Board of Directors Meeting

Tuesday, July 21, 2026

A regular meeting of the Board of Directors of the GRTC, Old Dominion Transit Management Company (ODTMC), and RideFinders will be held concurrently at 8:00 a.m. July 21, 2026, at GRTC, 301 East Belt Boulevard, 3rd Floor Conference Room, Richmond, Virginia. Video and audio of the meeting will be streamed live online and recorded for later viewing at the following web address: https://www.youtube.com/@ridegrtc.

Agenda

I. Call to Order & Introductions

II. Public Comments

III. Chief Executive Officer's Report – Sheryl Adams
   A. Employee of the Month (June)
   B. TAP Into Transit Day

IV. Approval of May 19, 2026 RideFinders Board Meeting Minutes and June 16, 2026 GRTC Board Meeting Minutes – Tyrone Nelson 2

V. Development

   Action Item
   A. 2026 Title VI Program Update – Patricia Robinson 8

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   B. Transit Access Partnership and Advertising Program Update – Adrienne Torres 153
   C. Regional Transit Planning Update – Adrienne Torres 154
   D. July Service Update – Patricia Robinson/Kevin Hernandez

VI. Financial Updates
   A. May Financials – John Zinzarella 155

VII. Board Chair's Report

VIII. Executive Session

IX. Other Business

X. Adjourn

MINUTES
MAY 19, 2026
GRTC & RIDEFINDERS BOARD OF DIRECTORS
BOARD MEETING

Members Present: Tyrone E. Nelson, Chair, Henrico County
Jim Ingle, Vice Chair, Chesterfield County
Ellen Robertson, Secretary/Treasurer, City of Richmond
Dave Anderson, Chesterfield County
Odie Donald, City of Richmond
Terrell Hughes, Henrico County
Nicole Jones, City of Richmond
Dan Schmitt, Henrico County
Barb Smith, Chesterfield County

Others Present: Neil Gibson, General Counsel
Sheryl Adams, Chief Executive Officer
Adrienne Torres, Chief of Staff
John Zinzarella, Chief Administrative Financial Officer (Virtual)
Kevin Hernandez, Chief Operating Officer
Frank Adarkwa, Director of Planning & Scheduling
Anthony Carter, Director of Safety & Security
Joe Dillard, Director of Government & External Affairs
Dexter Hurt, Director of Information Systems
Mike Hurt, Director of Marketing and Communications
Tim Martin, Director of Transportation
Cherika Ruffin, Executive Director, RideFinders
Tonya Thompson, Director of Procurement
Lora Toothman, Director of Capital Construction and Facility Improvement
Ashley Potter, Communications Manager
David Wilde, IT
Ashley Fernandez, WeDriveU
Maurice Carter, Local 1220, Amalgamated Transit Union
Ken Lantz, PlanRVA
Dina Weinstein, Community Vitality Reporter

I. Call to Order & Introductions

This meeting of the Board of Directors of the GRTC, Old Dominion Transit Management Company (ODTMC), and RideFinders was called to order on May 19, 2026, by Chairman Tyrone Nelson at 8AM at GRTC, 3rd Floor Conference Room, 301 East Belt Boulevard, Richmond, Virginia. Video and audio of the meeting will be streamed live online and recorded for later viewing at the following web address: https://www.youtube.com/watch?v=swB_c4Uc_9s.

II. Public Comments

The public notice, meeting agenda, and agenda attachments for this May 19, 2026 meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com.

There were no public comments.

III. RideFinders

A. Executive Director Report - Ms. Ruffin reported that RideFinders continues to earn national recognition for its transportation demand management (TDM) efforts, including a second consecutive feature in a global industry campaign and a Commonwealth Award for Environmental Sustainability Communications for its Town Changer campaign. Staff maintained active community outreach through transportation, environmental, employee benefits, and wellness events, while also supporting local schools and community organizations through volunteer efforts. Program metrics showed continued growth and impact, with 10,962 registered clients, 522 new members added this fiscal year, support for 74 vanpools, and 9,935 ride-matching inquiries.

Action Item

B. Vanpool Program Services Contract – Ms. Ruffin explained that an RFQ (Request for Qualifications) is being developed in coordination with Procurement to establish a new contract for vanpool providers. The RFQ will also allow additional qualified vendors to apply and potentially join the program. Any new vendor contracts resulting from the RFQ process would be brought back to the Board for approval. The current providers included in this effort are **Ride EZ, Commute with Enterprise**, and **K&K Connections**, which are the three providers currently offering these program benefits. Staff requests that the Board approve the vanpool program services contracts for a term of seven (7) years with three, 1-year renewal options to support continued operation of the RideFinders Vanpool Program. Mr. Donald motioned to approve the execution of the Vanpool Program services contracts. Ms. Smith seconded, and the motion carried unanimously.

MINUTES
JUNE 16, 2026
GRTC BOARD OF DIRECTORS
BOARD MEETING

Members Present: Tyrone E. Nelson, Chair, Henrico County
Jim Ingle, Vice Chair, Chesterfield County
Ellen Robertson, Secretary/Treasurer, City of Richmond
Dave Anderson, Chesterfield County
Odie Donald, City of Richmond
Terrell Hughes, Henrico County
Nicole Jones, City of Richmond
Barb Smith, Chesterfield County

Members Absent: Dan Schmitt, Henrico County

Others Present: Neil Gibson, General Counsel
Sheryl Adams, Chief Executive Officer
Adrienne Torres, Chief of Staff
Kevin Hernandez, Chief Operating Officer
Frank Adarkwa, Director of Planning & Scheduling
Anthony Carter, Director of Safety & Security
Joe Dillard, Director of Government & External Affairs
Dexter Hurt, Director of Information Systems
Mike Hurt, Director of Marketing and Communications
Tim Martin, Director of Transportation
Cherika Ruffin, Executive Director, RideFinders
Tonya Thompson, Director of Procurement
Lora Toothman, Director of Capital Construction and Facility Improvement
Bogdan Cirjeu, Manager of Financial Planning & Analysis
Ashley Potter, Communications Manager
Cassandra Reeders, Senior Bus Operations Manager
Patricia Robinson, Assistant Director of Planning & Scheduling
David Wilde, IT
Janice Witt, Executive Assistant
Ashley Fernandez, WeDriveU
Ken Lantz, PlanRVA
Monica Malouf, City Attorney's Office
Daniel Wagner, City of Richmond
Dina Weinstein, Community Vitality Reporter

I. Call to Order & Introductions
This meeting of the Board of Directors of the GRTC, Old Dominion Transit Management Company (ODTMC), and RideFinders was called to order on June 16, 2026, by Chairman Tyrone Nelson at 8AM at GRTC, 3rd Floor Conference Room, 301 East Belt Boulevard, Richmond, Virginia. Video and audio of the meeting will be streamed live online and recorded for later viewing at the following web address: https://www.youtube.com/watch?v=riB8TkxXUI8&t=171s.

II. Public Comments
The public notice, meeting agenda, and agenda attachments for this June 16, 2026 meeting of the Boards of GRTC, RideFinders, and Old Dominion Transit Management Company were posted at rideGRTC.com.

There were no public comments.

III. Chief Executive Officer's Report

A. Employee of the Month (June) – Charnte Anderson (Operator, Transportation Department); Jeff Williams (Mechanic, Maintenance Department); Mondai Brown (Public Safety Ambassador, Safety and Security Department)

B. VTA Awards – GRTC was recently recognized by the Virginia Transit Association with four statewide awards. These honors included the Outstanding Public Transit Marketing Award for TAP Into Transit Day, the Helen Poore Transit Professional Distinguished Service Award presented to Ann Jones, the Transit Employee Unsung Hero Award presented to Curtis Paige, and the Outstanding Community Program Safety Award for the Public Safety Ambassador Program.

C. VTLI Graduate/ C. Reeders Recognition – Ms. Reeders completed the Virginia Transit Association Leadership Program, developed in partnership with the Virginia Department of Rail and Public Transportation to cultivate the next generation of public transportation leaders. Through the program, she enhanced her leadership skills, expanded her industry knowledge, and gained valuable experience through training, networking, and visits to transit agencies across the Commonwealth.

D. Downtown Transfer Hub RFP - Plans for a permanent Downtown Transfer Hub continue to advance, with four development teams selected to move forward to the Request for Proposals phase. The project will create a modern regional transit hub serving Richmond, Chesterfield, and Henrico, improving rider comfort, reliability, and connectivity while supporting mixed-use development downtown. A development partner is expected to be selected by the end of 2026.

E. TAP Into Transit Day - TAP Into Transit Day will return on July 14 as a community fundraiser celebrating the impact of Open Access transit across the region. The event will feature a collaborative art project, including a live graffiti bus installation by local artist Silly Genius and All City Art Club, as well as a silent auction and opportunities to learn about transit's regional impact. The event will be held at Main Street Station from 4:30 p.m. to 7:30 p.m.

F. Federal Transit Administration (FTA) Triennial Review Update – FTA conducted a review of GRTC's administration of FTA-funded programs on June 2–3, evaluating financial management, grants, procurement, maintenance, safety, and ADA/Title VI compliance. The review resulted in one deficiency related to the absence of a contingency plan for contingency vehicles, which has since been corrected through submission of the required plan. Reviewers commended GRTC staff for their professionalism, collaboration, responsiveness, and strong commitment to safety, reliability, accessibility, and cross-departmental coordination. A final report is expected within 45 business days, and GRTC is awaiting confirmation that the corrective action has been closed.

IV. Approval of May 19, 2026 Board Meeting Minutes

Mr. Anderson motioned to approve the May 19, 2026 Board Meeting minutes. Ms. Jones seconded, and the motion carried unanimously.

V. Consent Agenda

A. System Implementer for ERP

B. Insurance Renewals

Ms. Robertson motioned to approve the Consent Agenda items. Ms. Jones seconded, and the motion carried unanimously.

Action Item

C. Resolution of Support for Smart Scale Application – Ms. Toothman reported that GRTC received ten Smart Scale application slots and, in partnership with Henrico County, the City of Richmond, and the Virginia Passenger Rail Authority, submitted six pre-applications. Projects advancing to full application status include the northern and central segments of the North-South BRT (with the southern segment to be combined with the central segment), the western extension, the Willow Lawn transfer center and park-and-ride facility, and the Fulton layover area. Staff requested board approval of resolutions supporting all projects moving forward

under GRTC's name. Full applications are due August 3, with several interim documentation deadlines preceding submission.

Mr. Donald commented on the original Richmond application that was unable to move forward. While acknowledging that the issue was not related to GRTC, he noted that, based on research, the outcome appeared to be connected to aspects of the SCORM process. He expressed disappointment that the application did not advance and emphasized the importance of supporting the project because of its impact on a transportation hub that serves local constituents. He suggested that the Richmond delegation consider submitting a joint letter of support if doing so would strengthen future efforts. He stated that he had intended to circulate a draft letter before the meeting but were unable to do so. He asked whether a motion could proceed with the understanding that a letter of support would be provided, noting that such support would be both helpful and meaningful. It was further noted that the effort would apply to the combined Central and Southern sections of the region. The Chair asked whether there were any objections, questions, or comments. Hearing none, the Chair acknowledged the request from Mr. Donald.

VI. Development Updates

A. Subcommittee Report – Ms. Smith reported that the Development Committee met on June 10 at 1:30pm. The Committee received an update on the three-day transit planning workshop held in early June, where regional stakeholders developed service concepts for FY 2028–FY 2032 focused on ridership, coverage, and system expansion. Consultant Jarrett Walker is refining the concepts, with draft recommendations expected in August and a final plan anticipated in 2027. The committee also received federal and state legislative updates, including concerns about proposed reductions to federal transit funding and Capital Investment Grants, as well as new state legislation allowing transit agencies to use bus-mounted cameras to enforce parking and stopping violations in transit zones. Staff reported several project updates, including upcoming conceptual design work for a new property site, pavement repairs at the temporary downtown transfer station, progress on the West Broad Street extension and North-South Pulse projects, and continued installation of transit infrastructure, with 219 benches and shelters installed to date and additional locations approved or awaiting permits.

B. July 2026 Service Updates – Ms. Robinson provided a high-level update on service changes for the July 2026 booking, effective July 12. Adjustments include relocating layover points for Routes 4 and 4B in the Oakwood area in response to neighborhood concerns, modifying runtimes on Routes 5 and 20 to improve on-time performance using scheduling software, and making permanent a prior detour change for Routes 7A and 7B to avoid layovers at Richmond International Airport due to safety concerns. Additional service was added on Route 95 to Brightpoint Community College to improve connectivity, and previously reduced trips on Routes 5, 7A, and 7B are being partially restored to extend 30-minute service periods.

Ms. Robinson also noted that some routes remain unchanged under the February 2026 service reductions, primarily lower-priority weekday and weekend services. An update on the Broad Rock Link showed continued ridership growth since launch in October, nearing former Route 88 levels and indicating ongoing demand. Finally, staff provided demographic information on Pulse riders, including breakdowns by age, race, income, and education, in response to prior board questions.

VII. Operations Updates

A. Subcommittee Report – Ms. Smith reported that the Operations Committee met on June 11 at 12:30PM. Eight articulated buses, five microtransit vans, and ten paratransit vans with larger compressed natural gas tanks are scheduled for delivery in July. Driver staffing increased from 317 in May to a projected 322 in June, with a budgeted goal of 325, while supervisors continue recruiting, training, and managing absenteeism to maintain service reliability. Fixed-route

performance remained strong, with 99% of scheduled trips completed and consistent on-time performance, while paratransit maintained a 95% on-time rate and microtransit continued providing approximately 8,000 trips per month. Customer complaints increased 30% on fixed routes but decreased 40% for paratransit, and positive rider feedback was received about operators. Fleet maintenance trends continued to improve, with fixed-route miles between failures exceeding the 8,000-mile goal in May. Traffic accidents and public safety incidents increased during the month, and staff concluded with an overview of the claims management process.

VIII. Financial Updates

A. Bogdan Cirjeu reviewed the February 2026 financials.

IX. Board Chair's Report

No Report.

X. Executive Session

Chairman Nelson moved that GRTC's Board of Directors hold a closed meeting pursuant to Sections 2.2-3711(A)(7) and 2.2-3711(A)(8) of the Code of Virginia for (i) consultation with legal counsel and briefings by staff members pertaining to actual litigation, where such consultation in open meeting would adversely affect GRTC's negotiating or litigating posture, and (ii) consultation with legal counsel employed by GRTC regarding specific legal matters requiring the provision of legal advice by each counsel, to discuss the facts of and evaluate actual litigation involving personal injuries allegedly cause by GRTC. The motion was seconded by Mr. Anderson, and the motion carried unanimously.

Chairman Nelson moved that this closed meeting was convened pursuant to the Virginia Freedom of Information Act and that, according to Sections 2.2-3712 of the Code of Virginia, it was conducted in conformity with Virginia law and that nothing was discussed except the matter or matters (1) specifically identified in the motion to convene in closed session and (2) lawfully permitted to be discussed under the provisions of the Virginia Freedom of Information Act cited in that motion. Mr. Nelson requested a Roll Call Vote which was unanimous.

XI. Adjourn

There being no further business, the meeting adjourned at 9AM.

APPROVED:

_____

Tyrone E. Nelson, Chair
GRTC Board of Directors

_____

Date

Meeting Date: July 21, 2026
Consent Agenda: Title VI Program 2026 Update

BACKGROUND:

GRTC's Title VI Program is required to be updated in 2026 per Federal Transit Administration (FTA) requirements. As a recipient of federal funding, GRTC is required to have a Title VI Program. An agency's Title VI program ensures that federally funded programs or activities adhere to Title VI of the Civil Rights Act of 1964 which prevents discrimination based on race, color, or national origin. GRTC's Program identifies how the agency ensures equity with regards to the provision of service and the distribution of assets. FTA provides requirements and guidelines for recipients to ensure they are in compliance with Title VI:

- Define what a major service change is.
- Ensure service and fare changes are fair and equitable.
- Set a threshold for how much a change in service can affect:
  - Minority populations in the service area.
  - Low-income populations in the service area.
- Update the agency Title VI program every three (3) years.

GRTC has completed the update of the agency's Title VI Program.

HIGHLIGHTS:

- GRTC conducted a survey to solicit feedback from the community on Title VI experiences and existing policies. 280 surveys were completed with most respondents saying they had not experienced any barriers to transit or felt that they were treated differently based on race/ethnicity/national origin.
- Based on community feedback, no changes were made to service standards or thresholds for service analyses.
- Two valid Title VI complaints were filed between 2023 and 2026. This represents an increase from the one complaint received during the previous triennial period.
- Updated Title VI complaint tracking section to include more process details, such as the ongoing tracking workbook and resolution status reporting.
- Service area increased to account for 6 microtransit zones.
- Language Assistance Plan identified Spanish as the only identifiable safe harbor language to require translation of vital documents.
- Public participation strategy section was expanded to include digital advertising, infotainment campaigns, and partnership opportunities.

RECOMMENDATION:

That the Board of Directors acknowledge awareness of GRTC's responsibilities under Title VI of the Civil Rights Act of 1964 and approve the 2026 update of GRTC's Title VI Program.

Ellen Robertson, Secretary GRTC Board of Directors	Date

Title VI Program Update
March 2026

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Introduction: GRTC's Commitment to Title VI

What is Title VI?

Title VI of the Civil Rights Act of 1964 states that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Recipients of public transportation funding from the Federal Transit Administration (FTA), inclusive of GRTC, are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory. This document details how GRTC incorporates nondiscrimination policies and practices in providing services to the public.

GRTC's Title VI Policy Statement

GRTC is committed to ensuring that no person shall, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

Organization & Title VI Program Responsibilities

GRTC's Title VI Officer is responsible for ensuring implementation of the agency's Title VI Program. They are responsible for supervising the staff assigned with Title VI responsibilities in implementing, monitoring, and reporting on GRTC's compliance with Title VI regulations, including:

- Identifying, investigating, and eliminating discrimination when found to exist;
- Processing Title VI complaints in accordance with the agency's Nondiscrimination Complaint Procedures;
- Meeting with staff periodically to monitor and discuss progress, implementation, and compliance issues; and
- Periodically reviewing and updating the agency's Title VI Program to assess if administrative procedures are effective, staffing is appropriate, and adequate resources are available to ensure compliance.

Annual Nondiscrimination Assurance to the FTA

As part of the Certifications and Assurances submitted to the FTA, GRTC submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (BEO) and contracting (DBE), and nondiscrimination on the basis of disability (ADA). In signing and submitting this assurance, GRTC confirms to the FTA the agency's commitment to nondiscrimination and compliance with federal and state requirements.

Program Requirements

All large public transit agencies that are recipients of FTA funds (of which GRTC is included) must comply with Title VI requirements as outlined by the Federal Transit Administration in Circular 4702.1B. They are detailed on the following pages.

GENERAL RECORD-KEEPING AND NOTIFICATIONS

- Providing notice to the public and any beneficiaries of the service of their rights under Title VI;
- Developing Title VI-related complaint procedures and forms;
- Maintaining a log of all Title VI-related complaints, investigations, and lawsuits;
- Developing and maintaining a record of the membership of the system's non-elected committees and councils, and how the system encourages the participation of minorities on such committees;
- Maintaining a log of all major service and fare changes; and
- Obtaining Board approval of all Title VI-related procedures.

DATA COLLECTION AND ANALYSIS

- Collecting and maintaining demographic information about ridership, including demographic and service profile maps and charts; and
- Collecting demographic ridership and travel patterns through surveys.

POLICY & PROGRAM DEVELOPMENT

- Developing service standards and policies;
- Developing a public engagement process for setting the major service change policy;
- Developing a Public Participation Plan;
- Developing a Language Assistance Plan;
- Evaluating Service and Fare Equity; and
- Developing a plan for managing subrecipients.

GRTC's Notice to Beneficiaries of Title VI

GRTC provides a Title VI notice to its customers in English and Spanish, which can be found in Appendix B. This notice is posted on GRTC's website (www.ridegrtc.com), at GRTC's headquarters, and inside buses.

Title VI Complaint Procedures

Any individual may exercise their right to file a complaint with GRTC if that person believes that they (or any other program beneficiaries) have been subjected to unequal treatment or discrimination in the receipt of transit service. GRTC will make a concerted effort to resolve complaints using the complaint procedures described below. All Title VI complaints and their resolutions will be logged as described and reported with all program updates. Should any Title VI investigations be initiated by FTA, or any Title VI lawsuits be filed against GRTC, the agency will follow these procedures.

HOW TO FILE A COMPLAINT

- Any person who believes they have been discriminated against on the basis of race, color, or national origin by GRTC may file a Title VI complaint by completing and submitting the agency's Title VI Program Complaint Form.
- All complaints must be in written form and use the GRTC Title VI Program Complaint Form.
  - Any person that contacts GRTC Customer Service and alleges discrimination based on race, color, national origin, or income status will be offered a digital or hard copy of the Title VI Program Complaint Form to fill out and return.
  - Customer Service staff will also offer to assist the person with filling out the form and send a hard copy of the completed form to the person to sign and return via email or mail, as described below.
- A copy of the Agency's Title VI Program Complaint Form may be obtained as follows:
  - Website at https://www.ridegrtc.com/wp-content/uploads/2025/01/Title-VI-Complaint-Form.pdf
  - Phone: Call (804) 358-GRTC (4782) and ask to speak with Customer Service who will email or mail a copy of the form.
- Written complaints must be submitted in one of the following ways:
  - A complaint submitted by mail must be addressed as follows:
    GRTC
    Attention: Title VI Officer
    301 East Belt Boulevard
    Richmond, VA 23224
  - A complaint can be emailed to TitleVI@ridegrtc.com; Subject: Title VI Complaint
- Complaints must be received within 180 days of the date of the alleged incident and must be complete and provide the requested information.
- A Title VI complaint may also be filed directly with the Federal Transit Administration (FTA). The Complaint Form may be found online at https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form.

HOW TITLE VI COMPLAINTS ARE PROCESSED

- The GRTC Title VI Officer will notify the alleging party within three business days of the complaint's receipt. This notification initiates the review period.
- The Title VI Officer will conduct a prompt investigation of each discrimination complaint filed and will develop a complete case record. A complete case record consists of the name and address of all parties interviewed/consulted and a summary of their statements, copies of summaries of pertinent documents, and a narrative summary of all evidence disclosed in the complaint investigation. It also includes the completed Title VI Program Complaint Form.
- A written report is to be prepared at the conclusion of the investigation, and this shall include a summary of the complaint, description of the investigation, findings, and recommendations.

DISPOSITION APPROVAL AND NOTICE

The Title VI Officer will present recommendations to GRTC's Chief Operating Officer (COO) for approval of the disposition. If the complaint is determined to be valid, the recommendation will include proposed actions to address the situation. A resolution with no action will be recommended if the complaint is found not valid or there is insufficient evidence to support the complaint.

- The Title VI Officer will notify the alleging party about the resolution/disposition of the complaint within 30 days of its receipt by the Title VI officer. Proper log of the resolution to the complaint will be kept on file.

APPEALS

- The alleging party may submit an appeal within 30 days from the date the notice of disposition is issued.
- Appeals will be reviewed within 30 days. The appeal will be heard by the GRTC Chief Executive Officer (CEO).
- If the alleging party so chooses, they may at any time pursue a complaint through the Federal Transit Administration (FTA).

MONITORING

- The Title VI Officer, Director of Planning & Scheduling, Director of Communications, and Customer Service Manager will conduct a quarterly review of all Title VI complaints reviewed by GRTC. Corrective actions taken at the time of each resolution will be reviewed in these quarterly sessions. The Title VI Officer may waive the requirement of a quarterly meeting if no complaint or corrective action has been taken in the closing quarter.

See **Appendix C** for a copy of GRTC's Title VI Program Complaint Form.

List of Active Title VI-related Investigations, Complaints, & Lawsuits

Incident Number	Date submitted	Incident Date	Incident Time	Summary of Complaint
CAF # 41823	3/1/2024	2/29/2024	5:33 PM	Rude operator response to passenger questions, leading them to indicate it could be based on race. Passenger experienced different treatment than other passengers of a different race/ethnicity.
CAF # 41173	11/21/2023	11/20/2023	4:05 PM	Passenger was directed by Operator to not sit in the first row of bus seating and indicated they should go to a different seat while allowing other passengers to sit there. Passenger indicated this could be based on national origin/race.

Table 1: List of Active Title VI-related Investigations, Complaints, & Lawsuits

Non-Elected Committees & Councils

GRTC is led by a Board of Directors consisting of nine members. Three are appointed by Chesterfield County, three by Henrico County, and three by the City of Richmond. GRTC does not select any members of the Board of Directors.

	African American	American Indian/ Alaska Native	Asian	Hawaiian/ Pacific Islander	Hispanic of any race	White	Multi-Racial (non-white other)	No response	Total Members
#	5	0	0	0	0	4	0	0	9
%	56%	0%	0%	0%	0%	44%	0%	0%	100%

Table 2: Racial breakdown of the GRTC Board of Directors

Additionally, GRTC runs a volunteer Rider Advisory Council (RAC). RAC is made up of 10 riders from Richmond, Henrico, Chesterfield, and Petersburg who use GRTC buses and microtransit. RAC works with GRTC leadership to share ideas and feedback that help shape better transit solutions. This council accepts applications from riders who are passionate about supporting a strong public transit system for our region. The group meets four times a year, and members can serve up to three one-year terms.

The council is advertised on the GRTC website, social media, and shared through partners in the surrounding localities. Additionally, the council is advertised to Virginia Commonwealth University students and shared across local news outlets to promote diverse representation.

	City of Richmond	Chesterfield County	Henrico County	City of Petersburg	At-Large	Paratransit
#	3	2	3	1	1	1
%	30%	20%	30%	10%	10%	10%

Table 3: Geographic Breakdown of the GRTC RAC

	African American	American Indian/ Alaska Native	Asian	Hawaiian/ Pacific Islander	Hispanic of any race	White	Multi-Racial (non-white other)	No response	Total Members
#	4	0	0	0	0	4	0	0	8
%	50%	0%	0%	0%	0%	50%	0%	0%	100%

Table 4: Racial Breakdown of the GRTC RAC

In addition to the RAC, GRTC also runs a CARE Advisory Committee (CAC) for our paratransit riders. CAC members share their personal experiences with CARE and provide feedback on service, communications, and major projects in addition to helping champion GRTC's paratransit initiatives. This group is made up of members who regularly use CARE or provide care for people who use it, and they meet four times a year to formally submit feedback and suggestions.

The council is advertised on the GRTC website, social media, and shared through partners and news outlets in the surrounding localities to promote diverse representation. The Council is currently made up of 4 members, whose demographics are provided in the following tables.

Home Localities			
	City of Richmond	**Chesterfield County**	**Henrico County**
#	2	1	1
%	50%	25%	25%

Table 5: Geographic Breakdown of the GRTC CAC Home Localities

	African American	**American Indian/ Alaska Native**	**Asian**	**Hawaiian/ Pacific Islander**	**Hispanic of any race**	**White**	**Multi-Racial (non-white other)**	**No response**	**Total Members**
#	4	0	0	0	0	0	0	0	4
%	100%	0%	0%	0%	0%	0%	0%	0%	100%

Table 6: Racial Breakdown of the GRTC CAC

Major Fare & Service Changes

LIST OF MAJOR SERVICE CHANGES IN THE LAST 3 YEARS (FISCAL YEAR 2023 - FISCAL YEAR 2026):

Date of Change	Jurisdiction	Route	Type of Change(s)
May 2023	Richmond	20	Change in Number of Trips
May 2023	Richmond	78	Change in Number of Trips
May 2023	Henrico	18	Change in Number of Trips
May 2023	Richmond	4A	Change in Total Miles Serviced by the Route
May 2023	Richmond	4B	Change in Total Miles Serviced by the Route
May 2023	Richmond	13	Route Eliminated
September 2023	Richmond	5	Change in Number of Trips
September 2023	Richmond/Henrico	7A	Change in Service Span
September 2023	Richmond/Henrico	7B	Change in Service Span
September 2023	Richmond/Henrico	Pulse	Change in Number of Trips
January 2024	Richmond/Henrico	Pulse	Change in Number of Trips
January 2024	Richmond/Chesterfield	1A	Change in Total Miles Serviced by the Route Change in Number of Trips
January 2024	Richmond	5	Change in Number of Trips
January 2024	Henrico	19	Change in Total Miles Serviced by the Route Change in Number of Trips
January 2024	Richmond	20	Change in Number of Trips
January 2024	Richmond/Henrico	91	Change in Number of Trips

January 2024	Henrico	93	Elimination of Route
June 2024	Richmond	1	Change in Total Miles Serviced by the Route Longlined
October 2024	Henrico	7A	Change in number of trips
October 2024	Henrico	7B	Change in number of trips
October 2024	Richmond	1	Change in Total Miles Serviced by the Route
June 2025	Henrico	19	Longlining
June 2025	Richmond	5	Change in Number of Trips
June 2025	Richmond/Henrico	Pulse	Change in Number of Trips
October 2025	Richmond/Henrico	56	Elimination of Route

Table 7: Major Service changes on GRTC since May 2023

Demographic Data Collection & Analysis

GRTC is required by FTA to develop demographic and service profile maps and charts as part of the Title VI update, because GRTC operates more than 100 fixed route vehicles in the peak service time and is located in a Metropolitan Statistical Area of more than 200,000 people. This data is used to gain a better understanding of GRTC's service area population and ridership base and set a background context to evaluate service.

GRTC'S SERVICE AREA

GRTC operates 28 local bus routes, four express bus routes, one Bus Rapid Transit (BRT) route, and six microtransit zones. Local routes provide service at the neighborhood level and exist on a loosely arranged hub-and-spoke model, with most local routes servicing the downtown core for destinations and transfers. Express routes mainly serve to bring commuters to Richmond's downtown business district or other job centers. The BRT route is designed to provide quick service to core areas for enhanced connectivity. Microtransit services provide on-demand, curb-to-curb rides between any two places within an established zone, connecting rural and suburban areas to the fixed route network.

To define GRTC's local service area, US Census block groups containing local fixed routes were used to approximate the ridership base. Census block groups were used because they are a more detailed dataset, which allows analysis on a more representative sample of the population living near the local transit routes.

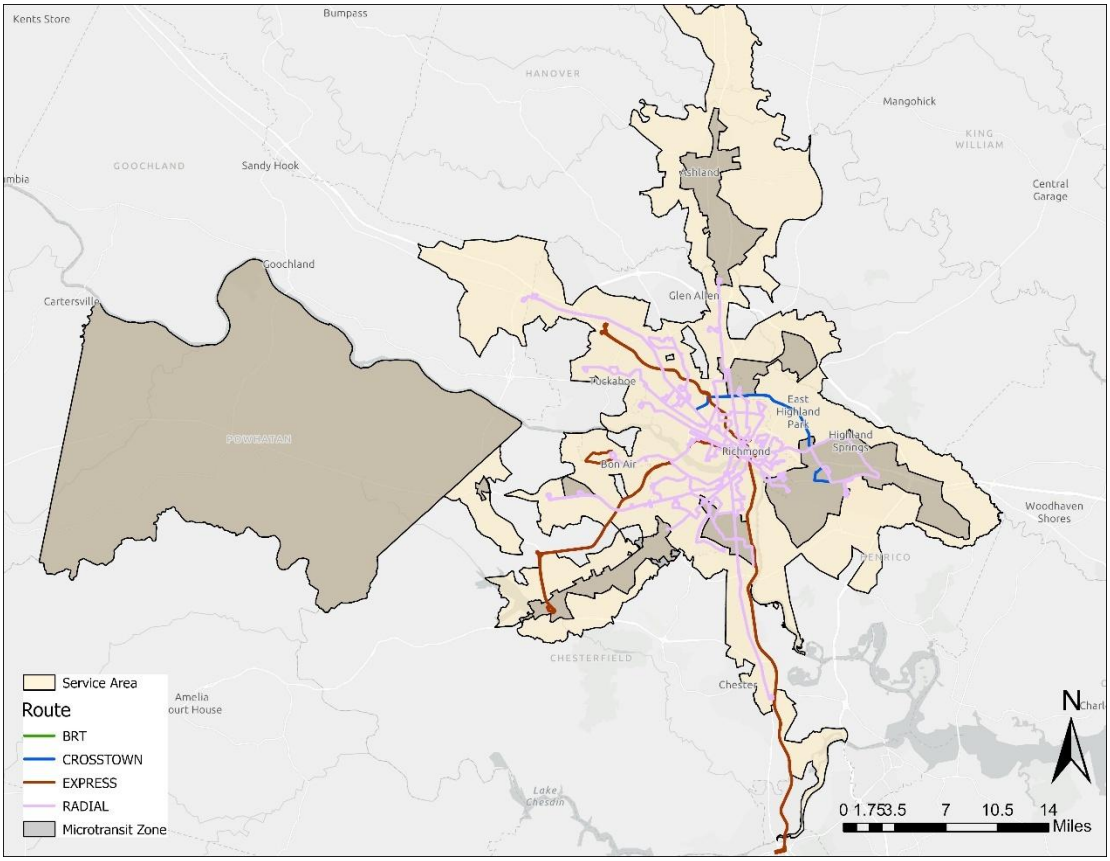


Figure 1: Census Block Groups that intersect with 1/4-mile of Local Bus Routes or Microtransit Zones (October 2025)

Express routes were not included in the local service area because of the more diffused location of the ridership base as well as the nature of express service – which serves to offer commuting choices

rather than provide a comprehensive transit service.

LOCAL SERVICE AREA GEOGRAPHY AND DEMOGRAPHICS

GRTC's local service area includes most of the City of Richmond, significant parts of Henrico County, and limited areas of Chesterfield County. The level of transit service offered within this area varies and is based on factors including population and/or job density, ridership levels, historical service areas, popular destinations, and funding availability. For the purposes of Title VI, GRTC analyzed US Census data for the population of the local transit service area. Data was gathered for minority status, low-income status, and language proficiency status. GRTC's Minority population by block group is shown below. Minority persons are defined by FTA as people who identify as any of the following:

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

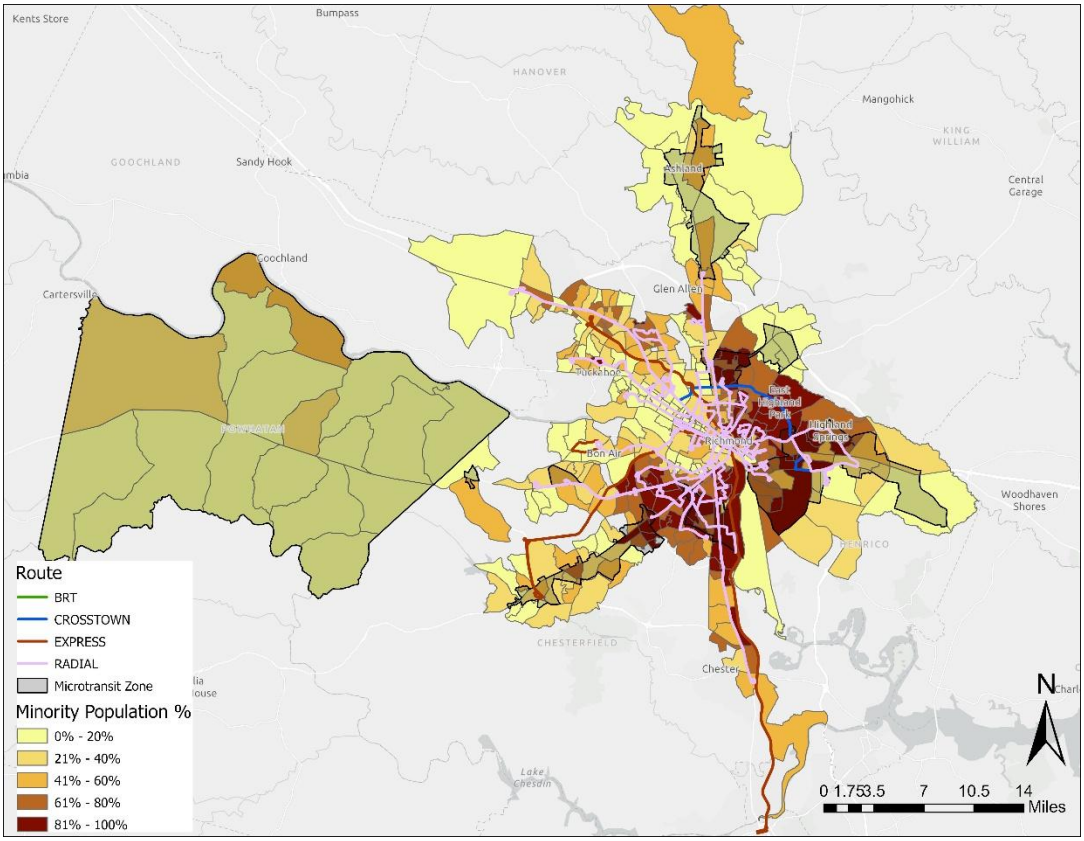


Figure 2: Minority Population Percentage by Block Group (October 2025)

Low-Income persons are defined as individuals whose median household income is at or below 150% of the U.S. Department of Health and Human Services (HHS) poverty guidelines.

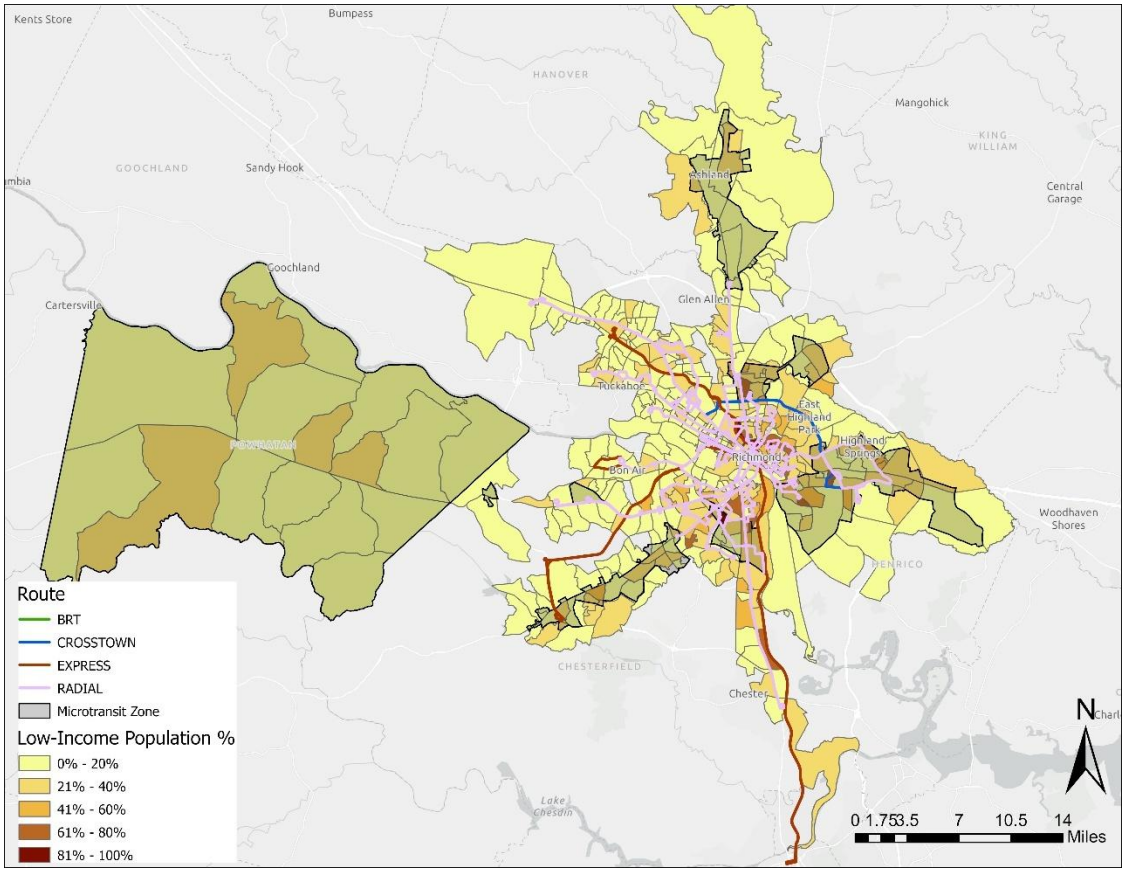


Figure 3: Low-Income Population Percentage by Block Group (October 2025)

Limited-English-Proficiency persons are those over age five who report speaking English less than “very well” according to the American Community Survey but identify with speaking another language “very well”.

