Greater Dayton Regional Transit Authority

Title VI Report

October 1, 2015

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Table of Contents

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 located 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.

1. 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.

2. 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 complaints at least 25% of the time to insure customer satisfaction. The follow up must be documented in (CRS).

3. Title VI Complaints

Customer Complaints of Title VI Discrimination - September 3, 2015cb

Date Filed	Agency	Summary of Allega-tion(s)	Actions
Aragon Noaks 3/31/2015	OCRC*	Alleged discrimination based on race/color	Dismissed
Gary Prater #2, 3/23/2015	OCRC*	Alleged discrimination/ Public Accommodation	Decision Pending
Jovon Cartwright 1/2015	OCRC*	Alleged discrimination/ Public Accommodation/ Gender	Expecting notice of conciliation
Roman Sims 7/30/2014	OCRC*	Alleged discrimination/ Public Accommodation	Decision Pending
Gary L. Prater 7/30/2014	OCRC*	Alleged discrimination/ Public Accommodation	Decision Pending

*Ohio Civil Rights Commission (OCRC)

4. 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 participa-tion 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 pop-ulations. 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 meet-ings 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

- 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 GDRTA transit centers
- Transit Center posters and brochures
- Spanish translation services and translated materials including fare media signs, day and family pass rack cards, 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.

<u>Priority Boards</u>

Dayton's priority board system links representatives from each sector within city limits to City Hall. To keep the priority boards informed, RTA's planning staff members attend meetings to discuss ongoing activities and future plans. These visits also provide opportunities for neighborhood groups to provide feedback and share concerns they may have about RTA.

<u>Website</u>

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 on line 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.

<u>Community Events</u>

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.

<u>Wright Stop Plaza Information Tables</u>

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.

<u>Outreach to Community Groups</u>

The Greater Dayton RTA meets with community groups such as LEAD (Leadership for Equality and Action in Dayton) 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, WSU, Montgomery County, and the City of Dayton, all of which assist LEP persons. Appendix D shows how Dayton is becoming a more 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.

<u>Jurisdictional Meetings</u>

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 used information tables as well as the website for seeking input on RTA's Strategic Plan for 2015-2018, Ohio DOT Transportation Needs Survey in 2014, customer satisfaction surveys in 2013-15.

RTA held public meetings at many community sites which included governmental regional planning meetings at the MPO sites, the RTA meeting facility in Downtown Dayton and at the centrally located Downtown Convention Center in 2013 to receive public input on the 20-Year Financial and Service Planning Strategy. Meeting times were varied during the day and evening to allow flexibility for schedules. In 2012 RTA conducted public meetings at the MVRPC Public Meeting Office, to get public feedback on trolley wire infrastructure add to Riverview Ave between W 3rd Street and Main St.

RTA continued in 2013-15 to attend many community events, festivals, educational events, etc. to provide information on public transit activities and review customer feedback.

In 2014, RTA worked successfully with the LEAD community group to implement new bus stops in Beavercreek, OH on Route 1 to improve safety and service to minority customers. The FHWA ruled Beavercreek to be in violation of Title VI Civil Rights statutes due to their decision to deny the stops and required to comply with the bus stop additions or lose Federal Highway funding.

The RTA enacted its customary public outreach and participation program in the decision to add the bus stops and extend service along Pentagon Park Boulevard. The demand for such service was expressed and the agency responded with a proposal to accommodate these needs. As such, the RTA's efforts to promote the service change and move forward with the project are in compliance with Title VI. Moreover, its pro-active public outreach and participation program will ensure that its actions will be non-discriminatory, minimizing the likelihood of future Title VI complaints.

In 2013-15, 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 service plans.

In 2015, RTA met with various senior centers in minority represented neighborhoods and started a new Senior Route 64 to service the centers and connect them to grocery and shopping centers to increase mobility in their neighborhoods and make riding transit easier for the elderly.

5. 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:

I. 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 the most common language spoken by foreign-born passengers in our service area. Small concentrations of Turkish, Chinese, 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, transfers, 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 2010 Regional Profile data as well as the 2011-2013 American Community Survey. 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 2011-2013 American Community Survey to provide a profile of Montgomery County, Ohio represented in the following graphic.

The Race Breakdown chart shows that Hispanic/Latinos make up the largest minority portion of Montgomery County's population at 2.5%, followed by Asian (1.9%), Other (0.2%), American Indian/Alaskan Native (0.1%), and Native Hawaiian/Pacific Islander (0.0%) respectively. Biracial people make up 2.4% of the population, but their ethnic origins are not specified.

- The GDRTA also used the 2009-2013 American Community Survey 5-Year Estimates to examine the population of WPAFB.

According to the data, WPAFB consists of a total population of 2071 people over the age of five, of which 7 speak English less than 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, 19.8% of its fall 2014 enrollment consists of minority students. The largest single minority group excluding African Americans is Hispanic Americans at 2.6%. 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 study conducted by the Miami Valley Region Planning Commission, GDRTA service is within ½ mile of 78% of Montgomery County's general population. In the same study, GDRTA service is within 82.7% of the Spanish population as seen in the Transit Accessibility Map in Appendix L. The *RLS Report includes maps showing the surveyed LEP population by zip code Detailed maps are located in the RLS 2013 GDRTA Title VI Procedure Update &Service Evaluation* located in Appendix Q (Exhibit 1, Exhibit 15 and Exhibit 16).

Task 1, Step 2B: Obtain Census data on the LEP population in your service area.
Appendix E.3 demonstrates the 2009-2013 American Community Survey 5 Year Estimates 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*.

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 10,436 persons are shown to have limited English proficiency. Breaking the data into sub categories shows the following:

- In Montgomery County's *Spanish* population, 4101 persons are non-proficient with English.
- Montgomery County's *Indo-European* population contains 2025 persons who are non-proficient with English.
- Montgomery County's *Asian and Pacific Island* population contains 3332 persons who are non-proficient with English.
- Lastly, Montgomery County's *other language* population contains 978 persons who are non-proficient with English.

Of the total population over five years of age (503,272), 2.1% is persons with LEP (an increase of 0.3% based on GDRTA's previous LEP analysis). The largest LEP population group is Spanish at 0.8%. The remaining 1.3% of the LEP population consists of persons who speak Indo-European, Asian and Pacific Island languages, and other languages 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	1996 (1.5%)
Indo-European	657 (0.5%)
Asian and Pacific Island	880 (0.7%)
Other languages	441 (0.3%)
Total	3974 (3%)

The majority of LEP persons live within the Greater Dayton area with the largest concentration speaking Spanish. Many live on the West side of the city. Appendix Q (Exhibits 6, 8, 14, and 15) contains detailed maps showing minority and LEP populations in relation to service area, zip codes, and census tracts.

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

The conclusion that Spanish-speaking persons comprise the largest portion of potential LEP persons in Montgomery County is supported by the Ohio Department of Education data. Excluding African Americans, and unidentified multi-racial people, Latinos are the largest population at 2062 students, while Asians are the second largest population at 1571 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, WSU, Montgomery County, 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
- EECS
- Sinclair's English as a Second Language (ESL) program
- WSU's AHNAC
- 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.
Welcome Dayton is a working plan with the following goals regarding LEP persons:

- Eliminate barriers to services caused by limited translated resources, lack of interpreters, and limited understanding of cultural and access issues that affect immigrant and refugee populations.
- Systematically review all institutional practices that create artificial and unnecessary barriers to immigrants and refugees in accessing community services.

In response to this plan, GDRTA participated with the City of Dayton's development of a new campaign called the "Welcome Dayton Plan –Immigrant Friendly City". Further, based on the plans findings, GDRTA created a Family and Day pass to provide costs savings to immigrant communities and has continued this program to date.

EECS specifically assists the Spanish speaking population. EECS provides one to one assistance with helping LEP persons negotiate and contact the transportation system. EECS can also translate documents from Spanish to English and vice versa. EECS also can assist in Arabic. Most EECS clients came from Mexico, speaking Spanish as their primary language. The age range of clients is from 18 to 34 years of age. EECS does not capture any specific route information. In general, EECS clients use GDRTA mainly for transportation to and from work on fixed routes.

Recent Efforts: East End Community Services Family Night Event

GDRTA participated in EECS Family Night event at Ruskin Elementary on September 12, 2014. This night focused on community assets for the families in the area. GDRTA staffed a booth that over 100 family members visited. GDRTA passed out information on our routes, ride guide, the Family Pass, and other resources. Staff also answered questions regarding the services we provide to the community. The majority of the crowd consisted of families whose primary language is Arabic or Spanish. EECS and Ruskin Elementary provided staff members to translate when needed.

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.

Recent efforts: International Student Program How to Ride RTA

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 use our website, 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. Staff shows the students were to board the bus and takes them on a practice trip to the Dayton Mall, Wal-Mart, international grocery stores, and popular restaurants. Dates: Dec 14, 2013; Feb 1, 2014; Aug 27, 2015.

The University of Dayton's CIP helps newly immigrant Chinese, Middle Eastern, and Indian students. The program directors actually take students out on fixed routes to learn the system. More recently, the program is working on a partnership with GDRTA to schedule private bus training classes. GDRTA uses a special "On the Road" bus which contains schedules, videos, audio, and lap tops to assist with system education.

Recent Efforts: University of Dayton – International Student Program 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. Dates: Aug 15, 2012; Aug 15, 2013; Aug 18, 2014; Aug 25, 2015.

University of Dayton – International Student Program How to Ride RTA

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 use our website, 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. Staff shows the students were to board the bus and takes them on a practice trip to the Dayton Mall, Wal-Mart, international grocery stores, and popular restaurants. Dates: Oct19, 2013; Jan 18, 2014; Aug 19; 2014; Aug 20, 2015.

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 and WPAFB), ADA paratransit service (Project Mobility), and limited school service. In addition, GDRTA has three bus routes designed to fit the special needs of seniors. Senior EZ Ride service provides a simple, recognizable and safe transportation link to many of the destinations seniors prefer, including senior citizens centers, neighborhoods, grocery stores, shopping centers, hospitals, and pharmacies. 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, Twitter, Facebook, and Podcasts.

Task 2, Step 2: Review information obtained from community organizations: According to WSU and Sinclair, 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, and 11. Sinclair reported daily use of bus service on fixed route 1, 2, 4, 8, 19, and 41. There are also concentrations of Asian students living in the WSU area.

At WPAFB, according to correspondence and census data, there are three LEP persons that do not speak English well. Passengers use fixed routes X1A, X1B, and X5 to commute from their homes to WPAFB.

The University of Dayton (UD) has international students with most of them being Asian, Middle Eastern, and Indian. They have expressed concerns that the concept

of time tables and designated bus stops can be intimidating at first to students. The CIP offers real time bus stop training. As mentioned before, GDRTA is working on collaboration with the CIP on these trainings, offering extra buses for one-on-one guidance. UD students frequently use routes 7, 11, 12, 14, 16, 17, and 18.

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 in the southern portion of the city. Others use fixed routes to go to school. Frequently used fixed routes are 1, 4, 7, 8, 14, 17, 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:

• Assistance with finding English as a Second Language classes
• Help with directions to new places they have never been to before
• A resource for assistance with language and translation help
• 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 the Hispanic community indicate daily usage of the following routes: 1 East/Westbound, 4 Eastbound, 7 North/Southbound, 8 North/Southbound, 14 North/Southbound, 17 North/Southbound, 18 North/Southbound, and 19 North/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.

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

Task 3, Step 1: Identify your agency's most critical services:
The RLS 2013 GDRTA Title VI Procedure Update &Service Evaluation indicates the most important services as follows:

- Fixed route services
- Paratransit services (Project Mobility)

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 PMOB services

Task 3, Step 2; Review input from community organizations and LEP person
- University students use the following fixed routes: 1, 2, 4, 5, 7, 8, 11, 12, 14, 16, 17, 18, 19, and 41.
- WPAFB military personnel use the following routes: X1A, X1B, and X5.
- Area Hispanics use the following fixed routes: 1, 4, 7, 8, 14, 17, 18, and 19.
- The University of Dayton has requested training for its Asian, Middle Eastern, and Indian population.
- The Hispanic community is requesting more translation assistance dealing with printed materials and signage. Bus system training has also been requested.

III. 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 has an existing contract with Accessible Translation for printed communication materials, including fact sheets, bus fares, Family Pass and Day Pass brochures, 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 E.6.

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 print translation for the Spanish community. The following should be considered for translation:

- Route Schedules

- Safety and security information/announcements
- Critical paratransit (Project Mobility) information

GDRTA may also consider the translation of critical public signage. Live public announcement technologies, as well as electronic signage should be reviewed for any potential translation needs.

Bus operator training should also include information or materials with dealing with LEP passengers.

Task 4, Step 3: Analyze your budget.
GDRTA will continue focusing its language resources to print and web site materials for the most critical population-Spanish speaking persons. Budget increases may be implemented based on future needs and demographic changes. Due to the low and infrequent LEP encounters and the available social service assistance, phone translation services will require a creative partnership.

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

Lastly, GDRTA will pursue LEP services that are paid through continuous partnerships and collaborations with local and regional agencies.

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

I. Identifying LEP persons who need language assistance

Research indicates the largest LEP population within GDRTA's service area speaks Spanish. Of the total population (503,272), 2.1% is persons with limited English proficiency. Broken down further, Spanish speaking persons represent .8% (the majority) of the LEP population, while the other 1.3% is represented by a mixture

of Indo-European, Asian and Pacific Island, and other languages. Overall, this is a 0.3% 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 target its LEP plan on the Spanish speaking population.

II. 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. 2015 updated website will provide a more robust means to provide translated documents.
- Contract with Applied Graphics currently translating print communication materials in Spanish.
- Ongoing agreement with EECS to assist with translation from Spanish to English and vice versa on a case by case basis. Arabic translation is also available.

GDRTA currently provides printed fact sheets, bus fares, Family Pass and Day Pass brochures, and how to utilize bicycles on the system in Spanish. These materials will be on-hand at each GDRTA transit center. Applied Graphics will supply the translation services for these materials.

Spanish LEP assistance signage has been placed at critical areas in each transit center. This signage will include links to EECS language assistance services. EECS has provided translation and graphics for this joint venture. A Spanish LEP assistance card is available for bus operators.

Oral Language:

- 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.
- Current one to one LEP training classes on how to use the GDRTA system provided by GDRTA's Director of Community and Government Relations.

When encountering Spanish-speaking LEP persons, GDRTA employees will contact the Latino Family Advocacy at East End Community Services, or refer the customer to EECS.

When non-bilingual bus operators encounter LEP persons, the following steps will be taken:

- Operators will ask other passengers if they can translate on-site.
- Operators will provide an assistance card (mentioned previously) to the customer for further translation help and guidance through EECS.
- Operators will direct customers to our web site, which offers translated print material

GDRTA will be responsible for ensuring that the aforementioned translations/interpretation services are accurate and competent through a review process and assistance from EECS and other resources.

GDRTA's Director of Community and Government Relations currently conducts "how to ride" classes with a variety of LEP populations upon request. In addition, GDRTA will continue to offer group trainings with the "On the Road" bus to the community. Currently evaluating real time signs at bus transit centers with audio in Spanish or English.

III. Training Staff

GDRTA will explore other resources to assist with LEP training, such as videos, handouts, presentations, or other materials in 2016

IV. 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.

V. Program Monitoring/Feedback

The RLS Study monitored LEP ridership population. The findings are included along with maps and charts of the breakdown of population in Exhibits 13, 14, 15 and 16. The GDRTA Community and Government Relations liaison will obtain feedback from local agencies and LEP customers. 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.

6. Membership of non-elected committees and councils

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

Body	Caucasian	Latino	African American	Asian American	Native American
Population	76.3%	2.5%	22.4%	2.4%	0.8%
Customer Advocacy Group	46.2%	0%	53.8%	0%	0%

2011-2013 American Community Survey 3-Year Estimates

7. **Analysis of Construction Projects**

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

8. **Board 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 F.

III. **Program Specific Requirements**

9. **System-wide Service Standards**

RTA 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 changes to the Service Standards. These include:

Vehicle Loading Standards

Minor changes involved RTA's "vehicle loading standard" due the acquiring of new sized vehicles. This standard determines when further growth in demand requires action to accommodate the demand while remaining within standard. Each size and type of vehicle in RTA's fleet has its own "vehicle loading standard".

To accommodate the change in vehicle lengths and seating capacity, standards

were modified accordingly. Appendix G illustrates the previous and current vehicle loading standards. The RLS Study Exhibit 52 shows the 2013 Average load factor. Appendix H Shows the Vehicle Load for each Mode.

Vehicle Headways

There were minor revisions in standards since the last reporting. Appendix I illustrates the previous and current general headway standards. The RLS Study Exhibit 51 also shows a breakdown of the headways.

On Time Performance

To ensure transit riders have confidence that RTA service will perform reliably and in accordance with the public timetables, on-time performance standards have been established. Each route has an on-time performance standard of 90%. A vehicle is considered "on-time" when its departure is zero to 5 minutes after the scheduled time at a specified timepoint. A vehicle is scheduled late when it departs 5 minutes and 1 second after the scheduled time at a specified timepoint. No vehicles should arrive at a scheduled timepoint early. Each month, a route-by-route summary report will be developed by Operations outlining on-time performance statistics. This will include the percentage early, late, and on-time. An annual report will also be produced. Any route that is consistently not meeting the on-time performance criteria will be evaluated through staff ride checks, GPS checks, operator interviews, and passenger surveys if necessary. After schedule evaluations are completed, the need for remedial action such as recommending additional vehicles, schedule headway adjustment, or bus operator performance review will be determined. In 2013 the RLS Study results are available in Exhibit 55. Appendix J illustrates the 2014 On Time Performance by demographics.

Service Availability

As a way to monitor service availability, GDRTA will use the map "GDRTA Routes Demographic Analysis" provided by the Miami Valley Regional Planning Commission (MVRPC) until a new Decennial Census becomes available. GDRTA will continue to use GIS and Census data to monitor the percentage of minority, Hispanic, and elderly populations that live within ¼ and ½ mile of GDRTA routes. See Appendix K. In addition a more recent analysis was conducted using the American Community Survey that was created in 2014. That map is titled Transit Accessibility in Montgomery County. See Appendix L.

10. Service Policies & Practices

Transit Amenities for Each Mode

The Greater Dayton Regional Transit Authority (GDRTA) recognizes the importance of customer amenities in providing comfortable and quality service to

stem 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. See Appendix M for full Amenities Policy. See Appendix N for the Amenities Map.

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. The policy will ensure that vehicles are assigned in an equitable manner without regard to race, color or national origin. The Full Policy can be found in Appendix O and the results of the monitoring can be found in Appendix P.

11. Demographic Data and Maps

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

RTA has chosen RLS & Associates in order to fulfill the data collection requirement included in FTA Circular C 4702.1B. The 2013 study performed by RLS & Associates 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 mode of transit service that riders use most frequently.
- The frequency of transit usage.
- The typical number of transfers made.
- The fare payment type and media most frequently used.
- Riders' auto availability.
- Riders' opinion of the quality of service they receive.

To accommodate non-English speaking respondents, the survey was provided in Spanish, the language most likely spoken by a non-English speaking individual. Additionally, if the print size was too small for some individuals, surveys were provided in large print on double-sided cardstock.

See exhibit 2 in the RLS Study for a copy of the questionnaire used tocollect data. The report itself includes maps on specific groups and are referenced in Appendix Q.

The Miami Valley Regional Planning Commission also conducted a demographic analysis with 2010 census information in TAZs that demonstrates the percent-

age of minority and Hispanic population in relation to the RTA service routes and total population. The total percent population within ¼ mile and ½ mile of an RTA route is 57.3% and 77% respectively. The minority population in that same relation to routes is 70.4% and 86.7% and the Hispanic population is 63.8% and 82.2%. This represents closer service of RTA routes for minority populations than the general population. See Appendix K which is an updated map using 2008-2012 American Community Survey.

12. Board Approval of Analysis and Results of Monitoring Program

The Board meeting minutes can be seen in Appendix R showing that the board was aware of the new procedures and approved of the RLS analysis.

13. Public Engagement for Major Service and Disparate Impact Polices

The public outreach process included the following:

- Posters posted at all of the Transit Centers and Longworth Facility in English and in Spanish
- Fliers placed in schedule racks and on the buses in English and in Spanish Operator notification in the Operators' Lounge and e-mail notification to all employees with a computer
- Customer e-mail blasts and text 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 versions sent to agencies serving the Spanish speaking community

The flyers that were handed out can be seen in Appendix S.

The following comments were received:

One customer comment was submitted that included several questions and comments about the process.
- It was hard to navigate on the website with the rotating panel and hard to find the link to the policies.
- The general summaries were not clear as to the purpose of the public outreach or the quantitative data used for comparison.
- It was felt that the percentage should be closer to 10% when defining a major route change and better public notice is needed when detours are necessary.

East End Community Service Representative made a comment about a version of a word in Spanish.

14. Results of Service Analysis Since Last Title VI Report

The Service Equity Analysis for the Route 22, 34, 43, 60 and 61 can be found in Appendix T.

15. 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 insure that our operation provides quality services to our stakeholders in a fair and equitable manner.

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 i-riderta.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

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

rta
it's time to ride

PROTECTING YOUR RIGHTS

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

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

GDRTA POLICY AND PROCEDURES MANUAL - Final 6-30-06

POLICY/PROCEDURE: **COMPLAINT/ COMPLIMENT PROCEDURES**
DEPARTMENT: Operations
EFFECTIVE DATE: REVISED:
APPROVED:

No change to policy/procedure approved this date.

_____

(Title)   (Signature)   (Date)

CUSTOMER SUGGESTIONS (COMPLAINT/COMPLIMENT PROCEDURES)

GDRTA OPERATING POLICY

The Greater Dayton Regional Transit Authority (GDRTA) strives to provide outstanding customer service to all passengers, employees, and the general public. It is the responsibility of all GDRTA employees to insure professional, timely and accurate responses to customer concerns and suggestions. *GDRTA will investigate and respond to every customer complaint or public inquiry. If the response cannot be immediate, RTA management staff will follow up by telephone or other means preferred by the contact within one business day.*

This procedure establishes guidelines for the processing of customer concerns/suggestions received by the Greater Dayton RTA. This document outlines GDRTA's handling of concerns/suggestions from various contact methods including; communications to GDRTA by phone, email, in person or by letter. The procedure encompasses all processes from initial contact through investigation, actions taken, and final follow up with complainant.

PROCEDURE

COMPLAINT DOCUMENTATION

All customer complaints/suggestions must be *logged into the Customer Response System (CRS)*. Complaints that can be verified as "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 follow up by telephone or other means preferred by the contact within one business day*.

The customer service or other GDRTA representative will input all needed information into (CRS) including the complaint code type using the Customer Service Key. *Note: The EEO Officer, or designee, must be notified immediately of any complaints alleging discrimination and/or harassment. Complaints dealing with claims, legal issues, discrimination or harassment requires 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.

COMPLAINT INVESTIGATION

All customer complaints must be investigated in a timely manner by the department assigned and will generally not exceed *five 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.

In situations where investigations require more time to complete, the complaint coordinator must update the (CRS) system to allow for complete complaint tracking. *The complaint coordinator is responsible for insuring complete, timely and accurately researched responses are entered into (CRS).*

Department Supervisors are responsible to run monthly reports to monitor employees who are receiving complaints. Employees found to have violated GDRTA policies, rules, and standards of conduct will receive disciplinary action congruent with said policies.

Complaints that are inconclusive will be tracked and receive the following actions:

A) Each employee will be allowed one inconclusive complaint within *a six- month period.*
B) When a second inconclusive complaint is received the supervisor will review the complaints and counsel the employee.
C) Should the employee receive one additional inconclusive complaint, retraining will be required.
D) Should the employee continue to receive inconclusive complaints, they will receive disciplinary action.

CUSTOMER FOLLOW UP

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).

REPORTING

In addition to reports used by department supervisors for employee monitoring, summary reports are to be processed monthly and distributed to division directors and department heads by the complaint coordinator.

DP/5-25-06:

Title VI Complaint Form
Greater Dayton Regional Transit Authority (GDRTA)
Office of Civil Rights

Greater Dayton RTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator by calling (937) 425-8546. The completed form must be returned to Greater Dayton RTA Office of Civil Rights, Title VI Coordinator, 600 Longworth Street, Dayton OH 45402.

Your Name:	Phone:
Street Address:	Alt Phone:
	City, State & Zip Code:
Person(s) discriminated against (if someone other than complainant): Name(s):	
Street Address, City State & Zip Code:	

Which of the following best describes the reason for the alleged discrimination took place? (Circle one)

RACE   COLOR   NATIONAL ORIGIN (Limited English Proficiency)

Date of Incident _____

Please describe the alleged discrimination incident. Provide the names and title of all GDRTA employees involved if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required:

_____
_____
_____
_____
_____
_____
_____

Complete reverse side of form

Title VI Complaint Form
Greater Dayton Regional Transit Authority (GDRTA)
Office of Civil Rights

<u>Please describe the alleged discrimination incident (continued)</u>

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Have you filed a complaint with any other federal, state or local agencies? (Circle One) Yes / No
If so, list agency / agencies and contact information below:

Agency	Contact Name
Street Address, City, State & Zip Code	Phone

Agency	Contact Name
Street Address, City, State & Zip Code	Phone

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainants Signature	Date

Print or Type Name of Complainant

Date Received _____
Received By: _____

WELCOME TO DAYTON

HOW IMMIGRANTS ARE HELPING TO GROW DAYTON'S ECONOMY AND REVERSE POPULATION DECLINE

Welcome Dayton is a community initiative that reflects our country's core philosophy: people with diverse backgrounds, skills and experiences fuel our nation's success. The City of Dayton launched Welcome Dayton in 2011 to promote immigrant integration by encouraging business and economic development; ensuring access to education, health, and government and justice services; and promoting an appreciation of diverse arts and cultures.

POPULATION GROWTH

While Dayton's total population fell between 2009 and 2013, from 153,832 to 143,355, these numbers do not tell the full story. Looking at the year-on-year numbers from 2009 to 2013, we see that in each year, Dayton's foreign-born population has grown steadily, increasing by 58.8% over this period. Thanks in part to this growth, Dayton's total population began to **reverse** its decline in 2013.[1]

POPULATION OF DAYTON, YEAR-ON-YEAR FIGURES FOR 2009–2013, INCLUDING NATIVE-BORN AND FOREIGN-BORN POPULATIONS

	TOTAL POPULATION	**NATIVE-BORN** POPULATION	**FOREIGN-BORN** POPULATION
2009	153,832	149,718	4,114
2010	141,501	136,399	5,102
2011	142,154	136,956	5,198
2012	141,154	135,576	5,778
2013	143,355	136,823	6,532
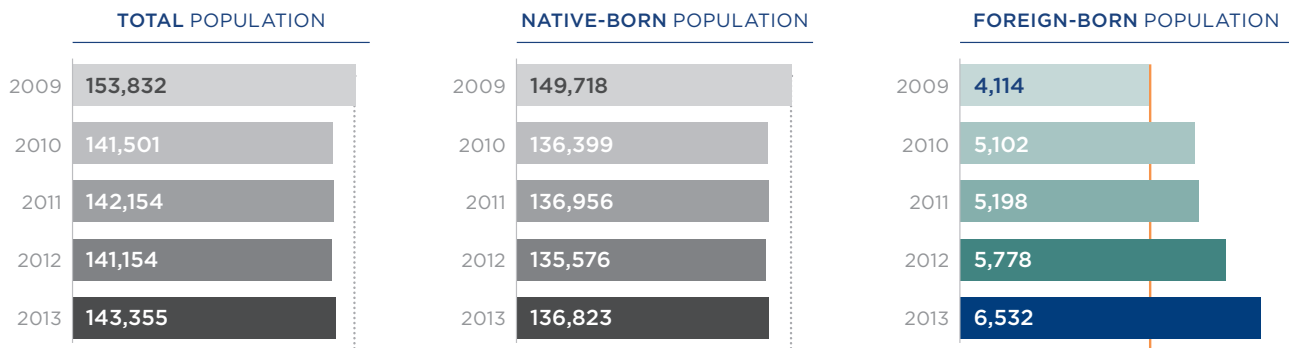
While the share of Dayton's population that was foreign-born stood at 2.7 percent in 2009, by 2013 it had increased to 4.6 percent.

Between 2009 and 2013, the native-born population of Dayton decreased by 8.6 percent, meanwhile the foreign-born population increased by **58.8 percent**.

---

[1] These year-on-year estimates were produced using successive, 2-year samples derived from the American Community Survey. This method allowed us to better compensate for the problems of small sample size deriving from Dayton's relatively small population. They also enabled us to look deeper at the data than would normally be possible with the standard, 1-year samples publicly available.

SPENDING POWER AND TAX CONTRIBUTIONS

In 2012, foreign-born households held more than

$115 million
in spending power,
defined as their income available to spend after federal, state, and local taxes.

Given their income, we estimate that the foreign-born population of Dayton also contributed more than

$15 million
in state & local taxes.
This includes property, income, and sales taxes levied by the State of Ohio or by the municipal government.

LABOR MARKET AND ENTREPRENEURSHIP

OM 2007 TO 2012

e size of the foreign-born workforce in the **City of Dayton** increased by

23.2%

TWEEN 2000 AND 2010

e influx of immigrants in **Montgomery County** ped create or preserve nearly

200 manufacturing jobs

TREPRENEURSHIP

migrants in **Dayton** more than

2X as likely to be entrepreneurs as the native-born.

15.3%	FOREIGN-BORN
6.1%	NATIVE-BORN
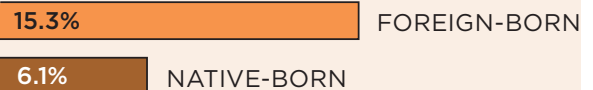
HIGH-SKILLED RESIDENTS

foreign-born population of **Dayton** also appears to have higher levels ducational attainment than the native-born population.

Foreign-born residents also play a large role in key, high-tech industr

CHELOR'S DEGREE (at least)

Nearly **17**% of foreign-born residents

10% of native-born residents
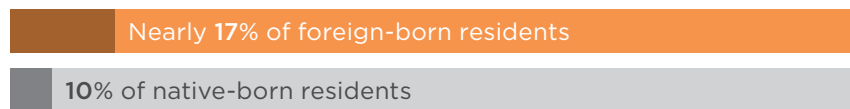
VANCED DEGREE(S) (Master's, Professional Degree, or Doctorate)

5.4% of foreign-born residents

3.7% of native-born residents

nearly **4.5%**
AUTOMOTIVE INDUSTRY WORKERS

6%+
ADVANCED MANUFACTURING WORKERS

HOUSING

The influx of immigrants to **Montgomery County** between 2000 and 2010 has

added more than **$116** million

to housing values countywide.

YOUTH

For children under age 18 in **bilingual** or **non-English speaking** households,

more than

80%

are U.S. citizens.

NATURALIZATION

AT THE SAME TIME AS THE WELCOME DAYTON LAUNCH,
MORE OF DAYTON'S FOREIGN-BORN ARE EMBRACING CITIZENSHIP

Just prior to the launch of the **Welcome Dayton Plan**,

53%

of those eligible to naturalize had done so.
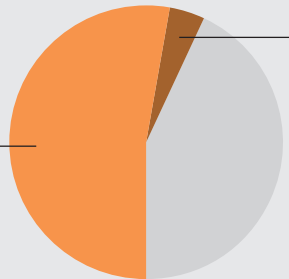
In the two years after, from 2012–2013 we find that the share of naturalized citizens among eligible foreign-born residents had **increased** to

57%.

IN 2012

we estimate that as many as

1,382 or **29%** of all

foreign-born residents

were eligible for naturalization

but hadn't yet taken that step.

Numerous studies have documented that naturalized citizens out-earn non-citizens by as much as 16 percent — giving them more income to patronize local businesses.[2] Due to the increased ease with which they can apply for licenses and insurance, naturalized citizens are also more likely to establish U.S.-based businesses, creating jobs in the process.[3]

ynch, Robert and Oakford, Patrick. 2013. "The Economic Effects of Granting Legal Status and Citizenship to Undocumented Immigrants," Center or American Progress, March 20.

astor, M. and Scoggins, J. 2012. "Citizen Gain: The Economic Benefits of Naturalization for Immigrants and the Economy," Center for the Study of nmigrant Integration, University of Southern California.

DUPLICATING THE DAYTON EFFECT

etween 2009 and 2013, Dayton's foreign-born population grew by 58.8 percent. Over a slightly longer period, from 2007 2012, it grew by an even greater 70.5 percent. Looking at the historical data, we see that Cincinnati, Cleveland, and oledo lost between 2.78 percent and 1.48 percent of their overall population between 2007 and 2012, despite modest ains in their foreign-born population. However, in the scenario in which these three cities were able to attract new foreign-orn residents at proportionally the same level as Dayton, Cincinnati would have grown by more than 3 percent from 2007 2012, while Cleveland and Toledo would have grown by more than 2.8 and 2.2 percent, respectively.

PULATION CHANGE RATES IF OHIO CITIES ATTRACTED IMMIGRANTS AT THE SAME RATE AS DAYTON (2007-201)

	CINCINNATI		CLEVELAND		TOLEDO	
	Actual	70% Increase	Actual	70% Increase	Actual	70% Increase
Foreign-born Change	+117	+9,561	+1,354	+12,625	+232	+6,520
Overall Population Change	-4,483	+9,444	-11,287	+11,271	-4,393	+6,289
Percentage Overall Change	-1.48	+3.18	-2.78	+2.86	-1.52	+2.21

MIGRATION

More foreign-born residents appear to be making Dayton their long-term home. Dayton is also increasingly drawing immigrants from more diverse parts of the world.

HOW MANY IMMIGRANTS HAVE LIVED IN DAYTON FOR LONGER THAN ONE YEAR?

64.3%

79.7%
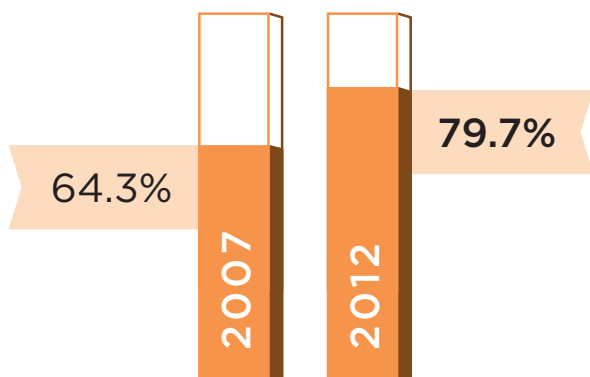
2007

2012

In 2007, 64.3 percent of foreign-born individuals in Dayton had been in the city for more than a year. By 2012, that figure had risen to **79.7 percent**.

WHERE DO NEWLY ARRIVED IMMIGRANTS COME FROM?

2007

India

Ukraine

United Kingdom
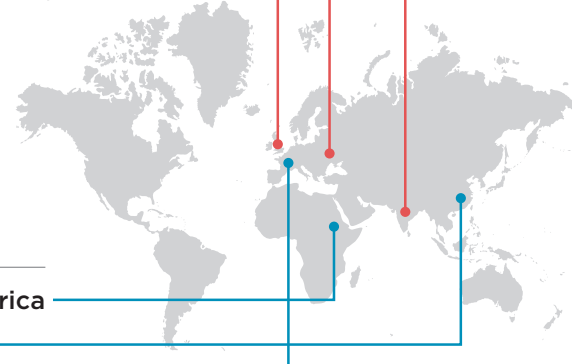
2012

East Africa

China

Western Europe (particularly France)

Appendix E1

DP02   SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES

2009-2013 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Wright-Patterson AFB CDP, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
HOUSEHOLDS BY TYPE				
Total households	668	+/-123	668	(X)
Family households (families)	536	+/-113	80.2%	+/-8.9
With own children under 18 years	202	+/-84	30.2%	+/-11.0
Married-couple family	452	+/-107	67.7%	+/-12.6
With own children under 18 years	134	+/-67	20.1%	+/-9.9
Male householder, no wife present, family	0	+/-11	0.0%	+/-4.4
With own children under 18 years	0	+/-11	0.0%	+/-4.4
Female householder, no husband present, family	84	+/-84	12.6%	+/-11.9
With own children under 18 years	68	+/-86	10.2%	+/-12.3
Nonfamily households	132	+/-66	19.8%	+/-8.9
Householder living alone	63	+/-49	9.4%	+/-6.8
65 years and over	0	+/-11	0.0%	+/-4.4
Households with one or more people under 18 years	221	+/-87	33.1%	+/-11.4
Households with one or more people 65 years and over	26	+/-29	3.9%	+/-4.5
Average household size	2.72	+/-0.36	(X)	(X)
Average family size	2.92	+/-0.42	(X)	(X)
RELATIONSHIP				
Population in households	1,814	+/-311	1,814	(X)
Householder	668	+/-123	36.8%	+/-4.9
Spouse	452	+/-100	24.9%	+/-4.0
Child	562	+/-182	31.0%	+/-7.2
Other relatives	17	+/-26	0.9%	+/-1.5
Nonrelatives	115	+/-69	6.3%	+/-3.7
Unmarried partner	34	+/-27	1.9%	+/-1.5
MARITAL STATUS				
Males 15 years and over	1,077	+/-150	1,077	(X)
Never married	550	+/-110	51.1%	+/-7.1
Now married, except separated	472	+/-102	43.8%	+/-7.0
Separated	0	+/-11	0.0%	+/-2.7

Subject	Wright-Patterson AFB CDP, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Widowed	0	+/-11	0.0%	+/-2.7
Divorced	55	+/-40	5.1%	+/-3.7
Females 15 years and over	853	+/-167	853	(X)
Never married	301	+/-123	35.3%	+/-10.3
Now married, except separated	468	+/-112	54.9%	+/-12.9
Separated	55	+/-84	6.4%	+/-9.6
Widowed	7	+/-11	0.8%	+/-1.3
Divorced	22	+/-26	2.6%	+/-3.1
FERTILITY				
Number of women 15 to 50 years old who had a birth in the past 12 months	60	+/-41	60	(X)
Unmarried women (widowed, divorced, and never married)	13	+/-20	21.7%	+/-28.2
Per 1,000 unmarried women	42	+/-61	(X)	(X)
Per 1,000 women 15 to 50 years old	79	+/-53	(X)	(X)
Per 1,000 women 15 to 19 years old	0	+/-529	(X)	(X)
Per 1,000 women 20 to 34 years old	74	+/-60	(X)	(X)
Per 1,000 women 35 to 50 years old	112	+/-127	(X)	(X)
GRANDPARENTS				
Number of grandparents living with own grandchildren under 18 years	37	+/-55	37	(X)
Responsible for grandchildren	0	+/-11	0.0%	+/-46.8
Years responsible for grandchildren				
Less than 1 year	0	+/-11	0.0%	+/-46.8
1 or 2 years	0	+/-11	0.0%	+/-46.8
3 or 4 years	0	+/-11	0.0%	+/-46.8
5 or more years	0	+/-11	0.0%	+/-46.8
Number of grandparents responsible for own grandchildren under 18 years	0	+/-11	0	(X)
Who are female	0	+/-11	-	**
Who are married	0	+/-11	-	**
SCHOOL ENROLLMENT				
Population 3 years and over enrolled in school	769	+/-201	769	(X)
Nursery school, preschool	57	+/-41	7.4%	+/-4.7
Kindergarten	0	+/-11	0.0%	+/-3.8
Elementary school (grades 1-8)	116	+/-101	15.1%	+/-11.0
High school (grades 9-12)	23	+/-27	3.0%	+/-3.3
College or graduate school	573	+/-143	74.5%	+/-13.7
EDUCATIONAL ATTAINMENT				
Population 25 years and over	1,070	+/-219	1,070	(X)
Less than 9th grade	7	+/-11	0.7%	+/-1.1
9th to 12th grade, no diploma	0	+/-11	0.0%	+/-2.8
High school graduate (includes equivalency)	84	+/-49	7.9%	+/-4.6
Some college, no degree	311	+/-145	29.1%	+/-11.5
Associate's degree	160	+/-76	15.0%	+/-7.1
Bachelor's degree	261	+/-135	24.4%	+/-10.7
Graduate or professional degree	247	+/-92	23.1%	+/-8.0
Percent high school graduate or higher	(X)	(X)	99.3%	+/-1.1
Percent bachelor's degree or higher	(X)	(X)	47.5%	+/-12.3
VETERAN STATUS				
Civilian population 18 years and over	1,069	+/-194	1,069	(X)
Civilian veterans	425	+/-162	39.8%	+/-12.3

09/08/2015

34

Subject	Wright-Patterson AFB CDP, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION				
Total Civilian Noninstitutionalized Population	1,517	+/-276	1,517	(X)
With a disability	91	+/-72	6.0%	+/-4.9
Under 18 years	455	+/-173	455	(X)
With a disability	0	+/-11	0.0%	+/-6.4
18 to 64 years	1,036	+/-194	1,036	(X)
With a disability	84	+/-69	8.1%	+/-6.6
65 years and over	26	+/-29	26	(X)
With a disability	7	+/-11	26.9%	+/-52.0
RESIDENCE 1 YEAR AGO				
Population 1 year and over	2,315	+/-298	2,315	(X)
Same house	1,391	+/-300	60.1%	+/-10.2
Different house in the U.S.	853	+/-252	36.8%	+/-9.6
Same county	232	+/-179	10.0%	+/-7.1
Different county	621	+/-167	26.8%	+/-7.4
Same state	65	+/-58	2.8%	+/-2.5
Different state	556	+/-167	24.0%	+/-7.4
Abroad	71	+/-77	3.1%	+/-3.4
PLACE OF BIRTH				
Total population	2,373	+/-308	2,373	(X)
Native	2,309	+/-300	97.3%	+/-2.0
Born in United States	2,204	+/-293	92.9%	+/-4.3
State of residence	685	+/-200	28.9%	+/-7.4
Different state	1,519	+/-245	64.0%	+/-7.2
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	105	+/-78	4.4%	+/-3.2
Foreign born	64	+/-49	2.7%	+/-2.0
U.S. CITIZENSHIP STATUS				
Foreign-born population	64	+/-49	64	(X)
Naturalized U.S. citizen	52	+/-46	81.3%	+/-36.0
Not a U.S. citizen	12	+/-23	18.8%	+/-36.0
YEAR OF ENTRY				
Population born outside the United States	169	+/-107	169	(X)
Native	105	+/-78	105	(X)
Entered 2010 or later	0	+/-11	0.0%	+/-24.5
Entered before 2010	105	+/-78	100.0%	+/-24.5
Foreign born	64	+/-49	64	(X)
Entered 2010 or later	0	+/-11	0.0%	+/-35.3
Entered before 2010	64	+/-49	100.0%	+/-35.3
WORLD REGION OF BIRTH OF FOREIGN BORN				
Foreign-born population, excluding population born at sea	64	+/-49	64	(X)
Europe	0	+/-11	0.0%	+/-35.3
Asia	38	+/-39	59.4%	+/-42.7
Africa	0	+/-11	0.0%	+/-35.3
Oceania	0	+/-11	0.0%	+/-35.3
Latin America	26	+/-31	40.6%	+/-42.7
Northern America	0	+/-11	0.0%	+/-35.3

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Subject	Wright-Patterson AFB CDP, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	2,071	+/-269	2,071	(X)
English only	1,937	+/-249	93.5%	+/-3.0
Language other than English	134	+/-68	6.5%	+/-3.0
Speak English less than "very well"	7	+/-13	0.3%	+/-0.6
Spanish	100	+/-57	4.8%	+/-2.6
Speak English less than "very well"	7	+/-13	0.3%	+/-0.6
Other Indo-European languages	0	+/-11	0.0%	+/-1.4
Speak English less than "very well"	0	+/-11	0.0%	+/-1.4
Asian and Pacific Islander languages	34	+/-37	1.6%	+/-1.8
Speak English less than "very well"	0	+/-11	0.0%	+/-1.4
Other languages	0	+/-11	0.0%	+/-1.4
Speak English less than "very well"	0	+/-11	0.0%	+/-1.4
ANCESTRY				
Total population	2,373	+/-308	2,373	(X)
American	226	+/-154	9.5%	+/-6.3
Arab	0	+/-11	0.0%	+/-1.3
Czech	11	+/-16	0.5%	+/-0.7
Danish	0	+/-11	0.0%	+/-1.3
Dutch	11	+/-19	0.5%	+/-0.8
English	115	+/-87	4.8%	+/-3.6
French (except Basque)	28	+/-33	1.2%	+/-1.4
French Canadian	46	+/-40	1.9%	+/-1.7
German	600	+/-186	25.3%	+/-7.8
Greek	34	+/-31	1.4%	+/-1.3
Hungarian	0	+/-11	0.0%	+/-1.3
Irish	401	+/-127	16.9%	+/-4.8
Italian	244	+/-107	10.3%	+/-4.2
Lithuanian	0	+/-11	0.0%	+/-1.3
Norwegian	16	+/-26	0.7%	+/-1.1
Polish	99	+/-65	4.2%	+/-2.6
Portuguese	0	+/-11	0.0%	+/-1.3
Russian	0	+/-11	0.0%	+/-1.3
Scotch-Irish	0	+/-11	0.0%	+/-1.3
Scottish	19	+/-23	0.8%	+/-0.9
Slovak	0	+/-11	0.0%	+/-1.3
Subsaharan African	0	+/-11	0.0%	+/-1.3
Swedish	8	+/-14	0.3%	+/-0.6
Swiss	0	+/-11	0.0%	+/-1.3
Ukrainian	0	+/-11	0.0%	+/-1.3
Welsh	24	+/-28	1.0%	+/-1.2
West Indian (excluding Hispanic origin groups)	0	+/-11	0.0%	+/-1.3
COMPUTERS AND INTERNET USE				
Total Households	(X)	(X)	(X)	(X)
With a computer	(X)	(X)	(X)	(X)
With a broadband Internet subscription	(X)	(X)	(X)	(X)

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Fertility data are not available for certain geographic areas due to problems with data collection. See Errata Note #92 for details.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes

when using multi-year data containing data from 2013.

The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended. For more information on these questions and their evaluation in the 2006 ACS Content Test, see the Evaluation Report Covering Disability.

While the 2009-2013 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2009-2013 5-Year American Community Survey

Explanation of Symbols:

   1. An '**' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
   2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
   3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
   4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
   5. An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
   6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
   7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
   8. An '(X)' means that the estimate is not applicable or not available.

WRIGHT STATE UNIVERSITY

WRIGHT STATE UNIVERSITY'S MISSION

We transform the lives of our students and the communities we serve. We will:

- build a solid foundation for student success at all levels through high-quality, innovative programs;
- conduct scholarly research and creative endeavors that impact quality of life;
- engage in meaningful community service;
- drive the economic revitalization of our region and our state and empower all of our students, faculty, staff, and alumni to develop professionally, intellectually, and personally.

