

GREATER LYNCHBURG TRANSIT COMPANY

We're here to get you there.



Board of Directors Meeting Agenda

Thursday, July 20th, 2023

8:30 a.m. – 10:00 a.m.

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

Board President: Cameron Howe
Board Vice President: Randy Woods
Secretary-Treasurer: Mary-Winston Deacon
Members: Benjamin Blanks; Brian Landergan; Charles Spence;
Tab Sprouse, Greg Patrick;

#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

June 7th, 2023, Board of Directors Meeting

All

#3 Committee & Partner Reports

- a) Ride Solutions
- b) CVPDC Transportation Planner
- c) RIC Update

Ada Hunsberger
Kelly Hitchcock
Staff

#4 Staff Reports

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

Josh Moore

#5 Old Business

- a) No Old Business

Josh Moore

#6 New Business

- a) Audit Services Addition – GASB 96
- b) FY24 Appropriated Budget
- c) Strategic Plan Finalization
- d) FY22-FY23 Service Metrics Comparison

Josh Moore
Josh Moore
Josh Moore
Josh Moore

#7 President's Report

GLTC Board
President

#8 Next Meeting Dates & Adjournment

Board Meeting: August 2nd, 2023, @ 8:30 am – GLTC Board Meeting Room
Work Session: August 17th, 2023, @ 8:30 am – GLTC Board Meeting Room

All





GLTC Board Agenda Detail

Item #: 2
Item Title: June 7th, 2023, Board Meeting Minutes
Action: Consideration of Approval

Greater Lynchburg Transit Company (GLTC)
BOARD OF DIRECTORS MEETING MINUTES
June, 7th, 2023
8:30 a.m.



A meeting of the Board of Directors of the Greater Lynchburg Transit Company held on, June 7th, 2023, at GLTC’s Transfer Station, 800 Kemper Street, Lynchburg, Virginia. Board members attending: Mary-Winston Deacon (ZOOM); Benjamin Blanks; Randy Woods; Greg Patrick; Charles Spence; Tabitha Sprouse; Brian Landergan.

Staff included: Josh Moore, Natalie Wilkins, Steve Overstreet, Millie Martin, Scott Poindexter, Jordan Romano, Chris Poindexter, Doressa Hall

Guest Included: William Carr

#1 – Call to Order – Public Comment

At 8:30 a.m., Ms. Woods called the meeting to order. Mr. Woods made motion to allow remote voting. The motion was passed with Mr. Patrick and Mr. Blanks voting in favor. No public comment was made.

#2 – Consideration of Meeting Minutes Approval

Mr. Woods asked for consideration of approval of the minutes from May 3rd, 2023, Board of Directors Meeting. Ms. Sprouse made a motion to approve minutes, Mr. Blanks seconded the motion and the minutes were approved.

#3 – Committee & Partner Reports

A – Rider Improvement Committee

Mr. Moore informed the board that there would be a meeting in the future to appoint committee members. No exact date was selected.

Partner Reports

A - Ride Solutions - B - Transportation Planner Updates

Mr. Moore stated that Ms. Hitchcock was in the process of learning new software sponsored by the Virginia Department of Transportation. Ride Solutions and Ada Hunsberger are continuing to work on vanpool reporting. Mr. Woods asked if the riders on the possible casino vanpool would be employees? Mr. Moore replied yes.

#4 - Staff Reports

Mr. Moore notified the board members that GLTC won awards from VA State Rodeo. The operators placed 2nd and 3rd. The maintenance department placed 2nd statewide.

4B- Financials

Mr. Moore explained that funds had been drawn in case of federal government shut down. Some of the financials reflect a mix of being over and under budget due to the uncertainty of fuel prices, tire prices, and unfilled positions. Mr. Woods asked about state operating assistance figures. Mr. Moore informed that board that figures would fluctuate in May/June. Funds not used will go back to the city and set aside in a reserve account for later capital use.

4C- Ridership & Operating Statistics

Mr. Moore stated that ridership stats trending downward for the month. Missed trips percentage was lower for the month. Missed trips include combined service which is not completely accurate. Operations elements such as call outs and vacation time for employees contribute to missed trips. Mr. Moore explained that even though a rider is picked up by a supervisor GLTC considers that ride a missed trip since an operator did not drive the customer. Mr. Landergan asked if the performance incentive was in place? Mr. Moore stated that the previous attendance bonus was no longer in place. The next month number for service lost should decrease as employee attendance returns to normal levels. Mr. Woods asked for a trending report on lost service statistics versus on time performance. Mr. Moore agreed to present a study. He also noted that a regularly detailed report could be available once AVL system is implemented.

4D – Capital Projects

Mr. Moore stated that figures would change due to AVL system implementation along with Paratransit vehicle replacement.

5A – Old Business

No old business discussed.

#6 – New Business

Audit Services RFP Award

Mr. Moore introduced Procurement Specialist Doressa Hall via Zoom Video. Audit services proposal had been sent out for review prior to the board meeting. Mr. Woods asked if there had been only one respondent for audit services proposals. Mr. Moore replied yes. Ms. Hall explained that 20 companies initially took interest however only one submitted a bid. Mr. Blanks made a motion to approve the bidder RFP with the option to begin the rebidding process for new audit services after 2 years that allows the remaining 3 years to be optional. Mr. Woods and Mr. Landergan seconded the motion and the proposal was passed.

AVL Hardware Change Order

Mr. Moore stated that AVL prices have changed due to certain equipment not being compatible from the various service vendors. Equipment from older vehicles will not be sufficient to operate properly with the new AVL system. After a review of the voice annunciator equipment the installers would require all new parts with cost estimating \$45K additional cost. Mr. Landergan made a motion to approve the price changes for the AVL hardware with Mr. Blanks seconding, the change order passed.

#7 - President Report



No report. Mr. Moore informed the board that the next work session will be converted to a board meeting on June 22nd, 2023. There will not be a board meeting on July 5th, 2023. The next meeting will be held on July 20th, 2023. Ms. Sprouse made a motion to adjourn with Mr. Blanks secondgin

#8 - Next Meeting Dates

The next GLTC Board Meeting is scheduled to occur on June 22th, 2023, at 8:30 am.

Secretary/Treasurer





GLTC Board Agenda Detail

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

Committee Reports

- a) Rider Improvement Committee (RIC) - TBD

Partner Reports

- a) Ride Solutions / Marketing Updates - Ada Hunsberger
- b) 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:

- Attended GLTC Car Show
- Working with Equans staff for the initial test-fleet deployment of the AVL system
- Met with Lynchburg Peacemakers
- Met with Brown-Edwards for the initialization of the audit
- Working with Jarod Varner to update the Customer Care Plan with the new strategic objectives
- Developing Strategic level OKR's for the organization
- Attended the opening of the Valley Metro (Roanoke) Transit Center on June 14th with several staff

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

- GLTC tour with Court St Baptist Church
- Attended GLTC Car Show
- Met with Frito Lay for service discussion
- Met with the Diamond Hill Study Workshop group
- Met with Lynchburg Peacemakers

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

- Moved one trainee to regular PTS operation on July 10th
- Preparing to send Operations Assistant to accident investigation training and PTS Dispatcher for ADA training in Fredericksburg
- Working with Equans CAD/AVL system installation team
- Updated contracts with the State Emergency Management team

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

- Sending the Grounds and Facilities Manager to a Leadership, Coaching, and Mentoring class in Fredericksburg
- Attended the GLTC Car Show
- Assisted with end of year audit and inventory
- Working with Equans staff to schedule installation of new hardware in buses

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

- Provided Fixed Asset Listing for inventory count
- Preparation of final year end projection
- Entered request for grant funds to state and city for paratransit/Microtransit vans
- Working on year-end close
- Provided auditor preliminary information and submitted OPEB valuation
- Working on outstanding accounts receivables

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

- Transfer Station infrastructure review for platform signage upgrades
- Assisted with the annual audit

- Obtained SIM cards for Equans routers
- GLTC Car Show

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

- Coordinated a visit from a local STEM Skills Academy
- Concluded Drug and Alcohol training for all employees and new hires
- Working with the Operations Manager to improve our Training class format and provide new hires with additional route training opportunities
- Working on a "Drive the Bus" day to allow potential employees a chance to learn about GLTC, operate a bus for a brief period, and complete an interview on-the-spot

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

- Attended the GLTC Car Show
- Designing Microtransit logos and logos for fare collection apps
- Designed a standard GLTC template
- Designed and submitted materials for Lynchburg Living for Faces of Transit and Best Places to work awards
- Attended webinars from APTA, TripSpark, Transportation Research Board (TRB), and VTA





GLTC Board Agenda Detail

Item #: 4b

Item Title: June 2023 Financials

Action: For Your Information

REPORTS:

Currently we are closing FY23 Financials and should have a tentative report for June in August. We will not have a final report for our financial year until the audit is completed in late September or early October.

