



RVT's Title VI Program

January 4, 2022

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October 10, 2019

Ms. Lynn A. Bailey
Acting Regional Civil Rights Officer
Federal Transit Administration
1760 Market Street Philadelphia, PA 19103-4124

Dear Ms. Bailey:

This letter and enclosed documents contain the necessary information to meet the Federal Transit Administration's general requirements as outlined in the FTA Circular 4702.1B entitled "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" dated October 1, 2012 as specified in Chapters III and IV as follows:

Chapter III, Part 4a.(1) – RVT's Title VI Notice:

Attached is River Valley Transit's (RVT's) Title VI Notice entitled, "Notifying the Public of Rights Under Title VI." This notice is on our website (www.ridervt.com), posted at our Transit & Transit Centre, Williamsport City Hall, RVT's Office including the reception area and conference room, as well as on all RVT's transit vehicles. RVT staff is accessible in person, on the phone, by mail, by fax, or by email. RVT has a working relationship with the Lycoming County Assistance Office to ensure nondiscrimination in RVT's transportation programs, activities and services as well as to promote and engage the participation of all people regardless of race, color, national origin, sex, age, disability and socioeconomic status.

Also, RVT's Title VI notice, notifying the public of rights under Title VI will be included in RVT's new Ride Guide publication released in the fall of 2017. RVT also hold public meetings to discuss updates as well at Title VI policies and procedures.

Chapter III, Part 4a.(2) – Instructions to File a Title VI Discrimination Complaint:

Attached is RVT's Title VI Program that includes RVT's Title VI Complaint Procedures with instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form. This information is available on RVT's website (www.ridervt.com).

Chapter III, Part 4a.(3) – List of any Public Transportation-Related Investigations, Complaints, or Lawsuits Filed:

RVT has no public transportation-related Title VI investigations, complaints, or lawsuits filed at the present time. RVT has had no civil rights compliance review activities conducted in the last three years, except for FTA’s triennial review conducted in June 2015.

Chapter III, Part 4a.(4) – Public Participation Plan:

According to the 2021 Census Demographics for our service area (Lycoming County), only 1.2% of our residents are Hispanic or Latino with other ethnic groups even lower. Also, under the category of “Language Other Than English Spoken at Home,” the number of sampled cases was less than 1.0% in the 2021 Census.

Since the 2010 Census, RVT has obtained updated information according to the U.S. Census Bureau 2011-2015 American Community Survey 5-Year Estimate. Currently the demographics for RVT’s service area (Lycoming County) are 1.2% of the population is Hispanic or Latino with other ethnic groups even lower. Also, under the category of “Language Other Than English Spoken at Home,” the number of sampled cases was less than 0.2%.

No information services are provided in languages other than English, as no appreciable population of non-English speaking persons exists in the area. However, RVT has a working relationship with the Lycoming County Assistance Office to ensure that LEP persons have meaningful access to RVT programs and activities as outlined in RVT’s Title VI Program.

The local Metropolitan Planning Organization (WATS) conducts semi-annual Transit Advisory Committee Public Meetings in which RVT, along with the other shared-ride transportation provider (STEP, Inc.), provide updates on our transportation services as well as opportunities for the public to provide input and comments on the public transportation services.

Chapter III, Part 4a.(5) – RVT’s Language Assistance (LEP):

Title VI and its implementing regulations require that RVT take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

RVT has developed a language implementation plan to ensure that LEP persons have meaningful access to RVT programs and activities. The key to providing meaningful access to LEP persons is to ensure that recipients and LEP beneficiaries can communicate effectively and act appropriately based on the communication. RVT shall take reasonable steps to ensure that LEP persons are given adequate information, are

able to understand that information, and are able to participate effectively in RVT programs or activities, where appropriate.

RVT has worked closely with the Lycoming County Assistance Office in identifying and assisting LEP persons. Since PennDOT's Interpretalk contract ended, RVT has began utilizing Language Services Associates (www.LSAweb.com) directly to assist in communication with LEP individuals. RVT has not had the need to use this service.

If RVT has determined that language services are needed, RVT will work with local social service agencies, Lycoming College, Penn College, as well as, the eight secondary public schools' foreign language departments to provide services such as: oral interpretations, written translations, and alternative, non-verbal methods.

RVT has developed a Title VI Training power point presentation that is part of new employee training program provided to all new RVT employees. Also, this training was provided to all current employees at RVT's Employee Meeting in 2021. This training includes procedures to follow for both operators and staff for providing language assistance to persons with limited English proficiency. To assist LEP persons, RVT has equipped all the buses in our fleet with bi-lingual interior signage as well as "I Speak Cards" to obtain the preferred language of LEP individuals.

Chapter III, Part 4a.(6) – Non-Elected Advisory Councils:

RVT is a department of the City of Williamsport and therefore governed by the Williamsport City Council. The City of Williamsport has an elected Mayor, City Controller, City Treasurer, as well as, seven City Council members whose four-year election terms are staggered. Therefore, this area is not applicable to RVT.

All City Council meetings are publicly advertised and open to the public for comments at the beginning and end of the meeting during courtesy of the floor. Public comments and responses made during these meetings are kept on record in the City Clerk's office. These meetings are also televised over the local cable access channel (Channel 75).

Formal public comment and review periods are used to solicit comments on major planning and programming activities, for example, major amendments to the Transportation Improvement Program (TIP), changes in fares, changes in bus service. Comments can be made in person, by email, mail, fax or telephone. RVT will make every effort to respond to any comment received, and will forward comments to other agencies when appropriate. Received comments and RVT responses will be reviewed and determined whether it is appropriate to proceed with the recommended action.

Chapter III, Part 4a.(7) – Sub-Recipients:

River Valley Transit has no sub-recipients.

Chapter III, Part 4a.(8) – Facility Construction:

During 2015-2016, RVT expanded our Trade & Transit Centre Complex at our current site. Therefore, RVT did not conduct a Title VI equity analysis for this capital project undertaken at our current facility within the boundaries of our existing land.

Chapter III, Part 4a.(9) – RVT Fixed Route Provider:

RVT is a fixed route transit provider operating less than 50 vehicles and located in a UZA of less than 200,000 in population. RVT has provided additional information in the Chapter IV responses.

Chapter IV, Part 4 – System-wide Service Standards:

RVT has established system-wide service standards and monitored its performance against these service standards as part of its annual Performance Report and Plan Updates since 1985. The performance standards relate to the efficiency, service quality, and utilization of the bus system. All of these performance standards apply to the system-wide performance of RVT's transit system. Included are RVT's adopted Service Standards.

RVT's Title VI Program will be presented to Williamsport City Council on Thursday, August 31, 2017 for official adoption. A fully executed copy of the Resolution along with the meeting agenda and minutes will be forwarded to FTA and placed in TrAMS. A copy of the draft Resolution is attached to this Title VI Program submission for your review.

Should you have any questions or need additional information on RVT's Title VI Program, please feel free to contact me.

Together in Transit,

Brett Kelley

Brett Kelley
Title VI Coordinator

Enclosures

cc: Deborah Butler, FTA Region III
Anne Marie Resnick, FTA Region III



Notifying the Public of Rights Under Title VI

- River Valley Transit (RVT) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with RVT.
- For more information on RVT's civil rights program, and the procedures to file a complaint, contact (Voice) 570-326-2500, (Voice) 1-800-248-9287, (TTY) 570-327-5254; email bkelly@ridervt.com; or visit our administrative office at 1500 West Third Street, Williamsport, PA 17701. For more information, visit www.ridervt.com.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 Jersey Avenue, SE, Washington, DC 20590
- If information is needed in another language, contact 570-326-2500.
- Si necesita información en otro idioma, llame al 570-326-2500.

Welcome aboard the [River Valley Transit System](#)

Title VI Compliance

Notifying the Public of Rights Under Title VI

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

For more information on RVT's civil rights program, and the procedures to file a complaint, contact (Voice) 570-326-2500, (Voice) 1-800-248-9287, (TTY) 570-327-5254; email us by [clicking here](#); or visit our administrative office at 1500 West Third Street, Williamsport, PA 17701. RVT's Title VI complaint procedures and complaint form can be obtained by [clicking here](#).

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

If information is needed in another language, contact 570-326-2500.

Si necesita información en otro idioma, llame al 570-326-2500.

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MEMORANDUM

TO: Mayor Gabriel J. Campana and Members of City Council

FROM: William E. Nichols, Jr., General Manager

DATE: August 25, 2017

SUBJECT: RVT's Title VI Program

Attached for your review is a resolution to be considered at the upcoming August 31, 2017, Williamsport City Council meeting as follows:

**RESOLUTION AUTHORIZING THE APPROVAL OF RIVER VALLEY TRANSIT'S
TITLE VI PROGRAM**

This resolution is required by the Federal Transit Administration (FTA). As a recipient of FTA funding, RVT is required to comply with Title VI of the 1964 Civil Rights Act. Title VI is a Federal Statute and provides that no person shall, on the grounds of race, color, or national origin, can be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. RVT is required to submit an updated; board approved Title VI Program to FTA once every three years. RVT is required to submit a copy of the Board resolution and meeting minutes as evidence that the Williamsport City Council has approved RVT's Title VI Program (attached).

Should you have any questions, please feel free to contact me.

Attachments

**RESOLUTION AUTHORIZING THE APPROVAL OF
RIVER VALLEY TRANSIT'S TITLE VI PROGRAM**

WHEREAS, River Valley Transit (RVT) hereby certifies that, as a condition of receiving Federal financial assistance under the Federal Transit Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. River Valley Transit will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI regulations, 49 CFR Part 21.
3. River Valley Transit will make it known to the public that those person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or U.S. Department of Transportation.

BE IT RESOLVED, by authority of the Williamsport City Council of the City of Williamsport that River Valley Transit's Title VI Program is approved and that this resolution shall remain in effect until rescinded or replaced with a new resolution.

I Janice M. Frank, City Clerk of the City of Williamsport do hereby certify that the foregoing is a true and correct copy of the Resolution adopted at a regular meeting of the Williamsport City Council of the City of Williamsport held the 31st day of August, 2017.

By: _____
City Clerk (Date)

ATTEST:

CITY OF WILLIAMSPORT

By: _____
City Clerk

By: _____
Mayor

By: _____
City Controller



TITLE VI PROGRAM

River Valley Transit (RVT) grants equal access to its programs and services to all citizens. This document serves to make citizens aware of their rights to such access, and serves to educate citizens so that they may understand the civil rights laws that protect their receipt and benefit of such services as defined by Title VI of the Civil Rights Act of 1964.

Mission:

RVT's mission is to ensure nondiscrimination in RVT's transportation programs, activities and services, as well as, to promote and engage the participation of all people regardless of race, color, national origin, sex, age, disability and socioeconomic status.

Title VI Program Overview:

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin in programs or activities receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency. The rights of women, the elderly and the disabled are protected under related statutes. These Presidential Executive Orders and the related statutes fall under the umbrella of Title VI.

Title VI of the 1964 Civil Rights Act says, "No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance" (42 U.S.C. §2000d).

RVT is required to prevent discrimination and ensure nondiscrimination in all of RVT's programs, activities and services whether these programs, activities and services are federally funded or not.

RVT's Title VI Contact Information:

Should you need any Title VI Program information in an alternative format (such as large print, Braille, etc.) or if information is needed in another language, please contact RVT's Title VI Coordinator at 570-326-2500, 1-800-248-9287, (TTY) 570-327-5254 or email at bkelly@ridervt.com, or visit our website at www.ridervt.com.



