



Title VI Program

**May 2020
Revised March 2023**

**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 2020
 Revised March 2023**

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Butler County Regional Transit Authority (BCRTA)
Title VI Program, May 2020
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INTRODUCTION

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 13 motor 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 public, on demand, door-to door services.

In 2009, BCRTA began commuter bus services between Middletown and Hamilton. One (1) transit bus was 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 (R2) connecting Dayton and Butler County in a test trial with the City of Middletown, City of Monroe, and Premier Health. The trial ended March 21, 2020 and will now be offered as a curb-to-curb program under BCRTA's BGO service. Also, the R4 and R2 Routes were removed from service. Both the R4 and the R2 saw decreases in ridership during the pandemic and never returned to a level close to that of pre pandemic. In 2019, the National Transit Database worked with BCRTA to reclassify its routes based on current statistics.

In 2019 BCRTA provided 589,470 trips. In 2020 BCRTA provided 188,788 trips. In 2021 BCRTA provided 257,920 trips and finally in 2022 BCRTA provided 414,713 trips. BCRTA projects almost 525,000 directly provided trips in 2023 and has an annual operating budget of approximately \$8.2 million. Currently, BCRTA has a fleet of fifty-five (55) buses, employs seven (7) full time administrative employees, sixty-nine (69) full-time and eight (8) part-time bus operators, three (3) dispatchers, two (2) supervisors, one (1) full-time and one (1) part-time driver trainer, four (4) full-time mechanics, one (1) maintenance manager, and uses one (1) central facility for administration, scheduling and dispatching, vehicle storage and maintenance, and other miscellaneous transit purposes.

As of March 2023, BCRTA operates: (7) motor bus or fixed routes. BCRTA is in the process of

taking in one commuter route that is currently subcontracted and operated by SORTA (42X) and rebranding it in partnership with the City of Middletown.

Current services are summarized in Appendix A: Exhibit 1.

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 program’s 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.

GENERAL REPORTING REQUIREMENTS

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.

<p style="text-align: center;">Title VI Notice of Public Rights The Butler County Regional Transit Authority</p> <p style="text-align: center;">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 the Federal Transit Administration (FTA).</p> <p style="text-align: center;">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.</p> <p style="text-align: center;">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.</p> <p style="text-align: center;">For information in another language, contact BCRTA at 513-785-5022. Para obtener mas informacion llame a BCRTA at 513-785-5022.</p>

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

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

Record of Title VI Investigations, Complaints, or Lawsuits.

None.

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 decisions 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, Twitter, and Instagram:

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

Additionally, BCRTA participates in the local Metropolitan Planning Organization's (Ohio-Kentucky-Indiana Regional Council of Governments (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 representatives of public, private and nonprofit transportation and human services providers and participation by the public.

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.

BCRTA POLICY AND PROCEDURE MANUAL

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.

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

See Appendix B.

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.

21.7% of Butler County’s 2021 population is considered minority (9.8% black or African American alone; 5.4% Hispanic or Latino alone; 4.3% Asian alone; and 2.7% two or more races).

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

	Total	Minority
Male	7	0
Female	1	0
Vacant	1	NA

BCRTA Monitoring of Subrecipients

BCRTA has no subrecipients.

Equity Analysis of Construction Projects.

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

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 2020 Title VI Program. The BCRTA Board of Trustees will approve updates to the 2023 plan on March 15, 2023

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:

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.

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.
- County connections to Miami University educational opportunities.

Service Evaluation Factors

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

BCRTA Service Standards by Mode as of January 1, 2023

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.

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.

On-Time Performance (OTP)

Peak and Off-Peak

	Acceptable Early	Acceptable Late	Minimum Standard On-Time
Motor Bus	0-1 minutes	0-5 minutes	85%
Commuter bus	0-1 minutes	0-5 minutes	85%
Demand Response	0-15 minutes	0-15 minutes	90%

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

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 2024.

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

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.

Transit Amenities

BCRTA operates seven (7) motor bus fixed routes in Butler County, 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 shelters located at the Kroger in the City of Oxford, and 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 most 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 seven specific amenities that BCRTA will consider: bus signage, concrete boarding pads, benches, shelters, trash receptacles, concrete bus pads, and schedule holders/real-time displays. 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 boardings.

Bus Stop Signage

Bus stop signs are 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 ten feet.

Concrete Board Pad Location

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

Benches

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

Shelters

Shelters should be provided for bus stops with more than 50 boardings 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.

Caps and Benches

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

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 receptacle 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.

Schedule Holders and Real-time Displays

All BCRTA fixed route and commuter buses will contain schedule holders and/or real-time displays 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 boardings per day should be provided schedule holders and/or real-time displays.

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
<i>R1 HAMILTON-MIDDLETOWN</i>	MOTOR BUS	M, TU,W,TH,FR	60 MINS	CUTAWAY
<i>R3 HAMILTON-OXFORD</i>	MOTOR BUS	M, TU,W,TH,FR	60 MINS	GILLIG 30' AND/OR CUTAWAY
<i>R6 JOB CONNECTION</i>	MOTOR BUS	M, TU,W,TH,FR	120 MINS	CUTAWAY
<i>U1/U1W CAMPUS CORE</i>	MOTOR BUS	U1 and U1W: M, TU,W,TH,FR, U1W: SA, SUN	U1: 15 MINS U1W: 35 MINS	GILLIG 30' AND/OR CUTAWAY
<i>U3/U3X AM and PM TOLLGATE LOOP</i>	MOTOR BUS	U3, U3X AM/PM: M, TU, W,TH,FR U3: SA, SUN	U3 and U3X AM: 10 MINS U3 and U3X PM 15 MINS U3 (SA-SUN): 30 MINS	GILLIG 30' AND/OR CUTAWAY
<i>U4/U4D WESTERN CAMPUS</i>	MOTOR BUS	U4 and U4D: M, TU,,W,TH,FR, U4D: SA, SU	U4: 20-35 MINS U4D: 30-45 MINS	GILLIG 30' AND/OR CUTAWAY
<i>Park and Ride(P&R)</i>	MOTOR BUS	M, TU,W,TH,FR	30 MINS	GILLIG 30' AND/OR CUTAWAY

Regional Routes:
R1

R1 Northbound	
6:30	MARKET STREET STATION: AREA A
7:30	HIGH & EAST EASTBOUND
8:30	HIGH & HANCOCK EASTBOUND
9:30	HIGH & FAIR EASTBOUND
10:30	PRINCETON SQUARE APARTMENTS NORTHBOUND
11:30	WALMART FAIRFIELD TOWNSHIP EASTBOUND
12:30	BRIDGEWATER FALLS NORTHBOUND
1:30	BUTLER TECH NORTHBOUND
2:30	SR-4 AT LIBERTY-FAIRFIELD NORTHBOUND
3:30	KYLE'S STATION KROGER
4:30	COUNTRYSIDE VILLAGE & SR 747 NORTHBOUND
5:30	SR-4 AT MONROE CROSSINGS NORTHBOUND
6:30	KOHL'S DISTRIBUTION CENTER NORTHBOUND
7:30	MAIN & OXFORD STATE (DAD'S RESTAURANT) NORTHBOUND
8:30	9TH & MAIN NORTHBOUND
9:30	MTS TRANSIT STATION
10:30	CINCINNATI STREET CC NORTHBOUND

