

Title VI Plan

Valley Transit - Appleton, Wisconsin

Adopted on: April 27, 2016

Adopted by: Fox Cities Transit Commission

This policy is hereby adopted and signed by:

Valley Transit

Executive Name/Title: Dan Sandmeier, Interim General Manager

Executive Signature: _____

Policy Statement

Valley Transit as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the Wisconsin Department of Transportation (WisDOT) will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation implementing regulations.

Valley Transit 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 Valley Transit.

Title VI Plan Elements

Valley Transit's Title VI plan includes the following elements:

1. Evidence of Policy Approval
2. Notice to the Public
3. Complaint Procedure
4. Complaint Form
5. List of transit related Title VI Investigations, Complaints and Lawsuits
6. Public Participation Plan
7. Language Assistance Plan
8. Minority Representation Table and Description

Note: Additional materials will be attached, if required.

Valley Transit will review its policy at least once a year to determine if modifications are necessary. As applicable, Valley Transit will meet with its third party contractor (transit provider) or lessee on an annual basis to ensure compliance with Title VI plan requirements.

Policy Updates – Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks

TITLE VI Notice to the Public

Valley Transit's Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

Valley Transit

- ✓ Valley Transit 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 Valley Transit.
- ✓ For more information on Valley Transit's civil rights program, and the procedures to file a complaint, contact 920-832-5800, (TTY 920-993-7083; email valley.transit@appleton.org; or visit our administrative office at 801 S. Whitman Avenue, Appleton, WI 54914. For more information, visit www.myvalleytransit.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 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 920-832-5800.
Si se necesita informacion en otro idioma de contacto, 920-832-5800.
Yog hais tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, hu rau 920-832-5800.

Valley Transit's Notice to the Public is posted in the following locations:

- ✓ Agency website [www.myvalleytransit.com]
- ✓ Public area of Administrative Office
- ✓ Inside vehicles
- ✓ Rider Guides/Schedules
- ✓ Transit shelters and stations

Title VI Complaint Procedure

Valley Transit's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
 - ✓ Hard copy in Administrative Office and Downtown Appleton Transit Center
 - ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
-

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Valley Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

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

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

Valley Transit has five calendar days to investigate the complaint. If more information is needed to resolve the case, Valley Transit may contact the complainant.

The complainant has ten (10) calendar days upon receipt of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within thirty (30) calendar days, the city can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (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.

If the complainant wishes to appeal the decision, she/he has 180 calendar days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 920-832-5800.

Si se necesita informacion en otro idioma de contacto, 920-832-5800.

Yog hais tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus , hu rau 920-832-5800.

Title VI Complaint Form

Valley Transit's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
 - ✓ Hard copy in Administrative Office and Downtown Appleton Transit Center
 - ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
-

This form is designed to assist you in filing a Title VI complaint with Valley Transit. You are not required to use this form, your complaint may be filed in any manner, such as a letter, that contains the same information. However, for Valley Transit to perform a complete investigation, it is important to include all of the information that this form asks for.

SECTION I:

Name: _____

Address: _____

Home Telephone: _____ Cell or Alternate Telephone: _____

SECTION II:

Are you filing this complaint on your own behalf? Yes No

If you answered "Yes" go to Section III.

Name of person discriminated against if other than yourself:

Please explain why you are filing for a third party: _____

Please confirm that you have obtained permission to file on this person's behalf: Yes No

SECTION III:

Have you filed this complaint with any other agency : Yes No

If you answered "Yes" please provide the following:

Name of agency: _____

Address: _____

Contact Person: _____

Telephone Number: _____

SECTION IV:

Title VI protects members of three protected classes – Race, Color, National Origin. Please specify which protected class/classes that you feel is/are being discriminated against:

- Race
- Color
- National Origin

SECTION V:

Program that you feel discriminated against you: _____

Do you know the name of the individual?: _____

If not, could you please describe the individual?: _____

Please provide the following information regarding the incident:

Date: _____ Time: _____ Bus Route/Number: _____

Location: _____

SECTION VI

What type of harm or discriminatory action was taken against you?

