increased dependence on public services. For many in this demographic, public transportation serves as a lifeline, offering a means of independent travel and access to critical resources. However, the rising costs are severely undermining their ability to utilize these services effectively. Moreover, the financial strain imposed by escalating transportation expenses exacerbates the existing challenges faced by individuals with disabilities, potentially compromising their overall quality of life and well-being. It is imperative that we address these disparities and work towards creating a more inclusive and equitable transportation system that caters to the needs of all community members, regardless of their physical abilities. I urge you to consider the implications of these price hikes on vulnerable populations and explore alternative solutions to mitigate their impact. Whether through subsidization programs, discounted fares for individuals with disabilities, or other initiatives aimed at ensuring affordability and accessibility, it is essential to prioritize the needs of those most affected by these changes. Thank you for your attention to this important issue. I look forward to your prompt response and the opportunity to discuss potential avenues for addressing the challenges faced by adults with disabilities in accessing affordable public transportation. Best Wishes, Nicole Erickson Administrative Assistant We Care Arts 3035 Wilmington Pike Kettering, OH 45429 Office: 937-252-3937
31	Jeanie Oram	Fares	I can't afford an increase on the reduced monthly I only have a part time job XENA RULES!
32	Carolyn Peters	Fares	To whom it may concern, The National Federation Of The Blind, Miami Valley Chapter, President, Dr. Carolyn Peters I am responding to the propose price increases on transportation fees for project connect. We learned in our Saturday, April 13, 2024 meeting that there were proposed changes. We realize Rta has not had price increases for several years Yet we would like to know if Rta can possibly have grants available to support people that are riding para transit. As we discussed in our meeting, it cost seven dollars to get two and get home for a monthly meeting not including going to the doctor shopping or visiting family and friends , as we all know, we are experiencing increases in rent utilities, and certainly food and are not having increases in our monthly benefits. Please take these things into consideration when you decide on rate increases. Lorraine county charges one dollar for paratransit, Summit county charges \$2.25, Franklin county Transportation is two dollars, Cuyahoga county is \$2.75. Hamilton county is four dollars. What are other counties doing that we are not we are not as large as Franklin County or Cuyahoga County. Those are some of our questions we are confident that you will keep our finances in our concerns lifted as you make decisions on increasing fees for peer transit writers in the City Of Dayton, Montgomery county. Cheerfully, Reverent Dr. Carolyn Peters, National Federation Of The Blind, Ohio, affiliate, vice president, 937-657-5134

