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Ms. Anita Scott Jones
Primary Health Solutions

Mr. Corey Watt
Resident

Executive Director

Mr. Matthew M. Dutkevicz

Legal Counsel

Mr. Mark Landes
Isaac Wiles
Burkholder & Teetor, LLC

***** PUBLIC MEETING NOTICE *****

Butler County Regional Transit Authority Board of Trustees

The BCRTA Board of Trustees is scheduled to meet on Wednesday, April 21, 2021 at 8:00 a.m. In compliance with state mandates, this meeting will be held in the Board Room, at the BCRTA office located at 3045 Moser Court, Hamilton, OH 45011 and will also be held electronically. Connection details may be found at: <https://www.butlercountyrta.com/about/board-meetings/>

In accordance with the American Disabilities Act, if anyone has a disability and requires assistance or, in accordance with the Limited English Proficiency Executive Order, requires translation services, please call Mr. Matthew Dutkevicz at 513.785.5237 or 800.750.0750 (Ohio Relay Service).

BUTLER COUNTY REGIONAL TRANSIT AUTHORITY BOARD OF TRUSTEES

April 21, 2021, 8:00 AM

**Butler County Regional Transit Authority
3045 Moser Court, Hamilton, OH 45011**

Microsoft Teams Meeting

[Join on your computer or mobile app: Click here to join the meeting](#)

Or call in (audio only): [+1 614-695-4307,,873692375#](#) • Phone Conference ID: 873 692 375# • *6 to mute/unmute

PRELIMINARY AGENDA

- I. Call to Order & Roll
 - a. Consideration of Absences
 - b. A Moment of Silence in Memory of Ms. Anita Scott Jones
BCRTA Trustee August 27, 2009 – April 11, 2021
 - c. A Moment of Silence in Memory of Mr. Dennis Brenner
BCRTA Vehicle Operator June 6, 2016 – April 5, 2021
- II. Consent Agenda (Motion Requested)
 - a. Approval of the Agenda
 - b. Approval of the March 17, 2021 Meeting Minutes
- III. Comments from Citizens
- IV. Secretary/Treasurer's Report – February 2021
- V. Committee & Staff Reports
 - a. OKI
 - b. Metrics
 - c. Title VI
 - i. Ratify Title VI Program (Motion Requested)
 - d. Marketing & Outreach
 - e. Director's Report

**Next Meeting Date:
May 19, 2021 @ 8:00 AM
Butler County RTA – Hamilton Board Room
3045 Moser Court
Hamilton, OH 45011**

BUTLER COUNTY REGIONAL TRANSIT AUTHORITY BOARD OF TRUSTEES

April 21, 2021, 8:00 AM

**Butler County Regional Transit Authority
3045 Moser Court, Hamilton, OH 45011**

- i. Authorize a vaccine incentive bonus for all BCRTA employees, effective until August 1, 2021, at a total amount not to exceed \$50,000 (Motion Requested).

VI. Action Items

- a. Resolution No. 21-04-01: Authorizing the filing of applications with the Ohio Department of Transportation for SFY 2022 or CY2022 transportation assistance grants. These grants may include the Ohio Elderly and Disabled Transit Fare Assistance Program, the Urban Transit Program, the Rural Transit Program, Ohio Transit Partnership Program, Bus and Bus Facilities, and the Ohio Rides to Community Immunity Program.
- ~~b. Resolution No. 21-04-02: Authorizing the Executive Director to Execute a Contract to Engage a Firm to Complete a Short-Range Planning Study (SRPS).~~
- c. Resolution No. 21-04-03: Authorizing the Purchase of Commuter Coaches on behalf of the City of Middletown from the State of Georgia Term Contract.

VII. Special Presentation

- a. Health Transit Pool of Ohio

VIII. Adjourn (Motion Requested)

**Next Meeting Date:
May 19, 2021 @ 8:00 AM
Butler County RTA – Hamilton Board Room
3045 Moser Court
Hamilton, OH 45011**

2021 Butler County RTA Board of Trustees Attendance

	Jan	Feb	Mar	Apr	May	June	July	August	Sept	Oct	Nov	Dec
Bautz, Travis	X	X	X									
Chandler, Jessica	X	X	X									
Fehr, David	X	X	X									
Foster, Jim	X	X	X									
Gordon, Perry	X	X	X									
Lawson, Chris	E	X	X									
Schmitt, Nancy	X	X	X									
Scott Jones, Anita	E	X	E									
Watt, Corey	X	X	X									

X = Present

E = Excused

A = Absent

No citizens were present.

VI. Secretary/Treasurer's Report

Ms. Weidner presented the treasurer's report for the month of January 2021:

January statements were included in the packet. 2021's budget has been spread equally over all months of 2021. January's revenues are approximately \$168K over budget due primarily to refunds received as part of the \$5 billion COVID Relief from Ohio's Bureau of Workers' Comp. Federal funds drawn in January remained less than budgeted due to using our allocated 5307 funding that requires a match. Awarded Urban Transit Program (UTP) funds from the state will be used for the needed match and were requested in January. Expenses are underbudget driven primarily by less service provided in January. Miami service resumed on January 25th. Due to challenges with budgeting for 2021, Mrs. Weidner projects a budget revision potentially occurring mid-year.

The Transaction log was included in the packet presenting all cash transactions for the period. The balance sheet for January 2021, was presented with normal balances for assets, as well as liabilities and equity. Accounts Receivable were slightly higher due to the requested UTP funds and a missed payment from the City of Middletown.

For January, Available Funds were approximately \$3.96M. The local match required for current grants was \$334K and continues to decrease slowly. Current Non-Restricted Funds were \$959K and continue to grow. These funds will be used in later years for match on large vehicle replacements and any needed funding for the Chestnut Fields facility. Although the Board Reserves shown represent a fair picture as of the end of January, there are still adjustments to consider as additional Federal funding becomes available. Ms. Weidner plans to add additional pending federal funds that require a match to the Local Share Grant Obligations once planned programming of these funds is decided. Projected local match will also be adjusted to offset the match for those added funds.

Mr. Lawson requested a motion to approve the January 2021 Treasurer's Report. Mr. Watt made a motion to approve the Treasurer's Report. Ms. Schmitt seconded the motion. The report was approved.

VII. Committee & Staff Reports

a. OKI

Mr. Lawson provided a summary of the OKI meeting. Mr. Lawson noted that the fiscal audit report was covered, and that pre-pandemic traffic flow was returning. Mr. Lawson also remarked that OKI leadership was positive regarding future transportation funding at the federal level.

b. Metrics

Mr. Morgan provided the metrics report:

Leveraging Competitive Funding & Partnerships

- Average Fleet Age

- 3.38 years – This is a decrease of 6.21 percent from January 2020.
- Subsidy per Passenger
 - The subsidy per passenger increased in January of 2021 in comparison to last January by \$20.76 or 109.9 percent. This is directly related to COVID – 19, reduced ridership and going fare free on the fixed routes.
- Admin Cost Per Revenue Hour
 - Administrative Overhead cost per hour has increased by \$5.10 or 24.4 percent comparing January of 2020 to January of 2021.

Enhancing Connectivity

- BCRTA Transit App Users
 - This information will become available next month!
- BCRTA Transit App Downloads
 - This information will become available next month!
- BGO App Rides/Total BGO Rides
 - 32.97 percent of all trips were booked utilizing the mobile application. This is an 89.07 percent increase from January of 2020.
- BGO App Downloads
 - BCRTA had 193 new users download the mobile application. This is an 81.87 percent increase in app downloads from January 2020.
- BGO Mobile Payment & Total Trips
 - BCRTA completed 2,636 non - contracted trips in January of 2021. This is a 21.8 percent increase in completed, non - contracted trips from January of last year.
 - 33.91 percent of all completed, non – contracted trips were paid for using the BCRTA mobile application (BrainTree).
 - Validators are currently being installed. No data collected.

Improving Mobility & Eliminating Barriers

- Passengers Per Revenue Hour
 - Fixed and Commuter routes had 2.96 passengers per revenue hour in January of 2021, this is 50.8 percent lower than January of 2020.
 - Demand Response service had 1.71 passengers per revenue hour in January of 2021, this is a 1.2 percent decrease from January of 2020.
- Accidents and Injuries
 - Fault Total – BCRTA had 2 at fault accident in January of 2021.

- No Fault Total – BCRTA also had 5 no fault accidents.
- Target Operator Staffing
 - 101 percent, this number has decreased by 11.5 percent since December of 2020. This number has increased 2.62 percent from the same month for the previous year. The yearly average was 96.05 percent.
- Denials and Refusals/ Total BGO Trips
 - 2.69 percent of all requested BGO trips were refused or denied in January of 2021 due to time and capacity limitations. This is a .13 percent decrease from January of 2020.

Supporting Employers

- 42x Park and Ride Total Trips
 - The 42x did not operate in January of 2021. The 42x resumed regular service on March 8th, 2021.
- BGO Employment Trips
 - BCRTA completed 1,211 BGO trips for the purpose of employment in January of 2021, this is a 6.77 percent increase from January of 2020.

Developing Multimodal Infrastructure

- Goal
 - This field is to show the progress of our upcoming Chestnut Fields Multi-Modal Transit Station. BCRTA has secured funding for our \$11,468,750 goal.
- Days Until Chestnut Fields Completed
 - BCRTA expects this project to be completed within the next 638 days or 1.75 years.

c. Title VI

Mr. Gardocki provided an overview of the Title VI survey results. Slides are included with these minutes. Mr. Gardocki noted that 102 responses were received this year.

Mr. Watt inquired whether the survey addressed frequency, routes, times and dates. Mr. Gardocki clarified that some general R routes responses were provided regarding inadequate frequency, but no other detail.

Mr. Dutkevicz indicated that the Title VI program would be provided for ratification next month and that additional demographic data was requested by FTA from survey respondents that would be included in next year's survey.

d. Marketing & Outreach

Mr. Gardocki identified next week as Transit Employee Appreciation week and remarked that

staff were working on some COVID-safe events and recognition to spotlight BCRTA's transit employees in lieu of the annual recognition breakfast.

VIII. Director's Report

Mr. Dutkevicz provided a brief summary of the director's notes in the packet:

Metrics & Service

Miami University Service Levels

BCRTA has launched near full service at Miami University. Staff also negotiated a deal with MU to provide quarantine and isolation transportation due to COVID 19. BCRTA is providing about 20.3 trips per week currently.

Vaccination Trips

BCRTA is discussing, internally, the capability to provide services to mass vaccination sites if need develops. Although BGo is currently available for \$5.00 to potential sites, staff is evaluating sites that may not be located on free fixed routes.

Staffing & Facility

Staffing

BCRTA is currently seeking CDL and non-CDL drivers, driver trainers, a procurement and compliance specialist, and maintenance technicians. A biweekly email digest of open positions is available. Please contact Kristin Fryer, BCRTA HR Manager (fryerk@butlercountyrta.com) if you would like to be added to the mailing list.

Healthcare

Given the potential arrival of additional pandemic assistance, management has been considering the capability of BCRTA to provide health insurance to employees consistent with ACA requirements. The Ohio Transit Health Pool expects to provide a quote and staff will also seek a private market quote for evaluation and discussion. Ohio Transit Health Pool will present at BCRTA's April Board of Trustees meeting.

Planning

Safety & Security

Work is finally underway! Please note that BCRTA expects to have a contractor onsite installing the new automatic pivot gates with access control at the Moser Court entrance beginning in late February through April. Traffic will be interrupted intermittently for two weeks during the project. The final project will greatly improve security at the Moser Court facility.

Marketing & Advertising

At the direction of the Board, staff have added marketing funds to the 2021 budget to address the education, advertising and outreach regarding free fixed routes services and the availability of BCRTA services. Staff anticipate bringing a

third-party advisor/agency on to help address these needs in the most efficient manner. Staff are currently pricing options and trying to develop a scope that fits with BCRTA's budget.

Staff will also begin providing a Marketing and Outreach Update at the regular board meetings as needed.

Transit Studies

City of Middletown and Middletown Transit (MTS) are presently engaged with WSP to provide a transit study evaluating some novel transit solutions and also examining existing routes and hub locations. BCRTA is also assisting. Staff expect a completed report by Q2 2021.

John Gardocki, Planning & Special Projects Manager, has prepared a scope for a transit study to examine BCRTA R routes and other services to identify efficiencies and unmet needs in the system. A contract to examine and prepare changes in the system may result, subject to Board approval and public comment. BCRTA's study is currently out to bid.

42X

42X Service resumed March 8th. Ridership data is still coming in but feedback is positive. Staff met riders the first day with a greeting and welcome-back cookies.

Staff are recommending a new strategy to provide Cincinnati commuter service beginning in 2022. City of Middletown now has funding for commuter buses on a grant and City leadership has approved the plan concept. Mr. Dutkevicz presented to Middletown City Council in early December. Responses were positive. City Council and BCRTA will still need to approve bus purchases.

In addition to purchasing vehicles and hiring operators, BCRTA will need to undertake branding and outreach efforts on behalf of the City and address infrastructure needs at the Moser Court facility including parking and traffic flow.

Chestnut Street Multimodal Station

BCRTA released an RFP/Q for A&E services for this project on September 1, 2020. The BCRTA Board of Trustees approved award of the contract in November. Staff executed the contract with Bowen+ at the end of February. Bowen+ will be onsite in late March to begin part 1 of the design phases.

Information regarding existing conceptual plans and estimates on the Chestnut Street Multimodal Station are available at

<https://www.butlercountyrta.com/oxford-multimodal-facility/>.

BCRTA expects to have a conceptual design by mid Q2 2021 which will allow BCRTA and Miami to move forward with land agreements that include legal descriptions. BCRTA is still working with the Talawanda School District to

determine needs of the district and whether they will participate in a portion of the project. BCRTA and the District have tentatively set end of Q1 to make determinations and commitments to move forward.

Outreach & Communications

American Public Transportation Association (APTA)

BCRTA has rejoined APTA after many years not participating in the association. APTA lobbies on behalf of the industry and provides a wealth of training and development opportunities for staff as well as trustees. Trustees interested in receiving an APTA account may speak with Matt.

BGo Awareness Campaign

BCRTA staff will be implementing a direct mail campaign this spring to increase awareness of the BGo program. City of Oxford supported portions of City mailings financially and created the local match to draw grant funds that support additional county-wide mailings. The campaign was originally planned for fall but pushed back due to pandemic and limited staffing. BGo demand has been increasing and staffing is still limited.

COVID-19

BCRTA has shared information regarding vaccinations for those who are eligible in an effort to help individual employees and get the word out. BCRTA has also been able to coordinate some transportation for City of Oxford to vaccine sites and has been successful at including eligible staff in some of these trips.

OPTA has indicated to members that vaccinations should be increasing substantially in the next few weeks and Ohio plans to stick to an age based eligibility profile. Based on this information, most BCRTA staff should be eligible for a vaccine by end of April.

Funding & Discretionary Grant Availability

CMAQ/STBG for Chestnut Fields

BCRTA was informed by OKI that our recent CMAQ/STBG award for the Chestnut Fields facility is being moved up! The \$4.5M was previously awarded for FFY 2024 but is being moved to FFY 2022 which will allow BCRTA to avoid large phasing of the project.

CRRSAA & ARPA

The latest pandemic funding legislated in late December did provide an additional nearly \$42M to the Cincinnati urbanized area. However, legislation provided a cap for total CARES and CRRSAA funds that cannot exceed 75% of 2018 operating expenses for the urbanized area. BCRTA is discussing with regional partners the eligibility of BCRTA to receive funds as BCRTA has reached this cap and SORTA and TANK have not. FTA has indicated a requirement that these funds be used for staffing and operations, not capital. FTA is also encouraging agencies to spend the dollars very promptly.

BCRTA is also following the American Rescue Plan Act (ARPA) closely with the help of APTA. Initial reviews indicate that ARPA is likely to be more restrictive and cap all urbanized areas at 132% of their FY 2018 operating expenses. More info will become available as the legislation proceeds.

ODOT Funding

BCRTA has submitted applications for Urbanized Area Funds and local match related to the proposed Intelligent Transportation System upgrade.

Regarding the SFY 2022-2023 transportation budget, staff are monitoring HB 74 very closely. OPTA has been active in advocating on behalf of transit systems and many transit system leaders, including Matthew Dutkevicz, have provided testimony to the Ohio House of Representatives Finance Committee and the Senate Transportation Committee. The House has restored a portion of the nearly 90% cut proposed by Governor DeWine, although the full Senate has not yet taken up the bill. The proposed cut would present a potential cut to BCRTA of at about \$380,000 or more if discretionary awards are considered.

TABC - Enhanced Mobility of Seniors & Individuals with Disabilities (5310)

TABC will seek a 5310 grant to expand the Mobility Management program this year. 5310 projects are eligible for 100% funding this year due to CRSSAA.

Purchasing @ March Meeting

a) Resolution 21-03-01 - IT Services – Expires 3/31/21
This procurement will engage a new 3 year contract with 2 one-year options for planning, design, maintenance, implementation and desktop support of BCRTA's IT environment. The solicitation is substantially similar to the services received by BCRTA today. The contract is being rebid for compliance with FTA competitive purchasing guidelines.

b) Resolution 21-03-02 - Intelligent Transportation Solution
Confused about what we're buying? If you would like a better understanding of the scope of this solicitation, please review the following websites of BCRTA's solicitation bidders:

<https://transloc.com/fixed-route/#technology>

<https://gmvsyncromatics.com/product-overview>

<https://www.optibus.com/product/platform/>

This solicitation is also a rebid to be consistent with FTA competitive bidding requirements as the last five-year contract is expiring in May. The product will primarily serve BCRTA's fixed route operations and will equip 44 vehicles. BCRTA does expect this solicitation to considerably expand BCRTA's capabilities, efficiency, and rider amenities. This solicitation calls for Computer aided dispatch (CAD), automatic vehicle location (AVL), real time passenger information via app/API/GTFS-RT/signage (expansion), audio stop announcements, visual stop announcements (expansion), automatic passenger counting (expansion), a robust planning and

rostering module (expansion), onboard real-time camera integration (expansion), silent alarm integration (expansion), and a complete management and reporting system compliant with National Transit Database needs.

On the Horizon ...

Code of Conduct

Operations staff are in the process of drafting a passenger code of conduct to address limited issues associated with loitering, hygiene, and courtesy. Staff expect to implement a policy before yearend.

Strategic Plan Roadblocks

Staff are anticipating some roadblocks or stoppers in some items listed on the latest strategic plan related to hiring drivers. The recent wage increase is helping but still not making BCRTA jobs competitive enough with the rest of the offerings available.

Staff will begin investigating other potential solutions including health insurance, and wage benchmarking as well as associated financial outcomes.

Upcoming Procurements >\$25,000

- c) BCRTA Short Range Planning Study
- d) Mobile Communication Solution
- e) Marketing/Advertising Support
- f) Commuter Coach Purchase on behalf of MTS
- g) Small Bus Purchase x13
- h) Moser Court Landscape Repair/Replace & Annual Service

Innovation

Mr. Dutkevicz discussed the potential to work with DriveOhio and other stakeholders to incorporate more of an innovation focus component at BCRTA to leverage federal funding and advance strategic priorities. Mr. Lawson provided some additional insight and mentioned partner with other local stakeholders.

Financial Modelling for Healthcare and New Service

Mr. Dutkevicz and Ms. Weidner provided an overview of a financial model to demonstrate incoming federal grant dollars and potential service and benefit changes and how those scenarios could develop over the next five years. Mr. Dutkevicz noted that this model only included CARES and CRRSAA funding and did not contemplate a potential American Rescue Plan (ARP) allocation to BCRTA. Due to the one-time nature of the funding, all scenarios that involved engaging healthcare and/or service expansion result in deficit spending and a negative reserve balance in 4

to 6 years.

Mr. Foster remarked that the board has an obligation to ensure the organization is sustainable long-term, but also allowed that expanding service might create positive community opinions in the event BCRTA would seek a dedicated funding source.

Mr. Fehr asked that staff consider the cost of additional staffing to administer a healthcare program. Mr. Dutkevicz indicated it had been contemplated.

Ms. Chandler noted that City of Hamilton is in need of improved transit service.

Mr. Lawson indicated his agreement with Mr. Foster and also remarked that this expansion question might be a “chicken or egg” situation suggesting that BCRTA may need to invest in quality people before funding could become available. Mr. Lawson also speculated that additional federal funding may become available under the current administration. Mr. Lawson suggested that BCRTA be proactive in addressing these issues rather than waiting for healthcare or other measures to be mandated by the new administration.

Mr. Dutkevicz also made clear that BCRTA is struggling to hire experienced or mid-career officials, like trainers, presumably due to the lack of benefits.

Mr. Dutkevicz announced that BCRTA expected to receive health quotes from the Ohio Transit Health Pool and the private market. He also remarked that Barbara Rhoades, CEO with Ohio Transit Health Pool would present at BCRTA’s April meeting regarding benefits of pooling health insurance.

IX. Action Items

a. Resolution No. 21-03-01: Authorizing the Executive Director to enter into an Agreement for Information Technology Services.

Mr. Dutkevicz noted that background on this item was included in the director’s notes. He also explained that this contract was rebid due to a five-year contract expiring. The scope was substantially the same as the last contract.

Mr. Watt made a motion to adopt resolution 21-03-01. Mr. Bautz seconded. No discussion was heard.

Upon a call of the roll, the vote resulted as follows:

Mr. Bautz	YES
Ms. Chandler	YES
Mr. Fehr	YES
Mr. Foster	YES
Mr. Gordon	YES
Mr. Lawson	YES
Ms. Schmitt	YES

Ms. Scott Jones	Absent
Mr. Watt	YES

The resolution was adopted.

- b. Resolution No. 21-03-02: Authorizing the Executive Director to Execute a Five (5) Year Contract for the Purchase, Service, Support, Maintenance and Hosting of a Fixed Route Scheduling, Dispatch and Passenger Information Software and Required Equipment.**

Mr. Dutkevicz again noted that a brief explanation was included in the director’s notes. This resolution includes an award for a new contract for ITS solutions that will replace and expand the existing fixed route system. Mr. Gardocki provided a brief slideshow overview.