UNIVERSITY FACT SHEET

Enrollment, Fall 2014
Dayton Campus 16,842
Lake Campus 1,147
Total Enrollment* 17,779
*Unduplicated headcount; some students attend both campuses
Men .... 8,590 .... 48%
Women .... 9,189 .... 52%
Full-time students .... 13,753 .... 77%
Part-time students .... 4,026 .... 23%
Undergraduates .... 13,614 .... 77%
Graduates .... 3,337 .... 19%
Doctoral/Professional Students .... 828 .... 4%
Out-of-State Domestic Students .... 789 .... 5%
International Students .... 1,800 .... 10%
Countries Represented 69
Mean Age of All Students 25
Students 25 or Over .... 5,400 .... 30%

Minority Student Enrollment, Fall 2014
(Omits international students)
African American .... 1,951 .... 10.9%
Two or more races .... 599 .... 3.4%
Asian American .... 460 .... 2.6%
Hispanic American .... 471 .... 2.6%
American Indian or Alaskan Native .... 40 .... 0.2%
Native Hawaiian or Pacific Islander .... 19 .... 0.1%
Total Minority Student Enrollment: .... 3,450 .... 19.8%

Employees
Faculty (full time) 896
Staff (full time) 1,425
Combined 2,321

Number of Degree Programs
Undergraduate, Associate 13
Undergraduate, Bachelor's 96
Graduate, Master's, Doctoral, Professional 119

Campus Locations
Wright State University's main campus in Fairborn is located 11.6 miles and 15 minutes east of downtown Dayton.
Wright State University–Lake Campus is located on the shore of Grand Lake St. Marys, between Celina and St. Marys, Ohio.

Tuition and Fees, Dayton Campus
(2014–15 academic year, full time: 11–18 hours)

	Semester	Year
Ohio Undergraduates	$4,365	$8,730
Nonresident Undergraduates	$8,273	$16,546
Ohio Graduate Students	$6,394	
Nonresident Graduate Students	$10,862	

**Room and Board, Dayton Campus .... $4,554 .... $9,108
(Typical Plan)**

University Libraries
The University Libraries include the Paul Laurence Dunbar Library, the Lake Campus Learning Center, the Student Technology Assistance Center (STAC), and Special Collections and Archives.

Wright State University Nutter Center
The Wright State University Nutter Center is a 12,000-seat, state-of-the-art facility. Home to Wright State athletics, it is also a popular venue for national touring concerts and performances. The contemporary Berry Room holds 250 people for weddings, receptions, conferences, and seminars.

University Income (Budgeted), 2014–15
State Appropriations .... $96 million
Other Government .... $60 million
Student Fees .... $187 million
Other Income .... $46 million
Total .... $400 million

www.wright.edu/factsheet

Research Awards, Fiscal Year 2014
Total Research and Sponsored Program Awards........ $90,784,436

Foundation Endowment $93,411,764
Market value, as of 6/30/14

Donations Received, 2013–14
Receipts.. $15,063,379
Donors.. 6,799

Alumni
Number of Alumni 103,745
Number of Degrees Awarded 116,108
Degrees Awarded to Raider County Residents 65,412

Raider Country
The contiguous 16-county region in Ohio anchored by our two campuses

	Current Students	Degrees
Allen	110	416
Auglaize	342	1,550
Butler	407	2,196
Champaign	152	801
Clark	879	4,410
Clinton	142	689
Darke	253	1,510
Greene	2,392	12,963
Logan	74	555
Mercer	477	2,900
Miami	684	4,366
Montgomery	4,645	26,042
Preble	121	704
Shelby	235	1,258
Van Wert	88	403
Warren	713	4,649
Totals	**11,714**	**65,412**

Acreage and Buildings
Dayton Campus:
 Acreage 557
 Academic and academic support buildings...........................26
 Student residential buildings..30
Lake Campus:
 Acreage 173
 Academic and academic support buildings.............................4
 Student residential buildings..1

Official School Colors .... Hunter Green and Gold

Academic Structure
Colleges..8
Education and Human Services; Engineering and Computer
Science; Liberal Arts; Nursing and Health; Raj Soin College of
Business; Science and Mathematics; University College; and
Lake Campus
Schools 3
Boonshoft School of Medicine, Graduate School, and
Professional Psychology
President.. David R. Hopkins, P.E.D.
Provost.. S. Narayanan, Ph.D.
President of the Faculty ....Mateen M. Rizki, Ph.D.
Chair, Unclassified Staff Advisory Council...... Jonathon Jackson
Chair, Classified Staff Advisory Council ....Dawn Banker
President of Student Government .... Kyle K. Powell

University Leadership
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Mary Ellen Ashley, Vice President for Enrollment Management
Kimberly Barrett, Ph.D., Vice President for Multicultural Affairs and
 Community Engagement
Steven J. Berberich, Ph.D., Associate Provost for Faculty and
 Staff Affairs
Shari Mickey-Boggs, Associate Vice President for Human Resources
 and Chief Human Resources Officer
Rebecca Cole, Vice President for Advancement and President of
 the Foundation
Stephen Foster, Ph.D., Associate Vice President for
 International Affairs
Robert E. W. Fyffe, Ph.D., Vice President for Research and Dean of
 the Graduate School
Robert Hickey, Jr., J.D., Associate Vice President for Public Affairs
Gwen M. Mattison, J.D., General Counsel
Tony Ortiz, Associate Vice President for Latino Affairs
Mark Polatajko, Ph.D., CPA, Vice President for Business and Finance
Hazel Rountree, J.D., M.S.Ed., University Ombudsperson
Sheila Shellabarger, University Librarian (Interim)
Thomas A. Sudkamp, Ph.D., Vice President for Curriculum
 and Instruction
Robert J. Sweeney, Ph.D., Executive Vice President for Planning and
 Secretary to the Board of Trustees

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 Company, Inc. (Chair)
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 and Health
Jay Albayyari, Ph.D., Lake Campus
Kristin D. Sobolik, Ph.D., Liberal Arts
LaPearl Logan Winfrey, Ph.D., Professional Psychology
 (Interim Dean)

Historical Background
First Classes Held in Allyn Hall... 1964
Achieved Full University Status 1967
First Graduating Class 1968

Appendix E3

DP02 | SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES

2009-2013 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Montgomery County, Ohio			
	Estimate	**Margin of Error**	**Percent**	**Percent Margin of Error**
HOUSEHOLDS BY TYPE				
Total households	222,578	+/-1,262	222,578	(X)
Family households (families)	134,907	+/-1,374	60.6%	+/-0.6
With own children under 18 years	58,368	+/-1,056	26.2%	+/-0.4
Married-couple family	90,905	+/-1,475	40.8%	+/-0.7
With own children under 18 years	32,830	+/-1,046	14.7%	+/-0.5
Male householder, no wife present, family	9,935	+/-691	4.5%	+/-0.3
With own children under 18 years	5,641	+/-581	2.5%	+/-0.3
Female householder, no husband present, family	34,067	+/-1,110	15.3%	+/-0.5
With own children under 18 years	19,897	+/-878	8.9%	+/-0.4
Nonfamily households	87,671	+/-1,540	39.4%	+/-0.6
Householder living alone	75,591	+/-1,608	34.0%	+/-0.6
65 years and over	27,793	+/-967	12.5%	+/-0.4
Households with one or more people under 18 years	65,200	+/-1,139	29.3%	+/-0.5
Households with one or more people 65 years and over	60,452	+/-744	27.2%	+/-0.3
Average household size	2.32	+/-0.01	(X)	(X)
Average family size	2.97	+/-0.02	(X)	(X)
RELATIONSHIP				
Population in households	517,068	+/-777	517,068	(X)
Householder	222,578	+/-1,262	43.0%	+/-0.2
Spouse	90,761	+/-1,422	17.6%	+/-0.3
Child	148,390	+/-1,761	28.7%	+/-0.3
Other relatives	26,883	+/-1,293	5.2%	+/-0.3
Nonrelatives	28,456	+/-1,296	5.5%	+/-0.3
Unmarried partner	13,933	+/-810	2.7%	+/-0.2
MARITAL STATUS				
Males 15 years and over	206,433	+/-39	206,433	(X)
Never married	73,184	+/-1,215	35.5%	+/-0.6
Now married, except separated	96,842	+/-1,518	46.9%	+/-0.7
Separated	4,520	+/-454	2.2%	+/-0.2

09/08/2015

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Subject	Montgomery County, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Widowed	6,723	+/-424	3.3%	+/-0.2
Divorced	25,164	+/-921	12.2%	+/-0.4
Females 15 years and over	229,218	+/-38	229,218	(X)
Never married	68,287	+/-1,159	29.8%	+/-0.5
Now married, except separated	94,379	+/-1,575	41.2%	+/-0.7
Separated	5,555	+/-532	2.4%	+/-0.2
Widowed	24,911	+/-807	10.9%	+/-0.4
Divorced	36,086	+/-1,108	15.7%	+/-0.5
FERTILITY				
Number of women 15 to 50 years old who had a birth in the past 12 months	6,802	+/-567	6,802	(X)
Unmarried women (widowed, divorced, and never married)	3,377	+/-455	49.6%	+/-4.5
Per 1,000 unmarried women	45	+/-6	(X)	(X)
Per 1,000 women 15 to 50 years old	53	+/-4	(X)	(X)
Per 1,000 women 15 to 19 years old	19	+/-7	(X)	(X)
Per 1,000 women 20 to 34 years old	105	+/-9	(X)	(X)
Per 1,000 women 35 to 50 years old	15	+/-4	(X)	(X)
GRANDPARENTS				
Number of grandparents living with own grandchildren under 18 years	9,981	+/-845	9,981	(X)
Responsible for grandchildren	5,064	+/-608	50.7%	+/-3.8
Years responsible for grandchildren				
Less than 1 year	1,331	+/-338	13.3%	+/-3.0
1 or 2 years	993	+/-257	9.9%	+/-2.4
3 or 4 years	917	+/-272	9.2%	+/-2.5
5 or more years	1,823	+/-316	18.3%	+/-3.1
Number of grandparents responsible for own grandchildren under 18 years	5,064	+/-608	5,064	(X)
Who are female	3,326	+/-381	65.7%	+/-3.4
Who are married	3,079	+/-537	60.8%	+/-5.5
SCHOOL ENROLLMENT				
Population 3 years and over enrolled in school	150,199	+/-1,543	150,199	(X)
Nursery school, preschool	9,527	+/-553	6.3%	+/-0.4
Kindergarten	6,760	+/-509	4.5%	+/-0.3
Elementary school (grades 1-8)	54,362	+/-816	36.2%	+/-0.6
High school (grades 9-12)	28,377	+/-668	18.9%	+/-0.5
College or graduate school	51,173	+/-1,437	34.1%	+/-0.7
EDUCATIONAL ATTAINMENT				
Population 25 years and over	361,647	+/-127	361,647	(X)
Less than 9th grade	11,880	+/-754	3.3%	+/-0.2
9th to 12th grade, no diploma	30,618	+/-1,193	8.5%	+/-0.3
High school graduate (includes equivalency)	105,159	+/-1,992	29.1%	+/-0.5
Some college, no degree	92,304	+/-2,126	25.5%	+/-0.6
Associate's degree	32,596	+/-1,168	9.0%	+/-0.3
Bachelor's degree	52,753	+/-1,507	14.6%	+/-0.4
Graduate or professional degree	36,337	+/-1,148	10.0%	+/-0.3
Percent high school graduate or higher	(X)	(X)	88.2%	+/-0.4
Percent bachelor's degree or higher	(X)	(X)	24.6%	+/-0.5
VETERAN STATUS				
Civilian population 18 years and over	412,503	+/-270	412,503	(X)
Civilian veterans	45,106	+/-1,241	10.9%	+/-0.3

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Subject	Montgomery County, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION				
Total Civilian Noninstitutionalized Population	527,627	+/-657	527,627	(X)
With a disability	79,834	+/-1,983	15.1%	+/-0.4
Under 18 years	121,832	+/-52	121,832	(X)
With a disability	6,602	+/-597	5.4%	+/-0.5
18 to 64 years	325,911	+/-495	325,911	(X)
With a disability	43,064	+/-1,426	13.2%	+/-0.4
65 years and over	79,884	+/-387	79,884	(X)
With a disability	30,168	+/-856	37.8%	+/-1.1
RESIDENCE 1 YEAR AGO				
Population 1 year and over	530,164	+/-524	530,164	(X)
Same house	433,577	+/-2,982	81.8%	+/-0.6
Different house in the U.S.	94,257	+/-3,118	17.8%	+/-0.6
Same county	66,297	+/-2,913	12.5%	+/-0.5
Different county	27,960	+/-1,731	5.3%	+/-0.3
Same state	16,040	+/-1,331	3.0%	+/-0.3
Different state	11,920	+/-1,119	2.2%	+/-0.2
Abroad	2,330	+/-362	0.4%	+/-0.1
PLACE OF BIRTH				
Total population	536,433	*****	536,433	(X)
Native	516,332	+/-1,107	96.3%	+/-0.2
Born in United States	511,592	+/-1,180	95.4%	+/-0.2
State of residence	377,153	+/-2,367	70.3%	+/-0.4
Different state	134,439	+/-2,373	25.1%	+/-0.4
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	4,740	+/-501	0.9%	+/-0.1
Foreign born	20,101	+/-1,107	3.7%	+/-0.2
U.S. CITIZENSHIP STATUS				
Foreign-born population	20,101	+/-1,107	20,101	(X)
Naturalized U.S. citizen	9,147	+/-701	45.5%	+/-3.2
Not a U.S. citizen	10,954	+/-1,002	54.5%	+/-3.2
YEAR OF ENTRY				
Population born outside the United States	24,841	+/-1,180	24,841	(X)
Native	4,740	+/-501	4,740	(X)
Entered 2010 or later	167	+/-87	3.5%	+/-1.8
Entered before 2010	4,573	+/-485	96.5%	+/-1.8
Foreign born	20,101	+/-1,107	20,101	(X)
Entered 2010 or later	1,730	+/-359	8.6%	+/-1.7
Entered before 2010	18,371	+/-1,071	91.4%	+/-1.7
WORLD REGION OF BIRTH OF FOREIGN BORN				
Foreign-born population, excluding population born at sea	20,101	+/-1,107	20,101	(X)
Europe	3,262	+/-397	16.2%	+/-1.7
Asia	9,450	+/-595	47.0%	+/-2.4
Africa	2,589	+/-519	12.9%	+/-2.3
Oceania	119	+/-77	0.6%	+/-0.4
Latin America	4,062	+/-518	20.2%	+/-2.3
Northern America	619	+/-202	3.1%	+/-1.0

Subject	Montgomery County, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	503,272	+/-60	503,272	(X)
English only	475,795	+/-1,259	94.5%	+/-0.2
Language other than English	27,477	+/-1,254	5.5%	+/-0.2
Speak English less than "very well"	10,436	+/-804	2.1%	+/-0.2
Spanish	9,717	+/-621	1.9%	+/-0.1
Speak English less than "very well"	4,101	+/-452	0.8%	+/-0.1
Other Indo-European languages	7,739	+/-786	1.5%	+/-0.2
Speak English less than "very well"	2,025	+/-342	0.4%	+/-0.1
Asian and Pacific Islander languages	6,897	+/-700	1.4%	+/-0.1
Speak English less than "very well"	3,332	+/-420	0.7%	+/-0.1
Other languages	3,124	+/-661	0.6%	+/-0.1
Speak English less than "very well"	978	+/-343	0.2%	+/-0.1
ANCESTRY				
Total population	536,433	*****	536,433	(X)
American	42,913	+/-2,191	8.0%	+/-0.4
Arab	2,763	+/-668	0.5%	+/-0.1
Czech	1,553	+/-393	0.3%	+/-0.1
Danish	922	+/-245	0.2%	+/-0.1
Dutch	8,535	+/-791	1.6%	+/-0.1
English	45,609	+/-2,031	8.5%	+/-0.4
French (except Basque)	11,144	+/-843	2.1%	+/-0.2
French Canadian	1,087	+/-240	0.2%	+/-0.1
German	128,482	+/-2,990	24.0%	+/-0.6
Greek	1,504	+/-238	0.3%	+/-0.1
Hungarian	3,909	+/-571	0.7%	+/-0.1
Irish	69,842	+/-2,141	13.0%	+/-0.4
Italian	20,235	+/-1,559	3.8%	+/-0.3
Lithuanian	1,043	+/-251	0.2%	+/-0.1
Norwegian	2,197	+/-319	0.4%	+/-0.1
Polish	11,882	+/-980	2.2%	+/-0.2
Portuguese	407	+/-139	0.1%	+/-0.1
Russian	1,899	+/-393	0.4%	+/-0.1
Scotch-Irish	5,951	+/-801	1.1%	+/-0.1
Scottish	9,274	+/-780	1.7%	+/-0.1
Slovak	1,445	+/-337	0.3%	+/-0.1
Subsaharan African	5,854	+/-870	1.1%	+/-0.2
Swedish	3,394	+/-419	0.6%	+/-0.1
Swiss	1,786	+/-374	0.3%	+/-0.1
Ukrainian	698	+/-186	0.1%	+/-0.1
Welsh	4,691	+/-607	0.9%	+/-0.1
West Indian (excluding Hispanic origin groups)	736	+/-188	0.1%	+/-0.1
COMPUTERS AND INTERNET USE				
Total Households	(X)	(X)	(X)	(X)
With a computer	(X)	(X)	(X)	(X)
With a broadband Internet subscription	(X)	(X)	(X)	(X)

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Fertility data are not available for certain geographic areas due to problems with data collection. See Errata Note #92 for details.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes

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when using multi-year data containing data from 2013.

The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended. For more information on these questions and their evaluation in the 2006 ACS Content Test, see the Evaluation Report Covering Disability.

While the 2009-2013 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2009-2013 5-Year American Community Survey

Explanation of Symbols:

1. An '**' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

Appendix E4

U.S. Census Bureau
AMERICAN FactFinder

DP02   SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES

2009-2013 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Dayton city, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
HOUSEHOLDS BY TYPE				
Total households	57,361	+/-804	57,361	(X)
Family households (families)	28,995	+/-601	50.5%	+/-1.1
With own children under 18 years	13,142	+/-483	22.9%	+/-0.9
Married-couple family	14,078	+/-586	24.5%	+/-1.1
With own children under 18 years	4,972	+/-373	8.7%	+/-0.7
Male householder, no wife present, family	2,660	+/-295	4.6%	+/-0.5
With own children under 18 years	1,416	+/-224	2.5%	+/-0.4
Female householder, no husband present, family	12,257	+/-507	21.4%	+/-0.8
With own children under 18 years	6,754	+/-410	11.8%	+/-0.7
Nonfamily households	28,366	+/-853	49.5%	+/-1.1
Householder living alone	24,079	+/-864	42.0%	+/-1.2
65 years and over	7,005	+/-376	12.2%	+/-0.6
Households with one or more people under 18 years	15,325	+/-530	26.7%	+/-1.0
Households with one or more people 65 years and over	13,706	+/-521	23.9%	+/-0.8
Average household size	2.24	+/-0.03	(X)	(X)
Average family size	3.09	+/-0.05	(X)	(X)
RELATIONSHIP				
Population in households	128,693	+/-662	128,693	(X)
Householder	57,361	+/-804	44.6%	+/-0.6
Spouse	14,122	+/-591	11.0%	+/-0.5
Child	37,041	+/-1,015	28.8%	+/-0.8
Other relatives	9,570	+/-797	7.4%	+/-0.6
Nonrelatives	10,599	+/-817	8.2%	+/-0.6
Unmarried partner	4,625	+/-389	3.6%	+/-0.3
MARITAL STATUS				
Males 15 years and over	56,517	+/-879	56,517	(X)
Never married	29,508	+/-928	52.2%	+/-1.2
Now married, except separated	15,652	+/-630	27.7%	+/-1.2
Separated	1,525	+/-278	2.7%	+/-0.5

Subject	Dayton city, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Widowed	1,661	+/-256	2.9%	+/-0.4
Divorced	8,171	+/-467	14.5%	+/-0.8
Females 15 years and over	61,346	+/-804	61,346	(X)
Never married	27,939	+/-874	45.5%	+/-1.2
Now married, except separated	15,029	+/-637	24.5%	+/-1.1
Separated	2,016	+/-329	3.3%	+/-0.5
Widowed	6,040	+/-412	9.8%	+/-0.7
Divorced	10,322	+/-597	16.8%	+/-0.9
FERTILITY				
Number of women 15 to 50 years old who had a birth in the past 12 months	2,001	+/-329	2,001	(X)
Unmarried women (widowed, divorced, and never married)	1,326	+/-266	66.3%	+/-7.4
Per 1,000 unmarried women	46	+/-9	(X)	(X)
Per 1,000 women 15 to 50 years old	52	+/-9	(X)	(X)
Per 1,000 women 15 to 19 years old	23	+/-10	(X)	(X)
Per 1,000 women 20 to 34 years old	92	+/-17	(X)	(X)
Per 1,000 women 35 to 50 years old	16	+/-8	(X)	(X)
GRANDPARENTS				
Number of grandparents living with own grandchildren under 18 years	2,955	+/-396	2,955	(X)
Responsible for grandchildren	1,613	+/-307	54.6%	+/-7.5
Years responsible for grandchildren				
Less than 1 year	389	+/-186	13.2%	+/-5.9
1 or 2 years	315	+/-127	10.7%	+/-4.5
3 or 4 years	187	+/-104	6.3%	+/-3.5
5 or more years	722	+/-211	24.4%	+/-6.2
Number of grandparents responsible for own grandchildren under 18 years	1,613	+/-307	1,613	(X)
Who are female	1,150	+/-208	71.3%	+/-6.0
Who are married	783	+/-255	48.5%	+/-10.3
SCHOOL ENROLLMENT				
Population 3 years and over enrolled in school	46,855	+/-1,125	46,855	(X)
Nursery school, preschool	2,212	+/-345	4.7%	+/-0.7
Kindergarten	1,561	+/-279	3.3%	+/-0.6
Elementary school (grades 1-8)	13,112	+/-671	28.0%	+/-1.3
High school (grades 9-12)	7,437	+/-475	15.9%	+/-1.0
College or graduate school	22,533	+/-982	48.1%	+/-1.5
EDUCATIONAL ATTAINMENT				
Population 25 years and over	88,337	+/-935	88,337	(X)
Less than 9th grade	4,460	+/-451	5.0%	+/-0.5
9th to 12th grade, no diploma	12,517	+/-691	14.2%	+/-0.8
High school graduate (includes equivalency)	26,311	+/-917	29.8%	+/-1.0
Some college, no degree	22,958	+/-908	26.0%	+/-1.0
Associate's degree	7,582	+/-627	8.6%	+/-0.7
Bachelor's degree	8,753	+/-679	9.9%	+/-0.8
Graduate or professional degree	5,756	+/-492	6.5%	+/-0.6
Percent high school graduate or higher	(X)	(X)	80.8%	+/-0.9
Percent bachelor's degree or higher	(X)	(X)	16.4%	+/-0.9
VETERAN STATUS				
Civilian population 18 years and over	112,591	+/-810	112,591	(X)
Civilian veterans	10,181	+/-600	9.0%	+/-0.5

Subject	Dayton city, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION				
Total Civilian Noninstitutionalized Population	140,364	+/-346	140,364	(X)
With a disability	26,635	+/-904	19.0%	+/-0.6
Under 18 years	30,571	+/-803	30,571	(X)
With a disability	2,291	+/-418	7.5%	+/-1.3
18 to 64 years	92,933	+/-813	92,933	(X)
With a disability	16,458	+/-772	17.7%	+/-0.8
65 years and over	16,860	+/-592	16,860	(X)
With a disability	7,886	+/-456	46.8%	+/-2.2
RESIDENCE 1 YEAR AGO				
Population 1 year and over	141,652	+/-295	141,652	(X)
Same house	104,430	+/-2,047	73.7%	+/-1.5
Different house in the U.S.	36,525	+/-2,102	25.8%	+/-1.5
Same county	25,937	+/-1,872	18.3%	+/-1.3
Different county	10,588	+/-986	7.5%	+/-0.7
Same state	5,704	+/-635	4.0%	+/-0.4
Different state	4,884	+/-640	3.4%	+/-0.5
Abroad	697	+/-146	0.5%	+/-0.1
PLACE OF BIRTH				
Total population	143,446	+/-84	143,446	(X)
Native	138,065	+/-729	96.2%	+/-0.5
Born in United States	136,921	+/-738	95.5%	+/-0.5
State of residence	100,717	+/-1,322	70.2%	+/-0.9
Different state	36,204	+/-1,382	25.2%	+/-1.0
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	1,144	+/-244	0.8%	+/-0.2
Foreign born	5,381	+/-724	3.8%	+/-0.5
U.S. CITIZENSHIP STATUS				
Foreign-born population	5,381	+/-724	5,381	(X)
Naturalized U.S. citizen	1,691	+/-355	31.4%	+/-5.9
Not a U.S. citizen	3,690	+/-642	68.6%	+/-5.9
YEAR OF ENTRY				
Population born outside the United States	6,525	+/-733	6,525	(X)
Native	1,144	+/-244	1,144	(X)
Entered 2010 or later	55	+/-49	4.8%	+/-3.9
Entered before 2010	1,089	+/-226	95.2%	+/-3.9
Foreign born	5,381	+/-724	5,381	(X)
Entered 2010 or later	670	+/-205	12.5%	+/-3.8
Entered before 2010	4,711	+/-712	87.5%	+/-3.8
WORLD REGION OF BIRTH OF FOREIGN BORN				
Foreign-born population, excluding population born at sea	5,381	+/-724	5,381	(X)
Europe	678	+/-202	12.6%	+/-3.3
Asia	2,108	+/-434	39.2%	+/-5.9
Africa	936	+/-272	17.4%	+/-4.5
Oceania	27	+/-29	0.5%	+/-0.5
Latin America	1,615	+/-403	30.0%	+/-6.6
Northern America	17	+/-21	0.3%	+/-0.4

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Subject	Dayton city, Ohio			
	Estimate	Margin of Error	Percent	Percent Margin of Error
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	134,108	+/-579	134,108	(X)
English only	126,506	+/-1,012	94.3%	+/-0.6
Language other than English	7,602	+/-787	5.7%	+/-0.6
Speak English less than "very well"	3,974	+/-550	3.0%	+/-0.4
Spanish	3,528	+/-564	2.6%	+/-0.4
Speak English less than "very well"	1,996	+/-391	1.5%	+/-0.3
Other Indo-European languages	1,668	+/-351	1.2%	+/-0.3
Speak English less than "very well"	657	+/-203	0.5%	+/-0.2
Asian and Pacific Islander languages	1,613	+/-484	1.2%	+/-0.4
Speak English less than "very well"	880	+/-247	0.7%	+/-0.2
Other languages	793	+/-301	0.6%	+/-0.2
Speak English less than "very well"	441	+/-214	0.3%	+/-0.2
ANCESTRY				
Total population	143,446	+/-84	143,446	(X)
American	9,177	+/-855	6.4%	+/-0.6
Arab	814	+/-344	0.6%	+/-0.2
Czech	230	+/-87	0.2%	+/-0.1
Danish	143	+/-91	0.1%	+/-0.1
Dutch	1,677	+/-301	1.2%	+/-0.2
English	7,363	+/-836	5.1%	+/-0.6
French (except Basque)	2,254	+/-417	1.6%	+/-0.3
French Canadian	179	+/-89	0.1%	+/-0.1
German	24,031	+/-1,271	16.8%	+/-0.9
Greek	324	+/-90	0.2%	+/-0.1
Hungarian	796	+/-241	0.6%	+/-0.2
Irish	15,643	+/-1,154	10.9%	+/-0.8
Italian	5,306	+/-829	3.7%	+/-0.6
Lithuanian	188	+/-97	0.1%	+/-0.1
Norwegian	409	+/-153	0.3%	+/-0.1
Polish	2,589	+/-418	1.8%	+/-0.3
Portuguese	102	+/-81	0.1%	+/-0.1
Russian	626	+/-238	0.4%	+/-0.2
Scotch-Irish	880	+/-201	0.6%	+/-0.1
Scottish	1,746	+/-299	1.2%	+/-0.2
Slovak	317	+/-144	0.2%	+/-0.1
Subsaharan African	2,650	+/-509	1.8%	+/-0.4
Swedish	555	+/-169	0.4%	+/-0.1
Swiss	324	+/-151	0.2%	+/-0.1
Ukrainian	161	+/-98	0.1%	+/-0.1
Welsh	730	+/-194	0.5%	+/-0.1
West Indian (excluding Hispanic origin groups)	306	+/-93	0.2%	+/-0.1
COMPUTERS AND INTERNET USE				
Total Households	(X)	(X)	(X)	(X)
With a computer	(X)	(X)	(X)	(X)
With a broadband Internet subscription	(X)	(X)	(X)	(X)

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

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Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

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Explanation of Symbols:

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3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '***' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

District IRN	District Name	County	Region	Limited English Proficiency	% of Total Enrollment
043737	Centerville City	Montgomery	Region 10	LEP	2.0
043844	Dayton City	Montgomery	Region 10	LEP	5.3
044180	Kettering City	Montgomery	Region 10	LEP	1.9
044396	Miamisburg City	Montgomery	Region 10	LEP	1.9
044586	Oakwood City	Montgomery	Region 10	LEP	0.7
044958	Vandalia-Butler City	Montgomery	Region 10	LEP	0.7
045054	West Carrollton City	Montgomery	Region 10	LEP	3.8
048678	Brookville Local	Montgomery	Region 10	LEP	--
048686	Jefferson Township Local	Montgomery	Region 10	LEP	--
048694	Trotwood-Madison City	Montgomery	Region 10	LEP	--
048702	Mad River Local	Montgomery	Region 10	LEP	2.5
048710	New Lebanon Local	Montgomery	Region 10	LEP	--
048728	Northmont City	Montgomery	Region 10	LEP	2.4
048736	Northridge Local	Montgomery	Region 10	LEP	0.8
048744	Valley View Local	Montgomery	Region 10	LEP	0.8
048751	Huber Heights City	Montgomery	Region 10	LEP	3.1

File Created September 10, 2014

http://reportcard.education.ohio.gov/Pages/Download-Data.aspx

District IRN	District Name	County	Region	Ethnicity	Enrollment
043737	Centerville City	Montgomery	Region 10	Asian or Pacific Islander	669
043844	Dayton City	Montgomery	Region 10	Asian or Pacific Islander	54
044180	Kettering City	Montgomery	Region 10	Asian or Pacific Islander	106
044396	Miamisburg City	Montgomery	Region 10	Asian or Pacific Islander	132
044586	Oakwood City	Montgomery	Region 10	Asian or Pacific Islander	72
044958	Vandalia-Butler City	Montgomery	Region 10	Asian or Pacific Islander	65
045054	West Carrollton City	Montgomery	Region 10	Asian or Pacific Islander	51
048678	Brookville Local	Montgomery	Region 10	Asian or Pacific Islander	22
048686	Jefferson Township Local	Montgomery	Region 10	Asian or Pacific Islander	--
048694	Trotwood-Madison City	Montgomery	Region 10	Asian or Pacific Islander	--
048702	Mad River Local	Montgomery	Region 10	Asian or Pacific Islander	82
048710	New Lebanon Local	Montgomery	Region 10	Asian or Pacific Islander	--
048728	Northmont City	Montgomery	Region 10	Asian or Pacific Islander	113
048736	Northridge Local	Montgomery	Region 10	Asian or Pacific Islander	--
048744	Valley View Local	Montgomery	Region 10	Asian or Pacific Islander	13
048751	Huber Heights City	Montgomery	Region 10	Asian or Pacific Islander	138
				Total	1571

District IRN	District Name	County	Region	Ethnicity	Enrollment
043737	Centerville City	Montgomery	Region 10	Hispanic	164
043844	Dayton City	Montgomery	Region 10	Hispanic	521
044180	Kettering City	Montgomery	Region 10	Hispanic	151
044396	Miamisburg City	Montgomery	Region 10	Hispanic	142
044586	Oakwood City	Montgomery	Region 10	Hispanic	63
044958	Vandalia-Butler City	Montgomery	Region 10	Hispanic	80
045054	West Carrollton City	Montgomery	Region 10	Hispanic	203
048678	Brookville Local	Montgomery	Region 10	Hispanic	10
048686	Jefferson Township Local	Montgomery	Region 10	Hispanic	13
048694	Trotwood-Madison City	Montgomery	Region 10	Hispanic	30
048702	Mad River Local	Montgomery	Region 10	Hispanic	190
048710	New Lebanon Local	Montgomery	Region 10	Hispanic	16
048728	Northmont City	Montgomery	Region 10	Hispanic	78
048736	Northridge Local	Montgomery	Region 10	Hispanic	52
048744	Valley View Local	Montgomery	Region 10	Hispanic	21
048751	Huber Heights City	Montgomery	Region 10	Hispanic	328
				Total	2062

File Created September 10, 2014

http://reportcard.education.ohio.gov/Pages/Download-Data.aspx

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 i-riderta.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

Si requiere información en otro idioma, comuníquese al 937-425-8300.

Appendix F
Board Approval of Title VI Program

As a recipient of U.S. Department of Transportation (USDOT), Federal Transit Administration (FTA) funding, the Greater Dayton RTA must comply with Title VI and Environmental Justice regulations. This is to insure that the Greater Dayton RTA provides fair and equitable service and amenities delivery and installation, meaningful customer outreach plans, and periodic service equity review processes. While the Greater Dayton RTA is in compliance with the FTA Title VI program through November 30, 2015 it is required that the Board review and approve the Title VI Program and service equity reviews since the last submission on February 23, 2012. The RTA is requesting Greater Dayton RTA Board of Trustees review and gives approval to submit the Greater Dayton RTA Title VI Program by October 1, 2015 when the current policy is due for submittal on the TEAM FTA website.

The Executive Director recommends approval of the 2015 Title VI Program including the service equity reviews since the last submittal on February 23, 2012.

Board Committee Meeting 9/22/15
Director, Planning and Marketing

CHANGES IN VEHICLE LOADING STANDARDS
2011 Vehicle Loading Standards

	Length	**Passenger Capacity**	**Load (*)**		
Vehicle Type	(feet)	Seated	Standing	Total	Factor
Standard Diesel	28	23	9	32	140%
Standard Diesel	30	25	10	35	140%
Standard Diesel	35	29-34	12-14	41-48	140%
Standard Diesel	40	34-39	14-16	48-55	140%
Trolley	38	40-41	16	56-57	140%

2014 Vehicle Loading Standards

	Length	Passenger Capacity	Load (*)		
Vehicle Type	(feet)	Seated	Standing	Total	Factor
Standard Diesel	28	23	9	32	140%
Standard Diesel	30	24	10	34	140%
Standard Diesel	35	29	12	41	140%
Standard Diesel	40	38	14	52	140%
Trolley	38	41	17	58	140%

(*) Capacity is reduced when wheelchair tie-downs are utilized. (For ex. on the Trolleys there are four (4) seats per tie-down.)

Appendix H
RTA Service Standards - Changes in Vehicle Loading Standards

DAYTON RTA

TITLE VI: COMPARISON TABLE FOR DAYTON VEHICLE LOAD FACTOR WEEKDAY

				HOUR									
				4:00-5:00	5:00-6:00	6:00-7:00	7:00-8:00	8:00-9:00	9:00-10:00	10:00-11:00	11:00-12:00	12:00-13:00	13:00-14:00
				DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean
ATITLE_VI	MINORITY	A ROUTE_TYPE	LOCAL	.12	.17	.35	.45	.45	.46	.45	.49	.51	.53
			SUBURBAN		.24	.36	.58	.34	.37	.36	.28	.48	.44
			CROSSTOWN	.37	.29	.39	.37	.27	.12	.20	.16	.24	.28
			EXPRESS		.15	.27	.31	.46	.32	.34	.31	.40	.48
			RURAL		.56	.36	.50	.79					
			FEEDER			.21	.12	.32	.06	.23	.12	.09	.13
	NON-MINORITY	A ROUTE_TYPE	LOCAL			.08	.20	.17				.07	.14
			SUBURBAN		.18	.35	.46	.34	.44	.48	.53	.63	.54
			CROSSTOWN		0.00	.13	.09	.16	.21	.09	.16	.18	.23
			EXPRESS			.37							
			RURAL		.01	.13							
			FEEDER		.12	.10	.22	.14	.19	.26	.21	.24	.23

URBAN TRANSPORTATION ASSOCIATES

				HOUR									
				14:00-15:00	15:00-16:00	16:00-17:00	17:00-18:00	18:00-19:00	19:00-20:00	20:00-21:00	21:00-22:00	22:00-23:00	23:00-24:00
				DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean
ATITLE_VI	MINORITY	A ROUTE_TYPE	LOCAL	.55	.58	.46	.39	.30	.43	.38	.36	.33	.15
			SUBURBAN	.47	.68	.63	.37	.12	.58	.15	.54	.36	.03
			CROSSTOWN	.36	.40	.30	.26	.19	.19	.17	.26	.14	.12
			EXPRESS	.58	.39	.34	.37	.26	.29	.44	.23	.21	
			RURAL	.22	.30	.17	.09	.06					
			FEEDER	.12	.22	.13	.07	.08	.05	.09	.10	.06	
	NON-MINORITY	A ROUTE_TYPE	LOCAL		.74	.13	.12						
			SUBURBAN	.53	.49	.38	.36	.15	.40	.52	.45	.32	.12
			CROSSTOWN	.23	.28	.22	.21	.11	.21	.17	.13		
			EXPRESS				.31						
			RURAL				.10	.05					
			FEEDER	.24	.25	.25	.18	.20	.13	.15	.04		

				HOUR		
				00:00-01:00	01:00-02:00	02:00-03:00
				DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean	DAYTON_LOAD_FACTOR Mean
ATITLE_VI	MINORITY	A ROUTE_TYPE	LOCAL	.23	.03	
			SUBURBAN	.10		
			CROSSTOWN	.08		
			EXPRESS			
			RURAL			
			FEEDER			
	NON-MINORITY	A ROUTE_TYPE	LOCAL			
			SUBURBAN	.08		
			CROSSTOWN			
			EXPRESS			
			RURAL			
			FEEDER			

Appendix I
General Headway Standards

2011
Headways (in minutes) by Operating Period

Service Type	Peak	Base	Night	Sat	Sun/Hol
Local	20	30	70	30	70
Suburban	35	65	95	100	100
Cross-town	45	60	70	70	70
Express	30	NA	NA	NA	NA
Rural	30	NA	NA	NA	NA
Feeder	60	60	60	60	60

2014
Headways (in minutes) by Operating Period

Service Type	Peak	Base	Night	Sat	Sun/Hol
Local	20	30	70	30	70
Suburban	35	65	90	90	90
Cross-town	45	60	60	70	70
Express	30	60	70	70	70
Rural	*	NA	NA	NA	NA
Feeder	60	60	60	60	60

*Rural routes generally provide service for peak hour work trips only.

Appendix J
On Time Performance by Demographics 2014

Title VI - OTP by Demographics - 2014			
	Early	**OnTime**	**Late**
Minority			
Local	3.6	77.9	18.5
Suburban	3.3	74.1	22.6
Crosstown	2.4	79.0	18.6
Express	4.9	75.8	19.3
Rural	2.9	77.5	19.7
Feeder	4.5	83.5	12.0
Non-Minority			
Local	5.1	78.8	16.1
Suburban	2.4	76.7	20.9
Crosstown	2.5	83.8	13.7
Express	43.7	43.1	13.2
Rural	2.3	80.3	17.4
Feeder	3.5	87.3	9.2
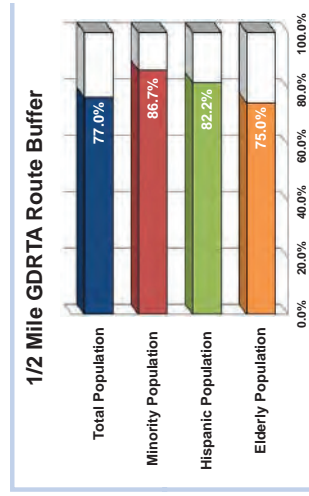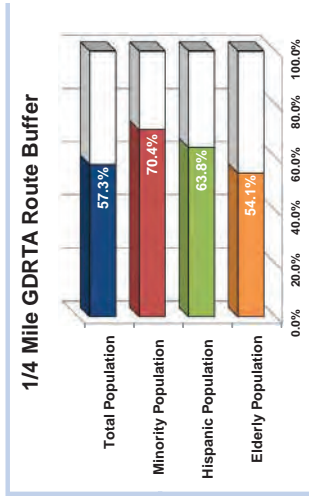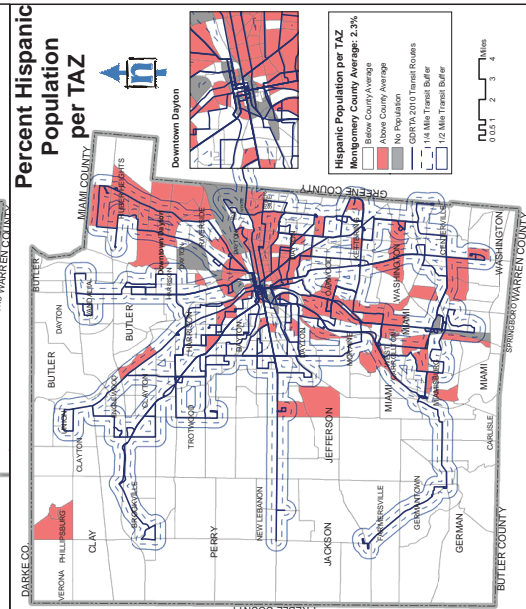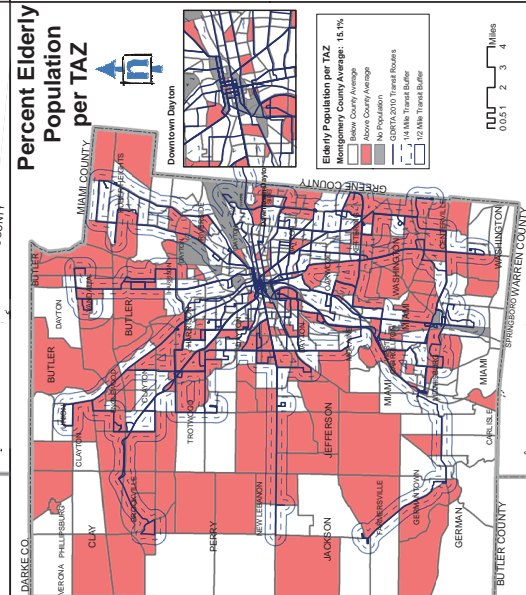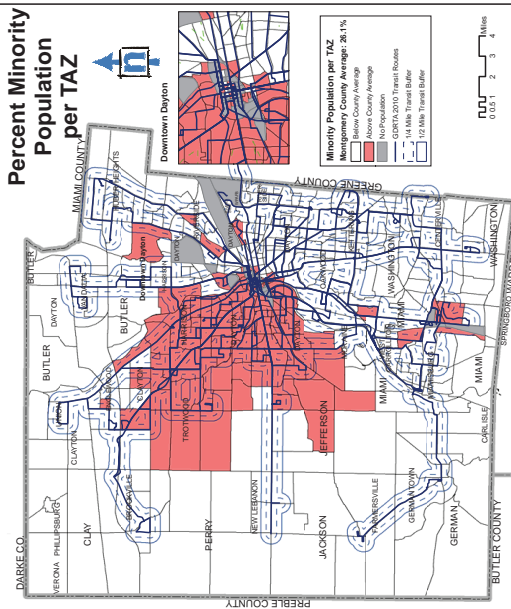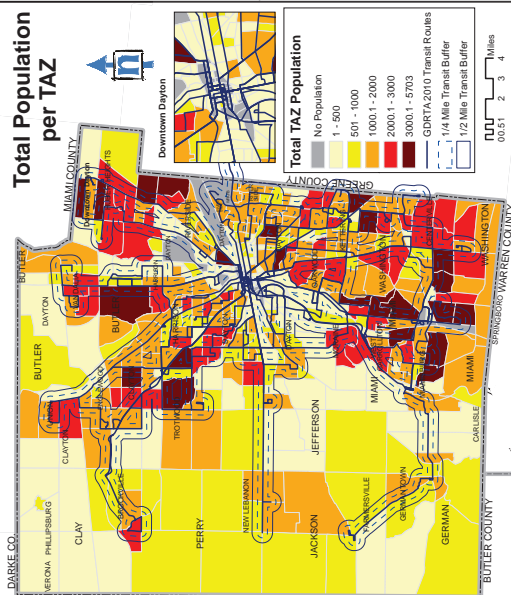
GDRTA Routes Demographic Analysis

1/4 Mile GDRTA Route Buffer

- Total Population: 57.3%
- Minority Population: 70.4%
- Hispanic Population: 63.8%
- Elderly Population: 54.1%

1/2 Mile GDRTA Route Buffer

- Total Population: 77.0%
- Minority Population: 86.7%
- Hispanic Population: 82.2%
- Elderly Population: 75.0%

Source: Census 2010

December 2011

Total Population per TAZ

Percent Minority Population per TAZ

Percent Hispanic Population per TAZ

Percent Elderly Population per TAZ

Transit Accessibility in Montgomery County
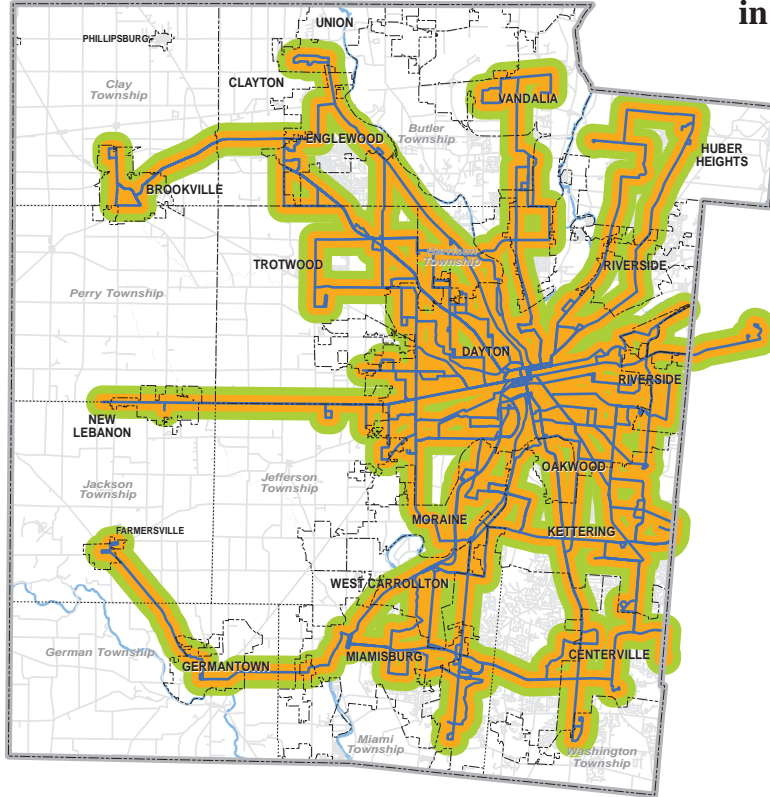
mvrpc

Service Areas
— 2013 GDRTA Transit Routes
■ 1/4 Mile Buffer
■ 1/2 Mile Buffer

Percentage of Population within 1/4-mile of GDRTA Transit Route

General Population	58.3%
Total Employment	72.6%
Minority Population	71.5%
People in Poverty	74.0%
Disabled Population	63.2%
Elderly Population	55.3%
Hispanic Population	64.4%
Zero-Car Households	76.1%

0.0% 20.0% 40.0% 60.0% 80.0% 100.0%

Percentage of Population within 1/2-mile of GDRTA Transit Route

General Population	78.0%
Total Employment	87.8%
Minority Population	88.2%
People in Poverty	88.3%
Disabled Population	81.6%
Elderly Population	76.2%
Hispanic Population	82.7%
Zero-Car Households	90.4%

0.0% 20.0% 40.0% 60.0% 80.0% 100.0%

* Express Routes and Local School Routes are not included.

