



TITLE VI PROGRAM
FOR
SOUTH CENTRAL TRANSIT AUTHORITY
LANCASTER, PENNSYLVANIA

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I. Introduction

A. South Central Transit Authority: Creation and Responsibilities

On November 12, 2014 and on November 13, 2014, the Lancaster County Board of Commissioners and the Berks County Board of Commissioners, respectively, approved organizing the South Central Transit Authority (SCTA) under the Municipalities Authorities Act of 2001. SCTA was formed as a result of the consolidation of the management and administrative functions of the Red Rose Transit Authority (RRTA) in Lancaster County and the Berks Area Regional Transportation Authority (BARTA) in Berks County. Both RRTA and BARTA remain in existence as operating agencies providing the service in their respective counties, while SCTA provides all executive, management, administrative and support services to BARTA and RRTA.

SCTA assumed the management and administrative responsibilities for the operation of BARTA and RRTA as of January 1, 2015. SCTA contracts with BARTA and RRTA to operate the transit service in Berks County and Lancaster County, respectively, and to maintain the vehicles and facilities.

In a letter dated December 11, 2014, the Governor of Pennsylvania requested the concurrence of the FTA in the designation of SCTA as the recipient of the federal funds allocated to the Berks and Lancaster urbanized areas. SCTA received notification that the FTA concurred in this designation on February 19, 2015. Since FFY 2015, SCTA has applied for and received approval for the federal funds allocated to the two urbanized areas. SCTA submits separate applications for the funds allocated to the Berks and Lancaster urbanized areas, since the FTA funds may only be expended in the urbanized area to which they were allocated.

SCTA prepared and submits this Title VI program as the designated recipient for the funds allocated to the Berks and Lancaster urbanized areas and as the authority responsible for managing the services provided by BARTA and RRTA in their respective communities.

B. Berks Area Regional Transportation Authority

The Berks Area Regional Transportation Authority (BARTA) is a public authority originally organized under the terms and conditions of the Pennsylvania Municipality Authorities Act of 1945, as amended. BARTA operates transit service in the City of Reading and the surrounding areas of Berks County, Pennsylvania under the management of SCTA. The buses operated in Berks County are identified with the BARTA colors, name and logo and all schedule and service information is provided under the BARTA name.

The population of the Berks urbanized area exceeds 200,000. Together, the urbanized and rural areas served by BARTA have a population of 414,812 (2016 Population Estimate). With 87,575 residents, the City of Reading is the most populous municipality in Berks County.

BARTA operates 19 distinct bus routes within Berks County. The services operated are predominantly focused on the City of Reading and the adjacent communities. Service extends out from Reading to several outlying communities through travel corridors that are part of the Reading urbanized area.

BARTA, through its Special Services Division, is responsible for operating and administering virtually all human service transportation in Berks County, including the Shared Ride, ADA, and Medical Assistance Transportation Program (MATP) programs. The Special Services Division also operates the ADA complementary paratransit service, which operates within $\frac{3}{4}$ miles of the fixed-route corridors.

BARTA currently operates fixed bus service with 50 buses and directly operates most of the services provided through its Special Services Division with 40 vehicles. The current peak requirement for the fixed route service is 39 vehicles, which results in a spare ratio of 28.2%. A portion of the shared-ride service is operated by a private carrier under contract to BARTA.

BARTA operates from a single maintenance and administration facility at 1700 North 11th Street in the City of Reading. All of the current fixed route services operate through the BARTA Transportation Center (BTC). This facility is located at 8th and Cherry Streets, one block from Penn Street which is the major east-west street in downtown Reading. A lower level within the BTC includes approximately 100 parking spaces.

BARTA carried 2,905,786 passengers in FY 2018 on its fixed route bus system.

C. Red Rose Transit Authority

The Red Rose Transit Authority (RRTA) is a public authority originally organized under the terms and conditions of the Pennsylvania Municipality Authorities Act of 1945, as amended. RRTA operates transit service in the City of Lancaster and the surrounding areas of Lancaster County, Pennsylvania under the management of SCTA. The buses operated in Lancaster County are identified with the RRTA colors, name and logo and all schedule and service information is provided under the RRTA name.

The population of the Lancaster urbanized area exceeds 200,000. Together, the urbanized and rural areas served by RRTA have a population of 538,500 (2016 Population Estimate). The City of Lancaster is the most populous municipality in the Lancaster County with 59,218 residents.

RRTA operates fixed-route bus service over a network of 19 fixed routes. Service levels are generally higher in the City of Lancaster and the surrounding suburbs where the population densities are highest and traditional public transit users live and work. Service extends out from Lancaster to ten (10) outlying communities over the major travel corridors in Lancaster County. The outlying communities or boroughs tend to be less densely populated and generally receive lower levels of service with the exception of the Boroughs of Columbia and Millersville where the population, densities and trip generators warrant higher levels of service. In August 2015, bus service was extended to Gap in eastern Lancaster County to provide service between downtown Lancaster and the new Urban Outfitters facility in Gap.

SCTA on behalf of RRTA manages the countywide-brokered specialized transportation service called Red Rose ACCESS. One private company operates the service under contract with SCTA. One component of ACCESS is ADA complementary paratransit, which operates within $\frac{3}{4}$ miles of the fixed-route corridors and core area. Complementary paratransit service has been extended to the rural area of Lancaster County through the Commonwealth of Pennsylvania's PwD Program. ACCESS also provides 24-hour, shared ride service to clients of social service agencies, senior citizens, and Medical Assistance patients, both within and outside

of the fixed route service area. Passenger fares and a variety of federal, state, and local programs fund the ACCESS service.

RRTA has an active fleet of 42 vehicles for its fixed-route service. The current peak requirement is 34 vehicles, resulting in a spare ratio of 23.5%. RRTA owns 73 shared ride vehicles, which are used by the contractors operating the Red Rose ACCESS service, including the ADA complementary paratransit service. The contractors are responsible for the maintenance of the vehicles supplied by RRTA.

RRTA operates from a single maintenance and administration facility at 45 Erick Road in the City of Lancaster. Fixed-route service is oriented around a downtown transit center at 225 North Queen Street that provides for the off-street layover of eleven buses and was opened in 2005. In June 2012, RRTA opened the Queen Street Station Parking Garage. This facility provided layover space for three additional buses, a 395-space parking garage, 8,500 square feet of leasable space along North Queen Street and the capability for future development to occur above the garage.

RRTA carried 1,756,986 passengers in FY 2018 on its fixed route bus system.

II. Overview of Title VI Requirements

Title VI of the Civil Rights Act of 1964 provides that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The Federal Transit Administration (FTA) of the U.S. Department of Transportation is responsible for ensuring that federally supported transit services and related benefits are distributed by applicants, recipients, and sub-recipients of FTA assistance in a manner consistent with Title VI. Its requirements are defined in FTA Circular 4702.1B, dated October 1, 2012. As stated in this Circular, the objectives of the FTA Title VI program are as follows:

- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
- Promote full and fair participation in public transportation decision-making without regard to race, color or national origin;
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.
- Ensure that decisions on the location of transit services and facilities are made without regard to race, color, or national origin.

SCTA is the designated recipient of the FTA funds allocated to the Berks and Lancaster urbanized areas. As a recipient of federal funds, SCTA certifies it will comply with Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. SCTA annually certifies its compliance with Title VI as part of the annual Certifications and Assurances

submission. In addition, SCTA acknowledges that the Title VI provision shall be included in all Third Party contracts issued by the Authority.

As noted in the preceding section, SCTA was formed in 2014 and assumed management and administrative responsibilities for the operation of BARTA and RRTA as of January 1, 2015. As the recipient of the federal funds for the Berks and Lancaster urbanized areas, SCTA on behalf of BARTA and RRTA certifies that BARTA and RRTA will comply with Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. SCTA on behalf of BARTA and RRTA will annually certify BARTA's and RRTA's compliance with Title VI as part of the annual Certifications and Assurances submission. In addition, SCTA on behalf of BARTA and RRTA acknowledges that the Title VI provision shall be included in all Third Party contracts issued by SCTA that will use funds from approved BARTA and RRTA grants.

As required by FTA Circular C4702.1B, dated October 1, 2012, SCTA shall maintain and submits to the FTA the following general requirements as part of its Title VI Program:

1. Title VI Notice to the Public, including a list of locations where the notice is posted.
2. Title VI Complaint Procedures.
3. Title VI Complaint Form.
4. List of transit-related Title VI investigations, complaints and lawsuits.
5. Public Participation Plan.
6. Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP).
7. A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage participation of minorities on such committees.
8. Monitoring of sub-recipients.
9. Title VI equity analysis if the recipient has constructed a facility.
10. A copy of the board meeting minutes or resolution showing the board of directors reviewed and approved the Title VI Program.
11. Service Standards.
12. Service Policies.

III. Title VI Notice to the Public

The following Title VI Notice to the Public is posted on the SCTA web site in English and Spanish. The link on the website is www.sctapa.com/about/title-vi-program.

NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI SOUTH CENTRAL TRANSIT AUTHORITY

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

Any person who believes she or he have been subjected to discrimination on the basis of race, color, or national origin may file a complaint with SCTA.

For more information on SCTA's civil rights program and the procedures to file a complaint, contact SCTA at 717-397-5613; email info@sctapa.com ; or visit our administrative office at 45 Erick Road, Lancaster, PA 17601. For individuals who are hearing impaired, please use the PA Relay Service by calling 711. For more information, visit www.sctapa.com/about/title-vi-program.

In addition to your right to file a complaint with SCTA, you have the right to file a Title VI complaint directly with the

*Federal Transit Administration
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 717-397-5613.

The website uses Google Translate which provides the translation functions for all such posted notices for over 100 different languages.

A Title VI Notice is provided to our BARTA and RRTA customers referencing BARTA or RRTA as appropriate in the notice. SCTA is not planning to include an additional Title VI notice referencing SCTA or substituting a SCTA notice for the BARTA and RRTA notices in the locations or documents described below to avoid confusing our customers. As noted in Section I.A., both RRTA and BARTA remain in existence as operating agencies providing the service in their respective counties.

Exhibit A includes a copy of the BARTA Title VI Notice. The Title VI notice is posted in English and Spanish in the BARTA Ride Guide and the BARTA Special Services Guide; on the BARTA buses and special services vehicles; and at the BARTA Transportation Center and the BARTA Operations Center, 1700 North 11th Street, Reading, PA Shared Ride Entrance.

Exhibit B includes a copy of the RRTA Title VI Notice. The Title VI notice is posted in English and Spanish in the RRTA Ride Guide and the Red Rose Access Services Guide; on the RRTA buses and shared ride vehicles; and at Queen Street Station and the Lancaster Operations Center, 45 Erick Road, Lancaster, PA Main Entrance.

A complete copy of this Title VI program is available through the SCTA website at www.sctapa.com/about/title-vi-program. The SCTA Title VI Program is also available on the BARTA and RRTA websites.

IV. Title VI Complaint Procedures

In accordance with the regulations, SCTA has established procedures for the public to file a Title VI complaint. SCTA's Title VI Complaint Procedures are provided below and are posted on SCTA's website at www.sctapa.com/about/title-vi-program in English and Spanish.

SOUTH CENTRAL TRANSIT AUTHORITY TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the South Central Transit Authority (hereinafter referred to as "SCTA") may file a Title VI complaint by completing and submitting the SCTA Title VI Complaint Form to:

*Director of Administration & Human Resources
South Central Transit Authority
45 Erick Road
Lancaster, PA 17601*

A copy of the Title VI Complaint Form is available by contacting SCTA at 717-397-5613; email info@sctapa.com; or visit www.sctapa.com/about/title-vi-program. For individuals who are hearing impaired, please use the PA Relay Service by calling 711 to request a copy of the Complaint Form.

SCTA investigates complaints received no more than 180 days after the alleged incident. SCTA will process complaints that are complete.

Once the Title VI complaint is received, SCTA will review it to determine if SCTA has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by SCTA.

SCTA has 60 days to investigate the Title VI complaint. If more information is needed to resolve the case, SCTA may contact the complainant and extend the Title VI complaint investigation period. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 days, SCTA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the Title VI complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the letter of finding to file an appeal in writing with the Executive Director, South Central Transit Authority, 45 Erick Road, Lancaster, PA 17601. The appeal filed shall provide sufficient information documenting the basis of the appeal. SCTA will have thirty (30) days to file a written response to the appeal.

A person may also file a complaint directly with the Federal Transit Administration, at the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

The SCTA Director of Administration & Human Resources is also responsible for handling Title VI complaints received by BARTA or RRTA.

Exhibit C includes a copy of the BARTA Title VI Complaint Procedures. The BARTA Complaint Procedures are posted on the BARTA website at <http://www.bartabus.com/about/title-vi-lep-policy>. Exhibit D includes a copy of the RRTA Title VI Complaint Procedures. The RRTA Complaint Procedures are posted on the RRTA website at <http://www.redrosetransit.com/about/title-vi-program>. The BARTA and RRTA Procedures reference the responsibility of SCTA in handling Title VI complaints and the procedures described are the same as those described above for SCTA.

V. Title VI Complaint Form

The SCTA Title VI Complaint Form is available on SCTA's website at www.sctapa.com/about/title-vi-program in English and Spanish. The Complaint Form will also be provided in response to requests received through the website or by telephone and it is available at the SCTA Headquarters office at 45 Erick Road upon request. A copy of the Complaint Form is included as Exhibit E.

Exhibit F includes a copy of the BARTA Title VI Complaint Form. The BARTA Complaint Form is posted on the BARTA website at <http://www.bartabus.com/about/title-vi-lep-policy>. The Complaint Form will also be provided in response to requests received through the website or by telephone and it is available at the Reading Operations Center at 1700 North 11th Street upon request.

Exhibit G includes a copy of the RRTA Title VI Complaint Form. The RRTA Complaint Form is posted on the RRTA website at <http://www.redrosetransit.com/about/title-vi-program>. The Complaint Form will also be provided in response to requests received through the website or by telephone and it is available at the SCTA Headquarters office at 45 Erick Road upon request.

VI. List of Transit-Related Title VI Investigations, Complaints and Lawsuits

SCTA will maintain a list of any Investigations, Lawsuits or Complaints that allege discrimination on the basis of race, color or national origin for itself and on behalf of BARTA and RRTA. The table below identifies the information SCTA will maintain on this list for each Investigation, Lawsuit or Complaint.

Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations			
1.			
2.			

Lawsuits
1.
2.
Complaints
1.
2.

Since the SCTA began operation on January 1, 2015, there have been no Title VI complaints, related complaints or lawsuits alleging discrimination on the basis of race, color or national origin filed with SCTA; filed with BARTA or with SCTA regarding BARTA; or filed with RRTA or with SCTA regarding RRTA.

VII. Public Participation Plan

In its role of managing and administering the operation of BARTA and RRTA, SCTA is responsible for developing and proposing fare and service changes and operating and capital plans that will affect the public transportation service provided in Berks County and Lancaster County. As a result, SCTA will be responsible for handling the public participation process.

SCTA has developed a Public Participation Plan for this service area that engages the public, including minority and low-income populations, in providing input with respect to service, fares and operating and capital plans. This Plan will guide SCTA in meeting the public participation requirements of 5307(c)(1)(I) (requires a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service) and 49 U.S.C. Sections 5307(b) (requires programs of projects to be developed with public participation).

SCTA's plan for Public Participation for making fare and service changes that are determined to be "major service changes" is provided below. The Plan was reviewed as part of this Title VI Program Update, but it was determined that no changes were needed.

SOUTH CENTRAL TRANSIT AUTHORITY PUBLIC NOTIFICATION PROCESS SERVICES AND FARE CHANGES (4/15/2015)

A. *PURPOSE*

As a recipient of 5307 funds, SCTA is required to have in place a procedure to notify and provide the opportunity for public participation and comment on service and fare changes. In accordance with Section 5307, SCTA developed this Public Notification Process for Service and Fare Changes.

B. *PUBLIC HEARING*

A public hearing, with proper advertisement of notice published for one (1) day in a general circulation newspaper, will be utilized to provide the public with the opportunity to comment on the proposals set forth by SCTA. SCTA may hold the hearing prior to its regularly scheduled public Board meeting at SCTA's Administrative Offices, 45 Erick Road, Lancaster, PA or at SCTA's Reading Office, 1700 North 11th Street, Reading, PA or

on an alternate date with the place and time to be announced. The proposed changes shall be presented publicly at the prior public Board meeting, if held, and the appropriate notice of the hearing published no less than twenty (20) days before the scheduled hearing.

A public hearing is required as follows:

- 1. There is a change in any fare.*
- 2. There is a change in service, which affects:*
 - a. 25% or more of the route miles of a route;*
 - b. 25% or more of the revenue vehicle miles for a given day;*
 - c. 25% or more of the ridership of a route for a given day; or*
- 3. A new route is established.*

Exceptions to the above include promotional discounts or free fare days; headway adjustments of up to 5 minutes in peak and 15 minutes in non-peak hours; standard seasonal variations; emergency services or experimental services up to 180 days in length.

C. PUBLIC NOTICE

In addition to publishing a general description of the proposed changes within the time frame indicated above in a general circulation newspaper, SCTA will prepare and distribute a rider notice on the affected routes or all routes in the case of annual changes. This notice will provide relevant information on changes not only which meet the public hearing thresholds, but also other changes which affect customers. This notice will include information on the time and place of the public hearing and advise interested persons that their comments may be submitted in writing or through email.

In the event SCTA makes minor adjustments to a schedule or route for reasons of safety, efficiency or other necessary reason, a notice or other reasonable attempt shall be made to inform customers of the change.

In addition to posting and distributing the notices on the vehicles, the rider notice will be posted and copies made available at Queen Street Station and/or the BARTA Transportation Center as required based on the location affected by the proposed fare and/or service change.

Notices of a proposed change in any fare or service changes are posted on SCTA's, BARTA's and/or RRTA's website. The website notice will include information on the time and place of the public hearing and advise interested persons that their comments may be submitted in writing or through email. Text and Twitter alerts will be issued about the availability of this information on the website.

For shared ride service fare increases, in addition to the public hearing notice in a general circulation newspaper and a SCTA, BARTA and/or RRTA website notice, notices will be posted on the shared ride vehicles, distributed to SCTA customers and a letter will be sent to the agencies who utilize and fund the service.

The rider and website notices for fare or service changes will be provided in Spanish.

