

# **AREA TRANSPORTATION AUTHORITY OF NORTH CENTRAL PENNSYLVANIA**

Title VI Plan

2025 – 2028

Pursuant to Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53,  
Section 5332 of the US Code; FTA Circular 4702.1B "Title VI Program  
Guidelines for FTA Recipients, effective October 1, 2012

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## **SUMMARY OF THE GENERAL REPORTING REQUIREMENTS**

1. Public Notice
2. Complaint Procedures
3. Description of Complaint Process
4. Complaints
5. ATA Public Participation Plan
6. Limited English Proficiency Plan
7. Membership in Committees

*The Authority does not have any committees to which it appoints delegates.*

8. Sub-Recipient Program Monitoring

*ATA does not have any sub-recipients to which compliance monitoring applies.*

9. Equity Analysis

*Bradford Multimodal Transfer Center – September 2021*

*DuBois Operations and Maintenance Facility – February 2022*

10. Service Standards

## **PUBLIC NOTICE**

Area Transportation Authority of North Central Pennsylvania

# **Title VI of the Civil Rights Act of 1964 Statement of Policy**

The Area Transportation Authority of North Central Pa assures full compliance with Title VI of the Civil Rights Act of 1964, as amended and its related statutes. No person is excluded from participation in, denied the benefits of its services, or otherwise subjected to discrimination on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

For more information about the Title VI Program, please visit the 'Helpful Information' section of the ATA website at [www.rideata.com](http://www.rideata.com), or contact ATA CFO, at 814-965-1220.

Any person who believes that he or she has been unlawfully discriminated against may file a formal complaint with the Area Transportation Authority of North Central Pennsylvania within 180 days following the date of the alleged incident.

*For more information regarding Civil Rights Complaints, please contact:*

### **Customer Service Department**

Area Transportation Authority of North Central Pennsylvania  
44 Transportation Center  
Johnsonburg, Pa 15845  
(866) 282-4968

The Complaint form and instructions on how to file a complaint are also available online at [www.rideATA.com](http://www.rideATA.com).

If you require any assistance, please contact Customer Service at 866-282-4968.

### **Helpful Links on RideATA.com**

ATA Title VI How to File a Complaint: <http://www.rideata.com/helpful-information/title-vi-civil-rights/ata-title-vi-how-to-file-a-complaint>

ATA Title VI Complaint Form: <http://www.rideata.com/helpful-information/title-vi-civil-rights/ata-title-vi-complaint-form>

ATA Title VI Compliance Poster: <http://www.rideata.com/helpful-information/title-vi-civil-rights/ata-title-vi-compliance>

Declaración de Política: <http://www.rideata.com/helpful-information/item/271-ata-title-vi-politica>

Título VI de la ley de Derechos Civiles de 1964

## **COMPLAINT PROCEDURES**

### **Title VI of the Civil Rights Act A Race, Color & National Origin Anti-Discrimination Law**

The Area Transportation Authority of North Central PA assures full compliance with Title VI of the Civil Rights Act of 1964, as amended and its related statutes. No person is excluded from participation in, denied the benefits of its services, or otherwise subjected to discrimination on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

If you believe you have been excluded from participation in, denied benefits of, or have been subjected to discrimination based on race, color, or national origin under ATA's public transportation services, you may file a written complaint with the Chief Executive Officer (CEO) within 180 days of the date of the alleged discrimination. Please send the complaint to the Customer Service Department.

Customer Service Department  
Area Transportation Authority of North Central Pennsylvania  
44 Transportation Center  
Johnsonburg, Pa 15845  
(866) 282-4968

The complaint form is available online at [www.rideATA.com](http://www.rideATA.com) or by calling Customer Service. If you require any assistance in completing this form, please contact Customer Service at 866-282-4968.

All complaints shall be investigated by the Authority in a prompt manner. All reasonable measures will be undertaken to preserve confidential information. A written response shall be issued by the CEO within 15 days of the completion of an investigation.

If you have limited English proficiency, our Customer Service Department can arrange for language translation services while you are on the phone to assist with your complaint.

Complaints alleging discrimination pertaining to race, color, or national origin, may also be filed with the Federal Transit Administration's Office of Civil Rights at 1200 New Jersey Avenue, SE, Washington, DC 20590, no later than 180 days after the date of the alleged discrimination.

## **DESCRIPTION OF INTERNAL COMPLAINT PROCESS**

The Authority utilizes an incident management system that includes the following processes:

1. Report of incidents to ATA
2. Assignment of incident to management staff
3. Investigation of incident
4. Determination of facts and actions to be taken
5. Follow-up/Close

The Authority's Customer Service Department manages the incident management system. Their responsibility is to be the official recorder of incidents involving ATA. Customer Service may not be the first point of contact for the individual filing an incident, however, it is the entity charged with recording the incident so that there is a central repository of information regarding all incidents.

Customer Service's role is to complete a thorough intake of the incident and to distribute the incident for investigation, determination and closing of the incident. Customer Service also plays a process management role to make certain that a final action is taken, and the incident is closed.

