

# GREATER LYNCHBURG TRANSIT COMPANY

*We're here to get you there.*



## **Board of Directors Meeting Agenda**

**Wednesday, September 7<sup>th</sup>, 2022**

**8:30 a.m. – 10:00 a.m.**

**Meeting Location:** GLTC Transfer Station – 800 Kemper St., Lynchburg, VA 24501

**Board President:** Vacant  
**Board Vice President:** Cameron Howe  
**Secretary-Treasurer:** Mary-Winston Deacon  
**Members:** Benjamin Blanks; Brian Landergan; Charles Spence;  
Holly Trent; Kent White; Randy Woods

---

### **#1 Call to Order - Public Comment**

- a) Speakers should state their name for the official record
- b) Speakers will be allotted a maximum of 3 minutes
- c) Speakers representing a group will be allotted a maximum of 5 minutes and should state the name of the group they are representing for the official record

GLTC Board  
President

---

### **#2 Consideration of Meeting Minutes Approval**

July 28<sup>th</sup>, 2022 Work Session, August 3<sup>rd</sup>, 2022 Board Meeting

All

---

### **#3 Committee & Partner Reports**

- a) Customer Advisory Committee (CAC)
- b) ADA Advisory Committee
- c) Ride Solutions
- d) CVPDC Transportation Planner

Sherry Gentry  
Gary DuPriest  
Kelly Hitchcock  
Kelly Hitchcock

---

### **#4 Staff Reports**

- a) Staff Reports
- b) January Financials
- c) Ridership & Operating Statistics
- d) Capital Projects Report

Josh Moore

---

### **#5 Old Business**

- a)

Josh Moore

---

### **#6 New Business**

- a) Award of Automatic Vehicle Locator System and Mobile Fare Payment
- b) Updates to GLTC's Title VI Policy
- c) Election of Officers
- d) Management Services RFP

Josh Moore  
Natalie Wilkins  
Josh Moore  
Millie Martin

---

### **#7 President's Report**

GLTC Board  
President

---

### **#8 Next Meeting Date & Adjournment**

Work Session: September 15<sup>th</sup>, 2022 @ 8:30 am – GLTC Board Meeting Room  
Board Meeting: October 5<sup>th</sup>, 2022 @ 8:30 am – GLTC Board Meeting Room

All





**GLTC Board Agenda Detail**

**Item #:** 2  
**Item Title:** July 28<sup>th</sup> Minutes  
**Action:** Consideration of Approval

Greater Lynchburg Transit Company (GLTC)

**BOARD OF DIRECTORS WORK SESSION**

**MINUTES**

**(Draft)**

July 28<sup>th</sup>, 2022  
8:30 a.m. – 10:30 a.m.



A work session meeting of the Board of Directors of the Greater Lynchburg Transit Company held on, July 28<sup>th</sup>, 2022, at GLTC’s Transfer Station, 800 Kemper Street, Lynchburg, Virginia. Board members attending were; Mary-Winston Deacon; Benjamin Blanks; Randy Woods; Kent White; Charles Spence; Holly Trent; Cameron Howe; Brian Landergan-via ZOOM

Staff included: Josh Moore, Natalie Wilkins, Steve Overstreet, Chris Poindexter, John Yauger

Guest included: Kim LaPrade of Lynchburg Family Medicine Residency; Monica Link of Parkview Community Mission; Dr. Bukola Olatinde of Lynchburg Family Medicine Residency

#1

**Call to Order - Public Comment**

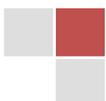
**1A-1B Bus Stop location - PLAZA**

Ms. LaPrade explained that Lynchburg Family Medicine relocated to the lower level of the Lynchburg Plaza to better serve the community. The growth of the residency has created a need for a bus stop in front of their healthcare facility. Some of their patients have handicaps or are disabled in ways that hinder them from making their appointments on time as a result of the lower-level bus stop location. According to Ms. LaPrade the current bust stop is 5/10<sup>th</sup> of a mile away. Dr. Bukola added that the patients are taking longer than eleven minutes to get to the facility which leads to cancellations. Their policy will not allow longer wait times for patients. They are requesting regular stops in front of the facility at the lower level.

Ms. Link elaborated on the issues with the bus stops with details of how strenuous it is for her students to carry equipment, food, books, or children to the upper-level bus stop. She provides individuals with various bags of items that are challenging to carry with disabilities/handicaps.

Mr. Moore stated that GLTC buses service the lower and upper-level Plaza location. When the route 1A or 1B are cancelled that creates the issue of no service for the riders. Mr. Moore agreed to take in consideration of having the constant service to the location utilizing both bus systems. He will additionally offer paratransit service as an alternative. Paratransit service is door to door for all riders.

#2



## **Work Session**

### a) Metric Reviews

Mr. Moore compared the metric systems and data visualization options. He explained the key terminology and defined how static graphs express data points. The following topics were covered:

- Max Load
- Average Speed
- Trip Length
- Daily Passenger Miles Traveled

Mr. Woods suggested a simplified scorecard style of design for data highlighting route level information. A three to six key metrics highlighted scorecard to reduce the amount of data to be interpreted.

Mr. Moore stated that there are additional options for presenting financial data. There shall be a service data dashboard and a financial data dashboard. Each would be available in the board packet and through Microsoft TEAMS portal. A more detailed version of the financial would be online for easier viewing. The board packet version would be very minimally designed. The future online data would be interactive instead of PDF versions. On-Time Performance Chart is a static graph. There are no significant changes to the data display. Along the displays the black cells demonstrate times that the routes do not operate. Future data will seek to display traffic data and other causes that lead to performance numbers.

**Committee Consolidation** – Not Discussed – TBD later date.

**VanPool Study** – Not Discussed – TBD later date.

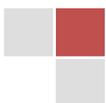
## **COLLECTIVE BARGAINING DISCUSSION**

Mr. Moore asked the board members for a time to discuss the results of the collective bargaining agreement. Mr. Moore proposed to convert a portion of work session meeting to vote and accept the contract. The contract would be sent out and reviewed before that session date.

- \*Notable Topics- Wage progression would be 15% for the first year. Lower paid hourly employees will keep their previous pay increase of about \$2.00 that was awarded with attendance bonus incentive. Operators wage is below the City of Lynchburg wage for operators. GLTC's operators wage will increase from \$15.00 to \$18.00 hour. The union agreed to have Paratransit Operators wage to equal the wage of fixed route Operators wage.

## **Early Voting**

Ms. Howe stated proposed that on the fare free election days also include trips from the Department of Motor Vehicles. Other locations requested are Registrar Office and Social Security Office. Mr. Moore agreed to make fare free voting an action item to be added to the next session agenda.

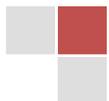


**Next Meeting Date**

The next board meeting is scheduled August 18th at 8:30 am. The meeting will be held at the GLTC Transfer Station, 800 Kemper Street, Lynchburg, VA.

---

Secretary/Treasurer





Greater Lynchburg Transit Company (GLTC)  
**BOARD OF DIRECTORS MEETING MINUTES**  
Draft  
August 3rd, 2022  
8:30 a.m.



A meeting of the Board of Directors of the Greater Lynchburg Transit Company held on, August 3rd, 2022, at GLTC's Transfer Station, 800 Kemper Street, Lynchburg, Virginia. Board members attending were; Mary-Winston Deacon; Benjamin Blanks; Randy Woods; Charles Spence; Holly Trent; President Antonio Davis Sr. and Vice President Cameron Howe.

Staff included: Josh Moore, Natalie Wilkins, Steve Overstreet, Chris Poindexter, Scott Poindexter, Millie Martin, John Yauger via ZOOM

Guest included: William Carr, Patrice Strachan of the Virginia Department of Rail and Public Transportation (DRPT); Gary Dupriest of ADA Committee

### **#1 – Call to Order – Public Comment**

At 8:37a.m., Mr. Davis called the meeting to order and asked for public comment. Mr. Moore stated that there was a change made to the Route 1A-1B lower level Plaza bus stop request. The change was response to the board session request guest.

### **#2 – Consideration of Meeting Minutes Approval**

Mr. Davis asked for consideration of approval of the minutes for July, 2022 board meeting. Ms. Howe made a motion to approve the minutes with Mr. Blanks seconding the motion and the vote was carried.

### **#3 – Committee & Partner Reports**

#### Customer Advisory Committee & ADA Committee

No Reports

#### RIDE SOLUTIONS & CVPDC Transportation Planner

No Reports

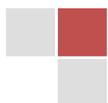
### **#4 - Staff Reports**

#### 4A- Staff Reports

Mr. Blanks asked about the upcoming new route 4 bus weekend schedule. Mr. Moore replied the schedule would remain the same at the present moment. There are no anticipated changes to route 4 stops.

#### 4B- Financials

Mr. Moore stated that audits are in progress. The reports will be completed once data has been finalized.



#### 4C- Ridership & Operating Statistics

Mr. Moore informed the board that overall ridership and on-time performance remained at a satisfactory level for month of June. Mr. Woods asked about 1B performance. Mr. Moore explained that traffic and construction on that route hindered the bus from making necessary turns which led to poor performance metrics.

#### 4D- Capital Projects Report

No Reports

#### **#5 - Old Business**

No old business reported.

#### **#6 – New Business**

##### Early Voting Fare Free Day

Ms. Howe made a motion to make a standing change to fare free dates that corresponded to elections. She proposed that beginning on the first Thursday after early registration opens bus fares be free. The arrangement will include paratransit services to the following locations: DMV, Registrars, and Social Security Offices. Mr. Blanks seconded the motion. The motion was passed.

##### Approval of CBA 2022-20225

Mr. Moore informed the board that the agreement was ready to be voted on. Mr. Woods asked about future fiscal outlook and impact of approval. Mr. Moore explained that an in-depth financial analysis would be presented in the near future. The official budget for next year is a work in progress. Mr. Moore asked the board to convert the future work session into a board meeting to discuss and complete the process of approving the CBA agreement. The date established was August 18<sup>th</sup>, 2022.

#### **#7 - President Report**

No Report

Mr. Moore stated that Mr. Davis would be resigning from his position as board president at the end of the month August 2022. Officer slots will need to be filled in the near future. Members will be given time to discuss options to fill positions. Mr. Davis thanks the board and staff for his opportunity. Mr. Davis made a motion to adjourn with Mr. Blanks seconding the motion and the meeting ended.

#### **#8 - Next Meeting Dates**

The next board meeting is scheduled September 3<sup>rd</sup>, 2022 at 8:30 am. The meeting will be held at the GLTC Transfer Station, 800 Kemper Street, Lynchburg, VA.

