



**Green Mountain Transit Board of Commissioners**  
**May 19, 2020 - 7:30 a.m.**  
**101 Queen City Road, Burlington VT 05401**

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*The mission of GMT is to promote and operate safe, convenient, accessible, innovative, and sustainable public transportation services in northwest and central Vermont that reduce congestion and pollution, encourage transit oriented development, and enhance the quality of life for all.*

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- 7:30 a.m. 1. Open Meeting
- 7:31 a.m. 2. Adjustment of the Agenda
- 7:33 a.m. 3. Public Comment
- 7:35 a.m. 4. Consent Agenda (Action Item)
- April 21, 2020 Board Meeting Minutes (Pages 1-4)
  - April 28, 2020 Special Board Meeting Minutes (Pages 5-6)
  - May 5, 2020 Special Board Meeting Minutes (Pages 7-8)
  - Check Register (Pages 9-14)
  - Maintenance Report (Page 15)
  - Planning, Marketing and Public Affairs Report (Pages 16-19)
  - IT Support, Administrative Support, Training and HR Report (Page 20)
  - ADA Ridership (Page 21)
  - Ridership Reports (Pages 22-23)
- 7:40 a.m. 5. VTrans Update & FY19 Route Performance Report Presentation
- 8:00 a.m. 6. GM Update
- 8:05 a.m. 7. Finance Report (Pages 24-34)
- 8:15 a.m. 8. FY21 Urban Assessments (Action Item) (Page 35)
- 8:25 a.m. 9. Paratransit Fare Increase (Action Item) (Page 36)
- 8:30 a.m. 10. Title VI Plan Presentation (Action Item) (Pages 37-75)
- 8:45 a.m. 11. Premium Pay Extension (Possible Action Item)
- 8:55 a.m. 12. No Smoking Policy Amendment (Action Item) (Pages 76-77)



- 9:00 a.m. 13. Idling Policy Amendment (Action Item) (Pages 78-79)
- 9:05 a.m. 14. Executive Session: 1 V.S.A. § 313(a)(1)(f), Confidential attorney-client communications made for purpose of providing professional legal services to the body.
- 9:25 a.m. 15. Human Rights Commission Mediation Settlement (Action Item)
- 9:30 a.m. 16. Adjourn

**Zoom Video Conferencing Log-In Information:**

Topic: Board Meeting

Time: May 19, 2020 07:15 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/87304927449>

Meeting ID: 873 0492 7449

One tap mobile

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Meeting ID: 873 0492 7449

Find your local number: <https://us02web.zoom.us/j/87304927449>

Next GMT Board of Commissioners Meeting Date: June 16, 2020

**NOTES**

- Persons with disabilities who require assistance or special arrangements to participate in programs or activities are encouraged to contact Jamie Smith at 802-540-1098 at least 48 hours in advance so that proper arrangements can be made. Hearing disabled patrons can contact GMT through the Vermont Relay Service (711).
- Free transportation to and from GMT Board Meetings is available within the GMT service area. To make advance arrangements, please call GMT's Customer Service Representatives at 802-540-2468.



Board Meeting Minutes  
Tuesday, April 21, 2020 at 7:30 a.m.  
Virtual Meeting via Zoom  
101 Queen City Park Rd, Burlington, VT 05401

Present:

Commissioner Waninger  
Commissioner Chittenden  
Commissioner Kaynor  
Commissioner Dimitruk  
Commissioner Pouech  
Commissioner Buermann  
Commissioner Sharrow  
Commissioner Bohne  
Commissioner Spencer  
Alt. Commissioner Polyte  
Alt. Commissioner Moore  
Alt. Commissioner Gallagher  
Alt. Commissioner Brewer

Jon Moore, Interim General Manager  
Trish Redalieu, Director of Human Resources  
Nick Foss, Director of Finance  
Jamie Smith, Director of Marketing and Planning  
Deb Coppola, Senior Accountant  
Jenn Wood, Public Affair Coordinator  
Matt Kimball, Capital Projects Manager  
Matthew Young, HR Coordinator  
Karen Plante, Payroll Administrator  
Pam McDonald, Accounting Coordinator  
Chris Damiani, Transit Planner  
Ross McDonald, VTrans  
Spencer Smith, Public

1. Commissioner Chittenden opened the meeting at 7:32 a.m.
2. Adjustment of the Agenda – None.
3. Public Comment – Spencer Smith asked about the electric bus vendor in another state.

Mr. Moore stated that an RFP was issued for the electric bus procurement and no in state proposals were submitted.

4. Consent Agenda- **A motion was made to approve the consent agenda with changes to the minutes by Commissioner Spencer, the motion was seconded by Commissioner Dimitruk. All were in favor, however the motion was tabled until 4-23-20 due to the call in number for today's meeting not being posted to the public.**

Commissioner Waninger entered at 7:37 am.

No Action was taken.



- Municipal Clerks: Please post this public meeting notice pursuant to Act 78 of the Acts of the 1979 Vermont Legislature. Thank you.



5. VTrans Update – Ross McDonald entered at 7:39 am.

Mr. McDonald gave a brief update on the CARES Act and stated that discussion have been taking place throughout the State on how to best utilize these funds. Also VTrans have been having weekly calls with the FTA discussing availability of PPE, Cleaning supplies and the bus disinfecting procedures, etc.

Mr. McDonald informed the Board that VTrans is applying for grants to purchase twenty-six cutaway/sprinter type vehicles.

Tom Barnes entered at 7:50 am.

There was discussion.

6. GM Update – Mr. Moore presented the COVID-19 memos that were included in this month's board packet.

Mr. Moore informed the Board that staff has also been working with VPTA and the VT State Governor to mandate all passengers wear face coverings while on the bus.

There was discussion.

Mr. Moore stated that GMT staff has received conflicting information on whether or not GMT is eligible for reimbursement under the FFCRA and will follow up once a final decision has been made.

Mr. Moore informed the Board that three preexisting bus shelters have been removed from Cherry St. in Burlington near the DTC, due to excessive loitering. The three shelters have not been in use by GMT for three years. Burlington Police had also expressed concern over the amount of loitering in the shelters.

There was discussion.

7. Continuity of Operations Plan– Mr. Moore presented the draft of the Continuity of Operations Plan and stated that a final draft will be presented at the next board meeting for input from The Board.

There was discussion.

No action was taken.



8. Finance Report – Mr. Foss presented an overview of the finance report that was included in this month’s board packet.

There was discussion.

Mr. Foss stated that letters were sent to the member town offices about Colchester joining as a voting member and a slight increase in member assessments.

There was discussion.

Commissioner Dimitruk stated that she does not want the current uncertainty of the COVID-19 pandemic to cloud the fact that our staff has been working hard to get GMT’s finances under control.

Commissioner Spencer inquired about whether or not GMT will use some of the CARES act fund to help support member communities.

Mr. Foss said this has not been discussed yet.

Mr. Moore stated that as staff get a better understanding of how we may use the CARES act funding it should be an agenda item at the May Board Meeting.

9. Premium Pay for Eligible Employees – Mr. Moore presented the Premium pay memo that was included in this month’s board packet, which states that eligible employee will receive an additional \$3.00 per hour, for hours actually worked at a GMT facility or operating a GMT vehicle.

There was discussion.

Commissioner Spencer requested that this premium pay have a specific end date that could be extended as needed. Commissioners Dimitruk and Kaynor expressed support for this as well.

Commissioner Davis entered at 8:41 am.

There was discussion.

No action was taken.

10. FY21 Service Changes- Mrs. Smith presented the Service Changes for Urban and Rural Systems memo that was included in this month’s board packet. Due to the current COVID-19 pandemic we created a series of videos that outlined the changes



that were on our website, on social media sites, shared with partners/stakeholders, and broadcast on public access television. Broadcasting the videos through these channels allowed passengers a much longer feedback period, roughly a month.

There was discussion.

Commissioner Spencer thanked staff for continuing this process virtually and said he does not support the changes but understands moving forward with these changes temporarily to help the current situation and revisiting them at a later date.

Commissioner Moore stated that Lamoille County supports the proposed changes for their region.

Commissioner Kaynor stated that he did not support these suspensions but understands at this time they must happen, however going forward GMT will need to be nimble and revisit these changes when we can.

There was discussion.

No action was taken.

11. Americans with Disabilities Act (ADA) Request for Proposals – Mr. Foss presented the memo that was included in this month's board packet which stated that the contract with GMT's current ADA service provider SSTA is expiring June 30 2020. An RFP was issued for this contract.

There was discussion.

12. Executive Session: 1 V.S.A. § 313(a)(3), Personnel- Tabled until a special board meeting can take place.

There was discussion on when to hold a special board meeting to vote on agenda items 4, 7, 9, 10 and 12 from today's agenda.

The Board decided to hold a meeting on Thursday April 23, 2020 at 7:30 am.

13. Adjourn – **The meeting adjourned at 9:13 am.**



Board Meeting Minutes  
Thursday, April 28, 2020 at 7:30 a.m.  
Virtual Meeting via Zoom  
101 Queen City Park Rd, Burlington, VT 05401

Present:

Commissioner Waninger  
Commissioner Chittenden  
Commissioner Kaynor  
Commissioner Davis  
Commissioner Pouech  
Commissioner Buermann  
Commissioner Sharrow  
Commissioner Bohne  
Commissioner Spencer  
Alt. Commissioner Polyte  
Alt. Commissioner Gallagher

Jon Moore, Interim General Manager  
Trish Redalieu, Director of Human  
Resources  
Jamie Smith, Director of Marketing and  
Planning  
Jenn Wood, Public Affair Coordinator  
Matthew Young, HR Coordinator  
Chris Damiani, Transit Planner

1. Commissioner Waninger opened the meeting at 7:35 a.m.
2. Adjustment of the Agenda – None.
3. Public Comment – None.
4. General Manager Hiring Process – Commissioner Waninger informed the Board that the current hiring process with HRGov to recruit a General Manager has been closed, with no candidate selected. Some potential options to move forward included; start a new external hiring process and consider internal candidates.

Commissioners Bohne and Sharrow joined the call at 7:40 am.

There was discussion.

5. Executive Session: 1 V.S.A. § 313(a)(3), Personnel - **Commissioner Dimitruk made a motion to enter executive session to discuss personnel matters, with Alternate Commissioners invited to participate. Commissioner Chittenden seconded the motion. All were in favor.**

**The Board entered executive session at 7:41 am.**





**A motion to exit executive session was made by Commissioner Kaynor. The motion was seconded by Commissioner Spencer. All were in favor.**

**The Board exited executive session at 8:32 am, no action was taken in executive session.**

- 6. Adjourn – A motion to adjourn was made by Commissioner Wallis, seconded by Commissioner Spencer. All in favor, the meeting adjourned at 8:33 am, with Commissioner Waninger stating that another meeting would take place on May 5, 2020 at 7:30 am.**



Green Mountain Transit  
Board of Commissioners Special Meeting  
May 5, 2020 - 7:30 a.m.  
101 Queen City Road, Burlington VT 05401

Present:

Commissioner Sharrow  
Commissioner Bohne  
Commissioner Davis  
Commissioner Dimitruk  
Commissioner Chittenden  
Commissioner Buermann  
Commissioner Wallis  
Commissioner Waninger  
Commissioner Kaynor  
Commissioner Polyte  
Commissioner Spencer  
John Charassakis, Berlin Operations Manager

Open Meeting:

Chair Waninger opened the meeting at 7:33AM

Adjustment of the Agenda:

There was no adjustment to the agenda.

Public Comment:

There was no public comment.

Executive Session: 1 V.S.A. § 313(a)(3), Personnel:

Commissioner Wallis made a motion to enter executive session to discuss personnel. Commissioner Spencer seconded. All were in favor and the GMT Board entered executive session at 7:35AM.

At 8:32AM Commissioner Kaynor moved to exit executive session, Commissioner Spencer seconded. All were in favor and the GMT Board exited executive session.



At 8:35AM Commissioner Kaynor made the motion, following a nation-wide search, and given that Interim General Manager Moore has the skills to carry out GMT's mission of service to our communities well, and given that Mr. Moore has performed admirably as IGM, demonstrating flexibility and thoughtful strategic management, the GMT Board offer the GM position to Mr. Moore and authorize chair Waninger to enter negotiations. All were in favor and the motion carried.

Adjourn:

Commissioner Sharrow made a motion to adjourn, Commissioner Wallis seconded. There was discussion thanking Chair Waninger and the GM Search Committee for their good work in conducting a thorough search, and expressing support for Interim General Manager Moore. All were in favor and the meeting adjourned at 8:38AM.

Vendor ID	Vendor Name	Document Date	Document Number	Document Amount	
V1822	Alvarez Estevan	3/30/20	91219	2,170.43	Paycheck
V1821	Atkins Amanda	3/30/20	91220	855.49	
V14	Bruce, Judith	3/30/20	91221	975.10	
V1606	Massey, Brian	3/30/20	91222	1,391.54	Paycheck
V1824	N. Phil Carleton	3/30/20	91223	423.89	
V1823	Ricks Carole	3/30/20	91224	40.73	
V1606	Massey, Brian	3/30/20	91225	1,371.50	Paycheck
V1825	Ride Your Bike LLC	3/31/20	EFT000000015175	955.09	
V279	ABC Bus Companies-Muncie	4/3/20	91226	6,649.15	4 Part Invoices
V217	Airgas USA, LLC	4/3/20	91227	194.34	
V1305	Allegiant Care	4/3/20	91228	215,740.00	Insurance
V1481	Amerigas	4/3/20	91229	353.59	
V214	AT&T Mobility	4/3/20	91230	39.28	
V1062	Bailey Spring & Chassis	4/3/20	91231	250.00	
V284	Brenntag Lubricants Northeast	4/3/20	91232	2,271.70	2 Part Invoices
V226	Burlington Public Works-Water	4/3/20	91233	751.81	
V293	Charlebois, R.R Inc.	4/3/20	91234	490.00	
V220	Class C Solutions Group	4/3/20	91235	1,020.47	2 Part Invoices
V374	Clear Choice Auto Glass, A	4/3/20	91236	870.00	
V236	Colonial Supplemental Insurance	4/3/20	91237	34.95	
V928	Conway Office Solutions	4/3/20	91238	109.29	
V321	Empire Janitorial Supply Company	4/3/20	91239	81.78	
V250	Fisher Auto Parts	4/3/20	91240	526.42	
V252	FleetPride, Inc	4/3/20	91241	373.92	
V1347	Foley Distributing Corp.	4/3/20	91242	1,671.36	4 Maintenance Cleaning Supply Invoices
V1814	Fred's Plumbing & Heating Inc.	4/3/20	91243	429.69	
V257	Gillig Corp.	4/3/20	91244	4,450.98	8 Part Invoices
V259	Grainger	4/3/20	91245	42.05	
V260	Green Mountain Kenworth, Inc.	4/3/20	91246	3,508.86	5 Part Invoices
V261	Green Mountain Power	4/3/20	91247	42.47	
V326	J&B International Trucks, Inc.	4/3/20	91248	202.67	
V446	Janek Corporation, The	4/3/20	91249	2,750.00	Part Invoice
V328	Kirk's Automotive Inc.	4/3/20	91250	333.40	
V473	Limoge & Sons Garage Doors, Inc.	4/3/20	91251	231.00	
V1068	Midwest Bus Corporation	4/3/20	91252	821.44	
V278	Mohawk Mfg. & Supply Co.	4/3/20	91253	1,274.32	3 Part Invoices
V223	O'Reilly Auto Enterprises, LLC	4/3/20	91254	152.61	
V1621	Premier Cloud	4/3/20	91255	9,360.00	Gmail License
V291	Prevost Parts	4/3/20	91256	1,180.98	2 Part Invoices
V864	Rick's Towing & Repair, Inc.	4/3/20	91257	375.00	
V298	Sanel Auto Parts Co.	4/3/20	91258	323.94	
V301	Sovernet	4/3/20	91259	3,803.92	2 IT Invoices
V306	Staples Credit Plan	4/3/20	91260	26.98	
V1560	State Industrial Products Corporation	4/3/20	91261	522.16	
V186	Tech Group, The	4/3/20	91262	5,062.50	3 IT support Invoices
V273	Transit Holding, Inc.	4/3/20	91263	1,183.35	4 Part Invoices
V1030	UniFirst Corporation	4/3/20	91264	271.05	
V391	Verizon Wireless	4/3/20	91265	1,872.47	IT Invoice
V336	W.B Mason Co., Inc.	4/3/20	91266	59.97	

Vendor ID	Vendor Name	Document Date	Document Number	Document Amount	
V1819	Scott Forman	4/3/20	91267	1,867.22	GM Candidate
V1818	Brian Vitulli	4/3/20	91268	1,750.89	GM Candidate
V1467	Charles Schwab	4/6/20	V1467 2020 0406	17,372.26	Retirement
V1025	Alter, Charles	4/10/20	91269	97.75	
V1619	Cherrad, Tracy	4/10/20	91270	59.84	
V471	Constantine, Julia	4/10/20	91271	77.05	
V1785	Davis Alan	4/10/20	91272	131.10	Volunteer
V1573	Fairbanks, Dori	4/10/20	91273	141.45	Volunteer
V1794	Goodrich Ann	4/10/20	91274	121.90	Volunteer
V1810	Goodrich John	4/10/20	91275	123.05	Volunteer
V1694	Hebda, Jerome	4/10/20	91276	10.35	
V1687	Houghton, Gregory	4/10/20	91277	375.48	Volunteer
V1669	Kriss, Bonnie	4/10/20	91278	23.00	
V1758	Leach Robin	4/10/20	91279	181.70	Volunteer
V181	Owen, Helen	4/10/20	91280	872.85	Volunteer
V1138	Pease, Charles	4/10/20	91281	179.52	Volunteer
V1655	Sciria, Andrew	4/10/20	91282	560.05	Volunteer
V1733	Slack, Robert	4/10/20	91283	102.35	Volunteer
V1747	Stetson, Nicole	4/10/20	91284	64.40	
V1595	Waller, Marlys	4/10/20	91285	49.45	
V1549	Ware, Michael	4/10/20	91286	33.35	
V962	Williams, Kenneth	4/10/20	91287	92.48	
V944	Woodward, Patricia	4/10/20	91288	227.70	Volunteer
V279	ABC Bus Companies-Muncie	4/10/20	91289	1,109.86	3 Part Invoices
V742	AHC Corp	4/10/20	91290	8,643.87	Lifts
V415	Amazon	4/10/20	91291	1,293.06	13 Office and IT supply Invoices
V214	AT&T Mobility	4/10/20	91292	39.28	
V219	Aubuchon C/O Blue Tarp Financial, Inc.	4/10/20	91293	126.13	
V1062	Bailey Spring & Chassis	4/10/20	91294	100.00	
V1685	Barnes, Thomas	4/10/20	91295	110.44	FSA Reimbursement
V248	Bay State Elevator Company	4/10/20	91296	479.78	
V1827	Boulerice Robert	4/10/20	91297	100.00	Shoe Reimbursement
V284	Brenntag Lubricants Northeast	4/10/20	91298	3,236.11	3 Part Invoices
V226	Burlington Public Works-Water	4/10/20	91299	3,004.64	2 Water Bills
V981	Burlington, City of	4/10/20	91300	498.00	
V220	Class C Solutions Group	4/10/20	91301	1,032.60	2 Part Invoices
V374	Clear Choice Auto Glass, A	4/10/20	91302	290.00	
V1829	Colburn Scott	4/10/20	91303	1,566.03	GM Candidate
V524	CPL Electrical Contracting	4/10/20	91304	1,305.00	2 Electric Repair Bills
V815	Curved Glass Distributors	4/10/20	91305	805.00	
V242	Danform Shoes	4/10/20	91306	342.00	
V1713	Dattco Sales and Service	4/10/20	91307	89,881.00	Bus
V417	Dion Security, Inc.	4/10/20	91308	126.99	
V1828	Driverge Vehicle Innovations LLC	4/10/20	91309	1,102.63	Part Invoice
V250	Fisher Auto Parts	4/10/20	91310	467.91	
V252	FleetPride, Inc	4/10/20	91311	285.31	
V1347	Foley Distributing Corp.	4/10/20	91312	1,799.91	9 Part Invoices
V257	Gillig Corp.	4/10/20	91313	3,377.35	6 Part Invoices
V1129	Global Montello Group Corp	4/10/20	91314	27,187.35	Fuel
V259	Grainger	4/10/20	91315	139.51	
V1639	Gratton, Yancey	4/10/20	91316	28.32	
V260	Green Mountain Kenworth, Inc.	4/10/20	91317	1,515.54	4 Part Invoices
V1204	Interstate Batteries	4/10/20	91318	575.00	
V446	Janek Corporation, The	4/10/20	91319	3,109.00	2 Part Invoices
V1826	Johnson Colby	4/10/20	91320	1,100.00	Boot Allowance
V1068	Midwest Bus Corporation	4/10/20	91321	630.95	
V278	Mohawk Mfg. & Supply Co.	4/10/20	91322	759.82	
V1709	Monaghan Safar Ducham PLLC	4/10/20	91323	3,902.50	Legal Invoices
V1760	NCH Corporation	4/10/20	91324	684.16	

V283	Neopart LLC	4/10/20 91325	58.97	
V223	O'Reilly Auto Enterprises, LLC	4/10/20 91326	57.27	
V628	Overhead Door Co. of Burlington Inc.	4/10/20 91327	1,953.35	Repair Bill
V1484	Parsons Environment & Infrastructure Group Inc.	4/10/20 91328	39.78	
V545	Pitney Bowes - Leasing	4/10/20 91329	328.17	
V296	Rouse Tire Sales	4/10/20 91330	280.00	
V854	S2Technology	4/10/20 91331	67.50	
V1560	State Industrial Products Corporation	4/10/20 91332	215.07	
V312	Stowe, Town of	4/10/20 91333	319.89	
V273	Transit Holding, Inc.	4/10/20 91334	614.44	
V1030	UniFirst Corporation	4/10/20 91335	261.19	
V315	United Parcel Service	4/10/20 91336	30.14	
V410	Vermont Gas Systems, Inc.	4/10/20 91337	273.56	
V1614	Vt Transportation Brokerage & Logistics	4/10/20 91338	353.25	Cab Service
V336	W.B Mason Co., Inc.	4/10/20 91339	19.99	
V251	Wex Fleet Universal	4/10/20 91340	30,981.40	Fuel
V796	Yipes Auto Accessories	4/10/20 91341	4,967.00	Electric Bus Logo
V1775	Bertram Marjorie	4/10/20 EFT000000015176	104.65	Volunteer
V55	Boudreau, James	4/10/20 EFT000000015177	614.10	Volunteer
V1007	Bova, Wendy	4/10/20 EFT000000015178	69.00	
V1150	Bruley SR, Mark	4/10/20 EFT000000015179	1,028.10	Volunteer
V1291	Callan, Linda	4/10/20 EFT000000015180	399.05	Volunteer
V1707	Chase, Betty	4/10/20 EFT000000015181	437.00	Volunteer
V1676	Croteau, William	4/10/20 EFT000000015182	770.50	Volunteer
V60	Farr, Delores	4/10/20 EFT000000015183	66.70	
V1820	Franklin County Transportation	4/10/20 EFT000000015184	1,295.00	Cab Service
V170	Hertz, Kenneth	4/10/20 EFT000000015185	128.80	Volunteer
V67	Jewett, Sheryl	4/10/20 EFT000000015186	49.45	
V174	Langlois, Paulette	4/10/20 EFT000000015187	143.75	Volunteer
V1420	Lawyer, Ronald	4/10/20 EFT000000015188	532.45	Volunteer
V70	LeClair, Raymond	4/10/20 EFT000000015189	132.25	Volunteer
V71	Lightholder, Stephen	4/10/20 EFT000000015190	151.80	Volunteer
V75	Martin, Ronald	4/10/20 EFT000000015191	648.60	Volunteer
V1018	Metivier, Shelli	4/10/20 EFT000000015192	151.80	Volunteer
V82	Parah, Donna	4/10/20 EFT000000015193	262.20	Volunteer
V83	Parah, Maurice	4/10/20 EFT000000015194	891.25	Volunteer
V86	Pike, Gail	4/10/20 EFT000000015195	328.90	Volunteer
V771	Sammons, Chandra	4/10/20 EFT000000015196	263.35	Volunteer
V89	Sayers, Gail	4/10/20 EFT000000015197	418.60	Volunteer
V93	Timm, Marta	4/10/20 EFT000000015198	453.10	Volunteer
V522	Turcotte, S Jeanette	4/10/20 EFT000000015199	100.05	Volunteer
V1725	Utton, Debra	4/10/20 EFT000000015200	155.25	Volunteer
V1623	Wells, Roy	4/10/20 EFT000000015201	238.05	Volunteer
V1182	Charissakis, John	4/10/20 EFT000000015202	15.00	
V25	Frechette, Normand	4/10/20 EFT000000015203	335.56	FSA Reimbursement
V137	Karen Plante	4/10/20 EFT000000015204	57.17	
V38	Moore, Jon	4/10/20 EFT000000015205	192.31	DCAP Reimbursement
V1626	Whiting, Jeremy	4/10/20 EFT000000015206	192.31	DCAP Reimbursement
V303	SSTA	4/10/20 EFT000000015207	43,504.52	E And D

Vendor ID	Vendor Name	Document Date	Document Number
V1481	Amerigas	4/17/20	91343
V284	Brenntag Lubricants Northeast	4/17/20	91344
V225	Burlington Electric Department	4/17/20	91345
V69	C.E Wendel Electric	4/17/20	91346
V229	Camerota Truck Parts	4/17/20	91347
V220	Class C Solutions Group	4/17/20	91348
V1357	CleanPro, Inc	4/17/20	91349
V600	Cody Chevrolet	4/17/20	91350
V321	Empire Janitorial Supply Company	4/17/20	91351
V1347	Foley Distributing Corp.	4/17/20	91352
V1814	Fred's Plumbing & Heating Inc.	4/17/20	91353
V799	Gauthier Trucking Company, Inc.	4/17/20	91354
V259	Grainger	4/17/20	91355
V261	Green Mountain Power	4/17/20	91356
V263	Heritage Ford	4/17/20	91357
V1703	John G. French & Sons Trucking, Inc.	4/17/20	91358
V1509	Lawson Products, Inc	4/17/20	91359
V912	Maple Leaf Carpet & Tile Cleaning	4/17/20	91360
V993	Paws Trucking, LLC	4/17/20	91361
V294	RHR Smith & Company	4/17/20	91362
V297	Safety-Kleen Systems, Inc.	4/17/20	91363
V299	SB Collins, Inc.	4/17/20	91364
V1560	State Industrial Products Corporation	4/17/20	91365
V451	Stowe, Town of Electric Department	4/17/20	91366
V1812	Tarrant Gillies Richardson & Shems	4/17/20	91367
V313	Travelers	4/17/20	91368
V1030	UniFirst Corporation	4/17/20	91369
V535	VAS Tools, LLC	4/17/20	91370
V876	Vehicle Maintenance Program, Inc.	4/17/20	91371
V335	Vermont Department of Labor	4/17/20	91372
V1683	VHV Company	4/17/20	91373
V1614	Vt Transportation Brokerage & Logistics	4/17/20	91374
V303	SSTA	4/17/20	EFT000000015208