Mr. Foster made a motion to adopt resolution 21-03-02. Mr. Gordon seconded the motion. Mr. Dutkevicz noted that the resolution is contingent upon an ODOT award for the local portion of the capital equipment portion of the contract. No other discussion was heard.

Upon a call of the roll, the vote resulted as follows:

Mr. Bautz	YES
Ms. Chandler	YES
Mr. Fehr	YES
Mr. Foster	YES
Mr. Gordon	YES
Mr. Lawson	YES
Ms. Schmitt	YES
Ms. Scott Jones	Absent
Mr. Watt	YES

The resolution was adopted.

X. Adjourn

Mr. Foster moved to adjourn and Mr. Watt seconded. The motion carried. The meeting was adjourned at 9:21 AM.

Respectfully submitted,

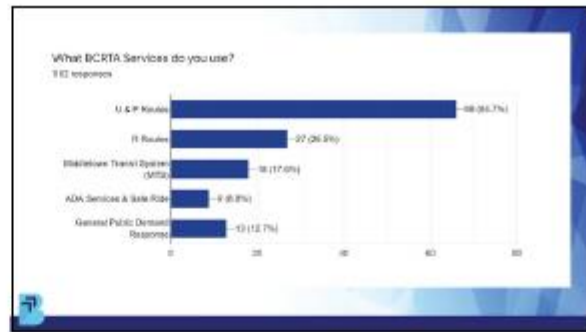
Matthew M. Dutkevicz, Executive Director

Approved

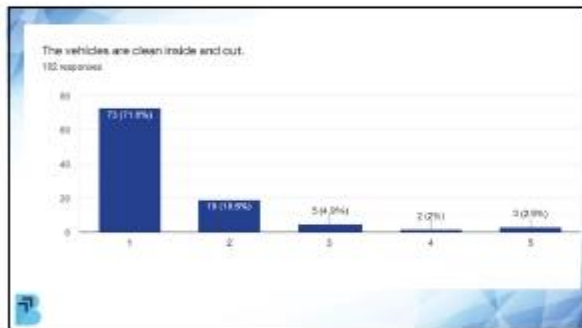


2021 Customer Satisfaction Survey Title VI

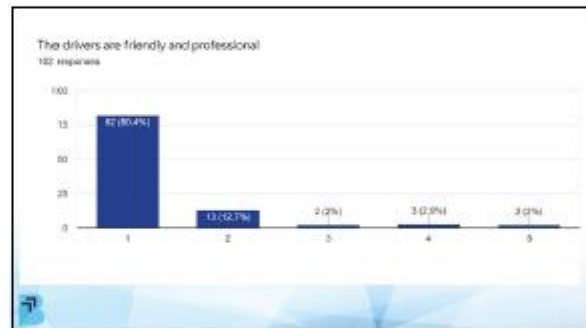
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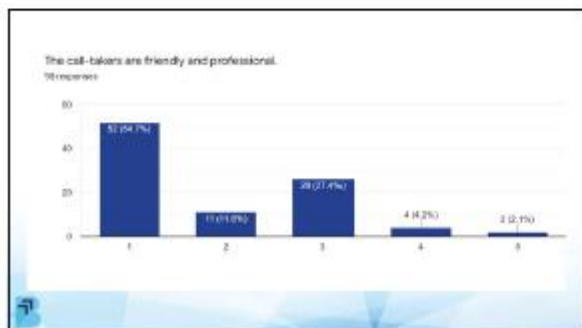
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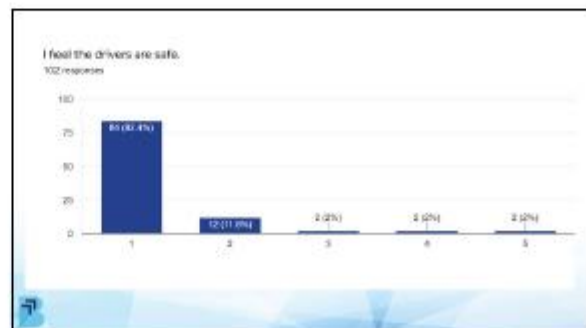
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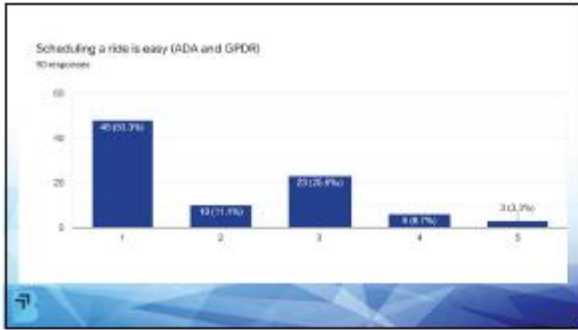
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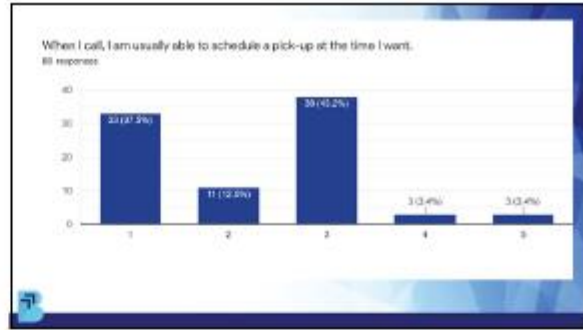
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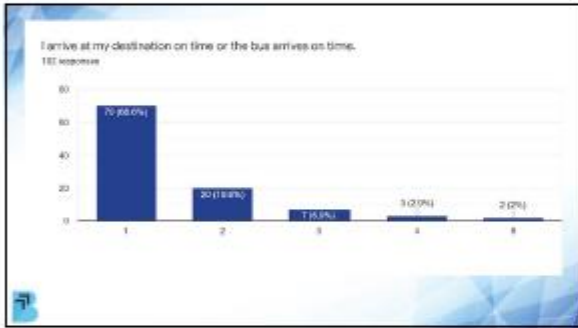
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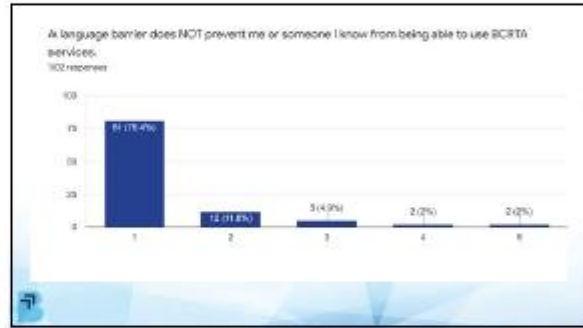
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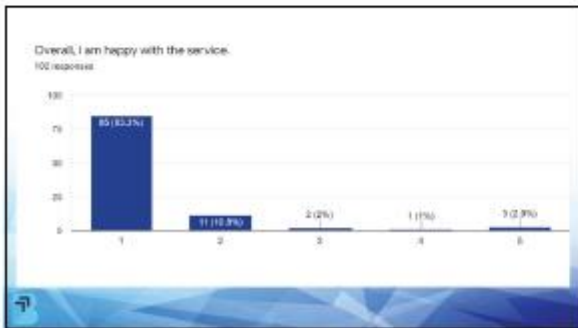
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9



10



11



- Weekend services
- University service during breaks
- Connections to Dayton RTA
- Frequency of buses

12

BCRTA
Income Statement
February 2021

	Current Month Budget	Current Month Actual	Change	Last Year Current Month
Revenues				
Passenger Fares	6,250.00	16,341.82	10,091.82	13,725.18
Contract Service	10,791.66	9,832.61	(959.05)	15,695.62
Other Transit Rev.	154,166.67	159,429.58	5,262.91	102,792.48
Mgt./Cons. Services	20,440.00	20,440.00	-	10,220.00
Maintenance Services	-	-	-	-
Rentals	-	-	-	-
Interest & Other	2,416.66	65.57	(2,351.09)	572.43
Local Funding	128,166.67	163,877.00	35,710.33	191,409.57
State Funding	25,747.42	-	(25,747.42)	72,000.00
Federal Funding	267,281.34	96,937.00	(170,344.34)	129,983.00
In-Kind Items	-	-	-	-
Total Revenues	615,260.42	466,923.58	(148,336.84)	536,398.28
Expenses				
Wages	274,890.38	237,679.84	(37,210.54)	253,775.13
Fringes	85,276.43	59,049.86	(26,226.57)	62,603.22
Services	49,766.67	34,732.13	(15,034.54)	38,307.16
Materials & Supplies	47,975.00	48,926.28	951.28	40,221.16
Utilities	10,208.34	8,855.60	(1,352.74)	7,928.25
Insurance	19,696.67	18,036.71	(1,659.96)	10,492.68
Taxes	-	-	-	-
Purchased Transportation	-	-	-	43,209.16
Misc. Items	9,283.35	24,754.69	15,471.34	10,471.94
Leases & Rentals	-	-	-	-
Total Expenses	497,096.84	432,035.11	(65,061.73)	467,008.70
Gain / (Loss)	118,163.58	34,888.47	(83,275.11)	69,389.58
Local Share Depreciation		<u>25,957.84</u>		
Gain / (Loss) with Local Depr.		8,930.64		

BCRTA
Income Statement
February 2021

	Year to Date Budget	Year to Date Actual	Change	Year to Date Last Year
Revenues				
Passenger Fares	12,500.00	25,013.41	12,513.41	28,029.18
Contract Service	21,583.32	19,377.01	(2,206.31)	32,978.98
Other Transit Rev.	308,333.34	297,306.71	(11,026.63)	215,337.51
Mgt./Cons. Services	40,880.00	40,880.00	-	20,440.00
Maintenance Services	-	-	-	-
Rentals	-	-	-	-
Interest & Other	4,833.32	248,539.66	243,706.34	2,377.46
Local Funding	256,333.34	310,845.54	54,512.20	382,320.42
State Funding	55,328.84	77,242.25	21,913.41	144,000.00
Federal Funding	534,562.68	234,732.00	(299,830.68)	273,652.00
In-Kind Items	-	-	-	-
Total Revenues	1,234,354.84	1,253,936.58	19,581.74	1,099,135.55
Expenses				
Wages	549,780.76	444,875.59	(104,905.17)	513,319.86
Fringes	170,552.86	121,800.18	(48,752.68)	143,293.05
Services	99,533.34	71,828.35	(27,704.99)	88,264.47
Materials & Supplies	95,950.00	85,211.30	(10,738.70)	80,577.15
Utilities	20,416.68	17,209.25	(3,207.43)	15,613.31
Insurance	39,393.34	38,288.37	(1,104.97)	27,017.66
Taxes	-	-	-	-
Purchased Transportation	-	-	-	86,418.32
Misc. Items	18,566.70	41,750.29	23,183.59	25,363.23
Leases & Rentals	-	-	-	-
Total Expenses	994,193.68	820,963.33	(173,230.35)	979,867.05
Gain / (Loss)	240,161.16	432,973.25	192,812.09	119,268.50
Local Share Depreciation		<u>51,915.67</u>		
Gain / (Loss) with Local Depr.		381,057.58		

Date	Reference	Jrnl	Trans Description	Debit Amt	Credit Amt	Balance
Checking - PNC (National City)						
2/1/21			Beginning Balance			335,122.74
2/1/21	1-15 -1-31-2021	CRJ	Farebox Receipts	2,576.64		
2/1/21	02/01/21	GENJ	Service Charge		3.00	
2/3/21	9569V	CDJ	Verizon Wireless	312.62		
2/3/21	205550	CRJ	GovDeals.com	2,725.00		
2/3/21	0043551620	CRJ	BCRTA Items	70.00		
2/3/21	275321	CRJ	City of Middletown	159,328.76		
2/3/21	9570	CDJ	Alpine Valley Water		21.35	
2/3/21	9571	CDJ	Certified Language Int.		31.90	
2/3/21	9572	CDJ	City of Middletown Treasury Di		328.30	
2/3/21	9573	CDJ	Cornett's Pressure Cleaning		940.00	
2/3/21	9574	CDJ	Finn All Seasons		257.25	
2/3/21	9575	CDJ	Fuller Ford		102.28	
2/3/21	9576	CDJ	Gillig		290.44	
2/3/21	9577	CDJ	GenCity Tires, Inc		144.00	
2/3/21	9578	CDJ	J&N Auto Electric Inc.		9.60	
2/3/21	9579	CDJ	Luxurious Wraps, LLC		3,210.00	
2/3/21	9580	CDJ	RICOH USA, INC		40.14	
2/3/21	9581	CDJ	Verizon Wireless		2,167.68	
2/4/21	AT2/4/2021	CDJ	Paycom		2,827.41	
2/4/21	207607	CRJ	GovDeals.com	62.75		
2/5/21	PRWE 01/29/21	GENJ	1418		23.08	
2/5/21	PRWE 01/29/21	GENJ			14,864.61	
2/5/21	PRWE 01/29/21	GENJ	1417		383.61	
2/5/21	PRWE 01/29/21	GENJ	1416		262.00	
2/5/21	PRWE 01/29/21	GENJ	1415		305.03	
2/5/21	PRWE 01/29/21	GENJ			85,041.70	
2/8/21	AT 2/8/21	CDJ	SuperFleet Mastercard Program		22,493.95	
2/10/21	1849	CRJ	Ohio Dept of Medicaid	1,865.00		
2/10/21	275544	CRJ	City of Middletown	167,944.51		
2/10/21	AT-2/10/2021	CDJ	BCRTA PNC Card Purchases		8,824.50	
2/10/21	9587	CDJ	Affordable Pest Control Inc.		48.00	
2/10/21	9588	CDJ	BCRTA Petty Cash		400.00	
2/10/21	9589	CDJ	Bethesda Healthcare Inc.		1,363.20	
2/10/21	9590	CDJ	Cincinnati Bell Any Distance		1,629.42	
2/10/21	9591	CDJ	Cintas Corporation		859.20	
2/10/21	9592	CDJ	Cornett's Pressure Cleaning		403.00	
2/10/21	9593	CDJ	CenterGrid, LLC		346.61	
2/10/21	9594	CDJ	Finn All Seasons		257.25	
2/10/21	9595	CDJ	Fuller Ford		53.31	
2/10/21	9596	CDJ	Gillig		1,853.19	
2/10/21	9597	CDJ	Kleem Inc.		519.00	
2/10/21	9598	CDJ	KOI Enterprises, Inc.		2,388.33	
2/10/21	9599	CDJ	Myers Equipment Corporation		875.43	
2/10/21	9600	CDJ	Ohio Deferred Compensation		657.00	
2/10/21	9601	CDJ	PERS		73,570.65	
2/10/21	9602	CDJ	Supply Post Business Products		92.12	
2/10/21	9603	CDJ	Treasurer State of Ohio		189.00	
2/10/21	9604	CDJ	WilzDesign Inc		75.00	
2/17/21	01078502	CRJ	Butler County Veterans Service	7,601.00		
2/17/21	704531967	CRJ	Ohio Transit Risk Pool	2,214.95		
2/17/21	02/01-02/14/21	CRJ	Farebox Receipts	2,021.80		
2/18/21	9605	CDJ	Black Tent LLC		1,872.50	
2/18/21	9606	CDJ	City of Hamilton - Utilities		4,287.00	
2/18/21	9607	CDJ	Finn All Seasons		257.25	
2/18/21	9608	CDJ	Fuller Ford		726.36	
2/18/21	9609	CDJ	Kate legters photography		100.00	
2/18/21	9610	CDJ	Masabi LLC		5,000.00	
2/18/21	9611	CDJ	Millennium Business Systems		324.85	
2/18/21	9612	CDJ	Mobilcomm		180.00	

2/18/21	9613	CDJ	Noregon Systems Inc.		900.00	
2/18/21	9614	CDJ	Ohio Deferred Compensation		657.00	
2/18/21	9615	CDJ	Ohio Dept. of Jobs & Family Se		2,329.84	
2/18/21	9616	CDJ	Ohio Newspapers, Inc.		66.84	
2/18/21	9617	CDJ	Refitt's LLC		200.00	
2/18/21	9618	CDJ	Rumpke Of Ohio Inc.		234.60	
2/18/21	9619	CDJ	Transit Alliance of Butler Cou		10,175.40	
2/18/21	9620	CDJ	Tristate Cleaning		400.00	
2/18/21	9621	CDJ	Talawanda School District		2,145.55	
2/18/21	AT2/18/2021	CDJ	Paycom		941.30	
2/19/21	PRWE 02/12/21	GENJ			17,495.72	
2/19/21	PRWE 02/12/21	GENJ	1419		305.03	
2/19/21	PRWE 02/12/21	GENJ	1421		340.47	
2/19/21	PRWE 02/12/21	GENJ	1422		23.08	
2/19/21	PRWE 02/12/21	GENJ			95,736.96	
2/19/21	PRWE 02/12/21	GENJ	1420		262.00	
2/22/21	200889	CRJ	Easter Seals TriState	120.00		
2/23/21	AT 02/23/21	CRJ	BCRTA Items		100,000.00	
2/24/21	9622	CDJ	American Red Cross		96.00	
2/24/21	9623	CDJ	Brighton Spring Service		107.60	
2/24/21	9624	CDJ	Cincinnati Bell		146.52	
2/24/21	9625	CDJ	Certified Language Int.		8.70	
2/24/21	9626	CDJ	Cornett's Pressure Cleaning		1,083.00	
2/24/21	9627	CDJ	Fuller Ford		222.62	
2/24/21	9628	CDJ	Minuteman Press - Fairfield		991.30	
2/24/21	9629	CDJ	Ohio Newspapers, Inc.		66.86	
2/24/21	9630	CDJ	Planeteria Media		6,000.00	
2/24/21	9631	CDJ	Tristate Cleaning		400.00	
2/24/21	9632	CDJ	Treasurer State of Ohio		235.00	
2/24/21	9633	CDJ	Verizon Wireless		201.44	
2/24/21	jan fares	CRJ	Boys & Girls Club WC	300.00		
2/24/21	9634	CDJ	Talawanda School District		106.21	
			Current Period Change	347,143.03	482,778.54	-135,635.51
2/28/21			Ending Balance			199,487.23

Savings - PNC (National City)

2/1/21			Beginning Balance			13,588.65
2/12/21	AT PP 02/12/21	CRJ	BCRTA Items	98.96		
2/28/21	CC 02/28/21	CRJ	Farebox Receipts	2,309.18		
2/28/21	02/28/21	GENJ	Interest Income	0.14		
2/28/21	02/28/21	GENJ	Service Charge		2.80	
			Current Period Change	2,408.28	2.80	2,405.48
2/28/21			Ending Balance			15,994.13

Savings - PNC Bank

2/1/21			Beginning Balance			2,714,291.84
2/23/21	AT 02/23/21	CRJ	BCRTA Items - To Savings	100,000.00		
2/28/21	02/28/21	GENJ	Interest Income	44.09		
			Current Period Change	100,044.09		100,044.09
2/28/21			Ending Balance			2,814,335.93

**BCRTA
Balance Sheet
February 2021**

Assets

Current Assets		*Other Assets		
Checking - PNC	199,487.23	Net Pension Asset	31,779.00	
Savings - PNC	15,994.13	Deferred Outflows-Pensions	871,284.00	
Savings - PNC	2,814,335.93	Deferred Outflows-OPEB	573,460.00	
Bid Deposit	-			
M&S Inventory	36,738.33			
Petty Cash	1,000.00	Property & Equipment		
Accounts Receivable	1,442,502.50	Vehicles	12,173,487.01	
Prepays	117,768.90	Buildings & Land	2,724,804.53	
		Furniture & Equipment	1,085,494.45	
		Amenities & Misc.	69,631.89	
		WIP-Technology Upgrade	65,000.00	
		Accum. Depr.	(7,523,027.11)	
	<u>4,627,827.02</u>		<u>10,071,913.77</u>	Total Assets
				<u>14,699,740.79</u>

Liabilities & Equity

Current Liabilities		*Long-term Liabilities		
Accounts Payable	159,206.56	Net Pension Liability	3,955,112.00	
Payroll Payables	114,790.44	Net OPEB Liability	2,816,803.00	
Other Payables	-	Deferred Inflows-Pensions	853,338.00	
Accrued PTO	115,289.82	Deferred Inflows-OPEB	413,645.00	
Reserve ACA Fines	136,432.51			
FTA Vehicle Funds	68,131.00	Equity		
Future Match Funds	15,291.66	Balance Equity	2,861,645.23	
Unearned Tickets	27,517.00	Federal & State Capital	13,800,451.00	
		Local Capital	89,410.00	
		Retained Earnings	(11,160,295.68)	
	<u>636,658.99</u>	Net Income	432,973.25	Total Liabilities
			<u>14,063,081.80</u>	and Capital
				<u>14,699,740.79</u>

*For fiscal year 2018, Bcrta adopted GASB Statement 75, "Accounting and Financial Reporting for Postemployment Benefits Other Than Pensions," which significantly revises accounting for costs and liabilities related to other postemployment benefits (OPEB).