Title VI Complaint Procedures

RVT will respond to complaints of discrimination under Title VI that are filed. RVT will promptly investigate all complaints filed under Title VI in accordance with Department of Transportation (DOT) regulations at 49 CFR Section 21.11(b) and 21.11(c). RVT may delay its investigation if the complainant agrees to postpone the investigation.

1. **FILE A COMPLAINT.** Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by River Valley Transit (hereinafter referred to as "RVT") may file a Title VI complaint by completing and submitting RVT's Title VI Complaint Form. This information is available on RVT's website (www.rideRVT.com).

RVT investigates complaints received no more than 180 days after the alleged incident, unless the time for filing is extended by RVT. RVT will process complaints that are complete. An aggrieved individual may submit a complaint directly with the Federal Transit Administration (FTA).

All Title VI complaints should be filed to RVT or FTA at the following addresses:

River Valley Transit
Title VI Coordinator
1500 West Third Street
Williamsport, PA 17701

Phone: (570) 326-2500
Email: bkelly@ridervt.com

OR
Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

2. **COMPLAINT ACCEPTANCE.** Once a complaint has been received and accepted by RVT for investigation, RVT will review it to determine if our office has jurisdiction. The complaint will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
3. **INVESTIGATIONS.** RVT will make a prompt investigation whenever a compliance review, report, complaint or any other information indicates a possible failure to comply with this part. The investigation will include, where appropriate, a review of the pertinent practices and policies of RVT, the circumstances under which the possible noncompliance with this part occurred, and other factors relevant to a determination as to whether RVT has failed to comply with Title VI. RVT has 60 days to investigate the complaint. If more information is needed to resolve the case, RVT may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to RVT personnel assigned to the case. If RVT is not contacted by the complainant or does not receive the additional information within 30 business days, RVT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

4. LETTERS OF FINDING AND RESOLUTION. After RVT reviews the complaint, they will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF) based on the findings:
 - a. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
 - b. A letter of finding (LOF) 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. This letter explains why RVT was not found to be in non-compliance with Title VI. This letter will include each violation referenced as to the applicable regulations, a brief description of proposed remedies, and notice of the time limit on the conciliation process.
5. APPEALS PROCESS. If the complainant wishes to appeal the decision, they have 60 days after the date of the closure letter or the letter of finding (LOF) to do so.

The Federal Transit Administration (FTA) recommends that Title VI complaints be initially filed with River Valley Transit (RVT) for resolution. In those cases, where the complainant is dissatisfied with the resolution by RVT the same complaint may be submitted to FTA for investigation to the following address:

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590
(215) 656-7121

Unless otherwise permitted, the final determination of all Title VI complaints affecting programs administered by FTA will be made by the Office of the Secretary, DOT.

RVT's local Metropolitan Planning Organization (MPO), known as the Williamsport Area Transportation Study (WATS), also has a separate Title VI complaint procedures in place for any other transportation-related complaints within Lycoming County.

RVT investigates complaints received no more than 180 days after the alleged incident, unless the time for filing is extended by RVT. RVT will process complaints that are complete. An aggrieved individual may submit a complaint directly with FTA. This Title VI Complaint Form is available on the RVT's website (www.ridervt.com).

RVT's Title VI Complaint Form

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 not, 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.				
_____ _____				
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 email to bkelly@ridervt.com or mail this form to:

River Valley Transit
 Title VI Coordinator
 1500 West Third Street
 Williamsport, PA 17701

Opportunities for Public Comments

RVT offers three different ways for people to comment on activities, programs, and decisions made by RVT.

- 1. Comments are accepted any time:** Comments are accepted by phone, fax, mail, email, and in person at RVT at:

Brett Kelley
Title VI Coordinator
River Valley Transit
1500 West Third Street
Williamsport, PA 17701

Phone: (570) 326-2500 Fax: (570) 326-9885
Email: bkelly@ridervt.com

- 2. Citizen comments are requested at public meetings:** RVT is a department of the City of Williamsport and therefore governed by the Williamsport City Council. All City Council meetings are publicly advertised and open to the public for comments at the beginning and end of the meeting during courtesy of the floor. Public comments and responses made during these meetings are kept on record in the City Clerk's office. These meetings are also televised over the local cable access channel (#75).
- 3. Formal public comments periods for major activities:** Formal public comment and review periods are used to solicit comments on major planning and programming activities, for example, major amendments to the Transportation Improvement Program (TIP), changes in fares, changes in bus service. Comments can be made in person, by email, mail, fax or telephone. RVT will make every effort to respond to any comment received, and will forward comments to other agencies when appropriate. Received comments and RVT responses will be reviewed and determined whether it is appropriate to proceed with the recommended action.



Title VI – Public Participation Plan

As a department of the City of Williamsport, River Valley Transit (RVT) utilizes the City's public participation process which establishes a variety of public meetings, through various City Council sub-committee meetings, bi-weekly City Council meetings, and periodic town meetings.

All meetings are publicly advertised, including utilization of the local media and broadcasting over the local public television station. Williamsport City Council meetings are televised over the Lycoming County Area Television (LCAT), Comcast channel #75, which is a non-profit entity that was organized to fill a significant gap in the education-government information dissemination throughout Lycoming County. Williamsport City Council meetings are televised live as well as recorded and played back later throughout the week to extend public outreach. The Mayor of Williamsport schedules periodic town meetings to encourage input on City issues, including public transit issues.

The above public participation process supplements the local metropolitan planning organization's (MPO) public participation process which is included in the [WATS Public Participation Plan](#) available on their website (click on the link to download it) [WATS Public Participation Plan](#). RVT is a voting member on both the MPO's Technical Committee and the Coordinating Committee. The local MPO reviews and approves both highway and transit TIPs. RVT's UPWP is also reviewed and approved by the MPO as well as any other transportation related projects in Lycoming County.

RVT works closely with several area community and faith-based organizations to provide opportunities for public participation to promote and engage the participation of all people regardless of race, color, national origin, sex, age, disability and socioeconomic status. These organizations include the Lycoming-Clinton Counties Commission for Community Action (STEP), Inc., the Community Alliance for Progressive Positive Action (CAPPA), The Center, the Center for Independent Living/Roads to Freedom, Hope Enterprises, North Central Sight Services, OVR, Lycoming County Assistance Office, and many senior citizen organizations as well as the Williamsport/Lycoming Chamber of Commerce. It should be noted that STEP is a subcontractor to RVT for its ADA complementary paratransit service.

Since RVT is part of the City of Williamsport, RVT is able to provide more public participation opportunities than the typical fixed-route transportation authority.

Last, RVT has an adopted Public Comment Process on RVT's Fare & Service Changes (attached). Any changes to RVT's service or fares are displayed inside all RVT's buses, at RVT's Transit Hub, and in our Ride Guide publication at least 30 days prior. A legal ad is placed in the local newspaper at least 30 days prior to fare increase or major service reduction. A public hearing is scheduled and finally the public can comment at a public hearing which is part of the Williamsport City Council meeting prior to the changes being adopted.

RVT did not receive any comments from the public over the past three years on fare increases or service reductions because RVT has not raised fares or modified service since September 2014. RVT shall take reasonable steps to ensure that LEP persons are given adequate

information through the various community, faith based, and social service organizations above, to make sure LEP persons are able to understand that information, and are able to participate effectively in RVT programs or activities, where appropriate. RVT works closely with the Lycoming County Assistance Office, community action groups, faith-based groups, and local social service agencies to identify and assist LEP individuals. If RVT has determined that language services are needed, RVT will work with local social service agencies to provide services such as: oral interpretations, written translations, and alternative, non-verbal methods.

Language Implementation Plan

Title VI and its implementing regulations require that RVT take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP individuals.

RVT has developed a language implementation plan to ensure that LEP persons have meaningful access to RVT programs and activities. The key to providing meaningful access to LEP persons is to ensure that recipients and LEP beneficiaries can communicate effectively and act appropriately based on the communication. RVT shall take reasonable steps to ensure that LEP persons are given adequate information, are able to understand that information, and are able to participate effectively in RVT programs or activities, where appropriate.

RVT has worked closely with the Lycoming County Assistance Office in identifying and assisting LEP persons. Since PennDOT's Interpretalk contract ended, RVT has begun working with Language Services Associates (www.LSAweb.com) directly to assist in communication with LEP individuals. RVT has not had the need to use this service.

If RVT has determined that language services are needed, RVT will work with local social service agencies, Lycoming College, Penn College, as well as, the eight secondary public schools' foreign language departments to provide services such as: oral interpretations, written translations, and alternative, non-verbal methods.

Since the last Title VI Update, RVT has developed a Title VI Training power point presentation that is part of our employee training program provided to all new RVT employees. Also, this training was provided to all current employees at RVT's Employee Meeting in 2015. This training includes procedures to follow for both operators and staff for providing language assistance to persons with limited English proficiency. To assist LEP persons, RVT has equipped all the buses in our fleet with bi-lingual interior signage as well as "I Speak Cards" to obtain the preferred language of LEP individuals.

CITY OF WILLIAMSPORT'S PUBLIC COMMENT PROCESS ON RVT'S FARE AND SERVICE CHANGES

When a hearing is required:

1. There is a change in any fare (a one day reduced fare or free fare promotion is not a fare change).
2. There is any change in service which directly affects:
 - a. 25% or more of the number of transit route miles of a route;
 - b. 25% or more of the number of transit revenue miles of a route computed on a daily basis for the day of the week for which the change is made;
 - c. 25% or more of the ridership of a route computed on a daily basis for the day of the week for which the change is made.
3. A new transit route is established outside RVT's service area.

If a number of changes on a route in RVT's fiscal year add up to the percentages in the above, a hearing must be held prior to the last change.

Standard seasonal variations are exempt from the hearing requirement unless the number, timing or type of standard seasonal variations change.

In an emergency situation, a service change may be implemented immediately without a public hearing being held. A public hearing on the changes must be held within 60 days of implementation, unless the change is to be in effect 90 days or less.

Experimental service changes may be instituted for 180 days or less without a public hearing being held. If, at the end of the experimental period, it is determined that the service change (including new transit routes) should become permanent, the service that existed prior to the change must be reinstated and a public hearing held in accordance with the hearing requirements. However, the hearing may be held prior to the institution of, or during the period of, the experimental service change and will satisfy the requirement for a final public hearing if the hearing notice states that the experiment may become permanent at the end of the experimental period.

Hearing requirements:

1. Prior to the institution of a fare change or to a service change listed above, RVT will publish a notice of intent to hold a public hearing in the Williamsport Sun-Gazette.
2. The notice must be published at least 30 days prior to the hearing.
3. The notice must contain:
 - a. A description of the contemplated service changes, or the fare change, as appropriate;
 - b. The time and place of hearing.
4. The public hearing will be scheduled in front of an open session of the Williamsport City Council, if deemed appropriate. All fare revisions will be approved by Williamsport City Council.



Four Factor Analysis

RVT conducted a Four Factor Analysis to determine an appropriate mix of language assistance and prepared a language assistance implementation plan for LEP persons.

Factor 1 – The number or proportion of LEP persons eligible to be served or likely to be encountered by RVT.

According to the 2021 Census Demographics for our service area (Lycoming County), only 1.2% of our residents are Hispanic or Latino with other ethnic groups even lower. Also, under the category of “Language Other Than English Spoken at Home,” the number of sampled cases was less than 1.0% in the 2010 Census.