R1 Southbound	
7:30	CINCINNATI ST. CC SOUTHBOUND
8:30	MTS TRANSIT STATION
9:30	9TH & YANKEE EB 9TH & MAIN WB
10:30	OXFORD STATE RD. & MAIN STREET SOUTHBOUND
11:30	KOHL'S DISTRIBUTION CENTER SOUTHBOUND
12:30	SR-4 AT LESOURDSVILLE LAKE SOUTHBOUND
1:30	COUNTRYSIDE VILLAGE & SR 747 SOUTHBOUND
2:30	KYLE'S STATION KROGER
3:30	LIBERTY SQUARE & BUTLER METROPOLITAN HOUSING AUTHORITY
4:30	BUTLER TECH SOUTHBOUND
5:30	BRIDGEWATER FALLS WESTBOUND
6:30	WALMART FAIRFIELD TOWNSHIP WESTBOUND
7:30	PRINCETON SQUARE APARTMENTS SB
8:30	HIGH & FAIR WESTBOUND
9:30	HIGH & ERIE WESTBOUND
10:30	HIGH & 7TH WESTBOUND
11:30	MARKET STREET STATION: AREA A

MON-FRI ONLY

Northbound

1. Market Street Station: Area A
2. High & East Eastbound
3. High & Hancock Eastbound
4. High & Fair Eastbound
5. Princeton Square Apartments NB
6. Wal-Mart Fairfield Township EB
7. Bridgewater Falls Northbound
8. Butler Tech northbound
9. SR-4 at Liberty-Fairfield Northbound
10. Kyle's Station Kroger
11. Countryside Village & SR-747 NB
12. SR-4 at Monroe Crossings NB
13. Kohl's Distribution Center NB
14. Main & Oxford State Northbound
15. 9th & Main Northbound
16. MTS Transit Station
17. Cincinnati Street CC Northbound

Southbound

1. Cincinnati Street CC Southbound
2. MTS Transit Station
3. 9th & Yankee EB & 9th & Main WB
4. Oxford State Rd. & Main Street SB
5. Kohl's Distribution Center Southbound
6. SR-4 at Lesourdsville Lake Southbound
7. Countryside Village & SR 747 SB
8. Kyle's Station Kroger
9. Liberty Square & Butler Metropolitan Housing Authority
10. Butler Tech Southbound
11. Bridgewater Falls Westbound
12. Wal-Mart Fairfield Township WB
13. Princeton Square Apartments SB
14. High & Fair Westbound
15. High & Erie Westbound
16. High & 7th Westbound
17. Market Street Station: Area A

PM TIMES IN BOLD



**HAMILTON
MIDDLETOWN
SHUTTLE**



BUTLERCOUNTYRTA.COM | 513-785-5237

Ride Free Every Day

All BCRTA fixed routes, and paratransit services operate **free for everyone.**

Plan your trip and track your ride using the transit app.



transit DOWNLOAD NOW

Route Hours

Hours of operation vary by routes. BCRTA suspends or operates limited service on holidays and academic breaks.

Visit butlercountyrta.com for service alerts and schedule changes.

USE OUR TRIP PLANNER



Customer Service

**MON. THRU FRI. | 7 a.m. to 6 p.m.
513-785-5237**



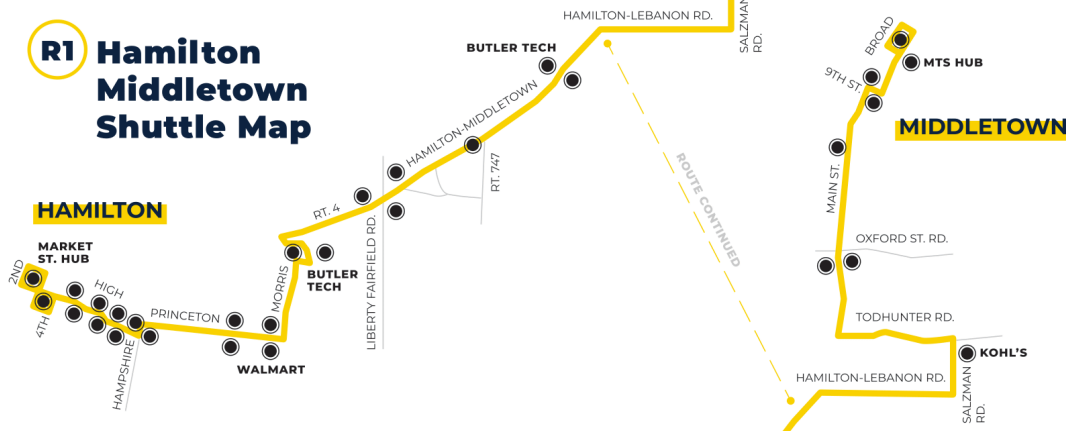
TITLE VI NOTICE OF PUBLIC RIGHTS

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For more information on the BCRTA civil rights program and the procedures for filing a complaint or request for reasonable accommodations, contact the BCRTA Civil Rights Office at 5945 Moser Court, Hilltop, Ohio 45011. A complaint may be filed 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, 6th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, contact the BCRTA at 513-785-5237. For more information, visit butlercountyrta.com.

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

R1 Hamilton Middletown Shuttle Map



bcрта
HAMILTON
OXFORD
CONNECTOR

R3

ROUTE SCHEDULE

[BUTLERCOUNTYRTA.COM](https://www.butlercountyta.com) | 513-785-5237

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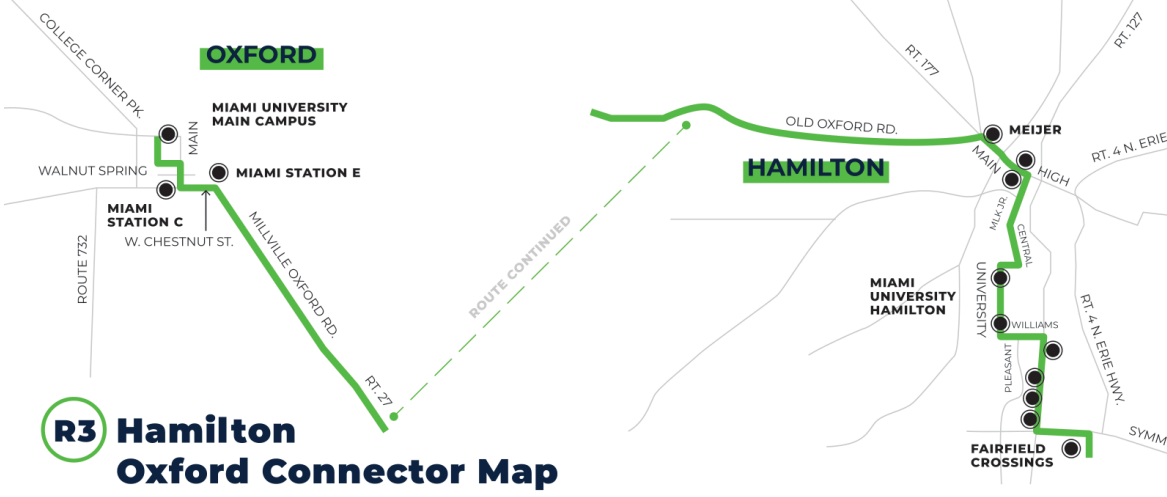
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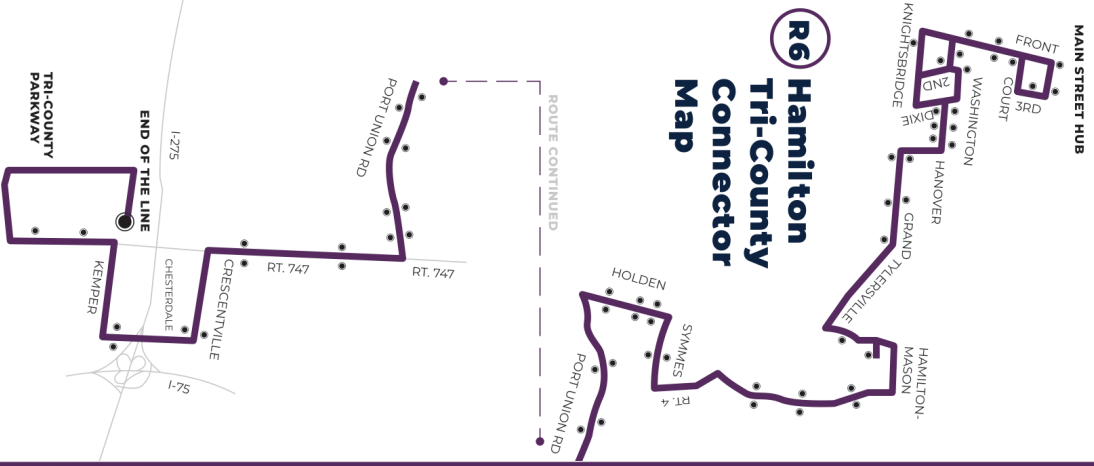
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513-785-5237



