



ROCKFORD MASS TRANSIT DISTRICT
BOARD OF TRUSTEES BOARD MEETING #1018
Monday, September 28, 2026 at 3:30 p.m.
Administrative Office at 201 N Winnebago St; 2nd Floor; Rockford, IL 61103

*The RMTD Board of Trustees Meeting
will be Live Streamed on Zoom via the link below:

<https://zoom.us/j/94936474186?pwd=TDc0QzZqS2c3UDJPL0d5K0J6Y3IOUT09>

Meeting ID: 949 3647 4186
Passcode: 796088

*Live Streaming information, along with additional RMTD Board Meeting materials, can be found on RMTD's website at <https://rmtd.org/about-us/rmtd-board-meetings-members>

AGENDA

CALL TO ORDER

ROLL CALL

APPROVAL OF MINUTES: Board of Trustees Meeting from August 24, 2026 (#1017)

AGENDA APPROVAL

A-COMMUNICATION

No Report

B-MATTERS BY THE PUBLIC

No Report

C-REPORTS OF STANDING COMMITTEES

No Report

D-RECONSIDERATION OF OLD BUSINESS

No Report

E-CONSIDERATION OF NEW BUSINESS

E-1 EXECUTIVE DIRECTOR'S REPORT

a) General Update - *Verbal*

E-2 FINANCE

a) Payment of Bills;

- AGHL/Rendered through July 31 & August 31, 2026
- Williams & McCarthy/Rendered through August 28, 2026
- Approval of Accounts Payable Invoices

- b) Approval of Unaudited Financial Statements for July 2026
- c) Pension Portfolio Review through September 23, 2026; and Pension Investment Statement for month ending August 31, 2026

E-3 OPERATIONS, MAINTENANCE & FACILITIES

- a) Operations Report
 - Fixed Route Ridership Statistics for August 2026
 - Demand Response Ridership Statistics for August 2026
- b) Vehicle Maintenance Report
 - Fixed Route and Paratransit/Demand Response Vehicle Maintenance Statistics for August 2026
- c) Facilities Report (201 N Winnebago/625 Mulberry/DTTC/ESTC)
- d) Projects Report
 - Facility Expansion Project Updates

E-4 HUMAN RESOURCES

- a) RMTD Claims History for August 2026

E-5 MARKETING

- a) Marketing Update
- b) Approval of Special Service Request

E-6 GRANTS

No Report

E-7 SAFETY & TRAINING

- a) Safety & Training Update Report for August 2026
- b) Approval of RMTD's Agency Safety Plan (PTASP) Program 2026 Annual Review & Updates

E-8 OTHER BUSINESS

- a) Approval of EEO/Title VI Officer
- b) Approval of Insurance Renewal 2026/2027 - *Presented by Marsh McLennan Agency*
- c) Approval of Security Services Contract Extension
- d) Approval of Resolution No. R-26-04 - 2027/2029 Rockford Mass Transit District Title VI Program and Environmental Justice Assessment
- e) Executive Session to discuss collective bargaining matters pursuant to 5 ILCS 120/2(c)(2) of the Illinois Open Meetings Act

E-9 NEXT MEETING SCHEDULED:

- a) Monday, October 26 at 3:30 PM

F-ORDER OF ADJOURNMENT



ROCKFORD MASS TRANSIT DISTRICT

Board of Trustees Board Meeting #1017 Minutes
Monday, August 24, 2026, at 3:30 p.m.

RMTD
201 N Winnebago St
Rockford, IL 61103

*The RMTD Board of Trustees Meeting was conducted in person and also live streamed on *Zoom* and recorded. Live streaming, recorded meeting(s) information and additional RMTD Board Meeting materials can be found on RMTD's website at:

<https://rmtd.org/about-us/rmtd-board-meetings-members>

ROLL CALL:

BOARD OF TRUSTEES:

Herbert L. Johnson - Board of Trustees, Chairman
Ricardo Montoya Picazo - Board of Trustees, Vice Chairman (*Absent*)
Ashley Sarver - Board of Trustees, Secretary/Treasurer

STAFF:

Michael Stubbe - Executive Director
Dan Engelkes - Deputy Executive Director & Director of Operations
Xavier Whitford - Comptroller
Cedrick Ketton - Fixed Route Operations Manager
Troy Volanti - Paratransit Operations Manager
Drex McCalvin - Safety & Training Manager
Lawrence Tennial - Facilities Maintenance Manager
George Orth - Maintenance Manager
Orlando Toatley - Marketing & Communications Manager
Paula Hughes - Grants & Procurement Manager
Erin Jenkins - Executive Assistant & Assistant Board Secretary
Tak Chow - IT

GUEST(S)/PUBLIC SPEAKERS PRESENT:

Jeffrey DiBenedetto, DiBenedetto & Associates
Jennifer Smith, Family Peace Center
John Mack, R1PC

CALL TO ORDER:

The Chairman called the meeting to order at approximately 3:30 p.m.

APPROVAL OF AGENDA:

The Chairman asked for and received a motion to approve the agenda for August 24, 2026. With no further discussion, the motion was seconded by the Secretary/Treasurer. The motion passed by a unanimous voice vote.

APPROVAL OF MINUTES:

The Minutes of July 23, 2026, RMTD Board of Trustees Meeting were reviewed. The Secretary/Treasurer asked for and received a motion to approve the Minutes of July 23, 2026. With no further discussion, the motion was seconded by the Chairman. The motion passed by a unanimous voice vote.

A-COMMUNICATIONS:

No Report

B-MATTERS BY THE PUBLIC:

Jennifer Smith

Jennifer Smith, Director of Development for the Family Peace Center, thanked the RMTD Board of Trustees and RMTD staff for supporting the Family Peace Center through an in-kind contribution of bus passes made through the Northern Illinois Community Foundation. Ms. Smith thanked RMTD for being a good community partner and all RMTD does to provide transportation to those who need help.

C-REPORTS OF STANDING COMMITTEES:

No Report

D-RECONSIDERATION OF OLD BUSINESS:

No Report

E-CONSIDERATION OF NEW BUSINESS:

E-1 EXECUTIVE DIRECTOR

- (a) The Executive Director acknowledged Susan Campbell, Director of Human Resources & Administration, and noted that she has decided to move on to another opportunity. He stated RMTD wanted to extend their deepest appreciation for her contribution to the District for the last 11 years. He added she has been amazing to work with, and he and the Staff will miss her greatly.

The Executive Director provided a brief review of Federal Legislative updates.

The Executive Director stated the FTA will be on site from August 25-26, 2026 conducting a Triennial Review of RMTD and the exit conference will be on September 2. He added he will update the Board on the outcome.

E-2 FINANCE

(a) Payment of Bills:

- AGHL Law Office/Service rendered through July 31, 2026
- Williams & McCarthy/Service rendered through July 24, 2026

The above payment of bill(s) were presented for the Board of Trustees' review.

- Approval of Accounts Payable Invoices

The Accounts Payable Invoices totaling \$1,266,742.03 were presented for the Board of Trustees' review and approval.

The Secretary/Treasurer asked for and received a motion to authorize the payment of the accounts payable invoices totaling \$1,266,742.03. With no further discussion, the motion was seconded by the Chairman. The motion passed by a unanimous voice vote.

(b) Approval of Unaudited Financial Statements for June 2026

The Unaudited Financial Statements for June 2026 were presented for the Board's review. The Secretary/Treasurer asked for and received a motion to approve the unaudited financial statements for June 2026. The motion was seconded by the Chairman. With no further discussion, the motion passed by a unanimous voice vote.

(c) Pension Portfolio Review through August 18, 2026 and Pension Investment Statement for month ending July 31, 2026

- Presented by Mr. Jeffrey DiBenedetto
Mr. DiBenedetto presented the Pension Portfolio Review Summary for period through August 18, 2026 to the Board of Trustees for their review. The RMTD Pension Trust Statement of Account Summary for month ending July 31, 2026, was also presented to the Board of Trustees for their review.

E-3 OPERATIONS, MAINTENANCE & FACILITIES

(a) Operations Report

- Fixed Route Updated Ridership Statistics for June 2026 & Fixed Route Ridership Statistics for July 2026
- Demand Response Ridership Statistics for July 2026

The Deputy Executive Director/Director of Operations presented the updated Fixed Route Ridership Statistics Report for June 2026 and July 2026. Demand Response Statistics Report for July 2026 was presented as well.

He provided an update on new hire training.

The Executive Director provided an update on planned Fall service changes. He recommended a Spring implementation on service changes due to staffing. The Board of Trustees was in agreement on the Spring implementation of service changes recommendation.

(b) Vehicle Maintenance Report

- The Deputy Director/Director of Operations presented the Fixed Route and Paratransit/Demand Response Vehicle Maintenance statistics for June & July 2026. He stated inspections have been performed per the maintenance plan on both the Fixed Route & Paratransit vehicles and vehicle availability remains good for both Fixed Route and Paratransit vehicles.

- (c) Facilities Report (201 N. Winnebago/625 Mulberry/DTTC/ESTC)
 - The Deputy Executive Director/Director of Operations stated Staff have been spending much of their time on bus stop sign installations and rearranging current office spaces for a new hire. He stated staff will be installing a bus stop shelter at the new downtown RVC campus in the next couple of weeks.
- (d) Projects Report
 - Facility Expansion Projects Updates
The Deputy Executive Director/Director of Operations stated Phase two is still progressing quite well. He stated RMTD is averaging about twenty contractors here on a daily basis and that the contractor is still projecting phase two being completed by the end of 2026. He noted the CSC's report for July is included in the board packet.

E-4 HUMAN RESOURCES

- (a) RMTD Claims History for July, 2026
The RMTD claims history for July 2026 for the Board of Trustees' review.

E-5 MARKETING

- (a) Monthly Marketing Overview
The Marketing & Communications Manager provided a Marketing update to the Board of Trustees.

E-6 GRANTS

- (a) Approval of Resolution No. R-26-03 - Authorizing & Execution Illinois CVP Grant Application
The Executive Director presented Resolution No. R-26-03 and stated the resolution is authorizing the submittal and execution of the application for Consolidated Vehicle Procurement Grant (CVP). He stated RMTD is submitting this application to replace a Super Duty with 2 Medium Duty and a minimum of 3 additional Medium Duty for a total of five (5) medium-duty replacement paratransit vehicles for a total of \$650,000. The Secretary/Treasurer asked for and received a motion to approve Resolution No. R-26-03. With no further discussion, the motion was seconded and passed.

E-7 SAFETY & TRAINING

- (a) Safety & Training Update Report for July 2026
The Executive Director presented a Safety & Training Report from July 2026 and FY26 Agency Safety Plan Performance Totals to the Board of Trustees for their review.

E-8 OTHER BUSINESS

- (a) Award of Actuarial Services
The Executive Director stated the contract with the Rockford Mass Transit District's previous actuary has expired.

As a result, the District solicited competitive proposals for professional actuarial services for a three-year contract, with an option to extend for an additional two years. The District received five (5) proposals, which were evaluated by a review committee based on the established evaluation criteria. The proposals received were as follows:

Proposer	Annual Cost	Fee Structure
Brett Schwab	\$21,500	No annual increase
Foster & Foster	\$21,000	Rate guaranteed for one year only
Lauterbach & Amen	\$25,600	Rate guaranteed for one year only
Nyhart	\$22,800	Annual increases of approximately 3-4%
Firethorn Actuarial	\$24,000	No annual increase

Although Foster & Foster submitted the lowest initial annual cost, its proposed rate is guaranteed for only one year. Brett Schwab's proposal provides a fixed annual cost of \$21,500 with no annual increases, providing the District with greater cost certainty over the three-year contract term.

Following its review, the committee determined that Brett Schwab was the most responsible and responsive proposer and received the highest overall evaluation score. A copy of the Evaluation Criteria Summary is attached for the Board's reference.

Funding for actuarial services has been included in the District's FY 2027 Operating Budget. The proposed annual contract amount is \$21,500, resulting in a total cost of \$64,500 over the initial three-year term, with no annual increases. The contract may be extended for an additional two years, subject to mutual agreement and applicable District approval.

Staff requests that the Board of Trustees approve the award of the Actuarial Services Contract to Brett Schwab at \$21,500 per year for an initial three-year term, with an option to extend the contract for an additional two years, subject to the terms and conditions of the contract.

The Secretary/Treasurer asked for and received a motion to approve the award the Actuarial Services Contract to Brett Schwab at \$21,000 per year for an initial three-year term with an option to extend the contract for an additional two years, subject to the terms and conditions of the contract. With no further discussion, the motion was seconded by the Chairman. The motion passed by a unanimous voice vote.

(b) Executive Session to discuss collective bargaining matters pursuant to 5 ILCS 120/2(c)(2) of the Illinois Open Meetings Act

At approximately 4:14 p.m., the Vice Chairman asked for and received a motion to enter into Executive Session to discuss pending collective bargaining matters pursuant to 5 ILCS 120/2(c)(2) of the Illinois Open Meetings Act. With no further discussion, the motion was seconded by the Chairman. The motion passed by a unanimous voice vote.

The Board of Trustees Meeting reconvened into General Session.

E-9 NEXT MEETING SCHEDULE

The next RMTD Board of Trustees Meeting is scheduled on:
Monday, September 28, 2026 at 3:30 PM. The Board Meeting will be held at the
RMTD Administration Building at 201 N Winnebago Road, Rockford, IL 61103.

F-ORDER OF ADJOURNMENT

A motion was made and received to adjourn. The motion was seconded and
passed. The Board Meeting adjourned at 4:29 p.m.

Respectfully submitted,

Erin Jenkins

Erin Jenkins
Rockford Mass Transit District, Assistant Secretary



ROCKFORD MASS TRANSIT DISTRICT (RMTD) **PROFESSIONAL FEES - ATTORNEY FEES**

E-2 (A) #1018

September 14, 2026

AGHL Law \$ 14,712.50

Invoices for professional services rendered through 8/31/26 in connection with general employment matters.

	Previous Fiscal Year	Current Month's Bill	Current Fiscal Year
General Employment:			
July Services	9,020.00		4,482.50
August Services	6,737.50	5,307.50	9,790.00
September Services	8,250.00		
October Services	5,142.50		
November Services	7,232.50		
December Services	3,410.00		
January Services	1,897.50		
February Services	1,375.00		
March Services			
April Services	3,822.50		
May Services	7,012.50		
June Services	4,702.50		
Total	58,602.50	5,307.50	9,790.00
Other		7,397.50	7,397.50
ATU Bargaining	67,952.50		82.50
Teamsters			
IBEW Bargaining		2,007.50	2,007.50
Total	126,555.00	14,712.50	19,277.50

ROCKFORD MASS TRANSIT DISTRICT (RMTD)
PROFESSIONAL FEES - ATTORNEY FEES

E-2 (A) #1018

August 31, 2026

AGHL Law \$ 4,482.50

Invoices for professional services rendered through 7/31/26 in connection with general employment matters.

	Previous Fiscal Year	Current Month's Bill	Current Fiscal Year
General Employment:			
July Services	9,020.00	4,482.50	4,482.50
August Services	6,737.50		
September Services	8,250.00		
October Services	5,142.50		
November Services	7,232.50		
December Services	3,410.00		
January Services	1,897.50		
February Services	1,375.00		
March Services			
April Services	3,822.50		
May Services	7,012.50		
June Services	4,702.50		
Total	58,602.50	4,482.50	4,482.50
Other			
ATU Bargaining	67,952.50		82.50
Teamsters			
IBEW Bargaining			
Total	126,555.00	4,482.50	4,565.00

ROCKFORD MASS TRANSIT DISTRICT (RMTD)
PROFESSIONAL FEES - ATTORNEY FEES

E-2 (A) #1018

August 28, 2026

Williams & McCarthy invoice(s): \$ 6,583.50

Invoices for professional services rendered through August 28, 2026 in connection with general employment matters.

	Previous Fiscal Year	Current Month's Bill	Current Fiscal Year
General Litigation & Corporate			
July Services	1,599.00	913.50	913.50
August Services	2,698.50	391.50	1,305.00
September Services	2,698.50		
October Services	4,560.00		
November Services	4,560.00		
December Services	5,181.00		
January Services	5,181.00		
February Services	5,181.00		
March Services	7,789.00		
April Services	8,995.50		
May Services	9,996.00		
June Services	12,681.50		
Total	71,121.00	391.50	1,305.00
Negotiations	0.00		0.00
IGA	360.00		0.00
Other	71,811.00	6,192.00	10,583.00
Total	142,932.00	6,583.50	11,888.00



Invoices to be Approved by the Board

E-2(A) #1018

September 28, 2026

Total invoices to be approved: \$1,289,027.45

Vendor	Reason	Invoice Number	Invoice Total
Atmosphere Commercial Interiors	Furniture for new addition	135087	\$ 32,184.48
BCCA	Boone County Trips	IU083126	\$ 54,787.93
Ceroni Piping	Bus Wash Installation	72738	\$ 44,731.75
City of Rockford	Gasoline June	405410	\$ 62,043.86
City of Rockford	Gasoline July	405325	\$ 62,043.86
IPRF	Worker's Comp Insurance	105988	\$ 71,657.00
IPRF	Worker's Comp Insurance	106793	\$ 42,547.00
Metro Enforcement	Security Services	67603	\$ 46,882.50
Professional Benefit Admin.	October Health Insurance	20261001	\$ 56,000.00
Scandroli Construction	Construction of 520 Mulberry	24210-22	\$ 619,243.57
Travelers	Insurance Premiums	20261011	\$ 196,905.50
		Total:	\$ 1,289,027.45



ROCKFORD MASS TRANSIT DISTRICT

p 815-961-9000
f 815-961-9892

201 N Winnebago St
Rockford, IL 61103

rmtd.org →

E-2 (B) #1018

TO: RMTD Board of Trustees
FROM: Xavier Whitford, Comptroller/Assistant Treasurer
Michael Stubbe, Executive Director
DATE: September 28, 2026
RE: July Financial Summary

July operating revenues totaled \$118,479, which was \$1,740.72, or 1.45%, below budget projections. The unfavorable variance was primarily attributable to some anticipated route increases that had yet to take effect.

Salary, Wage, and Fringe Benefit Expenses totaled \$1,086,450 for the period, which was \$80,072, or 7.95%, above budget.

Most other expense categories remained at or below budget. Notable exceptions included Miscellaneous Expenses, which were \$21,965 above budget, primarily due to dues and subscriptions due in month of July.

Overall, year-to-date revenues and expenses resulted in an budget variance of \$143,505 over projections.

Rockford Mass Transit District Budget Variance Report

From Fiscal Year: 2027		From Period 1		Division: ** Consolidated Report				As of: 9/4/2026	
Thru Fiscal Year: 2027		Thru Period 1							
Jul-2026	Budget	Variance	Var/Bgt Var %		Jul-2026	Budget	Variance	Var/Bgt Var %	
400.00.00 REVENUE									
401.00.00 Operating Revenue									
25,405.03	27,500.00	-2,094.97	-7.62%	401.01.00 Full Fare Adults	25,405.03	27,500.00	-2,094.97	-7.62%	
42,836.65	42,679.00	157.65	0.37%	401.01.05 Demand Response Fares	42,836.65	42,679.00	157.65	0.37%	
1,290.00	1,457.00	-167.00	-11.46%	401.01.10 Machesney Park Demand Response Fares	1,290.00	1,457.00	-167.00	-11.46%	
1,170.00	1,125.00	45.00	4.00%	401.01.15 Loves Park Demand Response Fares	1,170.00	1,125.00	45.00	4.00%	
963.40	1,250.00	-286.60	-22.93%	401.01.20 Full Adult Fares - Night	963.40	1,250.00	-286.60	-22.93%	
2,370.00	2,663.00	-293.00	-11.00%	401.01.25 SMTD Fares	2,370.00	2,663.00	-293.00	-11.00%	
759.54	1,644.00	-884.46	-53.80%	401.01.26 BCCA Revenue	759.54	1,644.00	-884.46	-53.80%	
296.43	413.00	-116.57	-28.23%	401.01.30 Machesney Park Service Farebox	296.43	413.00	-116.57	-28.23%	
0.00	0.00	0.00	0.00%	401.01.35 Cherry Valley Service Farebox	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	401.01.40 Cherry Valley Demand Response Fares	0.00	0.00	0.00	0.00%	
670.23	1,663.00	-992.77	-59.70%	401.01.45 Loves Park Revenue	670.23	1,663.00	-992.77	-59.70%	
0.00	413.00	-413.00	-100.00%	401.02.00 University Pass	0.00	413.00	-413.00	-100.00%	
0.00	0.00	0.00	0.00%	401.03.00 Student Fares	0.00	0.00	0.00	0.00%	
75.00	163.00	-88.00	-53.99%	401.05.00 Disable Riders Fares	75.00	163.00	-88.00	-53.99%	
4,310.00	3,413.00	897.00	26.28%	401.99.00 Seven Day Passes	4,310.00	3,413.00	897.00	26.28%	
13,950.00	16,413.00	-2,463.00	-15.01%	401.99.10 30 Day Passes	13,950.00	16,413.00	-2,463.00	-15.01%	
7,058.50	8,337.00	-1,278.50	-15.34%	401.99.20 Other - Full Fare Tickets	7,058.50	8,337.00	-1,278.50	-15.34%	
0.00	0.00	0.00	0.00%	401.99.25 Other Demand Response Tickets	0.00	0.00	0.00	0.00%	
52.50	38.00	14.50	38.16%	401.99.30 Other - Half Fare Tickets	52.50	38.00	14.50	38.16%	
17,120.50	10,837.00	6,283.50	57.98%	401.99.35 Full Fare All Day Passes	17,120.50	10,837.00	6,283.50	57.98%	
151.50	212.00	-60.50	-28.54%	401.99.40 Half Fare All Day Passes	151.50	212.00	-60.50	-28.54%	
0.00	0.00	0.00	0.00%	402.00.04 Special Transit Fares/Public Aid	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	402.00.06 Farebox Revenue/Trolley	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	402.06.02 Special Transit Fares	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	405.01.00 Charter Service Bus	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	405.01.01 Charter Service Trolley	0.00	0.00	0.00	0.00%	
118,479.28	120,220.00	-1,740.72	-1.45%	405.99.99 Total Operating Revenue	118,479.28	120,220.00	-1,740.72	-1.45%	
406.00.00 Non-Operating Revenue									
6,948.00	4,163.00	2,785.00	66.90%	406.03.00 Advertising Services Income	6,948.00	4,163.00	2,785.00	66.90%	
0.00	0.00	0.00	0.00%	406.03.05 Advertising Services Income Demand Resp	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	407.01.00 Sale of Maintenance Service	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	407.01.40 Sale of Maintenance Service	0.00	0.00	0.00	0.00%	
3,273.49	2,087.00	1,186.49	56.85%	407.03.00 Rental Buildings/Other Property	3,273.49	2,087.00	1,186.49	56.85%	

Rockford Mass Transit District

Budget Variance Report

From Fiscal Year: 2027		From Period 1		Division: ** Consolidated Report				As of: 9/4/2026	
Thru Fiscal Year: 2027		Thru Period 1							
Jul-2026	Budget	Variance	Var/Bgt Var %		Jul-2026	Budget	Variance	Var/Bgt Var %	
10,384.01	16,663.00	-6,278.99	-37.68%	407.04.00 Investment Income	10,384.01	16,663.00	-6,278.99	-37.68%	
0.00	0.00	0.00	0.00%	407.05.00 Parking Lot Revenue	0.00	0.00	0.00	0.00%	
429.00	0.00	429.00	100.00%	407.99.00 Other Non-Transportation Rev - GH & VG P	429.00	0.00	429.00	100.00%	
1,387.25	1,750.00	-362.75	-20.73%	407.99.05 Other Non-Transportation Revenue - Fixed	1,387.25	1,750.00	-362.75	-20.73%	
0.00	0.00	0.00	0.00%	407.99.06 Other Non-Transportation Revenue - Dema	0.00	0.00	0.00	0.00%	
155,750.00	155,750.00	0.00	0.00%	409.01.00 Local Operating Assistance	155,750.00	155,750.00	0.00	0.00%	
9,174.00	9,195.00	-21.00	-0.23%	409.01.05 Operating Assistance - Other FR Machesne	9,174.00	9,195.00	-21.00	-0.23%	
5,670.00	5,668.00	2.00	0.04%	409.01.06 Operating Assistance - Other DR Machesne	5,670.00	5,668.00	2.00	0.04%	
30,926.00	30,929.00	-3.00	-0.01%	409.02.05 Operating Assistance - Other FR Loves Par	30,926.00	30,929.00	-3.00	-0.01%	
4,361.00	4,366.00	-5.00	-0.11%	409.02.06 Operating Assistance - Other DR Loves Par	4,361.00	4,366.00	-5.00	-0.11%	
0.00	0.00	0.00	0.00%	409.03.05 Operating Assistance - Other FR Boone Co	0.00	0.00	0.00	0.00%	
0.00	12,184.00	-12,184.00	-100.00%	409.03.06 Operating Assistance - Other DR Boone Co	0.00	12,184.00	-12,184.00	-100.00%	
0.00	0.00	0.00	0.00%	409.04.05 Operating Assistance - Other FR Belvidere	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	409.04.06 Operating Assistance - Other DR Belvidere	0.00	0.00	0.00	0.00%	
173,508.52	210,229.00	-36,720.48	-17.47%	409.05.05 Operating Assistance - Other SMTD	173,508.52	210,229.00	-36,720.48	-17.47%	
0.00	0.00	0.00	0.00%	409.10.00 Local Operating Revenue - Deferred Liabili	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	409.99.00 Other Local Financial Assistance	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	409.99.05 Other Local Fin/Assit	0.00	0.00	0.00	0.00%	
2,002,311.37	2,019,399.00	-17,087.63	-0.85%	411.01.00 IDOT Operating Assistance	2,002,311.37	2,019,399.00	-17,087.63	-0.85%	
37,426.42	55,322.00	-17,895.58	-32.35%	411.01.01 IDOT Operating Assistance Boone County	37,426.42	55,322.00	-17,895.58	-32.35%	
0.00	0.00	0.00	0.00%	411.01.05 IDOT Operating Assistance Belvedere	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	411.04.00 State Cash Grant & Reimbursement Specia	0.00	0.00	0.00	0.00%	
0.00	0.00	0.00	0.00%	413.01.00 FTA Operating Assistance	0.00	0.00	0.00	0.00%	
0.00	104,116.00	-104,116.00	-100.00%	413.99.00 Other Assistance - Federal - Preventative	0.00	104,116.00	-104,116.00	-100.00%	
28,780.00	26,913.00	1,867.00	6.94%	413.99.01 Other Assistance - Federal-JARC New Free	28,780.00	26,913.00	1,867.00	6.94%	
136,592.92	26,663.00	109,929.92	412.29%	413.99.05 Other Assistance - Federal - ADA	136,592.92	26,663.00	109,929.92	412.29%	
0.00	0.00	0.00	0.00%	430.01.00 Contributed Services	0.00	0.00	0.00	0.00%	
2,606,921.98	2,685,397.00	-78,475.02	-2.92%	430.99.99 Total Non-Operating Revenue	2,606,921.98	2,685,397.00	-78,475.02	-2.92%	
2,725,401.26	2,805,617.00	-80,215.74	-2.86%	440.99.99 Total Revenues	2,725,401.26	2,805,617.00	-80,215.74	-2.86%	
				500.00.0 Salaries & Wages					
567,593.31	498,192.00	69,401.31	13.93%	501.01.1 Operators Salaries and Wages	567,593.31	498,192.00	69,401.31	13.93%	
148,336.98	122,292.00	26,044.98	21.30%	501.01.2 Operators Overtime	148,336.98	122,292.00	26,044.98	21.30%	
413,791.73	367,869.00	45,922.73	12.48%	501.02.1 Salaries and Wages	413,791.73	367,869.00	45,922.73	12.48%	
23,603.82	18,025.00	5,578.82	30.95%	501.02.2 Overtime	23,603.82	18,025.00	5,578.82	30.95%	
1,153,325.84	1,006,378.00	146,947.84	14.60%	501.99.9 Total Salaries & Wages	1,153,325.84	1,006,378.00	146,947.84	14.60%	

Rockford Mass Transit District Budget Variance Report

From Fiscal Year: 2027 Thru Fiscal Year: 2027		From Period 1 Thru Period 1		Division: ** Consolidated Report				As of: 9/4/2026			
Jul-2026	Budget	Variance	Var/Bgt Var %		Jul-2026	Budget	Variance	Var/Bgt Var %			
502.00.0 Fringe Benefits											
73,981.13	76,989.00	-3,007.87	-3.91%	502.01.0 FICA	73,981.13	76,989.00	-3,007.87	-3.91%			
146,810.66	126,373.00	20,437.66	16.17%	502.02.1 Pension Plan	146,810.66	126,373.00	20,437.66	16.17%			
2,663.75	3,108.00	-444.25	-14.29%	502.02.2 Long Term Disability	2,663.75	3,108.00	-444.25	-14.29%			
288,750.00	266,539.00	22,211.00	8.33%	502.03.0 Hospital/Medical Plan	288,750.00	266,539.00	22,211.00	8.33%			
945.00	872.00	73.00	8.37%	502.03.1 Vision Plans	945.00	872.00	73.00	8.37%			
22.44	378.00	-355.56	-94.06%	502.03.2 Employee Assistance Program	22.44	378.00	-355.56	-94.06%			
6,309.00	6,062.00	247.00	4.07%	502.04.0 Dental Plans	6,309.00	6,062.00	247.00	4.07%			
2,493.75	1,950.00	543.75	27.88%	502.05.0 Life Insurance Plans	2,493.75	1,950.00	543.75	27.88%			
1,615.00	4,192.00	-2,577.00	-61.47%	502.06.0 Short-Term Disability Plans	1,615.00	4,192.00	-2,577.00	-61.47%			
942.42	1,701.00	-758.58	-44.60%	502.07.0 Unemployment Insurance	942.42	1,701.00	-758.58	-44.60%			
0.00	87,633.00	-87,633.00	-100.00%	502.08.0 Workers' Compensation Insurance	0.00	87,633.00	-87,633.00	-100.00%			
14,862.36	20,567.00	-5,704.64	-27.74%	502.09.0 Sick Leave	14,862.36	20,567.00	-5,704.64	-27.74%			
51,285.93	41,346.00	9,939.93	24.04%	502.10.0 Holidays	51,285.93	41,346.00	9,939.93	24.04%			
47,354.06	54,245.00	-6,890.94	-12.70%	502.11.0 Vacation	47,354.06	54,245.00	-6,890.94	-12.70%			
3,526.76	9,130.00	-5,603.24	-61.37%	502.12.0 Other Wages	3,526.76	9,130.00	-5,603.24	-61.37%			
0.00	0.00	0.00	0.00%	502.12.2 Other Paid Absence - ADA Training	0.00	0.00	0.00	0.00%			
7,979.43	6,130.00	1,849.43	30.17%	502.13.0 Uniform Allowance	7,979.43	6,130.00	1,849.43	30.17%			
796.50	2,675.00	-1,878.50	-70.22%	502.14.0 Other Fringe Benefits	796.50	2,675.00	-1,878.50	-70.22%			
2,211.00	2,040.00	171.00	8.38%	502.14.1 Other Fringe Benefits - Parking	2,211.00	2,040.00	171.00	8.38%			
1,175.50	8,671.00	-7,495.50	-86.44%	502.14.2 Employee Retention & Recruitment - FR Op	1,175.50	8,671.00	-7,495.50	-86.44%			
653,724.69	720,601.00	-66,876.31	-9.28%	502.99.9 Fringe Benefits	653,724.69	720,601.00	-66,876.31	-9.28%			
503.00.0 Services											
1,814.45	0.00	1,814.45	100.00%	503.01.1 Management Service Fee	1,814.45	0.00	1,814.45	100.00%			
14,750.00	8,334.00	6,416.00	76.99%	503.02.0 Advertising Fees	14,750.00	8,334.00	6,416.00	76.99%			
88,077.48	97,382.00	-9,304.52	-9.55%	503.03.0 Professional Services	88,077.48	97,382.00	-9,304.52	-9.55%			
1,955.00	1,084.00	871.00	80.35%	503.03.1 Professional Services - Drug Testing	1,955.00	1,084.00	871.00	80.35%			
2,057.00	1,084.00	973.00	89.76%	503.03.2 Professional Services - DOT Physicals	2,057.00	1,084.00	973.00	89.76%			
4,464.00	0.00	4,464.00	100.00%	503.04.0 Temporary Help	4,464.00	0.00	4,464.00	100.00%			
24,203.44	44,904.00	-20,700.56	-46.10%	503.05.0 Repair/Maintenance	24,203.44	44,904.00	-20,700.56	-46.10%			
8,840.93	14,584.00	-5,743.07	-39.38%	503.06.0 Custodial Services	8,840.93	14,584.00	-5,743.07	-39.38%			
57,559.04	94,001.00	-36,441.96	-38.77%	503.07.0 Security Services	57,559.04	94,001.00	-36,441.96	-38.77%			
0.00	0.00	0.00	0.00%	503.08.0 Technical Study Service	0.00	0.00	0.00	0.00%			
1,500.00	2,750.00	-1,250.00	-45.45%	503.99.0 Other Services	1,500.00	2,750.00	-1,250.00	-45.45%			
205,221.34	264,123.00	-58,901.66	-22.30%	503.99.9 Total Services	205,221.34	264,123.00	-58,901.66	-22.30%			
504.00.0 Materials & Supplies											

Rockford Mass Transit District Budget Variance Report

From Fiscal Year: 2027 Thru Fiscal Year: 2027		From Period 1 Thru Period 1		Division: ** Consolidated Report				As of: 9/4/2026			
Jul-2026	Budget	Variance	Var/Bgt Var %		Jul-2026	Budget	Variance	Var/Bgt Var %			
160,602.99	142,209.00	18,393.99	12.93%	504.01.0 Fuel	160,602.99	142,209.00	18,393.99	12.93%			
8,238.09	11,000.00	-2,761.91	-25.11%	504.01.1 Lubricants & Oils	8,238.09	11,000.00	-2,761.91	-25.11%			
10,634.28	13,334.00	-2,699.72	-20.25%	504.02.0 Tires and Tubes	10,634.28	13,334.00	-2,699.72	-20.25%			
40,234.04	59,583.00	-19,348.96	-32.47%	504.99.0 Other Materials/Supplies	40,234.04	59,583.00	-19,348.96	-32.47%			
0.00	333.00	-333.00	-100.00%	504.99.1 Other Materials/Supplies - ADA	0.00	333.00	-333.00	-100.00%			
0.00	6,666.00	-6,666.00	-100.00%	504.99.2 Accident Repair Revenue Vehicles	0.00	6,666.00	-6,666.00	-100.00%			
74,185.67	79,167.00	-4,981.33	-6.29%	504.99.3 Bus Parts	74,185.67	79,167.00	-4,981.33	-6.29%			
293,895.07	312,292.00	-18,396.93	-5.89%	504.99.9 Total Materials & Supplies	293,895.07	312,292.00	-18,396.93	-5.89%			
505.00.0 Utilities											
28,261.39	69,584.00	-41,322.61	-59.39%	505.02.0 Utilities	28,261.39	69,584.00	-41,322.61	-59.39%			
28,261.39	69,584.00	-41,322.61	-59.39%	505.99.9 Total Utilities	28,261.39	69,584.00	-41,322.61	-59.39%			
506.00.0 Casualty & Liability											
80,417.61	91,941.00	-11,523.39	-12.53%	506.01.0 Premiums - Physical Damanger Insurance	80,417.61	91,941.00	-11,523.39	-12.53%			
0.00	0.00	0.00	0.00%	506.02.0 Recoveries of Physical Damage Losses	0.00	0.00	0.00	0.00%			
26,219.98	25,352.50	867.48	3.42%	506.03.0 Premiums - Public Liability Insurance	26,219.98	25,352.50	867.48	3.42%			
126,249.00	12,500.00	113,749.00	909.99%	506.05.0 Provision for Unisured Public Liability	126,249.00	12,500.00	113,749.00	909.99%			
4,536.15	13,999.00	-9,462.85	-67.60%	506.08.0 Premiums for Other Corporate Insurance	4,536.15	13,999.00	-9,462.85	-67.60%			
237,422.74	143,792.50	93,630.24	65.11%	506.99.9 Total Casualty & Liability	237,422.74	143,792.50	93,630.24	65.11%			
507.00.0 Taxes/Vehicle Registration											
0.00	333.00	-333.00	-100.00%	507.04.0 Vehicle Licensing and Registration Fees	0.00	333.00	-333.00	-100.00%			
401.36	250.00	151.36	60.54%	507.05.0 Fuel and Lubricant Taxes	401.36	250.00	151.36	60.54%			
0.00	0.00	0.00	0.00%	507.99.0 Other Taxes	0.00	0.00	0.00	0.00%			
401.36	583.00	-181.64	-31.16%	507.99.9 Total Taxes/Vehicle Registration	401.36	583.00	-181.64	-31.16%			
508.00.0 Purchased Transportation											
57,579.11	69,154.00	-11,574.89	-16.74%	508.01.0 Purchased Transporation	57,579.11	69,154.00	-11,574.89	-16.74%			
57,579.11	69,154.00	-11,574.89	-16.74%	508.99.9 Total Purchased Transportation	57,579.11	69,154.00	-11,574.89	-16.74%			
509.00.0 Miscellaneous Expenses											
80,909.33	36,855.00	44,054.33	119.53%	509.01.0 Dues and Subscriptions	80,909.33	36,855.00	44,054.33	119.53%			
2,254.03	7,083.00	-4,828.97	-68.18%	509.02.0 Travel and Meetings	2,254.03	7,083.00	-4,828.97	-68.18%			
0.00	0.00	0.00	0.00%	509.04.0 Entertainment Expenses	0.00	0.00	0.00	0.00%			
0.00	0.00	0.00	0.00%	509.06.0 Fines and Penalties	0.00	0.00	0.00	0.00%			
0.00	0.00	0.00	0.00%	509.07.0 Bad Debt Expense	0.00	0.00	0.00	0.00%			
0.00	14,167.00	-14,167.00	-100.00%	509.08.0 Advertising/Promotion Media	0.00	14,167.00	-14,167.00	-100.00%			

Rockford Mass Transit District Budget Variance Report

From Fiscal Year: 2027 Thru Fiscal Year: 2027		From Period 1 Thru Period 1		Division: ** Consolidated Report				As of: 9/4/2026			
Jul-2026	Budget	Variance	Var/Bgt Var %		Jul-2026	Budget	Variance	Var/Bgt Var %			
6,200.00	8,333.00	-2,133.00	-25.60%	509.99.0 Other Miscellaneous Expenses	6,200.00	8,333.00	-2,133.00	-25.60%			
706.36	1,667.00	-960.64	-57.63%	509.99.1 Postage and Freight	706.36	1,667.00	-960.64	-57.63%			
0.00	0.00	0.00	0.00%	509.99.2 Employee Appreciation	0.00	0.00	0.00	0.00%			
90,069.72	68,105.00	21,964.72	32.25%	509.99.9 Total Miscellaneous Expenses	90,069.72	68,105.00	21,964.72	32.25%			
511.00.0 Interest Expense											
0.00	0.00	0.00	0.00%	511.02.0 Short Term Interest Expense	0.00	0.00	0.00	0.00%			
0.00	0.00	0.00	0.00%	511.99.9 Total Interest Expense	0.00	0.00	0.00	0.00%			
512.00.0 Leases & Rentals											
0.00	0.00	0.00	0.00%	512.02.0 Lease & Rental Passenger Stations	0.00	0.00	0.00	0.00%			
0.00	0.00	0.00	0.00%	512.05.0 Lease - Service Vehicles	0.00	0.00	0.00	0.00%			
0.00	0.00	0.00	0.00%	512.12.0 Lease and Rental Equipment	0.00	0.00	0.00	0.00%			
0.00	0.00	0.00	0.00%	512.99.9 Total Leases & Rentals	0.00	0.00	0.00	0.00%			
513.00.0 Depreciation											
0.00	0.00	0.00	0.00%	513.00.1 Depreciation Expense	0.00	0.00	0.00	0.00%			
0.00	0.00	0.00	0.00%	513.99.9 Total Depreciation Expense	0.00	0.00	0.00	0.00%			
517.00.0 Debt Service											
5,500.00	7,500.00	-2,000.00	-26.67%	517.01.0 Line Of Credit - Interest	5,500.00	7,500.00	-2,000.00	-26.67%			
0.00	0.00	0.00	0.00%	517.02.0 Line Of Credit - Principal Payments	0.00	0.00	0.00	0.00%			
5,500.00	7,500.00	-2,000.00	-26.67%	517.99.9 Total Debt Service	5,500.00	7,500.00	-2,000.00	-26.67%			
2,725,401.26	2,662,112.50	63,288.76	2.38%	520.99.9 Total Expenses	2,725,401.26	2,662,112.50	63,288.76	2.38%			
0.00	143,504.50	-143,504.50	-100.00%	999.99.999 Surplus / Deficit	0.00	143,504.50	-143,504.50	-100.00%			



Ricardo Picazo, Ashley Sarver, & Herbert Johnson Trustees
520 Mulberry Street
Rockford, IL 61101

As of September 23, 2026



Rockford Mass Transit District

Period Ending: As of 9/23/2026
Portfolio Inception Date: 12/10/2008

Portfolio Overview

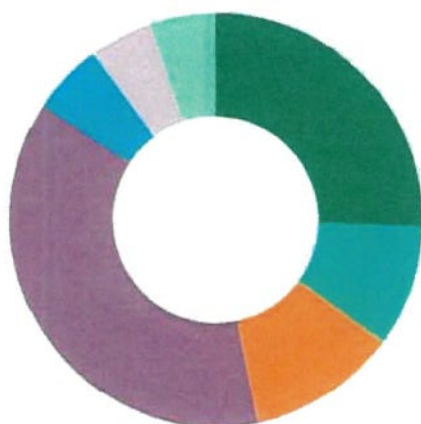
Components of Change

	Quarter to Date	Year to Date	RMTD Fiscal
Start Value (Managed)	\$36,781,299.40	\$34,933,013.77	\$36,781,299.40
Contributions	\$625,000.00	\$1,250,000.00	\$625,000.00
Withdrawals	(\$555,000.00)	(\$1,596,190.00)	(\$555,000.00)
Unrealized Gain	(\$398,849.64)	\$1,245,782.80	(\$398,849.64)
Realized Gain	(\$1,735.89)	\$226,779.94	(\$1,735.89)
Income/Expenses	\$110,798.23	\$502,125.59	\$110,798.23
Ending Value (Managed)	\$36,561,512.10	\$36,561,512.10	\$36,561,512.10
Investment Gain (Managed)	(\$289,787.30)	\$1,974,688.33	(\$289,787.30)

Portfolio Returns

Account Number	Account Type	Quarter to Date Net Return	Year to Date Net Return	RMTD Fiscal Net Return
xxxx8656		(0.79%)	5.67%	(0.79%)

Asset Allocation



Asset Class	Current Value	Current Percent
Large Cap	\$9,343,917.92	25.56%
Small Cap	\$3,456,285.70	9.45%
International	\$4,305,833.02	11.78%
Bonds	\$13,705,815.96	37.49%
Alternatives	\$2,040,096.64	5.58%
Unconstrained	\$1,784,462.38	4.88%
Cash and Money Funds	\$1,925,100.48	5.27%
Total	\$36,561,512.10	100.00%

This data is gathered from what is believed to be reliable sources. Please refer to your custodian brokerage statement to confirm the material presented.



Schwab One® Trust Account of
H JOHNSON & A SARVER TTEE
ROCKFORD MASS TRANSIT DISTRICT
U/A DTD 07/01/1976



Statement Period
August 1-31, 2026

Account Summary

Ending Account Value as of 08/31	Beginning Account Value as of 08/01
\$36,692,804.79	\$36,339,284.95

	This Statement	YTD
Beginning Account Value	\$36,339,284.95	\$34,932,913.77
Deposits	0.00	625,000.00
Withdrawals	(185,000.00)	(1,411,190.00)
Dividends and Interest	59,153.91	657,856.86
Market Appreciation/(Depreciation)	479,365.93	1,967,966.16
Expenses	0.00	(79,742.00)
Ending Account Value	\$36,692,804.79	\$36,692,804.79

Account Ending Value reflects the market value of your cash and investments. It does not include pending transactions, unpriced securities or assets held outside Schwab's custody.

Your Independent Investment Manager
and/or Advisor

DIBENEDETTO & ASSOCIATES LTD
4920 FOREST HILLS RD
LOVES PARK IL 61111-5936
1 (815) 654-8850

The custodian of your brokerage account is:
Charles Schwab & Co., Inc. Member SIPC. Your
independent Investment Advisor is not affiliated
with or an agent of Schwab and Schwab does not
supervise or endorse your Advisor.

Online Assistance

Visit us online at schwaballiance.com

Visit schwab.com/stmt to explore the features and
benefits of this statement.

Time to go digital

Sign up for paperless at schwab.com/gp

08/31-83153-AC106

MD 01 246918 06832 H 729 A
H JOHNSON & A SARVER TTEE
ROCKFORD MASS TRANSIT DISTRICT
U/A DTD 07/01/1976
201 NORTH WINNEBAGO STREET
ROCKFORD IL 61103-1016



ROCKFORD MASS TRANSIT DISTRICT

TO: RMTD Board of Trustees

FROM: Dan Engelkes, Deputy Executive Director/Director of Operations
Michael Stubbe, Executive Director

DATE: September 28, 2026

RE: Operations, Maintenance and Facilities Report

Operations Report:

- Fixed Route Ridership Statistics for August 2026.
 - The 132,564 passenger rides in August 2026 are 8% higher than August 2025.
 - The 256,557 passenger rides YTD-FY27 are 6.7 % higher than YTD-FY-26
- Paratransit/Demand Response Ridership Statistics for July 2026.
 - The 13,403 passenger rides in August 2026 are 9.2% higher than August 2025.
 - The 26,667 passenger rides YTD -FY27 are 10.9% higher than YTD-FY26.
- Operator New Hire Training update: We currently have four paratransit drivers in training who will be testing soon.

Vehicle Maintenance Report:

- Fixed Route & Paratransit/Demand Response Vehicle Maintenance Statistics for June and August 2026.
 - Fixed Route vehicles: Inspections were performed per the maintenance plan. Vehicle availability remains good.
 - Demand Response vehicles: Inspections were performed per the maintenance plan. Vehicle availability remains good.

Facilities Report:

- Our shelters shipped as of September 21st so staff will start to install them as soon as we receive them. The shelter at the RVC Downtown Campus will be installed the week of September 28, 2026.

Projects Report

- Facility expansion project: Phase two is still progressing well. We are still on target for that phase to be finished by the end of the year, which would allow us to start to move staff into that space after the new year. We have included our owner's representative report as well.