33	Rosemary Schmalhofer	Fares	Greater Dayton RTA, My name is Rosemary Schmalhofer. I have been an RTA rider since May 2023. I cannot attend the hearings so I am sending an email. I am strongly against the fare increase because it is best at my opinion to keep the cost constant and even because there are lots of riders a day to make money each day and keeping the fare at \$2 a ride would make it easier for people to keep the math easy as far as how much people are spending just on rides alone and when uploading more money to their accounts. Additionally, why keep increasing it by 10 cents every five months? People may not be able to afford to ride the RTA when they may not even afford a car if that's the case, if people run out of funds, what would the extra charge do if they do not need the RTA anymore? Please keep the fare \$2 a ride please to keep it affordable. Rosemary Schmalhofer Pre-Kindergarten to Grade 5 Major University of Dayton '26 Bombeck Family Learning Center Student Floater Preschool Promise Scholar Big Brothers Big Sisters- Miami Valley (937-432-5393)
34	Kimberly Sager	Fares	Why do they have to raise the bus fare why can't just stay the same. Nobody got money like that for the bus keep on raising the bus fair so you can go on strike again.
35	Carlos Warner	Fares	Hello rta my is Carlos Warner. I use project mobility. I'm on fix upcoming, it's hard to pay groceries bills and rent. I love rta, I depend on the great services. Because I don't use the help services I get from my health care provider. Only time I use there services is I have to go to Cincinnati or west Chester. But local I rta for every thing else. Please I understand about change. Before I got sick I use rta for whole 43 years catching the bus and changing of bus fare. So if you make the bus fare go up people probably going to start to find others ways of transport. I hope you read my statement and hear us people. I know how important rta is to this community. Have a blessed day.
36	Leighvi Powell	Fares	I don't believe that this should even happen we don't get transfer's we have to pay 2.00 Dollar's every time we get off and on the bus your charging us to purchase cards to ride the bus your taking all the seats away from our bus stops the RTA drivers are very disrespectful towards passengers as well as it's already hard enough to get to places to load money on the card if your not located near a bus hub to load the card I don't believe this is even a thought you guys have taken a lot of busses from areas that are desperately in need of them your closing bus hub's and then asking for more money how is any of this benefitting any of us we have people on SSI who can only afford so much people who work and can barely afford to live let alone pay 2.10 every time they ride a bus this isn't helping anyone but the workers we already pay in taxes to have public transportation then again to ride and now you want to raise the price I don't believe this would be a great idea and if it does happen we should get transfer's to catch the next bus we shouldn't be charged for switching busses and treated with more respect from the drivers....
37	Lysonnia	Fares	I don't agree with this. \$81 dollars for a monthly pass is too much. How did we get from \$55 to \$81. Would like to see the feature return where you can just put \$2 on your card instead of having to put \$4 minimum on. If you have \$5 on there you can't add just \$1 more to make it \$6. I'm not satisfied. It's entirely too much. We barely putting food on the table. It's ridiculous.
38		Fares	Never should have had all those free rides. Should start charging for The Flyer even if it is half price. The North Connector and 28 do the same as The Flyer, at least half price. Makes me concerned if I can even afford this, and I have no other way to get around. Discussed reduced fare options with her.
39		Fares	For some it's gonna put some in a bind. It's gonna put me in a bind in trying to keep money on my card. The new bus signs. Why didn't they put the bus route number on there. It makes it difficult for some people. Older people and some kids who don't have phone. They can't even look up and see what bus stop they're at. They need to put the numbers back. They want us to pay more. But it seems like they are cutting out services. There's not a direct bus no more to the mall. Had to take 3 buses to get to the Greene. They already cut out the Trotwood bus. Seems like they're cutting things out and we don't have a say. Saying they had a form but it didn't mean nothing. They want us to keep paying more but then they keep cutting stuff out. All Saturday schedule takes you longer to get places.
40	John Moorland	Fares	Senior citizen debit card can put money on bus pass. So fares won't hurt me. I'm satisfied with the way it is, with the routes.
41	Roberta Johnson	Fares	* Doesn't think RTA employees should ride for free. * Hope fares do not go up. If they do, please do not raise them up that much.
42	Keith Monnin	Fares	In order to maintain service you have to raise price.
43	Jeff Brown	Fares	This will make it hard for us on fixed income. Paying half of my income on bus fare to get to work will make things difficult. I struggle as it is.