Document Amount

257.72	
1,831.28	2 Part Invoices
1,805.89	Electric Bill
2,528.00	Electrical Repair Stowe
2,524.50	Transmission
3,460.75	5 Part Invoices
599.46	
216.13	
149.90	
65.25	
280.39	
438.23	
800.46	
1,598.06	3 Electric Bills
1,073.25	2 Part Invoices
225.00	
392.33	
2,025.00	Carpet Cleaning Urban
80.00	
5,000.00	Auditor Invoice
194.88	
14,275.68	Fuel
715.83	
262.41	
2,187.50	Legal
5,834.50	Legal
343.77	
525.00	
4,170.00	Hand Sanitizer
1,584.42	Quarterly Unemployment
208.83	
70.50	
63,942.27	ADA March



Vendor ID	Vendor Name	Document Date	Document Number	Document Amount
V1025	Alter, Charles	4/24/20	91375	86.25
V1099	Barnett, Wendy	4/24/20	91376	968.3 Volunteer
V1706	Cobb, Evan	4/24/20	91377	32.2
V1785	Davis Alan	4/24/20	91378	142.6 Volunteer
V1027	Franks, Ginger	4/24/20	91379	149.6 Volunteer
V1516	Gagnon, Chaz	4/24/20	91380	231.88 Volunteer
V1687	Houghton, Gregory	4/24/20	91381	393.3 Volunteer
V1297	Lund, Theresa	4/24/20	91382	306.34 Volunteer
V181	Owen, Helen	4/24/20	91383	953.35 Volunteer
V1138	Pease, Charles	4/24/20	91384	194.48 Volunteer
V1655	Sciria, Andrew	4/24/20	91385	445.05 Volunteer
V1198	Sterling, Brian	4/24/20	91386	42.16
V1549	Ware, Michael	4/24/20	91387	14.95
V1801	Wheeler Jonathan	4/24/20	91388	929.47 Volunteer
V279	ABC Bus Companies-Muncie	4/24/20	91389	388.12
V1481	Amerigas	4/24/20	91390	181.02
V284	Brenntag Lubricants Northeast	4/24/20	91391	376.47
V225	Burlington Electric Department	4/24/20	91392	5,064.95 5 Electric Bills
V228	C.I.D.E.R., Inc.	4/24/20	91393	15,019.76 E & D and Medicaid
V851	Champlain Medical	4/24/20	91394	300
V220	Class C Solutions Group	4/24/20	91395	1,177.38 4 Part Invoices
V246	Duffy Waste & Recycling	4/24/20	91396	59.5
V321	Empire Janitorial Supply Company	4/24/20	91397	232.13
V250	Fisher Auto Parts	4/24/20	91398	287.83
V252	FleetPride, Inc	4/24/20	91399	1,127.85 Part Invoice
V1347	Foley Distributing Corp.	4/24/20	91400	424.29
V394	Formula Ford Inc.	4/24/20	91401	45.43
V1809	Fraser Tool & Gauge LLC	4/24/20	91402	200
V256	Genfare	4/24/20	91403	2,252.48 2 Part Invoices and 1 Bus pass Invoice
V257	Gillig Corp.	4/24/20	91404	6,048.93 5 Part Invoices
V263	Heritage Ford	4/24/20	91405	405.46
V328	Kirk's Automotive Inc.	4/24/20	91406	133.37
V473	Limoge & Sons Garage Doors, Inc.	4/24/20	91407	154.15
V278	Mohawk Mfg. & Supply Co.	4/24/20	91408	976.9
V996	New England Air Systems	4/24/20	91409	1,560.45 Preventive Maintenance
V408	Pitney Bowes - Purchase Power	4/24/20	91410	150
V100	Raymond, Kerry	4/24/20	91411	1,031.54 FSA Reimbursement
V299	SB Collins, Inc.	4/24/20	91412	5,650.00 Fuel
V313	Travelers	4/24/20	91413	345,906.00 Insurance
V1030	UniFirst Corporation	4/24/20	91414	249.73
V315	United Parcel Service	4/24/20	91415	33.72
V689	Vermont Elevator Inspection Services Inc.	4/24/20	91416	200
V410	Vermont Gas Systems, Inc.	4/24/20	91417	4,978.03 6 Gas Bills
V336	W.B Mason Co., Inc.	4/24/20	91418	553.27
V1775	Bertram Marjorie	4/24/20	EFT000000015209	70.15
V55	Boudreau, James	4/24/20	EFT000000015210	864.8 Volunteer
V1150	Bruley SR, Mark	4/24/20	EFT000000015211	1,181.05 Volunteer
V1676	Croteau, William	4/24/20	EFT000000015212	979.8 Volunteer
V1420	Lawyer, Ronald	4/24/20	EFT000000015213	496.8 Volunteer
V75	Martin, Ronald	4/24/20	EFT000000015214	512.9 Volunteer
V83	Parah, Maurice	4/24/20	EFT000000015215	106.95 Volunteer
V771	Sammons, Chandra	4/24/20	EFT000000015216	428.95 Volunteer
V93	Timm, Marta	4/24/20	EFT000000015217	572.7 Volunteer
V522	Turcotte, S Jeanette	4/24/20	EFT000000015218	105.8 Volunteer
V1623	Wells, Roy	4/24/20	EFT000000015219	354.2 Volunteer
V29	Hirsch, Alain	4/24/20	EFT000000015220	105 FSA Reimbursement
V38	Moore, Jon	4/24/20	EFT000000015221	292.31 FSA and DCAP Reimbursement
V141	Riley, Shawn	4/24/20	EFT000000015222	1,138.26 Tool Allowance and FSA reimbursment
V39	Sweeney, Cecil	4/24/20	EFT000000015223	818.03 FSA Reimbursement
V1626	Whiting, Jeremy	4/24/20	EFT000000015224	192.31 DCAP Reimbursement
V1820	Franklin County Transportation	4/24/20	EFT000000015225	285 Volunteer



Month:	<i>April 2020</i>	
Urban Data	Data	Notes
Miles Operated:	<b>145,498</b>	Revenue Vehicles
Major Road Calls:	<b>11</b>	Failure prevented a vehicle from completing or starting a scheduled revenue trip
Major Road Calls/100,000 Miles:	<b>7.58</b>	
Minor Road Calls:	<b>9</b>	Vehicle physically able to continue in revenue service without creating a safety concern (i.e. fare box, HVAC)
Total Road Calls/100,000 Miles:	<b>13.79</b>	
"C" PM's Completed:	<b>29</b>	"C" PM is a major inspection consisting of a PM checklist, brake inspection, chassis grease and engine oil change, preformed every 6,000 miles
"C" PM On-time %	<b>100%</b>	Within 10% of the scheduled mileage per the FTA
Active Fleet Avg. Age	<b>8.19 years</b>	Transit buses have a 12 year life expectancy
Rural Data		Notes
Miles Operated:	<b>63,607</b>	Revenue Vehicles
Major Road Calls:	<b>0</b>	Failure prevented a vehicle from completing or starting a scheduled revenue trip
Major Road Calls/100,000 Miles:	<b>0</b>	
Minor Road Calls:	<b>0</b>	Vehicle physically able to continue in revenue service without creating a safety concern (i.e. fare box, HVAC)
Total Road Calls/100,000 Miles:	<b>0</b>	
"C" PM's Completed:	<b>13</b>	"C" PM is a major inspection consisting of a PM checklist, brake inspection, chassis grease and engine oil change, preformed every 6,000 miles
"C" PM On-time %	<b>100%</b>	Within 10% of the scheduled mileage per the FTA
Cut-away Active Fleet Avg. Age	<b>2.83 years</b>	Cut-away buses have a 5 year life expectancy



To: GMT Board of Commissioners  
From: Jamie L. Smith, Director of Marketing and Planning  
Date: May 14, 2020  
Re: Marketing, Public Affairs, and Planning Report

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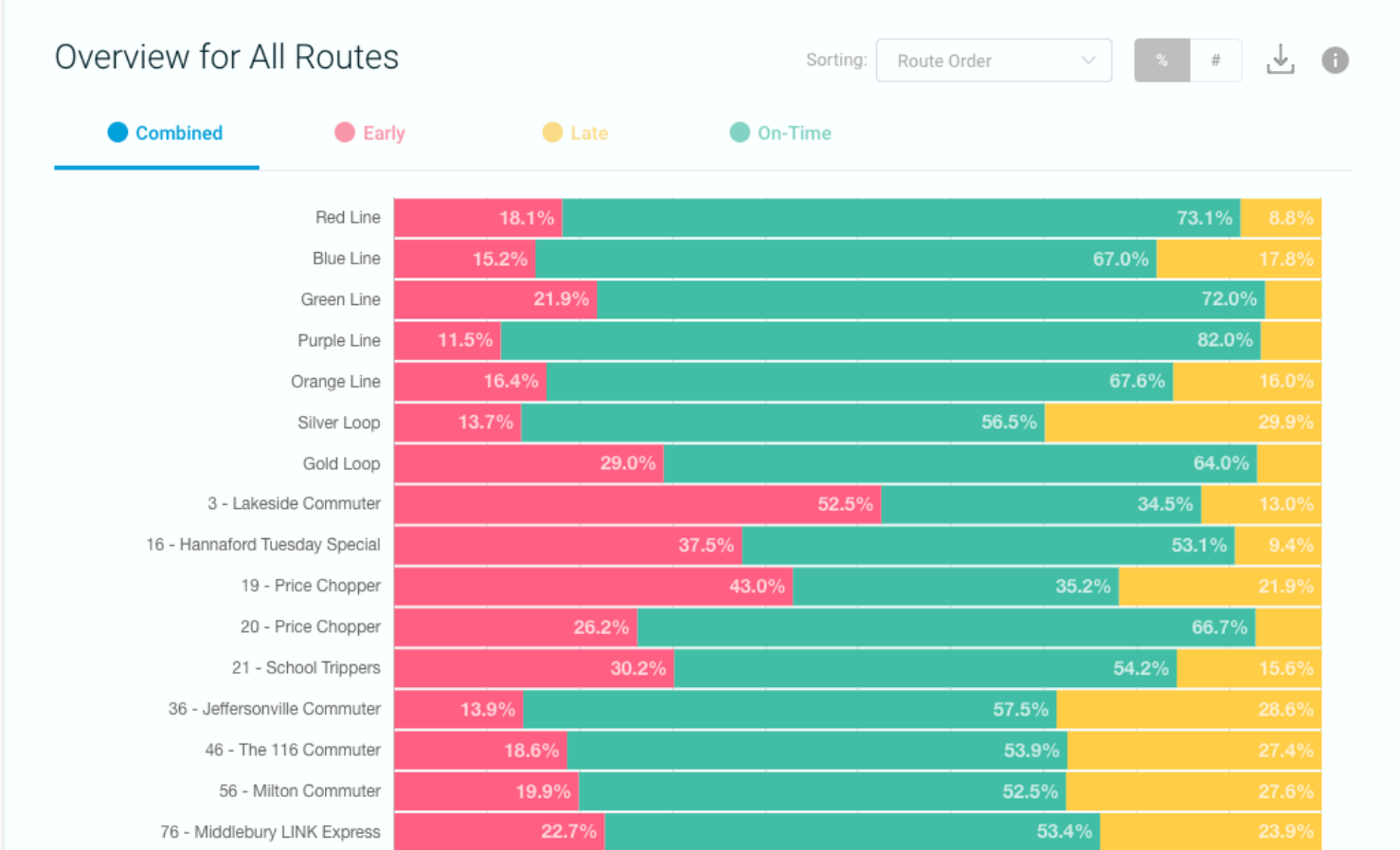
- **Bus Advertising:** At the time, the bus advertising program remains solid. We do have inquiries coming in for the coming months. We will continue to monitor the effects of COVID-19 on this program and adjust if necessary.
- **RCT and GMT Service Transition:** RCT has recently hired a new Communication Manager, Lila Bennett. GMT staff has been working with Lila directly on the communication and marketing plan for passengers and stakeholders.
- **Technology Update:** During the slowdown related to COVID, Transit app and Token Transit have been working hard behind the scenes to improve the passenger experience. Once the agency begins charging passenger fares again, we will have a combines Token Transit/Transit app. This will eliminate the need for passengers to use two apps to track service and purchase fares. **The biggest benefit** of this combined service, passengers will have a touch-free payment option. This will be particularly important as people are still nervous about riding.

In addition, both Transit app and Token Transit have provided GMT with passenger communication tools.

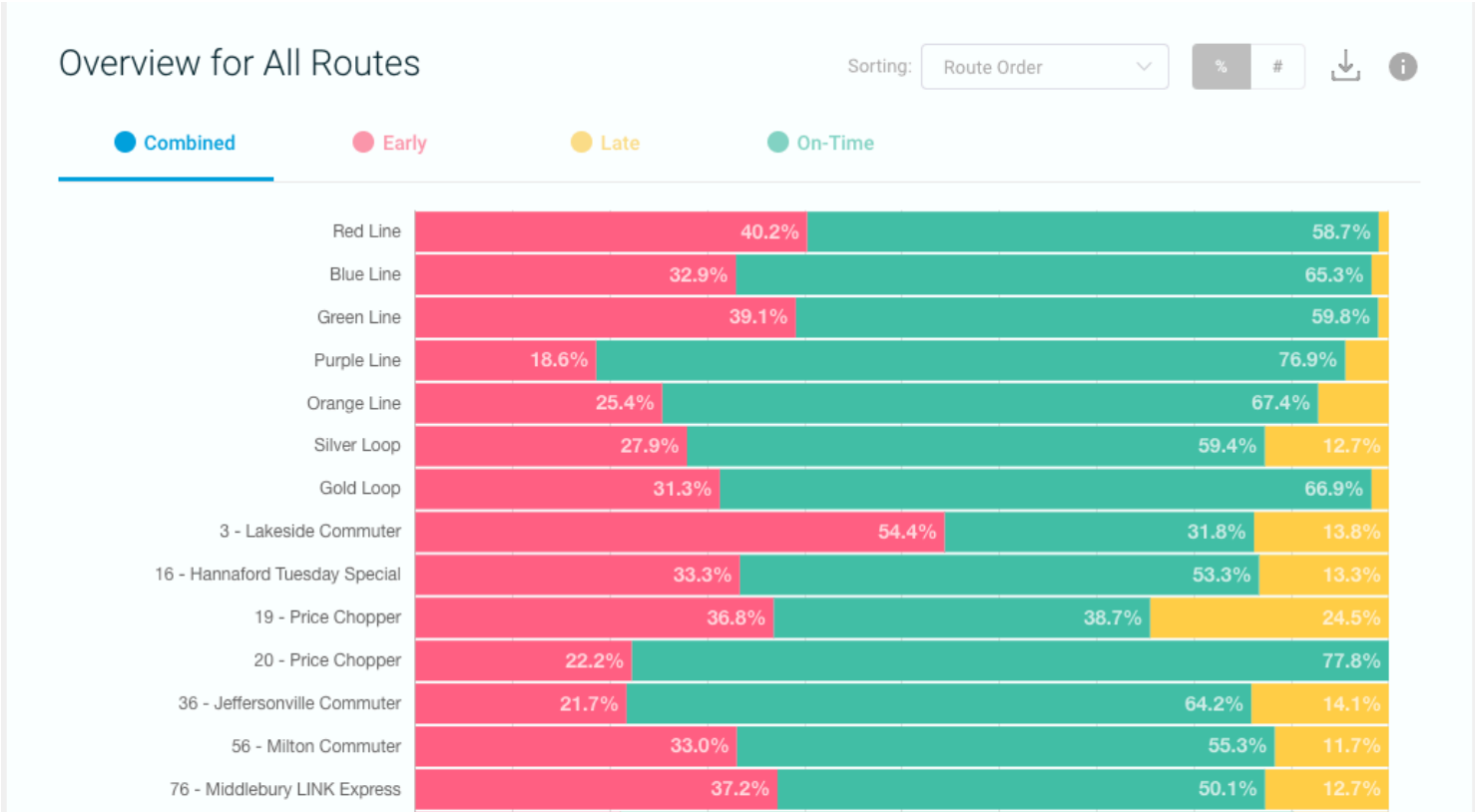
- **Title VI Program:** Staff worked with our consultant to update the Title VI program, as required every 3 years. Steve Falbel from Steadman Hill Consulting will present the Title VI program to the board for approval.
- **Webinars:** Planning staff is taking advantage of webinars focusing on restarting service post-COVID-19 and what does service look like moving forward, as well as webinars focusing on Microtransit.
- **Microtransit:** We have begun work on the scope of service for the Microtransit RFP.

On time Performance

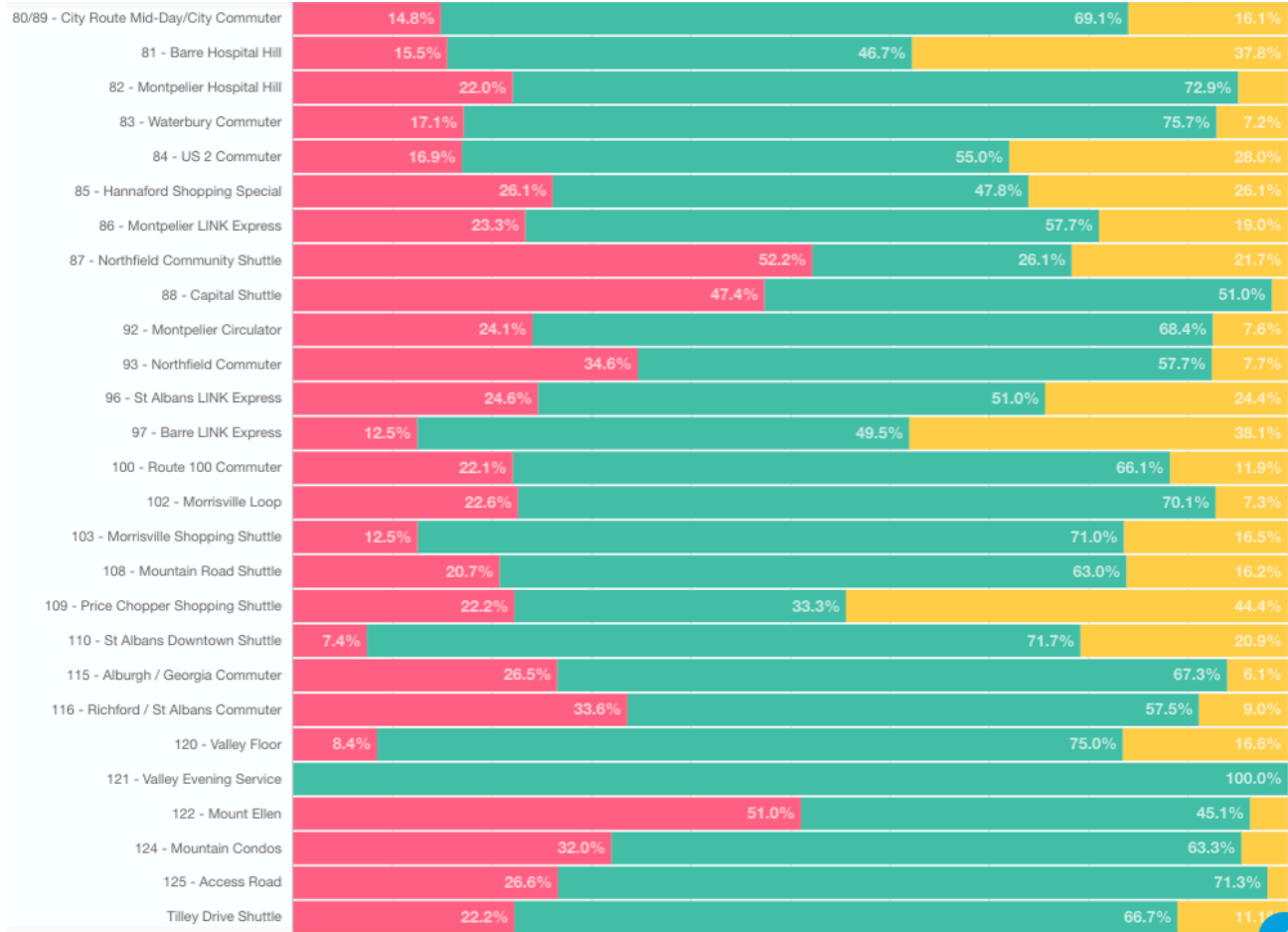
Urban On Time Performance by Route; 2 months prior to Governor Scott Executive Order for COVID-19, March 13



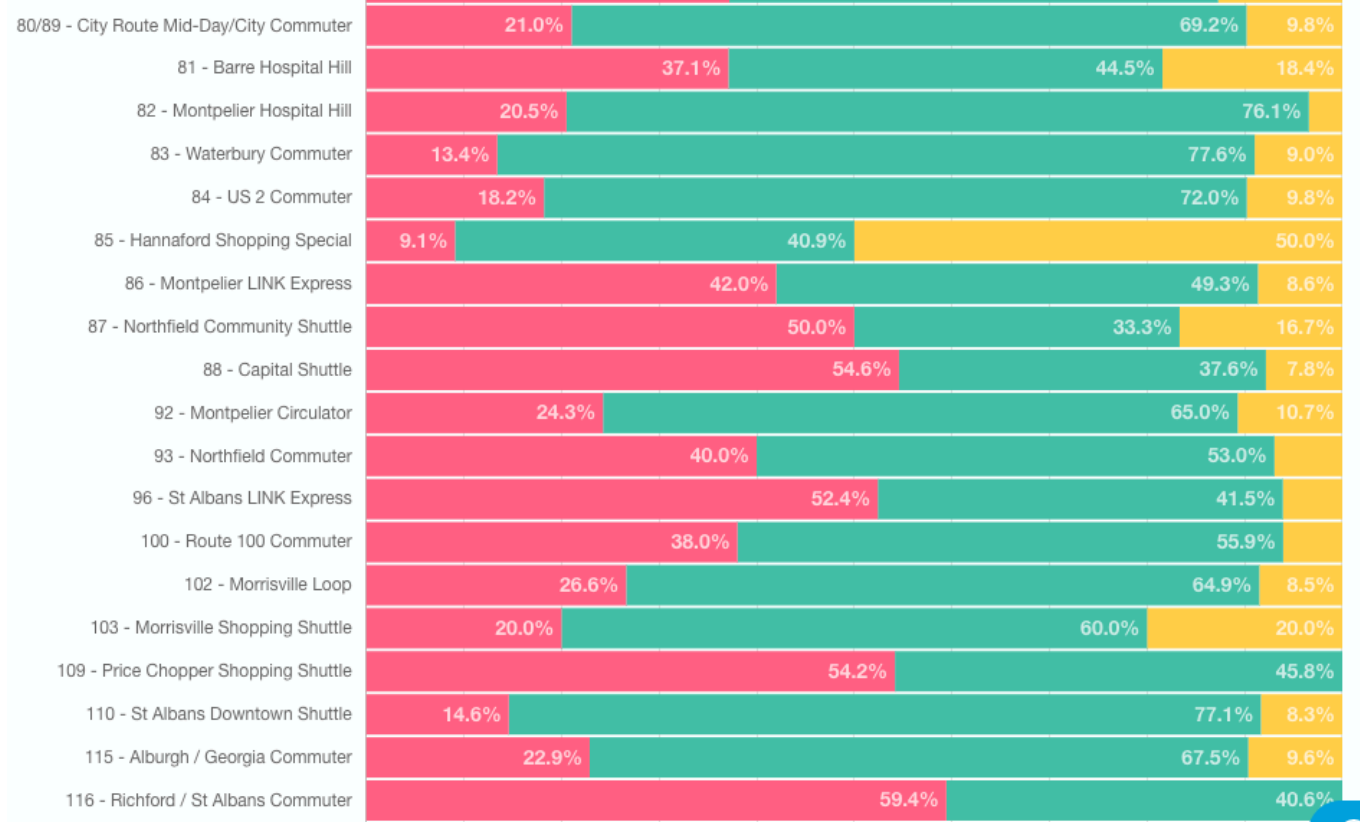
Urban On Time Performance by Route; 2 months after Governor Scott Executive Order for COVID-19, March 13



## Rural On Time Performance by Route; 2 months prior to Governor Scott Executive Order for COVID-19, March 13

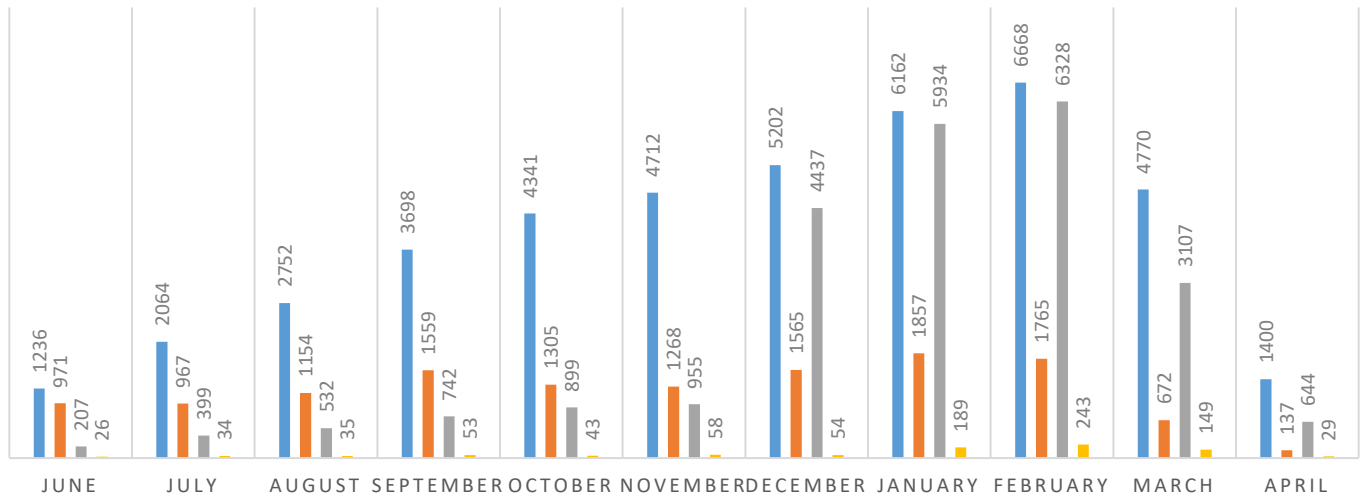


## Rural On Time Performance by Route; 2 months after Governor Scott Executive Order for COVID-19, March 13

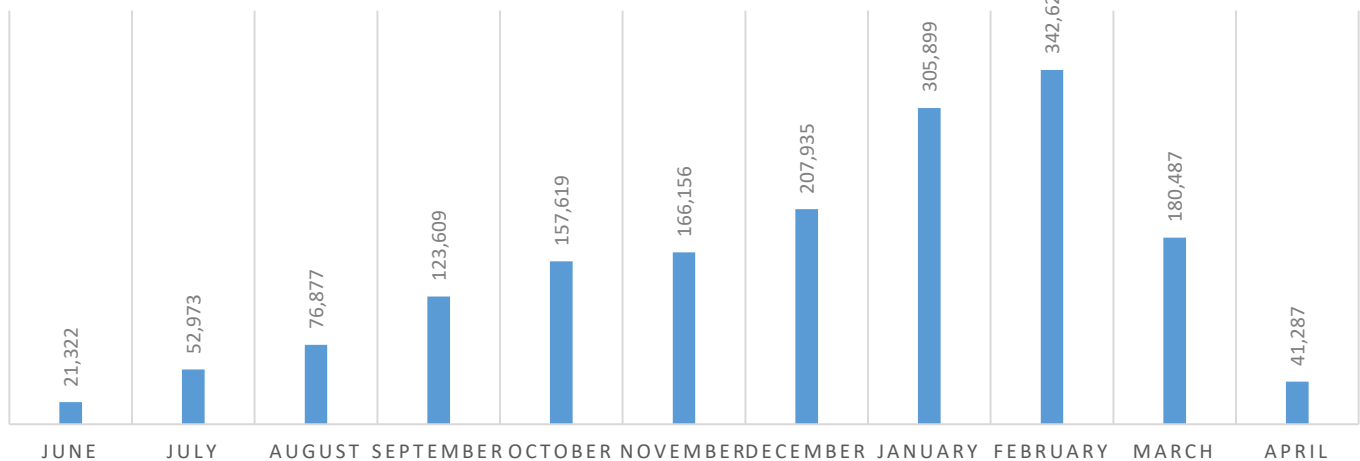


## GMT TRANSIT APP STATISTICS

Monthly Active Users Downloads GO trips Alert Subscribers



## SESSIONS



### Definitions

**Monthly Active Users:** How many individual riders use Transit.

**Downloads:** How many times Transit is downloaded.

**Sessions:** How many times riders open Transit.

**GO Trips:** Number of riders who utilize the GO function within the App.

**Alert Subscriptions:** Number of new riders who have set alert notifications for a particular route.

**Views:** Times a line is displayed in the list of nearby options.

**Clicks:** Taps on a line



To: GMT Board of Commissioners

From: Trish Redalieu, Director of Human Resources

Date: May 19, 2020

RE: IT Support, Administrative Support, Training, and HR

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HR has been supporting our teleworking staff through weekly emails with ideas on how to manage telework, maintain health when fitness centers are closed, and provide resources to all staff during these unprecedented times.