Contacts: Josh Moore

Attachments: None

Action Required: None





GLTC Board Agenda Detail

Item #: 4c

Item Title: April 2023 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 11.9% compared with our monthly average and was down 3.99% over last month.

Ridership:

Total Fixed Route Ridership for the month of January was 41,139. Paratransit ridership for January was 1,353.

Service Impacts:

System wide on-time performance was 79.7%, which was up from May by 1.4%

10.04% of service was lost due to missed trips.

Routes not listed have on-time performance greater than 85%

Route	1A	1B	3A	4	5	6	7	8	10
On-time	81.5%	73.1%	78.6%	75.4%	70.5%	69.4%	82.5%	79.0%	75.2%

Route	11	6/7X
On-time	78.3%	80.0%

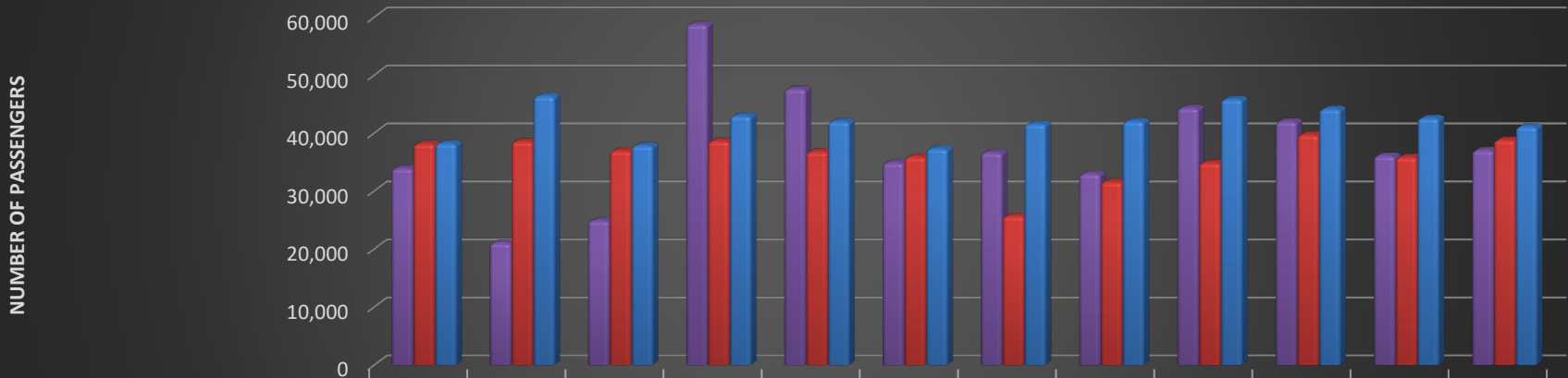
Maintenance:

Maintenance activities are reported as follows for April 2023:

- Total mileage for fixed route – 83,870
- Paratransit total mileage – 12,298
- On-time performance for preventative maintenance activities – 90%
- Fleet downtime – 1.27%



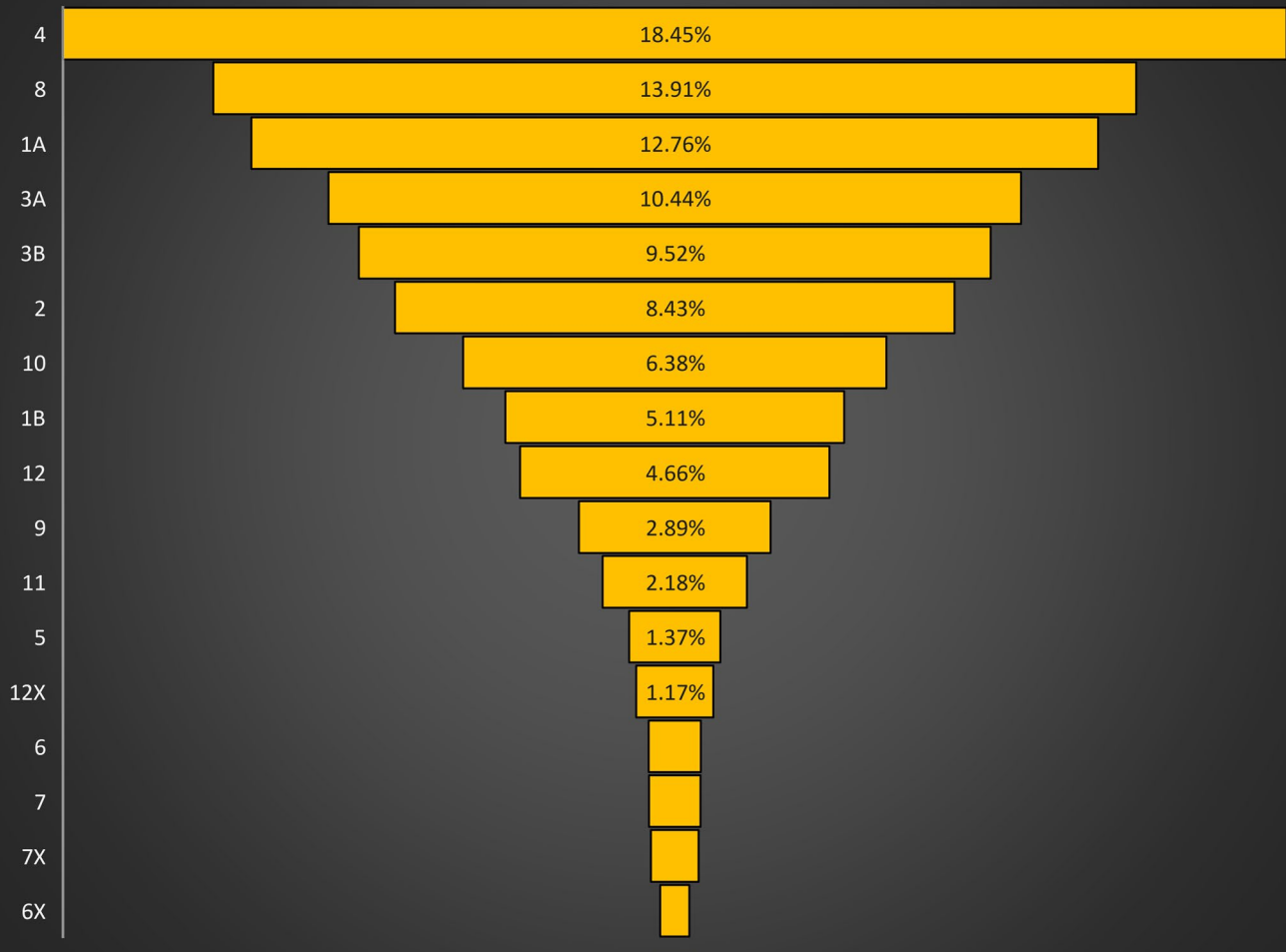
Monthly System Ridership FY21 - FY23



	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	46,410	37,859	43,017	42,017	37,324	41,571	42,068	45,856	44,175	42,604	41,139



Ridership Percentage by Route

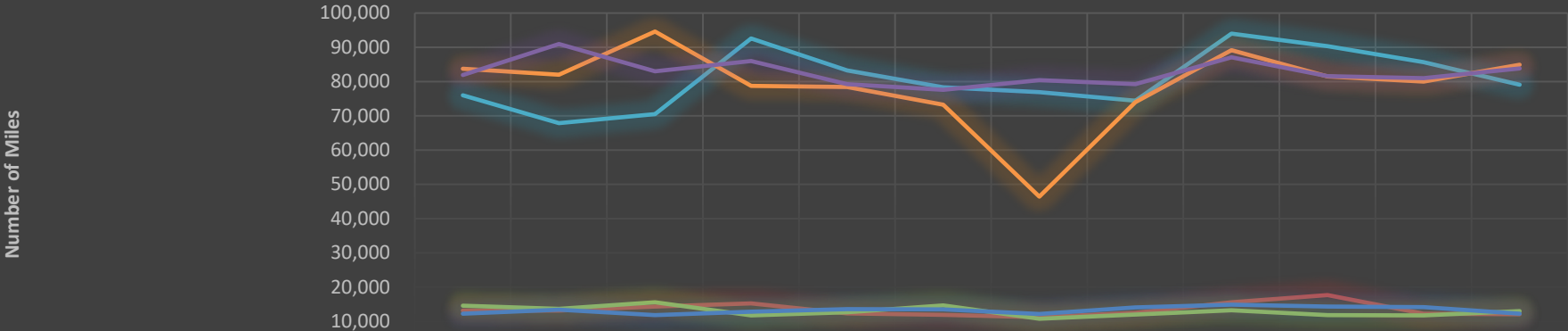


Jun-23

Route	Ridership	Percentage
4	7,591	18.45%
8	5,723	13.91%
1A	5,251	12.76%
3A	4,294	10.44%
3B	3,917	9.52%
2	3,469	8.43%
10	2,626	6.38%
1B	2,101	5.11%
12	1,919	4.66%
9	1,190	2.89%
11	895	2.18%
5	565	1.37%
12X	480	1.17%
6	325	0.79%
7	318	0.77%
7X	295	0.72%
6X	180	0.44%
Total	41,139	100.00%



