

## **Public Outreach and Participation Process**

The Greater Dayton RTA complies with Federal Transit Law 49 United States Code (USC) Chapter 53, Section 5307 (d)(1)(I) by developing a locally written process for soliciting and considering public comment before raising a fare or carrying out a major service reduction. In addition, the following public outreach and participation plan meets the requirements of U.S. DOT Order 5610.2(a), Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, FTA C 4703.1 Environmental Justice.

The RTA employs several means to communicate to the general public regarding the activities it performs including LEP (limited-English proficient) and minority populations. The communication activities may focus in different mediums depending on the program or population affected. These include but are not limited to:

### **Public Information and Notifications**

RTA publishes notices, brochures and tables regarding RTA proposals or programs, including how the public can obtain information and make comments, where meetings are to take place, and other applicable information. The notices for public input are posted 30 days in advance so the public has time to consider proposals and make comments. The notice methods include:

- Press releases to local and state media
- Customer newsletters (print and email)
- E-mail blasts and alerts via text or e-mail
- Website links and articles
- On bus advertising with interior cards, exterior bus banners, onboard enunciator, and TV monitors on partial bus fleet
- Rack cards/"take ones" placed on the bus and racks throughout GDRTA transit centers
- Transit Center posters and brochures
- Spanish translation services and translated materials including fare media signs, day and family pass rack cards, system map information, bus hailer kits, translation assistance cards, critical

notifications and forms such as Title VI notice and application forms

- Radio, television or newspaper ads considering stations and publications that serve LEP and minority populations

## Meeting Locations

RTA meets with the public in locations that have convenient access to transit and are centrally located so that anyone in its service area can attend meetings and receive information about any RTA activities that will impact them, especially LEP and minority populations. Meetings are held at several different times of the day for easier access. All public meeting locations will be accessible to those with disabilities. If notified five (5) days prior to the meeting, language or hearing interpreters will be made available.

## Public Meeting Forums

On critical issues such as major service changes and all fare changes, RTA conducts public meetings that utilize one-on-one interviews with customers. RTA Staff will prepare proposals in sufficient detail and make available prior to the meeting for interested individuals. If the proposal involves service changes, maps are made available. Since each customer can be affected differently than another customer, obtaining comments this way allows for an individualized response to an individual need. RTA staff will conduct personal interviews and transcribe oral comments if written comments are not possible. Meetings will have sign-up sheets available and if no one is in attendance, staff will wait for 10 minutes and then announce the reason for the meeting, a statement that no one is in attendance and close the meeting. Customers are also able to leave audio messages on an advertised phone number prior to the advertised deadline for public feedback and the comments are transcribed for RTA's analysis along with all public feedback received. The public comments are presented at Board of Trustee Committee meetings so that they are part of the decision making process.

## Priority Boards

Dayton's priority board system links representatives from each sector within city limits to City Hall. To keep the priority boards informed, RTA's planning staff members attend meetings to discuss ongoing activities and

future plans. These visits also provide opportunities for neighborhood groups to provide feedback and share concerns they may have about RTA.

### Website

RTA's website provides round-the-clock information on the transit system, including fare structures, route schedules and maps. Any changes in service, such as weather anomalies, traffic reroutes, or holiday hours, are made available on the site. RTA press releases and customer newsletters are published on the site. The site has Google Translation software for on demand translation to Spanish. RSS messages can be sent to customer phones for immediate service alerts when they sign-up for the service. Customers also may apply on line to become a member of RTA's Customer Advocacy Group, which reports directly to the RTA Management staff. This council is representative of both minority and non-minority groups.

### Community Events

RTA staff members regularly participate in community events that are not specific to public transit such as ethnic festivals, arts and music events, or events that promote a specific community or district. RTA staffers man a display booth and provide information on public transit activities and review customer feedback.

### Wright Stop Plaza Information Tables

When RTA wants to advise the public of specific projects that will have a direct impact on riders, RTA staff will conduct personal interviews at the major downtown transit center and transcribe oral comments or assist customers with computer surveys to receive customer input.

### Outreach to Community Groups

The Greater Dayton RTA meets with community groups such as LEAD (Leadership for Equality and Action in Dayton) and social service agencies to listen to community concerns on the effects of fare changes to low-income and minority populations. GDRTA has associations with the Latino Family Advocacy Program at East End Community Services (EECS), Sinclair Community College, WSU, Montgomery County, and the City of Dayton, all of which assist LEP persons.

## Jurisdictional Meetings

RTA conducts an extensive outreach program with jurisdictions throughout its service area. Over 30 meetings annually are conducted to gather meaningful feedback on current transit needs issues, offer information about the services RTA provides, and enhance relationships with our stakeholders.