- D.** *Comments received from the public at the Public Hearing or in writing will be presented to the Board at the meeting where the service or fare change will be considered.*

A sample of the Rider Notice SCTA issues announcing proposed service and/or fare changes for BARTA and RRTA is provided in Exhibit H. A sample of the Rider Notice SCTA issues announcing the approved service and/or fare changes is provided in Exhibit I.

SCTA will record all comments received through the public hearing process or in writing and the responses provided to the comments received. A sample of the approach SCTA follows in recording comments received through the public hearing and comment process and the responses provided to the comments received is included as Exhibit J. This report on the comments received and the staff response is provided to the Board as part of their consideration of the proposed route and service changes.

Periodically, there is a need to schedule public meetings for purposes other than to discuss fare and/or services changes, such as an update to a Transit Development Plan. The type of project being advanced will influence the public participation activities planned.

In the fall of 2017, SCTA initiated work on a Transit Development Plan (TDP) Update. A series of public meetings were held as part of the Update process. A public meeting in an open house format was held on separate days in November 2017 in Lancaster and Reading to explain the TDP and to solicit public input regarding the nature of public transportation to be operated and service suggestions. A second series of public meetings was held in April 2018 on separate days in Lancaster and Reading for a presentation of the draft service recommendations and to solicit public input before the service recommendations were finalized. At all four (4) public meetings, a staff person was available to provide Spanish language assistance if needed.

The following public outreach activities occurred for both sets of public meetings for the TDP Update in order to announce the meetings and encourage attendance:

- Posters were placed in the BARTA and RRTA buses in English and Spanish.
- Posters were placed at the BARTA Transportation Center, BARTA Dispatch Office at the Reading Operations Center, Queen Street Station and the Lancaster Operations Center.
- An invitation in English and Spanish was sent to the Chambers, Planning Commissions and other organizations that partner with BARTA and RRTA. The Berks and Lancaster Chambers and Planning Commissions forwarded this invitation package to persons on their email list.
- Information on the public meetings was posted on the SCTA, BARTA and RRTA websites.
- Press release for the Public Meetings was sent to the Lancaster and Reading media.

As part of the TDP Update, an onboard survey of bus riders on randomly selected trips was conducted. The surveys prepared and issued as part of the Update included an English and Spanish version. A copy of the BARTA and RRTA survey forms are included as Exhibit K. A survey was also mailed to recent riders of the shared ride system. An English and Spanish version of this survey was also provided. A postage paid envelope was included in the mailing to encourage the completion and return of the survey. A copy of the BARTA and RRTA shared ride survey forms are included as Exhibit L.

As part of the development of its annual Program of Projects, SCTA will hold a public hearing. The draft Program of Projects and the Authority's draft Capital Budget for the next fiscal year will be announced at a public Board meeting. Following this meeting, a notice explaining the Program of Projects and announcing the date, time and place for the public hearing will be published in a newspaper of general circulation in Berks and Lancaster Counties and posted on SCTA's website. The hearing will be held in late afternoon/early evening prior to the SCTA Board

meeting at SCTA's Headquarters Offices or at its Reading Offices. Individuals are invited to provide comments at the hearing or in writing through the mail or an email.

SCTA staff are voting members of the Berks County MPO and the Transportation Technical Advisory Committee and the Lancaster County MPO and the Transportation Technical Advisory Committee. Both groups in both Counties generally hold public meetings at least five (5) times a year. This participation, as well as the Transportation Improvement Program process, provides an opportunity for SCTA to discuss its service and capital improvement plans and needs and provides the public transportation perspective during the discussion of county-wide transportation issues.

SCTA's Board Meetings are open to the public and are held monthly. The SCTA Board agenda includes an opportunity for the public to comment on the agenda items at the beginning of the meeting and an opportunity for the public to comment at the end of the meeting on items not covered by an item on the agenda.

A record of SCTA's public involvement activities through public hearings or public meetings is being maintained. The information to be maintained is summarized below. The record of public involvement activities held by SCTA since January 1, 2015 is included as Exhibit M.

Date	Location	Topic	Estimated Number of Participants

VIII. Language Assistance Plan to Provide Meaningful Access to LEP Persons

SCTA's Language Assistance Plan is included as Exhibit O in this Program.

IX. Advisory Councils

A ten-member Board oversees and provides the policy direction for SCTA. Five (5) members of the SCTA Board are appointed by the Berks County Board of Commissioners and five (5) members are appointed by the Lancaster County Commissioners. The racial breakdown of the Board is provided below. Please note that of the ten-member Board, five (5) members are Male and five (5) members are Female. Staff may submit recommendations of proposed Board members when a vacancy occurs, but the final decision for appointment rests with the commissioners.

SCTA has in place a BARTA Advisory Committee and a RRTA Advisory Committee to provide public participation and input regarding its shared ride and fixed route bus operation in their respective service areas.

The seven-member BARTA Advisory Committee includes representatives designated by three (3) social service agencies, one (1) SCTA Board member and three (3) consumer representatives. The SCTA Board member appointed to the Advisory Committee is a rider of the BARTA system.

The eight-member RRTA Advisory Committee includes representatives designated by six (6) social service agencies, one (1) SCTA Board member and one (1) consumer representative. The SCTA Board appointed to the Advisory Committee is a rider of the RRTA system.

The social service agencies represented on each Advisory Committee designate who they send to the Committee meetings from their administrative staffs.

SCTA solicits recommendations from the social service agencies regarding appointments of individuals to serve as a consumer representative. SCTA encourages the agencies when responding to the request for suggestions to recommend persons who are representative of the population served by SCTA. When SCTA confirms the appointment of a consumer representative based on the recommendations received, SCTA also considers whether the person being appointed is representative of the population served by SCTA. This approach based on the population served assures minority persons are considered for appointment.

Governing/Advisory Councils	Total Membership	Black	Hispanic	Asian and Other
SCTA Board	10	1	0	0
BARTA Advisory Committee	7	0	1	0
RRTA Advisory Committee	8	1	0	0

X. Sub-recipients and SCTA Relationship With BARTA and RRTA

SCTA currently has no sub-recipients and SCTA does not anticipate establishing any sub-recipients in the near future.

SCTA acknowledges that if a sub-recipient relationship is formed SCTA will assist the sub-recipient(s) in complying with the Title VI regulations, including the general reporting requirements and the preparation of a Title VI program. As part of this assistance, SCTA will provide a sub-recipient with sample notices to the public informing beneficiaries of their rights under the Title VI regulations; procedures on how to file a Title VI complaint and SCTA's Title VI complaint form; sample procedures for tracking and investigating a Title VI complaint received and describe when the sub-recipient is required to notify SCTA when a complaint is received; demographic information on the race and English proficiency of residents served by the sub-recipient to assist the sub-recipient in assessing the level and quality of service it provides to communities within its service area and in assessing the need for language assistance; any other information that will assist the sub-recipient in complying with Title VI; and instructions for completing their Title VI Program.

SCTA will monitor a sub-recipient to ensure it is complying with the Title VI regulations through site inspections and field evaluations. SCTA will collect a Title VI Program from a sub-recipient and review the Program for compliance. As part of the monitoring effort, at the request of the FTA, in response to a complaint of discrimination, or as otherwise deemed necessary by SCTA, SCTA may request a sub-recipient who provides transportation services to verify that their level and quality of service is provided on an equitable basis.

BARTA and RRTA are not considered sub-recipients. SCTA through its management and administrative role is responsible for assuring that BARTA and RRTA fulfill the Title VI requirements as outlined in this approved Title VI programs as they are providing service in Berks and Lancaster Counties.

XI. Title VI Equity Analysis

SCTA acknowledges that if it advances a project covered by this Title VI provision, an Equity Analysis will be performed during the planning stage with regard to where the project is located or sited to ensure the location is selected without regard to race, color or national origin. SCTA will also engage in outreach to persons potentially impacted by the siting of the facility. The facilities covered by this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Bus shelters are not defined as facilities for the purpose of conducting an Equity Analysis; shelters are considered amenities.

XII. System-wide Service Standards and Policies

In accordance with 49 CFR Section 21.5(b)(2) and (7), Appendix C to 49 CFR Part 21, quantitative system-wide service standards are required to be adopted by a transit authority for its fixed route bus operation in order to guard against discriminatory service design or operations decisions. The standards include measures for vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities and vehicle assignment.

The service standards for SCTA's Reading/BARTA and Lancaster/RTTA operations are described below. SCTA is responsible for managing and monitoring the service operated in Berks and Lancaster Counties in accordance with these service standards.

A. BARTA

- 1. Vehicle Load.** Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle. The Vehicle Load Factor is 1.5. To evaluate loading factors throughout the system, ridership and service data for each BARTA route throughout the system is maintained on a monthly and year-to-date basis. This information is further verified through the random survey counts conducted annually to evaluate passenger miles for the system. The key factor used to evaluate the load factor is the number of passengers per hour for each trip. The general rule followed is that any level over twice the system average is a potential indicator of a capacity problem.

Within the BARTA fixed route fleet, there are thirty (30) 35 FT buses and twenty (20) 40 FT buses. The seating capacity for a 35 FT bus is 32 passengers and the seating capacity for a 40 FT bus is 39. The system-wide average for passengers per hour through the first seven months of FY 2018 was 22.80.

Two routes originating from the BARTA Transportation Center in downtown Reading with over 30 passengers per hour through the first seven months of FY 2018 were Route 1 (Temple/5th) at 30.60 and Route 4 (10th/11th) Streets at 32.61. Both of these routes are serving minority areas in the City of Reading. Since the BARTA operation is a small system, the bus operators also assist in identifying any potential capacity problems that may exist and will notify the dispatcher in the event of a recurring standing load on a particular route or time of day.

Over the last five fiscal years, the BARTA operation experienced its highest ridership in FY 2014 with 3,197,621 riders. In FY 2018 ridership totaled 2,903,786 riders. While this is a decrease in ridership from FY 2014, the FY 2018 ridership

is higher than the ridership experienced in FY 2016 and 2017. Overall, the decline in gasoline prices and the possible increase in the use of on-demand services has likely impacted ridership trends over the last five years. The increase in ridership in FY 2018 over FY 2017 may be attributed to a special marketing effort that occurred in the fall of 2017 that was focused on attracting new riders to the BARTA system.

After assessing the ridership from the above several perspectives in the context of the Vehicle Load standard, capacity problems generally do not exist on any of the routes in the system. SCTA will continue to monitor vehicle load on its BARTA operation and respond accordingly to ridership increases as economic growth continues and employment levels continue to rise.

2. **Vehicle Headway (Frequency).** Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. With almost all BARTA routes converging at a centralized transfer center and for the convenience of the riding public, buses are operated approximately every half-hour in the morning and afternoon peak hours and hourly during the midday and on Saturdays and Sundays. These frequencies are based on passenger demand along a bus route. High frequencies are generally found in the Reading urbanized area which has a higher concentration of minorities. The outlying borough service, which has a lower concentration of minorities, has a lower frequency of service simply by function of matching service to demand. Figure 1 lists the frequency of service or headways for the BARTA system.

FIGURE 1
BARTA FREQUENCY OF SERVICE (MINUTES)
JUNE 1, 2018

	WEEKDAY				SATURDAY	SUNDAY
ROUTE	AM PEAK	MID- DAY	PM PEAK	EVENING	BASE	BASE
1	20-30	20	20	20-30	20-30	60
2	--	60 (4 trips)	--	--	60 (4 trips)	--
3	30	60	30	--	60	--
4*	30	30	30	40	40	60
5*	45	45	30	--	45	--
7	30	60	30	--	60	--
8	60	45-75	30-60	80	60	60
9	60	60	60	--	60	--
10	30-45	45	30-45	60	30	60

11	30	45-75	30-45	--	60	--
12	45	90	45	--	90	--
14	30	60-90	30	60	30-60	--
15	30	30	30	60	30	60
16	30	30	30	60	30	60
17	30-60	60	60	--	60	--
18*	30	20	30	60	30	60
19	30	60	30	60	60	60
20	60	30-240	60	1 trip	60-240	--
22	1 trip	2 trips	--	1 trip	--	--

Note: * -- Routes Exclusively Operating Within the City of Reading and Serving Minority Areas. Other routes, while not exclusively operating within the City of Reading, serve the City of Reading as the bus travels to the suburban communities outside the city limits.

3. **On-Time Performance.** On-time performance is a measure of runs completed as scheduled. Among the most important service standard for customers is on-time performance or adherence to the published schedules. On-time performance is measured at time points; the time points for a route are listed in the published schedule. A bus is considered on-time if it leaves its time point between 0 and 5 minutes late. For the last time point on each trip, the arrival time is used instead of the leave time.

For its Reading/BARTA operation, SCTA uses the standard industry levels for on-time performance measures with the goal of 95% on-time during the peak and 90% during the off-peak time periods for its fixed route bus operation. This is measured by route and for the entire system over the course of the year with random samples conducted by supervisory personnel and from information available through its automatic vehicle location (AVL) system. It should be noted SCTA annually conducts an evaluation of routes and schedules, particularly for on-time performance and issues affecting the bus being on-time.

4. **Service Availability.** Service availability standards and guidelines in terms of service coverage, bus stop spacing, service span and service frequency were originally reviewed and updated as part of BARTA's 2012 Transit Development Plan process. SCTA continues to use these standards and guidelines in managing and monitoring its Reading/BARTA operation.

The service operated by BARTA is concentrated in the City of Reading and the communities surrounding the City. Currently, BARTA only operates four (4) routes (Routes 8, 14, 20 and 22) that extend to towns or businesses with significant

distance from downtown Reading. A review of Figure 1 indicates the frequency/high level of service operated in the City of Reading and the surrounding communities. The population in the Reading urbanized area totaled 267,751 in the American Community Survey 2012-2016 5-Year Estimate. A high number of the minority residents of Berks County are concentrated in the City of Reading.

Riders living in the City of Reading board a bus at the designated bus stop noted with a sign. On the routes within the City there is typically a bus stop every other block. Outside Reading, many bus stops are designated with a sign and there are a significant number of bus stops along a route on a per mile basis. If there is not a posted bus stop near the area in which a person wants to board a bus along its route, the person goes to the nearest intersection and waits on the same side of the street in which the bus is traveling.

The Ride Guide provides information on “How to Ride BARTA” in English and Spanish.

5. **Distribution of Transit Amenities.** In terms of transit amenities, shelters are installed at 43 bus stops in the Reading/BARTA service area with 21 of these shelters at bus stops in the City of Reading. Bus shelters are generally installed in the service area based on ridership generation at each stop as the primary evaluation tool. The standard is that individual bus stops that generate over 25 passenger trips per day are evaluated for potential placement of bus shelters as well as stops with trip generators that serve persons with disabilities.

The opening of the BARTA Transportation Center in downtown Reading in 2002 provided a safe, climate controlled sales and information center and passenger waiting area for BARTA’s riders. Riders are picked-up and discharged at bus berths in a facility that is open-air but protected from the elements.

Schedule information is available on the BARTA website. Printed Ride Guides are available for pick-up at the BARTA Transportation Center and on 126 schedule racks at numerous locations throughout the BARTA service area. Ride Guides will be mailed to businesses and individuals upon request.

There are bus stop signs at over 470 locations on the BARTA system. Most of these signs are located at bus stops within the City of Reading and the surrounding area. The information on these signs was updated in 2016 with the information a customer needs to text to obtain bus status information for that stop through SCTA’s AVL system. There are a number of bus stops within the BARTA that do not have bus stop signs. SCTA is planning to install bus stop signs at the stops without signs.

6. **Vehicle Assignment.** In terms of assessing service policies concerning the assignment of vehicles, SCTA has included a review of the fleet roster and vehicle assignments for its BARTA operation. The current fleet roster shows 50 vehicles with all vehicles having a kneeler feature, wheelchair lifts or ramps, and air conditioning, as shown in Figure 2. All minority areas, therefore, have vehicles assigned with lifts that provide access to all the major shopping areas, employment centers, and hospitals. The overall average age of the fleet is 9.8 years. SCTA/BARTA will be receiving delivery of buses in 2018 that will begin to replace the seventeen (17) 2005 buses.

FIGURE 2
CURRENT BAR
BARTA FLEET ROSTER
JANUARY 1, 2018

<u>YEAR OF MANUFACTURER</u>	<u>MAKE</u>	<u>SEATING CAPACITY</u>	<u>SPECIAL FEATURES</u>	<u>NO. OF VEHICLES</u>
2005	GILLIG	32	A/C, KNEELER, W/C RAMP	17
2007	GILLIG	32	A/C, KNEELER, W/C RAMP	7
2008	GILLIG	32	A/C, KNEELER, W/C RAMP	6
2008	GILLIG	39	A/C, KNEELER, W/C RAMP	2
2009	GILLIG	39	A/C, KNEELER, W/C RAMP	7
2010	GILLIG	39	A/C, KNEELER, W/C RAMP	4
2015	GILLIG	39	A/C, KNEELER, W/C RAMP	3
2016	GILLIG	39	A/C, KNEELER, W/C RAMP	4

Average Age of Fleet – 9.8 yrs. 50

Bus assignments in Reading are influenced by the projected level of ridership on a route. For example, routes with a heavy projected ridership on a trip basis will be assigned a 40 FT bus with its additional seating capacity. Consideration is also given to the ability of the bus to maneuver through the street network on the bus route. For example, a 40 FT bus may have more difficulty maneuvering through certain streets based on its size compared to a 35 FT bus. Figure 3 provides information on BARTA bus assignments by route for June 5, 2018. The average vehicle age by route is relatively high based on the overall average age of the fleet. However, the beginning of the planned replacement of the 2005 buses in 2018 will reduce the average age by route. The two routes with the lowest average age at 5.5 years is Route 1 (highest ridership route in the system) which connects downtown Reading to the employment and shopping area along the 5th Street Highway and Route 4 which serves the 10th and 11th corridors in the City of Reading.