HR has begun preparing for the potential changes to telework by drafting policies and processes for the eventual return of staff to the office, should Governor Scott issue new guidance for those who work from home. The Training Department in collaboration with IT is exploring strategies to continue the delivery of training to staff during this time.

HR assisted in coordinating and tracking the VOSHA training required by Governor Scott, in Addendum 11 to Executive Order 1-20 issued on April 26, 2020.

HR continues managing and recording leaves of absence potentially eligible for emergency paid sick leave and expanded family medical leave under the FFRCA.

On behalf of GMT, I want to express my deepest gratitude to all the frontline staff who continue working in this challenging environment. Your hard work and dedication is an inspiration to us all. Thank you!

# ADA Ridership Report (by Town) : FY20

Total Rides												
% Increase/(decrease) from prior year												
CITY/TOWN	July	August	September	October	November	December	January	February	March	April	Total FY20 YTD	Total FY20 Rides
BURLINGTON	944	1,130	948	1,165	944	1,141	1,218	1,052	770	293	9,605	14,589
	-12.67%	-12.40%	-18.77%	-17.43%	-20.87%	-9.44%	3.13%	-4.62%	-36.68%	-75.86%		66%
COLCHESTER	145	79	134	193	148	168	177	151	73	34	1,302	1,832
	36.79%	-38.76%	-21.64%	-1.03%	-6.92%	-4.00%	20.41%	0.00%	-54.38%	-79.64%		71%
ESSEX	369	356	347	388	341	361	483	452	308	125	3,530	4,343
	2.22%	-10.10%	10.51%	13.12%	-10.03%	9.39%	31.97%	26.61%	-20.41%	-67.19%		81%
OTHER	0	0	1	5	0	0	0	5	3		14	75
	-100.00%	-100.00%	-50.00%	500.00%	0.00%	100.00%	200.00%	300.00%	400.00%	-100.00%		19%
SHELburne	236	204	210	251	187	199	207	223	136	72	1,925	3,027
	-4.84%	-31.54%	-19.23%	-13.75%	-19.05%	-16.74%	-22.18%	2.76%	-49.44%	-72.52%		64%
SO. BURLINGTON	1,028	1,133	1,158	1,339	1,235	1,323	1,365	1,182	790	181	10,734	12,546
	33.33%	27.88%	16.38%	18.29%	17.62%	33.77%	35.55%	15.77%	-37.45%	-84.12%		86%
WILLISTON	114	137	150	150	157	175	179	131	73	11	1,277	1,621
	-8.80%	-11.61%	18.11%	25.00%	45.37%	56.25%	34.59%	-16.03%	-51.33%	-92.90%		79%
Winooski	472	568	537	597	516	482	482	409	335	151	4,549	5,413
	-4.07%	22.94%	45.53%	35.68%	24.04%	30.27%	19.90%	-5.10%	-37.85%	-73.42%		84%
TOTAL	3,308	3,607	3,485	4,088	3,528	3,849	4,111	3,605	2,488	867	32,936	43,446
Cost to Members	\$ 88,034.19	\$ 90,381.98	\$ 88,261.43	\$ 103,545.06	\$ 88,308.22	\$ 97,368.12	\$ 103,872.08	\$ 92,623.95	\$ 63,617.81	\$ 23,466.95	\$ 178,416.17	
Cost/Trip	\$ 26.61	\$ 25.06	\$ 25.33	\$ 25.33	\$ 25.03	\$ 25.30	\$ 25.27	\$ 25.69	\$ 25.57	\$ 27.07	\$ 25.80	

Benchmark for comparison is 83%

% of FY19

YTD compared to FY19



## FY20 GMT Urban Ridership by Month

## Number of Service Days

Saturday  
Sunday  
Weekday  
School Days

#	Route Name	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY20 YTD	FY19 YTD	Difference (FY20-FY19)	%	FY18 YTD	Difference (FY20-FY18)	%
1 & 7	RED LINE	53,632	56,015	66,888	74,293	62,713	57,991	65,826	62,178	44,289	18,584			562,409	604,448	-42,039	-6.95%	578,074	-15,665	-2.71%
2 & 6	BLUE LINE	56,798	57,948	61,490	68,192	58,417	51,936	59,319	57,906	43,044	24,720			539,770	586,750	-46,980	-8.01%	565,758	-25,988	-4.59%
10	ORANGE LINE	2,247	2,182	2,053	2,136	2,057	1,760	1,602	1,577	1,169	553			17,336	15,469	1,867	12.07%	14,687	2,649	18.04%
5 & 9	GREEN LINE	19,118	18,684	18,325	21,346	19,476	19,187	21,118	19,763	15,626	7,289			179,932	194,269	-14,337	-7.38%	190,938	-11,006	-5.76%
4	SILVER LOOP	994	1,065	2,599	2,778	2,229	2,407	2,776	2,184	1,347	386			18,765	24,269	-5,504	-22.68%	16,438	2,327	14.16%
8	GOLD LOOP	3,470	3,708	4,031	4,668	4,379	3,920	4,925	5,099	2,892	1,253			38,345	55,736	-17,391	-31.20%	58,117	-19,772	-34.02%
11 & 12	PURPLE LINE	15,399	13,762	13,965	14,746	12,301	11,556	12,602	12,512	7,644	2,614			117,101	165,104	-48,003	-29.07%	170,727	-53,626	-31.41%
3	Lakeside Commuter	72	54	14	16	4	28	9	3	0	0			200	1,686	-1,486	-88.14%	1,649	-1,449	-87.87%
16	Hannaford's	200	160	174	219	166	242	200	182	122	112			1,777	2,264	-487	-21.51%	1,606	171	10.65%
19	Price Chopper #1	310	248	248	294	246	280	396	294	222	340			2,878	2,253	625	27.74%	2,492	386	15.49%
20	Price Chopper #2	256	272	130	135	116	116	94	122	56	104			1,401	2,037	-636	-31.22%	1,372	29	2.11%
21	School Trippers	-	2,036	18,731	20,561	12,694	13,827	16,971	13,614	8,171	0			106,605	147,346	-40,741	-27.65%	127,763	-21,158	0.00%
18	Sunday Service	-	-	-	-	-	-	-	-	-	-			0	4,970	-4,970	-100.00%	4,362	-4,362	-100.00%
26	Other	2,700	-	-	-	-	581	-	-	-	-			3,281	4,603	-1,322	-28.72%	7,856	-4,575	-58.24%
56	Milton Commuter	1,534	1,396	1,548	1,610	1,290	1,129	1,281	1,281	1,005	383			12,457	14,449	-1,992	-13.78%	12,820	-363	-2.83%
76	Middlebury Link	967	1,028	810	1,024	954	821	1,016	946	445	96			8,107	12,685	-4,578	-36.09%	11,141	-3,034	-27.23%
86	Montpelier Link	9,054	9,176	8,906	11,212	9,712	9,887	11,580	9,926	5,052	522			85,027	105,327	-20,300	-19.27%	100,432	-15,405	-15.34%
96	St. Albans Link	1,408	1,465	1,513	1,611	1,616	1,190	1,346	1,283	770	178			12,380	15,543	-3,163	-20.35%	13,320	-940	-7.06%
46	116 Commuter	346	374	320	337	271	193	280	285	159	0			2,565	3,770	-1,205	-31.96%	3,104	-539	-17.36%
36	Jeffersonville Commuter	966	909	1,113	1,327	870	879	1,017	840	514	134			8,569	8,608	-39	-0.46%	7,405	1,164	15.72%
97	Barre LINK	419	564	578	454	386	472	456	361	144	0			3,834	351	3,483	992.31%	0	3,834	NA
	SUBTOTAL	169,890	171,046	203,436	226,959	189,897	178,402	202,814	190,356	132,671	57,268	0	0	1,722,739	1,971,938	-249,199	-12.64%	1,890,061	-167,322	-8.85%
	ADA Paratransit	7,625	8,521	7,744	9,166	8,372	7,597	9,176	7,313					65,514	34,576	30,938	89.48%	31,716	33,798	106.56%
	TOTAL	177,515	179,567	211,180	236,125	198,269	185,999	211,990	197,669	132,671	57,268	0	0	1,788,253	2,006,514	-218,261	-10.88%	1,921,777	-133,524	-6.95%





To: GMT Board of Commissioners

From: Nick Foss, Director of Finance  
Kim Wall, Grants Manager  
Debbie Coppola, Senior Accountant  
Matt Kimball, Capital Projects Manager

Date: May 8, 2020

RE: Finance/Grants/Capital Projects

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The Finance & Grants Department continues to successfully adapt to this post-COVID environment. All employees except for myself, and one other, remain working from home, and this has certainly made for some quiet hallways this past month and a half. Adding to that, I must say, as much as technology has allowed us to remain connected, nothing is a perfect substitute, which is why I eagerly await a return to normalcy. Lastly, it must be said that our department's portable success would not have been possible without the assistance from our excellent I.T. Manager David.

It's seems hard to believe that another fiscal year has almost come and gone, but whether we believe it or not, it has. As a result the pre-audit process has begun, which we are now in the process of compiling everything the auditors could, would, or should need to begin reviewing FY20. As always, we look forward to another year of producing high quality financials from which all our stakeholders can utilize to judge and understand GMT's financial position. Yet another thank you goes out to GMT's Senior Accountant Debbie, who assists in all audit related activities and does so in a meaningful way. Debbie does an excellent job providing the auditors with everything they require in order to effectively review the company's financials and internal processes; well-done Debbie.

We continue to fully implement the new Payroll software, which as I've previously mentioned includes considerably more than just payroll. We are now in the early stages of utilizing the software's scheduling functionality, which will provide a number of benefits to Operations Managers, such as a smoother payroll process, on-demand labor reports, and in the not too distant future the ability to assign open work more efficiently. Operators will also benefit with the ability to view their schedules both on the physical time clocks, as well as on the employee web portal (HUB). On the HR front, the ability to track unpaid leave, workers-compensation, and FMLA will be a significant benefit to the company.

In other news, I am happy to report that contract negotiations are nearly complete to lease GMT's (101 Queen City Park Rd.) roof to Encore Renewable Energy for solar production. This will allow GMT to better leverage its assets while at the same time



provide a meaningful contribution towards the City of Burlington's Net Zero Energy plan. In addition, GMT will reserve the option to attain direct ownership of the solar array at a future date in the contract.

And finally, next week will mark my 1 year anniversary as Director of Finance at GMT. I can say with certainty it has been one of my best decisions. GMT is an excellent organization to be a part of, filled with good people, who provide a service vital to so many. I look forward to seeing what the future brings, I can feel its brightness.

### **Financial Summary**

Attached are the February financials for your review along with the preliminary March expenses. As we review the expenses for March 31, 2020, we use a benchmark to determine how well we are following our budget. We calculate this benchmark as the percentage of the budget that would be expected to be earned/spent if all revenues and expenses were spent/earned equally over twelve months. Therefore we would expect to see budgets at 66% for February and 75% for March.

**The February financials currently show a total surplus of \$761K, with a \$762K surplus on the Rural side and a slight deficit of roughly 1k on the Urban side.** Please note that the large surplus on the rural side of the business is partially to do with three factors: (1) the methodology and timing of how we recognize grant revenues compared to the timing of operating revenues; (2) the lower general and administrative expenses that we've witnessed over the past year – this has led to a lower amount of overhead costs being shifted to the rural side of the business from the urban side; (3) a more conservative budgeting approach.

Please find the following explanations for specific areas of interest.

Revenues were reviewed based on the activity through February 29th.....

- **Federal Urban operating grant finished at 92.5%** but is overstated currently. After discussion with VTRANS, GMT received additional 5311 CARES funds to the tune of an increase of roughly \$254K. As a result this budget variance is overstated and will be for the remainder of the year.
- **Advertising revenue** came in at above benchmark for both systems. This year's advertising revenue estimates were adjusted to more realistic budget figures. Staff is happy to see this area trending higher and is very excited about all the new initiatives the Marketing Department has come up with to bring in new revenues.

Expenses were reviewed based on the activity through March 31st.....



- **Salaries and Wages** came in under benchmark for both systems. As mentioned during the Budget Adjustment presentation a slight buffer was built into these line items to account for future CTO payouts.
- **Pension Plan Expenses** came in over benchmark on the urban side. This line item is budgeted based off historical participation information. Therefore, because wages are not over budget, this clearly means more employees are taking advantage of the company's retirement plan benefits.
- **Other Employee Benefits** is currently over the benchmark. During the budgeting process additional life insurance benefits provided to employees was not included in the budget. Going forward these expenses will be captured.
- **Legal fees** came in over budget due to unforeseen circumstances.
- **Dues and Subscriptions** are over the benchmark due to the timing of a VPTA invoice for 2019 dues on both Rural and Urban.
- **Travel and Meetings**- the rural side came in over budget at 155.3%. This is strictly made up of mileage, and should level out with the arrival of our new non-revenue vehicles that employees can use.
- **Computer Services**- The urban side came in over budget at 76.7%. This is mainly due to the timing of two large invoices - Thingtech (\$19K) and CSched (\$47K).
- **Audit Fees** are over the benchmark due to the timing of invoices. In short, there was a FY19 invoice that did not get captured in FY19, but instead got pushed into FY20. The Finance Department will do a better job in FY20 of ensuring we accrue invoices that come towards the end of a fiscal year.
- **Background Checks** are over the benchmark on the rural side due to gearing up for seasonal service.
- **DOT Testing** is slightly over the benchmark at 77.2% on the rural side due to physicals required by the DOT.
- **Employment Recruitment Program** is over the benchmark at 100% on the urban side due to employee referrals.
- **Marketing Expense** is over budget on the Rural side due to timing of an invoice for bus maps.

**Vehicle/Building Maintenance** – The condition of our fleet, especially on the urban side continues to punish the operating budget with high maintenance costs. As we





move forward the objective of the Finance Department will be to present budgets that are not only conservative in practice, but do not sacrifice capital investment as a means to float the company's operations. Overall, we are over where we would like to be on the urban side in aggregate, but remain under benchmark on the rural side.



- **Parts Expense** for the urban system is higher than we would have hoped. This is certainly an item that will have to be adjusted up in FY21. However, due to a conservative approach on several other maintenance line items, such as the fuel budget, we are able to absorb some of the overage.
- **Tires expense** for the urban system is over budget, but much of this is timing and the unpredictable nature of this line item. The Finance Department will be working with maintenance to try and better predict this, and many other maintenance line items.
- **Passenger Facility Expenses** is over budget due to timing of invoices.
- **Misc. Maintenance Expenses and Fees** is above benchmark on the rural side coming in at 94.4%. This is the result of a large amount of vehicle registrations this year. Going forward, the Finance Department will do a better job at matching the forecast for vehicle registration expenses with upcoming vehicle purchases.

The following is an update of the ongoing capital projects staff continue to work on:

☆ **Passenger Shelters:**

- Working with Enseicom to schedule the installation of a glass shelter at the Larkin Terrace property, the conversion of a shelter to covered bike storage on Cherry Street. Since Enseicom is based in Montreal, we anticipate that COVID may impact their timeline for performing the work. Replacing a damaged shelter on Kennedy Drive with a new unit from storage. Working on an insurance claim for the shelter as it was believed to be struck by a vehicle. Continuing to work with Planning to identify bus stops to prioritize the installation of shelters and benches over the summer.

☆ **Electric Bus Buy/Charging Station Installation:**

- Continuing to work with Proterra to ensure that all contract requirements are met with respect to the programmability of the charging stations and that all maintenance equipment is being provided.
- Seeding and mulching of the excavated areas for the transformer have been completed. Processing final payment to the electrician for the project.

☆ **31 Queen City Park Road (Formerly 1 Industrial Parkway)**



- Continuing to work on value engineering with Wiemann-Lamphere to reduce the scope of the body shop renovations as much as feasible to bring the anticipated cost within budget. Would likely need to defer building envelope improvements while staff explores other grant opportunities.

☆ **Montpelier Transit Center:**

- GMT staff and the City of Montpelier are nearing completion of the Operating Agreement for GMT's operation of the Transit Center.
- Working with Norris, Inc. to finalize punch list items and prepare for final commissioning of the system. Commissioning will be scheduled when COVID-19 travel restrictions are lifted. Integration of the front entrance ADA door opener with the system is still on hold until the City's contractor can complete the installation of ADA opener paddles. Have not received an update on when this will be completed.

☆ **15 Industrial Pkwy Roof Replacement:**

- Installation of the roof membrane and metal fascia are 100% complete. Will schedule final inspection with roofing Contractor and Manufacturer once COVID-19 travel restrictions are lifted. Will coordinate with roofing manufacturer in advance of future solar project to ensure that warranty conditions are met.

☆ **Electric Small Bus Procurement**

- Coordinating with VTrans, VEIC, and other VT Transit Agencies on the development of the electric small bus RFP. Progress has slowed on this during the COVID-19 pandemic.

☆ **DTC Air Conditioning Improvements**

- Awaiting quote from mechanical Contractor to install fan in exhaust vent for server room. Working with the engineer on design for the expansion of the current HVAC system in the building to provide climate control in the ticket booth.

☆ **GMTA Facility Renovation:**

- Working with VTrans and neighbors to line up funding for 4" sewer line along Route 12. VTrans' earmark grant for the project will only cover what is needed for the GMT facility (2" line). Cost difference needs to be picked up by others which will be part of ongoing discussions with the State, Town of Berlin, and neighbor properties.

	Current Fiscal Year To Date			FY20 ADJ. BUDGET (Approved Dec 2018)			Budget Variance			PYTD 2019	
	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural
<b>REVENUES</b>											
<b>FEDERAL, STATE AND LOCAL REVENUE</b>											
Municipal Member Assessments	1,604,879.75		\$1,604,879.75	2,400,146.00		\$2,400,146.00	66.87%	0.00%	66.87%	1,533,980.08	
Local Paratransit Assessments	451,050.73		451,050.73	683,749.00		683,749.00	65.97%	0.00%	65.97%	425,178.00	
Local Operating Assistance	62,930.96	287,835.06	350,766.02	94,396.00	430,360.00	524,756.00	66.67%	66.88%	66.84%	61,440.72	283,183.72
Federal Urban Formula Grant	1,728,607.51		1,728,607.51	2,635,398.00		2,635,398.00	65.59%	0.00%	65.59%	2,006,349.00	
Federal Rural Formula Grant		1,123,226.37	1,123,226.37		1,214,000.00	1,214,000.00	0.00%	92.52%	92.52%		805,173.56
State Regular Subsidy Operating Grant	1,508,128.00		2,097,937.04	2,317,192.00		3,362,192.00	65.08%	56.44%	62.40%	1,498,524.00	
E&D Grants and Local Match		589,809.04	905,702.81		1,045,000.00	1,318,807.00	0.00%	68.68%	68.68%		792,497.15
Other State Grants	66,929.20	33,167.11	100,096.31	107,061.00		184,661.00	62.52%	42.74%	54.21%	56,208.40	30,293.17
Other Federal Grants	2,370,031.57	752,523.08	3,122,554.65	3,426,846.00		4,530,726.00	69.16%	68.17%	68.92%	2,151,014.07	816,005.53
Fund Balance Reserves							0.00%	0.00%	0.00%		
Capital Reserve Revenue							0.00%	0.00%	0.00%		
<b>Total Federal, State and Local Revenues</b>	<b>7,792,557.72</b>	<b>3,692,263.47</b>	<b>11,484,821.19</b>	<b>11,664,788.00</b>	<b>5,189,647.00</b>	<b>16,854,435.00</b>	<b>66.80%</b>	<b>71.15%</b>	<b>68.14%</b>	<b>7,732,694.27</b>	<b>3,364,644.63</b>

<b>OPERATING REVENUE</b>											
Passenger Revenue	1,567,980.85	92,155.44	1,660,136.29	2,332,641.00	126,700.00	2,459,341.00	67.22%	72.74%	67.50%	1,458,929.70	88,148.68
Paratransit Passenger Fares	68,266.25		68,266.25	102,102.00		102,102.00	66.86%	0.00%	66.86%	64,725.00	
Advertising Revenue	105,194.27	22,500.00	127,694.27	150,000.00	25,000.00	175,000.00	70.13%	90.00%	72.97%	92,250.51	17,500.00
Interest Earnings	491.21	13,877.32	14,368.53	700.00	9,000.00	9,700.00	70.17%	154.19%	148.13%	488.79	11,256.78
Miscellaneous Revenue	30,416.10	70.03	30,486.13	31,595.00		31,595.00	96.27%	0.00%	96.49%	5,158.06	86.03
Sales Of Equipment	3,947.00	3,707.00	7,654.00	4,097.00	6,507.00	10,604.00	96.34%	56.97%	72.18%		504.99
Medicaid Purchase Of Svc		1,398,372.05	1,398,372.05		2,156,960.00	2,156,960.00	0.00%	64.83%	64.83%		1,403,104.79
Purchase of Service	27,944.56	62,426.20	90,370.76	38,920.00	83,906.00	122,826.00	71.80%	74.40%	73.58%	28,866.77	44,019.31
Warranty Revenue							0.00%	0.00%	0.00%		3,318.26
<b>Operating Revenue</b>	<b>1,804,240.24</b>	<b>1,593,108.04</b>	<b>3,397,348.28</b>	<b>2,660,055.00</b>	<b>2,408,073.00</b>	<b>5,068,128.00</b>	<b>67.83%</b>	<b>66.16%</b>	<b>67.03%</b>	<b>1,650,418.83</b>	<b>1,567,938.84</b>
<b>Total Revenue</b>	<b>9,596,797.96</b>	<b>5,285,371.51</b>	<b>14,882,169.47</b>	<b>14,324,843.00</b>	<b>7,597,720.00</b>	<b>21,922,563.00</b>	<b>66.99%</b>	<b>69.57%</b>	<b>67.89%</b>	<b>9,383,113.10</b>	<b>4,932,583.47</b>

<b>EXPENSES</b>											
<b>SALARIES AND WAGES</b>											
Other Wages	922,824.94	596,653.70	1,519,478.64	1,486,310.00	943,116.00	2,429,426.00	62.09%	63.26%	62.54%	1,094,770.08	549,282.34
Driver/Operator Wages	3,027,766.50	1,246,754.60	4,274,521.10	4,605,711.00	2,019,420.00	6,625,131.00	65.74%	61.74%	64.52%	2,767,702.06	1,300,719.49
Vehicle Repair Wages	611,467.95	114,589.81	726,057.76	980,472.00	170,894.00	1,151,366.00	62.36%	67.05%	63.06%	570,215.95	100,217.31
<b>Salaries and Wages</b>	<b>4,562,059.39</b>	<b>1,957,998.11</b>	<b>6,520,057.50</b>	<b>7,072,493.00</b>	<b>3,133,430.00</b>	<b>10,205,923.00</b>	<b>64.50%</b>	<b>62.49%</b>	<b>63.89%</b>	<b>4,432,688.09</b>	<b>1,950,219.14</b>
<b>PERSONNEL TAXES AND BENEFITS</b>											
Payroll Taxes (FICA/MC)	352,504.40	148,282.35	500,786.75	541,046.00	239,707.00	780,753.00	65.15%	61.86%	64.14%	342,182.51	142,459.53
Unemployment Tax Exp	(212.84)	6,925.98	6,713.14	20,000.00	17,000.00	37,000.00	-1.06%	40.74%	18.14%	21,047.93	4,367.33
Medical Insurance/HRA	1,258,092.89	352,226.58	1,610,319.47	1,871,164.00	561,066.00	2,432,230.00	67.24%	62.78%	66.21%	1,235,784.75	347,701.16
Pension Plan Expenses	202,608.58	46,823.11	249,431.69	289,972.00	72,069.00	362,041.00	69.87%	64.97%	68.90%	197,303.77	45,571.55
Employee Development	8,587.72	3,908.70	12,496.42	22,000.00	18,000.00	40,000.00	39.04%	21.72%	31.24%	23,617.12	8,820.27
Other Employee Benefits	90,723.44	37,270.73	127,994.17	118,101.00	42,630.00	160,731.00	76.82%	87.43%	79.63%	87,133.88	30,931.46
<b>Personnel Taxes and Benefits</b>	<b>1,912,304.19</b>	<b>595,437.45</b>	<b>2,507,741.64</b>	<b>2,862,283.00</b>	<b>950,472.00</b>	<b>3,812,755.00</b>	<b>66.81%</b>	<b>62.65%</b>	<b>65.77%</b>	<b>1,907,069.96</b>	<b>579,851.30</b>

