



# Rural Community Transportation, Inc.

1677 Industrial Parkway • Lyndonville, Vermont 05851

Phone: (802)748-8170 • Fax: (802)748-5275 • <http://riderct.org>

*"COMMUNITY IS OUR MIDDLE NAME"*

RCT Board of Directors Regular Meeting  
Wednesday, September 13, 2023, at 9:00 a.m.  
Video and Teleconference

Present: Doug Morton, Tasha Wallis, Justin (Tin) Barton-Caplin, Kitty Toll, Jonathan Davis  
Clerk: Jessy Pelow  
Guests: Caleb Grant, Mike Moore, Melissa Seymour, Ross Macdonald, Nicole Gratton

Meeting called to order at 9:03 a.m. by Justin Barton-Caplin.

1. Introductions, Opportunity for Public Comment, and Modifications to the Agenda. Introductions were made. No members of the public for comments. No modifications to the agenda requested.

Tasha Wallis made a motion to approve the minutes of the July 10, 2023, meeting. Jonathan Davis seconded the motion. All approved.

2. Committee Reports and Updates:

VTrans Update: Ross Macdonald congratulated Caleb Grant on his one-year anniversary at RCT. He acknowledged the outstanding performance by Caleb and staff during the most recent flooding activities and services. Ross noted he attended the Tri-State conference on September 6<sup>th</sup> & 7<sup>th</sup> and 160 people were in attendance. Ross touched base about the progress going forward with electric vehicles. He shared that there have been vehicle sensor issues as well as poor performance with the electric bus chargers. He is pleased with RCT's interest and effort towards electrifying their vehicle fleet.

Ross said that the Public Transit Advisory Council (PTAC) meets quarterly to address the transit service, plans, issues, budget, and policies. The meeting is on September 14, 2023, from 1:00-2:45PM. He will share the meeting details with anyone interested in attending.

Financial Update: Mike Moore shared the current financial dashboard and budget numbers. He shared that RCT is in a new financial year no longer under the CARES act that reimbursed operations, preventive maintenance, and Admin 100%. This

year, operations are reimbursed at 50%, Admin at 80%, and preventive maintenance at 80%. Mike met with Ross and discussed the best method for quick reimbursement for vehicle purchases.

Mike shared that losses fluctuate based on reimbursement rates and other factors like Medicaid losses. Medicaid is not a direct reimbursement.

Mike shared that RCT is investing in smaller vehicles for the fleet that are available more often for transportation. Those smaller vehicles will operate at a lower cost. He said moving forward, a bigger percentage of income will come from vehicle purchases because they are reimbursed by the state at 80%.

Executive Director Update: See attached Executive Director report.

Caleb Grant shared there are 18 vehicles slated to arrive before the end of the year. Two of the vehicles are E-transits that are arriving in the next couple of weeks. They hold 4 passengers and 2 wheelchair spots.

Electric chargers are installed at the RCT Lyndonville building.

Caleb Grant said recently there was an electrical incident at the Lyndonville office that took out the firewall. Silloway Networks is a subcontractor who monitors RCT's system and is taking care of the issue. The expense to fix the firewall will not reach capitalization threshold.

Cynthia Stuart was awarded the RFP for strategic planning. Caleb noted that Cynthia is local and involved greatly in the community.

Caleb Grant shared that recently a group of RCT's Volunteer Drivers have been out with medical issues. In one instance, RCT's drivers noticed that a volunteer driver's vehicle was sitting at a local hospital for days. The drivers connected with the ill volunteer driver and moved their vehicle to a safe location. Caleb expressed that this is what RCT is all about. Helping in all manners.

Marketing Committee: No update from the committee. Caleb Grant shared that RCT's vehicles have been and will continue to be integrated more often in local community parades and community outings.

Personnel Committee: No update.

Nominating Committee: Judy Nommik was unavailable to speak for the committee. Caleb Grant said that he has had conversations with local people who are interested in joining the RCT board. He will get a list of interested names to Judy.

Finance Committee: No update from the committee.

3. Leadership Team Update: Melissa Seymour- Melissa shared that there will be a Medicaid service audit re-assessment in November.



Melissa Seymour said that even though the call center struggles to have full staff she is impressed daily by her dispatch and scheduling team. Currently there are 4 schedulers and 5 dispatchers. She is hopeful to build staff and get where the call center needs to be. Melissa shared that in July, there were 4,300 total calls and 5,300 dispatching trips.

Caleb Grant and the board thanked Melissa Seymour for her dedication and expressed that she is a great asset.

4. \*RCT TITLE VI Program: See attached RCT TITLE VI Program. Caleb asked the board for their approval and motion. Kitty Toll made a motion to approve the updated Title VI Program and authorize Executive Director, Caleb Grant, to sign as agent. Tasha Wallis seconded the motion. All approved.
5. Nomination of Nicole Gratton- Tasha Wallis made a motion to nominate Nicole Gratton to serve as an RCT board member. Kitty Toll seconded the motion. All approved.
6. Nomination of Board President to finish Emily Lev's term May 2024: Justin Barton-Caplin is interested in serving as the board president. It was questioned if Justin can serve as the board Secretary and President at the same time. Justin commented that there is no issue, and he can serve as both at the same time.  
Kitty Toll made a motion to nominate Justin Barton-Caplin to finish Emilys term as the RCT board of Directors president. Jonathan Davis seconded the motion. All approved.  
Justin shared that with his new role as board president, he will touch base with all board members to discuss whatever they might want to share.
7. Board Management Software: Caleb Grant has researched companies that offer board management software. He likes the idea of streamlining and professionalizing the board documents and procedures. He noted the software would be user friendly. The board agreed that they are open to board management software but would like an information session before their next October meeting.
8. Procurement Policy Confirmation- Ross Macdonald said in reviewing the procurement policy change regarding small purchase threshold, that cannot change and is \$100,000 according to bulletin 3.5 that contains the contracting rules for Vermont agencies. Follow the attached link to see the bulletin <https://aoa.vermont.gov/sites/aoa/files/Bulletins/3point5/3.5Rewrite121619FINAL.pdf> . In accordance with that, the board cannot ratify the procurement policy as presented.
9. Appropriations: Jessy Pelow shared FY23 demand response ridership data spreadsheet and shuttle ridership data. She shared the appropriations process and

how if an appropriation increase is requested it requires a petition of 5% registered voters. Barton, Brownington, Canaan, East Haven, Irasburg, Norton and Sheffield are required to petition yearly no matter the request amount. The board agreed that the spreadsheets show a lot of great data, and they did not specify Towns to increase. Caleb Grant will connect with Jessy Pelow to gather a strategy moving forward and will inform the board.

10. By-law Updates: Justin Barton-Caplin will send the recommended by-law updates for board review and vote to follow.
11. RCT Media Kit: See attached media kit. Caleb Grant said the media kit is consistent with other transportation providers. Formal booklets will be printed with the material. The board would like Caleb to put together a formal process for identifying prospects.
12. Executive Director Review Update: Climate survey was conducted. A survey is going out to senior leadership team. Recommendation to the board before the October meeting.
13. Determination of Need for Executive Session per 1 VSA 313(a)(1) \* No need for executive session.
14. Other: No other business.

Adjourn. Justin Barton-Caplin made a motion that the meeting be adjourned; Jonathan Davis seconded the motion. All approved, the meeting adjourned at 10:45 a.m.

Next Meeting: October 9, 2023.

\*Action item and/or Board Vote



---

Justin Barton-Caplin, Secretary

October 9, 2023

---

Date





# Rural Community Transportation, Inc.

September 2023

## Mission Moment

There can be moments when I feel like we are yelling what we do but it is being lost in the ethos. I was recently promoting the new microtransit service to the State Parks staff at Elmore State Park. I asked the collection of young professionals if they had ever heard of RCT. The park ranger quickly responded “yes, you’re the ones who provided all the transportation after the flood”. Another junior ranger then chimed in that we had buses all over the area and that we had helped her grandma get to dialysis. Both current and timeless efforts, but equally positive and impactful. The staff at the park was enthusiastic about their inclusion in the microtransit area and look forward to its continued success.