FIXED ROUTE REPORT

MONTH OF: **AUGUST 26**
E-3(a)#1018

ALL FIXED ROUTES

	PASSENGERS	REVENUE	MILES	HOURS	Pass per Rev Hr
BUDGET - FY 27	126,450	73,024.00	154,501.7	11,217.9	11.3
AUGUST 26	132,564	59,388.10	135,674.9	9,654.1	13.7
AUGUST 25	122,801	64,532.18	127,045.4	9,054.3	13.6
% CHANGE	▲ 8.0%	▼ 8.0%	▲ 6.8%	▲ 6.6%	▲ 1.2%
BUDGET - FY 27	248,770	143,929.75	311,673.8	22,657.0	
YTD - FY 27	256,557	129,441.19	287,690.7	19,919.2	
YTD - FY 26	240,525	144,732.83	257,127.5	18,146.0	
% CHANGE	▲ 6.7%	▼ 10.6%	▲ 11.9%	▲ 9.8%	

Please note that the service shown in the detail below is included in the "ALL FIXED ROUTES" section above.

NIGHT SERVICE

	PASSENGERS	REVENUE	MILES	HOURS	Pass per Rev Hr
AUGUST 26	8,164	913.50	10,801.3	673.1	12.1
AUGUST 25	10,188	1,195.06	14,197.3	838.9	12.1
% CHANGE	▼ 19.9%	▼ 23.6%	▼ 23.9%	▼ 19.8%	▼ 0.1%
YTD - FY 27	16,901	1,876.90	24,552.3	1,451.8	
YTD - FY 26	20,357	2,400.76	28,858.5	1,717.8	
% CHANGE	▼ 17.0%	▼ 21.8%	▼ 14.9%	▼ 15.5%	

DAY SERVICE (WEEKDAYS only)

	PASSENGERS	REVENUE	MILES	HOURS	Pass per Rev Hr
AUGUST 26	105,319	54,876.83	100,301.1	7,215.4	14.6
AUGUST 25	94,075	59,399.26	89,468.6	6,545.1	14.4
% CHANGE	▲ 12.0%	▼ 7.6%	▲ 12.1%	▲ 10.2%	▲ 1.6%
YTD - FY 27	207,741	121,652.85	222,662.1	15,569.3	
YTD - FY 26	187,373	135,274.58	185,295.6	13,418.3	
% CHANGE	▲ 10.9%	▼ 10.1%	▲ 20.2%	▲ 16.0%	

SATURDAY SERVICE

	PASSENGERS	REVENUE	MILES	HOURS	Pass per Rev Hr
AUGUST 26	14,267	2,657.47	18,784.6	1,400.0	10.2
AUGUST 25	14,078	2,963.80	18,883.5	1,323.9	10.6
% CHANGE	▲ 1.3%	▼ 10.3%	▼ 0.5%	▲ 5.7%	▼ 4.2%
YTD - FY 27	23,154	4,135.49	30,055.4	2,240.0	
YTD - FY 26	25,056	5,320.53	33,990.3	2,386.4	
% CHANGE	▼ 7.6%	▼ 22.3%	▼ 11.6%	▼ 6.1%	

SUNDAY SERVICE

	PASSENGERS	REVENUE	MILES	HOURS	Pass per Rev Hr
AUGUST 26	4,814	940.30	5,787.9	365.7	13.2
AUGUST 25	4,460	974.06	4,496.0	346.4	12.9
% CHANGE	▲ 7.9%	▼ 3.5%	▲ 28.7%	▲ 5.6%	▲ 2.3%
YTD - FY 27	8,761	1,775.95	10,421.0	658.2	
YTD - FY 26	7,739	1,736.96	8,983.1	623.5	
% CHANGE	▲ 13.2%	▲ 2.2%	▲ 16.0%	▲ 5.6%	

ROCKFORD

	PASSENGERS	REVENUE	MILES	HOURS
AUGUST 26	126,902	58,502.90	119,673.0	8,575.4
AUGUST 25	117,795	63,687.57	114,407.8	8,235.8
% CHANGE	▲ 7.7%	▼ 8.1%	▲ 4.6%	▲ 4.1%
YTD - FY 27	245,758	127,589.34	255,255.3	17,732.2
YTD - FY 26	230,490	142,965.27	231,722.9	16,501.8
% CHANGE	▲ 6.6%	▼ 10.8%	▲ 10.2%	▲ 7.5%

MACHESNEY PARK

	PASSENGERS	REVENUE	MILES	HOURS
AUGUST 26	1,839	283.77	4,194.3	296.7
AUGUST 25	1,694	217.91	4,285.9	258.1
% CHANGE	▲ 8.6%	▲ 30%	▼ 2.1%	▲ 15.0%
YTD - FY 27	3,433	580.20	8,510.4	602.2
YTD - FY 26	3,387	537.73	8,637.1	520.2
% CHANGE	▲ 1.4%	▲ 7.9%	▼ 1.5%	▲ 15.8%

LOVES PARK

	PASSENGERS	REVENUE	MILES	HOURS
AUGUST 26	3,824	601.43	11,807.6	782.0
AUGUST 25	3,312	626.69	8,351.7	560.4
% CHANGE	▲ 15.4%	▼ 4.00%	▲ 41.4%	▲ 39.5%
YTD - FY 27	7,366	1,271.66	23,925.0	1,584.8
YTD - FY 26	6,648	1,229.82	16,767.5	1,124.0
% CHANGE	▲ 10.8%	▲ 3.4%	▲ 42.7%	▲ 41.0%

BICYCLES

	BICYCLES		BICYCLES
AUGUST 26	1,171	YTD - FY 27	2,113
AUGUST 25	1,084	YTD - FY 26	2,043
	▲ 8.0%		

WHEELCHAIRS

	PASSENGERS		PASSENGERS
AUGUST 26	278	YTD - FY 27	622
AUGUST 25	257	YTD - FY 26	833
	▲ 8.2%		

TRANSFERS ISSUED

	PASSENGERS		PASSENGERS
AUGUST 26	10,528	YTD - FY 27	18,559
AUGUST 25	10,453	YTD - FY 26	20,906
	▲ 0.7%		

Fixed Route
Performance Report
August 2026

Weekdays

	Frequency in Minutes	Service Hours	Passengers August 2026	Passengers August 2025	Percent Change	YTD-FY 27 Total	YTD-FY 26 Total	Percent Change	Passengers per Revenue Hour Aug 26	Passengers per Revenue Hour Aug 25	Percent Change	Passengers per Revenue Hour FY 27	Passengers per Revenue Hour FY 26	Percent Change
Daytime Routes			105,319	94,075	▲ 12.0%	207,741	187,373	▲ 10.9%	14.6	14.4	▲ 1.6%	13.3	14.0	▼ 4.4%
1 W. State *	60	4:15 am - 7:10 pm	4,979	5,633	▼ 11.6%	9,610	10,652	▼ 9.8%	17.8	19.2	▼ 7.3%	15.9	17.7	▼ 10.2%
2 School St *	30	4:45 am - 7:10 pm	7,372	6,341	▲ 16.3%	13,533	11,915	▲ 13.6%	25.7	22.5	▲ 14.2%	21.9	20.7	▲ 5.9%
:15 after			3,691	3,257	▲ 13.3%	6,836	6,291	▲ 8.7%	25.6	25.5	▲ 0.4%	22.5	23.4	▼ 3.9%
:45 after *			3,681	3,084	▲ 19.4%	6,697	5,624	▲ 19%	25.8	20.0	▲ 29.0%	21.3	18.3	▲ 16.6%
3 Huffman * *	60	5:15 am - 7:10 pm	3,783	2,298	▲ 64.6%	8,024	4,660	▲ 72.2%	14.6	16.4	▼ 11.2%	14.3	16.3	▼ 11.9%
4 N Main	30		10,422	8,940	▲ 16.6%	20,388	18,053	▲ 12.9%	20.0	30.4	▼ 34.2%	18.1	30.0	▼ 39.5%
:15 after *		4:15 am - 7:10 pm	6,868			13,040			23.2			20.9		
:45 after *		6:45 am - 6:40 pm	3,554			7,348			15.8			14.7		
5 Clifton *	60	5:45 am - 7:10 pm	1,770	1,192	▲ 48.5%	3,596	2,425	▲ 48.3%	10.3	8.8	▲ 16.7%	9.7	8.8	▲ 10.4%
6 Kilburn *	60	5:45 am - 5:40 pm	3,964	1,906	▲ 108.0%	7,880	3,731	▲ 111.2%	15.8	15.1	▲ 4.5%	14.5	14.5	▲ 1%
7 S Main	60	4:15 am - 7:10 pm	3,344	3,249	▲ 2.9%	6,362	6,550	▼ 2.90%	11.7	10.4	▲ 13.0%	10.3	10.2	▲ 1.2%
11 E Sate	30		22,904	21,249	▲ 7.8%	46,980	42,752	▲ 9.9%	22.1	19.1	▲ 15.7%	21.1	18.8	▲ 12.0%
:15 after		4:15 am - 7:10 pm	15,982	13,441	▲ 18.9%	30,865	27,042	▲ 14.1%	27.6	22.2	▲ 24.6%	25.2	15.3	▲ 65.0%
:45 after		5:45 am - 6:40 pm	6,922	7,808	▼ 11.3%	16,115	15,710	▲ 2.6%	15.2	15.5	▼ 2.0%	16.0	15.2	▲ 5.2%
12 Charles St *	60	4:15 am - 7:10 pm	4,784	5,201	▼ 8.0%	10,401	10,448	▼ 0.4%	13.7	15.2	▼ 9.9%	13.8	14.9	▼ 7.5%
13 Rural St *	60	5:15 am - 6:40 pm	2,098	1,465	▲ 43.2%	4,206	2,908	▲ 44.6%	14.1	10.7	▲ 31.8%	13.1	10.4	▲ 26.1%
14 Seventh St * *	30		8,128	6,094	▲ 33.4%	15,943	12,040	▲ 32.4%	15.5	20.7	▼ 25.2%	14.1	20.0	▼ 29.5%
:15 after *		4:15 am - 7:10 pm	5,157			9,648			17.6			15.5		
:45 after *		6:45 am - 6:40 pm	2,971			6,295			12.9			12.4		
15 Kishwaukee St *	60	4:15 am - 7:10 pm	5,176	4,823	▲ 7.3%	10,058	9,489	▲ 6.0%	17.8	16.4	▲ 8.3%	16.0	15.8	▲ 1.5%
16 City Loop North * *	30		8,671	8,259	▲ 5.0%	16,241	16,299	▼ 0.40%	12.7	14.1	▼ 9.7%	11.1	13.6	▼ 18.6%
:15 after *		4:15 am - 7:10 pm	6,741			12,940			12.5			10.9		
:45 after *		6:45 am - 6:12 pm	1,930			3,301			13.7			11.8		
17 City Loop South * *	30		8,065	8,118	▼ 0.7%	15,698	16,190	▼ 3.0%	11.9	13.8	▼ 13.9%	10.7	13.4	▼ 20.3%
:15 after *		4:15 am - 7:10 pm	6,645			12,996			11.8			10.7		
:45 after *		7:12 am - 6:40 pm	1,420			2,702			12.0			10.5		
18 Bell School	60	6:15 am - 6:38 pm	837	708	▲ 18.2%	1,671	1,450	▲ 15.2%	3.7	2.8	▲ 28.8%	3.4	2.8	▲ 19.2%
19 Cherryvale Harrison	60	6:05 am - 6:18 pm	2,102	2,107	▼ 0.2%	3,330	4,259	▼ 21.8%	4.7	4.2	▲ 11.9%	3.5	4.2	▼ 16.70%
20 Alpine Crosstown *	60	5:25 am - 7:25 pm	4,092	3,469	▲ 18.0%	7,865	7,745	▲ 1.5%	8.0	6.1	▲ 30.2%	7.1	6.6	▲ 7.8%
22 N Second St	60	5:41 am - 6:20 pm	2,828	3,023	▼ 6.5%	5,955	5,807	▲ 3%	10.6	10.2	▲ 4.0%	10.3	9.5	▲ 8%

* Frequency Increase October 12th, 2025

* Additional Evening Trip October 12th, 2025

Weekday Nights

E-3(a)#1018

	Frequency in Minutes	Service Hours	Passengers August 2026	Passengers August 2025	Percent Change	YTD-FY 27 Total	YTD-FY 26 Total	Percent Change	Passengers per Revenue Hour Aug 26	Passengers per Revenue Hour Aug 25	Percent Change	Passengers per Revenue Hour FY 27	Passengers per Revenue Hour FY 26	Percent Change
Night Routes			8,164	10,188	▼ 19.9%	16,901	20,357	▼ 17.0%	12.1	12.1	▼ 0.1%	11.6	11.9	▼ 1.8%
31 Rockton Auburn	60	7:15 pm - 12:10 am	1,593	2,683	▼ 40.6%	3,765	5,146	▼ 26.8%	17.0	21.3	▼ 20.0%	18.7	19.9	▼ 6.40%
32 E State	60	6:15 pm - 12:10 am	2,378	2,549	▼ 6.7%	3,991	5,030	▼ 20.7%	12.3	12.2	▲ 0.7%	9.6	11.8	▼ 18.7%
33 W State Clifton	60	7:15 pm - 12:10 am	1,201	1,274	▼ 5.7%	2,540	2,682	▼ 5.3%	12.6	10.1	▲ 25.0%	12.4	10.4	▲ 19.2%
34 Harrison Alpine	60	7:15 pm - 12:10 am	988	1,536	▼ 35.7%	2,265	3,115	▼ 27.3%	10.6	12.2	▼ 13.3%	11.2	12.1	▼ 7.0%
35 Kishwaukee 7th St	60	7:15 pm - 12:10 am	1,650	1,638	▲ 0.7%	3,583	3,317	▲ 8.0%	17.4	13.0	▲ 33.6%	17.5	12.9	▲ 35.9%
36 Riverside Alpine	60	6:42 pm - 12:10 am	354	508	▼ 30.3%	757	1,067	▼ 29.1%	3.4	4.0	▼ 14.5%	3.4	4.1	▼ 17.1%

113,483

Seasonal Friday Nights (May - September)

	Frequency in Minutes	Service Hours	Passengers August 2026	Passengers August 2025	Percent Change	YTD-FY 26 Total	YTD-FY 25 Total	Percent Change	Passengers per Revenue Hour Aug 26	Passengers per Revenue Hour Aug 25	Percent Change	Passengers per Revenue Hour FY 27	Passengers per Revenue Hour FY 26	Percent Change
City Market 														
Trolley	25	3:55 pm - 9:30 pm	48	193	▼ 75.1%	233	286	▼ 18.5%	4.0	6.4	▼ 37.8%	7.8	4.8	▲ 63%

Sundays

	Frequency in Minutes	Service Hours	Passengers August 2026	Passengers August 2025	Percent Change	YTD-FY 27 Total	YTD-FY 26 Total	Percent Change	Passengers per Revenue Hour Aug 26	Passengers per Revenue Hour Aug 25	Percent Change	Passengers per Revenue Hour FY 27	Passengers per Revenue Hour FY 26	Percent Change
Sunday Routes			4,814	4,460	▲ 7.9%	8,761	7,739	▲ 13.2%	13.2	12.9	▲ 2.3%	24.0	12.4	▲ 93.0%
41 Rockton Auburn	60	9:15 am - 6:10 pm	1,069	951	▲ 12.4%	1,870	1,665	▲ 12.3%	23.3	21.4	▲ 9.1%	22.7	20.8	▲ 9.0%
42 E State	60	9:15 am - 6:10 pm	1,525	1,674	▼ 8.9%	2,961	2,854	▲ 4%	16.7	18.9	▼ 11.4%	18.0	17.9	▲ 1%
43 W State Clifton	60	9:15 am - 6:10 pm	568	478	▲ 18.8%	1,063	861	▲ 23.5%	12.4	10.7	▲ 15.6%	12.9	10.7	▲ 20.1%
44 Harrison Alpine	60	9:15 am - 6:10 pm	613	562	▲ 9.1%	1,027	987	▲ 4.1%	13.4	12.6	▲ 6.1%	12.4	12.3	▲ 1.2%
45 Kishwaukee 7th St	60	9:15 am - 6:10 pm	747	501	▲ 49.1%	1,312	865	▲ 51.7%	16.3	11.3	▲ 44.4%	15.9	10.8	▲ 46.8%
46 Riverside Alpine	60	9:15 am - 6:10 pm	155	166	▼ 6.6%	301	276	▲ 9%	3.7	4.1	▼ 9.6%	4.0	3.8	▲ 6%
70 Amazon West	60	5:05 am - 6:57 am 5:00 pm - 6:55 pm	63	53	▲ 18.9%	107	97	▲ 10.3%	2.6	2.7	▼ 5.8%	2.4	2.8	▼ 12.6%
71 Amazon East	60	5:05 am - 6:51 am 5:00 pm - 6:56 pm	74	75	▼ 1.3%	120	134	▼ 10.4%	3.0	3.8	▼ 21.4%	2.7	3.8	▼ 28.6%

September 25, 2026

Saturdays

E-3(a)#1018

	Frequency in Minutes	Service Hours	Passengers August 2026	Passengers August 2025	Percent Change	YTD-FY 27 Total	YTD-FY 26 Total	Percent Change	Passengers per Revenue Hour Aug 26	Passengers per Revenue Hour Aug 25	Percent Change	Passengers per Revenue Hour FY 27	Passengers per Revenue Hour FY 26	Percent Change
Saturday Routes			14,267	14,078	▲ 1.3%	23,154	25,056	▼ 7.6%	10.2	10.6	▼ 4.2%	16.5	10.5	▲ 57.5%
1 W. State	60	6:15 am - 6:10 pm	736	824	▼ 10.7%	1,170	1,452	▼ 19.4%	12.0	13.8	▼ 13.1%	11.9	13.5	▼ 11.8%
2 School. St	30	6:15 am - 6:10 pm	809	901	▼ 10.2%	1,359	1,565	▼ 13.2%	13.1	15.1	▼ 13.2%	13.8	14.6	▼ 5.60%
	:15 after		447	566	▼ 21.0%	789	940	▼ 16.1%	14.1	19.1	▼ 26.2%	24.9	17.6	▲ 41.2%
	:45 after		362	335	▲ 8.1%	570	625	▼ 8.8%	12.1	11.2	▲ 8.1%	19.0	11.6	▲ 64.2%
3 Huffman *	60	6:15 am - 6:10 pm	745	545	▲ 36.7%	1,118	894	▲ 25.1%	12.3	18.4	▼ 33.0%	11.6	16.8	▼ 31.0%
4 N Main	60	6:15 am - 6:10 pm	1,306	1,296	▲ 0.8%	2,247	2,302	▼ 2.40%	21.6	21.7	▼ 0.6%	23.2	21.5	▲ 8.3%
5 Clifton	60	6:45 am - 6:10 pm	210	211	▼ 0.5%	376	390	▼ 3.6%	7.2	7.1	▲ 1.0%	8.1	7.3	▲ 10%
6 Kilburn *	60	5:45 am - 5:40 pm	610	393	▲ 55.2%	981	642	▲ 52.8%	10.0	13.1	▼ 24.0%	10.0	11.9	▼ 15.8%
7 S Main	60	6:15 am - 6:10 pm	386	388	▼ 0.5%	629	715	▼ 12.0%	6.3	6.5	▼ 3.2%	6.4	6.7	▼ 3.7%
11 E Sate	30		3,354	3,416	▼ 1.8%	5,483	6,103	▼ 10.2%	16.2	15.8	▲ 2.6%	16.5	15.6	▲ 5.7%
	:15 after	6:15 am - 7:10 pm	2,197	2,207	▼ 0.5%	3,598	4,046	▼ 11.1%	17.4	16.2	▲ 8%	28.5	16.4	▲ 73.0%
	:45 after	7:45 am - 4:40 pm	1,157	1,209	▼ 4.3%	1,885	2,057	▼ 8.4%	14.3	15.1	▼ 5.3%	23.3	14.3	▲ 63.2%
12 Charles St	60	6:15 am - 6:10 pm	729	780	▼ 6.5%	1,088	1,410	▼ 22.8%	9.3	10.9	▼ 14.4%	8.7	11.0	▼ 20.5%
13 Rural St	60	6:15 am - 5:40 pm	271	244	▲ 11.1%	432	460	▼ 6.10%	8.4	8.1	▲ 3.9%	8.4	8.5	▼ 1.20%
14 Seventh St	60	6:15 am - 6:10 pm	863	737	▲ 17.1%	1,364	1,395	▼ 2.20%	14.0	12.4	▲ 13.2%	13.8	13.0	▲ 6.3%
15 Kishwaukee St	60	6:15 am - 6:10 pm	721	656	▲ 9.9%	1,089	1,227	▼ 11.20%	11.7	11.1	▲ 5.5%	11.0	11.5	▼ 4.20%
16 City Loop North	60	6:15 am - 7:10 pm	1,044	1,324	▼ 21.1%	1,749	2,222	▼ 21.3%	8.5	11.5	▼ 26.0%	8.9	10.7	▼ 16.4%
17 City Loop South	60	6:15 am - 7:10 pm	999	1,085	▼ 7.9%	1,692	1,944	▼ 13.0%	8.4	9.2	▼ 8.9%	8.9	9.2	▼ 3.10%
18 Bell School	60	8:45 am - 5:38 pm	149	157	▼ 5.1%	207	250	▼ 17.2%	3.3	3.6	▼ 6.8%	2.9	3.1	▼ 8.60%
19 Cherryvale Harrison	60	6:05 am - 6:18 pm	457	370	▲ 23.5%	721	702	▲ 2.7%	3.8	3.1	▲ 24.5%	3.8	3.3	▲ 15.6%
20 Alpine Crosstown	60	9:25 am - 5:43 pm	391	318	▲ 23.0%	634	623	▲ 1.8%	5.2	3.9	▲ 33.4%	5.3	4.2	▲ 26.9%
22 N Second St	60	9:41 am - 5:20 pm	366	334	▲ 9.6%	619	559	▲ 10.7%	8.7	8.2	▲ 6.4%	9.2	7.6	▲ 21.1%
70 Amazon West	60	5:05 am - 6:57 am 5:00 pm - 6:55 pm	68	49	▲ 38.8%	97	92	▲ 5.4%	3.4	2.5	▲ 36.9%	3.0	2.6	▲ 17.0%
71 Amazon East	60	5:05 am - 6:51 am 5:00 pm - 6:56 pm	53	50	▲ 6.0%	99	109	▼ 9.20%	2.6	2.5	▲ 3.0%	3.0	3.0	▲ 0.4%

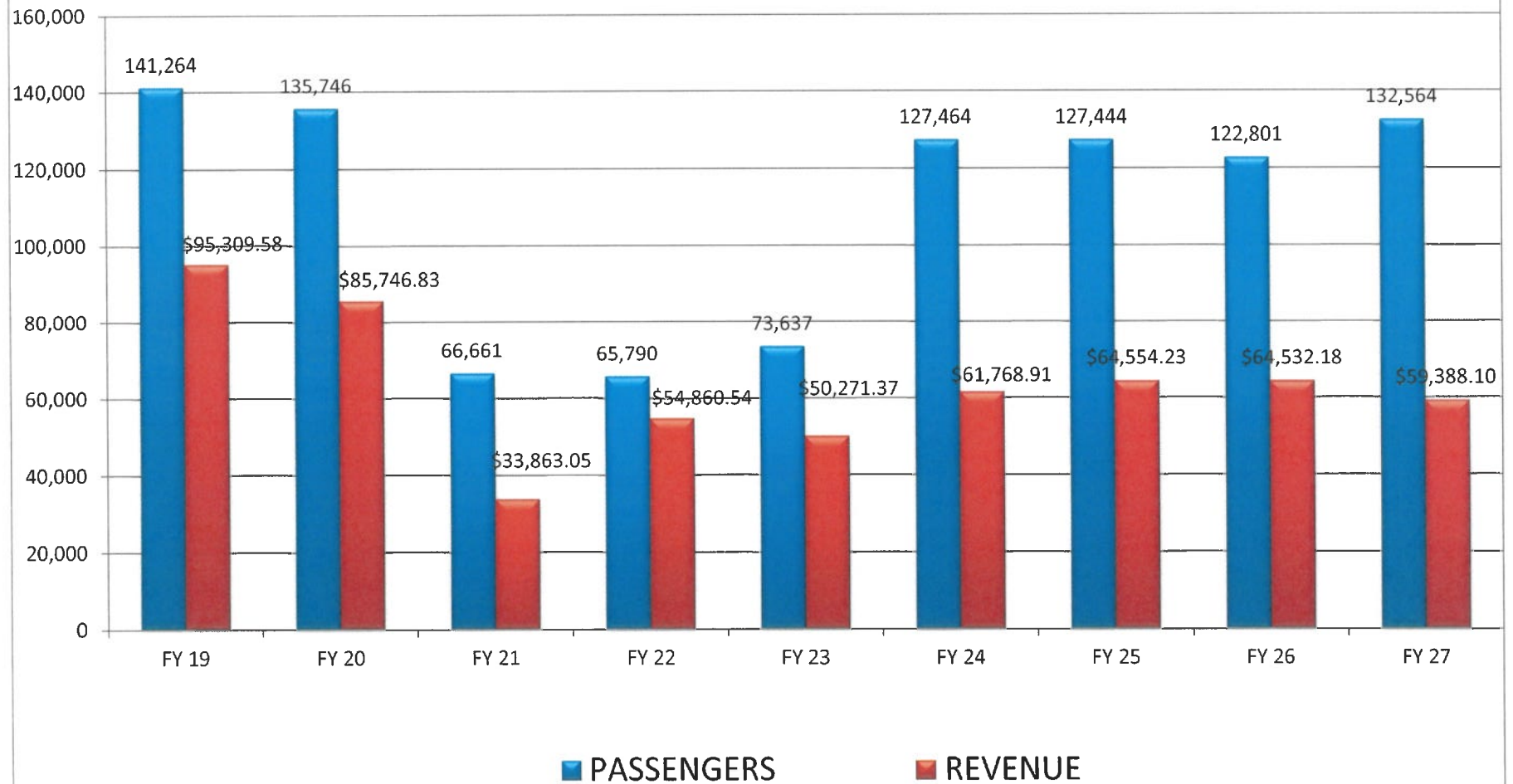
* Frequency Increase October 12th, 2025

September 25, 2026

	Passengers August 2026	Passengers August 2025	Percent Change
Month Total	132,564	122,801	▲ 8.0%

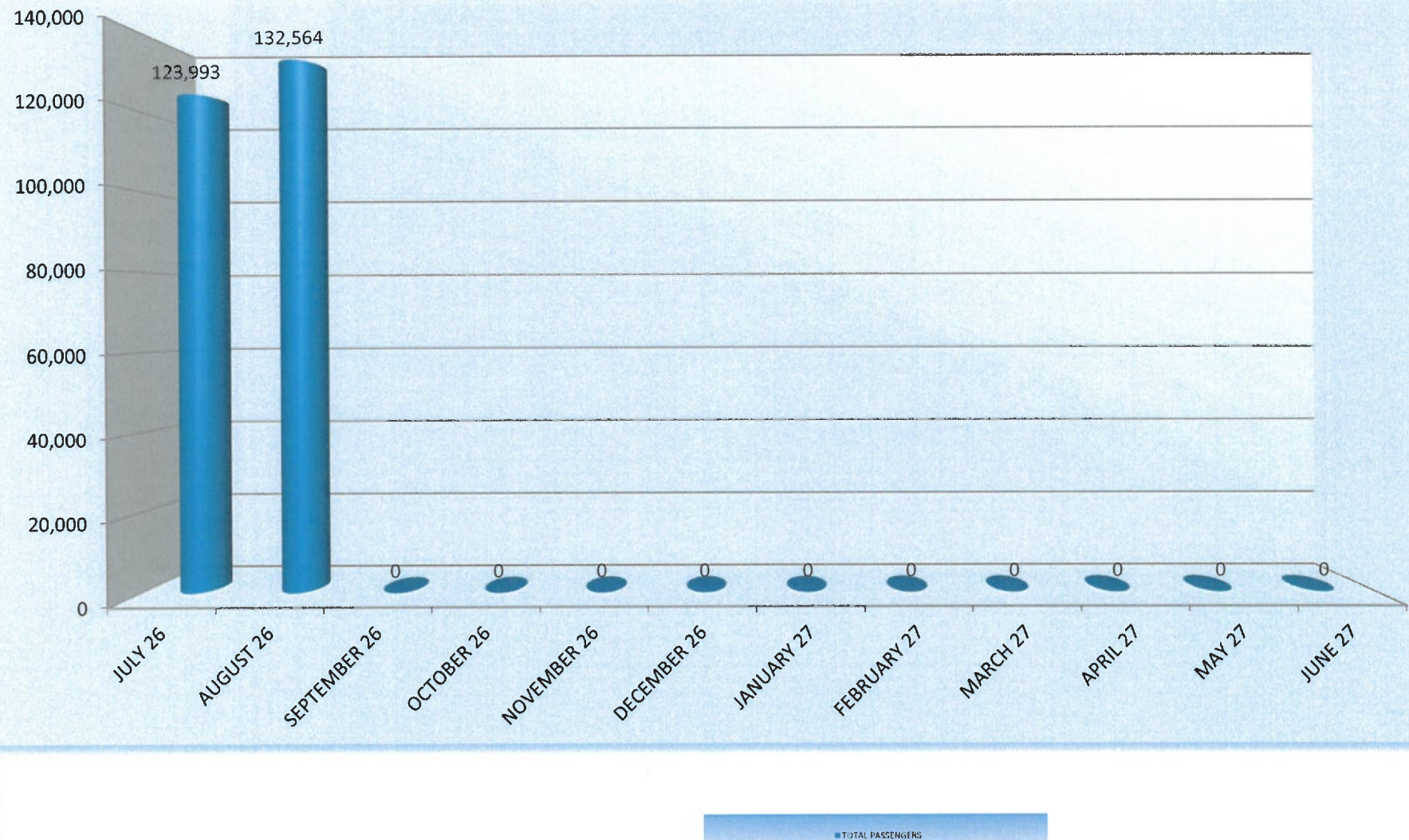
AUGUST PASSENGERS/REVENUE

E-3(a)#1018

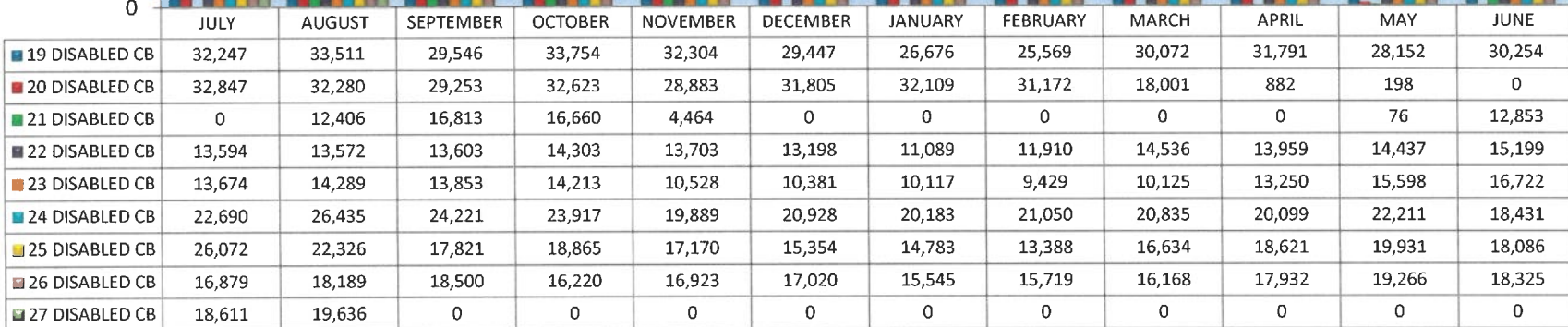


MONTHLY PASSENGERS FY 27

E-3(a)#1018

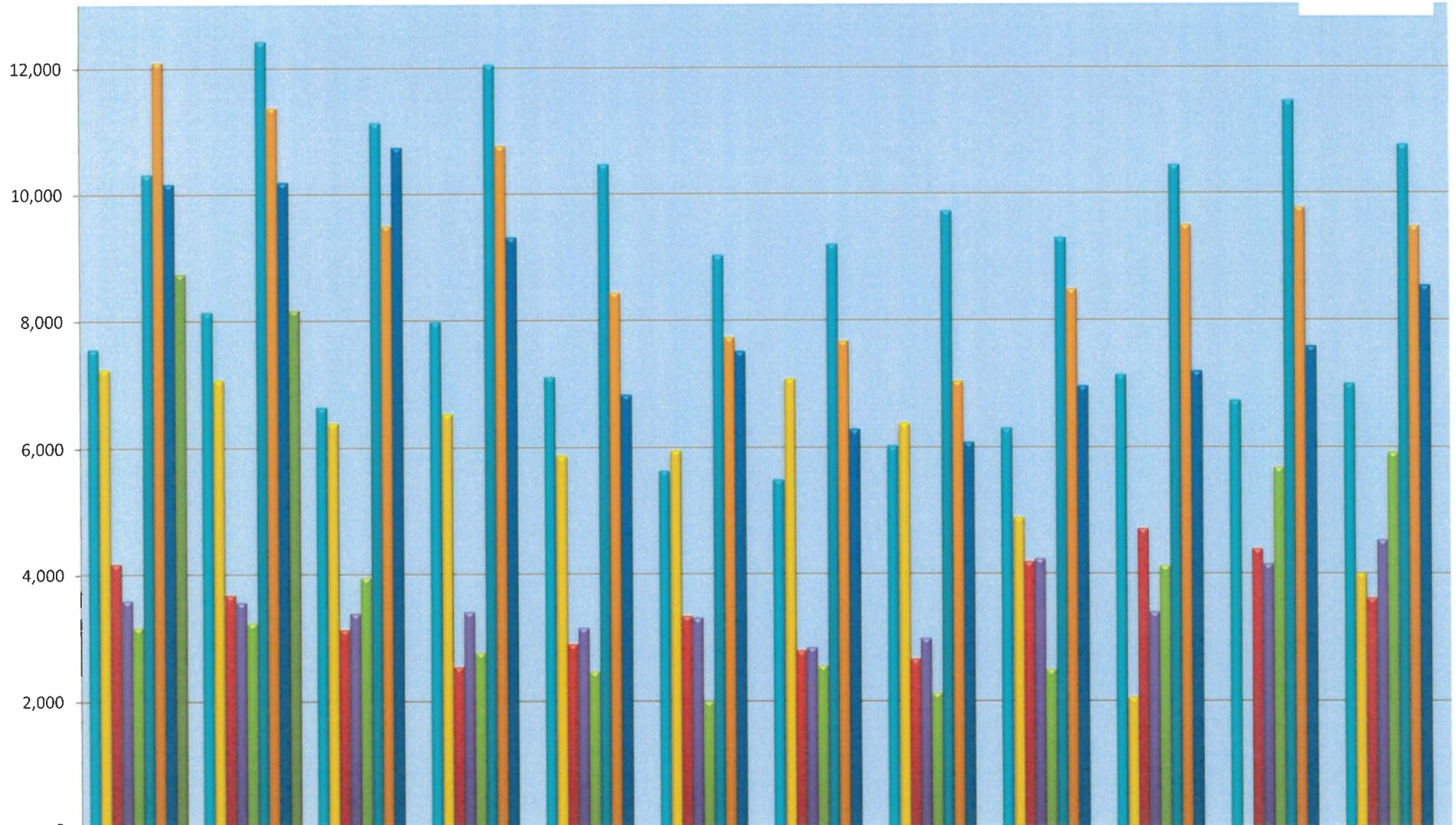


E-3(a)#1018



NIGHT MONTHLY PASSENGERS

E-3(a)#1018



	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
FY 19	7,550	8,136	6,630	7,971	7,106	5,621	5,478	6,015	6,292	7,137	6,724	6,994
FY 20	7,234	7,066	6,385	6,528	5,868	5,944	7,070	6,372	4,888	2,055	0	4,000
FY 21	4,167	3,675	3,123	2,539	2,893	3,334	2,790	2,658	4,191	4,711	4,388	3,608
FY 22	3,584	3,552	3,378	3,396	3,144	3,302	2,833	2,977	4,234	3,391	4,148	4,526
FY 23	3,156	3,229	3,939	2,756	2,460	1,992	2,549	2,122	2,486	4,120	5,671	5,906
FY 24	10,315	12,417	11,132	12,050	10,469	9,023	9,190	9,723	9,290	10,447	11,469	10,767
FY 25	12,101	11,378	9,495	10,765	8,432	7,732	7,671	7,040	8,480	9,496	9,771	9,472
FY 26	10,169	10,188	10,744	9,310	6,829	7,507	6,283	6,076	6,960	7,197	7,580	8,537
FY 27	8,737	8,164	0	0	0	0	0	0	0	0	0	0

BIKE MONTHLY RIDERSHIP

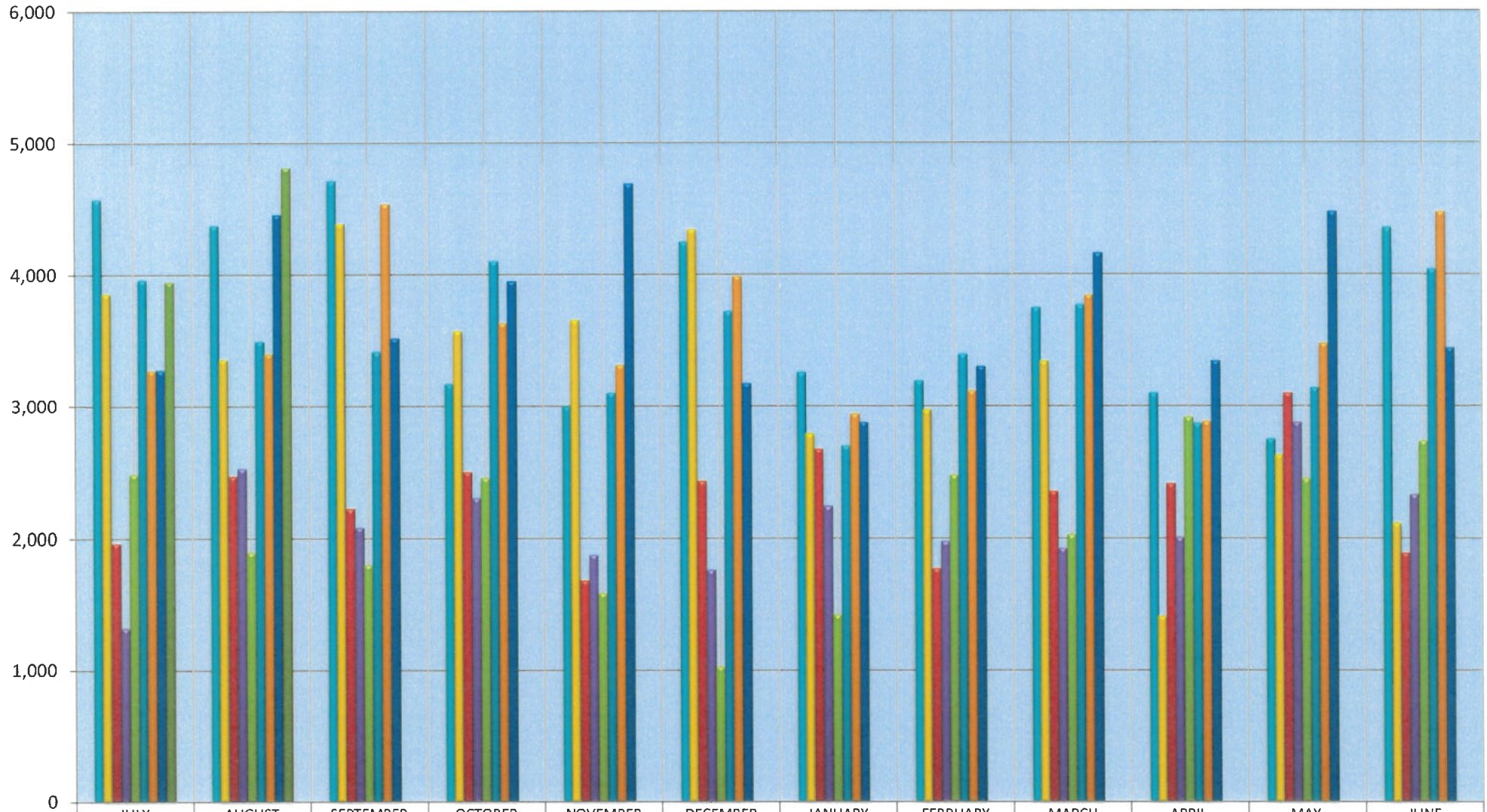
The chart displays monthly bike ridership data from June to June. The y-axis represents the number of riders, ranging from 0 to 2,000 in increments of 200. The x-axis lists the months from June to June. Each month has a group of seven bars in different colors: teal, yellow, green, purple, red, orange, and blue. Ridership is highest in August (approx. 1,900) and lowest in January (approx. 480). There is a general upward trend in ridership from June to August, followed by a decline in the winter months, and then a rise again in the spring and summer months.