1. Report of incidents to ATA

Incidents are reported to the Customer Service Department (CS) through any person that observes or is involved in an incident related to ATA. A complainant may be referred directly to CS or an employee may take initial information to be given to CS for completion of an incident intake directly with the complainant.

2. Assignment of incident to management staff

The CS gathers as much information from the complainant about the incident. Once an intake is initiated, the incident is automatically assigned an incident number. The Customer Service Representative (CSR) assigns an appropriate staff person to investigate and report on the outcome of the incident. The staff person may involve other departments to assist in an investigation as needed.

All civil rights complaints are referred to Human Resources personnel and to the Chief Executive Officer at the same time as it is assigned to a staff person for investigation.

3. Investigation/Determination/Action/Close

The staff person is responsible for investigating the incident and determining facts and actions to be taken including follow-up with complainant as may be needed. The staff person then closes the case with CSR by sending a report to CS.

Upon completion of the investigation, the Chief Executive Officer shall issue a written response within 15 days of the completion of the investigation.

## **COMPLAINTS**

ATA received one Title VI related passenger complaint in September 2019. The complaint was filed by a passenger on her own behalf, alleging discrimination based on race and color. ATA examined the complaint and determined that it did not fall under the Title VI provisions pertaining to public transportation. A similar finding was issued by PennDOT, Bureau of Equal Opportunity, Title VI Program Specialist. ATA and PennDOT communicated these findings in a timely manner to the passenger.



## **PUBLIC PARTICIPATION PLAN**

The public participation plan includes a variety of outreach efforts to engage minority, low-income and LEP populations who may be affected by changes anticipated by the Area Transportation Authority.

### **Goals**

The goal of the Authority's public participation effort is to obtain meaningful input from the public on a variety of topics pertaining to the availability and use of services, its related costs, and transit facilities in communities as it relates to how it effects the local population especially those who are considered low-income, minority or LEP populations.

### **Objectives**

To accomplish the overarching goal, ATA has established objectives to be met including

1. providing a variety of mechanisms to obtain input;
2. identifying concentrations of low-income, minority or LEP populations for purposes of targeting outreach efforts;
3. conducting these efforts in accordance with the values established by the employees of the Authority as listed below:
  - a. Safety first in our decision and actions;
  - b. Reliability in carrying out our responsibilities;
  - c. Professionalism in all work related activities;
  - d. Stewardship of public funds;
  - e. Truthfulness in our words and actions;
  - f. Fairness in our relationships with others
  - g. Respect for the individual;
  - h. Kindness directed towards others; and
  - i. Loyalty to the ATA Mission, its customers, and employees.

The ATA Public Participation Plan will be used to address fare increases, the establishment of new routes or services, the elimination of routes/services, routing changes that effect more than 25% of the riders. For minor schedule/service changes not rising to these criteria, service changes will be posted on appropriate buses and stops fourteen days in advance of the scheduled change.

## **Public Hearings**

Should public hearings be required by the Authority's funding agencies for operational or capital grant applications or other programs or activities in which the Authority is involved, ATA shall advertise information about the hearing at least twice with the first advertisement occurring not less than 30 days before the date of the hearing.

The notice shall indicate that the ATA will make the application available including an analysis of the environmental impacts of the project, if any, for public inspection. The notice shall describe the proposed project in sufficient detail to inform the public of the purpose of the hearing, the location of the project, estimated costs, any significant adverse environmental effects, conformance to comprehensive land use and transportation planning in the area (if any); and any other features of the project which may raise significant economic, social or environmental issues.

The location of the hearings is dependent on the communities effected but will be held at times and locations within communities effected to facilitate a reasonable public response. This may include meetings during non-business hours to facilitate greater participation.

## **Public Meetings, Surveying and Use of Other Media**

The ATA conducts public outreach through additional means such as public meetings and surveying on a variety of topics such as the creation of new programs or services, cessation of routes or services and fare increases. These means are often directed at individual consumers and the agencies or advocates that represent the interests of consumers who may benefit from public transportation.

ATA has established mechanisms to reach out to human service agencies by conducting in person and virtual meetings and also by use of digital communications such as blogs and social media.

Particular survey mechanisms to engage the public such as Survey Monkey or ATA website comment forms may be generated in conjunction with specific outreach efforts in relation to key planning endeavors.

For notices on the cessation of services, a notice will be posted a minimum of two weeks prior to the termination of a route or service and shall be posted, if facilities permit, at bus stops or focal points along the route or within the demand response service area. A printed notice shall be made available for the ridership in the vehicle(s) currently operating the service. If notices are temporary, the notices shall indicate so giving an estimated date of resumption, if possible. If requested, a public meeting shall be conducted following notification at a time and place convenient to the public, the purpose of which

will be to state the Authority's position regarding the matter and allow reasonable public response.

Community meetings to discuss fare increases will be conducted in *at least one community in each of the six counties* served by ATA. The meetings shall be coordinated at time and locations to allow reasonable public response with the first of the meetings to be provided at least sixty days in advance of proposed fare increases.