---

Secretary/Treasurer





## GLTC Board Agenda Detail

**Item #:** 3  
**Item Title:** Committee & Partner Reports  
**Action:** None

---

### Committee Reports

- a) Customer Advisory Committee (CAC) - Sherry Gentry
- b) ADA Advisory Committee - Gary DuPriest

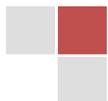
### Partner Reports

- c) Ride Solutions / Marketing Updates - Kelly Hitchcock
- d) Transportation Planner Updates - Kelly Hitchcock

**Contacts:** Josh Moore

**Attachments:** None

**Action Required:** None





## GLTC Board Agenda Detail

**Item #:** 4a  
**Item Title:** Staff Reports  
**Action:** For Your Information

---

The General Manager's report for the previous month is provided below:

- We have completed the Triennial Review and are awaiting the draft and final reports on any issues or corrections that FTA staff feel GLTC needs to make.
- We sent our Electronics Tech to the American Public Transit Association Farebox and Electronic Tech Conference in Denver, CO where he attended several days of classes and seminars on fareboxes and bus electronics
- We sent several additional maintenance staff to the Community Transit Association of VA conference in Virginia Beach where they took classes focused on maintenance of BOC vehicles including wheelchair lifts and securement hardware
- We are experiencing an uptick in antisocial and disruptive behavior both on our vehicles and at the Transit Center. This includes the shelter at Wal-Mart on Wards Rd being vandalized late Saturday evening on the 27<sup>th</sup>.

The Assistant General Manager's report for the previous month is provided below:

- Visited Charlottesville Area Transit to review their CAD/AVL system as part of the AVL Selection RFP process
- Attended WTS's Central VA – Building Virginia's Electric Vehicle Infrastructure Webinar
- Attended several webinars and trainings from the Lynchburg Regional Business Alliance and First Transit
- Met with Maintenance to discuss repairs and upkeep for the Transfer Station for completion over the next quarter
- Planning for Annual Meeting and beginning work for GLTC's 50<sup>th</sup> Anniversary in 2024

The Transportation Manager's report for the previous month is provided below:

- Recruiting additional operators. We are currently 3 operators down with a class preparing to start in September
- Making final preparations for the beginning of the additional Rt. 4 bus in September
- Continuing work on operator and supervisor training
- Helped with the selection of the AVL platform and preparing for implementation

The Maintenance Manager's report for the previous month is provided below:

- Completing disposal of two vehicles which were damaged and then totaled by insurance
- Sending the Electronics Tech to the APTA Fare Collection and Electronics Conference for training
- Working with AGM on maintenance for both the Operations and Transit Center

The Finance and Grants Manager's report for the previous month is provided below

- Entered NTD ridership reports
- Completing TIP changes for capital grants
- Awaiting final audit to allow for end-of-year closure for FY22
- Completing requests for DRPT audit
- Continuing work on completing the end of the year with Brown Edwards

The IT Manager's report for the previous month is provided below:

- Assisted with the internal audit conciliation and with historical research for communications
- Completed setting up laptops for supervisors and started working on new reporting functions
- Continuing updates on audiovisual equipment

The Human Resources Manager's report for the previous month is provided below:

- Completed the EEO, Drug and Alcohol, and Drug Free Workplace sections of the Triennial Review
- Provided Drug Free Workplace training for Lynchburg City Schools
- Held an open enrollment period for our employees and completed the insurance renewal
- Hired a new supervisor – Kendra Vaughters from Charlottesville Area Transit
- Currently redesigning our performance evaluation program

The Marketing Manager's report for the previous month is provided below:

- Attended the CTAV Conference in Virginia Beach and participated in courses focused on critical thinking, leadership, and industry communications
- Drafting marketing campaigns for September for DRPT's Discover Transit month and for the start of additional service on Rt. 4
- Working with the City of Lynchburg on putting together press releases about Rt. 4 and City Staff being able to ride by showing their ID.





## GLTC Board Agenda Detail

**Item #:** 4b  
**Item Title:** July 2022 Financials  
**Action:** For Your Information

---

### **REVENUES:**

Revenues for Federal and State are showing as underbudget as we have not recorded any use of the TRIP grant, or our training grant, and have not started pulling our 5307 as we are working to finish up our CARES funding first. We will start drawing on our ARP and 5307 funding after our budget closes from FY22.

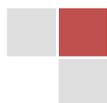
### **EXPENSES:**

Expenses are mostly tracking within budget, although fringes are currently showing high in most categories. We pay several of our fringes in lump sums either quarterly or annually, and this may be affecting the current financials, along with us not recording all of our revenues yet.

### **SUMMARY:**

As we are still waiting for the closeout of FY22, we haven't been able to roll forward our budget. We are calculating the budget manually at this time until we can close FY22 and have firm numbers to start this current year's budget. We will bring back final versions of June and July's financials as soon as they are completed.

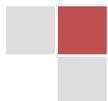
**Contacts:** Josh Moore  
**Attachments:** Page 11-15  
**Action Required:** None



**GREATER LYNCHBURG TRANSIT COMPANY, INC.**  
**INCOME STATEMENT**  
**AS OF JULY 31, 2022**

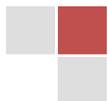
	FY2023 ACTUAL JUL	FY2023 ACTUAL YTD
<b>REVENUE</b>		
Operating Assistance Revenue	\$ 316,613	\$ 316,613
Money Paid to CVTMC	(316,613)	(316,613)
Sale of Equipment & Vehicles	-	-
Federal Grant Revenue	-	-
Money to be Paid to CVTMC	-	-
Local Grant Revenue	-	-
<b>TOTAL REVENUE</b>	<b>\$ -</b>	<b>\$ -</b>
<b>EXPENSES</b>		
Depreciation	\$ -	\$ -
Repairs - Capital	-	-
Gain/Loss on Disposal	-	-
Pass Thru Grants	-	-
Other Miscellaneous Expense	-	-
<b>TOTAL EXPENSES</b>	<b>\$ -</b>	<b>\$ -</b>
<b>NET INCOME/(LOSS)</b>	<b>\$ -</b>	<b>\$ -</b>

DRAFT



Central VA Transit Management Company Inc.  
Balance Sheet  
July FY 2023

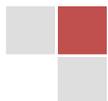
	FY 2023	FY 2022	Difference	%
<b>ASSETS</b>				
Cash	\$ 247,962	\$ 267,305	\$ (19,343)	-7%
Cash - OPEB	321,212	321,205	7	0%
Working Funds - Transfer Center	75	75	-	0%
Working Funds - Greyhound	100	100	-	0%
Accounts Receivable	37,947	47,794	(9,847)	-21%
Materials and Fuel	313,444	316,977	(3,533)	-1%
<b>TOTAL CURRENT ASSETS</b>	<b>\$ 920,741</b>	<b>\$ 953,456</b>	<b>\$ (32,715)</b>	<b>-3%</b>
Tangible Property	\$ 21,982	\$ 12,382	\$ 9,600	78%
Accumulated Depreciation	(13,207)	(12,382)	(1,325)	11%
<b>NET FIXED ASSETS</b>	<b>\$ 8,275</b>	<b>\$ -</b>	<b>\$ 8,275</b>	<b>100%</b>
Prepayments	180,147	222,799	(42,652)	-19%
<b>TOTAL ASSETS</b>	<b>\$ 1,109,164</b>	<b>\$ 1,176,255</b>	<b>\$ (67,091)</b>	<b>-6%</b>
<b>LIABILITIES AND CAPITAL</b>				
Accounts Payable - Trade	\$ 503,026	\$ 712,626	\$ (209,600)	-29%
Wages Payable	93,811	72,638	21,173	29%
Other Payroll Liabilities	368,152	521,221	(153,069)	-29%
Advance Payments	(261,416)	(234,120)	(27,296)	12%
<b>TOTAL LIABILITIES</b>	<b>1,203,573</b>	<b>1,072,365</b>	<b>131,208</b>	<b>12%</b>
Accumulated Income/(Loss) Current Year	(94,410)	103,890	(198,300)	-191%
<b>TOTAL CAPITAL</b>	<b>\$ (94,410)</b>	<b>\$ 103,890</b>	<b>\$ (198,300)</b>	<b>-191%</b>
<b>TOTAL LIABILITIES AND CAPITAL</b>	<b>\$ 1,109,164</b>	<b>\$ 1,176,255</b>	<b>\$ (67,091)</b>	<b>-6%</b>



Greater Lynchburg Transit Company, Inc.  
Balance Sheet  
July FY 2023

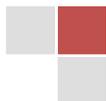
	FY 2023	FY 2022	Difference
<b>ASSETS</b>			
Cash - Capital	231,173	223,869	7,304
Accounts Receivable	6,878	52,515	(45,637)
<b>TOTAL CURRENT ASSETS</b>	<b>\$ 238,051</b>	<b>\$ 276,384</b>	<b>\$ (38,333)</b>
Tangible Property	\$ 61,589,084	\$ 64,193,432	\$ (2,604,348)
Accumulated Depreciation	(26,101,301)	(28,639,005)	2,537,704
<b>NET FIXED ASSETS</b>	<b>\$ 35,487,783</b>	<b>\$ 35,554,427</b>	<b>\$ (66,644)</b>
<b>TOTAL ASSETS</b>	<b>\$ 35,725,834</b>	<b>\$ 35,830,811</b>	<b>\$ (104,977)</b>
<b>LIABILITIES AND CAPITAL</b>			
Accounts Payable - Miscellaneous	\$ 15,686	\$ 49,514	\$ (33,828)
<b>TOTAL LIABILITIES</b>	<b>15,686</b>	<b>49,514</b>	<b>(33,828)</b>
Capital Stock	\$	\$	-
Accumulated Income/(Loss) Prior Years	35,710,143	35,781,292	(71,149)
Accumulated Income/(Loss) Current Year	(0)	-	(0)
<b>TOTAL CAPITAL</b>	<b>\$ 35,710,143</b>	<b>\$ 35,781,292</b>	<b>\$ (71,149)</b>
<b>TOTAL LIABILITIES AND CAPITAL</b>	<b>\$ 35,725,834</b>	<b>\$ 35,830,811</b>	<b>\$ (104,977)</b>

DRAFT



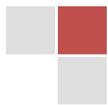
**CENTRAL VIRGINIA TRANSIT MANAGEMENT CO INC**  
**COMPARATIVE INCOME STATEMENT**  
**AS OF JULY 31, 2022**