Since the 2010 Census, RVT has obtained updated information according to the U.S. Census Bureau 2011-2015 American Community Survey 5-Year Estimate. Currently the demographics for RVT’s service area (Lycoming County) are 1.2% of the population is Hispanic or Latino with other ethnic groups even lower. Also, under the category of “Language Other Than English Spoken at Home,” the number of sampled cases was less than 0.2%.

Factor 2 – The frequency with which LEP persons come into contact with RVT.

RVT’s Title VI Coordinator surveyed personnel to determine how frequently they have come into contact with LEP persons. RVT personnel surveyed included transit operations, supervisors, dispatchers, transit center personnel, and customer service agents. It was determined that the RVT staff had little or no prior experiences with LEP individuals. RVT works closely with several area community and faith-based organizations and contracts ADA paratransit service to the Lycoming-Clinton Counties Commission for Community Action (STEP), Inc. RVT’s Title VI Coordinator contacted STEP Transportation, the local shared-ride transportation provider, and they indicated no experiences with LEP persons.

According to the U.S. Census Bureau 2011-2015 American Community Survey 5-Year Estimate, the demographics for RVT’s service area (Lycoming County) are 1.2% of the population is Hispanic or Latino with other ethnic groups even lower. Also, under the category of “Language Other Than English Spoken at Home,” the number of sampled cases was less than 0.2%. RVT has determined the frequency with which LEP individuals come into contact with RVT’s services to be rare instances.

Factor 3 – The nature and importance of RVT’s service provided to people’s lives.

RVT provides fixed-route public transportation services throughout Lycoming County transporting more than 1.2 million passengers annually. To assist LEP persons, RVT has bi-lingual interior signs (English and Spanish) inside all of our transit vehicles. RVT believes that no language barriers exist that prevent LEP persons from benefiting from transportation services provided by RVT.

The local MPO’s Title VI and LEP compliance are covered in the [WATS Public Participation Plan](#) available on their website (click on the link to download it) [WATS Public Participation Plan](#).

Factor 4 – The resources available to RVT for LEP outreach, as well as, the costs associated with that outreach.

Title VI and its implementing regulations require that RVT take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient. RVT believes the most reasonable and cost-effective means of delivering competent and accurate language services is to include the availability of LEP language translation services upon advance notification. RVT will monitor the number of LEP language translation service requests to make sure RVT is meeting the needs of LEP individuals.

RVT shall take reasonable steps to ensure that LEP persons are given adequate information, are able to understand that information, and are able to participate effectively in RVT programs or activities, where appropriate.

RVT has worked closely with the Lycoming County Assistance Office in identifying and assisting LEP persons. Since PennDOT’s Interpretalk contract ended, RVT has began utilizing Language Services Associates (www.LSAweb.com) directly to assist in communication with LEP individuals. RVT has not had the need to use this service. If RVT has determined that language services are needed, RVT will work with local social service agencies, Lycoming College, Penn College, as well as, the eight secondary public schools’ foreign language departments to provide services such as: oral interpretations, written translations, and alternative, non-verbal methods. Currently, RVT has a person on staff that speaks fluent French and Spanish, as well as, a bus operator that speaks Spanish. Last, RVT has offered to reimburse RVT personnel for foreign language classes taken at the local college.

RVT has developed a Title VI Training power point presentation that is part of our employee training program provided to all new RVT employees. Also, this training was provided to all current employees at RVT’s Employee Meeting in 2021. This training includes procedures to follow for both operators and staff for providing language assistance to persons with limited English proficiency. To assist LEP persons, RVT has equipped all the buses in our fleet with bi-lingual interior signage as well as “I Speak Cards” to obtain the preferred language of LEP individuals.

Getting You There



Title VI Training

Update 2016

Title VI Overview

- Civil Rights Act of 1964
- Prohibits discrimination of persons based on:
 - Race
 - Color
 - National Origin
- Applies to any authority receiving Federal financial assistance
 - Institution-wide application Federal requirement



Title VI Requirements

- Notifying the Public of Rights Under Title VI
- Establish and publicize program procedures and complaint process/form (available on website)
- Document and report transit-related Title VI investigations, complaints, and lawsuits
- Promote public participation
- Limited English Proficiency (LEP) plan
 - Census data
- Develop system standards and policies

Defintion of LEP

- LEP – Limited English Proficient
- Persons for whom English is *not their primary language* and who have a *limited ability to speak, understand, read, or write English*.
- It includes BOTH people who reported to the U.S. Census that they *do not speak English well* AND people who reported that they *do not speak English at all*.

Four Factor Analysis

- Goal is to provide meaningful access to the benefits, services, information and other important portions of programs and activities to LEP persons.
- What are the Four factors?
 1. the number and proportion of LEP persons served in the eligible population
RVT has determined that number to be less than 1% based on census data (0.8%).
 2. the frequency with which LEP individuals come into contact with the program
Via surveys of operators and staff RVT has determined it to be "rare".

LEP 2021 Census numbers Lycoming County

According to American Community Survey, there are a total of 112,165 persons in Lycoming County aged five years and older. A total of 4,184 persons (3.73%) speak a primary language at home other than English and Speak English less than very well. Lycoming County is lower than the statewide percent of 3.8% primary non-English-speaking population. This LEP population breakdown for Lycoming County is illustrated below.

Four Factor Analysis

- Goal is to provide meaningful access to the benefits, services, information and other important portions of programs and activities to LEP persons.
- What are the Four factors?
 3. The nature and importance to people's lives of the program, activity or service provided.

RVT provided fixed-route services for more than 1.2 million passengers annually. To assist LEP persons RVT has all of our buses equipped with bi-lingual interior signage. We do not believe any language barriers exist that prevent LEP persons from benefitting from our services.
 4. The resources available to the recipient for LEP outreach and associated costs.

Translation services upon advanced notification, LEP translation services through Language Services Associates. RVT will continue to monitor LEP requests.

LEP Procedures – Operator

- Identify need of LEP individual
 - Person is unable to speak or understand English “well”
- Utilize “I Speak Card” to obtain preferred language of LEP individual
- Inform passenger that they need to contact main office for assistance
 - Point to RVT Phone # on “I Speak Card”
- Contact main office to inform them that LEP individual will be contacting them
 - Alert them of preferred language requested by LEP individual

LEP Procedures – Office Staff

- Obtain information from Operator
 - Preferred language of LEP individual
- Once contacted by LEP individual, contact Language Services Associates, if necessary
 - Please request that LEP individual “hold for assistance”
- Provide “Customer Code”
- Identify where you are calling from (RVT)
- Identify what language you need
- Identify who you are (name) and phone number
- Identify that you will need to be connected to multiple parties
 - Customer, Staff member, & Language Services Associates interpreter



RVT's Language Assistance Plan for Limited English Proficient (LEP) Persons

Title VI and its implementing regulations require that RVT take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP).

RVT has developed a language implementation plan to ensure that LEP persons have meaningful access to RVT programs and activities. The key to providing meaningful access to LEP persons is to ensure that recipients and LEP beneficiaries can communicate effectively and act appropriately based on the communication. RVT shall take reasonable steps to ensure that LEP persons are given adequate information, are able to understand that information, and are able to participate effectively in RVT programs or activities, where appropriate.

RVT's Language Assistance Plan for LEP persons begin by identifying LEP individuals in RVT's service area (Lycoming County) who need language assistance. RVT's Title VI Coordinator surveyed personnel to determine how frequently they have come into contact with LEP persons. RVT personnel surveyed included transit operations, supervisors, dispatchers, transit center personnel, and customer service agents. It was determined that the RVT staff had little or no prior experiences with LEP individuals. RVT works closely with several area community and faith-based organizations and contracts ADA paratransit service to the Lycoming-Clinton Counties Commission for Community Action (STEP), Inc. RVT's Title VI Coordinator contacted STEP Transportation and they indicated no experiences with LEP persons.

According to the 2021 Census Demographics for our service area (Lycoming County), only 1.2% of our residents are Hispanic or Latino with other ethnic groups even lower. Also, under the category of "Language Other Than English Spoken at Home," the number of sampled cases was less than 1.0% in the 2021 Census.

Since the 2010 Census, RVT has obtained updated information according to the U.S. Census Bureau 2011-2015 American Community Survey 5-Year Estimate. Currently the demographics for RVT's service area (Lycoming County) are 1.2% of the population is Hispanic or Latino with other ethnic groups even lower. Also, under the category of "Language Other Than English Spoken at Home," the number of sampled cases was less than 0.2%. Lycoming County is lower than the statewide percent of 3.8% primary non-English speaking population. Therefore, RVT's assessment of the number of LEP persons eligible to be served is relatively small in our service area.

Because less than 1% of the population of Lycoming County speak a primary language at home other than English and Speak English “less than very well” and based on RVT’s prior experiences with LEP individuals, RVT has determined the frequency with which LEP individuals come into contact with RVT’s services to be rare instances. Therefore, no information services are provided in languages other than English, as no appreciable population of non-English speaking persons exists in the area.

If RVT’s personnel encounter any LEP individuals, they are instructed to contact RVT’s Title VI Coordinator for assistance. RVT has a working relationship with the Lycoming County Assistance Office to ensure that LEP persons have meaningful access to RVT programs and activities as outlined in RVT’s Title VI Program. Also, RVT will comply with LEP requirements by including in RVT’s public meeting notices the availability of LEP language translation services upon advance notification. Since PennDOT’s Interpretalk contract ended, RVT has began utilizing Language Services Associates (www.LSAweb.com) directly to assist in communication with LEP individuals. RVT has not had the need to use this service.

RVT will continue to work closely with the Lycoming County Assistance Office, community action groups, faith-based organizations, and social service organizations to monitor and track the requests for language services. RVT will conduct internal monitoring and will make changes based on the feedback received. If RVT has determined that language services are needed, RVT will work with local social service agencies, Lycoming College, Penn College, as well as the eight secondary public schools’ foreign language departments to provide services such as: oral interpretations, written translations, and alternative, non-verbal methods. Currently, RVT has a person on staff that speaks fluent French and Spanish as well as a bus operator that speaks Spanish. RVT has begun to train staff on dealing with individuals who are limited English proficient as part of our on-going training and re-training of bus operators. At RVT’s semi-annual employee meetings, LEP services will be placed on the agenda for discussion. Last, RVT offers to reimburse personnel for foreign language classes taken at the local college.

RVT will continue to monitor public service announcements and community outreach to ensure LEP individuals are inform about the LEP translation services available utilizing Language Services Associates (www.LSAweb.com) to assist in communication with LEP individuals. RVT has not had the need to use this service.

Since the last Title VI Update, RVT has developed a Title VI Training power point presentation that is part of our employee training provided to all new RVT employees. Also, this training was provided to all current employees at RVT’s Employee Meeting in 2021. This training includes procedures to follow for both operators and staff for providing language assistance to persons with limited English proficiency. To assist LEP persons, RVT has equipped all the buses in our fleet with bi-lingual interior signage as well as “I Speak Cards” to obtain the preferred language of LEP individuals.



Title VI Assurance

River Valley Transit hereby certifies that, as a condition of receiving Federal financial assistance under the Federal Transit Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. River Valley Transit will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI regulations, 49 CFR Part 21.
3. River Valley Transit will make it known to the public that those person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.

Gabriel J. Campana, Mayor

DATE: 08 / 31 / 2017

Margaret J. Woodring, City Controller

DATE: 08 / 31 / 2017



PERFORMANCE STANDARDS

River Valley Transit (RVT) has established performance standards and monitored its performance against these standards as part of its annual Performance Report and Plan Updates since 1985. The standards relate to the efficiency, service quality, and utilization of the bus system. All of these standards apply to the system-wide performance of RVT's transit system.