BCRTA**Cash Reserves**

February 2021

Current Assets	4,627,827.02
Current Liabilities	<u>(636,658.99)</u>
Available Funds	3,991,168.03

Board Reserves

Local Share Grant Obligations		
OH-2018-021-00	553,016.75	
Pending Federal 2020	820,033.75	
Pending Federal 2019	91,610.50	
Oxford Facility Match Pledge	200,000.00	
Less Projected Local Match	<u>(1,757,338.00)</u>	MU, MED, R6, VA
Match Required or (Overmatch)	(92,677.00)	
FTA Grants	-	Match Required
Working Capital Funds (2 Mths.)	999,364.63	
Capital Replacement Funds	1,672,632.40	2021 - 2025 Local Share of Projects Not Yet on Grants
Contingency Funds	<u>-</u>	
Total Board Reserves	2,671,997.03	
Non-Restricted Funds	1,319,171.00	

METRIC DASHBOARD

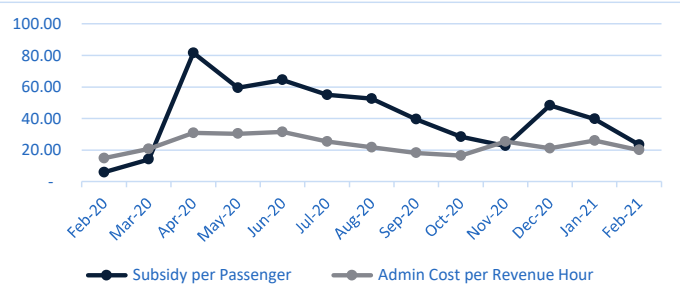
February 2021

Leveraging Competitive Funding & Partnerships

Average Fleet Age

3.46

Since Last Month 0.08 2.31%
Since Last Year (0.06) -1.73%



Enhancing Connectivity

BCRTA Transit App Users

1,195

Since Last Month 1,195 100.00%
Since Last Year 1,195.00 100.00%

BGO App Rides/Total BGO Rides

33.51%

Since Last Month 0.83% 2.48%
Since Last Year 24.16% 72.09%

BCRTA Transit App Downloads

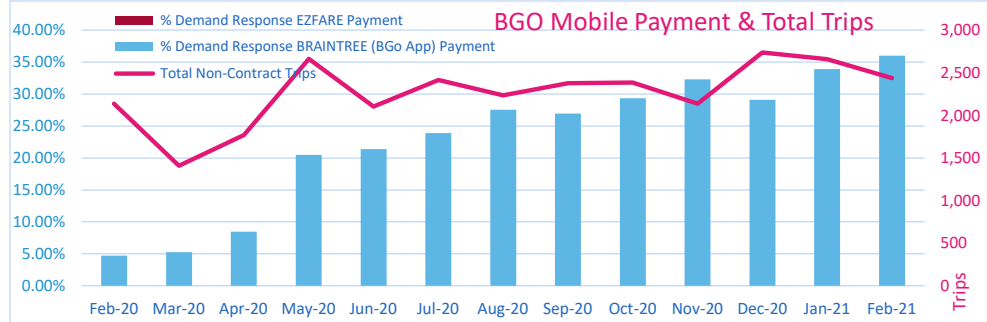
172

Since Last Month 172 100.00%
Since Last Year 172.00 100.00%

BGO App Downloads

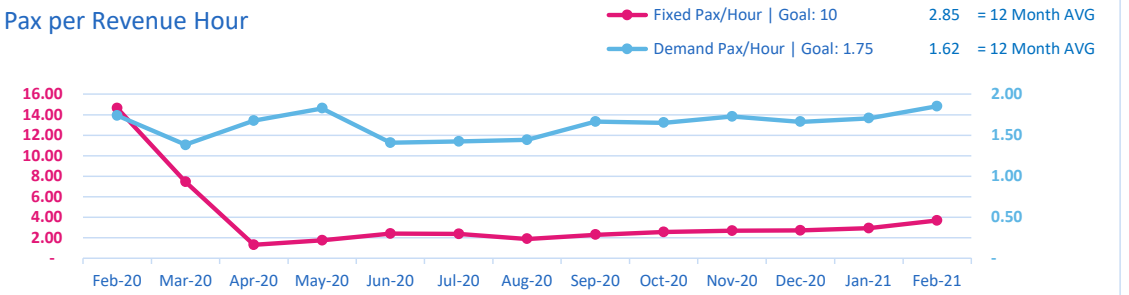
265

Since Last Month 72 27.17%
Since Last Year 172.00 64.91%

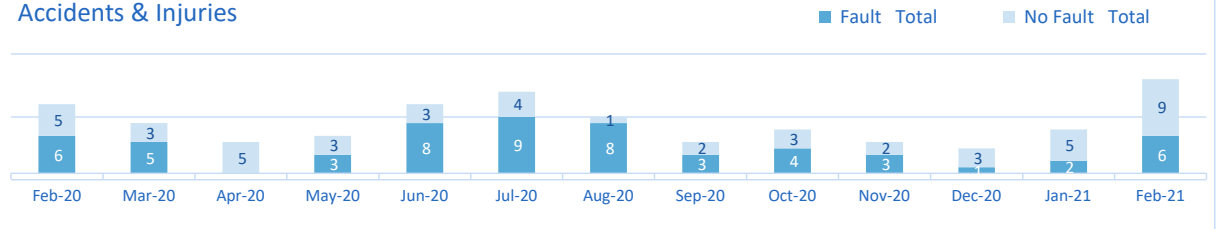


Improving Mobility & Eliminating Barriers

Pax per Revenue Hour



Accidents & Injuries



Target Operator Staffing

80%

Since Last Month -26.22%
Since Last Year 3.47%
12 Month Average 96.28%
GOAL 100.00%

Denials & Refusals/Total BGO

2.83%

Since Last Month 0.16%
Since Last Year 1.61%
12 Month Average 2.90%
GOAL 0.00%

Supporting Employers

42X Park & Ride Total Trips

0

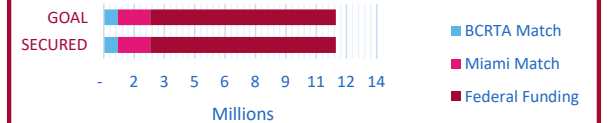
Since Last Month -
Since Last Year (8,758)

BGO Employment Trips

1,020

Since Last Month (191) -18.73%
Since Last Year (195) -19.12%

Developing Multimodal Infrastructure



Days Until Chestnut Fields Completed

607



Director's Notes – March 2021

A. Metrics & Service

1. EZfare Launches on BGo!

We're excited to announce that BGo buses will begin accepting EZfare mobile tickets in late April following successful installation of onboard validators. This advancement will allow another level of contactless payment for BGo riders and better management of transportation spending for riders through the advanced platform offered by EZfare. BCRAT expects additional EZfare features in the next 12 – 18 months including smart cards, direct BGo app integration, and retail reloading of accounts with cash.

2. Miami University Service Levels

BCRTA has launched near full service at Miami University. Staff also negotiated a deal with MU to provide quarantine and isolation transportation due to COVID 19. BCRTA is providing about 20.3 trips per week currently.

3. Vaccination Trips

BCRTA received \$222,231 from the State of Ohio for the "Rides to Community Immunity" program. Staff have prepared a webpage to help vaccine seekers find transportation at [COVID Vaccination Transportation - Butler County RTA](#). BCRTA is offering free BGo rides to individual riders, but capacity is limited due to driver shortages. Shawn Cowan, BCRTA mobility manager, is working with local groups, healthcare, and municipalities to consolidate resources and organize group rides when possible. BCRTA and Oxford have received a great deal of attention for such efforts:

[Butler County health commissioner would like to expand 'Oxford model' vaccination efforts in other communities \(journal-news.com\)](#)

[Oxford, Butler County Work to Break Down Vaccine Barriers \(spectrumnews1.com\)](#)

We are soliciting new partners all the time. Please contact Shawn Cowan to make a connection: cowans@butlercountyrta.com

BCRTA will also evaluate a possible partnership with Uber for vaccine transportation.

B. Staffing & Facility

1. Staffing

BCRTA is currently seeking CDL and non-CDL drivers, driver trainers, a procurement and compliance specialist, and maintenance technicians. A biweekly email digest of open positions is available. Please contact Kristin Fryer, BCRTA HR Manager (fryerk@butlercountyrta.com) if you would like to be added to the mailing list.

2. Healthcare

Given the potential arrival of additional pandemic assistance, management has been considering the capability of BCRTA to provide health insurance to employees consistent with ACA requirements. The Ohio Transit Health Pool expects to provide a quote and staff will also seek a private market quote for evaluation and discussion. Ohio Transit Health Pool will present at BCRTA's April Board of Trustees meeting.

Director's Notes – March 2021

C. Planning

1. Safety & Security

The Moser Court facility gate project is finally nearing completion. Traffic should resume normal operations by late April.

2. Marketing & Advertising

At the direction of the Board, staff have added marketing funds to the 2021 budget to address the education, advertising and outreach regarding free fixed routes services and the availability of BCRTA services. Staff anticipate bringing a third-party advisor/agency on to help address these needs in the most efficient manner. Staff are currently pricing options and trying to develop a scope that fits with BCRTA's budget. An RFP should be issued in April with a board recommendation expected for the regular June meeting.

Staff will also begin providing a Marketing and Outreach Update at the regular board meetings as needed.

3. Transit Studies

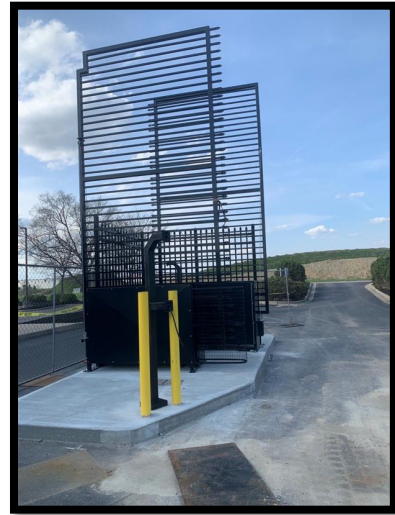
City of Middletown and Middletown Transit (MTS) are presently engaged with WSP to provide a transit study evaluating some novel transit solutions and also examining existing routes and hub locations. BCRTA is also assisting. Staff expect a completed report by Q2 2021.

John Gardocki, Planning & Special Projects Manager, has prepared a scope for a transit study to examine BCRTA R routes and other services to identify efficiencies and unmet needs in the system. A contract to examine and prepare changes in the system may result, subject to board approval and public comment. Staff will recommend an award for this project at the April meeting.

4. 42X

42X Service resumed March 8th. 318 rides were provided for the remainder of the month.

Staff are recommending a new strategy to provide Cincinnati commuter service beginning in 2022. City of Middletown now has funding for commuter buses on a grant and City leadership has approved the plan concept. Mr. Dutkevich presented to Middletown City Council in early December. Responses were positive. ODOT has awarded money for 5 buses to Middletown to operate this service. Staff are seeking an additional three buses in 2022 ODOT OTP2 grants. This purchase is on the April agenda.



Director's Notes – March 2021

In addition to purchasing vehicles and hiring operators, BCRTA will need to undertake branding and outreach efforts on behalf of the City and address infrastructure needs at the Moser Court facility including parking and traffic flow.

5. Chestnut Street Multimodal Station

BCRTA met with stakeholders and our architect, RL Bowen on March 24 and 25 for an initial kick-off meeting in Oxford. Both the firm and BCRTA were pleased with events. Bowen is presently creating a Program of Requirements (POR) to outline facility needs and then will begin preliminary concept design. BCRTA has expanded the scope slightly within the board's original authorization to examine the possibility of using the Oxford Township and Nelson-Morrow building sites and accommodating their needs within the facility for better flow and future development. Bowen will present two initial concepts. BCRTA trustees should expect a presentation and authorization for Part II of the design contract at the regular June meeting.

Information regarding existing conceptual plans and estimates on the Chestnut Street Multimodal Station are available at

<https://www.butlercountyrta.com/oxford-multimodal-facility/>.

D. Outreach & Communications

1. Title VI Plan

As a matter of annual business, BCRTA's updated Title VI Plan has been included in your packet for review and regular ratification at the April meeting. Please direct program question to Matt or John.

2. American Public Transportation Association (APTA)

BCRTA has rejoined APTA after many years not participating in the association. APTA lobbies on behalf of the industry and provides a wealth of training and development opportunities for staff as well as trustees. Trustees interested in receiving an APTA account may speak with Matt.

3. BGo Awareness Campaign

BCRTA launched the final phase of the BGo postcard awareness campaign in late March.



Director's Notes – March 2021

E. Funding & Discretionary Grant Availability

1. Earmarks

BCRTA was recently alerted by Miami University government relations personnel and APTA that congress will be considering earmarks after a 10-year hiatus. Unfortunately, the timeline is short, local support and financial match is critical, and the process only appears to be moving forward in the House of Representatives at this time and not the Senate. Fast spending also appears to be critical.

Staff will continue to watch the process but do not see a viable path to award at this time.

2. CMAQ/STBG for Chestnut Fields

BCRTA was informed by OKI that our recent CMAQ/STBG award for the Chestnut Fields facility is being moved up! The \$4.5M was previously awarded for FFY 2024 but is being moved to FFY 2022 which will allow BCRTA to avoid large phasing of the project.

3. CRRSAA & ARP

The latest pandemic funding legislated in late December (CRRSAA) did provide an additional nearly \$42M to the Cincinnati urbanized area. The American Rescue Plan also allocated \$75.6M to the Cincinnati UZA and \$249K to Middletown. BCRTA is still negotiating with the region, but could receive roughly \$11M from these two funding packages.

4. ODOT Funding

BCRTA has submitted applications for Urbanized Area Funds and local match related to the proposed Intelligent Transportation System upgrade.

Governor DeWine signed the State's Fiscal Year 2022 and 2023 biennial transportation budget into law on 3/31. The Governor's signature follows a flurry of action during late March legislative session where the leaders of both the Ohio House of Representatives and the Ohio Senate worked together to pass the bill without the need of a conference committee.

Furthermore, Governor DeWine signed the transportation budget without exercising his line-item veto authority. This bipartisan budget includes \$8.3 billion in spending as well as modifications for renewal periods for driver's licenses.

The Governor's proposed executive budget severely cut discretionary General Revenue funding (GRF) for public transit, reducing it from \$70 million in the previous biennium to \$7 million. However, through the extraordinary advocacy efforts of public transit agencies, funding was ultimately increased by the Ohio Legislature through a combination of GRF and Federal dollars totaling \$74 million in total spending annually.

Director's Notes – March 2021

5. **TABC - Enhanced Mobility of Seniors & Individuals with Disabilities (5310)**
TABC expects to receive a 5310 grant to expand the Mobility Management program this year. Funding does not require local match this year due to CRRSAA.

6. **Purchasing @ April Meeting**

- a) **Resolution 21-04-01 – ODOT Grant Authorization**

Although BCRTA already took action to allow staff to apply for and accept ODOT grants this year, ODOT has since offered additional guidance and wording regarding the “Rides to Community Immunity” program. This resolution provides the additional language requested by ODOT to authorize the application and spending for this special program.

- b) **Resolution 21-04-02 – Short-Range Planning Study**

Similar to the Middletown Transit study, BCRTA staff are recommending the award of a short-range plan that will allow BCRTA to take a deep look at near-term improvements and needs that will benefit the system and riders. In addition to service, this plan will also contemplate efficiency, funding, expansion, facility needs, and alternative fuels.

- c) **Resolution 21-04-03 – Middletown Commuter Coach Purchase**

As part of the strategy to bring commuter service to downtown Cincinnati in house and leverage Middletown's access to small urban transit funding, this resolution will take the first step to acquire the necessary equipment.

This purchase leverages some fantastic pricing available to BCRTA through State of Georgia term contracts for 45-foot commuter coaches that will expire June 30, 2021. Similar coaches are used by transit agencies outside Cleveland and Akron. The buses will take approximately 14 months to be delivered following the issuance of a purchase order. Service is expected to begin in Q4 2022 or Q1 2023.

This resolution authorizes the purchase of 8 total vehicles contingent upon City of Middletown's Council resolution and availability of federal funding. Middletown and BCRTA currently have funding for five vehicles but require at least 8 to provide the service. Staff are recommending authorization for the 8 total vehicles at this time to take advantage of the Georgia pricing should Middletown and BCRTA receive their requested award for the remaining 3 buses before the contract expires and governing boards are able to reconvene. In the event the BCRTA and Middletown do not receive an award by the end of June, only 5 vehicles will be purchased.

Director's Notes – March 2021

F. On the Horizon ...

1. Code of Conduct

Operations staff are in the process of drafting a passenger code of conduct to address limited issues associated with loitering, hygiene, and courtesy. Staff expect to implement a policy before yearend.

2. Strategic Plan Roadblocks

Staff are anticipating some roadblocks or stoppers in some items listed on the latest strategic plan related to hiring drivers. The recent wage increase is helping but still not making BCRTA jobs competitive enough with the rest of the offerings available.

Staff will begin investigating other potential solutions including health insurance, and wage benchmarking as well as associated financial outcomes.

3. Upcoming Procurements >\$25,000

- a) Small Bus (LTV) Purchase x13
- b) Marketing/Advertising Support
- c) Maintenance Service Vehicles
- d) Mobile Communication Solution
- e) A&E Services Part II – Oxford/Chestnut Fields
- f) Moser Court Master Plan

Director's Notes – March 2021

Strategic Vision 2025

As Ohio's public transit innovator, BCRTA provides smart mobility options and infrastructure that seamlessly connect people to employers, educational, healthcare, and recreational destinations.

Leverage competitive federal funding and forge mutually beneficial partnerships with organizations, including incubators, chambers, universities, start-ups, economic development bodies, and planning professionals.

- Expand participation in NeoRide as appropriate to address needs and improve grant funding
- Sustain Miami University relationship, plan for future
- ~~Retain BVCSC and BCDD contracts~~
- Leverage MTS transit plan and maintain relationship with City of Middletown
- Improve DBE access
- Keep finger on pulse of autonomous tech
- Examine Cincinnati commuter service for ways to reduce cost (42X)

Enhance connectivity with constituents by leading in the implementation of new transit tech (onboard Wi-Fi tools).

- Test and expand onboard WIFI where possible
- Implement onboard validation for EZfare
- ~~Expand BGO app service~~
- ~~Launch new & updated website~~
- Expand use of real-time info signs and kiosks

Improve mobility access and eliminate barriers to ridership, especially for riders who may be elderly or have disabilities.

- ~~Reduce DR fares to \$5.00~~
- Make peak BGO service available
- Hire operators to address demand
- ~~Relocate customer service closer to riders~~
- Pursue payment options for unbanked
- ~~Consider free fixed route fares~~

Support employers with effective workforce transportation in at least 75% of Butler County's densest corridors.

- Evaluate existing R routes for effectiveness and reallocate to improved frequency or BGO as necessary
- Solicit BGO services in employer-dense areas.
- Evaluate options for Spooky Nook connectivity
- Address Butler/Warren connection in Monroe

Develop multimodal infrastructure and wayfinding to create seamless user experiences.

- Accelerate completion/progress for Oxford Multimodal facility
- Improve Hamilton/Warren County connectivity for fixed route and ADA
- ~~Eliminate paper transfers~~
- Address Transit Center convenience and utility (Hamilton, Oxford, Middletown)
- Improve regional connections with commuter service, rail, interurban bus, rideshare, bikeshare, scooters

BCRTA Resolution No. 21-04-01

Authorizing the filing of applications with the Ohio Department of Transportation for SFY 2022 or CY2022 transportation assistance grants, including the Ohio Elderly and Disabled Transit Fare Assistance Program, the Urban Transit Program, the Rural Transit Program, Ohio Transit Partnership Program, Bus and Bus Facilities, and the Ohio Rides to Community Immunity Program.

Whereas the State of Ohio through its SFY 2022 and CY2022 programs has made available funds to assist public transportation systems in Ohio, and

Whereas the Butler County Regional Transit Authority is the transit operator Butler County and will coordinate transportation service with local agencies to provide rides for testing, vaccines, and other COVID-19 related trips regarding this program, and

Whereas the Butler County Regional Transit Authority is presently providing transit service and observing all federal and state rules regarding these programs.

NOW THEREFORE BE IT RESOLVED,

That the Executive Director is hereby authorized to file applications and execute contracts for the SFY 2022 Ohio Elderly and Disabled Transit Fare Assistance Program, the SFY 2022 Urban Transit Program, the CY 2022 Rural Transit Program, the SFY 2022 Ohio Transit Partnership Program, the CY 2022 Bus and Bus Facilities, and the Ohio Rides to Community Immunity Program on behalf of the Butler County Regional Transit Authority.

Be it further resolved Executive Director is authorized to furnish such additional information as the Ohio Department of Transportation may require in connection with these applications.

Approved: April 21, 2021

Board President

Executive Director

BCRTA Resolution No. 21-04-03

Authorizing the Purchase of Commuter Coaches on behalf of the City of Middletown from the State of Georgia Term Contract.

Whereas Butler County Regional Transit Authority (BCRTA) is an RTA created by resolution of the Commissioners of Butler County Ohio pursuant to Chapter 306 et seq. of the Ohio Revised Code, and provides general public transportation services in Butler County, Ohio and surrounds; and

Whereas the Butler County Regional Transit Authority and City of Middletown are in need commuter style coaches to support new regional transit services; and

Whereas the City of Middletown has contracted with BCRTA to purchase buses on its behalf pursuant to the mutual Amended and Restated Transit Service Agreement dated September 1, 2017; and

Whereas BCRTA has identified the State of Georgia term contract for Commuter Coaches as representing the best fair and reasonable strategic purchasing opportunity compliant with Federal Transit Administration (FTA) guidelines as established in Section 3019 of the FAST Act; and

Whereas the State of Georgia conducted a competitive bidding process receiving bids from Alliance Bus Group, Motorcoach Industries (MCI), Prevost, and Tesco and identified MCI of Des Plaines, IL as the responsible and responsive provider that represents the best value; and

Whereas BCRTA and City of Middletown have received 100% grant funds from the Ohio Department of Transportation for the acquisition of five (5) commuter coaches and are awaiting approval of a pending application for an additional three (3) coaches; and

Whereas MCI requires a purchase order subject to the availability of federal funds to proceed with bus manufacture and delivery; and

Whereas the State of Georgia contract with MCI will expire June 30, 2021.

Now, therefore be it resolved that the BCRTA Board of Trustees hereby authorizes the Executive Director to execute a purchase with MCI for eight (8) 45-foot heavy-duty commuter coaches, subject to the availability of federal funds and the commitment of the City of Middletown, at a cost of \$603,973.39 per unit plus a 10% contingency for a total not to exceed cost of \$5,314,966. Furthermore, the Executive Director is authorized to take all actions necessary to enact this resolution.