- Service
- Accommodation
- Hostile Environment
- Other

If "Other", please specify:

SECTION VII:

Please provide a detailed description of the incident:

SECTION VIII:

Were there any other witnesses to this incident? Yes No

Name: _____

Address: _____

Telephone: _____

SECTION IX:

Is there any other information that you would like to provide to assist us in our investigation of this incident:

SECTION X:

What remedy would you like Valley Transit to consider?

Signature

Date

NOTE: COMPLAINT WILL NOT BE ACCEPTED WITHOUT A SIGNATURE.

Valley Transit's Title VI Officer will investigate all complaints. At the conclusion of our investigation we will send a letter of finding to the complainant. If our investigation determines that we were not in violation of Title VI, our letter will explain why we were in compliance. If it is determined that there was a violation of Title VI, our letter will document the violation and the action that Valley Transit will take to become compliant.

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by the nondiscrimination statutes we enforce. Any individual alleging such harassment or intimidation may file a complaint with Valley Transit or the Federal Transit Administration.

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

Valley Transit Title VI Coordinator
801 S. Whitman Avenue
Appleton, WI 54914

List of Transit Related Title VI Investigations, Complaints and Lawsuits

The **City of USA** maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

Check One:

There have been no investigations, complaint and/or lawsuits filed against us during the report period.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

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

Public Participation Plan

Strategies and Desired Outcomes

To promote inclusive public participation, Valley Transit will employ the following strategies, as appropriate:

- ✓ Provide for early, frequent and continuous engagement by the public.
- ✓ Select accessible and varied meeting locations and times
- ✓ Employ different meeting sizes and formats
- ✓ Provide childcare and food during meetings, if possible.
- ✓ Use social media in addition to other resources as a way to gain public involvement
- ✓ Use radio, television or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations may also include audio programming available on podcasts.
- ✓ Expand traditional outreach methods by visiting ethnic stores/markets and restaurants, community centers, libraries, faith-based institutions, local festivals, etc.

Public Outreach Activities

Valley Transit maintains a log/record of the various types of outreach activities it uses to promote inclusive public participation. On an annual basis, Valley Transit reviews its log of outreach activities to determine if additional or different strategies are needed to promote inclusive public participation.

The direct public outreach and involvement activities conducted by Valley Transit are summarized in the table below. Efforts include *meetings, surveys, focus groups, attendance at community events, etc.*

Information collected on the size, location, meeting format, number of attendees, etc. as well as the scope of the distribution method (i.e. posters were placed in all shopping centers in the affected area) will be used for future planning efforts. Examples of additional supporting materials include copies of meeting announcements, agendas, posters, attendee list, etc.

Event Date	Valley Transit Staffer(s)	Event	Date Publicized and Communication Method (Public Notice, Posters, Social Media)	Outreach Method (Meeting, Focus Group, Survey, etc).	Notes
May 2014	Nikki Voelzke	Strategic Plan Public Open House	April and May 2014 Public notices, flyers, website and social media	Open House, survey	
May 2014	Nikki Voelzke	Strategic Plan Focus Groups	April and May 2014 Public notices, flyers, website and social media	Focus Group	
May 14, 2014	Deborah Wetter (former GM), Nikki Voelzke, Debra Ebben, Amy Erickson	Public Hearing for Connector service fare increase	April and May 2014 Public Notices, posters, flyers, website, media, social media	Public Hearing/Meeting	

October 22, 2014	Deborah Wetter (former GM), Nikki Voelzke, Debra Ebben	Fare increase Public Hearing during Fox Cities Transit Commission	October 2014 Public Notice, posters, flyers, website, media, social media	Public Hearing	
November 5, 2014	Deborah Wetter (former GM), Debra Ebben	Fare increase Public Hearing during Appleton Common Council	October & November 2014 Public Notice, posters, flyers, website, media, social media	Public Hearing	
March 23, 2016	Daniel Sandmeier, Nikki Voelzke, Debra Ebben, Amy Erickson	Public Hearing for Call-A-Ride service termination	February & March 2016 Public Notice, posters, flyers, website, social media	Public Hearing	

Language Assistance Plan

Plan Components

As a recipient of federal US DOT funding, Valley Transit is required to take reasonable steps to ensure meaningful access to our programs and activities by limited-English proficient (LEP) persons.

Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English. This includes those who have reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Valley Transit's Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons
6. Additional information deemed necessary

Methodology

To determine if an individual is entitled to language assistance and what specific services are appropriate, Valley Transit has conducted a *Four Factor Analysis*¹ of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

LEP *Four Factor Analysis*

Factor 1: Demography: Identifies the number or proportion of LEP persons served and the languages spoken in the service area.

The first factor of the *Four Factor Analysis* is the basis of the Language Assistance Plan. It requires Valley Transit to review its US Census data to determine if it meets the *LEP Safe Harbor Threshold*.

US Census and American Community Survey (ACS) Data²

Valley Transit did the following:

1. Inserted a copy of Valley Transit's county LEP data in the Title VI plan. This data was found at the WisDOT website <http://www.dot.wisconsin.gov/localgov/docs/title6-lep.pdf> or the US Census Bureau American Fact Finder website <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

¹ DOT LEP guidance <https://www.civilrights.dot.gov/page/dots-lep-guidance>

² The ACS publishes data in many forms on the Census Bureau American Fact Finder website <http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml>

2. Analyzed the LEP demographic data for Valley Transit's program and/or service area by calculating the *Safe Harbor Threshold* for two to three of the largest language groups identified other than English.
 - a. The *Safe Harbor Threshold* is calculated by dividing the population estimate for a language group that "Speaks English less than very well" by the total population of the county.
 - i. The *LEP Safe Harbor Threshold* provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less of the population to be served) Valley Transit must provide translation of vital documents in written format for the non-English users.
 - ii. Examples of written translation of vital documents include the Title VI policy statement and/or Notice to the Public (Appendix 2), Title VI Complaint Procedure (Appendix 3), Title VI Complaint Form (Appendix 4), and ADA paratransit eligibility forms.
3. Explained the results of the analysis of the county LEP data in the demographic section of the *Four Factor Analysis*.

Factor 2: Frequency: Identifies the frequency staff (and transit provider/lessee, if applicable) comes into contact with LEP persons.

LEP persons are persons identified as speaking English less than very well, not well or not at all. Just because a person speaks a language other than English doesn't mean they don't speak English or are identified as LEP.

The summary below discusses the frequency with which Valley Transit staff, and/or its contractor/lessee come into contact with LEP persons. It also provides information on the how staff is instructed to meet the needs of LEP persons. Valley Transit staff persons are encouraged to use LEP resource materials to assist LEP persons.

Factor 3: Importance: Explains how the program, service or activity affects people's lives.

The summary below discusses how Valley Transit's program and services impact the lives of person's within the community. Valley Transit will specify the community organizations that serve LEP persons, if available.

Factor 4: Resources and Costs: Discusses funding and other resources available for LEP outreach.

The summary below discusses the low cost methods Valley Transit uses to provide outreach to LEP persons as well as train staff (and transit provider/lessee, if applicable) on Title VI and LEP principles.

Additional Required Elements

In addition to the *Four Factor Analysis (listed below as item #1)*, Valley Transit addresses the following elements:

- Item #2: A description of how language assistance services are provided by language

- Item #3: A description of how LEP persons are informed of the availability of language assistance service
 - Item #4: A description of how the language assistance plan is monitored and updated
 - Item #5: A description of how employees are trained to provide language assistance to LEP persons
- And, any additional information deemed necessary.*

Valley Transit – Summary of the Language Assistance Plan Components

Item #1 – Results of the Four Factor Analysis (including a description of the LEP population(s) served)

Factor 1 – Demography

The number or proportion of LEP persons in Valley Transit’s service area who may be served or are likely to encounter a Valley Transit program, activity or service.