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HAMILTON

TRI-COUNTY CONNECTOR

This route is funded in part by the Hamilton Community Block Grant.



ROUTE SCHEDULE

BUTLERCOUNTYPTA.COM | 513-785-5237

BCRTA Rider Guide:



Rider Guide

2023



BUTLERCOUNTYRTA.COM

General Info

BCRTA

OFFICE HOURS
9 a.m. to 5 p.m. Monday–Friday

OPERATION HOURS
6 a.m. to 11 p.m. Monday–Friday

MTS (Middletown Transit System)

OFFICE HOURS
9 a.m. to 5 p.m. Monday–Friday

OPERATION HOURS
6:30 a.m. to 6:30 p.m. Monday–Friday
8:30 a.m. to 4:30 p.m. Saturday

Reservations

- Trip reservations are accepted from 7 a.m. to 6 p.m. Monday–Friday. Call 513-785-5237.
- All next-day BCare trip requests made by 6:00 p.m. will be accommodated. BCare trips can now be scheduled up to 14 days in advance using the BCRTA BCare app.

BCare riders must have an ADA-approved application on file.

- Reservations and cancellation requests may also be emailed to request@butlercountyrta.com.

HOLIDAY CLOSURES

- New Year's Day • July 4th
- Memorial Day • Labor Day
- Thanksgiving • Christmas Day
- Day After Thanksgiving • Christmas Eve

Hours of operation vary by route. BCRTA suspends or operates limited services on certain holidays. BCRTA operates whenever safety is possible. Visit butlercountyrta.com or check the Transit app for service alerts, schedule changes and service availability during treatment centers.

IMPORTANT INFO

- All passengers must have exact change.
- BCo and BCare buses may arrive up to fifteen (15) minutes before or after the scheduled pickup time under normal circumstances.
- BCo and BCare buses will wait five (5) minutes after arrival within the pickup window for a passenger to board.
- Cancellations must be received one (1) hour before the schedule pickup 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 standard mobility devices.
- BCRTA accommodates all service animals.

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BCo Ride-share Services

TAP • BOOK • RIDE

BCRTA BCo is a ride-share service that uses public transit vehicles and costs \$5 per one-way trip. Call 513-785-5237 to reserve a trip today!

The bus will pick you up in front of your home or pickup location and take you anywhere in Butler County. Rides can be booked up to seven days in advance. Trips are first come, first served based on availability.

HOURS
MON. THRU FRI.
6 a.m. to 11 p.m.

Download the BCo app, powered by Via, to book on-demand trips! The BCo app operates like Uber or Lyft, allowing riders to request, track and pay for trips in real time.

TRUCK YOUR BIKE IN THE BCo APP



*Rides in Butler County, OH 45371 to book advanced trips. On-demand trips can be requested with the BCRTA BCo app.

Ride with Confidence



Plan your trip and track your ride using the Transit app.

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 or MTS Stops.

Regional Routes

- R1: Hamilton/Middletown
- R3: Hamilton/Oxford
- R6: Job Connector
- 42X West Chester Express (Cincinnati Metro)

Oxford/Miami University Routes (USP)

- U1: Campus Core
- UTW: Campus Core with Walmart Flyer
- U3: Tollgate Loop
- U3X: Tollgate Loop Express
- U4: Western Campus/North Loop
- U4D: Western Campus/North Loop with Dittmer Park & Ride
- PR: Park and Ride

Middletown Routes

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



TRACK YOUR RIDE WITH TRAK

Fares

BCo & BCare

- BCo General Public.....\$5 each way
- ADA Hamilton/Oxford.....**FREE**
- ADA Middletown.....**FREE**

Fixed-Routes

- Regional Routes.....**FREE**
- University Routes (USP).....**FREE**
- Middletown Color Routes.....**FREE**

MOBILITY MANAGEMENT

BCRTA's mobility management services include: individual and group travel training sessions, community outreach, transit education presentations and connecting individuals with transportation resources.

LEARN HOW TO RIDE THE BUS



For more information, contact Shannon Naegele at 513-785-4340 or naegeles@butlercountyrta.com



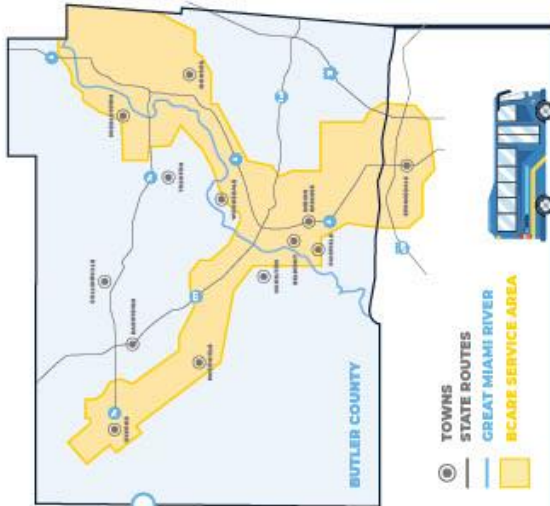
Bikes Ride Free

You can't bring your bike on the bus, but you can put it on the rack in front. If the rack is full, please wait for the next bus.

- ### LOCATING YOUR BIKE
- Lower the rack
 - Place bike on the rack
 - Secure rack
 - Notify driver upon exiting

BCare Paratransit

BCRTA and MTS provide accessible origin-to-destination 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 services must fill out an ADA application and be approved for services. BCRTA also accepts ADA cards from other transit agencies. For more information or to obtain an application, please call 513-785-5237 or visit butlercountyrta.com.



- TOWNS STATE ROUTES
- GREAT MIAMI RIVER
- BCARE SERVICE AREA



BUTLER COUNTY RTA is going places



and **SO CAN YOU.**

Join the BCRTA team, enjoy these benefits!