ATA also engages the public through on-board surveys to obtain information about the Authority's performance in relation to the public's transportation needs and the Authority services provided. Due to the large service area (over 5000 square miles) and the number of services offered, it is challenging to engage all service areas at one time, however, it is the goal of the Authority to engage all routes and communities at least once every five years.

Finally, while ATA is not required to conduct a public meeting on the submission of its annual operating and capital grant applications, it does provide the opportunity for public input on the grant applications by holding a public meeting to provide opportunities for comment on the budget and on services provided. Any major route or service changes or fare increases are addressed in other outreach efforts described previously.

### **Regional Planning Organization (RPO) Efforts**

As a member of the North Central PA Regional Planning Organization (a rural planning organization) ATA also uses the RPO's Public Participation Plan to obtain comments regarding major facility and equipment procurements. The RPO's Public Participation Plan, the TIP and the Long-Range Transportation Plan for the same region as the Authority's service area can be found here: [www.ncentral.com/transportation](http://www.ncentral.com/transportation).

### **Summary of Efforts Past Three Years**

In response to travel restrictions and significantly reduced demand during the global COVID 19 pandemic, ATA modified some services but did not eliminate availability of public transportation to any community. Service changes were communicated through postings on ATA vehicles, via rideata.com and social media.

There have been no fare increases or other significant changes of routes warranting specific public outreach efforts.

The Authority conducts annual public meetings on its budget and grant application each year. These meetings are advertised in local newspapers, on ATA's website, and through social media. This provides the opportunity to consider changes to the budget and the public transportation grant applications prior to adoption by the Board.

## **ATA LIMITED ENGLISH PROFICIENCY IMPLEMENTATION PLAN**

### **Four Factor Analysis**

The four factors are:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.
2. The frequency with which LEP persons come into contact with the program.
3. The nature and importance of the program, activity, or service provided by the program to people's lives.
4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

ATA's program is targeted to analyze the four factors above.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient. ATA's service area consists of six counties in North Central and Northwestern Pennsylvania. The most current American Community Survey data indicate 97.3% of persons in ATA's service area speak only English.
2. The frequency with which LEP persons come into contact with the program. A survey of managers and line staff including call takers and customer service personnel indicate that it is a very rare occasion to have individuals with whom we cannot communicate and in the past three years, there were no occurrences of persons requiring language assistance.
3. The nature and importance of the program, activity, or service provided by the program to people's lives. ATA provides critical and life-sustaining public transportation services including fixed route, deviated fixed route, and several paratransit programs. These safe and reliable services allow consumers to access necessary business, employment, educational, recreational, medical, and financial opportunities. Such access is essential to wellbeing and fosters significant community and regional integrity, development, and sustainability.
4. The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach. Options for implementing a LEP program that consist of web translation tools and translation services.

After completing the Four Factor Analysis, ATA must determine what appropriate measures it will take to serve LEP persons. Being as ATA rarely/never interacts with LEP persons, there are few LEP persons in the area, ATA may elect to rely on a translation/interpretation service if ever needed. ATA may elect to do more than that, but most agencies with demographics similar to ATA need not be too elaborate.