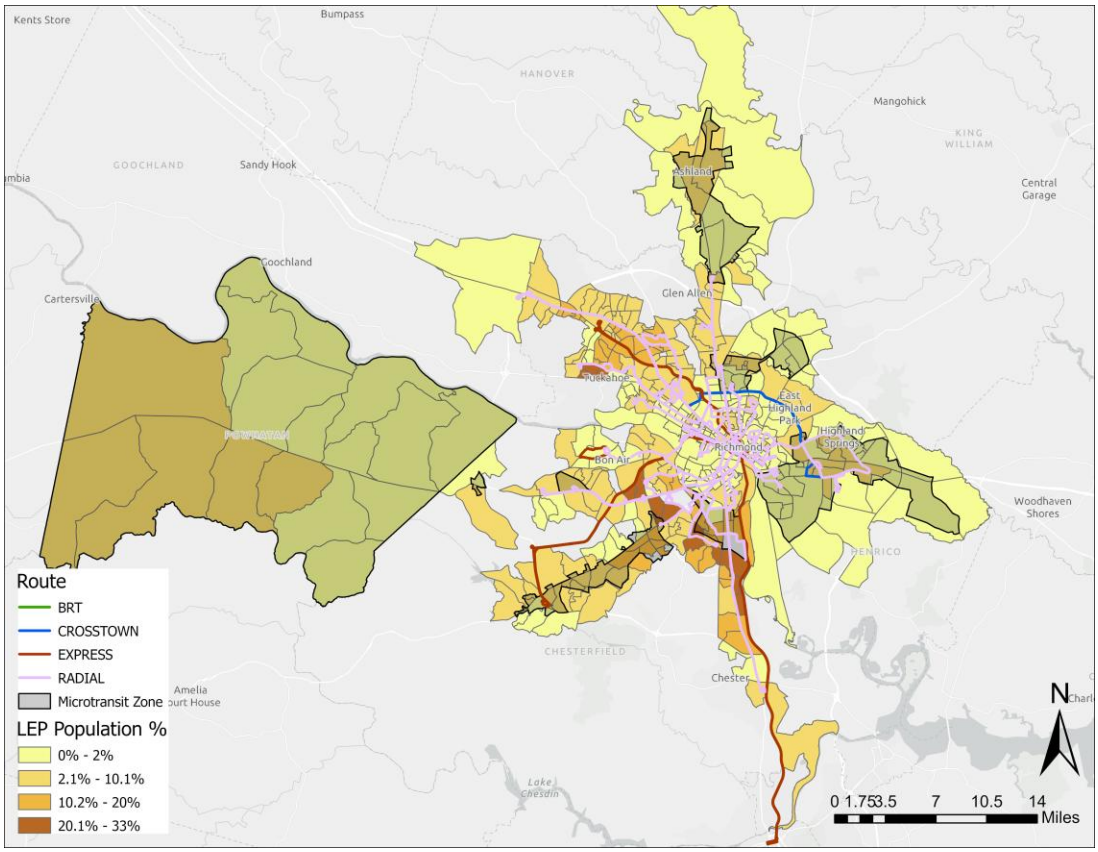


Figure 4: Limited English Proficiency (LEP) Population Percentage by Block Group (October 2025)

Charts showing the following details can be found in **Appendix E.**

- Minority population (as a % of total population) by Block Group
- Limited English Proficiency (LEP) population (as a % of total population over age 5) by Block Group
- Low Income population (as a % of total population) by Block Group

Demographic Ridership & Travel Patterns

GRTC conducts a large-scale rider survey at least every three years. The latest was completed in 2026. The purpose of the survey is to measure origins and destinations of riders as well as to collect opinions on GRTC's quality of service from riders. GRTC staff compile the survey data into a Level and Quality of Service Compliance Assessment (which is included in the appendix of this document). The next ridership survey will be conducted in 2029.

Service Standards & Policies

GRTC monitors its level and quality of service on an ongoing basis in order to ensure equity in access to public transit services. Level of service refers to the amount of transit offered and can be measured in a variety of ways. GRTC uses the following five indicators, which The Federal Transit Administration (FTA) considers to be significant measures of level of service:

- **Vehicle load:** the number of passengers, or load, carried per hour measures the efficiency of service. GRTC's system-wide ridership goal for local buses is to average 10 boardings or more per trip.
- **Vehicle assignment:** the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system (which bus goes where).
- **Vehicle headways:** the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service.
- **Distribution of transit amenities:** items of comfort, convenience, and safety that are available to the general riding public (benches, shelters, trash cans, etc.).
- **Service access/availability:** a general measure of the distribution of routes within a transit provider's service area.

GRTC also monitors quality of service through a large-scale customer satisfaction survey and origin-destination survey at least every five years. The indicators used include:

- Convenience and safety
- Customer satisfaction
- Bus cleanliness
- Barriers in accessing services
- Discrimination based on race, color, or national origin

GRTC completes a Level and Quality of Service Compliance Assessment based on this data every three years as required by FTA. The assessment measures for service equity on minority and non-minority routes (minority areas defined as areas with higher than median minority populations for the service area) to ensure compliance with Title VI. This assessment was last updated through October 2025 and is in **Appendix F.**

In the analysis, GRTC found that it did not meet its set standards for service span, on-time performance, vehicle load, vehicle headway, stop spacing, and directness of routing. The Title VI disparities that were found and are stop spacing and span for LEP groups, vehicle headway and directness of routing for low-income groups, and vehicle headway for minority groups.

To address these concerns with meeting standards and complying with Title VI requirements, GRTC is currently undergoing an update to its 5-year plan which involves updating service standards and examining ways to improve these factors for all riders, with a specific focus on minority, low-income, and LEP groups.

Public Participation Plan

GRTC has created a Public Comment Process, which can be found in Appendix D, to ensure that no one is excluded from participating in GRTC's service planning and development process. GRTC's Public Comment Process applies when:

- A fare change of any type is proposed;
- A major service change of any type is proposed

For minor schedule and service changes not rising to the level of a major service change, GRTC will post service change notices online, in advance of the change date. Major planning programs, such as capital projects, will have individual public participation plans devised that address Title VI requirements. Public participation plans should include outreach strategies such as in-person engagement, infotainment and digital advertising, and partnership opportunities.

Outreach to Limited English Proficiency (LEP) populations will be done according to the Language Assistance Plan (LAP).

LANGUAGE ASSISTANCE PLAN (LAP)

A Language Assistance Plan is included in the Title VI Program update to satisfy Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," the intent of which is to ensure that persons with limited English proficiency (LEP) are accorded equal treatment by agencies receiving federal funding. The order and subsequent guidance have enabled GRTC to put together this plan, which helps to identify and quantify LEP populations as well as to determine what methods may be used to assist these populations. This plan is updated at least every three years with the Title VI Program Update.

FOUR FACTOR ANALYSIS

As part of the LAP, GRTC conducted a four-factor analysis to consider the following factors:

1. The number and proportion of LEP persons eligible in the GRTC service area who may be served or likely to encounter a GRTC program, activity, or service;
2. The frequency with which LEP persons come into contact with GRTC services and programs;
3. The nature and importance of GRTC's services and programs in people's lives; and
4. The resources available to GRTC for LEP outreach, as well as the costs associated with that outreach.

1. CONSIDER THE NUMBER AND PROPORTION OF LEP PERSONS ELIGIBLE IN THE GRTC SERVICE AREA WHO MAY BE SERVED OR LIKELY TO ENCOUNTER A GRTC PROGRAM, ACTIVITY, OR SERVICE.

Overall, the Greater Richmond area is a diverse urban area with many different languages present. The table below shows the languages spoken in the GRTC local service area using data from the American Community Survey. In total, about 4.8% of the local service area population is considered to have Limited English Proficiency.

Language	Total Speakers	LEP Speakers	% of Total Population LEP
Total Population	1,101,978	52,928	4.8%
Spanish		31,991	2.9%
French		1,135	0.1%
Arabic		2,237	0.2%
German		0	0.0%
Vietnamese		2,237	0.2%
Tagalog		0	0.0%
Chinese		2,237	0.2%
Korean		1,135	0.1%
Russian		1,135	0.1%
Other Asian Language		3,339	0.3%
Other Indo-European Language		4,441	0.4%
Other Unspecified Language		2,237	0.2%

Table 8: Limited English Proficiency (LEP) population in the GRTC local service area

The map below shows the geographic concentration of LEP populations compared to the GRTC service area.

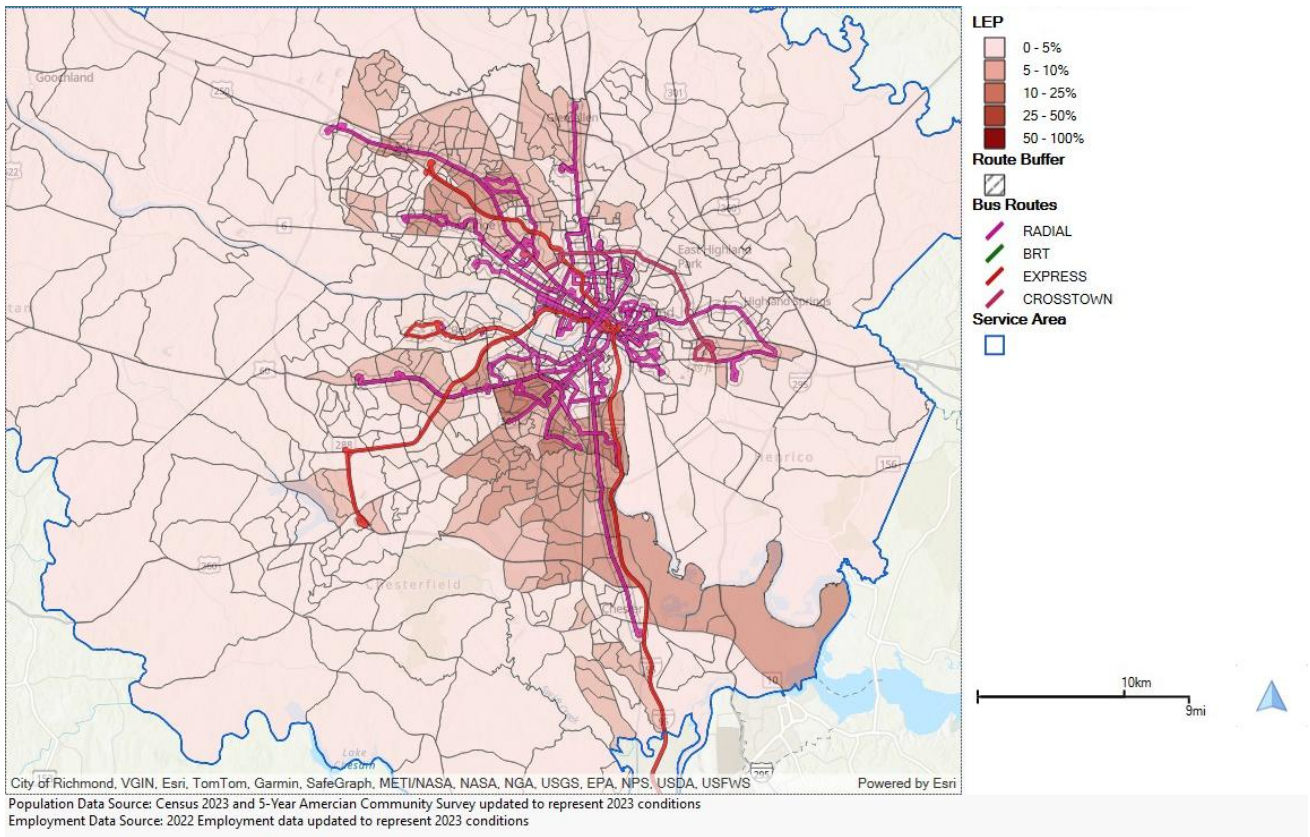


Figure 5: LEP Population Distribution (October 2025)

2. CONSIDER THE FREQUENCY WITH WHICH LEP INDIVIDUALS COME IN CONTACT WITH A GRTC PROGRAM, ACTIVITY, OR SERVICE.

To understand the frequency with which LEP individuals come in contact with GRTC services, several methods were used. Directly, ridership surveys included a question asking riders to self-identify their level of ability with the English language. On top of direct survey questions, indirect methods were used to estimate the frequency of LEP contact with GRTC services. First, because all surveys are provided in both English and Spanish, the volume of responses received on the English version were compared to those in Spanish to estimate the number of Spanish speakers. Additionally, GRTC's Customer Service department subscribes to a Tele-Language service that enables the representatives to include a translator of the caller's language on the call. This enables our representatives to communicate with speakers of 150 different languages. The volume at which this service is used allows us to understand both size and the diversity of languages spoken within our LEP population.

By combining these indirect methods with direct survey questions, GRTC was able to establish that LEP populations use transit less frequently than the service area population as a whole.

3. CONSIDER THE NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY, OR SERVICE PROVIDED BY GRTC TO THE LEP COMMUNITY.

The GRTC system is an important service for LEP populations to reach essential destinations. This is demonstrated in the chart below, showing the trip destinations of those who reported speaking a language other than English at home in the 2023 on-board survey.

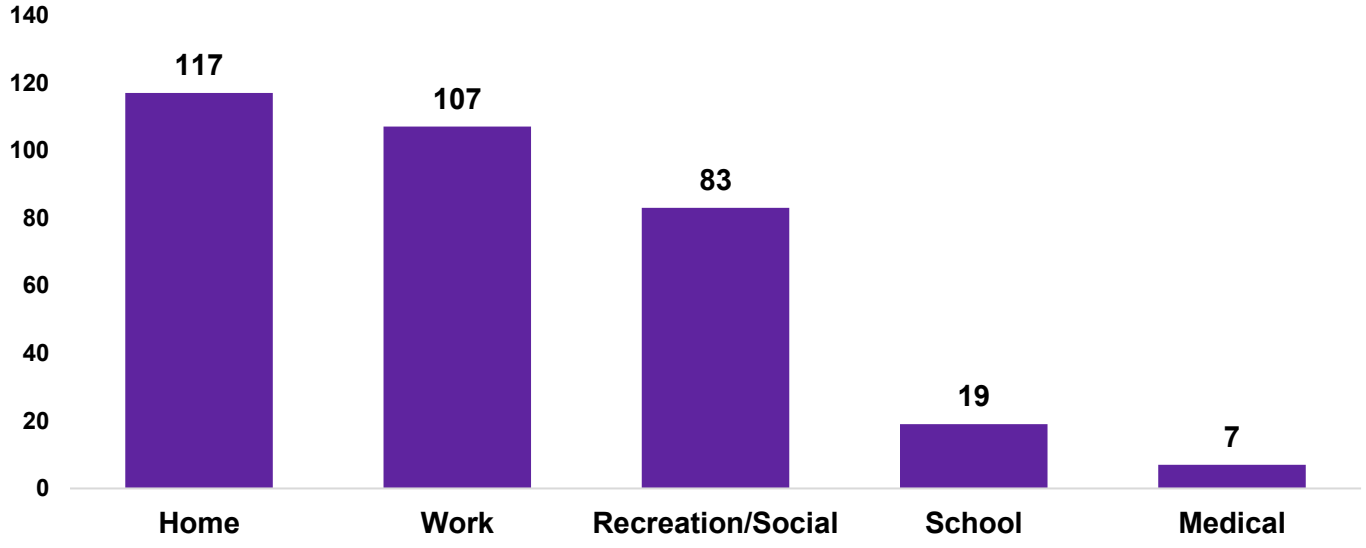


Figure 6: Trip Destinations of LEP Populations

4. CONSIDER THE RESOURCES AVAILABLE TO GRTC AND THE OVERALL COSTS.

GRTC recognizes the importance of providing language assistance to the growing LEP community and is working to deploy a diverse set of resources to support these groups. Currently, there are several

language assistance measures available to GRTC that will remain funded. These resources include external translation services for written materials such as surveys, public meeting notices, and flyers; Tele-Language service to allow customer service representatives to assist customers regardless of language spoken and staff training for customer service representatives to understand how to use this service; and dedicated Outreach Team staff members who coordinate outreach and engagement with GRTC's diverse ridership base, including the LEP population.

CONCLUSION FROM FOUR-FACTOR ANALYSIS

Because it was revealed that LEP populations utilize GRTC services less frequently than the service area as a whole, additional research is required to understand why this has occurred and how service can be more useful or welcoming for these communities. GRTC will continue to utilize its current language services, while pursuing meaningful outreach with LEP communities throughout the service area to understand what additional resources can be implemented. This Language Assistance Plan will be continually monitored and improved to ensure that the needs of the LEP populations continue to be appropriately addressed as demographics change.

Safe Harbor Protocol for Written Documents

Responsible: Director of Communications, and Title VI Officer
Timeline: Ongoing
Duties:

1. Vital Written Documents for translation:

   – ADA Notice, Title VI Notice, Title VI Complaint Form, Title VI Complaint Procedures.

2. Translate all vital written documents into all safe harbor languages and make accessible to the public via the website. The Safe Harbor language that was identified using ACS data for the local service area is Spanish.
3. Continue to provide basic web translation in multiple languages using Google Translate toolbar.

LEP Protocol & Training Procedures for GRTC Staff

Responsible: Director of Communications, Customer Service Manager, Chief of Transit Operations, Training Manager, and Title VI Officer
Timeline: Ongoing
Duties:

1. Customer Service staff receive training on how to use Tele-Language, telephone translation service, to identify common LEP languages and phrases.
2. Develop and implement LEP Guidelines for specific projects or activities. Major projects may require more LEP resources, such as translated project sheets or announcements, or advertisements. This should be accounted for in major project outreach budgets.
3. Provide notation at the bottom of all important notices to include additional contact information for any special accommodation requests.

Provider Directed Outreach to Spanish-speaking LEP Population in Service Area

Responsible: External Affairs Department
Timeline: Ongoing
Duties:

1. Maintain contact with local outreach organizations and partner with these organizations on local outreach events, such as Imagine Festival, Que Pasa Festival, “Meet the bus,” or similar activities.
2. Provide Spanish-directed advertisements as resources allow.

Monitoring and Updating the LAP

Responsible: External Affairs Department, Planning & Scheduling Department and Title VI Officer
Timeline: Annually, ongoing
Duties:

1. Continue to monitor use of resources currently in place.
   - Tele-language, and Google Translate.

Service and Fare Equity

GRTC has created a fare and service equity analysis policy and process to evaluate proposed service and fare changes.

The following is the updated process for this program update.

The Service and Fare Equity (SAFE) process shall be performed in all of the following conditions:

- Any fare change (increase or reduction) is considered on one or more routes or services (local, express, specialized or other)
- A major service change (increase or reduction) is considered on one or more routes or services

MAJOR SERVICE CHANGE POLICY

GRTC proposes service changes to meet the needs of the ridership base and match the available operating budget. All major service changes, as defined below, shall undergo a service equity analysis to ensure that these changes do not have disparate impacts on minority populations, or impose a disproportionate on low-income populations, consistent with the intent and requirements of FTA Circular 4702.1B and Title VI of the Civil Rights Act of 1964.

Any proposed service change meeting the following thresholds on a single route level in the GRTC system will constitute a major service change:

Category	Level of Change Required to be classified as a Major Change	Examples
Change in Number of Trips	25% change in # of scheduled one-way trips on the Weekday, Saturday, or Sunday schedule.	Decreasing # of trips from 80 daily one-way trips to 50 one-way trips.
Change in Service Span	25% change in # of hours between the beginning and the end of the Weekday, Saturday or Sunday schedule, in either direction.	Changing Weekday span on a route from 20 hours to 15 hours or less.
Re-directing a Route	Rerouting at least 25% of a route's path onto a different street or road, measured in single-direction route miles.	Moving 2 miles of an 8-mile route to another street or road (even if the new routing is very near the current routing).

Change in Total Miles Serviced by the Route	25% change in total miles on a route's path.	Extending or shortening a line.

Category	Level of Change Required to be classified as a Major Change	Examples
Shortlining or Longlining	25% change in # of scheduled one-way trips ending at a route's terminal points.	On a route originally going from points A to B to C, terminating certain trips at B. On a route originally going from A to B, extending certain trips to travel all the way to point C.
Eliminating Route(s)	Eliminating one or more routes.	Discontinuing an existing route (even if replacing this route with nearby service).

Any proposed service change meeting the following system-level thresholds will also be considered a major change requiring a service equity analysis:

Category	Level of Change Required to be classified as a Major Change	Examples
Adding New Route(s)	Adding one or more routes. 25% change in revenue hours over the system on the Weekday, Saturday or Sunday schedule.	Creating a new route to reaching a previously unserved area.
Change Total Daily Revenue Hours	Adding one or more routes. 25% change in revenue hours over the system on the Weekday, Saturday or Sunday schedule.	Reduction of 30% of weekday revenue hours due to a budget shortfall

Table 9: System-level thresholds for major service changes that require a service equity analysis.

CUMULATIVE IMPACTS

In certain cases, a single proposal for service changes may not on its own trigger the thresholds for a major service change. However, when combined with other recent changes, it is possible that a significant improvement or degradation in service has in fact occurred. For example, one could remove 10% of a route's one-way trips in March, and 20% more in September. In this case, if both service changes had occurred simultaneously, they would be considered a major service change.

The threshold impacts of services changes that go into effect will be recorded to allow staff to identify cumulative service changes over time.

EXEMPTIONS

The following service changes are exempt from this policy. They shall not be considered major service changes, and they shall not be considered in any analysis of cumulative impacts:

- Standard seasonal variations in service.
- Temporary additions or changes in service lasting less than 12 months (i.e. demonstration projects, detours, disruptions, and/or disasters).

DISPARATE IMPACT POLICY

"Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA)

Title VI of the Civil Rights Act prevents discrimination based on race, color and national origin in federally-funded programs or activities. GRTC will ensure that all service changes will be equitable in terms of Title VI. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect minority populations more than non-minority populations, by more than the threshold defined below. Furthermore, service changes that result in increases in service shall not benefit non-minority populations more than minority populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disparate impact** on minority populations.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by minority populations in the proposed service change.
2. The percentage of minority populations in GRTC's service area.

If a proposed service change is found to have a disparate impact on minority populations, GRTC will analyze viable alternatives that would meet the objectives of the proposed service change and the goals of the agency. Such alternatives should be designed to avoid, minimize and mitigate any disparate impact on minority populations. If this alternatives analysis yields a modified service change proposal, the modified proposal will be analyzed in a service equity analysis. If no viable alternatives are found that reduce or eliminate the finding of disparate impact, and GRTC has a substantial and legitimate justification for the change, GRTC may implement the initially proposed service change.

DISPROPORTIONATE BURDEN

"Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable." (FTA)

Per the requirements of FTA Circular 4702.1B and understanding the linked nature of civil rights and environmental justice issues, GRTC will also ensure that all service changes will be equitable with respect to low-income populations. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect low-income populations more than non-low-income populations, by more than the threshold defined below.

Furthermore, service changes that result in increases in service shall not benefit non-low-income populations more than low-income populations, by more than that same threshold defined below. If the difference in measured effects on low-income and non-low-income populations is greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on low-income populations. GRTC shall also describe alternatives available to low-income passengers affected by the service change.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by low-income populations in the proposed service change.
2. The percentage of low-income populations in GRTC's service area.

If a proposed service change is found to have a disproportionate burden on low-income populations, GRTC will analyze viable alternatives that would meet the objectives of the proposed service change and the goals of the agency. Such alternatives should be designed to avoid, minimize and mitigate any disproportionate burden on low-income populations. If this alternatives analysis yields a modified service change proposal, the modified proposal will be analyzed in a service equity analysis. If no viable alternatives are found that reduce or eliminate the finding of disproportionate burden, GRTC may implement the initially proposed service change.

FARE CHANGE POLICY

GRTC proposes fare changes from time to time to meet the needs of the ridership base and match the available operating budget. All fare changes shall undergo a fare equity analysis to ensure that these changes are equitable in the effects they have on GRTC's ridership base, in terms of Title VI. Fare changes include changes to any current fare amount or fare media. Examples include but are not limited to: increases in fares, decreases in fares, introductions of new fares or fare media options, discontinuation of fares or fare media options.

Exceptions to this policy shall include:

- Special programs allowing all passengers to ride free as a part of air quality mitigation measures (ex. "Spare the Air" days)
- Promotional fare reductions lasting less than six months
- Fare reductions used in mitigation of other actions such as construction projects or disruptions in normal operations.

FARE DISPARATE IMPACT POLICY

GRTC will ensure that all fare changes will be equitable in terms of Title VI. In order to ensure equity, fare increases, or reductions in fare media options, shall not adversely affect minorities more so than non-minorities, by more than the threshold amount defined below. To further ensure equity, fare decreases or additions in fare media options shall not benefit non-minorities more so than minorities, by more than that same threshold amount defined below. If the affected populations differ by a span greater than the set threshold, the proposed change would be considered to have a **disparate impact** on the minority population.

The threshold shall be a **20-percentage point** difference between the minority and non-minority populations affected by the fare change compared to the overall service area.

FARE DISPROPORTIONATE BURDEN POLICY

GRTC will ensure that all fare changes will be equitable for low-income populations. In order to ensure equity, fare increases, or reductions in fare media options, shall not adversely affect low-income populations more so than non-low-income population, by more than the threshold defined below. To further ensure equity, fare decreases, or additions in fare media options, shall not benefit non-low-income populations more so than low-income populations, by more than that same threshold amount defined below. If the affected populations differ by a span greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on the low-income population.

The threshold shall be a **20-percentage point** difference between the low-income and non-low-income populations affected by the fare change compared to the overall service area.

GRTC'S PROCESS FOR COMPLETING A SERVICE & FARE EQUITY (SAFE) ANALYSIS:

1. As soon as any change in fare or service is proposed, describe in detail the proposed change. Be detailed in describing what routes, schedules, and service indicators (level and/or quality of service) would be affected. For example, will this be an across-the-board change or only affect certain routes? Also describe the need or impetus for the change. If it is a fare change, proceed to step four.
2. Is this considered a major service change under the policy? Explain. If not, review previous records from the last 18 months or five service changes to check for cumulative impacts. If yes, continue with the analysis.
3. What is the difference between the existing service and proposed service for those impacted by the change: is it an increase or a decrease in service?
4. Analysis of possible adverse effects:
   - Determine the affected area.
   - Describe the demographic and ridership data being used for the analysis and how it was collected.
   - Describe how the data will be used to determine if the proposed change will have an adverse effect (use people-trips methodology, as seen in the Appendix).
   - Compare the ridership population that will be affected by the change as compared to the general ridership population using percentages of the affected population and percentages of population for the service area.
   - Analyze the data to describe the details and extent of the possible impacts.
     - Create maps showing the affected areas and demographic data along with route information
     - Create tables showing impacts of each type of change and the affected and overall ridership population
     - Determine whether the proportion of minorities and/or low-income population is affected is significant when compared to the general population set (use thresholds as defined in each policy). If not, finalize the analysis and provide to the Board. If so, steps need to be taken to describe these negative effects and to develop alternative options that mitigate, avoid, or minimize these effects.
5. Repeat the analysis for any alternative options.
6. Present the findings to the Board of Directors for review and acceptance.

The following chart from FTA Circular 3702.B provides guidance in determining which analysis should take place depending on the potential impacts.
GRTC's Public Comments Process also needs to be followed for any fare increases or service reductions.

FACILITY EQUITY ANALYSIS

GRTC will follow the requirements of the equity analysis when a new facility is needed.

SUBRECIPIENT MANAGEMENT UNDER TITLE VI

GRTC does not currently have any subrecipients.

Contact Information and Board Approval

For additional information on GRTC's Title VI Program Update, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

Title VI Officer
GRTC

301 East Belt Blvd
Richmond, Virginia 23224
Phone: (804) 358-3871
Email: TitleVI@ridegrtc.com

Appendix A: Title VI Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub-recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 .S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, ‘’Nondiscrimination in Federally-Assisted Programs of the Department of Transportation Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted); Joint FTA/ Federal Highway Administration (FHWA) regulation, 23 CFR part 771, “Environmental Impact and Related Procedures” (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, “Planning Assistance and Standards,” (October 28, 1993, unless otherwise noted); US. DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low Income Populations,” (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA’s Master Agreement, FTA MA 13 (October 1, 2006).

Appendix B: Title VI Notice (English/Spanish Poster)

NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

This notice is provided in compliance with 49 CFR Section 21.9 (d).

Non-Discrimination Notice

GRTC provides services and operates programs without regard to race, color, and national origin in compliance with Title VI.

Request for Information

To request additional information about GRTC's non-discrimination obligations, send your written request to: Title VI Officer, GRTC Headquarters, 301 East Belt Boulevard, Richmond, Virginia 23224.

Complaint Process

As a member of the general public if you desire to file a discrimination complaint under Title VI, the following procedure should be followed:

- Any person who believes he or she has been subjected to unlawful discrimination may directly file a complaint or use an authorized representative. A complaint form is available from the Title VI Officer or from the GRTC website, www.ridegrtc.com
- The form must be filled out completely with as many details as possible and sent to:
  Title VI Officer
  GRTC Headquarters
  301 East Belt Boulevard
  Richmond, Virginia 23224

AVISO PARA BENEFICIARIOS SOBRE PROTECCION SEGUN EL TÍTULO VI

Este aviso se proporciona conforme al Título 49 del CFR, Sección 21.9 (d).

Aviso antidiscriminación

GRTC presto servicios y lleva a cabo programas independientemente de la raza, color y nacionalidad conforme al Título VI.

Pedido de información

Para solicitar información adicional acerca del compromiso antidiscriminación de GRTC, envíe su solicitud por escrito a: Title VI Officer, GRTC Headquarters, 301 East Belt Boulevard, Richmond, Virginia 23224.

Proceso de Presentar Quejas

Como miembro del público general, si desea presentar una queja por discriminación conforme al Título VI, deberá cumplir con el siguiente procedimiento:

- Cualquier persona que considere que sufrió un acto de discriminación ilegal puede presentar una queja en forma directa o a troves de un representante autorizado. Puede solicitar una forma de quejas al Oficial del Título VI u obtenerla directamente de la página web de GRTC, www.ridegrtc.com
- Deberá llenar la forma de quejas de forma completa y proveer la descripción de los hechos con el mejor detalle posible, y enviarla a:
  Title VI Officer
  GRTC Headquarters
  301 East Belt Boulevard
  Richmond, Virginia 23224.

Title VI Program
Complaint Form

GRTC TRANSIT SYSTEM

Title VI of the Civil Rights Act of 1964 states, "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from, participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance."

1. Today's Date: _____

2. Complainant's Name: _____
   Address: _____
   City, State, ZIP Code: _____
   Phone: _____ Email: _____

3. Person being discriminated against (if someone other than Complainant):
   Name: _____
   Address: _____
   City, State, ZIP Code: _____
   Phone: _____ Email: _____

4. What was the discrimination complaint based on? (Check all that apply):
   ☐ Race ☐ Color ☐ National Origin

5. Date of alleged incident resulting in discrimination: _____

6. Describe the alleged discrimination. Who was responsible? If more space is needed, attach any written materials or other information that you believe supports your complaint on an additional sheet of paper.

   _____
   _____
   _____
   _____
   _____
   _____

7. Where did the incident take place? Provide location, bus number, GRTC employee name, etc.

   _____
   _____
   _____

Title VI Complaint Form

8 Witness(es) (if applicable). Please provide their contact information.

Witness Name: _____

Address: _____

City, State, ZIP Code: _____

Phone: _____ Email: _____

Witness Name: _____

Address: _____

City, State, ZIP Code: _____

Phone: _____ Email: _____

9 Did you file this complaint with any other federal, state, or local agency or with a Federal or State court (check the appropriate space)?

☐ Yes ☐ No

If yes, check all that apply:

☐ Fed. agency ☐ Fed. court ☐ State agency ☐ State court ☐ Local agency

10 Please provide contact information for the agency/court where the complaint was filed:

Agency: _____

Name/Title: _____

Address: _____

City, State, ZIP Code: _____

Phone: _____ Email: _____

11 If you need any special accommodations for communication regarding this complaint, please specify which alternative format you prefer:

☐ Large Print (specify size): _____ ☐ TDD ☐ Audio ☐ Other: _____

Signature and date required below.

Signature _____ Date _____

Print Name _____

If you feel that you have been discriminated against, a formal complaint may be filed with GRTC's Title VI Officer within 180 days after the date of the alleged discrimination. These procedures do not deny you the right to file formal complaints with other state or federal agencies. Once completed, please mail or deliver the completed and signed form to:

GRTC

Attention: Title VI Officer
301 East Belt Boulevard
Richmond, VA 23224

(804) 358-GRTC (4782)
webcustomerservice@ridegrtc.com

Appendix D: GRTC Public Comment Procedures Regarding Fare & Service Changes

Timing & Cause for Solicitation of Public Comment

The Federal Transit Administration requires its grantees to have a locally developed written process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction. The law does not require that fare decreases or service increases be preceded by public comment.

Therefore, GRTC will solicit public comment when:

1. There is any increase in fare.
2. There is any Major service reduction.

GRTC's proposed Major Service Change Policy defines a major service change as any proposed change at the route level affects more than 25% of trips, service span, routing miles, and/or total miles, as well as route eliminations. At the system level, it means a total system change of at least 25% of daily revenue hours or adding a new route. For the purposes of this document, any major service change that results in a reduction in service will require GRTC to solicit and review public comments, while changes that only result in an increase in service will not.

EXCEPTIONS AND CONDITIONS

Standard seasonal variations, temporary detours due to detours lasting less than 9 months, and service disruptions due to natural or human-caused disasters lasting less than 6 months may be excluded as per the proposed Major Service Change Policy.

Public Notification

REQUIREMENTS

Prior to the institution of a fare change or a service change that falls within the levels established above, GRTC shall ensure that a notice of intent to solicit public comment is published in at least one newspaper with major circulation in the urbanized area. The notice must be published at least 10 business days prior to a scheduled meeting. The notice must contain a basic description of the contemplated service changes, or the fare change and the time and place of any planned face-to-face or electronic public meeting. To ensure that all segments of the community are included in the process of sharing information, GRTC will use some or all of its available communication tools to publicize public meetings. Communication tools can include e-mail campaigns, media relations, paid advertising, on-board communication, and others (e.g., social media. Website, etc.).

OPPORTUNITIES FOR PUBLIC COMMENT

Meaningful public engagement that provides opportunities for public comment may include public meetings, public hearings, pop-up meetings, onboard ride-alongs with customers, interactive web-based tools, distribution of written materials at major transfer points, posting of informational flyers, and soliciting comments directly through the GRTC website.

PUBLIC SOLICITATION PROCESS

1. GRTC will detail the intent, reasoning, and potential impacts associated with a fare increase and/or major service reduction.
2. GRTC Planning staff will then conduct a service and fare equity analysis (following FTA's Fare and Service Guidance found FTA Cir 4702.1B) to determine whether the proposed changes will have a discriminatory impact.
   - If the requested changes are acceptable and/or non-discriminatory, GRTC will begin the public outreach process.
   - If the requested changes are found to be unacceptable and/or discriminatory, GRTC will:
     - Identify that there is a substantial legitimate justification for the proposed service change, and
     - Verify that there are no reasonable alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.

It is important to understand that in order to make this showing, the transit provider must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

3. If the requested changes are acceptable to all parties, GRTC staff will begin the formal public solicitation process.
4. All public meetings and hearings shall be held at accessible locations. Written communications can be received up to five (5) business days after a meeting or hearing.
5. Public comments will be compiled by GRTC staff and sent to the applicable jurisdiction or the GRTC Board of Directors for review and assessment prior to making a final decision on the implementation of the proposed fare increase and/or service reduction. Written comments received after this time will still be accepted but may not be included in the Board review due to time constraints.
6. GRTC may exercise the option to undergo a public comment process for minor changes and service improvements, though it is not required.

Appendix E: Demographic Charts by Block Group for GRTC Local Service Area

Census ID	Block Group	Total Population	LEP	Low Income	Minority
51041100106	1	2664	4%	11%	13%
51041100107	1	830	21%	6%	86%
51041100107	2	1918	21%	52%	84%
51041100206	1	692	15%	27%	96%
51041100206	2	1160	15%	39%	37%
51041100206	3	1620	15%	21%	65%
51041100206	4	2848	15%	1%	17%
51041100208	1	1245	2%	7%	18%
51041100208	2	1162	2%	8%	17%
51041100209	1	1035	2%	11%	65%
51041100209	2	807	1%	16%	54%
51041100209	4	1567	2%	13%	21%
51041100210	1	2031	4%	17%	68%
51041100211	1	644	16%	18%	100%
51041100211	2	2816	16%	32%	81%
51041100212	2	1979	11%	15%	90%
51041100300	1	1518	22%	29%	83%
51041100300	2	1297	22%	27%	55%
51041100404	1	929	26%	32%	58%
51041100404	2	1799	26%	38%	86%
51041100405	1	1540	14%	54%	83%
51041100405	2	699	14%	7%	64%
51041100406	1	1519	9%	43%	58%
51041100407	1	386	12%	64%	100%
51041100407	2	2015	12%	20%	54%
51041100407	3	2378	12%	17%	53%
51041100409	1	1537	1%	26%	38%
51041100409	3	858	1%	16%	69%
51041100409	5	1480	1%	4%	60%
51041100505	3	1120	2%	5%	55%
51041100509	2	486	2%	21%	50%
51041100804	1	2107	10%	27%	79%
51041100804	3	1025	10%	6%	63%
51041100812	1	1637	3%	21%	33%
51041100812	2	2368	3%	9%	49%

51041100812	3	1603	3%	4%	28%
51041100818	1	1188	7%	13%	40%
51041100902	1	973	1%	7%	3%
51041100902	2	2087	1%	10%	6%
51041100902	3	879	1%	3%	37%
51041100907	1	1659	9%	11%	45%
51041100907	2	1180	9%	9%	38%
51041100912	1	2215	6%	3%	6%
51041100912	3	1611	6%	14%	18%
51041100912	4	1587	6%	8%	46%
51041100915	1	1747	8%	24%	28%
51041100915	2	2459	8%	15%	34%
51041100919	1	2760	4%	13%	27%
51041100919	3	2326	4%	12%	47%
51041100920	1	1512	9%	10%	43%
51041100921	1	1469	5%	29%	35%
51041100921	2	1412	5%	10%	25%
51041100921	3	1300	5%	3%	29%
51041100921	4	1431	5%	18%	29%
51041100922	1	1541	7%	2%	21%
51041100922	2	2830	7%	14%	52%
51041100922	3	940	7%	40%	56%
51041100923	1	1940	7%	12%	42%
51041100924	2	2417	2%	5%	12%
51041100926	2	1655	3%	6%	16%
51041100928	1	4133	4%	15%	45%
51041100930	2	2792	1%	8%	6%
51041100931	1	777	1%	4%	18%
51041100931	2	2026	1%	4%	12%
51041100933	1	1254	9%	24%	46%
51041100933	2	1765	9%	16%	26%
51041100934	1	1655	3%	9%	21%
51041100934	2	2044	3%	30%	40%
51041100934	3	1155	3%	58%	72%
51041100934	4	1646	3%	23%	57%
51041101007	3	2880	3%	6%	23%
51041101012	1	1957	1%	23%	14%
51041101012	2	1481	1%	4%	18%
51041101012	3	1768	2%	12%	33%
51041101013	2	2842	2%	10%	31%
51075400102	1	1275	0%	9%	12%

51075400102	2	3145	0%	9%	19%
51085320100	1	413	0%	0%	45%
51085320400	2	2242	1%	17%	19%
51085320400	3	827	1%	19%	47%
51085320500	1	973	2%	10%	5%
51085320500	2	1312	2%	24%	5%
51085320601	1	2160	3%	15%	17%
51085320601	2	1841	3%	0%	27%
51085320601	3	1176	3%	39%	47%
51085320602	1	1303	4%	11%	12%
51085320602	2	1746	3%	11%	57%
51085320701	2	3760	2%	7%	19%
51085320801	1	2809	1%	9%	20%
51085320803	2	2219	0%	1%	24%
51085320804	1	1578	2%	4%	10%
51085320804	2	1881	1%	3%	8%
51085320804	3	1991	2%	7%	8%
51085320805	1	1565	2%	16%	7%
51085320902	1	1434	1%	12%	8%
51085320902	2	1412	1%	20%	15%
51085321001	3	2195	0%	33%	8%
51085321100	1	2484	0%	30%	5%
51085321100	2	1060	0%	30%	2%
51085321100	3	2039	0%	3%	5%
51085321202	2	561	1%	31%	19%
51085321202	3	2954	1%	42%	19%
51087200106	1	951	22%	25%	43%
51087200106	2	2654	22%	21%	46%
51087200106	4	1128	22%	27%	35%
51087200108	1	990	1%	2%	25%
51087200125	1	935	4%	16%	72%
51087200125	2	487	5%	3%	69%
51087200125	3	1152	5%	25%	30%
51087200125	4	1335	4%	18%	68%
51087200126	1	1147	12%	8%	40%
51087200126	2	1395	12%	20%	63%
51087200126	3	1155	12%	7%	70%
51087200127	1	801	1%	5%	23%
51087200127	4	1264	2%	9%	8%
51087200131	1	594	9%	23%	41%
51087200131	2	1035	9%	25%	16%

51087200132	1	1938	16%	19%	46%
51087200132	2	2099	16%	16%	26%
51087200135	1	1131	4%	15%	19%
51087200137	1	821	2%	20%	43%
51087200137	2	805	2%	10%	14%
51087200138	1	884	2%	27%	46%
51087200138	2	1617	2%	37%	50%
51087200140	1	1861	3%	9%	66%
51087200140	2	3134	3%	13%	14%
51087200141	1	1822	6%	6%	32%
51087200141	2	1046	7%	12%	62%
51087200142	3	1466	4%	8%	32%
51087200144	1	1365	12%	0%	79%
51087200144	2	1194	12%	6%	60%
51087200144	3	828	12%	13%	18%
51087200147	3	3519	6%	6%	38%
51087200150	2	2112	9%	2%	63%
51087200150	3	594	9%	19%	47%
51087200151	1	1179	6%	3%	60%
51087200151	2	1561	6%	5%	12%
51087200151	3	1351	6%	16%	32%
51087200151	4	1622	6%	21%	48%
51087200152	1	1507	14%	3%	27%
51087200152	2	1106	14%	9%	29%
51087200153	1	2118	15%	35%	44%
51087200153	2	813	15%	20%	81%
51087200153	3	1355	15%	16%	7%
51087200201	2	1295	1%	5%	13%
51087200202	1	804	2%	0%	4%
51087200202	2	1320	2%	3%	3%
51087200202	3	725	2%	3%	7%
51087200202	4	1203	2%	2%	3%
51087200301	1	802	3%	5%	17%
51087200301	2	873	3%	17%	21%
51087200302	1	1020	7%	6%	5%
51087200302	2	919	7%	2%	25%
51087200302	3	941	7%	13%	34%
51087200303	1	1694	10%	13%	41%
51087200303	2	1435	10%	10%	15%
51087200305	1	983	15%	29%	42%
51087200305	2	1814	15%	29%	28%