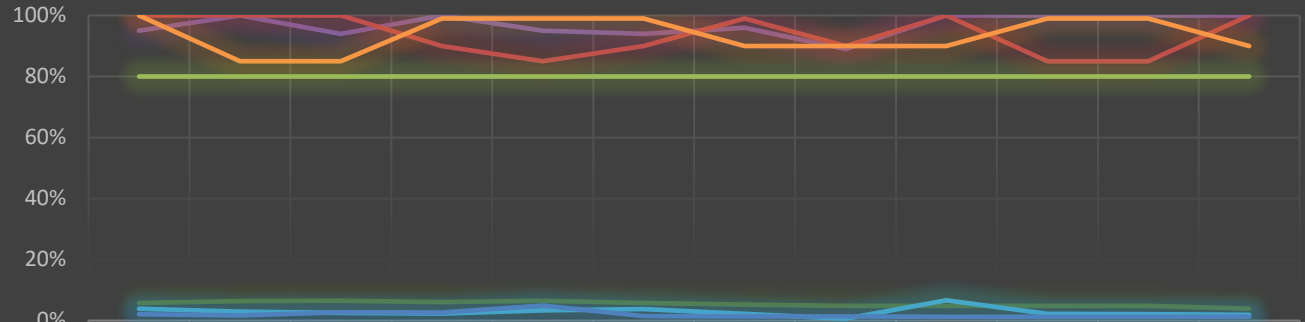
GLTC Mileage FY21, FY22, FY23



	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	90,977	83,050	86,014	79,276	77,601	80,415	79,252	87,060	81,566	81,019	83,870
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	13,397	11,857	12,872	13,596	13,508	12,158	14,142	14,905	14,369	14,161	12,298



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%	85%	85%	99%	99%	99%	90%	90%	90%	99%	99%	90%
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%	1.69%	2.70%	2.59%	4.92%	1.41%	1.34%	1.36%	1.24%	1.24%	1.24%	1.27%





GLTC Board Agenda Detail

Item #: 4d
Item Title: Capital Projects
Action: For Your Information

Summary:

Currently we are closing FY23 Financials and should have a tentative report for June in August. We will not have a final report for our financial year until the audit is completed in late September or early October.

Contacts: Josh Moore
Attachments: None
Action Required: None





GLTC Board Agenda Detail

Item #: 5a

Item Title: Old Business

Action: Discussion

No Old Business

No Old Business

Contacts:

Attachments: None

Action Required: None





GLTC Board Agenda Detail

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

Audit Services Addition – GASB 96

In beginning our FY23 Audit, GLTC has been working to determine whether certain subscription based, or Software-as-a-Service (SaaS) based services fall under the new reporting rules contained in the Government Accounting Standards Board (GASB) Publication 96 rules which became effective in FY23.

Our auditing firm Brown-Edwards has submitted an addendum proposal to go through the services that GLTC staff have flagged as possible GASB – 96 services and test them for compliance with the GASB – 96 or GASB – 87. This will have an additional cost to the audit total, estimated at 15-20 additional hours of work with an estimated cost of ~\$5,000.

Contacts: Josh Moore

Attachments: GASB – 96 Engagement Letter

Action Required: Discussion and Approval





June 30, 2023

Board of Directors
Greater Lynchburg Transit Company, Inc.
P O Box 11286
Lynchburg, Virginia 24501-4901

To Those Charged with Governance:

We are pleased to confirm our understanding of the services we are to provide to Greater Lynchburg Transit Company, Inc. (the "Company").

We will assist the Company with implementation of the new subscription-based information technology arrangements (SBITAs) standard (GASB 96). This includes consultations related to:

- Review of SBITA contracts as requested for proper classification
- Assistance with proposed journal entries to establish SBITA related accounts and balances at implementation
- Assistance with preparation of amortization schedules
- Assistance with proposed journal entries for continued compliance with the standard
- Assistance with drafting SBITA related disclosures
- Review of management policies and internal controls related to SBITAs
- Assistance with identifying embedded SBITAs

We are not required to, and will not, verify the accuracy or completeness of the information you will provide to us for the engagement or otherwise gather evidence for the purpose of expressing an opinion or a conclusion. Accordingly, we will not express an opinion, a conclusion, nor provide any assurance related to the results of the engagement.

Our engagement cannot be relied upon to identify or disclose any financial statement misstatements, including those caused by fraud or error, or to identify or disclose any wrongdoing within the Company or noncompliance with laws and regulations.

We, in our sole professional judgment, reserve the right to refuse to perform any procedure or take any action that could be construed as assuming management responsibilities since performing those procedures or taking such action would impair our independence.

The engagement is limited to the services outlined above. Brown Edwards will not make any management decisions or perform management functions, including determining account codings and approving journal entries. You will have the sole and final responsibility for management decisions.

Your Success is Our Focus

You agree to assume all management responsibilities for the implementation of the new SBITA standard (GASB 96); oversee the services by designating an individual, preferably from senior management, with suitable skill, knowledge, or experience; evaluate the adequacy and results of the services; and accept responsibility for them.

As part of its agreement with the Company, Brown Edwards & Company will provide the Company access to a cloud-based accounting solution provided by LeaseCrunch, LLC (“LeaseCrunch Services”). As between the Company and Brown Edwards & Company, Brown Edwards & Company disclaims all liability related in any way to the Company’s use of the LeaseCrunch Services. Brown Edwards & Company also disclaims any warranties related to the LeaseCrunch Services. The Company is solely responsible for the acts and omissions of any third party, including employees or contractors, who the Company has designated as a user of the LeaseCrunch Services (each an “End User”). Each End User is required to accept the LeaseCrunch Acceptable Use Policy upon initial login to the LeaseCrunch Services.

Engagement Administration, Fees, and Other

Our fees vary according to the degree of responsibility involved and the skill required. You will be billed at our standard hourly rates and an annual charge of \$85 per SBITA entered into the LeaseCrunch platform. You will also be billed for travel and other out-of-pocket expenses.

It is our understanding that (1) the financial and accounting records are complete (requires few or no adjusting journal entries); (2) we will receive support from your personnel necessary for the preparation of all items discussed or as outlined in our client assistance list, to be provided; and (3) the preparation of items in our client assistance list will be completed prior to our arrival to begin fieldwork, if applicable. If for some reason your personnel are unable to provide the contemplated assistance, or should we encounter unexpected circumstances that will require spending more time than presently anticipated, we will bring this to your attention and discuss the additional cost during the normal billing process. A change in the scope of our services (e.g., due to changes to regulations or professional standards, and as applicable to you, loss of key personnel, financial and/or accounting irregularities, unexpected and material litigation, acquisitions, etc.) may also require additional time and, therefore, add to the cost of the engagement. We assure you that we will make every attempt to hold our time to a minimum, commensurate with the work involved. Other services, such as research or consultation, would be an additional cost.

Our fees are based on the actual hours worked by the members of the engagement team and their respective billing rates. We make every effort to keep our fees to a minimum by using schedules, analyses, or reconciliations prepared by your staff. We will require assistance from management to provide documentation to support the procedures as discussed above. This requested information will be included in an information request provided in advance of our engagement fieldwork.

In accordance with firm policy, work may be suspended if your account becomes significantly overdue and will not be resumed until your account is paid in full. If we elect to terminate our services for nonpayment, you will be obligated to compensate us for all time expended and to reimburse us for all out-of-pocket expenditures through the date of termination. In addition, if our work is suspended or terminated, you agree that we will not be responsible for your failure to meet governmental and other deadlines, for any penalties or interest that may be assessed against you resulting from your failure to meet such deadlines, and for any other damages (including but not limited to consequential, indirect, lost profits, or punitive damages) incurred as a result of the suspension or termination of our services.

Other Terms

In the event that Brown Edwards is required to respond to a subpoena, court order, or any other legal process for the production of documents and/or testimony relative to information we obtained and/or prepared during the course of this engagement, you agree to compensate Brown Edwards at our standard hourly rates for the time we expend in connection with such response, and to reimburse Brown Edwards for all of our out-of-pocket expenses incurred in that regard.