Approved: April 21, 2021

Board President, BCRTA

Executive Director, BCRTA



**Title VI Program
Butler County Regional Transit Authority (BCRTA)**

**January 2017
Revised March 2020**

**Submitted to:
Marjorie Hughes
Regional Civil Rights Officer
Federal Transit Administration
200 West Adams Street, Suite 320
Chicago, Illinois 60606**

**Butler County Regional Transit Authority (BCRTA)
Title VI Program, January 2017
Revised March 2020**

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Butler County Regional Transit Authority (BCRTA)
Title VI Program, February 2017
Revised March 2020

1 INTRODUCTION

1.1 Brief Description of BCRTA as Transit Provider Operating Fewer than 50 Fixed Route Vehicles and with No Subrecipients

Butler County RTA is an FTA designated recipient in Butler County, Ohio with no subrecipients. BCRTA operates 16 motor bus and 1 commuter bus vehicles in peak service and is a part of the Cincinnati Urbanized Area.

From 1999-2002, BCRTA operated countywide fixed route and demand response services. (In 2002, BCRTA shut down its directly-provided countywide public transit services due to the defeat of a countywide sales tax levy.) Since 2003, BCRTA has funded park-n-ride commuter bus services between Butler County and downtown Cincinnati through a contract with the Southwest Ohio Regional Transit Authority (SORTA). Since 2005, BCRTA has been reintroducing public transit services in Butler County with no major service reductions or fare changes since that time. Until 2009, BCRTA primarily offered general public, on demand, door-to-door services. In 2009, BCRTA began commuter bus services between Middletown and Hamilton. One (1) transit bus is used for this service during peak hours. In 2010, BCRTA introduced a Middletown-Oxford commuter bus service, using an additional peak bus. In 2012, BCRTA introduced a third commuter route between Oxford and Hamilton using two (2) peak buses. In August 2013, BCRTA began fixed route bus service in Oxford, Ohio using 10 peak buses. In April 2014, BCRTA began fixed route bus service from Hamilton to Tri-County Mall adding connections to the Cincinnati Metro system via the new R4 route. In 2016, BCRTA began fixed route bus service the R6 Job Connector to facilitate employment growth along a heavily distribution/manufacturing corridor in Butler County. In 2018, BCRTA started operating a new commuter route connecting Dayton and Butler County in a test trial with the City of Middletown, City of Monroe, and Premier Health. The trial will end March 21, 2020 and will now be offered as a curb-to-curb program under BCRTA's BGo service. In 2019, the National Transit Database worked with BCRTA to reclassify its routes based on current statistics. There are now ten fixed routes and one commuter route in the BCRTA system.

Current services are further summarized in Appendix A: Exhibit 1.

BCRTA projects almost 580,000 directly provided trips in 2019, has an annual operating budget of approximately \$5.0 million, a fleet of forty-eight (48) buses, employs nine (9) full time employees, three (3) part-time administrative staff, sixty-nine (70) part-time bus operators, fourteen (14) part-time supervisors/dispatchers/schedulers/reservationists, three (3) part-time mechanics, and uses one (1) central facility for administration, scheduling and dispatching, vehicle storage and maintenance, and other miscellaneous transit purposes.

The BCRTA Board of Trustees continues its leadership commitment in exploring transportation options for Butler County citizens and visitors through a strategy of

targeting identified needs through partnerships and coordination with other regional transportation providers.

1.2 BCRTA Title VI Plan Policy Statement

The BCRTA assures that no person shall on the grounds of race, color, sex, age, disability or national origin, as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The BCRTA further assures every effort will be made to ensure nondiscrimination in all of its programs activities, whether those programs and activities are federally funded or not.

In the event that the BCRTA distributes federal aid funds to another entity, the BCRTA will include Title VI language in all written agreements and will monitor for compliance. The Manager of Administration serves as the Title VI Coordinator of the BCRTA and is responsible for initiating and monitoring Title VI activities, preparing required reports and other BCRTA responsibilities as required by 23 Code of Federal Regulation (CFR) 200 and 49 Code of Federal Regulation 21.

2 GENERAL REPORTING REQUIREMENTS

2.1 Title VI Notice to Public.

The following notice is posted on the BCRTA website at www.butlercountyrta.com, within BCRTA vehicles, in the BCRTA facility, and included in all public information materials such as service brochures, notices, etc.

**Title VI Notice of Public Rights
The Butler County Regional Transit Authority**

The Butler County Regional Transit Authority (BCRTA) operates all services, routes and accommodations without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under title VI may file a complaint with the BCRTA of Hamilton, Ohio and/or or the Federal Transit Administration (FTA).

For more information on the BCRTA civil rights program, and the procedures to file a complaint, contact 513-785-5022, visit the BCRTA administrative office at 3045 Moser Court, Hamilton, Ohio 45011, or visit www.butlercountyrta.com.

A complainant may file a complaint directly with the FTA by completing a Title VI Complaint Form and mailing it to the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

For information in another language, contact BCRTA at 513-785-5022.
Para obtener mas informacion llame a BCRTA at 513-785-5022.

2.2 Title VI Complaint Procedures.

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes, relating to any program or activity administered by BCRTA or its subrecipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the BCRTA may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution to the complaint. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

Title VI Coordinator
Butler County Regional Transit Authority
3045 Moser Court
Hamilton, OH 45011

The following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within 180 days of the alleged occurrence. (See Appendix A, Exhibit 2 for BCRTA Title VI complaint form.) Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the BCRTA Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the BCRTA Title VI Coordinator will assist the complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the complainant, within ten (10) days by registered mail.
- 4) If a complaint is deemed incomplete, additional information will be requested, and the complainant will be provided 60 business days to submit the required

information. Failure to do so may be considered good cause for a determination of no investigative merit.

- 5) Within 15 business days from receipt of a complete complaint, the BCRTA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Executive Director or his/her authorized designee will notify the complainant and respondent, by registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of the BCRTA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6) When the BCRTA does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the Executive Director or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 8) The Executive Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
- 9) If the Complainant is dissatisfied with the BCRTA resolution of the complaint, he/she has the right to file a complaint with the:

Regional Civil Rights Officer
Federal Transit Administration
200 West Adams Street, Suite 320
Chicago, Illinois 60606
Phone: (312) 353-3770
Fax: (312) 886-0351

2.3 Title VI Complaint Form.

See Appendix A: Exhibit 2 for a copy of BCRTA Title VI Complaint Form. The complaint form can also be found on BCRTA website: www.butlercountyrta.com

2.4 Record of Title VI Investigations, Complaints, or Lawsuits.

None.

2.5 Public Participation Plan.

BCRTA operates according to the BCRTA Board of Trustee Policy shown in section 2.6 to 1) notify the public to changes in services and/or fares; 2) solicit public input when changes are made to transit service and/or fares; and 3) consider public's input when decision regards regarding changes to transit service and/or fares are made.

When soliciting public input BCRTA engages the practices outlined in FTA Circular 4703.1 "Environmental Justice Policy Guidance for Federal Transit Administration Recipients." In particular, when conducting traditional public meetings BCRTA carefully considers the following elements to ensure full community participation, including EJ populations:

- Convenient and accessible locations
- Visual description techniques
- Inclusion of electronically accessible formats
- Time limits for public speakers
- Time limits for BCRTA personnel
- Room arrangements adaptable to crowd size
- Dedicated personnel and resources for disabled or LEP participants
- Reading levels/literacy
- Description of acronyms
- Reducing content into manageable blocks

BCRTA will also make meaningful efforts to engage the public in non-traditional outreach methods such as partnerships with local community actions agencies, municipalities, informal group meetings and digital media. BCRTA currently maintains supportive engagement relationships with the City of Hamilton, the City of Middletown, and Supports to Encourage Low Income Families (SELF) for the purposes of obtaining public feedback to plans and service changes including those that do not meet the threshold for official comment. BCRTA provides information and communication via Facebook and Twitter:

- www.facebook.com/butlercountyrta
- www.twitter.com/BCRTA

Additionally, BCRTA participates in the local Metropolitan Planning Organization's (Ohio-Kentucky-Indiana Regional Council of Government (OKI)) planning and public participation processes, including the development and updates of the Locally Developed Coordinated Public Transit-Human Services Transportation Plan for the OKI region, a process that includes representative of public, private and nonprofit transportation and human services providers and participation by the public. BCRTA

participation is formalized through an annual Memorandum of Agreement (MOA) between OKI and BCRTA.

See Appendix C for a copy of the MOA and current OKI Public Participation Plan.

2.6 BCRTA POLICY AND PROCEDURE MANUAL

6-16 Public Comment on Fare and Service Changes

Effective Date: 06-15-2011

Reviewed Date: 05-17-2017

BCRTA will specifically seek public comment on fare and service changes under any of the following circumstances:

1. Any increase to the full adult fare,
2. Any decrease in service in which 25% or more of the total non-contracted system services (based on revenue service hours) are considered for elimination.

When circumstances dictate the solicitation of public comment, then open public meetings and public hearings will be held. The open public meetings may take the form of monthly regular or monthly special BCRTA Board of Trustee meetings. Citizens attending these public meetings where fare or service is considered will be afforded an opportunity to speak to the Board of Trustees. Letters written or referred to the BCRTA with respect to fare or service changes will also be considered at the public meetings.

Additionally, when the BCRTA proposes to increase the fares or decrease service per any of the above circumstances, at least one (1) public hearing will be held prior to the BCRTA Board of Trustee meeting that adopts the budget incorporating the subject fare or service changes.

The Public Hearing will meet the following criteria:

1. Published public notice will be given as to the date, time, location and purpose of the public hearing;
2. The notice will allow for mailed written public comment in lieu of attendance at the hearing;
3. The public notice will be printed at least 10 calendar days prior to the hearing;
4. The public hearing will be held in a location accessible to persons with mobility disabilities;
5. A record of the proceedings will be made. Transcripts of the proceedings may be obtained at the expense of those requesting such a transcript;
6. Comments from the public will be taken up to the closing time of the public hearing. The hearing shall have a duration of no less than one (1) hour for the collection of public comment, and no individual will take more than five (5) minutes to present a view point, and, or the moderator of the public hearing reserves the right to limit comments to five (5) minutes or less;

7. For the sake of the record, persons submitting comments at the hearing will be asked to provide their name and address.
8. BCRTA officials may make a presentation concerning a fare increase or service reduction;
9. The BCRTA Executive Director, the BCRTA Operations Manager, or the President of the BCRTA Board of Trustees will hold, chair, and moderate the public hearing proceedings.

After the Public Hearing, the BCRTA Executive Director will present a summary of the proceedings to the Board of Trustees. The summary will be communicated prior to the BCRTA Board of Trustee meeting that adopts the budget incorporating the subject fare or service changes.

2.7 Limited English Proficiency (LEP) Four Factor Analysis & Language Assistance Plan.

See Appendix B.

2.8 Membership of Non-Elected Committees and Councils

The BCRTA was created by the Butler County Commissioners in 1994 consistent with Ohio Revised Code 306.32. The originating resolution calls for a nine (9) member Board that serves three (3) year terms. Appointments are the responsibility of the Butler County Commissioners.

17.8% of Butler County 2017 population is considered minority (7.9% black or African American alone; 4.5% Hispanic or Latino alone; 2.9% Asian alone; and 2.5% two or more races).

The current makeup of the BCRTA Board of Trustees is as follows:

	Total	Minority
Male	6	0
Female	3	1 (14.3%)
Vacant	0	NA

2.9 BCRTA Monitoring of Subrecipients

BCRTA has no subrecipients.

2.10 Equity Analysis of Construction Projects.

During the reporting period, BCRTA has not undertaken any construction project that requires an environmental justice analysis.

2.11 Evidence of Board Review and Approval of Title VI Program and Policies.

Appendix A, Exhibit 3 contains the Board resolution indicating review and approval of BCRTA 2017 Title VI Program. The BCRTA Board of Trustees will approve updates to the 2020 plan on March 19, 2020.

3 Service Standards & Policies

BCRTA Board of Trustees continues its leadership commitment in exploring transportation options for Butler County citizens and visitors through a strategy of targeting identified needs through partnerships and coordination with other regional transportation providers. The BCRTA Board of Trustees adopted the following service standards and policies in March 2010 to guide service development:

3.1 Operating Mandates/Board Policy

1. BCRTA will operate with a balanced budget
2. BCRTA will grow its ridership through increased use of existing programs and implementation of new services.
3. BCRTA will leverage its capital resources (facilities and equipment) through community partnerships with qualified organizations.

3.2 Service Design Guidelines

As a result of community input, the BCRTA Board of Trustees has made a leadership commitment to adopting a new mobility paradigm tailored to the unique needs of Butler County. A mobility mission calls for creative transportation strategies that leverage local resources and services to move people efficiently and effectively. The focus is on mobility versus mode.

The BCRTA has committed to explore and build upon the following service categories:

- Community requests wherein the sponsoring agency/jurisdiction is willing to contribute at least 45% of the operating costs;
- Fixed-route park-and-ride services to move workers to/from neighboring counties;
- Customized employer-driven solutions to accessing a larger skilled labor pool;
- Collaborative mobility solutions for improving quality of life for target populations; and
- County connections to Miami University educational opportunities.

3.3 Service Evaluation Factors

Annually the Board of Trustees will monitor and evaluate the following performance metrics:

3.3.1 Performance Metrics by Purpose

1. Safety

Safety Incidents/100,000 vehicle miles (Current Goal: 0.50)

2. Customer-Focus

- Administrative Cost/Vehicle Mile (Current Goal: Not to exceed \$1.15)
- Trips/Capita (2010 population: 368,130) (Current Goal: 0.25)
- Customer Satisfaction (% satisfaction from annual survey) (Current Goal: Greater than average of 90% satisfaction)
- Average General Public Fare (Current Goal: not to exceed \$5.00 per one-way trip)
- Local Contribution: Program Recovery Ratio: (Current Goal: 20-25%)
- On Time Performance (Current Goal: See Below)

3. Foster Service Efficiencies

- Operating Cost/Vehicle Hour (Current Goal: \$50-\$60)
- Operating Cost/Passenger Trip (Current Goal: Less than \$38/trip)

4. Assure Appropriate Allocation of Resources

- Passenger Trips/Vehicle Hour (Current Goal: Greater than 1.3 trips/hour)
- Operating Cost/Vehicle Mile (Current Goal: Less than \$3.85)
- Vehicle Load Factor (Current Goal: See below)

5. Employee Satisfaction

- Percent satisfaction from annual Workplace Strength survey (Current goal: annual improvements and action plan).

3.3.2 BCRTA Service Standards by Mode as of January 1, 2017

3.3.2.1 Vehicle Load

Peak and Off-Peak

Motor Bus	Less than or equal to 1.47 passengers per seat.
Commuter bus	Less than or equal to 1.2 passengers per seat.
Demand Response	Less than or equal to 1.0 passengers per seat.

3.3.2.2 Vehicle Headway

	Peak	Off-Peak
Motor Bus	Less than or equal to 30 minutes.	Less than or equal to 60 minutes.

Commuter bus	Less than or equal to 120 minutes.	Less than or equal to 120 minutes.
--------------	------------------------------------	------------------------------------

Increased vehicle headways shall first be applied to routes with a history of sustainable high load factor.

3.3.2.3 On-Time Performance (OTP)

Peak and Off-Peak

	Acceptable Early	Acceptable Late	Minimum Standard On-Time
Motor Bus	0-1 minutes	0-5 minutes	95%
Commuter bus	0-1 minutes	0-5 minutes	95%
Demand Response	0-15 minutes	0-15 minutes	95%

On-time performance is measured by calculating arrivals at designated time points only.

3.3.2.4 Service Availability

BCRTA regularly evaluates the county-wide trips provided per capita based upon the most recent census data available. BCRTA's current goal is 25%. BCRTA expects to provide more than 80% trips per capita in 2013 due to a significant expansion of service in 2013. BCRTA will re-evaluate this goal in 2014.

	Minimum Distance between Designated Stops
Motor Bus	10 miles
Commuter bus	1 mile

3.3.3 Vehicle Assignment

Currently, BCRTA has 48 revenue vehicles (see Appendix A: Exhibit 4 for BCRTA vehicle roster) to assign to meet service needs. Each morning, the BCRTA Vehicle and Facility Manager provides the BCRTA Transportation Coordinator with a list of vehicles available for service (identifying fleet scheduled for preventive maintenance and/or repair). The BCRTA Transportation Coordinator assigns available vehicles to meet passenger load and wheelchair requirements. Vehicle assignments vary daily. Coordinators are fully trained to cycle all vehicles through all routes and locations to ensure equitable distribution of assets based on age and condition regardless of community or passenger groups.

3.3.4 Transit Amenities

BCRTA operates one (1) commuter bus routes throughout Butler County and ten (10) motor bus fixed routes in Oxford, Ohio. The following amenities practice relates to these services. Other than rider guides and other customer information pieces, passenger amenities are not provided for demand response services. BCRTA has two (2) shelters located at the Miami University City of Hamilton campus. A property owner has installed a bus shelter at the Meijer park-and-ride along the Oxford-Hamilton commuter route. Miami University owns, places, and maintains all passenger amenities for fixed route bus service in Oxford, Ohio.

BCRTA recognizes the importance of passenger amenities in providing comfortable and convenient service to system users as well as attracting new ridership. Amenity, as defined for BCRTA purposes is “any physical improvement made to a bus stop or transit facility that contributes to a rider's comfort, access, and/or safety while either waiting to board, boarding or alighting any BCRTA bus.” Amenities will be considered for any BCRTA fixed route and commuter bus service.

There are s (7) specific amenities that BCRTA will consider: bus signage, concrete boarding pads, benches, shelters, trash receptacles, concrete bus pads, and schedule holders. Determining factors that will be used to evaluate whether or not a particular bus stop will be eligible for placement of a specific amenity include but are not limited to: ridership levels, operating characteristics, traffic patterns, terrain, local ordinances or regulations governing the placement of transit amenities, and levels of elderly and disabled boarding's.

3.3.4.1 Bus Stop Signage

Bus stop sign area placed to notify passengers where the bus will stop, to provide reference for bus operators, and to assist in marketing the system. To mark the location of all fixed route and commuter bus stops, BCRTA will provide signs and install them free of charge. The bus stop sign:

- Identifies the location as a bus stop
- Includes the number/letter identifier for the bus route (s) using the stop and, when possible, the destination of the route(s)
- Displays the transit information telephone number

There are multiple criteria involved in placing a bus stop sign. Concerns for passenger and public safety, convenience, bus stop visibility and passenger comfort must all be addressed. Signage designating stops will be placed at all BCRTA bus stops.

The following are general guidelines for bus stop sign locations and clearances:

- Every effort will be made to place bus stop signs on an existing utility pole or an existing standard.
- If an existing securement point is unavailable, the sign should be installed on an exclusive standard. In no case should the sign be located closer than 24 inches from the curb back.
- The minimum distance between bus stops is 528 feet (i.e., 1/10 of a mile).
- The bottom of the sign should be seven (7) feet above ground level, and the top should be no higher than 10 feet.

3.3.4.2 Concrete Board Pad Location

Boarding pads should be included at all bus stops that have 25 or more passenger boarding's per day.

3.3.4.3 Benches

Bus stops with 25 or more boarding's per day can be provided with a concrete boarding pad and a bench.

3.3.4.4 Shelters

Shelters should be provided for bus stops with more than 50 boarding's per day. The placement of shelters is preferred to the cap and bench due to its superior protection from the elements. Through local regulations, however, some jurisdictions restrict their use. Each local jurisdiction should be contacted for the placement of a shelter.

3.3.4.5 Caps and Benches

A concrete boarding pad with a cap and bench can be provided for bus stops that have boarding's of 50 or more passengers per day where shelters are not permissible due to local ordinance.

3.3.4.6 Trash Receptacles

Bus stops that have either a cap and bench or a shelter should be provided with a trash receptacle. At bus stops without a cap and bench or a shelter, a trash receptacles can be installed if a request has been made, the bus stop has boarding of 25 or more passengers per day and, the jurisdiction, business, or property owner agrees to empty the receptacle as needed, but at least weekly.

3.3.4.7 Schedule Holders

All BCRTA fixed route and commuter buses will contain schedule holders that show bus arrival times and route information at a specific stop. BCRTA will actively seek opportunities to place schedule holders and BCRTA customer information at key locations along its fixed route and commuter bus alignment and at key destinations such as the Butler County Government Services Center. Major Transfer Centers and areas with more than 100 boarding's per days should be provided schedule holders.

3.3.4.8 Maintenance of Amenities

Well maintained bus stops and amenities are crucial to the image of BCRTA as well as the jurisdictions in which they are located. Maintenance of each amenity that meets BCRTA requirements and guidelines will be provided by BCRTA. Any damaged or dirty bus stop site or amenity will be immediately corrected to create a positive impression for transit patrons and the general public.

In those cases where a local jurisdiction or private property owner requests installation of a BCRTA amenity even though the minimum requirement cannot be met, it will be the responsibility of the party requesting the amenity to either maintain it or make arrangements with BCRTA to provide maintenance.

Appendix A: Exhibits

Exhibit 1: Summary of BCRTA General Public Transit Services

ROUTE NAME	TYPE	SERVICE DAYS	FREQUENCY	VEHICLE TYPE
R1 HAMILTON-MIDDLETOWN	FIXED	M,T,W,TH,FR	60 MINS	CUTAWAY
R2 OXFORD-MIDDLETOWN	COMMUTER	M,T,W,TH,FR	120 MINS	BULLET CUTAWAY
R3 HAMILTON- OXFORD	FIXED	M,T,W,TH,FR	60 MINS	GILLIG 30'
R4 TRI COUNTY	FIXED	M,T,W,TH,FR	120 MINS	CUTAWAY
R6 JOB CONNECTION	FIXED	M,T,W,TH,FR	120 MINS	CUTAWAY
U1 CAMPUS CORE	FIXED	M,T,W,TH,FR, SA	15, 30 MINS	GILLIG 30'
U1W CAMPUS CORE W/WALMART	FIXED	M, T, W, TH, FR, SA, SU	35 MINS	GILLIG 30'
U3 TOLLGATE LOOP	FIXED	M,T,W,TH,FR,SA	10, 15, 30 MINS	GILLIG 30'
U4 WESTERN CAMPUS	FIXED	M,T,W,TH,FR,SA,SU	20, 35 MINS	GILLIG 30'
P1 CHESTUT FIELDS EXPRESS	FIXED	M,T,W,TH,FR	20 MINS	GILLIG 30'
P2 PARK AND RIDE	FIXED	M,T,W,TH,FR	35 MINS	GILLIG 30' & CUTAWAY
P3 DITMER EXPRESS	FIXED	M,T,W,TH,FR	20 MINS	GILLIG 30' & CUTAWAY

Hamilton - Middletown Shuttle: Route R1

Northbound Times are approximate.