44	John Fleming	Fares	Brother of John, Theodore, was roughed up 30 years ago in the back of a fixed-route bus. To this day, he will not subscribe to riding a bus. John is trying to get brother to sign up for paratransit services. Brother is on social security/disability and it is low because he didn't work for that long. They need some sort of transportation from back up, because their friend drives them around and his friend is 70. John would like to plan ahead. Brothers both live in the same apartment complex on Wilmington Avenue. Brother doesn't have the money to do the cab services. With the fare increase, John believes he should be under the handicap rates/reduced fare. John is going to call customer service to see if he is reduced fare. He is also going to find out if his brother is qualified for both paratransit and reduced fare. John was provided Connect paratransit brochures. In terms of fares he understands RTA is a business and that rates aren't that big of a deal. Full rates isn't that bad for him. However, he can see how it would be hard for people with lower income like his brother. John understands where all this is coming from. John would like to propose a few things. He would like to suggest the mini buses would be perfect for those who are semi disabled, he has witnessed on occasion that we haven't had enough room on the fixed route buses for all the wheelchair bound individuals trying to get on the bus, he would like more room on the fixed-route buses for individuals with wheelchairs or proposing the little buses be put on those routes. He also mentioned using the small buses in areas where big buses can't get through. John is happy that we are rolling out new paratransit buses. John has ridden a couple of buses in the better neighborhoods and worse neighborhoods. He would like us to start putting in more of the shelters, because people are waiting out in the snow and rain. He has more than once held an umbrella for him and people in a wheelchair. He knows we have a maintenance budget and we have to pay for that. Some bus stops he said they are lucky if they even have a steel bench. A new bench went near a new art museum by the Montgomery County Fairgrounds where they put the bar in between so people can't lay down, he would like to see more benches with the bars to deter people from sleeping on them. Two weeks ago there was a homeless kid staying at his apartment building. The kid broke into one of the apartments below him and they arrested the kid. John stated if you give them an environment where they can stay they take advantage. John told this story because he has been accosted on the bus with a couple guys from the shelter. He called RTA because he knew it was on camera. He said there are people from the shelter who get on the buses and look for easy marks. He said you need to look out for Route 22 coming from Gateway men's shelter. He said a lot of the bus drivers have to deal with the people and they feel like they need to wear a bullet proof vest a long time ago. He saw a couple months ago a couple guys going back and forth on the platform, one was trying to distract people while the other was trying to take their belongings.
45	Anonymous	Fares	Concerned about the fares going up. She was out there yesterday around 12:00, the Route 8 bus never showed up and good thing it was a nice sunny day because she would have been freezing, she just had to sit out there and wait for another one. She was sitting there for 30 minutes waiting on the bus. Her biggest concern is that we are going to raise fare but the bus never shows up. The Route 8 in the morning is super crowded. She said it was so crowded to the point that they were sending out another bus to accommodate the school kids. She also stated that the elderly don't even get a seat sometimes, they can't get on the bus because it's so crowded and there are no seats available. She said fare issue is just ridiculous. She mentioned years ago she tried to qualify for the temporary connect paratransit services because of a medical condition, but she never heard back. She then just gave up on it. She tries to use the TVM's to find out the balance on her card, and every time she comes down here she's not able to access the machine because it's never working. She thinks the machines need to work, she recently had to go to Speedway to put money on her card.
46	Lisa	Fares	Lisa thinks it is fair that fares that are going up. She wishes the buses went more places, specifically the United States Air Force Museum. She says it's also more complicated to get to the Greene. She would like for the bus to go inside Carriage Hill Park and Eastwood Metro Park, currently it drops off at the entrance and she would like it to go onto the park properties. She also suggested maybe the Uber or Lyft taking her onto the properties. Lisa loves having the convenience of having public transit. She said it's good we have reduced fare options.
47		Bus Stops/Amenities	Would like to have wi-fi access and places to charge your phone...outlet or usb. Make this available on buses or at the very least inside RTA facilities.
48	Jonathan Shrubsole	Fares	No one likes for things to be more expensive, but it is understandable that the RTA is looking to increase the price of fixed route travel over the next 18 months. I presume you need to do this in order to pay competitive wages and because the increase cost of fuel. I like the fact that you are increasing the daily limit more than just two rides but less than three. I know that the State of Ohio is not a generous funder of public transit and for the state to close the gap, it would need to increase by 3 times the amount contributed just to get to the average for all states per capita. I hope you are working with ODOT to minimize the cost as much as possible for individuals. I also hope that with the increase in price there will be an increase in frequency, especially on the heaviest travel routes, and to bring back express services. Thank you.