## **LEP Persons Eligible to be Served**

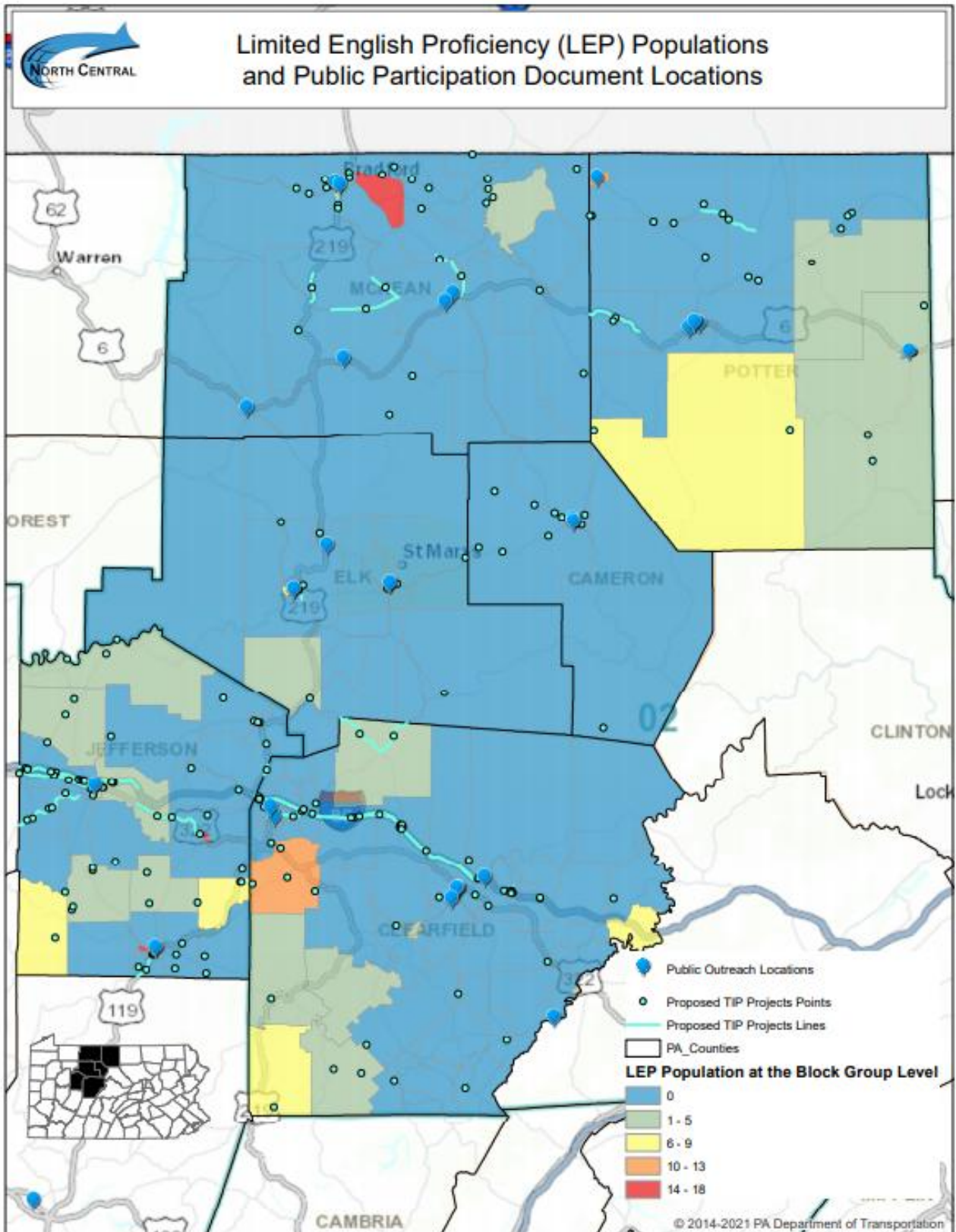
As a public transportation provider, the services that an individual would inquire about with the Authority are those providing transit services, including fixed route, routes with deviation, and other paratransit type services.

According to the 2020 US American Community Survey, there are 242,706 persons aged 5 and over in the seven counties served by ATA. Of this about 2,917 persons are persons who speak a language other than English who also reported that they do not have English proficiency. This represents approximately 1.2% of the population. 96.3% of the population speak English only. 98.8% of the population would speak English to some level of proficiency. Please see the Language Incidence Proficiency charts below.

The language most often spoken by those who do not speak English well is Spanish. The statistics are skewed however, as there are two correctional institutes in the region and in both cases the municipalities where these prisons are located are those with the highest incidences of Spanish speaking individuals who do not speak English very well. These individuals have limited impact on individuals using public transportation services.

A survey of managers and line staff including call takers and customer service personnel indicate that it is a very rare occasion to have individuals with whom we cannot communicate and in the past three years, there were no occurrences where language services were needed.

The Rural Planning Organization which also generates information for area planning includes a map by Census Block Group (included below) and shows that Spanish is the second most spoken language, however, those areas in which the incidence of speaking English “less than very well” are census blocks where there is federal or state prisons, the populations of which are not served by public transportation.



Source: US Census Bureau, 2015-2019 American Community Survey 5-Year Estimates

Because of the very limited population incidence, we did not inquire with any of the employers or agencies in the area to determine if they have similar experiences.

#### Language Proficiency Incidences

The following population data pertains to the six-county service area as well as Clarion County to account for service in Clarion borough and Monroe Township.

	Number	Service Area
Population 5 years and older	242,706	100%
Speaks English Only	233,665	96.27%
Speak language other than English	9,041	3.73%

	Number of Persons speaking Language other than English	Percent of Population Speaking Language other than English
Speaks Spanish or Spanish Creole Language	2,809	1.16%
Speaks an Indo-European Language	5,040	2.08%
Speaks an Asian/Pacific Islander Language	877	.36%
Speaks Language Other than Above	315	.13%
Total who Speak Another Language	9,041	3.73%

*\*It should be noted that there are two prisons within the region that may be skewing the data. The two municipalities with the highest number of persons who speak another language and do not speak English very well are the two municipalities in which the prisons are located.*

*Based upon American Community Survey, Language Spoken at Home, Population 5 years and over - 2020*

#### **Frequency with which LEP Individuals Come into Contact with Transit Services**

In reviewing available information and determining that no additional benefit would derive from additional specific outreach to reach a very small part of the population, it has been determined that the programs, activities, and services in which individuals who have limited English proficiency are likely to come in contact with ATA include client registration, trip reservations, and riding available services.

Language translation services have not been utilized since July 2017.

The number of public transportation trips provided over a three-year period is about 1.04 million trips. Fixed route drivers do not report contact with non-English speaking riders.