Source: 2013 GDRTA Transit Routes, U.S. Census 2010,
2008-2012 American Community Survey, MVRPC

Miami Valley
Regional Planning Commission
One South Main Street Suite 260
Dayton, OH 45402
Phone - (937) 223 - 6323
Fax - (937) 223 - 9750
Web - www.mvrpc.org

N

0   3   6   9   12   Miles

Date: March 2014

rta
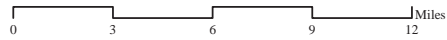
Planning
(Policy)

Focus: Customer Amenity Program	Number: Marketing/Planning 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	Pages: 1 of 2
Executive Director Signature:	Date: 9/10/17

CUSTOMER AMENITY PROGRAM
PLANNING POLICY

GENERAL DESCRIPTION
The Greater Dayton Regional Transit Authority (RTA) 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. RTA will maintain an accurate inventory of all passenger amenities.

PROGRAM STATEMENT
Periodically, the RTA 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 RTA 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. RTA 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: RTA will seek locations along RTA routes where RTA 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, RTA 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 RTA's Title VI Program.

PROGRAM CRITERIA

To effectively implement the RTA 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 RTA operations. It will be the goal of the RTA to provide amenities to the riding public wherever possible, within the Board-approved budget and operating policies of the RTA.

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

Exhibit 40: GDRTA Amenities

GDRTA
Title VI Analysis

Legend:
- Bus Shelter
- Bench
- Trash Receptacle
- Park-N-Ride
- GDRTA Facilities
- Trolley Lines
- GDRTA Routes
- Interstate
- Highway
- Major Road

Tracts

Significant Minority Tract
- 0% - 29%
- 29.1% - 98.9%

Significant Low-Income Tract
- 0.3% - 18%
- 18.1% - 69.2%
- Local Road
- Counties
- Places
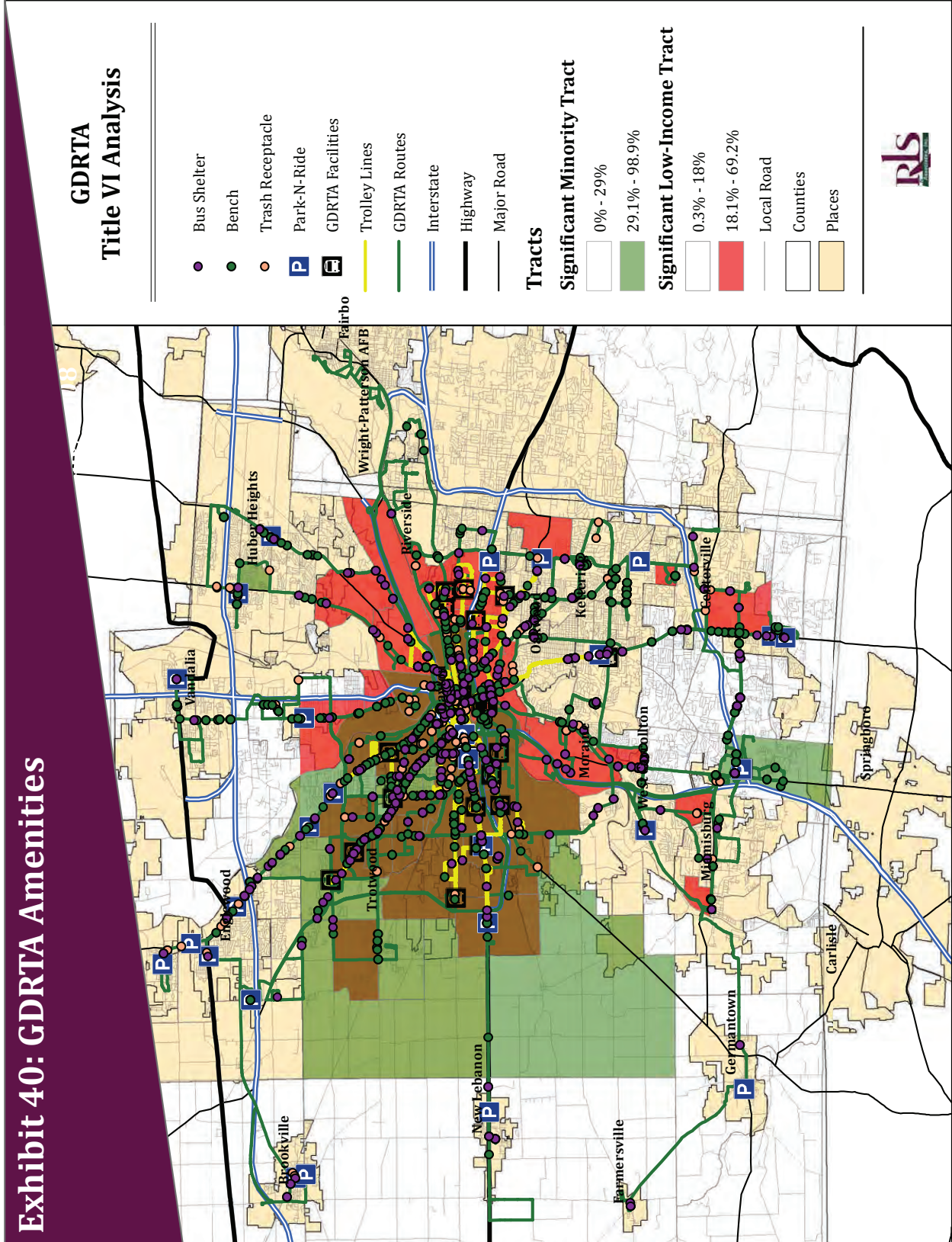
Planning
(Policy)

Focus: Vehicle Assignment	Number: Marketing/Planning 3

Document History:
    Approved: 9/3/13
    Effective: 9/3/13
    Revisions:
	Pages: 1 of 1

Executive Director Signature:	Date:

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 Regional Transit Authority (RTA) is updating its vehicle assignment process to a Board of Trustees approved policy and amending the process to include the assignment of Automated Passenger Counter (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 few 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. RTA rotates a percentage (approximately 30% of peak fleet) of APC equipped diesel and trolley buses throughout the fleet on a monthly basis to ensure that complete passenger counts are collected on all route blocks. The rotation is semi-random except for the end of the period and then specific buses are assigned to ensure coverage as well as for manual integrity checks.

The Directors of Planning/Marketing and Maintenance will be responsible for ensuring compliance with this policy.

Appendix P
Results of Vehicle Assignment Poicy Monitoring

Minority Routes	Avg. Date of Purchase	Avg. Mfg. Yr
Local	11	2004
Suburban	6	2009
Crosstown	6	2009
Express	6	2009
Rural	6	2009
Feeder	3	2012
Avg		2009
Non-Minority Routes		
Local	6	2004
Suburban	6	2009
Crosstown	6	2009
Express	6	2009
Rural	6	2009
Feeder	4	2011
Avg		2009
System Average Date of Purchase		**2009**
System Average Age of Vehicles		**5.5**
Overal Variance		**1%**

2013 GDRTA Title VI Procedure Update & Service Evaluation

Prepared for the Greater Dayton Regional Transit Authority (GDRTA)

June 2013

3131 South Dixie Hwy.   Suite 545   Dayton, OH 45439   937.299.5007   www.rlsandassoc.com

Table of Contents

2013 GDRTA TITLE VI PROCEDURE UPDATE & SERVICE EVALUATION

INTRODUCTION

As a recipient of the U.S. Department of Transportation, Federal Transit Administration (FTA) funding (49 USC Section 5307, Urbanized Area Formula Program), the Greater Dayton Regional Transit Authority (GDRTA) must comply with Title VI regulations. The Title VI regulation requirements are included in 49 CFR Section 21.9(b) Title VI Regulations and in the Federal Transit Administration (FTA) Circular 4702.1B ("Circular") Title VI Requirements and Guidelines for Federal Transit Administration Recipients. The Circular "provide(s) recipients of FTA financial assistance with guidance and instructions necessary to carry out the U.S. Department of Transportation's (DOT) Title VI regulations and to integrate into their programs and activities considerations expressed in the Department's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087, December 14, 2005)."

Title VI compliance prohibits discrimination in any Federally-assisted program on the basis of race, color, or national origin.

As part of its annual compliance efforts, GDRTA contracted with RLS & Associates, Inc. (RLS) to collect and analyze racial, ethnic, and income data by surveying a sample of GDRTA passengers. RLS then compared the results to demographic conditions in the service area and previously conducted Title VI surveys. This report summarizes the results of the recent survey and demographic data analysis efforts completed as part of the GDRTA Title VI Procedure Update and Service Evaluation. The data contained in this report demonstrates the extent to which members of minority and non-minority groups and low-income individuals benefit from the GDRTA transportation services.

In addition to passenger surveys, RLS prepared demographic and service profile maps and charts using data from the 2011 American Community Survey (ACS) five-year estimates (2007-2011). This data will assist in determining whether GDRTA's service is equally available to minority, low-income, and Limited English Proficient (LEP) populations residing within the GDRTA service area.

GDRTA RIDER SURVEY METHODOLOGY

A rider intercept survey of GDRTA passengers was conducted in March and April 2013 by surveyors under the supervision of RLS. Each surveyor was trained on the purpose of the survey, Title VI, and the quality of the data being collected. The sample of GDRTA services included in the survey was determined through an analysis of the population demographics within the entire service area.

INTERVIEWER TRAINING AND DATA COLLECTION

RLS used employees and independent contractors to assist with the survey collection.

The RLS Project Manager conducted a training session with all surveyors to explain the purpose of the survey, review it and to address any questions. The training process included a session for the participants to ask one another questions related to the survey instrument to expose all interviewers to as many potential respondents' questions.

To conduct the survey, interviewers approached passengers waiting at bus stops to board a bus or those who had just stepped off of a GDRTA bus. Surveyors also rode on high ridership routes to interview passengers to ensure input from the entire GDRTA service area. Response rates were high at Wright Stop Plaza and the Northwest Transit Center. Response rates were considerably lower at the Eastown and Westown Transit Centers because fewer individuals had enough time while on board to fill out a survey.

SCHEDULING

In order to obtain an appropriate sample size from each location, RLS utilized a semi-random sampling method to select dates and times for conducting the survey. The survey locations included the following:

- Wright Stop Plaza: 702 completed surveys
- Northwest Transit Center: 82 completed surveys
- Route 18/19: 36 completed surveys
- South Transit Center: 35 completed surveys
- Route 23: 33 completed surveys
- Eastown Transit Center: 25 completed surveys
- Route 1: 22 completed surveys
- The Job Center: 19 completed surveys
- Westown Transit Center: 18 completed surveys
- Route 17: 17 completed surveys
- Route 9: 16 completed surveys
- Route 11: 15 completed surveys
- Route 2: 12 completed surveys
- Route 24: 8 completed surveys
- Sinclair Community College: 5 completed surveys

The goal of the semi-random selection method was to ensure that stops and routes were visited at a random time, while obtaining at least 1,000 completed surveys from the GDRTA stops/routes. At the conclusion of data collection, RLS collected a total of 1,045 surveys.

Exhibit 1 is a location map of Dayton, Ohio with roads, cities, GDRTA facilities, GDRTA routes and stops, major employers, survey locations, and surveyed routes. Zip codes are overlaid on the base map to help with data analysis.

Exhibit 1: GDRTA Location Map
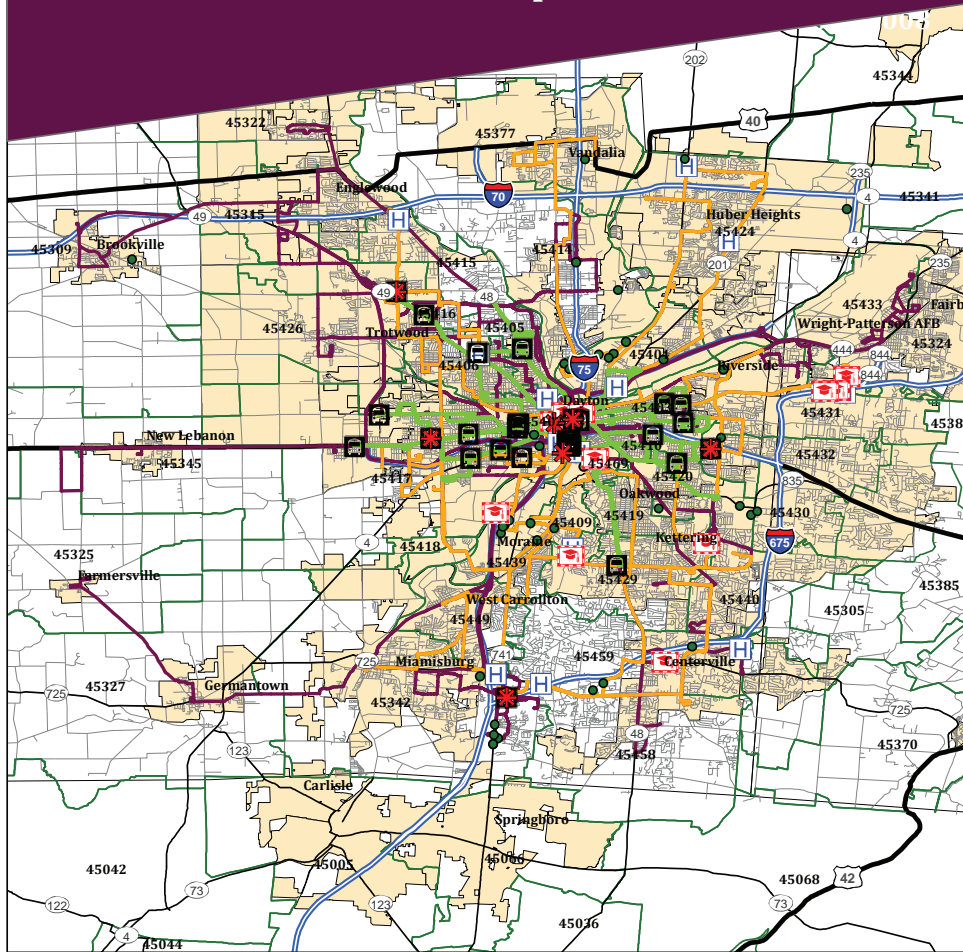
SURVEY INSTRUMENT

The survey instrument was designed to collect information based on race, color, national origin, income, English proficiency and travel patterns of riders. It was based on the Federal Transit Administration (FTA) recommendations in FTA Circular 4702.1B. Information collected included:

♦ Demographics of riders (including age, race, national origin, gender, income base, and zip code);
♦ English proficiency of non-minority, minority, and low-income riders;
♦ Auto availability by non-minority, minority, and low-income riders;
♦ Typical number of transfers by non-minority, minority, and low-income riders;
♦ Frequency of use by non-minority, minority, and low-income riders;
♦ Purpose of trips by non-minority, minority, and low-income riders;
♦ Main mode of transportation for work and non-work trips for non-minority, minority, and low-income riders;
♦ Trip originations and destinations of non-minority, minority, and low-income riders;
♦ Peak hour trip travel times of non-minority, minority, and low-income riders;
♦ Awareness and satisfaction of GDRTA's services by non-minority, minority, and low-income riders; and,
♦ Total trip cost and method of fare payment by non-minority, minority, and low-income riders.

The surveys were available in two accessible formats. The majority of the surveys were provided in English printed on double-sided card stock paper. Surveys were also provided in Spanish. Respondents were provided a pencil and a copy of the survey. All riders were asked to complete the survey while they were waiting to board the bus, while on the bus with the surveyor, or after de-boarding the bus. Passengers who had already participated in a survey were asked not to complete a second one. Surveyors were available to answer questions and/or provide clarification. If a rider was unable to read or understand the information, the surveyor read the questions and wrote the answers accordingly. Each surveyor collected completed surveys from passengers and submitted them to the RLS supervisor at the end of the survey period. The surveys were organized based on the number received from each stop or route, the time they were surveyed, and were counted at the end of each shift to ensure even distribution throughout the service area. The standardized English survey questionnaire is provided as Exhibit 2 and the Spanish formatted survey is provided as Exhibit 3.

Exhibit 2: English Survey Example

RTA would like to know about you and how you use the bus!

1. What is the route number, your starting point, and your ending point of the bus you will be taking today (nearest intersection or address)?
Route # _____ Starting Point: _____
Ending Point: _____

2. Typically, how often do you ride an RTA Bus?
(a) Monthly   (b) Weekly   (c) Daily

3. What is your main purpose in using the bus for this trip? (Please select one)
(a) Work   (b) School   (c) Shopping
(d) Social Service (e) Social Visit (f) Doctor or Medical Visit
(g) College   (h) Other _____

4. About how long will your trip take, including getting to the bus stop, waiting for any transfer bus you may use, riding on the bus, and getting from the bus to your final destination?
Minutes: _____

5. How far did you come to get to the bus stop for this bus?
(a) Less than 1 Block   (b) 1-2 Blocks   (c) 3-4 Blocks
(d) 5-6 Blocks   (e) More Than 6 Blocks

6. How many separate buses do you have to use to make this one-way trip to where you are going now?
(a) 1 Bus (b) 2 Buses (c) 3 or More

7. What time of day did you begin this trip?
(a) 5:00- 7:00 AM   (b) 7:00- 9:00 AM   (c) 9:00- 11:00 AM
(d) 11:00-1:00 PM   (e) 1:00- 3:00 PM   (f) 3:00- 5:00 PM
(g) 5:00-7:00 PM   (h) 7:00- 9:00 PM (i) 9:00-11:30 PM

8. How will you pay your fare on this bus today?
(a) Cash   (b) 31-Day Pass   (c) 7-Day Pass   (d) Day Pass
(e) Family Pass   (f) Reduced 31-Day Pass   (g) Token
(f) Other_____

9. Besides your current trip will you go to any other destinations today using an RTA bus?
(a) No   (b) 1 Other   (c) 2 Other   (d) 3 or More Destinations

10. Which applies to you, are you presently?
(a) Employed for pay outside your home
(b) Employed for pay in your home (c) Student (d) Homemaker
(e) Retired (f) Unemployed (g) Other: _____

11. How many automobiles are in your household?
(a) 0   (b) 1   (c) 2   (d) 3 or More

12. How many licensed drivers are in your household?
(a) 0   (b) 1   (c) 2   (d) 3 or More

13. Which is your main mode of transportation for work and non-work trips?

Work (Select One)		Non-work (Select One)	
(a) Drive Alone	(b) Carpool	(a) Drive Alone	(b) Carpool
(c) RTA	(d) Bicycle	(c) RTA	(d) Bicycle
(e) Walk	(f) Do not Commute	(e) Walk	(f) Do not Commute

14. How old are you? _____ Years old

15. What is the zip code at your home? Zip: __ __ _____

16. Are you female or male? (a) Female   (b) Male

17. How many people (adults and children) live in your house?
(a) 1   (b) 2   (c) 3   (d) 4   (e) 5
(f) 6   (g) 7 or more

18. What is your household's annual income?
(a) Less than $15,000 (b) $15,000-$24,999 (c) $25,000-$34,999
(d) $35,000-$74,999   (e) $75,000-$99,999 (f) $100,000-$149,999
(g) $150,000-$199,999 (h) More than $200,000

19. Do you consider yourself: (If more than one group applies to you, please circle all that apply.)
(a) White (b) African American/Black   (c) Hispanic
(d) Asian (e) Native American Indian   (f) Multiple Race
(g) Other: _____

20. In which country were you born? _____

21. Do you speak or understand English?
(a) Very Well (b) Not Well (c) Not At All

CONTINUED ON BACK

How do you rate RTA service? ⇐Needs Improvement Very Good ⇒

	1	2	3	4	5
22. Frequency of service	1	2	3	4	5
23. Cleanliness of the buses	1	2	3	4	5
24. Connections between buses	1	2	3	4	5
25. Safety and security at stops	1	2	3	4	5
26. Safety and security on bus	1	2	3	4	5
27. Buses running on time	1	2	3	4	5
28. Time service ends in evening	1	2	3	4	5
29. Distance to stop from home	1	2	3	4	5
30. Shelters at stops	1	2	3	4	5
31. The price to ride	1	2	3	4	5
32. Convenience of schedules	1	2	3	4	5
33. Driving skills of bus operator	1	2	3	4	5
34. Helpfulness of drivers	1	2	3	4	5
35. Helpfulness of phone staff	1	2	3	4	5
36. Bus routes go where needed	1	2	3	4	5
37. Overall RTA service	1	2	3	4	5

38. What are your top 3 choices to get information on RTA?

(1) RTA Website (2) Dayton Daily News Newspaper
(3) Posters on Bus (4) Neighborhood Newspaper Article
(5) Home Telephone (6) Email   (7) Smartphone
(8) Social Media Outlets (i.e., Facebook or Twitter)
(9) Radio (10) Television

39. Please provide other comments in the space provided below. Comments will be provided to RTA Management

Exhibit 3: Spanish Survey Example

rta

¡RTA quería saber de usted y como usa el autobús!

1. ¿Qué es el numero de la ruta, el origen, y el nombre del destino del autobús que usted va a montar hoy?
   # de Ruta _____ Del origen _____
   Del destino _____

2. Típicamente, ¿con qué frecuencia usted monta un autobús de RTA?
   (a) Mensual (b) Semanal (c) Diario

3. ¿Qué es su objetivo principal por usar el autobús por este viaje?
   (Por favor elige uno)
   (a) Trabajo (b) Escuela (c) Ir de compras
   (d) Servicio social (e) Visita social (f) Visita médica o al doctor
   (g) Universidad (h) Otro_____

4. ¿Cuánto tiempo dura su viaje, incluyendo al llegar a la parada del autobús, esperando por el autobús de transferencia que usted usa, al montar al autobús, y al llegar a su destino final del autobús?
   Minutos: _____

5. ¿Qué tan lejos usted viaja para llegar a la parada del autobús por este autobús?
   (a) Menos que 1 Cuadra (b) 1-2 Cuadras (c) 3-4 Cuadras
   (d) 5-6 Cuadras (e) Más que 6 Cuadras

6. ¿Cuántos autobuses separados usted necesita usar para hacer este viaje de una forma al destino a donde usted va ahora?
   (a) 1 Autobús (b) 2 autobuses (c) 3 o más

7. ¿A qué tiempo del día usted empezó este viaje?
   (a) 5:00- 7:00 de la mañana (b) 7:00- 9:00 de la mañana
   (c) 9:00- 11:00 de la mañana (d) 11:00-1:00 de la tarde
   (e) 1:00- 3:00 de la tarde (f) 3:00- 5:00 de la tarde
   (g) 5:00-7:00 de la tarde (h) 7:00- 9:00 de la noche
   (i) 9:00-11:30 de la noche

8. ¿Cómo usted va a pagar la tarifa del autobus hoy?
   (a) Dinero (b) Pase de 31-dias (c) Pase de 7-dias (d) Pase del día
   (e) Pase familiar (f) Reducio pase de 31-dias (g) Ficha
   (h) Otro_____

9. Menos que su viaje corriente, ¿usted va a otros destinos hoy usando un autobús de RTA?
   (a) No (b) 1 Otro (c) 2 Otros (d) 3 o Más Destinos

10. ¿Qué se aplica a usted, ahora usted es?
    (a) Empleado por dinero afuera de la casa
    (b) Empleado por dinero dentro de la casa (c) Estudiante
    (d) Ama de Casa (e) Retirado (f) Desempleado (g) Otro: _____

11. ¿Cuántos automóviles hay en la casa?
    (a) 0 (b) 1 (c) 2 (d) 3 o Más

12. ¿Cuántos conductores con licencia hay en la casa?
    (a) 0 (b) 1 (c) 2 (d) 3 o Más

13. ¿Qué es su manera principal de transporte por viajes de trabajo y los de no trabajo?
    Trabajo (Elige Uno) — **No Trabajo (Elige Uno)**
    (a) Manejar solo (b) Compartir coche (a) Manejar solo (b) Compartir coche
    (c) RTA (d) Bicicleta (c) RTA (d) Bicicleta
    (e) Caminar (f) No conmutar (e) Caminar (f) No conmutar

14. ¿Cuántos años tiene usted? _____ años

15. ¿Qué es el código postal de su casa? Código Postal: _ _ _ _ _

16. ¿Usted es una mujer o un hombre? (a) Mujer (b) Hombre

17. ¿Cuántas personas (incluyendo niños y adultos) viven en tu casa?
    (a) 1 (b) 2 (c) 3 (d) 4 (e) 5
    (f) 6 (g) 7 o Más

18. ¿Qué es el ingreso anual de su familia?
    (a) menos que $15,000 (b) $15,000-$24,999 (c) $25,000-$34,999
    (d) $35,000-$74,999 (e) $75,000-$99,999 (f) $100,000-$149,999
    (g) $150,000-$199,999 (h) más que $200,000

19. ¿Usted le considera a si mismo: (Si más que un grupo se aplica a usted, por favor marca todos que aplican)
    (a) Blanco (b) Americano Africano/Moreno (c) Hispanico
    (d) Asiático (e) Indio Americano Nativo (f) Razas Multiples
    (g) Otro: _____

20. ¿En qué país usted fue nacido? _____

21. ¿Usted habla o entiende ingles?
    (a) Muy Bien (b) No Bien (c) Para Nada

[Continua al reverso]

¿Cómo usted valora el servicio de RTA?
◊Necesita Mejorar   Muy Bueno ◊

	1	2	3	4	5
22. Frecuencia de servicio	1	2	3	4	5
23. Limpieza de los autobuses	1	2	3	4	5
24. Conexiones entre autobuses	1	2	3	4	5
25. Protección y seguridad a las paradas	1	2	3	4	5
26. Protección y seguridad en el autobús	1	2	3	4	5
27. Los autobuses corriendo a tiempo	1	2	3	4	5
28. Tiempo de terminar servicios durante la noche	1	2	3	4	5
29. Distancia entre paradas y la casa	1	2	3	4	5
30. Refugios a las paradas	1	2	3	4	5
31. El precio de montar el autobús	1	2	3	4	5
32. Conveniencia de los horarios	1	2	3	4	5
33. Las habilidades de manejar del conductor	1	2	3	4	5
34. Utilidad de los conductores	1	2	3	4	5
35. Utilidad de los empleados del teléfono	1	2	3	4	5
36. Las rutas van donde se necesitan	1	2	3	4	5
37. Servicio total de RTA	1	2	3	4	5

38. ¿Qué son las 3 opciones mejores para ganar información sobre RTA?
    (1) El sitio de web de RTA Website
    (2) Periódico de Dayton Daily News
    (3) Carteles en el autobús (4) Artículo en el periodic del barrio
    (5) Teléfono de casa (6) Correo electrónico (7) Teléfono celular
    (6) Media social (Facebook o Twitter) (8) Radio (9) Televisión

39. Por favor añadir otro comentario en el espacio al bajo. Comentarios será proporcionada a RTA Gestión.

rta

Surveys were coded by the bus stop or route where they were collected and the results were entered into a database for analysis. The same method was used to calculate the responses on the basis of the respondent's race, income level, home zip code, as well as the origin and destination of each trip.

GDRTA TRANSIT PROFILE

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 and Fairborn). As indicated previously in this report, the results of the GDRTA Title VI Procedure Update and Service Evaluation will demonstrate the extent and availability of GDRTA service to minority, non-minority, low-income, and Limited English Proficient (LEP) populations residing within the service area. The following sections provide a description of the results and findings.

The first section includes a description of the overall characteristics of GDRTA passengers. This description includes predominant demographic characteristics, trip making, and travel patterns. The information gathered from the survey is compared to the 2011 American Community Survey (ACS) Five-Year Estimates for Montgomery County. Comparisons of survey data with the information found in the census data are a test of the confidence level of the survey results. The analysis concludes with a comparison of the quality of service by minority and non-minority survey respondents.

Race

As shown in Exhibit 4, approximately 61 percent of GDRTA riders who participated in the survey are minority, and 39 percent are considered to be non-minority. African Americans make up the largest portion of the minority survey respondents (53 percent). Multiple races make up the next highest percentage of minority respondents, at five percent.

When comparing these results to the Title VI survey conducted in 2009, the race distribution of GDRTA riders is different for African Americans and non-minorities. Those who described themselves as African American made up 64 percent of the ridership while those who portrayed themselves as white made up 27 percent. Those of other racial categories stayed within the same range.

When compared to the population of Montgomery County, GDRTA passengers' race distribution has notable differences from the survey sample. According to the 2011 ACS Five-Year Estimates for Montgomery County, the population of Montgomery County is 537,409 persons. The population is 74 percent non-minority and 26 percent minority. Black or African Americans make up the largest portion of the minority population at approximately 21 percent. The balance of the minority population is relatively equal between Asians, Hispanics, and those describing themselves as Multi-racial. Exhibit 5 depicts the race distribution of Montgomery County.

Exhibit 4: Race Distribution of Survey Respondents

Native American Indian, 1.8%
Asian, 0.2%
Multiple Races, 4.6%
Other (please specify), 1.2%
Hispanic, 2.4%
White, 39.3%
African American/Black, 53.0%
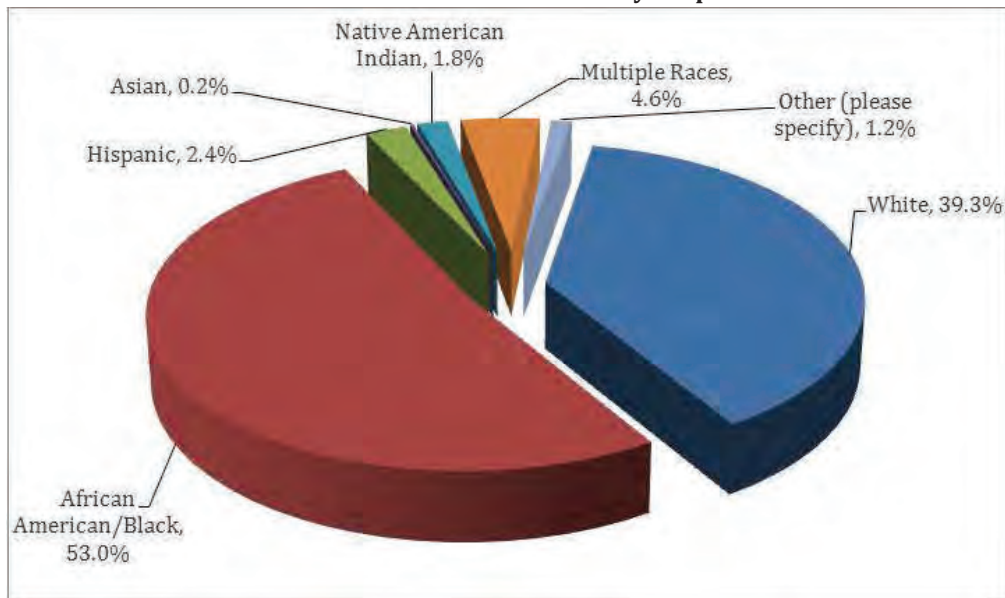
Source: RLS & Associates, Inc. Surveys: February-April 2013

Exhibit 5: Race Distribution of GDRTA's Service Area (Montgomery County)

Some Other Race 1%
Asian Alone 2%
Two or More Races 2%
Black or African American Alone 21%
White Alone 74%
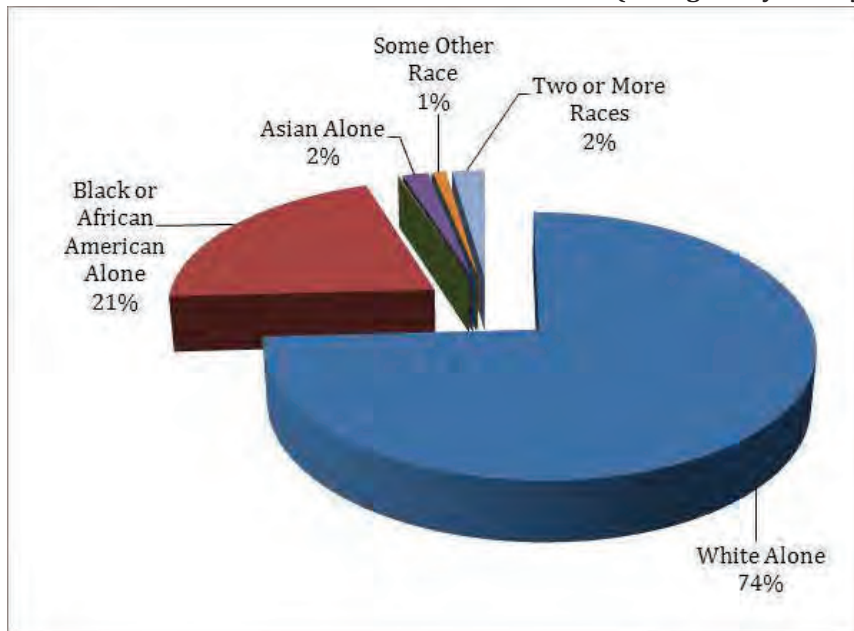
Source: 2011 American Community Survey (ACS) Five-Year Estimates

To provide a second layer of demographic analysis, the entire service area was analyzed at the census tract level to determine population densities by race. Exhibits 6 and 7 illustrate the percent of minority and non-minority individuals in each Montgomery County census tract. Zip code boundaries overlaid on the census tracts helped to visualize the locations of minority and non-minority populations. As depicted in Exhibit 6, the highest concentration of minority individuals resides in the 45417, 45402, 45426, and 45406 zip codes. These zip codes are located to the west and northwest of the downtown Dayton census tracts in the cities of Dayton and Trotwood. Tracts with 81 percent or more minority residents are located around US Hwy 35, south of Salem Avenue and west of Interstate 75. The census tracts with the highest percentage of non-minority residents (more than 88.33 percent) are located around the cities of Brookville, Farmersville, Germantown, Miamisburg, Kettering, Centerville, and Vandalia as depicted in Exhibit 7.

Exhibits 8 and 9 illustrate the number of minority and non-minority survey respondents by zip code. This illustrates the distribution of respondents by the predominant race of his or her zip code of residence. The majority of minority survey respondents lived in the same zip codes as those depicted in Exhibit 6, Minority Population. The zip codes with the highest number of minority respondents were located in the western section of the Dayton metro area (45417, 45406, 45405, 45402, and 45426). The concentration of non-minority survey respondents were in the 45403, 45410, and 45420 zip codes.

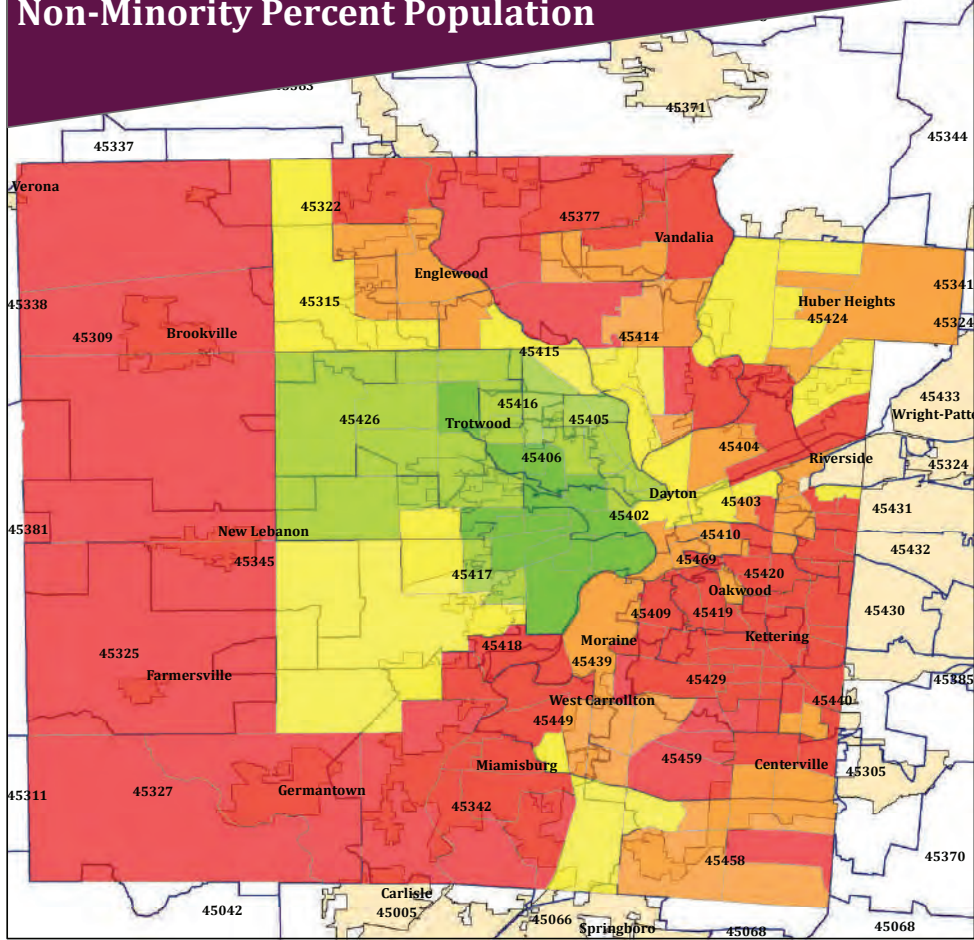**Exhibit 6: GDRTA Minority Percent Population**
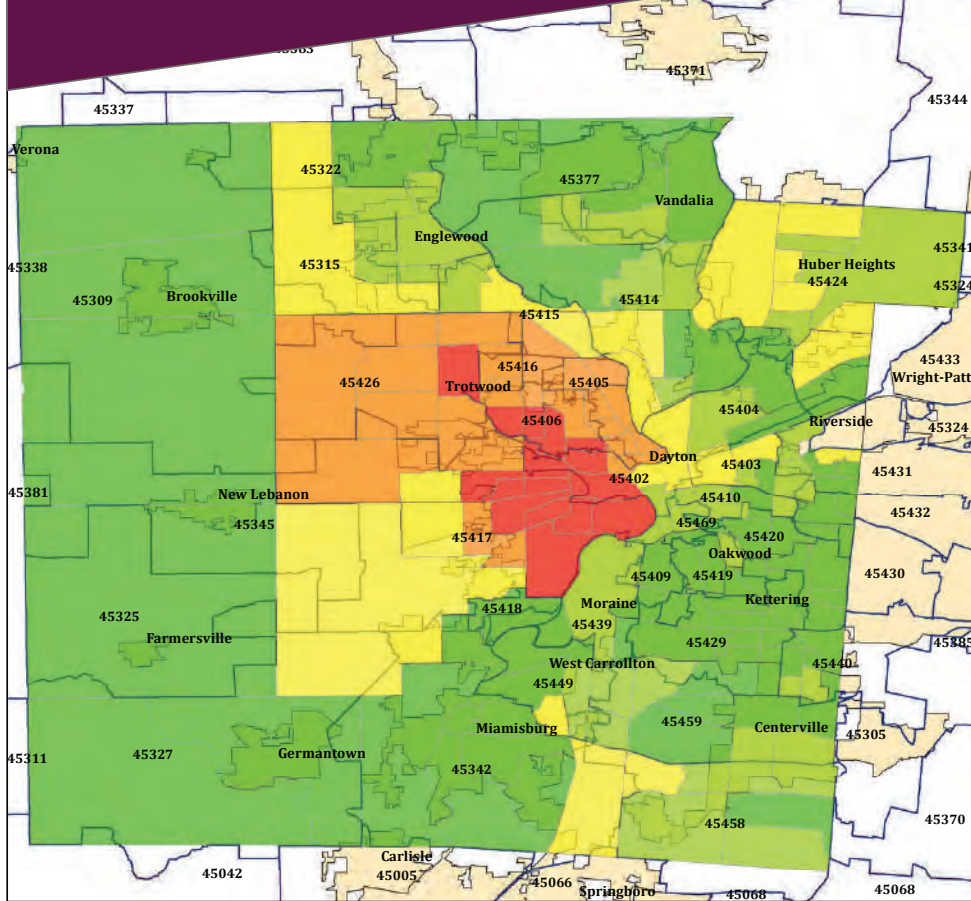
GDRTA Title VI Analysis

Minority / Total
- 0% - 10.572%
- 10.573% - 22.915%
- 22.916% - 50.353%
- 50.354% - 81.331%
- 81.332% - 98.897%
- ZipCodes
- Places

**GDRTA
Title VI Analysis**

White Alone / Total

- 1.103% - 16.121%
- 16.122% - 44.223%
- 44.224% - 76.114%
- 76.115% - 88.333%
- 88.334% - 100%
- ZipCodes
- Places

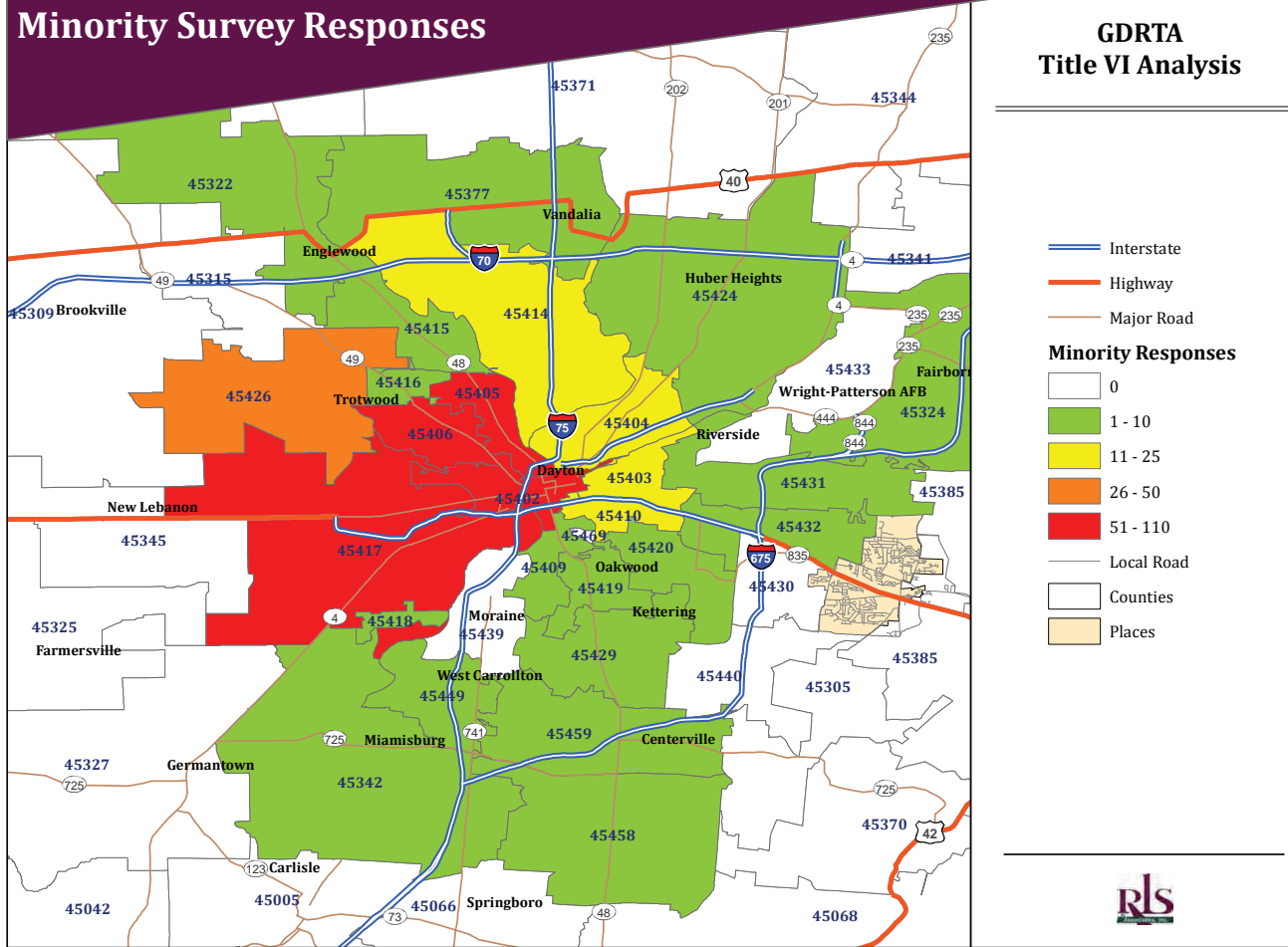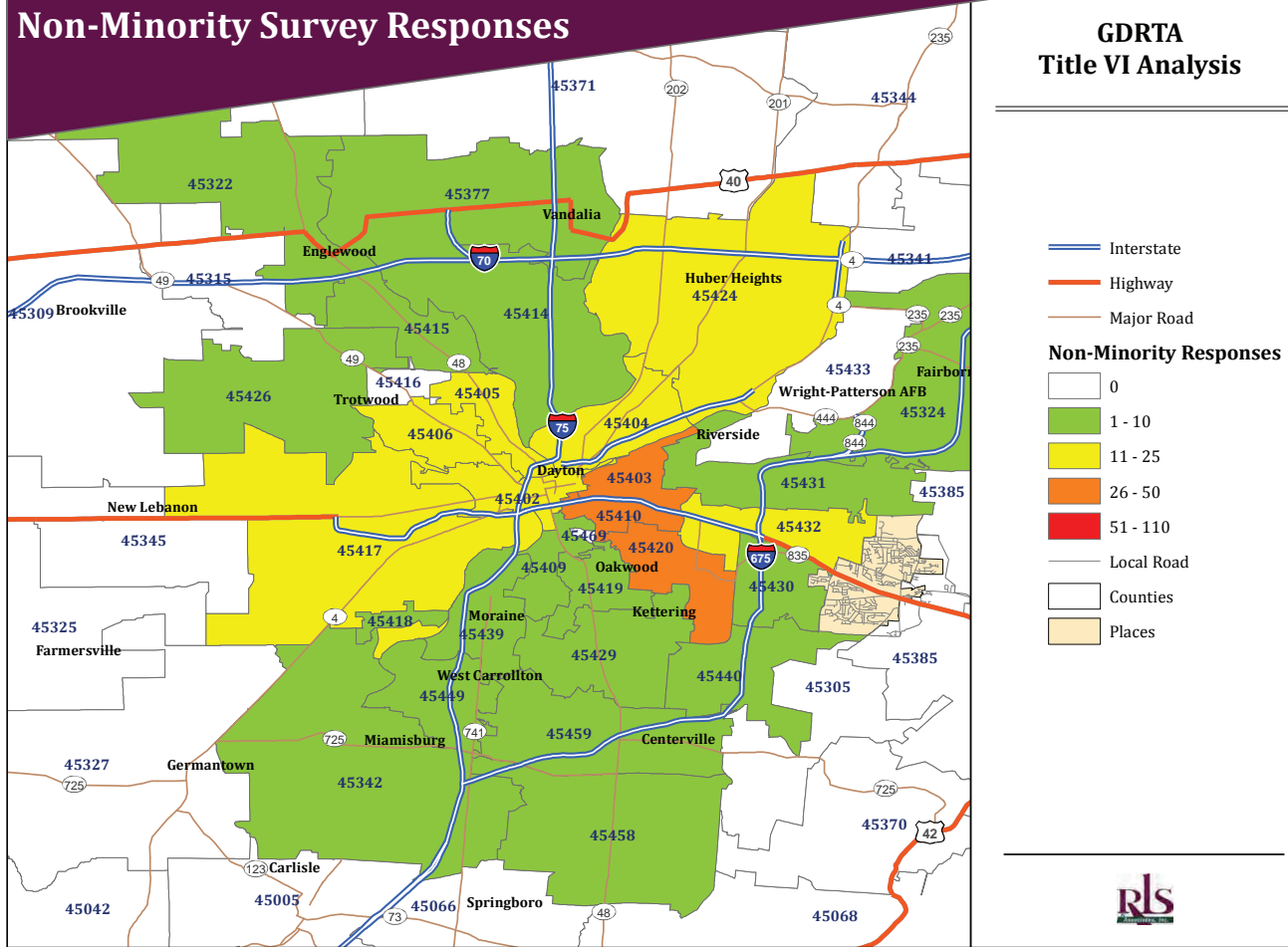# Exhibit 8: GDRTA
Minority Survey Responses

GDRTA
Title VI Analysis

Legend:
- Interstate
- Highway
- Major Road

Minority Responses
- 0
- 1 - 10
- 11 - 25
- 26 - 50
- 51 - 110
- Local Road
- Counties
- Places

GDRTA
Title VI Analysis

45371
202
201
45344
235

45322
45377
40
Vandalia
45341
Englewood
70
4
Huber Heights
45424
4
49 45315
45309 Brookville
235 235
45414
235
45415
45416
45433
Fairborn
49
48
Wright-Patterson AFB
45324
45426
Trotwood
45405
75
45404
444
844
45406
Riverside
844
Dayton
45402
45403
45431
45385
New Lebanon
45410
45432
45345
45469
45420
45430
675
835
45417
45409
Oakwood
45419
Kettering
45325
4
45418
Moraine
45429
Farmersville
45439
45440
45305
45385
West Carrollton
45449
Miamisburg
741
45459
Centerville
725
45327
Germantown
45342
725
45370
725
42
123 Carlisle
45458
45042
45005
45066 Springboro
48
45068
73

Non-Minority Responses

═══	Interstate
═══	Highway
───	Major Road

Non-Minority Responses

	0
	1 - 10
	11 - 25
	26 - 50
	51 - 110
───	Local Road
	Counties
	Places

RLS

Age

Exhibit 10 depicts the age groups of GDRTA passengers that were included in the survey sample. Nearly 28 percent of passengers reported their age between 25 and 39 years. The second largest age group is the 40-54 year olds, who make up just over 26 percent of the total survey respondents. The smallest age group is riders who reported an age over 65; they make up about six percent of the total passengers surveyed.