Month	Teal	Yellow	Green	Purple	Red	Orange	Blue
JUNE	1420	1170	790	770	1250	1100	950
JULY	1680	1410	920	860	1150	1250	1080
AUGUST	1610	1380	980	880	1200	1280	1060
SEPTEMBER	1330	1390	1020	790	1150	1500	990
OCTOBER	1080	860	810	490	760	1050	680
NOVEMBER	750	940	690	450	640	670	390
DECEMBER	480	850	420	320	560	730	460
JANUARY	460	730	330	380	460	620	560
FEBRUARY	700	730	560	630	590	700	810
MARCH	1060	350	720	630	990	790	710
APRIL	1120	410	860	860	1270	1140	730
MAY	1130	680	830	1350	1560	800	990

[illegible]

SUNDAY MONTHLY PASSENGERS

E-3(a)#1018



	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
FY 19	4,574	4,373	4,711	3,170	2,995	4,247	3,259	3,192	3,748	3,099	2,750	4,354
FY 20	3,854	3,354	4,387	3,572	3,655	4,341	2,790	2,969	3,342	1,407	2,626	2,113
FY 21	1,965	2,470	2,228	2,502	1,680	2,433	2,674	1,772	2,357	2,415	3,100	1,888
FY 22	1,318	2,530	2,085	2,307	1,874	1,761	2,245	1,978	1,925	2,007	2,878	2,333
FY 23	2,485	1,896	1,799	2,455	1,581	1,023	1,419	2,476	2,026	2,915	2,451	2,735
FY 24	3,962	3494	3414	4103	3102	3723	2698	3395	3771	2868	3139	4042
FY 25	3,274	3398	4543	3633	3313	3986	2939	3118	3843	2882	3477	4476
FY 26	3,279	4460	3518	3951	4691	3175	2877	3302	4165	3344	4478	3443
FY 27	3,947	4,814	0	0	0	0	0	0	0	0	0	0

ROCKFORD MASS TRANSIT DISTRICT
DEMAND RESPONSE REPORT

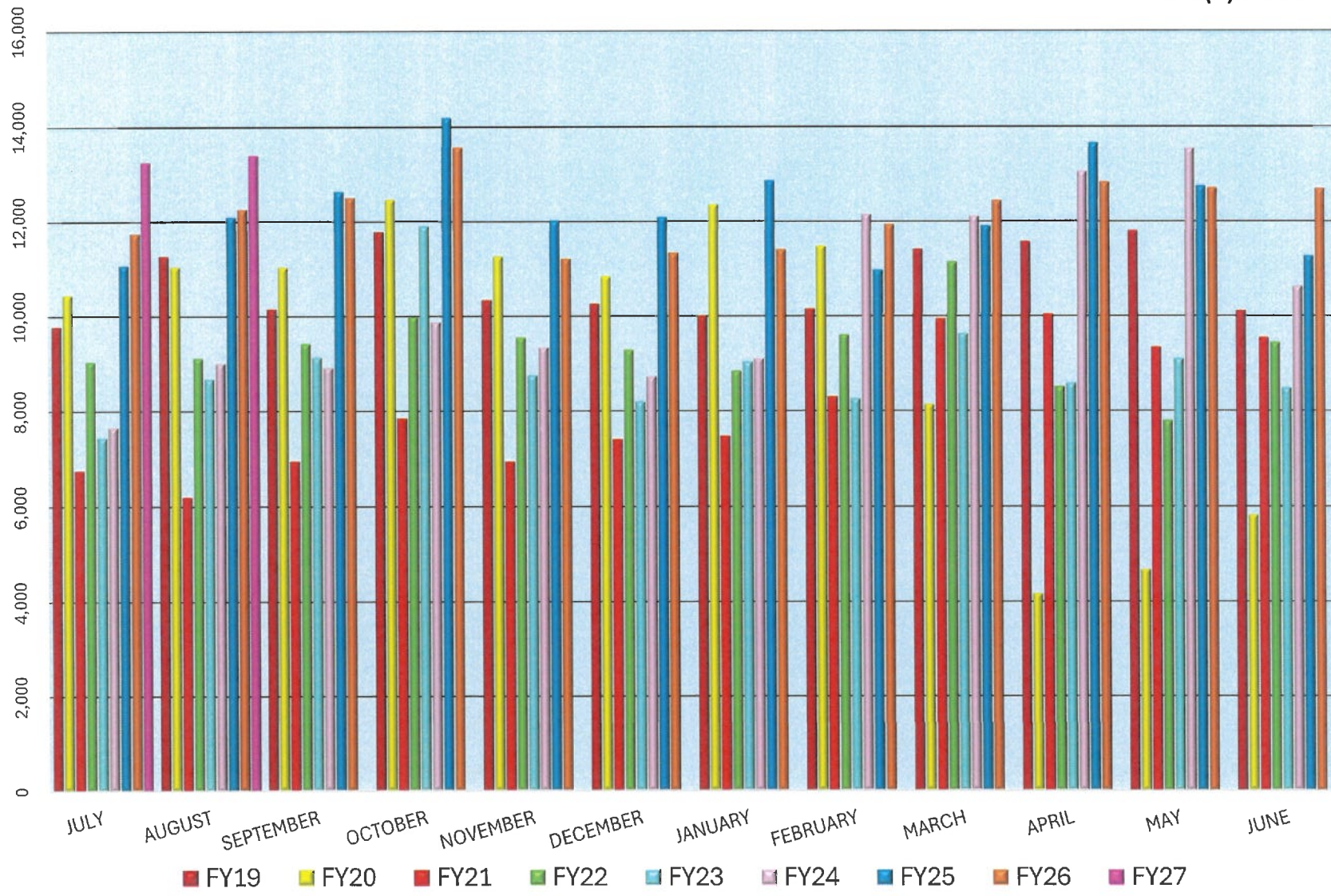
Month - AUGUST

E-3(a)# 1018

DEMAND RESPONSE	AUGUST 2026	AUGUST 2025	% CHANGE	AUGUST THROUGH FY 2027	AUGUST THROUGH FY 2026	% CHANGE
PASSENGERS	13403	12,279	9.2%	26,667	24,036	10.9%
WHEELCHAIRS	2347	2078	12.9%	5137	4896	4.9%
REVENUE	\$23,390.00	\$19,107.42	22.4%	\$47,128.15	\$39,946.92	18.0%
REVENUE HOURS	6276.6	5740.9	9.3%	12775.6	11499.3	11.1%
REVENUE MILES	77568.0	77439.0	0.2%	157308.0	152633.0	3.1%
PRODUCTIVITY	2.1	2.1	0.0%	2.1	2.1	0.0%
RMTD PARATRANSIT PASSENGERS	10,788	9,787	10.2%	21,890	19,386	12.9%
MEDICAID	658	876	-24.9%	1,318	1,694	-22.2%
MEDICAID MCO	0	0	0.0%	0	1	-100.0%
SMTD PASSENGERS	2615	2,491	5.0%	4,777	4,649	2.8%
BCCA PASSENGERS	1644	1,850	-11.1%	3,343	3,814	-12.3%

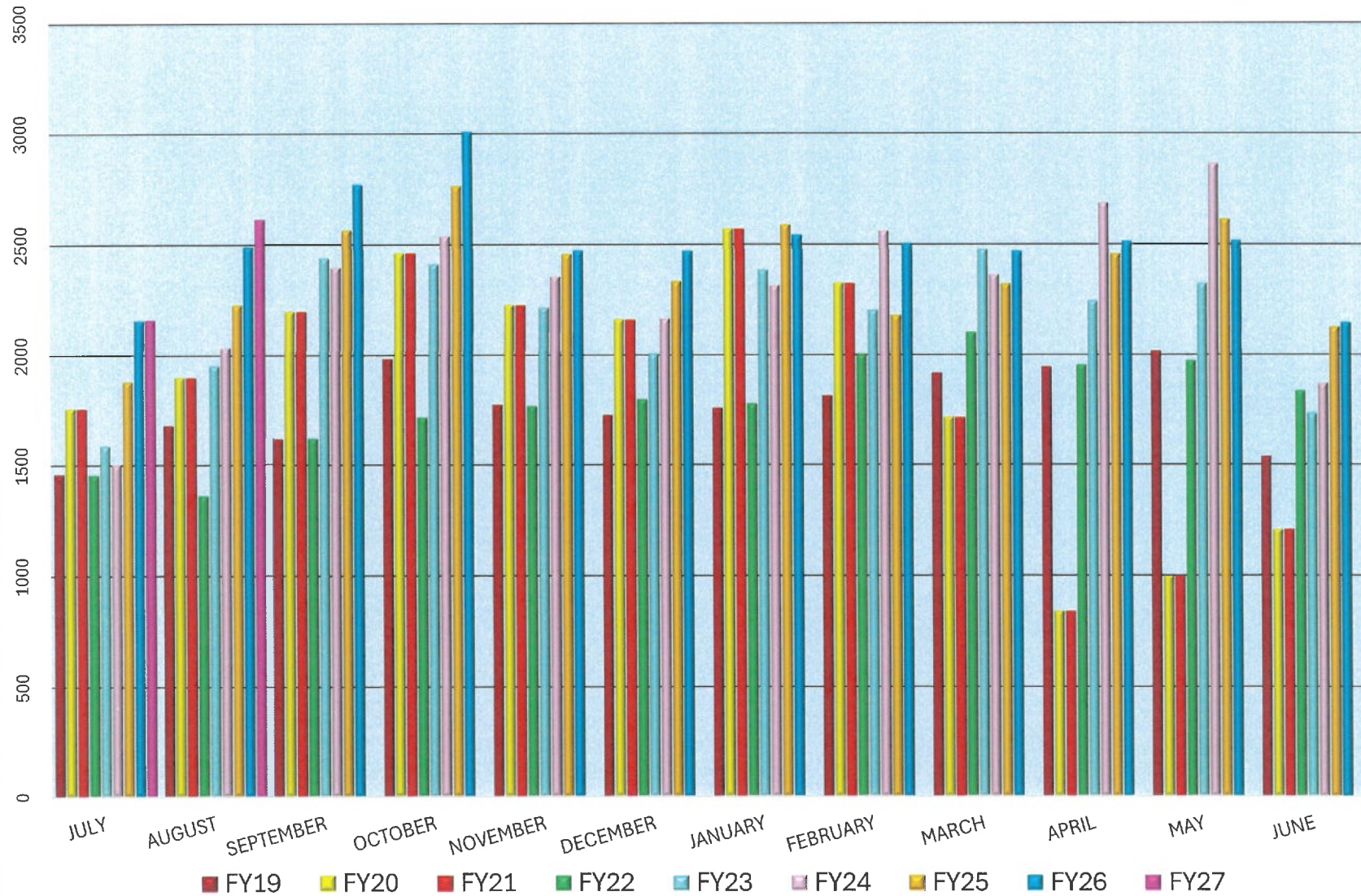
DEMAND RESPONSE PASSENGERS

E-3(a)#1018



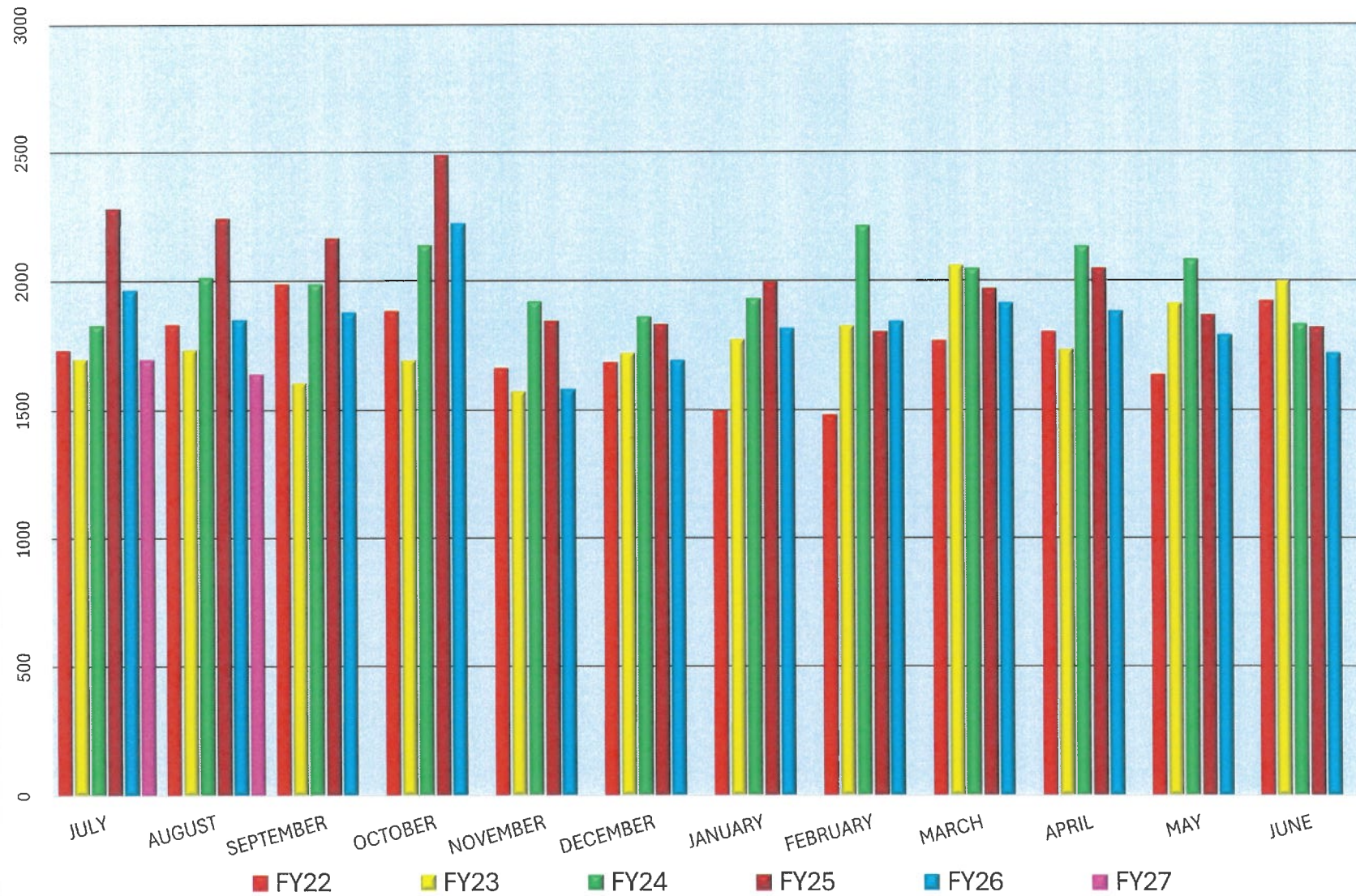
SMTD PASSENGERS

E-3(a)#1018



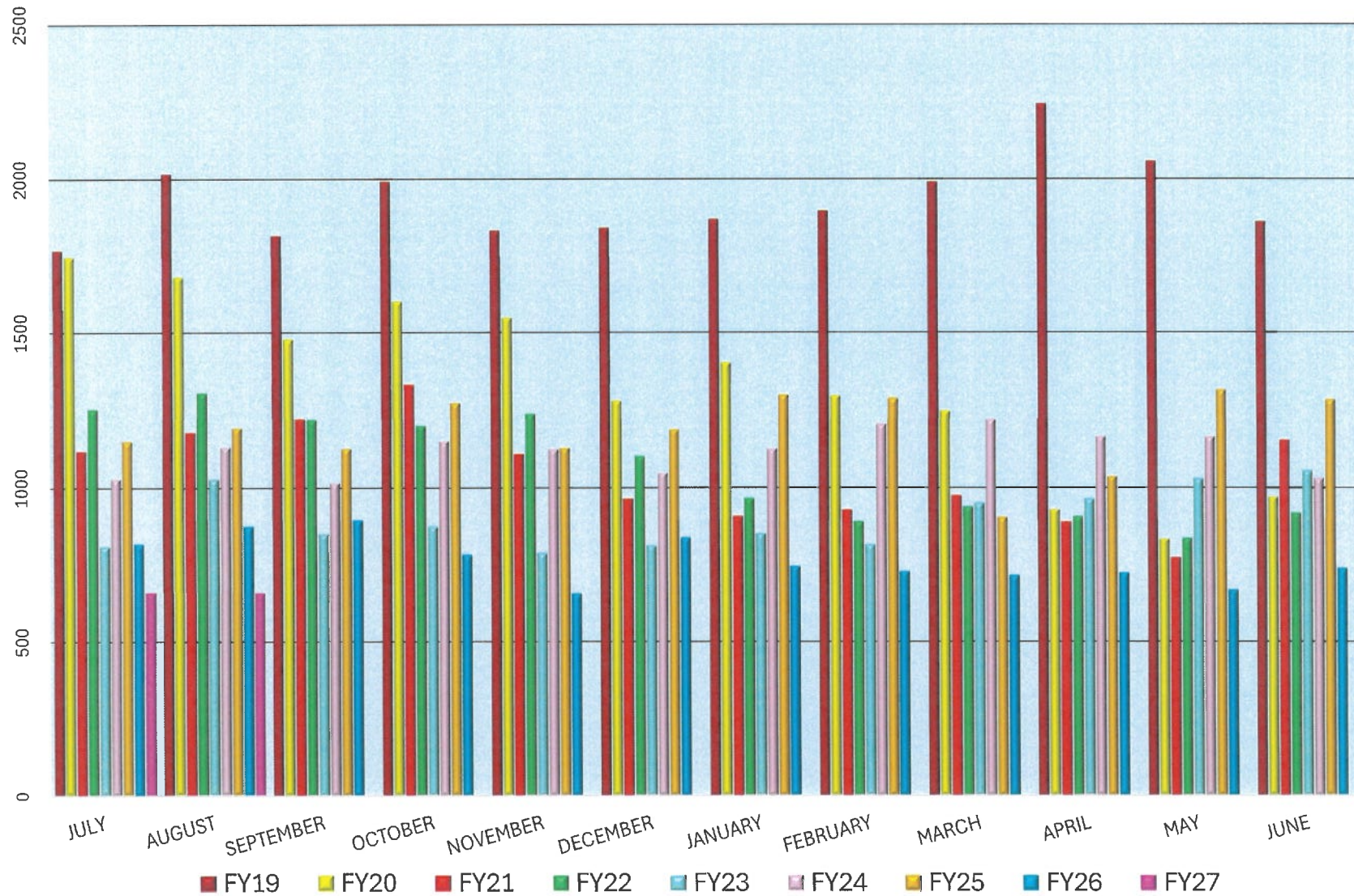
BCCA PASSENGERS

E-3(a)#1018



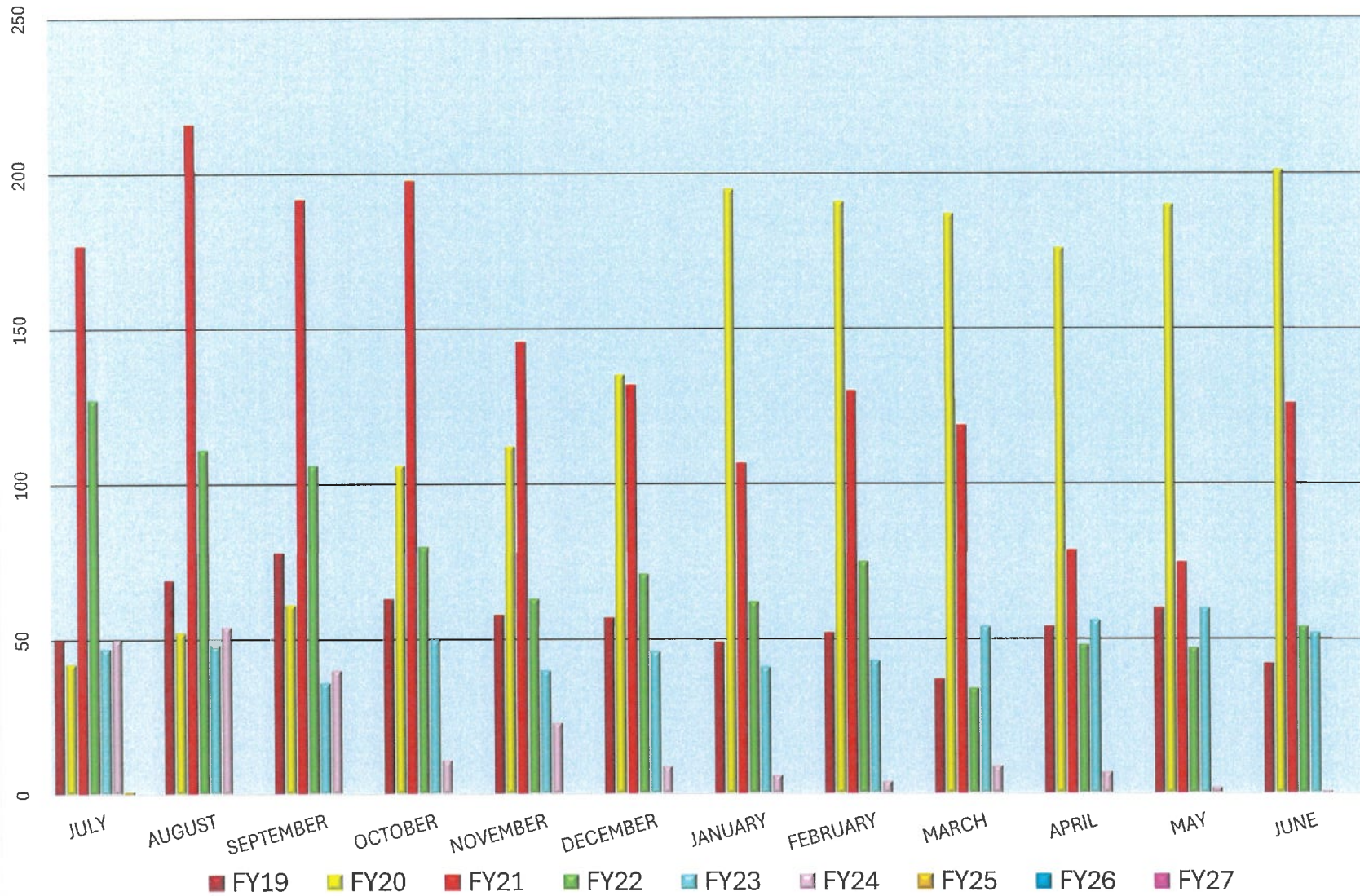
MEDICAID TRIPS

E-3(a)#1018



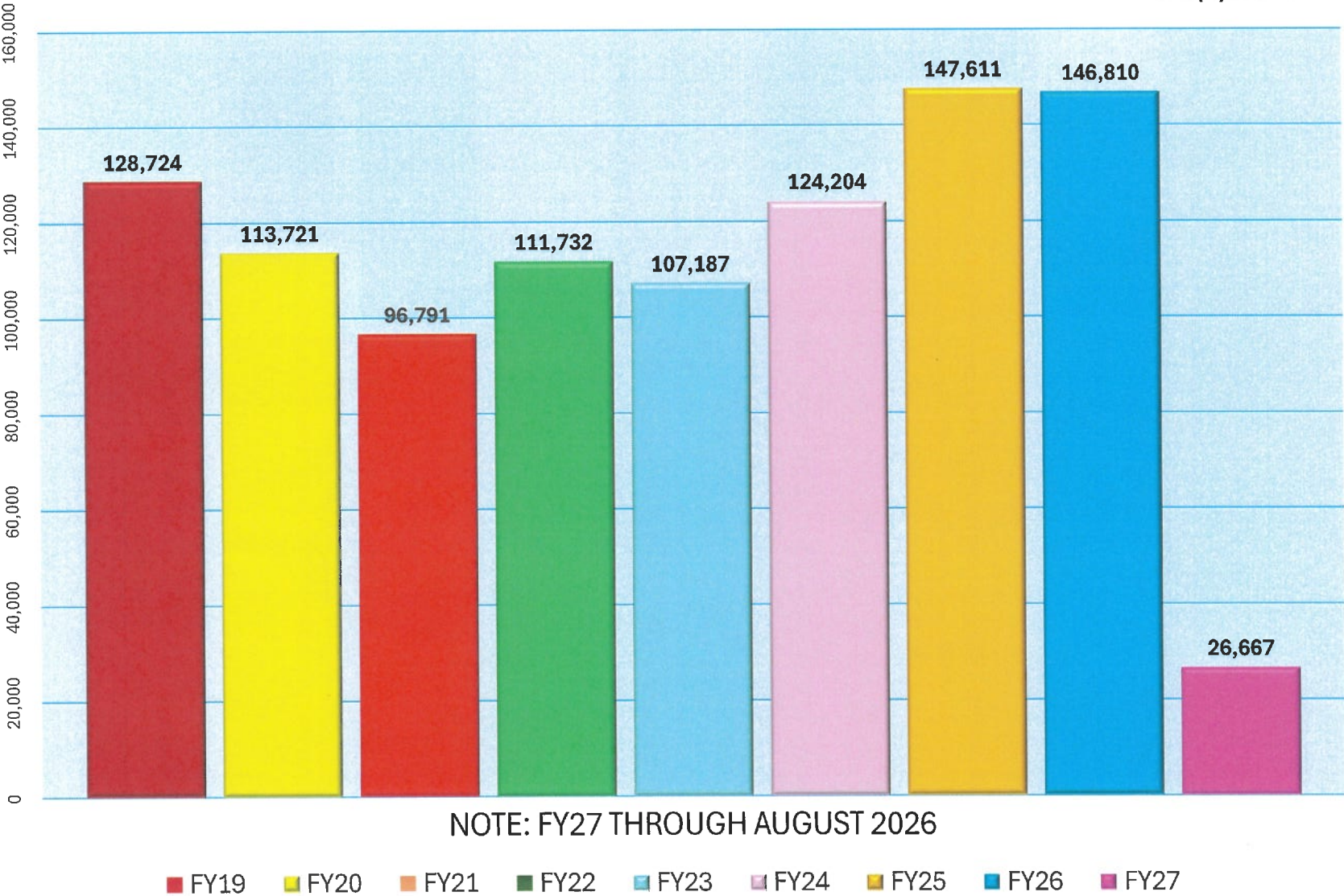
MCO

E-3(a)#1018



ANNUAL DEMAND RIDERSHIP

E-3(a)#1018



FY27 RMTD PARATRANSIT STATISTICS SUMMARY

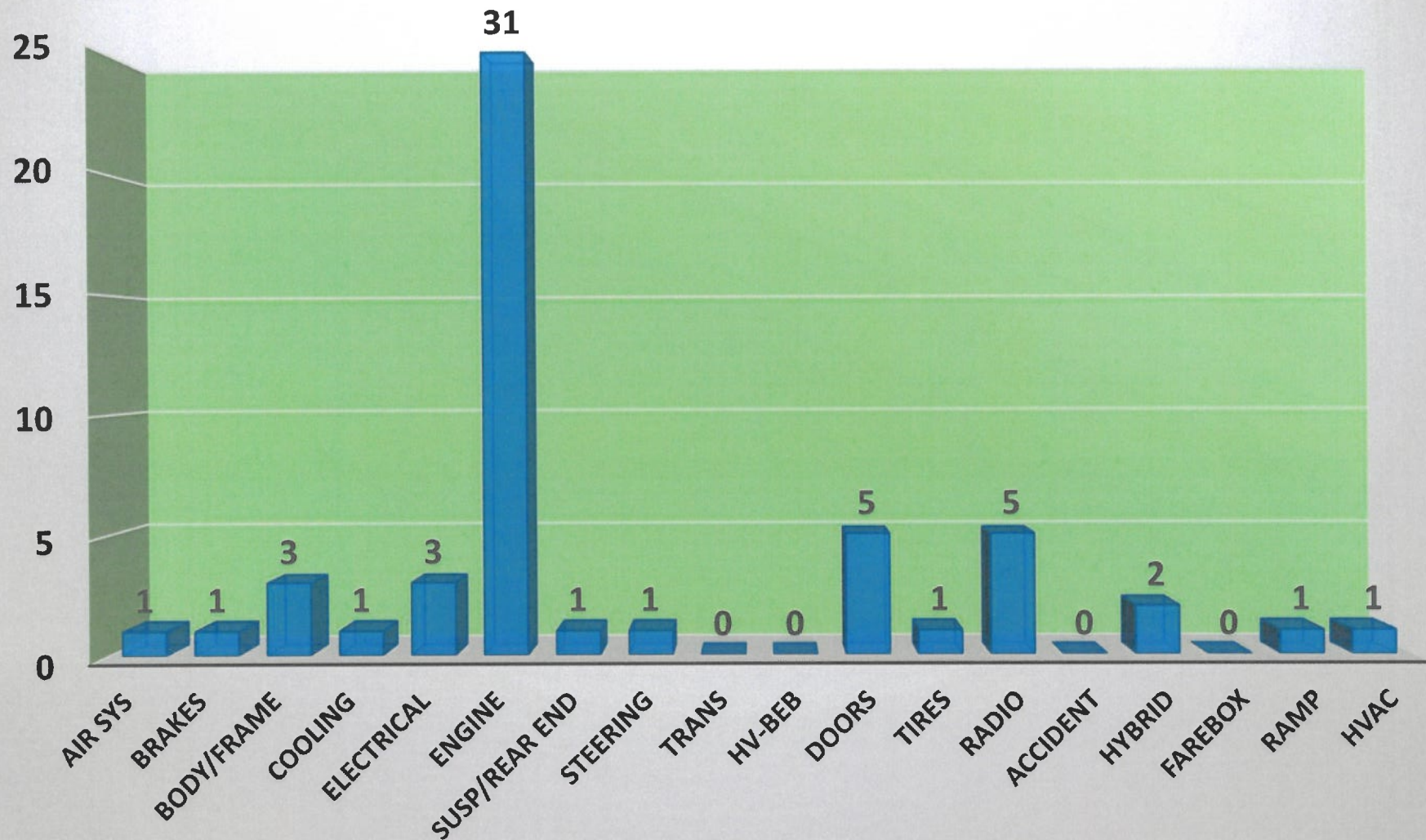
Month - AUGUST

E-3(a)# 1018

	AUGUST 2026	AUGUST 2025	% CHANGE	AUGUST THROUGH FY 2027	AUGUST THROUGH FY 2026	% CHANGE
TOTAL PASSENGER TRIPS	10788	9788	10.2%	21890	19387	12.9%
REVENUE	\$23,390.00	\$19,107.40	22.4%	\$47,128.15	\$39,946.90	18.0%
REVENUE HOURS	5052.62	4576.10	10.4%	10408.12	9198.45	13.2%
REVENUE MILES	62442.24	61726.60	1.2%	126055.94	122082.83	3.3%
PRODUCTIVITY (PASS. / REV. HR.)	2.14	2.14	0.0%	2.10	2.11	-0.2%
TOTAL PASSENGER TRIPS SCHEDULED	13214	12624	4.7%	26201	24386	7.4%
CANCELED TRIPS	2426	2836	-14.5%	4311	5091	-15.3%
CANCELED TRIPS %	18.36%	22.47%	-18.3%	16.45%	20.88%	-21.2%
NO SHOWS	59	36	63.9%	106	126	-15.9%
NO SHOWS %	0.45%	0.29%	56.6%	0.40%	0.52%	-21.7%
TOTAL WHEELCHAIR PASS. TRIPS	2347	2078	12.9%	5137	4896	4.9%
TOTAL MEDICAID TRIPS	658	876	-24.9%	1318	1694	-22.2%
PASS. PORTAL TRIPS SCHEDULED	281	305	-7.9%	699	471	48.4%
SUBSCRIPTION TRIPS	7124	6668	6.8%	13570	12916	5.1%
SUBSCRIPTION TRIPS %	66.04%	68.12%	-3.1%	61.99%	66.62%	-6.9%
EXCESS TRIP LENGTH (<120 MINS)	0	0	0.0%	0	0	0.0%
TRIPS MISSED	0	0	0.0%	0	0	0.0%
TRIPS DENIED	0	0	0.0%	0	0	0.0%
TOTAL ON-TIME ARRIVALS	9671	9133	5.9%	19687	17707	11.2%
ON-TIME %	89.65%	93.31%	-3.9%	89.94%	91.33%	-1.5%
APPS RECEIVED	46	38	21.1%	79	100	-21.0%
APPS APPROVED	40	30	33.3%	69	80	-13.8%
APPS APPROVED %	86.96%	78.95%	10.1%	87.34%	80.00%	9.2%

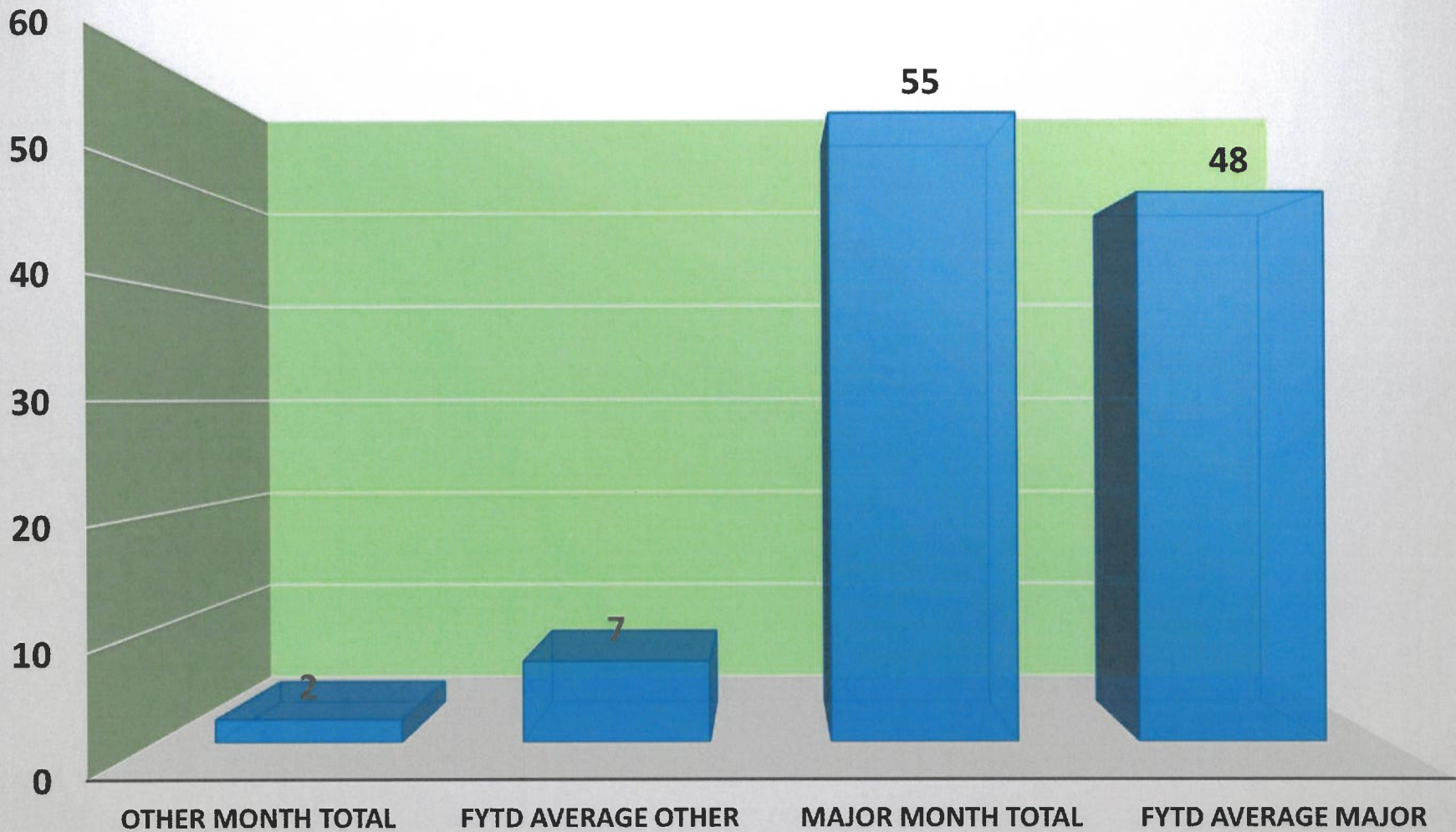
FIXED ROUTE AUGUST 2026

Road Calls by Category



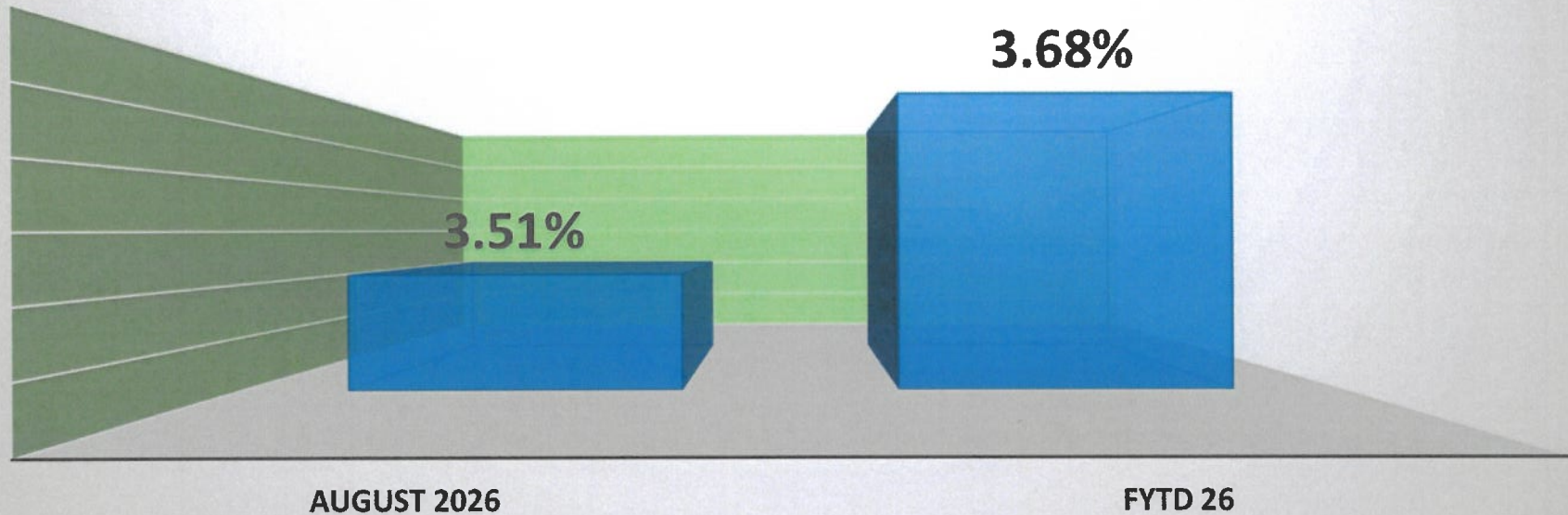
FIXED ROUTE AUGUST 2026

Monthly Comparison versus Average



FIXED ROUTE AUGUST 2026

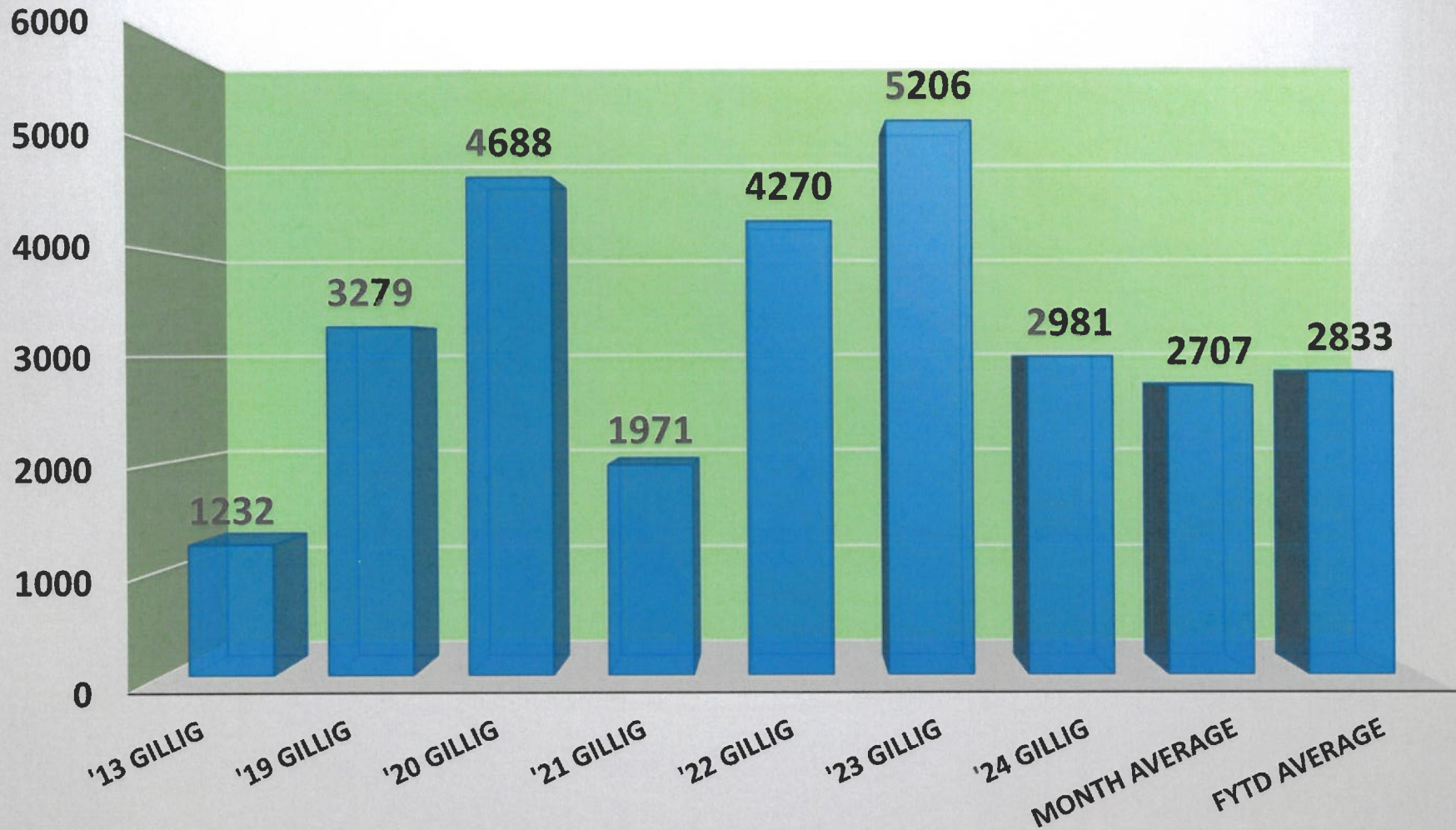
REPEATER COMPARISON



We had 2 repeaters this month 1301 with a check engine light and 1305 with a check engine light ..Both repaired