### **Nature and Importance of the Program and LEP Services**

Given the incidence of the population and the low frequency of accessing services, the services that are available to reduce barriers to the limited number of persons effected and that would be most effective, include:

1. Agreeing to work with the individuals' own interpreter and to encourage someone to ride with the individual.
2. Identify to the driver individual with limited English proficiency in passenger notes so that the driver will know of the barrier to attempt to assist if needed.
3. Use on-line interpretive services for all telephone calls placed into the call-center including customer service, call reservations, etc.
4. Provide website with web translation services.
5. Have brochures translated for the individual that make accessing information about ATA's programs and services appropriate for the user. It is expected that there are less than 50 persons in a language group that reach the five percent trigger and therefore ATA believes it is not required to translate vital written materials, however, should it be requested, ATA will provide competent oral interpretations of the written materials free of cost through its language translation services vendor.

### **Resources Available and Costs**

Implementing a LEP program that consists of web translation tools and translation services are a cost-effective solution to providing meaningful access to all individuals with a need for transportation information and services.

### **Monitoring and Updating the LEP Plan**

It is conceivable that language needs in the region may change with an influx of immigrants into the region. To monitor the LEP Plan, ATA will evaluate changes in language assistance needs primarily by monitoring the number of occurrences which language translation assistance is provided to callers or reported by fixed route drivers.

The use of language services available will be analyzed annually. If drivers report significant increases in language assistance on route; or if a significant change occurs in use of language translation assistance from one period to another; or if in the review, a pattern emerges that indicates a rising increase in language services is occurring, the CFO will conduct a study of the causes in the change in use of language assistance and





Table 5: Criterion A: Location / Accessibility, as Applied to 13 Sites													
	1	2	3	4	5	6	7	8	9	10	11	12	13
Ensure 0.25-mile access from soup kitchen and low-income housing	Y	Y	Y	Y	Y	Y	Y	No	No	No	No	Y	No

Figure 8: Friendship Table Soup Kitchen Location Map



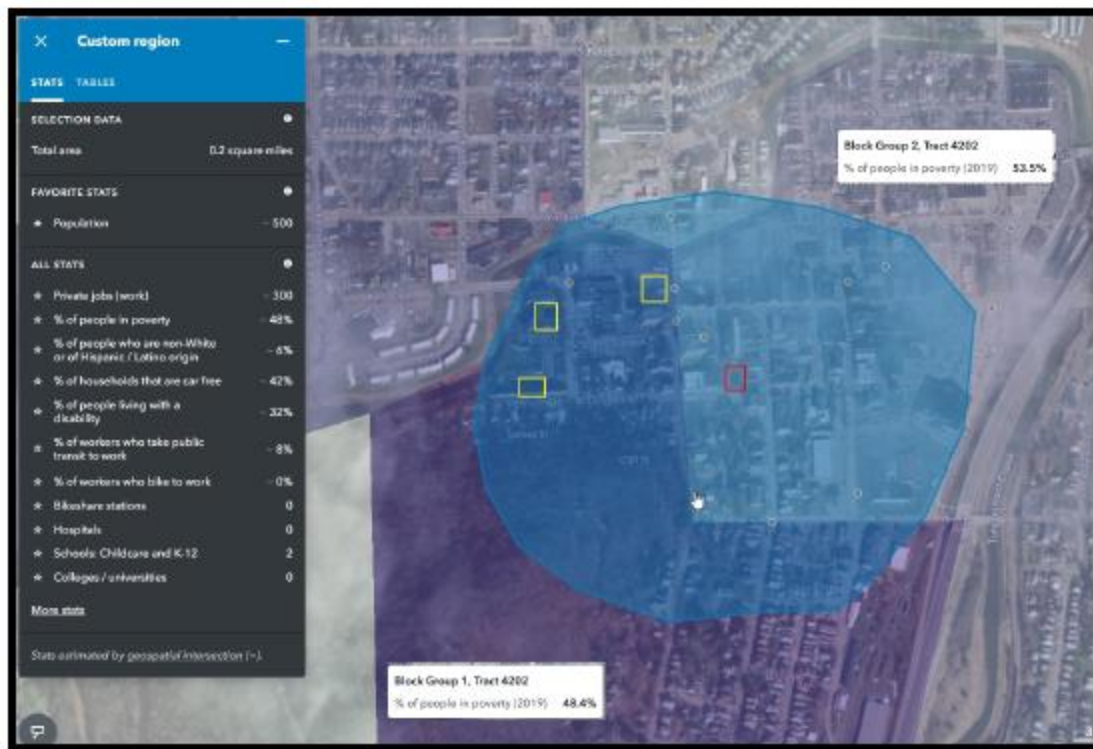
ATA queried Remix, which is a proprietary transportation planning program, to learn more about the area. Like Figure 8 above, the Remix map provided below as Figure 9 also identifies the existing location of the Friendship Table soup kitchen (red polygon), the three low-income subsidized housing developments (yellow polygons), and a walkable (0.25-mile) distance from the existing Friendship Table soup kitchen location (blue polygon).