	MONTH TO DATE			YEAR TO DATE		
	FY2023	FY2022	% VAR	FY2023	FY2022	% VAR
	JUL	JUL		YTD	YTD	
ACTUAL	ACTUAL		ACTUAL	ACTUAL		
<b>REVENUE</b>						
FRT Passenger Revenue	\$ 33,157	\$ 20,788	60%	\$ 33,157	\$ 20,788	60%
DRT Passenger Revenue	1,990	2,696	-26%	1,990	2,696	-26%
Contracts (CVCC Access)	3,938	2,815	40%	3,938	2,815	40%
Non-Operating Revenue	237	14,713	-98%	237	14,713	-98%
Advertising Revenue	3,086	7,293	-58%	3,086	7,293	-58%
City Operating Assistance	105,538	105,538	0%	105,538	105,538	0%
County Operating Assistance	6,483	6,483	0%	6,483	6,483	0%
State Operating Assistance	167,484	187,074	-10%	167,484	187,074	-10%
Federal Operating Assistance	376,324	329,438	14%	376,324	329,438	14%
<b>TOTAL REVENUE</b>	<b>\$ 698,237</b>	<b>\$ 676,838</b>	<b>3%</b>	<b>\$ 698,237</b>	<b>\$ 676,838</b>	<b>3%</b>
<b>EXPENSES</b>						
<b>FIXED ROUTE</b>						
Operator Labor	\$ 130,160	\$ 104,602	24%	\$ 130,160	\$ 104,602	24%
Operator-Overtime	12,445	19,131	-35%	12,445	19,131	-35%
Other Salaries & Wages	43,068	27,352	57%	43,068	27,352	57%
Supervisors-Overtime	840	4,018	-79%	840	4,018	-79%
Fringe Benefits	143,168	80,557	78%	143,168	80,557	78%
<b>TOTAL FIXED ROUTE</b>	<b>\$ 329,681</b>	<b>\$ 235,661</b>	<b>40%</b>	<b>\$ 329,681</b>	<b>\$ 235,661</b>	<b>40%</b>
<b>DEMAND RESPONSE</b>						
Operator Labor	\$ 20,200	\$ 16,396	23%	\$ 20,200	\$ 16,396	23%
Operator-Overtime-PTS	774	794	-2%	774	794	-2%
Other Salaries & Wages	5,199	7,383	-30%	5,199	7,383	-30%
Fringe Benefits	20,090	12,763	57%	20,090	12,763	57%
<b>TOTAL DEMAND RESPONSE</b>	<b>\$ 46,263</b>	<b>\$ 37,336</b>	<b>24%</b>	<b>\$ 46,263</b>	<b>\$ 37,336</b>	<b>24%</b>
<b>MAINTENANCE</b>						
Other Salaries & Wages	\$ 59,989	\$ 55,176	9%	\$ 59,989	\$ 55,176	9%
Inspection&Maint, Srvc-Overtime	1,074	6,120	-82%	1,074	6,120	-82%
Fringe Benefits	46,872	31,836	47%	46,872	31,836	47%
Fuel & Lubricants	93,164	48,962	90%	93,164	48,962	90%
Tires & Tubes	1,762	11,072	-84%	1,762	11,072	-84%
Other Materials & Supplies	34,256	12,019	185%	34,256	12,018	185%
<b>TOTAL MAINTENANCE</b>	<b>\$ 237,118</b>	<b>\$ 165,185</b>	<b>44%</b>	<b>\$ 237,118</b>	<b>\$ 165,184</b>	<b>44%</b>
<b>ADMINISTRATION</b>						
Other Salaries & Wages	\$ 42,215	\$ 31,957	32%	\$ 42,215	\$ 31,957	32%
Fringe Benefits	32,404	16,598	95%	32,404	16,598	95%
Services	51,838	33,435	55%	51,838	33,435	55%
Utilities	16,140	11,881	36%	16,140	11,881	36%
Casualty & Liability Expenses	7,475	23,330	-68%	7,475	23,329	-68%
Information Technology	23,853	10,843	120%	23,853	10,843	120%
Other Materials & Supplies	1,990	4,482	-56%	1,990	4,482	-56%
Miscellaneous	3,672	2,242	64%	3,672	2,241	64%
<b>TOTAL ADMINISTRATION</b>	<b>\$ 179,585</b>	<b>\$ 134,765</b>	<b>33%</b>	<b>\$ 179,585</b>	<b>\$ 134,765</b>	<b>33%</b>
<b>TOTAL EXPENSES</b>	<b>\$ 792,647</b>	<b>\$ 572,947</b>	<b>38%</b>	<b>\$ 792,647</b>	<b>\$ 572,947</b>	<b>38%</b>
<b>NET INCOME/(LOSS)</b>	<b>\$ (94,410)</b>	<b>\$ 103,890</b>	<b>-191%</b>	<b>\$ (94,410)</b>	<b>\$ 103,890</b>	<b>-191%</b>



**CENTRAL VIRGINIA TRANSIT MANAGEMENT CO INC**  
**INCOME STATEMENT**  
**AS OF JULY 31, 2022**

	MONTH TO DATE			YEAR TO DATE		
	FY2022	FY2022		FY2022	FY2022	
	JUL	JUL	%	YTD	YTD	%
	ACTUAL	BUDGET	VAR	ACTUAL	BUDGET	VAR
<b>REVENUE</b>						
FRT Passenger Revenue	\$ 33,157	\$ 31,416	6%	\$ 33,157	\$ 31,416	6%
DRT Passenger Revenue	1,990	2,922	-32%	1,990	2,922	-32%
Contracts (CVCC Access)	3,938	3,938	0%	3,938	3,938	0%
Non-Operating Revenue	237	542	-56%	237	542	-56%
Advertising Revenue	3,086	4,583	-33%	3,086	4,583	-33%
City Operating Assistance	105,538	105,538	0%	105,538	105,538	0%
County Operating Assistance	6,483	6,483	0%	6,483	6,483	0%
State Operating Assistance	167,484	203,344	-18%	167,484	203,344	-18%
Federal Operating Assistance	376,324	414,900	-9%	376,324	414,900	-9%
<b>TOTAL REVENUE</b>	<b>\$ 698,237</b>	<b>\$ 773,667</b>	<b>-10%</b>	<b>\$ 698,237</b>	<b>\$ 773,667</b>	<b>-10%</b>
<b>EXPENSES</b>						
<b>FIXED ROUTE</b>						
Operator Labor	\$ 130,160	\$ 138,752	-6%	\$ 130,160	\$ 138,752	-6%
Operator-Overtime	12,445	17,691	-30%	12,445	17,691	-30%
Other Salaries & Wages	43,068	32,113	34%	43,068	32,113	34%
Supervisors-Overtime	840	1,652	-49%	840	1,652	-49%
Fringe Benefits	143,168	92,829	54%	143,168	92,829	54%
<b>TOTAL FIXED ROUTE</b>	<b>\$ 329,681</b>	<b>\$ 283,037</b>	<b>16%</b>	<b>\$ 329,681</b>	<b>\$ 283,037</b>	<b>16%</b>
<b>DEMAND RESPONSE</b>						
Operator Labor	\$ 20,200	\$ 29,617	-32%	\$ 20,200	\$ 29,617	-32%
Operator-Overtime-PT3	774	885	-12%	774	885	-12%
Other Salaries & Wages	5,199	9,187	-43%	5,199	9,187	-43%
Fringe Benefits	20,090	20,082	0%	20,090	20,082	0%
<b>TOTAL DEMAND RESPONSE</b>	<b>\$ 46,263</b>	<b>\$ 59,771</b>	<b>-28%</b>	<b>\$ 46,263</b>	<b>\$ 59,771</b>	<b>-28%</b>
<b>MAINTENANCE</b>						
Other Salaries & Wages	\$ 59,989	\$ 65,683	-9%	\$ 59,989	\$ 65,683	-9%
Inspection&Maint,Srcv-Overtime	1,074	4,592	-77%	1,074	4,592	-77%
Fringe Benefits	46,872	34,243	37%	46,872	34,243	37%
Fuel & Lubricants	93,164	74,189	26%	93,164	74,189	26%
Tires & Tubes	1,762	11,208	-84%	1,762	11,208	-84%
Other Materials & Supplies	34,256	38,474	-11%	34,256	38,474	-11%
<b>TOTAL MAINTENANCE</b>	<b>\$ 237,118</b>	<b>\$ 228,390</b>	<b>4%</b>	<b>\$ 237,118</b>	<b>\$ 228,390</b>	<b>4%</b>
<b>ADMINISTRATION</b>						
Other Salaries & Wages	\$ 42,215	\$ 58,426	-28%	\$ 42,215	\$ 58,426	-28%
Fringe Benefits	32,404	22,816	42%	32,404	22,816	42%
Services	51,838	46,098	12%	51,838	46,098	12%
Utilities	16,140	15,740	3%	16,140	15,740	3%
Casualty & Liability Expenses	7,475	23,940	-69%	7,475	23,940	-69%
Information Technology	23,853	13,794	73%	23,853	13,794	73%
Other Materials & Supplies	1,990	5,506	-64%	1,990	5,506	-64%
Miscellaneous	3,572	16,149	-77%	3,572	16,149	-77%
<b>TOTAL ADMINISTRATION</b>	<b>\$ 179,585</b>	<b>\$ 202,469</b>	<b>-11%</b>	<b>\$ 179,585</b>	<b>\$ 202,469</b>	<b>-11%</b>
<b>TOTAL EXPENSES</b>	<b>\$ 792,647</b>	<b>\$ 773,667</b>	<b>2%</b>	<b>\$ 792,647</b>	<b>\$ 773,667</b>	<b>2%</b>
<b>NET INCOME/(LOSS)</b>	<b>\$ (94,410)</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ (94,410)</b>	<b>\$ -</b>	<b>100%</b>





**GLTC Board Agenda Detail**

**Item #:** 4c

**Item Title:** July 2022 Ridership & Operational Statistics

**Action:** For Your Information

**Summary:**

Maintenance Activities are summarized below with associated graphs depicting year over year statistics following.

Ridership was up 3.98% compared with our monthly average and was down 1.56% over last month.

**Ridership:**

Total Fixed Route Ridership for the month of June was 38,224. Paratransit ridership for June was 1,270.

**Service Impacts:**

System wide on-time performance was 78.7%, which was up from June by 0.5%.

2.77% of service was lost due to missed trips.