ROUTE UTILIZATION:

For the past thirty-two years, RVT has monitored the utilization of individual routes through its annual Performance Report and Plan Updates. RVT periodically conducts a passenger-oriented survey, during a regular weekday of service, to monitor and evaluate past route changes and/or service expansions and reductions. The resulting data portray the pattern of ridership on the system and enable the calculation of passenger miles traveled and average trip length on each route. Secondly, each Performance Report and Plan Updates includes an analysis of each route based on data collected by the operators on a trip-by-trip basis for the entire calendar and/or fiscal year. This data provides information on the numbers of passengers in various categories, including transfers, and when examined in conjunction with average trip length they also provide an estimate of passenger miles traveled on each route annually.

The route analysis is comprehensive and includes an examination of (1) operating statistics, (2) ridership levels, (3) utilization, and (4) revenue and variable expense. In addition to the overall analysis, four specific standards are applied to each route, as shown in Figure 1. The standards relate to the number of passengers per vehicle mile, passenger miles per vehicle mile, passengers per vehicle hour, and the percent variable cost recovery. For each standard, ranges are established for evaluating or eliminating substandard routes.

SYSTEM-WIDE PERFORMANCE STANDARDS:

RVT has established a total of 34 performance standards for use as targets for its system-wide operation. These are organized in six categories as follows:

- Staffing Ratios
- Labor Productivity
- Operating Efficiency
- Service Quality
- Utilization
- Cost-Effectiveness

Each measure has been defined using standard transit terminology, and for each a standard or target has been identified by a numerical value as shown in Figure 2. These targets are challenging but realistic, and in FY 2016 RVT's overall performance meets or exceeds 28 of the 34 standards as shown in Figure 3.

Figure 1

RVT ROUTE PERFORMANCE STANDARDS

<u>Measure</u>	<u>System Standard</u>	<u>Proposed Route Standards</u>
Passengers per Vehicle Mile	1.8	1.8 Satisfactory 1.5-1.8 Evaluate 1.5 Eliminate
Passenger Miles per Vehicle Mile	5.0	5.0 Satisfactory 4.0-5.0 Evaluate 4.0 Eliminate
Passengers per Vehicle Hour	24.0	24 Satisfactory 18-24 Evaluate 18 Eliminate
Percent <u>Variable</u> Cost Recovery	35%	35% Satisfactory 30-35% Evaluate 30% Eliminate

Figure 2



SYSTEM-WIDE PERFORMANCE STANDARDS

	<u>Staffing Ratios Standards</u>	<u>Standard</u>
1a.*	Administrative Employees per Operating Employees	≤ .22
1b.*	Vehicles per Mechanic	≥ 4.0
1c.	Vehicles per Maintenance Employee	≥ 3.0
1d.	"Missouts" by Operators	≤ 24
1e.	Percent Employee Attendance	≥ 97%
1f.	Unscheduled Overtime as a Percentage of Expected Regular Work Hours	≤ 5%
1g.	Scheduled Driver Pay Hours to Platform Hour (Pay-to-Platform Ratio)	≤ 1.12
1h.	Guarantee Pay Hours per Fiscal Year	≤ 48.0
<u>Labor Productivity Standards</u>		
2a.*	Vehicle Miles per Employee	≥ 15,000
2b.	Vehicle Miles per Operator	≥ 22,000
2c.	Vehicle Miles per Maintenance Employee	≥ 80,000
2d.	Vehicle Miles per Mechanic	≥ 100,700
2e.	Vehicle Hours per Operator	≥ 1,700
<u>Operating Efficiency Standards</u>		
3a.	Vehicle Miles per Vehicle	≥ 28,000
3b.	Vehicle Miles per Gallon	≥ 3.5
3c.	Vehicle Hours per Vehicle	≥ 2,000
3d.	Expense per Vehicle Mile	≤ \$ 4.84**
3e.	Expense per Vehicle Hour	≤ \$69.04***

* Required Act 26 Standards

** Not to exceed statewide average for Class 3 systems.

*** Not to exceed 10% above statewide average for Class 3 systems.

Figure 2 (continued)

SYSTEM-WIDE PERFORMANCE STANDARDS (FY 2016)

<u>Service Quality Standards</u>		<u>Standard</u>
4a.	Transfer Ratio	≤ 10%
4b.*	Vehicle Miles between Road Calls	≥ 4,000
4c.	Vehicle Miles between Service Interruptions	≥ 25,000
4d.	Collision Accidents per 100,000 Vehicle Miles	≤ 3.0
4e.*	Passenger Accidents per 100,000 Vehicle Miles	≤ 1.5
4f.*	Employee Accidents per 100,000 Vehicle Miles	≤ 1.0
4g.*	On-time Performance (% of Trips Departing Within Five Minutes of Scheduled Time)	
	Non-Peak	≥ 95%
	Peak	≥ 90%
4h.	Average Age of Fleeter	≤ 6.0
4i.	Vehicle Miles between Running Repairs	≥ 3,500

Utilization Standards

5a.	Passenger Trips per Vehicle Revenue Mile	≥ 1.8
5b.	Passenger Trips per Vehicle Revenue Hour	≥ 24.0
5c.	Passenger Miles per Vehicle Revenue Mile	≥ 5.0

Cost-Effectiveness Standards

6a.*	Expense Per Passenger Trip	≤ \$3.40
6b.	Revenue Per Passenger Trip	≥ \$1.00
6c.*	Net Cost per Passenger Trip	≤ \$2.40
6d.*	Operating Ratio	≥ 30%

**Reasonable Minimum Prequalification Standards
for Prospective Transit Service Subcontractors**

The following are reasonable minimum prequalification standards that the River Valley Transit (RVT) requires for all prospective transit service subcontractors:

- Have at least five (5) years experience in providing public transportation services.
- Demonstrate administrative and financial capacity.
- Provide liability insurance in an amount of not less than one million dollars.
- Certify compliance with all applicable federal, state and local laws and regulations.



Figure 3

SYSTEM-WIDE PERFORMANCE STANDARDS

July 1, 2015 – June 30, 2016

		<u>Standard</u>	<u>Actual FY 2016</u>
<u>Staffing Ratios Standards</u>			
1a.*	Administrative Employees per Operating Employees	≤ .22	.18
1b.*	Vehicles per Mechanic	≥ 4.0	5.4
1c.	Vehicles per Maintenance Employee	≥ 3.0	3.9
1d.	"Missouts" by Operators	≤ 24	4
1e.	Percent Employee Attendance	≥ 97%	99.7%
1f.	Unscheduled Overtime as a Percentage of Expected Regular Work Hours	≤ 5%	6.9%
1g.	Scheduled Driver Pay Hours to Platform Hour	≤ 1.12	1.08
1h.	Guarantee Pay Hours per Fiscal Year	≤ 48.0	2.8
<u>Labor Productivity Standards</u>			
2a.*	Vehicle Miles per Employee	≥ 15,000	20,836
2b.	Vehicle Miles per Operator	≥ 22,000	26,885
2c.	Vehicle Miles per Maintenance Employee	≥ 80,000	138,901
2d.	Vehicle Miles per Mechanic	≥ 100,700	166,681
2e.	Vehicle Hours per Operator	≥ 1,700	1,705
<u>Operating Efficiency Standards</u>			
3a.	Vehicle Miles per Vehicle	≥ 28,000	30,868
3b.	Vehicle Miles per Gallon	≥ 3.5	4.2
3c.	Vehicle Hours per Vehicle	≥ 2,000	1,958
3d.	Expense per Vehicle Mile	≤ \$ 4.84**	\$ 4.33
3e.	Expense per Vehicle Hour	≤ \$69.04***	\$ 68.34

* Required Act 26 Standards

** Not to exceed statewide average for Class 3 systems.

*** Not to exceed 10% above statewide average for Class 3 systems.

Figure 3 (continued)

SYSTEM-WIDE PERFORMANCE STANDARDS

July 1, 2015 – June 30, 2016

		<u>Standard</u>	<u>Actual FY 2016</u>
<u>Staffing Ratios Standards</u>			
4a.	Transfer Ratio	≤ 10%	2.5%
4b.*	Vehicle Miles between Road Calls	≥ 4,000	7,247
4c.	Vehicle Miles between Service Interruptions	≥ 25,000	277,808
4d.	Collision Accidents per 100,000 Vehicle Miles	≤ 3.0	0.2
4e.*	Passenger Accidents per 100,000 Vehicle Miles	≤ 1.5	0.1
4f.*	Employee Accidents per 100,000 Vehicle Miles	≤ 1.0	0.1
4g.*	On-time Performance (% of Trips Departing Within Five Minutes of Scheduled Time)		
	Non-Peak	≥ 95%	95.0%
	Peak	≥ 90%	91.7%
4h.	Average Age of Fleeter	≤ 6.0	6.7
4i.	Vehicle Miles between Running Repairs	≥ 3,500	2,354
<u>Utilization Standards</u>			
5a.	Passenger Trips per Vehicle Revenue Mile	≥ 1.8	2.0
5b.	Passenger Trips per Vehicle Revenue Hour	≥ 24.0	26.5
5c.	Passenger Miles per Vehicle Revenue Mile	≥ 5.0	8.6
<u>Cost-Effectiveness Standards</u>			
6a.*	Expense Per Passenger Trip	≤ \$3.40	\$ 2.93
6b.	Revenue Per Passenger Trip	≥ \$1.00	\$.94
6c.*	Net Cost per Passenger Trip	≤ \$2.40	\$ 1.99
6d.*	Operating Ratio	≥ 30%	32%

GLOSSARY OF TERMS

These definitions have been added to further the understanding of the terms and concepts included in RVT's standards.

Collision Accidents - The number of chargeable vehicle accidents resulting from regularly scheduled service.

Employee Accidents - An incident involving a RVT employee who files a worker's compensation claim.

Expense - The total amount of expenses incurred to operate River Valley Transit service.

Guarantee Pay Hours – Extra operators who are available all six days of the week for work will be guaranteed 40 hours pay.

"Missouts" - A bus operator who reports late for a shift or fails to properly notify the office when unable to report to work.

Operating Ratio - The total amount of operating revenue divided by the total amount of operating expense.

Passenger Accidents - An injury involving a passenger that requires immediate medical attention away from the scene. Immediate medical attention includes, but is not limited to, transport to the hospital ambulance.

Percent Employee Attendance - The total number of unexpected sick occurrences, "missouts," and time missed due to doctor appointments, divided by the total number of report times for bus operators.

Percentage of Trips Departing within Five Minutes of Schedule Time - The number of buses that arrive zero (0) minutes early to five (5) minutes late divided by the total number of vehicle trips.

Platform Hours - The number of hours the operator is actually operating the vehicle against the number of hours for which the operator is paid.

Revenue - The total amount of revenue River Valley Transit receives through the farebox, senior citizen reimbursement, sales of passes, charters and miscellaneous revenue.

GLOSSARY OF TERMS (Continued)

Running Repairs - Repairs that are not part of scheduled maintenance activity such as PM inspections measured by the total number of mechanical failures to the number of annual vehicle miles operated.

Road Call - An occurrence where a bus experiences a mechanical failure and will require maintenance while in service.

Service Interruptions - An occurrence where a bus experiences mechanical or non-mechanical failure while in service and loss of a full or partial trip occurs.

Transfer Ratio - The percentage of passengers transferring between buses compared with the total number of unlinked passengers.