49	De'Ajah Edwards	Fares	To whom it may concern, Increasing the right fare even if my \$0.10, \$1.00, etc is going beyond. Your customers already have to pay for a tap card and once they buy that, they can't ride the bus. Because they've spent their last \$2.00. On top of that most of the bus hubs are not stocked efficiently with tap cards, I had to wait 4 days to purchase a tap card and was treated so poorly by not only the bus drivers but the staff as well. It's already two dollars a ride you all have taken away transfers, making it harder for people, changes the routes, and changed line up times. Next it's going to be we have to schedule for the bus. On top of half of these new bus drivers don't know what they're doing. They have no manners, and are undoubtedly disrespectful.
50	Katie Neubert	Fares	Dear Robert Ruzinsky and the entire RTA leadership team: I am writing to express my concerns regarding the proposed rate increase for RTA services. As a representative of the non-profit We Care Arts whose mission is focused on empowering adults with developmental disabilities, substance abuse disorders, and mental health diagnoses, we appreciate the work that you do. For years our organization has tried to actively fund raise to subsidize and support the cost of RTA because of its importance to our artist-clients who are mostly at the 250% of the poverty line or lower. We have wanted to ensure access to essential services for individuals in need, particularly those who rely on RTA services for transportation. However, when we experienced a depletion of bus passes, we encountered a significant challenge. The cost of these passes has already escalated to a point where it became unaffordable for individuals supported by the Alcohol, Drug Addiction, and Mental Health Services (ADAM HS) program. Consequently, these individuals lost access to vital community resources and the mental health support that we strive to provide. Furthermore, our clients who are affiliated with the Ohio Department of Developmental Disabilities (DODD) heavily depend on RTA services for community integration. These individuals rely on public transportation to participate in community events, workshops, and other activities essential for their social and emotional well-being. A rate increase would only serve to erect further barriers, hindering their ability to engage with the community and access the support networks they require. During a discussion with our staff, Carlette Jewell our Director of Programming eloquently summarized that "it is essential to recognize that any increase in the cost of bus passes effectively functions as a tax on the most marginalized members of our community. These individuals, who already face significant economic challenges, are disproportionately burdened by such hikes. I urge you to reconsider the proposed rate increase and explore alternative solutions that do not place an undue financial strain on those who rely on RTA services the most. It is my hope, my expectation that collaborative efforts can lead to innovative approaches to funding and sustainability that ensure the continued accessibility of transportation for all members of our community. Thank you. Katie Neubert