- Paid training
- Consistent hours
- Health insurance
- Retirement fund
- 29 PTO days/year



APPLY TODAY

U Routes:
U1/U1W

U1 Campus Core **MONDAY THRU FRIDAY, ONLY**

PM TIMES IN BOLD

7:00	7:02	7:03	7:04	7:09	7:13	7:20	7:21	7:23	7:25
7:30	7:32	7:33	7:34	7:39	7:43	7:50	7:51	7:53	7:55
8:00	8:02	8:03	8:04	8:09	8:13	8:20	8:21	8:23	8:25
8:30	8:32	8:33	8:34	8:39	8:43	8:50	8:51	8:53	8:55
9:00	9:02	9:03	9:04	9:09	9:13	9:20	9:21	9:23	9:25
9:15	9:17	9:18	9:19	9:24	9:28	9:35	9:36	9:38	9:40
9:30	9:32	9:33	9:34	9:39	9:43	9:50	9:51	9:53	9:55
9:45	9:47	9:48	9:49	9:54	9:58	10:05	10:06	10:08	10:10
10:00	10:02	10:03	10:04	10:09	10:13	10:20	10:21	10:23	10:25
10:15	10:17	10:18	10:19	10:24	10:28	10:35	10:36	10:38	10:40
10:30	10:32	10:33	10:34	10:39	10:43	10:50	10:51	10:53	10:55
10:45	10:47	10:48	10:49	10:54	10:58	11:05	11:06	11:08	11:10
11:00	11:02	11:03	11:04	11:09	11:13	11:20	11:21	11:23	11:25
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11:30	11:32	11:33	11:34	11:39	11:43	11:50	11:51	11:53	11:55
11:45	11:47	11:48	11:49	11:54	11:58	12:05	12:06	12:08	12:10
12:00	12:02	12:03	12:04	12:09	12:13	12:20	12:21	12:23	12:25
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13:30	13:32	13:33	13:34	13:39	13:43	13:50	13:51	13:53	13:55
14:15	14:17	14:18	14:19	14:24	14:28	14:35	14:36	14:38	14:40
14:45	14:47	14:48	14:49	14:54	14:58	15:05	15:06	15:08	15:10
15:15	15:17	15:18	15:19	15:24	15:28	15:35	15:36	15:38	15:40
15:45	15:47	15:48	15:49	15:54	15:58	16:05	16:06	16:08	16:10
16:15	16:17	16:18	16:19	16:24	16:28	16:35	16:36	16:38	16:40
16:45	16:47	16:48	16:49	16:54	16:58	17:05	17:06	17:08	17:10
17:15	17:17	17:18	17:19	17:24	17:28	17:35	17:36	17:38	17:40
17:45	17:47	17:48	17:49	17:54	17:58	18:05	18:06	18:08	18:10
18:15	18:17	18:18	18:19	18:24	18:28	18:35	18:36	18:38	18:40
18:45	18:47	18:48	18:49	18:54	18:58	19:05	19:06	19:08	19:10
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19:45	19:47	19:48	19:49	19:54	19:58	20:05	20:06	20:08	20:10
20:15	20:17	20:18	20:19	20:24	20:28	20:35	20:36	20:38	20:40
20:45	20:47	20:48	20:49	20:54	20:58	21:05	21:06	21:08	21:10
21:15	21:17	21:18	21:19	21:24	21:28	21:35	21:36	21:38	21:40
21:45	21:47	21:48	21:49	21:54	21:58	22:05	22:06	22:08	22:10
22:15	22:17	22:18	22:19	22:24	22:28	22:35	22:36	22:38	22:40
22:30	22:32	22:33	22:34	22:39	22:43	22:50	22:51	22:53	22:55
22:45	22:47	22:48	22:49	22:54	22:58	23:05	23:06	23:08	23:10
23:15	23:17	23:18	23:19	23:24	23:28	23:35	23:36	23:38	23:40
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23:45	23:47	23:48	23:49	23:54	23:58	24:05	24:06	24:08	24:10
24:15	24:17	24:18	24:19	24:24	24:28	24:35	24:36	24:38	24:40
24:30	24:32	24:33	24:34	24:39	24:43	24:50	24:51	24:53	24:55
24:45	24:47	24:48	24:49	24:54	24:58	25:05	25:06	25:08	25:10

PM TIMES IN BOLD

11:54	11:55	11:57	11:58	12:03	12:06	12:10	12:13	12:15	12:17	12:18	12:20	12:21	12:24	12:24	12:25
12:28	12:29	12:31	12:32	12:37	12:40	12:44	12:47	12:49	12:51	12:52	12:54	12:55	12:56	12:58	12:59
13:02	13:03	13:05	13:06	13:11	13:14	13:18	13:21	13:23	13:25	13:26	13:28	13:29	13:30	13:32	13:33
13:36	13:37	13:39	13:40	13:45	13:48	13:52	13:55	13:57	13:59	2:00	2:02	2:03	2:04	2:06	2:07
2:10	2:11	2:13	2:14	2:19	2:22	2:26	2:29	2:31	2:33	2:34	2:36	2:37	2:38	2:40	2:41
2:44	2:45	2:47	2:48	2:53	2:56	3:00	3:03	3:05	3:07	3:08	3:10	3:11	3:12	3:14	3:15
3:18	3:19	3:21	3:22	3:27	3:30	3:34	3:37	3:39	3:41	3:42	3:44	3:45	3:46	3:48	3:49
3:52	3:53	3:55	3:56	4:01	4:04	4:08	4:11	4:13	4:15	4:16	4:18	4:19	4:20	4:22	4:23
4:26	4:27	4:29	4:30	4:35	4:38	4:42	4:45	4:47	4:49	4:50	4:52	4:53	4:54	4:56	4:57
5:00	5:01	5:03	5:04	5:09	5:12	5:16	5:19	5:21	5:23	5:24	5:26	5:27	5:28	5:30	5:31
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9:32	9:33	9:35	9:36	9:41	9:44	9:48	9:51	9:53	9:55	9:56	9:58	9:59	10:00	10:02	10:03



Campus Core Walmart Flyer **SATURDAY & SUNDAY**

DEPARTS FROM CHESTNUT FIELDS at 11:46 and MIAMI STATION D at 11:50



Campus Core
Walmart Flyer

MONDAY THRU FRIDAY

5:02	5:03	5:05	5:06	5:18	5:25	5:30	5:32	5:33
5:36	5:37	5:39	5:40	5:52	5:59	6:04	6:06	6:07
6:10	6:11	6:13	6:14	6:26	6:33	6:38	6:40	6:41
6:44	6:45	6:47	6:48	7:00	7:07	7:12	7:14	7:15
7:18	7:19	7:21	7:22	7:34	7:41	7:46	7:48	7:49
7:52	7:53	7:55	7:56	8:08	8:15	8:20	8:22	8:23
8:26	8:27	8:29	8:30	8:42	8:49	8:54	8:56	8:57
9:00	9:01	9:03	9:04	9:16	9:23	9:28	9:30	9:31
9:34	9:35	9:37	9:38	9:50	9:57	10:02	10:04	10:05