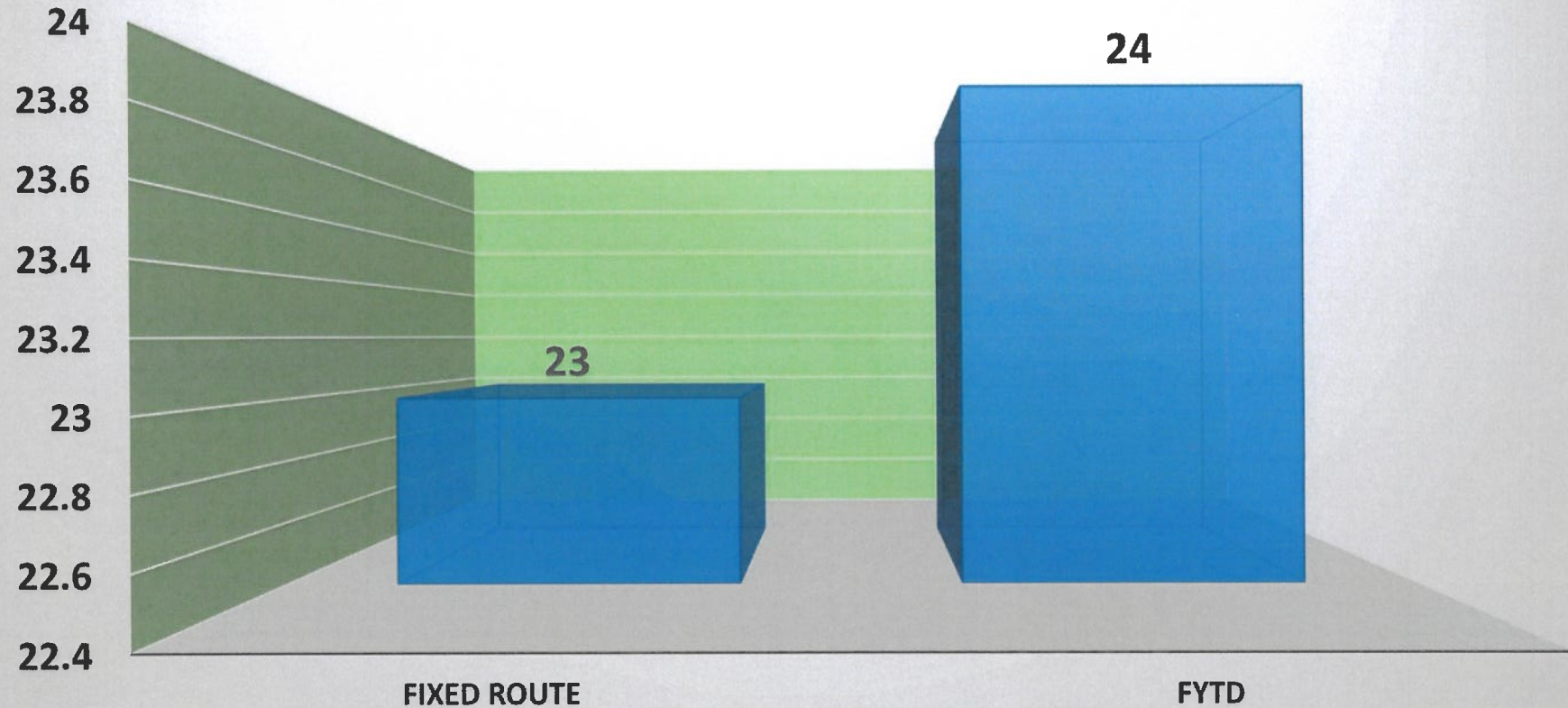
FIXED ROUTE AUGUST 2026

AVERAGE MILES BETWEEN ROAD CALLS



FIXED ROUTE AUGUST 2026

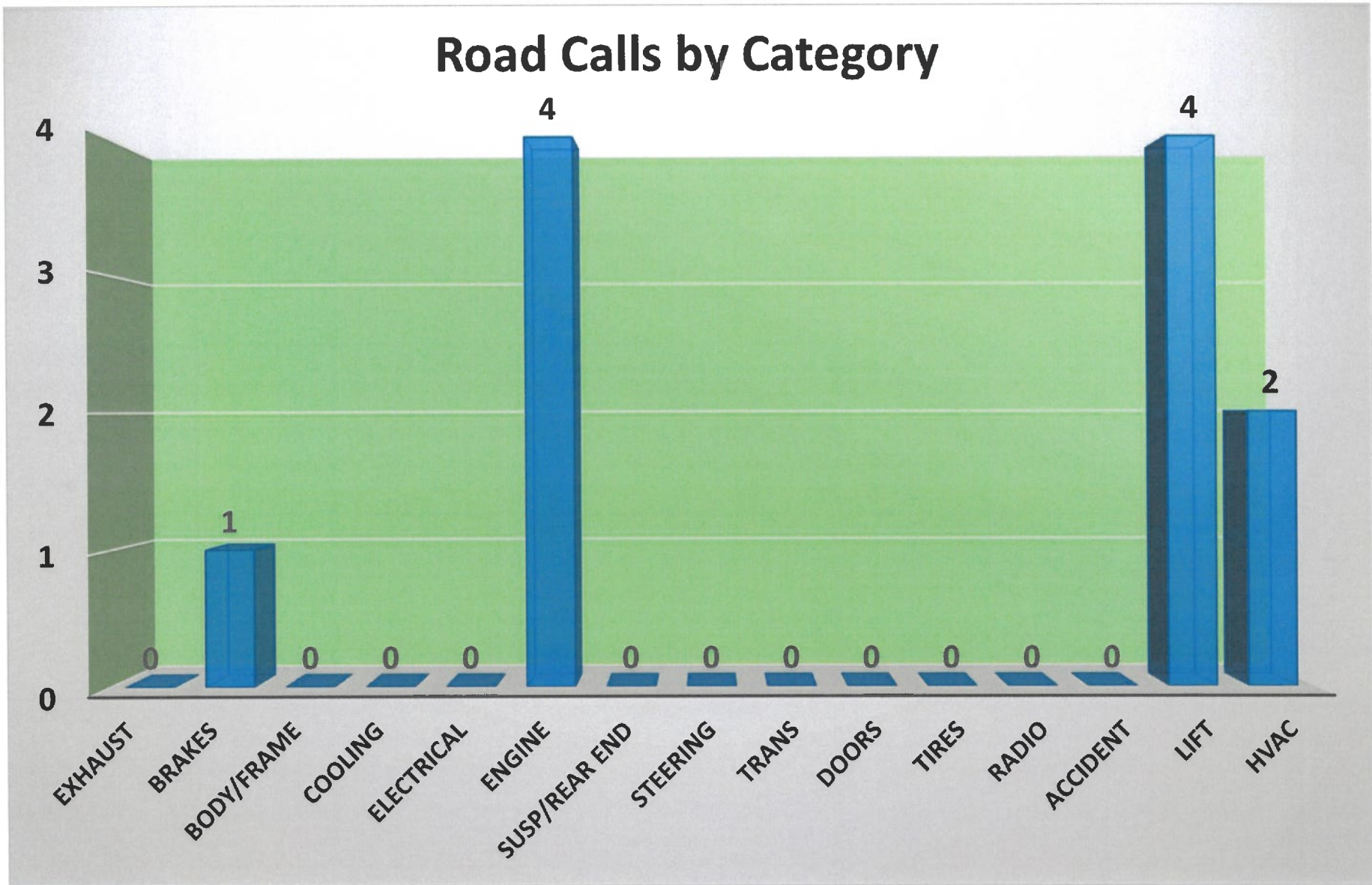
PREVENTIVE MAINTENANCE INSPECTIONS



All done per the maintenance plan

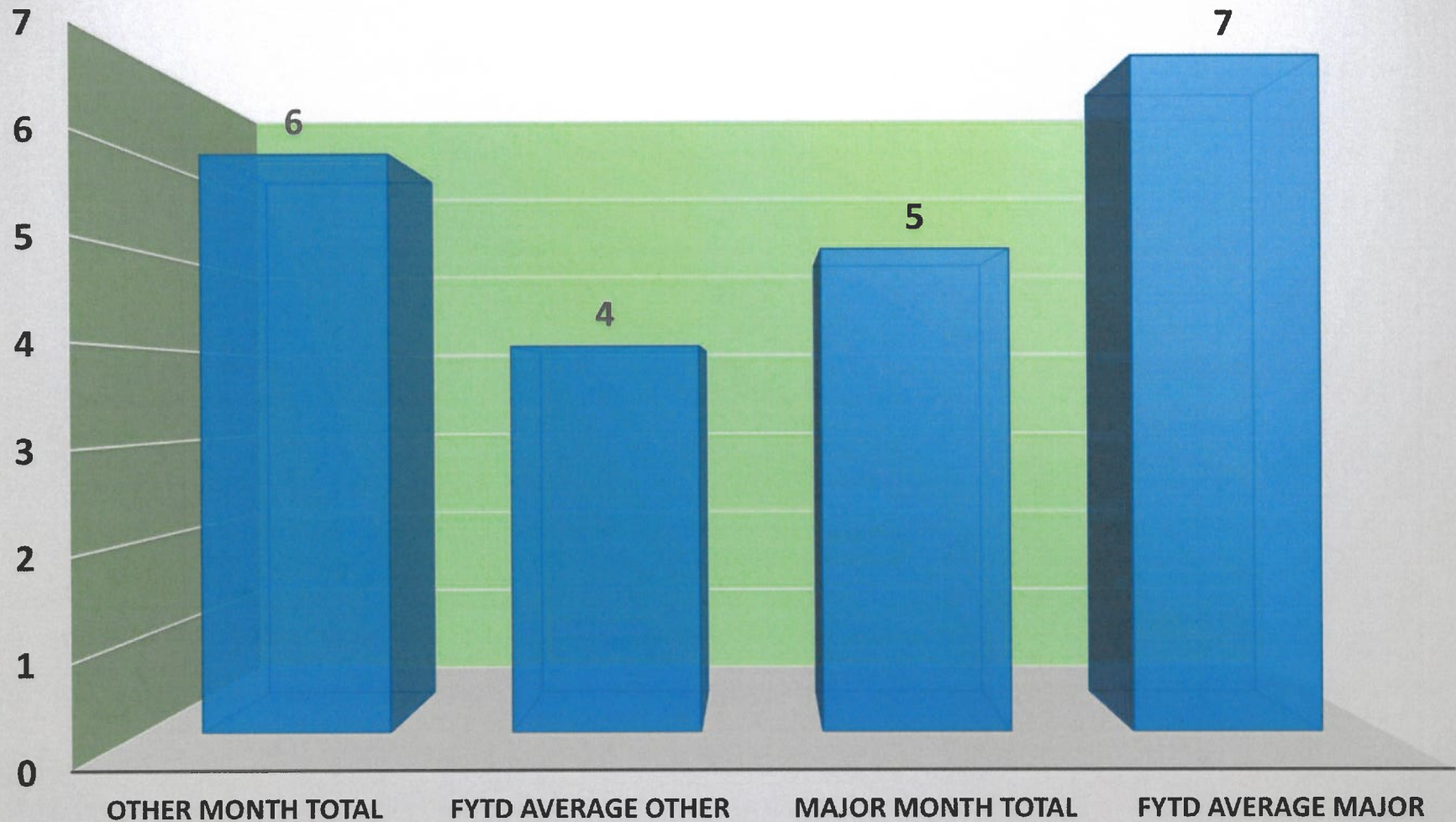
PARATRANSIT AUGUST 2026

Road Calls by Category



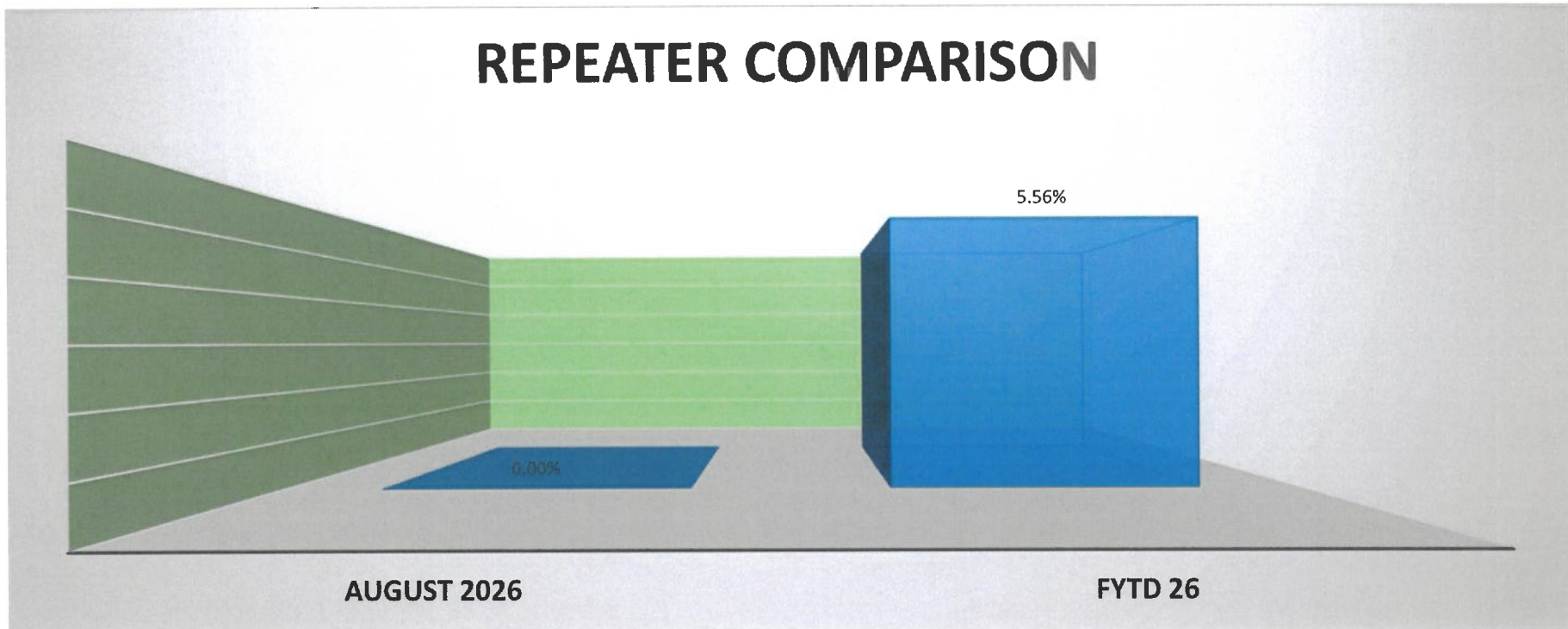
PARATRANSIT AUGUST 2026

Monthly Comparison verses Average



PARATRANSIT AUGUST 2026

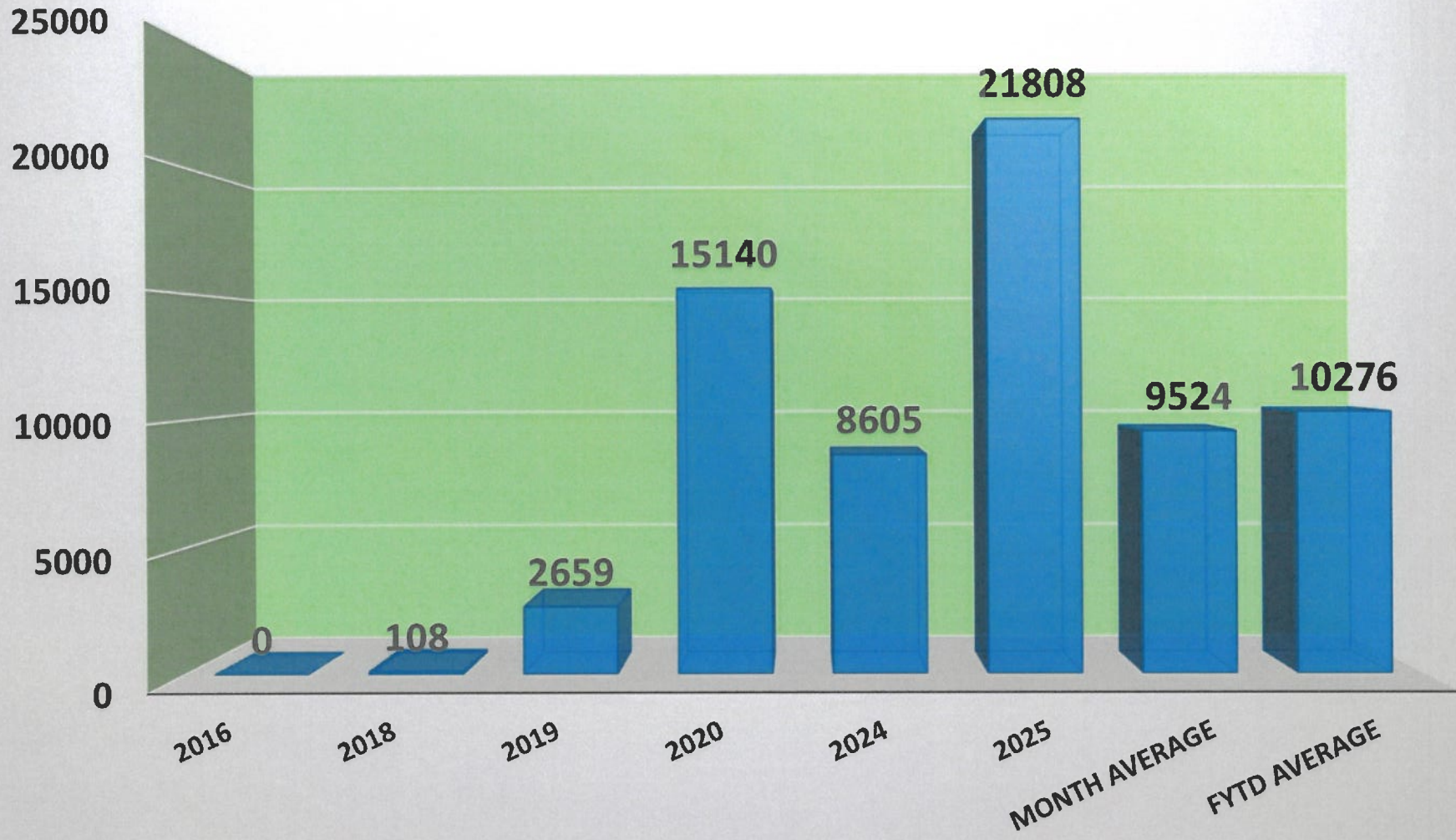
REPEATER COMPARISON



We had 0 repeaters this month.

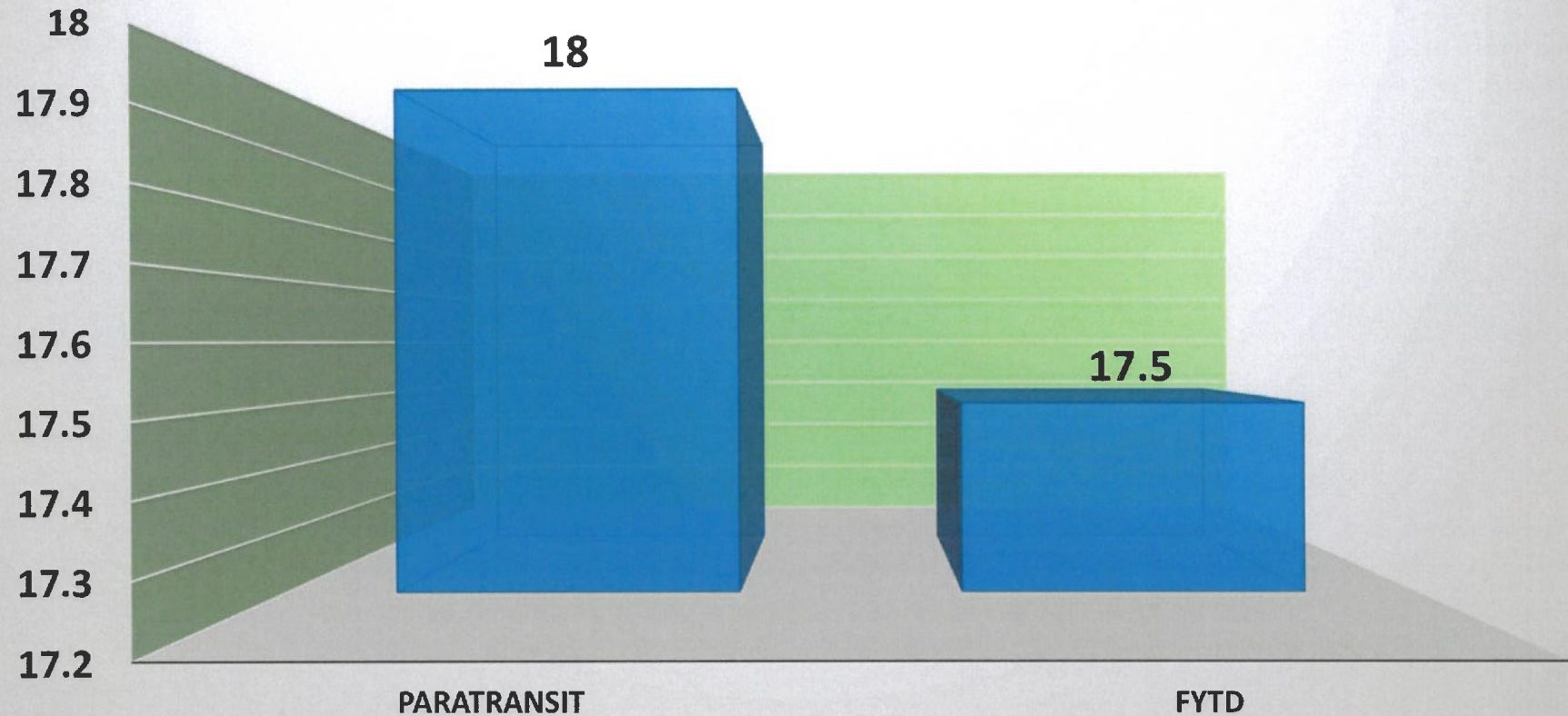
PARATRANSIT AUGUST 2026

AVERAGE MILES BETWEEN ROAD CALLS



PARATRANSIT AUGUST 2026

PREVENTIVE MAINTENANCE INSPECTIONS



All done per the maintenance plan

Rockford Mass Transit District (RMTD)
Construction Observation Report



MONTHLY REPORT #21

Project: Rockford Mass Transit District (RMTD) Mulberry Street Facility Expansion and Renovation

Owner: Rockford Mass Transit District (RMTD)

General Contractor: Scandrol Construction Co. (SCC)

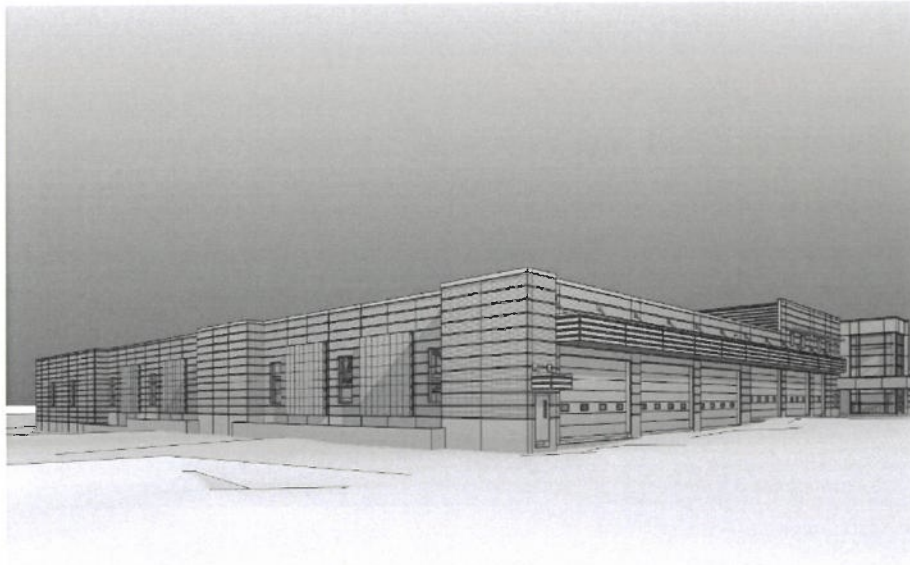
Architect: Larson & Darby Group (L&D)

Civil Engineer: Arc Design Resources (ARC)

Testing Engineer: Testing Service Corporation (TSC)

Owner's Representative: CCS/Concertus (CCS)

Reporting Period: August 1, 2026, through August 31, 2026



1. Project Overview and Status

- Overall Progress:** Significant construction progress continued this month alongside ongoing project administration, program management, submittal review, BABA, Apprentice, and DBE goals oversight and compliance. The Phase 1 Bus Garage is now substantially complete; the bus charging system is now complete and operational. All Phase 2 (a, b, c,) work is advancing rapidly, including demolition, concrete foundations & floor slabs, masonry, M.E.P. rough-in/trim-out, interior partitions, interior finishes, and casework.
- Key Activities Completed This Period:** The new Bus Garage has been occupied and being used for bus storage since April 6, 2026. RMTD staff and the public are using the new Winnebago St. entrance. The newly constructed driver and dispatch areas are furnished and in use. The bus charging system is fully installed and commissioned by the manufacturer. The new Bus Wash footings, foundations, underground utilities, and floor slab are now complete. Owner training for new systems and equipment was completed in July/August. City of Rockford Fire Dept. approved the smoke removal system as installed.



- **Upcoming Activities:** Remaining exterior work, including masonry *brickwork*, *bus wash*, *sidewalks*, *planters*, *signage*, and *landscaping*, are in progress. All Phase 2 work areas are now underway, including the consolidated Phase 2A, 2B, and 2C phases.
- **Schedule:** With Phase 1 now complete, no written schedule revision has been received for Phase 2 work, and the completion date remains February 2027. However, SCC is projecting early completion (*December 2026*) based on the progress of the work to date, and the ability to consolidate all remaining phases.
- **Budget:** The project is progressing within the current budget with positive balances in Project Contingency and General Allowance. The Project Allowance continues to be used for any approved additional or outstanding changes. (*See attached Project Budget*)

2. Key Issues and Risks

- **Current Issues: (1.)** Late delivery of the electrical switchgear delayed Phase 1 completion by approximately one month. This also delayed the installation of the Owner's charging equipment and was compounded by late delivery of charging components from Heliox. The bus charging system is now installed, and commissioning was completed on July 27th. The compounded effect of the key electrical components has resulted in a rejection from ComEd's rebate program. **(2.)** Condensation occurring on the second-floor ductwork and diffusers is problematic. The engineering team is currently studying this issue.
- **Potential Risks:** Integration of the newly installed interior doors with remote access has been difficult and coordination issues remain. The project team, alongside the RMTD IT personnel, are collaborating and are currently awaiting a comprehensive assessment (*Procom*), with the potential to upgrade the entire system.
- **Change Orders:** The approved project changes to date are reflected in the attached Budget Worksheet and Executive Summary. Any remaining allowance will be utilized prior to requesting additional funding from IDOT. Preparation of a new IDOT change order package is under review and discussion by the project team.

3. Safety and Quality

- **Safety Incidents:** None Noted
- **Quality Control:** None Noted
- **Environmental Issues:** None Noted

4. Communications and Coordination

- **Meetings:**
 - 8-04-26 Onsite OAC meeting and routine site observation visit
 - 8-14-26 Routine Site Visit
 - 8-18-26 Onsite OAC Meeting and routine site observation visit
 - 8-26-26 Routine Site Visit



- **Correspondence:**
SCC Allowance Log of 8-31-26
Heliox Warranty Letter

5. Photos and Documentation

- **Site Photos:** See attached project progress photos below.
- **Progress Reports:** SCC Daily Field Reports via Procore link below
- [Daily Log • RMTD - Phases 1 & 2 - Additions & Alterations](#)

6. Next Month's Focus

- **Priorities:** (1.) Resolve Humidity Issue in second floor office spaces. (2.) Resolve ComEd application issue. (3) Resolve final design for exterior signage. (4) Resolve remote access for interior doors
- **Action Items:** 1). Utilize remaining balance in the Project Allowance to fund pending proposed change items. This includes a review of all new changes deemed to be critical and prioritized accordingly.

Additional Notes: n/a

Attachments: *Budget Worksheet, Executive Summary, Project Schedule, SCC Allowance Log, Heliox Warranty Letter*

Photo Log



Figure 1: Construction Progress Photo 8-4-2026



Figure 2: Construction Progress Photo 8-4-2026



Figure 3: Construction Progress Photo 8-4-2026



Figure 4: Construction Progress Photo 8-4-2026



Figure 5: Construction Progress Photo 8-4-2026



Figure 6: Construction Progress Photo 8-4-2026



Figure 7: Construction Progress Photo 8-4-2026



Figure 8: Construction Progress Photo 8-4-2026



Figure 9: Construction Progress Photo 8-4-2026



Figure 10: Construction Progress Photo 8-4-2026



Figure 11: Construction Progress Photo 8-4-2026



Figure 12: Construction Progress Photo 8-4-2026



Figure 13: Construction Progress Photo 8-18-2026



Figure 14: Construction Progress Photo 8-18-2026



Figure 15: Construction Progress Photo 8-18-2026



Figure 16: Construction Progress Photo 8-18-2026



Figure 17: Construction Progress Photo 8-26-2026



Figure 18: Construction Progress Photo 8-26-2026



Figure 19: Construction Progress Photo 8-26-2026



Figure 20: Construction Progress Photo 8-26-2026



Figure 21: Construction Progress Photo 8-26-2026



Figure 22: Construction Progress Photo 8-26-2026



Figure 23: Construction Progress Photo 8-26-2026



Figure 24: Construction Progress Photo 8-26-2026



Figure 25: Construction Progress Photo 8-26-2026



Figure 26: Construction Progress Photo 8-26-2026



Figure 27: Construction Progress Photo 8-26-2026



Figure 28: Construction Progress Photo 8-26-2026



Figure 29: Construction Progress Photo 8-26-2026

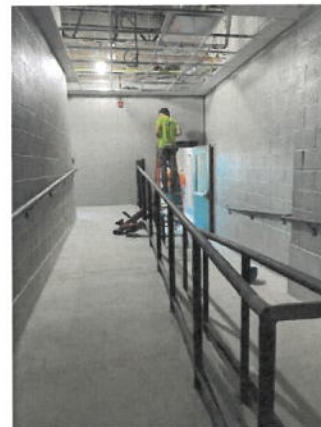


Figure 30: Construction Progress Photo 8-26-2026



Figure 31: Construction Progress Photo 8-26-2026



Figure 32: Construction Progress Photo 8-26-2026



Figure 33: Construction Progress Photo 8-26-2026



Figure 34: Construction Progress Photo 8-26-2026



Figure 35: Construction Progress Photo 8-26-2026

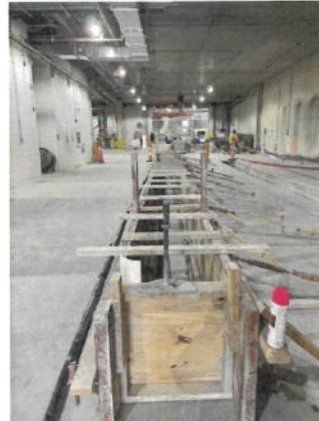


Figure 36: Construction Progress Photo 8-26-2026

ROCKFORD MASS TRANSIT DISTRICT
Mulberry Street Facility Expansion and Renovation Project

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Half 1, 2024							Half 2, 2024							Half 1, 2025							Half 2, 2025							Half 1, 2026							Half 2, 2026							Half 1, 2027						
							D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A								
1	🔧	Rockford Mass Transit District (RMTD) Facility Expansion and Renovation	820 days	Tue 1/23/24	Mon 3/15/27																																																		
2	🔧	Permit & Bidding	139 days	Tue 1/23/24	Fri 8/2/24																																																		
13	🔧	Contractor Selection	67 days	Fri 7/26/24	Mon 10/28/24																																																		
22	🔧	Property Transfer	1 day	Fri 10/4/24	Fri 10/4/24																																																		
23	🚧	Lot 13 Closure	1 day	Mon 11/11/24	Mon 11/11/24																																																		
24	🚧	Mulberry Street Closure	1 day	Mon 11/18/24	Mon 11/18/24																																																		
25	🔧																																																						
26	🔧	Phase 1: Building Core	426 days	Mon 10/14/24	Mon 6/1/26																																																		
27	🔧	Mobilization	3 wks	Mon 10/14/24	Fri 11/1/24																																																		
28	🚧	New Entrance & Ramp	6.5 wks	Mon 11/4/24	Wed 12/18/24																																																		
29	🔧	Site Preparation	3.4 wks	Mon 11/4/24	Tue 11/26/24	27																																																	
30	🔧	Earthwork & Underground Utilities	2 mons	Wed 11/27/24	Tue 1/21/25	29																																																	
31	🔧	Foundation & Substructure	2 mons	Wed 1/22/25	Tue 3/18/25	30																																																	
32	🔧	Pre-Cast Installation	2 mons	Wed 3/19/25	Tue 5/13/25	31																																																	
33	🔧	Structural Steel Erection	1.9 mons	Wed 5/14/25	Fri 7/4/25	32																																																	
34	🔧	Exterior Wall Framing & Roofing	1 mon	Mon 7/7/25	Fri 8/1/25	33																																																	
35	🔧	MEP Rough-Ins	3 mons	Mon 8/4/25	Fri 10/24/25	34																																																	
36	🔧	Interior Painting & Finishes	3 mons	Mon 10/27/25	Fri 1/16/26	35																																																	
37	🔧	FFE & Signage	1 mon	Mon 1/19/26	Fri 2/13/26	36																																																	
38	🔧	Owner Provided Items: Bus Charging System & Bus Wash	2 mons	Mon 1/19/26	Fri 3/13/26	36																																																	
39	🔧	Inspections & Closeout	4 days	Mon 3/16/26	Thu 3/19/26	38																																																	
40	🔧	Punchlist	1 mon	Fri 3/20/26	Thu 4/16/26	39																																																	
41	🔧	Owner Occupancy - Projected	1 day	Fri 3/20/26	Fri 3/20/26	39																																																	
42	🚧	Temporary Occupancy Permit Received	1 day	Wed 3/25/26	Wed 3/25/26																																																		
43	🚧	Owner Provided Items: Bus Charging System & Bus Wash	4 mons	Tue 2/10/26	Mon 6/1/26																																																		
44	🔧																																																						
45	🔧	Phase 2A: Interior	436 days	Mon 7/14/25	Mon 3/15/27																																																		
46	🔧	Selective Demolition & Abatement	3 mons	Mon 7/14/25	Fri 10/3/25																																																		
47	🔧	Renovation Work (by area)	5 mons	Mon 10/6/25	Fri 2/20/26	46																																																	
48	🔧	MEP Upgrades & Testing	2 mons	Mon 2/23/26	Fri 4/17/26	47																																																	
49	🔧	FFE & Signage	1 mon	Mon 4/20/26	Fri 5/15/26	48																																																	
50	🔧	Owner Provided Items: Bus Wash, Tire Room Modifications, Diesel Fuel System, & Fluid Distribution	3 mons	Mon 4/20/26	Fri 7/10/26	48																																																	
51	🔧	Inspections & Closeout	1 mon	Mon 7/13/26	Fri 8/7/26	50																																																	
52	🔧	Punchlist	1 mon	Mon 7/13/26	Fri 8/7/26	50																																																	
53	🔧	Owner Occupancy	5 days	Mon 8/10/26	Fri 8/14/26	51																																																	

ROCKFORD MASS TRANSIT DISTRICT
Mulberry Street Facility Expansion and Renovation Project

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Half 1, 2024					Half 2, 2024					Half 1, 2025					Half 2, 2025					Half 1, 2026					Half 2, 2026					Half 1, 2027																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
							D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
54	🔍?																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			</

RMTD CLAIMS HISTORY

2026-2027						2025-2026					
	MEDICAL	RX	VISION	DENTAL	TOTAL		MEDICAL	RX	VISION	DENTAL	TOTAL
FY '27						FY '26					
July	\$136,539	\$71,965	\$1,116	\$4,304	\$213,924	July	\$152,889	\$87,611	\$835	\$5,191	\$246,527
Aug	\$266,233	\$88,508	\$185	\$3,289	\$358,215	Aug	\$112,091	\$56,903	\$510	\$3,392	\$172,896
Sep					\$0	Sep	\$94,635	\$83,757	\$920	\$3,720	\$183,032
Oct					\$0	Oct	\$149,816	\$145,410	\$559	\$4,332	\$300,117
Nov					\$0	Nov	\$137,193	\$32,222	\$120	\$1,997	\$171,532
Dec					\$0	Dec	\$203,087	\$108,147	\$442	\$3,624	\$315,300
Jan					\$0	Jan	\$182,976	\$132,333	\$1,224	\$4,296	\$320,829
Feb					\$0	Feb	\$114,391	\$146,907	\$756	\$5,664	\$267,717
Mar					\$0	Mar	\$148,512	\$123,015	\$262	\$4,289	\$276,077
Apr					\$0	Apr	\$181,626	\$130,836	\$430	\$4,693	\$317,585
May					\$0	May	\$180,197	\$90,082	\$334	\$1,567	\$272,180
Jun					\$0	Jun	\$110,236	\$114,075	\$385		\$224,697
YTD	\$402,772	\$160,473	\$1,301	\$7,593	\$572,139	YTD	\$1,767,650	\$1,251,298	\$6,776	\$42,765	\$3,068,489

	Medical	Rx	Vision	Dental	TOTAL
August 2026	\$266,233	\$88,508	\$185	\$3,289	\$358,215
August 2025	\$112,091	\$56,903	\$510	\$3,392	\$172,896
	137.51%	55.54%	-63.73%	-3.04%	107.18%

August 2026	\$266,233	\$88,508	\$185	\$3,289	\$358,215
August 2024	\$220,717	\$88,906	\$270	\$2,527	\$312,420
% Change	20.62%	-0.45%	-31.48%	30.15%	14.66%

YTD - FY 27	\$402,772	\$160,473	\$1,301	\$7,593	\$572,139
YTD - FY 26	\$264,981	\$144,514	\$1,345	\$8,583	\$419,423
% Change	52.00%	11.04%	-3.31%	-11.53%	36.41%

YTD FY 27	\$402,772	\$160,473	\$1,301	\$7,593	\$572,139
YTD FY 25	\$359,352	\$176,861	\$1,025	\$8,095	\$545,333
% Change	12.08%	-9.27%	26.91%	-6.20%	4.92%

E-4 (a) #1018

2024-2025						2023-2024				
	MEDICAL	RX	VISION	DENTAL	TOTAL	MEDICAL	RX	VISION	DENTAL	TOTAL
FY '25						FY '24				
July	\$138,635	\$87,956	\$755	\$5,568	\$232,913	\$311,576	\$94,434	\$105	\$4,160	\$410,275
Aug	\$220,717	\$88,906	\$270	\$2,527	\$312,420	\$104,500	\$17,233	\$495	\$9,196	\$131,424
Sep	\$108,952	\$81,557	\$185	\$2,339	\$193,033	\$141,879	\$75,997	\$155	\$4,827	\$222,858
Oct	\$130,926	\$111,041	\$778	\$7,729	\$250,475	\$160,137	\$128,914	\$110	\$3,517	\$292,678
Nov	\$150,351	\$26,549	\$150	\$2,546	\$179,596	\$129,833	\$88,309	\$310	\$5,323	\$223,774
Dec	\$174,999	\$166,959	\$484	\$3,989	\$346,431	\$111,279	\$45,880	\$376	\$4,291	\$161,826
Jan	\$268,550	\$87,284	\$378	\$3,160	\$359,371	\$57,444	\$93,276	\$873	\$6,392	\$157,985
Feb	\$223,470	\$88,701	\$79	\$4,280	\$316,529	\$326,028	\$87,433	\$735	\$3,440	\$417,636
Mar	\$117,368	\$107,257	\$470	\$2,757	\$227,852	\$118,361	\$74,002	\$1,250	\$3,138	\$196,750
Apr	\$203,976	\$79,640	\$840	\$2,895	\$287,351	\$113,345	\$61,814	\$474	\$3,651	\$179,284
May	\$315,158	\$91,166	\$740	\$4,977	\$412,041	\$264,100	\$110,530	\$952	\$3,724	\$379,307
Jun	\$130,098	\$94,971	\$570	\$5,828	\$231,468	\$205,547	\$81,382	\$578	\$5,086	\$292,594
YTD	\$2,183,200	\$1,111,987	\$5,698	\$48,595	\$3,349,481	\$2,044,029	\$959,202	\$6,414	\$56,745	\$3,066,390

TO: RMTD Board of Trustees
FROM: Orlando Toatley, Marketing and Communications/Manager
DATE: September 28th, 2026
RE: September Overview

The Month of September was a month full of advertisement growth and community engagement.



The month began with a community event hosted by the Northern Illinois Food Bank during its Neighborhood Market Day. Organizers invited representatives from various community organizations that offer essential services to the community. We were included in that invite and provided information about our Paratransit and Fixed Route services. This included how to read a fixed route schedule, who is deemed eligible to be a paratransit passenger, how to book a paratransit trip, and possible employment opportunities. Nearly 100 people attended the event.

We also attended Lifescope's annual Senior Expo event. This year's Senior Expo attracted approximately 2,000 seniors, caretakers, family members, and healthcare professionals, providing RMTD with an opportunity to share information about our services with a large audience of individuals who may benefit from our services.

I would like to thank Christy Flint and Teresa Brown for representing RMTD at this event. The two expressed that the RMTD table received frequent visits throughout the event, and a large portion of our schedule books and Guide to Ride materials were distributed to attendees. This was RMTD's second consecutive year participating in the Senior Expo and based on the turnout, we plan to participate again in 2027.

Coupled with that event, RMTD participated in the seventh annual Cycle on 2nd event, hosted by the community group "I Bike Rockford". This event is held yearly to provide a safe environment for cyclists to ride through the streets of Rockford while also promoting bike safety and using alternative forms of transportation. As a part of the event, we provided a vehicle and demonstrated how to properly use the bike racks found on fixed route buses.

In addition to community engagement, the marketing department has secured contracts with both local and national vendors for new marketing campaigns. Including ComEd, Remedies and others. These contracts include Two Half Wraps, 15+ taillight signs and multiple King side A signs for a total of \$14,780.00 in potential revenue.

ROCKFORD MASS TRANSIT DISTRICT

Lastly, an upcoming event that RMTD will participate in is the Rockford Police Department's annual Trunk or Treat event that will be held on Thursday, October 29th. Consistent with previous years, we will be providing an RMTD vehicle that is decorated with Halloween themed decorations, and we will provide candy to children in attendance.



STROLL *on* STATE[®]



SATURDAY, NOVEMBER 28, 2026

E-5 (B) #1018

September 16, 2026

Dear Orlando and RMTD Board of Directors,

As we prepare for the **14th Annual Stroll on State**, GoRockford is once again grateful for the opportunity to partner with Rockford Mass Transit District in helping residents and visitors experience this beloved community holiday tradition.

We are requesting RMTD's continued support through an in-kind donation of buses and drivers to provide **complimentary shuttle service on Saturday, November 28, 2026**. Buses would operate in a continuous loop, with approximately 10-minute wait times, from the following locations:

- YMCA, 200 Y Boulevard
- Bethesda Covenant Church, 2101 E. State St
- North Towne Mall, 942 Riverside Blvd

Shuttle service would run from these locations to the downtown shuttle site at the **southeast corner of 2nd and Market Streets from 1:00 p.m. to 10:00 p.m.**

RMTD has become an important part of the Stroll on State experience. Each year, your drivers welcome festivalgoers with friendliness and holiday spirit while providing a safe and convenient way for guests to reach the heart of the celebration. The shuttle service also helps ease parking and traffic demands downtown while giving many riders an opportunity to experience Rockford's public transportation system firsthand.

Stroll on State continues to be offered as a free community celebration, and partnerships such as ours with RMTD play an important role in making that possible. We greatly value the relationship we have built over the years and appreciate RMTD's continued commitment to our community.

In recognition of RMTD's partnership and in-kind contribution, RMTD will receive a sponsorship benefits package comparable to previous years.

We hope RMTD will join us once again as we welcome the community to downtown Rockford for another memorable Stroll on State. **Thank you for your continued partnership and for the important role RMTD plays in helping make this holiday tradition accessible to our community.**

Best regards,



John Groh
President/CEO
GoRockford



ROCKFORD MASS TRANSIT DISTRICT

TO: RMTD Board of Trustees
FROM: Drexel McCalvin, Safety & Training Manager
Michael Stubbe, Executive Director
DATE: September 25, 2026
RE: August 2026 Safety & Training Report

Risk Management Data – 8/1/26-8/31/26:

- Total Vehicle Accidents: 0
 - Revenue vehicle accidents: 0
 - Responsible Party - RMTD: 0
 - Responsible Party - Other: 0
 - Non-revenue vehicle accidents: 0
- Total Workers Compensation Injuries (Includes Rev/Non-Rev Service): 2

Agency Safety Plan Performance Data: August 2026 (FY27)

Fixed Route Service	Fatalities (Total)	Rate per 100k VRM	Injuries (Total)	Injuries (Per 100k VRM)	Safety Events	Safety Events (Per 100k VRM)	System Reliability Mean Distance
ASP Performance Target (annual)	0	0	12	1.2	0	0	3,000 miles
FY 2027 (FYTD)	0	0	1	.32	2	.64	2707 miles

Demand Response Service	Fatalities (Total)	Rate per 100k VRM	Injuries (Total)	Injuries (Per 100k VRM)	Safety Events	Safety Events (Per 100k VRM)	System Reliability Mean Distance
ASP Performance Target (annual)	0	0	8	.8	0	0	10,000 miles
FY 2027 (FYTD)	0	0	0	0	0	0	9524 miles

Safety performance data is based on the safety performance measures established under the National Public Transportation Agency Safety Plan. FTA/National Transit Database reporting criteria.

ROCKFORD MASS TRANSIT DISTRICT

FY26 Agency Safety Plan Performance Totals (FY 26 Year End)

Fixed Route Service	Fatalities (Total)	Rate per 100k VRM	Injuries (Total)	Injuries (Per 100k VRM)	Safety Events	Safety Events (Per 100k VRM)	System Reliability Mean Distance
ASP Performance Target (annual)	0	0	12	1.2	0	0	3,000 miles
FY 2026 (FYTD)	0	0	10	.60	3	.17	2783 miles

Demand Response Service	Fatalities (Total)	Rate per 100k VRM	Injuries (Total)	Injuries (Per 100k VRM)	Safety Events	Safety Events (Per 100k VRM)	System Reliability Mean Distance
ASP Performance Target (annual)	0	0	8	.8	0	0	10,000 miles
FY 2026 (FYTD)	0	0	5	.45	3	.26	10791 miles

Data: Safety & Training Update:

Annual training required is ongoing. Ie: (HAZCOM, LOTO, Back injury prevention, etc.)

ROCKFORD MASS TRANSIT DISTRICT

TO: RMTD Board of Trustees
FROM: RMTD Union/Management Safety Committee
DATE: September 25, 2026
RE: Annual PTASP Performance Review

The RMTD Union Labor Management Safety Committee conducted its regular meeting on July 30, 2026. During this meeting, the annual PTASP program and Annual Safety Performance Targets were reviewed and the following changes/updates recommended for the plan:

- No changes to the performance goals at this time.
- Update the 2026 performance data to accurately reflect our safety performance.
- Begin charting the new 3 year rolling performance history as outlined by the 2026 FTA compliance data directive.

The Annual Performance Targets were updated this year using performance data from established metrics for both fixed route and demand response.

Annual Performance Data

Annual Safety Key Performance Indicators (Beginning FY26)		
Performance 2026	Mode of Transit Service	
	Fixed Route	Demand Response
Est. Annual Vehicle Revenue Miles (VRM)	1,678,407	1,111,496
Number of Safety Events	3	3
Rate of Safety Events per 100K VRM	0.18	0.27
Total Major Mechanical Failures	603	103
System Reliability Mean Distance (Maint. Performance)	35.93	9545
Measure 1a - Major Events	4	4
Measure 1b - Major Event Rate	0.24	0.36
Measure 1.1 - Collision Rate (new)	1	0.72
Measure 1.1.1 Pedestrian Collision Rate (new)	0	0
Measure 1.1.2 Vehicular Collision Rate (new)	3.04	1.80
Measure 2a - Number of Fatalities	0	0
Measure 2b - Rate of Fatalities per 100K VRM	0	0
Measure 2.1 - Transit Worker Fatality Rate (new)	0	0
Measure 3a - Number of Injuries	10	5
Measure 3b - Rate of Injuries per 100K VRM	0.60	0.45
Measure 3.1 - Transit Worker Injury Rate (new)	1.25	0.63
Measure 4a - Assaults on Transit Workers (new)	1	0
Measure 4b - Rate of Assaults on Transit Workers (new)	0.06	0
Measure 5 - System Reliability	35.93	9.27

Public Transportation Agency Safety Plan

Rockford Mass Transit District



Adopted: August 2020

Revision #8: September 2026

Table of Contents

Section 1. Transit Agency Information	5
General Information	5
Section 2. Plan Development, Approval, and Updates	5
Section 3. Safety Performance Targets	7
Section 4. Safety Management Policy	8
Safety Management Policy Statement	8
Safety Management Policy Communication	11
Authorities, Accountabilities, and Responsibilities	11
Accountable Executive (AE):	11
Chief Safety Officer (CSO)	12
Roll of Staff to Develop and Manage Safety Management Systems (SMS)	12
Accountable Executive	12
Chief Safety Officer (CSO)	13
Supervisors	13
Employees	13
Key Staff	13
Employee Safety Reporting Program (ESRP)	13
Immediate Action Required	14
Delayed Action Required	14
Role of Supervisor	15
RMTD Responsibility	15
Section 5. Safety Risk Management	16
Safety Hazard Identification	16
Personnel	16
Assets	17
System	17
Hazard Identification Procedure	17
Safety Risk Assessment	18
Safety Risk Mitigation	19
Section 6. Safety Performance Monitoring and Measurement	20
Safety Committee	20
Maintenance	21

Maintenance Standards and Procedures	22
Operator Inspections.....	22
Daily Servicing and Inspections	22
Mileage-Based Maintenance Inspections	22
Maintenance Inspections of Contracted Providers.....	23
Operations.....	23
Facility Monitoring	23
Frequency.....	23
Reporting.....	23
Hazard Resolution	23
Follow-up.....	24
Documentation.....	24
Employee Hazard Reporting.....	24
Loss Reports	24
Route/Operations Safety.....	24
Safety Events	24
Accident and Incident Reporting Process.....	25
Notification.....	25
At-Scene Procedures	25
Investigation	25
Accident Review Process.....	26
Hazard Resolution	26
Follow-up.....	26
Internal Reporting	27
Documentation.....	27
Performance Measures	27
Maintenance	27
Operations.....	27
Safety.....	28
Section 7. Safety Promotion.....	28
Operator Selection	28
Hiring Practices.....	28
Training.....	29

Initial Bus Operator Training	29
Initial Operation Supervisor Training	30
Injury and Illness Prevention Training	31
Emergency Response Planning and Coordination.....	31
Incentive Programs.....	31
System Modification Design Review and Approval.....	32
General Process.....	32
Modification Design Review.....	32
Modification Design Approval.....	33
Monitoring.....	33
Documentation.....	33
Routes.....	33
Section 8. Definitions of Terms Used in the Safety Plan	33
Section 9. Commonly Used Acronyms	35
Section 10. Additional Information	36
Appendix 1.....	37

Section 1. Transit Agency Information

General Information

Rockford Mass Transit District (RMTD)

Accountable Executive: Michael Stubbe

Including Stateline Mass Transit District (SMTD)

Chief Safety Officer: Drexel McCalvin

201 North Winnebago St.

Rockford, Illinois 61103

Modes of Service: Fixed Route (MB), Demand Response (DR)

FTA Funding Sources: FTA Section 5307

The Rockford Mass Transit District provides Fixed Route and Paratransit Service to the cities of Rockford, Loves Park, and the Village of Machesney Park. The 41 fixed route buses operate over 17 routes Monday thru Sunday. RMTD runs 6-night routes Monday thru Friday and 5 routes on Sundays in Rockford only.

Our Paratransit service is an origin to destination service for persons with disabilities such that their disability limits their ability to ride the fixed route. RMTD manages four facilities including a transfer station, administration and operations facility, storage and multimodal facilities.

Affiliations:

☐ RMTD does not provide transit services on behalf of another transit agency or entity.

☒ RMTD provides the below transit modes on behalf of the following transit agency(s) or entity(s).

Transit Agency/Entity: Stateline Mass Transit District

Brief description of services provided on behalf of the above agency:

Under an intergovernmental agreement, RMTD oversees the maintenance and operations for SMTD, an urban demand response service operating curb-to-curb service based out of Rockton Township. SMTD serves the greater South Beloit, Rockton and Roscoe areas, including Rockton. All vehicles are owned by SMTD.

The Agency Safety Plan addresses all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.

Section 2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Illinois Department of Transportation	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
		12/08/25
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	Rockford Mass Transit District Board of Trustees	8/24/20
	Stateline Mass Transit Board of Trustees	9/30/20
	Rockford Mass Transit District Board of Trustees	9/27/21
	Stateline Mass Transit Board of Trustees	10/27/21
	Rockford Mass Transit District Board of Trustees	12/19/22
	Stateline Mass Transit Board of Trustees	1/25/2023
	Rockford Mass Transit District Board of Trustees	12/11/2023
	Stateline Mass Transit Board of Trustees	01/24/2023
	Rockford Mass Transit District Board of Trustees	12/9/2025
	Stateline Mass Transit Board of Trustees	1/22/2025
	Rockford Mass Transit District Board of Trustees	8/25/2025
	Stateline Mass Transit Board of Trustees	9/24/25
	Relevant Documentation (title and location)	
	Board Meeting #945, Monday, August 24, 2020 (RMTD Central Files)	
	SMTD Resolution 20-R-05 Adopting RMTD PTASP (SMTD Central Files)	
Board Meeting #959, Monday, September 27, 2021 (RMTD Central Files)		
SMTD Board Meeting Monday October 27, 2021 (SMTD Central Files) Approved		
RMTD board meeting, 12/19/22 (RMTD central files) Meeting #972		
SMTS board meeting, (SMTD central files) 01/25/2023		
RMTD board meeting, 12/11/23 (RMTD central files) Meeting #986		
SMTD board meeting, (SMTD central files) 01/24/2024		
RMTD board meeting, 12/9/2025 (RMTD central files) Meeting #997		
SMTD board meeting, (SMTD central files) 9/24/25		
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
		12/19/25
	Relevant Documentation (title and location)	
FTA Certifications & Assurances FY2023 Affirmations Submitted online . Copy In Central Files.		

Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1	Program	Program Developed and Adopted	8/2020
2	Program	Staff Revisions/Adopted	9/27/21
3	Program	Bipartisanship Safety Requirements implemented.	10/1/22
4	Program	Added BBP Program per Triennial Review	5/1/23
5	Program	Directive to Prevent Assaults on Transit Workers	9/1/24
6	Program	Revision address, service info, performance targets.	8/1/25
7	Program	Change safety meeting frequency to quarterly.	12/4/25
Annual Review and Update of the Public Transportation Agency Safety Plan			
<i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i>			
The PTASP will be reviewed and updated in September of each year in coordination with Transit Asset Management Plan updates and shared with our other Regional Municipal Partners. If changes to the system or assets occur impacting the Plan, changes will be made to the Plan and version section will be updated.			

Section 3. Safety Performance Targets

Annual Safety Performance Targets							
<i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>							
Mode of Transit Service	Fatalities (Total)	Rate per 100k VRM	Injuries (Total)	Injuries (Per 100k VRM)	Safety Events	Safety Events (Per 100k VRM)	System Reliability Mean distance
Fixed Route Service	0	0	12	1.2	0	0	5,000 miles
Demand Response	0	0	8	.8	0	0	10,000 miles

Safety Performance Target Coordination

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

RMTD shares safety performance targets with Beloit and Rockford MPO's annually as part of our continued coordination of transit data. This data also includes Transit Asset Management Plan updates and anticipated capital replacement schedules. Additionally, these targets are transmitted to IDOT annually.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Illinois Department of Transportation Bureau Chief of Operations Joanne Fehn - joanne.fehn@illinois.gov	2/11/2026
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Stateline Area Transportation Study (SLATS) TJ Nee - statelinetransitstudy@gmail.com	2/11/2026
	Region One Planning Council (R1PC) tverbeke@r1planning.org	2/11/2026

Section 4. Safety Management Policy

Safety Management Policy Statement

The Rockford Mass Transit District is dedicated to providing safe, efficient, affordable, dependable, and accessible transportation to the residents of Rockford and the surrounding area. The Public Transportation Agency Safety Plan (PTASP) has been developed to integrate safety into all RMTD system operations. By using the procedures contained in the PTASP, RMTD can continue to improve the safety and security of RMTD's operation and services.