51	Mukilan AR	Fares	Respected Sir/ Madam, Good afternoon, this is Mukilan, one of the people that take the RTA bus virtually every day. I frequently take bus numbers 16, 12, 6, 28, 17 and 11 (now defunct). Because I have used a number of buses running on various lines, I believe I can comment on the planned fare increases as well as other improvements that you could implement. FARE INCREASE : The fare rise beginning this year is extremely steep. The majority of individuals who use RTA are students or daily wage laborers, and raising the fee abruptly would make it difficult for them. The pricing could remain the same till this year, and then you could start increasing it somewhat next year, perhaps in late spring or near summer. 1. The daily adult charge is still high. That could be a 20-cent rise rather than a 50-cent increase. 2. Instead of increasing the monthly payment by \$5 each time period, it might be increased by \$5 every other time period. 3. Also, consider the following suggestions for improving the RTA bus service to increase ridership. IMPROVEMENTS: When I was taking various routes, and speaking to various people, I got comments from various people regarding the ideas that they have in mind. I am just writing couple of them in this email, which can be addressed: 1. I heard some people need a bus service exclusively in Centerville. The Bus number 6 reaches Centerville, but it doesn't travel through Centerville, as the Bus number 28 for Kettering does. There are residential areas, schools, stores, sports centers (including recreational centers), playgrounds, parks, ice rinks, and so on, all of which would benefit from a bus circling around Centerville and connecting to Bus number 6. - I heard this complaint from many people. Even if there is a bus next month, it would be great. 2. The next point would be Bus number 11. That was an easy bus route from Downtown to Kettering, but travelers now have to take two buses to get there. Bus 28 is fine, however Bus 11 would save even more time for passengers. So, consider reinstating Bus 11. You can also customize Bus 28 to travel additional destinations within Kettering, rather than only the Kettering Rec Center - Stroop - Kettering Medical Center - Wilmington - Kettering Rec Center loop. - I use this bus almost everyday, (a combination of 16 and 28), so I hear this complaint almost daily. 3. If you are contemplating Point 1, make sure Bus number 6 arrives at the appropriate time. Because people who are travelling from Dayton must take bus 6 from Downtown (Dayton) and then transfer to a bus within Centerville to reach their destination. 4. Also, I've heard that folks require buses to Beavercreek and Fairborn (I've heard Troy, but it's a long distance). Even I wondered why we couldn't have more buses to nearby major cities such as Beavercreek, Fairborn, and others within a 10-15 mile radius of downtown Dayton.- This is next to Centerville 5. There are numerous student housing options near the University of Dayton, including Wilmington, Patterson, Firwood, Irving, and the University's surrounding neighborhoods. Except for Bus 16 (which is quite far away), there is no direct connection between those residences and the university. As a result, students frequently carpool, walk and take Bus 16 or 12, or even walk to University. Students also work part-time in college, starting early in the morning and ending late at night. So, if there is a bus that connects the University to all of the apartments every 45 minutes to an hour, it would be quite useful. - This is quite important, as I hear this daily from all the students. These are a couple of main points that I hear from folks and students on a daily basis when taking RTA. There are others, but those are the points I rarely hear from people, so I ignored them. If the foregoing issues are resolved, I believe more people will be ready to utilize RTA, as all neighborhoods, including University, are covered. Alternatively, instead of making the
52		Fares	There shouldn't be a fare price raise, by doing so you are going to out price the people that need the service the most. By increasing the price of the fare the people that use the RTA the most will eventually be forced to stop riding the RTA, and therefore there will be less people using the bus and less money coming in. If you just increase the price, you cannot raise the daily and monthly passes to terribly. Many people, myself included, rely on these passes to get around. To increase it to 3.5 rides daily and 32 times monthly vs. 2 rides daily and 27.5 times monthly is going to still have to effect I mentioned earlier. People are not going to be able to afford the fare so people are not going to use it, especially with paratransit. Disabled people are even less likely to have the money to afford the pay increases, I know I don't. You are effectively making paratransit so expensive that no one will use it and you can discontinue it so you can have more money in your pockets and if this isn't the case, you are extremely ignorant to think disabled people will be able to afford these pay increases. There are other ways you can get money. You can open the hub back up, I'm not an expert in busing, but I knew the restaurants and businesses that used to be here had to have paid money to be there, if not the money going directly to the RTA. I miss being able to get a quick bite to eat while waiting on my next bus. And I know it will cost to get everything back up and running but it's an investment that would allow you to set money without making the fare inaccessible. The fare raise is a bad idea.
53		Fares	There shouldn't be a fare price raise, by doing so you are going to out price the people that need the service the most. By increasing the the price of the fare the people that use the RTA the most will eventually be forced to stop riding the RTA,
54	Kaira Wert	Fares	I understand why prices want to be risen to offset costs, but as it relates with the price increase a lot of people will be priced out. I did the math for myself, at the time of the fare increase to hit the daily price cap I'd need to ride for 42 hours vs. right now at 28 rides. The monthly cap for myself when the final price increase will be between a fifth to a fourth of my monthly income. If I can't afford the bus I can't afford a car either an the region is a walkable live threat.
55	Ndidi Azikiwe	Fares	I do believe fares and cost are quite high for low-income riders like myself with how the economy is treating local beneficiaries but I strongly encourage RTA to be able to remain as affordable as possible because the economy and inflation doesn't seem to treat us customers fairly. Monthly passes and ride capping are the only affordable asset to me and potentially other patrons riding RTA.