51087200305	3	2447	15%	20%	42%
51087200404	1	1310	4%	5%	22%
51087200404	2	985	4%	11%	48%
51087200404	3	412	4%	6%	33%
51087200407	1	1861	10%	16%	22%
51087200407	2	1014	10%	8%	71%
51087200407	3	1076	10%	14%	70%
51087200407	4	1391	10%	18%	43%
51087200409	1	3055	17%	23%	68%
51087200411	1	1266	8%	15%	49%
51087200411	2	1104	8%	24%	85%
51087200412	1	965	13%	25%	62%
51087200412	2	906	13%	20%	74%
51087200413	1	2065	9%	4%	15%
51087200414	2	1671	10%	6%	48%
51087200414	3	1971	10%	21%	45%
51087200417	3	792	7%	28%	31%
51087200417	4	402	7%	8%	48%
51087200418	1	1633	17%	10%	46%
51087200418	2	433	17%	5%	63%
51087200418	3	1166	17%	52%	60%
51087200501	1	1459	8%	33%	44%
51087200501	2	731	8%	20%	50%
51087200502	1	1478	5%	14%	37%
51087200502	2	658	5%	0%	18%
51087200503	1	890	6%	25%	41%
51087200503	3	1645	6%	19%	55%
51087200700	1	1160	4%	56%	76%
51087200700	2	769	4%	18%	14%
51087200700	3	617	4%	21%	8%
51087200700	4	1442	4%	21%	23%
51087200801	1	974	2%	4%	16%
51087200801	2	872	2%	33%	76%
51087200801	3	1117	2%	26%	36%
51087200802	1	904	2%	4%	39%
51087200802	2	753	2%	8%	28%
51087200805	1	619	1%	10%	77%
51087200805	2	1712	1%	48%	97%
51087200805	3	1240	1%	57%	100%
51087200805	4	929	1%	31%	87%
51087200806	1	2370	1%	23%	65%

51087200807	1	608	8%	25%	88%
51087200807	2	413	8%	0%	79%
51087200807	3	1444	8%	41%	100%
51087200807	4	1863	8%	21%	82%
51087200904	2	1880	0%	7%	78%
51087200904	4	1650	0%	17%	44%
51087200905	1	939	9%	28%	94%
51087200907	2	496	6%	9%	53%
51087200907	3	3432	6%	14%	49%
51087200908	1	1356	5%	0%	76%
51087200908	2	1472	5%	24%	47%
51087201001	1	1278	2%	21%	68%
51087201001	2	2242	2%	14%	88%
51087201001	3	1035	2%	46%	99%
51087201001	4	1842	2%	5%	100%
51087201002	1	1137	0%	23%	77%
51087201002	2	637	0%	45%	89%
51087201002	3	1477	0%	34%	89%
51087201003	1	2961	0%	24%	91%
51087201003	2	2379	0%	27%	94%
51087201003	3	1083	0%	49%	100%
51087201102	1	1363	1%	23%	68%
51087201102	2	1456	1%	37%	82%
51087201102	3	997	1%	0%	95%
51087201102	4	539	1%	0%	91%
51087201103	1	781	4%	45%	86%
51087201103	2	2699	4%	19%	100%
51087201104	1	2228	3%	36%	96%
51087201104	2	1351	3%	25%	72%
51087201203	1	1370	0%	24%	99%
51087201203	2	1686	0%	14%	75%
51087201204	1	1717	1%	37%	41%
51087201204	2	1273	1%	41%	61%
51087201204	3	783	1%	46%	71%
51087201205	1	1937	4%	40%	79%
51087201205	2	706	4%	17%	91%
51087201205	3	954	4%	19%	47%
51087201206	1	1134	3%	29%	100%
51087201206	2	1519	3%	3%	93%
51087201403	1	132	0%	19%	61%
51087201403	2	1012	0%	21%	34%

51087201403	3	2237	0%	31%	45%
51087201403	4	939	0%	43%	78%
51087201403	5	941	0%	55%	86%
51087201404	1	2214	2%	10%	13%
51087201404	2	1597	2%	23%	40%
51087201404	3	759	2%	5%	14%
51087201405	1	2510	0%	9%	97%
51087201406	1	1234	6%	24%	83%
51087201406	2	652	6%	42%	26%
51087201406	3	1521	6%	64%	80%
51087201406	4	295	6%	4%	42%
51087201502	1	1488	0%	5%	33%
51087201502	3	1525	0%	17%	30%
51087201503	1	2212	2%	17%	80%
51087201503	2	1765	2%	18%	76%
51087201503	3	1603	2%	23%	99%
51087201504	1	1714	2%	6%	85%
51087201504	2	821	2%	70%	80%
51087201504	3	1632	2%	40%	51%
51087201602	3	1910	0%	6%	68%
51087201602	4	1649	0%	2%	9%
51087201701	1	2061	8%	33%	36%
51087201701	2	1467	7%	13%	38%
51087980100	1	0	0%	0%	0%
51145500101	1	1390	0%	9%	1%
51145500101	2	2568	0%	5%	4%
51145500101	3	1814	0%	10%	2%
51145500101	4	945	0%	26%	9%
51145500102	1	2968	0%	6%	9%
51145500102	2	1318	0%	12%	5%
51145500102	3	1379	0%	5%	1%
51145500201	1	2051	1%	23%	12%
51145500201	2	2645	1%	8%	2%
51145500201	3	2484	1%	25%	22%
51145500202	1	2656	3%	10%	14%
51145500202	2	1535	3%	4%	4%
51145500300	1	1762	2%	0%	51%
51145500400	1	1931	2%	5%	31%
51145500400	2	1534	2%	9%	15%
51145500400	3	2094	2%	27%	10%
51760010201	1	645	1%	15%	30%

51760010201	2	1315	1%	3%	5%
51760010202	1	1254	1%	35%	34%
51760010202	2	803	1%	10%	8%
51760010300	1	1633	0%	67%	89%
51760010401	1	1651	1%	9%	16%
51760010401	2	1202	1%	40%	53%
51760010402	1	773	2%	10%	15%
51760010402	2	1720	2%	30%	33%
51760010402	3	651	2%	33%	57%
51760010500	1	624	0%	9%	71%
51760010500	2	766	0%	33%	69%
51760010600	1	2203	1%	18%	47%
51760010700	1	782	2%	8%	74%
51760010700	2	1113	2%	16%	51%
51760010700	3	554	1%	40%	69%
51760010800	1	2688	6%	26%	89%
51760010800	2	1541	6%	39%	83%
51760010800	3	822	5%	25%	89%
51760010900	1	975	1%	43%	79%
51760010900	2	466	1%	0%	83%
51760010900	3	502	1%	13%	80%
51760010900	4	853	1%	19%	76%
51760011000	1	665	1%	49%	88%
51760011000	2	845	1%	22%	73%
51760011000	3	1106	1%	34%	57%
51760011100	1	1235	4%	38%	69%
51760011100	2	436	4%	21%	48%
51760011100	3	677	4%	70%	73%
51760011100	4	1176	4%	95%	76%
51760020100	1	1645	2%	66%	93%
51760020200	1	1641	0%	61%	91%
51760020200	2	1899	0%	74%	99%
51760020300	1	668	3%	45%	97%
51760020300	2	1364	3%	26%	53%
51760020400	1	1359	1%	46%	99%
51760020400	2	238	0%	65%	100%
51760020400	3	505	1%	45%	83%
51760020400	4	662	1%	89%	97%
51760020400	5	1586	1%	50%	93%
51760020501	1	958	3%	29%	46%
51760020501	2	2173	3%	13%	28%

51760020502	1	1090	1%	18%	55%
51760020502	2	1323	1%	17%	25%
51760020502	3	889	1%	12%	11%
51760020600	1	1517	0%	12%	18%
51760020600	2	652	0%	10%	18%
51760020700	1	683	2%	45%	64%
51760020700	2	991	2%	30%	64%
51760020800	1	1178	1%	22%	44%
51760020800	2	947	1%	9%	7%
51760020900	1	729	0%	67%	69%
51760020900	2	709	0%	22%	45%
51760020900	3	1369	0%	29%	63%
51760020900	4	591	0%	26%	79%
51760021000	1	1829	0%	58%	87%
51760021000	2	476	0%	18%	75%
51760021100	1	2022	1%	45%	70%
51760021200	1	1698	0%	25%	75%
51760030100	1	579	0%	88%	89%
51760030100	2	2001	0%	80%	92%
51760030200	1	369	2%	18%	26%
51760030200	2	170	2%	0%	54%
51760030200	3	1608	2%	36%	48%
51760030200	4	533	2%	14%	33%
51760030501	1	603	6%	17%	37%
51760030501	2	1231	6%	45%	59%
51760030501	3	1048	6%	51%	57%
51760030502	1	923	2%	10%	20%
51760030502	2	1144	2%	30%	24%
51760040201	1	1215	2%	45%	54%
51760040201	2	1073	2%	81%	67%
51760040202	1	1884	1%	19%	29%
51760040202	2	1493	1%	28%	35%
51760040300	1	416	6%	61%	26%
51760040300	2	3245	6%	0%	57%
51760040400	1	1784	1%	32%	19%
51760040400	2	1280	1%	50%	25%
51760040400	3	757	1%	64%	20%
51760040500	1	759	1%	11%	11%
51760040500	2	1093	1%	18%	12%
51760040500	3	567	1%	6%	11%
51760040500	4	609	1%	11%	31%

51760040600	1	1296	0%	16%	48%
51760040600	2	806	0%	12%	5%
51760040700	1	1634	8%	6%	8%
51760040700	2	1385	8%	5%	19%
51760040800	1	1361	0%	11%	18%
51760040900	1	1186	1%	2%	2%
51760040900	2	1277	1%	3%	13%
51760041000	1	1251	0%	4%	13%
51760041000	2	1403	0%	4%	10%
51760041100	1	940	0%	22%	18%
51760041100	2	1253	0%	19%	29%
51760041100	3	469	0%	19%	33%
51760041100	4	926	0%	22%	22%
51760041200	1	1042	0%	16%	12%
51760041300	1	2422	1%	45%	63%
51760041300	2	936	1%	24%	57%
51760041400	1	1242	1%	31%	52%
51760041400	2	934	1%	15%	47%
51760041600	1	1287	2%	15%	31%
51760050100	1	1257	2%	28%	18%
51760050100	2	918	2%	7%	20%
51760050100	3	874	2%	11%	4%
51760050200	1	1083	2%	8%	6%
51760050200	2	1367	2%	10%	12%
51760050200	3	852	2%	4%	6%
51760050300	1	1304	0%	17%	6%
51760050400	1	1276	0%	24%	16%
51760050400	2	1690	0%	3%	0%
51760050500	1	1538	3%	13%	20%
51760050500	2	1281	3%	6%	4%
51760050500	3	2172	3%	0%	45%
51760050600	1	1042	0%	5%	9%
51760050600	2	1508	0%	6%	4%
51760060200	1	1309	1%	36%	86%
51760060200	2	856	1%	47%	85%
51760060200	3	307	1%	31%	73%
51760060400	1	552	0%	42%	75%
51760060400	2	362	0%	0%	100%
51760060400	3	881	0%	58%	68%
51760060400	4	936	0%	22%	78%
51760060400	5	1314	0%	28%	41%

51760060501	1	203	0%	23%	21%
51760060501	2	607	0%	13%	12%
51760060501	3	1009	0%	8%	14%
51760060502	1	1231	0%	12%	16%
51760060502	2	1592	0%	44%	71%
51760060502	3	1173	0%	25%	51%
51760060600	1	862	0%	4%	6%
51760060600	2	881	0%	33%	39%
51760060600	3	994	0%	4%	5%
51760060700	1	1114	3%	64%	75%
51760060700	2	941	3%	57%	100%
51760060700	3	1630	3%	54%	80%
51760060700	4	1072	3%	12%	81%
51760060700	5	1317	3%	67%	97%
51760060800	1	1929	16%	58%	83%
51760060800	2	744	15%	24%	86%
51760060800	3	1045	16%	47%	100%
51760060800	4	79	15%	78%	32%
51760060900	1	1542	34%	39%	85%
51760061001	1	1344	1%	10%	37%
51760061001	2	1153	1%	36%	80%
51760061001	3	726	1%	46%	73%
51760061002	1	1348	1%	2%	43%
51760061002	2	641	1%	23%	64%
51760061002	3	1658	1%	14%	25%
51760070100	2	1662	1%	9%	20%
51760070100	3	1370	1%	17%	12%
51760070100	4	1597	1%	13%	27%
51760070300	1	2467	1%	21%	46%
51760070400	1	1625	4%	12%	23%
51760070400	2	1196	4%	12%	26%
51760070400	3	959	4%	5%	10%
51760070601	1	1267	48%	31%	83%
51760070601	2	2500	48%	29%	86%
51760070601	3	1949	48%	60%	100%
51760070601	4	1366	48%	51%	100%
51760070602	1	1185	17%	22%	82%
51760070602	2	726	17%	25%	83%
51760070700	1	2120	25%	29%	94%
51760070700	2	2368	25%	8%	80%
51760070700	3	2958	25%	22%	100%

51760070802	1	983	25%	18%	100%
51760070802	2	1734	25%	21%	61%
51760070803	1	2695	8%	58%	74%
51760070803	2	2445	8%	36%	100%
51760070804	1	985	9%	14%	60%
51760070804	2	1493	9%	10%	83%
51760070804	3	583	9%	65%	91%
51760070901	1	1790	18%	15%	89%
51760070901	2	1578	18%	7%	69%
51760070901	3	2204	18%	13%	86%
51760070902	1	600	1%	23%	89%
51760070902	2	651	1%	100%	82%
51760070902	3	953	1%	29%	100%
51760071002	1	2055	11%	10%	62%
51760071002	2	2100	11%	51%	95%
51760071003	1	1222	5%	33%	85%
51760071003	2	1317	5%	24%	79%
51760071004	1	1313	0%	46%	85%
51760071004	2	505	0%	35%	70%
51760071100	1	864	5%	7%	24%
51760071100	2	524	5%	16%	40%
51760071100	3	2160	5%	24%	65%
51760071100	4	1717	5%	10%	64%

Table 10: Demographic charts by block group.

Appendix F: Level & Quality of Service Analysis (January 2023 – October 2025 Booking)

Executive Summary

Greater Richmond Transit Company (GRTC) is a public transit provider serving the Richmond region of central Virginia. The agency operates fixed-route transit service (both local and express), a bus rapid transit line, six microtransit zones, and a demand-response paratransit service. GRTC is partially funded by the Federal Transit Administration (FTA) and is therefore obligated to comply with Title VI of the Civil Rights Act of 1964 and Executive Order 12898 of 1994. Title VI ensures that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Minority Populations and Limited English Proficiency (LEP) populations are protected under this Act. Executive Order 12898 of 1994 established the mission of Environmental Justice in federal agencies and protects Low-Income populations. GRTC must ensure equitable service to the above populations as a means to continue to receive Federal funding.

GRTC is a transit agency that operates more than 100 fixed-route vehicles in peak service and operates in an urbanized area with more than 200,000 residents. As part of Title VI, FTA requires transit agencies that fit this profile to monitor level and quality of service for civil rights equity at least every three years using FTA guidelines. This analysis document is prepared to fulfill this requirement and analyzes GRTC's Local Route service.

The FTA offers guidance on how public transit agencies may monitor service for civil rights equity in the form of FTA Circular 4702.1B: Title VI Requirements and Guidelines for Federal Transit Administration Recipients. This guidance outlines the factors that should be monitored in this analysis and are based on agency-established service standards and policies. These standards are listed below. GRTC's internal service performance standards can be found in GRTC's 2025-2034 Transit Strategic Plan (TSP). The standards and policies are detailed in the technical analysis section of this document. They include both the factors required by FTA as well as several additional standards. The factors outlined below have been analyzed in this report.

SERVICE STANDARDS REQUIRED TO BE MONITORED BY FTA

- Transit Access/Availability (distance to a Route)
- Vehicle Headway (how often the bus comes by on each Route)
- Vehicle Load (how many people are on a bus at any given time)
- Service Span (how many hours per day the bus is available)
- On-time Performance (how likely the bus arrives within 5 minutes of the expected time)

SERVICE POLICIES REQUIRED TO BE MONITORED BY FTA

- Vehicle Assignment (how buses are assigned to each Route for the day)
- Distribution of Transit Amenities (where benches, shelters, and trash cans are located throughout the system)

ADDITIONAL SERVICE STANDARDS MONITORED IN THIS REPORT

- Bus Stop Spacing (how far apart along a Route stops are found)
- Directness of Routing (how direct the Routes are on the street network)

QUALITY OF SERVICE/CUSTOMER SATISFACTION SURVEY RESULTS

- Safety (on buses and at stops)
- Schedule (convenience)
- Customer satisfaction (overall)
- Cleanliness (buses)
- Customer satisfaction (likelihood to recommend)

ANALYSIS RESULTS

The table below provides a summary of the findings of the level and quality of service analysis. The table lists the identified factors used to monitor the service standards for equity and the results for the three populations of focus: minority, low-income, and LEP. Out of the factors analyzed, there were five standards as outlined in GRTC's Transit Strategic Plan that were not fully met: on-time performance, vehicle load, vehicle headway, service span, and stop spacing. Headway, service span, stop spacing, and directness of routing showed potential issues relating to Title VI in that there was a greater than 20% disparity between either minority, low-income, or LEP routes and their counterparts (see table) in level of service when separated by route category. GRTC is currently undergoing an update to its 5-year plan which involves updating service standards and examining ways to improve these factors for minority, low-income, and LEP groups. There were no disparities in the survey results regarding quality of service.

Category	Minority	Low-Income	LEP
Standard	**Standard Met or Title VI Issue**		
Level of Service:			
Headway	●	●	
Load	○	○	○
Service Span			●
On-time Performance	○	○	○
Vehicle Assignment			
Distribution of Amenities			
Stop Spacing			●
Transit Access			
Directness of Routing	●	●	
Quality of Service:			
Safety (on buses and at stops)			
Schedule (convenience)			
Customer satisfaction (overall)			
Cleanliness (buses)			
Customer satisfaction (likelihood to recommend)			

No issues meeting standard, no issues regarding Title VI = (blank)
Issues in meeting standard, no issues regarding Title VI = ○
No issues in meeting standard, potential issues regarding Title VI = ●
Issues in meeting standard, potential issues regarding Title VI = ●

Table 11: Level and quality of service analysis chart

EXPRESS AND DEMAND-RESPONSE SERVICE

GRTC operates several Express Routes in addition to its local service. These Express Routes have limited stop service between suburban park-and-ride-locations and the downtown Richmond central business district. Most of these Routes have no stops between these two end points and are run only at peak commute times. Because the nature of this service is different, the Express Routes are compared to each other rather than the local service and are not included in this analysis.

FUNDING SOURCES/ OPERATIONAL ENVIRONMENT

GRTC is funded by a mix of federal and state formula based and discretionary grants, non- federal and state discretionary grants, local contributions, and advertising revenue. Each jurisdiction in GRTC's service area independently budgets the level of funding to contribute to GRTC's operating budget and to support public transit. GRTC operates a contract style service agreement with Henrico County, Chesterfield County, and the City of Petersburg. These three jurisdictions are invoiced for operated service miles for their jurisdictional specific routes.

The City of Richmond provides an annual operating subsidy to GRTC at the beginning of each fiscal year to support the Routes operating within the City Limits. The City of Richmond is also unique in giving GRTC the ability to make service adjustments without having to go through the City administration or elected officials for approval. All service changes for Henrico County, Chesterfield County, and the City of Petersburg must be authorized by the administration and/or elected officials.

Determining Minority, Low-Income, & LEP Routes

METHODOLOGY AND ANALYSIS

To form a basis for comparison, FTA advises transit providers to assign routes as minority or non-Minority Routes in order to monitor service in terms of Title VI. A Minority Route is defined by the FTA as:

> "A Route that has at least 1/3 of its total revenue mileage in a Census Block or Block Group, or traffic analysis zone(s) with a percentage of Minority population that exceeds the percentage of Minority population in the transit service area. A recipient may supplement this service area data with Route-specific ridership data in cases where ridership does not reflect the characteristics of the Census Block, Block Group, or Traffic Analysis Zone." (FTA Circular 4702.1B)

GRTC defined its local service area as the Census 2023 Block Groups that touch within 1/4 mile of the Local Bus Routes (current Bus Routes as of October 2025 were used to define the local service area). Socioeconomic data on minority status, low-income status, and LEP status was gathered from American Community Survey (ACS) by Census Block Groups for the local service area.

GRTC then determined the average percentage by Block Group for each of the above socioeconomic characteristics in the local service area. Block Groups with a higher-than-average rate of any of these populations were then described as minority areas, low-income areas and/or LEP areas. These categories are not mutually exclusive. For example, there could be Block Groups that fall under all three categories, some, or none.

GRTC then calculated the total weekly scheduled revenue miles of each of its Local Routes (for the October 2025 booking) and how many of these miles traveled through the minority Block Group areas, low-income block group areas, and/or LEP block group areas. For routes that travel along the boundary of two Block Group Areas, which was common as major roadways often form the boundary of Block Groups, the Block Group on the "right side" of the direction of travel was used. The list of routes and their Title VI designations are listed in the table below.

Route	Route Category	Route Name	Minority Route?	Low Income Route?	LEP Route?
1	Arterial	Chamberlayne/Hul l/ Southside Plaza	Minority Route	Low Income Route	
1A	Arterial	Chamberlayne/Hull/Midlothian	Minority Route		LEP Route
1B	Arterial	Chamberlayne/Hull/Warwick	Minority Route	Low Income Route	LEP Route
1C	Arterial	Chamberlayne/Hull/Elkhardt	Minority Route	Low Income Route	LEP Route
2A	Arterial	North Ave/Forest Hill	Minority Route	Low Income Route	
2B	Arterial	North Ave/Jahnke/Midlothian	Minority Route	Low Income Route	
2C	Arterial	North Ave/Midlothian/Belt Blvd	Minority Route	Low Income Route	
3A	Arterial	Highland/Route 1/Harwood	Minority Route	Low Income Route	
3B	Arterial	Highland/ Route 1	Minority Route	Low Income Route	
3C	Arterial	Highland/ Route 1	Minority Route	Low Income Route	
4A	Circulator/Feeder/ Connector	Montrose	Minority Route	Low Income Route	
4B	Circulator/Feeder/ Connector	Darbytown	Minority Route	Low Income Route	
5	Arterial	Cary/Main/Whitcomb	Minority Route	Low Income Route	
7A	Arterial	Nine Mile Henrico	Minority Route	Low Income Route	
7B	Arterial	Nine Mile Henrico	Minority Route	Low Income Route	
12	Community Radial	Church Hill	Minority Route	Low Income Route	
14	Arterial	Hermitage/East Main		Low Income Route	
18	Circulator/Feeder/ Connector	Henrico Government Center	Minority Route	Low Income Route	LEP Route
19	Arterial	West Broad Street	Minority Route	Low Income Route	LEP Route
20	Community Radial	Orbital	Minority Route	Low Income Route	
29x	Express	Gaskins Express	Minority Route	Low Income Route	

50	Arterial	Broad Street		Low Income Route	
64x	Express	Stony Point Express			
76	Community Radial	Patterson		Low Income Route	
77	Community Radial	Grove			
78	Community Radial	Cary/Maymont	Minority Route	Low Income Route	
79	Community Radial	Patterson/Parham		Low Income Route	LEP Route
82x	Express	Commonwealth 20 Exp			
86	Circulator/Feeder/ Connector	Broad Rock/Walmsley	Minority Route	Low Income Route	LEP Route
87	Community Radial	Bellemeade/Hopkins	Minority Route	Low Income Route	
88	Circulator/Feeder/ Connector	Belt/Bells/Ruffin	Minority Route	Low Income Route	LEP Route
91	Circulator/Feeder/ Connector	Laburnum Connector	Minority Route	Low Income Route	
95x	Express	Richmond / Petersburg Express	Minority Route	Low Income Route	
108	BRT	Pulse		Low Income Route	

Table 12: Title VI designations by GRTC route

RESULTS

Based on the described methodology, the results show that out of the 30 local routes, 24 are identified as minority routes, 28 are identified as low-income routes, 8 are identified as LEP routes, 4 routes cross all three population categories, 20 routes are both minority and low-income, 7 Routes are both minority and LEP, and 7 routes are both low-income and LEP. There are 4 routes that do not fall in any of the three population categories, 2 of which are express routes.

Service Standards Required to be Monitored by FTA

TRANSIT ACCESS AND AVAILABILITY

DEFINITION/STANDARD

Transit Access and Availability is a general measure of the distribution of routes within the service area relative to the population. GRTC measures this standard by the percentage of households within the service area with access to a local route within a ¼ mile walk or less. The Transit Access and Availability standard was set by GRTC at 55%.

METHODOLOGY/ANALYSIS

To measure household density, an analysis was conducted using American Community Survey data to determine population density and households within GRTC's local service area. Using GIS, population density was determined by dividing Census Block Groups by the area within a 1/4-mile buffer of the fixed route system. The areas inside the 1/4-mile buffer were then compared using the established protected population designations.

Households	Within 1/4 Mile	More than 1/4 Mile
System	57%	43%
Minority	61%	39%
Non-Minority	52%	48%
% Difference	17%	-19%
Low-Income	68%	32%
Non-Low-Income	55%	45%
% Difference	24%	-29%
LEP	54%	46%
Non-LEP	57%	43%
% Difference	-5%	7%

Table 13: Transit access and availability within a 1/4 mile walk by Title VI designation

RESULTS

The table below shows that 57% of the households within GRTC's service area can access a local route with a 1/4 mile walk or less. Areas designated as minority, low-income, and LEP have greater access to transit based on service demands. Low-income groups had a greater than +/-20% difference with non-low-income groups, but this does not flag as a Title VI issue because the low-income groups receive a greater share of the benefit. Overall, the system meets GRTC's Transit Access and Availability standard of 55%.

HEADWAY

DEFINITION/STANDARD

Headway is defined as the amount of time between buses on a given route, or how often a bus passes by a single point. Headways typically vary throughout the day, and by the day of week, to accommodate fluctuations in demand. Headways are usually shortest during the weekday "peak" commuter times between 6:00 am and 9:00 am and between 4:00 pm and 6:00 pm, and longest on Sundays when there is the least demand.

Headways are determined on a route-by-route basis and are mainly decided due to demand/ridership on a route. Routes with the highest ridership have more trips and thus shorter headways. Headways are also affected by whether the route is interlined with another route or not. Several routes share the same routing as each other, especially the closer they get to downtown. These interlined routes effectively have their headways reduced in these shared areas because a customer can board either Route at the same stop and get to the same destination. Operating costs should also be considered when evaluating headway as more frequent service is more expensive to operate, and therefore not always feasible on lower-demand routes.

Below are the standards established for local route types by GRTC in the TSP.

Route Type	Weekday			Saturday			Sunday		
	Peak	Midday	Night	Peak	Midday	Night	Peak	Midday	Night
BRT	10	10	15	10	10	15	15	15	15
Arterial	15	15	30	15	15	30	30	30	30
Community Radial	30	30	60	30	30	60	60	60	60
Circulator/Feeder/Connector	60	60	60	60	60	60	60	60	60

Table 14: Headway standards

METHODOLOGY/ANALYSIS

To determine average headway, GRTC used October 2025 service booking data to determine the headway for each route for weekday peak, weekday midday, weekday night, Saturday, and Sunday schedules. Tables showing each Local Route's headways are shown in **Appendix C,** and in the following summary tables by Route type and Title VI group.

Arterial					
	Weekday Peak	**Weekday Midday**	**Weekday Late**	**Saturday**	**Sunday**
Minority	31.15	31.15	34.86	31.25	45.45
Non-Minority	35.00	35.00	36.00	35.00	36.50
% Difference	-11%	-11%	-3%	-11%	**25%**
Low Income	31.79	31.79	35.53	37.60	44.50
Non-Low-Income	30.00	30.00	27.00	30.00	39.00
% Difference	6%	6%	**32%**	**25%**	14%
LEP	26.25	26.25	31.25	27.50	36.33
Non-LEP	33.64	33.64	36.25	40.33	46.40
% Difference	-22%	-22%	-14%	-32%	-22%

Circulator/Feeder/Connector					
	Weekday **Peak**	Weekday **Midday**	Weekday **Late**	Saturday	Sund
Minority	51.25	56.00	54.17	60.00	60.0
Non-Minority	N/A	N/A	N/A	N/A	N/A
% Difference	N/A	N/A	N/A	N/A	N/A
Low Income	51.25	56.00	54.17	60.00	60.0
Non-Low-Income	N/A	N/A	N/A	N/A	N/A
% Difference	N/A	N/A	N/A	N/A	N/A
LEP	52.83	50.00	53.33	60.00	60.0
Non-LEP	49.67	60.00	55.00	60.00	60.0

Minority					
Low Income					
LEP					

Community Radial					
	Weekday Peak	**Weekday Midday**	**Weekday Late**	**Saturday**	**Sunday**
Minority	41.25	41.25	41.50	52.50	52.50
Non-Minority	45.00	45.00	45.00	60.50	60.50
% Difference	-8%	-8%	-31%	-13%	N/A
Low Income	42.50	42.50	42.67	54.20	54.20
Non-Low-Income	45.00	45.00	45.00	60.00	60.00
% Difference	-6%	-6%	-29%	-10%	N/A
LEP	45.00	45.00	45.00	N/A	N/A
Non-LEP	42.50	42.67	42.67	55.17	55.17
% Difference	6%	5%	5%	N/A	N/A

BRT					
	Weekday Peak	**Weekday Midday**	**Weekday Late**	**Saturday**	**Sunday**
Low Income	10	15	15	15	22

Tables 15-18: Average headway by type of service, schedule type, and Title VI designation

RESULTS

On average, minority routes in the Arterial category have headways that are 25% longer than non-minority routes on Sundays. Additionally, in the Arterial category, low-income routes have headways that are 32% longer than non-low-income routes during weekday late periods, and 25% longer on Saturdays. This can likely be partially explained that many low-income and minority routes are truncated, or interlined, like the 1A/B/C or the 7A/B, for example. With these routes, several “branches” travel along the same path, effectively reducing the headways for the corridor overall, because a rider can get on any branch of the route and reach the same destination. GRTC will continue to evaluate its service to low-income and minority areas, specifically during late and weekend periods, to ensure that service remains equitable across all time periods.

Circulator/Feeder/Connector Routes generally meet the headway standard, while Arterial and Community Radial routes tended to have headways that were higher than the established standard. This can also be explained by the interlining of routes in these categories. GRTC is actively evaluating its standards to ensure that they accurately reflect the system, routes, and ridership.

VEHICLE LOAD

DEFINITION/STANDARD

Vehicle load refers to the number of passengers on board at a given time in relation to the seated capacity of the vehicle. A load of 1.0 means that every seat on the bus is taken by a passenger. A load of less than 1.0 means there are open seats, and a load of greater than 1.0 means there are standing passengers. GRTC’s standard for vehicle load is defined by service type and time of day as detailed below.

Maximum Loading Factor (Passenger/Seat)		
Service Type	**Peak**	**Off-Peak**

BRT	1.2	1.2
Local	1.2	1.0

Table 19: Vehicle load standard

METHODOLOGY/ANALYSIS

Load is shown by route category (BRT and Local) with data used from data taken from the Automatic Passenger Counter (APC) devices. The following table shows the average maximum passenger loads for routes as the average maximum number of people seated and standing during a trip. Maximum load factors represent the maximum achievable capacity and are calculated by dividing the total seated and standing capacity by the seated capacity of the vehicle.

Weekday	Maximum Load Average
Minority	72.8%
Non-Minority	61.5%
Difference	**11.3%**
Low-Income	71.6%
Non-Low-Income	69.7%
Difference	**1.9%**
LEP	77.1%
Non-LEP	69.9%
Difference	**7.2%**
Saturday	**Maximum Load Average**
Minority	62.4%
Non-Minority	57.4%
Difference	**5.0%**
Low-Income	60.0%
Non-Low-Income	89.9%
Difference	**-29.9%**
LEP	72.8%
Non-LEP	59.1%
Difference	**13.7%**
Sunday	**Maximum Load Average**
Minority	64.0%
Non-Minority	56.3%
Difference	**7.7%**
Low-Income	61.4%
Non-Low-Income	86.8%
Difference	**-25.4%**
LEP	79.2%
Non-LEP	59.9%
Difference	**19.3%**

Table 20: Vehicle load average by schedule type and Title VI designation

RESULTS

As seen in the tables above, buses are often below the 100% load standard. Given this consistent average, there is not a Title VI concern when it comes to vehicle load, because there is not a difference above 20% between Title VI groups and Non-Title-VI groups.

SERVICE SPAN

DEFINITION/STANDARD

Service Span is the number of hours per day that a route/service is available. For example, a route running in service from 6:00 am to 6:00 pm would have a span of 12 hours. A route running from 6:00 am to 9:00 am only, then running from 4:00 pm to 6:00 pm only, would have a span of 5 hours. Route span is also determined by ridership, demand, and funding availability. Routes with low ridership generally have lower spans than busier routes. Routes operated in Henrico and Chesterfield counties have spans restricted by funding availability.

GRTC's standard for service span on Local Routes, as established in the TSP, is below.

	Weekday			Saturday			Sunday		
Route Type	**Start of Service**	**End of Service**	**Hours**	**Start of Service**	**End of Service**	**Hours**	**Start of Service**	**End of Service**	**Hours**
BRT	5:30 AM	1:00 AM	**19.5**	6:00 AM	1:00 AM	**19**	6:00 AM	1:00 AM	**19**
Arterial	5:30 AM	1:00 AM	**19.5**	6:00 AM	1:00 AM	**19**	6:00 AM	1:00 AM	**19**
Community Radial	5:30 AM	10:00 PM	**16.5**	6:00 AM	10:00 PM	**16**	6:00 AM	10:00 PM	**16**
Circulator/Feeder/Connector	5:30 AM	7:00 PM	**13.5**	7:00 AM	7:00 PM	**12**	7:00 AM	7:00 PM	**12**

Table 18: Service span standards

METHODOLOGY/ANALYSIS

To determine average headway, GRTC used October 2025 service booking data to determine the span for each route for weekday peak, weekday midday, weekday night, Saturday, and Sunday schedules. A route's span is calculated using the start and end of service. Tables showing each Local Route's headways are shown in the Appendix, and in the following summary tables by Route type and Title VI group.

Arterial			
	Weekday Peak	**Saturday**	**Sunday**
Minority	17.44	16.25	17.54
Non-Minority	17.15	16.55	16.90
% Difference	2%	-2%	4%
Low Income	17.20	16.04	17.09
Non-Low-Income	20.50	20.02	19.90
% Difference	-16%	-20%	-14%
LEP	17.75	17.08	16.73
Non-LEP	17.29	16.02	17.48
% Difference	3%	7%	-4%

Circulator/Feeder/Connector			
	Weekday Peak	**Saturday**	**Sunday**
Minority	15.76	14.94	16.24
Non-Minority	N/A	N/A	N/A
% Difference	N/A	N/A	N/A
Low Income	15.76	14.94	16.24
Non-Low-Income	N/A	N/A	N/A
% Difference	N/A	N/A	N/A
LEP	13.61	11.32	16.33
Non-LEP	17.91	17.35	16.21
% Difference	**-24%**	**-35%**	1%

Community Radial			
	Weekday Peak	**Saturday**	**Sunday**
Minority	18.69	14.98	14.56
Non-Minority	13.31	12.35	12.35
% Difference	40%	21%	18%
Low Income	16.90	14.51	14.17
Non-Low-Income	13.27	12.08	12.08
% Difference	27%	20%	17%
LEP	13.33	N/A	N/A
Non-LEP	16.89	14.10	13.83
% Difference	**-21%**	N/A	N/A

BRT			
	Weekday Peak	**Saturday**	**Sunday**
Low Income	20.00	19.00	19.00

Tables 19-22: Span of service by type of service, schedule type, and Title VI designation

RESULTS

In the Circulator/Feeder/Connector routes, LEP Routes had a 24% shorter span than Non-LEP Routes during Weekday Peak, and 35% shorter on Saturdays. For Community Radial Routes, LEP Routes had a 21% shorter span than non-LEP Routes. Service Span is a Title VI concern due to more than 20% difference between Title VI groups and non-Title VI groups. GRTC will continue to evaluate service span to ensure equity in access, with a specific focus on LEP and low-income riders.

Circulator/Feeder/Connector Routes generally achieved the span established in GRTC's service standards, while Arterial and Community Radial routes tended to fall below this standard. Both routes specifically fell below the standard on the weekends, so GRTC will continue to evaluate its service standards and established spans to ensure that all routes meet the needs of their riders, both during the week and on the weekend.

ON-TIME PERFORMANCE

DEFINITION/STANDARD

On-time performance (OTP) measures the percentage of the time that a bus is less than one minute early and less than five minutes late to a timepoint stop along a Route. GRTC's standards for each service type are listed below.

Time Period	BRT	Arterial, Community Radial, Circulator/Feeder/Connector
Peak	90%	80%
Midday	90%	80%
Late Night	90%	85%

Table 23: OTP Standards

METHODOLOGY/ANALYSIS

On-Time performance data is provided below by schedule type, route type, and Title VI designation. The data is analyzed in the Results section below by comparing this data to the Midday service standard for each route category.

Arterial			
	Weekday Peak	Saturday	Sunday
Minority	68%	73%	73%
Non-Minority	75%	71%	72%
% Difference	-9%	2%	1%
Low Income	69%	72%	73%
Non-Low-Income	73%	75%	75%
% Difference	-6%	-4%	-3%
LEP	67%	70%	71%
Non-LEP	70%	73%	73%
% Difference	-5%	-4%	-3%

Arterial			
	Weekday Peak	**Saturday**	**Sunday**
Minority	68%	73%	73%
Non-Minority	75%	71%	72%
% Difference	-9%	2%	1%
Low Income	69%	72%	73%
Non-Low-Income	73%	75%	75%
% Difference	-6%	**-4%**	-3%
LEP	67%	70%	71%
Non-LEP	70%	73%	73%
% Difference	-5%	-4%	-3%

Circulator/Feeder/Connector			
	Weekday Peak	**Saturday**	**Sunday**
Minority	84%	82%	80%
Non-Minority	N/A	N/A	N/A
% Difference	N/A	N/A	N/A
Low Income	84%	82%	80%
Non-Low-Income	N/A	N/A	N/A
% Difference	N/A	N/A	N/A
LEP	83%	76%	82%
Non-LEP	84%	85%	80%
% Difference	-1%	-11%	3%

Community Radial			
	Weekday Peak	**Saturday**	**Sunday**
Minority	68%	71%	76%
Non-Minority	77%	88%	81%
% Difference	-12%	-19%	-6%
Low Income	72%	74%	77%
Non-Low-Income	72%	91%	84%
% Difference	0%	-19%	-9%
LEP	74%	N/A	N/A
Non-LEP	72%	77%	78%
% Difference	**3%**	N/A	N/A

Community Radial			
	Weekday Peak	**Saturday**	**Sunday**
Minority	68%	71%	76%
Non-Minority	77%	88%	81%
% Difference	-12%	-19%	-6%
Low Income	72%	74%	77%
Non-Low-Income	72%	91%	84%
% Difference	0%	-19%	-9%
LEP	74%	N/A	N/A
Non-LEP	72%	77%	78%
% Difference	**3%**	N/A	N/A

BRT			
	Weekday Peak	**Saturday**	**Sunday**
Low-Income	79%	82%	75%

Tables 24-27: OTP by type of service, schedule type, and Title VI designation

RESULTS

As shown in the tables above, OTP is an area of concern across all routes and Title VI groups. GRTC is aware of this issue and has acquired Swiftly On-Time Performance software to work toward improving the reliability of all routes. Due to the consistent challenge, OTP is not a Title VI issue, as there is not a greater than 20% difference between any Title VI and Non-Title VI groups.

Service Policies Required to be Monitored by FTA

VEHICLE ASSIGNMENT

DEFINITION/STANDARD

Vehicle assignment refers to the decision process to determine which bus travels on which route each day. Vehicle assignment is monitored as there can be differences in the vehicles within the transit fleet, including age. This standard is to be monitored on a quarterly basis. GRTC's TSP does not give specific standards for vehicle revenue assignment. However, GRTC considerations for vehicle assignment are the size of the buses, the street limitations and the age of the buses. First the larger capacity units are assigned to the heavier volume routes based on anticipated routes. Larger vehicles are assigned to routes where passenger boardings exceed 30,000 per month. Second, units are assigned according to the physical restrictions for street turns. Third, later model units are assigned to those routes with higher mileage and time requirements to reduce maintenance calls. Routes with mileage of greater than 150 miles per day are assigned newer buses. In addition, buses greater than the rolling average age of GRTC fleet should be assigned to non-minority routes 50% or more of the time on an annual basis, for both A.M. and P.M. assignments.

METHODOLOGY/ANALYSIS

GRTC staff first determined the average age of GRTC buses for the review period. Staff then tabulated the average vehicle age running on minority routes and non-minority routes using Ridecheck Plus (a ridership analysis software) to analyze ridership information.