Unscheduled Overtime as a Percentage of Expected Regular Work Hours - The number of overtime hours divided by the number of regular work hours. (Should not include overtime resulting from specialized fixed-route transit service.)

Vehicle Revenue Miles - The annual number of miles River Valley Transit is in revenue service. A transit vehicle is in revenue service only when the vehicle is available to the public and there is reasonable expectation of carrying passengers that either directly pay fares, are subsidized by public policy, or provide payment through some contract arrangement.

Vehicle Miles - The miles a vehicle travels when out of service, i.e., returning to the garage, changing routes, etc., and when there is no reasonable expectation of carrying revenue passengers are considered deadhead miles. The total miles traveled by vehicles consist of miles traveled when in revenue service and these deadhead miles.

Vehicle Revenue Hours - The annual number of hours River Valley Transit is in revenue service. Revenue service includes hours when the vehicle is available to the public and there is reasonable expectation of carrying passengers that either directly pay fares, are subsidized by public policy, or provide payment through some contract arrangement.

Vehicle Hours - This includes the number of hours RVT is in revenue service and non-revenue service. Non-revenue service includes hours when a vehicle is out of service, i.e., returning to the garage, report time, etc., and when there is no reasonable expectation of carrying revenue passengers.

River Valley Transit Performance

Customer Satisfaction Survey

- RVT conducted a Customer Satisfaction Survey in April 2015; a copy of the survey is in Appendix B. More than 500 surveys were distributed across all the fixed routes. Generally, riders were very satisfied and satisfied with 17 of the 19 categories. A summary of the results of the survey are below:

Question 7 (Assessment of 19 Performance Measures) 5 (Very Satisfied) – 1 (Very Dissatisfied)	
Performance Measure	Average Score
Comfort at bus stops	3.86
Frequency of weekend service	3.89
Availability / accessibility of park-and-ride lots	4.04
Website - easy to navigate	4.07
Telephone customer service	4.13
Cleanliness inside the bus	4.14
Comfort of the seats	4.16
Availability of seats on the bus	4.17
Stops are properly maintained	4.19
On time arrivals and departures	4.19
Comfortable temperature on bus	4.21
Bus fares are reasonable	4.24
Personal safety on buses and at stops	4.29
Frequency of weekday service	4.30
Bus schedule - easy to understand	4.32
Bus schedule availability	4.35
Driver courtesy and friendliness	4.37
Helpfulness and responsiveness of employees	4.41
Safe and competent drivers	4.43
Overall Satisfaction (Question 2)	Percentage
Very Satisfied	57.6%
Satisfied	35.2%
Neither Satisfied nor Dissatisfied	5.3%
Dissatisfied	1.2%
Very Dissatisfied	0.8%

- RVT is extremely proud of the high quality service we provide to all our patrons, and it is particularly gratifying that our efforts in this regard are corroborated by the very positive results from a survey conducted under the auspices of the Pennsylvania Public Transportation Association on our fixed route system. Of the 502 passengers completing this on-board survey, 95% responded that they were “satisfied” or “very satisfied” with RVT’s overall service! Areas that garnered the highest ratings from our passengers included safe and competent drivers, helpfulness and responsiveness of employees, driver courtesy and friendliness, personal safety on buses and a bus stops, frequency of weekday service, on-time arrivals and departures, and reasonable fares.
- As part of the satisfaction assessment, riders were also asked to rate a total of 19 service elements addressing topics such as driver and staff performance, safety, capacity, frequency of service, schedule adherence and bus schedules. The average rating across all the service elements was 4.21 on a scale from 1 to 5 with 17 of the 19 service elements having an average rating above 4. The ratings respondents provided for these service elements indicated that in general riders think highly of RVT drivers and staff. In fact, 3 service elements which had the highest average rating all related to driver and staff performance. The ratings also suggested that riders would like to see additional weekend service and more comfortable bus stops.
- From the survey, RVT was able develop the following ridership characteristics:

Gender	60%	Female
Ethnicity	74%	Caucasian
Age	64%	Between 25 – 60
Employment Status	55%	Full/Part Time
Driver’s License	65%	No Driver’s License
Working Vehicle(s)	67%	No Vehicle
Household Size	32%	Live Alone (79% with 3 or less)
Internet Access	19%	No Internet Access
Gross Household Income	42%	Less Than \$11,000 (93% < \$50,000)

- From the survey, RVT riders used the bus for the following trip purposes:

Work	35.6%
Visiting Friends/Recreational	20.0%
Shopping	14.6%
Medical/Dental Appointments	14.4%
School (K-12 and College)	5.4%
Other	10.0%

Small Transit Intensive Cities (STIC) Performance Data

For the sixth year in a row, RVT was able to meet all six targets of the Federal Transit Administration’s Small Transit Intensive Cities (STIC) Performance Data and Apportionments. Since these targets, three of which are based essentially on measures of ridership, are based on the performance of the larger transit systems in the country, we are especially proud of this accomplishment. **In Fiscal 2015, RVT was one of only two systems in Pennsylvania and one of only 11 of 319 small transit systems nationwide to achieve this distinction. Additional funding from the STIC this past year amounted to \$1,132,725.** This performance-based program, administered by FTA, rewards transit systems operating in small urbanized areas with 50,000 to 200,000 population that achieve or exceed average performance levels on the part of larger transit systems nationwide. Two of the performance measures in question reflect services levels – vehicle revenue miles per capita and vehicle revenue hours per capita – while the other four – passenger trips per capita, passenger miles per vehicle revenue mile, passenger miles per capita, and passenger trips per capita – are ridership driven indicators.

This performance-based program, administered by FTA, rewards transit systems operating in small urbanized areas that achieve or exceed average performance levels on the part of larger transit systems nationwide. As shown in the table below, two of the performance measures in question reflect services levels – vehicle revenue miles per capita and vehicle revenue hours per capita – while the other four – passenger trips per capita, passenger miles per vehicle revenue mile, passenger miles per capita, and passenger trips per capita – are ridership driven indicators. RVT exceeded the targets on all six of these performance measures for the sixth year in a row.

Small Transit Intensive Cities (STIC) Performance Factors

Performance Factor	River Valley Transit	Average for Transit Systems in Service Areas with 200,000 to 1 Million Population
Passenger Miles per Vehicle Revenue Mile	8.1	6.4
Passenger Miles per Vehicle Revenue Hour	123.2	107.8
Vehicle Revenue Miles per Capita	14.8	10.9
Vehicle Revenue Hours per Capita	1.0	0.7
Passenger Miles per Capita	120.0	83.7
Passenger Trips per Capita	24.2	13.2

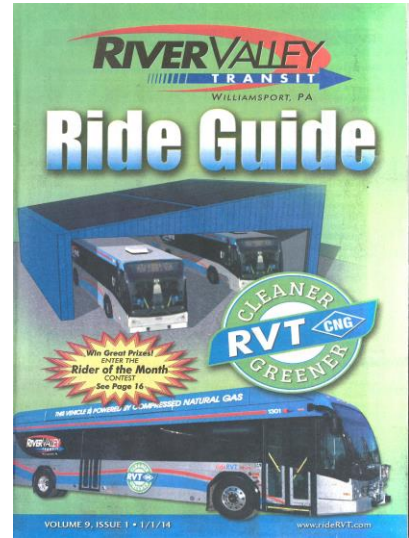
Route Analysis

Utilizing data collected from RVT's electronic fareboxes during Calendar Year 2015, RVT was able to perform a detail analysis on each bus route. A summary of these results are included in the Route Analysis section of this report.

RVT's Fixed Route System

RVT operates a total of ten daytime routes in its urbanized service area, four regional routes, two evening routes, a mix of "trippers," and the Downtown Connector. RVT's fixed route system consists of eight pairs of through-routed service which means that a bus does a loop consisting of two routes as follows:

- Newberry – Montoursville route
- Garden View – Loyalsock route
- West Third Street/Industrial Park – South Side/Route 15 route
- West Third Street/Industrial Park/Newberry Estates – East End/Eldred Street route
- South Side/Duboistown - East End/Manor Care route
- Tri-Town Connector – Muncy/Montgomery and Muncy/ Hughesville route
- Jersey Shore Connector – Vallamont route
- Super Nightline East – Super Nightline West route
- Lycoming Mall / Lycoming Crossing route
- Downtown Connector Route
- Valley View Connector Route



The **Newberry – Montoursville route** provides continuous service from the City's western end in Newberry along West Fourth Street through the CBD and onward to the Golden Strip in Loyalsock Township and to the Borough of Montoursville and Wal-Mart. This service is operated Monday - Saturday from 5:30 AM to 6:30 PM with three buses providing ½ hour headways. Limited service is provided on Saturday mornings from 6:00 AM to 8:30 AM on these routes before regular service resumes.

The **Garden View – Loyalsock route** provides continuous service from Old Lycoming Township through the City's along Park Avenue and around the Williamsport Hospital to the City's CBD and onward to the eastern end of the City and to Loyalsock Township. This service is operated Monday - Saturday from 5:30 AM to 6:30 PM with three buses providing ½ hour headways. Limited service is provided on Saturday mornings from 6:00 AM to 8:30 AM on these routes before regular service resumes.

The **West Third Street/Industrial Park – South Side/Route 15 route** provides continuous service from the City's Reach Road Industrial Park along West Third Street by Penn College to the City's CBD and onward to the Borough of South Williamsport along West Southern and West Central and Route 15 corridor. This service is operated Monday – Saturday from 6:00 AM

to 5:40 PM with two buses providing hour headways. Saturday service on this through-route begins at 8:00 AM when regular service is resumed.

The **West Third Street/Industrial Park/Newberry Estates – East End/Eldred Street route** provides continuous service from the City’s Reach Road Industrial Park and the Newberry Estates while providing service along West Third Street by Penn College to the City’s CBD and onward to the City’s East End area via Eldred Street to the Divine Providence Hospital. This service is operated Monday – Friday only from 5:30 AM to 5:50 PM with two buses providing hour headways. Saturday service is limited to two early morning trips from the City’s CBD to the Reach Road Industrial Park at 6:30 and 7:30 AM.

The **South Side/Duboistown - East End/Manor Care route** provides continuous service from the Boroughs of Duboistown and South Williamsport mainly along West Southern Avenue, Riverside Drive, Euclid Avenue, and West Central Avenue, a predominant residential area, to the City’s CBD and onward to the City’s East End area to the Divine Providence Hospital and the Manor Care Health Services. This service is operated Monday – Saturday from 6:00 AM to 6:15 PM with two buses providing hour headways.

The **Tri-Town Connector – Muncy/Montgomery and Muncy/ Hughesville route** provides continuous service from the Lycoming Mall to the Boroughs of Muncy, Montgomery and Hughesville mainly along Route 405, Water Street and Main Street. This service is a predominant rural route connecting these communities to the Lycoming Mall, the Muncy Valley Hospital, and the employment centers along Route 405. This service is operated Monday – Saturday from 9:30 AM to 5:30 PM with one bus providing hour headways. Also, early morning service is provided Monday – Friday from the City’s CBD to Muncy/Montgomery at 6:15 AM and another trip from the City’s CBD is provided to Muncy/Hughesville at 7:15 AM to accommodate work trips.

The **Jersey Shore Connector – Vallamont route** provides continuous service from the Borough of Jersey Shore mainly along Route 220, Maynard Street, West Third Street and into the City’s CBD and onward to the City’s north end by the Williamsport Hospital and the Williamsport Home. The Jersey Shore route is a 90 minute route while the Vallamont is a 30 minute route. This service is operated Monday – Friday from 5:30 AM to 6:30 PM with one bus providing two-hour headways. Saturday service on this through-route begins at 8:30 AM when regular service is resumed.