<b>GENERAL AND ADMIN EXPENSES</b>											
Admin Supplies and Expenses	31,324.84	12,061.42	43,386.26	48,032.00	21,424.00	69,456.00	65.22%	56.30%	62.47%	26,326.16	10,405.07
Recruiting Expenses	4,271.50	3,359.69	7,631.19	12,400.00	7,000.00	19,400.00	34.45%	48.00%	39.34%	4,515.18	10,323.05
Dues and Subscriptions	4,156.46	3,252.00	7,408.46	5,100.00	4,787.00	9,887.00	81.50%	67.93%	74.93%	23,534.62	5,369.50
Travel and Meetings	773.89	2,286.24	3,060.13	2,500.00	1,500.00	4,000.00	30.96%	152.42%	76.50%	1,540.47	684.64
Board Development							0.00%	0.00%	0.00%		
Communications	21,785.01	16,612.77	38,397.78	43,692.00	52,680.00	96,372.00	49.86%	31.54%	39.84%	26,285.54	27,301.34
Computer Service Exp	59,972.26	26,821.23	86,793.49	87,098.00	71,608.00	158,706.00	68.86%	37.54%	54.69%	78,409.95	32,721.47
Legal Fees	21,291.54	7,818.88	29,110.42	15,000.00	3,000.00	18,000.00	141.94%	260.63%	161.72%	25,193.00	
Insurance	634,004.99	277,652.55	911,657.54	963,990.00	428,205.00	1,392,195.00	65.77%	64.84%	65.48%	634,996.65	275,680.67
Audit Fees	18,865.00	8,085.00	26,950.00	16,450.00	7,050.00	23,500.00	114.68%	114.68%	114.68%	7,350.00	3,150.00
Consulting Fees	8,893.47	8,893.46	17,786.93	12,000.00	12,000.00	24,000.00	74.11%	74.11%	74.11%	4,529.00	3,681.00
<b>General and Admin Expenses</b>	<b>805,338.96</b>	<b>366,843.24</b>	<b>1,172,182.20</b>	<b>1,206,262.00</b>	<b>609,254.00</b>	<b>1,815,516.00</b>	<b>66.76%</b>	<b>60.21%</b>	<b>64.56%</b>	<b>832,680.57</b>	<b>369,316.74</b>



OPERATIONS EXPENSES

Background Checks  
Drug & Alcohol Testing  
DOT Testing  
Employment Recruitment Program  
Driver's Uniforms  
Safety Expense  
Misc. Operating Exp

	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural
	Current Fiscal Year To Date			FY20 ADJ. BUDGET (Approved Dec 2018)			Budget Variance			PYTD 2019	
	1,032.00	12,613.00	13,645.00	2,400.00	11,500.00	13,900.00	43.00%	109.68%	98.17%	815.00	10,474.00
	4,740.00	4,841.00	9,581.00	6,500.00	6,270.00	12,770.00	72.92%	77.21%	0.00%	316.00	93.00
	800.00	800.00	800.00	800.00	400.00	1,200.00	100.00%	0.00%	75.03%	3,533.00	5,390.26
	10,891.88	5,284.58	16,176.46	20,000.00	10,000.00	30,000.00	54.46%	52.85%	66.67%	14,851.07	6,845.17
	328.35	328.35	328.35	800.00	500.00	1,300.00	41.04%	0.00%	25.26%	277.50	
	1,557.28	1,688.58	3,245.86	6,125.00	3,675.00	9,800.00	25.42%	3.57%	17.23%	1,706.92	
	19,349.51	22,869.88	42,219.39	36,625.00	32,345.00	68,970.00	52.83%	70.71%	61.21%	21,499.49	22,802.43

PLANNING EXPENSES

Other Planning Expenses  
MPO Planning Expenses  
Planning Expenses

	26,548.72	7,789.40	7,789.40	100,000.00	25,000.00	25,000.00	0.00%	31.16%	31.16%	52,065.18	3,223.03
	26,548.72	7,789.40	34,338.12	100,000.00	25,000.00	125,000.00	26.55%	0.00%	27.47%	52,065.18	3,223.03

VEHICLE/BUILDING MAINTENANCE EXP (15

Industrial)

Parts Expense - Non-Revenue Vehicles  
Parts Expense - Revenue Vehicles  
Tires  
Facility Maintenance  
Passenger Facility Expenses  
Security Expenses  
Cleaning Expense  
Repeater Fees  
Light, Heat and Water  
Fuel - Vehicles  
Maintenance Tools/Supplies/Uniforms  
Misc Maint Expenses and fees

	2,708.78	299.48	3,008.26	7,000.00	3,000.00	10,000.00	38.70%	9.98%	30.08%	6,121.92	695.25
	440,642.71	77,589.44	518,232.15	431,157.00	125,662.00	556,819.00	102.20%	61.74%	93.07%	370,977.78	230,979.65
	60,335.33	16,219.76	76,555.09	70,000.00	30,000.00	100,000.00	86.19%	54.07%	76.56%	30,150.65	26,092.87
	42,622.56	37,639.20	80,261.76	72,000.00	68,151.00	140,151.00	59.20%	55.23%	57.27%	54,881.12	41,312.31
	22,674.84		22,674.84	28,666.00		28,666.00	79.10%	0.00%	79.10%	19,164.94	
	11,272.00	8,496.22	19,768.22	24,000.00	12,000.00	36,000.00	46.97%	0.00%	0.00%		
	13,434.00	10,944.00	24,378.00	20,088.00	16,416.00	36,504.00	66.88%	70.80%	54.91%	12,882.42	7,916.22
	104,955.39	33,729.16	138,684.55	177,476.00	60,955.00	238,431.00	59.14%	66.67%	66.78%	11,610.25	9,882.00
	596,754.28	274,568.57	871,322.85	936,000.00	536,780.00	1,472,780.00	63.76%	51.15%	58.17%	108,457.07	38,441.54
	54,096.47	12,845.64	66,942.11	86,250.00	20,580.00	106,830.00	62.72%	62.66%	59.16%	601,910.50	220,483.58
	1,755.00	3,055.30	4,810.30	6,680.00	3,320.00	10,000.00	26.27%	92.03%	48.10%	56,182.22	11,044.47
	1,351,251.36	475,386.77	1,826,638.13	1,859,317.00	876,864.00	2,736,181.00	72.67%	54.21%	66.76%	1,275,286.05	585,996.29

CONTRACTOR EXPENSES

ADA/STTA Paratransit  
Partner Local Share  
Functional Assessment Costs  
Volunteer Drivers  
Other Transportation (incl Cabs)

	820,885.13		820,885.13	1,251,215.00		1,251,215.00	65.61%	0.00%	65.61%	803,648.37	
	9,916.50		9,916.50	19,833.00		19,833.00	50.00%	0.00%	50.00%		
	4,263.58		4,263.58	10,000.00		10,000.00	42.64%	0.00%	42.64%	5,467.41	
	435,520.98		435,520.98	570,151.00		570,151.00	0.00%	76.39%	76.39%	334,234.52	
	4,076.40		549,737.08	10,972.00	952,398.00	963,370.00	37.15%	57.72%	57.49%	6,888.60	588,779.76
	839,141.61	985,258.06	1,824,399.67	1,292,020.00	1,322,549.00	2,614,569.00	64.95%	64.71%	64.82%	816,004.38	923,014.28

MARKETING EXPENSE

Bus Tickets/Fare Media  
Marketing Expense  
Public Information

	10,278.42	860.48	11,138.90	20,000.00	2,400.00	22,400.00	51.39%	35.85%	49.73%	10,934.01	931.00
	10,268.77	12,900.02	23,168.79	26,320.00	30,140.00	56,460.00	39.02%	42.80%	41.04%	14,678.33	21,557.36
	10,448.13	10,172.38	20,620.51	22,000.00	11,000.00	33,000.00	47.49%	92.48%	62.49%	12,784.00	4,086.33
	30,995.32	23,932.88	54,928.20	68,320.00	43,540.00	111,860.00	45.37%	54.97%	49.10%	38,396.34	26,574.69

OTHER EXPENSES

Allowance for Doubtful Accounts  
Debt Service/Capital Reserve  
Bond Interest  
Capital Match

	46,442.51		46,442.51	46,443.00		46,443.00	100.00%	0.00%	100.00%	46,442.51	
	71,133.33	51,733.33	122,866.66	106,700.00	77,600.00	184,300.00	66.67%	66.67%	66.67%	62,816.00	140,290.00
	117,575.84	51,793.33	169,369.17	153,143.00	77,600.00	230,743.00	76.78%	66.67%	73.38%	109,258.51	140,290.00

TOTAL EXPENSES

Current Year Deferred Costs  
OH Admin Allocation  
Urban Shop Allocation  
Rural Link Cost Allocation  
ALLOCATIONS BETWEEN PROGRAMS

	30,987.54		30,987.54				0.00%	0.00%	0.00%	(135,366.92)	
	168,786.01	(168,786.01)		326,120.00	(326,120.00)		51.76%	51.76%	0.00%	302,124.72	(302,124.72)
	61,702.76	(61,702.76)					0.00%	0.00%	0.00%	118,499.39	(118,499.39)
	(194,783.48)	194,783.48					0.00%	0.00%	0.00%	(180,540.06)	180,540.06
	35,705.29	(35,705.29)		326,120.00	(326,120.00)		10.95%	10.95%	0.00%	240,084.05	(240,084.05)

	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural
	Current Fiscal Year To Date			FY20 ADJ. BUDGET (Approved Dec 2018)			Budget Variance			PYTD 2019	
<b>Balance Of Operating Budget</b>	<b>(1,074.11)</b>	<b>762,417.10</b>	<b>761,342.99</b>	<b>500.00</b>	<b>546.00</b>	<b>1,046.00</b>	<b>-214.82%</b>	<b>139636.83%</b>	<b>72786.14%</b>	<b>2,881.66</b>	<b>91,211.52</b>
<b>Capital Revenue</b>											
Federal Revenue	2,850,341.90	1,360,548.90	4,210,890.80				0.00%	0.00%	0.00%	650,253.44	29,576.79
State Revenue	121,656.30	60,890.28	182,546.58				0.00%	0.00%	0.00%	81,265.29	3,674.78
Paratransit Lease Revenue	345,166.00		345,166.00				0.00%	0.00%	0.00%		
Local Match Revenue	71,133.33	51,733.33	122,866.66				0.00%	0.00%	0.00%	62,816.00	140,290.00
<b>Total Capital Revenue</b>	<b>3,388,297.53</b>	<b>1,473,172.51</b>	<b>4,861,470.04</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>794,334.73</b>	<b>173,541.57</b>
<b>Capital Expenses</b>											
Vehicles	2,395,657.60	1,349,775.00	3,745,432.60				0.00%	0.00%	0.00%	2,810.85	
Maintenance Parts and Equipment	330,228.56	8,635.46	338,864.02				0.00%	0.00%	0.00%	275,185.19	39,873.60
Passenger Amenities	2,316.25		2,316.25				0.00%	0.00%	0.00%	42,871.50	
Facility Repairs and Improvements	799,187.00	134,052.98	933,239.98				0.00%	0.00%	0.00%	513,941.20	17,048.98
<b>Total Capital Expenses</b>	<b>3,527,389.41</b>	<b>1,492,463.44</b>	<b>5,019,852.85</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>834,808.74</b>	<b>56,922.58</b>
Balance of Capital Budget	(139,091.88)	(19,290.93)	(158,382.81)	0.00	0.00	0.00	0.00%	0.00%	0.00%	(40,474.01)	116,618.99
Transfer of Purchases to Fixed Assets	3,205,505.20	1,460,460.27	4,665,965.47				0.00%	0.00%	0.00%	459,226.68	331.62
Deferred Costs	(1,952,626.93)	(545,479.33)	(2,498,106.26)				0.00%	0.00%	0.00%	(1,926,457.27)	(376,899.45)
Depreciation Expense	1,252,878.27	914,980.94	2,167,859.21	0.00	0.00	0.00	0.00%	0.00%	0.00%	(1,467,230.59)	(376,567.83)
Subtotal											
<b>Current Change in Net Assets</b>	<b>1,112,712.28</b>	<b>1,658,107.11</b>	<b>2,770,819.39</b>	<b>500.00</b>	<b>546.00</b>	<b>1,046.00</b>	<b>222542.46%</b>	<b>303682.62%</b>	<b>264896.69%</b>	<b>(1,504,822.94)</b>	<b>(168,737.32)</b>

REVENUES

FEDERAL, STATE AND LOCAL REVENUE

	Current Fiscal Year To Date			FY20 ADJ. BUDGET (Approved Dec 2018)			Budget Variance			PYTD 2019		
	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined
Municipal Member Assessments	1,804,892.01		\$1,804,892.01	2,400,146.00		\$2,400,146.00	75.20%		0.00%	1,725,727.59		75.20%
Municipal Paratransit Assessments	508,029.78		508,029.78	683,749.00		683,749.00	74.30%		0.00%	478,325.25		74.30%
Local Operating Assistance	70,797.33	341,659.90	412,457.23	94,396.00	430,360.00	524,756.00	75.00%	79.39%	79.39%	69,495.81	335,494.35	78.60%
Federal Urban Formula Grant	1,728,607.51		1,728,607.51	2,635,398.00		2,635,398.00	65.59%		0.00%	2,224,898.00		65.59%
Federal Rural Formula Grant		1,123,226.37	1,123,226.37		1,214,000.00	1,214,000.00	0.00%	92.52%	92.52%		964,548.99	92.52%
State Regular Operating Grant	1,696,644.00		1,696,644.00	2,286,453.04		2,317,192.00	73.22%		56.44%	1,685,840.00		68.00%
E&D Grants and Local Match		589,809.04	589,809.04		1,045,000.00	1,045,000.00	0.00%		68.69%		765,057.38	68.69%
Other State Grants	66,929.20		66,929.20	107,061.00		177,600.00	62.52%		42.74%	67,714.32		54.21%
Other Federal Grants	2,393,107.86		2,393,107.86	3,426,846.00		4,530,726.00	69.83%		68.17%	2,422,891.21		69.43%
Fund Balance Reserves							0.00%		0.00%			0.00%
Capital Reserve Revenue							0.00%		0.00%			0.00%
<b>Total Federal, State and Local Revenues</b>	<b>8,269,007.69</b>	<b>3,746,307.06</b>	<b>12,015,314.75</b>	<b>11,664,788.00</b>	<b>5,189,647.00</b>	<b>16,854,435.00</b>	<b>70.89%</b>	<b>72.19%</b>	<b>71.29%</b>	<b>8,674,892.18</b>	<b>3,847,644.98</b>	<b>71.29%</b>

OPERATING REVENUE

Passenger Revenue	1,676,149.18	95,837.37	1,771,986.55	2,332,641.00	126,700.00	2,459,341.00	71.86%	75.64%	72.05%	1,641,245.35	98,407.92	72.05%
Paratransit Passenger Fares	74,043.75		74,043.75	102,102.00		102,102.00	72.52%		0.00%	73,935.00		72.52%
Advertising Revenue	122,337.04	27,880.00	150,217.04	150,000.00	25,000.00	175,000.00	81.56%	111.52%	85.84%	108,275.51	21,100.00	85.84%
Interest Earnings	555.27	15,253.15	15,808.42	700.00	9,000.00	9,700.00	79.32%	169.48%	162.97%	546.92	14,226.16	162.97%
Miscellaneous Revenue	30,462.10	78.04	30,540.14	31,595.00		31,595.00	96.41%	0.00%	96.66%	5,248.11	98.03	96.66%
Sales Of Equipment	3,947.00		7,654.00	4,097.00	6,507.00	10,604.00	96.34%	56.97%	72.18%		504.99	72.18%
Medicaid Purchase Of Svc		1,558,614.56	1,558,614.56		2,156,960.00	2,156,960.00	0.00%	72.26%	72.26%	1,604,705.91		72.26%
Purchase of Service		69,279.51	99,683.78	38,920.00	83,906.00	122,826.00	78.12%	82.57%	81.16%	31,149.14	51,328.27	81.16%
Warranty Revenue	30,404.27						0.00%	0.00%	0.00%		3,318.26	0.00%
<b>Operating Revenue</b>	<b>1,937,898.61</b>	<b>1,770,649.63</b>	<b>3,708,548.24</b>	<b>2,660,055.00</b>	<b>2,408,073.00</b>	<b>5,068,128.00</b>	<b>72.85%</b>	<b>73.53%</b>	<b>73.17%</b>	<b>1,860,400.03</b>	<b>1,793,689.54</b>	<b>73.17%</b>
<b>Total Revenue</b>	<b>10,206,906.30</b>	<b>5,516,956.69</b>	<b>15,723,862.99</b>	<b>14,324,843.00</b>	<b>7,597,720.00</b>	<b>21,922,563.00</b>	<b>71.25%</b>	<b>72.61%</b>	<b>71.72%</b>	<b>10,535,292.21</b>	<b>5,641,334.52</b>	<b>71.72%</b>

EXPENSES

SALARIES AND WAGES

Other Wages	1,044,189.03	670,486.89	1,714,675.92	1,486,310.00	943,116.00	2,429,426.00	70.25%	71.09%	70.58%	1,231,295.25	612,557.33	70.58%
Driver/Operator Wages	3,393,192.51	1,442,168.88	4,835,361.39	4,605,711.00	2,019,420.00	6,625,131.00	73.67%	71.42%	72.99%	3,092,196.08	1,482,106.09	72.99%
Vehicle Repair Wages	662,335.54	124,429.03	786,764.57	980,472.00	170,894.00	1,151,366.00	67.55%	72.81%	68.33%	634,146.15	113,109.62	68.33%
<b>Salaries and Wages</b>	<b>5,099,717.08</b>	<b>2,237,084.80</b>	<b>7,336,801.88</b>	<b>7,072,493.00</b>	<b>3,133,430.00</b>	<b>10,205,923.00</b>	<b>72.11%</b>	<b>71.39%</b>	<b>71.89%</b>	<b>4,957,637.48</b>	<b>2,207,773.04</b>	<b>71.89%</b>
<b>PERSONNEL TAXES AND BENEFITS</b>												
Payroll Taxes (FICA/MC)	392,831.18	168,237.18	561,068.36	541,046.00	239,707.00	780,753.00	72.61%	70.18%	71.86%	381,076.26	160,963.66	71.86%
Unemployment Tax Exp	(212.84)	7,015.59	6,802.75	20,000.00	17,000.00	37,000.00	-1.06%	41.27%	18.39%	24,012.40	5,064.91	18.39%
Medical Insurance/HRA	1,421,824.59	395,298.21	1,817,122.80	1,871,164.00	561,066.00	2,432,230.00	75.99%	70.45%	74.71%	1,396,056.41	394,685.10	74.71%
Pension Plan Expenses	225,496.84	53,712.82	279,209.66	289,972.00	72,069.00	362,041.00	77.77%	74.53%	77.12%	206,845.81	48,504.66	77.12%
Employee Development	8,587.72	3,908.70	12,496.42	22,000.00	18,000.00	40,000.00	39.04%	21.72%	31.24%	26,681.02	10,100.85	31.24%
Other Employee Benefits	100,604.11	41,440.13	142,044.24	118,101.00	42,630.00	160,731.00	85.18%	97.21%	88.37%	97,376.36	34,957.52	88.37%
<b>Personnel Taxes and Benefits</b>	<b>2,149,131.60</b>	<b>669,612.63</b>	<b>2,818,744.23</b>	<b>2,862,283.00</b>	<b>950,472.00</b>	<b>3,812,755.00</b>	<b>75.08%</b>	<b>70.45%</b>	<b>73.93%</b>	<b>2,132,048.26</b>	<b>654,276.70</b>	<b>73.93%</b>

GENERAL AND ADMIN EXPENSES

Admin Supplies and Expenses	32,649.24	13,140.19	45,789.43	48,032.00	21,424.00	69,456.00	67.97%	61.33%	65.93%	28,168.79	12,018.73	65.93%
Recruiting Expenses	4,510.44	3,520.69	8,031.13	12,400.00	7,000.00	19,400.00	36.37%	50.30%	41.40%	6,840.68	10,489.31	41.40%
Dues and Subscriptions	4,236.46	3,332.00	7,568.46	5,100.00	4,787.00	9,887.00	83.07%	69.61%	76.55%	23,528.00	5,569.50	76.55%
Travel and Meetings	848.89		2,328.79	2,500.00	1,500.00	4,000.00	33.96%	155.25%	79.44%	1,838.78	899.08	79.44%
Board Development							0.00%	0.00%	0.00%			0.00%
Communications	22,743.79	20,789.48	43,533.27	43,692.00	52,680.00	96,372.00	52.05%	39.46%	45.17%	33,981.61	26,315.58	45.17%
Computer Service Exp	66,833.96	30,268.94	97,102.90	87,098.00	71,608.00	158,706.00	76.73%	42.27%	61.18%	89,529.04	36,791.21	61.18%
Legal Fees	37,289.96	17,392.34	54,682.30	15,000.00	3,000.00	18,000.00	248.60%	579.74%	303.79%	25,193.00		303.79%
Insurance	707,224.03	310,032.43	1,017,256.46	963,990.00	428,205.00	1,392,195.00	73.66%	72.40%	73.07%	723,936.55	314,005.48	73.07%
Audit Fees	18,865.00	8,085.00	26,950.00	16,450.00	7,050.00	23,500.00	114.68%	114.68%	114.68%	10,500.00	4,500.00	114.68%
Consulting Fees	9,411.90	13,559.17	22,971.07	12,000.00	12,000.00	24,000.00	78.43%	112.99%	95.71%	5,529.00	4,681.00	95.71%
<b>General and Admin Expenses</b>	<b>904,613.67</b>	<b>422,449.03</b>	<b>1,327,062.70</b>	<b>1,206,262.00</b>	<b>609,254.00</b>	<b>1,815,516.00</b>	<b>74.99%</b>	<b>69.34%</b>	<b>73.10%</b>	<b>949,045.45</b>	<b>415,269.89</b>	<b>73.10%</b>

OPERATIONS EXPENSES

Background Checks  
Drug & Alcohol Testing  
DOT Testing  
Employment Recruitment Program  
Driver's Uniforms  
Safety Expense  
Misc. Operating Exp

Operations Expenses

Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural
Current Fiscal Year To Date			FY20 ADJ. BUDGET (Approved Dec 2018)			Budget Variance			PYTD 2019	
1,032.00	12,613.00	13,645.00	2,400.00	11,500.00	13,900.00	43.00%	109.68%	98.17%	838.00	10,543.00
4,840.00	4,841.00	9,681.00	6,500.00	6,270.00	12,770.00	74.46%	0.00%	0.00%	316.00	93.00
800.00	800.00	800.00	800.00	400.00	1,200.00	100.00%	0.00%	75.81%	4,388.00	5,538.26
10,891.88	5,384.58	16,276.46	20,000.00	10,000.00	30,000.00	54.46%	53.85%	66.67%	200.00	
328.35	328.35	328.35	800.00	500.00	1,300.00	41.04%	0.00%	54.25%	15,453.16	7,577.29
2,257.15	3,088.31	6,125.00	3,625.00	3,675.00	9,800.00	36.85%	22.62%	25.26%	277.50	
20,149.38	23,669.74	43,819.12	36,625.00	32,345.00	68,970.00	55.02%	73.18%	31.51%	1,706.92	
						63.53%			23,179.58	23,751.55

PLANNING EXPENSES

Other Planning Expenses  
MPO Planning Expenses  
Planning Expenses

30,508.72	14,779.40	14,779.40	100,000.00	25,000.00	25,000.00	0.00%	59.12%	59.12%		4,268.03
30,508.72	14,779.40	45,288.12	100,000.00	25,000.00	125,000.00	30.51%	0.00%	30.51%	79,640.18	4,268.03

VEHICLE/BUILDING MAINTENANCE EXP (15

Industrial)

Parts Expense - Non-Revenue Vehicles  
Parts Expense - Revenue Vehicles  
Tires  
Facility Maintenance  
Passenger Facility Expenses  
Security Expenses  
Cleaning Expense  
Repeater Fees  
Light, Heat and Water  
Fuel - Vehicles  
Maintenance Tools/Supplies/Uniforms  
Misc Maint Expenses and fees  
Vehicle/Building Maintenance Exp

2,708.78	361.73	3,070.51	7,000.00	3,000.00	10,000.00	38.70%	12.06%	30.71%	6,127.32	695.25
514,646.15	88,092.77	602,738.92	431,157.00	125,662.00	556,819.00	119.36%	70.10%	108.25%	413,518.86	252,399.99
65,113.05	18,751.92	83,864.97	70,000.00	30,000.00	100,000.00	93.02%	62.51%	83.86%	33,689.46	27,020.87
45,860.09	41,519.57	87,379.66	72,000.00	68,151.00	140,151.00	63.69%	60.92%	62.35%	56,117.76	52,769.83
24,944.93		24,944.93	28,666.00		28,666.00	87.02%	0.00%	87.02%	21,387.53	
11,272.00	9,695.14	20,967.14	24,000.00	12,000.00	36,000.00	46.97%	80.79%	0.00%		
15,150.00	12,312.00	27,462.00	20,088.00	16,416.00	36,504.00	75.42%	75.00%	58.24%	14,220.58	8,915.68
122,619.75	39,094.20	161,713.95	177,476.00	60,955.00	238,431.00	69.09%	64.14%	75.23%	14,958.25	11,250.00
641,944.52	310,929.57	952,874.09	936,000.00	536,780.00	1,472,780.00	68.58%	57.92%	67.82%	127,746.17	46,636.43
64,531.95	15,130.03	79,661.98	86,250.00	20,580.00	106,830.00	74.57%	73.52%	64.70%	673,264.48	266,546.80
1,762.89	3,133.19	4,896.08	6,680.00	3,320.00	10,000.00	26.39%	94.37%	74.52%	60,839.63	11,012.20
1,510,554.11	539,020.12	2,049,574.23	1,859,317.00	876,864.00	2,736,181.00	81.24%	61.47%	48.96%	3,231.37	95.03
						74.91%			1,425,101.41	677,342.08

CONTRACTOR EXPENSES

ADA/STTA Paratransit  
Partner Local Share  
Functional Assessment Costs  
Volunteer Drivers  
Other Transportation (incl Cabs)  
Contractor Expenses

890,280.44	1,251,215.00	1,251,215.00	1,251,215.00			71.15%	0.00%	71.15%	914,386.41	
19,833.00	19,833.00	19,833.00	19,833.00			100.00%	0.00%	100.00%		
4,493.04	4,493.04	4,493.04	10,000.00			44.93%	0.00%	44.93%	6,101.72	
4,257.00	474,873.34	474,873.34	570,151.00			0.00%	83.29%	83.29%		380,192.18
918,863.48	1,042,320.00	1,961,183.48	1,292,020.00	952,398.00	963,370.00	38.80%	59.58%	59.34%	7,843.20	664,684.82
						71.12%	68.46%	69.68%	928,331.33	1,044,877.00

MARKETING EXPENSE

Bus Tickets/Fare Media  
Marketing Expense  
Public Information  
Marketing Expense

10,165.26	931.19	11,096.45	20,000.00	2,400.00	22,400.00	50.83%	38.80%	49.54%	10,391.65	1,282.65
11,275.77	13,211.52	24,487.29	26,320.00	30,140.00	56,460.00	42.84%	43.83%	43.37%	15,166.66	22,020.69
10,448.13	10,324.06	20,772.19	22,000.00	11,000.00	33,000.00	47.49%	93.86%	62.95%	12,952.00	7,395.76
31,889.16	24,466.77	56,355.93	68,320.00	43,540.00	111,860.00	46.68%	56.19%	50.38%	38,510.31	30,699.10