GRTC's vehicle assignment policy states that older vehicles are to be assigned to non-minority routes at least 50% of the time. The reason for monitoring vehicle assignment is to ensure the equitable distribution of vehicles throughout the system. GRTC currently has several different vehicle models in service, with some differences between them. All Local Fixed-Route vehicles are wheelchair accessible and are equipped with automatic vehicle location (AVL) and air-conditioning.

October 2025 Vehicle Age	
Route	**Average Vehicle Age**
All Local Routes	8.53
Minority	8.50
Non-Minority	8.66
% Difference	-2%
Low-Income	8.46
Non-Low-Income	9.68
Difference	-13%
LEP	8.48
Non-LEP	8.55
Difference	-1%

Table 28: Average vehicle age by Title VI designation

RESULTS

In October 2025, on average, minority routes had a bus that was roughly .2 years (or about 73 days) younger than non-minority routes on a given trip, low-income routes had a bus that was roughly 1.2 years (or about 438 days) younger than non-low-income routes on a given trip, and LEP routes had a bus that was roughly 0.1 years (or about 37 days) younger than non-minority routes on a given trip.

Average vehicle ages for minority, low-income, and LEP routes are not more than 20% different compared to their counterparts, thus triggering no issues for Title VI. Individual route average vehicle age can be found in the Appendix.

DISTRIBUTION OF TRANSIT AMENITIES

DEFINITION/STANDARD

GRTC places benches, trash cans, and shelters at bus stops to improve rider comfort and accessibility. Amenity placement is guided by a structured evaluation process that incorporates boarding and alighting data, equity scoring, heat vulnerability, and customer requests. Ridership establishes a baseline for eligibility, while equity and environmental factors are used to further prioritize locations for investment. All placements are subject to jurisdictional requirements, including coordination, permitting, and site feasibility constraints. The applicable standards and criteria are outlined below.

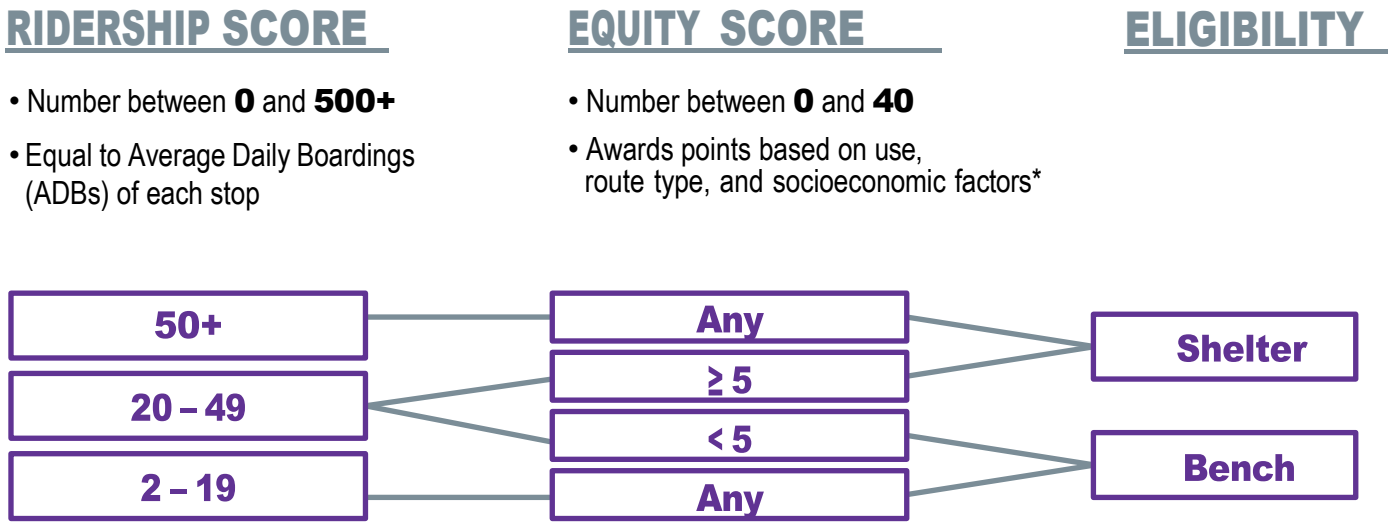


Figure 7: Essential Transit Infrastructure Plan (ETI) qualification rubric for Aspirational Scenario

GRTC's Essential Transit Infrastructure plan was adopted in August 2022, which outlines the long-term goals for improving access to amenities at bus stops. The figure below shows the 5-year goals established by GRTC regarding the number of stops that will have shelters or benches by 2027.

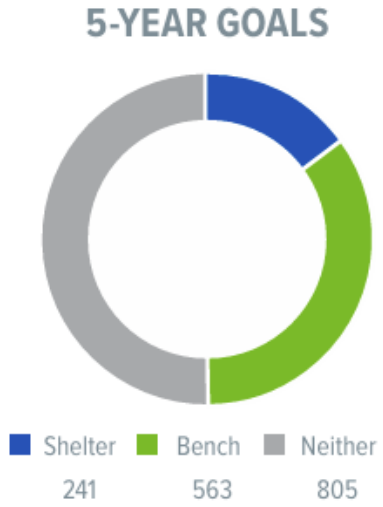


Figure 8: Essential Transit Infrastructure Plan (ETI) 5-Year Goals

METHODOLOGY/ANALYSIS

GRTC has a total of 364 benches, 429 trash cans, and 120 shelters in use (April 2026). The following tables summarize these statistics.

Amenities	Bus Stop		Benches		
	Count	% of Total	Count	% of Total	% Difference
Total	1645		374		
Minority	1344	81%	337	90%	9%
Non-Minority	301	19%	37	10%	-9%
Low-Income	1468	89%	355	95%	6%
Non-Low-Income	177	11%	19	5%	-6%
LEP	206	13%	40	11%	-2%
Non-LEP	1439	87%	334	89%	2%

Amenities	Bus Stop		Trash Cans		
	Count	% of Total	Count	% of Total	% Difference
Total	1645		396		
Minority	1344	81%	368	93%	12%
Non-Minority	301	19%	31	7%	-12%
Low-Income	1468	89%	378	95%	6%
Non-Low-Income	177	11%	18	5%	-6%
LEP	206	13%	42	11%	-2%
Non-LEP	1439	87%	354	89%	2%

Amenities	Bus Stop		Shelters		
	Count	% of Total	Count	% of Total	% Difference
Total	1645		92		
Minority	1344	81%	81	88%	7%
Non-Minority	301	19%	11	12%	-7%
Low-Income	1468	89%	87	95%	6%
Non-Low-Income	177	11%	5	5%	-6%
LEP	206	13%	13	14%	1%
Non-LEP	1439	87%	79	86%	-1%

Tables 29-31: Distribution of stop amenities (benches, trash cans, and shelters) by Title VI designation

RESULTS

On average, the distribution of bus stop amenities matches very closely with the distribution of bus stops by Block Group, meaning there is equitable distribution. No population type has greater than 20% difference from other areas for shelters, benches or trash cans, therefore the distribution of amenities triggers no issues in terms of Title VI.

Additional Service Standards Monitored by GRTC

BUS STOP SPACING

DEFINITION/STANDARD

GRTC's standard for bus stop spacing considers the activity density of the service area. Areas of higher population/employment density in general should have stops closer together along a route than suburban and rural areas.

Service Area Type	Distance Between Stops (feet)
Core (Richmond CBD)	900-1200
Urban	600-1200
Suburban	600-2500
Rural	600-2500

Table 32: Bus stop spacing standards

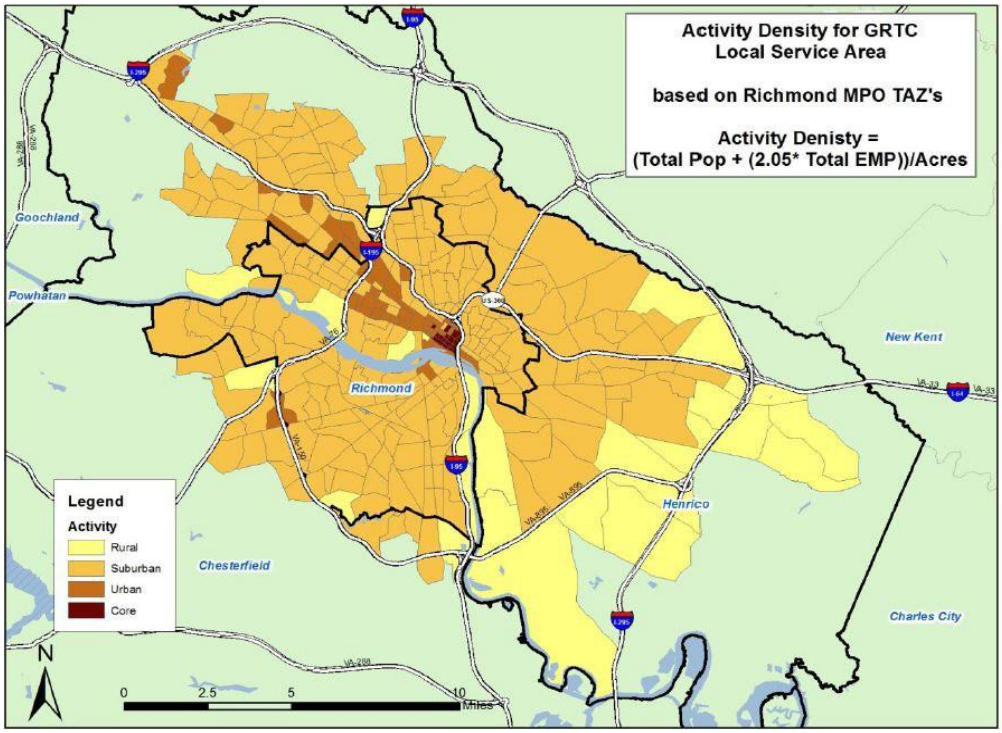


Figure 9: Activity Density for GRTC Local Service Area based on Richmond MPO TAZ's

METHODOLOGY/ANALYSIS

A range is given because the local geography varies by route. For example, several routes go over bridges, and although the general area may be urban, it does not make sense to place a stop in the middle of a bridge. On the other hand, an area may have a lower density but may have steep slopes or less pedestrian access, making more closely spaced stops a necessity. In other cases, places where routes overlap may result in stops that are closer together than the standard but are necessary to ensure that routes have convenient stops for transfers to other routes.

Stop Spacing	Average Spacing (ft)
Minority	1,260
Non-Minority	1,092
% Difference	14%
Low-Income	1,228
Non-Low-Income	1,264
% Difference	-3%
LEP	1,461
Non-LEP	1,143
% Difference	**24%**

Table 33: Stop spacing by Title VI designation

RESULTS

On average, Local Routes had stop spacing of about 1,289 feet, which is within the spacing standards. This average does not include BRT and Express routes. Route 88 has the highest average distance between stops at 2,106 feet; this route covers suburban and urban areas in Richmond. For urban areas the spacing standard starts at 600 feet, and suburban routes can go up to 2,500 feet, so there is no issue seen with this spacing.

Routes/variants with greater than 1,289 feet average spacing included Route 1A (1,490 ft), Route 7A (1,584 ft), Route 7B (1,565 ft), Route 18 (2,017 ft), Route 19 (1,682 ft), Route 88 (2,106 ft), and Route 91 (1,387 ft). Many of these routes travel through suburban or rural areas for most of their routing.

On average, LEP routes have stops spaced 24% further apart than non-LEP routes. This can likely be explained by the fact that several LEP routes span across suburban areas of the region, where the stop spacing standard allows up to 2,500 feet between stops. This is a Title VI issue, though, as there is a greater than 20% difference between LEP and non-LEP groups, with the LEP groups being more negatively impacted by this spacing. GRTC will continue to evaluate its current stop spacing and ridership patterns to ensure that routes and stops are equitable, with a specific focus on LEP riders.

DIRECTNESS OF ROUTING

DEFINITION/STANDARD

Directness of routing is defined as the ratio of the miles traveled along a route to the straight-line distance between the two endpoints of the route. For example, if the established standard is 1.7 as the maximum directness ratio, the travel distance should be less than 1.7 times the straight-line distance between a route's endpoints. GRTC's directness standards by route type are provided below.

Route Category	Standard
BRT	1.2
Arterial	1.7
Community Radial	2.5
Circulator/Feeder/Connector	2.2

Table 34: Directness of routing standards

METHODOLOGY/ANALYSIS

To determine directness of routing, the total route lengths traveled in miles were first established using GIS. Next, GIS was used to measure the direct-line travel distance "as the crow flies" from the starting point to the end point. The difference between the total travel distance and the direct travel distance was then calculated to determine the directness of routing ratio.

Arterial	
Minority	1.53
Non-Minority	1.35
% Difference	13%
Low Income	1.52
Non-Low-Income	1.34
% Difference	13%
LEP	1.38
Non-LEP	1.55
% Difference	-11%

Minority	2.81
Non-Minority	N/A
% Difference	N/A
Low Income	2.81
Non-Low-Income	N/A
% Difference	N/A
LEP	1.81
Non-LEP	3.81
% Difference	-53%

Minority	3.05
Non-Minority	1.74
% Difference	**75%**
Low Income	2.70
Non-Low-Income	1.25
% Difference	**116%**
LEP	1.60
Non-LEP	2.64
% Difference	-39%

Low Income	1.11

Table 35-38: Directness of routing ratio comparing the difference between type of service and Title VI designation

RESULTS

On average, minority Community Radial routes traveled 75% farther than non-minority routes in the same category. Additionally in the Community Radial category, low-income routes traveled 116% farther than non-low-income routes.

These route categories are designed to serve coverage goals, rather than ridership goals. This means that these routes are more likely to have to travel off the most direct path to serve harder to reach communities to expand transit access and availability. This fact, in addition to the fact that there is only one non-low-income route in this category, which takes a relatively direct path, can explain these large differences.

Because these differences are greater than 20% with the Title VI group being negatively impacted, this is a Title VI issue that GRTC will address by evaluating current routing and working toward developing more direct routes that still allow a wide range of neighborhoods, resources, and employment centers to be reached.

Overall, all route categories meet the established standard set in GRTC's TSP.

Quality of Service Survey Results

METHODOLOGY/ANALYSIS

To assess quality of service in the local service area, GRTC must conduct a travel patterns and customer satisfaction survey system-wide or on selected Routes. GRTC conducted two surveys of transit users. First, in spring of 2023, GRTC conducted an origin-destination (O-D) survey on its fixed-route bus services. Interviewers surveyed riders by intercepting them on board transit vehicles and recording their responses using tablet computers. The survey was conducted during riders' journeys with the goal of gathering information about travel behavior, including the origin, destination, and purpose of each trip, all routes and travel modes used, and demographic details about GRTC's riders. In total, 3,876 surveys were conducted to meet the minimum validity and quality standards for fixed-route service. GRTC staff analyzed the survey data system-wide (versus by route) and grouped results by minority/non-minority, low-income/non-low-income, and LEP/ non-LEP status. The factors below were analyzed for Title VI results.

The second survey was developed and conducted by GRTC staff over March and April 2026. The survey was provided online and in-person utilizing digital tablets and hardcopy surveys. GRTC received approximately 280 responses. GRTC staff analyzed the survey data system-wide (versus by route) and grouped results by minority/non-minority, low-income/non-low-income, and LEP/ non-LEP status. The factors below were analyzed for Title VI results.

RESULTS

Riders were asked to give their rating on measures around system safety, convenience, and overall satisfaction. Satisfaction ratings show less than 20% difference amongst Minority, Income and English proficiency groups. These results do not trigger Title VI concerns.

"Do you feel safe on buses and at bus stops?"							
Rating	**7 Strongly Agree**	**6**	**5**	**4 Neither agree nor disagree**	**3**	**2**	**1 Disagree Strongly**
Minority	54%	14%	12%	10%	5%	2%	3%
Non-Minority	47%	22%	15%	8%	3%	1%	2%
Low-Income	53%	17%	13%	9%	5%	2%	2%
Non-Low-Income	43%	18%	15%	10%	4%	3%	6%
LEP	58%	14%	4%	13%	2%	4%	6%
Non-LEP	59%	15%	10%	9%	5%	2%	5%

Table 39: Rider responses to O/D Survey Q13CR1. "Using a scale from 1 to 7, with one meaning strongly disagree and seven meaning strongly agree, how much do you agree or disagree with each of the following statements: You feel safe on buses and at bus stops" survey question comparing Title VI and non-Title VI designations. *Low-Income defined as respondents reporting a total annual household income of less than $45,000 annually*

"GRTC Is Convenient For Your Needs"							
Rating	**7 Strongly Agree**	**6**	**5**	**4 Neither agree nor disagree**	**3**	**2**	**1 Disagree Strongly**
Minority	63%	16%	9%	7%	2%	1%	2%
Non-Minority	56%	22%	11%	6%	1%	<1%	2%
Low-Income	64%	18%	8%	6%	1%	1%	2%
Non-Low-Income	54%	19%	12%	9%	2%	0%	3%
LEP	71%	10%	4%	6%	2%	2%	2%
Non-LEP	63%	16%	7%	7%	2%	<1%	4%

Table 40: Rider responses to O/D Survey Q13CR2. "Using a scale from 1 to 7, with one meaning strongly disagree and seven meaning strongly agree, how much do you agree or disagree with each of the following statements: GRTC is convenient for your needs" survey question comparing Title VI and non-Title VI designations.

"Are you are satisfied with GRTC overall?"							
Rating	7 Strongly Agree	6	5	4 Neither agree nor disagree	3	2	1 Disagree Strongly
Minority	60%	16%	11%	8%	2%	1%	2%
Non-Minority	55%	20%	14%	7%	2%	<1%	1%
Low-Income	61%	17%	10%	7%	1%	1%	2%
Non-Low-Income	52%	20%	13%	10%	1%	1%	3%
LEP	63%	10%	10%	8%	4%	<1%	2%
Non-LEP	60%	15%	7%	11%	2%	1%	4%

Table 41: Rider responses to O/D Survey Q13CR3. "Using a scale from 1 to 7, with one meaning strongly disagree and seven meaning strongly agree, how much do you agree or disagree with each of the following statements: "Are you Satisfied with GRTC overall?" survey question comparing Title VI and non-Title VI designations

"How would you rate the cleanliness of GRTC buses?"				
Rating	Excellent	Good	Fair	Poor
Minority	16%	31%	31%	21%
Non-Minority	5%	55%	21%	17%
Low-Income	17%	34%	25%	22%
Non-Low-Income	3%	56%	27%	14%
LEP	17%	17%	17%	33%
Non-LEP	12%	39%	28%	21%

Table 42: Rider responses to Rider Engagement Survey Question 10. "How would you rate the cleanliness of GRTC buses?" survey question comparing Title VI and non-Title VI designations

"How likely are you to recommend GRTC services to others?"				
Rating	**Very Likely**	**Likely**	**Unlikely**	**I would not recommend GRTC services**
Minority	46%	43%	6%	2%
Non-Minority	55%	32%	7%	3%
Low-Income	52%	39%	3%	3%
Non-Low-Income	47%	41%	8%	2%
LEP	33%	17%	33%	<1%
Non-LEP	49%	40%	6%	3%

Table 43: Rider responses to Rider Engagement Survey Question 11. "How likely are you to recommend GRTC services to others?" survey question comparing Title VI and non-Title VI designations

The Rider Engagement Survey results indicate that most respondents reported no barriers to accessing GRTC services, with 153 people selecting this option. However, among those who did experience challenges, the most common issues were hard-to-reach bus stops or access points (54 responses) and difficulty finding or understanding transit information (54 responses), showing that physical accessibility and information clarity are the primary concerns. Smaller numbers of respondents cited other barriers (26) or language barriers (10). Overall, the data suggests that while access is generally good for most riders, targeted improvements to stop accessibility and communication could benefit a meaningful portion ofusers.

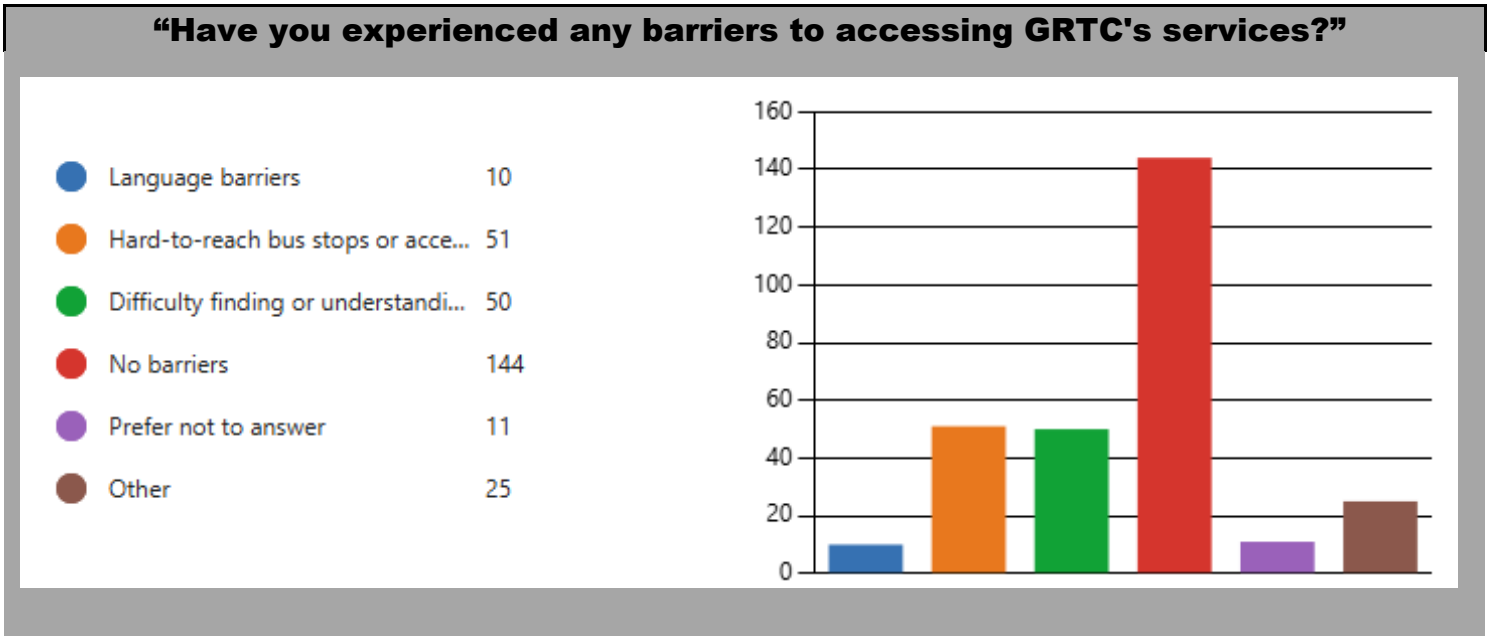


Figure 10: Rider responses to Rider Engagement Survey Question 4. "Have you experienced any barriers to accessing GRTC's services? (select all that apply)"

Survey results indicate that most respondents (86%) reported not having felt treated differently by GRTC based on race, color, or national origin within the past 12 months. A small number of respondents (11%) indicated that they had experienced differential treatment. Overall, these results do not indicate widespread or systemic Title VI concerns but warrant continued monitoring to ensure equitable treatment across all protected populations.

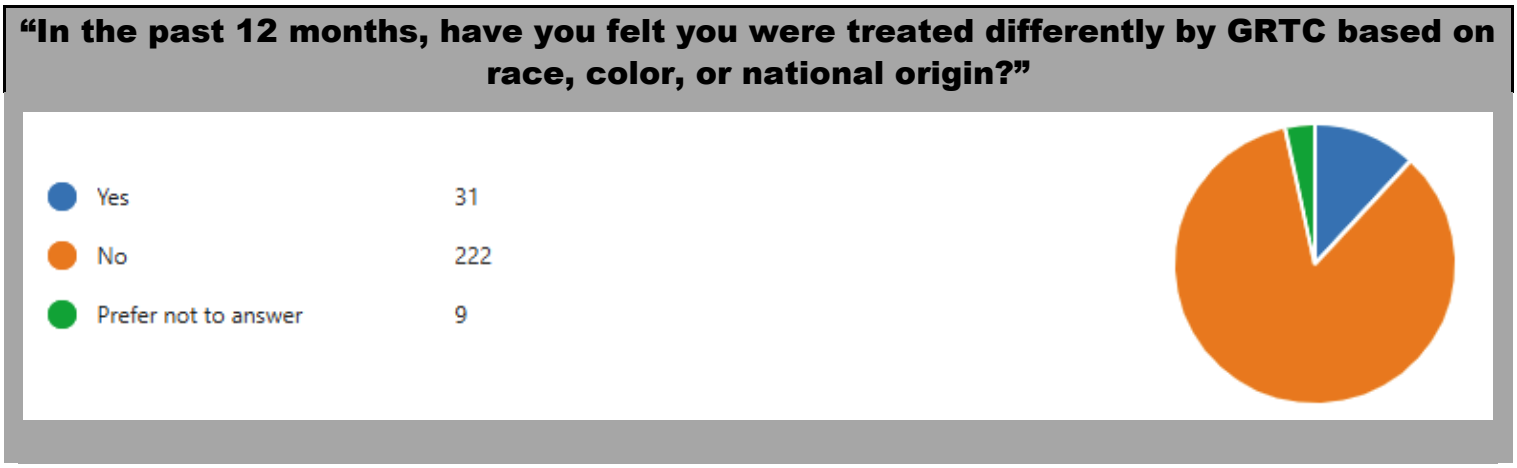


Figure 11: Rider responses to Rider Engagement Survey Question 5. "In the past 12 months, have you felt you were treated differently by GRTC based on race, color, or national origin?"

The distribution of reported rider experiences indicates that the majority occurred onboard transit vehicles, with comparatively fewer responses associated with bus stop environments or customer service interactions. Only a limited number of responses were linked to digital tools or system-level service design elements. This pattern suggests that in-vehicle conditions and direct operational interactions constitute the primary points of rider contact with GRTC service and, as such, represent critical areas for continued monitoring to ensure equitable service delivery.

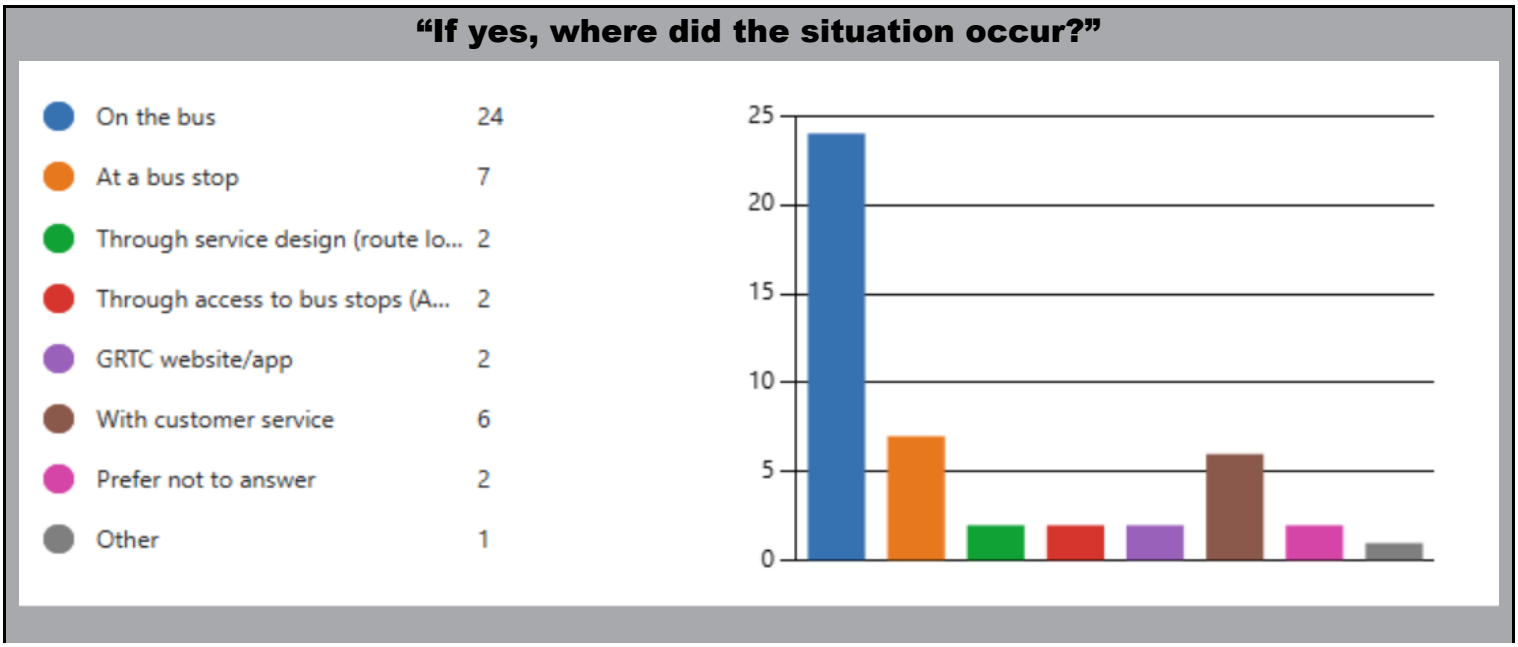


Figure 12: Rider responses to Rider Engagement Survey Question 6. "If yes, where did the question occur? (select all that apply)"

CONCLUSION

This Title VI service equity analysis evaluated the level and quality of service provided on GRTC's local fixed-route network to Minority, Low-Income, and Limited English Proficiency (LEP) populations in comparison to their counterparts and the system overall. The analysis was conducted in accordance with FTA Circular 4702.1B and based on GRTC's adopted service standards and policies.

Overall, the results indicate that GRTC generally provides equitable service across Minority, Low-Income, and LEP Routes. The majority of monitored service standards and policies were met, and for most measures, differences between population groups were well below the FTA's 20 percent disparity threshold. This indicates no widespread or systemic Title VI concerns across the local route network.

However, five service standards were not fully met at the system level based on GRTC's adopted benchmarks:

- On Time Performance
- Vehicle Load
- Vehicle headway, specifically for Arterial and Community Radial categories
- Service Span, specifically for Arterial and Community Radial categories on the weekends
- Stop Spacing

While these shortcomings affect the system, vehicle headway warrants additional Title VI review due to differences observed between Title VI and non-Title VI routes. In particular:

- Service Span, particularly on Arterial, Low-Income Routes on Saturdays, Circulator/Feeder/Connector, LEP Routes during Peak periods and Saturdays, and Community Radial, LEP Routes during Peak periods

- Headway, which was below GRTC's target for local routes during both peak and off-peak periods;

- Stop Spacing, particularly LEP groups;

- Directness of Routing, particularly for Minority and Low-Income, Community Radial Routes

Although these findings do not automatically indicate discrimination, they identify areas where service design may be producing inequitable outcomes and merit further investigation. GRTC's upcoming 2026 transit strategic planning effort will provide an opportunity to examine potential service modifications—particularly related to headways and route design—to improve efficiency and equity while accounting for ridership demand, funding limitations, and operational constraints.

Results from the quality of service and customer satisfaction surveys demonstrated a high degree of consistency across minority, low-income, and LEP respondents. Survey responses related to safety, convenience, cleanliness, customer service, and overall satisfaction did not reveal disparities that triggered Title VI concerns. Across all groups, on-time performance emerged as the lowest-rated aspect of service, reinforcing the operational findings and highlighting reliability as a key area for systemwide improvement.

Additional survey findings indicate that most riders reported no barriers to accessing GRTC services. Among the small subset who did report challenges, the most common issues related to stop accessibility and difficulty finding or understanding transit information, suggesting opportunities for targeted improvements to physical infrastructure and communication strategies.

Overall, this analysis finds that GRTC's local fixed-route service is delivered in a generally equitable manner and is consistent with Title VI and Environmental Justice requirements. The results do not indicate systemic disparities across protected populations, but they do identify areas where service design and performance can be strengthened to support long-term equity goals. Continued monitoring and strategic planning will allow GRTC to proactively address these opportunities and maintain compliance while improving the overall customer experience.

Sub-Appendices

Sub-Appendix A – Route Categories

Route Type	Description	Density Criteria	Directness Criteria
BRT	• High frequency. • Dedicated lanes. • Limited stops, referred to as stations. • Primarily focused on high ridership goals.	>40 jobs + population per acre (High density areas, which in Richmond needs to start at 40 jobs + population per acre)	1.2
Arterial	• Activity centers are serviced along these routes and termini are major activity centers. • Travel more than 50 percent of their route on major corridor/thoroughfare. • May be designed as "route families" with trunk and branch style design. o Trunk segments may primarily serve ridership goals and branch segments may primarily serve coverage goals. o Trunk segments should effectively follow Arterial service design standards while branch segments may follow standards for Arterial, Community Radial, or Circulator/Feeder/Connector routes based on route design and transit demand	20-40 jobs + population per acre (Medium-high density areas)	1.7
Community Radial	• Travel through neighborhoods for most of service, connecting neighborhoods to main corridors. • May have portions that serve ridership goals, but most segments serve coverage goals	10-30 jobs + population per acre (Medium density areas)	2.5
Circulator/Feeder/Connector	• Connect outlying sections of the service area to each other. • Have a stop at an activity center at one or both termini, with connection to an Arterial route. • Some of these routes or portions of these routes may serve ridership goals but most serve coverage goals	5-20 jobs + population per acre (Medium-low density areas)	2.2

Table 44: Route Categories and Definitions

Sub-Appendix B – Vehicle Headway

		Weekday	
Route	**Route Type**	**Peak Average**	**Off Peak**
1	Arterial	15	15
1A	Arterial	30	30
1B	Arterial	30	30
1C	Arterial	30	30
2A	Arterial	60	60
2B	Arterial	60	60
2C	Arterial	30	30
3A	Arterial	30	30
3B	Arterial	30	30
3C	Arterial		
4A	Circulator/Feeder/Connector	59	60
4B	Circulator/Feeder/Connector	60	60
5	Arterial	15	15
7A	Arterial	30	30
7B	Arterial	30	30
12	Community Radial	30	30
14	Arterial	30	30
18	Circulator/Feeder/Connector	40	40
19	Arterial	15	15
20	Community Radial	30	30
50	Arterial	40	40
76	Community Radial	45	45
77	Community Radial	45	45
78	Community Radial	45	45
79	Community Radial	45	45
86	Circulator/Feeder/Connector	60	60
87	Community Radial	60	60
88	Circulator/Feeder/Connector	58.5	
91	Circulator/Feeder/Connector	30	60
108	BRT	10	15

Table 45: Average Headways by Route — Weekday (October 2025 Service Booking)

		Saturday	Sunday
Route	**Route Type**	**Avg Headway**	**Avg Headway**
1	Chamberlayne/Hull/ Southside Plaza	16	30
1A	Chamberlayne/Hull/Midlothian	30	39
1B	Chamberlayne/Hull/Warwick	30	0
1C	Chamberlayne/Hull/Elkhardt	34	40
2A	North Ave/Forest Hill	60	60
2B	North Ave/Jahnke/Midlothian	60	60
2C	North Ave/Midlothian/Belt Blvd	34	60
3A	Highland/Route 1/Harwood	30	0
3B	Highland/ Route 1	30	0
3C	Highland/ Route 1	34	31
4A	Montrose	60	60
4B	Darbytown	60	60
5	Cary/Main/Whitcomb	30	30
7A	Nine Mile Henrico	60	60
7B	Nine Mile Henrico	60	60
12	Church Hill	30	30
14	Hermitage/East Main	30	33
18	Henrico Government Center	0	0
19	West Broad Street	16	30
20	Orbital	60	60
29x	Gaskins Express	0	0
50	Broad Street	40	40
64x	Stony Point Express	0	0
76	Patterson	61	61
77	Grove	60	60
78	Cary/Maymont	60	60
79	Patterson/Parham	0	0
82x	Commonwealth 20 Exp	0	0
86	Broad Rock/Walmsley	60	60
87	Bellemeade/Hopkins	60	60
88	Belt/Bells/Ruffin	60	0
91	Laburnum Connector	60	60
95x	Richmond / Petersburg Express	0	0
Pulse	Pulse	15	22

Table 46: Average Headways by Route — Weekend (October 2025 Service Booking)

Sub-Appendix C – Vehicle Load

Route	Route Category	Weekday	Saturday	Sunday
		Max Load	Max Load	Max Load
1	Arterial	79.9%	70.6%	82.4%
1A	Arterial	85.0%	90.0%	86.6%
1B	Arterial	75.9%	62.0%	
1C	Arterial	92.2%	81.7%	84.8%
2A	Arterial	67.9%	57.6%	55.8%
2B	Arterial	50.0%	52.7%	73.0%
2C	Arterial	60.5%	46.8%	48.4%
3A	Arterial	71.8%	53.4%	
3B	Arterial	76.1%	62.5%	
3C	Arterial	54.6%	63.9%	71.1%
4A	Circulator/Feeder/Connector	61.0%	31.7%	34.5%
4B	Circulator/Feeder/Connector	83.8%	33.8%	39.1%
5	Arterial	69.0%	63.2%	66.2%
7A	Arterial	89.2%	101.2%	91.3%
7B	Arterial	85.6%	100.0%	85.7%
12	Community Radial	76.7%	55.4%	61.6%
14	Arterial	51.5%	42.7%	44.1%
18	Circulator/Feeder/Connector	48.8%		
19	Arterial	82.8%	72.2%	75.1%
20	Community Radial	73.2%	52.3%	46.2%
29x	Express	34.0%		
50	Arterial	95.7%	84.3%	90.9%
64x	Express	37.0%		
76	Community Radial	30.0%	28.6%	22.4%
77	Community Radial	44.7%	28.3%	23.7%
78	Community Radial	62.0%	51.4%	51.2%
79	Community Radial	56.9%		
82x	Express	24.7%		
86	Circulator/Feeder/Connector	49.1%	48.6%	41.3%
87	Community Radial	56.5%	39.2%	44.6%
88	Circulator/Feeder/Connector	21.0%	25.0%	
91	Circulator/Feeder/Connector	74.9%	69.2%	70.3%
95x	Express	22.8%		
Pulse	BRT	91.3%	88.6%	81.8%

Table 47: Average Vehicle Load by Route (October 2025 Service Booking)

Sub-Appendix D – Service Span

Route	Route Category	Weekday Span	Saturday Span	Sunday Span
1	Arterial	4:40 AM-12:40 AM	5:35 AM-12:14 AM	6:00 AM-12:33 AM
1A	Arterial	5:05 AM-1:35 AM	4:58 AM-12:59 AM	5:12 AM-1:06 AM
1B	Arterial	5:39 AM-7:33 PM	6:45 AM-7:23 PM	No service
1C	Arterial	6:05 AM-12:57 AM	6:00 AM-12:19 AM	6:25 AM-11:39 PM
2A	Arterial	5:00 AM-11:28 PM	6:00 AM-12:20 AM	6:15 AM-12:44 AM
2B	Arterial	5:30 AM-12:51 AM	6:29 AM-12:46 AM	6:10 AM-12:47 AM
2C	Arterial	5:10 AM-2:03 AM	5:45 AM-12:53 AM	6:15 AM-12:57 AM
3A	Arterial	5:00 AM-7:20 PM	6:00 AM-7:04 PM	No Service
3B	Arterial	5:11 AM-8:24 PM	6:13 AM-8:24 PM	No Service
3C	Arterial	7:00 PM-1:04 AM	7:00 PM-12:26 AM	6:00 AM-12:26 AM
4A	Circulator/Feeder/Connector	5:30 AM-11:53 PM	5:30 AM-11:53 PM	6:00 AM-11:53 PM
4B	Circulator/Feeder/Connector	5:30 AM-11:20 PM	5:30 AM-11:20 PM	5:30 AM-11:20 PM
5	Arterial	4:55 AM-12:31 AM	5:35 AM-12:01 AM	5:55 AM-11:49 PM
7A	Arterial	5:15 AM-12:33 AM	7:30 AM-12:15 AM	7:00 AM-11:45 PM
7B	Arterial	5:00 AM-12:57 AM	7:00 AM-11:53 PM	7:30 AM-12:24 AM
12	Community Radial	5:05 AM-12:25 AM	5:50 AM-12:24 AM	5:55 AM-12:32 AM
14	Arterial	5:05 AM-12:55 AM	5:40 AM-12:56 AM	5:40 AM-11:58 PM
18	Circulator/Feeder/Connector	6:30 AM-7:35 PM	No Service	
19	Arterial	6:00 AM-11:45 PM	6:20 AM-11:42 PM	10:00 AM-11:04 PM
20	Community Radial	4:40 AM-11:20 PM	6:00 AM-10:50 PM	6:00 AM-10:50 PM
29x	Express	6:25 AM-8:56 AM/3:40 PM-6:15 PM	No Service	
50	Arterial	5:05 AM-7:33 PM	5:55 AM-7:45 PM	6:00 AM-7:44 PM
64x	Express	6:10 AM-8:12 AM/3:50 PM-5:55 PM	No Service	
76	Community Radial	5:25 AM-6:44 PM	7:05 AM-7:42 PM	7:05 AM-7:42 PM
77	Community Radial	5:40 AM-6:56 AM	7:00 AM-7:05 PM	7:00 AM-7:05 PM
78	Community Radial	5:20 AM-11:11 PM	7:05 AM-7:33 PM	7:03 AM-7:30 PM
79	Community Radial	6:00 AM-7:20 PM	No Service	
82x	Express	6:30 AM-7:57 AM/4:05 PM-5:57 PM	No Service	
86	Circulator/Feeder/Connector	5:05 AM-11:29 PM	7:05 AM-11:26 PM	7:05 AM-11:25 PM
87	Community Radial	5:25 AM-12:20 AM	7:30 AM-7:33 PM	7:30 AM-7:34 PM
88	Circulator/Feeder/Connector	5:30 AM-9:19 AM/2:30 PM-11:12 PM	6:00 AM-8:48 AM/3:54 PM-7:18 PM	No Service
91	Circulator/Feeder/Connector	5:55 AM-11:25 PM	7:00 AM-10:50 PM	10:00 AM-10:55 PM
95x	Express	5:30 AM-7:50 AM/4:00 PM-6:20 PM	No Service	
Pulse	BRT	5:00 AM-1:00 AM	6:00 AM-1:00 AM	6:00 AM-1:00 AM