When comparing these results to the Title VI survey conducted in 2009, the age groups of GDRTA riders are similar.

Exhibit 10: Age of Survey Respondents
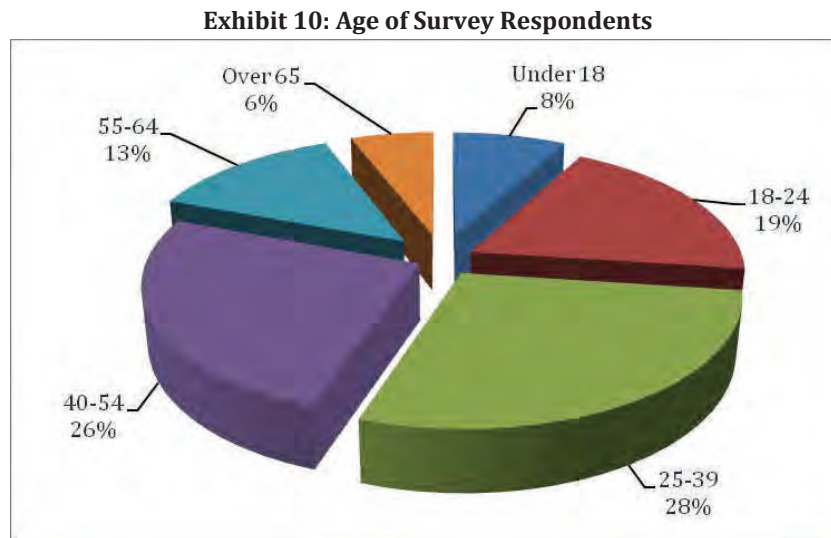
Source: RLS & Associates, Inc. Surveys: February-April 2013

Household Income

As part of the survey, GDRTA passengers were asked to provide their household income. Household income is the combined total income for all individuals living in the household. The survey responses were compared to the 2011 ACS Five-Year Estimates for Montgomery County. The greatest number of GDRTA passengers reported a yearly household income of less than $15,000. This overwhelming segment of passengers accounted for 58 percent of the total survey respondents. According to the 2011 ACS Five-Year Estimates for Montgomery County, the average annual household income for Montgomery county residents is $59,394. Fewer than five percent of GDRTA passengers reported earning more than $75,000 per year, compared to 26.8 percent for the general population reporting the same. The 2009 Title VI report also showed similar income breakdowns as the results in the 2013 survey. Exhibit 11 compares the GDRTA survey respondents' annual household income and the 2011 ACS Five-Year Estimates for Montgomery County.
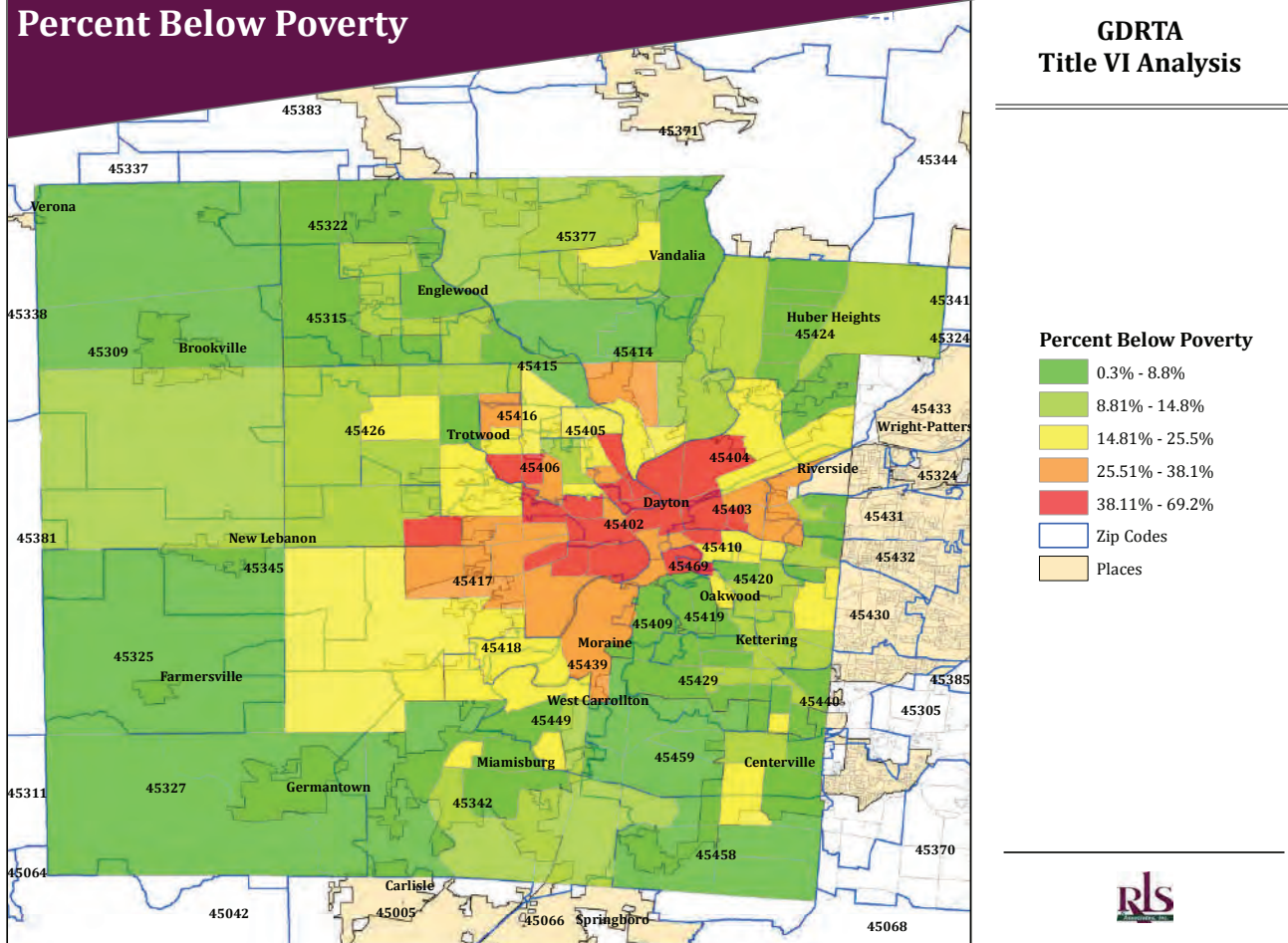
Exhibit 11: GDRTA and Montgomery County Annual Household Income
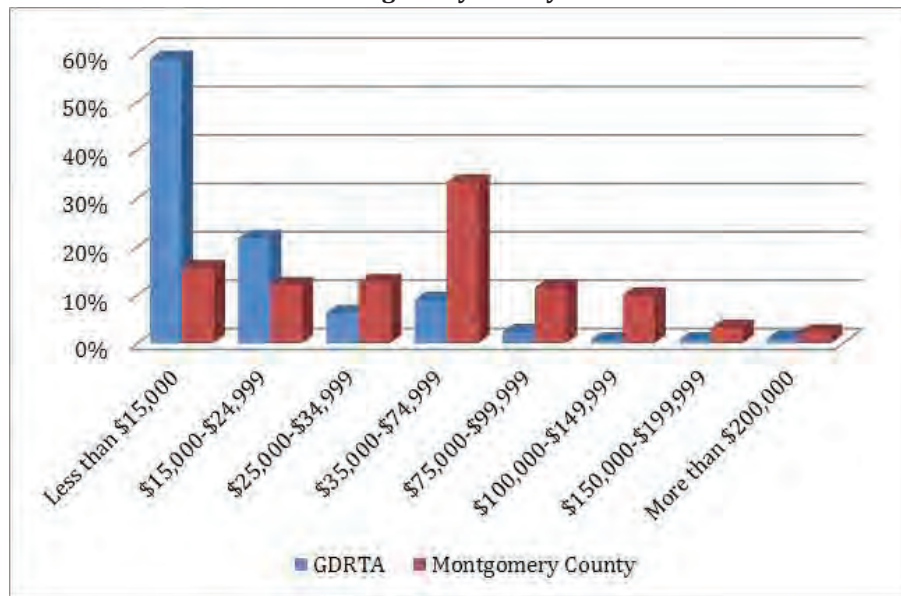
Source: RLS & Associates, Inc. Surveys: February-April 2013
Source: U.S. Census American Community Survey Five-Year Estimates 2011

Exhibit 12 provides a visual representation of where people below the poverty level are located within the GDRTA service area. The area was analyzed using 2011 ACS Five-Year Estimates for Montgomery County at the census tract level. The census tracts that are colored in yellow, orange and red have poverty levels above the state of Ohio's average poverty level (14.8 percent). The census tracts with the highest concentration of poverty levels are in, and directly around, the city of Dayton.

Exhibit 12: GDRTA
Percent Below Poverty

GDRTA
Title VI Analysis

Percent Below Poverty
- 0.3% - 8.8%
- 8.81% - 14.8%
- 14.81% - 25.5%
- 25.51% - 38.1%
- 38.11% - 69.2%
- Zip Codes
- Places

National Origin

GDRTA passengers were asked to indicate their place of birth to better understand their nation of origin. The majority of the respondents, 97 percent, reported a national origin of the United States. Other responses included a national origin of a country in Asia, Africa, South America, or Europe. Only 3 percent of GDRTA survey respondents made up any of the non-USA origin groups. Exhibit 13 depicts the national origin of survey respondents.

Exhibit 13: National Origin of GDRTA Survey Respondents
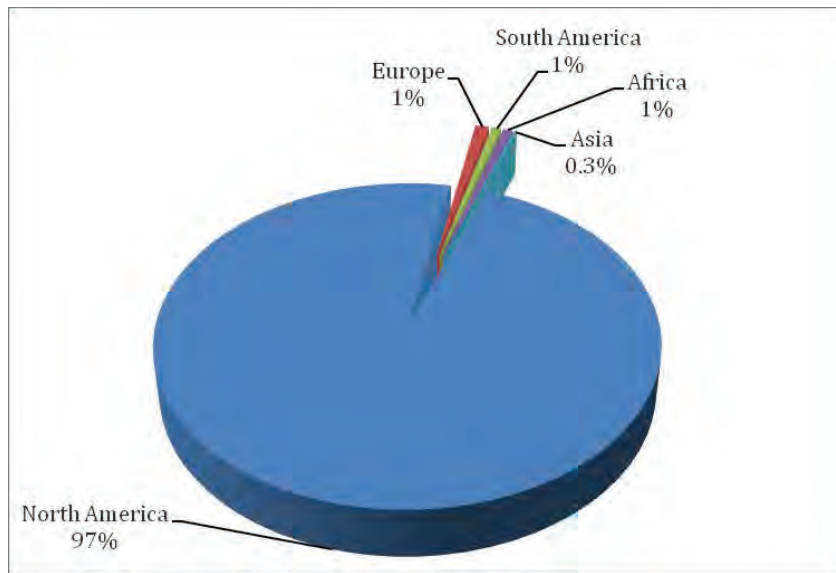
Source: RLS & Associates, Inc. Surveys: February-April 2013

Limited English Proficiency (LEP)

GDRTA passengers were asked to provide information about their English proficiency. Surveyors had copies of the survey in an accessible format for individuals who could not answer in English but could answer in Spanish. Nearly all of the respondents indicated they speak English very well. Two percent of respondents reported speaking English not well or not at all. Exhibit 14 depicts the percentage of LEP passengers.

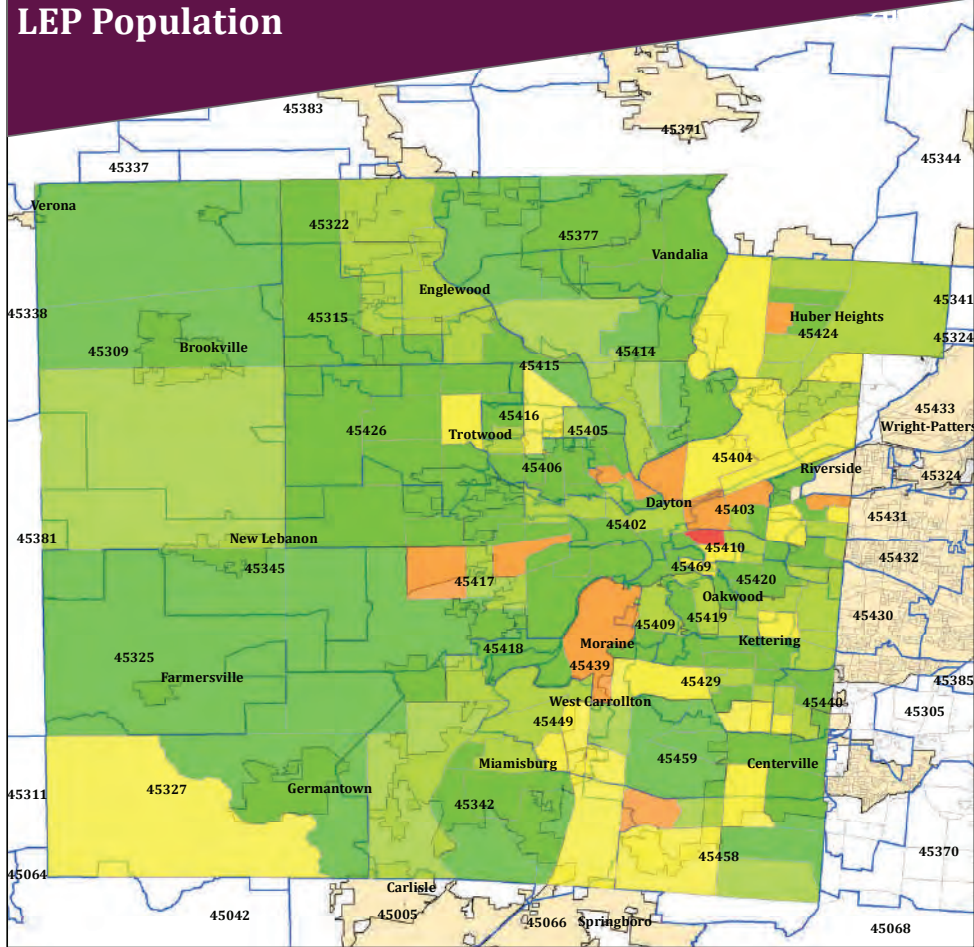**Exhibit 14: English Proficiency of GDRTA Survey Respondents**
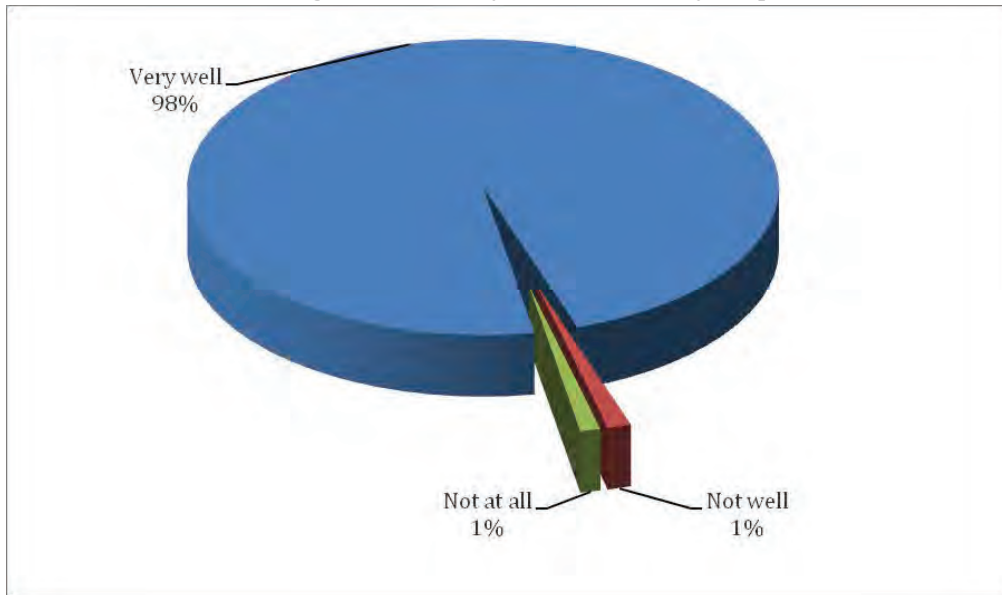
Source: RLS & Associates, Inc. Surveys: February-April 2013

The entire service area was analyzed at the census tract level to determine population densities by Limited English Proficiency (LEP). To provide a second layer of demographic analysis, Exhibit 15 illustrates the percent of LEP residents in each of the census tracts located in the GDRTA service area. Zip code boundaries overlaid the census tracts to help visualize the locations of LEP populations. This information was obtained using the 2011 U.S. Census ACS Five-Year Estimates. According to the data, there is one census tracts with that had an LEP population percentage above 4.91 percent. There are also census tracts with percentages of LEP populations between 2.61 and 4.9 percent in the cities of Moraine, Dayton, Riverside, and Huber Heights.

Exhibit 16 illustrates the number of survey respondents, who indicated having LEP, by zip code. This exhibit illustrates the distribution of respondents by the ability to speak English and by his or her zip code of residence. The zip code with the highest number of reported LEP passengers is 45406, which is northwest of downtown Dayton. The second highest LEP zip code is 45410, which is to the southwest of downtown Dayton. Other zip codes that reported LEP residents are 45417, 45402, 45403, 45404, 45405, 45416, 45424, and 45429. The responses obtained from the survey are similar to the census data displayed in Exhibit 15.
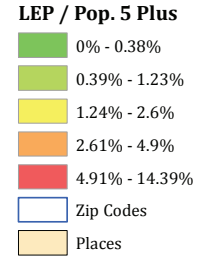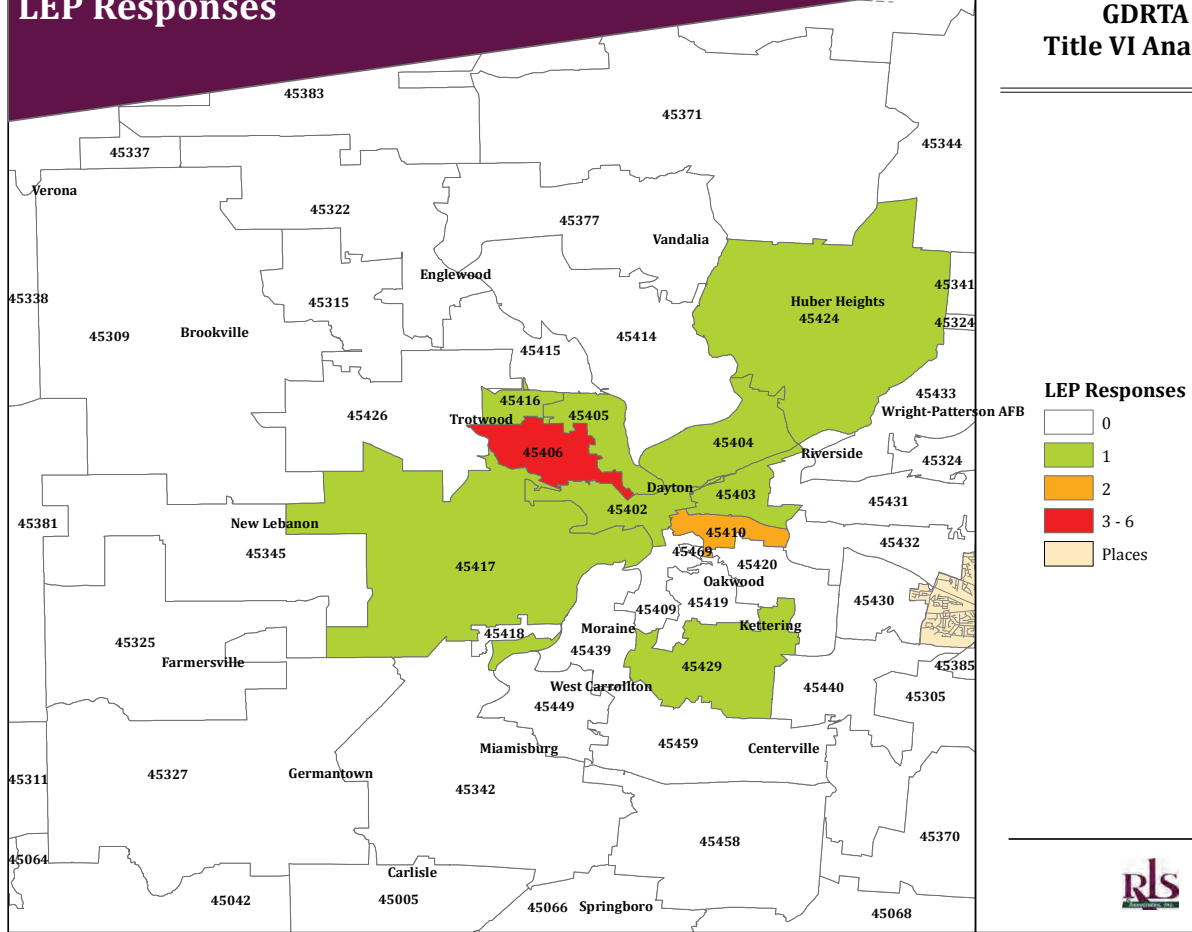
Exhibit 15: GDRTA LEP Population

Exhibit 16: GDRTA
LEP Responses

GDRTA
Title VI Analysis

LEP Responses

- 0
- 1
- 2
- 3 - 6
- Places

45383

45371

45344

45337

Verona

45322

45377

Vandalia

45338

Englewood

45315

45341

Huber Heights
45424

45324

45309

Brookville

45414

45415

45433

Wright-Patterson AFB

45426

45416

45405

Trotwood

45404

Riverside

45324

45406

45402

Dayton

45403

45431

New Lebanon

45381

45410

45469

45432

45345

45417

45420

Oakwood

45430

Farmersville

45325

45409

45419

Kettering

45418

Moraine

45429

45385

West Carrollton

45439

45440

45305

45449

Miamisburg

45459

Centerville

45311

45327

Germantown

45342

45370

45064

45458

Carlisle

45005

45042

45066 Springboro

45068

Mode of Transportation

Passengers were asked about their typical mode of transportation to and from work. The vast majority of GDRTA survey respondents, or 86 percent, use GDRTA as their main mode of transportation to and from work. Five percent of respondents typically drive alone. Three percent of respondents reported walking to and from work, two percent carpooled, while one percent rode a bicycle. Three percent do not commute. Exhibit 17 depicts the mode of transportation that respondents typically use to get to and from work.

Exhibit17: Typical Mode of Transportation to and from Work for Survey Respondents
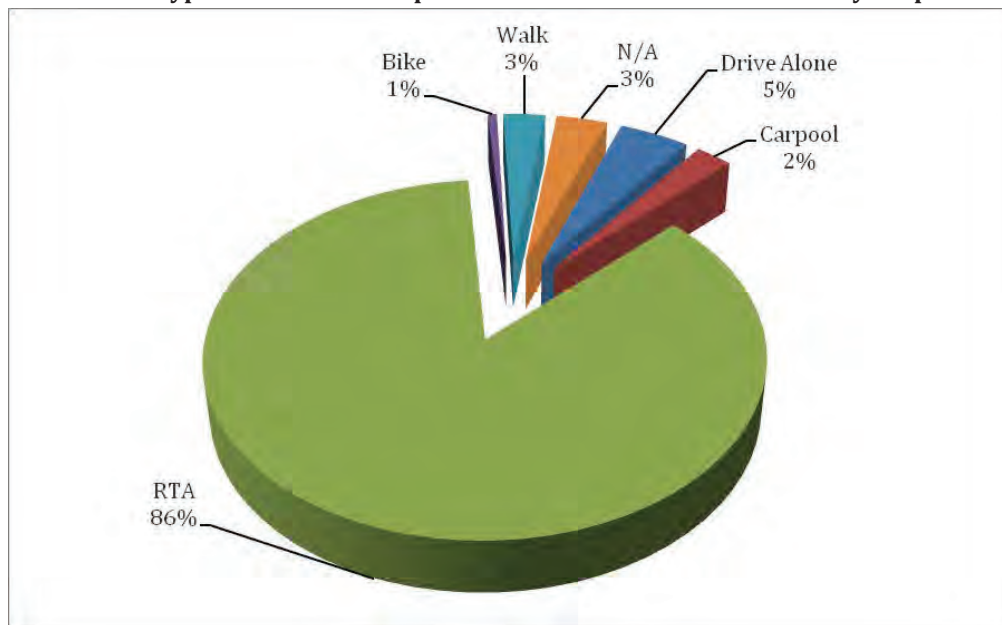
Source: RLS & Associates, Inc. Surveys: February-April 2013

Passengers were also asked what their main mode of transportation was for all non-work related needs. Exhibit 18 displays the percentages of modes of travel for all non-work related needs. At 76 percent, the largest amount of people surveyed use GDRTA for all non-work related transportation. The second highest number included people who walk, , at eight percent. The smallest group was those who bike or do not commute with one percent each.

**Exhibit20: Typical Non-Work Mode of Transportation for Survey Respondents**
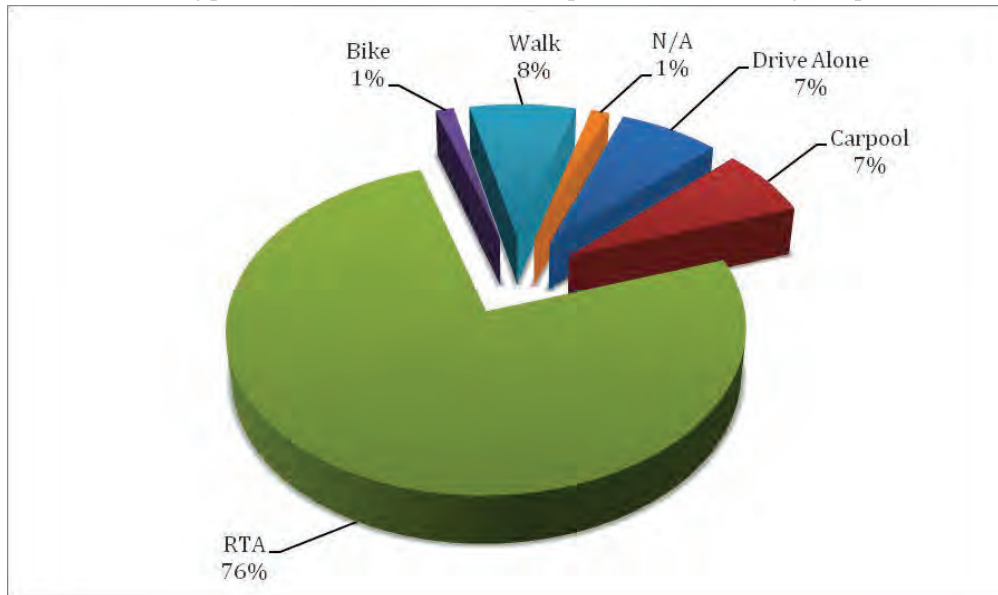
Source: RLS & Associates, Inc. Surveys: February-April 2013

Frequency of Use

Exhibit 19 depicts the frequency of use by GDRTA passengers. Seventy-one percent of the respondents use GDRTA services on a daily basis. Another 20 percent use the service on a weekly basis, and nine percent of GDRTA passengers reported using the service on a monthly basis (about one to three trips per month). Most of the individuals using the services on a daily basis were traveling to or from work (52 percent) and having to take more than 2 buses (72 percent). Those passengers who said they rode on a weekly basis were going to work (30 percent), shopping (20 percent), school (16 percent), or doctors or medical visit (12 percent). Passengers who ride on a monthly basis were more apt to be going to work (36 percent) and doctors or medical visits (18 percent).

Exhibit 19: Frequency of use by GDRTA Riders
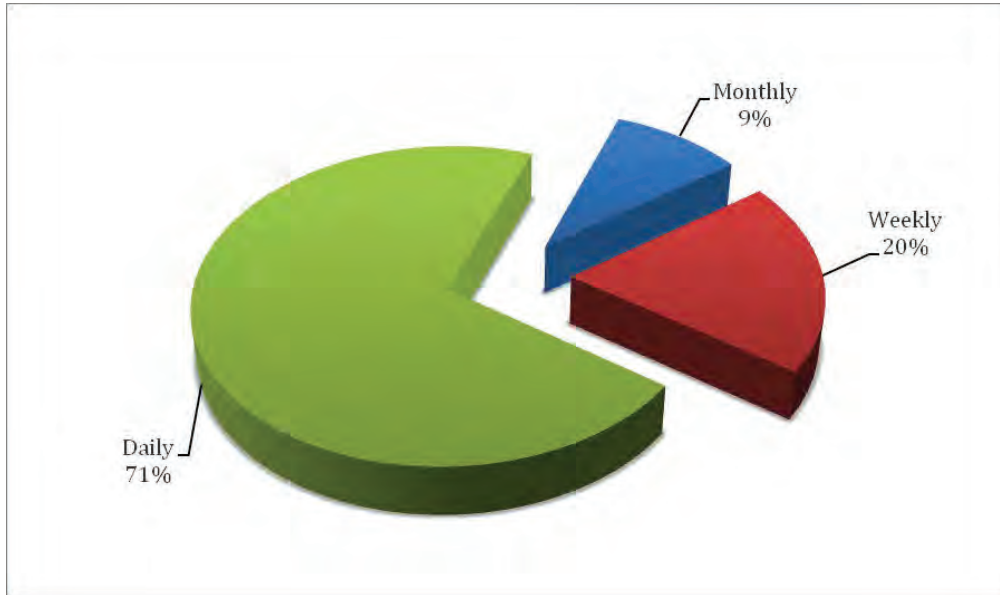
Source: RLS & Associates, Inc. Surveys: February-April 2013

There are slightly less non-minority individuals who reported using the service on a monthly basis. Likewise, slightly less non-minority individuals use GDRTA on a weekly basis. Non-minorities use the service slightly more on a daily basis than minority individuals. Among the non-minority passengers, 74 percent are daily riders; this is compared to 69 percent of minority passengers. See Exhibit 20 for a depiction of the frequency of use by group.

Exhibit 20: Frequency of Use by Group
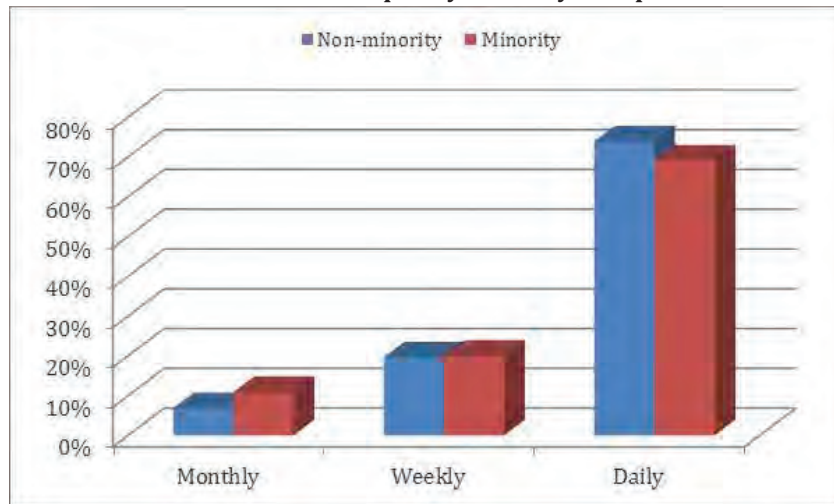
Source: RLS & Associates, Inc. Surveys: February-April 2013

Trip Purpose

Forty-five percent of GDRTA survey respondents use the bus to travel to or from work; the highest reported trip purpose. The second highest trip purpose is travel to and from school at 18 percent. Two percent, the smallest portion of survey respondents, are traveling to or from college. Exhibit 21 depicts the survey responses by trip purpose.

The survey results were then compared to the 2009 Title VI to show consistency. Thirty-four percent of respondents in 2009 stated they were going to work, while the second highest response rate was 24 percent who were going to school. The difference in results can be attributed to the time of year and locations surveys were collected. The remaining categories had similar results.

Exhibit 21: GDRTA Trip Purpose
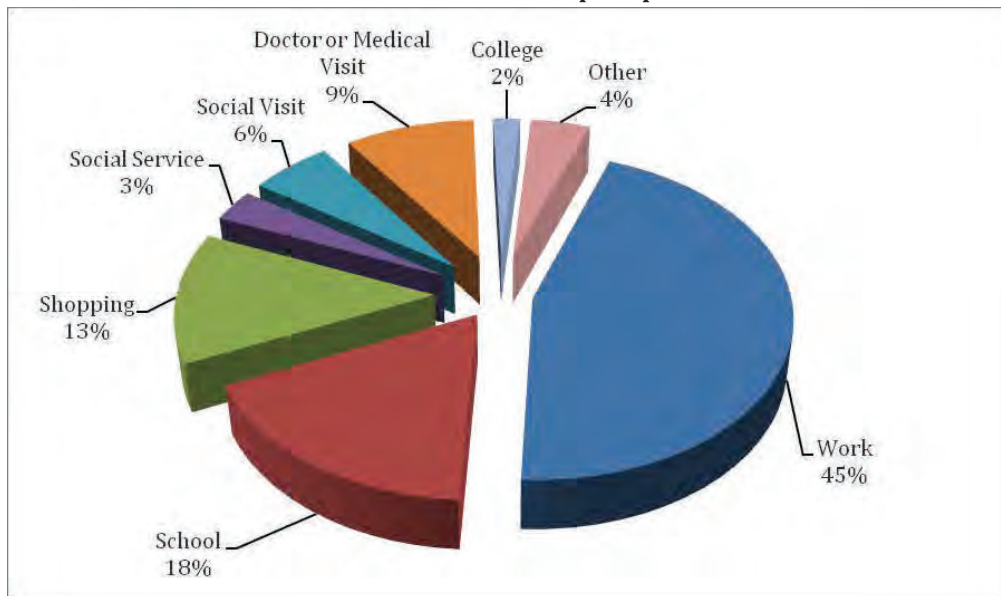
Source: RLS & Associates, Inc. Surveys: February-April 2013

In both user groups, work was the most common trip purpose. Non-minorities were more likely to be going to work than minority individuals. Specifically, work was the main trip purpose for 52 percent of the non-minority respondents and 42 percent for minority respondents. School trips showed the most discrepancy between minority and non-minority passengers. Twenty-three percent of minority riders stated they were going to school, while only 8.5 percent of non-minority riders were going to school. In all the remaining areas surveyed, both user groups had similar travel purposes. Survey data by user group and trip purpose is summarized in Exhibit 22.

Exhibit 22: Trip Purpose by User Group
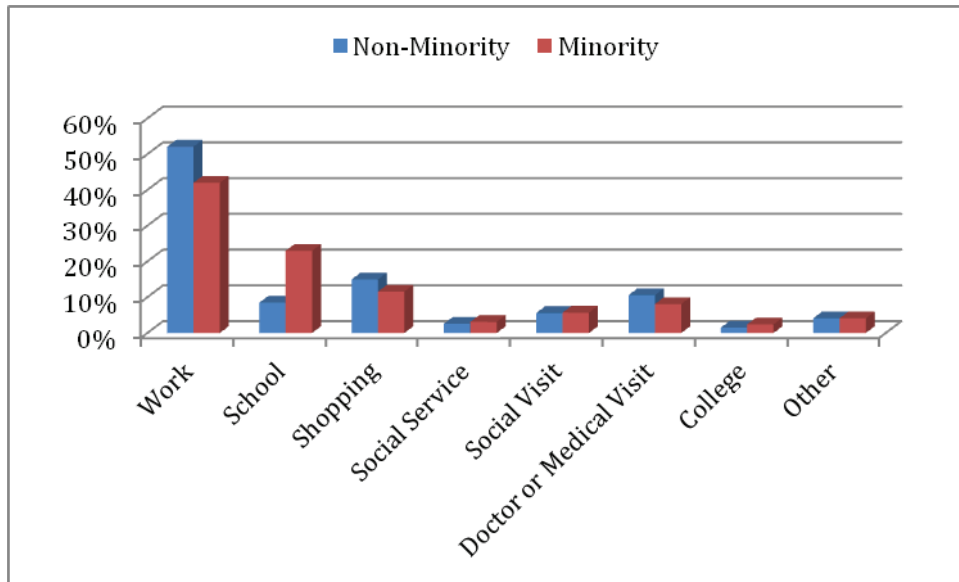
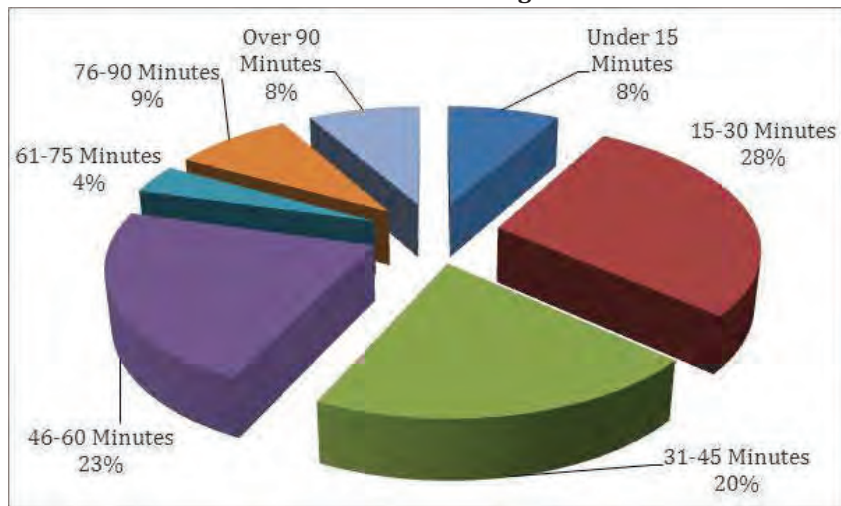Source: RLS & Associates, Inc. Surveys: February-April 2013

Average Trip Time

As illustrated in Exhibit 23, the largest percentage (28 percent) of passengers surveyed claim an average trip length between 15-30 minutes. The second largest percentage (23percent) indicated they ride for an average of 46-60 minutes each trip. The overall average trip length for GDRTA survey respondents was a little over 51 minutes.

There is only one significant difference between minority and non-minority trip times. Minorities are more likely to have a trip that takes 15-30 minutes less than non-minorities ones. The remaining trip times only have slight differences between the two user groups. The average trip time for minorities was 49 minutes while it took non-minorities a little over 54 minutes for each trip. Exhibit 24 depicts the length of trip times by user group.

In comparison to the 2009 survey results over 20 percent of those surveyed claimed to have a trip time of over 90 minutes. This is significantly different than those surveyed for this report, which is only eight percent. Shortened trip times can be attributed to the new transit center which opened in September of 2009 and major service changes that were implemented in August of 2009. Passengers have become more accustomed to the new transit center and routes, which has made transferring easier and quicker for passengers.

Exhibit 23: Travel Time From Origin to Destination

Source: RLS & Associates, Inc. Surveys: February-April 2013

Exhibit 24: Average Trip Time by User Group
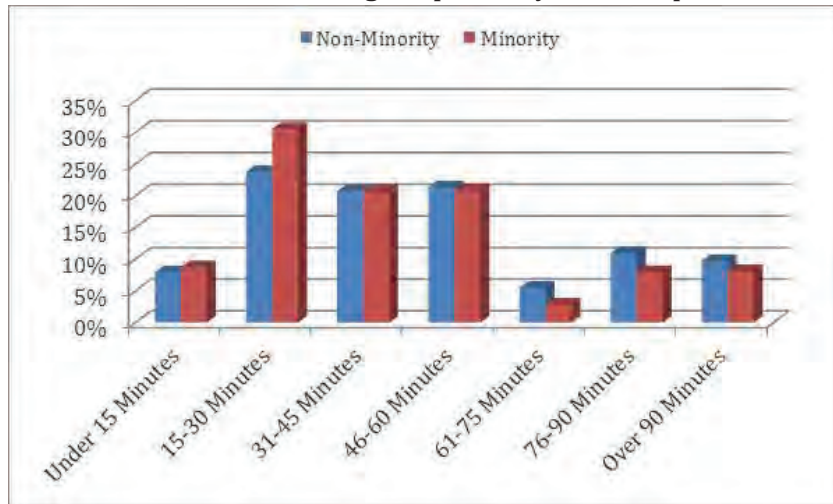
Source: RLS & Associates, Inc. Surveys: February-April 2013

<u>**Distance to Bus Stop**</u>

Exhibit 25 illustrates the distance to the nearest bus stop for all survey respondents. Thirty-seven percent of survey respondents reported traveling less than one block to the nearest GDRTA bus stop. Conversely, 14 percent of passengers had to travel more than six blocks to get to the nearest bus stop. The remaining survey respondents reported various distances between one and six blocks.

Exhibit 26 depicts the distance to the bus stop by user group. Nearly 40 percent of minority respondents stated they travel a distance of less than one block to their bus stop whereas only 32 percent of non-minority passengers had the same distance to travel. This then results in non-minority passengers having to travel more than six blocks at a higher percentage than minority passengers. Both groups were nearly even with the bus stop distances being between one and six blocks from their homes. Compared to the 2009 Title VI survey, the distance to stop results are similar.

Exhibit 25: Overall Distance to Stop
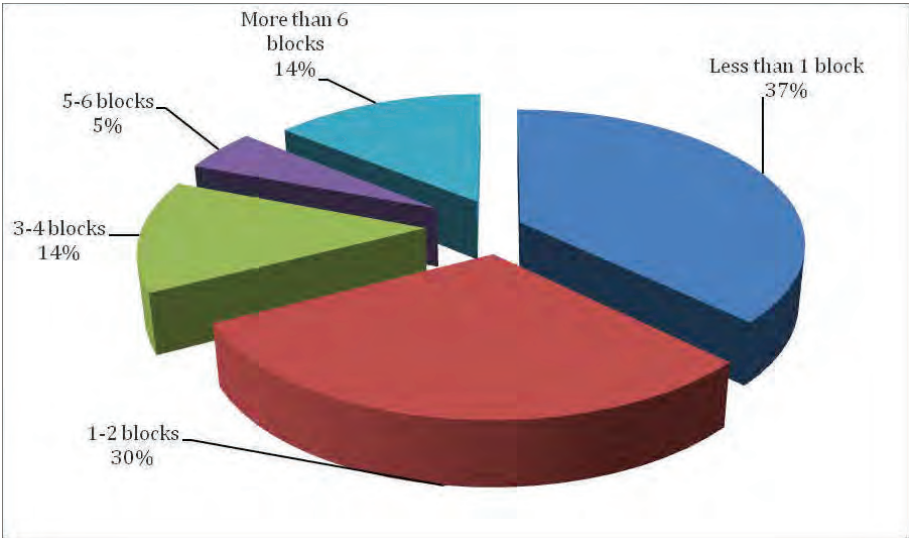
Source: RLS & Associates, Inc. Surveys: February-April 2013

Exhibit 26: Distance to the Bus Stop by User Group
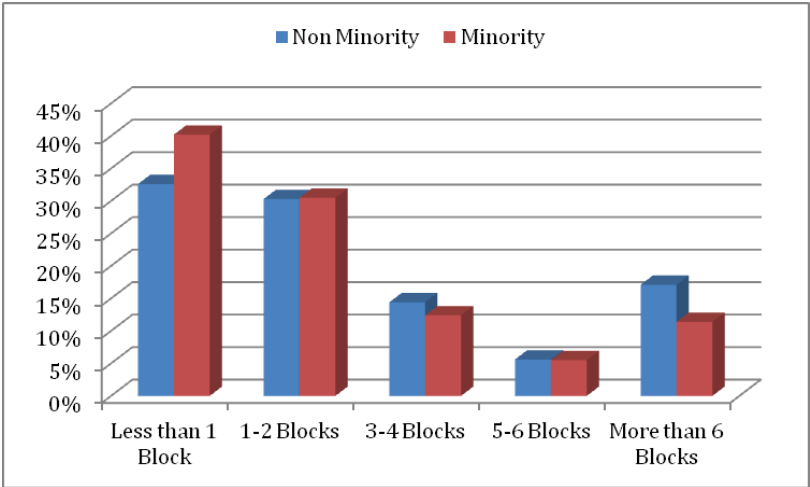
Source: RLS & Associates, Inc. Surveys: February-April 2013

Transfers

The use of more than one bus to reach a passenger's destination means that either a transfer is involved or the passenger has more than one destination. Over 69 percent of GDRTA riders who participated in the survey use two or more buses to get to their final destination. This means that over two thirds of GDRTA passengers must make at least one transfer. Fewer than 22 percent of passengers take one bus to arrive at their destinations.