January 22, 2023 - May 12, 2023

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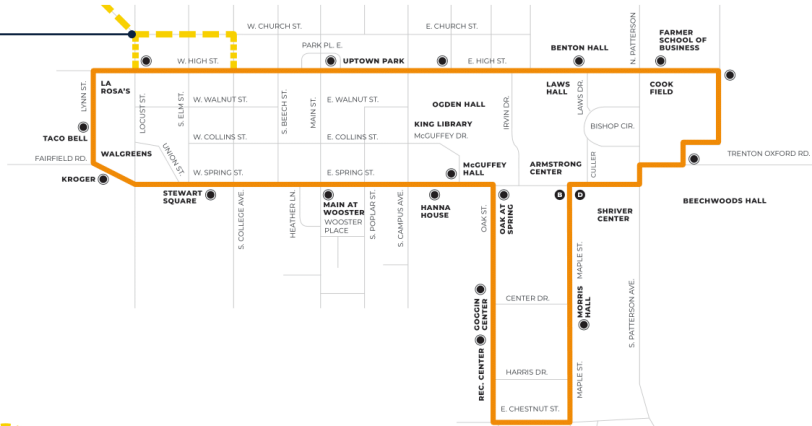
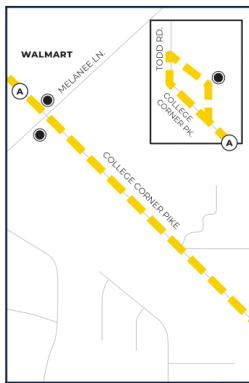


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Miami University Map

U3, U3X AM and U3X PM

FARMER SCHOOL	CHESTNUT FIELDS	MIAMI STATION D	BENTON HALL	MCCUFFEY HALL	E. HIGH ST. & UNIVERSITY AVE.	S. CAMPUS GARAGE S. CAMPUS & CHESTNUT & BEECH FORTRE & COLLEGE FORTRE & LOCUST	WELLS MILL DRIVE	KROGER SQUARE E. SPRING & MAIN HANNA HOUSE	MCCUFFEY AVE & BRILL DRIVE CHESTNUT & CHESTNUT PLACE APARTMENTS	MORRIS HALL	MIAMI STATION B	MIAMI STATION D	COLE BUSINESS BUILDING	EAST QUAD	FARMER SCHOOL
6:49	—	—	6:50	—	6:51	6:53	7:00	7:01	—	—	7:08	—	7:10	7:11	7:12
6:59	—	—	7:00	—	7:01	7:03	7:10	7:11	—	—	7:18	—	7:20	7:21	7:22
7:09	—	—	7:10	—	7:11	7:13	7:20	7:21	—	—	7:28	—	7:30	7:31	7:32
7:19	—	—	7:20	—	7:21	7:23	7:30	7:31	—	—	7:38	—	7:40	7:41	7:42
7:29	—	—	7:30	—	7:31	7:33	7:40	7:41	—	—	7:48	—	7:50	7:51	—
7:39	—	—	7:40	—	7:41	7:43	7:50	7:51	—	—	7:58	—	8:00	8:01	—
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PM TIMES IN BOLD

U3 Tollgate Loop **MONDAY THRU FRIDAY, ONLY**

U3 Tollgate Loop **SATURDAY AND SUNDAY**

PM TIMES IN BOLD

FARMER SCHOOL	CHESTNUT FIELDS	BENTON HALL	E. HIGH & UNIVERSITY AVE. (MIDWAY & E. WALNUT)	S. CAMPUS GARAGE	S. CAMPUS & E. CHESTNUT	E. CHESTNUT & S. BEECH	S. COLLEGE & W. CENTRAL	FOXFIRE DR & S. COLLEGE	FOXFIRE DR & LOCUST	WELLS MILL DRIVE	KROGER	STEWART SQUARE	SPRING & MAIN	HANNA HOUSE	MIAMI STATION B	COLE SERVICES BUILDING	EAST QUAD	FARMER SCHOOL	
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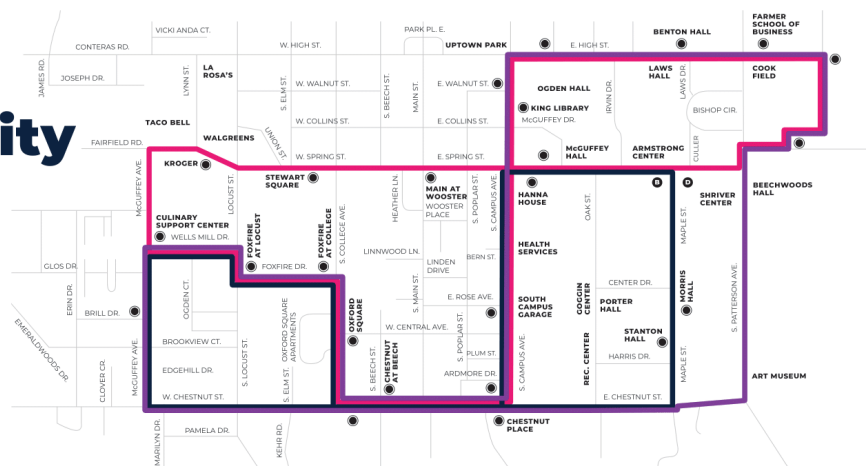
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For more information on the BCRTA civil rights program and the procedures to file a complaint, call 513-785-5237, or visit our administrative office at 3045 Moser Court, Hamilton, Ohio 45011. A complainant may file a complaint directly with the Federal 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 513-785-5237. For more information, visit butlercountyrta.com.

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

Miami University Map

- TOLLGATE LOOP
- TOLLGATE LOOP EXPRESS AM
- TOLLGATE LOOP EXPRESS PM



U4 and U4D:

U4 West Campus/North Loop **MONDAY THRU FRIDAY, ONLY**

MIAMI STATION C	CHESTNUT FIELDS	STANTON HALL	OAK & HARRIS PORTER HALL	RICHARD HALL	OAK & SPRING MCCUFFEY HALL	KING LIBRARY	UPTOWN PARK WITHROW MAIN & COLLEGE	SYCAMORE & COLLEGE	SYCAMORE & POPLAR	SYCAMORE & UNIVERSITY	MILLETT	SYCAMORE & TALLAWANDA	TALLAWANDA & CHURCH	LAWS HALL	DITMER PARK & RIDE	ART MUSEUM & WESTERN LODGE	BOYD HALL	CHILD DEVELOPMENT CENTER	BEECHWOODS HALL	MIAMI STATION C
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3:54	—	3:55	3:57	3:58	3:59	4:00	4:01	4:05	4:07	4:08	4:09	4:10	4:12	4:13	—	4:13	4:21	4:22	4:24	4:26
4:28	—	4:29	4:31	4:32	4:33	4:34	4:35	4:39	4:41	4:42	4:43	4:44	4:46	4:47	—	4:47	4:55	4:56	4:58	5:00
5:02	—	5:03	5:05	5:06	5:07	5:08	5:09	5:13	5:15	5:16	5:17	5:18	5:20	5:21	—	5:21	5:29	5:30	5:32	5:34
5:36	—	5:37	5:39	5:40	5:41	5:42	5:43	5:47	5:49	5:50	5:51	5:52	5:54	5:55	—	5:55	6:03	6:04	6:06	6:08
6:10	—	6:11	6:13	6:14	6:15	6:16	6:17	6:21	6:23	6:24	6:25	6:26	6:28	6:29	—	6:29	6:37	6:38	6:40	6:42
6:44	—	6:45	6:47	6:48	6:49	6:50	6:51	6:55	6:57	6:58	6:59	7:00	7:02	7:03	—	7:03	7:11	7:12	7:14	7:16
7:18	—	7:19	7:21	7:22	7:23	7:24	7:25	7:29	7:31	7:32	7:33	7:34	7:36	7:37	—	7:37	7:45	7:46	7:48	7:50