Table 48: Service Span by Route (October 2025 Service Booking)

Sub-Appendix E – On-Time Performance

Route	Route Category	On-time Performance			
		Weekday	Saturday	Sunday	October 2025 Booking Average
1	Arterial	65.0%	85.5%	77.6%	77.4%
1A	Arterial	73.4%	75.2%	75.2%	74.6%
1B	Arterial	67.0%	74.2%		70.7%
1C	Arterial	61.7%	67.6%	62.5%	63.6%
2A	Arterial	67.5%	66.3%	75.0%	68.8%
2B	Arterial	70.5%	69.1%	70.1%	70.0%
2C	Arterial	63.6%	72.3%	68.9%	69.6%
3A	Arterial	70.7%	73.0%		71.9%
3B	Arterial	68.4%	64.7%		66.7%
3C	Arterial	81.3%	70.9%	74.4%	75.3%
4A	Circulator/Feeder/Connector	91.4%	95.1%	93.1%	93.4%
4B	Circulator/Feeder/Connector	84.3%	82.0%	72.0%	78.6%
5	Arterial	60.2%	72.5%	70.8%	68.0%
7A	Arterial	75.6%	82.5%	77.3%	79.2%
7B	Arterial	68.7%	78.6%	74.5%	74.1%
12	Community Radial	69.6%	85.5%	77.6%	77.4%
14	Arterial	66.6%	67.8%	70.6%	68.7%
18	Circulator/Feeder/Connector	83.2%			83.2%
19	Arterial	64.4%	63.5%	75.5%	67.1%
20	Community Radial	69.3%	69.8%	67.9%	69.1%
29x	Express	71.3%			71.3%
50	Arterial	83.7%	73.9%	73.7%	76.8%
64x	Express	69.9%			69.9%
76	Community Radial	86.2%	84.6%	77.6%	82.6%
77	Community Radial	72.0%	90.7%	84.0%	82.9%
78	Community Radial	72.3%	66.2%	76.3%	71.3%
79	Community Radial	73.8%			73.8%
82x	Express	68.2%			68.2%
86	Circulator/Feeder/Connector	80.4%	78.1%	82.1%	80.6%
87	Community Radial	62.1%	62.8%	83.6%	69.5%
88	Circulator/Feeder/Connector	85.6%	74.3%		78.8%
91	Circulator/Feeder/Connector	76.8%	78.8%	73.9%	76.7%
95x	Express	61.9%			61.9%
Pulse	BRT	78.6%	82.1%	75.4%	78.7%

Table 49: On-time Performance by Route (October 2025 Service Booking)

Sub-Appendix F – Vehicle Age

Route	Route Category	Trips Counted	Average Vehicle Age (years)
1	Arterial	954	10.81
1A	Arterial	726	10.07
1B	Arterial	360	11.54
1C	Arterial	440	8.39
2A	Arterial	531	9.85
2B	Arterial	786	9.73
2C	Arterial	818	6.76
3A	Arterial	330	11.36
3B	Arterial	512	9.75
3C	Arterial	98	11.71
4A	Circulator/Feeder/Connector	300	6.67
4B	Circulator/Feeder/Connector	325	6.95
5	Arterial	1369	9.2
7A	Arterial	642	7.82
7B	Arterial	624	7.64
12	Community Radial	864	9.58
14	Arterial	847	9.8
18	Circulator/Feeder/Connector	266	6.38
19	Arterial	990	7.89
20	Community Radial	927	4.44
29x	Express	46	6.76
50	Arterial	316	7.52
64x	Express	34	8.29
76	Community Radial	172	7.26
77	Community Radial	201	7.96
78	Community Radial	196	4.86
79	Community Radial	110	4.45
82x	Express	17	16
86	Circulator/Feeder/Connector	260	6.2
87	Community Radial	385	7.55
88	Circulator/Feeder/Connector	57	7.58
91	Circulator/Feeder/Connector	200	9.13
95x	Express	33	13.33
PULSE	BRT	2051	8.72

Table 50: Vehicle Assignment Data by Route (October 2025 Service Booking)

Sub-Appendix G – Stop Spacing

Route	Arterial	Average Stop Spacing (ft)
1	Arterial	1155
1A	Arterial	1490
1B	Arterial	973
1C	Arterial	970
2A	Arterial	1114
2B	Arterial	1070
2C	Arterial	997
3A	Arterial	1007
3B	Arterial	1423
3C	Circulator/Feeder/Connector	987
4A	Circulator/Feeder/Connector	1119
4B	Arterial	1070
5	Arterial	1003
7A	Arterial	1584
7B	Community Radial	1565
12	Arterial	1020
14	Circulator/Feeder/Connector	1085
18	Arterial	2017
19	Community Radial	1682
20	Express	1233
29x	Arterial	5930
50	Express	1024
64x	Community Radial	2153
76	Community Radial	1045
77	Community Radial	1037
78	Community Radial	861
79	Express	1270
82x	Circulator/Feeder/Connector	10823
86	Community Radial	1183
87	Circulator/Feeder/Connector	1216
88	Circulator/Feeder/Connector	2106
91	Express	1387
95x	BRT	13125
Pulse	Arterial	2680

Table 51: Average Bus Stop Spacing by Route (October 2025 Service Booking)

Sub-Appendix H – Directness of Routing

Route	Route Category	Travel Distance (mi)	Direct Distance (mi)	Directness Ratio
1	Arterial	9.03	9.29	0.97
1A	Arterial	15.12	11.25	1.34
1B	Arterial	7.77	4.70	1.65
1C	Arterial	7.84	6.15	1.27
2A	Arterial	14.80	7.71	1.92
2B	Arterial	14.70	8.12	1.81
2C	Arterial	12.39	6.25	1.98
3A	Arterial	8.12	5.27	1.54
3B	Arterial	18.81	16.04	1.17
3C	Arterial	13.73	9.34	1.47
4A	Circulator/Feeder/Connector	4.79	1.13	4.24
4B	Circulator/Feeder/Connector	9.53	1.68	5.67
5	Arterial	6.53	5.40	1.21
7A	Arterial	11.05	5.93	1.86
7B	Arterial	11.73	5.93	1.98
12	Community Radial	6.05	1.02	5.94
14	Arterial	8.32	5.35	1.55
18	Circulator/Feeder/Connector	6.81	3.18	2.14
19	Arterial	12.67	10.09	1.26
20	Community Radial	11.87	10.77	1.10
29x	Express	13.09	10.39	1.26
50	Arterial	5.24	4.54	1.15
64x	Express	10.77	8.53	1.26
76	Community Radial	5.76	2.42	2.38
77	Community Radial	6.50	5.21	1.25
78	Community Radial	6.53	3.12	2.09
79	Community Radial	8.72	5.46	1.60
82x	Express	18.86	13.43	1.40
86	Circulator/Feeder/Connector	4.94	2.76	1.79
87	Community Radial	11.69	3.81	3.07
88	Circulator/Feeder/Connector	6.53	4.35	1.50
91	Circulator/Feeder/Connector	12.95	8.46	1.53
95x	Express	24.40	21.69	1.13
Pulse	BRT	7.11	6.42	1.11

Table 52: Directness of Routing (October 2025 Service Booking)

Major Change & Service Equity Analysis

January 2023 Schedule Changes

Route Level Metric	Level of Change Required to be Classified as a Major Change	Example	January 2023 Proposed Changes
a. Change in number of trips	25% change in number of scheduled one-way trips on the Weekday, Saturday or Sunday schedule.	Decreasing number of trips from 80 daily one-way trips to 50 one-way trips.	Rt 1 – Above 25% Change Rt 1A – Above 25% Change Rt 1B – Above 25% Change Rt 1C – Above 25% Change Rt 77 – Below 25% Change Rt 78 – Below 25% Change
b. Change in service span	25% change in the number of hours between the beginning and end of the Weekday, Saturday or Sunday schedule, in either direction.	Changing Weekday span on a route from 20 hours to 15 hours or less.	N/A
c. Re-directing a route	Rerouting at least 25% of a route's path onto a different street or road, measured in single-direction route miles.	Moving two miles of an eight-mile route to another street or road (even if the new routing is very near the current routing).	N/A

Route Level Metric	Level of Change Required to be Classified as a Major Change	Example	January 2023 Proposed Changes
d. Change in total miles serviced by the route	25% change in total miles on a route's path	Extending or shortening a line.	Rt 1 – Above 25% Change Rt 1A – Above 25% Change Rt 1B – Above 25% Change Rt 1C – Above 25% Change
e. Shortlining or Longlining	25% change in number of scheduled one-way trips ending at a route's terminal points.	On a route originally going from points A to B to C, terminating certain trips at B. On a route originally going from A to B, extending certain trips to travel all the way to point C.	Rt 1 – Above 25% Change Rt 1A – Above 25% Change Rt 1B – Above 25% Change Rt 1C – Above 25% Change
f. Eliminating Route(s)	Eliminating one or more routes.	Discontinuing an existing route (even if replacing this route with nearby service).	N/A

Table 53: Major Change Analysis - Route Level Metrics

System Level Metric	Level of Change Required to be Classified as a Major Change	Example	January 2023 Major Changes
g. Adding new route(s)	Adding one or more new routes.	Creating a new route to reaching a previously unserved area.	N/A
h. Change total daily revenue hours	25% change in revenue hours over the system on the Weekday, Saturday or Sunday schedule.	Reduction of 30% of weekday revenue hours due to a budget shortfall.	N/A

Table 54: Major Change Analysis - System Level Metrics

A. CHANGE IN NUMBER OF TRIPS – MAJOR CHANGE

Routes 1, 1A, 1B, and 1C are above the 25% threshold.

Change in Number of Trips											
		Weekday			Saturday			Sunday			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	Current	New	% Change	
Richmond/ Henrico	1	0	132	13200%	0	121	12100%	71	71	0%	Major
Richmond	1A	65	64	-2%	65	61	-6%	35	45	29%	Major
Richmond	1B	28	52	86%	26	48	85%	0	0	0%	Major
Richmond	1C	38	62	63%	38	62	63%	49	46	-6%	Major
Richmond	77	34	28	-18%	25	24	-4%	25	25	0%	Minor
Richmond	78	46	36	-22%	25	25	0%	25	25	0%	Minor

Table 55: Change in number of weekly trips (January 2023 Schedule Changes)

B. CHANGE IN TOTAL MILES SERVICED BY THE ROUTE (ROUTE LEVEL) – MAJOR CHANGE

Routes 1, 1A, 1B, and 1C are above the 25 percent threshold.

Change in Total Miles Serviced by the Route										
		North/West				South/East				Change Category
Jurisdiction	Route	Change	Current	New	% Change	Change	Current	New	% Change	
Richmond/ Henrico	1	-4.57	10.03	5.46	-46%	-4.27	9.65	5.38	-44%	Major
Richmond	1A	-5.02	13.47	8.45	-37%	-4.66	12.43	7.77	-37%	Major
Richmond	1B	-4.92	12.69	7.76	-39%	-4.67	12.44	7.77	-38%	Major
Richmond	1C	-4.93	12.90	7.97	-38%	-4.67	12.36	7.70	-38%	Major

Table 56: Change in total miles served by routes in general cardinal direction (January 2023 Schedule Changes)

C. Shortlining or Longlining

Routes 1, 1A, 1B, and 1C are above the 25 percent threshold.

		Weekday		Saturday		Sunday		Change Category
Jurisdiction	Route		% Change		% Change		% Change	
Richmond/ Henrico	1	Shortlined	100%	Shortlined	100%	Shortlined	100%	Major
Richmond	1A	Shortlined	100%	Shortlined	100%	Shortlined	100%	Major
Richmond	1B	Shortlined	100%	Shortlined	100%	Shortlined	100%	Major
Richmond	1C	Shortlined	100%	Shortlined	100%	Shortlined	100%	Major

Table 57: Shortlining or Longlining (January 2023 Schedule Changes)

DISPARATE IMPACT ANALYSIS

"Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA)

Title VI of the Civil Rights Act prevents discrimination based on race, color and national origin in federally funded programs or activities. GRTC will ensure that all service changes will be equitable in terms of Title VI. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect minority populations more than non-minority populations, by more than the threshold defined below. Furthermore, service changes that result in increases in service shall not benefit non-minority populations more than minority populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disparate impact** on minority populations.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by minority populations in the proposed service change.
2. The percentage of minority populations in GRTC's service area.

Given that minorities are approximately 55.7% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, minorities must receive at least 35.7% of the benefit.
- If service decreases, minorities cannot bear more than 75.7% of the burden.

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by minority populations. The 4/5th rule is used to identify 20% as the threshold against the system minority average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total minority population is identified, and non-minority. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in minority and non-minority people trips between scenarios is contrasted. The minority burden of the change is identified. This number is subtracted from the route minority average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disparate impact on the minority population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is below 20%.

Route	Minority Population	Minority Burden/ Benefit of Change	Disparate Impact	Disparate Impact Threshold
System	55.7%	103%	48%	20%

Table 58: Disparate impact analysis results (January 2023 Schedule Changes)

DISPROPORTIONATE BURDEN ANALYSIS

> "Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable." (FTA)

Per the requirements of FTA Circular 4702.1B and understanding the linked nature of civil rights and environmental justice issues, GRTC will also ensure that all service changes will be equitable with respect to low-income populations. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect low-income populations more than non-low-income populations, by more than the threshold defined below.

Furthermore, service changes that result in increases in service shall not benefit non-low-income populations more than low-income populations, by more than that same threshold defined below. If the difference in measured effects on low-income and non-low-income populations is greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on low-income populations. GRTC shall also describe alternatives available to low-income passengers affected by the service change.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by low-income populations in the proposed service change.
2. The percentage of low-income populations in GRTC's service area.

Given that low-income populations are approximately 31% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, low-income populations must receive at least 11% of the benefit.
- If service decreases, low-income populations cannot bear more than 51% of the burden

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by low-income populations. The 4/5th rule is used to identify 20% as the threshold against the system low-income average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total low-income population is identified, and non-low income. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in low-income and non-low-income people trips between scenarios is contrasted. The low-income burden of the change is identified. This number is subtracted from the system low-income average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disproportionate burden on the low-income population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disproportionate burden for each route is below 20%.

Route	Low-income Population	Low-income Burden/Benefit of Change	Disproportionate Burden	Disproportionate Burden Threshold
System	31%	53.9%	23%	20%

Table 59: Disproportionate burden analysis results (January 2023 Schedule Changes)

CONCLUSION

The proposed change in number of trips, change in number of miles serviced, and the shortlining of Routes 1, 1A, 1B, and 1C identified as major changes, triggering three of the six route level major change thresholds. The change identification did require GRTC to perform a fare and service equity analysis to determine if the changes would cause a disparate impact for minority populations or disproportionate burden for low-income populations. The disparate impact and disproportionate burden for routes 1B and 1C are outside the 20% threshold, though the increase in service means the low-income community is receiving a benefit and not a burden.

Major Change & Service Equity Analysis

May 2023 Schedule Changes

Route Level Metric	Level of Change Required to be Classified as a Major Change	Example	May 2023 Proposed Changes
a. Change in number of trips	25% change in number of scheduled one-way trips on the Weekday, Saturday or Sunday schedule.	Decreasing number of trips from 80 daily one-way trips to 50 one-way trips.	Rt 20 – Above 25% Change Rt 78 – Above 25% Change Rt 18 – Above 25% Change Rt 77 – Below 25% Change Rt 50 – Below 25% Change
b. Change in service span	25% change in the number of hours between the beginning and end of the Weekday, Saturday or Sunday schedule, in either direction.	Changing Weekday span on a route from 20 hours to 15 hours or less.	**N/A**
c. Re-directing a route	Rerouting at least 25% of a route's path onto a different street or road, measured in single-direction route miles.	Moving two miles of an eight-mile route to another street or road (even if the new routing is very near the current routing).	**N/A**
d. Change in total miles serviced by the route	25% change in total miles on a route's path	Extending or shortening a line.	Rt 4A – Above 25% Change Rt 4B – Above 25% Change Rt 50 – Below 25% Change Rt 56 – Below 25% Change Rt 78 – Below 25% Change Rt 87 – Below 25% Change

e. Shortlining or Longlining	25% change in number of scheduled one-way trips ending at a route's terminal points.	On a route originally going from points A to B to C, terminating certain trips at B. On a route originally going from A to B, extending certain trips to travel all the way to point C.	**N/A**

f. Eliminating Route(s)	Eliminating one or more routes.	Discontinuing an existing route (even if replacing this route with nearby service).	**Rt 13**

Table 60: Major Change Analysis - Route Level Metrics

System Level Metric	Level of Change Required to be Classified as a Major Change	Example	May 2023 Major Changes
g. Adding new route(s)	Adding one or more new routes.	Creating a new route to reaching a previously unserved area.	N/A
h. Change total daily revenue hours	25% change in revenue hours over the system on the Weekday, Saturday or Sunday schedule.	Reduction of 30% of weekday revenue hours due to a budget shortfall.	N/A

Table 61: Major Change Analysis - System Level Metrics

A. CHANGE IN NUMBER OF TRIPS (ROUTE LEVEL) – MAJOR CHANGE

Routes 18, 20, and 78 are above the threshold of 25%.

Change in Number of Trips											
		Weekday			Saturday			Sunday			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	Current	New	% Change	
Henrico	18	26	38	46%	0	0	0%	0	0	0%	Major

Richmond	20	53	53	0%	49	33	-33%	33	33	0%	Major
Richmond	78	36	48	33%	25	25	0%	25	25	0%	Major
Richmond	50	56	44	-21%	52	42	-19%	52	42	-19%	Minor
Richmond	77	28	34	21%	24	24	0%	24	24	0%	Minor

Table 62: Change in number of weekly trips (May 2023 Schedule Changes)

B. CHANGE IN TOTAL MILES SERVICED BY THE ROUTE (ROUTE LEVEL) – MAJOR CHANGE

Routes 4A and 4B are above the 25% threshold.

Change in Total Miles Serviced by the Route								
		North/West			South/East			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	
Richmond	4A	2.08	4.24	104%	3.44	5.33	55%	Major
Richmond	4B	2.67	4.84	81%	2.78	4.69	69%	Major
Richmond	50	5.29	5.38	2%	4.38	5.09	16%	Minor
Richmond	56	12.67	12.96	2%	6.80	6.92	2%	Minor
Richmond	78	6.07	6.52	7%	5.64	6.54	16%	Minor
Richmond	87	11.22	12.07	8%	10.78	11.31	5%	Minor

Table 63: Change in total miles serviced by the route (May 2023 Schedule Changes)

DISPARATE IMPACT ANALYSIS

> "Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA)

Title VI of the Civil Rights Act prevents discrimination based on race, color and national origin in federally funded programs or activities. GRTC will ensure that all service changes will be equitable in terms of Title VI. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect minority populations more than non-minority populations, by more than the threshold defined below. Furthermore, service changes that result in increases in service shall not benefit non-minority populations more than minority populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disparate impact** on minority populations.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by minority populations in the proposed service change.
2. The percentage of minority populations in GRTC's service area.

Given that minorities are approximately 55.7% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, minorities must receive at least 35.7% of the benefit.
- If service decreases, minorities cannot bear more than 75.7% of the burden.

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by minority populations. The 4/5th rule is used to identify 20% as the threshold against the system minority average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total minority population is identified, and non-minority. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in minority and non-minority people trips between scenarios is contrasted. The minority burden of the change is identified. This number is subtracted from the route minority average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disparate impact on the minority population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is above 20%.

Route	Minority Population	Minority Burden/ Benefit of Change	Disparate Impact	Disparate Impact Threshold
System	55.7%	42.3%	13.5%	20

Table 64: Disparate impact analysis results (May 2023 Schedule Changes)

DISPROPORTIONATE BURDEN ANALYSIS

> "Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable." (FTA)

Per the requirements of FTA Circular 4702.1B and understanding the linked nature of civil rights and environmental justice issues, GRTC will also ensure that all service changes will be equitable with respect to low-income populations. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect low-income populations more than non-low-income populations, by more than the threshold defined below.

Furthermore, service changes that result in increases in service shall not benefit non-low-income populations more than low-income populations, by more than that same threshold defined below. If the difference in measured effects on low-income and non-low-income populations is greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on low-income populations. GRTC shall also describe alternatives available to low-income passengers affected by the service change.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by low-income populations in the proposed service change.
2. The percentage of low-income populations in GRTC's service area.

Given that low-income populations are approximately 31% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, low-income populations must receive at least 11% of the benefit.
- If service decreases, low-income populations cannot bear more than 51% of the burden

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by low-income populations. The 4/5th rule is used to identify 20% as the threshold against the system low-income average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total low-income population is identified, and non-low income. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in low-income and non-low-income people trips between scenarios is contrasted. The low-income burden of the change is identified. This number is subtracted from the system low-income average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disproportionate burden on the low-income population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is below 20%.

Route	Low-income Population	Low-income Burden/Benefit of Change	Disproportionate Burden	Disproportionate Burden Threshold
System	31%	23.8	7.1%	20

Table 65: Disproportionate burden analysis results (May 2023 Schedule Changes)

CONCLUSION

The proposed changes to the number of trips for routes 18, 20, and 78 for May 2023, change in miles serviced by the routes 4A and 4B, and the elimination of route 13 were identified as major changes, triggering three of the six route level major change thresholds. The change identification did require GRTC to perform a fare and service equity analysis to determine if the changes would cause a disparate impact for minority populations or disproportionate burden for low-income populations. The results of the analysis determined that the proposed changes are within the acceptable change limits resulting in a sustained equitable distribution of service.

Major Change & Service Equity Analysis

September 2023 Schedule Changes

Route Level Metric	Level of Change Required to be Classified as a Major Change	Example	September 2023 Proposed Changes
a. Change in number of trips	25% change in number of scheduled one-way trips on the Weekday, Saturday or Sunday schedule.	Decreasing number of trips from 80 daily one-way trips to 50 one-way trips.	Rt 5 – Above 25% Change Rt 7A – Above 25% Change Rt 7B – Above 25% Change Rt 108 (Pulse) – Above 25% Change
b. Change in service span	25% change in the number of hours between the beginning and end of the Weekday, Saturday or Sunday schedule, in either direction.	Changing Weekday span on a route from 20 hours to 15 hours or less.	N/A
c. Re-directing a route	Rerouting at least 25% of a route's path onto a different street or road, measured in single-direction route miles.	Moving two miles of an eight-mile route to another street or road (even if the new routing is very near the current routing).	N/A
d. Change in total miles serviced by the route	25% change in total miles on a route's path	Extending or shortening a line.	N/A
e. Shortlining or Longlining	25% change in number of scheduled one-way trips ending at a route's terminal points.	On a route originally going from points A to B to C, terminating certain trips at B. On a route originally going from A to B, extending certain trips to travel all the way to point C.	N/A

f. Eliminating Route(s)	Eliminating one or more routes.	Discontinuing an existing route (even if replacing this route with nearby service).	N/A

Table 66: Major Change Analysis - Route Level Metrics

System Level Metric	Level of Change Required to be Classified as a Major Change	Example	September 2023 Major Changes
g. Adding new route(s)	Adding one or more new routes.	Creating a new route to reaching a previously unserved area.	N/A
h. Change total daily revenue hours	25% change in revenue hours over the system on the Weekday, Saturday or Sunday schedule.	Reduction of 30% of weekday revenue hours due to a budget shortfall.	N/A

Table 67: Major Change Analysis - Route Level Metrics

A. CHANGE IN NUMBER OF TRIPS (ROUTE LEVEL) – MAJOR CHANGE

Routes 5, 7A, 7B, and 108 (Pulse) are above the 25% threshold.

Change in Number of Trips											
		Weekday			Saturday			Sunday			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	Current	New	% Change	
Richmond	5	78	134	72%							Major
Richmond	7A							26	33	27%	Major
Richmond	7B							24	32	33%	Major
Richmond/ Henrico	108				106	147	39%				Major

Table 68: Change in number of weekly trips (September 2023 Service Changes)

DISPARATE IMPACT ANALYSIS

> "Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA)

Title VI of the Civil Rights Act prevents discrimination based on race, color and national origin in federally funded programs or activities. GRTC will ensure that all service changes will be equitable in terms of Title VI. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect minority populations more than non-minority populations, by more than the threshold defined below. Furthermore, service changes that result in increases in service shall not benefit non-minority populations more than minority populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disparate impact** on minority populations.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by minority populations in the proposed service change.
2. The percentage of minority populations in GRTC's service area.

Given that minorities are approximately 55.7% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, minorities must receive at least 35.7% of the benefit.
- If service decreases, minorities cannot bear more than 75.7% of the burden.

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by minority populations. The 4/5th rule is used to identify 20% as the threshold against the system minority average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total minority population is identified, and non-minority. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in minority and non-minority people trips between scenarios is contrasted. The minority burden of the change is identified. This number is subtracted from the route minority average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disparate impact on the minority population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is below 20%.

Route	Minority Population	Minority Burden/ Benefit of Change	Disparate Impact	Disparate Impact Threshold
System	55.7	53.1	-2.6%	20

Table 69: Disparate impact analysis results (September 2023 Schedule Changes)

DISPROPORTIONATE BURDEN ANALYSIS

> "Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable." (FTA)

Per the requirements of FTA Circular 4702.1B and understanding the linked nature of civil rights and environmental justice issues, GRTC will also ensure that all service changes will be equitable with respect to low-income populations. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect low-income populations more than non-low-income populations, by more than the threshold defined below.

Furthermore, service changes that result in increases in service shall not benefit non-low-income populations more than low-income populations, by more than that same threshold defined below. If the difference in measured effects on low-income and non-low-income populations is greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on low-income populations. GRTC shall also describe alternatives available to low-income passengers affected by the service change.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by low-income populations in the proposed service change.
2. The percentage of low-income populations in GRTC's service area.

Given that low-income populations are approximately 31% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, low-income populations must receive at least 11% of the benefit.
- If service decreases, low-income populations cannot bear more than 51% of the burden

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by low-income populations. The 4/5th rule is used to identify 20% as the threshold against the system low-income average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total low-income population is identified, and non-low income. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in low-income and non-low-income people trips between scenarios is contrasted. The low-income burden of the change is identified. This number is subtracted from the system low-income average. If

the difference between two numbers is less than 20% then the proposed scenario service change does

not have a disproportionate burden on the low-income population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is below 20%.

Route	Low-income Population	Low-income Burden/Benefit of Change	Disproportionate Burden	Disproportionate Burden Threshold
System	31	43.5%	12.6%	20

Table 70: Disproportionate burden analysis results (September 2023 Schedule Changes)

CONCLUSION

The proposed changes to the number of trips for Routes 5, 7A, 7B, and 108 (Pulse) were identified as major changes, triggering one of the six route level major change thresholds. The change identification did require GRTC to perform a fare and service equity analysis to determine if the changes would cause a disparate impact for minority populations or disproportionate burden for low-income populations. The results of the analysis determined that the proposed alternative is within the acceptable change limits resulting in a sustained equitable distribution of service.

Major Change & Service Equity Analysis

January 2024 Schedule Changes

Route Level Metric	Level of Change Required to be Classified as a Major Change	Example	January 2024 Proposed Changes
a. Change in number of trips	25% change in number of scheduled one-way trips on the Weekday, Saturday or Sunday schedule.	Decreasing number of trips from 80 daily one-way trips to 50 one-way trips.	Rt 1A – Above 25% Change Rt 5 – above 25% Change Rt 19 – Above 25% Change Rt 20 – Above 25% Change Rt 91 – Above 25% Change Rt 108 (Pulse) – Above 25% Change Rt 29 – Below 25% Change
b. Change in service span	25% change in the number of hours between the beginning and end of the Weekday, Saturday or Sunday schedule, in either direction.	Changing Weekday span on a route from 20 hours to 15 hours or less.	N/A
c. Re-directing a route	Rerouting at least 25% of a route's path onto a different street or road, measured in single-direction route miles.	Moving two miles of an eight-mile route to another street or road (even if the new routing is very near the current routing).	N/A
d. Change in total miles serviced by the route	25% change in total miles on a route's path	Extending or shortening a line.	Rt 1A – Above 25% Change Rt 19 – Below 25% Change

e. Shortlining or Longlining	25% change in number of scheduled one-way trips ending at a route's terminal points.	On a route originally going from points A to B to C, terminating certain trips at B. On a route originally going from A to B, extending certain trips to travel all the way to point C.	N/A
f. Eliminating Route(s)	Eliminating one or more routes.	Discontinuing an existing route (even if replacing this route with nearby service).	Rt 93 – Route eliminated

Table 71: Major Change Analysis - Route Level Metrics

System Level Metric	Level of Change Required to be Classified as a Major Change	Example	January 2024 Major Changes
g. Adding new route(s)	Adding one or more new routes.	Creating a new route to reaching a previously unserved area.	N/A
h. Change total daily revenue hours	25% change in revenue hours over the system on the Weekday, Saturday or Sunday schedule.	Reduction of 30% of weekday revenue hours due to a budget shortfall.	N/A

Table 72: Major Change Analysis - System Level Metrics

A. CHANGE IN NUMBER OF TRIPS (ROUTE LEVEL) – MAJOR CHANGE

Routes 1A, 5, 19, 20, 91, and the Pulse are above the threshold of 25%.

Change in Number of Trips											
		Weekday			Saturday			Sunday			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	Current	New	% Change	
Richmond	1A	65	70	8%	61	68	11%	46	58	26%	Major
Richmond	5				72	125	74%				Major
Henrico	19	69	139	101%	70	139	99%				Major
Richmond	20	53	71	34%							Major
Henrico	91	34	48	41%							Major
Richmond/ Henrico	108	188	212	13%				106	149	41%	Major
Henrico	29x	15	17	13%							Minor

Table 73: Change in number of weekly trips (January 2024 Schedule Changes)

B. CHANGE IN TOTAL MILES SERVICED BY THE ROUTE (ROUTE LEVEL) – MAJOR CHANGE

Route 1A is above the 25% threshold.

Change in Total Miles Serviced by the Route								
		North/West			South/East			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	
Richmond	1A				8.16	14.28	75%	Major
Henrico	19	11.5	11.81	3%				Minor

Table 74: Change in total miles serviced by the route (January 2024 Schedule Changes)

DISPARATE IMPACT ANALYSIS

> "Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA)

Title VI of the Civil Rights Act prevents discrimination based on race, color and national origin in federally funded programs or activities. GRTC will ensure that all service changes will be equitable in terms of Title VI. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect minority populations more than non-minority populations, by more than the threshold defined below. Furthermore, service changes that result in increases in service shall not benefit non-minority populations more than minority populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disparate impact** on minority populations.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by minority populations in the proposed service change.
2. The percentage of minority populations in GRTC's service area.

Given that minorities are approximately 55.7% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, minorities must receive at least 35.7% of the benefit.
- If service decreases, minorities cannot bear more than 75.7% of the burden.

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by minority populations. The 4/5th rule is used to identify 20% as the threshold against the system minority average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total minority population is identified, and non-minority. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in minority and non-minority people trips between scenarios is contrasted. The minority burden of the change is identified. This number is subtracted from the route minority average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disparate impact on the minority population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is below 20%.

Route	Minority Population	Minority Burden/ Benefit of Change	Disparate Impact	Disparate Impact Threshold
System	55.7	45.6%	-10.1	20

Table 75: Disparate impact analysis results (January 2024 Schedule Changes)

DISPROPORTIONATE BURDEN ANALYSIS

> "Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable." (FTA)

Per the requirements of FTA Circular 4702.1B and understanding the linked nature of civil rights and environmental justice issues, GRTC will also ensure that all service changes will be equitable with respect to low-income populations. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect low-income populations more than non-low-income populations, by more than the threshold defined below.

Furthermore, service changes that result in increases in service shall not benefit non-low-income populations more than low-income populations, by more than that same threshold defined below. If the difference in measured effects on low-income and non-low-income populations is greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on low-income populations. GRTC shall also describe alternatives available to low-income passengers affected by the service change.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by low-income populations in the proposed service change.
2. The percentage of low-income populations in GRTC's service area.

Given that low-income populations are approximately 31% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, low-income populations must receive at least 11% of the benefit.
- If service decreases, low-income populations cannot bear more than 51% of the burden

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by low-income populations. The 4/5th rule is used to identify 20% as the threshold against the system low-income average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total low-income population is identified, and non-low income. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in low-income and non-low-income people trips between scenarios is contrasted. The low-income burden of the change is identified. This number is subtracted from the system low-income average. If

the difference between two numbers is less than 20% then the proposed scenario service change does not have a disproportionate burden on the low-income population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is below 20%.

Route	Low-income Population	Low-income Burden/Benefit of Change	Disproportionate Burden	Disproportionate Burden Threshold
System	31	27.8%	-3.2%	20

Table 76: Disparate impact analysis results (January 2024 Schedule Changes)

CONCLUSION

The proposed changes to the number of trips on routes 1A, 5, 19, 20, 91, and the Pulse as well as the change to total miles serviced by route 1A were identified as major changes, triggering two of the six route level major change thresholds. The change identification did require GRTC to perform a fare and service equity analysis to determine if the changes would cause a disparate impact for minority populations or disproportionate burden for low-income populations. The results of the analysis determined that the proposed alternative is within the acceptable change limits resulting in a sustained equitable distribution of service.

Major Change & Service Equity Analysis

June 2024 Schedule Changes

Route Level Metric	Level of Change Required to be Classified as a Major Change	Example	June 2024 Proposed Changes
a. Change in number of trips	25% change in number of scheduled one-way trips on the Weekday, Saturday or Sunday schedule.	Decreasing number of trips from 80 daily one-way trips to 50 one-way trips.	Rt 1 – Below 25% Change Rt 1B – Below 25% Change Rt 3B – Below 25% Change
b. Change in service span	25% change in the number of hours between the beginning and end of the Weekday, Saturday or Sunday schedule, in either direction.	Changing Weekday span on a route from 20 hours to 15 hours or less.	**N/A**
c. Re-directing a route	Rerouting at least 25% of a route's path onto a different street or road, measured in single-direction route miles.	Moving two miles of an eight-mile route to another street or road (even if the new routing is very near the current routing).	**N/A**
d. Change in total miles serviced by the route	25% change in total miles on a route's path	Extending or shortening a line.	Rt 1 – Above 25% Change Rt 1A – Below 25% Change Rt 2B – Below 25% Change

e. Shortlining or Longlining	25% change in number of scheduled one-way trips ending at a route's terminal points.	On a route originally going from points A to B to C, terminating certain trips at B. On a route originally going from A to B, extending certain trips to travel all the way to point C.	Rt 1 – Above 25% Change
f. Eliminating Route(s)	Eliminating one or more routes.	Discontinuing an existing route (even if replacing this route with nearby service).	N/A

Table 77: Major Change Analysis - Route Level Metrics

System Level Metric	Level of Change Required to be Classified as a Major Change	Example	June 2024 Major Changes
g. Adding new route(s)	Adding one or more new routes.	Creating a new route to reaching a previously unserved area.	N/A
h. Change total daily revenue hours	25% change in revenue hours over the system on the Weekday, Saturday or Sunday schedule.	Reduction of 30% of weekday revenue hours due to a budget shortfall.	N/A

Table 78: Major Change Analysis - System Level Metrics

A. CHANGE IN NUMBER OF TRIPS (ROUTE LEVEL) – MINOR CHANGE

All routes are below the 25% threshold.

		Weekday			Saturday			
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	
Richmond	1	132	133	1%	121	127	5%	Minor
Richmond	1B	52	53	2%				Minor
Richmond	3B	56	59	5%	52	55	6%	Minor

Table 79: Change in number of weekly trips (June 2024 Schedule Changes)

B. CHANGE IN TOTAL MILES SERVICED BY THE ROUTE (ROUTE LEVEL) – MAJOR CHANGE

Route 1 is above the 25% threshold.

Change in Total Miles Serviced by the Route								
		North/West			South/East			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	
Richmond	1	5.59	8.29	48%	5.54	8.82	59%	Major
Richmond	1A	14.73	14.34	-3%	14.23	14.47	2%	Minor
Richmond	2B	14	14	0%	16.15	15.82	-2%	Minor

Table 80: Change in total miles serviced by the route (June 2024 Schedule Changes)

C. Shortlining or Longlining

Route 1 is above the 25 percent threshold.

		Weekday		Saturday		Sunday		Change Category
Jurisdiction	Route		% Change		% Change		% Change	
Richmond	1	Longlined	50%	Longlined	50%	Longlined	50%	Major

Table 81: Shortlining or Longlining (June 2024 Schedule Changes)

DISPARATE IMPACT ANALYSIS

> "Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA)

Title VI of the Civil Rights Act prevents discrimination based on race, color and national origin in federally funded programs or activities. GRTC will ensure that all service changes will be equitable in terms of Title VI. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect minority populations more than non-minority populations, by more than the threshold defined below. Furthermore, service changes that result in increases in service shall not benefit non-minority populations more than minority populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disparate impact** on minority populations.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by minority populations in the proposed service change.
2. The percentage of minority populations in GRTC's service area.

Given that minorities are approximately 55.7% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, minorities must receive at least 35.7% of the benefit.
- If service decreases, minorities cannot bear more than 75.7% of the burden.

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by minority populations. The 4/5th rule is used to identify 20% as the threshold against the system minority average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total minority population is identified, and non-minority. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in minority and non-minority people trips between scenarios is contrasted. The minority burden of the change is identified. This number is subtracted from the route minority average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disparate impact on the minority population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is above 20%.

Route	Minority Population	Minority Burden/ Benefit of Change	Disparate Impact	Disparate Impact Threshold
System	55.7	51.3%	-4.4%	20

Table 82: Disparate impact analysis results (June 2024 Schedule Changes)

DISPROPORTIONATE BURDEN ANALYSIS

> "Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable." (FTA)

Per the requirements of FTA Circular 4702.1B and understanding the linked nature of civil rights and environmental justice issues, GRTC will also ensure that all service changes will be equitable with respect to low-income populations. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect low-income populations more than non-low-income populations, by more than the threshold defined below.

Furthermore, service changes that result in increases in service shall not benefit non-low-income populations more than low-income populations, by more than that same threshold defined below. If the difference in measured effects on low-income or non-low-income populations is greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on low-income populations. GRTC shall also describe alternatives available to low-income passengers affected by the service change.

The threshold shall be a **20-percentage point** difference between:

1. The percentage of impacts borne by low-income populations in the proposed service change.
2. The percentage of low-income populations in GRTC's service area.

Given that low-income populations are approximately 31% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, low-income populations must receive at least 11% of the benefit.
- If service decreases, low-income populations cannot bear more than 51% of the burden

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by low-income populations. The 4/5th rule is used to identify 20% as the threshold against the system low-income average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total low-income population is identified, and non-low income. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in low-income and non-low-income people trips between scenarios is contrasted. The low-income

burden of the change is identified. This number is subtracted from the system low-income average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disproportionate burden on the low-income population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is below 20%.

Route	Low-income Population	Low-income Burden/Benefit of Change	Disproportionate Burden	Disproportionate Burden Threshold
System	31%	36.8%	5.8%	20

Table 83: Disproportionate burden analysis results (June 2024 Schedule Changes)

CONCLUSION

The proposed services changes to the longlining and reduction in miles serviced by the Rt 1 were identified as major changes, triggering two of the six route level major change thresholds. The change identification did require GRTC to perform a fare and service equity analysis to determine if the changes would cause a disparate impact for minority populations or disproportionate burden for low-income populations. The results of the analysis determined that the proposed alternative is within the acceptable change limits resulting in a sustained equitable distribution of service.

October 2024 Schedule Changes

Route Level Metric	Level of Change Required to be Classified as a Major Change	Example	October 2024 Proposed Changes
a. Change in number of trips	25% change in number of scheduled one-way trips on the Weekday, Saturday or Sunday schedule.	Decreasing number of trips from 80 daily one-way trips to 50 one-way trips.	Rt 1A – Below 25% Change Rt 7A – Above 25% Change Rt 7B – Above 25% Change
b. Change in service span	25% change in the number of hours between the beginning and end of the Weekday, Saturday or Sunday schedule, in either direction.	Changing Weekday span on a route from 20 hours to 15 hours or less.	**N/A**
c. Re-directing a route	Rerouting at least 25% of a route's path onto a different street or road, measured in single-direction route miles.	Moving two miles of an eight-mile route to another street or road (even if the new routing is very near the current routing).	**N/A**
d. Change in total miles serviced by the route	25% change in total miles on a route's path	Extending or shortening a line.	Rt 1 – Above 25% Change

e. Shortlining or Longlining	25% change in number of scheduled one-way trips ending at a route's terminal points.	On a route originally going from points A to B to C, terminating certain trips at B. On a route originally going from A to B, extending certain trips to travel all the way to point C.	N/A
f. Eliminating Route(s)	Eliminating one or more routes.	Discontinuing an existing route (even if replacing this route with nearby service).	N/A

Table 84: Major Change Analysis - Route Level Metrics

System Level Metric	Level of Change Required to be Classified as a Major Change	Example	October 2024 Major Changes
g. Adding new route(s)	Adding one or more new routes.	Creating a new route to reaching a previously unserved area.	N/A
h. Change total daily revenue hours	25% change in revenue hours over the system on the Weekday, Saturday or Sunday schedule.	Reduction of 30% of weekday revenue hours due to a budget shortfall.	N/A

Table 85: Major Change Analysis - System Level Metrics

A. CHANGE IN NUMBER OF TRIPS (ROUTE LEVEL) – MAJOR CHANGE

Routes 7A and 7B are above the threshold of 25%.