The number of minority riders that use two buses on their trip constitutes 69 percent of the minority ridership. Nine percent of minority riders use three or more buses to reach their destination. Similarly, over six percent of non-minority riders use three or more buses.

Most routes operate to Wright Stop Plaza where a passenger traveling across town can transfer to the second bus. When comparing the different user groups, there were slight differences in the amount of transfers needed. A higher percentage of non-minority riders (28 percent) stated they could complete most trips using one bus as compared to minority riders (21 percent). More minority riders (78 percent) need to make at least one transfer as compared to non-minority riders (75 percent). Exhibit 27 depicts the number of buses used to reach the final destination by user group.

Exhibit 27: Number of Buses Used to Reach Destination
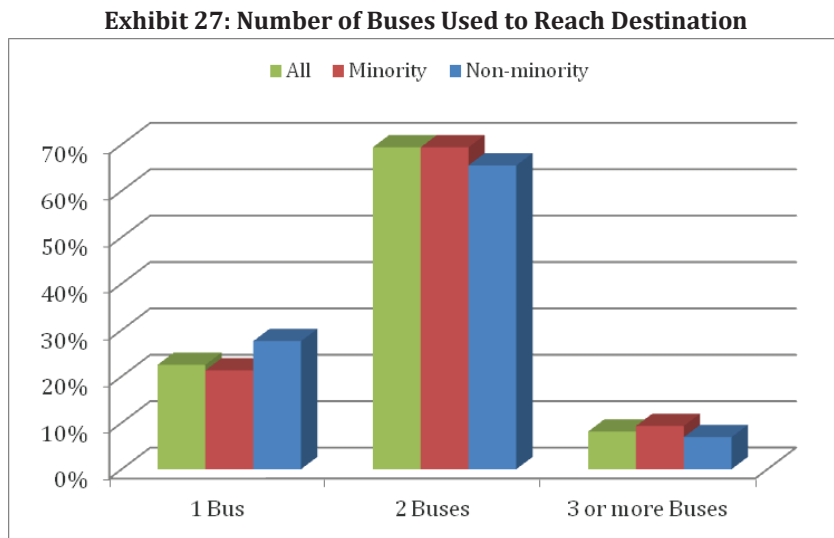
Source: RLS & Associates, Inc. Surveys: February-April 2013

Fare Payment

The highest percentage of the fare payment method used by GDRTA passengers is a 31-Day Pass at slightly over 40 percent. Both minority and non-minority user groups reported using similar fare mediums. Slightly more non-minority riders reported paying with cash (35 percent), compared to 32 percent of minority passengers. Exhibit 28 depicts the fare medium used.

Exhibit 28: Fare Medium Used
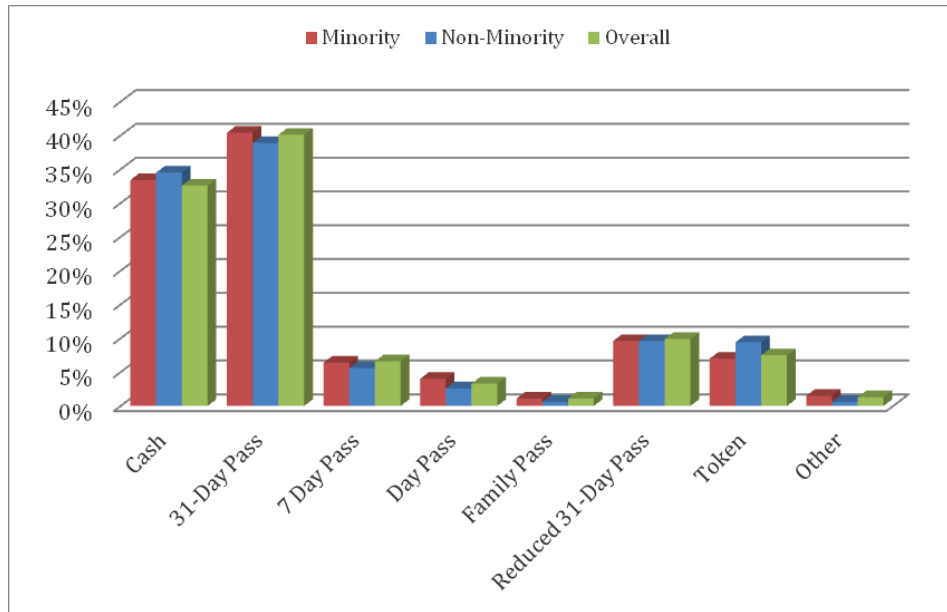
Source: RLS & Associates, Inc. Surveys: February-April 2013

Table 1 shows a cross-tabulation between income level and fare medium used. For all of the income categories, a 31-Day Pass and cash were used most often.

Table 1: Fare Medium by Income Level

Income Category	Fare Medium Used							
	Cash	31-Day Pass	7 Day Pass	Day Pass	Family Pass	Reduced 31-Day Pass	Token	Other
Less than $15,000	33.3%	40.0%	6.7%	3.3%	1.3%	10.0%	7.9%	0.4%
$15,000 - $24,999	34.1%	40.3%	9.1%	4.0%	1.1%	8.0%	5.7%	0.6%
$25,000 - $34,999	44.0%	34.0%	8.0%	4.0%	2.0%	2.0%	8.0%	0.0%
$35,000 - $74,999	30.1%	45.2%	2.7%	4.1%	0.0%	9.6%	6.8%	2.7%
$75,000 - $99,999	26.3%	42.1%	10.5%	5.3%	0.0%	15.8%	0.0%	0.0%
$100,000 - $149,999	0.0%	60.0%	0.0%	0.0%	0.0%	40.0%	0.0%	0.0%
$150,000 - $199,999	20.0%	60.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
More than $200,000	75.0%	0.0%	0.0%	12.5%	0.0%	0.0%	12.5%	0.0%

Time of Travel

The survey was conducted during peak and non-peak hours and on every day of the week. The survey results show that the respondents were more likely to begin their trip between 7:00 and 9:00 AM. Results of the survey reveal that the time of travel among minority and non-minority riders, and the overall results, are consistent. The one significant difference in the time of day respondents started their trip was the 9:00 to 11:00 AM time slot. Nearly 22 percent of non-minority respondents

2013 GDRTA Title VI Procedure Update & Service Evaluation   **29**

stated they started their trip between 9:00 and 11:00 AM while only 18 percent of minority respondents started their trip at that time. Minorities were slightly more likely to start their trip between 1:00 and 3:00 PM as compared to non-minorities. Exhibit 29 depicts the time passengers began their bus trips. The graph is divided into non-minority, minority, and all passengers.

Exhibit 29: Time the Trip Began by User Group
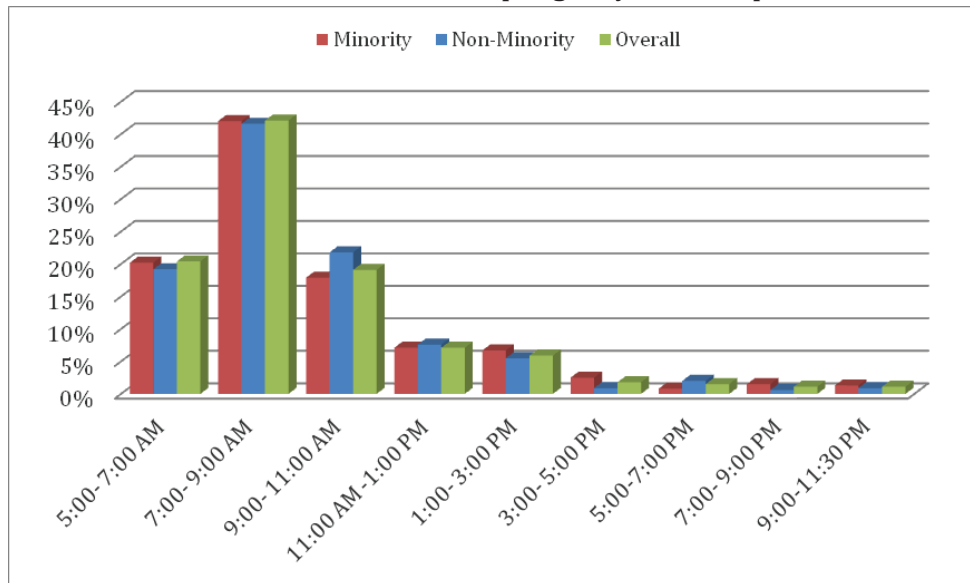
Source: RLS & Associates, Inc. Surveys: February-April 2013

Vehicle Availability

Exhibit 30 depicts the availability of vehicles per household reported by GDRTA passengers. The majority of passengers reported having no available vehicles; this category made up 61 percent of the total responses. Twenty-six percent reported having one vehicle available for their household. Thirteen percent reported two or more vehicles available. These response rates fairly coincide with the results of the 2009 survey.

Exhibit 31 depicts the availability of vehicles per household by user group. A significantly higher percentage (65 percent) of non-minorities stated they had zero vehicles available as compared to minority survey respondents' 36 percent. Minorities have a much higher percentage (43 percent) of one vehicle households as compared to non-minority respondents' (24 percent).

Exhibit 30: Vehicle Availability
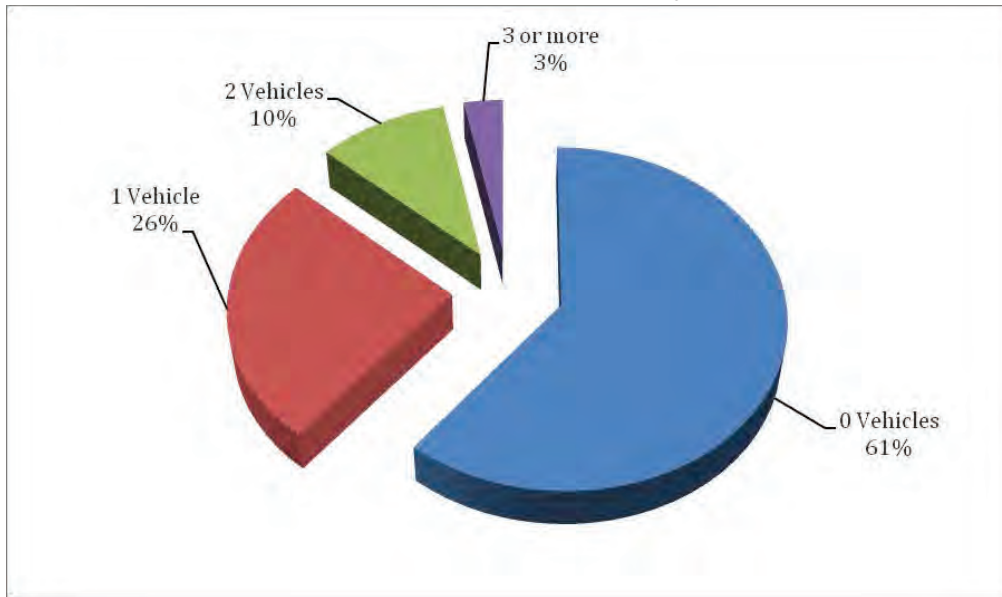
Source: RLS & Associates, Inc. Surveys: February-April 2013

Exhibit 31: Vehicle Availability by User Group
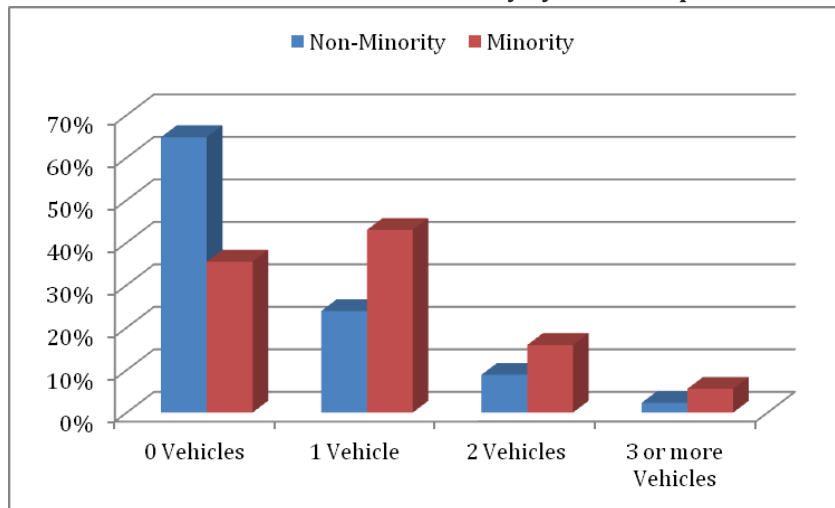
Source: RLS & Associates, Inc. Surveys: February-April 2013

GDRTA Information

Respondents were asked to select their top three choices on how they get information on GDRTA. Exhibit 32 shows the overwhelming top three choices were the GDRTA website, posters on the bus, and the use of the home telephone, with the smart phone trailing slightly behind. When compared to the 2011 GDRTA Market Expansion Survey question that asked "what are your top 3 choices to get information on RTA," the results were similar. The top choices at that time were telephone, posters at bus shelters, and GDRTA website.

Exhibit 32: GDRTA Information
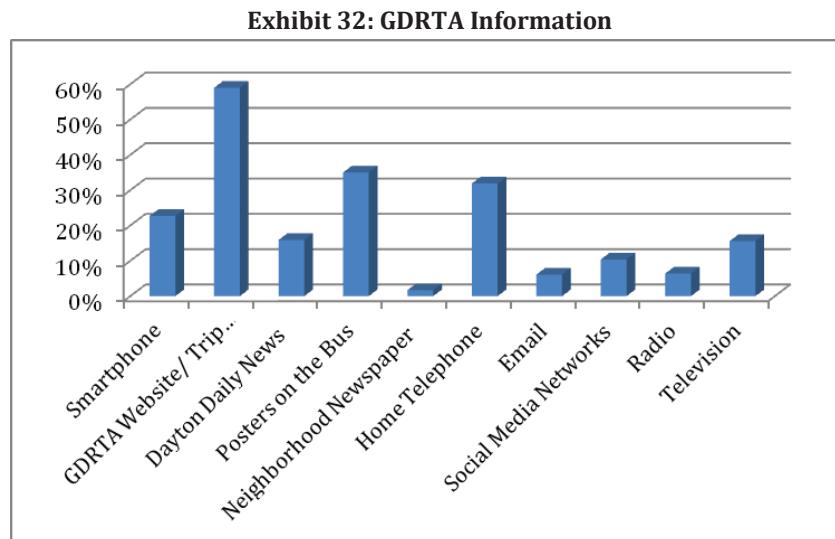
Source: RLS & Associates, Inc. Surveys: February-April 2013

SERVICE RATINGS

Passengers were asked to rate 16 different aspects of the GDRTA service on a scale of one through five, with five being the highest. Average scores were then calculated for each service category. Results are summarized in Exhibit 33. Overall, passengers were overwhelming satisfied with the driving skills of the bus operators. The next highest average service ratings were the helpfulness of phone staff and drivers. The price to ride and shelters at stops rated very poorly with scores under 3.0. Buses running on time rated low as well with an average score of 3.05.

Exhibit 33: Average Service Rating

Category	Rating
Overall GDRTA service	3.68
Bus routes go where needed	3.67
Helpfulness of phone staff	3.85
Helpfulness of drivers	3.81
Driving skills of bus operator	3.92
Convenience of schedules	3.50
The price to ride	2.94
Shelters at stops	2.76
Distance to stop from home	3.71
Time service ends in evening	3.35
Buses running on time	3.05
Safety and security on bus	3.63
Safety and security at stops	3.48
Connections between buses	3.29
Cleanliness of the buses	3.21
Frequency of service	3.37

Source: RLS & Associates, Inc. Surveys: February-April 2013

Service Rating By User Group

Exhibit 34 compares the ratings from the survey responses of each rider group. The red column represents the minority user group and the blue column represents the non-minority user group. Non-minority riders reported being most satisfied with the driving skills of the bus operators. Minorities also ranked driving skills of the bus operators the highest. Minority groups ranked the price to ride the lowest while non-minorities ranked shelters at stops the lowest. The price to ride and cleanliness of the buses were the two categories that minorities and non-minorities rated significantly different. In both cases minorities on average ranked the categories lower than non-minorities.

Exhibit 34: Service Rating by User-Group

Legend: ■ Minority ■ Non-Minority

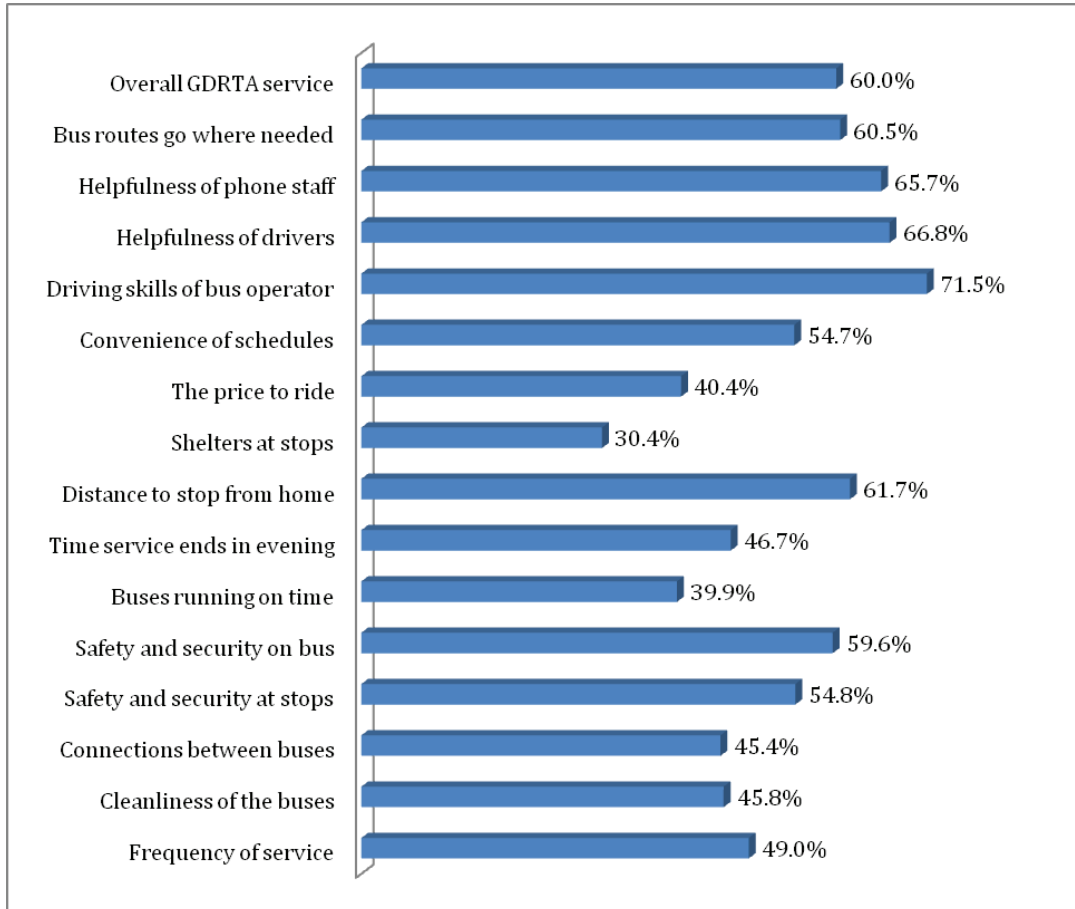| Category	Minority	Non-Minority
Overall GDRTA service	3.65	3.77
Bus routes go where needed	3.68	3.65
Helpfulness of phone staff	3.80	3.87
Helpfulness of drivers	3.82	3.80
Driving skills of bus operator	3.94	3.91
Convenience of schedules	3.46	3.53
The price to ride	2.92	3.25
Shelters at stops	2.81	2.66
Distance to stop from home	3.62	3.74
Time service ends in evening	3.18	3.32
Buses running on time	3.00	3.14
Safety and security on bus	3.65	3.70
Safety and security at stops	3.56	3.47
Connections between buses	3.29	3.29
Cleanliness of the buses	3.16	3.42
Frequency of service	3.32	3.40

Source: RLS & Associates, Inc. Surveys: February-April 2013

Exhibit 35 illustrates the percentage of survey respondents who scored a "4" or "5" (good to very good) in each of the service categories. The categories that scored above a good rating by more than

fifty percent of the survey respondents include overall GDRTA service, bus routes go where needed, helpfulness of phone staff, helpfulness of drivers, driving skill of bus operators, convenience of schedules, distance to stop from home, safety and security on bus, as well as the safety and security at stops. Of these categories, the greatest number of respondents reported being very satisfied with the driving skills of the bus operator. The price to ride, buses running on time, and shelters at stops were the lowest rating scores from those who were surveyed.

Exhibit 35: Good to Excellent Service Ratings

Category	Rating
Overall GDRTA service	60.0%
Bus routes go where needed	60.5%
Helpfulness of phone staff	65.7%
Helpfulness of drivers	66.8%
Driving skills of bus operator	71.5%
Convenience of schedules	54.7%
The price to ride	40.4%
Shelters at stops	30.4%
Distance to stop from home	61.7%
Time service ends in evening	46.7%
Buses running on time	39.9%
Safety and security on bus	59.6%
Safety and security at stops	54.8%
Connections between buses	45.4%
Cleanliness of the buses	45.8%
Frequency of service	49.0%

Source: RLS & Associates, Inc. Surveys: February-April 2013

Rider Comments

Riders were given the opportunity to provide further comments on GDRTA services. Appendix A at the end of the report shows all of the comments provided by survey respondents.

CONCLUSIONS

The survey described herein was completed to document the Greater Dayton Regional Transit Authority's (GDRTA) compliance with the requirements of the Title VI Regulations, outlined in FTA Circular 4702.1B. These standards are required for all transportation providers with a population of 200,000 or greater receiving Federal Transit Administration (FTA) funding under 49 U.S.C. 5307 (Urbanized Area Formula Program.)

GDRTA contracted with RLS & Associates, Inc. to collect and analyze racial and ethnic data showing the extent to which members of minority groups are beneficiaries of GDRTA services. To gather this data, RLS staff members, along with independent contractors, conducted a rider survey of GDRTA passengers during the weeks of March 4 through April 12, 2013. The intercept mode survey was conducted at all five transit centers, at key stop locations, and on various routes throughout the GDRTA service area. Careful consideration was given to target minority, non-minority, and low-income locations during core service hours (6:30 AM to 9:00 AM as well as 3:30 PM to 6:30 PM) on both weekdays and weekends. The majority of the surveys were collected from Wright Stop Plaza, Northwest Transit Center, Eastown Transit Center, Westown Transit Center, and South Transit Center. Because many GDRTA passengers transfer at Wright Stop Plaza, this ensured that riders from the entire service area were questioned and asked to participate in the survey. When it was determined that certain areas of the community were not connected to transit centers, surveyors boarded routes in those locations (whether city or county) and conducted on-board surveys of passengers as they boarded the bus. Those passengers were asked to return the finished survey when exiting.

Following the completion of the surveys, RLS carefully analyzed the data collected and determined that GDRTA offers service to all populations, specifically including minority, non-minority, LEP, and low income populations. This service is offered without regard to race, color, or national origin and is, therefore, in compliance with the Title VI and Environmental Justice regulations.

To document these findings, RLS prepared demographic and service profile maps which are included in this report. The maps were prepared using Geographic Information System (GIS) technology. A base map of GDRTA's service area is included as Exhibit 1. This map includes cities, major streets and highways, surveyed bus routes, surveyed stop locations, all GDRTA routes and stops, GDRTA facilities, major employers, and zip codes. Exhibits 6 and 7 are demographic maps that shade those census tracts where minority and non-minority individuals reside. Exhibits 8 and 9 depict the distribution of minority and non-minority residents throughout the GDRTA service area, as reported in the survey. Exhibit 15 depicts the U.S. Census tracts of Limited English Proficient (LEP) individuals throughout Montgomery County. Exhibit 16 depicts the zip codes of LEP survey respondents.

The surveys showed several interesting patterns about travel and transfers. Respondents were asked how many buses they had to ride in order to reach their intended destination. Seventy eight percent of minority riders and 75 percent of non-minority riders stated they needed to make at least one transfer. Twenty-eight percent of non-minority respondents and 21 percent of minorities stated

they take one bus to reach their destination. When indicating how long their trip took from origin to destination, minority and non-minority responses differed. Over 26 percent of non-minority passengers stated their trip took more than 60 minutes while only 19 percent of minority passengers stated their trip took that long. Among other variables, such as route length, ridership numbers on a bus, and frequent stops, most trip times can be attributed to the amount of transfers a rider needs to make in order to reach their intended destination.

The one-auto and zero-auto availability data and comparisons showed another interesting pattern. Forty-three percent of minorities and 24 percent of non-minorities stated they had one vehicle available, while 69 percent of non-minorities and 36 percent of minorities stated they had zero cars available.

RLS distributed the GDRTA passenger survey, as depicted in Exhibit 2 and 3, as part of the Title VI and Environmental Justice data collection process. The team collected data on race, color, national origin, income, and travel patterns of GDRTA passengers. The Exhibits of this report depict the results of the survey and passenger responses. RLS collected data above and beyond the requirement of FTA Circular 4702.1B. This additional information can be used to judge the quality of service as it relates to minority and non-minority individuals and people with low-incomes.

The final section of this chapter summarizes the passengers' opinions of the GDRTA services as collected during the survey. This includes questions such as satisfaction with the system in general, value for fare paid, length and frequency of service, helpfulness of the staff, cleanliness of the buses, convenience, and safety. Both minority and non-minority user groups reported similarities in the service ratings but non-minorities always rated the services higher.

DEMOGRAPHIC ANALYSIS

Along with the included demographic information provided in Exhibits 5 (race), 6 (minority), 7 (non-minority), 11 (annual household income), 12 (below poverty), and 15 (LEP), more in-depth demographic maps were developed. Exhibit 36 shows the census tracts in Montgomery County that have significantly high levels of persons below the poverty level. The total number of people below the poverty level was divided by the total population for whom poverty status is determined. The census tracts highlighted in red indicate percentages of poverty populations above the County average. Most census tracts with high percentages are located in the central and eastern portions of the County around the cities of Dayton, Trotwood, Moraine, Northridge, and Riverside.

Exhibit 37 illustrates the census tracts in Montgomery County that have significantly high levels of minority persons. The minority population was divided by the total population of each census tract to derive the minority population percentage. The census tracts highlighted in red indicate percentages of minority population above the County average. Almost all of the census tracts with high minority levels are west of Interstate 75 in the cities of Dayton and Trotwood. Pockets of high minority percentages were found in the City of Huber Heights and in Miami Township.

Exhibit 38 combines the information provided in Exhibits 36 and 37. Significantly high minority tracts are highlighted in green while significantly high low-income tracts are highlighted in red. The tracts that have both high levels of minority and low-income populations are shown in brown. Trotwood and West Dayton indicate the highest overlap in minority and low-income populations.

The U.S. Census Bureau reported in 2011 there were 223,546 total households in Montgomery County. Exhibit 39 illustrates the percentage of households with zero vehicles available by Census Tract that are higher than the County average. Areas having a density of households with zero vehicles available were found in the central and northern sections of Montgomery County. These areas had zero vehicle rates of over 10.38 percent.

By evaluating the results of the demographic analysis, it appears that impartial and equitable fares and services are being provided to all user groups by GDRTA. Additionally, based on the evaluation of the opinions of survey respondents, GDRTA appears to be in compliance with Title VI of the Civil Rights Act and Environmental Justice regulations.

Exhibit 36: GDRTA Significant Low-Income Census Tracts

GDRTA
Title VI Analysis

GDRTA Facilities

Other Employers

Industy

College

Health care provider

Trolley Lines

GDRTA Routes

Interstate

Highway

Major Road

Significant Low Income Tract

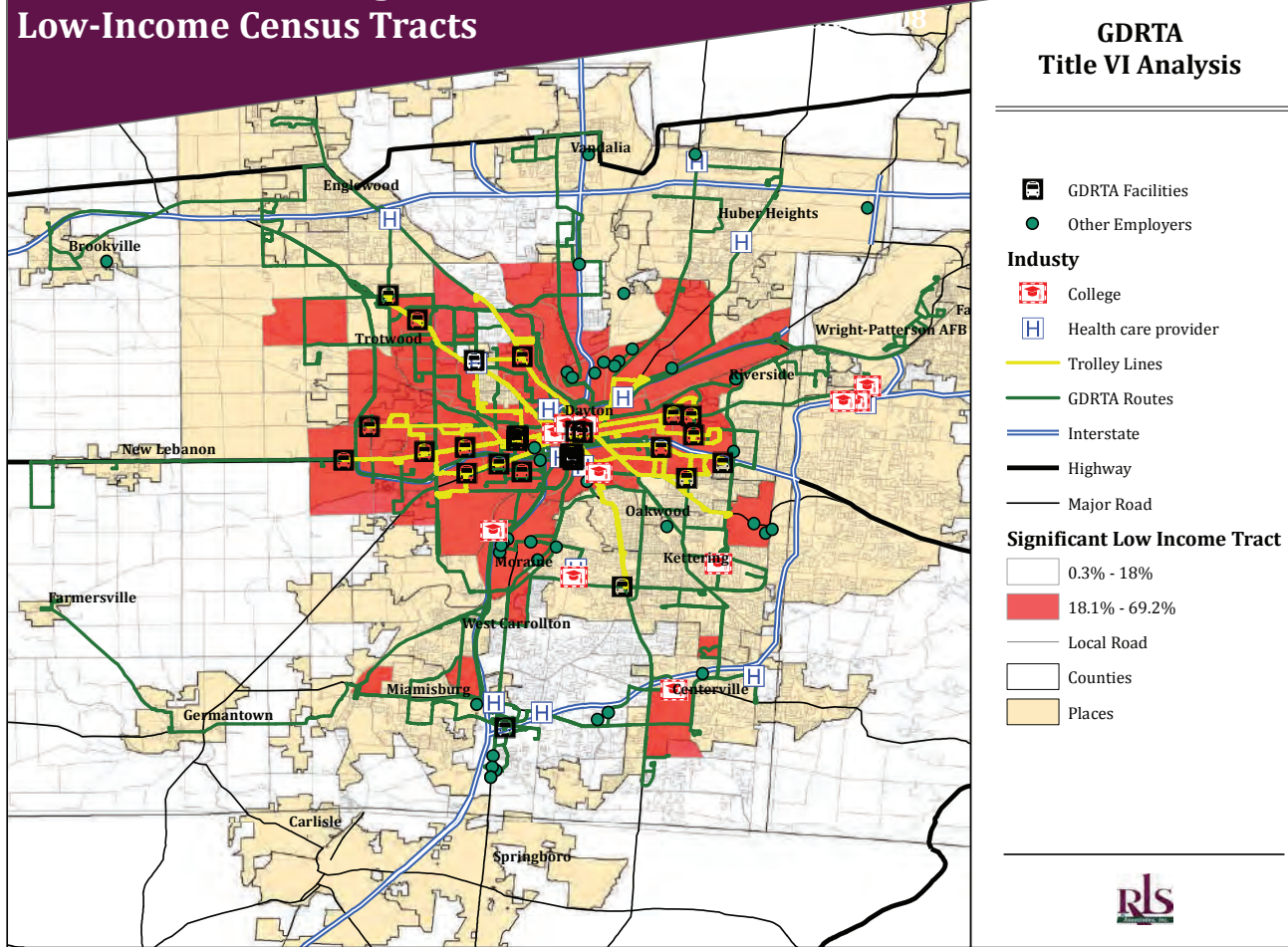0.3% - 18%

18.1% - 69.2%

Local Road

Counties

Places

Exhibit 37: GDRTA Significant Minority Census Tracts
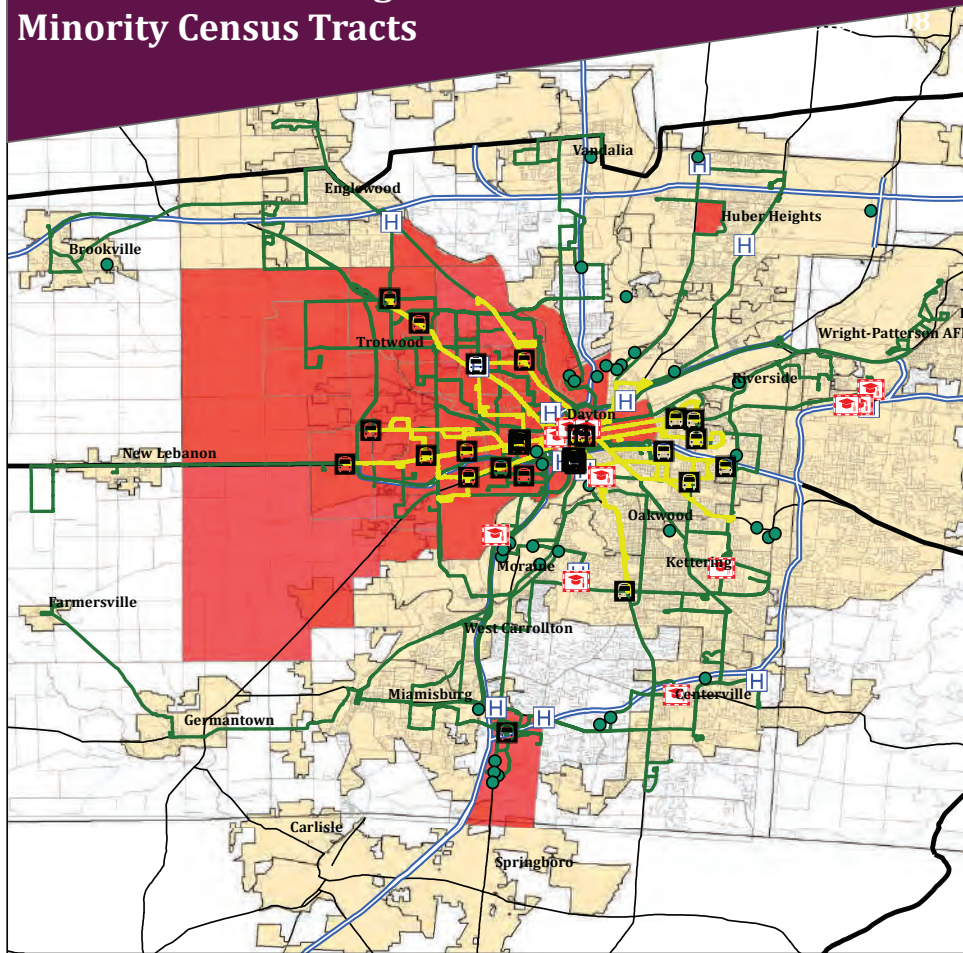
**GDRTA
Title VI Analysis**

GDRTA Facilities
Other Employers

Industy

College
Health care provider
Trolley Lines
GDRTA Routes
Interstate
Highway
Major Road

Significant Minority Tract

0% - 29%
29.1% - 98.9%
Local Road
Counties
Places

Exhibit 38: GDRTA Significant Minority & Low-Income Census Tracts

GDRTA
Title VI Analysis

GDRTA Facilities

Other Employers

Industy

College

H Health care provider

Trolley Lines

GDRTA Routes

Interstate

Highway

Major Road

Local Road

Counties

Places

Tracts

Significant Minority Tract

0% - 29%

29.1% - 98.9%

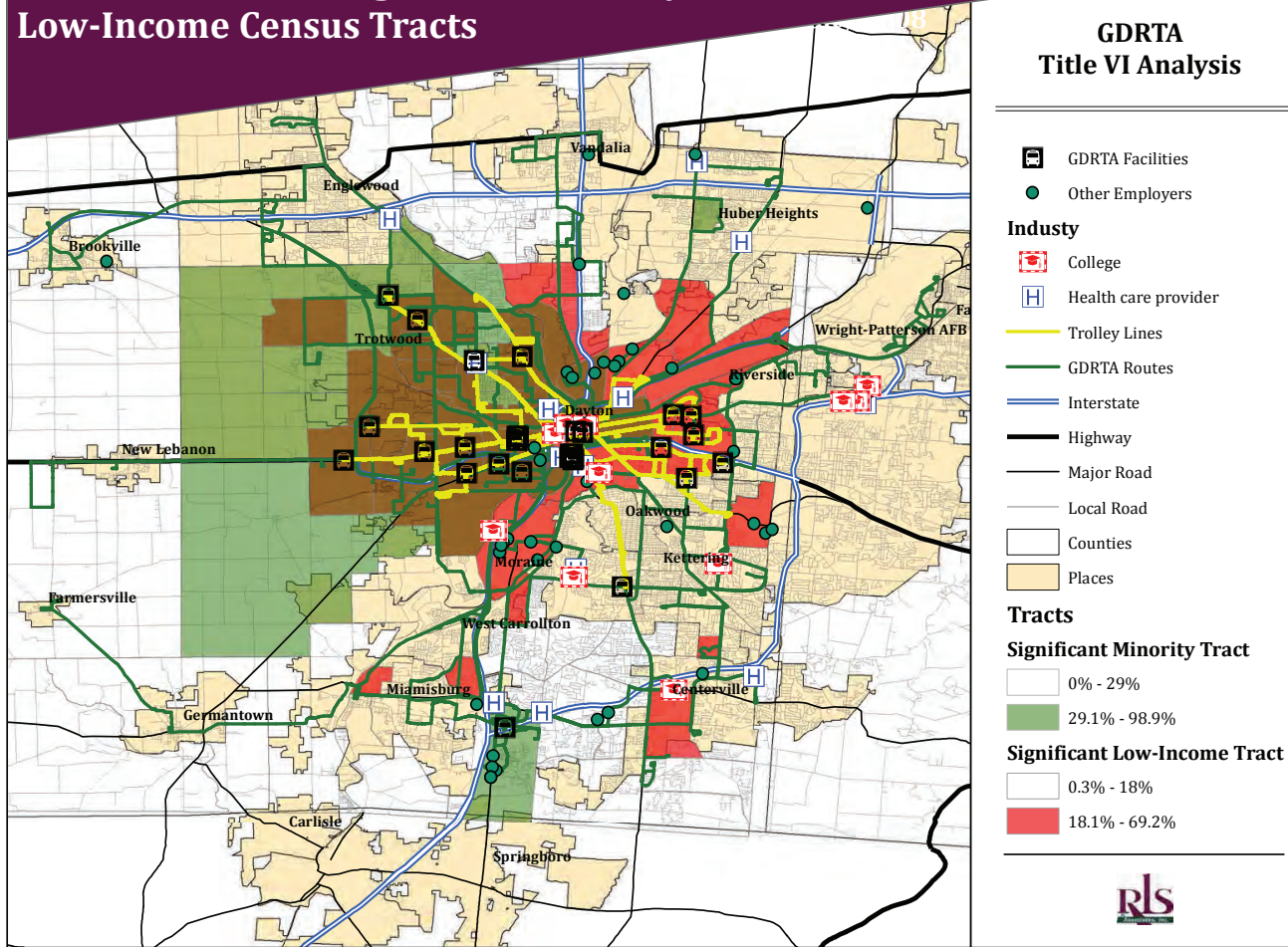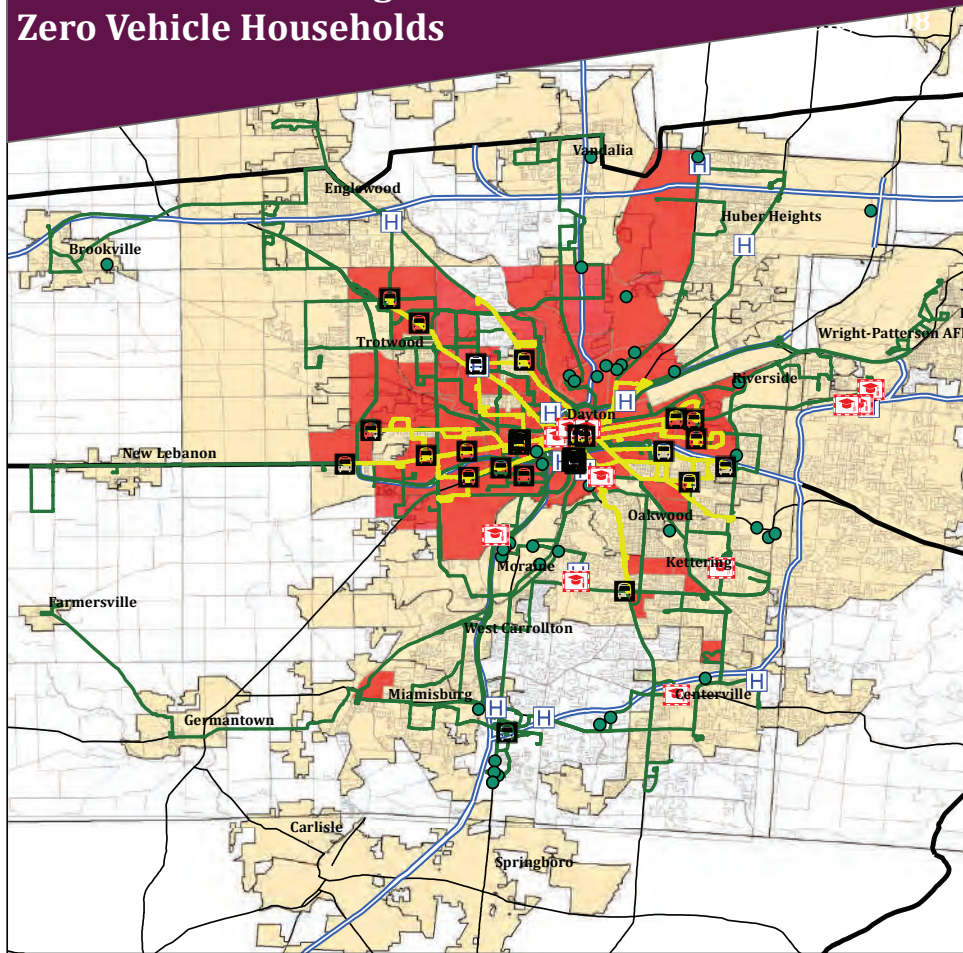**Significant Low-Income Tract**

0.3% - 18%

18.1% - 69.2%

Exhibit 39: GDRTA Significant Zero Vehicle Households

GDRTA
Title VI Analysis

GDRTA Facilities
Other Employers

Industy
College
Health care provider
Trolley Lines
GDRTA Routes
Interstate
Highway
Major Road

ZVH / Households
0% - 10.37%
10.38% - 41.85%
Local Road
Counties
Places

POLICY AND PROCEDURE DEVELOPMENT

TITLE VI CHECKLIST

RLS developed a checklist that GDRTA can use when considering Title VI compliance and service equity. The checklist is similar to the sample provided in Appendix "A" of FTA C 4702.1B "Title VI Program Checklist." Slight variations were made to the FTA checklist to make it more specific to GDRTA services.

Table 2: Title VI Program Checklist

☐	Title VI Notice to the Public, including a list of locations where the notice is posted
☐	Title VI Complaint Procedures (i.e. instructions to the public regarding how to file a Title VI discrimination complaint)
☐	Title VI Complaint Form
☐	List of transit-related Title VI investigations, complaints, and lawsuits since the last submission
☐	Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission.
☐	Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP guidance
☐	A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
☐	A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. The approval must occur prior to submission to FTA.
☐	Service standards
	☐ Vehicle load for each mode
	☐ Vehicle headway for each mode
	☐ On time performance for each mode
	☐ Service availability for each mode
☐	Service policies
	☐ Transit amenities for each mode
	☐ Vehicle assignment for each mode
☐	Demographic and service profile maps and charts
☐	Demographic ridership and travel patterns, collected by surveys
☐	Results of their monitoring program and report, including evidence that the board or other governing entity of official(s) considered, was aware of the results, and approved the analysis

☐	A description of the public engagement process for setting the "major service change policy," disparate impact policy, and disproportionate burden policy
FTA Checklist Items that do not pertain to GDRTA in 2013	
☐	Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions.
☐	A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance, facility, operation center, etc.
☐	Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

AMENITIES POLICY

In order to fulfill Title VI regulations, GDRTA must create a database of maps to visually represent where GDRTA amenities and GDRTA funded amenities are located. Exhibit 40 is a follow-up to Exhibit 1 of this report. Exhibit 40 shows GDRTA Park-n-Ride locations along with bus shelters, benches, and trash receptacles overlaid on a base map that shows areas of significantly high concentrations of low-income and minority population levels.

Exhibit 41 displays transit facilities that were recently replaced, improved, or are scheduled for an updated in the next five years. The facilities that were improved were 600 Longworth St, 601 Longworth Bus Garage, 940 Veterans (line shop), Wright Stop Plaza, Eastown Hub, Westown Hub, Northwest Hub, and South Hub. The amenities that were updated are color coded based on the type of improvement that was made. Pink dots represent waiting pads installed, orange dots represent general improvements (benches, trash cans, etc…), purple dots represent City of Dayton bus pad installations, blue dots represent recent community grant projects, and green dots represent big belly trash receptacles (solar powered trash compactors) added.

EVALUATION OF TRANSIT SERVICE

As a part of the scope of work, RLS was asked to evaluate GDRTA routes to determine which routes were minority or non-minority by service mode. By using demographic data, RLS grouped routes by service mode and minority or non-minority. Routes were designated as minority if at least 1/3 of the revenue miles were located in a Census Tract where the percentage of minority population exceeded the average for the entire GDRTA service area.