U4D West Campus/North Loop/Ditmer Park & Ride **MONDAY THRU FRIDAY, ONLY**

8:00	—	8:01	8:03	8:04	8:05	8:06	8:07	8:11	8:13	8:14	8:15	8:16	8:18	8:19	8:24	8:28	8:29	8:31	8:33	8:37
8:39	—	8:40	8:42	8:43	8:44	8:45	8:46	8:50	8:52	8:53	8:54	8:55	8:57	8:58	9:03	9:07	9:08	9:10	9:12	9:16
9:18	—	9:19	9:21	9:22	9:23	9:24	9:25	9:29	9:31	9:32	9:33	9:34	9:36	9:37	9:42	9:46	9:47	9:49	9:51	9:55

PM TIMES IN BOLD



West Campus/North Loop/Ditmer Park & Ride **SATURDAY AND SUNDAY**

MIAMI STATION C	CHESTNUT FIELDS	STANTON HALL	OAK & HARRIS PORTER HALL	RICHARD HALL	OAK & SPRING MCCUFFEY HALL	KING LIBRARY	UPTOWN PARK WITHROW MAIN & COLLEGE	SYCAMORE & COLLEGE	SYCAMORE & POPLAR	SYCAMORE & UNIVERSITY	MILLETT	SYCAMORE & TALLAWANDA	TALLAWANDA & CHURCH	LAWS HALL	DITMER PARK & RIDE	ART MUSEUM & WESTERN LODGE	BOYD HALL	CHILD OPPIENT CENTER	BEECHWOODS HALL	MIAMI STATION C
11:36	—	11:37	11:39	11:40	11:41	11:42	11:44	11:47	11:49	11:50	11:51	11:52	11:54	11:55	12:00	12:04	12:05	12:07	12:09	12:13
12:15	—	12:16	12:18	12:19	12:20	12:21	12:23	12:26	12:28	12:29	12:30	12:31	12:33	12:34	12:39	12:43	12:44	12:46	12:48	12:52
12:54	—	12:55	12:57	12:58	12:59	1:00	1:02	1:05	1:07	1:08	1:09	1:10	1:12	1:13	1:18	1:22	1:23	1:25	1:27	1:31
1:33	—	1:34	1:36	1:37	1:38	1:39	1:41	1:44	1:46	1:47	1:48	1:49	1:51	1:52	1:57	2:01	2:02	2:04	2:06	2:10
14:12	—	2:13	2:15	2:16	2:17	2:18	2:20	2:23	2:25	2:26	2:27	2:28	2:30	2:31	2:36	2:40	2:41	2:43	2:45	2:49
14:51	—	2:52	2:54	2:55	2:56	2:57	2:59	3:02	3:04	3:05	3:06	3:07	3:09	3:10	3:15	3:19	3:20	3:22	3:24	3:28
15:30	—	3:31	3:33	3:34	3:35	3:36	3:38	3:41	3:43	3:44	3:45	3:46	3:48	3:49	3:54	15:58	3:59	16:01	4:03	16:07
16:09	—	4:10	4:12	4:13	4:14	4:15	4:17	4:20	4:22	4:23	4:24	4:25	4:27	4:28	4:33	4:37	4:38	4:40	4:42	4:46
16:48	—	4:49	4:51	4:52	4:53	4:54	4:56	4:59	5:01	5:02	5:03	5:04	5:06	5:07	5:12	5:16	5:17	5:19	5:21	5:25
17:27	—	5:28	5:30	5:31	5:32	5:33	5:35	5:38	5:40	5:41	5:42	5:43	5:45	5:46	5:51	5:55	5:56	5:58	6:00	6:04
6:06	—	6:07	6:09	6:10	6:11	6:12	6:14	6:17	6:19	6:20	6:21	6:22	6:24	6:25	6:30	6:34	6:35	6:37	6:39	6:43
6:45	—	6:46	6:48	6:49	6:50	6:51	6:53	6:56	6:58	6:59	7:00	7:01	7:03	7:04	7:09	7:13	7:14	7:16	7:18	7:22
7:24	—	7:25	7:27	7:28	7:29	7:30	7:32	7:35	7:37	7:38	7:39	7:40	7:42	7:43	7:48	7:52	7:53	7:55	7:57	8:01
8:03	—	8:04	8:06	8:07	8:08	8:09	8:11	8:14	8:16	8:17	8:18	8:19	8:21	8:22	8:27	8:31	8:32	8:34	8:36	8:40
8:42	—	8:43	8:45	8:46	8:47	8:48	8:50	8:53	8:55	8:56	8:57	8:58	9:00	9:01	9:06	9:10	9:11	9:13	9:15	9:19
9:21	—	9:22	9:24	9:25	9:26	9:27	9:29	9:32	9:34	9:35	9:36	9:37	9:39	9:40	9:45	9:49	9:50	9:52	9:54	9:58

PM TIMES IN BOLD



Saferide Late-night Services

TAP • BOOK • RIDE

BCRTA provides after-hours, door-to-door BGo Saferide services to safely transport individuals and small groups within the Oxford area. Advance notice is not required, service is provided on a first-come, first-served basis.

MON. THRU SAT. 10 p.m. –3 a.m.
SUNDAY 10 p.m. – 1 a.m.

Reserve trips by calling **513-785-5237** or through the BCRTA BGo app.

DOWNLOAD THE BGO APP





January 22, 2023 - May 12, 2023

BUTLERCOUNTYRTA.COM | 513-785-5237

Ride Free Every Day

All BCRTA fixed routes, paratransit services and SafeRide operate **free for everyone.**

Plan your trip and track your ride using the transit app.



Route Hours

Hours of operation vary by routes. BCRTA suspends or operates limited service on holidays and academic breaks.

Visit butlercountyrta.com for service alerts and schedule changes.

USE OUR TRIP PLANNER



Customer Service

MON. THRU FRI. | 7 a.m. to 6 p.m.
513-785-5237



TITLE VI NOTICE OF PUBLIC RIGHTS

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 they have been discriminated against by BCRTA in the provision of its services may file a complaint with the BCRTA or Hamilton, Ohio and/or the Federal Transit Administration.

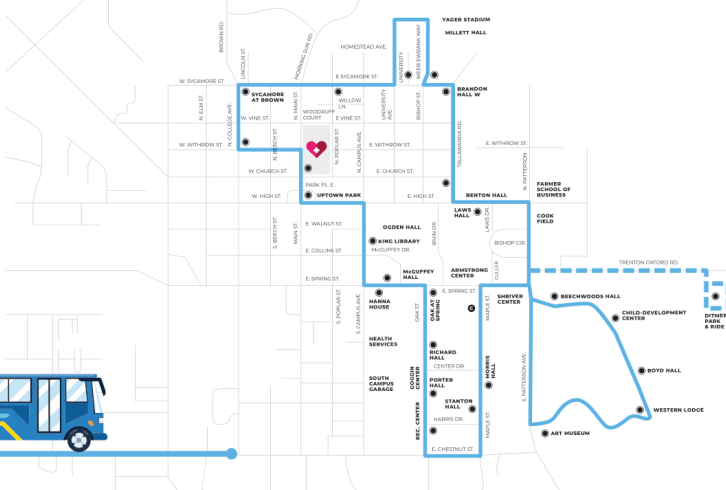
For more information on the BCRTA civil rights program and the procedures to file a complaint, call 513-785-5237 or visit our administrative office at 3045 Moser Court, Hamilton, Ohio 45011. A complainant may file a complaint directly with the Federal Transit Administration by completing a Title VI Complaint form and mailing it to the Office of Civil Rights, Attention: Title VI Program, Coordinator, East Building, 5th Floor-TCR, 2000 Pennsylvania Avenue, Washington, DC 20590. If you have any questions regarding this notice or the BCRTA, call 513-785-5237. For more information, visit butlercountyrta.com.