## Operations

July Ridership	Riders	Mileage
Jay Lyn	1364	6,559
Highlander	808	3,072
US2 Commuter	433	5,210
RT 100 Commuter	219	3,124
Morrisville Shopper	146	1197
Crown Connection	153	2,693
Microtransit	341	1307
<b>Totals</b>		<b>23,162</b>
<b>Demand Response Trips by RCT Professional Drivers</b>		
Trips	1607	
Miles	30,746	

Demand Response Trips by Collunteer Drivers		
Trips Provided	5668	
No Shows	242	

Rides by Program
------------------

- July RCT Anniversaries
  - September 12, Caleb Grant, **1 YEAR**
  - September 16, Bob Magoon, **4 YEARS**
  - September 27, Melissa Seymour, **2 YEARS**
  - September 29, Mike Lovely, **9 YEARS**
  - September 30, Mike Lapierre, **4 YEARS**

## Initiatives

- Microtransit
  - 136 active users
  - 326 trips were provided in the month of July
  - 1369 miles traveled
  - The community is enjoying the Microtransit program and the flexibility with scheduling transportation.
  - Microtransit has a new driver(Wilma) that started on Monday August 28th.
- Pending Grant Applications
  - Catamount Arts joint Grant
    - Identified as a finalist and invited to submit final application
  - Green Mountain Power charging infrastructure grant
- Remaining VTRANS capital projects
  - ***\*\*A procurement consultant has been retained to complete the procurement process for all the items below.***
  - Planning
    - Rank order retainer consulting contract
      - Transit development plan
      - Johnson study
    - Architectural and environmental design for bus barn
    - Strategic Planning
      - RFP's scoring sheets have been submitted and the award should go out this week.
    - Rebrand Planning
      - Transitioning to marketing rank order
  - HVAC
  - Pole Barn **\*COMPLETE**
  - Generator
  - Solar Panels
  - Bike racks
  - New on-board camera systems
  - Morrisville office improvements
  - Lyndonville office improvements
  - Yestermorrow bus shelter
  - Rebrand capital items

Medicaid	5249	
Rides to Recovery	153	

- **18** New Vehicles Deliveries Expected!
  - September
    - **2** E-transits(4 passenger/ 2 wheelchair spots)
  - October
    - **3** vans(12 passenger/2 wheelchair spots)
  - November
    - **2** vans(18 passenger/ 2 wheelchair spots)
  - December
    - **3** vans(14 passenger/ 3 wheelchair spots)
    - **3** gas Transits(8 passenger/ 2 wheelchair spots)
  - TDB
    - **5** SUV's

### Call Center

- The call center is working on getting everyone prepared for Medicaid to come back in November for further evaluations.
  - There are quite a few rules and guidelines to obtain to provide someone with Medicaid transportation, and it constantly changes.
- Calls were down compared to last July, but trips counts were up.
- 4324 Total Calls
  - 3,782 were Medicaid calls.
- 5319 dispatched trips Medicaid trips
- There were 254 more trips in July 2023 than in July 2022.

### Finance

- RCT recorded a loss of \$113,721 for the month of July
- Wages were up \$25,000 from the month of July 2022

### Human Resources

- Please welcome our newest RCT members:
  - Chris Newman, who started on August 29th and will drive for RCT out of Lyndonville.
  - Wilma Shatney, who started with RCT on August 9th and will be a driver for the Morrisville office.
  - Christina Corcoran started in the Lyndonville Call center on August 15th.
- Open Positions
  - part-time vehicle cleaner in Lyndonville
  - full time call center representative for either the Lyndonville or Morrisville
  - drivers for all three of our offices
- Thank you to the following individuals as they pursue other opportunities. We appreciate their contributions to our mission and wish them best of luck in their next adventure.
  - Alodie Gakwaya
  - Norm Carreau
  - Lloyd Alcon





**Rural Community Transportation, Inc.**

1677 Industrial Parkway, Lyndonville, VT 05851

Tel: (802) 748-8170 Fax: (802) 748-5275

[www.rideRCT.org](http://www.rideRCT.org)

---

**Title VI Program**

**July 2023**

# Table of Contents

---

I. Statement of Policy.....	2
II. Notice to the Public.....	3
III. Complaint Procedures .....	4
IV. Record of Title VI Investigations, Complaints, Or Lawsuits .....	7
V. Inclusive Public Participation .....	7
Measures to Ensure Minority, Low-Income and LEP Participation .....	9
VI. Access to Services by Persons with LEP .....	11
A. Introduction.....	11
B. Elements of an Effective LEP Policy .....	<b>Error! Bookmark not defined.</b>
C. Four Factor Analysis.....	11
Factor 1 – Prevalence of LEP Persons.....	12
Factor 2 – Frequency of Contact with LEP Persons.....	15
Factor 3 – Importance to LEP Persons of Program, Activities and Services.....	15
Factor 4 – Resources Available and Cost.....	15
D. Monitoring.....	15
VII. Board Membership.....	17
VIII. Monitoring of Subrecipients .....	17
IX. Transit Facility .....	17
X. Service Standards and Policies.....	18

## **I. Statement of Policy**

Rural Community Transportation, Inc. (RCT), as a subrecipient of federal grant money through the Vermont Agency of Transportation, is required by the FTA to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.

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

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

Any person(s) who feels that they have been discriminated against is encouraged to report such violations in writing to the RCT office as described in section III.

---

Caleb Grant, Executive Director



## II. Notice to the Public

**Title VI of the Civil Rights Act** – RCT operates its program and services without regard to race, color and national origin as stipulated in the Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against based on your race, color or national origin, you may file a complaint with the RCT Title VI Coordinator at (802) 748-8170. You also have the right to file a complaint with the Vermont Agency of Transportation's Title VI Coordinator at (802) 595-6959. If you would like more information about your Title VI rights, please visit <https://vtrans.vermont.gov/civil-rights> or call (802) 595-6959.

RCT posts its notice regarding civil rights on its website ([www.riderct.org](http://www.riderct.org)), at the public entrance to the agency's administrative office, on the back cover of its Bus Schedules and Service Guide, and on all of its vehicles.

### III. Complaint Procedures

#### **Receiving and Documenting Complaints:**

*Complaints via Phone Call:* When a member of the public calls RCT and states that s/he wishes to file a Title VI complaint, the front desk will transfer the call to RCT's Title VI officer who will document the complaint using the Title VI Complaint Form (attached). Should the Title VI officer be unavailable to take the call, the front desk shall record the individual's contact information and state that the Title VI officer will call the person back. The Title VI officer shall call the individual back within five business days of the original phone call. If the Title VI officer will be out of the office longer than five business days, an interim Title VI officer shall be selected and s/he shall receive the Title VI complaints calls until the regular Title VI office returns.

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

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

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

#### **Enter the Complaint into the RCT Title VI Complaint and Lawsuit Log:**

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

- Date the complaint was filed
- A summary of the allegations
- The status of the investigation
- Actions taken by the recipient in response



### **Internal Investigation of Title VI Complaints:**

After a Title VI complaint is received and fully documented using the Title VI Complaint Form, the Title VI officer will initiate an internal investigation of the complaint. Such an investigation might include, but is not limited to, speaking with administrative staff and/or Operations Department staff (including bus drivers), reviewing company policies and procedures, and evaluating service characteristics and schedules. If requested by the complainant or warranted based on the investigation, the Title VI officer will contact the complainant at the conclusion of the investigation to report on any findings or potential changes as a result of the complaint. The internal investigation and resolution of the incident must be complete within 60 days of the initial complaint.

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

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

Vermont Agency of Transportation  
Office of Civil Rights & Labor Compliance  
219 North Main Street  
Barre, VT 05641  
Phone: (802) 595-6959

If the complainant is dissatisfied with the determination and/or resolution set forth by VTrans, the same complaint may be submitted to FTA for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, Transportation Center, Kendall Square, 55 Broadway, Suite 920, Cambridge, MA 02142-1093.

### **Update the RCT Title VI Complaint and Lawsuit Log:**

After conducting the internal investigation, the Title VI officer must update the status of the complaint in the RCT Title VI Complaint and Lawsuit Log. The following information must be included in the log:

- Date the complaint was filed
- A summary of the allegations
- The status of the investigation
- Actions taken by the recipient in response



**RCT TITLE VI COMPLAINT FORM**

Date Complaint Received: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Phone Number of Complainant: \_\_\_\_\_

Address of Complainant (if given): \_\_\_\_\_

Email Address of Complainant (if given): \_\_\_\_\_

Date of Alleged Incident \_\_\_\_\_

Location of Alleged Incident \_\_\_\_\_

Name(s) of RCT Staff Involved \_\_\_\_\_

Summary of the Allegations/Nature of the Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Update of Complaint Status:

<b><u>Date</u></b>	<b><u>Status of the Complaint</u></b>	<b><u>Actions Taken, if any</u></b>

## **IV. Record of Title VI Investigations, Complaints, Or Lawsuits**

RCT has no active lawsuits at this time, and has received no Title VI complaints or lawsuits in the past three years.

## **V. Inclusive Public Participation**

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

Table 1 shows that the RCT service area is overwhelmingly white and native born, with only 6.1% of the population being either Hispanic or non-white, and only 3.0% of the population not born in the United States. People in poverty are much more common, with 11.1% of the service area population in households with incomes below the federal poverty threshold.

The percentages highlighted in red in the table represent “concentrations” of minorities, foreign-born individuals, or individuals in poverty, defined as a percentage higher than that of the service area as a whole. Only two tracts have concentrations in all three categories: Barton and Morristown. Tracts in Morristown and Cambridge have the highest numbers of non-white individuals, although the highest percentage is found in the tract covering Greensboro and Glover. Across the whole service area, there are about 1,600 Hispanic individuals and another 2,400 non-Hispanic individuals of two or more races. The next largest group, at 608, is African Americans.

The greatest concentrations of foreign-born individuals are located in the northern tier, including Derby, Newport and northern Essex County, likely reflecting people born in Quebec. Northern Orleans County generally has concentrations of foreign-born individuals.