FIGURE 3
BARTA VEHICLE ASSIGNMENT – JUNE 5, 2018

<u>ROUTE NUMBER</u>	<u>MINORITY SERVICE</u>	<u>NUMBER OF VEHICLES ASSIGNED</u>	<u>TYPE OF VEHICLE</u>	<u>AVERAGE VEHICLE AGE</u>	<u>AMENITIES</u>
1-Temple via 5 th St.		2 2	09 GILLIG 16 GILLIG	5.5	A/C,KN,W/C
2-Fairgrounds Square Market	No Service Operated on June 5				
3-Temple via Kutztown Road		1 2	10 GILLIG 05 GILLIG 16 GILLIG	11.3	A/C,KN,W/C

4- 10 th /11 th St.	Yes	1	08 GILLIG	5.5	A/C,KN,W/C
		1	10 GILLIG		
		2	16 GILLIG		
5-Albright College	Yes	1	07 GILLIG	10.5	A/C,KN,W/C
		1	08 GILLIG		
7 – Pennside		1	07 GILLIG	9.7	A/C,KN,W/C
		1	08 GILLIG		
		1	10 GILLIG		
8- Reiffon/Shelbourne Square/Birdsboro		1	07 GILLIG	10.8	A/C, KN,W/C
		1	08 GILLIG		
		1	09 GILLIG		
9- Grill via Kenhorst		2	05 GILLIG	13.0	A/C,KN,W/C
10- Brookline		1	07 GILLIG	11.0	A/C,KN,W/C
11-Mohnton via Shillington		1	05 GILLIG	11.3	A/C,KN,W/C
		1	07 GILLIG		
		1	08 GILLIG		
12- Lincoln Park via Reading Hospital		2	05 GILLIG	11.3	A/C,KN,W/C
		1	08 GILLIG		
		1	09 GILLIG		
14- Wernersville via Sinking Spring/ Womelsdorf		1	08 GILLIG	6.8	A/C,KN,W/C
		2	09 GILLIG		
		1	10 GILLIG		
		1	15 GILLIG		
		1	16 GILLIG		
15- Berkshire Mall		2	09 GILLIG	7.8	A/C,KN,W/C
		1	10 GILLIG		
		1	15 GILLIG		
16- Broadcasting Square		1	05 GILLIG	10.5	A/C,KN,W/C
		1	10 GILLIG		
17-Glenside/Airport/ Berks Heim		3	05 GILLIG	12.5	A/C,KN,W/C
		1	07 GILLIG		
18-Schuylfill Avenue		1	05 GILLIG	8.7	A/C,KN,W/C
		1	07 GILLIG		
		1	16 GILLIG		
19-Riverside/First Energy/Cotton St.		3	05 GILLIG	13.0	A/C,KN,W/C
20-RT 61/Hamburg		1	05 GILLIG	9.0	A/C,KN,W/C
		1	07 GILLING		
		1	08 GILLING		
		1	15 GILLIG		
22-Lyon Station/ East Penn-Deka		1	05 GILLIG	10.7	A/C,KN,W/C
		1	08 GILLIG		
		1	09 GILLIG		

One of the important features of the fleet is that all vehicles are equipped with security cameras onboard the buses. These cameras are very useful for ensuring the security of the passengers and employees and aids SCTA/BARTA in the investigation of accidents. The BARTA Transportation Center (BTC) contains security cameras. Additional security cameras are planned for installation at the BTC within the next year.

B. RRTA

- 1. Vehicle Load.** Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle. The Vehicle Load Factor is 1.5. To evaluate loading factors throughout the system, ridership and service data for each RRTA route throughout the system is maintained on a monthly and year-to-date basis. This information is further verified through the random survey counts conducted annually to evaluate passenger miles for the system. The key factor used to evaluate the load factor is the number of passengers per hour for each trip. The general rule followed is that any level over twice the system average is a potential indicator of a capacity problem.

Within the RRTA fixed route fleet, there are four (4) 30 FT buses, thirty-one (31) 35 FT buses, four (4) 40 FT bus and three (3) trolleybuses. The seating capacity for this bus fleet is: 30 FT bus--28 passengers, 35 FT bus--32 passengers, 40 FT bus--39 passengers and trolleybus—27 passengers. Over the last three years, the number of 40 FT buses in the RRTA fleet increased from one (1) to four (4). The purchase of the additional 40 FT buses was intended to address potential capacity problems on the higher ridership routes, i.e. Route 14 Rockvale and Route 17 Columbia. The system-wide average for passengers per hour through the first seven months of FY 2018 was 15.55.

The routes serving the minority areas generally produce some of the highest levels of passengers per hour with Routes 1 (Park City A/Southeast), 2 (Park City B/6th Ward), and 3 (Park City C/8th Ward) at 16.84, 14.03 and 19.32 passengers per hour respectively while Route 17 (Columbia) totaled 19.54 passengers per hour. Route 14 (Rockvale) is the system-wide leader with 20.78 passengers per hour. Since RRTA is a small system, the bus operators also assist in identifying any potential capacity problems that may exist and will notify the dispatcher in the event of a recurring standing load on a particular route or time of day.

Over the last five fiscal years, RRTA annual fixed route ridership peaked at 1,926,379 trips in FY 2015. Since FY 2015, ridership decreased each fiscal year. In 2018 ridership totaled 1,756,986 trips. The decrease in ridership is attributed to the decline in gasoline prices and the possible increase in the use of on-demand services.

After assessing the ridership from the above several perspectives in the context of the Vehicle Load standard, capacity problems generally do not exist on any of the routes in the system. SCTA will continue to monitor vehicle load on its RRTA operation and respond accordingly to ridership increases as economic growth continues and employment levels continue to rise.

2. **Vehicle Headway (Frequency).** Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. The headways vary by route and time of day based on ridership productivity, density of transit-dependent population and activities and the goal of providing a minimum level of service to the community. The standard headways for the RRTA routes serving the minority and low income areas have the highest frequency at 30-40 minutes all day long, Monday-Saturday, and have Sunday service at a 60 minute frequency. The routes serving the outlying communities have a general standard of 40-60 minute headways with limited service on Saturdays and no service on Sundays except for two routes. To provide an improved opportunity for transfers, most of the RRTA routes are scheduled to depart from their downtown locations at 8:20 am and all routes are scheduled to depart from their downtown locations at 5:20 pm.

The frequency of service or headways for the RRTA operation is presented in Figure 4. The headways for the routes serving the minority and low income areas (Route 1, Route 2 and Route 3) have some of the highest frequency of service within the system at 30-80 minutes all day Monday-Saturday, and have Sunday service with up to a 75 minute frequency. The routes serving the outlying communities have a variety of headways based on ridership and traffic generators along the route with limited service on Saturdays and no service on Sundays except for Route 14, Route 16 and Route 17. These three routes have more frequent weekday service and operate on Saturdays and Sundays based on ridership needs and the areas served. Route 17 between Lancaster and Columbia serves areas with a high concentration of minority and low income individuals. Route 14—Rockvale travels through minority and low income areas in the eastern part of the City of Lancaster as it travels between Queen Street Station and the employment and shopping areas along Routes 462 and 30. Route 16 connects Millersville and its college campus with Lancaster City.

FIGURE 4
RRTA FREQUENCY OF SERVICE (MINUTES)
JUNE 1, 2018

	WEEKDAY				SATURDAY	SUNDAY
ROUTE	AM PEAK	MID- DAY	PM PEAK	EVENING	BASE	BASE
1*	30	30-40	30-45	50-70	30-40	60-75
2*	35-40	30-45	30-60	60	35-40	55-65
3*	35-40	40-45	35-40	40-80	40-45	60-65
5	35-40	45	45-50	--	5 trips	--
6	20-30	--	25-30	--	--	--
(Trolley)						
10	30-55	35-90	40	--	90	--
11	30-45	75-105	75	--	100-185	--

12	35-50	45-110	35-40	--	105-190	--
13	60-110	95-170	105	--	3 trips	--
14	20-30	20-25	20-30	35-70	20-30	35-70
15	40-65	60-125	60	--	60-120	--
16	25-35	30-40	40-60	55-65	60-70	55-165
17*	35-45	30-50	25-30	60-85	45-70	60-150
18	40-90	50-125	Only 1 trip	--	400	--
19	35-75	45-95	40-60	--	85-105	--
20	45-50	50-65	50-65	40-45	--	--
21	45-65	75-165	Only 1 trip	--	45-165	--

Note: * -- Routes Serving Minority Areas

3. **On-Time Performance.** On-time performance is a measure of runs completed as scheduled. Among the most important service standard for customers is on-time performance or adherence to the published schedules. On-time performance is measured at time points; the time points for a route are listed in the published schedule. A bus is considered on-time if it leaves its time point between 0 and 5 minutes late. For the last time point on each trip, the arrival time is used instead of the leave time.

For its Lancaster/RRTA operation, SCTA uses the standard industry levels for on-time performance measures with the goal of 95% on-time during the peak and 90% during the off-peak time periods for its fixed route bus operation. This is measured by route and for the entire system over the course of the year with random samples conducted by supervisory personnel and from information available through its automatic vehicle location (AVL) system. It should be noted SCTA annually conducts an evaluation of routes and schedules, particularly for on-time performance and issues affecting the bus being on-time.

One of the continuing issues SCTA faces in Lancaster is the growing traffic congestion along the arterial roads from the City of Lancaster to the outlying boroughs and communities. These roads are generally single lane. Based on the monitoring of On-Time Performance, adjustments to time are made at time points or time is added to individual trips to reflect actual travel time and road conditions. These adjustments will have a positive impact on on-time performance since the schedule will reflect the reality of travel time and road conditions. The published schedule will reflect the reality of actual travel time, which will have a positive impact on ridership and customer satisfaction since riders will have more accurate information as to the schedule for the bus.

4. **Service Availability.** Looking at the availability of service, this standard is difficult to quantify for RRTA due to serving outlying communities that in some cases are over 20 miles from the urban core of the service area and service to the area is limited by the existing road network. Generally, the standard has been to provide service within three-quarters of a mile in the densely populated areas in the urbanized area and within the outlying Boroughs. However, the suburban sprawl in Lancaster County has been so prevalent that the urbanized area went from approximately 323,000 in 2000 to 413,313 persons in the 2016 Census American Community Survey 5-Year Estimate. The issue is that the sprawl is occurring in areas that have historically been farm lands with limited access roads and construction geared to higher income levels. The housing density and neighborhood layouts have not been designed to be conducive to transit service.

Lancaster County contains 944 square miles of land area and has an overall population density of 570 persons per square mile which is generally not considered desirable for transit service. While no single measure exists, it is generally recognized that densities in excess of 2,500 persons per square mile are necessary to make fixed route bus service viable. This is the standard utilized by RRTA to make service available in the County even though the areas between the outlying Boroughs fall under this level and negatively affect the systems overall financial measures and productivity.

Riders living in the City of Lancaster must wait to board a bus at the designated bus stop noted with a sign. On the routes within the City there is typically a bus stop every block or every other block. Outside Lancaster City, most bus stops are designated with a sign and there are a significant number of designated bus stops along a route on a per mile basis. If no signed bus stop sign is available, a rider waits in a safe area on the same side of the street the bus is traveling and “flags” the driver to stop as the bus approaches. The use of the “flag” stop outside the City of Lancaster is intended to improve the accessibility and availability of the service to potential riders.

The Ride Guide provides information on “How to Ride RRTA Buses” in English and Spanish.

5. **Distribution of Transit Amenities.** In terms of transit amenities, RRTA has generally installed bus shelters in its service area based on ridership generation at each stop as the primary evaluation tool. The standard is that individual bus stops that generate over 25 passenger trips per day are evaluated for potential placement of bus shelters as well as stops with trip generators with special needs, such as sheltered workshops or other services for persons with disabilities.

Shelters are at 48 bus stops in the Lancaster/RRTA service area. At present, shelters are located at all the major bus stops in downtown Lancaster which all routes serve, including the Queen Street Station transfer facility, and at several other locations in the City based on ridership and nearby trip generators. Other shelters located throughout the service area include four shelters in Columbia Borough due to the heavy ridership levels on the Route 17-Columbia bus. Columbia has a significant number of minority and low income persons living in the Borough. Shelters are also located in the Granite Run Industrial Park; along

Route 30 east, which is a high employment area served by the Route 14 bus; and at major employers along Route 12 (Dart and Eurofins), Route 18 (QVC) and Route 19 (Manheim Auto Auction). In addition, there are thirteen (13) shelters at bus stops that were installed by nearby businesses, schools or a church.

The Queen Street Station (QSS) facility opened in August of 2005. QSS includes 11 berths for busses, a 3,000 square foot sales and information center and 15,000 square feet of commercial space for lease. The buses enter and pull into their stops in an off-street urban park setting that includes passenger shelters, benches, schedules and other amenities for customers at each stop.

In June 2012, RRTA expanded the transit center to the south with the opening of the Queen Street Station Parking Garage. The expansion includes three additional bus berths and a connection to Chestnut Street from QSS which is a one way street in an easterly direction. QSS originally was only accessed from Queen Street which is a one-way street with a traffic flow heading north. With the three additional bus berths, RRTA was able to bring some of the busier bus routes into the center which enhanced transfer abilities within the system. These three routes include Route 12, 14 and 20. Route 14 has the largest ridership in the system and travels through minority and low income areas in the eastern part of the City of Lancaster to reach employment and shopping areas along Routes 462 and 30. The Route 21 bus, established in August 2015 to serve Gap and the Urban Outfitters Distribution Center, also uses one of these three bus berths. All four routes are utilized heavily by workers.

Schedule information is available on the RRTA website. Ride Guides are available for pick-up at the Queen Street Station Information Center; and at 65 schedule rack locations through the RRTA service area including the train station, hospitals, county and city offices, temp agencies, colleges, libraries, social service agencies and large businesses. When the new Ride Guide is available, copies are mailed to approximately 250 business locations; RRTA will mail additional copies during the year if requested. Ride Guides will also be mailed to individuals upon request.

RRTA has a total of 1,656 designated bus stop locations. In the summer of 2013, RRTA replaced existing signs installed in the 1990's with new signs at 1,165 bus stops. These new signs included bus route number(s) serving that particular stop. The information on these signs was updated in 2016 with the information a customer needs to text to obtain bus status information for that stop through SCTA's AVL system. Based on local ordinance, all bus stops in the City of Lancaster, Columbia Borough and Mountville Borough require a bus stop sign. Many of the stops without signs are located along the routes serving the outlying boroughs. SCTA is planning to install bus stop signs at the remaining locations.

6. **Vehicle Assignment.** In terms of assessing service policies concerning the assignment of vehicles, SCTA has included a review of the fleet roster and vehicle assignments for its RRTA operation. The current fleet roster shows 42 vehicles with all vehicles having a kneeler feature, wheelchair lifts or ramps, and air conditioning, as shown in Figure 5. All minority areas, therefore, have vehicles assigned with lifts that provide access to all the major shopping areas, employment centers, and hospitals. The overall average age of the fleet is 5.7 years.

FIGURE 5
CURRENT RRTA FLEET ROSTER
JANUARY 1, 2018

<u>YEAR OF MANUFACTURER</u>	<u>MAKE</u>	<u>SEATING CAPACITY</u>	<u>SPECIAL FEATURES</u>	<u>NO. OF VEHICLES</u>
2003	OPTIMA	27	A/C, KNEELER, W/C LIFT	2
2005	OPTIMA	27	A/C, KNEELER, W/C LIFT	1
2006	GILLIG	28	A/C, KNEELER, W/C RAMP	2
2007	GILLIG	32	A/C, KNEELER, W/C RAMP	6
2009	GILLIG	28	A/C, KNEELER, W/C RAMP	2
2009	GILLIG	32	A/C, KNEELER, W/C RAMP	1
2010	GILLIG	32	A/C, KNEELER, W/C RAMP	1
2012	GILLIG	39	A/C, KNEELER, W/C RAMP	1
2012	GILLIG	32	A/C, KNEELER, W/C RAMP	1
2013	GILLIG	32	A/C, KNEELER, W/C RAMP	3
2015	GILLIG	32	A.C, KNEELER, W/C RAMP	10
2016	GILLIG	32	A/C, KNEELER, W/C RAMP	4
2017	GILLIG	32	A/C, KNEELER, W/C RAMP	5
2017	GILLIG	39	A/C, KNEELER, W/C RAMP	3
Average Age of Fleet – 5.7 yrs.				42

As shown in Figure 6, the routes serving minority areas utilize vehicles with an average age of that compares favorably to the system average of 5.7 years. Specifically, Route 1 has an average vehicle age of 2.0 years, Route 2, 1.5 years, Route 3, 4.3 years, and Route 17, 5.3 years.

FIGURE 6
RRTA VEHICLE ASSIGNMENT – JUNE 5, 2018

<u>ROUTE NUMBER</u>	<u>MINORITY SERVICE</u>	<u>NUMBER OF VEHICLES ASSIGNED</u>	<u>TYPE OF VEHICLE</u>	<u>AVERAGE VEHICLE AGE</u>	<u>AMENITIES</u>
1-Park City A/S'East*	Yes	1 1	15 GILLIG 17 GILLIG	2.0	A/C,KN,W/C
2-Park City B/6 th Ward*	Yes	1 1	16 GILLIG 17 GILLIG	1.5	A/C,KN,W/C

3-Park City C/8 th Ward*	Yes	1 1	10 GILLIG 15 GILLIG 16 GILLIG	4.3	A/C,KN,W/C
5- Grandview		1	06 GILLIG	12.0	A/C,KN,W/C
6-Trolley Shuttle		1 1	03 OPTIMA 05 OPTIMA	14.0	A/C,KN,W/C
10 – Lititz		1 1 1	07 GILLIG 09 GILLIG 17 GILLIG	7.0	A/C,KN,W/C
11- Ephrata		1 1	07 GILLIG 15 GILLIG	7.0	A/C, KN,W/C
12- New Holland		1 1 2	09 GILLIG 13 GILLIG 15 GILLIG	5.0	A/C,KN,W/C
13- White Horse		1 1 1	07 GILLIG 09 GILLIG 15 GILLIG	7.7	A/C,KN,W/C
14-Rockvale		3	17 GILLIG	1.0	A/C,KN,W/C
15- Willow Street		1 1 2	06 GILLIG 09 GILLIG 15 GILLIG	6.8	A/C,KN,W/C
16- Millersville		1 1	15 GILLIG 17 GILLIG	2.0	A/C,KN,W/C
17- Columbia*	Yes	1 1 1 1	07 GILLIG 12 GILLIG 15 GILLIG 17 GILLIG	5.3	A/C,KN,W/C
18- Elizabethtown		1 1 1 2	07 GILLIG 10 GILLIG 13 GILLIG 15 GILLIG	6.0	A/C,KN,W/C
19-Manheim		1 1 1	07 GILLIG 15 GILLIG 16 GILLIG	5.3	A/C,KN,W/C
20-Greenfield		1 1	07 GILLIG 15 GILLIG	7.0	A/C,KN,W/C
21-Gap		1 1 1	06 GILLIG 15 GILLIG 16 GILLIG	5.7	A/C,KN,W/C

The entire RRTA fleet operates out of one main operating facility at 45 Erick Road that is located in an industrial area of the City of Lancaster which avoids conflicts with being next to residential areas.