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

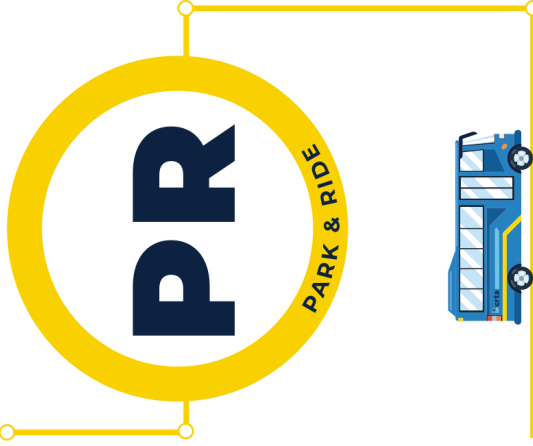
Miami University Map

U4 WEST CAMPUS NORTH LOOP

U4 D DITMER PARK & RIDE



Park and Ride:



BUTLERCOUNTYRTA.COM | 513-785-5237

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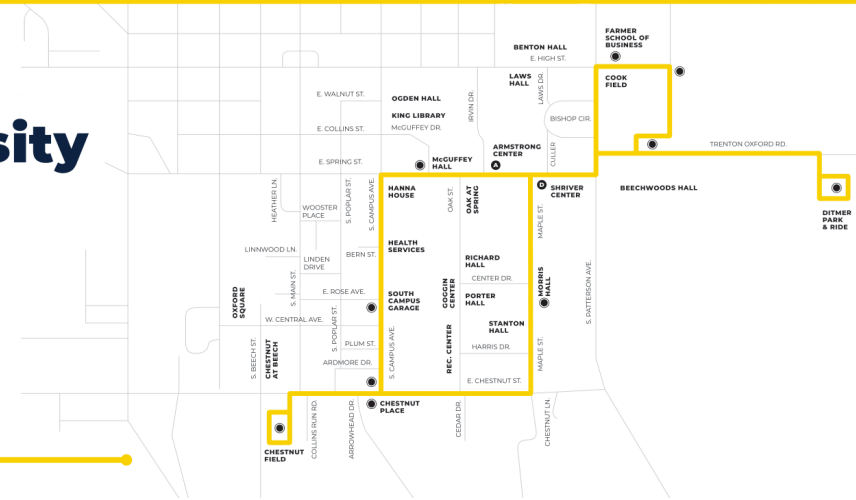
TITLE VI NOTICE OF PUBLIC RIGHTS

The Butler County Regional Transit Authority (BCRTA) operates all services, routes and schedules in compliance with the Americans with Disabilities Act, or national origin in accordance with Title VI of the Civil Rights Act of 1964. A complainant may file a complaint directly with the Federal Transit Administration by completing a complaint form available at www.fta.gov. For more information, contact the Title VI Program Coordinator, East Building, 5th Floor, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, contact the BCRTA at 513-785-5237. For more information, visit butlercountyrt.com.

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Miami University Map



PR Park & Ride **MONDAY THRU FRIDAY, ONLY** **PM TIMES IN BOLD**

7:00	7:01	7:04	7:05	7:10	7:13	7:16	7:18	7:19	7:20	7:21	7:22	7:25
7:30	7:31	7:34	7:35	7:40	7:43	7:44	7:45	7:49	7:50	7:51	7:52	7:55
8:00	8:01	8:04	8:05	8:10	8:13	8:14	8:15	8:19	8:20	8:21	8:22	8:25
8:30	8:31	8:34	8:35	8:40	8:43	8:44	8:45	8:49	8:50	8:51	8:52	8:55
9:00	9:01	9:04	9:05	9:10	9:13	9:14	9:15	9:19	9:20	9:21	9:22	9:25
9:30	9:31	9:34	9:35	9:40	9:43	9:44	9:45	9:49	9:50	9:51	9:52	9:55
10:00	10:01	10:04	10:05	10:10	10:13	10:14	10:15	10:19	10:20	10:21	10:22	10:25
10:30	10:31	10:34	10:35	10:40	10:43	10:44	10:45	10:49	10:50	10:51	10:52	10:55
11:00	11:01	11:04	11:05	11:10	11:13	11:14	11:15	11:19	11:20	11:21	11:22	11:25
11:30	11:31	11:34	11:35	11:40	11:43	11:44	11:45	11:49	11:50	11:51	11:52	11:55
12:00	12:01	12:04	12:05	12:10	12:13	12:14	12:15	12:19	12:20	12:21	12:22	12:25
12:30	12:31	12:34	12:35	12:40	12:43	12:44	12:45	12:49	12:50	12:51	12:52	12:55
1:00	1:01	1:04	1:05	1:10	1:13	1:14	1:15	1:19	1:20	1:21	1:22	1:25
1:30	1:31	1:34	1:35	1:40	1:43	1:44	1:45	1:49	1:50	1:51	1:52	1:55
2:00	2:01	2:04	2:05	2:10	2:13	2:14	2:15	2:19	2:20	2:21	2:22	2:25
2:30	2:31	2:34	2:35	2:40	2:43	2:44	2:45	2:49	2:50	2:51	2:52	2:55
3:00	3:01	3:04	3:05	3:10	3:13	3:14	3:15	3:19	3:20	3:21	3:22	3:25
3:30	3:31	3:34	3:35	3:40	3:43	3:44	3:45	3:49	3:50	3:51	3:52	3:55
4:00	4:01	4:04	4:05	4:10	4:13	4:14	4:15	4:19	4:20	4:21	4:22	4:25
4:30	4:31	4:34	4:35	4:40	4:43	4:44	4:45	4:49	4:50	4:51	4:52	4:55
5:00	5:01	5:04	5:05	5:10	5:13	5:14	5:15	5:19	5:20	5:21	5:22	5:25
5:30	5:31	5:34	5:35	5:40	5:43	5:44	5:45	5:49	5:50	5:51	5:52	5:55
6:00	6:01	6:04	6:05	6:10	6:13	6:14	6:15	6:19	6:20	6:21	6:22	6:25
6:30	6:31	6:34	6:35	6:40	6:43	6:44	6:45	6:49	6:50	6:51	6:52	6:55
7:00	7:01	7:04	7:05	7:10	7:13	7:14	7:15	7:19	7:20	7:21	7:22	7:25
7:30	7:31	7:34	7:35	7:40	7:43	7:44	7:45	7:49	7:50	7:51	7:52	7:55



Saferride Late-night Services

TAP • BOOK • RIDE

BCRTA provides after-hours, door-to-door BGO Saferride services to safely transport individuals and small groups within the Oxford area. Advance notice is not required; service is provided on a first-come, first-served basis.