The **Super Nightline East – Super Nightline West route** provides continuous night time service from the City’s western end in Newberry, the Reach Road Industrial Park, Old Lycoming Township and the Williamsport Hospital and onward to the Golden Strip in Loyalsock Township, the Borough of Montoursville and Wal-Mart and to the Lycoming Mall. This service is operated Monday - Saturday from 7:00 PM to 11:45 PM with two buses providing hour headways.

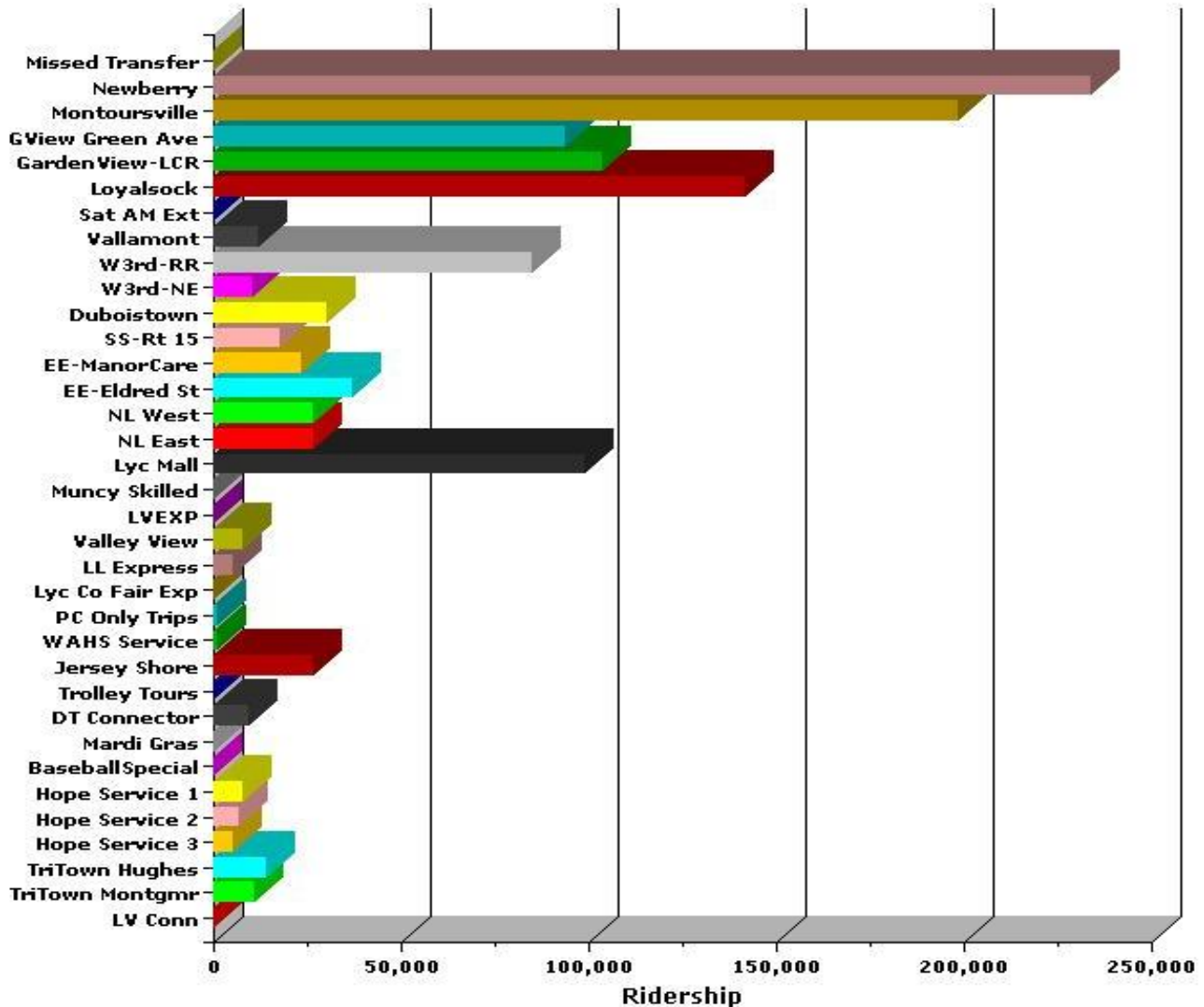
The **Lycoming Mall / Lycoming Crossing route** is a non-through-routed service that provides service from the City's CBD to the Lycoming Mall and Lycoming Crossing shopping area via East Third Street, the Golden Strip in Loyalsock Township, Broad Street in Montoursville, and Lycoming Mall road. This service is operated Monday - Saturday from 9:00 AM to 7:00 PM with one bus providing hour headways. To accommodate the extra demand on this route, additional trips are provided on Fridays and Saturdays with an extra bus to provide ½ hour headways between 11:30 AM and 4:30 PM.

The **Downtown Connector – Wegmans route** is a non-through-routed service that provides service from the City's CBD to the area hotels, Wegmans, elderly complexes just east of the CBD, Lycoming Housing Authority, and to the Williamsport Hospital. This service is operated on Fridays only from 10:20 AM to 1:45 PM with one bus providing ½ hour headways.

There is considerable variation among these above routes in terms of operations, ridership, revenue, and performance. Thus, it is helpful to monitor system performance on a more detailed basis by comparing a variety of indicators across individual routes. RVT downloaded data from the electronic fareboxes during Calendar 2015 on a trip-by-trip basis, utilizing our Omni Point/Data Point module which is an integrated software package that provides real-time analysis of farebox data. This program permits a more detailed analysis of performance on individual RVT routes.

Below is a printout of the annual ridership from the Omni Point/Data Point module. The routes below are divided up into small segmented routes to allow for better analysis of each individual route. For example, the Garden View route has two route modifications in Old Lycoming Township to serve two different areas hourly. Same is true for the West Third Street routes, South Side routes, East End routes, ADA routes, and the Tri-Town Connector routes. Later in the report, these routes are combined together for an analysis of the route as a whole.

Ridership by Route Jan 1, 2015 - Dec 31, 2015



Ridership

As shown in Figure 1, the number of total bus trips fluctuates per route from a high of 8,100 trips on the Newberry route to 921 trips on the Super Nightline East route annually.

During Calendar 2015, RVT operated over 70,000 bus trips and carried more than 1.3 million passenger trips which represent a slight decrease (<1%) in ridership. These are linked trips in which two or more trip segments joined by a transfer are counted as a single passenger trip. All RVT transit vehicles have electronic validating fareboxes which records passengers as they board and pay fares on the bus.

As shown in Figure 1, RVT's "EZ Fares" magnetic pass cards represent more than 66% of all revenue paying passengers utilized these cards. Less than 2% of these passengers paid cash fares or used tokens. In total, approximately 92% of riders were revenue passengers, including senior citizens riding for free, in which RVT is reimbursed by funds from the Pennsylvania lottery. Trips made by these senior citizens constituted 15% of total passenger trips on the system. The Downtown Connector and the Vallamont routes had the highest percentage of senior citizens with 59% and 56% respectively.

In terms of overall ridership, the Newberry route continues to be the most heavily used route, carrying approximately 206,000 passengers during the year followed by the Park Avenue-Garden View (175,000) and Montoursville (158,000) routes. The Newberry-Montoursville through route accounted for more than 1/3 of all passenger trips on the RVT fixed route bus system. The Park Avenue/Garden View and Loyalsock through route accounted for more than 27% of all passenger trips. These four routes are the backbone of the fixed route system and account for more than 60% of all passenger trips during Calendar 2015.

Productivity and Utilization

The number of unlinked passenger trips made on the system during Calendar Year 2015, including paid transfers and no-charge transfers as separate links, was more than 1,240,000 as shown in Figure 2. In comparing productivity across the routes, it is more appropriate to use unlinked trips rather than linked trips to reflect the fact that frequently passenger trips must utilize more than one route. The productivity of the individual routes, as measured by the ratio of passengers to service outputs, varies widely and somewhat differently from straight ridership levels. Among the regular urbanized routes, for example, the Newberry route carried 3.2 passengers per vehicle mile, by far the most productive route. The Garden View, Loyalsock, and Montoursville routes carried more than 2.0 passengers per vehicle mile while the Lycoming Mall route carried a respectable 1.4 passenger per vehicle mile due to the lengthy "dead" mileage on this route.

In terms of passengers per vehicle hour, the Newberry route was the most productive route by far with more than 39 passengers per vehicle hour. The Montoursville and Garden View routes carried 35 and 34 passengers per vehicle hour respectively. The Lycoming Mall, both Super Nightline routes, and Loyalsock were above the average passengers per vehicle hour of 24. The average speed on the fixed route system was 15.6 miles per hour. The Jersey Shore Connector had the highest average scheduled speed of 23.3 mph followed by the Super Nightline East, the Tri-Town Connector routes, and the Lycoming Mall route which averaged more than 20 mph because of the utilization of highways (I-180, Route 220 and Route 405). Overall, the urbanized system averaged approximately 14 mph while the suburban/rural routes average 20 mph.

Figure 1**Passenger Statistics by Route – Calendar 2015**

Route	Cash Fare Passengers	Senior Citizen Passengers	EZ Fare Passengers	Revenue Passengers	Total Passenger Trips	Percent Senior Citizens	Total Bus Trips	Total Passengers Per Bus Trip
Newberry	3,984	25,511	122,714	188,805	205,600	12.4%	8,133	25.3
Montoursville	2,600	22,826	105,561	148,643	157,640	14.5%	7,826	20.1
Garden View	2,282	28,122	106,364	154,013	174,715	16.1%	7,571	23.1
Loyalsock	1,666	25,290	68,803	110,839	122,093	20.7%	7,519	16.2
Vallamont	43	6,176	3,337	10,301	10,980	56.2%	1,535	7.2
West Third Street	543	17,291	52,460	84,590	89,629	19.3%	6,999	12.8
South Side	562	8,736	25,829	39,054	44,491	19.6%	7,264	6.1
East End	498	9,915	27,393	50,918	56,695	17.5%	6,744	8.4
Super Nightline East	760	1,092	11,351	23,110	24,871	4.4%	921	27.0
Super Nightline West	559	1,221	16,794	16,124	17,997	6.8%	1,228	14.7
Lycoming Mall	1,407	8,601	60,479	83,390	90,622	9.5%	3,694	24.5
Downtown Connector	25	5,501	2,813	8,858	9,325	59.0%	1,224	7.6
Tri-Town Connector	643	3,274	16,157	21,570	23,281	14.1%	2,966	7.8
ADA Fixed Route	0	5	19,694	19,927	20,058	0.0%	1,530	13.1
Jersey Shore Connector	641	2,972	16,288	23,525	25,008	11.9%	2,300	10.9
Valley View Connector	11	432	5,759	6,747	7,481	5.8%	1,975	3.8
Trippers	61	498	1,239	7,908	8,234	6.0%	768	10.7
TOTALS	16,285	167,463	663,035	998,322	1,088,720	15.4%	70,197	15.5

Figure 2**Productivity Indicators by Route – Calendar 2015**

Route	Unlinked Passenger Trips	Vehicle Miles	Passenger/ Vehicle Mile	Vehicle Hours	Passengers/ Vehicle Hour	Average Scheduled Speed (MPH)
Newberry	233,978	73,222	3.2	5,951	39.3	12.3
Montoursville	198,838	97,513	2.0	5,831	34.1	16.7
Garden View	198,384	76,457	2.6	5,647	35.1	13.5
Loyalsock	141,689	69,880	2.0	5,600	25.3	12.5
Vallamont	12,411	9,210	1.3	768	16.2	12.0
West Third Street	95,529	62,413	1.5	4,366	21.9	14.3
South Side	48,696	44,772	1.1	3,011	16.2	14.9
East End	60,774	42,437	1.4	3,117	19.5	13.6
Super Nightline East	26,862	24,867	1.1	1,075	25.0	23.1
Super Nightline West	26,660	16,210	1.6	998	26.7	16.2
Lycoming Mall	99,173	70,898	1.4	3,535	28.1	20.1
Downtown Connector	9,880	5,814	1.7	612	16.1	9.5
Tri-Town Connector	25,767	69,654	0.4	3,073	8.4	22.7
ADA Fixed Route	20,089	51,000	0.4	3,825	5.3	13.3
Jersey Shore Connector	26,686	80,302	0.3	3,450	7.7	23.3
Valley View Connector	7,886	6,300	1.3	366	21.6	17.2
Trippers	8,316	17,162	0.5	1,304	6.4	13.2
TOTALS	1,241,618	818,111	1.5	52,525	23.5	15.6

Financial Performance

A principal challenge facing RVT over the next several years will be to maintain the financial capacity required to fund the continued provision of high quality transit service to the local communities RVT serves. Developing a plan to assure this financial viability over the next few years is further challenged by substantial uncertainties concerning both the expense side and especially the revenue side of the financial equation stemming largely from the economy that can influence transit system viability across the country in numerous ways.