Route	1A	1B	3A	4	5	6	7	10	11
On-time	77.8%	66.3%	72.9%	73.9%	67.4%	80%	81.3%	74.7%	74.4%

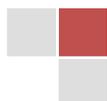
Route	12	12	6/7X
On-time	81.6%	76.8%	79%

**Maintenance:**

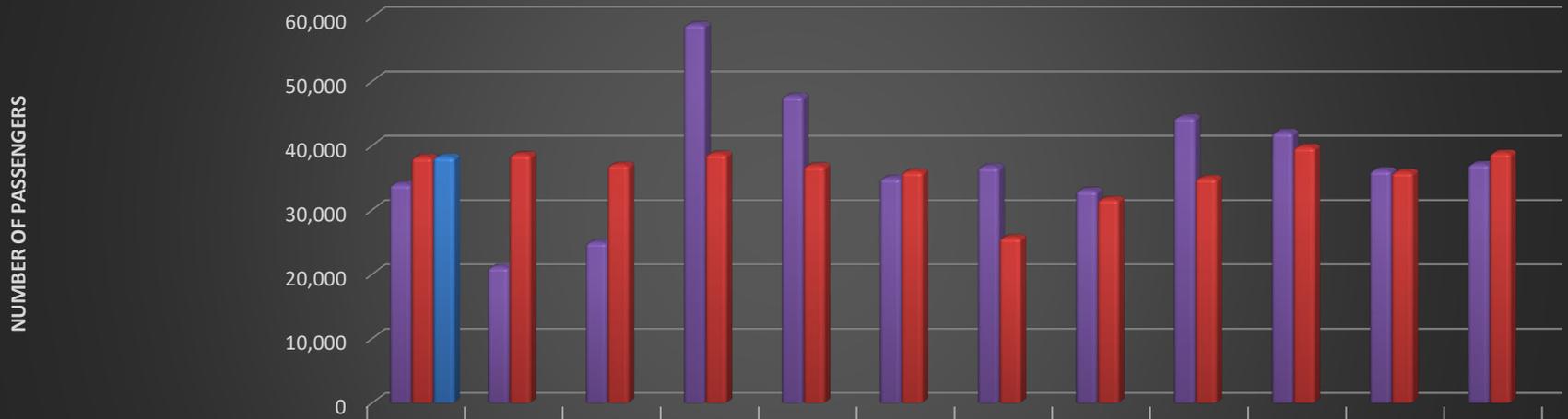
Maintenance activities are reported as follows for June 2022:

- Total mileage for fixed route – 81,923
- Paratransit total mileage – 12,280
- On-time performance for preventative maintenance activities – 100%
- Fleet downtime – 2.07%

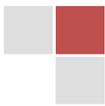
**Contacts:** Josh Moore  
**Attachments:** Pages 17-19  
**Action Required:** None



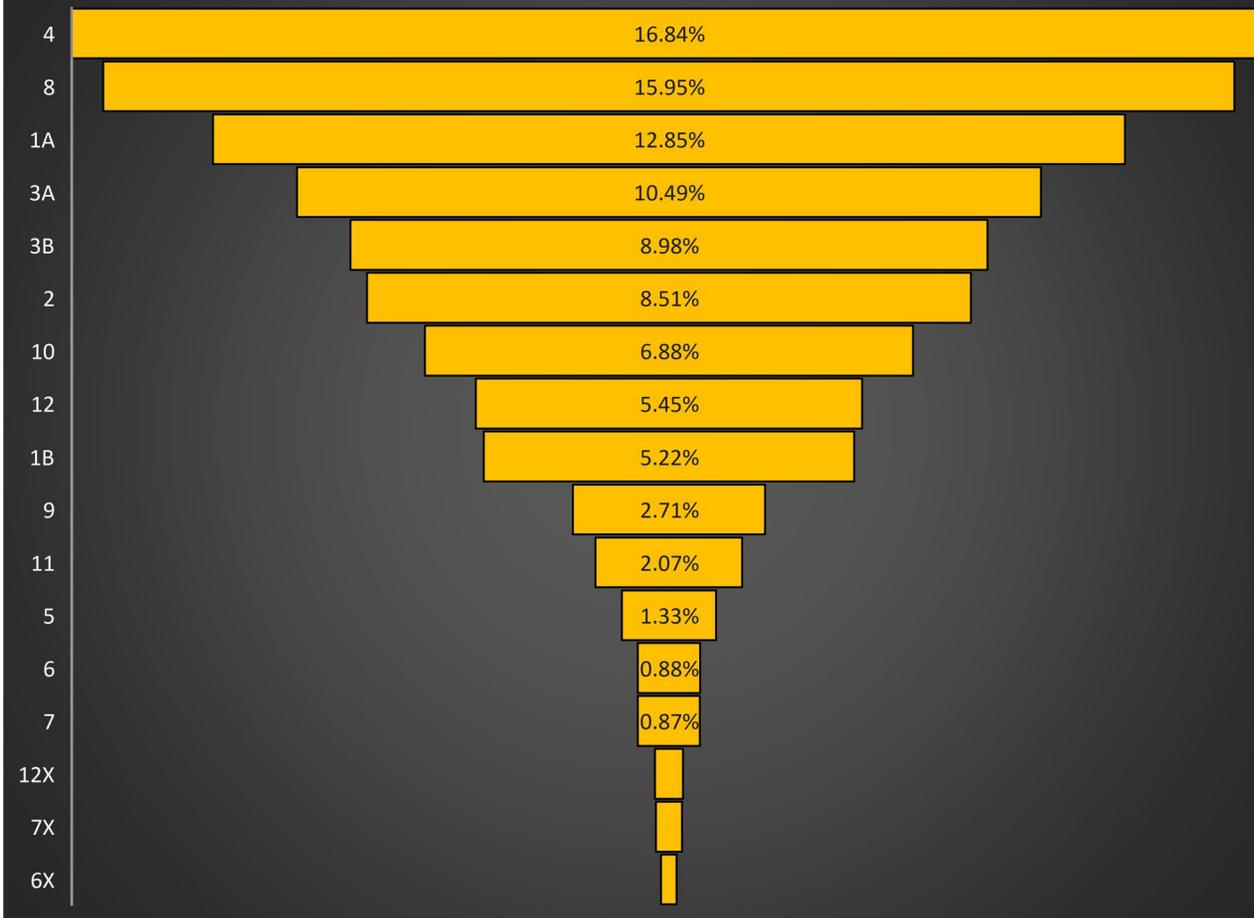
## Monthly System Ridership FY21 - FY23



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
■ Total Ridership 2020 - 2021 (FY '21)	33,957	21,083	24,919	58,787	47,665	34,915	36,674	32,998	44,365	42,049	36,123	37,065
■ Total Ridership 2021 - 2022 (FY '22)	38,162	38,579	36,960	38,662	36,828	35,918	25,671	31,610	34,886	39,727	35,850	38,831
■ Total Ridership 2022 - 2023 (FY '23)	38,224											



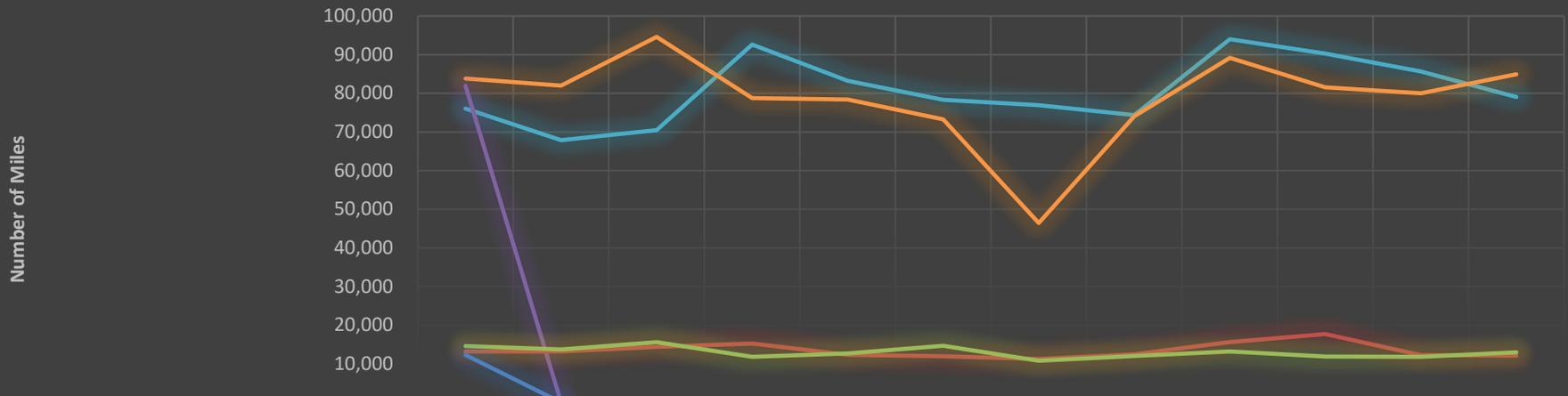
## Ridership Percentage by Route



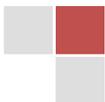
Jul-22		
Route	Ridership	Percentage
4	6,437	16.84%
8	6095	15.95%
1A	4913	12.85%
3A	4009	10.49%
3B	3432	8.98%
2	3,253	8.51%
10	2631	6.88%
12	2082	5.45%
1B	1996	5.22%
9	1035	2.71%
11	790	2.07%
5	507	1.33%
6	336	0.88%
7	334	0.87%
12X	150	0.39%
7X	140	0.37%
6X	84	0.22%
<b>Total</b>	<b>38,224</b>	<b>100.00%</b>



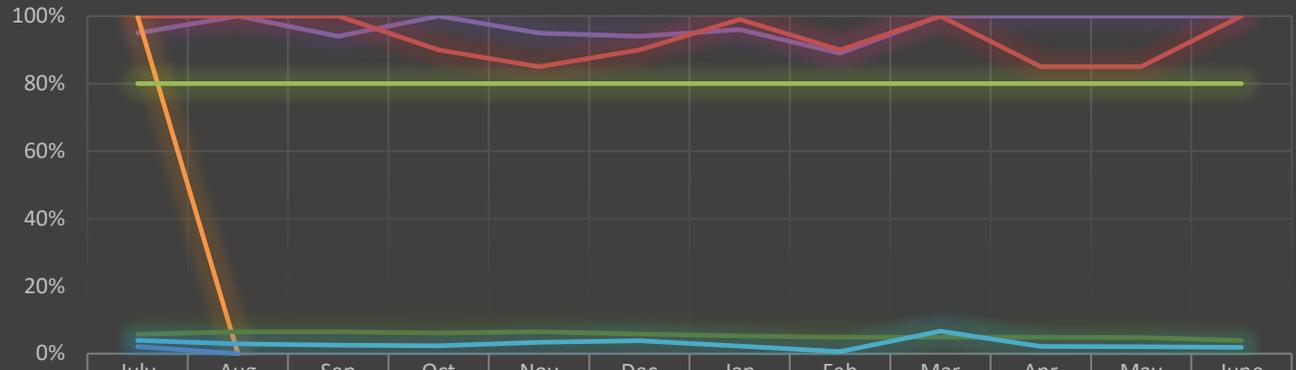
### GLTC Mileage FY21, FY22, FY23



	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Fixed Route Mileage 2020-2021 (FY-21)	76,026	67,880	70,472	92,599	83,272	78,350	76,926	74,386	94,005	90,304	85,691	79,060
Fixed Route Mileage 2021-2022 (FY-22)	83,795	82,020	94,617	78,785	78,407	73,253	46,434	74,050	89,199	81,531	80,011	84,929
Fixed Route Mileage 2022-2023 (FY-23)	81,923	-										
Paratransit Mileage 2020-2021 (FY-21)	13,170	13,196	14,382	15,284	12,314	11,930	11,246	12,489	15,609	17,699	12,283	12,100
Paratransit Mileage 2021-2022 (FY-22)	14,613	13,702	15,601	11,776	12,714	14,704	10,791	12,042	13,229	11,877	11,807	12,987
Paratransit Mileage 2022-2023 (FY-23)	12,280	-										