One of the important features of the fleet is that all vehicles are equipped with security cameras onboard the buses. These cameras are very useful for ensuring the security of the passengers and employees and aids SCTA/RRTA in the investigation of accidents. It should be noted the Queen Street Station transfer facility contains security cameras both in the passenger waiting areas inside the terminal and the entire bus layover areas outside, plus cameras monitor the main street in front of the transit center. There are also cameras in the bus area in the adjacent Queen Street Station Parking Garage. These cameras are monitored remotely from the Erick Road operations center in the dispatch office which is staffed the entire time buses are in service.

C. Other Service Standards

SCTA will be using other service standards in the evaluation of the BARTA and RRTA fixed route service in terms of productivity and performance. These standards are at the route level and include cost recovery (Revenue/Expenses), passengers per hour, subsidy per passenger, and subsidy per passenger mile. The standards will be applied from monthly operating data collected for each route with performance at 80% or above the system average as acceptable, between 60-79% of the system average as marginal and in need of adjustments to improve performance, and below 60% of the system average as unacceptable and the route should be modified, reduced, or eliminated. Based on its ranking in this percentage range, a route will be given 3, 2 or 1 point. The points from the four standards are added together and compared to the following evaluation scale: 10-12 Points – Satisfactory; 7-9 Points – Evaluate; and 4-6 Points –Modify, Reduce, Eliminate. The application of these standards provides important information in evaluating service in a time of limited funding and the Commonwealth of Pennsylvania is encouraging the application of such standards in evaluating service.

The spreadsheet below provides the performance analysis for each BARTA route at the through the first seven months of FY 2018. The highest performing routes on the BARTA system connect downtown Reading to neighborhoods outside center city Reading (Route 4 and 18) or to suburban shopping and employment areas (Route 1). The lowest performing route travels from the BARTA Transportation Center an employer several miles outside center city Reading. As noted below, ridership on both on this route is low.

BERKS AREA REGIONAL TRANSPORTATION AUTHORITY																			
ROUTE PERFORMANCE ANALYSIS																			
FY 2017-18 (7 months)																			
						Passengers Per hour			Revenue to Expense			Subsidy per Passenger			Subsidy per Passenger Mile				
Route	Passengers	Expenses	Revenues	Hours	Trip Lngth	Pass/Hr	% of Avg	Points	Rev/Exp	% of Avg	Points	Sub/Pass	% to Avg	Points	Sub/Pmle	% to Avg	Points	Total	PassMiles
1 Temple/5th	346,482	\$886,577	\$426,560	11,324	3.29	30.60	134.2%	3	47.58%	138.56%	3	\$1.357	177.63%	3	\$0.41	142.94%	3	12	1,139,926
2 Fairgrounds	3,141	\$42,644	\$5,028	256	3.29	12.27	53.8%	1	11.79%	34.34%	1	\$11.976	20.12%	1	\$3.64	16.19%	1	4	10,334
3 Temple/Kutztown	93,471	\$306,494	\$115,875	3,534	3.29	26.45	116.0%	3	37.81%	110.11%	3	\$2.039	118.16%	3	\$0.62	95.08%	3	12	307,520
4 10th/11th Sts	185,091	\$389,218	\$241,924	5,676	3.29	32.61	143.0%	3	62.16%	181.02%	3	\$0.796	302.80%	3	\$0.24	243.66%	3	12	608,949
5 Albright	65,700	\$264,816	\$81,723	3,038	3.29	21.63	94.9%	3	30.86%	66.03%	2	\$2.787	86.47%	3	\$0.85	69.58%	2	10	216,153
7 Pennside	53,065	\$279,033	\$64,451	3,276	3.29	16.20	71.0%	2	23.10%	67.27%	2	\$4.044	59.59%	1	\$1.23	47.95%	1	6	174,584
8 Reiffon/Birdsboro	109,136	\$472,050	\$119,945	5,711	8.41	19.11	83.8%	3	25.41%	74.00%	2	\$3.226	74.69%	2	\$0.38	153.63%	3	10	917,834
9 Grill/Kenhorst	34,202	\$206,995	\$51,985	2,604	3.29	13.13	57.6%	1	25.11%	73.14%	2	\$4.532	53.17%	1	\$1.38	42.78%	1	5	112,525
10 Brookline	79,487	\$238,537	\$106,415	3,150	3.29	25.23	110.7%	3	44.61%	129.92%	3	\$1.662	144.97%	3	\$0.51	116.66%	3	12	261,512
11 Mohnton/Shillington	62,624	\$304,894	\$79,006	3,508	3.29	17.85	78.3%	2	25.91%	75.47%	2	\$3.607	66.80%	2	\$1.10	53.76%	1	7	206,033
12 Lincoln Pk/Rdg Hosp	36,886	\$296,890	\$50,152	3,495	3.29	10.55	46.3%	1	16.89%	49.20%	1	\$6.689	36.02%	1	\$2.03	28.99%	1	4	121,355
14 Wernersville/Sinking Sp	123,766	\$660,807	\$134,066	6,919	8.41	17.89	78.5%	2	20.29%	59.09%	1	\$4.256	56.62%	1	\$0.51	116.46%	3	7	1,040,872
15 Berkshire Mall	235,964	\$660,386	\$303,271	8,863	3.29	26.62	116.8%	3	45.92%	133.74%	3	\$1.513	159.22%	3	\$0.46	128.12%	3	12	776,322
16 Broadcting Square	149,641	\$516,514	\$186,207	6,362	3.29	23.52	103.2%	3	36.05%	104.99%	3	\$2.207	109.17%	3	\$0.67	87.85%	3	12	492,319
17 Glenside	74,384	\$282,227	\$102,876	3,187	3.29	23.34	102.4%	3	36.45%	106.16%	3	\$2.411	99.94%	3	\$0.73	80.42%	3	12	244,723
18 Schuylkill Ave	126,440	\$354,672	\$189,817	4,793	3.29	26.38	115.7%	3	53.52%	155.87%	3	\$1.304	184.82%	3	\$0.40	148.72%	3	12	415,988
19 Riverside/Cotton	86,761	\$374,724	\$113,457	4,265	3.29	20.34	89.2%	3	30.28%	88.18%	3	\$3.011	80.02%	3	\$0.92	64.39%	2	11	285,444
20 Hamburg	58,330	\$378,716	\$54,676	3,550	8.41	16.43	72.1%	2	14.44%	42.05%	1	\$5.555	43.38%	1	\$0.66	89.22%	3	7	490,555
22 Lyon Station/East Penn	10,585	\$175,328	\$10,996	1,368	8.41	7.74	33.9%	1	6.27%	18.27%	1	\$15.525	15.52%	1	\$1.85	31.93%	1	4	89,020
	1,935,156	\$7,101,522	\$2,438,430	84,879	4.09	22.80	100.00%		34.34%	100.00%		\$2.41	100.00%		\$0.59	100.00%			7,911,966
						13.68	60.00%		20.60%	60.00%		\$4.02	60.00%		\$0.98	60.00%			ATL System 4.09
	Rank Order by Measure																		
Route	Pass/ Hr	Cost Recovery	Subsidy Pass	Subsidy/ PasMile	TOTAL SCORE	% of Ave.	2018 Rank	2017 Rank	2018 RANK ORDER		SCORE								
1 Temple/5th	2	3	3	4	12	316.67%	2	2	10th/11th Sts	1	3								
2 Fairgrounds	17	18	18	19	72	52.78%	18	18	Temple/5th	2	3								
3 Temple/Kutztown	4	6	6	8	24	158.33%	6	7	Schuylkill Ave	2	3								
4 10th/11th Sts	1	1	1	1	4	950.00%	1	1	Berkshire Mall	4	3								
5 Albright	9	14	9	12	44	86.36%	11	10	Brookline	5	3								
7 Pennside	15	13	13	15	56	67.86%	14	13	Temple/Kut	6	3								
8 Reiffon/Birdsboro	11	11	11	2	35	108.57%	9	11	Broadcting Sq	7	3								
9 Grill/Kenhorst	16	12	15	16	59	64.41%	16	15	Glenside	8	3								
10 Brookline	6	5	5	6	22	172.73%	5	5	Reiffon	8	3								
11 Mohnton/Shillington	13	10	12	14	49	77.55%	13	11	Riverside/Cotton	10	3								
12 Lincoln Pk/Rdg Hosp	18	16	17	18	69	55.07%	17	16	Albright	11	3								
14 Wernersville/Sinking Sp	12	15	14	7	48	79.17%	12	14	Wernersville	11	3								
15 Berkshire Mall	3	4	4	5	16	237.50%	4	4	Mohnton/Shillington	13	2								
16 Broadcting Square	7	8	7	10	32	118.75%	7	6	Pennside	14	2								
17 Glenside	8	7	8	11	34	111.76%	8	8	Hamburg	15	2								
18 Schuylkill Ave	5	2	2	3	12	316.67%	2	3	Grill/Kenhorst	16	2								
19 Riverside/Cotton	10	9	10	13	42	90.48%	10	8	Lincoln Pk	17	2								
20 Hamburg	14	17	16	9	56	67.86%	14	17	Fairgrounds	18	2								
22 East Penn Mfg	19	19	19	17	74	51.35%	19	19	East Penn Mfg	20	1								
									System Average - Performance										
					38.00	100.00%			80% or better - 3 Points										
					47.50	80.00%			60-79% - 2 Points										
					63.33	60.00%			Below 60% - 1 Point										

The figure below provides the performance analysis for each RRTA route at the end of the first seven months of FY 2018. The highest performing routes on the RRTA system include Route 14 Rockvale (travels through minority and low income areas in the eastern part of the City of Lancaster to reach employment and shopping areas along Routes 462 and 30); Route 17 Columbia (connects Lancaster and Columbia and serves areas with a high concentration of minority and low income individuals); two routes within the City of Lancaster (Routes 1 and 3) that serve minority and low income areas; and Route 16 Millersville which connects the City of Lancaster with Millersville University.

The route performance analysis identifies four (4) low performing routes. The Trolley connects the Amtrak Train Station, Center City Lancaster and a Park-‘n-Ride facility. Route 5 connects Center City Lancaster with the Rossmere and Grandview Heights neighborhood in Manheim Township. The remaining two routes connect Lancaster with the two outlying communities of White Horse and Gap.

RED ROSE TRANSIT AUTHORITY																													
ROUTE PERFORMANCE ANALYSIS																													
FY 2017-18(7 Months)																													
Route	Passengers	Expenses	Revenues	Hours	Trip Lngth	Passengers Per hour			Revenue to Expense			Subsidy per Passenger			Subsidy per Passenger Mile			Total	Pass Miles										
						Pass/Hr	% of Avg	Points	Rev/Exp	% of Avg	Points	Sub/Pass	% to Avg	Points	Sub/Pmle	% to Avg	Points												
PCA/Southeast	98,792	\$464,685	\$188,364	5,865	3.34	16.84	108.3%	3	40.54%	118.87%	3	\$2.797	134.58%	3	\$0.837	91.14%	3	12	329,965										
PCB/6th Wd	84,632	\$473,067	\$151,453	6,034	3.34	14.03	90.2%	3	32.02%	93.88%	3	\$3.800	99.05%	3	\$1.138	67.08%	2	11	282,671										
PCC/8th Wd	101,643	\$468,821	\$180,786	5,261	3.34	19.32	124.3%	3	38.56%	113.08%	3	\$2.834	132.83%	3	\$0.848	89.96%	3	12	339,488										
GVR	21,106	\$172,836	\$37,416	1,984	3.34	10.64	68.4%	3	21.65%	46.32%	2	\$6.416	58.67%	2	\$1.921	39.73%	1	8	70,494										
Trolley	10,067	\$130,726	\$14,506	1,492	3.34	6.75	54.2%	1	11.10%	23.74%	1	\$11.545	40.76%	1	\$3.456	22.08%	1	4	33,624										
Littitz	49,685	\$351,064	\$98,083	3,797	7.31	13.09	84.2%	3	27.94%	81.93%	3	\$5.092	73.93%	2	\$0.697	109.58%	3	11	363,197										
Ephrata	36,891	\$313,728	\$74,028	3,130	7.31	11.79	75.8%	2	23.60%	69.19%	2	\$6.498	57.93%	1	\$0.889	85.87%	2	7	269,673										
New Holland	59,834	\$395,770	\$117,911	4,067	7.31	14.71	94.6%	3	29.79%	87.36%	3	\$4.644	81.06%	3	\$0.635	120.15%	3	12	437,387										
White Horse	26,447	\$272,521	\$53,236	2,317	7.31	11.41	73.4%	1	19.53%	57.28%	1	\$8.291	45.40%	1	\$1.134	67.29%	1	4	193,328										
Rockvale	186,922	\$723,867	\$354,891	8,994	3.34	20.78	133.7%	3	49.03%	143.77%	3	\$1.974	190.69%	3	\$0.591	129.15%	3	12	624,319										
Willow St.	19,996	\$167,971	\$38,343	1,749	3.34	11.43	73.5%	2	22.83%	66.94%	2	\$6.483	58.06%	1	\$1.941	39.32%	2	7	66,787										
Millersville	133,982	\$681,716	\$321,138	8,084	3.34	16.57	106.6%	3	47.11%	138.14%	3	\$2.691	139.87%	3	\$0.806	94.73%	3	12	447,500										
Columbia	166,573	\$732,908	\$322,965	8,524	7.31	19.54	125.7%	3	44.07%	129.22%	3	\$2.461	152.95%	3	\$0.337	226.71%	3	12	1,217,649										
E-town	37,244	\$381,250	\$75,347	3,775	7.31	9.87	63.5%	2	19.76%	57.95%	1	\$8.213	45.83%	1	\$1.124	67.93%	1	5	272,254										
Manheim	60,775	\$362,413	\$113,777	3,926	7.31	15.48	99.6%	3	31.39%	92.06%	3	\$4.091	92.01%	3	\$0.560	136.38%	3	12	444,265										
Greenfield	40,715	\$224,340	\$68,555	2,660	3.34	15.31	98.4%	3	30.56%	89.61%	3	\$3.826	98.38%	3	\$1.146	66.63%	3	12	135,988										
GAP	29,562	\$336,095	\$58,269	3,264	7.31	9.06	58.3%	1	17.34%	50.84%	1	\$9.398	40.05%	1	\$1.286	59.37%	1	4	216,098										
1,164,866		\$6,653,778		\$2,269,068		74,923		4.93		15.55		100.00%		34.10%		100.00%		\$3.76		100.00%		\$0.76		100.00%				5,744,686	
										12.44		80.00%		27.28%		80.00%		\$4.71		80.00%		\$0.95		80.00%				ATL System	
										9.33		60.00%		20.46%		60.00%		\$6.27		60.00%		\$1.27		60.00%				4.93	
Rank Order by Measure																													
Route	Pass/Hr	Cost Recovery	Subsidy Pass	Subsidy/PasMile	TOTAL SCORE	% of Ave.	2018 Rank	FY 2017 Rank	Route	SCORE																			
PCA/Southeast	4	4	4	7	19	160.82%	4	5	14-Rockvale	3																			
PCB/6th Wd	9	6	6	12	33	92.59%	8	9	17-Columbia	3																			
PCC/8th Wd	3	5	5	8	21	145.50%	5	6	16-Millersville	3																			
GVR	14	16	11	15	56	54.56%	15	11	1-PCA/SE	3																			
Trolley	17	17	16	17	67	45.61%	17	17	3-PCC/8th	3																			
Littitz	10	10	10	5	35	87.30%	9	10	19-Manheim	3																			
Ephrata	11	11	13	9	44	69.44%	11	12	12-New Holland	3																			
New Holland	8	9	9	4	30	101.85%	7	7	2-PCB/6th	3																			
White Horse	13	14	15	11	53	57.65%	14	14	10-Littitz	3																			
Rockvale	1	1	1	3	6	509.26%	1	1	20-Greenfield	3																			
Willow St.	12	12	12	16	52	58.76%	12	13	11-Ephrata	2																			
Millersville	5	2	3	6	16	190.97%	3	3	15-Willow St.	2																			
Columbia	2	3	2	1	8	381.94%	2	2	18-E-town	2																			
E-town	15	13	14	10	52	58.76%	12	15	13-White Horse	1																			
Manheim	6	7	8	2	23	132.85%	6	7	5-Grandview	1																			
Greenfield	7	8	7	13	35	87.30%	9	4	20-Gap	1																			
GAP	16	15	17	14	62	49.28%	16	16	Trolley	1																			
System Average - Performance																													
						30.56	100.00%		80% or better - 3 Points																				
						38.19	80.00%		60-79% - 2 Points																				
						50.93	60.00%		Below 60% - 1 Point																				

As part of the monitoring of the fixed route service, customer satisfaction surveys may be conducted by SCTA. A customer satisfaction survey was conducted as part the Transit Development Plan Update public outreach effort in the fall of 2017 for the fixed route bus system and the shared ride system. A copy of the survey forms used are included as Exhibits K and L.

XIII. Plan Adoption by SCTA Board of Directors

The FTA, based on guidance issued on October 1, 2012, requires the Title VI Program to be approved by the transit agency's Board of Directors prior to submission to the FTA. At the July 18, 2018 meeting of the SCTA Board of Directors, the Title VI Program was formally adopted, inclusive of any requested revisions and final FTA concurrence on the Program submitted. The authorizing resolution approved by the Board is included as Exhibit N.

Exhibit A

BARTA TITLE VI NOTICE

NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI BERKS AREA REGIONAL TRANSPORTATION AUTHORITY

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

Any person who believes she or he have been subjected to discrimination on the basis of race, color, or national origin may file a complaint with BARTA.

For more information on BARTA's civil rights program and the procedures to file a complaint, contact BARTA at 610-921-0601; email bartabus@bartabus.com; or visit our Reading Operations Center at 1700 North 11th Street, Reading, PA 19604. For individuals who are hearing impaired, please use the PA Relay Service by calling 711. For more information, visit <http://www.bartabus.com/about/title-vi-lep-policy>.

In addition to your right to file a complaint with BARTA, you have the right to file a Title VI complaint directly with the

*Federal Transit Administration
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 610-921-0601.

Exhibit B

RRTA TITLE VI NOTICE

NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI RED ROSE TRANSIT AUTHORITY

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

Any person who believes she or he have been subjected to discrimination on the basis of race, color, or national origin may file a complaint with RRTA.