The highest numbers of people in poverty occur in tracts in St. Johnsbury and Morristown. All of the three tracts in Essex County have concentrations of people in poverty as do the four tracts covering Lyndon and St. Johnsbury, but the highest concentrations are in western Newport and eastern St. Johnsbury.

As RCT carries out public involvement activities, the figures in Table 1 will inform staff about where additional outreach is needed to encourage minorities and low-income individuals to participate in the process.

**Table 1: Demographic Characteristics of Four-County RCT Service Area**

County	Tract	Town	Total Population	Non-White or Hispanic Population	Percent	Foreign Born	Perce
Essex	9501	Northern Essex Cty	1,604	37	2.3%	78	
Essex	9502	Brighton	1,119	69	6.2%	9	
Essex	9505	Southern Essex Cty	3,249	236	7.3%	49	
Orleans	9511	Charleston, Morgan, Holland	2,374	72	3.0%	54	
Orleans	9512	Derby East	2,821	113	4.0%	192	
Orleans	9513	Derby West	1,738	45	2.6%	100	
Orleans	9514	Newport East	2,253	142	6.3%	47	
Orleans	9515	Newport West	2,193	49	2.2%	80	
Orleans	9516	Jay, Westfield, Troy, Newport Town	4,548	210	4.6%	138	
Orleans	9517	Lowell, Irasburg, Albany, Craftsbury	4,198	288	6.9%	175	
Orleans	9518	Barton	2,841	255	9.0%	127	
Orleans	9519	Westmore, Brownington, Coventry	2,482	188	7.6%	54	
Orleans	9520	Greensboro, Glover	1,869	192	10.3%	53	
Lamoille	9530	Eden, Belvidere, Waterville	2,143	95	4.4%	13	
Lamoille	9531	Cambridge	3,821	342	9.0%	101	
Lamoille	9532	Johnson	3,552	255	7.2%	33	
Lamoille	9533	Hyde Park	3,009	97	3.2%	82	
Lamoille	9534	Wolcott, Elmore	2,784	48	1.7%	41	
Lamoille	9535	Morristown	5,455	523	9.6%	223	
Lamoille	9536	Stowe	5,156	275	5.3%	276	
Caledonia	9570	Walden, Stannard, Wheelock, Sheffield, Sutton, Newark	4,250	283	6.7%	78	
Caledonia	9571	Burke, Kirby	2,190	68	3.1%	46	
Caledonia	9572	Lyndon East	2,333	144	6.2%	39	
Caledonia	9573	Lyndon West	3,250	153	4.7%	154	
Caledonia	9574	St. Johnsbury West	3,668	296	8.1%	103	
Caledonia	9575	St. Johnsbury East	3,735	254	6.8%	102	
Caledonia	9576	Danville	2,172	106	4.9%	48	
Caledonia	9577	Hardwick	2,938	194	6.6%	40	
Caledonia	9578	Ryegate, Groton, Peacham	3,009	166	5.5%	63	
Caledonia	9579	Barnet, Waterford	2,857	233	8.2%	48	
			89,611	5428	6.1%	2,646	

Source: American Community Survey 2017-2021 Reports B03002, B05002, S1701



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

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

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

RCT and the Northeastern Vermont Development Association maintain contact with organizations that represent the interests of low-income, immigrant, and minority groups and notify them of upcoming public outreach activities.

Meeting times and locations are designed to maximize accessibility for low-income and minority groups. A mix of daytime and early evening meetings are scheduled to allow working and non-working individuals to attend. In terms of meeting locations, St. Johnsbury and the Newport/Derby area, both of which are the focus of Title VI-protected groups, will always host public meetings/hearings in a series, but RCT will make efforts to hold additional meetings in Essex County and the Morrisville area, to make the meetings more accessible to the low-income residents of those areas.

Notices for public meetings include a statement in Spanish and French that translation services languages are available upon request and a telephone number for more information about the meeting. "I Speak" cards will be made available at all public meetings.

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

Table 2 below lists public meetings and other outreach efforts that have taken place since the last Title VI Program was submitted in July 2020.

**Table 2: Public Outreach Activities**

Date	Activity	Location	Attendees/ Responses
1/18/23	Informational public meeting about Microtransit in Morrisville	Online (Zoom)	2
3/1/23	Community forum about Microtransit in Morrisville	River Arts – Morrisville	18
3/9/23	Community forum about Microtransit in Morrisville	Green Mtn. Technology & Career Center plus Zoom	20
4/12/23	Public meeting about grant funding for capital and non-capital projects, programs and services	Online (Zoom)	2
6/16/23	Public hearing about route changes to the Morrisville shopper and Jay Lyn and route cancellations of the 14/15. Twin City and Morrisville Loops	Online (Zoom)	4
6/23/23	Public hearing about route changes to the Morrisville shopper and Jay Lyn and route cancellations of the 14/15. Twin City and Morrisville Loops	Tegu Building – Morristown	5



## **VI. Access to Services by Persons with LEP**

### ***Introduction***

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

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

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

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

To meet Title VI and LEP requirements of the FTA, RCT will evaluate, on a continuing basis, activities that would be appropriate for compliance with LEP requirements.

### ***Four Factor Analysis***

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

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



## Factor 1 – Prevalence of LEP Persons

According to the 2017-2021 American Community Survey, RCT's four-county service area has a total of 481 people who speak English "less than very well," representing 0.6% of the population. The analysis below will look at these numbers in more detail, but the LEP Guidance from DOT recommends that "[r]ecipients should first examine their prior experiences with LEP individuals and determine the breadth and scope of language services that are needed."

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

- Providing basic information on how to use public transit services in the area
- Making reservations on demand-response services such as Elders and Persons with Disabilities transportation, non-emergency medical transportation, and general public dial-a-ride
- Handling passenger complaints
- Gathering data such as on-board customer surveys.

The tables presented below illustrate where LEP individuals reside within the RCT service area. Table 3 shows the number of individuals by tract and language who speak English "less than very well."

In 12 of the 30 Census tracts, there are fewer than ten people who are "linguistically isolated" (i.e. speaking English "less than very well"). In another 8 tracts, there are between 10 and 20 linguistically isolated individuals. The LEP guidance from DOT indicates lower requirements for recipients that serve "very few" LEP individuals, though this threshold is not defined. It is certainly reasonable to assume, however, that towns that have 20 or fewer LEP individuals will not generate a significant amount of needs for translation services. In the data set, there were only 10 tracts with more than 20 LEP individuals and only two more than 50. It is clear from the data, as well as from the experience of RCT staff, that LEP is not a widespread issue in its service area, other than French speakers in some of the northernmost towns along the Canadian border.

The percentages highlighted in red in Table 4 indicate tracts with a concentration of linguistically isolated (LI) individuals; that is, where the percentage of these individuals is higher than the service-area average. There are 13 tracts with concentrations, but only 4 of these have more than 30 LI individuals: northern Essex County, western Newport, Barton and Barnet/Waterford.

The next step in the analysis was to consider specific language groups and where there are concentrations of individuals who do not speak English very well. Because of the proximity of the border with Quebec, French speakers make up nearly half (47%) of all of those who speak English less than very well. Most of these individuals are in northern border towns in Orleans County plus Barton and Hyde Park.

It can be seen in the data that no language group comes close to 1,000 individuals even for the four-county service area as a whole. On Table 4, there is one tract where linguistic isolates exceed 2.5% of the population: Barton. These individuals are a mix of Spanish, French and “other” language speakers. According to the safe harbor provision in the federal guidance for LEP, oral translation services provided by RCT, the French schedule guide, as well as access to written translations when requested, are sufficient to meet the requirements for accommodations for LEP individuals.