This PTASP describes the policies, procedures, and requirements to be followed by management, maintenance, and operations personnel to provide a safe environment for RMTD employees, customers, and the general public. The goal of this program is to eliminate the human and fiscal cost of avoidable personal injury and vehicle accidents.

Each department has a responsibility under the PTASP. Directors and supervisors shall provide the continuing support necessary to achieve the PTASP objectives. A key to the success of this effort is for employees to be aware that they are accountable for safely performing the requirements of their position. The success of the program also depends on all employees actively identifying potential hazards and making a commitment to the safety of others.

RMTD must be aware that decisions and actions often affect the safety of those in other operations. By following the processes described in the PTASP, RMTD will continue to improve performance and the safety of the system while creating a culture of safety.

RMTD's commitment is to:

- **Support** the management of safety through the provision of appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization;
- **Integrate** the management of safety among the primary responsibilities of all managers and employees;
- **Clearly define** for all staff, managers, and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of RMTD's safety management system;
- **Establish and operate** hazard identification and analysis, and safety risk evaluation activities--including an employee safety reporting program as a fundamental source for safety concerns and hazard identification--to eliminate or mitigate the safety risks of the consequences of hazards resulting from RMTD operations or activities to a point which is consistent with an acceptable level of safety performance;
- **Ensure** that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- **Comply** with, and wherever possible exceed, legislative and regulatory requirements and standards;
- **Ensure** that sufficient skilled and trained human resources are available to implement safety management processes;
- **Ensure** that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- **Establish and measure** safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- **Continually improve** safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and
- **Ensure** externally supplied systems and services to support operations are delivered, meeting established safety performance standards.

RMTD's Goals for Safety are established as follows:

- In collaboration with our Regional Municipal Partners, design, construct, test, and operate a transportation system that achieves an optimum level of safety, exceeding the safety performance of other transit systems of a similar size in the United States.
- Identify and evaluate, then eliminate or control hazards to employees, customers, and the public.
- Meet or exceed all government and industry occupational health and safety standards and practices.
- Maximize the safety of future operations by affecting the design and procurement processes.

The objectives of the PTASP are the means to achieving its goals. They also provide a method of evaluating the effectiveness of RMTD's safety efforts. The PTASP objectives are:

- Integrate safety management and hazard control practices within each RMTD department.
- Assign responsibilities for developing, updating, complying with, and enforcing safety policies, procedures, and requirements.
- Verify compliance with RMTD safety policies, procedures, and requirements through performance evaluations, accident/incident trends, and internal audits.
- Investigate all accidents/incidents, including identifying and documenting the causes for the purpose of implementing corrective action to prevent a recurrence.
- Increase investigation and systematic documentation of near misses.
- Identify, analyze and resolve safety hazards in a timely manner.
- Minimize system modifications during the operational phase by establishing and utilizing safety controls at system design and procurement phases.
- Ensure that system modifications do not create new hazards.
- Train employees and supervisors on the safety components of their job functions.

RMTD takes these commitments seriously as the lives of RMTD riders, employees and the general public depend on RMTD's ability to operate in a culture of safety.


Accountable Executive


Date

Safety Management Policy Communication

RMTD realizes the importance of ensuring its employees and riders are aware of RMTD safety management policies and procedures to effectively manage the system's day to day operations. To do this, RMTD relies on several forms of effective communication.

Employees: RMTD is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, RMTD seeks input from all staff, including contracted service providers, to determine if change is necessary based on trends, data analysis, operational changes or new assets. Several methods are used to communicate policy and/or procedure changes, including:

- ◆ Employee memorandum through paycheck, daily manifest of work orders, agency meetings
- ◆ Bulletin board notices
- ◆ Safety banners
- ◆ Departmental meetings
- ◆ Safety Committee meetings

RMTD includes a training element for safety management policies impacting safety or service delivery and is conducted before the policy effective date. New policies and procedures are incorporated into orientation training for new employees as well. RMTD works closely with the Amalgamated Transit Union (ATU) when policy changes have the potential to impact the collective bargaining agreement.

Depending on the importance of the policy or procedure change, an acknowledgement signature is required of each employee verifying their understanding of the change.

Riders: If a rider policy is changed or added, RMTD notifies riders through the following methods:

- ◆ Notice posted on vehicle and facilities including effective date and who to contact for more information
- ◆ Changes to digital rider guidance including schedules and ride guides as appropriate
- ◆ Public Meetings
- ◆ Social Media and Web Site Alerts
- ◆ Any services impacted by policies changes will include outreach as required by Federal Guidance.

Authorities, Accountabilities, and Responsibilities

As mentioned in the Safety Policy Statement, the ultimate authority for the success of this PTASP falls to the Accountable Executive (AE). The Chief Safety Officer (CSO), the administration and management team, as well as employees fulfilling their commitment to safety on a day-to-day basis support the AE.

Accountable Executive (AE): The Accountable Executive will determine, based on feedback from senior staff, the level of Safety Management System principals to maintain to ensure a safe work environment,

rider experience and community safety. RMTD's AE is committed to providing employees with the tools and training needed to be successful and safe in their roles with RMTD. The AE will continually strive to create a culture of safety among the employees, and RMTD expects each employee to play a role in maintaining a safe workplace.

RMTD's AE is accountable for ensuring that the agency's SMS is effectively implemented throughout the agency's public transportation system. The AE is accountable for ensuring action is taken, as necessary, to address substandard performance in the agency's SMS. He may delegate specific responsibilities, but the ultimate accountability for the transit agency's safety performance cannot be delegated and always rests with the AE.

The current AE, Michael Stubbe, is also the Executive Director and has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.

Chief Safety Officer (CSO): RMTD has concluded one CSO will be sufficient to manage the day to day adherence to this Plan and, while in this role, report directly to the AE. As CSO, this individual will monitor safety and security throughout the organization including sub-contractors. All departments have been notified of the CSO's role and the established reporting requirements relating to safety-related matters. The CSO has been adequately trained for this role and has the authority and responsibility for day-to-day implementation and operation of RMTD's SMS. Along with CSO responsibilities, the CSO is also the Safety and Training Manager.

RMTD's CSO will be responsible for the following:

- ◆ Developing and maintaining SMS documentation;
- ◆ Directing hazard identification and safety risk assessment;
- ◆ Monitoring safety risk mitigation activities;
- ◆ Providing periodic reports on safety performance;
- ◆ Briefing the Accountable Executive and Board of Directors on SMS implementation progress; and
- ◆ Planning safety management training.

Roll of Staff to Develop and Manage Safety Management Systems (SMS)

Accountable Executive

The Accountable Executive (AE) will work with the Chief Safety Officer (CSO), ATU, IBEW, and administrative staff to adjust the PTASP as needed based on staff feedback, trends, and data analysis. The AE is vested with the primary responsibility for the activities of the transit system and overall safety performance. The AE fulfills these responsibilities by providing the resources necessary to achieve PTASP goals and objectives by exercising the approval authority for system modifications as warranted. The AE also sets the agenda and facilitates the cooperative decision making of the management team.

Chief Safety Officer (CSO)

For purposes of managing the SMS and PTASP, the CSO will report directly to the AE to determine strategy, policy, and goals for maintaining safety and security for passengers, employees, and the general public. The CSO will monitor day to day operations and work with staff to identify and mitigate risk through evaluation, feedback, and data analysis.

Supervisors

Supervisors and department managers are responsible for the safety performance of all personnel and equipment under their supervision. They are responsible for the initial investigation of all accidents and incidents, and for reporting these accidents and incidents to the Human Resources, Operations Department and CSO.

Employees

All RMTD personnel are responsible for performing their work safely and for following established safety-related rules, procedures, and work practices. This includes reporting all accidents, incidents, and hazards to their supervisor per established requirements for the protection of themselves, co-workers, customers, facilities, and equipment.

Key Staff

RMTD staff will be responsible for maintaining high standards of safety, customer service, and security. The Employee Safety Reporting Program (ESRP) will define the employees' role to identify and mitigate risk through open communication to superiors including the CSO and AE. Administrative staff will be instrumental in ensuring action is taken to reduce risk and the whole system is continuously monitored to ensure actions are effective and appropriate.

RMTD staff will be involved with updates, modifications and implementation of the PTASP. Each staff member brings a valued perspective to the development of policies and procedures he or she will be expected to implement. Every opportunity will be given for employees and riders to provide input to increasing safety at RMTD. Those opportunities include quarterly safety meetings, annual employee meetings and training, department meetings, customer and employee surveys and an open-door policy with access to all management staff.

Employee Safety Reporting Program (ESRP)

As stated in the [Safety Management Policy Statement](#), RMTD is determined to provide a safe working environment for its employees, riders and the general public. To ensure success, RMTD has developed an ESRP to enable employees to report any risk or perceived risk to a supervisor, CSO, or member of administration.

The ESRP allows each employee to report detailed information and observations whether they are a driver in service, maintenance staff, or other on-duty employee without penalty or retaliation as noted in RMTD Personnel Policies.

This program dovetails with other methods currently in place to proactively identify hazards or threats. Those methods include but are not limited to the following:

- ◆ Pre/Post Trip Inspections

- ◆ Preventive Maintenance Inspections
- ◆ Employee Evaluations
- ◆ Facility Maintenance Plan
- ◆ Service Evaluation and Planning Program
- ◆ Training Program
- ◆ Rider and Public Complaint/Compliment Process
- ◆ Safety and Employee Meetings
- ◆ Incident/Accident Policies
- ◆ Safety Committee

RMTD has developed a Hazard Report Form used to identify and provide information about hazards observed by RMTD employees while on-duty. The three-page form identifies vital information to assist employees in determining an action to mitigate the threat or hazard. This form is not meant to replace accident or incident forms currently being used, but instead used in conjunction with those forms. It is a proactive reporting method to identify a perceived threat or hazard, potentially endangering employees, riders or the general public. The form serves a dual role as an incident, illness, and near miss report. The form is located in Appendix 1 of this Plan.

Effective September 2020 all RMTD employees will receive one hour of training on the procedures associated with the Hazard Report Form. The training will cover the following areas:

- ◆ Locations of blank Hazard Report Form
- ◆ When to use a Hazard Report Form
- ◆ Capturing critical information on the form
- ◆ Notification process depending on the hazard
- ◆ Proper assessment of the reported hazard
- ◆ Levels of likelihood of repeat
- ◆ Supervisor and CSO role in completing the form
- ◆ Follow-up process to determine effectiveness of mitigation

The following process is used as part of the ESRP.

Immediate Action Required

If you have identified a hazard which you perceive to be a risk to yourself, fellow employees, passengers, or the public you must report it immediately to the on-duty supervisor/dispatcher. Once reported you must determine if immediate action is necessary to prevent additional risk. If so, communicate to supervisor before taking action if time allows. Once action has been taken to mitigate the potential harm to yourself, others or property advise a supervisor of the results of your actions. Once you are able, complete the appropriate form with complete information and give to supervisor on-duty.

Delayed Action Required

Once a hazard has been identified, the RMTD employee should assess if the hazard requires immediate action to reduce the risk of if delayed action can be taken. If the employee determines delayed action is

appropriate a full report must be completed using the appropriate report form and submitted to the on-duty supervisor.

Role of Supervisor

The on-duty supervisor is responsible for advising the employee on immediate action or delayed action to mitigate a hazard. The supervisor must then review the report to ensure all information is included adding additional information from their perspective. Once the form is complete it must be reviewed by the CSO to determine action necessary, investigate root cause of hazard and follow-up.

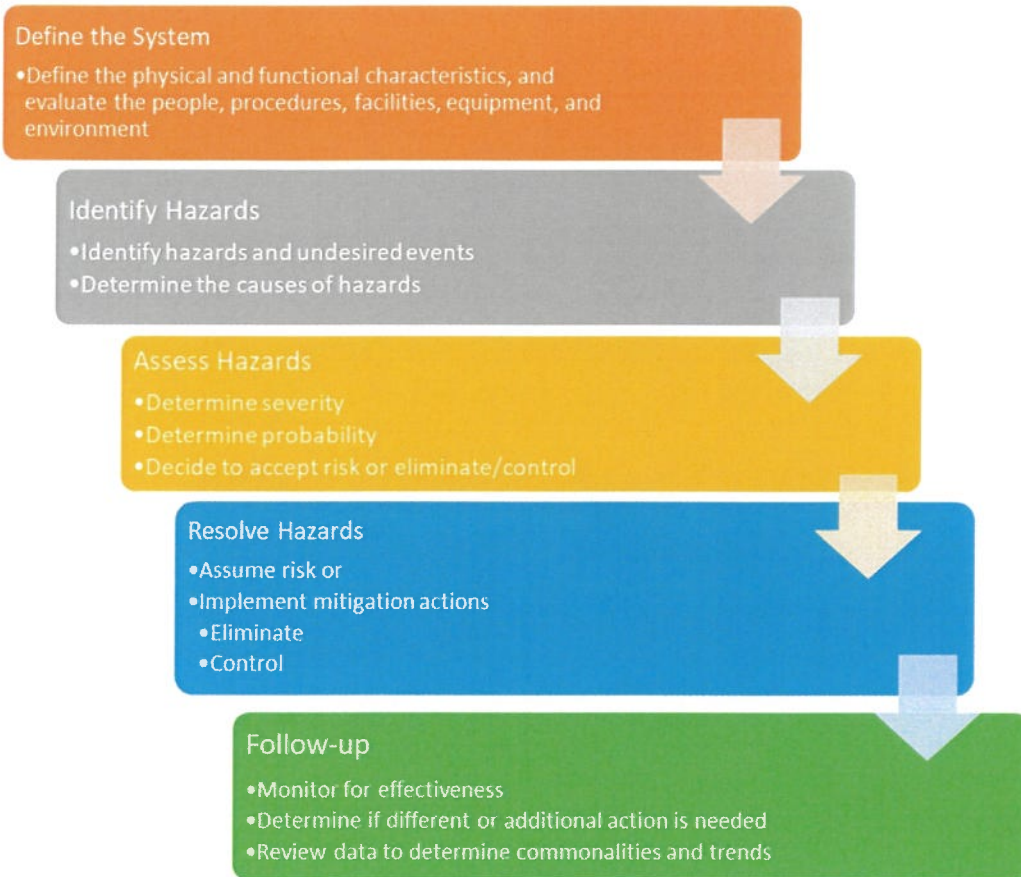
The CSO is responsible for determining the status of each hazard reported. In some cases, hazards may be identified and are not able to be resolved but actions are taken to reduce the risk of the hazard. It is RMTD's goal to eliminate all identified hazards if possible. Some hazards may require continuous monitoring to ensure the hazard does not elevate to an action level.

All hazard and safety reports will be documented and integrated into current performance measures and data collection. The CSO will track each hazard to completion and recommend policy or procedural changes if needed as a result of the hazard mitigation.

RMTD Responsibility

RMTD takes every hazard report seriously and investigates each one to determine if it's an isolated case, or emerging trend requiring evaluation of policies and procedures or service modifications. Employees reporting hazards will not face disciplinary action unless that employee contributed to the hazard. RMTD wants to encourage all employees to report any hazard or threat they observe and help make the RMTD system as safe as possible for its employees, riders, and the general public. Employees may report the hazard to their immediate supervisor or go directly to the CSO to submit and discuss their report.

The following process chart illustrates the steps taken as part of the hazard identification process through the ESRP.



Section 5. Safety Risk Management

RMTD provides training to all personnel in the identification of hazards and security threat while also providing tools to enable personnel to report these risks. Once the risk has been identified RMTD conducts an assessment of the risk to determine the necessary response and response time. The response may include further investigation or monitoring, action(s) to mitigate the hazard or security threat and follow-up assessment to ensure action taken is appropriate and effective.

Safety Hazard Identification:

Hazard and security threats are identified through different methods of monitoring the system. This includes system, employee and asset assessments conducted daily and on incremental basis. Additionally, RMTD communicates with peers across the state, FTA and IDOT to identify common hazards impacting multiple systems. RMTD conducts the following routine and random evaluations of the system in the following departments:

Personnel

Each RMTD employee is evaluated annually to ensure they are performing their job to the expectations of the Agency. As part of their orientation process the employee is provided training and tools to

perform their job while not receiving permanent status until completing 120 days of employment. During the 120 - day period, the employee is evaluated to determine if they are properly prepared to perform their job.

Additional evaluations of the employee are conducted throughout the year through spot-checks of some aspect of their job function. If through spot-check or annual evaluation it is determined the employee's performance does not meet expectations or training standards, remedial training will be provided and additional evaluations will take place to ensure remedial training was effective.

Assets

Rolling stock, facilities and equipment are monitored through a vigorous preventive maintenance plan aimed at identifying hazards and deficiencies as part of daily and scheduled inspections. Operations and Maintenance Departments coordinate the preventive maintenance program including daily Vehicle Inspection Reports (VIR)s, incremental and annual inspections.

RMTD updates the FTA required Transit Asset Management (TAM) Plan annually with data relevant to each asset to include a condition assessment, miles (with rolling stock and non-revenue vehicles) and age as to whether the asset is in a State of Good Repair (SGR). The TAM Plan allows RMTD management to plan asset replacement or rehabilitation for future years.

System

As part of RMTD's safety management system monitoring, the agency uses service evaluations when planning, spot-checking or responding to an event like an accident or incident. New routes are strategically developed with safety being the first priority and passenger access second. RMTD route planners plan and test all routes before activating the route for revenue service. All routes are reviewed periodically to determine if environmental hazards may exist requiring modification to the route, schedule or vehicle.

All front-line staff have been trained to note any changes to service which may be considered a hazard or security threat and through the ESRP, notify their supervisors immediately or upon return to RMTD depending on the severity of the hazard.

Hazard Identification Procedure

Any employee seeing something through inspection or observation they deem to be a hazard are instructed to immediately report that hazard to the immediate supervisor regardless of the perceived level of threat. Depending on the situation, either the immediate supervisor or the employee will complete a Hazard Report via in person or utilizing the SOSPEs safety management system and submit it to the CSO.

If the hazard requires immediate mitigation, the employee will be instructed on steps to take to reduce the risk which may or may not alleviate the risk completely. Additional actions may be taken once the immediate risk mitigation has been taken. Some hazards may not pose an immediate risk but are still reported and the CSO will be responsible for risk assessment, investigation and mitigation strategy.

In some cases, a passenger or member of the general public may call RMTD with a complaint about a front-line employee which may rise to the level of hazardous behavior or actions. RMTD currently documents all customer complaints/compliments through the software Issue Trak and takes appropriate

action to investigate any complaints. Complaints deemed hazardous will trigger immediate action by on-duty supervisors.

Pre-Trip Inspection forms will be located on all vehicles along with standard safety kits for accident and incident reporting, with all Customer Service Representatives (CSR)'s, Dispatch, Operations, and Maintenance Departments. A copy of the form is located in Appendix 1.

The Pre-Trip Inspection Form will require the employee to briefly describe the hazard noting date, time of day, location, and other pertinent information. The form includes a section for the CSO or immediate supervisor to document immediate action taken to reduce risk, a risk assessment chart prioritizing the risk, and a section for additional follow-up action. All forms will be processed by the CSO and summarized periodically for trend analysis and include in safety performance measures.

49 CFR part 673.5

Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

Safety Risk Assessment

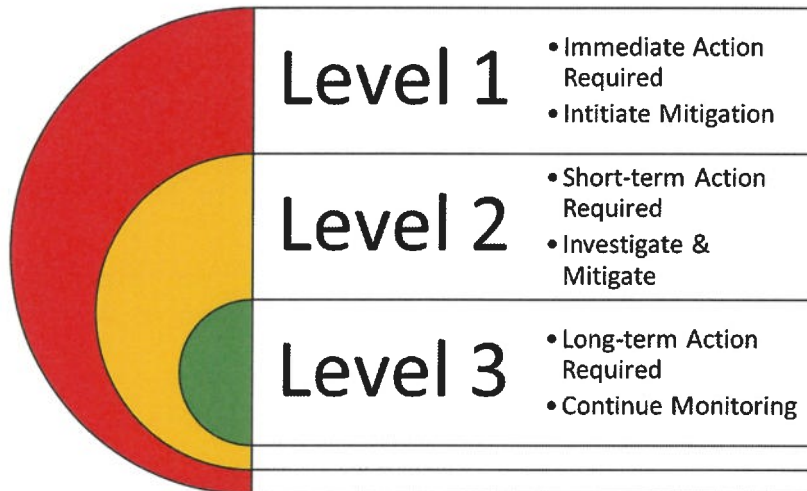
All RMTD staff have been provided with training appropriate for their positions within the organization. RMTD expects its employees to respond to hazards or threats with professional judgement as sometimes there might not be time to contact a supervisor to prevent an emergency event. In cases where the hazard can be reported without immediate risk, the employee will make an initial assessment of the risk as part of their report.

Once received by the CSO, the initial risk assessment may be amended requiring immediate, short, or long-term response.

Level 1 - Immediate: A deficiency, threat or hazard requiring immediate attention to mitigate risk either temporarily until further action can be taken or complete mitigation.

Level 2 - Short Term: Action is needed within seven days to mitigate an identified deficiency, threat or hazard. The deficiency, threat or hazard does not pose immediate danger but if no action is taken could elevate to an Immediate level risk.

Level 3 - Long Term: A deficiency, threat or hazard has been identified but does not pose a threat currently but could at a later time. Continued monitoring and awareness are required.



The CSO in coordination with staff will investigate each identified hazard, assess the risk, and take appropriate action to mitigate the risk and determine the likelihood of it happening again. Additional mitigation may be needed based on follow-up monitoring to the action taken.

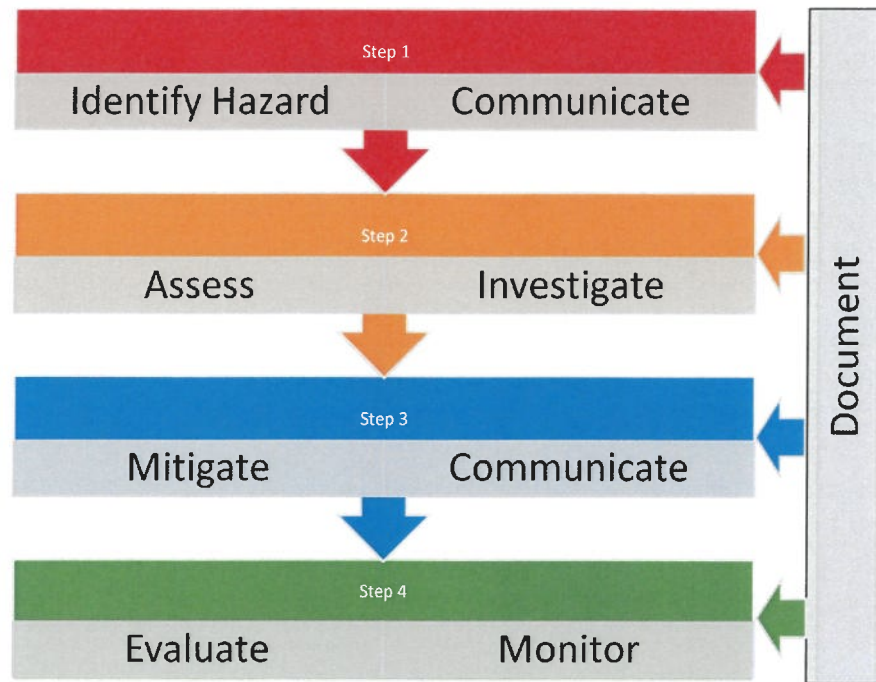
Safety Risk Mitigation

In response to all identified and assessed hazards, RMTD will take steps to mitigate the hazard and reduce or eliminate the risk to employees, riders, and public. Mitigation strategies will be dependent on results of investigation into the elements contributing to the risks. The investigation may include more than one department and may include interviews outside of the transit system.

Actions to mitigate risk will include all employees, riders, and public who may be impacted by either the hazard or the actions to reduce or alleviate the risk. RMTD will communicate actions to appropriate staff through methods appropriate risk assessment. In some cases, immediate communication through two-way communications (dispatch system, text burst, email, or web alert) may be necessary. In other cases, bulletin board notices or memorandum posting may be appropriate.

Once a risk mitigation strategy has been implemented RMTD will monitor the actions to determine if full mitigation is possible and if not, is additional action necessary to alleviate the risk or is stepped up monitoring necessary. Some risks may not be completely mitigated but awareness to the risk will be a top priority.

All actions taken to mitigate risk will be responsibility of the CSO with consultation of impacted department, documented and linked to the initial deficiency, threat, or hazard identification step.



Section 6. Safety Performance Monitoring and Measurement

Safety performance monitoring and measurement involves the continual monitoring of the transit agency's activities to understand safety performance. Through these efforts, RMTD can determine whether it is meeting its safety objectives and safety performance targets, as well as the extent to which it is effectively implementing Safety Management Systems (SMS).

RMTD is constantly striving to maintain the highest level of safety through its monitoring methods to include adherence to policies and procedures, safety and maintenance plans, and system and employee evaluation processes. These methods allow RMTD to determine the need to make changes to improve policies, employee training and service delivery.

The CSO will monitor operations daily through observation, data analysis, communication and safety updates to identify mitigation strategies that may be ineffective. If mitigation actions are found to be ineffective additional strategies will be developed through key and impacted staff feedback.

Safety Committee

RMTD uses a PTASP safety committee to identify safety concerns, potential hazards and policies, procedures and processes no longer effective. The committee includes, Director of Operations, CSO/Safety Manager, Operations Management, Human Resources Manager, ATU president, ATU Selected Members.

General Safety Performance Measures

Annual Safety Key Performance Indicators (Beginning FY26)

Performance 2026	Mode of Transit Service	
	Fixed Route	Demand Response
Est. Annual Vehicle Revenue Miles (VRM)	1,673,857	898,720
Number of Safety Events	3	3
Rate of Safety Events per 100K VRM	0.18	0.33
Total Major Mechanical Failures	603	103
System Reliability Mean Distance (Maint. Performance)	36.02	9545
Measure 1a - Major Events	4	4
Measure 1b - Major Event Rate	0.24	0.45
Measure 1.1 - Collision Rate (new)	1	0.89
Measure 1.1.1 Pedestrian Collision Rate (new)	0	0
Measure 1.1.2 Vehicular Collision Rate (new)	3.05	2.23
Measure 2a - Number of Fatalities	0	0
Measure 2b - Rate of Fatalities per 100K VRM	0	0
Measure 2.1 - Transit Worker Fatality Rate (new)	0	0
Measure 3a - Number of Injuries	10	5
Measure 3b - Rate of Injuries per 100K VRM	0.60	0.56
Measure 3.1 - Transit Worker Injury Rate (new)	1.25	0.78
Measure 4a - Assaults on Transit Workers (new)	1	0
Measure 4b - Rate of Assaults on Transit Workers (new)	0.06	0
Measure 5 - System Reliability	36.02	9.27

UZA Safety Performance Measures

1. Major Events
2. Major Event Rate
3. Collisions
4. Collision Rate
5. Injuries
6. Injury Rate
7. Assaults on Transit Workers
8. Rate of Assaults on Transit Workers

The ASP of each large UZA provider must include a safety risk reduction program

for transit operations to improve safety performance by reducing the number and rates of:

- Safety events
- Injuries
- Assaults on transit workers

Maintenance

Maintenance Standards and Procedures

Standards and procedures are included in the RMTD Maintenance Plan. In general, maintenance procedures are designed to ensure that the maintenance recommendations of the manufacturer are met, maximum efficiency in performance and operation is obtained, and maximum bus life and condition are maintained. Daily bus inspections, an active Preventive Maintenance Program, contractor oversight, and careful monitoring are included in procedures to ensure the safety of buses and adequacy of the Fleet Maintenance Plan.

Additionally, RMTD receives inspections and reviews from Fire Department and safety officers from the office of the Illinois Secretary of State inspecting facilities, underground fuel storage, elevators and reviewing operator files.

Operator Inspections

All operators are required to perform a pre-trip and post-trip inspection to ensure that the vehicle is safe and in good operating condition. If any defects are noted by the operator, a Defect Slip is completed and, depending on the severity and extent of the defect, the vehicle may be repaired or taken out of service until a repair can be made. In the case of a defect that develops or is noted once a vehicle is in service, the operator is required to communicate the problem to Operations, who will then notify Maintenance.

Daily Servicing and Inspections

RMTD Maintenance Department inspects and services buses used in revenue service each day. The buses are fueled and washed, all fluids are checked, tires and lugs are checked, and the vehicle is inspected for any leaks or unusual noises. The Fuelers and Bus custodians clean the bus interiors each day. When a defect is noted, it is reported to the Lead Mechanic or Supervisor on shift so that evaluation and, if necessary, a repair can be conducted.

Mileage-Based Maintenance Inspections

All buses receive preventive maintenance inspections (PMI) at designated mileage intervals. Mileages are determined by vehicle and subcomponent manufacturers and real-world experience. A description of the schedule and type of inspection and service performed for each bus series is included in the RMTD Preventive Maintenance Plan. The RMTD maintenance department uses FleetNet, a software for managing preventive maintenance, regular maintenance and tracking asset data.

Maintenance Inspections of Contracted Providers

RMTD contracts urban transportation services with Boone County Council on Aging. The contractor must ensure that all passenger vehicles and associated equipment are maintained in proper working condition. The contractor is required to implement a maintenance and safety program that includes a preventive maintenance schedule coordinated with RMTD maintenance that complies with FTA requirements for preventive maintenance for vehicles. Further, contractors are required to maintain comprehensive records on each vehicle, service performance and safety events and send the information to RMTD. In addition, on-site inspections are conducted at least quarterly to verify vehicle condition and driver performance.

Operations

Facility Monitoring

Formal facility inspections of all RMTD facilities and grounds are conducted by RMTD Maintenance/Safety/Facilities monthly using a facility checklist. Bus shelters and stops are inspected quarterly above and beyond the normal cleaning service. The purpose of the inspections is to identify any unsafe or unhealthy conditions which may exist, and that may require maintenance or modification. Each facility is also visually inspected for compliance with OSHA and local fire codes.

Any guests to RMTD's administration facility must check in through a secured process requiring check-in and validation of visit purpose. Employees are trained on procedures for visitors in the workplace and facility access is limited through security systems.

Frequency

Mechanics and Facilities Maintenance employees look for potential hazards with equipment whenever they are using that equipment. The vehicle hoists, chain pulls, and cranes in the vehicle maintenance shop are inspected annually by contractors. Preventive maintenance of equipment and facilities is performed in accordance with the manufacturer's recommended practice. Hazards are also identified by analyzing work accident trends, through Hazard Report Forms submitted by employees. Forms are used by employees to report safety concerns and to make safety recommendations. These inspections conducted monthly and equipment inspection are based either on hours of service or days as per OEM specifications.

Reporting

When deficiencies are noted during monthly or quarterly inspections, they are documented and reported to the director of the department in which the safety hazard is located. When safety hazards are noted by non-scheduled observation, they must be reported by the observer to a supervisor or CSO. Hazard Report Forms are routed to the department, CSO or manager best equipped to evaluate the concern and, when necessary, propose a resolution.

Hazard Resolution

The primary purpose of facility inspections and hazard reporting is to identify conditions that could lead to accidents and losses. In view of this, it is crucial that all departments and employees be involved in the Facility Inspection and the Hazard Identification and Resolution processes. Hazard resolution is

related to the severity of the hazard and the probability and severity of a negative consequence of the hazard.

Follow-up

Corrective action for a confirmed hazard that has been identified by any established process is the responsibility of the director of the department area in which the hazard exists or the CSO. This includes arranging for the services of other RMTD departments or outside parties, as necessary, to eliminate or control the hazard.

Documentation

Hazards that have been identified, proposed resolutions, and corrective actions are recorded in hard copy by the Safety Committee and maintained by CSO. They are also documented in the software Issue Trak which allows access and updates by supervisors in all phases of the event or hazard. This includes identification, investigation, assessment, mitigation and follow-up.

All front-line personnel are responsible for monitoring safety and security as part of their respective positions. If a hazard is identified through observation or interaction with customers or the general public, it is reported to the immediate supervisor as well as following RMTD's hazard reporting process.

Employee Hazard Reporting

Loss Reports

Employees can fill out a Hazard Report Form which is turned into the effected department and the CSO, talk with a supervisor or the Operations Manager. They can also contact a Safety Committee member which is comprised of union and administrative members. Depending on the severity/risk of the hazard identified, immediate action may be taken, or the input will be brought to the Safety Committee for discussion. Feedback will be provided to the employee on what action, if any, will be taken. All employees follow the Employee Hazard Reporting Program Policy.

Route/Operations Safety

Employees can fill out a Hazard Report Form or discuss suggestions for making the system/route safer. RMTD encourages employees to be advocates for safety while also suggesting methods of increasing performance. Management has an open-door policy and makes clear the importance of employee feedback; positive and negative.

Route and service evaluations are conducted continuously by scheduling supervisors and planners to determine performance and safety. This includes soliciting driver feedback on routes underperforming, trending with safety incidents or recently modified.

Safety Events

Accident and Incident Reporting Process

All accidents and loss incidents are to be investigated. RMTD's safe driving standards require professional safe performance of all operators. To ensure better than average safety performance, RMTD employs the Smith System guidelines to determine if a collision or onboard incident could have been prevented. All personnel operating any RMTD vehicle are held to this standard.

RMTD Operator's Manual includes procedures and responsibilities for accident/incident investigation. The combined manuals establish procedures for accident notification, response, and investigation including the use of Seon surveillance system videos.

Transit operations coordinates with outside law enforcement agencies if they investigate an event resulting in a police report. Administrative staff coordinates with outside insurance providers and provides support among RMTD departments and independent investigation to manage RMTD liability and claims.

Most accidents and incidents involving RMTD are relatively minor in severity and are investigated by Operations Field Supervision. Since most accidents involve buses, this section focuses on bus accidents. However, all non-bus accidents and incidents are also investigated.

Notification

Bus Operators are to notify the operations system supervisor anytime a RMTD vehicle might have been damaged, anytime a RMTD vehicle and another vehicle come into contact, or anytime an instance occurs in where a customer may have been injured. An Operations supervisor and/or CSO will be directed to the scene. Police and ambulance will be dispatched, if necessary.

At-Scene Procedures

Bus Operators will adhere to the following procedures defined in the RMTD Operator's Manual:

- ◆ Assist the injured
- ◆ If blocking traffic, set out reflective triangles
- ◆ Do not move the coach unless required to do so by an Operations supervisor, fire or police order, or impending danger from traffic
- ◆ Obtain names, addresses, and phone numbers of all witnesses
- ◆ Complete Accident Report and submit to supervisor or dispatcher on-duty

Operations Supervisors are responsible for conducting on-scene investigations of accidents and incidents. Depending on the severity and the nature of the event, various mechanisms will be used for preserving transient evidence. These may include digital photography, bus video, field sketches, interviews, and observations.

Investigation

An attempt is made to complete the investigation of most accidents within three days. Operations Supervisors are required to complete an Accident/Incident Report. Operators are required to complete an Accident Information Report. The Supervisor is required to file the report and attach all relevant media for use by the Director of Operations and the CSO.

A Report of Injury Form must be completed if an employee suffers an injury or illness as a result of an accident or incident.

Accident Review Process

Accidents and Incidents are classified as Preventable or Non-Preventable by the Operations Manager. Root cause analysis is conducted by the accident committee made up of management, union and outside safety and/or insurance professionals.

Preventable accidents are defined as those accidents that could have been reasonably avoided if the operator had followed all defensive driving techniques as established by RMTD Operator Manual and the collective bargaining agreement.

After reviewing all related documents and evidence, the investigating CSO with help from department supervisors makes a determination of whether the accident was preventable.

If the driver files an appeal with the conclusion of the Operations Manager's investigation the accident will be reviewed by the Accident Committee. The committee meets as needed to review accidents. The Committee follows all policies, procedures, and definitions as established in the RMTD Operator Manual and collective bargaining agreement. Examples of investigations may include reviews of accident and injury reports, vehicle condition reports, witness statements, employee interviews, accident scene sketches, bus videos, physical evidence, brake test reports, training manuals, and accident site visits. The decision of the Committee is final.

Hazard Resolution

The primary purpose of the Accident Investigation process is to determine the cause(s) of accidents so that they may be prevented or mitigated in the future. To this end, it is crucial that all relevant departments be appropriately involved in the Process. A serious attempt is made to use lessons learned through the investigatory process to incorporate hazard resolutions into future procedures, designs, construction, modifications, training, and procurements.

Follow-up

Follow-up in the form of corrective actions is the responsibility of the employee's director. The responsibility may be delegated to the employee's manager, supervisor or CSO.

Any disciplinary action will be assessed using the Collective Bargaining Agreement procedures and/or the Administrative Handbook. Disciplinary consequences for accidents may include warnings, suspensions, and discharge. The RMTD Human Resources is involved in all disciplinary actions.

Training will be provided, in most cases, for employees who have been involved in two preventable accidents within one year. Training and re-training are not disciplinary in nature.

Additional analysis is conducted by the Safety Committee made up of representation from the following departments:

- ◆ Operations
- ◆ Maintenance
- ◆ Human Resources
- ◆ ATU and IBEW (union)
- ◆ RMTD Board
- ◆ Safety Advocate from Loss Prevention

The committee meets every two months to review accidents, incidents a safety events to determine root cause and identify trends. They determine if modifications are needed to service policies, procedures, processes or training programs.

Internal Reporting

The Operations Supervisor is responsible for ensuring that all accident reports are completed and filed with the Safety and Training Manager. Operations will advise on the history of the employee if a pattern of safety events is evident.

Documentation

Transit Operations, Human Resources and CSO maintain the accident investigation documentation.

Performance Measures

Through a series of performance measures relative to operations, maintenance, and safety, RMTD can monitor the system's safety by identifying trends and gaps in policies, procedures, training, and monitoring efforts. The following performance measures are on a daily, monthly, and quarterly basis.

Maintenance

- ◆ **Preventive Maintenance On-time Inspection Percentage** – determines the effectiveness of the maintenance department to ensure all inspections are conducted per manufacturing and RMTD mileage intervals.
- ◆ **Vehicles Removed from Revenue Service** – tracks vehicles removed from service due to a mechanical defect developed while in service requiring immediate service either on-site of failure or once returned to the facility.
- ◆ **Annual Vehicle Condition Assessment** – through annual inspection, determines on a scale of 1-5 the overall condition of the asset. This performance measure is also used in annual updates of RMTD's Transit Asset Management Plan.

Operations

- ◆ **Customer Complaints Per Month** – tracks all customer complaints to identify areas of deficiency with vehicle, driver or other RMTD areas. Safety-related complaints are immediately routed to a supervisor on-duty or the CSO for investigation mitigation and response. Complaints may be a result of phone calls, website or RMTD public forums. Issue Trak software is used for intake and follow-up.
- ◆ **On-time Performance** – serves as an indicator to issues with time management, environmental factors, scheduling, and vehicle and driver performance.
- ◆ **On-board Surveys** – conducted periodically, allow RMTD to receive rider feedback about bus operator performance, customer service, and vehicle safety.

Safety

- ◆ **Safety Performance Measure: Fatalities** (total number of reportable fatalities and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: Injuries** (total number of reportable injuries and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: Safety Events** (total number of reportable events and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: System Reliability** (mean distance between major mechanical failures by mode)

Section 7. Safety Promotion

Operator Selection

Hiring Practices

Selecting applicants best suited to excel at the Bus Operator job requirements is critical to safe transit operations. The transit Bus Operator is directly responsible for the safety of not only the passengers, but also the pedestrians, bicyclists, drivers, and all others who share the road with the transit vehicle. RMTD's hiring process includes the following components:

Applications

Applicants are sought through postings in traditional and culturally diverse media, referrals from current employees, posted local newspaper, RMTD website and applications filed by prospective candidates when there are no positions available. The applications are screened by key personnel in Human Resources and Transit Operations.

Interview

After application reviews, applicants are then interviewed by a panel comprised of an Operations Supervisor, an Operator/Instructor, and an HR or other administrative staff person. The interview process is designed to evaluate a candidate's strengths in customer service, the ability to simultaneously perform tasks, conflict resolution, and the ability to perform well under temporal and interpersonal pressure.

Driving Record

To be eligible for hire, a candidate must submit an acceptable driving RMTD tract dating back five years. This establishes 21 years as the de facto minimum age requirement for new hire Bus Operators.

Licensing

To be eligible for hire, a candidate must be able to earn a CDL with a Passenger and Air Brake Endorsement for both fixed route and paratransit.

Criminal Background Check

To be eligible for hire, a candidate must submit to a Criminal Background Check administered by the Illinois State Police with the Federal Bureau of Investigation. The results must meet all statutory and RMTD standards for the Bus Operator position.

Drug Testing

To be eligible for hire, a candidate must produce a negative result for a pre-employment Department of Transportation drug test.

Physical Capacities Testing

To be eligible for hire, a candidate must pass a Department of Transportation physical.

Training

There are formal training programs for Bus Operators, Demand Response Operators, Maintenance employees and Operations employees. These include training classes, manuals, RMTD Standard Operating Procedures, and on-the-job training.

The safety component of training is designed to make employees aware of the hazards associated with their jobs and the appropriate methods for controlling these hazards. The training is intended to motivate employees to work safely. Trainings fall into three main categories: (1) Initial, (2) Periodic, and (3) Remedial or Refresher. RMTD utilizes their announcement boards to highlight safety themes employees should understand and topics change often. Additional training programs are added to the schedule if a particular safety trend is noticed through analysis of safety data.

Initial Bus Operator Training

New Bus Operators receive an intensive 3-5-week training course that covers every aspect of their new job. Some components of the training are delivered in the classroom. The majority of learning occurs on the buses during off-route and on-route training. The training includes over 29 specialty areas as per TAPCO and Smith System training curriculum. CDL operators receive the maximum training as they are cross trained in all routes.

On-route training provides real service experience with an Operator Instructor on the new operator's regularly scheduled work. The time the new employee operates the revenue route is increased daily. Each day the student receives a full review and debriefing from his or her instructor. Instructors communicate among one another regarding where additional training for new operators is required. Student rotation among the Operator Instructor group provides each student with experience across a variety of routes, vehicles, times of day, instructional styles, and driving conditions.

After the initial training, new Bus Operators receive additional support and training, including:

- Check-rides at the following intervals: one week, two months, four months, six months, and twelve months
- Four-Week Follow-up: Procedure and Policy Review
- Fall Bad Weather: Driving and Defensive Driving Course
- Refresher
- One-Year Follow-up: Debriefing with Operations Training Supervisor and safety review with Human Resources, Operations Management and CFO

Partial-day trainings are also scheduled on safe winter driving and whenever warranted by the addition of new equipment or a change in configuration. Paratransit and drivers for SMTD may receive additional training for transportation of persons with mobility devices and disabilities.

Initial Operation Supervisor Training

Transit Operations Supervisors begin their career path, almost exclusively, as Bus Operators who first work in the position of Temporary Supervisor. A Temporary Supervisor performs many functions of the full supervisory position and receives training in, but not limited to, the following areas:

- Drug & Alcohol (Policy and procedures for all types of FTA-mandated testing)
- Accident Investigation (based on the TSI model)
- Emergency Procedures
- Security Procedures
- On-the-job Injury Claims
- Blood Borne Pathogens
- Data Entry and Recordkeeping
- Harassment
- Cultural Diversity
- Coaching/Criticism/Discipline
- Dispatch Operations
- Field Operations
- First Aid and Defibrillator
- Basic Writing
- Conflict Resolution

In addition to their initial training, all Transit Operations Supervisors receive five full days of refresher and topical training annually.

Injury and Illness Prevention Training

Injury and Illness Prevention Training is directed toward achieving a safe working environment for all employees and reducing the chance of occupational-related injuries and illnesses. The majority of training, targets employees working in the Maintenance and Facilities Maintenance Departments because these employees have the greatest exposure to occupational hazards. The program is based on applicable Federal, State, and local safety codes and regulations. Some areas addressed in training include:

- Handling Hazardous Materials (Right to Know)
- Slips, Trips, and Falls
- Personal Protection Equipment
- Safety Data Sheets (MSDS) and Labels
- Forklift Safety
- Bloodborne Pathogens
- Hazardous Materials Storage
- Fall Protection
- Ergonomics
- Hazard Communication Program
- Fire extinguisher Training

Emergency Response Planning and Coordination

RMTD cross trains with first responder agencies including Fire, EMS and Police. The transit system is included in the local emergency management plan and is involved with drills and mass casualty exercises when conducted.

Incentive Programs

RMTD maintains a culture of safety by acknowledging employees who have exhibited safe practices while on-duty. Both maintenance and operations employees are recognized quarterly and annually for their safety performance. Annual safety bonuses are provided for those employees meeting the criteria.

The transit agency sponsors a Health Fair in the Fall where employees participate in health risk assessments. Employees who complete the assessment receive 100 dollars for doing so. RMTD makes available an employee assistance hotline for employees struggling with physical or emotional situations.

System Modification Design Review and Approval

General Process

The RMTD bus system is regularly modified in response to operational experience, the addition of new types of service, and changes in service design and levels. RMTD's philosophy is to use appropriate new technologies to benefit the environment and the community it serves. The challenge is to review any proposed modification adequately before it is approved. Any proposed modification should be evaluated to ensure it is compatible with existing systems and does not introduce new hazards to the system or reduce the effectiveness of existing hazard controls.

Equipment modifications may be proposed by any employee of any department that uses the equipment. Changes may also occur from an analysis of reliability performance, historical data, and available improvements in equipment design and components.

Modification Design Review

A review of any modification in equipment design shall be made by the director and managers of the department responsible for the equipment. It is an informal practice to include Human Resources and Operations in the review of any change that might affect safety. The impact on the safety of all designs and specifications should be identified and evaluated before the change is approved. Some of the areas to be considered include but are not limited to:

- Hazardous Materials (handling and use)
- Motor Vehicle Safety
- Human Factor
- Occupational Health and Safety
- Materials Compatibility
- Fire Protection
- Lighting
- Braking systems
- Mirrors
- Warning Devices

Modifications must not be made before it is determined how they might affect the safety of the system, or any other systems. Other departments may evaluate a proposed change to determine its compatibility with other systems (e.g., hoists, fueling systems, communications systems). The evaluation

may also include a review of applicable regulations, such as the Federal Motor Vehicle Safety Standards and Regulations and the U.S. Department of Labor's Occupational Safety and Health Act.

Testing may also be performed to evaluate the safety of a proposed modification. The testing of small changes may be minimal. For substantial modifications, extensive field testing, mock-ups, and structural evaluations may be employed.

Modification Design Approval

Final approval is generally made by either the Director of Operations or the Executive Director. When modifications are made by a bus manufacturer, the Maintenance Manager works with the manufacturer and contractual changes may be made. If changes are substantial, additional training will be provided for maintenance and operation staff by manufacturer representatives.