		Weekday			Saturday			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	
Richmond	1A	70	76	9%	68	74	9%	Minor
Henrico	7A	36	73	103%				Major
Henrico	7B	35	75	114%				Major

Table 86: Change in number of weekly trips (October 2024 Schedule Changes)

B. CHANGE IN TOTAL MILES SERVICED BY THE ROUTE (ROUTE LEVEL) – MAJOR CHANGE

Route 1 is above the 25% threshold.

Change in Total Miles Serviced by the Route								
		North/West			South/East			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	
Richmond	1	8.29	12.17	47%	8.82	12.7	44%	Major

Table 87: Change in total miles serviced by the route (October 2024 Schedule Changes)

DISPARATE IMPACT ANALYSIS

> "Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA)

Title VI of the Civil Rights Act prevents discrimination based on race, color and national origin in federally funded programs or activities. GRTC will ensure that all service changes will be equitable in terms of Title VI. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect minority populations more than non-minority populations, by more than the threshold defined below. Furthermore, service changes that result in increases in service shall not benefit non-minority populations more than minority populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disparate impact** on minority populations.

The threshold shall be a **20-percentage point** difference between:

3. The percentage of impacts borne by minority populations in the proposed service change.
4. The percentage of minority populations in GRTC's service area.

Given that minorities are approximately 55.7% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, minorities must receive at least 35.7% of the benefit.
- If service decreases, minorities cannot bear more than 75.7% of the burden.

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by minority populations. The 4/5th rule is used to identify 20% as the threshold against the system minority average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total minority population is identified, and non-minority. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in minority and non-minority people trips between scenarios is contrasted. The minority burden of the change is identified. This number is subtracted from the route minority average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disparate impact on the minority population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is above 20%.

Route	Minority Population	Minority Burden/ Benefit of Change	Disparate Impact	Disparate Impact Threshold
System	55.7	61.8%	6.1%	20

Table 88: Disparate impact analysis results (October 2024 Schedule Changes)

DISPROPORTIONATE BURDEN ANALYSIS

> "Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable." (FTA)

Per the requirements of FTA Circular 4702.1B and understanding the linked nature of civil rights and environmental justice issues, GRTC will also ensure that all service changes will be equitable with respect to low-income populations. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect low-income populations more than non-low-income populations, by more than the threshold defined below.

Furthermore, service changes that result in increases in service shall not benefit non-low-income populations more than low-income populations, by more than that same threshold defined below. If the difference in measured effects low-income and non-low-income populations is greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on low-income populations. GRTC shall also describe alternatives available to low-income passengers affected by the service change.

The threshold shall be a **20-percentage point** difference between:

3. The percentage of impacts borne by low-income populations in the proposed service change.
4. The percentage of low-income populations in GRTC's service area.

Given that low-income populations are approximately 31% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, low-income populations must receive at least 11% of the benefit.
- If service decreases, low-income populations cannot bear more than 51% of the burden

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by low-income populations. The 4/5th rule is used to identify 20% as the threshold against the system low-income average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total low-income population is identified, and non-low income. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in low-income and non-low-income people trips between scenarios is contrasted. The low-income

burden of the change is identified. This number is subtracted from the system low-income average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disproportionate burden on the low-income population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is below 20%.

Route	Low-income Population	Low-income Burden/Benefit of Change	Disproportionate Burden	Disproportionate Burden Threshold
System	31%	37.7%	6.8%	20

Table 89: Disproportionate burden analysis results (October 2024 Schedule Changes)

CONCLUSION

The proposed services changes to the number of trips on Routes 7A and 7B and the total miles serviced by Route 1 were identified as major changes in October 2024, triggering two of the six route level major change thresholds. The change identification did require GRTC to perform a fare and service equity analysis to determine if the changes would cause a disparate impact for minority populations or disproportionate burden for low-income populations. The results of the analysis determined that the proposed alternative is within the acceptable change limits resulting in a sustained equitable distribution of service.

June 2025 Schedule Changes

Route Level Metric	Level of Change Required to be Classified as a Major Change	Example	June 2025 Proposed Changes
a. Change in number of trips	25% change in number of scheduled one-way trips on the Weekday, Saturday or Sunday schedule.	Decreasing number of trips from 80 daily one-way trips to 50 one-way trips.	Rt 5 – Above 25% threshold Rt 108 (Pulse) – Above 25% threshold Rt 2A – Below 25% threshold Rt 19 – Below 25% threshold
b. Change in service span	25% change in the number of hours between the beginning and end of the Weekday, Saturday or Sunday schedule, in either direction.	Changing Weekday span on a route from 20 hours to 15 hours or less.	N/A
c. Re-directing a route	Rerouting at least 25% of a route's path onto a different street or road, measured in single-direction route miles.	Moving two miles of an eight-mile route to another street or road (even if the new routing is very near the current routing).	Rt 88 – Below 25% threshold
d. Change in total miles serviced by the route	25% change in total miles on a route's path	Extending or shortening a line.	N/A
e. Shortlining or Longlining	25% change in number of scheduled one-way trips ending at a route's terminal points.	On a route originally going from points A to B to C, terminating certain trips at B. On a route originally going from A to B, extending certain trips to travel all the way to point C.	Rt 19 – Above 25% threshold

f. Eliminating Route(s)	Eliminating one or more routes.	Discontinuing an existing route (even if replacing this route with nearby service).	N/A

Table 90: Major Change Analysis - Route Level Metrics

System Level Metric	Level of Change Required to be Classified as a Major Change	Example	June 2025 Major Changes
g. Adding new route(s)	Adding one or more new routes.	Creating a new route to reaching a previously unserved area.	N/A
h. Change total daily revenue hours	25% change in revenue hours over the system on the Weekday, Saturday or Sunday schedule.	Reduction of 30% of weekday revenue hours due to a budget shortfall.	N/A

Table 91: Major Change Analysis - System Level Metrics

B. CHANGE IN NUMBER OF TRIPS (ROUTE LEVEL) – MAJOR CHANGE

Route 5 and the Pulse are above the threshold of 25%.

Change in Number of Trips											
		Weekday			Saturday			Sunday			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	Current	New	% Change	
Richmond/ Henrico	Pulse	212	188	-11%				149	105	-30%	Major
Richmond	5	134	77	-43%	125	72	-42%	68	69	1%	Major
Richmond	1A	76	78	3%							Minor
Richmond	2A	38	36	-5%							Minor
Henrico	19	139	124	-11%	139	123	-12%				Minor

Table 92: Change in number of weekly trips (June 2025 Schedule Changes)

B. Shortlining or Longlining

Route 19 is above the 25 percent threshold.

		Weekday		Saturday		Sunday		Change Category
Jurisdiction	Route		% Change		% Change		% Change	
Henrico	19	Longlined	59%	Longlined	74%	Longlined	122%	Major

Table 93: Shortlining or Longlining (June 2025 Schedule Changes)

C. CHANGE IN TOTAL MILES SERVICED BY THE ROUTE (ROUTE LEVEL) – MAJOR CHANGE

Route 88 is above the 25% threshold.

Change in Total Miles Serviced by the Route								
		North/West			South/East			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	
Richmond	88	8.08	6.40	-21%	8.39	6.65	-21%	Minor

Table 94: Change in total miles serviced by the route (January 2025 Schedule Changes)

DISPARATE IMPACT ANALYSIS

> "Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA)

Title VI of the Civil Rights Act prevents discrimination based on race, color and national origin in federally funded programs or activities. GRTC will ensure that all service changes will be equitable in terms of Title VI. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect minority populations more than non-minority populations, by more than the threshold defined below. Furthermore, service changes that result in increases in service shall not benefit non-minority populations more than minority populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disparate impact** on minority populations.

The threshold shall be a **20-percentage point** difference between:

5. The percentage of impacts borne by minority populations in the proposed service change.
6. The percentage of minority populations in GRTC's service area.

Given that minorities are approximately 55.7% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, minorities must receive at least 35.7% of the benefit.
- If service decreases, minorities cannot bear more than 75.7% of the burden.

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by minority populations. The 4/5th rule is used to identify 20% as the threshold against the system minority average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total minority population is identified, and non-minority. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in minority and non-minority people trips between scenarios is contrasted. The minority burden of the change is identified. This number is subtracted from the route minority average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disparate impact on the minority population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is above 20%.

Route	Minority Population	Minority Burden/ Benefit of Change	Disparate Impact	Disparate Impact Threshold
System	40.6	46.2%	5.5%	20

Table 95: Disparate impact analysis results (June 2025 Schedule Changes)

DISPROPORTIONATE BURDEN ANALYSIS

> "Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable." (FTA)

Per the requirements of FTA Circular 4702.1B and understanding the linked nature of civil rights and environmental justice issues, GRTC will also ensure that all service changes will be equitable with respect to low-income populations. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect low-income populations more than non-low-income populations, by more than the threshold defined below.

Furthermore, service changes that result in increases in service shall not benefit non-low-income populations more than low-income populations, by more than that same threshold defined below. If the difference in measured effects on low-income and non-low-income populations is greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on low-income populations. GRTC shall also describe alternatives available to low-income passengers affected by the service change.

The threshold shall be a **20-percentage point** difference between:

5. The percentage of impacts borne by low-income populations in the proposed service change.
6. The percentage of low-income populations in GRTC's service area.

Given that low-income populations are approximately 31% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, low-income populations must receive at least 11% of the benefit.
- If service decreases, low-income populations cannot bear more than 51% of the burden

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by low-income populations. The 4/5th rule is used to identify 20% as the threshold against the system low-income average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total low-income population is identified, and non-low income. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in low-income and non-low-income people trips between scenarios is contrasted. The low-income

burden of the change is identified. This number is subtracted from the system low-income average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disproportionate burden on the low-income population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is below 20%.

Route	Low-income Population	Low-income Burden/Benefit of Change	Disproportionate Burden	Disproportionate Burden Threshold
System	16.9%	26.3	9.4%	20

Table 96: Disproportionate burden analysis results (June 2025 Schedule Changes)

CONCLUSION

The proposed services changes to the number of trips on route 5 and the Pulse as well as the longlining of route 19 were identified as major changes, triggering two of the six route level major change thresholds. The change identification did require GRTC to perform a fare and service equity analysis to determine if the changes would cause a disparate impact for minority populations or disproportionate burden for low-income populations. The results of the analysis determined that the proposed alternative is within the acceptable change limits resulting in a sustained equitable distribution of service.

October 2025 Schedule Changes

Route Level Metric	Level of Change Required to be Classified as a Major Change	Example	October 2025 Proposed Changes
a. Change in number of trips	25% change in number of scheduled one-way trips on the Weekday, Saturday or Sunday schedule.	Decreasing number of trips from 80 daily one-way trips to 50 one-way trips.	Rt 1 – Below 25% Change Rt 1A – Below 25% Change Rt 1C – Below 25% Change
b. Change in service span	25% change in the number of hours between the beginning and end of the Weekday, Saturday or Sunday schedule, in either direction.	Changing Weekday span on a route from 20 hours to 15 hours or less.	**N/A**
c. Re-directing a route	Rerouting at least 25% of a route's path onto a different street or road, measured in single-direction route miles.	Moving two miles of an eight-mile route to another street or road (even if the new routing is very near the current routing).	N/A
d. Change in total miles serviced by the route	25% change in total miles on a route's path	Extending or shortening a line.	N/A

e. Shortlining or Longlining	25% change in number of scheduled one-way trips ending at a route's terminal points.	On a route originally going from points A to B to C, terminating certain trips at B. On a route originally going from A to B, extending certain trips to travel all the way to point C.	**N/A**
f. Eliminating Route(s)	Eliminating one or more routes.	Discontinuing an existing route (even if replacing this route with nearby service).	Rt 56 – Route Eliminated

Table 97: Major Change Analysis - Route Level Metrics

System Level Metric	Level of Change Required to be Classified as a Major Change	Example	October 2025 Major Changes
g. Adding new route(s)	Adding one or more new routes.	Creating a new route to reaching a previously unserved area.	N/A
h. Change total daily revenue hours	25% change in revenue hours over the system on the Weekday, Saturday or Sunday schedule.	Reduction of 30% of weekday revenue hours due to a budget shortfall.	N/A

Table 98: Major Change Analysis - System Level Metrics

A. CHANGE IN NUMBER OF TRIPS (ROUTE LEVEL) – MINOR CHANGES

All routes are below the threshold of 25%.

Change in Number of Trips											
		Weekday			Saturday			Sunday			Change Category
Jurisdiction	Route	Current	New	% Change	Current	New	% Change	Current	New	% Change	
Richmond	1	133	139	5%	132	132	0%	72	72	0%	Minor
Richmond	1A	78	81	4%	74	74	0%	58	58	0%	Minor
Richmond	1C	62	64	3%	62	62	0%	51	52	2%	Minor

Table 99: Change in number of weekly trips (October 2025 Schedule Changes)

DISPARATE IMPACT ANALYSIS

> "Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin." (FTA)

Title VI of the Civil Rights Act prevents discrimination based on race, color and national origin in federally funded programs or activities. GRTC will ensure that all service changes will be equitable in terms of Title VI. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect minority populations more than non-minority populations, by more than the threshold defined below. Furthermore, service changes that result in increases in service shall not benefit non-minority populations more than minority populations, by more than that same threshold defined below. If the difference in measured effects on minority and non-minority populations is greater than the set threshold, the proposed change would be considered to have a **disparate impact** on minority populations.

The threshold shall be a **20-percentage point** difference between:

7. The percentage of impacts borne by minority populations in the proposed service change.
8. The percentage of minority populations in GRTC's service area.

Given that minorities are approximately 55.7% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, minorities must receive at least 35.7% of the benefit.
- If service decreases, minorities cannot bear more than 75.7% of the burden.

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by minority populations. The 4/5th rule is used to identify 20% as the threshold against the system minority average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total minority population is identified, and non-minority. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in minority and non-minority people trips between scenarios is contrasted. The minority burden of the change is identified. This number is subtracted from the route minority average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disparate impact on the minority population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is above 20%.

Route	Minority Population	Minority Burden/ Benefit of Change	Disparate Impact	Disparate Impact Threshold
System	55.7	51.1%	-4.6%	20

Table 100: Disparate impact analysis results (October 2025 Schedule Changes)

DISPROPORTIONATE BURDEN ANALYSIS

> "Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable." (FTA)

Per the requirements of FTA Circular 4702.1B and understanding the linked nature of civil rights and environmental justice issues, GRTC will also ensure that all service changes will be equitable with respect to low-income populations. In order to ensure equity in access to transit service across the service area, major service changes shall not adversely affect low-income populations more than non-low-income populations, by more than the threshold defined below.

Furthermore, service changes that result in increases in service shall not benefit non-low-income populations more than low-income populations, by more than that same threshold defined below. If the difference in measured effects on low-income and non-low-income populations is greater than the set threshold, the proposed change would be considered to have a **disproportionate burden** on low-income populations. GRTC shall also describe alternatives available to low-income passengers affected by the service change.

The threshold shall be a **20-percentage point** difference between:

7. The percentage of impacts borne by low-income populations in the proposed service change.
8. The percentage of low-income populations in GRTC's service area.

Given that low-income populations are approximately 31% of the population within one-quarter of a mile of the GRTC service area. This means that:

- If service increases, low-income populations must receive at least 11% of the benefit.
- If service decreases, low-income populations cannot bear more than 51% of the burden

METHODOLOGY

GRTC uses the methodology of people trips to analyze the burden of service change borne by low-income populations. The 4/5th rule is used to identify 20% as the threshold against the system low-income average based on ACS census block ground data. GRTC's service area includes Henrico County, City of Richmond, and Chesterfield County. 2023 ACS 5-year estimates were used as the data source for population. Total population by block group is identified using line for local routes and stop for express routes. Total low-income population is identified, and non-low income. These population numbers are multiplied by the number of annual trips traveling through each block group and aggregated. This process is done for both the status quo service scenario and the service change scenario. The resultant changes in low-income and non-low-income people trips between scenarios is contrasted. The low-income

burden of the change is identified. This number is subtracted from the system low-income average. If the difference between two numbers is less than 20% then the proposed scenario service change does not have a disproportionate burden on the low-income population. Transit Boardings Estimation and Simulation Tool (TBEST) was used in the Service Equity Analysis.

RESULTS

The disparate impact for each route is below 20%.

Route	Low-income Population	Low-income Burden/Benefit of Change	Disproportionate Burden	Disproportionate Burden Threshold
System	31	26.3%	-4.7%	20

Table 101: Disproportionate burden analysis results (October 2025 Schedule Changes)

CONCLUSION

The proposed elimination of route 56 was identified as a major change, triggering one of the six route level major change thresholds. The change identification did require GRTC to perform a fare and service equity analysis to determine if the changes would cause a disparate impact for minority populations or disproportionate burden for low-income populations. The results of the analysis determined that the proposed changes are within the acceptable change limits resulting in a sustained equitable distribution of service

Meeting Date: July 21, 2026
Information Item: Transit Access Partnership & Advertising Program Update

Staff will provide a presentation highlighting recent Transit Access Partnership activities and initiatives designed to strengthen community engagement and support transit accessibility throughout the region. The presentation will include an overview of the successful Tap Into Transit Day event, as well as upcoming community-focused opportunities, including micro-fundraisers, networking events, and other outreach efforts that advance the goals of the Transit Access Partnership program.

Additionally, staff will provide an update on the Advertising Program, including a high-level review of program performance and key metrics associated with advertising inventory utilization, revenue generation, and ongoing efforts to maximize the value of GRTC's advertising assets.

This presentation is for informational purposes only.

Meeting Date: July 21, 2026
Information Item: Regional Transit Planning Update

Staff will provide a presentation on GRTC's five-year financial outlook, including projected funding needs and alternative scenarios developed in collaboration with the region's nine jurisdictions and PlanRVA.

The presentation will include updates on PlanRVA's regional transit study, including zero-fare transit considerations, as well as ongoing engagement with local jurisdictions and regional partners. This collaborative effort highlights the critical role transit plays in supporting mobility, workforce access, economic development, healthcare, and education, while identifying the resources needed to sustain and grow transit service throughout the region. Information developed through this process will help inform both GRTC's Transit Strategic Plan and the Regional Public Transportation Plan.

This presentation is for informational purposes only.

Meeting Date: July 21, 2026
Information Item: May 2026 Financial Report

BACKGROUND:

Attached is the Financial Report for the eleven months ending May 31, 2026. John Zinzarella will highlight the key points.

May 2026 Financial Report

Statement of Income
Budget Vs. Actual

Year to Date May 31, 2026

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Revenue								
Pass Program Revenue	-	-	-		100,000	100,000	-	F
Charter Revenue	-	-	0	U	-	60,350	60,350	F
Advertising Revenue	50,000	39,158	(10,843)	U	550,000	489,266	(60,734)	U
Other Operating Revenue	-	-	-		-	-	-	
Total Operating Revenue	**50,000**	**39,158**	**(10,843)**	U	**650,000**	**649,616**	**(384)**	**U**
Other Income								
Ridefinders	43,514	30,442	(13,072)	U	470,234	360,903	(109,331)	U
Interest Income	43,334	68,461	25,127	F	556,672	890,533	333,861	F
Non-Transportation Income	417	5,557	5,140	F	4,587	45,007	40,420	F
Total Other Income	**87,265**	**104,460**	**17,195**	F	**1,031,493**	**1,296,444**	**264,951**	**F**
Operating Contributions								
COVID Relief Acts VA2020-023	147,418	211,640	64,222	F	1,621,598	3,805,203	2,183,605	F
Oper contrib - Federal	1,551,595	877,303	(674,292)	U	17,067,545	12,390,575	(4,676,970)	U
Oper contrib - State	2,954,551	2,128,409	(826,142)	U	30,500,063	29,106,083	(1,393,980)	U
Oper contrib - CVTA	2,383,346	2,256,091	(127,255)	U	26,216,806	25,252,282	(964,524)	U
Oper contrib - Richmond	779,085	910,575	131,490	F	8,569,935	8,428,696	(141,239)	U
Oper contrib - Henrico	374,129	334,204	(39,925)	U	4,115,419	3,708,236	(407,183)	U
Oper contrib - Petersburg	16,667	16,667	(0)	U	183,337	183,333	(4)	U
Oper contrib - Chesterfield	204,983	187,155	(17,828)	U	2,254,813	2,101,721	(153,092)	U
Oper Contrib Local	141,917	-	(141,917)	U	1,561,087	1,833,362	272,275	F
Oper contrib - GRTC Fund Balance	419,462	-	(419,462)	U	4,614,102	-	(4,614,102)	U
Total Operating Contributions	**8,973,153**	**6,922,044**	**(2,051,109)**	U	**96,704,705**	**86,809,492**	**(9,895,213)**	**U**
Net Operating Revenue	**9,110,418**	**7,065,662**	**(2,044,756)**	**U**	**98,386,198**	**88,755,552**	**(9,630,646)**	**U**
Operating Expenses								
Equipment & Facility Maintenance	1,637,544	1,334,450	303,094	F	17,834,102	15,331,169	2,502,933	F
Transportation	3,113,415	2,963,201	150,214	F	33,290,262	32,460,378	829,884	F
Planning, Scheduling & Marketing	1,051,013	191,341	859,672	F	11,689,901	2,045,676	9,644,225	F
Insurance & Safety	460,259	614,593	(154,334)	U	5,069,589	6,159,537	(1,089,948)	U
General & Administrative	1,634,901	1,433,967	200,934	F	17,964,697	15,689,566	2,275,131	F
Purchase of Service - Spectran & Van Pool	863,333	964,258	(100,925)	U	9,496,663	10,454,100	(957,437)	U
Operating Taxes and Licenses	302,211	280,471	21,740	F	3,237,280	3,048,706	188,574	F
Total Operating Expenses	**9,062,676**	**7,782,281**	**1,280,395**	**F**	**98,582,494**	**85,189,131**	**13,393,363**	**F**
Change in Net Position	**47,742**	**(716,619)**	**(764,361)**	**U**	**(196,296)**	**3,566,421**	**3,762,717**	**F**

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Expenses								
Equipment & Facility Maintenance	1,637,544	1,334,450	303,094	F	17,834,102	15,331,169	2,502,933	F
Transportation	3,113,415	2,963,201	150,214	F	33,290,262	32,460,378	829,884	F
Planning, Scheduling & Marketing	1,051,013	191,341	859,672	F	11,689,901	2,045,676	9,644,225	F
Insurance & Safety	460,259	614,593	(154,334)	U	5,069,589	6,159,537	(1,089,948)	U
General & Administrative	1,634,901	1,433,967	200,934	F	17,964,697	15,689,566	2,275,131	F
Purchase of Service - Spectran & Van Pool	863,333	964,258	(100,925)	U	9,496,663	10,454,100	(957,437)	U
Operating Taxes and Licenses	302,211	280,471	21,740	F	3,237,280	3,048,706	188,574	F
Total Operating Expenses	**9,062,676**	**7,782,281**	**1,280,395**	**F**	**98,582,494**	**85,189,131**	**13,393,363**	**F**

Variance to Budget: $13.4M favorable

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
Operating Expenses								
Equipment & Facility Maintenance	1,637,544	1,334,450	303,094	F	17,834,102	15,331,169	2,502,933	F
Transportation	3,113,415	2,963,201	150,214	F	33,290,262	32,460,378	829,884	F

- **Equipment & Facilities Maintenance**: $2.5M favorable variance driven by lower costs in fleet repairs, parts, labor, supplies, utilities, and other facility services.

- **Transportation**: $0.83M favorable due to net favorable operator salaries and wages.

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
Planning, Scheduling & Marketing	1,051,013	191,341	859,672	F	11,689,901	2,045,676	9,644,225	F
General & Administrative	1,634,901	1,433,967	200,934	F	17,964,697	15,689,566	2,275,131	F
Operating Taxes and Licenses	302,211	280,471	21,740	F	3,237,280	3,048,706	188,574	F

- **Planning, Scheduling & Marketing**: $9.6M favorable variance due to timing of planning consulting projects - $7.88M: Downtown Transfer Center Study $563K, Downtown Transfer Station NEPA & 30% Design $3M grant, North/South BRT Environmental Clearance & Conceptual Design $2.5M, Western BRT Extension NEPA & 30% Design $1.4M, Paratransit Operational Analysis $150K,Fleet Storage Study $300K; plus, Advertising & Promotion $470K favorable.
- **General & Administrative** expenses, **Operating Taxes and Licenses**: favorable by $2.5M, primarily driven by lower headcount costs and other administrative expense reductions.

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
Insurance & Safety	460,259	614,593	(154,334)	U	5,069,589	6,159,537	(1,089,948)	U
Purchase of Service - Spectran & Van Pool	863,333	964,258	(100,925)	U	9,496,663	10,454,100	(957,437)	U

- **Insurance & Safety**: higher-than-budgeted provision for self-insured losses resulted in an unfavorable variance of $1.1M.

- **Purchased Transportation**: $0.96M unfavorable, driven by increased demand for GRTC programs, including CARE and CARE Plus services.

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Revenue								
Pass Program Revenue	-	-	-		100,000	100,000	-	F
Charter Revenue	-	-	0	U	-	60,350	60,350	F
Advertising Revenue	50,000	39,158	(10,843)	U	550,000	489,266	(60,734)	U
Other Operating Revenue	-	-	-		-	-	-	
Total Operating Revenue	**50,000**	**39,158**	**(10,843)**	U	**650,000**	**649,616**	**(384)**	**U**
Other Income								
Ridefinders	43,514	30,442	(13,072)	U	470,234	360,903	(109,331)	U
Interest Income	43,334	68,461	25,127	F	556,672	890,533	333,861	F
Non-Transportation Income	417	5,557	5,140	F	4,587	45,007	40,420	F
Total Other Income	**87,265**	**104,460**	**17,195**	F	**1,031,493**	**1,296,444**	**264,951**	**F**
Operating Contributions								
COVID Relief Acts VA2020-023	147,418	211,640	64,222	F	1,621,598	3,805,203	2,183,605	F
Oper contrib - Federal	1,551,595	877,303	(674,292)	U	17,067,545	12,390,575	(4,676,970)	U
Oper contrib - State	2,954,551	2,128,409	(826,142)	U	30,500,063	29,106,083	(1,393,980)	U
Oper contrib - CVTA	2,383,346	2,256,091	(127,255)	U	26,216,806	25,252,282	(964,524)	U
Oper contrib - Richmond	779,085	910,575	131,490	F	8,569,935	8,428,696	(141,239)	U
Oper contrib - Henrico	374,129	334,204	(39,925)	U	4,115,419	3,708,236	(407,183)	U
Oper contrib - Petersburg	16,667	16,667	(0)	U	183,337	183,333	(4)	U
Oper contrib - Chesterfield	204,983	187,155	(17,828)	U	2,254,813	2,101,721	(153,092)	U
Oper Contrib Local	141,917	-	(141,917)	U	1,561,087	1,833,362	272,275	F
Oper contrib - GRTC Fund Balance	419,462	-	(419,462)	U	4,614,102	-	(4,614,102)	U
Total Operating Contributions	**8,973,153**	**6,922,044**	**(2,051,109)**	U	**96,704,705**	**86,809,492**	**(9,895,213)**	**U**
Net Operating Revenue	**9,110,418**	**7,065,662**	**(2,044,756)**	**U**	**98,386,198**	**88,755,552**	**(9,630,646)**	**U**
Operating Expenses								
Equipment & Facility Maintenance	1,637,544	1,334,450	303,094	F	17,834,102	15,331,169	2,502,933	F
Transportation	3,113,415	2,963,201	150,214	F	33,290,262	32,460,378	829,884	F
Planning, Scheduling & Marketing	1,051,013	191,341	859,672	F	11,689,901	2,045,676	9,644,225	F
Insurance & Safety	460,259	614,593	(154,334)	U	5,069,589	6,159,537	(1,089,948)	U
General & Administrative	1,634,901	1,433,967	200,934	F	17,964,697	15,689,566	2,275,131	F
Purchase of Service - Spectran & Van Pool	863,333	964,258	(100,925)	U	9,496,663	10,454,100	(957,437)	U
Operating Taxes and Licenses	302,211	280,471	21,740	F	3,237,280	3,048,706	188,574	F
Total Operating Expenses	**9,062,676**	**7,782,281**	**1,280,395**	**F**	**98,582,494**	**85,189,131**	**13,393,363**	**F**
Change in Net Position	**47,742**	**(716,619)**	**(764,361)**	**U**	**(196,296)**	**3,566,421**	**3,762,717**	**F**

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Revenue								
Pass Program Revenue	-	-	-		100,000	100,000	-	F
Charter Revenue	-	-	0	U	-	60,350	60,350	F
Advertising Revenue	50,000	39,158	(10,843)	U	550,000	489,266	(60,734)	U
Other Operating Revenue	-	-	-		-	-	-	
Total Operating Revenue	**50,000**	**39,158**	**(10,843)**	U	**650,000**	**649,616**	**(384)**	**U**
Other Income								
Ridefinders	43,514	30,442	(13,072)	U	470,234	360,903	(109,331)	U
Interest Income	43,334	68,461	25,127	F	556,672	890,533	333,861	F
Non-Transportation Income	417	5,557	5,140	F	4,587	45,007	40,420	F
Total Other Income	**87,265**	**104,460**	**17,195**	F	**1,031,493**	**1,296,444**	**264,951**	**F**
Operating Contributions								
COVID Relief Acts VA2020-023	147,418	211,640	64,222	F	1,621,598	3,805,203	2,183,605	F
Oper contrib - Federal	1,551,595	877,303	(674,292)	U	17,067,545	12,390,575	(4,676,970)	U
Oper contrib - State	2,954,551	2,128,409	(826,142)	U	30,500,063	29,106,083	(1,393,980)	U
Oper contrib - CVTA	2,383,346	2,256,091	(127,255)	U	26,216,806	25,252,282	(964,524)	U
Oper contrib - Richmond	779,085	910,575	131,490	F	8,569,935	8,428,696	(141,239)	U
Oper contrib - Henrico	374,129	334,204	(39,925)	U	4,115,419	3,708,236	(407,183)	U
Oper contrib - Petersburg	16,667	16,667	(0)	U	183,337	183,333	(4)	U
Oper contrib - Chesterfield	204,983	187,155	(17,828)	U	2,254,813	2,101,721	(153,092)	U
Oper Contrib Local	141,917	-	(141,917)	U	1,561,087	1,833,362	272,275	F
Oper contrib - GRTC Fund Balance	419,462	-	(419,462)	U	4,614,102	-	(4,614,102)	U
Total Operating Contributions	**8,973,153**	**6,922,044**	**(2,051,109)**	U	**96,704,705**	**86,809,492**	**(9,895,213)**	**U**
Net Operating Revenue	**9,110,418**	**7,065,662**	**(2,044,756)**	**U**	**98,386,198**	**88,755,552**	**(9,630,646)**	**U**

Variance to Budget: $9.6M unfavorable

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Revenue								
Pass Program Revenue	-	-	-		100,000	100,000	-	F
Charter Revenue	-	-	0	U	-	60,350	60,350	F
Advertising Revenue	50,000	39,158	(10,843)	U	550,000	489,266	(60,734)	U
Other Operating Revenue	-	-	-		-	-	-	
Total Operating Revenue	**50,000**	**39,158**	**(10,843)**	U	**650,000**	**649,616**	**(384)**	**U**
Other Income								
Ridefinders	43,514	30,442	(13,072)	U	470,234	360,903	(109,331)	U
Interest Income	43,334	68,461	25,127	F	556,672	890,533	333,861	F
Non-Transportation Income	417	5,557	5,140	F	4,587	45,007	40,420	F
Total Other Income	**87,265**	**104,460**	**17,195**	F	**1,031,493**	**1,296,444**	**264,951**	**F**

- **Other Income** – favorable by $265K driven by interest income (+$334k) and charter revenue (+$60K), offsetting Ridefinders leased personnel (-$109k) due vacancies within Ridefinders and advertising/sponsorship revenue (-$61K).

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
	Budget	Actual	Variance		Budget	Actual	Variance	
COVID Relief Acts VA2020-023	147,418	211,640	64,222	F	1,621,598	3,805,203	2,183,605	F
Oper contrib - Federal	1,551,595	877,303	(674,292)	U	17,067,545	12,390,575	(4,676,970)	U

- **Federal Funds** are unfavorable ($2.5M) against a $18.7M budget, driven by the timing of FY26 grant-funded projects - specifically Planning Consulting, which is $7.88M favorable (50% or $3.94M) compared to the budget assumption. Partially offset by higher-than-budgeted reimbursement of ARPA-eligible expenses of $2.2M.

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
	Budget	Actual	Variance		Budget	Actual	Variance	
Oper contrib - State	2,954,551	2,128,409	(826,142)	U	30,500,063	29,106,083	(1,393,980)	U

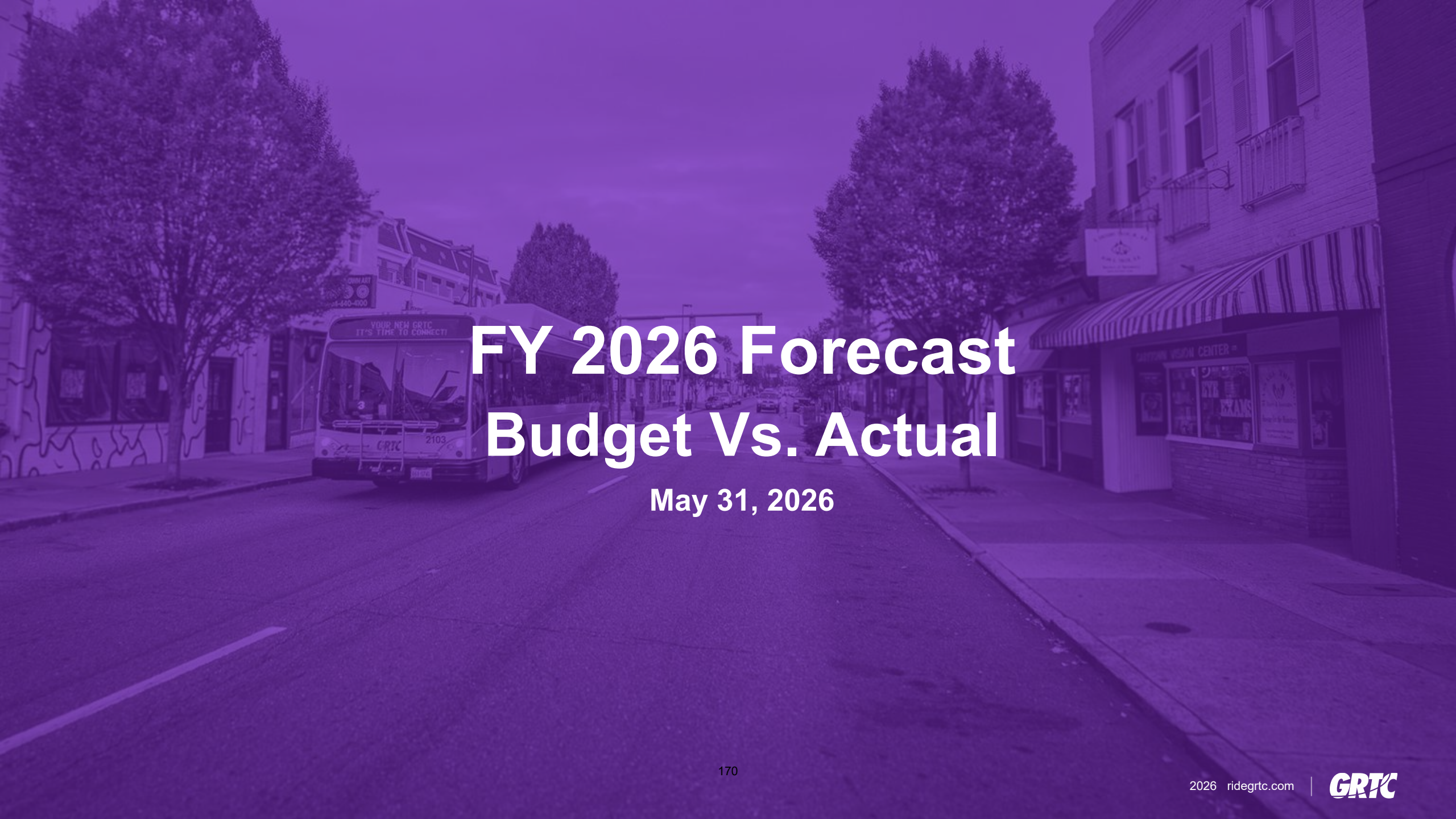
- **State Government Funds** are unfavorable by $1.4M against a $30.5M budget, driven by the timing of DRPT grant reimbursements relative to budget assumptions. FY25 expense invoices were accrued in FY25 but reimbursed in FY26, impacting revenue recognition. In March 2026, $1.139M of DRPT Route 1 CARE and CARE Plus reimbursements (covering January 2025–January 2026 activity) were recognized, partially offsetting unfavorable CMAQ funds, which were budgeted at $2.0M.

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
	Budget	Actual	Variance		Budget	Actual	Variance	
Oper contrib - CVTA	2,383,346	2,256,091	(127,255)	U	26,216,806	25,252,282	(964,524)	U
Oper contrib - Richmond	779,085	910,575	131,490	F	8,569,935	8,428,696	(141,239)	U
Oper contrib - Henrico	374,129	334,204	(39,925)	U	4,115,419	3,708,236	(407,183)	U
Oper contrib - Petersburg	16,667	16,667	(0)	U	183,337	183,333	(4)	U
Oper contrib - Chesterfield	204,983	187,155	(17,828)	U	2,254,813	2,101,721	(153,092)	U
Oper Contrib Local	141,917	-	(141,917)	U	1,561,087	1,833,362	272,275	F
Oper contrib - GRTC Fund Balance	419,462	-	(419,462)	U	4,614,102	-	(4,614,102)	U

- **Local Government Funds** are unfavorable by $6M against a $47.5M budget, primarily driven by the budget assumption of GRTC fund balance being carried forward into FY2026 ($5.03M, or $419.5k per month; $4.6M cumulative). This is further impacted by lower-than-budgeted service miles for the Chesterfield Route 1A extension and the allocation of local match funding to deferred capital revenue for FY2026 operating and capital grants across Richmond, Henrico, and Chesterfield.

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
	Budget	Actual	Variance		Budget	Actual	Variance	
Net Operating Revenue	9,110,418	7,065,662	(2,044,756)	U	98,386,198	88,755,552	(9,630,646)	U
Total Operating Expenses	9,062,676	7,782,281	1,280,395	F	98,582,494	85,189,131	13,393,363	F
Change in Net Position	47,742	(716,619)	(764,361)	U	(196,296)	3,566,421	3,762,717	F

Change in Net Position: $3.6M favorable



FY 2026 Forecast
Budget Vs. Actual

May 31, 2026

	FY 2026 Annual Budget	FY 2026 Annual Forecast	Fav/ (Unfav)
Operating Revenue			
Pass Program Revenue	100,000	100,000	-
Charter Revenue	-	60,350	60,350
Advertising Revenue	600,000	533,745	(66,255)
Other Operating Revenue	-	-	-
Total Operating Revenue	**700,000**	**694,095**	**(5,905)**
Other Income			
Ridefinders	512,342	393,712	(118,630)
Interest Income	600,000	931,012	331,012
Non-Transportation Income	5,000	50,000	45,000
Total Other Income	**1,117,342**	**1,374,724**	**257,382**
Operating Contributions			
COVID Relief Acts VA2020-023	1,769,008	4,003,433	2,234,425
Oper contrib - Federal	18,619,135	13,390,575	(5,228,560)
Oper contrib - State	33,454,617	31,206,038	(2,248,579)
Oper contrib - CVTA	28,600,152	28,600,152	-
Oper contrib - Richmond	9,349,018	8,663,053	(685,965)
Oper contrib - Henrico	4,489,539	4,019,978	(469,561)
Oper contrib - Petersburg	200,000	200,000	-
Oper contrib - Chesterfield	2,459,796	2,369,000	(90,796)
Oper Contrib Local	1,703,000	2,000,031	297,031
Oper contrib - GRTC Fund Balance	5,033,562	-	(5,033,562)
Total Operating Contributions	**105,677,827**	**94,452,261**	**(11,225,566)**
Net Operating Revenue	**107,495,169**	**96,521,081**	**(10,974,088)**
Operating Expenses			
Equipment & Facility Maintenance	19,451,891	16,774,912	2,676,979
Transportation	36,305,176	35,460,378	844,798
Planning, Scheduling & Marketing	12,735,756	3,148,442	9,587,314
Insurance & Safety	5,526,866	6,774,130	(1,247,264)
General & Administrative	19,585,682	17,404,981	2,180,701
Purchase of Service - Spectran & Van Pool	10,360,020	11,446,344	(1,086,324)
Operating Taxes and Licenses	3,529,778	3,325,862	203,916
Total Operating Expenses	**107,495,169**	**94,335,048**	**13,160,121**
Change in Net Position	171 **0**	**2,186,033**	**2,186,033**

	FY 2026 Annual Budget	FY 2026 Annual Forecast	Fav/ (Unfav)
Operating Revenue			
Pass Program Revenue	100,000	100,000	-
Charter Revenue	-	60,350	60,350
Advertising Revenue	600,000	533,745	(66,255)
Other Operating Revenue	-	-	-
Total Operating Revenue	**700,000**	**694,095**	**(5,905)**
Other Income			
Ridefinders	512,342	393,712	(118,630)
Interest Income	600,000	931,012	331,012
Non-Transportation Income	5,000	50,000	45,000
Total Other Income	**1,117,342**	**1,374,724**	**257,382**
Operating Contributions			
COVID Relief Acts VA2020-023	1,769,008	4,003,433	2,234,425
Oper contrib - Federal	18,619,135	13,390,575	(5,228,560)
Oper contrib - State	33,454,617	31,206,038	(2,248,579)
Oper contrib - CVTA	28,600,152	28,600,152	-
Oper contrib - Richmond	9,349,018	8,663,053	(685,965)
Oper contrib - Henrico	4,489,539	4,019,978	(469,561)
Oper contrib - Petersburg	200,000	200,000	-
Oper contrib - Chesterfield	2,459,796	2,369,000	(90,796)
Oper Contrib Local	1,703,000	2,000,031	297,031
Oper contrib - GRTC Fund Balance	5,033,562	-	(5,033,562)
Total Operating Contributions	**105,677,827**	**94,452,261**	**(11,225,566)**
Net Operating Revenue	**107,495,169**	**96,521,081**	**(10,974,088)**

- **Net Operating Revenue**: compared to last month's forecast, the current projection of overall revenues and contributions reflects a slight decrease of $604K, resulting in a Net Operating Revenue forecast of $96,521,081.