OTHER EXPENSES

Allowance for Doubtful Accounts  
Debt Service/Capital Reserve  
Bond Interest  
Capital Match  
Other Expenses

46,442.51	46,442.51	46,442.51	46,443.00			100.00%	0.00%	100.00%	46,442.51	
80,025.00	58,200.00	138,225.00	106,700.00	77,600.00	184,300.00	75.00%	75.00%	75.00%	70,668.00	157,826.25
126,467.51	58,200.00	184,667.51	153,143.00	77,600.00	230,743.00	82.58%	75.00%	80.03%	117,110.51	157,826.25

TOTAL EXPENSES

Current Year Deferred Costs  
OH Admin Allocation  
Urban Shop Allocation  
Rural Link Cost Allocation  
ALLOCATIONS BETWEEN PROGRAMS

36,052.50		36,052.50				0.00%	0.00%	0.00%	(140,145.16)	
185,130.96	(185,130.96)		326,120.00	(326,120.00)		56.77%	56.77%	0.00%	338,585.95	(338,585.95)
(219,584.03)	(69,565.48)	(289,149.51)				0.00%	0.00%	0.00%	128,523.65	(128,523.65)
35,112.41	(35,112.41)		326,120.00	(326,120.00)		10.77%	10.77%	0.00%	(204,098.70)	204,098.70
									265,010.90	(263,010.90)

	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural
	Current Fiscal Year To Date			FY20 ADJ. BUDGET (Approved Dec 2018)			Budget Variance			PYTD 2019	
	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural	Combined	Urban	Rural
<b>Balance Of Operating Budget</b>	<b>(513,823.50)</b>	<b>450,241.79</b>	<b>(63,581.71)</b>	<b>500.00</b>	<b>546.00</b>	<b>1,046.00</b>	<b>-102764.70%</b>	<b>82461.87%</b>	<b>-6078.56%</b>	<b>7,553.44</b>	<b>162,239.98</b>
<b>Capital Revenue</b>											
Federal Revenue	2,850,341.90	1,360,548.90	4,210,890.80				0.00%	0.00%	0.00%	688,578.60	190,776.79
State Revenue	121,656.30	60,890.28	182,546.58				0.00%	0.00%	0.00%	83,647.85	23,824.78
Paratransit Lease Revenue	345,166.00		345,166.00				0.00%	0.00%	0.00%		
Local Match Revenue	80,025.00	58,200.00	138,225.00				0.00%	0.00%	0.00%	70,668.00	157,826.25
<b>Total Capital Revenue</b>	<b>3,397,189.20</b>	<b>1,479,639.18</b>	<b>4,876,828.38</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>842,894.45</b>	<b>372,427.82</b>
<b>Capital Expenses</b>											
Vehicles	2,400,624.60	1,439,656.00	3,840,280.60				0.00%	0.00%	0.00%	2,810.85	201,500.00
Maintenance Parts and Equipment	341,621.28	10,137.59	351,758.87				0.00%	0.00%	0.00%	313,225.88	25,951.34
Passenger Amenities	2,316.25		2,316.25				0.00%	0.00%	0.00%	42,871.50	
Facility Repairs and Improvements	805,009.30	137,007.13	942,016.43				0.00%	0.00%	0.00%	535,987.20	18,619.25
<b>Total Capital Expenses</b>	<b>3,549,571.43</b>	<b>1,586,800.72</b>	<b>5,136,372.15</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>894,895.43</b>	<b>246,070.59</b>
Balance of Capital Budget	(152,382.23)	(107,161.54)	(259,543.77)	0.00	0.00	0.00	0.00%	0.00%	0.00%	(52,000.98)	126,357.23
Transfer of Purchases to Fixed Assets	3,205,505.20	1,550,341.27	4,755,846.47				0.00%	0.00%	0.00%	468,676.68	201,831.62
Deferred Costs	(2,206,620.11)	(613,449.71)	(2,820,069.82)				0.00%	0.00%	0.00%	(2,165,723.73)	(422,563.23)
Depreciation Expense	998,885.09	936,891.56	1,935,776.65	0.00	0.00	0.00	0.00%	0.00%	0.00%	(1,697,047.05)	(220,731.61)
<b>Subtotal</b>	<b>332,679.36</b>	<b>1,279,971.81</b>	<b>1,612,651.17</b>	<b>500.00</b>	<b>546.00</b>	<b>1,046.00</b>	<b>66535.87%</b>	<b>234427.07%</b>	<b>154173.15%</b>	<b>(1,741,494.59)</b>	<b>67,865.60</b>
<b>Current Change in Net Assets</b>											

GMT  
Local Relief Scenario

TOTAL ASSESSMENTS	Total	Burlington	So. Burl.	Essex	Winooski	Shelburne	Williston	Milton	Hinesburg	Colchester*
FY21 Total Assessments	\$ 3,230,850	\$ 1,727,259	\$ 511,248	\$ 284,306	\$ 193,607	\$ 108,941	\$ 230,722	\$ 35,054	\$ 46,770	\$ 92,944
Less 4% increase on fixed route	(\$83,547)	(\$44,249)	(\$11,986)	(\$8,217)	(\$4,201)	(\$2,374)	(\$7,749)	(\$1,317)	(\$1,758)	(\$1,696)
Updated FY21 Assessments	\$ 3,147,303	\$ 1,683,010	\$ 499,262	\$ 276,089	\$ 189,406	\$ 106,567	\$ 222,973	\$ 33,737	\$ 45,012	\$ 91,248

\*Colchester's assessments have been updated to reflect the new non-voting member agreement ratified in FY20



To: GMT Board of Commissioners

From: Nick Foss, Director of Finance  
Jordan Posner, Paratransit & Broker Services Manager

Date: May 7, 2020

RE: Paratransit Fares

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The FTA issues the following guidance regarding ADA Paratransit Fares:

***Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.121 require paratransit fares to be comparable to the fare for a trip between the same points on the regular fixed route transit system. "Comparable" is defined in DOT ADA regulations at 49 C.F.R. Section 37.131(c) as not more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day, on the entity's fixed route system, exclusive of discounts.***

In FY20, GMT raised fixed route fares in the urban system to \$1.50, per one way ride. Despite this, the ADA Paratransit fare remained at \$2.50, or twice the prior one way fare. We are suggesting an increase in the paratransit fare to \$3.00, or twice the current one way fare, in order to follow FTA guidance regarding fares. GMT expects this to increase revenues. A \$.50 increase in fare would have increased revenues by \$ \$19,524 in FY19. This is projected to result in approximately \$23,400 in added revenue in FY21.

GMT will work with Paratransit contractor, SSTA, to implement this new fare structure, to be in effect 7/1/20. This would include public outreach to take place directly with passengers. GMT will also work with the ADA/Paratransit Advisory Committee to ensure populations to be impacted by this are properly prepared.

In public meetings, modified for post-COVID 19 response, GMT did not receive any public comment. The ADA advisory committee, made up of paratransit riders, all voted in favor of this increase with no objections.

We are requesting the board pass a resolution stating:

***In order to bring paratransit fares in Chittenden County in line with federal guidance and guidelines, the GMT board of commissioners is passing a resolution to raise Paratransit fares to \$3.00.***

# Title VI Program

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Green Mountain Transit Authority

May 2020



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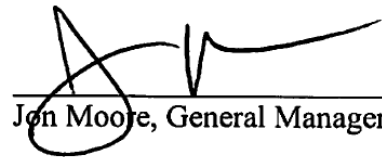
*Note: In 2018, the Vermont Legislature officially changed the name of the Chittenden County Transportation Authority to the Green Mountain Transit Authority. Prior versions of the Title VI Program referred to CCTA as the official name of the authority and GMT as the public name. In this program, GMT is both the official and public name of the authority.*

## Statement of Policy

Green Mountain Transit Authority (GMT), as a federal grant recipient, is required by the Federal Transit Administration to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.

GMT is committed to enforcing the provisions of Title VI and protecting the rights and opportunities of all persons associated with GMT or affected by its programs. GMT's commitment includes vigorously enforcing all applicable laws and regulations that affect GMT and those organizations, both public and private, which participate and benefit through our programs.

GMT will take positive and realistic affirmative steps to ensure that all persons and/or firms wishing to participate in its programs are given an equal and equitable chance to participate. GMT's sub-recipients and contractors are required to prevent discrimination and ensure nondiscrimination in all of their programs, activities and services.

  
Jon Moore, General Manager

## Notice to the Public

GMT ensures that its passengers and the public receive notice of their Title VI rights, including 1) a statement that GMT operates without regard to race, color, and national origin, 2) instructions on how the public can file a Title VI complaint, and 3) information to the public about how to obtain more information about their Title VI rights and GMT's Title VI responsibilities. The notification to the public on the GMT website is located at <http://ridegmt.com/title-vi/> and is reproduced below.

GMT provides notice of Title VI rights to passengers and the public in the following ways:

- **GMT Facilities:** The above notice is posted in flyer format at the front desk at GMT's Administrative Facility at 101 Queen City Park Road, Burlington, Vermont, at the rural facility in Berlin, VT, and at the customer service kiosks at GMT's Downtown Transit Center on St. Paul Street in Burlington and at the Montpelier Transit Center. These locations are the primary areas where GMT passengers receive information about GMT's services.
- **Vehicles:** The notice on the website has been converted to a sticker format for placement on all GMT revenue vehicles.

# Title VI (all regions)

## Title VI– Chittenden County

GMT operates its programs and services without regard to race, color, and national origin in accordance with the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with GMT.

For more information on GMT's civil rights program and the procedures to file a complaint, contact GMT at 802-864-2282 (VT Relay 800-253-0191), [info@RideGMT.com](mailto:info@RideGMT.com), or at our administrative office at 15 Industrial Parkway, Burlington, VT 05401. For more information visit [www.RideGMT.com](http://www.RideGMT.com)

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

## Title VI– Central Vermont | Franklin-Grand Isle

GMT operates its programs and services without regard to race, color, and national origin in accordance with the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with GMT.

To file a Title VI complaint with GMT, call 802-864-2282 and state you would like to make a Title VI complaint or send an email to [info@RideGMT.com](mailto:info@RideGMT.com).

If you would like more information about your Title VI rights or to file a complaint directly with the Vermont Agency of Transportation, Office of Civil Rights, call 802-249-9291.

[Title VI Complaint Procedures](#)

[Title VI Complaint Form](#)

- **GMT Bus Map & Guide:** GMT produces a Bus Map & Guide—which contains detailed route, schedule, and system information—at least three times a year. Separate booklets are prepared for the urban and rural portions of the service area. The Title VI notice is included in every Bus Map & Guide publication. The Bus Map & Guide is distributed for free on all GMT vehicles, at the two main customer service facilities, and throughout the service area at local businesses and municipal offices. The notifications in the Bus Map & Guide documents are shown below.

## Title VI of the Civil Rights Act

GMT operates its programs and services without regard to race, color, and national origin in accordance with the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with GMT.

For more information on GMT's civil rights program and the procedures to file a complaint, contact GMT at **802-540-2468** (VT Relay Number 800-253-0191), **info@RideGMT.com**, or at our administrative office at **101 Queen City Park Road, Burlington, VT 05401**. For information visit **RideGMT.com**.

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

Notification in  
Urban BM&G

## Title VI of the Civil Rights Act

GMT operates its programs and services without regard to race, color, and national origin in accordance with the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with GMT.

To file a Title VI complaint with GMT, call 802-864-2282 and state you would like to make a Title VI complaint or send an e-mail to **info@RideGMT.com**.

If you would like more information about your Title VI rights or to file a complaint directly with the Vermont Agency of Transportation, Office of Civil Rights, call 802-828-5561.

Notification in  
Rural BM&G

# **Title VI Complaint Procedures, Form, & Complaint Log**

## **1) Receiving and Documenting Complaints:**

### **a) Complaints via Phone Call**

When a member of the public wishing to file a Title VI complaint calls GMT and states that he/she wishes to file a Title VI complaint, the front desk should transfer the call to GMT's Title VI officer who will document the complaint using the Title VI Complaint Form (follows below). Should the Title VI officer be unavailable to take the call, the front desk shall record the individual's contact information and state that the Title VI officer will call the person back. The Title VI officer shall call the individual back within five business days of receiving the message. If the Title VI officer will be out of the office longer than five business days, an interim Title VI office shall be selected and he/she shall receive the Title VI complaints calls until the permanent Title VI office returns.

In the event that an individual calls in a complaint but does not specifically state that he/she wishes to file a Title VI complaint and the call is forwarded to the Operations Department following normal (non-Title VI) complaint procedures, the person who takes the call shall follow the normal (non-Title VI) complaint documentation procedures. If after the call is taken, it becomes clear that the complaint involves Title VI, the Operations Department shall forward the person's contact information to the Title VI officer. The Title VI officer shall call the individual back and document the Title VI complaint using the Title VI Complaint Form.

### **b) Complaints via Email/Website**

When a member of the public submits a complaint via email that is related to Title VI, it should be forwarded to the Title VI officer by whichever staff member that receives it. If the emailed complaint does not include sufficient information to fill out the Title VI Complaint Form, the Title VI officer will contact the individual to obtain the needed information. In all cases, the Title VI officer will reply to the individual to confirm receipt of the complaint.

The Title VI officer shall reply to the email within five business days. If the Title VI officer will be out of the office longer than five business days, an interim Title VI office shall be selected and he/she shall be forwarded the Title VI complaints emails until the permanent Title VI office returns.

## **2) Enter the Complaint into the GMT Title VI Complaint and Lawsuit Log**

Any Title VI complaint received by GMT shall be entered into the GMT Title VI Complaint and Lawsuit Log. The following information must be included in the log:

- Date the complaint was filed
- A summary of the allegations
- The status of the investigation

- Actions taken by the recipient in response

### 3) Internal Investigation of Title VI Complaints

After a Title VI complaint is received and fully documented using the Title VI Complaint form, the Title VI officer will initiate an internal investigation of the complaint. Such an investigation might include, but is not limited to, speaking with administrative staff, Maintenance Department staff, and/or Operations Department staff (bus drivers), reviewing company policies and procedures, reviewing on-bus video, and evaluating service characteristics and schedules. If requested by the complainant or warranted based on the investigation, the Title VI officer will contact the complainant at the conclusion of the investigation to report on any findings or potential changes as a result of the complaint.

Notice shall include information regarding appeal rights of the complainant and instructions for initiating such an appeal. The first level of appeal is to the General Manager of GMT. The General Manager will review all of the facts of the case and the process of the internal investigation. If any aberrations from normal procedure are discovered or if new facts come to light, GMT will reconsider the determination.

If the complainant is still dissatisfied with the determination and/or resolution set forth by GMT, the result may be appealed to VTrans. Complainant will be advised to contact:

Vermont Agency of Transportation  
Office of Civil Rights & Labor Compliance  
219 North Main Street  
Barre, VT 05641

Appeals may also be submitted by telephone or fax. Contact numbers are as follows:

Phone: (802) 249-9291

Fax: (802) 479-5506

As GMT is a direct recipient of federal funds, an appeal can also be made directly to the Federal Transit Administration. Complainant will be advised to contact:

Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave, SE  
Washington, DC 20590

### 4) Update the GMT Title VI Complaint and Lawsuit Log

After conducting the internal investigation, the Title VI officer must update the status of the complaint in the GMT Title VI Complaint and Lawsuit Log. This will include an explanation of any actions taken as a result of the complaint and/or internal investigation.

# GMT Title VI Complaint Form

**To be filled out by GMT Title VI Officer for complaints received by phone or email. The form may be filled out directly by the individual making the complaint.**

[illegible]

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



## Record of Title VI Investigations, Complaints, Or Lawsuits

Since the submission of the last Title VI Program in 2017, GMT received two complaints from passengers who felt that their civil rights had been violated. These complaints and their resolution status are summarized below.

Allegations	Status	Actions Taken
<b>5/23/19</b>		
Operator 697 was driving bus 914 operating School Tripper route 47 with a scheduled 15:10 departure from Edmunds School. While on North Union Avenue the operator stopped the bus and required passengers who were violating the GMT code of conduct to depart the vehicle, including multiple passengers of color. The Operator also threatened to call law enforcement if the passengers did follow his instructions. As this was a School Tripper route all passengers were elementary and middle school aged.	Ruled as an unfounded Title VI complaint, pending a Vermont Human Rights Commission Complaint of Discrimination in a place of Public Accommodation. Initial unfounded determination based on multiple passengers of color and Caucasian descent were removed from the bus as well as multiple passengers of color and Caucasian descent allowed to remain on the bus. Passengers in the rear of the vehicle where the behavior issued occurred were required to exit the bus and passengers in the front of the bus were allowed to remain onboard.	The Operator was terminated from GMT on May 29, 2019 based on violating GMT policy of removing passengers without Management approval. GMT and the Burlington School District convened a working group to avoid future issues and GMT presented at the Edmunds School at the beginning of the 2019-20 school year.
<b>1/30/20</b>		
Operator 697 was driving bus 513 operating the 15:00 Essex Center departure from the Amtrak Station. The Operator refused to move the vehicle until the passenger, who did not pay the fare or show his school issued ID (per the GMT Fare Policy), exited the vehicle. The Operator requested a supervisor to call law enforcement when asked if he needed assistance prior to the passenger exiting.	Ruled as an unfounded Title VI complaint, pending a Vermont Human Rights Commission Complaint of Discrimination in a place of Public Accommodation. Initial unfounded determination based on the Operator adhering to the GMT Fare Policy when asking the passenger to exit the bus. The operator reported and on-board video confirms that he did require all passengers to meet the GMT Fare Policy and did not single out the African American passenger.	The Operator was issued progressive discipline for not following a management directive as a Supervisor directed the Operator to not adhere to the GMT Fare Policy on that trip when the Operator called the Supervisor for assistance. GMT also created a new Standard Operating Procedure (SOP) to simplify the Unlimited Access fare policy and scheduled Implicit Bias training for all staff.

# Language Assistance Plan

## ***Introduction***

On Aug. 11, 2000, President Clinton signed Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency, to clarify Title VI of the Civil Rights Act of 1964. The executive order was issued to ensure accessibility to programs and services to otherwise eligible individuals not proficient in the English language.

The executive order stated that individuals with a limited ability to read, write, speak and understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. These individuals are referred to as being limited in their ability to speak, read, write, or understand English, hence the designation, “LEP,” or Limited English Proficient.

The USDOT published “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficiency” in the Dec. 14, 2005, Federal Register. The guidance explicitly identifies transit operations such as GMT as organizations required to follow Executive Order 13166.

The guidance applies to all DOT funding recipients, which include state departments of transportation, state motor vehicle administrations, airport operators, metropolitan planning organizations, and regional, state, and local transit operators, among many others. Coverage extends to a recipient’s entire program or activity; i.e., to all parts of a recipient’s operations.

## ***A. Four Factor Analysis***

The DOT guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

1. The number and proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to the LEP community.
4. The resources available to GMT and overall cost.

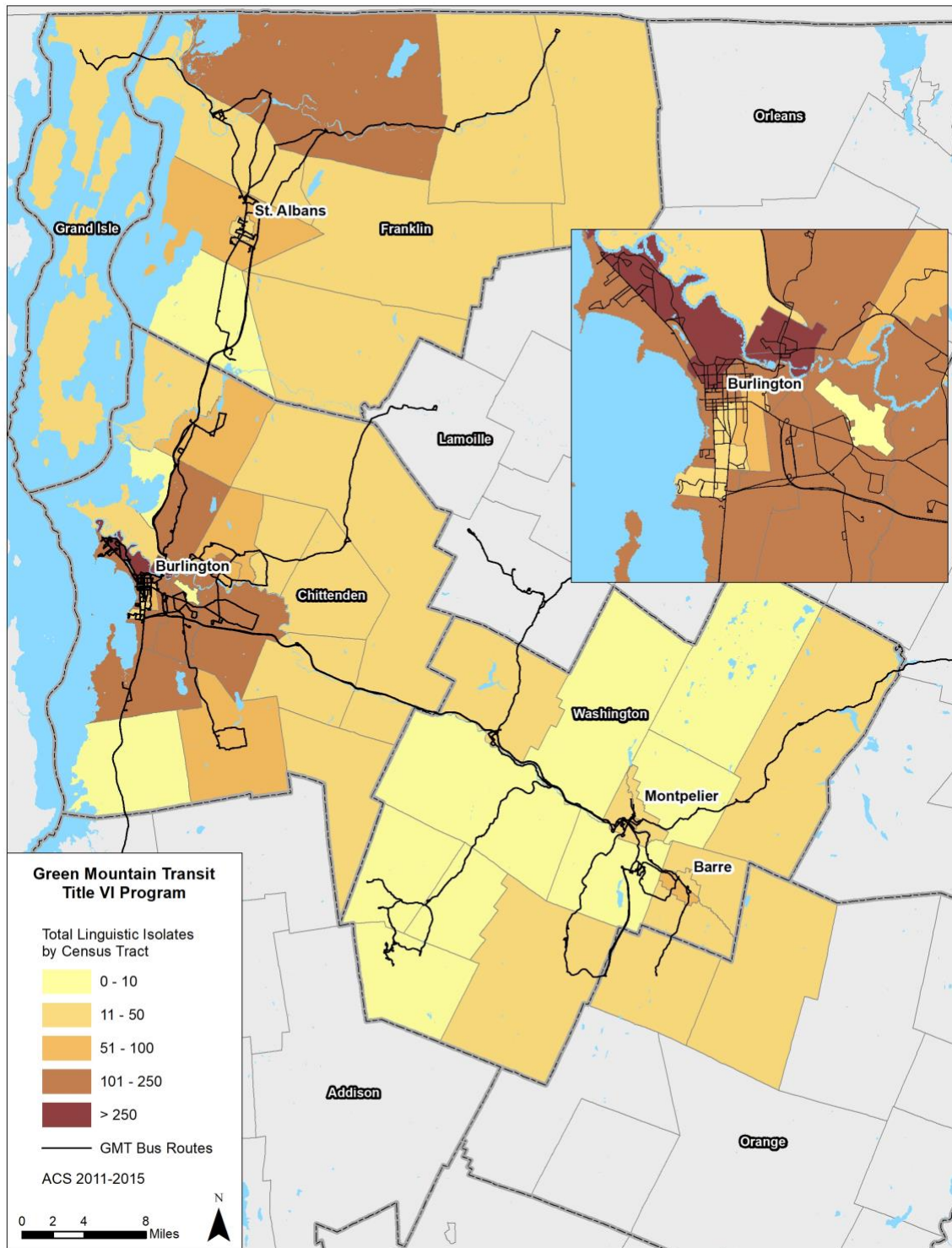
## **Factor 1 – Prevalence of LEP Persons**

According to the 2011-2015 ACS, 5,487 residents of GMT’s four-county service area ages 5 or older spoke English less than “very well.”<sup>1</sup> This total number represents just 2.1% of the population ages 5 or older as of the 2015 Census population estimate.

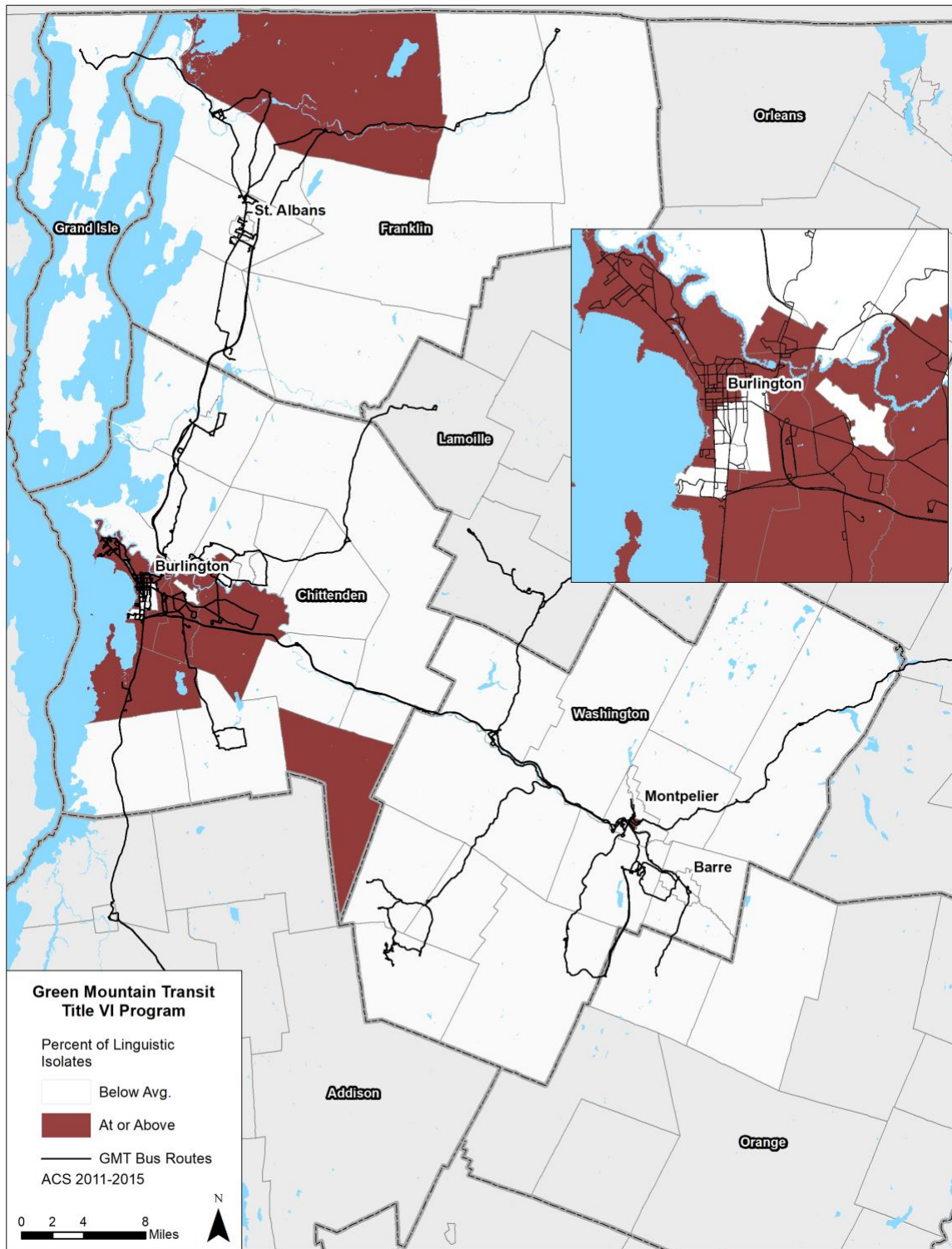
The maps presented below illustrate where LEP individuals reside within the GMT service area. The first map shows the number of individuals by tract who speak English less than “very well” for all languages combined. In 40 of the 66 Census tracts, there are fewer than 50 people who are

<sup>1</sup> Following the definition in the latest FTA guidance (FTA C 4702.1B), only those individuals who were identified in the 2011-2015 American Community Survey (ACS) 5-year data as having their ability to speak English as “less than very well” are being considered as LEP. The 2011-2015 data are the most recent available for this tabulation.