HOURS

MONDAY THRU SATURDAY
10 p.m. to 3 a.m.

SUNDAY
10 p.m. to 1 a.m.

Reserve trips by calling **513-785-5237** or through the BCRTA BCO app.



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 2023 Title VI Plan

BCRTA Resolution No. 23-03-02

Approval of the Butler County Regional Transit Authority 2023 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

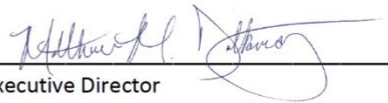
Whereas BCRTA's current Title VI Program will expire on March 31, 2023.

Now, therefore, be it resolved that the BCRTA Board of Trustees hereby approves the March 2023 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: March 15, 2023



Board President



Executive Director

Exhibit 4: BCRTA Vehicle Roster

Type	Vehicle #	Year
GILLIG	1501	2014
GILLIG	1502	2015
GILLIG	1503	2015
GILLIG	1504	2015
GILLIG	1505	2015
GILLIG	1506	2015
GILLIG	1507	2015
GILLIG	1508	2015
GILLIG	1509	2015
GILLIG	1510	2015
GILLIG	1511	2015
GILLIG	1512	2015
CARAVAN	1513	2015
CARAVAN	1514	2015
CARAVAN	1515	2015
CARAVAN	1516	2015
CARAVAN	1517	2015
F550	1520	2015
F550	1521	2015
E450	1601	2016
E450	1602	2016
E450	1603	2016
E450	1606	2016
GILLIG	1607	2016
GILLIG	1608	2016
GILLIG	1609	2016
E450	1797	2017
E450	1798	2017
E450	1799	2017
E450	1895	2018
E450	1896	2018
E450	1897	2018
E450	1898	2018
E450	1899	2018
GILLIG	1901	2019
GILLIG	1902	2019
GILLIG	1903	2019
GILLIG	1904	2019
CARAVAN	1995	2019
CARAVAN	1996	2019
CARAVAN	1997	2019
CARAVAN	1999	2019
E450	2080	2020
E450	2081	2016
E450	2082	2020
E450	2083	2020
E450	2084	2020
E450	2085	2020
E450	2086	2020
E450	2087	2020
E450	2088	2020
E450	2089	2020
E450	2090	2020
E450	2091	2020
TESCO GRAVEL	2280	2022

Exhibit 5: Safe Harbor Analysis 2023

Butler County, Ohio				
Total			Percent	
Label	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	368,204	±584	(X)	(X)
Speak only English	335,522	±3,943	91.1%	±1.1
Speak a language other than English	32,682	±3,986	8.9%	±1.1
SPEAK A LANGUAGE OTHER THAN ENGLISH				
Spanish	11,640	±2,597	3.2%	±0.7
5 to 17 years old	3,461	±1,679	0.9%	±0.5
18 to 64 years old	7,363	±1,433	2.0%	±0.4
65 years old and over	816	±461	0.2%	±0.1
Other Indo-European languages	9,936	±3,182	2.7%	±0.9
5 to 17 years old	2,654	±1,331	0.7%	±0.4
18 to 64 years old	6,370	±2,057	1.7%	±0.6
65 years old and over	912	±396	0.2%	±0.1
Asian and Pacific Island languages	7,269	±1,849	2.0%	±0.5
5 to 17 years old	687	±651	0.2%	±0.2
18 to 64 years old	5,779	±1,481	1.6%	±0.4
65 years old and over	803	±357	0.2%	±0.1
Other languages	3,837	±1,901	1.0%	±0.5
5 to 17 years old	511	±829	0.1%	±0.2
18 to 64 years old	3,189	±1,308	0.9%	±0.4
65 years old and over	137	±165	0.0%	±0.1

According to the US Census Bureau (2021), Butler County, OH has significant LEP groups that trigger Safe Harbor Provisions. FTA C 4702.1B (2012) states that federal funding recipients need to provide translated material for each LEP language group that is “five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered.”

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 2020-2023, 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.

[Title VI Information](#) | [File A Complaint & Learn More](#) | [BCRTA \(butlercountyrta.com\)](http://BCRTA (butlercountyrta.com))
[BCRTA Board Meetings](#) | [Schedule, Bylaws & More Information \(butlercountyrta.com\)](#)



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

As of 2021, the U.S. Census Bureau quick facts population estimate of Butler County, Ohio was 368,204. According to the U.S. Census Bureau 2017-2021 American Community Survey, 8.9% of the county's population (age five and over) lived in a home where a language other than English is spoken, 3.2% persons identified as Spanish; 2.7% as other Indo-European, 2% as Asian and Pacific Islander language, and 1% as "other" language.

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

Butler County, Ohio is located in southwest 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 2017-2021 American Community Survey Five Year Estimate data for Butler County, Ohio reflects 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:
14,101 persons (3.8% of the population). The LEP breakout by language:
 - Spanish: 11,640 persons (3.2% of the population)
 - Indo-European: 9,936 persons (2.7% of the population)
 - Asian & Pacific Island: 7,269 persons (2% of the population)
 - Other: 3,837 persons (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.

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:

- Ohio Department of 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)
- Ohio Department of Higher Education (ASPIRE)
- Butler County Educational Service Center (ESL)
- Collecting Warehouse

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 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 Persons (LEP)

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 minutes to answer these brief questions. This will help us to determine additional needs for transportation 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 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 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 in 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, and/or persons should BCRTA reach to analyze how to assure access to LEP populations in and around Butler County?

Would you like to be contacted by BCRTA to discuss BCRTA Service, 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 a language other than English, BCRTA provides and tracks a 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 regard 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.

Phone and Video Remote Interpreting | Certified Languages International

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."



Annual Customer Satisfaction Survey 2023



Scan Me!

The following reflects the answers reported in the BCRTA Customer Survey

- 67.7% Strongly agreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 21.5% Agreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 10.8% Neither agreed or disagreed that a language barrier does not prevent them or someone they know from utilizing BCRTA services.
- 0% 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.

- Curb-to-Curb On-Demand (BGo)
- ADA Paratransit (BCare)
- 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 2020-2023, 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 \$1,907.86 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 \$3,000 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 reviewed and approved the 2020 LEP plan May 20, 2020. The BCRTA Board of Trustees will review and approve the 2023 LEP plan on March 15, 2023.

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 and Hearings/Engagements

OKI 2023 Strategic Regional Policy Plan Survey: [OKI – How Do We Grow From Here? – 2023 Public Questionnaire Survey \(surveymonkey.com\)](#)

OKI Transportation Improvement Program: <https://tip.oki.org/>

Short Range Planning Study (SRPS):

[BCRTA Short Range Planning Study \(SRPS\) Public Engagement Round 1](#)

[BCRTA Short Range Planning Study \(SRPS\) Public Engagement Round 2](#)

Public Comments/Hearings, Service Changes/Removal of Routes R2 and R4:

[Public-Comment-on-Proposed-Service-Suspension-9-21-21.pdf \(butlercountyrta.com\)](#)

[Public-Comment-on-Proposed-Service-Suspension-1-11-2022.pdf \(butlercountyrta.com\)](#)

References

FTA C 4702.1B. (2012, October 1). FTA C 4702.1B Federal Transit Administration.

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