**Table 3: Number of Individuals Who Speak English Less than Very Well by Language and Census Tract**

Tract	Towns	Total Population 5+	Spanish	French	Russian/Slavic	Other Indo-European	Korean	Chinese	Other Asian and Pacific Island	Other	Total Linguistic Isolates
9501	Northern Essex Cty	1,570	0	32	0	0	0	0	0	0	32
9502	Brighton	1,084	0	4	0	0	0	0	0	0	4
9505	Southern Essex Cty	3,076	7	9	0	0	0	7	0	0	23
9511	Charleston, Morgan, Holland	2,214	0	0	0	0	0	0	0	0	0
9512	Derby East	2,657	0	21	0	0	0	0	0	0	21
9513	Derby West	1,608	0	20	0	0	0	0	0	0	20
9514	Newport East	2,200	0	13	0	0	0	0	0	0	13
9515	Newport West	2,151	0	37	0	0	0	0	0	0	37
9516	Jay, Westfield, Troy, Newport Town	4,313	0	17	0	0	0	0	0	0	17
9517	Lowell, Irasburg, Albany, Craftsbury	4,010	0	4	0	0	0	0	0	0	4
9518	Barton	2,727	24	17	0	0	0	0	0	29	70
9519	Westmore, Brownington, Coventry	2,353	0	5	0	0	0	0	0	0	5
9520	Greensboro, Glover	1,781	0	3	0	0	0	0	0	0	3
9530	Eden, Belvidere, Waterville	2,066	0	0	4	0	0	0	0	0	4
9531	Cambridge	3,566	0	0	0	1	0	0	0	0	1
9532	Johnson	3,337	0	0	0	0	0	0	0	5	5
9533	Hyde Park	2,884	0	20	0	2	0	0	0	0	22
9534	Wolcott, Elmore	2,626	5	4	14	0	0	0	0	0	23
9535	Morristown	5,281	9	4	0	0	0	0	0	0	13
9536	Stowe	4,948	17	0	0	0	0	0	0	0	17
9570	Walden, Stannard, Wheelock, Sheffield	4,067	7	12	3	0	0	4	0	0	26
9571	Burke, Kirby	2,065	0	2	0	0	0	0	0	0	2
9572	Lyndon East	2,214	0	0	0	0	0	0	0	0	0
9573	Lyndon West	3,059	0	0	0	13	0	0	0	0	13
9574	St. Johnsbury West	3,584	0	0	0	0	0	0	18	0	18
9575	St. Johnsbury East	3,518	0	0	0	0	0	0	0	0	0
9576	Danville	2,059	0	0	0	8	0	0	0	0	12
9577	Hardwick	2,797	0	0	0	0	0	0	0	0	0
9578	Ryegate, Groton, Peacham	2,928	16	0	0	0	7	0	1	0	24
9579	Barnet, Waterford	2,721	48	4	0	0	0	0	0	0	52
		85,464	133	228	21	24	7	11	19	34	481

Source: 2017-2021 American Community Survey Table C16001



**Table 4: Percentage of Population that Speaks English Less than Very Well by Tract**

Tract	Towns	Spanish	French	Russian/Slavic	Other Indo-European	Korean	Chinese	Other Asian and Pacific Island	Other	Total Linguistic Isolates
9501	Northern Essex Cty		2.0%							2.0%
9502	Brighton		0.4%							0.4%
9505	Southern Essex Cty	0.2%	0.3%				0.2%			0.7%
9511	Charleston, Morgan, Holland									0.0%
9512	Derby East		0.8%							0.8%
9513	Derby West		1.2%							1.2%
9514	Newport East		0.6%							0.6%
9515	Newport West		1.7%							1.7%
9516	Jay, Westfield, Troy, Newport Town		0.4%							0.4%
9517	Lowell, Irasburg, Albany, Craftsbury		0.1%							0.1%
9518	Barton	0.9%	0.6%						1.1%	2.6%
9519	Westmore, Brownington, Coventry		0.2%							0.2%
9520	Greensboro, Glover		0.2%							0.2%
9530	Eden, Belvidere, Waterville			0.2%						0.2%
9531	Cambridge				0.0%					0.0%
9532	Johnson								0.1%	0.1%
9533	Hyde Park		0.7%		0.1%					0.8%
9534	Wolcott, Elmore	0.2%	0.2%	0.5%						0.9%
9535	Morristown	0.2%	0.1%							0.2%
9536	Stowe	0.3%								0.3%
9570	Walden, Stannard, Wheelock, Sheffiel	0.2%	0.3%	0.1%			0.1%			0.6%
9571	Burke, Kirby		0.1%							0.1%
9572	Lyndon East									0.0%
9573	Lyndon West				0.4%					0.4%
9574	St. Johnsbury West							0.5%		0.5%
9575	St. Johnsbury East									0.0%
9576	Danville				0.4%					0.6%
9577	Hardwick									0.0%
9578	Ryegate, Groton, Peacham	0.5%				0.2%		0.0%		0.8%
9579	Barnet, Waterford	1.8%	0.1%							1.9%
		0.16%	0.27%	0.02%	0.03%	0.01%	0.01%	0.02%	0.04%	0.6%



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

LEP individuals, in general, depend much more on public transportation than those who are English proficient, thus the need for LEP individuals to use RCT services on a daily basis is frequent. However, many of the linguistically isolated individuals in the RCT service area are residents of rural towns near the Canadian border. These individuals, many of whom have lived in these towns for years, are not necessarily more dependent on public transportation than other residents of the Northeast Kingdom.

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

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

Denial or delay of access to RCT services to LEP individuals has never been a problem in the Northeast Kingdom. RCT's close working relationship with social service agencies and its ability to communicate with French-speaking residents allow LEP individuals to access whatever transportation services they need in a timely way.

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

Because of the very low incidence of LEP persons in Vermont overall, the cost to accommodate them has not been burdensome. VTrans provides in-person and telephone translation services to VTrans subrecipients through a contract with Propio (formerly Telanguage). Documents may also be translated through Google Translate at no cost. It's not expected that the resources available or the cost of translation services will hinder the accommodation of the needs of RCT's LEP population.

Translation of RCT's written materials and/or signs into languages other than French cannot be justified at this time, as the numbers of the potential benefactors are very small.

Fortunately, the services offered by many community-based organizations in the Northeast Kingdom have proved more than adequate in providing meaningful access to LEP persons utilizing RCT services.

## ***Monitoring***

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

DOT acknowledges that the implementation of a comprehensive system to serve LEP individuals is a process, and that a system will evolve over time as it is implemented and periodically reevaluated. Recipients are encouraged to document their efforts to provide LEP persons with meaningful access to federally assisted programs and activities.<sup>1</sup>

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

- Monitor current LEP populations in its service area,
- Ascertain whether existing procedures are meeting the needs of LEP persons,
- Continue to maintain awareness among management and staff of the regulations implementing Title VI of the Civil Rights Act of 1964, and
- Update the LEP assessment as necessary.

---

<sup>1</sup> DOT Docket OST-2001-8696: Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (Federal Register: December 14, 2005 – Volume 670, Number 239), § VIII.

## **VII. Board Membership**

The RCT board of directors consists of eleven members. Five of these members are municipal representatives appointed by towns that are part of the service area. The other members of the board are three "at-large representatives" who can represent a county, community organizations or the general public, a representative from the regional planning commission, and two alternates.

All of the members of the present board are Caucasian. Given that the non-white population of the RCT service area is only 6.1% of the total, the lack of minority representation is not unexpected. RCT will continue to seek minority representation on its board by working with community organizations.

RCT has no citizen input committees, planning boards or advisory councils.

## **VIII. Monitoring of Subrecipients**

RCT has no subrecipients.

## **IX. Transit Facility**

RCT has not constructed a facility, though it did purchase and remodel an existing facility in an industrial park in Lyndonville. This facility is far removed from residential areas, thus there was no impact on any Title VI protected groups. RCT is considering an expansion of its facility to allow for indoor garaging of vehicles. Prior to construction, RCT will consider if there are any Title VI implications, but given the industrial use of the surrounding area, there is not expected to be any impact.



## **X. Service Standards and Policies**

RCT operates two modes of bus service: local bus and commuter bus. The following presents the service standards and policies for these modes of transportation:

### **1) Vehicle Load**

RCT has a load standard of 1.0 for all of its modes of transportation, including commuter bus, local shuttle, and demand response service. RCT always provides sufficient capacity to avoid standees on any transit vehicle trips.

### **2) Vehicle Headway**

The current headway standard for RCT's local shuttle services is 2 hours (120 minutes). RCT has a longer term goal of operating its shuttles with a headway of 1 hour (60 minutes), but it currently has insufficient funding to operate at that level. RCT only has two shuttle routes, and it would seek to upgrade them at the same time. RCT recently converted one of its shuttle services to on-demand microtransit.

RCT's commuter services seek to operate two round-trips per peak period.

### **3) On-time Performance**

RCT seeks to complete all of its scheduled trips between zero and five minutes late according to the printed schedule. Its shuttle routes operate as route-deviation services, with buses permitted to deviate from the alignment up to 1/4 of a mile. Other trip requests beyond 1/4 mile are handled by demand-response service. A bus trip that includes a deviation is not considered late if it arrives at the destination terminal more than 5 minutes late. Acceptable on-time performance is defined as 90% of all non-deviated runs arriving within the zero-to-five-minutes-late window at the destination terminal.

### **4) Service Availability**

The majority of RCT's service is demand response, mostly provided by volunteer drivers. RCT's two local shuttle services and its commuter bus services operate in the only two portions of its service area that have sufficient population density to support such service. As mentioned above, these are route deviation services and have few fixed stops. Passengers may request a stop at any safe location along the route. RCT operates weekly or biweekly shopping shuttle routes to many of the towns in its service area, funded by the Elders and Persons with Disabilities Program. As a result of this service provision, all residents in the RCT service area have access to public transportation, though only those within the towns of St. Johnsbury, Lyndon, Derby and Newport have access to local shuttle service.

5) Distribution of Transit Amenities

As a very small rural system, RCT has very few transit amenities. The system as a whole has a handful of bus shelters, and these are located at the stops with the highest ridership.

RCT will continue to work with municipalities to provide passenger amenities wherever possible, and their placement will be determined to serve the greatest number of passengers.