Remix indicates that the queried area of 0.25-mile from the Friendship Table had a poverty rate of 48%, compared to a poverty rate of 16.1% for McKeen County as a whole. Remix indicates that



the queried area of 0.25-mile from the Friendship Table had a disability rate of 32%, compared to a disability rate of 18.1% for McKean County as a whole. Remix also indicates that about 42% of households in this search radius are car free and about 8% take public transit to work. Based on this demographic information, ATA and City officials felt strongly that the soup kitchen should only be relocated within a walkable (0.25-mile) distance of the current location which currently is well located for the user base.

*Figure 9: Friendship Table Soup Kitchen Remix Map*



## DuBois Operations and Maintenance Facility – February 2022

Impact Category	Impacts as Initially Disclosed	New Impacts	Change in Impacts
Neighborhoods & Populations (Social)	The 2012 CEE noted that “while the DuBois Micro Area has a lower minority population (as a percentage of the general population) than the state and national levels, the mean household income is significantly lower than the state and national levels and the percentage of all families below the poverty level is slightly higher than the state and national levels. The proposed improvements will not involve property acquisition or changes in land use, but will improve the operations of these two transit agencies, thereby likely benefitting the low-income populations which tend to rely on public transit services.”	Based on surrounding land uses (see the Aerial Photograph Map in <b>Attachment C</b> ), environmental justice populations are likely present in the vicinity of the project area. The Garden Grove Townhouses subsidized housing is located just north of the Subject Parcel. Nelson’s Golden Years live-in home health care facility to the northeast of the Subject Parcel could potentially host some low-income residents. CenClear’s Mental Health Outpatient Therapy just to the west could potentially serve some low-income patients, but it is not a residential facility.	<p>NO CHANGE –</p> <p>As before, the proposed project will not require property acquisition or change in land use. The facility appearance will change from a ca. 1987 tan block building with brown metal roof and employee parking on the west side (see <b>Attachment D: Photographs</b>) to a red brick and glass building with employee parking in the front (see <b>Attachment B: Renderings</b>). The overall aesthetic is and will remain that of a landscaped transit facility.</p> <p>No roadway closures or vehicular detours of Spider Lake Road are anticipated during construction, and the amount of traffic onsite will not change from existing to proposed conditions. Therefore, there should be no access or traffic impacts to surrounding properties.</p> <p>Construction will occur in accordance with federal, state and local laws, ordinances, regulations and safety requirements. The Bid Document Specifications also include requirements to minimize dust generation and to erect dust/noise partitions. The Contract Documents specify that all work at the site shall be performed during regular working hours (7:00 AM to 5:00 PM, Monday thru Friday). The project is not</p>
			<p>anticipated to result in significant construction impacts to the Garden Grove Townhouses, Nelson’s Golden Years live-in home health care facility, or CenClear’s Mental Health Outpatient Therapy.</p> <p>As described below, the project is not anticipated to result in post-construction noise or vibration impacts either.</p>

## **SERVICE STANDARDS**

### **Vehicle Load Factor**

The load factor is generally defined as how crowded a public transit vehicle must be before additional service is added.

ATA's load factor is 1.25 for any fixed route that is operated. A factor of 1.25 means that every seat on the bus is full and the number of standees equals 25% of the number of seats on the bus

Load factors are monitored to determine whether additional service or vehicles are needed on routes where meets or exceeds the vehicle load factor.

### **Vehicle Headway**

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination.

The established standard for vehicle headways for service type are as follows:

<b>Vehicle Headway</b>			
<b>Fixed Route Service Type</b>	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
FR Local	60 minutes	As Needed	As Needed
FR Connecting	1 AM / 1 PM Round Trip	None	None
FR w/ Deviation	As Needed	None	None

## **On-Time Performance**

Dependability is also examined in terms of schedule adherence, which measures the difference between scheduled time and the time the bus departs a particular location. The schedule adherence standard consists of two parts: (1) the definition of "on-time"; and (2) the proportion of trips that operate within the "on-time" range. For purposes of assessing dependability, "on-time" is established at zero minutes early to five minutes late for fixed route services.

This allows the bus reasonable latitude for encountering general delays, without unduly inconveniencing the waiting patron. Buses on fixed route services should never be early, therefore early departures standards are established at zero percent (0%) for this would cause patrons to miss the bus entirely and subject many riders to an even longer wait for the next scheduled bus.

The standard for schedule adherence is ninety percent (90%) throughout the service day. Therefore, nine out of ten trips should be on time according to the definition above, in order to meet the system on-time standard.

## **Service Availability**

ATA may inevitably receive requests for service from citizens who are not within walking distance of any route, or who desire that buses operating in their neighborhoods serve different destinations. Since transit resources are limited, it is unlikely that everyone will be accommodated to the same degree. Therefore, it is necessary to determine how to allocate the available resources to provide the best possible service.

In developing coverage measures to gauge ATA service, this standard has been divided into two separate components that reflect travel concentrations, trip purpose and the need for public transportation service. Coverage standards are developed for the residential trip end that produces travel and the non-home that attracts travel. A description of each is presented below:

Many communities and transit agencies have adopted service coverage standards that specify the need for fixed route transit service based on the population size and population density in each area. General transit industry practice suggests that fixed route service should exist in areas with a population of at least 5,000 people and a density of at least 2,500 persons per square mile. In areas of lesser densities, it is generally expected that residential concentrations would be served as needed and that passengers would access the transit system by some other mode if walking were not possible. However, the 5,000-population size is still required for Fixed Route - Local service to exist. This standard would apply to the major urban centers in the ATA service area.