“linguistically isolated” (i.e. speaking English less than “very well”). In another 8 tracts, there are between 50 and 100 linguistically isolated individuals. The LEP guidance from DOT indicates lower requirements for recipients that serve LEP populations of 50 or fewer individuals. The tracts in the core communities served by GMT with local bus service all have more than 100 LEP individuals; tracts 1, 3 and 4, located on the north side of the City of Burlington, have the highest number of LEP individuals, with 359, 648 and 402, respectively.



The next map shows the concentration of linguistically isolated (LI) individuals; that is, tracts where the percentage of these individuals is higher than the service-area-wide average. In tracts 3 and 4, on the north side of Burlington, the percentage of LI individuals exceeds 12%. From both of these maps, it is clear that LEP efforts need to focus on the City of Burlington, particularly the New North End, and Winooski, with parts of South Burlington also important.





The next step in the analysis was to consider specific language groups and where there are concentrations of individuals who do not speak English well. The single largest group of individuals were speakers of Other Indic languages, with 936 people, reflecting the arrival of Bhutanese refugees in Burlington from 2008 to 2017. The next largest numbers of these LEP individuals (between 280 and 800) spoke French, Spanish, Vietnamese, Serbo-Croatian, Chinese, Other African languages, and Arabic. Other than French, Spanish, and Chinese, these populations all reflect refugee arrivals over the past quarter century. The table on the next page shows the sources of refugees each year that were settled in Vermont by the U.S. Committee for Refugees and Immigrants – Vermont (USCRI Vermont, formerly the Vermont Refugee Resettlement Program). It is also noteworthy that the influx of refugees to Vermont has slowed dramatically in the past three years to less than a third of what it was in 2015.

The maps on the pages following the table display the number of persons who speak English “less than very well” among each of these eight languages. Among all of these languages, the ones spoken by recent immigrants tend to be the most geographically concentrated, while French and Spanish speakers are the most widely distributed among the census tracts in the four-county service area. The most concentrated is the group of Other Indic Language speakers, the Bhutanese immigrants who, as shown in the first map, are located almost exclusively in the Intervale and Old North End portions of Burlington and in Winooski.

The City of Burlington has a long history of a local French-speaking population, with many French-language schools and churches thriving during the 20<sup>th</sup> Century. These are much less common now than they were decades ago, as there are fewer than 100 French speakers who speak English less than very well in Burlington. Rather, the highest numbers are in the western portion of South Burlington, Swanton and Highgate at the northern edge of Franklin County, as well as Williston, Barre Town and St. Albans Town.

Spanish speakers are concentrated in South Burlington, but there are moderate numbers in the tract containing Huntington and sparsely-populated Buels Gore. Washington County has relatively few Spanish speakers, but the northwestern corner of Franklin County has higher numbers. Many of the LEP individuals in those communities are farm workers.

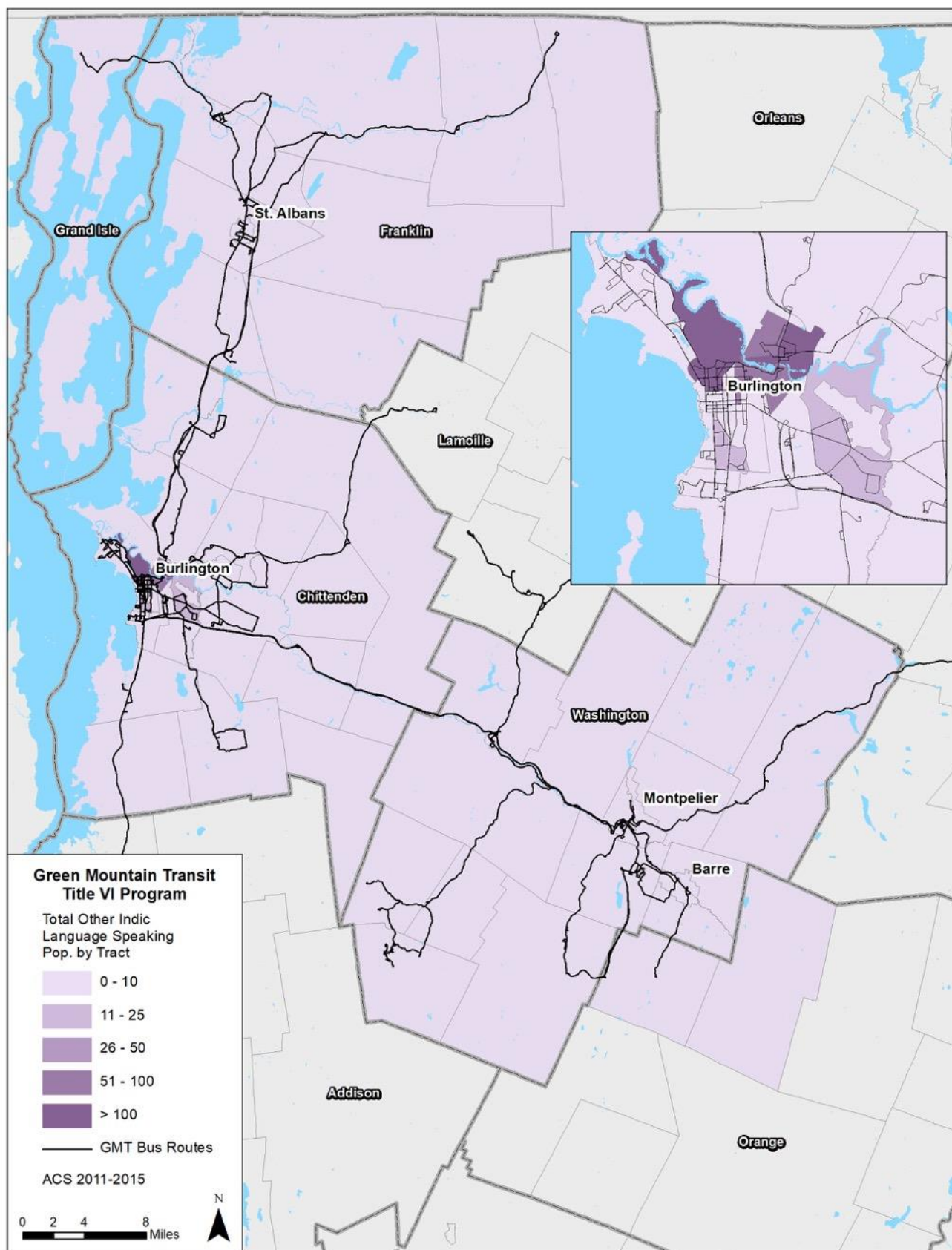
Vietnamese speakers who speak English less than very well are concentrated in the New North End of Burlington with some in Essex and Milton. Serbo-Croatian speakers are also concentrated in the New North End, with smaller numbers in Colchester and South Burlington. Most of the Chinese speakers are in Shelburne followed by South Burlington, Hinesburg and Milton.

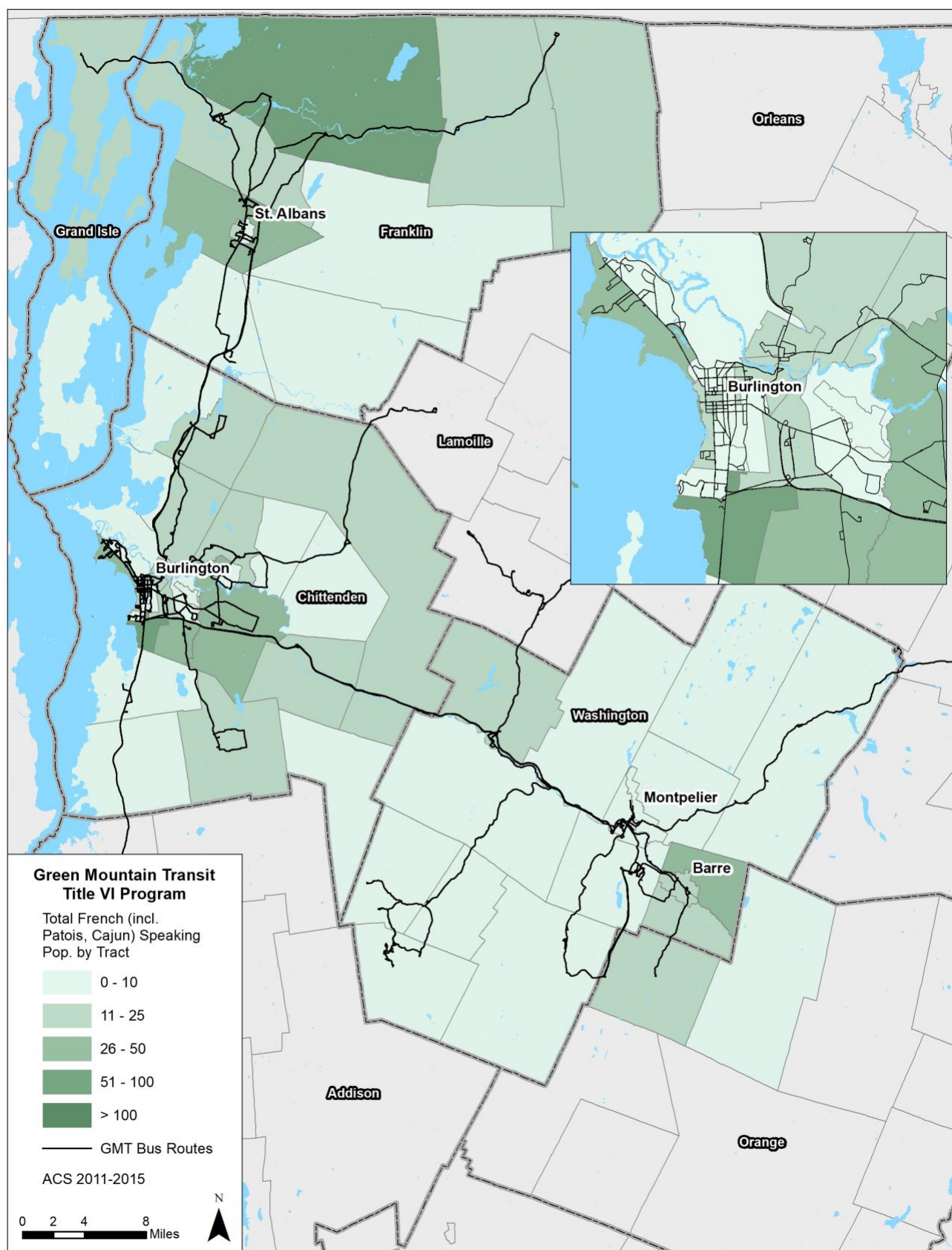
The final three maps show the locations of some of the newest arriving refugees (see table below). Speakers of “African languages” come from the Democratic Republic of Congo and Somalia and are concentrated in the eastern part of the New North End of Burlington and the area surrounding the airport in South Burlington. Finally, Arabic speakers (mainly from Iraq) live primarily in Winooski and Williston.

It can be seen in the data table that follows the maps that no language group surpasses 1,000 individuals for the entire service region and that no tract surpasses 650 individuals who cannot speak English very well for all languages combined. For individual languages, three tracts have percentages exceeding 5% of the population: Tract 3 for Other Asian languages, Tract 4 for Other Indic languages and Tract 24 for Arabic. GMT provides oral translation services to these populations on request. A map showing the tract numbers and how they relate to municipal boundaries is provided for reference just prior to the tables.

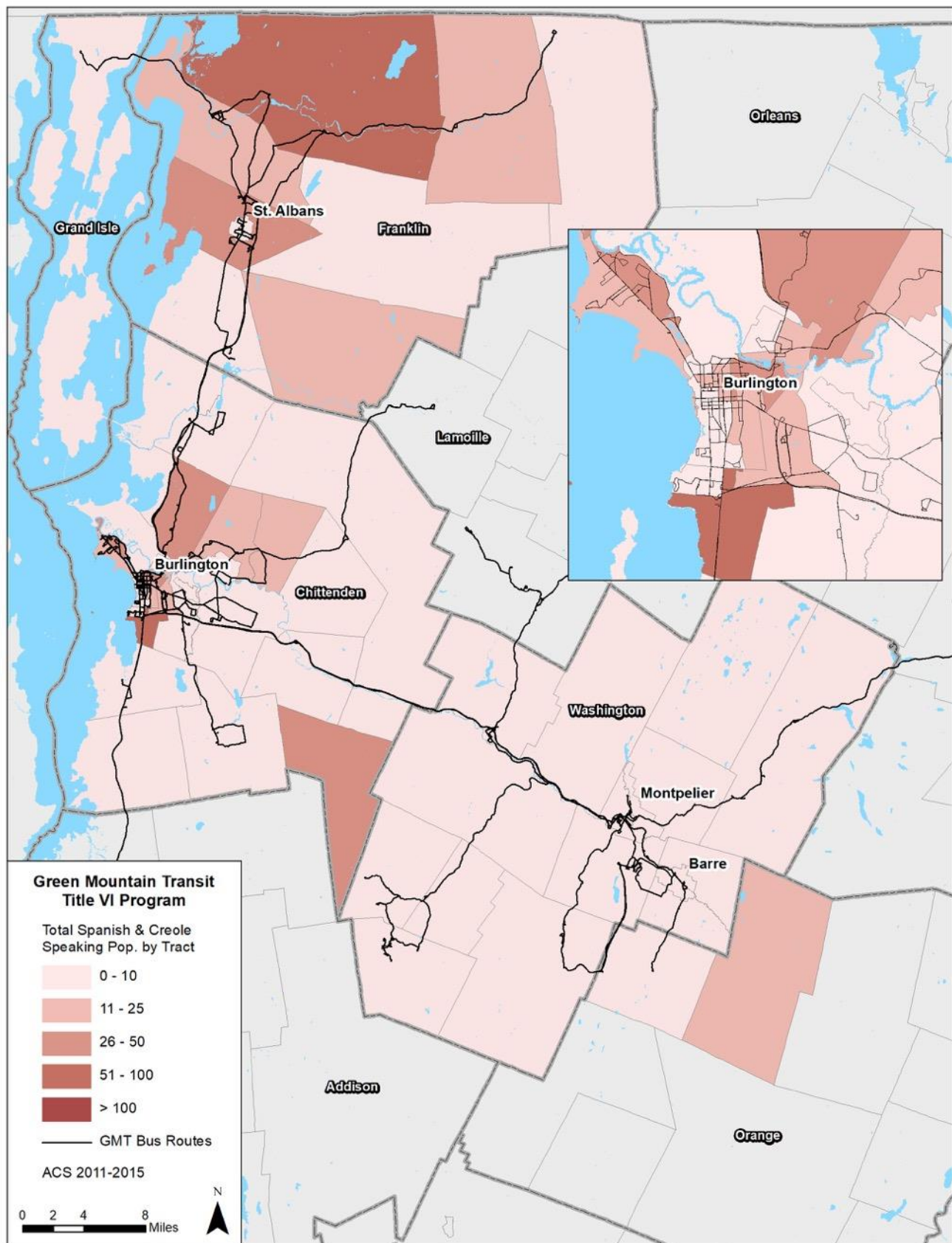
# Refugees Resettled by US Committee for Refugees and Immigrants – Vermont (formerly Vermont Refugee Resettlement Program)

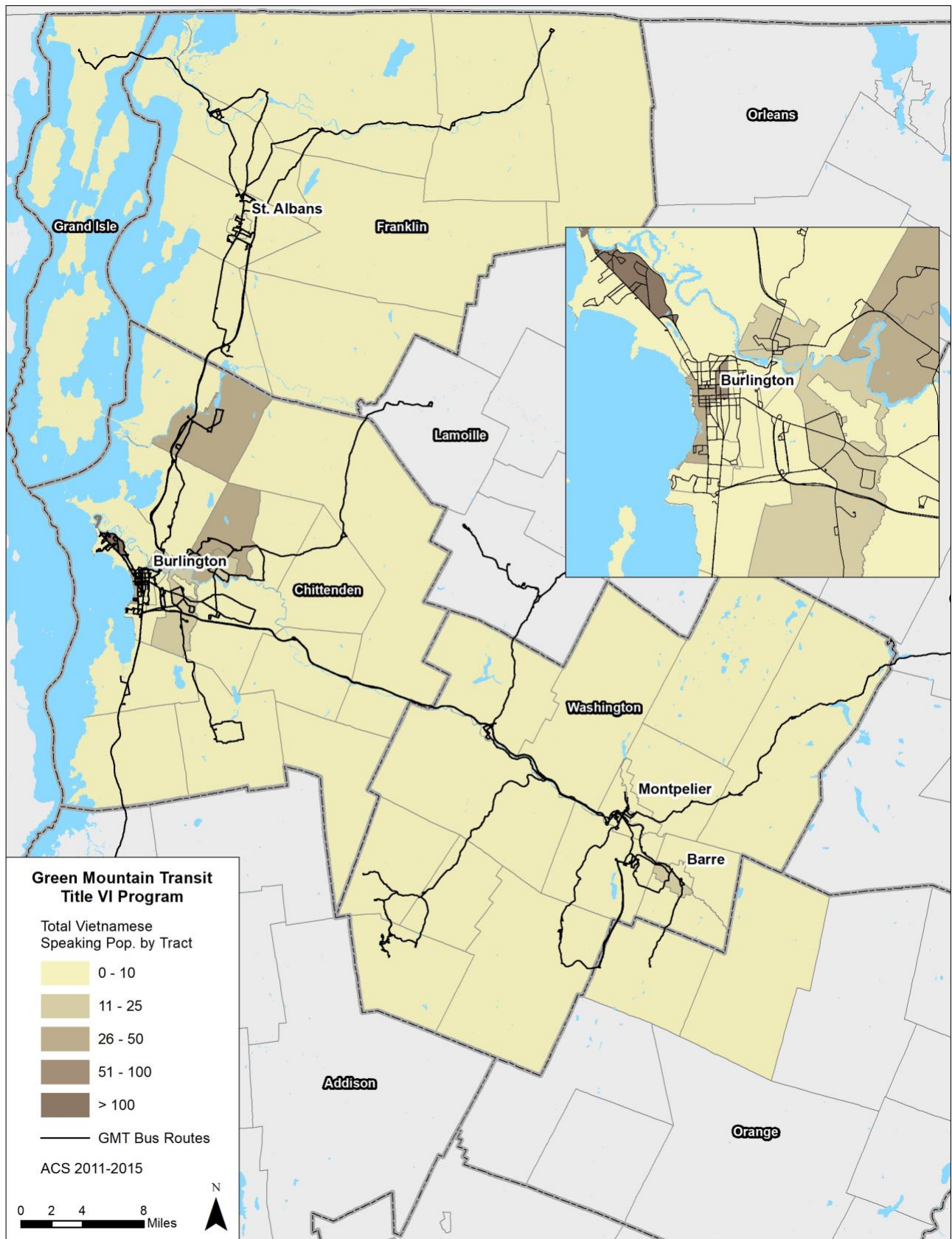
Nationality	FY-95	FY-96	FY-97	FY-98	FY-99	FY-00	FY-01	FY-02	FY-03	FY-04	FY-05	FY-06	FY-07	FY-08	FY-09	FY-10	FY-11	FY-12	FY-13	FY-14	FY-15	FY-16	FY-17	FY-18	FY-19	TOTAL
Burundi			1							12	11		43	29	9						6	6			8	125
Cameroon										1															1	
Central African Rep.										6	1															7
Congo - Brazzaville						35	3	17	13	45	16	5	10													
Dem. Rep. of Congo													9	3	2	16	11			1	15	32	73	48	75	89
Eritrea																			1	1						374
Ethiopia													3										2			2
Kenya																										5
Liberia								6																		6
Nigeria					2							5	1													6
Rwanda								1	1																	4
Somalia											8	1							1		1					11
Sudan				5			39	1	19	143	129	95	58	16	86	27		25	47	55	80	59			1	840
Togo							9	2	8	26	18	24	6	10	2		1	3	10				1			154
Uganda									2	1	13				1											26
AF Total	0	0	1	5	2	35	51	25	43	235	196	136	130	58	100	43	12	0	31	73	93	160	110	75	98	1,712
China								1	1		4															6
AS Total	0	0	0	0	0	0	0	1	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
Bosnia	124	161	238	318	272	198	162	83	26	9	4															1,595
Kosovo					58																					58
Moldova								1	2	1			1													5
EE Total	124	161	238	318	330	198	162	84	28	10	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1,658
Azerbaijan									18	15		1														34
FSU	5	12	8									6														25
Georgia												1														6
Kazakhstan												1														1
Russia											26	42	26	5												99
Uzbekistan											2	53														55
FSU Total	5	12	8	0	0	0	0	0	18	15	28	103	26	5	0	0	0	0	0	0	0	0	0	0	0	220
Afghanistan				8			11	10							1					1						32
Iran				8																		3				11
Iraq														60	28	17	4	10	19	56	20	1	19			262
Syria																							14			14
Turkey														6												6
NE/SA Total	28	0	0	16	0	0	11	10	0	0	0	0	0	66	29	17	4	10	19	57	20	4	33	0	1	325
Bhutan														129	158	189	311	298	256	173	192	218	88	54	1	2,067
Sri Lanka												1			7											8
Burma														71	40	55	34	42	17	24	7	4	5	3	15	317
Vietnam	79	80	32	39	55	42	17	5			5															354
SEA Total	79	80	32	39	55	42	17	5	0	0	5	1	0	200	205	244	345	340	273	197	199	222	93	57	16	2,746
Grand Total	236	253	279	378	387	275	241	125	90	260	238	240	157	329	334	304	361	350	323	327	312	386	236	132	115	6,668