Revenue and Expense Projections

RVT's operating expense depends primarily on the number of vehicle hours and miles operated in addition to the cost of maintaining fixed assets and the administrative support cost of managing the system. Vehicle miles operated on RVT's fixed route operating system has been quite stable over the past several years, with minor revisions along the way involving both service cuts and expansions compensating for each other out over the long run. This plan assumes continuation of current service levels over the next three years, with some modest expansion in service.

RVT's fully allocated cost model for Fiscal 2015, in Figure 3, allocates all audited expenses for Fiscal 2015 to either vehicle miles, vehicle hours, or fixed capacity as represented by the number of peak hour vehicles in service on weekdays. RVT utilizes a fiscal year, not a calendar year, for auditing purposes. Total operating expense for Fiscal 2015 was \$6,655,999, which factors down to an average variable cost of \$47.23 per vehicle hour operated and \$1.64 per vehicle mile operated, in addition to \$2,120.51 fixed cost per peak hour vehicle per week. (The latter is computed as total fixed costs of \$2,536,130 divided by 23 vehicles operating at peak hours over 52 weeks in the year.) It should be noted that these cost factors pertain only to RVT's regular fixed route transit system. In addition, the direct cost of providing the ADA paratransit service, RVT+, which is mostly operated through contract with STEP, Inc., was \$15,840. Thus, RVT's total operating expense for Fiscal 2015 was \$6,671,839.

The variable operating cost of operating the system for the Calendar Year 2015, as shown in Figure 4, was estimated at \$3,822,442 and the system average variable cost per passenger trip was \$3.51. Total revenue earned on the buses, including prorated reimbursements for senior citizen trips, was \$1,001,337 for the year. Revenue per passenger trip averaged \$.92 for the system as a whole and this is fairly consistent across the regular daytime routes except for the Downtown Connector and Vallamont routes which averaged \$1.47 and \$1.43 per passenger trip. These two routes have higher senior citizen ridership levels (59% and 56%) and RVT is reimbursed from the state lottery program at \$2.00 per passenger trip. System wide the net cost per passenger trip was \$2.59. Overall, then, the percent variable cost recovery on the system was 26%, consistent with RVT's established standard. The Newberry route had the highest percent variable cost recovery among the regular routes at 46% followed by the Garden View, Downtown Connector, Montoursville, Loyalsock, and Vallamont routes with above 30% variable cost recovery.

Figure 3

**FULLY ALLOCATED COST MODEL
FISCAL YEAR 2015 - AUDIT**

<u>Cost Function</u>	<u>Vehicle Revenue Hours (57,064)</u>	<u>Vehicle Revenue Miles (870,453)</u>	<u>Peak Hour Vehicle (23 x 52)</u>	<u>Total</u>
LABOR				
Operators' Salary & Wages	\$1,760,577			\$1,760,577
Supervisors' Salary	\$ 232,396			\$ 232,396
Maintenance Salary & Wages		\$ 495,064		\$ 495,064
Administrative Salary & Wages			\$ 245,843	\$ 245,843
FRINGE BENEFITS				
Operators & Supervision	\$ 702,401			\$ 702,401
Maintenance		\$175,204		\$ 175,204
Administrative			\$ 288,096	\$ 288,096
SERVICES			\$1,023,695	\$1,023,695
MATERIALS & SUPPLIES				
Fuel & Lubricants		\$ 495,485		\$ 495,485
Tires & Tubes		\$ 53,233		\$ 53,233
Other Materials & Supplies			\$ 230,032	\$ 230,032
UTILITIES			\$ 66,239	\$ 99,358
CASUALTY & LIABILITY			\$ 139,270	\$ 139,270
MISCELLANEOUS EXPENSE			<u>\$ 715,345</u>	<u>\$ 715,345</u>
TOTAL	\$2,695,374	\$1,424,495	\$2,536,130	\$6,655,999
Cost Factors	\$ 47.23	\$1.64	\$2,120.51*	
ADA COMPLEMENTARY PARATRANSIT SERVICE				<u>\$ 15,840</u>
SYSTEM TOTAL OPERATING EXPENSE				\$6,671,839

* Fixed Cost Per Peak Hour Vehicle Per Week

Figure 4**Expense, Revenue, Net Cost and Percent Cost Recovery – Calendar 2015**

Route	*Estimated Variable Cost	Estimated Variable Cost /Passenger Trip	Farebox Revenue	Revenue/ Passenger Trip	Net Cost	Net Cost / Passenger Trip	Percent Variable Cost Recovery
Newberry	\$401,131	1.95	\$183,713	0.89	\$217,418	1.06	45.80%
Montoursville	435,296	2.76	149,173	0.95	286,123	1.82	34.27%
Garden View	392,081	2.24	157,470	0.90	234,611	1.34	40.16%
Loyalsock	379,103	3.11	118,711	0.97	260,391	2.13	31.31%
Vallamont	51,353	4.68	15,677	1.43	35,677	3.25	30.53%
West Third Street	308,544	3.44	86,804	0.97	221,741	2.47	28.13%
South Side	215,617	4.85	42,093	0.95	173,524	3.90	19.52%
East End	216,812	3.82	48,062	0.85	168,750	2.98	22.17%
Super Nightline East	91,531	3.68	20,586	0.83	70,945	2.85	22.49%
Super Nightline West	73,707	4.10	14,833	0.82	58,875	3.27	20.12%
Lycoming Mall	283,207	3.13	78,209	0.86	204,998	2.26	27.62%
Downtown Connector	38,440	4.12	13,677	1.47	24,763	2.66	35.58%
Tri-Town Connector	259,375	11.14	22,072	0.95	237,303	10.19	8.51%
ADA Fixed Route	264,295	13.18	16,489	0.82	247,806	12.35	6.24%
Jersey Shore Connector	294,639	11.78	23,604	0.94	271,035	10.84	8.01%
Valley View Connector	27,596	3.69	5,160	0.69	22,437	3.00	18.70%
Trippers	89,715	10.90	5,003	0.61	84,711	10.29	5.58%
TOTALS	\$3,822,442	3.51	\$1,001,337	0.92	\$2,821,105	2.59	26.08%

* Estimated Variable Cost = (\$47.23 X Vehicle Hours) + (\$1.64 X Vehicle Miles)



OTHER SERVICE STANDARDS

RVT's Distribution of Service:

Vehicle Roster as of July 1, 2017 – 30 Vehicles

<u>Bus #</u>	<u>Year Manufactured</u>	<u>Make</u>	<u>Accessible</u>	<u>Seating Capacity</u>
901	2001	NFI	Yes	29
902	2001	NFI	Yes	29
905	2003	NFI	Yes	29
906	2003	NFI	Yes	29
907	2003	Optima	Yes	27
908	2003	Optima	Yes	27
909	2003	Dodge	Yes	11
910	2010	Chevy	Yes	20
865	1999	Chance	Yes	23
1101	2005	GILLIG	Yes	32
1102	2005	GILLIG	Yes	32
1103	2005	GILLIG	Yes	32
1104	2005	GILLIG	Yes	39
1105	2005	GILLIG	Yes	39
1106	2006	GILLIG	Yes	39
1107	2008	GILLIG	Yes	39
1108	2008	GILLIG	Yes	32
1109	2008	GILLIG	Yes	32
1201	2011	GILLIG	Yes	39
1202	2011	GILLIG	Yes	39
1203	2011	GILLIG	Yes	32
1204	2012	GILLIG	Yes	32
1205	2012	GILLIG	Yes	32
1206	2012	GILLIG	Yes	39
1301	2012	GILLIG	Yes	39
1302	2013	GILLIG	Yes	39
1303	2013	GILLIG	Yes	39
1304	2013	GILLIG	Yes	39
1305	2016	GILLIG	Yes	39
1306	2016	GILLIG	Yes	39

All vehicles are W/C accessible (ramps or lifts).

Daily Vehicle Route Assignments and Route Headways:

<u>Routes</u>	<u>Time</u>	<u>Number of Vehicles</u>	<u>Average Age</u>	<u>Route Headways</u>
Newberry - Montoursville	Peak	3	4.7	30 mins.
	Midday	3	4.7	30 mins.
Garden View - Loyalsock	Peak	3	8.1	30 mins.
	Midday	3	8.1	30 mins.
West Third Street – South Side	Peak	1	5.0	30 mins.
	Midday	1	5.0	30 mins.
West Third Street – East End	Peak	1	6.0	30 mins.
	Midday	1	6.0	30 mins.
South Side - East End	Peak	1	5.0	30 mins.
	Midday	1	5.0	30 mins.
Lycoming Mall	Peak	2	6.5	60 mins.
	Midday	1	9.0	60 mins.
Tri-Town Connector	Peak	1	4.0	120 mins.
	Midday	1	4.0	120 mins.
Jersey Shore Connector	Peak	1	4.0	120 mins.
	Midday	1	4.0	120 mins.
Vallamont	Peak	1	9.0	120 mins.
	Midday	1	9.0	120 mins.
Nightline - East & West	Evening	2	4.5	60 mins.
Downtown Circulator	Midday	1	14.0	30 mins.
Wmspt. Historic Trolleys Tour	Peak	1	18.0	90 mins.
	Midday	1	18.0	90 mins.

Average Age of RVT’s Fleet is 9.23 years and the Average Headways are 30 minutes urban and 100 minutes rural. RVT’s fleet primarily consist of 35- and 40-foot transit vehicles.

Vehicle Assignment Policy:

RVT’s fleet is 100% wheelchair accessible with low-floor buses and all buses are equipped with air conditioning. RVT’s fleet is 95% Gillig buses with the same features on all of the buses both 35-foot and 40-foot. RVT only has depot which all buses are stored and dispatched from. Bus assignments take into consideration the operating characteristics of buses to match the operating characteristics of the route. Local routes with lower ridership are assigned 35-foot buses rather than 40-foot buses. Some routes have tight turns on narrow streets are assigned 35-foot buses rather than 40-foot buses. Therefore, RVT’s buses are all similar in characteristics, so RVT does not discriminate in assigning vehicles to provide service.