Market St. Station A	6:30am	7:30am	8:30am	9:30am	10:30am	11:30am	12:30pm	1:30pm	2:30pm	3:30pm	4:30pm	5:30pm	6:30pm	7:30pm
High & East	6:32	7:32	8:32	9:32	10:32	11:32	12:32	1:32	2:32	3:32	4:32	5:32	6:32	7:32
High & Hancock	6:33	7:33	8:33	9:33	10:33	11:33	12:33	1:33	2:33	3:33	4:33	5:33	6:33	7:33
High & Fair	6:34	7:34	8:34	9:34	10:34	11:34	12:34	1:34	2:34	3:34	4:34	5:34	6:34	7:34
Princeton Square Apts.	6:35	7:35	8:35	9:35	10:35	11:35	12:35	1:35	2:35	3:35	4:35	5:35	6:35	7:35
Wal-Mart/Fairfield Twp.	6:36	7:36	8:36	9:36	10:36	11:36	12:36	1:36	2:36	3:36	4:36	5:36	6:36	7:36
Bridgewater Falls	6:37	7:37	8:37	9:37	10:37	11:37	12:37	1:37	2:37	3:37	4:37	5:37	6:37	7:37
Butler Tech	6:45am	7:45am	8:45am	9:45am	10:45am	11:45am	12:45pm	1:45pm	2:45pm	3:45pm	4:45pm	5:45pm	6:45pm	7:45pm
SR 4 & Liberty-Fairfield	6:49	7:49	8:49	9:49	10:49	11:49	12:49	1:49	2:49	3:49	4:49	5:49	6:49	7:49
SR 4 & SR 747	6:51	7:51	8:51	9:51	10:51	11:51	12:51	1:51	2:51	3:51	4:51	5:51	6:51	7:51
Monroe Crossings	6:53	7:53	8:53	9:53	10:53	11:53	12:53	1:53	2:53	3:53	4:53	5:53	6:53	7:53
Kohl's Distr. Center	6:58am	7:58am	8:58am	9:58am	10:58am	11:58am	12:58pm	1:58pm	2:58pm	3:58pm	4:58pm	5:58pm	6:58pm	7:58pm
Main & Oxford State	7:05	8:05	9:05	10:05	11:05	12:05	1:05	2:05	3:05	4:05	5:05	6:05	7:05	8:05
9th & Main	7:08	8:08	9:08	10:08	11:08	12:08	1:08	2:08	3:08	4:08	5:08	6:08	7:08	8:08
MTS Transit Station	7:10am	8:10am	9:10am	10:10am	11:10am	12:10pm	1:10pm	2:10pm	3:10pm	4:10pm	5:10pm	6:10pm	7:10pm	8:10pm
Cincinnati State	7:14am	8:14am	9:14am	10:14am	11:14am	12:14pm	1:14pm	2:14pm	3:14pm	4:14pm	5:14pm	6:14pm	7:14pm	8:14pm

Southbound Times are approximate.

Cincinnati State	7:15am	8:15am	9:15am	10:15am	11:15am	12:15pm	1:15pm	2:15pm	3:15pm	4:15pm	5:15pm	6:15pm	7:15pm	8:15pm
MTS Transit Station	7:30am	8:30am	9:30am	10:30am	11:30am	12:30pm	1:30pm	2:30pm	3:30pm	4:30pm	5:30pm	6:30pm	7:30pm	8:30pm
9th & Yankee	7:32	8:32	9:32	10:32	11:32	12:32	1:32	2:32	3:32	4:32	5:32	6:32	7:32	8:32
9th & Main	7:33	8:32	9:33	10:33	11:33	12:33	1:33	2:33	3:33	4:33	5:33	6:33	7:33	8:33
Main & McGuire	7:35	8:35	9:35	10:35	11:35	12:35	1:35	2:35	3:35	4:35	5:35	6:35	7:35	8:35
Main & Oxford State	7:37	8:37	9:37	10:37	11:37	12:37	1:37	2:37	3:37	4:37	5:37	6:37	7:37	8:37
Kohl's Distribution Ctr.	7:45am	8:45am	9:45am	10:45am	11:45am	12:45pm	1:45pm	2:45pm	3:45pm	4:45pm	5:45pm	6:45pm	7:45pm	8:45pm
Lesourdsville Lake	7:50	8:50	9:50	10:50	11:50	12:50	1:50	2:50	3:50	4:50	5:50	6:50	7:50	8:50
SR 4 & SR 747	7:52	8:52	9:52	10:52	11:52	12:52	1:52	2:52	3:52	4:52	5:52	6:52	7:52	8:52
Liberty Square	7:54	8:54	9:54	10:54	11:54	12:54	1:54	2:54	3:54	4:54	5:54	6:54	7:54	8:54
But. Metro. Housing Ath.	7:56	8:56	9:56	10:56	11:56	12:56	1:56	2:56	3:56	4:56	5:56	6:56	7:56	8:56
Butler Tech	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm	9:00pm
Bridgewater Falls	8:05	9:05	10:05	11:05	12:05	1:05	2:05	3:05	4:05	5:05	6:05	7:05	8:05	9:05
Wal-Mart/Fairfield Twp.	8:07	9:07	10:07	11:07	12:07	1:07	2:07	3:07	4:07	5:07	6:07	7:07	8:07	9:07
Princeton Square Apts.	8:10	9:10	10:10	11:10	12:10	1:10	2:10	3:10	4:10	5:10	6:10	7:10	8:10	9:10
High & Fair	8:12	9:12	10:12	11:12	12:12	1:12	2:12	3:12	4:12	5:12	6:12	7:12	8:12	9:12
High & Erie	8:13	9:13	10:13	11:13	12:13	1:13	2:13	3:13	4:13	5:13	6:13	7:13	8:13	9:13
High & 7th	8:14	9:14	10:14	11:14	12:14	1:14	2:14	3:14	4:14	5:14	6:14	7:14	8:14	9:14
Market St. Station A	8:18am	9:18am	10:18am	11:18am	12:18pm	1:18pm	2:18pm	3:18pm	4:18pm	5:18pm	6:18pm	7:18pm	8:18pm	9:18pm

Service Monday through Friday

\$2.00 per one-way trip

Half Fare

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Visit BCRTA at: www.facebook.com/butlercountyrta, www.twitter.com/bcрта, and www.butlercountyrta.com

**Hamilton-
Middletown
Shuttle
Route R1**



**(513) 785-5237
For Ride Information
Effective Jan 2, 2020**

Service Monday through Friday

**Hamilton - Middletown Shuttle
Route R1**

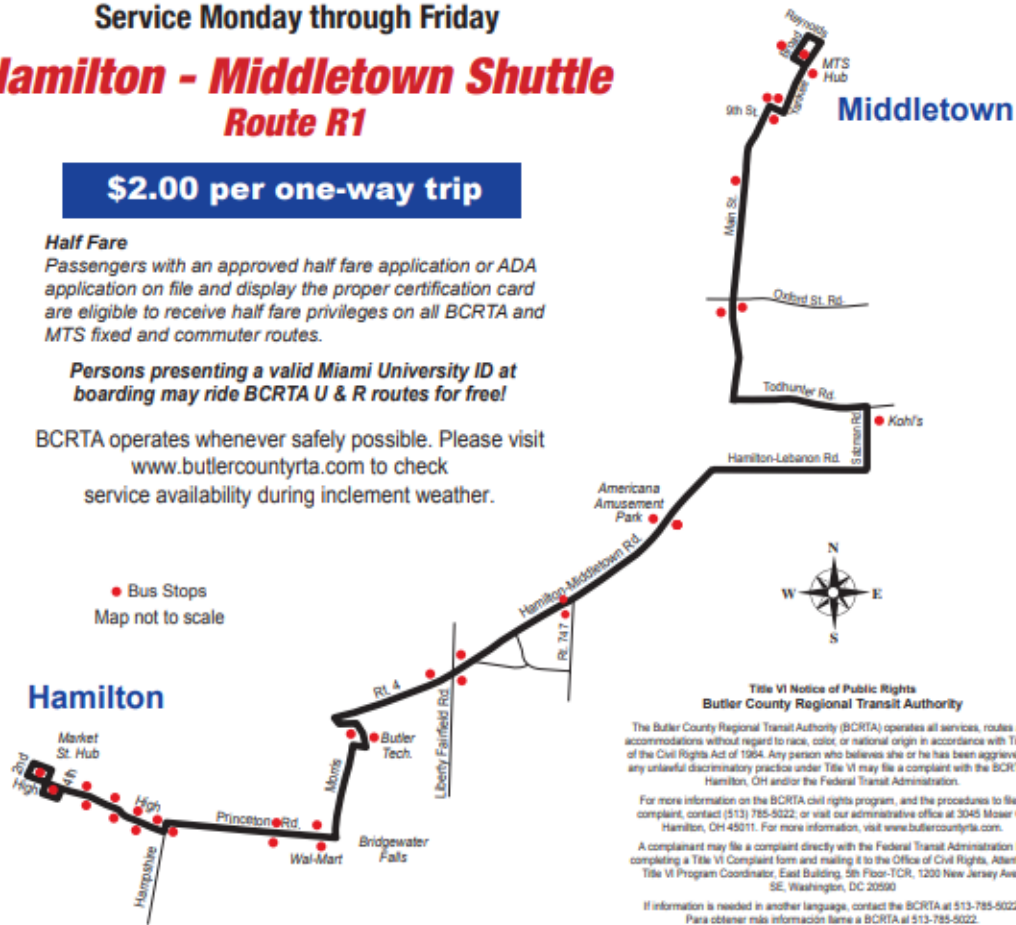
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For more information on the BCRTA civil rights program, and the procedures to file a complaint, contact (513) 785-5022; or visit our administrative office at 3045 Moser Ct. Hamilton, OH 45011. For more information, visit www.butlercountyrta.com.

A complainant may file a complaint directly with the Federal Transit Administration by completing a Title VI Complaint form and mailing it to 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 the BCRTA at 513-785-5022. Para obtener más información llame a BCRTA al 513-785-5022.

Oxford - Middletown Shuttle R2

Monday through Friday, excluding National Holidays

Eastbound

Times are approximate.

Miami Station E	6:30am	8:30am	10:30am	12:30pm	2:30pm	4:30pm	6:30pm
SR 73 & Wayne-Madison	6:50	8:50	10:50	12:50	2:50	4:50	6:50
Trenton Park & Ride	6:55am	8:55am	10:55am	12:55pm	2:55pm	4:55pm	6:55pm
State & 1st (Trenton)	6:56	8:56	10:56	12:56	2:56	4:56	6:56
State & 3rd (Trenton)	6:57	8:57	10:57	12:57	2:57	4:57	6:57
Engles Corner	7:00	9:00	11:00	1:00	3:00	5:00	7:00
Main & 9th	7:04	9:04	11:04	1:04	3:04	5:04	7:04
MTS Transit Station	7:10am	9:10am	11:10am	1:10pm	3:10pm	5:10pm	7:10pm
Dollar General	7:14	9:14	11:14	1:14	3:14	5:14	7:14
Marsh	7:16	9:16	11:16	1:16	3:16	5:16	7:16
University & Park	7:18	9:18	11:18	1:18	3:18	5:18	7:18
MU-Middletown	7:19am	9:19am	11:19am	1:19pm	3:19pm	5:19pm	7:19pm

Westbound

Times are approximate.

MU-Middletown	7:20am	9:20am	11:20am	1:20pm	3:20pm	5:20pm	7:20pm
University & Park	7:23	9:23	11:23	1:23	3:23	5:23	7:23
Shafor & Miami	7:25	9:25	11:25	1:25	3:25	5:25	7:25
MTS Transit Station	7:40am	9:40am	11:40am	1:40pm	3:40pm	5:40pm	7:40pm
9th & Yankee	7:42	9:42	11:42	1:42	3:42	5:42	7:42
9th & Main	7:43	9:43	11:43	1:43	3:43	5:43	7:43
Main & McGuire	7:45	9:45	11:45	1:45	3:45	5:45	7:45
Engles Corner	7:47	9:47	11:47	1:47	3:47	5:47	7:47
State & 3rd (Trenton)	7:50	9:50	11:50	1:50	3:50	5:50	7:50
State & 2nd (Trenton)	7:51	9:51	11:51	1:51	3:51	5:51	7:51
Trenton Park & Ride	7:55am	9:55am	11:55am	1:55pm	3:55pm	5:55pm	7:55pm
SR 73 & Wayne-Madison	7:56	9:56	11:56	1:56	3:56	5:56	7:56
Cole Services Building	8:12	10:12	12:12	2:12	4:12	6:12	8:12
East Quad	8:13	10:13	12:13	2:13	4:13	6:13	8:13
Farmer School	8:15am	10:15am	12:15pm	2:15pm	4:15pm	6:15pm	8:15pm
Morris Hall	8:18	10:18	12:18	2:18	4:18	6:18	8:18
Miami Station E	8:20am	10:20am	12:20pm	2:20pm	4:20pm	6:20pm	8:20pm

Service Monday through Friday

\$2.00 per one-way trip

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Middletown- Oxford Shuttle R2

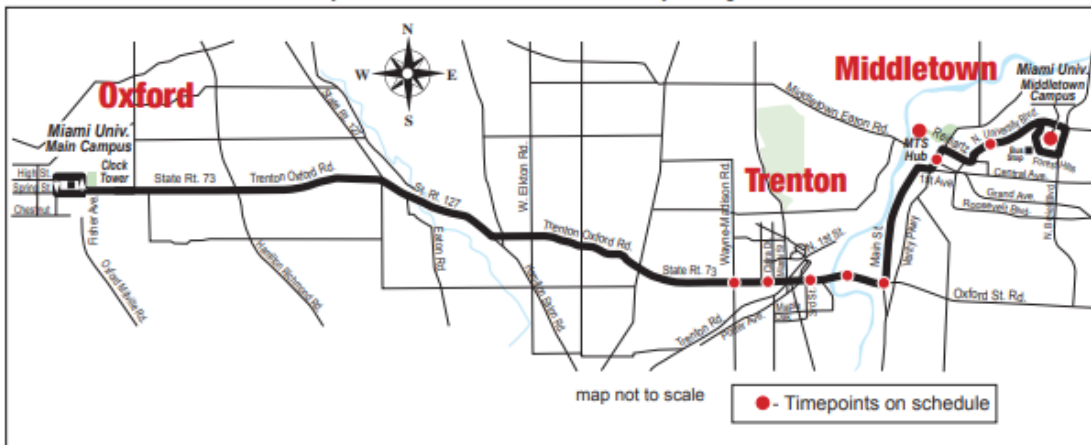


(513) 785-5237
For Ride Information
Effective Jan 2, 2020

Middletown - Oxford Shuttle R2

Service Monday through Friday, Excluding National Holidays

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Hamilton - Oxford Connector: Route R3

Monday through Friday, effective - January 2, 2020

Northbound													
												Times are approximate.	
Fairfield Crossing P&R	6:05am	7:05am	8:05am	9:05am	10:05am	11:05am	1:05pm	3:05pm	4:05pm	5:05pm	6:05pm	8:06pm	10:05pm
Pleasant & Foster	6:09	7:09	8:09	9:09	10:09	11:09	1:09	3:09	4:09	5:09	6:09	8:09	10:09
Lindenwald Med. Cntr.	6:10	7:10	8:10	9:10	10:10	11:10	1:10	3:10	4:10	5:10	6:10	8:10	10:10
Pleasant & Fairview	6:11	7:11	8:11	9:11	10:11	11:11	1:11	3:11	4:11	5:11	6:11	8:11	10:11
MU-Hamilton	6:15am	7:15am	8:15am	9:15am	10:15am	11:15am	1:15pm	3:15pm	4:15pm	5:15pm	6:15pm	8:15pm	10:15pm
Lane Admin. Bldg.	6:16	7:16	8:16	9:16	10:16	11:16	1:16	3:16	4:16	5:16	6:16	8:16	10:16
Third & Dayton	6:17	7:17	8:17	9:17	10:17	11:17	1:17	3:17	4:17	5:17	6:17	8:17	10:17
Market St. Station B	6:22am	7:22am	8:22am	9:22am	10:22am	11:22am	1:22pm	3:22pm	4:22pm	5:22pm	6:22pm	8:22pm	10:22pm
Main & D	6:25	7:25	8:25	9:25	10:25	11:25	1:25	3:25	4:25	5:25	6:25	8:25	10:25
Main & Lawn	6:27	7:27	8:27	9:27	10:27	11:27	1:27	3:27	4:27	5:27	6:27	8:27	10:27
Main & McKinley	6:29	7:29	8:29	9:29	10:29	11:29	1:29	3:29	4:29	5:29	6:29	8:29	10:29
Main & Brookwood	6:30	7:30	8:30	9:30	10:30	11:30	1:30	3:30	4:30	5:30	6:30	8:30	10:30
Kroger W. Hamilton	6:32	7:32	8:32	9:32	10:32	11:32	1:32	3:32	4:32	5:32	6:32	8:32	10:32
Meijer/W. Hamilton P&R	6:35am	7:35am	8:35am	9:35am	10:35am	11:35am	1:35pm	3:35pm	4:35pm	5:35pm	6:35pm	8:35pm	10:35pm
Island Lake Park	6:42	7:42	8:42	9:42	10:42	11:42	1:42	3:42	4:42	5:42	6:42	8:42	10:42
Talawanda/Indian Trace	6:47	7:47	8:47	9:47	10:47	11:47	1:47	3:47	4:47	5:47	6:47	8:47	10:47
Oak and Harris	6:51am	7:51am	8:51am	9:51am	10:51am	11:51am	1:51pm	3:51pm	4:51pm	5:51pm	6:51pm	8:51pm	10:51pm
Richard Hall	6:53	7:53	8:53	9:53	10:53	11:53	1:53	3:53	4:53	5:53	6:53	8:53	10:53
Oak & Spring	6:55	7:55	8:55	9:55	10:55	11:55	1:55	3:55	4:55	5:55	6:55	8:55	10:55
Miami Station C	6:57am	7:57am	8:57am	9:57am	10:57am	11:57am	1:57pm	3:57pm	4:57pm	5:57pm	6:57pm	8:57pm	10:57pm

Southbound													
												Times are approximate.	
Miami Station C	7:10am	8:10am	9:10am	10:10am	11:10am	12:10pm	2:10pm	4:10pm	5:10pm	6:10pm	7:10pm	9:10pm	11:10pm
Stanton Hall	7:11	8:11	9:11	10:11	11:11	12:11	2:11	4:11	5:11	6:11	7:11	9:11	11:11
Indian Trace	7:16	8:16	9:16	10:16	11:16	12:16	2:16	4:16	5:16	6:16	7:16	9:16	11:16
Island Lake Pk./McGonigle	7:22	8:22	9:22	10:22	11:22	12:22	2:22	4:22	5:22	6:22	7:22	9:22	11:22
Meijer/W. Hamilton P&R	7:30am	8:30am	9:30am	10:30am	11:30am	12:30pm	2:30pm	4:30pm	5:30pm	6:30pm	7:30pm	9:30pm	11:30pm
Bob Evans/Kroger	7:31	8:31	9:31	10:31	11:31	12:31	2:31	4:31	5:31	6:31	7:31	9:31	11:31
Main & Brookwood	7:32	8:32	9:32	10:32	11:32	12:32	2:32	4:32	5:32	6:32	7:32	9:32	11:32
Butler Co. Lumber	7:34	8:34	9:34	10:34	11:34	12:34	2:34	4:34	5:34	6:34	7:34	9:34	11:34
Armstead Park	7:36	8:36	9:36	10:36	11:36	12:36	2:36	4:36	5:36	6:36	7:36	9:36	11:36
Market St. Station A	7:38am	8:38am	9:38am	10:38am	11:38am	12:38pm	2:38pm	4:38pm	5:38pm	6:38pm	7:38pm	9:38pm	11:38pm
Third & Dayton	7:39	8:39	9:39	10:39	11:39	12:39	2:39	4:39	5:39	6:39	7:39	9:39	11:39
University Hall	7:44	8:44	9:44	10:44	11:44	12:44	2:44	4:44	5:44	6:44	7:44	9:44	11:44
MU-Hamilton	7:45am	8:45am	9:45am	10:45am	11:45am	12:45pm	2:45pm	4:45pm	5:45pm	6:45pm	7:45pm	9:45pm	11:45pm
Pleasant & Fairview	7:48	8:48	9:48	10:48	11:48	12:48	2:48	4:48	5:48	6:48	7:48	9:48	11:48
Lindenwald Med. Cntr.	7:49	8:49	9:49	10:49	11:49	12:49	2:49	4:49	5:49	6:49	7:49	9:49	11:49
Pleasant & Foster	7:50	8:50	9:50	10:50	11:50	12:50	2:50	4:50	5:50	6:50	7:50	9:50	11:50
Fairfield Crossing P&R	7:55am	8:55am	9:55am	10:55am	11:55am	12:55pm	2:55pm	4:55pm	5:55pm	6:55pm	7:55pm	9:55pm	11:55pm

Service Monday through Friday
\$2.00 per one-way trip

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Hamilton-Oxford Connector Route R3 -



(513) 785-5237
For Ride Information
Effective - Jan 2, 2020

Service Monday through Friday

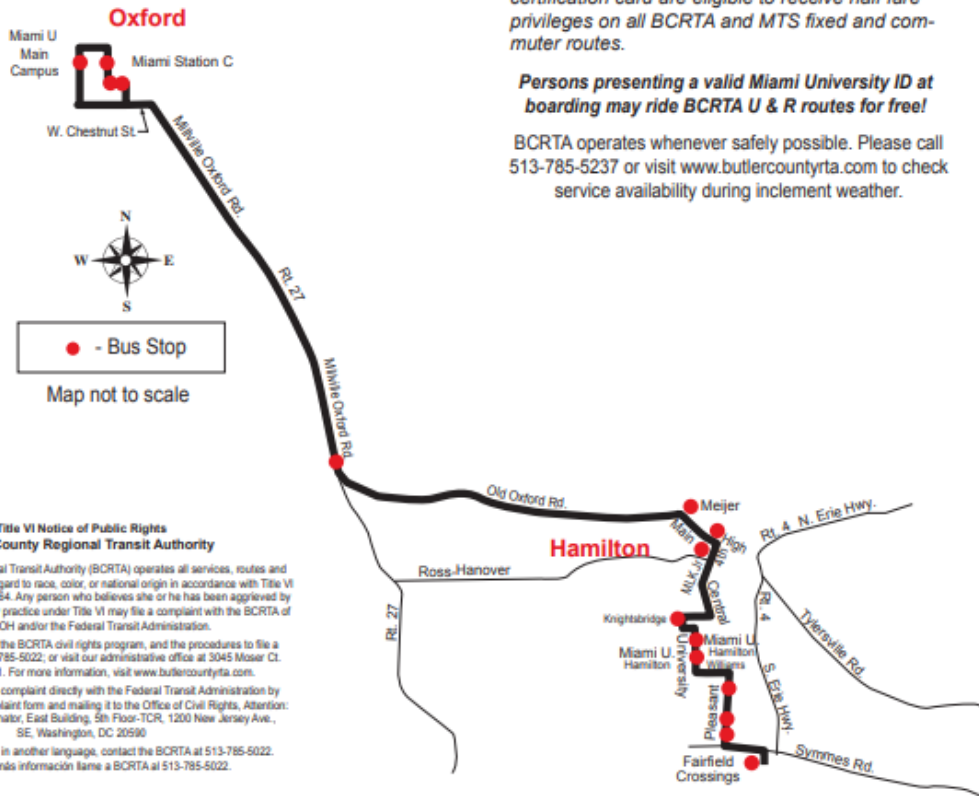
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Map not to scale

● - Bus Stop

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A complainant may file a complaint directly with the Federal Transit Administration by completing a Title VI Complaint form and mailing it to 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 the BCRTA at 513-785-5022. Para obtener más información llame a BCRTA al 513-785-5022.