	FY 2026 Annual Budget	FY 2026 Annual Forecast	Fav/ (Unfav)
Operating Expenses			
Equipment & Facility Maintenance	19,451,891	16,774,912	2,676,979
Transportation	36,305,176	35,460,378	844,798
Planning, Scheduling & Marketing	12,735,756	3,148,442	9,587,314
Insurance & Safety	5,526,866	6,774,130	(1,247,264)
General & Administrative	19,585,682	17,404,981	2,180,701
Purchase of Service - Spectran & Van Pool	10,360,020	11,446,344	(1,086,324)
Operating Taxes and Licenses	3,529,778	3,325,862	203,916
Total Operating Expenses	**107,495,169**	**94,335,048**	**13,160,121**
Change in Net Position	**0**	**2,186,033**	**2,186,033**

- **Operating Expenses**: compared to last month's forecast, the current projection of overall expenses reflects a decrease of $1M, driven by lower expenses across all other categories.

- After incorporating the updated operating revenue and expense forecasts, the **Net Position** is projected at $2,186,033.

*Notes / Assumptions: Includes +$1M in Planning & Consulting Services and +$50K in Fuel expenses above historical trends, expected to be fully expensed by fiscal year-end.

Balance Sheet

May 31, 2026

	Current Month May 31, 2026	Prior Month April 30, 2026	Prior Year End June 30, 2025
ASSETS			
Current Assets			
Cash	7,215,423	7,078,800	8,428,812
Working Funds	7,020	7,358	7,358
Capital Funds	7,249,252	8,703,987	11,095,890
Accounts Receivable, net	17,703,300	20,238,041	8,436,906
Motor Bus Parts Inventory	1,230,543	1,269,170	1,198,913
Gasoline Inventory	7,561	12,564	6,934
Diesel Fuels Inventory	43,664	17,650	16,983
Lubricants Inventory	49,555	49,507	50,235
Prepayments	1,308,667	1,528,759	229,992
Total Current Assets	**34,814,983**	**38,905,836**	**29,472,023**
Tangible Property			
Property and Equipment	208,806,353	206,828,055	202,090,466
Accumulated Depreciation	(113,369,999)	(112,969,999)	(108,941,672)
Net Property	**95,436,354**	**93,858,056**	**93,148,794**
Other Assets			
Restricted Funds (LGIP)	8,492,752	8,492,752	8,492,752
Restricted Funds (CVTA Special Fund)	62,784,771	59,403,483	58,095,955
Intangible Asset - Software, net of amortiz.	1,052,074	1,052,074	867,954
Right of Use Asset	3,101,184	3,101,184	1,657,200
Deferred Outflows GASB 68	10,140,237	10,140,237	10,140,237
Total Other Assets	**85,571,017**	**82,189,730**	**79,254,098**
TOTAL ASSETS	**215,822,355**	**214,953,622**	**201,874,915**
LIABILITIES AND CAPITAL			
Current Liabilities			
Accounts Payable	4,224,452	3,202,065	5,298,516
Wages Payable	3,157,153	2,790,547	3,194,297
Taxes Accrued	167,153	125,935	69,346
Deferred Revenues CVTA	63,927,568	62,917,957	56,250,739
Other Current Liabilities	5,651,092	6,801,754	3,573,791
Total Current Liabilities	**77,127,417**	**75,838,258**	**68,386,689**
Non-current Liabilities			
N/P City, OPEB and GASB 68	**66,664,837**	**66,664,837**	**66,664,837**
Reserves			
Injuries, Loss, and Damage	**2,439,450**	**2,439,450**	**1,959,300**
TOTAL LIABILITIES	**146,231,704**	**144,942,545**	**137,010,826**
Capital			
Common Stock	50,005	50,005	50,005
Paid-In Capital	135,704,050	134,998,191	129,726,016
Fund Balance - Accumulated Depreciation	(105,404,669)	(105,004,669)	(101,004,669)
Fund Balance - GASB 68	(36,089,951)	(36,089,951)	(36,089,951)
Fund Balance	75,331,216	76,057,501	72,182,688
Total Capital	**69,590,651**	**70,011,077**	**64,864,089**
TOTAL LIABILITIES AND CAPITAL	**215,822,355**	**214,953,622**	**201,874,915**

	Current Month May 31, 2026	Prior Month April 30, 2026	Prior Year End June 30, 2025
ASSETS			
Current Assets			
Cash	7,215,423	7,078,800	8,428,812
Working Funds	7,020	7,358	7,358
Capital Funds	7,249,252	8,703,987	11,095,890
Accounts Receivable, net	17,703,300	20,238,041	8,436,906
Motor Bus Parts Inventory	1,230,543	1,269,170	1,198,913
Gasoline Inventory	7,561	12,564	6,934
Diesel Fuels Inventory	43,664	17,650	16,983
Lubricants Inventory	49,555	49,507	50,235
Prepayments	1,308,667	1,528,759	229,992
Total Current Assets	**34,814,983**	**38,905,836**	**29,472,023**

Total Current Assets, compared to the end of the previous fiscal year, reflect an increase of $5.3M, driven by:

- **Cash** and **Capital Funds**: decrease of $5.06M due to operating and capital disbursements
- **Accounts Receivable**: increase of approximately $9.3M, largely attributable to outstanding grant receivables - FTA 5307 funds that have been awarded but are not yet available for drawdown (reimbursement)

Cashflow

July 1, 2026

	Actual							Expected		
	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
Beginning Balance	4,953,071	1,600,696	3,291,473	5,661,932	7,556,948	2,551,223	6,108,138	2,357,413	2,135,545	7,317,679
Revenue										
Advertising & Charter Revenue	41,170	5,430	36,540	56,584	165,880	53,685	5,140	53,877	61,951	66,186
CVTA	-	7,150,038	-	7,150,038	-	1,718,329	-	7,789,527	250,000	
Federal	1,248,562	-	-	870,340	-	1,028,645	427,477	78,500	10,565,794	1,760,915
Operating Assistance	2,299,007	1,731,077	2,553,544	1,825,915	1,911,524	2,072,758	1,820,966	1,939,292	2,078,816	2,078,816
Capital	489,688	447,355	212,612	188,279	272,068	902,928	218,698	673,889	4,519,728	4,583,582
Route extensions	919,018	648,312	480,305	633,791	335,052	1,665,844	141,256	304,767	400,000	400,000
Local - Chesterfield	615,010	222,231	145,593	-	67,318	610,997	211,163	167,110	218,941	150,000
LOCAL - COR	-	-	4,775,690	-	-	-	-		4,890,784	
LOCAL - HNCO	-	-	1,122,385	-	-	1,122,385	-		1,149,435	
LOCAL - Peterburg	33,333	16,667	16,667	-	33,333	16,666	16,667	16,667	16,667	16,667
Ridefinders	30,101	76,101	30,371	30,279	30,279	30,442	30,576	30,000	30,000	30,000
LGIP/ Capital transfers	-	-	-	-	-	1,500,000	2,500,000		(4,000,000)	
Other Income	27,376	43,304	23,196	78,658	48,434	26,265	46,764	30,000	30,000	30,000
Cash In	**5,703,266**	**10,340,515**	**9,396,902**	**10,833,885**	**4,022,172**	**10,748,943**	**5,418,708**	**11,083,628**	**20,212,115**	**9,116,166**
Expenses										
Wages & Benefits	6,029,732	5,389,624	4,374,218	5,058,660	5,399,327	4,726,938	4,963,155	6,500,000	5,250,000	5,250,000
SGR / Maintenance	649,344	772,118	462,561	532,398	641,313	521,432	638,103	594,654	565,077	582,163
Fuel & Lubricants	179,349	301,508	240,320	213,335	287,332	172,367	47,985	210,475	195,302	187,799
Materials & Supplies	3,593	8,479	8,463	5,496	7,019	1,383	58,531	14,895	15,964	17,215
Casualty & Insurance	232,523	525,216	178,383	504,718	574,308	275,357	74,562	355,424	327,125	351,916
Services	157,893	207,734	135,612	107,776	81,487	96,305	47,952	112,811	96,991	90,554
Purchased Services	970,395	926,277	908,715	927,216	964,980	1,035,650	984,907	1,035,000	1,035,000	1,035,000
Utilities	116,334	67,983	8,662	64,342	82,242	46,223	120,438	64,982	64,482	73,785
Travel & Training	6,865	2,025	2,936	17,699	14,447	2,453	1,223	6,797	7,592	8,369
Miscellaneous	287	3,016	1,551	8,312	1,417	3,444	50,568	11,385	12,780	14,651
Capital	709,326	445,756	705,021	1,498,917	974,026	310,474	2,185,505	2,399,074	7,459,668	6,646,125
Cash Out	**9,055,641**	**8,649,737**	**7,026,443**	**8,938,870**	**9,027,897**	**7,192,027**	**9,172,930**	**11,305,497**	**15,029,981**	**14,257,576**
Cash Position	**1,600,696**	**3,291,473**	**5,661,932**	**7,556,948**	**2,551,223**	**6,108,138**	**2,357,413**	**2,135,545**	**7,317,679**	**2,176,269**

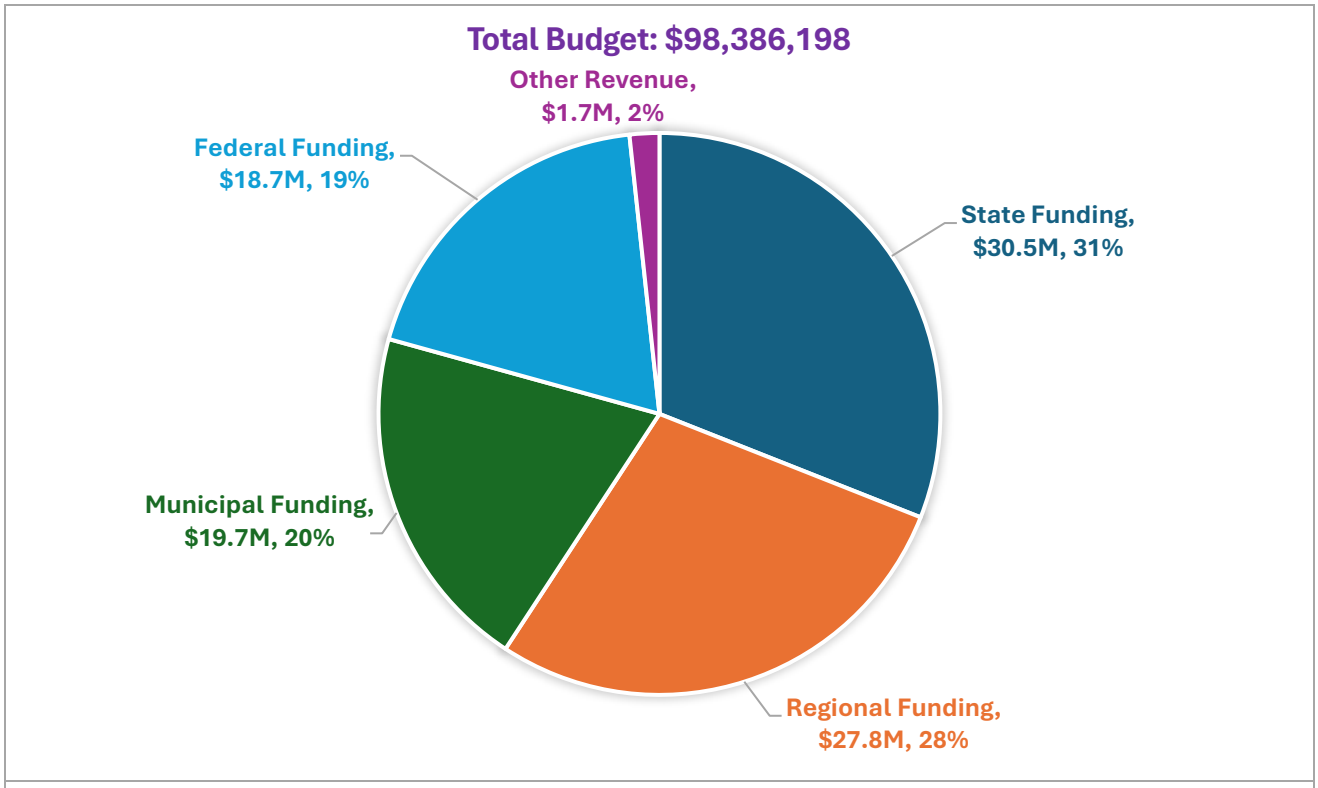
	Actual	Expected		
	Jun-26	Jul-26	Aug-26	Sep-26
Beginning Balance	6,108,138	2,357,413	2,135,545	7,317,679
Revenue				
Advertising & Charter Revenue	5,140	53,877	61,951	66,186
CVTA	-	7,789,527	250,000	
Federal	427,477	78,500	10,565,794	1,760,915
Operating Assistance	1,820,966	1,939,292	2,078,816	2,078,816
Capital	218,698	673,889	4,519,728	4,583,582
Route extensions	141,256	304,767	400,000	400,000
Local - Chesterfield	211,163	167,110	218,941	150,000
LOCAL - COR	-		4,890,784	
LOCAL - HNCO	-		1,149,435	
LOCAL - Petersburg	16,667	16,667	16,667	16,667
Ridefinders	30,576	30,000	30,000	30,000
LGIP/ Capital transfers	2,500,000		(4,000,000)	
Other Income	46,764	30,000	30,000	30,000
Cash Receipts	**5,418,708**	**11,083,628**	**20,212,115**	**9,116,166**
Expenses				
Wages & Benefits	4,963,155	6,500,000	5,250,000	5,250,000
SGR / Maintenance	638,103	594,654	565,077	582,163
Fuel & Lubricants	47,985	210,475	195,302	187,799
Materials & Supplies	58,531	14,895	15,964	17,215
Casualty & Insurance	74,562	355,424	327,125	351,916
Services	47,952	112,811	96,991	90,554
Purchased Services	984,907	1,035,000	1,035,000	1,035,000
Utilities	120,438	64,982	64,482	73,785
Travel & Training	1,223	6,797	7,592	8,369
Miscellaneous	50,568	11,385	12,780	14,651
Capital	2,185,505	2,399,074	7,459,668	6,646,125
Cash Disbursements	**9,172,930**	**11,305,497**	**15,029,981**	**14,257,576**
Cash Position	**2,357,413**	**2,135,545**	**7,317,679**	**2,176,269**

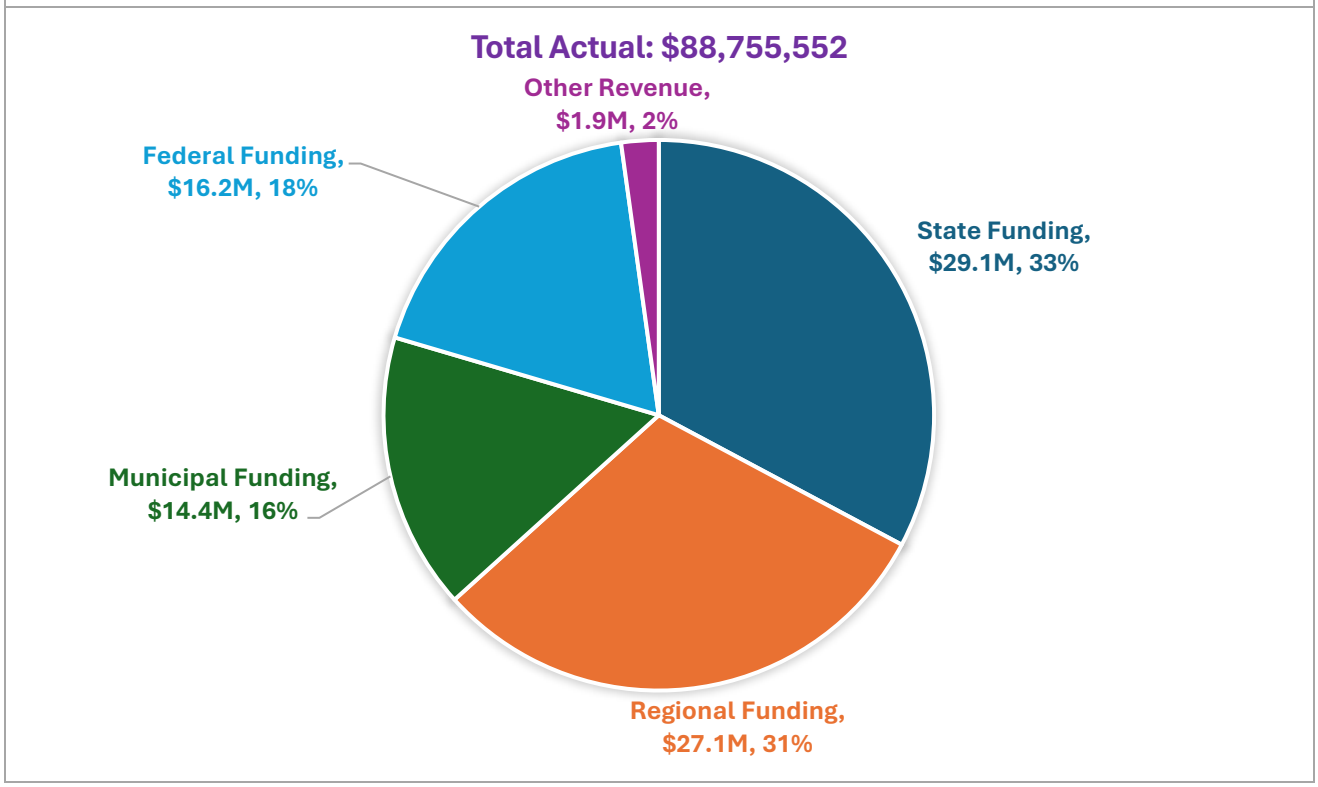
Updates Since the Prior Month Forecast:

- **CVTA & Capital** Receipts/Disbursements: added $250K in RPTP funding related to the City of Richmond - U.S. DOT Innovative Finance and Asset Concession Grant Program Match Fund, recorded as both a cash receipt and a corresponding capital disbursement.
- **Federal & Capital** Receipts/Disbursements: forecast reflects routine capital expenditures and planned vehicle acquisitions, including:
  - July: 7 vans ($1.15M)
  - August: 5 vans ($0.9M) and 4 articulated buses ($5.06M)
  - September: 4 articulated buses ($5.06M).
- **Cash Position** is forecasted to remain near $2M in July, with improvement anticipated in August upon receipt of federal reimbursements and approximately $2M throughout the remainder of the forecast period.

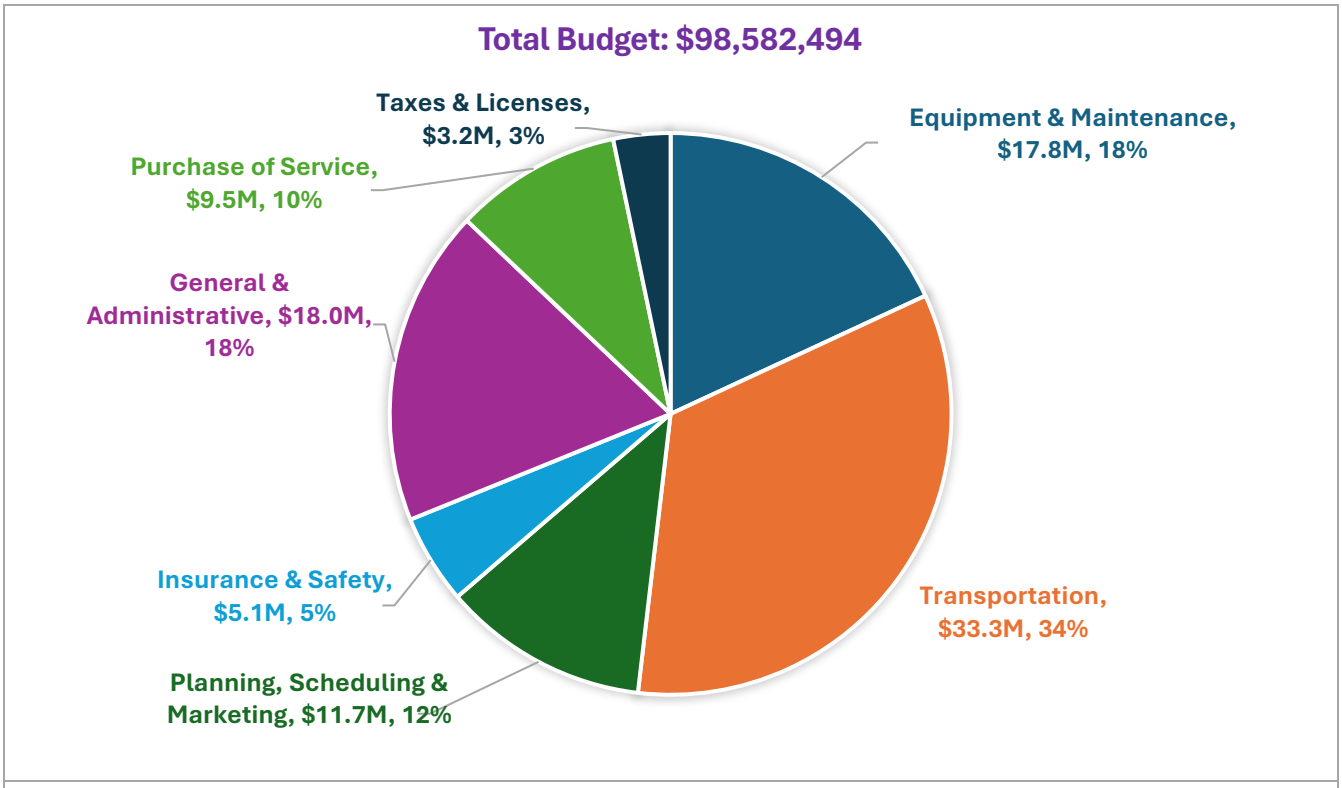
Thank you

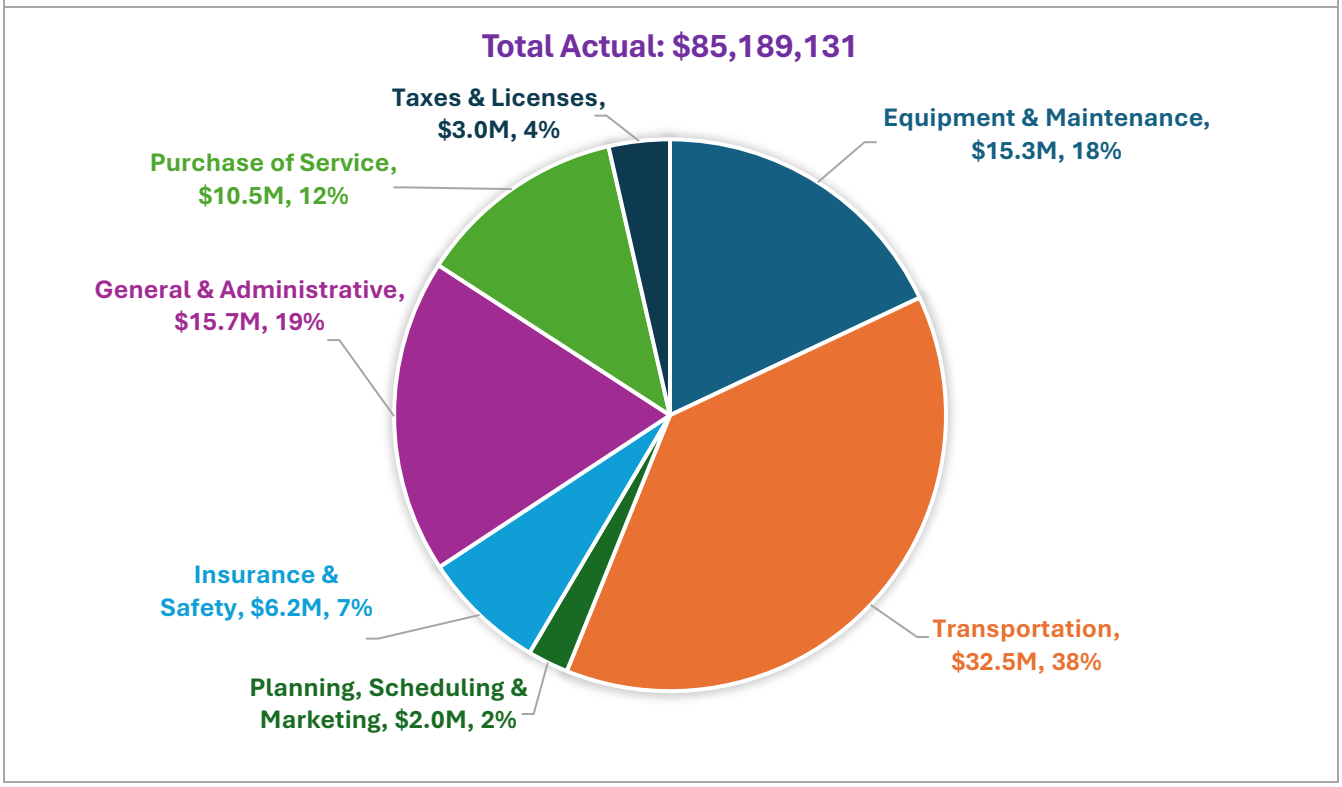
Revenue Summary





Expense Summary





Financial Performance Overview

Revenues

Description	Amount
Year-to-Date Actual Revenues	88,755,552
Year-to-Date Budgeted Revenues	98,386,198
Variance to Budget	(9,630,646)

Key Drivers:

- Local Funds: Unfavorable by $6M due to FY2026 budget assumption of using GRTC Fund Balance (approx. $419K/month or $4.6M YTD) and due to booking of the local share project match for against operating contributions for Richmond, Henrico and Chesterfield.
- State Funds: Unfavorable by $1.4M due to the timing of grant funded project expense submissions versus budgeted assumptions.
- Federal Funds: Unfavorable by $2.5M due to the timing grant funded project expense submissions versus budgeted assumptions.
- Direct Funds: Favorable by $265K driven by interest income (+$334k) and charter revenue (+$60K), offsetting Ridefinders leased personnel (-$109k) due vacancies within Ridefinders and advertising/sponsorship revenue (-$61K).

Operating Expenditures

Description	Amount
Year-to-Date Actual Operating Expenditures	85,189,131
Year-to-Date Budgeted Operating Expenditures	98,582,494
Variance to Budget	13,393,363

Key Drivers:

- Equipment & Facilities Maintenance: $2.5M favorable variance driven by lower costs in fleet repairs, parts, supplies, utilities, and other facility services.
- Services: $9.6M favorable variance due to timing of planning consulting projects and advertising expenses.
- Insurance & Safety: higher-than-budgeted provision for self-insured losses resulted in an unfavorable variance of $1.1M.
- General & Administrative expenses: favorable by $2.3M, primarily driven by lower headcount costs and other administrative expense reductions.
- Purchased Transportation: $0.96M unfavorable, driven by increased demand for GRTC programs, including CARE and CARE Plus services.

Net Operating Position

Surplus: $3,566,421

Balance Sheet & Cash Flow

Total Cash Position: $7,215,423
Operating Cash Account: $3,741,721
Capital Cash Account: $3,473,702

Statement of Income - Budget Vs. Actual ($)

Year to Date May 31, 2026

	Current Month			Fav/ (Unfav)	Year To Date			Fav/ (Unfav)
	Budget	Actual	Variance		Budget	Actual	Variance	
Operating Revenue								
Pass Program Revenue	-	-	-		100,000	100,000	-	F
Charter Revenue	-	-	0	U	-	60,350	60,350	F
Advertising Revenue	50,000	39,158	(10,843)	U	550,000	489,266	(60,734)	U
Other Operating Revenue	-	-	-		-	-	-	
Total Operating Revenue	**50,000**	**39,158**	**(10,843)**	U	**650,000**	**649,616**	**(384)**	**U**
Other Income								
Ridefinders	43,514	30,442	(13,072)	U	470,234	360,903	(109,331)	U
Interest Income	43,334	68,461	25,127	F	556,672	890,533	333,861	F
Non-Transportation Income	417	5,557	5,140	F	4,587	45,007	40,420	F
Total Other Income	**87,265**	**104,460**	**17,195**	F	**1,031,493**	**1,296,444**	**264,951**	**F**
Operating Contributions								
COVID Relief Acts VA2020-023	147,418	211,640	64,222	F	1,621,598	3,805,203	2,183,605	F
Oper contrib - Federal	1,551,595	877,303	(674,292)	U	17,067,545	12,390,575	(4,676,970)	U
Oper contrib - State	2,954,551	2,128,409	(826,142)	U	30,500,063	29,106,083	(1,393,980)	U
Oper contrib - CVTA	2,383,346	2,256,091	(127,255)	U	26,216,806	25,252,282	(964,524)	U
Oper contrib - Richmond	779,085	910,575	131,490	F	8,569,935	8,428,696	(141,239)	U
Oper contrib - Henrico	374,129	334,204	(39,925)	U	4,115,419	3,708,236	(407,183)	U
Oper contrib - Petersburg	16,667	16,667	(0)	U	183,337	183,333	(4)	U
Oper contrib - Chesterfield	204,983	187,155	(17,828)	U	2,254,813	2,101,721	(153,092)	U
Oper Contrib Local	141,917	-	(141,917)	U	1,561,087	1,833,362	272,275	F
Oper contrib - GRTC Fund Balance	419,462	-	(419,462)	U	4,614,102	-	(4,614,102)	U
Total Operating Contributions	**8,973,153**	**6,922,044**	**(2,051,109)**	U	**96,704,705**	**86,809,492**	**(9,895,213)**	**U**
Net Operating Revenue	**9,110,418**	**7,065,662**	**(2,044,756)**	**U**	**98,386,198**	**88,755,552**	**(9,630,646)**	**U**
Operating Expenses								
Equipment & Facility Maintenance	1,637,544	1,334,450	303,094	F	17,834,102	15,331,169	2,502,933	F
Transportation	3,113,415	2,963,201	150,214	F	33,290,262	32,460,378	829,884	F
Planning, Scheduling & Marketing	1,051,013	191,341	859,672	F	11,689,901	2,045,676	9,644,225	F
Insurance & Safety	460,259	614,593	(154,334)	U	5,069,589	6,159,537	(1,089,948)	U
General & Administrative	1,634,901	1,433,967	200,934	F	17,964,697	15,689,566	2,275,131	F
Purchase of Service - Spectran & Van Pool	863,333	964,258	(100,925)	U	9,496,663	10,454,100	(957,437)	U
Operating Taxes and Licenses	302,211	280,471	21,740	F	3,237,280	3,048,706	188,574	F
Total Operating Expenses	**9,062,676**	**7,782,281**	**1,280,395**	**F**	**98,582,494**	**85,189,131**	**13,393,363**	**F**
Change in Net Position	**47,742**	**(716,619)**	**(764,361)**	**U**	**(196,296)**	**3,566,421**	**3,762,717**	**F**

FY2026 Forecast - Budget Vs. Actual ($)

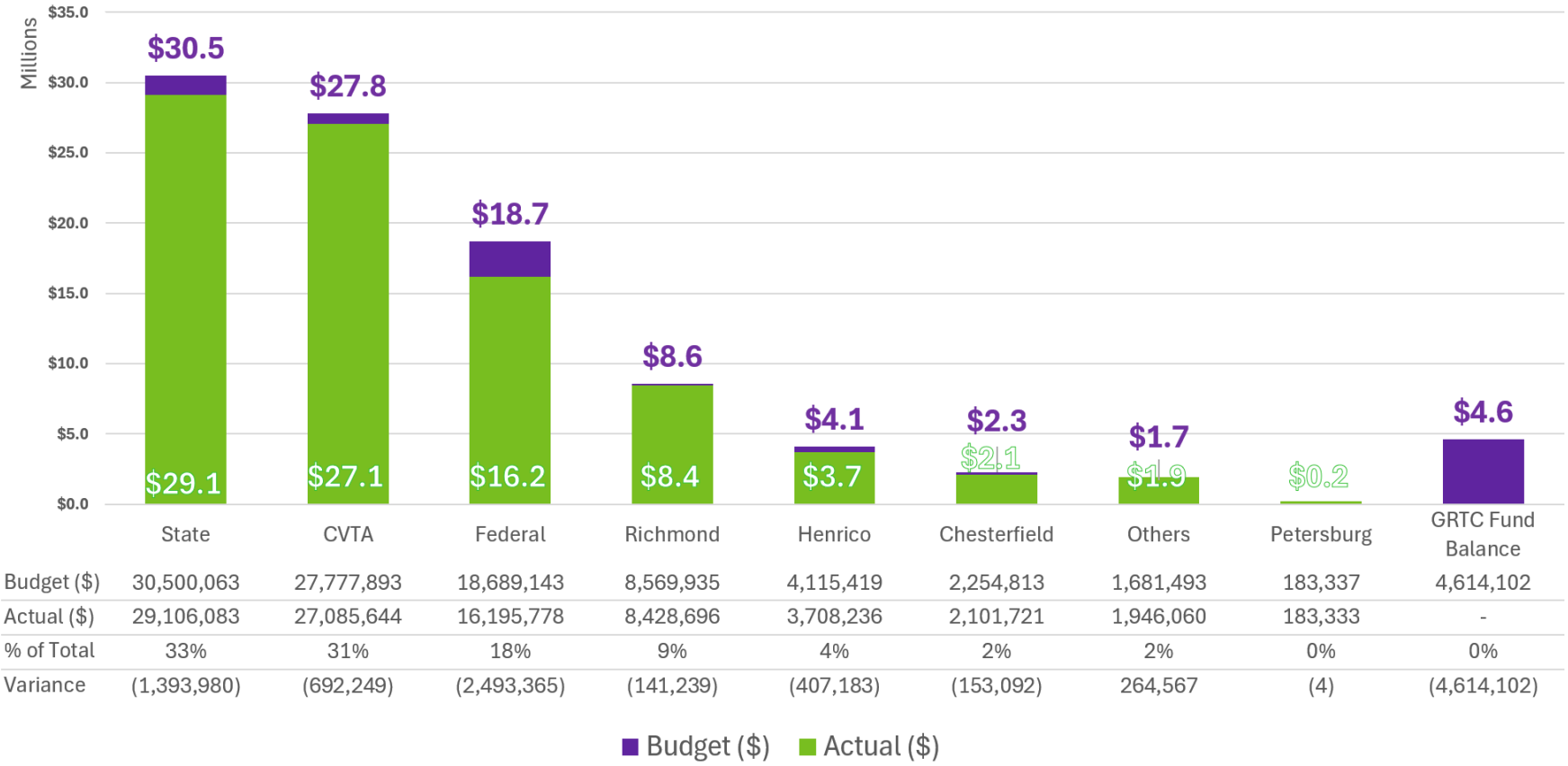
Year to Date May 31, 2026

	FY 2026 Annual Budget	FY 2026 Annual Forecast	Fav/ (Unfav)
Operating Revenue			
Pass Program Revenue	100,000	100,000	-
Charter Revenue	-	60,350	60,350
Advertising Revenue	600,000	533,745	(66,255)
Other Operating Revenue	-	-	-
Total Operating Revenue	**700,000**	**694,095**	**(5,905)**
Other Income			
Ridefinders	512,342	393,712	(118,630)
Interest Income	600,000	931,012	331,012
Non-Transportation Income	5,000	50,000	45,000
Total Other Income	**1,117,342**	**1,374,724**	**257,382**
Operating Contributions			
COVID Relief Acts VA2020-023	1,769,008	4,003,433	2,234,425
Oper contrib - Federal	18,619,135	13,390,575	(5,228,560)
Oper contrib - State	33,454,617	31,206,038	(2,248,579)
Oper contrib - CVTA	28,600,152	28,600,152	-
Oper contrib - Richmond	9,349,018	8,663,053	(685,965)
Oper contrib - Henrico	4,489,539	4,019,978	(469,561)
Oper contrib - Petersburg	200,000	200,000	-
Oper contrib - Chesterfield	2,459,796	2,369,000	(90,796)
Oper Contrib Local	1,703,000	2,000,031	297,031
Oper contrib - GRTC Fund Balance	5,033,562	-	(5,033,562)
Total Operating Contributions	**105,677,827**	**94,452,261**	**(11,225,566)**
Net Operating Revenue	**107,495,169**	**96,521,081**	**(10,974,088)**
Operating Expenses			
Equipment & Facility Maintenance	19,451,891	16,774,912	2,676,979
Transportation	36,305,176	35,460,378	844,798
Planning, Scheduling & Marketing	12,735,756	3,148,442	9,587,314
Insurance & Safety	5,526,866	6,774,130	(1,247,264)
General & Administrative	19,585,682	17,404,981	2,180,701
Purchase of Service - Spectran & Van Pool	10,360,020	11,446,344	(1,086,324)
Operating Taxes and Licenses	3,529,778	3,325,862	203,916
Total Operating Expenses	**107,495,169**	**94,335,048**	**13,160,121**
Change in Net Position	**0**	**2,186,033**	**2,186,033**

301 East Belt Boulevard
Richmond, VA 23224

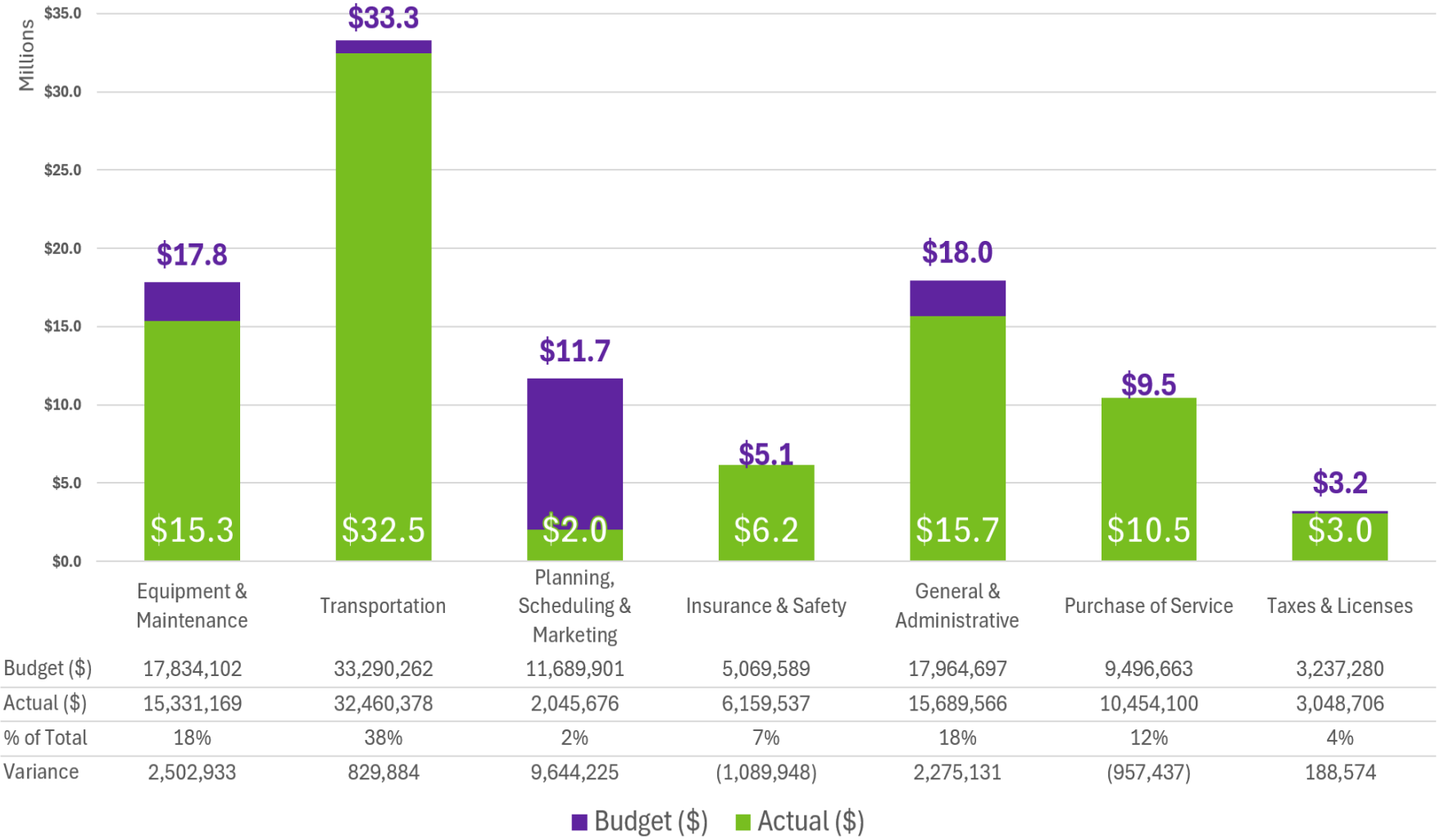
Statement of Income - Budget Vs. Actual ($), Year to Date May 31, 2026