The US Census Bureau – American Fact Finder (2008-2012) reports there are numerous languages spoken in Calumet, Outagamie and Winnebago Counties. Some of these languages include Spanish, German, Russian, Urdu, Chinese, Korean, and Hmong. After English, the second largest language group is Spanish followed by Hmong.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “speaks English less than very well” by the total population of the county. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less), Valley Transit must provide translation of vital documents in written format for non-English speaking persons.

In Valley Transit’s service area, with a population estimate of 216,154, 4,953 persons have identified themselves as Spanish speaking and “speaks English less than well”. 2,162 persons have identified themselves as Hmong speaking and “speaks English less than well”. Both language groups are above the 5% or 1,000 person threshold of the population to be served. This means Valley Transit is required to provide written translation of vital documents. All of the other language groups listed above are below the Safe Harbor Threshold. This means, at this time, Valley Transit is not required to provide written translation of vital documents in these languages.

Factor 2 – Frequency

Valley Transit employees will be trained on what to do when they encounter a person that speaks English less than well. Valley Transit will track the number of encounters and consider making adjustments as needed to its outreach efforts to ensure meaningful access to all persons and specifically to LEP and minority populations of Valley Transit’s programs and services.

Log of LEP Encounters

Date	Time	Language Spoken By Individual <i>(if available)</i>	Name and Phone Number of Individual <i>(if available)</i>	Service Requested	Follow Up Required	Staff Member Providing Assistance	Notes

Valley Transit uses “I Speak” Language identification cards (See Attachments #1 and #2) on our buses and facilities to assist LEP individuals. We are also working with our contracted service providers to be sure the cards are available in their vehicles.

Factor 3 – Importance

Valley Transit understands an LEP person with language barrier challenges also faces difficulties obtaining health care, education, access to employment and nutrition meal sites, recreational services and socialization. A transportation system is a key link to connecting LEP persons to these essential services.

Valley Transit is in the process of identifying the activities and services which would have serious consequences to individuals if language barriers prevented access to information or the benefits of those programs. Valley Transit will work with the Fox Valley Hispanic Interagency coalition and the Hmong-American Partnership to determine these items.

Factor 4 – Resources and Costs

Valley Transit conducts outreach activities by working with community ethnic organizations (Casa Hispana, Hmong-American Partnership, Refugee Resettlement Committee and African Heritage) and works closely with the City of Appleton’s Diversity Coordinator who manages all contracts and communications as they relate to interpreter services. These outreach/resource awareness efforts are low cost methods and are accomplished by existing staff resources and the use of posting website information and developing and printing brochures/materials.

The on-going annual translation and printing costs for providing alternative language documents is estimated to be \$7,000.

Item # 2 – Description of how Language Assistance Services are Provided

- ✓ Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
- ✓ When Valley Transit sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
- ✓ Have Language Identification cards available at Valley Transit events near the registration table. Individuals self-identifying as persons not proficient in English may not be able to be accommodated with translation assistance at the event, but it will assist the sponsoring agency in identifying language assistance needs for future events.
- ✓ Have Language Identification cards on all transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to the transit system manager for follow-up. Dispatchers and schedulers will also be instructed to obtain contact information from LEP individuals they encounter, either in person or over the telephone.
- ✓ Language Identification cards are available at the Transit Center and at the main office reception desk. It is especially important for the Transit Center to have these cards available since it is the central hub for the system.
- ✓ Vehicle operators and other front-line staff, like dispatchers, and dial-a-ride schedulers, will be surveyed annually on their experience concerning any contacts with LEP persons during the previous year. This survey will be conducted in October of each year.