For more information on RRTA's civil rights program and the procedures to file a complaint, contact RRTA at 717-397-5613; email info@redrosetransit.com ; or visit our administrative office at 45 Erick Road, Lancaster, PA 17601. For individuals who are hearing impaired, please use the PA Relay Service by calling 711. For more information, visit www.redrosetransit.com/about/title-vi-program.

In addition to your right to file a complaint with RRTA, you have the right to file a Title VI complaint directly with the

*Federal Transit Administration
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 717-397-5613.

Exhibit C

BERKS AREA REGIONAL TRANSPORTATION AUTHORITY TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Berks Area Regional Transportation Authority (hereinafter referred to as "BARTA") may file a Title VI complaint by completing and submitting the BARTA Title VI Complaint Form to:

*Director of Administration and Human Resources
c/o South Central Transit Authority
1700 North 11th Street
Reading, PA 19604*

A copy of the Title VI Complaint Form is available by contacting BARTA at 610-921-0601; email barta@bartabus.com; or visit <http://www.bartabus.com/about/title-vi-lep-policy>. For individuals who are hearing impaired, please use the PA Relay Service by calling 711 to request a copy of the Complaint Form.

The South Central Transit Authority (SCTA) is responsible for the management and administration of BARTA. Title VI complaints received by BARTA will be handled and investigated by SCTA as outlined below.

SCTA investigates complaints received no more than 180 days after the alleged incident. SCTA will process complaints that are complete.

Once the Title VI complaint is received, SCTA will review it to determine if SCTA has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by SCTA.

SCTA has 60 days to investigate the Title VI complaint. If more information is needed to resolve the case, SCTA may contact the complainant and extend the Title VI complaint investigation period. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 days, SCTA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the Title VI complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the letter of finding to file an appeal in writing with the Executive Director, South Central Transit Authority, 45 Erick Road, Lancaster, PA 17601. The appeal filed shall provide sufficient information documenting the basis of the appeal. SCTA will have thirty (30) days to file a written response to the appeal.

A person may also file a complaint directly with the Federal Transit Administration, at the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Exhibit D

RED ROSE TRANSIT AUTHORITY TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Red Rose Transit Authority (hereinafter referred to as "RRTA") may file a Title VI complaint by completing and submitting the RRTA Title VI Complaint Form to:

*Director of Administration & Human Resources
c/o South Central Transit Authority
45 Erick Road
Lancaster, PA 19604*

A copy of the Title VI Complaint Form is available by contacting RRTA at 717-397-5613; email info@redrosetransit.com; or visit <http://www.redrosetransit.com/about/title-vi-program>. For individuals who are hearing impaired, please use the PA Relay Service by calling 711 to request a copy of the Complaint Form.

The South Central Transit Authority (SCTA) is responsible for the management and administration of RRTA. Title VI complaints received by RRTA will be handled and investigated by SCTA as outlined below.

SCTA investigates complaints received no more than 180 days after the alleged incident. SCTA will process complaints that are complete.

Once the Title VI complaint is received, SCTA will review it to determine if SCTA has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by SCTA.

SCTA has 60 days to investigate the Title VI complaint. If more information is needed to resolve the case, SCTA may contact the complainant and extend the Title VI complaint investigation period. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 days, SCTA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the Title VI complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the letter of finding to file an appeal in writing with the Executive Director, South Central Transit Authority, 45 Erick Road, Lancaster, PA 17601. The appeal filed shall provide sufficient information documenting the basis of the appeal. SCTA will have thirty (30) days to file a written response to the appeal.

A person may also file a complaint directly with the Federal Transit Administration, at the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Exhibit E

SOUTH CENTRAL TRANSIT AUTHORITY

Title VI Complaint Form

(November 13, 2018)

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If no, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form or provide the information on a separate sheet of paper.				
Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

Section V	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Director of Administration & Human Resources
 South Central Transit Authority
 45 Erick Road
 Lancaster, PA 17601

Please use the space provided below to complete the information requested in Section III.

Exhibit F

BERKS AREA REGIONAL TRANSPORTATION AUTHORITY

Title VI Complaint Form

(November 13, 2018)

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If no, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form or provide the information on a separate sheet of paper.				

Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court _____ ☐ State Agency _____

☐ State Court _____ ☐ Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Director of Administration & Human Resources
c/o South Central Transit Authority
1700 North 11th Street
Reading, PA 19604

Please use the space provided below to complete the information requested in Section III.

Exhibit G

RED ROSE TRANSIT AUTHORITY

Title VI Complaint Form

(November 13, 2018)

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If no, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form or provide the information on a separate sheet of paper.				
Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court _____

☐ State Court _____

☐ State Agency _____

☐ Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Director of Administration and Human Resources
c/o South Central Transit Authority
45 Erick Road
Lancaster, PA 19604

Please use the space provided below to complete the information requested in Section III.

Exhibit H – Rider Notice Proposed Changes--BARTA
(Page 1 of 4)



BusFinder



1. **Computer (Desktop/Laptop):**
- Visit www.bartabus.com & click *BusFinder* link on homepage.
2. **Mobile Device (Smartphone/Tablet):** - Visit www.bartabus.com & Click *BusFinder* icon on mobile site.
3. **App (for iPhones and Android phones):** - Search "MyStop" & download App. Select BARTA.

New BARTA
Ride Guides will be
printed and
available at the end
of August.

RIDER
ALERT

Proposed
Route and
Schedule
Changes

Effective
Monday, August 28, 2017



1706 North 1stth Street
Reading, PA 19604
610-921-0501
www.bartabus.com

Exhibit H – Rider Notice Proposed Changes--BARTA

(Page 2 of 4)

Proposed Route and Schedule Changes for August 28, 2017

The following route and schedule changes have been proposed for BARTA to be implemented on Monday, August 28, 2017.

A route by route description of the proposed changes is as follows:

Route 1 - Temple via 5th Street:

Propose to add service during the mid-day and evening Monday-Saturday due to capacity issues.

Route 3 - Temple - Kutztown:

Propose to add trips at 7:45 AM and 3:45 PM to meet work times.

Route 5 - Albright College:

Propose to add time to afternoon trips to improve on-time performance. Trips will be modified to leave the BTC at 2:30, 3:00, 3:30, 4:00, 4:30, 5:00, 5:30 PM, Monday-Friday.

Route 11 - Mohnton:

Propose to add time to schedule to improve on-time performance Monday-Friday, change to 1:15 minute round trip. Entire schedule will be redone.

Route 12 - Lincoln Park via Reading Hospital:

Propose to modify the main stop at the Reading Hospital at their request to the Seventh Street entrance. Bus will travel outbound from Penn Ave. (L) Fifth St./Museum Rd. (R) Parkside Drive N. to (R) Seventh Ave - Stop at Hospital Entrance, to (L) Spruce St. then regular route. Inbound bus will travel Sunnyside Ave to (R) S. Park Rd. to (L) Parkside Dr. N. to (L) Seventh Ave - Stop at Hospital Entrance, to (R) Spruce St. to (L) Sixth Ave. then regular route.

Route 16 - Broadcasting Square:

Propose to modify route to travel Inbound from Paper Mill Rd. to (R) Broadcasting Rd. to (R) Meridian Blvd. to (R) Paper Mill Rd. then regular route to serve doctor's offices on Meridian Blvd.

A public hearing to review the proposed Route and Schedule Changes is scheduled for Tuesday June 20, 2017 from 4:00 p.m. - 6:00 p.m. at BARTA's Administrative Offices, 1700 North 11th Street, Reading.

If you wish to comment on the proposed changes and can not attend the public hearing, you may submit written comments to

BARTA

Service Change Hearing
1700 North 11th Street
Reading, PA 19604

or email at
barta@bartabus.com.

Copies of full schedules are available upon request.

A public hearing to review the proposed Route and Schedule Changes is scheduled for Monday, June 19, 2017 between 4:00 p.m. and 6:00 p.m. at RRTA's Operations Center, 45 Erick Road, Lancaster.

If you wish to comment on the proposed changes and cannot attend the public hearing, you may submit written comments to:

RRTA
Service Change Hearing
45 Erick Road
Lancaster, PA 17601

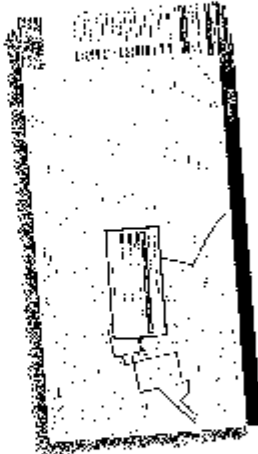
or email at
rto@redrosetransit.com.

Copies of full time schedules are available upon request.

Updated RRTA Ride Guides will be printed and available in August.



BusFinder



1. **Computer (Desktop/Laptop):**
-Visit www.redrosetransit.com & click *BusFinder* link on homepage.
2. **Mobile Device (Smartphone/Tablet):** -Visit www.redrosetransit.com & Click *BusFinder* icon on mobile site.
3. **App (for iPhones):** -Search "MyStop" & download App. Select RRTA.

RIDER ALERT

Proposed Route and Schedule Changes

Effective Monday, August 28, 2017



Exhibit H – Rider Notice Proposed Changes--RRTA
(Page 4 of 4)

**Proposed Route and
Schedule Changes
for August 28, 2017**

The following route and schedule changes have been proposed by the Red Rose Transit Authority to be implemented on Monday, August 28, 2017.

A route by route description of the proposed changes is as follows:

Route 3/Park City C:

Propose to eliminate the deviation to McCrekey High School at 6:55 AM.

Route 5/Grandview:

Propose to modify route to travel Chestnut Street to Broad Street to Walnut Street to Lime Street and eliminate service to Grandview Heights area on trips at 8:20 AM, 9:00 AM, 9:45 AM, 10:30 AM, 11:15 AM, 12:00 PM, 12:45 PM, 1:30 PM, 2:15 PM and 3:00 PM and add five trips on Saturdays at 8:35 AM, 9:20 AM, 10:40 AM, 2:20 PM and 5:20 PM to serve Lancaster Shopping Center.

Route 10/Lititz:

Propose to adjust route to eliminate stop inside Heart of Lancaster Hospital, using Millport Dr. to Hegglands Dr. to Peter's Dr. to regular route on all trips. The inbound trips will follow same route in opposite direction. Propose to adjust running times to improve on-time performance.

Route 11/Lehrman:

Propose to modify route to only serve TARS in Ephrata on the 6:30 AM, 7:45 AM trips and 12:35 PM, 2:20 PM trips Monday through Friday and eliminate going to LARS on Saturdays. Propose to have trips not going to TARS, but going to Walnut, use State St. to Viald St. to regular route. When trips do not go to Walnut or LARS, use Viald St. to Lake St. to Main St. to regular route.

Route 12/New Holland:

Propose to add time to the schedule and expand service for five trips to Shady Maple, Monday-Friday at 5:45 AM, 8:20 AM, 10:40 AM, 2:45 PM and 5:20 PM and every trip on Saturdays via Main Street.

Route 14/Rockvale Square

Propose to add frequency of service Monday through Saturday to improve on-time performance.

Route 17/Columbia:

Propose to add frequency of service weekdays to improve on-time performance, modify 5:45 AM trip to Marilla, and eliminate deviation to Columbia High School due to low ridership.

Route 18/Elizabethtown:

Propose to add express service to Park City on Thursdays and Saturdays from Elizabethtown College for three trips per day, public time would be \$5.00 each way.

Exhibit I – Rider Notice – Approved Changes--BARTA
(Page 1 of 4)



BusFinder



1. **Computer (Desktop/Laptop):**
- Visit www.bartabus.com & click *BusFinder* link on homepage.
2. **Mobile Device (Smartphone/Tablet):**
- Visit www.bartabus.com & Click *BusFinder* icon on mobile site.
3. **App (for iPhones and Android phones):**
- Search "MyStop" & download App. Select BARTA.

New BARTA
Ride Guides will be
printed and
available at the end
of August.



Approved
Route and
Schedule
Changes

Effective
Monday, August 28, 2017



1700 North 11th Street
Reading, PA 19604
610-921-0601
www.bartabus.com

Exhibit I – Rider Notice – Approved Changes--BARTA
(Page 2 of 4)

**Approved Route and
Schedule Changes
for August 28, 2017**

The following route and schedule changes have been approved for BARTA to be implemented on Monday, August 28, 2017.

A route by route description of the approved changes is as follows:

Route 1 - Temple via 5th Street:

Approved to add service during the mid-day and evening Monday-Saturday due to capacity issues.

Route 3 - Temple - Kutztown:

Approved to add trips at 7:45 AM and 3:45 PM to meet work times.

Route 5 - Albright College:

Approved to add time to afternoon trips to improve on-time performance. Trips will be modified to leave the BTC at 2:30, 3:00, 3:30, 4:00, 4:30, 5:00, 5:30 PM, Monday-Friday.

Route 11 - Mohnton:

Approved to add time to schedule to improve on-time performance Monday-Friday, change to 1:15 minute round trip. Entire schedule will be redone.

Route 12 - Lincoln Park via

Reading Hospital:

Approved to modify the main stop at the Reading Hospital at their request to the Seventh Street entrance. Bus will travel outbound from Penn Ave. (L) Fifth Ave./Museum Rd. (R) Parkside Drive N. to (R) Seventh Ave. -Stop at Hospital Entrance, to (L) Spruce St. then regular route. Inbound bus will travel Sunnyside Ave to (R) S. Park Rd. to (L) Parkside Dr. N. to (L) Seventh Ave. -Stop at Hospital Entrance, to (R) Spruce St. to (L) Sixth Ave. then regular route.

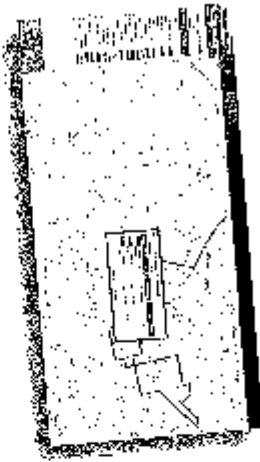
Route 16 - Broadcasting Square:

Approved to modify route to travel inbound from Paper Mill Rd. to (R) Broadcasting Rd. to (R) Meridian Blvd. to (R) Paper Mill Rd. then regular route to serve doctor's offices on Meridian Blvd.

Exhibit I – Rider Notice – Approved Changes--RRTA
(Page 3 of 4)



BusFinder



1. **Computer (Desktop/Laptop):**
- Visit www.redrosetransit.com & click *BusFinder* link on homepage.
2. **Mobile Device (Smartphone/Tablet):** - Visit www.redrosetransit.com & Click *BusFinder* icon on mobile site.
3. **APP (for iPhones):** - Search "MyStop" & download App. Select RRTA.

**Updated
RRTA Ride Guides
will be printed and
available in August.**



**Approved
Route and
Schedule
Changes**

**Effective
Monday, August 28, 2017**



Exhibit I – Rider Notice – Approved Changes--RRTA
(Page 4 of 4)

**Approved Route and
Schedule Changes
for August 28, 2017**

The following route and schedule changes have been approved by the Rod Rose Transit Authority to be implemented on Monday, August, 28, 2017.

A route by route description of the approved changes is as follows:

Route 3/Park City, Ct:

Approve to eliminate the deviation to McCaskey High School at 6:55 AM.

Route 5/Grandview:

Approve to modify route to travel Chestnut Street to Broad Street to Walnut Street to Lime Street and eliminate service to Grandview Heights area on trips at 8:20 AM, 9:00 AM, 9:45 AM, 10:30 AM, 11:15 AM, 12:00 PM, 12:45 PM, 1:30 PM, 2:15 PM and 3:00 PM and add five trips on Saturdays at 8:35 AM, 9:20 AM, 10:40 AM, 2:30 PM and 5:20 PM to serve Lancaster Shopping Center.

Route 10/Litch:

Approve to adjust route to eliminate stop inside Heart of Lancaster Hospital, using Millport Dr. to Highlands Dr. to Peter's Dr. to regular route on all trips. The inbound trips will follow same route in opposite direction. Approve to adjust running times to improve on-time performance.

Route 11/Ephrata:

Approve to modify route to only serve EARS in Ephrata on the 6:30 AM, 7:45 AM trips and 12:35 PM, 2:20 PM trips Monday through Friday and eliminate going to EARS on Saturdays. Approve to have trips not going to EARS, but going to Walnut, use State St. to Main St. to regular route. When trips do not go to Walmart or EARS, use Tilton St. to Lake St. to Main St. to regular route.

Route 12/New Holland:

Approve to add time to the schedule and expand service for five trips to Shady Maple, Monday-Friday at 5:45 AM, 8:20 AM, 10:40 AM, 2:45 PM and 5:20 PM and every trip on Saturdays via Main Street.

Route 14/Rockvale Square

Approve to add frequency of service Monday through Saturday to improve on-time performance.

Route 17/Columbia:

Approve to add frequency of service weekdays to improve on-time performance, modify 5:45 AM trip to Marietta, and eliminate deviation to Columbia High School due to low ridership.

Exhibit J
Sample of Comments Received and SCTA Response (BARTA CHANGES)
(Page 1 of 2)

SCTA/BARTA PROPOSED SERVICE CHANGES
COMMENTS RECEIVED/RESPONSES

The following comments were received regarding the proposed changes for the BARTA service:

Telephone Comments:

2. **Route 15** – Customer would like to know if we can add more service to Snyder Road after the Giant on the Route 15 bus. She and other folks need service to Snyder Road from the bus that leaves Giant at 4:40p and on throughout the evening. It would be greatly appreciated if we could provide this service. **Response:** This would add additional time that was not budgeted for the improvements. Will include this request as part of the IDP Update this summer.

Letters Received: None received

Emails Received:

1. **New Service** – Received email from Viviano requesting bus service to their facility in Morgantown, Md. **Response:** We will add this to our list of comments for the proposed route and schedule changes. The prior service to Morgantown did not generate sufficient ridership to warrant continuation of the service. We will be conducting an Update to our overall Service Plan beginning this Summer and we will forward your request to our Consultants when the plan begins.

Public Hearing Comments:

1. **Route 12 - Reading Hospital** – Customer understands that the Hospital wants the stop changed, but hopes that a stop can be added along Fifth St. for workers and patients that need to go to the buildings in this area. **Response:** Staff indicated that they will work with the Borough and the Hospital to add a stop along Fifth Street if allowed.
2. **General Comments** – Gentleman likes the overall proposed changes and had suggestions for possible realignments of some of the routes that serve Lancaster Avenue. **Response:** Staff indicated that with the upcoming IDP Update that possible realignments will be explored to improve service.