Revenues



	State	CVTA	Federal	Richmond	Henrico	Chesterfield	Others	Petersburg	GRTC Fund Balance
Budget ($)	30,500,063	27,777,893	18,689,143	8,569,935	4,115,419	2,254,813	1,681,493	183,337	4,614,102
Actual ($)	29,106,083	27,085,644	16,195,778	8,428,696	3,708,236	2,101,721	1,946,060	183,333	-
% of Total	33%	31%	18%	9%	4%	2%	2%	0%	0%
Variance	(1,393,980)	(692,249)	(2,493,365)	(141,239)	(407,183)	(153,092)	264,567	(4)	(4,614,102)

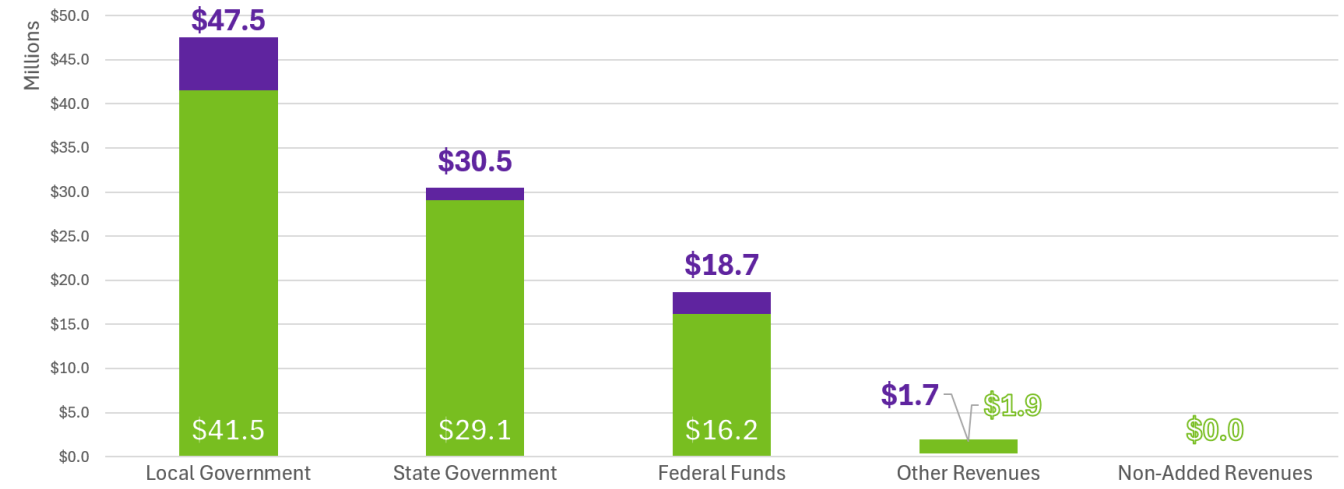
Statement of Income - Budget Vs. Actual ($), Year to Date May 31, 2026
Expenses



	Equipment & Maintenance	Transportation	Planning, Scheduling & Marketing	Insurance & Safety	General & Administrative	Purchase of Service	Taxes & Licenses
Budget ($)	17,834,102	33,290,262	11,689,901	5,069,589	17,964,697	9,496,663	3,237,280
Actual ($)	15,331,169	32,460,378	2,045,676	6,159,537	15,689,566	10,454,100	3,048,706
% of Total	18%	38%	2%	7%	18%	12%	4%
Variance	2,502,933	829,884	9,644,225	(1,089,948)	2,275,131	(957,437)	188,574

Source of Funds ($)
Year to Date May 31, 2026

	Month Ended May 31, 2026			Year to Date May 31, 2026		
	Actual	Budget	Variance Fav / (Unfav)	Actual	Budget	Variance Fav / (Unfav)
Directly Generated Funds (4100)	**139,249**	**137,265**	**1,984**	**1,928,882**	**1,681,493**	**247,389**
Organization-Paid Fares (4112)	-	-	-	100,000	100,000	-
Non-Public Transportation Revenues (4130)	-	-		60,350	-	60,350
Auxiliary Transportation Funds - Advertising Revenues (4141)	39,158	50,000	(10,843)	489,266	550,000	(60,734)
Other Agency Revenues (4150)	100,092	87,265	12,827	1,279,266	1,031,493	247,773
General Revenues of the Local Government (4310)	**3,704,692**	**4,319,589**	**(614,897)**	**41,507,631**	**47,515,499**	**(6,007,868)**
General Revenues of the State Government (4410)	**2,128,409**	**2,954,551**	**(826,142)**	**29,106,083**	**30,500,063**	**(1,393,980)**
Federal Funds (4500)	**1,088,943**	**1,699,013**	**(610,070)**	**16,195,778**	**18,689,143**	**(2,493,365)**
FTA Urbanized Area Formula Program (5307)	877,303	1,551,595	(674,292)	12,390,575	17,067,545	(4,676,970)
CARES Act Urbanized Area Program Funds (5307)	211,640	147,418	64,222	3,805,203	1,621,598	2,183,605
Non-Added Revenues (4600)	**4,369**	**-**	**4,369**	**17,178**	**-**	**17,178**
Sales and Disposals of Assets (4630)	4,369	-	4,368.90	17,178	-	17,178
Total Sources of Funds	**7,065,662**	**9,110,418**	**(2,044,756)**	**88,755,552**	**98,386,198**	**(9,630,646)**



	Local Government	State Government	Federal Funds	Other Revenues	Non-Added Revenues
Budget ($)	47,515,499	30,500,063	18,689,143	1,681,493	-
Actual ($)	41,507,631	29,106,083	16,195,778	1,928,882	17,178
% of Total	47%	33%	18%	2%	0%
Variance	(6,007,868)	(1,393,980)	(2,493,365)	247,389	17,178

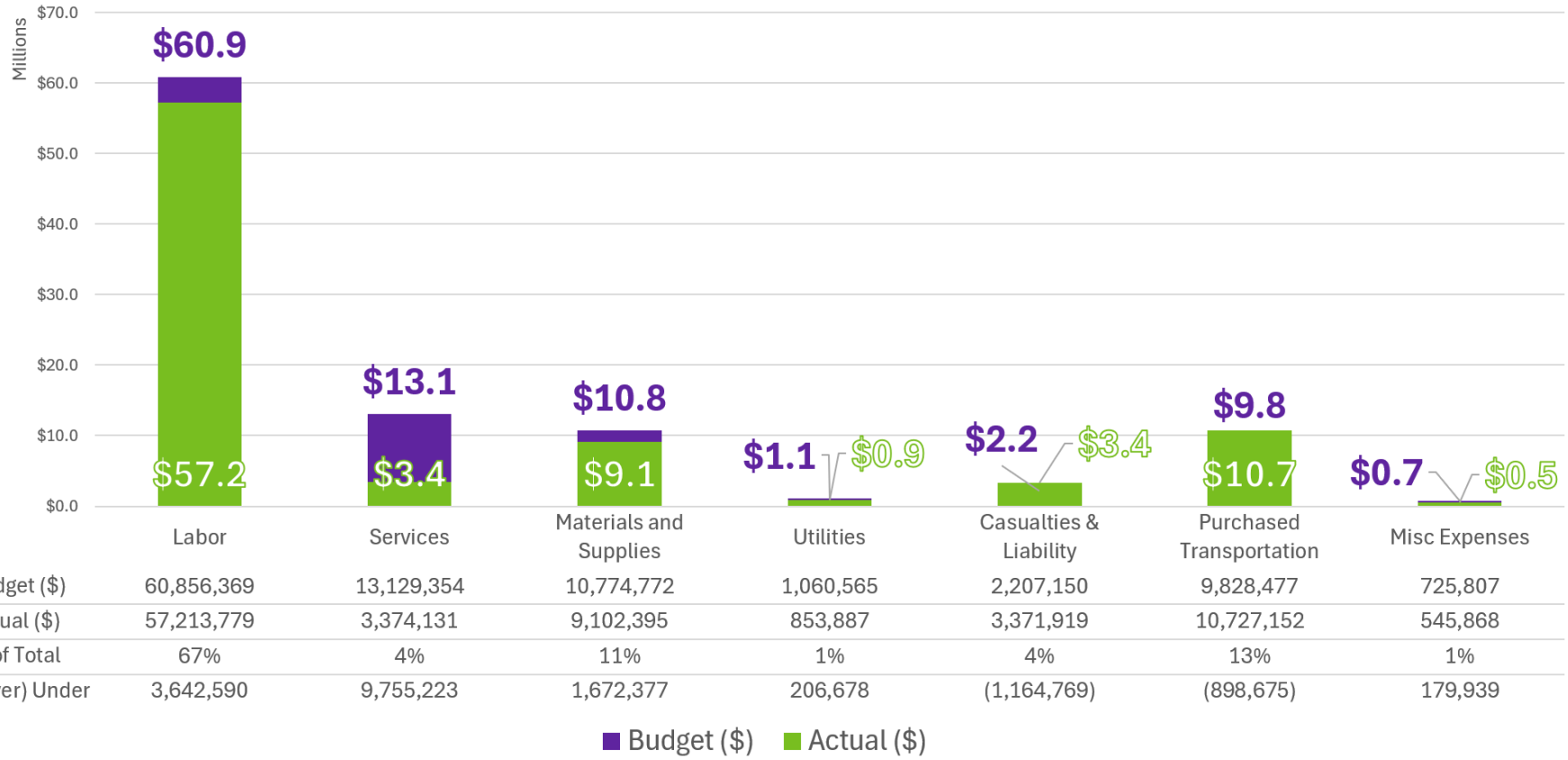
■ Budget ($) ■ Actual ($)

Operating Expenses ($)
Year to Date May 31, 2026

Total Operating Costs	Vehicle Operations			Vehicle Maintenance			Facility Maintenance			General Administration			Total GRTC		
	Actual	Budget	Variance Fav / (Unfav)	Actual	Budget	Variance Fav / (Unfav)	Actual	Budget	Variance Fav / (Unfav)	Actual	Budget	Variance Fav / (Unfav)	Actual	Budget	Variance Fav / (Unfav)
Labor (5010)	**40,571,215**	**42,574,958**	**2,003,743**	**5,213,038**	**5,557,502**	**344,464**	**2,258,600**	**2,343,765**	**85,165**	**9,170,926**	**10,380,143**	**1,209,217**	**57,213,779**	**60,856,369**	**3,642,590**
Operators' Salaries and Wages (5011)	23,366,542	23,014,071	(352,471)	-	-	-	-	-	-	-	-	-	23,366,542	23,014,071	(352,471)
Operators' Paid Absences (5012)	2,660,140	2,889,212	229,072	-	-	-	-	-	-	-	-	-	2,660,140	2,889,212	229,072
Other Salaries and Wages (5013)	1,647,006	2,715,101	1,068,094	2,948,229	3,131,259	183,030	1,481,294	1,512,502	31,208	5,425,524	5,997,728	572,205	11,502,053	13,356,590	1,854,536
Other Paid Absences (5014)	290,648	479,135	188,487	520,276	552,575	32,299	261,405	266,912	5,507	957,445	1,058,423	100,977	2,029,774	2,357,045	327,271
Fringe Benefits (5015)	12,606,879	13,477,439	870,560	1,744,533	1,873,668	129,135	515,901	564,351	48,450	2,787,957	3,323,992	536,035	17,655,270	19,239,451	1,584,181
Services (5020)	**55,652**	**88,000**	**32,348**	**-**	**-**	**-**	**1,101,844**	**1,493,184**	**391,340**	**2,216,634**	**11,548,170**	**9,331,536**	**3,374,131**	**13,129,354**	**9,755,223**
Materials and Supplies (5030)	**3,614,488**	**3,687,101**	**72,613**	**3,276,185**	**4,104,958**	**828,773**	**304,267**	**626,835**	**322,568**	**1,907,456**	**2,355,878**	**448,422**	**9,102,395**	**10,774,772**	**1,672,377**
Fuels and Lubricants (5031)	3,073,948	2,900,139	(173,809)	44,832	63,382	18,550	-	-	-	-	-	-	3,118,780	2,963,521	(155,259)
Tires and Tubes (5032)	540,540	786,962	246,422	21,223	10,527	(10,696)	-	-	-	-	-	-	561,763	797,489	235,726
Other Materials and Supplies (5039)	-	-	-	3,210,129	4,031,049	820,920	304,267	626,835	322,568	1,907,456	2,355,878	448,422	5,421,852	7,013,762	1,591,910
Utilities (5040)	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**853,887**	**1,060,565**	**206,678**	**853,887**	**1,060,565**	**206,678**
Casualty and Liability Costs (5050)	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**3,371,919**	**2,207,150**	**(1,164,769)**	**3,371,919**	**2,207,150**	**(1,164,769)**
Purchased Transportation (5100)	**9,179,175**	**8,494,768**	**(684,407)**	**-**	**-**	**-**	**-**	**-**	**-**	**1,547,976**	**1,333,709**	**(214,267)**	**10,727,152**	**9,828,477**	**(898,675)**
Purchased Transportation In Report (5101)	8,027,431	6,916,291	(1,111,139)	-	-	-	-	-	-	1,547,976	1,333,709	(214,267)	9,575,407	8,250,000	(1,325,407)
Purchased Transportation: VanPool & Other	1,151,745	1,578,477	426,732	-	-	-	-	-	-	-	-	-	1,151,745	1,578,477	426,732
Miscellaneous Expenses (5090)	**123,810**	**121,913**	**(1,897)**	**-**	**-**	**-**	**-**	**-**	**-**	**422,059**	**603,894**	**181,836**	**545,868**	**725,807**	**179,939**
Total Expenses	**53,544,340**	**54,966,740**	**1,422,400**	**8,489,223**	**9,662,460**	**1,173,237**	**3,664,711**	**4,463,784**	**799,073**	**19,490,857**	**29,489,509**	**9,998,652**	**85,189,131**	**98,582,494**	**13,393,363**

Operating Expenses ($)

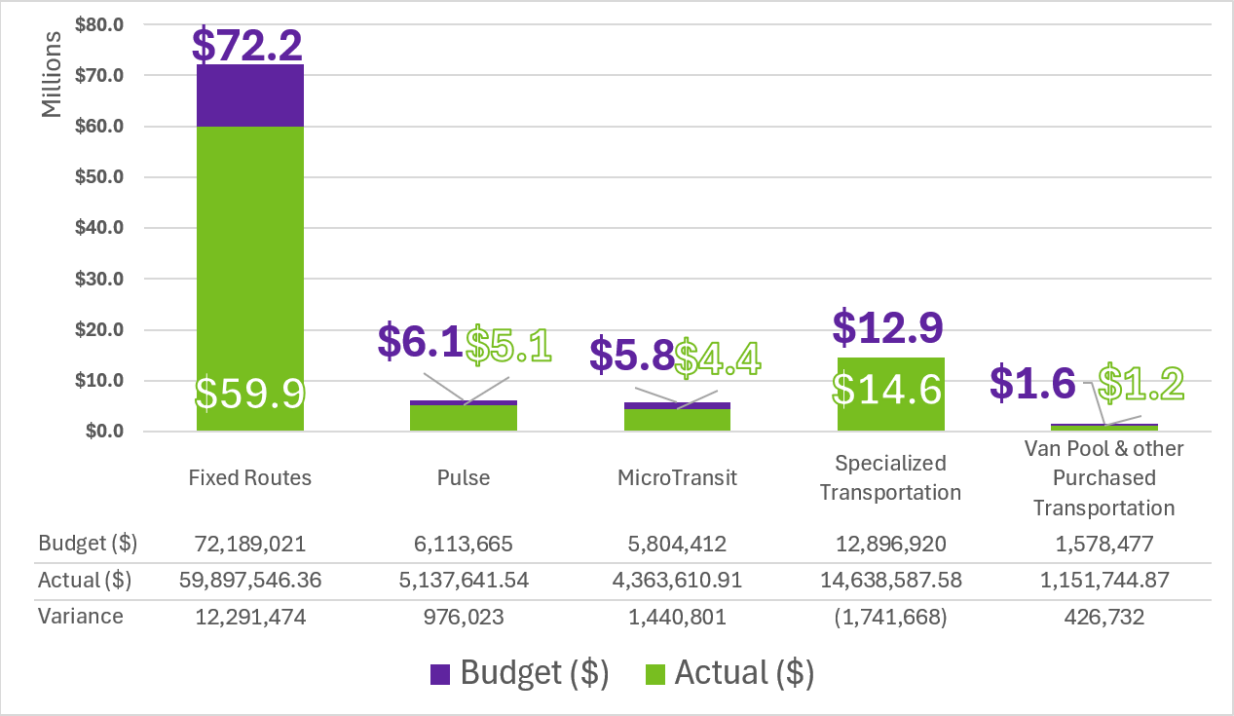
Year to Date May 31, 2026



	Labor	Services	Materials and Supplies	Utilities	Casualties & Liability	Purchased Transportation	Misc Expenses
Budget ($)	60,856,369	13,129,354	10,774,772	1,060,565	2,207,150	9,828,477	725,807
Actual ($)	57,213,779	3,374,131	9,102,395	853,887	3,371,919	10,727,152	545,868
% of Total	67%	4%	11%	1%	4%	13%	1%
(Over) Under	3,642,590	9,755,223	1,672,377	206,678	(1,164,769)	(898,675)	179,939

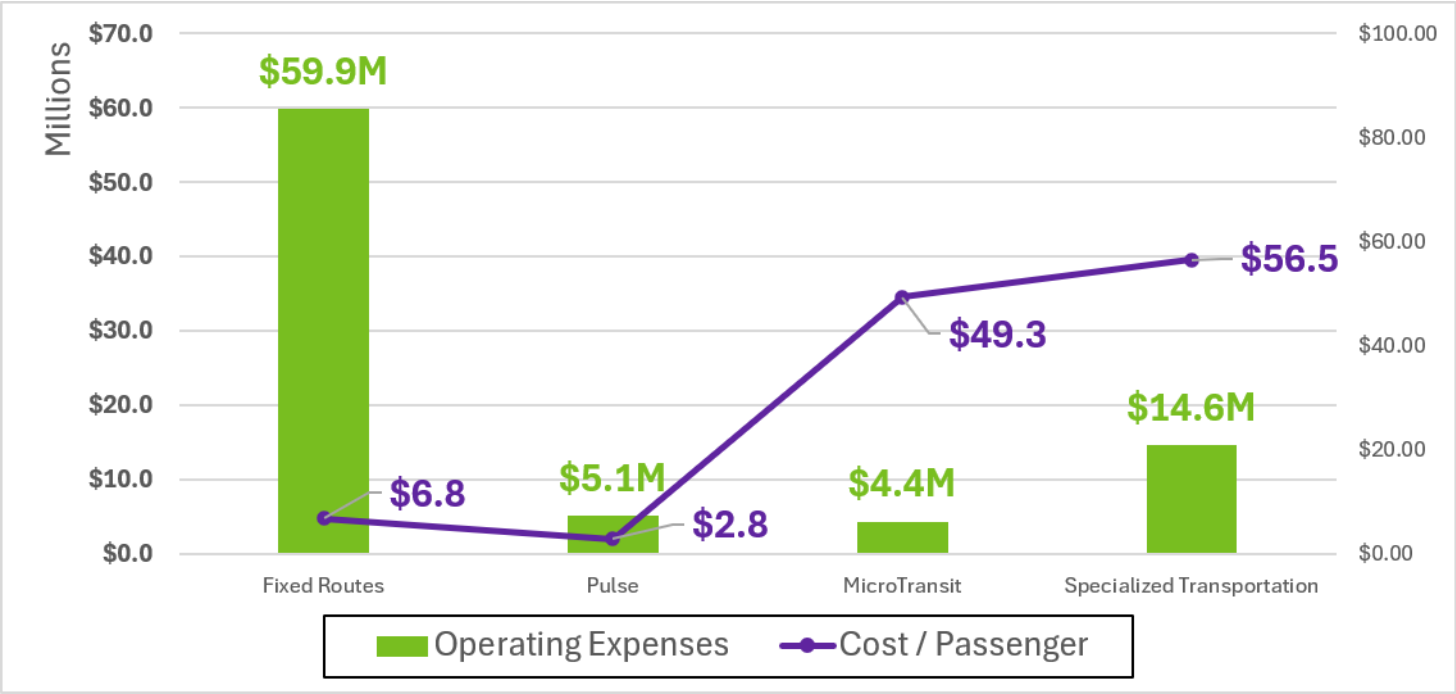
Operating Expenses ($), Year to Date May 31, 2026

Operating Expenses per service ($)	Actual ($)	Budget ($)	Variance	% Fav. / Unfav.
Fixed Routes	59,897,546.36	72,189,021	12,291,474	17%
Pulse	5,137,641.54	6,113,665	976,023	16%
MicroTransit	4,363,610.91	5,804,412	1,440,801	25%
Specialized Transportation	14,638,587.58	12,896,920	(1,741,668)	-14%
Van Pool & other Purchased Transportation	1,151,744.87	1,578,477	426,732	27%
Total cost	**85,189,131**	**98,582,494**	**13,393,363**	



Operating Expenses ($), Year to Date May 31, 2026

Passengers - Cost per service	Operating Expenses	Passengers	Cost / Passenger
Fixed Routes	59,897,546	8,830,053	$6.78
Pulse	5,137,642	1,809,214	$2.84
MicroTransit	4,363,611	88,504	$49.30
Specialized Transportation	14,638,588	259,038	$56.51
Total	**84,037,386**	**10,986,809**	



Operating Expenses ($)
Year to Date May 31, 2026

Miles - Cost per service:

	Actual VRM	Actual Cost / VRM	Budgeted Cost / VRM	Variance	% Fav. / Unfav.
Fixed Routes	5,038,403	$12	$14	-$2.3	16%
Pulse	395,909	$13	$14	-$1.2	8%
MicroTransit	402,893	$11	$12	-$1.4	12%
Specialized Transportation	2,381,905	$6	$5	$0.8	-15%
Total	**8,219,110**				

Hours - Cost per service:

	Actual VRH	Actual Cost / VRH	Budgeted Cost / VRH	Variance	% Fav. / Unfav.
Fixed Routes	471,125	$127	$149	-$22	14%
Pulse	43,559	$118	$127	-$9	7%
MicroTransit	27,802	$157	$176	-$19	11%
Specialized Transportation	150,906	$97	$93	$4	-5%
Total	**693,392**				

Year to Date vs. FY24, FY25:

Cost per Passenger	FY24	FY25	YTD FY26
Fixed Routes	$6.6	$6.9	$6.8
Pulse	$3.0	$2.9	$2.8
MicroTransit	$35.0	$47.5	$49.3
Specialized Transportation	$41.7	$43.2	$56.5

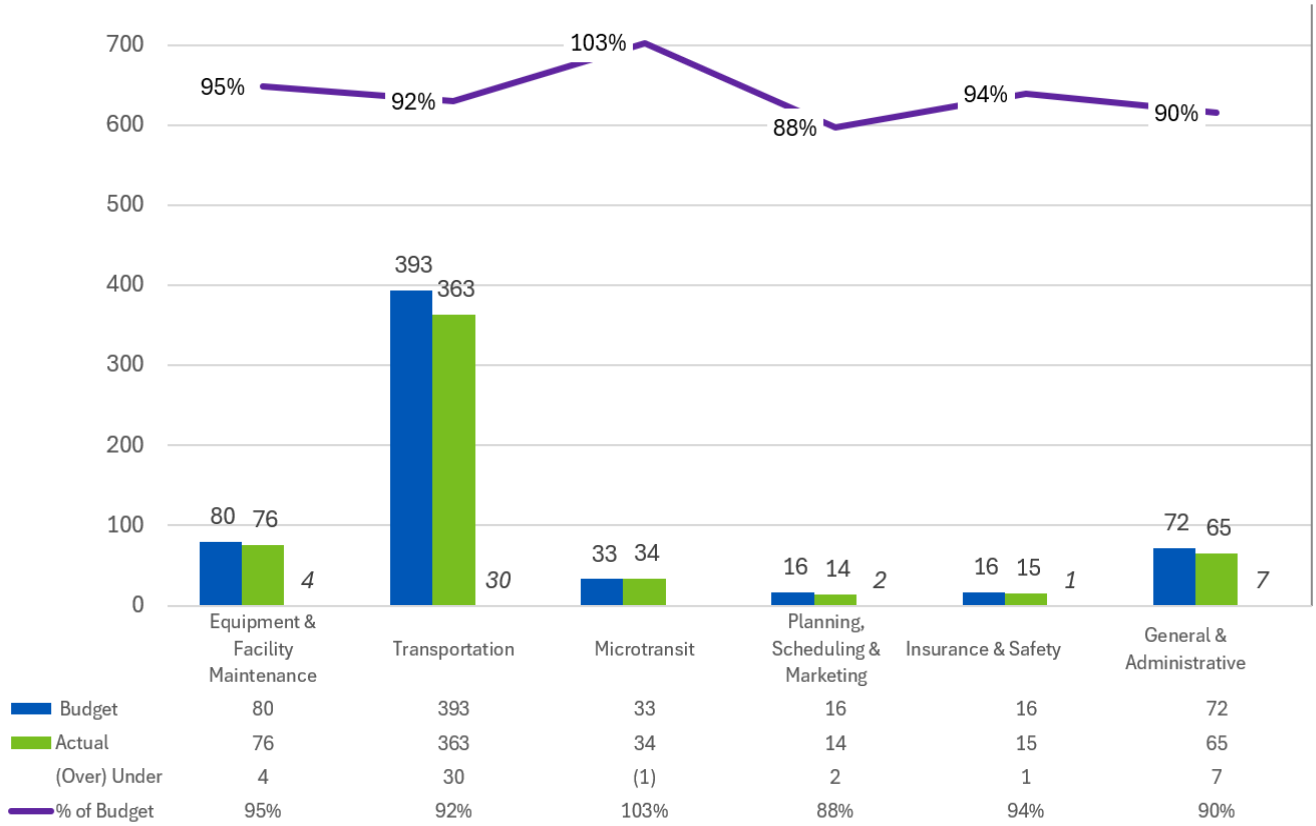
Cost per Revenue Mile	FY24	FY25	YTD FY26
Fixed Routes	$12	$12	$11.9
Pulse	$12	$12	$13.0
MicroTransit	$11	$12	$10.8
Specialized Transportation	$4.3	$4.6	$6.1

Cost per Revenue Hour	FY24	FY25	YTD FY26
Fixed Routes	$131	$133	$127
Pulse	$110	$112	$118
MicroTransit	$125	$164	$157
Specialized Transportation	$75	$77	$97

Headcount

Year to Date May 31, 2026

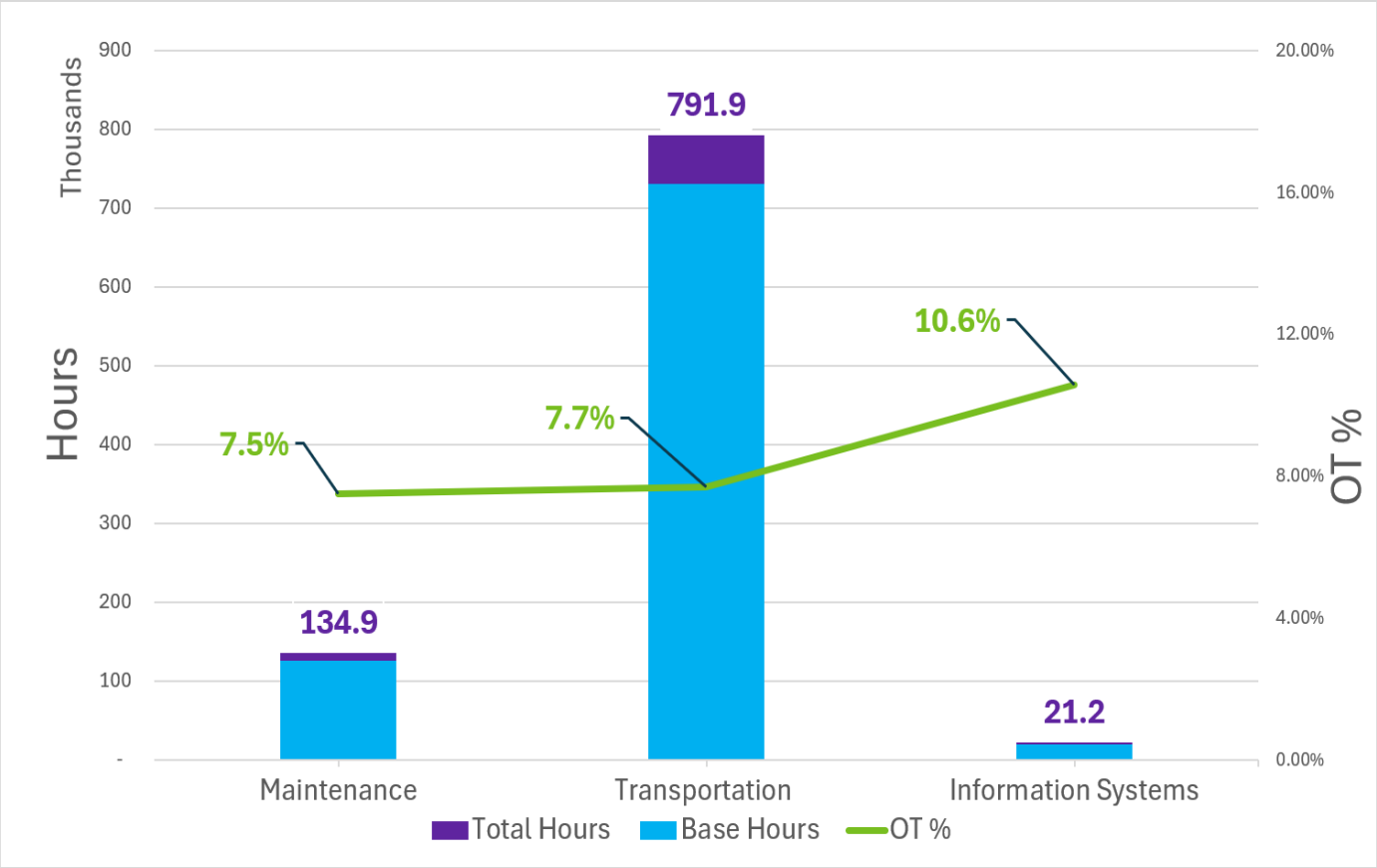
Headcount @ May 31, 2026	Budget	Actual	(Over) Under	% of Budget
Equipment & Facility Maintenance	80	76	4	95%
Transportation	393	363	30	92%
Microtransit	33	34	(1)	103%
Planning, Scheduling & Marketing	16	14	2	88%
Insurance & Safety	16	15	1	94%
General & Administrative	72	65	7	90%
Reflects Actual Total Heads (Not FTEs, No in training)	**610**	**567**	**43**	**93%**



Overtime

Year to Date May 31, 2026

Hours & Overtime (6/29/2025-06/19/2026	Total Hours	Base Hours	Overtime Hours	OT %
Maintenance	134,872	124,774	10,098	7.49%
Transportation	791,914	731,029	60,885	7.69%
Information Systems	21,213	18,973	2,240	10.56%
Total	**947,999**	**874,776**	**73,223**	**8%**



Balance Sheet ($)
As of May 31, 2026

	Current Month May 31, 2026	Prior Month April 30, 2026	Prior Year End June 30, 2025
ASSETS			
Current Assets			
Cash	7,215,423	7,078,800	8,428,812
Working Funds	7,020	7,358	7,358
Capital Funds	7,249,252	8,703,987	11,095,890
Accounts Receivable, net	17,703,300	20,238,041	8,436,906
Motor Bus Parts Inventory	1,230,543	1,269,170	1,198,913
Gasoline Inventory	7,561	12,564	6,934
Diesel Fuels Inventory	43,664	17,650	16,983
Lubricants Inventory	49,555	49,507	50,235
Prepayments	1,308,667	1,528,759	229,992
Total Current Assets	**34,814,983**	**38,905,836**	**29,472,023**
Tangible Property			
Property and Equipment	208,806,353	206,828,055	202,090,466
Accumulated Depreciation	(113,369,999)	(112,969,999)	(108,941,672)
Net Property	**95,436,354**	**93,858,056**	**93,148,794**
Other Assets			
Restricted Funds (LGIP)	8,492,752	8,492,752	8,492,752
Restricted Funds (CVTA Special Fund)	62,784,771	59,403,483	58,095,955
Intangible Asset - Software, net of amortiz.	1,052,074	1,052,074	867,954
Right of Use Asset	3,101,184	3,101,184	1,657,200
Deferred Outflows GASB 68	10,140,237	10,140,237	10,140,237
Total Other Assets	**85,571,017**	**82,189,730**	**79,254,098**
TOTAL ASSETS	**215,822,355**	**214,953,622**	**201,874,915**
LIABILITIES AND CAPITAL			
Current Liabilities			
Accounts Payable	4,224,452	3,202,065	5,298,516
Wages Payable	3,157,153	2,790,547	3,194,297
Taxes Accrued	167,153	125,935	69,346
Deferred Revenues CVTA	63,927,568	62,917,957	56,250,739
Other Current Liabilities	5,651,092	6,801,754	3,573,791
Total Current Liabilities	**77,127,417**	**75,838,258**	**68,386,689**
Non-current Liabilities			
N/P City, OPEB and GASB 68	**66,664,837**	**66,664,837**	**66,664,837**
Reserves			
Injuries, Loss, and Damage	**2,439,450**	**2,439,450**	**1,959,300**
TOTAL LIABILITIES	**146,231,704**	**144,942,545**	**137,010,826**
Capital			
Common Stock	50,005	50,005	50,005
Paid-In Capital	135,704,050	134,998,191	129,726,016
Fund Balance - Accumulated Depreciation	(105,404,669)	(105,004,669)	(101,004,669)
Fund Balance - GASB 68	(36,089,951)	(36,089,951)	(36,089,951)
Fund Balance	75,331,216	76,057,501	72,182,688
Total Capital	**69,590,651**	**70,011,077**	**64,864,089**
TOTAL LIABILITIES AND CAPITAL	**215,822,355**	**214,953,622**	**201,874,915**

GRTC | 301 East Belt Boulevard
Richmond, VA 23224

Cash Flow Projection ($)

As of July 1, 2026

	Actual							Expected		
	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
Beginning Balance	4,953,071	1,600,696	3,291,473	5,661,932	7,556,948	2,551,223	6,108,138	2,357,413	2,135,545	7,304,090
Revenue										
Advertising & Charter Revenue	41,170	5,430	36,540	56,584	165,880	53,685	5,140	53,877	61,951	66,186
CVTA	-	7,150,038	-	7,150,038	-	1,718,329	-	7,789,527	250,000	
Federal	1,248,562	-	-	870,340	-	1,028,645	427,477	78,500	10,660,915	1,760,915
Operating Assistance	2,299,007	1,731,077	2,553,544	1,825,915	1,911,524	2,072,758	1,820,966	1,939,292	2,078,816	2,078,816
Capital	489,688	447,355	212,612	188,279	272,068	902,928	218,698	673,889	4,750,735	4,583,582
Route extensions	919,018	648,312	480,305	633,791	335,052	1,665,844	141,256	304,767	400,000	400,000
Local - Chesterfield	615,010	222,231	145,593	-	67,318	610,997	211,163	167,110	218,941	150,000
LOCAL - COR	-	-	4,775,690	-	-	-	-		4,890,784	
LOCAL - HNCO	-	-	1,122,385	-	-	1,122,385	-		1,149,435	
LOCAL - Peterburg	33,333	16,667	16,667	-	33,333	16,666	16,667	16,667	16,667	16,667
Ridefinders	30,101	76,101	30,371	30,279	30,279	30,442	30,576	30,000	30,000	30,000
LGIP/ Capital transfers	-	-	-	-	-	1,500,000	2,500,000		(4,000,000)	
Other Income	27,376	43,304	23,196	78,658	48,434	26,265	46,764	30,000	30,000	30,000
Cash In	**5,703,266**	**10,340,515**	**9,396,902**	**10,833,885**	**4,022,172**	**10,748,943**	**5,418,708**	**11,083,628**	**20,538,244**	**9,116,166**
Expenses										
Wages & Benefits	6,029,732	5,389,624	4,374,218	5,058,660	5,399,327	4,726,938	4,963,155	6,500,000	5,250,000	5,250,000
SGR / Maintenance	649,344	772,118	462,561	532,398	641,313	521,432	638,103	594,654	565,077	582,163
Fuel & Lubricants	179,349	301,508	240,320	213,335	287,332	172,367	47,985	210,475	195,302	187,799
Materials & Supplies	3,593	8,479	8,463	5,496	7,019	1,383	58,531	14,895	15,964	17,215
Casualty & Insurance	232,523	525,216	178,383	504,718	574,308	275,357	74,562	355,424	327,125	351,916
Services	157,893	207,734	135,612	107,776	81,487	96,305	47,952	112,811	96,991	90,554
Purchased Services	970,395	926,277	908,715	927,216	964,980	1,035,650	984,907	1,035,000	1,035,000	1,035,000
Utilities	116,334	67,983	8,662	64,342	82,242	46,223	120,438	64,982	64,482	73,785
Travel & Training	6,865	2,025	2,936	17,699	14,447	2,453	1,223	6,797	7,592	8,369
Miscellaneous	287	3,016	1,551	8,312	1,417	3,444	50,568	11,385	12,780	14,651
Capital	709,326	445,756	705,021	1,498,917	974,026	310,474	2,185,505	2,399,074	7,799,385	6,646,125
Cash Out	**9,055,641**	**8,649,737**	**7,026,443**	**8,938,870**	**9,027,897**	**7,192,027**	**9,172,930**	**11,305,497**	**15,369,698**	**14,257,576**
Cash Position	**1,600,696**	**3,291,473**	**5,661,932**	**7,556,948**	**2,551,223**	**6,108,138**	**2,357,413**	**2,135,545**	**7,304,090**	**2,162,680**

CVTA Special Fund Quarterly Report

For the Quarter Ended June 30, 2026 (Data through June 30, 2026)

Beginning Balance @ March 31, 2026	**$64,145,948**
Receipts:	
April 30, 2026, GRTC 15% Funds Distribution - Month of March 2026	$2,641,245
May 28, 2026, GRTC 15% Funds Distribution - Month of April 2026	$3,247,427
June 30, 2026, GRTC 15% Funds Distribution – Month of May 2026	$3,156,848
April 1, 2026, Interest Income WF Treasury Sweep March 2026	$109,181
April 30, 2026, Interest Income LGIP EM- April 2026	$82,896
May 1, 2026, Interest Income WF Treasury Sweep April 2026	$89,742
May 29, 2026, Interest Income LGIP EM- May 2026	$85,022
May 29, 2026, May 2026 LGIP EM Share unrealized gain/(loss)	$(25,574)
June 1, 2026, Interest Income WF Treasury Sweep May 2026	$100,806
June 30, 2026, Interest Income LGIP EM- June 2026	$83,421
June 30, 2026, June 2026 LGIP EM Share unrealized gain/(loss)	$(25,659)
Total Receipts:	**$9,545,356**

Costs incurred in preparing GRTC Micromobility	
Michael Baker International Invoice 1280324	$(15,329)
GRTC Operating and Capital Expense	
GRTC Operating Expense Qtr. 4 FY2026 Draw	$(7,150,038)
GRTC Capital Expense Qtr. 4 FY2026 Local Share Draw	$(425,750)
Total:	**$(7,575,788)**

Ending Balance @ June 30, 2026	**$66,100,188**

Fund Balance Composition @ June 30, 2026	
Unrestricted Funds	
Restricted Funds: GRTC FY2022 Regional Public Transportation Plan preparation	$154,514
Restricted Funds: GRTC FY2023 Regional Public Transportation Plan preparation	$200,000
Restricted Funds: GRTC FY2024 Regional Public Transportation Plan preparation	$125,000
Restricted Funds: GRTC FY2024 On Demand Micromobility Study	$105,155
Restricted Funds: GRTC FY2026 Regional Public Transportation Plan preparation	$125,000
Restricted Funds: GRTC FY2026 On Demand Micromobility Study	$125,000
Restricted Funds: GRTC FY2027/2028 GRTC Operating and Capital Expenses	$65,265,519
Total:	**$66,100,188**

CVTA Funds	
Balance @ June 30, 2026, in Wells Fargo	$100,000
Balance @ June 30, 2026, in Wells Fargo Treasury Sweep	$40,155,292
Balance @ June 30, 2026, in LGIP EM	$25,844,896
Total:	**$66,100,188**

Wells Fargo Balance on June 30, 2026	**$40,255,292**
Restricted Funds: GRTC FY2022 Regional Public Transportation Plan preparation	$154,514
Restricted Funds: GRTC FY2023 Regional Public Transportation Plan preparation	$200,000
Restricted Funds: GRTC FY2024 Regional Public Transportation Plan preparation	$125,000
Restricted Funds: GRTC FY2024 On Demand Micromobility Study	$105,155
Restricted Funds: GRTC FY2026 Regional Public Transportation Plan preparation	$125,000
Restricted Funds: GRTC FY2026 On Demand Micromobility Study	$125,000
Surplus - Available for Investment - Treasury Sweep or LGIP	$39,420,623