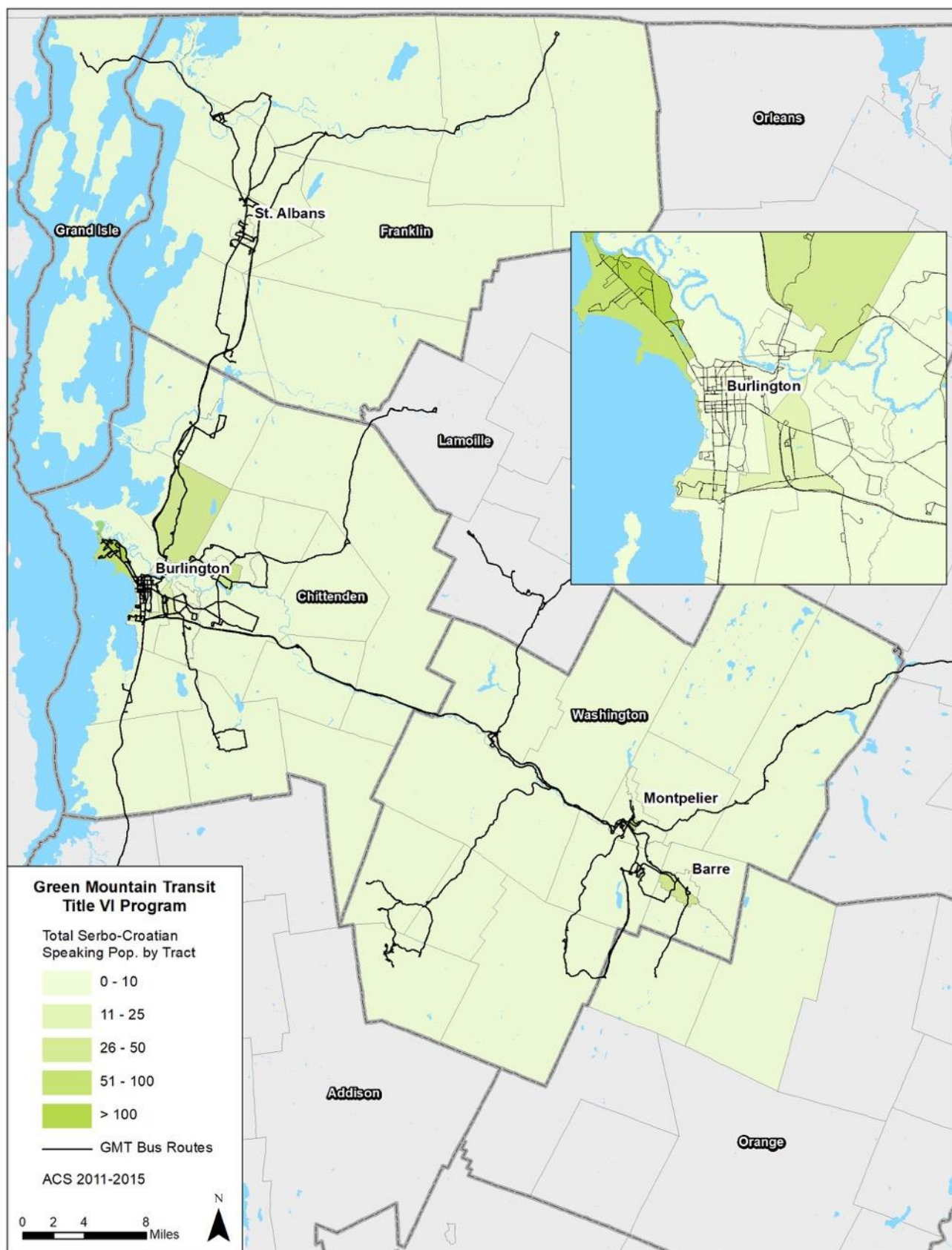


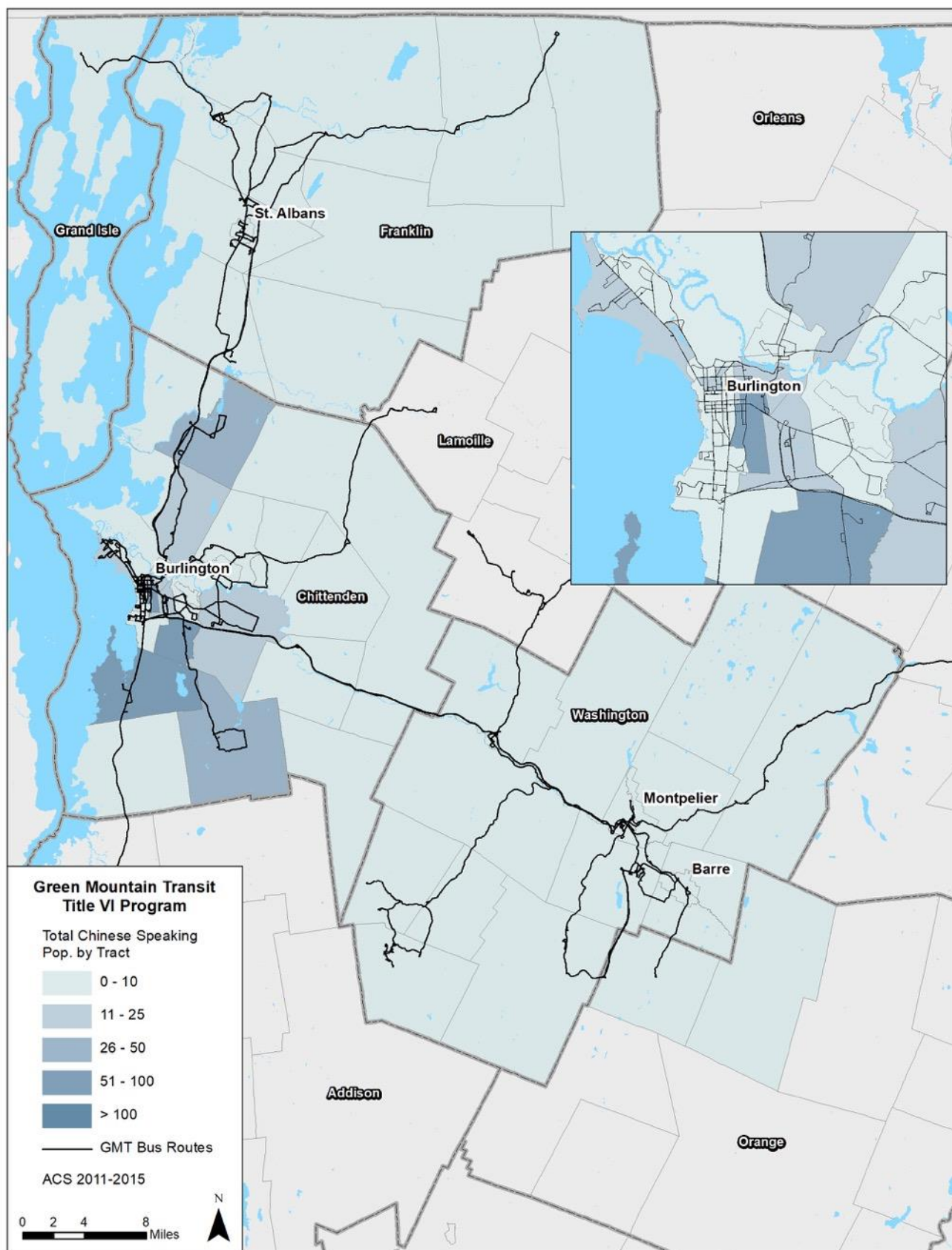




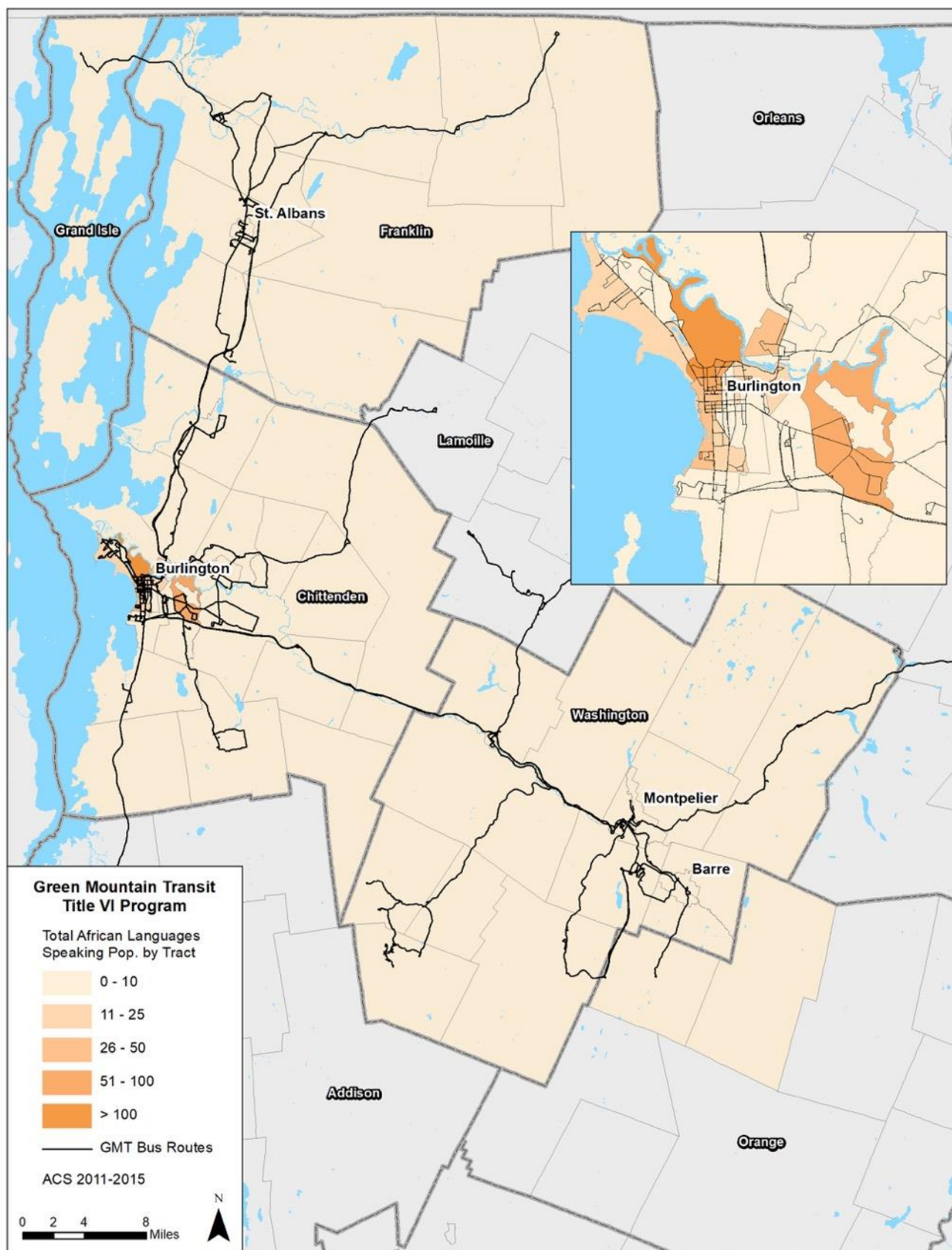


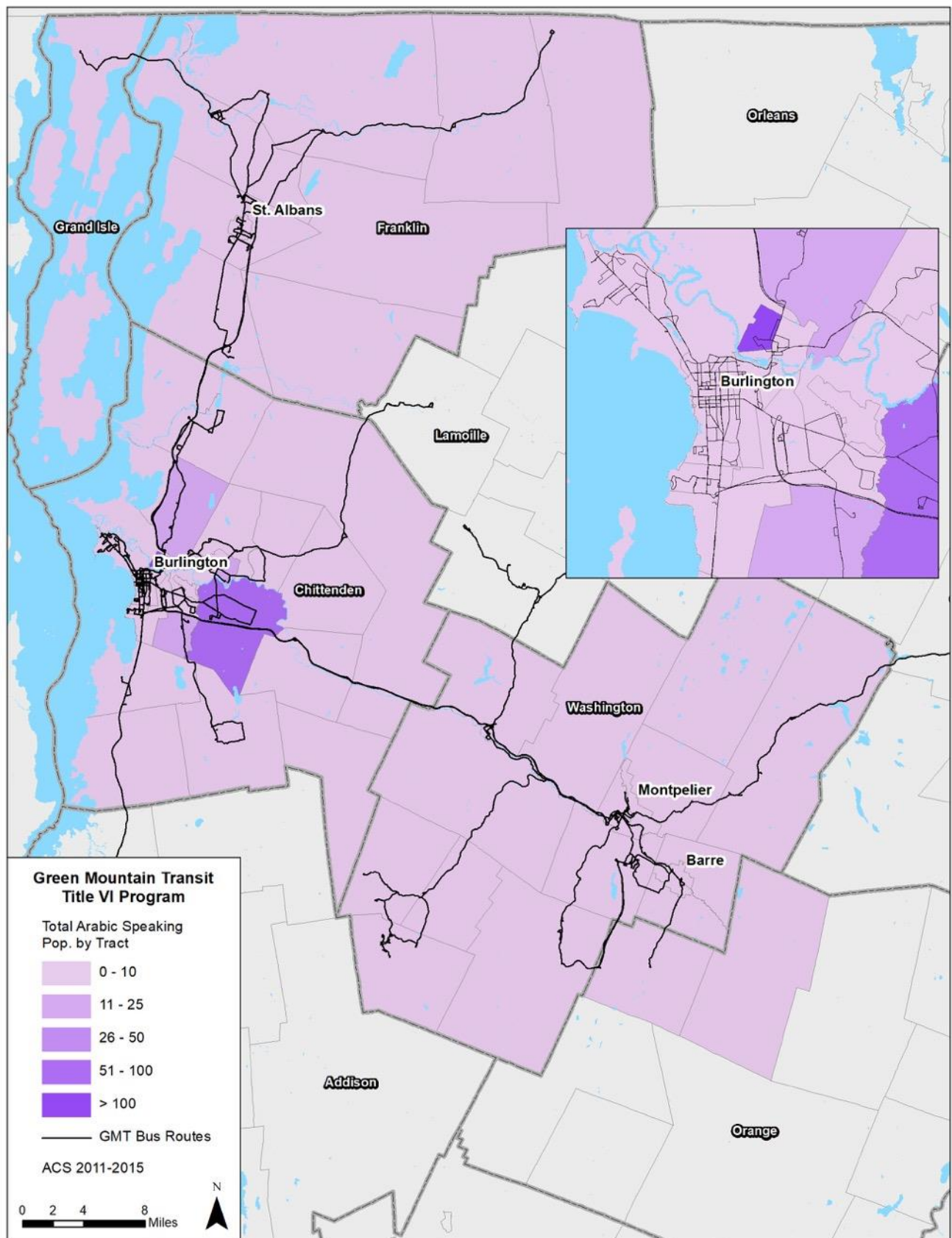




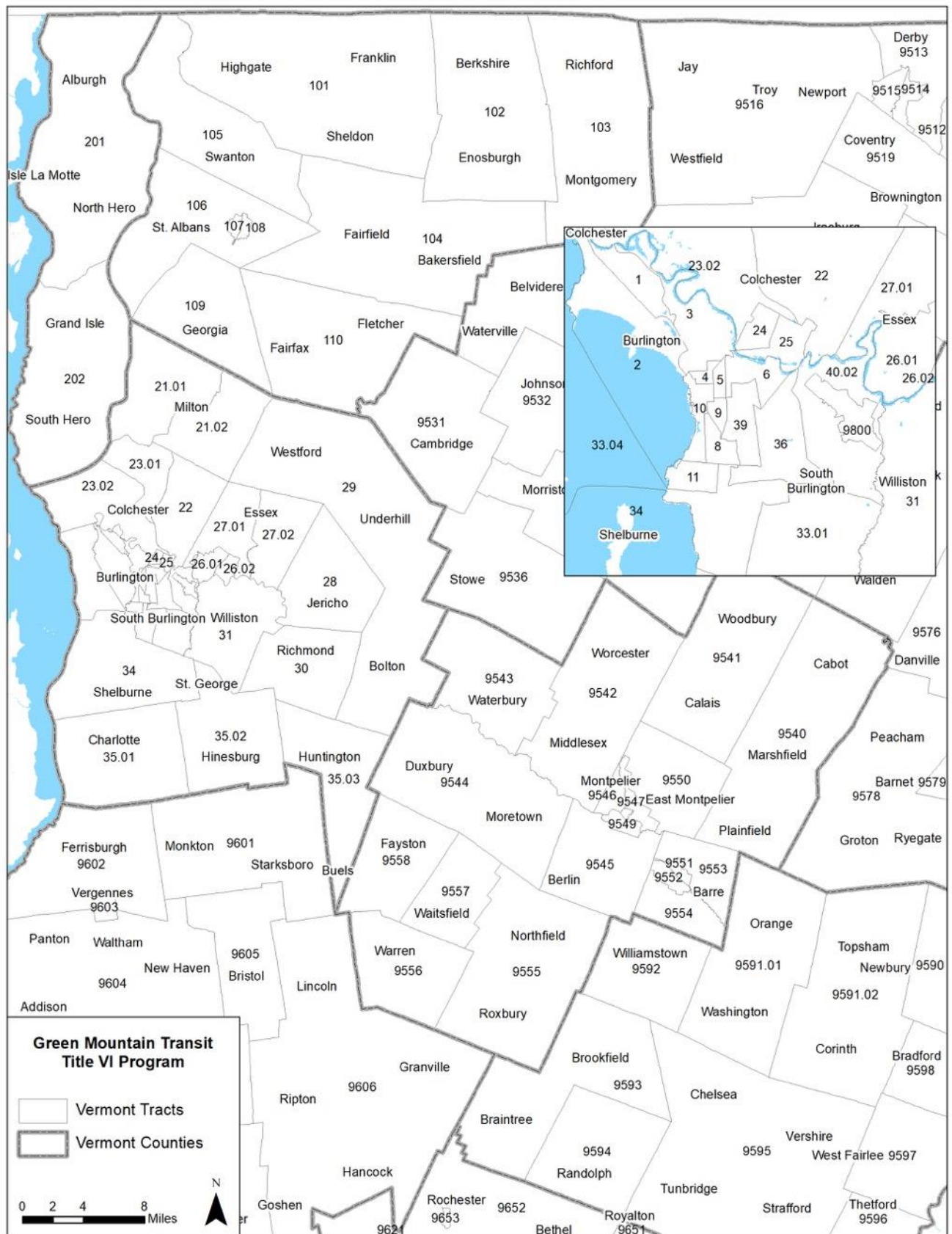












Number of Individuals Who Speak English Less than Very Well by Language and Tract

County	Tract	Total Population	Spanish	French	Italian	Portu- guese	German	Greek	Russian	Polish	Serbo- Croatian	Other Slavic languages	Persian	Hindi	Other Indic languages	Other Indo- European languages	Chinese	Japanese	Korean	Thai	Laotian	Vietnam- ese	Other Asian languages	Tagalog	Arabic	African languages	Total
Chittenden	1	4,032	33	0	0	0	0	0	0	0	160	0	0	0	0	0	0	0	0	0	0	166	0	0	0	0	359
Chittenden	2	5,360	14	38	0	14	0	0	17	0	69	0	0	0	0	38	11	0	0	0	0	0	0	15	0	21	237
Chittenden	3	3,429	0	0	0	0	0	0	0	0	0	0	0	0	0	372	0	0	0	0	0	0	0	175	0	101	648
Chittenden	4	3,264	24	4	0	0	0	24	0	0	0	0	0	0	0	217	0	16	0	0	22	8	21	0	6	60	402
Chittenden	5	4,437	25	5	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	63	0	0	0	0	102
Chittenden	6	4,947	31	15	18	0	0	0	0	7	0	0	0	0	0	56	0	20	0	17	29	0	0	0	0	24	217
Chittenden	8	2,582	0	0	0	0	0	0	0	0	0	0	0	0	0	13	0	0	0	0	0	0	0	0	0	14	27
Chittenden	9	2,569	2	8	0	0	0	0	16	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	29
Chittenden	10	2,280	0	14	12	0	0	0	30	0	0	0	0	0	0	0	0	4	0	0	0	33	0	0	0	28	121
Chittenden	11	2,049	1	0	0	0	0	0	0	0	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14
Chittenden	21.01	2,570	7	8	0	0	8	0	0	18	0	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	49
Chittenden	21.02	7,309	0	16	0	0	0	0	0	0	0	0	0	0	0	0	30	0	0	0	0	27	0	0	0	0	73
Chittenden	22	7,949	27	13	0	0	0	0	0	0	49	0	0	0	0	0	1	24	0	0	1	0	0	0	0	0	129
Chittenden	23.01	2,186	0	0	0	0	0	0	1	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	10
Chittenden	23.02	6,324	0	0	0	0	0	0	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	33
Chittenden	24	2,829	0	19	0	0	0	0	0	0	9	0	0	0	0	74	0	0	0	0	0	22	0	0	164	43	331
Chittenden	25	3,835	16	21	0	0	0	0	0	0	0	0	0	0	0	183	0	0	0	0	11	20	0	0	4	0	255
Chittenden	26.01	5,066	0	30	0	0	0	0	0	0	0	0	0	27	0	0	0	0	0	0	0	48	0	0	6	0	111
Chittenden	26.02	4,089	0	0	0	0	0	0	0	0	28	0	0	0	0	0	0	0	0	0	22	0	0	0	11	8	69
Chittenden	27.01	5,439	11	13	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	47	0	0	0	0	81
Chittenden	27.02	4,753	17	0	0	0	0	0	11	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	39
Chittenden	28	4,742	5	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13
Chittenden	29	6,048	9	16	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	41
Chittenden	30	3,939	7	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	19
Chittenden	31	8,493	4	43	0	0	20	0	18	0	0	0	0	0	0	0	18	0	0	0	35	0	0	27	66	0	231
Chittenden	33.01	3,584	0	33	0	0	0	0	21	0	0	0	21	0	0	0	78	0	0	0	0	18	0	0	11	0	182
Chittenden	33.04	5,759	55	70	0	0	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	141
Chittenden	34	7,241	0	4	17	42	0	0	0	0	0	0	15	0	0	0	86	0	0	0	0	0	0	0	0	0	164
Chittenden	35.01	3,646	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10
Chittenden	35.02	4,874	4	17	0	0	0	0	0	0	0	0	0	0	0	0	26	0	0	0	0	0	46	0	0	0	93
Chittenden	35.03	1,810	45	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	48
Chittenden	36	3,970	13	12	0	0	0	0	0	0	11	0	0	0	0	0	50	20	0	0	0	0	0	0	0	0	106
Chittenden	39	6,242	11	0	0	0	4	0	3	0	0	0	0	0	0	0	65	0	0	0	0	4	0	0	0	0	87
Chittenden	40.02	4,251	0	0	0	0	13	0	0	12	0	0	0	0	21	0	0	0	0	0	19	20	0	0	0	52	137
Chittenden	9800	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table continues on next page



Number of Individuals Who Speak English Less than Very Well by Language and Tract Continued

County	Tract	Total Population	Spanish	French	Italian	Portu- guese	German	Greek	Russian	Polish	Serbo- Croatian	Other Slavic languages	Persian	Hindi	Other Indic languages	Other Indo- European languages	Chinese	Japanese	Korean	Thai	Laotian	Vietnam- ese	Other Asian languages	Tagalog	Arabic	African languages	Total
Franklin	101	7,071	73	86	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	7	0	0	0	0	0	169
Franklin	102	4,233	19	19	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	41
Franklin	103	3,258	8	24	0	0	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	37
Franklin	104	2,934	8	8	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	19
Franklin	105	6,002	22	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	38
Franklin	106	5,886	34	26	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	63
Franklin	107	3,176	0	17	0	0	0	0	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	41
Franklin	108	3,187	0	7	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	13
Franklin	109	4,369	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Franklin	110	5,446	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	17
Grand Isle	201	3,070	0	19	0	0	5	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	27
Grand Isle	202	3,588	2	0	0	4	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15
Washington	9540	4,149	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	7	0	0	0	0	0	3	0	13
Washington	9541	2,278	0	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	9
Washington	9542	2,625	0	0	0	0	4	0	0	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10
Washington	9543	4,841	0	18	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20
Washington	9544	2,974	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Washington	9545	2,760	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7
Washington	9546	2,118	0	10	0	0	0	0	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	27
Washington	9547	1,371	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15
Washington	9548	2,212	0	9	0	0	0	0	0	0	59	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	68
Washington	9549	1,565	0	4	0	0	4	0	0	0	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	17
Washington	9550	2,498	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Washington	9551	3,978	0	15	0	0	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	43
Washington	9552	4,414	0	18	0	0	0	0	0	0	43	0	0	0	0	0	0	0	0	0	0	12	0	0	0	0	73
Washington	9553	3,668	0	29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	29
Washington	9554	3,785	0	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	25
Washington	9555	6,578	0	10	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	22
Washington	9556	1,511	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
Washington	9557	1,666	0	3	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
Washington	9558	1,190	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	3
TOTAL		260,298	560	795	53	60	100	24	174	59	477	18	48	27	936	89	416	13	33	94	33	516	242	53	282	356	5487

Note: Languages with fewer than 10 individuals with LEP not shown

Source: 2011-2015 American Community Survey

Percentage of Population that Speaks English Less than Very Well by Language and Tract

County	Tract	Spanish	French	Italian	Portu- guese	German	Greek	Russian	Polish	Serbo- Croatian	Other Slavic languages	Persian	Hindi	Other Indic languages	Other Indo- European languages	Chinese	Japanese	Korean	Thai	Laotian	Vietnam- ese	Other Asian languages	Tagalog	Arabic	African languages
Chittenden	1	0.8%								4.0%						0.7%	0.2%				4.1%		0.3%		0.4%
Chittenden	2	0.3%	0.7%		0.3%			0.3%		1.3%				10.8%											0.4%
Chittenden	3																					5.1%			2.9%
Chittenden	4	0.7%	0.1%				0.7%							6.6%		0.5%				0.7%	0.2%	0.6%		0.2%	1.8%
Chittenden	5	0.6%	0.1%													0.2%					1.4%				
Chittenden	6	0.6%	0.3%	0.4%					0.1%					1.1%		0.4%		0.3%	0.6%						0.5%
Chittenden	8													0.5%				0.1%							0.5%
Chittenden	9	0.1%	0.3%					0.6%																	
Chittenden	10		0.6%	0.5%				1.3%								0.2%					1.4%				1.2%
Chittenden	11	0.0%							0.7%	0.6%								0.3%							
Chittenden	21.01	0.3%	0.3%			0.3%																			
Chittenden	21.02		0.2%													0.4%			0.3%		0.4%				
Chittenden	22	0.3%	0.2%							0.6%					0.0%	0.3%			0.0%					0.2%	
Chittenden	23.01							0.0%																	
Chittenden	23.02							0.5%																	
Chittenden	24		0.7%							0.3%				2.6%							0.8%			5.8%	1.5%
Chittenden	25	0.4%	0.5%											4.8%						0.3%	0.5%			0.1%	
Chittenden	26.01		0.6%										0.5%								0.9%			0.1%	
Chittenden	26.02									0.7%											0.5%			0.3%	0.2%
Chittenden	27.01	0.2%	0.2%							0.2%											0.9%				
Chittenden	27.02	0.4%						0.2%			0.2%										0.9%				
Chittenden	28	0.1%	0.2%																						
Chittenden	29	0.1%	0.3%							0.0%															
Chittenden	30	0.2%	0.3%																						
Chittenden	31	0.0%	0.5%			0.2%		0.2%								0.2%				0.4%			0.3%	0.8%	
Chittenden	33.01		0.9%					0.6%				0.6%				2.2%					0.5%			0.3%	
Chittenden	33.04	1.0%	1.2%					0.3%																	
Chittenden	34		0.1%	0.2%	0.6%							0.2%				1.2%									
Chittenden	35.01		0.3%																						
Chittenden	35.02	0.1%	0.3%													0.5%						0.9%			
Chittenden	35.03	2.5%		0.2%																					
Chittenden	36	0.3%	0.3%							0.3%					1.3%	0.5%									
Chittenden	39	0.2%				0.1%		0.0%								1.0%					0.1%				
Chittenden	40.02					0.3%			0.3%					0.5%				0.4%			0.5%				1.2%

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Percentage of Population that Speaks English Less than Very Well by Language and Tract Continued

County	Tract	Spanish	French	Portu- guese	German	Greek	Russian	Polish	Serbo- Croatian	Other Slavic languages	Hindi	Other Indic languages	Other Indo- European languages	Chinese	Japanese	Korean	Thai	Laotian	Vietnam- ese	Other Asian languages	Tagalog	Arabic	African languages
Franklin	101	1.0%	1.2%		0.0%												0.1%						
Franklin	102	0.4%	0.4%		0.1%																		
Franklin	103	0.2%	0.7%		0.1%			0.1%															
Franklin	104	0.3%	0.3%	0.1%																			
Franklin	105	0.4%	0.3%																				
Franklin	106	0.6%	0.4%								0.1%												
Franklin	107		0.5%					0.5%													0.3%		
Franklin	108		0.2%											0.2%									
Franklin	109																						
Franklin	110	0.3%													0.0%								
Grand Isle	201		0.6%		0.2%		0.0%		0.1%														
Grand Isle	202	0.1%		0.1%			0.1%																
Washington	9540				0.1%											0.2%		0.1%					
Washington	9541		0.1%																				
Washington	9542				0.2%			0.1%		0.1%													
Washington	9543		0.4%																				
Washington	9544								0.0%														
Washington	9545	0.3%							0.1%														
Washington	9546		0.5%						0.4%										0.1%				0.2%
Washington	9547	0.4%																	0.2%				
Washington	9548		0.4%						2.7%														
Washington	9549		0.3%		0.3%					0.6%						0.2%							
Washington	9550																						
Washington	9551		0.4%		0.7%																		
Washington	9552		0.4%						1.0%										0.3%				
Washington	9553		0.8%																				
Washington	9554		0.7%																				
Washington	9555		0.2%						0.1%								0.1%						
Washington	9556	0.3%																					
Washington	9557		0.2%				0.2%																
Washington	9558													0.3%									

Note: Languages with fewer than 10 individuals with LEP not shown  
Source: 2011-2015 American Community Survey

## **Factor 2 – Frequency of Contact with LEP Persons**

LEP individuals, in general, depend much more on public transportation than those who are English proficient, thus the need for LEP individuals to use GMT services on a daily basis is frequent. Many of the social service agencies that serve immigrants and refugees—who are most likely to be LEP—help LEP individuals and refugees in their navigation of GMT’s bus system.

The forms of LEP interaction experienced by GMT include the following:

- Providing basic information on how to use public transit services in the area
- Purchasing fare media
- Handling passenger complaints
- Gathering data such as on-board customer surveys.

GMT gauges the frequency of contact with LEP persons by periodically surveying its employees, including drivers, dispatchers, kiosk staff at the downtown transit station, and front desk and receptionist personnel at GMT offices. A survey taken in May 2020 included all of GMT’s front-line staff who interact with passengers most frequently (GMT front desk, customer service representative at the kiosk at the Downtown Transit Center, supervisors and trip planners) and operators from each of GMT’s divisions. There were a total of 25 responses. The survey found the following results:

- Only 16% of respondents said they rarely or never had interactions with LEP individuals while 44% had interactions at least once per day.
- Nearly every interaction involved questions about how to use the bus system and another 17% were questions regarding fares. About 20% were questions not related to the bus system.
- Almost half of respondents felt that they were able to convey the desired information very well or pretty well, while 20% felt they were unable to convey the information. The other respondents said that it varied, depending on the customer.
- Only 20% of respondents were aware of the availability of real-time translation services by telephone, but most of these said that using a telephone translation service would take too long.
- With regard to the trend in interactions with LEP individuals, 60% of respondents said that it seems like there are more people who don’t speak English well compared to a few years ago. Only 12% said it seemed like there were fewer interactions with LEP individuals, and 28% said it seemed about the same.

Given the indication that there are a substantial number of interactions with LEP individuals, and that these interactions seem to be stable or increasing, GMT will monitor these interactions and determine if further action is necessary. Next steps could include additional training for GMT staff, making sure that all staff is aware of real-time translations services, stocking the Downtown Transit Center kiosk and buses with cards that provide information, asking staff who interact with LEP persons to gather information about what languages those persons speak, and then providing translations of key information in the languages most frequently encountered. The kiosk already has an I Speak card with over 20 languages listed so that the customer service representative there can make use of telephone translation services effectively.

### **Factor 3 – Importance of GMT Activities and Services to LEP Persons**

While the importance of providing transportation services to the LEP population may be lower than providing some other services to this population, such as emergency medical services or legal services to a person who has been arrested, providing public transportation access to LEP persons is critical. An LEP person's inability to effectively utilize public transportation may adversely affect his or her ability to obtain health care, education, or access to employment.