6) Vehicle Assignment by Mode

RCT's policy of assigning vehicles to routes is based strictly on needed capacity to ensure there are no standees. RCT's fleet consists mostly of cutaway vans, with a small number of larger buses to serve the commuter and local shuttle routes. The largest vehicles are used for those runs that have the highest ridership. RCT has a continuously updated vehicle replacement plan to ensure that safe, comfortable, and reliable vehicles are available for all services.





# 2023 MEDIA KIT

**SUPPORT RCT AND PLACE YOUR MESSAGE FRONT ON THE ROAD! AND CENTER AND CENTER IN VERMONT'S NORTHEAST KINGDOM AND LAMOILLE COUNTY.**



**Show your support for rural transportation!**

**RURAL COMMUNITY TRANSPORTATION**  
 802-748-8170 • name@RideRCT.org • RideRCT.org



# RCT TAKES YOUR MESSAGE WHEREVER PEOPLE LIVE, WORK AND PLAY THROUGHOUT OUR REGION.

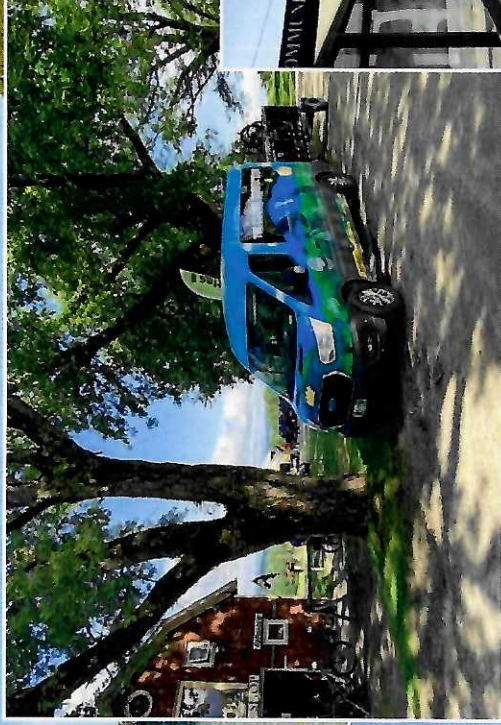
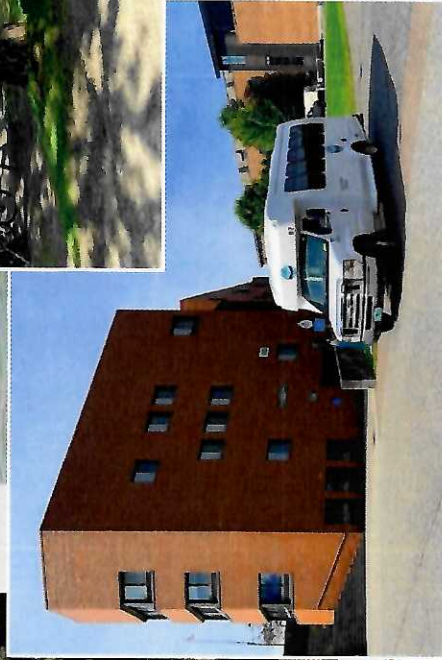
## Benefit from RCT's "Billboards on Wheels!"

- An ideal way to boost your brand's awareness.
- Messages that can't be turned off. A station that can't be changed.
- Reach every demographic in the region — men and women, young and old — regardless of income.
- Sponsorships target everyone within eyesight.
- Maximize exposure: RCT is on the move each and every day.

## RCT offers exterior sponsorships on 6 vehicle types.

Choose from side panels, full back panels or full vehicle wraps for unbeatable impact and visibility.

See pages 4-10 for complete details.

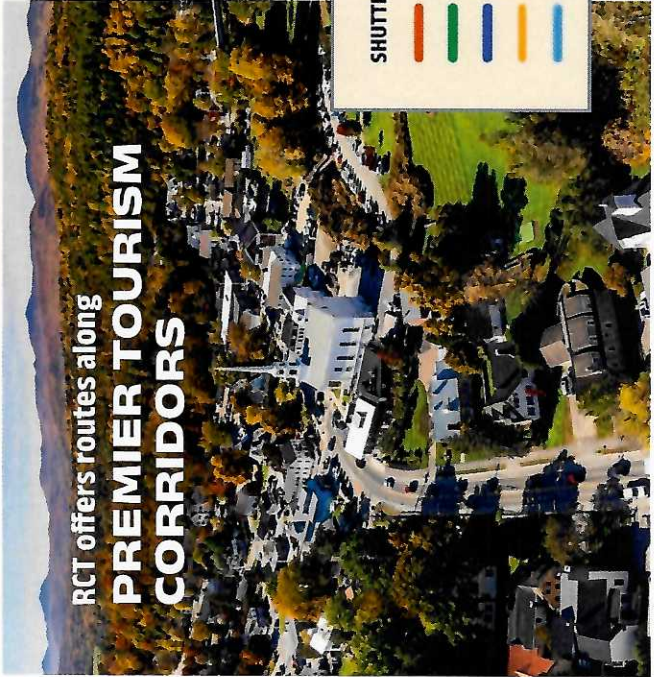






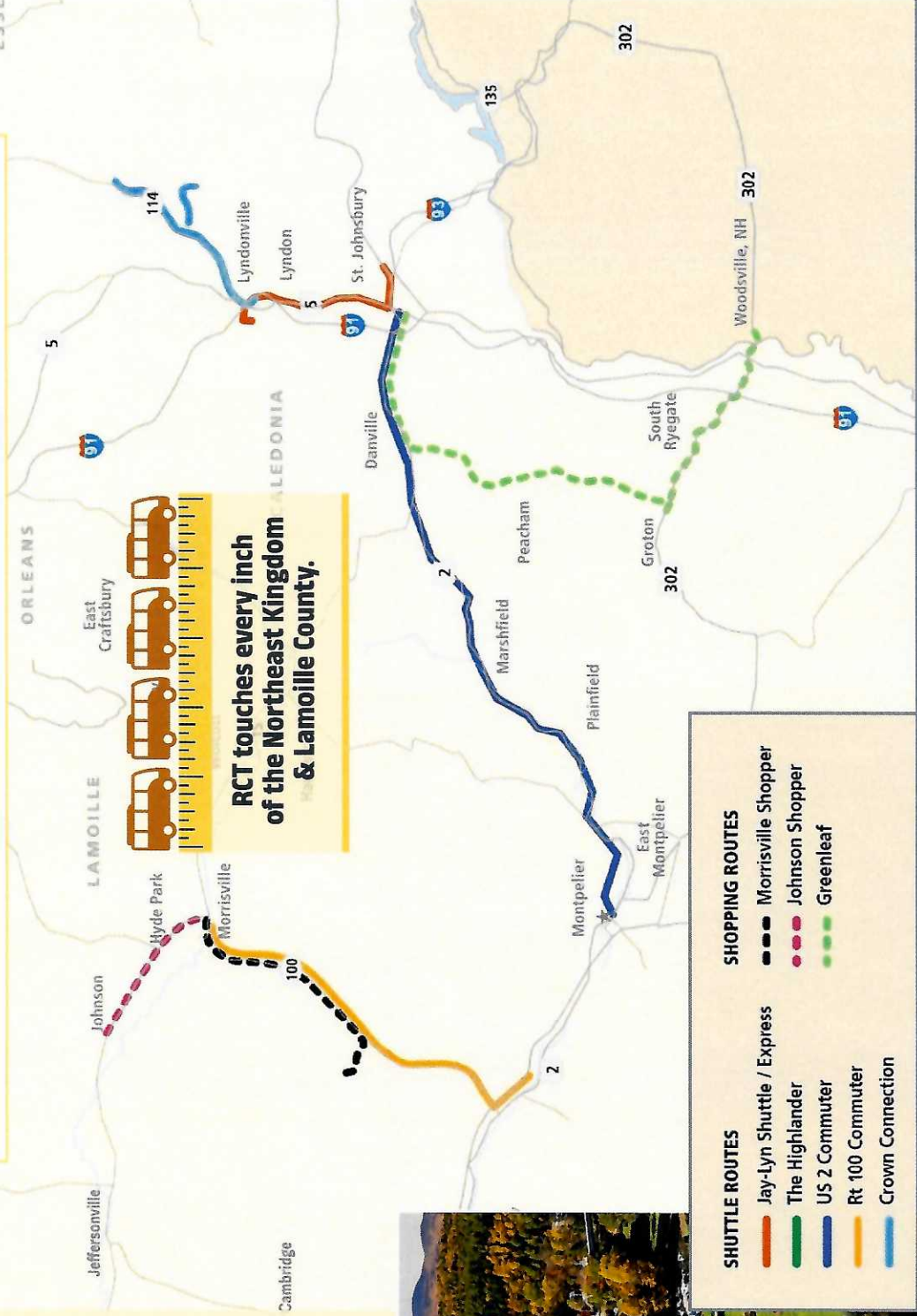
RCT serves  
**25%**  
 of the state  
 geographically &  
**13%**  
 of Vermont's  
 population

RCT provides over  
**130000**  
 rides a year throughout Vermont.