You acknowledge that we devote a substantial amount of time and resources to the hiring, retention, and training of employees engaged in the provision of services to our clients. Accordingly, we ask that you agree to the following. In the event that any of our employees accepts a position of employment with your Company, or any of its related parties at any time while we are performing services for you or within one year thereafter, you agree to compensate us in the form of a placement fee equal to 35% of the employee's annual compensation in effect on the date employment was contracted with your Company. This fee will be payable when the employee accepts such a position. If you need a permanent employee and would like assistance in locating this type of individual, we can provide personnel search assistance to help you locate and hire a qualified professional.

Electronic Dissemination of Data

In the interest of facilitating our services to your Company, we may communicate by facsimile transmission, send data over the Internet, or allow access to data through third-party vendors' secured portals or clouds. Electronic data that is confidential to your Company may be transmitted or stored using these methods. We may use third-party service providers to store or transmit this data, such as providers of tax return preparation software. In using these data communication and storage methods, our firm employs measures designed to maintain data security. We use reasonable efforts to keep such communications and data access secure in accordance with our obligations under applicable laws and professional standards. We also require all of our third-party vendors to do the same.

You recognize and accept that we have no control over the unauthorized interception or breach of any communications or data once it has been sent or has been subject to unauthorized access, notwithstanding all reasonable security measures employed by us or our third-party vendors. You consent to our use of these electronic devices and applications and submission of confidential client information to third-party service providers during this engagement.

Dispute Resolution Procedure

If any dispute, other than with respect to fees which is addressed below arises among the parties hereto, the parties agree to first try in good faith to settle the dispute by mediation administered by the McCammon Group under its applicable rules for resolving professional related services disputes before resorting to litigation. The parties agree that mediation will take place within 60 days from the date notice is first given from one party to the other as to the existence of a dispute and the demand to mediate. Should the parties be unable to agree upon a mediator, said mediator will be selected by the McCammon Group. Cost of any mediation proceeding shall be shared equally by all parties. The submission of any dispute to mediation or arbitration shall not be deemed to waive, and shall not be deemed to toll, any applicable statute of limitations.

Dispute Resolution Procedure (Continued)

Disputes arising between the accountant and the client over fees should be settled between the parties. If not settled, the client and the accountant agree to submission for resolution by arbitration in accordance with the applicable arbitration rules of the McCammon Group, and such arbitration shall be binding and final. Should the parties be unable to agree upon an arbitrator, said arbitrator will be selected by the McCammon Group. The accountant and the client acknowledge that in agreeing to arbitration, each forfeit the right to have the dispute settled in a court of law.

Should any litigation be instituted by either party to this agreement, both parties agree to submit to the jurisdiction of the Roanoke Virginia Circuit Court for any disputes arising under this contract.

Any claim by you for damages arising from Brown Edwards' performance of its services under this agreement shall be commenced within one year from when you knew, or should have known, of Brown Edwards' breach of the standard of care, but in no event shall such claim be brought more than three years after the date of delivery of the completed report.

Independence

In providing our services, we are required by law and our professional standards to maintain our independence from the Company. We take this mandate very seriously and thus guard against impermissible relationships, which may impair the very independence, which you and the users of our report require. As such, you should not place upon us special confidence that in the performance of our services we will act solely to your interest. Therefore, you acknowledge and agree we are not in a fiduciary relationship with you and we have no fiduciary responsibilities to you in the performance of our services described herein.

Cannabis

You represent and warrant to us that you do not "participate in the Cannabis market", which for the purposes of this engagement letter is defined as: a) selling, producing, transporting, storing, destroying, or otherwise possessing Cannabis (in any form and for any duration), regardless of whether such activity is permitted under State law; or b) directly or knowingly providing services, products, or finished goods to any person or entity that pursuant to a license under state law or otherwise sells, produces, transports, stores, destroys, or possesses for related purposes Cannabis. As used in this engagement letter, the term "Cannabis" refers to the Schedule I substance as listed under the federal Controlled Substances Act (and any derivative therefrom) and commonly referred to as "cannabis", "marijuana", "marihuana", or similar names.

Should we learn of any information from any source (public or non-public) that your Company participates in the Cannabis market, regardless of whether such activity is permitted under State law, we reserve the right to terminate this agreement ("Special Termination") immediately without recourse or liability for any loss which may be suffered by your Company as a result of such termination. Upon termination of this agreement, our engagement with your Company shall be deemed complete, and we shall have no further obligation to deliver any items not previously provided, whether in final or draft form. We shall bill and your Company shall be obligated to pay for any outstanding amounts due (including reasonable out-of-pocket costs) for services rendered under the terms of this engagement letter up to the date of termination as shall be provided for in a final invoice, and such fees and costs shall become immediately due and payable.

Cannabis (Continued)

Your Company shall also defend, indemnify, and hold harmless Brown Edwards against any claims by third parties for loss, claims, damages, and liabilities related to termination under this Special Termination provision. This termination provision shall have no effect on any service or deliverable which may be covered under the terms of a separately executed engagement letter.

Force Majeure

Neither of us shall be in breach of our responsibilities under this engagement letter nor shall either of us incur any liability to the other as a result of Brown Edwards or the Company being unable to comply with our respective obligations as a result of a Force Majeure Event.

“Force Majeure Event” means any circumstance not within the reasonable control of the affected party, which prevents or limits the affected party in meeting its obligations under this engagement letter, including, any fire, explosion, accident, flood, drought or catastrophe of nature, pandemic, epidemic, other outbreak of disease, or a material increase in the severity of the same, war, riot, act of terrorism or civil unrest, act of nature or of public enemy, and/or act, order or mandate of any federal, state, or local governmental body or figure, which could not have been avoided by the reasonable care of the affected party.

The occurrence of a Force Majeure Event shall extend the term of delivery of the services by the number of days the event persists. In the event such event persists for more than 30 calendar days, each of us will be entitled to terminate this agreement with immediate effect and without incurring any liability towards the other, except for those rights and liabilities that accrued prior to the date of termination, provided a written termination notice is sent.

The COVID-19 outbreak has caused unprecedented circumstances including travel restrictions, actual or suspected infections, work from home requirements, changes – such as workforce reductions – made to accommodate the current business environments, or other related matters that may result in delays in your employees’ ability to provide us with the information we need on a timely basis, or at all, to perform the services outlined in this agreement. You acknowledge we will not incur any liability to your Company as a result of COVID-19 related issues.

We sincerely appreciate this opportunity to be of service to you. If the foregoing is in accordance with your understanding, please sign the copy of this letter in the space provided and return the signed letter to us.

Sincerely,

BROWN, EDWARDS & COMPANY, L.L.P.



Chris Banta, Partner

Board of Directors
Greater Lynchburg Transit Company, Inc.
June 30, 2023
Page 6

RESPONSE:

This letter correctly sets forth the understanding of Greater Lynchburg Transit Company, Inc.

Signature

Title



GLTC Board Agenda Detail

Item #: 6b

Item Title: New Business

Action: Discussion and Approval

FY24 Appropriated Budget

Attached is the FY24 Appropriated Budget Packet with the Capital Improvement Plan for this year.

Contacts: Josh Moore

Attachments: FY24 Appropriated Budget

Action Required: Discussion and Approval





GREATER LYNCHBURG TRANSIT COMPANY

We're Here To Get You There!

Board of Directors
July 13th, 2023

Re: FY24 Budget Synopsis

REVENUE

GLTC is anticipating higher revenues for fixed route customers and has adjusted the projected revenues up from \$376,992 in FY23 by 6.43% to \$402,910 for FY24. Paratransit revenues are expected to fall 7.96% from \$35,064 to \$32,274 over the coming year. Revenue from CVCC will increase 7.9% based on their new contract. Advertising revenue is anticipated to be 36% less than last year. The large increase in non-operating revenue is due to the moving of funds previously held in the OPEB account back into the general budget in line with the OPEB Actuarial study completed last year.

Requested revenues from the City of Lynchburg were \$1,724,463, up from \$1,266,454 in FY23 which was reduced from \$1,642,346 in FY22 due to the usage of CARES funding. This is a 36% change from the current year and a 5% increase from FY23. This is in line with the pre-Covid 2020 contribution from the City of \$1,728,785. The City has also allocated \$250,000 to GLTC as a reserve, held at the City but accessible if needed due to unanticipated expenses such as last year's fuel price spike. The requested funding from Amherst County was \$81,960 this year, up 5.07% from \$77,800 for the previous year.

State operating assistance shows an increase of 19.6% from \$2,440,128 to \$2,919,285. This total includes funds for the TRIP grant as well as the award of the Microtransit Demonstration grant by DRPT. Due to the award of these funds and the addition of the previous OPEB funds, the total Federal Operating Assistance has reduced 4.2% from \$4,978,805 to \$4,769,270.