Monitoring

Once a modification is put in place, feedback from the operating department is solicited to evaluate the performance of the modification. Unsolicited input from the operating department and its employees (end users) is also encouraged. Depending on the nature of the modification, Human Resources, Planning and the Safety Committee may be involved for input.

Documentation

The Maintenance Department is responsible for documenting any vehicle modifications. Facilities Services is responsible for documenting any modifications made to a facility. Documentation may involve changing diagrams, schematics, manuals, service bulletins, service intervals, standard operating procedures, and Safety Data Sheets. The Safety and Training Manager is responsible for updating Safety Data Sheets based on input from product manufacturers.

Routes

Route modifications are designed by the Operations department. They may use a current Bus Operator to test routing and bus stop placement. This experience-based, real-world process is designed to protect the safety of the transit bus, transit passengers, other vehicles, and pedestrians.

The Operations Department informs the Executive Director and CSO of any proposed route modifications. The Operations Department can request that the Committee evaluate a specific proposal, or the Committee can choose to evaluate any proposed modifications.

Transit operations management may request a route modification it believes will improve operations. It may also choose to evaluate a modification that has been proposed by another department. Input from individual Bus Operators is encouraged through the Hazard Report Form, direct communication, and periodic surveying of Operators conducted by scheduling supervisors.

Finally, the Planning Department maintains a cooperative working relationship with the appropriate planning and road departments of all municipal levels of government within which RMTD operates.

Section 8. Definitions of Terms Used in the Safety Plan

RMTD incorporates all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

- **Accident** means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
- **Accountable Executive** means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.
- **Equivalent Authority** means an entity that carries out duties similar to that of a Board of Directors for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.
- **Event** means any Accident, Incident, or Occurrence.
- **Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- **Incident** means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- **Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
- **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- **Occurrence** means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
- **Operator** of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.
- **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- **Public Transportation Agency Safety Plan (or Agency Safety Plan)** means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.

- **Safety Assurance** means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- **Safety Management System** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- **Safety performance target** means a performance target related to safety management activities.
- **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- **Safety risk assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- **Safety Risk Management** means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second or third-degree burns, or any burns affecting more than 5 percent of the body surface.
- **Transit agency** means an operator of a public transportation system.
- **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.

Section 9. Commonly Used Acronyms

Acronym	Word or Phrase
ADA	American's with Disabilities Act of 1990
ASP	Agency Safety Plan (also referred to as a PTASP in Part 673)
CFR	Code of Federal Regulations
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
IDOT	Illinois Department of Transportation
MPO	Metropolitan Planning Organization

Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
SMS	Safety Management System
U.S.C.	United States Code
VRM	Vehicle Revenue Miles

Section 10. Additional Information

This PTASP was developed from information in other RMTD documents, policies and procedures and manuals. Those documents are listed below:

- RMTD Employee Handbook
- Vehicle Maintenance Plan
- Facility Maintenance Plan
- Training Manual
- TAPTCO Operator Training Guide
- Smith System Video Collection
- Collective Bargaining Agreement
- Operator Handbook

Appendix 1

HAZARD REPORTING FORM

Reporting Employee				Report #			
Date of Report							
Time of Hazard				Time Report Submitted			
Location of Hazard				Route/Manifest			
Supervisor Notified							
(Check all that apply)							
Type of Hazard							
Vehicle		Weather Related					
Passenger		Road Condition					
Facility		Security					
Employee		Near Miss					
Description of Hazard							
Initial Action Taken to Mitigate Hazard							
Initial Assessment of Hazard							
	Level 1 - Immediate: A deficiency, threat, or hazard requiring immediate attention to mitigate risk either temporarily until further action can be taken or complete mitigation.						
	Level 2 - Short Term: Action is needed within seven days to mitigate an identified deficiency, threat, or hazard. The deficiency, threat, or hazard does not pose immediate danger, but if no action is taken could elevate to an Immediate level risk.						
	Level 3 - Long Term: A deficiency, threat or hazard has been identified but does not pose a threat currently, but could at a later time. Continued monitoring and awareness are required.						
Likelihood of re-occurrence of this hazard (1-10)							
Received by: _____				Date/Time _____/_____/_____			

HAZARD MITIGATION						
Investigating Supervisor			Title			
Date of Investigation			Time			
Additional Information						
Assessment Classification (Circle)			Level 1	Level 2	Level 3	
					Report #	
Mitigation Action(s) Taken						
Action(s) Designed to:		Eliminate	Control	(Circle one)		
Describe Communication of Action(s)						
Follow-up						
Date		Contact				
Status of Action Taken						
Is additional action needed?		YES	NO			
Additional Action Taken						

HAZARD CLASSIFICATION

						Report #	
Category of Hazard							
Vehicle				Passenger			
Mechanical				Behavior			
Performance				Weapon			
Interior				Suspended from svc.			
Exterior				Medical Emergency			
Towed				Injury			
Repaired on scene				Death			
Safety equipment				Mobility Device			
Lift/Ramp/Securemt							
See Pre-Trip							
Facility				Facility			
Safety Equipment				Shelter			
Security Systems				Fueling			
Plumbing				Hazardous Materials			
Electrical				Fencing/Gate			
Foundation				Passenger Amenities			
Parking							
Equipment				Employee			
HVAC/Heat				Behavior			
Roof				Theft			
Storage				Endangering Others			
Computer/Data				Property Abuse			
Farebox/Vault				Illegal Activity			
				Chief Safety Officer Initials			

Bloodborne Pathogens

1. Purpose

The purpose of this written program is to ensure that all employees with potential exposure to bloodborne pathogens and other body fluids understand the hazards associated with their exposure and the corrective actions necessary to protect them from injury and illness in accordance with 29 CFR 1910.1030.

This document serves as a policy for the development, implementation, and maintenance of programs for BBP (bloodborne pathogens), First Aid / CPR, and AED requirements for the Rockford Mass Transit District.

There are no jobs with responsibilities that present inherent exposure to bloodborne pathogens in the Rockford Mass Transit District. The jobs we've identified in this plan have collateral duties that may expose employees to potentially infectious materials. This procedure pertains to all employees that have the potential for exposure to BBP's in work-related situations.

The purpose of this Exposure Control Plan (EXPOSURE CONTROL PLAN) is to outline the protective measures we will take to eliminate or minimize Rockford Mass Transit District employee exposure incidents.

2. Scope

This program applies to all Rockford Mass Transit District employees, who through our exposure determination may incur occupational exposure to blood or other potentially infectious materials.

The extent of employee exposure shall be limited through the use of engineering controls and personal protective equipment. This document is designed to provide a formal procedure for identifying and controlling all potential BBP exposures.

This program has been developed in accordance with the OSHA Bloodborne Pathogens Standard, 29 CFR 1910.1030.

3. Responsibilities

Plan Administrator:

The Safety Manager has overall responsibility for maintaining the exposure control program. Any questions concerning the plan should be addressed to the Safety Manager. Safety is responsible for the following:

- Evaluating new tasks or procedures that may require the use of new safer medical devices;
- Evaluating new safer medical devices available on the market;

- Soliciting input from employees on the selection and use of safer medical devices.
- Reviewing this plan on an ongoing basis, and/or at least annually.
- Only trained and authorized employees shall be allowed to respond to situations that pose an occupational risk of exposure.

4. Exposure Determination

The Rockford Mass Transit District has conducted an exposure determination for all job classifications that may incur occupational exposure to blood or other potentially infectious materials. The exposure determination is made without regard to the use of personal protective equipment (i.e. employees are considered to be exposed even if they wear personal protective equipment).

- It has been determined by The Rockford Mass Transit District that persons working in the following job classifications may have occupational exposure to hazards of bloodborne pathogens or other potentially infectious materials:

Job Classification	Tasks with Potential Risk
Management/Supervisors	CPR/First Aid response, Contact with customers.
First Responders/First Aid Providers	CPR/First Aid response, Contact with customers.
Drivers	CPR/First Aid response, Contact with customers.
Security	CPR/First Aid response, Contact with customers.
Custodial	Picking up and disposing of trash, Cleaning of Vehicles.

- These job classifications define the jobs which some of the employees have been assigned certain tasks where there is potential for occupational exposure.
- Those employees in these job classifications not assigned and trained to perform these tasks safely to our exposure control program, shall not perform those tasks listed.
- Employees who are covered by the Bloodborne Pathogen Standard will receive an explanation of the exposure control program during their initial training session. It shall also be reviewed in their annual refresher training.
- All employees have the opportunity to review this plan at any time during their work shifts by contacting their supervisor or Safety Manager.

5. Exposure Control Procedures

Universal Precautions

In all circumstances, Universal Precautions, as recommended or defined by the Centers for Disease Control (CDC) and/or the Occupational Safety and Health Administration (OSHA), will be observed in order to prevent contact with blood and other potentially infectious materials, unless they interfere with the proper delivery of healthcare or would create a significant risk to the personal safety of the worker.

All blood or other potentially infectious material will be considered infectious regardless of the perceived status of the source individual. These precautions and practices include the following four areas:

- Personal hygiene,
- Engineering and work practice controls,
- Personal protective equipment (PPE),
- Equipment cleaning and disinfecting.

While the concept of “Universal Precaution” is generally accepted as prudent and effective, a more complete worker protection program is required to ensure maximum protection. The approach for the safe handling of infectious agents involves the use of a combination of strategies.

6. Engineering Controls

Wherever possible, engineering controls will be utilized to reduce potential exposure. The Safety Manager will be responsible for inspection and maintenance of these controls. Records will be maintained for frequency of inspection and repairs.

- Sharps Containers: Sharps containers shall be used to make sure contaminated “sharps” (needles, blades, etc.) cannot injure other workers.
- Labels: The Safety Manager shall ensure that biohazard labels shall be affixed to containers of regulated waste containing blood or other potentially infectious materials.
- The universal biohazard symbol shall be used. The label shall be fluorescent orange or orange red.
- Engineering and work practice controls will be used to eliminate and/or minimize potential exposure. When potential exposure remains, PPE shall be used;
- Machine Guarding: The elimination of sharp, edges, pinch points, run-in points, and other standard practices to minimize worker injury is an ongoing and active process. Through the elimination of items that can cause physical injury, workers will be protected from unnecessary exposure to bloodborne pathogens.
- Hand-washing Facilities: Hand-washing facilities are also available to the employees who incur exposure to blood or other potentially infectious materials. These facilities are readily accessible after incurring exposure.

- Hand-washing facilities and sanitizer stations are located throughout the facility.
- For handling regulated waste: The Rockford Mass Transit District will provide containers sufficient to contain regulated wastes, other than those regulated by the Bloodborne Pathogens rule, capable of resisting punctures and labeled as a biohazard (as appropriate).
- The waste shall be placed in containers which are closeable, constructed to contain all contents and prevent leakage of fluids during handling, storage, transportation or shipping. The waste must be labeled or color coded and closed prior to removal to prevent spillage or protrusion of contents during handling, storage, transport, or shipping.
- Note: Disposal of all regulated waste shall be in accordance with applicable United States, state and local regulations.

7. Work Practices Controls

- Employees shall wash their hands immediately or as soon as possible after removal of gloves or other personal protective equipment and after hand contact with blood or other potentially infectious materials.
- All PPE must be removed immediately upon leaving the work area or as soon as possible if overtly contaminated and placed in an appropriately designated area or container for storage, washing, decontamination, or disposal.
- Used needles and other sharps may not be sheared, bent, broken, re-capped, or re-sheathed by hand. Used needles may not be removed from disposable syringes. Recapping is permitted only if no other alternative is feasible and must be done using an approved mechanical device or one-handed technique.
- Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a potential for occupational exposure.
- Food and drink shall not be stored in areas of possible contamination.
- All procedures involving the cleaning/removal of blood or other potentially infectious materials will be done in a manner which minimized splashing, spraying, and aerosolization of these substances.
- If conditions are such that hand washing facilities are not available, antiseptic hand cleaners are to be used. Because this is an interim measure, employees are to wash hands at the first available opportunity.

- Exposed employees wash hands and exposed skin as soon as possible after exposure; and contaminated materials are properly disposed of as Red Bag Waste/bio-hazard waste.
- Supervisors shall ensure that after the removal of personal protective gloves, employees shall wash hands and any other potentially contaminated skin area immediately or as soon as feasible with soap and water.
- Supervisors shall ensure that if employees incur exposure to their skin or mucous membranes then those areas shall be washed or flushed with water as soon as feasible following contact.
- Decontamination will be accomplished by following the procedure for blood contamination cleanup. This process describes the cleanup activities to follow when any blood or human bodily fluids are found.
- Only trained employees shall be allowed to undertake decontamination activities.

8. Personal Protective Equipment

- All PPE used at this facility will be provided without cost to employees.
- PPE will be based on the anticipated exposure to blood or other potentially infectious materials.
- The protective equipment will be considered appropriate only if it does not permit blood or other potentially infectious materials to pass through or reach the employees' clothing, skin, eyes, mouth, or other mucous membranes under normal conditions of use and for the duration of time which the protective equipment will be used.
- The Safety Manager shall ensure that appropriate PPE in the appropriate sizes is readily accessible at the work site or is issued without cost to employees.
- Hypoallergenic gloves, glove liners, powderless gloves, or other similar alternatives shall be readily accessible to those employees who are allergic to the gloves normally provided.
- The Safety Manager shall ensure that all contaminated PPE will be disposed of by the employer at no cost to the employees.
- The Supervisor shall ensure that all garments which are penetrated by blood shall be removed immediately or as soon as feasible.
- All PPE will be removed prior to leaving the work area. When PPE is removed, it shall be placed in an appropriately designated area or container for disposal.
- Gloves shall be worn where it is reasonably anticipated that employees will have hand contact with blood, other potentially infectious materials, non-intact skin, and mucous

membranes; when performing vascular access procedures and when handling or touching contaminated items or surfaces.

- Disposable gloves used at this facility are not to be washed or decontaminated for re-use and are to be replaced as soon as practical when they become contaminated or as soon as feasible if they are torn, punctured, or when their ability to function as a barrier is compromised.
- Utility gloves may be decontaminated for re use provided that the integrity of the glove is not compromised. Utility gloves will be discarded if they are cracked, peeling, torn, punctured, or exhibits other signs of deterioration or when their ability to function as a barrier is compromised.
- Additional PPE selections may be necessary to ensure employee safety in regards to bloodborne pathogens in certain workplace situations.

9. Employee Communication and Training

The Rockford Mass Transit District shall assure that all employees with the potential for exposure to blood or other infectious materials understand the associated hazards and are trained to minimize their exposure.

To accomplish these requirements The Rockford Mass Transit District shall ensure that a competent person, who shall include but is not limited to the following, conducts training:

- Ensure that signs and labels conform to 1910.1030;
- Provide training at no cost to the employee;
- Conduct training prior to any potential exposure;
- Conduct training at least annually or as conditions change;
- Provide warning signs and labels; and
- Utilize current training aids.
- Ensure training is understood.

Training Program: Employee training shall include:

- A review of 1910.1030;

- Discussions of bloodborne diseases;
- Modes of transmission;
- Review of the exposure control plan;
- Recognition of tasks that may involve exposure;
- Procedures for handling contaminated waste;
- Right to have the HEP B vaccination;
- Procedure for recording an incident;
- Post exposure evaluation; and
- First Aid / CPR and AED

10. Hepatitis B Vaccination

Employees who have the potential for occupational exposure shall be provided, at no cost, the hepatitis B vaccine and vaccination series along with the following information:

- Efficacy of the vaccine;
- Safety of the vaccine;
- Method of administration;
- Benefits associated with vaccination; and
- Acknowledgement of free vaccine and vaccination.

A hepatitis B prescreening program shall not be a prerequisite for receiving the vaccination.

An employee who initially declines the hepatitis B vaccination shall be allowed to receive the vaccination at a later date if the employee decides to seek the vaccination series.

Employees who decline to accept the vaccination shall be required to sign the Hepatitis B Vaccine Acceptance or Declination.

If a routine booster dose(s) of the hepatitis B vaccine is recommended by the U.S. Public Health Service at a future date, such booster dose(s) shall be made available.

11. Exposure Incident Evaluations

- An exposure incident is specific eye, mouth, other mucous membrane, non-intact skin, or parental contact with blood or other potentially infectious materials that results from the

performance of an employee's duties. Should an employee be exposed to a potentially infectious material (via needle stick, splash, etc.) postexposure evaluations will be provided.

- Employees should immediately report exposure incidents or suspected exposure incidents to the Safety Manager. The exposed employee must be immediately directed to a licensed health care professional for testing and medical evaluation. This allows for timely medical evaluation and follow-up by a licensed health care professional as well as for timely testing of the source individual's blood for HIV and HBV.

- All exposure incidents shall be investigated and documented. The findings of the documented investigation must be sent with the exposed employee to the treating health care professional. The Safety Manager shall investigate and document the incident. When evaluating an exposure incident, thorough assessment and confidentiality are critical issues. All reports must be treated with strict confidence.

- The written documentation shall include: the route of exposure and circumstances under which exposure occurred, HBV and HIV antibody status of the source patient(s) (if known), the employees involved, and consent to test the blood of all involved in the incident.
- If the source patient can be determined, permission is obtained and, where it is not prohibited by law, collection and testing of the source patient's blood to determine the presence of HIV or HBV infection shall be done as soon as possible after the exposure incident.
- If consent is not obtained The Rockford Mass Transit District must show that legally required consent could not be obtained.
- If the source is known to be infectious for HBV or HIV, testing need not be repeated to determine the known infectivity.
- All samples will be preserved for at least 90 days.

Following a report of an exposure incident, the exposed employee shall immediately receive a confidential medical evaluation and follow up. The attending physician or licensed health care professional will be provided the following information:

- A copy of the OSHA regulation "Bloodborne Pathogens" and its appendices;
- A description of the affected employee's duties as they relate to the employee's occupational exposure;
- Results of the source individual's blood testing, if available;
- All employee medical records, including vaccination records, relevant to the treatment of the employee.

The attending physician will provide a written opinion to The Rockford Mass Transit District concerning the following:

- Specific findings or diagnoses which are related to the employee's exposure.
- A statement that the employee has been informed of the results of the medical evaluation and that the employee has been told about any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment.
- Any other findings and diagnoses shall remain confidential.

For each evaluation under this section, the company will obtain and provide the employee with a copy of the attending physician's written opinion within 15 days of the completion of the evaluation.

12. Sharps Injury Log

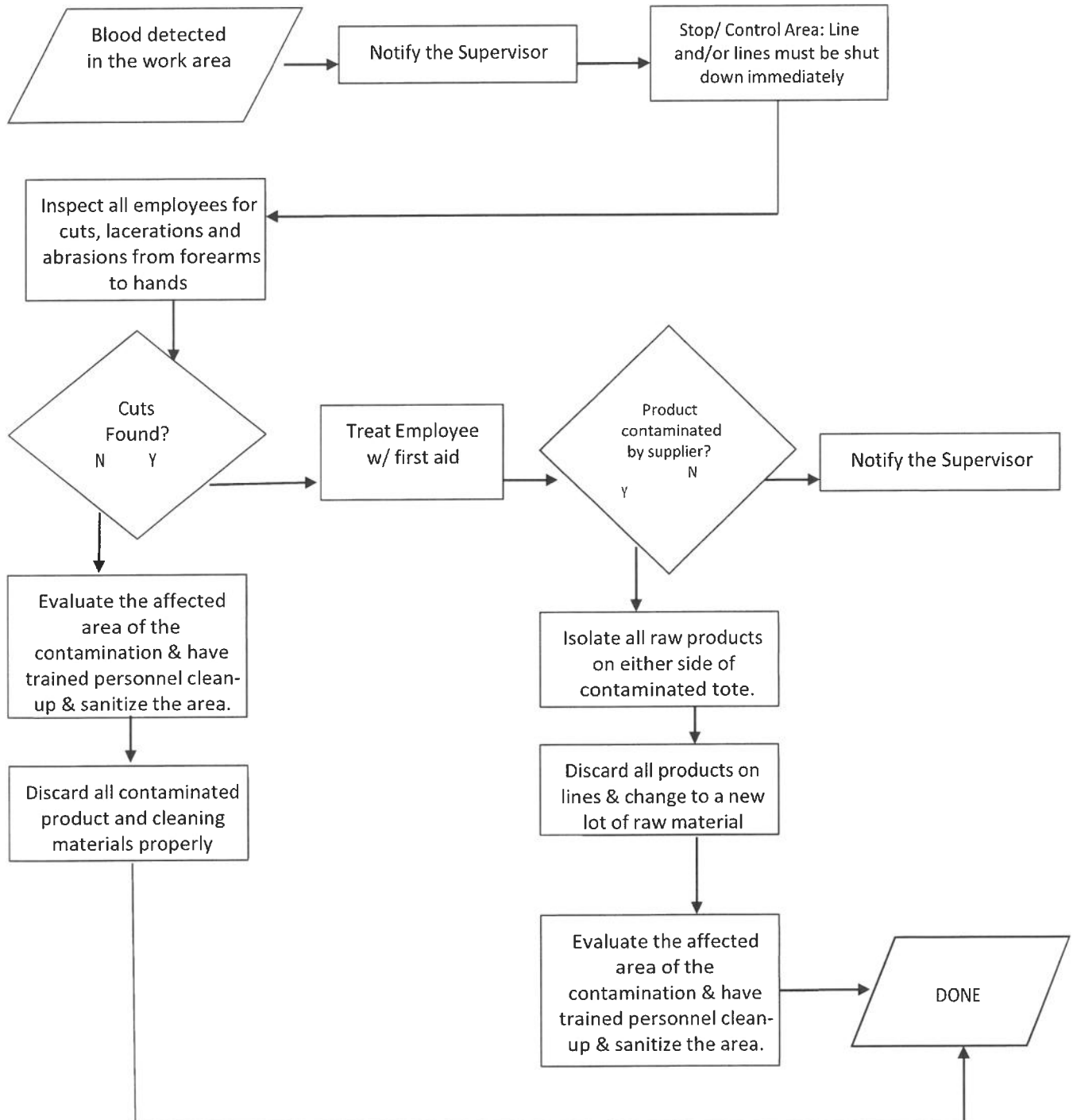
A sharps injury log shall be maintained by RMTD for the recording of percutaneous injuries from contaminated sharps. The information shall be recorded and maintained in such a manner as to protect the confidentiality of the injured employee. The sharps injury log shall contain, at a minimum:

- The type and brand of device involved in the incident if available;
- The work area or vehicle ID where the exposure incident occurred; and
- An explanation of how the incident occurred.

All entries on the sharp's injury log will be recorded in a manner that maintains the confidentiality of the injured employee.

APPENDIX A

PROCEDURE FOR BLOOD CONTAMINATION CLEAN-UP



Appendix B

Sharps Injury Log

Date Entered	Date & Time of Incident	Type & Brand of Device	Department or Work Area Where Incident Occurred	Description of Incident

Retain Until _____ (five years after end of log year)

Appendix C

OSHA Bloodborne Pathogen Hepatitis B Vaccination & Declination Form

For Completion by the Employee:	
Employee Name	
Employee Number #	
Department	
Date of Hire (for new employees)	

I have participated in training provided by the Rockford Mass Transit District that addresses the OSHA regulations on bloodborne pathogens, universal precautions and the Hepatitis B vaccine. Further, I understand that RMTD will offer the Hepatitis B vaccine to me at no cost.

At this time, my decision regarding the Hepatitis B vaccination is as indicated:

☐ **Yes**, I wish to receive the vaccination. I understand and commit to the full series of 3 injections.

Employee Signature	Date

For Completion by the Provider Administering the Hepatitis B Vaccine:	
Dept. or Provider Administering the Vaccine:	
Employee Name	
Date of 1 st Shot	
Date of 2 nd Shot	
Date of 3 rd Shot	

Hepatitis B Vaccine Declination Statement

Employee Waiver of Immunization

☐ **No**, I do not need to receive the vaccination because I am presently vaccinated for the HBV. *(If known, please enter the date of your vaccination: _____)* Please sign below.

☐ **No**, I do not want to receive the vaccination. I understand that I may change my mind and receive the vaccine at a later date. *(You must sign the declination statement below if you choose not to have the vaccination)* I understand that due to my occupational exposure to blood and other potentially infectious materials, I may be at risk of acquiring HBV infection. I have been given the opportunity to be vaccinated with Hepatitis B vaccine at no charge to myself. However, I decline Hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. I also understand that if in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine, I can receive the vaccination series at that time, at no charge to me.

Employee Signature	Date
---------------------------------	-------------------

Appendix D

EXPOSURE INCIDENT INVESTIGATION FORM

Date of Incident: _____ Time of Incident: _____ Location: _____

Person(s) Involved: _____

Engineering Controls and Work Practices Involved: _____

If Applicable, Description of the Device/Sharp: _____

Record all percutaneous injuries from contaminated sharps on the Sharps Injury Log, Appendix D
Circumstances (what was occurring at the time of the incident):

How was the incident caused: (accident, equipment malfunction, etc.) List any tool, machine, or
equipment involved: _____

Personal protective equipment being used at the time of the incident:

Actions taken (decontamination, clean-up, reporting, etc.) _____

Recommendations for avoiding repetition of incident: _____

Investigated by: _____



ROCKFORD MASS TRANSIT DISTRICT

p 815-961-9000
f 815-961-9892

201 N Winnebago St
Rockford, IL 61103

rmtd.org →

E-8 (A) #1018

TO: RMTD Board of Trustees
FROM: Michael Stubbe, Executive Director
DATE: 9/28/2026
RE: Designation of EEO/Title VI Officer

Due to the recent departure of Susan Campbell, who served as RMTD's EEO/Title VI Officer, the RMTD must designate a new staff member to fill the role. Heather Kimes, Human Resources Manager, has been selected to fill the role of RMTD's EEO/Title VI Officer moving forward.

Staff requests the Board to approve the designation of Heather Kimes, Human Resources Manager, as RMTD's EEO/Title VI Officer.

Following Board approval, the District will update the contact information on associated postings to reflect the changes.

Thank you for your consideration.

**ROCKFORD MASS TRANSIT DISTRICT**

TO: RMTD Board of Trustees
FROM: Dan Engelkes, Deputy Executive Director
Drexel McCalvin, Safety and Training Manager
DATE: September 21, 2026
RE: Insurance renewal

RMTD has budgeted operating funds to cover the cost of several insurance coverages starting October 1, 2026. This includes all coverages outside of Worker's Compensation, which was renewed July 1, 2026. We worked with our broker; Marsh McLennan Agency so secure these coverages for us.

Scope:

Provide the following coverages at competitive pricing: Property, Crime, General Liability, Public Entity Management Liability, Public Entity Practices, Automobile, Umbrella, Excess Liability, Auto Physical Damage Excess, Site Pollution, Cyber, and Fiduciary Liability

Benefits:

Keep coverage at correct levels to protect the District's exposure.

Budget:

We budgeted \$1,725,540

Recommendation:

Staff recommends binding the insurances recommended by Marsh in the amount of 1,275,299 dollars.

Board Action Requested:

Staff requests the Board approve binding of the recommended coverages.

Executive Summary

We appreciate the opportunity to present this proposal to you.

Our proposal was developed with your specific insurance and risk management needs in mind. If additional information is needed for you to facilitate your decision-making process, please let us know.

Your Results

The overall renewal resulted in an increase of \$126,193 or 9.8% from expiring.

The Travelers property & liability program renewal is \$909,174, which is an increase of \$107,936 or 13.5%. The main factors in the increase are the general liability, auto liability, public officials/EPLI, and umbrella, as the rates for those lines were the most significantly impacted by the loss history and current market conditions. The coverage, terms, and retentions have all remained the same.

In addition to the Travelers' renewal, we have secured an optional quote from Obsidian Specialty. MMA partnered with Obsidian in 2025 to offer a program to our public entity markets that would hopefully alleviate some of the difficult market conditions we've experienced over the last several years. This option would be savings of \$137,819 from the Travelers program and alleviates the need for excess Auto Physical Damage or excess Umbrella policies as they are offering full limits for those lines. The main difference that the district would see is the change from a Self-Insured Retention program with Travelers to a Deductible program with Obsidian. The retention amounts would stay the same, but the claims would be managed by CCMSI and because it's a deductible program, they would handle first-dollar and bill-back the deductible portion of the claims, rather than the district self-paying the retention upfront. The Obsidian program also comes with a 2-year rate guarantee.

Aside from the liability & property coverages, the following policy renewals are summarized below:

Cyber: The cyber is going up by \$2,955, which is mostly related to the recent claim, with a small portion of the increase attributable to the increase in revenues. There were also 2 optional cyber quotes provided, both of which carry higher premiums, but also some additional/enhanced coverage. Those options are shown in the cyber section of the proposal.

Fiduciary Liability: The fiduciary liability coverage is going up by \$216, strictly due to the increase in assets for the plan.

Excess Auto Physical Damage: There is a rate decrease this year on the Excess APD, resulting in a \$12,300 premium reduction. This coverage will only be needed if you choose the Travelers option, as the full limits have been quoted by Obsidian Specialty.

Crime: The crime policy does not renew until 2027; therefore the annual premium remains flat throughout this year.

Storage Tank Pollution: The renewal of the pollution policy reflects an increase of \$126 over expiring.

A five-year loss history for your Auto, General liability and Property is shown below.

Automobile							
Policy Dates	Carrier	Claims Valued	# Claims	# Open Claims	Paid	Reserve	Total Incurred
10/01/2025-10/01/2026	Travelers	08/24/26	30	10	\$ 232,014	\$ 253,534	\$ 485,547
10/01/2024-10/01/2025	Travelers	08/24/26	22	1	\$ 21,115	\$ 56,821	\$ 77,936
10/01/2023-10/01/2024	Travelers	08/24/26	35	8	\$ 536,702	\$ 517,931	\$ 1,054,632
10/01/2022-10/01/2023	Travelers	08/24/26	30	4	\$ 331,911	\$ 344,974	\$ 676,885
10/01/2021-10/01/2022	Travelers	08/24/26	17	1	\$ 407,567	\$ 15,039	\$ 422,607
TOTAL			134	24	\$1,529,308	\$ 1,188,299	\$ 2,717,608

General Liability							
Policy Dates	Carrier	Claims Valued	# Claims	# Open Claims	Paid	Reserve	Total Incurred
10/01/2025-10/01/2026	Travelers	08/24/26	5	0	\$ 632	\$ -	\$ 632
10/01/2024-10/01/2025	Travelers	08/24/26	3	0	\$ 61,604	\$ -	\$ 61,604
10/01/2023-10/01/2024	Travelers	08/24/26	7	0	\$ 6,379	\$ -	\$ 6,379
10/01/2022-10/01/2023	Travelers	08/24/26	3	0	\$ -	\$ -	\$ -
10/01/2021-10/01/2022	Travelers	08/24/26	0	0	\$ -	\$ -	\$ -
TOTAL			18	0	\$ 68,615	\$ -	\$ 68,615

Property							
Policy Dates	Carrier	Claims Valued	# Claims	# Open Claims	Paid	Reserve	Total Incurred
10/01/2025-10/01/2026	Travelers	08/24/26	0	0	\$ -	\$ -	\$ -
10/01/2024-10/01/2025	Travelers	08/24/26	3	0	\$ -	\$ -	\$ -
10/01/2023-10/01/2024	Travelers	08/24/26	0	0	\$ -	\$ -	\$ -
10/01/2022-10/01/2023	Travelers	08/24/26	0	0	\$ -	\$ -	\$ -
10/01/2021-10/01/2022	Travelers	08/24/26	0	0	\$ -	\$ -	\$ -
TOTAL			3	0	\$ -	\$ -	\$ -

Thank you and we look forward to representing your company's interests.

Commitment Report

This commitment report is our declaration back to you on the status of the mutual commitments we made last year. We believe our execution in meeting these service commitments helps you control your claims, risk exposure and the overall cost of your insurance program. As you review this report, please calculate the value that you believe the achievement of this plan has meant to you and your company.

Item	Comments	Target Date	Fulfilled Date
Kick-Off	Confirm receipt of binders/final proposal, auto ID cards, certificates, and review claims reporting process	10/2025	10/2025
Policy Delivery	Send copies of policies and complete policy review	01/2026	01/2026
Mid-Term Review	Review service plan progress, losses, service experience, and annual goals	03/2026	03/2026
Renewal Strategy	Complete year-in-review, set renewal strategy, and begin renewal preparation	06/2026	05/2026
Renewal Presentation	Review renewal pricing, discuss coverage details, explore additional coverage options, and renew annual service plan	08/2026	09/2026
Claims Reviews	Review status of large open claims	Available As Needed	

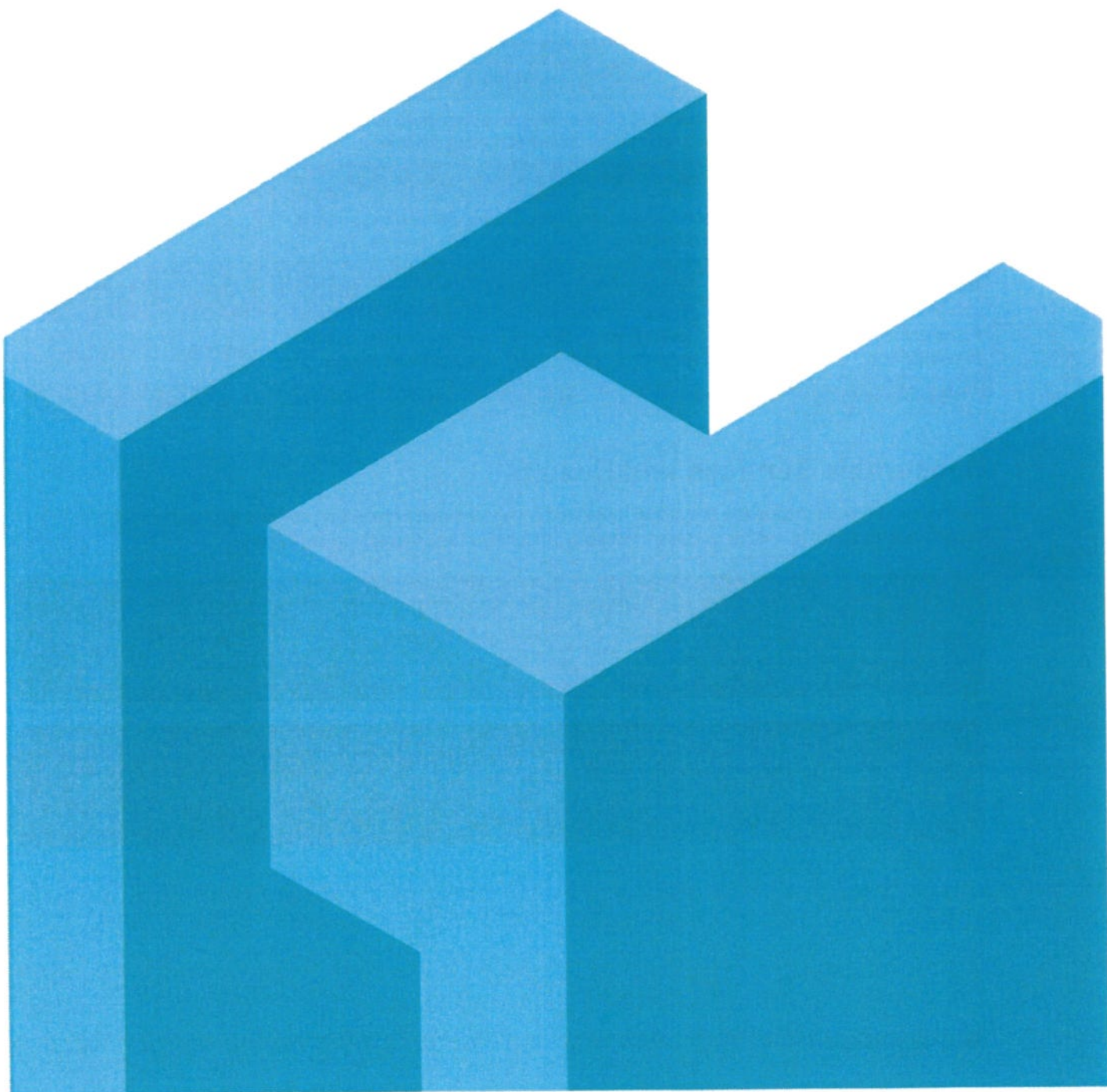
Measurable Services and Results

The following results outline the additional measurable services and results we provided to your company in the last year to assist in reducing costs, improving efficiencies, and increasing knowledge.

Premium reduction negotiated
\$137,819

Certificates Issued
13

SUMMARY



Premium and Exposure Comparison

Coverage	Expiring	Renewal	% Changed	Obsidian Option
Property	Travelers	Travelers		Obsidian
Exposure – Building & BPP Limit	\$53,401,485	\$53,689,087	.12%	\$56,212,000
Exposure – Business Income	\$1,000,000	\$1,000,000	-	\$5,000,000
Deductible	\$10,000	\$10,000	-	\$10,000
Premium	\$65,726	\$69,109	5.34%	\$1,242,480
General Liability	Travelers	Travelers		Obsidian
Limits	\$1M/\$2M	\$1M/\$2M		\$1M/\$2M
Premium	\$14,153	\$21,457	34.04%	Incl
Inland Marine	Travelers	Travelers		Obsidian
Exposure - Values	\$607,500	\$1,010,000	66.25%	\$1,010,000
Premium	Incl	\$308	-	Incl
Business Auto	Travelers	Travelers		Obsidian
Limit	\$1,000,000	\$1,000,000		\$1,000,000
Retention	\$250,000 SIR	\$250,000 SIR		\$250,000 Ded
Physical Damage Deductible	Varies by Type	Varies by Type		Varies by Type
Premium	\$540,521	\$613,361	11.88%	Incl
Excess Auto PD	Quota-Share	Quota-Share		N/A
Limits	\$15Mx\$20M	\$15Mx\$20M		N/A
Premium	\$185,265	\$172,964.41	-7.11%	N/A
Umbrella Liability	Travelers	Travelers		Obsidian
Limits	\$5M	\$5M		\$9M
Retention	-	-		-
Premium	\$145,098	\$164,755	11.93%	Incl
Excess	General Star	General Star		N/A
Limits	\$4,000,000	\$4,000,000	-	N/A
Premium	\$270,900	\$298,160	9.14%	N/A

Coverage	Expiring	Renewal	% Changed	Obsidian Option
Fiduciary Liability	Travelers	Travelers		Travelers
Limits	\$1M/\$1M	\$1M/\$2M	-	\$1M/\$2M
Premium	\$6,998	\$7,214	2.99%	\$7,214
Cyber/Tech Errors & Omissions	CFC	CFC		CFC
Limit	\$3M	\$3M	-	\$3M
Retention	\$5,000	\$5,000	-	\$5,000
Premium	\$13,500	\$16,455	17.96%	\$16,455
Crime – 3 Yr Policy 24-27	Hanover	Hanover		Hanover
Employee Theft	\$500,000	\$500,000	-	\$500,000
Deductible	\$5,000	\$5,000	-	\$5,000
Premium	\$3,004	\$3,004	0%	\$3,004
Public Officials Liability	Travelers	Travelers		Obsidian
Limits	\$1M/\$1M	\$1M/\$1M	-	\$1M/\$1M
Premium	\$8,274	\$11,275	26.62%	Incl
Employment Practices Liability	Travelers	Travelers		Obsidian
Limits	\$1M/\$1M	\$1M/\$1M	-	\$1M/\$1M
Premium	\$27,466	\$28,909	4.99%	Incl
Storage Tank Pollution	Ironshore	Ironshore		Ironshore
Limit	\$1M	\$1M	-	\$1M
Number of Tanks	4	4	-	4
Premium	\$6,020	\$6,146	2.05%	\$6,146
Program Total	\$1,286,925	\$1,413,118	9.81%	\$1,275,299



ROCKFORD MASS TRANSIT DISTRICT

TO: RMTD Board of Trustees
FROM: Dan Engelkes, Deputy Executive Director
Drexel McCalvin, Safety and Training Manager
DATE: September 25, 2026
RE: Approval of Security Services Contract Extension

The current contract for security services with Metro Enforcement is scheduled to expire on October 31, 2026. RMTD previously issued a request for proposals (RFP) for security service on July 07, 2026, with a closing date on August 18, 2026. Several proposals were received by RMTD, which staff is in the process of evaluating

In order to allow for additional time for staff to evaluate the proposals and complete the procurement process, staff is requesting approval to extend the existing contract with Metro Enforcement on a month-to-month basis for a maximum of two (2) additional months.

The extension would maintain the current terms, conditions, and rates of the existing agreement. This short-term extension will provide uninterrupted security coverage while the District completes the solicitation and selection process for a new contract.

Staff recommends that the Board approve a contract extension with Metro Enforcement on a month-to-month basis for a maximum of two (2) additional months through December 31, 2026, subject to the existing contract terms and conditions.

ROCKFORD MASS TRANSIT DISTRICT**Resolution No. R-26-04**

Resolution authorizing adoption of the 2027-2029 Rockford Mass Transit District Title VI Program and Environmental Justice Assessment.

WHEREAS, The Rockford Mass Transit District is a recipient of the Federal revenues and is required to meet federal regulatory requirements for the Title VI, established by 49 CFR part 21.7; and

WHEREAS, The Rockford Mass Transit District assures that no person or group of persons on the basis of race, color, or national origin, including limited English proficient persons are subjected to discrimination in the level and quality of transportation services, programs and activities provided, whether federally funded or not; and

WHEREAS, The Rockford Mass Transit District assures that all residents and visitors of the Rockford region are afforded meaningful access to our programs, activities and services; and

WHEREAS, The Rockford Mass Transit District developed an updated Title VI Program and Environmental Justice Assessment that meets the requirements of FTA Circular 4702.1B and FTA Circular 4703.1.

NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BOARD OF THE ROCKFORD MASS TRANSIT DISTRICT:

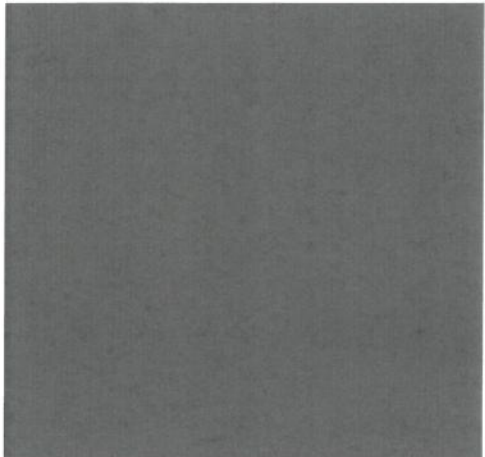
That the 2027-2029 Rockford Mass Transit District Title VI Program and Environmental Justice Assessment presented within is hereby adopted.

PRESENT and ADOPTED the 28th day of September 2026

Pastor Herbert Johnson, Chairman

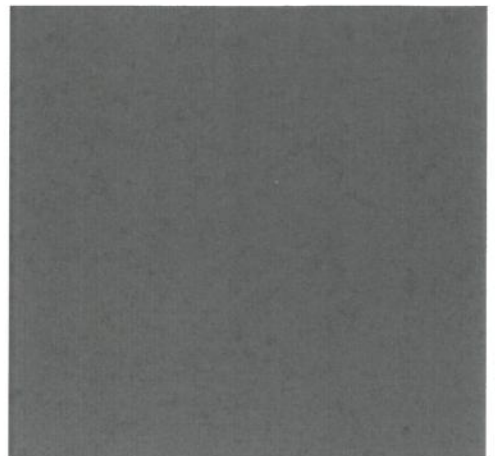
The undersigned duly qualified Secretary of the Rockford Mass Transit District certifies that the foregoing is true and correct copy of a Resolution adopted at a legally convened meeting of the Rockford Mass Transit District Board of Trustees.

Ashley Sarver, Secretary/Treasurer



Rockford Mass Transit District

Title VI Program | 2027-2029



Draft Report
September 2026

Rockford Mass Transit District

Title VI Program | 2027-2029

Draft Report

9.21.2026

This document was prepared on behalf of Rockford Mass Transit District by:



Region 1 Planning Council

127 N. Wyman St., Ste. 100

Rockford, IL, 61101

(815) 319-4180 | info@r1planning.org | r1planning.org

In Accordance with:

FAST Act, MAP-21, FTA C 4702.1B and FTA C 4703.1

This report was prepared in cooperation with the following:

U.S. Department of Transportation

Federal Highway Administration

Federal Transit Administration

Illinois Department of Transportation

The contents, views, policies and conclusions expressed in this report are not necessarily those of the above agencies.

For complaints, questions, or concerns about civil rights or nondiscrimination; or for special requests under the Americans with Disabilities Act, please contact: Internal Services Department at (815) 319-4180 or info@r1planning.org

Table of Contents

Chapter 1: Purpose	5
Title VI	5
Chapter 2: Definitions	6
Chapter 3: About Rockford Mass Transit District.....	7
Fixed Route Service	8
Paratransit and Demand Response Services	8
Funding	9
Board and Committee Representation	10
Chapter 4: Nondiscrimination Policy.....	11
Notice to the Public	11
How to File a Complaint	11
Title VI Investigations	12
Title VI Equity Analysis	12
Additional Information	12
Chapter 5: Public Participation & Outreach	13
Public Participation Plan	13
Limited English Proficiency Policy.....	13
Additional Outreach Materials	13
Chapter 6: System-Wide Service Standards and Policies	14
Service Standards.....	14
Service Policies.....	15
Chapter 7: Monitoring Procedures and Efforts.....	16
Process for Monitoring Subrecipient Compliance	16
Role of Region 1 Planning Council	16
Chapter 8: Service Area Demographics.....	18
Demographic Profile	18
Appendix A: RMTD Board of Trustees Title VI Approval Resolution	20
Appendix B: Title VI Notice to the Public.....	21
Rockford Mass Transit District Title VI.....	21
Rockford Transporte Público Distrito Título VI	21
Appendix C: Title VI Complaint Form	22
Appendix D: Title VI Discrimination Complaint Procedure	24
Rockford Mass Transit District	24
Appendix E: Previous Submittals and Documents.....	26
Appendix F: Recent Special RMTD Changes, Improvements or Efforts	27
Appendix G: Rockford Mass Transit District Public Participation Plan	28

Appendix H: Public Outreach Made Since The Last Title VI Program Submission	29
Appendix I: Rockford Mass Transit District Limited English Proficiency Plan 2026	30
Introduction	30
Plan Summary	30
Four Factor Analysis	30
Limited English Proficiency Plan Outline	31
Appendix J: Certifications	34
Appendix K: Title VI Population Density Maps.....	36

List of Figures

Figure 3-1: Rockford Mass Transit District Service Area Map.....	7
Figure 3-2: 2026 Operating Revenues.....	9
Figure 8-1: Select Racial and Ethnic Percent of Total Population 2024 (ACS 5-year estimates)	18
Figure A-1: Resolution Document	20
Figure C-1: Complaint Form Page 1.....	22
Figure C-2: Complaint Form Page 2.....	23
Figure J-1: Certifications Document Page 1	34
Figure J-2: Certifications Document Page 2	35
Figure K-1: Total Population Map.....	36
Figure K-2: Total Minority Population Map.....	37
Figure K-3: Black or African American Population Map.....	38
Figure K-4: Hispanic or Latino Population Map	39
Figure K-5: Asian Population Map.....	40
Figure K-6: American Indian and Alaska Native Population Map	41
Figure K-7: Native Hawaiian and Other Pacific Islander Population Map	42
Figure K-8: Some Other Race Population Map.....	43
Figure K-9: Two or More Race Population Map.....	44

List of Tables

Table 3-1: RMTD Summary Statistics	8
Table 3-2: RMTD Fare Prices	9
Table 3-3: Composition of RMTD Board	10
Table 6-1: Maximum Vehicle Load	14
Table H-1: Public Outreach.....	29
Table I -1: Language Spoken at Home.....	33

Chapter 1: Purpose

Section 601 of Title VI of the Civil Rights Act of 1964 requires that:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

All programs receiving funding from the Federal Transit Administration (FTA) are required to follow the U.S. Department of Transportation’s Title VI regulations of 49 CFR Part 21. As a recipient of FTA financial assistance, the Rockford Mass Transit District (RMTD) is required to prepare a Title VI Program as stipulated in FTA Circular 4702.1B, released October 1, 2012. The objectives of this circular are to provide FTA recipients with the direction, guidance, and procedures to ensure the level and quality of public transportation service is provided in a nondiscriminatory manner; promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Following the requirements laid out in Circular 4702.1B, RMTD is required to prepare a Title VI Program comprised of a public notice of protection against discrimination, procedures to filing a Title VI discrimination complaint, public participation plan, language assistance plan, racial composition of membership on non-elected transit related boards or committees, equity analysis related to determination of the site of location of any new transit facilities, and establish system-wide service standards and policies. The Title VI program must be approved by the RMTD Board of Directors and submitted every three years.