RCT offers routes along  
**PREMIER TOURISM  
 CORRIDORS**

# RCT OPERATES 9 ROUTES SERVING COMMUNITIES IN 4 VERMONT COUNTIES



RCT touches every inch  
 of the Northeast Kingdom  
 & Lamoille County.

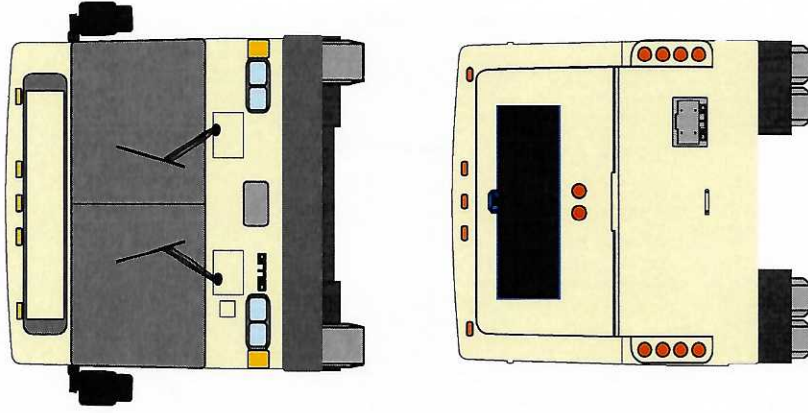
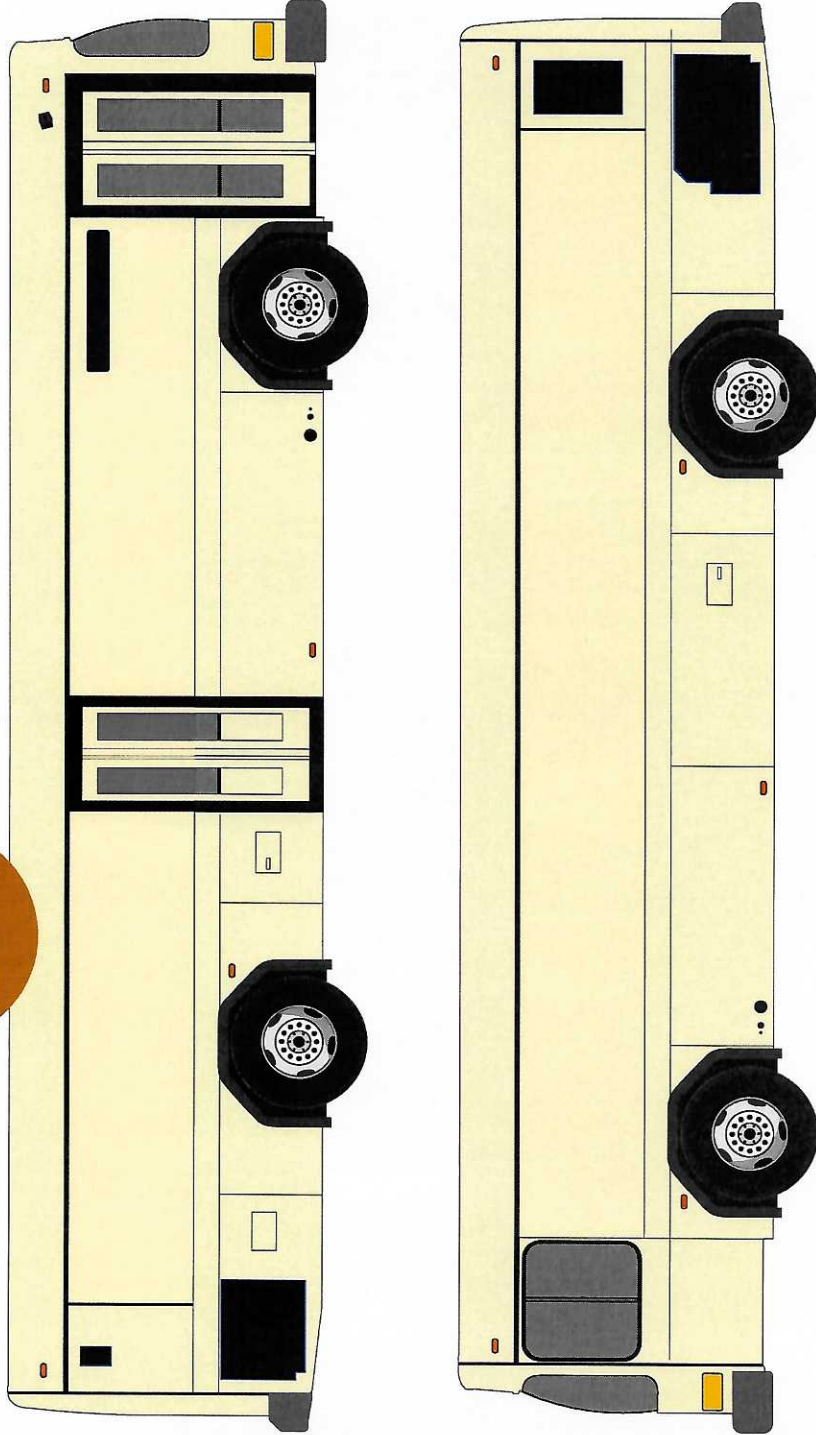
SHUTTLE ROUTES		SHOPPING ROUTES	
	Jay-Lyn Shuttle / Express		Morrisville Shopper
	The Highlander		Johnson Shopper
	US 2 Commuter		Greenleaf
	Rt 100 Commuter		
	Crown Connection		



# GILLIG 2029, 35 FEET

Full Vehicle Wraps Only  
\$20,000/YEAR

**SOLD  
OUT!**



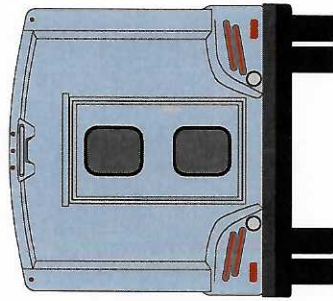
Complete pricing on page 10.

Contact: [name@RideRCT.org](mailto:name@RideRCT.org) or call 802-748-8170

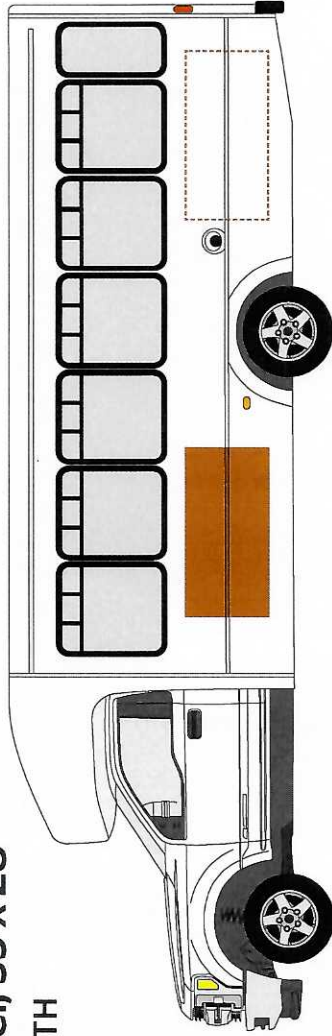


# FORD 450/550

● Full Back Panel  
\$500/MONTH

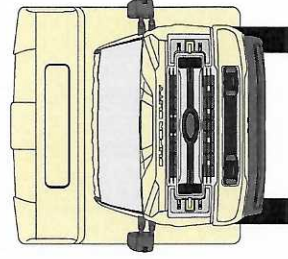
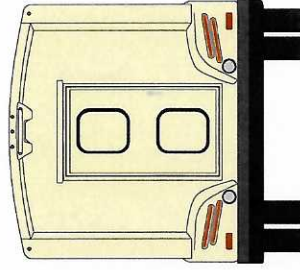
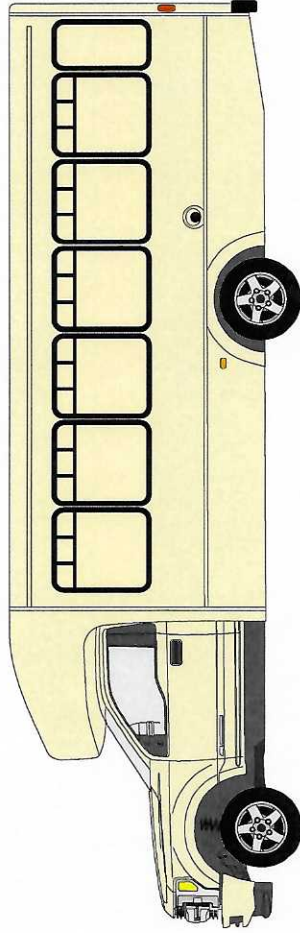


● Side Panel, 59 x 28  
\$200/MONTH



**Note:** Some models allow for two side panel messages.

● Full Vehicle Wrap | \$15,000/YEAR



Complete pricing on page 10.