Route Type	Minority	Non-Minority
Suburban	14	11, 16, 17, 18, 19
Rural	40, 41	42
Local	1, 2, 4, 7, 8, 9, 12, 22	3, 5
Feeder	61, 65	60, 66
Express	X1B, X5	X1A
Crosstown	24, 34	23

Exhibit 40: GDRTA Amenities
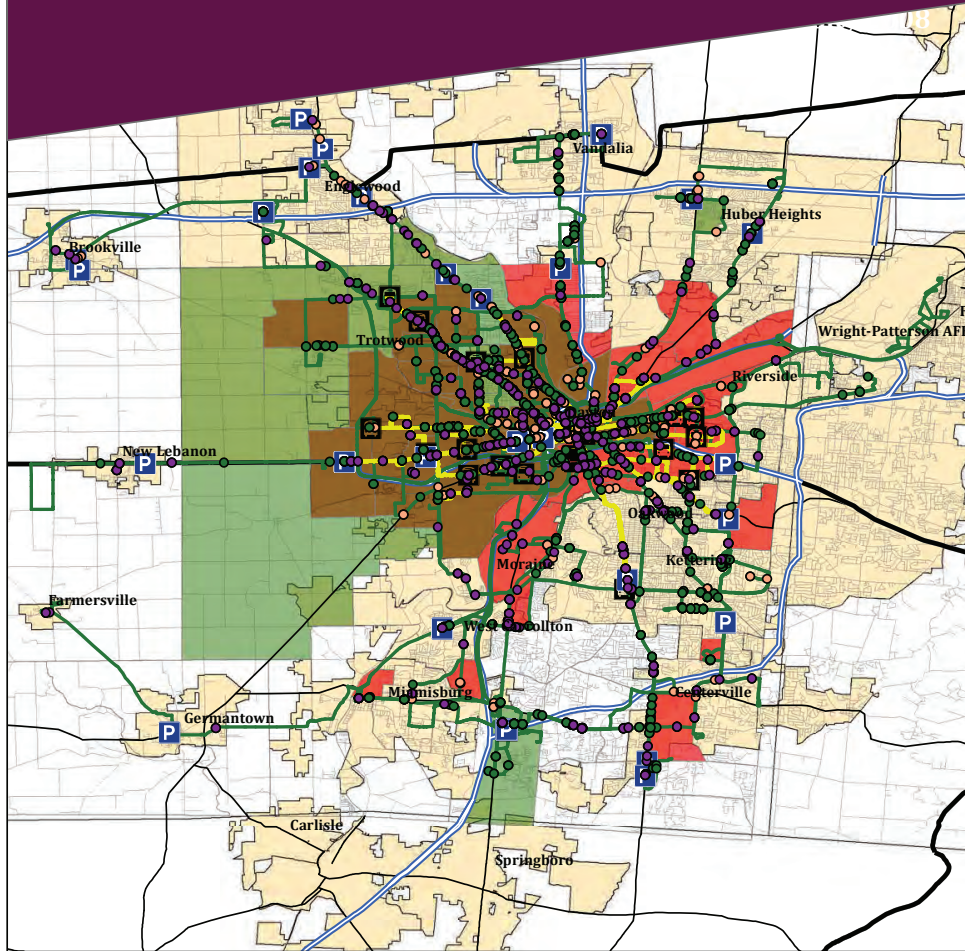
GDRTA
Title VI Analysis

- Bus Shelter
- Bench
- Trash Receptacle
- **P** Park-N-Ride
- GDRTA Facilities
- Trolley Lines
- GDRTA Routes
- Interstate
- Highway
- Major Road

Tracts

Significant Minority Tract
- 0% - 29%
- 29.1% - 98.9%

Significant Low-Income Tract
- 0.3% - 18%
- 18.1% - 69.2%
- Local Road
- Counties
- Places

Exhibit 41: GDRTA Recent Amenity & Facility Improvement Locations
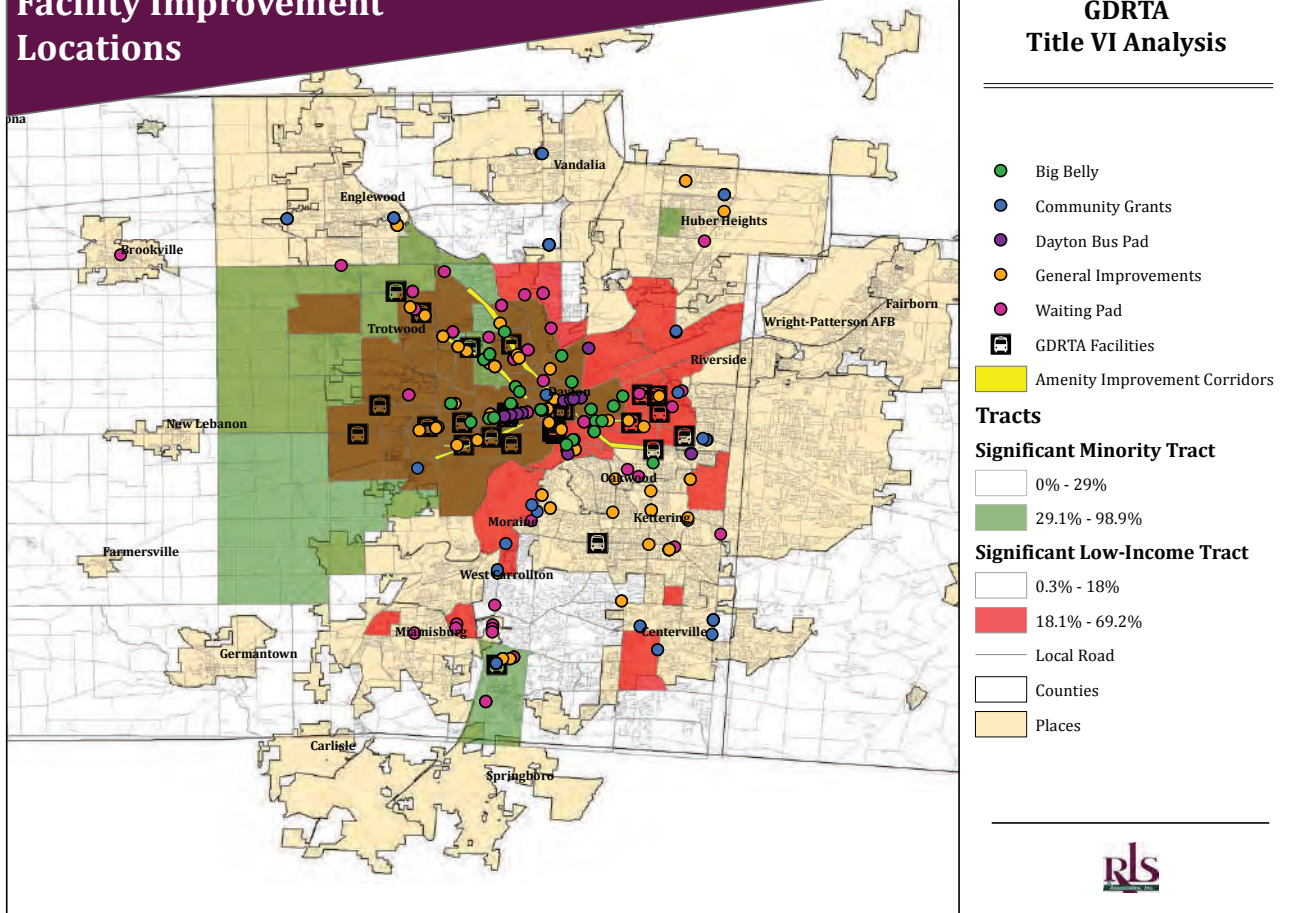
Survey Results, Minority Routes vs. Non-Minority Routes

Survey results were broken up into minority routes or non-minority routes. The following graphs compare the results of certain questions from passengers riding on predominantly minority or non-minority routes to represent any inequalities in transit services.

Transfers

Passengers were asked how many separate buses they would have to take to get to their destination. The results show similar amounts of transfers needed for passengers on minority routes as compared to passengers on non-minority routes but with slightly more minority route riders having to make at least one transfer. Exhibit 42 gives a visual representation of the results.

Exhibit 42: Transfers by Minority and Non-Minority Routes
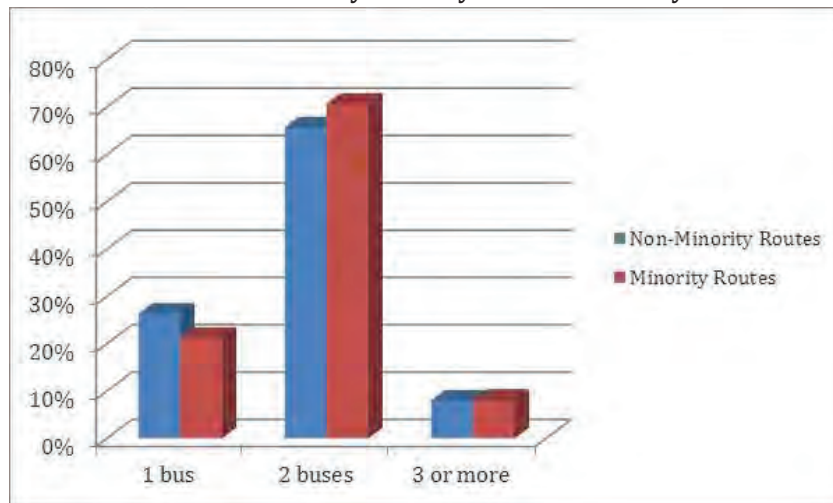
Source: RLS & Associates, Inc. Surveys: February-April 2013

Distance to Bus Stop

Exhibit 43 depicts the distance traveled to the bus stop by GDRTA passengers. When comparing distances walked to reach the bus stop, minority and non-minority route riders had similar distances to walk. Slightly more minority route riders had to walk 3-4 blocks, while slightly more non-minority route riders had to walk more than 6 blocks.

Exhibit 43: Distance to Bus Stop by Minority and Non-Minority Routes
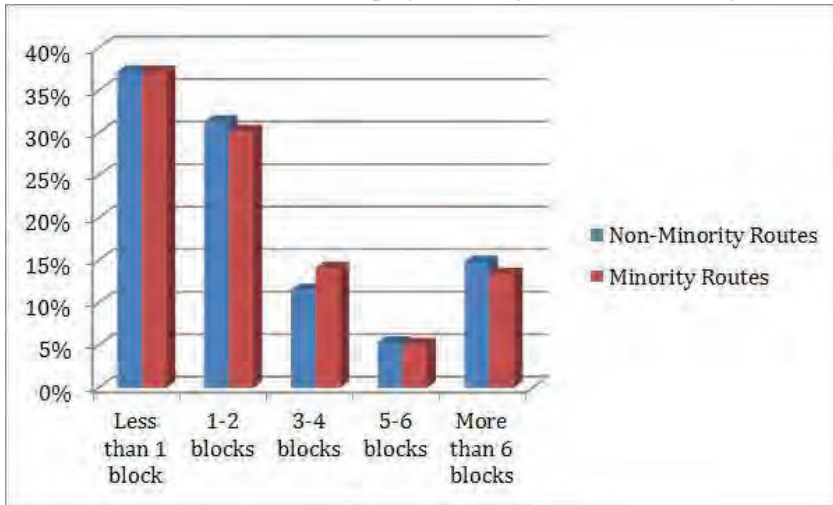
Source: RLS & Associates, Inc. Surveys: February-April 2013

Income Level

GDRTA were asked what their household's annual income was for the past year. Exhibit 44 compares the income levels of minority and non-minority route passengers. More non-minority route riders stated their household income was less than $15,000 (62.5 percent) as compared to minority route riders (57.1 percent). The remaining income level categories were similar for both minority and non-minority route riders.

Exhibit 44: Income Level by Minority and Non-Minority Routes
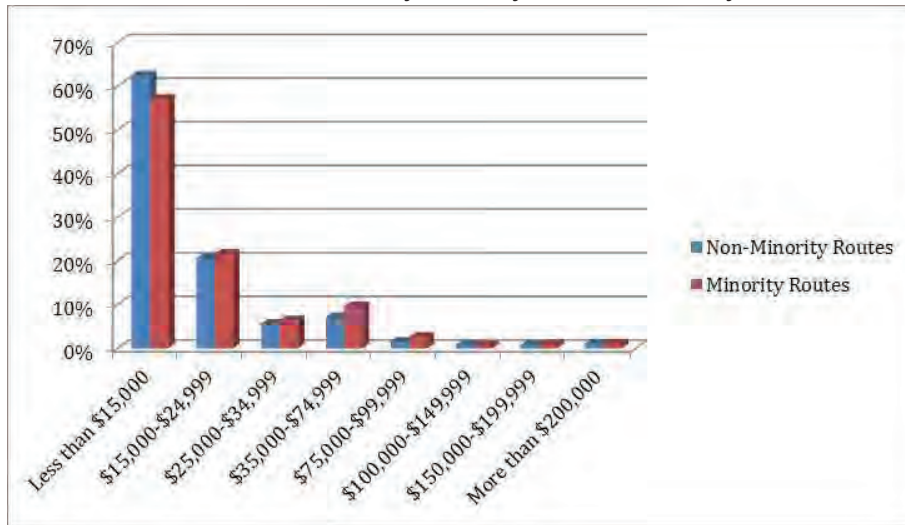
Source: RLS & Associates, Inc. Surveys: February-April 2013

Number of Destinations

Exhibit 45 depicts the riders who were going to use GDRTA for trips other than the one for which they were surveyed. Minority bus route riders were more likely to be using the bus for only the surveyed trip than non-minority route riders. Non-minority riders were more likely to be going to three or more destinations during the day they were surveyed.

Exhibit 45: Number of Destinations by Minority and Non-Minority Routes
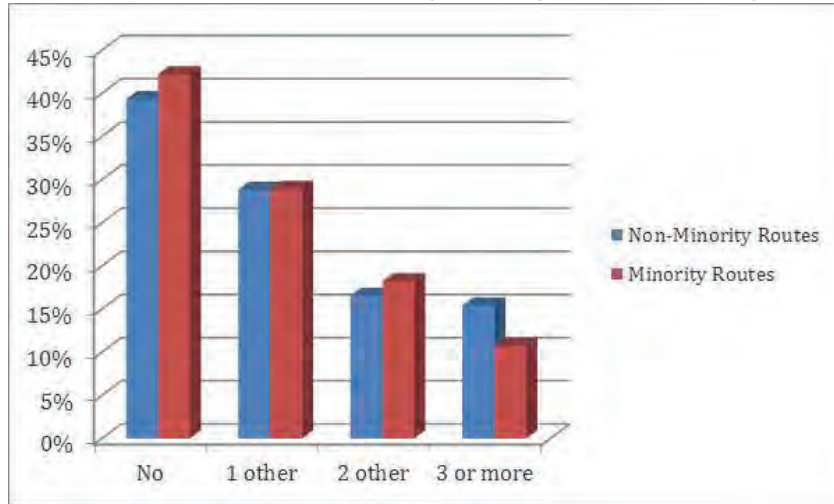
Source: RLS & Associates, Inc. Surveys: February-April 2013

Length of Trip

Passengers were asked how long their entire trip took from leaving the house to arriving at their destination. Exhibit 46 shows how minority and non-minority route riders responded. Minority route riders (30.7 percent) were more likely to take 15 to 30 minutes as compared to non-minority route riders (24.32 percent). Non-minority route riders were more likely to take longer than 75 minutes compared to minority route riders.

Exhibit 46: Length of Trip by Minority and Non-Minority Routes
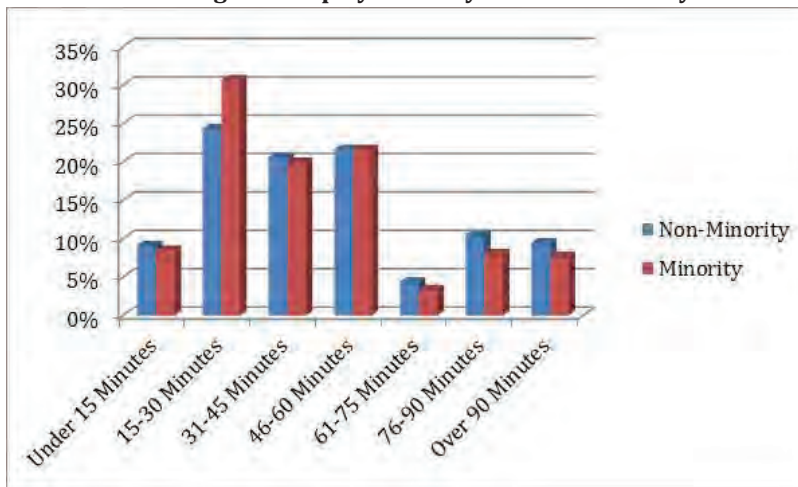
Source: RLS & Associates, Inc. Surveys: February-April 2013

Trip Purpose

Riders on minority and non-minority routes had similar, but slightly different purposes when riding the bus. Work was the highest trip purpose among both types of routes with non-minority route riders having a slightly higher percentage of riders going to work. Minority route riders were slightly more likely to be going to school than non-minority route riders. Exhibit 47 below depicts trip purpose by route type.

Exhibit 47: Trip Purpose by Minority and Non-Minority Routes
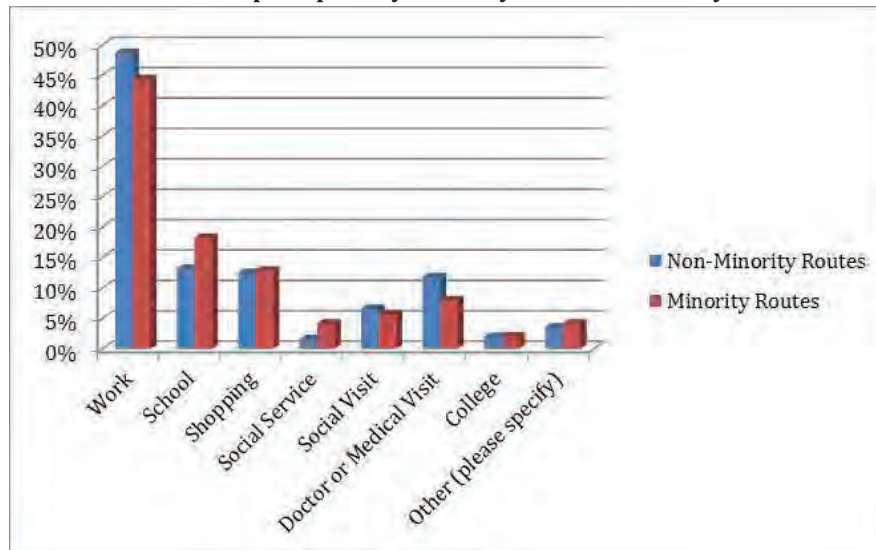
Source: RLS & Associates, Inc. Surveys: February-April 2013

Race

Exhibit 48 depicts the racial breakdown for minority and non-minority routes. Minority populations make up 69.4 percent of minority route survey respondents. The majority of minority riders were African American/Black (59.1 percent) on minority routes. Non-minority populations made up 51.6 percent of non-minority route survey respondents.

Exhibit 48: Race by Minority and Non-Minority Routes
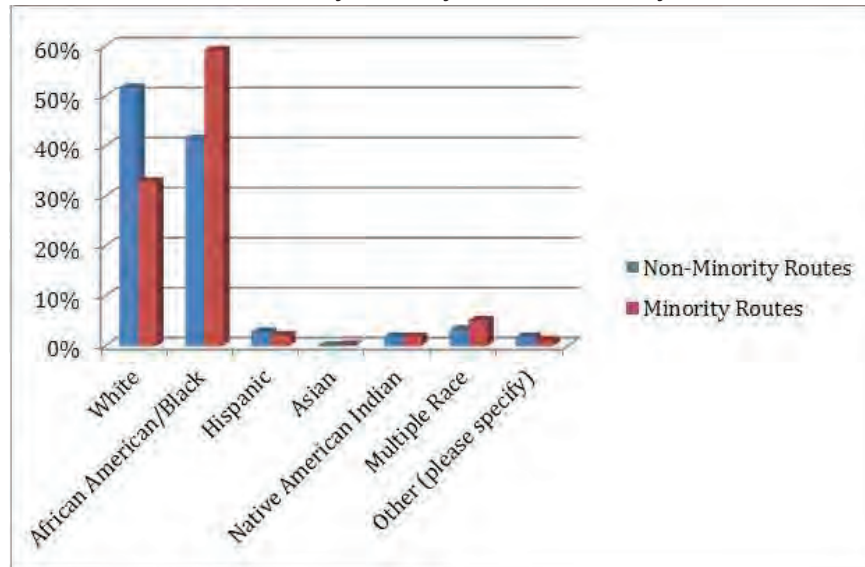
Source: RLS & Associates, Inc. Surveys: February-April 2013

Service Ratings

Surveyed passengers were asked to rate 16 different GDRTA services on a scale of 1 (needs improvement) to 5 (very good). These results were then broken up into minority and non-minority routes. Minority route surveyed passengers rated all but price to ride and distance to stop from home higher than non-minority route passengers. The highest rated service for minority and non-minority route riders was driving skills of bus operators. Exhibit 49 shows the average rating for each of the different services.

Exhibit 49: Service Ratings by Minority and Non-Minority Routes
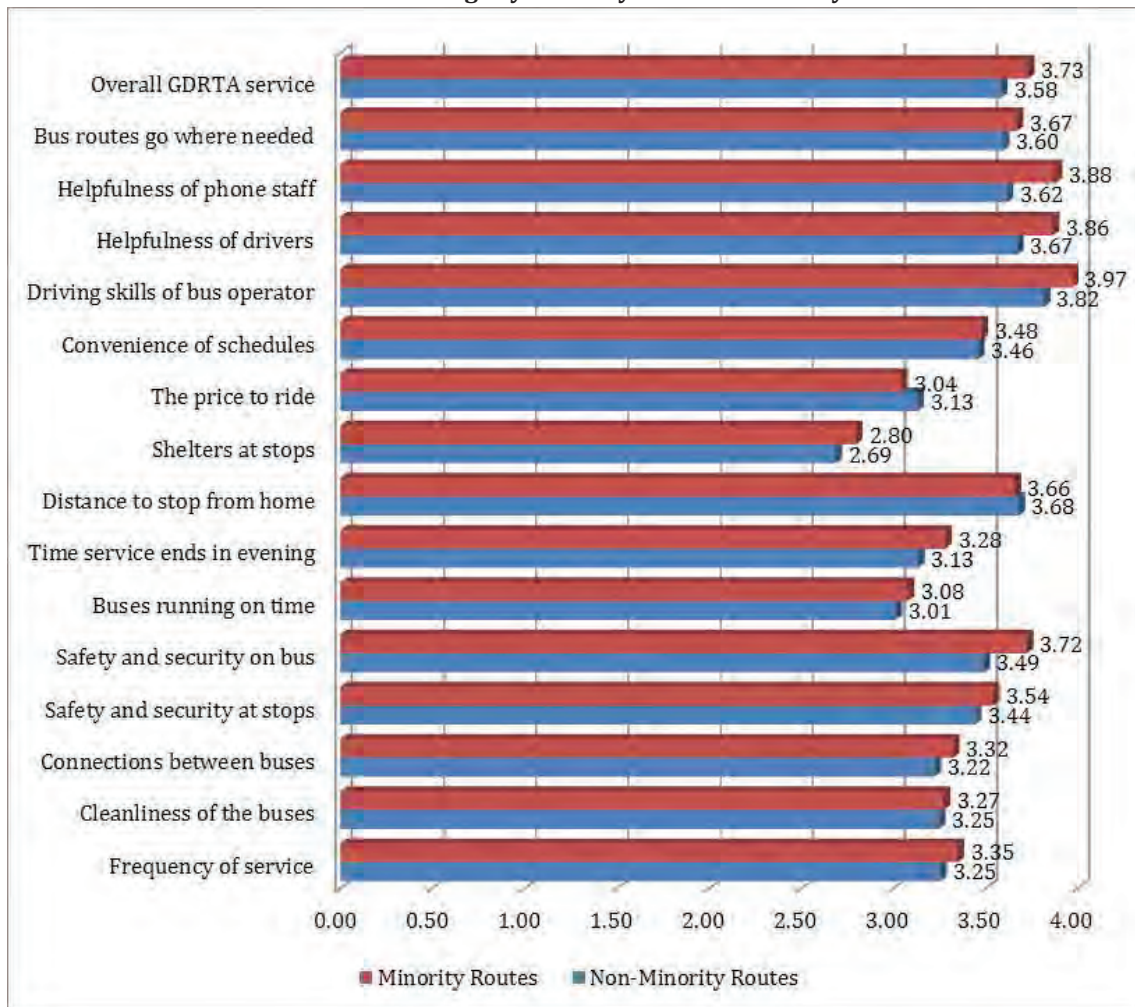
Source: RLS & Associates, Inc. Surveys: February-April 2013

Monitoring of GDRTA Service Standards

In the scope of work provided by GDRTA, RLS evaluated each of GDRTA's minority and non-minority routes compared against GDRTA's service standards and policies by service mode. Survey results and GDRTA data were broken down by service mode and minority or non-minority route.

Frequency of Service

Exhibit 50 depicts the average rating by service mode for minority and non-minority route passengers. Based on the respondents perceived frequency of service, minority express and feeder service riders felt the frequency of service was well below average. Both of these services (express

and feeder) have base headways of 60 minutes which could attribute to the low ratings. Given the nature of the service being provided, and budget constraints, these low ratings are to be expected. Minority rural route passengers rated frequency of service the highest. This could be attributed to the fact that rural routes generally only provide service for peak hour work trips and that those trips meet the needs of the passengers surveyed.

Exhibit 50: Frequency of Service

Type of Service	Average Rating
Overall	3.37
Minority Routes	3.35
Local (1, 2, 4, 7, 8, 9, 12, 22)	3.33
Suburban (14)	3.22
Crosstown (24, 34)	3.60
Express (X1B, X5)	2.29
Rural (40, 41)	4.50
Feeder (61, 65)	2.33
Non-Minority Routes	3.25
Local (3, 5)	3.00
Suburban (11, 16, 17, 18, 19)	3.26
Crosstown (23)	3.33
Express (X1A)	No Responses
Rural (42)	No Responses
Feeder (60, 66)	3.50

Source: RLS & Associates, Inc. Surveys: February-April 2013

Exhibit 51 is a breakdown by service mode of vehicle headways. The longer headway times for non-minority routes can be attributed to the type of service being provided to the non-minority populations in Montgomery County. Most of the non-minority routes fall into the suburban service mode category which has longer headway times as compared to the local routes which make up most of the minority routes. Headway information is not available for minority rural, non-minority local, non-minority express, and non-minority rural because only one or two trips are run per time period.

Exhibit 51: Vehicle Headways

Type of Service	Average Weekday Headways				Average Saturday Headways		Average Sunday Headways	
	AM Peak	Base	PM Peak	Night	Base	Night	Base	Night
Overall	37.5	49.5	36.3	74.7	66.6	76.1	78.7	81
+-20% Variance	30 - 45	39.6 - 59.4	29 - 43.6	59.8 - 89.6	53.3 - 79.9	60.9 - 91.3	63 - 94.4	64.8 - 97.2
Minority Routes	30	40.9	27.7	72.5	50.5	73	73.5	73.3
Local (1, 2, 4, 7, 8, 9, 12, 22)	23.1	31.3	23.8	70	40.6	70	70	70
Suburban (14)	35	65	35	95	100	95	100	95
Crosstown (24, 34)	45	57.5	45	55	80	77.5	77.5	77.5
Express (X1B, X5)	60	60	30	70	60/30	70	70	N/A
Rural (40, 41)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Feeder (61, 65)	60	60	60	60	60	60	60	N/A
Non-Minority Routes	45.7	62.9	45.7	85	88.6	83.3	88.6	95
Local (3, 5)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Suburban (11, 16, 17, 18, 19)	40	64	40	95	100	95	100	95
Crosstown (23)	60	60	60	60	60	60	60	N/A
Express (X1A)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Rural (42)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Feeder (60, 66)	60	60	60	60	60	60	60	N/A
*Averages are in minutes								

Source: GDRTA, June 2013 Pick

Vehicle Load

Exhibit 52 depicts the average weekday, Saturday, and Sunday load factor by service time for minority and non-minority routes. RLS used GDRTA's automated passenger counter data to find average load factors. The percentages shown in Exhibit reflect the average amount of seats filled for the given time frame. On average, minority routes have higher load factors than non-minority routes. Saturday load factor for non-minority routes was higher than minority routes. Non-minority PM Peak and Night routes fall outside of the +-20% variance used for disparate impact. Being a non-minority route, no further analysis is needed.

Exhibit 52: Average Vehicle Load Factor

Type of Service	Average Weekday Load Factor				Saturday	Sunday
	AM Peak	Base	PM Peak	Night	Base	Base
System (2013)	17.9%	17.0%	19.6%	18.3%	19.5%	18.3%
+-20% Variance	14.3 – 21.5%	13.6 – 20.4%	15.7 – 23.5%	14.6 – 22%	15.6 – 23.4%	14.6 – 22%
Minority Routes	19.2%	17.6%	22.2%	21.4%	18.0%	18.6%
Non-Minority Routes	16.1%	15.9%	15.5%	13.5%	21.8%	17.9%

Source: GDRTA, January 2013

Transfers

Exhibit 53 depicts the average rating by service mode for minority and non-minority route passengers for connections between buses (transfers). Based on the respondents perceived ability to transfer to other buses, minority express and feeder service riders felt that connections between buses was below average. Both of these services (express and feeder) have base headways of 60 minutes which could lead to passengers having to wait a longer period of time to connect to another bus. Similar to frequency of service, minority rural route passengers rated frequency of service the highest. This could be attributed to the fact that rural routes passengers do not make as many transfers as other passengers surveyed. Exhibit 54 represents the average number of buses needed for survey respondents to get their destination. Non-minority feeder route passengers on average had to take the most buses to reach their destination (2.50 buses).

Exhibit 53: Connections Between Buses

Type of Service	Average Rating
Overall	3.29
Minority Routes	3.32
Local (1, 2, 4, 7, 8, 9, 12, 22)	3.29
Suburban (14)	3.45
Crosstown (24, 34)	3.60
Express (X1B, X5)	2.71
Rural (40, 41)	4.00
Feeder (61, 65)	2.75
Non-Minority Routes	3.22
Local (3, 5)	3.00
Suburban (11, 16, 17, 18, 19)	3.21
Crosstown (23)	3.00
Express (X1A)	No Responses
Rural (42)	No Responses
Feeder (60, 66)	3.00

Source: RLS & Associates, Inc. Surveys: February-April 2013

Exhibit 54: How Many Separate Buses Needed

Type of Service	Average # of Buses
Overall	1.86 buses
+-20% Variance	1.49 – 2.23 buses
Minority Routes	1.87 buses
Local (1, 2, 4, 7, 8, 9, 12, 22)	1.86 buses
Suburban (14)	2.08 buses
Crosstown (24, 34)	1.80 buses
Express (X1B, X5)	1.88 buses

Rural (40, 41)	1.67 buses
Feeder (61, 65)	2.00 buses
Non-Minority Routes	1.82 buses
Local (3, 5)	2.00 buses
Suburban (11, 16, 17, 18, 19)	1.79 buses
Crosstown (23)	1.80 buses
Express (X1A)	No Responses
Rural (42)	No Responses
Feeder (60, 66)	2.50 buses

Source: RLS & Associates, Inc. Surveys: February-April 2013

On-Time Performance

Survey respondents were asked to rate buses running on time. Minority express bus route passengers average rating for buses running on time was 1.71 while non-minority feeder route passengers average rating was 1.50. Minority suburban route passengers rated buses running on time the highest with an average rating of 3.50. Exhibit 55 below depicts the average rating each service mode gave for buses running on time.

Exhibit 55: Buses Running On Time

Type of Service	Average Rating
Overall	3.05
Minority Routes	3.08
Local (1, 2, 4, 7, 8, 9, 12, 22)	3.04
Suburban (14)	3.50
Crosstown (24, 34)	3.12
Express (X1B, X5)	1.71
Rural (40, 41)	3.67
Feeder (61, 65)	3.50
Non-Minority Routes	3.01
Local (3, 5)	3.00
Suburban (11, 16, 17, 18, 19)	3.05
Crosstown (23)	3.33
Express (X1A)	No Responses
Rural (42)	No Responses
Feeder (60, 66)	1.50

Source: RLS & Associates, Inc. Surveys: February-April 2013

Exhibit 56 represents GDRTA routes on-time performance by service mode. The overall on-time performance for GDRTA routes for the week of February 17 – 23, 2013 was 84.6 percent. Minority routes had a slightly lower on-time performance with slightly higher early and late arrivals. Minority rural routes (Routes 40 and 41) had the lowest on-time performance of all surveyed minority routes,

at 80.5 percent, while non-minority express routes (X1A) had the lowest for non-minority routes, at 50 percent.

Exhibit 56: Percent On-Time

Type of Service	Avererage Perecent On-Time		
	Early	On-Time	Late
Overall	3.5%	84.6%	11.9%
+-20% Variance	2.8 - 4.2%	67.7 - 100%	9.5 - 14.3%
Minority Routes	3.6%	83.4%	13.0%
Local (1, 2, 4, 7, 8, 9, 12, 22)	3.8%	82.3%	13.9%
Suburban (14)	4.2%	84.9%	11.0%
Crosstown (24, 34)	1.7%	89.5%	8.8%
Express (X1B, X5)	2.2%	92.6%	5.1%
Rural (40, 41)	2.4%	80.5%	17.1%
Feeder (61, 65)	1.7%	92.7%	5.6%
Non-Minority Routes	3.3%	87.1%	9.6%
Local (3, 5)	5.6%	87.5%	6.9%
Suburban (11, 16, 17, 18, 19)	3.4%	86.2%	10.3%
Crosstown (23)	3.1%	90.7%	6.2%
Express (X1A)	34.6%	50.0%	15.4%
Rural (42)	4.3%	87.8%	7.9%
Feeder (60, 66)	0.1%	97.4%	2.5%
Feruary 17-23, 2013			

Source: GDRTA, Schedule Adherence by Route, Week Ending 2/23/13

Service Availability

Using the information provided by the Miami Valley Regional Planning Commission (MVRPC) in the map "GDRTA Routes Demographic Analysis" satisfies Title VI monitoring for service availability. MVRPC used Traffic Analysis Zones (TAZ) and Census 2010 data to map the percentages of minority, Hispanic, and elderly populations within ¼ and ½ mile of GDRTA Routes. The map is included as Appendix C.

Conclusion

Shelters at stops had a low rating from both minority and non-minority route riders. In the following recommendations chapter, transit amenities are discussed in further detail on how to improve the public perception of shelters at stops.

Buses running on time was another category that was rated low by both minority and non-minority route riders. Non-minority feeder and minority express route passengers rated buses running on time the lowest by a significant margin as compared to the other service modes.

Minority rural routes (Routes 40 and 41) should be analyzed for better on-time performance as well as non-minority express routes (X1A). These two service mode types had on-time performance percentages significantly below the overall on-time performance of all GDRTA routes.

Frequency of service and amount of buses used to get to their destination were categories that minority express and feeder service riders rated lower than average. In order to alleviate the perceived lack of service, GDRTA should perform a more in depth transfer analysis for minority and non-minority route passengers riding feeder and express service. Routes that the feeder and express service passengers are wanting to connect to could be better aligned with the feeder service schedule and/or feeder service schedule could be better aligned to the connecting routes schedule. This would allow GDRTA passengers to better connect to other routes and not cause a major increase in GDRTA's budget.

GREATER DAYTON RTA TITLE VI AND ENVIRONMENTAL JUSTICE PROPOSED POLICIES AND MONITORING PROCEDURES

Introduction

Title VI of the Civil Rights Act o f1964 prohibits discrimination on the basis of race color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "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." (42 U.S.C. Section 2000d).

Also, the U.S. Department of Transportation (DOT) issued a DOT Order for implementing the Executive Order on Environmental Justice (EO 12898), Actions to Address Environmental Justice in Minority Populations and Low-Income Populations. The DOT Order describes the process the Department and its administrations (including the Federal Transit Administration (FTA)) will use to incorporate Environmental Justice principles into programs, policies, and activities.

As a recipient of FTA financial assistance, the RTA has the responsibility to adhere to the objectives of Title VI and Environmental Justice policies in EO 12898. Proposed policies and monitoring procedures are enclosed.

Review of Proposed Policies and Procedures

The RTA has developed the following proposed policies regarding major service changes and fare changes:

(1) Title VI Disparate Impact Policy
(2) Environmental Justice Disproportionate Burden Policy
(3) Title VI Major Service Change and Fare Equity Analysis
(4) Title VI and Environmental Justice Service Monitoring Procedure

The RTA is presenting the proposed policies to the Board of Directors during its July 2013 meeting for review.

PUBLIC OUTREACH AND PARTICIPATION PROCESS FOR POLICY DEVELOPMENT

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 change. 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
♦ 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 GDRTA transit centers
♦ Transit Center posters and brochures

- Spanish translation services and translated materials including fare media signs, day and family pass rack cards, 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 populations

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.

Priority Boards

Dayton's priority board system links representatives from each sector within city limits to City Hall. To keep the priority boards informed, RTA's planning staff members attend meetings to discuss ongoing activities and future plans. These visits also provide opportunities for neighborhood groups to provide feedback and share concerns they may have about RTA.

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 on line 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 such as LEAD (Leadership for Equality and Action in Dayton) 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, WSU, Montgomery County, and the City of Dayton, all of which assist LEP persons.

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.

GREATER DAYTON RTA PROPOSED TITLE VI DISPARATE IMPACT POLICY

Policy: The Greater Dayton RTA proposes to establish this Disparate Impact Policy in compliance with applicable Federal requirements under Title VI of the Civil Rights Act of 1964, including 49 CFR Section 21 and FTA Circular 4702.1B.

The Federal Transit Administration (FTA) requires that recipients of FTA funding prepare and submit service equity analyses for proposed major service changes (defined in the Greater Dayton RTA's Major Service Change Policy). The purpose of this policy is to establish a threshold which identifies when adverse effects of major service change are borne disproportionately by minority populations.

FTA Circular 4702.1B, defines Disparate Impact as "a neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

The Greater Dayton RTA has established its Disparate Impact threshold to be at the statistically significant level of 20 percent or greater of the population that could possibly be affected by the service or fare change. Therefore, should the impact of any major service change require a minority population to bear adverse effects of 20 percent or greater than those adverse effects borne by the non-minority population, that impact will be deemed disparate. Justification for the selected comparison population will be provided in each individual scenario. The threshold will be applied uniformly to all modes of service operated by the Greater Dayton RTA.

Procedure: The Disparate Impact Policy applies to Greater Dayton RTA service standards established for all modes of service. Those standards include the following:

♦ Vehicle Load;
♦ Vehicle Headway (Frequency);
♦ Route Directness;
♦ Route Variations;
♦ Transfers;
♦ On-time Performance; and,
♦ Service Availability.

The procedure for monitoring disparate impact is described in the RTA Monitoring Plan and samples are provided. If the Greater Dayton RTA finds a disparate impact when applying the 20 percent threshold to the cumulative proposed changes, it will consider modifying the proposed changes in order to avoid, minimize, or mitigate the disparate impacts of the proposed changes. The Greater Dayton RTA will exercise the same threshold and procedures to reanalyze the modified proposed changes to determine whether the modifications actually removed the potential disparate impacts of the changes.

If the Greater Dayton RTA does not alter the proposed service changes despite the potential disparate impact on minority populations, or if it finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service change, the Greater Dayton RTA will implement the service change only if the following criteria apply:

(1) There is a substantial legitimate justification for the proposed service change, **and**
(2) The Greater Dayton RTA can show that, after examining alternatives, there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the legitimate program goals.

Resources for Comparison of Service or Fare Changes

The Greater Dayton RTA will include a justification for the selected comparison population of people in the protected class that could be adversely affected by the service or fare change and the proportion of people not in the protected class. The selected populations will be based on the intended service or fare change. The following matrix outlines the comparison populations to be applied by service or fare change option.

Table 1: Comparison Population By Service or Fare Change

Service Changes	Comparison of Ridership of Affected Route and System-wide Ridership	Comparison of Population of the Service Area and the Census Block Groups, Zip Code, or TAZ Served by the Affected Routes
Headway Changes	Yes	No
Eliminating a Route	Yes	Yes
Increasing Service to Existing Service Area	Yes	No
New Service or Service Expansion	No	Yes
Fare Change	Yes	No

Comparison for Multiple Service or Fare Changes

The Greater Dayton RTA will use one comparison population (either ridership or population) when proposing major service changes that involve more than one of the categories noted in Table 1. The Greater Dayton RTA will use a comparison of ridership from minority, non-minority, and low-income riders for proposed changes that would increase or decrease fares on the entire system, or on certain modes, or by fare payment or fare media.

When ridership data is utilized for comparison, the Greater Dayton RTA will analyze any available information generated from surveys to determine the minority and non-minority population ridership of the affected route(s) and the minority and non-minority ridership of the entire system.

When adequate ridership data is not available, or if the Greater Dayton RTA is uncertain as to which population to use for comparison purposes, it will contact the FTA regional office for technical assistance.

Public Comment Opportunity

The Greater Dayton RTA shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including less discriminatory alternatives that may be available. The public comment or Public Hearing Process is defined in the RTA Public Engagement Process.

Policy Effective Date: _____

Disparate Impact Policy Checklist

☐ The RTA has briefly and clearly stated its policy to determine when a "disparate impact" occurs in the context of major service changes, including both service reductions and/or expansions. In particular, the RTA has established a threshold for determining whether adverse effects are borne disproportionately by minority populations.

☐ The RTA applies the disparate impact policy uniformly to all major service changes, regardless of mode.

☐ The RTA describes how it engaged the public in developing our policy for measuring disparate impacts.

☐ The RTA has included a copy of board meeting minutes or a resolution demonstrating the board's consideration, awareness, and approval of the disparate impact policy.

GREATER DAYTON RTA
PROPOSED ENVIRONMENTAL JUSTICE DISPROPORTIONATE BURDEN POLICY

The Greater Dayton Regional Transit Authority (RTA) proposes to establish this Disproportionate Burden Policy in compliance with applicable Federal Environmental Justice requirements under Executive Order 12898 and FTA Circular 4702.1B.

The Federal Transit Administration (FTA) requires that recipients of FTA funding evaluate proposed major service changes to determine whether low-income populations will bear a disproportionate burden of the changes. The purpose of this policy is to establish a threshold for determining when adverse effects of service changes are borne disproportionately by low-income populations.

The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations. The threshold will be applied uniformly, regardless of mode.

A "disproportionate burden" is defined by FTA Circular 4702.1B as a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations.

For the purposes of this policy, "low-income population" is defined as having a median household income that is at or below 150% of the Department of Health and Human Services Poverty Guidelines.

Policy: The RTA has established its Disproportionate Burden threshold to be at the level of 20 percent or greater of the population that could possibly be affected by the major service change. Therefore, should the impact of any major service change require a low-income population to bear

adverse effects of 20 percent or greater than those adverse effects borne by the non-low-income population, that impact will be deemed disproportionate. The threshold will be applied uniformly to all modes of service operated by the RTA.

The Policy applies to RTA service standards established for all modes of service. Those standards include the following:

- Vehicle Load;
- Vehicle Headway (Frequency);
- Route Directness;
- Transfers;
- On-time Performance; and,
- Service Availability.

If the RTA finds a disproportionate burden on identified low-income populations when applying the 20 percent threshold, it will consider modifying the proposed changes in order to avoid, minimize, or mitigate the disproportionate burden of the proposed changes. The RTA will exercise the same threshold and procedures to reanalyze the modified proposed changes to determine whether the modifications actually removed the potential disproportionate burden of the changes.

If the RTA does not alter the proposed service changes despite the potential disproportionate burden on low-income populations, or if it finds, even after the revisions, that the low-income population will continue to bear a disproportionate share of the proposed major service change or fare change, the RTA will implement the change only if the following criteria apply:

(1) There is a substantial legitimate justification for the proposed major service change, **and**
(2) The RTA can show that, after examining alternatives, there are no alternatives that would reduce the disproportionate burden on the low-income population but would still accomplish the legitimate program goals.

Resources for Comparison of Service or Fare Changes

The RTA will include a justification for the selected comparison dataset for use in low-income population service equity analysis. The RTA will use the same comparison population data in low-income population service equity analyses as it uses for minority population service equity analyses.

Public Comment Opportunity

The Greater Dayton RTA shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including less discriminatory alternatives that may be available. The public comment or Public Hearing Process is defined in the RTA Public Engagement Process.

Policy Effective Date: _____

GREATER DAYTON RTA
PROPOSED TITLE VI MAJOR SERVICE CHANGE AND FARE EQUITY ANALYSIS POLICY

The Greater Dayton Regional Transit Authority (RTA) proposes to establish this Title VI Major Service Change and Fare Equity Analysis Policy in compliance with applicable Federal requirements under Title VI of the Civil Rights Act of 1964, including 49 CFR Section 21, as well as Environmental Justice requirements under Executive Order 12898 and FTA Circular 4702.1B.

The Federal Transit Administration (FTA) requires that recipients of FTA funding evaluate the effects of major service changes and all fare changes on minority and low-income populations.

A "minority population" is defined in FTA Circular 4702.1B as any population of minority persons identifiable by race, color, or national origin. A "low-income" population is defined as having a median household income at or below 150% of the Department of Health and Human Services Poverty Guidelines.

For the purposes of this policy, "low-income population" is defined as having a median household income that is at or below 150% of the Department of Health and Human Services Poverty Guidelines.

This policy incorporates by reference the percentage thresholds for disparate impact and disproportionate burden from the RTA's Title VI Disparate Impact Policy and Environmental Justice Disproportionate Burden Policy.

Fare Equity Analysis

For the proposed changes that would increase or decrease the 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 riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be 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. (It is noted that Census data will not be effective for fare change analysis, since it is impossible to know, based on Census data, what fare media people are using.)

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

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

Should a proposed change result in a disparate impact on the basis of race, color, or national origin, the RTA will consider modifications to the proposed changes that avoid, minimize, or mitigate the disparate impact of the change. If the RTA finds a potential disparate impact and then modifies the proposed changes to avoid, minimize, or mitigate potential disparate impacts, the RTA will reanalyze the proposed changes to determine whether the modifications actually removed the potential disparate impacts of the changes.

If the RTA chooses not to alter the proposed fare changes despite the disparate impact on minority ridership, or if RTA finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed fare change, RTA may implement the fare change only if:

(1) RTA has a substantial justification for the proposed change, and
(2) RTA can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RTA's legitimate program goals.

If the RTA finds that low-income populations will bear a disproportionate burden of the proposed fare change, RTA will consider modifying the proposed changes to avoid, minimize, or mitigate the disproportionate burden of the change. The RTA will describe alternatives available to low-income populations affected by the fare changes

Exceptions

In accordance with FTA Title VI Circular 4702.1B, the RTA will not require a fare equity analysis when the following exceptions apply:

(1) "Spare the air days" or other instances when the RTA or local municipality has declared that all passengers ride free.
(2) Temporary fare reductions that are mitigating measures for other actions (i.e., construction activities).
(3) Promotional fare reductions lasting less than six months.

Public Comment Opportunity

The RTA shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including less discriminatory alternatives that may be available. The public comment or Public Hearing Process is defined in the RTA Public Engagement Process

Policy Effective Date: _____

Considerations For Ensuring A Fare Equity Analysis In Compliance With This Policy

❑ The RTA has briefly and clearly stated our policy to determine when a "disparate impact" occurs in the contexts of fare changes. In particular, the RTA has developed policy thresholds (in terms of proportions) for identifying disparate impacts.