Fixed Route Connecting services - These fixed routes should be designed as connector routes between the urban centers with a population of 5,000 or more people in the ATA service area.

Fixed Route w/Deviations - These routes should be designed as connector routes between urban centers (5,000 or more people) and rural areas and between different rural areas. This measure is the duration of time each ATA bus route is made "available" or operated during the day (the hours of during which service is provided). Desires of the transit constituency and financial capability of the operator are the key considerations in setting service spans. Bus services that are oriented to commuter travel should provide service that begins early enough to permit workers and students to make their morning start times and should end late enough to provide for their return trip home. Once again, it should be noted that the standards reflect the minimum span of service which should likely be operated; individual services may be operated longer than the recommended span of service standards if market considerations (e.g., access to jobs, specific demand) warrant that they do so.

Minimum Span of Service			
Fixed Route Service Type	Weekday	Saturday	Sunday
FR Local	6:00 am to 6:00 pm	As Needed	As Needed
FR Connecting	Not Applicable	Not Applicable	Not Applicable
FR w/ Deviation	Not Applicable	Not Applicable	Not Applicable

## **Distribution of Transit Amenities**

### **A. Vehicles**

To maximize the comfort of the bus rider, ATA provides attractive and comfortable vehicles. Standards are primarily a matter of cleanliness, condition, accessibility, age, size, and signage. These vehicle standards are described below.

1. **Cleanliness** – The overall interior and exterior of the vehicle should be clean. Exteriors of vehicles should be washed regularly based on conditions and the interiors swept out daily. A detailed cleaning, including wiping seats and washing windows should be performed at least every month, therefore the standard is 100 percent.

2. Condition – Seats should not be loose or ripped, floor covering should be in good repair, glass should not be broken or cracked, lighting should be operational, and the overall interior should be free of graffiti. Body damage shall be scheduled for repair as soon as practical. A properly functioning heating and air conditioning system is equally important. Buses should also be attractive for the community in general, with noise, smoke, and odor being kept as low as possible through the use of proper equipment and strict maintenance procedures. Also, vehicles should be maintained per the manufacturer's recommended preventive maintenance inspection program. The standard for the condition of the vehicles is 100 percent.
3. Accessibility – Vehicles should be maintained so that the wheelchair lift or ramp is operable and easily used by the driver. At no time shall the lift or ramp be inoperable, therefore the standard for accessibility is 100 percent.
4. Fleet Age – Vehicles should be replaced when they reach their estimated useful life. Vehicles beyond their estimated useful life tend to be less reliable and more costly to maintain. The Federal Transit Administration (FTA) provides estimated useful life guidance based on vehicle type.
5. Vehicle Size – The size of the vehicle should be consistent with the maximum usage and safe operating. For example, if a service has a maximum load of 20 riders on one particular trip and five riders on all others, a vehicle designed to accommodate at least 20 riders should be used. Further, in purchasing vehicles, useful life, safety, and overall cost shall be a consideration.
6. Vehicle Signage and Voice Annunciation – Vehicles shall have signs so they are easily recognized by the rider. Service-related signage should include route number and final destination. Permanent markings on the vehicle should include the vehicle number as well as name, logo, and telephone number and, the agency website. Markings shall be uniform on all vehicles. All vehicle signage, including the message boards on all vehicles will be 100% operable. All scheduled stops are to be announced. Announcement may be automated or competed by the driver. Annunciations are required to take place 100 percent of the time.
7. Speed – Buses face certain unavoidable constraints that all vehicles must experience. Thus, in the absence of any bus preferential treatment facilities, the speed of transit vehicles will not exceed the speed of traffic in general. Passenger boarding and alighting volumes, route alignments, bus stop spacing, fare collection and bus maintenance are the factors influencing operating speed which are to some extent under the operator's control. While there are several measures of speed which may be employed in the evaluation of this criterion, the most meaningful one to the patron is running speed, which is defined as the route miles divided by the running time (excluding layover). As might be expected, traffic and safety conditions will



influence running speed. Each of ATA's fixed route services has a different standard range for running speed: Fixed Route Local services should have a running speed of 10 to 14 miles per hour; Fixed Route Connecting services should be running at 15 to 23 miles per hour; and the Fixed Routes with Deviations should have running speeds between 13 and 22 miles per hour. All drivers are required to operate at appropriate speeds 100 percent of the time.

#### **B. Bus Shelters & Stop Signage**

A major concern of public transportation riders, especially regarding inclement weather, is the amount of time spent on the street exposed to the elements. Bus shelters have been installed at major generators or stops where daily boarding's exceed 20 passengers or that serve concentrations of senior citizens or handicapped residents. These shelters are to be maintained and in functioning service 100 percent of the time.