Contact:

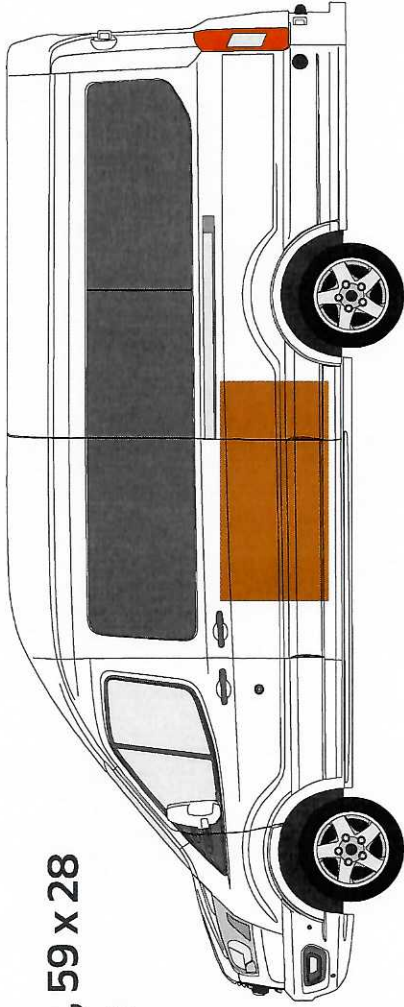
[name@RideRCT.org](mailto:name@RideRCT.org)

or call 802-748-8170

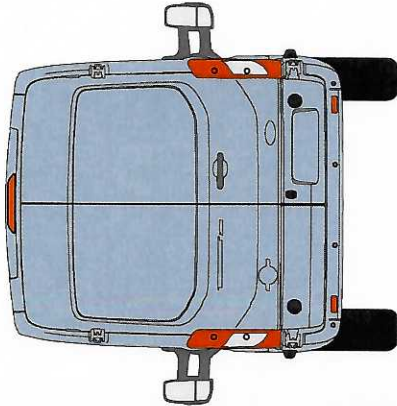
# FORD TRANSIT X9LT



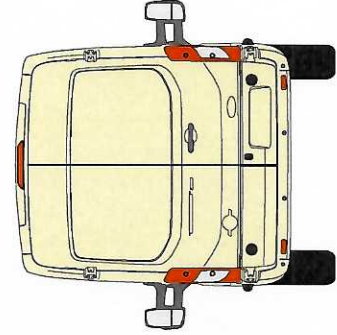
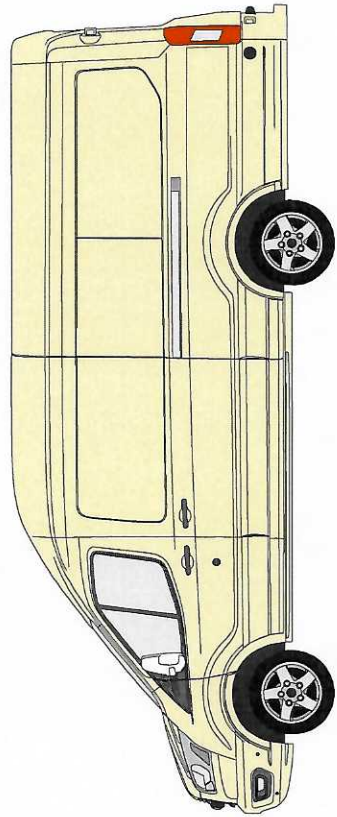
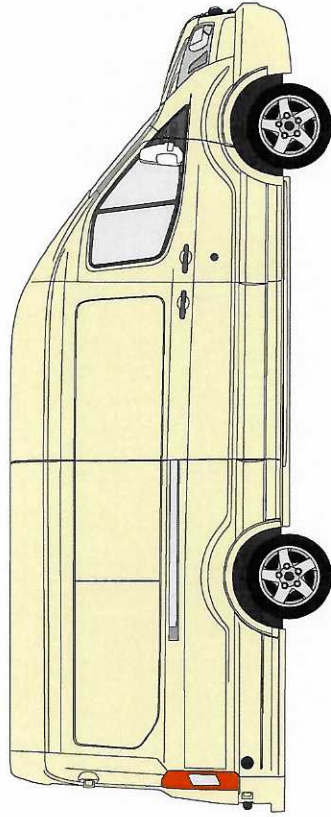
Side Panel, 59 x 28  
\$200/MONTH



Full Back Panel  
\$500/MONTH



Full Vehicle Wrap | \$12,000/YEAR



Complete pricing on page 10.

Contact:

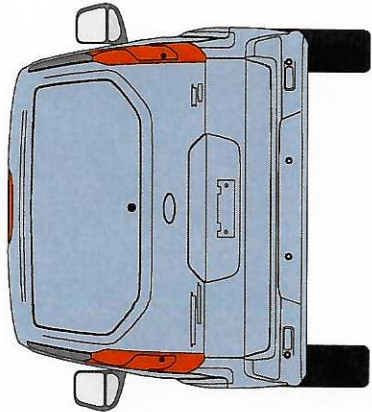
[name@RideRCT.org](mailto:name@RideRCT.org)

or call 802-748-8170

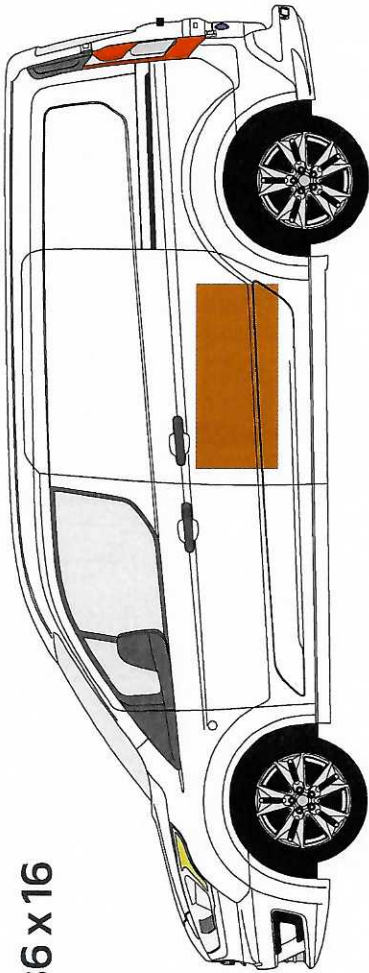


# FORD TRANSIT CONNECT

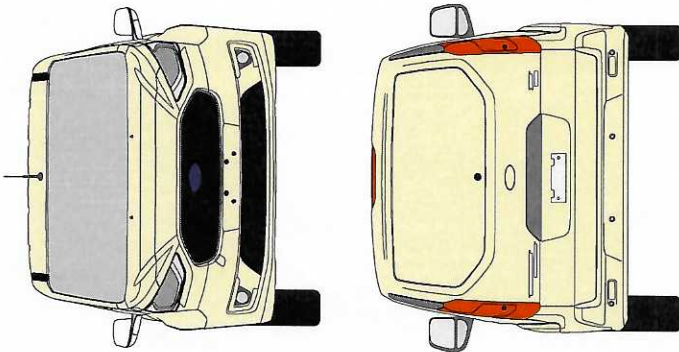
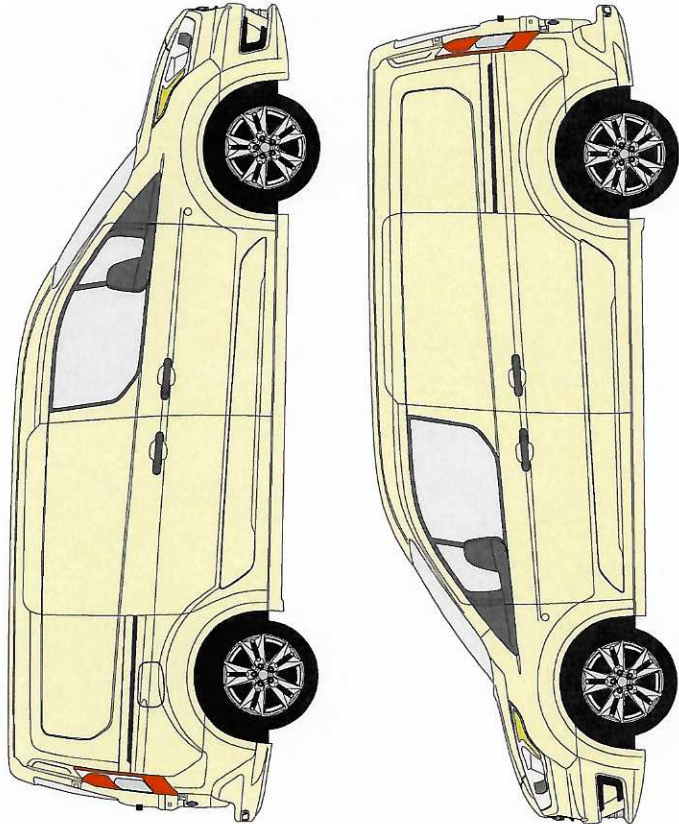
● Full Back Panel  
\$2,000/YEAR



● Side Panel, 36 x 16  
\$100/MONTH



● Full Vehicle Wrap | \$10,000/YEAR



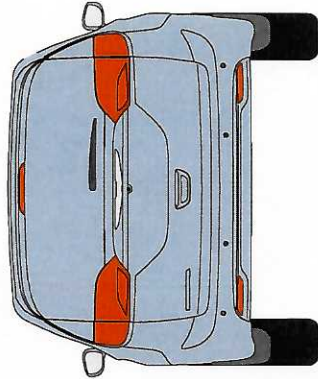
Complete pricing on page 10.