❑ The policy specifies how the RTA engaged the public in developing the policy for measuring disparate impacts.

❑ The RTA has briefly and clearly stated its disproportionate burden policy, and its policy describes how it engaged the public in developing the disproportionate burden policy.

❑ The RTA has analyzed the fare media generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or fare media that would be subject to the fare increase or decrease.

❑ The RTA has determined the number and percent of users of each fare media proposed for increase or decrease.
   o The analysis includes a profile of fare usage by group—minority, low-income, and overall ridership—as shown below.
   o If the proposed changes would only affect certain fare media, the analysis addresses whether focusing changes on those fare media may lead to a disparate impact or disproportionate burden.

❑ The RTA has clearly depicted the information in tabular format.
   a. The table depicts the fare media comparing the existing cost, the percent change, and the usage of minority groups as compared to overall usage and low-income groups as compared to overall usage. We have clearly analyzed fare media for minority groups distinct from low-income.

❑ The RTA has compared the differences in impacts between minority users and overall users.

❑ The RTA has compared the differences in impacts between low-income users and overall users.

❑ The RTA has analyzed any alternative transit modes, fare payment types, or fare media available for people affected by the fare change.
   a. Analysis compared the fares paid by the proposed changes with fares that would be paid through available alternatives.
   b. Analysis shows whether vendors that distribute/sell the fare media are located in areas that would be convenient to impacted populations.

❑ The RTA has identified whether minority populations will experience disparate impacts.

❑ If the RTA has determined that a disparate impact exists, it has considered modifying its proposal to remove these impacts. If the RTA modified its proposal, it has analyzed the modified proposal to determine whether minority populations will experience disparate impacts.

❑ If the RTA has determined that a disparate impact exists and it will make the fare changes despite these impacts, it has also:
   o Clearly demonstrated that it has a substantial legitimate justification for the proposed fare changes; and
   o Clearly demonstrated that it analyzed alternatives to determine whether the proposed fare changes are the least discriminatory alternative.

❑ If the RTA has documented a disparate impact or a disproportionate burden, it has explored alternatives and mitigation, including the timing of implementing the fare increases, providing

discounts on passes to social service agencies that serve the impacted populations, and other alternatives as appropriate.

When proposing any fare change, no matter how small, the RTA will chart fare payment by ridership group (as shown on the next page) to understand how fare media usage varies between low-income riders, minority riders, and overall ridership. Comparing fare payment patterns for minority versus non-minority and low-income versus higher-income riders will yield clear depictions of differences that should be considered when developing fare change proposals.

SAMPLE Exhibit from 2013 Passenger Survey
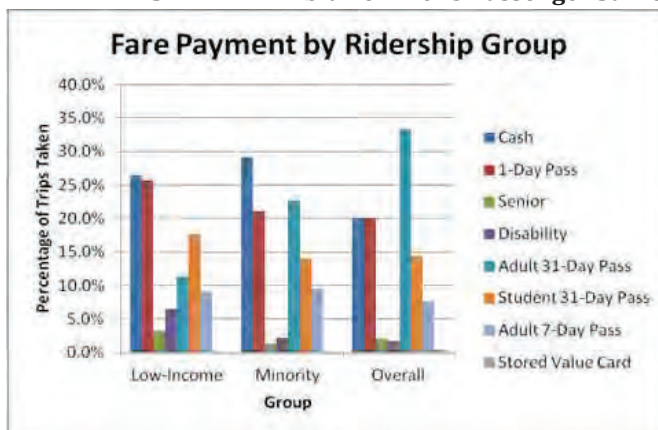
In the following tables, the RTA has presented and example fare increase proposal and determined fare media usage for low-income, minority and overall ridership from a rider survey. Although a price increase is proposed for all fare media, certain media used disproportionately by low-income and/or minority riders (such as cash fares, one-day passes, and disability fares) are proposed for more substantial price increases than other media used more commonly by other riders (particularly the adult 31-day pass). In order to make an appropriate assessment of disparate impact or disproportionate burden, the RTA must compare the survey data, and show the number and percent of minority riders and low-income riders using a particular fare media. While the example of changes appears to affect low-income and minority riders more adversely than other riders, the RTA's ultimate determination of disparate impact on minority riders or disproportionate burden on low-income riders would comply with the disparate impact and disproportionate burden threshold policies developed by the RTA through a public participation process.

Sample Fare Equity Analysis

Count	Cost		Change		Usage by Group		
Fare type	Existing	Proposed	Absolute	Percentage	Low-Income	Minority	Overall
Cash	$1.75	$2.20	$0.50	33.3%	308,287	402,021	451,152
1-Day Pass	$5.00	$6.00	$1.00	22.2%	299,880	290,456	448,907
Senior	$0.85	$1.10	$0.25	50.0%	37,536	17,681	46,077
Disability	$0.85	$1.10	$0.25	50.0%	75,440	29,280	38,600
Adult 31-Day Pass	$55.00	$61.00	$6.00	10.5%	132,720	311,225	746,769
Student 31-Day Pass	$30.00	$35.00	$5.00	16.7%	205,708	192,661	323,150
Adult 7-Day Pass	$19.00	$21.00	$2.00	13.3%	105,831	132,135	170,300
10-Ride Card	$15.00	$19.50	$4.50	33.3%	184	780	11,400
Total					**1,165,586**	**1,376,239**	**2,236,355**

% of Total	Cost		Change		Usage by Group		
Fare type	Existing	Proposed	Absolute	Percentage	Low-Income	Minority	Overall
Cash	$1.75	$2.20	$0.50	33.3%	26.4%	29.2%	20.2%
1-Day Pass	$5.00	$6.00	$1.00	22.2%	25.7%	21.1%	20.1%
Senior	$0.85	$1.10	$0.25	50.0%	3.2%	1.3%	2.1%
Disability	$0.85	$1.10	$0.50	100.0%	6.5%	2.1%	1.7%
Adult 31-Day Pass	$55.00	$61.00	$6.00	10.5%	11.4%	22.6%	33.4%
Student 31-Day Pass	$30.00	$35.00	$5.00	16.7%	17.6%	14.0%	14.4%
Adult 7-Day Pass	$19.00	$21.00	$2.00	13.3%	9.1%	9.6%	7.6%
Stored Value Card	$15.00	$19.50	$4.50	33.3%	0.0%	0.1%	0.5%
Total					**100.0%**	**100.0%**	**100.0%**

Title VI Major Service Change Equity Analysis Policy

The Title VI Major Service Change Equity Analysis is required regardless of whether proposed changes would cause positive or negative impacts to riders. In other words, transit providers must conduct an equity analysis for all major service reductions and major service expansions. The following checklist will be applied.

A. Major Service Change Policy

☐ The RTA has briefly and clearly stated its Major Service Change Policy.

☐ The RTA has briefly and clearly explained how this particular service change meets or exceeds its Major Service Change Policy.

☐ The RTA Major Service Change Policy is presented as a numerical standard, applies to both service reductions and service increases, and is not set so high as to never require an analysis.

☐ The RTA has included a description of the public engagement process for setting the major service change policy.

☐ The RTA has included a copy of board meeting minutes or a resolution demonstrating the board's or governing entity or official(s)'s consideration, awareness, and approval of the Title VI Major Service Change and Fare Equity Analysis Policy.

B. Adverse Effects

☐ The RTA has defined and analyzed adverse effects related to major service changes, paying attention to the fact that elimination of a route will likely have a greater adverse effect that a reduced frequency (headway change) in service. The RTA has analyzed service between the existing and proposed service, and has considered the degree of the adverse effects when planning service changes.

C. Disparate Impact Policy

☐ The RTA has briefly and clearly stated its policy to determine when a "disparate impact" occurs in the context of major service changes, including both service reductions and/or expansions. In particular, the RTA has established a threshold for determining whether adverse effects are borne disproportionately by minority populations.

☐ The RTA applies the disparate impact policy uniformly to all major service changes, regardless of mode.

☐ The RTA policy describes how it engaged the public in developing the policy for measuring disparate impacts.

☐ The RTA has included a copy of board meeting minutes or a resolution demonstrating the board's or governing entity or official(s)'s consideration, awareness, and approval of the disparate impact policy.

D. Disproportionate Burden Policy

☐ The RTA has briefly and clearly stated its policy to determine when a disproportionate burden occurs in the context of major service changes. In particular, the RTA has established a threshold for determining whether adverse effects are borne disproportionately by low-income populations.

☐ The RTA applies the disparate impact policy uniformly to all major service changes, regardless of mode

☐ The RTA describes how it engaged the public in developing the disproportionate burden policy.

☐ The RTA has included a copy of board meeting minutes or a resolution demonstrating the board's or governing entity or official(s)'s consideration, awareness, and approval of the disproportionate burden policy.

E. *Analysis Framework*

❑ The RTA has described the dataset(s) used in the analysis and provided the reason for the dataset(s) selected, as well as the techniques and/or technologies used to collect the data.

❑ If using general population for the comparison population, the RTA has described the geographic level (e.g., Census block, Census block group, TAZ, etc.) at which it has measured minority and low-income concentrations.

❑ If using ridership as the comparison population, the RTA has described how it determined the minority and low-income ridership of affected routes and the system as a whole.

F. *Assessing Impacts*

❑ The RTA has shown how the proposed major service changes would impact minority and low-income populations at the geographic level by including the following:
   o **Overlay maps** showing proposed service changes as well as demographic data in order to study the affected population
   o **Tables** showing impacts associated with each type of route or service change (e.g., routing, frequency, span of service, addition or elimination of routes).

❑ The RTA has used its adverse effects definition and its disparate impact policy and compared the proportion of minorities adversely affected to the proportion of non-minorities adversely affected.

❑ The RTA provided a step-by-step description of the analytical methodology it followed to determine whether the proposed change(s) would have a disparate impact on minority populations.

❑ The RTA identified whether minority populations will experience disparate impacts.

❑ If the RTA has determined that a disparate impact exists, it has considered modifying its proposal to remove these impacts. If the RTA modified its proposal, it has analyzed the modified proposal to determine whether minority populations will experience disparate impacts.

❑ If the RTA has determined that a disparate impact exists and it will make the service changes despite these impacts, it has also:
   o Clearly demonstrated that the RTA has a substantial legitimate justification for the proposed service changes; and
   o Clearly demonstrated that it analyzed alternatives to determine whether the proposed service changes are the least discriminatory alternative.

❑ The RTA has used its adverse effects definition and its disproportionate burden policy and compared the proportion of low-income persons adversely affected to the proportion of non-low-income persons adversely affected.

❑ The RTA has provided a step-by-step description of the analytical methodology it followed to determine whether the proposed change(s) would have a disproportionate burden on low-income populations.

❑ The RTA has identified whether low-income populations will experience disproportionate burdens.

❑ If the RTA has determined that a disproportionate burden exists, it has also taken steps to avoid, minimize, or mitigate impacts where practicable. The RTA has also described alternatives available to low-income passengers affected by the service changes.

- [ ] If the RTA is proposing a service improvement, it has analyzed accrual of benefits for minority populations as compared to non-minority populations, and low-income populations as compared to non-low-income populations, using the comparison population we selected (i.e., ridership or service area).
- [ ] If service is proposed to be increased and/or expanded, but minority and/or low-income populations are not expected to benefit from the expansion as much as non-minority and/or non-low-income populations, then the RTA has explained how its agency plans to improve service to the minority and/or low-income populations.
- [ ] The RTA has described any plans our agency has developed to restore service as additional funds become available.

As illustrated below, when making a major service change to route headways (frequency), the RTA will analyze the impact on minority and low-income passengers compared to the overall ridership on the route.

Impacted Ridership is calculated by taking the number of trips eliminated in a given hour times the number of passengers per trip during that hour and adding up the number of passengers impacted in a week.

In the following example, The RTA has assessed how proposed reductions in frequency to certain routes would impact minority and low-income riders.

Sample Exhibit For Vehicle Headway Service Change Equity Analysis

Routes To Be Changed	Weekly Riders					Impact on Riders		
	Total Route Ridership	Low-Income Riders	Minority Riders	% Low Income	% Minority	Total Route Ridership	Low Income Riders	Minority Riders
1	50000	25000	20000	50%	40%	4,623	1683	864
2	20,000	5,000	10,000	25%	50%	1,453	724	624
4	30,000	10,000	15,000	33%	50%	2,396	965	450
Ridership on Impacted Routes	100,000	40,000	45,000	40%	45%	8,472	3,372	1,938
Total Percent Impacted							40%	23%
Total System Ridership	2,000,000	1,000,000	1,000,000	50%	50%			

Procedure for a Major Service Change

The following table illustrates the cumulative impacts of each type of service change on minority and low-income populations in the RTA service area. The sample analysis is based on block-level Census demographic data and does not represent ridership directly.

The sample proposed changes in routing appear to affect minority populations more adversely than the population as a whole, and the changes in routing and route discontinuations appear to affect low-income populations more adversely than the population as a whole.

Sample Table for Major Service Change Equity Analysis

Type of Service Change	Minority Proportion of Population		Low-Income Proportion of Population	
	Census Blocks Along Routes	Average Population in Service Area	Census Blocks Along Routes	Average Population in Service Area
Changes in Routing	38.9%	34.3%	13.7%	12.2%
Headway Changes	27.5%	34.3%	11.0%	12.2%
Route discontinuation	30.6%	34.3%	12.8%	12.2%

In the following example table, the RTA is proposing elimination of two routes, and is using population data, not ridership data. The affected population is the Census blocks with access to the route, generally defined as one-quarter mile walk to a bus stop. While the elimination of Route 7 appears to affect low-income and minority populations more adversely than the population as a while, the provider's ultimate determination of disparate impact on minority riders or disproportionate burden on low-income riders would depend on the disparate impact and disproportionate burden threshold policies developed by the transit provider through a public participation process.

Sample Elimination Of Routes Equity Analysis

Sample Local Population Data				
Total Population of Service Area	Minority Population	Percent Minority	Low-income Population	Percent Low-Income
142,148	69,653	49%	21,322	15%

Affected Census Block Area Population Data						
Route #	Change type	Total Population Affected Census blocks	Minority Population	Percent Minority	Low-Income Population	Percent Low-Income
Route 6	Discontinued	5870	800	14%	250	4%
Route 7	Discontinued	9500	2500	26%	2100	22%
Total		15370	3300	21%	2350	15%

The tables below provide a sample of the analysis for proposed elimination of segments of two routes. The elimination of a segment of Route 2 appears to affect minority and low-income passengers more adversely than ridership of the system as a whole; however, the RTA's ultimate determination of disparate impact on minority passengers or disproportionate burden on low-income passengers would depend on the disparate impact and disproportionate burden threshold policies developed by the transit provider through a public participation process.

In this example, assessing the cumulative impacts of two routes appears to increase the adverse effects of the change to Route 1, and decrease the effects of the change to Route 2. The RTA will decide whether to evaluate changes cumulatively as stated in the disparate impact policy.

Sample Elimination of Route Segments Equity Analysis

Regional Ridership Data				
Total System-wide Riders	**Minority Riders**	**Percent Minority**	**Low-Income Riders**	**Percent Low-Income**
3,224,000	1,346,000	42%	1,235,000	38%

Affected Route Ridership Data					
Route No	**Discontinued Segment - Ridership**	**Minority Riders**	**% Minority Riders**	**Low-Income Riders**	**% Low-Income Riders**
Route 1	20,800	6,000	29%	4,700	23%
Route 2	72,600	33,400	46%	31,200	43%
Total	93,400	39,400	42%	35,900	38%

Next, is a sample of impact to passengers if the RTA proposes to discontinue trips that begin after 9:00PM. In this example, the RTA's ridership is the basis of the analysis, not the population of adjacent Census blocks. The table shows that both minority populations and low-income populations would bear a disproportionate share of the service change, when comparing the ridership of the affected route with the ridership of the system as a whole.

The RTA has defined the disparate impact and disproportionate burden threshold policies to be 20%. When changes are disproportionately borne by minority passengers (more than 20%) the RTA can make the change as long as it can clearly demonstrate that it has a substantial legitimate justification for the proposed service changes.

If disproportionate burden is determined, the RTA will review alternatives to see if the impacts on the low-income passengers can be avoided, minimized or mitigated.

Sample Impact to Passengers For Changing Hours of Operation

Type of Service Change	Ridership of affected route			Ridership of system	
	Total Boardings	% Minority	% Low-Income	% Minority	% Low-Income
Service span (reduction of entire trips)	24	83%	17%	73.7%	10%

Policy Effective Date: _____

GREATER DAYTON RTA
DRAFT TITLE VI AND ENVIRONMENTAL JUSTICE SERVICE MONITORING PROCEDURES (JUNE 2013)

The Greater Dayton RTA's Title VI and Environmental Justice Service Monitoring Procedures sets forth the criteria and steps necessary for the RTA's consideration of service equity for existing services. The Greater Dayton RTA will apply the Title VI and Environmental Justice Service Monitoring Procedures to ensure that there is no disparate impact to minority and non-minority service areas. Before implementing fare changes, the RTA will apply the appropriate procedures to ensure that there is no disproportionate burden borne by minority and/or low-income individuals. The procedures outlined in this document correspond to the RTA's Disparate Impact and Disproportionate Burden Policies (2013).

Monitoring Vehicle Load

When measuring the Disparate Impact by minority and non-minority routes in terms of vehicle load, the Greater Dayton RTA will apply vehicle load data samples to its service standards to obtain a sample of services in each of the respective demographic areas. A one week sample will be used and compared on a semi-annual basis. Table 1 outlines the comparison process.

The load factor is defined as "the number of passengers on board a vehicle divided by the number of seats available at a maximum load point." The RTA's Vehicle Loading Standards are outlined in the RTA Service Standards Manual 2008. Per the Manual, if the load standard is exceeded for any 60-minute period, RTA staff will evaluate the potential for improving the service frequency. If the load is exceeded but not sustained for 60-minutes, the RTA will evaluate the possibility of adjusting schedule times to focus on more service before and after the overloaded trip.

Table 1: Comparison Table for Vehicle Load

Type of Service	Load Factor	Average Weekday Load Factor																		Saturday	Sunday
		3AM-4AM	5AM-6AM	7AM-8AM	9AM-10AM	10AM-11AM	11AM-12PM	12PM-1PM	1PM-2PM	2PM-3PM	3PM-4PM	4PM-5PM	5PM-6PM	6PM-7PM	7PM-8PM	8PM-9PM	9PM-10PM	10PM-11PM	11PM-12AM	Base	Base
System	140%																				
Minority Routes	140%																				
Local	140%																				
Suburban	140%																				
Crosstown	140%																				
Express	140%																				
Rural	140%																				
Feeder	140%																				
Non-Minority Routes	140%																				
Local	140%																				
Suburban	140%																				
Crosstown	140%																				
Express	140%																				
Rural	140%																				
Feeder	140%																				

Monitoring Vehicle Headways (Frequency)

When applying the Disparate Impact Policy to Vehicle Headways, the Greater Dayton RTA will compare average headways from routes that serve minority and non-minority areas (as defined in Chapter 1 of Federal Transit Administration Circular 4702.1B). The headways will be derived from the Trunk Headway Report and compared to RTA service policies. Table 2 illustrates the comparison process.

Table 2: Comparison Table for Vehicle Headways (Frequency)

Type of Service	Average Weekday Headways				Average Saturday Headways		Average Sunday Headways	
	AM Peak	Base	PM Peak	Night	Base	Night	Base	Night
Overall (2013)	37.5	49.5	36.3	74.7	66.6	76.1	78.7	81
+-20% Variance	30 - 45	39.6 - 59.4	29 - 43.6	59.8 - 89.6	53.3 - 79.9	60.9 - 91.3	63 - 94.4	64.8 - 97.2
Minority Routes								
Local (1, 2, 4, 7, 8, 9, 12, 22)								
Suburban (14)								
Crosstown (24, 34)								
Express (X1B, X5)								
Rural (40, 41)								
Feeder (61, 65)								
Non-Minority Routes								
Local (3, 5)								
Suburban (11, 16, 17, 18, 19)								
Crosstown (23)								
Express (X1A)								
Rural (42)								
Feeder (60, 66)								
*Averages are in minutes								

Monitoring On-Time Performance

The RTA vehicle is considered "on-time" when its arrival is zero to five minutes after the scheduled time at the specified timepoint. A vehicle is scheduled late when it arrives five minutes and one second after the scheduled time at the specified timepoint.

The RTA will measure on-time performance by mode and minority/non-minority routes. The Schedule Adherence By Route – Summary for each month will be used as that dataset for Table 3 which outlines the analysis requirements by route.

Table 3: Comparison Table for On-Time Performance

Type of Service	Avererage Perecent On-Time		
	Early	On-Time	Late
Overall (2013)	3.5%	84.6%	11.9%
+-20% Variance	2.8 - 4.2%	67.7 - 100%	9.5 - 14.3%
Minority Routes			
Local			
Suburban			
Crosstown			
Express			
Rural			
Feeder			
Non-Minority Routes			
Local			
Suburban			
Crosstown			
Express			
Rural			
Feeder			

Monitoring the Impact of Changes to Route Directness

The RTA Service Standards Manual 2008 defines the system's Route Directness Standards. As stated in the Manual, when a deviation exists or is being considered, the gain in convenience to those passengers who are boarding or alighting during the deviation must be balanced against the additional travel time for the passengers traveling through.

The RTA will compare the Route Directness Standards on existing routes when a deviation is planned that will impact minority, non-minority, and low-income population of the TAZ or zip-code

area served by the new deviation. The impact on the population will be compared against the additional travel time for minority, non-minority, and low-income passengers who are traveling through on the route.

Monitoring Transfers and Connections Between Buses

Excessive transfers and/or extensive wait time when waiting for a second bus can discourage passengers from using the bus because of the inconvenience and added travel time from origin to destination. The RTA will use passenger surveys monitor the number of buses used to get from origin to destination for services in minority and non-minority areas. It will also apply survey results to monitor passenger satisfaction with the connection-time between buses. When a route serving a minority area exceeds the system-wide average for transfers, the Greater Dayton RTA will seek to design and implement service changes to reduce the number of transfers necessary for those passengers. A sample of ridership will be used to measure the transfers required by passengers. Tables 4 and 5 illustrate the comparison table to be applied.

Table 4: Comparison of Transfers Required by Route

Type of Service	Average Number of Buses to Destination
Overall (2013)	1.86 buses
+-20% Variance	1.49 - 2.23 buses
Minority Routes	
Local	
Suburban	
Crosstown	
Express	
Rural	
Feeder	
Non-Minority Routes	
Local	
Suburban	
Crosstown	
Express	
Rural	
Feeder	

Table 5: Comparison of Connections Between Buses

Type of Service	Average Passenger Rating
Overall	
Minority Routes	
Local	
Suburban	
Crosstown	
Express	
Rural	
Feeder	
Non-Minority Routes	
Local	
Suburban	
Crosstown	
Express	
Rural	
Feeder	

Monitoring the Impact of Fare Changes

For proposed changes that would increase or decrease fares on the entire system, or on certain modes, or by fare payment type or fare media, the RTA will analyze any available information generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to fare change. An example of the process taken for monitoring the impact of fare changes is provided in the Proposed Fare Equity Analysis Policy (2013).

Monitoring Vehicle Assignment

The Greater Dayton RTA does not currently have a Vehicle Assignment Policy in place. Once the policy is implemented, to monitor the Vehicle Assignment Policy, GDRTA will use Table 6 that analyzes each service type for average date of purchase, and average age of buses used. These averages will be determined using a sample for a given week.

Table 6: Comparison Table for Vehicle Assignment

Type of Service	Average Date of Purchase	Average Age of Buses
Overall		
+-20% Variance		
Minority Routes		
Local		
Suburban		
Crosstown		
Express		
Rural		
Feeder		
Non-Minority Routes		
Local		
Suburban		
Crosstown		
Express		
Rural		
Feeder		

Monitoring Service Availability

As a way to monitor service availability, GDRTA should continue to use the map "GDRTA Routes Demographic Analysis" provided by the Miami Valley Regional Planning Commission (MVRPC) until a new Decennial Census becomes available. GDRTA should continue to use GIS and Census data to monitor the percentage of minority, Hispanic, and elderly populations that live within ¼ and ½ mile of GDRTA routes.

Checklist For The Analysis Framework
- ❒ The RTA has described the dataset(s) used in the analysis and provided the reason for the dataset(s) selected, as well as the techniques and/or technologies used to collect the data.
- ❒ If using general population for the comparison population, the RTA described the geographic level (e.g., Census block, Census block group, TAZ, zip code, etc.) at which it has measured minority and low-income concentrations.
- ❒ If using ridership as the comparison population, the RTA has described how it determined the minority and low-income ridership of affected routes and the system as a whole.

Recommendations

RECOMMENDATIONS

Based on information provided to RLS by GDRTA, and the information included in FTA C 4702.1B and FTA C 4703.1, RLS has included recommendations based on its knowledge of the regulations and previous Title VI and Environmental Justice (EJ) work experience.

GREATER DAYTON REGIONAL TRANSIT AUTHORITY TITLE VI REPORT, FEBRUARY 2012

In the introductory paragraph to Section II "General Reporting Requirements," the above checklist (Table 2) should be inserted to show all items FTA requires for fixed route transit providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people.

Section II C of the Greater Dayton Regional Transit Authority Title VI Report must be updated to include results from the 2013 survey as well as referencing the new FTA Circular 4702.1B.

The minutes from the board meeting where the Title VI Program, Title VI Disparate Impact Policy, Environmental Justice Disproportionate Burden Policy, Fare Equity Analysis, and Title VI and Environmental Justice Service Monitoring Procedure was approved should be included with the new Title VI submission.

TITLE VI NOTICE

It is recommended GDRTA include a Title VI statement on all public notices (schedules, system maps, publications, press releases, public hearing notice, meeting agendas, etc…) and include them on the list of places the Tile VI notice is posted. Along with the notice being posted at the transit hubs, GDRTA vehicles, and website, the notice should also be posted in meetings rooms and reception areas. Appendix B of FTA C 4702.1B "Title VI Notice to the Public (General Requirement)" gives an example of a short version that could be used on GDRTA materials. (Included in Appendix B of report)

It is recommended that GDRTA include "Title VI" on the notices that are currently in transit centers and on buses.

NOTICE

Pursuant to federal requirements, the RTA is required to operate its service and other programs without regard to race, color, and national origin. As such, to ensure that RTA customers are not discriminated against, we have adopted policies that promote equal access and quality service to all customers. If you are interested in knowing the complaint process, please call our Customer Service Department at (937) 425-8383.

All comments and suggestions are welcomed and will be considered. You can also:

- Submit your comments, suggestions or complaint via email to: cs@greaterdaytonrta.org

- Send a letter to: RTA Customer Service Department, 4 South Main Street, Dayton, OH 45402

When filing a complaint, please be sure to include your contact information as well as details of the incident including what occurred, where and when, and the names, addresses, phone numbers and e-mail addresses of witnesses.

OUTREACH METHODS

GDRTA should update the various types of outreach methods it uses to include those that have been completed since the last Title VI submission (after February 2012). Currently GDRTA distributes public information and advertising using the following methods and materials:

- Press releases to local and state media
- Customer Newsletter (print and email)
- E-mail Blasts
- E-alerts: customers can sign-up on RTA's website to receive RTA alerts via text and/or email
- RTA Website links and articles
- On bus advertising
    - Interior Cards
    - Exterior Bus Banners
    - Onboard enunciator
    - TV monitors on newer bus fleet
- Rack Cards / "take-ones" that can be placed on the bus and in racks throughout GDRTA Transit Centers
- Transit Center postings – brochures, posters, and flyers
- Spanish Translation
    - Website text can be translated "on demand"
    - Fare media
    - Customer information on System Map
    - Day Pass and Family Pass rack cards are translated
    - Bus Hailer Kit it translated

AMENITIES POLICY

The current Service Standards Manual should be updated to include a vehicle assignment policy and an updated passenger amenities section. With the use of Automated Passenger Counters (APC's) on a rotating basis, the frequency of use and assigning of the APC buses should be included in the vehicle assignment policy. The vehicle assignment policy can be similar to what is included in the Title VI Program.

> "When assigning vehicles, RTA takes into consideration routes that have higher ridership and the topography that limits the use of certain size vehicles. Also, as RTA is one of the few transit systems that have a fleet of electric trolleybuses, some routes are limited to this vehicle mode except in situations that might interfere with their operation. RTA assigns vehicles randomly each and every day to insure a fair and equitable distribution of vehicles throughout the RTA service area."

The passenger amenities section in the Service Standards Manual must include reference to Title VI and EJ and how race, color, national origin, and income level will also be considered when placing a transit amenity.

GDRTA should also include a policy on siting of transit facilities. The policy will need to include Title VI and EJ language so as no disproportional burden will be associated with minority and low-income populations.

GDRTA should be applauded for its community outreach and participation efforts in determining the location and siting of transit stop amenities. However, a review of the application and award process reveals that some priority is given to the level of effort (local financial contribution) the applicant is willing to provide to the amenity project. This could give rise to the unintended consequence of disparate distribution of transit amenities to those communities that have greater levels of project financial participation.

Options to mitigate perception

GDRTA should review its Community Grant Program to mitigate the unintended disparate distribution of transit amenities. This can be done by including a more detailed database of transit amenities. Amenities should be broken down into more specific types of amenities (i.e. shelters should be broken down into types of shelters (the red shelters in Kettering, solar power, Englewood shelters or shelter value)). This will allow a more in-depth analysis and permit the transit amenities to be visualized using mapping software.

Another option to mitigate the perception of disproportionate placement of amenities is to change the scoring criteria for the Community Grants Program. To reduce unintended imbalances in the scoring system, criteria could be included for low-income and minority areas. Transit amenities to be located in the low-income and minority areas could be given additional points.

SERVICE AND FARE EQUITY ANALYSIS

At the time of this report a Service and Fare Equity Analysis was not needed. It is recommended GDRTA utilize the Disparate Impact Policy, Disproportionate Burden Policy, and Disparate Treatment Policy found in the previous chapter, Policy and Procedure Development.

LIMITED ENGLISH PROFICIENCY (LEP)

An update to the GDRTA Limited English Proficiency Four Factor analysis must be executed to include the newest Census data.

VEHICLE LOAD SERVICE STANDARD

It is recommended GDRTA collect vehicle load data on 60 minute intervals by route for weekday, Saturday, and Sunday. This will allow the data to be compared to the current 140% load factor of the current GDRTA vehicle load service standard.

PUBLIC PARTICIPATION POLICY

The GDRTA Public Hearing Practice must include new reference to 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.

NON-ELECTED COMMITTEES OR COUNCILS

GDRTA should create a table (similar to Table 3) that depicts membership of non-elected committees and councils (the membership of which is selected by GDRTA), broken down by race, and a brief description of the process used to encourage participation of minorities on such committees.

Table 3: Non-elected Committee Members

Body	Caucasian	Latino	African American	Asian American	Native American	Other	Disability (Yes or No)
Montgomery County Population	74.2%	2.4%	20.8%	1.8%	0.1%		
RTA Board							
Citizen Advisory Committee							

TITLE VI COMPLAINTS

Appendix B "Summary of Title VI Investigations, Complaints, and Lawsuits" should be updated to include the most recent complaints received by GDRTA since the last Title VI submission.

DISPARATE TREATMENT POLICY

It is recommended that GDRTA add a disparate treatment policy (statement) to its Service Standards Manual and Title VI Report. The disparate treatment policy can be similar to what follow:
"GDRTA condemns intentional discrimination in the design and operation of its services and fares."

ON-TIME PERFORMANCE STANDARD

The current Service Standards Manual does not have a threshold for on-time performance (i.e. 90%). It is recommended GDRTA adopt a threshold value to evaluate on-time performance. The threshold value should be added to the Title VI Monitoring Plan and Service Standards Manual.

CONCLUSION

GDRTA has been proactive in providing transportation services to minority and low-income populations. Though not a Title VI lawsuit against GDRTA, the current Title VI lawsuit against the City of Beavercreek has showcased GDRTA's proactive nature in its desire to help minority and low-income populations reach employment (The Greene and the Mall at Fairfield Commons), medical (Raj Soin Medical Center), and entertainment centers (The Greene).

GDRTA was in compliance with the former Title VI and EJ directives in Circular 4702.1A. The above recommendations are included for GDRTA to comply with FTA Circulars 4702.1B and 4703.1. It is RLS's advice that the above recommendations should be executed to bring GDRTA in compliance with the updated Title VI and EJ regulations.

Appendix

Appendix A: Comments Provided by Consumers

1	Drivers leave people at a stop even when it is at a standstill. People get ignored.
2	Need more space.
3	The advertisements on the buses spell public as "publick" school. You should change that.
4	The trip planner on the website is inaccurate.
5	RTA has improved over the years.
6	Need larger coverage - Beavercreek and Xenia
7	It would be nice not having to wait over 45 minutes for a downtown transfer.
8	No black and white bus signs.
9	More buses on route 16
10	Certain routes and drivers are always late and sometimes over 15 minutes. I miss a transfer because of this.
11	Need interpreters at the transit center.
12	Some areas are too dark at night- riders that don't respect the disabled- drivers do not let the disabled on first.
13	Bus service should be 24/7 for those of us who work late or early. People smoke at the hub and have their pants hanging down around their ankles and nothing is done about this besides just hanging up a sign. This isn't working.
14	RTA needs more improvement.
15	Some drivers like to mess with you for using your phone even when you are not loud. You need to improve the customer service. Treat everyone the same.
16	Waiting time between buses on the weekend is just too long- an hour
17	People are doing drugs in the bathrooms at the Plaza
18	RTA is an asset
19	There needs to be more rain shelters.
20	Great job
21	Need more county buses and if you leave merchandise on a bus you should be able to get it back and the drivers should not be allowed to keep it.
22	Smoking canopy put back up please
23	Bus drivers need to improve their timing
24	I think the fare for a 31 day bus pass is way too high.
25	There is favoritism because of race. The black bus drivers are very racial. I can not wait to get a car.
26	I have come across many rude drivers which i feel I should address. I also think the city and county buses should run on the same line up and after 6:30pm
27	Need bus service in Greene County
28	Jesse Brown, Mike Hogan and Edwona are very kind drivers. Richard, Jen and Eric the trainer are nice as well. Please put a bus stop back at 3rd and Whitmore because there are a lot of seniors that need to use that.
29	4 and 41 need more buses running
30	Bus drivers need to pay attention as they come up to a stop as to not overlook us waiting.
31	There is some fighting on route 7

32	The buses seem clean most of the time.
33	Should have longer waits for people on the bus
34	Better county connections
35	Need more weekend services
36	When you get out of county jail you should get a bus token. There is nothing like having to beg for enough money to get on a bus after such an ordeal.
37	I have been passed up multiple times as if they couldn't see me standing at a stop. It has been dark but their headlights are on and they should be paying attention to look at each stop when it is that dark out. 16 south and 34 west are the two worse for this.
38	Some drivers have bad attitudes and rude.
39	They need more shelters at stops.
40	I wish the bus drivers knew sign language
41	Need closer stops to Yellowsprings road
42	Need more buses on the weekends. You also need routes to Greene County.
43	Need shelters at all the stops
44	RTA gives me great services.
45	Please clean the buses.
46	Barb needs to stop picking on people that are sitting and waiting and minding their own business.
47	Need child restraints on the buses.
48	There are too many roaches and bed bugs on the buses. The bus drivers speed too much. It cost too much to ride the bus.
49	They need to be on time
50	Lower rates
51	Need to be on time
52	The prices are outrageous and the weekend schedule needs improvement.
53	Too many loud people talking on their cell phones
54	So so
55	Some stops are too far away.
56	The drivers are very helpful.
57	I am too sleepy and the buses drive too slow. Otherwise good service.
58	I think it is ok. You just need more buses going to the malls.
59	City buses like 18 need to run more frequent. every 30 minutes.
60	24 hour service
61	RTA helps me get around
62	Some drivers are very rude
63	you need to publish this public input
64	Buses should run later and earlier. This is all so many people only have to depend on.
65	Clean up the RTA hub from all the drug selling and young people that are there all day long.
66	Lower the price for bus tokens
67	Your signs should be a brighter color than just black and white.
68	The prices are too high.
69	Some drivers are nice and some are not
70	Update route 4 and other county connections.

71	I am thankful for RTA for its duty to the community 24 hour service would be nice for those with night jobs.
72	The customer service to people inside the hub is very unfriendly- they act like everyone in there is there just to stay out of the cold but we are waiting on buses and having lunch.
73	The hub personnel are very rude. They pick and choose who stays and who goes. They are racist against white people. Black people sit there all day long- the same people every day. When a white person is here too long they kick them out almost immediately. I can not be more clear. Mrs. Barb always kicks white people out. She is so rude. I buy a weekly pass every single week and I am a customer. If it was not for the customer then no RTA staff would have a job. I am sick of being treated like garbage for sitting at the hub because I have to wait for a bus. What is the hub even there for then? Mrs. Barb thinks and acts like she is better than everyone else. She is rude to the people that pay for her Mercedes payments. She needs to be educated in people skills. Times have changed, race should not be an issue. When she was young it might have been a problem but that doesn't mean she should be taking it out on white people now.
74	They have to stop running working customers out of the hub. This is not right if we work, we should be able to eat and drink coffee.
75	Friendliness
76	There should be shelters at all the stops.
77	Generally the system works but certain buses on the weekend need more stops at shelters.
78	Not convenient from Vandalia to Englewood. I have had to walk. It takes the same amount of time to walk as it does to ride the bus
79	I think it would be a good idea to have a RTA membership pass. It could be like a frequent user and get special deals for being a LOYAL rider and help encourage a change in attitude of riders and reward those that are good riders and frequent users. It could utilize your website more and get it more hits which would help you with advertisement on there.
80	Some drivers could be a littel more helpful
81	A driver denied me reduced fare and the driver was insulting.
82	Drivers need to know their routes.
83	Spray for bed bugs often.
84	The county buses do not connect well M-F. 7 and 16 are extremely overcrowded. 16 is frequently late going north. I do not like the commercials over the bus speakers but tolerate if it keeps fares down.
85	Bus drivers should have information about other bus routes as well. At downtown the information operator needs to have information instead of telling us to ask a bus driver.
86	The service of drivers and staff is great. It would be nice if you added a midmorning 9 and a mid afternoon 22
87	Times need to increase on the weekends.
88	You need to do more in becoming an equal opportunity employer. There are 3 times more black employees than white employees and that is not equal opportunity hiring.

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89	Need regular buses on all routes and no trolley buses
90	You are doing a pretty good job. I get dropped off in the grass which is inconvenient.
91	Need better accessibility for wheelchairs and better attitudes for the handicapped.
92	More routes to parks
93	Great service.
94	You need to run another 11 at 5pm
95	Drivers need to understand people with canes need to exit in the front of the bus.
96	Waiting on bus 19northin in the mornings take way too long
97	Buses need to run more on weekends. 7 needs more nightly running and 23 should run more often than once an hour.
98	I have to walk home very far once I get off of 23 It would be helpful id the bus was to at least go to Kroger and turn around. Many people at Overlook homes walk to kroger to catch the buses for a transfer
99	Very good- I am happy with the buses.
100	They need to enforce the rule about the no cellphone usage on buses.
101	Some bus drivers are very rude with an attitude that they need to get checked. Some are real nice and some buses are nasty with food on the floors. Some are on the phones driving and eating.
102	Needs improvement badly.
103	I have found that the majority of drivers are friendly and courteous.
104	Westbound 4 needs more service 41 needs more as well.
105	Buses should look out and wait for a disabled person to make it to the buss. They see us but will not wait. They need to pay attention at the stops and some drivers need to be kinder and more patient.
106	RTA is clean and mostly on time.
107	Buses should wait for people longer at a stop.
108	Get more on the monitors and sound system besides beer and Sinclair. That would help keep the bus fare down.
109	There still needs to be better connections with city buses and county buses when they line up on the nights and weekends.
110	Thank you for you friendly drivers. Some buses have fights on them- mainly 7.
111	Need more weekend service at all metro parks.
112	#9 is lengthy and needs more buses on that route. After hours it still needs to service the VA hospital for employees.
113	There should be a shelter at the Sienbenthaler shopping center where Kroger is.
114	There needs to be a shelter @ Siebenthaler (bus #2) for those persons shopping @ Kroger Store (Klepinger & Siebenthaler)
115	Sunday is the worst
116	You should be progressive and offer WIFI on your buses like major cities do. It would be a good selling point to make public transit more desirable.
117	Some stops are dangerous- there are drop off right of of some stops. There should NOT be ads playing over the speakers for beer- that is the wrong way for you to advertise.
118	More frequent services on the weekend.

119	I like the service it has gotten better over the years.
120	Need a closer bus stop .
121	I think that there should be a line up every hour after 7pm till 10pm for the working people. I should not have to sit in Plaza for 50 minutes in the dark after work.
122	I live in Miamisburg and can not get home at night. The bus quits running heading to my home so I have to try to find rides from other people. i can not afford a cab. This costs me a lot.
123	Very friendly and helpful Sunday schedule could be more frequent Some arrival times are exactly the same transfers depart at that time.
124	Most drivers are very aggressive. They tend to make for a rough ride. The 7:29 am bus 23 driver is awesome. He should train the others.
125	I wish the buses would run earlier and later and connect better. This is my main source of transportation and I have had to pass on loads of job opportunities because the buses just do not go where needed.
126	24 and x5 in evenings run late.
127	Replacing the broken windows at the stops would be a nice thing to do and make customers use their cell phones more often.
128	Route 8 that is scheduled at Salem and Philadelphia at 642am is never on time since the first day i started riding. This has made my connection at WSP hard to get to the Job Center.
129	The times and stops for 61 need to be expanded on. x5 needs to have more times available, especially on Sundays You need a stop on Miamisburg-Centerville Road.
130	more buses and cleaner buses.
131	More professional courtesy and patience.
132	management needs to come up with a way to redeem change cards.
133	Schedules of buses should be every 20 minutes and you need county buses.
134	It fits my needs for transportation at this time in my life.
135	I enjoy riding the RTA
136	The trolleys tend to break down and I miss my transferring bus in result of that. Bus fare is also too high.
137	I appreciate the RTA. I am greatful that God has provided me with transportation since I lost my car. The only complaints I have are sometimes the drivers are a little reckless and they often fail to control the obnoxious tlak and behavior that sometimes go on.
138	Needs more improvement.
139	I can say so far I enjoy using the RTA but please work on bus 18 it is late too often.
140	There could be more shelters at the stops.
141	In other cities you can buy a pass from the bus driver but here you have to pay to go downtown to get a pass.
142	More frequency on the weekends and 42 would be nice
143	The prices doe children are outrageous- A child who just turned 14 this day and has to pay 1.75. I think all children who are still in school should ride to school for free.
144	Some buses need to come on time.
145	Seats could be more comfortable
146	I don't want to hear big mouth people who want others to hear their conversations.

147	On the weekend it takes 2 extra hours to and from work. I wish something could be done about this.
148	Some buse routes are too spread out (17) and if you are late for any reason you have to be hours behind schedule because you can not get another bus.
149	I have had a few times where I have tried to get on the bus after the door has closed but they have NOT pulled off and they have still refused me entry. The policy is once it is moving not while it is still parked at the hub.
150	Check for bedbugs
151	Need more frequent services on the weekends.
152	you need to improve on 2 things: People eating on the bus when they are NOT SUPPOSED TOO Trash and graffiti in the aisles and on the seats/windows/etc.
153	More routes in Centerville on Yankee and more routes going on the weekend.
154	I do not know why there is no police presence at the hubs after dark. I am 6'3 235lbs and sometimes even I feel unsafe down there.
155	Buses are late sometimes.
156	I wish the drivers would speak up more about the rule enforcement.
157	Just because you work for RTA doesn't mean you have to be rude. We are the customers. It is insulting.
158	19 smells all the time and sometimes 9 does as well. You can tell that buses need to be cleaned more often.
159	Take the old buses off of routes
160	Stop using the trolleys- they make everything run much too slower. More food shops
161	You need to remove the Trolleys because they have been late and make me late for work on several occasions.
162	Stop the violence with the youth and stop the use of the Trolleys
163	Stop using the trolleys, they run to slow and make people late. have more food shops.
164	Some drivers are so rude to the riders.
165	We need more bus stops in Huber heights and surrounding area.
166	In the morning I have to wait from 8:45 til 9:20 for my bus. I ride 9 then 12. Bus 12 should wait a little longer for the connection buses.
167	Routes need to be more frequent on the weekends.
168	Reduce fare and #34 needs a better schedule to compensate for the trolleys.
169	Need a bus that goes to Fairfield Commons
170	Some bus drivers are very rude and some drive way too slow. Bus 4 going to Westown after 6:30pm is always late in the line up.
171	There needs to be better food at the Northwest Hub
172	Most buses are never on time.
173	Buses need more cleanliness and fresher smell to it
174	Buses need to start running from 5-5 on all seven days.
175	I hope 24 leaves at 6:30 instead of 7:17 so that I do not wait long. They do a great job.