Item # 3 - Description of how LEP Persons are Informed of the Availability of Language Assistance Service

Valley Transit does the following to inform LEP persons of the availability of language assistance services:

- ✓ Publish a timetable and route map in Spanish. This is available in a print form and on Valley Transit's website. Hmong versions will be available when possible, however, most of the older Hmong population does not read the language, so the success of this effort is questionable.
- ✓ Review outreach activities and the frequency of contact with LEP individuals to determine whether additional language assistance services are needed.
- ✓ The Valley Transit website uses the "Google Translate" translation service. This service allows users to translate any, or all, parts of the website into their native language.
- ✓ Utilize pictograms and other symbols on travel cards to assist LEP persons with bus route information.
- ✓ Utilize Wisconsin Relay 7-1-1, the state of Wisconsin resource to assist with communication needs <http://www.wisconsinrelay.com/spanish.html> and <http://www.wisconsinrelay.com/>

Item # 4 – Description of how the Language Assistance Plan is Monitored and Updated

Valley Transit reviews its plan on an annual basis or more frequently as needed. In particular, Valley Transit will evaluate the information collected on encounters with LEP persons as well as public outreach efforts to determine if adjustments should be made to the delivering of programs and services to ensure meaningful access to minority and LEP persons.

In addition, Valley Transit will meet with our contracted service providers on an annual basis to ensure the Title VI requirements are met. The site visit and training will occur before the end of 2016.

Item # 5 - Description of how Employees are Trained to Provide Language Assistance to LEP Persons
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Each year, Valley Transit will review the principles of Title VI and Valley Transit's Language Assistance Plan with its employees. Valley Transit will ensure that our contracted service providers also educate their staff on Title VI requirements, and specifically LEP provisions.

The following training will be provided:

- ✓ Information on the Valley Transit Title VI Policy and LEP responsibilities.
- ✓ Description of language assistance services offered to the public.
- ✓ Use of the Language Identification cards.
- ✓ Documentation of language assistance requests.
- ✓ How to handle a potential Title VI/LEP complaint.

Minority Representation Information

A. Minority Representation Table³

Valley Transit is in the process of obtaining this information. A Minority Representation Data Collection form will be distributed at the April 27, 2016 meeting of the Fox Cities Transit Commission.

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Calumet County Population	92%	4%	<1%	2%	<1%	1%
Outagamie County Population	89%	4%	1.5%	3%	1.5%	1%
Winnebago County Population	90%	4%	2%	2.5%	<1%	1%
Fox Cities Transit Commission						

B. Efforts to Encourage Minority Participation

Valley Transit understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, Valley Transit encourages participation of all its citizens.

As vacancies on boards, committees and councils become available, Valley Transit will make efforts to encourage and promote diversity.

To encourage participation on its boards, committees and councils, Valley Transit will continue to reach out to community, ethnic and faith-based organizations to connect with all populations.

³ County data by race obtained from WisDOT website <http://www.dot.wisconsin.gov/localgov/transit/title6.htm> or the US Census Bureau American Fact Finder website <http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

Minority Representation Data Collection Form

Fox Cities Transit Commission

Date:

Dear Commissioner,

As Valley Transit is a recipient of federal funds, we are required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make-up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

Anti-Discrimination Notice

It is unlawful for Valley Transit to fail or refuse to provide services, access to services or activities, or otherwise discriminate against an individual because of an individual's race, color, religion, sex, national origin, disability or veteran status.

We invite council members to voluntarily self-identify their race/ethnicity in order for us to comply with FTA Title VI regulations. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information to be summarized and reported to the federal government for civil rights enforcement purposes.

Race/Ethnicity

If you choose to self-identify, please mark the **one box** describing the race/ethnicity category with which you primarily identify:

___ *Asian or Pacific Islander*: All persons having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

___ *Black and/or African American* (not of Hispanic origin): All persons having origins in any of the Black racial groups of Africa.

___ *Hispanic*: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

___ *American Indian or Alaskan Native*: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

___ *Caucasian* (not of Hispanic origin): All persons having origins in any of the original peoples of Europe, North Africa or the Middle East.