STAFF RECOMMENDATION: ALL PROPOSED ROUTE AND SCHEDULE CHANGES BE APPROVED AS LISTED.

Exhibit J

Sample of Comments Received and SCTA Response (RRTA CHANGES) (Page 2 of 2)

SCTA/RRTA PROPOSED SERVICE CHANGES COMMENTS RECEIVED/RESPONSES

The following comments were received regarding the proposed changes for the RRTA service:

Telephone Comments:

1. Route 5: Two calls to clarify and answer questions about the route 5, which included: Will the bus continue to go past Goodwell, will the bus continue to travel on Line Street and will the bus continue to go past the Calvary Fellowship Homes. Response: The proposed changes will not affect the service to Calvary Fellowship Homes.
2. Route 21: Use Gap Shopping Center as a park and ride instead of utilizing Urban Outfitters because of parking issues. The customer wants RRTA to ask GAP Shopping Center to allow cars to park there and have the bus continue down from Urban Outfitters, making the shopping center the last stop. Response: Staff will contact shopping center to request the ability for a park-n-ride lot.

Letters Received:

1. Route 5 - A passenger that worked downtown and lived on Skyline Dr. between Hilltop Approach and Oregon Boulevard. She was voicing her displeasure that the new stop for her during the majority of the day would now be at Central High School and she is in bad health. Response: The proposed change does not include peak times for work trips, the route would stay as it currently operates.
2. Route 2 - Customer requested later evening service on Route 2 for third shift Donnelly workers at 11:30 PM. Response: Later evening service will be evaluated as part of the TDP Update planned to begin this summer that will focus on work trips. At present, there is no service to fit this for and not budgeted for this year.

Emails Received:

1. Route 5 - Calvary Fellowship Home concerned about service being deleted from there location. Response: The proposed change will not affect the service to Calvary Fellowship Homes.
2. Route 5 - Occupational Development Corp. questioned if the proposed change would affect their service. Response: No effect to service at their facility.
3. Route 18 - Elizabethtown College has decided to not fund the proposed change. Response: Proposal to add this service will be dropped.

Public Hearing Comments:

1. Route 11 - Customer concerned about deletion of service to EAES on the 7:00 AM trip because he rides everyday on this trip, but admits there is low ridership to EAES on this trip. Response: Staff is recommending that the proposal stay as the trip before and after both serve EAES.
2. Route 12 - Two people attending liked the idea of serving Snady Maple and hope it is advertised to get riders. Response: Staff will make sure it is advertised to encourage ridership.

STAFF RECOMMENDATION: ALL PROPOSED ROUTE AND SCHEDULE CHANGES BE APPROVED EXCEPT FOR ADDING SERVICE TO ROUTE 18 TO PARK CITY.

Exhibit K
Transit Development Plan On-Board Bus Survey Form—BARTA
 (Page 1 of 4)

Please tell us how you use public transit

To improve service, BARTA would like to know how you use the bus! Please circle, check or write answers.

In the past 30 days, how satisfied have you been with BARTA service?

1. BARTA service overall ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

2. On-time arrivals and departures ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

3. Frequency of weekday service ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

4. Frequency of weekend service ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

5. How service changes in AM & PM ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

6. Availability of seats on the bus ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

7. Cleanliness inside the bus ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

8. Ability for the bus to pay ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

9. Driving courtesy and friendliness ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

10. Personal safety on buses ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

11. Telephone customer service ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

12. Availability of bus schedules ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

13. Bus schedule - easy to understand ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

14. Website - easy to navigate ☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

15. Of the services listed in questions 1 to 14 which would be the three most important to improve? (Please write in the question number)

1. Most important 2. 3. Most important

16. Service improvements often require making choices. If you had to choose between the following service changes, which would you choose?

1. Request a weekday service in front of office building ☐ OR ☐ More frequent weekday service

2. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

3. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

4. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

5. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

6. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

7. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

8. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

9. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

10. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

11. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

12. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

13. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

14. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

15. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

16. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

17. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

18. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

19. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

20. Request a weekday service in front of house ☐ OR ☐ More frequent weekday service

17. Including today, during the past seven days, which days have you ridden BARTA buses?

Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun ☐ Every day

18. How long have you been riding BARTA?

☐ Less than 1 year ☐ 1-2 years ☐ 3-4 years ☐ More than 4 years

19. Compared to last year, are you riding the bus ☐ More often ☐ Less often ☐ About the same

20. How do you most often get from home to the nearest bus stop?

☐ Walk ☐ Bike ☐ Drive ☐ Rideshare ☐ Other

Please tell us how you use public transit

To improve service, BARTA would like to know how you use the bus! Please circle, check or write answers.

21. How do you most often get from your bus stop to where you are going?

22. Do you have to change buses to make this trip? ☐ Yes ☐ No

23. Today only, have you used, or will you use BARTA to get either to or from (select all that apply):

☐ Work ☐ Shopping ☐ Middle or high school ☐ College or vocational school ☐ Social activities

☐ Church or religious activities ☐ Doctor appointment ☐ Other

24. Please mark all of the following that apply to you. Are you:

☐ Employed (if yes, write:) ☐ Unemployed ☐ Homemaker ☐ Retired

25. If employed, in a typical week, do you usually...:

a. Work more than 40 hours per week? ☐ Yes ☐ No

b. Work on weekends? ☐ Yes ☐ No

c. Work on Friday? ☐ Yes ☐ No

d. Work on Saturday? ☐ Yes ☐ No

26. Do you use a cellphone? ☐ Yes ☐ No

27. Do you access the Internet on a cellphone? ☐ Yes ☐ No

28. What is the zip code where you live?

29. How old are you? years old

30. Do you have a valid driver's license? ☐ Yes ☐ No

31. Do you identify as ☐ Male ☐ Female ☐ Prefer not to answer

32. How many cars or other motor vehicles are available for you to use?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 or more

33. In the past 30 days, how often have you used Uber or Lyft?

☐ 0 times ☐ 1 time ☐ 2 times ☐ 3 times ☐ 4 or more times

34. If you did use Uber or Lyft:

a. Did you use it as part of a ride trip? ☐ Yes ☐ No

b. Did you use it to get to the bus stop? ☐ Yes ☐ No

35. Which do you consider yourself? (check all that apply to you)

☐ African American ☐ Asian ☐ Hispanic/Latino ☐ Native Hawaiian or Other Pacific Islander ☐ White

☐ American Indian or Alaska Native ☐ Other

36. What language do you most often speak at home? ☐ English ☐ Spanish ☐ Other

37. What is your total annual household income?

☐ Less than \$10,000 ☐ \$10,000 to \$14,999 ☐ \$15,000 to \$19,999

☐ \$20,000 to \$24,999 ☐ \$25,000 to \$29,999 ☐ \$30,000 to \$34,999

☐ \$35,000 to \$39,999 ☐ \$40,000 to \$44,999 ☐ \$45,000 to \$49,999

☐ \$50,000 to \$54,999 ☐ \$55,000 to \$59,999 ☐ \$60,000 to \$64,999

☐ \$65,000 to \$69,999 ☐ \$70,000 to \$74,999 ☐ \$75,000 to \$79,999

☐ \$80,000 to \$84,999 ☐ \$85,000 to \$89,999 ☐ \$90,000 to \$94,999

☐ \$95,000 to \$99,999 ☐ \$100,000 or more

Do you have any comments on BARTA service?

Exhibit K
Transit Development Plan On-Board Bus Survey Form—RRTA
 (Page 3 of 4)

Please tell us how you use public transit

RRTA
 To improve service, RRTA would like to know how you use the bus. Please circle, check or write answers.

In the past 30 days, how satisfied have you been with RRTA service?

1. RRTA service overall ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
2. On-time arrivals and departures ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
3. Frequency of weekday service ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
4. Frequency of weekend service ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
5. Time service begins in AM & ends in PM ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
6. Availability of seats on the bus ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
7. Cleanliness inside the bus ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
8. Value for the bus fare you pay ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
9. Driver courtesy and friendliness ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
10. Personal safety on buses ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
11. Telephone/customer service ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
12. Availability of bus schedules ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
13. Bus schedule — easy to understand ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
14. Website — easy to navigate ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

15. Of the services listed in questions 1 to 14, which would be the three most important to improve? (Please write in the question number)
☐ Most important ☐ Not most important

16. Service improvements often require making choices. If you had to choose between the following service changes, which would you choose?

- | | | | |
|---|--|--|--|
| 1. Increase frequency of service on heavily traveled routes | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 | 2. Add new routes to serve areas with no service now | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |
| 3. Add every 15 minutes on the bus route of least ridership | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 | 4. Increase the number of minutes between bus stops | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |
| 5. Add every 15 minutes on the bus route of least ridership | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 | 6. Increase the number of minutes between bus stops | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 |

17. Including today, during the past seven days, which days have you ridden RRTA buses?
 Mon. ☐ Tue. ☐ Wed. ☐ Thu. ☐ Fri. ☐ Sat. ☐ Sun. ☐ Every day ☐
18. How long have you been riding RRTA?
☐ 1 to 5 years ☐ 6 to 10 years ☐ 11 to 15 years ☐ 16 to 20 years ☐ More than 20 years
19. Compared to last year, are you riding the bus ☐ More ☐ Less ☐ About the same
20. How do you most often get from home to the nearest bus stop?
☐ Walk ☐ Drive ☐ Other ☐ Other ☐ Other

Please tell us how you use public transit

RRTA
 To improve service, RRTA would like to know how you use the bus. Please circle, check or write answers.

21. How do you most often get from your bus stop to where you are going?
☐ Walk ☐ Bike ☐ Car ☐ Other
22. Which zone are you coming from?
☐ Zone 1 ☐ Zone 2 ☐ Zone 3 ☐ Zone 4
23. Which zone are you going to?
☐ Zone 1 ☐ Zone 2 ☐ Zone 3 ☐ Zone 4
24. Do you have to change buses to make this trip? ☐ Yes ☐ No
25. Today only, have you used, or will you use RRTA to get either to or from your workplace?
☐ Yes ☐ No
26. Please mark all of the following that apply to you. Are you:
☐ Employed ☐ Unemployed ☐ Retired ☐ Student ☐ Homemaker ☐ Other
27. If employed, in a typical week, do you usually...
☐ Work full time ☐ Part time ☐ Not at all
28. Do you use a cellphone? ☐ Yes ☐ No
29. Do you access the Internet on a cellphone? ☐ Yes ☐ No
30. What is the zip code where you live?
31. How old are you?
32. Do you have a valid driver's license? ☐ Yes ☐ No
33. Do you identify as ☐ Male ☐ Female ☐ Other
34. How many cars or other motor vehicles are available for you to use?
☐ 0 ☐ 1 ☐ 2 ☐ 3 or more

35. In the past 30 days, how often have you used Uber or Lyft?
☐ Never ☐ 1 time ☐ 2 times ☐ 3 times ☐ 4 or more times
36. If you did use Uber or Lyft
☐ Yes ☐ No
37. Which do you consider yourself? (Check all that apply to you)
☐ African American ☐ Asian ☐ Hispanic ☐ Native American ☐ Other
38. What language do you most often speak at home?
☐ English ☐ Spanish ☐ Other
39. What is your total annual household income?
☐ Less than \$10,000 ☐ \$10,000 to \$14,999 ☐ \$15,000 to \$19,999 ☐ \$20,000 to \$24,999 ☐ \$25,000 to \$29,999 ☐ \$30,000 to \$34,999 ☐ \$35,000 to \$39,999 ☐ \$40,000 to \$44,999 ☐ \$45,000 to \$49,999 ☐ \$50,000 to \$54,999 ☐ \$55,000 to \$59,999 ☐ \$60,000 to \$64,999 ☐ \$65,000 to \$69,999 ☐ \$70,000 to \$74,999 ☐ \$75,000 to \$79,999 ☐ \$80,000 to \$84,999 ☐ \$85,000 to \$89,999 ☐ \$90,000 to \$94,999 ☐ \$95,000 to \$99,999 ☐ \$100,000 or more
40. Do you have any comments on RRTA service?

Exhibit L
Transit Development Plan Shared Ride Survey Form—BARTA
 (Page 1 of 4)



As part of an on-going effort to improve the quality of services, SCTA is conducting a survey of its customers that have recently used our BARTA Special Services. Please take five minutes to complete the survey, place it in the pre-paid return envelope, and drop it in the mail to SCTA today or tomorrow. It will help you and your fellow BARTA Special Services riders.

1. Please tell us about yourself and how you use BARTA:

- a. Do you sometimes ride the regular BARTA buses? ☐ Yes ☐ No
 b. Does BARTA provide regular bus service near your home? ☐ Yes ☐ No ☐ Not sure

2. How often have you used BARTA Special Services in the past thirty days?

- ☐ 1-2 times ☐ 3-5 times ☐ 6-10 times ☐ More than 10 times

3. How long have you been using BARTA Special Services?

- ☐ Less than a year ☐ 1 to 3 years ☐ 4 to 5 years ☐ More than 6 years

4. Compared to last year, are you using BARTA Special Services:

- ☐ More ☐ Less ☐ About the same

In the past 30 days, how satisfied have you been with BARTA Special Services?

5. BARTA Special Services overall

6. Reliability of pick-up window

7. Value for the service for the fare you pay

8. Driver courtesy and friendliness

9. Driver assistance boarding and exiting vehicle

10. Cleanliness inside the vehicle

11. Ease of making a reservation

12. The helpfulness/courtesy of reservation staff

13. Overall time to make your most frequent trip

14. Of the services listed in questions 5 to 13 which would be the two most important to improve?

(Please write in the question numbers): _____ Most important _____ 2nd most important

15. For which of the following purposes have you used BARTA Special Services in the past three months?

- ☐ Shopping ☐ Visit senior center ☐ Medical appointment ☐ Work ☐ Church ☐ Other: _____

16. Which of these was your most frequent purpose in the past three months? (Check only one)

- ☐ Shopping ☐ Visit senior center ☐ Medical appointment ☐ Work ☐ Church ☐ Other: _____

17. In the past 30 days, how often have you used Uber or Lyft, if at all?

- ☐ 0 times ☐ 1 time ☐ 2 times ☐ 3 times ☐ 4 or more times

18. If you did use Uber or Lyft

- a. Did you use it as part of a BARTA Special Services trip? ☐ Yes ☐ No
 b. Did you use it to replace a BARTA Special Services trip? ☐ Yes ☐ No

19. Do you use a cellphone?

- ☐ Yes ☐ No a. If so, do you access the Internet on your cellphone? ☐ Yes ☐ No

20. What is your age?

21. Are you male or female?

- ☐ Male ☐ Female ☐ Prefer not to answer

22. Which do you consider yourself? (Check all that apply to you)

- ☐ African American/Black ☐ Asian ☐ Caucasian/White ☐ Hispanic/Latina ☐ Native American Indian ☐ Other: _____

23. What is the single most important improvement that you would suggest for BARTA Special Services?

Exhibit L
Transit Development Plan Shared Ride Survey Form—BARTA
 (Page 2 of 4)



Como parte de un esfuerzo continuo para mejorar la calidad de los servicios, SCTA está realizando una encuesta entre sus clientes que recientemente utilizaron nuestro Servicio Especial BARTA. Tómese cinco minutos para completar la encuesta, calóquela en el sobre de devolución prepagado y déjela en el correo a SCTA hoy o mañana. Te ayudará a ti y a tus compañeros de viaje en Servicio Especial BARTA.

1. Cuéntanos sobre ti y cómo usas BARTA:

- a. ¿Viajas a veces en los autobuses regulares de BARTA? ☐ Sí ☐ No
 b. ¿Proporciona BARTA un servicio de autobús regular cerca de su casa? ☐ Sí ☐ No ☐ No estoy seguro

2. ¿Con qué frecuencia ha utilizado el Servicio Especial del Servicio Especial BARTA en los últimos treinta días?

- ☐ 1-2 veces ☐ 3-5 veces ☐ 6-10 veces ☐ Más de 10 veces

3. ¿Cuánto tiempo hace que usas el Servicio Especial BARTA?

- ☐ Menos de 1 año ☐ 1 a 3 años ☐ 4 a 6 años ☐ Más de 6 años

4. Comparado con el año pasado, estás usando el Servicio Especial BARTA:

- ☐ Más ☐ Menos ☐ Más o menos lo mismo

En los últimos 30 días, ¿qué tan satisfecho has estado con el Servicio Especial BARTA?

5. El Servicio Especial BARTA en general

6. Confiablez de la ventana pickup

7. Valor por el servicio de la tarifa que pagas

8. Corrosia y amabilidad del conductor

9. Asistencia del conductor para abordar y salir del vehículo

10. Limpieza dentro del vehículo

11. Facilidad de hacer una reservación

12. La amabilidad/corrosia del personal de reserva

13. Tiempo en total para hacer su viaje más frecuente

14. De los servicios enumerados en las preguntas 5 a 13, ¿cuáles serían los dos más importantes para mejorar?

(Por favor escriba los números de la pregunta): _____ la más importante _____ 2ª más importante

15. ¿Para cuál de los siguientes propósitos ha utilizado el Servicio Especial BARTA en los últimos tres meses?

- ☐ Campus ☐ Visita al centro para personas mayores ☐ Cita médica ☐ Trabajo ☐ Iglesia ☐ Otro: _____

16. ¿Cuál de estos fue su propósito más frecuente en los últimos tres meses? (Marque solo uno)

- ☐ Campus ☐ Visita al centro para personas mayores ☐ Cita médica ☐ Trabajo ☐ Iglesia ☐ Otro: _____

17. En los últimos 30 días, ¿con qué frecuencia usó Uber o Lyft, si es que lo hizo? ☐ 10 veces ☐ 11 vez ☐ 12 veces ☐ 13 veces ☐ 4 o más veces

18. Si usaste Uber o Lyft

- a. ¿Lo usó como parte de un viaje del Servicio Especial BARTA? ☐ Sí ☐ No
 b. ¿Lo usó para reemplazar un viaje del Servicio Especial BARTA? ☐ Sí ☐ No

19. ¿Usas un teléfono celular? ☐ Sí ☐ No a. Si es así, ¿tiene acceso a Internet en su teléfono celular? ☐ Sí ☐ No

20. ¿Cuál es tu edad? _____

21. ¿Es usted hombre o mujer? ☐ Hombre ☐ Mujer ☐ Prefiero no responder

22. ¿Cuál te consideras tú? (Marque todo lo que corresponda a usted)

- ☐ Afrocaribeño/Hispano ☐ Asiático ☐ Caucásico/Blanco ☐ Hispano/Latino ☐ Indio Nativo Americano ☐ Otro: _____

23. ¿Cuál es la mejora individual más importante que sugeriría para el Servicio Especial BARTA? _____

Exhibit L

Transit Development Plan Shared Ride Survey Form—RRTA

(Page 3 of 4)



As part of an on-going effort to improve the quality of services, SCTA is conducting a survey of its customers that have recently used our Red Rose Access service. Please take five minutes to complete the survey, place it in the pre-paid return envelope, and drop it in the mail to SCTA today or tomorrow. It will help you and your fellow Red Rose Access riders.