EXPENSES

Fixed Route

Fixed Route expenses in aggregate have increased by 11.25% this year, with the majority of the changes being driven by wage increases contained in the new Collective Bargaining Agreement effective September 2022 through August 2025 and the resulting changes in fringes including FICA and insurance.

Demand Response (PTS)

Demand Response expenses in aggregate had a -1% effective change this year.

Maintenance

Maintenance expenses in aggregate have increased by 8.17% this year, with the majority of the changes being driven by wage increases contained in the new Collective Bargaining Agreement effective





GREATER LYNCHBURG TRANSIT COMPANY

We're Here To Get You There!

September 2022 through August 2025. Beginning this year, the Maintenance Manager's salary and benefits has been moved from the Administration Department to the Maintenance Department which will streamline Federal reporting and ensure better cost allocation.

Fuel and lubricants have been adjusted from the proposed budget with a reduction in the total gallons of diesel consumed factoring in savings from the transition to Microtransit and a slight reduction in the cost per gallon. Tires stabilized at a higher cost than previous years, but as retreads are again obtainable and as GLTC reduces the fleet size through attrition, we do not anticipate needing as many tires as we have in past years. Other materials and supplies have been reduced as some facility related costs have been trimmed to better align with projected facility needs for the next year, as well as the elimination of some duplicative line items also associated with IT functions.

Administration

The Administration budget has increased by 12.16%,. Staff were able to negotiate only a 5% increase in commercial health insurance, which is better than the market rate of 11-15%. Rates for Worker's Compensation have increased this year as well, accounting for the change in fringe benefits.

Utilities have been further increased to correspond with the anticipated changes in the fall to the sewer and electric rates. IT expenses have increased 20.8% due to increases in the costs of services, including Microsoft, VMWare, and antivirus and malware packages.

Other materials and supplies include items for the Microtransit demonstration project as well as two intern positions, one funded by DRPT and the other currently locally funding but staff is exploring options with CVCC and the Virginia Employment Commission (VEC) for potential funding for this position. Miscellaneous includes the addition of anticipated expenses for the TRIP grant (\$326,080), dues, marketing, training and travel for training, and the local and state rodeos as well as \$7,500 for multiple small uncategorized items.

SUMMARY

The total change for the budget between the FY23 Adopted budget and the FY24 Proposed budget is \$872,426 or 9.3%. The primary driver for the change is in fuels and lubricants, utilities, health insurance, and wage growth in line with our Collective Bargaining Agreement.

Sincerely,

Josh Moore
General Manager



GREATER LYNCHBURG TRANSIT COMPANY

CENTRAL VIRGINIA TRANSIT MANAGEMENT CO, INC.

Fiscal 2024 Operating Budget

REVENUE	FY2024 APPROPRIATED BUDGET	FY2023 ADOPTED BUDGET	FY 2023 Adopted Budget vs. FY 2024 Appropriated Budget % Increase or (Decrease)
FRT Passenger Revenue	\$ 402,910	\$ 376,992	7%
DRT Passenger Revenue	\$ 32,274	\$ 35,064	-8%
Contracts (CVCC Access)	\$ 51,036	\$ 47,256	8%
Non-Operating Revenue	\$ 140,496	\$ 6,500	2061%
Advertising Revenue	\$ 35,000	\$ 55,000	-36%
City Operating Assistance	\$ 1,724,463	\$ 1,266,454	36%
County Operating Assistance	\$ 81,690	\$ 77,800	5%
State Operating Assistance	\$ 2,919,285	\$ 2,440,128	20%
Federal Operating Assistance	\$ 4,769,270	\$ 4,978,805	-4%
TOTAL REVENUE	\$ 10,156,425	\$ 9,283,999	9%
EXPENSES			
FIXED ROUTE			
Operator Labor	\$ 1,834,993	\$ 1,665,029	10%
Operator-Overtime	\$ 238,549	\$ 212,297	12%
Other Salaries & Wages	\$ 450,697	\$ 385,353	17%
Supervisors-Overtime	\$ 22,455	\$ 19,824	13%
Fringe Benefits	\$ 1,206,728	\$ 1,113,943	8%
TOTAL FIXED ROUTE	\$ 3,753,421	\$ 3,396,446	11%
DEMAND RESPONSE			
Operator Labor	\$ 359,028	\$ 355,406	1%
Operator-Overtime-PTS	\$ 10,771	\$ 10,621	1%
Other Salaries & Wages	\$ 110,673	\$ 110,240	0%
Fringe Benefits	\$ 232,697	\$ 240,984	-3%
TOTAL DEMAND RESPONSE	\$ 713,168	\$ 717,251	-1%
MAINTENANCE			
Other Salaries & Wages	\$ 886,201	\$ 788,200	12%
Inspection&Maint,Srvc-Overtime	\$ 55,526	\$ 55,100	1%
Fringe Benefits	\$ 456,088	\$ 410,916	11%
Fuel & Lubricants	\$ 1,096,885	\$ 890,270	23%
Tires & Tubes	\$ 100,000	\$ 134,500	-26%
Other Materials & Supplies	\$ 370,000	\$ 461,689	-20%
TOTAL MAINTENANCE	\$ 2,964,700	\$ 2,740,675	8%
ADMINISTRATION			
Other Salaries & Wages	\$ 614,823	\$ 701,110	-12%
Fringe Benefits	\$ 297,765	\$ 273,794	9%
Services	\$ 519,439	\$ 553,170	-6%
Utilities	\$ 252,236	\$ 188,874	34%
Casualty & Liability Expenses	\$ 266,097	\$ 287,282	-7%
Information Technology	\$ 200,050	\$ 165,529	21%
Other Materials & Supplies	\$ 131,676	\$ 66,076	99%
Miscellaneous	\$ 443,050	\$ 193,793	129%
TOTAL ADMINISTRATION	\$ 2,725,136	\$ 2,429,628	12%
TOTAL EXPENSES	\$ 10,156,425	\$ 9,283,999	9%
NET INCOME/(LOSS)	\$ -	\$ -	0%

Project Name: Three Microtransit Expansion Vans
 Project Description:

Project Type: Revenue Vehicles

This project is for three expansion ADA accessible minivans to be utilized for GLTC's new microtransit services which may also transport paratransit customers in the microtransit zone

Revenues	Prior Funding	FY24	FY25	FY26	FY27	FY28	Total
Federal	\$ -	\$ 168,000	\$ -	\$ -	\$ -	\$ -	\$ 168,000
State	\$ -	\$ 42,000	\$ -	\$ -	\$ -	\$ -	\$ 42,000
Local	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ 210,000	\$ -	\$ -	\$ -	\$ -	\$ 210,000

Estimated Project Costs and Year of Expenditure	Prior Expenditures	FY24	FY25	FY26	FY27	FY28	Total
Braun Entervan		\$ 66,448	\$ -	\$ -	\$ -	\$ -	\$ 66,448
Braun Entervan	\$ -	\$ 66,448	\$ -	\$ -	\$ -	\$ -	\$ 66,448
Braun Entervan	\$ -	\$ 66,448	\$ -	\$ -	\$ -	\$ -	\$ 66,448
Paint/Wrap for all	\$ -	\$ 9,000	\$ -	\$ -	\$ -	\$ -	\$ 9,000
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Contingency	\$ -	\$ 1,656	\$ -	\$ -	\$ -	\$ -	\$ 1,656
Total	\$ -	\$ 210,000	\$ -	\$ -	\$ -	\$ -	\$ 210,000

Estimated Operating Costs Impact:

These vehicles will be utilized in microtransit and some paratransit service. They should have significantly better fuel economy than standard BOC's and should be cheaper to operate. The additional vehicles will not have a marked impact on insurance, as that is mainly determined by mileage, not the number of vehicles.

Notes:

This was funded as a demonstration route request.

Project Name: IT Upgrades
 Project Description:

Project Type: Other Capital

This project includes replacing GLTC's network storage, the replacement of two aging computers

Revenues	Prior Funding	FY24	FY25	FY26	FY27	FY28	Total
Federal	\$ -	\$ 44,800	\$ -	\$ -	\$ -	\$ -	\$ 44,800
State	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Local	\$ -	\$ 11,200	\$ -	\$ -	\$ -	\$ -	\$ 11,200
Total	\$ -	\$ 56,000	\$ -	\$ -	\$ -	\$ -	\$ 56,000

Estimated Project Costs and Year of Expenditure	Prior Expenditures	FY24	FY25	FY26	FY27	FY28	Total
NAS Hardware	\$ -	\$ 38,400	\$ -	\$ -	\$ -	\$ -	\$ 38,400
NAS Warranty/Support	\$ -	\$ 11,600	\$ -	\$ -	\$ -	\$ -	\$ 11,600
HR Applicant Tracking	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Computer Replacements	\$ -	\$ 6,000	\$ -	\$ -	\$ -	\$ -	\$ 6,000
Misc/Assorted Hardware	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Communications Updates	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Contingency	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ 56,000	\$ -	\$ -	\$ -	\$ -	\$ 56,000

Estimated Operating Costs Impact:

Most items will be replacements with minimal operating cost changes from current hardware. The NAS is a single unit in GLTC's systems and does need to be replaced.