All bus stops in the system are identified by a bus stop sign bearing uniform markings for the agency including the system's name, logo, as well as the international symbol for bus stop. All bus stop signs are uniform in style. The bus stop signs will be maintained at 100 percent.

#### **C. Public Information**

ATA has developed a website which provides the public with information about the system and how to use it. This information will be maintained at 100%.

Included in the public information are schedules along with route maps for the Fixed Route, and Routes with Deviation. The timetables and system map include a map of the routes, times and days service is operated, telephone information number, website address, fare information and a description on how to use the services. These timetables are available at no cost and be prominently displayed in locations where they can be accessed by the general public. They are posted on ATA's website, and available at the request of a rider. These schedules will be monitored and maintained at 100%.

A telephone information service is made available during all service hours. A complaint handling and processing procedure has also been established and includes a mechanism to take action to assure that the complaint is satisfactorily resolved. This system will be functional 100% of the time during normal business hours.

#### **D. Vehicle Assignment**

ATA operates three types of standardized vehicles; small – medium heavy duty of various sizes and two smaller types of vehicles (Body on Chassis and vans). Each of these vehicles are handicapped accessible and are placed into service based on the geography of the area, and route type.

For Fixed Routes Local and Fixed Routes Connecting, 30 – 40 feet small heavy-duty buses generally are operated in service. The same types of vehicles are used as back up vehicles that are placed in stored locations accordingly. These type of buses are the best type of vehicles for ATA's specific rural area based on the geography and terrain; and are the most durable based on the speeds traveled and road conditions. The kneeling low floor feature allows for safe boarding of passengers unable to navigate steps in a relatively quick and safe fashion. Vehicles are rotated in order to facilitate distribution of miles and hours and attain adequate useful life of the vehicles.

Fixed Routes with Deviation may operate the smaller vehicle types (Body on Chassis or vans) due to the geography of the areas and road conditions vehicles may have to travel to pick up or drop off a passenger.

## **APPENDIX 1 – COMPLAINT FORM**

### **Area Transportation Authority of North Central Pennsylvania**

## **Title VI Complaint Form**

The Area Transportation Authority of North Central Pennsylvania is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by *Title VI of the Civil Rights Act of 1964*, as amended.

If you believe you have been discriminated against, please complete, sign and send this form within 180 days from the date of the alleged discrimination.

If you require any assistance in completing this form, please contact the **ATA CUSTOMER SERVICE DEPARTMENT** by calling **1.866.282.4968**.

### **PLEASE PRINT CLEARLY**

Name of Individual Filing Complaint	Primary Phone Number: ( ) -
Street Address:	Alternate Phone Number: ( ) -
City, State, Zip:	Email Address:
List type of discrimination (please check all that apply): Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/>	
Please indicate your race and/or color, only if it is a basis of your complaint:	Please describe your national origin, only if it is a basis of your complaint:
Are you filing this complaint on your own behalf? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If no, please provide the name and relationship of the person on whose behalf you are filing.	
Name: _____	
Relationship: _____	

Have you filed this complaint with another agency?

Yes ☐ No ☐

If yes, please identify agency and address and Complaint Number (if applicable)

Agency:

Address:

City, State, Zip:

Complaint No.:

Please attach a copy of the complaint form filed. This information is helpful for administrative tracking purposes.

Location where incident occurred:

Date of Incident

Time of Incident:

Please describe what happened and all persons whom you feel are responsible. Use a separate sheet of paper if more space is needed.

Did anyone else witness the incident? Yes ☐ No ☐

If yes, please complete information below (if more space is needed, please list on separate sheet )

Witness Name:

Address:

City, State, Zip:

Telephone No. ( )

Email Address:

Witness Name:

Address:

City, State, Zip:

Telephone No. ( )

Email Address:

## AFFIRMATION

I hereby swear/affirm that the information provided in this Complaint Form is true and correct to the best of my knowledge, information and belief.

\_\_\_\_\_  
Signature of Person Who Feels He/She Has Been Discriminated Against

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Person Completing This Form If Other Than Person Above

\_\_\_\_\_  
Date

### This section is to be completed by ATA Title VI Compliance Officer

Date Complaint Received: \_\_\_\_\_

Date Investigation Completed: \_\_\_\_\_

Accepted for Investigation on: \_\_\_\_\_

Departments complaint referred to: \_\_\_\_\_

Rejected for investigation on: \_\_\_\_\_

Reason: \_\_\_\_\_

The completed form must be sent to the following address within 180 days of alleged incident:

Title VI Compliance Complaint  
**ATA CUSTOMER SERVICE DEPARTMENT**  
Area Transportation Authority of North Central Pennsylvania  
44 Transportation Center  
Johnsonburg, PA 15845-2102

**SUBMIT FORM**

You may also file this complaint with the U.S. Federal Transportation Administration (FTA).  
If you file with FTA you must do so within 180 days of the alleged incident to this address:

Office of Civil Rights  
**FEDERAL TRANSIT ADMINISTRATION**  
1200 New Jersey Avenue, SE  
Washington, DC 20290