Title VI

FTA released a circular in 2012, FTA 4702.1B which outlines Title VI requirements. Title VI is a Federal statute, and as such, in the event of discrimination legal action may be sought. Executive Order 12898, however, is not enforceable in court and does not create any legal rights or remedies. While E.O. 12898 does not create a protected class for low-income populations, RMTD recognizes the close relationship between the two and believes it is important to include the consideration of effects borne by low-income populations in our Title VI considerations and assessment.



Chapter 2: Definitions

The following text are several definitions applicable to this Title VI Program, found in Chapter 1 of FTA Circular 4702.1B.

Demand Response System: Any non-fixed route system of transporting individuals that requires advanced scheduling, including services provided by public entities, non-profits, and private providers.

Discrimination: Any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Fixed Route: Public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule.

Limited English Proficiency (LEP) Person: A person for whom English is not their primary language and has limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census they speak English less than very well, not well, or not at all.

Low-Income Person: A person whose median household income is at or below the U.S. Department of Health and Human Services poverty guidelines.

Metropolitan Planning Organization (MPO): The policy board of an organization created and designated to carry out the metropolitan transportation planning process.



Minority Person, includes the following:

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
6. Some other race alone, which is a category that respondents can select if they do not identify with White, Black or African American, American Indian or Alaska Native, Asian, and Native Hawaiian or Other Pacific Islander. However, this should not be used for ethnicity.
7. Two or more races, which refers to combinations of two or more of the following race categories: White, Black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander, or Some Other Race.

Primary Recipient: Any FTA recipient that extends Federal financial assistance to a subrecipient.

Subrecipient: An entity that receives Federal financial assistance from FTA through a primary recipient.

Chapter 3: About Rockford Mass Transit District

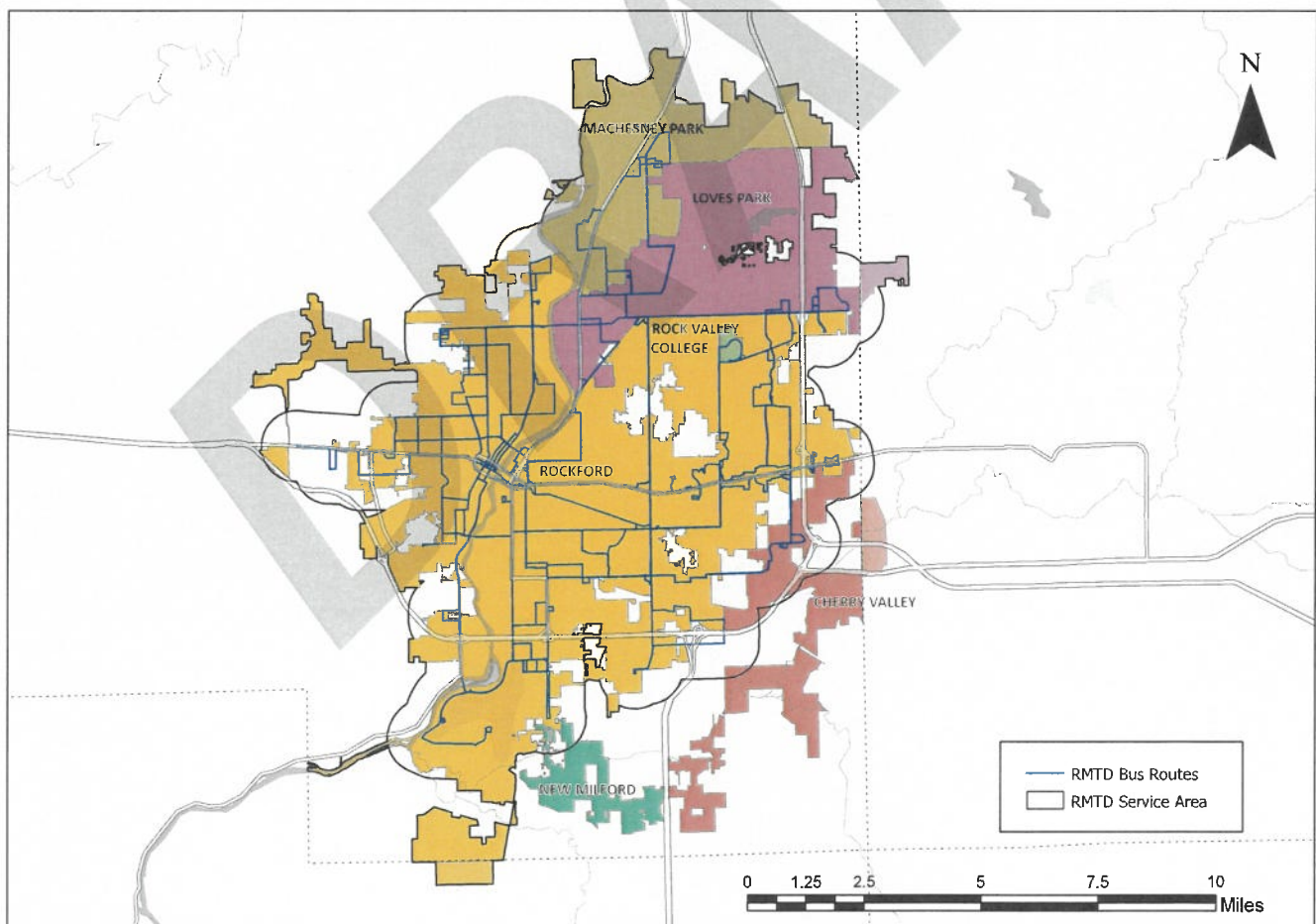
Rockford Mass Transit District (RMTD) is dedicated to providing safe, efficient, affordable, dependable, and accessible transportation to the residents of Rockford and the surrounding area. For 55 years, RMTD has provided federally - subsidized and coordinated, fixed-route transit services for the Rockford Urbanized Area.

RMTD provides fixed-route and complimentary origin-destination paratransit services within Rockford, Loves Park, Machesney Park, portions of Cherry Valley and unincorporated areas of Winnebago County in the urbanized area, and subcontracts the Boone County Council on Aging (BCCA) to provide demand-response services in the

urbanized portions of Boone County. Stateline Mass Transit District (SMTD) provides on-demand transit service to South Beloit, Rockton, and Roscoe, which RMTD operates. RMTD's service area covers approximately 121.75 square miles and an estimated 245,478 residents¹, with an annual ridership of 1,424,166 passengers in 2026. RMTD's required service area and applicable municipalities are illustrated in Figure 3-1.

¹ Population estimates are based on 2020-2024 American Community Survey Census Block Groups that touch the RMTD Service Area, and do not represent an exact figure.

Figure 3-1: Rockford Mass Transit District Service Area Map



Source: Region 1 Planning Council

Fixed Route Service

RMTD operates 20 daily fixed-routes (Monday—Saturday), six (6) weeknight routes, and eight (8) Sunday routes. Most of RMTD’s fixed route services are provided on a hub-and-spoke radial operation pattern originating from RMTD’s Downtown Transfer Center in Rockford. General service hours include service to all municipalities during weekdays, service to Rockford, Loves Park, Machesney Park, portions of Cherry Valley and unincorporated areas of Winnebago County in the urbanized area, on Saturdays, and select areas in Rockford and Loves Park on Sundays. Services are not provided on Saturday and Sunday nights.

RMTD’s fixed-route fleet consists of 41, 35-foot buses and one special event trolley. Currently, RMTD has 8 diesels, 27 hybrid-electric buses, and 6 battery electric buses.

Most fixed routes run at 60-minute headways. Exceptions include School Street, East State, City Loop North, City Loop South, N Main St, and 7th street routes which run every 30 minutes. Over the past several years, RMTD has been phasing in span of service, hours of operation and route changes that were recommended as part of a Comprehensive Mobility Analysis conducted in 2022. RMTD has added an electronic ticket purchase option and cashless payment options through the Token Transit app. This app can be downloaded by anyone with a smartphone from the Google Play Store or App Store. During the months of May through September, RMTD also runs an additional downtown circulator route with its Trolley on Friday nights to help ease traffic congestion and parking during popular public events such as the Rockford City Market.

Table 3-1: RMTD Summary Statistics

Category	Statistic
Service Area	121.75 Sq. Miles
Service Population	245,478
Number of Fixed Routes	20
Fixed Route Bus Fleet	41
Buses in Peak Service	28
Paratransit Fleet	33



Paratransit and Demand Response Services

In addition to fixed-route transit services, RMTD provides complimentary origin-destination paratransit service at a minimum of three-quarters of a mile from its fixed-route system in accordance with all aspects of the Americans with Disabilities Act. Where applicable, this service is also extended to the incorporated limits of Rockford, Loves Park, Machesney Park, portions of Cherry Valley and unincorporated areas of Winnebago County in the urbanized area. Service is provided daily in Rockford and portions of Loves Park and six days a week in all of Loves Park and Machesney Park. Hours of operation for demand-response and paratransit service are the same as those of fixed-route service. Although weeknight fixed-route service is only available in Rockford and portions of Loves Park, complimentary paratransit service is extended to 10:00 p.m. for Loves Park and Machesney Park. RMTD maintains multiple service agreements with adjacent public transit agencies for demand-response services. Through an intergovernmental agreement (IGA) with Boone County, RMTD subcontracts Boone County Council of Aging (BCCA) to provide demand-response service to the urbanized portions of the county. Similarly, an IGA exists with Stateline Mass Transit District (SMTD) for RMTD to operate demand-response service throughout Rockton and Roscoe Townships, which lay adjacent to the northern portion of RMTD’s service area. The electronic ticket purchase and cashless payment options through the Token Transit app that are available on the fixed route system are also available on the paratransit and demand response system.

RMTD’s demand response fleet is comprised of 33 medium and super-medium duty transit buses (2 diesels and 31 gasoline), each with a state or federally defined useful life of five (5) to eight (8) years.

Table 3-2: RMTD Fare Prices

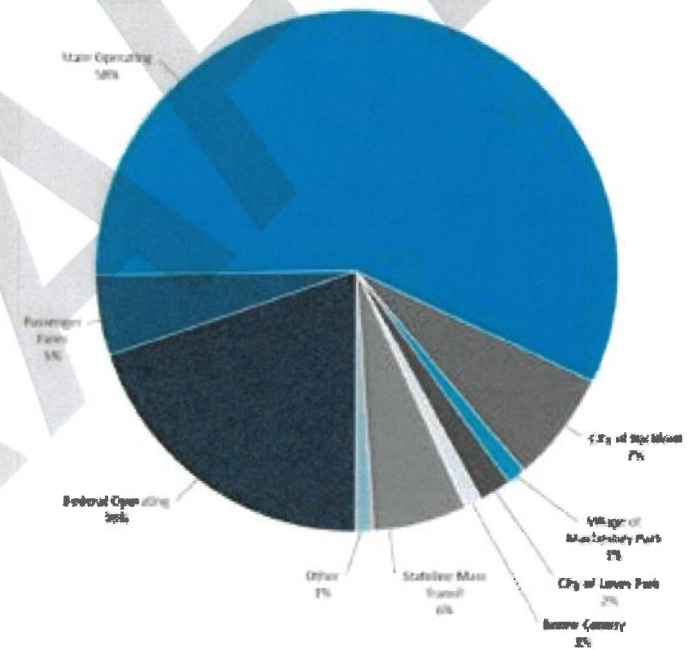
Fare Type	Cash Fare
Children Under 5 (must be accompanied by an adult)	Free
Student Age 5-14 (Grades K-8)	Free
Students Age 15-18 (Grades 9-12 with valid school or RMTD Photo ID)	Free
Adults (Age 15 and above)	\$1.50
Disabled Citizens (with valid RMTD photo ID)* *Any person with a Medicare Card can qualify for reduced fare service on the RMTD system.	\$0.75
Disabled Citizens enrolled in Illinois Benefits Access program (with valid RMTD photo ID)	Free
Senior Citizens (age 65 and over with valid RMTD photo ID)	Free
Veterans (with valid RMTD photo ID)	Free

Ride Options	Ticket Fare
1-Day Adult Fare Pass	\$3.00
Ten-Ride Adult Fare Tickets	\$15.00
1-Day Disabled Citizens Half Fare Pass (with valid RMTD Photo ID)	\$1.50
Ten-Ride Disabled Citizen Half Fare Pass (with valid RMTD photo ID)	\$7.50
7 Day Unlimited Ride Saver Pass	\$16.00
30 Day Unlimited Ride Saver Pass	\$55.00

Funding

RMTD is funded through a combination of Federal, State, and local subsidies, contractual payments for service provision, and internally generated revenue, including fares charged to transit patrons, advertising on their buses, and other small funding sources. A breakdown of the 2026 operating revenues, contractual service payments, and subsidies needed to provide service are displayed in Figure 3-2. State operating accounts for 58.0 percent of 2026 operating revenues, followed by federal operating at 20.0 percent. Passenger fares make up just 5.0 percent of 2026 operating revenues at \$1,374,461. In addition to providing service in the Rockford Region, RMTD is also the purchased service provider for Stateline Mass Transit District (SMTD), and subcontracts Boone County Urbanized service to the Boone County Council on Aging.

Figure 3-2: 2026 Operating Revenues



Organization	Operating Revenues (%)
Federal Operating	20%
Passenger Fares	5%
State Operating	58%
City of Rockford	7%
Village of Machesney Park	1%
City of Loves Park	2%
Boone County	1%
Stateline Mass Transit	6%
Other	1%

Board and Committee Representation

RMTD is governed by a three-person Board of Trustees appointed by the City of Rockford and empowered through the State of Illinois' Downstate Transportation Act of 1971. The Mayor of Rockford is responsible for board member appointments. It has been the City's practice to appoint a diverse board, which is proven by the current make-up of the board which is 2/3 diverse. As required through FTA Circular 4702.1B, Table 3-3 provides a breakdown of RMTD Board members by race and ethnicity.

RMTD is also an active participant of the Region 1 Planning Council (R1) Community Advisory Forum (CAF), which is partially charged with facilitating public involvement to identify transportation needs, identify and work with resource agencies to develop strategies that address the transportation needs of public transit dependent populations, and advocate for enhancements, expansion and new services that improve the well-being of public transportation dependent populations. Active participation provides RMTD the opportunity to engage representatives from minority and transit-dependent populations on transit-related issues. Further goals and strategies to actively engage minority populations are included in the Public Participation Plan included later in this document.

Table 3-3: Composition of RMTD Board

Representation	Service Area	RMTD Board
White	63.29%	33%
Black or African American	13.56%	33%
Asian	3.20%	0
American Indian / Alaskan Native	0.81%	0
Native Hawaiian / Other Pacific Islander	0.04%	0
Some Other Race	6.75%	0
Two or More Races	12.53%	0
Hispanic / Latino Ethnicity	17.04%	33%

Chapter 4: Nondiscrimination Policy

The Rockford Mass Transit District seeks to provide fair and equitable transportation to all persons within the District's service area. No person shall be discriminated against on the basis of race, color, or national origin. RMTD agrees to compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1B and in compliance with the U.S. Department of Transportation's Title VI Regulation at 49 CFR Part 21.

Furthermore, RMTD 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 the U.S. Department of Transportation. The following policies and procedures in the duration of this document are intended to ensure that RMTD continues to provide the best service possible for all our patrons.

The following Title VI program was approved by the Rockford Mass Transit District Board of Directors on September 28, 2026. A copy of the resolution can be found in [Appendix A](#).

Notice to the Public

RMTD's Title VI Notice is widely distributed. Notice is posted at the Downtown Transfer Center and East Side Transfer Center. Notice is printed in the schedule book, posted on the website, and featured on rail cards in each bus. In all cases the Notice is printed in both English and Spanish.

To view a copy of RMTD's Title VI Notice to the Public see [Appendix B](#).

How to File a Complaint

RMTD has developed a procedure for investigating and tracking any Title VI complaints filed. Any person who believes that they, or any specific class of persons, has been subjected to discrimination or retaliation by RMTD's administration of federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint.

All written complaints received by RMTD will first be screened by an RMTD Operations Manager. Verbal and non-written complaints received by RMTD shall be resolved informally by an RMTD Operations Manager. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the complainant shall be permitted to do so, and the complaint shall follow the process for written complaints.

The RMTD Executive Director will be informed of any written Title VI complaint within 10 days of receipt of the complaint. Within 30 days of receipt of the complaint, the RMTD EEO/Title VI Officer will acknowledge receipt of the complaint and inform the complainant of proposed action to process the complaint.

Within 120 days of receipt of the complaint, the EEO /Title VI Officer will conduct and complete a full investigation of the complaint and provide a recommendation for action in a report of findings to the RMTD Executive Director.

Within 30 days of the completion of the full investigation, the RMTD Executive Director will notify the complainant in writing of the final decision. The notification will advise the complainant of their right to file a formal complaint with IDOT's Equal Opportunity Office if they are dissatisfied with the final decision rendered by RMTD. The RMTD EEO/Title VI Officer will also provide the Board of Trustees with a copy of this decision and summary of findings.

A person may also file a complaint directly with the Federal Transit Administration using their online complaint form: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>.

To view a copy of RMTD's Complaint Form please see [Appendix C](#). To view a full text copy of RMTD's Complaint Process please see [Appendix D](#).

Title VI Investigations

All FTA recipients are required to prepare and maintain a list of any complaints alleging discrimination on the basis of race, color, or national origin.

Title VI Equity Analysis

Under FTA Circular 4702.1B transit providers are required to conduct and submit a Title VI equity analysis if the provider has sited a new facility such as a vehicle storage facility, maintenance facility, operation center etc., with the exception of bus shelters and projects subject to the NEPA process. Since the date of the last Title VI submittal RMTD has undertaken a facility expansion and renovation project at its Administration, Operations, and Maintenance Facility located at 520 Mulberry Street. The FTA evaluated environmental review documents submitted by RMTD for the project and determined it met the criteria for a National Environmental Policy Act (NEPA) categorical exclusion in accordance with 23 CFR § 771.118(c)(9).

Additional Information

For a list of previous submittals and documents please see [Appendix E](#). For a list of special RMTD changes, improvements or efforts since the last Title VI program submittal, please see [Appendix E](#).

Chapter 5: Public Participation & Outreach

Rockford Mass Transit District (RMTD) is committed to providing meaningful access to services to all people, regardless of race, color, or national origin, English proficiency, or disability. RMTD has prepared several documents to help guide the agency in ensuring that the transportation planning process is open to everyone.

Public Participation Plan

RMTD's Public Participation Plan (PPP) outlines the strategies developed to disseminate information to the public on our transportation planning and programming processes, most specifically route and rate changes, in addition to projects, studies and plans, as well as gathering public feedback on these projects. RMTD recognizes that effective public involvement, with an emphasis on traditionally underserved populations, is critical to ensuring the best quality of service for all our patrons. Please see [Appendix G](#) for the full text Public Participation Plan. Please see [Appendix H](#) for all outreach efforts made since the last Title VI Program submission.

Limited English Proficiency Policy

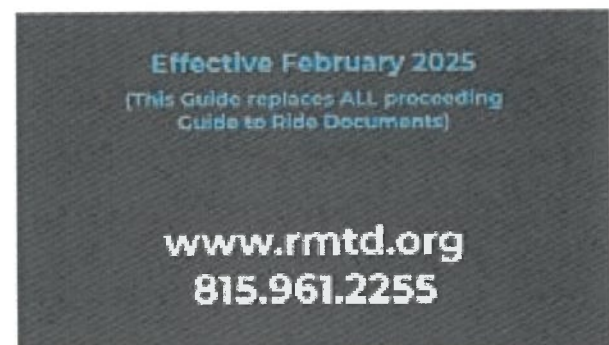
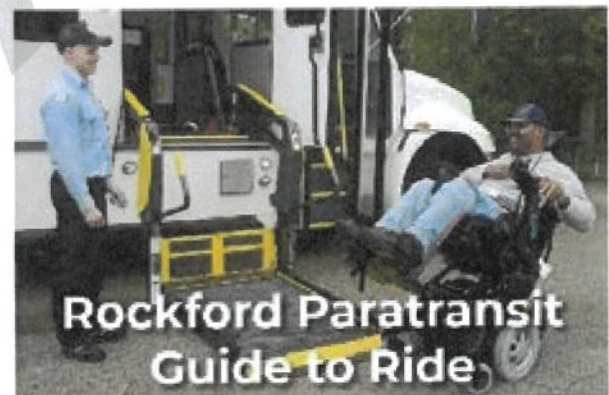
The Rockford Mass Transit District recognizes in order to provide the best service to all our citizens, alternative provisions must be made for those with limited English proficiency. RMTD further defines passengers with limited English proficiency to be those individuals who meet the following criteria: English as second language, having a limited ability to internalize the English language, and having a disability prohibiting full usage and understanding of the English language. RMTD will work toward addressing the needs of these individuals based on the percentage of the population residing in our service area, the percentage of the population using public transportation, and Federal and/or State mandates and guidelines.

Typical measures will include but are not limited to providing translated documents, interpreters for RMTD public hearings and forums, and staff training for appropriate assistance. RMTD has developed a Limited English Proficiency Plan to provide a framework for this process. As a result of

this plan development, Census data has determined that it is necessary to provide Spanish translations of our vital documents as well as to have Spanish translators and sign language interpreters on hand for public meetings. With advanced notice similar accommodations can be made for additional languages. To view the full text RMTD Language Assistance Plan please see [Appendix I](#).

Additional Outreach Materials

To assure all potential paratransit patrons are aware of their rights to and the means of obtaining paratransit service, RMTD offers "Paratransit Guide to Ride 2025", which can be found on the RMTD website. This 20-page document consists of a description of the service, eligibility requirements, procedures for determining eligibility and making application, policies and procedures for scheduling rides, fares and other relevant information.



Chapter 6: System-Wide Service Standards and Policies

Title 49 CFR Section 21.5 requires that all fixed route providers of public transportation service shall:

- Not utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.
- Take affirmative action to assure that no person is excluded from participation in or denied the benefits of the program or activity on the grounds of race, color, or national origin.

Additionally, Title 49 CFR Section 21.3 also ensures that:

- No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as part of the project on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to route, quality of stations serving different routes, and location of route may not be determined on the basis of race, color, or national origin.

To ensure these conditions are being met, FTA's Title VI Circular requires fixed-route providers to develop system-wide service standards and policies. Four quantitative service standards are required, included vehicle load, vehicle headway, on-time performance, and service availability.

Fixed-route providers must also adopt two service policies, including policies for vehicle assignment and distribution of transit amenities. These standards and policies will be monitored to ensure against disparate impacts and disproportionate burdens for minorities and low-income populations, as defined below.

- **Disparate impact:** A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would service the same

legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

- **Disproportionate burden:** A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden would require RMTD to evaluate alternatives and mitigate burdens where practicable.

Service Standards

The following service standards have been developed to ensure that every RMTD patron receives equitable quality and service across all routes.

Vehicle Load: The maximum passenger capacity of a bus before additional service is necessary, expressed as the ratio of passengers to the number of seats available. Vehicle load shall not exceed 1.5 during peak periods and 1.0 in off-peak periods (Table 6-1).

Table 6-1: Maximum Vehicle Load

Vehicle Type	Number of Seats	Target Peak Capacity Should Not Exceed	Target Non-Peak Capacity Should Not Exceed
35' GILLIG	32	48	32
35' GILLIG Hybrid	28	42	28
35' GILLIG Battery Electric	28	42	28

Vehicle Headway: The length of time between bus departures for each route, demonstrating frequency of service. A shorter headway indicates more frequent bus service. Vehicle headways are determined based on ridership demand, service type, time of day, and day of the week. For weekday service, standard headways are 60 minutes for all routes. 30-minute headways may be implemented on high ridership routes where justified by demand.

On-Time Performance: A measure of service reliability.

Transit patrons rely on a reasonable guarantee that their bus will run as scheduled in order to accurately plan their trips. To be considered on-time, RMTD expects buses to arrive no more than five (5) minutes late. RMTD has established an objective that 90.0 percent or more of scheduled routes will run on-time.

Service Availability: A passenger's ability to access the public transit service. Transit service is generally designed to provide greater levels of accessibility to areas with higher population densities and concentrated commercial or service corridors. It is RMTD's policy that at least 90.0 percent of dwelling units in areas having six or more units per acre shall be located within ½ mile of a RMTD bus stop.

Service Policies

RMTD has developed the following policies to ensure that buses and transit amenities are equitably distributed across the system to deliver safe, comfortable, and convenient service to all transit customers.

Vehicle Assignment

Vehicles are assigned daily to a random rotation across all routes. All buses feature the same amenities: all fixed route buses kneel and are fully ADA compliant, are air conditioned, and have bike racks. All buses are closely inspected and maintained to ensure that all vehicles are in optimum operating condition.

Distribution of Transit Amenities

It shall be the goal of the District to place bus stop passenger shelters equitably throughout the fixed route system. Shelter locations will be determined by ridership data, general observation of conditions, and requests from transit patrons, city council members, and persons with disabilities where there is a strong demand and need for shelters.

RMTD's Bus Shelter Distribution Policy outlines a 10-point system to be used as a decision-making tool at the planning level to determine which bus stops will be prioritized for improvements when financial resources are available. These ranking criteria include:

- High boarding count or transfer location;
- Special needs — including senior centers, medical offices, persons with disabilities, etc.;
- Activity locations, including high densities of population, employment, commerce, or services;

- Exposure to elements — locations with no landscape or buildings to offer shade/ rain protection, no seat walls, no area to stand outside of sidewalk, and 2-3 lanes of traffic of 40 mph or more;
- Long waiting time for bus— stops at which patrons wait 30 minutes or more between buses; and/or
- Request for improvement — citizen requests improvements at stop.

If a bus stop meets the amenities criteria, it may be considered for a shelter or trash receptacle placement. Meeting these criteria does not guarantee shelter installation. Existing site conditions and pedestrian infrastructure, public right-of-way availability, accessibility and safety issues, and other concerns must be reviewed and addressed before future shelter placements are confirmed.

Bus stops that accumulate 10 points or more may be considered for shelter placement. Existing shelter locations shall be reviewed periodically and evaluated to determine if any should be removed or relocated.

All bus stops are clearly identified with a standard RMTD bus stop sign. Printed information, including route maps and schedule books, can be found at all transfer centers. Provision of digital information signage will be provided at all transfer centers.

All bus shelters feature seating for waiting patrons; however, RMTD does not provide standalone benches along its routes. Any bench located along its routes are sited and installed by the local municipality or adjacent property interest. Where needed or if requested, RMTD may install trash receptacles at major transfer points or shelters, or by entering into an agreement with an adjacent property interest.

Chapter 7: Monitoring Procedures and Efforts

Rockford Mass Transit District (RMTD) works closely with the Region 1 Planning Council (R1), acting as the Rockford Metropolitan Planning Organization (MPO), to ensure compliance with all Title VI requirements. R1 will monitor all planning efforts on behalf of RMTD to ensure that any purposed service or route changes and future developments will positively impact RMTD patrons, particularly those patrons whom constitute a minority population or disadvantaged class. RMTD will monitor the operational side of its activities to ensure that all patrons receive equal service regardless of race, color, or national origin. RMTD will monitor system-wide service standards and policies to further uphold compliance efforts.

On an annual basis, RMTD signs FTA's Certifications and Assurances which stipulates that RMTD agrees to assure compliance by any subrecipients, lessees, third party contractors, or any other participant involved in an FTA grant award with all Title VI requirements. A copy of the most recently approved Certifications and Assurances can be found in [Appendix J](#).

Process for Monitoring Subrecipient Compliance

RMTD historically has not acted as a primary recipient extending Federal financial assistance to subrecipients. Should RMTD ever extend Federal financial assistance to a subrecipient in the future, compliance will be monitored through the program management plan.

Role of Region 1 Planning Council

The Region 1 Planning Council (R1) is the federally designated Metropolitan Planning Organization (MPO) responsible for planning for the transportation needs of the Rockford Region. R1 is charged with the responsibility to direct, coordinate, and administer the continuing, comprehensive, and cooperative transportation process. R1's planning area includes the entirety of the RMTD service area.

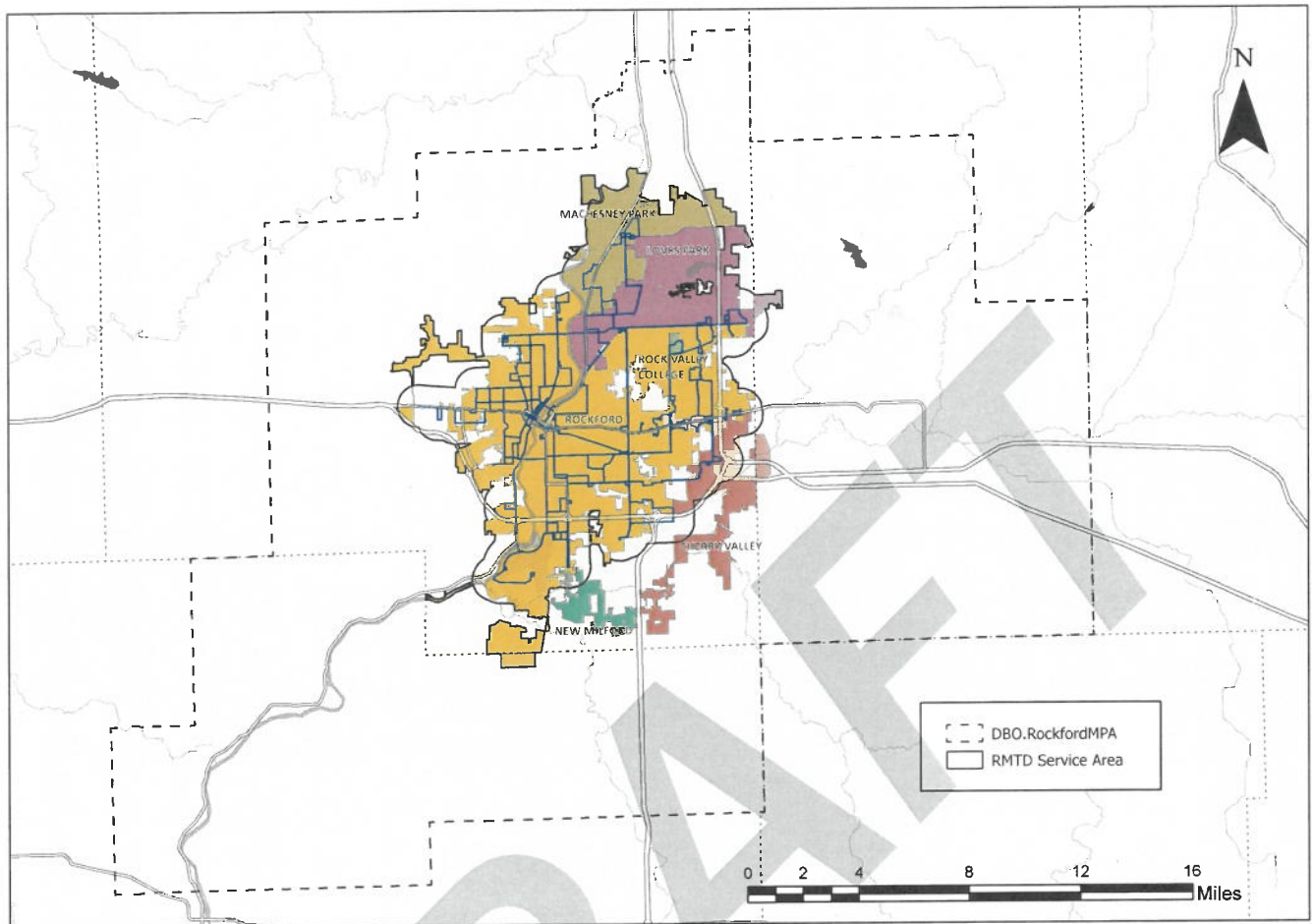
For decades, R1 has worked with transit providers in the region in the interest of preventing discrimination. R1 works closely with RMTD in the development of the annual Unified Planning Work Program and Transportation Improvement Program, and in the development of the Metropolitan Transportation Plan. RMTD notifies R1 of any and all proposed service changes and of pending financial considerations that might result in service changes. In 2009, a Memorandum of Understanding for Cooperative Transportation Planning was signed between R1's predecessor, the Rockford Metropolitan Agency for Planning, and the public transit agencies within its boundaries, including RMTD. The MOU includes that R1 will:

- 7.2.1 Assist the Public Transit Operators by periodically conducting a Title VI (Nondiscrimination) Assessment, in accordance with federal guidelines; and
- 7.2.2 R1 will assist the Public Transit Operators by providing information that can be used to support visualizations, assist in the decision making and transportation planning process, and aid in public participation for transportation planning.

R1 takes a comprehensive approach to monitoring population trends across the region. R1 assembles detailed census data to track demographic trends. In addition to census data, R1 develops detailed dwelling unit and employment forecasts encompassing Boone, Winnebago, and Ogle Counties, in addition to Rock County in Wisconsin.

Building and demolition permits are closely monitored to help determine the location and quantities of dwelling unit changes throughout the area. Longitudinal employment dynamics are closely studied to determine the employment locations of minority and low income groups in relation to their place of residence to help identify key transportation linkages. The R1 MPO planning area boundary in relation to RMTD's service area is illustrated in Figure 7-1.

Figure 7-1: RMTD Service area and R1 Planning Area Boundaries Map



Source: Region 1 Planning Council

Chapter 8: Service Area Demographics

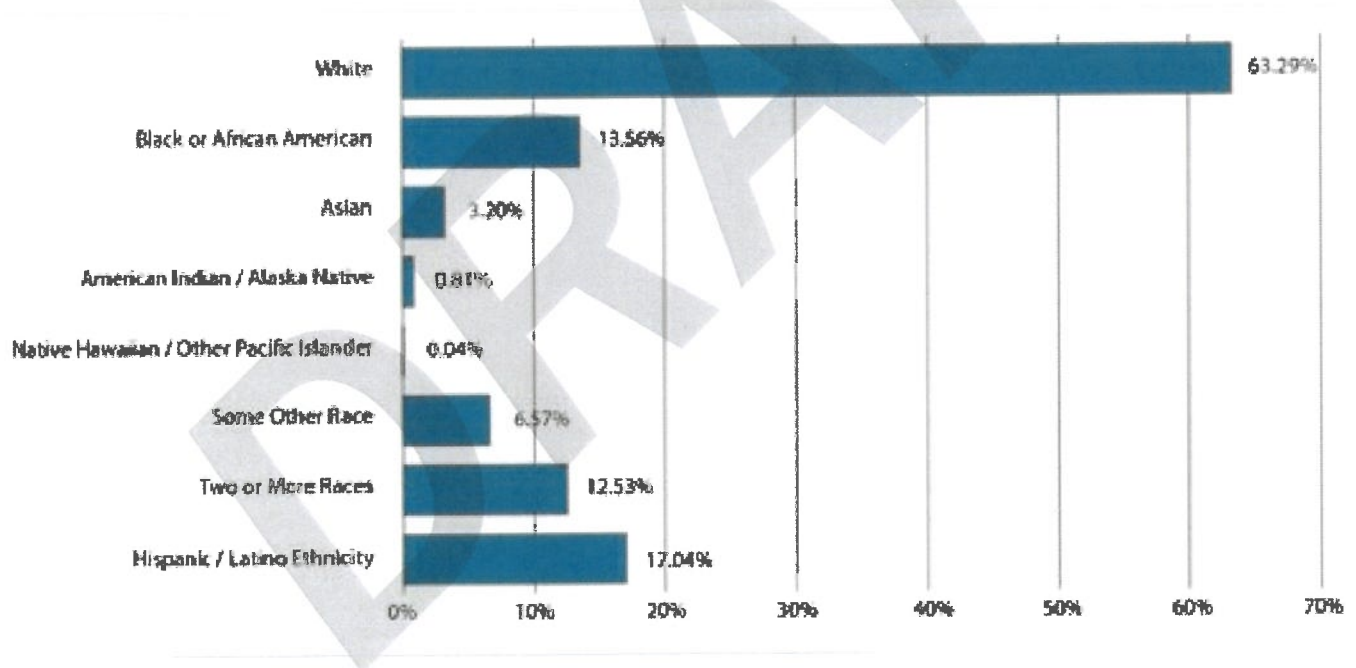
While not required for a fixed route provider of RMTD's size, R1 and RMTD have compiled a collection of data applicable to the Title VI Program to guide future planning. An understanding of RMTD's service area demographics is needed to ensure that transportation planning and outreach efforts reach all parts of the population.

The following demographic sections include summaries for age, language, vehicle accessibility, income, race and ethnicity in RMTD's service area. The data used in this evaluation will be updated as new data becomes available.

Demographic Profile

According to 2020-2024 American Community Survey (ACS) 5-year estimates, 245,478 people reside within the RMTD service area, with racial minorities comprising 37.0 percent of the population. The largest racial minority group is Black or African American at 13.56 percent, while Hispanic or Latino ethnicity represents the largest minority group at 17.04 percent of the population. A detailed breakdown of racial and ethnic populations within the service area can be found in Figure 8-1.

Figure 8-1: Select Racial and Ethnic Percent of Total Population 2024 (ACS 5-year estimates)

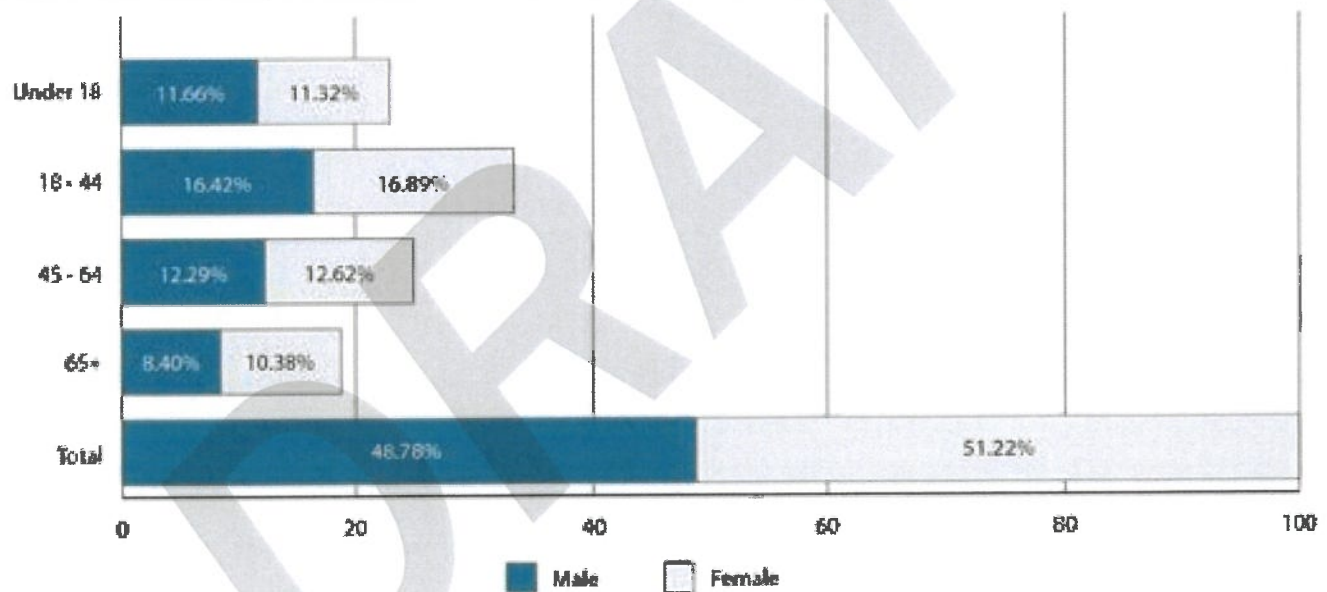


Dot-density maps depicting the geographic distribution of population groups within RMTD's service area can be found in [Appendix K](#). In general, the greatest density of residents reside in the vicinity of the Urban Core, well serviced by the centralized Downtown Transfer Center.

Youths under 18 years of age compose just over 22.0 percent of the RMTD service area, while working age adults (18-64) make up 58.2 percent. The remaining 18.8 percent of residents living in the service area are over the age of 65. The male to female ratio remains close with 51.2 percent of service area residents identifying as female and 48.8 percent identifying as male. A detailed breakdown of ages group populations within the service area can be found in Figure 8-2.

Additionally, 17,255 people (6.1 percent) in the RMTD service area fall under the poverty line as reported by the 2017-2021 ACS estimates established by the U.S. Department of Health and Human Services poverty guidelines.

Figure 8-2: Age Group Breakdown



Appendix A: RMTD Board of Trustees Title VI Approval Resolution

Figure A-1: Resolution Document

DRAFT

Appendix B: Title VI Notice to the Public

Rockford Mass Transit District Title VI

The Rockford Mass Transit District (RMTD) hereby gives public notice that it is the policy of the District to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice and related statutes and regulations in all programs and activities.

Title VI requires that no person in the United States of America shall, on the grounds of race, color, sex, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which RMTD receives federal financial assistance. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Rockford Mass Transit District. Any such complaint must be in writing and filed with the RMTD Administrative Office within 180 days following the date of the alleged discriminatory occurrence.

More information on RMTD's Title VI Policy can be found at <https://rmtd.org/about-us/title-vi/> or by contacting RMTD directly at 815-961-9000.

Rockford Transporte Público Distrito Título VI

El Distrito de Tránsito Masivo Rockford (RMTD) decide da aviso público de que es la política del Distrito para asegurar el pleno cumplimiento con el Título VI del Acta de Derechos Civiles de 1964, la Ley de Derechos Civiles de Restauración de 1987, la Orden Ejecutiva 12898 sobre justicia ambiental y estatutos y reglamentos en todos los programas y actividades.

Título VI establece que ninguna persona en los Estados Unidos de América, por motivos de raza, color, sexo u origen nacional, ser excluida de participar en, ser negado los beneficios de, o ser sujeto de otro modo a discriminación bajo cualquier programa o la actividad para la cual RMTD recibe ayuda financiera federal. Cualquier persona que cree que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI tiene el derecho de presentar una queja formal con el Distrito de Transporte Masivo Rockford. Cualquier queja debe ser por escrito y presentada en la Oficina Administrativa RMTD dentro de los 180 días siguientes a la fecha de la supuesta ocurrencia discriminatorio.

Puede encontrar más información sobre la política del Título VI de RMTD en <https://rmtd.org/about-us/title-vi/> o comunicándose directamente con RMTD al 815-961-9000

Appendix C: Title VI Complaint Form

Figure C-1: Complaint Form Page 1

Background

Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Title VI prohibits recipients of Federal financial assistance (e.g., states, local governments, transit providers) from discriminating on the basis of race, color, or national origin in their programs or activities, and it obligates Federal funding agencies to enforce compliance.

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):

☐ Race ☐ Color ☐ 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.

Figure C-2: Complaint Form Page 2

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

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

Signature and date required below

Signature

Date

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

Rockford Mass Transit District
201 North Winnebago St
Rockford, IL 61103

Appendix D: Title VI Discrimination Complaint Procedure

Rockford Mass Transit District

Title VI Discrimination Complaint Procedure

Title VI of the Civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color and national origin for programs and activities receiving federal financial assistance. As a recipient of federal financial assistance, the Rockford Mass Transit District (RMTD) has in place the following complaint procedure.

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation by RMTD's administration of federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. All written complaints received by the RMTD shall be screened by an Operations Manager. Complaints deemed to be Title VI in scope will be immediately referred to the RMTD Equal Employment Opportunity (EEO)/Title VI Officer. Written complaints shall be sent to:

Rockford Mass Transit District
201 N. Winnebago St. Rockford, IL 61103

2. Verbal and non-written complaints received by RMTD shall be resolved informally by the RMTD Operations Supervisor. If they involve a Title VI issue, they will be shared with the EEO/Title VI Officer. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the Complainant shall be permitted to do so, and the complaint shall follow the process for written complaints.

3. The RMTD EEO/Title VI Officer will advise the RMTD Executive Director within ten (10) calendar days of receipt of the complaint(s). The following information will be included in every notification to the Executive Director:

- a. Name, address, and phone number of the complaint
- b. Name, address, and phone number of RMTD
- c. Basis of complaint
- d. Date of alleged discriminatory act(s)
- e. Date complaint received by RMTD
- f. A statement of the complaint
- g. Other agencies (local, state or Federal) where the complaint has been filed
- h. An explanation of the actions RMTD had taken or proposed to resolve the allegations(s) raised in the complaint.

4. Within thirty (30) calendar days of receipt of the complaint(s), the RMTD EEO/Title VI Officer will acknowledge receipt of the complaint(s), inform the complainant of proposed action to process the complaint(s) and advise the complainant of other avenues of redress available, such as the Illinois Department of Transportation (IDOT) or directly to the RMTD Board of Trustees.

5. Within one-hundred twenty (120) calendar days of receipt of the complaint(s), the EEO/Title VI Officer will conduct and complete a full investigation of the complaint(s) and, based on the information obtained, will render a recommendation for the action in a report of findings to the RMTD Executive Director.