56	Jason Riley	Fares	Good morning, As a regular Paratransit and Fixed-Route rider, I must voice my opposition to the proposed fare increases, especially for paratransit users. Paratransit riders are typically seniors on fixed incomes and/or those with disabilities that have significant barriers to employment (and higher income). The proposed fare increase just adds to a growing financial burden for those riders who are struggling more than most in the community. Greater Dayton RTA knows it has little to no competition when it comes to paratransit services (almost a monopoly) and, as I expect, will force these fare increases anyway. Greater Dayton RTA should really be focused on increasing ridership to make-up financial losses (see below), not using an approach that has the potential to reduce ridership. • Convert to a real-time traffic navigation system for paratransit services: The current system is one of the causes of pick-up and drop-off delays, which increases operating costs. • Pay paratransit drivers more for the unique soft skills required to interact and serve an aging and disabled population. Not everyone can do this job so the drivers should be compensated to ensure the best ones remain. High turnover of these drivers just costs more money in the long run. Thank you Respectfully, Jason Jason G. Riley (he/his/him) Colonel, United States Army (Retired) Disabled Veteran (Low Vision) Diversity, Equity, Inclusion and Accessibility Advocate Mobile: 831-601-6132
57	Jennifer Minge	Fares	I personally feel that fare increase is not justified. There's way too many areas cuts can be made before handing these increases to citizens. There's ALOT of positions that personally can be cut administratively at the top and mid management to better balance of budget first. The service is simply lacking. It's taking longer and longer to go anywhere. In Kettering we have to wait on a bus coming way from Trotwood to go ten minutes down street just to wait another 40 minutes to go up to the Greene on another bus. They never connect and bus drivers have made Meijer there designated stop to waste time and leave later and later going north. Complaints submitted nothing ever seems to be resolved. And if for some reason everything runs ok despite the above.. it seems more and more buses are having break downs or mechanical issues. It's really hard to justify more increases when a lot of people have to rely on Uber or have to get cars, even walk due to unreliability. I think it's time to roll up sleeves and take a serious look at what needs desperately improved and provided before asking community for increases. Increases may be considered if the system as a whole was better organized and running. But it's simply not. And please remember a lot of customers depend on transportation to get to jobs in order to pay the fare. If they can't get to work on time other options WILL be used and there will be no fare taken when a passenger is not in that seat. A lot of this is common sense and I feel whole organization has lost sight of that. Make cuts to unnecessary positions, provide better on-time service and accountability, have a efficient and well taken care of fleet, and work out these changes to routes that simply aren't working and then and only then do I see it justified to ask for ANY fare increase to be put in place. Jennifer minge
58	Tiffany Ali Shaw	Fixed Route Service & Fares	Yes hello I am Tiffany Ali Shaw reaching out trying to find out how I can get information about where the meetings are held that you guys just recently held in Downtown Dayton that the community is allowed to be apart of I realize I am just one person complaining about service but I would like to be apart of addressing the complaint as a whole with other people that have concerns as well in the communities that are less fortunate. It doesn't make sense increasing bus fare but you cutting places bus's go to get people to jobs and appointments bus 19 needs to go through town in the middle of the afternoon and not cut off downtown Dayton between 1-3 and I know we on bus 19 but bus 9 needs to run more frequently for all the drivers to have time to be taking breaks downtown for 10 minutes since the drivers need time to take a break for that long how are you caring about customer but we can't travel where we need to get to. Also a bus similar to the route 24 I feel took away from grocery shopping convenience and easier access to jobs. I am trying to understand how busing increase or decrease is determined is it accounted by the amount of passengers that ride daily that would effect the decreasing of buses trips and locations. Thank you for your time and attention to my concerns.



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Katie Neubert

Board President
Tami H. Kirby

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WeCareArts.org
*Together, we empower
healing through art &
community for people with
disabilities, addiction, &
mental health issues.*

Dear Robert Ruzinsky and the entire RTA leadership team:

I am writing to express my concerns regarding the proposed rate increase for RTA services. As a representative of the non-profit We Care Arts whose mission is focused on empowering adults with developmental disabilities, substance abuse disorders, and mental health diagnoses, we appreciate the work that you do. For years our organization has tried to actively fundraise to subsidize and support the cost of RTA because of its importance to our artist-clients who are mostly at the 250% of the poverty line or lower. We have wanted to ensure access to essential services for individuals in need, particularly those who rely on RTA services for transportation. However, when we experienced a depletion of bus passes, we encountered a significant challenge. The cost of these passes has already escalated to a point where it became unaffordable for individuals supported by the Alcohol, Drug Addiction, and Mental Health Services (ADAMHS) program. Consequently, these individuals lost access to vital community resources and the mental health support that we strive to provide.

Furthermore, our clients who are affiliated with the Ohio Department of Developmental Disabilities (DODD) heavily depend on RTA services for community integration. These individuals rely on public transportation to participate in community events, workshops, and other activities essential for their social and emotional well-being. A rate increase would only serve to erect further barriers, hindering their ability to engage with the community and access the support networks they require.