1. Please tell us about yourself and how you use Red Rose:

- a. Do you sometimes ride the regular Red Rose buses? ☐ Yes ☐ No
- b. Does Red Rose Transit provide regular bus service near your home? ☐ Yes ☐ No ☐ Not sure

2. How often have you used Red Rose Access in the past thirty days?

- ☐ 1 - 2 times ☐ 3 - 5 times ☐ 6 - 10 times ☐ More than 10 times

3. How long have you been using Red Rose Access?

- ☐ Less than a year ☐ 1 to 3 years ☐ 4 to 6 years ☐ More than 6 years

4. Compared to last year, are you using Red Rose Access:

- ☐ More ☐ Less ☐ About the same

In the past 30 days, how satisfied have you been with Red Rose Access?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
5. Red Rose Access overall	4	3	2	1
6. Reliability of pick-up windows	4	3	2	1
7. Value for the service for the fare you pay	4	3	2	1
8. Driver courtesy and friendliness	4	3	2	1
9. Driver assistance boarding and exiting vehicle	4	3	2	1
10. Cleanliness inside the vehicle	4	3	2	1
11. Ease of making a reservation	4	3	2	1
12. The helpfulness/courtesy of reservation staff	4	3	2	1
13. Overall time to make your most frequent trip	4	3	2	1

14. Of the services listed in questions 5 to 13 which would be the two most important to improve?

(Please write in the question numbers): _____ Most important _____ Two most important

15. For which of the following purposes have you used Red Rose Access in the past three months?

- ☐ Shopping ☐ Visit senior center ☐ Medical appointment ☐ Work ☐ Church ☐ Other

16. Which of these was your most frequent purpose in the past three months? (Check only one)

- ☐ Shopping ☐ Visit senior center ☐ Medical appointment ☐ Work ☐ Church ☐ Other _____

17. In the past 30 days, how often have you used Uber or Lyft, if at all?

- ☐ 0 times ☐ 1 time ☐ 2 times ☐ 3 times ☐ 4 or more times

18. If you did use Uber or Lyft

- a. Did you use it as part of a Red Rose Access trip? ☐ Yes ☐ No
- b. Did you use it to replace a Red Rose Access trip? ☐ Yes ☐ No

19. Do you use a cellphone? ☐ Yes ☐ No a. If so, do you access the Internet on your cellphone? ☐ Yes ☐ No

20. What is your age? _____

21. Are you male or female? ☐ Male ☐ Female ☐ Prefer not to answer

22. Which do you consider yourself? (Check all that apply to you)

- ☐ African American/Black ☐ Asian ☐ Caucasian/White ☐ Hispanic/Latina ☐ Native American/Indian ☐ Other _____

23. What is the single most important improvement that you would suggest for Red Rose Access? _____

Exhibit L
Transit Development Plan Shared Ride Survey Form—RRTA
 (Page 4 of 4)



Como parte de un esfuerzo continuo para mejorar la calidad de los servicios, SCTA está realizando una encuesta entre sus clientes que recientemente utilizaron nuestro servicio Red Rose Access. Tómese cinco minutos para completar la encuesta, colóquela en el sobre de devolución prepagado y déjela en el correo a SCTA hoy o mañana. Te ayudará a ti y a tus compañeros de viaje en Red Rose Access.

1. Cuéntanos sobre ti y cómo usas Red Rose:

a. ¿Viajas a veces en los autobuses regulares de Red Rose? ☐ Sí ☐ No

b. ¿Proporciona Red Rose Transito un servicio de autobús regular cerca de su casa? ☐ Sí ☐ No ☐ No estoy seguro

2. ¿Con qué frecuencia ha utilizado Red Rose Access en los últimos treinta días?

☐ 1-2 veces ☐ 3-5 veces ☐ 6-10 veces ☐ Más de 10 veces

3. ¿Cuánto tiempo hace que usas Red Rose Access?

☐ Menos de un año ☐ 1-3 años ☐ 4-6 años ☐ Más de 6 años

4. Comparado con el año pasado, estás usando Red Rose Access:

☐ Más ☐ Menos ☐ Más o menos lo mismo

En los últimos 30 días, ¿qué tan satisfecho has estado con Red Rose Access?

	Muy insatisfecho	Insatisfecho	Neutral	Satisfecho	Muy satisfecho	No sé
5. Red Rose Access en general	7	6	5	4	3	2
6. Confiabilidad de la ventana pick-up	7	6	5	4	3	2
7. Valor por el servicio de la tarifa que pagas	7	6	5	4	3	2
8. Cortesía y amabilidad del conductor	7	6	5	4	3	2
9. Asistencia del conductor para abordar y salir del vehículo	7	6	5	4	3	2
10. Limpieza dentro del vehículo	7	6	5	4	3	2
11. Facilidad de hacer una reservación	7	6	5	4	3	2
12. La amabilidad/cortesía del personal de reserva	7	6	5	4	3	2
13. Tiempo en total para hacer su viaje más frecuente	7	6	5	4	3	2

14. De los servicios enumerados en las preguntas 5 a 13, ¿cuáles serían los dos más importantes para mejorar?

(Por favor asigne los números de la pregunta): _____ 1º más importante y _____ 2º más importante

15. ¿Para cuál de los siguientes propósitos ha utilizado Red Rose Access en los últimos tres meses?

☐ Campus ☐ Visito el centro para personas mayores ☐ Cita médica ☐ Trabajo ☐ Iglesia ☐ Otro: _____

16. ¿Cuál de estos fue su propósito más frecuente en los últimos tres meses?

(Marque solo uno)

☐ Campus ☐ Visito el centro para personas mayores ☐ Cita médica ☐ Trabajo ☐ Iglesia ☐ Otro: _____

17. En los últimos 30 días, ¿con qué frecuencia usó Uber o Lyft, si es que lo hizo?

☐ 0 veces ☐ 1 vez ☐ 2 veces ☐ 3 veces ☐ 4 o más veces

18. Si usaste Uber o Lyft

a. ¿Lo usó como parte de un viaje de Red Rose Access? ☐ Sí ☐ No

b. ¿Lo usó para reemplazar un viaje de Red Rose Access? ☐ Sí ☐ No

19. ¿Usas un teléfono celular?

☐ Sí ☐ No

a. Si es así, ¿tiene acceso a Internet en su teléfono celular?

☐ Sí ☐ No

20. ¿Cuál es tu edad?

21. ¿Es usted hombre o mujer?

☐ Hombre ☐ Mujer ☐ Prefiero no decirlo

22. ¿Cuál te consideras tú? (Marque todo lo que corresponda a usted)

☐ Africano/Africana ☐ Asiático ☐ Caucásico/Blanco ☐ Hispano/Latino ☐ Indio Nativo Americano ☐ Otro: _____

23. ¿Cuál es la mejora individual más importante que sugeriría para Red Rose Access?

Exhibit M

SCTA Public Involvement Activities Record

Lancaster Division

Date	Location	Topic	Estimated Number of Attendees
04/14/2015	Lancaster SCTA Headquarters 45 Erick Road	Proposed fare increase for shared ride services	0
07/14/2015	Lancaster SCTA Headquarters 45 Erick Road	Proposed RRTA Route & Schedule Changes	8
09/16/2015	Lancaster SCTA Headquarters 45 Erick Road	Proposed FFY 2014-15 Program of Projects	0
05/18/2016	Lancaster SCTA Headquarters 45 Erick Road	Proposed FFY 2015-16 Program of Projects	0
10/17/2016	Lancaster SCTA Headquarters 45 Erick Road	Proposed RRTA Route & Schedule Changes	9
05/16/2017	Lancaster SCTA Headquarters 45 Erick Road (5:00 PM)	Proposed fare increase for shared ride services	0
05/16/2017	Lancaster SCTA Headquarters 45 Erick Road (5:30 PM)	Proposed FFY 2016-17 Program of Projects (Partial Allocation)	0
06/19/2017	Lancaster SCTA Headquarters 45 Erick Road	Proposed RRTA Route & Schedule Changes	4
08/15/2017	Lancaster SCTA Headquarters 45 Erick Road	Proposed FFY 2016-17 Program Of Projects (Final Allocation)	0
11/16/2017	Park City Mall Community Room	Transit Development Plan Public Open House	23
04/19/2018	Lancaster County Administration Building 150 N. Queen Street, Lancaster, PA	Transit Development Plan Presentation of Draft Service Recommendations	27
06/19/2018	Lancaster SCTA Headquarters 45 Erick Road	Proposed FFY 2017-18 Program of Projects (Final Allocation)	0
06/17/2018	Lancaster SCTA Headquarters 45 Erick Road	Proposed RRTA Route & Schedule Changes	0

Reading Division

Date	Location	Topic	Estimated Number of Attendees
07/13/2015	Reading Operations Center 1700 North Eleventh Street	Proposed BARTA Route & Schedule Changes	4
09/16/2015	Reading Operations Center 1700 North Eleventh Street	Proposed FFY 2014-15 Program of Projects	0
05/18/2016	Reading Operations Center 1700 North Eleventh Street	Proposed FFY 2015-16 Program of Projects	0
06/15/2016	Reading Operations Center 1700 North Eleventh Street	Proposed Special Services Fare Increase	0
10/18/2016	Reading Operations Center 1700 North Eleventh Street	Proposed BARTA Route & Schedule Changes	1
05/15/2017	Reading Operations Center 1700 North Eleventh Street	Proposed Special Services Fare Increase	0
05/15/2017	Reading Operations Center 1700 North Eleventh Street (5:30 PM)	Proposed FFY 2016-17 Program of Projects (Partial Allocation)	0
06/20/2017	Reading Operations Center 1700 North Eleventh Street	Proposed BARTA Route & Schedule Changes	1
08/14/2017	Reading Operations Center 1700 North Eleventh Street	Proposed FFY 2016-17 Program of Projects (Final Allocation)	0
11/13/2017	BARTA Transportation Center 8 th & Cherry Streets, Reading, PA	Transit Development Plan Public Open House	26
04/17/2018	BARTA Transportation Center 8 th & Cherry Streets, Reading, PA	Transit Development Plan Presentation of Draft Service Recommendations	23
06/18/2018	Reading Operations Center 1700 North Eleventh Street	Proposed FFY 2017-18 Program of Projects (Final Allocation)	1

Exhibit N

Board Resolution Authorizing Submission of Title VI Program

RESOLUTION 10 - 2018

**AUTHORIZING THE APPROVAL AND SUBMISSION OF THE SOUTH
CENTRAL TRANSIT AUTHORITY TITLE VI PROGRAM TO THE FEDERAL
TRANSIT ADMINISTRATION**

WHEREAS, all programs receiving financial assistance from the Federal Transit Administration (hereinafter "FTA") are subject to Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the federal Department of Transportation's (hereinafter "DOT") implementing regulations;

WHEREAS, the South Central Transit Authority (hereinafter "SCTA"), as an applicant for financial assistance from the FTA, has submitted a certification and assurance that it will carry out its program in compliance with DOT's Title VI regulations;

WHEREAS, FTA requires SCTA to document its compliance with DOT's Title VI regulations by submitting a Title VI Program to the FTA once every three (3) years;

WHEREAS, the FTA, based on guidance issued on October 1, 2012, requires the Title VI Program to be approved by the Board of Directors prior to submission to the FTA;

WHEREAS, an update to the SCTA Title VI Program has been prepared in accordance with the regulations and guidance provided by the DOT and FTA Circular 4702.1B dated October 1, 2012 and is ready for submission to the FTA;

NOW, THEREFORE BE IT RESOLVED:

The Board of SCTA hereby approves and authorizes the Executive Director to submit to the FTA the SCTA Title VI Program that has been prepared in accordance with the regulations and guidance provided by the DOT and FTA Circular 4702.1B dated October 1, 2012.

Certification

I, James Schlegel, Secretary of the Board of the South Central Transit Authority, do hereby certify that the foregoing is a true and correct copy of a resolution adopted at a regular meeting of the SCTA Board held on the 18th day of July 2018.

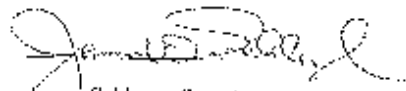

James Schlegel, Secretary
SCTA Board
June 26, 2018

EXHIBIT O

**SOUTH CENTRAL TRANSIT AUTHORITY
LIMITED ENGLISH PROFICIENT PERSONS (LEP)
ANALYSIS AND IMPLEMENTATION PLAN**

JULY 2018 UPDATE

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I. INTRODUCTION

On August 11, 2000, Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency (LEP)”, was issued. On the same day, the U.S. Department of Justice issued policy guidance for recipients of Federal financial assistance to ensure that their programs and activities normally provided in English are accessible to LEP persons and do not discriminate on the basis of national origin in violation of Title VI. As a result, SCTA shall take reasonable steps to ensure meaningful access to benefits, services, information and other important portions of its programs and services for individuals who are limited-English proficient (LEP).

The FTA Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”, issued on October 1, 2012 contains a summary of the LEP requirements as they apply to FTA recipients. As outlined in the circular, SCTA shall conduct a four-factor analysis to evaluate the need for language assistance measures and to target resources appropriately. The Four Factor Analysis is an individualized assessment that balances the following four factors:

- Factor 1: The Number and Proportion of LEP persons eligible to be served or likely to be encountered by SCTA.
- Factor 2: The Frequency with Which LEP persons Come into Contact with SCTA’s programs, activities and services.
- Factor 3: The nature and importance of SCTA’s Program, Activity or Service to people’s lives.
- Factor 4: The Resources Available to SCTA for LEP outreach, as well as the costs associated with that outreach.

After completing the Four Factor Analysis, SCTA is to use the results of the analyses to determine which language services are appropriate and develop an assistance plan to address the identified needs of the LEP population(s) it serves. SCTA’s LEP Plan is designed to be a standalone document and is included as an Exhibit to the Title VI Program.

II. BACKGROUND INFORMATION

On November 12, 2014 and on November 13, 2014, the Lancaster County Board of Commissioners and the Berks County Board of Commissioners, respectively, approved organizing the South Central Transit Authority (SCTA) under the Municipalities Authorities Act of 2001. SCTA was formed as a result of the consolidation of the management and administrative functions of the Red Rose Transit Authority (RRTA) in Lancaster County and the Berks Area Regional Transportation Authority (BARTA) in Berks County. Both RRTA and BARTA remain in existence as operating agencies providing the service in their respective counties, while SCTA provides all executive, management, administrative and support services to BARTA and RRTA.

SCTA assumed the management and administrative responsibilities for the operation of BARTA and RRTA as of January 1, 2015. SCTA contracts with BARTA and RRTA to operate the service in Berks County and Lancaster County, respectively, and to maintain the vehicles and facilities. This LEP Plan applies to SCTA and SCTA in its management and administrative role is responsible for assuring that BARTA and RRTA fulfill the LEP Plan requirements as outlined in this Plan as they provide service and information in their respective service areas.

As background, BARTA operates 19 distinct bus routes within Berks County. The services operated are predominantly focused on the City of Reading and the adjacent communities. Service extends out from Reading to several outlying communities through travel corridors that are part of the Reading urbanized area.

BARTA, through its Special Services Division, is responsible for operating and administering virtually all human service transportation in Berks County, including the Shared Ride, ADA, and Medical Assistance Transportation Program (MATP) programs. The Special Services Division also operates the ADA complementary paratransit service, which operates within $\frac{3}{4}$ miles of the fixed-route corridors. Passenger fares and a variety of federal, state, and local programs fund the Special Services Division service.

BARTA currently operates fixed bus service with 50 buses and directly operates most of the services provided through its Special Services Division with 40 vehicles. A portion of the shared-ride service is operated by a private carrier under contract to BARTA.

BARTA operates from a single maintenance and administration facility at 1700 North 11th Street in the City of Reading. All of the current fixed route services operate through the BARTA Transportation Center (BTC). This facility is located at 8th and Cherry Streets, one block from Penn Street which is the major east-west street in downtown Reading.

In Lancaster County, RRTA operates fixed-route bus service over a network of 19 fixed routes. Service levels are generally higher in the City of Lancaster and the surrounding suburbs where the population densities are highest and traditional public transit users live and work. Service extends out from Lancaster to ten (10) outlying communities over the major travel corridors in Lancaster County. The outlying communities or boroughs tend to be less densely populated and generally receive lower levels of service with the exception of the Boroughs of Columbia and Millersville where the population, densities and trip generators warrant higher levels of service.

SCTA on behalf of RRTA manages the countywide-brokered specialized transportation service called Red Rose ACCESS. One private company operates the service under contract with SCTA. One component of ACCESS is ADA complementary paratransit, which operates within $\frac{3}{4}$ miles of the fixed-route corridors and core area. Complementary paratransit service has been extended to the rural area of Lancaster County through the Commonwealth of Pennsylvania's PwD Program. ACCESS also provides 24-hour, shared ride service to clients of social service agencies, senior citizens, and Medical Assistance patients, both within and outside of the fixed route service area. Passenger fares and a variety of federal, state, and local programs fund the ACCESS service.

RRTA has an active fleet of 42 vehicles for its fixed-route service. RRTA owns 73 shared ride vehicles, which are used by the contractors operating the Red Rose ACCESS service, including the ADA complementary paratransit service. The contractors are responsible for the maintenance of the vehicles supplied by RRTA.

RRTA operates from a single maintenance and administration facility at 45 Erick Road in the City of Lancaster. Fixed-route service is oriented around a downtown transit center at 225 North Queen Street that provides for the off-street layover of eleven buses and was opened in 2005. In June 2012, RRTA opened the Queen Street Station Parking Garage. This facility provided layover space for three additional buses, a 395-space parking garage, 8,500 square feet of leasable space along North Queen Street and the capability for future development to occur above the garage.