Detailed in the above Excerpt from RVT’s 2016 Performance Report and Plan Update is a breakdown of ridership by route for Calendar Year 2015. This data was collected for the entire 2015 Calendar Year and represents RVT’s typical ridership patterns.

Vehicle Load Factor:

RVT's load factor analysis was derived from ridership data collected for the 2015 calendar year, as shown in Figure 1 – Passenger Statistics by Route. RVT's load factor, represented as the percent capacity utilized, for the system was 15.5% total passengers per bus trip which is less than 50% capacity of the available seats. The average seating capacity of RVT's fleet of vehicles is 32.9 seats / bus.

On-Time Performance:

RVT has an established performance measure that RVT's buses will be no more than five minutes late in comparison to the established schedule in RVT's Ride Guide 95% of the time during non-peak periods (9:00 AM – 2:59 PM and after 6:30 PM on weekdays) and 90% of the time during peak periods (6:00 AM – 8:59 AM and 3:00 PM – 6:29 PM weekday and all day Saturday). RVT's on-time performance for FY 2016 was 95.0% non-peak and 91.7% peak periods both within RVT's established service measures.

Service Availability & Accessibility:

RVT's route system is designed to operate radially from the Central Business District of the City of Williamsport which is basically the center of the service area. Transit service is distributed so that 80% of all City residents are within ¼ mile of a bus route. RVT has bus stop at every block throughout the City. RVT provides service without discrimination in terms of accessibility to its service area.

Transit Amenities:

Installation of transit amenities along RVT's bus routes are based on the number of passenger boardings at bus stops along the route. In addition, the placement of passenger amenities, such as shelters, is evaluated in terms of trip generation and proximity to low income and senior citizens housing projects.

Discussion of the Distribution of Other Transportation Benefits:

RVT continues to coordinate and communicate with citizens in general through the public hearing process for grant applications or route changes and through the public City Council meetings which are held bi-weekly. Also, RVT participates on the Williamsport Area Transportation Study (WATS), our local Metropolitan Planning Organization, Technical and Coordinating Committees to solicit input concerning transportation issues. These meetings are reported in the local newspaper in the area. In addition, RVT and the local MPO have established a Transit Advisory Committee to assist in the on-going public participation process as required. This committee is comprised of representatives from transportation providers, social service agencies, nursing homes, and advocacy groups of the disabled and consumers with disabilities in the Williamsport area. RVT also conducts separate meetings with other municipalities when changes in service are needed or requested and provides its annual Performance Report and Plan Update to all elected officials in the service area which discusses the short range planning objectives of the transit system.

No information services are provided in languages other than English, as no appreciable population of non-English speaking persons exists in the area.

February 2017

ROUTES	1	2	3	4	5	6	7	8	9	10	11	12	13	14	ROUTES
NM # 1	1201 1202	1202	1202	1202		1202	1202	1202	1202	1301	1301		1301	1301	NM # 1
NM # 2 NL#1	1302	1302	1302	1302		1302 1201	1302	1302	1302	1302	1302		1302	1302	NM # 2 NL#1
NM # 3	1206	1206	1206	1206		1206	1206	1206	1206	1206	1206		1206	1201	NM # 3
NM # 4	—	—	—	—		—	—	—	—	—	—		—	—	NM # 4
GVL # 1	1101	1101 908	905	1101		1101	1101	1101	1101	1101	1101		1101	1101	GVL # 1
GVL # 2	1102	1102	1102 902	1102		1102	1102	1102	1102	1102	1102		1102	1102	GVL # 2
GVL # 3	1103	1103	1103	1103		1103	1103	902	1103	1103	1103		1103	1103	GVL # 3
GVL # 4	—	—	—	—		—	—	—	—	—	—		—	—	GVL # 4
W3rd / SS	1205	1205	1205	1205		906	1205	1205	1205	1205	1205		1205	1205	W3rd / SS
W3rd / EE	906	906	1203	—		906	1103	1203	1203	1203	—		1203	1203	W3rd / EE
DUB / EE	1204	1204	1204	1204		1204	1204	1204	1204	1204	1204		1204	1204	DUB / EE
5:15/1:00 Jersey Shore	1304	1303	1304	1304		1304	1304	1304	1304	1304	1304		1304	1304	5:15/1:00 Jersey Shore
5:30/3:25 VVC	910	910	910	—		910	910	910	901	910	—		910	910	5:30/3:25 VVC
6:00am HTS#1	1201	1201	1104	—		1201	1104	1104	1105	1201	—		1201	1105	6:00am HTS#1
6:00am TTC-MHTS#2	1202	1105	1105	—		1105	1105	1105	1104	1202	—		1202	1104	6:00am TTC-MHTS#2
6:50am PC/HTS#3	907	907	908	—		1104	907	908	907	907	—		907	907	6:50am PC/HTS#3
7:00am Hughesville	905	905	906	—		1203	1203	1103	1108	1108	—		1203	1303	7:00am Hughesville
Vall/Mall/TTC	1203	1203	1303	1203		1203	1203	1303	1303	1303	1203		1303	1103	Vall/Mall/TTC
9:50am PC Shuttle	910	910	910	—		910	910	910	—	910	—		910	910	9:50am PC Shuttle
9:50am Mall	1107	1107	1201	1106		1106	1201	1105	905 1201	1107	1107		1107	1107	9:50am Mall
9:30am DT Connector	905	905	906	—		902	905	1103	902	1108	—		1103	908	9:30am DT Connector
11:15am Mall	—	—	1106	1105		—	—	—	—	1104	1201		—	—	11:15am Mall
11:30 LVCE	910	910	910	—		910	910	910	908	910	—		910	910	11:30 LVCE
1:30 LVCE PMX #1	902	901	901	—		901	902	905	905	905	—		905	906	1:30 LVCE PMX #1
2:00 PMX #2	901	902 902	907	—		908	901	901	908	908	—		1105	901	2:00 PMX #2
2:35pm HTS#3	907	907	908	—		1104	907	908	907	907	—		907	907	2:35pm HTS#3
2:45pm HTS#1	1104	1201	1104	—		1302	1104	1104	1105	1201	—		1201	1105	2:45pm HTS#1
2:45pm HTS#2	1202	1105	1105	—		1105	1105	1107	1104	1302	—		1202	1104	2:45pm HTS#2
6:45pm NL#2	1202	1201	1106	1202		1104	1106	1106	1104	1104	1301		1201	1104	6:45pm NL#2
2:55 CAPP	601	1106	601	—		601	601	601	—	1105	—		1104	601	2:55 CAPP
3:05PM FIRETREE	1105	1104	802	—		802	1106	1106	—	1106	—		1105	802	3:05PM FIRETREE
Charters Special Services	—	—	—	—		—	—	—	1106 1107	605 711	1305		—	—	Special Services
Breakdown (Shuttle Bus)	908	902	902	905		907	908	907	1108	902	1108		901	905	Breakdown (Shuttle Bus)
Misc	1105 601 901	—	—	1102		802	—	1106	902 905 908	909 911	1108		—	1106 605	Misc
Trolley Tours	—	—	—	—		—	—	—	—	—	—		—	—	Trolley Tours

February 2017

ROUTES	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	ROUTES
NM # 1	1201	1301	1301 1301 1301	1201		1201	1301	1301	1301	1301	1301		1301	1301				NM#1
NM # 2 NL#1	1302	1302	1302	1302		1302	1302	1302	1302	1302	1302		1206	1206				NM#2
NM # 3	1206	1206	1206	1206		1206	1206	1206	1206	1206	1206		1201	1201				NM#3
NM # 4	-	-	-	-		-	-	-	-	-	-		-	-				NM#4
GVL # 1	1101	901 906	1102	1203		1101	1101	1101	1101	1101	1101		1101	1101				GVL#1
GVL # 2	1102	1102	1103	1102		1102	1102	1102	1108	1108	1108		1108	1108 905				GVL#2
GVL # 3	1103	1103	1108	1103		1103	1103	1103	1103	1103	1109		1109	1109				GVL#3
GVL # 4	-	-	-	-		-	-	-	-	-	-		-	-				GVL#4
W3rd / SS	1205	1205	1205 901	1205		1205	1205	1205	1205	1205	1205		1205	1205				W3rd/SS
W3rd / EE	1203	1203	1203	-		1203	1109	905	1109	1203	-		1203	1203				W3rd/EE
DUB / EE	1204	1204	1204	1108		1108	1108	1103	1204	1204	1204		1204	1204				Dub/EE
5:15/1:00 Jersey Shore	1304	1304	1304	1304		1304	1304	1304	1304	1304	1304		1304	1304				JSC
5:30/3:25 VVC	908	910	910	-		910	908	910	910	910	-		910	910				VVC
8:00am HTS#1	1104	1201	1201	-		-	1202	1201	1201	1201	-		1202	1202				8am HTS#1
8:00am TTC-MHTS#2	1105	1104	1104	-		1104	1106	1202	1202	1202	-		1106	1106				TTC-M-HTS#2
8:50am PC/HTS#3	907	907	908	-		907	907	1104	908	908	-		908	907				PC-HTS#3
7:00am Hughesville	905	906	905	-		1303	1303	906	902	1109	-		1303	1303				7:00 TTC-H
Vall/Mall/TTC	1303	1108	1303	1303		1303	1303	1303	1303	1303	1303		1303	1303				Vall/Mall/TTC
9:50am PC Shuttle	909	910	910	-		910	908	902	910	902	-		910	910				PC/Shuttle
9:50am Mall	1107	1107	1107	1107		1107	1107	1107	1107	1107	1107		1107	1107				9:50 Mall
10:00am DT Connector	906	902	905	-		901	901	906	902	1109	-		1103	901				DT-Conn
11:15am Mall	-	-	1106	1202		-	-	-	-	1104	1201		-	-				11:15 Mall
11:30 LVCE	909	910	910	-		910	902	902	910	902	-		910	910				11:30 LVCE
1:30 LVCE PMX #1	901	901	906	-		906	906	901	906	902	-		906	906				1:30 LVCE PMX #1
2:00 PMX #2	905	1106	907	-		905	905	902	901	906	-		901	902				2:00 PMX #2
2:35pm HTS#3	907	907	905	-		907	909	1104	908	908	-		908	907				2:35pm HTS#3
2:45pm HTS#1	1104	1201	1105	-		-	1202	1201	1201	1201	-		1105	1202				2:45pm HTS#1
2:45pm HTS#2	1105	1104	1205	-		-	1106	1106	1202	1202	-		1106	1106				2:45pm HTS#2
6:45pm NL#2	1104	1201	1106	1201		1202	1202	1202	1201	1202	1301		1107	1202				NL#2
2:55 CAPP	801	1105	-	-		-	1104	601	1104	601	-		1104	1104				2:55 CAPP
3:05PM FIRETREE	802	802	-	-		-	1105	1105	1105	1105	-		802	1105				3:05PM FIRETREE
Charter Special Services	-	-	65	1103 1106		-	-	1106	-	1105	1105		-	-				Special
Breakdown (Shuttle Bus)	1106	908	901	908		902	908	908	905	905	1103		905	1108				Breakdown
Misc	906 905 905 905			1103				1105			1103							Misc
Trolley Tours	-	-	-	-		-	-	-	-	-	-		-	-				Trolley Tours