"It is essential to recognize that any increase in the cost of bus passes effectively functions as a tax on the most marginalized members of our community. These individuals, who already face significant economic challenges, are disproportionately burdened by such hikes."

During a discussion with our staff, Carlette Jewell our Director of Programming eloquently summarized that "it is essential to recognize that any increase in the cost of bus passes effectively functions as a tax on the most marginalized members of our community. These individuals, who already face significant economic challenges, are disproportionately burdened by such hikes.

I urge you to reconsider the proposed rate increase and explore alternative solutions that do not place an undue financial strain on those who rely on RTA services the most. It is my hope, my expectation that collaborative efforts can lead to innovative approaches to funding and sustainability that ensure the continued accessibility of transportation for all members of our community.

Thank you.

Katie Neubert
Executive Director





Greater Dayton Regional Transit Authority Fare Changes Comment Sheet – April 17 - 18 2024

If there are any comments you would like to share with us please let us know. If you wish to receive a follow-up to your comments, please give us your address or e-mail. Thank you again for attending today's forum.

Name - Optional Rainbow West

Address - Optional 136 Campbell Way Apt 5.

Email - Optional _____

Topic - Please Check One: Fares ☒ ADA Service ☐ Route # _____
Bus Stops/Amenities ☐ Maintenance ☐ Other ☐

I understand why prices want to be risen, to offset costs, but as it stands with the price increase a lot of people will be priced out. I did the math for myself at the time of the trial here we to hit the daily price cap I'd need to work for 42 minutes vs. right now at 28 minutes. The monthly cap for myself when the final price increase will be between a fifth to a fourth of my monthly income. If I can't afford the bus I can't afford a car either as the region isn't walkable like that.

Use back of this sheet if necessary

Greater Dayton Regional Transit Authority

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Email - Optional _____

Topic - Please Check One: Fares ☒

ADA Service ☐

Route # _____

Bus Stops/Amenities ☐

Maintenance ☐

Other ☒ *Open the bus lock up*

There shouldn't be a ~~fare~~ fare price raise, say *lock up* daily so you are going to ~~be~~ out pay the people that need the service the most. By increasing the price of the fare the people that ~~use~~ use the RTA the most will eventually be forced to ~~stop~~ using the RTA, and therefore there will be less people using the bus and less ~~or~~ money coming in. If you must increase the price, you cannot raise the daily and monthly passes so ~~highly~~ *highly*. Many people, myself included, rely on these passes to get around. To increase it to 3 1/2 rides daily and 32 times monthly vs. 2 rides daily and 27.5 times monthly is going to still have the effect I mentioned earlier. People are not going to be able to afford the bus so ~~people~~ we not going to use it.

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Especially with paratransit, disabled people are even less likely to have the money to afford the pay increases, I know I don't. You are effectively making paratransit so expensive that ~~no one~~ no one will use it and you can discontinue it so you can have more money in your pockets, and if that isn't the case, you are extremely ignorant to think disabled people will be able to afford these pay increases. There are other ways you can get money, you can open the hell back up, I'm not an expert in business, but I know the restaurants and businesses that used to be here had to have paid ~~all~~ money to be here, if not the money going directly to the RTA. I miss being able to get a quick bite to eat while waiting on my next bus. And I know it'll cost to get everything back up and running but it's an investment that would allow you to get money without making the bus inaccessible. The bare raise is I don't ~~like~~



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Name - Optional NOIDI U AZIKIWE
Address - Optional 3220 Valerie Arms Dr Dayton OH 45405
Apt 622
Email - Optional ndidiazikiwe0227@yahoo.com

Topic - Please Check One: Fares ☒ ADA Service ☐ Route # _____
Bus Stops/Amenities ☐ Maintenance ☐ Other ☐ _____

I Do believe Fares and Cost are quite high for low income Riders like myself with how the economy is treating local Beneficiaries but do strongly encourage Rta to be able to remain as affordable as possible because the economy and inflation doesn't seem to treat us customers fairly. Monthly Passes and Ride copping are the only affordable assest to me and potentially other patrons riding Rta.

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