III. SCTA FOUR FACTOR ANALYSIS

The SCTA Four Factor Analysis will review and present information from a Berks County/BARTA and Lancaster County/RRTA perspective. The focus of this analysis is applicable to SCTA, since the customers and local residents whom SCTA will come into contact within its role are the same persons who have contact with BARTA and RRTA.

Factor 1: The Number and Proportion of LEP persons eligible to be served or likely to be encountered by SCTA, BARTA or RRTA.

The demographic data for Berks and Lancaster Counties will be reviewed since they are two separate geographic and transit service areas. At the conclusion of this separate analysis, similarities or differences between both areas will be discussed. Berks County and Lancaster County are considered by SCTA as the service areas for BARTA and RRTA, respectively, and itself based on the fixed route and shared ride service operated in both counties.

American Community Survey data from the U.S. Census Bureau website was used to perform this review. Based on available data, 2011-2015 5-Year Estimates or 2015 1-Year Estimates were used.

Berks County

The 2015 population estimate for Berks County totaled 415,271 persons. The population breakdown by race is provided below.

Race	Population	Percentage
White Alone	304,181	73.2%
Black or African American Alone	18,509	4.5%
American Indian and Alaska Native Alone	360	0.1%
Asian Alone	5,940	1.4%
Native Hawaiian and Other Pacific Islander Alone	73	0.02%
Some other race alone	618	0.1%
Two or more races	5,076	1.2%
Hispanic or Latino	80,514	19.4%

The population of Berks County based on the 2011-2015 Survey that is Age 5+ years is 389,424. County level data indicate that 323,136 residents Speak only English, leaving 66,288 residents who speak a language other than English. The vast majority of these individuals (39,683) were multi-lingual in that they indicated they spoke English “Very Well” in addition to speaking another

language. These persons are not Limited English Proficient, or LEP, and were excluded from further analysis based on their ability to communicate effectively in English. The number of individuals who Speak English less than “very well” total 26,605.

Based on the ACS survey, Berks County’s LEP persons speak more 32 different languages and speak English less than “very well” with Spanish being the language most commonly spoken. The other four language groups in the top five are Vietnamese, Other West Germanic Languages, Other Indo-European Languages and Chinese. The table below identifies the number of persons in Berks County speaking these languages. As indicated, the language most commonly spoken is Spanish with 21,633 speakers or 81.3%.

Limited English Proficient Population in Berks County by Language Spoken	
Language	Estimated Number of Non-English Speakers Age 5+ Years
Spanish	21,633
Vietnamese	947
Other West Germanic Languages	571
Other Indo-European Languages	462
Chinese	458

The population of the City of Reading Age 5+ totals 80,273 or 21% of the Berks County population Age 5+. However, in the City of Reading 40,965 persons speak a language other than English, which is 61.8% of the overall population in Berks County who speak a language other than English. According to the ACS information, 19,090 residents of the City of Reading indicate they Speak English less than “very well”. These 19,090 persons represent 71.8% of the Berks County residents of 26,605 who Speak English less than “very well”. These 19,090 residents also represent 23.8% of the overall population in the City of Reading.

In the City of Reading, 18,149 persons speak Spanish who Speak English less than “very well”. This is 95.1% of the overall population of 19,090 residents who speak English less than “very well”. More specifically, of the 21,633 non-English Spanish speakers in Berks County, 18,149 or 83.9% reside in the City of Reading. Conversely, Berks’ next largest group of non-English speakers (Vietnamese) are more distributed throughout the County. Only 219 persons (23.1%) were estimated to live in the City.

Lancaster County

The 2015 population estimate for Lancaster County totaled 536,624 persons. The population breakdown by race is provided below.

Race	Population	Percentage
White Alone	442,948	82.5%
Black or African American Alone	19,473	3.6%
American Indian and Alaska Native Alone	595	0.1%
Asian Alone	11,311	2.1%
Native Hawaiian and Other Pacific Islander Alone	45	0.0%
Some other race alone	583	0.1%
Two or more races	7,493	1.4%
Hispanic or Latino	54,176	10.1%

The population of Lancaster County based on the 2011-2015 Survey that is Age 5+ years is 494,967. County level data indicate that 416,793 residents Speak only English, leaving 78,174 residents who speak a language other than English. The vast majority of these individuals (49,654) were multi-lingual in that they indicated they spoke English “Very Well” in addition to speaking another language. These persons are not Limited English Proficient, or LEP, and were excluded from further analysis based on their ability to communicate effectively in English. The number of individuals who Speak English less than “very well” total 28,520.

Based on the ACS survey, Lancaster County’s LEP persons speak more 31 different languages and speak English less than “very well” with Spanish being the language most commonly spoken. The diversity of language groups present in Lancaster County who Speak English less than “very well” are listed in the table below. The language groups listed below are those where individuals over 500 were identified as Speaking English less than “very well”. As indicated, the language most commonly spoken is Spanish with 11,652 speakers or 40.9%.

Limited English Proficient Population in Lancaster County by Language Spoken	
Language	Estimated Number of Non-English Speakers Age 5+ Years
Spanish	11,652
Other West Germanic Languages	7,814
Vietnamese	1,760
German	1,014
Chinese	757
African Languages	613
Mon-Khmer Cambodian	576
Other Indic Languages	574
Russian	522

The City of Lancaster, as the most populous municipality in Lancaster County, has 54,594 residents Age 5+ or 11% of the Lancaster County population Age 5+. In the City of Lancaster 19,119 persons speak a language other than English, which is 24.5% of the overall population in Lancaster County who speak a language other than English. According to the ACS information, 7,906 residents of the City of Lancaster indicate they Speak English less than “very well”. These 7,906 persons represent 27.7% of the Lancaster County residents of 28,520 who Speak English less than “very well”. These 7,906 residents also represent 14.5% of the overall population in the City of Lancaster.

In the City of Lancaster, 6,225 persons speak Spanish who Speak English less than “very well”. This is 78.7% of the overall population of 7,906 residents who speak English less than “very well”. More specifically, of the 11,652 non-English Spanish speakers in Lancaster County, 6,225 or 53.4% reside in the City of Lancaster.

Summary

A review of the demographic data for Berks and Lancaster Counties confirms a similar pattern in that largest number and percentage of individuals in the respective counties who Speak English less than “very well” are Spanish. However, there is a higher concentration of Spanish speaking

individuals in Berks County and the City of Reading compared to Lancaster County and the City of Lancaster. In fact, the number of Spanish-speaking individuals in Berks County is almost double the number in Lancaster County.

A review of the demographic data notes a greater diversity of language groups in Lancaster County compared to Berks County, as well as the number of individuals in these language groups who speak English less than “very well”. The Other West Germanic language number reflects the Pennsylvania Dutch or Amish influence in Lancaster County which is not as prevalent in Berks County. The high number of LEP population in Lancaster County by language spoken for Other West Germanic languages, as well as German, is surprising based on the past and on-going high level of connections between the Pennsylvania Dutch and the surrounding community. It is SCTA’s understanding the Census Bureau classifies Pennsylvania Dutch as an Other West Germanic language.

For both counties, the City of Reading and the City of Lancaster include high concentrations of minority population groups and persons who speak English less than “very well”. The majority of the BARTA and RRTA fixed route services operated serve these cities.

Factor 2: The Frequency with Which LEP persons Come into Contact with SCTA’s programs, activities and services.

Based on the existing programs and services provided by BARTA and RRTA, SCTA has daily contact with individuals considered LEP on both the fixed-route and shared-ride services. For both BARTA and RRTA, there is daily contact with Spanish speaking persons through telephone calls and at the downtown information centers.

The potential for contact with Spanish speaking persons was confirmed in the fall of 2017 by an onboard survey of BARTA and RRTA bus riders as part of the Transit Development Update SCTA was advancing. The riders who completed the survey were asked to identify their Ethnicity and Language Spoken at Home. The responses to these two questions are summarized in the table below.

Ethnicity			Language Spoken at Home		
Ethnic Group	BARTA	RRTA	Language	BARTA	RRTA
Caucasian/White	37%	45%	English	88%	90%
Hispanic	36%	21%	Spanish	11%	8%
African American/Black	22%	26%	Other	1%	2%
Other/Multiracial	4%	3%			
Native American	1%	2%			
Asian	1%	3%			

For a number of years, there have been a significant number of Spanish speaking individuals in both Berks and Lancaster Counties. As a result, decisions were made several years ago to provide information and services in Spanish. For this reason, SCTA will continue to employ Spanish-speaking personnel as customer service representatives who answer the telephone and staff the downtown transportation centers. The Ride Guide, which contains information on how to use the bus system, fare information and bus schedules, will continue to have information in both English

and Spanish. Rider notices regarding service and fare changes and invitations to public meetings, such as those held related to the Transit Development Plan update in the fall of 2017 and the spring of 2018, will continue to be provided in Spanish.

Over the years, RRTA has also carried a significant number of Pennsylvania Dutch or Amish since they do not own automobiles. The Amish use the bus for work, medical and shopping purposes. Due to being an integral part of the community, SCTA/RRTA has not experienced difficulty communicating with the Amish based on spoken language.

SCTA staff have regular contact with customers by telephone and at the downtown information centers. For BARTA, language assistance has been needed in Spanish only. While in Lancaster, in addition to Spanish, there have been individuals requesting language assistance in Arabic and Chinese and individuals from Haiti and Somolia.

Factor 3: The nature and importance of SCTA’s Program, Activity or Service to people’s lives.

The provision of fixed-route public transportation service by SCTA through BARTA and RRTA is extremely important not only for individuals with limited English proficiency, but also for minorities and low income individuals. The access to public transit is critical for individuals with limited English proficiency, minorities and low income individuals without other means of transportation who need basic transportation services to reach jobs and medical appointments and to go shopping and to places of recreation. The onboard survey of BARTA and RRTA bus riders conducted in the fall of 2017 as part of the Transit Development Plan Update confirms this conclusion regarding trip purpose and vehicle availability.

Multiple Trip Purpose	BARTA	RRTA
Work	60%	61%
Shopping	33%	26%
Medical Visit	22%	18%
Social or Recreational	10%	9%
College or Vocational School	7%	9%
Social Services	6%	6%
Middle or High School	4%	3%
Other	6%	7%

Having Driver’s License	BARTA	RRTA
Yes	28%	37%
No	72%	63%

Vehicle Availability	BARTA	RRTA
None	74%	69%
One	20%	22%
Two	5%	6%
Three or more	2%	4%

The demographic data from the onboard survey on Gender, Age and Annual Household Income also confirm the importance of the service provided by BARTA and RRTA.

Gender	BARTA	RRTA
Male	38%	42%
Female	62%	58%

Age	BARTA	RRTA
18 thru 24	20%	23%
25 thru 34	21%	24%
35 thru 44	17%	15%
45 thru 54	19%	16%
55 thru 64	14%	13%
65 thru 74	6%	7%
75 or older	3%	2%

Annual Household Income	BARTA	RRTA
Less than \$15,000	48%	41%
\$15,000 to \$24,999	25%	26%
\$25,000 to \$49,999	19%	19%
\$50,000 to \$74,999	6%	8%
More than \$75,000	2%	5%

Further, the bus routes serving the concentrated areas for LEP individuals in Berks and Lancaster Counties have the greatest frequency and span of service in BARTA and RRTA. This includes service seven days a week in the cities of Lancaster and Reading that showed the highest concentrations of individuals that have limited English proficiency. The access to public transit is a critical service for LEP individuals.

Factor 4: The Resources Available to SCTA for LEP outreach, as well as the costs associated with that outreach.

Finally, the assessment of language service provisions has to assess the costs of providing such services and the financial and personnel resources available.

SCTA will continue to provide language services in Spanish as part of its everyday normal operation at BARTA and RRTA through the employment of customer service representatives who are bilingual. This will include the customer service representatives who staff the downtown Information Centers in Lancaster and Reading. The route guides printed by SCTA for BARTA and RRTA will include instructions in Spanish, including policies for the service. Other printed material on programs and services, i.e. rider alerts and notices, public hearing notices and rider surveys, will be provided in Spanish. SCTA will provide these services at no additional cost, since these costs are incorporated into the regular budget.

Technology has also provided better opportunities for SCTA to provide alternate language services without adding any additional costs, such as having the Google Translate feature on the SCTA website.

The ride guides, rider alerts/notices and public hearing notices discussed above are routine documents SCTA prepares and distributes. To date, SCTA has received no requests for the translation of these routine documents into other languages or for the translation of large documents, i.e. Transit Development Plan Update, into Spanish or other languages. As a result, SCTA has no experience regarding the time and cost required to translate documents by an outside service. In response to a request for information, LanguageLine Solutions responded that the cost for document translation depends on the size of the document and how quickly the turnaround time needs to be. The Berks County Planning Commission, through the County of Berks, has a contract in place for the provision of document translation services as necessary. Lancaster County does not have a similar contract in place, but there have been discussions with the Planning Commission staff about finding a firm both parties could use as needed for translation services.

As noted above, the large number of Other West Germanic persons who speak English less than “very well” is surprising. SCTA/RTA have frequent contact with the Pennsylvania Dutch community as riders, through telephone calls and letters discussing service needs during the year or in response to public notices regarding route and schedule changes. SCTA has received no requests for translation of documents into Pennsylvania Dutch. This is not surprising since the Amish community is well connected within the community through employment and retail opportunities. Due to their regular use of RTA service and the limited transportation available to them and depending on the nature of the service or planning effort being advance, SCTA will conduct a special outreach to the Amish/Plain sect community. At this time, it does not appear necessary to provide a translation of documents into Pennsylvania Dutch or German unless a request is received.

The LEP population by Language Spoken identified Vietnamese for consideration. To-date, SCTA, BARTA or RTA have received no requests for Vietnamese language assistance. SCTA will communicate with leaders in the Berks and Lancaster County communities who have contact with the Vietnamese community. From these contacts, a connection can be made with the Vietnamese community in order to discuss their public transportation needs before committing resources to the translation of documents.

IV. LIMITED ENGLISH PROFICIENCY ASSISTANCE PLAN OUTLINE

SCTA developed the following plan outlined below to assist persons of Limited English Proficiency. This plan builds on and complements the services currently provided as discussed under the Four Factor Analysis.

How to Identify an LEP Person who Needs Language Assistance

Below are the tools to help identify persons who may need language assistance:

- Maintain a record of the LEP services provided or translation requests received through the customer service staff. Specific language requests received shall be forwarded to the Director of Administration and Human Resources for tracking purposes.

- Examine requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
- When SCTA sponsored workshops or conferences are held, set up a sign-in table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply;
- Have the Census Bureau's "I Speak Cards" at the workshop or conference sign-in table. While staff may not be able to provide translation assistance at this meeting, the cards are an excellent tool to identify language needs for future meetings.
- Contact drivers and other first line staff annually regarding their experience on having any direct or indirect contact with LEP individuals.

Language Assistance Measures

SCTA will implement or confirm the implementation of the following Language Assistance Measures.

- Key policies and rider instructions presented in the Ride Guides, Rider Alerts/Notices, Public Hearing Notices and Rider Surveys will be provided in Spanish. These and other documents will be translated into other languages and distributed based on requests received or as the need arises.
- Census Bureau "I Speak Cards" are to be located at the Customer Service Office in the downtown Transportation Centers, the Lancaster headquarters and the Reading Operations Center.
- The Customer Service Office will be staffed with bi-lingual persons who speak Spanish. These will be individuals who answer the telephone and staff the downtown Transportation Centers. There are several operators for both BARTA and RRTA who are bi-lingual in Spanish.
- Provide Spanish language assistance at public information meetings, i.e. Transit Development Plan Update.
- A translation program (Google Translate) is on the SCTA website. A website text is available for translation into multiple languages. While documents (reports or official notices) cannot be translated on a routine basis, summary and contact text is provided for each link so that an understanding of the material presented can be gained and a person can contact SCTA for further language assistance (see below) as needed. The website shall include a notice that language assistance services are available upon request. This notice will also be included on key documents.
- When an interpreter is needed in a language other than Spanish, staff will attempt to determine what language is required. Staff will then access the telephone interpreter service – Language Line Service at www.language-line.com where the staff will select the "Need Interpreting Now?" link and follow the directions to receive an access code.

- A Translation Form will be provided on the SCTA website. A person may complete and submit this form to request publications, portions or publications and other public documents be made available in alternative languages and formats. In addition, contact information for reaching SCTA with LEP requests or concerns will be provided.

SCTA Staff Training

SCTA staff will be provided with the LEP Plan and will be educated on procedures to follow. This information will also be part of the SCTA staff orientation for new hires. Training topics will include the following:

- Understanding Title VI policy and LEP responsibilities;
- What language assistance services SCTA offers;
- Use of LEP “I Speak Cards”;
- How to use Language Line interpretation and translation services;
- Documentation of language assistance requests;
- How to handle a Title VI and/or LEP complaint (See companion document: *SCTA Title VI Program*)

Outreach Techniques

Below are the options that SCTA will utilize when the need arises for LEP outreach:

- If staff know that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements and agendas will be printed in the language(s) of the known LEP population in that area.
- When running a general public meeting notice, staff will insert a clause, based on the LEP population and when relevant, that translates into “A (insert applicable language) translator will be available”. For example, “Un traductor del idioma español estará disponible.” which means “A Spanish translator will be available”.
- Service policies and “how to ride” instructions in the BARTA and RRTA Ride Guides have been translated into Spanish. The Ride Guides are widely available throughout both systems. Other documents will be translated and distributed as the need arises.
- Contact will be maintained with the staff of the Berks County Planning Commission (BCPC) staff and the Lancaster County Planning Commission (LCPC) as they advance their own LEP plans as there may be opportunities to coordinate efforts or utilize techniques they have developed to reach to the LEP community.

Monitoring and Updating the LEP Plan

This plan is a living and breathing document and as such will be amended as needed. SCTA will coordinate with the BCPC staff and the LCPC staff and utilize their expertise in accessing and interpreting demographic data. The Director of Administration & Human Resources will maintain a record of LEP services provided or translation requests received. Through collaboration with the Planning Commissions and monitoring the implementation of the LEP Plan on a periodic basis by the senior staff, SCTA will determine if any additional groups will need assistance through the LEP Program and update the Plan appropriately.

SCTA will respond to reasonable requests for LEP consideration in its programs and activities. To request assistance, to discuss LEP issues or to discuss the LEP Plan, contact:

South Central Transit Authority
Director of Administration & Human Resources
45 Erick Road
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