Fixed Route Service Standards

Vehicle Load Standards

1. Expressed in writing

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 30 passengers for an ARBOC Spirit of Mobility bus, 58 passengers for standard 32-foot buses, and 67 passengers for standard 40-foot buses.

2. Expressed in tabular format

Vehicle Type	Number in fleet	Average Passenger Capacities				
		Seated	Standing	Total	Wheelchair Capacity	Total Capacity With Wheelchairs
ARBOC Spirit of Mobility	2	20	10	30	2	26
32' Orion VII	16	31	27	58	2	54
40' Orion VII	4	37	30	67	2	61

Vehicle Headway Standards

1. Expressed in writing

Vehicle Headway is the length of time it takes between two buses traveling in the same direction on a particular route. Valley Transit's buses are scheduled with either 30 or 60 minute headways. During peak service, all half hour routes, and some hour long routes run with 30 minute headways. During the off-peak times all routes run once per hour.

2. Expressed in tabular format

ROUTE(S)	WEEKDAY PEAK SERVICE	WEEKDAY OFF-PEAK SERVICE	SATURDAY SERVICE	SPECIAL NOTES
1, 2, 3, 4 & 5	30 Minutes	60 Minutes	60 Minutes	
9	30 Minutes	30 Minutes	30 Minutes	
12, 15, 20, 30 & 41	60 Minutes	60 Minutes	60 Minutes	
6	N/A	60 Minutes	60 Minutes	Begins service at 5:50 p.m. M-F
8	30 Minutes	60 Minutes	N/A	Last route leaves at 4:50 p.m. M-F
11	60 Minutes	60 minutes	N/A	Last route leaves at 4:20 p.m. M-F
16	30 Minutes	60 Minutes	N/A	Last route leaves at 4:50 p.m. M-F
19	N/A	60 Minutes	60 Minutes	Begins service at 5:20 p.m. M-F
31	60 Minutes	60 Minutes	60 Minutes	Last route leaves at 5:20 p.m. M-F
32	60 Minutes	60 Minutes	60 Minutes	Last route leaves at 5:50 p.m. M-F

On-Time Performance Standards

One of the most important of Valley Transit's service standards is its On-Time Performance or adherence to published schedules.

- A Valley Transit bus is considered on-time if it departs a scheduled time point no more than 1 minute early or more than 5 minutes late.
- Valley Transit's On-Time Performance objective is 90% or greater.

Valley Transit continuously monitors on-time performance and system results are published as part of quarterly performance reports covering all aspects of operations.

Service Availability Standards

Valley Transit currently provides service to all major destinations and large employment centers within the communities that it serves. The majority of the City of Appleton has bus service within one quarter mile of all residents. Valley Transit optimizes the funding and resources that it receives from the partner communities to maximize its route coverage within these communities. Valley Transit frequently reviews its level of service to each community and discusses expansion opportunities when resources to do so become available.

Fixed Route Service Policy

Vehicle Assignment Policy

As the age and condition of almost all of Valley Transit's fleet is currently identical, the only defining characteristic that determines vehicle assignment is capacity. Valley Transit frequently reviews the ridership of its routes and assigns the larger and smaller capacity buses to the areas whose ridership best matches these capacity characteristics.

Transit Amenities Policy

Valley Transit has nearly 1,150 bus stops, many of which have been in place for more than forty years. Three years ago, all stops were re-signed with more visible signage that also includes the route number(s) that service the stop. Additionally, each sign has its ID number listed on it for use with Valley Transit's real-time bus arrival data system.

Valley Transit also has a number of bus shelters located throughout the service area. Most of these shelters have also been in place for many years. As funding becomes available, old shelters are being replaced with new, accessible shelters.

New shelter locations can be requested by contacting Valley Transit. New installations are dependent on the ability to obtain the necessary right of way to locate the shelter, and a sponsoring business or other entity to provide snow removal, if possible.