Notes:

This was not funded through state grants, is projected for funding with GLTC 5307

Project Name: Microtransit Hard- and Soft- Ware

Project Type: Other Capital

Project Description:

This project would procure the needed hardware and software to operate GLTC's new microtransit service. This project will also control GLTC's paratransit system

Revenues	Prior Funding	FY24	FY25	FY26	FY27	FY28	Total
Federal	\$ -	\$ 40,000	\$ -	\$ -	\$ -	\$ -	\$ 40,000
State	\$ -	\$ 8,000	\$ -	\$ -	\$ -	\$ -	\$ 8,000
Local	\$ -	\$ 2,000	\$ -	\$ -	\$ -	\$ -	\$ 2,000
Total	\$ -	\$ 50,000	\$ -	\$ -	\$ -	\$ -	\$ 50,000

Estimated Project Costs and Year of Expenditure	Prior Expenditures	FY24	FY25	FY26	FY27	FY28	Total
Microtransit SaaS Setup	\$ -	\$ 42,000	\$ -	\$ -	\$ -	\$ -	\$ 42,000
Tablets and Mounts	\$ -	\$ 6,000	\$ -	\$ -	\$ -	\$ -	\$ 6,000
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Contingency	\$ -	\$ 2,000	\$ -	\$ -	\$ -	\$ -	\$ 2,000
Total	\$ -	\$ 50,000	\$ -	\$ -	\$ -	\$ -	\$ 50,000

Estimated Operating Costs Impact:

There will be additional yearly costs for the SaaS and data for the tablets. Data costs are incorporated in the SaaS agreement. SaaS annual operating fees will either be paid out of the demonstration grant funding, or through the operating budget with the savings from Rt. 6 and 7 that will be reapplied.

Notes:

These costs will be paid out of the Rt. 6 & 7 demo costs

Project Name:
Project Description:

Rt. 6 & 7 Demonstration Grant

Project Type: Other Capital

This project would be a demonstration grant for microtransit service to replace the current Rt 6 and 7 fixed route buses in line with the Microtransit Feasibility Study

Revenues	Prior Funding	FY24	FY25	FY26	FY27	FY28	Total
Federal	\$ -	\$ 617,280	\$ -	\$ -	\$ -	\$ -	\$ 617,280
State	\$ -	\$ 154,320	\$ -	\$ -	\$ -	\$ -	\$ 154,320
Local	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ 771,600	\$ -	\$ -	\$ -	\$ -	\$ 771,600

Estimated Project Costs and Year of Expenditure	Prior Expenditures	FY24	FY25	FY26	FY27	FY28	Total
Microtransit Operating	\$ -	\$ 771,600	\$ -	\$ -	\$ -	\$ -	\$ 771,600
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Contingency	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ 771,600	\$ -	\$ -	\$ -	\$ -	\$ 771,600

Estimated Operating Costs Impact:

There will be additional yearly costs for the SaaS and data for the tablets to power the service. Data costs are incorporated in the SaaS agreement. Amount includes the setup and provisioning of the service. Included with the grant are 3 microtransit vans which are listed separately in this CIP

Notes:

This grant is currently only for one year, with the option for an additional two based on scoring, or conversion to a TRIP grant.

GLTC Board Agenda Detail

Item #: 6c
Item Title: New Business
Action: Discussion

Strategic Plan Finalization

Attached is a copy of the GLTC Strategic Plan Goals. I have also attached is a draft, strategic level OKR plan for discussion so staff can begin planning a path for meeting the strategic plan goals.

Contacts: Josh Moore

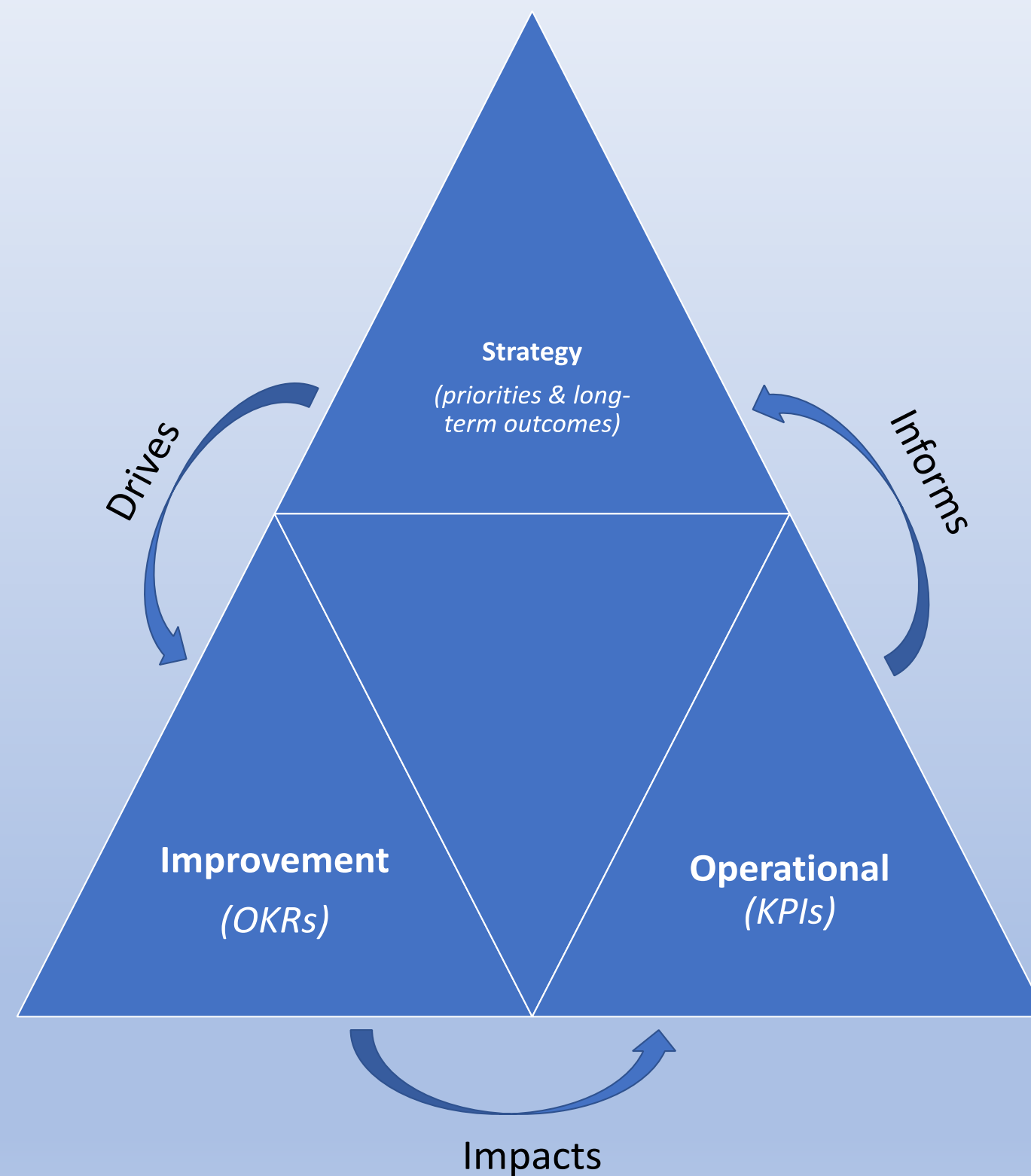
Attachments: GLTC Strategic Plan

Action Required: Discussion



GLTC





Board Responsibilities:

- Provide strategic direction
- Approve budget & policy
- Monitor Performance (OKRs & KPIs)

Management Responsibilities:

- Input on strategic direction
- Set and execute annual OKRs
- Run operations
- Develop and manage budget
- Recommend policy changes