6. Within thirty (30) calendar days of the completion of the full investigation (one-hundred fifty (150) calendar days since the original receipt of the complaint(s), the RMTD Executive Director will notify the complainant in writing of the final decision reached. The notification will advise the complainant of his or her right to file a formal complaint with IDOT's EEO if they are dissatisfied

with the final decision rendered by RMTD. The RMTD EEO Officer will also provide the Board of Trustees with a copy of this decision and summary of findings. If the RMTD Executive Director is unable to come to a final decision within the available time period, the Executive Director will refer the matter to the RMTD Board of Trustees and notify the complainant of this action in writing.

7. The RMTD EEO/Title VI Officer will maintain a log of all verbal and non-written complaints received. The log will include the following information:

- a. Name of complainant
- b. Name of respondent
- c. Basis of complaint
- d. Date complaint received
- e. Explanation of the actions RMTD has taken or proposed to resolve the issue raised in the complaint

8. 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, D.C. 20590 <https://www.transit.dot.gov>

Appendix E: Previous Submittals and Documents

This submittal is prepared pursuant to guidance from the U.S. Department of Transportation as provided in Circular 4702.1B of the Federal Transit Administration (FTA). This submittal updates and supplements the following previously-prepared documents:

1. The report entitled, “Rockford Mass Transit District Title VI Program & Environmental Justice Assessment”, March 2004, as prepared by Region 1 Planning Council (R1).
2. The report entitled, “Title VI & Environmental Justice of the Public Transit Services provided by the Rockford Mass Transit District in the Rockford Urbanized Area”, March 2004, as prepared by Rockford Area Transportation Study (RATS).
3. The letter dated March 29, 2007, regarding “Title VI and Environmental Justice Assessment for the Rockford Mass Transit District” addressed to Dwight B. Sinks, Civil Rights Officer, US DOT / Federal Transit Administration / Region V, from Gary McIntyre (RATS).
4. The letter dated March 27, 2008, regarding “Title VI and Environmental Justice Update for the Rockford Mass Transit District Reporting Requirements”, addressed to Dwight B. Sinks, Civil Rights Officer, US DOT /Federal Transit Administration / Region V, from Jon Paul Diipala (RATS)
5. The letter dated June 20, 2011, regarding “Title VI and Environmental Justice for the Rockford Mass Transit District Status Report”, addressed to Donald Allen, Civil Rights Officer, US DOT/Federal Transit Administration / Region V, from Jon Paul Diipala, Rockford Metropolitan Agency for Planning (RMAP)
6. The report entitled, “Title VI Program And Environmental Justice Assessment 2014-2017” provided by the Rockford Mass Transit District in the Rockford Urbanized Area, March 2014, as prepared by RMAP.
7. The report entitled “Title VI Program and Environmental Justice Assessment 2018-2020” provided by Rockford Mass Transit District in the Rockford Urbanized Area, June 2017, as prepared by RMAP.
8. The report entitled “Title VI Program and Environmental Justice Assessment 2021-2023” provided by Rockford Mass Transit District in the Rockford Urbanized Area, June 2023, as prepared by Region 1 Transportation Council.
9. The report entitled “Title VI Program and Environmental Justice Assessment 2024-2026” provided by Rockford Mass Transit District in the Rockford Urbanized Area, June 2023, as prepared by Region 1 Transportation Council.

Appendix F: Recent Special RMTD Changes, Improvements or Efforts

RMTD is engaged in or planning a number of activities aimed at improving transit service throughout the Rockford area. These include:

1. **RMTD embraces sustainability for the health of our community.**

Rockford Mass Transit District is committed to the environment and enhancing the quality of life in its community. That's why RMTD has embraced environmentally sustainable practices whenever financially feasible. In recent years, RMTD has taken bold strides toward reducing greenhouse gas emissions and increasing energy efficiency with its fleet, its facilities, its operations and its staff.

RMTD introduced 12 more hybrid electric buses between 2023 and 2026, making a total of 27 hybrid and six battery electric buses in its fleet. The state-of-the-art buses, purchased from Gillig Corporation, an American company based in Hayward, California, will replace RMTD's aging fleet.

The hybrid electric buses reduce fuel consumption by 25.0 percent and emissions by 90.0 percent. They are cleaner and quieter than diesel buses. Additionally, using geo-fencing technology, the new hybrid buses can be programmed to engage full-electric mode when entering carbon and noise-sensitive areas such as downtown or narrow neighborhood roadways. This helps reduce noise pollution and further improve quality of life for the people we serve.

2. **Software/hardware updates.**

RMTD implemented a new paratransit/demand response dispatching and scheduling software (TripSpark). The new system provides scheduling confirmations and trip arrival information via phone, text and email. Additionally, customers have access to a customer portal where they can schedule trips on their own in the system.

3. **Service Hours.**

Over the past three years, RMTD has made several improvements to service hours to provide better access to employment, educational, medical, and

leisure opportunities. In 2024, RMTD introduced extended service to employment facilities such as Amazon, UPS, and the Rockford Airport. In addition, it extended weeknight service to Javon Bea Hospital. In 2025, RMTD increased frequency on weekday routes that serve the West and Northwest Sides of Rockford, increased evening service, and added an additional hour to morning and evening service. This included 30-minute frequency from RMTD's Downtown Transfer Center to a Walmart at Northridge. Along with that change, RMTD implemented increased access to the senior citizen home of Wesley Willows, Rockford Public Schools' elementary school Thurdgood Marshall, and a resource center for adults with intellectual disabilities named Milestone. In 2026, RMTD continued its efforts by increasing service to food sources like the grocery store Aldi. RMTD also added six trips on one of its existing routes to serve Lowe's distribution center, providing better access to their employees. These changes are part of RMTD's ongoing efforts to improve access to education, employment, grocery stores, and recreational opportunities throughout the community.

4. **New fare options: RMTD has added several new fare options described below.**

The City of Rockford and the Rockford Mass Transit District announced that beginning February 01, 2025, any individual in the community enrolled in a local post-secondary education program or in a local adult General Educational Development (GED)/High School Equivalency (HSE) program will be able to ride RMTD's fixed route service for free. RMTD executes this by accepting student ID's that are provide by the institution as a pass to ride, for programs or educational institutions who may not provide students with identification, RMTD provides them with 30-day passes monthly.

Appendix G: Rockford Mass Transit District Public Participation Plan

When the Rockford Mass Transit District embarks on significant changes to its system, a diligent effort is made on the part of the District to include all riders and interested parties. A “major” service change would be defined as an increase or decrease of service or a fare increase of 25 percent or more.

If a significant change that impacts passengers and other interested parties is proposed, Rockford Mass Transit District (RMTD), will adhere to the following procedure:

1. A series of public hearings will be held. An advertisement will be published in the local newspaper at least 30 days prior to holding public hearings. The public hearing will also be posted to the District’s web site, RMTD.org and other key locations on the RMTD property at least 30 days prior to the event. The 30-day notice may be reduced if prior approval is given by the RMTD Board of Trustees. The advertisement will be published again the day of the public hearing.

The advertisements are complete and inform the public of the exact change(s) that are going to be recommended. The advertisement will state that the RMTD will accept written views, exhibits and other pertinent information until the date of the public hearings. Additionally, the advertisement will also state that the District will provide an interpreter for those with hearing impairments and/or those with limited English proficiencies if RMTD is notified up to 48 hours to the event. If notification is not given and interpreters are needed, RMTD will provide a written, translated version of the hearing to the individual within 1 week after the hearing.

The District will also consider utilizing other forms of media for communicating changes and meetings related to the proposed changes including radio interview, paid advertising on television and the newspaper and through social media avenues.

2. It is its policy to hold a minimum of two (2) public hearings - one in the daytime and another one in the evening for whoever cannot attend in the daytime.

The public hearings must be held at a location accessible by RMTD’s Fixed Route Service as well as the Paratransit Service. The location must also be ADA accessible.

A variety of locations are recommended for use including libraries, schools, churches and ethnic or neighborhood community centers.

3. Any written and/or oral comments are taken at the public hearings and are entered into the public hearing transcripts.

All written views, exhibits and other pertinent information received by the District, from the date of the advertisement until the date of the public hearings, will also be incorporated into the public hearing transcripts.

4. During the development of the Public Involvement Plan and/or planning for public engagement in general, RMTD will incorporate strategies outlined in its Limited English Proficiency Plan to promote involvement of minority and LEP individuals in the public participation process. To that end, in addition to providing Spanish interpreters and/or sign language interpreters, we will also promote the public hearing in targeted ethnic publications, attend community group meetings and events of neighborhood associations, faith-based organizations, advocacy groups and other groups to solicit feedback from diverse members of the public.

5. A FORM OP-8: NOTIFICATION OF SERVICE CHANGE must be submitted to the Illinois Department of Transportation (IDOT).

6. RMTD staff may consult FTA Circular 4703.1 (Environmental Justice Policy Guidelines for Federal Transit Recipients) for additional strategies that may be incorporated into the Public Involvement Plan.

Appendix H: Public Outreach Made Since The Last Title VI Program Submission

Table H-1: Public Outreach

Date	Time	Description	Location
03/22/24	3:30PM	FY '25 Budget	RMTD, 520 Mulberry St
08/12/24	4:00PM	Fall Service Improvements	RMTD, 520 Mulberry St
03/31/25	3:30PM	FY '26 Budget	RMTD, 520 Mulberry St
07/29/25	8:00AM	Fall Service Improvements	RMTD, 520 Mulberry St
07/30/25	8:00AM	Fall Service Improvements	725 N Lyford Rd
03/26/26	3:00PM	FY '27 Budget	RMTD, 201 N Winnebago St

Appendix I: Rockford Mass Transit District Limited English Proficiency Plan 2026

Introduction

The purpose of this Limited English Proficiency policy guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to Limited English Proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance, and;

Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency,” reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice’s (DOJ’s) Policy Guidance entitled “Enforcement of Title VI of the Civil Rights Act of 1964-- National Origin Discrimination Against Persons with Limited English Proficiency.” (See 65 FR 50123, August 16, 2000 DOJ’s General LEP Guidance). Different treatment based upon a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies such as Rockford Mass Transit District, (RMTD) and governments, private and non- profit entities, and subrecipients.

Plan Summary

Rockford Mass Transit District (RMTD) has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to RMTD services as

required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining RMTD’s extent of obligation to provide LEP services, RMTD undertook a U.S. Department of Transportation four factor LEP analysis which considers the following:

1. The number or proportion of LEP persons eligible in RMTD’s service area who may be served or likely to encounter an RMTD program, activity, or service;
2. The frequency with which LEP individuals come in contact with RMTD services;
3. The nature and importance of the program, activity or service provided by RMTD to the LEP population;
4. The resources available to RMTD and overall costs to provide LEP assistance.

A brief description of these considerations is provided in the following section.

Four Factor Analysis

1. **The number or proportion of LEP persons eligible in RMTD’s service area who may be served or likely to encounter an RMTD program, activity, or service.** According to the US Census Bureau American Community Survey 2020-2024 5-year estimates, approximately 38,804 (16.8 percent) residents within the Rockford MSA ages 5 and older speak a language other than English. The largest non-English speaking group is Spanish at 26,413 residents (11.4 percent), and of this population, 9,143 (34.6 percent) of the Spanish speaking residents speak English less than “very well”.

2. **The frequency with which LEP individuals come in contact with an RMTD program, activity, or service.** RMTD assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries, and verbally surveying drivers and Transfer Center staff. Since the last RMTD public participation meetings, RMTD has had zero requests for an interpreter. At the last public hearing for the introduction of a new pass program there were also no requests for interpreters. RMTD does provide the basic schedule booklet and Paratransit Guide to Ride in Spanish. RMTD also offers these materials in English in a Braille format, large print, and audio. RMTD has a translation button on its website, thus making information available in a multitude of languages. All significant changes along with day to day information are posted on this site, www.rmtd.org.

3. **The nature and importance of the program, activity, or service provided by RMTD to LEP community.** Statistically, the Asian and Pacific Island Languages in the RMTD service area have the highest proportion of individuals who speak English less than “very well” (43 percent), followed by Spanish speakers at 35 percent and Other Indo-European speakers at 28 percent . RMTD’s service is important to the community and therefore RMTD makes every effort to reach out to all LEP riders. Rockford has several community outreach organizations that work with the LEP population and through our very strong ties with RAMP, Catholic Charities, Rockford Public Schools, and Rockford Park District, along with our promotional efforts as available through various broadcast programs, RMTD conveys services and strives to educate this population.

4. **The resources available to RMTD and overall costs RMTD assessed its available resources that could be used for providing LEP assistance.** This includes identifying how much a professional interpreter and translation service would cost on as needed basis, which documents would be the most valuable to be translated if and when the populations support, taking an inventory of available organizations that RMTD could partner with for outreach and translation efforts, and what level of staff training is needed.

After analyzing the four factors, RMTD developed the plan outlined in the following section for assisting persons of limited English proficiency.

Limited English Proficiency Plan Outline

How to Identify an LEP Person Who Needs Language Assistance

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

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When RMTD hosts a public hearing or community forum, RMTD will request that if a language interpreter and/or a Sign Language interpreter is needed, advise RMTD up to 48 hours prior to the event. If notified, necessary arrangements for an interpreter to be at the public hearings will be made. If not notified, RMTD will provide translated materials to the party within 1 week after the hearing.
- Have the Census Bureau’s “I Speak Cards” at the hearings or forums sign in table. While the staff may not be able to provide immediate interpreter services beyond Spanish which will be on hand, materials can subsequently be translated and distributed accordingly and input monitored for growing population trends.
- RMTD will also make available a Spanish version of all relevant worksheets and handouts at all RMTD forums and public hearings.
- Survey drivers and other front line staff on an annual basis at the beginning of each fiscal year regarding their experience on having any direct or indirect contact with LEP individuals.

Language Assistance Measures:

RMTD has or will implement the following LEP procedures. The creation of these steps are based on the very low percentage of persons speaking other languages or not speaking English at least “well,” and the lack of resources available in the RMTD service area:

- Census Bureau’s “I Speak Cards” are to be located at the Customer Service window in the Transit Center at all times.

- The computer(s) located at the Transfer Center and Info Line will have Google translate added to the favorites listing for easy access via browser for the translations of blocks of texts. This will aid the RMTD staff in the interpretation of services on a one-on-one basis for LEP individuals visiting the Transit Center or administrative office.
- When the RMTD website is redesigned as necessary.
- When an interpreter is needed, in person or on the telephone, and RMTD staff has exhausted the above options; staff will first attempt to determine what language is required. Staff shall use the contracted telephone interpreter service, whose information has been provided to applicable personnel.

RMTD Staff Training

All RMTD staff will be provided with the LEP Plan and will be educated on procedures to follow. This information will also be part of the RMTD staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities;
- What language assistance services RMTD offers;
- Use of LEP “I Speak Cards”;
- How to use the interpretation and translation services;
- Staff is educated and familiar with using Google translate and the translate button on rmtd.org;
- Documentation of language assistance requests;
- How to handle a Title VI and/or LEP complaint; and
- Staff is directed to keep a log of translation requests.

Outreach Techniques

The following are few options the RMTD will incorporate when and/or if the need arises for LEP outreach:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, based on known LEP population in the area.
- When running a general public meeting notice, as stated above, a Spanish interpreter and sign language interpreter will always be made available if notified prior to the meeting. Otherwise translated materials

will be made available within 7 days after the meeting. RMTD will monitor for other LEP demographic trends and provide services as needed.

- Key print materials, including schedules, maps and rider’s guides, will be translated and made available at the RMTD Transfer Center, onboard vehicles and in communities where a specific and concentrated LEP population is identified.

Monitoring and Updating the LEP Plan:

This plan is designed to be flexible and is one that can be easily updated. At a minimum, RMTD will follow the Title VI Program update schedule for the LEP Plan.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in RMTD service area?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified RMTD programs? Are there other programs that should be included?
- Have RMTD’s available resources, such as technology, staff, and financial costs changed?
- Has RMTD fulfilled the goals of the LEP Plan? and
- Were any complaints received?

Dissemination of the RMTD Limited English Proficiency Plan

Copies of the LEP Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request. Any questions or comments regarding this plan should be directed to the RMTD Marketing Department.

RMTD Marketing & Public Relations Specialist,
Orlando K. Toatley

201 N. Winnebago St. Rockford, IL 61103

Phone: 815-961-2226 | Email: otoatley@rmtd.org

Exhibit 1 - Language Data Source

Table I -1: Language Spoken at Home

Subject - Language Spoken at Home	Illinois Estimate	Illinois Percent	Rockford MSA Estimate	Rockford MSA Percent
Population 5 years and over	12,055,041	-	230,781	94%
English Only	9,101,368	75.50%	191,977	83.2
Language other than English	2,953,673	24.50%	38,804	16.8%
Speak English less than very well	1,117,203	9.3%	13,287	34.2%
Spanish	1,702,816	14.1%	26,413	11.4%
Speak English less than very well	679,251	39.9%	9,143	34.6%
Other Indo-European languages	693,838	5.8%	4,847	2.1%
Speak English less than very well	235,839	34.0%	1,351	27.9%
Asian and Pacific Island languages	395,960	3.3%	4,026	1.7%
Speak English less than very well	156,224	39.5%	1,726	42.9%
Other languages	161,059	1.3%	3,518	1.5%
Speak English less than very well	45,889	28.5%	1,067	30.3%

Exhibit 2 - Limited English Proficiency Policy 2013

RMTD recognizes that in order to provide the best service to all its citizens, alternative provisions need to be made for those with limited English proficiency. RMTD further defines passengers with limited English proficiency to be those individuals who meet the following criteria:

- English is a second language;
- Having a limited ability to internalize the English language;
- Having a disability prohibiting full usage and understanding of the English language;

Those individuals meeting the above criteria in our community will be identified by current Census data as outlined in [Appendix I](#).

RMTD will work toward addressing the needs of these individuals based on the percentage of the population residing in the service area, the percentage of the population using public transportation and Federal and/or State mandates and guidelines. Typical measures will include but are not limited to providing translated documents, interpreters for RMTD public hearings if requested, and forums and staff training for appropriate assistance.

RMTD will employ all resources available to the District within a fair and reasonable cost to provide tools for

individuals with limited English proficiency.

Exhibit 3 - Limited English Proficiency Complaint Policy

All complaints received by RMTD will first be screened by an RMTD Operations Manager. Verbal and non-written complaints received by RMTD shall be resolved informally by an RMTD Operations Manager. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the complainant shall be permitted to do so, and the complaint shall follow the process for written complaints. The RMTD Executive Director will be informed of any written complaint within 10 days of receipt of the complaint. Within 30 days of receipt of the complaint, the RMTD EEO/Title VI Officer will acknowledge receipt of the complaint and inform the complainant of proposed action to process the complaint. Within 120 days of receipt of the complaint, the EEO Officer will conduct and complete a full investigation of the complaint and provide a recommendation for action in a report of findings to the RMTD Executive Director. Within 30 days of the completion of the full investigation, the RMTD Executive Director will notify the complainant in writing of the final decision. The notification will advise the complainant of their right to file a formal complaint with IDOT's Equal Opportunity Office if they are dissatisfied with the final decision rendered by RMTD. The RMTD EEO/Title VI Officer will also provide the Board of Trustees with a copy of this decision and summary of findings.

Appendix J: Certifications

The following pages contain the most recently signed copy of the Rockford Mass Transit District's Certifications and Assurances to the Federal Transit Agency for the 2025 fiscal year.

Figure J-1: Certifications Document Page 1

DRAFT

DRAFT

Appendix K: Title VI Population Density Maps

Figure K-1: Total Population Map

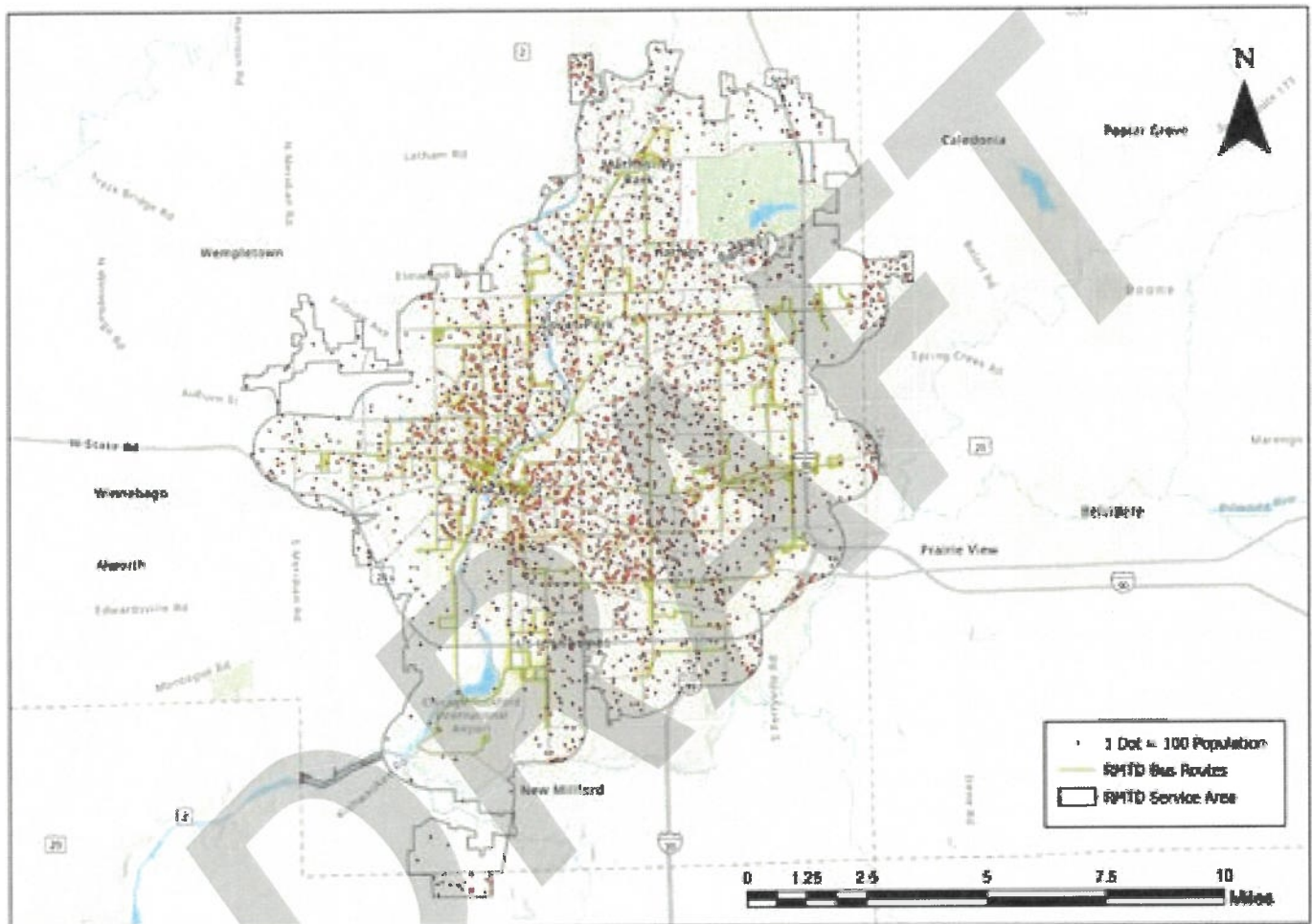


Figure K-2: Total Minority Population Map

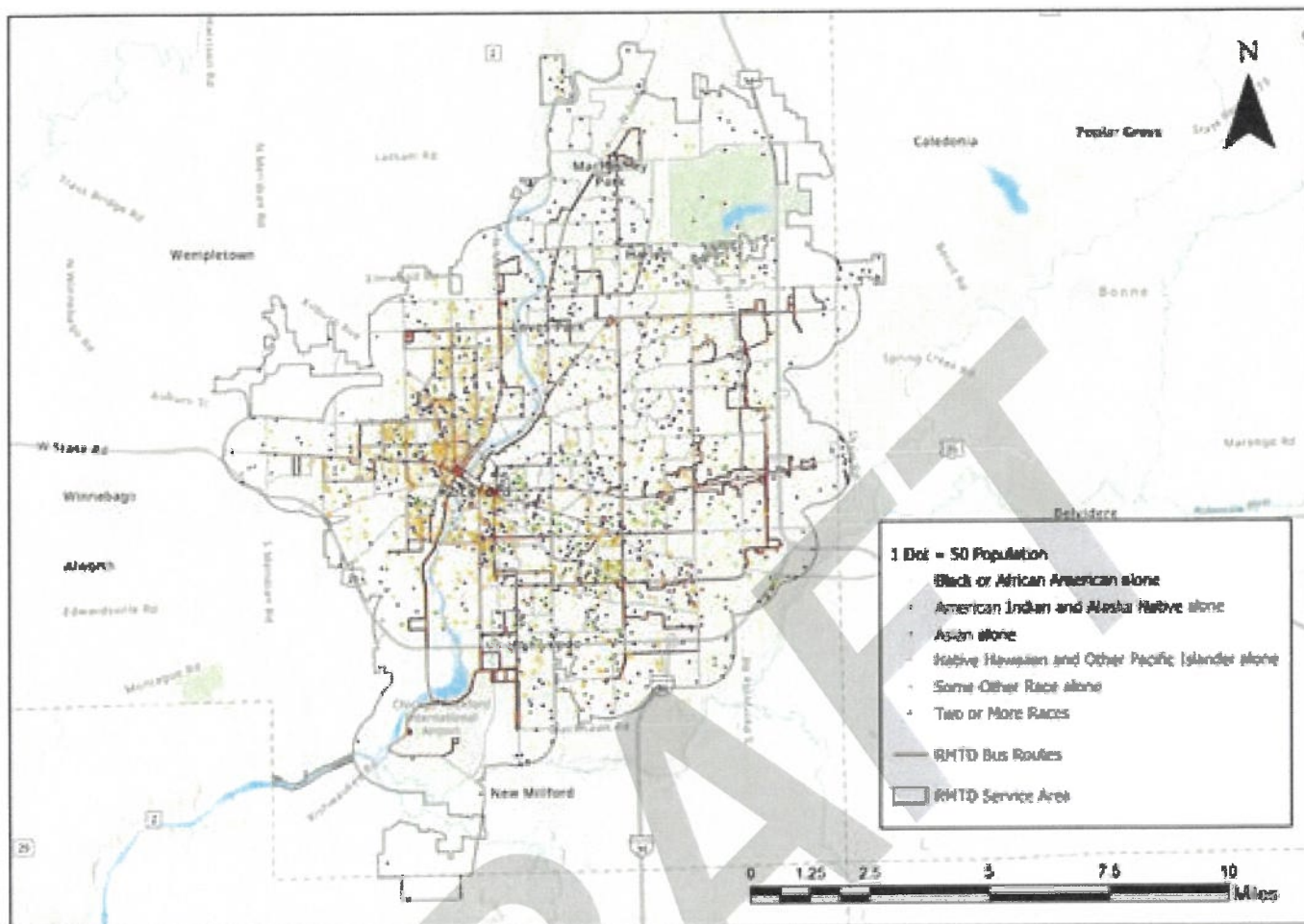
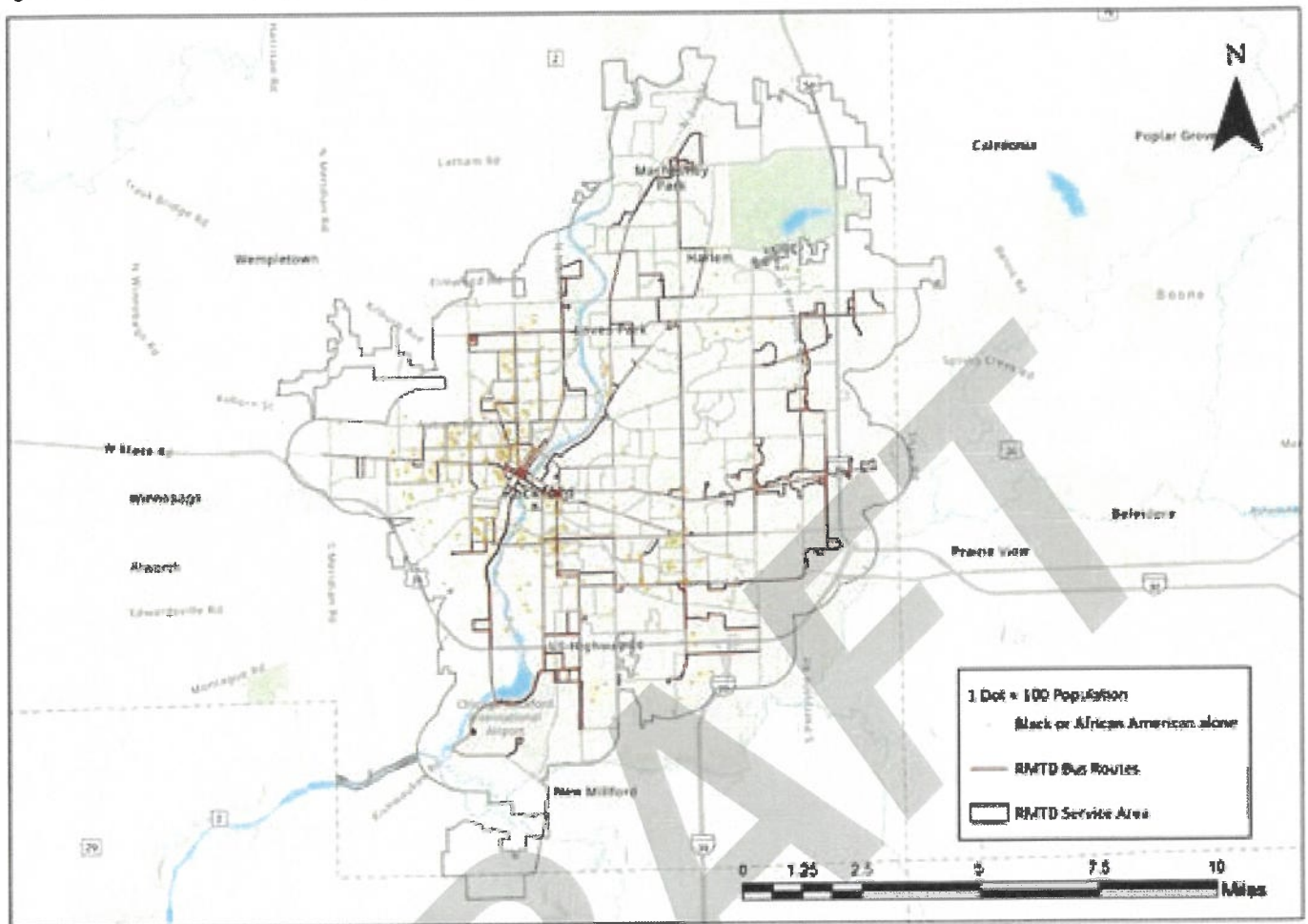


Figure K-3: Black or African American Population Map



The map displays the RMTD Service Area, which is outlined in black. The area is densely populated with blue dots, representing a population of 60 or more. A legend in the bottom right corner indicates that 1 dot equals 60 population. The map also shows the RMTD Run Routes, which are highlighted in red. A scale bar at the bottom right indicates distances from 0 to 10 miles. A north arrow is located in the top right corner. The map includes labels for various locations such as Wrentham, New Bedford, and New Bedford Regional Airport. It also shows major roads like I-95 and I-495, and water bodies like Buzzards Bay and the Taunton River.

Figure K-5: Asian Population Map

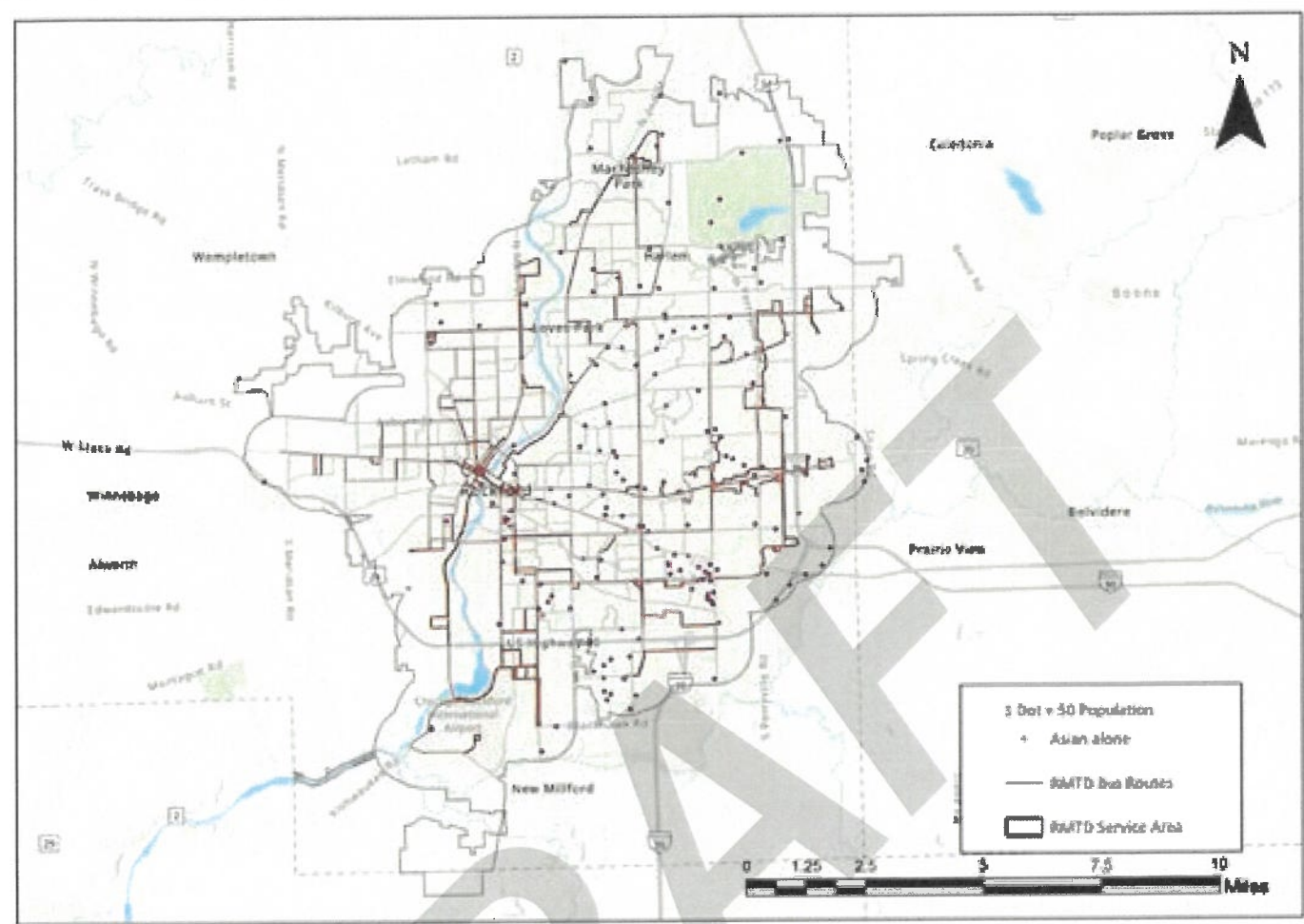


Figure K-6: American Indian and Alaska Native Population Map

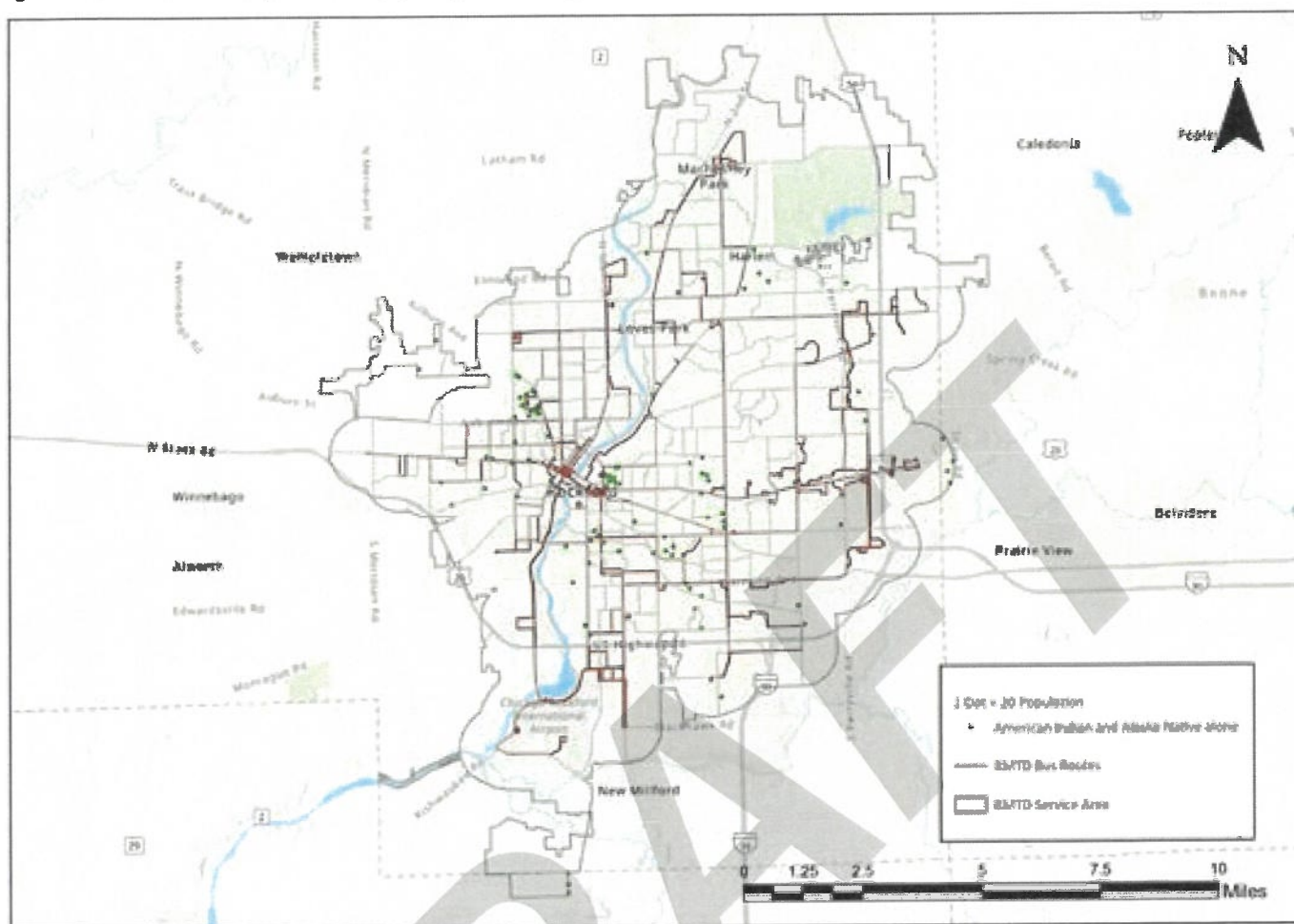


Figure K-7: Native Hawaiian and Other Pacific Islander Population Map



Figure K-8: Some Other Race Population Map

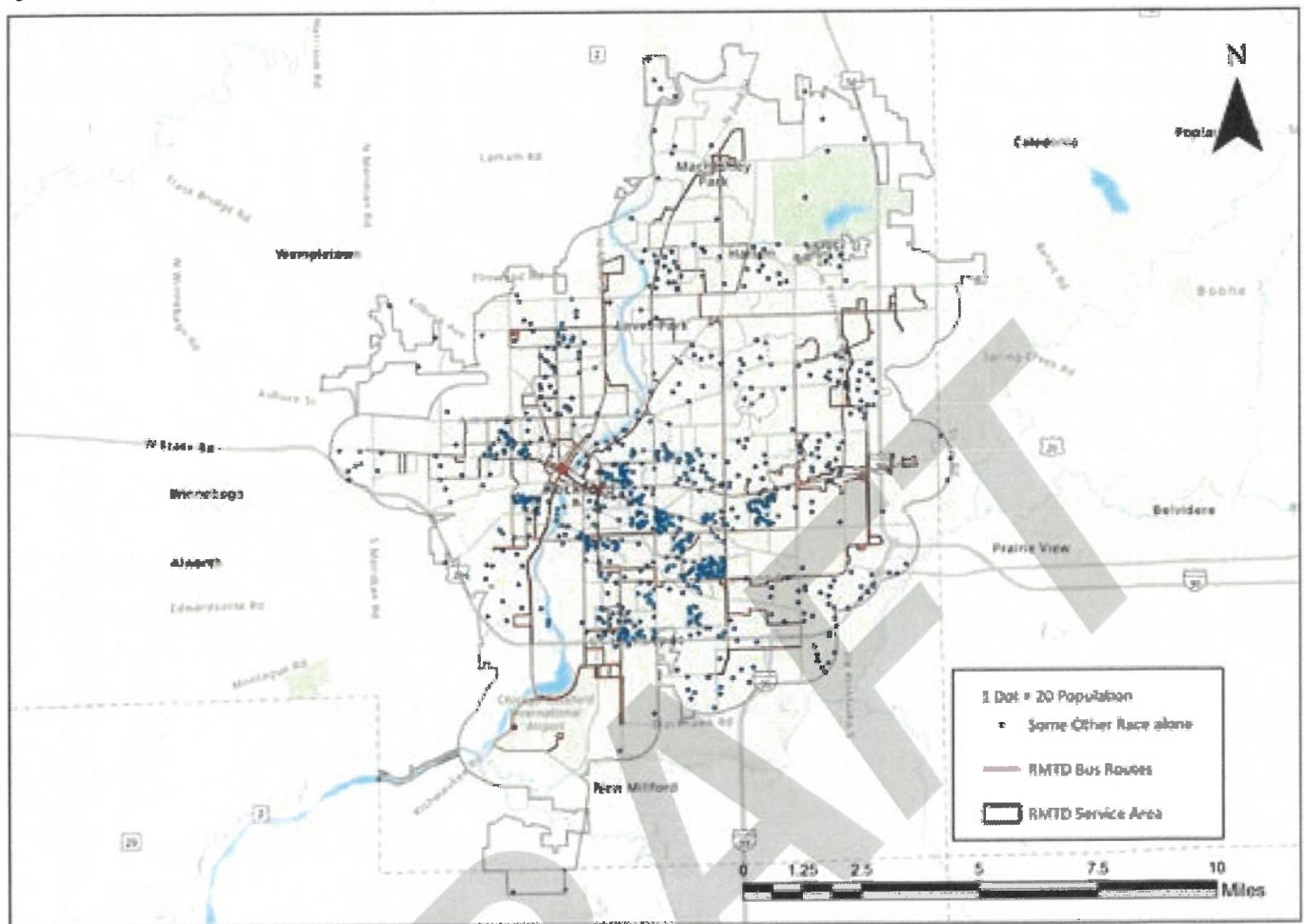
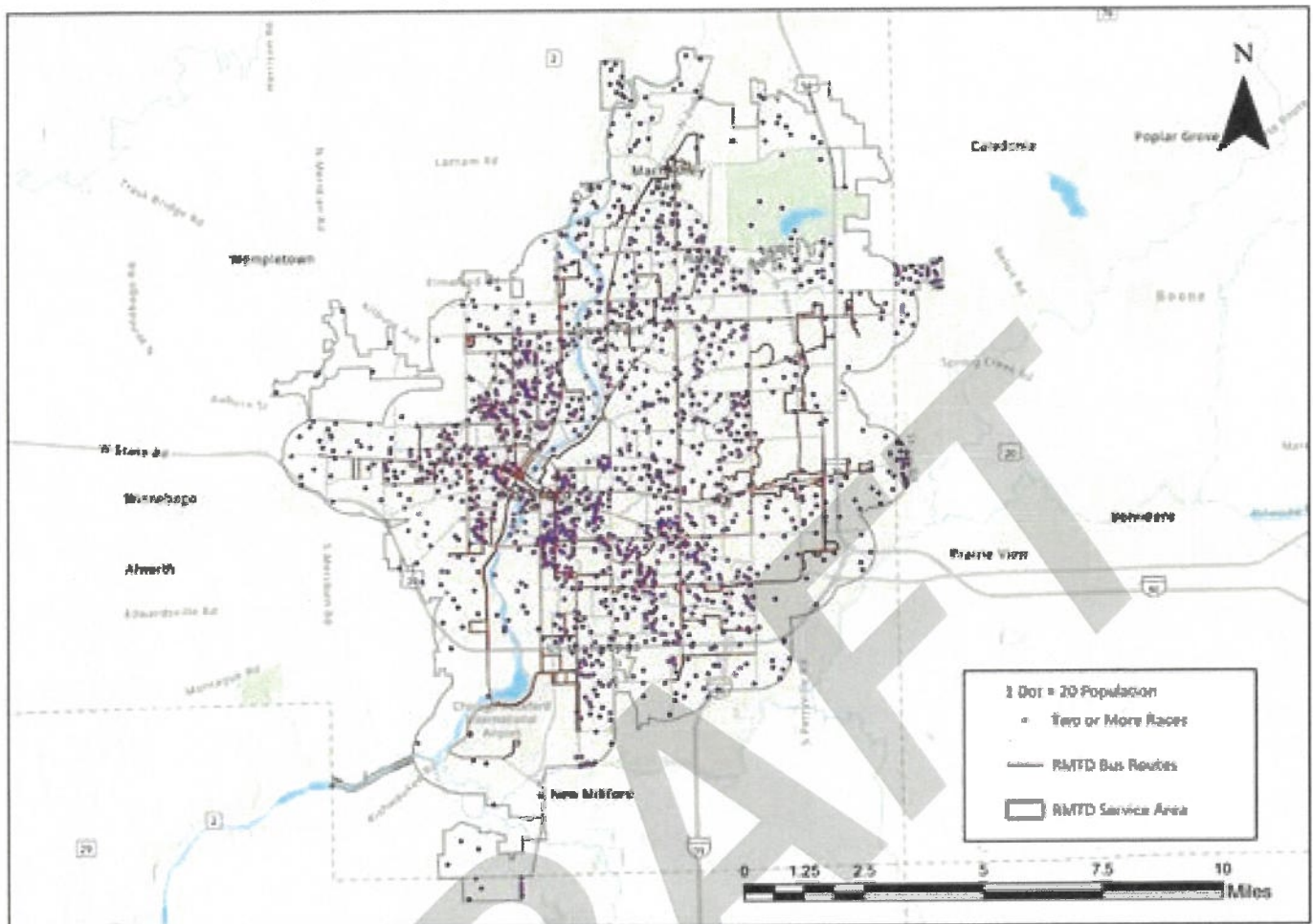


Figure K-9: Two or More Race Population Map





Rockford Mass Transit District

201 N. Winnebago St.
Rockford IL 61103
(815) 961- 9000
www.rmtd.org



Region 1 Planning Council

127 N Wyman St. Suite 100
Rockford, Illinois 61101
815-319-4180 | info@r1planning.org