## Maintenance Performance FY21, FY22, FY23



	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
On Time Performance FY'21 (FTA Requires 80%)	95%	100%	94%	100%	95%	94%	96%	89%	100%	100%	100%	100%
On Time Performance FY'22 (FTA Requires 80%)	100%	100%	100%	90%	85%	90%	99%	90%	100%	85%	85%	100%
On Time Performance FY'23 (FTA Requires 80%)	100%	0%										
FTA Required On Time Performance	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Fleet Downtime FY'21 (Industry Average 5%)	5.74%	6.44%	6.45%	6.10%	6.48%	5.79%	5.25%	4.85%	4.84%	4.83%	4.79%	3.90%
Fleet Downtime FY'22 (Industry Average 5%)	3.90%	2.90%	2.48%	2.30%	3.33%	3.80%	2.20%	0.60%	6.64%	2.15%	2.04%	1.89%
Fleet Downtime FY'23 (Industry Average 5%)	2.07%	0.00%										





**GLTC Board Agenda Detail**

**Item #:** 4d

**Item Title:** Capital Projects

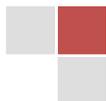
**Action:** For Your Information

**Summary:**

Attached is the Capital Projects list for July. We have the procurement in progress for our new AVL system and fare collection equipment and should start showing some movement on these grants in the next couple of months.

GLTC CAPITAL GRANTS						
FEDERAL GRANT#/PROJECT#	STATE PROJECT# DESCRIPTION	FEDERAL	STATE	LOCAL	TOTAL	7/31/2022 Balance
<b>VA-95-X120</b>						
Revision approved 1/3/173017-33	PURCHASE FARE COLLECTION EQUIPMEN	\$ 55,480	\$ 11,096	\$ 2,774	\$ 69,350	\$ 69,350
Revision approved 1/3/173017-33	PURCHASE FARE COLLECTION EQUIPMEN	\$ 86,594	\$ 17,319	\$ 4,329	\$ 108,242	\$ 108,242
		\$ 142,074	\$ 28,415	\$ 7,103	\$ 177,592	\$ 177,592
<b>VA-95-X145</b>						
Revision approved 1/3/173017-33	PURCHASE FARE COLLECTION EQUIPMEN	\$ 44,435	\$ 8,891	\$ 2,223	\$ 55,569	\$ 55,569
		\$ 44,435	\$ 8,891	\$ 2,223	\$ 55,569	\$ 55,569
<b>VA-2016-022-00</b>						
	Executed 9/23/16					
VA-2016-022-01-00	73017-33 PURCHASE FARE COLLECTION EQUIPMEN	\$ 1,021,071	\$ 204,214	\$ 51,054	\$ 1,276,339	\$ 1,276,339
VA-2016-022-09-00	73017-39 PURCHASE TRANSIT ENHANCEMENTS FOI	\$ 307,280	\$ 61,436	\$ 15,364	\$ 384,100	\$ 384,100
		\$ 1,328,351	\$ 265,670	\$ 66,418	\$ 1,660,439	\$ 1,660,439
<b>VA-2020-006-00</b>						
	Executed 1/2/2020					
VA-2020-006-01-00	73020-22 Purchase 35FT Replacement Bus	\$ 457,600.00	\$ 91,520.00	\$ 22,880.00	\$ 572,000.00	\$ 68,007.00
		\$ 457,600.00	\$ 91,520.00	\$ 22,880.00	\$ 572,000.00	\$ 68,007.00
<b>VA-2021-014-00</b>						
	Executed 4/29/2021					
VA-2021-014-01-00	73021-48 Purchase 30FT Replacement Bus	\$ 713,856.00	\$ 999,359.00	\$ 71,386.00	\$ 1,784,640	\$ 304,841.00
VA-2021-014-01-00	73021-50 Purchase Spare Parts, ACM Items	\$ 120,000.00	\$ 168,000.00	\$ 12,000.00	\$ 300,000	\$ 221,802.46
VA-2021-014-01-00	73021-49 Purchase Vehicle Locator System	\$ 204,600.00	\$ 282,240.00	\$ 30,160.00	\$ 504,000	\$ 504,000.00
		\$ 1,035,456.00	\$ 1,449,638.00	\$ 103,546.00	\$ 2,388,640.00	\$ 1,030,643.46

DRAFT





**GLTC Board Agenda Detail**

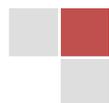
**Item #:** 5a

**Item Title:** Old Business

**Action:** Discussion and Approval

---

**No Old Business**





**GLTC Board Agenda Detail**

**Item #:** 6a  
**Item Title:** New Business  
**Action:** Discussion and Approval

---

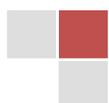
**Award of Automatic Vehicle Locator System and Mobile Fare Payment**

GLTC solicited responses for a new Automatic Vehicle Locator (AVL) System with options for Mobile Fare Collection, Infotainment, and Digital Signage. A breakdown of the costs will be supplied under separate cover, but the total capital costs for the contract is \$2,086,886 which is covered by five grants consisting of:

<b>Grant</b>	<b>Revenue</b>
<b>AVL VA-2021-014-01-00</b>	\$504,000
<b>Digital Signage VA-2016-022-09-00</b>	\$384,100
<b>Fare Collection Equipment VA-95-X120</b>	\$69,350
<b>Fare Collection Equipment VA-95-X120</b>	\$108,242
<b>Fare Collection Equipment VA-95-X145</b>	\$55,569
<b>Fare Collection Equipment VA-2016-022-01-00</b>	\$1,276,339
<b>Total Grant Revenue</b>	<b>\$2,397,600.00</b>

Anticipated operating costs are \$153,918 after the first year. Currently GLTC has an outlay of \$44,460 per year in costs for our current technology system. Approximately  $\frac{2}{3}$  of the reoccurring costs will be for the mobile fare collection system, but there is some variation in operating costs depending on the amount of sales processed through the fare payment system.

**Contacts:** Josh Moore  
**Attachments:** To be sent under separate cover  
**Action Required:** Discussion and Approval





## **GLTC Board Agenda Detail**

**Item #:** 6b

**Item Title:** New Business

**Action:** Discussion and Approval

---

### **Updates to GLTC's Title VI Policy**

As part of the Federal Transit Administration Requirements for Grantees, GLTC must undertake an update of its Title VI policy every three years or when there are substantial changes to the demographics or agency. Attached is the proposed update for the Title VI policy which also incorporates some minor changes suggested by FTA and Triennial Review staff.

**Contacts:** Natalie Wilkins

**Attachments:** GLTC Title VI Policy

**Action Required:** Discussion and Approval





## **GLTC Board Agenda Detail**

**Item #:** 6c

**Item Title:** New Business

**Action:** Discussion and Approval

---

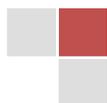
### **Election of Officers**

GLTC currently has a vacancy in the Presidency of the GLTC Board of Directors with the departure of President Davis. Secretary Mary-Winston Deacon will be presenting a slate of officers to fill the remainder of this year's term, and to fill the new officer term which will begin in October.

**Contacts:** Josh Moore

**Attachments:** None

**Action Required:** Discussion and Approval





**GLTC Board Agenda Detail**

**Item #:** 6d

**Item Title:** New Business

**Action:** Discussion and Approval

---

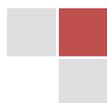
**Management Services RFP**

GLTC is preparing to release the RFP for Management Services. This will be sent under separate cover for discussion prior to release.

**Contacts:** Millie Martin

**Attachments:** Management Contract RFP under separate cover

**Action Required:** Discussion and Approval





**GLTC Board Agenda Detail**

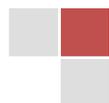
**Item #:** 7

**Item Title:** Presidents Report

**Action:** Discussion

---

-- Optional Report/Comments by GLTC Board President --





## GLTC Board Agenda Detail

**Item #:** 8

**Item Title:** Next Meeting & Adjournment

**Action:** Adjournment

---

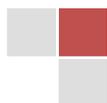
-- Opportunity for any final Board Member Comments or Remarks --

The next GLTC Work Session is scheduled to occur on September 15<sup>th</sup>, 2022, at 8:30 am.

The next GLTC Board Meeting is scheduled to occur on October 5<sup>th</sup>, 2022, at 8:30 am.

The meetings will be held at the GLTC Transfer Station, 800 Kemper Street, Lynchburg, VA.

***Consider Adjournment***





## GLTC Board Agenda Detail

**Item #:** N/A  
**Item Title:** Board Roster and Attendance Log  
**Action:** None

---

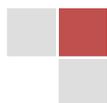
### GLTC BOARD OF DIRECTORS MEMBERSHIP ROSTER

Ben Blanks	<a href="mailto:bblanks@gltconline.com">bblanks@gltconline.com</a>
Mary-Winston Deacon	<a href="mailto:mdeacon@gltconline.com">mdeacon@gltconline.com</a>
Cameron Howe	<a href="mailto:chowe@gltconline.com">chowe@gltconline.com</a>
Brian Landergan	<a href="mailto:blandergan@gltconline.com">blandergan@gltconline.com</a>
Charles Spence	<a href="mailto:cspense@gltconline.com">cspense@gltconline.com</a>
Holly Trent	<a href="mailto:htrent@gltconline.com">htrent@gltconline.com</a>
Randy Woods	<a href="mailto:rwoods@gltconline.com">rwoods@gltconline.com</a>
Kent White	<a href="mailto:kwhite@gltconline.com">kwhite@gltconline.com</a>
Vacant	Vacant

Members may be reached by mail by addressing items to:

*[Board Member]*  
GLTC Board of Directors  
PO Box 11286  
Lynchburg, VA 24506

-- Attendance Log on Next Page --



Greater Lynchburg Transit Company Board of Directors

**ATTENDANCE LOG**

2022 to 2023 REGULAR BOARD MEETINGS AND WORK SESSIONS

("P" present - "PR" present remotely - "A" absent – "NA" Not Appointed)

	<b>Benjamin Blanks</b>	<b>Vacant</b>	<b>Mary-Winston Deacon</b>	<b>Cameron Howe</b>	<b>Brian Landergan</b>	<b>Charles Spence</b>	<b>Holly Trent</b>	<b>Kent White</b>	<b>Randy Woods</b>
<b>Meeting Date</b>									
7/6/2022	P		P	PR	A	P	P	P	P
7/28/2022	A		P	P	PR	P	P	P	P
8/3/2022	P		P	P	PR	P	P	P	P
8/18/2022	P		A	PR	PR	P	A	P	P

Note: Attendance is reported to City Council members when considering reappointments, or as requested as Council requires appointees to attend 75% of the yearly meetings. Absences may be excused because of illness, death of family member, unscheduled or unforeseen business trips, and emergency work assignments. If you are absent and one of the above events was the reason, please let Natalie Wilkins (434-455-4010 or [nlwilkins@gltconline.com](mailto:nlwilkins@gltconline.com)) know so she can indicate the reason on the record.