176	Connections often have a lot of buses to the same general areas and are arriving at the same times but if you miss one that means you have a very long time to wait. Stagger?
177	Bus 17 is always late or a no show
178	I can not stand long because of Handicap and no one lets me sit down on the South Alex Bell bus because of how crowded it is.
179	Bus drivers can be rude at times. I understand that they have a hard long days but when you work in the public with people you must have some patience. I think the buses need to be cleared more often because I have seen roaches and bed bugs on some of them. Last week there was a used feminine product on the floor.
180	So far so good
181	x5 needs to service Austin Landing after #61 stops running. I have to walk 2.5 miles in the dark with no lighting on the side of a country highway (st rte 741)
182	Buses should be at the stops when they are scheduled to be there.
183	#23 needs to run more often and earlier on Sunday so i can get to work on time. The same goes for #14.
184	Cheaper fares
185	Lyons Gate Apartments and by the mall should have a closer bustop
186	They should enforce people pulling up their pants. There is always people at the bus stations trying to sell drugs.
187	I think they should have buses 17 an 22 come down Northland because trying to cross the street where the bus stops is very dangerous. The police try to give us jaywalking tickets for not crossing at the light. Northland is better now that the sheriff is out there.
188	Need better connections to Beavercreek.
189	Overall the RTA is great. There are some problems with the buses being late but that is not always the driver's fault and I understand that.
190	There needs to be more shelters in all the areas. They also need to provide better seating on buses for the handicap and elderly- such as seats that can raise up when needed. Thanks.
191	You need wider bus aisles, it is hard to maneuver.
192	There should be more stops to Wright Patterson Air Force Base and into Beavercreek.
193	The drivers are very rude and they drive so fast that they do not stop where they are needed. The fare is way too high and most of the time I can not afford the price to ride.
194	There should not be high school or middle school kids allowed downtown.
195	Supervisors need to be nicer (Ms. Barbara)
196	It would be great if the drivers would control the profanity and riders only taking up one seat they should stand if they have to put their stuff in the adjacent seat.
197	It would be nice if they would clean the seats on the buses, they seem to be a bit dirty.
198	I wish the buses ran more frequently.
199	Overall good job. But the driver's could be a little customer service friendly
200	I feel as though most of the drivers are nice but there are a small few who act as though they really do not like their job. They should be grateful that they are even blessed with a job.
201	Makes you wait out side w/door closed while talking
202	Most buses are never on time
203	Yall need some food here (good food) ex Subway

A-7

rta

204	None
205	Some bus drivers are very rude, some also drive slow, also Bus 4 going to westown after 6:30pm line-up is always late
206	Bus riders are sometimes rude and please add plexi glass outside
207	I enjoy using the RTA
208	Needs lower bus fare for low Income families to be able to ride more often.
209	Route 4 trolley is inconsistent
210	A lot of drivers are not friendly. Many refuse to lower the bus to help me get on. Increase the benefits for riding for the high cost.
211	Improve the bus hub because the walkway is too thin and the bus drivers do not turn on the heat in the bus half the time.
212	I think the staff needs to be more respectful and nice. Also I feel that they can be more helpful. Also the hub needs to be cleaner.
213	Waiting for a slot and watching my connection pull out is very frustrating. Let drivers pick up people after the first wheel movement.
214	I can not stand the disrespectful teenagers coming from school. They make downtown so hectic. Overall, the RTA is very convenient and I enjoy most of the drivers.
215	Drivers should be more kind.
216	Bus drivers are rude to my kids.
217	If a bus doesn't show up it is unacceptable. A new bus should show up.
218	Disabled people on 8 and 14 where I can't ride the bus because I am in a wheelchair. it refuses me because of crowding. So now I have to ride 2 Some drivers just drive by me when they see me in a wheelchair.
219	Drivers are rude and will not answer questions. They need better customer service skills.
220	My only main complaint is the weekend and holiday schedule. I have to wait an hour and half between buses.
221	Need buses to run on time better.
222	E. Nottingham needs a bus to drive down it for the disabled. Bus drivers need to enforce the pull up your pants rule.
223	Bussers need to enforce rules and the drivers used to talk on cell phones but that looks improved.
224	Faster Weekend runs
225	If you say "Good Morning" to some drivers they don't even respond. For the most part the drivers are courteous and helpful.
226	The buses need to go down Nutt Road off of St. Rt. 48- bus 14 A bus driver should not pull off if someone is trying to get to the bus on time if running.
227	Drivers need to be friendlier Lower fares for those who are without jobs.
228	There needs to be shelters at all stops
229	Some drivers have a very nasty attitude toward the passengers
230	Buses have to wait in line at the hub to park if full and wont let us off so I miss y connector because of this.
231	The kids are terrible.
232	Kids are very disrespectful

233	RTA posts all these rules but doesnt enforce them. Why post them then? All the ambassadors do is walk around and shake hands with people they know, they are to enforce the rules. How cost effective are they?
234	Employees inside the hub need to be friendlier
235	Stop loud cellphones on the bus
236	17 is always late.
237	Tokens should transfer
238	County buses need to ride more often.
239	Hub needs to open before 6am
240	The platforms on WSP are too skinny and there are too many people on them. Buses 17 and 9 are way too crowded.
241	buses should run every half hour on the weekends.
242	Buses do not wait on people at the hub. Buses should have to wait longer because the disabled take longer to get from bus to bus.
243	Attendants categorize people in the hub and treat them like they are homeless while others sit in there day after day.
244	The ambassadors need to work on their attitudes since they forget they work with tax payers money Tax payers have a right to demand an audit of your business since it is paid through taxes. There is not enough time for transfers
245	Too few shelters at stops Transfers should be better timed later ending routes would be better more tables in the dining area
246	Trolleys need to be taken off because they make people late.
247	Most busses pass me by.
248	Easier screens to read I am blind and was denied disability riding fares.
249	More benches at bus stops for the older people to sit at St.Clair bus stop is terrible. needs protection for the elements.
250	Some buses had another one following them instead of being spaced out. Some buses pass early.
251	Pitiful because of highways
252	I would like a little more Sunday Service 80% of your drivers are very friendly but the others are very unhelpful and rude.
253	Be more on time in the cold weather
254	18 to the VA has lots of stops and gets in late constently for 9 and I miss it more often than not. Buses need to coordinate at the HUB when the others are coming in and NEED to wait for each other when they are off by a couple minutes. There should be a system in place for this like most other cities.
255	Scheduling between buses
256	Scheduling between buses.
257	Services are decent. Stops need to be closer to grocery stores- Kroger and Walmart.

258	RTA helps me out a lot.
259	WSP is a lot of problem but the Northwest is a good environment to walk into.
260	After 6pm and on the weekends there is no service to the part of England I live on. I have to walk 4 locks to catch the bus. This is not good for public relations. Why do the drivers need such a long break at the Northwest hub?
261	Keep up the good work.
262	All drivers should lower the bus
263	11 should run more frequent 23 should go downtown.
264	I think the elderly bus age should be lowered to 55. I work part time on a minimum wage job and sometimes I have to miss work because I can not afford the bus and can not afford a pass. I am 63
265	Rude employees treat us like cattle because we are poor. Need better protective shelters at stops in the urban areas.
266	Cheaper fares for large families.
267	The day pass needs to be good for 24hours from the time it is purchased.
268	The ambassadors are rude to customers. There is a severe lack in customer service.
269	Needs improvements for deaf people to know what is going on. Visual information so they can see instead of hearing. Sign language interpreters working for staff would be a good idea.
270	Drivers should speak up more when there is cussing, radios, rules, etc.
271	Bus drivers need to make the kids follow the rules.
272	We get terrible service for the prices we pay.
273	Bus drivers are too squeamish and need to put the kids in their place. The buses run late too often.
274	People who smell need to be asked to leave the bus- this is a rule and is not enforced. Bus drivers need to be active in rule enforcement.
275	Buses need to go to Greene County and they need to run every 1/2 hour on the weekends.
276	We receive awful service for the price we pay.
277	Better running times in the winter.
278	When a bus breaks down they need to figure out a way to pick up the people who are waiting to get to work so that we do not lose our jobs.
279	17 needs to run more often
280	Busses running on weekends are not enough. Need to have a Saturday schedule for Sundays. The wait is too long for busses on Sundays.
281	I feel so bus drivers have attitudes and on bus 9 to Germantown I have been passed too many times as well as on 9 at Nicholas Road. I have been passed.
282	Need to stop along main for the elderly so they do not have to walk so far once they get to the Hub. And the hub needs to be open on the weekend.
283	There should be more respect for the disabled and elderly Bus drivers should speak up instead of customers doing it Ramps need to be improved Kids need to be put in their place No weed should be on the bus, the kids are smoking and bus drivers know and do nothing about it and they cuss too.

284	I wish that there was better connections with Clark and Green Counties, and more info regarding why these connections do not exist.
285	Trolleys need to be decommissioned, they break down too much. Bus drivers are very rude to the disabled (#8) Bus driver said oxygen wasn't allowed on the bus
286	Route 16 needs to run more often.
287	More seats downtown and shelters on the streets Cleaner buses
288	Drivers can be rude sometimes.
289	Prices should go back to the 90's and transfers should be free.
290	The bus is late often Rte 8 neeeds to piggyback during the school year. It is late every single day during the school year and so many people lose their jobs because there is not more rte 8s running. This has been an issue for a long time not being addressed.
291	My only concern is the price of the monthly and weekly passes.
292	I am happy.
293	I loved the bus system when I lived in Florida but not here.
294	The times the buses are either extremely early or extremely late that makes me late to everything. Sunday and Saturday schedules should be regular because people still work. That is a major issue.
295	Buses need to go all the way down Philadelphia and there should be airport transports There is an inequality because of the non-transport and we need fair treatment to get to Greene County
296	employees could be nicer
297	Buses are late and drivers are rude The drivers talk too much The systems has changed for the worst each year it gets worst for the customers who use it as if the powers that be are getting more terrible and not treating us like we are human beings with feelings.
298	I think the bus drivers need to have better customer service skills for the riders.
299	ore stops along the way for the elderly who ride kid are too disrepectful- especially at the main hub.
300	Some bus drivers need to change their attitudes. They talk to people with disrespect. They should make buses run 24 because there are a lot of us who are 3rd shift employees. The buses should be cleaned better due to nasty people especially with the rise in bed bugs. The young people are selling drugs on the bus, rolling blunts and that NEEDS to stop. I really wish some of these drivers would do their jobs and quit getting scared. You need more drivers like Brenda.
301	The concern for the handicap and elderly about not getting seats
302	16 should run every half hour or at least every 45 minutes.
303	24 hour service would be nice for some routes for those that work 3rd shift
304	There should be times where the RTA gives out bus passes every 3 months- a contest or something to give back to the community. Overall cool.

305	It would be helpful if the county buses ran more frequently. It would be great if the hub and buses were warmer. Id the bus drivers would try to keep profanity down on the buses.
306	Bus drivers are rude and need better driving skills. The kids are rude and the drivers do not speak up they play loud music and act out The adults get called out by the drivers but not the kids! We get passed on Huffman because the drivers are speeding and the customer service is unresponsive.
307	The charge is too much it should be 1.50 with a transfer at 1.75
308	The county buses do not intersect with the city buses enough. Transfers expire before a county buses comes by (5-10minutes) I don't think I should have to pay again because of that.
309	Drivers can be rude (#9) has threatened me
310	The security/Police need to treat the young people with respect. They are immediately hostile and that instigates a lot of trouble by the way they present themselves. The female director causes a lot of drama- she sets the trend and that reflects on others.
311	You need better times and services to the outskirts of Dayton and Huber Heights.
312	The bus drivers need to speak up in controlling the students.
313	Buses should run later in the evening for those who work- it should not be garaged. The hub is too condensed 1 hour wait for a bus is unacceptable
314	The buses are so dirty and they need to be cleaned.
315	I do not know what I would do without the RTA. I appreciate being able to get around with little walking and without any other transportation.
316	The elderly need to be able to site before the bus takes off. I have fallen because of this issue. The buses are too late too often. There are some nice drivers and some not so nice.
317	Rude bus drivers except Gary- he is the nicest.
318	I do not like being outside.
319	Have a good day.
320	Buses need to arrive and leave at the scheduled times. People depend on the buses to get them to their locations on time. The attitudes need adjustment with the bus staff.
321	Some of the RTA staff are not people friendly. They need to improve on people skills. School kids need a certain time that they are allowed in the main Hub and on the buses.
322	Sometimes the buses do not even arrive.

323	I feel that some drivers and HUB staff treat us all the same, but some of us really are hard working people but are treated as unequal. Recently I had an issue with the RTA staff being rude with me and when i brought this up with a supervisor I was brushed off like what I said did not even matte. RTA is a business and we are customers. I feel that they treat us as unequal because they know we NEED the bus. I feel sometimes that they abuse their powers and do not understand that they are here to HELP people. Other than that I really have no problems other than the promptness of the buses. Also there is a lot of helpful and friendly drivers though.
324	Your staff needs better people skills and the school kids do too much they are loud, annoying, and rude.
325	Pick up service on weekends when people still need to move. waiting an hour to 1.5 hours is crazy.
326	Closer bus stops and more frequent buses they are not so packed. And better attitudes- if you work with people you should know how to talk to them. Downtown people should not be allowed to tand blocking the breeze way. Better time management Triangleview apartments and Embry Pike needs a closer bus stop it is too dangerous to walk around the bend in the dark because cars can not see us and there are NO sidewalks. Also it is too dangerous to walk through the park to catch bus 16
327	operators need to be more professional, friendly. There are some drivers that will openly talk about riders to other people while that person is getting on. ex- Kenny who drives bus 9 on sundays.
328	Please keep fighting for Beavercreek service
329	The buses need to run to the Fairfield commons
330	Please do something about the weekend line up. Transfers expire by 5 to 10 minutes because of the infrequency. You must also improve because I wait almost 1.5 hours for another bus. Thanks!
331	Good Job
332	You need to reduce the amount of time the homeless can be at the HUB.
333	Overall satisfactory
334	weekends need to run more frequently
335	Some of the bus drivers are very rude to passengers and they do not always stop for me or others when I am at a bus stop.
336	Bus 41 could run a lot more often to James H Mcee and Walton. There is over 700 people that go to project cure half of them ride the bus and the time that you close is based your last name so you always go when 41 gets there.
337	Bus 19 by Children's is always late going downtown. If I miss the bus then I am late for work.
338	After 5 it is difficult to get around... lots of waiting.

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APPENDIX B
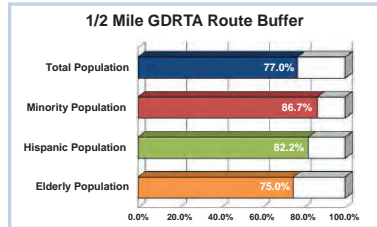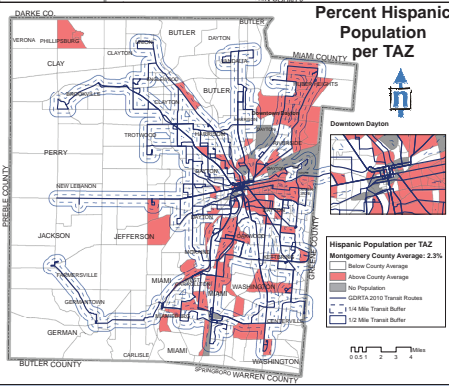
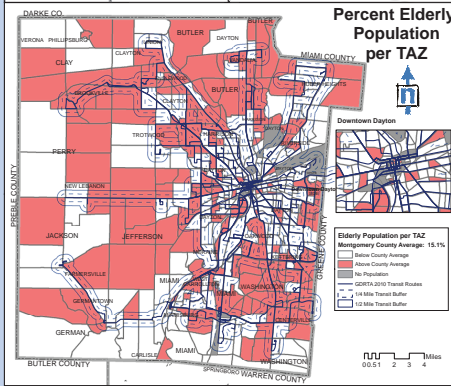## TITLE VI NOTICE TO THE PUBLIC (GENERAL REQUIREMENT)
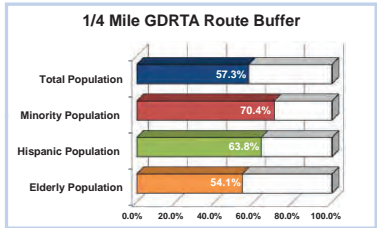
Background

A Title VI Notice to the Public must be displayed to inform a recipient's customers of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc. Many agencies display their Title VI Notices in transit facilities (e.g., headquarters, transit shelters and stations, etc.), and on transit vehicles (e.g., buses, rail cars, etc.). The Title VI Notice is a vital document. If any of the Limited English Proficient (LEP) populations in your service area meet the Safe Harbor threshold (see Chapter III), then the Notice should be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold. At a minimum, this statement in the Notice—"If information is needed in another language, then contact [phone number]"—should be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold.

The sample below is provided for the purposes of guidance only.

SAMPLE Title VI Notification to the Public

Notifying the Public of Rights Under Title VI

THE CITY OF USA

- The City of USA 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 the City of USA.
- For more information on the City of USA's civil rights program, and the procedures to file a complaint, contact 800-555-1212, (TTY 800-555-1111); email title.vi.complaint@city.ca.us; or visit our administrative office at 1234 Center Street, City of USA, State 11111. For more information, visit www.city.ca.us
- 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
- If information is needed in another language, contact 800-555-1212.
  - *MAKE SURE THE SENTENCE ABOVE IS ALSO PROVIDED IN ANY LANGUAGE(S) SPOKEN BY LEP POPULATIONS THAT MEET THE SAFE HARBOR THRESHOLD*

GDRTA Routes Demographic Analysis

Miami Valley
Regional Planning Commission
One South Main Street Suite 260
Dayton, OH 45402
Phone - (937) 223 - 6323
Fax - (937) 223 - 9750
Web - www.mvrpc.org

Total Population per TAZ

Percent Minority Population per TAZ

Percent Elderly Population per TAZ

Percent Hispanic Population per TAZ

1/4 Mile GDRTA Route Buffer

Total Population	57.3%
Minority Population	70.4%
Hispanic Population	63.8%
Elderly Population	54.1%

1/2 Mile GDRTA Route Buffer

Total Population	77.0%
Minority Population	86.7%
Hispanic Population	82.2%
Elderly Population	75.0%

Source: Census 2010

December 2011

Appendix S
Board Meeting Minutes

AGENDA
Greater Dayton RTA Board of Trustees
Finance/Personnel and Planning Committee Meeting

Wright Stop Plaza
4 South Main Street, Dayton, OH 45402
Third Floor Conference Room
Tuesday, August 20, 2013 – 9 a.m.

Call Meeting to Order   **Franz Hoge, Chairman**

    Roll Call/Declare Quorum

I.   Approval of July 16, 2013 Jointly Held   **Hoge**
     Finance/Personnel and Planning Committee Minutes

II. September Board Action Items:
     Finance/Personnel Committee   **Heard**
     • Action Item #2 – Concrete Pad Installation   Ecklar
     • Action Item #3 – Bus Stop Shelters   Ecklar
     • Action Item #4 – Tesco Fleet Turbo Chargers   Seber

     Planning Committee   **Jones**
     • Action Item #5 – Title VI Service Evaluation and   Ecklar
        Environmental Justice Policy/Procedure Revisions

III. Informational / Discussion Items
     Planning   **Jones**
     • Planning Update   Ecklar
     • Marketing Update   Pritchett
     • Government and Public Affairs Update   Whitmore

     Finance / Personnel   **Heard**
     • July 2013 Financial Statements (not available at mailing)   Thomas
     • May 2013 Sales Tax Update (not available at mailing)   Thomas

     Next Regular Meetings - September 24, 2013 and October 15, 2013
               (Jointly Held Finance/Personnel and Planning)
               Note September's meeting date of the 24th

 IV. Adjournment   **Hoge**

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 8331 (voice) or 425 8384 (TDD).

RTA SEEKS PUBLIC INPUT
BY FRIDAY, JULY 26TH, 2013

To ensure fair and equal delivery of RTA service, the RTA seeks public input on the policy changes outlined below by Friday, July 26th. Complete Title VI information is available at i-riderta.org or on information cards located at transit center schedule racks. The public is encouraged to provide Public Input at i-riderta.org, by calling 937-425-8300 or mailing to:

Planning Dept.
4 S. Main St.
Dayton, OH 45402.

Major Service Change Definition Policy
- The Greater Dayton RTA would like to receive public input on this policy by July 26th. The policy defines what amount of change is considered a "major" service change. Major changes will qualify for a study to evaluate the impacts on low-income and minority populations. A minority population is defined as any population of minority persons identifiable by color, race or national origin. For the purpose of this policy, low-income population is defined as having a median household income that is at or below 150% of the Department of Health and Human Services Poverty Guidelines.

A major service change is defined by a change of total service that would result in a change of 25% or greater in the miles of service; or if an individual route changes 25% or greater in the miles of service for a typical day of service; or if a route changes for a year adding up to 25% or greater in the miles of service; or any headway (frequency) adjustment to a route of 5 min. or more during peak hours and 15 minutes during non-peak hours. A temporary service addition of less than 12 months would not qualify until after the 12 months has passed and it would qualify under the definition.

Title VI Disparate Impact Policy
- The Greater Dayton RTA would like to receive public input on this policy by July 26th. This policy sets the amount of difference necessary between non-minority and minority populations at 20% to determine if negative effects of service changes are affecting minority populations too much. This Policy applies to RTA service standards as well which include vehicle load, frequency, route directness, transfers, on-time performance and service availability in the RTA service area. If a change meets the 20% difference between the non-minority and minority groups, the Greater Dayton RTA will consider changing the service plan to minimize or avoid the impact on minority groups. RTA will only start the changes if there is a significant reason for the proposed change and the RTA can show that there are no other alternatives that would have a reduced negative effect on minorities that would still accomplish the same goals. RTA will provide an opportunity for public comments on any proposed alternatives.

Environmental Justice Disproportionate Burden Policy
- The Greater Dayton RTA would like to receive public input on this policy by July 26th. This policy sets the amount of difference necessary between low-income and non low-income populations at 20% to determine if negative effects of service changes are affecting low-income populations too much. If a change meets the 20% difference between the low-income and non low-income groups, the Greater Dayton RTA will consider changing the service plan to minimize or avoid the impact on low-income groups. RTA will only start the changes if there is a significant reason for the proposed change and the RTA can show that there are no other alternatives that would have a reduced negative effect on low-income groups that would still accomplish the same goals. RTA will provide an opportunity for public comments on any proposed alternatives.

Proposed Title VI Major Service Change and Fare Equity Analysis Policy
- The Greater Dayton RTA would like to receive public input on this policy by July 26th. This policy uses the same 20% threshold as the Disproportionate Burden and Disparate Impact Policy when analyzing negative effects from fare changes or major service changes. The RTA will complete a study to determine if proposed fare changes will affect low-income and minority groups 20% more than the overall ridership. If a change meets the 20% difference between the low-income or minority groups when compared to the overall users, the Greater Dayton RTA will consider changing the service or fare plan to minimize or avoid the impact on low-income and minority groups. RTA will only start the changes if there is a significant reason for the proposed change and the RTA can show that there are no other alternatives that would have a reduced negative effect on low-income or minority groups that would still accomplish the same goals. RTA will provide an opportunity for public comments on any proposed alternatives.

Service Equity Analysis for Route 22 North August 2014 Service Change

The Route 22 service change consists of adding additional trips which increase service hours and miles in the early morning and evenings on weekdays and Saturdays and all day service on Sundays to the north end of the route. There are additional service miles and hours to travel to the new Hollywood Gaming and Dayton Raceway located at Wagner Ford and Needmore Roads. The routing between Webster/Herbert and N. Dixie/Needmore now travels via I-75 to provide express service to the facility and to allow the same frequencies on the route with the increased mileage on the route.
The additional service miles on the route qualify this change as a major service change under the Major Service Change Policy.   Specifically, it qualifies due to more than 25% increase in revenue miles computed on a daily basis for each service day. Weekday mileage increased 45%, Saturdays increased 66% and Sunday is all new service.

The types of service changes include changes in routing, new service area and additional service hours. The GDRTA disparate impact policy states that route elimination and/or new service should be analyzed using population data. For consistency, the same comparison was used for increased service to existing areas. A service equity analysis was performed using the population affected in the census blocks of the area serviced by the current routing that would be discontinued and comparing to the average population in the total service area. The minority population in the service area affected (12%) is below the average proportion of minority population in the service area (26%) and does not create a disparate impact on minority riders. The low-income population that would be affected is 4.5% higher than the average in the service area but is below the 20% threshold established in the policy (See Table 1 below).

In addition, the route 17 will still be servicing the area that is eliminated from route 22 which will significantly mitigate any loss in service. In order to obtain public feedback, all trips on the route 22 were surveyed in the affected area of change between Webster/Keowee and N. Dixie/Needmore. Customers were asked where they were getting off if they boarded in other areas to make sure all affected customers were contacted. They were given a proposed route 22 public timetable and the change was described for them as well as when the route 17 bus would arrive and route 17 schedule for reference if needed. There were 164 weekday surveys collected. Weekday ridership in the affected area averages 135 in each direction or 17% of the route. Most were willing to fill it out or verbally answer the survey. The same customers rode multiple trips and did not want to fill out multiple surveys. 83% said that the new schedule would work for them or that they could take a route 17 instead. 17% or 28 said it would not work for them. On Saturday, 44 surveys were collected and 86% said that the schedule would work for them or they could take a route 17 with 14% saying it would not work for them. Average Saturday ridership in the area is 88 in each direction. The majority of the comments of those opposed were concerned about the buses being too crowded or not coming often enough. Frequencies vary due to the un-even headways between the routes but generally the weekday peak frequencies will go from 15-20 min. to 35-40 min., midday 12-35 to 65 min. It is anticipated that some route 17 riders going north of Needmore from Downtown or boarding north of Needmore going to WSP may choose to ride the route 22 which will help

lower the crowding on route 17. The addition of night and Sunday service to Miller Ln. was seen as a benefit by all and appreciated that this might lower the crowding on route 17 during those times. An additional 8:25am and 6:10pm trip northbound weekdays on route 17 is planned to be added to assist with worker shift times after receiving feedback. A peak load analysis was completed using APC boarding data on the routes 22 and 17 and no significant overcrowding issues were identified after adding route 22 boarding numbers to the route 17 trips. Other public input included a public notice posted on the website with the proposed schedule as well as service alerts for those routes. Several positive comments were received because RTA staff came to the customers to engage them about the changes.

The additional service hours to the north end of the route services employment and shopping areas which benefit the minority and low-income population areas of the route.   The minority and low-income populations in the additional service area is above the average population in RTA's service area. See Table 1 below for percentages. It also benefits minority and low-income customers in other census tracts in that it provides more service connections to City routes (1,2,4,7,8,9,12,X5) that service minority census tracts at night and week-ends to shopping locations such as Wal-mart, Sam's and to the many hotels and restaurants in the area. The new Dayton Raceway will add 500 jobs in the area and is expected to benefit minority and low income population employment options. The schedule is designed to accommodate the many work shifts available. See map on page 174 for overlay of Route 22 routing on minority and low-income census tracts.

TABLE 1

Type of service change	Minority proportion of Pop		Low-income Proportion of Pop	
	Census blocks Along Route	Average population In Service Area	Census blocks Along Route	Average population In Service Area
Discontinued Routing	12%	26%	21.2%	16.7%
Additional service hours	32%	26%	27.8%	16.7%

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ROUTE 22
MINORITY & LOW-INCOME AREAS BY CENSUS BLOCK GROUP
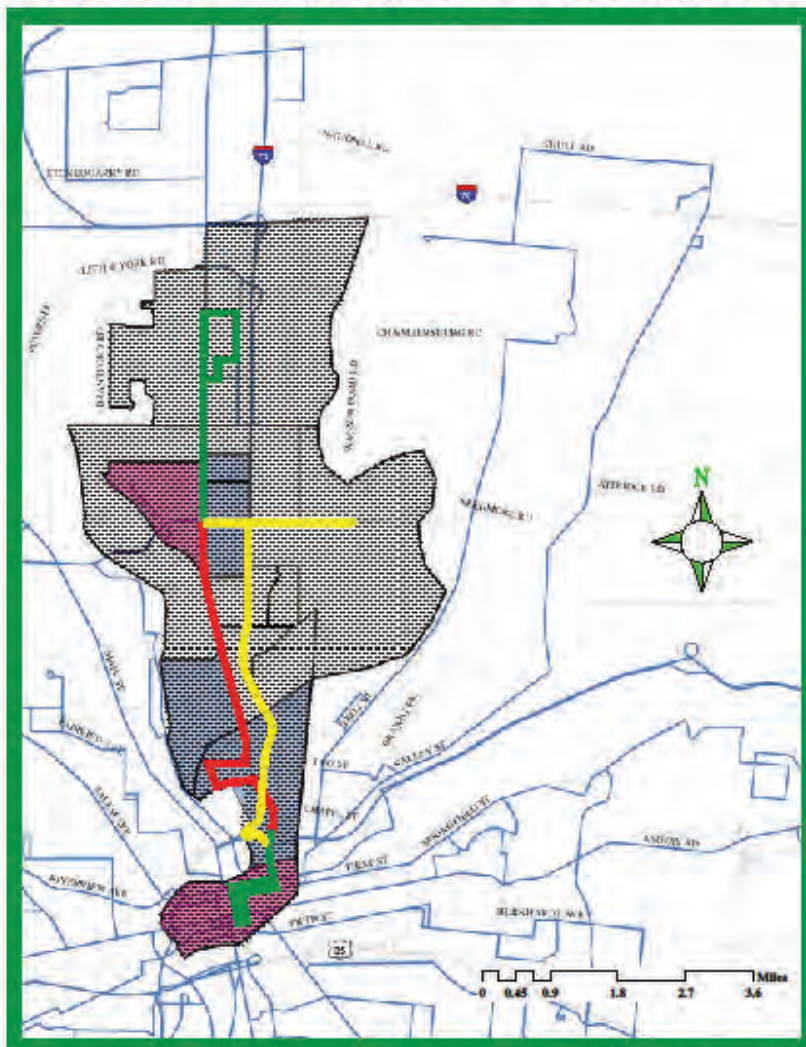
SOURCES: AMERICAN COMMUNITY SURVEY 2008-2012, 2010 CENSUS DATA

MAP KEY

RT. 22 DISCONTINUED (red)	STUDY AREAS
PROPOSED NEW ROUTING (yellow)	LOW-INCOME AREA
INCREASED SERVICE (green)	BOTH ABOVE AVERAGE MINORITY AND LOW-INCOME AREA
RTA TRANSIT ROUTES (blue)	
STUDY AREAS (black)	

2014 Service Equity Analysis for Route 43 Job Access Route

The Route 43 was a new experimental route started in August 2013 as a Job Access Reverse Commute Route to assist low-income and minority individuals giving them easier and new access to jobs existing in the suburban communities of Vandalia and Union, OH. The GDRTA received FTA funds approved through the MVRPC funding TIP process. The route services many new businesses such as Delphi Automotive, ASPM, White Castle, P&G distribution center as well as the Dayton International Airport for employment opportunities. Although the analysis is using the population data of the route area, most of the riders are reverse commuting to businesses in the area which benefits minorities and low-income individuals. P&G is specifically targeting Latino and other minority population groups and veterans in their hiring efforts and we are partnering to make sure trips are meeting their work shift needs.

The type of service change for the analysis includes a new route to service new areas. The GDRTA disparate impact policy states that route elimination and/or new service should be analyzed using population data. A service equity analysis was performed using the population affected in the census tracts of the area serviced by the new route and comparing to the average population in the total service area. The minority population in the service area affected (45%) is above the average proportion of minority population in the service area (23.7%) and does not create a disparate impact on minority riders. The low-income population that would be affected is 1.2% lower than the average in the service area. (See Table 1 below).

TABLE 1 ROUTE 43

Type of Service Changes	Minority Proportion of Pop		Low-Income Proportion of Pop	
	Census blocks Along Route	Average population In Service Area	Census blocks Along Route	Average population In Service Area
New Route/New Area	45%	23.7%	17.6%	18.8%

Route 43 Serviceable Area
Minority & Low-Income Areas by Census Tract

Census Tract 1101
US Hwy 40   National Rd   E National Rd
Census Tract 1150.02
Census Tract 1150.11
E National Rd
Census Tract 1150.12
I- 70
I-70
I-70
N Main St
I- 70
S Main St   Main St   State Rte 48
Census Tract 1201.02
Census Tract 1201.03
Census Tract 701.02
Main St
I- 75
Census Tract 706
State Rte 49
State Rte 35
Main St
Main St
Census Tract 703
State Rte 201
State Rte 4
Census Tract 702.02
Salem Ave
Main St
Valley St Brandt Pike
Census Tract 702.01   Census Tract 44
E 1st St
Main St
Census Tract 15.01
W 3rd St   3rd St   US Hwy 35
S Main St
S Williamson St
State Rte 4
Germantown Pike
I- 75
Troy Pike
State Rte 202
W National Rd
N

0   1.25   2.5   5 Miles

Sources: American Community Survey 2011-2013, U.S. Census Bureau, Small Area Income and Poverty Estimates Program.

Map Key

MontgomeryCounty
Route43_Serviceable
Route43Entire_Route
Roads
NAMELSAD10
Census Tract 1101 Below Avg. Minority Race Avg. Poverty Level

Census Tract 1150.02 Below Avg. Minority Race and Poverty Level
Census Tract 1150.11 Below Avg. Minority Race Avg. Poverty Level
Census Tract 1150.12 Below Avg. Minority Race Avg. Poverty Level
Census Tract 1201.02 Above Avg. Minority Race Avg. Poverty Level
Census Tract 1201.03 Above Avg. Minority Race Avg. Poverty Level
Census Tract 15.01 Above Avg. Minority Race And Poverty Level

Census Tract 44 Above Avg. Minority Race Avg. Poverty Level
Census Tract 701.02 Above Avg. Minority Race Avg. Poverty Level
Census Tract 702.01 Above Avg. Minority Race Avg. Poverty Level
Census Tract 702.02 Above Avg. Minority Race Avg. Poverty Level
Census Tract 703 Above Avg. Minority Race Avg. Poverty Level
Census Tract 706 Above Avg. Minority Race Avg. Poverty Level
Tracts

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Service Equity Analysis for August 2015 Service Changes

The August 2015 service changes included two routes that qualified for a service equity analysis.

The additional service miles on the Routes 34 and 60 qualify the changes as a major service change under the Major Service Change Policy.   Specifically, they qualify due to more than 25% increase in revenue miles computed on a daily basis for Weekdays and Saturdays for both routes and on Sunday for Route 60. Weekday mileage increased 51% and Saturdays increased 73% on Route 34. Weekday mileage increased 162%, Saturdays increased 189%, and Sundays 78% on Route 60. They also qualify due to changed (increased) frequencies of more than 5 min. during peak and 15 min. off peak.

The types of service changes include changes in routing, new service area and additional service hours. The GDRTA disparate impact policy states that route elimination and/or new service should be analyzed using population data. For consistency, the same comparison was used for increased service to existing areas. A service equity analysis was performed using the population affected in the census blocks of the area serviced by the current routing that would be changed and comparing to the average population in the total service area. The minority population in the service area affected by Route 34 (33.3%) is 9.6% above the average proportion of minority population in the service area (23.7%) but does meet the 20% threshold and does not create a disparate impact on minority riders. The low-income population that would be affected is 9.7% lower than the average in the service area (18.8%). (See Table 1 below).

TABLE 1 ROUTE 34

Type of Service Changes	Minority Proportion of Pop		Low-Income Proportion of Pop	
	Census blocks Along Route	Average population In Service Area	Census blocks Along Route	Average population In Service Area
Change/New Routing	33.3%	23.7%	9.13%	18.8%

Source: American Community Survey 2011-2013

The Route 61 will still be servicing the area on Lyons Rd. that is eliminated from Route 60 which will replace any loss in service with the same frequencies they have with Route 60. The Route 60 is still within walking distance so they now have access to an additional route with direct service to new employment and shopping destinations. The Route 60 replaces service to Austin Landing that was being provided by Route 61 but the small number of Route 61 customers with that destination will be able to transfer to Route 60 at the South Hub or travel to SR741 and use Route 60. The minority population in the service area affected by Route 60 change in routing (20%) is below the average proportion of minority population in the service area (23.7%) and does not create a disparate impact on minority riders. The low-income population that would be affected is 8.8% lower than the average in the service area (18.8%). The area affected by additional service hours are also below the service area averages.   (See Table 2 below).

TABLE 2 Route 60

Type of service change	Minority proportion of Pop		Low-income Proportion of Pop	
	Census blocks Along Route	Average population In Service Area	Census blocks Along Route	Average population In Service Area
Changed Routing	20%	23.7%	10%	18.8%
Additional service hours	10%	23.7%	7.6%	18.8%

Source: American Community Survey 2011-2013

See map on pages 179 and 180 for overlays of Routes 34, 60 and 61 routing on minority and low-income census tracts.

Route 34 Addition
Minority & Low-Income Areas by Census Tract
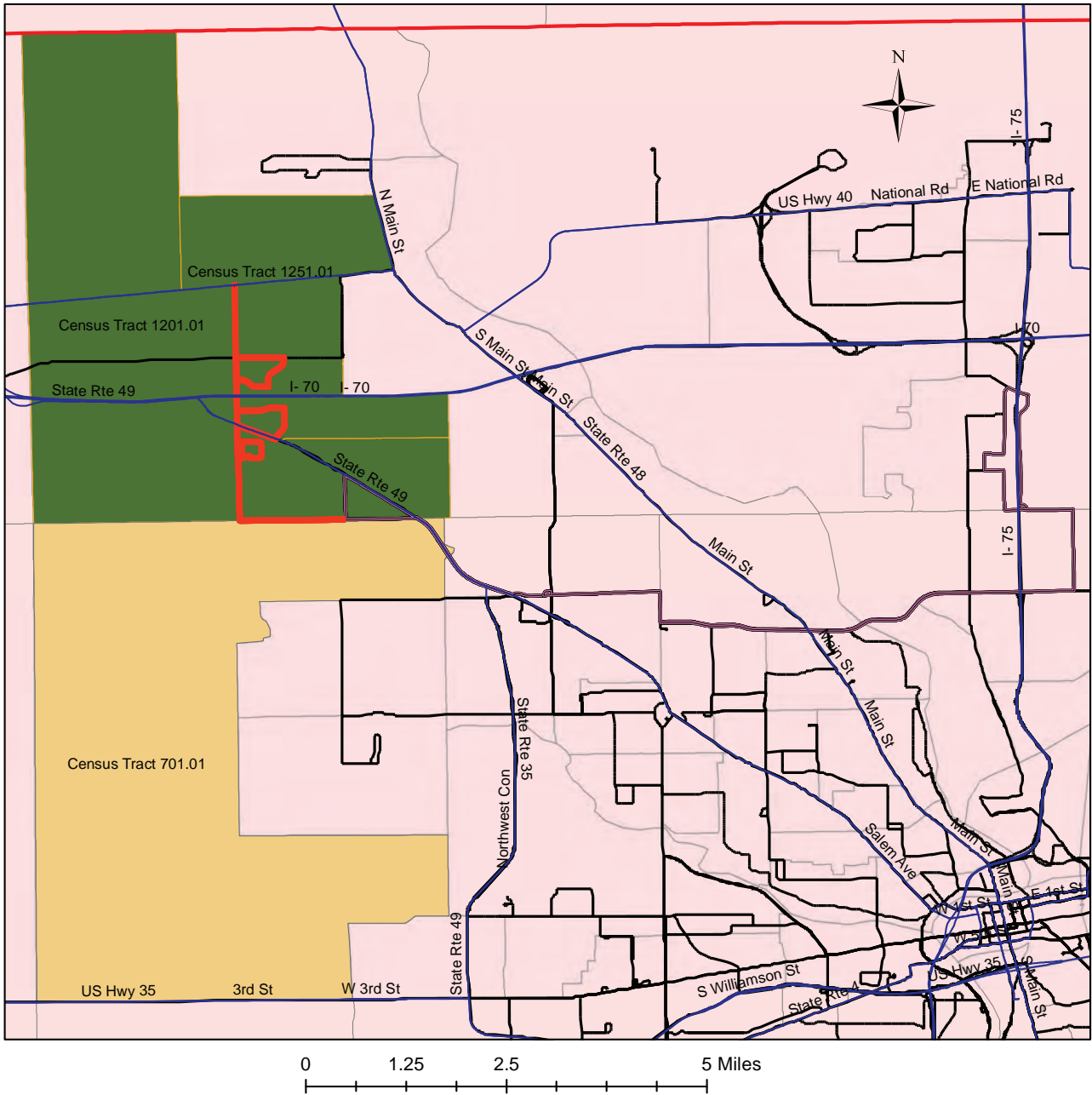
N

US Hwy 40 National Rd E National Rd

I-75

Census Tract 1251.01

N Main St

Census Tract 1201.01

S Main St Main St

State Rte 49 I-70 I-70

State Rte 48

State Rte 49

Main St

I-70

Census Tract 701.01

Main St

State Rte 35

Northwest Con

Salem Ave

State Rte 49

Main St

W 1st E 1st St

US Hwy 35 3rd St W 3rd St

S Williamson St State Rte A

Salem St

US Hwy 35

| 0 | 1.25 | 2.5 | 5 Miles |

Sources: American Community Survey 2011-2013, U.S. Census Bureau, Small Area Income and Poverty Estimates Program.

Map Key

- ☐ MontgomeryCounty
- ─── Roads
- ▬▬ Route34_Addition
- ─── Route34
- ─── RTA_Transit_Routes
- ▓ Census Tract 1201.01 At or Below County Average for Income and Minorities
- ▓ Census Tract 1251.01 At or Below County Average for Income and Minorities
- ▓ Census Tract 701.01 Low-Income and Above Average Minority
- ☐ Tracts

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Route 60 & 61 Changes
Minority & Low-Income Areas by Census Tract

Census Tract 501.01

Census Tract 504.02

Census Tract 504.01

Census Tract 503.03

Census Tract 501.04

N Main St

State Rte 725

Springboro Pike

Miamisburg Centerville Rd

I- 675   I- 675

State Rte 741

Census Tract 505.03
Census Tract 505.03

Census Tract 505.04
Census Tract 505.04

Census Tract 501.03
Census Tract 501.03

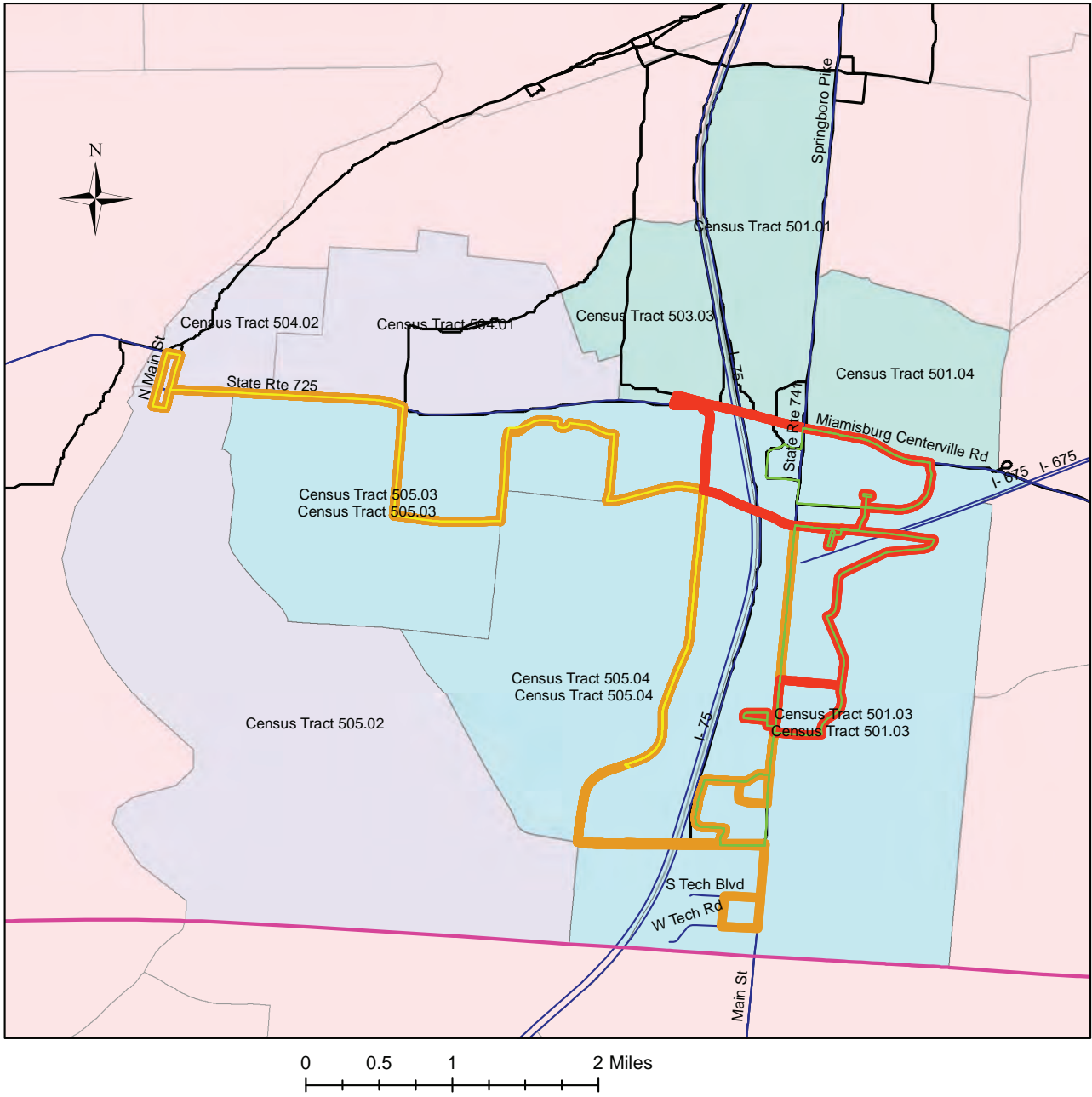Census Tract 505.02

I-75

S Tech Blvd

W Tech Rd

Main St

0   0.5   1   2 Miles

Sources: American Community Survey 2011-2013, U.S. Census Bureau, Small Area Income and Poverty Estimates Program.

Map Key

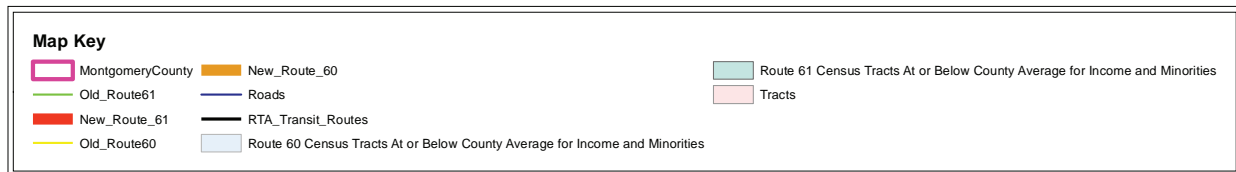|		
MontgomeryCounty	New_Route_60	Route 61 Census Tracts At or Below County Average for Income and Minorities
Old_Route61	Roads	Tracts
New_Route_61	RTA_Transit_Routes	
Old_Route60	Route 60 Census Tracts At or Below County Average for Income and Minorities	

AGENDA
Greater Dayton RTA Board of Trustees
Finance/Personnel and Planning Committee Meeting
Tuesday, September 22, 2015 – 8:30 a.m.
**PLEASE NOTE meeting time – 8:30 a.m.

Wright Stop Plaza
4 S. Main Street, 3rd Floor Conference Room
Dayton, OH 45402

Call Meeting to Order	**Adrienne Heard, Chair**

Roll Call/Declare Quorum

I.   Approval of August 20, 2015 Planning Committee Meeting Minutes   **Heard**

     Approval of August 25, 2015 Jointly Held
     Finance/Personnel and Planning Committee Meeting Minutes

II. Action Items - Upcoming Board of Trustees Meeting
     Finance/Personnel   **Hairston**
     • Action Item #2 – Security Fencing Longworth Locations   Ingram
     • Action Item #3 – Third Party Administrator – Automobile Liability   Stanforth

     Planning   **Jones**
     • Action Item #4 – 2015 Title VI Program and Service Equity Analysis   Ecklar

III. Informational / Discussion Items
     Planning   **Jones**
     • Planning and Marketing Update   Ecklar
     • Government and Public Affairs Update   Whitmore

     Finance/Personnel   **Heard**
     • June 2015 Sales Tax Update   Stanforth
     • August 2015 Financial Statements   Stanforth
     • 2016 Operating Revenue Budget – Preliminary Discussion   Stanforth/Ruzinsky
     • Small Purchases Report   Howard

     Upcoming Regular Meetings -   October 20, 2015 and November 17, 2015

IV.   Adjournment

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 425-8331 (voice) or 425-8384 (TDD).