When refugees are resettled in Burlington through USCRI Vermont, for example, GMT works with the agency to assist the LEP individuals to learn the GMT bus system. Experience has shown that after just one or two rides, these individuals appear to have no further problems in getting to any desired location in the core of Chittenden County.

Denial or delay of access to GMT services to LEP individuals has never been a problem in its service area. GMT's urban system is designed with the Downtown Transit Center serving as the main hub. Almost all of GMT's fixed routes originate there. As mentioned above, GMT will consider providing training to staff at the kiosk at the DTC and materials in selected languages to provide important information about how to use the GMT system. GMT's rural services in Washington County are served by a new hub in downtown Montpelier; similar measures will be taken there as appropriate.

### **Factor 4 – Resources Available and Cost**

Because of the very low incidence of LEP persons in Vermont overall, the cost to accommodate them has not been burdensome. VTrans provides in-person and telephone translation services to VTrans subrecipients as listed below. GMT has explicit access to the Telelanguage contract. It is not foreseen that the resources available or the cost of translation services will hinder the accommodation of the needs of GMT's LEP population.

#### **Telelanguage**

514 SW 6th Ave  
Portland, OR 97204  
Phone: 1-888-983-5352

Email: [info@telelanguage.com](mailto:info@telelanguage.com)

Web: [telelanguage.com](http://telelanguage.com)

Translation of all of GMT's written materials and/or signs into a variety of languages cannot be justified at this time, as not only are the numbers of the potential benefactors small, but the languages which would require translating into are often changing along with the origin of the refugees settling in its service area. Nonetheless, GMT has translated "How to Ride" guide for LEP populations participating in GMT's nascent travel training program and will continue to implement this upon request.

Fortunately, the services offered by many community-based organizations in the GMT service area have proved more than adequate in providing meaningful access to LEP persons utilizing GMT services. Where oral translation has been needed by various refugee populations, this has been provided by USCRI Vermont.

## ***D. Monitoring***

GMT has described in previous sections that it is extensively aware of the demographics of its service area, and believes that through the services provided to LEP individuals that the public transportation needs of all individuals in its service area are being met without regard to ability to speak English. The data indicates that at this point in time, GMT does not need to take any further actions to assist LEP individuals.

DOT acknowledges that the implementation of a comprehensive system to serve LEP individuals is a process, and that a system will evolve over time as it is implemented and periodically reevaluated. Recipients are encouraged to document their efforts to provide LEP persons with meaningful access to federally assisted programs and activities.<sup>2</sup>

In light of this, GMT will continue to monitor its service population on a triennial basis and will be prepared to implement the appropriate services should that need be assessed. This monitoring process will include the following steps:

- Monitor current LEP populations in its service area using Census data and outreach to USCRI Vermont,
- Survey its employees to determine the degree of interaction with LEP persons and whether this is increasing,
- Ascertain whether existing procedures are meeting the needs of LEP persons,
- Continue to maintain awareness among management and staff of the regulations implementing Title VI of the Civil Rights Act of 1964, and
- Update the LEP assessment as necessary.

<sup>2</sup> DOT Docket OST-2001-8696: Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (Federal Register: December 14, 2005 – Volume 670, Number 239), § VIII.

## **Inclusive Public Participation Plan**

Public participation is an essential component of the planning process. From short-term service changes to long-range vision documents and investment strategies, input from the public about policies and services that affect them is critical to their successful implementation. GMT conducts public outreach efforts and public hearings on planning efforts and service changes. Prior to discussing the means of engaging minority and low income communities in these activities, a brief demographic profile of the GMT service area is presented in order to identify locations in the county with concentrations of minority and low-income residents.

### ***Demographic Profile***

Using the most recent available data from the American Community Survey (2013-2017), GMT produced the summary table below. For each municipality in the four-county region, the table shows the total population, the non-white/non-Hispanic population, the foreign-born population and the population with incomes below the poverty line.

#### **Minorities**

Burlington has, by far, the greatest number of minority individuals, at 7,341. It also has, by far, the highest level of bus service in Vermont. All other municipalities with at least 500 non-white persons are also served by GMT local bus routes, and all those with at least 250 minority individuals have at least some commuter bus service.

The concentrations of minority persons, towns with percentages higher than the regional average of 8.7%, can be found in the four communities with the highest level of bus service: Burlington, South Burlington, Winooski and Essex. St. Albans City, Highgate, Grand Isle and Plainfield also have concentrations of minority individuals, though the three latter towns have relatively small populations.

#### **Non-American National Origin**

The incidence of foreign-born individuals is similar to that seen among minorities. Again, Burlington has the most individuals in this class—at 5,459—though the gap to the next largest number is not as wide. Essex and South Burlington have roughly 1,900 non-native residents each, with the figures dropping to about 1,300 for Winooski and 1,000 for Colchester. Williston has 704 non-native residents.

Concentrations of non-American born residents are in the municipalities just listed, with the exception of Colchester, which is below the regional average of 6.4%. The more rural parts of the GMT service area have much lower percentages of foreign-born individuals, and the highest figure outside of Chittenden County is 324, in Barre City.

#### **Low Income**

As the only urban area in Vermont, even with the large amount of economic activity, there are significant numbers of low income individuals in Chittenden County. In the 2013-2017 American Community Survey data, five Chittenden County communities have more than 1,000 residents living in poverty. However, poverty is much more widespread throughout the GMT service area than minority status or being foreign born.

The highest number of low-income residents—again, by a large margin—live in Burlington (8,736). The next highest number is in Barre City at 2,357, followed by the other four most urbanized municipalities in Chittenden County. Several towns in Washington and Franklin County have more than 500 individuals living below the poverty line. All of the towns with more than 500 low-income people are served by the GMT bus system, though a few of them, such as Waterbury and Hinesburg, have only commuter bus service.

The percentage of low-income residents highlights the focus on Barre, Burlington and Winooski, where over 20% of residents live below the poverty line. A total of 14 communities have concentrations of low-income residents, with percentages higher than the 10.2% regional average.

Communities with a concentration of minorities, foreign-born, or low income residents are highlighted with red ink and shading.

### Minority, Non-Native and Low Income Population by Municipality

County	Town	Total Population	Non-White or Hispanic Population	Percent	Foreign Born	Percent	Below Poverty Line	Percent
Chittenden	Bolton	1,353	35	2.6%	47	3.5%	33	2.4%
Chittenden	Buels Gore	37	6	16.2%	-	0.0%	-	0.0%
Chittenden	Burlington	42,453	7,341	17.3%	5,459	12.9%	8,736	20.6%
Chittenden	Charlotte	3,818	78	2.0%	197	5.2%	26	0.7%
Chittenden	Colchester	17,309	1,160	6.7%	998	5.8%	1,744	10.1%
Chittenden	Essex	20,901	2,279	10.9%	1,864	8.9%	1,127	5.4%
Chittenden	Hinesburg	4,509	181	4.0%	213	4.7%	677	15.0%
Chittenden	Huntington	1,914	30	1.6%	47	2.5%	93	4.9%
Chittenden	Jericho	5,055	155	3.1%	96	1.9%	225	4.5%
Chittenden	Milton	10,761	400	3.7%	442	4.1%	302	2.8%
Chittenden	Richmond	4,128	192	4.7%	122	3.0%	99	2.4%
Chittenden	St. George	681	36	5.3%	21	3.1%	120	17.6%
Chittenden	Shelburne	7,677	476	6.2%	429	5.6%	314	4.1%
Chittenden	South Burlington	18,773	2,482	13.2%	2,043	10.9%	1,054	5.6%
Chittenden	Underhill	3,053	119	3.9%	114	3.7%	26	0.9%
Chittenden	Westford	2,019	98	4.9%	67	3.3%	44	2.2%
Chittenden	Williston	9,341	732	7.8%	704	7.5%	625	6.7%
Chittenden	Winooski	7,203	1,528	21.2%	1,307	18.1%	1,812	25.2%
Franklin	Bakersfield	1,230	63	5.1%	60	4.9%	30	2.4%
Franklin	Berkshire	1,711	93	5.4%	91	5.3%	141	8.2%
Franklin	Enosburgh	2,758	186	6.7%	33	1.2%	351	12.7%
Franklin	Fairfax	4,574	106	2.3%	56	1.2%	100	2.2%
Franklin	Fairfield	1,899	50	2.6%	32	1.7%	57	3.0%
Franklin	Fletcher	1,424	20	1.4%	12	0.8%	87	6.1%



County	Town	Total Popula- tion	Non-White or Hispanic Population	Percent	Foreign Born	Percent	Below Poverty Line	Percent
Franklin	Franklin	1,414	47	3.3%	51	3.6%	67	4.7%
Franklin	Georgia	4,691	287	6.1%	59	1.3%	84	1.8%
Franklin	Highgate	3,627	410	11.3%	151	4.2%	263	7.3%
Franklin	Montgomery	998	57	5.7%	30	3.0%	79	7.9%
Franklin	Richford	2,458	114	4.6%	87	3.5%	400	16.3%
Franklin	St. Albans City	6,847	744	10.9%	316	4.6%	784	11.5%
Franklin	St. Albans Town	6,348	317	5.0%	162	2.6%	494	7.8%
Franklin	Sheldon	2,317	68	2.9%	106	4.6%	143	6.2%
Franklin	Swanton	6,520	268	4.1%	174	2.7%	799	12.3%
Grand Isle	Alburgh	1,648	58	3.5%	55	3.3%	132	8.0%
Grand Isle	Grand Isle	2,229	210	9.4%	84	3.8%	167	7.5%
Grand Isle	Isle La Motte	494	18	3.6%	15	3.0%	37	7.5%
Grand Isle	North Hero	968	77	8.0%	57	5.9%	70	7.2%
Grand Isle	South Hero	1,611	108	6.7%	51	3.2%	112	7.0%
Washington	Barre City	8,778	507	5.8%	324	3.7%	2,357	26.9%
Washington	Barre Town	7,787	365	4.7%	181	2.3%	684	8.8%
Washington	Berlin	2,832	121	4.3%	44	1.6%	243	8.6%
Washington	Cabot	1,322	101	7.6%	47	3.6%	239	18.1%
Washington	Calais	1,534	126	8.2%	69	4.5%	135	8.8%
Washington	Duxbury	1,260	32	2.5%	36	2.9%	75	6.0%
Washington	East Montpelier	2,596	161	6.2%	64	2.5%	143	5.5%
Washington	Fayston	1,298	51	3.9%	66	5.1%	81	6.2%
Washington	Marshfield	1,739	65	3.7%	31	1.8%	226	13.0%
Washington	Middlesex	1,672	77	4.6%	19	1.1%	119	7.1%
Washington	Montpelier	7,584	553	7.3%	290	3.8%	816	10.8%
Washington	Moretown	1,739	120	6.9%	26	1.5%	96	5.5%
Washington	Northfield	6,099	334	5.5%	194	3.2%	311	5.1%
Washington	Plainfield	1,392	124	8.9%	55	4.0%	138	9.9%
Washington	Roxbury	734	29	4.0%	26	3.5%	78	10.6%
Washington	Waitsfield	1,714	110	6.4%	72	4.2%	77	4.5%
Washington	Warren	1,716	38	2.2%	35	2.0%	123	7.2%
Washington	Waterbury	5,117	315	6.2%	229	4.5%	593	11.6%
Washington	Woodbury	878	45	5.1%	28	3.2%	49	5.6%
Washington	Worcester	900	30	3.3%	21	2.3%	75	8.3%
REGIONAL	TOTALS	275,442	23,933	8.7%	17,709	6.4%	28,112	10.2%

Source: American Community Survey 2013-2017 Reports B03002, B05002, and S1701

## Measures to Ensure Minority, Low-Income and LEP Participation

As public transportation is perhaps disproportionately relevant to the daily lives of Title VI-protected groups and low-income Vermonters, GMT will ensure that groups that represent these populations are included in these outreach efforts and that representatives of these organizations are invited to participate in project steering committees.

All public meetings held as part of this public involvement process will be properly noticed in accordance with the requirements of Title VI of the civil rights act of 1964 and the Vermont public meeting law (Vermont Title 1, section 310 et seq., as annotated), including public announcement of all meetings at least 24 hours before the meeting. Notes are taken at all meetings so that members of the public are not required to submit written comments in order to have their opinions recorded.

GMT and the regional planning commissions in its service area maintain contact with organizations that represent the interests of low-income, immigrant, and minority groups and notify them of upcoming public outreach activities.

Meeting times and locations are designed to maximize accessibility for low-income and minority groups. A mix of daytime and early evening meetings are scheduled and transit access to the meeting is guaranteed, including an extension of service span, if necessary, to provide rides home at the end of the meeting. In terms of meeting locations, Burlington, as the focus of Title VI-protected groups, will always host one public meeting/hearing in a series, but GMT will make efforts to hold additional meetings in Winooski, St. Albans, Barre/Montpelier and other towns to make the meetings more accessible to low-income residents.

GMT will contact organizations that represent Title VI-protected groups in their service area two weeks in advance of any public meetings or hearings being held regarding service changes, fare changes, or any other planning efforts. GMT will discuss with these groups means of encouraging participation in these meetings and will offer accommodations when appropriate to facilitate participation.

The following table lists all public meetings held since the last Title VI program was submitted.

Date	Purpose	Route(s) Affected	Location	Town	# of Attendees
9/5/17	Modifications to Seasonal Routes	Valley Floor and SnowCap Commuter	General Wait House	Waitsfield	3
9/7/17	Modifications to Seasonal Routes	Valley Floor and SnowCap Commuter	Montpelier City Hall	Montpelier	0
12/4/17	NextGen Service Plan	All Chittenden County Routes	Contois Auditorium	Burlington	13
12/11/17	NextGen Service Plan	Franklin County Routes	St. Albans City Hall	St. Albans	10
12/12/17	NextGen Service Plan	Franklin/Grand Isle Routes	North Hero Community Room	North Hero	4
12/13/17	NextGen Service Plan	Mad River Valley routes	Waitsfield Elementary School	Waitsfield	7
3/7/18	NextGen Service Plan	Capitol District Service Scenerios	Barre City Hall	Barre	7
9/12/18	Season Service Changes	All MRV Routes	General Wait House	Waitsfield	11

<b>5/15/18</b>	NextGen, Seasonal Service Chnages	Capitol District, Lamoile County, and Mad River Valley Routes	Waterbury Municipal Center	Waterbury	6
<b>5/17/18</b>	NextGen Service Plan	Franklin County Routes	Swanton Public Office	Swanton	2
<b>5/23/18</b>	NextGen Service Plan	Lamoille County Routes	LCPC	Morristown	4
<b>6/4/18</b>	NextGen Service Plan	All Chittenden County Routes	Department of Public Works	Burlington	7
<b>6/5/18</b>	NextGen Service Plan	All Chittenden County Routes	CCRPC	Winooski	14
<b>2/5/19</b>	US 2 Commuter and Barre LINK Express Changes	US 2 Commuter and Barre LINK Express	National Life	Montpelier	5
<b>3/27/19</b>	Urban NextGen Implementation	All Chittenden County routes	Shelburne Town Office	Shelburne	2
<b>4/1/19</b>	Urban NextGen Implementation	All Chittenden County routes	Williston Town Office	Williston	4
<b>4/2/19</b>	Urban NextGen Implementation	All Chittenden County routes	Winooski Town Hall	Winooski	4
<b>4/4/19</b>	Urban NextGen Implementation	All Chittenden County routes	South Burlintgon Police Department	South Burlington	10
<b>4/8/19</b>	Urban NextGen Implementation	All Chittenden County routes	Village of Essex Junction Municiple Offices	Essex Junction	32
<b>4/9/19</b>	Urban NextGen Implementation	All Chittenden County routes	Milton Public Library	Milton	2
<b>4/10/19</b>	Urban NextGen Implementation	All Chittenden County routes	Burlington City Hall	Burlington	20
<b>7/2/19</b>	Rural NextGen Service Changes & Complementary ADA	All Central VT Routes	CVMC	Berlin	10
<b>7/3/19</b>	Rural NextGen Service Changes & Complementary ADA	All Central VT Routes	Morristown Town Hall	Morristown	4
<b>7/5/19</b>	Rural NextGen Service Changes & Complementary ADA	All Central VT Routes	Stowe Town Hall	Stowe	6
<b>7/9/19</b>	Rural NextGen Service Changes & Complementary ADA	All Central VT Routes	Berlin Mall	Berlin	3
<b>7/10/19</b>	Rural NextGen Service Changes & Complementary ADA	All Central VT Routes	Hurger Mountain Coop	Montpelier	23
<b>March 2020</b>	Urban service changes	Red and Blue lines	Online videos posted for comment	n/a	n/a
<b>March 2020</b>	Rural service changes	US 2, all Lamoille routes, City Commuter, St. Albans Downtown Shuttle	Online videos posted for comment	n/a	n/a

## **Minority Representation on Planning and Advisory Bodies**

GMT does not have any transit-related, non-elected planning boards, advisory councils or committees for which the membership is selected by GMT. Therefore, this Title VI reporting requirement is currently not applicable.

## **Assisting and Monitoring Subrecipient Compliance**

GMT has one subrecipient: Champlain Islanders Developing Essential Resources, Inc., better known as CIDER. CIDER operates service for elderly and disabled (E&D) residents of Grand Isle County under contract to GMT using Section 5311 funds distributed by VTrans. The contract was not competitively procured, unlike the case with Special Services Transportation Agency, which operates ADA paratransit and E&D service within Chittenden County.

CIDER completed its first Title VI Program in March 2020 and submitted it to GMT to establish its compliance with Title VI requirements. VTrans provided technical assistance to CIDER to prepare the program through its retainer contract. GMT reviewed the program and checked to make sure that CIDER was fulfilling its commitments to the public in terms of notifications and procedures.

GMT will contact CIDER annually through this first round of Title VI compliance to ensure that all commitments are met. This includes monitoring the CIDER website to ensure that the Title VI notification and complaint procedures are easily accessible and spot-checking CIDER vehicles to ensure that the Title VI notification is posted properly. GMT will also request the Title VI complaint log on an annual basis.

## **Transit Facilities**

In 2015, CCTA (the predecessor to GMT) purchased a building at 1 Industrial Parkway, which is immediately adjacent to its primary administrative/maintenance facility at 15 Industrial Parkway (now known as 101 Queen City Park Road). The building at 1 Industrial Parkway was originally the maintenance facility for CCTA over two decades ago, but it had been in private ownership since that time.

CCTA filed a Categorical Exclusion application to FTA in 2013 prior to the purchase of the building. In response to question L on the application form, CCTA documented that the tract containing 1 Industrial Parkway had a lower percentage of minorities and low-income residents than the City of Burlington as a whole.

The Categorical Exclusion was approved by FTA and thus no Title VI equity analysis was required.

## Service Standards & Policies

GMT has set the following service standards and policies according to the service type.

GMT's service types are as follows:

**Urban Trunk Routes** – These are local routes that travel along major corridors and link several major trip generators to downtown locations. These routes include the Red Line (North Ave and Williston), Blue Line (Essex Junction and Shelburne Road), and Green Line (Pine Street and Riverside-Winooski).

**Urban Local Community Routes** – These are local routes that operate within a single community and primarily connect neighborhoods to activity centers. These routes include the Silver Loop (Essex Center), the Orange Line (Williston-Essex), Purple Line (College Street Shuttle), and Gold Loop (City Loop).

**Rural Local Community Routes** – These are local routes that operate in rural communities in Washington and Franklin counties. These include the City Commuter and Midday routes, the Hospital Hill services, St. Albans Downtown Shuttle and Shopper services in various communities.

**Commuter Routes** – These are longer distance routes that primarily operate during peak hours and connect Burlington, Waterbury and Montpelier to surrounding communities and counties. They have limited stops and in some cases, a higher fare is charged. These routes include the Jeffersonville Commuter, 116 Commuter, Milton Commuter, Waterbury Commuter, Northfield Commuter, Alburgh/Georgia Commuter, Richford/St. Albans Commuter, St. Albans LINK Express, Middlebury LINK Express, and Montpelier LINK Express.

**Tourism Routes** – These are routes operated in the Mad River Valley during ski season. These include the Valley Floor Shuttle, Access Road, Mt. Ellen, Mountain Condoes, and Valley Evening Service.

### 1) Vehicle Load

<b>Service Type</b>	<b>Peak Hour Load Standard</b>	<b>Single Trip Max Load</b>
Urban Trunk Routes	1.3	1.5
Urban Local Community Routes	1.0	1.5
Rural Local Community Routes	1.0	1.5
Commuter Routes	1.0	1.0
Tourism Routes	1.3	1.5

The local trunk route standard means that on a bus with 30 seats, an average of up to 39 passengers could be accommodated without a load violation during the peak hour and 45 passengers could be accommodated on single trips. For the local community and commuter routes, on a bus with 30 seats, an average of up to 30 passengers could be

accommodated without a load violation during the peak hour and 45 passengers could be accommodated on select trips.

2) Vehicle Headway

Headways in Minutes	Weekday		Weekend (when applicable)	
Service Type	Peak Period	Off-peak	Peak Period	Off-peak
Urban Trunk Routes	30	60	30	60
Urban Local Community Routes	30	60	60	60
Rural Local Community Routes	60	60	60	60
Commuter Routes	2 trips AM 2 trips PM	None	None	None
Tourism Routes	Demand based			

3) On-time Performance

For all service types, GMT's goal is to operate 90% of trips within a window of no more than one minute early and no more than five minutes late at the route terminals.

Commuter trips may arrive early at their destination as long as they depart no more than one minute early from the last stop in outlying areas. There will be no "missed trips" as defined by 15 or more minutes late, except when conditions make it impossible to maintain scheduled service.

4) Service Availability

To the extent funding is available, GMT will offer fixed-route bus service to at least 95% of areas within its four-county service areas that have more than 3 households per acre and are contiguous with other areas with equal or greater density. An area is considered served if it is within one half mile of the bus alignment.

5) Distribution of Transit Amenities

GMT will provide passenger amenities based on patronage levels at bus stops around the region. GMT will work with municipalities to provide passenger amenities wherever possible, and their placement will be guided by the goal to serve the greatest number of passengers and achieve geographic distribution of amenities.

6) Vehicle Assignment by Mode

GMT's policy of assigning vehicles to routes is based on needed capacity and a goal of maximizing the longevity of the bus fleet. The largest vehicles are used for those runs that have the highest ridership. Maintenance staff works to equalize the mileage among buses in the fleet so that all of the vehicles can achieve their optimal life span.



To: GMT Board of Commissioners  
From: Jon Moore, Interim General Manager  
Date: May 19, 2020  
RE: No Smoking Policy Amendment

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### **No Smoking Policy Amendment**

GMT is amending its No Smoking Policy as included in Chapter V, part P of the Green Mountain Transit Employee Handbook effective August 17, 2017 as below:

GMT does not permit smoking, or the use of tobacco substitutes such as electronic cigarettes, and any electric or battery powered device that delivers nicotine or other substances into the body through inhaled vapor, in any area of its buildings, within 25 feet of any of its buildings, in any of its vehicles, or within 25' feet of any of its vehicles in accordance with Vermont State Law. All GMT employees, clients, and visitors are ~~expected~~ required to comply with the no smoking regulations. Where not expressly listed, this policy includes all GMT property, offices and vehicles. GMT does, however, have a designated smoking area at each Administrative Office and Transit Center as follows:

- Burlington – Grass area adjacent to the shed between the ramp and the 101 Queen City Park Road parking lot.
- Downtown Transit Center – Northside (Pearl Street side) of the platform bathroom.
- Berlin – Shelter located at the northwest corner of the property along Rt.12.
- Montpelier Transit Center – River side of the walking path adjacent to the Taylor Street Bridge.
- St.Albans – Across the driveway from the Operators entrance door.
- Stowe – Back of the property marked by a designated smoking area sign.

All employees are expected to dispose of cigarette butts and other related waste properly to keep the designated smoking areas clean.

Disciplinary action, up to and including termination, may result, when employees fail to adhere to policy.



Any complaints about the application of this policy should be brought to the attention of the Director of Human Resources or the location Operations Manager. GMT will investigate the complaint and resolve it in accordance with this policy. No employee shall suffer any form of retaliation for raising a complaint or asking a questions about this policy.

Amended by the GMT Board of Commissioners on May 19, 2020

By: \_\_\_\_\_

Chapin Kaynor, Secretary to the Board





To: GMT Board of Commissioners  
From: Jon Moore, General Manager  
Date: May 19, 2020  
RE: Idling Policy Amendment

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## IDLING POLICY

### I. Purpose

The purpose of **GMT's** ~~CCTA's~~ idling policy is to prevent the unnecessary idling of GMT **vehicles** ~~buses~~ thereby reducing pollution and the use of fuel as a result.

### II. Background

**GMT** ~~CCTA~~ has had an idling policy for many years. This policy needs to be amended to bring **GMT's** ~~CCTA's~~ idling policy into conformity with the recently amended idling ordinance established by the City of Burlington.

The City of Burlington's ordinance reads as follows:

*Sec. 20-55. General prohibitions.*

*(e) No person shall leave idling for more than three (3) minutes any motor vehicle in any area of the city, except in the following instances:*

- (1) Motors used to run refrigeration units may be left idling to permit uninterrupted refrigeration;*
- (2) A motor vehicle may be left idling if necessary for the repair of that vehicle;*
- (3) This provision shall not apply to motor vehicles which must be kept idling in order to install, maintain or repair equipment or infrastructure.*
- (4) This provision shall not apply in any situation in which the health or safety of a driver or passenger requires the idling of the vehicle. **This provision shall not apply in any situation in which the health or safety of a driver or passenger requires the idling of the vehicle, including, but not limited to, when idling is necessary to operate safety equipment such as windshield defrosters, and operation of the equipment is needed to address specific safety concerns.***

Furthermore per Cummins, the engine manufacturer of GMT's heavy duty bus engines: **Internal combustion engines must not operate at low idle speed for extended periods of time. This operating condition may lead to poor engine performance. Also per Cummins, idling the engine for 3 minutes before operation is a sufficient amount of time.**



Unnecessary idling wastes fuel, causes air pollution and increases engine wear and should be avoided.

### III. Policy

No ~~CCTA bus or vehicle~~ **GMT vehicle** shall idle in excess of three (3) minutes unless: ~~CCTA bus or vehicle shall idle in excess of three minutes unless the idling is necessary for the health and safety of the driver or the passengers.~~

1. ~~It is necessary for the repair of the vehicle or to install, or maintain equipment.~~
2. ~~It is required for the health or safety of a vehicle occupant, or to maintain passenger comfort when outside air temperatures are below ten (10) degrees Fahrenheit.~~
3. ~~It is required to operate safety equipment such as windshield defrosters, and operation of the equipment is needed to address specific safety concerns.~~

~~Adopted by the CCTA Board of Commissioners on March 24, 2010~~  
**Amended by Adopted by the GMT CCTA Board of Commissioners on May 19, 2020.**

By: \_\_\_\_\_  
**Chapin Kaynor** ~~Tom Buckley~~, Secretary to the Board

The original policy was adopted by the CCTA Board of Commissioners on March 24, 2010.