# The Greater Lynchburg Transit Company



Title VI Program  
Greater Lynchburg Transit Company  
PO Box 11286  
Lynchburg VA 24506  
434-455-4010  
434-455-4582 (fax)  
[www.GLTCOnline.com](http://www.GLTCOnline.com)

Submitted to:  
Federal Transit Administration  
Region III  
1760 Market Street  
Suite 500  
Philadelphia, PA 19103-4124  
215-656-7100  
215-656-7260 (fax)

RECIPIENT INFORMATION

**RECIPIENT:** Greater Lynchburg Transit Company

**SUBMITTAL DATE:** October 2022

**EXPIRATION YEAR:** October 2025

**Contact Information:**

Josh Moore  
General Manager  
Greater Lynchburg Transit Company  
PO Box 11286  
Lynchburg VA 24506  
jmoore@gltconline.com  
434-455-5084 (o)  
434-528-4582 (f)  
[www.gltconline.com](http://www.gltconline.com)

**Civil Rights, Title IV - Contact Person**

Natalie Wilkins  
Assistant General Manager  
Greater Lynchburg Transit Company  
PO Box 11286  
Lynchburg VA 24506  
[nwilkins@gltconline.com](mailto:nwilkins@gltconline.com)  
434-455-4010  
434-528-4582  
[www.gltconline.com](http://www.gltconline.com)

## Table of Contents

PROVISION OF TITLE VI ASSURANCES.....	3
I. TITLE VI COMPLIANCE HISTORY.....	4
II. INCORPORATION OF THE PROGRAM.....	5
III. GENERAL GUIDELINES/REQUIREMENTS.....	8
IV. SYSTEMWIDE SERVICE STANDARDS.....	12
V. SYSTEMWIDE SERVICE POLICIES.....	16
APPENDICES A-C.....	19
Appendix A – Notice of Rights/Complaint Process.....	19
Appendix B – Investigations, Lawsuits, Complaints.....	22
Appendix C – Limited English Proficiency Plan (LEP).....	23

## PROVISION OF TITLE VI ASSURANCES

The Greater Lynchburg Transit Company (herein referred to as GLTC) hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will insure:

- a. GLTC shall submit on an annual basis, their Title VI Assurances, as part of their annual Certification and Assurance submission to FTA.
- b. No person, on the basis of race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
- c. GLTC will compile, maintain and submit in a timely manner, Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation's Title VI Regulation, 49 CFR, Part 21.7.
- d. GLTC will make it known to the public that those persons 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.

## I. TITLE VI COMPLIANCE HISTORY

- a. There are no outstanding lawsuits or complaints naming the GLTC which allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.
- b. There are no pending applications for Federal financial assistance, and there is no Federal financial assistance currently being provided to the GLTC other than that supplied by the Federal Transit Administration (FTA). Currently the GLTC is receiving Section 5307 funding through the FTA.
- c. During the course of the last three (3) years, there have not been any civil rights compliance review activities conducted with respect to GLTC and, to the best of our knowledge, there are not presently any ongoing civil rights compliance review activities being conducted with respect to the GLTC.
- d. There are currently no pending construction projects which would negatively impact minority communities being performed by the GLTC. GLTC constructed a new Transfer Station at 800 Kemper Street, Lynchburg, Virginia and a new operations and maintenance facility at 419 Bradley Drive, Lynchburg, Virginia. These purchases received a Title VI Equity Analysis which showed no displacement or adverse effects on any populations covered by this policy.
- e. GLTC does not currently pass FTA funds through to subrecipients but may in the future.

## II. INCORPORATION OF THE PROGRAM

The Greater Lynchburg Transit Company (hereinafter referred to as the "GLTC" or "Recipient") hereby agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with the Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the "Act"), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the "Regulations"), and other pertinent directives. No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration, and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required to subsection 21.7 (a) of the Regulation.

More specifically, and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to its Federal Transit Administration program:

- a. That the Recipient agrees that each "program" and each "facility", as defined in subsections 21.23(e) and 21.23 (b) of the Regulations will be (with regard to a "program" conducted, or will be (with regard to a "facility") operated, in compliance with all requirements imposed by or pursuant to, the Regulations.
- b. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all Federal Transit Administration programs and, in adapted form in all proposals or negotiated agreements:

**The GLTC, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 200d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders/proposers that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be**

**afforded full opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.**

- c. That the Recipient shall insert the clauses in every contract subject to this Act and the Regulations
- d. That the Recipient shall insert the clauses as covenant running with the land, and any deed from the United States affecting a transfer of real property, structures, or improvements thereon, or interest herein.
- e. That where the Recipient received Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
- f. That where the Recipient received Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over or under such property.
- g. That the Recipient shall include the appropriate clauses as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under Federal Transit Administration programs; and (b) for the construction or use of, or access to, space on, over, or under real property acquired, or improved under Federal Administration programs.
- h. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for the purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
- i. The Recipient shall provide for such methods of administration for the programs as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.

- j. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations, and this assurance.
- k. The Recipient assures that the level and quality of transit service and related benefits are provided in a manner consistent with Title VI of the Civil Rights Act of 1964.

THESE ASSURANCES are given in consideration of, and for the purpose of, obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the recipient by the Department of Transportation under the Federal Administration and is binding on it, other recipients, subgrantees, contractors, transferees, successors in interest and other participants in the Federal Transit Administration programs.

The person(s) whose signature appears below, are authorized to sign these assurances on behalf of the grant applicant or recipient.

Date:

---

Joshua P. Moore, General Manager  
Greater Lynchburg Transit Company

### III. GENERAL GUIDELINES/REQUIREMENTS

#### a. Annual Submission of Assurance

The Greater Lynchburg Transit Company (GLTC) will submit an annually, their Title VI assurance, as part of the annual Certification and Assurance submission to the Federal Transit Administration (FTA).

#### b. Complaint Procedures

In compliance with 49 CFR Section 21.9(b), GLTC has developed procedures for investigating and tracking Title VI complaints filed against them. Such procedures shall be made available to the public upon request. GLTC complaint procedures and complaint form are contained herein as **APPENDIX A.**

#### c. Record Title VI Activities

In compliance with 49 CFR Section 21.9(b), GLTC shall prepare and maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming GLTC that allege discrimination on the basis of race, color, or national origin. Such list shall include:

- 1) Date the investigation, lawsuit, or complaint was filed;
- 2) Summary of the allegation(s);
- 3) The status of the investigation, lawsuit, or complaint; and
- 4) Actions taken by the GLTC in response to the investigation, lawsuit or complaint.

Table is contained herein as **APPENDIX B.**

#### d. Access for LEP Persons

GLTC shall take steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). GLTC will assist persons with limited English proficiency to participate in the transportation planning process. GLTC staff will make every effort to provide translators and document translation,

where feasible, upon request. GLTC's Limited English Proficiency (LEP) Plan is attached herein as **APPENDIX C.**

e. Public Notification

In compliance with 49 CFT Section 21.9(d), GLTC shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by the Title VI. GLTC complaint procedures and public notification information are contained herein as **APPENDIX B.**

f. Additional Information

GLTC acknowledges that, at the discretion of FTA, information other than that which is required by FTA C 4702.1B, may be requested in writing of the GLTC, to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

g. Timely Submission

GLTC acknowledges that their Title VI submissions and/or updates thereto, shall be supplied to their FTA Regional Office once every three (3) years. The submission shall include, but is not limited to:

- 1) A summary of public outreach and involvement activities undertaken since the last submission and a description of the steps taken to ensure that minority and low-income people had meaningful access to these activities;
- 2) GLTC's process for persons with limited English proficiency (LEP);
- 3) Title VI Complaint and Tracking procedures;
- 4) A list of any Title VI investigations, complaints or lawsuits filed since the last submission; and
- 5) A copy of GLTC's public notice regarding Title VI compliance and public access and instructions to GLTC Title VI complaint procedures.

h. Environmental Analysis of Constructions Projects

GLTC shall integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of construction projects of which require NEPA. If a Categorical Exclusion (CE) is performed, GLTC shall complete the FTA's standard CE check-list which includes a section on community disruption and environmental justice. While preparing an Environmental Assessment (EA) or

Environmental Impact Statement (EIS) GLTC shall integrate into their documents, the following:

- 1) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population;
- 2) A discussion of all adverse effects that would affect the identified minority and low-income population;
- 3) A discussion of all positive effects that would affect the identified minority and low-income population;
- 4) A discussion of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues, and the replacement of the community resources destroyed by the project, if applicable;
- 5) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- 6) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison will be completed of mitigation and environmental enhancement actions between the two stated areas. If there is no basis for such a comparison, GLTC shall describe why this is so.

i. Public Participation

GLTC shall seek out and consider viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities in regard to proposed transportation decisions. GLTC shall make every effort to include the following practices:

- 1) Coordination with individuals, institutions, or organizations (i.e. local community groups, faith-based organization, educational institutions to implement community-based public involvement strategies to reach out to members of the affected minority and/or low-income communities.
- 2) Provision of opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments;

- 3) Utilization of locations, facilities and meeting times that are convenient and accessible to low-income and minority communities. To comply with Public Participation GLTC will begin to hold semi-annually public information meetings, these meeting will be held at various times (morning, afternoon and evenings), and places (i.e. city community centers, local churches, senior citizen centers, and our new transfer station). For these locations that are not directly on a GLTC bus route, we will provide service from our transfer station to the location;
- 4) Utilization of different meeting sizes or formats, or varying the type and number of news media used to announce public participation opportunities (i.e placing ads on our transit vehicles, in our transfer station, on our website, our Facebook page, in the local News and Advance newspaper); and the City of Lynchburg.
- 5) Implementation of DOT's policy guidance regarding GLTC's responsibilities to LEP persons.
- 6) The GLTC Notice of Rights is posted on the GLTC Bulletin Board as you enter our Administration Facility and posted on the GLTC Website ([www.gltconline.com](http://www.gltconline.com)).