Tri-County Shuttle: Route R4

Outbound		Times are approximate.						
Market St. Station B	6:30am	8:30am	10:30am	12:30pm	2:30pm	4:30pm	6:30pm	
Front & Court	6:32	8:32	10:32	12:32	2:32	4:32	6:32	
Front & Wilson	6:33	8:33	10:33	12:33	2:33	4:33	6:33	
Pershing & 2nd	6:34	8:34	10:34	12:34	2:34	4:34	6:34	
Central & Chestnut	6:35	8:35	10:35	12:35	2:35	4:35	6:35	
Central & Hanover	6:36	8:36	10:36	12:36	2:36	4:36	6:36	
Hanover & East	6:38	8:38	10:38	12:38	2:38	4:38	6:38	
Hanover & 14th	6:40am	8:40am	10:40am	12:40pm	2:40pm	4:40pm	6:40pm	
Erie & Grand	6:42	8:42	10:42	12:42	2:42	4:42	6:42	
McDonald's/Erie Blvd.	6:43	8:43	10:43	12:43	2:43	4:43	6:43	
Dixie & Bobmeyer	6:44	8:44	10:44	12:44	2:44	4:44	6:44	
Dixie & Corwin	6:46	8:46	10:46	12:46	2:46	4:46	6:46	
Fairfield Crossing P&R	6:55am	8:55am	10:55am	12:55pm	2:55pm	4:55pm	6:55pm	
Dixie & Hicks	6:57	8:57	10:57	12:57	2:57	4:57	6:57	
Dixie & Nilles	6:58	8:58	10:58	12:58	2:58	4:58	6:58	
Dixie & Boehm	6:59	8:59	10:59	12:59	2:59	4:59	6:59	
Dixie & Gilmore	7:00	9:00	11:00	1:00	3:00	5:00	7:00	
Gilmore & Resor	7:02	9:02	11:02	1:02	3:02	5:02	7:02	
Gilmore & Forest Fair	7:05	9:05	11:05	1:05	3:05	5:05	7:05	
Forest Park Park & Ride	7:10am	9:10am	11:10am	1:10pm	3:10pm	5:10pm	7:10pm	
Winton Kemper Plaza	7:12	9:12	11:12	1:12	3:12	5:12	7:12	
Kemper & Springfield	7:14	9:14	11:14	1:14	3:14	5:14	7:14	
Northland & Tri-County	7:17	9:17	11:17	1:17	3:17	5:17	7:17	
Kemper & Jake Sweeney	7:18	9:18	11:18	1:18	3:18	5:18	7:18	
Tri-County Mall	7:21am	9:21am	11:21am	1:21pm	3:21pm	5:21pm	7:21pm	

Inbound		Times are approximate.						
Tri-County Mall	7:30am	9:30am	11:30am	1:30pm	3:30pm	5:30pm	7:30pm	
Kemper & Jake Sweeney	7:32	9:32	11:32	1:32	3:32	5:32	7:32	
Northland & Tri-County	7:34	9:34	11:34	1:34	3:34	5:34	7:34	
Kemper & Hanover	7:38	9:38	11:38	1:38	3:38	5:38	7:38	
Forest Park Park & Ride	7:45am	9:45am	11:45am	1:45pm	3:45pm	5:45pm	7:45pm	
Gilmore & Forest Fair	7:49	9:49	11:49	1:49	3:49	5:49	7:49	
Gilmore & Annandale	7:52	9:52	11:52	1:52	3:52	5:52	7:52	
Dixie & Jungle Jim	7:55	9:55	11:55	1:55	3:55	5:55	7:55	
Dixie & Stadium	7:56	9:56	11:56	1:56	3:56	5:56	7:56	
Dixie & Donald	7:57	9:57	11:57	1:57	3:57	5:57	7:57	
Dixie & Hicks	7:58	9:58	11:58	1:58	3:58	5:58	7:58	
Fairfield Crossing P&R	8:05am	10:05am	12:05pm	2:05pm	4:05pm	6:05pm	8:05pm	
Dixie & Corwin	8:07	10:07	12:07	2:07	4:07	6:07	8:07	
Dixie & Laurel	8:09	10:09	12:09	2:09	4:09	6:09	8:09	
Hamilton Crossings	8:12am	10:12am	12:12pm	2:12pm	4:12pm	6:12pm	8:12pm	
Kroger/Erie Blvd.	8:14	10:14	12:14	2:14	4:14	6:14	8:14	
Hanover & 14th	8:15am	10:15am	12:15pm	2:15pm	4:15pm	6:15pm	8:15pm	
Hanover & East	8:16	10:16	12:16	2:16	4:16	6:16	8:16	
Hanover & MLK	8:17	10:17	12:17	2:17	4:17	6:17	8:17	
Central & Walnut	8:18	10:18	12:18	2:18	4:18	6:18	8:18	
Pershing & 2nd	8:19	10:19	12:19	2:19	4:19	6:19	8:19	
Front & Wilson	8:20	10:20	12:20	2:20	4:20	6:20	8:20	
County Courthouse	8:21	10:21	12:21	2:21	4:21	6:21	8:21	
Market St. Station B	8:23am	10:23am	12:23pm	2:23pm	4:23pm	6:23pm	8:23pm	

Persons presenting a valid Miami University ID at boarding may ride regional BCRTA routes for free! Service Monday through Friday

\$2.00 per one-way trip

Half Fare

Elderly passengers, disabled passengers, and Medicare cardholders are eligible to pay half fare on all BCRTA U & R routes and also on MTS Blue, Gold, Green and Red routes.

Visit BCRTA at: www.facebook.com/butlercountyrta, www.twitter.com/bcrtat, and www.butlercountyrta.com

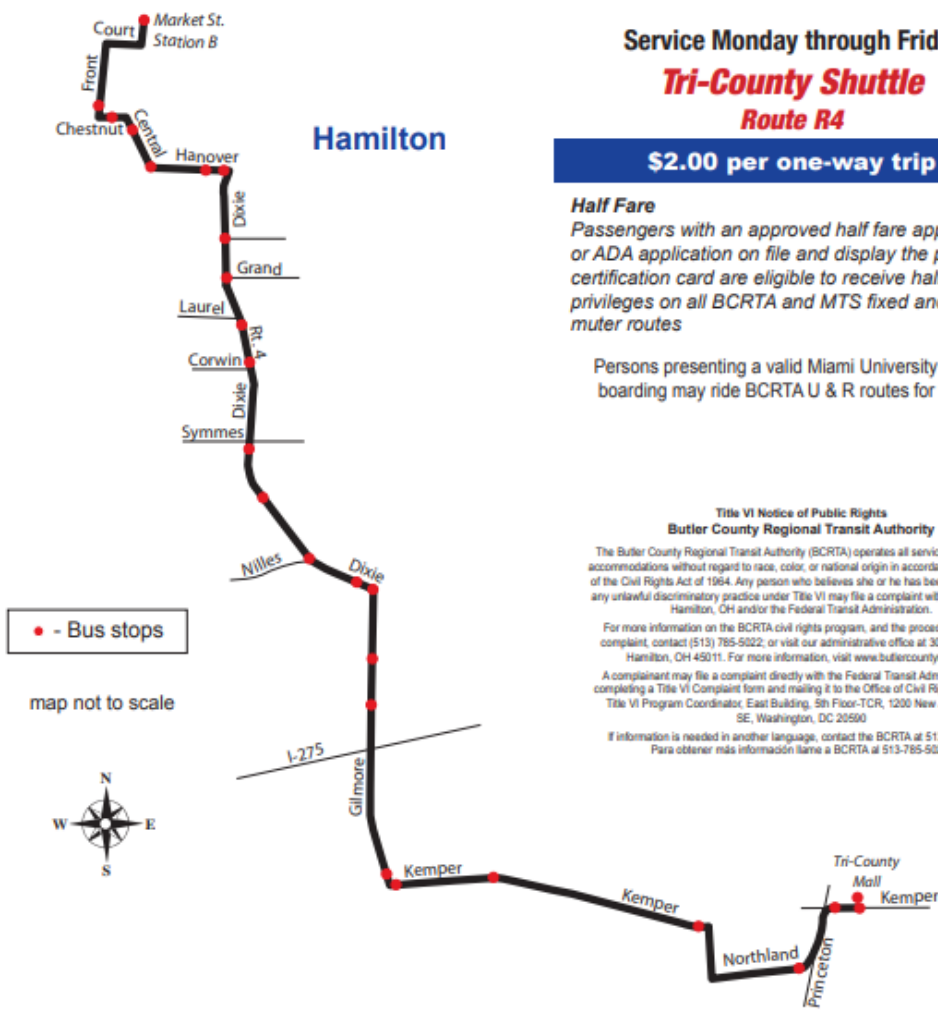


**Tri-County Shuttle
Route R4**



(513) 785-5237

Effective Jan 02, 2020



Job Connector: Route R6 - Effective March 5, 2018

Outbound		Times are approximate.									
Market St. Station B	-	6:30am	8:30am	10:30am	12:30pm	2:30pm	4:30pm	6:30pm	8:30pm		
Front & Court	-	6:32	8:32	10:32	12:32	2:32	4:32	6:32	8:32		
Front & Wilson	-	6:33	8:33	10:33	12:33	2:33	4:33	6:33	8:33		
Front & Chestnut	-	6:34	8:34	10:34	12:34	2:34	4:34	6:34	8:34		
Vora Technology Park	-	6:36am	8:36am	10:36am	12:36pm	2:36pm	4:36pm	6:36pm	8:36pm		
Hanover & 2nd	-	6:37	8:37	10:37	12:37	2:37	4:37	6:37	8:37		
Hanover & East	-	6:38	8:38	10:38	12:38	2:38	4:38	6:38	8:38		
Hanover & 14th	-	6:39am	8:39am	10:39am	12:39pm	2:39pm	4:39pm	6:39pm	8:39pm		
Kroger/Grand Ave.	-	6:41	8:41	10:41	12:41	2:41	4:41	6:41	8:41		
Five Points	-	6:43	8:43	10:43	12:43	2:43	4:43	6:43	8:43		
Hamilton Enterprise Park/BCRTA	4:45	6:45	8:45	10:45	12:45	2:45	4:45	6:45	8:45		
Hamilton Enterprise Park/Bethesda	4:46am	6:46am	8:46am	10:46am	12:46pm	2:46pm	4:46pm	6:46pm	8:46pm		
Gateway & Stillwater	4:47	6:47	8:47	10:47	12:47	2:47	4:47	6:47	8:47		
Gateway & Fall Wood	4:48	6:48	8:48	10:48	12:48	2:48	4:48	6:48	8:48		
Gateway & Shadow Creek	4:49	6:49	8:49	10:49	12:49	2:49	4:49	6:49	8:49		
Symmes & Enterprise	4:52	6:52	8:52	10:52	12:52	2:52	4:52	6:52	8:52		
Bilstein & Symmes	4:54	6:54	8:54	10:54	12:54	2:54	4:54	6:54	8:54		
ThyssenKrupp	4:55	6:55	8:55	10:55	12:55	2:55	4:55	6:55	8:55		
Fairfield High	4:57am	6:57am	8:57am	10:57am	12:57pm	2:57pm	4:57pm	6:57pm	8:57pm		
Port Union & Profit	4:59	6:59	8:59	10:59	12:59	2:59	4:59	6:59	8:59		
Port Union & Seward	5:01	7:01	9:01	11:01	1:01	3:01	5:01	7:01	9:01		
Koch Foods	5:02	7:02	9:02	11:02	1:02	3:02	5:02	7:02	9:02		
Port Union & LeSaint	5:03	7:03	9:03	11:03	1:03	3:03	5:03	7:03	9:03		
Port Union & Gold Park	5:04	7:04	9:04	11:04	1:04	3:04	5:04	7:04	9:04		
SR-747 & Rialto	5:06	7:06	9:06	11:06	1:06	3:06	5:06	7:06	9:06		
SR-747 & Devitt	5:09	7:09	9:09	11:09	1:09	3:09	5:09	7:09	9:09		
Crescentville & Chesterdale	5:12	7:12	9:12	11:12	1:12	3:12	5:12	7:12	9:12		
Chesterdale & Kemper	5:14	7:14	9:14	11:14	1:14	3:14	5:14	7:14	9:14		
Tri-County Mall	5:18am	7:18am	9:18am	11:18am	1:18pm	3:18pm	5:18pm	7:18pm	9:18pm		

Inbound		Times are approximate.								
Tri-County Mall	5:30am	7:30am	9:30am	11:30am	1:30pm	3:30pm	5:30pm	7:30pm	9:30pm	
Chesterdale & Kemper	5:33	7:33	9:33	11:33	1:33	3:33	5:33	7:33	9:33	
Crescentville & Chesterdale	5:35	7:35	9:35	11:35	1:35	3:35	5:35	7:35	9:35	
Tyson Foods	5:38	7:38	9:38	11:38	1:38	3:38	5:38	7:38	9:38	
SR-747 & Rialto	5:40	7:40	9:40	11:40	1:40	3:40	5:40	7:40	9:40	
Port Union & Gold Park	5:42	7:42	9:42	11:42	1:42	3:42	5:42	7:42	9:42	
Port Union & LeSaint	5:43	7:43	9:43	11:43	1:43	3:43	5:43	7:43	9:43	
Koch Foods	5:44	7:44	9:44	11:44	1:44	3:44	5:44	7:44	9:44	
Port Union & Seward	5:45	7:45	9:45	11:45	1:45	3:45	5:45	7:45	9:45	
Port Union & Industrial	5:47	7:47	9:47	11:47	1:47	3:47	5:47	7:47	9:47	
Fairfield High	5:49am	7:49am	9:49am	11:49am	1:49pm	3:49pm	5:49pm	7:49pm	9:49pm	
ThyssenKrupp	5:50	7:50	9:50	11:50	1:50	3:50	5:50	7:50	9:50	
Fin-Pan	5:51	7:51	9:51	11:51	1:51	3:51	5:51	7:51	9:51	
Symmes & Enterprise	5:53	7:53	9:53	11:53	1:53	3:53	5:53	7:53	9:53	
Gateway & Wildbranch S	5:57	7:57	9:57	11:57	1:57	3:57	5:57	7:57	-	
Gateway & Wildbranch N	5:58	7:58	9:58	11:58	1:58	3:58	5:58	7:58	-	
Gateway & Pleasant View Dr.	5:59	7:59	9:59	11:59	1:59	3:59	5:59	7:59	-	
Hamilton Enterprise Park/Bethesda	6:00am	8:00am	10:00am	12:00pm	2:00pm	4:00pm	6:00pm	8:00pm	-	
Hamilton Enterprise Park/BCRTA	6:01	8:01	10:01	12:01	2:01	4:01	6:01	8:01	-	
Five Points	6:04	8:04	10:04	12:04	2:04	4:04	6:04	8:04	-	
Grand & Erie	6:06	8:06	10:06	12:06	2:06	4:06	6:06	8:06	-	
Hanover & 14th	6:09am	8:09am	10:09am	12:09pm	2:09pm	4:09pm	6:09pm	8:09pm	-	
Hanover & East	6:10	8:10	10:10	12:10	2:10	4:10	6:10	8:10	-	
Hanover & MLK	6:11	8:11	10:11	12:11	2:11	4:11	6:11	8:11	-	
Washington & 2nd	6:13	8:13	10:13	12:13	2:13	4:13	6:13	8:13	-	
Vora Technology Park	6:16am	8:16am	10:16am	12:16pm	2:16pm	4:16pm	6:16pm	8:16pm	-	
Front & Chestnut	6:18	8:18	10:18	12:18	2:18	4:18	6:18	8:18	-	
Front & Wilson	6:19	8:19	10:19	12:19	2:19	4:19	6:19	8:19	-	
County Courthouse	6:20	8:20	10:20	12:20	2:20	4:20	6:20	8:20	-	
Market St. Station B	6:22am	8:22am	10:22am	12:22pm	2:22pm	4:22pm	6:22pm	8:22pm	-	

Persons presenting a valid Miami University ID at boarding may ride regional BCRTA routes for free!
Service Monday through Friday

\$2.00 per one-way trip

Half Fare

Passengers with an approved half fare application or ADA application on file and display the proper certification cards are eligible to receive half fare privileges on all BCRTA and MTS fixed and commuter routes.



Visit BCRTA at: www.facebook.com/butlercountyrt, www.twitter.com/bcrt, and www.butlercountyrt.com

Job Connector Route R6

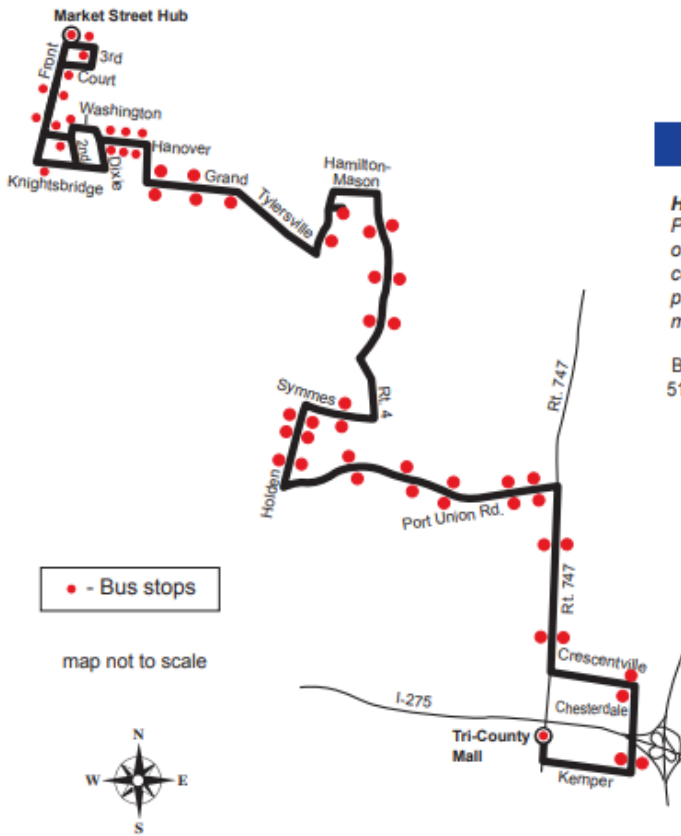


Generously funded in part by:



(513) 785-5237
For Ride Information
Effective March 5, 2018

Hamilton



• - Bus stops

map not to scale



Service Monday through Friday

Job Connector Route R6

\$2.00 per one-way trip

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BCRTA operates whenever safely possible. Please call 513-785-5237 or visit www.butlercountyrta.com to check service availability during inclement weather.

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If information is needed in another language, contact the BCRTA at 513-785-5022. Para obtener más información llame a BCRTA al 513-785-5022.

General Information

Hours of Operation

BCRTA

- Office hours: 9:00 AM – 5:00 PM Monday – Friday
- BCo Operation Hours:
 - 6:00 AM - 11:00 PM Monday - Friday
- **MTS (Middletown Transit System)**
- Office Hours: 7:00 AM - 6:00 PM
- Operation Hours:
 - 6:30 AM - 6:30 PM Monday - Friday
 - 8:30 AM - 4:30 PM Saturday

Reservations

- Trip reservations are accepted from 7:00 AM to 6:00 PM Monday - Friday. Call 513-785-5237!
- All next day BCo requests are accommodated.
- Reservation and cancellation requests may also be emailed to request@butlercountyrta.com.
- Riders can also use the BCo App to book trips.
- **BCRTA and MTS may not operate on:**
 - New Year's Day
 - July 4th
 - Thanksgiving Day
 - Black Friday
 - Memorial Day
 - Labor Day
 - Christmas Day

U & P routes may operate limited service on certain holidays. Please check Transit mobile application or butlercountyrta.com for info.