Contact:  
[name@RideRCT.org](mailto:name@RideRCT.org)  
or call 802-748-8170

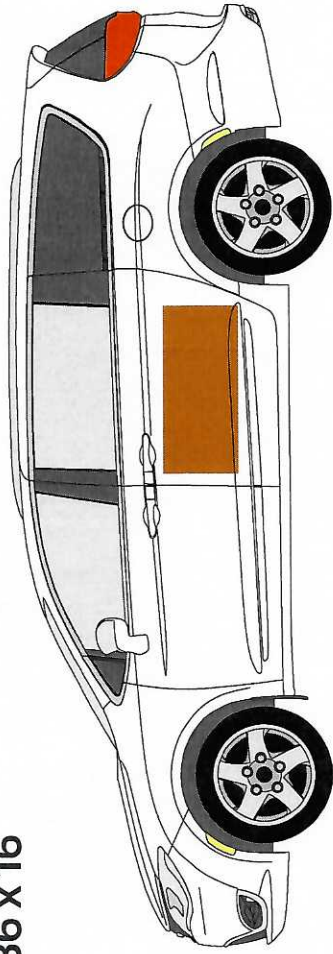


# CHRYSLER VOYAGER

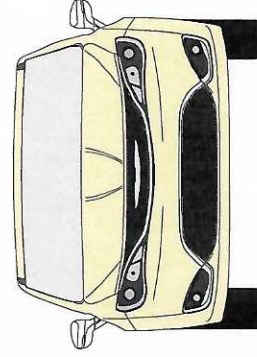
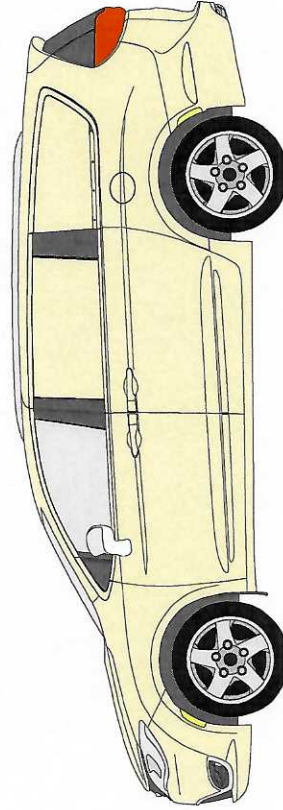
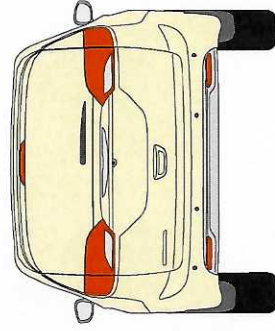
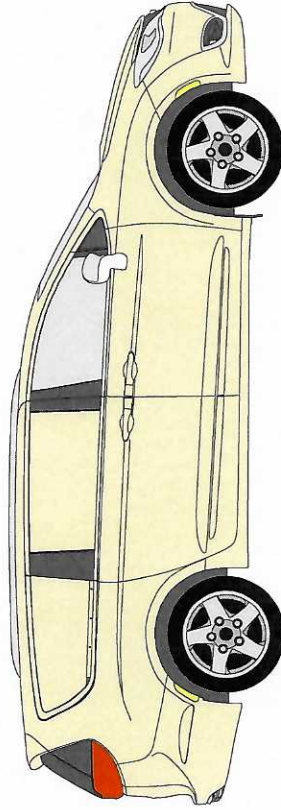
● Full Back Panel  
\$2,000/YEAR



● Side Panel, 36 x 16  
\$100/MONTH



● Full Vehicle Wrap  
\$10,000/YEAR

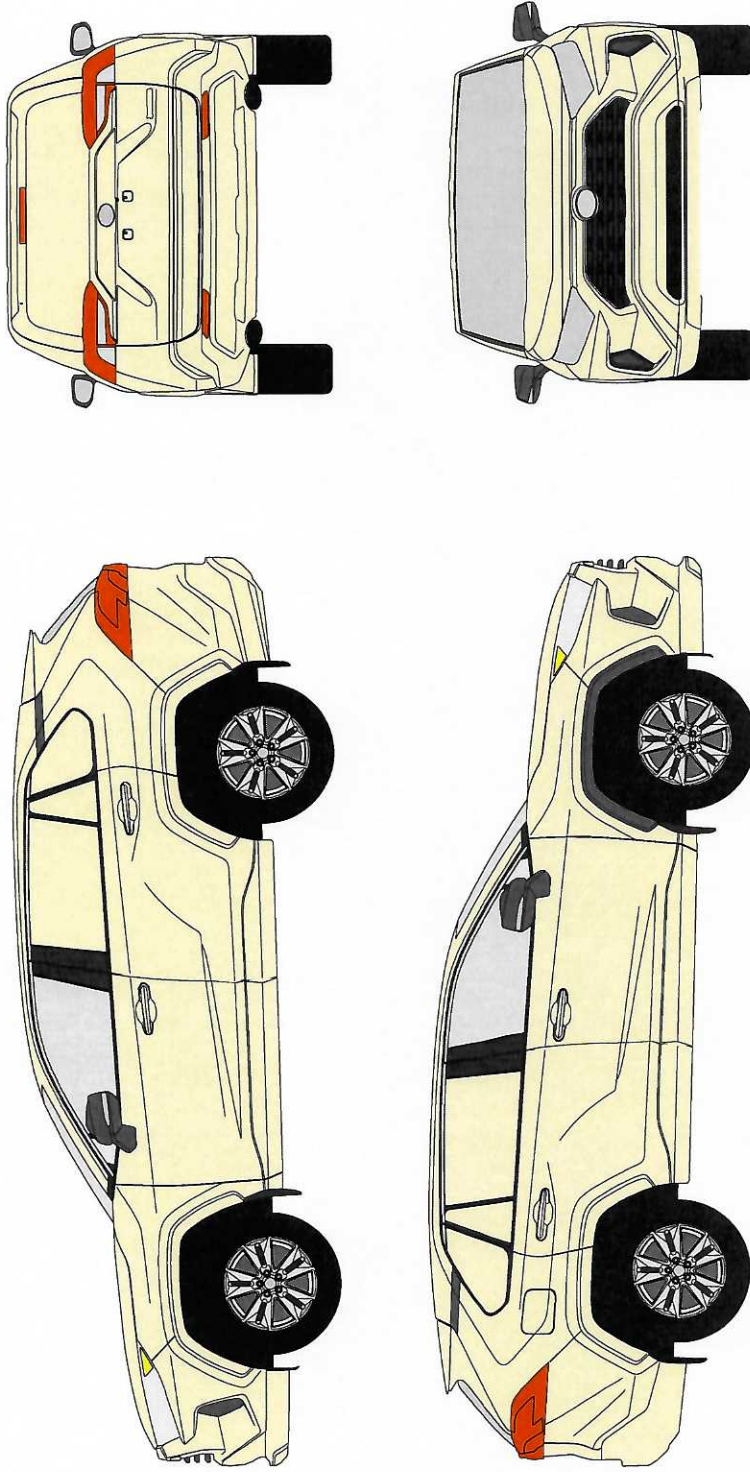


Complete pricing on page 10.

Contact:  
name@RideRCT.org  
or call 802-748-8170

# TOYOTA RAV 4

Full Vehicle Wraps Only  
\$10,000/YEAR



Complete pricing on page 10.  
Contact: [name@RideRCT.org](mailto:name@RideRCT.org) or call 802-748-8170



# SPONSORSHIP OPPORTUNITIES WITH RURAL COMMUNITY TRANSPORTATION

VEHICLE	FULL WRAP	FULL BACK	SIDE PANEL (INCHES)
<b>Gillig 2029</b>	\$20,000/year	n/a	n/a
<b>Ford 450/550</b>	\$15,000/year	\$500/month	\$200/month (59x28)
<b>Ford Transit X9LT</b>	\$12,000/year	\$500/month	\$200/month (59x28)
<b>Ford Transit Connect</b>	\$10,000/year	\$2,000/year	\$100/month (36x16)
<b>Chrysler Voyager</b>	\$10,000/year	\$2,000/year	\$100/month (36x16)
<b>Toyota Rav 4</b>	\$10,000/year	n/a	n/a

**SOLD OUT!**

**Enhance your brand with RCT's vehicle sponsorships!**

Contact:

**name@RideRCT.org**  
or call **802-748-8170**

**Show your support for rural transportation!**