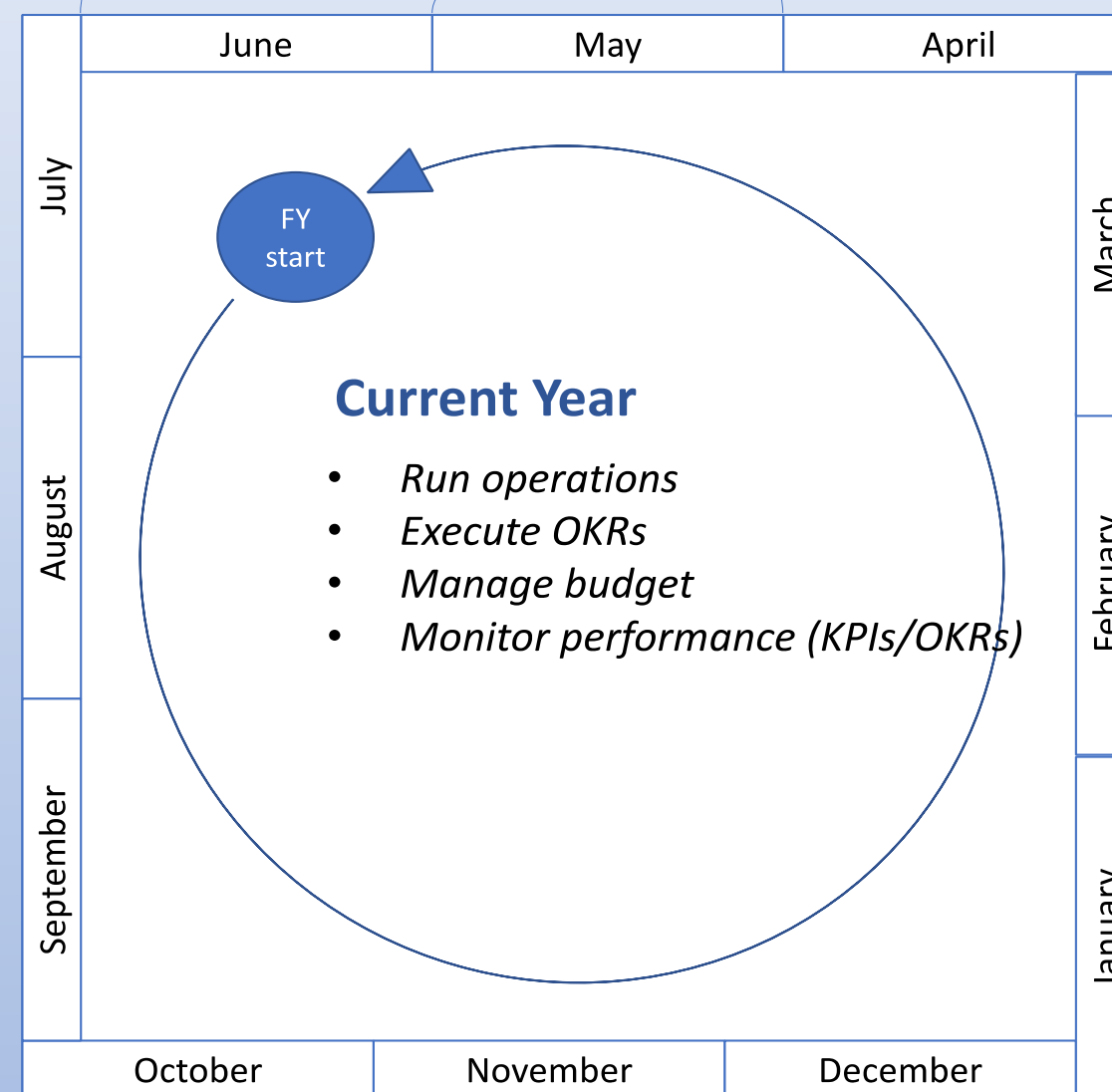
Annual Cycle

Future Looking

- Refresh 3-5 year strategy
- Initial priorities & OKRs

Refine & Finalize Annual OKRs (Customer Care Plan)

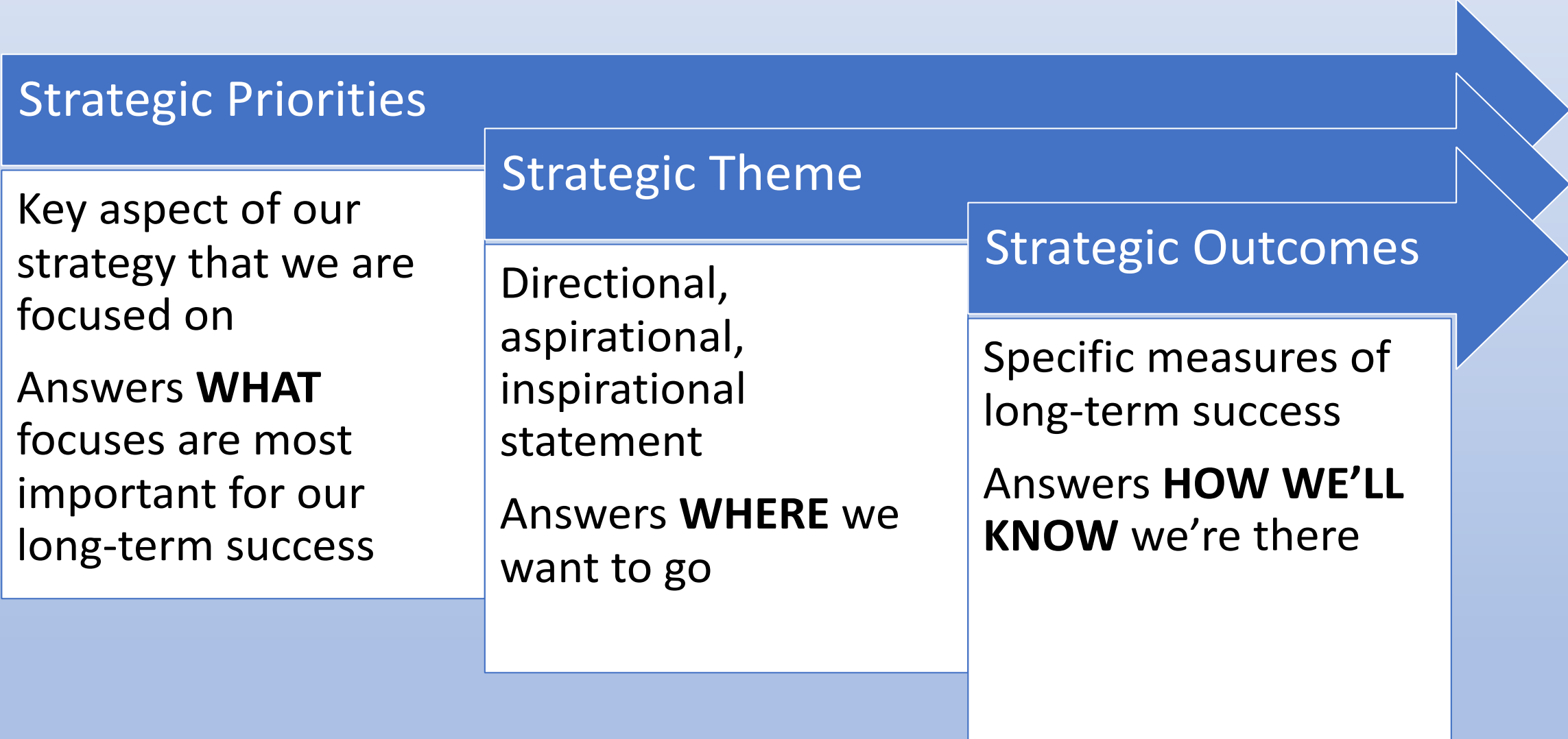
Budget feedback (City, State, Fed)



Budget development, approval & submission

Ways of Work / sharpening the saw

Long-term Strategy



Where we're at...

Strategic Priority	Employees	Ridership	Financial	Innovation for the future
Strategic Theme	Be an employer of choice for transportation employees in Central VA	Become a transportation option of choice	Be financially stable & sustainable and responsive & accountable to our stakeholders	Imagine and move into the next evolution of Public Transit
Strategic Outcomes	TBD – discuss in summer			

Appendix

Notes from brainstorm & discussions

EMPLOYEES

THEME

- Acute / Intentional focus on EE experience
- Continued emphasis on workplace retention to attract, retain, and enhance our employee experience
- Be a destination employer for transportation employees in Central Virginia
- Improve employee engagement & become an employer of choice in the region
- Continue to build programs that promote employees and employee satisfaction
- Be an employer where staff can develop and grow even if it means they go to other agencies
- Employer of choice, rebrand GLTC

VOTES

Last comment from prior discussion

5

2

1

1

Employee Discussion – 5.18.23

- Options:
 - Be an employer of choice for transportation employees in Central VA
 - What does that mean to choose?
 - What employees are we trying to attract?
 - Best in class
 - Who would we compare against?
 - Best in class in what aspects?
- Competitors: City, Liberty, Pepsi, UPS, trucking companies
- Measurements include attraction, retention, engagement