PLAN.PAY.TRACK

Download the Transit mobile application where riders can plan, pay, and track their fixed route bus. Available on Android and Apple devices.



www.facebook.com/butlercountyrta

www.twitter.com/bcрта

www.instagram.com/butlercountyrta

Important Information

- All passengers must have exact change.
- BCo and BCoCare buses may arrive up to fifteen (15) minutes before or after the scheduled pickup time under normal circumstances.
- BCo and BCoCare buses will wait five (5) minutes after arrival within the pick-up window for a passenger to board.
- Cancellations must be received one (1) hour before the scheduled pick-up to avoid a charge.
- Passengers are permitted to carry-on four (4) normal size shopping bags. Bags must be secured in either your lap or on the floor below you.
- BCRTA recommends that all passengers wear a safety belt when available. Mobility Devices must be secured in accordance with BCRTA policy.
- In accordance with Ohio state law, certain children must be secured in an approved safety seat.
- No smoking or electronic cigarettes.
- No eating or drinking.
- Children under the age of twelve (12) ride for free and must be accompanied by an adult.
- BCRTA can accommodate all mobility devices.
- BCRTA accommodates all service animals.

This document is available in alternative formats or languages upon request. request@butlercountyrta.com

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Butler County Regional Transit Authority

RIDER GUIDE



513.785.5237
1.800.750.0750 TTY

www.butlercountyrta.com
3045 Moser Court Hamilton, Ohio 45001

Winter/Spring 2020

All prices and services are subject to change. Please visit www.butlercountyrta.com for the most current information. BCRTA operates whenever safely possible. Call 513-785-5237 or visit www.butlercountyrta.com to check service availability during inclement weather.

BGO TAP.BOOK.RIDE.

BCRTA BGo is a ride-share service that will help residents travel more easily within Butler County, Ohio using public transit vehicles just like your other favorite ride-sharing services. Book trips in advance as trips are first come first serve based on availability. The BGo mobile application lets riders book their trips, pay for their ride, and track the vehicle. Available for Apple and Android devices.

BGo service is available to the general public. The bus will pick you up in front of your home or pickup location and take you anywhere in Butler County. Price is \$5.00 per one-way trip. Personal Care Attendants ride free.

Fixed Routes

A fixed route has designated streets and stops that it operates on. Passengers can only be picked up or dropped off at specific BCRTA stops.

Regional Routes

- R1 - Hamilton/Middletown
- R2 - Oxford/Middletown
- R3 - Hamilton/Oxford
- R4 - Hamilton/Tri-County
- R6 - Job Connector

Miami University Routes (U&P)

- U1 - Campus Core
- U1W - Campus Core w/Wal-mart Flyer
- U3 - Tollgate Loop
- U4 - Western Campus/North Loop
- U4D - Western Campus/North Loop w/Ditmer

- P1 - Chestnut Fields Express
- P2 - Park & Ride
- P3 - Ditmer Express

Middletown Routes

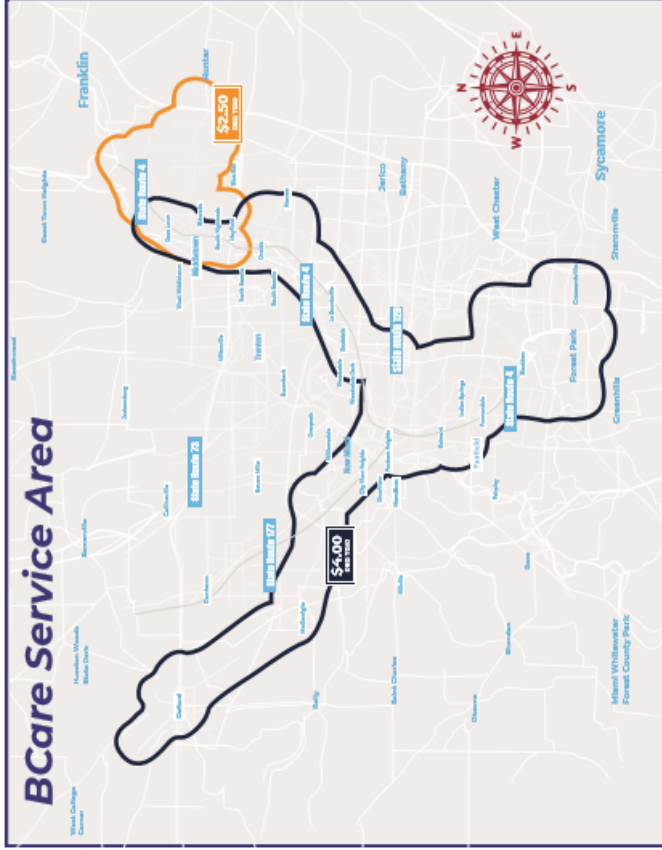
- Blue Line
- Gold Line
- Green Line
- Red Line

Cincinnati Commuter Route

- 42X West Chester Express (Cincinnati Metro)

Travel Training

Travel training is now available for those who might be hesitant to try public transit on their own or need a little extra help navigating the system. Contact Shawn Cowan at 513.785.5398 or cowans@butlercountyrta.com to schedule a one-on-one or group session.



BCare Paratransit

BCRTA and MTS provide accessible curb-to-curb bus service for persons with disabilities that may be unable to ride fixed route buses. BCare transportation is available within three quarters of one mile from any fixed route during regular operating hours of the closest route. Persons requesting BCare service must be approved by BCRTA and meet eligibility requirements. Medicaid card holders are required to apply for eligibility for BCare and half fare programs.

For more information about BCare services or to obtain an application to use BCare services, please call 513.785.5237 or visit butlercountyrta.com.



Fares

BGo

- BGo General Public \$5.00 each way
- ADA Hamilton/Oxford \$4.00 each way
- ADA Middletown \$2.50 each way
- MTS Nights \$2.00 each way

Fixed Route Fares

- Regional Routes \$2.00 each way
- University Routes (U&P) \$2.00 each way
- Miami University students and faculty ride R, U, and P routes as well as ADA for free with valid ID
- Middletown Color Routes \$1.25 each way

Half Fare

- BCRTA \$1.00 each way
- MTS \$0.60 each way
- BCRTA and MTS will require all passengers to have an approved half fare application (or BCare application) on file and display the proper certification cards to receive half fare privileges. Persons with a medicare card ride for half fare.



crta
Butler County Regional
Transit Authority
Oxford and
Miami University
Routes U1, U4, P1, P2, P3,
Salerida, and Bcare

www.butlercountyta.com
Effective Spring 2020



For information traveling between Oxford and regional
campuses in Hamilton and Middletown, please reference
the P2 and P3 route schedules.

The Butler County Regional Transit Authority
is pleased to announce that we will be offering a
discounted fare for students and faculty of
Miami University and Hamilton College. The
discounted fare will be \$4.00 for a one-way
trip and \$8.00 for a round-trip. This fare is
available for students and faculty who are
enrolled in a degree program and who are
residing in the Butler County area. For more
information, please visit www.butlercountyta.com.

Eligible and disabled persons may qualify for BCRTA's half fare
program. Please call 513.785.5237 for details. Medicare cardholders
are eligible to receive privileges by completing a half fare
application.

Fares
General Public Fare \$2.00
Bcare \$4.00
Bcare (General Public) \$4.00
No Charge
Miami ID
Bcare and disabled persons may qualify for BCRTA's half fare
program. Please call 513.785.5237 for details. Medicare cardholders
are eligible to receive privileges by completing a half fare
application.

General Information
Hours of operation vary by routes. Please see
individual timetables for route information.
Information & Reservations
Monday - Friday 7:00 AM - 5:00 PM
Saturday 7:00 PM - 3:00 AM
Sunday 12:00 PM - 1:00 AM

Americans with Disabilities Service (Bcare)
BCRTA provides accessible door-to-door bus service for persons
with disabilities that may be unable to ride regular route buses.
From any regular bus route during regular operating hours of the
Bcare transportation is available within three quarters of one mile
of closest route. Persons requesting Bcare service must be approved
by BCRTA and meet eligibility requirements. For more information
about Bcare services or to obtain an application to use Bcare
services, please visit butlercountyta.com or call 513.785.5237.

Important Information
Bcare and Bcare Buses will wait five (5) minutes after
arrival for a passenger to board.
Bcare and Bcare Buses will wait five (5) minutes after
arrival for a passenger to board.
Bcare and Bcare Buses will wait five (5) minutes after
arrival for a passenger to board.
Bcare and Bcare Buses will wait five (5) minutes after
arrival for a passenger to board.

Bcare Service
BCRTA operates door-to-door Bcare services on a
daily basis during the evening hours. Bcare services are
provided to eligible individuals and very small groups
within the Oxford area when regular route BCRTA services
are scheduled on a "first-come, first-served" basis. For
information or to request a ride please call 513.785.5237. Sorry,
Bcare services is not available on College Corner Pike or west of
Locust and Church Streets.

Bcare Hours of Operation
Monday - Saturday 10:00 PM - 3:00 AM
Sunday 10:00 PM - 1:00 AM

U4 - Western Campus/North Loop
U4D - Western Campus/North Loop w/ Dittmer Flyer

Weekdays

Route	Direction	Stop	Time
U4	Westbound	Hamilton College	7:00 AM
		Hamilton College	7:15 AM
		Hamilton College	7:30 AM
		Hamilton College	7:45 AM
		Hamilton College	8:00 AM
		Hamilton College	8:15 AM
		Hamilton College	8:30 AM
		Hamilton College	8:45 AM
		Hamilton College	9:00 AM
		Hamilton College	9:15 AM
		Hamilton College	9:30 AM
		Hamilton College	9:45 AM
U4D	Westbound	Hamilton College	7:00 AM
		Hamilton College	7:15 AM
		Hamilton College	7:30 AM
		Hamilton College	7:45 AM
		Hamilton College	8:00 AM
		Hamilton College	8:15 AM
		Hamilton College	8:30 AM
		Hamilton College	8:45 AM
		Hamilton College	9:00 AM
		Hamilton College	9:15 AM
		Hamilton College	9:30 AM
		Hamilton College	9:45 AM
U4D	Eastbound	Hamilton College	7:00 AM
		Hamilton College	7:15 AM
		Hamilton College	7:30 AM
		Hamilton College	7:45 AM
		Hamilton College	8:00 AM
		Hamilton College	8:15 AM
		Hamilton College	8:30 AM
		Hamilton College	8:45 AM
		Hamilton College	9:00 AM
		Hamilton College	9:15 AM
		Hamilton College	9:30 AM
		Hamilton College	9:45 AM
U4D	Eastbound	Hamilton College	7:00 AM
		Hamilton College	7:15 AM
		Hamilton College	7:30 AM
		Hamilton College	7:45 AM
		Hamilton College	8:00 AM
		Hamilton College	8:15 AM
		Hamilton College	8:30 AM
		Hamilton College	8:45 AM
		Hamilton College	9:00 AM
		Hamilton College	9:15 AM
		Hamilton College	9:30 AM
		Hamilton College	9:45 AM

Weekends

Route	Direction	Stop	Time
U4D	Westbound	Hamilton College	7:00 AM
		Hamilton College	7:15 AM
		Hamilton College	7:30 AM
		Hamilton College	7:45 AM
		Hamilton College	8:00 AM
		Hamilton College	8:15 AM
		Hamilton College	8:30 AM
		Hamilton College	8:45 AM
		Hamilton College	9:00 AM
		Hamilton College	9:15 AM
		Hamilton College	9:30 AM
		Hamilton College	9:45 AM
U4D	Eastbound	Hamilton College	7:00 AM
		Hamilton College	7:15 AM
		Hamilton College	7:30 AM
		Hamilton College	7:45 AM
		Hamilton College	8:00 AM
		Hamilton College	8:15 AM
		Hamilton College	8:30 AM
		Hamilton College	8:45 AM
		Hamilton College	9:00 AM
		Hamilton College	9:15 AM
		Hamilton College	9:30 AM
		Hamilton College	9:45 AM

Friday/Saturday only

Route	Direction	Stop	Time
U4D	Westbound	Hamilton College	7:00 AM
		Hamilton College	7:15 AM
		Hamilton College	7:30 AM
		Hamilton College	7:45 AM
		Hamilton College	8:00 AM
		Hamilton College	8:15 AM
		Hamilton College	8:30 AM
		Hamilton College	8:45 AM
		Hamilton College	9:00 AM
		Hamilton College	9:15 AM
		Hamilton College	9:30 AM
		Hamilton College	9:45 AM
U4D	Eastbound	Hamilton College	7:00 AM
		Hamilton College	7:15 AM
		Hamilton College	7:30 AM
		Hamilton College	7:45 AM
		Hamilton College	8:00 AM
		Hamilton College	8:15 AM
		Hamilton College	8:30 AM
		Hamilton College	8:45 AM
		Hamilton College	9:00 AM
		Hamilton College	9:15 AM
		Hamilton College	9:30 AM
		Hamilton College	9:45 AM

crta Oxford and Miami University Service



Exhibit 2: Title VI Complaint Form



Title VI Complaint Form

Butler County Regional Transit Authority (BCRTA)

BCRTA 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 Action 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 (513) 785-5378. The completed form must be returned to BCRTA Title VI Coordinator, 3045 Moser Court, Hamilton, Ohio 45011.

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:	

Date of Incident: _____

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

- Race
- Color
- National Origin (Limited English Proficiency)
- Sex
- Disability
- Age

Please describe the alleged discrimination incident. Provide the names and title of all BCRTA 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

Exhibit 3: BCRTA Board Resolution Approving 2017 Title VI Plan

BCRTA Resolution No. 17-02-02

Approval of the Butler County Regional Transit Authority 2017 Title VI Program

Whereas BCRTA is a Regional Transit Authority created by resolution of the Butler County Board of Commissioners; and

Whereas as a designated recipient of Federal Transit Administration (FTA) funds, BCRTA is required to comply with the Title VI regulations issued by the United States Department of Transportation (USDOT) as a condition of receiving federal funds; and

Whereas every three years BCRTA is required to submit a new Title VI program in accordance with USDOT's 49 CFR Part 21.7; and

Whereas in 2012 Federal Title VI requirements were updated by FTA and require that the Title VI program be approved by BCRTA's governing body; and

Whereas BCRTA's current Title VI Program will expire on March 31, 2017; and


Whereas BCRTA prepared and submitted the Title VI Plan update to FTA for review on February 1, 2017 in advance of expiration.

Now, therefore, be it resolved that the BCRTA Board of Trustees hereby approves the January 2017 Title VI Program and authorizes the BCRTA Executive Director to complete submission of the final program to FTA. Be it further resolved that the BCRTA Board of Trustees authorizes the BCRTA Executive Director to take any actions necessary to assure organizational compliance with the terms of this policy and regulation.

Approved: February 15, 2017



Board Vice President, BCRTA



Executive Director, BCRTA

Exhibit 4: BCRTA Vehicle Roster



Asset List

Matthew Dutkevitz: 2/19/2020

[Status starts with 'ACTIVE -']

Asset ID	Model	Serial #	Type	Manufacturer	Useful Life	Model Year	Date IN SERVICE
ACTIVE - COMMUTER BUS							
1520	F-550	1FDAF5GT1FEC83323	DIESEL	FORD	84.00	2015	9/28/2015
1521	F-550	1FDAF5GT3FEC83324	DIESEL	FORD	84.00	2015	9/28/2015
1601	E450	1FD4FE4F89GDC16231	GAS	FORD	80.00	2016	6/9/2016
1602	E450	1FD4FE4F87GDC17135	GAS	FORD	80.00	2016	6/9/2016
1603	E450	1FD4FE4F81GDC20984	GAS	FORD	80.00	2016	6-9-2016
1604	E450	1FD4FE4F83GDC20985	GAS	FORD	80.00	2016	6/9/2016
1605	E450	1FD4FE4F85GDC20986	GAS	FORD	80.00	2016	6/9/2016
1606	E450	1FD4FE4F80GDC20992	GAS	FORD	80.00	2016	6/9/2016
1797	E450	1FD4FE4F8XHDC51619	GAS	FORD	80.00	2017	2/13/2018
1798	E450	1FD4FE4F81HDC51637	GAS	FORD	80.00	2017	2/16/2018
1799	E450	1FD4FE4F83HDC51638	GAS	FORD	80.00	2017	2/16/2018
1895	E450	1FD4FE4F8XHDC78724	GAS	FORD	80.00	2018	11/4/2018
1899	E450	1FD4FE4F87HDC74047	GAS	FORD	80.00	2018	11/30/2018
ACTIVE - DEMAND/RESPONSE							
1513	GRAND CARAVAN	2C7WDG8G5FR686071	GAS	DODGE	48.00	2015	8-24-2015
1514	GRAND CARAVAN	2C7WDG8G0FR686074	GAS	DODGE	48.00	2015	7-30-2015
1515	GRAND CARAVAN	2C7WDG8G5FR703077	GAS	DODGE	48.00	2015	8-8-2015
1516	GRAND CARAVAN	2C7WDG8G7FR703081	GAS	DODGE	48.00	2015	7-28-2015
1517	GRAND CARAVAN	2C7WDG8G6FR703220	GAS	DODGE	48.00	2015	7-30-2015
1058	E350	1FDEE3FL7BDA16838	GAS	FORD	80.00	2011	10/19/2015
1025	E350	1FDEE3FL7ADB00225	GAS	FORD	80.00	2010	11/23/2015
1074	E350	1FDEE3FL9ADA78874	GAS	FORD	80.00	2011	12-14-15
1896	E450	1FD4FE4F84HDC78721	GAS	FORD	80.00	2018	11/30/2018
1897	E450	1FD4FE4F80HDC74035	GAS	FORD	80.00	2018	11/30/2018
1898	E450	1FD4FE4F80HDC74021	GAS	FORD	80.00	2018	11/30/2018
1995	GRAND CARAVAN	2C7WDG8G0KR792082	GAS	DODGE	48.00	2019	3/2/2020
1996	GRAND CARAVAN	2C7WDG8G2KR792083	GAS	DODGE	48.00	2019	3/2/2020
1997	GRAND CARAVAN	2C7WDG8G4KR792084	GAS	DODGE	48.00	2019	3/2/2020
1998	GRAND CARAVAN	2C7WDG8G6KR792085	GAS	DODGE	48.00	2019	3/2/2020
1999	GRAND CARAVAN	2C7WDG8G8KR792086	GAS	DODGE	48.00	2019	3/2/2020
ACTIVE - MOTOR BUS							
1501	G27	15GGB2711E1184832	DIESEL	GILLIG	144.00	2015	1/19/2015
1502	G27	15GGB2711F1184833	DIESEL	GILLIG	144.00	2015	2/20/2015
1503	G27	15GGB2713F1184834	DIESEL	GILLIG	144.00	2015	2/23/2015
1504	G27	15GGB2715F1184835	DIESEL	GILLIG	144.00	2015	2/23/2015
1505	G27	15GGB2717F1184836	DIESEL	GILLIG	144.00	2015	2/26/2015
1506	G27	15GGB2719F1184837	DIESEL	GILLIG	144.00	2015	4/3/2015
1507	G27	15GGB2710F1184838	DIESEL	GILLIG	144.00	2015	3/5/2015
1508	G27	15GGB2712F1184839	DIESEL	GILLIG	144.00	2015	3/3/2015
1509	G27	15GGB2719F1184840	DIESEL	GILLIG	144.00	2015	3/9/2015
1510	G27	15GGB2710F1184841	DIESEL	GILLIG	144.00	2015	3/23/2015
1511	G27	15GGB2712F1184842	DIESEL	GILLIG	144.00	2015	3/10/2015
1512	G27	15GGB2714F1184843	DIESEL	GILLIG	144.00	2015	4/3/2015
1607	G27	15GGB2716G1186353	DIESEL	GILLIG	144.00	2016	11/28/2016
1608	G27	15GGB2714G1186352	DIESEL	GILLIG	144.00	2016	12/2/2016
1609	G27	15GGB2712G1186351	DIESEL	GILLIG	144.00	2016	12/2/2016
1901	G27	15GGB2712K3192194	DIESEL	GILLIG	144.00	2019	8/26/2019
1902	G27	15GGB2714K3192195	DIESEL	GILLIG	144.00	2019	8/26/2019
1903	G27	15GGB2717K3193454	DIESEL	GILLIG	144.00	2019	2/20/2020
1904	G27	15GGB2719K3193455	DIESEL	GILLIG	144.00	2019	

Exhibit 5: Safe Harbor Analysis

B16007

AGE BY LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

Universe: Population 5 years and over
2013-2017 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 Technical 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.

	Butler County, Ohio		Cincinnati, OH-KY-IN Metro Area	
	Estimate	Margin of Error	Estimate	Margin of Error
Total:	352,299	+/-39	2,020,065	+/-239
5 to 17 years:	66,848	+/-38	379,259	+/-294
Speak only English	61,078	+/-485	353,965	+/-1,296
Speak Spanish	3,562	+/-345	12,010	+/-764
Speak other Indo-European languages	895	+/-251	5,975	+/-751
Speak Asian and Pacific Island languages	947	+/-231	4,362	+/-457
Speak other languages	366	+/-170	2,947	+/-670
18 to 64 years:	234,368	+/-56	1,337,640	+/-337
Speak only English	215,426	+/-861	1,247,203	+/-2,185
Speak Spanish	7,561	+/-451	32,603	+/-1,306
Speak other Indo-European languages	4,729	+/-662	27,139	+/-1,443
Speak Asian and Pacific Island languages	4,564	+/-459	20,215	+/-1,065
Speak other languages	2,088	+/-464	10,480	+/-1,107
65 years and over:	51,083	+/-56	303,166	+/-316
Speak only English	49,152	+/-260	293,450	+/-638
Speak Spanish	455	+/-121	2,151	+/-333
Speak other Indo-European languages	879	+/-239	4,674	+/-535
Speak Asian and Pacific Island languages	499	+/-155	2,285	+/-257
Speak other languages	98	+/-58	606	+/-164

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.

Methodological changes to data collection in 2013 may have affected language data for 2013. Users should be aware of these changes when using 2013 data or multi-year data containing data from 2013. For more information, see: Language User Note.

Appendix B: Language Assistance Plan

Improving Access for People with Limited English Proficiency (LEP) Four Factor Analysis

Butler County Regional Transit Authority (BCRTA) has conducted this analysis to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the ground 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 Federal Transit Administration (FTA).