The person(s) whose signature appears below, are authorized to sign on behalf of the grant applicant or recipient.

---

Date

---

Joshua P. Moore, General Manager  
Greater Lynchburg Transit Company

## IV. SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration’s (FTA) Circular 4702.1B GLTC must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purposes of defining service standards and policies for GLTC fixed-route service, the agency has one category:

- City Routes – Routes serving the City of Lynchburg and surrounding counties.

The categories were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each category:

**Exhibit 1: Routes by Category**

Category	Routes
City Routes	1A, 1B, 2, 3A, 3B, 4, 5, 6, 7, 6/7X, 8, 9, 10, 11, 12, 12X

GLTC also defines service standards differently for Weekdays, Saturdays, and Sundays. GLTC does not operate on the following Holidays: Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year’s Day.

## A. VEHICLE LOAD

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

*Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.*

GLTC calculates Vehicle Load Factor by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. Vehicle Load Factor is monitored regularly to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle Load Factor standards are presented in the exhibit below.

### Exhibit 2: Vehicle Load Factor Standards

Category	Weekdays	Saturdays	Sundays
City Routes	1.2	1.1	1.1

## B. VEHICLE HEADWAY

Vehicle headway is described as follows by FTA Circular 4702.1B:

*Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., four buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle*

*headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.*

GLTC calculates headway by determining the average length of time between buses on each route during Weekdays, Saturdays, and Sundays. Vehicle headway standards are presented in the exhibit below.

### Exhibit 3: Vehicle Headway Standards

Category	Weekdays & Saturdays & Sundays
City Routes: 1A, 1B, 3A, 3B, 5, 6, 7, 6/7X, 8, 9, 10, 11, 12, 12X	60 minutes
City Routes: 2, 4	30 minutes

#### C. ON-TIME PERFORMANCE

On-time performance is described as follows by FTA Circular 4702.1B:

*On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be “on time.” For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed “on-time” window.*

A bus is determined to be late if it departs its scheduled “time point” five or more minutes later than the published time. Buses are considered early if they depart from a published time point one minute prior to the scheduled departure. It is GLTC’s goal to be on-time at least 85 percent of the time. On-time performance is tracked in the monthly board report as well as reviewed weekly by staff. Bus Transportation staff also regularly monitors on-time performance and counsels operators who consistently fail to meet on-time performance standards that are within their control. On-time performance standards are presented in the exhibit below.

### Exhibit 4: On-Time Performance Standards

Category	Weekdays & Saturdays & Sundays
<b>City Routes: Weekday</b>	85%
<b>City Routes: Saturday</b>	85%
<b>City Routes: Sunday</b>	85%

#### *D. SERVICE AVAILABILITY*

Service availability/transit access is described as follows by FTA Circular 4702.1B:

*Service availability is a general measure of the distribution of routes within a transit provider’s service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*

GLTC’s goal is to ensure 70 percent of city residents live within walking distance (i.e., one quarter mile) of a bus stop. GLTC service is particularly strong in communities with significant minority and low-income populations. Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on 2020 Census data) within one-quarter mile radii of those stops. This information is then compared to the total county population.

Note: talk about Remix, currently 59.5% at ¼ mile, 11.4%

## V. SYSTEMWIDE SERVICE POLICIES

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators. The following system-wide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation results:

- A. Vehicle Assignment
- B. Transit Amenities

### A. VEHICLE ASSIGNMENT

Vehicle assignment is described as follows by FTA Circular 4702.1B:

*Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.*

GLTC only has a single depot, all vehicles are assigned to it. GLTC currently has three general types of buses in the fixed-route fleet, all of which are maintained to the same strict standards:

- 29-foot transit coaches
- 35-foot low-floor transit coaches
- 40-foot transit coaches

(The average age is: New vehicles are assigned to all routes in the system.)

All buses have the same level of amenities available to riders. The specific type of vehicle is then chosen by the dispatcher based on the demands of the specific routes operating that day. Ridership, vehicle size, et cetera.... are taken into consideration.

-In short, buses are not assigned to specific communities within Lynchburg based on vehicle age or size but rather to serve specific routes that call for them based on the needs of that route. Many of the routes and runs serve multiple communities with diverse populations. Given GLTC's

strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

## ***B. TRANSIT AMENITIES***

Transit amenities is described as follows by FTA Circular 4702.1B:

*Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed-route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This...is not intended to impact funding decisions for transit amenities. Rather, this...applies after a transit provider has decided to fund an amenity.*

Transit amenities are distributed on a system-wide basis. Transit amenities include shelters, benches, and trash receptacles. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and road design characteristics.

### **Bus Shelters**

GLTC policy states that shelters are considered for installation based on the following criteria:

- Stops anywhere in system where more than 50 passengers board each day or there are extenuating circumstances (high disabled).
- Distribution of shelters should match the distribution of minority Census tracts.

Shelters and benches will be cleaned and have their trash receptacles emptied at least three times each week.

### **Bus Stop Benches**

Benches are considered for installation based on the following criteria:

- Stops where more than 25 passengers board each day.
- Distribution of benches should match the distribution of minority Census tracts.

GLTC policy states that stops with benches shall be cleaned at least once each week.

## **Trash Receptacles**

Trash receptacles are considered for installation based on the following criteria:

- Stops where over 25 passengers board each day.

GLTC policy states that trash receptacles shall be emptied at least three times each week.

# APPENDICES A-C

## Appendix A – Notice of Rights/Complaint Process

### TITLE VI PUBLIC NOTICE OF RIGHTS/COMPLAINT PROCESS

(The Greater Lynchburg Transit Company is herein referred to as the “GLTC”)

#### Notice of Rights

The Greater Lynchburg Transit Company (GLTC) hereby gives public notice that it is GLTC’s policy to assure full compliance with the Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, and related statues and regulations in all programs and activities. Title VI requires that no person shall, on the grounds of race, color, or national origin be excluded from the participation in, be denied the benefits of, or be denied the benefits of, or be otherwise subjected to discrimination under any Federal Transit Administration (FTA) program or other activity for which GLTC 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 FTA. Any such complaint must be in writing and filed with the FTA Civil Rights Office within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms may be obtained from GLTC’s Civil Rights Officer at 434-455-4010. Anyone wishing to learn more about Title VI and other Civil Rights Act protections can contact GLTC at the above phone number.

For more information on the GLTC’s civil rights program, and the procedures to file a complaint, contact 434-455-4010, or visit our administrative office at 419 Bradley Dr, Lynchburg, VA 24501.

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

If Information is needed in another language, contact 434-455-5080.

## **CIVIL RIGHTS COMPLAINT PROCEDURES:**

Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by the Greater Lynchburg Transit Company (GLTC) may file a Title VI complaint by completing and submitting the GLTC Title VI Complaint Form. The GLTC investigates complaints received no more than 180 days after the alleged incident. The GLTC will process complaints that are complete.

Once the complaint is received, the GLTC will review it to determine if our agency has the jurisdiction. The complaint will receive an acknowledgement letter informing her or him whether the complaint will be investigated by the GLTC.

The GLTC has 30 days to investigate the complaint. If more information is needed to resolve the case, the GLTC may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the GLTC can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she or he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she or he has 10 business days after the date of the letter or the LOF to do so.

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

### **Timeline for Formal Civil Rights Complaints**

1. Civil Rights Officer receives formal complaint within 10 days of alleged discrimination activity.
2. Civil Rights Officer acknowledges receipt and meets with charging party within 10 days of receipt of formal complaint.
3. Civil Rights Officer notifies Department Head and/or alleged individual that a complaint has been filed within 10 days of receipt of formal complaint.
4. Civil Rights Officer interviews Department Head or individuals and conducts investigation within 10 days of receipt of formal complaint.
5. Civil Rights Officer issues written report of findings within 30 days of receipt of formal complaint.
6. General Manager reviews report and makes final determination and resolution of the complaint within 10 days following receipt of Civil Rights Officer's report.

## Appendix B – Investigations, Lawsuits, Complaints

### Greater Lynchburg Transit Company

#### TITLE VI

#### Lists of Investigations, Lawsuits and Complaints

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

**\*No Lawsuits or complaints since the last update for GLTC**

# Appendix C – Limited English Proficiency Plan (LEP)

## Limited English Proficiency (LEP) Plan

### I 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;

### II EXECUTIVE ORDER 13166

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, 2003 DOJ’s General LEP Guidance). Different treatment based upon a person’s ability to speak, read, write, or understand English may be a type of national origin discrimination.

### III PLAN SUMMARY

GLTC has developed this Limited English Proficiency Plan (LEP) to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to GLTC 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 GLTC’s extent of obligation to provide LEP services, GLTC under took a U.S. Department of Transportation four factor LEP analysis which considers the following: 1) The number or proportion of LEP person eligible in the GLTC service area who may be served or likely to encounter a GLTC program, activity, or service; 2) the frequency with which LEP individuals come in contact with GLTC services; 3) the nature and importance of the program, activity or service provided by the GLTC to the LEP population; and 4) the resources

available to GLTC and overall costs to provide LEP assistance. A brief description of these considerations is provided in the following section.

#### IV FOUR FACTOR ANALYSES

1. **The number or proportion of LEP persons eligible in the GLTC service area who may be served or likely to encounter a GLTC program, activity, or service.**

GLTC examined the US Census Data from 2020 and (American Community Survey) USA Databases for Lynchburg to determine that the most common non-English language spoken in Lynchburg was Spanish (2.9%). Spanish is followed by Asian languages at 1.8% and Other Indo-European Language at 1.4%.

2. **The frequency with which LEP individuals come in contact with a GLTC program, activity, or service.**

GLTC assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries and conducting pedestrian surveys. GLTC has never had a request for interpreters and zero requests for translated GLTC documents. The staff has had very little to no contact with LEP individuals.