FINANCIAL

THEME	VOTES
<ul style="list-style-type: none">▪ Develop robust partnerships with key stakeholder groups within the community including government, private, and non-profit to increase ridership, improve agency finances, and increase visibility in the community.	5
<ul style="list-style-type: none">▪ Find alternate revenue streams	2
<ul style="list-style-type: none">▪ Setting GLTC up for success long-term through creative funding & innovative planning	2
<ul style="list-style-type: none">▪ Create long-term financial stability & sustainability	
<ul style="list-style-type: none">▪ Increase grant funding strategy to assess and elicit more grant money	
<ul style="list-style-type: none">▪ More financial opportunities including grant funding	

Financial Discussion – 5.18.23

- Is this more than financial and more about being a well managed organization? Should this capture more broadly what an efficient & well managed company is?
- Financial stewardship (accountable, stability, financial resilience)
- Building confidence for our stakeholders (employees, city, citizens)
- Get the most value out of the dollars we get to provide rides to those who have transportation needs
- Effective & efficient for our stakeholders
- Strategic in how we're spending our finances
- Well run / well managed company
- Trust/confidence, financial stewardship (efficient & effective with what we have AND long-term sustainability & resilience)
- Be financially stable & sustainable and responsive & accountable to our stakeholders

RIDERSHIP

THEME	VOTES
▪ Become a transportation option of choice	3
▪ Become a transit of choice (currently transit of need)	3
▪ Increase mobility & accessibility (flexibility, microtransit, mobile fares, bus tracking, connections to bike routes, increase paratransit, language / communication)	3
▪ Increase ridership and choice riders through innovative models and strategic marketing	1
▪ Prioritize programs and funding to cover programs that increase ridership, flexibility, dependability, programming routes vs convenient and cheap frequency	
▪ Deliver an exceptional customer experience through improved service planning, passenger amenities, fare options and customer service	
▪ Establish community relationships to increase ridership	
▪ More frequency on bus routes	
▪ Continue to market and tell GLTC story to the broader public	
▪ Provide more efficient and direct routes	

INNOVATION FOR THE FUTURE

THEME	VOTES
Imagine and move into the next evolution of Public Transit	5
Evaluate strategic partnerships with large industries in city and county	3
Work to provide a part time / on call drivers to assure that bus schedules are always covered	1
Be an innovative system for new technologies and processes, both internally & externally	1
Decide where we will be in the “green” movement across our fleet	
Add better tech to buses (i.e. Wifi)	
Usher in a new age of technology to keep us on the cutting edge... while not losing track of those that aren’t comfortable with technology	

FY2024 Strategic Level OKR's

Objective: Be an Employer of Choice for Transportation Employees in Central VA

Key Result 1: Increase Employee Satisfaction and Engagement

Reduce employee turnover rate by 10% compared to the previous year.

Develop new and existing employee engagement plan and communication plan (including job perks such as student loan forgiveness, CDL training, et cetera).

Key Result 2: Enhance Training and Development Opportunities

Implement a comprehensive training program for all employees, covering both technical skills and professional development.

Minimum number of employees participating in at least one training or development program equals 20%.

Establish mentorship program to support the growth and career progression of transportation employees.

Key Result 3: Safe Work Environment

Achieve zero preventable workplace accidents or injuries in maintenance within a year.

Achieve less than 1 per 100,000 miles accidents or injuries in operations within a year.

Conduct regular employee feedback sessions to identify and address any issues related to workplace safety, diversity, or inclusion.

Objective: Become a Transportation Option of Choice

Key Result 1: Increase Customer Adoption and Usage

Increase the ridership by 28% this year. (Equals pre-Covid ridership)

Achieve 33% adoption of mobile fare collection system by riders.

Key Result 2: Enhance Service Reliability and Convenience

Achieve an 85% on-time performance rate for all transportation services.

Implement real-time tracking and notifications system to provide customers with accurate and up-to-date information on service availability and estimated arrival times.

Develop plan for implementing route changes based on customer and agency feedback to improve the overall convenience and user experience.

Key Result 3: Expand Service Coverage and Accessibility

Increase the number of amenities (shelters, benches, lighting, et cetera) by 25%.

Improve accessibility by ensuring at least 80% of the shelters are wheelchair accessible.

Conduct research to identify underserved areas or specific customer segments and develop targeted strategies to cater to their transportation needs.

Objective: Be Financially Stable and Sustainable, and Responsive and Accountable to Stakeholders

Key Result 1: Achieve Financial Stability and Sustainability

Reduce operational costs by 5% through process optimization and efficiency improvements.

Key Result 2: Enhance Stakeholder Engagement and Satisfaction

Conduct regular stakeholder meetings to measure satisfaction and determine future potential partnership opportunities.

Implement a feedback mechanism for stakeholders to voice their concerns or suggestions and ensure timely responses or actions.

Develop and communicate a transparent and comprehensive annual report that highlights the organization's financial performance, sustainability initiatives, and stakeholder engagement activities.

Key Result 3: Strengthen Accountability and Governance

Establish and track key performance indicators (KPIs) to measure progress in meeting stakeholder expectations and organizational goals.

Conduct regular internal audits to ensure compliance with financial regulations and ethical standards.

Enhance the board's oversight and governance practices, including the establishment of an independent audit committee and regular board performance evaluations.

Objective: Imagine and Move into the Next Evolution of Public Transit

Key Result 1: Foster Innovation and Research

Allocate resources and establish a dedicated team to explore emerging technologies and trends in the transportation industry.

Develop partnerships with research institutions and industry experts to stay at the forefront of innovative public transit solutions.

Conduct pilot projects or experiments to test and evaluate new transportation technologies or modes of operation.

Key Result 2: Improve Efficiency and Sustainability

Implement data-driven decision-making processes to optimize route planning, scheduling, and resource allocation, resulting in a 10% increase in operational efficiency.

Explore and integrate multimodal transportation options to enhance connectivity and reduce congestion, with a goal of increasing the share of trips made using public transit in the Central Virginia area by 5% for CY2024.

Key Result 3: Enhance the Passenger Experience

Complete implementation and marketing of digital solutions, such as mobile ticketing, real-time information systems, and user-friendly mobile apps, to enhance the overall passenger experience.

Conduct passenger information gathering and feedback sessions to understand customer needs and preferences and use the insights to improve service quality and satisfaction.

Develop and launch innovative pilot programs or initiatives to address specific passenger pain points or to provide enhanced services.

DRAFT

GLTC Board Agenda Detail GLTC Board Agenda Detail

Item #: 6d
Item Title: New Business
Action: Discussion

FY22-23 Service Metrics Comparison

We are currently finishing up the year and compiling our service metrics. This will be distributed under separate cover.

Contacts: Josh Moore

Attachments: FY22-23 Service Metrics Comparison under separate cover

Action Required: Discussion





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 Board Meeting is scheduled to occur on August 2nd, 2023, at 8:30 am.

The next GLTC Work Session is scheduled to occur on August 17th, 2023, 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	bblanks@gltconline.com
Mary-Winston Deacon	mdeacon@gltconline.com
Cameron Howe	chowe@gltconline.com
Brian Landergan	blandergan@gltconline.com
Greg Patrick	gpatrick@gltconline.com
Charles Spence	cspence@gltconline.com
Tab Sprouse	tsprouse@gltconline.com
Randy Woods	rwoods@gltconline.com
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 – "EA" excused absence - "NA" Not Appointed)

	Benjamin Blanks	Vacant	Mary-Winston Deacon	Cameron Howe	Brian Landergan	Charles Spence	Tab Sprouse	Greg Patrick	Randy Woods
Meeting Date									
7/6/2022	P		P	PR	A	P	NA	NA	P
7/28/2022	A		P	P	PR	P	NA	NA	P
8/3/2022	P		P	P	PR	P	NA	NA	P
8/18/2022	P		A	PR	PR	P	NA	NA	P
9/7/2022	P		P	P	EA	P	NA	NA	P
9/21/2022	P		PR	P	A	P	NA	NA	P
10/5/2022	P		P	P	EA	P	NA	P	P
10/20/2022	P		P	P	A	P	NA	P	P
11/17/2022	P		P	P	P	P	NA	P	P
12/7/2022	P		PR	P	P	P	NA	PR	P
12/15/2022	P		PR	P	P	P	NA	A	P
1/4/2023	P		P	P	EA	P	NA	P	P
1/19/2023	P		P	P	P	P	NA	PR	P
2/13/2023	P		P	P	P	P	NA	P	P
3/1/2023	P		P	P	P	P	NA	P	P
3/16/2023	P		A	P	P	P	NA	A	P
4/5/2023	P		P	P	P	P	PR	PR	P
4/20/2023	P		PR	P	P	P	P	P	A
5/3/2023	P		P	P	EA	P	P	P	P
5/18/2023	P		P	P	P	P	P	P	P
6/7/2023	P		PR	P	P	P	P	P	P
6/22/2023	P		P	P	P	P	P	A	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 Chris Poindexter know at 434-455-7640 or cpoindexter@gltonline.com so he can indicate the reason on the record.