Analysis Using Four Factor Framework

BCRTA has conducted the following analysis using the four factors identified in the DOT LEP Guidance:

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.

Since reintroducing local general public transit in 2005, BCRTA has experienced limited requests for LEP services. To request information in another language other than English, BCRTA provides a Google Translate widget on its website (www.butlercountyrta.com) and provides an over-the-phone interpreter service for riders. This gives LEP persons the opportunity to communicate directly with or to receive a call back from an interpreter. LEP service is tracked by the number of encounters and minutes our third-party interpreter is used to provide a request for services. From 2017- 2019, BCRTA provided fifteen encounters with an interpreter. A braille translation of the BCRTA Rider Guide was requested. In addition, BCRTA works with local universities/social service agencies to provide interpreters and/or interpreted service information upon request. BCRTA also holds public meetings on a monthly basis. All notices for public meetings include notice that an interpreter will be provided upon request. BCRTA vehicles also have signage on board about the translation services offered to all customers.



Task 1: Step 2: Become familiar with data from U.S. Census

As of 2017, the U.S. Census Bureau quick facts population estimate of Butler County, Ohio was 375,702. According to the U.S. Census Bureau 2013-2017 American Community

Survey Five Year Estimates, 7.6% of the county's population (age five and over) lived in a home where a language other than English is spoken, 3.3% persons identified as Spanish; 1.8% as other Indo-European, 1.7% as Asian and Pacific Islander language, and 0.7% as "other" language.

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

Butler County, Ohio is located in southeast Ohio. The City of Hamilton, Ohio is the county seat. Butler County is home to Miami University, an Ohio public university. BCRTA is also a part of the Cincinnati, Ohio Urbanized Area which principally consists of the southeastern portion of Butler County. BCRTA does serve all of Butler County, Ohio and, as capacity allows, within three (3) miles of the county border. The Middletown Urban Area of Butler County is principally served by Middletown Transit, a small urban transit system.

Task 1. Steps 2B & C: Obtain and analyze census data on the LEP population in your service area.

U.S. Census Bureau 2013-2017 American Community Survey Five year Estimate data for Butler County, Ohio reflect that 3.0 % of the Butler County, Ohio population is LEP (defined as speaking English less than "very well").

- LEP: Speak Other than English at Home and Do not Speak English Very Well:
10,495 persons (3.0% of the population). The LEP breakout by language:
 - Spanish: 5,306 persons (1.5% of the population)
 - Indo-European: 1,644 persons (0.5% of the population)
 - Asian & Pacific Island: 2,973 persons (0.8% of the population)
 - Other: 572 persons (0.1% of the population)

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

Figure 1 reflects the LEP persons in the areas of Butler County, all within the Cincinnati Urbanized Area of Butler County, Ohio. The areas of highest concentration include West Chester, Fairfield, downtown Hamilton, and Oxford.

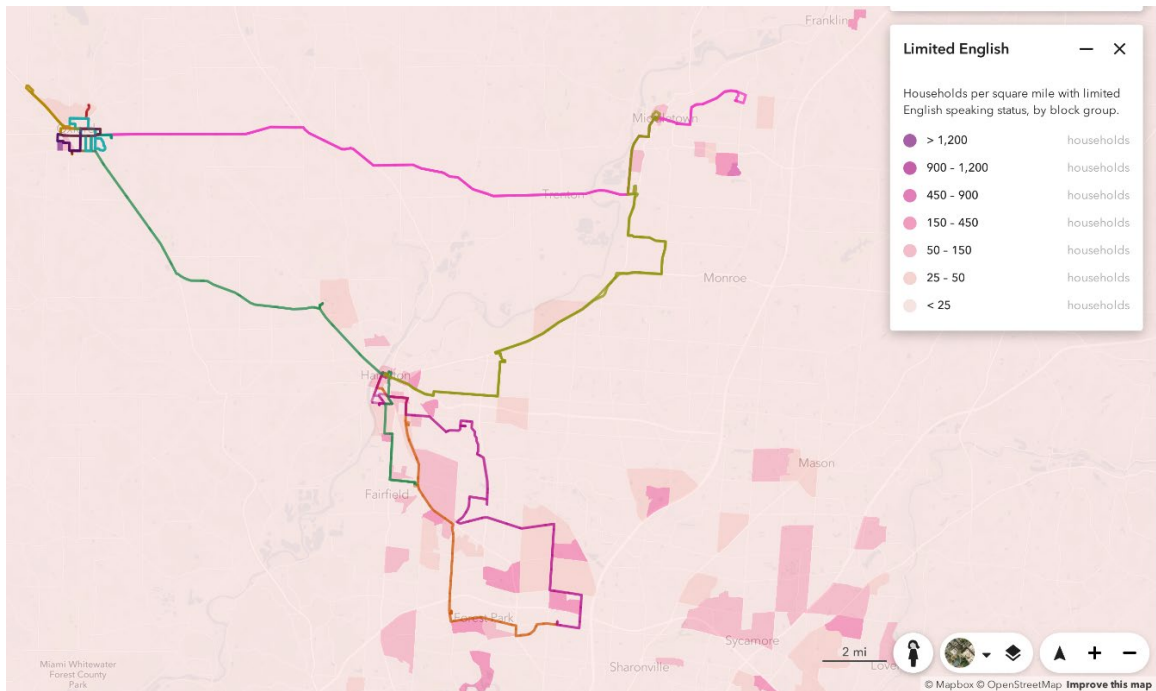


Figure 1

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

BCRTA identified the following organizations and uses them to obtain information and best practices for LEP participation and involvement. The list of state and local partners that focus on improving access to LEP persons consist of:

- Butler County, Ohio Job and Family Services
- Ohio Means Jobs
- Education:
 - Butler County School Districts: Edgewood City, Fairfield City, Hamilton City, Lakota Local, Madison Local, Middletown City, Monroe Local, New Miami Local, Ross Local and Talawanda City
 - Butler County Educational Service Center English as a Second Language (ESL) Consortium
 - Butler Tech Able
 - Hamilton City Schools Able
 - OKI Regional Council of Governments

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

BCRTA identified the following community organizations and uses them to obtain information and best practices for LEP participation and involvement. The list of community partners that focus on improving access to LEP persons consist of:

- Transit Alliance of Butler County
- Butler County Job and Family Services
- Interact for Health
- Faith Based:
 - Living Water Ministries
 - Hispanic Ministry of Hamilton
- Miami University (Oxford, Hamilton, Middletown Campuses)

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.

Appendix A, Exhibit 1 of the BCRTA Title VI plan summarizes BCRTA services. Other than commuter park-and-rides services provided under contract by Cincinnati Metro, Butler County public transit services have been incrementally introduced since 2005. BCRTA provides Regional Commuter routes and Middletown night service in cooperation with the City of Middletown. BCRTA also provides general public demand response services throughout the county, fixed route services for the City of Oxford, contract services for Butler County Board of Developmental Disabilities and the Butler County Veterans Service Commission.

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

The Transit Alliance of Butler County, a nonprofit organization with a mission to create an effective, efficient and coordinated approach to meet the current and future local and regional transportation needs for Butler County citizens, agencies, and businesses, held a community forum on May 17, 2011 to discuss public transportation issues and unmet need. The common themes were additional evening and weekend trips for jobs, affordable fares, and increasing public awareness of current services. LEP access was not identified as an unmet need. In addition, LEP access issues were not identified in the region's locally developed Coordinated Public Transit-Human Services Transportation Plan, revised in 2016. BCRTA also identified organizations that improve access for LEP persons and sent surveys to request information, figure 2.



Improving Access for Limited English

Proficiency (LEP) Persons

BCRTA is seeking your assistance to assure all persons have equal access to the benefits of our federally funded programs and services. Please take a few moments to answer these brief questions. This will help us to determine additional needs for translation and interpretation services that ensure the best possible service to all clients, regardless of their language of origin.

Date:	Organization:
Contact Person:	Telephone:
	Email Address:

Geographic Service Area: _____

of LEP persons Served: _____

Has the size of the LEP population you serve increased, stayed the same, or decreased over the past five years?
Increased Greatly Increased Somewhat Stayed the Same Decreased

Do you use outside sources (volunteers, refugee service, etc.), other than the family to assist with the translations/interpreting? Frequently Sometimes Never
What source(s): _____

In order of frequency, which language groups do you encounter when working with limited English proficient clients (1 being the most frequent and 7 being the least frequent):
Spanish Bosnian Russian Arabic African Asian Other

What needs or expectations for public transit services has this population expressed?

Has the population inquired about how to access public transit or expressed a need for public transit service?
No Yes (please explain) _____

Are there locations that the population has expressed difficulty accessing via the BCRTA public transit service?
No Yes (please explain) _____

What is the best way to obtain input from the LEP population?

What additional agencies/organizations/persons should BCRTA reach to analyze how to assure access to LEP populations in Butler County?

Would you like to be contacted by BCRTA to discuss BCRTA services, LEP assistance, or other public transit issues?
Yes No

Figure 2

After reviewing records and contacting community organizations BCRTA has made telephone and website translation available in all requested languages. BCRTA will also make written materials available in all languages upon request. However, after speaking

with community organizations BCRTA has assessed that lack of LEP resources is not the problem but rather the communication of their availability.

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

To request information in another language other than English, BCRTA provides and tracks Google Translate widget on its website and provides an over-the-phone interpreter service for callers. This gives LEP persons the opportunity to communicate their request and receive information at their literacy level and convenience.

To help ensure our interaction with LEP persons is consistent and positive, BCRTA operators carry language identification cards (figure 3) to help identify interpreter needs for uncommon languages. Our new employee orientation process requires operators be trained and acknowledge BCRTA goals in regards to LEP policies and procedures.

The BCRTA goals are as follows:

- BCRTA will produce and distribute rider guides and other materials in commonly requested second languages.
- BCRTA will provide, and office staff will be trained in the use of interpreter services that may be made available over the phone in a wide variety of other languages for the purposes of providing service information and scheduling services.
- BCRTA will provide, and driving staff will be trained in the use of interpreter services that may be made available over the phone in a wide variety of languages for the purpose of providing service information and clarifying operational passenger needs.
- BCRTA vehicle operator will carry, on their person, an emergency procedures pocket handbook that will include directions for assisting LEP individuals. The pocket guide will also include a “language map” to assist LEP individuals and BCRTA staff in determining the language of choice for any LEP individual.
- All BCRTA personnel who engage in regular client contact will be required to review this procedure and acknowledge their understanding and compliance in writing to ensure even application of the procedures mentioned herein.

NEED AN INTERPRETER?

1. Dial **1.800.CALL.CLI (1.800.225.5254)**
2. When the operator answers, tell them:
 - a. Your customer code is **132860**
 - b. You are calling from Butler County RTA
 - c. The language that you need
 - d. Your Name, client's name
 - e. Please let the operator know if you would like to connect to multiple parties (call a patient/client at home for example).
3. The operator will connect you with an interpreter promptly.



CERTIFIED LANGUAGES
INTERNATIONAL

24 hours a day, 7 days a week
Direct Dial: 503-484-2425

Recommendations for Effectively Using the Services of an Over-the-Phone Interpreter

For Outbound Calls:

- If you need to call a Limited English Proficient (LEP) party at home or need a third-party dial-out to include an additional party, please *first* inform the CLI Customer Service Representative (CSR) *before* the interpreter is connected.
- Once the interpreter is connected, you may tell the interpreter who to ask for (the LEP's name).
- At this time, you may also tell the interpreter how to proceed if the call goes to an answering machine and what message to leave if desired.

For Inbound Calls:

- Explain to the LEP that all information is confidential, and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Short sentences are easiest to interpret.
- Speak freely; all CLI interpreters are sworn to confidentiality and the Interpreter's Code of Ethics.
- Encourage the interpreter to clarify terms with you if necessary.

Figure 3

To help identify service needs of an LEP person, the BCRTA sends customer surveys (figure 4) to riders annually. The survey asks the rider to respond with a check mark in one of the following boxes; strongly agree, agree, neither agree or disagree, disagree, and strongly disagree. The question to identify the LEP needs was, "I am unable, or someone I know is unable to use BCRTA service due to a language barrier."

BUTLER COUNTY REGIONAL TRANSIT AUTHORITY (BCRTA) CUSTOMER SURVEY 2019

BCRTA Services I use: U/P Routes R Routes Middletown Transit System
 ADA Service BGO (Demand Response)

For each statement, please check one response

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
1. The vehicles are clean (inside and out).					
2. The drivers are friendly and professional.					
3. The call-takers are friendly and professional.					
4. I feel the drivers are safe.					
5. Scheduling a ride is easy.					
6. When I call, I am usually able to schedule a pick-up at the time I want.					
7. I arrive at my destination(s) on time.					
8. The bus arrives on time.					
9. A language barrier does NOT prevent me or someone I know from being able to use BCRTA services.					
10. Overall, I am happy with the service.					

Please tell us more:

Would you like BCRTA to contact you? YES ____ NO ____
 If yes, please complete the information below

Name: _____ Phone: _____ Email: _____

You may also contact BCRTA at 513.785.5237 or by clicking the "Contact Us" link at www.butlercountyrta.com
 Send us mail to 3045 Moser Court, Hamilton, Ohio 45011

Figure 4

The following reflects the answers reported in the BCRTA Customer Survey

- 65.6% Strongly agreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 19.9% Agreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 13.9% Neither agreed or disagreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 0.7% Disagreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 0% Strongly disagreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.

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

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

- Commuter Services
- Curb-to-Curb On-Demand
- Fixed Route Services

Critical information from BCRTA which can affect access includes service and schedule information, fare and payment information, system rules, and information about how to ride. However, public transit services continue to be limited in Butler County and are relatively expensive (demand-response fares). If limited English is a barrier to using these services then the consequences for the individual are serious, including limited access to obtain health care, education, or employment.

However, the bigger issue is availability of public transit services in Butler County.

Task 3, Step 2: Review input from community organization and LEP persons.

After reviewing records and contacting community organizations BCRTA has made telephone and website translation available in all requested languages. BCRTA will also make written materials available in all languages upon request. However, after speaking with community organizations BCRTA has assessed that lack of LEP resources is not the problem but rather the communication of their availability.

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.

From 2017-2019, BCRTA has experienced limited requests for LEP services. The experience has been almost exclusively requests for Spanish alternatives. To request information in another language other than English, BCRTA provides a Google Translate widget on its website and provides an over-the-phone interpreter service for riders. This gives LEP persons the opportunity to communicate directly with or to receive a call back from an interpreter. LEP passenger use is tracked by the number of encounters and minutes our third-party interpreter is used to provide a request for services. BCRTA provided fifteen encounters with an interpreter.

BCRTA estimated costs over the last 3 years are between \$2,000 to \$5,000 to improve accessibility and provide additional LEP resources. This estimate includes upgrades to the website to facilitate more accessibility for LEP persons and \$3,288 spent on interpreter services.

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

Due to the small size of our agency, limited resources, public reviews and expected population growth, BCRTA should focus its language measures on extending access for persons by local awareness and advertising. In addition, BCRTA should include LEP related issues in all personnel training, including administrative, dispatch, and bus operator training.

Task 4. Step 3: Analyze your budget.

Due to its limited size and services, BCRTA does not have a line item marketing budget. However, BCRTA could allocate \$1,000 per year for LEP services.

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

BCRTA should collaborate with identified community organizations to provide cost effective practices such as 1) help with translations of printed and online information; 2) distribution channels for printed information; 3) translation assistance for LEP persons; and 4) educational and outreach opportunities to help improve access for LEP person. In addition, BCRTA should research and pursue language assistance products and translation services developed and paid for by local, regional, or state government agencies.

BCRTA has adopted the following implementation plan to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no persons shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the FTA.

Plan for Implementation

1. Identifying LEP individuals who need language assistance.

The four factor analysis indicates that the largest group of LEP persons speaks Spanish. In addition, the largest concentrations of LEP persons are in the Hamilton, Fairfield and West Chester township portions of Butler County which are within the portion of Butler County within the Cincinnati Urbanized Area.

Discussions with the bus operators and dispatch personnel indicate that the current frequency of contact with LEP persons has been extremely limited. However, there are demographic changes which could lead to a growing number of LEP persons in need of local public transit.

BCRTA is in the process of following up on sent letters, service information and surveys to agencies identified as serving LEP populations. Survey results will assist in further identifying LEP individuals and language assistance needs.

2. Language assistance measures

BCRTA will continue to track the Google Translate widget on its website and will provide printed materials in requested languages as well as identify distribution outlets to share such information. In addition, BCRTA will continue to maintain its over-the-phone translation service to allow LEP persons to receive service information in their native language.

BCRTA updates its implementation plan based on survey results and subsequently targets outreach to address new information.

3. Training staff

BCRTA bus operators, dispatch and scheduling personnel, and administrative staff may come into contact with LEP persons. Training on BCRTA's responsibility to serve LEP persons will be addressed as follows:

- BCRTA will post updated information on employee boards concerning BCRTA's responsibility on serving LEP persons.
- Orientation and initial training for new bus operators, and ongoing training and retraining sessions will include information on serving LEP persons.
- BCRTA will include information on serving LEP persons and BCRTA responsibilities in the BCRTA Employee Handbook which will be reviewed and verified (employee sign off) by each BCRTA employee.

4. Providing notice to LEP persons.

BCRTA will conduct outreach efforts to the target organizations and other organizations identified through the current survey. The Manager of Administration will lead these efforts.

5. Monitoring and Updating the LEP Plan.

BCRTA Board of Trustees reviewed and approved the 2017 LEP plan on February 15, 2017. The BCRTA Board of Trustees will review and approve the plan next on May 20, 2020.

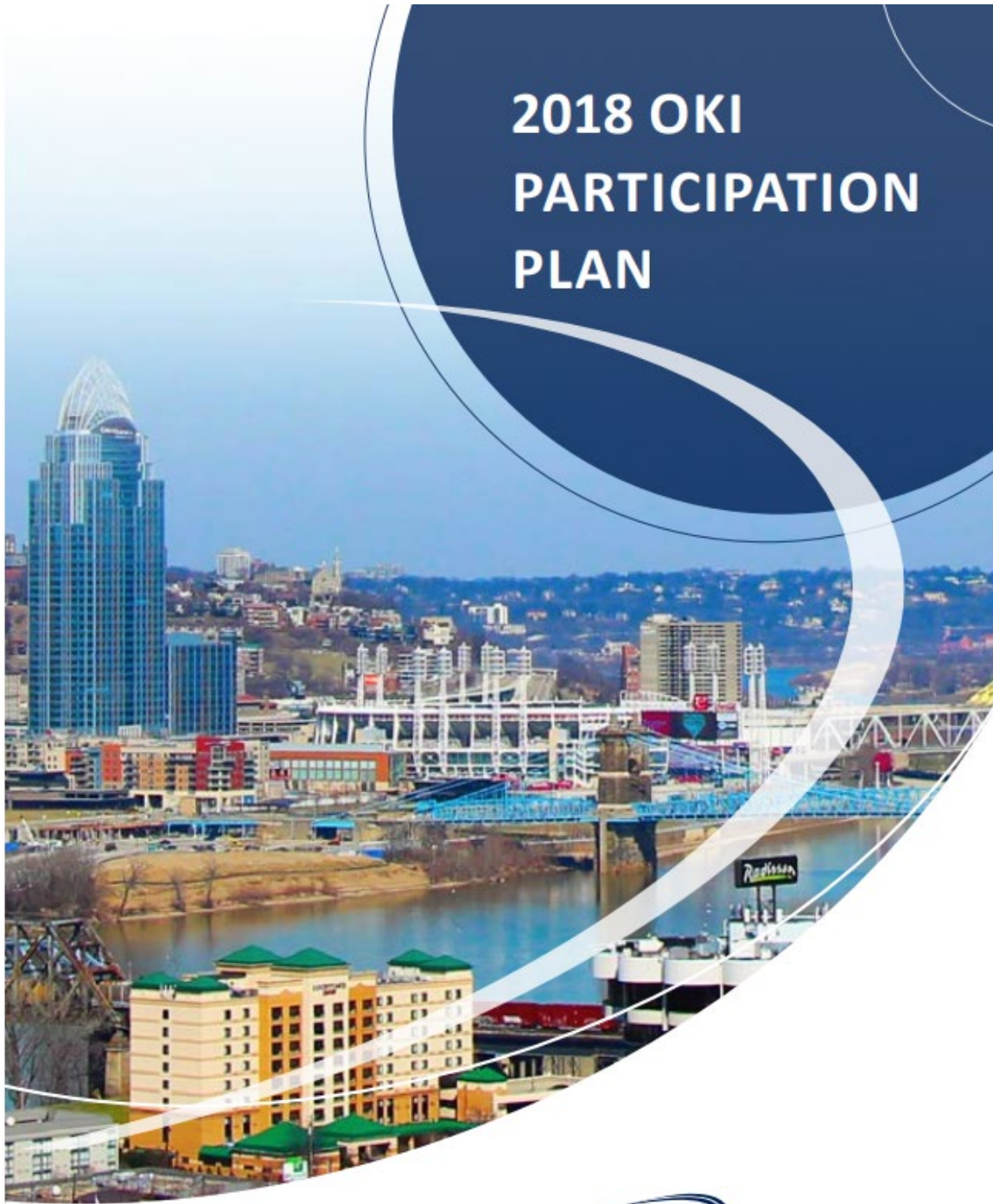
The BCRTA Executive Director will review the LEP Plan and survey results annually with the BCRTA Board of Trustees.

BCRTA will include an LEP question on its annual customer satisfaction survey.

BCRTA will work with the Transit Alliance of Butler County to seek LEP representation on its Board of Directors.

The Executive Director and Operations Directors will be responsible for monitoring the plan, and reporting changes and updates to the BCRTA Board of Trustees.

Appendix C: Public Participation Plan



2018 OKI PARTICIPATION PLAN

January 2018
www.oki.org

OKI REGIONAL COUNCIL
OF GOVERNMENTS

<https://www.oki.org/plans-and-programs/participation-plan-program/>