3. **The nature and importance of the program, activity, or service provided by the GLTC to LEP community.**

There is no large geographic concentration of any one type of LEP individuals in the GLTC service area. The overwhelming majority of the population, 92.9% or 70,837 speak only English. Source: U.S. Census Bureau 2020

4. **The resources available to the GLTC and overall cost.**

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

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

#### V. LIMITED ENGLISH PROFICIENCY PLAN OUTLINE

- a) **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 GLTC-sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee's ability to speak and understand English, ask a question that requires a full sentence reply; (Have a request info in another language line in materials)
  - Have the Census Bureau's "I Speak Cards" at any workshop or conference sign-in sheet table (contained herein as FIGURE 2). While staff may not be able to provide translation assistance at such meetings, the cards are an excellent tool to identify language needs for future meetings; and
  - Frequently survey first line staff of any direct or indirect contact with LEP individuals.
- b) **Language Assistance Measures** – GLTC 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 GLTC service area:
- GLTC staff will refer any inquiries to the Transportation Manager, Human Resource Manager, the Assistant General Manager, or the General Manager.
  - Census Bureau's "I Speak Cards" are to be located at GLTC's main office at 419 Bradley Drive at all times. These cards will also be kept at the transfer station (800 Kemper St).
  - When an interpreter is needed, in person or on the telephone, and the GLTC staff has exhausted the above options, staff will first attempt to determine what language is required. Staff shall use the telephone interpreter service – Language Line Services at <http://www.language.com>. On the Language Line home page the staff will select the Need and Interpreter Now link and follow the directions to receive an access code.
- c) **GLTC Staff Training** – All GLTC staff will be provided with the LEP Plan and will be educated on procedures to follow. This information will also be part of the GLTC staff orientation for new hires. Training topics are listed below: Understanding the Title VI policy and LEP responsibilities;
- What language assistance services the GLTC offers;
  - Use of LEP "I Speak Cards";
  - Designated staff members who are trained to handle LEP related issues;

- Documentation of language assistance requests;
  - How to handle a Title VI and/or LEP complain (this process is contained in APPENDIX D )
- d) **Outreach Techniques** – As this submission of the GLTC LEP Plan-2022, GLTC does not have a formal practice of outreach techniques due to the lack of LEP population and resources available in the service area. However, the following are a few options that the GLTC 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 a LEP person or group, 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 agenda will be printed in an alternative language, based on the LEP population in the area.
  - When running a general public meeting notice, staff will based on the LEP population (insert alternative language) translator will be available”. For example: “U traductor del idioma español esrará disponible” This means “A Spanish translator will be available”.
  - Key print materials, including but not limited to schedules and maps, will be translated and made available at the GLTC office and in communities when a specific and concentrated LEP population is identified.
- e) **Monitoring and Updating the LEP Plan** – This plan is designed to be flexible and is one that can be easily updated. At a minimum, GLTC will follow the Title VI Program update schedule for the LEP Plan. Some questions for the LEP will include:
- How many LEP persons were encountered?
  - Were their needs met?
  - What is the current LEP population in GLTC service area?
  - Has there been a change in the types of languages where translations services are needed?
  - Is there still a need for continued language assistance for previously identified GLTC programs? Are there other programs that should be included?
  - Have GLTC’s available resources, such as technology, staff, and financial costs changed?
  - Has GLTC fulfilled the goals of the LEP Plan?

➤ Were any complaints received?

- f) Dissemination of the GLTC Limited English Proficiency Plan – GLTC includes the LEP Plan with its Title VI Policy and Complaint Procedures. GLTC’s Notice of Rights under Title VI to the public is posted in the GLTC office, and in selected printed materials and also refers to the LEP Plan’s availability.

Any persons, including social service, non-profit, and law enforcement agencies and other community partners will be able to access the plan.

Copies of the LEP Plan will be provided, on request, to any person requesting the document via phone, in person, by mail, or email. LEP persons may obtain copies or translations of the plan upon request.

Any questions or comments regarding this plan should be directed to the Assistant General Manager:

Natalie Wilkins  
Assistant General Manager, Title VI Officer  
Greater Lynchburg Transit Company  
419 Bradley Dr  
Lynchburg VA 24501

**Figure 1**  
GLTC Languages Spoken at Home Chart

**GLTC Languages Spoken at Home**

	Total	Percent of Whole
<u>Total Population</u>	<u>79,009</u>	<u>100%</u>
English Only	70,837	92.9
Language other than English	5,408	7.1
Speak English less than "very well"	1,705	2.2
-----		
Spanish	2,206	2.9
Speak English less than "very well"	740	1.0
Asian and Pacific Island Languages	1,408	1.8
Speak English less than "very well"	725	1.0
Other Indo-European Language	1,064	1.4
Speak English less than "very well"	116	0.2

Source: US Census Bureau, 2020

**Figure 2**  
I SPEAK LANGUAGE IDENTIFICATION

# I Speak...

## Language Identification Guide

<p><b>A</b></p> <p><b>Amharic</b> አኔ አማራጅ ነው ምናልባት.</p> <p><b>Arabic</b> أنا أتحدث اللغة العربية</p> <p><b>Armenian</b> Ես խոսում եմ հայերեն</p> <hr/> <p><b>B</b></p> <p><b>Bengali</b> আমি বাংলা কথা বলতে পারি</p> <p><b>Bosnian</b> Ja govorim bosanski</p> <p><b>Bulgarian</b> Аз говоря български</p> <p><b>Burmese</b> ကျွန်ုပ်တို့/ကျွန်ုပ် မြန်မာလို ဗဟိုတတ် ဖြစ်ပါသည်။</p> <hr/> <p><b>C</b></p> <p><b>Cambodian</b> ខ្ញុំនិយាយភាសាខ្មែរ</p> <p><b>Cantonese</b> 我講廣東話 (Traditional) 我讲广东话 (Simplified)</p> <p><b>Catalan</b> Parlo català</p> <p><b>Croatian</b> Govorim hrvatski</p> <p><b>Czech</b> Mluvím česky</p> <hr/> <p><b>D</b></p> <p><b>Danish</b> Jeg taler dansk</p> <p><b>Dari</b> من دری حرف می زنم</p> <p><b>Dutch</b> Ik spreek het Nederlands</p> <hr/> <p><b>E</b></p> <p><b>Estonian</b> Ma räägin eesti keelt</p> <hr/> <p><b>F</b></p> <p><b>Finnish</b> Puhun suomea</p> <p><b>French</b> Je parle français</p> <hr/> <p><b>G</b></p> <p><b>German</b> Ich spreche Deutsch</p> <p><b>Greek</b> Μιλώ τα ελληνικά</p> <p><b>Gujarati</b> હું ગુજરાતી બોલું છું</p> <hr/> <p><b>H</b></p> <p><b>Haitian Creole</b> M pale kreyòl ayisyen</p> <p><b>Hebrew</b> אני מדבר עברית</p> <p><b>Hindi</b> मैं हिंदी बोलता हूँ।</p> <p><b>Hmong</b> Kuv has lug Moob</p> <p><b>Hungarian</b> Beszélék magyarul</p>	<p><b>I</b></p> <p><b>Icelandic</b> Ég tala íslensku</p> <p><b>Ilocano</b> Agsaonak ti Ilokano</p> <p><b>Indonesian</b> saya bisa berbahasa Indonesia</p> <p><b>Italian</b> Parlo italiano</p> <hr/> <p><b>J</b></p> <p><b>Japanese</b> 私は日本語を話す</p> <hr/> <p><b>K</b></p> <p><b>Kackchiquel</b> Quim chagüic'ká chábal' ruin' rí</p> <p><b>Korean</b> 한국어 합니다</p> <p><b>Kurdish</b> man Kurdii zaanim</p> <p><b>Kurmanji</b> man Kurmaanji zaanim</p> <hr/> <p><b>L</b></p> <p><b>Laotian</b> ຂອບປາກາວສາລາວ</p> <p><b>Latvian</b> Es runāju latviski</p> <p><b>Lithuanian</b> Aš kalbu lietuviškai</p>	<p><b>M</b></p> <p><b>Mam</b> Bán chiyola tuj kiyol mam</p> <p><b>Mandarin</b> 我講國語 (Traditional) 我讲国语/普通话 (Simplified)</p> <p><b>Mon</b> ဒီတို အတုတ် ခတ်</p> <hr/> <p><b>N</b></p> <p><b>Norwegian</b> Jeg snakker norsk</p> <hr/> <p><b>P</b></p> <p><b>Persian</b> من فارسی صحبت می کنم.</p> <p><b>Polish</b> Mówię po polsku</p> <p><b>Portuguese</b> Eu falo português do Brasil (for Brazil) Eu falo português de Portugal (for Portugal)</p> <p><b>Punjabi</b> ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।</p>	<p><b>Q</b></p> <p><b>Qanjobal</b> Ayin ti chí wal q' anjob' al</p> <p><b>Quiche</b> In kinch'aw k'uin ch'e quiche</p> <hr/> <p><b>R</b></p> <p><b>Romanian</b> Vorbesc românește</p> <p><b>Russian</b> Я говорю по-русски</p> <hr/> <p><b>S</b></p> <p><b>Serbian</b> Ja говорим српски</p> <p><b>Sign Language</b> </p> <p><b>Slovak</b> Hovorim po slovensky</p> <p><b>Slovenian</b> Govorim slovensko</p> <p><b>Somali</b> Waxaan ku hadlaa af-Soomaali</p> <p><b>Spanish</b> Yo hablo español</p> <p><b>Swahili</b> Ninaongea Kiswahili</p> <p><b>Swedish</b> Jag talar svenska</p> <hr/> <p><b>T</b></p> <p><b>Tagalog</b> Marunong akong mag-Tagalog</p> <p><b>Tamil</b> நான் தமிழ் பேசுவேன்</p> <p><b>Thai</b> พูดภาษาไทย</p> <p><b>Turkish</b> Türkçe konuşurum</p> <hr/> <p><b>U</b></p> <p><b>Ukrainian</b> Я розмовляю українською мовою</p> <p><b>Urdu</b> میں اردو بولتا ہوں</p> <hr/> <p><b>V</b></p> <p><b>Vietnamese</b> Tôi nói tiếng Việt</p> <hr/> <p><b>W</b></p> <p><b>Welsh</b> Dwi'n siarad</p> <hr/> <p><b>X</b></p> <p><b>Xhosa</b> Ndithetha isiXhosa</p> <hr/> <p><b>Y</b></p> <p><b>Yiddish</b> איך רעד יידיש</p> <p><b>Yoruba</b> Mo nso Yooba</p> <hr/> <p><b>Z</b></p> <p><b>Zulu</b> Ngiyasikhuluma isiZulu</p>
--	---	---	---

Executive Order 13166 requires DHS to take reasonable steps to provide meaningful access to its programs and activities for persons with limited English proficiency and - as also required by Title VI of the Civil Rights Act of 1964 - to ensure that recipients of federal financial assistance do the same.

*I Speak* is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). Other resources at [www.lep.gov](http://www.lep.gov)

Contact the DHS Office for Civil Rights and Civil Liberties' CRCL Institute at [CRCLTraining@dhs.gov](mailto:CRCLTraining@dhs.gov) for digital copies of this poster or a "I Speak" booklet.

Download copies of the DHS LEP plan and guidance to recipients of financial assistance at [www.dhs.gov/crcl](http://www.dhs.gov/crcl)



**Homeland Security**